

# Hamilton City Council Residents Survey Verbatim Comment Report

June 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 (July 2010 – June 2011).

Two fifths of the respondents (40.1%) mentioned a transportation related issue<sup>1</sup> 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 (23.7%) 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 (17.7%) was rated as the main individual issue while Law and Order (13.7%) was the second most commonly mentioned issue and Parking (13.4%) was third. Rejuvenate City Centre (12.6%) was the fourth most commonly mentioned important issue this year. This was followed by Rates (12.3%), then Safety (10.3%), City Development / Planning (10.3%), Traffic (9.7%) and Public transport (9.4%).

Jul 06 - Jun 07	Jul 07 - Jun 08	Jul 08 - Jun 09	Jul 09 - Jun 10	Jul 10 - Jun 11
<ul style="list-style-type: none"> <li>• Traffic, including congestion (22.0%)</li> <li>• Roads (including road maintenance, development of roads and bypasses) (20.3%)</li> <li>• Law and Order (10.9%)</li> <li>• City Development / Planning (10.6%)</li> <li>• Public Transport (10.4%)</li> <li>• Road safety (8.1%)</li> <li>• Rates (7.2%)</li> </ul>	<ul style="list-style-type: none"> <li>• Roads (including road maintenance, development of roads and bypasses) (24.4%)</li> <li>• Traffic, including congestion (20.1%)</li> <li>• Law and Order (14.5%)</li> <li>• Safety (11.4%)</li> <li>• Rates (11.0%)</li> <li>• Public Transport (10.6%)</li> <li>• Graffiti (9.4%)</li> <li>• City Development / Planning (8.5%)</li> </ul>	<ul style="list-style-type: none"> <li>• Roads (including road maintenance, development of roads and bypasses) (19.8%)</li> <li>• Traffic, including congestion (16.2%)</li> <li>• Law and Order (14.7%)</li> <li>• Public Transport (11.7%)</li> <li>• Safety (11.1%)</li> <li>• Parking (9.1%)</li> <li>• Rates (9.0%)</li> <li>• Recreational facilities (8.7%)</li> </ul>	<ul style="list-style-type: none"> <li>• Roads (including road maintenance, development of roads and bypasses) (20.1%)</li> <li>• Traffic, including congestion (13.8%)</li> <li>• Law and Order (13.8%)</li> <li>• Parking (10.8%)</li> <li>• Safety (9.6%)</li> <li>• Rates (8.2%)</li> <li>• Public Transport (7.2%)</li> <li>• Rejuvenate City Centre (7.0%)</li> <li>• City Development / Planning (6.5%)</li> </ul>	<ul style="list-style-type: none"> <li>• Roads (including road maintenance, development of roads and bypasses) (17.7%)</li> <li>• Law and Order (13.7%)</li> <li>• Parking (13.4%)</li> <li>• Rejuvenate City Centre (12.6%)</li> <li>• Rates (12.3%)</li> <li>• Safety (10.3%)</li> <li>• City Development / Planning (10.3%)</li> <li>• Traffic, including congestion (9.7%)</li> <li>• Public Transport (9.4%)</li> </ul>

<sup>1</sup> 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.

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## 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 July 2010 – June 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

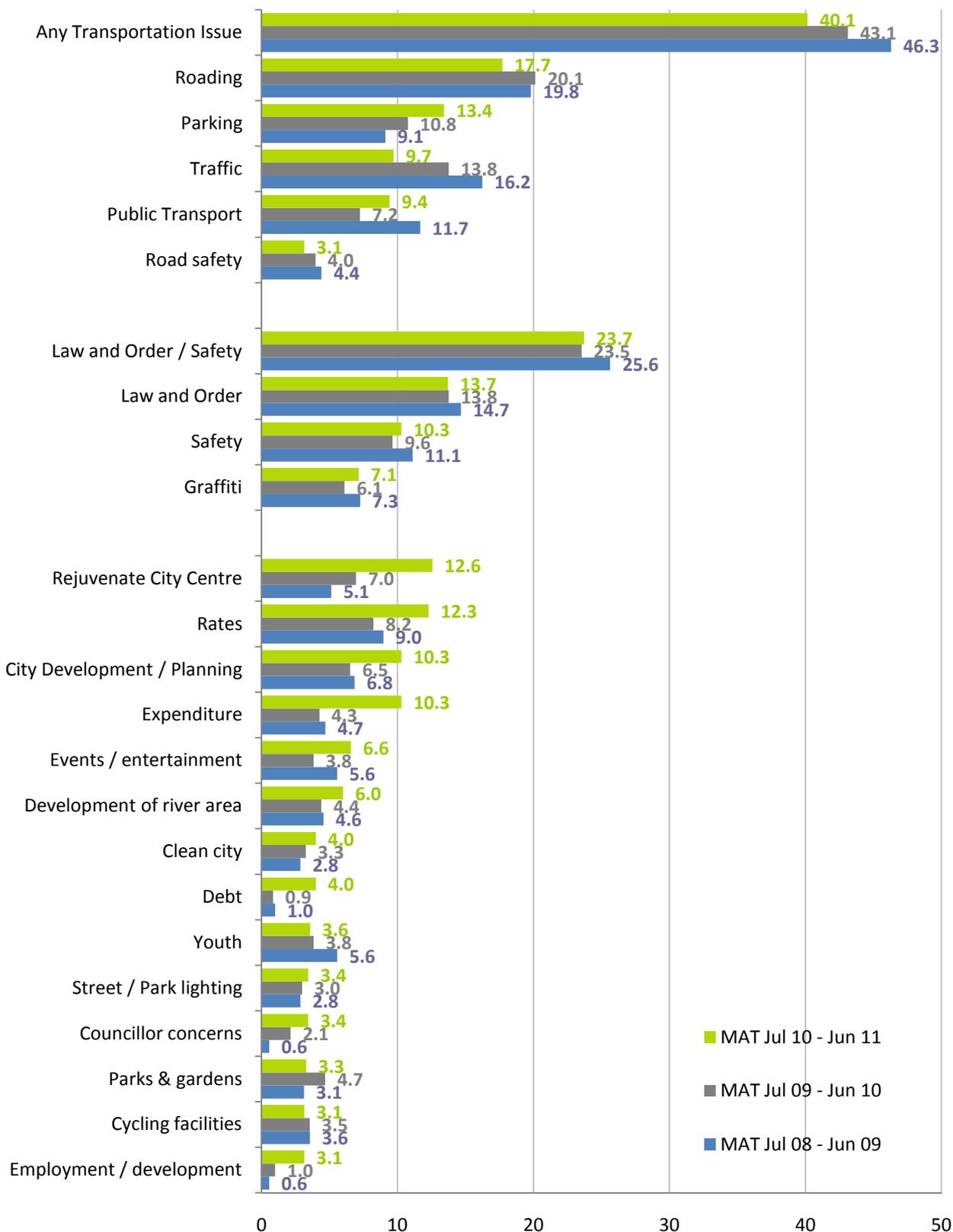
Rates includes anything to do with rates including the cost of rates, how rates money is spent and also comments about rates from Environment Waikato.

### City Development/Planning

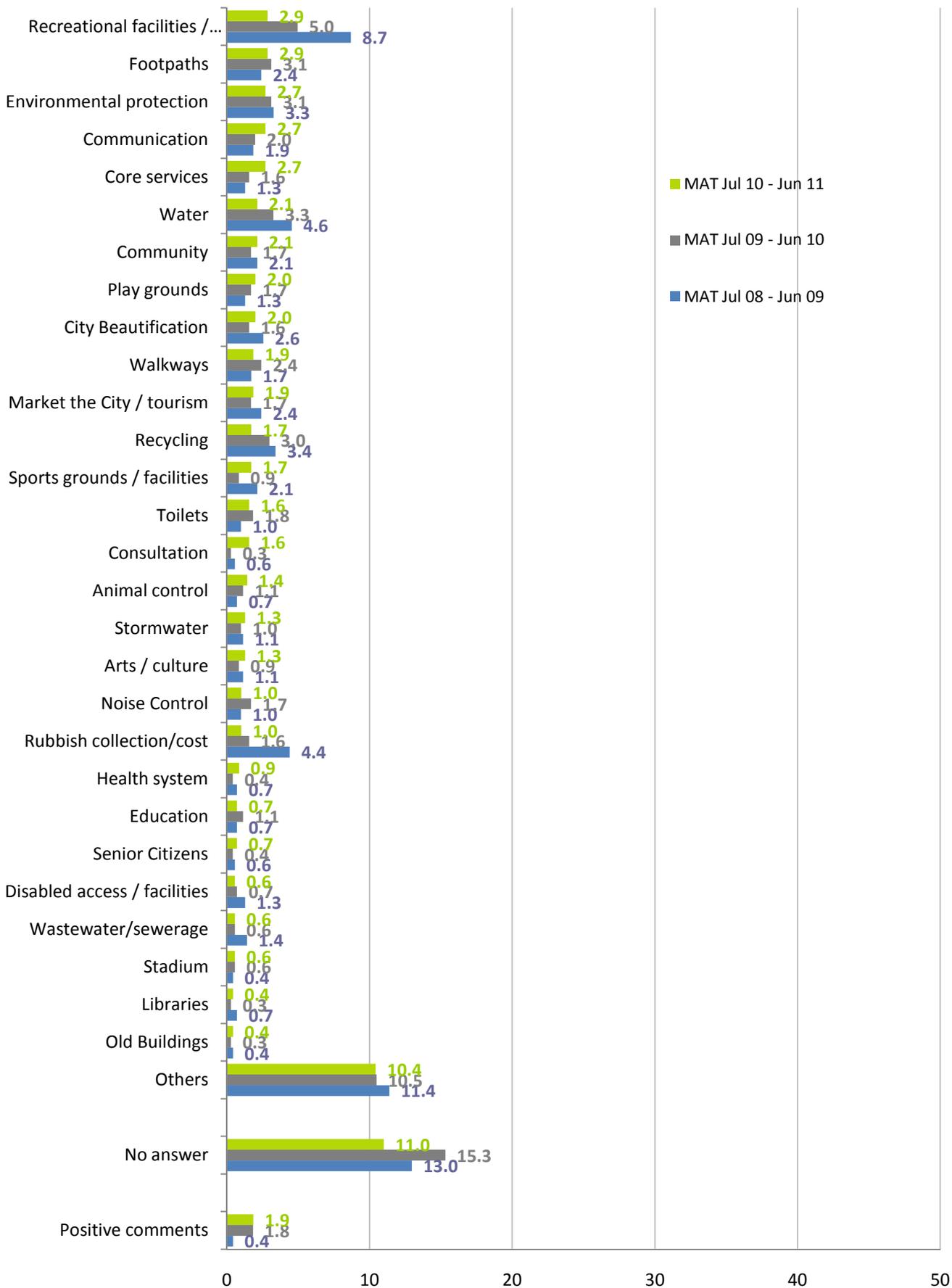
City Development / Planning includes anything to do with town planning, city growth, housing developments, subdivisions, shopping areas, new schools or the infrastructure.

### 3.1 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 (40%) which included roads (18%), parking (13%), traffic issues (10%), public transport (9%), and road safety (3%). The second main issue covers law and order / safety issues (24%) which included law and order (14%), safety (10%), and graffiti (7%). These were followed by rejuvenate the City Centre (13%), rates (12%), city development / planning (10%), and expenditure (10%).



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



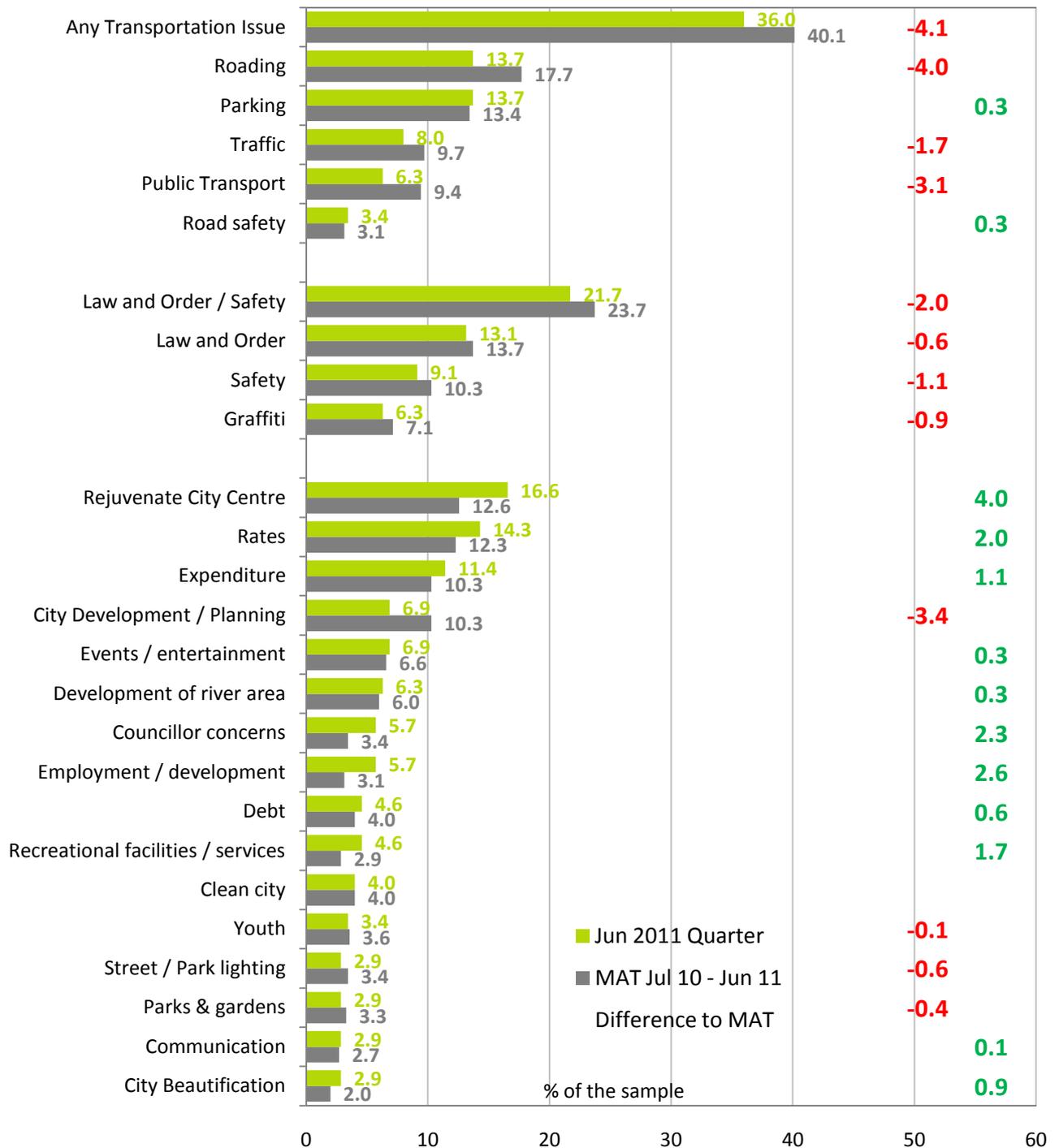
### 3.2 Most important issues this quarter

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 June 2011 quarter (n = 175) versus the proportion who mentioned these issues in the current Moving Annual Total result (July 2010 – June 2011 – n = 700).

Similar to the MAT basis, the main issues for the June 2011 quarter covered transportation issues (36%) law and order / safety issues (22%) followed by rejuvenate the city centre (17%), rates (14%), expenditure (11%), city development / planning (7%) and events / entertainment (7%).

The largest differences this quarter were a 4.1% decrease in any transportation issue (36% this quarter versus 40% on a MAT basis) and a 4.0% decrease in mention of roading (14% versus 18% on a MAT basis). The largest increase was 4.0% for rejuvenate the city centre (17% versus 13% on a MAT basis).



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

## The Important Issues included the following comments:

### Roads: MAT<sup>2</sup> 17.7% (MAT n = 124)<sup>3</sup>

The most common theme related to roads being an important issue (17.7% versus 20.1% in 2010, 19.8% in 2009 and 24.4% in 2008). By comparison this was 13.7% for the June 2011 quarter). These comments included<sup>4</sup>.

*'Roading up near Burger King by The Base; Issue with youth that are bored; policing or liaising with police; Communicating better with the community'*

*'Roading; Youth idleness, petty crime'*

*'Road and traffic management and parking; More street lighting; Feeling safer when going out at night'*

*'Safety at night; Roading marking on the northern side of Hamilton'*

*'Traffic; Parking and accessibility'*

*'Roading and traffic; Supporting community groups especially in the arts and social service areas; Promoting the city. Annoyed they haven't funded tourism Waikato'*

*'Traffic control; Judder bars down streets that need them'*

*'Budgeting; Transport; Roading infrastructure'*

*'Focus on greatest asset which is Waikato River; Roading and transport, planning'*

*'Cost of parking in the CBD e.g. free; Put the road markings back how they used to be;*

*Reduce the cost of swimming lessons at Waterworld'*

*'Condition of the streets and footpaths. I'm more concerned because I can't see very well and I'm walking on them; Central City parking. We find that using the bus is the best for us (due to the parking in the city)'*

*'Roading around the city; Free parking in city'*

*'Homeless people; Litter; Provide good roading'*

*'They should be lean and mean towards their staff. If you're not needed, don't sit in a chair there twiddling your thumbs all day; Not doing stupid things. Look what they did in Hukanui Road they made the road narrower; now emergency vehicles have to go on the wrong side of the road to get past '*

*'Thinking about the people more; Roading and infrastructure; Utilising the river for our benefit'*

*'Better quality road surface. Spread across the city in general. It should all be tarmac; Promotion of Hamilton as a place to stay. Get Ikea here, and get the NZ Rally back'*

*'Roading.; Parks; Other services to residents like rubbish collection'*

*'Making the CBD more accessible and user friendly; Expedite the by-pass quickly;*

*Have walkway down at the gullies '*

*'Alternate routes for peak hour traffic to bypass CBD; Improve lighting in CBD in back alleyways'*

*'Street Lighting - not on the main roads but in the residential area;*

*Less traffic lights and more roundabouts'*

*'Not happy about 8% increase in rates. It's quite a bit. Better use of our rates; Inspect the roads after they've been sealed and better inspection of it. Some of them are just rubbish'*

*'Roading; Garden Place'*

*'The roads - if they looked at the roads better they could set out the peak traffic times better, all the bridges being packed all at the same time; The road maintenance; fix one road up and six months later they do it all again'*

<sup>2</sup> MAT relates to the 12 month Moving Annual Total. This quarter this is April 2010 – March 2011

<sup>3</sup> 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.

<sup>4</sup> 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.

*'They should get the road from St James Drive onto the Gordonton Road open'*

## **Parking: MAT 13.4% (MAT n = 94)**

The next main theme related to car parking, normally in the Central City and was mentioned by 13.4% (versus 10.8% in 2010, 9.1% in 2009 and 7.5% in 2008). By comparison this was 13.7% for the June 2011 quarter. These comments included:

*'Traffic management; Personal safety around the CBD during night hours and drinking control in public places; Free parking on Saturdays in the CBD been taken away'*

*'The CBD area, the parking is not near to the area in the CBD, for example if you park at Bryce Street or Knox Street you have to walk quite far to get to the Warehouse; There are some problems during the night in the CBD area, some shouting by teenagers during night and laughing. There are some times where those teenagers reach the residential areas, for example in Frankton or past Seddon Park; During night the peace and order in the CBD'*

*'Road and traffic management and parking; More street lighting; Feeling safer when going out at night'  
'Traffic; Parking and accessibility'*

*'Cost of parking in the CBD e.g. free; Put the road markings back how they used to be;  
Reduce the cost of swimming lessons at Waterworld'*

*'Condition of the streets and footpaths. I'm more concerned because I can't see very well and I'm walking on them; Central City parking. We find that using the bus is the best for us (due to the parking in the city)'  
'Roading around the city; Free parking in city'*

*'Transport, because the roads are just horrendous coming in from the country, being in traffic jams; Utilising the river bank and making it more accessible to use; Revitalising the Central City, they have plans for Garden Place and getting people in but they need to look at Christchurch and see the art markets and craft markets that people would always come to, generally getting people into the city. Parking in town, getting people into town because they are competing with The Base and Chartwell and they really have to think of something more original'*

*'The rates increase; Parking in the city, the lack of it and the cost of it;  
Bus drivers, road rules and courtesy'*

*'Overall debt; Central business; Parking'*

*'Fixing up the parking in the main streets in Hamilton. Also disabled parking. In a lot of areas it should be free, like Victoria Street ; Cleanliness of the street. Taking down trees and putting more suitable ones up, so drains don't get blocked ; Central city needs a real overhaul. We would rather go to The Base or Chartwell. It needs free parking on weekends. More mobility parking'*

*'Reduce the cost of rates ; Attracting shoppers back to the inner city. Parking would help; they charge too much and don't have enough free parking; The lake needs to be cleaned up, so there was a man made beach within the lake; Hamilton would be a completely different place to live in'*

*'I think the continuing of the vitalisation of the CBD. It will be good to see a lot of the buildings there updated. I know it's been on the Council plans and that they're trying to do something about it. Would be good to see it actually achieved. There's been upgrades in certain areas; it looks beautiful and much more functional but it's still in isolated areas; Parking. I loved how they had the free parking in weekends and I'm sad to see that it's been scaled back. I would like to see them to continue free parking on weekends and late night Fridays. It gets people out into the city and you don't have to worry ; They're doing a big push in Palmerston North with recycling. They're got three different bins and they're doing a lot more recycling. To be honest I would like Hamilton to do something similar'*

*'Keep making the streets more attractive; Free parking in the CBD; Doing more with the open shops. Making the centre of Hamilton a more of a boutique shopping area, more specific shopping that you don't get in those big complexes'*

*'Make more attractive of the city. Better lights and 'flasher' looking;  
Make cheaper car parks; not charging so much'*

*'Free parking in the city; Cycle lanes; Lower rates'*

*'Cleaning up the roads from leaves to stop the drain blockage;  
Continue the balloon ; More affordable parking within CBD'*

*'Building a heart to the city, having a city centre, and revitalising the city. If we had some really neat cafes it would be great; Try to include the river as part of the city. I don't know how we would do that, but maybe by building a bridge/walkway to the river. Unfortunately we have turned our backs on the river as part of the city; Central City parking; make it cheaper and easier for people to come into the city'*

*'Street parking in the intercity. Free parking at other places, need free parking to get people in the Central City. Just introduced Saturday parking fees and it's killing it; Getting a bit more heart in Council ; Going to capital based rates. That means the people that are well off in the suburbs are not being charged as much, and people with low valued properties with good land are being charged a lot more. It's helping the rich'*

*'Rates, 8% increase is way too much and way more than any other city and I haven't had a pay increase in four years and the rates keep going up and going on pension soon so don't know how I am meant to pay for it all; Parking is a bit of a hassle around Founders Theatre and things like that when there's something on'*

*'Car parking in the city (CBD)'*

*'The parking in the Central City it's too expensive. I would rather transverse out to Te Rapa to The Base'*

*'Parking in the city'*

*'Parking. More free parking to keep people in the CBD area '*

### **Traffic: MAT 9.7% (MAT n = 68)**

The third transportation theme related to traffic or issues related to traffic congestion and was mentioned by 9.7% (versus 13.8% in 2010, and 16.2% in 2009. By comparison this was 8.0% for the June 2011 quarter. These comments included:

*'Traffic management; Personal safety around the CBD during night hours and drinking control in public places; Free parking on Saturdays in the CBD been taken away'*

*'Road and traffic management and parking; More street lighting; Feeling safer when going out at night'*

*'Upgrading of the parks for children, all of them in our area are very old, they have no padding, but in the Hamilton Lakes Park they have padding; Traffic management in our area, because of the express way; Tagging. Tagging has been in our neighbourhood forever and I didn't know the Council cleaned it up and if I knew, I would have reported it myself'*

*'Traffic; Parking and accessibility'*

*'Roading and traffic; Supporting community groups especially in the arts and social service areas; Promoting the city. Annoyed they haven't funded tourism Waikato'*

*'Traffic control; Judder bars down streets that need them'*

*'The running of the swimming pool in Te Rapa. It's never available, you always turn up and there's signs saying that they're closed. The service isn't great. Even though it's called a public service, paying people get to hire it and they get it over the public. The person in charge of it doesn't seem to give a s\*\*t really.*

*We have to ring before we go now just to see if it's open. Very dissatisfied; Traffic. Morning traffic. If I leave at the wrong time it takes me 45 minutes to get work. They may need to make the buses cheaper so more people use it. They need individual school buses so the public can use the buses at school times*

*'Transport, because the roads are just horrendous coming in from the country, being in traffic jams; Utilising the river bank and making it more accessible to use; Revitalising the Central City, they have plans for Garden Place and getting people in but they need to look at Christchurch and see the art markets and craft markets that people would always come to, generally getting people into the city. Parking in town, getting people into town because they are competing with The Base and Chartwell and they really have to think of something more original'*

*'Traffic. The amount of traffic we have in peak hours. They should try to find some solutions rather than just extending the roads, and maybe they should educate people on how to use their car, as in taking turns, and car pooling, to ease up the traffic; Bring the life back to Victoria Street. All of the businesses there are shutting down, and there are just more bars and night clubs, not a good look; Make more use of the river. I live in the city, and all we can do is walk by the river. Maybe put some restaurants there. They used to have the boat which was cool'*

*'Traffic- I have to get from Fairview Downs to the city everyday; they have closed East Street there are huge queues for the bridges, and it's taking between 30-40 minutes to drive 5kms. That is at peak traffic times but with the road closures and roadworks, it's just mental; Finishing Garden Place; it's been a big mess for a wee while now; Retail in CBD- all retail seems to be heading out to The Base, the shops need to be revitalised especially on Alexandra Street'*

*'The inner city. They're dying with everything moving to The Base. It's hard for people to open business there; Traffic at peak times. Hamilton in general '*

*'Bringing more development back into the centre of the city; Think the setup at The Base is very good but does concern me that traffic has to come out onto Te Rapa Straight; Traffic in my own street'*

*'Traffic, especially in the peak hours 8am and 4:30-5pm on Fairfield Bridge'*

*'Traffic Congestion - just on the main ring roads'*

## **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 6.3% 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.

*'Keeping the city a safe place for its residents; Maintaining public transport; Streamlining the building consent process, and the cobblestone pedestrian crossings in our area need constant repairing'*

*'Graffiti; Transport; Clean the gutters more'*

*'Safety on the roads. Mainly the roads around schools, CBD and hospitals.*

*Better bicycle lanes; Have later bus services '*

*'Budgeting; Transport; Roading infrastructure'*

*'Focus on greatest asset which is Waikato River; Roading and transport, planning'*

*'The running of the swimming pool in Te Rapa. It's never available, you always turn up and there's signs saying that they're closed. The service isn't great. Even though it's called a public service, paying people get to hire it and they get it over the public. The person in charge of it doesn't seem to give a s\*\*t really.*

*We have to ring before we go now just to see if it's open. Very dissatisfied; Traffic. Morning traffic. If I leave at the wrong time it takes me 45 minutes to get work. They may need to make the buses cheaper so more people use it. They need individual school buses so the public can use the buses at school times*

*'The rates increase; Parking in the city, the lack of it and the cost of it;  
Bus drivers, road rules and courtesy'*

*'Have a good link from here to Auckland e.g. Quick link; Keep the rates down. Stop spending on big projects and concentrate on the core services'*

*'Spending. They need to look at what they spend money on e.g. Claudelands Showgrounds. They need to look at what else they can put the money on e.g. the river walkway; Public transport. We need more, we pay so much for it and people don't use it'*

*'Keeping a curb on rate increases; I think they need to be further facilitating public transport - Improving the bus services. Increase weekend services, but weekday routes and timetables are good ; Curbing the sprawl of Hamilton to make sure that is not being wasted by urban sprawl. We live in the northern areas and housing developments keep spreading over good agricultural land. It comes down to increasing housing density when appropriate'*

*'Trying to re-route some of the buses so that they are more handy. I can get the Nawton bus almost to the bus but not quite, I have to do a bus change; If they could have the bus going down to the Grandview Mall; We could do with a bus stop outside Countdown which is opposite where the bus stops in that street. It comes down Mill Street and there is no stops in Mill Street.*

*If you're coming into town there is a stop opposite Countdown, but on the other side there is no stop. If there was a stop, that would make my shopping much easier'*

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

This quarter, 3.4% of respondents commented on the need for better road safety with comments that included:

*'The speed element of the cars. Some people think they are on a race track'*

*'Safety. Just general safety. I witnessed an old lady get run over in Victoria Street and held her hand while she died on the side of the road. If there were more crossings, she potentially wouldn't have been killed. The number of cycle 'near misses' are nearly horrific so I would say just safety in general; Just getting the job done I suppose instead of fighting. Seems to me there needs to be more a team approach to Council which the Councillors don't always get along with Council staff and Council staff don't get along with Councillors; Making it easier for ratepayers to do all the things that they need to do. Streamlining things I suppose; things like building consents and stuff. It's like it all around the country; Hamilton would be the worse with the bureaucracy of it. Having one place to go to instead of 10 different counters'*

*'Safety on the roads. Mainly the roads around schools, CBD and hospitals. Better bicycle lanes; Have later bus services'*

*'Pedestrian safety. More cycle ways; Improved playgrounds in older areas'*

*'Street safety in the CBD'*

*'Teenage boys in cars. Keep us awake early hours of the morning'*

## Law and Order / Safety: MAT 23.7% (MAT n = 166)

The next main theme related to Law and Order, mentioned by 23.7% of respondents on a MAT basis (21.7% of the respondents for this quarter) but this was articulated in two different ways.

### Law and Order: MAT 13.7% (MAT n = 96)

The main comments (13.1% this quarter) revolved around law and order but included police, crime, boy racers and law and order with comments that included:

*'They need more cameras in the city area for after 8pm. It needs to be safer; Graffiti, I know they have the Council programme but the next day the graffiti is back up again'*

*'Traffic management; Personal safety around the CBD during night hours and drinking control in public places; Free parking on Saturdays in the CBD been taken away'*

*'Bit more help for the aged people. Like the unemployment for over the age of 50s; Safety in the Central City at night time'*

*'Community safety e.g. look and feel of your local environment, community patrols; Businesses leaving the CBD; Poor decision making by Council e.g. the V8s'*

*'Maybe trying to make the CBD safer at night and not even just at night. I'd like them to try and do something with the riverbank walks. I wouldn't go for a walk down the river bank day or night on my own because it's not safe to do so. It's all a safety thing really but I don't know what they could do about that; don't know how you could get around it'*

*'Making the community safer; try to do something with youth'*

*'Something to do with the town at night, the safety, the attitude that is out there and drunkenness; A few more events especially with the Claudelands Event Centre open now'*

*'Making the middle of town a safer place to be - you hear about muggings and things like that'*

*'Graffiti; Burglaries; Doing a good job in Noise Control'*

*'Vandalism - how tagging should be kept in check and area kept clean; The playground equipment should be more age appropriate. Not much for the younger children'*

*'Lower rates; Keep graffiti under control; Security city in general'*

*'The speed element of the cars. Some people think they are on a race track'*

*'Roading up near Burger King by The Base; Issue with youth that are bored; policing or liaising with police; Communicating better with the community'*

*'Roading; Youth idleness, petty crime'*

*'The CBD area, the parking is not near to the area in the CBD, for example if you park at Bryce Street or Knox Street you have to walk quite far to get to the Warehouse; There are some problems during the night in the CBD area, some shouting by teenagers during night and laughing. There are some times where those teenagers reach the residential areas, for example in Frankton or past Seddon Park; During night the peace and order in the CBD'*

*'Commercial growth - need to be providing opportunities and avenues for business; Community behaviour - Need to control bad behaviour - crime prevention'*

*'Early childhood education funding.; More security in whole of the city; Improving some of the facilities like Waterworld and Waikato Museum as it's been too old'*

*'The security of Garden Place, the training places, the people there. Even in the day you can smell people smoking pot; would be nice to see a police kiosk there, training centre in city full stop; City heart project; Street lights changing; wanting to turn them on later and off earlier. Important for us to have street light'*

*'Criminal activity; Facilities - drainage, building, and main facilities listed earlier; Rates. How much we pay'*

*'More facilities for the youth. This needs community police or supervising. Need more skate parks; Reducing rates '*

*'Look at the rates; More security after 8pm at night; Stop having the V8 races'*

*'To be more on top of youth related crimes; Garden Place specifically on Friday and Saturday nights is dangerous and more people should be stationed or patrolled there'*

*'Teenage boys in cars. Keep us awake early hours of the morning'*

## **Safety: MAT 10.3% (MAT n = 72)**

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 9.1% of respondents this quarter and their comments included:

*'They need more cameras in the city area for after 8pm. It needs to be safer ; Graffiti, I know they have the Council programme but the next day the graffiti is back up again'*

*'Traffic management; Personal safety around the CBD during night hours and drinking control in public places; Free parking on Saturdays in the CBD been taken away'*

*'Bit more help for the aged people. Like the unemployment for over the age of 50s; Safety in the Central City at night time'*

*'Community safety e.g. look and feel of your local environment, community patrols; Businesses leaving the CBD; Poor decision making by Council e.g. the V8s'*

*'Maybe trying to make the CBD safer at night and not even just at night. I'd like them to try and do something with the riverbank walks. I wouldn't go for a walk down the river bank day or night on my own because it's not safe to do so. It's all a safety thing really but I don't know what they could do about that; don't know how you could get around it'*

*'Making the community safer; try to do something with youth'*

*'Something to do with the town at night, the safety, the attitude that is out there and drunkenness; A few more events especially with the Claudelands Event Centre open now'*

*'Making the middle of town a safer place to be - you hear about muggings and things like that'*

*'Safety. Just general safety. I witnessed an old lady get run over in Victoria Street and held her hand while she died on the side of the road. If there were more crossings, she potentially wouldn't have been killed. The number of cycle 'near misses' are nearly horrific so I would say just safety in general; Just getting the job done I suppose instead of fighting. Seems to me there needs to be more a team approach to Council which the Councillors don't always get along with Council staff and Council staff don't get along with Councillors; Making it easier for ratepayers to do all the things that they need to do. Streamlining things I suppose; things like building consents and stuff. It's like it all around the country; Hamilton would be the worse with the bureaucracy of it. Having one place to go to instead of 10 different counters'*

*'Road and traffic management and parking; More street lighting; Feeling safer when going out at night'*

*'Safety at night; Roading marking on the northern side of Hamilton'*

*'Keeping the city a safe place for its residents; Maintaining public transport; Streamlining the building consent process, and the cobblestone pedestrian crossings in our area need constant repairing'*

*'Safety; Budgeting especially the problems with the V8s; More notifying of where there are going to be roadworks'*

*'Living within their budget. If that is what your income is then live within that, don't put it up 8%; Personal safety in the city area. There is a lot of (trouble) whenever I'm in there. There seems to be a gathering of seemingly undesirables hanging about; My business rates, paying nearly \$5000 and I actually get no particular service/extra for that. Like they don't even pick up my rubbish, kind of. Rung up and asked why commercial rates are so high and they said because you make money off the land. It just doesn't seem right'*

*'Safety on streets'*

*'CBD at night. The safety for people'*

### **Graffiti: MAT 7.1% (MAT n = 50)**

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

*'They need more cameras in the city area for after 8pm. It needs to be safer ; Graffiti, I know they have the Council programme but the next day the graffiti is back up again'*

*'Graffiti; Burglaries; Doing a good job in Noise Control'*

*'Vandalism - how tagging should be kept in check and area kept clean; The playground equipment should be more age appropriate. Not much for the younger children'*

*'Lower rates; Keep graffiti under control; Security city in general'*

*'Upgrading of the parks for children, all of them in our area are very old, they have no padding, but in the Hamilton Lakes Park they have padding; Traffic management in our area, because of the express way; Tagging. Tagging has been in our neighbourhood forever and I didn't know the Council cleaned it up and if I knew, I would have reported it myself'*

*'Graffiti; Transport; Clean the gutters more'*

*'City signage - when damaged not getting repaired quick enough; Graffiti'*

*'Noise pollution in Nawton; Graffiti in Nawton area'*

*'Noise Control; Graffiti'*

*'Tagging in Avalon Drive'*

*'Graffiti'*

### **Rejuvenate City Centre: MAT 12.6% (MAT n = 88)**

16.6% of respondents felt putting life back into the City Centre was an issue for them this quarter.

*'Community safety e.g. look and feel of your local environment, community patrols; Businesses leaving the CBD; Poor decision making by Council e.g. the V8s'*

*'The security of Garden Place, the training places, the people there. Even in the day you can smell people smoking pot; would be nice to see a police kiosk there, training centre in city full stop; City heart project; Street lights changing; wanting to turn them on later and off earlier. Important for us to have street light'*

*'Making the CBD more accessible and user friendly; Expedite the by-pass quickly; Have walkway down at the gullies '*

*'Transport, because the roads are just horrendous coming in from the country, being in traffic jams; Utilising the river bank and making it more accessible to use; Revitalising the Central City, they have plans for Garden Place and getting people in but they need to look at Christchurch and see the art markets and craft markets that people would always come to, generally getting people into the city. Parking in town, getting people into town because they are competing with The Base and Chartwell and they really have to think of something more original'*

*'Traffic. The amount of traffic we have in peak hours. They should try to find some solutions rather than just extending the roads, and maybe they should educate people on how to use their car, as in taking turns, and car pooling, to ease up the traffic; Bring the life back to Victoria Street. All of the businesses there are shutting down, and there are just more bars and night clubs, not a good look; Make more use of the river. I live in the city, and all we can do is walk by the river. Maybe put some restaurants there. They used to have the boat which was cool'*

*'Traffic- I have to get from Fairview Downs to the city everyday; they have closed East Street there are huge queues for the bridges, and it's taking between 30-40 minutes to drive 5kms. That is at peak traffic times but with the road closures and roadworks, it's just mental; Finishing Garden Place; it's been a big mess for a wee while now; Retail in CBD- all retail seems to be heading out to The Base, the shops need to be revitalised especially on Alexandra Street'*

*'The inner city. They're dying with everything moving to The Base. It's hard for people to open business there; Traffic at peak times. Hamilton in general '*

*'Bringing more development back into the centre of the city; Think the setup at The Base is very good but does concern me that traffic has to come out onto Te Rapa Straight; Traffic in my own street'*

*'Overall debt; Central business; Parking'*

*'Fixing up the parking in the main streets in Hamilton. Also disabled parking. In a lot of areas it should be free, like Victoria Street ; Cleanliness of the street. Taking down trees and putting more suitable ones up, so drains don't get blocked ; Central city needs a real overhaul. We would rather go to The Base or Chartwell. It needs free parking on weekends. More mobility parking'*

*'Reduce the cost of rates ; Attracting shoppers back to the inner city. Parking would help; they charge too much and don't have enough free parking; The lake needs to be cleaned up, so there was a man made beach within the lake; Hamilton would be a completely different place to live in'*

*'I think the continuing of the vitalisation of the CBD. It will be good to see a lot of the buildings there updated. I know it's been on the Council plans and that they're trying to do something about it. Would be good to see it actually achieved. There's been upgrades in certain areas; it looks beautiful and much more functional but it's still in isolated areas; Parking. I loved how they had the free parking in weekends and I'm sad to see that it's been scaled back. I would like to see them to continue free parking on weekends and late night Fridays. It gets people out into the city and you don't have to worry ; They're doing a big push in Palmerston North with recycling. They're got three different bins and they're doing a lot more recycling. To be honest I would like Hamilton to do something similar'*

*'Keep making the streets more attractive; Free parking in the CBD; Doing more with the open shops. Making the centre of Hamilton a more of a boutique shopping area, more specific shopping that you don't get in those big complexes'*

*'Make more attractive of the city. Better lights and 'flasher' looking;  
Make cheaper car parks; not charging so much'*

*'Building a heart to the city, having a city centre, and revitalising the city. If we had some really neat cafes it would be great; Try to include the river as part of the city. I don't know how we would do that, but maybe by building a bridge/walkway to the river. Unfortunately we have turned our backs on the river as part of the city; Central City parking; make it cheaper and easier for people to come into the city'*

*'Street parking in the intercity. Free parking at other places, need free parking to get people in the Central City. Just introduced Saturday parking fees and it's killing it; Getting a bit more heart in Council ; Going to capital based rates. That means the people that are well off in the suburbs are not being charged as much, and people with low valued properties with good land are being charged a lot more. It's helping the rich'*

*'Probably, the loss of business in the CBD; Looking at the quality of life in general - welfare centres. The poverty around Fairfield and Melville; The better maintenance of Council properties'*

*'The Garden Place revamp; it seemed to happen and nothing seemed to change. It would be nice for it to be a pleasant friendly place instead of a hangout for dropkicks. Also encourage more retail business in the city; Support the velodrome - an indoor cycling track; Allow more inner-city residential development'*

*'Regeneration of the City Centre; How to bring more work to the area; Bringing more visitors to the area'  
'Pull business back to Central City; More jobs for people; Plant more trees in City Centre'*

*'Encourage business back into the CBD; Riverside development e.g. a boardwalk and footbridge across the river; Too much focus on The Base and it only provides an anticlimax'*

*'I guess they could look at bringing work back into the CBD whether that's by dense commercial operations (call centres or whatever). Other than that I have no other thoughts'*

*'I think they need to be developing more intensive residential opportunities in the city. Within the Central City. Bringing life back into the city; I think they need to have more of a balance between the younger out of control and the older people who value the life in the Central City; I think there is always that balance between driving a vision. I think the gardens are going to be a challenge. If people establish something, there has been a level of community engagement.*

*Balancing that with the overall bureaucracy. Balancing the budget with the need to engage the community and to ensure that the vision and value of the community are sustained'*

*'Make City Centre a lot more attractive; face lift in Garden Place; there are also a lot of old buildings in Hamilton. Get rid of cheap shops in front and expose them; More cycle lanes both in the city and country; Move cars out of the city and make it more pedestrian friendly and public transport'*

*'Bring life back into the centre of town; Opening the city to the river - Focusing more of the premises on making the river more an integral part of the city. It's a crying shame that the city has not put more of a focus on using the river as a recreational part of the centre of town '*

*'Utilising the river. Cafes, boats etc; Lot of empty shops'*

*'Many of the small shops are closing, a lot of empty premises in the CBD. I think something should be done to revive this area; Should be more control of restaurants and cafes e.g. sanitation'*

*'Fill up the empty shops within the city'*

*'Centre of the CBD has moved out to Te Rapa - something they can do so people use the centre of town'*

## **Rates: MAT 12.3% (MAT n = 86)**

A number of the sample (14.3%) mentioned rates as an issue. These comments included:

*'Lower rates; Keep graffiti under control; Security city in general'*

*'Criminal activity; Facilities - drainage, building, and main facilities listed earlier; Rates. How much we pay'*

*'More facilities for the youth. This needs community police or supervising. Need more skate parks; Reducing rates '*

*'Look at the rates; More security after 8pm at night; Stop having the V8 races'*

*'Living within their budget. If that is what your income is then live within that, don't put it up 8%; Personal safety in the city area. There is a lot of (trouble) whenever I'm in there. There seems to be a gathering of seemingly undesirables hanging about; My business rates, paying nearly \$5000 and I actually get no particular service/extra for that. Like they don't even pick up my rubbish, kind of . Rung up and asked why commercial rates are so high and they said because you make money off the land. It just doesn't seem right'*

*'Not happy about 8% increase in rates. It's quite a bit. Better use of our rates; Inspect the roads after they've been sealed and better inspection of it. Some of them are just rubbish'*

*'The rates increase; Parking in the city, the lack of it and the cost of it; Bus drivers, road rules and courtesy'*

*'Have a good link from here to Auckland e.g. Quick link; Keep the rates down. Stop spending on big projects and concentrate on the core services'*

*'Keeping a curb on rate increases; I think they need to be further facilitating public transport - Improving the bus services. Increase weekend services, but weekday routes and timetables are good ; Curbing the sprawl of Hamilton to make sure that is not being wasted by urban sprawl. We live in the northern areas and housing developments keep spreading over good agricultural land.*

*It comes down to increasing housing density when appropriate'*

*'Reduce the cost of rates ; Attracting shoppers back to the inner city. Parking would help; they charge too much and don't have enough free parking; The lake needs to be cleaned up, so there was a man made beach within the lake; Hamilton would be a completely different place to live in'*

*'Free parking in the city; Cycle lanes; Lower rates'*

*'Street parking in the intercity. Free parking at other places, need free parking to get people in the Central City. Just introduced Saturday parking fees and it's killing it; Getting a bit more heart in Council ; Going to capital based rates. That means the people that are well off in the suburbs are not being charged as much, and people with low valued properties with good land are being charged a lot more. It's helping the rich'*

*'Rates, 8% increase is way too much and way more than any other city and I haven't had a pay increase in four years and the rates keep going up and going on pension soon so don't know how I am meant to pay for it all; Parking is a bit of a hassle around Founders Theatre and things like that when there's something on'*

*'Reducing the rates; Living within their income; Selling some of their assets to get rid of their debt. Example the V8 car interest. The Claudelands Event Centre. They could sell the Council head office and take a lease to reduce their overheads'*

*'The increase in rates; Unnecessary spending; The Council should have more control over their staff; they are dictated by their staff'*

*'Reducing rate increase; Be 100% transparent with all their activities; That they're there to work for the ratepayers as opposed to other organisations or bettering themselves. To remember while they are in the public eye, who it actually is that are paying their wages'*

*'Rate increase, considering the price of everything has gone up; The debris could be cleaned up in our area; Library could have more variety of books'*

*'Providing facilities for their ratepayers and the people of the city; Keeping a reasonable cost to the ratepayers; Spending, we do not want debt spiralling out of control. Rates kept low, but we are getting good facilities. Particularly like the Claudelands Events Centre'*

*'Finance - less spending e.g. Sporting facilities and non fancical stupid art, like the sculpture for Garden Place.; Reduce the rates; Concentrate more on core facilities (instead of sporting facilities)'*

*'Stop all big projects until debt paid off, get rid of the V8s; Plant the right trees;  
A review of the recent rates rise'*

*'Stop spending money on things like Claudelands Showground ; Stop putting up the rates'*

*'I think the ongoing demands on rates. I think the issues regarding the rates, future costs and the general financial planning should be more closely monitored'*

*'The rates'*

*'Reduce the rates'*

*'Rates with the view to try and cut back'*

## **Planning / City development: MAT 10.3% (MAT n = 72)**

A number of respondents this quarter (6.9%) commented on Town planning as an issue. These comments included:

*'Keeping the city a safe place for its residents; Maintaining public transport; Streamlining the building consent process, and the cobblestone pedestrian crossings in our area need constant repairing'*

*'Focus on greatest asset which is Waikato River; Roading and transport, planning'*

*'Roading; Garden Place'*

*'Traffic- I have to get from Fairview Downs to the city everyday; they have closed East Street there are huge queues for the bridges, and it's taking between 30-40 minutes to drive 5kms. That is at peak traffic times but with the road closures and roadworks, it's just mental; Finishing Garden Place; it's been a big mess for a wee while now; Retail in CBD- all retail seems to be heading out to The Base, the shops need to be revitalised especially on Alexandra Street'*

*'Keeping a curb on rate increases; I think they need to be further facilitating public transport - Improving the bus services. Increase weekend services, but weekday routes and timetables are good ; Curbing the sprawl of Hamilton to make sure that is not being wasted by urban sprawl. We live in the northern areas and housing developments keep spreading over good agricultural land. It comes down to increasing housing density when appropriate'*

*'Building a heart to the city, having a city centre, and revitalising the city. If we had some really neat cafes it would be great; Try to include the river as part of the city. I don't know how we would do that, but maybe by building a bridge/walkway to the river. Unfortunately we have turned our backs on the river as part of the city; Central City parking; make it cheaper and easier for people to come into the city'*

*'Community development in terms of better public spaces. Free public spaces like park facilities and public access spaces. They could probably use some cheaper event facilities that are more affordable by others. Another type of facility that's of equal size to Founders Theatre but a cheaper venue ; Customer service in general by Council staff in the central building. They just need some better knowledge on what services they actually offer so that everyone's got the same answer. I think staff could be trained in knowing who to go for a definite ; Utilising some of their Council staff that aren't in the Council building better because some of those have better access to local community members. Perhaps asking for some of those staff member's opinions a lot more. The community based staff members could be used more valuably'*

*'The Garden Place revamp; it seemed to happen and nothing seemed to change. It would be nice for it to be a pleasant friendly place instead of a hangout for dropkicks. Also encourage more retail business in the city; Support the velodrome - an indoor cycling track; Allow more inner-city residential development'*  
*'Environmental protection ; Sustainable development; Arts and cultural things'*

*'I think they need to be developing more intensive residential opportunities in the city. Within the Central City. Bringing life back into the city; I think they need to have more of a balance between the younger out of control and the older people who value the life in the Central City; I think there is always that balance between driving a vision. I think the gardens are going to be a challenge. If people establish something, there has been a level of community engagement. Balancing that with the overall bureaucracy. Balancing the budget with the need to engage the community and to ensure that the vision and value of the community are sustained'*

*'Make City Centre a lot more attractive; face lift in Garden Place; there are also a lot of old buildings in Hamilton. Get rid of cheap shops in front and expose them; More cycle lanes both in the city and country; Move cars out of the city and make it more pedestrian friendly and public transport'*

*'Many of the small shops are closing, a lot of empty premises in the CBD. I think something should be done to revive this area; Should be more control of restaurants and cafes e.g. sanitation'*

## **Expenditure: MAT 10.3% (MAT n = 72)**

Expenditure was mentioned this quarter by 11.4% of respondents.

*'Safety; Budgeting especially the problems with the V8s;  
More notifying of where there are going to be roadworks'*

*'Living within their budget. If that is what your income is then live within that, don't put it up 8%; Personal safety in the city area. There is a lot of (trouble) whenever I'm in there. There seems to be a gathering of seemingly undesirables hanging about; My business rates, paying nearly \$5000 and I actually get no particular service/extra for that. Like they don't even pick up my rubbish, kind of.*

*Rung up and asked why commercial rates are so high and they said because you make money off the land. It just doesn't seem right'*

*'Budgeting; Transport; Roading infrastructure'*

*'Not happy about 8% increase in rates. It's quite a bit. Better use of our rates; Inspect the roads after they've been sealed and better inspection of it. Some of them are just rubbish'*

*'Have a good link from here to Auckland e.g. Quick link; Keep the rates down.  
Stop spending on big projects and concentrate on the core services'*

*'Spending. They need to look at what they spend money on e.g. Claudelands Showgrounds. They need to look at what else they can put the money on e.g. the river walkway; Public transport. We need more, we pay so much for it and people don't use it'*

*'Reducing the rates; Living within their income; Selling some of their assets to get rid of their debt. Example the V8 car interest. The Claudelands Event Centre. They could sell the Council head office and take a lease to reduce their overheads'*

*'How to save financially on various things that are being talked about ;  
Be aware of how the public feels about what they are doing; There seems to be a lot going on in Garden Place which doesn't seem to be very helpful'*

*'The increase in rates; Unnecessary spending; The Council should have more control over their staff; they are dictated by their staff'*

*'Accountability for what they spend'*

*'The amount of money that Council spends; justifying it'*

*'Providing facilities for their ratepayers and the people of the city; Keeping a reasonable cost to the ratepayers; Spending, we do not want debt spiralling out of control. Rates kept low, but we are getting good facilities. Particularly like the Claudelands Events Centre'*

*'Finance - less spending e.g. Sporting facilities and non fancical stupid art, like the sculpture for Garden Place.; Reduce the rates; Concentrate more on core facilities (instead of sporting facilities)'*

*'Stop all big projects until debt paid off, get rid of the V8s; Plant the right trees; A review of the recent rates rise'*

*'Stop spending money on big projects; Stop the V8s'*

*'I think they need to be developing more intensive residential opportunities in the city. Within the Central City. Bringing life back into the city; I think they need to have more of a balance between the younger out of control and the older people who value the life in the Central City; I think there is always that balance between driving a vision. I think the gardens are going to be a challenge. If people establish something, there has been a level of community engagement.*

*Balancing that with the overall bureaucracy. Balancing the budget with the need to engage the community and to ensure that the vision and value of the community are sustained'*

*'Stop spending money on things like Claudelands Showground ; Stop putting up the rates'*

*'I think the ongoing demands on rates. I think the issues regarding the rates, future costs and the general financial planning should be more closely monitored'*

*'Carving expenditure'*

*'Look at their spending. Go in with a better depth of knowledge when spending'*

## **Events: MAT 6.6% (MAT n = 46)**

A number commented on events either upcoming or those having taken place in Hamilton or the need for more events (6.9% of respondents for this quarter).

*'Something to do with the town at night, the safety, the attitude that is out there and drunkenness; A few more events especially with the Claudelands Event Centre open now'*

*'Look at the rates; More security after 8pm at night; Stop having the V8 races'*

*'Better quality road surface. Spread across the city in general. It should all be tarmac; Promotion of Hamilton as a place to stay. Get Ikea here, and get the NZ Rally back'*

*'Cleaning up the roads from leaves to stop the drain blockage; Continue the balloon ; More affordable parking within CBD'*

*'Pavements in rural areas could be resurfaced, they have bumps in them; Founders Theatre should have more events; Rugby Stadium sits empty for quite a while - they could have a concert there '*

*'Get rid of the V8s.; Waikato Stadium, at least make it so it provides a revenue or sell it to someone private so they can it run properly and actually make money out of it'*

*'Economic development. Try to encourage small businesses into Hamilton; Encourage more art and cultural festivals that would bring people into the city'*

*'Make things quicker for the set up and moving of the V8s; Park playground equipment could be upgraded. Specifically at my park; some of the other parks are quite good '*

*'Stop all big projects until debt paid off, get rid of the V8s; Plant the right trees; A review of the recent rates rise'*

*'Stop spending money on big projects; Stop the V8s'*

*'More entertainment; Beautify the city more and have colour; make it more modern looking'*

*'Activities for youth. There's always a problem with what to do with children of the ages 13 up into late teens. They want to get out, they want to experience things but it's not necessarily the safest place to do it. We need a safe haven for them to go do whatever they want to do as children do'*

## Development of river area: MAT 6.0% (MAT n = 42)

A small number (6.3%) thought the development of the river area was an important issue this quarter and commented:

*'Maybe trying to make the CBD safer at night and not even just at night. I'd like them to try and do something with the riverbank walks. I wouldn't go for a walk down the river bank day or night on my own because it's not safe to do so. It's all a safety thing really but I don't know what they could do about that; don't know how you could get around it'*

*'Focus on greatest asset which is Waikato River; Roading and transport, planning'*

*'Thinking about the people more; Roading and infrastructure; Utilising the river for our benefit'*

*'Transport, because the roads are just horrendous coming in from the country, being in traffic jams; Utilising the river bank and making it more accessible to use; Revitalising the Central City, they have plans for Garden Place and getting people in but they need to look at Christchurch and see the art markets and craft markets that people would always come to, generally getting people into the city. Parking in town, getting people into town because they are competing with The Base and Chartwell and they really have to think of something more original'*

*'Traffic. The amount of traffic we have in peak hours. They should try to find some solutions rather than just extending the roads, and maybe they should educate people on how to use their car, as in taking turns, and car pooling, to ease up the traffic; Bring the life back to Victoria Street. All of the businesses there are shutting down, and there are just more bars and night clubs, not a good look; Make more use of the river. I live in the city, and all we can do is walk by the river. Maybe put some restaurants there. They used to have the boat which was cool'*

*'Spending. They need to look at what they spend money on e.g. Claudelands Showgrounds. They need to look at what else they can put the money on e.g. the river walkway; Public transport. We need more, we pay so much for it and people don't use it'*

*'Building a heart to the city, having a city centre, and revitalising the city. If we had some really neat cafes it would be great; Try to include the river as part of the city. I don't know how we would do that, but maybe by building a bridge/walkway to the river. Unfortunately we have turned our backs on the river as part of the city; Central City parking; make it cheaper and easier for people to come into the city'*

*'Encourage business back into the CBD; Riverside development e.g. a boardwalk and footbridge across the river; Too much focus on The Base and it only provides an anticlimax'*

*'Keep on with keeping the river presentable, clean. To me it's something we could promote more'*

*'Bring life back into the centre of town; Opening the city to the river - Focusing more of the premises on making the river more an integral part of the city. It's a crying shame that the city has not put more of a focus on using the river as a recreational part of the centre of town'*

*'Utilising the river. Cafes, boats etc; Lot of empty shops'*

## Clean city: MAT 4.0% (MAT n = 28)

A few respondents (4.0%) mentioned the general cleanliness of the city or cleaning parts of this as one of the 3 most important issues for the quarter. These comments included:

*'Graffiti; Transport; Clean the gutters more'*

*'Homeless people; Litter; Provide good roading'*

*'Fixing up the parking in the main streets in Hamilton. Also disabled parking. In a lot of areas it should be free, like Victoria Street ; Cleanliness of the street. Taking down trees and putting more suitable ones up, so drains don't get blocked ; Central city needs a real overhaul. We would rather go to The Base or Chartwell. It needs free parking on weekends. More mobility parking'*

*'Cleaning up the roads from leaves to stop the drain blockage; Continue the balloon ; More affordable parking within CBD'*

*'Cleaning the streets. My place floods when it rains; Put greenery in the roundabouts but not tall trees. It blocks proper viewing of what's coming'*

*'Rate increase, considering the price of everything has gone up; The debris could be cleaned up in our area; Library could have more variety of books'*

*'Attract tourism in Hamilton; Just to keep the place tidy; Find more work for people in Hamilton'*

### **Debt: MAT 4.0% (MAT n = 28)**

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

*'Overall debt; Central business; Parking'*

*'Reducing debt; Bringing jobs back to Hamilton; Tainui and The Base'*

*'Get the debt under control; Stop having airy fairy ideas trying to compete with Auckland. Don't go ahead with the proposed velodrome in Cambridge; Listen to the community more e.g. changing Garden Place'*

*'Debt, I know we have a very large debt and perhaps trying to get that down; Keeping up the standard of facilities; Hamilton City Council should be putting money into Velodrome (indoor cycling facility in Cambridge)'*

*'They need to get their debt under control; Concentrate on the best interests of the people in Hamilton as whole not the best interests of the Council'*

*'To prevent them getting into more debt like with V8s; To be more open about decisions they make; Chase up the money the rugby people owe the Council'*

*'Reducing the rates; Living within their income; Selling some of their assets to get rid of their debt. Example the V8 car interest. The Claudelands Event Centre. They could sell the Council head office and take a lease to reduce their overheads'*

*'V8 has incurred lots of debt for Hamilton; Cost of Event Centre; Founders Theatre is becoming too costly for community groups'*

### **Youth: MAT 3.6% (MAT n = 25)**

Youth or concerns about youth were an important issue for 3.4% of respondents this quarter.

*'Making the community safer; try to do something with youth'*

*'Roading; Youth idleness, petty crime'*

*'More facilities for the youth. This needs community police or supervising. Need more skate parks; Reducing rates'*

*'Youth unemployment; More lighting in Hillcrest Park'*

*'Activities for youth. There's always a problem with what to do with children of the ages 13 up into late teens. They want to get out, they want to experience things but it's not necessarily the safest place to do it. We need a safe haven for them to go do whatever they want to do as children do'*

*'Teenage boys in cars. Keep us awake early hours of the morning'*

### **Street / Park lighting: MAT 3.4% (MAT n = 24)**

A number of respondents (2.9% for the quarter) mentioned street lighting or park lighting as one of the three most important issues. These comments included:

*'The security of Garden Place, the training places, the people there. Even in the day you can smell people smoking pot; would be nice to see a police kiosk there, training centre in city full stop; City heart project; Street lights changing; wanting to turn them on later and off earlier. Important for us to have street light'*

*'Road and traffic management and parking; More street lighting; Feeling safer when going out at night'*

*'Alternate routes for peak hour traffic to bypass CBD; Improve lighting in CBD in back alleyways'*

*'Street Lighting - not on the main roads but in the residential area; Less traffic lights and more roundabouts'*

*'Youth unemployment; More lighting in Hillcrest Park'*

### Councillor Concerns: MAT 3.4% (MAT n = 24)

Concerns with Councillors was mentioned by ten respondents in the June quarter.

*'Community safety e.g. look and feel of your local environment, community patrols; Businesses leaving the CBD; Poor decision making by Council e.g. the V8s'*

*'Safety. Just general safety. I witnessed an old lady get run over in Victoria Street and held her hand while she died on the side of the road. If there were more crossings, she potentially wouldn't have been killed. The number of cycle 'near misses' are nearly horrific so I would say just safety in general; Just getting the job done I suppose instead of fighting. Seems to me there needs to be more a team approach to Council which the Councillors don't always get along with Council staff and Council staff don't get along with Councillors; Making it easier for ratepayers to do all the things that they need to do. Streamlining things I suppose; things like building consents and stuff. It's like it all around the country; Hamilton would be the worse with the bureaucracy of it. Having one place to go to instead of 10 different counters'*

*'They need to get their debt under control; Concentrate on the best interests of the people in Hamilton as whole not the best interests of the Council'*

*'To prevent them getting into more debt like with V8s; To be more open about decisions they make; Chase up the money the rugby people owe the Council'*

*'The Council should be accountable to the ratepayer's commission ; They are using their Council positions to further their careers; Looking more at the ratepayers having their input and being part of the decision making'*

*'The increase in rates; Unnecessary spending; The Council should have more control over their staff; they are dictated by their staff'*

*'Accountability for what they spend'*

*'The amount of money that Council spends; justifying it'*

*'Reducing rate increase; Be 100% transparent with all their activities; That they're there to work for the ratepayers as opposed to other organisations or bettering themselves. To remember while they are in the public eye, who it actually is that are paying their wages'*

*'Sort out their own relationships in supporting each other, becoming a cohesive team.; Recognising Hamilton City's place as a part of the greater region and working with their fellow Councils'*

### Parks / Gardens / Plantings: MAT 3.3% (MAT n = 23)

A number of respondents (2.9% this quarter) felt parks and gardens were an issue and commented:

*'Roading.; Parks; Other services to residents like rubbish collection'*

*'Fixing up the parking in the main streets in Hamilton. Also disabled parking. In a lot of areas it should be free, like Victoria Street ; Cleanliness of the street. Taking down trees and putting more suitable ones up, so drains don't get blocked ; Central city needs a real overhaul. We would rather go to The Base or Chartwell. It needs free parking on weekends. More mobility parking'*

*'Reduce the cost of rates ; Attracting shoppers back to the inner city. Parking would help; they charge too much and don't have enough free parking; The lake needs to be cleaned up, so there was a man made beach within the lake; Hamilton would be a completely different place to live in'*

*'Cleaning the streets. My place floods when it rains; Put greenery in the roundabouts but not tall trees. It blocks proper viewing of what's coming'*

*'Pull business back to Central City; More jobs for people; Plant more trees in City Centre'*

### Cycling facilities: MAT 3.1% (MAT n = 22)

A few, (2.3% of respondents for the June quarter) said there was a need for improvement in the cyclist's facilities and commented:

*'Safety on the roads. Mainly the roads around schools, CBD and hospitals.*

*Better bicycle lanes; Have later bus services '*

*'Pedestrian safety. More cycle ways; Improved playgrounds in older areas'*

*'Free parking in the city; Cycle lanes; Lower rates'*

*'Make City Centre a lot more attractive; face lift in Garden Place; there are also a lot of old buildings in Hamilton. Get rid of cheap shops in front and expose them; More cycle lanes both in the city and country; Move cars out of the city and make it more pedestrian friendly and public transport'*

## **Employment/development: MAT 3.1% (MAT n = 22)**

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

*'Bit more help for the aged people. Like the unemployment for over the age of 50s;  
Safety in the Central City at night time'*

*'Commercial growth - need to be providing opportunities and avenues for business; Community behaviour - Need to control bad behaviour - crime prevention'*

*'Reducing debt; Bringing jobs back to Hamilton; Tainui and The Base'*

*'Economic development. Try to encourage small businesses into Hamilton; Encourage more art and cultural festivals that would bring people into the city'*

*'Attract tourism in Hamilton; Just to keep the place tidy; Find more work for people in Hamilton'*

*'Regeneration of the City Centre; How to bring more work to the area; Bringing more visitors to the area'*

*'Pull business back to Central City; More jobs for people; Plant more trees in City Centre'*

*'Youth unemployment; More lighting in Hillcrest Park'*

*'Encourage business back into the CBD; Riverside development e.g. a boardwalk and footbridge across the river; Too much focus on The Base and it only provides an anticlimax'*

*'I guess they could look at bringing work back into the CBD whether that's by dense commercial operations (call centres or whatever). Other than that I have no other thoughts'*

## **Recreational facilities / services: MAT 2.9% (MAT n = 20)**

Community events or recreational facilities were mentioned by 4.6% of respondents this quarter.

*'Early childhood education funding.; More security in whole of the city; Improving some of the facilities like Waterworld and Waikato Museum as it's been too old'*

*'More facilities for the youth. This needs community police or supervising.  
Need more skate parks; Reducing rates '*

*'Cost of parking in the CBD e.g. free; Put the road markings back how they used to be;  
Reduce the cost of swimming lessons at Waterworld'*

*'The running of the swimming pool in Te Rapa. It's never available, you always turn up and there's signs saying that they're closed. The service isn't great. Even though it's called a public service, paying people get to hire it and they get it over the public. The person in charge of it doesn't seem to give a s\*\*t really.*

*We have to ring before we go now just to see if it's open. Very dissatisfied; Traffic. Morning traffic. If I leave at the wrong time it takes me 45 minutes to get work. They may need to make the buses cheaper so more people use it. They need individual school buses so the public can use the buses at school times*

*'Community development in terms of better public spaces. Free public spaces like park facilities and public access spaces. They could probably use some cheaper event facilities that are more affordable by others. Another type of facility that's of equal size to Founders Theatre but a cheaper venue;  
Customer service in general by Council staff in the central building. They just need some better knowledge on what services they actually offer so that everyone's got the same answer. I think staff could be trained in knowing who to go for a definite ; Utilising some of their Council staff that aren't in the Council building better because some of those have better access to local community members.*

*Perhaps asking for some of those staff member's opinions a lot more.  
The community based staff members could be used more valuably'*

*'Making the rugby union pay their bills for the stadium; Enormous upgrade for Founders Theatre or a new facility in general for the arts. Stop emphasising on sports; More funding for the Hamilton Zoo'*

*'Providing facilities for their ratepayers and the people of the city; Keeping a reasonable cost to the ratepayers; Spending, we do not want debt spiralling out of control. Rates kept low, but we are getting good facilities. Particularly like the Claudelands Events Centre'*

*'Activities for youth. There's always a problem with what to do with children of the ages 13 up into late teens. They want to get out, they want to experience things but it's not necessarily the safest place to do it. We need a safe haven for them to go do whatever they want to do as children do'*

### **Footpaths: MAT 2.9% (MAT n = 20)**

Footpaths or pedestrian access was mentioned this quarter by 0.6% of the respondents:

*'Pavements in rural areas could be resurfaced, they have bumps in them; Founders Theatre should have more events; Rugby Stadium sits empty for quite a while - they could have a concert there'*

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

A number (1.7% this quarter) commented on environmental protection as an issue.

*'Environmental protection ; Sustainable development; Arts and cultural things'*

*'Fire/air pollution control'*

*'Keep on with keeping the river presentable, clean. To me it's something we could promote more'*

### **Core services: MAT 2.7% (MAT n = 19)**

Providing the core services were mentioned by 2.3% of the sample this quarter. These comments included:

*'Criminal activity; Facilities - drainage, building, and main facilities listed earlier;  
Rates. How much we pay'*

*'Have a good link from here to Auckland e.g. Quick link; Keep the rates down. Stop spending on big projects and concentrate on the core services'*

*'Debt, I know we have a very large debt and perhaps trying to get that down;  
Keeping up the standard of facilities; Hamilton City Council should be putting money into Velodrome (indoor cycling facility in Cambridge)'*

*'Finance - less spending e.g. Sporting facilities and non fancical stupid art, like the sculpture for Garden Place.; Reduce the rates; Concentrate more on core facilities (instead of sporting facilities)'*

### **Communication: MAT 2.7% (MAT n = 19)**

Communication was mentioned by 2.9% of the sample this quarter.

*'Roading up near Burger King by The Base; Issue with youth that are bored; policing or liaising with police; Communicating better with the community'*

*'Safety; Budgeting especially the problems with the V8s;  
More notifying of where there are going to be roadworks'*

*'Get the debt under control; Stop having airy fairy ideas trying to compete with Auckland. Don't go ahead with the proposed velodrome in Cambridge; Listen to the community more e.g. changing Garden Place'*

*'The Council should be accountable to the ratepayer's commission ; They are using their Council positions to further their careers; Looking more at the ratepayers having their input and being part of the decision making'*

*'How to save financially on various things that are being talked about ;  
Be aware of how the public feels about what they are doing; There seems to be a lot going on  
in Garden Place which doesn't seem to be very helpful'*

### **Water: MAT 2.1% (MAT n = 15)**

This was followed by a few respondents who thought the water was an important issue, (0.6% for the quarter). This included comments like:

*'Water; Electricity'*

### **Community: MAT 2.1% (MAT n = 15)**

Community support or community services were mentioned by 2.3% of the sample in the June quarter.

*'Thinking about the people more; Roading and infrastructure; Utilising the river for our benefit'*

*'Probably, the loss of business in the CBD; Looking at the quality of life in general - welfare centres. The poverty around Fairfield and Melville; The better maintenance of Council properties'*

*'Morale of the community'*

*'Rebuilding communities so people can take responsibility for their actions'*

### **City Beautification: MAT 2.0% (MAT n = 14)**

Other respondents (2.9% for the quarter) mentioned city beautification with comments that included:

*'I think the continuing of the vitalisation of the CBD. It will be good to see a lot of the buildings there updated. I know it's been on the Council plans and that they're trying to do something about it. Would be good to see it actually achieved. There's been upgrades in certain areas; it looks beautiful and much more functional but it's still in isolated areas; Parking. I loved how they had the free parking in weekends and I'm sad to see that it's been scaled back. I would like to see them to continue free parking on weekends and late night Fridays. It gets people out into the city and you don't have to worry ; They're doing a big push in Palmerston North with recycling. They're got three different bins and they're doing a lot more recycling. To be honest I would like Hamilton to do something similar'*

*'Keep making the streets more attractive; Free parking in the CBD; Doing more with the open shops. Making the centre of Hamilton a more of a boutique shopping area, more specific shopping that you don't get in those big complexes'*

*'Make more attractive of the city. Better lights and 'flasher' looking; Make cheaper car parks; not charging so much'*

*'Make City Centre a lot more attractive; face lift in Garden Place; there are also a lot of old buildings in Hamilton. Get rid of cheap shops in front and expose them; More cycle lanes both in the city and country; Move cars out of the city and make it more pedestrian friendly and public transport'*

*'More entertainment; Beautify the city more and have colour; make it more modern looking'*

### **Playgrounds: MAT 2.0% (MAT n = 14)**

A number of respondents commented on the need for better playgrounds and this was mentioned by four respondents in the June quarter.

*'Vandalism - how tagging should be kept in check and area kept clean; The playground equipment should be more age appropriate. Not much for the younger children'*

*'Upgrading of the parks for children, all of them in our area are very old, they have no padding, but in the Hamilton Lakes Park they have padding; Traffic management in our area, because of the express way; Tagging. Tagging has been in our neighbourhood forever and I didn't know the Council cleaned it up and if I knew, I would have reported it myself'*

*'Pedestrian safety. More cycle ways; Improved playgrounds in older areas'*

*'Make things quicker for the set up and moving of the V8s; Park playground equipment could be upgraded. Specifically at my park; some of the other parks are quite good'*

### **Walkways: MAT 1.9% (MAT n = 13)**

A number of respondents (1.7%) commented on the need for better walkways as an issue in the June quarter. These comments included:

*'Maybe trying to make the CBD safer at night and not even just at night. I'd like them to try and do something with the riverbank walks. I wouldn't go for a walk down the river bank day or night on my own because it's not safe to do so. It's all a safety thing really but I don't know what they could do about that; don't know how you could get around it'*

*'Making the CBD more accessible and user friendly; Expedite the by-pass quickly; Have walkway down at the gullies'*

*'The walkways. They're not feeling safe. Sometimes the trees are dense making them dark. If they had more natural light'*

### **Market the City / tourism: MAT 1.9% (MAT n = 13)**

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

*'Roading and traffic; Supporting community groups especially in the arts and social service areas; Promoting the city. Annoyed they haven't funded tourism Waikato'*

*'Better quality road surface. Spread across the city in general. It should all be tarmac; Promotion of Hamilton as a place to stay. Get Ikea here, and get the NZ Rally back'*

*'Attract tourism in Hamilton; Just to keep the place tidy; Find more work for people in Hamilton'*

*'Regeneration of the City Centre; How to bring more work to the area; Bringing more visitors to the area'*

### **Recycling: MAT 1.7% (MAT n = 12)**

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

*'I think the continuing of the vitalisation of the CBD. It will be good to see a lot of the buildings there updated. I know it's been on the Council plans and that they're trying to do something about it. Would be good to see it actually achieved. There's been upgrades in certain areas; it looks beautiful and much more functional but it's still in isolated areas; Parking. I loved how they had the free parking in weekends and I'm sad to see that it's been scaled back. I would like to see them to continue free parking on weekends and late night Fridays. It gets people out into the city and you don't have to work; They're doing a big push in Palmerston North with recycling. They're got three different bins and they're doing a lot more recycling. To be honest I would like Hamilton to do something similar'*

*'Look at the recycling of the refuse system - ours was being left'*

*'Expanding the type of recycling the Council collect; Introducing of wheelie bin'*

### **Sports grounds / facilities: MAT 1.7% (MAT n = 12)**

There was only three comments about sports grounds this quarter that included:

*'Get the debt under control; Stop having airy fairy ideas trying to compete with Auckland. Don't go ahead with the proposed velodrome in Cambridge; Listen to the community more e.g. changing Garden Place'*

*'Debt, I know we have a very large debt and perhaps trying to get that down; Keeping up the standard of facilities; Hamilton City Council should be putting money into Velodrome (indoor cycling facility in Cambridge)'*

*'The Garden Place revamp; it seemed to happen and nothing seemed to change. It would be nice for it to be a pleasant friendly place instead of a hangout for dropkicks. Also encourage more retail business in the city; Support the velodrome - an indoor cycling track; Allow more inner-city residential development'*

**Toilets: MAT 1.6% (MAT n = 11)**

A small number (0.6%) commented on toilets as an issue this quarter:

*'All the toilets around central (CBD) are pretty gross. The one right in between the two shops and there's that statue of the guy that looks like he's from the Rocky Horror show. They might only just be gross because I only go there when I'm clubbing so people have made the hugest mess of them'*

**Consultation: MAT 1.6% (MAT n = 11)**

Consultation with the community was mentioned as an issue in the June quarter:

*'Get the debt under control; Stop having airy fairy ideas trying to compete with Auckland. Don't go ahead with the proposed velodrome in Cambridge; Listen to the community more e.g. changing Garden Place'*

*'The Council should be accountable to the ratepayer's commission ;  
They are using their Council positions to further their careers; Looking more at the ratepayers having their input and being part of the decision making'*

*'How to save financially on various things that are being talked about ;  
Be aware of how the public feels about what they are doing; There seems to be a lot going on in Garden Place which doesn't seem to be very helpful'*

**Animal Control: MAT 1.4% (MAT n = 10)**

One respondent mentioned an issue with animal control with this comment for the quarter:

*'Noise Control e.g. barking dogs; Animal Control'*

**Arts / culture: MAT 1.3% (MAT n = 9)**

Arts / culture was mentioned by 1.7% of respondents this quarter as an issue with the following comments:

*'Roading and traffic; Supporting community groups especially in the arts and social service areas;  
Promoting the city. Annoyed they haven't funded tourism Waikato'*

*'Economic development. Try to encourage small businesses into Hamilton; Encourage more art and cultural festivals that would bring people into the city'*

*'Environmental protection ; Sustainable development; Arts and cultural things'*

**Stormwater: MAT 1.3% (MAT n = 9)**

A number (0.6% in the June quarter) commented on stormwater issues:

*'Cleaning the streets. My place floods when it rains; Put greenery in the roundabouts but not tall trees. It blocks proper viewing of what's coming'*

**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:

*'Noise pollution in Nawton; Graffiti in Nawton area'*

*'Noise Control; Graffiti'*

**Rubbish collection/cost: MAT 1.0% (MAT n = 7)**

A number of respondents (0.6%) commented on rubbish collection or rubbish disposal as an issue this quarter.

*'Roading.; Parks; Other services to residents like rubbish collection'*

**Education: MAT 0.7% (MAT n = 5)**

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

*'Early childhood education funding.; More security in whole of the city; Improving some of the facilities like Waterworld and Waikato Museum as it's been too old'*

**Senior Citizens: MAT 0.7% (MAT n = 5)**

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

*'Bit more help for the aged people. Like the unemployment for over the age of 50s; Safety in the Central City at night time'*

**Disabled Access: MAT 0.6% (MAT n = 4)**

Disabled access or facilities for the mobility impaired were mentioned by one respondent this quarter.

*'Fixing up the parking in the main streets in Hamilton. Also disabled parking. In a lot of areas it should be free, like Victoria Street ; Cleanliness of the street. Taking down trees and putting more suitable ones up, so drains don't get blocked ; Central city needs a real overhaul. We would rather go to The Base or Chartwell. It needs free parking on weekends. More mobility parking'*

**Stadium: MAT 0.6% (MAT n = 4)**

The Waikato Stadium mentioned by two respondents as an issue this quarter.

*'Pavements in rural areas could be resurfaced, they have bumps in them; Founders Theatre should have more events; Rugby Stadium sits empty for quite a while - they could have a concert there '*

*'Get rid of the V8s.; Waikato Stadium, at least make it so it provides a revenue or sell it to someone private so they can it run properly and actually make money out of it'*

**Libraries: MAT 0.4% (MAT n = 3)**

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

*'Rate increase, considering the price of everything has gone up; The debris could be cleaned up in our area; Library could have more variety of books'*

**Electricity / Energy: MAT 0.4% (MAT n = 3)**

Electricity was mentioned by one respondent this quarter.

*'Water; Electricity'*

**Other issues: MAT 10.4% (MAT n = 73)**

There was a range of other issues that included:

*'Safety. Just general safety. I witnessed an old lady get run over in Victoria Street and held her hand while she died on the side of the road. If there were more crossings, she potentially wouldn't have been killed. The number of cycle 'near misses' are nearly horrific so I would say just safety in general; Just getting the job done I suppose instead of fighting. Seems to me there needs to be more a team approach to Council which the Councillors don't always get along with Council staff and Council staff don't get along with Councillors; Making it easier for ratepayers to do all the things that they need to do. Streamlining things I suppose; things like building consents and stuff. It's like it all around the country; Hamilton would be the worse with the bureaucracy of it. Having one place to go to instead of 10 different counters'*

*'Keeping the city a safe place for its residents; Maintaining public transport; Streamlining the building consent process, and the cobblestone pedestrian crossings in our area need constant repairing'*

*'City signage - when damaged not getting repaired quick enough; Graffiti'*

*'Homeless people; Litter; Provide good roading'*

*'They should be lean and mean towards their staff. If you're not needed, don't sit in a chair there twiddling your thumbs all day; Not doing stupid things. Look what they did in Hukanui Road they made the road narrower; now emergency vehicles have to go on the wrong side of the road to get past '*

*'Probably, the loss of business in the CBD; Looking at the quality of life in general - welfare centres. The poverty around Fairfield and Melville; The better maintenance of Council properties'*

*'Reducing debt; Bringing jobs back to Hamilton; Tainui and The Base'*

*'Community development in terms of better public spaces. Free public spaces like park facilities and public access spaces. They could probably use some cheaper event facilities that are more affordable by others. Another type of facility that's of equal size to Founders Theatre but a cheaper venue;*

*Customer service in general by Council staff in the central building. They just need some better knowledge on what services they actually offer so that everyone's got the same answer. I think staff could be trained in knowing who to go for a definite ; Utilising some of their Council staff that aren't in the Council building better because some of those have better access to local community members. Perhaps asking for some of those staff member's opinions a lot more. The community based staff members could be used more valuably'*

*'Making the rugby union pay their bills for the stadium; Enormous upgrade for Founders Theatre or a new facility in general for the arts. Stop emphasising on sports; More funding for the Hamilton Zoo'*

*'To get together with the other authorities and eliminate the beggars'*

*'Empty sections need to be tidied up'*

*'Fluoridation of the water; Dog obedience '*

### **Positive comments: MAT 1.9% (MAT n = 13)**

A few respondents either said there were no issues or made positive comments.

*'Graffiti; Burglaries; Doing a good job in Noise Control'*

*'Providing facilities for their ratepayers and the people of the city; Keeping a reasonable cost to the ratepayers; Spending, we do not want debt spiralling out of control. Rates kept low, but we are getting good facilities. Particularly like the Claudelands Events Centre'*

*'Council is doing the best they can by making sure the environment is up to scratch; only they know what the issues are'*

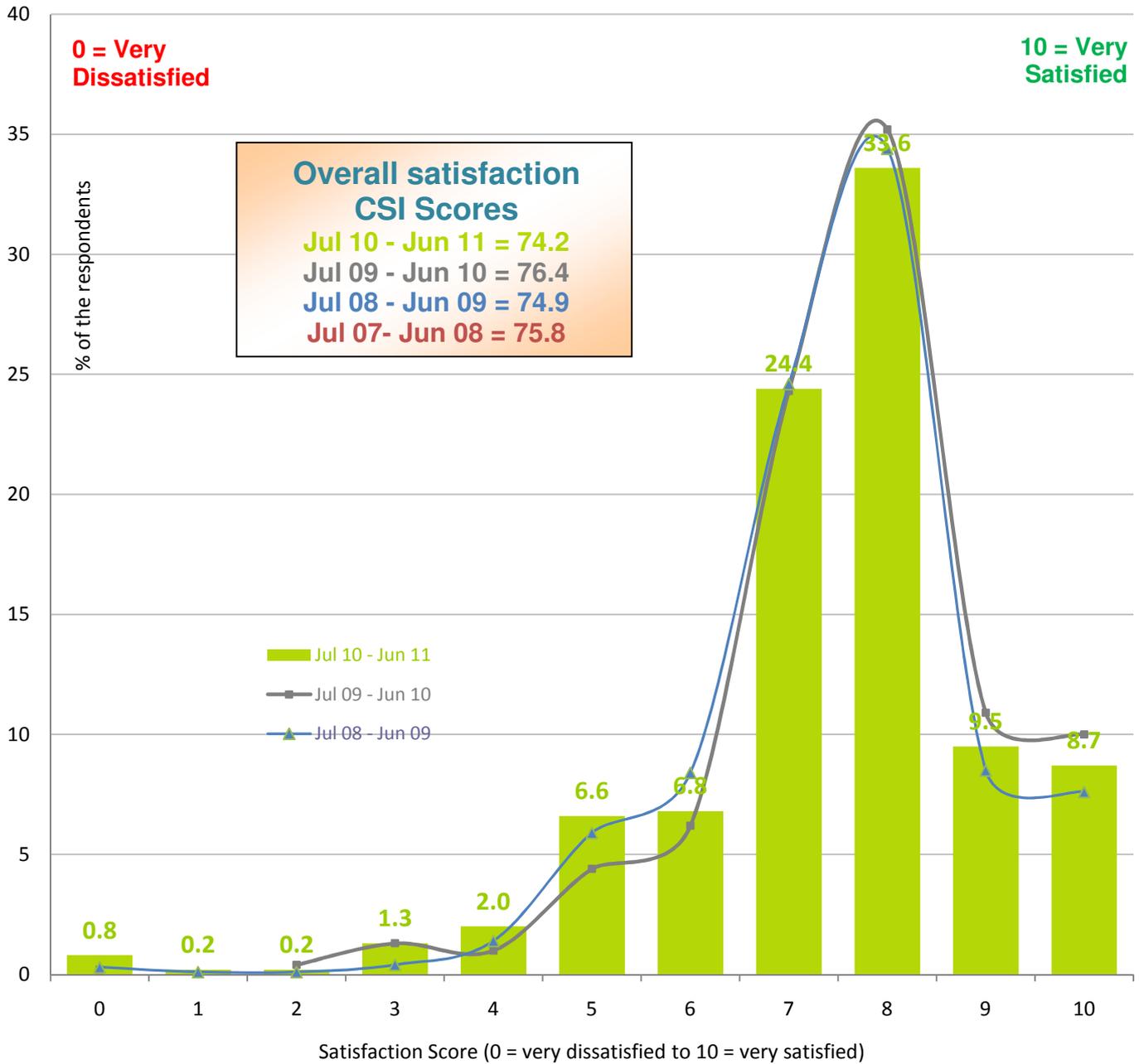
### **Don't know / No answer: MAT 11.0% (MAT n = 77)**

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

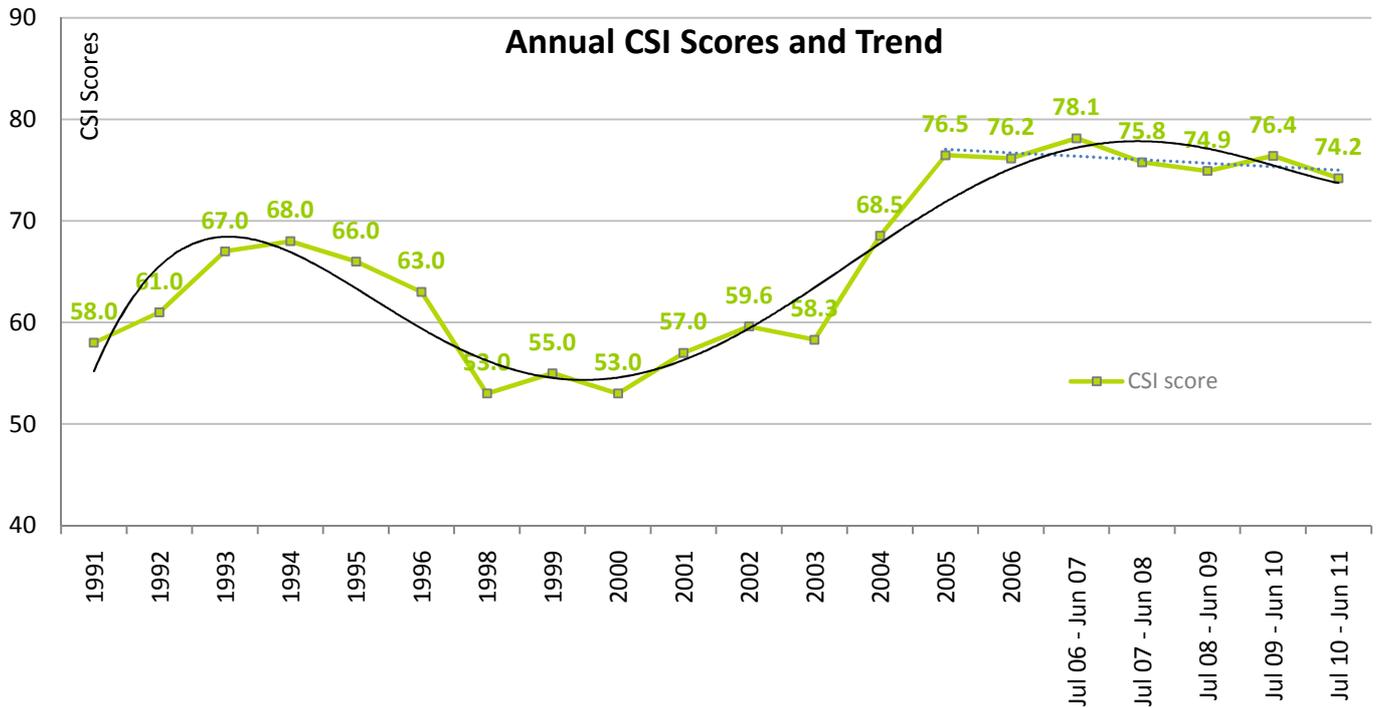
Respondents were asked 'Thinking not only about the Elected Members and Council Staff but also the services and facilities the Council provides and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the Overall Performance of Council in the past 12 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 (34%) and 17% 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 18 people (2.5%) were actually dissatisfied (scores 0 – 3). The CSI score was 74.2, down 2.2 points from the July 2009 – June 2010 period.



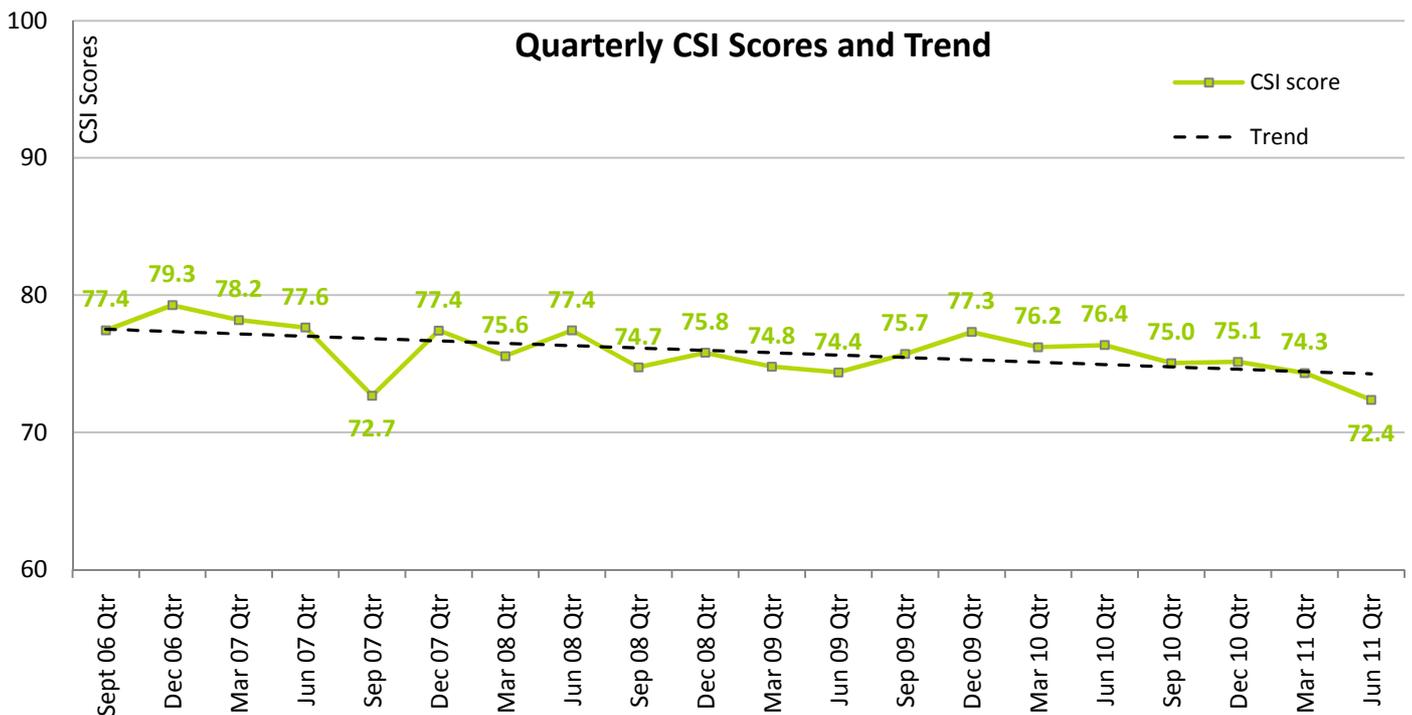
### Overall Satisfaction Trends on an Annual Basis

The following chart shows the CSI scores have stayed at a high level for the past six years. The CSI score of 74.2 is 2.2 points lower than that recorded in July 2009 – June 2010 and the lowest recorded since 2004. It still appears that there is a cyclical pattern in overall satisfaction although the CSI Scores have been far more consistent since 2005.



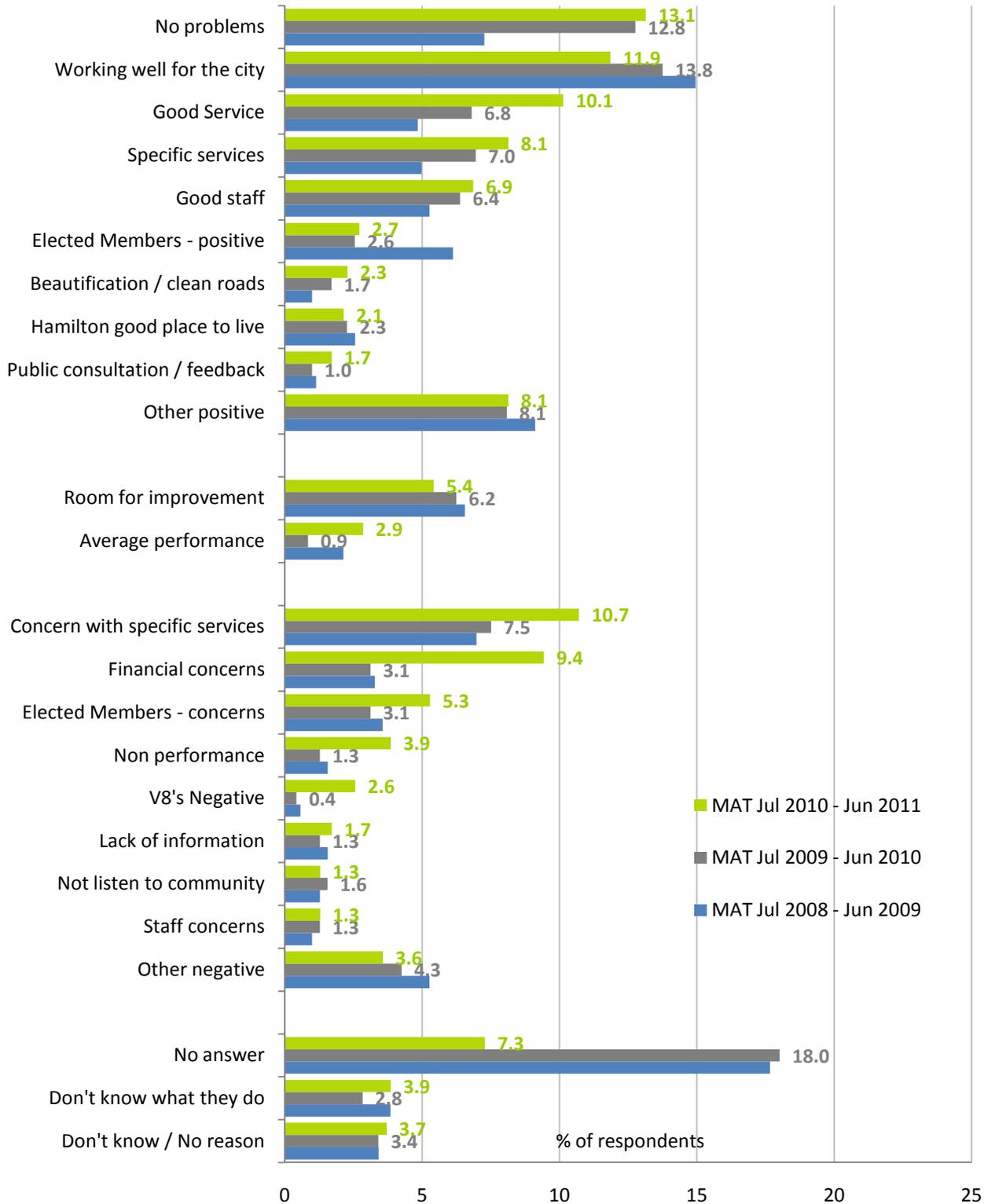
### Overall Satisfaction Trends on a Quarterly Basis

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 6.9 points over the last 20 quarters (September 2006 quarter to June 2011 quarter), from a high of 79.3 to a low of 72.4. The latest quarter's CSI score of 72.4 is at the lowest recorded to date and below 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 (July 2010 – June 2011), the main positive comments focused around the fact there were no problems (13%) or the feeling that Council was doing a good job or working well for the city (12%) and positive comments about good service (10%). The main negative comment had to do with concerns with specific services (11%), financial concerns (9%) and concerns with the Elected Members (5%) or concerns with non performance (4%).

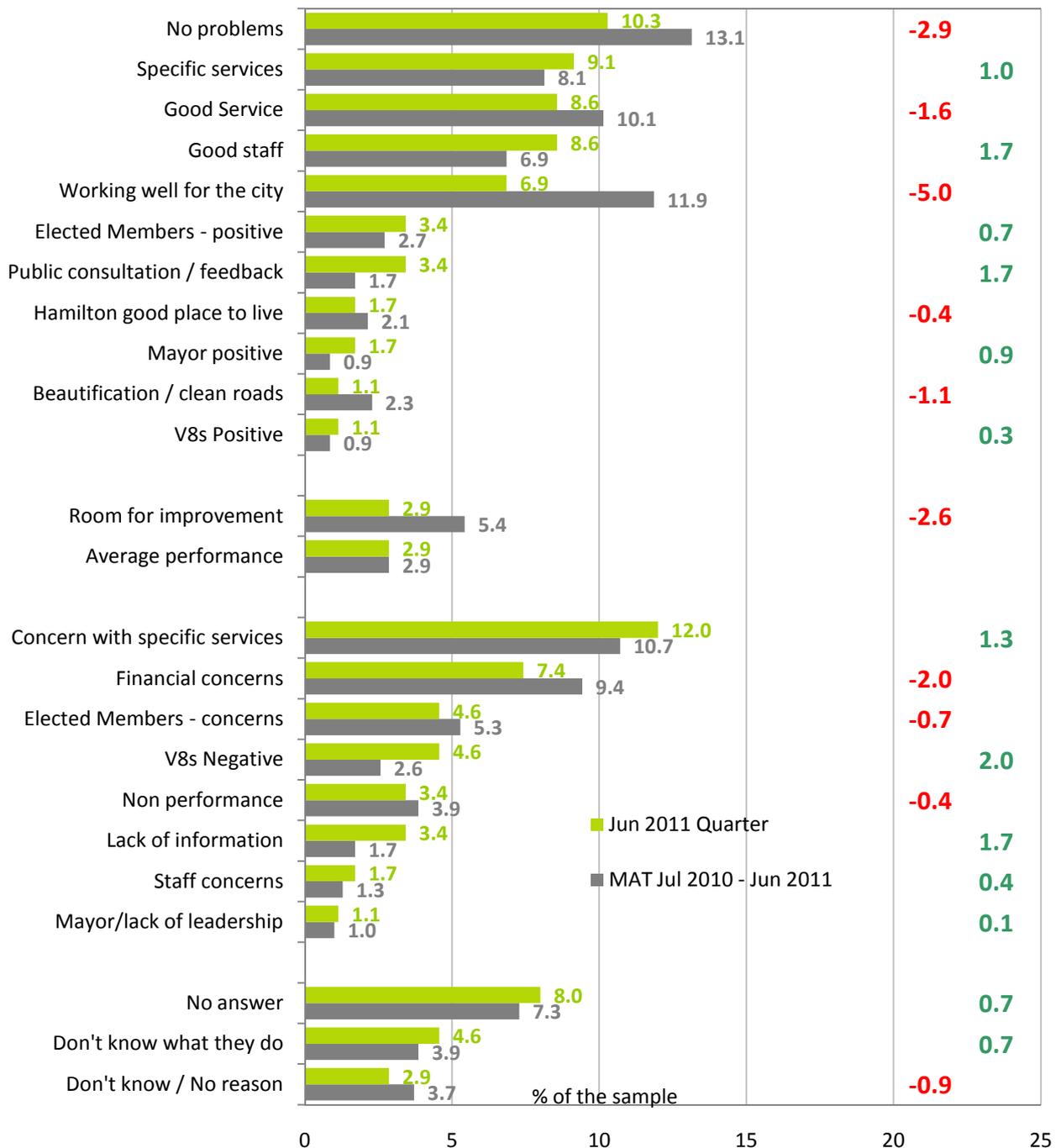


### Overall Satisfaction: Reasons for feeling this way for the June quarter

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 June 2011 quarter (n = 175) versus the proportion who mentioned these in the current Moving Annual Total result (July 2010 – June 2011 – n = 700).

Similar to the MAT basis, the main positive comments for the June quarter focused around the fact there were no problems (10%). More respondents mentioned positive things about specific services (9%) and good staff (9%) this quarter and fewer mentioned feeling that Council was doing a good job or working well for the city (7%). Similar to the MAT basis, the main negative comments for the quarter had to do with concerns with specific services (12%), financial concerns (7%) and concerns with the Elected Members (5%). There were more negative comments about the V8s this quarter (5%).

The largest difference was a 5% decrease in the proportion who mentioned feeling that Council was doing a good job or working well for the city (7% for the quarter versus 12% on a MAT basis).



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

## Positive comments

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

Eighteen respondents or 10.3% for this quarter were not aware of any problems and felt that things were running smoothly: (SS = satisfaction score)<sup>5</sup>

*'Things run smoothly, no hiccups; direction of where they are heading, transparent so everyone knows generally, quite smooth' (SS = 10)*

*'We have no complaints about the service we receive' (SS = 10)*

*'Doing the good job, haven't got anything to complain about' (SS = 9)*

*'Everything seems to be going right' (SS = 9)*

*'I have had no problem' (SS = 9)*

*'I have had no problems with them' (SS = 9)*

*'I just have not had any issues with the Council in the past 12 months' (SS = 9)*

*'I've got nothing to complain about' (SS = 9)*

*'There is no problem with the services that I use' (SS = 9)*

*'Services are good, the city runs well, and there is roading going in' (SS = 8)*

*'Because things have progressed nicely with no major hiccups, things definitely haven't gone backwards. Things are improving. We would know if things were going backwards.*

*I think people are quite satisfied with the current Council' (SS = 8)*

*'I had no real bad experiences' (SS = 8)*

*'I have no reason to be dissatisfied' (SS = 8)*

*'I haven't been in Hamilton for a long time, but I haven't had anything to complain about' (SS = 8)*

*'I think everything's ticking along nicely' (SS = 8)*

*'Because I don't have any problem with the Council overall' (SS = 7)*

*'Mainly because there are no issues. They handled the V8s. They keep us informed. Like presentation of the city. I see staff collecting rubbish on streets. I am quite happy' (SS = 7)*

*'Once again there's nothing that I am unhappy about' (SS = 7)*

### Working well for the city: MAT<sup>6</sup> 11.9% (MAT n = 83)

Many respondents felt Council was working well for the city and doing a good job (6.9% or 12 respondents this quarter). These respondents commented:

*'Because I have noticed quite a number of things that the Council tries to do.*

*I think they do pretty good for what they can manage. Overall I am quite happy. Just ordinary everyday things and all together I think they try to do a good job' (SS = 10)*

*'I am satisfied with what they have done, and they are doing the best they can' (SS = 10)*

*'I just think they are doing a good job for our community and I particularly like the Mayor' (SS = 9)*

*'I think they do a good job managing the city, cleaning and maintenance, but they could do things to improve and provide better facilities, not just manage them. There is a lack of vision' (SS = 8)*

<sup>5</sup> 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.

<sup>6</sup> MAT relates to the 12 month Moving Annual Total. This quarter this is April 2010 – March 2011

*'Good facilities, live in a good city, the City Council is looking out for us citizens and doing the best they can. They do a pretty good job and Hamilton is a nice place to live' (SS = 8)*

*'They are doing a good job with the resources they have' (SS = 8)*

*'They do try to do a good job' (SS = 8)*

*'Because I'm aware of what they are trying to do and the workers are keeping on top of their jobs' (SS = 8)*

*'I think they are doing quite a good job' (SS = 8)*

*'Well I think overall they are doing the best that they can for the city given the restraints of funding and everything else at this time' (SS = 8)*

*'Well I think they are doing their job and happy with way things are going at the moment' (SS = 8)*

*'Because I'm not really one of those people that go out and about; think they have done a good job of Hamilton' (SS = 7)*

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

Fifteen respondents commented on getting good service this quarter (8.6%):

*'I appreciate being listened to and people trying to help me. They are great' (SS = 10)*

*'People can help me with things, because my English is not good, and sometimes the people help at the library, when I want to borrow some books learning English, the people help me choose some books' (SS = 10)*

*'They are responsive to problems reported to them' (SS = 10)*

*'We've only been in Hamilton for the last 18 months and we think the services are excellent and the communication has been very good. We also think the amount of building and traffic plans are quite good; it's looking quite far ahead' (SS = 9)*

*'I think they are doing okay; it's a hard job to do' (SS = 9)*

*'They are always really helpful when I have a question or need to complain' (SS = 9)*

*'I'm satisfied with the services I receive' (SS = 9)*

*'Usually I go to court for attestation and they are very helpful there' (SS = 8)*

*'If I need information from offices, or Council staff they are always helpful and assist' (SS = 8)*

*'Just feel that everything I've gone to and attended or tried to get information from or ask for help it has all been very well attended to. I've always had very good customer service and always felt that I've been taken seriously which is nice' (SS = 8)*

*'Facilities I do use, I'm happy with them' (SS = 8)*

*'I'm very satisfied with the services I use regularly but I don't know enough about the Councillors and the Mayor to have it as high as the services I use' (SS = 8)*

*'Everything they provide is pretty good' (SS = 7)*

*'Particularly thinking about dog control and library people they are good' (SS = 7)*

*'The limited services that I use I find very good' (SS = 7)*

### **Specific services: MAT 8.1% (MAT n = 57)**

A number of respondents (9.1% or 16 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:

*'People can help me with things, because my English is not good, and sometimes the people help at the library, when I want to borrow some books learning English, the people help me choose some books' (SS = 10)*

*'Because I just notice that, because I am actually from Auckland and I love Hamilton so any questions you ask I will favour Hamilton, and I have noticed when there are road works and stuff, it is done quite quickly. I feel safer in Hamilton; they are also very careful with the cones and things, and if there are any major roadworks occurring you are notified in the newspaper' (SS = 10)*

*'I live near Stan Heather Park and I see them working all the time' (SS = 10)*

*'I just see positive things happening in the environment. The beautification projects happening and Claudelands showgrounds' (SS = 9)*

*'We've only been in Hamilton for the last 18 months and we think the services are excellent and the communication has been very good. We also think the amount of building and traffic plans are quite good; it's looking quite far ahead' (SS = 9)*

*'We have some great facilities, I love the library. I think it's great; we have a lot of facilities at low costs available for low income families' (SS = 8)*

*'Usually I go to court for attestation and they are very helpful there' (SS = 8)*

*'Services are good, the city runs well, and there is roading going in' (SS = 8)*

*'I think the new Councillors have done good work trying to sort out some of the finances.*

*Standard of facilities such as the pools, parks and general libraries and services are better than bits of Auckland we have had contact with' (SS = 8)*

*'I can see lots of improvements in town, and I know the changes that they are going to make in regards to Garden Place. The people in the library are very good' (SS = 8)*

*'I'm looking more on collection station and how they keep the city clean' (SS = 8)*

*'Recently they have upgraded the toilets compared to years ago' (SS = 8)*

*'The bus service is very good at Te Rapa. Especially the night service until 3 in the morning' (SS = 8)*

*'Well I do use the library a lot and it is the one I use the most and I have found them really, really good' (SS = 8)*

*'There are a few issues that I'm not happy with. Decisions that have been made (not with Council staff, they seem to respond well). A tree was down and was blocking the shoulder of the cycle lane; they were out in 30 minutes to get it out of the way and it was a long weekend' (SS = 7)*

*'Well you always get lots of exciting changes and decisions when it comes to development and arguments like when it comes to river and the different things that come up. Most people are more helpful, mostly the politician side when you think hmm. Hamilton Gardens are a major attraction to Hamilton and a lot of people use it, and a lot of visitors; great assets to the city' (SS = 7)*

### **Good staff: MAT 6.9% (MAT n = 48)**

This was followed by 15 respondents for this quarter or 8.6% who mentioned good Management or Staff. This included comments like:

*'People can help me with things, because my English is not good, and sometimes the people help at the library, when I want to borrow some books learning English, the people help me choose some books ' (SS = 10)*

*'They are always really helpful when I have a question or need to complain ' (SS = 9)*

*'People are very helpful if you ask them things while you are at a function which is run by the Council' (SS = 9)*

*'Some services are outstanding and other services could be slightly improved. Everyone is human; they might of been having a bad day. I would like to say a special thanks to the Council staff I have dealt with at the Council offices regarding rates etc, who have been especially helpful' (SS = 8)*

*'I think they are improving on the facilities and the staff I have dealt with have been lovely' (SS = 8)*

*'Usually I go to court for attestation and they are very helpful there' (SS = 8)*

*'If I need information from offices, or Council staff they are always helpful and assist' (SS = 8)*

*'Just feel that everything I've gone to and attended or tried to get information from or ask for help it has all been very well attended to. I've always had very good customer service and always felt that I've been taken seriously which is nice' (SS = 8)*

*'They are doing a good job with the resources they have' (SS = 8)*

*'They do try to do a good job' (SS = 8)*

*'Pleasant' (SS = 8)*

*'The staff seem to be friendly and helpful' (SS = 8)*

*'They're good and helpful' (SS = 8)*

*'They have been helpful' (SS = 8)*

*'It's not the front line staff - they are doing their job, but government is not accountable; they just put the rates up. They do not run to a budget' (SS = 5)*

### **Elected Members - positive: MAT 2.7% (MAT n = 19)**

A number of respondents (3.4% or six respondents this quarter) made positive comments about the Elected Members / Council and this quarter's comments included:

*'Because they seem to be looking into the future. And I really like the fact how they open the books and we know where the money goes. Very down to earth' (SS = 10)*

*'Because I have noticed quite a number of things that the Council tries to do. I think they do pretty good for what they can manage. Overall I am quite happy. Just ordinary everyday things and all together I think they try to do a good job' (SS = 10)*

*'Apart from a few arguments, I believe they have delivered on what they said they would; they are providing us with a great deal of amenities, events, and celebrations' (SS = 10)*

*'I think the new Councillors have done good work trying to sort out some of the finances. Standard of facilities such as the pools, parks and general libraries and services are better than bits of Auckland we have had contact with' (SS = 8)*

*'I guess the Council is trying to improve themselves' (SS = 8)*

*'From what I've seen they've been functioning as an elective Council should' (SS = 7)*

### **Beautification /clean roads: MAT 2.3% (MAT n = 16)**

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

*'I just see positive things happening in the environment. The beautification projects happening and Claudelands showgrounds' (SS = 9)*

*'I think they have done a good job in certain areas with the beautification of the city and the roads. I think they have spent too much money unnecessarily' (SS = 7)*

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

Three respondents or 1.7% of respondents for the June quarter commented that Hamilton was a great place or a good place to live:

*'It is an incredible place to live; everything is here and it is fantastic' (SS = 10)*

*'The sun is shining at the moment so that is a help. I think that Hamilton is a good city and a nice place to live but I think it has been mismanaged over the last 10 or 15 years in the Central City' (SS = 9)*

*'Good facilities, live in a good city, the City Council is looking out for us citizens and doing the best they can. They do a pretty good job and Hamilton is a nice place to live' (SS = 8)*

**Public consultation / feedback: MAT 1.7% (MAT n = 12)**

Others (3.4% or six respondents this quarter) commented positively about the public consultation or feedback. These comments included:

*'I appreciate being listened to and people trying to help me. They are great' (SS = 10)*

*'Things run smoothly, no hiccups; direction of where they are heading, transparent so everyone knows generally, quite smooth' (SS = 10)*

*'Because they seem to be looking into the future. And I really like the fact how they open the books and we know where the money goes. Very down to earth' (SS = 10)*

*'We've only been in Hamilton for the last 18 months and we think the services are excellent and the communication has been very good. We also think the amount of building and traffic plans are quite good; it's looking quite far ahead' (SS = 9)*

*'I think with the new lady Mayor there's more information coming out. We're hearing more about what's going on in Hamilton' (SS = 8)*

*'There's room for improvement and responsibility and total transparency of all their activities' (SS = 7)*

**Mayor positive: MAT 0.9% (MAT n = 6)**

There were a number of respondents (1.7% or three respondents this quarter) who made positive comments about the performance of the Mayor. These comments included:

*'I just think they are doing a good job for our community and I particularly like the Mayor' (SS = 9)*

*'I think with the new lady Mayor there's more information coming out. We're hearing more about what's going on in Hamilton' (SS = 8)*

*'Because of the way the Mayor is making people accountable for things. Simcock was useless, too old' (SS = 7)*

**V8s Positive: MAT 0.9% (MAT n = 6)**

A number of respondents (two respondents or 1.1% for this quarter) commented positively on the V8 super cars event held in Hamilton. These comments included:

*'Just happy with the job they are doing, as long as they keep the V8s I'm happy' (SS = 9)*

*'Too much bitching about the V8s. I am a big fan of them' (SS = 7)*

**Other positive: MAT 8.1% (MAT n = 57)**

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

*'I'm just happy with them' (SS = 10)*

*'I think they are doing okay; it's a hard job to do' (SS = 9)*

*'Just happy with the job they are doing, as long as they keep the V8s I'm happy' (SS = 9)*

*'Some services are outstanding and other services could be slightly improved. Everyone is human; they might of been having a bad day. I would like to say a special thanks to the Council staff I have dealt with at the Council offices regarding rates etc, who have been especially helpful' (SS = 8)*

*'We have some great facilities, I love the library. I think it's great; we have a lot of facilities at low costs available for low income families' (SS = 8)*

*'I think they are improving on the facilities and the staff I have dealt with have been lovely' (SS = 8)*

*'I reckon they're really good' (SS = 8)*

*'It's been pretty good actually; we don't have very much trouble or anything like that' (SS = 8)*

*'I've always found them very good' (SS = 8)*

*'Nothing is perfect' (SS = 8)*

*'7 is a good mark to give' (SS = 7)*

*'I think they're above average in the way they do things' (SS = 7)*

*'It is all good' (SS = 7)*

*'They are doing alright; I don't have too much involvement' (SS = 7)*

*'They've got a hard job. They have to try and please everyone but there is only so much money to go around' (SS = 7)*

*'I haven't been approached or anything like that' (SS = No answer)*

## **Neutral comments**

### **Room for improvement: MAT 5.4% (MAT n = 38)**

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 2.9% or five respondents this quarter with comments that included: (SS = Satisfaction Score)

*'Some services are outstanding and other services could be slightly improved. Everyone is human; they might of been having a bad day. I would like to say a special thanks to the Council staff I have dealt with at the Council offices regarding rates etc, who have been especially helpful' (SS = 8)*

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

*'There's room for improvement and responsibility and total transparency of all their activities' (SS = 7)*

*'Because there is always room for improvement' (SS = 7)*

*'I guess again just it's nothing has really changed I feel just right in the middle' (SS = 5)*

### **Don't know what they do: MAT 3.9% (MAT n = 27)**

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

*'I don't know much about them' (SS = 7)*

*'I guess I am a bit lost as I probably don't pay enough attention' (SS = 7)*

*'I have limited exposure to them' (SS = 7)*

*'I just go with the flow. Politics and all that sort of stuff just goes right over the top of my head. It's not something that I take much notice of to be honest. If they say rates goes up they go up and I just accept it. I might not like it but I just accept it' (SS = 7)*

*'Possibly because I have not seen enough in the last 12 months' (SS = 7)*

*'Can't comment because I don't know them' (SS = No answer)*

*'I can't give an opinion on this' (SS = No answer)*

*'Not aware because of my health' (SS = No answer)*

### Don't know / No reason MAT 3.7% (MAT n = 26)

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 don't really know. I'm not into going out and don't know much about politics.  
It's just what I have heard people talk about' (SS = 8)*

*'Just because I do feel that way' (SS = 7)  
'Just lots of things, nothing in particular' (SS = 7)*

*'I don't deal with them too often' (SS = 5)*

*'The only way we hear is in the papers' (SS = No answer)*

### Average performance: MAT 2.9% (MAT n = 20)

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

*'It's just an average, not perfect' (SS = 8)*

*'They are okay' (SS = 7)  
'Just a general rating, I don't think it's excellent and I don't think it's poor either' (SS = 7)*

*'Because they are doing a fair job' (SS = 5)  
'I wouldn't say I'm satisfied but I wouldn't say I'm dissatisfied' (SS = 5)*

### Negative comments

#### Concern with specific services: MAT 10.7% (MAT n = 75)

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 12.0% or 21 respondents this quarter). These comments included: [\(SS = Satisfaction Score\)](#)

*'It's been improving, but the traffic annoys me. The roadworks are annoying, there seemed to be about 20 people there, but only 3 of them working' (SS = 8)*

*'It is mainly parking and there is so much work needs to be done at the moment' (SS = 8)  
'They should be doing more for the bypass/cycle issue e.g. drive at it more efficiently' (SS = 8)  
'Those things like the leaves and all that should be cleared much quicker' (SS = 8)*

*'The way the Council presents information to you in pamphlets etc. The night control team could be more helpful and the bits you see you get a bad impression' (SS = 7)*

*'The rates increase. I just think all the rest of us are living within our budget so they have to in this recession time. They can leave my footpaths alone, the V8s and all the money that goes in to the big events that satisfy a few; seem to rob money from the basics' (SS = 7)*

*'Just a few of the decisions they have made. Not happy about the upcoming developments in the Hamilton East area. They are developing more in Clyde/Grey Street' (SS = 7)*

*'Apart from the noise control issue, I have nothing to complain about' (SS = 7)  
'Going back to not enough being done in the business centre' (SS = 7)*

*'I don't like the development of The Base. The development has made a big difference to the way people feel about the city and engaging in the city' (SS = 7)*

*'I still think there are issues they have to address concerning Hamilton City.  
There are a lot of empty buildings. There is no heart to the city.  
One of my biggest disappointments is that we're ignoring the river' (SS = 7)*

*'I would just like to be able to get the bus down to the mall again instead of having to walk because my knees are starting to give out now. If they could find a way to fix the bus depot that would be a help. Put*

*windbreak cloth up on the opposite side of where the buses come into park. That would probably break the wind a lot. If the wind got broken, then that would stop some of the rain as well' (SS = 7)*

*'It goes back to the dog issue' (SS = 7)*

*'The rates increase, the V8s costing lots of money and it looks like it hasn't brought much into the city. Bus drivers need some road rules taught to them' (SS = 6)*

*'Because there's no bus shelter outside of the emergency at the hospital' (SS = 5)*

*'I think there are some big mistakes being made with event facilities, and how they are managed and why they are being built' (SS = 5)*

*'Problems with processing building consent - very slow; they often come back with stupid questions or requirements' (SS = 5)*

*'Tunnel Rifle Range with big roundabout - sometimes we see graffiti and broken glasses everywhere so we prefer the Council to monitor that tunnel instead of us having to tell them about it before they will take action ' (SS = 5)*

*'Waste of money; get rid of the V8s and Waikato Stadium' (SS = 4)*

*'The way they handle big events. They way they have blown out their budget; they should be accountable as others have to be' (SS = 4)*

*'Just Waterworld because they are so expensive, but everything else I would give a 9/10' (SS = 3)*

## **Financial concerns: MAT 9.4% (MAT n = 66)**

Thirteen respondents this quarter (7.4%) mentioned financial concerns. These comments included:

*'From the things they are doing it's not really to do with the people; it's more to do with earning more money for them. They spend millions of dollars on that Hamilton races, doing all sorts of modifications and they could've spent that money elsewhere' (SS = 7)*

*'The rates increase. I just think all the rest of us are living within our budget so they have to in this recession time. They can leave my footpaths alone, the V8s and all the money that goes in to the big events that satisfy a few; seem to rob money from the basics' (SS = 7)*

*'I think they have done a good job in certain areas with the beautification of the city and the roads. I think they have spent too much money unnecessarily' (SS = 7)*

*'I think they are very much in debt and they can't do much until they clear that up' (SS = 7)*

*'The Council has no money left after their projects at Claudelands' (SS = 7)*

*'I don't like the V8s. I think that it is a total waste of money' (SS = 6)*

*'The rates increase, the V8s costing lots of money and it looks like it hasn't brought much into the city. Bus drivers need some road rules taught to them' (SS = 6)*

*'Because our rates keep going up, and we don't seem to get anything for it' (SS = 6)*

*'The V8 issue and the ratepayers should not be paying for this' (SS = 5)*

*'It's not the front line staff - they are doing their job, but government is not accountable; they just put the rates up. They do not run to a budget' (SS = 5)*

*'Waste of money; get rid of the V8s and Waikato Stadium' (SS = 4)*

*'The way they handle big events. They way they have blown out their budget; they should be accountable as others have to be' (SS = 4)*

*'They are not holding themselves accountable and putting Hamilton in the red. They are not doing their job' (SS = 1)*

*'Re previous comments. When they send a ratepayers demand, you have to pay it. There are levies if you miss the date to pay it. What do you get in return pro-rata?' (SS = 0)*

### Concerns with Elected Members: MAT 5.3% (MAT n = 37)

The next negative theme revolved around other concerns with the Elected Members (excluding political in-fighting). This was mentioned by 4.6% or eight respondents this quarter with the following comments:

*'I think they do a good job managing the city, cleaning and maintenance, but they could do things to improve and provide better facilities, not just manage them. There is a lack of vision' (SS = 8)*

*'People are there to do a job, I don't always agree with their decisions' (SS = 8)*

*'A lot of decisions seem to be made without consultation of the ratepayers' (SS = 7)*

*'There are a few issues that I'm not happy with. Decisions that have been made (not with Council staff, they seem to respond well). A tree was down and was blocking the shoulder of the cycle lane; they were out in 30 minutes to get it out of the way and it was a long weekend' (SS = 7)*

*'Just a few of the decisions they have made. Not happy about the upcoming developments in the Hamilton East area. They are developing more in Clyde/Grey Street' (SS = 7)*

*'The decisions they have been making' (SS = 7)*

*'I'm disillusioned with them at the moment; they need some young blood' (SS = 5)*

*'No one can deal with me or wants to. They can't answer questions, push me to the top and then they fob me off without solving it. Need to re-elect a new Mayor - someone who doesn't come across as a lawyer but as a real person. Heartless and gutless' (SS = 0)*

### Non performance: MAT 3.9% (MAT n = 27)

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 six respondents this quarter (3.4%) with the following comments:

*'Because finding a few things that should have been discovered a wee while ago. Some of the people in the Council are not doing their job' (SS = 9)*

*'To me the elected members don't deliver' (SS = 5)*

*'Same reason. You make complaints and they don't do anything about it' (SS = 4)*

*'See previous comment, no progress, no nothing' (SS = 4)*

*'They are not holding themselves accountable and putting Hamilton in the red. They are not doing their job' (SS = 1)*

*'No one can deal with me or wants to. They can't answer questions, push me to the top and then they fob me off without solving it. Need to re-elect a new Mayor - someone who doesn't come across as a lawyer but as a real person. Heartless and gutless' (SS = 0)*

### V8s negative: MAT 2.6% (MAT n = 18)

A few respondents (4.6% or eight respondents this quarter) made mention of the V8s in a negative manner:

*'Just the different things, like the V8s and stuff. Takes so long for things to be set up and put down, especially going around Frankton which I go to a lot; lots of streets blocked off and barriers; makes it hard to get to places' (SS = 8)*

*'From the things they are doing it's not really to do with the people; it's more to do with earning more money for them. They spend millions of dollars on that Hamilton races, doing all sorts of modifications and they could've spent that money elsewhere' (SS = 7)*

*'The rates increase. I just think all the rest of us are living within our budget so they have to in this recession time. They can leave my footpaths alone, the V8s and all the money that goes in to the big events that satisfy a few; seem to rob money from the basics' (SS = 7)*

*'I think they make poor decisions with the V8 and they got the values wrong' (SS = 7)*

*'I don't like the V8s. I think that it is a total waste of money' (SS = 6)*

*'The rates increase, the V8s costing lots of money and it looks like it hasn't brought much into the city. Bus drivers need some road rules taught to them' (SS = 6)*

*'The V8 issue and the ratepayers should not be paying for this' (SS = 5)*

*'Waste of money; get rid of the V8s and Waikato Stadium' (SS = 4)*

### **Lack of information: MAT 1.7% (MAT n = 12)**

Six respondents (3.4% for this quarter) said that Council did not provide enough information. The comments for this quarter are as follows:

*'A lot of decisions seem to be made without consultation of the ratepayers' (SS = 7)*

*'Not always having a clear indication as to what they said they can produce. A regular Council newsletter posted to everyone would help' (SS = 7)*

*'With the new Mayor coming in we haven't seen much change; things are still slow. Want to be kept up to date with information from the Council' (SS = 5)*

*'I just think there's a lot going on that we don't know about; they keep a lot a secret' (SS = 5)*

*'Once again have heard very little news about Council decision making pending and those that have already been made. Perhaps there is info online but there is very little readily available' (SS = 5)*

### **Not listen to community: MAT 1.3% (MAT n = 9)**

A small number (0.6% or one respondent this quarter) felt that the Council was not listening to their or the community's needs. They commented:

*'Same reason. You make complaints and they don't do anything about it' (SS = 4)*

### **Staff concerns: MAT 1.3% (MAT n = 9)**

Three respondents this quarter had concerns about the Staff:

*'It's been improving, but the traffic annoys me. The roadworks are annoying, there seemed to be about 20 people there, but only 3 of them working' (SS = 8)*

*'Lack of continuity when trying to find out answers from the Council for different things; getting one answer from one person and getting a different answer from someone else. I've had experience with that a few times. Just basically trying to find an answer from one staff member who will direct you to somebody else who will direct you to somebody else which is more of a lengthy process than it needs to be. Some enquires should be answered more quickly than they are at the moment' (SS = 7)*

*'I think that ordinary residents shouldn't have to ring them up they should know what's going on. I think they've got too many staff' (SS = 6)*

### **Mayor / lack of leadership: MAT 1.0% (MAT n = 7)**

Two respondents this quarter had concerns about the leadership:

*'With the new Mayor coming in we haven't seen much change; things are still slow. Want to be kept up to date with information from the Council' (SS = 5)*

*'No one can deal with me or wants to. They can't answer questions, push me to the top and then they fob me off without solving it. Need to re-elect a new Mayor - someone who doesn't come across as a lawyer but as a real person. Heartless and gutless' (SS = 0)*

### **Infighting / Division within Council: MAT 0.6% (MAT n = 4)**

Other respondents (one for this quarter) had concerns about the infighting amongst Council members:

*'Too much bitching about the V8s. I am a big fan of them' (SS = 7)*

### **Other negative: MAT 3.6% (MAT n = 25)**

There was a range of other negative comments that included:

*'At the moment they are still in the planning stage and preparation of the projects they are doing here in the city' (SS = 7)*

*'Because the people that get killed in the public places' (SS = 7)*

*'I think there could be more of a community spirit' (SS = 7)*

*'The way the Council presents information to you in pamphlets etc. The night control team could be more helpful and the bits you see you get a bad impression' (SS = 7)*

*'Well, I don't think very much of them. I just don't go out to their meetings' (SS = 6)*

*'Who wants to hold for 15 minutes on the phone?' (SS = 0)*

*'To be honest, it doesn't interest me politics and that. I don't have any interest in politics or any way they perform' (SS = No answer)*

# Council Staff

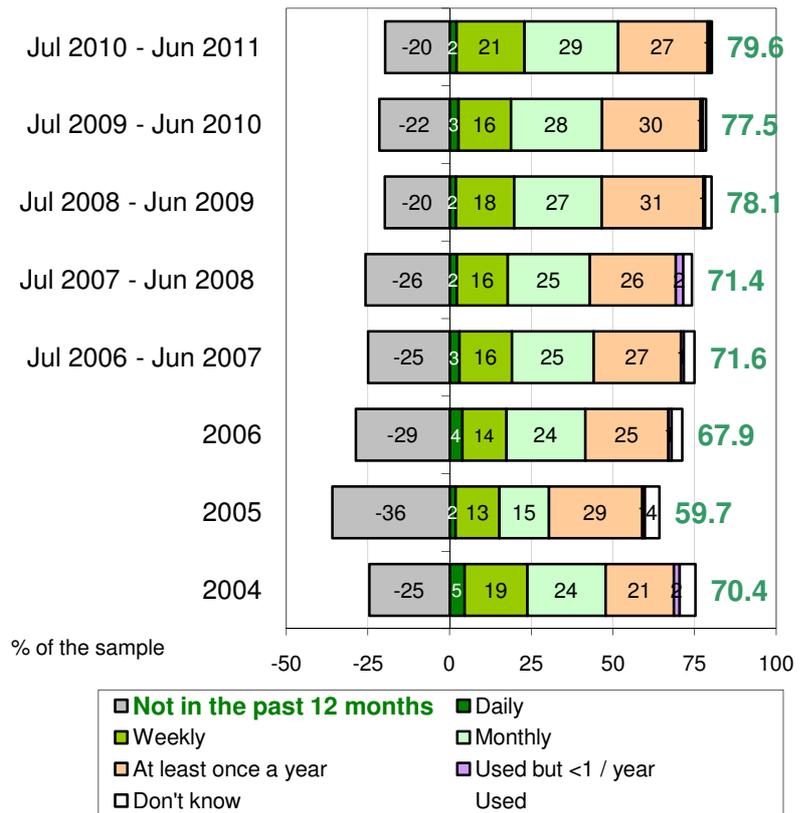
## Dealing with Council Staff

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 (80%) had some contact with Council Staff during the past year. This is up 2.1% from the July 2009 – June 2010 result.

Over a quarter of the respondents (29%) had contact with Council staff monthly while 21% 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 (20%) had no contact with Council Staff during the past 12 months.



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 (90% of the subgroup).
- With a household income over \$70,000 (87% of the subgroup).
- Women (83% of the subgroup).
- Aged 26 – 45 years (83% of the subgroup).
- Who live in their own home (83% of the subgroup).
- Who pay rates (82% of the subgroup).
- Who voted in the last Hamilton City Council elections (82% of the subgroup).

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

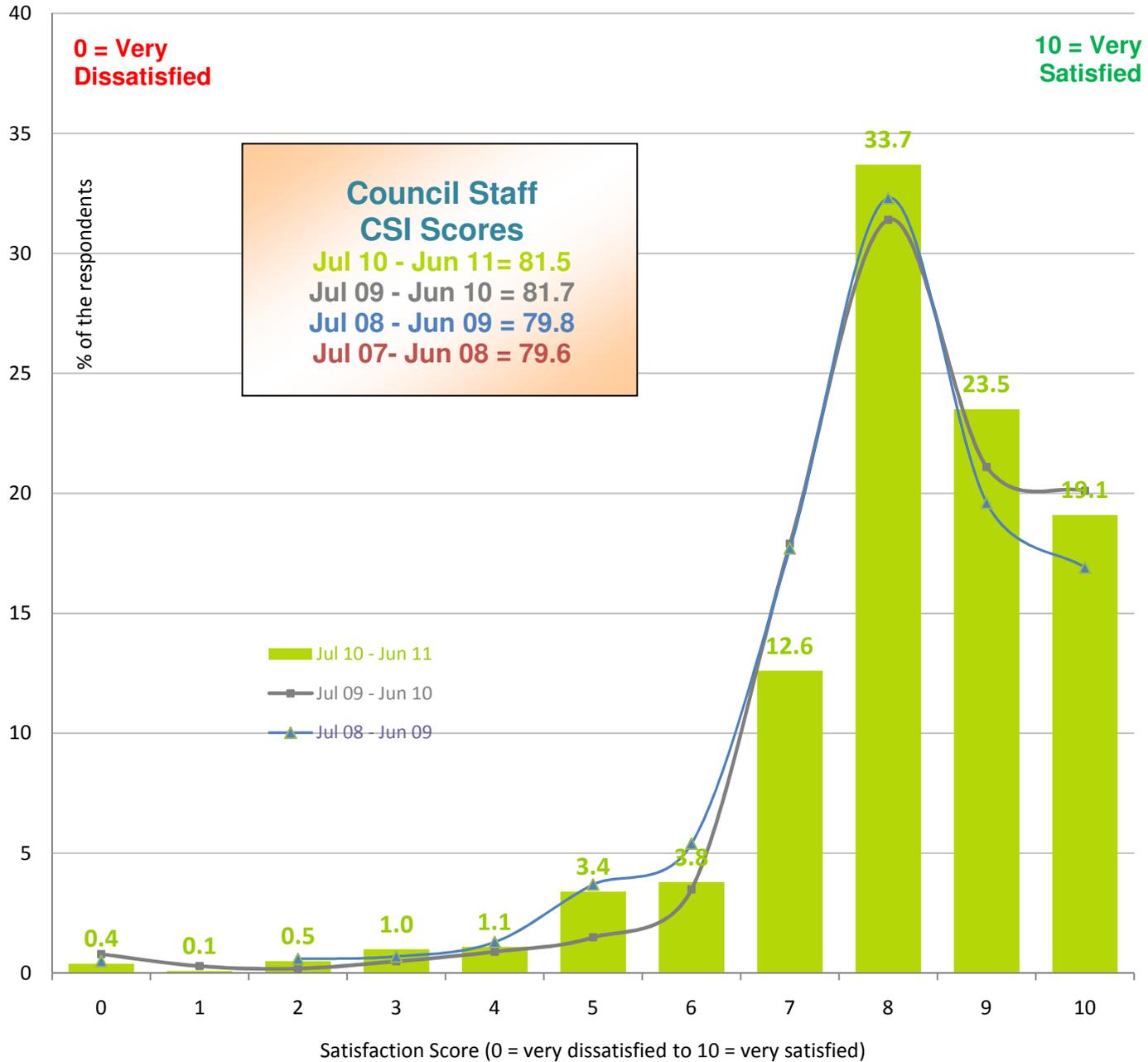
- Aged under 25 years (31% of the subgroup) or aged over 65 years (26% of the subgroup).
- Who do not pay rates (26% of the subgroup).
- Who rent or board (26% of the subgroup).
- Men (24% of the subgroup).
- Who are not currently in paid employment (24% of the subgroup).
- Who don't own or operate their own business (21% of the subgroup).
- With a household income under \$30,000 (21% of the subgroup).
- Who did not vote in the last Hamilton City Council elections (25% 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?'

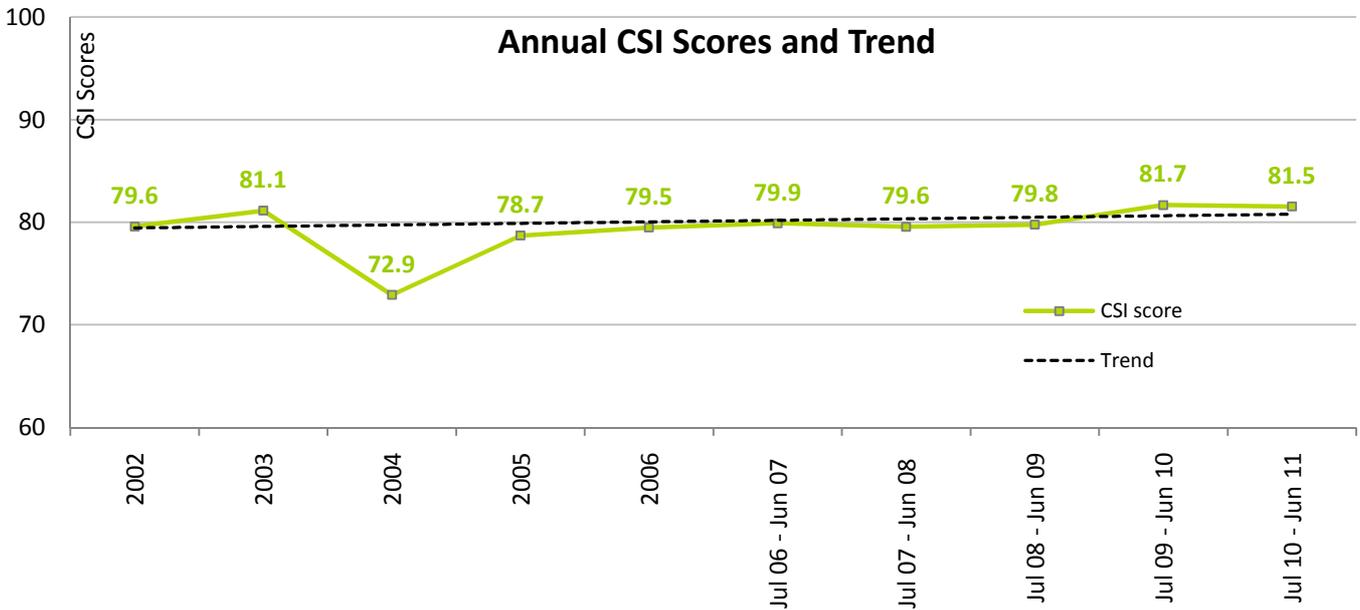
The majority of respondents who had dealings with Council Staff (n = 560) are satisfied with the Overall Performance of Council Staff in the past 12 months (89% gave scores of 7 – 10). Over a third of the subgroup (43%) rated the Overall Performance of staff with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (34%).

Less than a tenth of the sample (8%) were neutral (scores 4 – 6) while 11 respondents (2.0%) were actually dissatisfied. The CSI score was 81.5, a score that reflects an exceptional performance. This is down marginally from the June 2010 result.



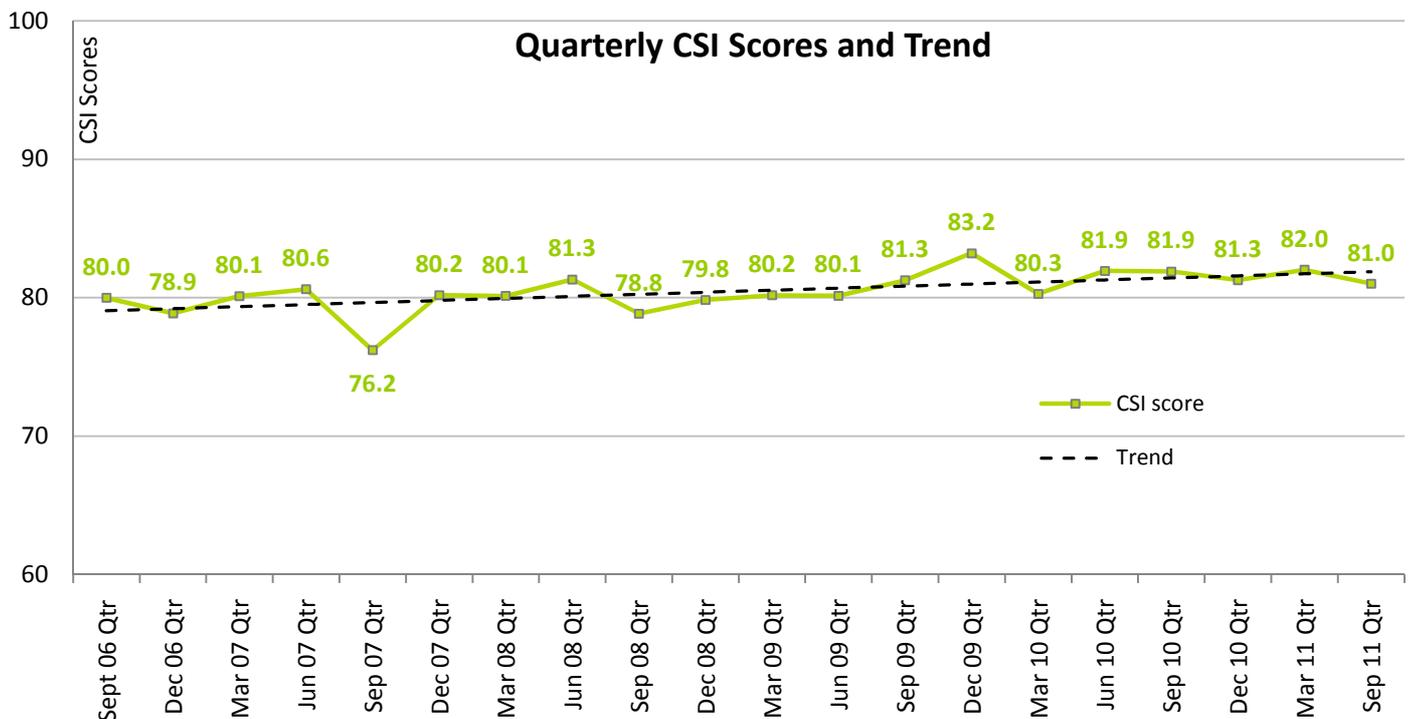
### Staff Satisfaction Trends on an Annual Basis

The following chart shows the CSI scores have remained at a consistently high level for the past seven years. The current CSI score of 81.5 is 0.2 points lower than that recorded in July 2009 – June 2010. This is still the second 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 15 measures (December 2007 to June 2011 quarter), from a low of 78.8 to a high of 83.2. The latest quarter's CSI score of 81.0 is in the middle of the range but slightly under 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 June 2011 quarter n = 35; 20% of the sample).

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

Concerns with particular services / facilities was the main reason given by eight respondents this quarter (5.6% of the sample) and the comments included

*'The library is overstaffed. There is no quietness in the library. The staff do nothing to shush the people making the noise. There should be a certain modicum of behaviour at the library.'*

*'A ratepayer should be able to use the computer, not be asked to wait for 48 minutes for the kiddiwinkers to use. They should go last for use on the computer. There is something fundamentally wrong with that. Ratepayers should come first' (SS = 0)*

*'Because they lied to me, I went to them with a particular submission with a Trust I'm involved with' (SS = 1)*

*'Lack of bus service' (SS = 2)*

*'I think their noise control service needs to be better. The occasions that we have used it, we couldn't get a hold of anybody, and we had to ring the police and they couldn't get hold of the Council either' (SS = 4)*

*'I feel this way because I'm a builder and an overly charged ratepayer. Had two run-ins with Council about these issues. Went to a tribunal with the Council and the lawyer make me pay \$6000 for something that I had nothing to do with. It's the way the bloody leaky home system works. The rating issue is where they say the piece of land is worth that amount of money when it's not. They rate the land as industrial but it can't in any way be use for industrial purposes. Rates increase 5 to 10k last year' (SS = 5)*

*'The building consent process was shocking but everything else is ok' (SS = 5)*

*'I think they could be a little bit more efficient in the building consent area' (SS = 6)*

*'Because the Animal Control and SPCA are great. The Night Control team aren't so helpful' (SS = 7)*

Slightly fewer respondents (4.2% this quarter) mentioned concerns about the attitudes of staff. These comments included:

*'The library is overstaffed. There is no quietness in the library. The staff do nothing to shush the people making the noise. There should be a certain modicum of behaviour at the library.'*

*'A ratepayer should be able to use the computer, not be asked to wait for 48 minutes for the kiddiwinkers to use. They should go last for use on the computer. There is something fundamentally wrong with that. Ratepayers should come first' (SS = 0)*

*'They are not interested and I think they hide behind nothing and ignore us before they do anything' (SS = 3)*

*'I have had some problems with some of staff not being helpful and lack of communication between staff' (SS = 6)*

*'They are quite helpful, but there are times when staff have been unhelpful and rude' (SS = 7)*

*'Because I struck one woman who wasn't very helpful. On the day I struck a woman who could have been more helpful than she was' (SS = 7)*

*'Because eventually I get what I'm there for; they are not particularly helpful or friendly' (SS = 7)*

Poor service was mentioned by five respondents (3.5% of the sample) this quarter:

*'They are not interested and I think they hide behind nothing and ignore us before they do anything' (SS = 3)*

*'Because depending on what your needs are I found I was transferred to all sorts of people and not fully satisfied with an answer' (SS = 6)*

*'Because the Animal Control and SPCA are great. The Night Control team aren't so helpful' (SS = 7)*

*'They are quite helpful, but there are times when staff have been unhelpful and rude' (SS = 7)*

*'Because I struck one woman who wasn't very helpful. On the day I struck a woman who could have been more helpful than she was' (SS = 7)*

Management concerns were a reason given by two respondents and the comments are as follows:

*'As soon as I ask certain people they say 'oh I can't answer that' and pass the buck to someone higher up (i.e. Councillors and the Mayor.)' (SS = 3)*

*'Some of the staff at the library and Waterworld are very good. The executive on the communication and facility teams I feel don't focus enough on the wider regions as a whole' (SS = 5)*

One respondent was less than satisfied as they had a financial concern:

*'I feel this way because I'm a builder and an overly charged ratepayer. Had two run-ins with Council about these issues. Went to a tribunal with the Council and the lawyer make me pay \$6000 for something that I had nothing to do with. It's the way the bloody leaky home system works. The rating issue is where they say the piece of land is worth that amount of money when it's not. They rate the land as industrial but it can't in any way be use for industrial purposes. Rates increase 5 to10k last year' (SS = 5)*

Lack of action was mentioned by one respondent this quarter (0.7%) with this comment:

*'We've made complaints and no one listens' (SS = 4)*

One respondent mentioned that they did not know what was happening:

*'I feel that they could be more info regarding decision making being placed in the newspaper, info about decisions being made rather than those that are pending. In the last term of Council there has been less news regarding decision making and events taking place in meetings' (SS = 6)*

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

*'I feel that they could be more info regarding decision making being placed in the newspaper, info about decisions being made rather than those that are pending. In the last term of Council there has been less news regarding decision making and events taking place in meetings' (SS = 6)*

*'Some of them are amazing; some of them are pretty poor' (SS = 6)*

*'I think they do a reasonable job and could be improved' (SS = 7)*

*'There is always room for improvement, I think 7 is a good mark to give' (SS = 7)*

A number of respondents (11.1% this quarter) offered positive comments:

*'Some of the staff at the library and Waterworld are very good. The executive on the communication and facility teams I feel don't focus enough on the wider regions as a whole' (SS = 5)*

*'The building consent process was shocking but everything else is ok' (SS = 5)*

*'Some of them are amazing; some of them are pretty poor' (SS = 6)*

*'I think they do a reasonable job and could be improved' (SS = 7)*

*'There is always room for improvement, I think 7 is a good mark to give' (SS = 7)*

*'Because the Animal Control and SPCA are great. The Night Control team aren't so helpful' (SS = 7)*

*'They are quite helpful, but there are times when staff have been unhelpful and rude' (SS = 7)*

*'They are mostly friendly; they seem to know answers to questions' (SS = 7)*

*'It is all good' (SS = 7)*

*'I've never had any issues, and if I did, they dealt with them straight away' (SS = 7)*

*'They were helpful and pleasant' (SS = 7)*

*'Because they have acted on something that was a concern' (SS = 7)*

*'I'm not dissatisfied with the service they provide' (SS = 7)*

*'It has always been helpful and pleasant' (SS = 7)*

*'They are accommodating, easy to talk to and have good personalities in general' (SS = 7)*

*'They are good' (SS = 7)*

Three respondents felt unable to offer a reason as they had little to do with the staff.

*'I don't really deal with them too often' (SS = 5)*

*'Haven't dealt with them a lot' (SS = 7)*

*'Well cos I really haven't had much to do with them' (SS = 7)*

One comment given was neither positive or negative:

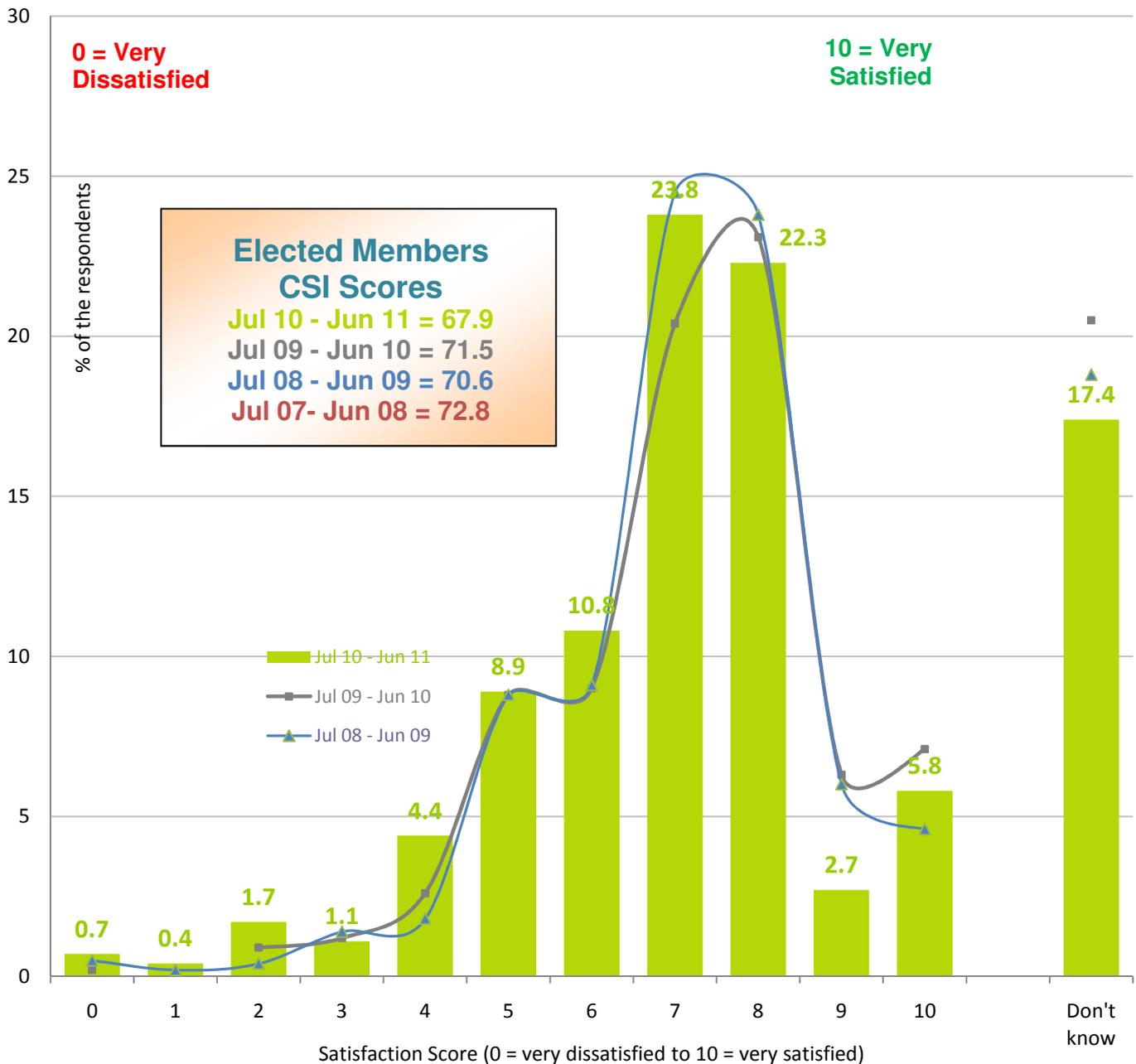
*'Because my sister works at the pools' (SS = 7)*

# 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)?'

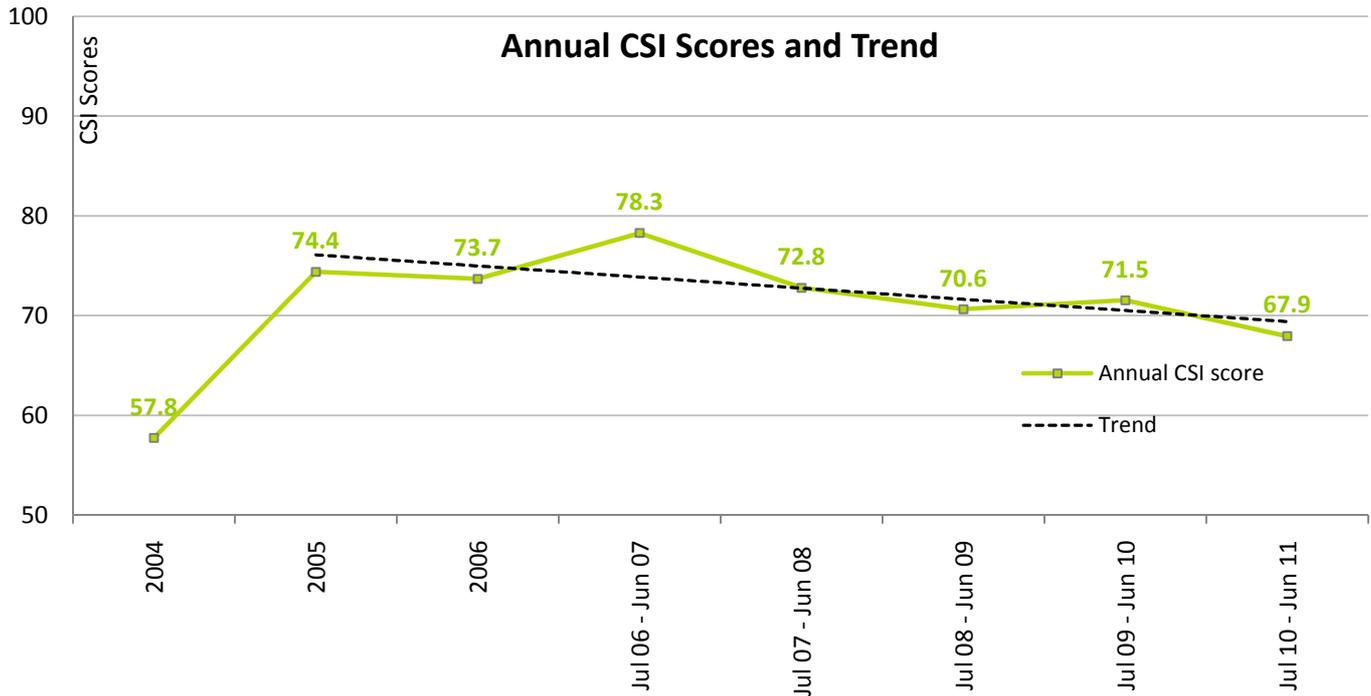
Over half of the respondents (55%) were satisfied with the Overall Performance of the Elected Members of Council in the past year (i.e. the Mayor and Councillors) (scores of 7 – 10). The mode was a score of 7 (24%). Less than tenth of the subgroup (9%) rated the Overall Performance of the Elected Members with a score of 9 or 10 (exceeded expectations).

A quarter of the sample (24%) were neutral (scores 4 – 6) while 24 respondents (3.9%) were actually dissatisfied. Similar to previous years, a sixth of the respondents (17%) did not answer this question, presumably because they did not know enough about the Elected Members. The CSI score was 67.9, down 3.6 points from the July 2009 - June 2010 result. The CSI score still reflects a good performance, but with potential for improvement.



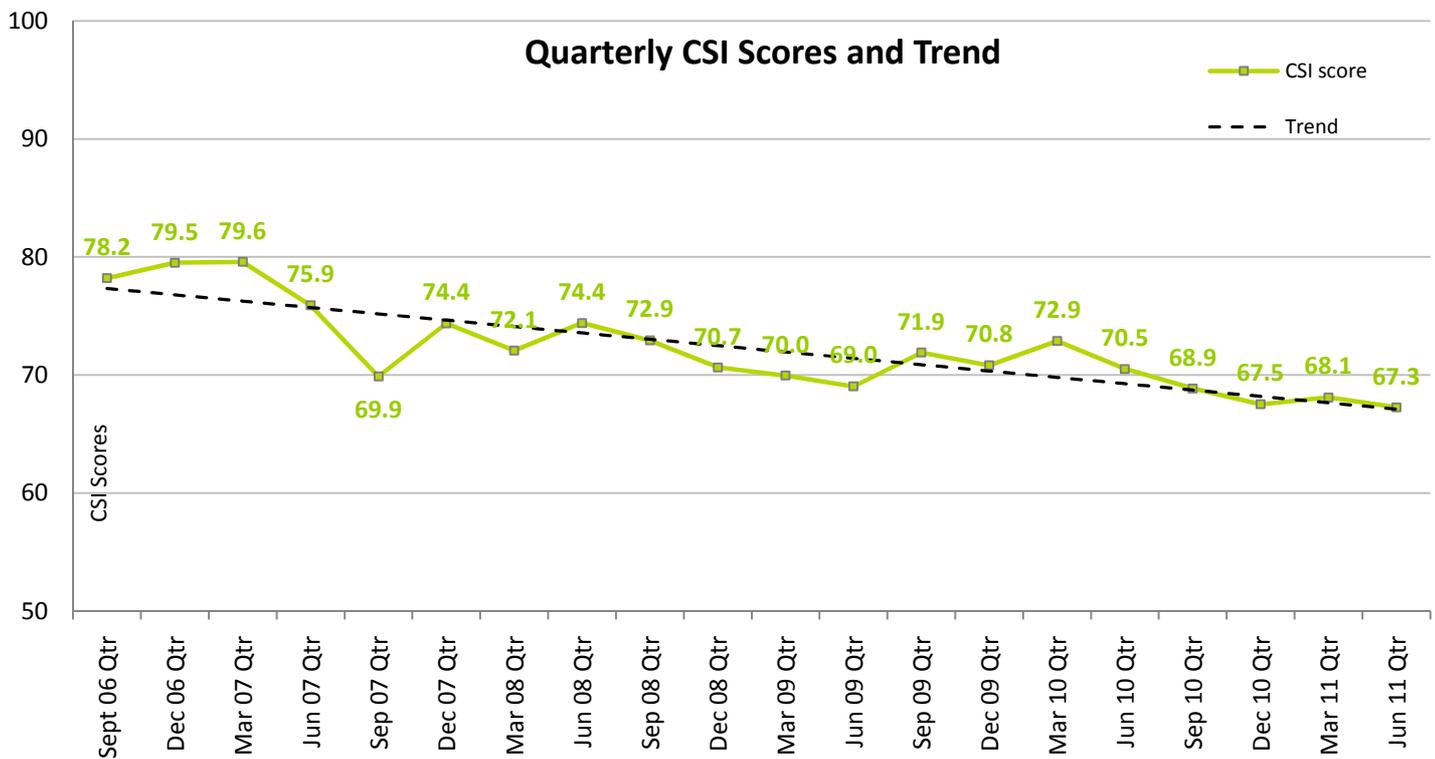
### Satisfaction with the Mayor or the Councillors: Trends on an Annual Basis

The following chart shows the CSI scores for the Overall Performance of the Elected Members of Council. The current CSI score of 67.9 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 7.1 points over the last 16 measures, from a high of 74.4 to a low of 67.3. The latest quarter's CSI score of 67.3 is the 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 financial concerns. This was mentioned by 10.3% of the sample (18 respondents) with comments like: (SS = Satisfaction Score)

*'Because they should be making money from the V8s and it should be 90 million in 3 years time and the City Council is not getting the money. I don't think the Council realises what they are doing. Claudelands showgrounds being built, how are they going to make that money to pay for that?' (SS = 2)*

*'I see so many shops now in the main streets either empty or made into cafes or restaurants. Parking has also become too expensive in the City Centre' (SS = 4)*

*'The decision making seems a little bit poor, sick of reading in the Waikato Times about how we keep footing the bill for things that go wrong. Mostly decision making and how we end up losing on the Rugby Park, V8s and how the Council – (the ratepayers) end up footing the bill' (SS = 4)*

*'Just due to the fact they don't seem to be accountable for the money they spend. Just like typical government dept, not giving value for money' (SS = 4)*

*'I voted for them and they put the rates up' (SS = 4)*

*'They spend all the money and then put the rates up' (SS = 4)*

*'Promises were made that have not been kept. Too much emphasis on sporting facilities and not cultural facilities like the Founders Theatre. Performances have been cancelled before they could not afford the rent that the Council wanted and it's a grotty, disgusting building' (SS = 5)*

*'Because I'm still annoyed with funding of things like V8s and the Claudelands Events Centre - feel like they have been taking on too much debt. Rather the money go to social services' (SS = 5)*

*'Feel that the Mayor got a lot of publicity about what she was going to do when she came in but not a lot has changed since then. Thought we may see some changes with curbing the spending but there hasn't been a lot of changes' (SS = 6)*

*'There was a lot of seemingly unknown expenses that popped up after events happened. I don't think they were customer focused' (SS = 6)*

*'The rates increase is too high; they are spending money on things they shouldn't be spending on, they aren't telling us the truth about how much they are spending on their projects e.g. The Stadium' (SS = 6)*

*'Perhaps rate increase should be pegged more to the rate of inflation. I feel they simply pass on the costs - I think they need to live more to their income without passing on the increase' (SS = 6)*

*'There's a lot of indecision and putting rates up has to do with it and to do with some silly decisions' (SS = 7)*

*'Well I think that some of them spend too much money. They didn't need that big event thing at the moment and I don't think they go into the finances at all. I think they have spent a lot of money on the gardens in town in the main street, it is so hard to get past. I think they have ruined it' (SS = 7)*

*'They've made a few bad decisions, well I think so. That's just my opinion. Can't think of any off the top of my head but the latest one, the sculpture in Garden Place; I think that was a total waste of money' (SS = 7)*

*'Because I don't think the big rate increase is warranted. When things are good as they are, we should be like every family and budgeting down, living within their budget' (SS = 7)*

*'Because they are broke; took all the money, but at the same time the city is looking good and is operating well' (SS = 7)*

*'They've had a lot to deal with in terms of things changing and mopping up the mess from previous Councils, but at the same time we are not happy with the increase in rates' (SS = 7)*

Non performance or poor decision making was mentioned by 8.6% of the sample (15 respondents this quarter) with the following comments:

*'Because they should be making money from the V8s and it should be 90 million in 3 years time and the City Council is not getting the money. I don't think the Council realises what they are doing. Claudelands showgrounds being built, how are they going to make that money to pay for that?' (SS = 2)*

*'Because they keep wasting money; they make poor decisions' (SS = 2)*

*'The decision making seems a little bit poor, sick of reading in the Waikato Times about how we keep footing the bill for things that go wrong. Mostly decision making and how we end up losing on the Rugby Park, V8s and how the Council – (the ratepayers) end up footing the bill' (SS = 4)*

*'I think in the first place the Council building is a waste of space; turn it into apartments. The Council can be down a back road in Te Rapa. It's there doing nothing. I've seen them sitting around yakking' (SS = 4)*

*'I don't have a lot to do with them. I don't think they are doing an awful lot' (SS = 5)*

*'Promises were made that have not been kept. Too much emphasis on sporting facilities and not cultural facilities like the Founders Theatre. Performances have been cancelled before they could not afford the rent that the Council wanted and it's a grotty, disgusting building' (SS = 5)*

*'I don't think they have been on the ball' (SS = 5)*

*'There was a lot of seemingly unknown expenses that popped up after events happened. I don't think they were customer focused' (SS = 6)*

*'They haven't done enough to regenerate the business centre' (SS = 6)*

*'Well I think that some of them spend too much money. They didn't need that big event thing at the moment and I don't think they go into the finances at all. I think they have spent a lot of money on the gardens in town in the main street, it is so hard to get past. I think they have ruined it' (SS = 7)*

*'They've made a few bad decisions, well I think so. That's just my opinion.*

*Can't think of any off the top of my head but the latest one, the sculpture in Garden Place; I think that was a total waste of money' (SS = 7)*

*'It's probably just attitudes towards elected members. There's probably improvements to be made everywhere. You're sort of stuck with people who make promises they can't keep. The people in those positions that make those decisions that change the city, you're not actually sure if they've had any experience with that before. Not necessarily having the right people to make certain decisions based on their experience in those roles e.g. a past lawyer making decisions on community development' (SS = 7)*

*'A lot of things are just image in Hamilton e.g. V8s which only cater to a small section of the community' (SS = 7)*

*'I don't feel that they are coming up with anything / something exciting especially using the river, cafe etc' (SS = 7)*

*'I think they came in with greater promises that they haven't kept. Too much secrecy' (SS = 7)*

A number of respondents mentioned concerns with Elected Members. (14 respondents; 8.0% this quarter). These comments included:

*'They don't listen when people put in submissions and when people voice their objections to things; they just do what they want' (SS = 0)*

*'Because elected Councillors are not interested in my situations.*

*They show no sympathy for my situation. They are elected people and once they are elected they don't give a shit about my situation. I find the whole situation pathetic. I've only dealt with elected people from my electorate and they are just a waste of space' (SS = 0)*

*'Not qualified for their jobs. They are time wasters; they are only there for the money' (SS = 1)*

*'Because they don't seem to read any of the reports that are presented to them e.g. the V8s, I feel they are not telling us the truth about things' (SS = 2)*

*'They seem to be more worried about their careers and pay-packet' (SS = 2)*

*'Just due to the fact they don't seem to be accountable for the money they spend. Just like typical government dept, not giving value for money' (SS = 4)*

*'Some of the candidates in the last election should not have been standing' (SS = 5)*

*'The rates increase is too high; they are spending money on things they shouldn't be spending on, they aren't telling us the truth about how much they are spending on their projects e.g. The Stadium' (SS = 6)*

*'I think that Dave McPherson was a bit much to reveal that he didn't have a warrant or registration on his vehicle, and he got a ticket for it' (SS = 6)*

*'New people need to come in (new blood); some need to step down' (SS = 6)*

*'I think they are doing a good job managing the city;  
not a good job of developing it or in the vision of the city' (SS = 7)*

*'It's probably just attitudes towards elected members. There's probably improvements to be made everywhere. You're sort of stuck with people who make promises they can't keep. The people in those positions that make those decisions that change the city, you're not actually sure if they've had any experience with that before. Not necessarily having the right people to make certain decisions based on their experience in those roles e.g. a past lawyer making decisions on community development' (SS = 7)*

*'Some of the decisions haven't been upfront totally what's going on. Like the stories on V8s' (SS = 7)*

*'Probably a bit more transparency about Council matters and decisions that directly involve the people of Hamilton' (SS = 7)*

*'They say things but don't do it' (SS = 7)*

Nine respondents for the June quarter (5.1%) said they did not know what the Councillors did. These comments included:

*'I don't have a lot to do with them. I don't think they are doing an awful lot' (SS = 5)*

*'Never hear from them' (SS = 5)*

*'I don't see them at all' (SS = 5)*

*'Well I don't get the headlines and people don't talk about it much and I don't get out much' (SS = 5)*

*'I don't hear too much about them and what they are doing' (SS = 5)*

*'I just don't know that much about what they have done, so I am semi-neutral but not unhappy' (SS = 6)*

*'I don't hear much about the Mayors and those things' (SS = 7)*

*'I don't seem to see enough to comment' (SS = 7)*

*'Personally I have limited exposure to them' (SS = 7)*

Infighting within Council was mentioned by five respondents (2.9%) this quarter:

*'Only ever hear from them when they're electionary. They constantly bicker in the letters to the editor. All the Councillors do is complain about each other' (SS = 2)*

*'They are not the people I voted for and they have conflicting ideologies' (SS = 4)*

*'It seems to me there is a lot of infighting and airing a lot of dirty laundry through the paper' (SS = 6)*

*'There's a lot of indecision and putting rates up has to do with it  
and to do with some silly decisions' (SS = 7)*

*'Bit of 'squabbling' going on' (SS = 7)*

Some respondents (three respondents; 1.7% this quarter) mentioned the Councillors having private agendas. These comments included:

*'They don't listen when people put in submissions and when people voice their objections to things; they just do what they want' (SS = 0)*

*'Too many Councillors have their own agenda' (SS = 6)*

*'I just think they go in with an agenda and the agenda sometimes isn't in the best interest of the city and they are not necessarily strategic' (SS = 7)*

Poor Council services were mentioned by 1.7% of the sample this quarter (three respondents) and their comments include:

*'I see so many shops now in the main streets either empty or made into cafes or restaurants. Parking has also become too expensive in the City Centre' (SS = 4)*

*'I think they are doing a good job managing the city; not a good job of developing it or in the vision of the city' (SS = 7)*

*'I think a lot could be done in the Central City and parking is shocking' (SS = 7)*

The fact that nothing has changed was cause for being less than satisfied for three respondents this quarter (1.7%)

*'They provide no leadership or progress' (SS = 4)*

*'I don't think they have done anything significant nor bad' (SS = 5)*

*'Feel that the Mayor got a lot of publicity about what she was going to do when she came in but not a lot has changed since then. Thought we may see some changes with curbing the spending but there hasn't been a lot of changes' (SS = 6)*

There were two negative comments about the Mayor that included:

*'They provide no leadership or progress' (SS = 4)*

*'Feel that the Mayor got a lot of publicity about what she was going to do when she came in but not a lot has changed since then. Thought we may see some changes with curbing the spending but there hasn't been a lot of changes' (SS = 6)*

One respondent (0.6% this quarter) said they were not interested in the Council. This comment included:

*'I don't pay much attention to it' (SS = 6)*

There were a number of respondents who made other comments this quarter:

*'I see so many shops now in the main streets either empty or made into cafes or restaurants. Parking has also become too expensive in the City Centre' (SS = 4)*

*'They have yet to impress' (SS = 5)*

*'I wasn't very happy with the Mayor's comments about V8s' (SS = 5)*

*'Because I'd do better' (SS = 6)*

*'In the last 12 months they have issued some notes to the residents about issues and I am still waiting for results, for example the artwork in Garden Place' (SS = 6)*

*'There has been good ideas but not all' (SS = 7)*

*'I think they're doing a good job but there's always room for improvement' (SS = 7)*

*'We have a new Council and they haven't really been tested; there are good and bad decisions' (SS = 7)*

*'Just a few issues we have had' (SS = 7)*

*'Cause I think there is always room for improvement' (SS = 7)*

*'I emailed my concerns to the Council in detail regarding my issues and had no reply from Council' (SS = 7)*

Many respondents made positive comments about the overall performance of the Elected Members of Council:

*'I think there's a lot of new people coming in and have a new Mayor, always going to be teething problems while they find their feet; they are feeling as they go; not necessarily a bad thing' (SS = 5)*

*'I have liked some of the changes I have seen the Mayor bring in, and asking the people what they want. I don't remember seeing that before' (SS = 6)*

*'Julie Hardaker is new, need to give her a chance. She has only just been elected' (SS = 6)*

*'There has been good ideas but not all' (SS = 7)*

*'I think they're doing a good job but there's always room for improvement' (SS = 7)*

*'I think they are doing a good job managing the city;  
not a good job of developing it or in the vision of the city' (SS = 7)*

*'I think it needed a change; the Mayor gets on and gets things done' (SS = 7)*

*'When I had to call somebody to come and address a problem I had, the facilities were reasonably okay and easily accessible' (SS = 7)*

*'Don't know much about it but they are doing good as can; see some improvements all around' (SS = 7)*

*'They do an ok job' (SS = 7)*

*'I can see, and I have been to a meeting, can see they do, do their jobs which is pretty key. Go about it in a way that doesn't make any...you know. I don't know' (SS = 7)*

*'We usually hear of what they are doing and that they are doing a good job' (SS = 7)*

*'They are making a cycle lane out our way so it's pretty cool what they do' (SS = 7)*

*'I don't feel that there has been any major issues. Going along quite nicely' (SS = 7)*

*'I think the current Councillors are doing better than what they were. The previous ones were not performing to how I wish' (SS = 7)*

*'I'm not hugely involved but I think they do a good job' (SS = 7)*

*'I read all the things that are happening around the city, they're making the effort, every election, people are promising different things; don't see much of a change' (SS = 7)*

*'Because I think they are doing a reasonable job' (SS = 7)*

*'I haven't been impacted by any decision that they have made so they can't be doing a bad job, but I haven't seen any improvements. But I have seen the Garden Place improvements and truancy patrol so I think that is improving somewhat' (SS = 7)*

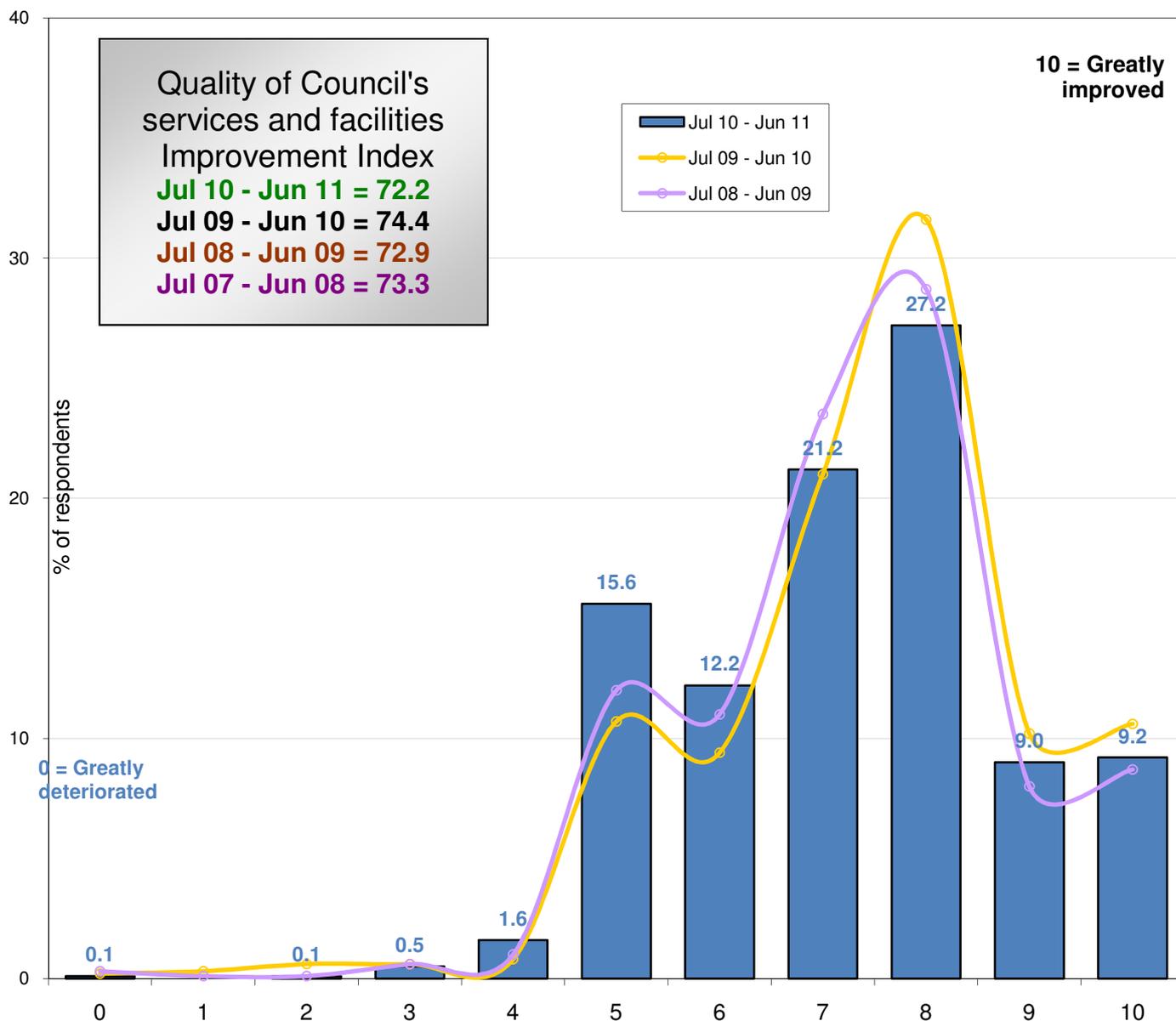
*'Because they are doing alright job' (SS = 7)*

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

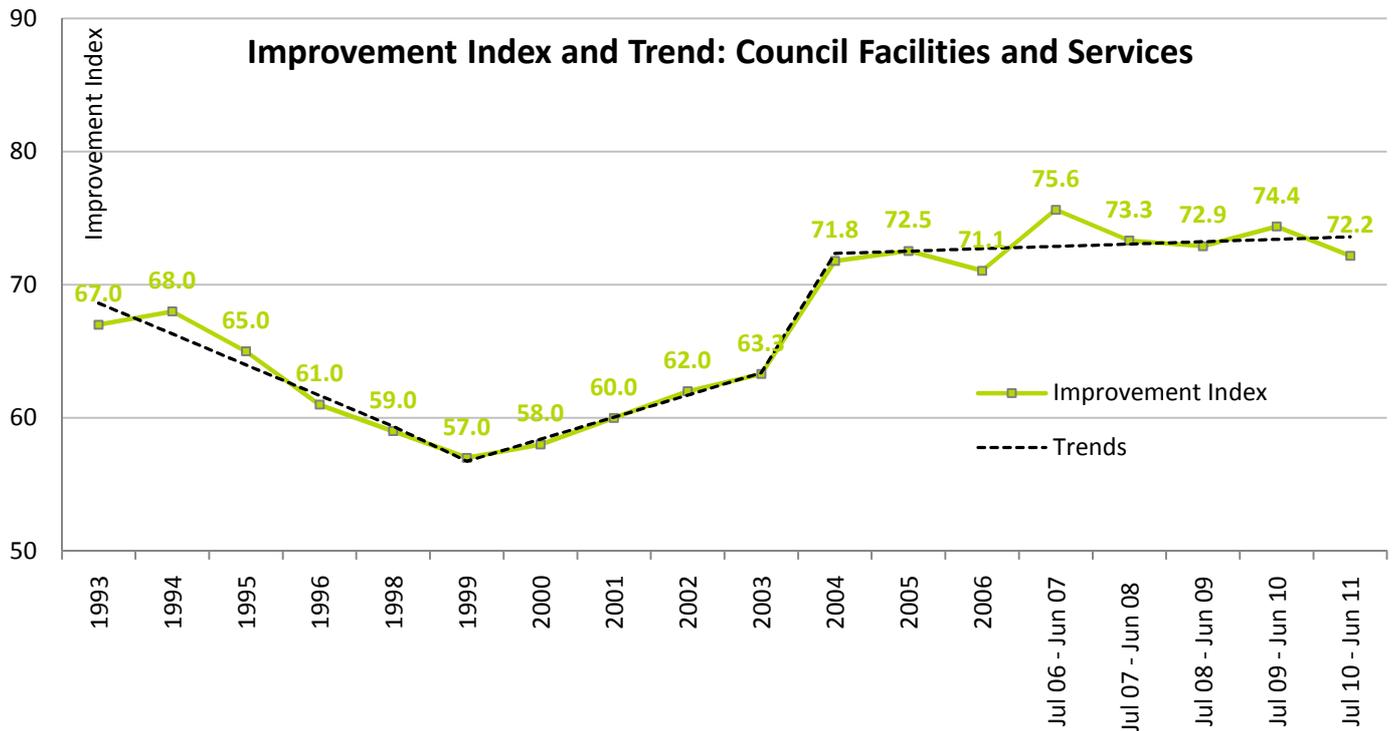
Respondents were asked 'Using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months?'

Two thirds of the respondents, (67%) felt the quality of Council facilities and services had improved in the past year, including 9% who rated this with a score of 10 (greatly improved). Only five respondents (0.8%) felt the quality had deteriorated and only one respondent (0.1%) felt it had greatly deteriorated (score of 0). The Index is 72.2, a decrease of 2.2 points from the July 2009 – June 2010 result.



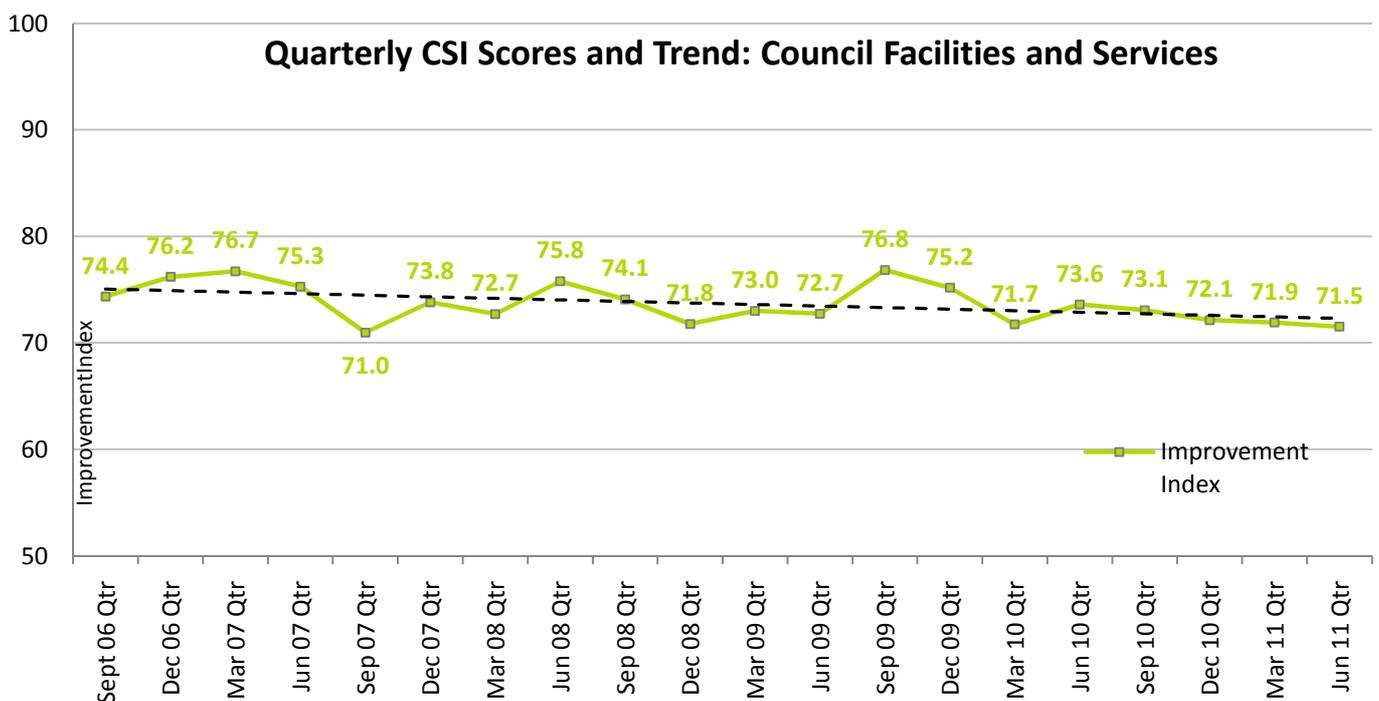
### Quality Improvement Index: Trends on an Annual Basis

The following chart shows the trend with the Improvement Index of Council facilities and services over the period 1993 to June 2011. The July 2010 – June 2011 result of 72.2 is 2.2 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 71.5 for the June 2011 Quarter, a decrease of 0.4 points over the previous quarter. The latest quarter's Index is at the lower end of the range of results and slightly below the declining trend line of the last 20 quarters.



## Why think Council facilities and services have not improved

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?' 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 31 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; 9.7% this quarter). This included comments like:

*'Such facilities that I am aware have stood still; this is because the ratepayer's money has been blown on other things e.g. V8s; this wastes money and makes Hamilton downmarket and brings in the hoons. We are supposed to shake off the cow country image; this happened and it is heading towards a hoon town again. Poor decision making from the Council members' (SS = 2)*

*'Well there hasn't been many changes' (SS = 4)*

*'I probably don't use many services but the ones I do I haven't seen a lot of change. For example, Refuse Station. Hood Street does not seem to be money well spent. Did not use NZ made tiles etc, purchased them from overseas' (SS = 5)*

*'Apart from when they did the city up, I haven't seen any improvements apart from that (which) I thought was dumb' (SS = 5)*

*'Don't see that there has been any great changes' (SS = 5)*

*'Don't think they've changed much at all' (SS = 5)*

*'Haven't noticed huge changes' (SS = 5)*

*'Haven't really noticed anything improving or getting worse' (SS = 5)*

*'I don't really feel like I'm seeing much improvement; have lived here for eight years and it's pretty much the same as it was in terms of the services that the Council offers' (SS = 5)*

*'I don't think much has changed; well nothing in my area has anyway' (SS = 5)*

*'I don't think there has been any huge changes but not getting worse either' (SS = 5)*

*'I don't think they have improved the facilities greatly in past 12 months. Reasonably consistent' (SS = 5)*

*'I haven't noticed a great change in last 12 months, in saying that overall huge improvements' (SS = 5)*

*'I haven't seen either' (SS = 5)*

*'It hasn't changed' (SS = 5)*

*'There are no changes that have happened here in Hamilton apart from the rates themselves' (SS = 5)*

*'Well I have always felt they have always kept me informed and don't feel this had changed. I know just as much about what is going on. Same old, same old' (SS = 5)*

A number of respondents (4.6%) made suggestions for improvement:

*'Such facilities that I am aware have stood still; this is because the ratepayer's money has been blown on other things e.g. V8s; this wastes money and makes Hamilton downmarket and brings in the hoons. We are supposed to shake off the cow country image; this happened and it is heading towards a hoon town again. Poor decision making from the Council members' (SS = 2)*

*'The condition of the roads; they have been neglected' (SS = 3)*

*'I see they're improving like with Claudelands trying to get a world class facility there but there are some things like Clarence Street and Meteor Theatre that haven't changed over the years and their prices haven't changed. Possibly some better improvements could be made there' (SS = 5)*

*'Some services we get are regular and good but events and the cleaning after; they don't take much interest in it' (SS = 5)*

*'The city is growing but it doesn't look very nice, The Base does because it is new' (SS = 5)*

*'They have gone too far with their spending' (SS = 5)*

*'They seem to waste money on unnecessary things like the V8s and should use the money to beautify the place; it is the ugliest city I have lived in' (SS = 5)*

*'I probably don't use many services but the ones I do I haven't seen a lot of change. For example, Refuse Station. Hood Street does not seem to be money well spent. Did not use NZ made tiles etc, purchased them from overseas' (SS = 5)*

A small number of respondents (1.7%) felt services were worse than they were 12 months ago:

*'The condition of the roads; they have been neglected' (SS = 3)*

*'I haven't seen any improvement in any services recently and the Council seems to be going backward' (SS = 4)*

*'Traffic wise there's been long traffic jams which wasn't so bad last year' (SS = 4)*

One respondent didn't know if Council services had improved or not:

*'Haven't dealt with them in the last twelve months' (SS = 5)*

There was also a range of other comments from respondents:

*'I expected the Council to be upfront and honest and honour agreements. They have not done anything to change' (SS = 0)*

*'Because I have lost faith in the City Council. They are more concerned with their careers. They put up the rates by 8% to solve their problems' (SS = 4)*

*'Because they waste money, they don't use it properly' (SS = 4)*

*'Not enough time on City Centre. Spent a lot of money on Garden Place and yet to see the benefits. Spending money on art work that is not to my taste' (SS = 4)*

*'I probably don't use many services but the ones I do I haven't seen a lot of change. For example, Refuse Station. Hood Street does not seem to be money well spent. Did not use NZ made tiles etc, purchased them from overseas' (SS = 5)*

*'We've had times where people have made complaints but nobody listens' (SS = 5)*

# Involvement in Decision Making

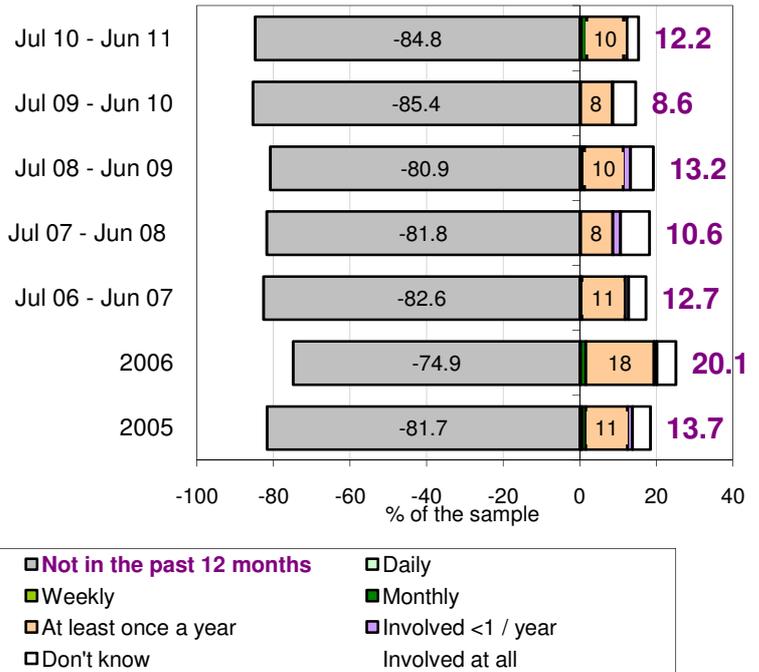
## How often involved?

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 (1.4%) 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.

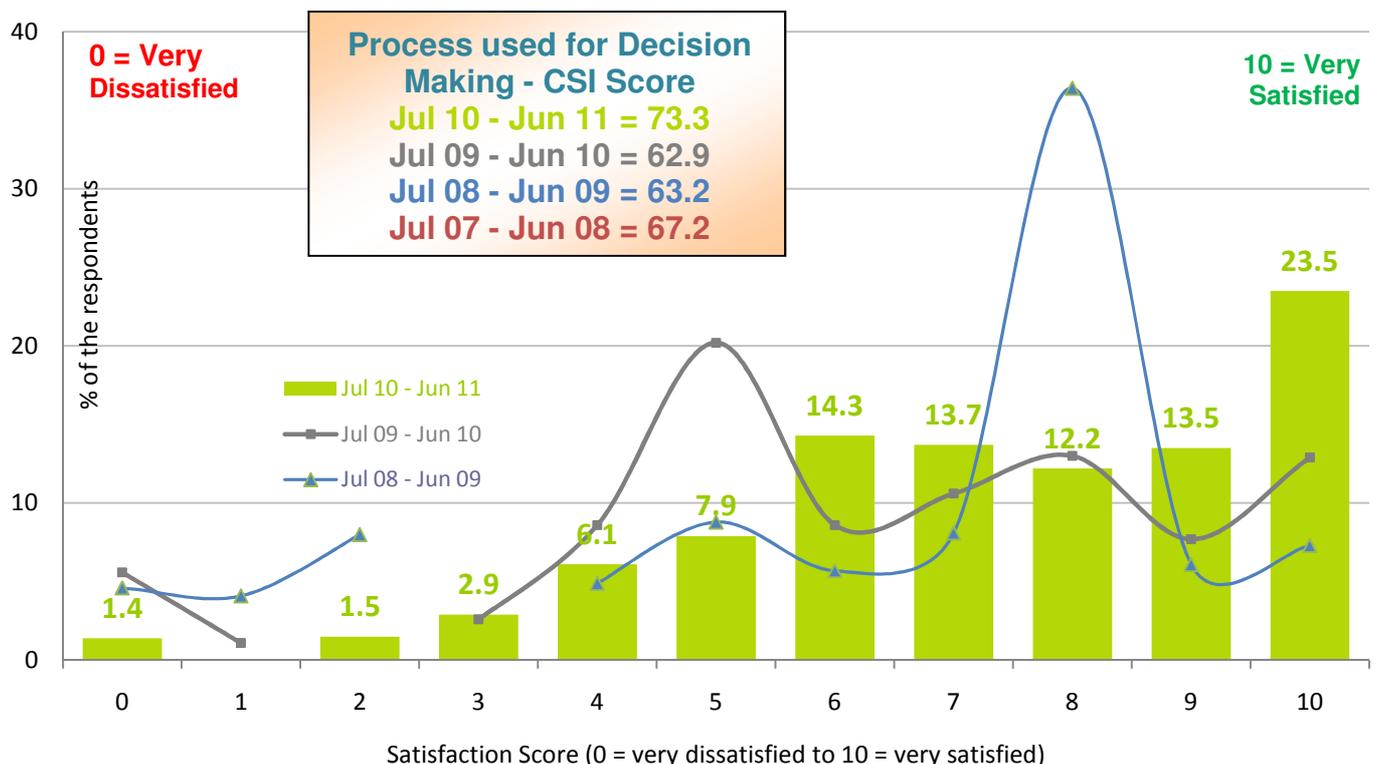


## Satisfaction with the Process used for Council decision making

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)*.

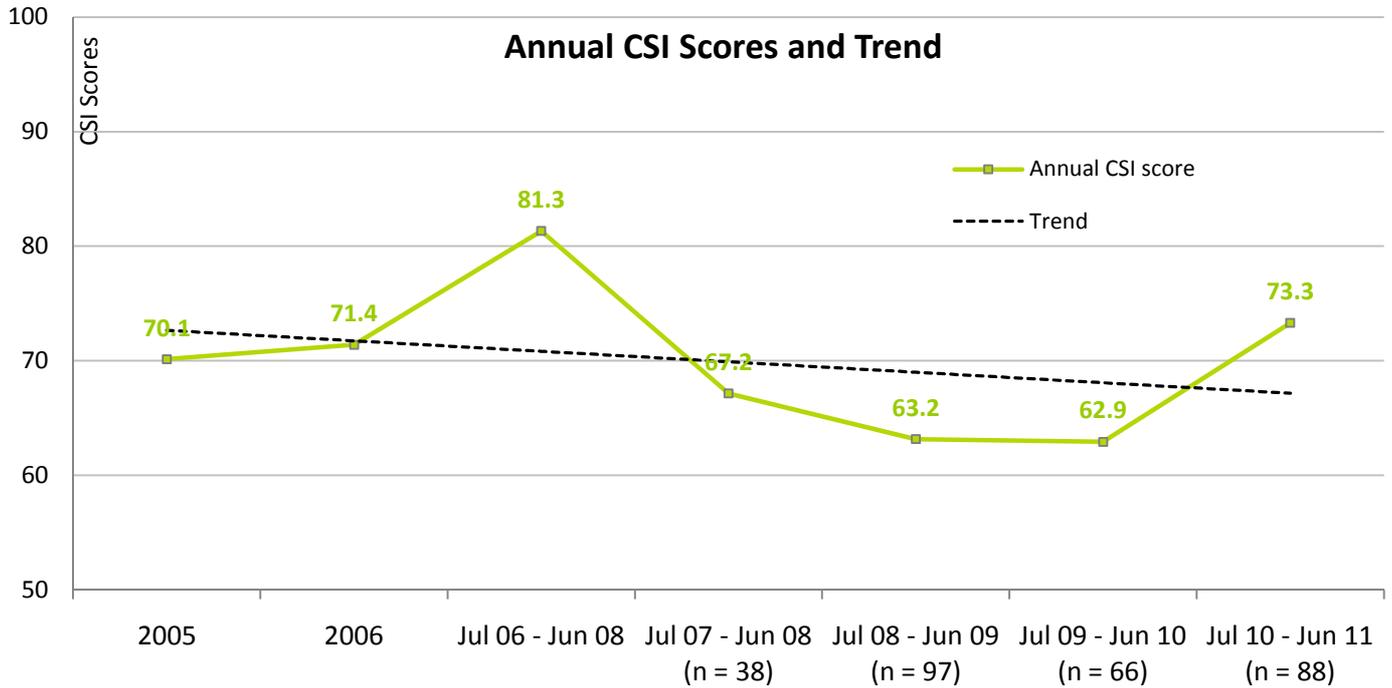
Over half of the respondents (63%) were satisfied (scores 7-10) with the process Council used for their involvement in decision making. Over a third of this subgroup (37%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 10 (24%).

A quarter of the respondents (28%) rated this with scores that were neutral (scores 4 - 6), while five respondents (6%) rated this with scores that reflected dissatisfaction (scores 0 - 3). The CSI score is 73.3, up 10.4 points from the July 2009 - June 2010 result. The process Council used for involvement in decision making now rates as a very good performance.



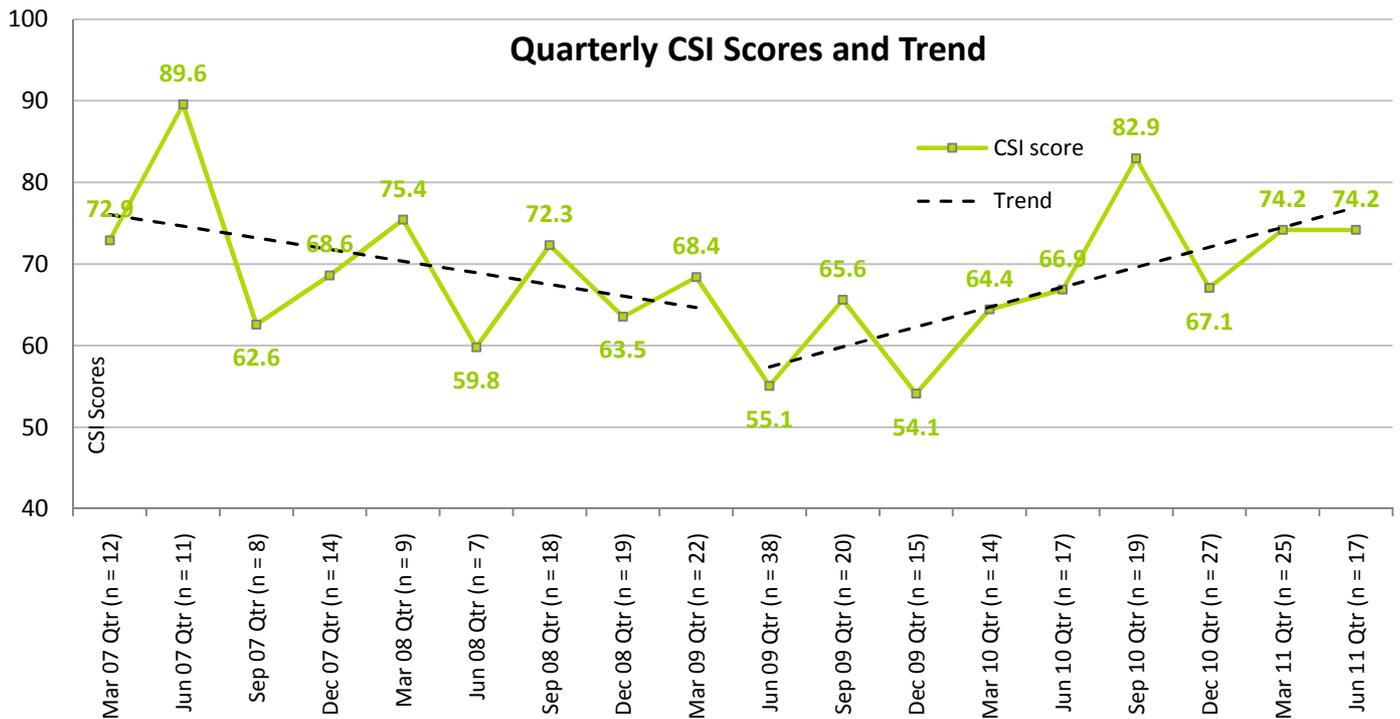
**Satisfaction with the process Council used for this involvement: Trends on an Annual Basis**

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 73.3 is 10.4 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 eight quarters although the latest quarter is slightly below this trend line.



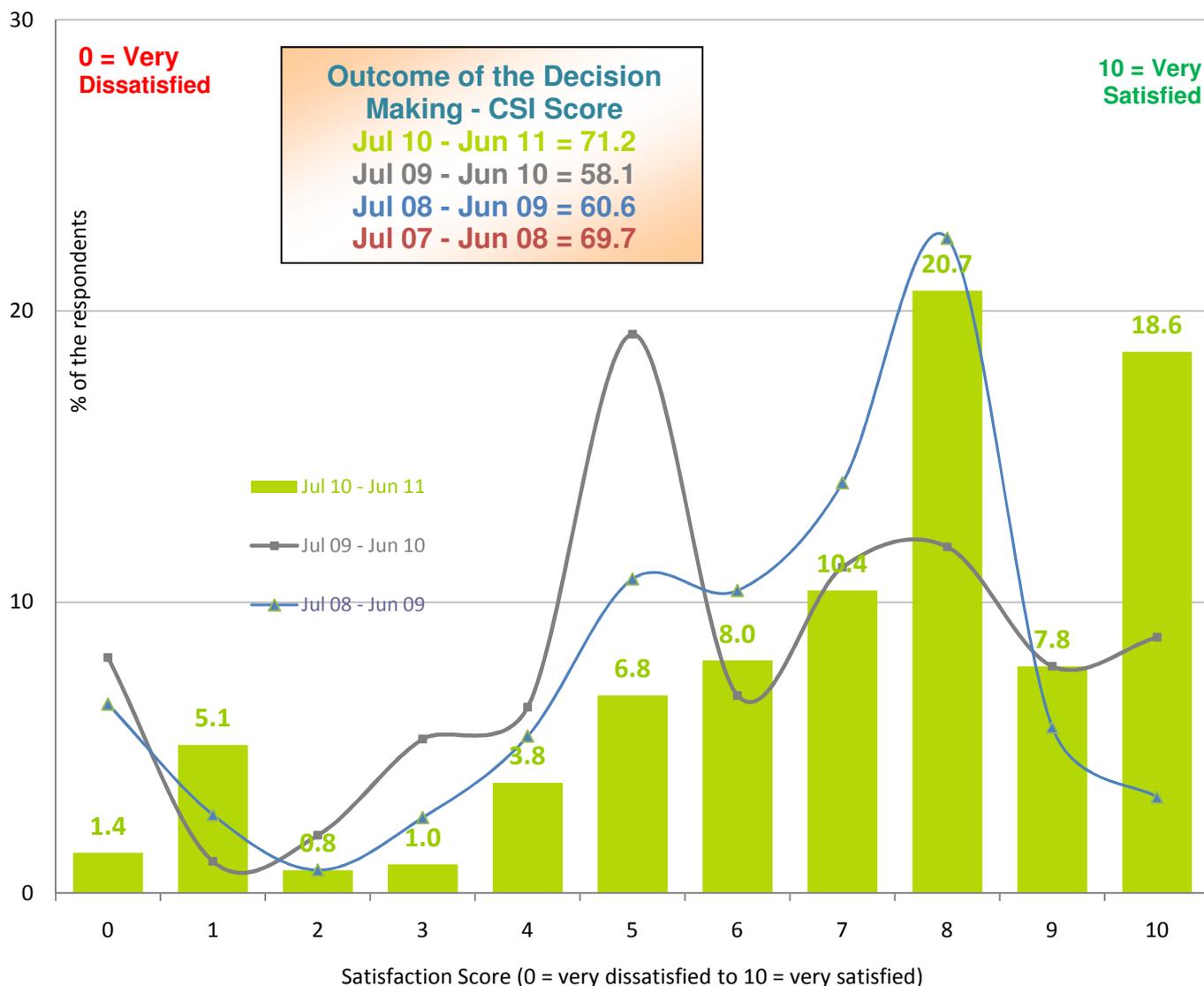
### Satisfaction with the outcome of your being involved in Council decision making

Respondents who had been involved in Council decision making (n = 88) 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 (58%) were satisfied (scores 7-10) with the outcome of their involvement in Council decision making. Over a quarter of this subgroup (26%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (21%).

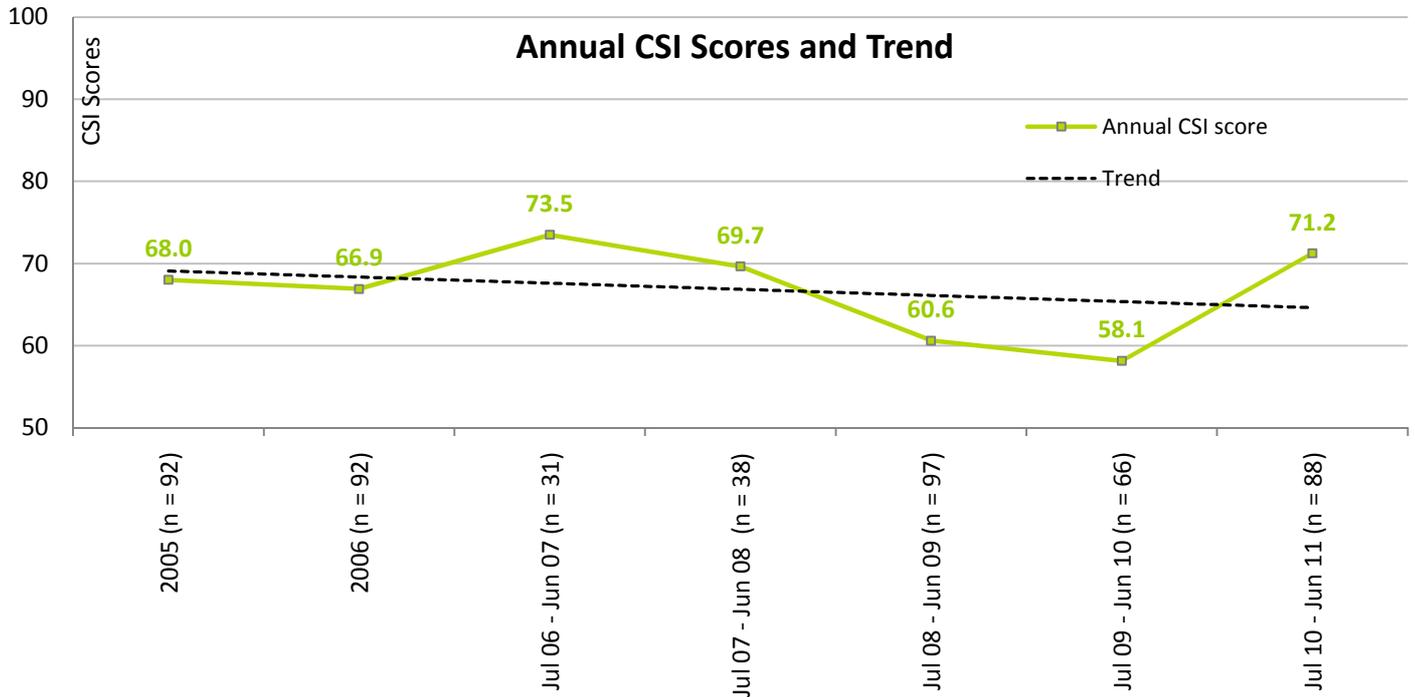
A fifth of the respondents (19%) rated this with scores that were neutral (scores 4 - 6), while seven respondents (8%) rated this with scores that reflected dissatisfaction (scores 0 - 3). The remaining 16% of the respondents did not rate their satisfaction with *The outcome of your being involved in Council decision making (e.g. submissions etc)*. Presumably, this is because the outcome has not been finalised as yet.

The CSI score is 71.2, up 13.1 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.



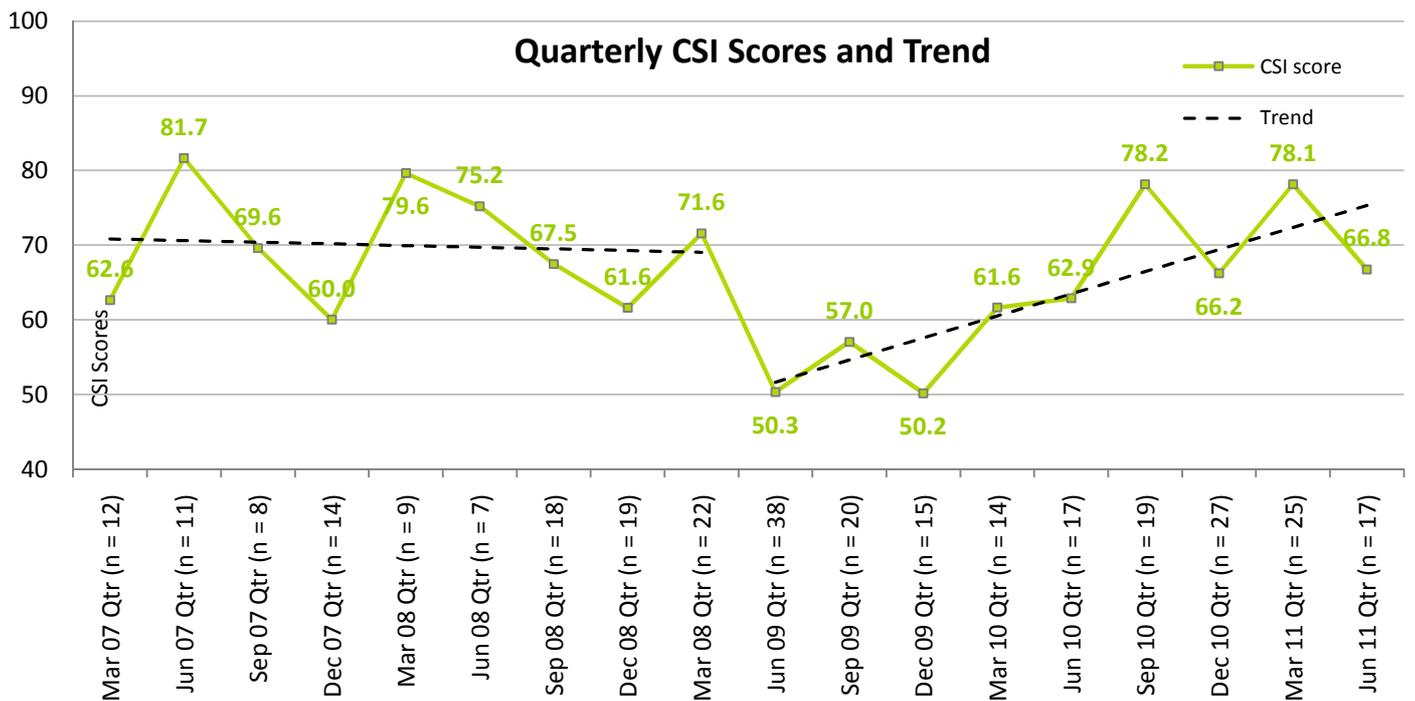
**Satisfaction with the outcome of being involved in Council decision making: Trends on an Annual Basis**

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 71.2 is 13.1 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 slipped back from last quarter's high to a CSI score of 66.8. The latest quarter's CSI score is again in the middle of the range although there still appears to be a trend of rising CSI scores over recent quarters.



## What would encourage you to participate more in 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 June 2011 quarter n = 158; 90.3% of respondents). Those who had not been involved were asked what would encourage them to participate more in the Council decision making processes.

This question was asked as an open question with the answers grouped together for analysis purposes.

Nothing would encourage 19% (30 respondents) to participate in Council decision making:

*'Nothing (x16)'*

*'Nothing, I just don't understand the politics of it. I just go with the flow. I have enough to do with my job and I don't need to worry about that as well'*

*'Nothing really'*

*'Nothing really, it is my religious affiliation, we don't like to interfere.  
We try to cause as little trouble as possible'*

*'Nothing really, I don't sort of get involved in that stuff because I can't do very much'*

*'Nothing really'*

*'Not really'*

*'Not interested'*

*'Not generally interested really; too old to be concerned with it now'*

*'No'*

*'Just not interested really'*

*'It doesn't interest me'*

*'I don't know, probably wouldn't want to do it at all.'*

*'Probably couldn't be bothered'*

*'Basically nothing'*

*'Absolutely nothing; holds no interest for me in doing that'*

If made easier to participate was mentioned by 19% (30 respondents) with the following comments.

*'Invitations to the public to participate in that process and for concerns to be taken seriously and not swept under the carpet'*

*'Sometimes just an invite and if I feel strongly about the issue then yeah. People need to be informed of what's going on, they might do it but I've never been invited in all the places I've lived in'*

*'If they had something we didn't agree with and if they had more open meetings'*

*'Receiving information about participating in it'*

*'Maybe if they ask me, and put it in the newspaper; advertise it to people'*

*'Information that is easier to read and understand.'*

*'Those forms that come out I can never understand them and I've got a university degree'*

*'If they let me know if these meetings were happening, maybe if they could send me a letter or include something in the City News, asking people to send in recommendations'*

*'I think if there was something locally in my neighbourhood and also there is a lack of communication, lack of publicised communication channels'*

*'I guess understanding the procedure a bit more. A lot of stuff sent that told us we can put submissions into the Council but for someone who hasn't had anything to do with them I wouldn't know how to do anything about it'*

*'I don't know how to get involved in that'*

*'Better timing for their meetings. I would've loved to have gone to the meeting about fluoridation in our water supply but it was at 2pm. Have the meetings at a reasonable time when people aren't at work and give a few weeks notice before the meeting pops up'*

*'To be able to do surveys; they are easier to do'*

*'The Council needs to provide me opportunities to raise our voice.  
If they ask for our opinions we're happy to provide it'*

*'Send people something to get their opinion, like questionnaire or something like that'*

*'Send out surveys'*

*'Regular questionnaires and surveys'*

*'More surveys, also by mail as well, or together with your rates, because then you know who is part of the Council'*

*'More opportunity to say what you want to say'*

*'Making it simpler. When you read about things, it's just too long'*

*'Make the communication simple so we could participate, so use email instead of attending meetings'*

*'If things came in the post to me. I am unable to get out'*

*'If they wanted us involved so bad and made that clear, maybe I would think about it'*

*'If they send the odd survey. That's the only way they can do it really'*

*'If they put out flyers inviting people to come along'*

*'If it was easier to understand'*

*'If I was personally asked to fill out a form or give some information'*

*'If I was asked to help in the area I am living I would; approached more directly for a more direct role'*

*'I guess, more in the way of public surveys - wider. I think these survey groups tend to be quite small for cost reasons. If they were more available'*

*'Being asked'*

*'Access, if I needed to go to a meeting there would have to be parking; if I needed to fill out a form or send a letter - that would be best dealt with a pre-paid envelope'*

If the decision affects / interests the respondent was mentioned by 16% or 26 respondents:

*'If it was something important to me and I knew that my view would make a difference'*

*'If it was directly affecting me and I thought I could make a difference'*

*'If I had an issue I was passionate about and if I had more time'*

*'If we got sent out more information. It also depends on what it's about'*

*'If I got told about the decision making, and if they it was relative to me and my family'*

*'Sometimes just an invite and if I feel strongly about the issue then yeah. People need to be informed of what's going on, they might do it but I've never been invited in all the places I've lived in'*

*'If they had something we didn't agree with and if they had more open meetings'*

*'They are talking about a lot of things now which are going to be very costly.'*

*Cyclodrome. I would get involved in this if they take a vote on this'*

*'Only if something affects me directly'*

*'Only if it involves me'*

*'It would have to be something I was personally interested in'*

*'It depends on the topics and if you feel passionate about them'*

*'If there were more skate parks, snowboarding, motorsports, so anything on wheels.'*

*I would get involved in anything to do with these subjects'*

*'If it personally affected me more'*

*'If it is something that really impacted me and my family personally'*

*'If it directly affected me I would be more motivated but haven't had anything come up that's been in my face or anything'*

*'If I had a major problem which I would be concerned about, personally'*

*'If I felt strongly enough about something'*

*'If I am strongly for or against something'*

*'I would only get involved if it was something I felt strongly about'*

*'I would become involved if it was going to affect me personally or locally (my suburb) if it was something to do with Rototuna, I wouldn't know so I wouldn't say'*

*'I think at the end of the day personal interest. Maybe if it was in my neighbourhood'*

*'I suppose if there was something that's extremely important I would be involved'*

*'I suppose if it was something I felt very passionate about'*

*'Have a passion for something that comes up'*

*'If they didn't have to consult with Maori I would submit more and they consult with people it impacts most on'*

Better awareness / knowledge would encourage 23 respondents or 15% with the following comments:

*'If we got sent out more information. It also depends on what it's about'*

*'If I got told about the decision making, and if they it was relative to me and my family'*

*'Receiving information about participating in it'*

*'Maybe if they ask me, and put it in the newspaper; advertise it to people'*

*'Information that is easier to read and understand. Those forms that come out I can never understand them and I've got a university degree'*

*'If they let me know if these meetings were happening, maybe if they could send me a letter or include something in the City News, asking people to send in recommendations'*

*'I think if there was something locally in my neighbourhood and also there is a lack of communication, lack of publicised communication channels'*

*'I guess understanding the procedure a bit more. A lot of stuff sent that told us we can put submissions into the Council but for someone who hasn't had anything to do with them I wouldn't know how to do anything about it'*

*'I don't know how to get involved in that'*

*'Better timing for their meetings. I would've loved to have gone to the meeting about fluoridation in our water supply but it was at 2pm. Have the meetings at a reasonable time when people aren't at work and give a few weeks notice before the meeting pops up'*

*'Probably knowing about them'*

*'Possibly understanding it a bit more. Don't understand fully about submissions'*

*'Need to know more about it'*

*'More information, I didn't even know the Council cleaned up graffiti'*

*'More information, direct information to my letterbox'*

*'More information what's going on'*

*'Maybe more information on that process being made available'*

*'Maybe just being aware of what Council's doing'*

*'I would have to know how you can go about that'*

*'I think if it was possible for pamphlets to be delivered, and if they kept you more updated'*

*'I don't really have much to do with things like this because'*

*'I don't really know much about Council procedures'*

*'Be more aware of it'*

*'Be informed'*

Several respondents (6% or ten respondents) felt that if they had more time they may become involved more:

*'If I had an issue I was passionate about and if I had more time'*

*'To have more spare time probably'*

*'Probably for me to have a time to do it'*

*'More time probably'*

*'More time'*

*'If I had more time'*

*'If I had more time, I work a lot so on my part it is just time really'*

*'If I had more spare time'*

*'I don't have enough time'*

*'Having more time and energy, just getting a bit old for that sort of thing'*

If they felt it would make difference / be listened to would encourage nine respondents (6% of sample) to participate.

*'If it was something important to me and I knew that my view would make a difference'*

*'If it was directly affecting me and I thought I could make a difference'*

*'Invitations to the public to participate in that process and for concerns to be taken seriously and not swept under the carpet'*

*'When the Council decides to listen to the majority of voters and not just themselves'*

*'Nothing; doesn't matter what ratepayers say; they will do what they like'*

*'If they listened to what you were saying. They just do things anyway. I try not to get involved in politics'*

*'If I felt like they would listen to me I might be interested in doing something'*

*'I think there is still a level of politics. It would be useful if you felt you made a difference'*

*'Believing that my input would have an effect'*

There was a range of other suggestions made and these suggestions include:

*'Well, I would need to be younger'*

*'Run for Mayor'*

*'Probably my health and I don't go out that much'*

*'Probably an incentive to be involved'*

*'My health is not that good'*

*'If I were younger; I'm over 80 years old now'*

*'If being paid'*

*'I s'pose I should just make an effort myself'*

*'I don't understand them at all. I rang the Council up to complain'*

*'I don't think anything would, I have to be honest. I feel I'm too old'*

*'I am thinking of participating in this process'*

*'Had experience with Councils in the past. What has happened was the points were not on the agenda. I don't think it is a fair process'*

*'Better health, I have a rare disease'*

*'20 years younger'*

*'If they didn't have to consult with Maori I would submit more and they consult with people it impacts most on'*

Two respondents were unsure what would encourage them to participate.

*'Very hard to tell'*

*'I have never really thought of it really'*

Two respondents made a positive comment as to involvement in decision making processes.

*'I'm pretty satisfied as it is'*

*'If it aint broke don't fix it and we are very content'*

Other respondents (18%) did not offer a suggestion.

## Opportunities for involvement in decision making

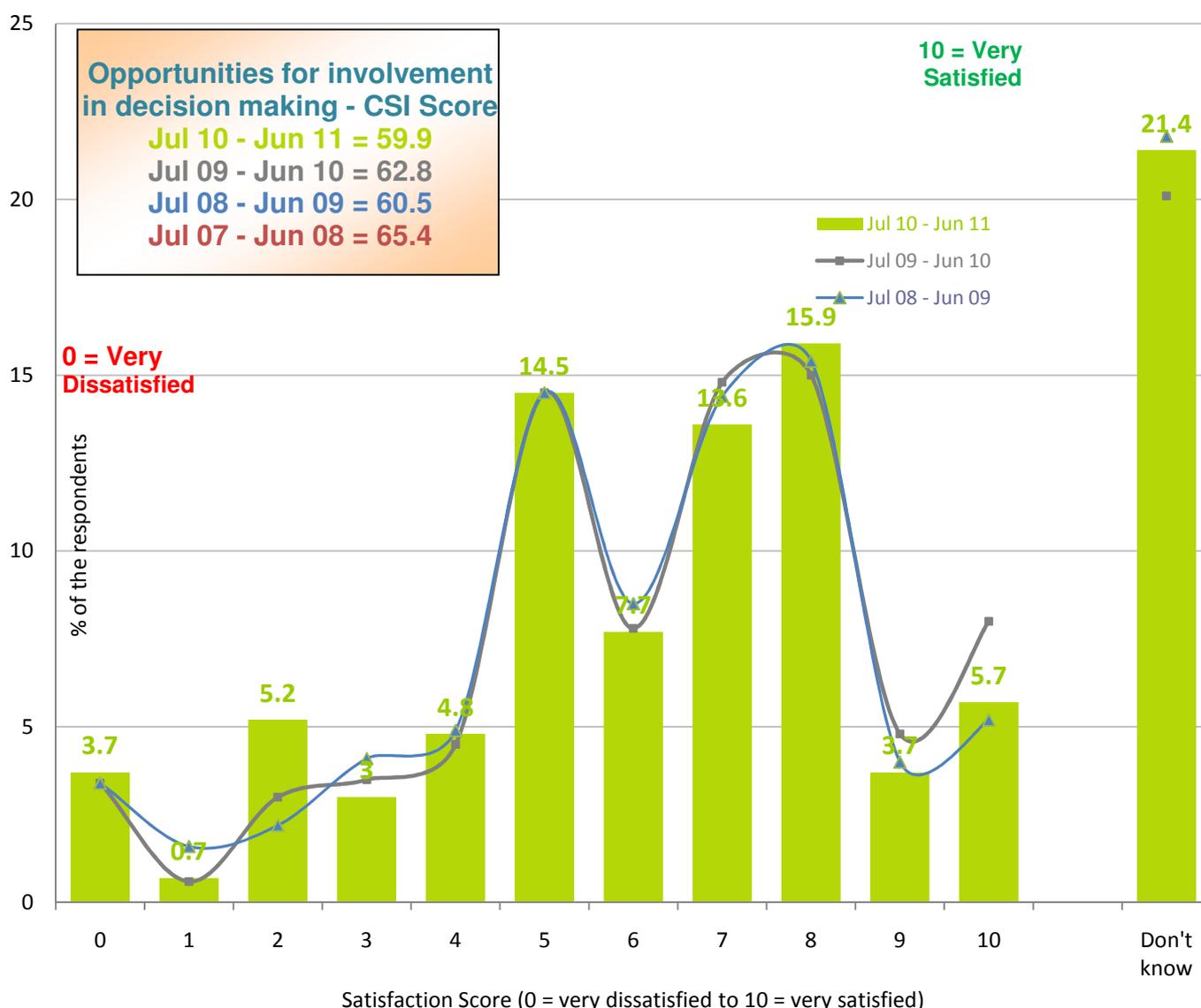
The respondents were asked the following 'Council tries to ensure that the community has meaningful input into decision making on significant Council projects, processes and policy. Using a scale where 0 = very poor and 10 = very good, how would you rate the opportunities Council provides for community 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 8 (16%) and 9% rated this with a score of 9 or 10 (exceeded expectations).

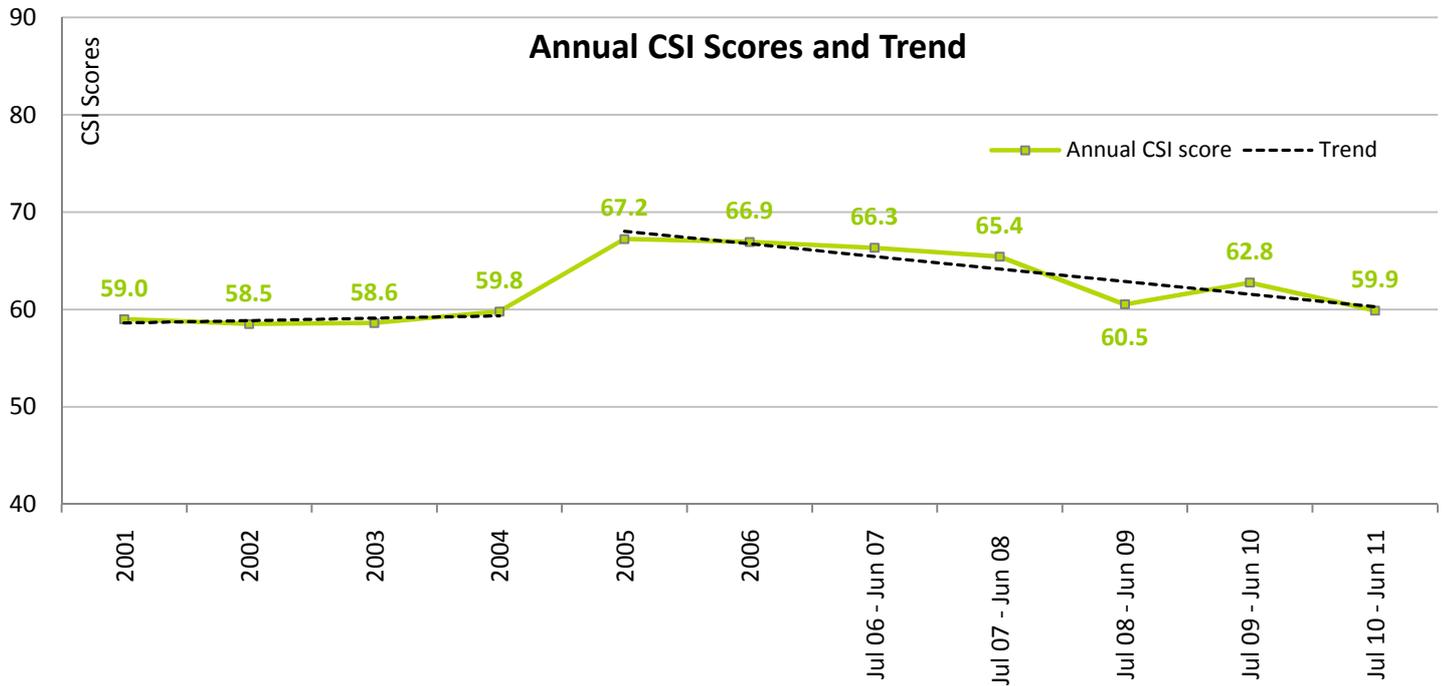
An eighth of the respondents (13%) were dissatisfied that the Council provided good opportunities for community involvement in decision making (scores 0 – 3) while 27% rated this as neutral (scores 4 – 6).

The CSI score is 59.9, which is 2.9 points lower than the July 2009 - June 2010 result. This again infers there is a need to improve the way respondents perceive the opportunities for community involvement in Council decision making.



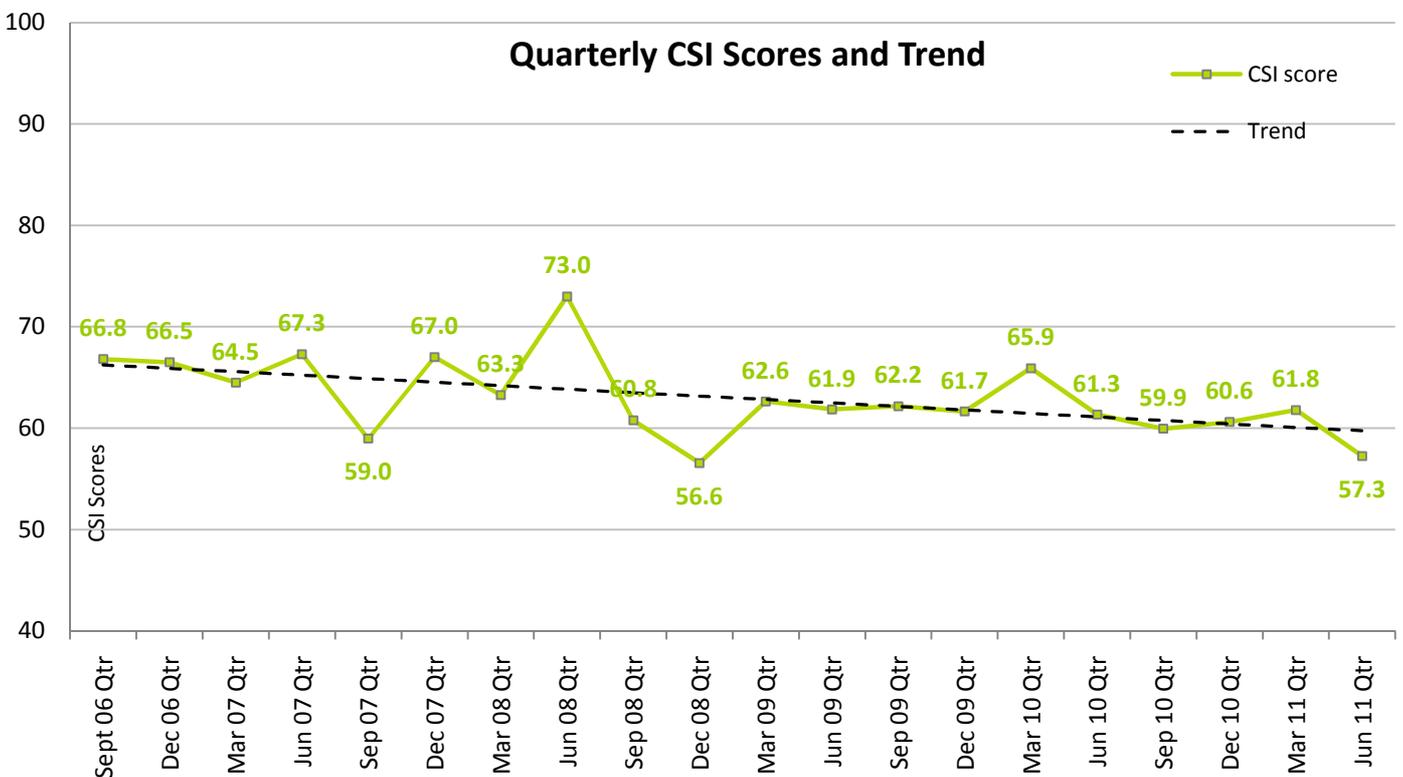
**Input into decision making: Trends on an Annual Basis**

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 June 2011. The July 2010 – June 2011 result of 59.9 is 2.9 points below July 2009 – June 2010. This is the lowest reading since 2004. There is 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 slipped 4.5 points from the March quarter to a CSI score of 57.3. This is the second lowest CSI Score recorded to date and is below 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 were not notified about the opportunities or that there was a lack of feedback to the public: (11.4% or twenty respondents this quarter mentioned this) (SS = satisfaction score)

*'Because they've racked up huge amounts of debt and if they'd asked the ratepayers if they want to rack up huge amounts of debt, they would have said no' (SS = 0)*

*'I mean I'm quite happy to give my input and discuss things that will affect the city but I read the City News and go on the City Council website occasionally but never hear about discussions but to me it seems like they aren't making much of an effort' (SS = 0)*

*'You don't hear about, and when you do it is in a pamphlet or it is confusing and I usually throw it in the bin because you don't know what it is about, it is not attractive enough to entice you to read it' (SS = 1)*

*'Probably because it's not really heard of or advertised' (SS = 2)*

*'Because I never hear anything unless I am in the Council office in Garden Place otherwise no notification' (SS = 2)*

*'I've never seen anything' (SS = 3)*

*'I don't know about the chances to do that sort of thing, not informed about it, and if we are, I must be reading the wrong paper' (SS = 4)*

*'Not aware of any opportunities to participate in that process' (SS = 4)*

*'They have to communicate more and let you know how to participate in the decision making' (SS = 4)*

*'Well I don't think that they put out enough information for people to be a part of the decision making' (SS = 4)*

*'I have never seen a newsletter or been given the opportunity to do so' (SS = 5)*

*'I guess it doesn't really get brought to our attention all that much; we probably don't know a lot about what is going on' (SS = 5)*

*'Council is not active enough to involve the community enough. They are also not open enough' (SS = 5)*

*'It would be nice if we got to know more. The monthly paper that comes out, they are really good. They let you know what is going on in Hamilton but not what is really going on' (SS = 5)*

*'Because I don't have specific information' (SS = 5)*

*'Things just seem to happen and often I was never aware of it' (SS = 5)*

*'Because I haven't really seen much' (SS = 5)*

*'I have no idea what they're making decisions about; I just see the roadworks pop up' (SS = 5)*

*'Some important decisions I would like to be a part of but I don't know about them; I don't get communication that there is a decision affecting me' (SS = 5)*

*'I don't see anything' (SS = 5)*

Fourteen respondents (8.0% this quarter) commented that they did not listen to the public and carried on regardless:

*'I think each ones trying to out do the other and have arguments; it's all a show and they're not going to listen to anyone anyhow; it's already planned. I don't think they care' (SS = 0)*

*'My submission was ignored; I was very dissatisfied. In my opinion Councillors get jobs because they can't get jobs elsewhere. I don't mean those who have been involved in business then go to Council. I don't like the tossers that don't have jobs before they come to Council. This is why the CBD has died. Too many of these types on the Council at present' (SS = 0)*

*'We've got the stupid V8s and stupid Waikato Stadium, and we can't afford it, and they keep making decisions without consulting anyone' (SS = 0)*

*'Because I feel that some decisions are made by Council without consulting the public at all e.g. drug rehabilitation centres, whether we wanted a casino or not, and the new Garden Place sculpture' (SS = 2)*

*'They give people the opportunity to voice their concerns and put submissions in but at the end of the day the Council does what it wants' (SS = 2)*

*'Because you put your point of view across then they do nothing about it' (SS = 3)*

*'We wrote a letter to the Council in regards to the trees and the reply we got was unsatisfactory' (SS = 3)*

*'I guess it doesn't really get brought to our attention all that much;  
we probably don't know a lot about what is going on' (SS = 5)*

*'I just think they could promote more positions available in the decisions on road trafficking. They make their decisions by themselves' (SS = 5)*

*'I haven't heard much from what they would like from the community, so I didn't think they cared what the community thought' (SS = 5)*

*'Don't think there has really been that much - feel very often that decisions have been already taken and they are just going through the motions often. Democracy being seen to be done when decisions are being already taken. So you feel disempowered' (SS = 5)*

*'Because Council takes no notice of what we have to say' (SS = 5)*

*'Just decision making for rates that sort of stuff - it's just the process the way they go about it is a bit bully boy tactic' (SS = 5)*

*'Because projects go ahead without consultation with ratepayers. We end up paying for it when they just go ahead and do it anyway' (SS = 5)*

Eleven respondents (6.3% this quarter) commented that it was not easy to be involved in decision making:

*'Just because I've never, I don't even know how they do it.  
Do they send you papers with information or what?' (SS = 2)*

*'Nobody can understand it' (SS = 2)*

*'I don't feel informed about this process' (SS = 2)*

*'Because I didn't even know that we could be the part of that' (SS = 3)*

*'I don't know about the chances to do that sort of thing, not informed about it, and if we are, I must be reading the wrong paper' (SS = 4)*

*'Not aware of any opportunities to participate in that process' (SS = 4)*

*'They have to communicate more and let you know how to participate in the decision making' (SS = 4)*

*'I can never see how you can get involved' (SS = 4)*

*'I don't see the opportunity to take part' (SS = 4)*

*'I have never seen a newsletter or been given the opportunity to do so' (SS = 5)*

*'I feel guilty because I don't know anything about it. It's just because you know if you go there and chase it, it's not clear to us that we can be opinionated about things' (SS = 5)*

Other respondents commented that more public involvement was needed (six respondents and 3.4% of the sample this quarter):

*'I think we didn't have any input into them putting up a mass of wires which is like a statue being put up in Garden Place and they are going to spend several thousand dollars on it. I can't believe they would do such a thing when they are calling poverty' (SS = 0)*

*'I mean to say I mentioned it before. The way the Council is unaccountable. The public should have more say before the Council makes any decisions. Should have to go through the citizen's ratepayers committee. We are the ones paying it' (SS = 0)*

*'More people should be able to understand how to make submissions' (SS = 3)*

*'Well I know that they have time at the Council meeting for people from the public to raise issues, but I don't know anyone that's done it. A lot of things get through Council without getting seen; things need a wider consultation' (SS = 4)*

*'I don't think that you get a lot of say in this process' (SS = 4)*

*'Council is not active enough to involve the community enough. They are also not open enough' (SS = 5)*

Four respondents (2.3% of the sample) commented that they did not understand the process or get involved:

*'You don't hear about, and when you do it is in a pamphlet or it is confusing and I usually throw it in the bin because you don't know what it is about, it is not attractive enough to entice you to read it' (SS = 1)*

*'Just because I've never, I don't even know how they do it.  
Do they send you papers with information or what?' (SS = 2)*

*'Nobody can understand it' (SS = 2)*

*'I'm not really into these things, doesn't bother me either way' (SS = 5)*

One respondent felt they were notified too late to become involved and the comment includes:

*'We hear about issues after the fact' (SS = 5)*

There was a range of other comments offered as reasons for dissatisfaction with the opportunities provided for being involved in Council decision making:

*'I think we didn't have any input into them putting up a mass of wires which is like a statue being put up in Garden Place and they are going to spend several thousand dollars on it. I can't believe they would do such a thing when they are calling poverty' (SS = 0)*

*'I mean to say I mentioned it before. The way the Council is unaccountable. The public should have more say before the Council makes any decisions. Should have to go through the citizen's ratepayers committee. We are the ones paying it' (SS = 0)*

Other comments were offered in response to opportunities of involvement in submissions

*'I know they had a meeting about this roading thing, but I couldn't actually go' (SS = 5)*

*'I don't know that everybody is interested in everything' (SS = 5)*

# Hamilton CBD at night

## Reasons for being less than satisfied with Hamilton CBD

Many respondents rated Hamilton CBD at night in the June 2011 quarter with a satisfaction score lower than 7 (less than satisfied) (28 respondents; 65% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with Hamilton CBD at night?'

This question was asked as an open question with the answers grouped together for analysis purposes. The main concern for 30% of respondents was safety and security and the comments included (SS = satisfaction score)

*'Safety issues and drinking culture of Hamilton. I leave the CBD before they get too drunk and cause problems in the evenings' (SS = 4)*

*'It's unruly and not pleasurable being there' (SS = 4)*

*'Parking, security, lighting, general atmosphere. The number of vacant premises' (SS = 5)*

*'Night time doesn't seem like it is a safe place to be. Young drunkards in town and all that' (SS = 5)*

*'Don't go out often so hard to say. They get a bit violent at the end of the evenings; maybe close earlier than later' (SS = 5)*

*'I just think that it lacks intensity. I'm committed to shopping there. There are too many young people out of control. It's not somewhere I would go. I think alcohol is too big factor' (SS = 6)*

*'Certain parts of Victoria Street are more busy. Depending on where you park, it's more dangerous walking around that area. It's dangerous between Les Mills and Mitsubishi Motors' (SS = 6)*

*'I think it's lack of security during night time' (SS = 6)*

*'It doesn't feel really safe at night, people lingering around, being drunk and stuff. Really only when you're out for tea, 10:30 -11pm at night, during the day time it's fine' (SS = 7)*

*'I don't feel safe there' (SS = 7)*

*'I think it's dangerous if you're walking down there on your own. I feel very unsafe' (SS = 7)*

*'Mainly because it doesn't feel safe' (SS = 7)*

*'There are lots of empty buildings. Hood Street is fine but anywhere else there are people you have to be a bit weary of' (SS = 7)*

Parking was the next main issue mentioned by 14% of respondents.

*'Parking and trying to get around is really hard at night and not the most convenient place to be' (SS = 4)*

*'Parking, security, lighting, general atmosphere. The number of vacant premises' (SS = 5)*

*'The parking is the main problem and they charge you heaps of money in the underground car park; it's really expensive. Reasonable tickets to the public, we think next time we better park somewhere else and take a walk (used to park in the multi level car park on corner of Hood and Anglesea Street)' (SS = 5)*

*'Got parking issues, traffic issues. Getting worse and worse for parking' (SS = 6)*

*'Car parking, not enough' (SS = 7)*

*'Parking' (SS = 7)*

Drunken or unruly behaviour was the reason as to why 12% of respondents were less than satisfied with the CBD at night:

*'Safety issues and drinking culture of Hamilton. I leave the CBD before they get too drunk and cause problems in the evenings' (SS = 4)*

*'Night time doesn't seem like it is a safe place to be. Young drunkards in town and all that' (SS = 5)*

*'Too many drunks and young drunks' (SS = 5)*

*'I just think that it lacks intensity. I'm committed to shopping there. There are too many young people out of control. It's not somewhere I would go. I think alcohol is too big factor' (SS = 6)*

*'It doesn't feel really safe at night, people lingering around, being drunk and stuff. Really only when you're out for tea, 10:30 -11pm at night, during the day time it's fine' (SS = 7)*

The need for better facilities or look of the CBD was commented on by three respondents:

*'Deserted; not very lively atmosphere really' (SS = 4)*

*'I just think that it lacks intensity. I'm committed to shopping there. There are too many young people out of control. It's not somewhere I would go. I think alcohol is too big factor' (SS = 6)*

*'I think the restaurants want you to have a full dinner at night. There are not enough places that you can have a snack with your friends. Some places are a bit high class and too expensive. There are 3 places you can stop the night at a motel or hotel that are very competitively priced with a meal included. I think they still do this' (SS = 7)*

Lighting was also an issue in the CBD at night for two respondents:

*'Parking, security, lighting, general atmosphere. The number of vacant premises' (SS = 5)*

*'Poor lighting in some of the back alleyways behind the main Victoria Street' (SS = 7)*

There was a range of other comments which include:

*'I don't go to town very often' (SS = 2)*

*'Deserted; not very lively atmosphere really' (SS = 4)*

*'Parking, security, lighting, general atmosphere. The number of vacant premises' (SS = 5)*

*'Just comparing to Hamilton Gardens, it's not as nice' (SS = 6)*

*'I'm not dissatisfied but it could be better' (SS = 7)*

*'It's often kind of dirty and really hard to find a taxi' (SS = 7)*

*'Well, the CBS North end is a disaster; South end is alright. Well I think the establishment of The Base has ruined the centre of town, it has deflected the focus away from the centre of the city' (SS = 7)*

## Council Night Patrol Team

### Reasons for being less than satisfied with the Council Night Patrol team

In the June 2011 quarter, over a quarter of the respondents (11 respondents; 12% of the sample) rated the Council Night Patrol team making the Central City safer in the evenings 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 Council Night Patrol Team making the Central City safer in the evenings?'

Their comments covered a variety of reasons with the main reason given that the Council Night Patrol were not effective enough in the Central City (mentioned by 7% of respondents who rated at 7 or less) and included: (SS = satisfaction score)

*'Avoid the CBD as it is too violent' (SS = 0)*

*'Had been downtown and had the windscreen broken. Not enough of them (night patrol team)' (SS = 2)*

*'I don't think it's any safer when they started. The Council have killed the inter city - it's dead and buried; would rather go to The Base. I'm right on the city boundary and would rather go to The Base than the Central City' (SS = 2)*

*'You see them around, but when you need assistance they seem reluctant to help, almost like they don't want to get involved' (SS = 4)*

*'There are not enough of them, there are still lots of crimes going on in the central city at night time' (SS = 4)*

*'I've just never noticed it and there still seem to be quite a lot of stabbings outside pubs and different things' (SS = 7)*

There were several other reasons for being less than satisfied given and these include:

*'I don't think it's any safer when they started. The Council have killed the inter city - it's dead and buried; would rather go to The Base. I'm right on the city boundary and would rather go to The Base than the Central City' (SS = 2)*

*'Well I haven't seen them, I don't go out at night. 5 was a neutral response' (SS = 5)*

*'I probably wouldn't say I was dissatisfied with them; it's just they're not perfect. The times where I've observed them perhaps a lack of professionalism when approaching young people. They've used a very black and white sort of approach' (SS = 7)*

*'I would like to see more presence in the area and extended to other streets in the downtown area' (SS = 7)*

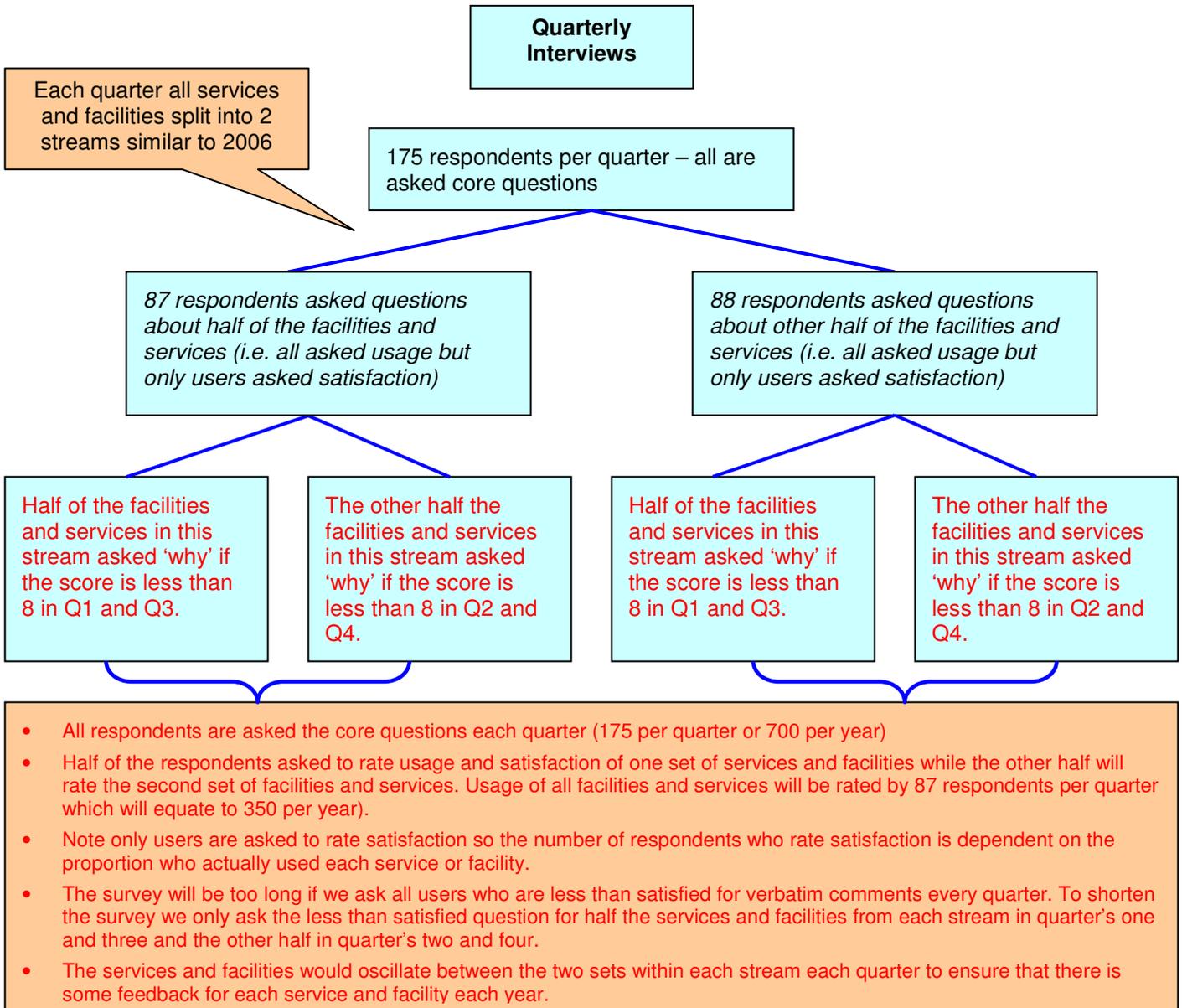
There was one positive comment offered about the Night Patrol team

*'I was in town few months ago for a party. There were few of them and that made us more comfortable' (SS = 7)*

# 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	<b>Exceeds Expectations</b>	<b>Exceeds Expectations</b>
9		
8	<b>Meets Expectation</b>	<b>Meets Expectation</b>
7		
6	<b>Lower than Expectation – ask why</b>	<b>Lower than Expectation – ask why</b>
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

### Waikato Museum

#### Reasons for being less than satisfied with the Waikato Museum

Respondents who rated the Waikato Museum with a satisfaction score lower than 8 (less than satisfied) were asked 'Can you tell me why you were not totally satisfied with the Waikato Museum?' In the June 2011 quarter a third of the users were less than satisfied (13 respondents; 36%).

There were several respondents who felt that there was not enough of interest in the Museum. The comments included: (SS = satisfaction score)

*'It's mainly to do with the exhibits they have. It was disappointing that some of the exhibits didn't come down to Hamilton. The scale of exhibits seem to be not as exciting' (SS = 6)*

*'Not much there to see' (SS = 6)*

*'Just doesn't seem to have a lot on and a lot that is relevant' (SS = 6)*

*'It's just a matter of taste, I don't agree with some of the things that they show there; they could have a better range of what they show' (SS = 7)*

A few respondents suggested improvements.

*'The layout and the information is not well prepared' (SS = 5)*

*'Same old, same old. Hasn't changed in years - remember taking daughter there when she was 5, nothing has changed since then' (SS = 5)*

*'We don't go very often and they don't change things very often' (SS = 7)*

*'It's a bit small and some of the exhibitions been there for so long' (SS = 7)*

*'They don't change the exhibitions often enough' (SS = 7)*

One respondent felt that the Museum was too small.

*'It's a bit small and some of the exhibitions been there for so long' (SS = 7)*

A few respondents made other comments as to why they were less than satisfied with the Museum.

*'I don't go there that much. More into sports, boarding and BMX' (SS = 5)*

*'Just compared to other Museums, it could be better' (SS = 7)*

*'It just seems to be the same displays are always on' (SS = 7)*

*'The price' (SS = 7)*

## Clarence Street Theatre

### Reasons for being less than satisfied with the Clarence Street Theatre

Nearly half of the users of the Clarence Street Theatre in the June 2011 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (12 respondents; 48% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with Clarence Street Theatre?' The main theme revolved around the Clarence Street Theatre needing an upgrade. The comments included: (SS = satisfaction score)

*'It was a bit shabby, not much facilities there' (SS = 5)*

*'They seem to be fairly overly priced. I'd say that for all the theatres. They're overpriced for Hamilton especially; for community groups they're just completely priced out of our range. Also some of the services you are locked into which are overpriced when hiring the space e.g. catering for food and drinks. A lot of people in the community avoid those places because they can't afford them; they tend to go for community spaces like community halls' (SS = 5)*

*'It was just the particular thing I went there for. Not the facility' (SS = 5)*

*'It was over crowded; the services provided weren't very good, the bar wasn't very good' (SS = 6)*

*'Gets a little tacky at times' (SS = 7)*

*'We go there for shows; they're alright. They need to do it up a bit' (SS = 7)*

*'The facilities are a little bit worn out' (SS = 7)*

*'Because don't usually watch plays much and so I don't really go there much. Founders Theatre is good' (SS = 7)*

*'I haven't been there that often. Just the fact that my experience there is quite limited' (SS = 7)*

*'Where we had to sit we were up the top, when we had to stand it felt like we could fall; it was unsafe. The people in front of me were far ahead. The seats are really tiered' (SS = 7)*

*'Nothing to do with the facility' (SS = 7)*

*'A bit confusing at the entrance. Had to run around to find entrance especially with the kids there' (SS = 7)*

## The Meteor Theatre

### Reasons for being less than satisfied with the Meteor Theatre

Three quarters of the Meteor users from the June 2011 quarter (73%; eight respondents) rated the Meteor Theatre 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 Meteor Theatre?' The main reason appears to be the fact that the theatre needs updating. Their comments included: (SS = satisfaction score)

*'Because the floor is dangerous and it slopes up or down slightly; it is not particularly visible but last time we went there, my mother couldn't get upstairs. Now she is in a wheelchair and there is no easy access for wheelchairs. If there is, then it is not visible' (SS = 5)*

*'Just felt like an empty box; I guess it is what the place is designed for' (SS = 5)*

*'The same thing as Clarence Street Theatre (They seem to be fairly overly priced. I'd say that for all the theatres. They're overpriced for Hamilton especially; for community groups they're just completely priced out of our range. Also some of the services you are locked into which are overpriced when hiring the space e.g. catering for food and drinks. A lot of people in the community avoid those places because they can't afford them; they tend to go for community spaces like community halls)' (SS = 6)*

*'Because I think it needs renovating' (SS = 6)*

*'The bathrooms are disgusting e.g. they're tiny and grotty' (SS = 6)*

*'Was echoing a lot; not very warm' (SS = 7)*

*'The thing I went to see was expensive' (SS = 7)*

*'It's a bit worn and raggedy' (SS = 7)*

## Hamilton Zoo

### Reasons for being less than satisfied with the Hamilton Zoo

A fifth of the users of the Zoo in the June 2011 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (eight respondents out of 44 users (18%). These respondents were asked 'Can you tell me why you were not totally satisfied with the Zoo?' Their comments included: (SS = satisfaction score)

*'A lot of walking to see precious little' (SS = 5)*

*'The animals were all asleep' (SS = 5)*

*'Education side of things; you're left to yourself to look around. There's no one to give you information or tell you about things' (SS = 5)*

*'It's alright; better than Auckland' (SS = 6)*

*'Just cost wise. The only time I've been there is when I've had a 2 for 1 deal.*

*I wouldn't go there if I had to pay full price. Experience wise it's always been really enjoyable but again just cost. I wouldn't say its overly excessive, it's just my personal opinion.*

*I've had a lot of good feedback from people about the zoo' (SS = 7)*

*'I suppose I lived in California, their zoo was a bit superior to our zoo  
(not saying that our zoo is not good as well) ' (SS = 7)*

*'Couple of issues - sometimes they find to get a group of people through there at entrance at the same time it becomes a bottleneck; difficult to keep children away from road and it's slow getting through doors. It's sometimes difficult to figure out where you are going. They should have more people to point you in right direction with information. Information and infrastructure are good' (SS = 7)*

*'Little bit the same, same old, same old. Nothing outstanding that would make me go back' (SS = 7)*

## Hamilton City Leisure Centre (YMCA)

### Reasons for being less than satisfied with the Hamilton City Leisure Centre (YMCA)

Only 11 respondents had used the Hamilton City Leisure Centre (YMCA) in the June 2011 quarter and 65% of these respondents rated their satisfaction with a score lower than 8. These respondents were asked 'Can you tell me why you were not totally satisfied with the Hamilton City Leisure Centre (YMCA)?' These comments included: (SS = satisfaction score)

*'It just seems a bit outdated. Good facilities and good people working there but in terms of regular usage for me in particular it's a bit out of my way and again in terms of hiring it for event, it's overly excessive price wise. There's probably better facilities around Hamilton like gyms which are better than YMCA which I think is just to do with the fact it's a bit past it's use by date'* (SS = 5)

*'Feels out of date'* (SS = 6)

*'The need to do it up'* (SS = 6)

*'Haven't been often but it is always a bit rough looking and old'* (SS = 6)

*'I just take the children there, sometimes the assistance you get from the staff is not up to the standard'* (SS = 7)

*'It's cold inside'* (SS = 7)

## Parks and Gardens

### Hamilton Gardens

#### Reasons for being less than satisfied with Hamilton Gardens

Respondents who rated Hamilton 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 Hamilton Gardens?' Only 13% of the users for the June 2011 quarter were less than satisfied with Hamilton Gardens (13% of the users, nine respondents).

There was a variety of reasons for rating Hamilton Gardens poorly. Comments included: (SS = satisfaction score)

*'Not much flowers, like trees and beautiful flowers; they're not very interesting and not different' (SS = 5)*

*'It is nice, not perfect. Part of it, the lawns, were pretty mushed up and quite messy' (SS = 6)*

*'The play area for children is not big enough' (SS = 7)*

*'The last time I went there was for an expo, and I saw the infrastructure wasn't that good. It was very old and run down' (SS = 7)*

*'I just think that could be more there' (SS = 7)*

*'It is very hard to get a park. All the buses take all the parks in the summer and weekends' (SS = 7)*

*'There's not much of a variety for food/cafe's etc' (SS = 7)*

*'Just don't go too often there' (SS = 7)*

*'There are times when I have been there and there has been rubbish around the parks, particularly near the Rose Gardens' (SS = 7)*

## Children's Playgrounds

### Reasons for being less than satisfied with the Children's Playgrounds

Respondents who rated the Children's Playgrounds 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 Children's Playgrounds?' Over half of the users for the June 2011 quarter were less than satisfied with the Children's Playgrounds (55% of the users, 16 respondents).

The most common reason for rating the Children's Playgrounds poorly was because respondents felt that they needed more equipment. Comments included: (SS = satisfaction score)

*'There's two swings, no safety equipment at all, and it's all covered in tagging; there's not even a slide' (Fairview Downs: SS = 2)*

*'It's not maintained, old, not suitable for children; it's high. Really rundown. This is off Belmont Ave, Bankwood Park' (Chedworth: SS = 3)*

*'The equipment caters more for a lot of older kids, my daughter is only two. Our park does not have a swing set. There is a lot of graffiti' (Naylor: SS = 4)*

*'It's a little big for pre schoolers' (Bryant: SS = 4)*

*'Guess just limited; limited to three items there for them to play with' (Glenview: SS = 5)*

*'There's not enough equipment' (Dinsdale North: SS = 5)*

*'Only go once a month but only a little bit to play on; it would be nice if there was more there to play on' (Glenview: SS = 5)*

*'Just a bit old. No swings. They could just put a few extra things around it, only a slide, a climbing thing and a pole at the moment. Greenview Road and Western Heights Park. Walking up to it gets very muddy, especially when it gets rainy' (Nawton: SS = 6)*

*'It's not enough in my area. More for very young children' (Horsham Downs: SS = 6)*

*'I just think they are generally rundown and old. They are just pretty basic' (Silverdale: SS = 6)*

*'I don't think there is enough play equipment and I don't think they are thinking enough about the surface of the play equipment for the children' (Dinsdale South: SS = 7)*

*'There are several playgrounds where we live and they are very basic with just a couple of swings and seesaws. The better ones are very good such at Claudelands but they are a little bit further away and we don't go there very often' (Clarkin: SS = 7)*

Others had concerns about the vandalism in the Playgrounds. The following are their comments:

*'There's two swings, no safety equipment at all, and it's all covered in tagging; there's not even a slide' (Fairview Downs: SS = 2)*

*'The equipment caters more for a lot of older kids, my daughter is only two. Our park does not have a swing set. There is a lot of graffiti' (Naylor: SS = 4)*

*'Some are rusty and some not working, especially the swings. There are times when there is rubbish in the parks' (Bader: SS = 5)*

*'The ones next to me are getting trashed all the time (Fairfield)' (Clarkin: SS = 6)*

*'Sometimes it's a bit dirty, rubbish, graffiti' (Te Rapa: SS = 7)*

The next most common reason for rating the Children's Playgrounds with less than satisfaction was because respondents felt that they needed to be better maintained. Comments included:

*'It's not maintained, old, not suitable for children; it's high. Really rundown.  
This is off Belmont Ave, Bankwood Park' (Chedworth: SS = 3)*

*'Some are rusty and some not working, especially the swings.  
There are times when there is rubbish in the parks' (Bader: SS = 5)*

*'I just think they are generally rundown and old. They are just pretty basic' (Silverdale: SS = 6)*

*'Sometimes it's a bit dirty, rubbish, graffiti' (Te Rapa: SS = 7)*

There were a few other comments including:

*'Because I feel that the equipment at the lake is so much better' (Chedworth: SS = 5)*

*'Just a bit old. No swings. They could just put a few extra things around it, only a slide, a climbing thing and a pole at the moment. Greenview Road and Western Heights Park. Walking up to it gets very muddy, especially when it gets rainy' (Nawton: SS = 6)*

## City Walkways

### Reasons for being less than satisfied with the City Walkways

A third of the users of the City Walkways in the June 2011 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (20 respondents; 33% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with the City Walkways?' The responses covered a variety of themes with the main ones being the walkways needing maintenance, safety concerns and vandalism.

Some respondents felt that maintenance was an issue and commented: (SS = satisfaction score)

*'Some of them need a bit of tidying up and a bit of work.  
Some young people graffiti walkway areas' (SS = 5)*

*'The city walkways tend to be wet. Got dog poo and leaves that composted and turned to mush. They are often quite dark. Sometimes I don't always feel safe' (SS = 6)*

*'I think that they require a degree of maintenance. I'm just not sure it is a Council priority and I think that it should be' (SS = 7)*

*'No maintenance and the walkway has been there for two years. The plants need maintenance by trimming; they grow like crazy and could be dangerous' (SS = 7)*

*'I think it could use a little more maintenance work' (SS = 7)*

*'The lake is quite slippery on the wooden walkways' (SS = 7)*

*'Some of the paving stones are not level so they stick up. Easy for one to lose ones footing' (SS = 7)*

Others felt there needed to be better lighting with these comments:

*'Lighting and safety and rubbish bins for when we walk the dog and need to dump their droppings' (SS = 5)*

*'The city walkways tend to be wet. Got dog poo and leaves that composted and turned to mush. They are often quite dark. Sometimes I don't always feel safe' (SS = 6)*

*'I don't think it's safe at night times. It's dark by the river bank, and there's not a lot of lighting down there' (SS = 7)*

*'In some places there is poor lighting, some of the bins are quite dirty, and the pathway around the lake is infested with insects' (SS = 7)*

Some respondents felt that safety was an issue and commented:

*'The city walkways tend to be wet. Got dog poo and leaves that composted and turned to mush. They are often quite dark. Sometimes I don't always feel safe' (SS = 6)*

*'There are spots that are a bit scary especially for young ladies' (SS = 6)*

*'I don't think it's safe at night times. It's dark by the river bank, and there's not a lot of lighting down there' (SS = 7)*

*'Sometimes I don't feel that safe or secure' (SS = 7)*

Six respondents were less than satisfied with the City Walkways because of the vandalism and commented:

*'Graffiti' (SS = 4)*

*'Some of them need a bit of tidying up and a bit of work.  
Some young people graffiti walkway areas' (SS = 5)*

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*'Because they are filthy. The main one on lake, I see plastic bottles and cans' (SS = 5)*

*'Quite a bit of rubbish around them' (SS = 6)*

*'In some places there is poor lighting, some of the bins are quite dirty,  
and the pathway around the lake is infested with insects' (SS = 7)*

Some respondents had other concerns and commented:

*'We go there rarely as there are lots of people' (SS = 6)*

*'Parts of walkway not open due to slips, mostly on eastern side of river between the McDonalds Bridge  
and between Bridge Street Bridge. I think it should be indicated whether pedestrians or cycles stay left or  
right on walkway to share with care' (SS = 7)*

*'In some places there is poor lighting, some of the bins are quite dirty,  
and the pathway around the lake is infested with insects' (SS = 7)*

*'Only because the one I'm familiar with along the river - its' always the same walk; want more variety. We  
are obsessed with traffic in Hamilton. More walkways going into the city' (SS = 7)*

One respondent made a positive comment.

*'They are good' (SS = 7)*

## Sports Areas

### Reasons for being less than satisfied with the Sports Areas

Just over half of the users of the other Sports Areas e.g. not including Waikato Stadium/ Westpac Park or swimming pools in the June 2011 quarter rated their satisfaction with a score lower than 8 (less than satisfied) (11 respondents; 52% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with the Sports Areas? The most common reason for rating the Sports Areas poorly was because of the need for better facilities. (SS = satisfaction score)

*'Not many rubbish bins in the sports area that I use and a lot of broken bottles, especially in Swarbrick Park' (SS = 5)*

*'I think they can be more improved and parking is really difficult to get into (Minogue Park netball courts)' (SS = 6)*

*'Lack of toilet facilities' (SS = 6)*

*'Sometimes the facilities are quite dirty and some toilets smell bad' (SS = 6)*

*'Velodrome in Hamilton East - often there is debris on the track and would be nice if there were lights there at night time' (SS = 7)*

There was a range of other comments which include:

*'I think it's just the parking that's always a hassle and sometimes you have to pay to get in ' (SS = 6)*

*'Not mowed very often. Long grass. Sometimes toilets are locked' (SS = 7)*

*'Some of the areas are a bit hard for wheelchairs' (SS = 7)*

*'Takes ages to get into the cricket. Sometimes only one or two people on. The parking as well, often they have cones out on one side of the street; you have to park for miles' (SS = 7)*

*'Parking is too far from the sports areas' (SS = 7)*

*'it's just the setting wasn't great. Netball court. It was at Mystery Creek' (SS = 7)*

## City Beautification

### Reasons for being less than satisfied with the City Beautification

Over a quarter (29%, 26 respondents) were less than satisfied with the City Beautification (includes planting of traffic islands, street trees and the tree-scape of the city in general) in the June 2011 quarter (scores 0 – 7). They were asked 'Can you tell me why you were not totally satisfied with the City Beautification?' The main concerns were the planting, blocking views of oncoming traffic.

Their comments included: (SS = satisfaction score)

*'They are planting the wrong trees, and the roundabouts need to be kept low in vegetation so that you can see across them' (SS = 2)*

*'In major intersections they have shrubs and you can't see until you're right at the actual intersection. Everything is overgrown and on Resolution Drive, a tree had come down and it was over the road for three days, it's a danger hazard. What's the use of planting these things when no one is maintaining it? Why at the major Dinsdale roundabout do they have a big tree in it? Why can't it be just grass where people can see? It does look nice but there needs to be not a danger aspect' (SS = 2)*

*'The islands they have big trees and you cannot see what's coming. The islands in the middle of the roads and on the sides, they are so wide and it makes the roads unsafe especially if someone crashes. I used to work in the hospital and I've already seen so many crashes come in from that' (SS = 3)*

*'Don't know really. The roundabouts are too high and you have to stretch up to see around the roundabout. Plantings are too high sometimes' (SS = 5)*

*'We just find in our area they don't get weeded and they often look yuck (traffic islands)' (SS = 5)*

Other concerns related to maintenance.

*'In major intersections they have shrubs and you can't see until you're right at the actual intersection. Everything is overgrown and on Resolution Drive, a tree had come down and it was over the road for three days, it's a danger hazard. What's the use of planting these things when no one is maintaining it? Why at the major Dinsdale roundabout do they have a big tree in it? Why can't it be just grass where people can see? It does look nice but there needs to be not a danger aspect' (SS = 2)*

*'They don't really think about what they're planting, and what destruction it can cause. I had to call the Hamilton City Council to remove some plants outside my house. Some plants dry up and grow out of control' (SS = 5)*

*'We just find in our area they don't get weeded and they often look yuck (traffic islands)' (SS = 5)*  
*'Because I have seen them pulling out plants that looks find to me, and it's seems wasteful; they could weed and they could plant annual plants instead of perennial' (SS = 5)*

There was a range of other comments:

*'They planted the trees inside the houses in whole of our street. That promotes moths and they are not good looking trees also' (SS = 0)*

*'Because I think it is a waste of money. In these days ratepayer's money should not be squandered. Ratepayers should not have to pay, they should not have to pay gardeners, and we should not have to fund excess staff. If we were in buoyant times it would be different' (SS = 0)*

*'It's a disaster just the way they design Victoria, Hood and the Central City in general' (SS = 1)*

*'Just think they could do a better job, because some areas are well looked after and some areas they don't do it at all' (SS = 2)*

*'The dropping of the leaves blocks all the drains and spoutings. The people that plant the trees must be insane to plant that type' (SS = 4)*

*'The sewerage thing they're going to stick up in the air; the new statue thing they must be mad; they're going to pay someone \$100000 to put that up; there's an outcry' (SS = 4)*

*'It looks haphazard, I think there are other issues that are more important than that e.g. youth unemployment' (SS = 5)*

*'They don't really think about what they're planting, and what destruction it can cause. I had to call the Hamilton City Council to remove some plants outside my house.*

*Some plants dry up and grow out of control' (SS = 5)*

*'The tagging and rubbish down Avalon Drive' (SS = 5)*

*'It makes it safer but can be annoying as it sometimes gets in your way when driving and narrows the road in some places' (SS = 5)*

*'Sometimes they go a bit overboard' (SS = 5)*

*'The trees are taken down when there is no need for that and they are felling trees when there is no need to' (SS = 5)*

*'Because I actually think they are planting trees that are not natives and they should be planting native trees at the Claudelands Event Centre' (SS = 5)*

*'Because I have seen them pulling out plants that looks fine to me, and it's seems wasteful; they could weed and they could plant annual plants instead of perennial' (SS = 5)*

*'Repeating themselves all the time, building stuff then taking away. Things down the main street are good but not sure on safety down there; my son was nearly bowled down along the main street near lights. Pedestrians too close to the roads. Try to keep as many of the old trees and the character as possible' (SS = 6)*

*'I think the amount of money that is going into some of the places especially in Garden Place is ridiculous; you can still make it look nice without spending that much money' (SS = 6)*

*'Because we don't like some of the trees that are planted on the road frontage; some of them aren't suitable' (SS = 6)*

*'I find some of them are more sort of hazards than to beautifications' (SS = 6)*

*'It's just hit and miss; some streets are good, some aren't' (SS = 6)*

*'I think they waste money on Mill Street; they re-plant and rip it up again 6 mths later' (SS = 6)*

*'In some cases - it's bit too much in some areas because it blocked the traffic ' (SS = 6)*

## Water, Waste and Refuse

### Hamilton Organic Centre

#### Reasons for being less than satisfied with the Hamilton Organic Centre

Only 9% (two respondents) of those who had used the Hamilton Organic Centre for garden waste in the June 2011 quarter was less than satisfied (scores 0 – 7). They were asked '*Can you tell me why you were not totally satisfied with the Hamilton Organic Centre?*' Their comments included: (SS = satisfaction score)

*'Quite satisfied' (SS = 6)*

*'They charge too much to use their service and the attitude of a staff member there' (SS = 6)*

## City's Stormwater System

### Reasons for being less than satisfied with the City's Stormwater Drainage System

Twenty six respondents (29% of users) who rated the City's Stormwater Drainage System in the June 2011 quarter rated this 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 Stormwater System?' The most common reason for rating the City's Stormwater Drainage System at less than 7 on the 10 point satisfaction scale was to do with surface water or flooding. Their comments included: (SS = satisfaction score)

*'Leaves are blocking the drains, they take too long to come around and it floods' (SS = 1)*

*'Because the streets in our area flood all the time' (SS = 1)*

*'We are in a housing New Zealand new built house and there is a stormwater drain outside my house and my front section/driveway all flooded right onto the driveway and I had to remove it so the water could drain away; that's not my job. There are massive floodings because they don't seem to be maintained' (SS = 2)*

*'Had a lot of flooding, because of blocked drains' (SS = 4)*

*'It gets flooded all the time when it rains heavily' (SS = 4)*

*'The roads around here flood when it rains a lot' (SS = 4)*

*'Because outside my house it floods really bad when the drains get blocked up' (SS = 4)*

*'It floods too easily when it rains. That's wasted water' (SS = 5)*

*'Just see a lot of flooding around the area when it rains.*

*Don't seem to be popping out to unblock the drains' (SS = 5)*

*'So we get a lot of autumn fall that is not cleared up often so if we have a big downpour it can flood half the street' (SS = 5)*

*'Because the street where I live it always floods when it's raining' (SS = 5)*

*'Outside our house, all the water gathers up in the beautification area, on the path, and it's not drained out until it stops raining and it dries up' (SS = 6)*

*'It's always flooding' (SS = 6)*

*'Stormwater not draining away so well, because it is blocked with leaves' (SS = 6)*

*'I saw a lot of water lying around blocked with leaves, but there was a sudden downpour' (SS = 6)*

*'When it rains there's a lot of flooding all around the place. It may be the seasons, but there are a lot of problem areas' (SS = 6)*

Other respondents commented on the drains being blocked with these comments:

*'Leaves are blocking the drains, they take too long to come around and it floods' (SS = 1)*

*'Because they don't come out at the appropriate time to clean all the gutter and drains when it heavy rains' (SS = 2)*

*'Drains are blocked by the leaves' (SS = 3)*

*'Had a lot of flooding, because of blocked drains' (SS = 4)*

*'Because outside my house it floods really bad when the drains get blocked up' (SS = 4)*

*'Just see a lot of flooding around the area when it rains.*

*Don't seem to be popping out to unblock the drains' (SS = 5)*

*'So we get a lot of autumn fall that is not cleared up often so if we have a big downpour it can flood half the street' (SS = 5)*

*'Because the ones outside my house keep blocking up and nobody comes to fix them.  
I have to fix them' (SS = 5)*

*'Stormwater not draining away so well, because it is blocked with leaves' (SS = 6)*

*'Too often blocked with leaves and the contractors don't clear that often' (SS = 6)*

*'I saw a lot of water lying around blocked with leaves, but there was a sudden downpour' (SS = 6)*

*'Well it doesn't seem to be cleaned out as much as it should be for this time of the year  
with the leaves and the downpours' (SS = 6)*

Other reasons for dissatisfaction included:

*'It is barely adequate. This should be a first world country, so I expect first world facilities;  
this is not the case' (SS = 0)*

*'They are a bit slack on their services' (SS = 5)*

*'Don't really use it that much' (SS = 6)*

*'Because I saw it polluting the Waikato River. I saw it coming in dirty and muddy' (SS = 6)*

*'Because I have been on the riverside by stormwater pipes that go out in the river and the water going  
into the river is so polluted' (SS = 6)*

## Continuity of Water Supply

### Reasons for being less than satisfied with the continuity of the City Water Supply

In the June 2011 quarter, only four respondents (4% of users) rated the continuity 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 continuity of the City Water Supply?' One of these respondents did not give a reason for being dissatisfied. Their comments included: (SS = satisfaction score)

*'It varies a lot. Sometimes you get a strong odour of chlorine' (SS = 3)*

*'We had a scenario about four months ago where we didn't have water at certain times of the night for a couple of days' (SS = 4)*

*'I have scored most of these questions a five, because the services are just okay. In this day and age they are just adequate; nothing to boast about. Third world countries water and sewerage supplies are comparable to here' (SS = 5)*

## Taste of the Water Supplied

### Reasons for being less than satisfied with the Taste of the Water Supplied

In the June 2011 quarter, 20 of the respondents (22%) rated the Taste of the Water Supplied 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 Taste of the Water Supplied?' The most common reason for rating the taste of the water supplied at 7 or less on the 10 point satisfaction scale was to do with the fact the water tasted bad. Their comments included: (SS = satisfaction score)

*'The taste of the water and the smell to it. I find it hard to make my kids drink it. I have a three and a half year old and an eight month year old; they can't stand the taste of it and I have to force it but if I give them bottled water they drink it. I'm thinking about getting a water purifier' (Rototuna: SS = 2)*

*'I am used to rainwater and I can smell the chemicals in the water when I shower and when I use it. Also not fussed with the fluoride and I have a water filter so I can get rid of the nasty chlorine taste' (Fairview Downs: SS = 2)*

*'After rain the water has a strong taste' (Riverlea: SS = 4)*

*'There an odour and the taste is not right' (Bader: SS = 5)*

*'Sometimes it tastes funny' (Dinsdale South: SS = 5)*

*'Because it's rubbish. Sometimes it smells and tastes really strong' (Swarbrick: SS = 5)*

*'It's a bit chlorinated but we used filtered water so if we drink it straight from the tap it does taste different' (Huntington: SS = 5)*

*'In some areas of the town where I taste it, it's a different taste' (University: SS = 6)*

*'Tastes like mud. Compared to other areas of the country such as Eastern Bay of Plenty the water here tastes dirty and muddy' (Nawton: SS = 6)*

Others raised concerns about the chemicals it contained.

*'I am used to rainwater and I can smell the chemicals in the water when I shower and when I use it. Also not fussed with the fluoride and I have a water filter so I can get rid of the nasty chlorine taste' (Fairview Downs: SS = 2)*

*'I don't like it, I just don't. I don't like anything added to it' (Bader: SS = 3)*

*'It's the chlorine and I'm not used to it after having my own fresh water tank in the past and sometimes it is a little bit cloudy' (Peachgrove: SS = 4)*

*'It's just different, sometimes it's okay, sometimes there's too much chlorine in it' (Horsham Downs: SS = 4)*

*'It's too much chlorine in it' (Nawton: SS = 5)*

*'It's a bit chlorinated but we used filtered water so if we drink it straight from the tap it does taste different' (Huntington: SS = 5)*

*'Too much chlorine is used' (Bryant: SS = 6)*

*'Too much chlorine' (Te Rapa: SS = 6)*

*'Sometimes it's discoloured and has too much chlorine in it' (Enderley: SS = 6)*

A number mentioned the smell of the water.

*'The taste of the water and the smell to it. I find it hard to make my kids drink it. I have a three and a half year old and an eight month year old; they can't stand the taste of it and I have to force it but if I give them bottled water they drink it. I'm thinking about getting a water purifier' (Rototuna: SS = 2)*

*'I am used to rainwater and I can smell the chemicals in the water when I shower and when I use it.  
Also not fussed with the fluoride and I have a water filter  
so I can get rid of the nasty chlorine taste' (Fairview Downs: SS = 2)*

*'There an odour and the taste is not right' (Bader: SS = 5)*

*'Because it's rubbish. Sometimes it smells and tastes really strong' (Swarbrick: SS = 5)*

Other comments included:

*'It's the chlorine and I'm not used to it after having my own fresh water tank in the past  
and sometimes it is a little bit cloudy' (Peachgrove: SS = 4)*

*'Only just ok. Nothing special about it. It is not sweet water' (Hillcrest: SS = 5)*

*'Sometimes it's discoloured and has too much chlorine in it' (Enderley: SS = 6)*

*'It is different to spring' (Glenview: SS = 6)*

*'Just compared to rural water supplies I guess' (Naylor: SS = 6)*

*'It varies a lot. I don't drink it. I have a filter' (Hamilton East: SS = 6)*

## Environmental Services

### Council's Dog Control Service

#### Reasons for being less than satisfied with the Council's Dog Control Service

In the June 2011 quarter, one of the users of the Council's Dog Control Service rated the Dog Control Service with a satisfaction score lower than 7 (less than satisfied). This respondent was asked 'Can you tell me why you were not totally satisfied with the Council's Dog Control Service?' Their comment included: (SS = satisfaction score)

*'I rang to report the dog; it was barking but they send you a form to fill out. I don't think you should fill out the form with all your personal details instead of doing something about if you reported a dog barking ' (SS = 1)*

## Council's Noise Control Service

### Reasons for being less than satisfied with the Council's Noise Control Service

In the June 2011 quarter, only three of the 13 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)

*'I have a property on the V8 track. Noise Control showed up and did a sound assessment over 15 minutes. The V8s scream past for 30 seconds and make a lot of noise but Noise Control doesn't count just that but takes the average over 15 minutes. The Council has not honoured the contract agreement'*  
(SS = 0)

*'Didn't have a problem with the Council staff. There was an alarm going off at McDonalds, it took 40 minutes to an hour for it to go off'* (SS = 2)

*'One of the people that came were not good; he had a attitude; he didn't seem interested and was rude. The other person was fine'* (SS = 6)

## Roads and Traffic

### Pedestrian Safety

#### Reasons for being less than satisfied with the Pedestrian Safety around Hamilton

In the June 2011 quarter, a quarter of the pedestrians (21 respondents; 26% of users) rated the Pedestrian Safety 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 Safety around Hamilton?' One respondent did not answer as to why they were less than satisfied with the Pedestrian Safety around Hamilton. The most common theme was that they needed more of them. Their comments included: (SS = satisfaction score)

*'I believe that there should be an underpass access to Hamilton Gardens so there is safe access to gates one and two' (SS = 2)*

*'They're really busy, they need more' (SS = 5)*

*'Because where I live is quite busy (roads) and to get across those roads it's quite dangerous. Like Peachgrove Rd, if you were to cross that, because it's so busy you would get stuck in the middle and there's nothing to stand on. You're right there on the white line. There's not enough pedestrian safe bays close enough together and it's like that all the way down Galloway/Peachgrove. The pedestrian crossing things aren't close together for the facilities in the area, e.g. two schools' (SS = 5)*

Others had concerns about the safety in general when using some of the crossings.

*'I walk children to school. The crossing has got bars on island. I have to split my children to get across, trying to push pram and hold my young son on his bicycle. Comries Avenue pedestrian crossing. Also pedestrian crossing by Westfield's, people are unsure if they should stop in their cars; very confusing and dangerous' (SS = 4)*

*'Take note of what is happening in Cambridge. They are making the traffic give the people a bit of leeway. Where we are they are just wicked. It is a real courtesy that they give the pedestrian a bit of leeway' (SS = 5)*

*'I don't like having to wait in the middle of the road on a median strip for cars to pass before I continue' (SS = 6)*

*'Because you take your life in your hands crossing the roads at roundabouts' (SS = 6)*

Some had safety concerns about the speed or volume of traffic.

*'The one on Tramway Road I've used before, but people just keep on driving, maybe it needs big flashing lights' (SS = 3)*

*'Because where I live is quite busy (roads) and to get across those roads it's quite dangerous. Like Peachgrove Rd, if you were to cross that, because it's so busy you would get stuck in the middle and there's nothing to stand on. You're right there on the white line. There's not enough pedestrian safe bays close enough together and it's like that all the way down Galloway/Peachgrove. The pedestrian crossing things aren't close together for the facilities in the area, e.g. two schools' (SS = 5)*

*'Where I live is not that good because it's busy traffic on a main road where cars speed' (SS = 5)*

*'The cars don't seem to stop' (SS = 5)*

*'Most of the times I'm happy, when some drivers stop to let me walk across, but sometimes the drivers drive too quickly and I don't feel safe' (SS = 5)*

*'Where I live is not that good because it's busy traffic on a main road where cars speed' (SS = 5)*

*'The cars don't stop' (SS = 6)*

There was a range of other comments that included:

*'I think there is a lack of cycle lanes, they are constantly going onto walkways and whacking into people, not enough room. I had a skateboard whack into me' (SS = 0)*

*'I walk children to school. The crossing has got bars on island. I have to split my children to get across, trying to push pram and hold my young son on his bicycle. Comries Avenue pedestrian crossing. Also pedestrian crossing by Westfield's, people are unsure if they should stop in their cars; very confusing and dangerous' (SS = 4)*

*'There's not enough lighting around pedestrian crossings' (SS = 5)*

*'I just think there is lack of lighting and in the Central City, few homeless people' (SS = 6)*

*'The lighting of them. Notifications of them to the traffic' (SS = 6)*

*'Some of them are poorly lit, and some of the crossings orange bulbs don't work and it might be too dark for the cars to identify the pedestrian walkway' (SS = 6)*

*'Where they are, they need more light controlled pedestrians around River Road, towards The Base etc' (SS = 6)*

One respondent did not answer the question

## Hamilton City Bus Service

### Reasons for being less than satisfied with the Hamilton City bus service

In the June 2011 quarter, a fifth of those who had used the Hamilton Bus Service (eight respondents; 21% of users) rated the Hamilton City bus service 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 bus service?' Their comments included: (SS = satisfaction score)

*'We don't have any bus service close to my house. I have to walk 15-20 minutes to the nearest bus stop. If I miss the bus, I have to wait half an hour for another one. The Orbiter bus has screens at the bus stop with the information on it, but it's only for one bus company and they should have it for all bus companies' (SS = 3)*

*'I catch the bus at peak times towards the university. It's often school time and you have to stand and the buses are always full' (SS = 4)*

*'It's kind of impossible to tell when they are coming, unless you've got the actual timetable on you all the time and they are expensive too' (SS = 4)*

*'I get the Nawton bus and I use to get it down to the Grandview Mall but now they have re-routed it and I have to walk' (SS = 5)*

*'Well mainly it is too far to walk to the bus stop. I'm too old to walk that distance to the bus stop' (SS = 5)*

*'Not very often, but occasionally when I push the button, the driver doesn't stop. Maybe the driver isn't concentrating, and my feet are very sore, and I want the bus to stop, but the driver drives past' (SS = 6)*

*'Just too expensive, it's actually cheaper for me to drive my own car around' (SS = 6)*

*'We had a bus leaving St James Drive in the morning and they cancelled it. It came at 7.10am and that annoys me as I have to take my husband to Rototuna now to catch one' (SS = 6)*

## Hamilton Transport Centre

### Reasons for being less than satisfied with the bus passenger facilities at the Hamilton Transport Centre

In the June 2011 quarter, a small number of those who had used the bus passenger facilities at the Hamilton Transport Centre e.g. the bus shelters, toilets and other facilities (four respondents; 12% of users) rated the bus passenger 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 bus passenger facilities at the Hamilton Transport Centre e.g. the bus shelters, toilets and other facilities?' Their comments included: (SS = satisfaction score)

*'Dont need to use them so I don't use them. Usually travel by car or just go on a bus and it takes me where I need to go so don't need to use the facilities' (SS = 2)*

*'I couldn't find my way around it, it took quite some time.  
It's too confusing, should be easy to identify' (SS = 3)*

*'It seems to be a bit empty and bare and unappealing' (SS = 5)*

*'The other facilities are all right. If it is raining or windy it gets very cold if you're waiting for a bus.  
I feel it is very badly designed. The old stop was warmer, more shelter to it.  
There is one good point, it is nice to see the security guards there.  
To have the security guards down there makes you feel a lot safer' (SS = 6)*

## Getting around in the Weekends

### Reasons for being less than satisfied with Getting around in the Weekends

In the June 2011 quarter, a tenth of the respondents (eight respondents; 9%) rated the ease of getting around the city in weekends and non peak traffic times 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 ease of getting around the city in weekends and non peak traffic times?' Two respondents gave no answer to the question.

The main theme for being less than satisfied with the ease of getting around the city in weekends and non peak traffic times evolved around concerns with the volume of traffic. Their comments included: (SS = satisfaction score)

*'All I gotta do is drive out of my road, which is a nasty intersection - it's always busy. Hard to get round and difficult intersections. Too many stops and starts when trying to get somewhere' (SS = 3)*

*'I want to go home, but the traffic always has a long queue, and I'm waiting; too many cars especially in the afternoons around 3pm when the students finish their classes' (SS = 5)*

*'Well like I say, I know it is a big job. I don't think it is quite going too freely. In other parts it is still not too easy. The walkways they've got there now are really good' (SS = 5)*

*'On occasions there is a bit of difficulty with the traffic' (SS = 6)*

A few respondents made other comments:

*'It's alright. I just don't like the main street now that half of it is done with gardening. I'm not happy with that at all' (SS = 6)*

One respondent offered a positive comment

*'Well like I say, I know it is a big job. I don't think it is quite going too freely. In other parts it is still not too easy. The walkways they've got there now are really good' (SS = 5)*

## Getting around the city in peak traffic times

### Reasons for being less than satisfied with the ease of getting around the city in peak traffic times

Over half of respondents in the June 2011 quarter, (52 respondents; 61%) rated the ease of getting around the city in peak traffic times 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 ease of getting around the city in peak traffic times?'

The main theme for being less than satisfied with the ease of getting around the city in peak traffic times revolved around concerns with the volume of traffic. Their comments included: (SS = satisfaction score)

*'Very congested' (SS = 1)*

*'Too much traffic' (SS = 2)*

*'Traffic is just real bad, just bottle-neck everywhere' (SS = 2)*

*'Where we live getting from Rototuna to the Hamilton Zoo it takes forever, a ten minute drive could take me 45 minutes in peak traffic time' (SS = 2)*

*'Too congested' (SS = 2)*

*'It is too heavy. The roundabouts are quite small. Movements you make are very acute. Too much stimulation for me. I'm often trying to look for a park. I don't like it. Everything is packed in. I find it stressful. I avoid the CBD in peak hours' (SS = 3)*

*'I haven't got much difficulties as a pedestrian. The traffic is more dense than it used to be but it is still better than it was' (SS = 3)*

*'Just congestion and the time it takes to get to where you need to go' (SS = 3)*

*'Seems to be so many jams. Anglesea Street can be blocked from one end to the other. Coming out of Clarence Street towards Cobham Bridge there is quite a big queue there. I suppose they have to merge lanes' (SS = 3)*

*'Well I suppose a lot of people travel this time so the traffic is very bad' (SS = 3)*

*'The road management, I'm sure it will get better once the roadworks around Hillcrest are finished but at the moment it's too much of a pain' (SS = 3)*

*'In areas like Avalon Drive and Pukete area you try and avoid at peak traffic times as they are totally congested' (SS = 3)*

*'The traffic congestion' (SS = 4)*

*'Because I'm always stuck in one place for ages!*

*It took me half an hour to get over one bridge the other day' (SS = 4)*

*'Too much traffic' (SS = 4)*

*'They need to free up the traffic - The new by-pass is going to solve that in the end' (SS = 5)*

*'A lot of traffic jams' (SS = 5)*

*'It's congestion. In general, if I'm going to go somewhere between 8am-9am, I have to go half an hour early' (SS = 5)*

*'It's only for half an hour, but we're on Tristram Street, stuck in between two big roundabouts and there are quite a few congestions' (SS = 5)*

*'Some of the places are very hard and the streets are too narrow' (SS = 5)*

*'Not enough planning and improvements for traffic congestion at peak hours' (SS = 5)*

*'Congested in peak traffic times. Backed up from The Base. Too many cars on the road' (SS = 5)*

*'It's mainly because I live across the bridges. It takes at least half an hour to get across the bridge to get across town instead of 10 minutes' (SS = 5)*

*'Hukanui roundabout around 8am is really congested right from Rototuna to the university' (SS = 6)*

*'Just build up of traffic slows you down' (SS = 6)*

*'Too many people' (SS = 6)*

*'Too many cars on the road' (SS = 6)*

*'Just tailbacks. Take quite a long while to get reasonably short distances at peak hours. Just traffic congestion' (SS = 6)*

*'Because there is quite a bit of congestion of the bridges and Wairere Drive' (SS = 6)*

*'The amount of traffic. Hamilton's getting bigger so I'm noticing more traffic now. The suburbs are getting bigger but the roads are staying the same' (SS = 6)*

*'Multiple lanes of traffic, there's either a right turn, and a straight on signal and both are given to the same lane, and you have to wait if the light goes green' (SS = 6)*

*'Traffic flow is very slow, back up of traffic. e.g. edge of the CBD' (SS = 6)*

*'Well just the congestion and the long queues of traffic and if you have to cross the river in particular' (SS = 6)*

*'Takes forever. Mainly just the main roads all around Nawton/Avalon Drive, from The Base back to Fairfield because I work over there' (SS = 6)*

*'It's just the traffic; we try to keep away in the peak times' (SS = 6)*

*'Not as good as when it is non-peak traffic' (SS = 6)*

*'We have to target the times that we go so can avoid traffic' (SS = 6)*

*'I think that traffic flow can be improved in some way; traffic lights could be changed to improve flow better. Avalon Drive is a bit of a bottle neck - when you are coming from Te Rapa there is quite a wait. There is always wait there - it's really hard to get out, can't get along there' (SS = 6)*

There was a range of suggestions for improvement offered by several respondents that included:

*'Some of the places are very hard and the streets are too narrow' (SS = 5)*

*'I think that traffic flow can be improved in some way; traffic lights could be changed to improve flow better. Avalon Drive is a bit of a bottle neck - when you are coming from Te Rapa there is quite a wait. There is always wait there - it's really hard to get out, can't get along there' (SS = 6)*

*'The bump in front of the casino is really low but there are too many traffic lights in the city. The only reason not many people are in town because everyone is going to The Base and so on' (SS = 6)*

Bad planning or traffic management was mentioned by several respondents:

*'The traffic lights are uncoordinated' (SS = 1)*

*'The amount of roundabouts. You have to wait more than you should for the lights to change' (SS = 2)*

*'Because I think the way they've done the roads is ridiculous, merging two lanes into one type of thing. Absolutely hate roundabouts; in general they're so dangerous. Quite pleased they've taken a few out. I find them dangerous even though they say merge like a zip, most people don't understand how the roundabouts work. Even though you see the ads about it, people don't understand or just don't care. When it's busy especially, you literally got to have eyes in back and the sides of your head' (SS = 2)*

*'It is too heavy. The roundabouts are quite small. Movements you make are very acute. Too much stimulation for me. I'm often trying to look for a park. I don't like it. Everything is packed in. I find it stressful. I avoid the CBD in peak hours' (SS = 3)*

*'Often battle as the turning arrow doesn't go for very long (4 - 5 cars at a time).*

*Sometimes get held up a long time at the lights' (SS = 4)*

*'It doesn't seem to flow very well' (SS = 4)*

*'Not enough planning and improvements for traffic congestion at peak hours' (SS = 5)*

*'Multiple lanes of traffic, there's either a right turn, and a straight on signal and both are given to the same lane, and you have to wait if the light goes green' (SS = 6)*

There was a range of other comments that included:

*'There seems to be a lot of roadworks that occur concurrently' (SS = 0)*

*'Tramway Road is a nightmare with all the roads being cut off for the express way; East Street has been cut off and there's only two ways in and out of Fairview Downs' (SS = 3)*

*'Hamilton drivers are very arrogant' (SS = 3)*

*'I do trips between Te Rapa and Rototuna, it's pretty hard to pass on that route' (SS = 4)*

*'The area I'm in I have trouble getting into Hukanui Road in the morning. I would never make an appointment around 9am' (SS = 5)*

## Underground car park by Garden Place off Alexandra Street

### Reasons for being less than satisfied with the Underground car park off Alexandra Street

In the June 2011 quarter, a quarter of those who had used the Underground car park by Garden Place off Alexandra Street (seven respondents; 26% of users) rated these 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 Underground car park by Garden Place off Alexandra Street?'

The most common reason for dissatisfaction was the difficulty in parking with the following comments: (SS = satisfaction score)

*'Just too tight. Tight car park to get in and out of, when driving a big ute, too tight to get my car in there' (SS = 5)*

*'It's very tight and quite hard to navigate your way around, not enough space' (SS = 6)*

*'I don't go into it often and every time I have I find it very confusing on how to get out basically' (SS = 6)*

Another issue mentioned was safety or security with the following comments:

*'It's absolutely disgusting, the security is poor, it's dirty. I've been locked in there twice because the machines broken down. I refuse to go there now. Sometimes I put my money in the machine and it does not give my ticket back. The security on the weekends, I don't feel safe walking through there, that's why I don't use the Central Library anymore because of the creepy people in there' (SS = 1)*

*'I don't feel very safe in there' (SS = 6)*

*'I feel it is an unsafe parking area' (SS = 6)*

The next reason for dissatisfaction was the cost of parking with the following comment:

*'It's far too expensive' (SS = 5)*

## Other Council Operated Car Parks

### Reasons for being less than satisfied with the other Council operated uncovered off street car parking on the fringe of the CBD

In the June 2011 quarter, a quarter of those who had used the Other Council operated uncovered off street car parking on the fringe of the CBD (car parks are River Rd, Meteor Theatre, Museum, Founders Theatre, Caro Street and Kent St) (eight respondents; 27% of users) rated these 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 Other Council operated uncovered off street car parking on the fringe of the CBD?'

The most common reason for dissatisfaction was the cost of parking with the following comments: (SS = satisfaction score)

*'If I park there I want to have more than one hours parking and have to rush back to put more in. I don't feel it's value for what I have to pay so I don't use it. I would rather go to Chartwell or The Base because of the free parking' (SS = 2)*

*'I think the meters are a little bit expensive and it's quite far off from the actual CBD' (SS = 6)*

*'Too expensive' (SS = 6)*

There was a variety of other comments:

*'The one in Sonning Park is very pot holey and too many big tree branches falling down which can hit the car or the person' (SS = 4)*

*'Not enough' (SS = 5)*

*'It's not easy to get to the car parks if I was going into the city and not convenient' (SS = 6)*

*'Unsafe parking at night but would use them during day hours only (due to attacks on people and damage to personal cars in the past.)' (SS = 6)*

*'Fine as long as it's free and half an hour isn't enough' (SS = 6)*

## Street lighting in your Area

### Reasons for being less than satisfied with the Street lighting in your Area

In the June 2011 quarter, a third of the respondents (28 respondents; 33%) rated the street lighting in their area 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 your area?'

Their comments mainly revolved around there not being enough lighting and included: (SS = satisfaction score)

*'Because I don't have any' (SS = 0)*

*'I've got a single street lamp at the end of my street that flickers on and off;  
other than that no lighting on my street' (SS = 0)*

*'I walk my dog in early in the mornings and some parts are very dark, not enough lighting.  
Sometimes they're not going at all' (SS = 2)*

*'Because right where I lived is one way track; there's no street light in my area' (SS = 2)  
'It's dark, I'm sure there's lights missing or they're not going' (SS = 2)*

*'It doesn't light up the street anymore and I've had my car broken into and I think its because of the poor  
lighting' (SS = 4)*

*'Not enough of it' (SS = 4)*

*'Some of the streets that I travel on at night don't seem to have any street lighting at all' (SS = 4)*

*'They are not lit well and some are not working' (SS = 4)*

*'Not enough lighting, some places are dark and can be really scary.  
People can't see and it's frightening' (SS = 4)*

*'A lot of dark spots in our area' (SS = 5)*

*'It's inadequate, there are two little poky lights like fluorescent lights, often it's like a black hole down my  
street and trees are blocking the light. It's not as good as other places' (SS = 5)*

*'Because we only have about one down our street' (SS = 5)*

*'Well in our particular street, they are only on one side and they are very dull at night' (SS = 5)*

*'We walk a lot and at night we need more lighting' (SS = 5)*

*'It was lovely and safe when I first came here, but now I'm not happy with it. If there was more lights then I  
would feel safer. There is graffiti on the letter boxes again' (SS = 6)*

*'Where I live it's quite dark. I don't know whether they haven't got enough lights. It seems like every other  
power pole the light isn't going or doesn't have a light. It's quite dark' (SS = 6)*

There were several comments made about the street lighting not working or needing more regular maintenance. These comments included:

*'I've got a single street lamp at the end of my street that flickers on and off;  
other than that no lighting on my street' (SS = 0)*

*'I walk my dog in early in the mornings and some parts are very dark, not enough lighting.  
Sometimes they're not going at all' (SS = 2)*

*'It's dark, I'm sure there's lights missing or they're not going' (SS = 2)*

*'Because they hardly ever go' (SS = 2)*

*'They are not lit well and some are not working' (SS = 4)*

*'The lights don't seem to give off much light in my area' (SS = 4)*

*'Because the light outside our property has been out for one year' (SS = 5)*

*'Its taken the entire time I have lived here for someone to fix lights that were not working.  
Seven years' (SS = 5)*

*'There are light posts in our area that are not working. In winter time it's dangerous;  
it's getting dark quick' (SS = 5)*

*'Quite often it isn't even turned on' (SS = 5)*

*'Where I live it's quite dark. I don't know whether they haven't got enough lights. It seems like every other power pole the light isn't going or doesn't have a light. It's quite dark' (SS = 6)*

*'Sometimes it is not on. Sometimes it doesn't go' (SS = 6)*

*'Sometimes the lights in our street don't come on' (SS = 6)*

There were a few other comments made about the street lighting in their area. These comments included:

*'Because the lights are too high, too big and too bright and my area; every street has a different style of street lights. It also shines right into my bedroom' (SS = 2)*

*'Purely because the timing has gone wrong. They are going off around 10pm at night and not coming back on until the morning. Times at night we are completely in the dark' (SS = 3)*

*'Because in summer it's fine because the daylight comes very quickly, but in winter, in the mornings, they shouldn't turn off the lights so quickly; they should make it instead of 7am maybe 7.45am because my son goes to school' (SS = 3)*

*'It's inadequate, there are two little poky lights like fluorescent lights, often it's like a black hole down my street and trees are blocking the light. It's not as good as other places' (SS = 5)*

*'It was lovely and safe when I first came here, but now I'm not happy with it. If there was more lights then I would feel safer. There is graffiti on the letter boxes again' (SS = 6)*

## Footpaths in your Area

### Reasons for being less than satisfied with the Footpaths in your area

In the June 2011 quarter, a fifth of the respondents (16 respondents; 19%) rated the footpaths in their area 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 your area?' Their comments mainly revolved around them not being well maintained and included: (SS = satisfaction score)

*'They have lumps and bumps and potholes.  
A lot of the time that is where the tree roots have come up' (SS = 2)*  
*'Half the footpaths are all wonky and have holes in them' (SS = 2)*

*'Very patchy and rough, can trip on raised bits' (SS = 4)*

*'There are a lot of cracks on them. It's just not very safe. Not for us older people, we're not quite as steady on our feet as we used to be. It is very nice to have all the trees down our street' (SS = 5)*

*'Some of them are needing attention and others are having work done on them and it is very inconvenient as it blocks the way' (SS = 6)*

*'Some are not paved well' (SS = 6)*

There were a few comments about the footpaths being uneven which included:

*'They have lumps and bumps and potholes.  
A lot of the time that is where the tree roots have come up' (SS = 2)*  
*'Half the footpaths are all wonky and have holes in them' (SS = 2)*

*'Very patchy and rough, can trip on raised bits' (SS = 4)*

*'Very uneven, where the driveways cross the footpaths, I'm only partially sighted and it's hard to see them so I often stumble over them' (SS = 4)*

*'There are a lot of cracks on them. It's just not very safe. Not for us older people, we're not quite as steady on our feet as we used to be. It is very nice to have all the trees down our street' (SS = 5)*

*'Rough surfaces, very difficult walking in half light morning or night. You trip up' (SS = 6)*

*'Because they're not smooth. They've got holes and cracks. It's not actually concrete, it's that asphaltic stuff. Trees will grow and lift the asphalt up. Not so bad for me but the elderly will find it difficult especially those that can't lift their feet properly. It just goes up and down' (SS = 6)*

*'Some of them are very uneven and some of them have tree roots that don't make them flat' (SS = 6)*

*'More for disabled there are a few cracks and things and hardly any ramps for wheelchairs to go onto the footpath' (SS = 6)*

There were a few other comments which included:

*'There isn't any. If there was a single footpath so people are not competing with traffic I would be happy' (SS = 0)*

*'On one side of our street there is no footpath' (SS = 2)*

*'Don't have many. Hard to be satisfied' (SS = 2)*

*'They grow their trees and roots grow under the footpaths and concrete over the top of them; sometimes when working on the telephone poles, they dig a hole and don't seal it up again' (SS = 5)*

*'We have only got footpaths on some parts. They are just about as flat as the road. They do look after them pretty good but they are not the best really. They get us where we are going I guess' (SS = 5)*

## Streets in your Area

### Reasons for being less than satisfied with the Streets in your area

In the June 2011 quarter, a seventh of the respondents (13 respondents; 15%) rated the streets in their area 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 your area?' The main theme this quarter was that they had uneven surfaces. (SS = satisfaction score)

*'The quality of roads and streets aren't that good; the surface as well as the bends. Dangerous to walk on; it can be dark at night and there are no lights so cars coming past compete with you' (SS = 4)*

*'The restoration of the streets is poor; they are not level. There are pot holes which have been covered up when I drive on it I can that it is a bumpy ride' (SS = 5)*

*'The surfaces of the roads could be upgraded; they are rough' (SS = 6)*

*'I think there are too many pot holes and there is not enough inspections done after roads have been resurfaced because they're not up to scratch in a lot of places' (SS = 6)*

Other comments revolved around them not being well maintained and included:

*'Not maintained, the maintenance on the side of the road. Constantly ringing to get them to mow the road verge and get the litter picked up - used to get rubbish dumped up the side of the road' (SS = 3)*

*'I think there are too many pot holes and there is not enough inspections done after roads have been resurfaced because they're not up to scratch in a lot of places' (SS = 6)*

There was a variety of other comments made, they include:

*'We have a blind corner on our street that requires a mirror on the corner so that you can see what's coming plus we have a narrow street that allows parking on both sides allowing only one car at a time to go through' (SS = 4)*

*'Just because my street has bad parking marking; turning the street into a one lane street' (SS = 4)*

*'During events there is not enough room; sometimes they are one way streets and after the events no one from the Council comes to clean up' (SS = 4)*

*'I love the streets' (SS = 5)*

*'There is always room for improvement' (SS = 6)*

*'Because they're hilly and the trees drop down on the road when it's rainy and windy' (SS = 6)*

Two respondents did not answer the question

## Communication and Marketing

### City News

#### Reasons for being less than satisfied with the City News

In the June 2011 nearly a half (47%) of those who had used the City News (34 respondents) rated the City News 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 News?' Two respondents gave no answer as to why they were dissatisfied with the City News.

Those that were dissatisfied generally felt that City News lacked information or raised concerns about the content. Their comments included: (SS = satisfaction score)

*'Basically they are telling us about events that have happened and what is the point. I would have liked to attend some of them' (SS = 4)*

*'I just don't think it has a great content' (SS = 4)*

*'It is rubbish advertising, and I don't tend to look at it, so I seem to miss the important news' (SS = 4)*

*'Well the times I've used them for private use some of the details were wrong. I gave them some details for events and they were wrong. One time it wasn't even put in there until after the event and another time they missed out a couple of key details about an event' (SS = 4)*

*'Well I think it's too big; it doesn't need to be that big and it's no use unless they give it to you before the month starts. They used to give it to you on the 5th on the month. I think anything can be put in the free papers so it's a waste of time' (SS = 5)*

*'Probably could get it more often and have more information in it' (SS = 5)*

*'Because I just don't find it interesting, nothing of real interest for me. As a single woman, sometimes the crime ratings freak me out. There has been some good articles but yeah' (SS = 5)*

*'Nothing interesting in there' (SS = 5)*

*'Find that it's too much of an electioneering platform for the Mayor and don't think it should be used that way' (SS = 5)*

*'Just think it's propaganda thrown out by the Mayor. Have very little faith in it' (SS = 5)*

*'I mean objectively it looks fine but I don't find it very interesting so I don't read it' (SS = 5)*

*'It could provide more hard hitting and less waffly' (SS = 6)*

*'There needs to be a bit more information about city events' (SS = 6)*

*'They took out the crosswords. There's too much 'I am' in there. Too much about the Council and the Mayor and what they're doing' (SS = 7)*

*'Doesn't always have the news what I expect to see in it' (SS = 7)*

*'Its not as informative as I would like it to be' (SS = 7)*

*'It seems a bit boring, they should have articles of people who use the things they're talking about, so you have more of an idea. There are some really nice things in there that you can do' (SS = 7)*

*'The publication said a lot things were going to happen in Garden Place and now it is just a mess' (SS = 7)*

*'The population is a little bit small so the news is a little bit small (not enough content)' (SS = 7)*

*'Too much advertising' (SS = 7)*

*'I don't know. Sometimes there are some articles that capture my interest, most of the time not. Having said that I don't read much of the newspaper anyway' (SS = 7)*

*'There's always room for improvement, it's always fairly limited content, it's a bit boring' (SS = 7)*

*'It's boring what's in the news' (SS = 7)*

There was a range of other comments that included:

*'Basically they are telling us about events that have happened and what is the point. I would have liked to attend some of them' (SS = 4)*

*'Because half the time I don't get it' (SS = 7)*  
*'I don't read all of it when it comes out' (SS = 7)*

Two respondents commented that they did not read it.

*'I don't get a chance to read it' (SS = 6)*  
*'Nothing, just don't take much interest in City News, not a sport fan ' (SS = 6)*

*'I just don't really read it' (SS = 7)*

There were two positive comments that included:

*'It seems a bit boring, they should have articles of people who use the things they're talking about, so you have more of an idea. There are some really nice things in there that you can do' (SS = 7)*

*'I don't know. Sometimes there are some articles that capture my interest, most of the time not. Having said that I don't read much of the newspaper anyway' (SS = 7)*

Six respondents chose not to comment.