

Hamilton City Council Residents Survey Report

Executive Summary

Satisfaction with Facilities and Services (Page 6)

For the period July 2012 – June 2013 there were 44 increases and 24 decreases in CSI scores compared to the July 2011 – June 2012 period but most moves were small. Among Customer Choice¹ facilities and services there were 20 increases and 12 decreases. Among the No Customer Choice² facilities and services there were 24 increases and 12 decreases and three factors were unchanged.

On a quarterly basis, there were 22 increases in CSI scores and 59 decreases for the June 2013 quarter versus the March 2013 quarter.

Increases and decreases in satisfaction on a Moving Annual Total (MAT) basis with facilities and services

Increases in satisfaction scores

The largest increases compared to the July 2011 – June 2012 period were:

- a 15.2 point increase in satisfaction for **the way Council staff handled the noise complaint**, (CSI score 85.5)
- a 10.3 point increase for **the outcome of the noise complaint**, (CSI score 80.1),
- a 6.7 point increase for the **Hamilton Organic Centre** (CSI score 85.9)
- a 6.2 point increase for **Porritt Stadium** (CSI score 75.3).

Decreases in satisfaction scores

The largest decreases compared to the July 2011 – June 2012 period were:

- a 5.6 points for the Hamilton City Leisure Centre (YMCA) (CSI score of 67.6).
- a 4.2 point decrease for Public Toilets (CSI score of 68.6).
- a 4.0 point decrease for the Visitor Information Centre in Garden Place (CSI score of 82.7)
- a 3.8 point decrease for City Beautification (includes planting of traffic islands, street trees and the tree-scape of the city in general) (CSI score of 73.1).

Highest and lowest ranked facilities and services

Highest ranking facilities and services on a MAT basis:

The St Andrews Library is in the top position with a CSI score of 92.8, ahead of the **continuity of the water supply** (CSI score 88.8) and **Hamilton Gardens** (CSI score 88.7).

| HIGHEST RANKING FACILITIES AND SERVICES – TOP FIVE | CSI score | |
|--|-----------------|-----------------|
| | Jul 11 – Jun 12 | Jul 12 – Jun 13 |
| St Andrews Library overall | | 93.0 |
| Continuity of Water Supply | 90.1 | 88.8 |
| Hamilton Gardens | 87.3 | 88.7 |
| Hillcrest Library overall | | 87.3 |
| Garden Place Library overall | 83.1 | 86.9 |

Lowest ranking facilities and services on a MAT basis:

Getting around in peak traffic is rated the lowest followed by **the overall performance of the Elected Members of Council**.

| LOWEST RANKING FACILITIES AND SERVICES – BOTTOM FIVE | CSI score | |
|---|-----------------|-----------------|
| | Jul 11 – Jun 12 | Jul 12 – Jun 13 |
| The ease of getting around the city in peak traffic times | 56.4 | 57.6 |
| The overall performance of the Elected Members of Council | 61.4 | 62.4 |
| Central City Car parking in general | 62.4 | 62.4 |
| The opportunities Council provides for community involvement in decision making | 61.1 | 62.7 |
| Hamilton's CBD at night | 65.0 | 63.7 |

Customer Choice facilities and services.

- **St Andrews Library, Hamilton Gardens, Hillcrest Library, Garden Place (Central) Library, Hamilton Zoo, Hamilton Organic Centre, and Glenview Library** all rated as an exceptional performance.
- **Hamilton's Central Business District at night** is rated as needing significant improvement.

No Customer Choice facilities and services.

- The **continuity, clarity and pressure of the water supply, the household refuse services and kerbside recyclable collection, the handling and outcome of noise complaints, Hamilton Park Cemetery, Council's programme to clean up Graffiti, Hamilton as a place to live, the Wastewater System, Council night patrol team to make the Central City safer in the evenings and weekends, the Council Staff, getting around in non-peak traffic** and the **Parks and Gardens in the City** are all rated as an exceptional performance.
- **The ease of getting around the city in peak traffic times**, is rated with a CSI score that reflects the need for significant improvement.

Usage of Facilities and Services (Page 23)

For the period July 2012 – June 2013, there were fewer increases (17) versus decreases (27) in usage of facilities although most changes are small. Generally, the level of usage is similar to those recorded in previous years.

Increases in usage of facilities and services

- a 10.0% increase for **Claudelands Events Centre**
- a 8.9% increase for **Hamilton City Council Website**
- an 3.6% increase for the **kerbside Recyclable Collection of paper, plastic, glass and cans**

| INCREASES IN USAGE OF FACILITIES AND SERVICES | % Usage | |
|---|-----------------|-----------------|
| | Jul 11 – Jun 12 | Jul 12 – Jun 13 |
| Claudelands Events Centre | 48.7 | 58.7 |
| Hamilton City Council Website | 40.3 | 49.2 |
| Kerbside Recycling | 91.9 | 95.5 |
| Made a noise complaint | 10.4 | 13.7 |

Decreases in usage of facilities and services

- a 14.5% decrease for **Alexandra Street underground car park**
- a 14.5% decrease for **Any Library**
- a 7.9% decrease for the **Garden Place Library**
- a 7.5% decrease for **Any Community Library**

| DECREASES IN USAGE OF FACILITIES AND SERVICES | % Usage | |
|---|-----------------|-----------------|
| | Jul 11 – Jun 12 | Jul 12 – Jun 13 |
| Alexandra Street underground car park | 37.0 | 22.5 |
| Any Library | 70.4 | 55.9 |
| Garden Place (Central) Library | 45.0 | 37.1 |
| Community Library | 55.5 | 48.0 |
| Gallagher Aquatic Centre | 20.7 | 15.6 |

Some services like the **kerbside recyclable collection, pedestrian facilities, Parks and Gardens, Hamilton Lake, and Hamilton Gardens** were used by the vast majority of respondents.

Many services were used by over 50% of the sample. Other facilities and services provided by the Council like the **St Andrews Library, Glenview Library, Hamilton City Leisure Centre (YMCA), and making a noise complaint** were used by a small proportion of the population.

Some facilities (like **kerbside recycling**) were used on a far more frequent basis (daily or weekly) than others which are used once per year e.g. **Claudelands Events Centre** (59% used but 55% used yearly).

Other facilities like **The Meteor** were used by a small proportion of the population (15%) and also used on an infrequent basis e.g. 13% used yearly.

Most important Issues Council should be looking at (Page 29)

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.

- On a MAT basis, over a quarter of the sample (33.7%) mentioned a transportation related issue as one of their three most important issues (i.e. anyone who mentioned either *roads, traffic, public transport, parking, or road safety*).
- A sixth of the respondents (17.0%) mentioned a *Safety/Law and Order* related issue as one of the three most important issues (i.e. anyone who mentioned *Law and Order, crime, safety, or graffiti*).
- Concerns with *Roads* (15.8%) then issues with the *City Centre* (15.0%) were rated as the main individual issues while *Expenditure* (13.0%) was the third most commonly mentioned and *Rates* (12.7%) was fourth. They were followed by *Law and Order* (12.4%), *Debt* (10.1%), *Council concerns* (9.6%), *Safety* (9.4%), and *Parking* (9.1%).
- Similar to the MAT basis, the main issues for the June 2013 quarter were *transportation* issues (28%), then *concerns with the city centre* (15%), or *concerns with Council* (15%), *law and order / safety issues* (14%) *rates* (11%), *water* (11%) and *concerns with expenditure* (10%).
- The largest difference this quarter was a 5.9% increase in mention of *concerns with Council* (15% versus 10% on a MAT basis) and a 4.9% increase in mention of *water* (11% versus 6% on a MAT basis). The largest decrease was a 5.7% mention of *any transportation issue* (28% this quarter versus 34% on a MAT basis) and a 3.8% decrease in mention of *law and order* (9% this quarter versus 12% on a MAT basis).

Overall Satisfaction with Council (Page 35)

Two thirds of the respondents (68%) rated their satisfaction with the **Overall Performance of Council** with scores that reflect satisfaction (scores of 7 – 10).

The CSI score was 72.2, up 0.7 points from the July 2011 – June 2012 period.

The latest quarter's CSI score of 70.4 is 3.4 points lower than last quarter and is the second lowest recorded by this quarterly monitor.

The respondents were asked why they rated the **Overall Performance of Council** the way they did. On a MAT basis (July 2012 – June 2013), the main positive comments focused around the feeling that Council was doing a good job or working well for the city (9%) or on the staff (9%) or good service (8%). The main negative comment had to do with financial concerns (11%), concerns with specific services (10%), and concerns with the Elected Members (7%).

The main positive comments for the June quarter focused around positive comments about specific services (9%), good staff (9%), good service (6%) and the fact there were no problems (6%). The main negative comments for the quarter had to do with financial concerns (9% versus 11% on a MAT basis), concerns with the Elected Members (7% versus 7% on a MAT basis) and concerns with specific services (5% versus 10% on a MAT basis). The largest difference between the June quarter and on a MAT basis was a 6.6% decrease in mention of doing a good job or working well for the city. The largest increase was a 4.0% rise in mention of not knowing what they do.

Elected Members (Page 46)

Under half of the respondents (44%) 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) while a ninth of the respondents (11%) were dissatisfied.

The CSI score was 62.4, up 1.0 points from the 2012 result. This is still the second lowest recorded since 2004 and is on par with the downward trend in CSI scores since 2005.

The latest quarter's CSI score of 60.2 is down 4.5 points from the previous quarterly result. The latest result is on par with the declining trend line.

Value from Rates (Page 54)

Two thirds of the respondents (69%) said they paid residential rates, including 4% who paid both residential and commercial rates. Two respondents (0.3%) paid only commercial rates. The balance of the sample (31%) said they did not pay rates.

The majority of respondents who paid residential rates (n = 532) thought they received good value for their residential rates, (59%) (scores of 7 – 10) although only 5% rated the value for money with a score of 10. A tenth of those who paid residential rates (10%) thought they received poor value (scores 0 – 3).

The Value Index has decreased 1.5 points from June 2012. The Index of 65.0 for July 2012 – June 2013 is the lowest recorded since 2002. This is below the downward trend seen over the previous eight years.

The Index for the June 2013 quarter is down 5.8 points from the previous quarter to 63.4. The latest quarter's Index is the second lowest recorded by this monitor and is below the downward trend line.

Quality of Facilities and Services (Page 59)

Two thirds of the respondents, (66%) 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 16 respondents (2.3%) felt the quality had deteriorated and only five respondents (0.7%) felt it had greatly deteriorated (score of 0). The Index is 71.5, down 0.4 points from the July 2011 – June 2012 result.

Council's provision of information (Page 70)

Over half of the respondents (57%) were satisfied with **the Council providing adequate information to the community about its services, facilities, projects and plans** (scores 7 – 10). A fifth of the subgroup (20%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (19%).

A number of respondents (6%) were dissatisfied with the Council providing this type of information (scores 0 – 3) while 26% rated this as neutral (scores 4 - 6). The remaining 11% did not answer this question. The CSI score is 69.0, up 2.6 points from the July 2011 – June 2012 result. The current CSI score is at the upper end of the range and is above the declining trend line.

The June 2013 Index is down 0.7 points to 68.0. The current Index is in the middle of the range recorded by this quarterly monitor and above the current downward trend line.

Topical Questions

There were no topical questions included for the June 2013 quarter.