

Hamilton City Council Residents Survey Verbatim Comment Report

March Quarter 2011

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Most Important Issues

Respondents were asked what the three most important issues were that Council should be looking at.

The table below outlines the most important issues for the years July 2006 – June 2007, July 2007 – June 2008, July 2008 – June 2009, July 2009 – June 2010 as well as the current Moving Annual Total result (April 2010 – March 2011).

Two fifths of the respondents (41.2%) mentioned a transportation related issue¹ as one of their three most important issues (i.e. anyone who mentioned either roads, traffic, public transport, parking, or road safety). A quarter of the respondents (26.1%) mentioned a Safety / Law and Order related issue as one of their three most important issues (i.e. anyone who mentioned Law and order, crime, safety, or graffiti).

Roads (19.4%) was rated as the main individual issue while Law and Order (15.5%) was the second most commonly mentioned issue and Parking (12.7%) was third. Traffic (11.7%) was the fourth most commonly mentioned important issue this year. This was followed by Safety (11.1%), Rejuvenate City Centre (11.3%) then City Development / Planning (10.7%), Rates (10.3%) and Public transport (9.4%).

Jul 06 - Jun 07	Jul 07 - Jun 08	Jul 08 - Jun 09	Jul 09 - Jun 10	Apr 10 - Mar 11
<ul style="list-style-type: none"> • Traffic, including congestion (22.0%) • Roads (including road maintenance, development of roads and bypasses) (20.3%) • Law and Order (10.9%) • City Development / Planning (10.6%) • Public Transport (10.4%) • Road safety (8.1%) • Rates (7.2%) 	<ul style="list-style-type: none"> • Roads (including road maintenance, development of roads and bypasses) (24.4%) • Traffic, including congestion (20.1%) • Law and Order (14.5%) • Safety (11.4%) • Rates (11.0%) • Public Transport (10.6%) • Graffiti (9.4%) • City Development / Planning (8.5%) 	<ul style="list-style-type: none"> • Roads (including road maintenance, development of roads and bypasses) (19.8%) • Traffic, including congestion (16.2%) • Law and Order (14.7%) • Public Transport (11.7%) • Safety (11.1%) • Parking (9.1%) • Rates (9.0%) • Recreational facilities (8.7%) 	<ul style="list-style-type: none"> • Roads (including road maintenance, development of roads and bypasses) (20.1%) • Traffic, including congestion (13.8%) • Law and Order (13.8%) • Parking (10.8%) • Safety (9.6%) • Rates (8.2%) • Public Transport (7.2%) • Rejuvenate City Centre (7.0%) • City Development / Planning (6.5%) 	<ul style="list-style-type: none"> • Roads (including road maintenance, development of roads and bypasses) (19.4%) • Law and Order (15.5%) • Parking (12.7%) • Traffic, including congestion (11.7%) • Safety (11.1%) • Rejuvenate City Centre (11.3%) • City Development / Planning (10.7%) • Rates (10.3%) • Public Transport (9.4%)

¹ Note: In some cases respondents will mention more than one issue within a category (e.g. 'traffic' and 'parking' are both issues within the transportation category). The percentages when added up for individual issues will total more than the overall percentage for a category.

What the main categories include

Respondents were asked *'What, in your opinion, are the three main issues that Council should be looking at?'* This question was asked as an open question with the answers grouped together for analysis purposes. Some of the issues cover a very specific subject while others cover an issue which can cover a number of specific themes. The following is a summary of what has been coded into each of the main issues for April 2010 – March 2011.

Roads

Roading includes anything to do with road works, traffic lights, road markings and judderbars. It also includes issues with pedestrian crossings, footpaths, roundabouts and traffic islands. Also included are issues with bridges or the need for more and issues with the quality or layout of roads as well as the need for more roads or alternative routing.

Traffic

Traffic generally includes traffic congestion or traffic control

Public Transport

This includes issues with public transport e.g. buses, timetables, bus shelters and the need for more or better public transport. It also includes where the term 'transport' has been used and it is uncertain whether it refers to public or private transport as an issue.

Parking

This usually refers to the lack of parking in the Central Business District (CBD) and other issues with parking e.g. security or cost of parking.

Law and Order

This includes the Police (the need for more law enforcement), crime, and boy racers causing safety issues. It also includes personal safety and safety of properties as well as other road safety concerns e.g. speeding. Also a concern under law and order is antisocial behaviour (again this is usually in the CBD and often alcohol related and involving youth or young adults).

Safety

Safety includes security, and where safety in general is mentioned as well as personal safety.

Rejuvenate City Centre

This includes improving the CBD, tidying the area up, improving Garden Place, and the need for encouraging businesses and people back into the CBD.

Rates

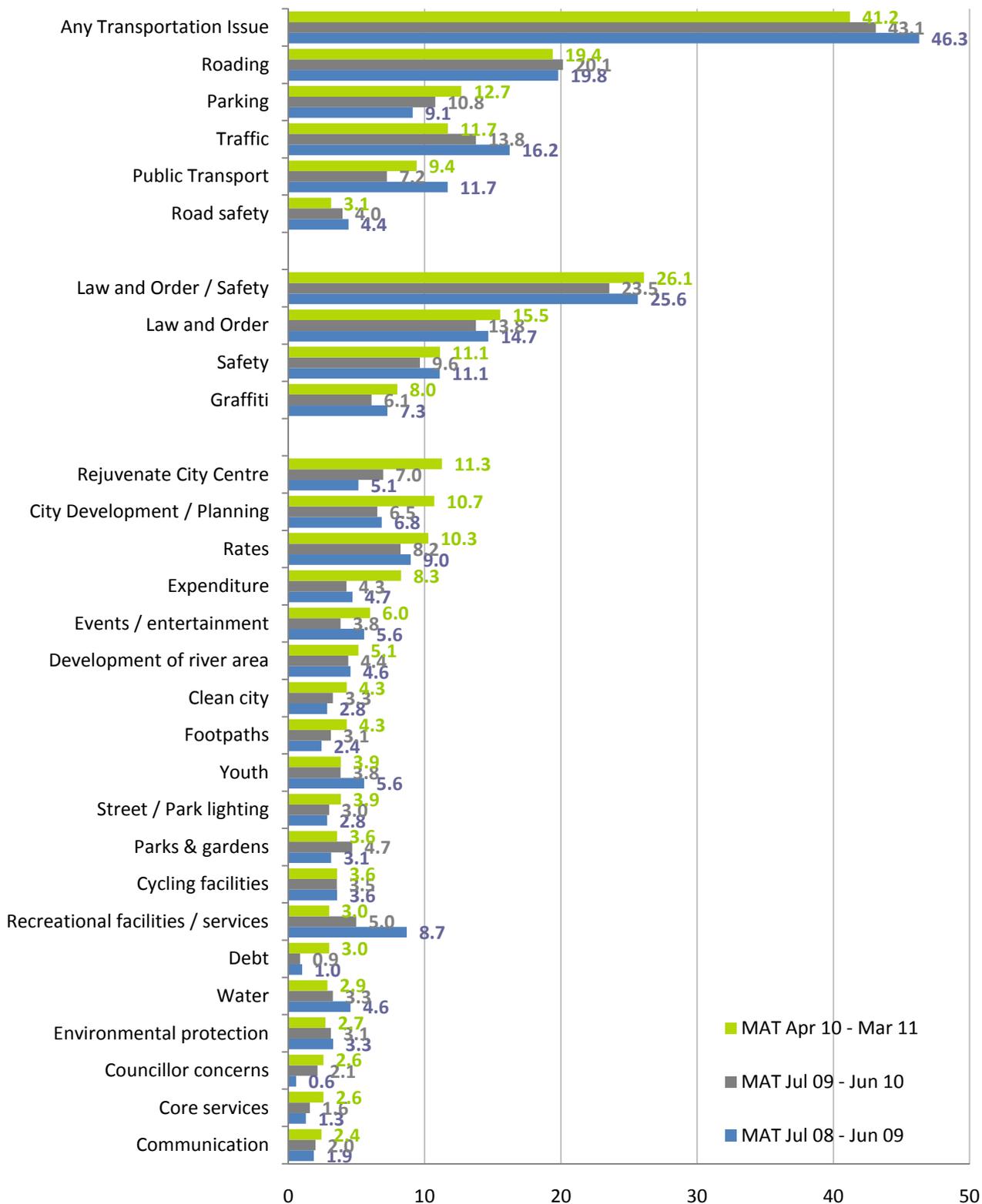
Rates includes anything to do with rates including the cost of rates, how rates money is spend and also comments about rates from Environment Waikato.

City Development/Planning

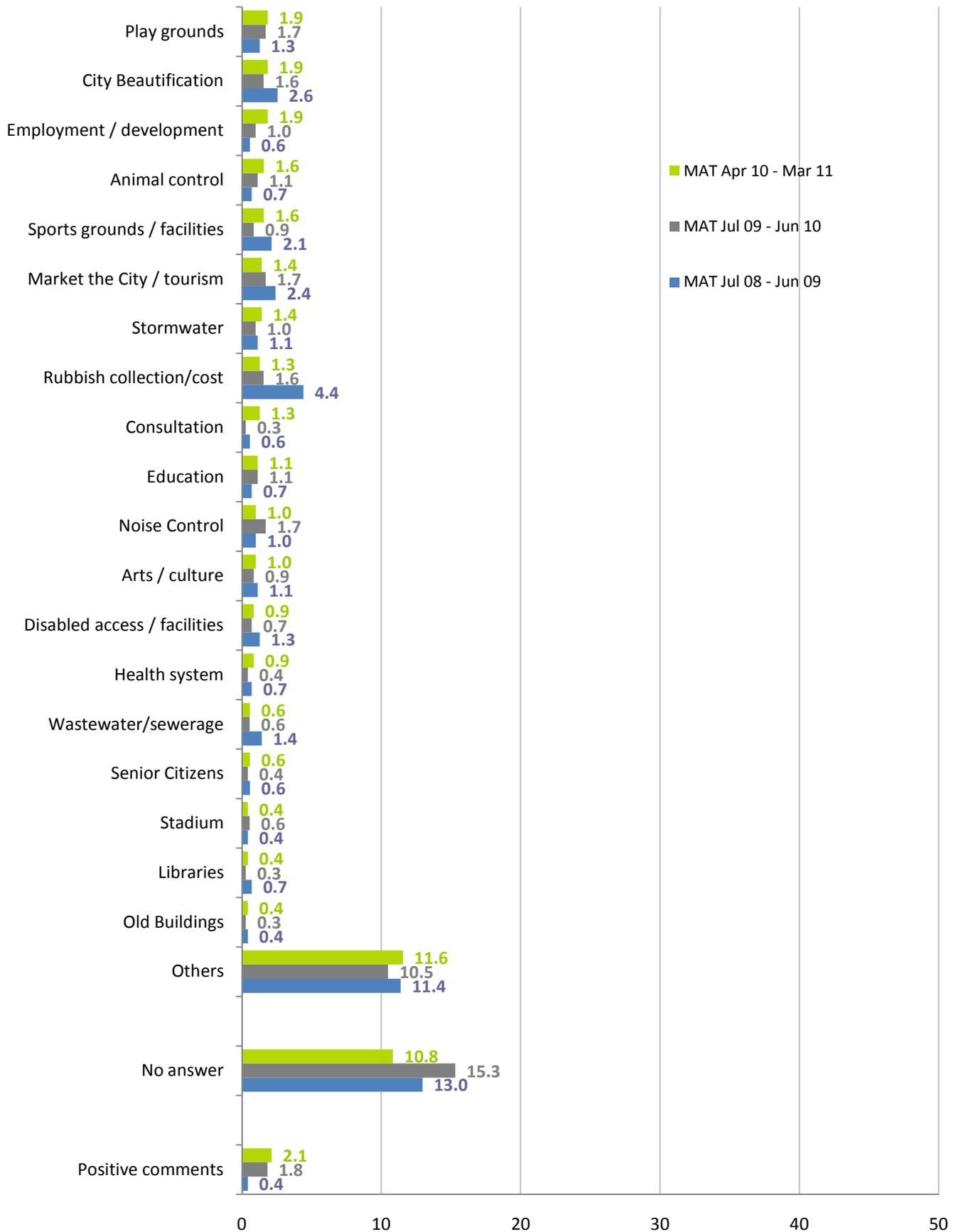
City Development / Planning includes anything to do with town planning, city growth, housing developments, subdivisions, shopping areas, new schools or the infrastructure.

Most important issues comparison to previous years

Respondents were asked 'What, in your opinion, are the three main issues that Council should be looking at?' This question was asked as an open question with the answers grouped together for analysis purposes. There was a range of responses, with the main comments covering transportation issues (41%) which included roads (19%), parking (13%), traffic issues (12%), public transport (9%), and road safety (3%). The second main issue covers law and order / safety issues (26%) which included law and order (16%), safety (11%), and graffiti (8%). These were followed by rejuvenate the City Centre (11%), city development / planning (11%), rates (10%) and expenditure (8%).



There are also a number of issues which were mentioned by smaller groups of respondents.



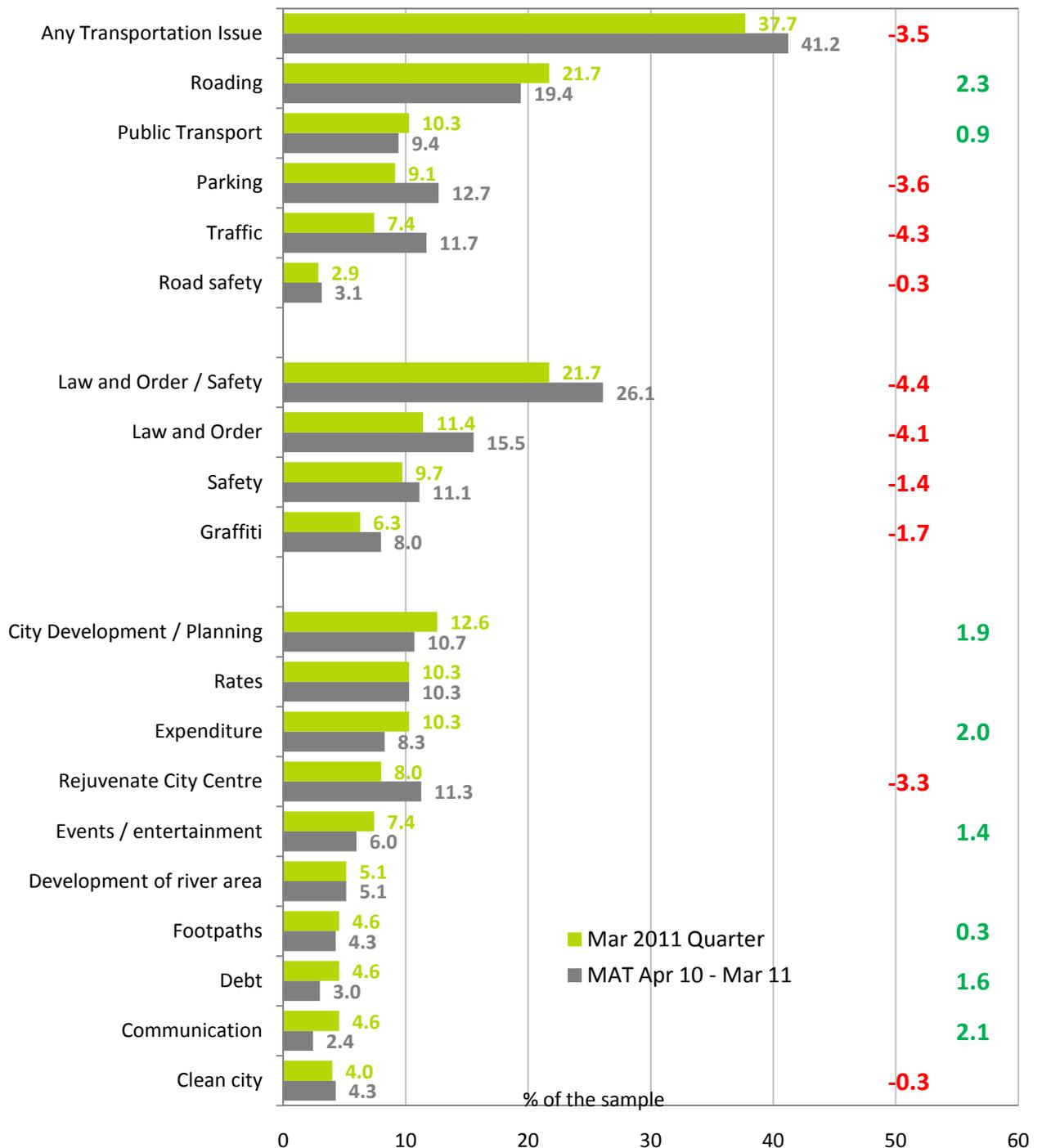
Most important issues this quarter

Respondents were asked 'What, in your opinion, are the three main issues that Council should be looking at?' This question was asked as an open question with the answers grouped together for analysis purposes.

The following chart compares the issues mentioned in the March 2011 quarter (n = 175) versus the proportion who mentioned these issues in the current Moving Annual Total result (April 2010 – March 2011 – n = 701).

Similar to the MAT basis, the main issues for the March 2011 quarter covered transportation issues (38%) law and order / safety issues (22%) followed by city development / planning (13%), rates (10%), expenditure (10%) and rejuvenate the city centre (8%).

The largest differences were a 4.4% decrease in mention of law and order or safety this quarter (22% versus 26% on a MAT basis), and a 4.3% decrease in mention of traffic issues this quarter (7% versus 12% on a MAT basis). The largest increase was 2.3% for roading (22% versus 19% on a MAT basis).



Please note the percentages are based on the four quarters from April 2010 – March 2011 but only the verbatim comments from the March quarter are included in this report.

Most Important Issues verbatim comments

This quarter the three most important issues included the following comments grouped together into common themes².

Roads: MAT³ 19.4% (MAT n = 136)⁴

The most common theme related to roads being an important issue (19.4% versus 20.1% in 2010, 19.8% in 2009 and 24.4% in 2008). By comparison this was 21.7% for the March 2011 quarter). These comments included.

'Fixing up car park building (Centre Place) entrance. The surface is broken up in places ; Coming out of Westfield into Hukanui Road. One can turn right but it is very hard to do that with all of the traffic. This needs to be maybe a merging system; There are some very large rocks at the Five Cross Roads roundabout. One rock sticks out and I think it should be moved more into the centre of the island'

'The blowout of contracts they undertake. They never seem to stay at the contracted price, the budget is always blown; Late in road maintenance repairs and they rebuild unnecessary roads'

'Safety at night - more patrol; Infrastructure throughout the city needs to be improved; Cycle lanes need to be made safer'

'More scope for movability - for people to be able to move around in the city'

'A fairer deal for the V8s for the community; Roading and where they put the manholes; Let's try working at night instead of shutting streets in the day so the city is not disrupted. Think further ahead when building stuff, think 20 years ahead'

'Getting rid of the V8s. Sell off the agreement or buy themselves out of it or do something; I don't understand why they put bike areas in front of the car areas at the lights.

The bikes go in front of the cars and then cars have to wait for the bikes to get going and it slows everything down I don't understand that'

'I think we need another bridge for traffic flow from one side of the river to another; I still think the community under uses the CBD; All of the large social community venues e.g. Claudelands Event Centre need to be promoted in a very economical way so we are making good use of the large venues we've spent ratepayers money on'

'Pedestrians at Melville (Normandy Avenue); Bus shelters could be a bit better; Some bus drivers are just stupid they shouldn't be bus drivers. I didn't like the way they were driving'

'Disruption by V8s; Better police responding times, but they are over worked; Too many roadworks at the same time. Just seems to be that the main routes are blocked continuously. The progress is great, but concentrate on one area at a time so you don't have a stand still in so many areas. Do a job, and do it well, then move on to the next'

'River; Roads; The decrease of rentals, they don't mow their lawns (the tenants not the owners)'

'I think making central city safe for families at night. It would be nice to take your kids out for dinner and not worry about drunk students and things like that;

Traffic especially in the morning. Having to get across the bridges'

'Turning the city around to the river; Make more paths Malcolm Avenue to the Hamilton Gardens; Fix the paths going down Cobham Drive towards the cemetery. My kids have been hurt from biking on unlevelled path and fill up the pot holes and on Masters Avenue they need pedestrian (crossings) further up on Masters Avenue (have at least two)'

'Forward planning; Roading infrastructure; Encouraging industry into the city'

'It would be better to put lights where the big roundabout is in Dinsdale and The Base roundabout.; Need to get the wild cats that are running around'

² Please note that when verbatim comments cover more than one point these are reported in total to keep comments in perspective. The comments with multiple themes are repeated under each relevant section.

³ MAT relates to the 12 month Moving Annual Total. This quarter this is April 2010 – March 2011

⁴ Please note the percentages are based on the four quarters from April 2010 – March 2011 but only the verbatim comments from the March quarter are included in this report.

'Safety. I think the roads are terrible; Make our streets safer and make the people that live here feel safer in their own homes; Make life better. Make families better and safe. Keep the world going'

'A toilet down at Grandview Mall. There are 10-12 shops there and a big Countdown and no toilet. There's a toilet there but it's locked. There should be a toilet, so many people go there and there are food places; No cycle track on Grandview Road; it's too narrow and there are no cyclists anyway; The trees planted on the side of the road down Grandview are lifting up the tarseal'

'Financial situation - we are grossly in debt and it is putting a strain on the ratepayers; Maintaining roads; Cost of parking in the CBD should be looked at e.g. too high'

'Safety for people is important. It's a huge problem because it probably stems from peoples social and economic problems. Some areas such as Fairfield and Melville need special attention and something to lift the morale in those areas. It's not a simple thing but think if that happens there may be less social problems; Also the Hamilton expressway. I can't see why that can't be completed and made a toll road for instance. Hamilton is lagging behind in that sense; Fast tracking of the rail link between Hamilton and Auckland (not sure how much the Council has to do with that)'

'More parking in CBD with minimal cost; Wider roads, e.g. Te Aroha Street and River Road; Infrastructure for road planning in the future'

'Traffic like in Rototuna and The Base after working hours; Hamilton doesn't have enough bridges'

*'Roads need to be fixed; Roadworks take forever to finish;
Water restrictions, huge collection of water that isn't being used'*

'The manholes; in Rototuna there is a new area paved like velvet while others get heavy traffic not as smooth areas, not as safe as others; I think the Council needs to get into cars and tell for themselves if the roads are good in cars or not. They need to realise what citizens are driving on. They need to drive on the roads to see how it's done, to see if the roads are practical or not. At the end of the day you will notice people do surveys differently, someone will not be cross but they will give bad feedback, I choose to be positive rather than negative -I say thank you, I hate to bash people for their wrong-doings; Better quality police, I don't have much faith in the police, they are pulling up people on their licenses rather than being in the areas that need it like Melville and around the hospital. Some people I know in those areas are staying locked up in their houses because of the neighbours threatening them. That's not good in the summer'

'Roading, tidying up the roads we use, a lot of potholes. We do a lot of walking and the footpaths too also need a lot of attention; Keeping the parks nice and tidy and keeping the rubbish bins empty; Try to keep the tagging to a minimum'

*'Emergency earthquake plans (protocol for the city) ; The infrastructure i.e. roading, sewage etc;
Recreation keeping up parks and recreational places i.e. public toilets, parks etc'*

'We live on a gully and previous generations have thrown rubbish and it's very littered down there so I think there should be some environmental work done there to tidy it up a bit;

They should leave the city centre alone and look at other areas of town where money could be spent more wisely; Need to fix traffic congestions and roading. They need to plan for the future, take into consideration the increase in population etc'

'Traffic light control; Environmental pollution; The accommodation of pedestrians'

*'Major roadworks throughout the city; Orbiter bus route;
Taxis parking around the local cafes, sometimes blocking the road'*

'Keep free parking in the weekends; I'd like to see Council running the buses; I think there isn't enough futuristic road planning. How wide they are and how much traffic they will need to sustain'

'Maintaining the streets paving and facilities in central area, the toilet cleanliness; Reducing rates'

'The traffic lights in the city. I believe they are totally inefficient. They frustrate me a lot. I've spoken to the Council a number of times in the past and it's an ongoing issue. It's particularly when you come onto a main road and you might be lucky if you get 3 cars through the lights ;

*Garden Place is something that is an issue. I don't think they should be spending any more money there;
On Victoria Street what they've done between Bryce and Hood Street they've just narrowed it up too much and when a bus stops all the traffic stops because they can't get onto the bus stop properly and the car parks in the middle aren't big enough for a decent sized car - they stick out onto the road behind them'*

*'Less roadworks; Traffic problem; Diagonal parking'
'Got to get the roadworks finished quicker'*

'Improving the cycle ways in Hamilton so it's safe and easy to use a bicycle; Some of the roundabouts in Frankton where the V8s are, they've made the place look really horrible'

'Crime, burglary, breaking and entering, theft type crime; Roothing. They've got a lot of good initiatives underway. I'm in support of their roading plan; they should keep the focus on the roading plan; Cultural aspects. More art and culture. It's just Hamilton is not a very cultured town, quite boring in that aspect'

'Streetlights, not enough lighting in some areas; Traffic control is dreadful; Roads need upgrading'

'Traffic management, sometimes at certain traffic lights the lights stay green for too long even if there are no cars there. Also the bus prices are too expensive; Pedestrian crossings - need to have more crossings e.g. Like Hamilton East to the gardens, people find it very difficult. Also there are no particular crossings at roundabout; Noise Control around the university. Also the safety around the university, especially during the weekend when there are lots of broken glasses on the streets'

'Maintaining and keeping streets clean'

'I like the idea of them extending the Hamilton Gardens; Put more pedestrian crossings on Cobham Drive; Central city car parking should be provided by retailers in the same way that Chartwell retailers do for their customers. If they want to sell products then town retailers should provide free parking'

Parking: MAT 12.7% (MAT n = 89)

Others, (9.1%) mentioned car parking issues this quarter, normally in the Central City.

'Fixing up car park building (Centre Place) entrance. The surface is broken up in places ; Coming out of Westfield into Hukanui Road. One can turn right but it is very hard to do that with all of the traffic. This needs to be maybe a merging system;

There are some very large rocks at the Five Cross Roads roundabout. One rock sticks out and I think it should be moved more into the centre of the island'

'Regeneration of the CBD; Parking'

'Attracting people to the CBD; Better parking and free parking for the CBD; Inner city speed limits need to be monitored. Just creates problems and the Council doesn't do anything about it; needs better speed signs to remind people of the speed'

'Financial situation - we are grossly in debt and it is putting a strain on the ratepayers; Maintaining roads; Cost of parking in the CBD should be looked at e.g. too high'

'More parking in CBD with minimal cost; Wider roads, e.g. Te Aroha Street and River Road; Infrastructure for road planning in the future'

'Parking meters. Take them off. Let the parking be free up to 2 hours; Victoria Street- too narrow, too crowded, can't move fast enough especially with pedestrians moving around; Times during the day you see buses around the city with no people travelling. Buses could be cut. That's money we pay for nothing. Maybe once an hour outside traffic hours would be enough'

'Major roadworks throughout the city; Orbiter bus route;

Taxis parking around the local cafes, sometimes blocking the road'

'Keep free parking in the weekends; I'd like to see Council running the buses; I think there isn't enough futuristic road planning. How wide they are and how much traffic they will need to sustain'

'Less roadworks; Traffic problem; Diagonal parking'

'Parking; Opening up the use of river and access to the river as well'

'CBD; Parking; Schooling in the north eastern suburbs'

'Sports facilities. There are a lot of clubs that need facilities. Also stuff like fields and looking after them mainly with rugby league; Parking in the CBD. Too expensive;

Too much cyclists on the road. It is getting dangerous'

'Parking in town, doesn't seem to be a whole lot where you want to be; Graffiti. Just seems to be everywhere. Maybe more can be done to clean it up, or make people aware of what they can do if they see it, I wasn't aware of the Council programme to clean it up; The swimming pools have good hours, but during the day they are all booked with lessons, so maybe having some hours in the day when you can actually swim in the pool'

'Traffic flow; Central city night time policing; General consistency in parks and all areas'

'Garden Place; The young groups of louts that hang around Ward Street and the main CBD area; Getting more people into the city and away from The Base, with regards to the parking. What they have done so far is a fantastic start but they need to do more'

'I like the idea of them extending the Hamilton Gardens; Put more pedestrian crossings on Cobham Drive; Central city car parking should be provided by retailers in the same way that Chartwell retailers do for their customers. If they want to sell products then town retailers should provide free parking'

Traffic: MAT 11.7% (MAT n = 82)

The next main theme related to traffic or issues related to traffic congestion and was mentioned by 11.7% (versus 13.8% in 2010, 16.2% in 2007 and 20.1% in 2008. By comparison this was 7.4% for the March 2011 quarter). These comments included:

*'Spending is one issue. Controlling the deficits they've got ;
I think graffiti is a problem in the city; The traffic issues. Peachgrove Road,
Ruakura Road corner gets pretty clogged up and the Flagstaff area'*

'I think making central city safe for families at night. It would be nice to take your kids out for dinner and not worry about drunk students and things like that;

Traffic especially in the morning. Having to get across the bridges'

'Rates down; Traffic'

'Traffic and transport; Provision of better recycling services; Managing development '

*'Law and order; The drugs problem. The families of people who have these problems;
Traffic management'*

'Traffic like in Rotorua and The Base after working hours; Hamilton doesn't have enough bridges'

'Traffic management; Keeping the facilities we have; Keeping the rates at a reasonable level'

'We live on a gully and previous generations have thrown rubbish and it's very littered down there so I think there should be some environmental work done there to tidy it up a bit;

They should leave the city centre alone and look at other areas of town where money could be spent more wisely; Need to fix traffic congestions and roading. They need to plan for the future, take into consideration the increase in population etc'

'Keeping big trucks out of residential streets'

'Less roadworks; Traffic problem; Diagonal parking'

'Streetlights, not enough lighting in some areas; Traffic control is dreadful; Roads need upgrading'

'Traffic management, sometimes at certain traffic lights the lights stay green for too long even if there are no cars there. Also the bus prices are too expensive; Pedestrian crossings - need to have more crossings e.g. Like Hamilton East to the gardens, people find it very difficult. Also there are no particular crossings at roundabout; Noise Control around the university. Also the safety around the university, especially during the weekend when there are lots of broken glasses on the streets'

'Traffic flow; Central city night time policing; General consistency in parks and all areas'

Public Transport: MAT 9.4% (MAT n = 66)

A tenth of the respondents (9.4%) felt public transport was an important issue with it being an issue for 10.3% of respondents this quarter. Note: this was often mentioned as transport and it is possible that some respondents were meaning private transport rather than public transport. However, since we can't differentiate, all transport related issues are included in this section.

*'Public buses are very much under utilised. I never see more than 5 people on any bus.
It is a waste of public money. We should have smaller buses ; I am concerned about noise
from my neighbours. It is motorbikes and cars'*

'Public transport. To have cheaper fares on the buses.

To have the services more frequent so that people will use them '

'Water; we need to have more storage facilities for summertime use ; Take off the big buses and put smaller buses on; Garden Place could have been left as it was and saved that money'

'Controlling debt; Controlling urban expansion. I think we've got to look at in-fill housing to a certain extent; Establishing a rail connection with Auckland to get more people off the State Highway'
'Pedestrians at Melville (Normandy Avenue); Bus shelters could be a bit better; Some bus drivers are just stupid they shouldn't be bus drivers. I didn't like the way they were driving'

'Traffic and transport; Provision of better recycling services; Managing development'

'Shelters at bus stops. Some have shelters and others don't, you are made to stand in the rain. I think there should be shelters at every bus stop; Something needs to be done for pedestrians at roundabouts; Footpaths need fixing in general. When I've been walking there is some pathways that I feel are dangerous'

'Safety for people is important. It's a huge problem because it probably stems from peoples social and economic problems. Some areas such as Fairfield and Melville need special attention and something to lift the morale in those areas. It's not a simple thing but think if that happens there may be less social problems; Also the Hamilton expressway. I can't see why that can't be completed and made a toll road for instance. Hamilton is lagging behind in that sense; Fast tracking of the rail link between Hamilton and Auckland (not sure how much the Council has to do with that)'

'Bus stops; they should have more sheltered bus stops especially for elderly and kids. An example is Cameron Road. On both sides there is a bus stop for the university bus - you can get soaking wet unless you run to the dairy down the road and on Old Farm Road; there is a lot of elderly around the university'

'Parking meters. Take them off. Let the parking be free up to 2 hours; Victoria Street- too narrow, too crowded, can't move fast enough especially with pedestrians moving around; Times during the day you see buses around the city with no people travelling. Buses could be cut. That's money we pay for nothing. Maybe once an hour outside traffic hours would be enough'

'The bus services. We need some bus shelters on the outlying areas (Huntington) and a post box. We don't have one (in Huntington); Faze Attack- it's a foul smell (in Melville). Children get rashes on their faces; The walkways. I'd like to see more walkways in the outer city (e.g. Huntington)'

'Transport, I think if you look at Te Awamutu, Cambridge, Ngaruawahia and Morrinsville they have train services, it's time we looked at getting a train service. Small stations all over or small buses, every 15 minute services. Developing services; Making something unique for the city. They should have something unique for tourism so developing gardens and they need to do something down the river. I always thought they should put a tram down Victoria Street and close it off as a pedestrian mall'

'Major roadworks throughout the city; Orbiter bus route; Taxis parking around the local cafes, sometimes blocking the road'

'Keep free parking in the weekends; I'd like to see Council running the buses; I think there isn't enough futuristic road planning. How wide they are and how much traffic they will need to sustain'

'Getting rid of the V8s.; Maintain the bus service; Maintain the library services as well'

'Transport, an in-depth review of the extent and increasing subsidies of public transport; Claudelands Event Centre appears to have become a very expensive monument to somebody or some people with little relevance to the ratepayers. It is a monstrosity in size and money. We've heard absolutely nothing, it's expensive and we've had no say in it. No ones paying for it but the ratepayers; Justification of the Council and work force of their continued empire building'

'Traffic management, sometimes at certain traffic lights the lights stay green for too long even if there are no cars there. Also the bus prices are too expensive; Pedestrian crossings - need to have more crossings e.g. Like Hamilton East to the gardens, people find it very difficult. Also there are no particular crossings at roundabout; Noise Control around the university. Also the safety around the university, especially during the weekend when there are lots of broken glasses on the streets'

'Public transport; Planning and residential development; A full recycling service'

Road safety: MAT 3.1% (MAT n = 22)

This quarter, 2.9% of respondents commented on the need for better road safety with comments that included:

'Parks and playgrounds - need more swings and stuff. There is a dirty creek and it's not safe for kids; Enforcements of speed down Snell Drive'

'Attracting people to the CBD; Better parking and free parking for the CBD; Inner city speed limits need to be monitored. Just creates problems and the Council doesn't do anything about it; needs better speed signs to remind people of the speed'

'Neighbourhood safety; Making streets safe for children, more pedestrian safety i.e. access to the Hamilton Gardens'

'Improving the cycle ways in Hamilton so it's safe and easy to use a bicycle; Some of the roundabouts in Frankton where the V8s are, they've made the place look really horrible'

'Sports facilities. There are a lot of clubs that need facilities. Also stuff like fields and looking after them mainly with rugby league; Parking in the CBD. Too expensive; Too much cyclists on the road. It is getting dangerous'

Law and Order / Safety: MAT 26.1% (MAT n = 183)

The next main theme related to Law and Order, mentioned by 26.1% of respondents on a MAT basis (21.7% of the respondents for this quarter) but this was articulated in two different ways. The main comments (11.4% this quarter) revolved around law and order but included police, crime, boy racers and law and order with comments that included:

'Community safety in the neighbourhood ; I have protected trees on my property and I am not allowed to touch or trim them. They are a massive problem; The Council needs to make the centre of town livelier'

'The V8s; The boy racers - Brandon Street and Smith Street'

'The youth; Graffiti and crime; Looking at the suburbs and beautifying them'

'Quality of housing. I think the standard of living in some areas is quite poor; The rising youth gang issue in Hamilton; Organic waste. Other major cities have organic days whereas Hamilton doesn't'

'Disruption by V8s; Better police responding times, but they are over worked; Too many roadworks at the same time. Just seems to be that the main routes are blocked continuously. The progress is great, but concentrate on one area at a time so you don't have a stand still in so many areas. Do a job, and do it well, then move on to the next'

'Attracting people to the CBD; Better parking and free parking for the CBD; Inner city speed limits need to be monitored. Just creates problems and the Council doesn't do anything about it; needs better speed signs to remind people of the speed'

'Council budget particularly expenses (keeping down rates); Inner city safety at night, need to tighten up on security; The city centre is looking scruffy'

'Graffiti in the St Andrews area and the bus shelters; Security around all the neighbourhoods'

'Law and order; The drugs problem. The families of people who have these problems; Traffic management'

'Cameras for security in the CBD ; The advertising saying that "You are on camera" in places; Getting rid of people that have no respect for other and the city, e.g. vandals and generally people that appear aggressive and people who are loitering. Need personal safety'

'Safety. I think the roads are terrible; Make our streets safer and make the people that live here feel safer in their own homes; Make life better. Make families better and safe. Keep the world going'

' To create more employment; Reducing crime; Health care'

'The manholes; in Rototuna there is a new area paved like velvet while others get heavy traffic not as smooth areas, not as safe as others; I think the Council needs to get into cars and tell for themselves if the roads are good in cars or not. They need to realise what citizens are driving on. They need to drive on the roads to see how it's done, to see if the roads are practical or not. At the end of the day you will notice people do surveys differently, someone will not be cross but they will give bad feedback, I choose to be positive rather than negative -I say thank you, I hate to bash people for their wrong-doings; Better quality police, I don't have much faith in the police, they are pulling up people on their licenses rather than being in the areas that need it like Melville and around the hospital. Some people I know in those areas are staying locked up in their houses because of the neighbours threatening them. That's not good in the summer'

'Controlling death; Getting people who are accountable for their actions'

'Crime, burglary, breaking and entering, theft type crime; Rooding.

They've got a lot of good initiatives underway. I'm in support of their roading plan; they should keep the focus on the roading plan; Cultural aspects. More art and culture.

It's just Hamilton is not a very cultured town, quite boring in that aspect'

'Traffic management, sometimes at certain traffic lights the lights stay green for too long even if there are no cars there. Also the bus prices are too expensive; Pedestrian crossings - need to have more crossings e.g. Like Hamilton East to the gardens, people find it very difficult. Also there are no particular crossings at roundabout; Noise Control around the university. Also the safety around the university, especially during the weekend when there are lots of broken glasses on the streets'

*'Just the safety. The different neighbourhoods. You get some neighbourhoods that seem to attract worse behaving people. The poorer areas seem to have more trouble;
Do more promotion for Hamilton'*

*'Safety. Over the weekend there are young people that get drunk and they are just walking around. Sometimes I am really afraid of them. Someone broke into our car this year; City central.
The rubbish and cleaning. Sometimes the city central is not as clean as other areas especially around Centre Place'*

'Traffic flow; Central city night time policing; General consistency in parks and all areas'

'Garden Place; The young groups of louts that hang around Ward Street and the main CBD area; Getting more people into the city and away from The Base, with regards to the parking. What they have done so far is a fantastic start but they need to do more'

Safety: MAT 11.1% (MAT n = 78)

The second theme with Law and Order related to the safety of residents (often mentioned as security or in tandem with other law and order comments). This was mentioned by 9.7% of respondents this quarter and their comments included:

'Keeping up with maintenance at the Hamilton Lake and Hamilton Gardens; Maintaining days out for family festivals like the Balloon Day and perhaps more family day events; Safety around central city'

*'Community safety in the neighbourhood ; I have protected trees on my property and I am not allowed to touch or trim them. They are a massive problem;
The Council needs to make the centre of town livelier'*

*'Safety at night - more patrol; Infrastructure throughout the city needs to be improved;
Cycle lanes need to be made safer'*

*'I think making central city safe for families at night. It would be nice to take your kids out for dinner and not worry about drunk students and things like that; Traffic especially in the morning.
Having to get across the bridges'*

'Safety in the CBD; Maintaining footpaths in general throughout the city; River and lake walkways need to be cleaned and maintained more regularly'

'Council budget particularly expenses (keeping down rates); Inner city safety at night, need to tighten up on security; The city centre is looking scruffy'

'Cameras for security in the CBD ; The advertising saying that "You are on camera" in places; Getting rid of people that have no respect for other and the city, e.g. vandals and generally people that appear aggressive and people who are loitering. Need personal safety'

'Safety. I think the roads are terrible; Make our streets safer and make the people that live here feel safer in their own homes; Make life better. Make families better and safe. Keep the world going'

'Safety for people is important. It's a huge problem because it probably stems from peoples social and economic problems. Some areas such as Fairfield and Melville need special attention and something to lift the morale in those areas. It's not a simple thing but think if that happens there may be less social problems; Also the Hamilton expressway. I can't see why that can't be completed and made a toll road for instance. Hamilton is lagging behind in that sense; Fast tracking of the rail link between Hamilton and Auckland (not sure how much the Council has to do with that)'

*'Neighbourhood safety; Making streets safe for children,
more pedestrian safety i.e. access to the Hamilton Gardens'*

'Security; Keeping rates reasonable'

'The manholes; in Rototuna there is a new area paved like velvet while others get heavy traffic not as smooth areas, not as safe as others; I think the Council needs to get into cars and tell for themselves if the roads are good in cars or not. They need to realise what citizens are driving on. They need to drive on the roads to see how it's done, to see if the roads are practical or not. At the end of the day you will notice people do surveys differently, someone will not be cross but they will give bad feedback, I choose to be

positive rather than negative -I say thank you, I hate to bash people for their wrong-doings; Better quality police, I don't have much faith in the police, they are pulling up people on their licenses rather than being in the areas that need it like Melville and around the hospital. Some people I know in those areas are staying locked up in their houses because of the neighbours threatening them. That's not good in the summer'

'Keeping Hamilton appealing to other tourists, which helps them to come here and to encourage them ; Maintaining facilities; Safety'

'Improving the cycle ways in Hamilton so it's safe and easy to use a bicycle; Some of the roundabouts in Frankton where the V8s are, they've made the place look really horrible'

'Traffic management, sometimes at certain traffic lights the lights stay green for too long even if there are no cars there. Also the bus prices are too expensive; Pedestrian crossings - need to have more crossings e.g. Like Hamilton East to the gardens, people find it very difficult. Also there are no particular crossings at roundabout; Noise Control around the university. Also the safety around the university, especially during the weekend when there are lots of broken glasses on the streets'

*'Just the safety. The different neighbourhoods. You get some neighbourhoods that seem to attract worse behaving people. The poorer areas seem to have more trouble;
Do more promotion for Hamilton'*

'Safety. Over the weekend there are young people that get drunk and they are just walking around. Sometimes I am really afraid of them. Someone broke into our car this year; City central. The rubbish and cleaning. Sometimes the city central is not as clean as other areas especially around Centre Place'

Graffiti: MAT 8.0% (MAT n = 56)

Graffiti was mentioned by 6.3% of respondents this quarter with comments that included:

*'Spending is one issue. Controlling the deficits they've got ;
I think graffiti is a problem in the city; The traffic issues. Peachgrove Road
, Ruakura Road corner gets pretty clogged up and the Flagstaff area'*

'Graffiti, I don't like it, it really annoys me'

*'Graffiti - improve in getting it cleaned up; it is really noticeable;
Recycling could be better e.g. have a separate bin for cans, plastic and paper;
Communication with the community, just improve relationship and keep us informed'*

'Graffiti - in Melville we have a bad graffiti problem'

'The youth; Graffiti and crime; Looking at the suburbs and beautifying them'

'Graffiti; Noise; Trimming of trees '

'Graffiti; Use of the Waikato River (planning something that highlights the river)'

'Get rid of the graffiti in the Chartwell area'

'Graffiti in the St Andrews area and the bus shelters; Security around all the neighbourhoods'

'Roading, tidying up the roads we use, a lot of potholes. We do a lot of walking and the footpaths too also need a lot of attention; Keeping the parks nice and tidy and keeping the rubbish bins empty; Try to keep the tagging to a minimum'

'Parking in town, doesn't seem to be a whole lot where you want to be; Graffiti. Just seems to be everywhere. Maybe more can be done to clean it up, or make people aware of what they can do if they see it, I wasn't aware of the Council programme to clean it up; The swimming pools have good hours, but during the day they are all booked with lessons, so maybe having some hours in the day when you can actually swim in the pool'

Rejuvenate City Centre: MAT 11.3% (MAT n = 79)

8.0% of respondents felt putting life back into the City Centre was an issue for them this quarter.

*'Community safety in the neighbourhood ; I have protected trees on my property
and I am not allowed to touch or trim them. They are a massive problem;
The Council needs to make the centre of town livelier'*

'Reducing rates, or if they are going to charge more they should be providing better services; CBD needs upgrading or a change in direction; The river is badly under-utilised'

'I think we need another bridge for traffic flow from one side of the river to another; I still think the community under uses the CBD; All of the large social community venues e.g. Claudelands Event Centre need to be promoted in a very economical way so we are making good use of the large venues we've spent ratepayers money on'

'Regeneration of the CBD; Parking'

'Attracting people to the CBD; Better parking and free parking for the CBD; Inner city speed limits need to be monitored. Just creates problems and the Council doesn't do anything about it; needs better speed signs to remind people of the speed'

'Council budget particularly expenses (keeping down rates); Inner city safety at night, need to tighten up on security; The city centre is looking scruffy'

'Revitalizing of CBD; Drawing the Hamilton populace back to the centre of town'

'The river, continued expansion of walkways and the establishment of some sort of transport system on the river; Further development of the Claudelands Event Centre as a national conference centre; Swimming pool, Municipal Baths. Put a bit of money in there and get more people into those pools and enjoying town, there is also a lack of retail tenancy and vibrancy of North Victoria Street and the city centre'

'Try to do more for the city CBD instead of everything going out to The Base'

'Maintaining the streets paving and facilities in central area, the toilet cleanliness; Reducing rates'

'CBD; Parking; Schooling in the north eastern suburbs'

*'The city debt; The city central revitalisation (get business back into town);
Open and honest with ratepayers'*

'Garden Place; The young groups of louts that hang around Ward Street and the main CBD area; Getting more people into the city and away from The Base, with regards to the parking. What they have done so far is a fantastic start but they need to do more'

'They should be restructuring Garden Place to make it beautiful again.'

*'We're a farm land we should have a bit more grass ; I think they need to reassess the high rates in Hamilton given that there is a huge drop in property prices;
And the Council staff should stop getting staff lunches shouted for them'*

Planning / City development: MAT 10.7% (MAT n = 75)

A number of respondents this quarter (12.6%) commented on Town planning as an issue. These comments included:

'Reducing debt. They need to concentrate on reducing the excessive debt they've got now. Stop spending money on large projects that aren't going to make any more money e.g. Claudelands Event Centre, Garden Place and car park building which are supposed to bring people to the central city but aren't going to work. I don't think the V8s are a great success either; Services such as parks, gardens, grass verges. I think that's deteriorated since they've contracted most of that out of town; Regular upkeep and maintenance of services such as wastewater and storm water. This city floods much too often when we get heavy rain'

'Think about what they're doing. Do a better town plan. It seems like they're changing the town every 6 months. Do it and leave it but have a proper plan for it.'

Consult the city and do what the people want'

'They have to stop wasting money. Bird calls in the CBD; what a waste of money ; HCC have chased everyone out of CBD by re-doing Victoria Street planting'

*'Accommodation - looking at things like the houses, building more to accommodate people;
Creating more jobs for people'*

'Stop wasteful spending. Like in Garden Place, there was nothing wrong with it as it was. And the new vehicles the Council is driving aren't necessary. I also think they need to cut back on staff'

'Reducing rates, or if they are going to charge more they should be providing better services; CBD needs upgrading or a change in direction; The river is badly under-utilised'

'A fairer deal for the V8s for the community; Roading and where they put the manholes; Let's try working at night instead of shutting streets in the day so the city is not disrupted. Think further ahead when building stuff, think 20 years ahead'

'Quality of housing. I think the standard of living in some areas is quite poor; The rising youth gang issue in Hamilton; Organic waste. Other major cities have organic days whereas Hamilton doesn't'

'Controlling debt; Controlling urban expansion. I think we've got to look at in-fill housing to a certain extent; Establishing a rail connection with Auckland to get more people off the State Highway'

'Amount of money put into rates; Issues with CBD'

'Budget blowouts. Some of the building they have going on'

'Turning the city around to the river; Make more paths Malcolm Avenue to the Hamilton Gardens; Fix the paths going down Cobham Drive towards the cemetery. My kids have been hurt from biking on unlevelled path and fill up the pot holes and on Masters Avenue they need pedestrian (crossings) further up on Masters Avenue (have at least two)'

'Forward planning; Roading infrastructure; Encouraging industry into the city'

'Traffic and transport; Provision of better recycling services; Managing development'

'Looking at their budget to reduce expenditure ; Develop an awareness of the impact of the financial situation on ratepayers; Stop looking at growth and development and consolidate'

'Parking meters. Take them off. Let the parking be free up to 2 hours; Victoria Street- too narrow, too crowded, can't move fast enough especially with pedestrians moving around; Times during the day you see buses around the city with no people travelling. Buses could be cut. That's money we pay for nothing. Maybe once an hour outside traffic hours would be enough'

'We live on a gully and previous generations have thrown rubbish and it's very littered down there so I think there should be some environmental work done there to tidy it up a bit; They should leave the city centre alone and look at other areas of town where money could be spent more wisely; Need to fix traffic congestions and roading.'

'They need to plan for the future, take into consideration the increase in population etc'

'I would like to see a more balanced city'

'The traffic lights in the city. I believe they are totally inefficient. They frustrate me a lot. I've spoken to the Council a number of times in the past and it's an ongoing issue. It's particularly when you come onto a main road and you might be lucky if you get 3 cars through the lights ;

Garden Place is something that is an issue. I don't think they should be spending any more money there; On Victoria Street what they've done between Bryce and Hood Street they've just narrowed it up too much and when a bus stops all the traffic stops because they can't get onto the bus stop properly and the car parks in the middle aren't big enough for a decent sized car - they stick out onto the road behind them'

'CBD; Parking; Schooling in the north eastern suburbs'

'Public transport; Planning and residential development; A full recycling service'

'They should be restructuring Garden Place to make it beautiful again.'

We're a farm land we should have a bit more grass ; I think they need to reassess the high rates in Hamilton given that there is a huge drop in property prices;

And the Council staff should stop getting staff lunches shouted for them'

Rates: MAT 10.3% (MAT n = 72)

A number of the sample (10.3%) mentioned rates as an issue. These comments included:

'Cheaper rates and lower increases'

'Reducing rates, or if they are going to charge more they should be providing better services; CBD needs upgrading or a change in direction; The river is badly under-utilised'

'Value for money for our rates; Promoting the profile of Hamilton; Providing an efficient and transparent Council'

'Amount of money put into rates; Issues with CBD'

'Value for money with the rates'

'Council budget particularly expenses (keeping down rates); Inner city safety at night, need to tighten up on security; The city centre is looking scruffy'

'Rates down; Traffic'

'I think they should be looking at keeping rates low, I heard recently it was going up by 8%; They should have more of a family focus with events, more Council led events family orientated; They need more advertising of events. They need to communicate better; they should have different avenues to inform the community'

'Communication, it should be loud - not hidden; Ratepayers should get a concession, we are paying different rates to others and I don't think it's fair; Feedback, there's not enough'

'Lower rates; Ditch the V8s'

'Reducing the debt; A fairer rates system - I think the rate increase is a bit much'

'Not spending so much money. We are having to pay a lot for rates; Bit more consultation as to what money is being spent on. There is no point spending it on things people aren't going to use'

'Security; Keeping rates reasonable'

'Looking at their budget to reduce expenditure ; Develop an awareness of the impact of the financial situation on ratepayers; Stop looking at growth and development and consolidate'

'Traffic management; Keeping the facilities we have; Keeping the rates at a reasonable level'

'Maintaining the streets paving and facilities in central area, the toilet cleanliness; Reducing rates'

'Keeping the rates down'

'They should be restructuring Garden Place to make it beautiful again.'

'We're a farm land we should have a bit more grass ; I think they need to reassess the high rates in Hamilton given that there is a huge drop in property prices;

And the Council staff should stop getting staff lunches shouted for them'

Expenditure: MAT 8.3% (MAT n = 58)

Expenditure was mentioned this quarter by 10.3% of respondents .

'Reducing debt. They need to concentrate on reducing the excessive debt they've got now. Stop spending money on large projects that aren't going to make any more money e.g. Claudelands Event Centre, Garden Place and car park building which are supposed to bring people to the central city but aren't going to work. I don't think the V8s are a great success either; Services such as parks, gardens, grass verges. I think that's deteriorated since they've contracted most of that out of town; Regular upkeep and maintenance of services such as wastewater and storm water. This city floods much too often when we get heavy rain'

'Spending is one issue. Controlling the deficits they've got ; I think graffiti is a problem in the city; The traffic issues. Peachgrove Road, Ruakura Road corner gets pretty clogged up and the Flagstaff area'

'They have to stop wasting money. Bird calls in the CBD; what a waste of money ; HCC have chased everyone out of CBD by re-doing Victoria Street planting'

'Stop wasteful spending. Like in Garden Place, there was nothing wrong with it as it was. And the new vehicles the Council is driving aren't necessary. I also think they need to cut back on staff'

'Water; we need to have more storage facilities for summertime use ; Take off the big buses and put smaller buses on; Garden Place could have been left as it was and saved that money'

'The blowout of contracts they undertake. They never seem to stay at the contracted price, the budget is always blown; Late in road maintenance repairs and they rebuild unnecessary roads'

'Managing of the finances of the city in a business orientated way'

'Budget blowouts. Some of the building they have going on'

'Finances; Not giving into some of the sports bodies; Speeding'

'Council budget particularly expenses (keeping down rates); Inner city safety at night, need to tighten up on security; The city centre is looking scruffy'

'Not spending so much money. We are having to pay a lot for rates; Bit more consultation as to what money is being spent on. There is no point spending it on things people aren't going to use'

'Looking at their budget to reduce expenditure ; Develop an awareness of the impact of the financial situation on ratepayers; Stop looking at growth and development and consolidate'

'The cutting of services, there was a big list in the Waikato Times, of the Museum down to 4 hours per week; I think people should have access. The main issue the budget without cutting down the services, like the V8s don't benefit everyone'

'We live on a gully and previous generations have thrown rubbish and it's very littered down there so I think there should be some environmental work done there to tidy it up a bit; They should leave the city centre alone and look at other areas of town where money could be spent more wisely; Need to fix traffic congestions and roading. They need to plan for the future, take into consideration the increase in population etc'

'The traffic lights in the city. I believe they are totally inefficient. They frustrate me a lot. I've spoken to the Council a number of times in the past and it's an ongoing issue. It's particularly when you come onto a main road and you might be lucky if you get 3 cars through the lights ; Garden Place is something that is an issue.

I don't think they should be spending any more money there; On Victoria Street what they've done between Bryce and Hood Street they've just narrowed it up too much and when a bus stops all the traffic stops because they can't get onto the bus stop properly and the car parks in the middle aren't big enough for a decent sized car - they stick out onto the road behind them'

'Transport, an in-depth review of the extent and increasing subsidies of public transport; Claudelands Event Centre appears to have become a very expensive monument to somebody or some people with little relevance to the ratepayers. It is a monstrosity in size and money. We've heard absolutely nothing, it's expensive and we've had no say in it. No ones paying for it but the ratepayers; Justification of the Council and work force of their continued empire building'

*'How the money is spent and where it is spent;
More visibility of Council members, not just the Mayor'*

'Cut down on expenditure. They have just about spent all the money anyway'

Events: MAT 6.0% (MAT n = 42)

A number commented on events either upcoming or those having taken place in Hamilton or the need for more events (7.4% of respondents for this quarter).

'Reducing debt. They need to concentrate on reducing the excessive debt they've got now. Stop spending money on large projects that aren't going to make any more money e.g. Claudelands Event Centre, Garden Place and car park building which are supposed to bring people to the central city but aren't going to work. I don't think the V8s are a great success either; Services such as parks, gardens, grass verges. I think that's deteriorated since they've contracted most of that out of town; Regular upkeep and maintenance of services such as wastewater and storm water. This city floods much too often when we get heavy rain'

'Keeping up with maintenance at the Hamilton Lake and Hamilton Gardens; Maintaining days out for family festivals like the Balloon Day and perhaps more family day events; Safety around central city'

'The V8s; The boy racers - Brandon Street and Smith Street'

'A fairer deal for the V8s for the community; Roading and where they put the manholes; Let's try working at night instead of shutting streets in the day so the city is not disrupted. Think further ahead when building stuff, think 20 years ahead'

'Getting rid of the V8s. Sell off the agreement or buy themselves out of it or do something; I don't understand why they put bike areas in front of the car areas at the lights.

The bikes go in front of the cars and then cars have to wait for the bikes to get going and it slows everything down I don't understand that'

'Disruption by V8s; Better police responding times, but they are over worked; Too many roadworks at the same time. Just seems to be that the main routes are blocked continuously. The progress is great, but concentrate on one area at a time so you don't have a stand still in so many areas. Do a job, and do it well, then move on to the next'

'I think they should be looking at keeping rates low, I heard recently it was going up by 8%; They should have more of a family focus with events, more Council led events family orientated; They need more advertising of events. They need to communicate better; they should have different avenues to inform the community'

'Lower rates; Ditch the V8s'

- 'The river, that it should be used more and should be supporting the new river boat; More free stuff happening at the lake. Like children's entertainment and things like that; In general, rubbish along the sides of the road like litter especially on the country roads, outskirts of the city'*
- 'They need to fully employ the river in its natural state. There's a lack of entertainment and I don't mean for it to be at a cost. There's a lack of involvement with the general public'*
- 'The V8s; The Claudelands building etc Rugby Park; Drop prices of major event places so they can get more profits and more use of the facilities'*
- 'Getting rid of the V8s.; Maintain the bus service; Maintain the library services as well'*
- 'Getting rid of the V8s and make the promoters pay us back with interest;*
- Cleaning and tidying up the city. We've got thousands of people coming through the city so we want to have the city looking good, clean and tidy and well presented; Footpaths.*
- They need proper keeping clean and they all need resurfacing in the residential areas; it's a death trap. I'm surprised OSH isn't on the Council's back'*

Development of river area: MAT 5.1% (MAT n = 36)

A small number (5.1%) thought the development of the river area was an important issue this quarter and commented:

- 'Hamilton needs an identity, it is an ugly city and it could be beautiful; Pathways need to be improved between Hamilton East and Victoria Street; Use of the river (make it safer and have more cafes and sitting areas to cater for people who walk the river all the time)'*
- 'Reducing rates, or if they are going to charge more they should be providing better services; CBD needs upgrading or a change in direction; The river is badly under-utilised'*
- 'Graffiti; Use of the Waikato River (planning something that highlights the river)'*
- 'The river, that it should be used more and should be supporting the new river boat; More free stuff happening at the lake. Like children's entertainment and things like that; In general, rubbish along the sides of the road like litter especially on the country roads, outskirts of the city'*
- 'The river, continued expansion of walkways and the establishment of some sort of transport system on the river; Further development of the Claudelands Event Centre as a national conference centre; Swimming pool, Municipal Baths.*
- Put a bit of money in there and get more people into those pools and enjoying town, there is also a lack of retail tenancy and vibrancy of North Victoria Street and the city centre'*
- 'They need to fully employ the river in its natural state. There's a lack of entertainment and I don't mean for it to be at a cost. There's a lack of involvement with the general public'*
- 'Transport, I think if you look at Te Awamutu, Cambridge, Ngaruawahia and Morrinsville they have train services, it's time we looked at getting a train service.*
- Small stations all over or small buses, every 15 minute services. Developing services;*
- Making something unique for the city. They should have something unique for tourism so developing gardens and they need to do something down the river.*
- I always thought they should put a tram down Victoria Street and close it off as a pedestrian mall'*
- 'Parking; Opening up the use of river and access to the river as well'*
- 'As I said before about utilising the river more by having cafes down there and having more open walkways that lead to shops in town; I don't mind the V8s but I think that the Council should use the profits for the good of the city'*

Clean city: MAT 4.3% (MAT n = 30)

A few respondents (4.0%) mentioned the general cleanliness of the city or cleaning parts of this as one of the three most important issues for the quarter. These comments included:

- 'Council budget particularly expenses (keeping down rates); Inner city safety at night, need to tighten up on security; The city centre is looking scruffy'*
- 'The river, that it should be used more and should be supporting the new river boat; More free stuff happening at the lake. Like children's entertainment and things like that; In general, rubbish along the sides of the road like litter especially on the country roads, outskirts of the city'*

'Cleaning up Garden Place; Tidying up the streets'

'Improving the cleanliness of the streets, putting in more bins'

*'Getting rid of the V8s and make the promoters pay us back with interest;
Cleaning and tidying up the city. We've got thousands of people coming through the city so we want to
have the city looking good, clean and tidy and well presented; Footpaths.
They need proper keeping clean and they all need resurfacing in the residential areas; it's a death trap.
I'm surprised OSH isn't on the Council's back'*

*'Safety. Over the weekend there are young people that get drunk and they are just walking around.
Sometimes I am really afraid of them. Someone broke into our car this year; City central.*

*The rubbish and cleaning. Sometimes the city central is not as clean
as other areas especially around Centre Place'*

'Maintaining and keeping streets clean'

Footpaths: MAT 4.3% (MAT n = 30)

Footpaths or pedestrian access was mentioned this quarter by 4.6% of the respondents:

*'Hamilton needs an identity, it is an ugly city and it could be beautiful; Pathways need to be improved
between Hamilton East and Victoria Street; Use of the river (make it safer and have more cafes and
sitting areas to cater for people who walk the river all the time)'*

*'Safety in the CBD; Maintaining footpaths in general throughout the city; River and lake walkways need to
be cleaned and maintained more regularly'*

*'Turning the city around to the river; Make more paths Malcolm Avenue to the Hamilton Gardens; Fix the
paths going down Cobham Drive towards the cemetery. My kids have been hurt from biking on unlevelled
path and fill up the pot holes and on Masters Avenue they need pedestrian (crossings) further up on
Masters Avenue (have at least two)'*

*'Shelters at bus stops. Some have shelters and others don't, you are made to stand in the rain. I think
there should be shelters at every bus stop; Something needs to be done for pedestrians at roundabouts;
Footpaths need fixing in general. When I've been walking there is some pathways that I feel are
dangerous'*

*'Neighbourhood safety; Making streets safe for children,
more pedestrian safety i.e. access to the Hamilton Gardens'*

*'Roading, tidying up the roads we use, a lot of potholes. We do a lot of walking and the
footpaths too also need a lot of attention; Keeping the parks nice and tidy and
keeping the rubbish bins empty; Try to keep the tagging to a minimum'*

'Maintaining the streets paving and facilities in central area, the toilet cleanliness; Reducing rates'

*'Getting rid of the V8s and make the promoters pay us back with interest;
Cleaning and tidying up the city. We've got thousands of people coming through the city so we want to
have the city looking good, clean and tidy and well presented; Footpaths.
They need proper keeping clean and they all need resurfacing in the residential areas;
it's a death trap. I'm surprised OSH isn't on the Council's back'*

Youth: MAT 3.9% (MAT n = 27)

Youth or concerns about youth were an important issue for 2.9% of respondents this quarter.

'The youth; Graffiti and crime; Looking at the suburbs and beautifying them'

*'Quality of housing. I think the standard of living in some areas is quite poor; The rising youth gang issue
in Hamilton; Organic waste. Other major cities have organic days whereas Hamilton doesn't'*

'Youth unemployment'

*'Safety. Over the weekend there are young people that get drunk and they are just walking around.
Sometimes I am really afraid of them. Someone broke into our car this year; City central.*

*The rubbish and cleaning. Sometimes the city central is not as clean as
other areas especially around Centre Place'*

'Drugs in schools; More toilets available in parks; Address beggars in the streets'

Street lighting: MAT 3.9% (MAT n = 27)

A number of respondents (2.3% for the quarter) mentioned street lighting as one of the three most important issues. These comments included:

- 'The streetlights in the Melville area, sometimes they don't work;
Once a year they should get a big bin for clean ups'*
- 'Safety around school areas. Speed humps around school areas to slow cars down a bit;
Street lighting. Monitoring them so they're always on'*
- 'Streetlights, not enough lighting in some areas; Traffic control is dreadful; Roads need upgrading'*
- 'Lighting roads. Lighting as in streetlights'*

Parks & gardens: MAT 3.6% (MAT n = 25)

A number of respondents (3.4% this quarter) felt parks and gardens were an issue and commented:

'Reducing debt. They need to concentrate on reducing the excessive debt they've got now. Stop spending money on large projects that aren't going to make any more money e.g. Claudelands Event Centre, Garden Place and car park building which are supposed to bring people to the central city but aren't going to work. I don't think the V8s are a great success either; Services such as parks, gardens, grass verges. I think that's deteriorated since they've contracted most of that out of town; Regular upkeep and maintenance of services such as wastewater and storm water. This city floods much too often when we get heavy rain'

'Keeping up with maintenance at the Hamilton Lake and Hamilton Gardens; Maintaining days out for family festivals like the Balloon Day and perhaps more family day events; Safety around central city'

'Parks and playgrounds - need more swings and stuff. There is a dirty creek and it's not safe for kids; Enforcements of speed down Snell Drive'

'Roading, tidying up the roads we use, a lot of potholes. We do a lot of walking and the footpaths too also need a lot of attention; Keeping the parks nice and tidy and keeping the rubbish bins empty; Try to keep the tagging to a minimum'

*'Emergency earthquake plans (protocol for the city) ; The infrastructure i.e. roading, sewage etc;
Recreation keeping up parks and recreational places i.e. public toilets, parks etc'*

'I like the idea of them extending the Hamilton Gardens; Put more pedestrian crossings on Cobham Drive; Central city car parking should be provided by retailers in the same way that Chartwell retailers do for their customers. If they want to sell products then town retailers should provide free parking'

Cycling facilities: MAT 3.6% (MAT n = 25)

A few, (3.4% of respondents for the March quarter) said there was a need for improvement in the cyclist's facilities and commented:

'Debt - they need to deal with the debt that is sitting there without affecting ratepayers and the community; They need to improve cycling lanes - making them safer'

*'Safety at night - more patrol; Infrastructure throughout the city needs to be improved;
Cycle lanes need to be made safer'*

*'Getting rid of the V8s. Sell off the agreement or buy themselves out of it or do something;
I don't understand why they put bike areas in front of the car areas at the lights.
The bikes go in front of the cars and then cars have to wait for the bikes to get going
and it slows everything down I don't understand that'*

'Cycling around the city'

'A toilet down at Grandview Mall. There are 10-12 shops there and a big Countdown and no toilet. There's a toilet there but it's locked. There should be a toilet, so many people go there and there are food places; No cycle track on Grandview Road; it's too narrow and there are no cyclists anyway; The trees planted on the side of the road down Grandview are lifting up the tarseal'

'Improving the cycle ways in Hamilton so it's safe and easy to use a bicycle; Some of the roundabouts in Frankton where the V8s are, they've made the place look really horrible'

Recreational facilities / services: MAT 3.0% (MAT n = 21)

Community events or recreational facilities were mentioned by 3.4% of respondents this quarter.

'I think we need another bridge for traffic flow from one side of the river to another; I still think the community under uses the CBD; All of the large social community venues e.g. Claudelands Event Centre need to be promoted in a very economical way so we are making good use of the large venues we've spent ratepayers money on'

'The river, continued expansion of walkways and the establishment of some sort of transport system on the river; Further development of the Claudelands Event Centre as a national conference centre; Swimming pool, Municipal Baths. Put a bit of money in there and get more people into those pools and enjoying town, there is also a lack of retail tenancy and vibrancy of North Victoria Street and the city centre'

'Emergency earthquake plans (protocol for the city) ; The infrastructure i.e. roading, sewage etc; Recreation keeping up parks and recreational places i.e. public toilets, parks etc'

'The V8s; The Claudelands building etc Rugby Park; Drop prices of major event places so they can get more profits and more use of the facilities'

'Transport, an in-depth review of the extent and increasing subsidies of public transport; Claudelands Event Centre appears to have become a very expensive monument to somebody or some people with little relevance to the ratepayers. It is a monstrosity in size and money. We've heard absolutely nothing, it's expensive and we've had no say in it. No ones paying for it but the ratepayers; Justification of the Council and work force of their continued empire building'

'Parking in town, doesn't seem to be a whole lot where you want to be; Graffiti. Just seems to be everywhere. Maybe more can be done to clean it up, or make people aware of what they can do if they see it, I wasn't aware of the Council programme to clean it up; The swimming pools have good hours, but during the day they are all booked with lessons, so maybe having some hours in the day when you can actually swim in the pool'

Debt: MAT 3.0% (MAT n = 21)

A small number mentioned the city debt (4.6% this March quarter) with these comments:

'Reducing debt. They need to concentrate on reducing the excessive debt they've got now. Stop spending money on large projects that aren't going to make any more money e.g. Claudelands Event Centre, Garden Place and car park building which are supposed to bring people to the central city but aren't going to work. I don't think the V8s are a great success either; Services such as parks, gardens, grass verges. I think that's deteriorated since they've contracted most of that out of town; Regular upkeep and maintenance of services such as wastewater and storm water. This city floods much too often when we get heavy rain'

'Spending is one issue. Controlling the deficits they've got ; I think graffiti is a problem in the city; The traffic issues. Peachgrove Road, Ruakura Road corner gets pretty clogged up and the Flagstaff area'

'Debt - they need to deal with the debt that is sitting there without affecting ratepayers and the community; They need to improve cycling lanes - making them safer'

'Controlling debt; Controlling urban expansion. I think we've got to look at in-fill housing to a certain extent; Establishing a rail connection with Auckland to get more people off the State Highway'

'Reducing the debt; A fairer rates system - I think the rate increase is a bit much'

'Financial situation - we are grossly in debt and it is putting a strain on the ratepayers; Maintaining roads; Cost of parking in the CBD should be looked at e.g. too high'

'Council debt; Some of the previous Councillors must know what has been going on previously with the debt, so some of them may need weeding out'

'The city debt; The city central revitalisation (get business back into town); Open and honest with ratepayers'

Water: MAT 2.9% (MAT n = 20)

This was followed by a few respondents who thought the water was an important issue, (2.9% for the quarter). This included comments like:

'Water; we need to have more storage facilities for summertime use ; Take off the big buses and put smaller buses on; Garden Place could have been left as it was and saved that money'

'Core duties. Water, rubbish and community are the 3 core duties. These are the three things that they should be looking at. Drinking water quality. Rubbish collection is good and I really like the recycling'

'Adequate sewerage; Water treatment system'

'Work on the taste of the water'

'Roads need to be fixed; Roadworks take forever to finish; Water restrictions, huge collection of water that isn't being used'

Environmental protection: MAT 2.7% (MAT n = 19)

A number (2.9% this quarter) commented on environmental protection as an issue.

'Parks and playgrounds - need more swings and stuff. There is a dirty creek and it's not safe for kids; Enforcements of speed down Snell Drive'

'River; Roads; The decrease of rentals, they don't mow their lawns (the tenants not the owners)'
'They need to fully employ the river in its natural state. There's a lack of entertainment and I don't mean for it to be at a cost. There's a lack of involvement with the general public'

'We live on a gully and previous generations have thrown rubbish and it's very littered down there so I think there should be some environmental work done there to tidy it up a bit; They should leave the city centre alone and look at other areas of town where money could be spent more wisely; Need to fix traffic congestions and roading. They need to plan for the future, take into consideration the increase in population etc'

'Traffic light control; Environmental pollution; The accommodation of pedestrians'

Councillor Concerns: MAT 2.6% (MAT n = 18)

Concerns with Councillors was mentioned by five respondents in the March quarter.

'Value for money for our rates; Promoting the profile of Hamilton; Providing an efficient and transparent Council'

'They need to fully employ the river in its natural state. There's a lack of entertainment and I don't mean for it to be at a cost. There's a lack of involvement with the general public'

'Council debt; Some of the previous Councillors must know what has been going on previously with the debt, so some of them may need weeding out'

'How the money is spent and where it is spent; More visibility of Council members, not just the Mayor'

'The city debt; The city central revitalisation (get business back into town); Open and honest with ratepayers'

Core services: MAT 2.6% (MAT n = 18)

Providing the core services were mentioned by 2.9% of the sample this quarter. These comments included:

'Reducing debt. They need to concentrate on reducing the excessive debt they've got now. Stop spending money on large projects that aren't going to make any more money e.g. Claudelands Event Centre, Garden Place and car park building which are supposed to bring people to the central city but aren't going to work. I don't think the V8s are a great success either; Services such as parks, gardens, grass verges. I think that's deteriorated since they've contracted most of that out of town; Regular upkeep'

and maintenance of services such as wastewater and storm water. This city floods much too often when we get heavy rain'

'Council has to get all the basic services right i.e. rubbish collections etc; Keep improving the things that make it a nice place to live; Do what you do well better'

'Traffic management; Keeping the facilities we have; Keeping the rates at a reasonable level'

'Emergency earthquake plans (protocol for the city) ; The infrastructure i.e. roading, sewage etc; Recreation keeping up parks and recreational places i.e. public toilets, parks etc'

'Keeping Hamilton appealing to other tourists, which helps them to come here and to encourage them ; Maintaining facilities; Safety'

Communication: MAT 2.4% (MAT n = 17)

Communication was mentioned by 4.6% of the sample this quarter.

'Graffiti - improve in getting it cleaned up; it is really noticeable; Recycling could be better e.g. have a separate bin for cans, plastic and paper; Communication with the community, just improve relationship and keep us informed'

'Value for money for our rates; Promoting the profile of Hamilton; Providing an efficient and transparent Council'

'I think they should be looking at keeping rates low, I heard recently it was going up by 8%; They should have more of a family focus with events, more Council led events family orientated; They need more advertising of events. They need to communicate better; they should have different avenues to inform the community'

'Communication, it should be loud - not hidden; Ratepayers should get a concession, we are paying different rates to others and I don't think it's fair; Feedback, there's not enough'

'Not spending so much money. We are having to pay a lot for rates; Bit more consultation as to what money is being spent on. There is no point spending it on things people aren't going to use'

'They need to fully employ the river in its natural state. There's a lack of entertainment and I don't mean for it to be at a cost. There's a lack of involvement with the general public'

'Feedback from the public; Bit more advertising on what their proposed actions are'

'The city debt; The city central revitalisation (get business back into town); Open and honest with ratepayers'

Walkways: MAT 2.1% (MAT n = 15)

A number of respondents (1.1%) commented on the need for better walkways as an issue in the March quarter. These comments included:

'Safety in the CBD; Maintaining footpaths in general throughout the city; River and lake walkways need to be cleaned and maintained more regularly'

'The bus services. We need some bus shelters on the outlying areas (Huntington) and a post box. We don't have one (in Huntington); Faze Attack- it's a foul smell (in Melville). Children get rashes on their faces; The walkways. I'd like to see more walkways in the outer city (e.g. Huntington)'

Toilets: MAT 2.1% (MAT n = 15)

A small number (3.4%) commented on toilets as an issue this quarter:

'Public toilets at the lake need to be cleaned up; Water pressure on the street needs to improve; Making sure there are signs up showing no dogs around the playground area at the lake if that is a rule. Children play around that area'

'Re-educating and up-skilling their Council staff; Maintain cleaning standards in public toilets for hygiene and sanitary reasons'

'A toilet down at Grandview Mall. There are 10-12 shops there and a big Countdown and no toilet. There's a toilet there but it's locked. There should be a toilet, so many people go there and there are food'

places; No cycle track on Grandview Road; it's too narrow and there are no cyclists anyway; The trees planted on the side of the road down Grandview are lifting up the tarseal'

'Emergency earthquake plans (protocol for the city) ; The infrastructure i.e. roading, sewage etc; Recreation keeping up parks and recreational places i.e. public toilets, parks etc'

'Maintaining the streets paving and facilities in central area, the toilet cleanliness; Reducing rates'

'Drugs in schools; More toilets available in parks; Address beggars in the streets'

Community: MAT 1.9% (MAT n = 13)

Community support or community services were mentioned by 2.9% of the sample in the March quarter.

'Core duties. Water, rubbish and community are the 3 core duties.

These are the three things that they should be looking at. Drinking water quality.

Rubbish collection is good and I really like the recycling'

'Law and order; The drugs problem. The families of people who have these problems;

Traffic management'

'Safety for people is important. It's a huge problem because it probably stems from peoples social and economic problems. Some areas such as Fairfield and Melville need special attention and something to lift the morale in those areas. It's not a simple thing but think if that happens there may be less social problems; Also the Hamilton expressway. I can't see why that can't be completed and made a toll road for instance. Hamilton is lagging behind in that sense; Fast tracking of the rail link between Hamilton and Auckland (not sure how much the Council has to do with that)'

'More input from the community; Make Council facilities and services cheaper for everyone to access; Be more caring. Elderly need more care and concern; they sometimes just get seen as a minority'

'Drugs in schools; More toilets available in parks; Address beggars in the streets'

Playgrounds: MAT 1.9% (MAT n = 13)

A number of respondents commented on the need for better playgrounds and this was mentioned by one respondent in the March quarter.

'Parks and playgrounds - need more swings and stuff. There is a dirty creek and it's not safe for kids;

Enforcements of speed down Snell Drive'

City Beautification: MAT 1.9% (MAT n = 13)

Other respondents (2.3% for the quarter) mentioned city beautification with comments that included:

'Hamilton needs an identity, it is an ugly city and it could be beautiful; Pathways need to be improved between Hamilton East and Victoria Street; Use of the river (make it safer and have more cafes and sitting areas to cater for people who walk the river all the time)'

'The youth; Graffiti and crime; Looking at the suburbs and beautifying them'

'Getting rid of the V8s and make the promoters pay us back with interest;

Cleaning and tidying up the city. We've got thousands of people coming through the city so we want to have the city looking good, clean and tidy and well presented; Footpaths.

They need proper keeping clean and they all need resurfacing in the residential areas; it's a death trap. I'm surprised OSH isn't on the Council's back'

'Maintaining the beautification of the city; Looking after the trees they have planted to make sure they are safe'

Employment/development: MAT 1.9% (MAT n = 13)

A number of respondents mentioned creating employment or attracting new business or developments to Hamilton and this was mentioned by four respondents this quarter. These comments included:

*'Accommodation - looking at things like the houses, building more to accommodate people;
Creating more jobs for people'*

'Forward planning; Roading infrastructure; Encouraging industry into the city'

'Youth unemployment'

' To create more employment; Reducing crime; Health care'

Animal Control: MAT 1.6% (MAT n = 11)

A small number mentioned an issue with animal control with these comments for the quarter:

'Public toilets at the lake need to be cleaned up; Water pressure on the street needs to improve; Making sure there are signs up showing no dogs around the playground area at the lake if that is a rule. Children play around that area'

'Dogs, as in cleaning their mess'

'It would be better to put lights where the big roundabout is in Dinsdale and The Base roundabout; Need to get the wild cats that are running around'

Sportsgrounds / facilities: MAT 1.6% (MAT n = 11)

There was only one comment about sportsgrounds this quarter that included:

*'Sports facilities. There are a lot of clubs that need facilities. Also stuff like fields and looking after them mainly with rugby league; Parking in the CBD. Too expensive;
Too much cyclists on the road. It is getting dangerous'*

Market the City / tourism: MAT 1.4% (MAT n = 10)

Marketing of the city or tourism was mentioned by 2.3% of respondents this quarter: .

*'Value for money for our rates; Promoting the profile of Hamilton;
Providing an efficient and transparent Council'*

'Transport, I think if you look at Te Awamutu, Cambridge, Ngaruawahia and Morrinsville they have train services, it's time we looked at getting a train service.

Small stations all over or small buses, every 15 minute services. Developing services; Making something unique for the city. They should have something unique for tourism so developing gardens and they need to do something down the river. I always thought they should put a tram down Victoria Street and close it off as a pedestrian mall'

'Keeping Hamilton appealing to other tourists, which helps them to come here and to encourage them ; Maintaining facilities; Safety'

*'Just the safety. The different neighbourhoods. You get some neighbourhoods that seem to attract worse behaving people. The poorer areas seem to have more trouble;
Do more promotion for Hamilton'*

Stormwater: MAT 1.4% (MAT n = 10)

A number (1.7% in the March quarter) commented on stormwater issues:

'Reducing debt. They need to concentrate on reducing the excessive debt they've got now. Stop spending money on large projects that aren't going to make any more money e.g. Claudelands Event Centre, Garden Place and car park building which are supposed to bring people to the central city but aren't going to work. I don't think the V8s are a great success either; Services such as parks, gardens, grass verges. I think that's deteriorated since they've contracted most of that out of town; Regular upkeep'

and maintenance of services such as wastewater and storm water. This city floods much too often when we get heavy rain'

'Improve storm water drainage in Nawton'

'Drainage on roads, a heavy shower makes puddles. There is a road that's easily flooded around corner, off along Thomas Road, out off Hukanui Road'

Recycling: MAT 2.1% (MAT n = 15)

1.7% of respondents for this quarter commented on the need for better recycling. These comments included:

'Graffiti - improve in getting it cleaned up; it is really noticeable; Recycling could be better e.g. have a separate bin for cans, plastic and paper; Communication with the community, just improve relationship and keep us informed'

'Traffic and transport; Provision of better recycling services; Managing development '

'Public transport; Planning and residential development; A full recycling service'

Rubbish collection/cost: MAT 1.3% (MAT n = 9)

One respondent (0.6%) commented on rubbish collection or rubbish disposal as an issue this quarter.

'Council has to get all the basic services right i.e. rubbish collections etc; Keep improving the things that make it a nice place to live; Do what you do well better'

Consultation: MAT 1.3% (MAT n = 9)

Consultation was mentioned as an issue in the March quarter:

'Think about what they're doing. Do a better town plan. It seems like they're changing the town every 6 months. Do it and leave it but have a proper plan for it.

Consult the city and do what the people want'

'Not spending so much money. We are having to pay a lot for rates; Bit more consultation as to what money is being spent on. There is no point spending it on things people aren't going to use'

'More input from the community; Make Council facilities and services cheaper for everyone to access; Be more caring. Elderly need more care and concern; they sometimes just get seen as a minority'

'Feedback from the public; Bit more advertising on what their proposed actions are'

Education: MAT 1.1% (MAT n = 8)

Education was mentioned by 0.6% of the sample in the March quarter:

'CBD; Parking; Schooling in the north eastern suburbs'

Noise Control: MAT 1.0% (MAT n = 7)

A small number of respondents felt noise control was an issue with these comments for the quarter:

'Public buses are very much under utilised. I never see more than 5 people on any bus.

It is a waste of public money. We should have smaller buses ; I am concerned about noise from my neighbours. It is motorbikes and cars'

'Graffiti; Noise; Trimming of trees '

'Traffic management, sometimes at certain traffic lights the lights stay green for too long even if there are no cars there. Also the bus prices are too expensive; Pedestrian crossings - need to have more crossings e.g. Like Hamilton East to the gardens, people find it very difficult. Also there are no particular crossings

at roundabout; Noise Control around the university. Also the safety around the university, especially during the weekend when there are lots of broken glasses on the streets'

Arts / culture: MAT 1.0% (MAT n = 7)

Arts / culture was mentioned by 0.6% of respondents this quarter as an issue with the following comment:

*'Crime, burglary, breaking and entering, theft type crime;
Roading. They've got a lot of good initiatives underway. I'm in support of their roading plan; they should keep the focus on the roading plan; Cultural aspects. More art and culture. It's just Hamilton is not a very cultured town, quite boring in that aspect'*

Health System: MAT 0.9% (MAT n = 6)

There was a range of comments about the health system (mentioned by 1.1% of respondents for the quarter) that included:

*'Adequate housing shelter for everyone in the city; Have adequate care in the Health sector finding ways to make it cheaper. Cost of visits to doctors and prescriptions is way too expensive;
Have more of an impact on food and petrol prices they should encourage people to grow their own food and provide information how to set up incentive schemes to do this e.g. - give out vegetable seeds to people who are interested'
' To create more employment; Reducing crime; Health care'*

Wastewater / Sewerage: MAT 0.6% (MAT n = 4)

There was a range of comments about the wastewater / sewerage mentioned by two respondents this quarter that included:

*'Reducing debt. They need to concentrate on reducing the excessive debt they've got now. Stop spending money on large projects that aren't going to make any more money e.g. Claudelands Event Centre, Garden Place and car park building which are supposed to bring people to the central city but aren't going to work. I don't think the V8s are a great success either; Services such as parks, gardens, grass verges. I think that's deteriorated since they've contracted most of that out of town; Regular upkeep and maintenance of services such as wastewater and storm water. This city floods much too often when we get heavy rain'
'Adequate sewerage; Water treatment system'*

Senior Citizens: MAT 0.6% (MAT n = 4)

Senior Citizens or facilities for the elderly were mentioned by one respondent this quarter.

'More input from the community; Make Council facilities and services cheaper for everyone to access; Be more caring. Elderly need more care and concern; they sometimes just get seen as a minority'

Libraries: MAT 0.4% (MAT n = 3)

Libraries were mentioned as an issue by one respondent this quarter:

'Getting rid of the V8s.; Maintain the bus service; Maintain the library services as well'

Other issues: MAT 11.6% (MAT n = 81)

There was a range of other issues that included:

- 'Fixing up car park building (Centre Place) entrance. The surface is broken up in places ;
Coming out of Westfield into Hukanui Road. One can turn right but it is very hard to do
that with all of the traffic. This needs to be maybe a merging system;
There are some very large rocks at the Five Cross Roads roundabout.
One rock sticks out and I think it should be moved more into the centre of the island'*
- 'Public toilets at the lake need to be cleaned up; Water pressure on the street needs to improve; Making
sure there are signs up showing no dogs around the playground area
at the lake if that is a rule. Children play around that area'*
- 'Why do they plant a tree on their part of the pathway that grows so big and the leaves fall onto my
property?; At Christmas time, the artificial Christmas tree is put up in the middle of town. It's hugely
squeezed into a small area compared to the size of the tree. Also, there are no other Christmas
decorations throughout the town'*
- 'Re-educating and up-skilling their Council staff; Maintain cleaning standards in public toilets for hygiene
and sanitary reasons'*
- 'Stop wasteful spending. Like in Garden Place, there was nothing wrong with it as it was. And the new
vehicles the Council is driving aren't necessary. I also think they need to cut back on staff'*
- 'Community safety in the neighbourhood ; I have protected trees on my property and I am not allowed to
touch or trim them. They are a massive problem;
The Council needs to make the centre of town livelier'*
- 'Adequate housing shelter for everyone in the city; Have adequate care in the Health sector finding ways
to make it cheaper. Cost of visits to doctors and prescriptions is way too expensive; Have more of an
impact on food and petrol prices they should encourage people to grow their own food and provide
information how to set up incentive schemes to do this e.g. - give out vegetable seeds to people who are
interested'*
- 'Quality of housing. I think the standard of living in some areas is quite poor; The rising youth gang issue
in Hamilton; Organic waste. Other major cities have organic days whereas Hamilton doesn't'
'People who run the places. Their attitudes towards other people'*
- 'River; Roads; The decrease of rentals, they don't mow their lawns (the tenants not the owners)'
'Graffiti; Noise; Trimming of trees '*
- 'The houses on Tramway Road, I think they are rented, they are a disgrace.
There should be a certain standard'*
- 'The streetlights in the Melville area, sometimes they don't work;
Once a year they should get a big bin for clean ups'*
- 'More input from the community; Make Council facilities and services cheaper for everyone to access; Be
more caring. Elderly need more care and concern;
they sometimes just get seen as a minority'*
- 'The cutting of services, there was a big list in the Waikato Times, of the Museum down to 4 hours per
week; I think people should have access. The main issue the budget without cutting down the services,
like the V8s don't benefit everyone'*
- 'The bus services. We need some bus shelters on the outlying areas (Huntington) and a post box. We
don't have one (in Huntington); Faze Attack- it's a foul smell (in Melville). Children get rashes on their
faces; The walkways. I'd like to see more walkways in the outer city (e.g. Huntington)'*
- 'News issues ; Customer service skills for staff (within the Council i.e. people who answer phones); I think
the Lincoln Street Refuse Transfer Station has become ridiculously expensive.
Also you used to be able to get credit for recyclables, which was a good system,
and now they don't do that anymore'*
- 'Emergency earthquake plans (protocol for the city) ; The infrastructure i.e. roading, sewage etc;
Recreation keeping up parks and recreational places i.e. public toilets, parks etc'*
- 'As I said before about utilising the river more by having cafes down there and having more open
walkways that lead to shops in town; I don't mind the V8s but I think that the Council should use the
profits for the good of the city'*

'They should be restructuring Garden Place to make it beautiful again. We're a farm land we should have a bit more grass ; I think they need to reassess the high rates in Hamilton given that there is a huge drop in property prices; And the Council staff should stop getting staff lunches shouted for them'

Positive comments: MAT 2.1% (MAT n = 15)

A few respondents made positive comments.

'Council has to get all the basic services right i.e. rubbish collections etc; Keep improving the things that make it a nice place to live; Do what you do well better'

'Core duties. Water, rubbish and community are the 3 core duties.

These are the three things that they should be looking at. Drinking water quality. Rubbish collection is good and I really like the recycling'

'Disruption by V8s; Better police responding times, but they are over worked; Too many roadworks at the same time. Just seems to be that the main routes are blocked continuously. The progress is great, but concentrate on one area at a time so you don't have a stand still in so many areas. Do a job, and do it well, then move on to the next'

'Garden Place; The young groups of louts that hang around Ward Street and the main CBD area; Getting more people into the city and away from The Base, with regards to the parking. What they have done so far is a fantastic start but they need to do more'

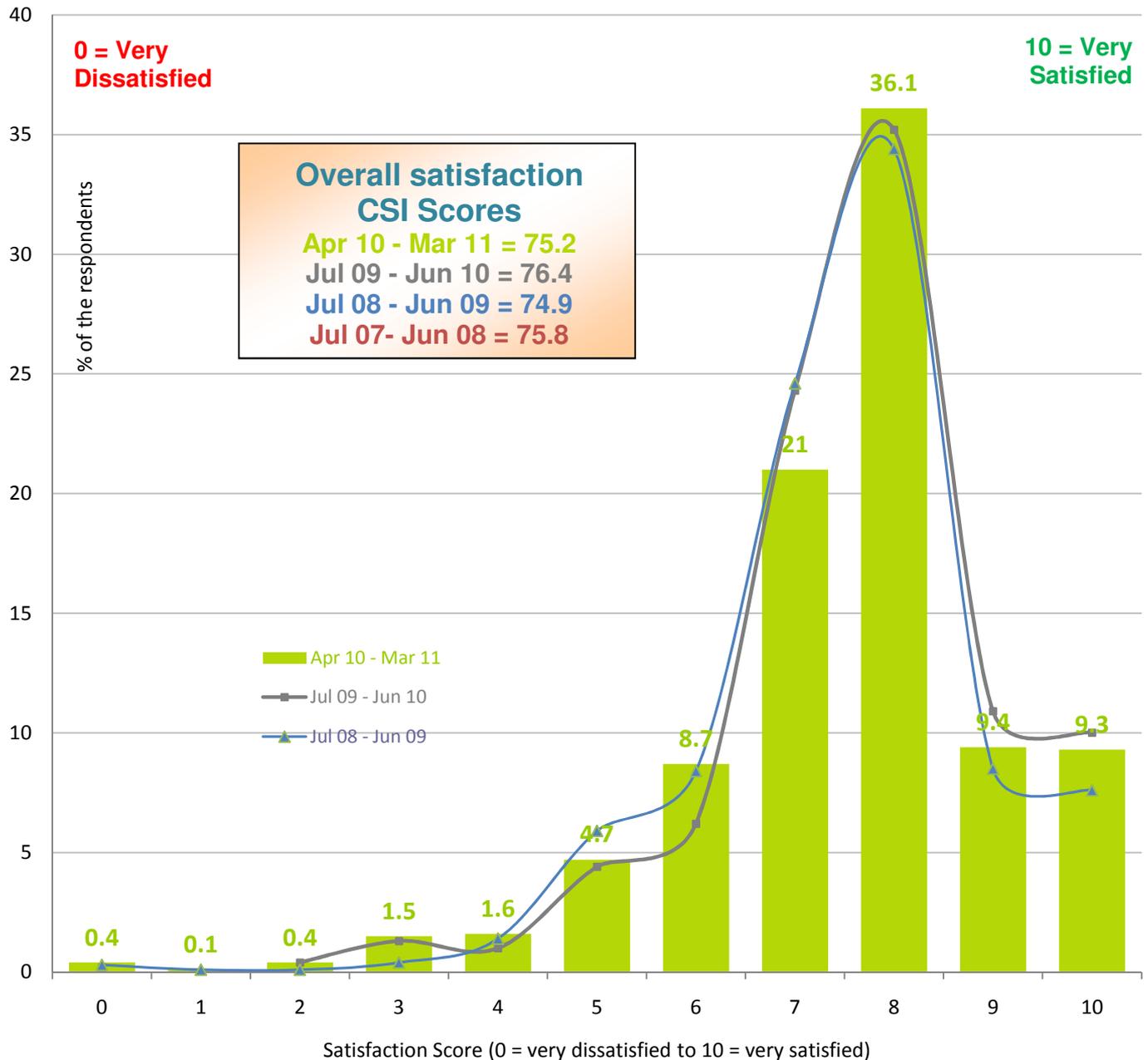
Don't know / No answer: MAT 10.8% (MAT n = 76)

A number of respondents said they did not know what the most important issues were or did not answer the question.

Overall Performance of Council

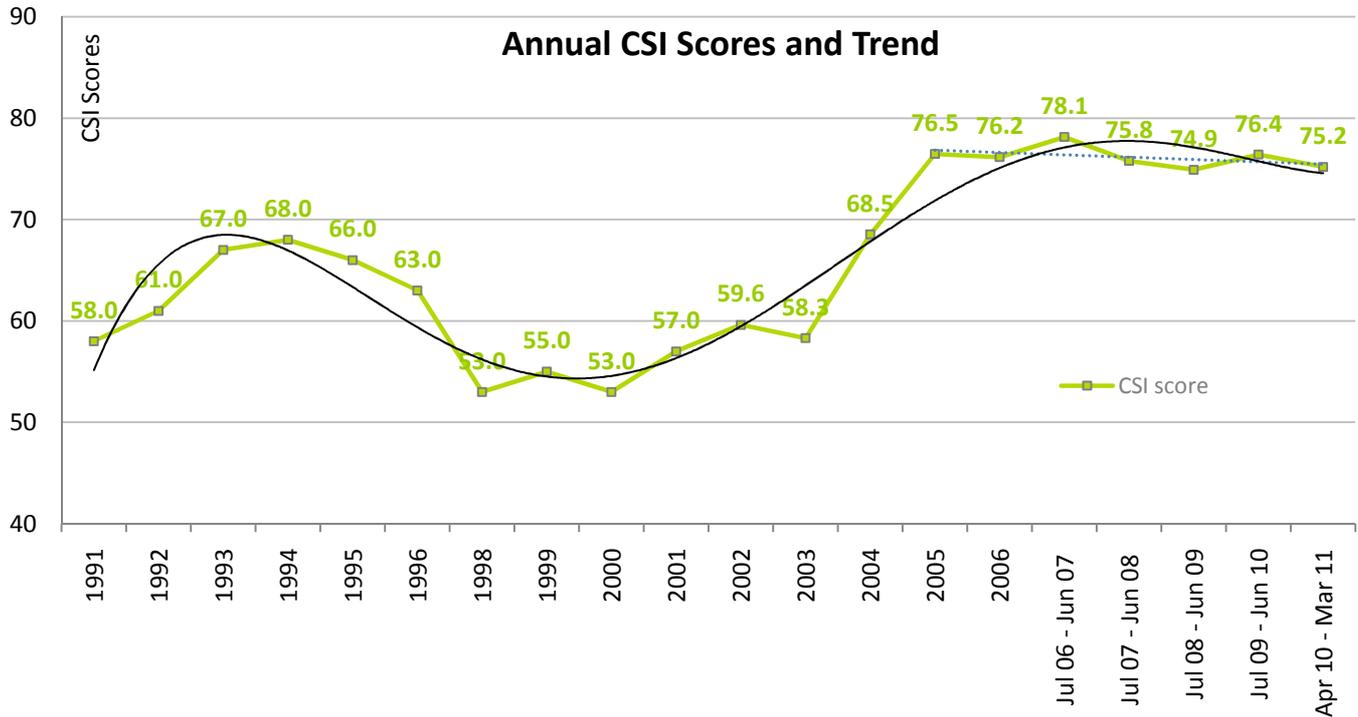
Respondents were asked 'Thinking not only about the Elected Members and Council Staff but also the services and facilities the Council provides and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the Overall Performance of Council in the past 12 months?'

Three quarters of the respondents (76%) rated their satisfaction with the Overall Performance of Council with scores that reflect satisfaction (scores of 7 – 10). The mode was a score of 8 (36%) and 19% rated the Overall Performance of Council with a score of 9 or 10 (exceeded expectations). A seventh of the sample (15%) were neutral (scores 4 – 6) and only 17 people (2.4%) were actually dissatisfied (scores 0 – 3). The CSI score was 75.2, down 1.2 points from the July 2009 – June 2010 period.



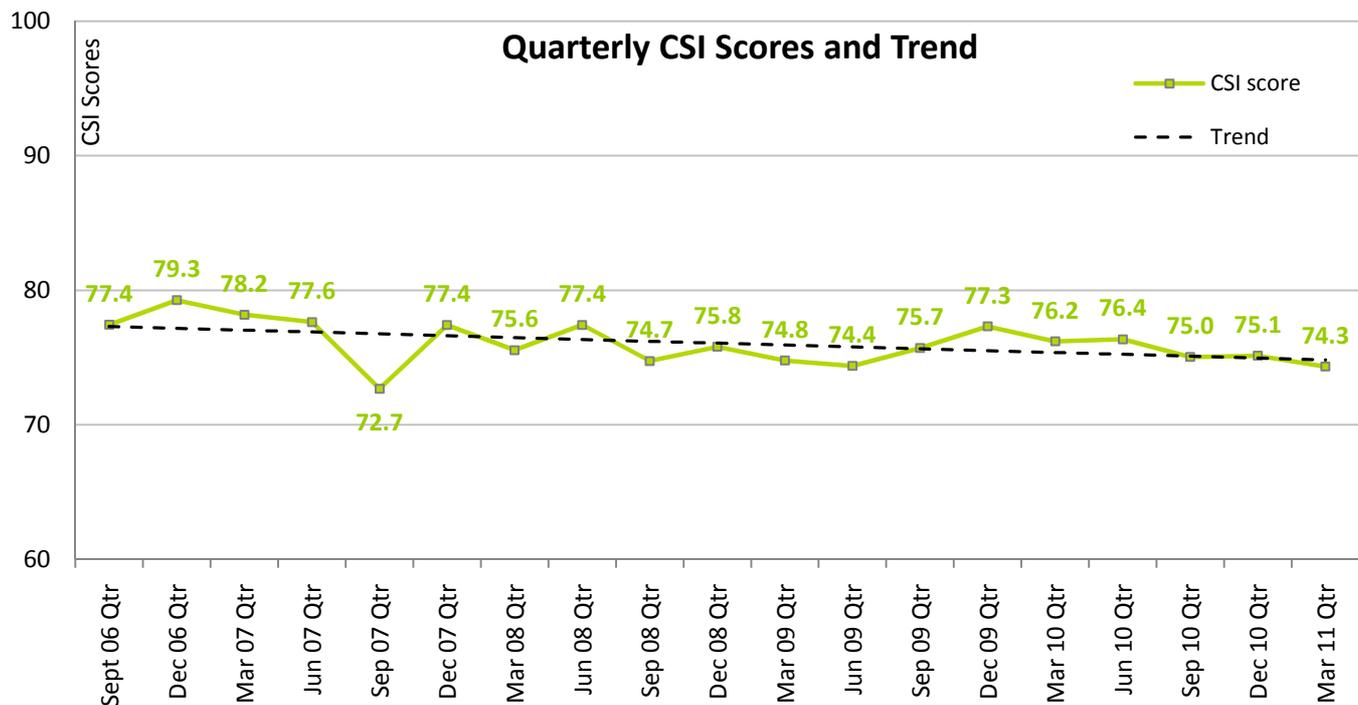
Overall Satisfaction Trends on an Annual Basis

The following chart shows the CSI scores have stayed at a high level for the past six years. The CSI score of 75.2 is 1.2 points lower than that recorded in July 2009 – June 2010. Similar to previous years, it appears there is a cyclical pattern in overall satisfaction although this has been far more consistent since 2005.



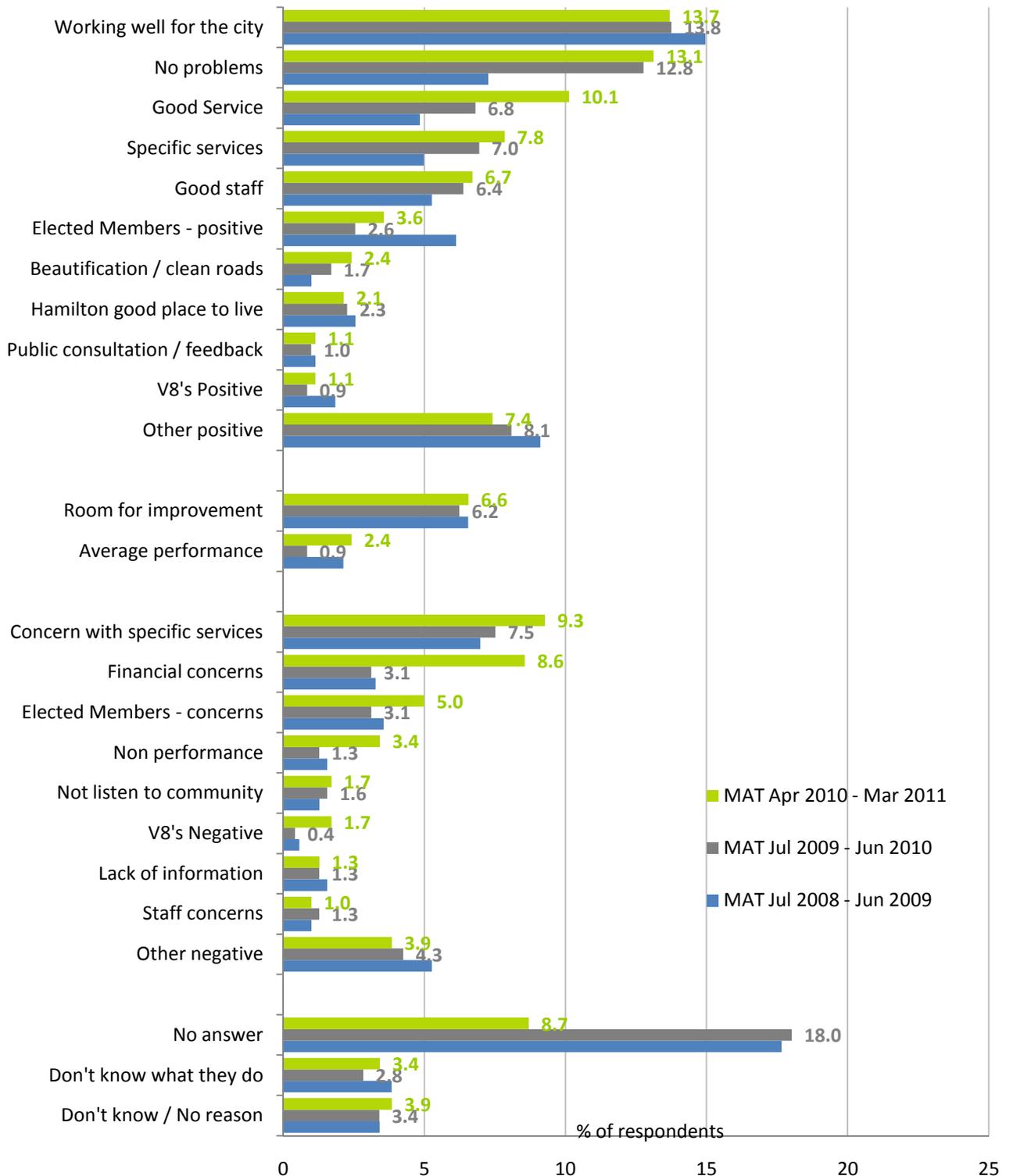
Overall Satisfaction Trends on a Quarterly Basis

The following chart shows the quarterly trend in the CSI scores for the Overall performance of the Council in the past 12 months. The CSI scores have varied 6.6 points over the last 19 quarters (September 2006 quarter to March 2011 quarter), from a high of 79.3 to a low of 72.7. The latest quarter's CSI score of 74.3 is at the lower end of the range but on par with the trend line, which continues to show a marginal decline.



Overall Satisfaction: Reasons for feeling this way

The respondents were asked why they rated the Overall Performance of Council the way they did. This question was asked as an open question with the answers grouped together for analysis purposes. There was a range of responses, with some respondents offering positive reasons for giving a high score, while others offered reasons for giving a lower score. On a Moving Annual Total basis (April 2010 – March 2011), the main positive comments focused around the feeling that Council was doing a good job or working well for the city (14%) or the fact there were no problems (13%) and positive comments about good service (10%). The main negative comment had to do with concerns with specific services (9%), financial concerns (9%) and concerns with the Elected Members (5%) or concerns with non performance (3%).

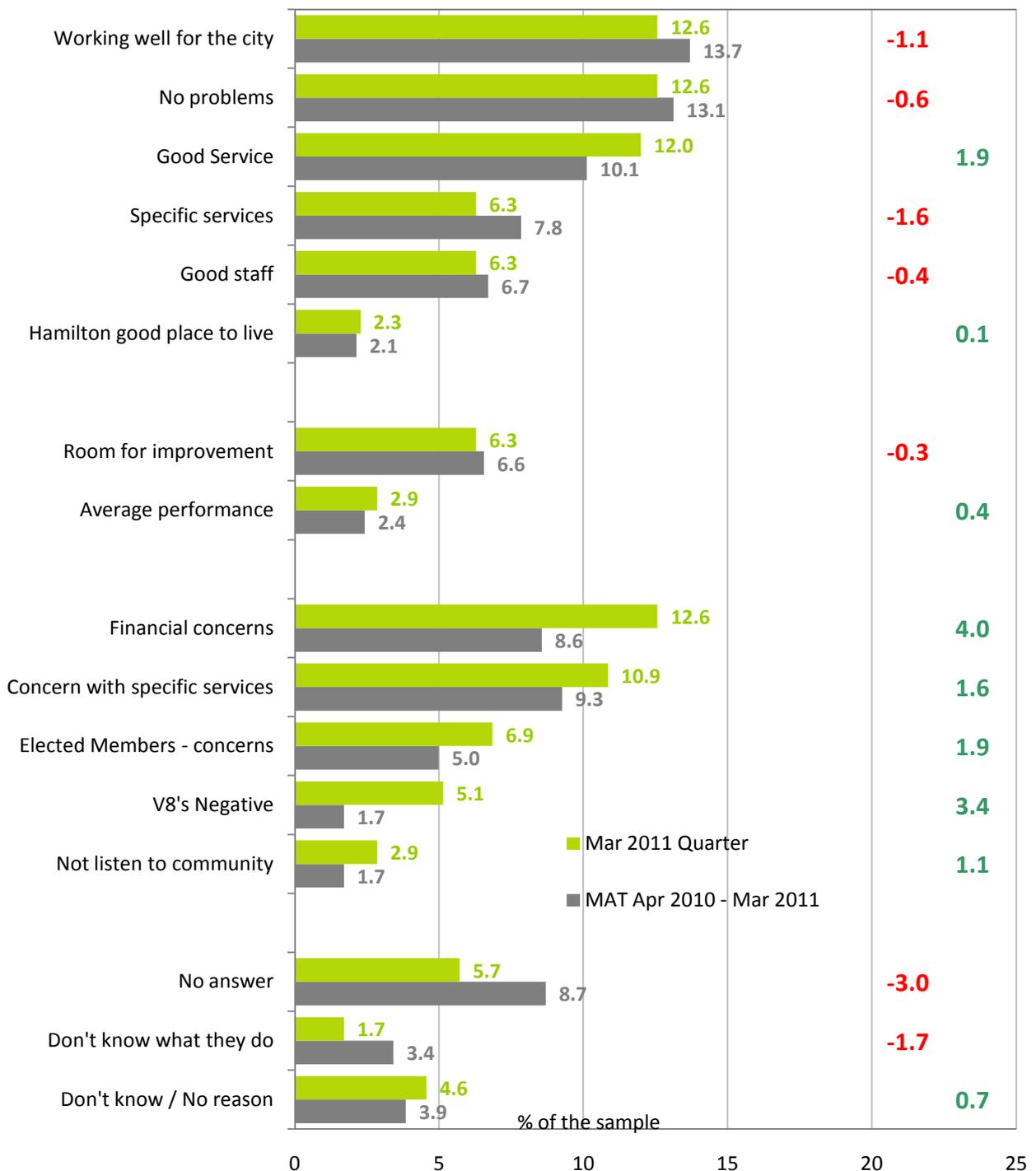


Overall Satisfaction: Reasons for feeling this way for March quarter

The respondents were asked why they rated the Overall Performance of Council the way they did. This question was asked as an open question with the answers grouped together for analysis purposes. The following chart compares the responses mentioned in the March 2011 quarter (n = 175) versus the proportion who mentioned these in the current Moving Annual Total result (April 2010 – March 2011 – n = 701).

Similar to the MAT basis, the main positive comments for the March quarter focused around the feeling that Council was doing a good job or working well for the city (13%) or the fact there were no problems (13%) and comments about good service (12%). Similar to the MAT basis, the main negative comments for the quarter had to do with financial concerns (13%) concerns with specific services (11%), and concerns with the Elected Members (7%).

The largest difference was a 4% increase in the proportion who mentioned financial concerns.



Please note the percentages are based on the four quarters from April 2010 – March 2011 but only the verbatim comments from the March 2011 quarter are included in this report.

Positive comments

Working well for the city: MAT⁵ 13.7% (MAT n = 96)

Many respondents felt Council was working well for the city and doing a good job (12.6% or 22 respondents this quarter). These respondents commented: (SS = satisfaction score)⁶

'Because they've been doing a good job and if I had any questions, they would be answered' (SS = 10)

'They all do a good job' (SS = 10)

'Well they're trying their best and they are doing a good job. With the way the economy is they are doing well' (SS = 10)

'Because to me they are trying to do their best, within reason, although they have improved by doing up the crossings around the area; it makes it safer, and the V8s is a plus' (SS = 10)

'Because I reckon they're trying to do a really good job especially for the people in Christchurch' (SS = 10)

'Because they do look after the people of Hamilton' (SS = 10)

'Council are good' (SS = 10)

'It's going really well' (SS = 10)

'Think they do a really great job' (SS = 9)

'I suppose they are like anyone else. The dealings that I have had with them have been very personable and pleasant and they do a good job' (SS = 9)

'I think they are doing really well but there needs to be some fine tuning. But overall they're doing a good job' (SS = 9)

'Because overall they do a good job, I have no complaints. But I'm sure they could do something better' (SS = 8)

'I believe they are doing what they can as they can, and there have been big improvements in my area' (SS = 8)

'Again I feel that in the limitations of finance they do what they can' (SS = 8)

'I feel they are doing their job from what I have heard' (SS = 8)

'I think we have a lot of new facilities. The new stadium in Claudelands, new shops, new roads. I think they have done a pretty good job' (SS = 8)

'They seem to do quite a good job' (SS = 8)

'Well they have kept the city going, and in our area it's worth keeping the area going, pleasant people' (SS = 8)

'They're doing a good job but they're probably spending money on unessential projects etc' (SS = 7)

'Well I feel really satisfied about the performance working around the city. Some parts of the service the Council didn't take care of very much, like parking spaces and traffic and also the sporting fields. I believe there aren't many swimming pools in Hamilton which I'm not satisfied with. All these problems are why I gave it a 7' (SS = 7)

'I think they are doing a good job, but there are a few key areas where we could improve' (SS = 7)

'The way the city is run. Cos I'm originally from Auckland and a few other places over the years' (SS = 7)

⁵ MAT relates to the 12 month Moving Annual Total. This quarter this is April 2010 – March 2011

⁶ Please note the percentages are based on the four quarters from April 2010 – March 2011 but only the verbatim comments from the March 2011 quarter are included in this report.

No problems: MAT 13.1% (MAT n = 92)

Twenty two respondents or 12.6% for this quarter were not aware of any problems and felt that things were running smoothly:

*'Quite impressed with all the facilities, so I have no complaints.
All facilities are quite efficient' (SS = 10)*

'They are not doing anything wrong at the moment' (SS = 10)

'We've had no problems and what they do they get it done' (SS = 10)

'Really have never seen anything bad. Staff is always helpful and do a good job' (SS = 9)

'I think the staff are friendly. I have never had any problems at the facilities I have used. I think Newstead facilities are beautiful' (SS = 9)

'I have no trouble with any and they are very obliging and polite' (SS = 9)

'Because I have never had a problem; if I needed their help, they are very good in reply but occasionally it was a problem trying to find a service' (SS = 9)

'No major issues being noticed' (SS = 9)

'All the services I would expect are provided and seem reliable' (SS = 8)

'Because everything seems fine, but there has been nothing particularly directed at me' (SS = 8)

'Because everything has been a breeze and not a hassle' (SS = 8)

'Because I have had my needs met' (SS = 8)

'Everything seems to be fine' (SS = 8)

'I am quite satisfied with all' (SS = 8)

'I don't know; I have not had any complaints. I will complain if there is problem, but I haven't needed to so far' (SS = 8)

'I suppose I don't complain about it too much otherwise I don't really do much for Council, as the electricity is going well so no issues really with them' (SS = 8)

'No ones been done for embezzlement so they must be doing alright' (SS = 8)

'Things are quite good; I haven't had any problems with staff or anything' (SS = 8)

'I've had no real problems' (SS = 7)

'Just haven't heard any negative things about issues' (SS = 7)

'No reason to be dissatisfied' (SS = 7)

'I haven't had any problems that have needed them so I can't comment' (SS = No answer)

Good Service: MAT 10.1% (MAT n = 71)

Twenty one respondents commented on getting good service this quarter (12%):

'All of the necessary services are provided without a fuss as expected and all the visible parts of the community such as the gardens are beautiful. It's a well kept city' (SS = 10)

*'Quite impressed with all the facilities, so I have no complaints.
All facilities are quite efficient' (SS = 10)*

'Because you go in there and you want help, and they help you out and they make sure you understand what they wanted and what you need to do. They haven't just given you a little answer and shoved you off. The ladies and the men I've had have always helped you and made sure you understood' (SS = 10)

*'I think Council provide good service, staff good at what they do;
I'd be concerned to see those cut' (SS = 10)*

*'I think everyone is very efficient, friendly and they respond very quickly.
No long term delays' (SS = 10)*

'Because they've been doing a good job and if I had any questions, they would be answered' (SS = 10)

'They all do a good job' (SS = 10)

*'Well they're trying their best and they are doing a good job.
With the way the economy is they are doing well' (SS = 10)
'My dealings with them have been good' (SS = 10)*

*'Provide most things I need, but it would be nice if they provided a non-organic collection' (SS = 9)
'Really have never seen anything bad. Staff is always helpful and do a good job' (SS = 9)
'Think they do a really great job' (SS = 9)
'They can't do everything, so we've got to be thankful for what they do' (SS = 9)*

*'I'm happy with the various services available to ratepayers. I'm just concerned there's been wastage of ratepayer's money on things like the Waikato Stadium and the V8s. I would rate them a 10 except historically they've wasted ratepayer's money on those two things' (SS = 8)
'I have received good service from them' (SS = 8)
'I haven't been in contact with the people.
But whatever I have done or been in contact with was great' (SS = 8)
'Services and facilities are pretty good' (SS = 8)
'Well no one is perfect. For the most part they are helpful' (SS = 8)*

*'They are quite nice and when we need help they offer help. Sometimes the staff are a bit busy. Sometimes they are not able to help. They are able to help but just for a short moment because they are in a hurry to do something else. They are busy. Most of the time they are good. Not satisfied when I'm talking to them and someone interrupts and they talk to them instead' (SS = 7)
'Most of the services are reasonably good but I don't see much of the Councillors though. Sometimes getting complaints through is difficult.
They don't want to know about any mistakes they have made' (SS = 7)
'Cos I am pretty happy with the services. I don't too much about things' (SS = 7)*

Specific services: MAT 7.8% (MAT n = 55)

A number of respondents (6.3% or eleven respondents this quarter) mentioned specific services that the Council provided as the reason for rating their overall satisfaction with the score they chose. These comments included:

*'Cos I think Hamilton's a wonderful city, facilities well maintained like the Hamilton Gardens and the flowered traffic islands' (SS = 10)
'Because to me they are trying to do their best, within reason, although they have improved by doing up the crossings around the area; it makes it safer, and the V8s is a plus' (SS = 10)

'I think the staff are friendly. I have never had any problems at the facilities I have used. I think Newstead facilities are beautiful' (SS = 9)
'Waterworld, staff is willing to help and their contact information is good. Chartwell staff at the library is always friendly and helpful' (SS = 9)
'Because there's heaps of things for kids and the lake is good and Gallagher's Pools and it's in my area' (SS = 9)

'Librarians are friendly and very helpful' (SS = 8)
'Because I feel like, I lived in Wellington, and Hamilton seems to have a lot more family friendly activities to use, especially the parks and walkways' (SS = 8)

'I think that the amount of things that they do is quite good. They have facilities for people who swim, who are disabled and who use the bus service; it's very easy to say they could do more but not so easy when you are actually doing it' (SS = 7)

'The libraries are all right but the theatre needs to be redone.
Don't think the stadium at Claudelands was necessary' (SS = 6)
'Well as I said, for some of the things with the Council it's really good.
Like the pools are really good, but the library isn't' (SS = 6)
'They've done a good job with the rubbish collection and the mowing of parks' (SS = 6)*

Good staff: MAT 6.7% (MAT n = 47)

This was followed by eleven respondents for this quarter or 6.3% who mentioned good Management or Staff. This included comments like:

'Because you go in there and you want help, and they help you out and they make sure you understand what they wanted and what you need to do. They haven't just given you a little answer and shoved you off. The ladies and the men I've had have always helped you and made sure you understood' (SS = 10)

'I think Council provide good service, staff good at what they do; I'd be concerned to see those cut' (SS = 10)

'I think everyone is very efficient, friendly and they respond very quickly. No long term delays' (SS = 10)

'Really have never seen anything bad. Staff is always helpful and do a good job' (SS = 9)

'I think the staff are friendly. I have never had any problems at the facilities I have used. I think Newstead facilities are beautiful' (SS = 9)

'Waterworld, staff is willing to help and their contact information is good. Chartwell staff at the library is always friendly and helpful' (SS = 9)

'I have no trouble with any and they are very obliging and polite' (SS = 9)

'I suppose they are like anyone else. The dealings that I have had with them have been very personable and pleasant and they do a good job' (SS = 9)

'Librarians are friendly and very helpful' (SS = 8)

'I find the staff very knowledgeable and very capable of doing their jobs' (SS = 8)

'Well I use a lot of Council places and the staff is always helpful and go out of their way to assist me where they can' (SS = 8)

Elected Members - positive: MAT 3.6% (MAT n = 25)

A number of respondents (0.6% or one respondent this quarter) made positive comments about the Elected Members / Council and this quarter's comment included:

'I think that Hamilton is basically a pretty positive place to be and the relationship that the Council has with the public seems to be good; not much tension that I have picked up on. The paper that comes out monthly or whenever it is, I'm sure the Council puts that out which is good to keep the community informed. I think it's quite good actually. My feeling is that it's a positive place to be. The Mayor has also been making herself available in Garden Place to the public, which is good' (SS = 8)

Beautification /clean roads: MAT 2.4% (MAT n = 17)

Two respondents (1.1%) commented about the city beautification or clean roads this quarter:

'All of the necessary services are provided without a fuss as expected and all the visible parts of the community such as the gardens are beautiful. It's a well kept city' (SS = 10)

'Only people that do well are the street cleaners and they do a wonderful job' (SS = 0)

Hamilton good place to live: MAT 2.1% (MAT n = 15)

Four respondents or 2.3% of respondents for the March quarter commented that Hamilton was a great place or a good place to live:

'Cos I think Hamilton's a wonderful city, facilities well maintained like the Hamilton Gardens and the flowered traffic islands' (SS = 10)

'I feel very comfortable and happy to be in Hamilton' (SS = 9)

'I think that Hamilton is basically a pretty positive place to be and the relationship that the Council has with the public seems to be good; not much tension that I have picked up on. The paper that comes out monthly or whenever it is, I'm sure the Council puts that out which is good to keep the community informed. I think it's quite good actually. My feeling is that it's a positive place to be. The Mayor has also been making herself available in Garden Place to the public, which is good' (SS = 8)

'Because I like living here and things seem to be improving' (SS = 8)

V8s Positive: MAT 1.1% (MAT n = 8)

A number of respondents (one respondent or 0.6% for this quarter) commented on getting the V8 super cars coming to Hamilton. These comments included:

'The city is going forward, the roads are being repaved and the Hamilton V8s' (SS = 8)

Public consultation / feedback: MAT 1.1% (MAT n = 8)

Others (0.6% or one respondent this quarter) commented positively about the public consultation or feedback. These comments included:

'I think that Hamilton is basically a pretty positive place to be and the relationship that the Council has with the public seems to be good; not much tension that I have picked up on. The paper that comes out monthly or whenever it is, I'm sure the Council puts that out which is good to keep the community informed. I think it's quite good actually. My feeling is that it's a positive place to be. The Mayor has also been making herself available in Garden Place to the public, which is good' (SS = 8)

Mayor positive: MAT 0.6% (MAT n = 4)

There were a number of respondents (1.1% or two respondents this quarter) who made positive comments about the performance of the Mayor. These comments included:

'I think that Hamilton is basically a pretty positive place to be and the relationship that the Council has with the public seems to be good; not much tension that I have picked up on. The paper that comes out monthly or whenever it is, I'm sure the Council puts that out which is good to keep the community informed. I think it's quite good actually. My feeling is that it's a positive place to be. The Mayor has also been making herself available in Garden Place to the public, which is good' (SS = 8)

'Because the Mayor is really making a presence in the community, giving opportunities for people to come and approach her. As a business owner she has come to ask us how we feel about the developments in Garden Place. She seems to be the first Mayor that has addressed the negative issues that are in the CBD' (SS = 7)

Other positive: MAT 7.4% (MAT n = 52)

There was a range of other comments from respondents who gave positive reasons for their satisfaction scores and these included:

'I think they are always trying improving things' (SS = 10)

'There has been a lot of improving around the city and most of the work that is done I'm very satisfied' (SS = 10)

'The city is going forward, the roads are being repaved and the Hamilton V8s' (SS = 8)

'I believe they are doing what they can as they can, and there have been big improvements in my area' (SS = 8)

'Because they are not in my face all the time' (SS = 8)

'Because they are pretty good in Hamilton' (SS = 8)

'Everything I need is there. When I need help it is there' (SS = 8)

'Again I feel that generally some areas are very good and some areas very poor' (SS = 7)

'Because it spreads over a vast scale, it's not fair to comment in general. I used to rent from Council for 3 years. I dealt with people from property management, they were excellent people; it was a selective few who were picked, as I left that property I lost contact with them. A while ago I worked with the Council, lovely to work with, that was in 2006. I don't get immediate contact because where I am now I don't cross that road often; can't comment now, not fair' (SS = 7)

'Cos I only see them on the odd occasion tidying up the streets and fixing the storm water blockage/damage' (SS = 7)

'There are lots of cool activities going on in the Hamilton Gardens and events in the city' (SS = 7)

'They have still got a lot of things to look at. It's hard to rate this question as the Council member is fairly new and we need to give them time to settle' (SS = 6)

Neutral comments

Room for improvement: MAT 6.6% (MAT n = 46)

There were also many respondents who made neutral comments including a number who commented that they felt there was room for improvement. This was mentioned by 6.3% or eleven respondents this quarter with comments that included: (SS = Satisfaction Score)

'Provide most things I need, but it would be nice if they provided a non-organic collection' (SS = 9)

'I just think they're doing a reasonable job but there's areas that have room for improvement' (SS = 8)

'Because overall they do a good job, I have no complaints.

But I'm sure they could do something better' (SS = 8)

'Because I think there is still room to improve' (SS = 8)

'I think there's always room for improvement' (SS = 8)

'Is anything ever going to be perfect? Always expect something to not be right, so 8' (SS = 8)

'I think they are doing a good job, but there are a few key areas where we could improve' (SS = 7)

'Because there is still a lot of errors to improve.

I'm still trying to find my way around Hamilton, so I don't know it all' (SS = 7)

'I don't think there are too many things that I see they are doing badly, but can always do more' (SS = 7)

'The place needs to be improved' (SS = 7)

'There's always room for improvement' (SS = 7)

Don't know / No reason MAT 3.9% (MAT n = 27)

There were also many respondents who commented that they did not know or did not give any particular reason for giving their particular score. These comments included:

'I didn't really think about things like the library and things like that as part of the Council' (SS = 8)

'Good question' (SS = 7)

'I don't want to give them a high ten when I don't have a clue. I haven't been made aware of the good things they have done. They need to promote that more' (SS = 7)

'I do not have enough contact' (SS = No answer)

'I don't get out much as I have glaucoma - impaired eyesight' (SS = No answer)

'I don't have an opinion' (SS = No answer)

'I haven't used very much of those things' (SS = No answer)

'Just recently moved here so no comment, I don't have a clue' (SS = No answer)

Don't know what they do: MAT 3.4% (MAT n = 24)

A number of respondents mentioned that they did not know what Council did. This was mentioned by three respondents this quarter with comments that included:

'Because I have not really had much to do with the Council' (SS = 7)

'Cos I don't see any of the Councillors, don't know what they're doing' (SS = 5)

'We don't see what they do and I haven't seen much change e.g. Mayor said she would make sure there is more access to river and nothing has been done, make delivery on promises' (SS = No answer)

Average performance: MAT 2.4% (MAT n = 17)

There were other comments offered about the average performance of Council (mentioned by five respondents or 2.9% for the March quarter). These comments included:

'It's not that bad, it's alright' (SS = 9)

'I just think they're doing a reasonable job but there's areas that have room for improvement' (SS = 8)

'They are doing an alright job' (SS = 8)

'Once again I think they've done a fair overall job with good initiatives. However execution is not always as smooth as promised' (SS = 7)

'There are a lot of things that haven't been done and some things that have. They're just middle of the range' (SS = 7)

Negative comments

Concern with specific services: MAT 9.3% (MAT n = 65)

There were also many respondents who made negative comments or who offered a negative reason for giving the overall satisfaction score that they gave. The most common negative comment was concerning specific Council services (mentioned by 10.9% or nineteen respondents this quarter). These comments included: (SS = Satisfaction Score)

'I'm happy with the various services available to ratepayers. I'm just concerned there's been wastage of ratepayer's money on things like the Waikato Stadium and the V8s. I would rate them a 10 except historically they've wasted ratepayer's money on those two things' (SS = 8)

'I just think money wasted on hospital painting, should be going elsewhere, in areas of need, such as improving parking around the city' (SS = 8)

'Disappointed; have concern of the roundabout, I contacted them about this and there has been no change. I and others in this household have witnessed a few near misses. I've had no contact from them at all, not even to acknowledge they received my complaint' (SS = 8)

'I think that Garden Place is still not working right, too many kids hanging around and being mischievous and too many bums hanging around in the area are a nuisance' (SS = 8)

'Sometimes they only give a certain amount of rubbish bags to put out and sometimes we have a busy weekend and if we put more out they won't take them' (SS = 8)

'The odd time when rubbish collections aren't as tidy; street cleanliness could be better' (SS = 8)

'Well I suppose we haven't a bus stop near our residence so we have to walk a lot to catch the bus and that makes the number lower on the scale' (SS = 8)

'Well as I say it's not really the Council, it's the one that's been gone, with the V8s for an example has all turned to custard. I think the Claudelands Events Centre looks marvellous, that will pop up the rates. I would like to know more of what goes where' (SS = 7)

'Same reasons. They have to listen more and the construction taken at the moment, parking meters etc' (SS = 7)

'Well I feel really satisfied about the performance working around the city. Some parts of the service the Council didn't take care of very much, like parking spaces and traffic and also the sporting fields. I believe there aren't many swimming pools in Hamilton which I'm not satisfied with. All these problems are why I gave it a 7' (SS = 7)

'I'm really angry to find out how much they've spent on the V8s and the Claudelands Event Centre. I think they shouldn't of changed Garden Place and they should have put a playground there. Council should be much stricter about planning' (SS = 6)

'The same reason (Cos of the V8s etc. Hiding money issues from the community.)' (SS = 6)

'They need to look at future planning such as the size and direction of Hamilton, not waste money on pointless things that have minimal future benefit' (SS = 6)

'The libraries are all right but the theatre needs to be redone.

Don't think the stadium at Claudelands was necessary' (SS = 6)

'Well as I said, for some of the things with the Council it's really good.

Like the pools are really good, but the library isn't' (SS = 6)

'They could do better. They charge too much to go to the Events Centres, Museum, Zoo etc. The average Joe cannot afford to go' (SS = 5)

'Just that they go ahead and do unnecessary things. As I said they didn't need Garden Place altered again; they took that beautiful brick fence down' (SS = 4)

'Because they made a real mess of Hood Street and they have dug up Garden Place twice. I mean the Mayor just spends money' (SS = 0)

'I don't like Hood Street and don't like Garden Place being dug up all the time' (SS = 0)

Financial concerns: MAT 8.6% (MAT n = 60)

Twenty two respondents this quarter (12.6%) mentioned financial concerns. These comments included:

'I'm happy with the various services available to ratepayers. I'm just concerned there's been wastage of ratepayer's money on things like the Waikato Stadium and the V8s. I would rate them a 10 except historically they've wasted ratepayer's money on those two things' (SS = 8)

'I just think money wasted on hospital painting, should be going elsewhere, in areas of need, such as improving parking around the city' (SS = 8)

'I'm thinking about the rates increase and over spending on the things like the V8s and Council not being aware of it. I think everything should be open' (SS = 8)

'I'm just a bit concerned about the V8s and the amount that is spent on this event' (SS = 8)

'I mark them down because of the spending and borrowing of money they do' (SS = 8)

'Well as I say it's not really the Council, it's the one that's been gone, with the V8s for an example has all turned to custard. I think the Claudelands Events Centre looks marvellous, that will pop up the rates. I would like to know more of what goes where' (SS = 7)

'I think they should be concentrating more on pro-actives and not get involved in the things like V8 and spend too much money on this stuff' (SS = 7)

'I think that some of the decisions that have been made haven't all been in the good public interest. I bit of overspending I think' (SS = 7)

'They're doing a good job but they're probably spending money on unessential projects etc' (SS = 7)

'The same reasons I told you just before. Financial spending on projects' (SS = 7)

'I'm really angry to find out how much they've spent on the V8s and the Claudelands Event Centre. I think they shouldn't of changed Garden Place and they should have put a playground there. Council should be much stricter about planning' (SS = 6)

'The same reason (Cos of the V8s etc. Hiding money issues from the community.)' (SS = 6)

'They need to look at future planning such as the size and direction of Hamilton, not waste money on pointless things that have minimal future benefit' (SS = 6)

'I think our rates are not used as we'd like them to be used in some respects. There seems to be a lot of money being spent on things that aren't absolutely necessary' (SS = 6)

'They could do better. They charge too much to go to the Events Centres, Museum, Zoo etc. The average Joe cannot afford to go' (SS = 5)

'I go back to the senior management level and how they have mismanaged the funds of the city' (SS = 5)

'I think there is a tendency to waste money and no forward planning' (SS = 5)

'The decision is influenced by the proposed rate increase. The exorbitant debt facing ratepayers. Lack of transparency in relation to financial matters. Cost associated with the V8s and the Claudelands Events Centre. The anxiety at a time of financial difficulty in the country' (SS = 5)

'The only thing I know is there are huge rates on my property. They just keep going up' (SS = 5)

'I just feel they are wasting money on projects we don't need and cannot afford' (SS = 4)

'Because they made a real mess of Hood Street and they have dug up Garden Place twice. I mean the Mayor just spends money' (SS = 0)

'Because of the dead rates going up. I mean I'm in a pension; if I would run my business like that I would be bankrupt. They should do their work properly' (SS = 0)

Concerns with Elected Members: MAT 5.0% (MAT n = 35)

The next negative theme revolved around other concerns with the Elected Members (excluding political in-fighting). This was mentioned by 6.9% or twelve respondents this quarter with the following comments:

'Information given out should be put simpler instead of using big words. The Council representatives should get out more and get involved with the community' (SS = 8)

'Elected members of Council bring it down sometimes' (SS = 8)

'Once again the decision making; I'm a little vocal on some of it' (SS = 8)

'I think that some of the decisions that have been made haven't all been in the good public interest. I bit of overspending I think' (SS = 7)
'Most of the services are reasonably good but I don't see much of the Councillors though. Sometimes getting complaints through is difficult. They don't want to know about any mistakes they have made' (SS = 7)

'I do think the central Council could be improved' (SS = 6)
'I guess I'm coming back to the trust I have said before ' (SS = 6)
'They all go stupid in the election time of the year' (SS = 6)

'Just for the same reasons; (Hardly heard anything from them from the incoming Council from the elected Council in October). Don't hear anything from them unless they want to hear something from you' (SS = 4)

'We do not have enough information about the Councillors who put their nominations forward to be elected and we have not been careful enough in selecting suitable people' (SS = 3)
'Well I think we want a bit of fresh blood. Some of them have been in there way too long' (SS = 3)
'I haven't had a chance to assess if they've improved from the last lot. I was really disappointed in the last people I voted for. I was really disappointed in Redman and the decisions he made' (SS = No answer)

Non performance: MAT 3.4% (MAT n = 24)

Another negative theme revolved around the feeling that the Council had not performed or had not achieved what it had said it would or that it could achieve more. This was mentioned by only three respondents this quarter (1.7%) with the following comments:

'I think sometimes we get a bit slow on some important issues but I guess all the Council has got to do meeting before they make any decisions' (SS = 7)

'They just need to do more. Need to get more public feedback' (SS = 6)

'I don't think they have justified or lived up to a lot of their promises and responsibilities' (SS = 4)

Not listen to community: MAT 1.7% (MAT n = 12)

A small number (2.9% or five respondents this quarter) felt that the Council was not listening to their or the community's needs. They commented:

'Same reasons. They have to listen more and the construction taken at the moment, parking meters etc' (SS = 7)

'They just need to do more. Need to get more public feedback' (SS = 6)

'They don't get you involved' (SS = 5)

'Because they don't listen to what the people want' (SS = 3)
'One for me is lack of communication, find out after things made effective, for example with the V8s; one lady is hell-bent on getting rid of it. They don't appear to want to listen. Maybe that's just general politics' (SS = 3)

V8s negative: MAT 1.7% (MAT n = 12)

A few respondents (5.1% or nine respondents this quarter) made mention of the V8s in a negative manner:

'I'm happy with the various services available to ratepayers. I'm just concerned there's been wastage of ratepayer's money on things like the Waikato Stadium and the V8s. I would rate them a 10 except historically they've wasted ratepayer's money on those two things' (SS = 8)

'I'm thinking about the rates increase and over spending on the things like the V8s and Council not being aware of it. I think everything should be open' (SS = 8)

'I'm just a bit concerned about the V8s and the amount that is spent on this event' (SS = 8)

'I think they have let us down a bit with the V8s saying that the city will benefit from it. I have never gone because the local businesses aren't allowed to open' (SS = 8)

'Well as I say it's not really the Council, it's the one that's been gone, with the V8s for an example has all turned to custard. I think the Claudelands Events Centre looks marvellous, that will pop up the rates. I would like to know more of what goes where' (SS = 7)

'I think they should be concentrating more on pro-actives and not get involved in the things like V8 and spend too much money on this stuff' (SS = 7)

'I'm really angry to find out how much they've spent on the V8s and the Claudelands Event Centre. I think they shouldn't of changed Garden Place and they should have put a playground there. Council should be much stricter about planning' (SS = 6)

'The same reason (Cos of the V8s etc. Hiding money issues from the community.)' (SS = 6)

'I think a lot more could be done by the Council regarding the V8s around Frankton' (SS = 6)

Lack of information: MAT 1.3% (MAT n = 9)

Two respondents (1.1% for this quarter) said that Council did not provide enough information. The comments for this quarter are as follows:

'I'm thinking about the rates increase and over spending on the things like the V8s and Council not being aware of it. I think everything should be open' (SS = 8)

'Well as I say it's not really the Council, it's the one that's been gone, with the V8s for an example has all turned to custard. I think the Claudelands Events Centre looks marvellous, that will pop up the rates. I would like to know more of what goes where' (SS = 7)

Staff concerns: MAT 1.0% (MAT n = 7)

Three respondents this quarter had concerns about the Staff:

'I think the city is still young and the staff are still stuck in the dark ages a little and need to mature a bit more as a business' (SS = 8)

'They are quite nice and when we need help they offer help. Sometimes the staff are a bit busy. Sometimes they are not able to help. They are able to help but just for a short moment because they are in a hurry to do something else. They are busy. Most of the time they are good. Not satisfied when I'm talking to them and someone interrupts and they talk to them instead' (SS = 7)

'Same thing that I said before about Council Staff (Because of their attitude towards solving problems, especially with children involved in CYPFS. Discrimination plays a huge part in their problem solving which I think is unjust)' (SS = 5)

Mayor / lack of leadership: MAT 0.9% (MAT n = 6)

One respondent this quarter had concerns about the leadership:

'We don't see what they do and I haven't seen much change e.g. Mayor said she would make sure there is more access to river and nothing has been done, make delivery on promises' (SS = No answer)

Management concerns: MAT 0.7% (MAT n = 5)

Other respondents (two for this quarter) had concerns about the management:

'I go back to the senior management level and how they have mismanaged the funds of the city' (SS = 5)

'Because there are too many chiefs and not enough Indians. Normal staff work hard; give them a pay rise' (SS = 5)

Other negative: MAT 3.9% (MAT n = 27)

There was a range of other negative comments that included:

'Information given out should be put simpler instead of using big words. The Council representatives should get out more and get involved with the community' (SS = 8)

'Again I feel that generally some areas are very good and some areas very poor' (SS = 7)

'They are trying to salvage Hamilton but they are turning it into a big restaurant, they improve one area and then another area falls' (SS = 7)

'We have had an incident recently. We have tried to talk to them and had no response from them. We had a little bit of a response but not what we were expecting' (SS = 7)

'I have had people tell me they would get back to me when they said they would and they haven't' (SS = 5)

'I think they can do more. It is a bit up and down' (SS = 5)

'Because we lived in Dunedin for 7 years; compared to Hamilton they are better' (SS = 4)

'Because of the way I have been treated' (SS = 3)

Council Staff

Dealing with Council Staff

Respondents were asked 'How often have you had contact with Council Staff over the past 12 months? (By Council Staff we mean staff at all Council facilities including Libraries, Waterworld, Gallagher Aquatic Centre, the Waikato Museum of Art and History, Hamilton Zoo, Community Houses, Theatres, as well as staff in the main Council office in Garden Place)'.

Four fifths of the respondents (79%) had some contact with Council Staff during the past year. This is up 1.2% from the July 2009 – June 2010 result.

Over a quarter of the respondents (28%) had contact with Council staff monthly while 20% had contact weekly and 2% had contact daily. Over a quarter of the respondents had contact at least once per year (27%).

A fifth of all respondents (21%) had no contact with Council Staff during the past 12 months.

Apr 2010 - Mar 2011

Jul 2009 - Jun 2010

Jul 2008 - Jun 2009

Jul 2007 - Jun 2008

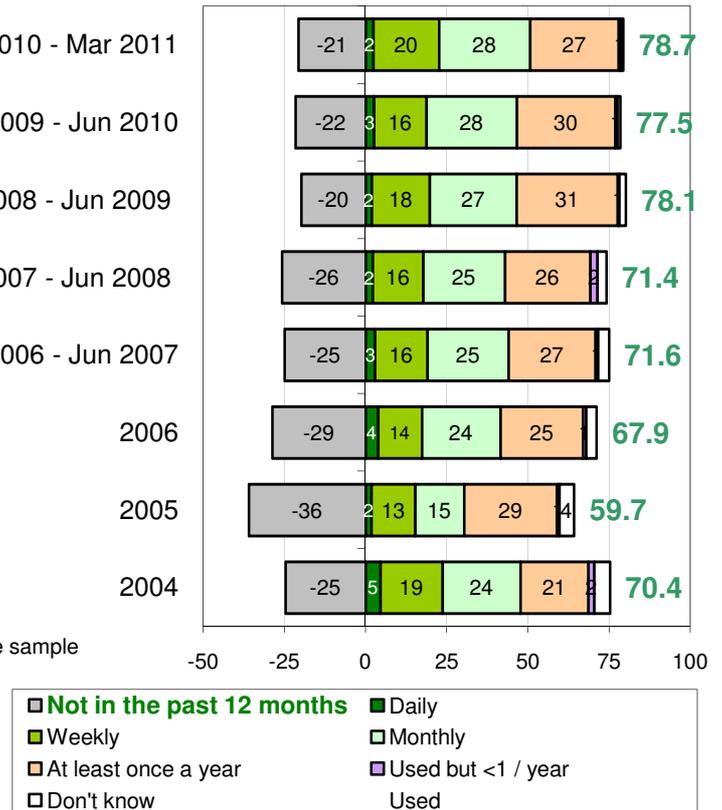
Jul 2006 - Jun 2007

2006

2005

2004

% of the sample



The subgroups that were significantly **more likely** to have had **contact** with **Council Staff** over the last 12 months included those:

- Who own or operate their own business (91% of the subgroup).
- Who are in part time employment (84% of the subgroup).
- With a household income over \$70,000 (86% of the subgroup).
- Women (83% of the subgroup).
- Aged 26 – 45 years (83% of the subgroup).
- Who pay rates (83% of the subgroup).
- Who live in their own home (83% of the subgroup).

Those significantly **more likely NOT** to have had **contact** with **Council Staff** over the last 12 months included those:

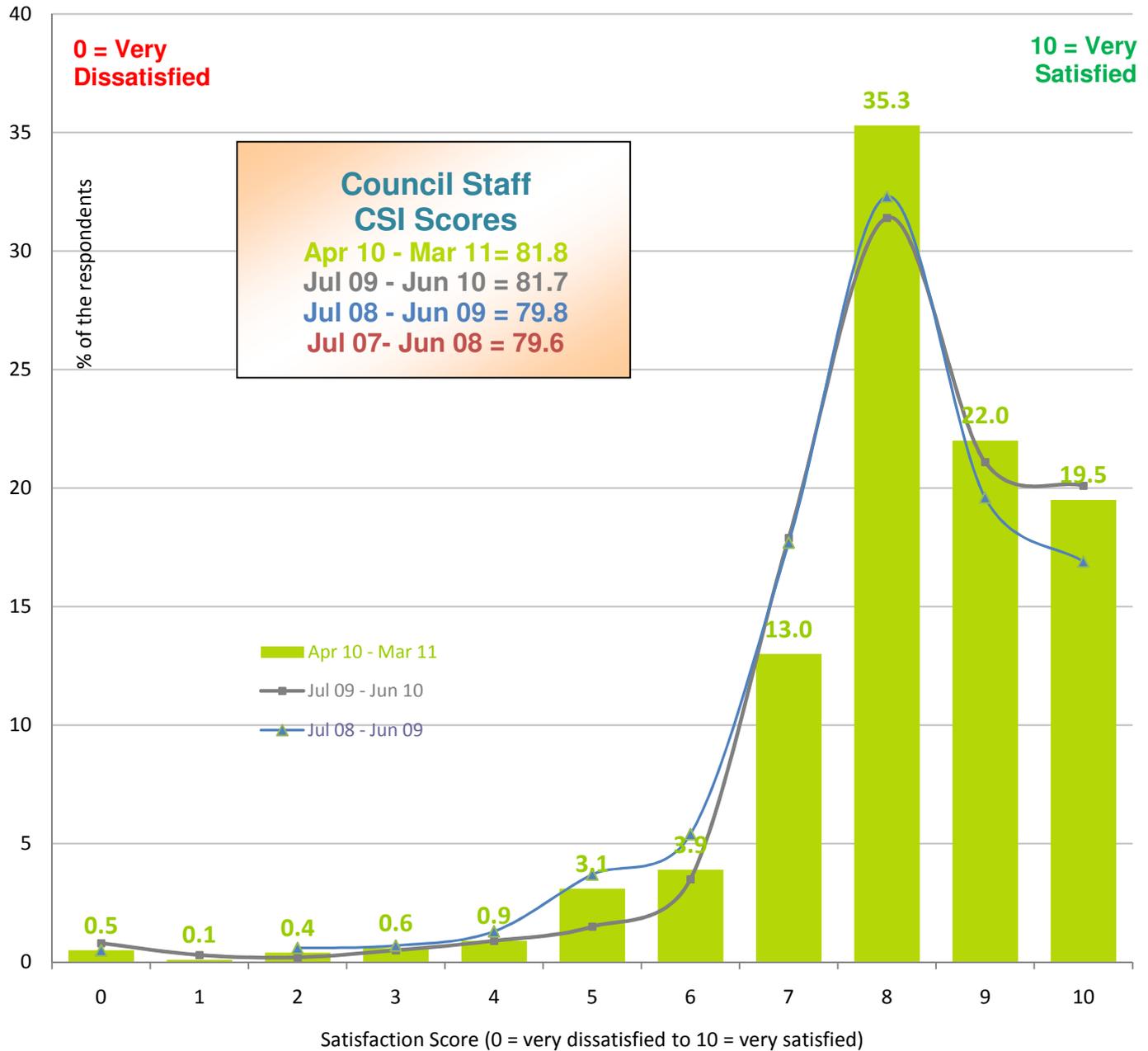
- Aged under 25 years (35% of the subgroup).
- Who do not pay rates (30% of the subgroup).
- Who rent or board (29% of the subgroup).
- Who are not currently in paid employment (27% of the subgroup).
- Men (26% of the subgroup).
- With a household income under \$30,000 (26% of the subgroup).
- Who did not vote in the last Hamilton City Council elections (26% of the subgroup).
- Who don't own or operate their own business (23% of the subgroup).

Satisfaction with Council Staff

Respondents who had some interaction with Council Staff were asked 'Thinking about the staff at all Council facilities and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the Overall Performance of Council Staff in the past 12 months?'

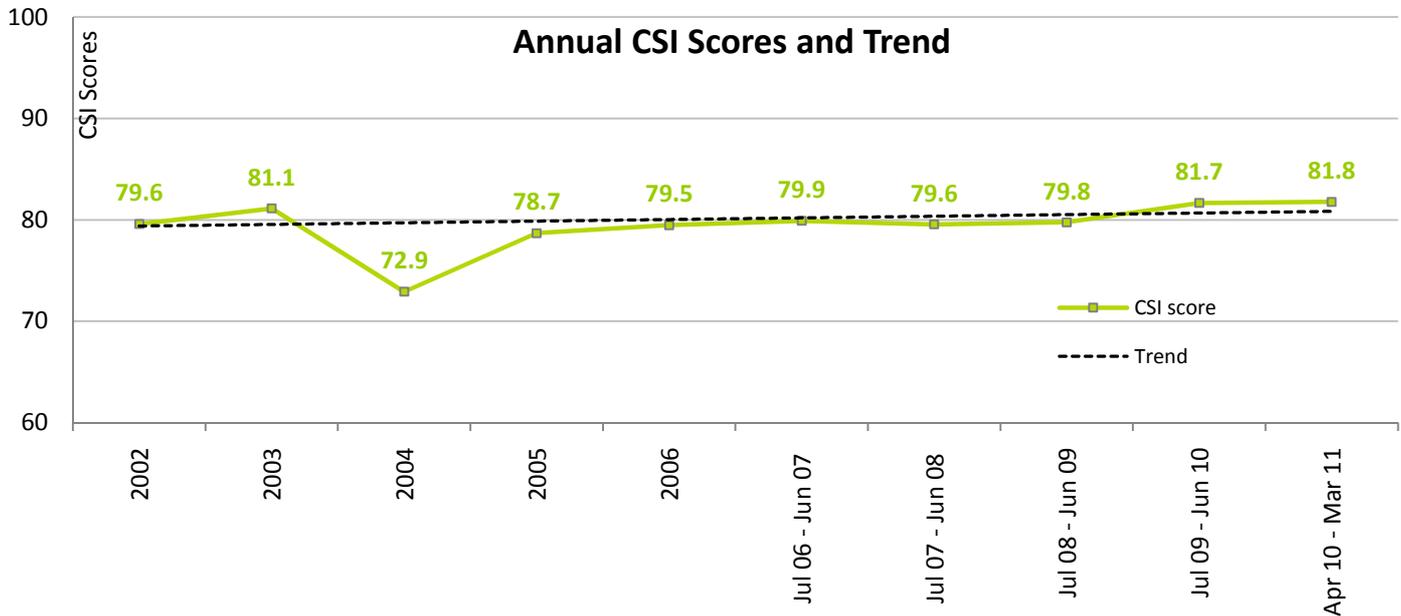
The majority of respondents who had dealings with Council Staff (n = 554) are satisfied with the Overall Performance of Council Staff in the past 12 months (90% gave scores of 7 – 10). Over a third of the subgroup (42%) rated the Overall Performance of staff with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (35%).

Less than a tenth of the sample (8%) were neutral (scores 4 – 6) while nine respondents (1.6%) were actually dissatisfied. The CSI score was 81.8, a score that reflects an exceptional performance. This is up marginally from the June 2010 result.



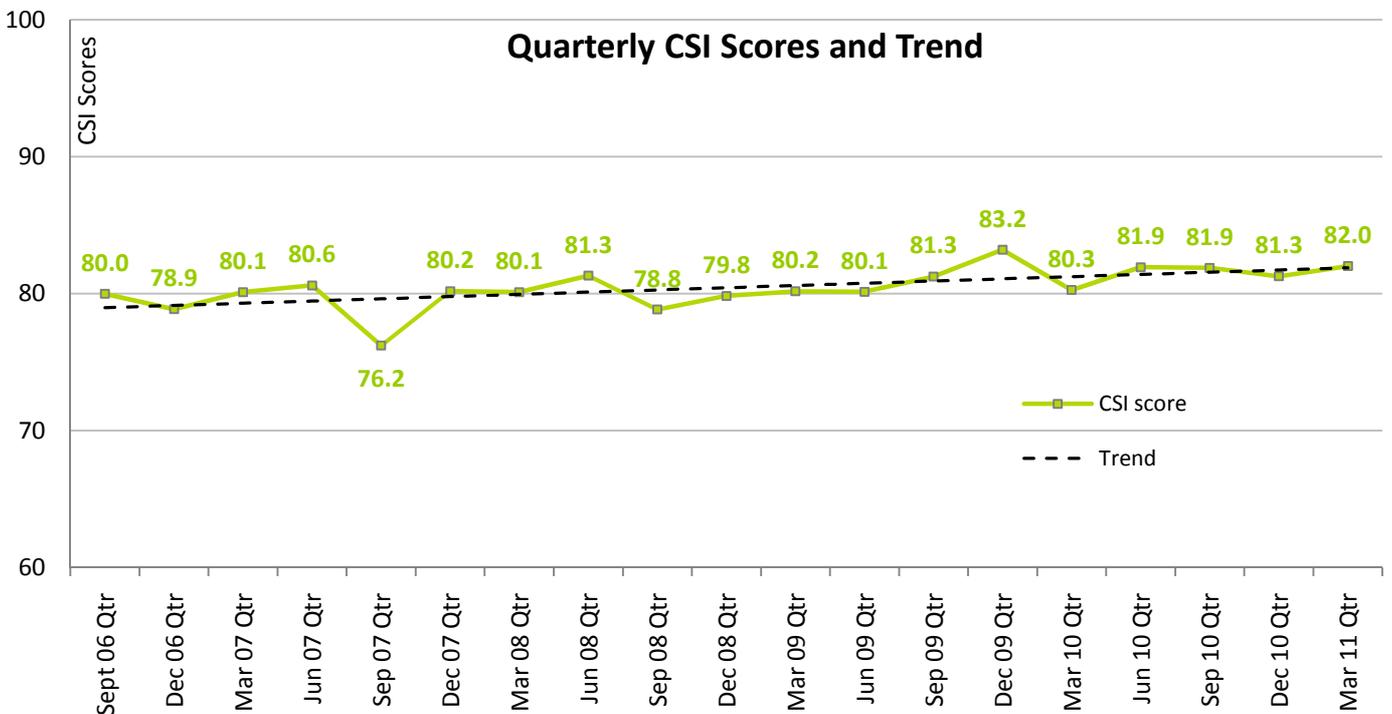
Staff Satisfaction Trends on an Annual Basis

The following chart shows the CSI scores have remained at a consistently high level for the past seven years. The current CSI score of 81.8 is 0.1 points higher than that recorded in July 2009 – June 2010. This is the highest score recorded to date. Note: the low score in 2004 was due to changing the question to read *'Management and Staff'*; this was changed back to *'Staff'* only in 2005.



Staff Satisfaction Trends on a Quarterly Basis

The following chart shows the quarterly trend in the CSI scores for the Overall Performance of the Staff in the past 12 months. The CSI scores have varied only 4.4 points over the last 14 measures (December 2007 to March 2011 quarter), from a low of 78.8 to a high of 83.2. The latest quarter's CSI score of 82.0 is the second highest score recorded by this quarterly monitor but is still on par with the rising trend line.



Staff Satisfaction: Why less than satisfied

The respondents who rated the Staff or Management with a score of 7 or less (on the scale where 0 is very dissatisfied to 10 being very satisfied) were asked why they rated the Overall Performance of Staff the way they did (For the March 2010 quarter n = 33; 18.9% of the sample).

This question was asked as an open question with the answers grouped together for analysis purposes (SS = Satisfaction Score).

Poor service was mentioned by 12 respondents (8.9%) this quarter:

'I've had people say they would get back to me when they said they would but they don't' (SS = 3)
'Because they promise things they don't deliver on e.g. A man was meant to check the road and he didn't; a lady didn't reply to my email so not good service' (SS = 3)
'They treated me with great disrespect' (SS = 3)

'I rang for help and didn't get it' (SS = 4)

'Because of their attitude towards solving problems, especially with children involved in CYPFS. Discrimination plays a huge part in their problem solving which I think is unjust' (SS = 5)
'Te Rapa Pools is just a joke. I leave messages and never get a reply so I can't enrol my children for swimming lessons. I can't get good service from them really' (SS = 5)
'Dissatisfied with the work they have not been doing' (SS = 5)

'Just because of the service. When I dealt with them their service was not satisfying. It was animal control and they didn't bother looking for the dog; they just drove up and left. Then I had to ring them again' (SS = 7)

'They generally do a good job; their customer service needs to improve' (SS = 7)
'They were always very polite but sometimes it's difficult to get a concise immediate response when it's something one would perceive because of their role, would have the information or advice I was looking for at their fingertips' (SS = 7)
'Sometimes we go to the museum or Council offices; we can't get what we want or have to wait a while' (SS = 7)
'They are alright at the reception but hard to get through to other people in the Council' (SS = 7)

Slightly fewer respondents (8.1% this quarter) mentioned concerns about the attitudes of staff. These comments included:

'Because the pool staff are great. But the library staff need improving' (SS = 5)
'Because of their attitude towards solving problems, especially with children involved in CYPFS. Discrimination plays a huge part in their problem solving which I think is unjust' (SS = 5)
'Te Rapa Pools is just a joke. I leave messages and never get a reply so I can't enrol my children for swimming lessons. I can't get good service from them really' (SS = 5)
'Because whenever I have had contact with them, at Waterworld and ringing up to talk to people about my rates, they all seemed quite blah; nobody seems to be enjoying their job. They were there to give you the bare essential answers and that was that' (SS = 5)

'If they worked in a private enterprise they wouldn't last' (SS = 6)
'You do get one or two that are not so good. Probably the one at the HCC office in the centre city' (SS = 6)
'The attitude varies at different places and days' (SS = 6)

'Some of the staff are quite rude but some of them bend over backwards to help' (SS = 7)
'Because they are generally pretty helpful. But they could be a bit more enthusiastic and upbeat' (SS = 7)
'They were always very polite but sometimes it's difficult to get a concise immediate response when it's something one would perceive because of their role, would have the information or advice I was looking for at their fingertips' (SS = 7)
'Sometimes they could be a bit friendly' (SS = 7)

Lack of action was mentioned by several respondents this quarter (3.7%) with these comments:

'I've had people say they would get back to me when they said they would but they don't' (SS = 3)
'Because they promise things they don't deliver on e.g. A man was meant to check the road and he didn't; a lady didn't reply to my email so not good service' (SS = 3)

'I rang for help and didn't get it' (SS = 4)

'Just because of the service. When I dealt with them their service was not satisfying. It was animal control and they didn't bother looking for the dog; they just drove up and left. Then I had to ring them again' (SS = 7)

'Well it's simply because it took 4 phone calls to take action on taking a Council branch from overhanging a footpath' (SS = 7)

There was a variety of other reasons for being less than satisfied. These included:

'I don't see any Council staff whatsoever' (SS = 5)

'Because I rang them as I had a burglary and I wanted some free rugs because of the broken windows' (SS = 5)

'You get library staff excellent but if you take the traffic lights which are really poor; I would say in some points which are very good and some are very bad' (SS = 6)

'Just because of the service. When I dealt with them their service was not satisfying. It was animal control and they didn't bother looking for the dog; they just drove up and left. Then I had to ring them again' (SS = 7)

'I just felt the service we got was good but it highlighted to me the different departments worked individually and things couldn't be easily worked out between them. The issue went on for some time before it got sorted' (SS = 7)

'Service has been fine but nothing outstanding' (SS = 7)

A number of respondents (8.9% this quarter) offered positive comments:

'Because the pool staff are great. But the library staff need improving' (SS = 5)

'You get library staff excellent but if you take the traffic lights which are really poor; I would say in some points which are very good and some are very bad' (SS = 6)

'I just felt the service we got was good but it highlighted to me the different departments worked individually and things couldn't be easily worked out between them. The issue went on for some time before it got sorted' (SS = 7)

'Some of the staff are quite rude but some of them bend over backwards to help' (SS = 7)

'Because they are generally pretty helpful.

But they could be a bit more enthusiastic and upbeat' (SS = 7)

'They generally do a good job; their customer service needs to improve' (SS = 7)

'I get fair respect for attitude out there and that is the way I feel about it' (SS = 7)

'I think the staff do a good job' (SS = 7)

'Because the times I have dealt with them they have done what was needed to be done' (SS = 7)

'Thank you to people who collect rubbish on roadside around the school (Fairfield College). No one notices them, they deserve to be patted on shoulder for what they do, filthy labour; I think it would be more messy without their work' (SS = 7)

'I think that's a good mark for any business' (SS = 7)

'They were always very polite but sometimes it's difficult to get a concise immediate response when it's something one would perceive because of their role, would have the information or advice I was looking for at their fingertips' (SS = 7)

One respondent felt unable to offer a reason while another chose not to answer the question.

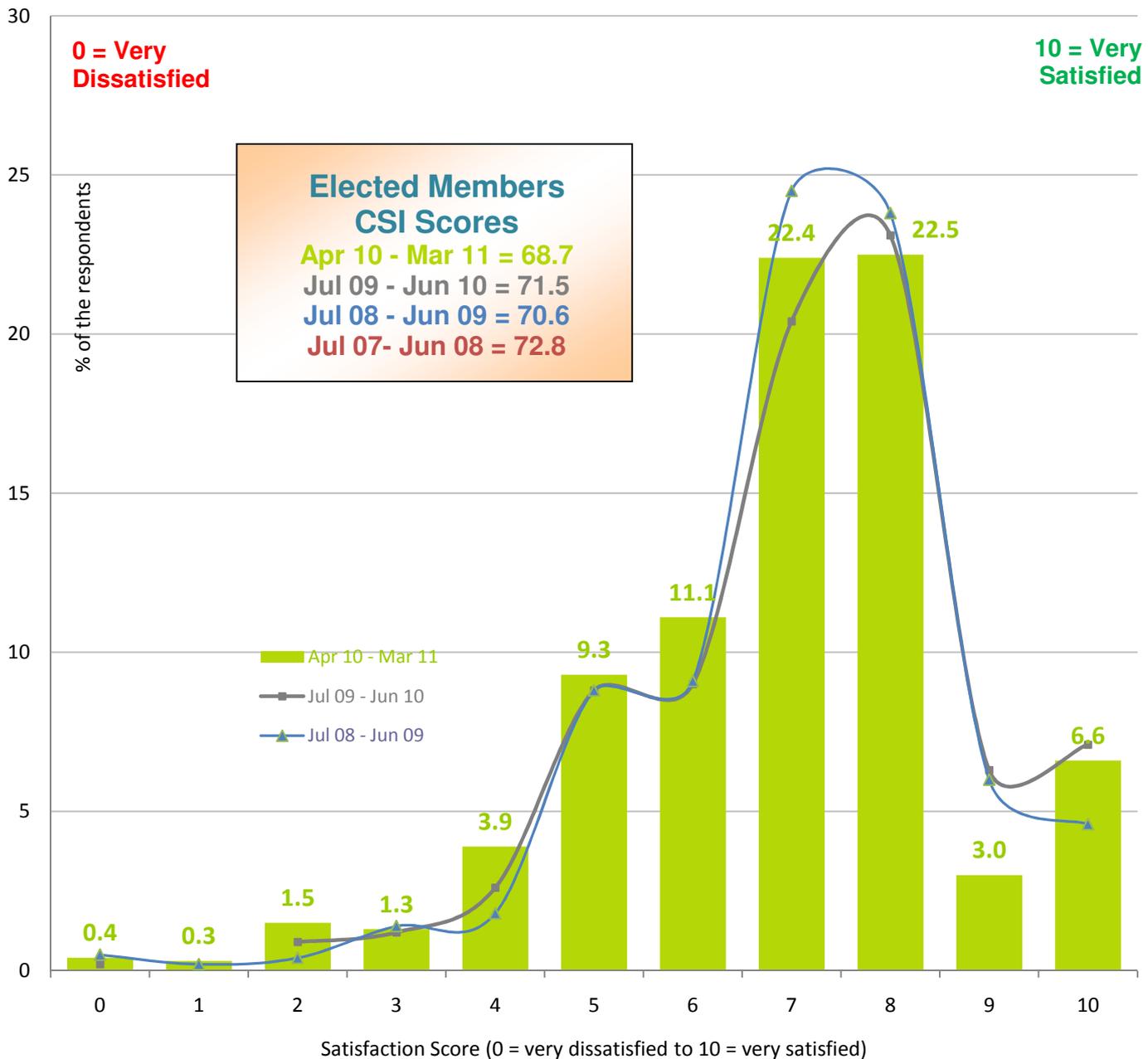
'I haven't been here long enough to notice changes and see what they are doing to help Hamilton' (SS = 7)

Elected Members

Respondents were asked 'Council is made up of two main groups – the Elected Members (the Councillors and Mayor) and secondly the staff of Council that provide the various services and manage the various facilities. Overall taking everything into account that has happened in the past year and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the Overall Performance of the Elected Members of Council in the past year (i.e. the Mayor and Councillors)?'

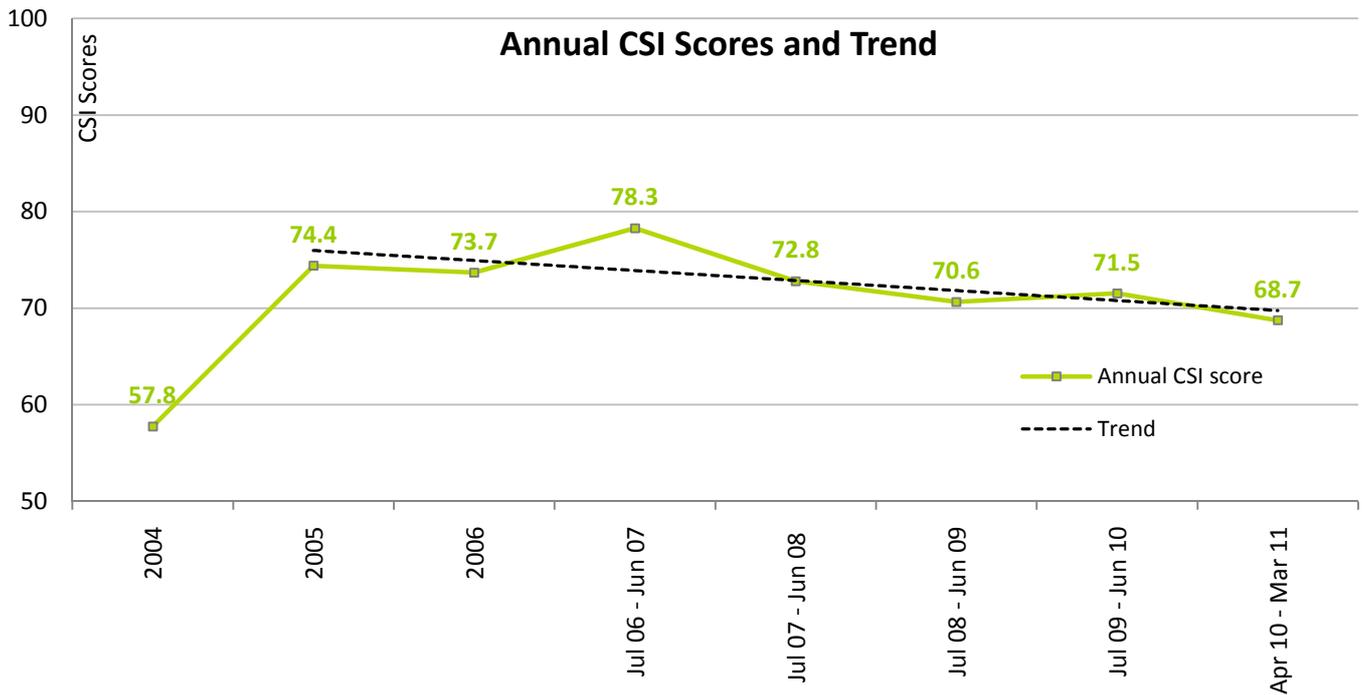
Over half of the respondents (54%) were satisfied with the Overall Performance of the Elected Members of Council in the past year (i.e. the Mayor and Councillors) (scores of 7 – 10). The mode was a score of 8 (22.5%). A tenth of the subgroup (10%) rated the Overall Performance of the Elected Members with a score of 9 or 10 (exceeded expectations).

A quarter of the sample (24%) were neutral (scores 4 – 6) while 24 respondents (3.5%) were actually dissatisfied. The CSI score was 68.7, down 2.8 points from the July 2009 - June 2010 result. The CSI score still reflects a good performance, but with potential for improvement.



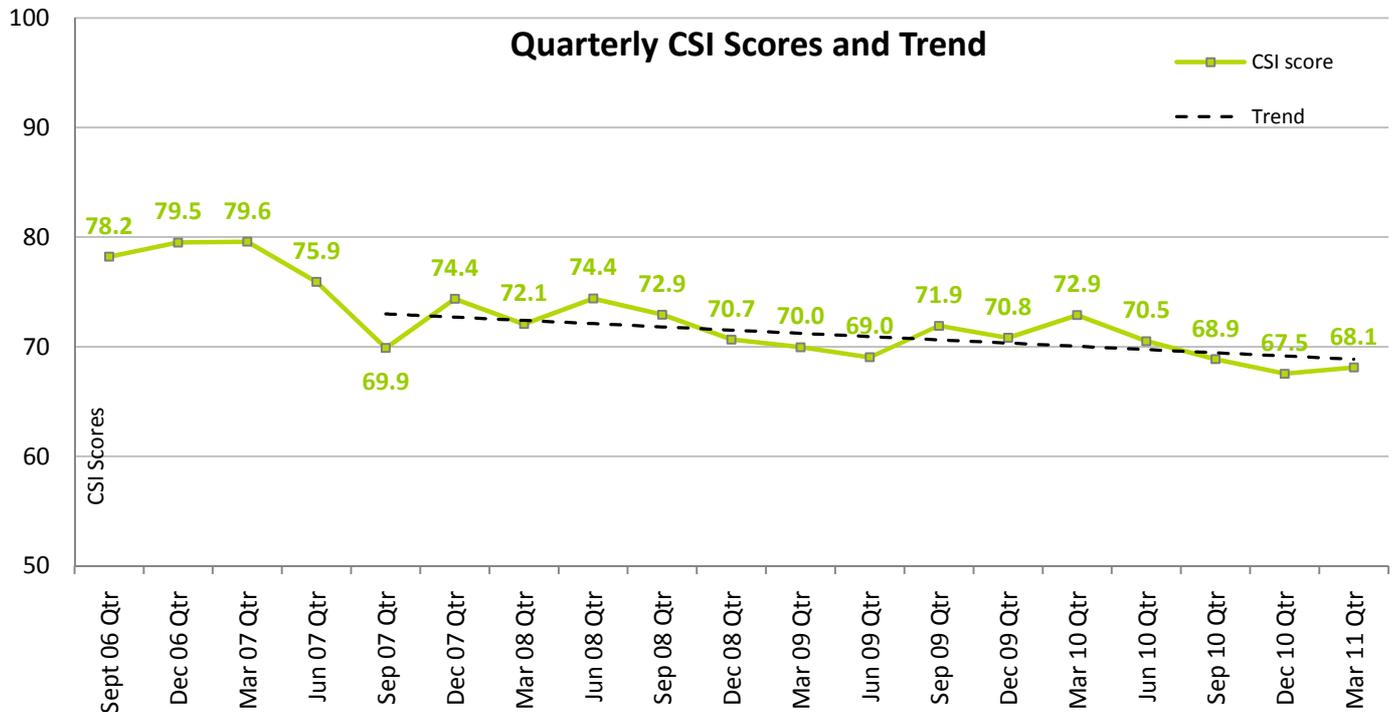
Satisfaction with the Mayor or the Councillors: Trends on an Annual Basis

The following chart shows the CSI scores for the Overall Performance of the Elected Members of Council. The current CSI score of 68.7 is the lowest recorded since 2004. There is a downward trend in CSI scores since 2004.



Satisfaction with the Mayor or the Councillors: Trends on a Quarterly Basis

The following chart shows the quarterly trend in the CSI scores for the Overall Performance of the Elected Members of Council in the past 12 months. The CSI scores have varied 6.9 points over the last 15 measures, from a high of 74.4 to a low of 67.5. The latest quarter's CSI score of 68.1 is the second lowest recorded by the quarterly monitor but this is on par with the downward trend in the CSI scores.



The most common reason for rating the Elected Members with a score of 7 or less (on the scale where 0 is very dissatisfied to 10 being very satisfied) was because of concerns with Council members. This was mentioned by 14.3% of the sample (25 respondents) with comments like:

*'Too much death going out in the city and no one is accountable for the reason.
So I am not at all impressed with it' (SS = 2)*

'Because it's not visible what they do and we don't know what they are doing' (SS = 3)

*'Well look at the state we're in. They're all back tracking now or running for cover.
Rates are getting higher and when you think about the waste of money being spent on the city;
they aren't spending it on the right things' (SS = 4)*

*'Have heard bad stuff like they are slow to respond to issues;
some people in the Council are arrogant' (SS = 4)*

*'Because there's too much money being spent on projects such as the Claudelands Event Centre and
other projects and obviously the debt burden is there and I don't like the way they don't take responsibility
for projects they've authorised. Another one is Garden Place' (SS = 5)*

*'Trust. Spending money on the wrong projects. Spent money on projects that aren't beneficial i.e. Garden
Place and the V8s. I don't think they are being totally honest with the ratepayers' (SS = 5)*

*'They're not sort of out there talking to the people, only when the elections are on do you see billboards
etc but not the people you need to speak with' (SS = 5)*

'I have no faith in them' (SS = 5)

'They're not accessible' (SS = 5)

*'It goes back to not enough meaningful consultation; they put things out about what they are to do but
that's just so they can say they have consulted the community' (SS = 5)*

'I think the only time I hear or see from them is during election time' (SS = 5)

'Because they look like a load of nodding puppets. They just go along with whatever' (SS = 5)

'Well, they didn't take enough notice of what they were told by the people' (SS = 5)

'Because I think some of them have been here for too long and they take it for granted' (SS = 5)

*'There's been some poor decisions made and they're not particularly
open about some of the spending that's gone on. The spending on the V8s I think
was pretty well hidden from the public' (SS = 6)*

*'Because they don't listen to anyone. Why did they alter Garden Place and the street with all the pubs
and bars on it? They spent thousands on cobblestones and lights. We used to walk through town every
Friday night but now there are tables all over the paths. Too much drinking' (SS = 6)*

*'Reading through the newspapers you find the issues of some of the citizens. Streets are getting crowded
because of the renovation. They should listen more to what people have to say' (SS = 6)*

'Cos of the V8s etc. Hiding money issues from the community' (SS = 6)

*'Just what's come out since the election and what was going on previously
on the money aspects of things that have now come out. A blowout of money and
to some degree it's the Council's fault and some staff' (SS = 6)*

*'Well because they don't get you involved in it, so how can you really judge it?
How would you know what's going on' (SS = 6)*

'Some of them appear to work very hard and some use it as a status thing' (SS = 7)

*'You nominate your local candidates and then you never hear from them again. You don't receive any
feedback unless you go to look for it or unless you get the paper. The Mayor or Deputy Mayor are the
only ones you hear from because they're the front people
so the others may as well not be there' (SS = 7)*

*'A few months back, there were things happening with the elected Councillors and
I felt that they acted unprofessionally. They're supposed to be professional
at all times otherwise why put your name forward' (SS = 7)*

'I think that some contribute more to the good of the city than others' (SS = 7)

*'We don't hear anything about them. Once they are elected that is all we hear from them. They get into
office and that is as far as they are concerned. We don't hear anything from them' (SS = 7)*

A number of respondents mentioned financial concerns. (25 respondents; 14.3% this quarter). These comments included:

'The expenditure, nobody can read a balance sheet' (SS = 0)

'Finding out of the huge debts that the Council have got us into which puts the rates up' (SS = 2)

'The general results, for example, wasting millions on the V8s and letting go of the Waipa Delta. The whole scenario of what's going on in Hamilton and where money is being spent' (SS = 3)

'Well look at the state we're in. They're all back tracking now or running for cover. Rates are getting higher and when you think about the waste of money being spent on the city; they aren't spending it on the right things' (SS = 4)

'I think they are spending money willy nilly. The Garden Place is going to cost thousands' (SS = 4)

'Because they have mismanaged the finances of the city' (SS = 4)

'Because there's too much money being spent on projects such as the Claudelands Event Centre and other projects and obviously the debt burden is there and I don't like the way they don't take responsibility for projects they've authorised. Another one is Garden Place' (SS = 5)

'Finding out the real cost of the V8s is something those people should have known about. Revamping Garden Place was a waste of money. Long term planning appears to be very poor' (SS = 5)

'Because of the issue of the V8s and the cost to the city. The predicted costs and loss of running the Claudelands Events Centre. The excessive level of debt. The apparent ineptitude of the elected members managing costs. The waste of public money and the development of Garden Place. Making Victoria Street such a hazard to drive down that I won't go near it now. Their inability to eradicate the graffiti and tagging' (SS = 5)

'Trust. Spending money on the wrong projects. Spent money on projects that aren't beneficial i.e. Garden Place and the V8s. I don't think they are being totally honest with the ratepayers' (SS = 5)

'Not impressed with the financial components with the previous Council elected members' (SS = 5)

'There's been some poor decisions made and they're not particularly open about some of the spending that's gone on. The spending on the V8s I think was pretty well hidden from the public' (SS = 6)

'I think that some of the decisions made for the city in general money wise haven't been good. It's going to cost the ratepayer' (SS = 6)

'The V8s are the thing that I object to the most. Cost us a lot of money. They haven't brought the revenue we were promised' (SS = 6)

'Cos of the V8s etc. Hiding money issues from the community' (SS = 6)

'Just what's come out since the election and what was going on previously on the money aspects of things that have now come out. A blowout of money and to some degree it's the Council's fault and some staff' (SS = 6)

'It's some of my personal beliefs and feelings. Some decisions that are being made by Council. For example decision on spending to the expressway over in Auckland' (SS = 6)

'I just think there can be a big improvement. Just do things economically instead of hitting the ratepayers all the time' (SS = 6)

'The cost of big events. I don't know if they know the real cost involved in them or if they just say they don't for example the V8s' (SS = 6)

'Some have done an excellent job. It is decisions like redoing Garden Place that make me feel like it's a complete waste of money. There seems to be new plans regularly and no clear vision of what the space should be used for. The parties they wanted to hold for the Claudelands showgrounds was mooted, it was a ridiculous amount. Council wasting money. V8s are another example' (SS = 7)

'Partly because I think more could be done around the river. I thought the garden festivals in the gardens are fantastic. I like the stadium initiative. Not sure what's happening with Centre Place. There doesn't really seem to be doing much for what's being invested in it. Lots of things are working well. Municipal baths need to be used more again, they are under done. They are heritage pools that need to be used more. Fantastic option there' (SS = 7)

'Because I think they don't deal well with the Council's money. I don't agree with what they are doing in Garden Place. They spend too much money on the V8s, and have made poor decisions. I don't think it's been good for the city at all' (SS = 7)

'I'm concerned about the money being spent on CBD area when it didn't need to be done to that extent. The Rototuna area is in need of a high school to accommodate for the growing area so the Council needs to consider the wider spectrum rather than spending money on irrelevant tasks. The Council is not thinking ahead and about the future' (SS = 7)

'They have just changed but the last elected Council spent our money on wild schemes too much' (SS = 7)

'More thought could have gone into the financial situations that have occurred' (SS = 7)

Poor Council services were mentioned by 11.4% of the sample this quarter and their comments include:

'Things like the Claudelands Event Centre; it's only had one booking. People are just trying to make a flash kingdom, so they can say look at our city. They should make more of an effort in gardening and tourism' (SS = 0)

'The general results, for example, wasting millions on the V8s and letting go of the Waipa Delta. The whole scenario of what's going on in Hamilton and where money is being spent' (SS = 3)

'Well look at the state we're in. They're all back tracking now or running for cover. Rates are getting higher and when you think about the waste of money being spent on the city; they aren't spending it on the right things' (SS = 4)

'I think they are spending money willy nilly. The Garden Place is going to cost thousands' (SS = 4)

'I don't agree with some of their decisions, i.e. spending a lot of money on the V8s. A lot of adult shops in the main street' (SS = 4)

'Because there's too much money being spent on projects such as the Claudelands Event Centre and other projects and obviously the debt burden is there and I don't like the way they don't take responsibility for projects they've authorised. Another one is Garden Place' (SS = 5)

'Finding out the real cost of the V8s is something those people should have known about. Revamping Garden Place was a waste of money. Long term planning appears to be very poor' (SS = 5)

'Because of the issue of the V8s and the cost to the city. The predicted costs and loss of running the Claudelands Events Centre. The excessive level of debt. The apparent ineptitude of the elected members managing costs. The waste of public money and the development of Garden Place. Making Victoria Street such a hazard to drive down that I won't go near it now. Their inability to eradicate the graffiti and tagging' (SS = 5)

'Trust. Spending money on the wrong projects. Spent money on projects that aren't beneficial i.e. Garden Place and the V8s. I don't think they are being totally honest with the ratepayers' (SS = 5)

'There's been some poor decisions made and they're not particularly open about some of the spending that's gone on. The spending on the V8s I think was pretty well hidden from the public' (SS = 6)

'Because they don't listen to anyone. Why did they alter Garden Place and the street with all the pubs and bars on it? They spent thousands on cobblestones and lights. We used to walk through town every Friday night but now there are tables all over the paths. Too much drinking' (SS = 6)

'They are lots of talk that happens but not much action. They need to get out in the community and do a bit more in the community. Put more into family parks' (SS = 6)

'Because I own a business in Victoria Street right by Garden Place, and I am really unhappy with everything that goes on in Garden Place, purely from a business owner's point of view. A lot of what they

are doing, I think they are aiming it at the wrong people. They are trying to get rid of the young people but having concerts on a Saturday afternoon. Nothing is being done to make Ward Street nice again. I'm just really dissatisfied with the city centre' (SS = 6)

'Reading through the newspapers you find the issues of some of the citizens. Streets are getting crowded because of the renovation. They should listen more to what people have to say' (SS = 6)

'Some have done an excellent job. It is decisions like redoing Garden Place that make me feel like it's a complete waste of money. There seems to be new plans regularly and no clear vision of what the space should be used for. The parties they wanted to hold for the Claudelands showgrounds was mooted, it was a ridiculous amount. Council wasting money. V8s are another example' (SS = 7)

'Partly because I think more could be done around the river. I thought the garden festivals in the gardens are fantastic. I like the stadium initiative. Not sure what's happening with Centre Place. There doesn't really seem to be doing much for what's being invested in it. Lots of things are working well. Municipal baths need to be used more again, they are under done. They are heritage pools that need to be used more. Fantastic option there' (SS = 7)

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'I'm concerned about the money being spent on CBD area when it didn't need to be done to that extent. The Rototuna area is in need of a high school to accommodate for the growing area so the Council needs to consider the wider spectrum rather than spending money on irrelevant tasks. The Council is not thinking ahead and about the future' (SS = 7)

'Some things are attended to and some are not. Like glass on roads. I have contacted them but they have never done much about it. I have also had a lot of people say to me the road marking next to the rugby stadium (V8 road tracks) are confusing' (SS = 7)

'Cos in some regards it's disappointing (the roads, noise and graffiti)' (SS = 7)

Non performance or poor decision making was mentioned by 11.4% of the sample (twenty respondents this quarter) with the following comments:

'Things like the Claudelands Event Centre; it's only had one booking. People are just trying to make a flash kingdom, so they can say look at our city. They should make more of an effort in gardening and tourism' (SS = 0)

'The general results, for example, wasting millions on the V8s and letting go of the Waipa Delta. The whole scenario of what's going on in Hamilton and where money is being spent' (SS = 3)

'Well look at the state we're in. They're all back tracking now or running for cover. Rates are getting higher and when you think about the waste of money being spent on the city; they aren't spending it on the right things' (SS = 4)

'I don't agree with some of their decisions, i.e. spending a lot of money on the V8s. A lot of adult shops in the main street' (SS = 4)

'Just with the local Mayor now I heard she's going to ban the V8s and I'm a motor sport supporter' (SS = 4)

'Because there's too much money being spent on projects such as the Claudelands Event Centre and other projects and obviously the debt burden is there and I don't like the way they don't take responsibility for projects they've authorised. Another one is Garden Place' (SS = 5)

'Finding out the real cost of the V8s is something those people should have known about. Revamping Garden Place was a waste of money. Long term planning appears to be very poor' (SS = 5)

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'I think that some of the decisions made for the city in general money wise haven't been good. It's going to cost the ratepayer' (SS = 6)

'The V8s are the thing that I object to the most. Cost us a lot of money. They haven't brought the revenue we were promised' (SS = 6)

'Some have done an excellent job. It is decisions like redoing Garden Place that make me feel like it's a complete waste of money. There seems to be new plans regularly and no clear vision of what the space should be used for. The parties they wanted to hold for the Claudelands showgrounds was mooted, it was a ridiculous amount. Council wasting money. V8s are another example' (SS = 7)

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'I think there has been a couple of decisions that have been made that I don't agree with' (SS = 7)

Five respondents for the March quarter (2.9%) said they did not know what the Councillors did. These comments included:

'Hardly heard anything from them from the incoming Council from the elected Council in October' (SS = 2)

'Because I never hear about what the Councillors do. I'm not really into the Council. I can't say whether they are doing a good job' (SS = 5)

'Because I'm not too sure what they have actually done' (SS = 6)

'I know who the Mayor is but not anyone else' (SS = 7)

'Haven't heard much about anyone or anything like that. I don't even know who the Mayor of Hamilton is' (SS = 7)

Some respondents (three respondents; 1.7% this quarter) mentioned the Councillors having private agendas. These comments included:

'Because they have their own agendas' (SS = 2)

'Again they are in for themselves, not us. They don't listen to ratepayers; they seem to do what they want, when they want' (SS = 3)

'I do think the old Council had agendas' (SS = 5)

There were two negative comments about the Mayor that included:

'I think there will be some issues with the new Mayor, it will be very different. I also think there will be a loss of events in Hamilton as a result' (SS = 6)

'When she was elected she has kind of gone back on her word. I think the V8s being the big thing' (SS = 7)

Infighting within Council was mentioned by two respondents (1.1%) this quarter:

'Because I know and have read things about arguments they have had and things Councillors have written that haven't impressed me at all' (SS = 6)

'I think there's too much in-house fighting (politics)' (SS = 7)

One respondent (0.6% this quarter) said they were not interested in the Council. This comment included:

'I don't take an active look into local body politics; I just go down the middle. It's too hard to get involved in. You just go about your daily life' (SS = 6)

Lack of information was also mentioned by one respondent this quarter (0.6%)

'You nominate your local candidates and then you never hear from them again. You don't receive any feedback unless you go to look for it or unless you get the paper. The Mayor or Deputy Mayor are the only ones you hear from because they're the front people so the others may as well not be there' (SS = 7)

There were a number of respondents who made other comments this quarter:

'This is because I have lost my home. I am meant to receive full and fair settlement for my house and land. I have had 7 years of hell' (SS = 3)

'Yet to see the proof in the pudding' (SS = 3)

'Cause I haven't been here long enough' (SS = 5)

'I think there will be some issues with the new Mayor, it will be very different. I also think there will be a loss of events in Hamilton as a result' (SS = 6)

'I reserve judgement because the Council is too new and it's too soon to judge them' (SS = 6)

'I think there is a long way to go' (SS = 6)

'There are too many people airing their views publicly when they don't need to' (SS = 6)

'It's been a process of upturn in the markets and downturn in the working category and there is a scrounge for work. Who is to say who is the best man for the job and who has got it' (SS = 7)

'I don't know. I think there is lots of things they could do better' (SS = 7)

'Essentially I'm fairly impartial really; they seem to be doing a satisfactory job; nothing has stood out to be either in the positive or the negative' (SS = 7)

A number of respondents (9.1%) made positive comments this quarter and these included:

'The old Council was held to business interest and I'm pleased to see at least a bit more openness with the new Council' (SS = 6)

'I am happy about the Mayor but I don't know much about the Councillors' (SS = 6)

'Some have done an excellent job. It is decisions like redoing Garden Place that make me feel like it's a complete waste of money. There seems to be new plans regularly and no clear vision of what the space should be used for. The parties they wanted to hold for the Claudelands showgrounds was mooted, it was a ridiculous amount. Council wasting money. V8s are another example' (SS = 7)

'Partly because I think more could be done around the river. I thought the garden festivals in the gardens are fantastic. I like the stadium initiative. Not sure what's happening with Centre Place. There doesn't really seem to be doing much for what's being invested in it. Lots of things are working well. Municipal baths need to be used more again, they are under done. They are heritage pools that need to be used more. Fantastic option there' (SS = 7)

'Some of them appear to work very hard and some use it as a status thing' (SS = 7)

'They seem to have made some pretty good improvements and I haven't heard anything negative about them' (SS = 7)

'From what I know of what is being done and what I know of the people on the Council it seems to me that with good leadership they do what they can' (SS = 7)

'I think they are addressing issues of the past and actually looking at how best to go forward. Taking the V8s and think was that best decision. I think they are in the process of what's best to be going forward' (SS = 7)

'Never really had any problems' (SS = 7)

'Because of the change made the new ones have improved themselves' (SS = 7)

'Well they haven't done anything wrong yet and the Councillors do the best they can' (SS = 7)

'In the past year we have elected a new Mayor so we have had a change of direction in the right way' (SS = 7)

'I think in the past they have lost the plot and so much depended on the leadership of the Mayor. I think now we have elected another one and I think the things are getting improved' (SS = 7)

'At least we appear to have someone who is a leader' (SS = 7)

'Because I don't really know what they do but things seem to be working well so they must be doing something' (SS = 7)

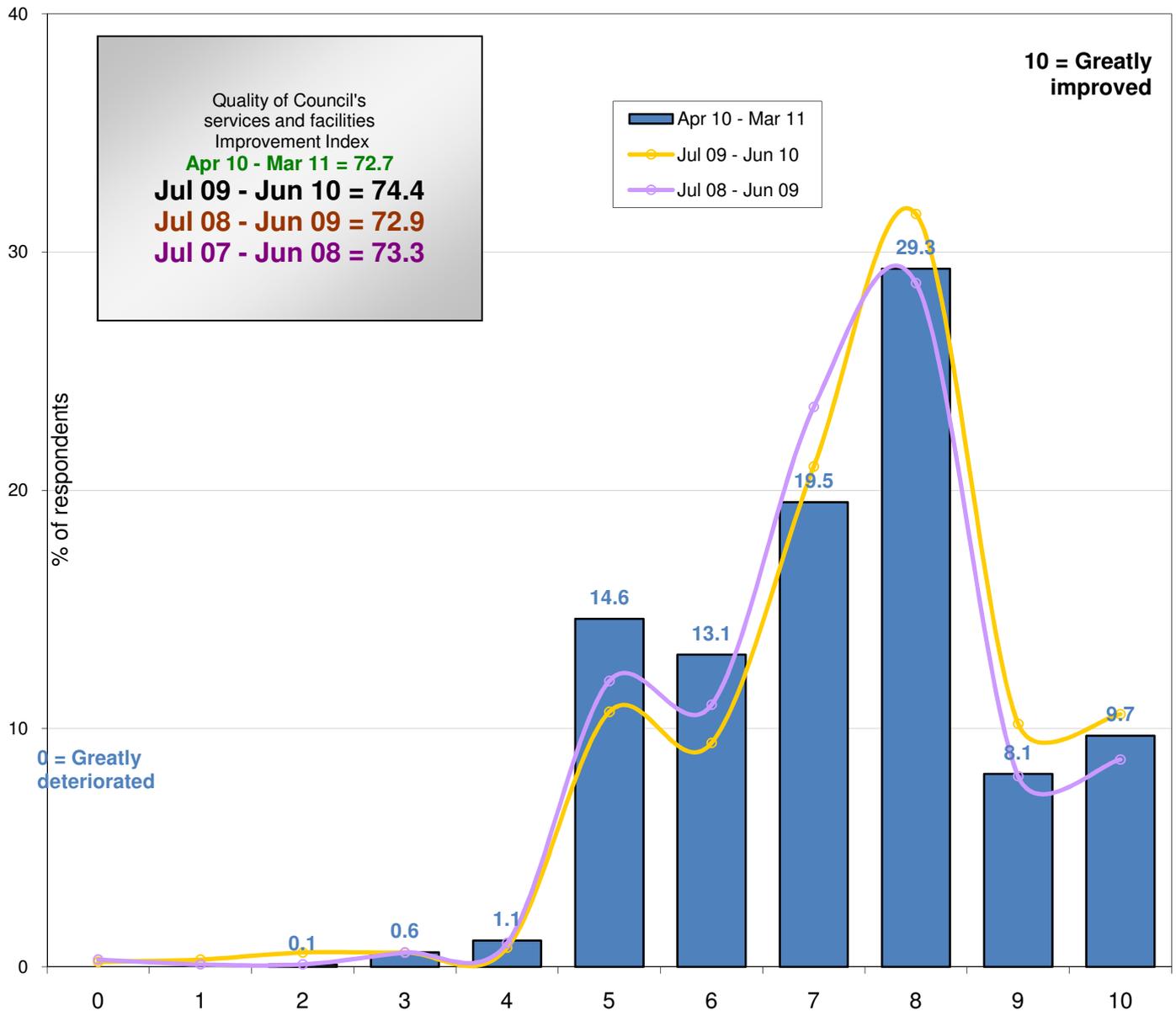
'I think they do a very good job' (SS = 7)

Five respondents who were less than satisfied with the overall performance of the Elected Members did not offer any comment

Quality of Council facilities and services

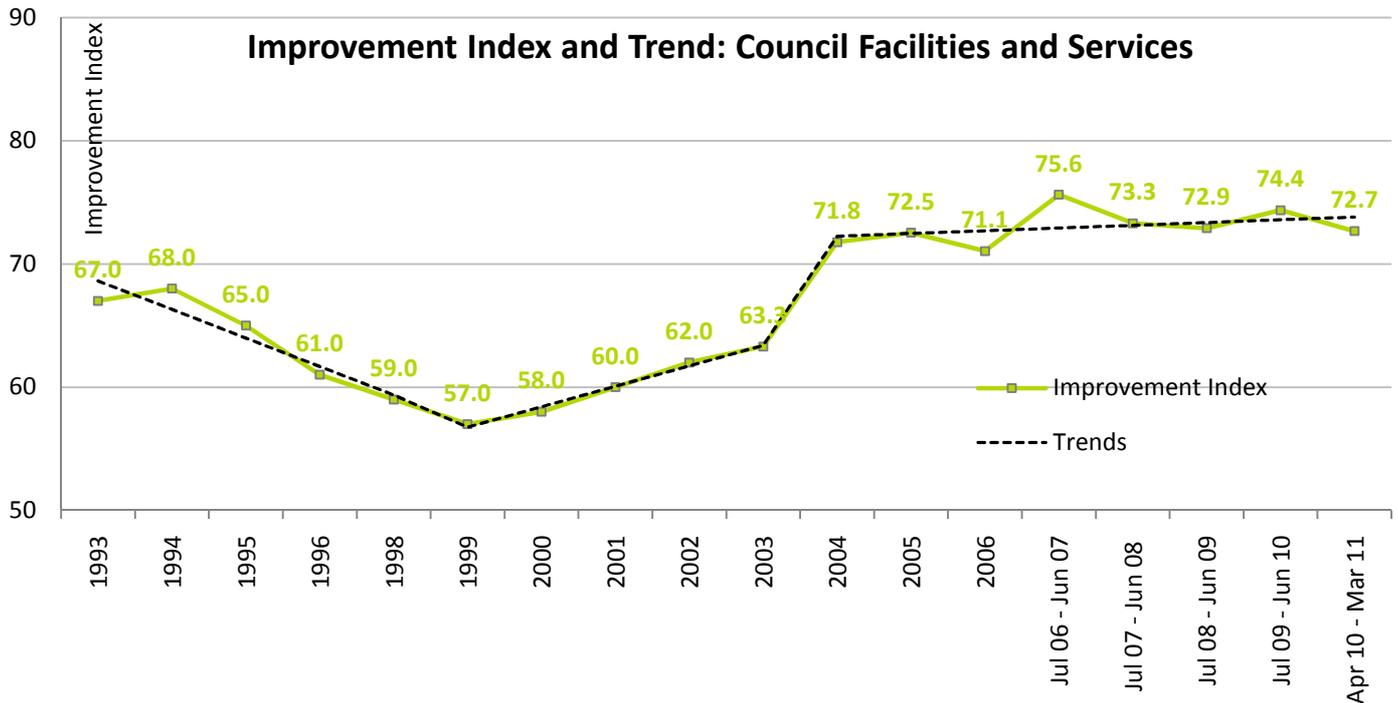
Respondents were asked 'Using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months'

Two thirds of the respondents, (67%) felt the quality of Council facilities and services had improved in the past year, including 10% who rated this with a score of 10 (greatly improved). Only five respondents (0.7%) felt the quality had deteriorated and no respondents (0%) felt it had greatly deteriorated (score of 0). The Index is 72.7, a decrease of 1.7 points from the July 2009 – June 2010 result.



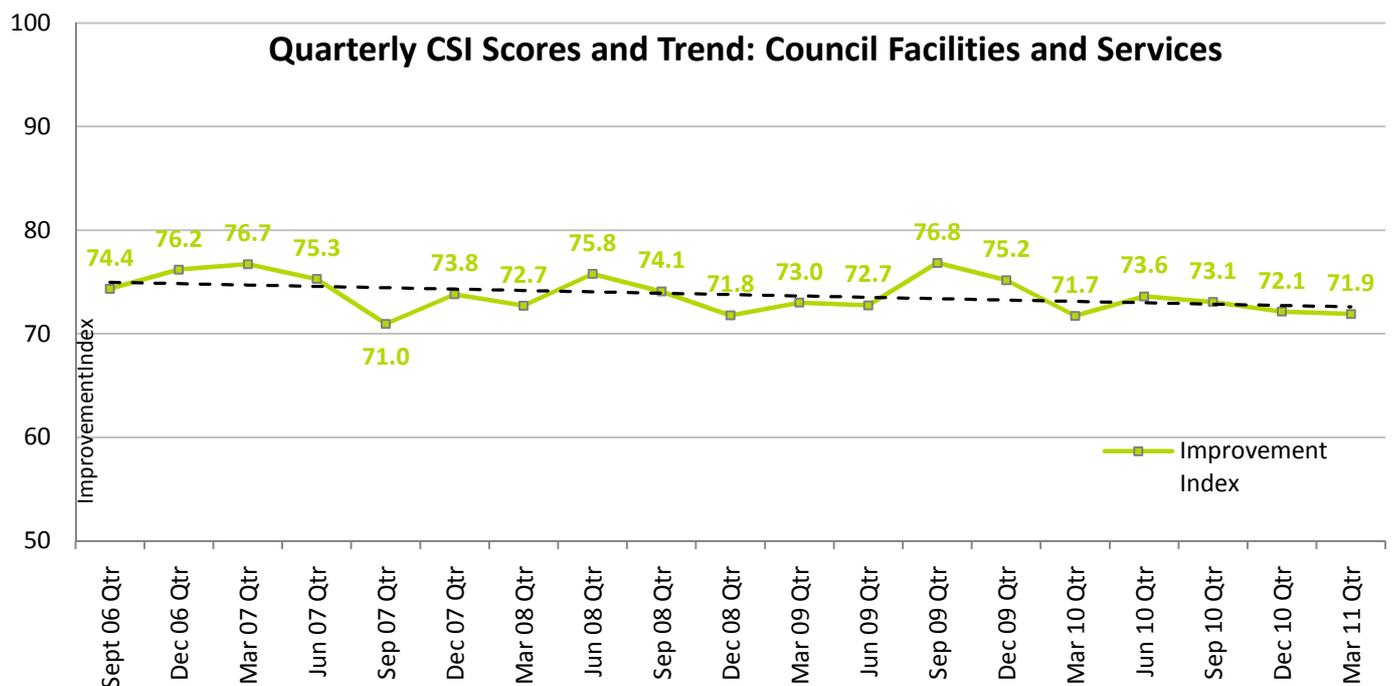
Quality Improvement Index: Trends on an Annual Basis

The following chart shows the trend with the Improvement Index of Council facilities and services over the period 1993 to March 2011. The April 2010 – March 2011 result of 72.7 is 1.7 points below the July 2009 – June 2010 result. This is at the lower end of the range of recent results and slightly below the current trend line.



Quality Improvement Index: Trends on a Quarterly Basis

The following chart shows the quarterly trend in the Index for the improvement in the quality of Council's facilities and services in the past 12 months. The Index is 71.9 for the March 2011 Quarter, a decrease of 0.2 points over the previous quarter. The latest quarter's Index is again in the middle of the range of results and on par with the declining trend line of the last 19 quarters.



Why think Council facilities and services have not improved

Respondents were asked 'And using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months?' The respondents who rated the above question at 5 or less were asked 'Why do you feel this way?'

This question was asked as an open question with the answers grouped together for analysis purposes. There were only 30 respondents who felt that the Council facilities had not improved (scores of 5 or less). The main theme was that respondents felt that they were much the same as they were 12 months ago (mentioned by 17 respondents; 10.0% this quarter). This included comments like:

'I've noticed very little difference in quality in facilities but a rather big increase in the cost of them. A lot of hot air at election time but very few people getting their hands dirty after election' (SS = 5)

'Because it has stayed the same' (SS = 5)

'Because I've noticed no change' (SS = 5)

'Because there has been no change' (SS = 5)

'Haven't noticed a major change' (SS = 5)

'Haven't seen any changes in my area (Snell Drive area)' (SS = 5)

'Haven't noticed anything that is dramatically improved' (SS = 5)

'I don't know; I have not seen any main changes' (SS = 5)

'I don't see how its changed' (SS = 5)

'I haven't noticed any changes' (SS = 5)

'I haven't seen anything improved yet' (SS = 5)

'I think a lot of things have stayed the same. In some instances money has been wasted' (SS = 5)

'Not dissatisfied I'm neutral, I see no change since the elected Council; it's the same as the last Council' (SS = 5)

'They have pretty much stayed the same' (SS = 5)

'They haven't done anything too flash and they haven't let it become run-down' (SS = 5)

'They stayed the same. They built the stadium and don't know if that's important' (SS = 5)

'Well I haven't personally noticed any improvement or decrease really' (SS = 5)

A number of respondents (4%) made suggestions for improvement:

'Because I feel that ratepayers should be able to go free or get a discount for the V8's. I think they need more safety around High Schools e.g. Fraser High School has no pedestrian crossing outside the school gates. Buses need to have space off the road to pull over, as they hold up the flow of traffic' (SS = 3)

'Well I get fed up with the Council making decisions about Waikato Stadium and Claudelands Event Centre and we have to pay, ratepayers don't get a vote. I think they should've combined them and had one event centre at Claudelands Showgrounds' (SS = 3)

'Long way to go, more aware of facilities, easy access for everyone to go' (SS = 5)

'I just think that Hamilton has gone right down, first place I've ever lived in/ immigrated in, Hamilton has gone down and down and down. Residential and commercial houses I think they have let people get away with more than they should do. Like too many houses on a small section, taking an old house away and putting five units in' (SS = 5)

'It can be a bit boring sometimes. There's not a huge amount for teenagers to do and they don't utilise the river enough' (SS = 5)

'Some ways they have gone forward and in others they have gone backwards. General look of some of the communities. They could have more occupations for youth' (SS = 5)

'With bridge supposed to start in January and meant to finish before school went back. A lot of traffic goes through those areas, in my case I'm closer to the bridge, easier for me to go that way. Only one sign in that area so it makes it uncertain. I still understand that it's an early time to judge the Council. Two projects in place, one only started clearing in December. The Council before and recession can't be easily funded' (SS = 5)

A couple of respondents (1%) suggested things could be improved:

*'Because it feels scruffy and in some places it's downright filthy.
People have lost their pride in Hamilton' (SS = 4)*

'Long way to go, more aware of facilities, easy access for everyone to go' (SS = 5)

A small number of respondents (2%) felt services were worse than they were 12 months ago:

'I just think that Hamilton has gone right down, first place I've ever lived in/ immigrated in, Hamilton has gone down and down and down. Residential and commercial houses I think they have let people get away with more than they should do. Like too many houses on a small section, taking an old house away and putting five units in' (SS = 5)

*'For the reasons prior too. I don't feel safe in my neighbourhood.
Violence and burglaries in Hamilton are mentioned in news etc. And Hamilton has a few good facilities but they aren't advertised enough' (SS = 5)*

One respondent didn't know if Council services had improved or not:

'Because I wouldn't know that if they have improved in the last 12 months or not' (SS = 5)

There was also a range of other comments from respondents:

'I've noticed very little difference in quality in facilities but a rather big increase in the cost of them. A lot of hot air at election time but very few people getting their hands dirty after election' (SS = 5)

'I only moved in November' (SS = 5)

'Just once again with the Council elections the way that they were you have hardly heard anything about the Council election, they come up with these big plans and you don't hear from them after' (SS = 5)

'Up until just recently the public toilets have been inadequate and not up to standard' (SS = 5)

Involvement in Decision Making

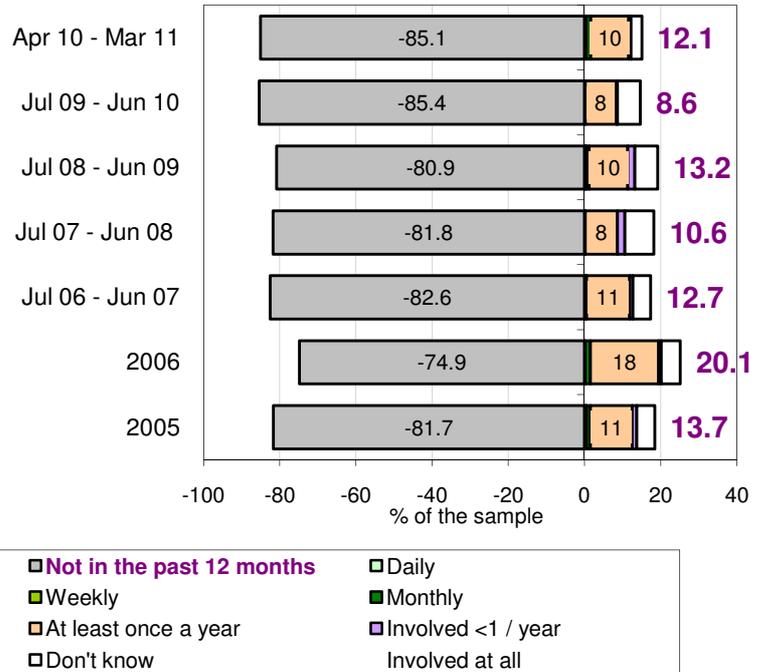
How often involved?

Respondents were asked 'How often have you been involved in Council decision making (e.g. making submissions to plans, involved in working parties etc) in the past 12 months?'

Over four fifths of the respondents, (85%) had not been involved in Council decision making in the past 12 months.

An eighth of the respondents (12%) said they had been involved at least once in the past 12 months. Only a few (1.2%) said they were involved in Council decision making on at least a monthly basis.

A few respondents, (3%) did not know if they had been involved in Council decision making in the past year.

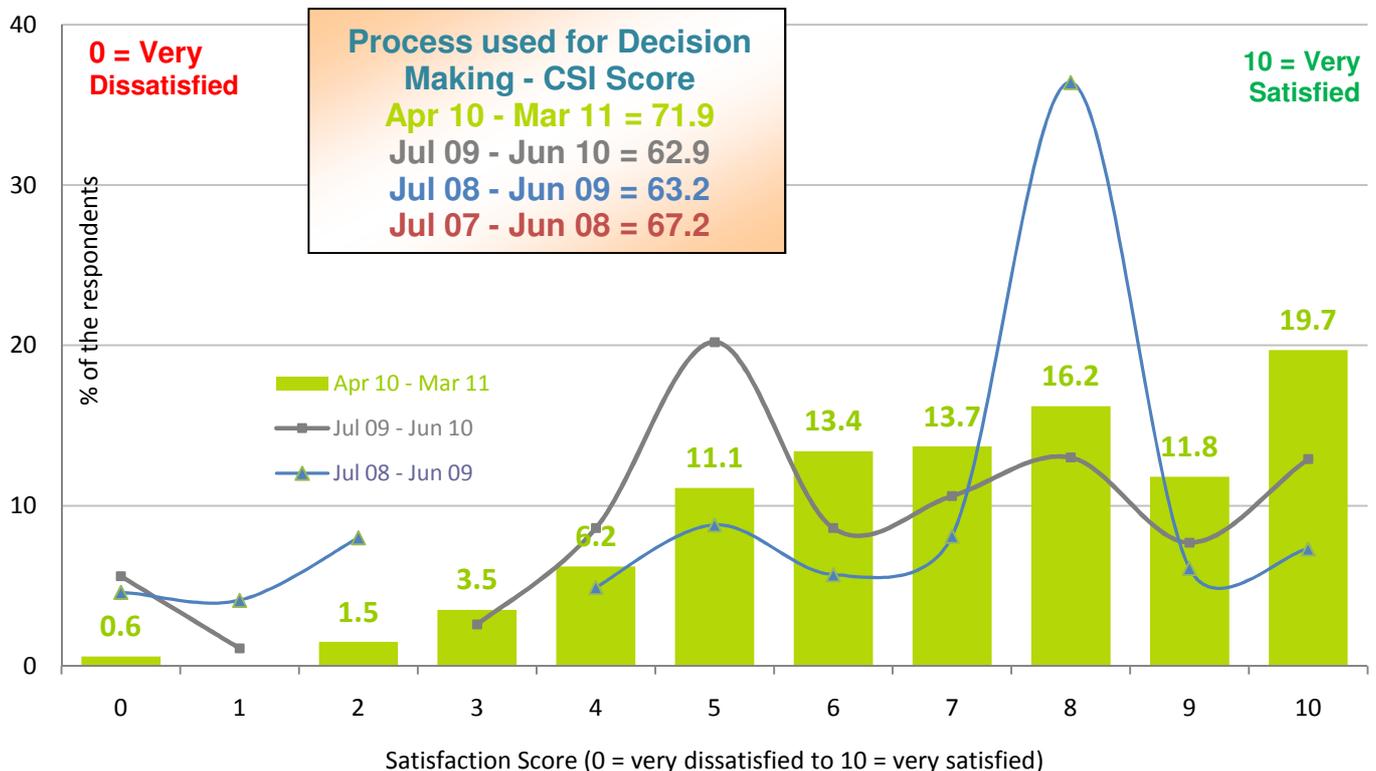


Satisfaction with the Process used for Council decision making

Respondents that had been involved in Council decision making (n = 88) were then asked to rate their satisfaction with *The process Council used for this involvement* and also with *The outcome of your being involved in Council decision making (e.g. submissions etc)*.

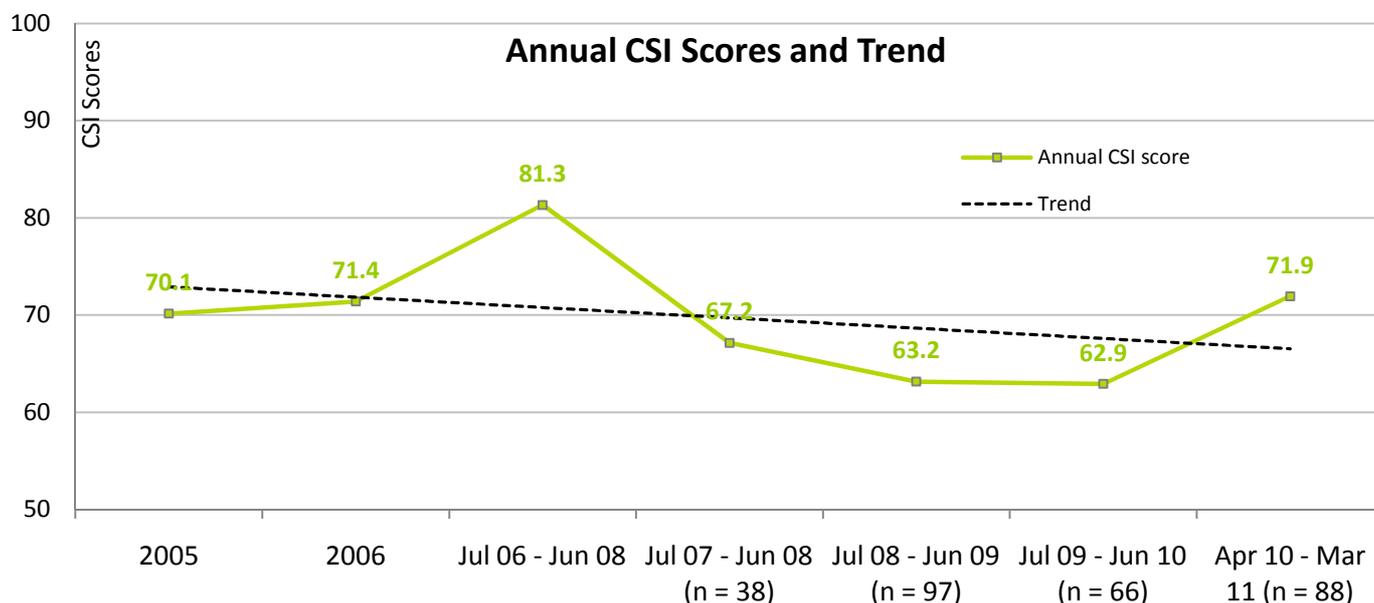
Over half of the respondents (61%) were satisfied (scores 7-10) with the process Council used for their involvement in decision making. A third of this subgroup (32%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 10 (20%).

A third of the respondents (31%) rated this with scores that were neutral (scores 4 - 6), while five respondents (5%) rated this with scores that reflected dissatisfaction (scores 0 - 3). The CSI score is 71.9, up 9.0 points from the July 2009 - June 2010 result. The process Council used for involvement in decision making now rates as a good performance but with potential for improvement.



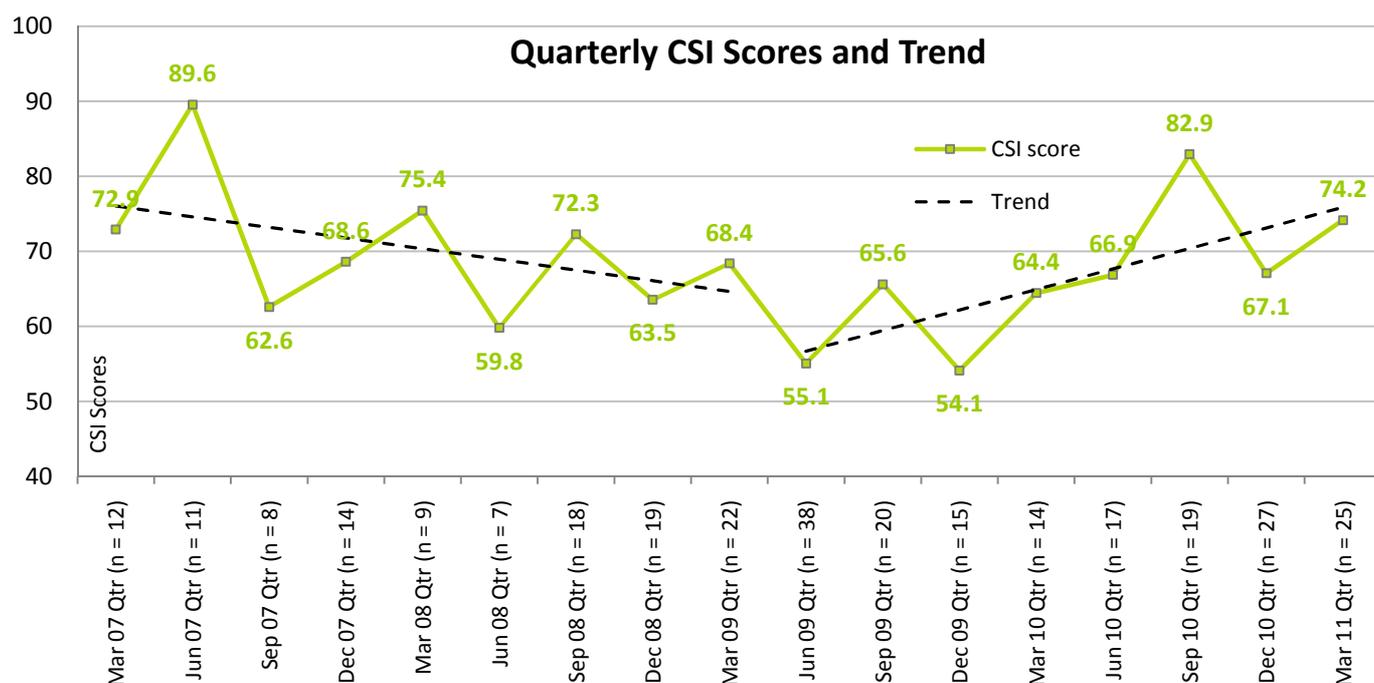
Satisfaction with the process Council used for this involvement: Trends on an Annual Basis

The following chart shows the CSI scores for the process Council used for involvement in Council decision making (e.g. making submissions to draft plans, involved in working parties etc). The current CSI score of 71.9 is 9.0 points higher than that recorded in July 2009 – June 2010 and is in the second highest CSI score recorded by this monitor.



Satisfaction with the process Council used for this involvement: Trends on a Quarterly Basis

Caution: Small numbers of respondents each quarter. The quarterly trend in the CSI scores for the process Council used for involvement in Council decision making (e.g. making submissions to draft plans, involved in working parties etc) shows the CSI score has risen again to a CSI score of 74.2. The latest quarter's CSI score is again at the higher end of the range recorded by this quarterly monitor. There appears to be a trend of rising CSI scores over the past seven quarters.



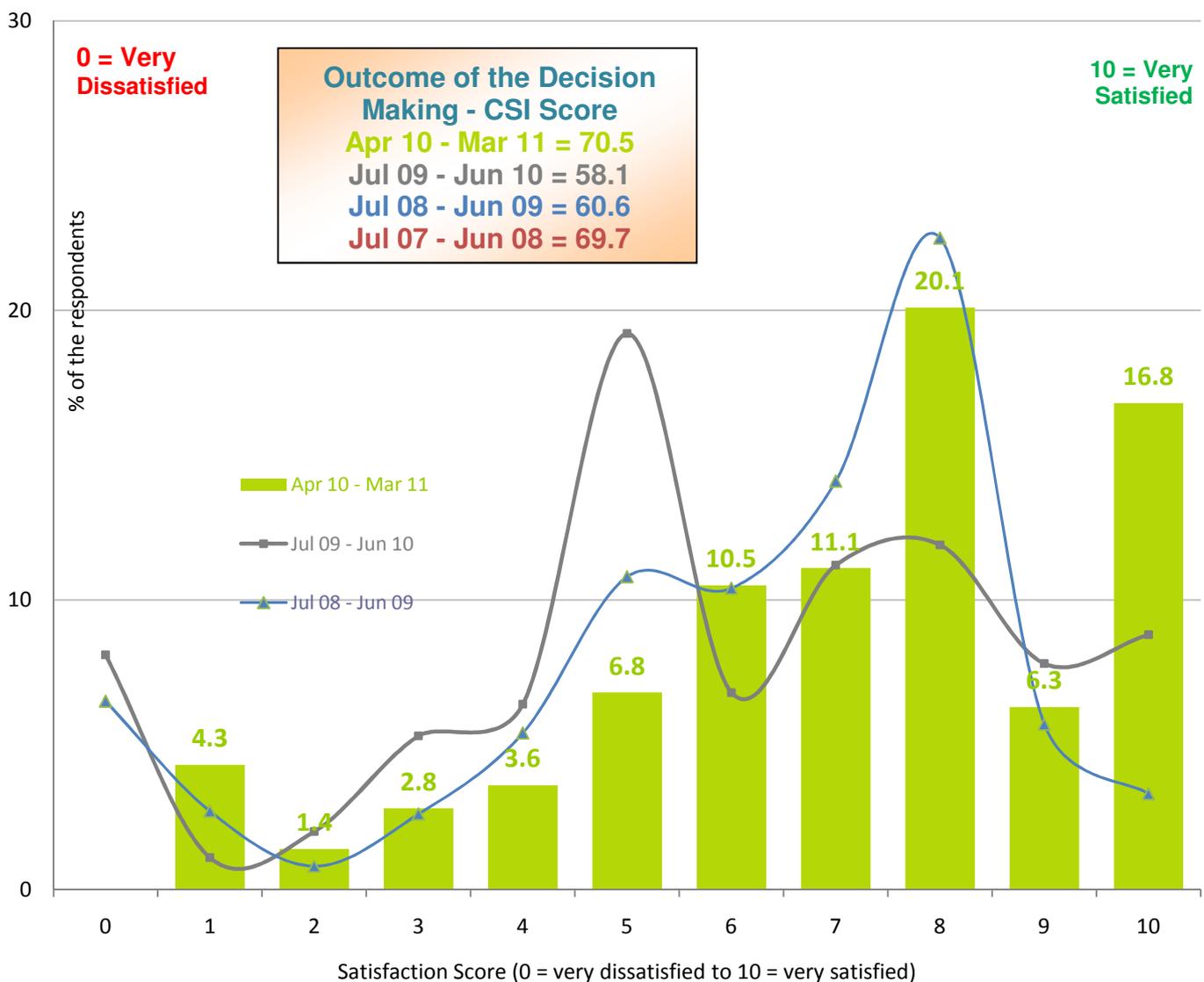
Satisfaction with the outcome of your being involved in Council decision making

Respondents who had been involved in Council decision making (n = 77) were then asked to rate their satisfaction with *The outcome of your being involved in Council decision making (e.g. submissions etc)*.

Just over half of the respondents (54%) were satisfied (scores 7-10) with the outcome of their involvement in Council decision making. Over a fifth of this subgroup (23%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (20%).

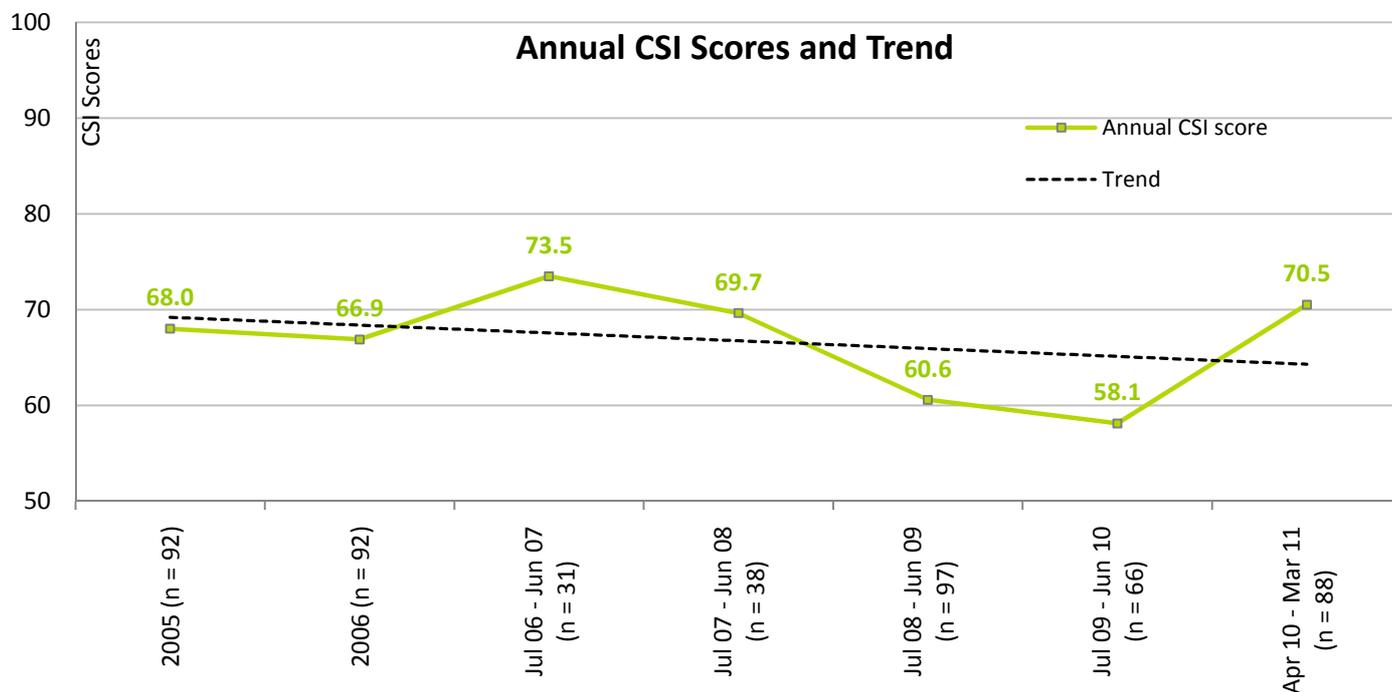
A fifth of the respondents (21%) rated this with scores that were neutral (scores 4 - 6), while seven respondents (9%) rated this with scores that reflected dissatisfaction (scores 0 - 3). The remaining 16% of the respondents did not rate their satisfaction with *The outcome of your being involved in Council decision making (e.g. submissions etc)*. Presumably, this is because the outcome has not been finalised as yet.

The CSI score is 70.5, up 12.4 points from the July 2009 - June 2010 result. The outcome of their involvement in the Council decision making now rates as good but with the potential for improvement.



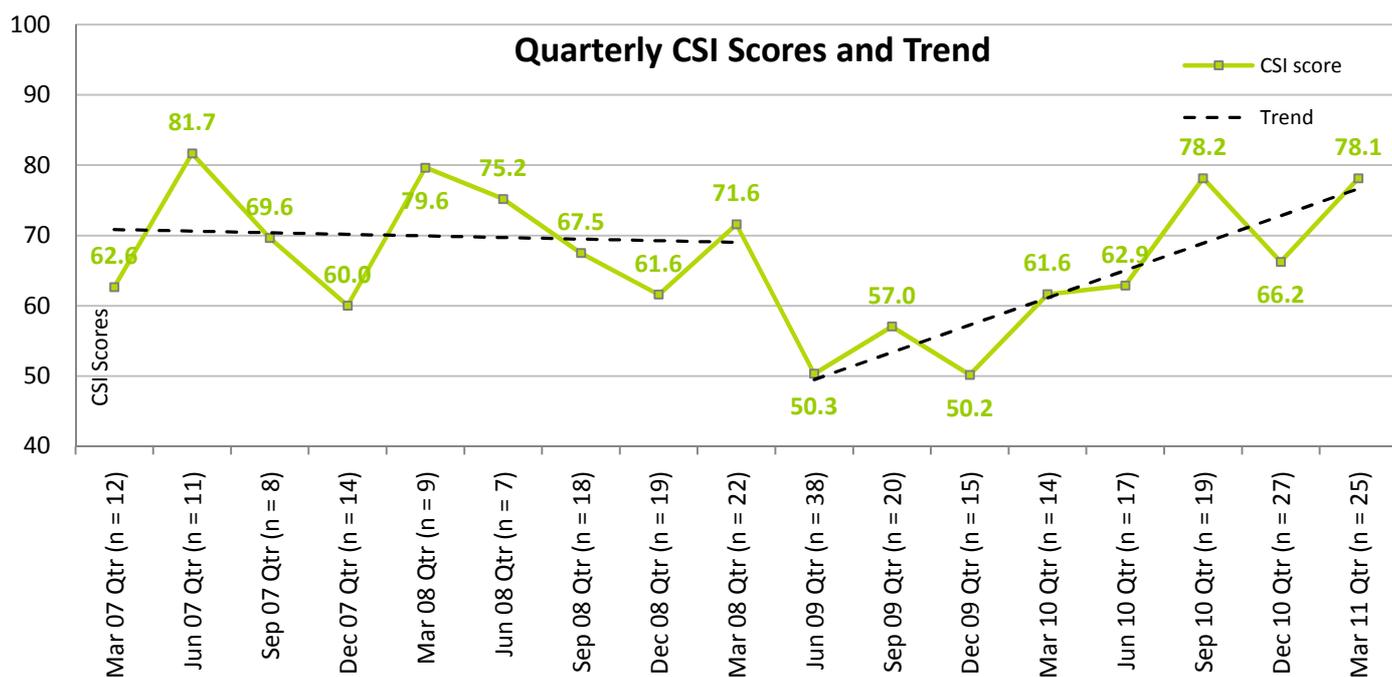
Satisfaction with the outcome of being involved in Council decision making: Trends on an Annual Basis

The following chart shows the CSI scores for the outcome of being involved in Council decision making (e.g. making submissions to draft plans, involved in working parties etc). The current CSI score of 70.5 is 12.4 points higher than that recorded in July 2009 – June 2010 and is again in the upper end of the range.



Satisfaction with the outcome of being involved in Council decision making: Trends on a Quarterly Basis

Caution: Small numbers of respondents each quarter. The chart shows the quarterly trend in the CSI scores for the outcome of being involved in Council decision making (e.g. making submissions to draft plans, involved in working parties etc). The CSI score has risen again to a CSI score of 78.1. The latest quarter's CSI score is at the higher end of the range and there appears to be a trend of rising CSI scores over recent quarters.



Why less than satisfied with the process or outcome of being involved with Council Decision making

The respondents were asked how often they had been involved in the Council decision making process. The majority of respondents had not been involved in Council decision making (For the March 2011 quarter n = 25 or 14% of respondents had been involved). Those who had been involved were then asked to rate their satisfaction with this involvement. Those who rated at a 7 or less (n = 13 or 7% of the sample) were asked why they were less than satisfied with the outcome or process of their being involved in Council decision making?

This question was asked as an open question with the answers grouped together for analysis purposes.

Four respondents (2.3% this quarter) commented that they were not notified about the opportunities or that there was a lack of feedback to the public:

'Sometimes we are not told enough or the Council hasn't put it out there enough for the community; something happens and we don't know it's happened (the communications side of things)' (SS = 5)

'We are not well informed, they only give some information on issues, no main point of information' (SS = 6)

'Because vital information is inaccessible. It wasn't even known to the Councillors' (SS = 6)

'Certain things that don't get done and certain decision making they don't involve the community in' (SS = 7)

Three respondents were dissatisfied with the outcome of the decision made (1.7% of respondents). They commented:

'We didn't get an outcome as we were promised by the Council' (SS = 0)

'Because I think their decision was wrong' (SS = 5)

'The outcome I was seeking is only temporary, there's no long term solution' (SS = 7)

There was a range of other comments offered as reasons for dissatisfaction with the process or outcome of Council decision making:

'Well, in the past nothing has ever changed or happened. The one that I went to in the last 12 months has been too recent to comment on or have anything done yet. In the past my ideas have not been listened to so I think it is a waste of time going. The new Mayor seems a lot more pro-active. I have a lot more trust in her that she will try and change things' (SS = 3)

'Too many fence sitters. Too worried about what people think' (SS = 5)

'Because when it gets to a Councillor level they don't know what they're doing. Cycle areas can be better' (SS = 5)

'Wording of articles and other Council information should be put in a more simple term so it is easy to understand' (SS = 6)

'You have to find the right person to get somewhere as they listen to what you have to say and will push things along' (SS = 6)

'Certain things that don't get done and certain decision making they don't involve the community in' (SS = 7)

'Let's say this liquor outlet should be sending out a letter and giving us a chance to have our say. No one really looks in the paper for those sort of things, they should have sent around a form so we could fill it out then send back' (SS = 7)

One respondent offered a positive comment about the process of being involved:

'Well, in the past nothing has ever changed or happened. The one that I went to in the last 12 months has been too recent to comment on or have anything done yet. In the past my ideas have not been listened to so I think it is a waste of time going. The new Mayor seems a lot more pro-active. I have a lot more trust in her that she will try and change things' (SS = 3)

Opportunities for involvement in decision making

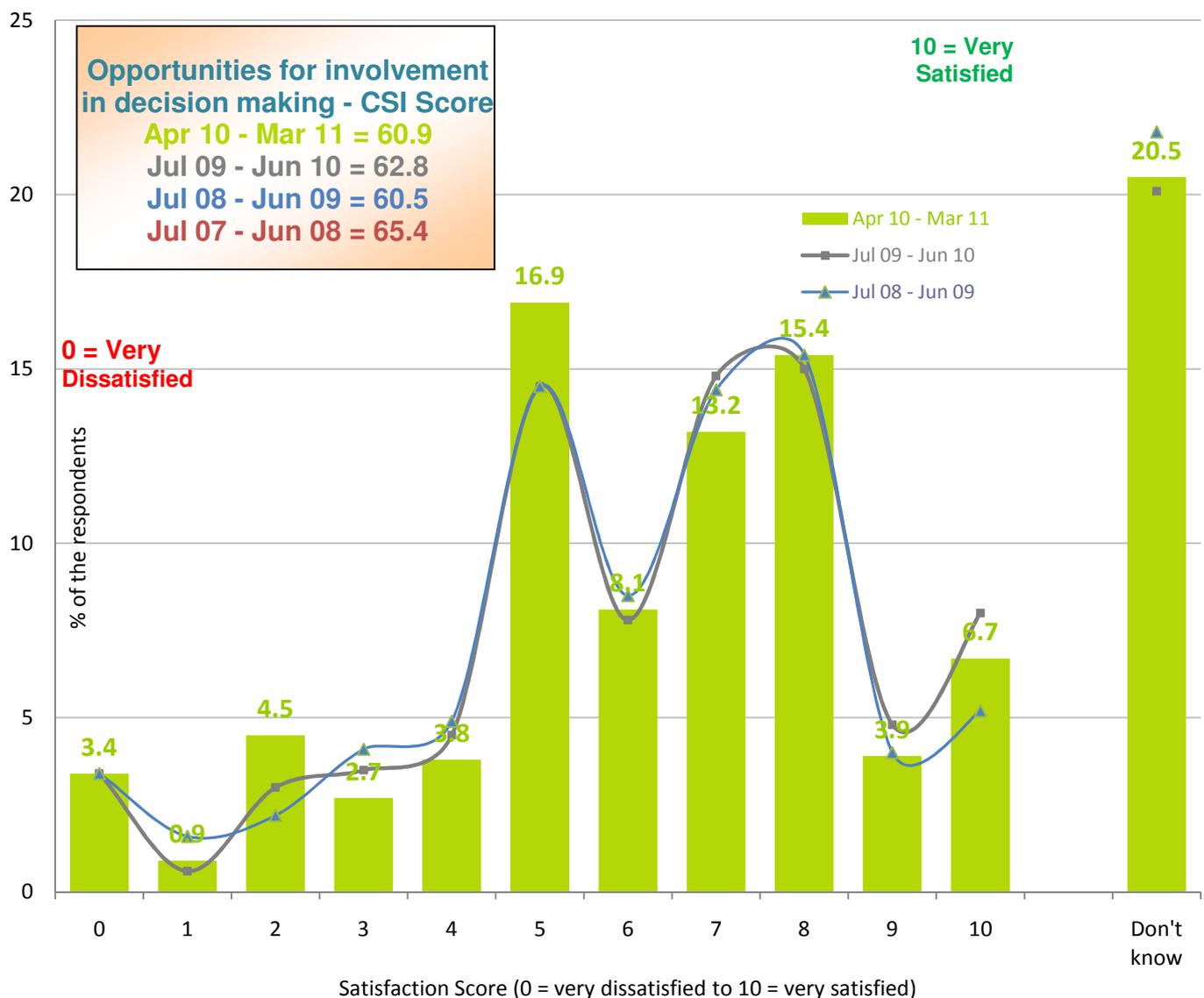
The respondents were asked the following 'Council tries to ensure that the community has meaningful input into decision making on significant Council projects, processes and policy. Using a scale where 0 = very poor and 10 = very good, how would you rate the opportunities Council provides for community involvement in decision making (e.g. making submissions to plans, involvement in working parties etc)?'

A fifth of the respondents (21%) did not answer this question, presumably because they had not tried to be involved in Council decision making.

Under half of the respondents (39%) were satisfied that the Council provided good opportunities for community involvement in decision making (scores 7 – 10). The mode was a score of 5 (17%) and 11% rated this with a score of 9 or 10 (exceeded expectations).

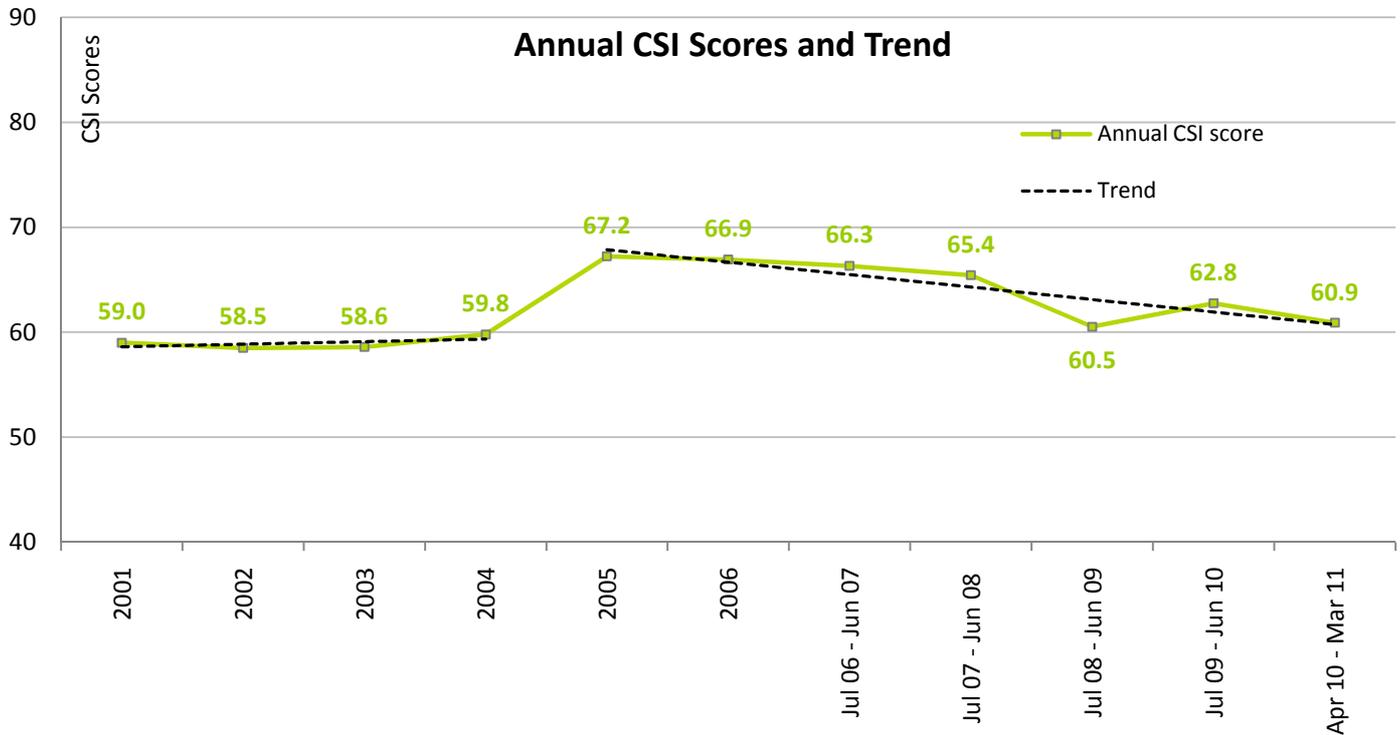
An eighth of the respondents (12%) were dissatisfied that the Council provided good opportunities for community involvement in decision making (scores 0 – 3) while 29% rated this as neutral (scores 4 – 6).

The CSI score is 60.9, which is 1.9 points lower than the July 2009 - June 2010 result. This infers there is a need to improve the way respondents perceive the opportunities for community involvement in Council decision making.



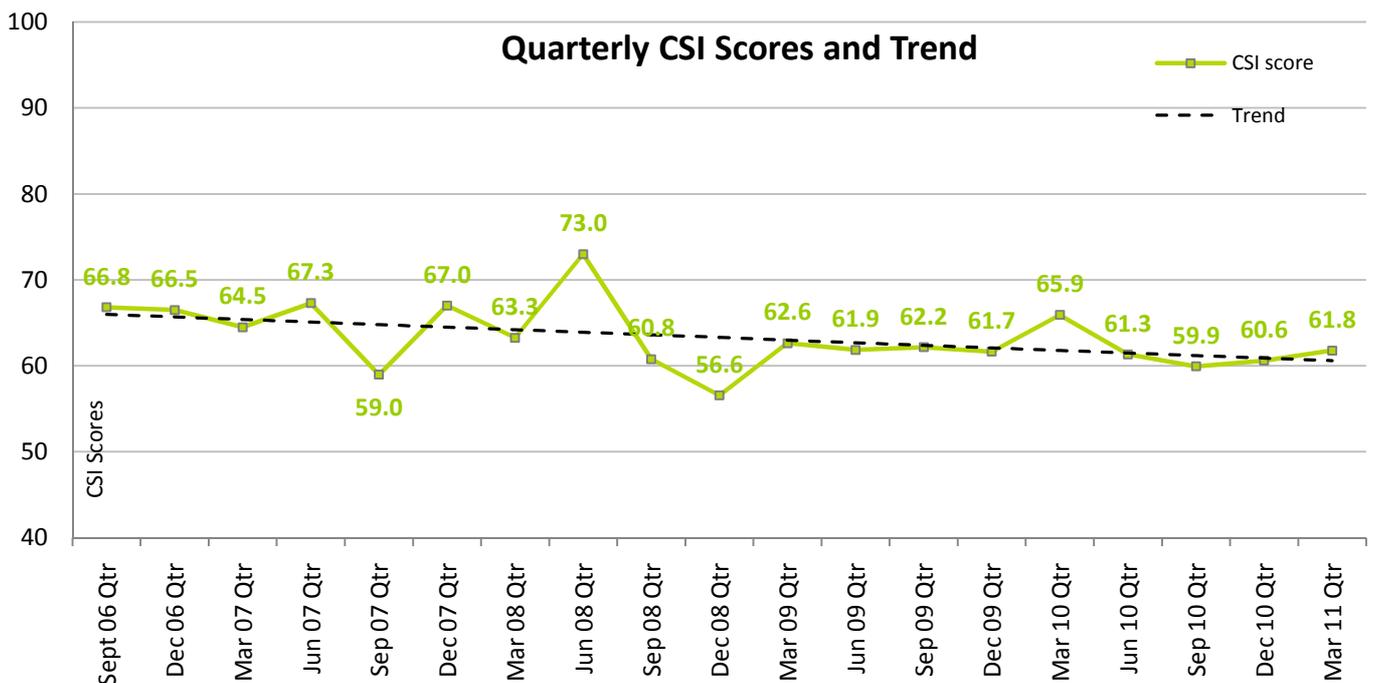
Input into decision making: Trends on an Annual Basis

The following chart shows the trend of the CSI scores for the opportunities Council provides for community involvement in decision making over the period 2001 to March 2011. The April 2010 – March 2011 result is 1.9 points below July 2009 – June 2010. This is the second lowest reading since 2004. There is still a clear downward trend in the CSI scores since 2005.



Input into decision making: Trends on a Quarterly Basis

The following chart shows the quarterly trend in the CSI scores for the opportunities Council provides for community involvement in decision making. The Index rose 1.2 points from the December quarter to a CSI score of 61.8 which is slightly above the downward trend in the quarterly CSI scores.



This quarter, the main reasons for feeling dissatisfied (score of 5 or less on the scale where 0 is very dissatisfied to 10 being very satisfied) with the opportunities for community involvement in decision making provided by Council were that they don't let people know what is going on or advertise the opportunities enough (12.6% of respondents mentioned this)

'There is no information and we don't know how to access it; they need to give easy access to information on issues e.g. provide information down by Garden Place and in their monthly magazines' (SS = 0)

'There is not enough very publicly advertised information' (SS = 0)

'Because I don't think that we are involved in any decision making as to what our rates are being spent on and what is done in our area . I don't think we are given an adequate chance to give our opinion' (SS = 2)

'We never get any chance to make a decision as far as I know, not in our letter box anyway' (SS = 2)

'I never ever see anything asking for submissions' (SS = 2)

'There's no real publicity about opportunities' (SS = 2)

'I can see some Council expenditure that is way over the top and I'm not aware of the decisions being made and yet they want to put up our rates. They want to increase the Council rates of the property well in success compared to the rates of inflation. Just want explanations; they weren't talking about that at all at the election last year' (SS = 2)

'I've never been asked to express my views. What forum is there for public to speak up' (SS = 3)

'Because forms of communication. Newspaper not good for everyone. Lack of communication' (SS = 3)

'Your average guy doesn't have an opportunity to do this. I'm talking beneficiaries and poor people don't seem to have a say and if they do they are ignored. That is how I feel' (SS = 3)

'Could be advertised a bit more if the opportunity is there' (SS = 4)

'Because no one has ever approached me' (SS = 4)

'I don't think there is sufficient access or opportunities given to people to comment on things and the only way is if they have a disagreement and have to look up things and processes to deal with it' (SS = 4)

'I have never come across any opportunity where I have been able to be involved in decision making' (SS = 4)

'Well because I have never been approached by anyone that what's going on. I don't think anyone wanted me to participate in the Council decision making' (SS = 4)

'Don't seem to get enough information and half the time, you don't hear about it until the contract is completed. You tend to hear by word of mouth most of the time' (SS = 5)

'Well some things are done without us knowing it. We should be given the opportunity to have a meeting about it, so they don't spend our money on stupid things, like Garden Place' (SS = 5)

'There are meetings we can attend, but also they have closed meetings that we should be able to attend and as a ratepayer we should be able to' (SS = 5)

'I don't hear about these things' (SS = 5)

'I haven't really seen much being advertised, apart from the brochures that tell us about the events' (SS = 5)

'Because half the time I don't know things are happening. I'm not on the net and I don't read the Council household news. Things are already happening when I find out about it' (SS = 5)

'Just feel that there's not that much. I just feel it's average' (SS = 5)

Seven respondents felt they don't listen to public/go ahead regardless (4.0% mention):

'They don't really ask your opinions as it doesn't matter to them, I have put in my opinion long time back and they give me reply of 'Sorry mam, we can't do anything about this opinion of yours'' (SS = 1)

'Because I feel that half the time they don't listen to the submission. I do remember once going to the Council about a submission and three of the Councillors were asleep' (SS = 3)

'Too in-house; they get what they want not, what we want, don't listen to people in the community' (SS = 3)

'Because the Council say one thing then they break their promises; when the people do want to say something, they don't take notice. If Hamilton people voted no to rates being raised they ignore it, like the Mayor - she got in for not raising the rates and she has broken her promise.

I wouldn't vote for her again. We pay three and a half thousand rates, I think it's disgusting that they are gonna put it up' (SS = 4)

'I don't think the Council really cares, they have their own agenda' (SS = 4)

'Because from the things I've heard about. There have been submissions that I've known about that have just been ignored' (SS = 4)

'Well they don't listen a lot of them, I don't know much about the new lot coming in' (SS = 5)

Seven respondents suggested there was more public involvement needed (4.0% mention):

'Cause I never get a chance to get involved. Most of the time we don't know when we can say something when they are making decisions' (SS = 0)

'Because I don't think that we are involved in any decision making as to what our rates are being spent on and what is done in our area. I don't think we are given an adequate chance to give our opinion' (SS = 2)

'They have the decisions but they don't let us know what that is until they cast their final vote and we have no decision. I think we should have more say in the matter' (SS = 3)

'Well some things are done without us knowing it. We should be given the opportunity to have a meeting about it, so they don't spend our money on stupid things, like Garden Place' (SS = 5)

'There are meetings we can attend, but also they have closed meetings that we should be able to attend and as a ratepayer we should be able to' (SS = 5)

'More involvement of community who would like to be involved' (SS = 5)

'Well all I really can talk about is like when I get letters in the mail saying they are going to put roads past a property I own. It doesn't seem to me like there is really much discussion.

They don't really want to know whether we like it or not, they just want to inform us of what is going to happen' (SS = 5)

Three respondents suggested that they didn't understand or get involved (1.7% mention):

'Actually because I'm not a kiwi and my English isn't very good, I'm trying to understand but it's not easy to get enough information. More information is needed in Asian languages so we can know what's happening in the country. Free magazines cover what's happening, but if there was some information in our language so we can understand it would be better' (SS = 5)

'Well I haven't been involved at all' (SS = 5)

'Half of it I don't understand' (SS = 5)

Three respondents suggested that they were notified too late to become involved (1.7% mention):

'They have the decisions but they don't let us know what that is until they cast their final vote and we have no decision. I think we should have more say in the matter' (SS = 3)

'Because things have happened; you just find it's happened' (SS = 4)

'Don't seem to get enough information and half the time, you don't hear about it until the contract is completed. You tend to hear by word of mouth most of the time' (SS = 5)

Others suggested they did not make it easy to get involved (1.7% mention):

'I've never been asked to express my views. What forum is there for public to speak up' (SS = 3)

*'Because forms of communication. Newspaper not good for everyone.
Lack of communication' (SS = 3)*

'Cause I don't know about how I could do that or what exactly I have a say in' (SS = 5)

Other comments were offered in response to opportunities of involvement in submissions (1.7% mention)

'I have been tossed out of my own home for the Te Rapa bypass. I have been offered 10% of what my property is worth. It is an insulting process' (SS = 2)

'Being a loner I am not involved in the community and a lot is only read through the media' (SS = 5)

'I wanted to get involved but I couldn't afford transport or a babysitter' (SS = 5)

A range of other negative comments were offered (4.0% mention).

'Well look what they've done to the V8s; they've lost so much money there and no one seems to mind. And Garden Place and they went ahead with the big building over at the Event Centre. We don't need it surely. They've got a lovely place over at Mystery Creek where the field days are and where the netball is and it never seems to be used' (SS = 2)

'We received a notification from the Council about a meeting about traffic calming that I couldn't attend. I feel that it will probably direct traffic up our way where we have a school and that it will be a major issue in regards to this' (SS = 2)

'Because there are always the same jobs for the boys' (SS = 2)

'Because I think the reason at the moment I don't trust the Council; they have made decisions that have cost the ratepayers money and stupid decisions like Garden Place. They are focusing on the wrong things' (SS = 3)

'I think sometimes they make hasty decisions' (SS = 5)

'I just feel a lot of money is being spent on upgrading the main streets in the city instead of the other areas that need the maintenance the most' (SS = 5)

'Well I think there were lots of decisions made in the past that people now view them as bad decision, the Claudelands Event Centre. They blame the consultation practice. I'm not confident that the people would have taken part in the consultation. Traditionally Council favour people who have more money, education and mobility' (SS = 5)

Two respondents did not offer a comment about the opportunities Council provided for involvement in decision making.

Garden Place

Reasons for being less than satisfied with Garden Place

Less than half of the respondents rated Garden Place in the March 2011 quarter with a satisfaction score lower than 8 (less than satisfied) (43 respondents). These respondents were asked 'Can you tell me why you were not totally satisfied with Garden Place?' This question was asked as an open question with the answers grouped together for analysis purposes. (SS = satisfaction score)

The main reason was the safety aspect of Garden Place (mentioned by 22% of the respondents). Their comments included:

'There is no one hardly in Garden Place and because of this environment you don't feel safe, there is no shops. It's just awful' (SS = 0)

'It's a concrete jungle. I knew it well when it was first made into a car park then somebody put trees and a fountain and a pool and some idiots changed it and now it feels unsafe. It's so uneven you can trip and fall like I have. The design of the paving is bad for the elderly with impaired vision' (SS = 1)

'It's somewhat to do with safety' (SS = 3)

'Because of security' (SS = 4)

'Just seems to be a lot of undesirable people who seem to frequent and it's not a pleasant place to take your children' (SS = 5)

'People that hang out there' (SS = 5)

'There are some intimidating people hanging around' (SS = 5)

'Because it's a mess there working on it. And there are a lot of kids hanging around there and they just loiter around' (SS = 6)

'Just the dodgy people day and night' (SS = 6)

'The safety of Garden Place, the people hanging around Garden Place at night and even during the day' (SS = 6)

'It's not an area I use a lot, don't particularly like the young ones' (SS = 7)

'It's not somewhere I would go and the only thing I have heard about Garden Place is people causing trouble there' (SS = 7)

'Too many ruffians hanging around. Too many intimidating people hanging around' (SS = 7)

A similar number of respondents (22%) were unhappy with the changes to Garden Place:

'It's a concrete jungle. I knew it well when it was first made into a car park then somebody put trees and a fountain and a pool and some idiots changed it and now it feels unsafe. It's so uneven you can trip and fall like I have. The design of the paving is bad for the elderly with impaired vision' (SS = 1)

'It's not very accessible, it hasn't got a very nice feel and they're revamping it again. You can't just beg people to come back into a city. Roger Henneby suggested that it be fostered much more as a business centre because that would bring the people in anyway. All this revamping is not bringing the people in but if it was to be fostered as a business centre and the Council let businesses set up there it would bring people back anyway' (SS = 1)

'City Council has ruined it. Shouldn't be putting road through it' (SS = 1)

'I hate it. It used to be a lovely place with trees and grass. It had a nice park feel to it where people could relax with water around and now it's an ugly concrete jungle' (SS = 2)

'The alterations that are going on and they don't need to be done' (SS = 3)

'The design - if they are going to have some performance I think they could design it better so that everyone can see it' (SS = 5)

'Because it's a mess there working on it. And there are a lot of kids hanging around there and they just loiter around' (SS = 6)

'It keeps changing. They are always ripping it up. It's hard to use the space effectively because it is always such a mess. If you want to use the space there are people drilling and it is always under construction. Not a nice place to relax in' (SS = 6)

'I think Victoria Street up to Collingwood Street should be one way. It would be more inviting, more foot traffic availability' (SS = 6)

'I used to like it as it was. I was there the other day looking over the fence seeing what was happening, I think it was fine the way it was. I think it's attractive enough. I don't think I would sit out there (you know (how) you go to a restaurant or a café) I think they should make it into an apartment' (SS = 7)

'I'm a bit annoyed they've taken the retaining wall away. It's not as friendly for those who are not eating; I think it is sad taking that wall away. It's in the process of change so difficult to say' (SS = 7)

'It always seems to have construction going on. When I have been there it has been messy. Areas blocked off' (SS = 7)

'There's not a whole lot of shade and it's usually packed around lunchtime which is when I am there' (SS = 7)

The next theme related to Garden Place being boring or having nothing to go there for (mentioned by 12% of Garden place users). The comments included:

'There is no one hardly in Garden Place and because of this environment you don't feel safe, there is no shops. It's just awful' (SS = 0)

'There's nothing to it anymore; it looks so barren. There's no parking and no shops' (SS = 2)

'I don't think there's enough facilities' (SS = 5)

'I have no reason to use it rather to go to the Gardens where there is free parking. Garden Place is hardly recognised, even in Hamilton' (SS = 6)

'I don't see it as a destination to go to, I just walk through it' (SS = 6)

'I just think it's a boring place. I don't really go to town' (SS = 6)

'Just don't get a central feeling when you go there. It is just like a walk-by' (SS = 7)

Slightly fewer respondents (9%) mentioned Garden Place was not a nice environment with comments like:

'There is no one hardly in Garden Place and because of this environment you don't feel safe, there is no shops. It's just awful' (SS = 0)

'It's not very accessible, it hasn't got a very nice feel and they're revamping it again. You can't just beg people to come back into a city. Roger Hennebry suggested that it be fostered much more as a business centre because that would bring the people in anyway. All this revamping is not bringing the people in but if it was to be fostered as a business centre and the Council let businesses set up there it would bring people back anyway' (SS = 1)

'I hate it. It used to be a lovely place with trees and grass. It had a nice park feel to it where people could relax with water around and now it's an ugly concrete jungle' (SS = 2)

'Just seems to be a lot of undesirable people who seem to frequent and it's not a pleasant place to take your children' (SS = 5)

'It keeps changing. They are always ripping it up. It's hard to use the space effectively because it is always such a mess. If you want to use the space there are people drilling and it is always under construction. Not a nice place to relax in' (SS = 6)

A few respondents (7%) mentioned parking issues around Garden Place with comments like:

'There's nothing to it anymore; it looks so barren. There's no parking and no shops' (SS = 2)

'The last time I used it (a while ago) my car got towed so I go to places where I can't get metered' (SS = 5)

'I have no reason to use it rather to go to the Gardens where there is free parking. Garden Place is hardly recognised, even in Hamilton' (SS = 6)

'Well mainly it is the lack of parking around that area' (SS = 7)

Three respondents (5%) mentioned they don't really use Garden Place. They commented:

'It's not really convenient for people in their mid seventies' (SS = 4)

'It's not an area I use a lot, don't particularly like the young ones' (SS = 7)

'It's not somewhere I would go and the only thing I have heard about Garden Place is people causing trouble there' (SS = 7)

There was a range of other comments which include:

'I went through there once 6 months ago and it's all changed, the fountains are gone and all the shops that I used to go to are all gone' (SS = 0)

'Right now nothing is happening apart from construction' (SS = 0)

'Because it's a construction site at present' (SS = 3)

'I'm quite happy with Garden Place but it's not something I take young ones to on a Saturday or at night anyway' (SS = 6)

'I don't know it that well. I haven't really been able to experience what it has to offer. I haven't been there very often. There is nothing I don't like about it' (SS = 7)

'I think that more can be done with it, especially having the river so close. A lot of parts of Australia have everything leading to the river which draws the city to river. They have cafes near the river and a small walk to shopping areas. I think that if the Council did that it would bring more people to our city centre rather than The Base and Chartwell. We're lucky to have a river so we need to utilise it more. Maybe by adding cafes down there' (SS = 7)

'No particular reason' (SS = 7)

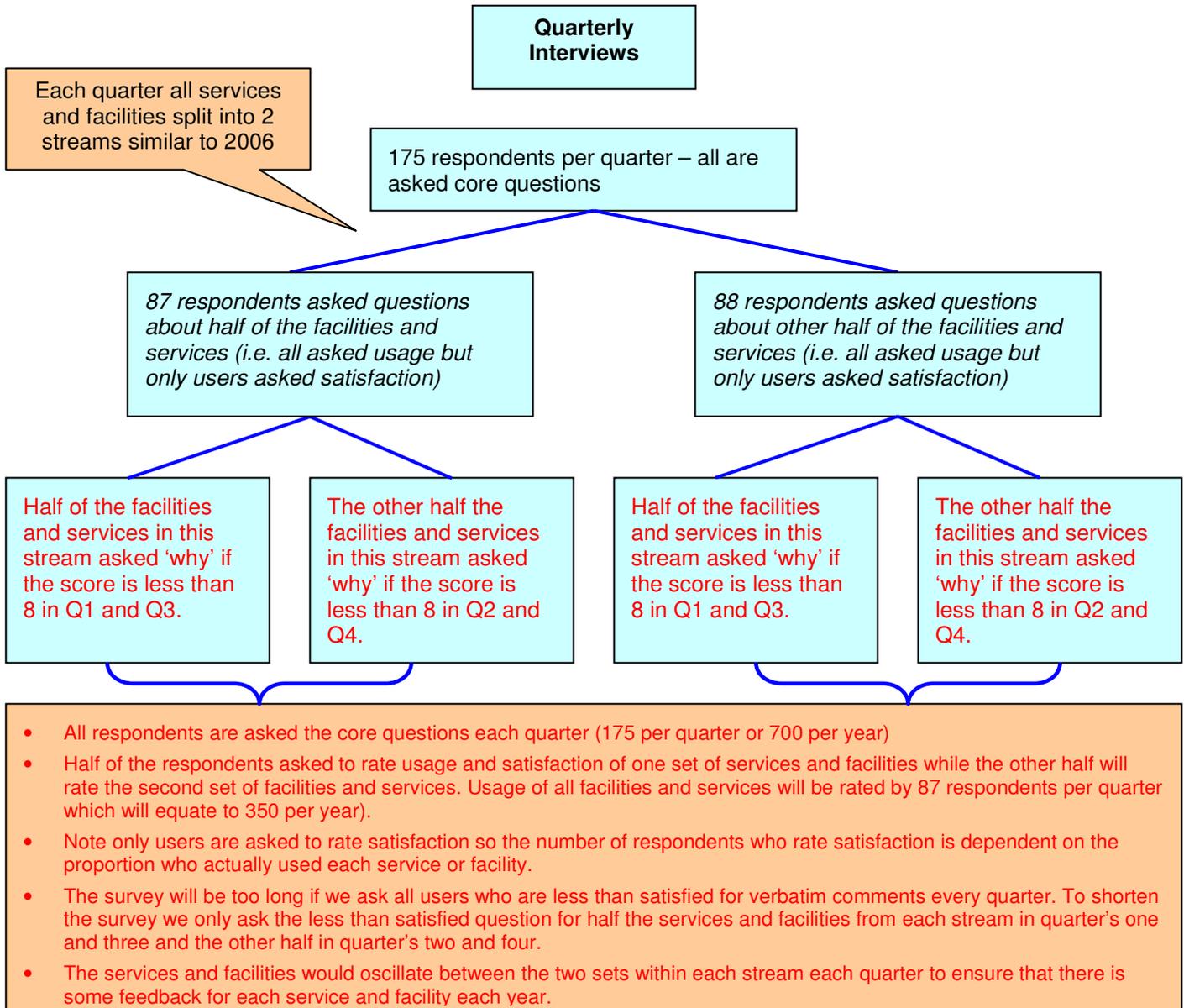
'Nothing' (SS = 7)

Two respondents gave no reason why they were not totally satisfied with Garden Place.

Individual Facilities and Services Verbatim Comments

Methodology for Open Questions

Each quarter all respondents are asked the core questions (175 per quarter or 700 per year). Half of the respondents are asked to rate their usage and satisfaction of one set of services and facilities while the other half will rate the second set of facilities and services. Usage of all facilities and services are rated by 87 respondents per quarter which equates to 350 per year).



Only users are asked to rate their satisfaction with each service so the number of respondents who provide satisfaction ratings is dependent on the proportion who actually used each service or facility. The survey would be too long to ask all users who are less than satisfied every quarter. To shorten the survey we only ask the less than satisfied question for services and facilities from each stream each second quarter.

The services and facilities would alternate between the two sets within each stream each quarter to ensure that there is some feedback for each service and facility each year. This means that each quarter, each service and facility is rated but the 'why less than satisfied question' is only asked every alternative quarter.

Explanation of the Measurement Process

The satisfaction questions use a scale which ranges from 0 being very dissatisfied to 10 being very satisfied.

The interpretation framework covers two streams of Council provided services, those with Customer Choice and those where there is No Customer Choice. Each of these streams has a different satisfaction score interpretation. The Customer Choice services and facilities would normally expect to receive higher satisfaction scores as dissatisfied customers take their business elsewhere.

With Customer Choice services, a score of 9 or 10 out of 10 reflects the level of service has exceeded expectations. A score of 8 reflects that the level of service matches what the respondent was expecting. Scores below 8 tend to reflect that there was some issue with the service provided, and generally the lower the score, the more serious or important the issue is to the respondent.

For No Choice services, the customer has no option but to remain with the Council provided service and therefore dissatisfied customers remain, frequently resulting in a lower average satisfaction score e.g. they cannot change suppliers if they are dissatisfied and therefore more dissatisfied “customers” remain as users.

With No Customer Choice services, a score of 9 or 10 out of 10 also reflects the level of service has exceeded expectations. A score of 7 or 8 reflects that the level of service matches what the respondent was expecting. Scores below 7 tend to reflect that there was some issue with the service provided, and generally the lower the score, the more serious or important the issue is to the respondent.

Scale	Customer Choice	No Customer Choice
Very Satisfied 10	Exceeds Expectations	Exceeds Expectations
9		
8	Meets Expectation	Meets Expectation
7		
6	Lower than Expectation – ask why	Lower than Expectation – ask why
Neutral 5		
4		
3		
2		
1		
Very Dissatisfied 0		

It has also been noted that the reasons for being less than satisfied with many of the services and facilities remains the same from quarter to quarter or year to year e.g. the issues with the street lighting or taste of the water are generally the same from one year to the next.

For this reason, Council Management decided it was better to only ask these questions each second quarter rather than have a longer questionnaire.

The downside of quarterly interviewing is that there are a limited number of verbatim comments for a number of services. This tends to be caused by two reasons:

1. There are few users who are less than satisfied with that facility or service e.g. Hamilton Gardens or Hamilton Lakes
2. There are few users of that service in any quarter and consequently only a few people to rate satisfaction and to provide reasons for being less than satisfied.

Community Services

Gallagher Pools

Reasons for being less than satisfied with the Gallagher Pools

Respondents who rated the Gallagher Pools with a satisfaction score lower than 8 (less than satisfied) were asked 'Can you tell me why you were not totally satisfied with the Gallagher Pools?' In the March quarter 2011 a third of the users were less than satisfied (six respondents; 35% of the users) and they commented: (SS = satisfaction score)

'I don't like the pool. Too deep. No private changing rooms. Waterworld is better' (SS = 3)

'They don't have a lot of facilities and they don't have a creche there like Waterworld' (SS = 6)

'Too small and quite stuffy inside' (SS = 6)

*'It's a personal thing really; it's just the part of town that it's in.
I never feel my car is safe parking there. I have a friend who lives in that area and
their house has been broken into multiple times' (SS = 7)*

*'It's not great for lane swimming; it gets overcrowded and the changing rooms aren't very clean. I
used to use the pools quite a lot' (SS = 7)*

'Needs to be updated. Free pools have better ones' (SS = 7)

Waterworld

Reasons for being less than satisfied with Waterworld

Respondents who rated Waterworld with a satisfaction score lower than 8 (less than satisfied) were asked 'Can you tell me why you were not totally satisfied with Waterworld? In the March quarter 2011 nearly a third of the users were less than satisfied (13 respondents; 31% of users) and the main reason given was that the facilities were unclean. The comments included: (SS = satisfaction score)

'I think it's far too expensive, other Councils subsidise the cost and they are dirty' (SS = 2)

'Crowded and dirty, also it's just not that convenient for me. I live a long way away' (SS = 5)

'Because there are times when we have been and there are too many people in too small a space. Everyone wants to use the heated pool. The changing rooms were bleak and yuk' (SS = 7)

Too crowded:

'Crowded and dirty, also it's just not that convenient for me. I live a long way away' (SS = 5)

'I think it was the time when I was there and it just made the things a lot harder to swim because it was really busy' (SS = 6)

'Because there are times when we have been and there are too many people in too small a space. Everyone wants to use the heated pool. The changing rooms were bleak and yuk' (SS = 7)

Other comments:

'Their rules and regulations are ridiculous re trespass orders. The staff are not open to discussing the problem whether correctly served or not. In our situation, our children are always supervised. When you pay for a ticket for the main pool inside, if the pool is being used, they should inform the patrons of what is available for swimming before purchasing a ticket' (SS = 2)

'I think it's far too expensive, other Councils subsidise the cost and they are dirty' (SS = 2)

'Have not been there for years and it was not very good' (SS = 3)

'Because the outside pool is freezing even in the summer, it's too cold for the kids to swim in' (SS = 4)

'Crowded and dirty, also it's just not that convenient for me. I live a long way away' (SS = 5)

'Very long ago (not in a negative way)' (SS = 6)

'I just felt it was looking tired' (SS = 6)

'The days that I took my grandchildren there was a lack of experienced supervision' (SS = 7)

'I can't really compare it with other centres' (SS = 7)

'Does not compare with some other ones. It is not as good. I went to Auckland and this one is not as good as that one. The total environment' (SS = 7)

'Live in Hillcrest and it's quite a long way to travel and kids that are there are not being controlled by parents' (SS = 7)

Founders Theatre

Reasons for being less than satisfied with Founders Theatre

Nearly a third of the users of Founders Theatre in the March quarter 2011 rated this with a satisfaction score lower than 8 (less than satisfied) (13 respondents; 30% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with Founders Theatre?' The main theme revolved around Founders Theatre needing an upgrade. The comments included: (SS = satisfaction score)

Needs upgrade:

'It's not really comfortable. And I felt like the cafe area was out-dated and very expensive' (SS = 5)

'I just think that it's the time of refurbishment and an upgrade to the theatre as it looks dull' (SS = 6)

'I think it is 20 years out of date ' (SS = 7)

'I think it could just do with revamp, maybe in the foyer area' (SS = 7)

'It's old and for the size of the city it's inadequate for our city. We're too close to Auckland so don't get many big shows. Needs to be improvement, parking access and improved choices in quality of side facilities e.g. food and dining' (SS = 7)

'Just seems to be aging, even though done up' (SS = 7)

Too small:

'For me just size and seating; it's too small and they need to update seats' (SS = 6)

'I think with the crowd that was there, there was too many people and it was hard to see the stage.

There was a tall man sitting in front of me and I couldn't see' (SS = 6)

'It is a bit small and I don't really like the parking. Parking is an issue' (SS = 6)

'It's old and for the size of the city it's inadequate for our city. We're too close to Auckland so don't get many big shows. Needs to be improvement, parking access and improved choices in quality of side facilities e.g. food and dining' (SS = 7)

'It was not big enough for a graduation ceremony. It was disjointed ' (SS = 7)

Parking:

'It is a bit small and I don't really like the parking. Parking is an issue' (SS = 6)

'It's old and for the size of the city it's inadequate for our city. We're too close to Auckland so don't get many big shows. Needs to be improvement, parking access and improved choices in quality of side facilities e.g. food and dining' (SS = 7)

Seating:

'It's not really comfortable. And I felt like the cafe area was out-dated and very expensive' (SS = 5)

'For me just size and seating; it's too small and they need to update seats' (SS = 6)

Other comments:

'Mostly for most the events there it seems too big and when the city is set up for the V8s it effects the theatre and looks really horrible' (SS = 5)

'I think with the crowd that was there, there was too many people and it was hard to see the stage. There was a tall man sitting in front of me and I couldn't see' (SS = 6)

'It's old and for the size of the city it's inadequate for our city. We're too close to Auckland so don't get many big shows. Needs to be improvement, parking access and improved choices in quality of side facilities e.g. food and dining' (SS = 7)

'The acoustics are not good. It is either extremely loud or you cannot hear' (SS = 7)

One respondent gave no reason as to why they were not totally satisfied with Founders Theatre.

Central Library

Reasons for being less than satisfied with the Central Library

Almost a fifth of the Central Library users from the March 2011 quarter (21%; eight respondents) rated the Central Library with a satisfaction score lower than 8 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Central Library?' Their comments included: (SS = satisfaction score)

'Too much hassle for me to get in to town because of my age as I'm too old' (SS = 5)

'I was just confused, I didn't know where anything was and there didn't seem to be any staff around to ask' (SS = 5)

'I think it is my age. I went there to find a book and I had to go on a computer to find if they had it or not ' (SS = 6)

'I think the access could be better' (SS = 7)

'Maybe a bit more variety, more space in the library. Sometimes I didn't always like what the people were using the wireless internet for' (SS = 7)

'Security issues' (SS = 7)

'There is not the peaceful atmosphere; too many people walking through' (SS = 7)

One respondent gave no reason as to why they were not totally satisfied with the Central Library.

Branch Library

Reasons for being less than satisfied with the Branch Library

A fifth of the Branch Library users from the March quarter 2011 (18%; eight respondents) rated the Branch Library with a satisfaction score lower than 8 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Branch Library?' Their comments included: (SS = satisfaction score)

'Too small for the amount of people that use it' (SS = 5)

'A bit small, just size' (SS = 6)

'I think it's just too small; there's not much of variety i.e. books ' (SS = 6)

'Only used it once or twice (general perception) but it is good' (SS = 6)

'They don't ring you before the books are due and sometimes I forget and then I have to pay money for that' (SS = 7)

'Sometimes I need to borrow DVDs and they have to get it from Central Library' (SS = 7)

'They didn't have a wide selection of books' (SS = 7)

'It's more for really avid readers. I don't tend to go to that one as I find it too small' (SS = 7)

ArtsPost

Reasons for being less than satisfied with ArtsPost

A quarter of the users of ArtsPost in the March 2011 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (seven respondents; 26% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with ArtsPost?' Their comments included: (SS = satisfaction score)

'Not very interactive' (SS = 5)

'Like they need different art options' (SS = 6)

'I thought some art was good and some was not good' (SS = 7)

'I really just haven't been there very often and the accessibility of parking is not very good' (SS = 7)

'I just think it's all a bit clicky. There's a good range of exhibits but it's more about competition with other galleries' (SS = 7)

'Not unhappy, ok to visit' (SS = 7)

One respondent did not answer as to why he was less than satisfied with ArtsPost.

Claudeldands Events Centre

Reasons for being less than satisfied with The Claudeldands Events Centre

Under half of the users of The Claudeldands Events Centre in the March 2011 quarter rated their satisfaction with a score lower than 8 (less than satisfied) (19 respondents; 46% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with The Claudeldands Events Centre?' Their comments included: (SS = satisfaction score)

Undergoing renovation

'Construction work ' (SS = 3)

*'The same, it was badly needing an upgrade (it was already in process I do realise).
Things were just dated and needed money spent but that is happening now.
I'm hopeful that it will be good for Hamilton' (SS = 5)*

'Well, it's the building construction going on' (SS = 6)

'I gave that rating because the old one needed upgrading which has been done now' (SS = 7)

Car parking

'It is just sometimes that the parking is a little difficult' (SS = 7)

'Every time I've gone to go there, it's difficult to find adequate parking' (SS = 7)

Needs upgrade

'It is old and in the winter it is very cold and the grounds can be messy and muddy' (SS = 7)

Other comments

'I think that it has been an extravagant waste of ratepayers money without full investigation of the full costs and the implications to ratepayers.

I don't think the ground work in cost versus benefit was done properly' (SS = 0)

'I am not dissatisfied, I can't really recall anything to rate' (SS = 5)

'The old building was what I have seen ' (SS = 6)

'They just recently upgraded it and there was no air conditioning at the last event I went to which was ridiculous because it was needed' (SS = 6)

'I think for the events it's quite expensive, just like going to town and paying for people to flog things off to you; you pay once to get in and twice for things to buy' (SS = 6)

'Just think it wasn't set up very well (things to trip on)' (SS = 6)

'I went there for the Colin Meades dinner and I just found that the new centre was having a few teething problems but I only saw one part of it' (SS = 6)

'I don't really like the new design' (SS = 6)

'Hard to find my way around in the old one. Hard to find where toilets are ' (SS = 7)

'Whatever I may have thought of old one, there's a new one now' (SS = 7)

'I have not been there for a long time' (SS = 7)

Positive comments

'Just went there for a show the other day and it seems all right' (SS = 6)

Parks and Gardens

Parks and Gardens in General

Reasons for being less than satisfied with the Parks and Gardens in general

Respondents who rated the Parks and Gardens with a satisfaction score lower than 8 (less than very satisfied) were asked 'Can you tell me why you were not totally satisfied with the Parks and Gardens?' A fifth of the users for the March 2011 quarter were less than satisfied with the Parks and Gardens (20% of the users, 15 respondents).

The most common reason for rating the Parks and Gardens poorly was because respondents felt that they needed to have better maintenance. Comments included: (SS = satisfaction score)

Needs maintenance:

'I sort of find the facilities are kept untidy etc' (SS = 4)

'Not looked after enough. Plants look shabby' (SS = 5)

'Just seems like they prioritise some areas and not others' (SS = 5)

'Basically some are maintained well but some are not at all. Some are mowed and some are not. They are not consistent' (SS = 5)

'Lawns haven't been mowed often and weeds are growing and graffiti' (SS = 6)

Needs more equipment / facilities:

'I don't think there's enough equipment for young kids' (SS = 4)

'Children's play equipment needs upgrading' (SS = 5)

'They don't seem to have enough for kids / family. Not exciting enough' (SS = 6)

Litter:

'I sort of find the facilities are kept untidy etc' (SS = 4)

Tagging / graffiti:

'Lawns haven't been mowed often and weeds are growing and graffiti' (SS = 6)

Other:

'I suppose I have only seen them once' (SS = 5)

'I think I have not used the river more and they should not put biotic things like the trees; after that it would be to good to have parks' (SS = 6)

'Parking spaces are a problem at the parks. Sometimes on a busy day I can't find parks, the Council needs to provide more spaces' (SS = 6)

'They could be improved on the west side of the river' (SS = 7)

'It's really just the parking times; they should be having unrestricted parking after 6pm' (SS = 7)

'Could be improved a bit' (SS = 7)

One respondent gave no reason as to why they were not totally satisfied with Parks and Gardens in General.

Neighbourhood Parks

Reasons for being less than satisfied with the Neighbourhood Parks

Almost a half of the users of the Neighbourhood Parks in the March 2011 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (25 respondents; 48% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with the Neighbourhood Parks?' The main theme revolved around the fact that the Neighbourhood Parks needed more equipment / facilities. These comments included: (SS = satisfaction score)

Need more equipment / facilities:

'Our local one doesn't have a playground' (Swarbrick: SS = 1)

'The equipment they've got there is pretty horrible in most of them' (Nawton: SS = 3)

'Children's play equipment needs upgrading The area is not well looked after' (Glenview: SS = 4)

'There's not too much for the kids to do. Not enough stuff for them (swings etc)' (Insoll: SS = 4)

'Not enough seats in the park' (Hillcrest: SS = 5)

'We have to walk a distance to get to park and the park itself is very basic and is covered with graffiti' (Brymer: SS = 5)

'It's just that the swings, there's one down here in Templeview, one over in Kahikatea Drive and you go to other ones in other areas and they're all bright and colourful and the ones my family use are all blah. There's a big difference between the ones in my area and ones in the more expensive areas' (Templeview: SS = 6)

'No toilet facilities, graffiti' (Chartwell: SS = 7)

'Primarily because there's a lack of toilets. Most of the parks don't have toilets. It's not very pleasant finding human excretion. The number of people who leave soiled nappies around should be in public toilets. You find people urinating and defecating. It's not very nice taking visitors' (Claudelands: SS = 7)

'Mainly because I think we could do with a bit more play equipment for the little kids. There is the skate bowl down there but that's for the older children; we need a bit more for the younger kids' (Bader: SS = 7)

Need to be better maintained

'Children's play equipment needs upgrading The area is not well looked after' (Glenview: SS = 4)

'They are dirty. There are lots of graffiti and lots of broken bottles' (Brymer: SS = 4)

'I think sometimes that they don't do their jobs properly, not picking up grass clippings either while working or after mowing and missing parts of the park such as the entrance and exit points' (Grandview: SS = 5)

'I think maintenance for some parks good, smaller not so good' (Hillcrest: SS = 5)

'A lot of rubbish' (Brymer: SS = 6)

'Some of the upkeep and maintenance is lacking. It probably depends on the area as well' (Chedworth: SS = 7)

'Inconsistency with the maintaining' (Nawton: SS = 7)

'Sometimes they have graffiti and rubbish' (Chedworth: SS = 7)

Don't use:

'I don't use it that much so it doesn't appeal to me' (Enderley: SS = 4)

'I'm over 70 and the only reason I go there is with my grandchildren as I am unable to use it' (Hillcrest: SS = 6)

'I don't use it that much' (Queenwood: SS = 7)

Safety:

'Fairly undesirable place; maybe not the park but some of the people that are there' (Chartwell: SS = 3)

'I don't feel safe if I am on my own' (Peachgrove: SS = 6)

Vandalism:

'They are dirty. There are lots of graffiti and lots of broken bottles' (Brymer: SS = 4)

'We have to walk a distance to get to park and the park itself is very basic and is covered with graffiti' (Brymer: SS = 5)

'No toilet facilities, graffiti' (Chartwell: SS = 7)

'Just the graffiti' (Beerescourt: SS = 7)

'Sometimes they have graffiti and rubbish' (Chedworth: SS = 7)

Other comments:

'It's busy with traffic' (Frankton Junction: SS = 5)

'More can be done on them' (Rototuna: SS = 7)

Porritt Stadium

Reasons for being less than satisfied with Porritt Stadium

Two thirds of the users of Porritt Stadium in the March 2011 quarter rated their satisfaction with a score lower than 8 (less than satisfied) (10 respondents; 59% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with the Porritt Stadium?' Their comments included: (SS = satisfaction score)

'Only use it when the kids go for sports' (SS = 3)

'It's not somewhere we would go as much' (SS = 5)

'Poor drainage or pipe lining for the main grass area at Porritt Stadium' (SS = 5)

'Because I don't usually play sport there, there's lots of spaces like rugby fields which is good but we need more things like swimming pools' (SS = 7)

'I go there to exercise my dog. I would prefer there was more activities for my dogs to do down there. It would be more neat if there was a stream or bush for them.

Something more to stimulate the animals' (SS = 7)

'I think the facilities there are a bit older' (SS = 7)

'Part is parking; the event I went to the parking was full and facilities were not in very obvious places.

For what it is I guess it is probably reasonable. Not as professional looking as other places. It seemed a bit makeshift' (SS = 7)

'That is just a lack of frequency' (SS = 7)

'The field gets very muddy. They retain water. Every time it rains the ground gets muddy and the kids can't even kick the ball around' (SS = 7)

One respondent gave no reason as to why they were not totally satisfied with Porritt Stadium.

Hamilton Lake

Reasons for being less than satisfied with the Hamilton Lake

A fifth of the respondents rated the Hamilton Lake in the March 2011 quarter with a satisfaction score lower than 8 (less than satisfied) (14 respondents; 19% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with the Hamilton Lake?' Their comments included: (SS = satisfaction score)

Needs maintenance:

'Too many ducks, full of crap everywhere' (SS = 2)

'Because there's duck poo all over the place; if you take kids there, they can catch diseases and stuff like that' (SS = 3)

'Not enough car parking, narrow walkways and excessive amount of duck poo' (SS = 6)

'Filthy at times' (SS = 7)

Needs better facilities:

'Needs upgrading' (SS = 5)

'Because of the walkways around the hospital side by Innes Common need to be worked on' (SS = 5)

'Not enough car parking, narrow walkways and excessive amount of duck poo' (SS = 6)

'The park hasn't changed much in the last few years. The walkways are okay. Children get bored' (SS = 7)

'We lived quite close to Innes Common and the play area's not really friendly for young children' (SS = 7)

Other comments:

'Just the smell' (SS = 6)

'It is busy with too many people. Not enough space' (SS = 7)

'We tend to not go there often as it is windy' (SS = 7)

'Sometimes the water smells a bit' (SS = 7)

'Just the people that hang around there. Teenagers being stupid and sitting and smoking and drinking' (SS = 7)

Positive comments:

'I think they have done a lot of work; a lot to do still' (SS = 7)

Water, Waste and Refuse Refuse Transfer Station

Reasons for being less than satisfied with the Refuse Transfer Station

Only 9% (five respondents) of those who had used the Refuse Transfer Station in the March 2011 quarter were less than satisfied (scores 0 – 7). They were asked 'Can you tell me why you were not totally satisfied with the Refuse Transfer Station?' Their comments included: (SS = satisfaction score)

'Because of the price, far too expensive. No yearly collection' (SS = 3)

'Because of the high prices being charged. No justification for the increases of prices' (SS = 4)

'It's too expensive' (SS = 5)

'It is too expensive' (SS = 5)

'Expensive and no incentive to recycle' (SS = 6)

Household Rubbish Collection

Reasons for being less than satisfied with the Household Rubbish Collection

Only 9% (8 respondents) of those who had used the Household Rubbish Collection in the March 2011 quarter were less than satisfied (scores 0 – 7). They were asked 'Can you tell me why you were not totally satisfied with the Household Rubbish Collection?' Their comments included:

(SS = satisfaction score)

Recycling concerns

'The size of the green bin is too small. I'm not sure what plastics to put in it and it's annoying not being able to put paper in one side so that it doesn't get wet' (SS = 3)

'Essentially they only take recyclables 1 and 2; there's a lot of other recyclable plastics which they don't take which is a waste. The bins aren't big enough, they smell. A wheelie bin would be better' (SS = 5)

'They don't collect all types of plastic e.g. yoghurt cartons and the people who have the contract aren't very careful and drop a lot of things in the kerb and don't pick it up. It's often broken glass as they just throw it all in the truck as they sort it' (SS = 5)

'I said because the plastic we put out, I don't think the guys come up and clear it and some of the plastic is left; I have to put into the rubbish bin because that's what I can do and sometimes the guys drop some stuff from the rubbish and they don't pick it up' (SS = 6)

Service issues

'Because sometimes my rubbish is not collected, even though the truck goes past' (SS = 0)

'The guys when they come and collect our recycling. One of the men threw our bin and it skimmed down the road on the footpath and when he did that it must have chipped the bottom' (SS = 0)

'They don't collect all types of plastic e.g. yoghurt cartons and the people who have the contract aren't very careful and drop a lot of things in the kerb and don't pick it up. It's often broken glass as they just throw it all in the truck as they sort it' (SS = 5)

Rubbish left behind

'They don't collect all types of plastic e.g. yoghurt cartons and the people who have the contract aren't very careful and drop a lot of things in the kerb and don't pick it up. It's often broken glass as they just throw it all in the truck as they sort it' (SS = 5)

'I said because the plastic we put out, I don't think the guys come up and clear it and some of the plastic is left; I have to put into the rubbish bin because that's what I can do and sometimes the guys drop some stuff from the rubbish and they don't pick it up' (SS = 6)

Concerns with bins

'The size of the green bin is too small. I'm not sure what plastics to put in it and it's annoying not being able to put paper in one side so that it doesn't get wet' (SS = 3)

'Essentially they only take recyclables 1 and 2; there's a lot of other recyclable plastics which they don't take which is a waste. The bins aren't big enough, they smell. A wheelie bin would be better' (SS = 5)

Other comments

'It's only because it's a worry about the amount' (SS = 5)

'Mainly marketing, don't tell you the different dates for example through Christmas refuse collection because of that we missed a week; they used to do, now just stopped. I'm not sure if that's because it's in a different paper to what we read or not' (SS = 6)

City's Wastewater System

Reasons for being less than satisfied with the City's Wastewater Drainage System

Four respondents (4% of the users) rated the City's Wastewater Drainage System in the March 2011 quarter with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the City's Wastewater System?' Their comments included: (SS = satisfaction score)

'I don't believe it's treated properly and the Council are doing something but not enough' (SS = 3)

'Because I have a big hole out the front.

When it pours down we end up with water all over our front lawn' (SS = 5)

'Because it's not always as good as it should be under normal circumstances' (SS = 5)

'There are quite a few open drains' (SS = 6)

Water Pressure

Reasons for being less than satisfied with the Water Pressure of the City Water Supply

In the March 2011 quarter, only eight respondents (9% of users) rated the pressure of the City Water Supply with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the pressure of the City Water Supply?' Their comments included:

(SS = satisfaction score)

'Because it's like showering under a hose' (SS = 2)

'We had to get gas because the pressure wasn't good' (SS = 3)

'It's very weak. I'm used to having more pressure' (SS = 4)

'So low and very weak' (SS = 5)

'Just fluctuates, especially in the mornings and evenings for no reason at all' (SS = 5)

*'The water pressure seems to have dropped in the last few years.
We are using a garden soaker hose' (SS = 5)*

'I don't think anyone is ever satisfied. It is possibly my own home system' (SS = 6)

'Just not particularly good at any time of the day' (SS = 6)

Clarity of Water Supply

Reasons for being less than satisfied with the clarity of the City Water Supply

In the March 2011 quarter, six respondents (7%) rated the clarity of the City Water Supply with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the clarity of the City Water Supply?' Their comments included:

(SS = satisfaction score)

Not clear

'It goes back to the whole whitewash thing. Turning on a tap and it not being clear crystal clean.

It was like there was a sludge build up after not being used after long period of time.

99% of the year it is absolutely fine' (SS = 5)

'Sometimes it is quite cloudy (most days) ' (SS = 6)

'Sometimes it's not always as clear as what you would expect it to be' (SS = 6)

'Because sometimes it takes a while to clear' (SS = 6)

'I drink a lot of water and I can't afford a filter. Some days it will come out discoloured so I have to run it for a while until it comes right' (SS = 6)

Taste

'Taste' (SS = 2)

Public Toilets

Reasons for being less than satisfied with the Public Toilets

In the March 2011 quarter, eleven respondents (20%) rated the Public Toilets with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Public Toilets?' The most common reasons for rating the Public Toilets at 7 or less on the 10 point satisfaction scale was to do with the fact that they were unclean or not well maintained. Their comments included: (SS = satisfaction score)

Unclean / Poorly maintained

'They're not clean! If they're not clean, I'll go home fast' (SS = 4)

'They could be cleaner with less graffiti' (SS = 4)

'The lake toilets are filthy and no toilet paper. Children use these toilets' (SS = 5)

'Because people abuse them. Tagging aspect and also the general cleanliness' (SS = 5)

'They are not as clean as they might be' (SS = 5)

'Cos they're never cleaned' (SS = 5)

'Because sometimes we go into toilets that are really horrible. Some on the way to Raglan are yuk. There is a lot of them around Hamilton we use and some are quite disgusting' (SS = 6)

'The ones I have used are smelly' (SS = 6)

'In many places they are good but in Frankton (2 toilets) they are smelly and lots of graffiti' (SS = 6)

'I don't know why, sometimes they are bit not clean' (SS = 6)

Vandalism

'They could be cleaner with less graffiti' (SS = 4)

'Because people abuse them. Tagging aspect and also the general cleanliness' (SS = 5)

'In many places they are good but in Frankton (2 toilets) they are smelly and lots of graffiti' (SS = 6)

Other comments:

'The lake toilets are filthy and no toilet paper. Children use these toilets' (SS = 5)

'Not enough of them' (SS = 5)

Positive comments:

'In many places they are good but in Frankton (2 toilets) they are smelly and lots of graffiti' (SS = 6)

Environmental Services

Council's Noise Control Service

Reasons for being less than satisfied with the Council's Noise Control Service

In the December 2010 quarter, only three of the 11 users of the Council's Noise Control Service rated the Noise Control Service with a satisfaction score lower than 7 (less than satisfied). These three respondents were asked 'Can you tell me why you were not totally satisfied with the outcome or the way Council staff handled your noise complaint?' Their comments included: (SS = satisfaction score)

'They really don't give a rats' (SS = 3)

'I don't know if they did anything and if they did, it didn't meet the mental capacity of my neighbour and in the end I had to deal with it myself' (SS = 4)

'It is okay' (SS = 5)

Roads and Traffic

Pedestrian Facilities

Reasons for being less than satisfied with the Pedestrian Facilities around Hamilton

In the March 2011 quarter, a quarter of the pedestrians (20 respondents; 26% of users) rated the Pedestrian Facilities around Hamilton with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Pedestrian Facilities around Hamilton?' The most common theme was that there were not enough pedestrian crossings and other facilities. Their comments included: (SS = satisfaction score)

Not enough crossings

'Not many in my area' (SS = 0)

'Some things we need to walk quite far to be able to cross the road. And sometimes there is no way of crossing the street because of the traffic' (SS = 5)

'For example there's no crossing near the corner of Hukanui Road when people get off the bus. There are no crossings near that main intersection and there's lots of traffic' (SS = 5)

'Because we haven't got a pedestrian crossing. There are quite a few little ones, involves a lot of ducking and diving. There needs to be a crossing. You have the hassle of the road, also the issue of not knowing where people are going around the roundabout. I would like the cyclists to stay on the cycle track' (SS = 6)

'Little bit wide apart, too far to walk to them. Tempts you to walk where you aren't supposed to' (SS = 6)

'Because we don't have a great deal where we can actually cross the road. People either run over the road or have to go around a corner to cross safely. There's no real crossing for the children' (SS = 6)

'Just areas where it's designated as a crossing area but no crossings e.g. Downtown Plaza and Chartwell' (SS = 6)

Unsafe crossings:

'They're not clearly defined particularly at night time and they're situated too close to turning traffic' (SS = 1)

'Mainly near those roundabouts where the traffic is quite heavy. You're waiting so long to get across. I find it quite unnerving. It's hard because you have to watch all different directions and some cars don't have their indicators on' (SS = 2)

'Well, we have a 100k speed limit and it's not more than a car and a half wide, the centre lines are intermittent' (SS = 3)

'I think some of them need to be more visible' (SS = 6)

'In our area specifically we have a pedestrian crossing that's in an inappropriate place. Doesn't lead to anywhere so no one uses it. We have an alleyway that leads straight on to a T- intersection. Traffic calming would be quite important around there' (SS = 6)

'I think that they need to be more prominent' (SS = 6)

Not up to standard

'Because they don't look after them and they deny about the broken arm I have got. At the end I didn't get any help from them' (SS = 2)

'A lot of bikers use the pedestrian, especially on the bridges where bikers use the footpath and ride very fast on the paths. Maintenance needs to be improved, we shouldn't have to risk our lives walking' (SS = 3)

'Basically just the condition; cracks and footpaths don't go together; looks like there has been an earthquake' (SS = 5)

Other comments

'A lot of bikers use the pedestrian, especially on the bridges where bikers use the footpath and ride very fast on the paths. Maintenance needs to be improved, we shouldn't have to risk our lives walking' (SS = 3)

'I think they should be more streets closed at the shopping times and to be used for pedestrians' (SS = 4)

'Congestion of traffic' (SS = 5)

'Because we haven't got a pedestrian crossing. There are quite a few little ones, involves a lot of ducking and diving. There needs to be a crossing. You have the hassle of the road, also the issue of not knowing where people are going around the roundabout. I would like the cyclists to stay on the cycle track' (SS = 6)

'In our area specifically we have a pedestrian crossing that's in an inappropriate place. Doesn't lead to anywhere so no one uses it. We have an alleyway that leads straight on to a T- intersection. Traffic calming would be quite important around there' (SS = 6)

'I live on main intersection in town and it's pretty difficult to get around' (SS = 6)

One respondent gave no reason as to why they were not totally satisfied with the Pedestrian Facilities.

Convenience of Crossings

Reasons for being less than satisfied with the Convenience of Crossings

In the March 2011 quarter, a quarter of those who had used the Crossings (19 respondents; 25% of users) rated the convenience of crossings with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the convenience of crossings?' Their comments included: (SS = satisfaction score)

Not enough crossings

'Because there are none in my area' (SS = 0)

'We need more of them and they need to be more safer; a lot of them are not marked on the streets' (SS = 2)

'They're not sighted taking in the consideration of the distance between one and the next one and the use of the residences / offices or nursing homes. I'm thinking of particular in Boundary Road where there's a nursing home and businesses and the crossing there isn't taking into account the Mosque' (SS = 2)

'With the pedestrian crossing there is about one on the main street where I am and Peachgrove Intermediate and Hamilton Boys' (SS = 3)

'They are probably a little too far from where the centre is. Safety issues with the courtesy crossings and great confusion with them. It's because there are no markings which confuses people' (SS = 4)

'Make more crossing for pedestrians' (SS = 5)

'Cos I'm close to a busy road, to get across Ohaupo Road there's no pedestrian from Collins right out to the Boundary' (SS = 5)

'I think we could do with more pedestrian crossings; they are far apart. And some schools don't have pedestrian crossing e.g. St Columbus School, Dinsdale' (SS = 5)

'The nearest safe pedestrian crossing is far away from the house' (SS = 6)

Unsafe crossings

'We need more of them and they need to be more safer; a lot of them are not marked on the streets' (SS = 2)

'They are probably a little too far from where the centre is. Safety issues with the courtesy crossings and great confusion with them. It's because there are no markings which confuses people' (SS = 4)

'There's two in the Melville area that I don't like. I just find it a bit dangerous. It's right at the roundabout. I just get a bit frightened' (SS = 5)

'We find that the one in our area is in a funny spot' (SS = 5)

'There are a few pedestrian crossings that are not well placed. There is one on Clyde Street, near the Warehouse. People jaywalk rather than walk to it. It can be dangerous with that crossing as it is too close to the intersection with Cameron Road' (SS = 6)

Other comments

'We live in a road which is very busy. Sometimes It's very hard to get across the road; it takes like 5 minutes to cross the road' (SS = 4)

'People travel too fast' (SS = 5)

'Quite satisfied' (SS = 5)

'I felt that the whole traffic control management is pathetic and the crossing places that are not formal pedestrian crossings which is just like cross at your own risk' (SS = 6)

'An alleyway leading out into an intersection and a pedestrian crossing that doesn't go anywhere' (SS = 6)

Two respondents gave no reason as to why they were not totally satisfied with the Convenience of Crossings.

Hamilton Cycling Facilities

Reasons for being less than satisfied with the Hamilton Cycling Facilities

In the March 2011 quarter, a quarter of those who had used the Hamilton Cycling Facilities (five respondents; 25% of users) rated the Hamilton Cycling Facilities with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Hamilton Cycling Facilities?' Their comments included: (SS = satisfaction score)

'I don't think there is enough space for cyclists' (SS = 4)

'I think we probably could do with a bit safer cycling. I think that having cycle lanes on the sides of arterial routes are unsafe and a bit scary. I think we could move to separate cycle lanes not necessarily beside roads' (SS = 5)

'There are no footpaths in some places, but in some areas there are' (SS = 5)

'More cycling lanes' (SS = 6)

One respondent gave no reason why they were not totally satisfied with the Hamilton Cycling Facilities.

Car Parking in Central City

Reasons for being less than satisfied with Car Parking in Central City

In the March 2011 quarter, almost half of the respondents (27 respondents; 44%) rated the parking in the Central City with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the car parking in Central City?' The main theme for being less than satisfied with the car parking in Central evolved around concerns with there not being enough parking available. Their comments included: (SS = satisfaction score)

Not enough car parking

'Not many car parks available' (SS = 1)

'There's been a reduction of them and the prices are far too unreasonable. They've taken away so much of the free parking in the side streets just so that they can make more money. They're more concerned about money grabbing' (SS = 2)

'There is not enough spacing. I don't find it very safe and there is not enough parking' (SS = 3)

'Doesn't seem to be enough of it, once again why shop in the central city when you can shop at The Base and Chartwell and not have to pay for parking' (SS = 4)

'It's expensive and fairly short supply' (SS = 5)

'Most of the time you can't find parking. Sometimes you don't have coins to pay for the parking. Would be happier if it was free. Would be easier with a card' (SS = 5)

'There's not enough and you have to pay for it all' (SS = 5)

'Hard to find a space' (SS = 5)

'Expensive and it is full all the time' (SS = 6)

'Because it's not easily available' (SS = 6)

'Because they're all spread out; it's easier to find car parking elsewhere like Chartwell. I don't like walking too far and driving around blocks to find a park; it's not convenient in town' (SS = 6)

'Not enough, you can go to The Base and it's free; central city should be free' (SS = 6)

Too expensive

'There's been a reduction of them and the prices are far too unreasonable. They've taken away so much of the free parking in the side streets just so that they can make more money. They're more concerned about money grabbing' (SS = 2)

'The cost is the main thing. Too many metered parking spots' (SS = 2)

'Too costly' (SS = 2)

'The cost is highly overpriced for what it is. There's no maintenance involved with them; it's just concrete so don't see why it's so expensive' (SS = 3)

'Doesn't seem to be enough of it, once again why shop in the central city when you can shop at The Base and Chartwell and not have to pay for parking' (SS = 4)

'It's expensive and fairly short supply' (SS = 5)

'Most of the time you can't find parking. Sometimes you don't have coins to pay for the parking. Would be happier if it was free. Would be easier with a card' (SS = 5)

'There's not enough and you have to pay for it all' (SS = 5)

'It's too expensive' (SS = 5)

'Possibly it's quite expensive to park in there' (SS = 5)

'It's expensive' (SS = 5)

'Expensive and it is full all the time' (SS = 6)

'Not enough, you can go to The Base and it's free; central city should be free' (SS = 6)

Accessibility

'There is not enough spacing. I don't find it very safe and there is not enough parking' (SS = 3)

*'I find it quite hard to get into some of these car parks as my car is low.
I could damage the under-carriage of my car' (SS = 4)*

'Hood Street pretty good, Alexandra Street is very narrow and too tight; not enough space' (SS = 5)

'Difficult to get in and out and no signs saying whether it's full or not' (SS = 5)

'I find it a hassle to get into and find a park' (SS = 5)

Security

'There is not enough spacing. I don't find it very safe and there is not enough parking' (SS = 3)

Positive comments

'Hood Street pretty good, Alexandra Street is very narrow and too tight; not enough space' (SS = 5)

'I s'pose I am satisfied. It depends what time, if it's busy then it's a problem. The Knox Street car park is the cheapest, the others are about \$7 now' (SS = 6)

Other comments

'It never suits my timetable and what I need to take to the car' (SS = 2)

'The Knox Street car park is too far from the shops etc' (SS = 4)

'Difficult to get in and out and no signs saying whether it's full or not' (SS = 5)

*'Most of the time you can't find parking. Sometimes you don't have coins to pay for the parking.
Would be happier if it was free. Would be easier with a card' (SS = 5)*

'There should be a little more common sense over this matter. Most parking areas are be applied to the business hours; I believe that should be changed and lift up to 6pm at least' (SS = 5)

'I s'pose I am satisfied. It depends what time, if it's busy then it's a problem. The Knox Street car park is the cheapest, the others are about \$7 now' (SS = 6)

One respondent gave no reason as to why they were not totally satisfied with the Car Parking in Central City.

Multi Level Car Park in Knox Street

Reasons for being less than satisfied with Multi Level Car Parking in Knox Street

In the March 2011 quarter, a fifth of the respondents (five respondents; 18% of users) rated the parking in the Multi level car park with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the multi level car parking?' Their comments included: (SS = satisfaction score)

'I found it a bit difficult to find my way around' (SS = 2)

'It was really difficult to work out where the exit was for walking out of the building' (SS = 5)

'It's a good car park but I don't use it cos of where it is' (SS = 5)

'That was more like there's not enough space' (SS = 6)

'Usually I don't use it, because sometimes I can't find a car park there' (SS = 5)

Traffic Management (Road Markings, Lights, Signs and Traffic Islands)

Reasons for being less than satisfied with the traffic management around the city (road markings, lights, signs and traffic islands)

A fifth of the respondents in the March 2011 quarter, (16 respondents; 18% of users) rated the traffic management around the city with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the traffic management around the city?' The main theme for being less than satisfied with the traffic management around the city revolved around concerns with the volume of traffic. Their comments included: (SS = satisfaction score)

Poor traffic flow

'Lots of traffic lights in the city have timings in them. They should be more directed by traffic coming and I believe the traffic lights should be having sensors in them' (SS = 0)

'Some of the lights are a bit slow in certain areas. By the hospital lights are slow. Near Greenwood Street too' (SS = 5)

'Sometimes the arrows on traffic lights are on for about 5 seconds and then it turns orange' (SS = 5)

'For a whole period of time there is being like where the lights are frequent; it lets 3 cars go and then it's red' (SS = 5)

'Too many roundabouts, especially during the peak times; it creates traffic jams' (SS = 5)

'Because in my area there is a huge amount of traffic that could be better managed' (SS = 6)

Need more markings or maintenance

'Just because of a new intersection, a lot of people have witnessed a lot of near accidents. On Crosby / Tramway, it has unclear road markings; one way it reads something then the other otherwise' (SS = 0)

'They're not kept up to date with the wear and tear of heavy traffic and the markings disappear on the roads. In some of the suburbs some people have overgrown branches' (SS = 4)

'I wouldn't mind seeing speed humps down my area' (SS = 5)

'They seem to get worn out too quick and should be changed more frequently and the paint doesn't seem to last long enough' (SS = 6)

'Because they are not clear. Like in our area we have a roundabout and it is not clearly marked' (SS = 6)

Other comments

'Sometimes you find people don't seem to take notice of them. It's those people who need to be educated about them' (SS = 0)

'Cos of V8s' (SS = 3)

'It's a complicated system' (SS = 5)

'Doesn't seem to be traffic lights in areas; there should be also roundabouts' (SS = 6)

One respondent gave a positive comment about Traffic Management.

'They are good' (SS = 4)

Street lighting in General

Reasons for being less than satisfied with the Street lighting in General

In the March 2011 quarter, a seventh of the respondents (13 respondents; 15% of users) rated the street lighting in general with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the street lighting in general?'

Their comments mainly revolved around there not being enough lighting and included: (SS = satisfaction score)

Not enough lighting

'I think the street lighting throughout the city is okay, but we haven't got any in our area' (SS = 1)

'It doesn't seem to be enough; heaps in one area, not enough in another. You go to Huntington and there are heaps, go to suburbs like Fairfield there is hardly any, not trying to be snotty' (SS = 3)

'Our street is probably a little bit dark; there are not many street lamps and there have been a few cars broken into. There's room for improvement' (SS = 4)

'The street lights are hardly anywhere in the city; it is pretty dark' (SS = 4)

'After dark Grey Street is quite scary especially around Steel Park; it's just not safe in general' (SS = 6)

'I found it to be a bit disappointing. Not enough lighting there' (SS = 6)

Other comments

'Sometimes they're not on; it's a security risk' (SS = 4)

'Lack of maintenance on the lighting in my street' (SS = 5)

'Could be improved in areas like Claudelands and Enderley' (SS = 6)

'The street lighting is very dull' (SS = 6)

'I'm getting too old, therefore don't go out at night' (SS = 6)

'Goes off too early' (SS = 6)

One respondent gave no reason as to why they were not totally satisfied with Street lighting in General.

Footpaths in General

Reasons for being less than satisfied with the Footpaths in General

In the March 2011 quarter, almost a fifth of the respondents (15 respondents; 17% of users) rated the footpaths in general with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Footpaths in general?' Their comments mainly revolved around the footpaths not being maintained properly and included: (SS = satisfaction score)

Not well maintained

'Used by bikes and are disgusting, unhygienic with bird crap all over the place' (SS = 2)

'Because there are some that are easy to get slippery, (I'm not young).

Even for kids when it's slippery it can cause an accident' (SS = 2)

'They're not maintained in the winter, they're not kept swept. They can do at least a weekly sweep or blow. Also after the weekends there's an awful lot of rubbish in the street. Thirdly the footpaths are impeded upon by overgrown hedges and shrubs. River Road is a real hazard to walk along because of the walls not being drained properly and the concrete and brick just gives way' (SS = 2)

'Lots of cracks; my nephew stubbed his toe on a crack in the footpath last week' (SS = 5)

'Well some of them need to be serviced. Depends where you're driving.

Some have potholes and some need resurfacing' (SS = 6)

'One in particular has been excavated by the Council and not replaced (244 Hunter Street)' (SS = 6)

'I think some of them need better looking after. Especially some of the inner city ones' (SS = 6)

'Because they are cracking up and breaking and not level.

When it rains they get full of water' (SS = 6)

Uneven surface

'Lots of cracks; my nephew stubbed his toe on a crack in the footpath last week' (SS = 5)

'They are often uneven. Where I live, tree roots make the paths uneven' (SS = 5)

'Some of them are rough and dangerous

e.g. Frankton - bricks on the footpath are uneven' (SS = 5)

'Well some of them need to be serviced. Depends where you're driving.

Some have potholes and some need resurfacing' (SS = 6)

'Because they are cracking up and breaking and not level.

When it rains they get full of water' (SS = 6)

Other comments

'They're not maintained in the winter, they're not kept swept. They can do at least a weekly sweep or blow. Also after the weekends there's an awful lot of rubbish in the street. Thirdly the footpaths are impeded upon by overgrown hedges and shrubs. River Road is a real hazard to walk along because of the walls not being drained properly and the concrete and brick just gives way' (SS = 2)

'Used by bikes and are disgusting, unhygienic with bird crap all over the place' (SS = 2)

'Sometimes when we have to cross the road all the cars have to stop and wait for them' (SS = 4)

'I walk to town and on the path I take it's not very nice' (SS = 4)

'They are often uneven. Where I live, tree roots make the paths uneven' (SS = 5)

'Condition of them same as before, some of them seem dirty.

I'm probably relating this back to London but back to London they have people cleaning them,

*people with wheelie bins picking up rubbish but yeah when you do things like that
people just dump stuff. Doesn't brighten your city' (SS = 6)*

*'Some are really brilliant across the city; again it depends where you live across the city. I think it
needs consistency rather than how much the rates are in that area' (SS = 6)*

One respondent gave no reason as to why they were not totally satisfied with the Footpaths in General.

Streets in General

Reasons for being less than satisfied with the Streets in General

In the March 2011 quarter, a quarter of the respondents (23 respondents; 26% of users) rated the streets in general with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Streets in general?' Their comments mainly revolved around them not being well maintained and included: (SS = satisfaction score)

Not maintained well enough

'They look scruffy. Hamilton's a beautiful city because of the trees and the people who look after their properties. People are not proud of their city' (SS = 4)

'Just the condition of them especially at night , 4-5 lights a bit ridiculous; it's not safe' (SS = 5)

'Same as the footpaths. Some areas like Heaphy Terrace out that way. There's good streets and bad streets. They can't all perfect but I think they should fix those instead of the kerbing. Spend more money on the roads instead of pulling good kerbing up' (SS = 6)

'The streets kerbs need upgrading' (SS = 6)

'Generally just the condition of some of them. Some of them leave a lot to be desired. There are some safety issues with bicycle traffic and young children going to and from school. There is also a bit of confusion at the intersections' (SS = 6)

'Some of the roads need resealing and some are much too narrow' (SS = 6)

Too congested

'Just the condition of them especially at night , 4-5 lights a bit ridiculous; it's not safe' (SS = 5)

'I just find that there is too much traffic' (SS = 5)

'They get congested' (SS = 6)

'They are too narrow, very tight plus all the construction being done at the moment. Traffic time makes it even more difficult' (SS = 6)

Other comments

'No particular reason there' (SS = 3)

'The main street is very disappointing. It's too narrow now and is no longer practical. I don't get those stupid car parks in the middle of the road; it's all just impractical and not well thought through' (SS = 5)

'Mostly because it doesn't make sense. In some areas, there are one way only roads and you have go pretty far before you are able to make a turn and cost on petrol to do this' (SS = 5)

'Fast moving traffic' (SS = 5)

'Their access can be difficult to get through to' (SS = 5)

'Always got roadworks so all got messed up' (SS = 5)

'Too much construction' (SS = 5)

'They are not always safe. I think it depends on what area because some areas are worse than others. Just safety I suppose' (SS = 5)

'They are too narrow, very tight plus all the construction being done at the moment. Traffic time makes it even more difficult' (SS = 6)

'Some of the roads need resealing and some are much too narrow' (SS = 6)

'Generally just the condition of some of them. Some of them leave a lot to be desired. There are some safety issues with bicycle traffic and young children going to and from school. There is also a bit of confusion at the intersections' (SS = 6)

'I think they are too car centric. During a normal shopping time the street should be more for pedestrians only' (SS = 6)

'The lighting is too dull' (SS = 6)

'Because it is hard to find parks' (SS = 6)

Three respondents gave no reason as to why they were not totally satisfied with the Streets in General.

Communication and Marketing

Hamilton City Council Website

Reasons for being less than satisfied with the Hamilton City Council Website

In the March 2011 quarter, a third of those who had used the Hamilton City Council website (12 respondents; 31% of users) rated the Hamilton City Council Website with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Hamilton City Council Website?' Their comments mainly revolved around the website not being user friendly and included:

'I was just looking for some information that was hard to find on the website' (SS = 5)

'I found it hard to navigate my way around it' (SS = 5)

'I found it hard to follow, topics not easy to find. I don't know, maybe that's just me' (SS = 5)

'I found it difficult / orientation of going through it. Not well structured' (SS = 6)

'I don't use it much and when I did go there it was hard to navigate.

I was looking for something to do with the V8s' (SS = 6)

'Last time I tried to use it I found it hard to locate things on the website.

There were no example documents' (SS = 6)

'Not totally easy to get into the first time I tried. Need to improve.

More user friendly and simplified' (SS = 7)

'It takes a lot of the time to get and find the answer I am looking for. It's really confusing' (SS = 7)

Info concerns

'Most of it was good; it was well laid out but lack of 5 -10 year strategic plan information' (SS = 7)

Other comments

'I only used it once. I don't really know it' (SS = 5)

'I think it's good. I gave it a 7 which I think is good' (SS = 7)

'Most of it was good; it was well laid out but lack of 5 -10 year strategic plan information' (SS = 7)

Visitor information Centre

Reasons for being less than satisfied with the Visitor Information Centre in Garden Place

In the March 2011 quarter, only three of those who had used the Visitor Information Centre in Garden Place (three respondents; 23% of users) rated the Visitor Information Facilities with a score lower than 8 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Visitor Information Centre in Garden Place?' The comments included: (SS = satisfaction score)

'Mainly when there's a big event on, they don't have enough staff on. Customers, especially from overseas, become very disgruntled. The location of the centre is not very well signposted' (SS = 4)

'Seems messy, sort of has a cheap look about it; needs to be more professional' (SS = 7)

'It's too small' (SS = 7)