

Hamilton City Council Residents Survey Verbatim Comment Report

December 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 2007 – June 2008, July 2008 – June 2009, July 2009 – June 2010, July 2010 – June 2011 as well as the current Moving Annual Total result (January 2011 – December 2011).

Almost a third of the respondents (31.0%) mentioned a transportation related issue¹ as one of their three most important issues (i.e. anyone who mentioned either roads, traffic, public transport, parking, or road safety). A fifth of the respondents (19.5%) 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).

Rates (15.4%) and Expenditure (15.4%) were rated as the main individual issues while Roads (13.2%) was the third most commonly mentioned issue and Law and Order (12.8%) was fourth. Concerns with the City Centre (12.0%) was the fifth most commonly mentioned important issue this year. This was followed by Safety (10.1%), Parking (9.3%), then City Development / Planning (9.0%) and Public Transport (7.0%).

Jul 07 - Jun 08	Jul 08 - Jun 09	Jul 09 - Jun 10	Jul 10 - Jun 11	Jan 11 - Dec 11
<ul style="list-style-type: none"> • Roads (including road maintenance, development of roads and bypasses) (24.4%) • Traffic, including congestion (20.1%) • Law and Order (14.5%) • Safety (11.4%) • Rates (11.0%) • Public Transport (10.6%) • Graffiti (9.4%) • City Development / Planning (8.5%) 	<ul style="list-style-type: none"> • Roads (including road maintenance, development of roads and bypasses) (19.8%) • Traffic, including congestion (16.2%) • Law and Order (14.7%) • Public Transport (11.7%) • Safety (11.1%) • Parking (9.1%) • Rates (9.0%) • Recreational facilities (8.7%) 	<ul style="list-style-type: none"> • Roads (including road maintenance, development of roads and bypasses) (20.1%) • Traffic, including congestion (13.8%) • Law and Order (13.8%) • Parking (10.8%) • Safety (9.6%) • Rates (8.2%) • Public Transport (7.2%) • City Centre (7.0%) • City Development / Planning (6.5%) 	<ul style="list-style-type: none"> • Roads (including road maintenance, development of roads and bypasses) (17.7%) • Law and Order (13.7%) • Parking (13.4%) • City Centre (12.6%) • Rates (12.3%) • Safety (10.3%) • City Development / Planning (10.3%) • Traffic, including congestion (9.7%) • Public Transport (9.4%) 	<ul style="list-style-type: none"> • Rates (15.4%) • Expenditure (15.4%) • Roads (including road maintenance, development of roads and bypasses) (13.2%) • Law and Order (12.8%) • City Centre (12.0%) • Safety (10.1%) • Parking (9.3%) • City Development / Planning (9.0%) • Public Transport (7.0%)

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

What the main categories include

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

City Centre

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

Rates

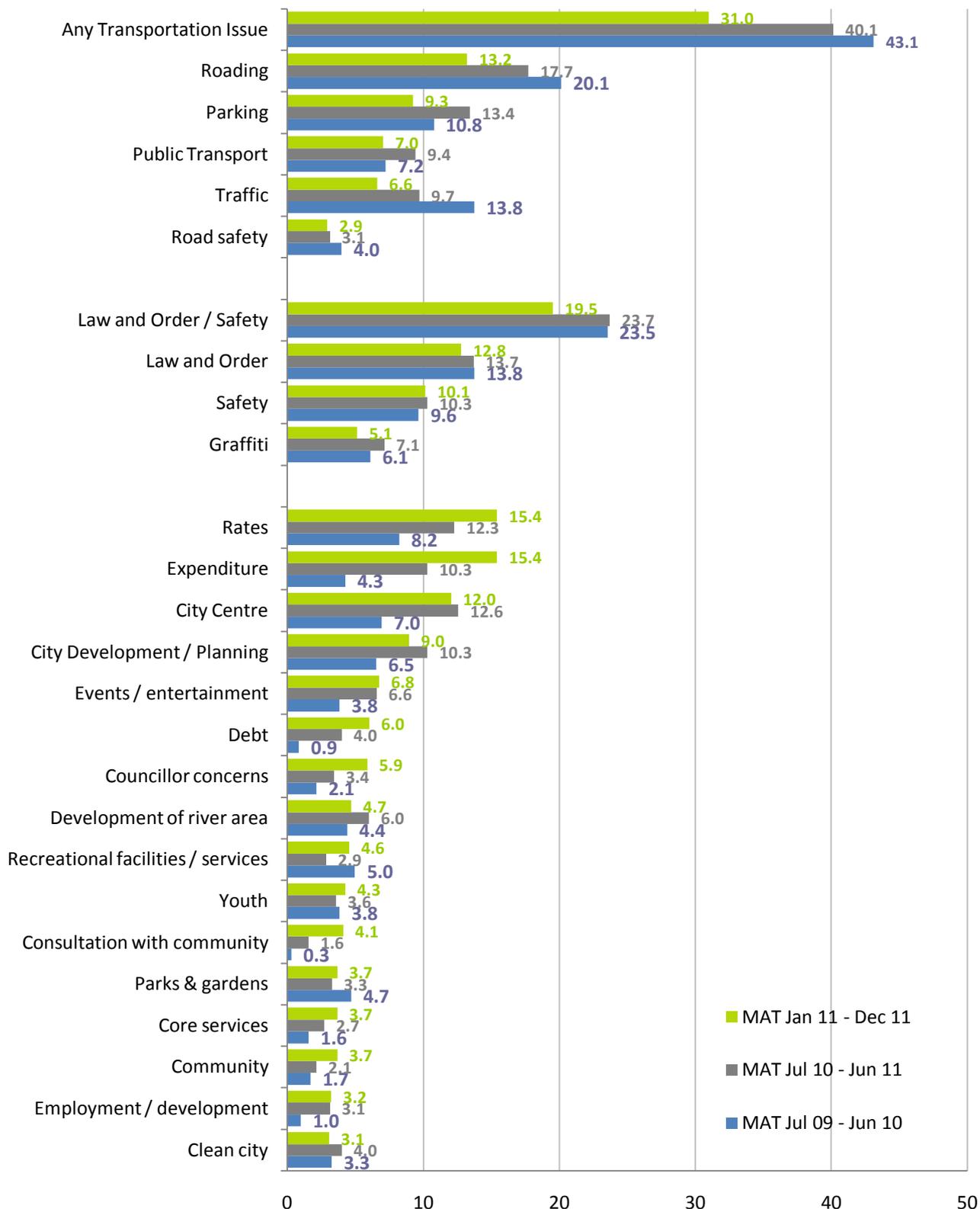
Rates includes anything to do with rates including the cost of rates, how rates money is spent and also comments about rates from Environment Waikato.

City Development/Planning

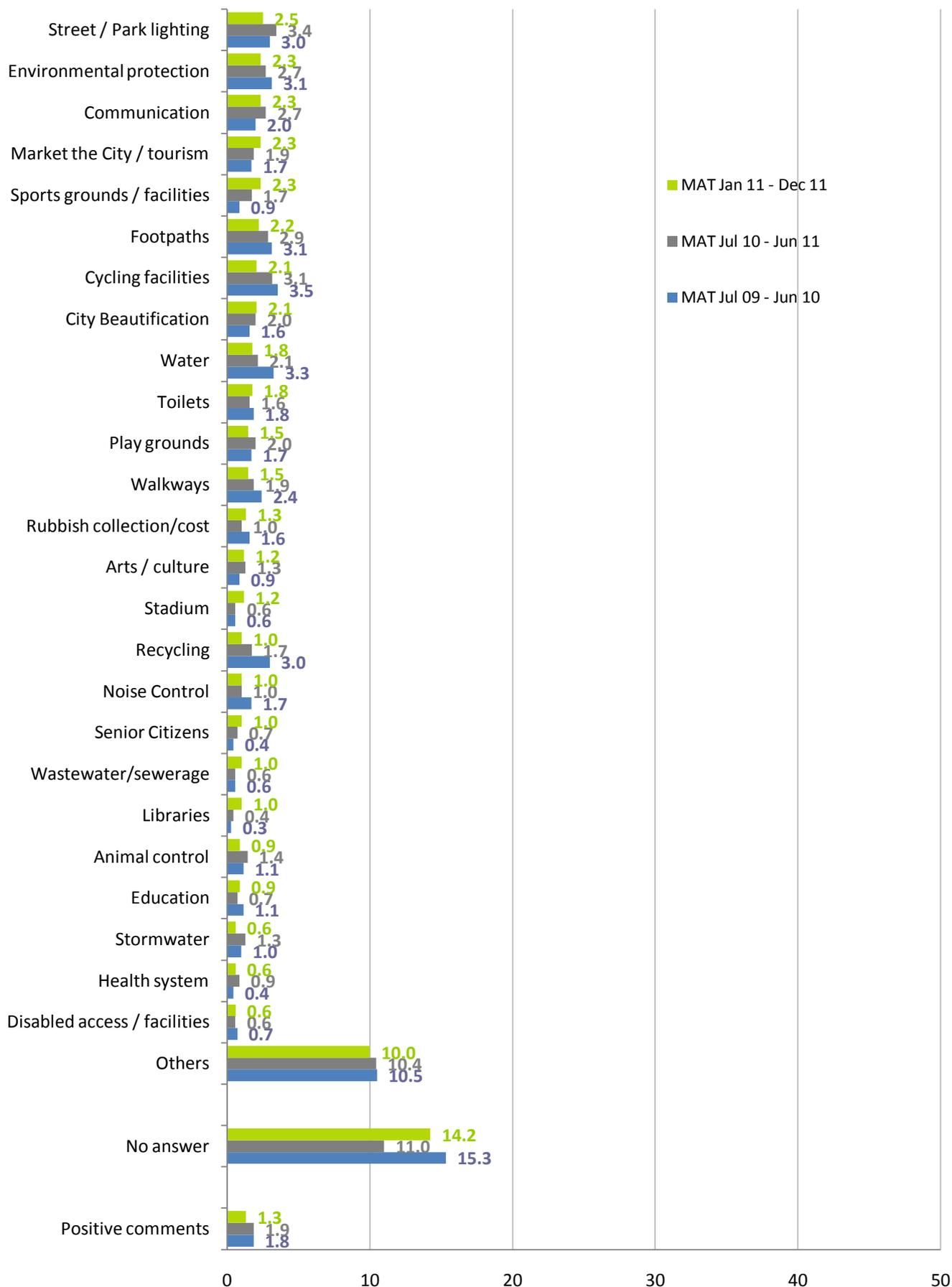
City Development / Planning includes anything to do with town planning, city growth, housing developments, subdivisions, shopping areas, new schools or the infrastructure.

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 (31%) which included roads (13%), parking (9%), public transport (7%), traffic issues (6%), and road safety (3%). The second main issue covers law and order / safety issues (20%) which included law and order (13%), safety (10%), and graffiti (5%). These were followed by rates (15%), expenditure (15%), concerns with the City Centre (12%), and city development / planning (9%).



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



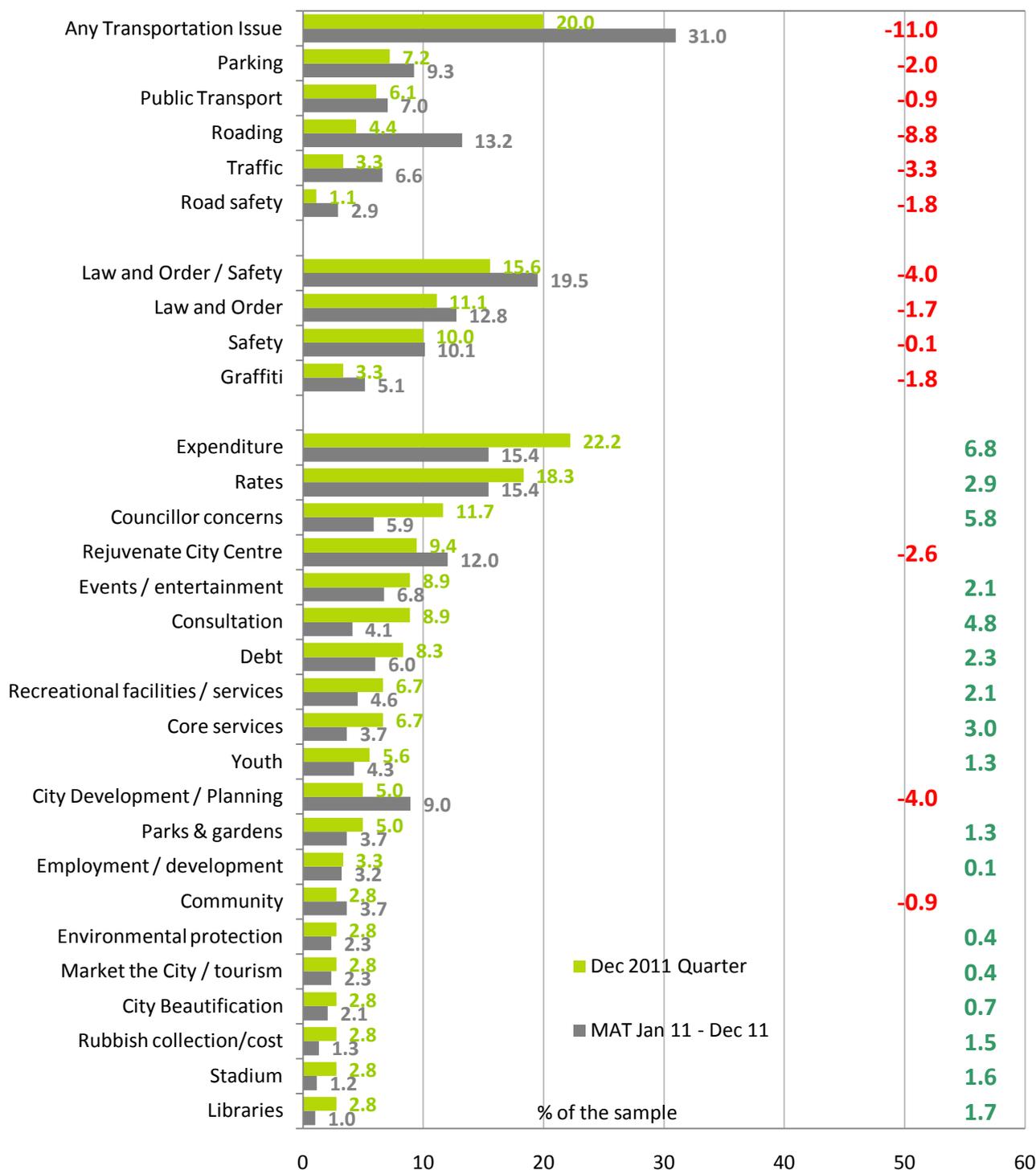
3.2 Most important issues this quarter

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 December 2011 quarter (n = 180) versus the proportion who mentioned these issues in the current Moving Annual Total result (January 2011 – December 2011 – n = 681).

The results are quite different for the December 2011 quarter versus the MAT basis with the main issue being expenditure (22%), then transportation issues (20%) and rates (18%), followed by law and order / safety issues (16%) Councillor concerns (12%) and concerns with the city centre (9%).

The largest difference this quarter was an 11.0% decrease in any transportation issue (20% this quarter versus 31% on a MAT basis). The largest increase was a 6.8% increase in mention of expenditure (22% versus 15% on a MAT basis) and a 5.8% increase in mention of Councillor concerns (12% versus 6% on a MAT basis).



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

The Important Issues included the following comments:

Roads: MAT² 13.2% (MAT n = 90)³

The most common theme related to roads being an important issue (13.2% versus 20.1% in 2010, 19.8% in 2009, 24.4% in 2008). By comparison this was 4.4% for the December 2011 quarter). These comments included⁴.

*'Improving the environment in safer place, safeties in our area ;
Lighting on streets; Improvement of roading.'*

'Holding the rates; Cutting down the size of buses, but not during peak hours; More attention to the roundabouts e.g. cutting down trees, plants; keep them low at the roundabouts.'

'Spending of ratepayers' money; they need to think about what they are spending money on and stop wasting it on unnecessary projects; Road congestion and parking. Put more roundabouts than lights so traffic will flow more easily. More parking in the city in general; More activities for the city in general.'

'Committing to progressive developments to keep improving the cities facilities e.g. Keep on developing things like the rugby stadium and the Claudelands Events Centre to make them better; Could save money through withdrawing from facilities that don't need it; Need to have good roading development, which allows traffic to flow more freely in the new developments.'

'Roading, in general. During the year they seem to lag behind and then catch up at the end; Put more thought and care into what they spend the money on, a lot of the events they have spent money on have achieved nothing; Parks - they are pretty good but could be improved'

'Roading in the outer lying areas, not CBD but like in Te Rapa and areas that are leading to big facilities; Town is not a family friendly sort of place; make it more of an entertainment environment'

'Condition of the roads and the timing of roadworks e.g. around holidays and school holidays'

'Roading in general'

Parking: MAT 9.3% (MAT n = 63)

Others, (7.2%) mentioned car parking issues this quarter, normally in the Central City.

'Law and order; Graffiti; A lot of the parking problems and car problems.'

'Street safety in town (especially in the weekend and after hours from 9pm on); Wheelchair access on footpaths. Some of the footpaths are ridiculous. They shake my son's bones (who is in a wheelchair); Parking in town. The amount they are charging is getting ridiculous.'

'The youth; Safety; More parking in the CBD.'

'Spending of ratepayers' money; they need to think about what they are spending money on and stop wasting it on unnecessary projects; Road congestion and parking. Put more roundabouts than lights so traffic will flow more easily. More parking in the city in general; More activities for the city in general.'

'Parking in the central city. I would go in there a lot more if I didn't have to pay for parking; I like the idea of the revamp of the central city. It is not very cohesive. Joining all the blocks and turning the city to face the river, I like these ideas; Maybe put a little train at the zoo or some type of vehicle that you can jump on and go around in'

'Car parking in the city; Rubbish collection; More sports facilities in the lake'

'Youth development ; Supporting our elderly; Addressing the parking; don't believe we should pay on Sat or Sun in town '

² MAT relates to the 12 month Moving Annual Total. This quarter this is January 2011 – December 2011

³ Please note the percentages are based on the four quarters from January 2011 – December 2011 but only the verbatim comments from the December quarter are included in this report.

⁴ 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.

'Something more about making us known more. They have taken away the V8s. You've got to spend money to make money. They made a big mistake by giving permits to The Base and Chartwell and in the long run the city has lost all of it. They need to do more to attract people to the city. Maybe free parking, that's what's so attractive about The Base and Chartwell'

'The way they're spending our money, i.e. Promoting the city's attractions, promoting Hamilton more.; Parking in the CBD'

'Replacing Council trees with native plants, trees that don't drop leaves on people's property. Being very old now it is not easy to keep raking up the leaves. When I made a query to Council about replacing these trees with native trees, response was 'oh no we can't, native trees need watering'. When I asked about the cleaning up of footpaths from the Council trees, response was they are not allowed to sweep up footpaths. Does not make sense, why should we have to clean it up?; 3 hour time limit on car parking needs to be taken away altogether'

'The velodrome. I think our other major stadiums (Waikato, Porritt etc) can be evolved to support cyclists; they don't need to build a whole new building; Need to be more parking in the CBD '

'Central city. They need free parking to try and attract new people ; '

'Parking issue at night in CBD - why can't some of the parking buildings operate after 6pm. Some businesses are so strict about their parking. You have to walk a long way'

Traffic: MAT 6.6% (MAT n = 45)

The next main theme related to traffic or issues related to traffic congestion and was mentioned by 6.6% (versus 13.8% in 2010, 16.2% in 2009. By comparison this was 3.3% for the December 2011 quarter). These comments included:

'Traffic issues at peak times; Safety issues in CBD after 8pm; Using the city facilities such as the Stadium. Looking at making it affordable for families. '

'Traffic flow around the city; Graffiti; Kerbside lawns need mowing especially in the industrial areas.'

'Finance; Transport problems. Peak traffic times and public transport'

'Spending of ratepayers' money; they need to think about what they are spending money on and stop wasting it on unnecessary projects; Road congestion and parking. Put more roundabouts than lights so traffic will flow more easily. More parking in the city in general; More activities for the city in general.'

'Access around the city. Between Monday to Friday, during the peak hours around 8am -9am, and 4.30pm-5.30pm. The areas would be River Road, Wiley Drive, Avalon Drive, and Kahikatea Drive Extension; More open forums when making submissions; it's not personalised; it's pretty much a cut and paste. The Council go ahead with things without addressing the community first and you're only made aware of things after the decision is made. So maybe more information on the planning stage and being able to talk to them without having to attend the committee or whenever they make the decisions'

'Reviving the city centre; Insuring the loss of money from the V8s. So trying to minimise the impact from that on other services in the community; Traffic congestion in the north part of the city.'

Public Transport: MAT 7.0% (MAT n = 48)

Many of the respondents (7.0%) felt public transport was an important issue with it being an issue for 6.1% of respondents this quarter. Note: this was often mentioned as transport and it is possible that some respondents were meaning private transport rather than public transport. However, since we can't differentiate, all transport related issues are included in this section.

'Public transport, have more buses available and better timetables; More swimming pools; More safety in the inner city, not to have robberies and attacks.'

'Holding the rates; Cutting down the size of buses, but not during peak hours; More attention to the roundabouts e.g. cutting down trees, plants; keep them low at the roundabouts.'

'Finance; Transport problems. Peak traffic times and public transport'

'An insufficient number of facilities to take care of youth during winter. We used to have ice skating rink in Kahikatea Drive. I saw there a lot of undesirable people who wanted to learn how to skate and this was phenomenal. There is nothing here for a group of people, more macho people;

it will take 30 percent of hoodlums off the street; Communication with Auckland by rail. Normal bus is too expensive; it should be rail bus, like a normal bus but sits on a rail. Run it through or with agents, it will be

a lot cheaper to run; Advertising of cultural events; I think somewhere in the city we should have somewhere where events are announced. It should be somewhere in many areas that are very accessible, just to advertise Hamilton events.'

'Rates. I don't like the possibility of changing to what they are looking at doing as opposed to what we are paying now. I don't know if they have thought about pensioners adequately; I think if Council are looking at cost cutting we feel that the bus service is over supplied. The Orbiter goes past our bus stop every 20 mins and it is over the top. Most of the time the thing is empty or it has 2 or 3 people in it ; We live in an area, which is very nice, but we currently have our house on the market, as there are too many rental properties in our area with unkept lawns and gardens, which is pulling down our house prices. I think this is a citywide problem. There is an empty section across the road that we have had to call the Council about as the lawns keep growing and no one does anything about it.'

'Council. Take more responsibility. Be more decisive and listen to the people. They should all lose their jobs. There are few good ones though but a lot aren't ; Public transport. Needs to be better, it doesn't go to all areas and it's quite expensive. In some areas the nightrider doesn't run late '

'Maori representation on the Council; Environmental issues - in regards to Waikato River - be more involved in the health and welfare of water and how it is maintained. Hamilton East and West need to improve relationship with the river. Use the river for more than just a once a year regatta for the community; Public transport - try to encourage people to use buses. Inform or push to the public that public transport is the best way to get around the city.'

'Repopulate CBD in terms of business growth; Increase the population of Hamilton; Passenger rail/commuter rail to Auckland.'

'Mobilising people around the city in transport ; Attract more tourists to Hamilton; Safety of children and also residents in general. Improve lighting in streets.'

'The transport, public, trains, buses etc need to be improved, the Orbiter particularly. I used it regularly until it got bought out (sold), it got too unreliable and I had to stop using it to go to work. Schools should also have separate buses; Keeping up the events centre, Claudelands, libraries etc, also gardens and walkways; Pembroke Street by the hospital should not be a public road so they stop smoking there, should lease it to the hospital.'

'The high rates, getting higher and higher; The bus services, we need more information about that, free buses going around but we don't know when; Trees not trimmed along walkways.'

Road safety: MAT 2.9% (MAT n = 20)

This quarter, 1.1% of respondents commented on the need for better road safety with comments that included:

'Look after the city infrastructure; City safety, things like traffic safety as well as crime'
'Road safety'

Law and Order / Safety: MAT 19.5% (MAT n = 133)

The next main theme related to Law and Order, mentioned by 19.5% of respondents on a MAT basis (15.6% of the respondents for this quarter) but this was articulated in two different ways. The main comments (11.1% this quarter) revolved around law and order but included police, crime, boy racers and law and order with comments that included:

'Need a long-term plan; At night time it needs to be safer'

'Safer streets; Crime prevention; Community development initiatives.'

'Public transport, have more buses available and better timetables; More swimming pools; More safety in the inner city, not to have robberies and attacks.'

'Look after the city infrastructure; City safety, things like traffic safety as well as crime'

'Traffic issues at peak times; Safety issues in CBD after 8pm; Using the city facilities such as the Stadium. Looking at making it affordable for families. '

'Money. Keeping things affordable for most of the city residents; Safety. Wanting to feel safe whether it be day time or night time. I would say we don't really go to the city at night time. There are safety concerns especially young people moving around in the early hours due to drug and alcohol usage'

'Looking after the people of Hamilton. Making more facilities available for those homeless e.g. Night shelters etc; you are starting to see people sleep under trees etc; Safety in the streets especially over our area (Fairfield/Claudelands); Environment. Making more parks and playgrounds available.'

'Central city after dark. It needs to be safer. Certain areas after dark I would not walk through ; I've heard they're going to close community libraries in the weekend. Most people use it in the weekends ; Unsavoury people in the Garden Place during the day. Give the young people something to do, they're bored obviously. '

'More jobs; Keeping youths off the street and making the streets safer again'

'Water and sewage (that quality control is maintained); Increasing the safety in the centre of town; Continuing with the walkway stabilising the bank along the Waikato River. The river is under utilised. The river needs cleaning up.'

'Services; Stabilisation of rates; Safety in the city'

'Rates. They need to halt rate rises to maybe every 3 years but not every year; Safety of people in the main street after dark; Keeping young people off the streets'

'Safer environment mainly in the CBD; More security in the suburbs'

'Safety of people '

'Law and order; Graffiti; A lot of the parking problems and car problems.'

'The violence in town; The graffiti in Hillcrest area'

'Growth. More central city growth. Not to just be reliant on central city for food. Attract large business to the Waikato with good tax breaks and not charging them the earth to build or slamming them with consents ; Criminal element is getting quite prominent'

'The central shopping hub; Better options for the homeless instead of being in the CBD all day and night; Making the night patrol team more effective and with more powers to detain'

'Looking after the elderly; Make sure they are together and looking after each other; Stop crime'

'More entertainment for kids, teenagers especially e.g. discos where police are involved; stop underage drinking; Clean road grading (don't leave stones everywhere)'

Safety: MAT 10.1% (MAT n = 69)

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 10.0% of respondents this quarter and their comments included:

'Need a long-term plan; At night time it needs to be safer'

'Safer streets; Crime prevention; Community development initiatives.'

'Public transport, have more buses available and better timetables; More swimming pools; More safety in the inner city, not to have robberies and attacks.'

'Look after the city infrastructure; City safety, things like traffic safety as well as crime'

'Traffic issues at peak times; Safety issues in CBD after 8pm; Using the city facilities such as the Stadium. Looking at making it affordable for families. '

'Money. Keeping things affordable for most of the city residents; Safety. Wanting to feel safe whether it be day time or night time. I would say we don't really go to the city at night time. There are safety concerns especially young people moving around in the early hours due to drug and alcohol usage'

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'Services; Stabilisation of rates; Safety in the city'

'Rates. They need to halt rate rises to maybe every 3 years but not every year; Safety of people in the main street after dark; Keeping young people off the streets'

'Safer environment mainly in the CBD; More security in the suburbs'

'Safety of people '

'Street safety in town (especially in the weekend and after hours from 9pm on); Wheelchair access on footpaths. Some of the footpaths are ridiculous. They shake my son's bones (who is in a wheelchair); Parking in town. The amount they are charging is getting ridiculous.'

'The youth; Safety; More parking in the CBD.'

'Improving the environment in safer place, safeties in our area ;

Lighting on streets; Improvement of roading.'

'Safety; Continue with all services keeping Hamilton clean and tidy;

Keep rates as they are, not put them up.'

Graffiti: MAT 5.1% (MAT n = 35)

Graffiti was mentioned by 3.3% of respondents this quarter with comments that included:

'Law and order; Graffiti; A lot of the parking problems and car problems.'

'The violence in town; The graffiti in Hillcrest area'

'Traffic flow around the city; Graffiti; Kerbside lawns need mowing especially in the industrial areas.'

'Don't really follow it properly. For example, the velodrome, they just stuck that in. They didn't really find out if Hamilton people really wanted it or not, just decided to put it in. It's probably an asset to some people but I think they should consider things further and ask the general public about how they feel about things; What I really hate is all the empty shops in centre of Hamilton and I think that's Council's fault. It's becoming a ghost town. It's going to be like Auckland; boarded up shops and graffiti everywhere. So, you go to a shopping centre where it's lovely and you have to go home and drive past all these horrible streets. Hamilton streets are going that way'

'Basic infrastructure, they need to keep the water, sewerage etc is keeping up with the population; Keep up maintenance of footpaths so they are smooth and nothing obstructing; The graffiti in the public toilets. '

'Graffiti, all over Hamilton'

Rates: MAT 15.4% (MAT n = 105)

A number of the sample (18.3%) mentioned rates as an issue. These comments included:

'Services; Stabilisation of rates; Safety in the city'

'Rates. They need to halt rate rises to maybe every 3 years but not every year; Safety of people in the main street after dark; Keeping young people off the streets'

'Safety; Continue with all services keeping Hamilton clean and tidy;

Keep rates as they are, not put them up.'

'Rate control, keeping it at a manageable level; Promoting Hamilton as an international city;

General development of growth '

'Balance of development; Debate over the way to rate. Balancing of residential vs business and separate water rates; Council overheads, the right scale.'

'Holding the rates; Cutting down the size of buses, but not during peak hours; More attention to the roundabouts e.g. cutting down trees, plants; keep them low at the roundabouts.'

'Rates. I don't like the possibility of changing to what they are looking at doing as opposed to what we are paying now. I don't know if they have thought about pensioners adequately; I think if Council are looking at cost cutting we feel that the bus service is over supplied. The Orbiter goes past our bus stop every 20 mins and it is over the top. Most of the time the thing is empty or it has 2 or 3 people in it ; We live in an area, which is very nice, but we currently have our house on the market, as there are too many rental properties in our area with unkept lawns and gardens, which is pulling down our house prices. I think this

is a citywide problem. There is an empty section across the road that we have had to call the Council about as the lawns keep growing and no one does anything about it.'

'The high rates, getting higher and higher; The bus services, we need more information about that, free buses going around but we don't know when; Trees not trimmed along walkways.'

*'All Council decision making should be ratepayer decision making;
The rating of properties; The land is too dear in Hamilton. '*

*'The rates are too high; One payment to one Council - not two
(the Council and Environment Waikato); Dog laws'*

*'Lower the debt they owe; Lower residential rates that we have to pay;
They should not be paid to go to Council meetings'*

'Restoring the economic places of the city and getting rid of the debt; Reducing rates; Not wasting money on frivolous things that are of no use to the people.'

*'Getting debt down and not by raising the rates; They are going to charge for water and they shouldn't;
Do not charge for rubbish collection.'*

'Indebtedness ; Rates. For 30 years they've needed education in economic management. It's not just the current lot. I've been a ratepayer for 40 years'

*'I think they need to take control of their spending. I think we need to not have a huge hike in rates like they've been having lately and more hikes to come. They need to take control of their spending ;
Reducing Councillors, we don't need all that number of Councillors. I don't know if they can do that ; We need to get a Council that is prepared to work together and not looking for big ticket items to try and promote themselves and doing something generous for the city when something is too high financially.'*

'What they get paid; What our rates are; Where our rates are being spent.'

'Keeping rates down and providing the basic services but within that boundary. Just keeping Hamilton beautiful. I think they do a wonderful job with the zoos and gardens. The core services such as rubbish, water, that's their core business, which they should concentrate on'

'Water supply; Rubbish collection; Rates or calculation of rates'

'Making certain that the rates ratio between commercial and residential is no change from the current rating basis; More involvement and acceptance of public knowledge and survey results; Not printable.'

'Should be encourage people to complain; inviting people to point out problems;

Councillors trying to rejuvenate CBD but it is not a Council problem; it should happen naturally. They should be encouraging services where people want to shop at The Base & Chartwell Square.

The rating system that discourages this is I feel short sighted ; The Council should not use the rating system to favour sections of the city over others '

'Curbing expenditure, stop wasting our money on unnecessary things; Maintaining fair residential rates'

'Not spending money on the velodrome; Making the CBD more interesting, especially for Garden Place - put some fairy lights in the trees; Keep the rates down.'

'Rating system. The fairness of it; The beautification of Hamilton. They generally need to be looking after their parks and reserves and I don't mean Garden Place. A nice clean tidy place without the frills; Watch the budget. Watch Council spending. Get value for money.'

'Wastage of funds, for example in Garden Place and the V8s. Wastage needs to be avoided so rates don't go up; Not increasing the rates'

'Operational cost; Rating structure'

'Rates; Events for the city'

'Water meters for a separate water rate; The rating system to take less effect due to house value ; Control rate increases.'

'Recovering from the huge loss of rates; Balancing how they are going to maintain services without punishing the ratepayers'

'Cheaper rates'

'I don't agree with the new rating system as we pay enough already for minimal services'

'People who are renting should be paying more rates'

'Rates - we pay too much; they have just gone up and will go up again '

'The rates'

Expenditure: MAT 15.4% (MAT n = 105)

Expenditure was mentioned this quarter by 22.2% of respondents.

'Finance; Transport problems. Peak traffic times and public transport'

'Spending of ratepayers' money; they need to think about what they are spending money on and stop wasting it on unnecessary projects; Road congestion and parking. Put more roundabouts than lights so traffic will flow more easily. More parking in the city in general; More activities for the city in general.'

'The way they're spending our money, i.e. Promoting the city's attractions, promoting Hamilton more.; Parking in the CBD'

'Roading, in general. During the year they seem to lag behind and then catch up at the end; Put more thought and care into what they spend the money on, a lot of the events they have spent money on have achieved nothing; Parks - they are pretty good but could be improved'

'I think stop spending. Get the debt down because they owe so much money ;

What I would call housekeeping within the Council. People need to do their job, not being overstaffed in the Council. For example, wasters that aren't doing anything for Council but have a job there.

What I would call housekeeping, having a bit of a clean out there; All those things hopefully keep the rates down, concentrate on what they're actually there for, rubbish, parks, recreation, not doing stupid things with ratepayer's money. I don't believe in sponsoring hundreds of thousands on a certain event when you're not going to get anything for it returns wise like the V8s cost us millions of dollars, which got the debt up. Concentrate on little things; parks, graffiti side of it is good.

Not to keep getting further in debt for stupid decisions. '

'They should be spending money on the infrastructure of the city. Making sure the city looks tidy as some places are looking ridiculous. Some footpaths are in real need of maintenance; Keeping libraries open, as they were thinking of putting charges on them or opening for shorter hours; Health and safety of the city, like water and sewerage. That is more important than spending millions on buildings and that is really what the Council should be looking after. In Marden Road and other places as such, there should be some sort of standards where the Council should make sure the properties are kept tidy as it looks as though those places could be harvesting rats.'

'Being wiser with ratepayers money; Listen to what the people really want; More funding into areas that are more popular e.g. libraries, footpaths etc'

'Balance the books; Stop spending, stop investing; Get rid of Environment Waikato'

'Stop wasting money. The V8s are going and that was a gross waste of money, an absolute gross waste of money, then they sold all that stuff so cheap to them. They then let Michael Redman go without serving out his contract; They shouldn't be looking at closing the Council flats. I've got some up the back from me here and part of their lawns are so overgrown it's disgusting; They should be thinking about the ratepayers and not their own pockets'

'The budget makes no sense about decisions on where they're putting money. Look towards minor services we need to keep going rather than big projects that are in place; When they are budgeting, they need to inform general public on what they are doing and how much it costs; Make use of Waikato Stadium and Claudelands to the best of their ability.'

'Looking after the elderly. They're taking little things away from us like our gardens and lawns; if you have a broken window they take 2 days to come fix it. They used to be good but they have gone downhill ; Look after the ratepayers. People who own houses are paying for projects that the Council are doing and a lot of people don't like it '

'Spending money more sensibly; Keeping city on a healthy level; Council should be seen being more proactive and less talking.'

'Restoring the economic places of the city and getting rid of the debt; Reducing rates; Not wasting money on frivolous things that are of no use to the people.'

'Running the city efficiently/economically within its budget. Reduce debt'

'They're spending of ratepayer's money; They need to grow up and stop bickering ; There needs to be more opportunities for people to have their say. '

'Stop taking on these enormous expenses without looking it through. For example, mostly the V8s, then selling off the assets that the V8s involved, so cheaply. The Claudelands Events Centre - I think that fiasco with the sex expo, this is just stupid. Council don't need to bring their opinions. If it's not breaking any laws it should be able to go ahead. It's not up to Council to decide what the public should or should not see'

'They have got to reduce their reign in the spending they've been doing. The loss from V8s, rugby parks and the event centre. Top notch financial control. We're not getting that from existing Council nor are we getting that from senior staff'

'I think they need to take control of their spending. I think we need to not have a huge hike in rates like they've been having lately and more hikes to come. They need to take control of their spending ; Reducing Councillors, we don't need all that number of Councillors. I don't know if they can do that ; We need to get a Council that is prepared to work together and not looking for big ticket items to try and promote themselves and doing something generous for the city when something is too high financially.'

'What they get paid; What our rates are; Where our rates are being spent.'

'Income over-expenditure; How they spend their money and what projects are absolutely necessary, such as the current remake of Garden Place - I think that was a waste of funds; Council members need to be accountable.'

'Road maintenance spending; Spending; I think they need to be more open with the public.'

'Spending our money wisely; Reading contracts before they sign them; Just being accountable for their actions.'

'To see that the ratepayers are getting value for money and it is not about Councillors egos'

'I think they need to take a very critical look at their spending ; I don't think they should be cutting back on funding for the libraries. I think that is very wrong; Some of the footpaths. A while ago I fell on the uneven surface of the footpath and broke my wrist.'

'Trying to maintain the standard that we are living in terms of our services but watching our spending. I don't see that we need any new facilities ; Looking more carefully at plantings on traffic islands so that vegetation is not too high and restricting; Hamilton East - lighting and footpaths. How they manage rubbish particularly in Firth and Wellington Streets, maybe addressing issues with flat owners; I see tenants even putting out things like mattresses etc Hamilton East'

'Having wider consultation with public over how Council money is spent and what events come to Hamilton; Prioritise use of the river; Sound management to make sure they are stable as to what they do with revenue.'

'Finances ; Being honest; River and dump issues.'

'Watching the money, not overspending; Listen to people'

'Good quality decision making around finances; Provision of basic requirements of the city i.e. lighting, footpaths; Not involving themselves or us in things that are not Council business.'

'Firstly I think cost containment expenditure reduction; Priority around the most essential works and services'

'Curbing expenditure, stop wasting our money on unnecessary things; Maintaining fair residential rates'

'Expenditure; Services for community - shouldn't cut community services and wondering if things are going to be cut are the right ones; The V8s'

'Not spending money on the velodrome; Making the CBD more interesting, especially for Garden Place - put some fairy lights in the trees; Keep the rates down.'

'Living within their budget. Only doing things they think they can pay for and not putting the expense on younger or older families; I really don't like the central city.'

I don't like how they keep doing up Garden Place '

'Rating system. The fairness of it; The beautification of Hamilton. They generally need to be looking after their parks and reserves and I don't mean Garden Place. A nice clean tidy place without the frills; Watch the budget. Watch Council spending. Get value for money.'

'Watching spending and making sure it has long term benefits'

'Still think people should have events; Hamilton Gardens, museums, events centre, should have all those but have to make sure they can afford it. Glad they got the V8s but the basis they got it at was wrong; should never have gone there, cost the ratepayers too much. Thought was going to cost 7 million, but it cost 40 million plus and that's not right. Things they're looking at now is how to get back to a profit based, back to a surplus in finance; They were going to find a surplus with the rates etc so I hope they're going to be fair on ratepayers. They should stick to their services; water, rubbish etc and make sure they proportion the rates fairly instead of doing the proposal that they're thinking of at the moment regarding shifting the rates commercial to residential and I don't think that's a fair way of doing it; The other thing Council did, it's neat they've built events centre but maybe it should be managed by someone outside the Council, to someone that can manage events. I think it's fair the Council didn't give a permit to the guy for the 'Boobs on Bikes' but if they have events with an age limit and is going to make money for Council,

they should still do it. That's why Council should not run events like that, shouldn't put in their moral compass (like they did with the sex expo). '

*'Wastage of funds, for example in Garden Place and the V8s.
Wastage needs to be avoided so rates don't go up; Not increasing the rates'
'Operational cost; Rating structure'
'Cut down their spending'
'The way the Council is spending our money and the decisions regarding that'*

Rejuvenate City Centre: MAT 12.0% (MAT n = 82)

9.4% of respondents felt putting life back into the City Centre was an issue for them this quarter.

*'The central shopping hub; Better options for the homeless instead of being in the CBD all day and night;
Making the night patrol team more effective and with more powers to detain'*

'Don't really follow it properly. For example, the velodrome, they just stuck that in. They didn't really find out if Hamilton people really wanted it or not, just decided to put it in. It's probably an asset to some people but I think they should consider things further and ask the general public about how they feel about things; What I really hate is all the empty shops in centre of Hamilton and I think that's Council's fault. It's becoming a ghost town. It's going to be like Auckland; boarded up shops and graffiti everywhere. So, you go to a shopping centre where it's lovely and you have to go home and drive past all these horrible streets. Hamilton streets are going that way'

*'Repopulate CBD in terms of business growth; Increase the population of Hamilton;
Passenger rail/commuter rail to Auckland.'*

*'Parking in the central city. I would go in there a lot more if I didn't have to pay for parking;
I like the idea of the revamp of the central city. It is not very cohesive. Joining all the blocks and turning the city to face the river, I like these ideas; Maybe put a little train at the zoo or some type of vehicle that you can jump on and go around in'*

'Something more about making us known more. They have taken away the V8s. You've got to spend money to make money. They made a big mistake by giving permits to The Base and Chartwell and in the long run the city has lost all of it. They need to do more to attract people to the city. Maybe free parking, that's what's so attractive about The Base and Chartwell'

'Central city. They need free parking to try and attract new people ; '

*'Roading in the outer lying areas, not CBD but like in Te Rapa and areas that are leading to big facilities;
Town is not a family friendly sort of place; make it more of an entertainment environment'*

'Reviving the city centre; Insuring the loss of money from the V8s. So trying to minimise the impact from that on other services in the community; Traffic congestion in the north part of the city.'

'Bring people back to the centre city; you don't want it getting run down. If you go down Alexandra Street, there's so many shops for lease ; I find there are issues with unemployment. They need to encourage new business to Hamilton. I think it would decrease the amount of crime there is in Hamilton, people are bored and they go and make problems ; They need to stop cutting funds to community projects. Like the adult education program they had at night '

'Restoring the economic places of the city and getting rid of the debt; Reducing rates; Not wasting money on frivolous things that are of no use to the people.'

'Not spending money on the velodrome; Making the CBD more interesting, especially for Garden Place - put some fairy lights in the trees; Keep the rates down.'

*'Living within their budget. Only doing things they think they can pay for and not putting the expense on younger or older families; I really don't like the central city.
I don't like how they keep doing up Garden Place '*

'A community recreation/event centre for our city; The city centre seems to be dying and moving to The Base; The city should turn itself around to the river and use it as a focal point. We could be looking at our beautiful river instead of the cars going by in the city.'

*'Need a draw card to get people back into the CBD; Look at building an ice skating rink;
Keep V8 here as they are good.'*

*'Central city developed in a way where people can under their own terms to go and shop like at The Base; '
'The main city needs a tidy up. It looks rugged and old and needs an overhaul'*

Planning / City development: MAT 9.0% (MAT n = 61)

A number of respondents this quarter (5.0%) commented on Town planning as an issue. These comments included:

*'Need a long-term plan; At night time it needs to be safer'
'Safer streets; Crime prevention; Community development initiatives.'
'Growth. More central city growth. Not to just be reliant on central city for food. Attract large business to the Waikato with good tax breaks and not charging them the earth to build or slamming them with consents ; Criminal element is getting quite prominent'
'Building dedicated bike lanes that don't stop at roundabouts; Stopping the northern sprawl; Have a referendum for the people to decide on how well the Councillors have done for the past year'
'The rugby stadium needs to have cheaper tickets to attract more people; We have to go out the area for good schooling for my daughter. We need more'

'More facilities for younger people; Making a long-term plan for the CBD, stop building unnecessary things; Be more accountable for the Hamiltonians. Councillors need to own up to their mistakes.'
'Rate control, keeping it at a manageable level; Promoting Hamilton as an international city; General development of growth '

'Loss of the V8s. They need to attract more major events in the area. If not the V8s - what else?; Proposed schooling up this end of Hamilton. Fast tracking some of the facilities in northern Hamilton; They need to be more efficient. Improve efficiency by removing protocol and bureaucracy'
'Balance of development; Debate over the way to rate. Balancing of residential vs business and separate water rates; Council overheads, the right scale.'*

Events: MAT 6.8% (MAT n = 46)

A number commented on events either upcoming or those having taken place in Hamilton or the need for more events (8.9% of respondents for this quarter).

*'More entertainment for kids, teenagers especially e.g. discos where police are involved; stop underage drinking; Clean road grading (don't leave stones everywhere)'
'Loss of the V8s. They need to attract more major events in the area. If not the V8s - what else?; Proposed schooling up this end of Hamilton. Fast tracking some of the facilities in northern Hamilton; They need to be more efficient. Improve efficiency by removing protocol and bureaucracy'
'Spending of ratepayers' money; they need to think about what they are spending money on and stop wasting it on unnecessary projects; Road congestion and parking. Put more roundabouts than lights so traffic will flow more easily. More parking in the city in general; More activities for the city in general.'
'Roading, in general. During the year they seem to lag behind and then catch up at the end; Put more thought and care into what they spend the money on, a lot of the events they have spent money on have achieved nothing; Parks - they are pretty good but could be improved'
'Roading in the outer lying areas, not CBD but like in Te Rapa and areas that are leading to big facilities; Town is not a family friendly sort of place; make it more of an entertainment environment'

'I think stop spending. Get the debt down because they owe so much money ;
What I would call housekeeping within the Council. People need to do their job, not being overstaffed in the Council. For example, wasters that aren't doing anything for Council but have a job there.
What I would call housekeeping, having a bit of a clean out there; All those things hopefully keep the rates down, concentrate on what they're actually there for, rubbish, parks, recreation,
not doing stupid things with ratepayer's money. I don't believe in sponsoring hundreds of thousands on a certain event when you're not going to get anything for it returns wise like the V8s cost us millions of dollars, which got the debt up. Concentrate on little things; parks, graffiti side of it is good.
Not to keep getting further in debt for stupid decisions. '*

'Still think people should have events; Hamilton Gardens, museums, events centre, should have all those but have to make sure they can afford it. Glad they got the V8s but the basis they got it at was wrong; should never have gone there, cost the ratepayers too much. Thought was going to cost 7 million, but it cost 40 million plus and that's not right. Things they're looking at now is how to get back to a profit based, back to a surplus in finance; They were going to find a surplus with the rates etc so I hope they're going to be fair on ratepayers. They should stick to their services; water, rubbish etc and make sure they proportion the rates fairly instead of doing the proposal that they're thinking of at the moment regarding shifting the rates commercial to residential and I don't think that's a fair way of doing it; The other thing Council did, it's neat they've built events centre but maybe it should be managed by someone outside the Council, to someone that can manage events. I think it's fair the Council didn't give a permit to the guy for the 'Boobs on Bikes' but if they have events with an age limit and is going to make money for Council, they should still do it. That's why Council should not run events like that, shouldn't put in their moral compass (like they did with the sex expo).'

'Stop taking on these enormous expenses without looking it through. For example, mostly the V8s, then selling off the assets that the V8s involved, so cheaply. The Claudelands Events Centre - I think that fiasco with the sex expo, this is just stupid. Council don't need to bring their opinions.

If it's not breaking any laws it should be able to go ahead. It's not up to Council to decide what the public should or should not see'

'They have got to reduce their reign in the spending they've been doing. The loss from V8s, rugby parks and the event centre. Top notch financial control. We're not getting that from existing Council nor are we getting that from senior staff'

'Fresh water, water clarity; Sewerage draining; Art for the city, supporting local artists and musicians in some way. We used to have midnight magic but we don't have it anymore.

I'd like to see more street entertainment in the city.'

'Money - Hamilton's economy in regards to the environment. Building up Hamilton; The people, socially meeting and greeting people; Have more events available in Hamilton, anything Universal - do different events (unique to Hamilton)'

'Entertainment, stuff to do; Stop cutting down trees for V8s. Environmental concerns; They should get people cleaning streets for glass.'

'Expenditure; Services for community - shouldn't cut community services and wondering if things are going to be cut are the right ones; The V8s'

'Need a draw card to get people back into the CBD; Look at building an ice skating rink; Keep V8 here as they are good.'

'Rates; Events for the city'

Debt: MAT 6.0% (MAT n = 41)

A larger number mentioned the city debt this quarter (8.3%) with these comments:

'The debt after the V8 thing; Maintaining services e.g. the libraries and the walkways etc. It would worry me if they increased fees at facilities'

'I think stop spending. Get the debt down because they owe so much money ;

What I would call housekeeping within the Council. People need to do their job, not being overstaffed in the Council. For example, wasters that aren't doing anything for Council but have a job there.

What I would call housekeeping, having a bit of a clean out there; All those things hopefully keep the rates down, concentrate on what they're actually there for, rubbish, parks, recreation, not doing stupid things with ratepayer's money. I don't believe in sponsoring hundreds of thousands on a certain event when you're not going to get anything for it returns wise like the V8s cost us millions of dollars, which got the debt up. Concentrate on little things; parks, graffiti side of it is good.

Not to keep getting further in debt for stupid decisions. '

'Making Hamilton a better place to live in; Do something about the debt; recover it in a reasonable manner'

'Getting out of the mess we're in. The financial mess and that; I don't think they use rugby park enough; it should be left for other organisations to use; Just general overall keeping/improving services mainly. Most of what I'm saying probably relates to what is going to happen later on e.g. keeping public toilets as it is rather than cut back on it and the gardens; they all need to be kept in good condition because I certainly do think they make Hamilton look nice.'

'Reducing debt; Fill up Claudelands Event Centre every weekend (Friday, Saturday and Sunday at least); Utilise Waikato Stadium. It is not just a rugby field.'

- 'Lower the debt they owe; Lower residential rates that we have to pay;
They should not be paid to go to Council meetings'*
- 'Get the debt down; Things seem to be going backward, they are frightening people with things they are going to do but it never happens'*
- 'Restoring the economic places of the city and getting rid of the debt; Reducing rates; Not wasting money on frivolous things that are of no use to the people.'*
- 'Running the city efficiently/economically within its budget. Reduce debt'*
- 'Getting debt down and not by raising the rates; They are going to charge for water and they shouldn't; Do not charge for rubbish collection.'*
- 'Indebtedness; Rates. For 30 years they've needed education in economic management. It's not just the current lot. I've been a ratepayer for 40 years'*
- 'Debt, decrease Sort it out; Maintain our beautification in the city;
Continue working on safety in the city centre mainly at night.'*
- 'Debt is one of them. Not thrashing the poor to get it, meaning the ordinary working person, not meaning poverty stricken person; I don't think cutting the attention to gardens and public toilets is a good idea or Hamilton will have a name for weedy patches and smelly toilets'*
- 'Debt repayment, not putting too much heavy cost back on the ratepayer'
'The bad debt Hamilton is in - need to fix it quickly'*

Councillor Concerns: MAT 5.9% (MAT n = 40)

Concerns with Councillors was mentioned by 21 respondents (11.7%) in the December quarter.

- 'More facilities for younger people; Making a long-term plan for the CBD, stop building unnecessary things; Be more accountable for the Hamiltonians. Councillors need to own up to their mistakes.'*
- 'Council. Take more responsibility. Be more decisive and listen to the people. They should all lose their jobs. There are few good ones though but a lot aren't ; Public transport. Needs to be better, it doesn't go to all areas and it's quite expensive. In some areas the nightrider doesn't run late '*
- 'Maori representation on the Council; Environmental issues - in regards to Waikato River - be more involved in the health and welfare of water and how it is maintained. Hamilton East and West need to improve relationship with the river. Use the river for more than just a once a year regatta for the community; Public transport - try to encourage people to use buses. Inform or push to the public that public transport is the best way to get around the city.'*
- 'Something more about making us known more. They have taken away the V8s. You've got to spend money to make money. They made a big mistake by giving permits to The Base and Chartwell and in the long run the city has lost all of it. They need to do more to attract people to the city. Maybe free parking, that's what's so attractive about The Base and Chartwell'*
- 'Access around the city. Between Monday to Friday, during the peak hours around 8am -9am, and 4.30pm-5.30pm. The areas would be River Road, Wiley Drive, Avalon Drive, and Kahikatea Drive Extension; More open forums when making submissions; it's not personalised; it's pretty much a cut and paste. The Council go ahead with things without addressing the community first and you're only made aware of things after the decision is made. So maybe more information on the planning stage and being able to talk to them without having to attend the committee or whenever they make the decisions'*
- 'The budget makes no sense about decisions on where they're putting money. Look towards minor services we need to keep going rather than big projects that are in place; When they are budgeting, they need to inform general public on what they are doing and how much it costs; Make use of Waikato Stadium and Claudelands to the best of their ability.'*
- 'Spending money more sensibly; Keeping city on a healthy level; Council should be seen being more proactive and less talking.'*
- 'Lower the debt they owe; Lower residential rates that we have to pay;
They should not be paid to go to Council meetings'*
- 'Get the debt down; Things seem to be going backward, they are frightening people with things they are going to do but it never happens'*
- 'They're spending of ratepayer's money; They need to grow up and stop bickering ; There needs to be more opportunities for people to have their say. '*

'Have to be more open with the ratepayers in communication ; We need to have better qualified Councillors. Just seen the performance over the past few years and thought some of it wasn't too good'

'Council to stick to core services. No investments, no business attachments'

'Stop taking on these enormous expenses without looking it through.

For example, mostly the V8s, then selling off the assets that the V8s involved, so cheaply. The Claudelands Events Centre - I think that fiasco with the sex expo, this is just stupid. Council don't need to bring their opinions. If it's not breaking any laws it should be able to go ahead. It's not up to Council to decide what the public should or should not see'

'They have got to reduce their reign in the spending they've been doing. The loss from V8s, rugby parks and the event centre. Top notch financial control. We're not getting that from existing Council nor are we getting that from senior staff'

'I think they need to take control of their spending. I think we need to not have a huge hike in rates like they've been having lately and more hikes to come. They need to take control of their spending ; Reducing Councillors, we don't need all that number of Councillors. I don't know if they can do that ; We need to get a Council that is prepared to work together and not looking for big ticket items to try and promote themselves and doing something generous for the city when something is too high financially.'

'What they get paid; What our rates are; Where our rates are being spent.'

'Income over-expenditure; How they spend their money and what projects are absolutely necessary, such as the current remake of Garden Place - I think that was a waste of funds; Council members need to be accountable.'

'Road maintenance spending; Spending; I think they need to be more open with the public.'

'Spending our money wisely; Reading contracts before they sign them; Just being accountable for their actions.'

'To see that the ratepayers are getting value for money and it is not about Councillors egos'

'Financially they need to get it under control. Council need to resist getting involved in areas that should be left with the community to deal with; Less bureaucratic would be good more simplicity'

Development of river area: MAT 4.7% (MAT n = 32)

A small number (2.2%) thought the development of the river area was an important issue this quarter and commented:

'Water and sewage (that quality control is maintained); Increasing the safety in the centre of town; Continuing with the walkway stabilising the bank along the Waikato River. The river is under utilised. The river needs cleaning up.'

'Maori representation on the Council; Environmental issues - in regards to Waikato River - be more involved in the health and welfare of water and how it is maintained. Hamilton East and West need to improve relationship with the river. Use the river for more than just a once a year regatta for the community; Public transport - try to encourage people to use buses. Inform or push to the public that public transport is the best way to get around the city.'

'Having wider consultation with public over how Council money is spent and what events come to Hamilton; Prioritise use of the river; Sound management to make sure they are stable as to what they do with revenue.'

'A community recreation/event centre for our city; The city centre seems to be dying and moving to The Base; The city should turn itself around to the river and use it as a focal point. We could be looking at our beautiful river instead of the cars going by in the city.'

Recreational facilities / services: MAT 4.6% (MAT n = 31)

Community or recreational facilities were mentioned by 6.7% of respondents this quarter.

'Public transport, have more buses available and better timetables; More swimming pools; More safety in the inner city, not to have robberies and attacks.'

'More facilities for younger people; Making a long-term plan for the CBD, stop building unnecessary things; Be more accountable for the Hamiltonians. Councillors need to own up to their mistakes.'

'An insufficient number of facilities to take care of youth during winter.

We used to have ice skating rink in Kahikatea Drive. I saw there a lot of undesirable people who wanted to learn how to skate and this was phenomenal. There is nothing here for a group of people, more macho

people; it will take 30 percent of hoodlums off the street; Communication with Auckland by rail. Normal bus is too expensive; it should be rail bus, like a normal bus but sits on a rail. Run it through or with agents, it will be a lot cheaper to run; Advertising of cultural events; I think somewhere in the city we should have somewhere where events are announced. It should be somewhere in many areas that are very accessible, just to advertise Hamilton events.'

'The transport, public, trains, buses etc need to be improved, the Orbiter particularly. I used it regularly until it got bought out (sold), it got too unreliable and I had to stop using it to go to work. Schools should also have separate buses; Keeping up the events centre, Claudelands, libraries etc, also gardens and walkways; Pembroke Street by the hospital should not be a public road so they stop smoking there, should lease it to the hospital.'

'The velodrome. I think our other major stadiums (Waikato, Porritt etc) can be evolved to support cyclists; they don't need to build a whole new building; Need to be more parking in the CBD '

'Committing to progressive developments to keep improving the cities facilities e.g. Keep on developing things like the rugby stadium and the Claudelands Events Centre to make them better; Could save money through withdrawing from facilities that don't need it; Need to have good roading development, which allows traffic to flow more freely in the new developments.'

'The budget makes no sense about decisions on where they're putting money. Look towards minor services we need to keep going rather than big projects that are in place; When they are budgeting, they need to inform general public on what they are doing and how much it costs; Make use of Waikato Stadium and Claudelands to the best of their ability.'

'Reducing debt; Fill up Claudelands Event Centre every weekend (Friday, Saturday and Sunday at least); Utilise Waikato Stadium. It is not just a rugby field.'

'Youth; get things for youth to be involved in. Disabled people; better access on walkways and crossings. These people often cannot reach the buttons to push at traffic lights '

'A community recreation/event centre for our city; The city centre seems to be dying and moving to The Base; The city should turn itself around to the river and use it as a focal point. We could be looking at our beautiful river instead of the cars going by in the city.'

'Better facilities for entertaining younger children. Somewhere to entertain the older kids as well so they're not on the streets; An indoor swimming pool in my suburb so we don't have to travel all the way over to Te Rapa or Melville; A permanent ice skating rink and even facilities like a gymnasium for gymnastics. Maybe make it more local for the convenience of all the people that live in Hamilton East and other surrounding suburbs.'

'Need a draw card to get people back into the CBD; Look at building an ice skating rink; Keep V8 here as they are good.'

Youth: MAT 4.3% (MAT n = 29)

Youth or concerns about youth were an important issue for 5.6% of respondents this quarter.

'Central city after dark. It needs to be safer. Certain areas after dark I would not walk through ; I've heard they're going to close community libraries in the weekend. Most people use it in the weekends ; Unsavoury people in the Garden Place during the day.

Give the young people something to do, they're bored obviously. '

'More jobs; Keeping youths off the street and making the streets safer again'

'Rates. They need to halt rate rises to maybe every 3 years but not every year; Safety of people in the main street after dark; Keeping young people off the streets'

'More entertainment for kids, teenagers especially e.g. discos where police are involved; stop underage drinking; Clean road grading (don't leave stones everywhere)'

'The youth; Safety; More parking in the CBD.'

'More facilities for younger people; Making a long-term plan for the CBD, stop building unnecessary things; Be more accountable for the Hamiltonians. Councillors need to own up to their mistakes.'

'An insufficient number of facilities to take care of youth during winter.

We used to have ice skating rink in Kahikatea Drive. I saw there a lot of undesirable people who wanted to learn how to skate and this was phenomenal. There is nothing here for a group of people, more macho people; it will take 30 percent of hoodlums off the street; Communication with Auckland by rail. Normal bus is too expensive; it should be rail bus, like a normal bus but sits on a rail. Run it through or with

agents, it will be a lot cheaper to run; Advertising of cultural events; I think somewhere in the city we should have somewhere where events are announced. It should be somewhere in many areas that are very accessible, just to advertise Hamilton events.'

'Youth development ; Supporting our elderly; Addressing the parking; don't believe we should pay on Sat or Sun in town '

'Youth; get things for youth to be involved in. Disabled people; better access on walkways and crossings. These people often cannot reach the buttons to push at traffic lights '

'Better facilities for entertaining younger children. Somewhere to entertain the older kids as well so they're not on the streets; An indoor swimming pool in my suburb so we don't have to travel all the way over to Te Rapa or Melville; A permanent Ice skating rink and even facilities like a gymnasium for gymnastics. Maybe make it more local for the convenience of all the people that live in Hamilton East and other surrounding suburbs.'

Consultation: MAT 4.1% (MAT n = 28)

Consultation with the community was mentioned as an issue in the December quarter by 8.9% of respondents:

'Don't really follow it properly. For example, the velodrome, they just stuck that in. They didn't really find out if Hamilton people really wanted it or not, just decided to put it in. It's probably an asset to some people but I think they should consider things further and ask the general public about how they feel about things; What I really hate is all the empty shops in centre of Hamilton and I think that's Council's fault. It's becoming a ghost town. It's going to be like Auckland; boarded up shops and graffiti everywhere. So, you go to a shopping centre where it's lovely and you have to go home and drive past all these horrible streets. Hamilton streets are going that way'

'Building dedicated bike lanes that don't stop at roundabouts; Stopping the northern sprawl; Have a referendum for the people to decide on how well the Councillors have done for the past year'

'Council. Take more responsibility. Be more decisive and listen to the people. They should all lose their jobs. There are few good ones though but a lot aren't ; Public transport. Needs to be better, it doesn't go to all areas and it's quite expensive. In some areas the nightrider doesn't run late '

'Something more about making us known more. They have taken away the V8s. You've got to spend money to make money. They made a big mistake by giving permits to The Base and Chartwell and in the long run the city has lost all of it. They need to do more to attract people to the city. Maybe free parking, that's what's so attractive about The Base and Chartwell'

'Access around the city. Between Monday to Friday, during the peak hours around 8am -9am, and 4.30pm-5.30pm. The areas would be River Road, Wiley Drive, Avalon Drive, and Kahikatea Drive Extension; More open forums when making submissions; it's not personalised; it's pretty much a cut and paste. The Council go ahead with things without addressing the community first and you're only made aware of things after the decision is made. So maybe more information on the planning stage and being able to talk to them without having to attend the committee or whenever they make the decisions'

'Being wiser with ratepayers money; Listen to what the people really want; More funding into areas that are more popular e.g. libraries, footpaths etc'

'All Council decision making should be ratepayer decision making; The rating of properties; The land is too dear in Hamilton. '

'The budget makes no sense about decisions on where they're putting money. Look towards minor services we need to keep going rather than big projects that are in place; When they are budgeting, they need to inform general public on what they are doing and how much it costs; Make use of Waikato Stadium and Claudelands to the best of their ability.'

'They're spending of ratepayer's money; They need to grow up and stop bickering ; There needs to be more opportunities for people to have their say. '

'Have to be more open with the ratepayers in communication ; We need to have better qualified Councillors. Just seen the performance over the past few years and thought some of it wasn't too good'

'Having wider consultation with public over how Council money is spent and what events come to Hamilton; Prioritise use of the river; Sound management to make sure they are stable as to what they do with revenue.'

'Finances ; Being honest; River and dump issues.'

'Watching the money, not overspending; Listen to people'

'Making certain that the rates ratio between commercial and residential is no change from the current rating basis; More involvement and acceptance of public knowledge and survey results; Not printable.'

*'Should be encourage people to complain; inviting people to point out problems;
Councillors trying to rejuvenate CBD but it is not a Council problem; it should happen naturally. They should be encouraging services where people want to shop at The Base & Chartwell Square.
The rating system that discourages this is I feel short sighted ; The Council should not use the rating system to favour sections of the city over others '
'Listen a bit more to what community feelings are'*

Parks & gardens: MAT 3.7% (MAT n = 25)

A number of respondents (5.0% this quarter) felt parks and gardens were an issue and commented:

'Looking after the people of Hamilton. Making more facilities available for those homeless e.g. Night shelters etc; you are starting to see people sleep under trees etc; Safety in the streets especially over our area (Fairfield/Claudelands); Environment. Making more parks and playgrounds available.'

'The transport, public, trains, buses etc need to be improved, the Orbiter particularly. I used it regularly until it got bought out (sold), it got too unreliable and I had to stop using it to go to work. Schools should also have separate buses; Keeping up the events centre, Claudelands, libraries etc, also gardens and walkways; Pembroke Street by the hospital should not be a public road so they stop smoking there, should lease it to the hospital.'

'The high rates, getting higher and higher; The bus services, we need more information about that, free buses going around but we don't know when; Trees not trimmed along walkways.'

'Replacing Council trees with native plants, trees that don't drop leaves on people's property. Being very old now it is not easy to keep raking up the leaves. When I made a query to Council about replacing these trees with native trees, response was 'oh no we can't, native trees need watering'. When I asked about the cleaning up of footpaths from the Council trees, response was they are not allowed to sweep up footpaths. Does not make sense, why should we have to clean it up?; 3 hour time limit on car parking needs to be taken away altogether'

'Roading, in general. During the year they seem to lag behind and then catch up at the end; Put more thought and care into what they spend the money on, a lot of the events they have spent money on have achieved nothing; Parks - they are pretty good but could be improved'

'Getting out of the mess we're in. The financial mess and that; I don't think they use rugby park enough; it should be left for other organisations to use; Just general overall keeping/improving services mainly. Most of what I'm saying probably relates to what is going to happen later on e.g. keeping public toilets as it is rather than cut back on it and the gardens; they all need to be kept in good condition because I certainly do think they make Hamilton look nice.'

'Trying to maintain the standard that we are living in terms of our services but watching our spending. I don't see that we need any new facilities ; Looking more carefully at plantings on traffic islands so that vegetation is not too high and restricting; Hamilton East - lighting and footpaths. How they manage rubbish particularly in Firth and Wellington Streets, maybe addressing issues with flat owners; I see tenants even putting out things like mattresses etc Hamilton East'

'Keep doing maintenance on parks, public toilets'

'Entertainment, stuff to do; Stop cutting down trees for V8s. Environmental concerns; They should get people cleaning streets for glass.'

Core services: MAT 3.7% (MAT n = 25)

Providing the core services were mentioned by 6.7% of the sample this quarter. These comments included:

'Look after the city infrastructure; City safety, things like traffic safety as well as crime'

'Services; Stabilisation of rates; Safety in the city'

'Basic infrastructure, they need to keep the water, sewerage etc is keeping up with the population; Keep up maintenance of footpaths so they are smooth and nothing obstructing; The graffiti in the public toilets. '

'They should be spending money on the infrastructure of the city. Making sure the city looks tidy as some places are looking ridiculous. Some footpaths are in real need of maintenance; Keeping libraries open, as they were thinking of putting charges on them or opening for shorter hours; Health and safety of the city,

like water and sewerage. That is more important than spending millions on buildings and that is really what the Council should be looking after. In Marden Road and other places as such, there should be some sort of standards where the Council should make sure the properties are kept tidy as it looks as though those places could be harvesting rats.'

'Still think people should have events; Hamilton Gardens, museums, events centre, should have all those but have to make sure they can afford it. Glad they got the V8s but the basis they got it at was wrong; should never have gone there, cost the ratepayers too much. Thought was going to cost 7 million, but it cost 40 million plus and that's not right. Things they're looking at now is how to get back to a profit based, back to a surplus in finance; They were going to find a surplus with the rates etc so I hope they're going to be fair on ratepayers. They should stick to their services; water, rubbish etc and make sure they proportion the rates fairly instead of doing the proposal that they're thinking of at the moment regarding shifting the rates commercial to residential and I don't think that's a fair way of doing it; The other thing Council did, it's neat they've built events centre but maybe it should be managed by someone outside the Council, to someone that can manage events. I think it's fair the Council didn't give a permit to the guy for the 'Boobs on Bikes' but if they have events with an age limit and is going to make money for Council, they should still do it. That's why Council should not run events like that, shouldn't put in their moral compass (like they did with the sex expo).'

'Council to stick to core services. No investments, no business attachments'

'Rubbish collection - street collections; Maintaining normal services and libraries;'

'Keeping rates down and providing the basic services but within that boundary. Just keeping Hamilton beautiful. I think they do a wonderful job with the zoos and gardens. The core services such as rubbish, water, that's their core business, which they should concentrate on'

'Good quality decision making around finances; Provision of basic requirements of the city i.e. lighting, footpaths; Not involving themselves or us in things that are not Council business.'

*'Firstly I think cost containment expenditure reduction;
Priority around the most essential works and services'*

*'Council. The sewerage, rubbish, water, the streets. All the service areas.
That's what Council is there for'*

'That the City Council is running the facilities and maintaining services'

Community: MAT 3.7% (MAT n = 25)

Community support or community services were mentioned by 2.8% of the sample in the December quarter.

'Looking after the people of Hamilton. Making more facilities available for those homeless e.g. Night shelters etc; you are starting to see people sleep under trees etc; Safety in the streets especially over our area (Fairfield/Claudlands); Environment. Making more parks and playgrounds available.'

'The central shopping hub; Better options for the homeless instead of being in the CBD all day and night; Making the night patrol team more effective and with more powers to detain'

*'Looking after the elderly. They're taking little things away from us like our gardens and lawns; if you have a broken window they take 2 days to come fix it. They used to be good but they have gone downhill ;
Look after the ratepayers. People who own houses are paying for projects that the Council are doing and a lot of people don't like it'*

'Looking after pensioners and not selling their flats'

'Spending money more sensibly; Keeping city on a healthy level; Council should be seen being more proactive and less talking.'

Employment/development: MAT 3.2% (MAT n = 22)

A number of respondents mentioned creating employment or attracting new business or developments to Hamilton and this was mentioned by six respondents (3.3%) this quarter. These comments included:

'More jobs; Keeping youths off the street and making the streets safer again'

'Growth. More central city growth. Not to just be reliant on central city for food. Attract large business to the Waikato with good tax breaks and not charging them the earth to build or slamming them with consents ; Criminal element is getting quite prominent'

'Repopulate CBD in terms of business growth; Increase the population of Hamilton; Passenger rail/commuter rail to Auckland.'

'Bring people back to the centre city; you don't want it getting run down. If you go down Alexandra Street, there's so many shops for lease ; I find there are issues with unemployment. They need to encourage new business to Hamilton. I think it would decrease the amount of crime there is in Hamilton, people are bored and they go and make problems ; They need to stop cutting funds to community projects. Like the adult education program they had at night '

'Money - Hamilton's economy in regards to the environment. Building up Hamilton; The people, socially meeting and greeting people; Have more events available in Hamilton, anything Universal - do different events (unique to Hamilton)'

'Getting more business in the central city; Cleaning up the lake, it's full of pollution '

Clean city: MAT 3.1% (MAT n = 21)

A few respondents (2.2%) 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:

'More entertainment for kids, teenagers especially e.g. discos where police are involved; stop underage drinking; Clean road grading (don't leave stones everywhere)'

'Traffic flow around the city; Graffiti; Kerbside lawns need mowing especially in the industrial areas.'

'Entertainment, stuff to do; Stop cutting down trees for V8s. Environmental concerns; They should get people cleaning streets for glass.'

'Cleanliness, flies in the summer'

Street lighting: MAT 2.5% (MAT n = 17)

A number of respondents (2.2% for the quarter) mentioned street lighting as one of the three most important issues. These comments included:

'Improving the environment in safer place, safeties in our area ; Lighting on streets; Improvement of roading.'

'Mobilising people around the city in transport ; Attract more tourists to Hamilton; Safety of children and also residents in general. Improve lighting in streets.'

'Trying to maintain the standard that we are living in terms of our services but watching our spending. I don't see that we need any new facilities ; Looking more carefully at plantings on traffic islands so that vegetation is not too high and restricting; Hamilton East - lighting and footpaths. How they manage rubbish particularly in Firth and Wellington Streets, maybe addressing issues with flat owners; I see tenants even putting out things like mattresses etc Hamilton East'

'Older suburbs need looking after like having the street lighting updated etc.'

Environmental protection: MAT 2.3% (MAT n = 16)

A number (2.8% this quarter) commented on environmental protection as an issue.

'Water and sewage (that quality control is maintained); Increasing the safety in the centre of town; Continuing with the walkway stabilising the bank along the Waikato River. The river is under utilised. The river needs cleaning up.'

'Maori representation on the Council; Environmental issues - in regards to Waikato River - be more involved in the health and welfare of water and how it is maintained. Hamilton East and West need to improve relationship with the river. Use the river for more than just a once a year regatta for the community; Public transport - try to encourage people to use buses. Inform or push to the public that public transport is the best way to get around the city.'

'Getting more business in the central city; Cleaning up the lake, it's full of pollution '

'Finances ; Being honest; River and dump issues.'

'Entertainment, stuff to do; Stop cutting down trees for V8s. Environmental concerns; They should get people cleaning streets for glass.'

Market the City / tourism: MAT 2.3% (MAT n = 16)

Marketing of the city or tourism was mentioned by 2.8% of respondents this quarter: .

'Rate control, keeping it at a manageable level; Promoting Hamilton as an international city; General development of growth'

'Mobilising people around the city in transport ; Attract more tourists to Hamilton; Safety of children and also residents in general. Improve lighting in streets.'

'The way they're spending our money, i.e. Promoting the city's attractions, promoting Hamilton more.; Parking in the CBD'

'Money - Hamilton's economy in regards to the environment. Building up Hamilton; The people, socially meeting and greeting people; Have more events available in Hamilton, anything Universal - do different events (unique to Hamilton)'

'Attract tourist to the town to get outside finance ; Start charging tourist buses when they go to places like the Hamilton Gardens. They use the facilities etc and should pay'

Sportsgrounds / facilities: MAT 2.3% (MAT n = 16)

There were four comments about sportsgrounds / facilities (2.2% mention this quarter) that included:

'Car parking in the city; Rubbish collection; More sports facilities in the lake'

'The budget makes no sense about decisions on where they're putting money. Look towards minor services we need to keep going rather than big projects that are in place; When they are budgeting, they need to inform general public on what they are doing and how much it costs; Make use of Waikato Stadium and Claudelands to the best of their ability.'

'Getting out of the mess we're in. The financial mess and that; I don't think they use rugby park enough; it should be left for other organisations to use; Just general overall keeping/improving services mainly. Most of what I'm saying probably relates to what is going to happen later on e.g. keeping public toilets as it is rather than cut back on it and the gardens; they all need to be kept in good condition because I certainly do think they make Hamilton look nice.'

'Pools, we pay all this money with residential rates and when we have swim meets, we can only use one pool. They close off all other pools and just give us one pool for so many kids'

Footpaths: MAT 2.2% (MAT n = 15)

Footpaths or pedestrian access was mentioned this quarter by 2.2% of the respondents:

'Street safety in town (especially in the weekend and after hours from 9pm on); Wheelchair access on footpaths. Some of the footpaths are ridiculous. They shake my son's bones (who is in a wheelchair); Parking in town. The amount they are charging is getting ridiculous.'

'Basic infrastructure, they need to keep the water, sewerage etc is keeping up with the population; Keep up maintenance of footpaths so they are smooth and nothing obstructing; The graffiti in the public toilets.'

'They should be spending money on the infrastructure of the city. Making sure the city looks tidy as some places are looking ridiculous. Some footpaths are in real need of maintenance; Keeping libraries open, as they were thinking of putting charges on them or opening for shorter hours; Health and safety of the city, like water and sewerage. That is more important than spending millions on buildings and that is really what the Council should be looking after. In Marden Road and other places as such, there should be some sort of standards where the Council should make sure the properties are kept tidy as it looks as though those places could be harvesting rats.'

'I think they need to take a very critical look at their spending ; I don't think they should be cutting back on funding for the libraries. I think that is very wrong; Some of the footpaths. A while ago I fell on the uneven surface of the footpath and broke my wrist.'

Cycling facilities: MAT 2.1% (MAT n = 14)

A few, (0.6% of respondents for the December quarter) said there was a need for improvement in the cyclist's facilities and commented:

'Building dedicated bike lanes that don't stop at roundabouts; Stopping the northern sprawl; Have a referendum for the people to decide on how well the Councillors have done for the past year'

City Beautification: MAT 2.1% (MAT n = 14)

Other respondents (2.8% for the quarter) mentioned city beautification with comments that included:

*'Safety; Continue with all services keeping Hamilton clean and tidy;
Keep rates as they are, not put them up.'*

'They should be spending money on the infrastructure of the city. Making sure the city looks tidy as some places are looking ridiculous. Some footpaths are in real need of maintenance; Keeping libraries open, as they were thinking of putting charges on them or opening for shorter hours; Health and safety of the city, like water and sewerage. That is more important than spending millions on buildings and that is really what the Council should be looking after. In Marden Road and other places as such, there should be some sort of standards where the Council should make sure the properties are kept tidy as it looks as though those places could be harvesting rats.'

*'Debt, decrease Sort it out; Maintain our beautification in the city;
Continue working on safety in the city centre mainly at night.'*

'Keeping rates down and providing the basic services but within that boundary. Just keeping Hamilton beautiful. I think they do a wonderful job with the zoos and gardens. The core services such as rubbish, water, that's their core business, which they should concentrate on'

'Rating system. The fairness of it; The beautification of Hamilton. They generally need to be looking after their parks and reserves and I don't mean Garden Place. A nice clean tidy place without the frills; Watch the budget. Watch Council spending. Get value for money.'

Water: MAT 1.8% (MAT n = 12)

This was followed by a few respondents who thought the water was an important issue, (2.2% for the quarter). This included comments like:

*'Water and sewage (that quality control is maintained); Increasing the safety in the centre of town;
Continuing with the walkway stabilising the bank along the Waikato River.
The river is under utilised. The river needs cleaning up.'*

*'Fresh water, water clarity; Sewerage draining; Art for the city, supporting local artists and musicians in some way. We used to have midnight magic but we don't have it anymore.
I'd like to see more street entertainment in the city.'*

'Water supply; Rubbish collection; Rates or calculation of rates'

*'Water meters for a separate water rate; The rating system to take less effect due to house value ;
Control rate increases.'*

Toilets: MAT 1.8% (MAT n = 12)

A small number (1.1%) commented on toilets as an issue this quarter:

'Getting out of the mess we're in. The financial mess and that; I don't think they use rugby park enough; it should be left for other organisations to use; Just general overall keeping/improving services mainly. Most of what I'm saying probably relates to what is going to happen later on e.g. keeping public toilets as it is rather than cut back on it and the gardens; they all need to be kept in good condition because I certainly do think they make Hamilton look nice.'

'Keep doing maintenance on parks, public toilets'

Playgrounds: MAT 1.5% (MAT n = 10)

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

'Looking after the people of Hamilton. Making more facilities available for those homeless e.g. Night shelters etc; you are starting to see people sleep under trees etc; Safety in the streets especially over our area (Fairfield/Claudelands); Environment. Making more parks and playgrounds available.'

Walkways: MAT 1.5% (MAT n = 10)

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

'The transport, public, trains, buses etc need to be improved, the Orbiter particularly. I used it regularly until it got bought out (sold), it got too unreliable and I had to stop using it to go to work. Schools should also have separate buses; Keeping up the events centre, Claudelands, libraries etc, also gardens and walkways; Pembroke Street by the hospital should not be a public road so they stop smoking there, should lease it to the hospital.'

'The debt after the V8 thing; Maintaining services e.g. the libraries and the walkways etc. It would worry me if they increased fees at facilities'

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

A number of respondents (2.8%) commented on rubbish collection or rubbish disposal as an issue this quarter.

'Car parking in the city; Rubbish collection; More sports facilities in the lake'

'Rubbish collection - street collections; Maintaining normal services and libraries; '

'Trying to maintain the standard that we are living in terms of our services but watching our spending. I don't see that we need any new facilities ; Looking more carefully at plantings on traffic islands so that vegetation is not too high and restricting; Hamilton East - lighting and footpaths. How they manage rubbish particularly in Firth and Wellington Streets, maybe addressing issues with flat owners; I see tenants even putting out things like mattresses etc Hamilton East'

'Water supply; Rubbish collection; Rates or calculation of rates'

'With the rubbish, people in my area seem to be foreigners; not understanding the rubbish rules at all. Just not putting it out in black sacks or recycling bins and making the kerbs disgusting. Council has been sorting out the rubbish, just the waste and not using black sacks '

Arts / culture: MAT 1.2% (MAT n = 8)

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

*'Fresh water, water clarity; Sewerage draining; Art for the city, supporting local artists and musicians in some way. We used to have midnight magic but we don't have it anymore
I'd like to see more street entertainment in the city.'*

Stadium: MAT 1.2% (MAT n = 8)

There were five comments about the Waikato Stadium this quarter (2.8% mention) that included:

'Traffic issues at peak times; Safety issues in CBD after 8pm; Using the city facilities such as the Stadium. Looking at making it affordable for families. '

'The rugby stadium needs to have cheaper tickets to attract more people; We have to go out the area for good schooling for my daughter. We need more'

'Committing to progressive developments to keep improving the cities facilities e.g. Keep on developing things like the rugby stadium and the Claudelands Events Centre to make them better; Could save money through withdrawing from facilities that don't need it; Need to have good roading development, which allows traffic to flow more freely in the new developments.'

'The budget makes no sense about decisions on where they're putting money. Look towards minor services we need to keep going rather than big projects that are in place; When they are budgeting, they need to inform general public on what they are doing and how much it costs; Make use of Waikato Stadium and Claudelands to the best of their ability.'

'Reducing debt; Fill up Claudelands Event Centre every weekend (Friday, Saturday and Sunday at least); Utilise Waikato Stadium. It is not just a rugby field.'

Senior Citizens: MAT 1.0% (MAT n = 7)

Senior Citizens or facilities for the elderly were mentioned by four respondents this quarter.

'Looking after the elderly; Make sure they are together and looking after each other; Stop crime'

'Youth development ; Supporting our elderly; Addressing the parking; don't believe we should pay on Sat or Sun in town '

'Looking after the elderly. They're taking little things away from us like our gardens and lawns; if you have a broken window they take 2 days to come fix it. They used to be good but they have gone downhill ; Look after the ratepayers. People who own houses are paying for projects that the Council are doing and a lot of people don't like it '

'Looking after pensioners and not selling their flats'

Wastewater / Sewerage: MAT 1.0% (MAT n = 7)

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

'Water and sewage (that quality control is maintained); Increasing the safety in the centre of town; Continuing with the walkway stabilising the bank along the Waikato River. The river is under utilised. The river needs cleaning up.'

'They should be spending money on the infrastructure of the city. Making sure the city looks tidy as some places are looking ridiculous. Some footpaths are in real need of maintenance; Keeping libraries open, as they were thinking of putting charges on them or opening for shorter hours; Health and safety of the city, like water and sewerage. That is more important than spending millions on buildings and that is really what the Council should be looking after. In Marden Road and other places as such, there should be some sort of standards where the Council should make sure the properties are kept tidy as it looks as though those places could be harvesting rats.'

'Fresh water, water clarity; Sewerage draining; Art for the city, supporting local artists and musicians in some way. We used to have midnight magic but we don't have it anymore. I'd like to see more street entertainment in the city.'

Libraries: MAT 1.0% (MAT n = 7)

Libraries were mentioned as an issue by five respondents this quarter:

'Central city after dark. It needs to be safer. Certain areas after dark I would not walk through ; I've heard they're going to close community libraries in the weekend. Most people use it in the weekends ; Unsavoury people in the Garden Place during the day. Give the young people something to do, they're bored obviously. '

'The debt after the V8 thing; Maintaining services e.g. the libraries and the walkways etc. It would worry me if they increased fees at facilities'

'They should be spending money on the infrastructure of the city. Making sure the city looks tidy as some places are looking ridiculous. Some footpaths are in real need of maintenance; Keeping libraries open, as they were thinking of putting charges on them or opening for shorter hours; Health and safety of the city, like water and sewerage. That is more important than spending millions on buildings and that is really what the Council should be looking after. In Marden Road and other places as such, there should be some sort of standards where the Council should make sure the properties are kept tidy as it looks as though those places could be harvesting rats.'

'Rubbish collection - street collections; Maintaining normal services and libraries; '

'I think they need to take a very critical look at their spending ; I don't think they should be cutting back on funding for the libraries. I think that is very wrong; Some of the footpaths. A while ago I fell on the uneven surface of the footpath and broke my wrist.'

Animal Control: MAT 0.9% (MAT n = 6)

A small number mentioned an issue with animal control with this comment for the quarter:

'The rates are too high; One payment to one Council - not two (the Council and Environment Waikato); Dog laws'

Education: MAT 0.9% (MAT n = 6)

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

'The rugby stadium needs to have cheaper tickets to attract more people; We have to go out the area for good schooling for my daughter. We need more'

Disabled Access / Facilities: MAT 0.6% (MAT n = 4)

A number (1.1% in the December quarter) commented on disability related issues:

'Street safety in town (especially in the weekend and after hours from 9pm on); Wheelchair access on footpaths. Some of the footpaths are ridiculous. They shake my son's bones (who is in a wheelchair); Parking in town. The amount they are charging is getting ridiculous.'

'Youth; get things for youth to be involved in. Disabled people; better access on walkways and crossings. These people often cannot reach the buttons to push at traffic lights '

Other issues: MAT 10.0% (MAT n = 68)

There was a range of other issues that included:

'Money. Keeping things affordable for most of the city residents; Safety. Wanting to feel safe whether it be day time or night time. I would say we don't really go to the city at night time. There are safety concerns especially young people moving around in the early hours due to drug and alcohol usage'

'Growth. More central city growth. Not to just be reliant on central city for food. Attract large business to the Waikato with good tax breaks and not charging them the earth to build or slamming them with consents ; Criminal element is getting quite prominent'

'Building dedicated bike lanes that don't stop at roundabouts; Stopping the northern sprawl; Have a referendum for the people to decide on how well the Councillors have done for the past year'

'An insufficient number of facilities to take care of youth during winter.'

We used to have ice skating rink in Kahikatea Drive. I saw there a lot of undesirable people who wanted to learn how to skate and this was phenomenal. There is nothing here for a group of people, more macho people; it will take 30 percent of hoodlums off the street; Communication with Auckland by rail. Normal bus is too expensive; it should be rail bus, like a normal bus but sits on a rail. Run it through or with agents, it will be a lot cheaper to run; Advertising of cultural events; I think somewhere in the city we should have somewhere where events are announced. It should be somewhere in many areas that are very accessible, just to advertise Hamilton events.'

'Rates. I don't like the possibility of changing to what they are looking at doing as opposed to what we are paying now. I don't know if they have thought about pensioners adequately; I think if Council are looking at cost cutting we feel that the bus service is over supplied. The Orbiter goes past our bus stop every 20 mins and it is over the top. Most of the time the thing is empty or it has 2 or 3 people in it ; We live in an area, which is very nice, but we currently have our house on the market, as there are too many rental properties in our area with unkept lawns and gardens, which is pulling down our house prices. I think this is a citywide problem. There is an empty section across the road that we have had to call the Council about as the lawns keep growing and no one does anything about it.'

'Parking in the central city. I would go in there a lot more if I didn't have to pay for parking; I like the idea of the revamp of the central city. It is not very cohesive. Joining all the blocks and turning the city to face the river, I like these ideas; Maybe put a little train at the zoo or some type of vehicle that you can jump on and go around in'

'The debt after the V8 thing; Maintaining services e.g. the libraries and the walkways etc. It would worry me if they increased fees at facilities'

'I think stop spending. Get the debt down because they owe so much money ; What I would call housekeeping within the Council. People need to do their job, not being overstaffed in the Council. For example, wasters that aren't doing anything for Council but have a job there.

What I would call housekeeping, having a bit of a clean out there; All those things hopefully keep the rates down, concentrate on what they're actually there for, rubbish, parks, recreation, not doing stupid things with ratepayer's money. I don't believe in sponsoring hundreds of thousands on a certain event when you're not going to get anything for it returns wise like the V8s cost us millions of dollars, which got the debt up. Concentrate on little things; parks, graffiti side of it is good.

Not to keep getting further in debt for stupid decisions. '

'Making Hamilton a better place to live in;

Do something about the debt; recover it in a reasonable manner'

'They should be spending money on the infrastructure of the city. Making sure the city looks tidy as some places are looking ridiculous. Some footpaths are in real need of maintenance; Keeping libraries open, as they were thinking of putting charges on them or opening for shorter hours; Health and safety of the city, like water and sewerage. That is more important than spending millions on buildings and that is really what the Council should be looking after. In Marden Road and other places as such, there should be some sort of standards where the Council should make sure the properties are kept tidy as it looks as though those places could be harvesting rats.'

'Bring people back to the centre city; you don't want it getting run down. If you go down Alexandra Street, there's so many shops for lease ; I find there are issues with unemployment. They need to encourage new business to Hamilton. I think it would decrease the amount of crime there is in Hamilton, people are bored and they go and make problems ; They need to stop cutting funds to community projects. Like the adult education program they had at night '

'All Council decision making should be ratepayer decision making; The rating of properties; The land is too dear in Hamilton. '

'Still think people should have events; Hamilton Gardens, museums, events centre, should have all those but have to make sure they can afford it. Glad they got the V8s but the basis they got it at was wrong; should never have gone there, cost the ratepayers too much. Thought was going to cost 7 million, but it cost 40 million plus and that's not right. Things they're looking at now is how to get back to a profit based, back to a surplus in finance; They were going to find a surplus with the rates etc so I hope they're going to be fair on ratepayers. They should stick to their services; water, rubbish etc and make sure they proportion the rates fairly instead of doing the proposal that they're thinking of at the moment regarding shifting the rates commercial to residential and I don't think that's a fair way of doing it; The other thing Council did, it's neat they've built events centre but maybe it should be managed by someone outside the Council, to someone that can manage events. I think it's fair the Council didn't give a permit to the guy for the 'Boobs on Bikes' but if they have events with an age limit and is going to make money for Council, they should still do it. That's why Council should not run events like that, shouldn't put in their moral compass (like they did with the sex expo). '

'Balance the books; Stop spending, stop investing; Get rid of Environment Waikato'

'Stop wasting money. The V8s are going and that was a gross waste of money, an absolute gross waste of money, then they sold all that stuff so cheap to them. They then let Michael Redman go without serving out his contract; They shouldn't be looking at closing the Council flats. I've got some up the back from me here and part of their lawns are so overgrown it's disgusting; They should be thinking about the ratepayers and not their own pockets'

'Maybe the rent. I think that we pay too much rent. This is in general'

'Ratepayer facilities and not commercial issues '

'Staff issue at office that I mentioned before (don't find the Council staff very helpful or extremely approachable at the office).'

'Housing NZ homes that are filthy. I live in Fitzroy and I have to go down Bader Street and you see the properties with overgrown lawns'

Positive Comments: MAT 1.3% (MAT n = 9)

A few respondents either said there were no issues or made positive comments (one respondent this quarter).

'Keeping rates down and providing the basic services but within that boundary. Just keeping Hamilton beautiful. I think they do a wonderful job with the zoos and gardens. The core services such as rubbish, water, that's their core business, which they should concentrate on'

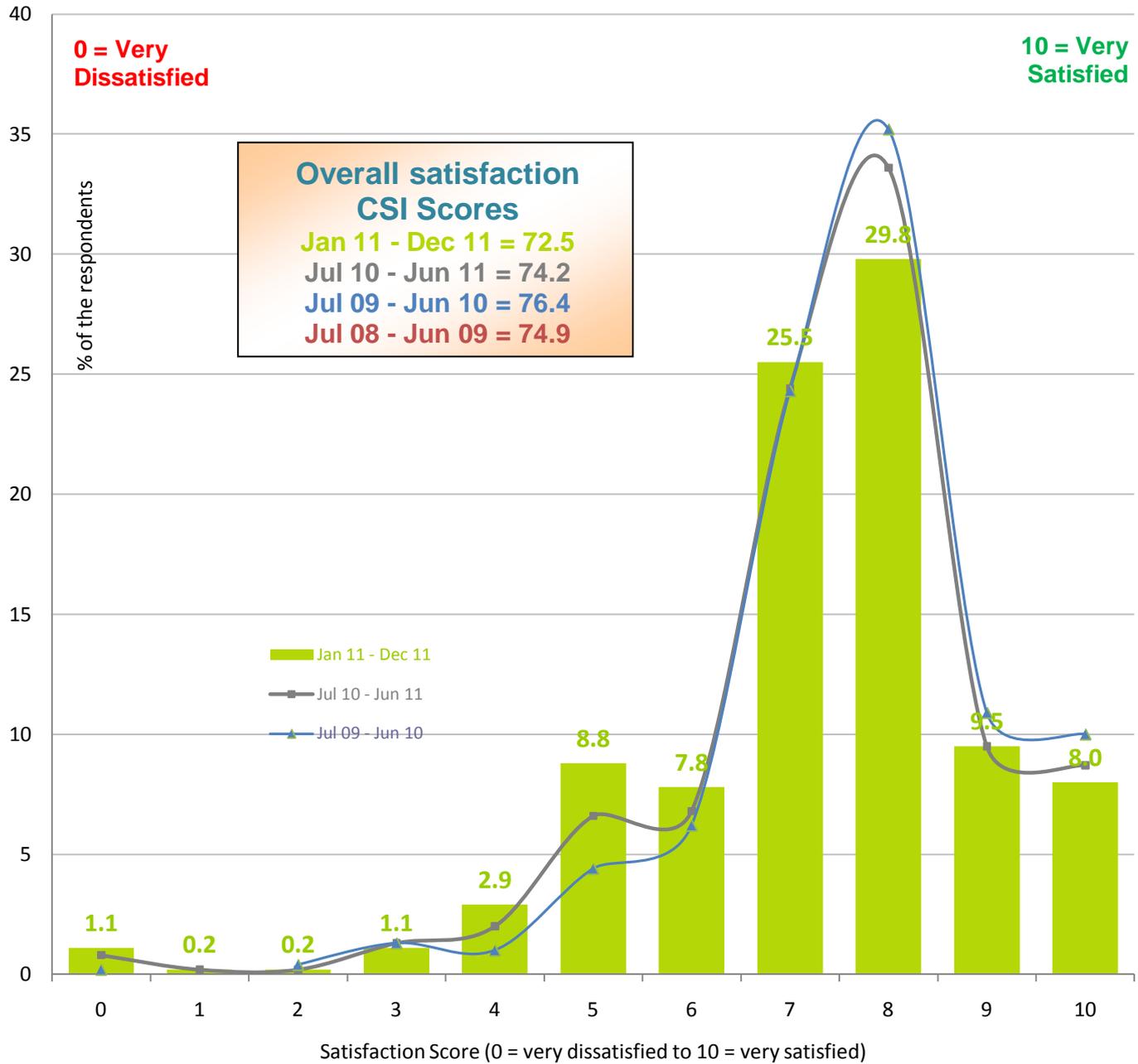
Don't know / No answer: MAT 14.3% (MAT n = 98)

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

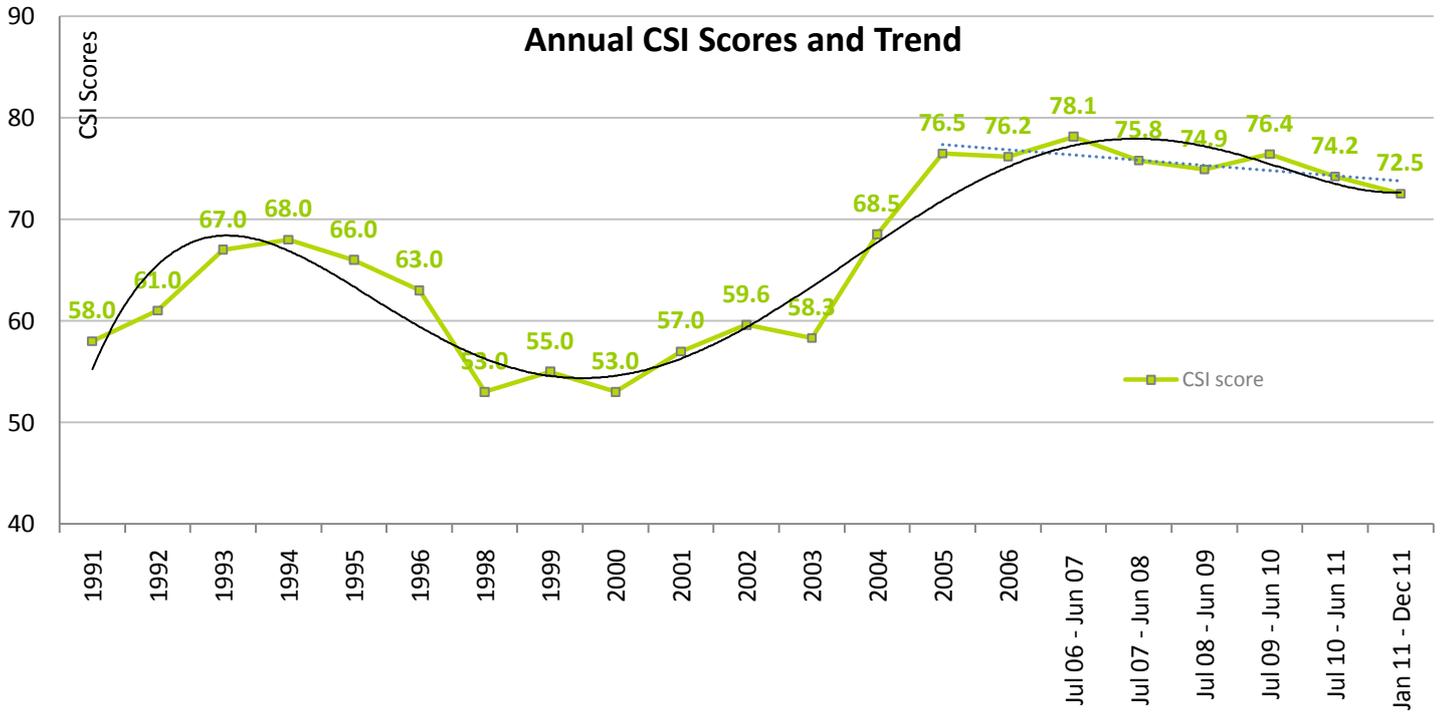
Respondents were asked 'Thinking not only about the Elected Members and Council Staff but also the services and facilities the Council provides and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the Overall Performance of Council in the past 12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

Three quarters of the respondents (73%) 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 (30%) and 18% rated the Overall Performance of Council with a score of 9 or 10 (exceeded expectations). A fifth of the sample (20%) were neutral (scores 4 – 6) and only 18 people (2.7%) were actually dissatisfied (scores 0 – 3). The CSI score was 72.5, down 1.7 points from the July 2010 – June 2011 period.



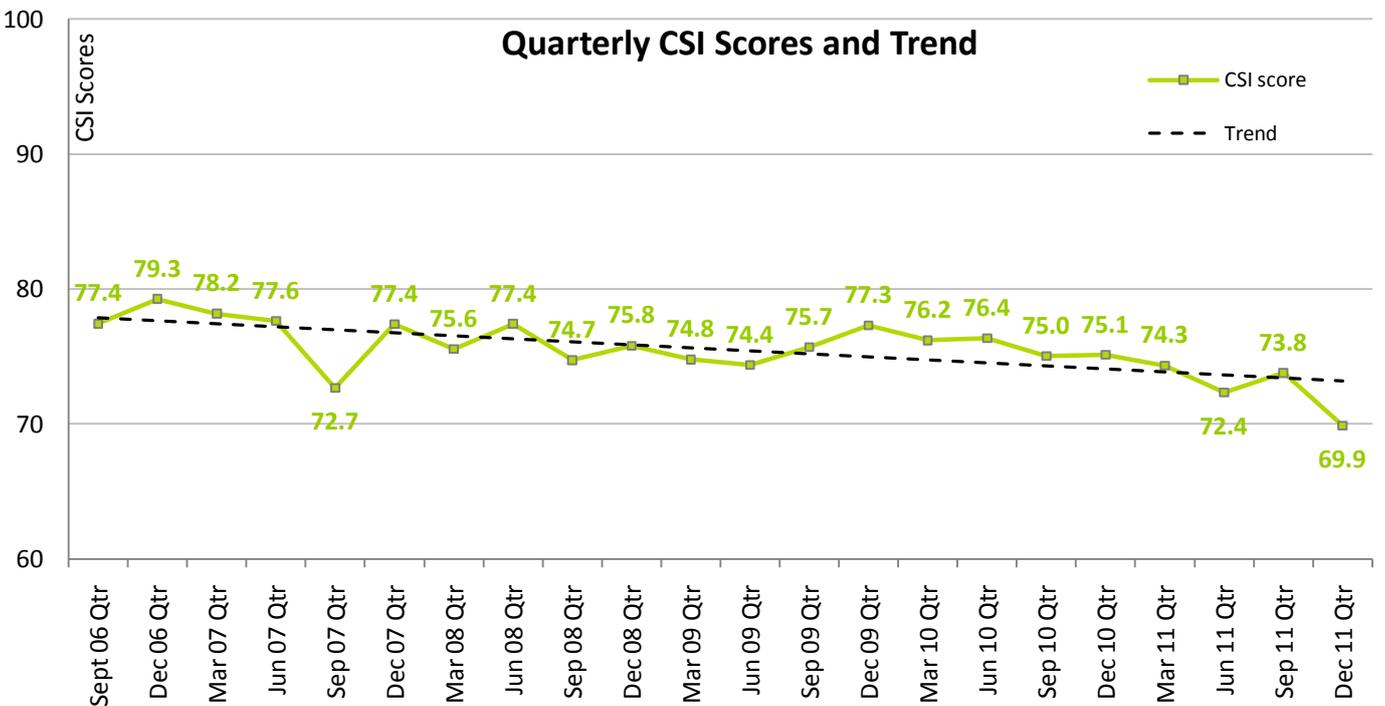
Overall Satisfaction Trends on an Annual Basis

The following chart shows the CSI scores have stayed at a high level for the past seven years. However, the CSI score of 72.5 is 1.7 points lower than that recorded in July 2010 – June 2011 and is 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.



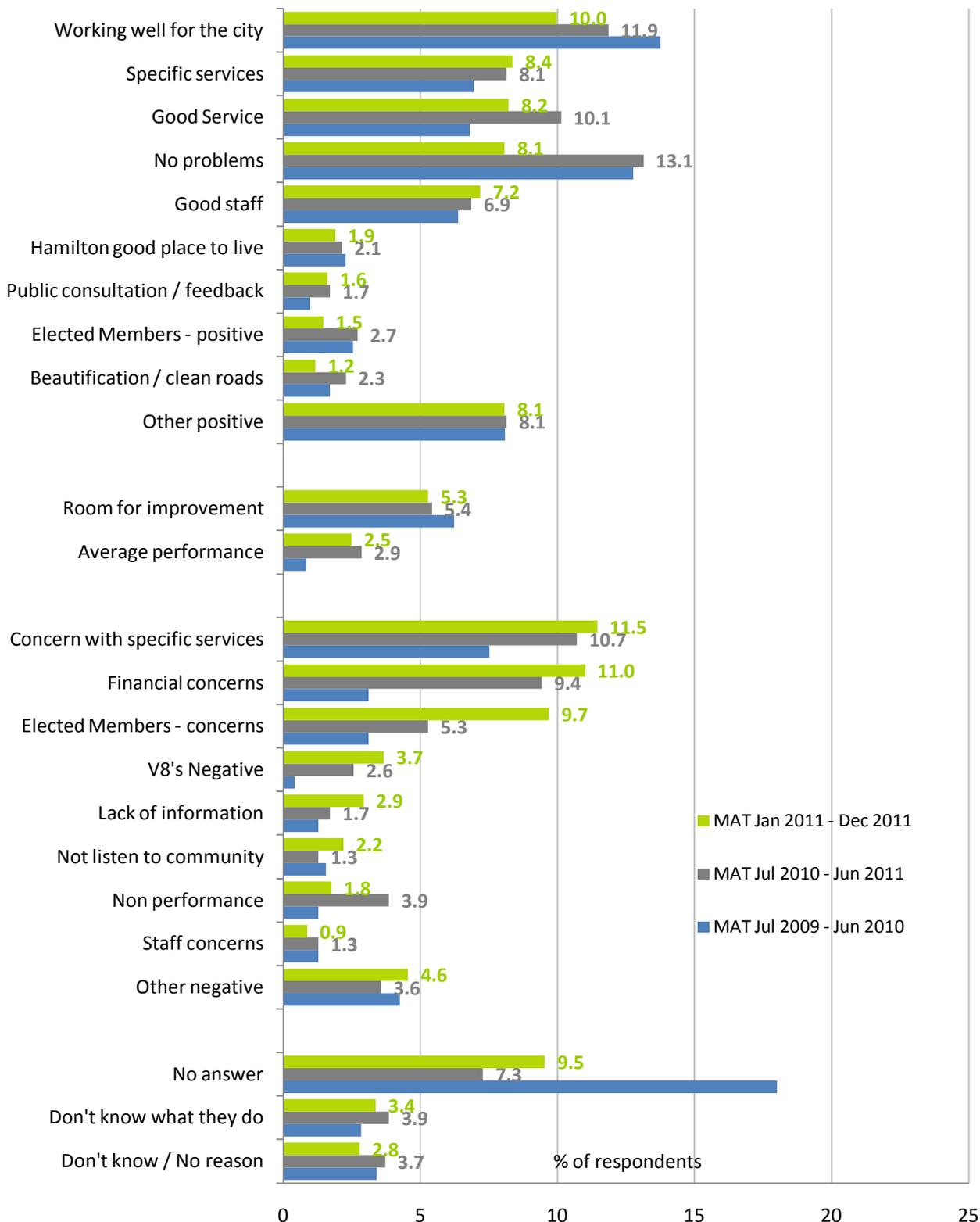
Overall Satisfaction Trends on a Quarterly Basis

The following chart shows the quarterly trend in the CSI scores for the *Overall performance of the Council*. The latest quarter's CSI score of 69.9 is 3.9 points lower than last quarter and is the lowest recorded to date. This is 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 (January 2011 – December 2011), the main positive comments focused around the feeling that Council was doing a good job or working well for the city (10%) or positive comments about specific services (8%) or about good service (8%). The main negative comment had to do with concerns with specific services (12%), financial concerns (11%) and concerns with the Elected Members (10%).



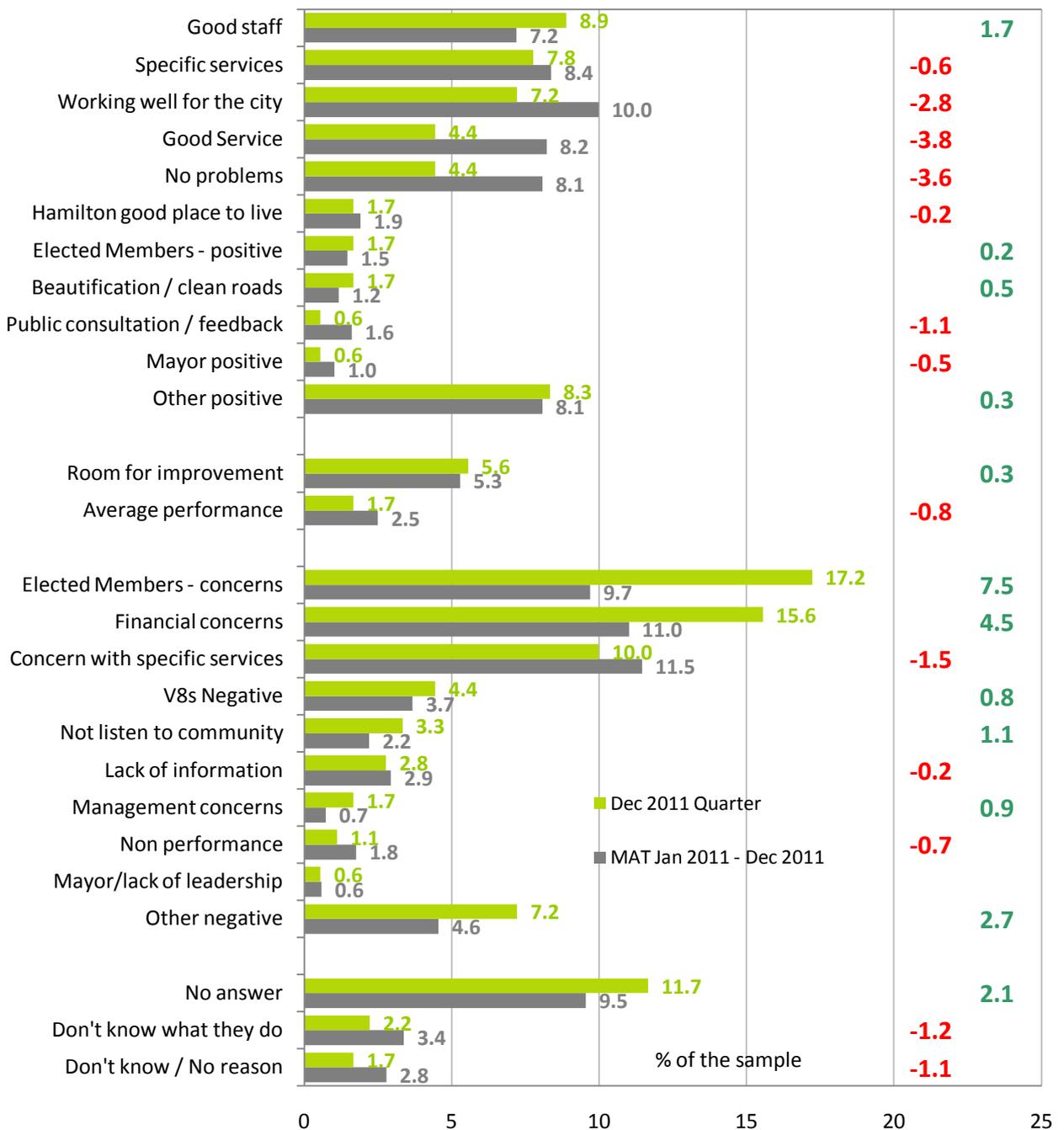
Overall Satisfaction: Reasons for feeling this way for the December quarter

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 December 2011 quarter (n = 180) versus the proportion who mentioned these in the current Moving Annual Total result (January 2011 – December 2011 – n = 681).

The main positive comments for the December quarter focused on good staff (9%), positive things about specific services (8%) or around the feeling that Council was doing a good job or working well for the city (7%). More respondents mentioned good staff (1.7% higher) while fewer mentioned good service (4% lower) or the fact there were no problems (4% lower).

The main negative comments for the quarter had to do with concerns with the Elected Members (17% versus 10% on a MAT basis) and financial concerns (16% versus 11% on a MAT basis).

The largest difference between the December quarter and on a MAT basis was a 7.5% increase in mentioning concerns with the Elected Members and a 4.5% increase in mention of financial concerns.



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

Positive comments

Working well for the city: MAT⁵ 10.0% (MAT n = 68)

Many respondents felt Council was working well for the city and doing a good job (7.2% or 13 respondents this quarter). These respondents commented: (SS = satisfaction score)⁶

'I think they are working as hard as they can and the people we have dealt with are very kind and polite.' (SS = 10)

'Because they are doing a good job.' (SS = 10)

'They have done a good job in the past year' (SS = 10)

'They do a good job' (SS = 9)

'I think they have performed well. Some points not so well but I think overall they have performed well. The main thing at this stage is money.' (SS = 8)

'Because I never have had any issues; overall I think they are doing a good job apart from the current group of Councillors.' (SS = 8)

'I mean I pay for swim lessons for my grandkids at Gallagher Pools and they particularly are really good. In my work I need to talk to people in the rates department at the Council and they are really helpful. We have trouble with rubbish being dumped outside of our business and that can be a little harder to get Council to deal with. I think they do try their best in general.' (SS = 8)

'I think Hamilton is awesome and they do a good job.' (SS = 8)

'Because I haven't been here that long. Some people talking to me, my friends say they are doing good job.' (SS = 8)

'I think they're doing a good job.' (SS = 8)

'I think they're all working very hard to perform the best they can for Hamilton. Any things that they're dealing with have come from prior Council.' (SS = 8)

'They are helping to improve the community with the service they give.' (SS = 8)

'Because I'm not entirely upset with what they have done, unlike some people. I'm very, very happy with what they have done. I believe in what they have done.' (SS = 7)

Specific services: MAT 8.4% (MAT n = 57)

A number of respondents (7.8% or 14 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:

'I get good service at the library and Waterworld.' (SS = 10)

'I think they have made a huge improvement to Claudelands Event Centre and also bringing the V8s here was good; it put Hamilton on the map, and overseas interest and investments to Hamilton. I am disappointed that they voted against having the World Junior Soccer coming to Hamilton.' (SS = 9)

'I believe the Council staff are friendly and the facilities like the library and Te Rapa Pools are pretty good.' (SS = 9)

'They did make some improvements with the city centre and the streets are cleaner. The city is relatively safe. There has also been an improvement on public transport.' (SS = 9)

⁵ MAT relates to the 12 month Moving Annual Total. This quarter this is January 2011 – December 2011

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

'You see that people are quite supported. Library is well maintained, gardens well maintained. Other facilities kept up-to-date and they try to maintain them as well.' (SS = 9)

'I think they have had a tough year with the whole V8 thing and they are going to have to make some tough calls on how they get over that. I have had no problem with the Council staff and the library staff are always helpful and friendly. We had a problem with our sewage lately and the Council sorted it efficiently' (SS = 8)

'I mean I pay for swim lessons for my grandkids at Gallagher Pools and they particularly are really good. In my work I need to talk to people in the rates department at the Council and they are really helpful. We have trouble with rubbish being dumped outside of our business and that can be a little harder to get Council to deal with. I think they do try their best in general.' (SS = 8)

'Because I think there are definitely improvements going around, new roading projects. Gave Hamilton a zero as a place to live because there is nothing to do here, only have a river, no skating rinks etc. Hamilton would benefit greatly were they to utilise the river. There is nothing for kids in Hamilton so that's why they cause trouble. Need more entertainment for kids away from bars and coffee shops.' (SS = 8)

'Whenever I've used the pools or the parks, everything just looks lovely. Hamilton is pretty, clean and tidy.' (SS = 8)

'Always get courteous service. Librarians very helpful, which is what I use most at present. Everywhere has been very good.' (SS = 8)

'I think generally the facilities, parks, theatre etc are well run. The Councillors and management letting public know what's happening lets that down a little.' (SS = 8)

'Parks grounds, roads are in good condition' (SS = 8)

'They do certain things well like Hamilton Gardens, lake, pools but they have wasted money in other places. With the current economic climate I don't think they should be spending money on all the plants and trees as they do. They don't seem to be budgeting like a business should.' (SS = 7)

'Every time I go to Waterworld or anywhere else, everyone is always very good.' (SS = 7)

Good Service: MAT 8.2% (MAT n = 56)

Eight respondents commented on getting good service this quarter (4.4%):

'They are always helpful, polite, patient and hard working, good service overall.' (SS = 10)

'They help me to pay off my rates when I can't afford to pay it straight away' (SS = 10)

'Because they are very punctual and give a good service in the jobs they are assigned to.' (SS = 9)

'I think they have had a tough year with the whole V8 thing and they are going to have to make some tough calls on how they get over that. I have had no problem with the Council staff and the library staff are always helpful and friendly. We had a problem with our sewage lately and the Council sorted it efficiently' (SS = 8)

'They do return calls, appear to encourage feedback and follow through with suggestions. They still need a lot of work to do work around cleaning the river streams, keep them clean of pollution. Streams should be cleaned weekly.' (SS = 8)

'Always get courteous service. Librarians very helpful, which is what I use most at present. Everywhere has been very good.' (SS = 8)

'Most part, the services are pretty good, but skewed by some the larger issues that have been in the public eye.' (SS = 8)

'They provide a good service' (SS = 8)

No problems: MAT 8.1% (MAT n = 55)

Eight respondents or 4.4% for this quarter were not aware of any problems and felt that things were running smoothly:

'Well because I just feel pretty lucky that we do have these services available and they are taken care of. I have no major complaints. If they could stop spending and focus on what is really needed to be done that would be everyone's dream but they do try.' (SS = 10)

'Everything is clean and nice, so no worries.' (SS = 9)

'Because nothing seems wrong.' (SS = 9)

'I have never had any problems.' (SS = 9)

'Well, I've never had any problems with the Council or staff or anything at all.' (SS = 9)

'Because I never have had any issues; overall I think they are doing a good job apart from the current group of Councillors.' (SS = 8)

'Just find that the things I need to do don't seem to have issues. Odd hiccup but generally good' (SS = 8)

'Don't have any concerns' (SS = 7)

Good staff: MAT 7.2% (MAT n = 49)

This was followed by 16 respondents or 8.9% for the quarter who mentioned good Management or Staff. This included comments like:

'They are always helpful, polite, patient and hard working, good service overall.' (SS = 10)

'I think they are working as hard as they can and the people we have dealt with are very kind and polite.' (SS = 10)

'I believe the Council staff are friendly and the facilities like the library and Te Rapa Pools are pretty good.' (SS = 9)

'I think they have had a tough year with the whole V8 thing and they are going to have to make some tough calls on how they get over that. I have had no problem with the Council staff and the library staff are always helpful and friendly. We had a problem with our sewage lately and the Council sorted it efficiently' (SS = 8)

'I mean I pay for swim lessons for my grandkids at Gallagher Pools and they particularly are really good. In my work I need to talk to people in the rates department at the Council and they are really helpful. We have trouble with rubbish being dumped outside of our business and that can be a little harder to get Council to deal with. I think they do try their best in general.' (SS = 8)

'Because I feel the staff are very good.' (SS = 8)

'I like the way the public are treated by the employees' (SS = 8)

'The people I deal with are good and all the facilities are great' (SS = 8)

'Always get courteous service. Librarians very helpful, which is what I use most at present. Everywhere has been very good.' (SS = 8)

'The carry on with all the V8s, the disappointments and the debt - it really carries it down. They shouldn't be put in with the Council staff because they're nice.' (SS = 7)

'I think as I say, the employed staff are very good and efficient from my experience. But I'm not overly satisfied about some of the decisions.' (SS = 7)

'Every time I go to Waterworld or anywhere else, everyone is always very good.' (SS = 7)

'I'm trying to think of the money things but the workers are fine and can't do enough for you but the others aren't ok.' (SS = 7)

'Overall I think it is pretty good. Staff know their products and are pretty helpful, courteous and professional.' (SS = 7)

'The Council staff that work at different facilities do a great work, but I dislike the Council members that make the decisions for the reasons I have already given. (They need to listen to ratepayers more; they seem to make their own decisions made by only the 7 Council members. They are not interested in what we say; they go ahead and make decisions on their own, which some decisions I find appalling).' (SS = 5)

'It's too general/broad a question to gauge a rating. I can't combine the people who were elected as Councillors in comparison to those staff members who work hard and well. I have the utmost respect for Council staff who work in Council services and facilities.' (SS = 5)

Hamilton good place to live: MAT 1.9% (MAT n = 13)

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

'Look around and read about what everyone has to put up with. I'm quite happy living here. I'd never move anywhere else. I have family in the South Island but I still wouldn't move there.' (SS = 10)

'I think Hamilton is awesome and they do a good job.' (SS = 8)

'Happy and feel safe and don't want to go to another place. Like living out of the city' (SS = 8)

Public consultation / feedback: MAT 1.6% (MAT n = 11)

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

'As I said in the last 12 months I think the few things that have happened like the V8s; good to see how much it really cost and some of the things, like the Waikato Stadium, people owing on that, was good. It was open to the public to see what was going on, not a hidden agenda. I like the more openness, definitely more openness. You don't hear anything unless there is an event coming up. Julie Hardaker is trying to open it up and making it a better city.' (SS = 7)

Elected Members - positive: MAT 1.5% (MAT n = 10)

A number of respondents (1.7% or three respondents this quarter) made positive comments about the Elected Members / Council and this quarter's comments included:

'Well I think they do a damned good job but unfortunately we have the V8 situation happening and the rates being changed dramatically.' (SS = 7)

'It just seems that they are proactively involved with the city.' (SS = 7)

'They generally do quite a good job especially with new members that have gone into Council.' (SS = 7)

Beautification / clean roads: MAT 1.2% (MAT n = 8)

Three respondents (1.7%) commented about the city beautification or clean roads this quarter:

'Everything is clean and nice, so no worries.' (SS = 9)

'Whenever I've used the pools or the parks, everything just looks lovely. Hamilton is pretty, clean and tidy.' (SS = 8)

'Well, the city is kept clean and tidy. Everything looks good.' (SS = 7)

Mayor positive: MAT 1.0% (MAT n = 7)

There were a number of respondents (0.6% or one respondent this quarter) who made positive comments about the performance of the Mayor. This comment included:

'As I said in the last 12 months I think the few things that have happened like the V8s; good to see how much it really cost and some of the things, like the Waikato Stadium, people owing on that, was good. It was open to the public to

see what was going on, not a hidden agenda. I like the more openness, definitely more openness. You don't hear anything unless there is an event coming up. Julie Hardaker is trying to open it up and making it a better city.' (SS = 7)

Other positive: MAT 8.1% (MAT n = 55)

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

'I am quite happy with what they are doing.' (SS = 9)

'They do supply some of the things that are necessary but have gone off on a tangent on some things.' (SS = 8)

'Quite good, they are there if you want them, except when you make contact about Council tree leaves falling all over the property.' (SS = 8)

'Because I do use the services.' (SS = 8)

'Generally overall they are all pretty good; it's just those niggly things in tough times you get annoyed with.' (SS = 8)

'I find them very helpful.' (SS = 8)

'I'm happy with everything.' (SS = 8)

'I'm very satisfied.' (SS = 8)

'They are very helpful.' (SS = 8)

'Most things I think are fine. What irks me about the Council is the spending.' (SS = 7)

'I think they've been better than average. Apart from the V8s which is very contentious, I don't see much else.' (SS = 7)

'I think they are ok.' (SS = 7)

'N/a. Am happy' (SS = 7)

'They are doing what I expect them to do.' (SS = 7)

'They seem to be doing an alright job' (SS = 7)

Neutral comments

Room for improvement: MAT 5.3% (MAT n = 36)

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 5.6% or 10 respondents this quarter with comments that included: (SS = Satisfaction Score)

'They do return calls, appear to encourage feedback and follow through with suggestions. They still need a lot of work to do work around cleaning the river streams, keep them clean of pollution. Streams should be cleaned weekly.' (SS = 8)

'Always room for improvement; I am personally quite happy but I am sure there are areas that need to be looked at.' (SS = 8)

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

'There is always room for improvement.' (SS = 8)

'I think there are some things that could be better.' (SS = 7)

'There's always more that people can do to make life easier.' (SS = 7)

'Always room for improvement.' (SS = 6)

'Just a few things need tidying up and the way they do things.' (SS = 6)

'Well I just think there could be more done. Less money spent and more done. I think they are wasting money on certain things e.g. Garden Place' (SS = 5)

'There is a need for improvement.' (SS = 5)

Don't know what they do: MAT 3.4% (MAT n = 23)

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

'Pretty much the same reason, haven't been paying attention and busy with other things.' (SS = 8)

'I really don't have enough contact with them personally' (SS = 7)

'Don't know enough about the Council staff' (SS = 5)

'I don't have much to do.' (SS = 5)

Average performance: MAT 2.5% (MAT n = 17)

There were other comments offered about the average performance of Council (mentioned by three respondents or 1.7% for the December quarter). These comments included:

'Haven't found any bad or good things they have done in affecting me.' (SS = 8)

'In general, done an ok job. Don't have a lot to do with them.' (SS = 7)

'Not bad but not phenomenal either' (SS = 6)

Don't know / No reason MAT 2.8% (MAT n = 19)

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 have been involved with Councillors when I get my rate rebate.' (SS = 9)

'That's just my personal opinion' (SS = 7)

'I haven't taken a lot of notice.' (SS = No answer)

Negative comments

Concern with specific services: MAT 11.5% (MAT n = 78)

There were many respondents who made negative comments or who offered a negative reason for giving the overall satisfaction score that they gave. The most common negative comment was concerning specific Council services (mentioned by 10.0% or 18 respondents this quarter). These comments included: [\(SS = Satisfaction Score\)](#)

'I think they have had a tough year with the whole V8 thing and they are going to have to make some tough calls on how they get over that. I have had no problem with the Council staff and the library staff are always helpful and friendly. We had a problem with our sewage lately and the Council sorted it efficiently' (SS = 8)

'I mean I pay for swim lessons for my grandkids at Gallagher Pools and they particularly are really good. In my work I need to talk to people in the rates department at the Council and they are really helpful. We have trouble with rubbish being dumped outside of our business and that can be a little harder to get Council to deal with. I think they do try their best in general.' (SS = 8)

'They do return calls, appear to encourage feedback and follow through with suggestions. They still need a lot of work to do work around cleaning the river streams, keep them clean of pollution. Streams should be cleaned weekly.' (SS = 8)

'Because I think there are definitely improvements going around, new roading projects. Gave Hamilton a zero as a place to live because there is nothing to do here, only have a river, no skating rinks etc. Hamilton would benefit greatly were they to utilise the river. There is nothing for kids in Hamilton so that's why they cause trouble. Need more entertainment for kids away from bars and coffee shops.' (SS = 8)

'I have not had any negative feedback from them but then again I have not had any big contentious issues. There is one service I would like brought in; it would be nice that as there is the garden waste place that they would have kerbside collection. At flats why not have 3 kerbside wheelie bins instead of all those green bins for recycling.' (SS = 8)

'Quite good, they are there if you want them, except when you make contact about Council tree leaves falling all over the property.' (SS = 8)

'They do certain things well like Hamilton Gardens, lake, pools but they have wasted money in other places. With the current economic climate I don't think they should be spending money on all the plants and trees as they do. They don't seem to be budgeting like a business should.' (SS = 7)

'If they can get their house in order and stop wasting money. They need to stop changing the layout of the CBD; they don't seem to know what they are doing.' (SS = 7)

'Well I think they do a damned good job but unfortunately we have the V8 situation happening and the rates being changed dramatically.' (SS = 7)

'I think there are some gaps and just the use of fields. Some other cities are looking at artificial turfs for a number of different usages. Kids' sports are often cancelled because of the weather and the affects of the fields and things like that.' (SS = 6)

'Well I just think there could be more done. Less money spent and more done. I think they are wasting money on certain things e.g. Garden Place' (SS = 5)

'I feel like there hasn't been any clear information about the services (mainly the rubbish and recycling services).' (SS = 5)

'I guess some of the decisions they have made on recycling and things like that ' (SS = 5)

'If you have a complaint on a dog, they make it difficult; the form is very difficult to fill in. I would like a direct contact, seeing and knowing is believing.' (SS = 5)

'It gets back to roading and maintenance; they are too busy going round putting up flash buildings when there is general maintenance that needs to be done.' (SS = 4)

'To start with they built this building in Claudelands, which lost \$76,000 in the first year as well as the racing losing money for Hamilton too. I am not the only one thinking this way. I do not think the same governance should be voted in next year.' (SS = 2)

'Living here (retirement village) it never looks respectable.

You have problems and they never turn up. They're cutting their budgets everywhere to try and save money but when you're 80 you can't do it yourself. ' (SS = 0)

'Because of what they've just done to the city and what they've done to the V8s.' (SS = 0)

Financial concerns: MAT 11.0% (MAT n = 75)

Twenty eight respondents this quarter (15.6%) mentioned financial concerns. These comments included:

'Well because I just feel pretty lucky that we do have these services available and they are taken care of. I have no major complaints. If they could stop spending and focus on what is really needed to be done that would be everyone's dream but they do try.' (SS = 10)

'I think the Council has a very difficult job in satisfying all walks of life and the media probably makes it very difficult for the Council to do this. I think they need more business heads in Council to help make the tough decisions in cost cutting and money making. If you don't have the income you can't do it. They are mismanaging their money.' (SS = 9)

'Well I think the rates are going to be very difficult for people to pay and the business people should pay their rates. If they can't afford it, they should find some other place to go. I wish they would get us out of debt. I don't like the idea of the cycling and velodrome; it would be great if we had the money but we don't.' (SS = 9)

'I think they have performed well. Some points not so well but I think overall they have performed well. The main thing at this stage is money.' (SS = 8)

'Didn't need to do some of the projects because it's a lot of money.' (SS = 8)

'The carry on with all the V8s, the disappointments and the debt - it really carries it down. They shouldn't be put in with the Council staff because they're nice.' (SS = 7)

'They do certain things well like Hamilton Gardens, lake, pools but they have wasted money in other places. With the current economic climate I don't think they should be spending money on all the plants and trees as they do. They don't seem to be budgeting like a business should.' (SS = 7)

'If they can get their house in order and stop wasting money. They need to stop changing the layout of the CBD; they don't seem to know what they are doing.' (SS = 7)

'I feel there are a lot of services that ratepayers pay for that not everyone uses. I think things should be more user pays. I also feel rates are too expensive.' (SS = 7)

'I think overall they need to look at the local finances. They have borrowed tons and tons of money so they are not in a great financial state. I would like to hear some messages on how they are going to deal with that.' (SS = 7)

'Most things I think are fine. What irks me about the Council is the spending.' (SS = 7)

'The cost of subdividing has been very high. Doubling up on fees for services has been very costly. They could possibly streamline things as far as their costs go.' (SS = 7)

'The rates are too high.' (SS = 7)

'Because of the disorganisation and money wasting. One group will organise something and the next group will come in and do something similar.'

Their lack of communication leads to money wasting.' (SS = 6)

'Maintained reasonable services but overall the cost just overruns.' (SS = 6)

'They just go ahead whatever people say. No to velodrome but they build it anyway. I think the money is spent unwisely' (SS = 6)

'Because of the financial strife a lot of them got in. That excludes the current Mayor but the Councillors have been there for years. So, the way things have been managed financially for example, the V8 debacle was the main cause of the losses.' (SS = 5)

'Well I just think there could be more done. Less money spent and more done. I think they are wasting money on certain things e.g. Garden Place' (SS = 5)

'Somebody should be accountable for the money that they have wasted and nobody seems to want to stand up. 36 million on the V8s; seemed a good idea when they got it here, but it is still costing money and we are still with it another year.' (SS = 5)

'Just seems to be too much overspending on silly things. Like \$20,000 spent on the V8 thing. They do some good but mainly they just do as they please.' (SS = 4)

'Don't think they thought through financially where and what they are spending money on.' (SS = 4)

'I'm very disappointed. Nobody is strengthening up. I realise a lot of plans were already in place before the new Councillors were elected but the newly elected Councillors should have decided to wipe out the debt owing as well as balancing their own books. They need to stop progress as to how they can fit in with the rest of the world. They can't keep charging the ratepayer more and more – Balance the damned books!' (SS = 3)

'Well they're a waste of finances and make bad decisions.' (SS = 2)

'They are pretty dodgy; they just want to tax people who have children and work hard. Not happy to pay for bludgers.' (SS = 1)

'I think the method they use is too primitive and has lack of public participation. Too much closed door business. Ratepayers are the blood supply of Council. They think we just have to increase rates to improve city.' (SS = 0)

'Living here (retirement village) it never looks respectable.

You have problems and they never turn up. They're cutting their budgets everywhere to try and save money but when you're 80 you can't do it yourself. ' (SS = 0)

'Same reasons as before (Because of the spending the way it is; they haven't channelled the money into the right places). Council is over spending.' (SS = 0)

'The financial mess that the Council is in. The senior staff and CEO and finance people have let the Council down badly. That's not a recent thing; it's been going on for a long while.' (SS = No answer)

Concerns with Elected Members: MAT 9.7% (MAT n = 66)

The next negative theme revolved around other concerns with the Elected Members (excluding political in-fighting). This was mentioned by 17.2% or 31 respondents this quarter with the following comments:

'Well because I just feel pretty lucky that we do have these services available and they are taken care of. I have no major complaints. If they could stop spending and focus on what is really needed to be done that would be everyone's dream but they do try.' (SS = 10)

'I think the Council has a very difficult job in satisfying all walks of life and the media probably makes it very difficult for the Council to do this. I think they need more business heads in Council to help make the tough decisions in cost cutting and money making. If you don't have the income you can't do it. They are mismanaging their money.' (SS = 9)

'Because I never have had any issues; overall I think they are doing a good job apart from the current group of Councillors.' (SS = 8)

'I think as I say, the employed staff are very good and efficient from my experience. But I'm not overly satisfied about some of the decisions.' (SS = 7)

'Once again they're picking on silly little things and not major things' (SS = 7)

'Because of the disorganisation and money wasting. One group will organise something and the next group will come in and do something similar.

Their lack of communication leads to money wasting. ' (SS = 6)

'Because of the lack of responsibility of Council e.g. rates.' (SS = 6)

'I don't think they are getting it right.' (SS = 6)

'I'd just like them to get on with things. It's just so long winded.' (SS = 6)

'Same as the other questions. (Poor decision making. Especially to do with the V8s. They've made some silly decisions lately without the Hamilton public's input).' (SS = 6)

'Still a lot of them are tainted by all those bad decisions. ' (SS = 6)

'We never see or hear from any of them; some get on the band wagon for different things.' (SS = 6)

'I think they do not do what they say they will do but they take your rates, I do not think they perform.' (SS = 5)

'The Council staff that work at different facilities do a great work, but I dislike the Council members that make the decisions for the reasons I have already given.

(They need to listen to ratepayers more; they seem to make their own decisions made by only the 7 Council members. They are not interested in what we say; they go ahead and make decisions on their own, which some decisions I find appalling). ' (SS = 5)

'Because of some of the decisions they've made haven't been that good. Some of the things they've done are good and some of them aren't so good so again you have to strike a mean.' (SS = 5)

'I feel the workers do their job but I'm not happy with the Councillors so I'd average it to a 5. Just feel they've let the city down a bit lately.' (SS = 5)

'The unacceptable solutions they have to get us out of the financial deficit we have as a result of the V8s e.g.- one solution was that they would phase rate increases over 5 years so that the people who could not afford the new rates would be able to sell up and downsize their houses. This is a terrible insult.' (SS = 5)

'Not impressed with the elected Council.' (SS = 5)

'Just seems to be too much overspending on silly things. Like \$20,000 spent on the V8 thing. They do some good but mainly they just do as they please.' (SS = 4)

'Because things fall apart, they start something and it falls apart; Council is more interested in entertaining and we don't need it.' (SS = 4)

'Main things I've read about, they're just cutting back in the wrong areas. They don't have Hamilton people at heart anymore.' (SS = 4)

'Sometimes they don't make the best decisions for everyone.' (SS = 4)

'I'm very disappointed. Nobody is strengthening up. I realise a lot of plans were already in place before the new Councillors were elected but the newly elected Councillors should have decided to wipe out the debt owing as well as balancing their own books.'

They need to stop progress as to how they can fit in with the rest of the world.

They can't keep charging the ratepayer more and more – Balance the damned books!' (SS = 3)

'Because they don't listen to what people want; they decide what they want to do and they just go and do it. I think a lot of people feel like that. They're not thorough before they commit themselves.' (SS = 3)

'Because they have not told us the truth about what is going on. They don't consult the public.' (SS = 3)

'It's again things like the velodrome. I don't think it should have gone in. Far too many people didn't want it there, but they went ahead anyway. They ignore people's input in my opinion.' (SS = 3)

'They're useless.' (SS = 3)

'Well they're a waste of finances and make bad decisions.' (SS = 2)

'To start with they built this building in Claudelands, which lost \$76,000 in the first year as well as the racing losing money for Hamilton too. I am not the only one thinking this way. I do not think the same governance should be voted in next year.' (SS = 2)

'I think the method they use is too primitive and has lack of public participation.'

Too much closed door business. Ratepayers are the blood supply of Council.

They think we just have to increase rates to improve city.' (SS = 0)

'Simple reason I don't know what they're in there for.'

I don't think they're in there to protect the ratepayers.' (SS = 0)

V8s negative: MAT 3.7% (MAT n = 25)

A few respondents (4.4% or eight respondents this quarter) made mention of the V8s in a negative manner:

'I think they have had a tough year with the whole V8 thing and they are going to have to make some tough calls on how they get over that. I have had no problem with the Council staff and the library staff are always helpful and friendly. We had a problem with our sewage lately and the Council sorted it efficiently' (SS = 8)

'The carry on with all the V8s, the disappointments and the debt - it really carries it down. They shouldn't be put in with the Council staff because they're nice.' (SS = 7)

'Well I think they do a damned good job but unfortunately we have the V8 situation happening and the rates being changed dramatically.' (SS = 7)

'I think they've been better than average. Apart from the V8s which is very contentious, I don't see much else.' (SS = 7)

'Back to the V8 thing, don't think they should have cancelled it, should have kept it going. Public didn't get a chance to say, they just stopped it.' (SS = 7)

'Because they could have done a better job with the V8s which is a concern' (SS = 6)

'Because of the financial strife a lot of them got in. That excludes the current Mayor but the Councillors have been there for years. So, the way things have been managed financially for example, the V8 debacle was the main cause of the losses.' (SS = 5)

'Because of what they've just done to the city and what they've done to the V8s.' (SS = 0)

Lack of information: MAT 2.9% (MAT n = 20)

Five respondents (2.8% for this quarter) said that Council did not provide enough information. The comments for this quarter are as follows:

'I think generally the facilities, parks, theatre etc are well run. The Councillors and management letting public know what's happening lets that down a little.' (SS = 8)

'It is difficult to get detailed information about the elected Council. We tend to get in newspapers people who are complaining about the Council instead of praise for the things they do. I think we get a bias of negativity.' (SS = 6)

'I feel like there hasn't been any clear information about the services (mainly the rubbish and recycling services).' (SS = 5)

'Well because there's so much that we don't know about and people on fixed income like pension - we can't afford things that get decided on' (SS = 5)

'Because they have not told us the truth about what is going on. They don't consult the public.' (SS = 3)

Not listen to community: MAT 2.2% (MAT n = 15)

A small number (3.3% or six respondents this quarter) felt that the Council was not listening to their or the community's needs. They commented:

'The attitude that the individual complaint doesn't matter too much ' (SS = 8)

'They just go ahead whatever people say. No to velodrome but they build it anyway. I think the money is spent unwisely' (SS = 6)

'The Council staff that work at different facilities do a great work, but I dislike the Council members that make the decisions for the reasons I have already given. (They need to listen to ratepayers more; they seem to make their own decisions made by only the 7 Council members.

They are not interested in what we say; they go ahead and make decisions on their own, which some decisions I find appalling). ' (SS = 5)

'Because they don't listen to what people want; they decide what they want to do and they just go and do it. I think a lot of people feel like that. They're not thorough before they commit themselves.' (SS = 3)

'Because they have not told us the truth about what is going on. They don't consult the public.' (SS = 3)

'It's again things like the velodrome. I don't think it should have gone in. Far too many people didn't want it there, but they went ahead anyway. They ignore people's input in my opinion.' (SS = 3)

Non performance: MAT 1.8% (MAT n = 12)

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 two respondents this quarter (1.1%) with the following comments:

'I think they do not do what they say they will do but they take your rates, I do not think they perform.' (SS = 5)

'They haven't proved to me that this Council has done any better than the previous ones. I can't see anything anyway, where they've done anything great for the city other than having a skating rink. ' (SS = 5)

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

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

'Just the governance issues/leadership' (SS = 6)

'The way the management acts pulls down the rating for the facilities they provide.' (SS = 5)

'The financial mess that the Council is in. The senior staff and CEO and finance people have let the Council down badly. That's not a recent thing; it's been going on for a long while.' (SS = No answer)

Mayor / lack of leadership: MAT 0.6% (MAT n = 4)

One respondent this quarter had concerns about the leadership:

'Just the governance issues/leadership' (SS = 6)

Other negative: MAT 4.6% (MAT n = 31)

There was a range of other negative comments that included:

'I think they have made a huge improvement to Claudelands Event Centre and also bringing the V8s here was good; it put Hamilton on the map, and overseas interest and investments to Hamilton. I am disappointed that they voted against having the World Junior Soccer coming to Hamilton.' (SS = 9)

'Need to have people to do their job and services.' (SS = 8)

'No top marks because of the problems exposed.' (SS = 8)

'They do supply some of the things that are necessary but have gone off on a tangent on some things.' (SS = 8)

'Again, it all comes down to discussion and knowing what they are doing, when they are doing it and how much it costs.' (SS = 7)

'Because I am worried about what they are going to prune off going forward. For example wanting to cut down spending on the parks and selling pensioner housing. The services we have in Hamilton are basic with no frills and if they want to do anything they should sell their assets. I feel they need to cut down the staff at Council; there are too many people there.' (SS = 7)

'Just been reading the newspaper so judging it myself.' (SS = 7)

'They are going through some tricky times at the moment.' (SS = 7)

'It would be good if they greeted us and gave a smile, would make someone's day better and happier' (SS = 6)

'The new ones have not been there long enough and the last one was a Mickey Mouse outfit.' (SS = 6)

'The practicality of how well Hamilton is working. The philosophy of where they're going and why they're doing it seems to be a little bit out of touch.' (SS = 6)

'Well some of the performers have been pathetic and some have been quite reasonable.' (SS = 6)

'Because of where they have got us to at this point.' (SS = 4)

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)'.

Over three quarters of the respondents (78%) had some contact with Council Staff during the past year. This is down marginally from the July 2010 – June 2011 result.

Over a quarter of the respondents (28%) had contact with Council staff monthly while 19% had contact weekly and 3% had contact daily. Over a quarter of the respondents had contact at least once per year (28%).

A fifth of all respondents (21%) 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 (85% of the subgroup).
- With a household income over \$70,000 (83% of the subgroup).
- Women (83% of the subgroup).
- Who live in their own home (81% of the subgroup).
- Who pay rates (81% of the subgroup).

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

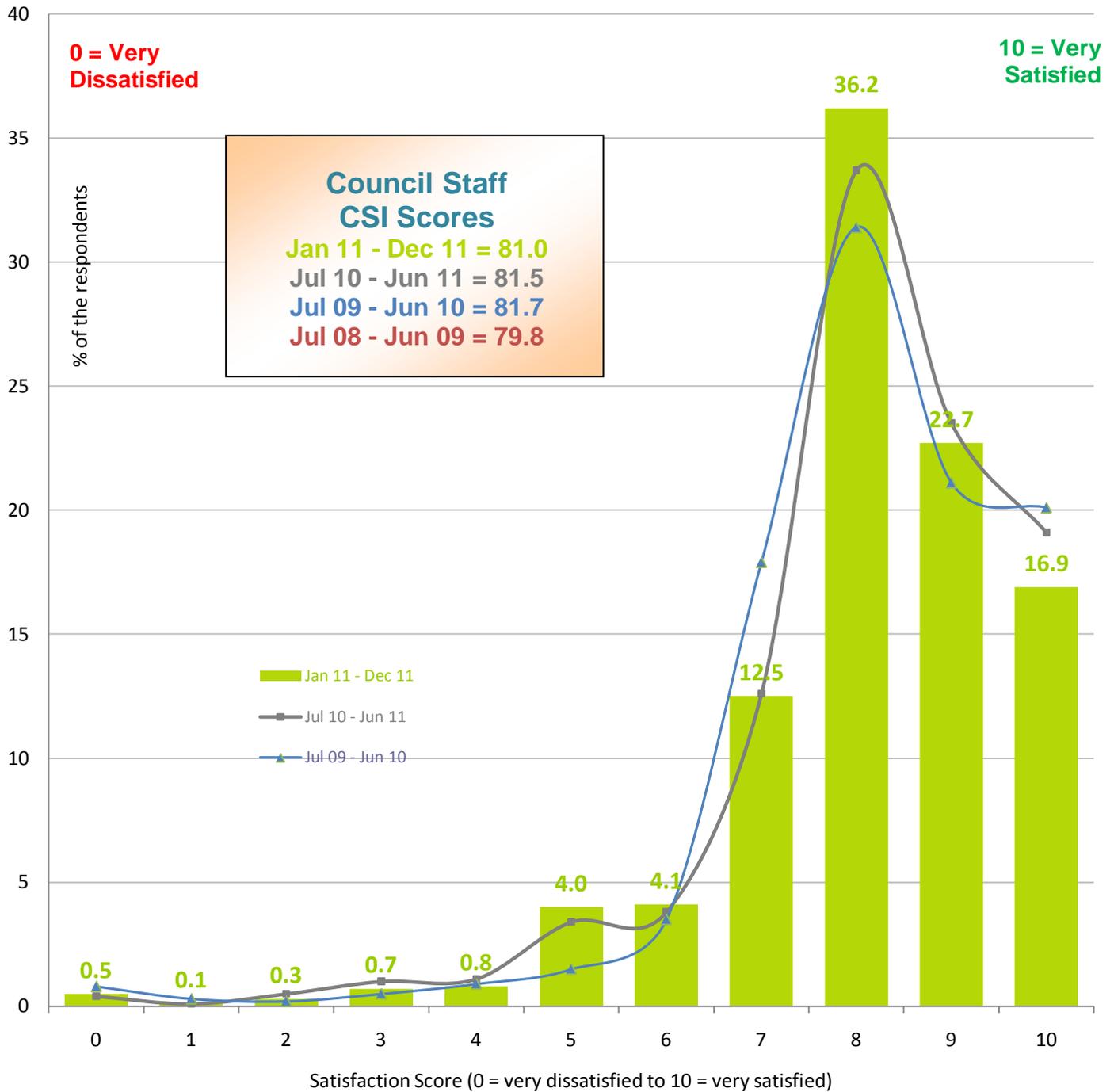
- Who do not pay rates (28% of the subgroup).
- Who rent or board (27% of the subgroup).
- Aged over 65 years (29% of the subgroup).
- Men (26% of the subgroup).
- Who are not currently in paid employment (26% of the subgroup).
- Who don't own or operate their own business (23% of the subgroup).
- With a household income under \$30,000 (20% 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?'

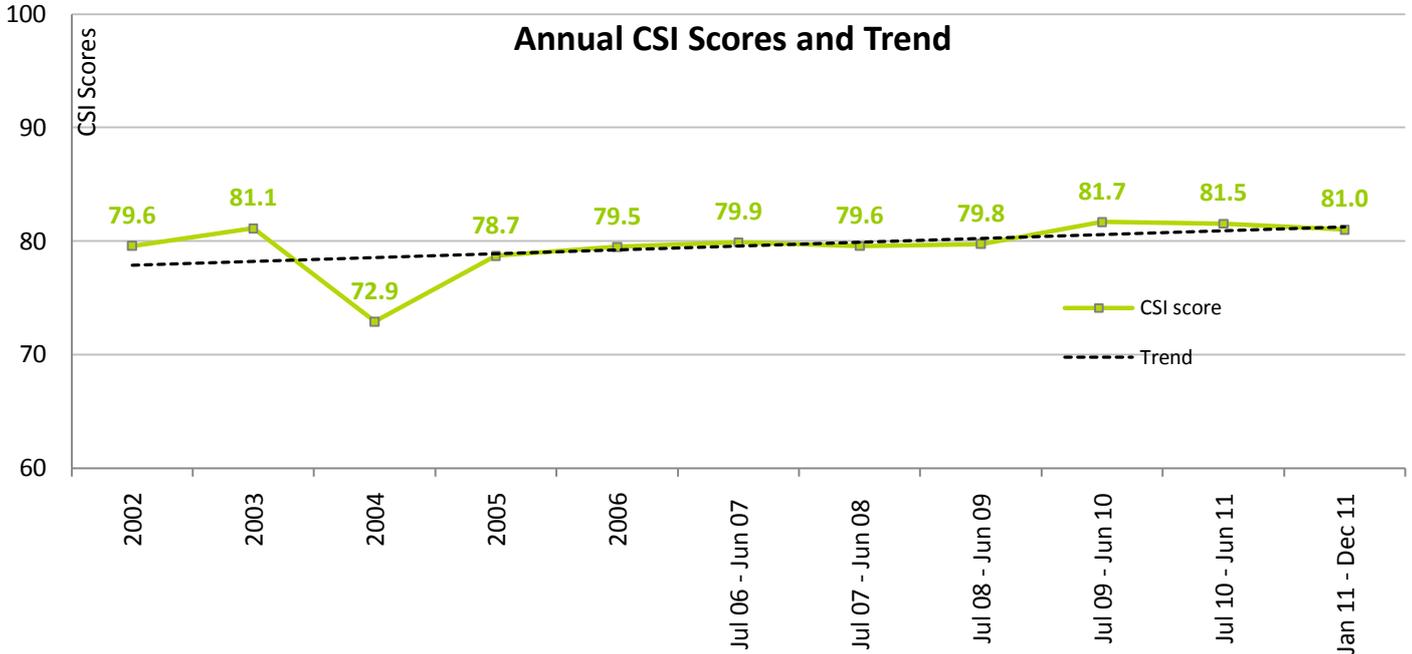
The majority of respondents who had dealings with Council Staff (n = 540) are satisfied with the Overall performance of Council Staff in the past 12 months (88% gave scores of 7 – 10). Over a third of the subgroup (40%) rated the Overall performance of Staff with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (36%).

Less than a tenth of the sample (9%) were neutral (scores 4 – 6) while nine respondents (1.7%) were actually dissatisfied. The CSI score was 81.0, a score that reflects an exceptional performance. This is down 0.5 points from the June 2011 result.



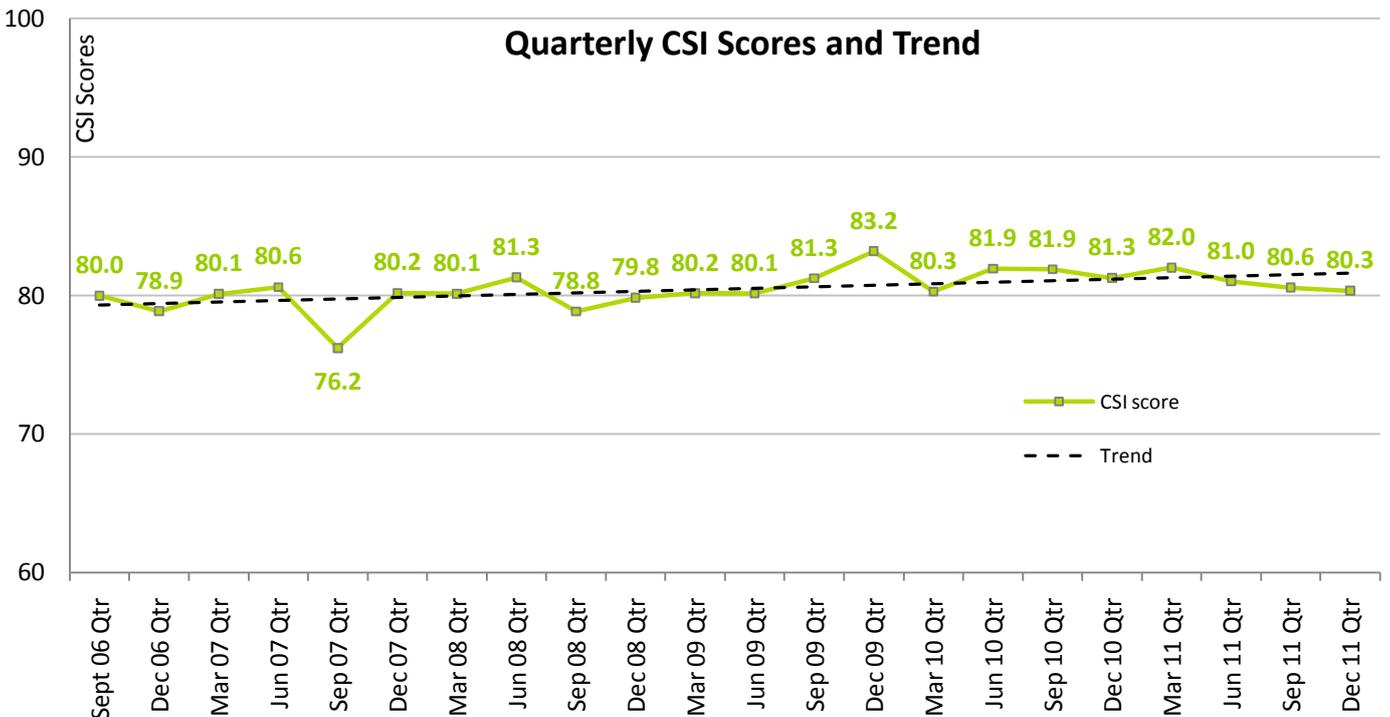
Staff Satisfaction Trends on an Annual Basis

The following chart shows the CSI scores have remained at a consistently high level for the past seven years. The current CSI score of 81.0 is 0.5 points lower than that recorded in July 2010 – June 2011. This is still the third 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. The CSI scores have varied only 4.4 points over the last 15 measures (December 2007 to December 2011 quarter), from a low of 78.8 to a high of 83.2. The latest quarter's CSI score of 80.3 is at the lower end of the range and 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 December 2011 quarter n = 37; 20.6% of the sample).

This question was asked as an open question with the answers grouped together for analysis purposes

Several respondents (4% this quarter) mentioned concerns about the attitudes of staff or staff behaviour. These comments included: (SS = satisfaction score)

'Because there are too many staff, one staff thinks if they don't do a job the other will do it and so on.' (SS = 2)

'I don't find the Council staff very helpful or extremely approachable at the office.' (SS = 5)

'Been in to the Council to pay for things and they're not so friendly. And the parking wardens, I had a run-in with one; he went real nuts at me and carried on. They're getting paid out of our rates; you would think they'd be a lot of more friendly and give you better service.' (SS = 5)

'When you visit zoos and Waterworld, it would be good to be greeted with a smile.' (SS = 6)

'Only from the library; the staff can have grouch.' (SS = 6)

'They are losing staff as a result of being under pressure at the moment. There's been quite a lot of changes with staff. Big turnover. There's been a lot of restructure going on.' (SS = 7)

Concerns with specific services caused dissatisfaction for some respondents (3%) this quarter:

'Been in to the Council to pay for things and they're not so friendly. And the parking wardens, I had a run-in with one; he went real nuts at me and carried on. They're getting paid out of our rates; you would think they'd be a lot of more friendly and give you better service.' (SS = 5)

'I think they could have their hands tied and common sense doesn't come into it; I think if they use common sense more, they will be happier residents' (SS = 5)

'It took a lot of several calls to get the traffic engineer to contact me. It was in regards to dangerous road conditions.' (SS = 6)

'Majority of the time they are good. They shut the hydrotherapy pool without notification due to lack of staff.' (SS = 7)

Management concerns were mentioned by three respondents (2%) this quarter:

'The ones on the counters are satisfactory but the management staff are deceptive.' (SS = 2)

'Mainly because of the V8s as well as the secrecy about the V8s; previously to this Council who bailed organisers out. This Council had no idea about these issues and the finances, which is their job to know. To be a Councillor you need to understand the complex finances and know what you are doing.' (SS = 4)

'They are under a lot of pressure themselves, from internal and local politics and it reflects in their morale at time' (SS = 6)

Poor service was mentioned by two respondents (1%) this quarter:

'Well I just think they're labouring because they haven't got sufficient funds and they are not getting on with things that are effective to the way we want to live here.' (SS = 4)

'I go down to the Hamilton Gardens where they're doing the self sufficiency gardens and they are just excellent. Try to show the public about how to be self sufficient at home. I just think they're wonderful there and they have courses that teach you there as well. My husband went to some and they were great. Haven't had a lot to do with them; the other place we lived at, we lived up a driveway. Don't know who should have been maintaining the driveway and the drainage holes were all blocked up.' (SS = 7)

Financial concerns were mentioned by one respondent (1%) this quarter:

'Well I just think they're labouring because they haven't got sufficient funds and they are not getting on with things that are effective to the way we want to live here.' (SS = 4)

Lack of action was also mentioned by one respondent this quarter (1%) with this comment:

'They talk a lot but you don't see them do much.' (SS = 6)

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

'Because they can only do so much with what they're given. I know really, really good Council employees who work really hard. Some of them are absolutely fabulous and others need to be rid of.' (SS = 5)

'Developed a good working relationship over the years, so yeah. I do wish there would be more effective decision making.' (SS = 7)

There was a variety of comments made that were fairly neutral:

'Not bad but not phenomenal either' (SS = 6)

'Why not? Well some have been quite good, and logical. Others have been anything but logical.' (SS = 6)

'Some places are excellent and some places they just don't want to know you.' (SS = 7)

'It's satisfactory, wouldn't say they're right over the top or right down there.'

Dealings I've had, satisfactory.' (SS = 7)

A number of respondents (13% this quarter) offered positive comments:

'The ones on the counters are satisfactory but the management staff are deceptive.' (SS = 2)

'Because they can only do so much with what they're given. I know really, really good Council employees who work really hard. Some of them are absolutely fabulous and others need to be rid of.' (SS = 5)

'Most of them have been fairly good. Reasonably helpful' (SS = 6)

'I go down to the Hamilton Gardens where they're doing the self sufficiency gardens and they are just excellent. Try to show the public about how to be self sufficient at home. I just think they're wonderful there and they have courses that teach you there as well. My husband went to some and they were great. Haven't had a lot to do with them; the other place we lived at, we lived up a driveway. Don't know who should have been maintaining the driveway and the drainage holes were all blocked up.' (SS = 7)

'I am very satisfied. They have been very polite at the Council offices.' (SS = 7)

'Because from everything I have seen and know, I believe they do very well.' (SS = 7)

'Majority of the time they are good.'

'They shut the hydrotherapy pool without notification due to lack of staff.' (SS = 7)

'Generally they were helpful.' (SS = 7)

'Because we got good service when we called them for the blockage to our drains.' (SS = 7)

'When I ask for anything, they help.' (SS = 7)

'They have done their best.' (SS = 7)

'When we rang about the lighting, they came and fixed them within a couple of days.' (SS = 7)

'It's quite good.' (SS = 7)

'They've always treated me with respect.' (SS = 7)

'They follow through and we are well informed.' (SS = 7)

'Streets, parks, driveways and gardens pretty well maintained' (SS = 7)

'They're very efficient.' (SS = 7)

*'The staff at the zoo were good but from what I've seen from going around,
there were a few staff that could perform their duties better.'* (SS = 7)

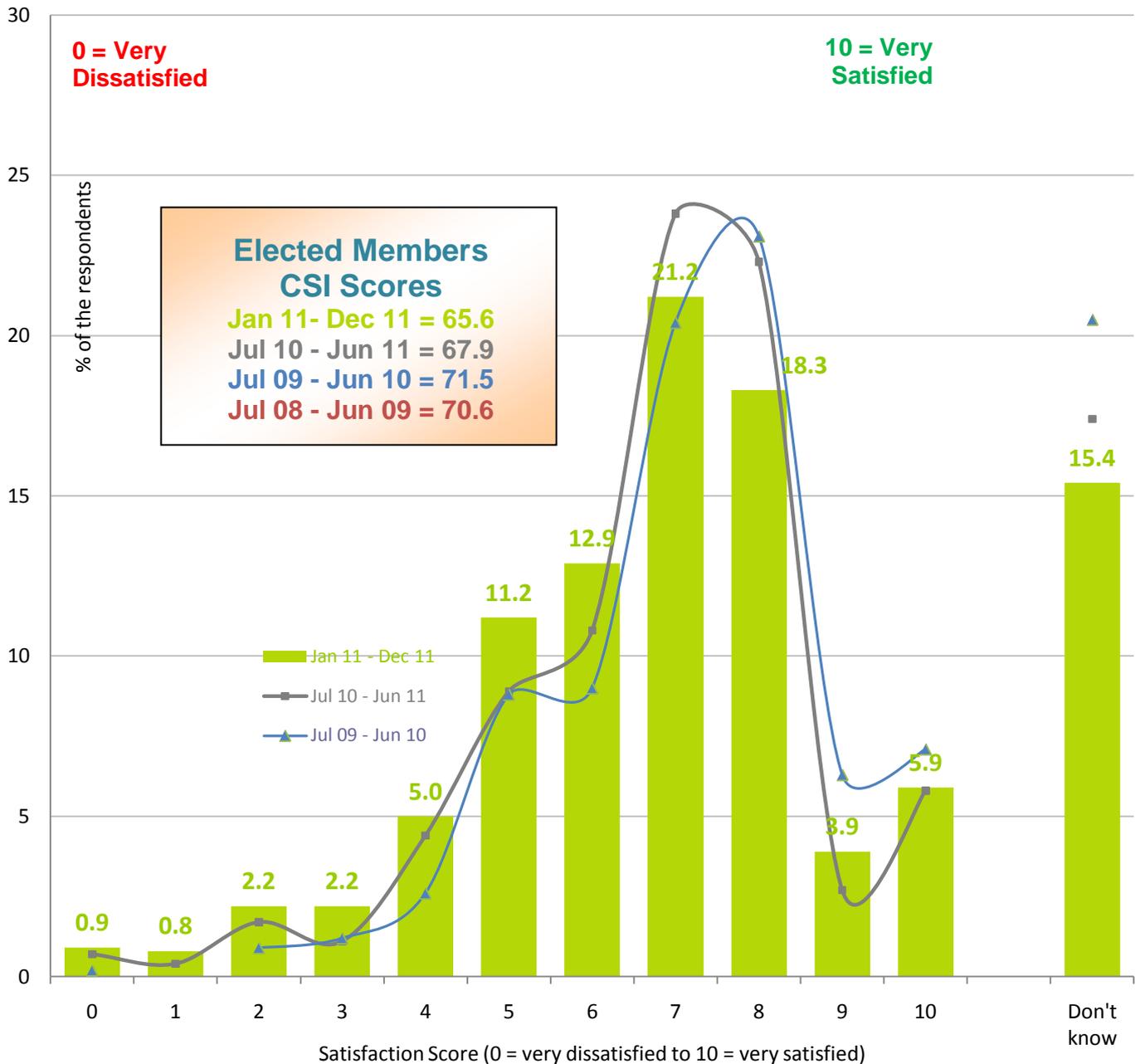
Two respondents chose not to answer the question.

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)?'

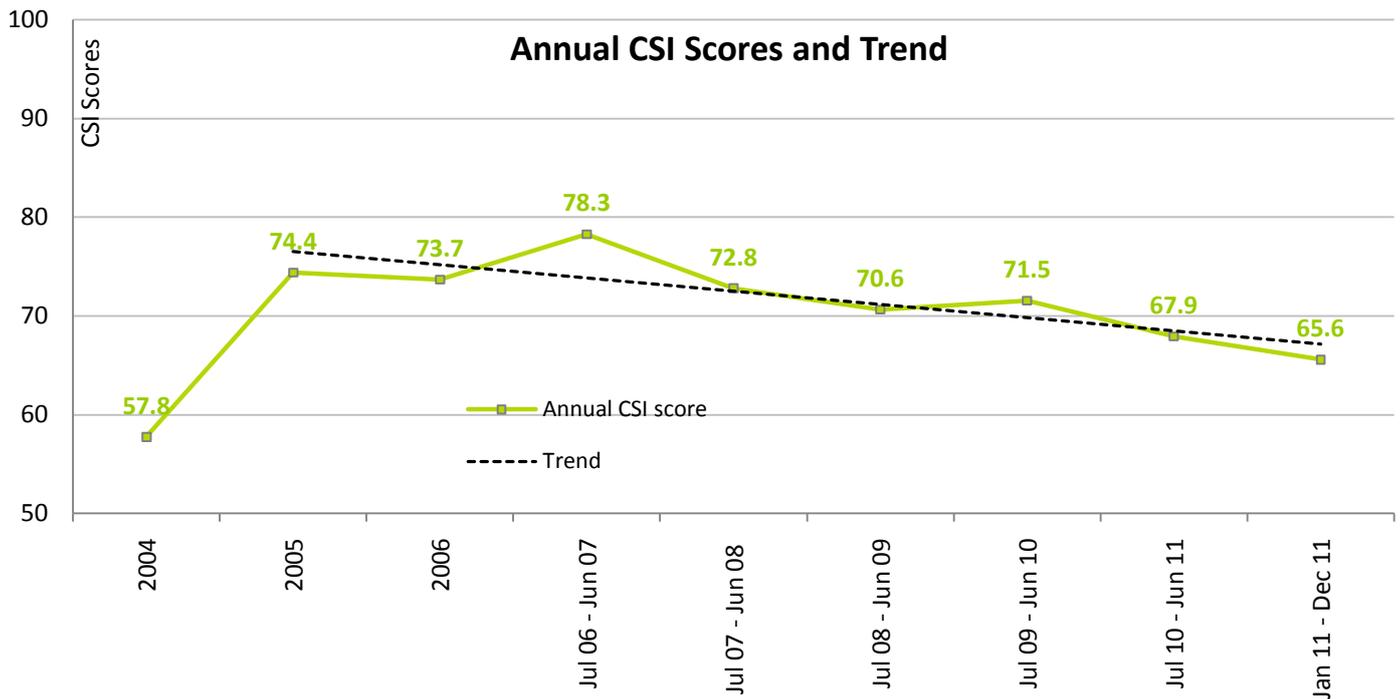
Just under half of the respondents (48%) were satisfied with the Overall Performance of the Elected Members of Council in the past year (i.e. the Mayor and Councillors) (scores of 7 – 10). The mode was a score of 7 (21%). Less than tenth of the subgroup (9.8%) rated the Overall Performance of the Elected Members with a score of 9 or 10 (exceeded expectations).

Over a quarter of the sample (29%) were neutral (scores 4 – 6) while 42 respondents (6.1%) were actually dissatisfied. Similar to previous years, a sixth of the respondents (15%) did not answer this question, presumably because they did not know enough about the Elected Members. The CSI score was 65.6, down 2.3 points from the July 2010 - June 2011 result. The CSI score now reflects a fair performance with the need for improvement.



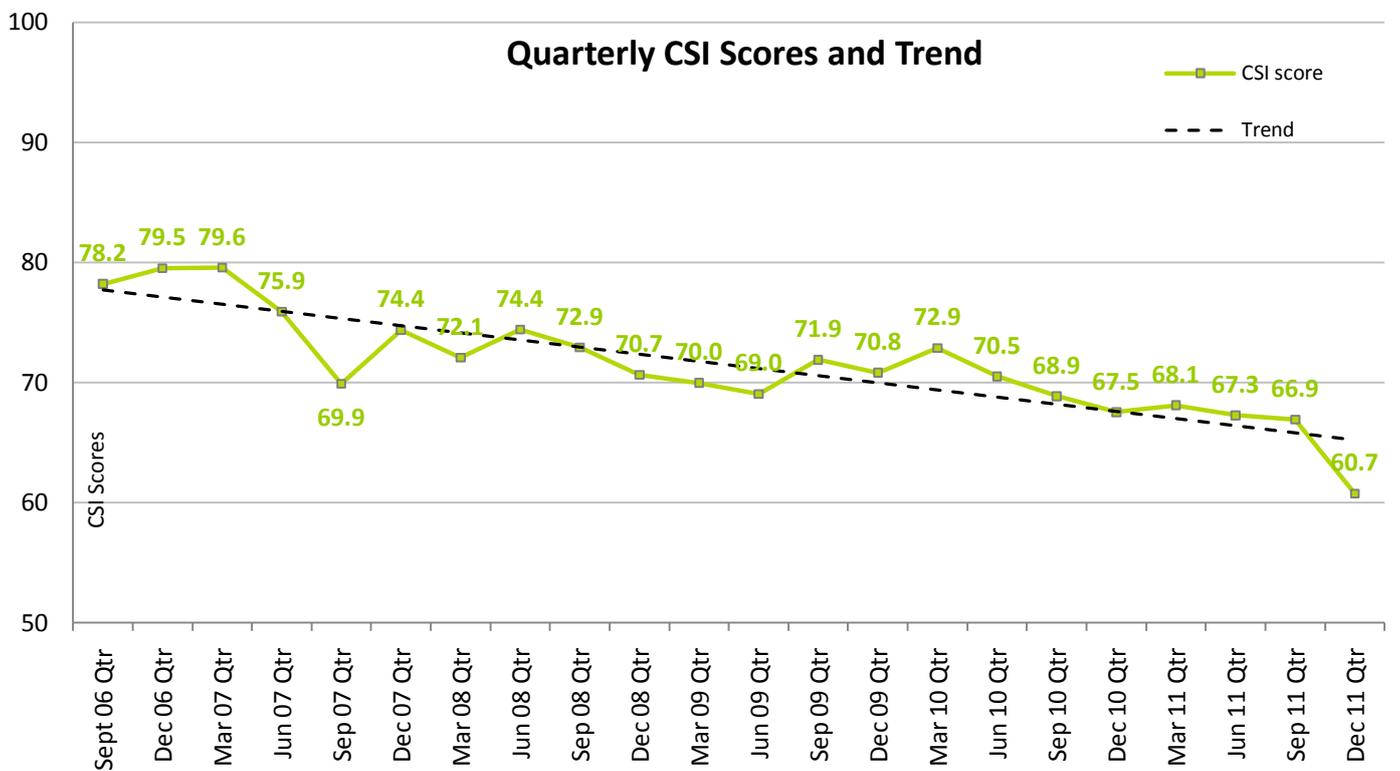
Satisfaction with the Mayor or the Councillors: Trends on an Annual Basis

The following chart shows the CSI scores for the Overall Performance of the Elected Members of Council. The current CSI score of 65.6 is the lowest recorded since 2004. There is a downward trend in CSI scores since 2005.



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. The latest quarter's CSI score of 60.7 is the lowest recorded by the quarterly monitor and is well below the downward trend in the CSI scores.



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)?'

The respondents who rated the above question at 7 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 131 respondents (73% of the sample) who rated the Elected Members of Council at a 7 or less.

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 non performance of Elected Members or poor decision making. This was mentioned by 35% of the sample (63 respondents) with comments like: (SS = satisfaction score)

'1. Over the car racing. 2. The money spent over the new complex, Claudelands, the money spent there. I realise they're lovely buildings to look at but there's been far too much money spent. I can't believe they were elected and we elected them. They can't look at a business paper, and can't answer questions about the money that was being spent.' (SS = 0)

'The recent V8 debacle and the secrecy involved in it. Not letting the x-rated event go to Claudelands and putting their own moral judgment on the city.' (SS = 0)

'They're useless, it's too political and they don't take responsibility for their actions . They make poor decisions.' (SS = 0)

'Because of what they've done with the V8s and everything.' (SS = 0)

'They don't really communicate, they don't really listen or they assume that the people in Hamilton will support them in the silly money-making decisions they make' (SS = 1)

'Because some of them are being twit decisions. They're being twits. In relation to the Zoo, who gets damn all visitors while the Hamilton Gardens millions. One gets 10% reduction, the other gets zilch.' (SS = 2)

'One or two of the Councillors is very childish; they can do a lot better. Dissatisfaction in many programs. They don't give enough thought; don't have ratepayers in mind. Different theories of financial status of ratepayers ignored.' (SS = 2)

'There haven't been very good stories coming out about what they've been up to. Whether it was the last 12 months or previously; think there's a lot of overlap they were in before 12 months ago.' (SS = 2)

'We ask for things to be done and get it promised but it never happens. They are after anything they can get and not really looking after the city.' (SS = 2)

'I think the V8s to me were a concern and the cost of the indoor stadium blow out. The other concerns are just the cost of it all.' (SS = 3)

'I think they have made a lot of mistakes and have cost the ratepayers a lot of money' (SS = 3)

'They need to listen to ratepayers more; they seem to make their own decisions made by only the 7 Council members. They are not interested in what we say; they go ahead and make decisions on their own, which some decisions I find appalling. ' (SS = 3)

'Because of the V8 debacle. The way it was handled was terrible.' (SS = 3)

'Well I just think they are not thinking or listening to the people enough.' (SS = 3)

'I mean the handling of the whole debacle of putting the rates up over capital value is badly managed and the whole issue of the V8s smacks of bad management.' (SS = 3)

'I feel that they are working towards building things rather than providing services.' (SS = 3)

'I really feel they've taken some wrong decisions and not really thought through about what they've been doing. Probably the V8s; we've got ourselves into a right mess.' (SS = 3)

'There's room for improvement. There were some very poor decisions made. Again, without knowing what happens in the Council chambers, you don't know what's going on. There could be some Councillors doing a fantastic job but we don't know about it. I do believe the new Mayor is really trying to curb the spending but I think very possibly if she knew more what was going on, there'd be more changes.' (SS = 4)

'Well financially we are in a mess; they have spent too much on things that don't matter.' (SS = 4)

'Because of the high costed projects that are coming back e.g. V8s and Event Centre.' (SS = 4)

'Because of the blunder with the V8s using a lot of the ratepayer's money.' (SS = 4)

'I don't like the way they spent money on the velodrome when they are so much in debt.' (SS = 4)

'The V8s, because they upset a lot of people and they made decisions when they were told not to do so. Don't ask people for opinions and go against them.' (SS = 4)

'I'm sick to death with all this carry on with the V8s; no one stands up and says what they think. They need to be more accountable, everyone's too busy ducking for cover.' (SS = 4)

'Poor decision making. Especially to do with the V8s.' (SS = 4)

'The debacle with the V8s, that's the lack of transparency. But, I certainly think they're on the right road. I think the Mayor is working hard to change things, improve the transparency.' (SS = 5)

'I think they make decisions and don't take responsibility for them. I don't think they have sometimes the ability to make the decisions that need to be made. There are too many older Councillors; we need a new vision. I would still like the rights to be wronged over the past spending e.g. The V8s. I would like the public to be told why and how it happened. I don't understand how the CEO made payments without the Councillors or board knowing. More transparency.' (SS = 5)

'Think they have made dumb decisions, the fact they have hidden certain information from the public. They also need to be more proactive themselves finding out about how much project costs and inform the community a lot more.' (SS = 5)

'The situation with the V8s and the blame culture (how the Councillors all blamed each other). They need to own up to their mistakes. I also have noticed that they have wasted \$100,000 on a new sculpture in Garden Place that just seems to look like two pieces of metal poles welded together.' (SS = 5)

'Because of the V8s and so forth and things like that and I know a lot of the people like the Mayor didn't have a lot to do with that. I'm just saying the Council at large and the fact that our rates are going to skyrocket. Most of the people that made the decision for the V8s are still on there (the Council). I'm only saying 5 because the Mayor had nothing to do with it, otherwise it would have been a 1 or 0. It's not only that but other things as well.' (SS = 5)

'I've already mentioned the velodrome, not listening to people saying they don't want it. There's far too much debt being raised and they're going to expect us to pay it and we're not rich people. And there are plans to alter the rates, it doesn't appeal at all. People that own shops do it for a profit, people that pay residential rates want to live there.' (SS = 5)

'I guess I'm influenced by the V8s and Claudelands Events Centre. (money wise).' (SS = 5)

'A lot of poor decision making and not sufficient consultation.' (SS = 5)

'I think that they have been steamrolled in decisions that they shouldn't have been - giving up V8s and Claudelands' (SS = 5)

'V8 debacle, elected members haven't done a good job with the issues surrounding the V8s.' (SS = 5)

'Decisions that have been made.' (SS = 5)

'They have had a lot of issues surrounding the V8s.

We will see how they perform over the next year.' (SS = 5)

'Because some of the decisions I don't think are the greatest.' (SS = 5)

'Shambolic about the V8s. Should have known they couldn't cope, why put their hand up for 7 years. Disgraceful really.' (SS = 5)

'All the things that I've read about them like pulling out plants and not spraying the parks where there's lots of prickles and that's where kids are meant to play.' (SS = 5)

'The V8s.' (SS = 5)

'The publicity over V8s overshadowed everything else. Councillors seem reluctant to shoulder responsibility over that fiasco' (SS = 5)

'Because of the muck up with V8s ' (SS = 5)

'I don't think they're performing; as I say it's all geared up that they're looking after the business part of the city.' (SS = 5)

'They seem to have an endless bucket of money and we can't afford it. 60 odd million on the Event Centre and it's not paying its way. Even Waikato Stadium, they don't seem to be able to market them. Even the libraries, they are trying to cut back on them.' (SS = 6)

'Consistently make poor decisions on matters, which lose the city money.' (SS = 6)

'Again the fact that they have actually decided to drop the V8s and I'm unsure of why they have decided to spend all this money on Garden Place when it looks the same as it did previously.' (SS = 6)

'Disappointed about rates; they ask the people and over objections they go and spend on things like the velodrome at Cambridge; they don't listen' (SS = 6)

'Because of some recent decisions they have made against the interests of the citizens.' (SS = 6)

'Done ok, some decisions of Council haven't been really good.' (SS = 6)

'I was disappointed in the outcome of the velodrome, because the publics' opinion didn't seem to be noted.' (SS = 6)

'Potentially maybe they've inherited a lot of issues particularly a lot that have got the medias attention such as the V8s. As a casual observer it doesn't look like there has been a good performance.' (SS = 6)

'Because of the results of some of the decisions.' (SS = 6)

'Disappointed with some of the decisions concerning the CBD' (SS = 6)

'Still a lot of leftovers who had all those bad decisions isn't it. Need a whole new Council.' (SS = 6)

'They're doing an alright job but they cocked up the V8s.' (SS = 7)

'Biggest issues like with the V8s and rate movements.'

'Some plans they have come up with are not very good.' (SS = 7)

'We would be happy for the Council to spend less money on stuff that only a small part of the population is going to use such as the velodrome.' (SS = 7)

'With the V8s and that kind of stuff.' (SS = 7)

'Couple decisions like bike track and super rate decisions seem faulty.'

'Be aware of public submissions.' (SS = 7)

'Look at the V8 debacle.' (SS = 7)

'Think some of the projects don't need to be done.' (SS = 7)

'Because I feel the V8 thing has been a shambles.' (SS = 7)

Many respondents mentioned financial concerns. (35 respondents; 19.4% this quarter). These comments included:

'1. Over the car racing. 2. The money spent over the new complex, Claudelands, the money spent there. I realise they're lovely buildings to look at but there's been far too much money spent. I can't believe they were elected and we elected them. They can't look at a business paper, and can't answer questions about the money that was being spent.' (SS = 0)

'They don't really communicate, they don't really listen or they assume that the people in Hamilton will support them in the silly money-making decisions they make' (SS = 1)

'Because of the debt they put ratepayers in.' (SS = 1)

'Well look at the financial mess we're in. I think there will be some big changes come the next election and I think they would be very cheeky to even go in the elections.' (SS = 2)

'Because some of them are being twit decisions. They're being twits. In relation to the Zoo, who gets damn all visitors while the Hamilton Gardens millions. One gets 10% reduction, the other gets zilch.' (SS = 2)

'One or two of the Councillors is very childish; they can do a lot better. Dissatisfaction in many programs. They don't give enough thought; don't have ratepayers in mind. Different theories of financial status of ratepayers ignored.' (SS = 2)

'Because it's a waste of money.' (SS = 2)

'I think the V8s to me were a concern and the cost of the indoor stadium blow out. The other concerns are just the cost of it all.' (SS = 3)

'I think they have made a lot of mistakes and have cost the ratepayers a lot of money' (SS = 3)

'Spending money before they get it.' (SS = 3)

'Well financially we are in a mess; they have spent too much on things that don't matter.' (SS = 4)

'Because of the high costed projects that are coming back e.g. V8s and Event Centre.' (SS = 4)

'Because of the blunder with the V8s using a lot of the ratepayer's money.' (SS = 4)

'I don't like the way they spent money on the velodrome when they are so much in debt.' (SS = 4)

'They're all puppets, for example, with the V8 debacle. Should have more input or should have stood up to people that were doing their stuff. I'm not against capital value rates but am against water and rubbish put into capital value rates. If you don't have a flat rate, it should be a user pays flat rate e.g. You can have someone in a lesser value house, and 10 people with 1 toilet paying less for water and 2 people in a more expensive house paying the same.' (SS = 4)

'I think the budget cuts and the change of management hasn't been very good.' (SS = 5)

'I think they make decisions and don't take responsibility for them. I don't think they have sometimes the ability to make the decisions that need to be made. There are too many older Councillors; we need a new vision. I would still like the rights to be wronged over the past spending e.g. The V8s. I would like the public to be told why and how it happened. I don't understand how the CEO made payments without the Councillors or board knowing. More transparency.' (SS = 5)

'The situation with the V8s and the blame culture (how the Councillors all blamed each other). They need to own up to their mistakes. I also have noticed that they have wasted \$100,000 on a new sculpture in Garden Place that just seems to look like two pieces of metal poles welded together.' (SS = 5)

'Because they are squabbling amongst themselves and not getting on with their jobs. They are overspending on unnecessary things.' (SS = 5)

'Because of the V8s and so forth and things like that and I know a lot of the people like the Mayor didn't have a lot to do with that. I'm just saying the Council at large and the fact that our rates are going to skyrocket. Most of the people that made the decision for the V8s are still on there (the Council). I'm only saying 5 because the Mayor had nothing to do with it, otherwise it would have been a 1 or 0. It's not only that but other things as well.' (SS = 5)

'I've already mentioned the velodrome, not listening to people saying they don't want it. There's far too much debt being raised and they're going to expect us to pay it and we're not rich people. And there are plans to alter the rates, it doesn't appeal at all. People that own shops do it for a profit, people that pay residential rates want to live there.' (SS = 5)

'I guess I'm influenced by the V8s and Claudelands Events Centre. (money wise).' (SS = 5)

'I think they have wasted a lot of money.' (SS = 5)

'They spend too much money when we are in so much debt' (SS = 5)

'Because I think many of the Councillors have their own agendas, been expected to pay money through rates on things that a lot of us are not interested in. However the new Mayor is really good and transparent in the way that she has held meetings etc, she is a breath of fresh air.' (SS = 6)

'They seem to have an endless bucket of money and we can't afford it. 60 odd million on the Event Centre and it's not paying its way. Even Waikato Stadium, they don't seem to be able to market them. Even the libraries, they are trying to cut back on them.' (SS = 6)

'Consistently make poor decisions on matters, which lose the city money.' (SS = 6)

'Again the fact that they have actually decided to drop the V8s and I'm unsure of why they have decided to spend all this money on Garden Place when it looks the same as it did previously.' (SS = 6)

'Disappointed about rates; they ask the people and over objections they go and spend on things like the velodrome at Cambridge; they don't listen' (SS = 6)

'Rates are going up and that seems to be an easy out for poor business management, because that is what they are.' (SS = 6)

'I feel like they just come in and I know they have over spent with the V8s.' (SS = 6)

'Biggest issues like with the V8s and rate movements.

Some plans they have come up with are not very good.' (SS = 7)

'We would be happy for the Council to spend less money on stuff that only a small part of the population is going to use such as the velodrome.' (SS = 7)

'I think with just all the stuff that is going on with the V8 stuff and the ratepayers are having to fork out for all these bits and pieces. Just not satisfied. Then you hear of them getting pay rises.' (SS = 7)

'I feel that our rates are always going up, they go up every year and I wonder what percentage of the reason why the Councillors go into this job is the money or the area of work the Councillors are in (e.g. business).' (SS = 7)

Other concerns about the Elected Members were mentioned by 16.7% of the sample (30 respondents this quarter) with the following comments:

'1. Over the car racing. 2. The money spent over the new complex, Claudelands, the money spent there. I realise they're lovely buildings to look at but there's been far too much money spent. I can't believe they were elected and we elected them. They can't look at a business paper, and can't answer questions about the money that was being spent.' (SS = 0)

'The recent V8 debacle and the secrecy involved in it. Not letting the x-rated event go to Claudelands and putting their own moral judgment on the city.' (SS = 0)

'I give the Mayor 10 and the Councillors 1. How can we put people in to the Council whose own businesses have gone belly up? The Mayor herself knows what she's doing, she's pretty switched on.' (SS = 1)

'They don't really communicate, they don't really listen or they assume that the people in Hamilton will support them in the silly money-making decisions they make' (SS = 1)

'Their management has not been open enough to the public. Method of assessing project; they seem to be using the past and future; future cannot be used as some sort of gadget.' (SS = 1)

'I would say the ability of previous team of Michael Redman were more visible in the community.' (SS = 2)

'They need to listen to ratepayers more; they seem to make their own decisions made by only the 7 Council members. They are not interested in what we say; they go ahead and make decisions on their own, which some decisions I find appalling.' (SS = 3)

'They're all puppets, for example, with the V8 debacle. Should have more input or should have stood up to people that were doing their stuff. I'm not against capital value rates but am against water and rubbish put into capital value rates. If you don't have a flat rate, it should be a user pays flat rate e.g. You can have someone in lesser value house, and 10 people with 1 toilet paying less for water and 2 people in a more expensive house paying the same.' (SS = 4)

'The V8s, because they upset a lot of people and they made decisions when they were told not to do so. Don't ask people for opinions and go against them.' (SS = 4)

'I'm sick to death with all this carry on with the V8s; no one stands up and says what they think. They need to be more accountable, everyone's too busy ducking for cover.' (SS = 4)

'Well I don't think they go into the job not knowing what their responsibilities are and whether they are qualified to do that job.' (SS = 4)

'They have no backbone.' (SS = 4)

'They put a lot of effort into getting elected and then not a lot of effort into listening to the ratepayers' (SS = 4)

'Public needs to have more involvement in major decisions instead of having them pushed onto us.' (SS = 5)

'Never know what they are doing or what is happening until a decision is made. Never seems to be enough discussion prior to making a decision.' (SS = 5)

'I think they make decisions and don't take responsibility for them. I don't think they have sometimes the ability to make the decisions that need to be made. There are too many older Councillors; we need a new vision. I would still like the rights to be wronged over the past spending e.g. The V8s. I would like the public to be told why and how it happened. I don't understand how the CEO made payments without the Councillors or board knowing. More transparency.' (SS = 5)

'Think they have made dumb decisions, the fact they have hidden certain information from the public. They also need to be more proactive themselves finding out about how much project costs and inform the community a lot more.' (SS = 5)

'Just what I've read in the paper about things, they go ahead and do what they want to do. As far as I'm concerned they want to be an upmarket city and they don't care about the ordinary ratepayers. It's not about what ratepayers want but about what the Council wants.' (SS = 5)

'The Councillors seem quite unapproachable and they say that they're there to help Hamilton and build a better future for Hamilton, but I think it's their own personal gain that they're there about.' (SS = 5)

'A lot of poor decision making and not sufficient consultation.' (SS = 5)

'Because of what I read in the newspapers; don't know who to trust or who to believe.' (SS = 5)

'I am aware of those and they have a rates control team and it is not very effective.' (SS = 5)

'Never really see the Councillors. I've seen the Mayor in action, I wasn't impressed.' (SS = 6)

'Rates are going up and that seems to be an easy out for poor business management, because that is what they are.' (SS = 6)

'Don't know much about City Council members, only heard from word of mouth they aren't doing a good job.' (SS = 6)

'I really believe that when they make promises during the election campaigns they ought to stick with what they promise.' (SS = 6)

'Well in light of the various topics of events, there isn't good consultation with public on what they want to bring to Hamilton.' (SS = 7)

'I think with just all the stuff that is going on with the V8 stuff and the ratepayers are having to fork out for all these bits and pieces. Just not satisfied. Then you hear of them getting pay rises.' (SS = 7)

'I feel that our rates are always going up, they go up every year and I wonder what percentage of the reason why the Councillors go into this job is the money or the area of work the Councillors are in (e.g. business).' (SS = 7)

'Because they haven't had good press lately.' (SS = 7)

Lack of information being offered by Councillors was mentioned by 13 respondents this quarter (7.2%)

'1. Over the car racing. 2. The money spent over the new complex, Claudelands, the money spent there. I realise they're lovely buildings to look at but there's been far too much money spent. I can't believe they were elected and we elected them. They can't look at a business paper, and can't answer questions about the money that was being spent.' (SS = 0)

'They don't really communicate, they don't really listen or they assume that the people in Hamilton will support them in the silly money-making decisions they make' (SS = 1)

'There's room for improvement. There were some very poor decisions made. Again, without knowing what happens in the Council chambers, you don't know what's going on. There could be some Councillors doing a fantastic job but we don't know about it. I do believe the new Mayor is really trying to curb the spending but I think very possibly if she knew more what was going on, there'd be more changes.' (SS = 4)

'The debacle with the V8s, that's the lack of transparency. But, I certainly think they're on the right road. I think the Mayor is working hard to change things, improve the transparency.' (SS = 5)

'Never know what they are doing or what is happening until a decision is made. Never seems to be enough discussion prior to making a decision.' (SS = 5)

'You don't hear from them. Only hear from them at election time and photo ops.' (SS = 5)

'Because they don't come out in the public. They don't tell us what they're going to do.' (SS = 5)

'I think they make decisions and don't take responsibility for them. I don't think they have sometimes the ability to make the decisions that need to be made. There are too many older Councillors; we need a new vision. I would still like the rights to be wronged over the past spending e.g. The V8s. I would like the public to be told why and how it happened. I don't understand how the CEO made payments without the Councillors or board knowing. More transparency.' (SS = 5)

'Think they have made dumb decisions, the fact they have hidden certain information from the public. They also need to be more proactive themselves finding out about how much project costs and inform the community a lot more.' (SS = 5)

'Just hard to really judge something like that if you're not totally involved with what's going on. Don't know who is saying what' (SS = 5)

'We think they are working as hard as they can, but we need to be kept informed.' (SS = 7)

'Well in light of the various topics of events, there isn't good consultation with public on what they want to bring to Hamilton.' (SS = 7)

'They could of kept some of the information out about the V8s' (SS = 7)

Six respondents for the December quarter (3.3%) said they did not know what the Councillors did. These comments included:

'Never know what they are doing or what is happening until a decision is made. Never seems to be enough discussion prior to making a decision.' (SS = 5)

'You don't hear from them. Only hear from them at election time and photo ops.' (SS = 5)

'Because they don't come out in the public. They don't tell us what they're going to do.' (SS = 5)

'Don't know too much about them' (SS = 6)

'It's not always easy to find out what their performance is.' (SS = 6)

'I don't really know the members of Council.' (SS = 7)

Infighting within Council was mentioned by five respondents (2.8%) this quarter:

'They appear un-united' (SS = 3)

'The situation with the V8s and the blame culture (how the Councillors all blamed each other). They need to own up to their mistakes. I also have noticed that they have wasted \$100,000 on a new sculpture in Garden Place that just seems to look like two pieces of metal poles welded together.' (SS = 5)

'Because they are squabbling amongst themselves and not getting on with their jobs. They are overspending on unnecessary things.' (SS = 5)

'They were having all those squabbles (arguments/debates) at the Council meeting' (SS = 5)

'Well they're probably bickering about what they're up to, than the city itself.' (SS = 6)

Others (four respondents; 2.2% this quarter) mentioned the Councillors having private agendas. These comments included:

'Just what I've read in the paper about things, they go ahead and do what they want to do. As far as I'm concerned they want to be an upmarket city and they don't care about the ordinary ratepayers. It's not about what ratepayers want but about what the Council wants.' (SS = 5)

'The Councillors seem quite unapproachable and they say that they're there to help Hamilton and build a better future for Hamilton, but I think it's their own personal gain that they're there about.' (SS = 5)

'Because I think many of the Councillors have their own agendas, been expected to pay money through rates on things that a lot of us are not interested in. However the new Mayor is really good and transparent in the way that she has held meetings etc, she is a breath of fresh air.' (SS = 6)

'There are still personal agendas coming into the decision making.' (SS = 6)

Poor Council services were mentioned by 1.7% of the sample this quarter and their comments include:

'I've just put up a back boundary fence, which caused me to have to go through different levels of authority. It was a waste of time. As a ratepayer, I have had to pester them constantly. They need to be more efficient and proactive instead of creating bureaucratic nonsense!' (SS = 5)

'I do not think they are doing the right thing. My sister lives in a Council flat and I had to complain that the lawns had not been mowed for six weeks. Their response was they were having to cut back.

This is not fair as they pay their rent so it should be done.

I feel they are treating the pensioners like they are nothing.' (SS = 5)

'It's just little things that have happened, nothing major, but sometimes they do road works during peak hours and it makes it hard travel then, Be better if they worked during non peak hours.' (SS = 7)

There was one negative comment about the Mayor that included:

'Never really see the Councillors. I've seen the Mayor in action, I wasn't impressed.' (SS = 6)

One respondent (0.6% this quarter) said they were not interested in the Council. This comment included:

'It's how much attention I've paid to it, not lack of them doing their job, just not been of interest and lack of attention, busy with other things.' (SS = 7)

No reason/Don't know was the reason given by one respondent (0.6%) this quarter:

'I don't know. It is a hard job.' (SS = 6)

There were a number of respondents who made other comments:

'Well look at the financial mess we're in. I think there will be some big changes come the next election and I think they would be very cheeky to even go in the elections.' (SS = 2)

'I think the budget cuts and the change of management hasn't been very good.' (SS = 5)

'Public needs to have more involvement in major decisions instead of having them pushed onto us.' (SS = 5)

'I do hear things through the media. Not always good things.' (SS = 5)

'Media attention from the V8s' (SS = 5)

'Neither nor' (SS = 5)

'I think they are getting it wrong.' (SS = 6)

'Because they have not been there long enough yet like the new Mayor. It's like picking up the pieces and they have not been given the time yet. So far so good.' (SS = 6)

'I was a union rep. In those days the CEO is the only employer.' (SS = 7)

'I think there's a lot more that they can do to improve people's lives here.' (SS = 7)

'The most public issues that have come up in terms of submissions and the results are mixed.' (SS = 7)

Other respondents offered positive comments about the Elected Members of Council (6.7% or 12 respondents) this quarter:

'I give the Mayor 10 and the Councillors 1. How can we put people in to the Council whose own businesses have gone belly up? The Mayor herself knows what she's doing, she's pretty switched on.' (SS = 1)

'There's room for improvement. There were some very poor decisions made. Again, without knowing what happens in the Council chambers, you don't know what's going on. There could be some Councillors doing a fantastic job but we don't know about it. I do believe the new Mayor is really trying to curb the spending but I think very possibly if she knew more what was going on, there'd be more changes.' (SS = 4)

'The debacle with the V8s, that's the lack of transparency. But, I certainly think they're on the right road. I think the Mayor is working hard to change things, improve the transparency.' (SS = 5)

'Because I think many of the Councillors have their own agendas, been expected to pay money through rates on things that a lot of us are not interested in. However the new Mayor is really good and transparent in the way that she has held meetings etc, she is a breath of fresh air.' (SS = 6)

'No real problems' (SS = 6)

'We think they are working as hard as they can, but we need to be kept informed.' (SS = 7)

'They're doing an alright job but they cocked up the V8s.' (SS = 7)

'Had to make some tough calls like with the V8s and overall they do a good job.' (SS = 7)

'It looks good at the moment.' (SS = 7)

'There seems to be a lot more proactive, at the moment.' (SS = 7)

'I think they have done what they said they would and have kept us informed.' (SS = 7)

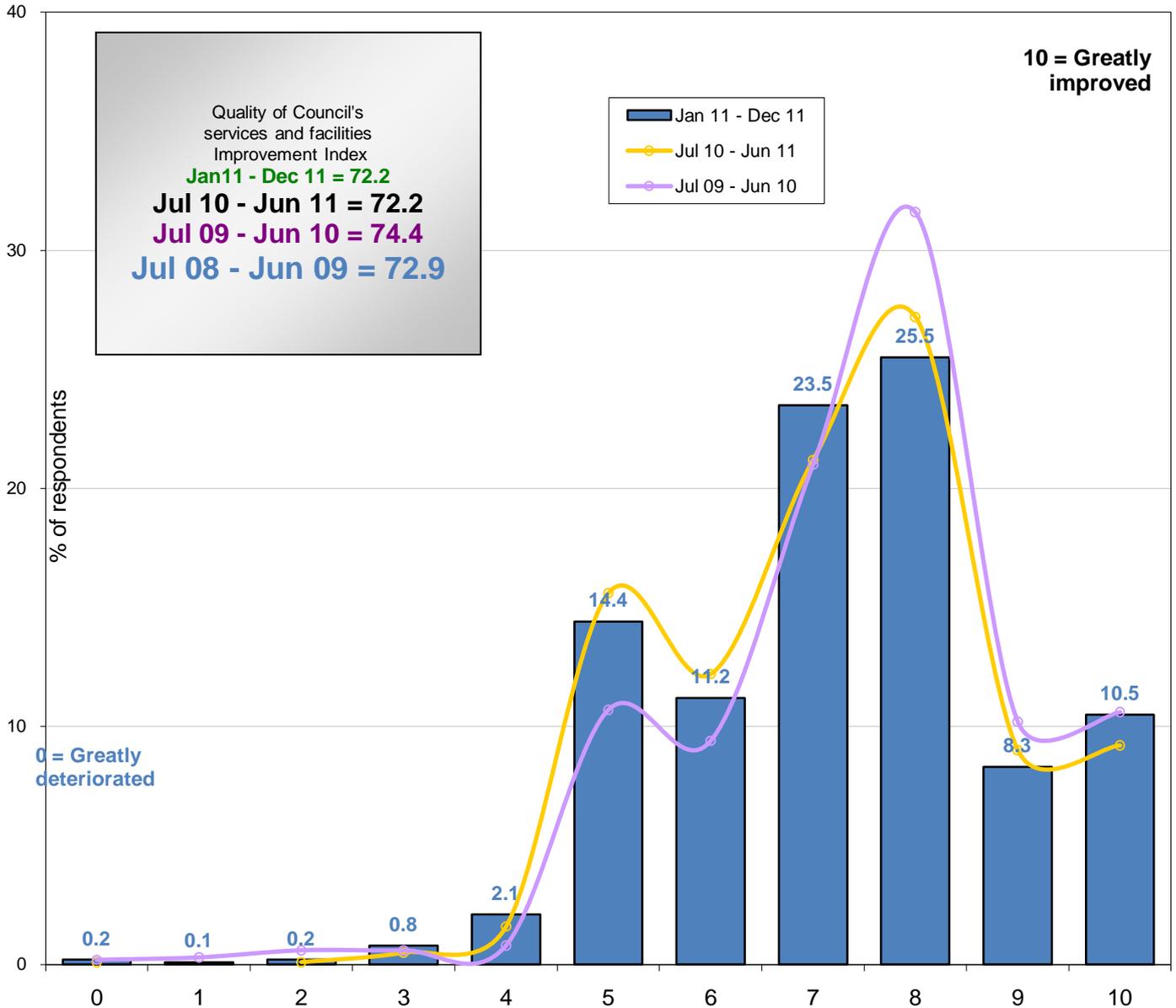
'I think a few more things have been open about what the ratepayers have been paying for as in agendas of most Councillors. I think yeah more open, and opportunities to say what you want to say about things is definitely better. Still don't agree with some of the decisions.' (SS = 7)

Six 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

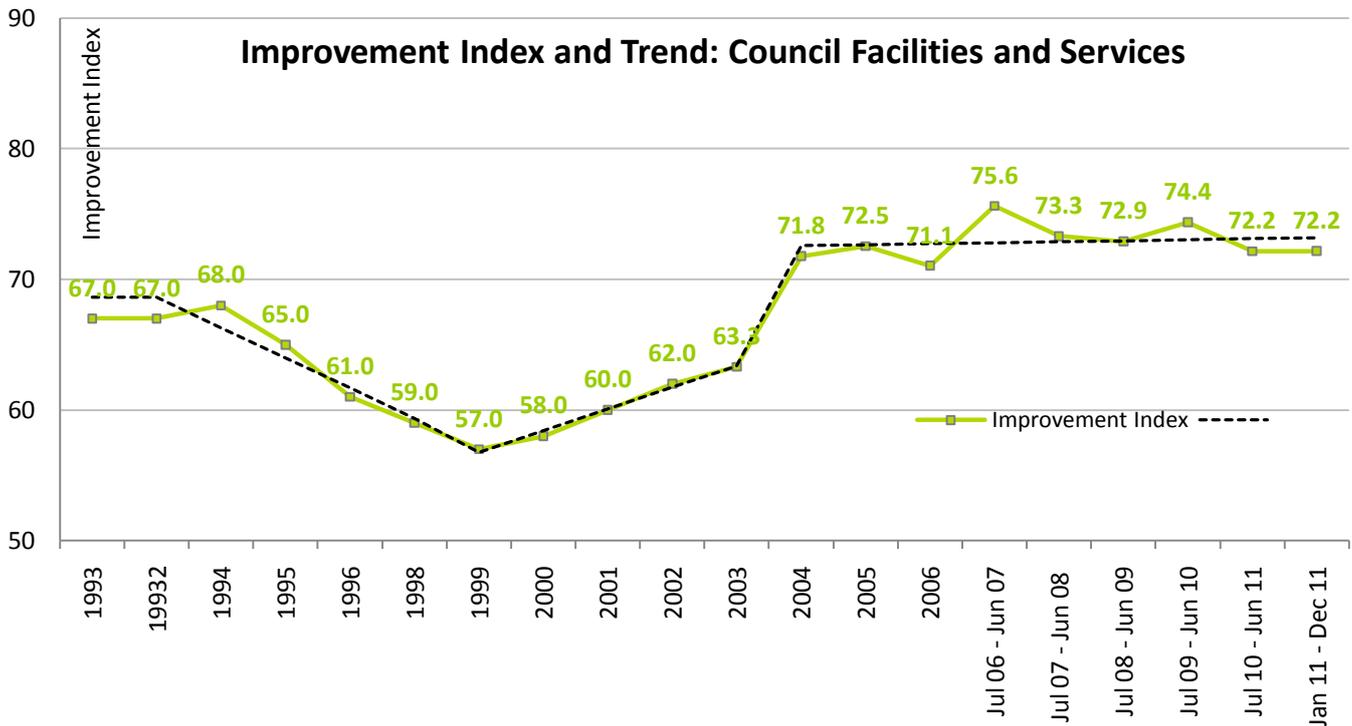
Respondents were asked 'Using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months?'

Two thirds of the respondents, (68%) felt the quality of Council facilities and services had improved in the past year, including 11% who rated this with a score of 10 (greatly improved). Only nine respondents (1.3%) felt the quality had deteriorated and only two respondents (0.2%) felt it had greatly deteriorated (score of 0). The Index is 72.2, unchanged from the July 2010 – June 2011 result.



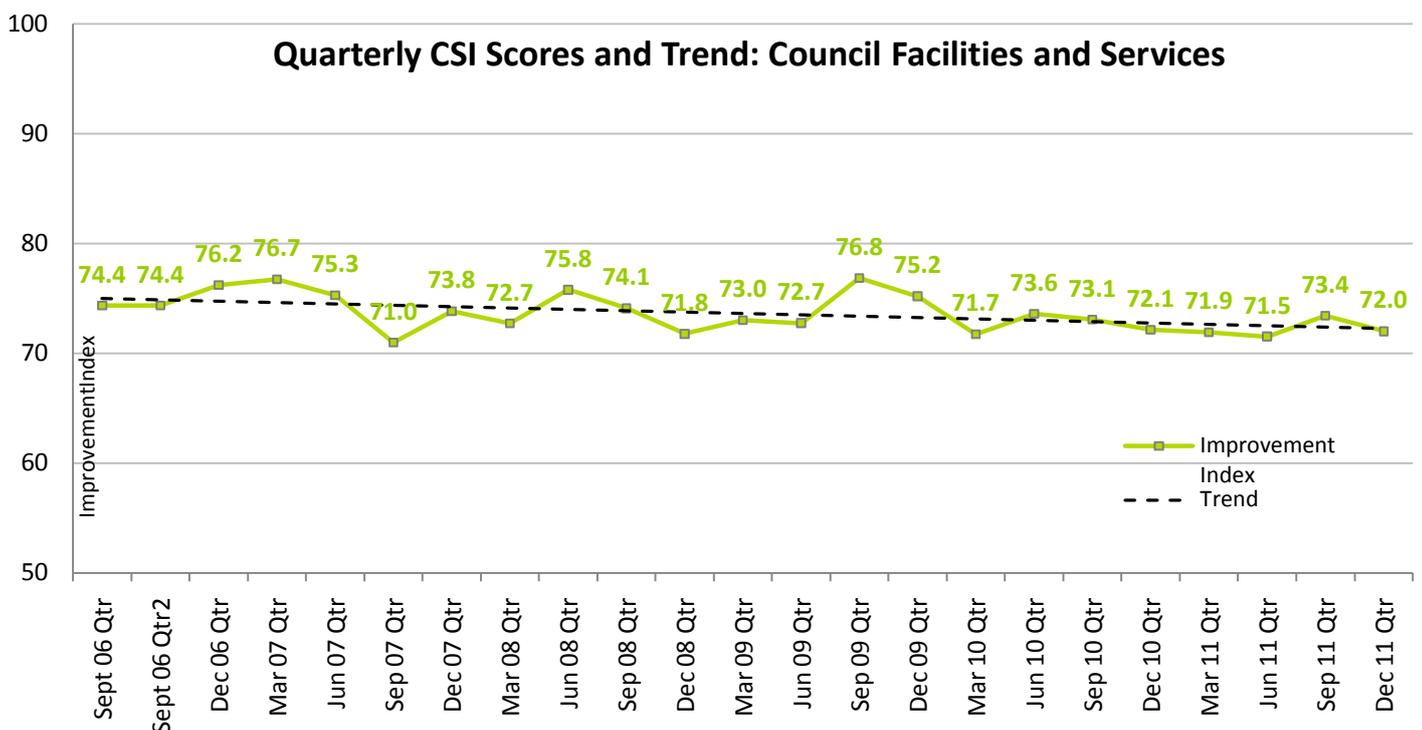
Quality Improvement Index: Trends on an Annual Basis

The following chart shows the trend with the Improvement Index of Council facilities and services over the period 1993 to December 2011. The January 2011 – December 2011 result of 72.2 is unchanged from the July 2010 – June 2011 result. This is again 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. The Index is 72.0 for the December 2011 quarter, a decrease of 1.4 points over the previous quarter. The latest quarter's Index is in the middle end of the range of results and on par with the declining trend line of the last 22 quarters.

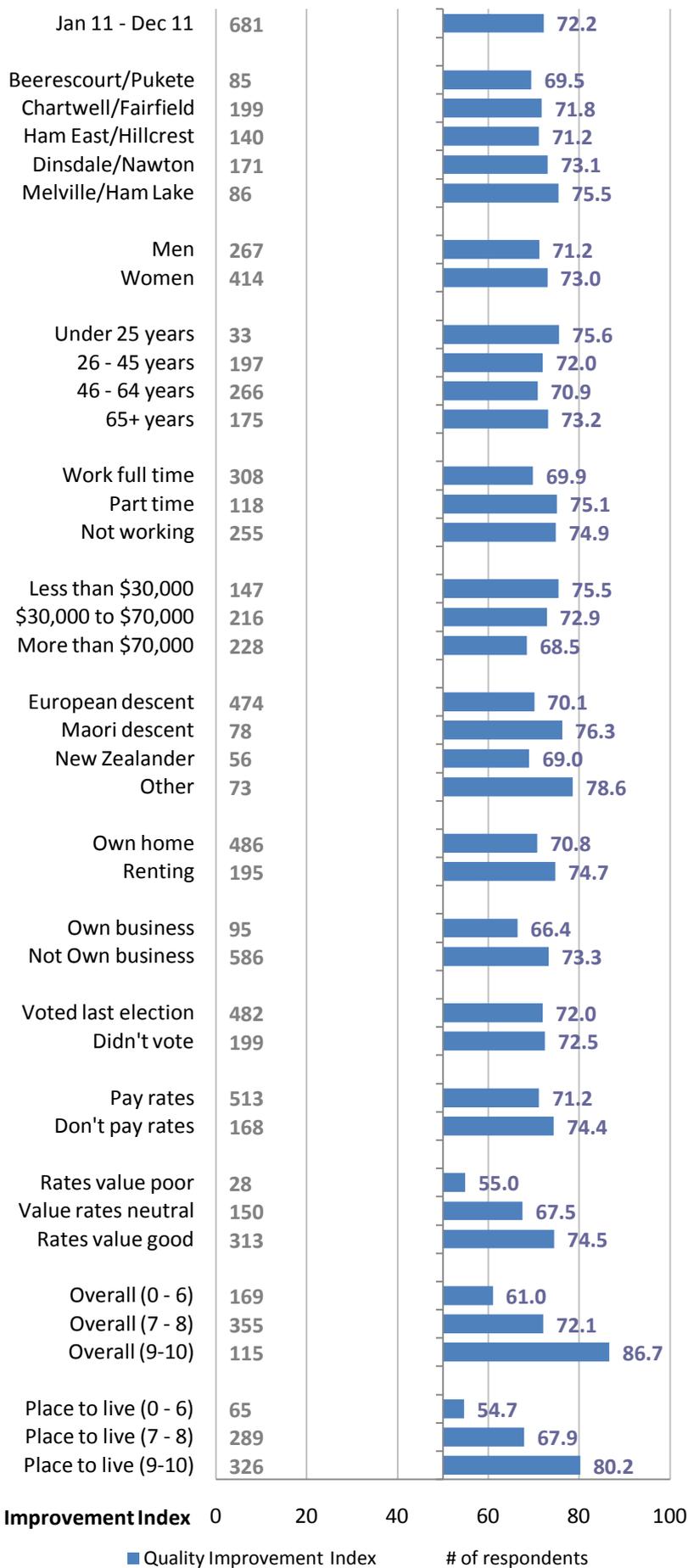


Quality Improvement Index (QII) by demographics

There was limited variation in the proportion of those who felt the quality of Council facilities and services had improved in the past year by the demographic subgroups. The chart opposite compares these variables.

The variables that appear to have had the greatest impact on how the respondent rates whether the quality of Council facilities and services had improved in the past year are:

- Household income has a noticeable impact with those from the highest income stream appearing least likely to think the quality had improved (QII 68.5).
- Those who own or operate their own business are less likely to think the quality had improved (QII 66.4).
- Those who thought they received good value from their rates were significantly more likely to think the quality of facilities and services had improved (QII 74.5) versus 67.5 for those who thought the value of rates was neutral and 55.0 for those who thought the value of rates was poor.
- Respondents who were very satisfied with the Overall Performance of the Council in the past 12 months (scores 9 or 10) were significantly more likely to think the quality of facilities and services had improved (QII 86.7) versus 61.0 for those who rated the Overall Performance of Council with scores from 0 – 6.
- Respondents who rated Hamilton as a place to live with scores of 9 or 10 were significantly more likely to think the quality of facilities and services had improved (QII 80.2), versus 67.9 for those who rated Hamilton as a place to live with scores of 7 or 8 and 54.7 for those who rated Hamilton as a place to live with scores of 0 to 6.



Comparison of years

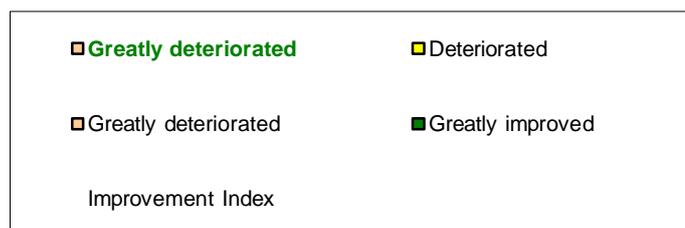
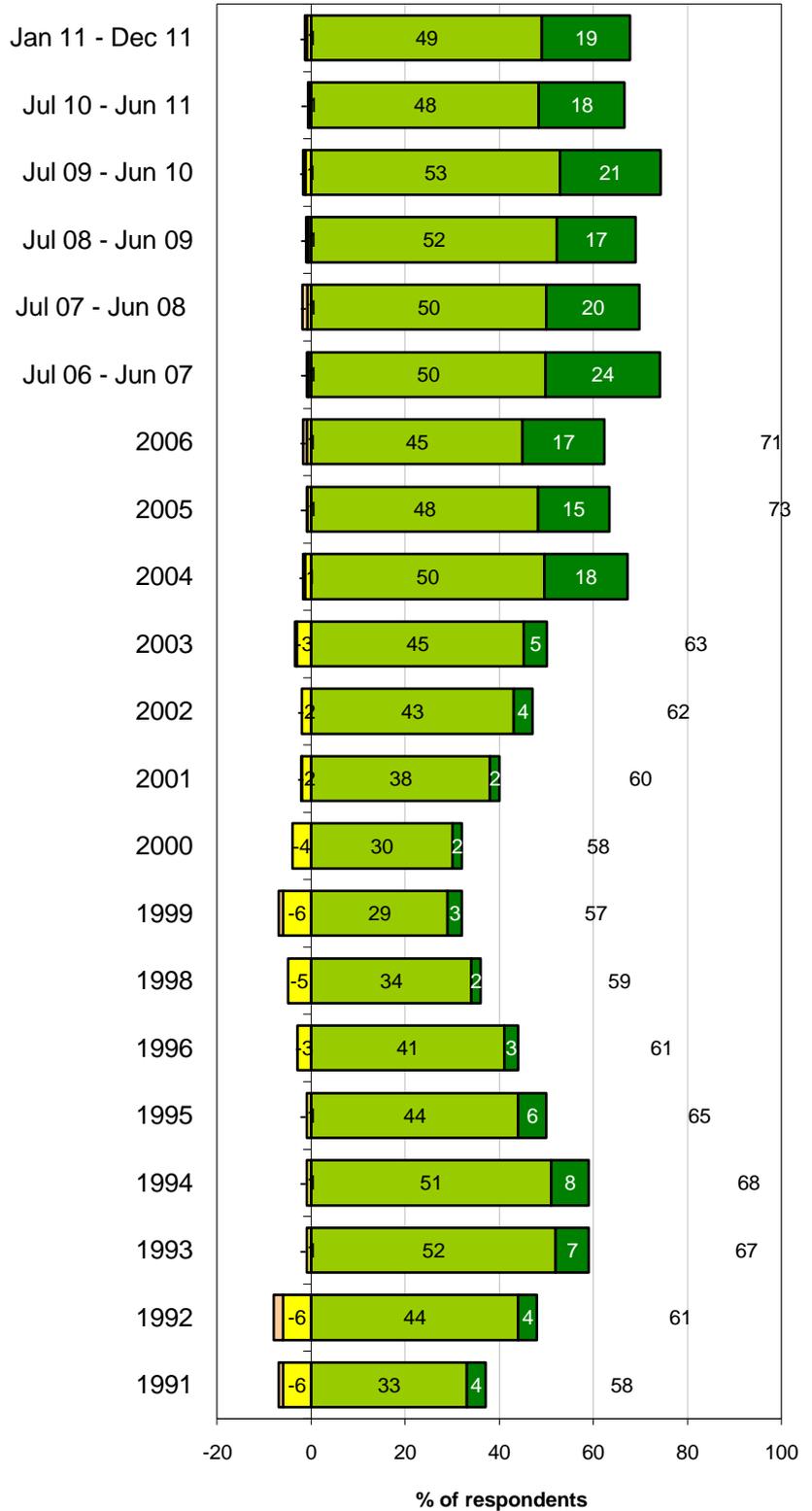
Respondents were asked overall, if the quality of Council facilities and services had changed in the past year.

The opposite chart compares this data for the past 19 years (except 1997), from 1991 to December 2011.

The Improvement Index is unchanged from the July 2010 – June 2011 result.

It is important to note that an Improvement Index of 51 or more represents an improvement upon the previous year.

With the Index being above 50 each year, this infers that the respondents believe the quality of Council facilities and services have improved each year. However, over the last eight years, respondents have perceived greater improvements.



Why think Council facilities and services have not improved

Respondents were asked 'And using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months?' The respondents who rated the above question at 5 or less were asked 'Why do you feel this way?'

This question was asked as an open question with the answers grouped together for analysis purposes. There were only 32 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 9 respondents; 5% this quarter). This included comments like: (SS = satisfaction score)

'Because I don't really notice any great change up or down.' (SS = 5)

'Hasn't improved in my opinion.' (SS = 5)

'Haven't noticed any change really.' (SS = 5)

'I can't say I have noticed great improvements in the basic provision.' (SS = 5)

'I don't feel they have changed.' (SS = 5)

'I don't think anything has greatly improved.' (SS = 5)

'I don't think it's changed.' (SS = 5)

'I haven't really seen massive changes or differences in the last 12 months except what appears to be the gross mess of Garden Place.' (SS = 5)

'I think things have pretty much stayed the same.' (SS = 5)

A number of respondents (5%) made suggestions for improvement:

'They are not affordable facilities.' (SS = 2)

'They need to have a fine for littering.' (SS = 4)

'Too many people have moved away, too many empty houses. I don't go to The Base anymore because it's too crowded.' (SS = 5)

'Because there has been so much squabbling (arguments/debates) with the Council and so on and I wish they would get more information from the public and get on with what they have to do.' (SS = 5)

'Because I feel sometimes the money is going in the wrong places e.g. Claudelands Event Centre.' (SS = 5)

'I disagree with lots of shops being put out at The Base' (SS = 5)

'I don't find the Council staff very helpful or extremely approachable at the office.' (SS = 5)

'The Velodrome issue. Comments made about the stadium and the V8s and attitude. They don't seem to be lie obedient servants.' (SS = 5)

'They change Garden Place around too often and don't listen to the public's input and waste too much money' (SS = 5)

A few respondents (3%) suggested things could be improved:

'Too many people have moved away, too many empty houses. I don't go to The Base anymore because it's too crowded.' (SS = 5)

'Just feel people over Rototuna way, there is no comparison between Rototuna and us (Dinsdale). I can see what they've got over there and the money spent over there and I just think everyone is missing out.' (SS = 5)

'Room for improvement, definitely spending in the wrong places.' (SS = 5)

'There are things that they have done and there are things that still need a lot of maintenance.' (SS = 5)

'There's some places where they're letting them go shabby.' (SS = 5)

A small number of respondents (2%) felt services were worse than they were 12 months ago:

'Basically the fact that the city centre is starting to die and I think that's due to the amount of money spent on the V8s.' (SS = 4)

'Because of the spending the way it is; they haven't channelled the money into the right places.' (SS = 4)

'Because there has been so much squabbling (arguments/debates) with the Council and so on and I wish they would get more information from the public and get on with what they have to do.' (SS = 5)

'Because there has been nothing very obviously in regards to constructive decisions being made. Because of the decisions in regard to The Base and also Chartwell Square.' (SS = 5)

There was also a range of other comments from respondents:

*'They're useless. It goes back to leadership, if its c**p. People feathering their own nests.'* (SS = 1)

'They seem to be more intent on fixing roads than fixing toilets or anything else.' (SS = 3)

'Some are good and some aren't.' (SS = 4)

'I think there is a lot of scaremongering at the moment re debacle V8s and debit crisis.' (SS = 5)

'I'm tangata whenua; very disappointed with the V8s and how much it cost for ratepayers and effects on small business it has.' (SS = 5)

'They tell you what they are going to do then whatever the public opinion what we vote or say, it goes through.' (SS = 5)

Involvement in Decision Making

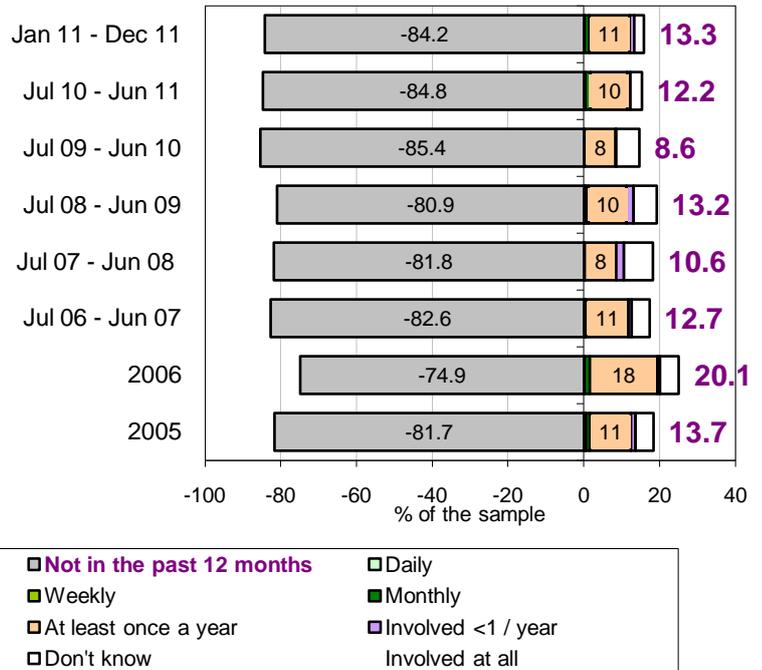
How often involved?

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, (84%) had not been involved in Council decision making in the past 12 months.

An eighth of the respondents (13%) 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.

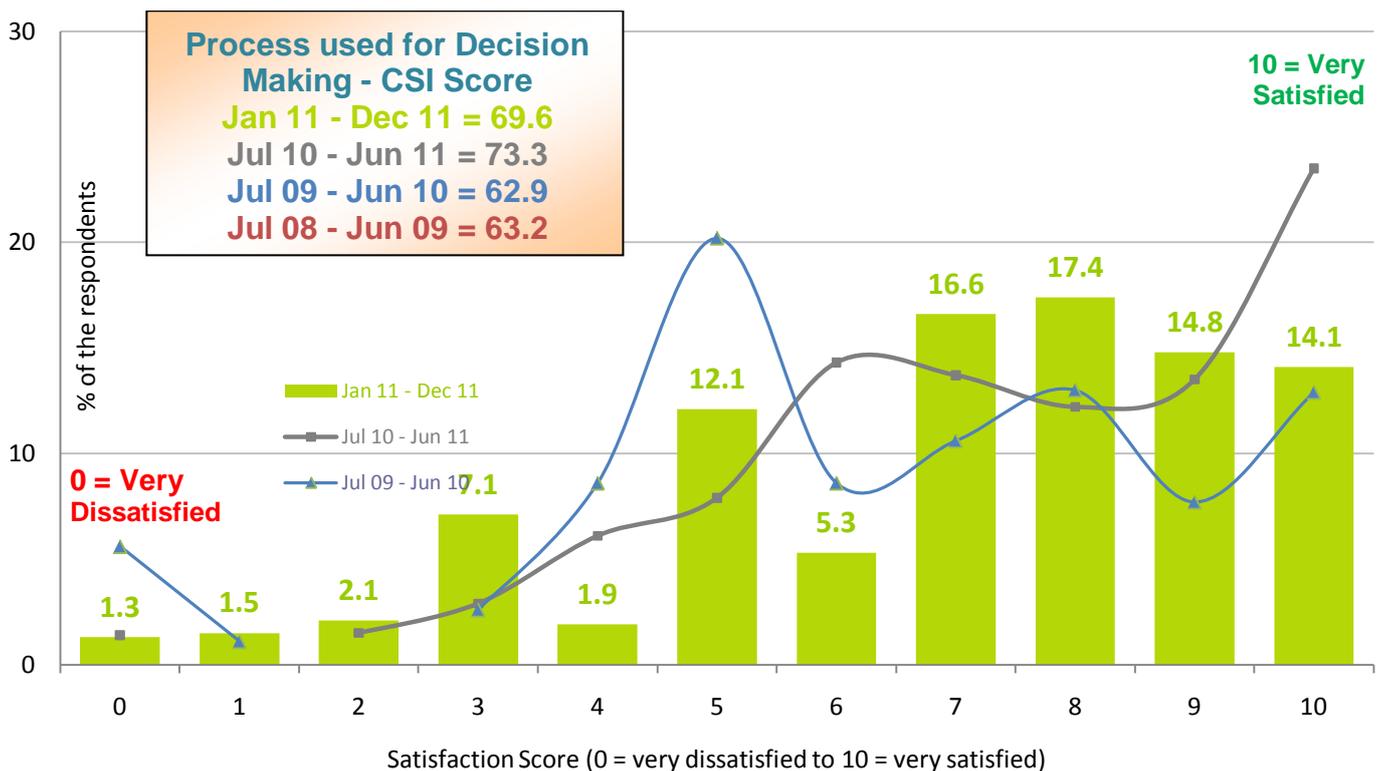


Satisfaction with the Process used for Council decision making

Respondents that had been involved in Council decision making (n = 96) 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)*.

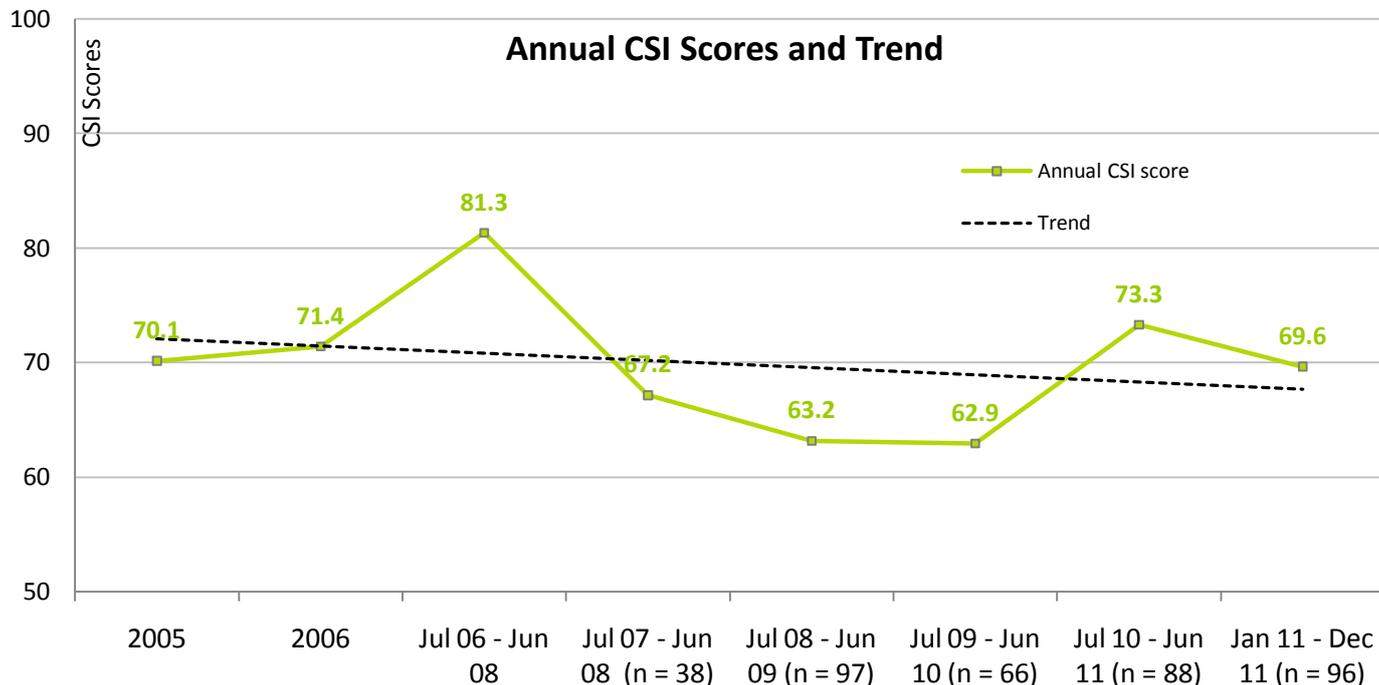
Over half of the respondents (63%) were satisfied (scores 7-10) with the process Council used for their involvement in decision making. Over a quarter of this subgroup (29%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (17%).

A fifth of the respondents (19%) rated this with scores that were neutral (scores 4 - 6), while 11 respondents (12%) rated this with scores that reflected dissatisfaction (scores 0 - 3). The CSI score is 69.6, down 3.7 points from the July 2010 - June 2011 result. The process Council used for involvement in decision making now rates as a good performance but with potential for improvement.



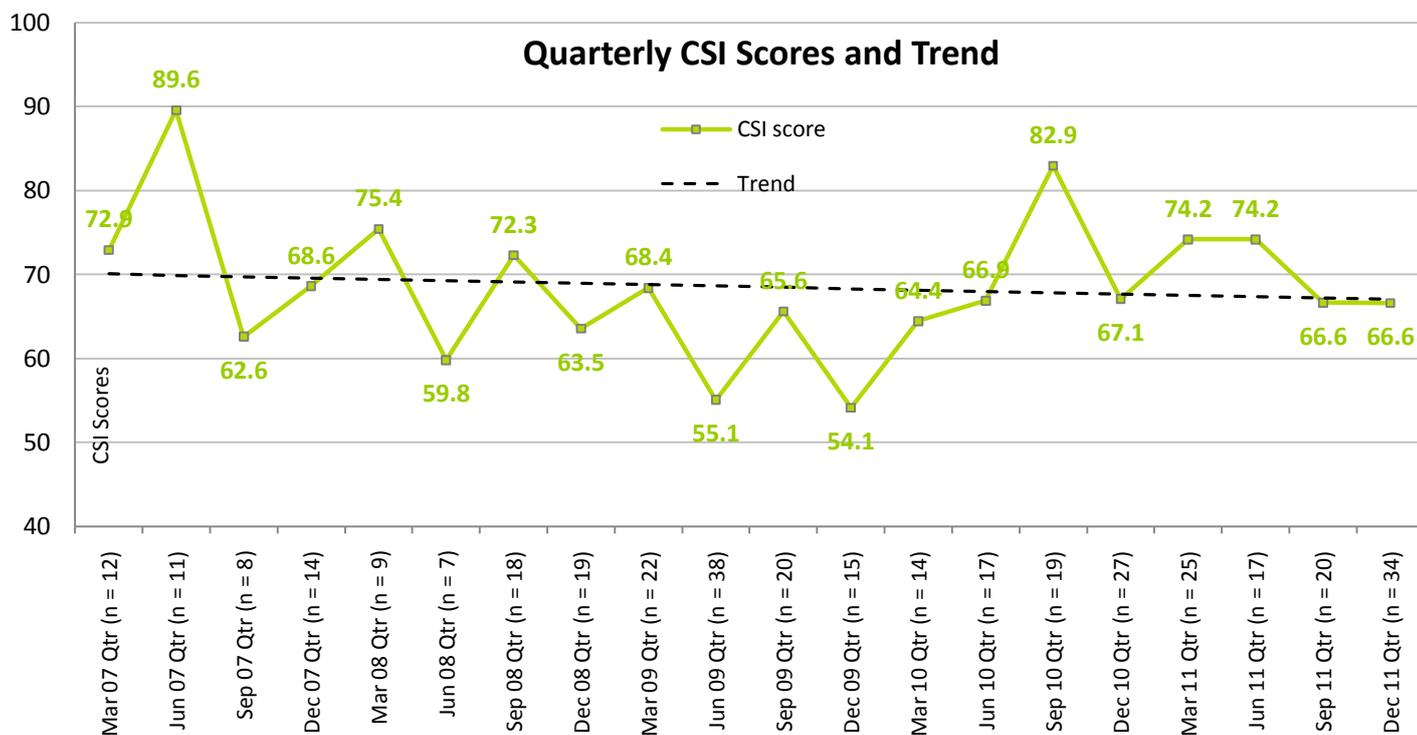
Satisfaction with the process Council used for this involvement: Trends on an Annual Basis

The following chart shows the CSI scores for the process Council used for involvement in Council decision making (e.g. making submissions to draft plans, involved in working parties etc). The current CSI score of 69.6 is 3.7 points lower than that recorded in July 2010 – June 2011.



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) is unchanged from last quarter at 66.6. The latest quarter's CSI score is again in the middle of the range recorded by this quarterly monitor.



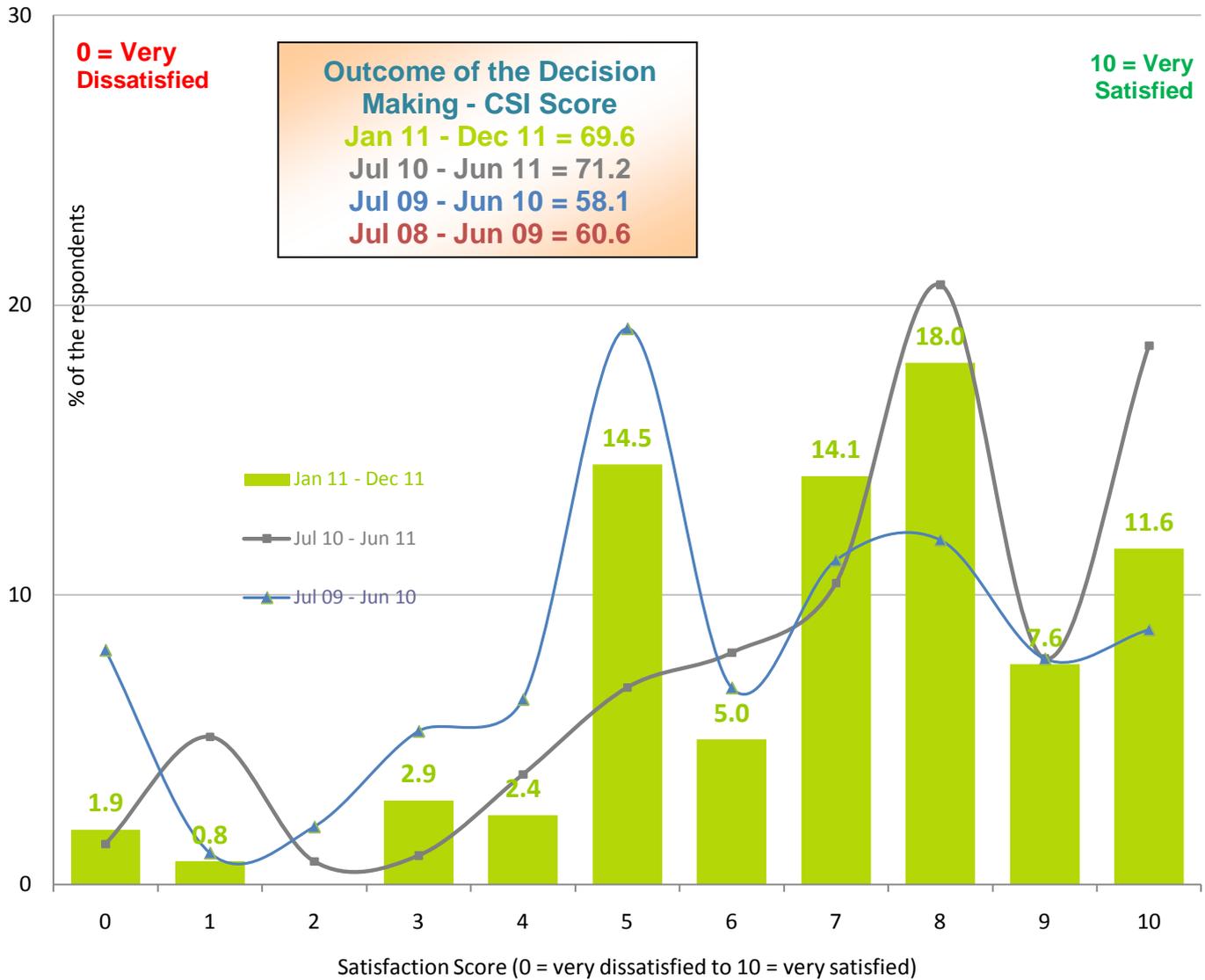
Satisfaction with the outcome of your being involved in Council decision making

Respondents who had been involved in Council decision making (n = 96) were then asked to rate their satisfaction with *The outcome of your being involved in Council decision making (e.g. submissions etc)*.

Half of the respondents (51%) were satisfied (scores 7-10) with the outcome of their involvement in Council decision making. A fifth of this subgroup (19%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (18%).

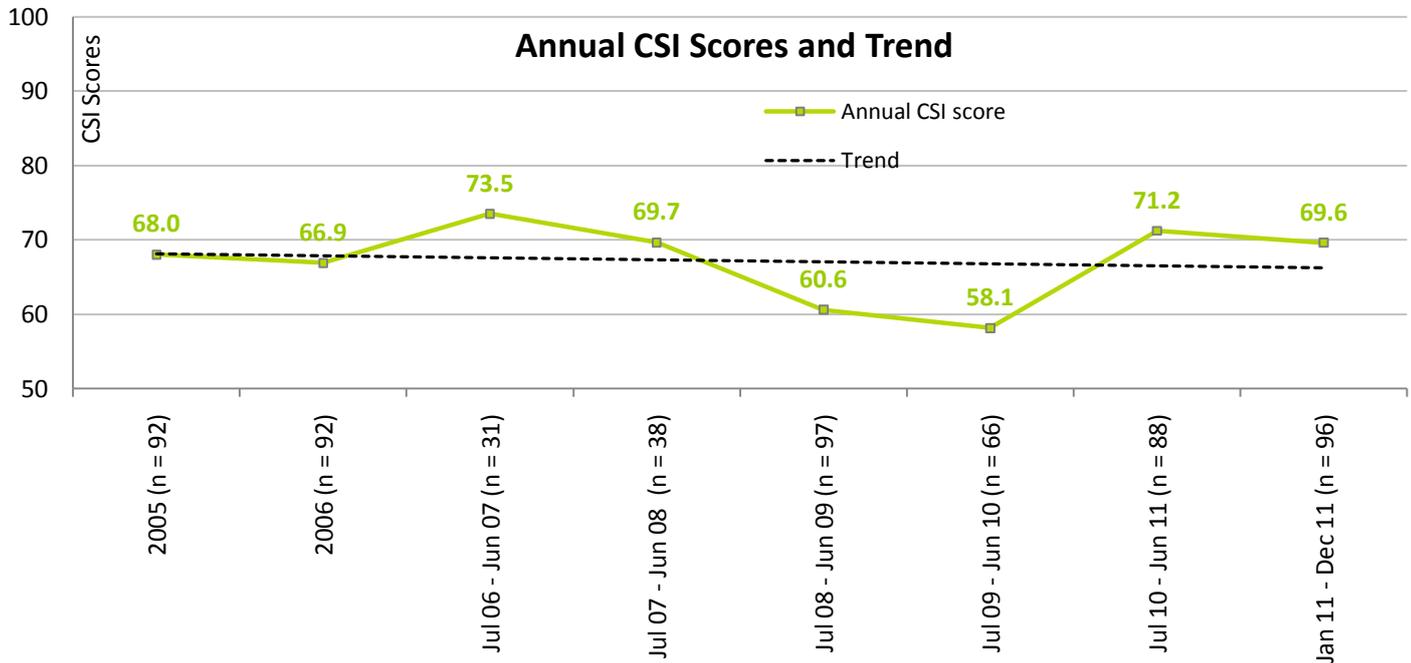
A fifth of the respondents (22%) rated this with scores that were neutral (scores 4 - 6), while five respondents (6%) rated this with scores that reflected dissatisfaction (scores 0 - 3). The remaining 21% of the respondents did not rate their satisfaction with *the outcome of your being involved in Council decision making (e.g. submissions etc)*. Presumably, this is because the outcome has not been finalised as yet.

The CSI score is 69.6, down 1.6 points from the July 2010 - June 2011 result. The outcome of their involvement in the Council decision making again rates as good but with the potential for improvement.



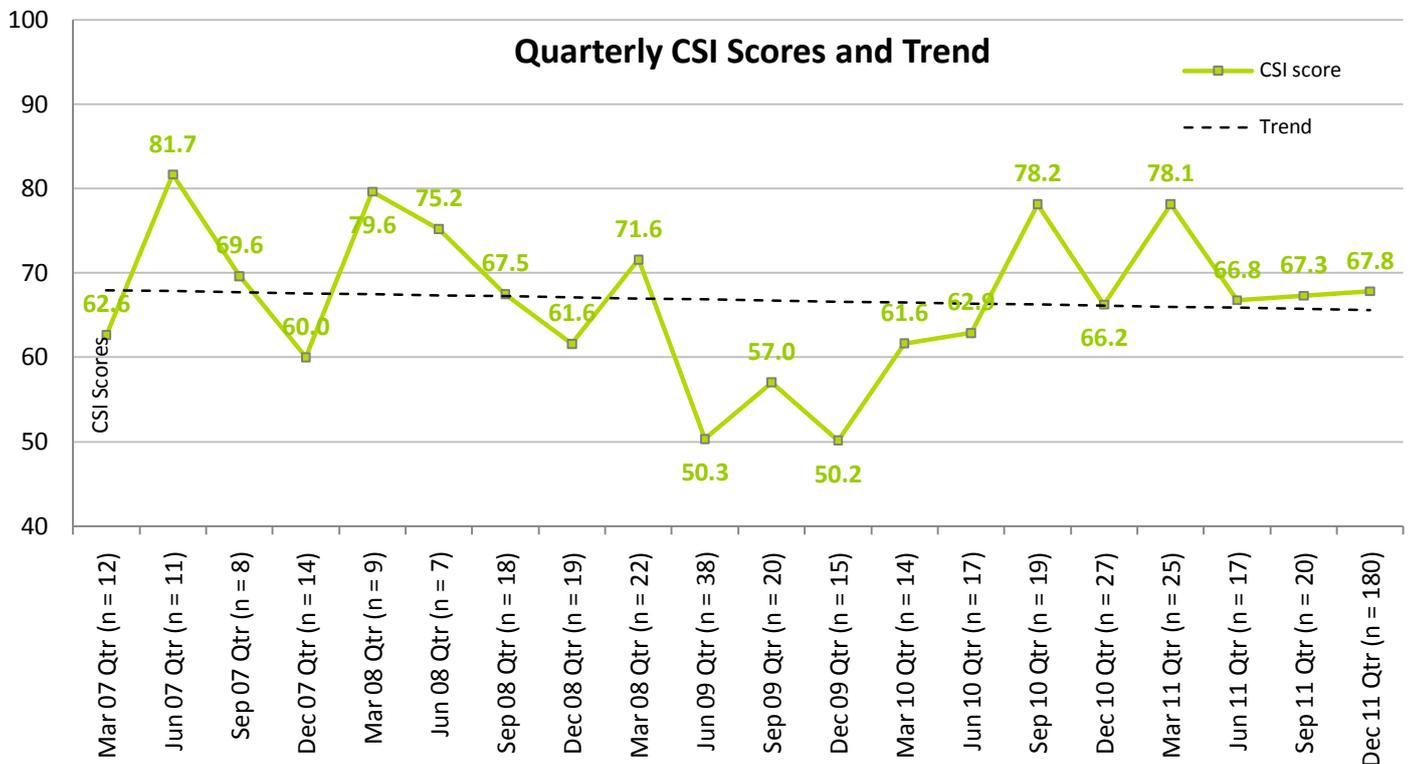
Satisfaction with the outcome of being involved in Council decision making: Trends on an Annual Basis

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 69.6 is 1.6 points lower than that recorded in July 2010 – June 2011 and is again in the middle of the range.



Satisfaction with the outcome of being involved in Council decision making: Trends on a Quarterly Basis

Caution: Small numbers of respondents each quarter. The chart shows the quarterly trend in the CSI scores for the outcome of being involved in Council decision making (e.g. making submissions to draft plans, involved in working parties etc). The CSI score has risen marginally from last quarter to a CSI score of 67.8. The latest quarter's CSI score is again in the middle of the range.



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 December 2011 quarter n = 146; 81.1% 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 16% of respondents (24% this quarter) to participate in Council decision making:

'I am not that interested.'
'Probably nothing because I'm not that sort of person. I'd sit back and let others do it.'
'Nothing; my own business keeps me busy.'
'Nothing; I'm too busy.'
'Nothing; I'm quite happy.'

'Nothing (x 6).'
'Nothing, because of my age.'
'Nothing really.'
'Nothing really'
'Nothing I am too old. I am interested in what is going on but I wouldn't like to go on a committee'

'Not interested'
'Not a lot.'
'No'
'Just not interested'
'I'm not interested in it. As I say, I'm 91 and don't go out at all really.'

'I'm just a retired lady and don't want to go out to meetings and things.'
'I think anything's better than the Council at the moment. I just wouldn't get involved. They feather their own nests.'
'I don't know because I normally work late. Nothing really'
'I don't worry about it'

If the decision affects / interests the respondent was mentioned by 13% or 19 respondents this quarter:

'Well I might get more involved now with the rate they are spending money; it's out of control.'
'The worse they get, the more likely I am to get involved.'
'Something was happening on my doorstep.'
'Probably if it directly affected me, my family and/or my husband.'
'Possibly relevance to the neighbourhood that I live in. Being invited to take part.'

'My brother works in a Council up north so it has made me more interested. If there were a really pressing issue, I would make myself more involved.'
'Issues that were relevant'
'If there is any trouble I will join the protest movement. What has gone on lately is rubbish.'
'If something came up that was to my interest.'
'If something affected me.'

'If it was something I had a real vested interest in so it needed to directly impact or affect me.'
'If it was something I felt passionately about and it had a direct effect on me, I might want to be involved'
'If it was for the betterment of the whole of Hamilton then I would get involved.'
If it was family orientated plans etc'
'If it affected me personally.'
'If it affected me more personally, if I felt very strongly I would go. I've been to look at the things they have at the library like drafts, proposals and I've been quite satisfied.'

'I'm happy with the way things are, if I'm not I would do something. Not to say that I am disinterested.'
'I think I would participate if I was passionate about the topic'
'I guess if something came along that we felt really strongly about, we certainly would make submissions.'
'As long as I'm informed it's not really relevant. Only reason I'd get involved is if I was annoyed with something, otherwise I think they do a good job.'

If made easier to participate was mentioned by 9% (13 respondents) with the following comments.

'Use the website more as a vehicle for people's opinions. For example the New Zealand Herald online - at the end of each article, there's a place for you to comment and read other people's comments.'

'They need to make it more modern and democratic.'

'There are things, but no use saying things because who you tell doesn't go anywhere, but if you're doing a survey like this it's good. So yeah, surveys, or get people to ring. I don't mind doing that.'

'Possibly relevance to the neighbourhood that I live in. Being invited to take part.'

'Keeping community informed more about decision making process and how to get involved.'

'Invited into a forum.'

'If they sent you out forms or something to fill in. Voting papers or something to vote on issues.'

'If they sent me a form to fill in I would fill it in.'

'If they had a binding referendum.'

'I suppose well probably something like a newsletter that told you what the Council was doing with an opportunity to email them regarding it. Or perhaps the Council informing us via email.'

'I don't know whether I would, but probably if they made decisions more open to the public first and made the public more aware of it, I may.'

'I am a bit of a person to person I don't do computers so would need face to face contact'

'Be invited to participate.'

Better awareness / knowledge would encourage 10 respondents (7% this quarter) with the following comments:

'Them to be more open in putting things on the table.'

'Need some more news from the Council.'

'More information prior to the event.'

'Keeping community informed more about decision making process and how to get involved.'

'If you knew what was happening.'

'If I knew what they were doing.'

'If I heard more and knew more.'

'I suppose well probably something like a newsletter that told you what the Council was doing with an opportunity to email them regarding it. Or perhaps the Council informing us via email.'

'I don't know whether I would, but probably if they made decisions more open to the public first and made the public more aware of it, I may.'

'Being more aware of what is going on with the Council.'

If they felt it would make difference / be listened to would encourage 10 respondents (7% this quarter) to participate.

'When they hold a referendum, they should take notice of what the people of Hamilton want rather than going through with what is not agreed by e.g. The Velodrome was voted against but the Council still went ahead with it. Take more notice of ratepayer's decisions.'

'The feeling that you would be listened too. I would not like to see the water and rubbish disposal being paid separately and I'm not happy with the proposal put out recently about people paying for books at the libraries.'

'Possibly if the ratepayers had more options given to them before a final decision is made. They seem to make decisions without really listening to majority, not all the time but in a lot of issues such as V8s.

Rates seem to be going up.'

'Maybe if the Council listened to the ratepayers I would participate more'

'Know that I would be heard and my opinion would be considered.'

'If the majority vote ruled then I would be more interested, but because it's such an unfair system about how decisions are made, it's not majority - it's Councils vote, there's no point.'

'If my question was going to be listened to I would do it. '

'If I thought it would make a difference.'

'If I felt my opinion was listened to.'

'I think it's hopeless, the decisions are already made up. I feel to participate in decisions is futile.'

Several respondents (seven) felt that if they had more time they may become involved more (5% this quarter):

'Time - lack of time. Might have been interested in discussion groups'

'If I had more time on me, I am a busy Mum, wife and working full time.'

'I think we're just wasting our time personally as a ratepayer. Just all that's been going on in the Council. I'm disappointed in Council for getting in that state of being in debt; they're here to give us our services as ratepayers. Not in their business of owning buildings. I simply believe they're there to look after the town and provide the basic services that are kept up to date, and we have nice parks. Not at this time that would make me more involved, just haven't got the time.'

'I don't have the time.'

'Give me another 20 years. If I had more time. '

'Don't want to, don't have any time.'

'Don't have time.'

There was a range of other suggestions made and these suggestions include:

'Wouldn't want to take up a job with City Council'

'We have lived in different countries but I have find Hamilton is a clique place and feels if we haven't been here too long, we are not welcome to participate.'

'Too old now.'

'My age - elderly'

'Leave it to younger people'

'It's our stage of life really; there are others far more better in making decisions than I am'

'If they put an ice skating rink in the city.'

'I want to see the funding going into the right places. I really don't agree with the libraries being cut, including library staff'

'I think we're just wasting our time personally as a ratepayer. Just all that's been going on in the Council. I'm disappointed in Council for getting in that state of being in debt; they're here to give us our services as ratepayers. Not in their business of owning buildings. I simply believe they're there to look after the town and provide the basic services that are kept up to date, and we have nice parks. Not at this time that would make me more involved, just haven't got the time.'

'I need to be more motivated to attend meetings'

'Having better eyesight and younger.'

'Get rid of most of the Council and start again. I think the Mayor is doing a good job.'

'Forty years ago I was very involved but now I prefer to leave it to other people'

'Drop the rates!'

'Better health.'

'Being forced to.'

'A bit old'

One respondent was unsure what would encourage them to participate.

'I don't know at this point.'

Three respondents made a positive comment as to involvement in decision making processes.

'I'm happy with the way things are, if I'm not I would do something. Not to say that I am disinterested.'

'Get rid of most of the Council and start again. I think the Mayor is doing a good job.'

'As long as I'm informed it's not really relevant. Only reason I'd get involved is if I was annoyed with something, otherwise I think they do a good job.'

Other respondents (34%) did not offer a suggestion.

Opportunities for involvement in decision making

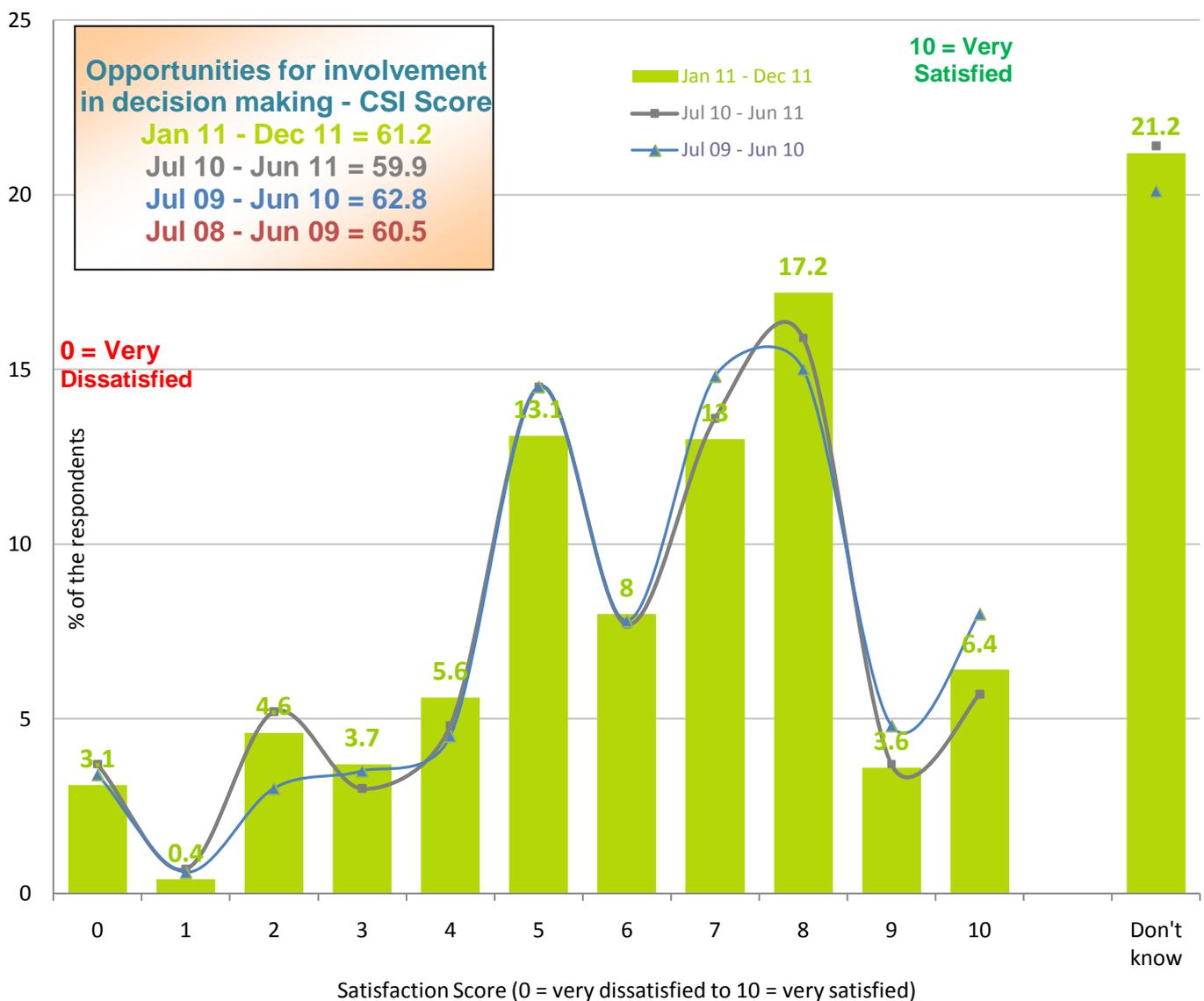
The respondents were asked the following 'Council tries to ensure that the community has meaningful input into decision making on significant Council projects, processes and policy. Using a scale where 0 = very poor and 10 = very good, how would you rate the opportunities Council provides for community 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 (40%) were satisfied that the Council provided good opportunities for community involvement in decision making (scores 7 – 10). The mode was a score of 8 (17%) and 10% rated this with a score of 9 or 10 (exceeded expectations).

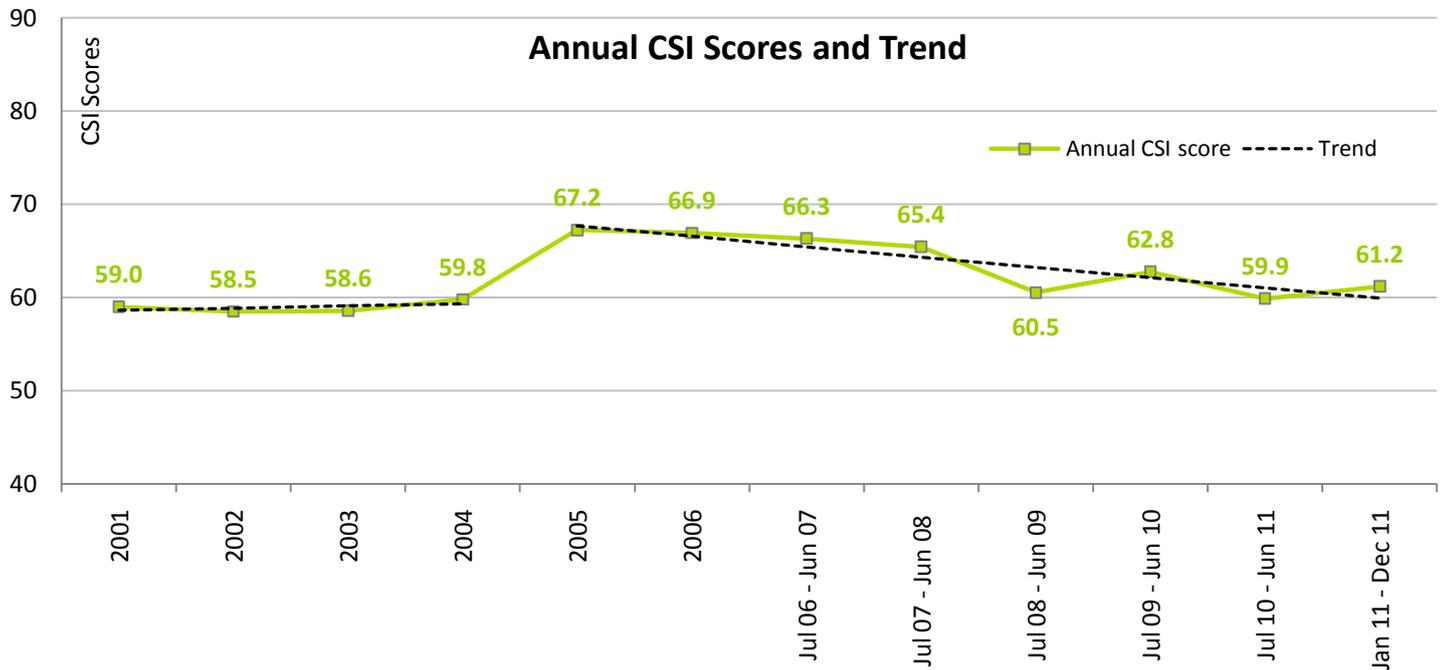
An eighth of the respondents (12%) were dissatisfied that the Council provided good opportunities for community involvement in decision making (scores 0 – 3) while 27% rated this as neutral (scores 4 – 6).

The CSI score is 61.2, which is 1.3 points higher than the July 2010 - June 2011 result. This still infers there is a need to improve the way respondents perceive the opportunities for community involvement in Council decision making.



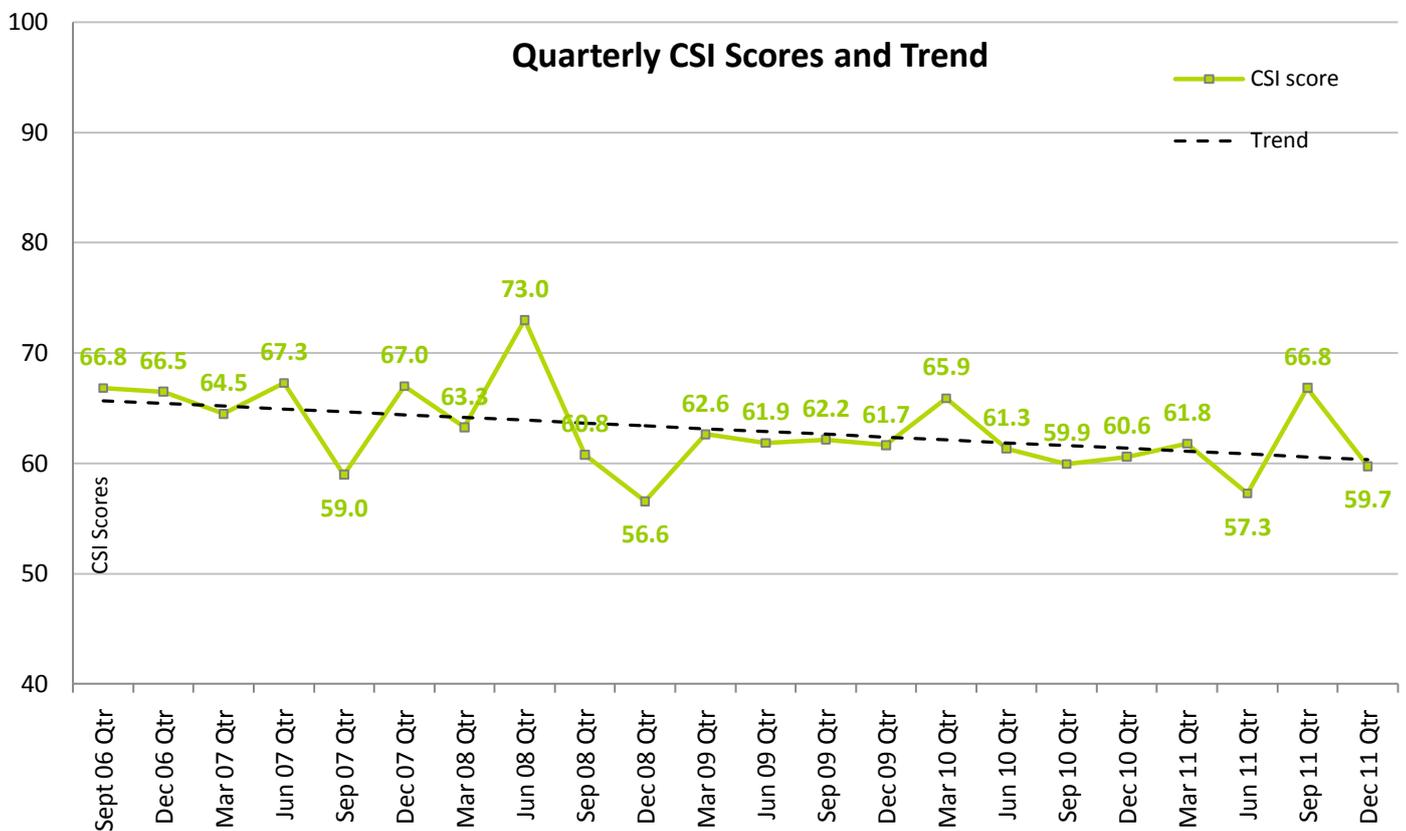
Input into decision making: Trends on an Annual Basis

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 December 2011. The January 2011 – December 2011 result of 61.2 is 1.3 points above July 2010 – June 2011. There is a 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 decreased again after a strong rise last quarter to a CSI score of 59.7. This is again at the lower end of the range but is on par with 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 the Council don't listen to public/go ahead regardless (11.% of respondents mentioned this) (SS = satisfaction score)

'Asking for the peoples opinions and not following them is the dumbest thing I have every heard. They are asking for peoples input and not following it.' (SS = 0)

'For example, the ice-skating rink. What the hell? The Council makes cuts in the wrong places but they erect an ice-skating rink that was expensive and only appeals to specific people and the V8s!' (SS = 0)

'They seem to go willy-nilly and do their own thing. A classic example is the cyclodrome, there is only 100 people who can use it and it will cost 22 million. Our kids will never get to use it. It should be 60% Council decision and 40% ratepayers' decision.' (SS = 2)

'Think they are the masters of deception; if they want something to go through they will do it.' (SS = 2)

'They've made their mind up and they're going to do it regardless. If they are going to change something, they're going to change it regardless.' (SS = 2)

'Because of events like the V8s for example and issues. We should have a general referendum in the city to see whether we wanted those because it turned out in a negative way and it's going to cost the city a lot. And cost the city and ratepayers a lot already and in the future.' (SS = 2)

'Because when they present a submission to the public they have already made their mind up' (SS = 2)

'I think basically a lot of people have been objecting to things like V8s and Claudelands Event Centre. They've ignored peoples comments by considering business related consideration and it turns out they're incorrect. Consider more what the community as a whole would like for it to look like and how it functions.' (SS = 3)

'I don't think they listen to us, they allow us to give ideas, but they don't take much notice of what we say anyway.' (SS = 3)

'At times I feel that the individual citizen is not listened to and there is too much emphasis put on the pressure groups' (SS = 3)

'I don't think the Council listens to the public.' (SS = 4)

'Well they don't take any notice of you. You write letters and they don't do anything.' (SS = 4)

'Because they don't seem to listen to people even when they do say something.' (SS = 5)

'They are no different to Councils around the world and they have an agenda. Things are already decided.' (SS = 5)

'They don't listen. I would tell them to watch their budgets and not spend money when they should not.' (SS = 5)

'I personally feel that Council tend to go ahead and do stuff without much reference to people or ratepayers. If they want to do something it will happen anyway.' (SS = 5)

'Agendas going on in the Council, it's more a personal game than the city game. The business part of the community gets all the attention I think.' (SS = 5)

'I don't think they always get it out there; I think they make decisions without proper consultation' (SS = 5)

'I think a lot of decisions have been made without consulting the community.' (SS = 5)

Others suggested they did not make it easy to get involved (4% mention):

'I wouldn't know how to access it (get the knowledge and information).' (SS = 0)

'Because I don't know if there is opportunities for us.' (SS = 2)

'I have only ever seen one process requesting participation or involvement in that process' (SS = 2)

'Because I haven't been given the chance and the opportunity.' (SS = 3)

'Because they haven't given the opportunity to the public to have an input.' (SS = 4)

'I really have little knowledge of what's going on or where you can actually participate.' (SS = 5)

'As a ratepayer there should be an easier way rather than do all these submissions to get my vote across and opinion out there. Rather than go to a meeting and have to stand up and voice my concerns, there should be an easier way like electronically voting.' (SS = 5)

'I guess its ways to get involved, so if it was mail leaflets would be easy, depends on how easy it is I suppose.' (SS = 5)

Seven respondents felt they that they don't let people know what is going on or advertise the opportunities enough (4% mention):

'The truth wasn't told; there was lack of communication between the Councillors.' (SS = 0)

'There has been situations like businesses coming into our street and we have not been informed. Probably have been informed but would have been in the paper. There is no communication with the community from the Council.' (SS = 4)

'I really have little knowledge of what's going on or where you can actually participate.' (SS = 5)

'Is not transparent enough' (SS = 5)

'Not enough information that allows you to make choices or decisions' (SS = 5)

'There's just not enough info that flows down to the grass roots level.' (SS = 5)

'They haven't made any contact and it's not really out there enough.' (SS = 5)

Four respondents suggested there was more public involvement needed (2% mention):

'They're not allowing it to be an open caucus' (SS = 0)

'They seem to go willy-nilly and do their own thing. A classic example is the cyclodrome, there is only 100 people who can use it and it will cost 22 million. Our kids will never get to use it. It should be 60% Council decision and 40% ratepayers' decision.' (SS = 2)

'They've made some silly decisions lately without the Hamilton public's input.' (SS = 4)

'It could be better. I think if they'd have asked for a referendum on things they're spending money on for e.g. the V8s, a lot of people would of voted against it and we would of saved money.' (SS = 5)

Two respondents suggested that they were notified too late to become involved (1% mention):

'We never seem to read about anything until it's over and done with.' (SS = 4)

'We never hear anything or get told anything, we only hear about things after they have been done.' (SS = 5)

Other comments were offered in response to opportunities of involvement in submissions

'Because they're useless, look at Claudelands Centre, cyclodrome and the V8s.' (SS = 0)

'It's a whole new chapter for me; don't know a lot about Hamilton, just moved here 4 months ago' (SS = 0)

'I don't have time.' (SS = 0)

'The Council - it's kind of group of people safeguard themselves and they do a lot of things that are quite deceiving. The Council makes planning, buildings quite carelessly because the city population does not increase at the rate they build, they overdeveloped.' (SS = 1)

'I'm very disappointed they don't recognise Maori representation or have Maori seats in the Council.' (SS = 3)

'I know there has to be savings made but at the moment as the result of the V8s they have gone into their shell a bit. So it's more about politics and they're a little bit scared about making calls that they won't be voted in again. They're under a bit of pressure. They have upset people, so they're not in a good position to make big decision making and big calls without looking at the bigger picture.' (SS = 3)

'Most of the people that are using the community centres aren't ratepayers. Most of them are no-hopers but are using the centres and they don't have any intention of going out to look for work. I believe it should come from the parents; they're not giving them what they should be getting so I think it (money) should go back to education. Not sure why I gave a 3 to previous question' (SS = 3)

'Not aware of problems until it happens' (SS = 4)

'Because a few things you read in the paper and then things seem to happen anyway. Unless you have the time to be a pain in the backside at the end of the day you can't be bothered ' (SS = 4)

'Well I am just rapt with the city Council at the moment.

They have mucked about with Garden Place so much. ' (SS = 4)

'As a ratepayer I feel very unhappy with some of the decisions the Council has made. Hopefully it is going to be a bit more open now but decisions have been made very quickly and rather sneakily in the past.' (SS = 4)

'It's about, at my age, communication. I only take notice of what I see in the newspaper; it's the only thing that's reliable. Too many Councillors, too many oldies.' (SS = 5)

'They're passing a bill to sell our units under us. ' (SS = 5)

'I think too many poor decisions have been made, Council get involved more than they should. Ratepayers shouldn't be the ones to pay for it.' (SS = 5)

'I am very critical. ' (SS = 5)

'I don't think that using unnecessary money to put up, by the side of Cobham Drive, these huge stones. Put that money into the community.' (SS = 5)

'I would not feel welcome. ' (SS = 5)

'Well it could be better; they make no attempt to make contact with the local population. Should have neighbourhood meetings. They're elected as our representatives and then we don't see or hear anything about what they're doing until the next voting. ' (SS = 5)

'I haven't had a lot of involvement.' (SS = 5)

'My age group' (SS = 5)

Three respondents did not offer a comment about the opportunities Council provided for involvement in decision making.

Hamilton CBD at night

Reasons for being less than satisfied with Hamilton CBD

Many respondents rated Hamilton CBD at night in the December 2011 quarter with a satisfaction score lower than 7 (less than satisfied) (28 respondents; 74% 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% (11 respondents) was safety and security and the comments included: (SS = satisfaction score)

'It's tatty and dangerous with people who are a danger to others.' (SS = 3)

'It's not safe.' (SS = 4)

'Not happy with all the louts (unemployed and homeless) that hang around. They just hang around all over the place. I think it's absolutely disgusting and quite scary too. It doesn't worry me, I work, but for older people it would be very scary. Doesn't make our city look good and not safe.' (SS = 5)

'Really it's not always safe. A lot of homeless in general are there at all hours, begging a lot as well.' (SS = 5)

'Safety issue, drunks.' (SS = 5)

'From time to time a bit of thuggery. Can be people causing trouble, needs to be policed better or manned better.' (SS = 5)

'The culture that the Council can't do much about and it is not the safest place at night.' (SS = 6)

'Never feel particularly safe there' (SS = 6)

'It is not safe. Parking is not close enough. The layout of it is not conducive. I feel intimidated walking back to the car in Hood Street car park after going out for dinner.' (SS = 7)

'Because there is a perception of issues to safety, even if that is not the case. Also I don't like the layout of the main street now.' (SS = 7)

'Some parts are a bit dodgy.' (SS = 7)

Drunken or unruly behaviour was the reason as to why 18% of the respondents were less than satisfied with the CBD at night:

'Not happy with all the louts (unemployed and homeless) that hang around. They just hang around all over the place. I think it's absolutely disgusting and quite scary too. It doesn't worry me, I work, but for older people it would be very scary. Doesn't make our city look good and not safe.' (SS = 5)

'Really it's not always safe. A lot of homeless in general are there at all hours, begging a lot as well.' (SS = 5)

'Safety issue, drunks.' (SS = 5)

'I don't really use it that often and I wouldn't really go there. Doesn't really interest, there's lots of young people and hooligans at night time. As far as shopping, we don't shop there in town really.' (SS = 5)

'The culture that the Council can't do much about and it is not the safest place at night.' (SS = 6)

'Probably too many drunk people really.'

'I'd like to see them turn the city so that it looks out to the river.' (SS = 6)

'Too many intoxicated young hooligans.' (SS = 7)

Another concern with Hamilton CBD at night time was lack of parking, mentioned by 13% of respondents with these comments:

'It is a pain to get to hard to find parking. ' (SS = 4)

'The CBD I think the parking, I know they tried to make it more beautiful in the street, but I think it's just worse with the centre island. It feels congested. The parking in the middle of the road doesn't seem right to me. When you drive through it just feels so congested. Doesn't feel as nice. I like it when I see plants and that's nice but when you have cars in the middle and on the sides parking it doesn't seem right to me. ' (SS = 5)

'It is not safe. Parking is not close enough. The layout of it is not conducive. I feel intimidated walking back to the car in Hood Street car park after going out for dinner.' (SS = 7)

'Parking is a pain.' (SS = 7)

'The parking facilities aren't that great. ' (SS = 7)

The need for better facilities or revamp of the CBD was commented on by five respondents.

'Other than for the booze and food, it's dead.' (SS = 0)

'Small pockets of central city need improvement; it's pretty quiet generally.' (SS = 4)

'Town needs an overhaul as The Base is the most exciting thing in Hamilton.

Town is so rundown and old looking.' (SS = 4)

'Probably too many drunk people really. I'd like to see them turn the city so that it looks out to the river.' (SS = 6)

'One thing that I find disappointing is the lack of use of the river; none of the restaurants overlook the river. It doesn't look pretty in the city.' (SS = 6)

There was a range of other comments which include:

'I don't really use it that often and I wouldn't really go there. Doesn't really interest, there's lots of young people and hooligans at night time. As far as shopping, we don't shop there in town really. ' (SS = 5)

'One thing that I find disappointing is the lack of use of the river; none of the restaurants overlook the river. It doesn't look pretty in the city.' (SS = 6)

'Council needs to be more aware we are not on google district map.' (SS = 6)

'Again the amount I use it. I don't go out that much.' (SS = 6)

'It is not safe. Parking is not close enough. The layout of it is not conducive. I feel intimidated walking back to the car in Hood Street car park after going out for dinner.' (SS = 7)

'Because there is a perception of issues to safety, even if that is not the case. Also I don't like the layout of the main street now.' (SS = 7)

'I just don't use it that much. It is hard to pinpoint one thing. ' (SS = 7)

Other respondents either did not know why they were less than satisfied or did not answer the question:

'I don't know as I only go there at Christmas time.' (SS = 7)

'I just don't use it much to be fair.' (SS = 7)

Council Night Patrol Team

Reasons for being less than satisfied with the Council Night Patrol team

In the December 2011 quarter, less than a tenth of the respondents (seven respondents; 8%) 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 2% of respondents who rated at 7 or less) and included:

(SS = satisfaction score)

'They don't look scary enough, maybe need to employ some Samoans and Tongans ' (SS = 4)

'More security. ' (SS = 7)

There were several other reasons for being less than satisfied given and these include:

'I've never actually seen them. I also don't go there.' (SS = 5)

'I don't know anything about them.' (SS = 7)

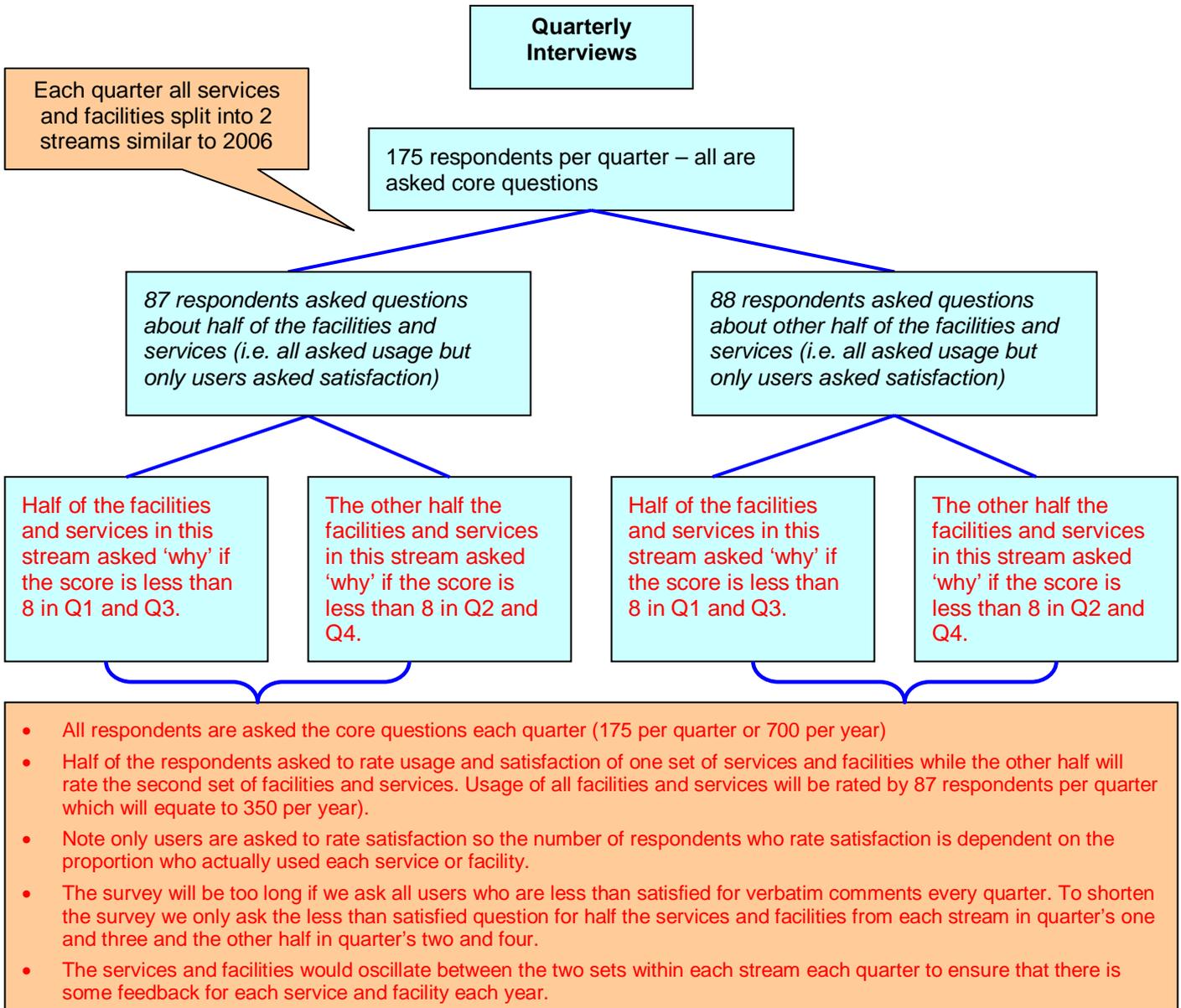
*'Just because I don't actually know much about them,
from what I've seen I think they do a good job'* (SS = 7)

Two respondents chose not to answer as to why they had scored the Council Night Patrol Team at less than 8.

Individual Facilities and Services Verbatim Comments

Methodology for Open Questions

Each quarter all respondents are asked the core questions (175 per quarter or 700 per year). Half of the respondents are asked to rate their usage and satisfaction of one set of services and facilities while the other half will rate the second set of facilities and services. Usage of all facilities and services are rated by 87 respondents per quarter which equates to 350 per year).



Only users are asked to rate their satisfaction with each service so the number of respondents who provide satisfaction ratings is dependent on the proportion who actually used each service or facility. The survey would be too long to ask all users who are less than satisfied every quarter. To shorten the survey we only ask the less than satisfied question for services and facilities from each stream each second quarter.

The services and facilities would alternate between the two sets within each stream each quarter to ensure that there is some feedback for each service and facility each year. This means that each quarter, each service and facility is rated but the 'why less than satisfied question' is only asked every alternative quarter.

Explanation of the Measurement Process

The satisfaction questions use a scale which ranges from 0 being very dissatisfied to 10 being very satisfied.

The interpretation framework covers two streams of Council provided services, those with Customer Choice and those where there is No Customer Choice. Each of these streams has a different satisfaction score interpretation. The Customer Choice services and facilities would normally expect to receive higher satisfaction scores as dissatisfied customers take their business elsewhere.

With Customer Choice services, a score of 9 or 10 out of 10 reflects the level of service has exceeded expectations. A score of 8 reflects that the level of service matches what the respondent was expecting. Scores below 8 tend to reflect that there was some issue with the service provided, and generally the lower the score, the more serious or important the issue is to the respondent.

For No Choice services, the customer has no option but to remain with the Council provided service and therefore dissatisfied customers remain, frequently resulting in a lower average satisfaction score e.g. they cannot change suppliers if they are dissatisfied and therefore more dissatisfied “customers” remain as users.

With No Customer Choice services, a score of 9 or 10 out of 10 also reflects the level of service has exceeded expectations. A score of 7 or 8 reflects that the level of service matches what the respondent was expecting. Scores below 7 tend to reflect that there was some issue with the service provided, and generally the lower the score, the more serious or important the issue is to the respondent.

Scale	Customer Choice	No Customer Choice
Very Satisfied 10	Exceeds Expectations	Exceeds Expectations
9		
8	Meets Expectation	Meets Expectation
7		
6	Lower than Expectation – ask why	Lower than Expectation – ask why
Neutral 5		
4		
3		
2		
1		
Very Dissatisfied 0		

It has also been noted that the reasons for being less than satisfied with many of the services and facilities remains the same from quarter to quarter or year to year e.g. the issues with the street lighting or taste of the water are generally the same from one year to the next.

For this reason, Council Management decided it was better to only ask these questions each second quarter rather than have a longer questionnaire.

The downside of quarterly interviewing is that there are a limited number of verbatim comments for a number of services. This tends to be caused by two reasons:

1. There are few users who are less than satisfied with that facility or service e.g. Hamilton Gardens or Hamilton Lakes
2. There are few users of that service in any quarter and consequently only a few people to rate satisfaction and to provide reasons for being less than satisfied.

Community Services

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 December 2011 quarter nearly a third of the users were less than satisfied (12 respondents; 29%) (SS = satisfaction score).

There were several respondents who felt that there was not enough of interest in the Museum. The comments included:

'I am not a Museum person; it is quite boring.' (SS = 5)

'There were a lot of empty spaces when I went.' (SS = 5)

'Because the stuff in it isn't interesting.' (SS = 6)

'I just think that the exhibits were a bit stale; it wasn't interesting enough for me to go back on a regular basis.' (SS = 6)

'I think it was just what we went to see wasn't quite what we expected.'

'Can't remember now what it was.' (SS = 6)

A few respondents suggested improvements.

'Needs more car parking.' (SS = 6)

'Too much strong Maori influence.' (SS = 6)

'Seemed to be a bit disjointed, you can bypass sections if you are not looking carefully; maybe have arrows to indicate where things are.' (SS = 7)

'It needs better access for wheelchairs.' (SS = 7)

Three respondents did not answer the question.

Clarence Street Theatre

Reasons for being less than satisfied with the Clarence Street Theatre

Less than half of the users of the Clarence Street Theatre in the December 2011 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (12 respondents; 44% 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 is too small. The seats are uncomfortable.' (SS = 4)

'Old and run down.' (SS = 5)

'There is not enough area for people in wheelchairs.' (SS = 6)

'Just a bit small.' (SS = 6)

'The day I went things were very disorganised. Also, the show was of very poor quality.' (SS = 6)

'I guess there could maybe be more toilets there.' (SS = 7)

'It seems like the stage and seating could be better.' (SS = 7)

'It is not so comfortable to sit in the Clarence Street Theatre.' (SS = 7)

'I just think the seating is not very good there.' (SS = 7)

'I think there is areas that could be upgraded. Disappointed it was originally going to be for the community and a cheaper option; schools can't afford to use it anymore.' (SS = 7)

'Because it's just tired. It needs a revamp.' (SS = 7)

'The acoustic sounds could be better. Don't ration library access.' (SS = 7)

The Meteor Theatre

Reasons for being less than satisfied with the Meteor Theatre

More than half of the Meteor users from the December 2011 quarter (58%; seven 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)

'We were reasonably satisfied; it's just old.' (SS = 5)

'It's a wee bit run down' (SS = 6)

'Limited facilities.' (SS = 6)

'The refreshment centre (coffee and tea) is not so nice.' (SS = 7)

'I think it needs upgrading.' (SS = 7)

'It was probably more the plays; it was fairly dark and quite basic. Although it was local plays, not a big international thing. It was probably just the setting and the seating there.' (SS = 7)

One respondent did not answer the question.

Hamilton Zoo

Reasons for being less than satisfied with the Hamilton Zoo

A sixth of the users of the Zoo in the December 2011 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (seven respondents out of 43 users (16%). These respondents were asked 'Can you tell me why you were not totally satisfied with the Zoo?' Their comments included: (SS = satisfaction score)

'It didn't seem modern and up to date like Auckland Zoo, there is a size difference but there's no pizzazz.

The enclosures are not very good. ' (SS = 5)

'It is almost dragging. I find it quite boring. ' (SS = 5)

'It's just with little kids, it is a long walk and the signage is not that simple; sometimes you walk a long way to look at the tigers for example and they are not there' (SS = 6)

'They didn't have an elephant in there.' (SS = 7)

'There needs to be more shade for people who are visiting the Zoo. ' (SS = 7)

Two respondents did not answer the question.

Hamilton City Leisure Centre (YMCA)

Reasons for being less than satisfied with the Hamilton City Leisure Centre (YMCA)

Only seven respondents had used the Hamilton City Leisure Centre (YMCA) in the December 2011 quarter and 54% 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)

'Run down; holes in the walls. Nothing done to it for approx 20 years. ' (SS = 1)

'It was a bit old and decrepit when I was there.' (SS = 5)

'The age old facility' (SS = 7)

'They're still very basic, they have not changed much in 20 years. ' (SS = 7)

'Don't go there much.' (SS = 7)

Two respondents did not answer the question.

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 7% of the users for the December 2011 quarter were less than satisfied with Hamilton Gardens (7% of the users, five respondents). Two of these less than satisfied respondents did not answer as to why they were dissatisfied.

There was a variety of reasons for rating Hamilton Gardens poorly. Comments included: (SS = satisfaction score)

'I don't know; I just don't generally walk around there.' (SS = 7)

'Not all of the parks are fully arranged; still some areas that need to be fixed.' (SS = 7)

'7 is pretty high. I like driving around the gardens, they're quite pretty the flowers. Some things are quite neglected sometimes (talking about my neighbourhood only though with regards to neglect). ' (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?' Less than half of the users for the December 2011 quarter were less than satisfied with the Children's Playgrounds (48% of the users, 13 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)

'Basically they don't have very much; we've come from Australia where they have many equipment and they have the safety mats whereas here they just have the basic old fashioned park.' (Naylor: SS = 3)

'It is great it is there but it would be good if there was more equipment.' (Hillcrest: SS = 5)

'Not enough equipment. Wish there was more.' (Huntington: SS = 5)

'I would love it if they can put more on, or different equipment for different age groups of children.' (Pukete: SS = 5)

'Some of them are more equipped than others, Te Kooti Park isn't.' (Brymer: SS = 6)

'They probably don't cater for the 10 and overs.'

'The one down the road from us does not have swings.' (Nawton: SS = 6)

'Needs to be continually upgraded.' (Bryant: SS = 6)

'Needs to be more colourful and needs to be more safe and grounds need to be mowed more regularly, family friendly.' (Hamilton East: SS = 7)

'They need proper toilet facilities and a water source.' (Beerescourt: 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:

'Some of them are good, but some of them need to be maintained better. It's not the Council's fault though, is mostly due to graffiti.' (Swarbrick: SS = 5)

'Needs to be more colourful and needs to be more safe and grounds need to be mowed more regularly, family friendly.' (Hamilton East: SS = 7)

There were a few other comments including:

'Just the graffiti on the playground is a put off for me' (Nawton: SS = 5)

'Some of them are good, but some of them need to be maintained better. It's not the Council's fault though, is mostly due to graffiti.' (Swarbrick: SS = 5)

'We don't use them too often.' (Hamilton Lake: SS = 5)

'Some of the playgrounds are a bit small.' (Clarkin: SS = 7)

There was also one positive comment about the Children's playgrounds.

'Some of them are good, but some of them need to be maintained better. It's not the Council's fault though, is mostly due to graffiti.' (Swarbrick: SS = 5)

City Walkways

Reasons for being less than satisfied with the City Walkways

Just over a quarter of the users of the City Walkways in the December 2011 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (17 respondents; 28% 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. (SS = satisfaction score)

Some respondents felt that maintenance was an issue and commented:

'One reason I am not happy is because on walkway along river there is spots that are dangerous for certain types of people, maybe fall over or something. Also irresponsible people running around the city.' (SS = 2)

'They haven't been completed yet. They do need extending and upgrading. Particularly if they're going to be promoting them like they are, then they need to upgrade them.' (SS = 7)

Some respondents felt that safety was an issue and commented:

'One reason I am not happy is because on walkway along river there is spots that are dangerous for certain types of people, maybe fall over or something. Also irresponsible people running around the city.' (SS = 2)

'The Hamilton lake is ok but the river feels unsafe sometimes.' (SS = 7)

One respondent was less than satisfied with the City Walkways because of the vandalism / litter and commented:

'Sometimes we find a lot of litter.' (SS = 7)

Some respondents had other concerns and commented:

'Some walkways are not good for walking on' (SS = 5)

'Amount of time I use it, I don't use it that much.' (SS = 7)

'Some walkways are not well developed like the rest.' (SS = 7)

'No specific reason.' (SS = 7)

'I suppose it's just because we don't have drinking fountains and things around, amenities really.' (SS = 7)

'One of the problems we have is the cyclist and dogs off leashes. We haven't been attacked by dogs, but we've come close on occasions.' (SS = 7)

Three respondents made a positive comment.

'The Hamilton Lake is ok but the river feels unsafe sometimes.' (SS = 7)

'It's not bad. I put a 7.' (SS = 7)

'I am satisfied, it's fine.' (SS = 7)

Three respondents did not answer the question and one respondent did not feel able to offer an opinion

'I would say just because I don't know. I can't say I am satisfied because I don't know.' (SS = 7)

Sports Areas

Reasons for being less than satisfied with the Sports Areas

Nearly half of the users of the other Sports Areas e.g. not including Waikato Stadium/ Westpac Park or swimming pools in the December 2011 quarter rated their satisfaction with a score lower than 8 (less than satisfied) (10 respondents; 38% 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 maintenance. (SS = satisfaction score)

'I think the lack of facilities for different sports. Don't seem to be catering to many, e.g. with my experience with soccer at Porritt Stadium - it's hard to get any support from Council. Even just normal care, mowed and rolled. The other thing I don't agree with is Council supporting professional sport and getting parks up to scratch. Like that training field for the Chiefs and I hear this year they're going elsewhere. 100000's spent for that and going elsewhere. As a ratepayer, it's wasted.' (SS = 5)

'Just needs to be a bit better looked after. Lawns mowed, tidy rubbish, that sort of thing.' (SS = 6)

'Parking and sometimes the quality of the pitches and fields is pretty average.' (SS = 7)

'The one ground in particular I'm thinking of is so lumpy and horrible; it's Ashurst Park and it's not a very good field; certainly not in comparison to Jackson Park.' (SS = 7)

'They look shabby and need to be more maintained.' (SS = 7)

'Taking grandchildren to these places and finding onehunga weed and prickles ' (SS = 7)

There was a range of other comments which include:

'Over winter the grounds get really wet. It's also hard to get parking sometimes.' (SS = 5)

'Drainage / Toilet facilities.' (SS = 6)

'Sometimes they don't have adequate spectator facilities.' (SS = 7)

One respondent did not give an answer

City Beautification

Reasons for being less than satisfied with the City Beautification

Nearly a tenth (9%, eight 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 December 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)

'The dumping of plants from the traffic islands i.e. replanted too often' (SS = 1)

'Waste of money. In a lot of areas there are too many trees planted and all the woodchip they put around the trees are too high and it goes in the stormwater system. Too many plantings down roads like Cobham Drive and in 80km areas and that.' (SS = 4)

'Certain areas are ok, but some gardens need to be more maintained. I know they may not have the money but they could put people down and in the long run it would be cheaper.' (SS = 4)

'It's not beautiful. It needs more time spent on it. ' (SS = 5)

'Because sometimes the stuff at the roundabouts gets a bit high and it's hard to see (the plants in the islands at roundabouts).' (SS = 5)

'Just the choice of planting on islands and the height of plants on some islands.' (SS = 5)

'Accessing past some of the older gardens - it is hard to see past them.' (SS = 6)

'I guess I'd like to see more of the city turning towards the river. To me I don't think we've made anywhere near as much of the river as the city could do. Biggest concern to me is the cities becoming a bit dead and its taken over by The Base which concerns me. They've improved areas but they should focus on turning things to the river, that's all.' (SS = 6)

Water, Waste and Refuse

Hamilton Organic Centre

Reasons for being less than satisfied with the Hamilton Organic Centre

Only 6% of users (two respondents) of those who had used the Hamilton Organic Centre for garden waste in the December 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)

'The fact if that you go along there with a whole lot of organic waste to dispose of, you are expected to pay whereas your waste will be made available for you to buy again. The fee should be less than if I dumped at the waste at a non-organic place.' (SS = 4)

'The price of it.' (SS = 6)

City's Stormwater System

Reasons for being less than satisfied with the City's Stormwater Drainage System

Sixteen respondents (17% of users) who rated the City's Stormwater Drainage System in the December 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)

'We flood outside here.' (Dinsdale South: SS = 4)

'The inability to deal with the flash flooding. There is places where the stormwater gets completely backed up. There could have been more stormwater gratings instead of one at the end. That was my experience in Frankton in 2009' (Hamilton East: SS = 5)

'When we have a large downpour, the water does not get away fast enough. Catchpits need to be cleaned out more often as that could be the cause.' (Melville: SS = 5)

'There is a lot of flooding when it rains a lot.' (Bryant: SS = 6)

'Well I just think sometimes it's blocked up with leaves and you get water running across the road.' (Bryant: SS = 6)

'There are a lot of areas that flood in heavy rain. Seddon Road roundabout is bad.' (Maeroa: SS = 6)

'Well we've just had a drainage problem here. That's probably why.' (Porritt: SS = 6)

'Sometimes after heavy rain there is flooding. At Phoenix Place the drains do block after heavy rain.' (Nawton: SS = 6)

Other respondents commented on the drains being blocked with these comments:

'Because I live on Duncan Road, up on Braid Road there's a drain up there and it floods every year.' (Bryant: SS = 5)

'When we have a large downpour, the water does not get away fast enough. Catchpits need to be cleaned out more often as that could be the cause.' (Melville: SS = 5)

'Well I just think sometimes it's blocked up with leaves and you get water running across the road.' (Bryant: SS = 6)

'Blockages especially during autumn with leaves' (Chedworth: SS = 6)

'Sometimes after heavy rain there is flooding. At Phoenix Place the drains do block after heavy rain.' (Nawton: SS = 6)

Other reasons for dissatisfaction included:

'Don't think it is something I can comment on.' (Huntington: SS = 5)

'Where I am don't need to worry - retirement village' (Peachgrove: SS = 5)

'We back onto a reserve with Council owned pond. No one there unless I tell them to cut the gorse, but then when they are there, the service is good.' (Rototuna: SS = 6)

'I am not really aware of where that stormwater ends up.' (Silverdale: SS = 6)

Two respondents did not answer the question.

Continuity of Water Supply

Reasons for being less than satisfied with the continuity of the City Water Supply

In the December 2011 quarter, only one respondent (1% 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?' The comment is as follows: (SS = satisfaction score)

'It just needs to be upgraded the whole system.' (Porritt: SS = 6)

Taste of the Water Supplied

Reasons for being less than satisfied with the Taste of the Water Supplied

In the December 2011 quarter, 15 of the respondents (16%) 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)

'I can't stand chlorine taste. The type of water has made the weld for the spout on my jug corrode out.' (Hamilton East: SS = 3)

'Well, I'm just one of them people that don't like tap water.' (Huntington: SS = 5)
'I don't like it, I try not to drink it' (Hamilton East: SS = 5)

'Tastes like chlorine' (Chedworth: SS = 6)

'I think sometimes it varies. Some days you go have a glass of water and it doesn't taste too flash' (Dinsdale South: SS = 6)

'It has quite a strong taste; I don't know how to explain it but it has a chemical taste to it.' (Dinsdale North: SS = 6)

'It tastes and smells like a metallic taste.' (Nawton: SS = 6)

'It just doesn't taste nice; it's got a treatment chemical taste to it; it's quite cloudy. It could be clearer and it could taste nicer.' (Nawton: SS = 6)

'I don't know; to me it has a funny taste.' (Claudelands: SS = 6)

Others raised concerns about the chemicals it contained.

'Chlorine' (Huntington: SS = 3)

'I can't stand chlorine taste. The type of water has made the weld for the spout on my jug corrode out.' (Hamilton East: SS = 3)

'Just because you can taste strong chlorine and smell sometimes' (Flagstaff: SS = 5)

'Tastes like chlorine' (Chedworth: SS = 6)

'It has quite a strong taste; I don't know how to explain it but it has a chemical taste to it.' (Dinsdale North: SS = 6)

'It just doesn't taste nice; it's got a treatment chemical taste to it; it's quite cloudy. It could be clearer and it could taste nicer.' (Nawton: SS = 6)

A number mentioned the smell of the water.

'It has a strange smell first thing in the morning' (Silverdale: SS = 4)

'Just because you can taste strong chlorine and smell sometimes' (Flagstaff: SS = 5)

'We have cloudy and smelly water sometimes. The Council has been to flush it though.' (Grandview: SS = 6)

Other comments included:

'I can't stand chlorine taste. The type of water has made the weld for the spout on my jug corrode out.' (Hamilton East: SS = 3)

'Just never been a big water drinker. Tastes different from town to town.' (Flagstaff: SS = 5)

'Well, I'm just one of them people that don't like tap water.' (Huntington: SS = 5)

One respondent did not answer.

Environmental Services

Council's Dog Control Service

Reasons for being less than satisfied with the Council's Dog Control Service

In the December 2011 quarter, six of the users (13%) of the Council's Dog Control Service rated the Dog Control Service with a satisfaction score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Council's Dog Control Service?' Their comments included: (SS = satisfaction score)

'Because basically all they did was send me a letter telling me to confront the dog owner.' (SS = 3)

'I've complained about dogs in our neighbourhood here and they've been told so many times and the dogs are still able to stay here.' (SS = 4)

'They seem to pick on my dog.' (SS = 5)

'They do not turn up after I have phoned. They have taken my name and phone number and said they will get back to me but often they do not.' (SS = 5)

'I've seen dog poos everywhere. I don't really think it's the Council's responsibility. The dog owners need to take responsibility for their dogs and also keep them on leashes.' (SS = 6)

One respondent did not offer a comment

Council's Noise Control Service

Reasons for being less than satisfied with the Council's Noise Control Service

In the December 2011 quarter, only three of the 10 users of the Council's Noise Control Service (30%) 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)

'Well yes, we'll do something about it but not immediate, maybe if it bothers you that much that you have to call again and we'll send someone out.' (SS = 4)

'They make as if you've got the problem and I'm not the only one that says that.' (SS = 4)

One respondent did not offer a comment

Transportation

Pedestrian Safety

Reasons for being less than satisfied with the Pedestrian Safety around Hamilton

In the December 2011 quarter, a quarter of the pedestrians (22 respondents; 29% 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?' Two respondents 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)

'Main issue is Barton Street and Pryce Street intersection which is new. There is no designated pedestrian crossing, so people are very confused as to who has right of way for both vehicle and people.' (SS = 3)

'I live on main road Ohaupo and I think getting across it especially for children it is quite hazardous and I live by New World and there is no pedestrian crossing, only an island and that concerns me.' (SS = 6)

'Not that many and I live in an area where there are not many pedestrian crossings.' (SS = 6)

'Sometimes I think, for the elderly, if you're hurrying over to get a bus or something, they're not appropriately placed. For example, the bus stop in town by the BP, they try to get off and get across to Pak n Save, there's no real crossing for them.'

There are a couple of others but can't think where they are.' (SS = 6)

Others had concerns about the safety in general when using some of the crossings.

'Most pedestrian areas can be awkward to cross' (SS = 6)

'A lot of them are not very well lit especially at night.' (SS = 6)

Some had safety concerns about the speed or volume of traffic.

'Some people don't watch the signs at the pedestrian crossing, so they speed up. They don't look to the side to check for people crossing, and it is quite dangerous when there are no guides.' (SS = 4)

There was a range of other comments that included:

'The traffic flow just not managed properly, making it harder for timing to cross the road.' (SS = 2)

'Because this is a critical area, the pedestrians are not educated and cross ten metres down and this is why they become dangerous.' (SS = 3)

'Mainly lighting and overgrown footpaths particularly in the Hamilton East area.' (SS = 4)

'From a person security of people taking bags, hitting you and walk into things that I can't see, uneven surface and particular trees and bushes' (SS = 4)

'There is a trend to elimination of pedestrian crossings. They are putting safety islands in the middle and no pedestrian crossings.' (SS = 4)

'Mainly because of the lighting and the state of the footpaths. They are not very pedestrian friendly.' (SS = 4)

'People ride bikes on the footpaths.' (SS = 5)

'Some are great but some need to be re-thought.' (SS = 5)

'Repairs and things that need to be done.' (SS = 6)

'The planting on roundabouts and traffic islands, some of the plants are too high and restrict vision, particularly in regard to children.' (SS = 6)

'A few access ways that could do with little bit of maintenance.' (SS = 6)

'Partly because the signings in regards to motorists approaching and where pedestrians are going to cross, are not very clear.' (SS = 6)

'People don't use them ' (SS = 6)

Hamilton City Bus Service

Reasons for being less than satisfied with the Hamilton City bus service

In the December 2011 quarter, only one of those who had used the Hamilton Bus Service (one respondent; 3% of users) rated the Hamilton City bus service with a score lower than 7 (less than satisfied). This respondent was asked 'Can you tell me why you were not totally satisfied with the Hamilton City bus service?' The comment included: (SS = satisfaction score)

'It doesn't run as frequent as I would like it.' (SS = 6)

Hamilton Transport Centre

Reasons for being less than satisfied with the bus passenger facilities at the Hamilton Transport Centre

In the December 2011 quarter, an tenth 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; 11% 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)

'Too many children hanging around and fighting' (SS = 5)

*'I don't use them that often, just when I go to Auckland on the bus then I use them;
don't really know the service well.' (SS = 5)*

Two respondents chose not to answer

Getting around in the Weekends

Reasons for being less than satisfied with Getting around in the Weekends

In the December 2011 quarter, less than a tenth of the respondents (seven respondents; 8% of users) 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?'

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)

'I suppose it is the weekend part that got me. It is just busy and there are a lot of roadworks around the place and there is so much traffic. There is not really a non peak traffic time, as they are always busy.' (SS = 5)

'I don't go to city a lot, as I live on the outside of the city. So when I do go into the city, there's a rush and it's new for me.' (SS = 5)

'General heavy traffic.' (SS = 5)

'I am quite happy. There are times when city becomes dead because of shifting of vital parts of the business activities to The Base; makes the city a bit of a ghost place.' (SS = 5)

'Rarely go into the city at night.' (SS = 6)

'It's the traffic.' (SS = 6)

'It takes quite a while and I mean I know the city. If you don't know the city you'd probably get lost because the signage isn't that great.' (SS = 6)

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

Under half of respondents in the December 2011 quarter, (40 respondents; 45%) 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)

'Just too much traffic, too many roadworks continuously. They tend to still be working in peak traffic hours it would be better if they worked in between the peak traffic hours; they have to do roading etc but they could be better organised to work different hours. Seems to be a lot of people standing around doing hardly anything; tends to cause more of a hindrance. They shortened roads like Victoria Street and Main Road which I disagree with, made it hard to drive through city centre.' (SS = 1)

'Because of the amount of traffic' (SS = 1)

'Too many other people want to go to the same place as I do.' (SS = 2)

'Because it means I lose time due to traffic congestion.' (SS = 3)

'We live in Hillcrest; every way out of here we have to pass a school so in school rush hours it's hard to get out of here.' (SS = 3)

'The traffic is very heavy.' (SS = 4)

'Its too jammed. It takes twice as long to get somewhere. I can leave 45 mins beforehand and could still be late for an appointment' (SS = 4)

'Traffic flow in certain areas is very heavy and people trying to get into the line of traffic have got little show or opportunity.' (SS = 4)

'Lots of traffic along Peachgrove Road by Five Crossroads.' (SS = 4)

'Because it gets too backed up and the traffic doesn't flow.' (SS = 4)

'Well the only area that we actually go through is Fairfield Bridge and the traffic is bad in the morning' (SS = 5)

'It is always a plan for ages wait to get anywhere.' (SS = 5)

'General heavy traffic.' (SS = 5)

'Because there is hold ups everywhere.' (SS = 5)

'Too much traffic. Well, not so much too much traffic, just very inconsiderate drivers. People not seeming to know what lanes they should be in.' (SS = 5)

'One that comes to mind is Te Rapa; it's just shocking out there with State Highway One and having one way in and out at The Base. And getting to businesses is very hard (that run along Te Rapa) and for me to go up to roundabout by Church Road (going to Porter Hire) it's was just madness. And getting out of Porter Hire I have to wait for ages.' (SS = 5)

'Just the congestions of traffic.' (SS = 5)

'Congestion' (SS = 6)

'I think there is a problem. There is always queues building up of traffic going over the bridges and that is the problem.' (SS = 6)

'It's always the traffic and the parking.' (SS = 6)

'The volume of traffic.' (SS = 6)

'Delays particular at the bridges' (SS = 6)

'I'm not out there that often, just a traffic build up' (SS = 6)

Bad planning or traffic management was mentioned by several respondents:

'Just too much traffic, too many roadworks continuously. They tend to still be working in peak traffic hours it would be better if they worked in between the peak traffic hours; they have to do roading etc but they could be better organised to work different hours. Seems to be a lot of people standing around doing hardly anything; tends to cause more of a hindrance. They shortened roads like Victoria Street and Main Road which I disagree with, made it hard to drive through city centre.' (SS = 1)

'The drive from Avalon Drive down to Rifle Range Road has a lot of intersections which hold a lot of traffic up due to the new roading system' (SS = 2)

'Because the bridges are too narrow, it's a disaster.' (SS = 3)

'It takes a very long time at certain intersections, especially the Grandview roundabout. The Anglesea intersection is bad and the single lanes over the bridges holds up traffic.' (SS = 4)

'Difficult to get around and it could be better. Many bottlenecks such as Te Rapa and Hillcrest.' (SS = 4)

'Some traffic lights are hard to turn at.' (SS = 5)

'Well particularly down Victoria Street now it's been changed - it really slows things up, also down towards The Base it's slow, a lot of roadworks.' (SS = 6)

There were several comments about the roadworks in the area that included:

'Just too much traffic, too many roadworks continuously. They tend to still be working in peak traffic hours it would be better if they worked in between the peak traffic hours; they have to do roading etc but they could be better organised to work different hours. Seems to be a lot of people standing around doing hardly anything; tends to cause more of a hindrance. They shortened roads like Victoria Street and Main Road which I disagree with, made it hard to drive through city centre.' (SS = 1)

'I believe we could do with having another bridge out near Frankton Street, it's not very good with roadworks down River Road and Fairfield Bridge.' (SS = 3)

'Roadworks' (SS = 5)

'Just partially because of the roadworks.' (SS = 6)

'Well particularly down Victoria Street now it's been changed - it really slows things up, also down towards The Base it's slow, a lot of roadworks.' (SS = 6)

Two respondents made suggestions for improvements with the following comments:

'I have lived in Hamilton 11 years. An awful lot of cars have come on the road in that time. There is a good public transport system; maybe encourage them to use that or use the river to get people around.' (SS = 3)

'We just need some more things built that Tauranga does to try eliminate traffic. They can put all the buses on they like but it's a different story when you have to catch two buses home.' (SS = 3)

There was a range of other comments that included:

'Too much traffic. Well, not so much too much traffic, just very inconsiderate drivers. People not seeming to know what lanes they should be in.' (SS = 5)

'I'm not used to the rush of traffic, because I live on the outskirts of Hamilton.' (SS = 5)

'Its so hard to get anywhere' (SS = 5)

'Well I don't go round the streets a hell of a lot. I'm 91 so I don't do a lot of driving.' (SS = 6)

'It is to do with the motorists themselves; too impatient.' (SS = 6)

'It's the drivers. The streets themselves are alright I guess. Not enough trafficking of the laws. Running red lights, cutting people off etc.' (SS = 6)

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 December 2011 quarter, less than a quarter of those who had used the Underground car park by Garden Place off Alexandra Street (six respondents; 23% 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?' Their comments included: (SS = satisfaction score)

The most common reason for dissatisfaction was the difficulty in parking with the following comments:

'Not a car park I use that much for some reason. Find it quite small and awkward.' (SS = 4)

'I find it hard to get in and out of it and I don't like underground car parks.' (SS = 4)

'The pricing. The entry has an island and I've nearly had an accident there, and when the car parks are full you have to reverse out.' (SS = 6)

'It's difficult to drive into and the parking in The Base indicates how vacant spaces are available but the Garden Place facilities are not available in that underground car park' (SS = 6)

The next most common reason for dissatisfaction was the cost of parking with the following comments:

'The main reason is it is too expensive; it is not economical.' (SS = 3)

'The pricing. The entry has an island and I've nearly had an accident there, and when the car parks are full you have to reverse out.' (SS = 6)

Other issues were mentioned as reasons for being less than satisfied with the underground car parking with the following comments:

'Cos it's usually full when I go there.' (SS = 5)

'It's difficult to drive into and the parking in The Base indicates how vacant spaces are available but the Garden Place facilities are not available in that underground car park' (SS = 6)

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 December 2011 quarter, less than a third 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) (ten respondents; 29% 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?' Their comments included: (SS = satisfaction score)

The most common reason for dissatisfaction was the lack of parking with the following comments:

'There's not enough parking' (SS = 4)

'There is just never any available; it is always full which means there is not enough.' (SS = 5)

'Not enough parking.' (SS = 6)

'Not much of it; it is all down one end of the city.' (SS = 6)

There was a variety of other comments:

'Don't use that much.' (SS = 4)

'Only because it's not as convenient.' (SS = 6)

'One thing I'll say about all the car parking is the price is too costly.' (SS = 6)

'The parking limit could be a bit longer because all of the facilities are not all together, they are spaced out and take longer to get to.' (SS = 6)

'I don't use them very often.' (SS = 6)

One respondent did not offer a comment.

Footpaths in your Area

Reasons for being less than satisfied with the Footpaths in your area

In the December 2011 quarter, a third of the respondents (27 respondents; 31%) 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 being uneven and included: (SS = satisfaction score)

'They're just all up and down, up and down being patched and just horrible. When you have to walk and you trip up, that's on Poaka Avenue, all the trees are pushing the roots up/concrete up and breaking it.' (Dinsdale North: SS = 2)

'They're pretty rough.' (Frankton Junction: SS = 4)
'Maintenance; lots of bumps & hollows.' (University: SS = 4)

'There are a lot of tree roots coming up.' (Enderley: SS = 5)
'Because they are uneven.' (Dinsdale North: SS = 5)

'They are pretty rough really, so they are not safe.' (Hamilton East: SS = 5)
'The only reason I am not happy with some of the footpaths because some of tree roots push tarseal up and makes it dangerous.' (Peachgrove: SS = 5)

'They need to be maintained e.g. potholes in pathways.' (Bryant: SS = 6)

'The walkways are always cracked and uneven.' (Clarkin: SS = 6)

'Because they are uneven, especially for elderly people.' (Nawton: SS = 6)

'They are uneven and have potholes and have missing drainage covers.' (Dinsdale South: SS = 6)

'Because the trees, which are ancient, are pushing the tar-seal of the pedestrian walkway up, and that hasn't been looked at in our area in a long long time.' (Claudelands: SS = 6)

'Rough surface and broken surface.' (Hillcrest: SS = 6)

'I live in Hillcrest; there is lots of older trees so the roots grow through the footpaths so they are uneven.' (Hillcrest: SS = 6)

'The roots of the trees break the footpath up and it is dangerous to walk on.' (Glenview: SS = 6)

There were several comments about the footpaths not being well maintained which included:

'We have had a few blocked water mains and the paths get flooded.' (University: SS = 1)

'Footpaths are being done, not supervised and there are cracks in them. I need to spray the cracks so weeds don't grown through them.' (Dinsdale North: SS = 2)

'Maintenance; lots of bumps & hollows.' (University: SS = 4)

'They need to be maintained e.g. potholes in pathways.' (Bryant: SS = 6)

'The walkways are always cracked and uneven.' (Clarkin: SS = 6)

'They just need re-doing, some of them, one side of the street in particular they just did one side and forgot about the other one.' (Clarkin: SS = 6)

'They are uneven and have potholes and have missing drainage covers.' (Dinsdale South: SS = 6)

'There is a lot of cracks in the footpath, it is really dangerous, there is a lot of broken glass, I think it may be from people dropping bottles.' (Nawton: SS = 6)

'Rough surface and broken surface.' (Hillcrest: SS = 6)

'Well some of them are really poor. Cracked and that kind of thing.' (Naylor: SS = 6)

There were a few other comments which included:

'I work in the health industry and I push a lot of wheelchairs and it is difficult in the Hamilton East to do that on the footpaths.' (Hamilton East: SS = 3)

'We have none' (Riverlea: SS = 5)

'I don't use them not dissatisfied (we are very senior)' (Clarkin: SS = 6)

'There is a lot of cracks in the footpath, it is really dangerous, there is a lot of broken glass, I think it may be from people dropping bottles.' (Nawton: SS = 6)

'Always room for improvement.' (Dinsdale North: SS = 6)

'They started fixing a pathway in our area; still lack of pathway completed.' (Glenview: SS = 6)

One respondent did not offer a comment.

Streets in your Area

Reasons for being less than satisfied with the Streets in your area

In the December 2011 quarter, a fifth of the respondents (18 respondents; 20%) 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 were not being well maintained and included. (SS = satisfaction score)

'Don't think they're maintained well enough. ' (Dinsdale North: SS = 2)

'Not well maintained, is overgrown and has poor lighting.' (University: SS = 2)

'There are too many potholes in the roads. There is no asphalt around the manholes, there is about an inch and a half around the manholes and if you hit them you will pop a tyre. I don't understand how cyclists can ride a bike without puncturing a tyre or bending the tyre frame. I have noticed when people are driving they swerve to miss the potholes. This has been going on for over 12 months. They (the Council) spend too much money on things that aren't important.' (Enderley: SS = 3)

'Uneven, bumpy and have potholes' (Clarkin: SS = 6)

'Maintenance is poo ; repair work is ready to be redone. ' (University: SS = 6)

'Well just probably because some of them are in a state of disrepair, on Fox Street there aren't areas of footpathing, often on both sides.' (Naylor: SS = 6)

Other comments revolved around them being uneven and full of potholes:

'Because they removed asphalt and now it's rough and small stones scattered on road and it feels like it is permanent.' (Melville: SS = 3)

'Uneven, bumpy and have potholes' (Clarkin: SS = 6)

'I find it doesn't seem long after they reseal it gets dug up for cables and gets patched up, gets uneven, almost like the foundation isn't down properly. Or other parts of the Council isn't thought out properly (Killarney Road prime example; not long after they sealed it, bits and pieces were dug up to fix the water drainage underneath and made a mess of it). It's like other parts of the Council don't talk to each other. ' (Dinsdale North: SS = 6)

'I think some of the footpaths are a bit rough and I hate the fact that we've got power poles down all our residential streets; I think all the cabling should go underground.' (Riverlea: SS = 6)

Others suggested that there was too much traffic congestion on the streets in their area:

'It's too busy with traffic, but all the streets around here are busy. I think we need to make our roads wider to allow traffic to run smoother.' (Pukete: SS = 6)

'Generally, because they have blocked off certain roads that are quite handy to get through and because of that there is a big influx of traffic around our area.' (Pukete West: SS = 6)

'Beatty Street & Lorne Street. Too much traffic. ' (Bader: SS = 6)

There was a variety of other comments made which include:

'There are too many potholes in the roads. There is no asphalt around the manholes, there is about an inch and a half around the manholes and if you hit them you will pop a tyre. I don't understand how cyclists can ride a bike without puncturing a tyre or bending the tyre frame. I have noticed when people are driving they swerve to miss the potholes. This has been going on for over 12 months. They (the Council) spend too much money on things that aren't important.' (Enderley: SS = 3)

'Similar. The restrictions put in the middle on the side and road streets, talking in particular about Casey Avenue, both in their design and the amount of money that has been spent is ridiculous. Can you spell that word? It is ridiculous. It is supposed to reduce speed, and all it has done is encouraged the petrol

heads to use it as a race track with some difficulty to get around the planting and concrete structures that have been put in place.' (Claudelands: SS = 3)

'The islands, there are too many of them now and some of them are not very good. We have chicanes all down our road and they are very tricky. Roundabouts in Aberdeen Drive are hard to get around. We have a chicane outside our house which makes it difficult to back out and going in.' (Dinsdale North: SS = 5)

'I think in some way the traffic speed is too high ' (Porritt: SS = 6)

'Just that it's become like dodgems. Ok, make it a 40 zone speed, you know the planting is really designed to slow people from using it as a short-cut for people to get through traffic. You not only have to slow down, you have to weave in and out.' (Clarkin: SS = 6)

'I find it doesn't seem long after they reseal it gets dug up for cables and gets patched up, gets uneven, almost like the foundation isn't down properly. Or other parts of the Council isn't thought out properly (Killarney Road prime example; not long after they sealed it, bits and pieces were dug up to fix the water drainage underneath and made a mess of it). It's like other parts of the Council don't talk to each other. ' (Dinsdale North: SS = 6)

'My biggest issue is there are no speed bumps and the streets in my area are very long and straight.' (Hamilton East: SS = 6)

'I think some of the footpaths are a bit rough and I hate the fact that we've got power poles down all our residential streets; I think all the cabling should go underground.' (Riverlea: SS = 6)

'Country roads nearby.' (Peachgrove: SS = 6)

Communication and Marketing

City News

Reasons for being less than satisfied with the City News

In the December 2011 quarter, 48% of those who had used the City News (47 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?' Ten 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)

'It doesn't seem to be regular. When we had fireworks we didn't see any advertising about it at all, we don't even know if we had a display.' (SS = 4)

'Well, because it is predominantly there to promote and verify the decisions that have been made.' (SS = 4)

'One sided; doesn't mean much to me.' (SS = 4)

'They don't promote the area enough. They have a big event centre and sometimes it is hard to find out what is going on in it.' (SS = 5)

'It does show the high level stuff Council is trying to do but never ask for your feedback ideas or opinions.' (SS = 5)

'It's not very relevant or deep' (SS = 5)

'Well, I just think there are a lot of things that could be in it that are not.' (SS = 5)

'What's on in the city, what is coming up, have more of that.' (SS = 6)

'A lot of rubbish in it' (SS = 6)

'It just doesn't do a hell of a lot for me.' (SS = 6)

'I don't find the articles that interesting.' (SS = 6)

'We need more positive things in the City News.' (SS = 6)

'There is not enough information in that City News for the youth of the city. Things to keep them entertained; such as outdoor pursuits.' (SS = 6)

'Sometimes I think it's a waste of money them printing it but then other times there are other parts I'm really interested in. I'm interested in what's going on in the community. Not only in my own community, but in the community where I work.' (SS = 7)

'I think it could be made more interesting and the layout could be changed.' (SS = 7)

'Not very interesting' (SS = 7)

'What is not there, are the problems things they haven't been able to achieve, its a bit of a pat on the back' (SS = 7)

'I'd like to know more about the Councils decisions on all sorts of things they do that affect ratepayers. The decisions have to be made for the great of good, not great of glory.' (SS = 7)

'Not everything in it I agree with' (SS = 7)

'I feel that it doesn't tell me a great deal.' (SS = 7)

'I think there could be a bit more information on the different meetings that are going on. The synopsis of the meetings. Needs a calendar of all the meetings dates and times.' (SS = 7)

'It's me, it doesn't cover things that interest me.' (SS = 7)

'There seems to be a lot of highlight on the things they spend money on rather than where the city can save money and get those ideas out there.'

'They are pushing for development rather than utilising what we already have.' (SS = 7)

'Relevance didn't grab me a lot if you know what I mean.' (SS = 7)

There was a range of other comments that included:

'I'm sick to death of Councillors spending hundreds and millions of ratepayers money on crap i.e. Garden Place, Claudelands Events Centre, upgrading Environment Waikato vehicles and Lake Taupo. We have two billing systems - one to Council and the other to Environment Waikato who started charging \$100 a year and are now \$300 a year. Environment Waikato said they would never increase the rates - bloody liars! The Council have overcharged us for years and made bad investments - bloody rip-offs!!' (SS = 2)

'I suppose it's because it's not delivered regularly here.' (SS = 5)

'It's not of major importance to me. I am not dissatisfied ' (SS = 6)

'Sometimes I think it's a waste of money them printing it but then other times there are other parts I'm really interested in. I'm interested in what's going on in the community.

Not only in my own community, but in the community where I work.' (SS = 7)

'I think it could be made more interesting and the layout could be changed.' (SS = 7)

'Because printed media is dead. It is just killing trees. If they just invested that money into content and sent it via email or on the website it would be an improvement. Rototuna is already like a mini community; it almost needs it's own news.' (SS = 7)

'I'm just trying to get a better handle on the bypass. Getting a nice relevant scaled map.' (SS = 7)

'I always think there are things I don't know that I would like to know about but I have to take some self-responsibility.' (SS = 7)

Six respondents commented that they did not read it or were unable to offer an opinion

'I haven't read it enough to form an opinion as to whether I like it or not.' (SS = 5)

'I don't know. Maybe not interested.' (SS = 6)

'I don't really recall reading it.' (SS = 6)

'Hard to make any comment as I have read it on occasions but not often.' (SS = 6)

'No specific reason.' (SS = 7)

'I really haven't paid that much attention, I sort of glance at it.' (SS = 7)

There were two positive comment that included:

'Sometimes I think it's a waste of money them printing it but then other times there are other parts I'm really interested in. I'm interested in what's going on in the community.

Not only in my own community, but in the community where I work.' (SS = 7)

'Well I would have thought 7 is reasonably satisfied' (SS = 7)