

Hamilton City Council Residents Survey Verbatim Comment Report

June Quarter 2012

Table of Contents

Most Important Issues	4
Most important issues comparison to previous years	6
Most important issues this quarter	8
Overall Performance of Council	38
Council Staff	57
Elected Members	63
Quality of Council facilities and services	74
Involvement in Decision Making	79
Opportunities for involvement in decision making	87
Hamilton CBD at night	92
Council Night Patrol Team	95
Individual Facilities and Services Verbatim Comments	96
Methodology for Open Questions	96
Explanation of the Measurement Process	97
Community Services	98
Waikato Museum	98
Clarence Street Theatre.....	99
The Meteor Theatre	100
Hamilton Zoo.....	101
Hamilton City Leisure Centre (YMCA)	102
Parks and Gardens	103
Hamilton Gardens	103
Children's Playgrounds	104
City Walkways	106
Sports Areas	107
City Beautification	108
Water, Waste and Refuse	110
Hamilton Organic Centre.....	110
City's Stormwater System.....	111
Taste of the Water Supplied	113
Environmental Services	115
Council's Dog Control Service	115
Council's Noise Control Service.....	116
Transportation	117
Pedestrian Safety.....	117

Hamilton City Bus Service.....	119
Hamilton Transport Centre.....	120
Getting around in the Weekends	121
Getting around the city in peak traffic times.....	122
Underground car park by Garden Place off Alexandra Street	125
Other Council Operated Car Parks	126
Footpaths in your Area.....	127
Street lighting in Your Area	130
Streets in Your Area.....	132
Communication and Marketing	134
City News	134

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 (July 2011 – June 2012).

Over a quarter of the respondents (28.9%) 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 seventh of the respondents (16.2%) 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).

Expenditure (18.8%) and Rates (17.8%) were rated as the main individual issues while concerns with Roads (13.2%) was the third most commonly mentioned issue and the City Centre (11.0%) was fourth. Law and Order (10.7%) was the fifth most commonly mentioned important issue this year. This was followed by Debt (9.8%), Councillor concerns (9.8%), Safety (9.5%), Parking (7.5%), City Development / Planning (6.6%) and Traffic concerns (6.5%).

Jul 07 - Jun 08	Jul 08 - Jun 09	Jul 09 - Jun 10	Jul 10 - Jun 11	Jul 11 - Jun 12
<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"> • Expenditure (18.8%) • Rates (17.8%) • Roads (including road maintenance, development of roads and bypasses) (13.2%) • City Centre (11.0%) • Law and Order (10.7%) • Debt (9.8%) • Councillor concerns (9.8%) • Safety (9.5%) • Parking (7.5%) • City Development / Planning (6.6%) • Traffic, including congestion (6.5%)

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 July 2011 – June 2012.

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

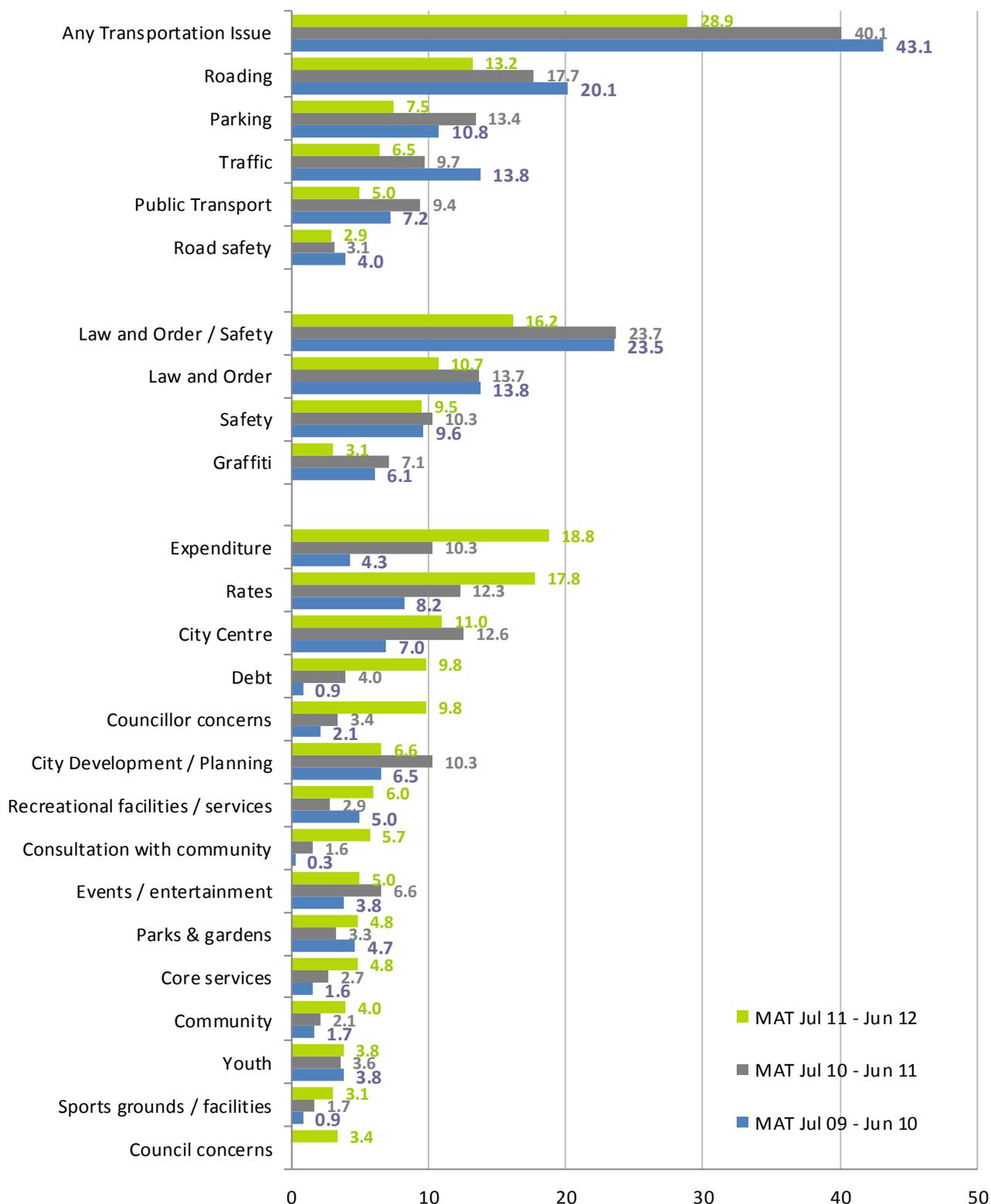
Rates includes anything to do with rates including the cost of rates, how rates money is spent and also comments about rates from Environment Waikato.

City Development/Planning

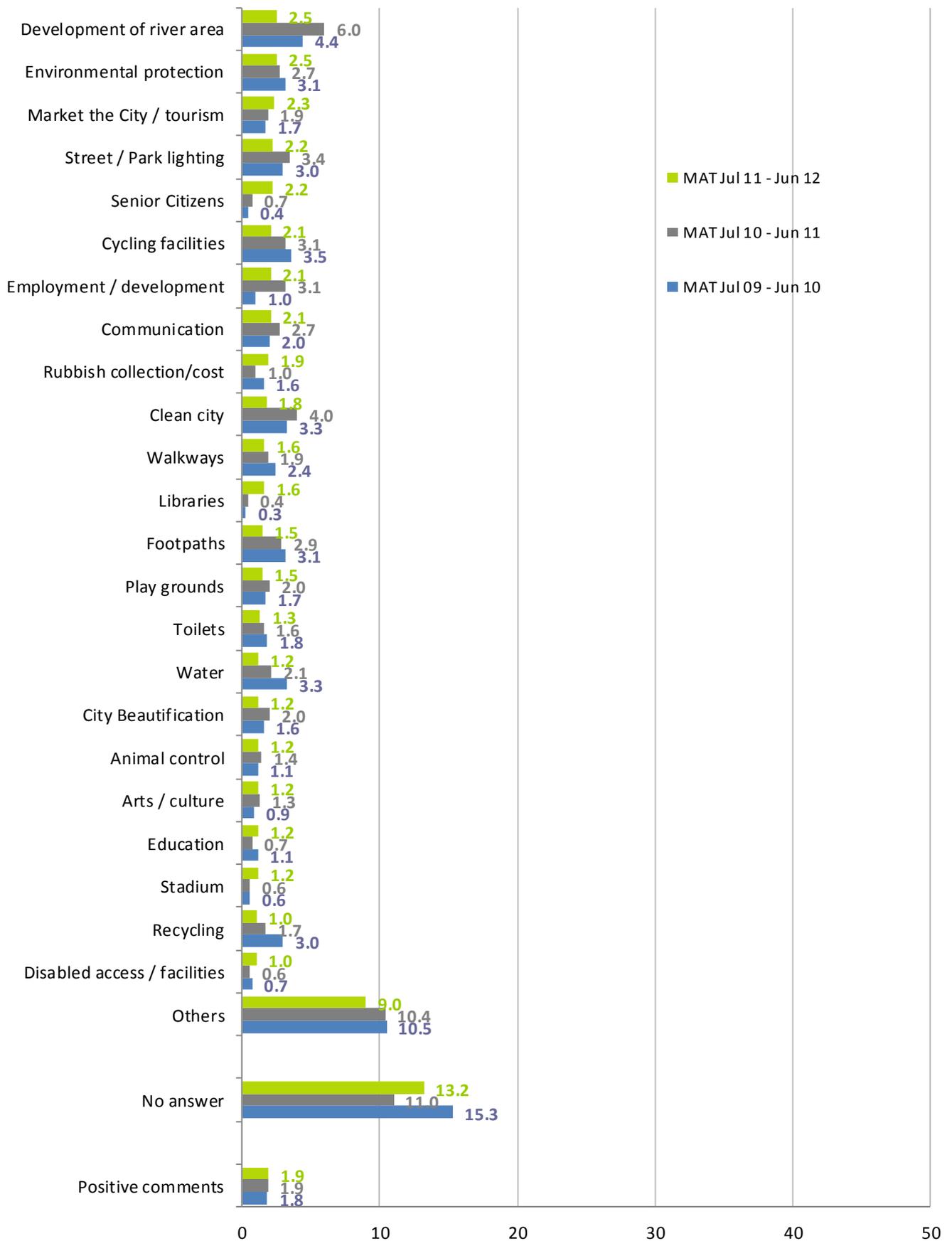
City Development / Planning includes anything to do with town planning, city growth, housing developments, subdivisions, shopping areas, new schools or the infrastructure.

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 (29%) which included roads (13%), parking (8%), traffic issues (7%), public transport (5%), and road safety (3%). The second main issue covers law and order / safety issues (16%) which included law and order (11%), safety (10%), and graffiti (3%). Other individual issues included expenditure (19%), rates (18%), concerns with the City Centre (11%), concerns with debt (10%) and Councillor concerns (10%).



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



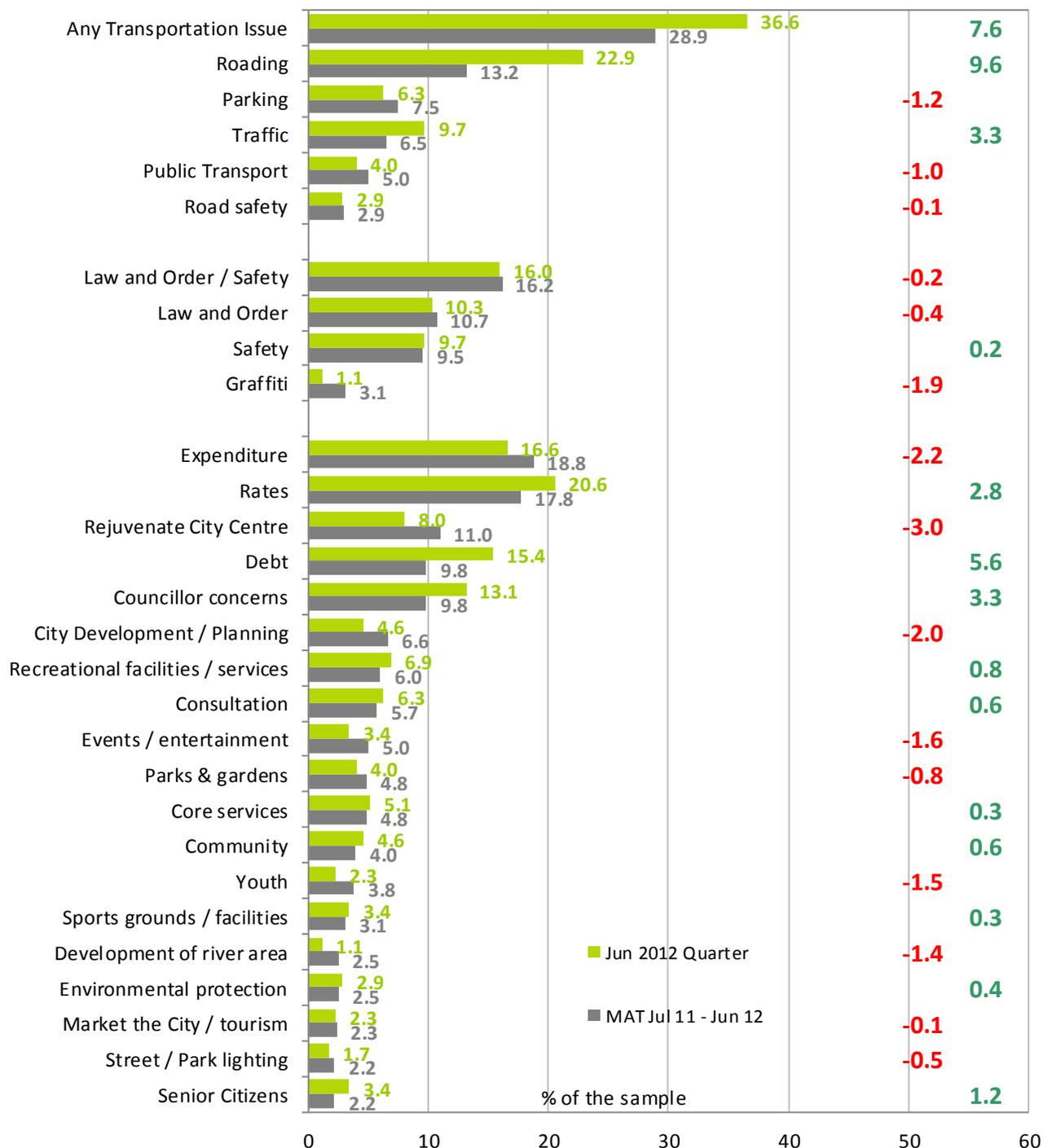
Most important issues this quarter

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

The following chart compares the issues mentioned in the June 2012 quarter (n = 175) versus the proportion who mentioned these issues in the current Moving Annual Total result (July 2011 – June 2012 – n = 681).

The results are similar for the June 2012 quarter versus the MAT basis with the main issue being transportation issues (37%), then rates (21%), expenditure (17%) and law and order / safety issues (16%), followed by concerns with debt (15%) and Councillor concerns (13%).

The largest difference this quarter was a 9.6% increase in roading issues (23% this quarter versus 13% on a MAT basis) and a 5.6% increase in mention of debt (15% versus 10% on a MAT basis). The largest decrease was a 3.0% decrease in mention of concerns with the City Centre (8% versus 11% on a MAT basis).



Please note the percentages are based on the four quarters from July 2011 - June 2012 but only the verbatim comments from the June 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 17.7% in 2011, 20.1% in 2010, 19.8% in 2008). By comparison this was 22.9% for the June 2012 quarter). These comments included⁴.

'Traffic management - road management; I'd like them to keep clear lines on Cobham Drive roundabout; Cycle ways - more cycle ways to get across town and make it safer for cyclists; Community services such as libraries, halls and sports grounds. I would like them to insure and maintain things like libraries and swimming pools as they are an asset to Hamilton City'

'I strongly believe the Council should focus on core basic services; Debt reduction for the City; Accountability and that relates to specifically to the elected wing of the Council. It seems that they avoid accountability for the decisions that have been made in the past. Certainly from the ratepayers point of view, somebody needs to be accountable for the debt that the city is in and that's basically the Councillors - comes down to the Councillors'

'Transport - insuring commuting hours are not quite so bottlenecked from time to time; Issues in infrastructure like the roading. I think they do a good job so far but they shouldn't lose track of it while maintaining other things. I'd quite like them to keep the Municipal Pool going; Bringing the CBD back to life. I know they've made a great start on that but I think they could continue. Overall, I enjoy living in Hamilton'

'Parking around in the City is lacking; Upgrading of the street in general'

'Safety in central City - Hamilton's nightlife gets a bit out of hand. I know there are security cameras. Maybe have more concentration in that area. More cameras or more security;

Roadworks - I know there's never a good time, maybe run more night shifts for roadworks just on busy roads. Sometimes they do hold up traffic'

'Roading; Roads aren't up to the standards; Providing other form of tourism, like cruises down the river' The roundabout in Hillcrest by Burger King is way too small. Anyone who goes into that Burger King car park can't get out in the roundabout; Keeping a tighter rein on the purse strings, controlling where they are spending; Make decisions that are the best interest of ratepayers as that's where the money is coming from; they should be working on behalf of the ratepayers'

'Noise control in Fairfield, Melville; The road layouts in Te Rapa. Easy access to the one side to the other' 'Cut back some money on consultations; The roads in City in general take forever to complete' 'The community well-being strategy. Spaces where people can gather and meet; Look at funding and what benefits the community; The roading, making progress on the ring road'

'Making the street safer; Improving the roads; Lower the rates'

'The rates; Upgrading the road in general'

'Height of roundabout plants; it decreases your visibility; Alternative entrances to get into the Hamilton Gardens'

'Debt management; Keeping rates to a reasonable level; Going back to basic Council function e.g. roads and sewerage and waterage'

'Infrastructure; A lot of people are concerned about rates (property values going down and rates going up); I want to know what is going on north side with development, whether there is a new city centre going up and when'

'Roading - the management of roads; some roads need repairing and also managing traffic on the roads' 'The pedestrian crossings; People drinking in public; More parking'

² MAT relates to the 12 month Moving Annual Total. This quarter this is July 2011 - June 2012

³ Please note the percentages are based on the four quarters from July 2011 - June 2012 but only the verbatim comments from the June 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.

'Roading'

'Providing the services that the community really wants i.e. Parks, library, waste collection and recycling; Infrastructure; Governing Hamilton with a clear vision'

'Roading - Avalon Drive; Education - schooling uniforms; Police as a whole needs a review'

'The roads'

'Keeping roads up to scratch - road management; Making sure residential rates are not too high; Keep providing facilities and don't sell them all off like they are now'

'Roading and traffic of course is a priority I think. Along Hukanui Road, in the Chartwell area is always congested during peak traffic time as well until recently, weekends'

'I guess it would be nice to keep the rates down; Roading - transportation within the City. Just improving the main roads; I think maybe they should improve on their communication with residents of Hamilton; it used to be very, very good. We used to have a newsletter type thing that used to come out once every month, it used to be good - telling you about everything going on and the projects happening within the Council. I certainly haven't seen anything lately'

'Schooling for the northern zone; Public transport - education of public transport. Roading is pandering to kiwi culture of too many cars'

'Roading. Their slow working on roads. Roads in Hamilton are terrible. From getting to A to B in rush hour is terrible. But I know they are working on it; Get rid of some of their debt. Redirect money into things like roading, their poor decisions have led to debt and higher rates'

'Transport. I believe there is too much money going into roading but not rail. I think they should be planning for a tram or railway now rather than later; Rates. They're far too high because we are servicing too big a debt'

'Infrastructure - sewerage and water is good; roading is an abomination and there are more potholes in the road than anything. Parks and reserves are not too bad. The footpath paving around the place needs to be maintained; you could break your neck; They shouldn't be involved in property or being landlords. They need to get back to their core basic things the Council was set up to do'

'Roading's a big thing - the extensions they're doing at the moment are awesome but they're taking a long time; Night security - I think it needs to at least be tabled. I used to be in security; we had what was called 'Kiwi Watch' and we roamed the suburban streets, we had radios to call the police.'

'They should implement something like that because nowadays when you go out in the middle of the night - it's turning into a sort of South Auckland; The attractions, the Zoo is kind of it for now - as awesome as it is that's the only thing we have'

'The cost of the rates; The roading structures; Putting money back into each and every community (not just specific communities)'

'Infrastructure. Improvement in roading and traffic control; The development of the CBD - Garden Place is good; I'm just worried in everything shifting north especially retail and we're losing the CBD; Improving parking in the CBD'

'Libraries. Not cutting the funding and staff as it will hurt the future of our education for the population as a whole; Roads are a mess at the minute getting roadworks completed as soon as possible e.g. on Tramway; Safety measures, putting security cameras in place'

'Themselves for a start, start listening to the residents of Hamilton. Cutting costs in their management rather than in their workers; not giving themselves pay raises and expecting others to pay more; I am pretty sure the rates will be so high that people will have to sell their homes. They need to stop concentrating on the CBD; there are other areas of Hamilton that are important. They could have all of the restaurants pitch in for having a bandstand on Hood Street that could play music; They should have one way traffic going through the main street, but the shop owners will cry foul. But if they want people to use the CBD it needs to be user-friendly; there are lots of great restaurants; there could be lots more open areas; people used to picnic there; there could be more alfresco dining, instead of a concrete jungle. Down on Hood Street where there are night clubs, I thought it was good to close the road, otherwise it's dangerous - people shouldn't be drinking and driving'

'They're trying to up do the roads for people coming into the Waikato and once they've done that, I think it will ease the pressure on the CBD. But while it happens there is always going to be bottlenecks and problem areas. The signing and press reports need to keep the public very, very informed and kind of tell the public to look for alternative routes to avoid congested areas'

'Safety of the City. Well I just think it's not safe for people to be wandering around by themselves like we did when I was younger. Now you can't go out without somebody else; Our street probably. They've done it up, but they've made it a bit difficult for me to get out of our drive. They've put in gardens'

that have kind of prevented me from going straight down my drive; I have to go over the footpath. They've put a garden directly behind my driveway'

'Roading because basically what they've done with the ring road is moved the bottleneck from one area to the other and haven't alleviated the problem; I think planning more for events for the V8s and so forth and making sure they are economic before bringing to Hamilton. Utilise the facilities we've got. We've got the Events Centre; personally Rugby Park should be put there. Using the facilities they've got like the Stadium and the Events Centre'

'Financial debt reduction - there should be good financial management, not getting us into strife all the time; Try to reinvigorate the CBD, it is often dead and there are a lot of empty shops whereas you go out to The Base and it's absolutely heaving. It's obviously not good for the businesses in the CBD; The continued infrastructure. Roading and access and sewerage and water, making sure we've got that'

'Making sure we got adequate infrastructure like sewerage and water; Improve the roading in terms of congestion particularly in northeast areas; We can do more towards commercial and household refuse'

'Keeping rates down; Traffic management around the bridges; Continuing to provide services for families like parks and pools without thinking they are a super event organiser like with the V8s'

'Cycle lanes and paths (there's not enough); Installing roundabouts at intersections where traffic is hectic, especially along Kahikatea Drive; The sports grounds should be maintained. Upgrade of facilities'

Parking: MAT 7.5% (MAT n = 51)

Others, (6.3%) mentioned car parking issues this quarter, normally in the Central City.

'Spending. The thing is, it's not just about the current Council e.g. We were given a referendum about the casino. Over 60% were against the casino, after they spent all that money on the referendum, they went ahead with the casino. Why make more costs when they've already made the decision but making out that we have a choice in the matter. Had another on prostitution in residential areas but went ahead and allowed it. Very fine line - not really getting your request put into practice;

With a lot of the drinking and drugs, I think Hamilton is seen as one of the worst places for this. There are a lot of people that aren't being paid that are helping to keep the streets clearer, like the churches and Maori wardens. Some of these places shouldn't be allowed to be open so long.

They're getting the revenue in, but there are not enough people to pick up the pieces, same with the gambling. Wrong choices are made; allowing some of these things to go on; It's a good idea they're opening up the riverside, rather than being behind the houses. One thing that's a waste of money is Garden Place. In 1970 it was beautiful. It's changed from five different Councils and it doesn't look any better at all. You get a new set of people; have to make changes, like it's an ego trip. We rarely go into town now because of the parking problem, people go to Chartwell and The Base because it's free parking; businesses aren't doing good, you're seeing them all close'

'Parking around in the City is lacking; Upgrading of the street in general'

'Having free parking in the weekend in the City; Keeping control of the finances better'

'Free parking in the City during the weekend'

'Parking - when I asked about parking for our school they improved it'

'The pedestrian crossings; People drinking in public; More parking'

'Housing for the elderly; Access for people with disabilities; Parking in the city centre'

'Expenditure - the spending of Council on projects they don't require - they should spend more on core businesses; CBD at night - manage the young people that hang around the City at night; Parking in the CBD - increase more disabled car parking as many people are being issued with disability cards and also the cost of using parking in the city is too expensive'

'Finance. They got to be much more prudent with planning; Closer look at sporting and cultural facilities. Not enough knowledge in Council about requirements needed for sport and culture; Central parking. Got to be more convenient'

'Better engagement with Maori communities. Their relationship with many Maori organisations is really limited. When they're looking at cutbacks, seems like they look at the Maori organisations rather than others. Hamilton has a high Maori population and the promotion of Maori culture seems limited; Looking at how they can attract people back into the CBD. They lost the movie theatres. A lot of the shops get cheaper rent out at The Base. The cost of parking is another reason whereas other areas have free parking; Attracting more major events back into the city like sporting events in particular. Maybe weekends there should be more activities in town, concerts or that sort of thing might bring them back in'

Traffic: MAT 6.5% (MAT n = 44)

The next main theme related to traffic or issues related to traffic congestion and was mentioned by 6.5% of respondents. (By comparison this was 9.7% for the June 2012 quarter). These comments included:

'Traffic management - road management; I'd like them to keep clear lines on Cobham Drive roundabout; Cycle ways - more cycle ways to get across town and make it safer for cyclists; Community services such as libraries, halls and sports grounds. I would like them to insure and maintain things like libraries and swimming pools as they are an asset to Hamilton City'

'Traffic - really bad spots in the morning; people could use buses to commute to work or students could use the buses too, just to get congestion off the roads; Graffiti - find ways to prevent graffiti or stop graffiti'

'Transport - insuring commuting hours are not quite so bottlenecked from time to time; Issues in infrastructure like the roading. I think they do a good job so far but they shouldn't lose track of it while maintaining other things. I'd quite like them to keep the Municipal Pool going;

Bringing the CBD back to life. I know they've made a great start on that but I think they could continue. Overall, I enjoy living in Hamilton'

'Roading - the management of roads; some roads need repairing and also managing traffic on the roads'

'Keeping rates down - rates are becoming too expensive; Bridges over the river have a bad traffic jam - manage this properly; Bus service in the late evenings like Night Rider should be kept as it is a good initiative for young people'

'Main one for me is traffic management'

'Roading and traffic of course is a priority I think. Along Hukanui Road, in the Chartwell area is always congested during peak traffic time as well until recently, weekends'

'Roading. Their slow working on roads. Roads in Hamilton are terrible. From getting to A to B in rush hour is terrible. But I know they are working on it; Get rid of some of their debt. Redirect money into things like roading, their poor decisions have led to debt and higher rates'

'Street safety for the citizens in the streets at dark. I think the only way is something like community police. Having a presence in the area so they don't become troubled spots but also providing facilities or something interesting for the people who will be hanging around the streets to do. Certainly limiting the hours for alcohol places; I think the transport issue around Hamilton is getting really, really tight again; Reducing the debt. In saying that, I don't personally believe the Council should do a lot of commercial stuff; that's not what we pay rates for'

'Infrastructure. Improvement in roading and traffic control; The development of the CBD - Garden Place is good; I'm just worried in everything shifting north especially retail and we're losing the CBD; Improving parking in the CBD'

'The traffic during peak times is standing still a lot of the time. All the roads going into the City, in the mornings especially between 8 - 9am are congested the afternoon when schools finish'

'They're trying to up do the roads for people coming into the Waikato and once they've done that, I think it will ease the pressure on the CBD. But while it happens there is always going to be bottlenecks and problem areas. The signing and press reports need to keep the public very, very informed and kind of tell the public to look for alternative routes to avoid congested areas'

'Lowering rates; Traffic congestion in Avalon Drive and Wairere Drive'

'The peak traffic in the mornings and sometimes the afternoons, that's a huge problem'

'Making sure we got adequate infrastructure like sewerage and water; Improve the roading in terms of congestion particularly in northeast areas; We can do more towards commercial and household refuse'

'Keeping rates down; Traffic management around the bridges; Continuing to provide services for families like parks and pools without thinking they are a super event organiser like with the V8s'

'Traffic on Bridge and Anglesey Street; Just the overall hygiene and amount of rubbish on side of the road (Inverness Avenue)'

Public Transport: MAT 5.0% (MAT n = 34)

Many of the respondents (5.0%) felt public transport was an important issue with it being an issue for 4.0% 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.

'Making bus routes specifically for the bus just because it's frustrating being on a bus during peak hour times and I know that they have time limits or some other way to help buses during peak hour times'

'Empty buses; Recycling of wide range of plastic'

'Keeping rates down - rates are becoming too expensive; Bridges over the river have a bad traffic jam - manage this properly; Bus service in the late evenings like Night Rider should be kept as it is a good initiative for young people'

'Schooling for the northern zone; Public transport - education of public transport. Rooding is pandering to kiwi culture of too many cars'

'Transport. I believe there is too much money going into rooding but not rail.

I think they should be planning for a tram or railway now rather than later; Rates. They're far too high because we are servicing too big a debt'

'Conservation; Supporting the arts; Making changes so bikes and public transport are more encouraged'

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

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

'Utilise public facilities more often; Monitor cyclists cycling behaviour; Provide more public toilets'

'Themselves for a start, start listening to the residents of Hamilton. Cutting costs in their management rather than in their workers; not giving themselves pay raises and expecting others to pay more; I am pretty sure the rates will be so high that people will have to sell their homes. They need to stop concentrating on the CBD; there are other areas of Hamilton that are important. They could have all of the restaurants pitch in for having a bandstand on Hood Street that could play music; They should have one way traffic going through the main street, but the shop owners will cry foul. But if they want people to use the CBD it needs to be user-friendly; there are lots of great restaurants; there could be lots more open areas; people used to picnic there; there could be more alfresco dining, instead of a concrete jungle. Down on Hood Street where there are night clubs, I thought it was good to close the road, otherwise it's dangerous - people shouldn't be drinking and driving'

'School safety for children; Road safety in general; Vandalism all over the city'

'Road safety; Keeping family services open i.e. Waterworld'

'More safety-wise for the streets; The Waikato River - it's disgusting. Just needs cleaning up more'

Law and Order / Safety: MAT 16.2% (MAT n = 110)

The next main theme related to Law and Order, mentioned by 16.2% of respondents on a MAT basis (16.0% of the respondents for this quarter) but this was articulated in two different ways. The main comments (10.3% this quarter) revolved around law and order but included police, crime, boy racers and law and order with comments that included:

'Spending. The thing is, it's not just about the current Council e.g. We were given a referendum about the casino. Over 60% were against the casino, after they spent all that money on the referendum, they went ahead with the casino. Why make more costs when they've already made the decision but making out that we have a choice in the matter. Had another on prostitution in residential areas but went ahead and allowed it. Very fine line - not really getting your request put into practice;

With a lot of the drinking and drugs, I think Hamilton is seen as one of the worst places for this. There are a lot of people that aren't being paid that are helping to keep the streets clearer, like the churches and Maori wardens. Some of these places shouldn't be allowed to be open so long. They're getting the revenue in, but there are not enough people to pick up the pieces, same with the gambling. Wrong choices are made; allowing some of these things to go on; It's a good idea they're opening up the riverside, rather than being behind the houses. One thing that's a waste of money is Garden Place. In 1970 it was beautiful. It's changed from five different Councils and it doesn't look any better at all. You get a new set of people; have to make changes, like it's an ego trip. We rarely go into town now because of

the parking problem, people go to Chartwell and The Base because it's free parking; businesses aren't doing good, you're seeing them all close'

'Safety in the City in the evenings; Vandalism, trying to clean it up and trying to stop it; Making things cheaper for people to access like the stadiums so it can be utilised more'

*'Safety in central City - Hamilton's nightlife gets a bit out of hand. I know there are security cameras. Maybe have more concentration in that area. More cameras or more security;
Roadworks - I know there's never a good time, maybe run more night shifts for roadworks just on busy roads. Sometimes they do hold up traffic'*

*'It would be finance. Not theirs particularly. I know there's got to be a big plan for the spending and such. That would be only because of what I've read and things, so their overall spending which comes back to our rates. That's the main thing; I think safety and burglaries.
I do believe they have a lot more police on the beat these days. We have a daughter whose house was burgled and one (two houses down) - that got burgled too '*

'All the crime and the kids in trouble; making Hamilton safer for older people; Keeping rates down'

'The pedestrian crossings; People drinking in public; More parking'

'Keeping rates down; Make sure by-laws are adhered to'

'Expenditure - the spending of Council on projects they don't require - they should spend more on core businesses; CBD at night - manage the young people that hang around the City at night; Parking in the CBD - increase more disabled car parking as many people are being issued with disability cards and also the cost of using parking in the city is too expensive'

'Roading's a big thing - the extensions they're doing at the moment are awesome but they're taking a long time; Night security - I think it needs to at least be tabled. I used to be in security; we had what was called 'Kiw Watch' and we roamed the suburban streets, we had radios to call the police.

They should implement something like that because nowadays when you go out in the middle of the night - it's turning into a sort of South Auckland; The attractions, the Zoo is kind of it for now - as awesome as it is that's the only thing we have'

'Street safety for the citizens in the streets at dark. I think the only way is something like community police. Having a presence in the area so they don't become troubled spots but also providing facilities or something interesting for the people who will be hanging around the streets to do. Certainly limiting the hours for alcohol places; I think the transport issue around Hamilton is getting really, really tight again; Reducing the debt. In saying that, I don't personally believe the Council should do a lot of commercial stuff; that's not what we pay rates for'

'CBD vibrancy; Monitoring the excess consumption of alcohol by youth in the CBD; Keeping rates at a reasonable level including provisions for rebates'

'Libraries. Not cutting the funding and staff as it will hurt the future of our education for the population as a whole; Roads are a mess at the minute getting roadworks completed as soon as possible e.g. on Tramway; Safety measures, putting security cameras in place'

'School safety for children; Road safety in general; Vandalism all over the city'

'Less gambling joints; Less alcohol outlets; Few more police out there'

'Safety of the City. Well I just think it's not safe for people to be wandering around by themselves like we did when I was younger. Now you can't go out without somebody else; Our street probably. They've done it up, but they've made it a bit difficult for me to get out of our drive. They've put in gardens that have kind of prevented me from going straight down my drive; I have to go over the footpath. They've put a garden directly behind my driveway'

'In Garden Place they have put a meccano piece of art (statue). I think it is the ugliest piece of art and they should return it and get credit (refund); many people who pass in our business haven't liked this artwork and also think it's an eye sore; The control of youths hanging around Garden Place. It has improved greatly and I think they should keep pushing for youths to stay of these streets; Would be good to have wheelie bins so that we can put plastic paper and glass into it and then it gets sorted at the refuse station'

'Keeping the streets safer, both City and residential areas; Need a lot more free stuff for families and low income families to go and do; Saturday morning netball - in my street on Moore Street, we cannot access driveway or street easily in winter months'

'I think one is of course drug addiction and drinking especially the crime rates here in Hamilton. We don't want Hamilton to be like Auckland. Maintaining and lowering crime rates. When those things are in control, we will know our community is safe'

Safety: MAT 9.5% (MAT n = 65)

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

- 'Safety in the City in the evenings; Vandalism, trying to clean it up and trying to stop it; Making things cheaper for people to access like the stadiums so it can be utilised more'*
- 'Public safety. But they already do that so I'm happy with what they're organising. Just continue with the community feedback and updating the community with relevant information'*
- 'Safety in central City - Hamilton's nightlife gets a bit out of hand. I know there are security cameras. Maybe have more concentration in that area. More cameras or more security;*
Roadworks - I know there's never a good time, maybe run more night shifts for roadworks just on busy roads. Sometimes they do hold up traffic'
- 'Making the street safer; Improving the roads; Lower the rates'*
- 'It would be finance. Not theirs particularly. I know there's got to be a big plan for the spending and such. That would be only because of what I've read and things, so their overall spending which comes back to our rates. That's the main thing; I think safety and burglaries. I do believe they have a lot more police on the beat these days. We have a daughter whose house was burgled and one (two houses down) - that got burgled too '*
- 'All the crime and the kids in trouble; making Hamilton safer for older people; Keeping rates down'*
'Safer community; To have good sports facilities'
- 'Street safety for the citizens in the streets at dark. I think the only way is something like community police. Having a presence in the area so they don't become troubled spots but also providing facilities or something interesting for the people who will be hanging around the streets to do. Certainly limiting the hours for alcohol places; I think the transport issue around Hamilton is getting really, really tight again; Reducing the debt. In saying that, I don't personally believe the Council should do a lot of commercial stuff; that's not what we pay rates for'*
- 'Safety of facilities for public use. People don't use things at a certain hour because it's dodgy; Rates; Schooling issues. When it comes to zoning, there are not enough choices when we start getting into the senior area. High schools. There is a huge selection for primary but not enough for High School'*
- 'Getting people to come back to the central City to shop; I do feel sorry for the retailers there; More maintenance around some of the parks, maybe clean-ups in the mornings; Safer places to park at night; I don't like going underground especially at night so maybe more central city accessibility'*
- 'The debt of the City; Safety in the CBD after dark; Provide free kerbside Garden Waste collection '*
'Libraries. Not cutting the funding and staff as it will hurt the future of our education for the population as a whole; Roads are a mess at the minute getting roadworks completed as soon as possible e.g. on Tramway; Safety measures, putting security cameras in place'
- 'Safety of the City. Well I just think it's not safe for people to be wandering around by themselves like we did when I was younger. Now you can't go out without somebody else; Our street probably. They've done it up, but they've made it a bit difficult for me to get out of our drive. They've put in gardens that have kind of prevented me from going straight down my drive; I have to go over the footpath. They've put a garden directly behind my driveway'*
'Neighbourhood safety (Dinsdale area); Lowering rates'
- 'Need to look after the arts; Look after museum; Safety. See the river utilised more. Pathway maintenance and equal access walkways'*
- 'Safety in the parks for kids i.e. equipment; Safety in walking areas. Clear paths etc.; Uncover streetlights'*
- 'Keeping the streets safer, both City and residential areas; Need a lot more free stuff for families and low income families to go and do; Saturday morning netball - in my street on Moore Street, we cannot access driveway or street easily in winter months'*

Graffiti: MAT 3.1% (MAT n = 21)

Graffiti or vandalism was mentioned by 1.1% of respondents this quarter with comments that included:

- 'Safety in the City in the evenings; Vandalism, trying to clean it up and trying to stop it; Making things cheaper for people to access like the stadiums so it can be utilised more'*
- 'Traffic - really bad spots in the morning; people could use buses to commute to work or students could use the buses too, just to get congestion off the roads; Graffiti - find ways to prevent graffiti or stop graffiti'*

Expenditure: MAT 18.8% (MAT n = 128)

Expenditure was mentioned this quarter by 16.6% of respondents.

- 'Rates, the cost of rates; What the Council is spending; The numbers employed by the Council should be looked at'*
- 'Spending. The thing is, it's not just about the current Council e.g. We were given a referendum about the casino. Over 60% were against the casino, after they spent all that money on the referendum, they went ahead with the casino. Why make more costs when they've already made the decision but making out that we have a choice in the matter. Had another on prostitution in residential areas but went ahead and allowed it. Very fine line - not really getting your request put into practice;*
- With a lot of the drinking and drugs, I think Hamilton is seen as one of the worst places for this. There are a lot of people that aren't being paid that are helping to keep the streets clearer, like the churches and Maori wardens. Some of these places shouldn't be allowed to be open so long. They're getting the revenue in, but there are not enough people to pick up the pieces, same with the gambling. Wrong choices are made; allowing some of these things to go on; It's a good idea they're opening up the riverside, rather than being behind the houses. One thing that's a waste of money is Garden Place. In 1970 it was beautiful. It's changed from five different Councils and it doesn't look any better at all. You get a new set of people; have to make changes, like it's an ego trip. We rarely go into town now because of the parking problem, people go to Chartwell and The Base because it's free parking; businesses aren't doing good, you're seeing them all close'*
- 'The main one is ensuring that the Council spends money on essential items required by ratepayers and not spending money on glorification of egos'*
- 'Their finances - I think they've made bad financial decisions. There's been huge projects they've taken on which have been white elephants and they continue to do so'*
- 'The roundabout in Hillcrest by Burger King is way too small. Anyone who goes into that Burger King car park can't get out in the roundabout; Keeping a tighter reign on the purse strings, controlling where they are spending; Make decisions that are the best interest of ratepayers as that's where the money is coming from; they should be working on behalf of the ratepayers'*
- 'Excessive spending on the roading and stop redoing things like in Garden Place; They need to have the deadlines on the projects so it's not on for years'*
- 'Greater accountability for staff and Council. Greater transparency regarding all expenditure; Greater representation of the community. I'd like to see more diverse representation within Council'*
- 'Cut back some money on consultations; The roads in City in general take forever to complete'*
- 'Having free parking in the weekend in the City; Keeping control of the finances better'*
- 'It would be finance. Not theirs particularly. I know there's got to be a big plan for the spending and such. That would be only because of what I've read and things, so their overall spending which comes back to our rates. That's the main thing; I think safety and burglaries. I do believe they have a lot more police on the beat these days. We have a daughter whose house was burgled and one (two houses down) - that got burgled too '*
- 'Looking at their processes. I wish they wouldn't waste money, for example on Garden Place as this reflects in our rates'*
- 'Reducing the Council's debt; Having the financial checks in place so that set budgets can be met; A balanced approach to inner city planning with regards to providing a vibrant downtown'*
- 'Expenditure - the spending of Council on projects they don't require - they should spend more on core businesses; CBD at night - manage the young people that hang around the City at night; Parking in the CBD - increase more disabled car parking as many people are being issued with disability cards and also the cost of using parking in the city is too expensive'*

'Definitely how much money they're going to commit to non-core services like stadiums and things. I think of core services as transport etc.; Social housing. I want to see an ongoing commitment to social housing; They shouldn't be wasting money on things like Garden Place or Council buildings'

'They should get the debt sorted out. They waste money. Their project management is pitiful. Every time they go on a new project they crash it; They don't listen to the people'

'They shouldn't be wasting our money on unnecessary services, the Event Centre at Claudelands showground was a waste and I don't see the point in upgrading that. Every time they change Garden Place it doesn't look like it's improved but I haven't been there in the past year'

'Controlling their costs; Management of the Council debt;

We've spent enough money on major infrastructure so I think we need to focus now on normal services like waste management, water supply etc'

'Finance. They got to be much more prudent with planning;

Closer look at sporting and cultural facilities. Not enough knowledge in Council about requirements needed for sport and culture; Central parking. Got to be more convenient'

'HCC decision-making needs to reflect the will of the common person; HCC need to be more frugal with ratepayers money; Staff cut-backs need to be made in areas that do not affect the service provided'

'The rates - lower rates. Lower spending costs;

The new water problem - how we're going to flood to death. Fix that problem'

'Budgeting - making sure they stay within budget; Prioritising - I suggest they prioritise towards ensuring that ratepayers' money goes towards things that improve equipment, maintenance, facilities relevant to all ratepayers. Actually have something to do with services that are necessary for ratepayers in the City such as roading. Last should be social or touristy aspects until there was actually spare money; Involving the community in prioritising and budgeting to the point of putting things to a vote with ratepayers and how to spend their money so things are a lot more transparent and ratepayers have a say'

'The Council is in debt and is still trying to pay back what they owe. They should stop spending millions of dollars on things that won't be of use to us, like the V8s where they paid for these grandstands which aren't of use now, but are still paying off what they owe on this, gaining no profit'

'I think maintaining services in the suburbs like libraries; making or keeping them accessible for people is really important; They need to improve the CBD because that's a death dark really;

I think they need to listen to the ratepayers more'

'They need to look at how they spend ratepayer's money;

They need to look at the organisation of the Council as they may have people that aren't doing the right jobs or have too many people under employment'

'The Council need to listen more and be more careful with their spending and they need to remember that they're suppose to be looking after the community not business such as Claudelands Event Centre; I'm upset that people who are renters or are not ratepayers can't vote; they are the ones that are affected, such as pensioner flats. We should be looking after our elderly'

'Debt reduction by controlling their spending. If Governments actually forced Councils to go back to core business instead of social issues, which are Government issues (not local body) then we'd be okay. We're paying an awful lot of money to do the same job. They're still talking about spending another 40 million in the next few years; Control the rates; it's getting out of hand. The rates are going to go up exuberantly over the next 5 years. People can't afford these increases. 5% this year and 5% plus the base and it just compounds on itself. We're in a recession; probably the worst we've been in since the great depression. People on fixed incomes and superannuation can't afford to pay it. They don't consider those types of people. They seem to be avoiding reality'

'They should be improving the housing for the elderly; Their office system and staff should be more efficient; They should be spending the rates money much better than now'

'Financial debt reduction - there should be good financial management, not getting us into strife all the time; Try to reinvigorate the CBD, it is often dead and there are a lot of empty shops whereas you go out to The Base and it's absolutely heaving. It's obviously not good for the businesses in the CBD; The continued infrastructure. Roading and access and sewerage and water, making sure we've got that'

'Better street lighting in smaller streets; Better financial controls like in V8, Garden Place and Claudelands Event Centre'

Rates: MAT 17.8% (MAT n = 121)

A number of the sample (20.6%) mentioned rates as an issue. These comments included:

*'Rates, the cost of rates; What the Council is spending;
The numbers employed by the Council should be looked at'*

'Looking after community, don't put the rates up. Too many people that are pensioners; if you put their rates up, you blow them out of their house. They can't afford living on a pension. They only get so much a week on the pension. They don't get looked after like they should; Years ago they used to mow our lawns and that were part of your rates. Now you have to mow your own lawn and you get told off if it's too long. If you park your car there on the grass you get told off; My daughter stopped to pick up somebody quick and she got a ticket. Just hopped in there and the girl came out and she got a ticket at the same time. She wrote a letter to the Council and got off but there was nobody around and not even in peak hours, no bus stops or anything. Just happened to be one of those parking wardens around. Don't know if those people are on brownie points or not'

'Lowering their debt; Making better decisions; Lowering rate payments'

'Decrease overdraft; Rates need to be looked at they are too high; Properties Council own needs to be sold off to decrease overdraft. e.g. V8s'

'Making sure the rates don't increase all the time; Be more transparent with the public; To make the city more user-friendly for visitors '

'Making the street safer; Improving the roads; Lower the rates'

'It would be finance. Not theirs particularly. I know there's got to be a big plan for the spending and such. That would be only because of what I've read and things, so their overall spending which comes back to our rates. That's the main thing; I think safety and burglaries.

I do believe they have a lot more police on the beat these days. We have a daughter whose house was burgled and one (two houses down) - that got burgled too '

'The rates; Upgrading the road in general'

'All the crime and the kids in trouble; making Hamilton safer for older people; Keeping rates down'

'Reduce the debt; Kept the rates under control so it doesn't hurt ones pocket'

'Debt management of the Council's debts; Residential rates are too high; Replacement of events to take over events they have removed from Hamilton, like V8s etc, to attract more visitors into Hamilton'

'Debt management; Keeping rates to a reasonable level; Going back to basic Council function e.g. roads and sewerage and waterage'

'Infrastructure; A lot of people are concerned about rates (property values going down and rates going up); I want to know what is going on north side with development, whether there is a new city centre going up and when'

'Residential rates - rates seem to be rising and becoming expensive; we are a one-income family with 3 kids and it's becoming a struggle to pay these rates; Would like to see more schools open in the North of Hamilton; Eastern suburbs rugby grounds is not big enough and not inviting to the many kids that join the clubs and they only have two fields to work with'

'Keeping rates down - rates are becoming too expensive; Bridges over the river have a bad traffic jam - manage this properly; Bus service in the late evenings like Night Rider should be kept as it is a good initiative for young people'

'Keeping roads up to scratch - road management; Making sure residential rates are not too high; Keep providing facilities and don't sell them all off like they are now'

'Controlling rates; Council bureaucracy'

'I guess it would be nice to keep the rates down; Roading - transportation within the City. Just improving the main roads; I think maybe they should improve on their communication with residents of Hamilton; it used to be very, very good. We used to have a newsletter type thing that used to come out once every month, it used to be good - telling you about everything going on and the projects happening within the Council. I certainly haven't seen anything lately'

'Rates are actually increasing which was one of their drivers to actually select them as Councillors on behalf of ratepayers and Hamilton in general; Services that they provide in terms of tourists that come to Hamilton. There's nothing or nowhere to take people; there is nothing in Hamilton in comparison to somewhere like Rotorua. There are no tourist sites; Regular maintenance of the storm water drains. They go and plant all these trees that you can't kill with weed killer. They don't maintain the trees either; they get really big and obnoxious that you have to ring them anyway and then they fob you off when you do'

'Transport. I believe there is too much money going into roading but not rail. I think they should be planning for a tram or railway now rather than later; Rates. They're far too high because we are servicing too big a debt'

'Keeping rates down; Make sure by-laws are adhered to'

'The cost of the rates; The roading structures; Putting money back into each and every community (not just specific communities)'

'Safety of facilities for public use. People don't use things at a certain hour because it's dodgy; Rates; Schooling issues. When it comes to zoning, there are not enough choices when we start getting into the senior area. High schools. There is a huge selection for primary but not enough for High School'

'CBD vibrancy; Monitoring the excess consumption of alcohol by youth in the CBD; Keeping rates at a reasonable level including provisions for rebates'

'Value for money out of the facilities that they run; Possibly looking at user-pays for facilities rather than the general rates; Possible rethink of rubbish collection so you get charged per unit of rubbish'

'Don't keep putting the rates up all time'

'Themselves for a start, start listening to the residents of Hamilton. Cutting costs in their management rather than in their workers; not giving themselves pay raises and expecting others to pay more; I am pretty sure the rates will be so high that people will have to sell their homes. They need to stop concentrating on the CBD; there are other areas of Hamilton that are important. They could have all of the restaurants pitch in for having a bandstand on Hood Street that could play music; They should have one way traffic going through the main street, but the shop owners will cry foul. But if they want people to use the CBD it needs to be user-friendly; there are lots of great restaurants; there could be lots more open areas; people used to picnic there; there could be more alfresco dining, instead of a concrete jungle. Down on Hood Street where there are night clubs, I thought it was good to close the road, otherwise it's dangerous - people shouldn't be drinking and driving'

'The rates - lower rates. Lower spending costs; The new water problem - how we're going to flood to death. Fix that problem'

'That issue of revitalising the centre of the City; Rating bases, land-base or capital; Getting debt under control and reducing the indebtedness of the city; stop having to borrow money all the time'

'Lowering rates; Waste gear and being able to put more out at your gate for disposal; Cleaning our river, concentrate on cleaning the river'

'The level of debt; Keeping rates at a reasonable level; Changing from land-based tax to capital. - Tax payer's worries'

'Lowering rates; Traffic congestion in Avalon Drive and Wairere Drive'

'Neighbourhood safety (Dinsdale area); Lowering rates'

'Debt reduction by controlling their spending. If Governments actually forced Councils to go back to core business instead of social issues, which are Government issues (not local body) then we'd be okay. We're paying an awful lot of money to do the same job. They're still talking about spending another 40 million in the next few years; Control the rates; it's getting out of hand. The rates are going to go up exuberantly over the next 5 years. People can't afford these increases. 5% this year and 5% plus the base and it just compounds on itself. We're in a recession; probably the worst we've been in since the great depression. People on fixed incomes and superannuation can't afford to pay it. They don't consider those types of people. They seem to be avoiding reality'

'Keeping rates down; Traffic management around the bridges; Continuing to provide services for families like parks and pools without thinking they are a super event organiser like with the V8s'

'Not increasing the rates; The walkway on our street'

City Centre: MAT 11.0% (MAT n = 75)

8.0% of respondents felt putting life back into the City Centre or other concerns with the City Centre were an issue this quarter.

'Spending. The thing is, it's not just about the current Council e.g. We were given a referendum about the casino. Over 60% were against the casino, after they spent all that money on the referendum, they went ahead with the casino. Why make more costs when they've already made the decision but making out that we have a choice in the matter. Had another on prostitution in residential areas but went ahead and allowed it. Very fine line - not really getting your request put into practice; With a lot of the drinking and

drugs, I think Hamilton is seen as one of the worst places for this. There are a lot of people that aren't being paid that are helping to keep the streets clearer, like the churches and Maori wardens. Some of these places shouldn't be allowed to be open so long. They're getting the revenue in, but there are not enough people to pick up the pieces, same with the gambling.

Wrong choices are made; allowing some of these things to go on; It's a good idea they're opening up the riverside, rather than being behind the houses. One thing that's a waste of money is Garden Place. In 1970 it was beautiful. It's changed from five different Councils and it doesn't look any better at all. You get a new set of people; have to make changes, like it's an ego trip. We rarely go into town now because of the parking problem, people go to Chartwell and The Base because it's free parking; businesses aren't doing good, you're seeing them all close'

'Transport - insuring commuting hours are not quite so bottlenecked from time to time; Issues in infrastructure like the roading. I think they do a good job so far but they shouldn't lose track of it while maintaining other things. I'd quite like them to keep the Municipal Pool going; Bringing the CBD back to life. I know they've made a great start on that but I think they could continue. Overall, I enjoy living in Hamilton'

'Safety in central City - Hamilton's nightlife gets a bit out of hand. I know there are security cameras. Maybe have more concentration in that area. More cameras or more security;

Roadworks - I know there's never a good time, maybe run more night shifts for roadworks just on busy roads. Sometimes they do hold up traffic'

'Trying to get the City Centre right'

'Reducing the Council's debt; Having the financial checks in place so that set budgets can be met; A balanced approach to inner city planning with regards to providing a vibrant downtown'

'Infrastructure. Improvement in roading and traffic control; The development of the CBD - Garden Place is good; I'm just worried in everything shifting north especially retail and we're losing the CBD; Improving parking in the CBD'

'Getting people to come back to the central City to shop; I do feel sorry for the retailers there; More maintenance around some of the parks, maybe clean-ups in the mornings; Safer places to park at night; I don't like going underground especially at night so maybe more central city accessibility'

'CBD vibrancy; Monitoring the excess consumption of alcohol by youth in the CBD; Keeping rates at a reasonable level including provisions for rebates'

'Themselves for a start, start listening to the residents of Hamilton. Cutting costs in their management rather than in their workers; not giving themselves pay raises and expecting others to pay more; I am pretty sure the rates will be so high that people will have to sell their homes. They need to stop concentrating on the CBD; there are other areas of Hamilton that are important. They could have all of the restaurants pitch in for having a bandstand on Hood Street that could play music; They should have one way traffic going through the main street, but the shop owners will cry foul. But if they want people to use the CBD it needs to be user-friendly; there are lots of great restaurants; there could be lots more open areas; people used to picnic there; there could be more alfresco dining, instead of a concrete jungle. Down on Hood Street where there are night clubs, I thought it was good to close the road, otherwise it's dangerous - people shouldn't be drinking and driving'

'That issue of revitalising the centre of the City; Rating bases, land-base or capital; Getting debt under control and reducing the indebtedness of the city; stop having to borrow money all the time'

'Better engagement with Maori communities. Their relationship with many Maori organisations is really limited. When they're looking at cutbacks, seems like they look at the Maori organisations rather than others. Hamilton has a high Maori population and the promotion of Maori culture seems limited; Looking at how they can attract people back into the CBD. They lost the movie theatres. A lot of the shops get cheaper rent out at The Base. The cost of parking is another reason whereas other areas have free parking; Attracting more major events back into the city like sporting events in particular. Maybe weekends there should be more activities in town, concerts or that sort of thing might bring them back in'

'I think maintaining services in the suburbs like libraries; making or keeping them accessible for people is really important; They need to improve the CBD because that's a death dark really; I think they need to listen to the ratepayers more'

'In Garden Place they have put a meccano piece of art (statue). I think it is the ugliest piece of art and they should return it and get credit (refund); many people who pass in our business haven't liked this artwork and also think it's an eye sore; The control of youths hanging around Garden Place.

It has improved greatly and I think they should keep pushing for youths to stay of these streets; Would be good to have wheelie bins so that we can put plastic paper and glass into it and then it gets sorted at the refuse station'

'Financial debt reduction - there should be good financial management, not getting us into strife all the time; Try to reinvigorate the CBD, it is often dead and there are a lot of empty shops whereas you go out

to The Base and it's absolutely heaving. It's obviously not good for the businesses in the CBD; The continued infrastructure. Roading and access and sewerage and water, making sure we've got that'

Debt: MAT 9.8% (MAT n = 67)

A large number mentioned the city debt this quarter (15.4%) with these comments:

'I strongly believe the Council should focus on core basic services; Debt reduction for the City; Accountability and that relates to specifically to the elected wing of the Council. It seems that they avoid accountability for the decisions that have been made in the past. Certainly from the ratepayers point of view, somebody needs to be accountable for the debt that the city is in and that's basically the Councillors - comes down to the Councillors'

'Lowering their debt; Making better decisions; Lowering rate payments'

'To try and get this debt down. You're paying interest out so it makes the article (what the money was borrowed for) a lot dearer; There is a little bit of friction amongst the Councillors; unfortunately the media do make it an issue and change the story so the public get a different story; The way they collect their salary. I don't think they have control on who decides how much to pay. Some of them are good and do earn their salary but others are more or less not doing the job they should be doing'

'Reducing debt; Working with what you got without getting into the bureaucratic situation'

'Decrease overdraft; Rates need to be looked at they are too high; Properties Council own needs to be sold off to decrease overdraft. e.g. V8s'

'Lower the debt'

'Reducing that debt, which I know they are. I know they're working on it.

I know they've put a cap on our rates. It's going to take time'

'The debt issue; Maybe more local parks. It's nice to go for a walk.

There's a little area and I wonder why they don't put a swing or a slide there. There are quite a few families in our area that could probably use it'

'Reduce the debt; Kept the rates under control so it doesn't hurt ones pocket'

'Debt management of the Council's debts; Residential rates are too high; Replacement of events to take over events they have removed from Hamilton, like V8s etc, to attract more visitors into Hamilton'

'Debt management; Keeping rates to a reasonable level;

Going back to basic Council function e.g. roads and sewerage and waterage'

'Reducing the Council's debt; Having the financial checks in place so that set budgets can be met; A balanced approach to inner city planning with regards to providing a vibrant downtown'

'Getting the debt down'

'Roading. Their slow working on roads. Roads in Hamilton are terrible. From getting to A to B in rush hour is terrible. But I know they are working on it; Get rid of some of their debt. Redirect money into things like roading, their poor decisions have led to debt and higher rates'

'Street safety for the citizens in the streets at dark. I think the only way is something like community police. Having a presence in the area so they don't become troubled spots but also providing facilities or something interesting for the people who will be hanging around the streets to do. Certainly limiting the hours for alcohol places; I think the transport issue around Hamilton is getting really, really tight again; Reducing the debt. In saying that, I don't personally believe the Council should do a lot of commercial stuff; that's not what we pay rates for'

'Serving the people who elected them; Managing debt better; Learning from mistakes'

'They should get the debt sorted out. They waste money. Their project management is pitiful. Every time they go on a new project they crash it; They don't listen to the people'

'The debt of the City; Safety in the CBD after dark; Provide free kerbside Garden Waste collection '

'Debt and death. I know they have a lot of issues with debt'

'That issue of revitalising the centre of the City; Rating bases, land-base or capital; Getting debt under control and reducing the indebtedness of the city; stop having to borrow money all the time'

'Reducing Hamilton's debt; Cheaper facilities for Hamilton's residents.

More tourist attractions; More beautification'

*'The level of debt; Keeping rates at a reasonable level;
Changing from land-based tax to capital. - Tax payer's worries'*

'Getting the debt down'

'The Council is in debt and is still trying to pay back what they owe. They should stop spending millions of dollars on things that won't be of use to us, like the V8s where they paid for these grandstands which aren't of use now, but are still paying off what they owe on this, gaining no profit'

'Debts (not by putting our rates up though); Changing the valuation on properties. I seem to remember at the time that they were not following the plan that other Councils were following;

Looking at selling off things to cover debt. They made such a mess with the V8s. I'm not convinced about the velodrome (cycling circuit) in Cambridge. I certainly wasn't happy about having the V8s in the first place - that's been an absolute disaster'

'Servicing debt is going to be a big, big problem'

'Financial debt reduction - there should be good financial management, not getting us into strife all the time; Try to reinvigorate the CBD, it is often dead and there are a lot of empty shops whereas you go out to The Base and it's absolutely heaving. It's obviously not good for the businesses in the CBD; The continued infrastructure. Roading and access and sewerage and water, making sure we've got that'

Councillor Concerns: MAT 9.8% (MAT n = 67)

Concerns with Councillors were mentioned by 23 respondents (13.1%) in the June quarter.

'I strongly believe the Council should focus on core basic services; Debt reduction for the City; Accountability and that relates to specifically to the elected wing of the Council. It seems that they avoid accountability for the decisions that have been made in the past. Certainly from the ratepayers point of view, somebody needs to be accountable for the debt that the city is in and that's basically the Councillors - comes down to the Councillors'

'The main one is ensuring that the Council spends money on essential items required by ratepayers and not spending money on glorification of egos'

'Their finances - I think they've made bad financial decisions. There's been huge projects they've taken on which have been white elephants and they continue to do so'

'Lowering their debt; Making better decisions; Lowering rate payments'

'To try and get this debt down. You're paying interest out so it makes the article (what the money was borrowed for) a lot dearer; There is a little bit of friction amongst the Councillors; unfortunately the media do make it an issue and change the story so the public get a different story; The way they collect their salary. I don't think they have control on who decides how much to pay. Some of them are good and do earn their salary but others are more or less not doing the job they should be doing'

'The roundabout in Hillcrest by Burger King is way too small. Anyone who goes into that Burger King car park can't get out in the roundabout; Keeping a tighter reign on the purse strings, controlling where they are spending; Make decisions that are the best interest of ratepayers as that's where the money is coming from; they should be working on behalf of the ratepayers'

'Making sure the rates don't increase all the time; Be more transparent with the public; To make the city more user-friendly for visitors'

'Making Hamilton to be great place to be by being more visionary. Less bureaucracy and more decision-making; We need to have arts policy'

'Looking at their processes. I wish they wouldn't waste money, for example on Garden Place as this reflects in our rates'

'Providing the services that the community really wants i.e. Parks, library, waste collection and recycling; Infrastructure; Governing Hamilton with a clear vision'

'To get value for our money in the aspects that the Council should be involved in and not watering it down by going into things the Council shouldn't be delving into. In other words, get back to the basics;

Certainly have some objection to paying the chief executive more than what the staff below him are getting; I think with the rates clamped down in regards to staff and

they're thinking of sending staff on somewhere at base level, Try to get the balance better between the administration and the people doing the job on the ground'

'Becoming more stable with their plans; stop the knee jerk reaction and listen to their people; Treat their people better i.e. the flood letters to ratepayers'

'Controlling rates; Council bureaucracy'

'Roading. Their slow working on roads. Roads in Hamilton are terrible. From getting to A to B in rush hour is terrible. But I know they are working on it; Get rid of some of their debt. Redirect money into things like roading, their poor decisions have led to debt and higher rates'

'Serving the people who elected them; Managing debt better; Learning from mistakes'

'Maintaining essential services; Working continuously to making Hamilton City financially viable; Maintain personal and professional integrity at all times'

'HCC decision-making needs to reflect the will of the common person; HCC need to be more frugal with ratepayers money; Staff cut-backs need to be made in areas that do not affect the service provided'

'Themselves for a start, start listening to the residents of Hamilton. Cutting costs in their management rather than in their workers; not giving themselves pay raises and expecting others to pay more; I am pretty sure the rates will be so high that people will have to sell their homes. They need to stop concentrating on the CBD; there are other areas of Hamilton that are important. They could have all of the restaurants pitch in for having a bandstand on Hood Street that could play music; They should have one way traffic going through the main street, but the shop owners will cry foul. But if they want people to use the CBD it needs to be user-friendly; there are lots of great restaurants; there could be lots more open areas; people used to picnic there; there could be more alfresco dining, instead of a concrete jungle. Down on Hood Street where there are night clubs, I thought it was good to close the road, otherwise it's dangerous - people shouldn't be drinking and driving'

'Budgeting - making sure they stay within budget; Prioritising - I suggest they prioritise towards ensuring that ratepayers' money goes towards things that improve equipment, maintenance, facilities relevant to all ratepayers. Actually have something to do with services that are necessary for ratepayers in the City such as roading. Last should be social or touristy aspects until there was actually spare money; Involving the community in prioritising and budgeting to the point of putting things to a vote with ratepayers and how to spend their money so things are a lot more transparent and ratepayers have a say'

'The Council is in debt and is still trying to pay back what they owe. They should stop spending millions of dollars on things that won't be of use to us, like the V8s where they paid for these grandstands which aren't of use now, but are still paying off what they owe on this, gaining no profit'

'Better engagement with Maori communities. Their relationship with many Maori organisations is really limited. When they're looking at cutbacks, seems like they look at the Maori organisations rather than others. Hamilton has a high Maori population and the promotion of Maori culture seems limited; Looking at how they can attract people back into the CBD. They lost the movie theatres. A lot of the shops get cheaper rent out at The Base. The cost of parking is another reason whereas other areas have free parking; Attracting more major events back into the city like sporting events in particular. Maybe weekends there should be more activities in town, concerts or that sort of thing might bring them back in'

'Councillor leadership; Staff morale and quality for the Council staff; Coherent strategic planning'

'Debt reduction by controlling their spending. If Governments actually forced Councils to go back to core business instead of social issues, which are Government issues (not local body) then we'd be okay. We're paying an awful lot of money to do the same job. They're still talking about spending another 40 million in the next few years; Control the rates; it's getting out of hand. The rates are going to go up exuberantly over the next 5 years. People can't afford these increases. 5% this year and 5% plus the base and it just compounds on itself. We're in a recession; probably the worst we've been in since the great depression. People on fixed incomes and superannuation can't afford to pay it. They don't consider those types of people. They seem to be avoiding reality'

Planning / City development: MAT 6.6% (MAT n = 45)

A number of respondents this quarter (4.6%) commented on Town planning as an issue. These comments included:

'Making sure the rates don't increase all the time; Be more transparent with the public; To make the city more user-friendly for visitors '

'Infrastructure; A lot of people are concerned about rates (property values going down and rates going up); I want to know what is going on north side with development, whether there is a new city centre going up and when'

'Residential rates - rates seem to be rising and becoming expensive; we are a one-income family with 3 kids and it's becoming a struggle to pay these rates; Would like to see more schools open in the North of Hamilton; Eastern suburbs rugby grounds is not big enough and not inviting to the many kids that join the clubs and they only have two fields to work with'

'Reducing the Council's debt; Having the financial checks in place so that set budgets can be met; A balanced approach to inner city planning with regards to providing a vibrant downtown'

'Listen to the people of Hamilton; Focusing on Hamilton as a whole, rather than just making the CBD look good'

'Safety of facilities for public use. People don't use things at a certain hour because it's dodgy; Rates; Schooling issues. When it comes to zoning, there are not enough choices when we start getting into the senior area. High schools. There is a huge selection for primary but not enough for High School'

'Themselves for a start, start listening to the residents of Hamilton. Cutting costs in their management rather than in their workers; not giving themselves pay raises and expecting others to pay more; I am pretty sure the rates will be so high that people will have to sell their homes. They need to stop concentrating on the CBD; there are other areas of Hamilton that are important. They could have all of the restaurants pitch in for having a bandstand on Hood Street that could play music; They should have one way traffic going through the main street, but the shop owners will cry foul. But if they want people to use the CBD it needs to be user-friendly; there are lots of great restaurants; there could be lots more open areas; people used to picnic there; there could be more alfresco dining, instead of a concrete jungle. Down on Hood Street where there are night clubs, I thought it was good to close the road, otherwise it's dangerous - people shouldn't be drinking and driving'

'They should be working to get upgrade Founders Theatre and getting New Zealand opera concerts in the City. They need better acoustics in there; They should have a clear plan of action for what is happening with the commercial areas in the City (CBD / Te Rapa) for what sort of activity they are trying to encourage in that area'

Recreational facilities / services: MAT 6.0% (MAT n = 41)

Community or recreational facilities were mentioned by 6.9% of respondents this quarter.

'Traffic management - road management; I'd like them to keep clear lines on Cobham Drive roundabout; Cycle ways - more cycle ways to get across town and make it safer for cyclists; Community services such as libraries, halls and sports grounds. I would like them to insure and maintain things like libraries and swimming pools as they are an asset to Hamilton City'

'Transport - insuring commuting hours are not quite so bottlenecked from time to time; Issues in infrastructure like the roading. I think they do a good job so far but they shouldn't lose track of it while maintaining other things. I'd quite like them to keep the Municipal Pool going; Bringing the CBD back to life. I know they've made a great start on that but I think they could continue. Overall, I enjoy living in Hamilton'

'They should be keeping the theatres.; Provide more for the libraries'

'Providing the services that the community really wants i.e. Parks, library, waste collection and recycling; Infrastructure; Governing Hamilton with a clear vision'

'Keeping roads up to scratch - road management; Making sure residential rates are not too high; Keep providing facilities and don't sell them all off like they are now'

'Rates are actually increasing which was one of their drivers to actually select them as Councillors on behalf of ratepayers and Hamilton in general; Services that they provide in terms of tourists that come to Hamilton. There's nothing or nowhere to take people; there is nothing in Hamilton in comparison to somewhere like Rotorua. There are no tourist sites; Regular maintenance of the storm water drains. They go and plant all these trees that you can't kill with weed killer. They don't maintain the trees either; they get really big and obnoxious that you have to ring them anyway and then they fob you off when you do'

'Street safety for the citizens in the streets at dark. I think the only way is something like community police. Having a presence in the area so they don't become troubled spots but also providing facilities or something interesting for the people who will be hanging around the streets to do. Certainly limiting the hours for alcohol places; I think the transport issue around Hamilton is getting really, really tight again; Reducing the debt. In saying that, I don't personally believe the Council should do a lot of commercial stuff; that's not what we pay rates for'

'Admission to the Zoo. Try and lower costs. It's still fairly cheap to get in there but they are putting the costs up; however people's wages aren't going up either'

'Road safety; Keeping family services open i.e. Waterworld'

'Swimming pools; More children's playgrounds for younger children; Develop cycle ways'

'I think maintaining services in the suburbs like libraries; making or keeping them accessible for people is really important; They need to improve the CBD because that's a death dark really; I think they need to listen to the ratepayers more'

'Keeping rates down; Traffic management around the bridges; Continuing to provide services for families like parks and pools without thinking they are a super event organiser like with the V8s'

Consultation: MAT 5.7% (MAT n = 39)

Consultation with the community was mentioned as an issue in the June quarter by 6.3% of respondents:

'Spending. The thing is, it's not just about the current Council e.g. We were given a referendum about the casino. Over 60% were against the casino, after they spent all that money on the referendum, they went ahead with the casino. Why make more costs when they've already made the decision but making out that we have a choice in the matter. Had another on prostitution in residential areas but went ahead and allowed it. Very fine line - not really getting your request put into practice;

With a lot of the drinking and drugs, I think Hamilton is seen as one of the worst places for this. There are a lot of people that aren't being paid that are helping to keep the streets clearer, like the churches and Maori wardens. Some of these places shouldn't be allowed to be open so long. They're getting the revenue in, but there are not enough people to pick up the pieces, same with the gambling. Wrong choices are made; allowing some of these things to go on; It's a good idea they're opening up the riverside, rather than being behind the houses. One thing that's a waste of money is Garden Place. In 1970 it was beautiful. It's changed from five different Councils and it doesn't look any better at all. You get a new set of people; have to make changes, like it's an ego trip. We rarely go into town now because of the parking problem, people go to Chartwell and The Base because it's free parking; businesses aren't doing good, you're seeing them all close'

'Public safety. But they already do that so I'm happy with what they're organising. Just continue with the community feedback and updating the community with relevant information'

'Becoming more stable with their plans; stop the knee jerk reaction and listen to their people; Treat their people better i.e. the flood letters to ratepayers'

'Listen to the people of Hamilton; Focusing on Hamilton as a whole, rather than just making the CBD look good'

'They should get the debt sorted out. They waste money. Their project management is pitiful. Every time they go on a new project they crash it; They don't listen to the people'

'Themselves for a start, start listening to the residents of Hamilton. Cutting costs in their management rather than in their workers; not giving themselves pay raises and expecting others to pay more; I am pretty sure the rates will be so high that people will have to sell their homes. They need to stop concentrating on the CBD; there are other areas of Hamilton that are important. They could have all of the restaurants pitch in for having a bandstand on Hood Street that could play music; They should have one way traffic going through the main street, but the shop owners will cry foul. But if they want people to use the CBD it needs to be user-friendly; there are lots of great restaurants; there could be lots more open areas; people used to picnic there; there could be more alfresco dining, instead of a concrete jungle. Down on Hood Street where there are night clubs, I thought it was good to close the road, otherwise it's dangerous - people shouldn't be drinking and driving'

'Budgeting - making sure they stay within budget; Prioritising - I suggest they prioritise towards ensuring that ratepayers' money goes towards things that improve equipment, maintenance, facilities relevant to all ratepayers. Actually have something to do with services that are necessary for ratepayers in the City such as roading. Last should be social or touristy aspects until there was actually spare money; Involving the community in prioritising and budgeting to the point of putting things to a vote with ratepayers and how to spend their money so things are a lot more transparent and ratepayers have a say'

'Listening to constituents better'

'I think maintaining services in the suburbs like libraries; making or keeping them accessible for people is really important; They need to improve the CBD because that's a death dark really; I think they need to listen to the ratepayers more'

'Let the people have their say on their City; There should be some sort of concession for ratepayers at facilities as we pay for the facilities, for example a 'rate payers gold card' that gives you a discount because you have pay rates; We should not be the ones digging deeper into our pockets for them getting us in debt'

'The Council need to listen more and be more careful with their spending and they need to remember that they're suppose to be looking after the community not business such as Claudelands Event Centre; I'm upset that people who are renters or are not ratepayers can't vote; they are the ones that are affected, such as pensioner flats. We should be looking after our elderly'

Events: MAT 5.0% (MAT n = 34)

A number commented on events either upcoming or those having taken place in Hamilton or the need for more events (3.4% of respondents for this quarter).

'Debt management of the Council's debts; Residential rates are too high; Replacement of events to take over events they have removed from Hamilton, like V8s etc, to attract more visitors into Hamilton'

'Rates are actually increasing which was one of their drivers to actually select them as Councillors on behalf of ratepayers and Hamilton in general; Services that they provide in terms of tourists that come to Hamilton. There's nothing or nowhere to take people; there is nothing in Hamilton in comparison to somewhere like Rotorua. There are no tourist sites; Regular maintenance of the storm water drains. They go and plant all these trees that you can't kill with weed killer. They don't maintain the trees either; they get really big and obnoxious that you have to ring them anyway and then they fob you off when you do'

'Roading's a big thing - the extensions they're doing at the moment are awesome but they're taking a long time; Night security - I think it needs to at least be tabled. I used to be in security; we had what was called 'Kiwi Watch' and we roamed the suburban streets, we had radios to call the police.

They should implement something like that because nowadays when you go out in the middle of the night - it's turning into a sort of South Auckland; The attractions, the Zoo is kind of it for now - as awesome as it is that's the only thing we have'

'Better engagement with Maori communities. Their relationship with many Maori organisations is really limited. When they're looking at cutbacks, seems like they look at the Maori organisations rather than others. Hamilton has a high Maori population and the promotion of Maori culture seems limited; Looking at how they can attract people back into the CBD. They lost the movie theatres. A lot of the shops get cheaper rent out at The Base. The cost of parking is another reason whereas other areas have free parking; Attracting more major events back into the city like sporting events in particular. Maybe weekends there should be more activities in town, concerts or that sort of thing might bring them back in'

'Debts (not by putting our rates up though); Changing the valuation on properties. I seem to remember at the time that they were not following the plan that other Councils were following;

Looking at selling off things to cover debt. They made such a mess with the V8s. I'm not convinced about the velodrome (cycling circuit) in Cambridge. I certainly wasn't happy about having the V8s in the first place - that's been an absolute disaster'

'Bring the winter show back; Make it easier for parents of young kids to go do things; if we go to the stadium we can't afford to buy drinks or food there; More kindergartens - my child has been on a waiting list for 14 months'

Parks & gardens: MAT 4.8% (MAT n = 33)

A number of respondents (4.0% this quarter) felt parks and gardens were an issue and commented:

'The debt issue; Maybe more local parks. It's nice to go for a walk. There's a little area and I wonder why they don't put a swing or a slide there. There are quite a few families in our area that could probably use it'

'Height of roundabout plants; it decreases your visibility; Alternative entrances to get into the Hamilton Gardens'

'Providing the services that the community really wants i.e. Parks, library, waste collection and recycling; Infrastructure; Governing Hamilton with a clear vision'

'I think they should be focusing on rebuilding reserves'

'Pedestrian safety; More lighting provided around local walkways, pathways and residential areas; Parks need more sun sheltered areas'

'Getting people to come back to the central City to shop; I do feel sorry for the retailers there; More maintenance around some of the parks, maybe clean-ups in the mornings; Safer places to park at night; I don't like going underground especially at night so maybe more central city accessibility'

Core services: MAT 4.8% (MAT n = 33)

Providing the core services were mentioned by 5.1% of the sample this quarter. These comments included:

'I strongly believe the Council should focus on core basic services; Debt reduction for the City; Accountability and that relates to specifically to the elected wing of the Council. It seems that they avoid accountability for the decisions that have been made in the past. Certainly from the ratepayers point of view, somebody needs to be accountable for the debt that the city is in and that's basically the Councillors - comes down to the Councillors'

'Debt management; Keeping rates to a reasonable level; Going back to basic Council function e.g. roads and sewerage and waterage'

'Infrastructure; A lot of people are concerned about rates (property values going down and rates going up); I want to know what is going on north side with development, whether there is a new city centre going up and when'

'Providing the services that the community really wants i.e. Parks, library, waste collection and recycling; Infrastructure; Governing Hamilton with a clear vision'

'Infrastructure - sewerage and water is good; roading is an abomination and there are more potholes in the road than anything. Parks and reserves are not too bad. The footpath paving around the place needs to be maintained; you could break your neck; They shouldn't be involved in property or being landlords. They need to get back to their core basic things the Council was set up to do'

'Infrastructure. Improvement in roading and traffic control; The development of the CBD - Garden Place is good; I'm just worried in everything shifting north especially retail and we're losing the CBD; Improving parking in the CBD'

'Maintaining essential services; Working continuously to making Hamilton City financially viable; Maintain personal and professional integrity at all times'

'Financial debt reduction - there should be good financial management, not getting us into strife all the time; Try to reinvigorate the CBD, it is often dead and there are a lot of empty shops whereas you go out to The Base and it's absolutely heaving. It's obviously not good for the businesses in the CBD; The continued infrastructure. Roding and access and sewerage and water, making sure we've got that'

'Making sure we got adequate infrastructure like sewerage and water; Improve the roading in terms of congestion particularly in northeast areas; We can do more towards commercial and household refuse'

Community: MAT 4.0% (MAT n = 27)

Community support or community services were mentioned by 4.6% of the sample in the June quarter.

'Looking after community, don't put the rates up. Too many people that are pensioners; if you put their rates up, you blow them out of their house. They can't afford living on a pension. They only get so much a week on the pension. They don't get looked after like they should; Years ago they used to mow our lawns and that were part of your rates. Now you have to mow your own lawn and you get told off if it's too long. If you park your car there on the grass you get told off; My daughter stopped to pick up somebody quick and she got a ticket. Just hopped in there and the girl came out and she got a ticket at the same time. She wrote a letter to the Council and got off but there was nobody around and not even in peak hours, no bus stops or anything. Just happened to be one of those parking wardens around. Don't know if those people are on brownie points or not'

'The community well-being strategy. Spaces where people can gather and meet; Look at funding and what benefits the community; The roading, making progress on the ring road'

'Housing for the elderly and people on benefits; More social policy; Council should be more involved in night shelters and activities for homeless during the day. Council should have more involvement with Hamilton's vulnerable'

'Poverty - high percentage of children in NZ who live in poverty; this is a major concern; Improve Govt state owned houses. Many people who live in state owned houses have more health risks so they should improve the state houses; Growing population; have more services for the elderly, possible improvement so that they are looked after well; they are the biggest population due to low fertility rate '

'Definitely how much money they're going to commit to non-core services like stadiums and things. I think of core services as transport etc.; Social housing. I want to see an ongoing commitment to social housing; They shouldn't be wasting money on things like Garden Place or Council buildings'

'Better engagement with Maori communities. Their relationship with many Maori organisations is really limited. When they're looking at cutbacks, seems like they look at the Maori organisations rather than others. Hamilton has a high Maori population and the promotion of Maori culture seems limited; Looking at how they can attract people back into the CBD. They lost the movie theatres. A lot of the shops get cheaper rent out at The Base. The cost of parking is another reason whereas other areas have free parking; Attracting more major events back into the city like sporting events in particular. Maybe weekends there should be more activities in town, concerts or that sort of thing might bring them back in'

'The Council need to listen more and be more careful with their spending and they need to remember that they're suppose to be looking after the community not business such as Claudelands Event Centre; I'm upset that people who are renters or are not ratepayers can't vote; they are the ones that are affected, such as pensioner flats. We should be looking after our elderly'

'They should be improving the housing for the elderly; Their office system and staff should be more efficient; They should be spending the rates money much better than now'

Youth: MAT 3.8% (MAT n = 26)

Youth or concerns about youth were an important issue for 2.3% of respondents this quarter.

'All the crime and the kids in trouble; making Hamilton safer for older people; Keeping rates down'

'Street safety for the citizens in the streets at dark. I think the only way is something like community police. Having a presence in the area so they don't become troubled spots but also providing facilities or something interesting for the people who will be hanging around the streets to do. Certainly limiting the hours for alcohol places; I think the transport issue around Hamilton is getting really, really tight again; Reducing the debt. In saying that, I don't personally believe the Council should do a lot of commercial stuff; that's not what we pay rates for'

'CBD vibrancy; Monitoring the excess consumption of alcohol by youth in the CBD; Keeping rates at a reasonable level including provisions for rebates'

'In Garden Place they have put a meccano piece of art (statue). I think it is the ugliest piece of art and they should return it and get credit (refund); many people who pass in our business haven't liked this artwork and also think it's an eye sore; The control of youths hanging around Garden Place. It has improved greatly and I think they should keep pushing for youths to stay of these streets; Would be good to have wheelie bins so that we can put plastic paper and glass into it and then it gets sorted at the refuse station'

Sportsgrounds / facilities: MAT 3.1% (MAT n = 21)

There were six comments about sportsgrounds / facilities (3.4% mention this quarter) that included:

'Traffic management - road management; I'd like them to keep clear lines on Cobham Drive roundabout; Cycle ways - more cycle ways to get across town and make it safer for cyclists; Community services such as libraries, halls and sports grounds. I would like them to insure and maintain things like libraries and swimming pools as they are an asset to Hamilton City'

'Safer community; To have good sports facilities'

'Residential rates - rates seem to be rising and becoming expensive; we are a one-income family with 3 kids and it's becoming a struggle to pay these rates; Would like to see more schools open in the North of Hamilton; Eastern suburbs rugby grounds is not big enough and not inviting to the many kids that join the clubs and they only have two fields to work with'

'Finance. They got to be much more prudent with planning; Closer look at sporting and cultural facilities. Not enough knowledge in Council about requirements needed for sport and culture; Central parking. Got to be more convenient'

'Debts (not by putting our rates up though); Changing the valuation on properties. I seem to remember at the time that they were not following the plan that other Councils were following; Looking at selling off things to cover debt. They made such a mess with the V8s. I'm not convinced about the velodrome'

(cycling circuit) in Cambridge. I certainly wasn't happy about having the V8s in the first place - that's been an absolute disaster'

'Cycle lanes and paths (there's not enough); Installing roundabouts at intersections where traffic is hectic, especially along Kahikatea Drive; The sports grounds should be maintained. Upgrade of facilities'

Council Concerns: MAT 3.4% (MAT n = 23)

Concerns with Council were mentioned by 23 respondents (13.1%) in the June quarter.

'Rates, the cost of rates; What the Council is spending; The numbers employed by the Council should be looked at'

'Looking after community, don't put the rates up. Too many people that are pensioners; if you put their rates up, you blow them out of their house. They can't afford living on a pension. They only get so much a week on the pension. They don't get looked after like they should; Years ago they used to mow our lawns and that were part of your rates. Now you have to mow your own lawn and you get told off if it's too long. If you park your car there on the grass you get told off; My daughter stopped to pick up somebody quick and she got a ticket. Just hopped in there and the girl came out and she got a ticket at the same time. She wrote a letter to the Council and got off but there was nobody around and not even in peak hours, no bus stops or anything. Just happened to be one of those parking wardens around. Don't know if those people are on brownie points or not'

'I strongly believe the Council should focus on core basic services; Debt reduction for the City; Accountability and that relates to specifically to the elected wing of the Council. It seems that they avoid accountability for the decisions that have been made in the past. Certainly from the ratepayers point of view, somebody needs to be accountable for the debt that the city is in and that's basically the Councillors - comes down to the Councillors'

'Lowering their debt; Making better decisions; Lowering rate payments'

'Reducing debt; Working with what you got without getting into the bureaucratic situation'

'Excessive spending on the roading and stop redoing things like in Garden Place; They need to have the deadlines on the projects so it's not on for years'

'Greater accountability for staff and Council. Greater transparency regarding all expenditure; Greater representation of the community. I'd like to see more diverse representation within Council'

'The community well-being strategy. Spaces where people can gather and meet; Look at funding and what benefits the community; The roading, making progress on the ring road'

'Decrease overdraft; Rates need to be looked at they are too high; Properties Council own needs to be sold off to decrease overdraft. e.g. V8s'

'Making Hamilton to be great place to be by being more visionary. Less bureaucracy and more decision-making; We need to have arts policy'

'Controlling rates; Council bureaucracy'

'Roading. Their slow working on roads. Roads in Hamilton are terrible. From getting to A to B in rush hour is terrible. But I know they are working on it; Get rid of some of their debt. Redirect money into things like roading, their poor decisions have led to debt and higher rates'

'Street safety for the citizens in the streets at dark. I think the only way is something like community police. Having a presence in the area so they don't become troubled spots but also providing facilities or something interesting for the people who will be hanging around the streets to do. Certainly limiting the hours for alcohol places; I think the transport issue around Hamilton is getting really, really tight again; Reducing the debt. In saying that, I don't personally believe the Council should do a lot of commercial stuff; that's not what we pay rates for'

'The cost of the rates; The roading structures; Putting money back into each and every community (not just specific communities)'

'They should get the debt sorted out. They waste money. Their project management is pitiful. Every time they go on a new project they crash it; They don't listen to the people'

'Sustainable development. Develop; Develop a collective vision for the City; River quality. The relationship between city and the river'

'HCC decision-making needs to reflect the will of the common person; HCC need to be more frugal with ratepayers money; Staff cut-backs need to be made in areas that do not affect the service provided'

'Themselves for a start, start listening to the residents of Hamilton. Cutting costs in their management rather than in their workers; not giving themselves pay raises and expecting others to pay more; I am pretty sure the rates will be so high that people will have to sell their homes. They need to stop concentrating on the CBD; there are other areas of Hamilton that are important. They could have all of the restaurants pitch in for having a bandstand on Hood Street that could play music; They should have one way traffic going through the main street, but the shop owners will cry foul. But if they want people to use the CBD it needs to be user-friendly; there are lots of great restaurants; there could be lots more open areas; people used to picnic there; there could be more alfresco dining, instead of a concrete jungle. Down on Hood Street where there are night clubs, I thought it was good to close the road, otherwise it's dangerous - people shouldn't be drinking and driving'

'The rates - lower rates. Lower spending costs; The new water problem - how we're going to flood to death. Fix that problem'

'Councillor leadership; Staff morale and quality for the Council staff; Coherent strategic planning'

'They need to look at how they spend ratepayer's money;

They need to look at the organisation of the Council as they may have people that aren't doing the right jobs or have too many people under employment'

'The Council need to listen more and be more careful with their spending and they need to remember that they're suppose to be looking after the community not business such as Claudelands Event Centre; I'm upset that people who are renters or are not ratepayers can't vote; they are the ones that are affected, such as pensioner flats. We should be looking after our elderly'

'They should be improving the housing for the elderly; Their office system and staff should be more efficient; They should be spending the rates money much better than now'

Development of river area: MAT 2.5% (MAT n = 17)

A small number (1.1%) thought the development of the river area was an important issue this quarter and commented:

'Sustainable development. Develop; Develop a collective vision for the City; River quality. The relationship between city and the river'

'Need to look after the arts; Look after museum; Safety. See the river utilised more. Pathway maintenance and equal access walkways'

Environmental protection: MAT 2.5% (MAT n = 17)

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

'Sustainable development. Develop; Develop a collective vision for the City; River quality. The relationship between city and the river'

'More safety-wise for the streets; The Waikato River - it's disgusting. Just needs cleaning up more'

'Lowering rates; Waste gear and being able to put more out at your gate for disposal; Cleaning our river, concentrate on cleaning the river'

'Water clarity - management of water in Hamilton; Looking after the environment, waterways and having more eco-friendly environment; Have more tree planting in Hamilton'

'Conservation; Supporting the arts; Making changes so bikes and public transport are more encouraged'

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

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

'Roading; Roads aren't up to the standards; Providing other form of tourism, like cruises down the river'

'Debt management of the Council's debts; Residential rates are too high; Replacement of events to take over events they have removed from Hamilton, like V8s etc, to attract more visitors into Hamilton'

'Rates are actually increasing which was one of their drivers to actually select them as Councillors on behalf of ratepayers and Hamilton in general; Services that they provide in terms of tourists that come to Hamilton. There's nothing or nowhere to take people; there is nothing in Hamilton in comparison to somewhere like Rotorua. There are no tourist sites; Regular maintenance of the storm water drains. They

go and plant all these trees that you can't kill with weed killer. They don't maintain the trees either; they get really big and obnoxious that you have to ring them anyway and then they fob you off when you do'

*'Reducing Hamilton's debt; Cheaper facilities for Hamilton's residents.
More tourist attractions; More beautification'*

Street / Park lighting: MAT 2.2% (MAT n = 15)

A number of respondents (1.7% for the quarter) mentioned street lighting as one of the three most important issues. These comments included:

*'Pedestrian safety; More lighting provided around local walkways, pathways and residential areas;
Parks need more sun sheltered areas'*

*'Safety in the parks for kids i.e. equipment; Safety in walking areas. Clear paths etc.;
Uncover streetlights'*

*'Better street lighting in smaller streets; Better financial controls like in V8,
Garden Place and Claudelands Event Centre'*

'Lighting in the streets; Footpaths; Parking near children's school'

Senior Citizens: MAT 2.2% (MAT n = 15)

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

'Looking after community, don't put the rates up. Too many people that are pensioners; if you put their rates up, you blow them out of their house. They can't afford living on a pension. They only get so much a week on the pension. They don't get looked after like they should; Years ago they used to mow our lawns and that were part of your rates. Now you have to mow your own lawn and you get told off if it's too long. If you park your car there on the grass you get told off; My daughter stopped to pick up somebody quick and she got a ticket. Just hopped in there and the girl came out and she got a ticket at the same time. She wrote a letter to the Council and got off but there was nobody around and not even in peak hours, no bus stops or anything. Just happened to be one of those parking wardens around. Don't know if those people are on brownie points or not'

'Housing for the elderly and people on benefits; More social policy; Council should be more involved in night shelters and activities for homeless during the day.

Council should have more involvement with Hamilton's vulnerable'

'Housing for the elderly; Access for people with disabilities; Parking in the city centre'

'Poverty - high percentage of children in NZ who live in poverty; this is a major concern; Improve Govt state owned houses. Many people who live in state owned houses have more health risks so they should improve the state houses; Growing population; have more services for the elderly, possible improvement so that they are looked after well; they are the biggest population due to low fertility rate '

'The Council need to listen more and be more careful with their spending and they need to remember that they're suppose to be looking after the community not business such as Claudelands Event Centre; I'm upset that people who are renters or are not ratepayers can't vote; they are the ones that are affected, such as pensioner flats. We should be looking after our elderly'

'They should be improving the housing for the elderly; Their office system and staff should be more efficient; They should be spending the rates money much better than now'

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

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

'Traffic management - road management; I'd like them to keep clear lines on Cobham Drive roundabout; Cycle ways - more cycle ways to get across town and make it safer for cyclists; Community services such as libraries, halls and sports grounds. I would like them to insure and maintain things like libraries and swimming pools as they are an asset to Hamilton City'

'Swimming pools; More children's playgrounds for younger children; Develop cycle ways'

*'Conservation; Supporting the arts; Making changes so bikes and public transport are more encouraged'
'Cycle lanes and paths (there's not enough); Installing roundabouts at intersections where traffic is hectic, especially along Kahikatea Drive; The sports grounds should be maintained. Upgrade of facilities'*

Communication: MAT 2.1% (MAT n = 14)

Keeping the community informed was mentioned as an issue in the June quarter by 2.9% of respondents:

'Public safety. But they already do that so I'm happy with what they're organising. Just continue with the community feedback and updating the community with relevant information'

'Making sure the rates don't increase all the time; Be more transparent with the public; To make the city more user-friendly for visitors '

'Infrastructure; A lot of people are concerned about rates (property values going down and rates going up); I want to know what is going on north side with development, whether there is a new city centre going up and when'

'I guess it would be nice to keep the rates down; Roothing - transportation within the City. Just improving the main roads; I think maybe they should improve on their communication with residents of Hamilton; it used to be very, very good. We used to have a newsletter type thing that used to come out once every month, it used to be good - telling you about everything going on and the projects happening within the Council. I certainly haven't seen anything lately'

'They're trying to up do the roads for people coming into the Waikato and once they've done that, I think it will ease the pressure on the CBD. But while it happens there is always going to be bottlenecks and problem areas. The signing and press reports need to keep the public very, very informed and kind of tell the public to look for alternative routes to avoid congested areas'

Rubbish collection/cost: MAT 1.9% (MAT n = 13)

A number of respondents (2.3%) commented on rubbish collection or rubbish disposal as an issue this quarter.

'Providing the services that the community really wants i.e. Parks, library, waste collection and recycling; Infrastructure; Governing Hamilton with a clear vision'

'Value for money out of the facilities that they run; Possibly looking at user-pays for facilities rather than the general rates; Possible rethink of rubbish collection so you get charged per unit of rubbish'

'Lowering rates; Waste gear and being able to put more out at your gate for disposal; Cleaning our river, concentrate on cleaning the river'

'Making sure we got adequate infrastructure like sewerage and water; Improve the roading in terms of congestion particularly in northeast areas; We can do more towards commercial and household refuse'

Clean city: MAT 1.8% (MAT n = 12)

A few respondents (1.1%) 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:

'Getting people to come back to the central City to shop; I do feel sorry for the retailers there; More maintenance around some of the parks, maybe clean-ups in the mornings; Safer places to park at night; I don't like going underground especially at night so maybe more central city accessibility'

'Traffic on Bridge and Anglesey Street; Just the overall hygiene and amount of rubbish on side of the road (Inverness Avenue)'

Walkways: MAT 1.6% (MAT n = 11)

A number of respondents (2.3%) commented on the need for better walkways as an issue in the June quarter. These comments included:

'Pedestrian safety; More lighting provided around local walkways, pathways and residential areas; Parks need more sun sheltered areas'

'Need to look after the arts; Look after museum; Safety. See the river utilised more. Pathway maintenance and equal access walkways'

'Safety in the parks for kids i.e. equipment; Safety in walking areas. Clear paths etc.; Uncover streetlights'

'Not increasing the rates; The walkway on our street'

Libraries: MAT 1.6% (MAT n = 11)

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

'Traffic management - road management; I'd like them to keep clear lines on Cobham Drive roundabout; Cycle ways - more cycle ways to get across town and make it safer for cyclists; Community services such as libraries, halls and sports grounds. I would like them to insure and maintain things like libraries and swimming pools as they are an asset to Hamilton City'

'They should be keeping the theatres.; Provide more for the libraries'

'Providing the services that the community really wants i.e. Parks, library, waste collection and recycling; Infrastructure; Governing Hamilton with a clear vision'

'Libraries. Not cutting the funding and staff as it will hurt the future of our education for the population as a whole; Roads are a mess at the minute getting roadworks completed as soon as possible e.g. on Tramway; Safety measures, putting security cameras in place'

'I think maintaining services in the suburbs like libraries; making or keeping them accessible for people is really important; They need to improve the CBD because that's a death dark really; I think they need to listen to the ratepayers more'

Footpaths: MAT 1.5% (MAT n = 10)

Footpaths or pedestrian access was mentioned this quarter by 1.7% of the respondents:

'Infrastructure - sewerage and water is good; roading is an abomination and there are more potholes in the road than anything. Parks and reserves are not too bad. The footpath paving around the place needs to be maintained; you could break your neck; They shouldn't be involved in property or being landlords. They need to get back to their core basic things the Council was set up to do'

'Lighting in the streets; Footpaths; Parking near children's school'

'Need to look after the arts; Look after museum; Safety. See the river utilised more. Pathway maintenance and equal access walkways'

Playgrounds: MAT 1.5% (MAT n = 10)

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

'The debt issue; Maybe more local parks. It's nice to go for a walk. There's a little area and I wonder why they don't put a swing or a slide there. There are quite a few families in our area that could probably use it'

'Swimming pools; More children's playgrounds for younger children; Develop cycle ways'

'Safety in the parks for kids i.e. equipment; Safety in walking areas. Clear paths etc.; Uncover streetlights'

Toilets: MAT 1.3% (MAT n = 9)

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

'Public toilets - when I go for my morning walks the public toilets are not unlocked; would be good if they unlocked the toilets around 5am'

'Utilise public facilities more often; Monitor cyclists cycling behaviour; Provide more public toilets'

Water: MAT 1.2% (MAT n = 8)

This was followed by a few respondents who thought the water was an important issue, (one respondent this quarter). This included:

'Water clarity - management of water in Hamilton; Looking after the environment, waterways and having more eco-friendly environment; Have more tree planting in Hamilton'

City Beautification: MAT 1.2% (MAT n = 8)

Other respondents (1.1% for the quarter) mentioned city beautification with comments that included:

*'Reducing Hamilton's debt; Cheaper facilities for Hamilton's residents.
More tourist attractions; More beautification'*

'Water clarity - management of water in Hamilton; Looking after the environment, waterways and having more eco-friendly environment; Have more tree planting in Hamilton'

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

Arts / culture were mentioned by 2.3% of respondents this quarter as an issue with the following comments:

*'Finance. They got to be much more prudent with planning; Closer look at sporting and cultural facilities.
Not enough knowledge in Council about requirements needed for sport and culture;
Central parking. Got to be more convenient'*

*'Conservation; Supporting the arts; Making changes so bikes and public transport are more encouraged'
'Need to look after the arts; Look after museum; Safety. See the river utilised more. Pathway
maintenance and equal access walkways'*

*'They should be working to get upgrade Founders Theatre and getting New Zealand opera concerts in
the City. They need better acoustics in there; They should have a clear plan of action for what is
happening with the commercial areas in the City (CBD / Te Rapa) for what sort of activity they are trying
to encourage in that area'*

Education: MAT 1.2% (MAT n = 8)

Education was mentioned by 2.3% of the sample in the June quarter:

*'Roading - Avalon Drive; Education - schooling uniforms; Police as a whole needs a review'
'Schooling for the northern zone; Public transport - education of public transport. Roading is pandering to
kiwi culture of too many cars'*

*'Safety of facilities for public use. People don't use things at a certain hour because it's dodgy; Rates;
Schooling issues. When it comes to zoning, there are not enough choices when we start getting into the
senior area. High schools. There is a huge selection for primary but not enough for High School'*

*'Bring the winter show back; Make it easier for parents of young kids to go do things;
if we go to the stadium we can't afford to buy drinks or food there;
More kindergartens - my child has been on a waiting list for 14 months'*

Recycling: MAT 1.0% (MAT n = 7)

Recycling was mentioned by 1.7% of the sample in the June quarter:

*'Empty buses; Recycling of wide range of plastic'
'Providing the services that the community really wants i.e. Parks, library, waste collection and recycling;
Infrastructure; Governing Hamilton with a clear vision'*

'In Garden Place they have put a meccano piece of art (statue). I think it is the ugliest piece of art and they should return it and get credit (refund); many people who pass in our business haven't liked this artwork and also think it's an eye sore; The control of youths hanging around Garden Place. It has improved greatly and I think they should keep pushing for youths to stay of these streets; Would be good to have wheelie bins so that we can put plastic paper and glass into it and then it gets sorted at the refuse station'

Disabled Access / Facilities: MAT 1.0% (MAT n = 7)

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

*'Housing for the elderly; Access for people with disabilities; Parking in the city centre'
'Expenditure - the spending of Council on projects they don't require - they should spend more on core businesses; CBD at night - manage the young people that hang around the City at night; Parking in the CBD - increase more disabled car parking as many people are being issued with disability cards and also the cost of using parking in the city is too expensive'*

Noise Control: MAT 0.7% (MAT n = 5)

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

'Noise control in Fairfield, Melville; The road layouts in Te Rapa. Easy access to the one side to the other'

Stormwater: MAT 0.1% (MAT n = 1)

Concerns with the stormwater system were mentioned by 0.6% of the sample in the June quarter:

'Rates are actually increasing which was one of their drivers to actually select them as Councillors on behalf of ratepayers and Hamilton in general; Services that they provide in terms of tourists that come to Hamilton. There's nothing or nowhere to take people; there is nothing in Hamilton in comparison to somewhere like Rotorua. There are no tourist sites; Regular maintenance of the storm water drains. They go and plant all these trees that you can't kill with weed killer. They don't maintain the trees either; they get really big and obnoxious that you have to ring them anyway and then they fob you off when you do'

Other Issues: MAT 9.0% (MAT n = 61)

There was a range of other issues that included:

'Safety in the City in the evenings; Vandalism, trying to clean it up and trying to stop it; Making things cheaper for people to access like the stadiums so it can be utilised more'

'Rent homes - there should be money taken out of rent payers rent to put towards having their lawns mowed to make the house look clean (for those who can't afford to mow their lawns)'

'Roading - Avalon Drive; Education - schooling uniforms; Police as a whole needs a review'

*'The debt of the City; Safety in the CBD after dark; Provide free kerbside Garden Waste collection '
'Nothing'*

'Utilise public facilities more often; Monitor cyclists cycling behaviour; Provide more public toilets'

'Debt and death. I know they have a lot of issues with debt'

'Less gambling joints; Less alcohol outlets; Few more police out there'

*'Reducing Hamilton's debt; Cheaper facilities for Hamilton's residents.
More tourist attractions; More beautification'*

'In Garden Place they have put a meccano piece of art (statue). I think it is the ugliest piece of art and they should return it and get credit (refund); many people who pass in our business haven't liked this artwork and also think it's an eye sore; The control of youths hanging around Garden Place. It has improved greatly and I think they should keep pushing for youths to stay of these streets; Would be good

to have wheelie bins so that we can put plastic paper and glass into it and then it gets sorted at the refuse station'

'Let the people have their say on their City; There should be some sort of concession for ratepayers at facilities as we pay for the facilities, for example a 'rate payers gold card' that gives you a discount because you have pay rates; We should not be the ones digging deeper into our pockets for them getting us in debt'

'The Council need to listen more and be more careful with their spending and they need to remember that they're suppose to be looking after the community not business such as Claudelands Event Centre; I'm upset that people who are renters or are not ratepayers can't vote; they are the ones that are affected, such as pensioner flats. We should be looking after our elderly'

'Bring the winter show back; Make it easier for parents of young kids to go do things; if we go to the stadium we can't afford to buy drinks or food there; More kindergartens - my child has been on a waiting list for 14 months'

'Roading because basically what they've done with the ring road is moved the bottleneck from one area to the other and haven't alleviated the problem; I think planning more for events for the V8s and so forth and making sure they are economic before bringing to Hamilton. Utilise the facilities we've got. We've got the Events Centre; personally Rugby Park should be put there. Using the facilities they've got like the Stadium and the Events Centre'

Positive Comments: MAT 1.9% (MAT n = 13)

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

'Spending. The thing is, it's not just about the current Council e.g. We were given a referendum about the casino. Over 60% were against the casino, after they spent all that money on the referendum, they went ahead with the casino. Why make more costs when they've already made the decision but making out that we have a choice in the matter. Had another on prostitution in residential areas but went ahead and allowed it. Very fine line - not really getting your request put into practice;

With a lot of the drinking and drugs, I think Hamilton is seen as one of the worst places for this. There are a lot of people that aren't being paid that are helping to keep the streets clearer, like the churches and Maori wardens. Some of these places shouldn't be allowed to be open so long. They're getting the revenue in, but there are not enough people to pick up the pieces, same with the gambling. Wrong choices are made; allowing some of these things to go on; It's a good idea they're opening up the riverside, rather than being behind the houses. One thing that's a waste of money is Garden Place. In 1970 it was beautiful. It's changed from five different Councils and it doesn't look any better at all. You get a new set of people; have to make changes, like it's an ego trip. We rarely go into town now because of the parking problem, people go to Chartwell and The Base because it's free parking; businesses aren't doing good, you're seeing them all close'

'Public safety. But they already do that so I'm happy with what they're organising. Just continue with the community feedback and updating the community with relevant information'

'Transport - insuring commuting hours are not quite so bottlenecked from time to time; Issues in infrastructure like the roading. I think they do a good job so far but they shouldn't lose track of it while maintaining other things. I'd quite like them to keep the Municipal Pool going; Bringing the CBD back to life. I know they've made a great start on that but I think they could continue. Overall, I enjoy living in Hamilton'

'Reducing that debt, which I know they are. I know they're working on it. I know they've put a cap on our rates. It's going to take time'

'Infrastructure - sewerage and water is good; roading is an abomination and there are more potholes in the road than anything. Parks and reserves are not too bad. The footpath paving around the place needs to be maintained; you could break your neck; They shouldn't be involved in property or being landlords. They need to get back to their core basic things the Council was set up to do'

'Infrastructure. Improvement in roading and traffic control; The development of the CBD - Garden Place is good; I'm just worried in everything shifting north especially retail and we're losing the CBD; Improving parking in the CBD'

'Themselves for a start, start listening to the residents of Hamilton. Cutting costs in their management rather than in their workers; not giving themselves pay raises and expecting others to pay more; I am pretty sure the rates will be so high that people will have to sell their homes. They need to stop

concentrating on the CBD; there are other areas of Hamilton that are important. They could have all of the restaurants pitch in for having a bandstand on Hood Street that could play music; They should have one way traffic going through the main street, but the shop owners will cry foul. But if they want people to use the CBD it needs to be user-friendly; there are lots of great restaurants; there could be lots more open areas; people used to picnic there; there could be more alfresco dining, instead of a concrete jungle. Down on Hood Street where there are night clubs, I thought it was good to close the road, otherwise it's dangerous - people shouldn't be drinking and driving'

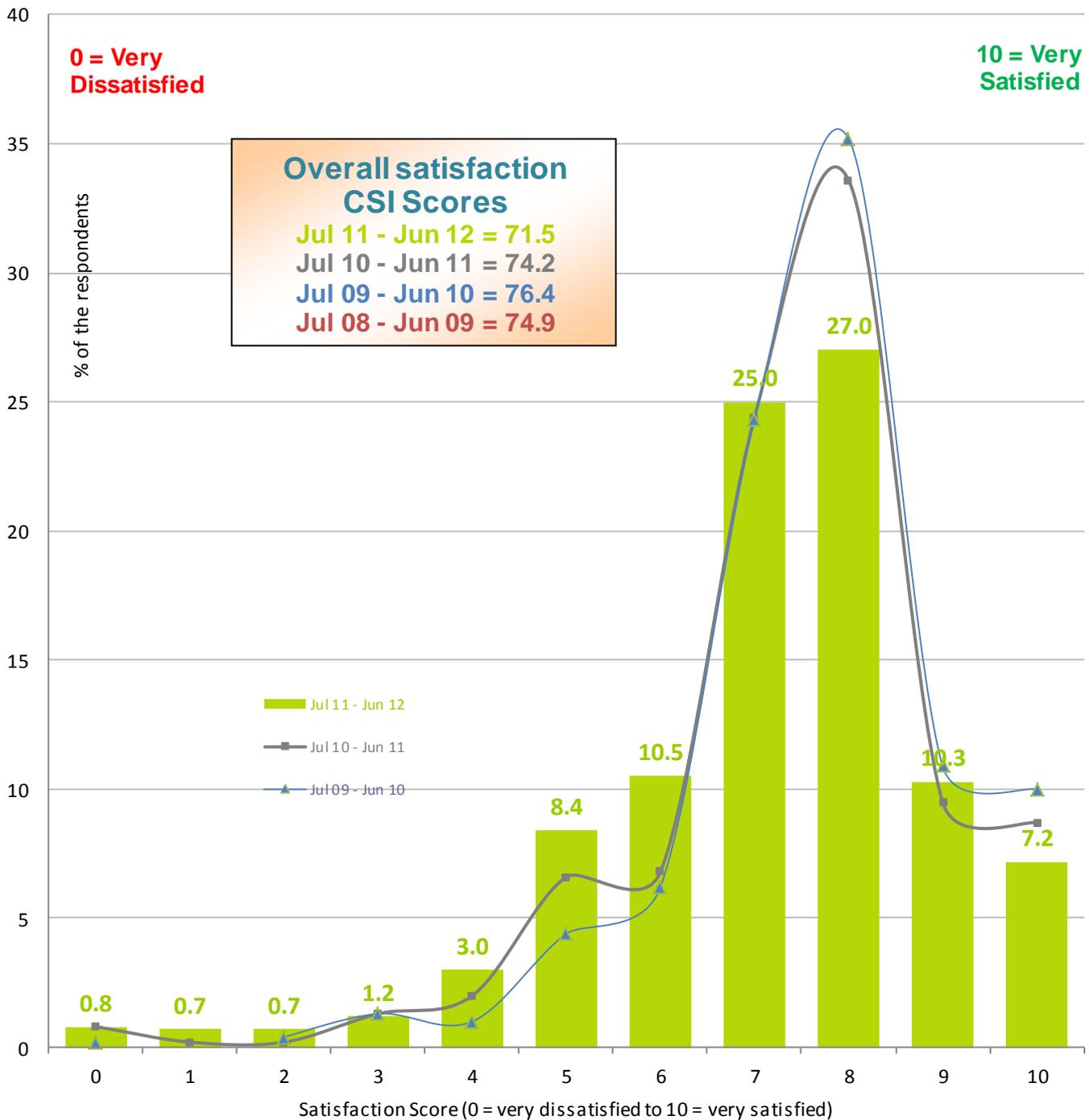
Don't know / No answer: MAT 13.3% (MAT n = 91)

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

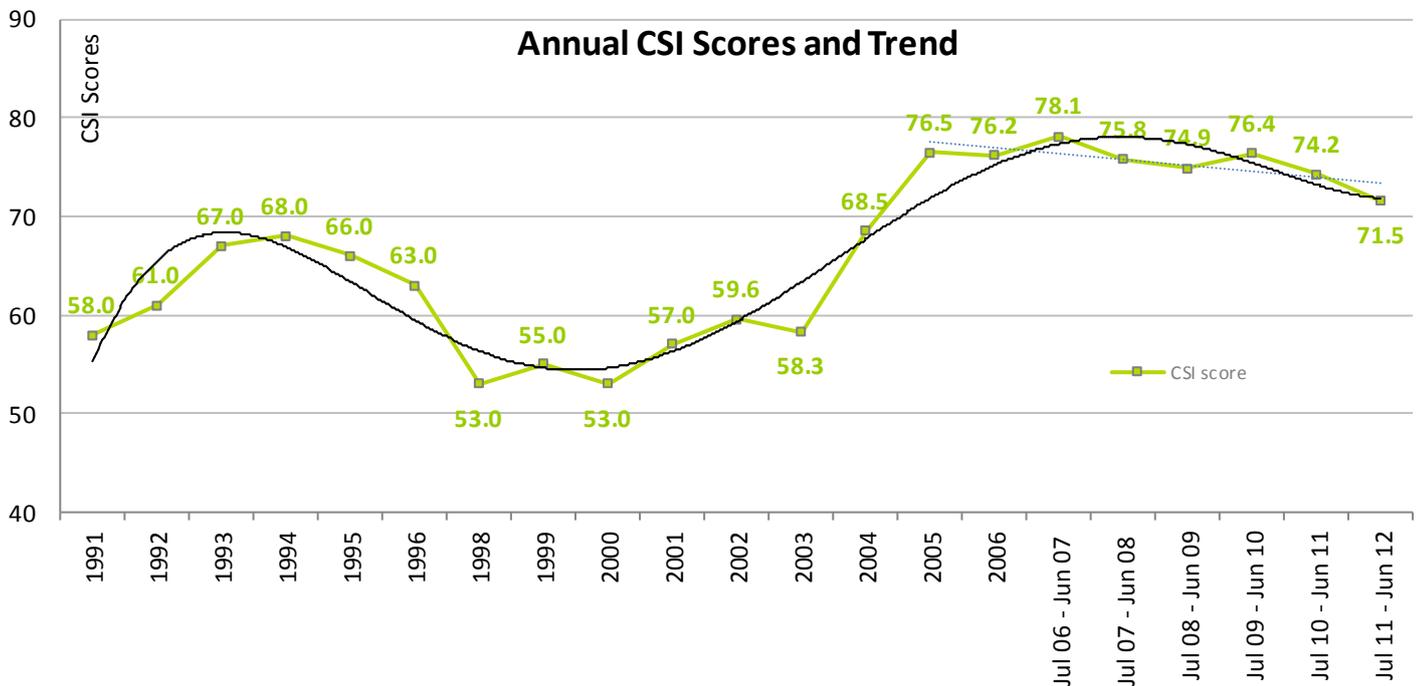
Respondents were asked 'Thinking not only about the Elected Members and Council Staff but also the services and facilities the Council provides and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the Overall Performance of Council in the past 12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

Two thirds of the respondents (70%) 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 (27%) and 18% rated the Overall Performance of Council with a score of 9 or 10 (exceeded expectations). A fifth of the sample (22%) were neutral (scores 4 – 6) and 3.4% were actually dissatisfied (scores 0 – 3). The CSI score was 71.5, down 2.7 points from the July 2010 – June 2011 period.



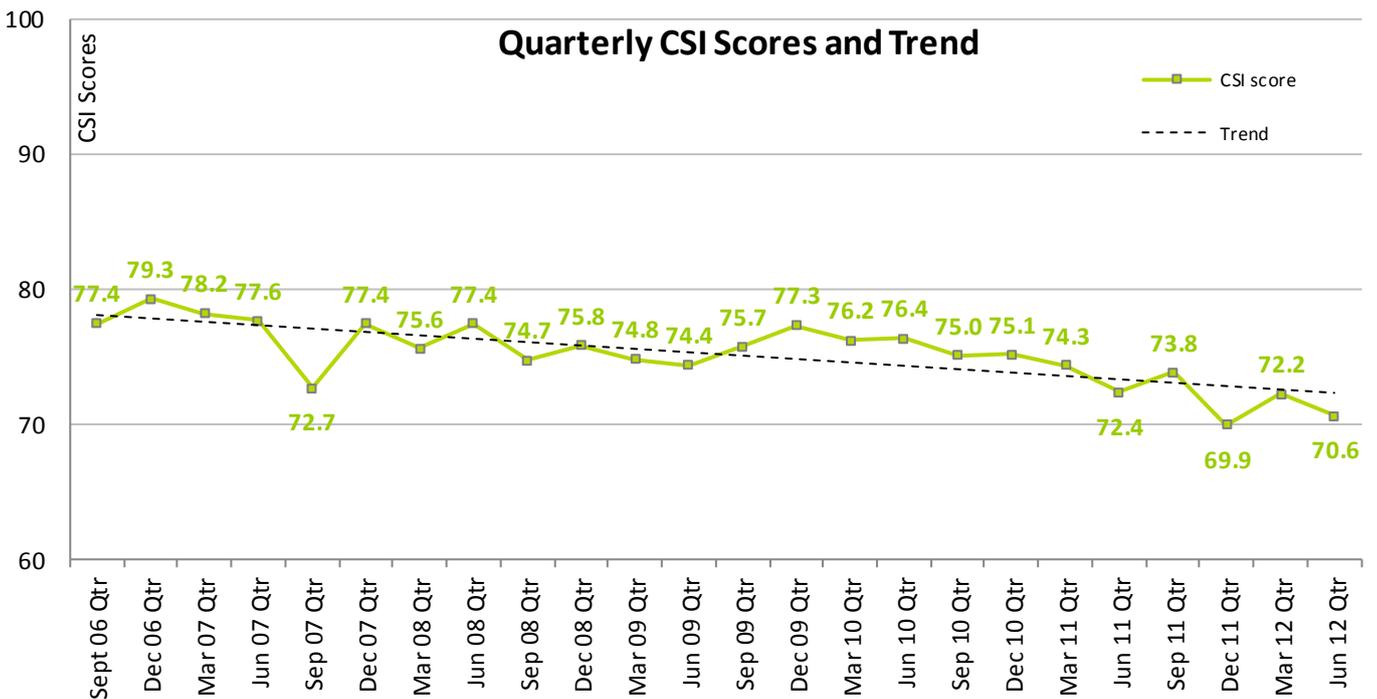
Overall Satisfaction Trends on an Annual Basis

The following chart shows the CSI scores have stayed at a high level for the past seven years. However, the CSI score of 71.5 is 2.7 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.



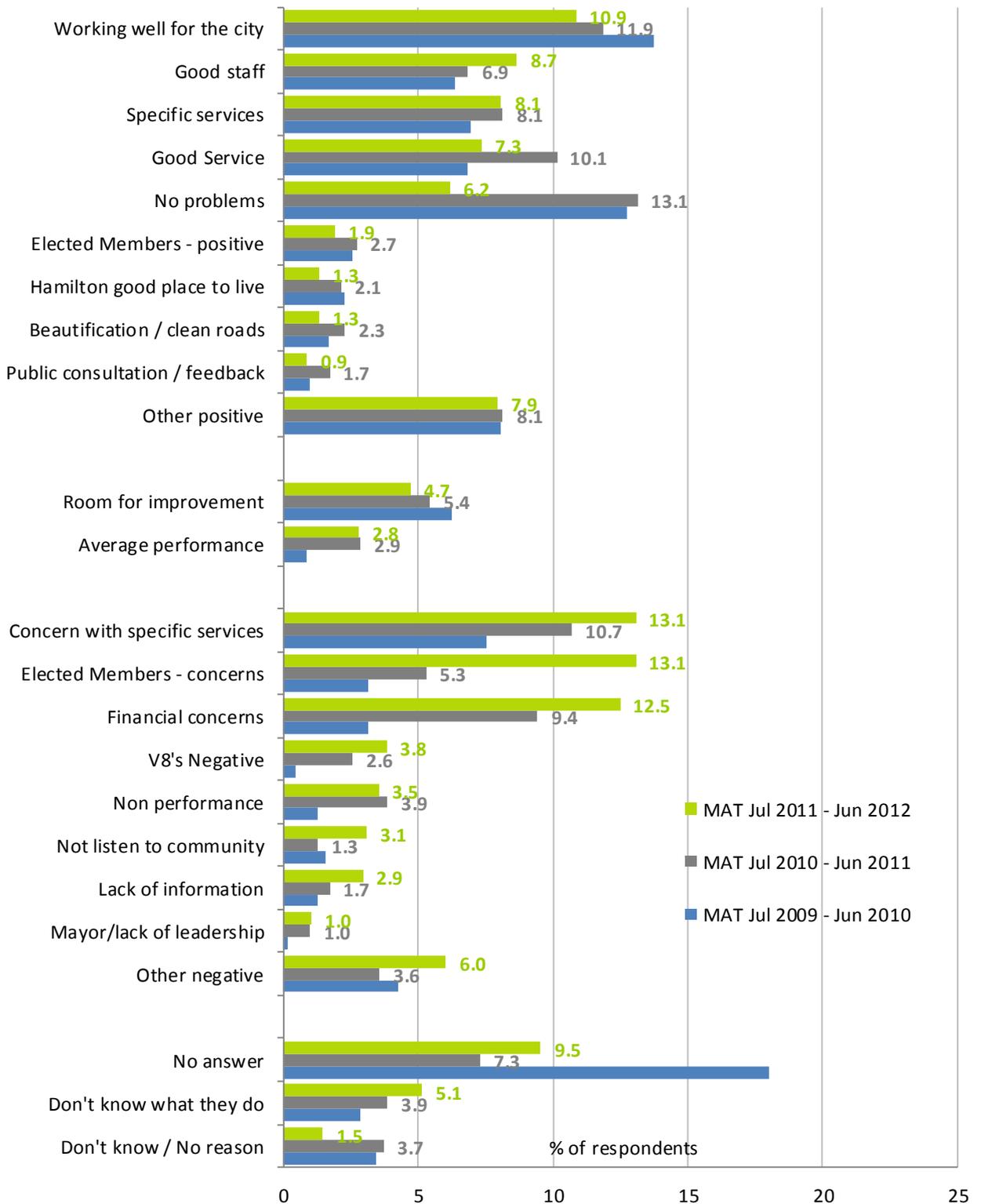
Overall Satisfaction Trends on a Quarterly Basis

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 70.6 is 1.6 points lower than last quarter and this is the second lowest recorded to date. This is below the trend line, which continues to show a steady decline.



Overall Satisfaction: Reasons for feeling this way

The respondents were asked why they rated the *Overall Performance of Council* the way they did. This question was asked as an open question with the answers grouped together for analysis purposes. There was a range of responses, with some respondents offering positive reasons for giving a high score, while others offered reasons for giving a lower score. On a Moving Annual Total basis (July 2011 – June 2012), the main positive comments focused around the feeling that Council was doing a good job or working well for the city (11%) or positive comments about the staff (9%) or specific services (8%). The main negative comment had to do with concerns with specific services (13%), concerns with the Elected Members (13%) and financial concerns (13%).



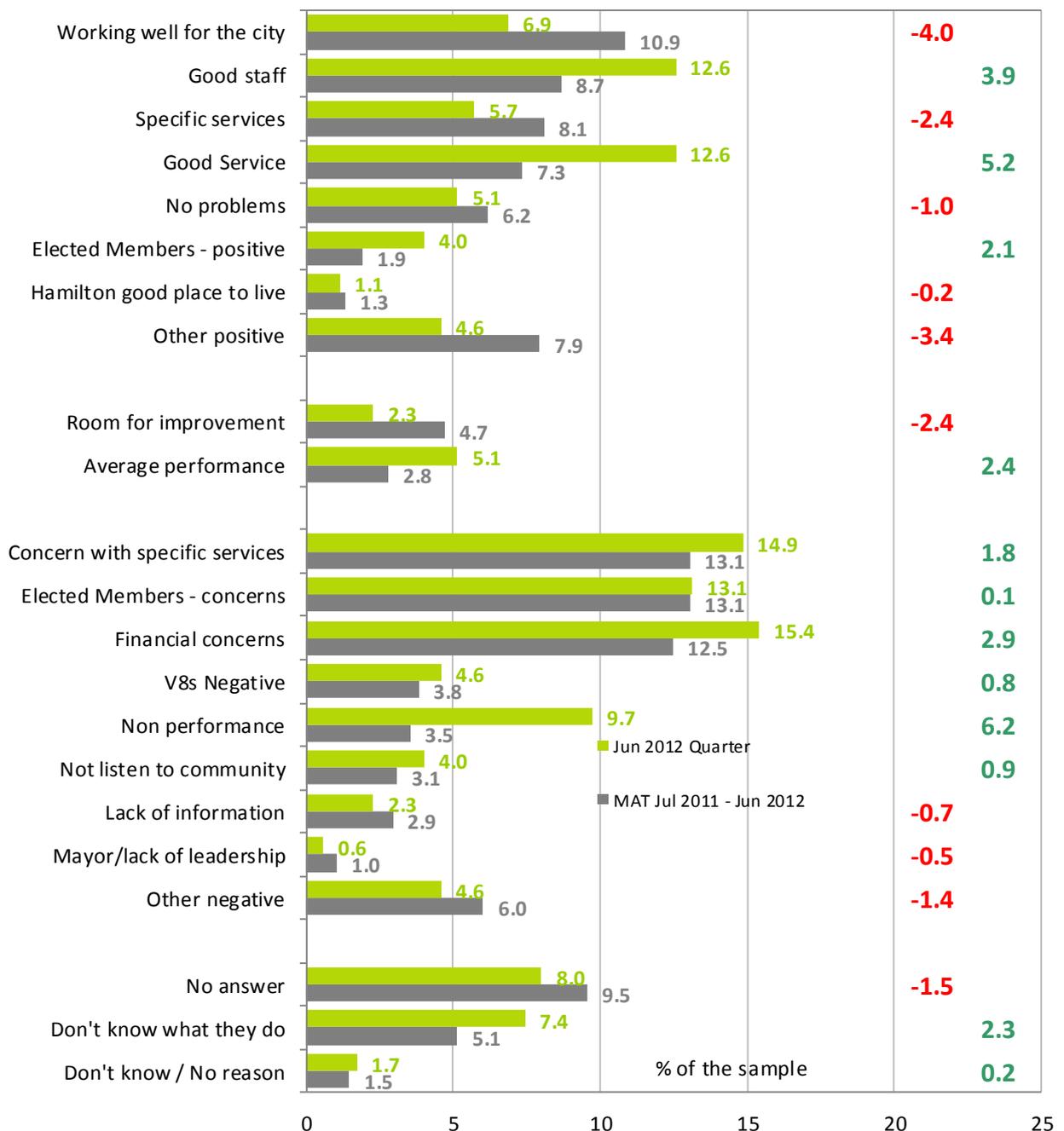
Overall Satisfaction: Reasons for feeling this way for the June quarter

The respondents were asked why they rated the *Overall Performance of Council* the way they did. This question was asked as an open question with the answers grouped together for analysis purposes. The following chart compares the responses mentioned in the June 2012 quarter (n = 175) versus the proportion who mentioned these in the current Moving Annual Total result (July 2011 – June 2012: n = 681).

The main positive comments for the June quarter focused around good staff (13%), good service (13%), the feeling that Council was doing a good job or working well for the city (7%), positive things about specific services (6%) and the fact there were no problems (5%). More respondents mentioned good service (5% higher) or good staff (4% higher) while fewer mentioned working well for the city (4% lower)

The main negative comments for the quarter had to do with financial concerns (15% versus 13% on a MAT basis) concerns with specific services (15% versus 13% on a MAT basis), and concerns with the Elected Members (13% versus 13% on a MAT basis).

The largest difference between the June quarter and on a MAT basis was a 6.2% increase in mention of non-performance. The largest decrease was a 4.0% reduction in mention of working well for the city.



Please note the percentages are based on the four quarters from July 2011 - June 2012 but only the verbatim comments from the June 2012 quarter are included in this report.

Positive comments

Working well for the city: MAT⁵ 10.9% (MAT n = 74)

Many respondents felt Council was working well for the city and doing a good job (6.9% or 12 respondents this quarter). These respondents commented: (SS = satisfaction score)⁶

'Well, they are doing a good job' (SS = 10)

'I think the basics are being done well but recent events haven't been handled very well' (SS = 8)

'I think they do a reasonable job and provide good facilities in challenging times.

The downside is I think they neglect to make some of the tough calls, possibly too much consultation and not enough action' (SS = 8)

'I just think the Council provides very good services. I think the Council's basic services are great. My concern would be when they step into other things like the V8s; otherwise the Council does a very good job' (SS = 8)

'I think they do their best; they do what they think is best for the residents of Hamilton' (SS = 8)

'As long as they are endeavouring to try fix things. We all make mistakes, none of us are perfect.

They're trying to do their best' (SS = 8)

'I know that they're there and that they're doing their job' (SS = 8)

'They all do a good job' (SS = 8)

'They are doing their job' (SS = 8)

'Because by and large they have done a good job with infrastructure but they have had issues with accumulating debt and also the issue with the V8s' (SS = 7)

'The Claudelands Event Centre and V8s bring down the score as the Council as a whole functions well' (SS = 7)

'Overall, the city is being run in a satisfactory matter. There are areas which could be vastly improved but overall they're performing satisfactorily' (SS = 7)

Good staff: MAT 8.7% (MAT n = 59)

This was followed by 22 respondents or 12.6% for the quarter who mentioned good Management or Staff. This included comments like:

'The different times that I have contacted specific Council members and staff including the services, the responses have been efficiently acted upon and carried out correctly' (SS = 10)

'We use the library a lot and we're very happy with that; that's what my experience is, very friendly and very efficient. It's a pleasure to go there' (SS = 10)

'I do like Hamilton and all the facilities; some of the staff I've come into contact with have been great and some haven't, get that everywhere' (SS = 9)

'I know that they're there and that they're doing their job' (SS = 8)

'The staff is fine but the communication from the Council itself is very poor' (SS = 8)

'The Council staff is really good and the services are just fine.

I have no clue about the Elected Members' (SS = 8)

'Based on my trip to the zoo, they were very friendly and clean and tidy' (SS = 8)

⁵ MAT relates to the 12 month Moving Annual Total. This quarter this is July 2011 - June 2012

⁶ Please note the percentages are based on the four quarters from July 2011 - June 2012 but only the verbatim comments from the June 2012 quarter are included in this report.

'Because all the people that are paid by the Council do the best for the town and put on brave faces through the restructuring and they do a great job despite the cost-cutting' (SS = 8)

'From people I've come in contact with - they've been very helpful and very good with good information, that sort of stuff. Polite' (SS = 8)

'They are helpful and polite' (SS = 8)

'They are very good, polite and helpful' (SS = 8)

'They're all very pleasant and it's not the Council workers that make the business; they're just doing their job. Always very helpful' (SS = 8)

'When you look at staff, they provide good service' (SS = 7)

'From the point of view of the Council staff, they are very friendly' (SS = 7)

'Generally the elected Council. I think unelected for workers in Council are very professional' (SS = 7)

'I just think that the employed people that work on the ground make up for the inadequacies of the elected Councillors' (SS = 7)

'I think the staff is doing a good job but I'm balancing it against the politicians who are doing a very poor job. Leadership at a political level is very poor, particularly amongst Councillors' (SS = 6)

'Because probably the workers are doing the job well but it's just the decision-maker in general will take them down' (SS = 6)

'I think it is hard to separate the Councillors and the staff; I think the staff at the coal face do very well and are very consumer orientated. I do not hold staff higher up in positive regard' (SS = 6)

'As I said, the Elected Members don't seem to be doing their job.

The staff themselves is all right' (SS = 6)

'Combining the problems based on the elected wing. Also the one negative occasion in which I've had interaction with the members of Council staff, which was at the consultations meeting on the flooding. That Council member had a 'couldn't care less' attitude and minimised the concerns of the residents. I witnessed them basically saying he couldn't understand why residents felt this way when it was quite obvious. Can only compliment the staff in libraries' (SS = 4)

'The services at the local pool are abysmal. There is no loyalty to us as mature swimmers; we have zero support. The lifeguards are very helpful but the admin staff is awful. There are not enough pools to go around and the Council is closing them' (SS = No answer)

Specific services: MAT 8.1% (MAT n = 55)

A number of respondents (5.7% or 10 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:

'Just because they are doing more to keep our roads safer and they are expanding Hamilton e.g. the motorway' (SS = 10)

'We use the library a lot and we're very happy with that; that's what my experience is, very friendly and very efficient. It's a pleasure to go there' (SS = 10)

'Well it's very good; the rubbish collection is good, and the buses seem to run on time' (SS = 10)

'They pick my rubbish up every week, facilities are well maintained in Hamilton, general upkeep is well looked after, gardens being done all the time; it looks good' (SS = 9)

'Based on my trip to the zoo, they were very friendly and clean and tidy' (SS = 8)

'We've got good facilities like pools and libraries and those sorts of facilities. I guess they're run well and most of them are easy to get to' (SS = 8)

'There are some good services available in the community and I know they were looking to cut costs' (SS = 7)

'The key thing I remember that would detract from it would be the consultation (or lack of) of their plan to do with flood risks. They sent a letter out to say our house was in a high-risk flood area, come and learn

about it, didn't consult us about this beforehand at all. The swimming pools - I would be more inclined to use if them if they were modernised or upgraded.

The parks and gardens are an asset to the city I think' (SS = 7)

'I think, mostly, the Claudelands Event Centre is great. There's access all around it for walking and doing whatever and that brings the toilets and all the facilities into it' (SS = 7)

'Combining the problems based on the elected wing. Also the one negative occasion in which I've had interaction with the members of Council staff, which was at the consultations meeting on the flooding. That Council member had a 'couldn't care less' attitude and minimised the concerns of the residents. I witnessed them basically saying he couldn't understand why residents felt this way when it was quite obvious. Can only compliment the staff in libraries' (SS = 4)

Good Service: MAT 7.3% (MAT n = 50)

Twenty two respondents commented on getting good service this quarter (12.6%):

'The different times that I have contacted specific Council members and staff including the services, the responses have been efficiently acted upon and carried out correctly' (SS = 10)

'We've never had any trouble. When they do arrive, they do whatever they've got to do and get the job done. Quite happy to say a '10' there' (SS = 10)

'I am impressed with the facilities I use, but not impressed with what they have done with Garden Place and the Red Pipe sculpture in Mill Street; not necessary when we are in financial crisis' (SS = 9)

'They pick my rubbish up every week, facilities are well maintained in Hamilton, general upkeep is well looked after, gardens being done all the time; it looks good' (SS = 9)

'I do like Hamilton and all the facilities; some of the staff I've come into contact with have been great and some haven't, get that everywhere' (SS = 9)

'Because I guess everything around here gets done really fast' (SS = 9)

'It's on a regular basis and they respond fairly quickly' (SS = 9)

'They provided a lot of facilities that I am able to use like the buses and the libraries and the lake' (SS = 9)

'Whatever needs I have they deal with them; I get what I need and the services they provide are satisfactory' (SS = 9)

'I think they do a reasonable job and provide good facilities in challenging times.

The downside is I think they neglect to make some of the tough calls, possibly too much consultation and not enough action' (SS = 8)

'I just think the Council provides very good services. I think the Council's basic services are great.

My concern would be when they step into other things like the V8s; otherwise the Council does a very good job' (SS = 8)

'Customer focused - good service' (SS = 8)

'Everything is functional and facilities are available, as you would expect it to be' (SS = 8)

'I was impressed with the way my problem was dealt with but the problem shouldn't have occurred in the first place' (SS = 8)

'I'm happy with improvements made to date but again, unsure with other needs that may have to be met' (SS = 8)

'The Council staff is really good and the services are just fine. I have no clue about the Elected Members' (SS = 8)

'They do a pretty good job; everything I've ever had to be involved with has always been dealt with in a timely, satisfactory manner' (SS = 8)

'Well when I rang to get something done it was very prompt and they answered my messages and came and did what I wanted, so I was quite satisfied with them' (SS = 8)

'They are doing the best they can; they spend money on things that don't need spending on' (SS = 7)

'I think the services they provide are good. Reasonable value for the rates we pay. Not sure what could be improved upon; they provide reasonable value for our rates' (SS = 7)

'When you look at staff, they provide good service' (SS = 7)

'Because I think a lot of services like library and pools are very well run, also the rubbish collection. It's just really the Council staff in Garden Place' (SS = 6)

No problems: MAT 6.2% (MAT n = 42)

Nine respondents or 5.1% for this quarter were not aware of any problems and felt that things were running smoothly:

'It's just nothing bad has happened lately with the Council.

They've been flying under the radar so it's been pretty good' (SS = 10)

'We've never had any trouble. When they do arrive, they do whatever they've got to do and get the job done. Quite happy to say a '10' there' (SS = 10)

'I'm fairly satisfied, the things seems to be going alright and don't have any problem with them at all' (SS = 9)

'Because I have no decisions that have really affected me, no complaints' (SS = 8)

'Everything just seems to keep on keeping on' (SS = 8)

'I hear other people talking but in general they are good' (SS = 8)

'They aren't too bad' (SS = 8)

'Generally happy with services provided' (SS = 7)

'It's been fine, there's been no issues' (SS = 7)

Elected Members - positive: MAT 1.9% (MAT n = 13)

A number of respondents (4.0% or seven respondents this quarter) made positive comments about the Elected Members / Council and this quarter's comments included:

'The different times that I have contacted specific Council members and staff including the services, the responses have been efficiently acted upon and carried out correctly' (SS = 10)

'It's just nothing bad has happened lately with the Council.

They've been flying under the radar so it's been pretty good' (SS = 10)

'Performance for the Council. They're proactive' (SS = 10)

'I think they do their best; they do what they think is best for the residents of Hamilton' (SS = 8)

'I think that Council has done a good job considering it is a hard time to get things right' (SS = 8)

'Probably because some of the things they've promised to do they have done; other things you're still waiting. More on the positive side than the negative' (SS = 7)

'It seems very unfair because the Councillors who are in there now are trying to do their best and some of the issues we have are related to the previous Council and we are stuck with their decisions they're making. I always find it difficult to trust when they make the decision and back down because it means they haven't done their homework in the first place' (SS = 6)

Hamilton good place to live: MAT 1.3% (MAT n = 9)

Two respondents or 1.1% of respondents for the June quarter commented that Hamilton was a great place or a good place to live:

'I like to spend my time here' (SS = 9)

'I do like Hamilton and all the facilities; some of the staff I've come into contact with have been great and some haven't, get that everywhere' (SS = 9)

Beautification /clean roads: MAT 1.3% (MAT n = 9)

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

'They pick my rubbish up every week, facilities are well maintained in Hamilton, general upkeep is well looked after, gardens being done all the time; it looks good' (SS = 9)

'It looks attractive; it's clean and it's tidy' (SS = 8)

Other positive: MAT 7.9% (MAT n = 54)

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

'They are really good' (SS = 10)

'Everything has greatly improved but need to improve on graffiti and service at Gallagher Aquatic Centre' (SS = 9)

'Some areas are good and some areas are not' (SS = 8)

'I have been quite satisfied with anything I do in the city.

Parking; it is difficult to park but I'm happy' (SS = 8)

'Generally it's pretty good; there's just been those little bit of weaknesses on the account of the Elected Members' (SS = 8)

'Because they have not done anything.

There is nothing obvious that has affected us in a negative way' (SS = 8)

'I think in general the things are going along all right' (SS = 8)

'I think the services they provide are good. Reasonable value for the rates we pay. Not sure what could be improved upon; they provide reasonable value for our rates' (SS = 7)

Neutral comments

Room for improvement: MAT 4.7% (MAT n = 32)

There were also many respondents who made neutral comments including a number who commented that they felt there was room for improvement. This was mentioned by 2.3% or four respondents this quarter with comments that included: (SS = Satisfaction Score)

'As all organisations need to grow and develop so there is always room for improvement' (SS = 8)

'Overall, the city is being run in a satisfactory matter. There are areas which could be vastly improved but overall they're performing satisfactorily' (SS = 7)

'There could be a lot of improvement' (SS = 6)

'The services that HCC provide at the cost of our rates; we don't seem to see any improvement in the area that I live in' (SS = 5)

Average performance: MAT 2.8% (MAT n = 19)

There were other comments offered about the average performance of Council (mentioned by nine respondents or 5.1% for the June quarter). These comments included:

'I think they're doing an alright job' (SS = 8)

*'I don't have a massive amount to do with them,
but I can't say that I'm dissatisfied with them either' (SS = 7)*

'Sort of that in the middle' (SS = 7)

*'The Council is only doing an average job; they are changing things
but not to resident's expectations' (SS = 7)*

'They are not that great or that bad' (SS = 7)

'They haven't done anything bad and they haven't done anything super so you can't complain' (SS = 7)

*'Don't think the Council has done anything special; they haven't kept rates down
which is what most people care about' (SS = 6)*

'I think they're doing a reasonable job; that's about the only opinion I have on it really' (SS = 6)

'They're just like any other Council, just doing their job' (SS = 6)

Negative comments

Concern with specific services: MAT 13.1% (MAT n = 89)

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 14.9% or 26 respondents this quarter). These comments included: (SS = Satisfaction Score)

*'Everything has greatly improved but need to improve on graffiti and
service at Gallagher Aquatic Centre' (SS = 9)*

'I think the basics are being done well but recent events haven't been handled very well' (SS = 8)

'Using the V8s as another example, there are areas of dissatisfaction where they haven't listened. We recently called the Council about the Massey Street Overbridge - there was a sign in the cycle lane, and there has already been an accident there before because of the sign where a man lost 10 years of his memory. They take a while to get it sorted out when you complain. There is a lack of communication between the people working on it; they need to be more organised with this' (SS = 8)

'Because you know you can ring them up and ring them up and they don't do nothing, with safety of our street. You know by doing something, putting in judder bars, keep ringing them and ringing them and they don't in tune their ears and it's getting pretty bad. We've told Hamilton City Council how many times, and they don't do nothing. If we had judder bars in our street it will stop them; it will at least slow them down' (SS = 8)

'Because I think there has been a lot of misunderstanding between the Mayor and the Councillors and it comes across to people like us. It's probably like the left foot doesn't know what the right foot is doing. An example is a letter that was sent to us about our section becoming high-risk for natural disasters. It is now going on our CV when a Council inspector cleared it when we purchased the section, which is disgusting. It hinders us when we sell our house' (SS = 8)

'I think they still need to do some more developments and they also have to be more proactive. Make themselves available to the people, to the community.

*Once in a while have a gathering or meeting to meet the Mayor and Councillors;
have the opportunity to shake their hands or have a little conversation' (SS = 8)*

'I have been quite satisfied with anything I do in the city.

Parking; it is difficult to park but I'm happy' (SS = 8)

'Sometimes when we call the Hamilton City Council, they put us on hold and we wait and wait until they answer or even respond to our calls' (SS = 8)

*'The Claudelands Event Centre and V8s bring down the score as the
Council as a whole functions well' (SS = 7)*

'I am in the building industry and I am concerned with them every day; we know sometimes what's going on and sometimes we don't. We don't often know what is going on' (SS = 7)

'For all the reasons I outlined before (Because I can't really see them doing a lot. I can't see a lot of improvement, except for the Claudelands Events Centre and I just feel that they could be using rates to

do more improvement in maintenance for more necessary things such as upgrading roading and power poles and electricity but I see them spending money on things that I don't think Council money should be spent on such as unnecessary aesthetics, and that's just at this time when there's not a lot of spare money. I see a lot of things happening that I don't think are very good and I talk to a lot of people that feel they don't agree with it as well. They owe so much money and it feels unnecessary - it could go towards better things. I think there's a massive budgeting issue.

And it seems that money could be spent much more wisely and budget allocations done with more input from the public as to what is more important)' (SS = 7)

'My negatives are that I'm still waiting to see how they are going to handle the debt and what they are going to cut. I'm aware they're thinking about selling off pensioners' housing for things like the stadium and sport, which I'm very much against' (SS = 7)

'Well, not all of the aspects they've put out in their plans and so forth have been achieved. They've been putting the rates up erratically over the last few years and they've not achieved anything. Some of the events have been excellent but we've never made anything off it' (SS = 7)

'Just with things that they've done, there's been a couple of roading projects that are just bizarre. Losing the V8s and things like that just sort of drops it down a bit' (SS = 7)

'The key thing I remember that would detract from it would be the consultation (or lack of) of their plan to do with flood risks. They sent a letter out to say our house was in a high-risk flood area, come and learn about it, didn't consult us about this beforehand at all. The swimming pools - I would be more inclined to use if them if they were modernised or upgraded.

The parks and gardens are an asset to the city I think' (SS = 7)

'Still just the rates system' (SS = 7)

'The financial aspects for the V8s, the flood thing; they're making bad decisions. The elected Councillors are there to make policies and the government has sidelined a lot that they were doing and have given the responsibility to Councillors. They have more power now than ever which is not necessarily a good thing. Mr. Marriott is a good example.

They're making stuff-ups with millions of dollars which is not good' (SS = 6)

'Just the big things like the V8s and Events Centre. Also things like some of the Christmas shows in Centre Place and stuff like that. We performed there for free but there is a lot of money floating around so where does it go?' (SS = 6)

'What I mentioned before about the V8s and the flooding and housing incident' (SS = 6)

'The money could be used more efficiently other than the way it's being used now. One example like recently we added traffic lights on River Road very close to the roundabout and Fairfield Bridge. I really don't think it's necessary. You don't see people waiting for the red light. It's useless' (SS = 6)

'There's a few things that need to be addressed i.e. the V8 monetary loss, a lack of vibrant public events ' (SS = 5)

'Don't agree with some of the things they have done like removing the V8s' (SS = 5)

'I guess a whole lot of promises like free parking in town then take it away' (SS = 5)

'Mismanagement. Bickering. Waste of ratepayer's money on projects not used by the bulk of people.

Proposal about ripping the rose beds out at Hamilton Gardens is absolutely ridiculous.

The V8s was a big money waster. The Claudelands Event Centre and Rugby Union are not performing; doubtful of whether Waikato Stadium is performing. There needs to be more consultation on what they spend the money on and no more meetings behind closed doors.

Those who dealt with the V8s should be criminally liable' (SS = 2)

'They have cut all of the services and as I said before the gutters are not getting cleaned as much, the rubbish not being picked up as frequently, the library services are not as good. They have cut essential services this is not good cost-cutting; instead this is making people suffer' (SS = 0)

'The services at the local pool are abysmal. There is no loyalty to us as mature swimmers; we have zero support. The lifeguards are very helpful but the admin staff is awful. There are not enough pools to go around and the Council is closing them' (SS = No answer)

Concerns with Elected Members: MAT 13.1% (MAT n = 89)

The next negative theme revolved around other concerns with the Elected Members (excluding political in-fighting). This was mentioned by 13.1% or 23 respondents this quarter with the following comments:

'The staff is fine but the communication from the Council itself is very poor' (SS = 8)

'I think they still need to do some more developments and they also have to be more proactive. Make themselves available to the people, to the community.'

Once in a while have a gathering or meeting to meet the Mayor and Councillors; have the opportunity to shake their hands or have a little conversation' (SS = 8)

'The HCC seem to take their time making decisions - it takes them a while. HCC are too scared to make a decision and would rather pass the buck' (SS = 8)

'I'm very dissatisfied with the Elected Members; they could be more aware of what the community needs' (SS = 8)

'Generally it's pretty good; there's just been those little bit of weaknesses on the account of the Elected Members' (SS = 8)

'It seems very unfair because the Councillors who are in there now are trying to do their best and some of the issues we have are related to the previous Council and we are stuck with their decisions they're making. I always find it difficult to trust when they make the decision and back down because it means they haven't done their homework in the first place' (SS = 6)

'The financial aspects for the V8s, the flood thing; they're making bad decisions.'

The elected Councillors are there to make policies and the government has sidelined a lot that they were doing and have given the responsibility to Councillors. They have more power now than ever which is not necessarily a good thing. Mr. Marriott is a good example.

They're making stuff-ups with millions of dollars which is not good' (SS = 6)

'I think the staff is doing a good job but I'm balancing it against the politicians who are doing a very poor job. Leadership at a political level is very poor, particularly amongst Councillors' (SS = 6)

'I don't think the Elected Members that represent us are providing or meeting our needs. They should give more information on issues, so that we can see the difference they will make' (SS = 6)

'I just, once again, I'm not convinced that they have the interests of some of their ratepayers, their interests at heart. Sometimes they have an objective or idea and just go ahead, spending madly and expecting us to pick up the pad. Not overly convinced they're doing a great job' (SS = 6)

'Basically once again it comes down to the major project blowouts and the lack of transparency regarding those and a lot of contractual facilities' (SS = 6)

'The funding needs to be changed and their roles are not clear at the moment' (SS = 6)

'The Council thinks and does what they want; they don't care about what the residents of Hamilton want' (SS = 6)

'It's a performance rating based on the HCC Elected Members I've dealt within the past 12 months. The HCC Elected Members need to use ratepayer's money more effectively and they need to monitor HCC projects from the beginning to the end. Transparency is also needed' (SS = 5)

'A lot of things they have spent money on I don't think they should have spent a lot of money on and is just a waste of taxpayer's money' (SS = 5)

'Again it's that indebtedness of the Council and the way they look and trying to tackle the debt. They need to prioritise. Some of the frilly things are maybe things they need to spend less time and money on. A sense of, well, I appreciate this new Council has inherited some of the issues and it's trying to straighten them out. I mean, it was looking at changing from land-based rates to capital value and that will have to change' (SS = 5)

'Once again, there's an awful lot of money being wasted on silly things, which could actually be pruned without any disasters. There should be a bit more common sense in the Council' (SS = 5)

'Don't agree with some of the things they have done like removing the V8s' (SS = 5)

'There are too many Councillors looking after themselves or mates and decisions are not appropriate' (SS = 5)

'Just a whole raft of reasons, all the usual - overspending, wasting money. Decisions that have been made and cost the city a lot of money that weren't on a sound business footing. They got bad advice and they took it upon themselves to spend money; it could have been done cheaper or we didn't need it at all' (SS = 4)

'Combining the problems based on the elected wing. Also the one negative occasion in which I've had interaction with the members of Council staff, which was at the consultations meeting on the flooding. That Council member had a 'couldn't care less' attitude and minimised the concerns of the residents. I witnessed them basically saying he couldn't understand why residents felt this way when it was quite obvious. Can only compliment the staff in libraries' (SS = 4)

'Because of their inability to communicate effectively' (SS = 3)

'Again just the untrustworthiness and hidden agendas' (SS = 1)

Financial concerns: MAT 12.5% (MAT n = 85)

Twenty seven respondents this quarter (15.4%) mentioned financial concerns. These comments included:

'I am impressed with the facilities I use, but not impressed with what they have done with Garden Place and the Red Pipe sculpture in Mill Street; not necessary when we are in financial crisis' (SS = 9)

'Worried how they are going to deal with issues in the City e.g. debt' (SS = 8)

'Because by and large they have done a good job with infrastructure but they have had issues with accumulating debt and also the issue with the V8s' (SS = 7)

'For all the reasons I outlined before (Because I can't really see them doing a lot. I can't see a lot of improvement, except for the Claudelands Events Centre and I just feel that they could be using rates to do more improvement in maintenance for more necessary things such as upgrading roading and power poles and electricity but I see them spending money on things that I don't think Council money should be spent on such as unnecessary aesthetics, and that's just at this time when there's not a lot of spare money. I see a lot of things happening that I don't think are very good and I talk to a lot of people that feel they don't agree with it as well. They owe so much money and it feels unnecessary - it could go towards better things. I think there's a massive budgeting issue.

And it seems that money could be spent much more wisely and budget allocations done with more input from the public as to what is more important)' (SS = 7)

'My negatives are that I'm still waiting to see how they are going to handle the debt and what they are going to cut. I'm aware they're thinking about selling off pensioners' housing for things like the stadium and sport, which I'm very much against' (SS = 7)

'Well, not all of the aspects they've put out in their plans and so forth have been achieved. They've been putting the rates up erratically over the last few years and they've not achieved anything. Some of the events have been excellent but we've never made anything off it' (SS = 7)

'They are doing the best they can; they spend money on things that don't need spending on' (SS = 7)

'There are some good services available in the community and I know they were looking to cut costs' (SS = 7)

'The financial aspects for the V8s, the flood thing; they're making bad decisions. The elected Councillors are there to make policies and the government has sidelined a lot that they were doing and have given the responsibility to Councillors. They have more power now than ever which is not necessarily a good thing. Mr. Marriott is a good example.

They're making stuff-ups with millions of dollars which is not good' (SS = 6)

'Just the big things like the V8s and Events Centre. Also things like some of the Christmas shows in Centre Place and stuff like that. We performed there for free but there is a lot of money floating around so where does it go?' (SS = 6)

'The money could be used more efficiently other than the way it's being used now. One example like recently we added traffic lights on River Road very close to the roundabout and Fairfield Bridge. I really don't think it's necessary. You don't see people waiting for the red light. It's useless' (SS = 6)

'I just, once again, I'm not convinced that they have the interests of some of their ratepayers, their interests at heart. Sometimes they have an objective or idea and just go ahead, spending madly and expecting us to pick up the pad. Not overly convinced they're doing a great job' (SS = 6)

'Basically once again it comes down to the major project blowouts and the lack of transparency regarding those and a lot of contractual facilities' (SS = 6)

'The funding needs to be changed and their roles are not clear at the moment' (SS = 6)

'Don't think the Council has done anything special; they haven't kept rates down which is what most people care about' (SS = 6)

'The media hasn't really helped. My biggest concern is the debt. Money should be going into the community and its services and not the debt' (SS = 6)

'I think in some cases directing the money in the wrong things and I think they employ too many consultant staff' (SS = 5)

'There's a few things that need to be addressed i.e. the V8 monetary loss, a lack of vibrant public events' (SS = 5)

'It's a performance rating based on the HCC Elected Members I've dealt within the past 12 months. The HCC Elected Members need to use ratepayer's money more effectively and they need to monitor HCC projects from the beginning to the end. Transparency is also needed' (SS = 5)

'A lot of things they have spent money on I don't think they should have spent a lot of money on and is just a waste of taxpayer's money' (SS = 5)

'Again it's that indebtedness of the Council and the way they look and trying to tackle the debt.

They need to prioritise. Some of the frilly things are maybe things they need to spend less time and money on. A sense of, well, I appreciate this new Council has inherited some of the issues and it's trying to straighten them out. I mean, it was looking at changing from land-based rates to capital value and that will have to change' (SS = 5)

'Once again, there's an awful lot of money being wasted on silly things, which could actually be pruned without any disasters. There should be a bit more common sense in the Council' (SS = 5)

'Just a whole raft of reasons, all the usual - overspending, wasting money.

Decisions that have been made and cost the city a lot of money that weren't on a sound business footing. They got bad advice and they took it upon themselves to spend money; it could have been done cheaper or we didn't need it at all' (SS = 4)

'They don't care; they only look out for themselves. They make big names for themselves, living up large and spending ratepayer's money, but not doing much for the ratepayers' (SS = 3)

'Spending money in the wrong places; they are too worried about how the Aucklanders are getting home' (SS = 3)

'Mismanagement. Bickering. Waste of ratepayer's money on projects not used by the bulk of people.

Proposal about ripping the rose beds out at Hamilton Gardens is absolutely ridiculous.

The V8s was a big money waster. The Claudelands Event Centre and Rugby Union are not performing; doubtful of whether Waikato Stadium is performing. There needs to be more consultation on what they spend the money on and no more meetings behind closed doors.

Those who dealt with the V8s should be criminally liable' (SS = 2)

'The Council members are criminals. They do what they want when they want. We are trying to pay of all the debts at once which is not feasible' (SS = 2)

V8s negative: MAT 3.8% (MAT n = 26)

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

'Using the V8s as another example, there are areas of dissatisfaction where they haven't listened. We recently called the Council about the Massey Street Overbridge - there was a sign in the cycle lane, and there has already been an accident there before because of the sign where a man lost 10 years of his memory. They take a while to get it sorted out when you complain. There is a lack of communication between the people working on it; they need to be more organised with this' (SS = 8)

'Because by and large they have done a good job with infrastructure but they have had issues with accumulating debt and also the issue with the V8s' (SS = 7)

'The Claudelands Event Centre and V8s bring down the score as the Council as a whole functions well' (SS = 7)

'The financial aspects for the V8s, the flood thing; they're making bad decisions. The elected Councillors are there to make policies and the government has sidelined a lot that they were doing and have given the responsibility to Councillors. They have more power now than ever which is not necessarily a good thing. Mr. Marriott is a good example.

They're making stuff-ups with millions of dollars which is not good' (SS = 6)

'Just the big things like the V8s and Events Centre. Also things like some of the Christmas shows in Centre Place and stuff like that. We performed there for free but there is a lot of money floating around so where does it go?' (SS = 6)

'What I mentioned before about the V8s and the flooding and housing incident' (SS = 6)

'The way they have gone about the things, poorly executed things like V8s' (SS = 6)

'Mismanagement. Bickering. Waste of ratepayer's money on projects not used by the bulk of people. Proposal about ripping the rose beds out at Hamilton Gardens is absolutely ridiculous.

The V8s was a big money waster. The Claudelands Event Centre and Rugby Union are not performing; doubtful of whether Waikato Stadium is performing. There needs to be more consultation on what they spend the money on and no more meetings behind closed doors.

Those who dealt with the V8s should be criminally liable' (SS = 2)

Non performance: MAT 3.5% (MAT n = 24)

Another negative theme revolved around the feeling that the Council had not performed or had not achieved what it had said it would or that it could achieve more. This was mentioned by 17 respondents this quarter (9.7%) with the following comments:

'I think they do a reasonable job and provide good facilities in challenging times.

The downside is I think they neglect to make some of the tough calls, possibly too much consultation and not enough action' (SS = 8)

'The HCC seem to take their time making decisions - it takes them a while. HCC are too scared to make a decision and would rather pass the buck' (SS = 8)

'I think they're like everything; promises aren't always acted on. You always get people you vote in, can't always fulfil them straight away, blockages, I don't know' (SS = 8)

'For all the reasons I outlined before (Because I can't really see them doing a lot. I can't see a lot of improvement, except for the Claudelands Events Centre and I just feel that they could be using rates to do more improvement in maintenance for more necessary things such as upgrading roading and power poles and electricity but I see them spending money on things that I don't think Council money should be spent on such as unnecessary aesthetics, and that's just at this time when there's not a lot of spare money. I see a lot of things happening that I don't think are very good and I talk to a lot of people that feel they don't agree with it as well. They owe so much money and it feels unnecessary - it could go towards better things. I think there's a massive budgeting issue.

And it seems that money could be spent much more wisely and budget allocations done with more input from the public as to what is more important)' (SS = 7)

'Just with things that they've done, there's been a couple of roading projects that are just bizarre. Losing the V8s and things like that just sort of drops it down a bit' (SS = 7)

'The financial aspects for the V8s, the flood thing; they're making bad decisions.

The elected Councillors are there to make policies and the government has sidelined a lot that they were doing and have given the responsibility to Councillors. They have more power now than ever which is not necessarily a good thing. Mr. Marriott is a good example.

They're making stuff-ups with millions of dollars which is not good' (SS = 6)

'The way they have gone about the things, poorly executed things like V8s' (SS = 6)

'I don't think the Elected Members that represent us are providing or meeting our needs. They should give more information on issues, so that we can see the difference they will make' (SS = 6)

'I just, once again, I'm not convinced that they have the interests of some of their ratepayers, their interests at heart. Sometimes they have an objective or idea and just go ahead, spending madly and expecting us to pick up the pad. Not overly convinced they're doing a great job' (SS = 6)

'Basically once again it comes down to the major project blowouts and the lack of transparency regarding those and a lot of contractual facilities' (SS = 6)

*'As I said, the Elected Members don't seem to be doing their job.
The staff themselves is all right' (SS = 6)*

'It's a performance rating based on the HCC Elected Members I've dealt within the past 12 months. The HCC Elected Members need to use ratepayer's money more effectively and they need to monitor HCC projects from the beginning to the end. Transparency is also needed' (SS = 5)

'Because of the poor political performance offsets the facilities' (SS = 5)

'I just feel that they could have done more ' (SS = 5)

'As I say, they aren't making the right decisions' (SS = 4)

'They don't care; they only look out for themselves. They make big names for themselves, living up large and spending ratepayer's money, but not doing much for the ratepayers' (SS = 3)

'The Council in general just isn't doing their jobs properly' (SS = 3)

Not listen to community: MAT 3.1% (MAT n = 21)

A small number (4.0% or seven respondents this quarter) felt that the Council was not listening to their or the community's needs. They commented:

'Using the V8s as another example, there are areas of dissatisfaction where they haven't listened. We recently called the Council about the Massey Street Overbridge - there was a sign in the cycle lane, and there has already been an accident there before because of the sign where a man lost 10 years of his memory. They take a while to get it sorted out when you complain. There is a lack of communication between the people working on it; they need to be more organised with this' (SS = 8)

'Because you know you can ring them up and ring them up and they don't do nothing, with safety of our street. You know by doing something, putting in judder bars, keep ringing them and ringing them and they don't in tune their ears and it's getting pretty bad.

We've told Hamilton City Council how many times, and they don't do nothing. If we had judder bars in our street it will stop them; it will at least slow them down' (SS = 8)

*'I'm very dissatisfied with the Elected Members;
they could be more aware of what the community needs' (SS = 8)*

'I just, once again, I'm not convinced that they have the interests of some of their ratepayers, their interests at heart. Sometimes they have an objective or idea and just go ahead, spending madly and expecting us to pick up the pad. Not overly convinced they're doing a great job' (SS = 6)

*'The Council thinks and does what they want;
they don't care about what the residents of Hamilton want' (SS = 6)*

*'Council send letter out in regards to what's happening,
but I don't think they listen at all to what residents are saying or wanting' (SS = 5)*

*'The Council members are criminals. They do what they want when they want.
We are trying to pay of all the debts at once which is not feasible' (SS = 2)*

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

Five respondents (2.3% for this quarter) said that Council did not provide enough information. The comments for this quarter are as follows:

'Because of their inability to communicate effectively' (SS = 3)

'I don't think the Elected Members that represent us are providing or meeting our needs. They should give more information on issues, so that we can see the difference they will make' (SS = 6)

'The key thing I remember that would detract from it would be the consultation (or lack of) of their plan to do with flood risks. They sent a letter out to say our house was in a high-risk flood area, come and learn

*about it, didn't consult us about this beforehand at all.
The swimming pools - I would be more inclined to use if they were modernised or upgraded. The parks and gardens are an asset to the city I think' (SS = 7)
'I am in the building industry and I am concerned with them every day; we know sometimes what's going on and sometimes we don't. We don't often know what is going on' (SS = 7)*

'The staff is fine but the communication from the Council itself is very poor' (SS = 8)

Lack of leadership: MAT 1.0% (MAT n = 7)

One respondent this quarter had concerns about the leadership:

'I think the staff is doing a good job but I'm balancing it against the politicians who are doing a very poor job. Leadership at a political level is very poor, particularly amongst Councillors' (SS = 6)

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

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

*'Because probably the workers are doing the job well but it's just the decision-maker in general will take them down' (SS = 6)
'I think it is hard to separate the Councillors and the staff; I think the staff at the coal face do very well and are very consumer orientated. I do not hold staff higher up in positive regard' (SS = 6)*

'Mismanagement. Bickering. Waste of ratepayer's money on projects not used by the bulk of people. Proposal about ripping the rose beds out at Hamilton Gardens is absolutely ridiculous. The V8s was a big money waster. The Claudelands Event Centre and Rugby Union are not performing; doubtful of whether Waikato Stadium is performing. There needs to be more consultation on what they spend the money on and no more meetings behind closed doors. Those who dealt with the V8s should be criminally liable' (SS = 2)

Staff concerns: MAT 0.9% (MAT n = 6)

Other respondents (four for this quarter) had concerns about the staff:

*'Such a wide range of variation in different staff' (SS = 7)
'Because I think a lot of services like library and pools are very well run, also the rubbish collection. It's just really the Council staff in Garden Place' (SS = 6)
'I think in some cases directing the money in the wrong things and I think they employ too many consultant staff' (SS = 5)
'The services at the local pool are abysmal. There is no loyalty to us as mature swimmers; we have zero support. The lifeguards are very helpful but the admin staff is awful. There are not enough pools to go around and the Council is closing them' (SS = No answer)*

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

Two respondents (1.1% for this quarter) had concerns about the disharmony within the Council with the following comments this quarter:

'Because I think there has been a lot of misunderstanding between the Mayor and the Councillors and it comes across to people like us. It's probably like the left foot doesn't know what the right foot is doing. An example is a letter that was sent to us about our section becoming high-risk for natural disasters. It is now

going on our CV when a Council inspector cleared it when we purchased the section, which is disgusting. It hinders us when we sell our house' (SS = 8)

'Mismanagement. Bickering. Waste of ratepayer's money on projects not used by the bulk of people. Proposal about ripping the rose beds out at Hamilton Gardens is absolutely ridiculous. The V8s was a big money waster. The Claudelands Event Centre and Rugby Union are not performing; doubtful of whether Waikato Stadium is performing. There needs to be more consultation on what they spend the money on and no more meetings behind closed doors. Those who dealt with the V8s should be criminally liable' (SS = 2)

Other negative: MAT 6.0% (MAT n = 41)

There was a range of other negative comments that included:

'I am impressed with the facilities I use, but not impressed with what they have done with Garden Place and the Red Pipe sculpture in Mill Street; not necessary when we are in financial crisis' (SS = 9)

'Some areas are good and some areas are not' (SS = 8)

'It doesn't matter what people there are; it will be the same results' (SS = 8)

'It is just one of the things that just happens and unless you are actively involved in that you won't (know) much about those things' (SS = 8)

'Service could be a bit better; that's the only reason to not get a 10' (SS = 8)

'I don't think a lot has changed' (SS = 7)

'Not totally satisfied' (SS = 7)

'Because they didn't provide me any service' (SS = 5)

Don't know what they do: MAT 5.1% (MAT n = 35)

A number of respondents mentioned that they did not know what Council did or felt unable to comment. This was mentioned by thirteen respondents this quarter with comments that included:

'I have never had to use the services or facilities of the Hamilton City Council; generally what I need to use is quite rare' (SS = 10)

'I have little to do with them' (SS = 8)

'I don't know sufficiently enough to give a 10' (SS = 7)

'They've been doing renovations and can't see what they have done' (SS = 7)

'Haven't really heard about anything. Previous Council, I always read about it or heard good or bad things. I haven't heard either way about the current Council so can't really judge them as such' (SS = 6)

'No, not really, I don't have much to do with this sort of thing' (SS = 6)

'Not aware of lot of things what's going on' (SS = 5)

'Because I don't have enough contact or input to make comment' (SS = No answer)

'I don't really have anything to do with Council services or facilities' (SS = No answer)

'I have had no contact' (SS = No answer)

'I haven't have much contact, only contacted them once' (SS = No answer)

'It's a hard thing to know when I don't use all their facilities and all the media stuff about them' (SS = No answer)

'Not certain which services they provide compared to Environment Waikato' (SS = No answer)

Don't know / No reason MAT 1.5% (MAT n = 10)

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

'Because I think that is about as much as they deserve' (SS = 7)

'Just a bit of a stab in the dark' (SS = 7)

'Overall rating is on everyone - not specifically pointing at the smaller groups' (SS = 6)

Council Staff

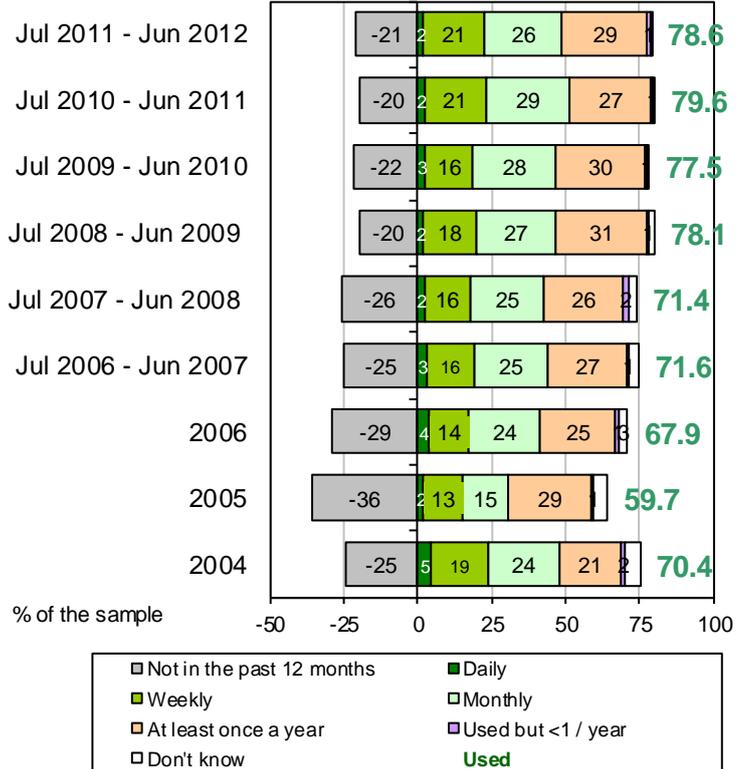
Dealing with Council Staff

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

Four fifths of the respondents (79%) had some contact with Council Staff during the past year. This is almost unchanged from the July 2010 – June 2011 result.

Over a quarter of the respondents (26%) had contact with Council staff monthly while 21% had contact weekly and 2% had contact daily. Over a quarter of the respondents had contact at least once per year (29%).

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:

- With a household income over \$70,000 (87% of the subgroup).
- Who own or operate their own business (85% of the subgroup).
- Women (84% of the subgroup).
- Who pay rates (84% of the subgroup).
- Who live in their own home (83% of the subgroup).

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

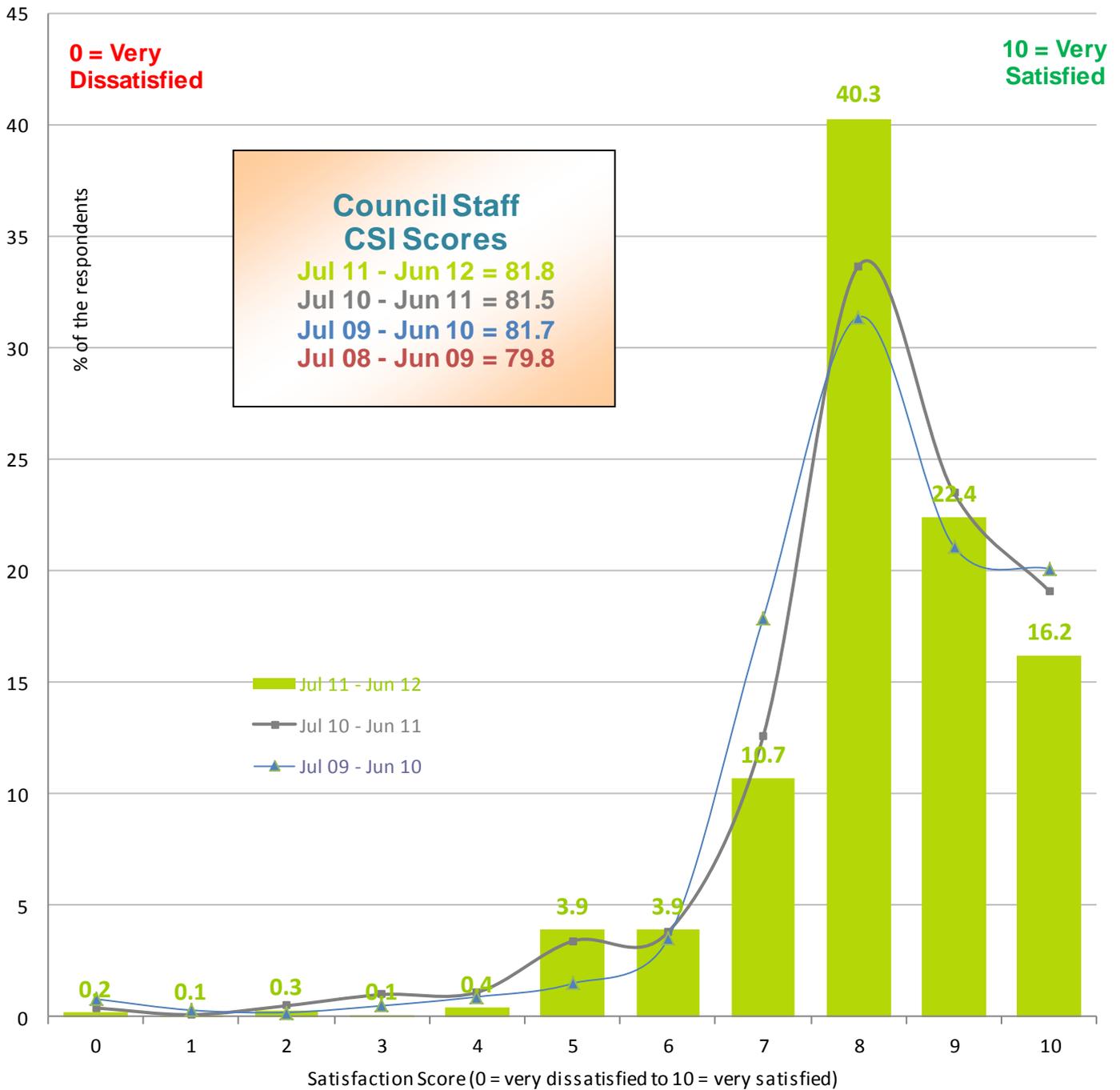
- Who do not pay rates (31% of the subgroup).
- Who rent or board (29% of the subgroup).
- Aged over 65 years (26% of the subgroup) or aged under 25 years (39% of the subgroup).
- Who are not currently in paid employment (26% of the subgroup).
- Men (26% of the subgroup).
- Who don't own or operate their own business (22% 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?'

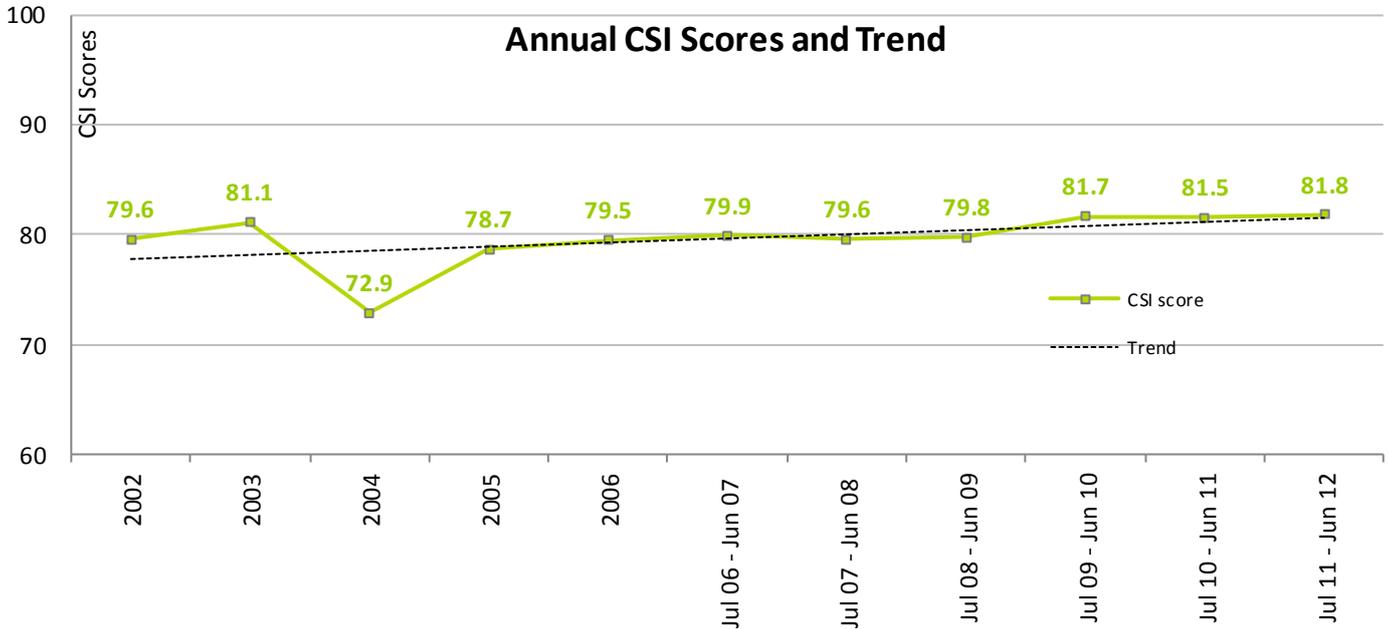
The majority of respondents who had dealings with Council Staff (n = 542) are satisfied with the Overall performance of Council Staff in the past 12 months (90% gave scores of 7 – 10). Over a third of the subgroup (39%) rated the Overall performance of Staff with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (40%).

Less than a tenth of the sample (8%) were neutral (scores 4 – 6) while four respondents (0.8%) were actually dissatisfied. The CSI score was 81.8, a score that reflects an exceptional performance. This is up marginally from the June 2011 result.



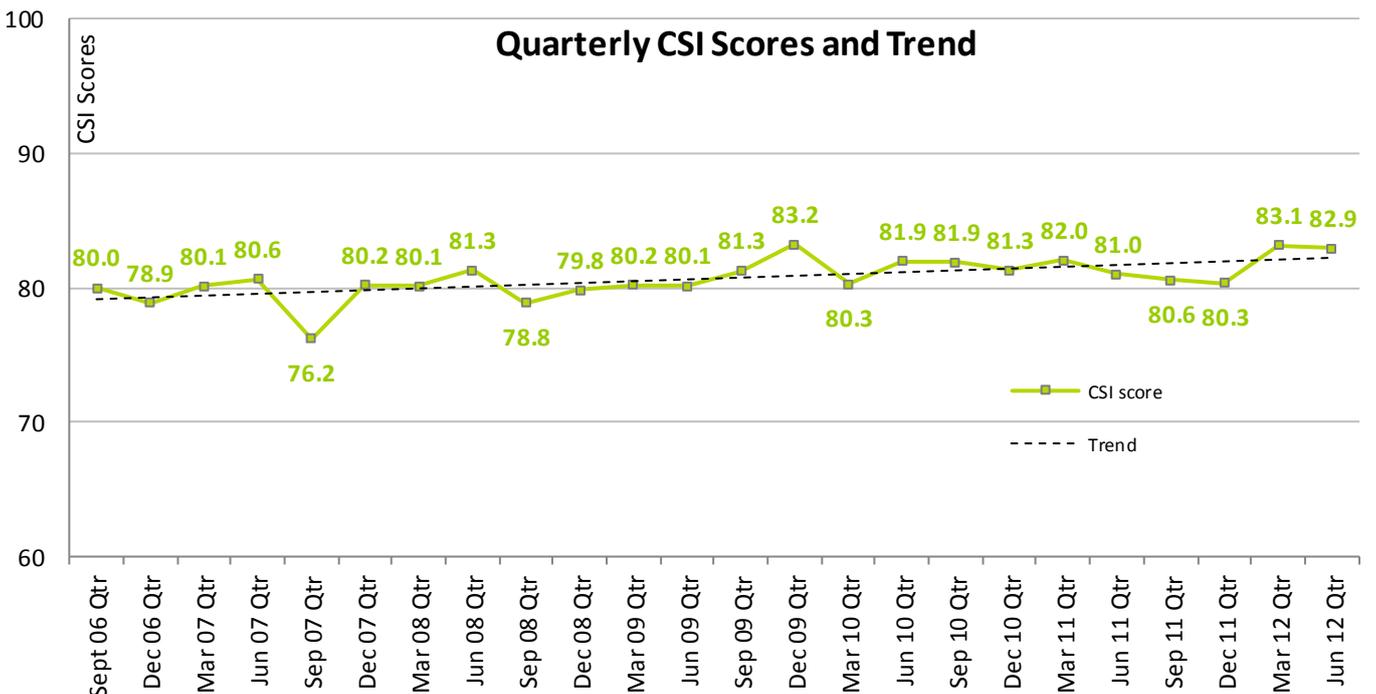
Staff Satisfaction Trends on an Annual Basis

The following chart shows the CSI scores have remained at a consistently high level for the past seven years. The current CSI score of 81.8 is 0.3 points higher than that recorded in July 2010 – June 2011. This is the highest score recorded to date. Note: the low score in 2004 was due to changing the question to read *‘Management and Staff’*; this was changed back to *‘Staff’* only in 2005.



Staff Satisfaction Trends on a Quarterly Basis

The following chart shows the quarterly trend in the CSI scores for the Overall performance of the Staff. The CSI scores have varied only 4.4 points over the last 19 measures (December 2007 to June 2012 quarter), from a low of 78.8 to a high of 83.2. The latest quarter's CSI score of 82.9 is at the upper end of the range just above the rising trend line.



Staff Satisfaction: Why less than satisfied

The respondents who rated the Staff or Management with a score of 7 or less (on the scale where 0 is very dissatisfied to 10 being very satisfied) were asked why they rated the Overall Performance of Staff the way they did (For the June 2012 quarter n = 27; 15.4% of the sample).

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

Several respondents (5% this quarter) mentioned concerns about the attitudes of staff or staff behaviour. These comments included: (SS = satisfaction score)

*'We have had a lot of trouble with the planning department of the Council with a complaint we have had in our neighbourhood; we have been trying to resolve it since 2009. We think they have acted corruptly, the Planning Department, Mr *** (name supplied), acted unfairly and unreasonably in relation to our complaint' (SS = 4)*

'I think the Library staff are really helpful and really friendly, but it's just the Noise Control staff; it seems they are under-resourced and really busy; they seemed under pressure and therefore not that helpful' (SS = 5)

'I think they make some really stupid bureaucratic decisions which are totally removed from the realities of life to the people down at the ground which could be their staff or the ratepayers' (SS = 5)

'Parking wardens don't help; I have rung the Council a couple of times for information and you get transferred here and there and don't seem to get much information - no one really seems to know' (SS = 6)

'Some staff are good, some staff need to be basically let go' (SS = 6)

'Generally it's very professional; there have been issues with building services staff. Lack of communication in that department' (SS = 7)

'Most times they've listened and other times they've nodded and you know they're not going to take it further' (SS = 7)

Poor service was mentioned by three respondents (2%) this quarter:

'I think it's a lack of knowledge of what they can and do provide' (SS = 3)

'Parking wardens don't help; I have rung the Council a couple of times for information and you get transferred here and there and don't seem to get much information - no one really seems to know' (SS = 6)

'Because I didn't get a letter to tell me my rates have gone up. I got a massive bill and went in. She said 'You should have rung', I said 'Why didn't you send me a letter?'" (SS = 7)

Concerns with services provided was mentioned by three respondents (2%)

'We have had a lot of trouble with the planning department of the Council with a complaint we have had in our neighbourhood; we have been trying to resolve it since 2009.

*We think they have acted corruptly, the Planning Department, Mr *** (name supplied), acted unfairly and unreasonably in relation to our complaint' (SS = 4)*

'I think the Library staff are really helpful and really friendly, but it's just the Noise Control staff; it seems they are under-resourced and really busy; they seemed under pressure and therefore not that helpful' (SS = 5)

'Generally it's very professional; there have been issues with building services staff. Lack of communication in that department' (SS = 7)

Two respondents felt unable to answer as they had very little contact with Council staff:

'Didn't have much contact with them' (SS = 6)

'Haven't had lot to do with them' (SS = 6)

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

'I've approached several. I get a response, a pretty good response when I talk to different Councillors and that type of thing. And they kinda see our problem but because of set-ups they can't do a lot but they wish they could. Council is governed by rules and regulations I suppose, and when you start asking for appeasement and that kind of thing, the Council can see what we want, but they have difficulty putting it through. They put it through, but it may not get the result that we want' (SS = 7)

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

'I've only dealt with a handful of staff and they've been very good, but there are probably some senior staffing issues to be dealt with' (SS = 7)

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

'Talking about closing the Gardens but will pay for the V8s' (SS = 6)

*'Because I haven't got my own way.
They've always been courteous and always professional however' (SS = 7)*

There was one comment made that was fairly neutral:

'I've approached several. I get a response, a pretty good response when I talk to different Councillors and that type of thing. And they kinda see our problem but because of set-ups they can't do a lot but they wish they could. Council is governed by rules and regulations I suppose, and when you start asking for appeasement and that kind of thing, the Council can see what we want, but they have difficulty putting it through. They put it through, but it may not get the result that we want' (SS = 7)

The largest group of respondents (12% this quarter) offered positive comments:

'I think the Library staff are really helpful and really friendly, but it's just the Noise Control staff; it seems they are under-resourced and really busy; they seemed under pressure and therefore not that helpful' (SS = 5)

'Some staff are good, some staff need to be basically let go' (SS = 6)

'Well, probably because the only facility I use is the pool and the people there are quite friendly and helpful' (SS = 6)

'Because I haven't got my own way.

They've always been courteous and always professional however' (SS = 7)

'Because I think they are trying to do a good job and are doing the best they can despite the political leadership' (SS = 7)

'Because the ones I have dealt with have been helpful with what I have needed, and they are friendly' (SS = 7)

'Generally it's very professional; there have been issues with building services staff. Lack of communication in that department' (SS = 7)

'I deal mostly with the staff in the actual office. I think they are doing a good job; they get back to you promptly' (SS = 7)

'I think overall they've done a fairly reasonable job' (SS = 7)

'I've only dealt with a handful of staff and they've been very good, but there are probably some senior staffing issues to be dealt with' (SS = 7)

'Most times they've listened and other times they've nodded and you know they're not going to take it further' (SS = 7)

'Pretty reasonable group of people' (SS = 7)

'The ones that we mainly see with our library are fantastic' (SS = 7)

'The people that we have regular contact like lifeguards, library staff are awesome. Some of the other Council staff members are given the huge number of hiccups in recent years and I don't know how well they're doing their job' (SS = 7)

'They are just doing their job and they are doing their job to the best of their ability, got to do what they are told; they don't make the decisions' (SS = 7)

'They go out of their way to provide a good service at the library and the pools' (SS = 7)

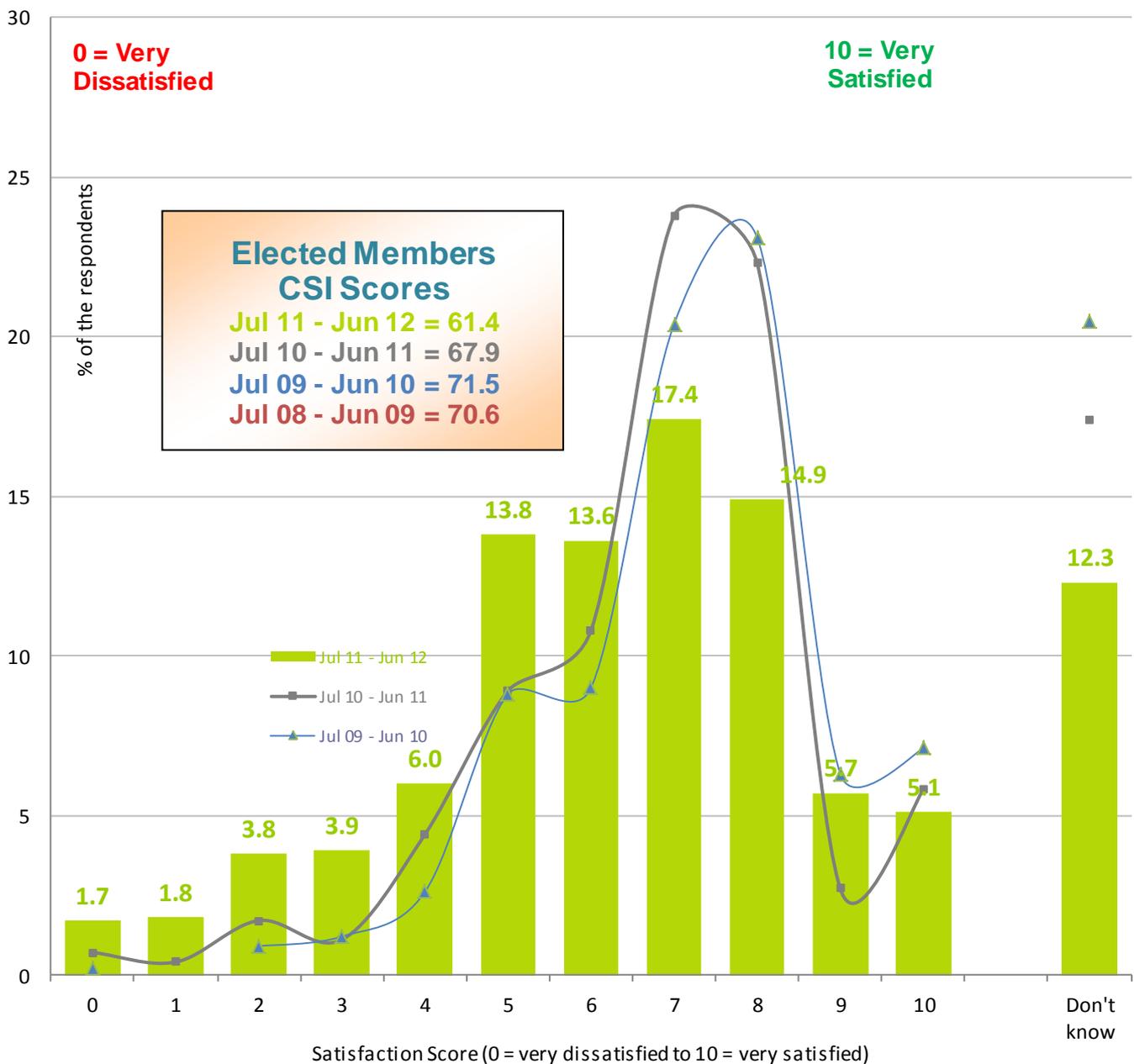
'They've done their job. They're fine' (SS = 7)

Elected Members

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

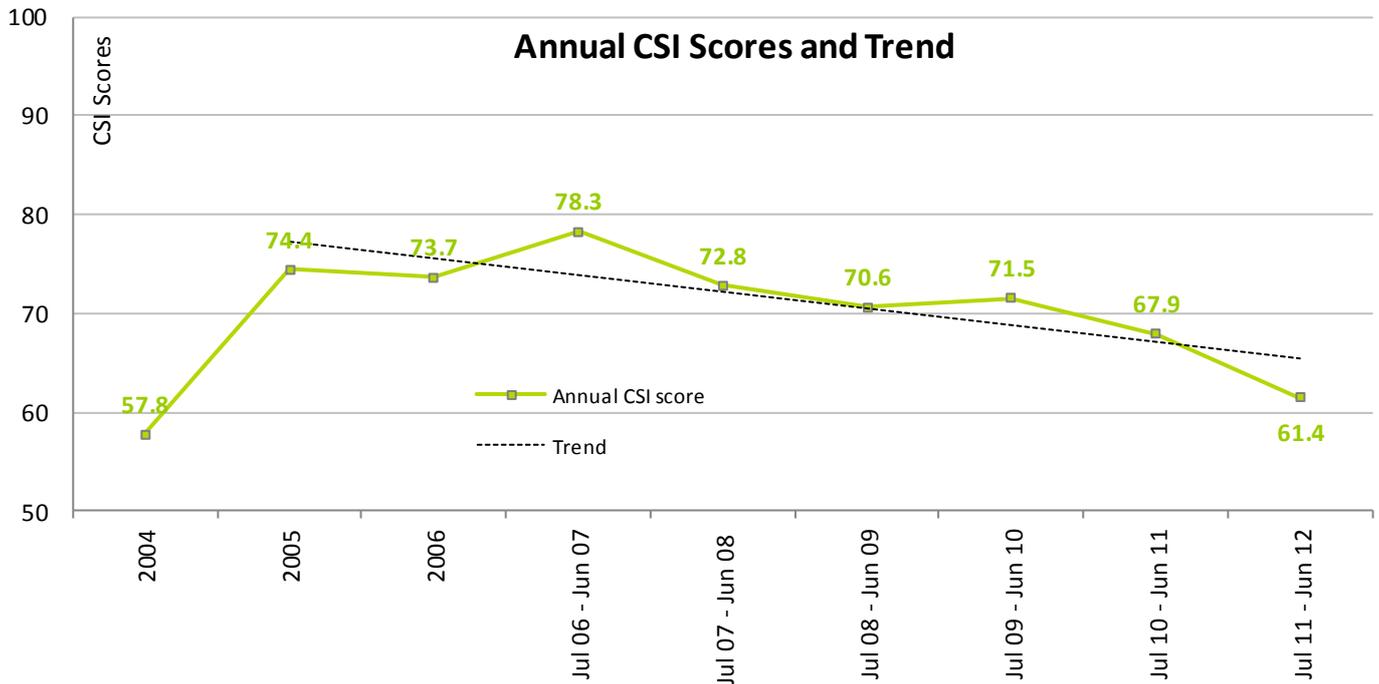
Under half of the respondents (43%) were satisfied with the Overall Performance of the Elected Members of Council in the past year (i.e. the Mayor and Councillors) (scores of 7 – 10). The mode was a score of 7 (17%). A ninth of the subgroup (10.8%) rated the Overall Performance of the Elected Members with a score of 9 or 10 (exceeded expectations).

A third of the sample (34%) were neutral (scores 4 – 6) while a ninth of the respondents (11%) were actually dissatisfied. An eighth of the respondents (12%) did not answer this question, presumably because they did not know enough about the Elected Members. The CSI score was 61.4, down 6.5 points from the July 2010 - June 2011 result. The CSI score now reflects a need for significant improvement.



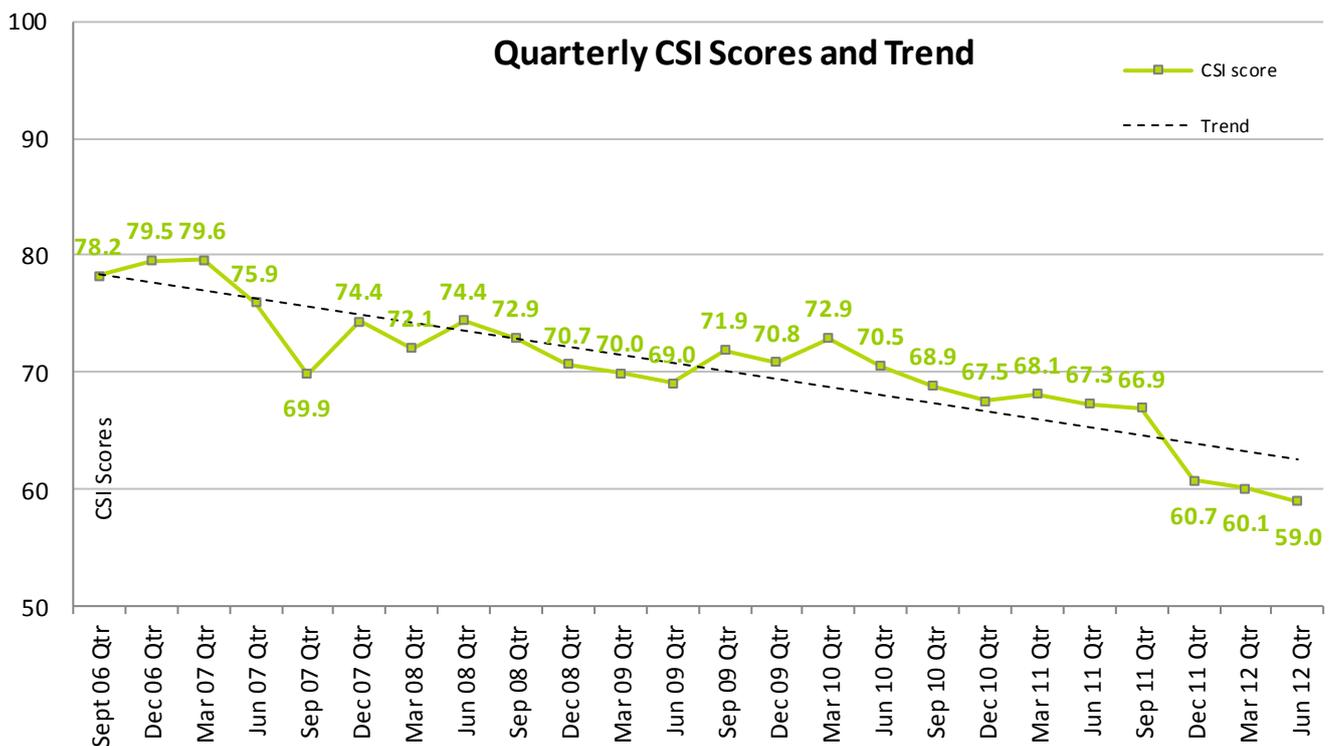
Satisfaction with the Mayor or the Councillors: Trends on an Annual Basis

The following chart shows the CSI scores for the Overall Performance of the Elected Members of Council. The current CSI score of 61.4 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 59.0 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 128 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 31% of the sample (55 respondents) with comments like: (SS = satisfaction score)

'They're just chair warmers. I have been to just one or two meetings and the thing is, they somehow sit in person and agree on something, the others go against it. What they're really voting for is just the person behind the request' (SS = 0)

'They give big ideas to make names for themselves; they spend millions and millions of dollars on things people don't even use' (SS = 1)
'They have credibility issues, poor decision making that has happened. There's just been a continual array of poor decisions. The city is broke. The V8s, the V8 debacle. Millions of dollars lost. A considerable amount has been spent on Waikato Stadium, on the promise it will be continually used. Claudelands Events Centre - it is a wonderful facility. Each time I go past it's not being used. It appears that as a result of all these decisions, I have no confidence in the credibility of the Councillors' (SS = 1)

'They got rid of the V8s' (SS = 1)

'Because I don't believe we can trust them and don't think they are making right decisions; they are pushing their own agendas' (SS = 2)

'Because of the wasted money on various projects. I don't think there is enough knowledge by Councillors with the problems that exist. Lack of knowledge of what's happening around the city. Can't make good decisions' (SS = 2)

'The amount of money they've spent and the amount that has been discovered once it's been spent; don't think they are open; don't think they do what are elected to do; they make any promises just to get in' (SS = 2)

'Decisions they've made. I guess some of it extends beyond the last 12 months. I've had enough of it. Waste of money. They've done a few things I don't agree with and we're paying the price. After the V8s; apart from the one's who were elected in the last elections; if the others had any integrity they would have resigned. Certain amount of pressure was on them to do that but they kept their heads down until it blew over' (SS = 2)

'Money being wasted in the wrong places' (SS = 2)

'I think they are a very disjointed group and that there's a significant number of them working out their time until their retirement for the next 12 months and they're not putting any value in it. There's too much politics to position individual politicians in the next elections' (SS = 2)

'Poor decision-making and rushed decision-making and lack of accountability' (SS = 2)

'Because they're making too many decisions and spending too much money on unnecessary things' (SS = 3)

'I just feel this Council has made bad decision at times and I think they spend far too much on unnecessary stuff' (SS = 3)

'There has been some in-fighting and power games and this is not what they are there for. They are not serving the people that elected them' (SS = 3)

'They promise you things and you don't get it and then they waste money on things that are unnecessary; if I managed my household like they manage the Council well then heaven help us. I didn't bother to vote because I had no way of knowing who I was voting for and who the Councillors were and that was the first time in my life I didn't bother; they didn't give me information on who the Councillors were. The meetings weren't accessible for people like me' (SS = 4)

'Their in-fighting, their decision making doesn't seem too based on found information and I think they have withheld info from public and other members of Council' (SS = 4)

'They've spent too much money on the Claudelands Events Centre and the V8s - they sold that for practically nothing. It wasn't great management. I've think they've put the money up for admission to the Zoo, that's probably why people won't go to the Zoo if it costs too much' (SS = 4)

'Because I think that they are making some bad decisions, Garden Place for one; they should have left it as it was where you could sit and have lunch on the lawns' (SS = 4)

'Because they have made some very poor decisions and they have not accepted responsibility for these decisions' (SS = 4)

'I don't really feel that they are taking Hamilton in right direction' (SS = 4)

'I don't think the Councillors know what they are doing' (SS = 4)

'They've made decisions that the general population haven't wanted; they don't take the opinions of the people they are supposed to be representing' (SS = 4)

'Because I can't really see them doing a lot. I can't see a lot of improvement, except for the Claudelands Events Centre and I just feel that they could be using rates to do more improvement in maintenance for more necessary things such as upgrading roading and power poles and electricity but I see them spending money on things that I don't think Council money should be spent on such as unnecessary aesthetics, and that's just at this time when there's not a lot of spare money' (SS = 5)

'Because I feel that some of them get too carried away with projects that they actually don't know a lot about and we end up having to pay. It's almost as if they don't do their homework enough before they back something' (SS = 5)

'I think they've made some dreadful financial decisions' (SS = 5)

'It wasn't all that great with the V8s, wasn't interested in V8s. There was a lot of costs put into these events, which is very expensive and a waste of money' (SS = 5)

'The V8s sucked, I didn't like it as they throw lots of money at it then throw in the towel before we could get any benefit or return from it' (SS = 5)

'There has been a lot of mismanagement on both sides, both Council and elected members, V8s, Garden Place, just a waste of money. They should get back to basic provision of core services' (SS = 5)

'They (the Council) seem to be doing stupid things and wasting our money' (SS = 5)

'Seems to be a lot of internal conflict. You do not see them working that hard' (SS = 5)

'I don't approve that we as ratepayers should provide for these organisations such as sporting facilities' (SS = 5)

'I feel they let us down, especially with the decision with the V8s' (SS = 5)

'I just don't feel that our Council does the best for its people.

I think we have one of the worst Councils in the country' (SS = 5)

'I'm sure I have heard rumours about the gardens and the rose gardens and that they are going to be sold and I don't want to see them go' (SS = 5)

'Just all the dramas around the V8s' (SS = 5)

'So many people do not do their homework before they do things i.e. make decisions or vote for things. There's a lack of preparation by Councillors in making decisions' (SS = 5)

'There seems to be a lot of bad decision-making and making decisions with lack of information' (SS = 5)

'They took the motor racing, V8s away; this was not a good decision' (SS = 5)

'There are quite a few Councillors that have been a part of quite a few decisions that I haven't approved of, but in regards to the 10-year plan it's too early to judge.

The review process has been very good' (SS = 6)

'Just think that the V8s were a fiasco and the letters about the flooding have brought down the Council down in people's estimations' (SS = 6)

'Because they do not listen. They ask for opinions and submissions but do what they want any way. The cycle track is an example and it is of no real value to anyone' (SS = 6)

'Because of the accumulating city debt and the issue with the V8s' (SS = 6)

'Because with regards of lack of attention to the budget blow-outs on the V8s event and their ICT upgrade programme and consistent budget cuts to some services' (SS = 6)

'There have been a few financial decision-making debacles leaving current Council in a tricky situation' (SS = 6)

'They wasted all the money with the V8s and also getting rid of the housing' (SS = 6)

'Because I think some of their decisions are crazy' (SS = 6)

'Because I think they could do better' (SS = 6)

'Because many of the aspects are not abided by that they were elected on. Some of them have been on Council for a long period of time and I think it's time they shifted on' (SS = 6)

'Mainly the V8 issue wasn't handled as well as it could have been' (SS = 6)

'There have just been a few things that have happened with the Council that I haven't always agreed with' (SS = 6)

'Their decision-making hasn't been very bright but they are trying to clean everything up, trying to get out of the big hole they dug themselves' (SS = 7)

'Some of the decision making around things like the V8s, the velodrome and under 17 hockey. They said basically they'd tighten their belts but they've got to be realistic as well. The V8s. I think there's a lot of stuff been put under the table and not put out to the public. The velodrome I personally think there's something behind it because surveys that have been done make it not a viable option economically but it's still being pushed through' (SS = 7)

'I think past Mayors have had a little bit more insight than the current one. They've brought in opportunities that have now been pushed away' (SS = 7)

'Because of some of the HCC outcomes that have happened.

Especially the debt due to some of HCC initiatives. It's the debt that the ratepayers have to pay back when HCC initiatives haven't worked out i.e. the V8s' (SS = 7)

'The V8s. Silly humps on the road' (SS = 7)

Many respondents mentioned financial concerns. (38 respondents; 22% this quarter). These comments included:

'The main reason being the lies and deceit. I have no confidence in the Mayor and Councillors; they plunged us into debt and they look to blame everyone but themselves' (SS = 0)

'Because they are wasting my rates money and then they want to put my rates up to cover the costs of their mismanagement in city funds' (SS = 0)

'Because they spend my money and want more. I pay for things I didn't want to happen' (SS = 0)

'They give big ideas to make names for themselves; they spend millions and millions of dollars on things people don't even use' (SS = 1)

'They have credibility issues, poor decision making that has happened. There's just been a continual array of poor decisions. The city is broke. The V8s, the V8 debacle. Millions of dollars lost. A considerable amount has been spent on Waikato Stadium, on the promise it will be continually used. Claudelands Events Centre - it is a wonderful facility. Each time I go past it's not being used. It appears that as a result of all these decisions, I have no confidence in the credibility of the Councillors' (SS = 1)

'Mismanagement and lack of accountability. It's all very easy to spend other people's money when there's no accountability' (SS = 2)

'Because of the wasted money on various projects. I don't think there is enough knowledge by Councillors with the problems that exist. Lack of knowledge of what's happening around the city. Can't make good decisions' (SS = 2)

'The amount of money they've spent and the amount that has been discovered once it's been spent; don't think they are open; don't think they do what are elected to do; they make any promises just to get in' (SS = 2)

'Decisions they've made. I guess some of it extends beyond the last 12 months. I've had enough of it. Waste of money. They've done a few things I don't agree with and we're paying the price. After the V8s; apart from the one's who were elected in the last elections; if the others had any integrity they would have resigned. Certain amount of pressure was on them to do that but they kept their heads down until it blew over' (SS = 2)

'Money being wasted in the wrong places' (SS = 2)

'Because they're making too many decisions and spending too much money on unnecessary things' (SS = 3)

'I just feel this Council has made bad decision at times and I think they spend far too much on unnecessary stuff' (SS = 3)

'They promise you things and you don't get it and then they waste money on things that are unnecessary; if I managed my household like they manage the Council well then heaven help us. I didn't bother to vote because I had no way of knowing who I was voting for and who the Councillors were and that was the first time in my life I didn't bother; they didn't give me information on who the Councillors were. The meetings weren't accessible for people like me' (SS = 4)

'Just big blowouts they've had regarding key projects. Some senior management also should be held more accountable for a lot of the things that have happened' (SS = 4)

'They've spent too much money on the Claudelands Events Centre and the V8s - they sold that for practically nothing. It wasn't great management. I've think they've put the money up for admission to the Zoo, that's probably why people won't go to the Zoo if it costs too much' (SS = 4)

'They don't seem to have their thumb on the pulse. They waste the money; they throw it down the drain. They're immune from anything, not accountable for anything' (SS = 4)

'According to sourced information, the HCC has purchased a car for the Mayor which is one of the most expensive cars afforded to a NZ Mayor and the HCC CEO has the second most expensive car in NZ. The HCC recently purchased a work chair worth well in excess of \$1000 for the Mayor as well. A town that's in debt to the V8s and the Claudelands Events Centre should be seen to be economising on luxuries e.g. cars and work chairs' (SS = 4)

'They just waste money on projects which are not profitable for us' (SS = 4)

'Because I can't really see them doing a lot. I can't see a lot of improvement, except for the Claudelands Events Centre and I just feel that they could be using rates to do more improvement in maintenance for more necessary things such as upgrading roading and power poles and electricity but I see them spending money on things that I don't think Council money should be spent on such as unnecessary aesthetics, and that's just at this time when there's not a lot of spare money' (SS = 5)

'Because I feel that some of them get too carried away with projects that they actually don't know a lot about and we end up having to pay. It's almost as if they don't do their homework enough before they back something' (SS = 5)

'I think they've made some dreadful financial decisions' (SS = 5)

'It wasn't all that great with the V8s, wasn't interested in V8s. There was a lot of costs put into these events, which is very expensive and a waste of money' (SS = 5)

'The V8s sucked, I didn't like it as they throw lots of money at it then throw in the towel before we could get any benefit or return from it' (SS = 5)

'There has been a lot of mismanagement on both sides, both Council and elected members, V8s, Garden Place, just a waste of money. They should get back to basic provision of core services' (SS = 5)

'They (the Council) seem to be doing stupid things and wasting our money' (SS = 5)

'Basically I think the V8s fiasco has been so mismanaged and the Claudelands Event Centre will be the same. For these two things, the money has been borrowed and the revenue has been over-exaggerated' (SS = 5)

'Because of the accumulating city debt and the issue with the V8s' (SS = 6)

'Because with regards of lack of attention to the budget blow-outs on the V8s event and their ICT upgrade programme and consistent budget cuts to some services' (SS = 6)

'There have been a few financial decision-making debacles leaving current Council in a tricky situation' (SS = 6)

'They wasted all the money with the V8s and also getting rid of the housing' (SS = 6)

'I feel that the Council is unnecessary factualised. The Council as a whole, lacks a vision. Lacks vision to articulate what vision they might have to community. They lack focus of the debt' (SS = 6)

'It's probably only all that I've read, but you try and pull out of it what you actually think. I think the finances probably are the biggest concern' (SS = 6)

'Just all the publicity around all the losses and spending' (SS = 6)

'Just the whole debt issue really' (SS = 6)

'The rates are astronomical' (SS = 6)

'They spend too much money and don't let money build in their account before spending it' (SS = 6)

'Because of some of the HCC outcomes that have happened. Especially the debt due to some of HCC initiatives. It's the debt that the ratepayers have to pay back when HCC initiatives haven't worked out i.e. the V8s' (SS = 7)

'Got us into a position where we are behind the 8 ball, debt-wise' (SS = 7)

Infighting within Council was mentioned by 12 respondents (7%) this quarter:

'Because they have been abysmal. None of them have resigned over the V8s when half of them should have. And the bickering and scrapping amongst themselves. Too many egos; not impressed' (SS = 2)

'There has been some in-fighting and power games and this is not what they are there for. They are not serving the people that elected them' (SS = 3)

'Because I feel they have gone backwards and there is a lot of in-fighting' (SS = 3)

'Their in-fighting, their decision making doesn't seem too based on found information and I think they have withheld info from public and other members of Council' (SS = 4)

'Because I think that there are times when they're backbiting and they slack off. They're not united, they've got different agendas. They de-motivate people. I do have a lot of time for some people in Council. The Mayor is doing her best but she's got a hard road ahead' (SS = 5)

'Seems to be a lot of internal conflict. You do not see them working that hard' (SS = 5)

'Just from what I have read in the paper, a lot of political in-fighting and point scoring' (SS = 5)

'They seem to be disintegrating again. Started off as a cohesive group and now they've disintegrated again' (SS = 5)

'Seems to be bit of conflicts in the Council' (SS = 6)

'Too much in-fighting' (SS = 6)

'Because of all the disagreements; they blame the previous people. I'm not very happy. Completely disappointed in the Mayor, she is just like the MPs; once they are in, they don't care about the people that got them there' (SS = 7)

'It just seems like there's not as much consensus and I'm not quite sure they're all onboard and they're an actual team. It's a perception from what I've read in the paper.

It seems like there's some sort of descent' (SS = 7)

Others (six respondents; 3.4% this quarter) mentioned the Councillors having private agendas. These comments included:

'Because I don't believe we can trust them and don't think they are making right decisions; they are pushing their own agendas' (SS = 2)

'There is some things that are going on that are not pleasing to the people e.g. The Councillors should declare if they have an interest in Council properties or they should declare if they had an interest in businesses that the Council uses' (SS = 3)

'Because I think that there are times when they're backbiting and they slack off. They're not united, they've got different agendas. They de-motivate people. I do have a lot of time for some people in Council. The Mayor is doing her best but she's got a hard road ahead' (SS = 5)

'Because they do not listen. They ask for opinions and submissions but do what they want any way. The cycle track is an example and it is of no real value to anyone' (SS = 6)

'Some of the decision making around things like the V8s, the velodrome and under 17 hockey. They said basically they'd tighten their belts but they've got to be realistic as well. The V8s. I think there's a lot of stuff been put under the table and not put out to the public. The velodrome I personally think there's something behind it because surveys that have been done make it not a viable option economically but it's still being pushed through' (SS = 7)

'I just sometimes I think that they ask the public for their opinions and then go ahead and do what they want anyway. I don't think they 100% listen' (SS = 7)

Lack of leadership was mentioned by five respondents this quarter (2.9%)

'Mismanagement and lack of accountability. It's all very easy to spend other people's money when there's no accountability' (SS = 2)

'I've heard that the Mayor knows about lead that has been found in Hamilton but she isn't doing anything about it' (SS = 3)

'Just big blowouts they've had regarding key projects. Some senior management also should be held more accountable for a lot of the things that have happened' (SS = 4)

'Because of all the disagreements; they blame the previous people. I'm not very happy. Completely disappointed in the Mayor, she is just like the MPs; once they are in, they don't care about the people that got them there' (SS = 7)

'I think past Mayors have had a little bit more insight than the current one. They've brought in opportunities that have now been pushed away' (SS = 7)

Lack of information being offered by Councillors was mentioned by five respondents this quarter (2.9%)

'They promise you things and you don't get it and then they waste money on things that are unnecessary; if I managed my household like they manage the Council well then heaven help us. I didn't bother to vote because I had no way of knowing who I was voting for and who the Councillors were and that was the first time in my life I didn't bother; they didn't give me information on who the Councillors were. The meetings weren't accessible for people like me' (SS = 4)

'Their in-fighting, their decision making doesn't seem too based on found information and I think they have withheld info from public and other members of Council' (SS = 4)

'Lack of communication with the general public' (SS = 4)

'Because I think that a lot of things aren't actually told to us. I do think she's (the Mayor) doing a good job though. It's a hard job because she took on those other people and it's her first time. I think she's doing well but I think there are always concerns about different things' (SS = 7)

'Some of the decision making around things like the V8s, the velodrome and under 17 hockey. They said basically they'd tighten their belts but they've got to be realistic as well. The V8s. I think there's a lot of stuff been put under the table and not put out to the public. The velodrome I personally think there's something behind it because surveys that have been done make it not a viable option economically but it's still being pushed through' (SS = 7)

The fact that nothing changed was mentioned by three respondents (1.7%)

'Because I can't really see them doing a lot. I can't see a lot of improvement, except for the Claudelands Events Centre and I just feel that they could be using rates to do more improvement in maintenance for more necessary things such as upgrading roading and power poles and electricity but I see them spending money on things that I don't think Council money should be spent on such as unnecessary aesthetics, and that's just at this time when there's not a lot of spare money' (SS = 5)

'Don't know if they made any changes or improved anything' (SS = 6)

'I haven't really noticed any major achievements; nothing huge has happened; things have just been ticking over' (SS = 6)

Three respondents for the June quarter (1.7%) said they did not know what the Councillors did. These comments included:

'I'm just not aware of lots of stuff' (SS = 7)

'I'm not sure what they are involved in and maybe there is something can be doing better' (SS = 7)

'It's the people that are actually on there. I don't really know sufficient about it to give it a 10, so I gave a 7' (SS = 7)

One respondent (0.6% this quarter) said they were not interested in the Council. This comment included:

'Probably because I don't pay the bills, but I know the rates do go up, but they have to. They do a good job, but I don't have a lot of interest in the local scene; I know they're there and I know they're doing their job' (SS = 7)

Poor Council services were mentioned by 0.6% of the sample this quarter and the comment includes:

'The V8s. Silly humps on the road' (SS = 7)

Other concerns about the Elected Members were mentioned by 14.9% of the sample (26 respondents this quarter) with the following comments:

'The main reason being the lies and deceit. I have no confidence in the Mayor and Councillors; they plunged us into debt and they look to blame everyone but themselves' (SS = 0)

'They're just chair warmers. I have been to just one or two meetings and the thing is, they somehow sit in person and agree on something, the others go against it. What they're really voting for is just the person behind the request' (SS = 0)

'Because I don't believe we can trust them and don't think they are making right decisions; they are pushing their own agendas' (SS = 2)

'Because of the wasted money on various projects. I don't think there is enough knowledge by Councillors with the problems that exist. Lack of knowledge of what's happening around the city. Can't make good decisions' (SS = 2)

'The amount of money they've spent and the amount that has been discovered once it's been spent; don't think they are open; don't think they do what are elected to do; they make any promises just to get in' (SS = 2)

'Because they have been abysmal. None of them have resigned over the V8s when half of them should have. And the bickering and scrapping amongst themselves. Too many egos; not impressed' (SS = 2)

'I think they are a very disjointed group and that there's a significant number of them working out their time until their retirement for the next 12 months and they're not putting any value in it. There's too much politics to position individual politicians in the next elections' (SS = 2)

'I don't think there's a lot of interest and they don't care' (SS = 2)

'The not listening part' (SS = 2)

'They don't seem to have their thumb on the pulse. They waste the money; they throw it down the drain. They're immune from anything, not accountable for anything' (SS = 4)

'Because I think that there are times when they're backbiting and they slack off. They're not united, they've got different agendas. They de-motivate people. I do have a lot of time for some people in Council. The Mayor is doing her best but she's got a hard road ahead' (SS = 5)

'Well I believe the Mayor and newly elected Councillors are generally trying to clean up the mess that's been created while some who created the mess are still on the Council. Not particularly the highest calibre of people representing us as Councillors' (SS = 5)

'Just from what I have read in the paper, a lot of political in-fighting and point scoring' (SS = 5)

'I feel that it's time that we had a clean out of Councillors. It seems that they receive pay increases for what? There should be performance appraisals actioned' (SS = 5)

'Because I think they haven't opened up to everyone or the public' (SS = 5)

'Lots of changes and some of the Councillors have few things to be accountable for' (SS = 5)

'The printout I got recently about getting rid of jobs. They could cut down their wages; they're not willing to disclose what they earn. Very poor' (SS = 5)

'Because they do not listen. They ask for opinions and submissions but do what they want any way. The cycle track is an example and it is of no real value to anyone' (SS = 6)

'I feel that the Council is unnecessary factualised. The Council as a whole, lacks a vision. Lacks vision to articulate what vision they might have to community. They lack focus of the debt' (SS = 6)

'I think there is bit of lack of vision' (SS = 6)

'It's an accumulative sort of thing with some of the things they've allowed to happen in recent history like the floodgate, Event Centre and things like that. I think the Council Elected Members haven't been as vocal as they should be for ensuring their responsibilities to the ratepayers' (SS = 6)

'Some Councillors really stand out from others, some Elected Members are really good while others I don't really know and aren't involved with so I wouldn't know how to rate them' (SS = 7)

'I just sometimes I think that they ask the public for their opinions and then go ahead and do what they want anyway. I don't think they 100% listen' (SS = 7)

'Because I'm not sure that all of the Councillors have Hamilton's best interest at heart' (SS = 7)

'Councillors are not visible' (SS = 7)

'I see some doing a lot and some not. Consulting with Maori communities is pretty limited' (SS = 7)

There were a number of respondents who made other comments:

'Just a personal thing about all that has been happening over the year' (SS = 3)

'They promise you things and you don't get it and then they waste money on things that are unnecessary; if I managed my household like they manage the Council well then heaven help us. I didn't bother to vote because I had no way of knowing who I was voting for and who the Councillors were and that was the first time in my life I didn't bother; they didn't give me information on who the Councillors were. The meetings weren't accessible for people like me' (SS = 4)

'Because they send out letters saying that we are in flooding area which is not good for the property owner' (SS = 5)

'Had no contact with them' (SS = 5)

'Just think that the V8s were a fiasco and the letters about the flooding have brought down the Council down in people's estimations' (SS = 6)

'I actually think they've had a huge mess to clean up and they've taken a fall-out for stuff that's happened before and because of that, we haven't actually seen them do everything new; they've just been cleaning up mess after mess' (SS = 6)

'I really don't take a lot of interest in Council procedures but just the odd time you read about this one doing this and that one doing that. I'm not unsatisfied and as I said, I don't really have anything to do with it' (SS = 6)

'That you get mail but you are too busy to look' (SS = 6)

'I have little to do with them' (SS = 7)

'Nothing really' (SS = 7)

Other respondents offered positive comments about the Elected Members of Council (8.6% or 15 respondents) this quarter:

'Because I think that there are times when they're backbiting and they slack off. They're not united, they've got different agendas. They de-motivate people. I do have a lot of time for some people in Council. The Mayor is doing her best but she's got a hard road ahead' (SS = 5)

'Well I believe the Mayor and newly elected Councillors are generally trying to clean up the mess that's been created while some who created the mess are still on the Council. Not particularly the highest calibre of people representing us as Councillors' (SS = 5)

'There are quite a few Councillors that have been a part of quite a few decisions that I haven't approved of, but in regards to the 10-year plan it's too early to judge. The review process has been very good' (SS = 6)

'Probably because I don't pay the bills, but I know the rates do go up, but they have to.

They do a good job, but I don't have a lot of interest in the local scene;

I know they're there and I know they're doing their job' (SS = 7)

'Because I think that a lot of things aren't actually told to us. I do think she's (the Mayor) doing a good job though. It's a hard job because she took on those other people and it's her first time. I think she's doing well but I think there are always concerns about different things' (SS = 7)

'Their decision-making hasn't been very bright but they are trying to clean everything up, trying to get out of the big hole they dug themselves' (SS = 7)

'Some Councillors really stand out from others, some Elected Members are really good while others I don't really know and aren't involved with so I wouldn't know how to rate them' (SS = 7)

'Hamilton's a beautiful place to live, it's so green and colourful. I like how the Council has made Hamilton a good place to live. I like spending my time here' (SS = 7)

'I have seen a lot of good change but I'm unsure as to what other improvements have been made' (SS = 7)

'I suppose they maintained the rates' (SS = 7)

'I think they are doing a reasonable job' (SS = 7)

'I think they are putting in an effort now. I think the previous 12 months was a shocker and they are definitely making an improvement; they are aware of precious problems' (SS = 7)

'I'm proud of my city so I think they do a fairly good job' (SS = 7)

'Mainly because once again, politics isn't a strong point of mine; I don't understand. New bypasses going in. Hamilton is growing and expanding; no problem with what they're doing' (SS = 7)

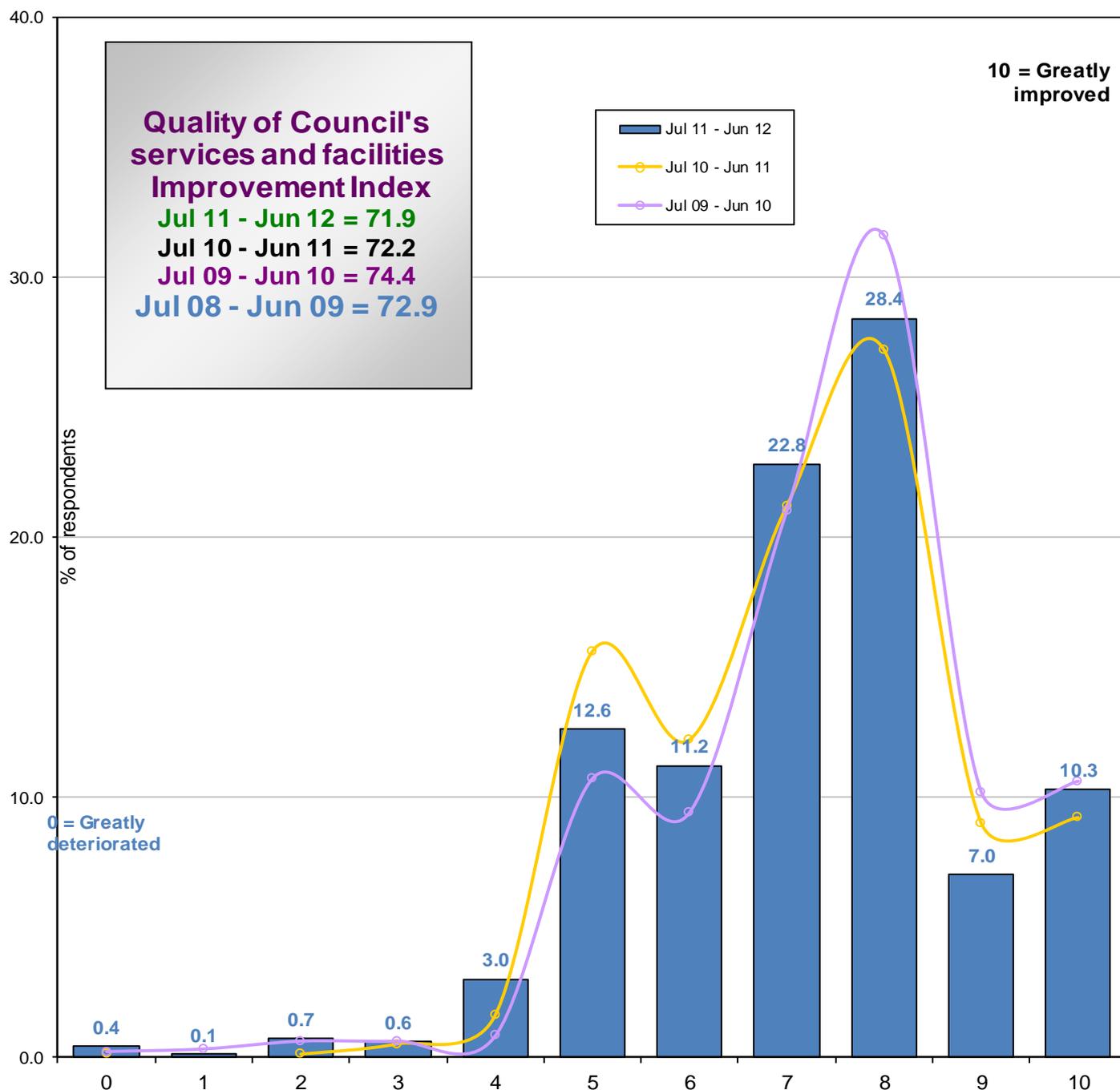
'They're doing all right. She's had a tough job to come into. They've had a lot of problems. She's sorting those out. Money doesn't help her' (SS = 7)

Five respondents who were less than satisfied with the overall performance of the Elected Members did not offer any comment

Quality of Council facilities and services

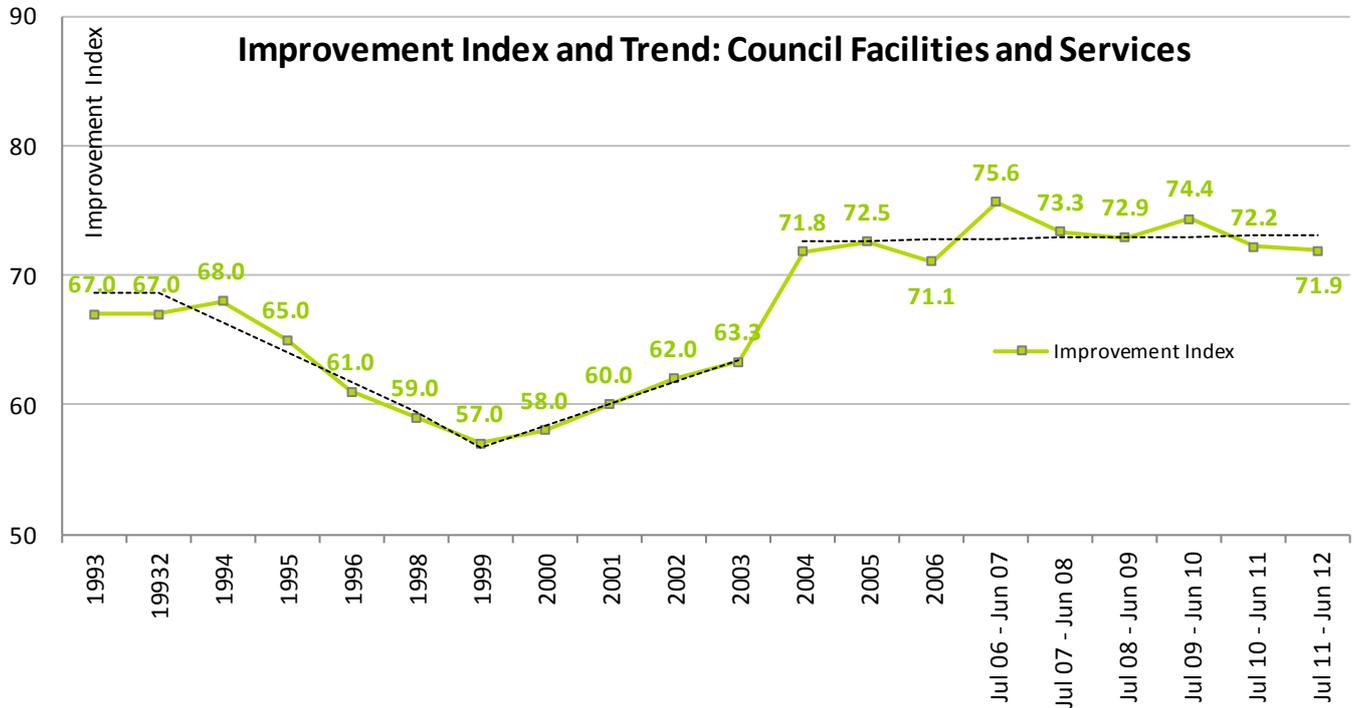
Respondents were asked 'Using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months?'

Over two thirds of the respondents, (69%) felt the quality of Council facilities and services had improved in the past year, including 10% who rated this with a score of 10 (greatly improved). Only 13 respondents (1.9%) felt the quality had deteriorated and only three respondents (0.4%) felt it had greatly deteriorated (score of 0). The Index is 71.9, down marginally from the July 2010 – June 2011 result.



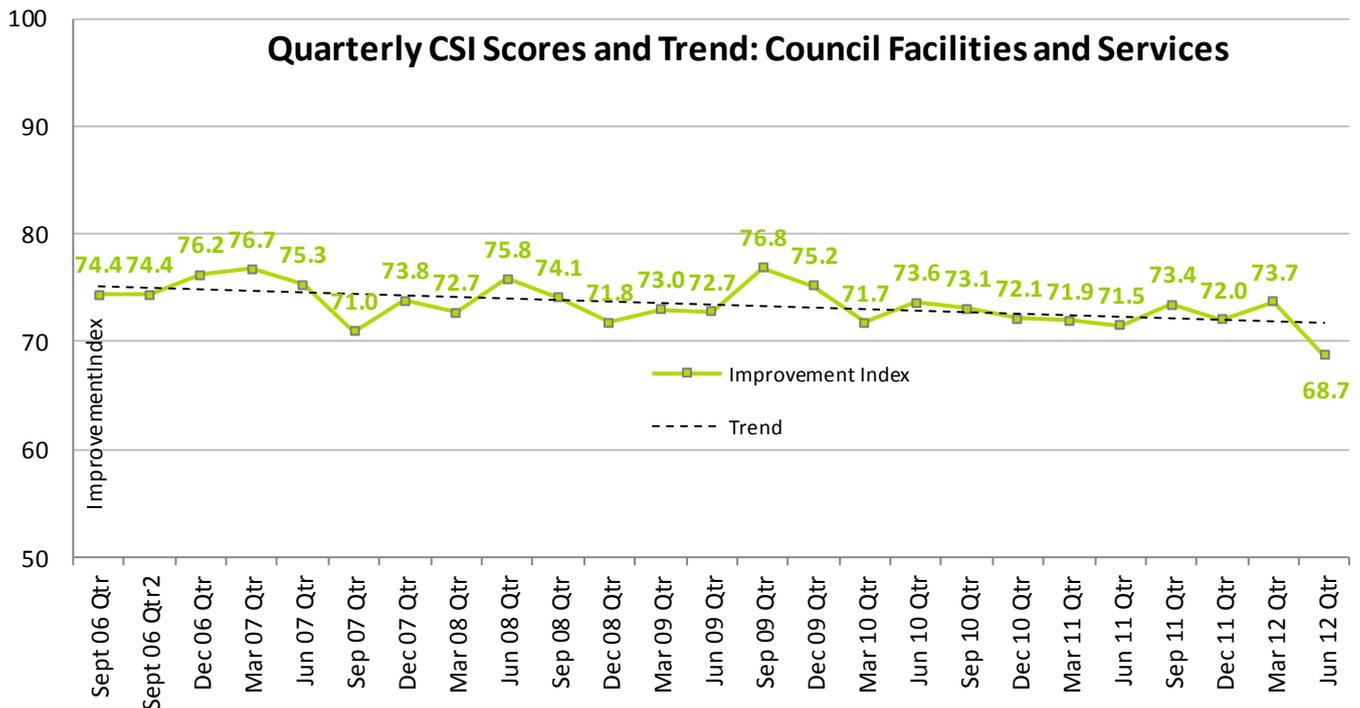
Quality Improvement Index: Trends on an Annual Basis

The following chart shows the trend with the Improvement Index of Council facilities and services over the period 1993 to June 2012. The July 2011 – June 2012 result of 71.9 is down 0.3 points 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 68.7 for the June 2012 quarter, a decrease of 5.0 points over the previous quarter. The latest quarter's Index is the lowest recorded by this quarterly monitor and below the declining trend line of the last 24 quarters.



Why think Council facilities and services have not improved

Respondents were asked 'And using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months?' The respondents who rated the above question at 5 or less were asked 'Why do you feel this way?'

This question was asked as an open question with the answers grouped together for analysis purposes. There were 39 respondents who felt that the Council facilities had not improved (scores of 5 or less). The main theme was that respondents felt that they were much the same as they were 12 months ago (mentioned by 17 respondents; 10% of the subgroup this quarter). This included comments like: (II = Improvement Index)

'I haven't seen any great changes in over the time. The empty buses are still running' (II = 5)

'Don't think it's changed at all' (II = 5)

'Haven't noticed any improvement and things like Garden Place leave me feeling neutral' (II = 5)

'Haven't noticed a significant change in the past 12 months' (II = 5)

'I don't see that there is any difference they've made from the previous year' (II = 5)

'I don't see there's any great change' (II = 5)

'I don't think that it's got any better' (II = 5)

'I have seen some changes, but no big changes' (II = 5)

'I haven't noticed a difference' (II = 5)

'I just haven't noticed any change. Haven't had issues with it, just haven't noticed a change' (II = 5)

'I know it's not going great guns. At the moment it is fine but there hasn't been any massive improvements' (II = 5)

'It's about the same as 12 months ago' (II = 5)

'Its been the same as previous year; haven't seen any changes to the way the Council run things' (II = 5)

'Noticed no improvement or deterioration' (II = 5)

'Stayed the same I think, don't think they've changed' (II = 5)

'There is no visible improvement, neither has it deteriorated or improved, no difference from previous year' (II = 5)

'Well I don't think they have improved at all. I think they have just stayed the same; cost-cutting has cut the cost for the wrong things' (II = 5)

A small number of respondents (2%) felt services were worse than they were 12 months ago:

'It has got worse because they are cutting services to save money and reducing the level of service, closing libraries. They are having to make budget cuts, the parks and gardens are deteriorating' (II = 3)

'I used to live here when I was young. Garden Place has gone downhill, renovations have made it worse. New share way street in Ward Lane - not enough room for drivers and walkers' (II = 4)

'When I am looking at them my mind keeps going to parks. The kids playing facilities in the park around here (in Dominion Road) have rusted and are dangerous to the kids' (II = 5)

A few respondents (1%) suggested things could be improved:

'Some of the public toilets are not up to standard' (II = 5)

'With all the restructuring that is going on, they are just making cuts; they are just making them without consultation (particularly in housing)' (II = 5)

One respondent felt unable to make a comment as he didn't use the facilities:

'I hardly use them' (II = 5)

A number of respondents (9%) made suggestions for improvement:

'Money is being wasted on roads going to Auckland. I don't go to Auckland every day so don't see the point in paying for those roads' (II = 2)

*'Rates are going up and I don't think they need to.
We are paying for bad decisions that they have made' (II = 2)*

'It has got worse because they are cutting services to save money and reducing the level of service, closing libraries. They are having to make budget cuts, the parks and gardens are deteriorating' (II = 3)

'Because next door to our house there is a ten studio, two story unit and for the whole week we have rubbish sitting outside our house. We have made an official complaint to the Council, taken photos and have heard nothing back' (II = 4)

'Certainly the cut-back in services which, certain areas look quite untidy. The Central City, I know the Council has done a lot of work, poured money into Garden Place. Every time we do go past Garden Place it is empty. We're quite disappointed that the Council has thrown money to revitalise the Central City. The reality is, people congregate to places like Te Awa and The Base. As a ratepayer I don't see any value in throwing money at the Central City as it is' (II = 4)

'I used to live here when I was young. Garden Place has gone downhill, renovations have made it worse. New share way street in Ward Lane - not enough room for drivers and walkers' (II = 4)

'Seems like the HCC spend money on the wrong projects. Roading for example and perhaps speed humps on streets could have been targeted as well. HCC wasted a whole lot of taxpayers money on the V8s. If they're getting a lot of people from overseas where an event is a stand alone project, it's not a good idea when the taxpayer is charged for such an event' (II = 4)

'The tarseal is the first thing, they have done asphalt all the way up to our quarter and then they did the stone chip. I don't think they have the understanding of the amount of cars and trucks going down Comries Road and that it's very noisy for us' (II = 4)

'They waste a lot of money in the garden' (II = 4)

'I haven't seen any great changes in over the time. The empty buses are still running' (II = 5)

'Some of the public toilets are not up to standard' (II = 5)

'With all the restructuring that is going on, they are just making cuts; they are just making them without consultation (particularly in housing)' (II = 5)

'Garden Place did not need to be redone, it was just a waste of money. Somehow the Council always wants things altered but it just seems to be a waste of money. Also don't like the idea of the cycle stadium as only a few people will use this service' (II = 5)

'I think they have spent money at the wrong place like in Garden Place' (II = 5)

'It just seems that they have thrown a lot of money at Garden Place and it is no safer than when they first touched it' (II = 5)

'Not enough public toilets and there's not enough pull-over parking outside toilets either' (II = 5)

There was also a range of other comments from respondents:

'Money is being wasted on roads going to Auckland. I don't go to Auckland every day so don't see the point in paying for those roads' (II = 2)

*'Rates are going up and I don't think they need to.
We are paying for bad decisions that they have made' (II = 2)*

'Because of all the bickering in the Council and a lot of ratepayers money being wasted on projects which don't benefit the wider community. Poor management actually. I think that the Mayor needs to wake up and start leading the city because she's not at the moment' (II = 2)

'They're cutting back a lot of budgets, part of the V8, Stadium and Claudelands legacy' (II = 4)

*'In consideration that I didn't know half of the stuff were there,
I'm sitting on the fence and going with a 5' (II = 5)*

*'They found themselves in a situation where they need to save money and the places they are choosing
to save money will be detrimental to the community' (II = 5)*

'They improved in some places but not most of the places' (II = 5)

Involvement in Decision Making

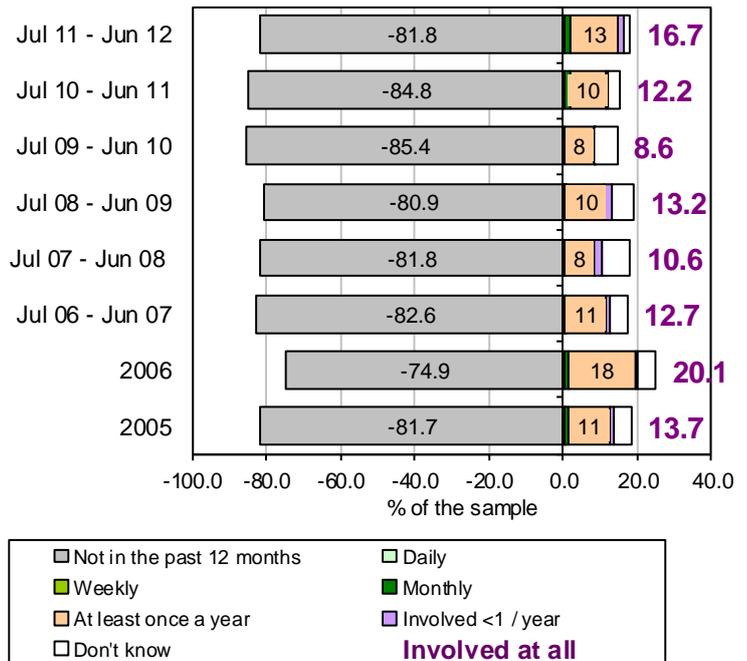
How often involved?

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, (82%) had not been involved in Council decision making in the past 12 months.

A sixth of the respondents (17%) said they had been involved at least once in the past 12 months. Only a few (1.0%) said they were involved in Council decision making on at least a monthly basis.

A few respondents, (2%) did not know if they had been involved in Council decision making in the past year.

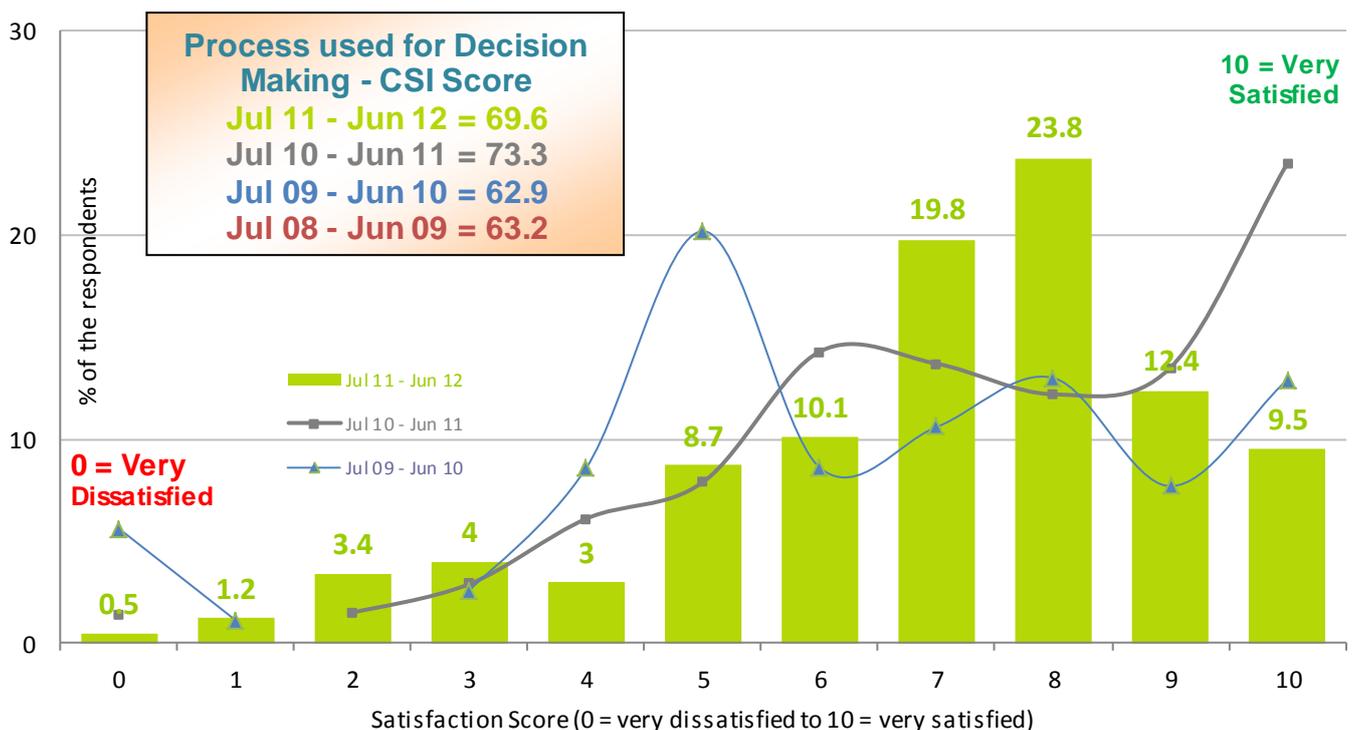


Satisfaction with the Process used for Council decision making

Respondents that had been involved in Council decision making (n = 115) 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.)*.

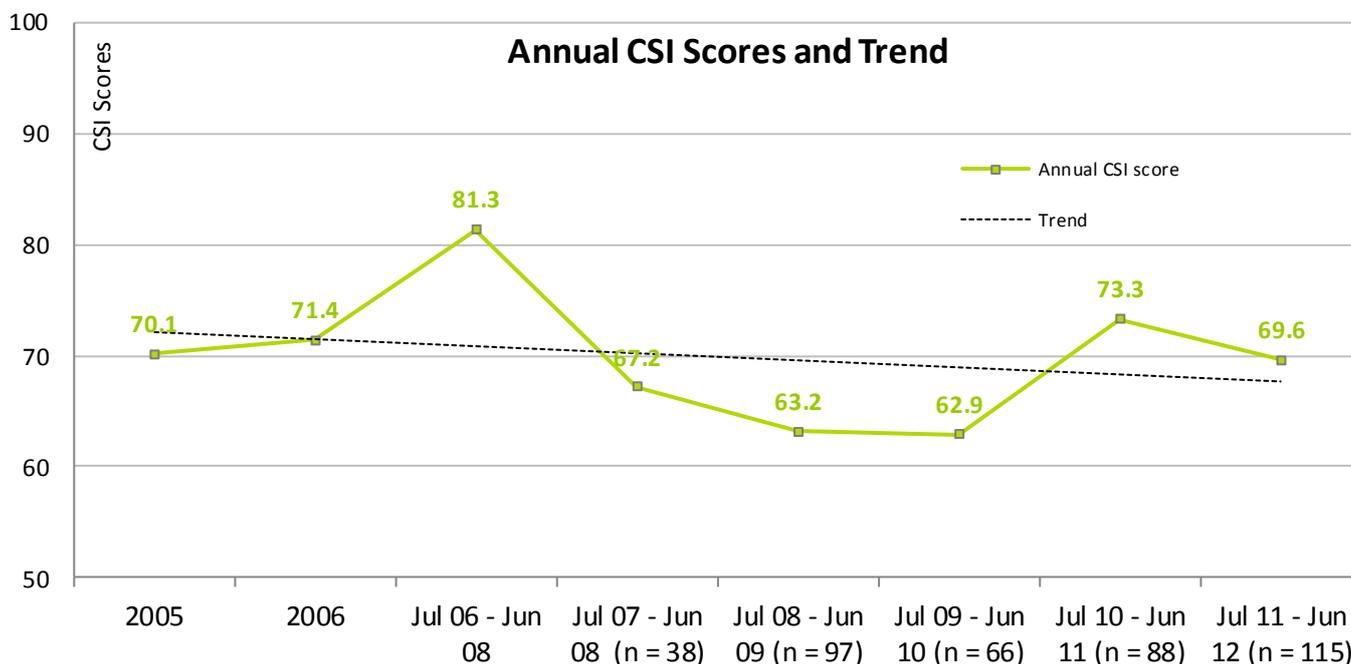
Two thirds of the respondents (65%) were satisfied (scores 7-10) with the process Council used for their involvement in decision making. A fifth of this subgroup (22%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (24%).

A fifth of the respondents (22%) rated this with scores that were neutral (scores 4 - 6), while 10 respondents (9%) 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.



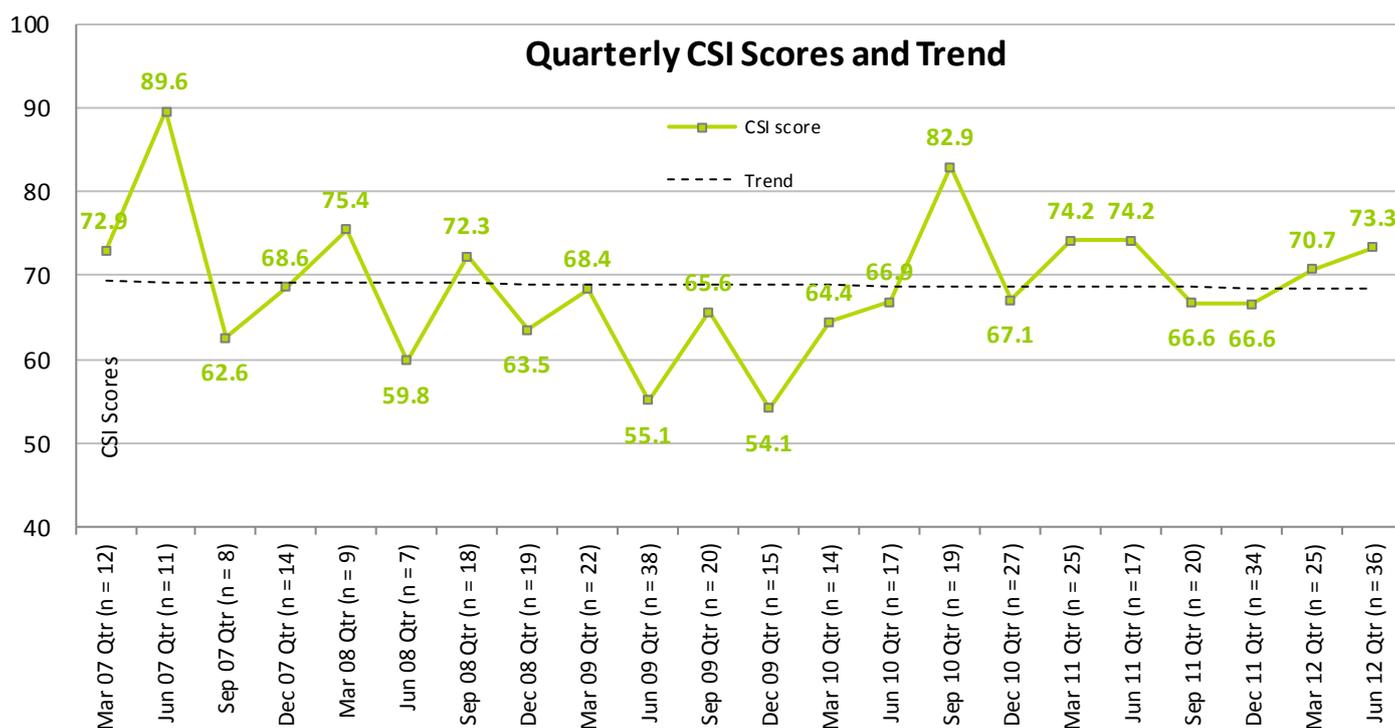
Satisfaction with the process Council used for this involvement: Trends on an Annual Basis

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 up 2.6 points from last quarter at 73.3. The latest quarter's CSI score is again at the upper end of the range recorded by this quarterly monitor.



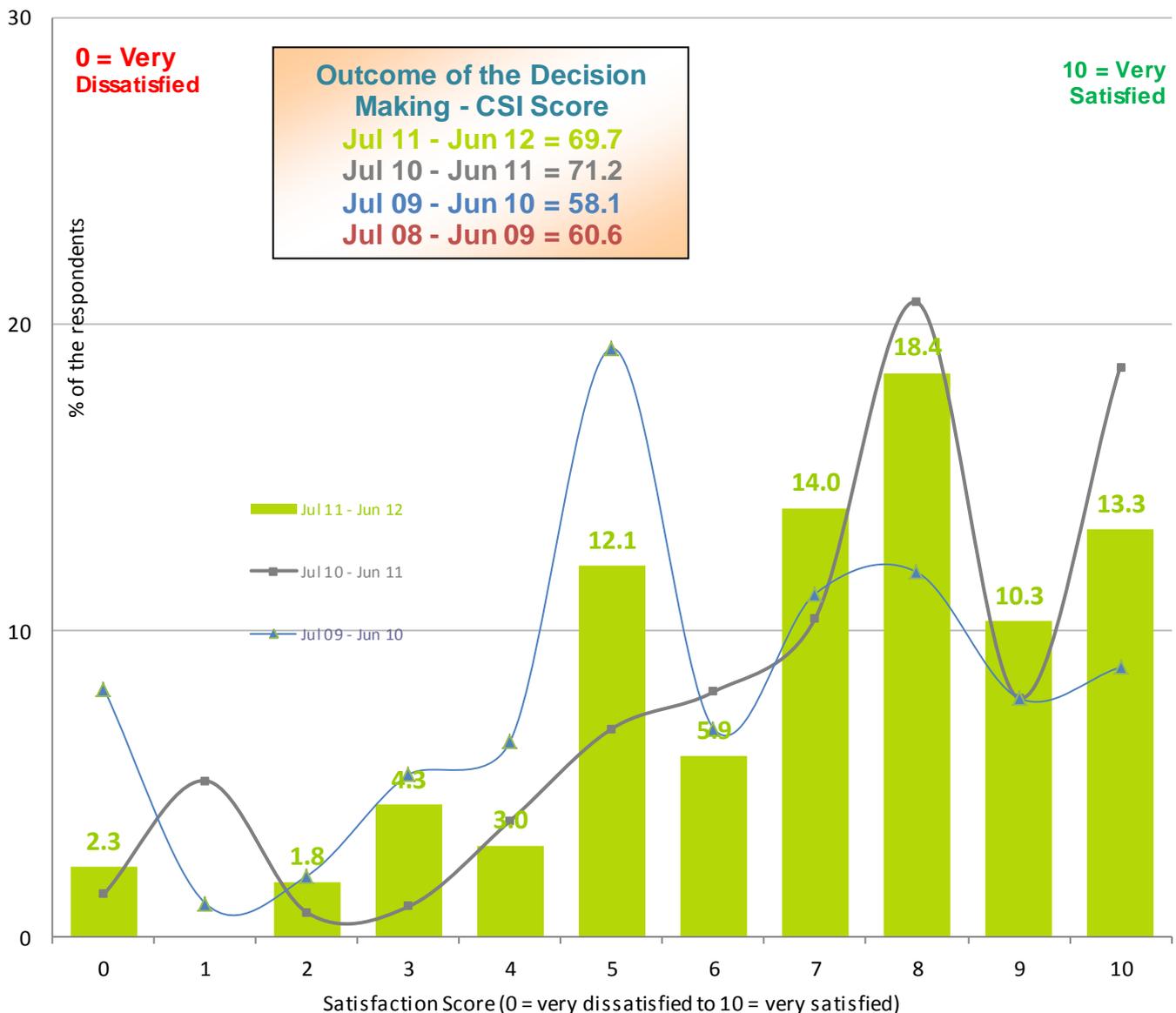
Satisfaction with the outcome of your being involved in Council decision making

Respondents who had been involved in Council decision making (n = 115) were then asked to rate their satisfaction with *the outcome of your being involved in Council decision making (e.g. submissions etc.)*.

Over half of the respondents (56%) were satisfied (scores 7-10) with the outcome of their involvement in Council decision making. A quarter of this subgroup (24%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (18%).

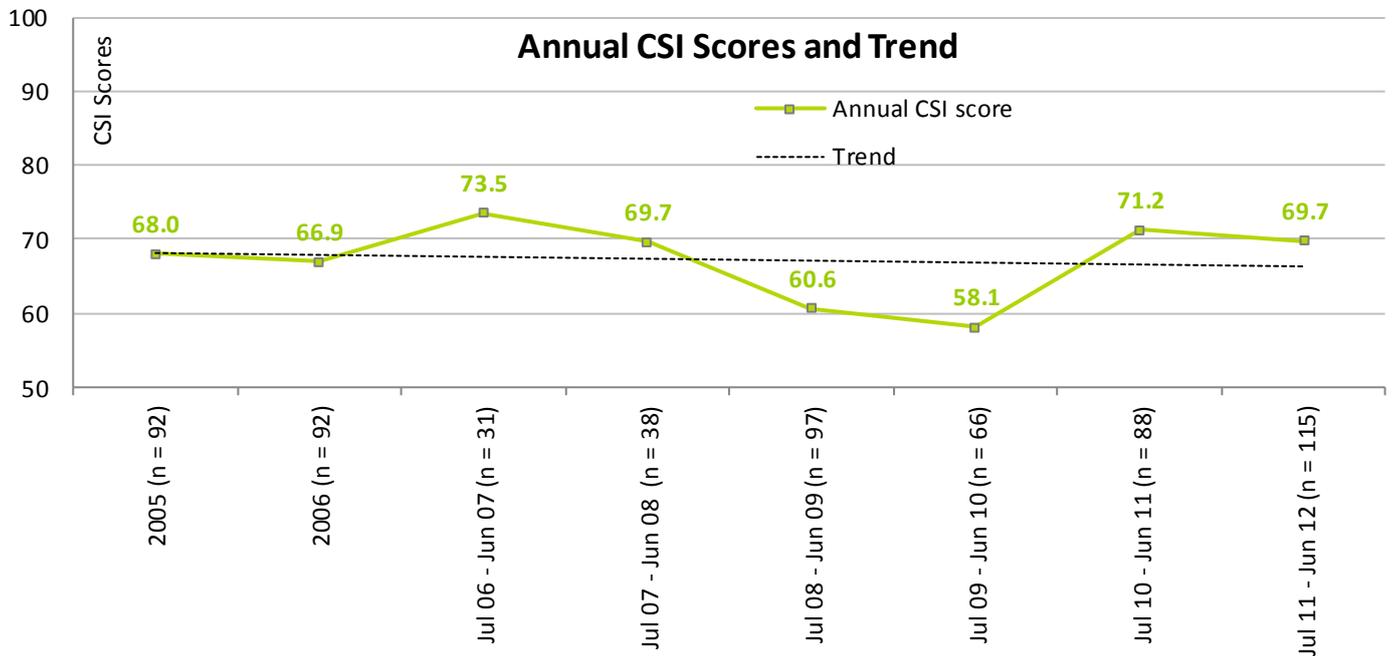
A fifth of the respondents (21%) rated this with scores that were neutral (scores 4 - 6), while ten respondents (8%) rated this with scores that reflected dissatisfaction (scores 0 - 3). The remaining 15% of the respondents did not rate their satisfaction with *the outcome of your being involved in Council decision making (e.g. submissions etc.)*. Presumably, this is because the outcome has not been finalised as yet.

The CSI score is 69.7, down 1.5 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.



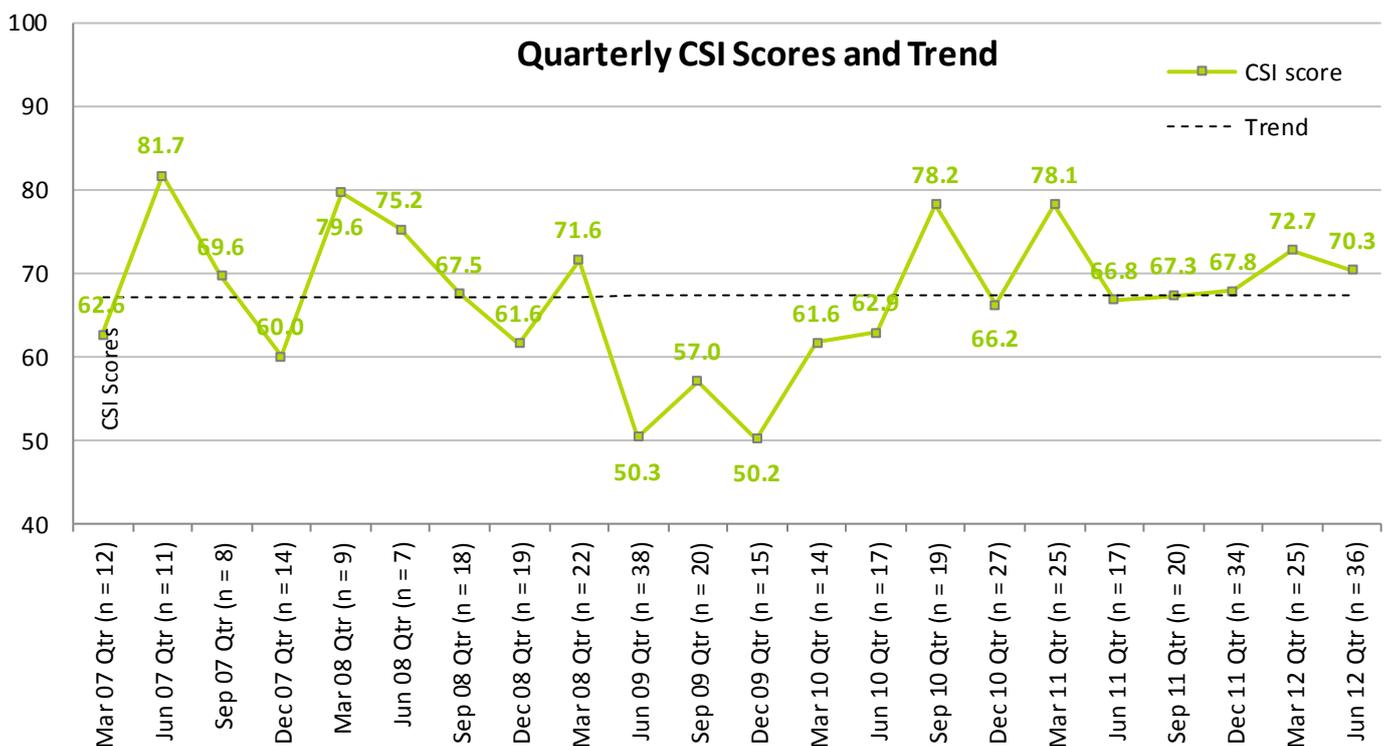
Satisfaction with the outcome of being involved in Council decision making: Trends on an Annual Basis

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 69.7 is 1.5 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 slipped 2.4 points from last quarter to a CSI score of 70.3. The latest quarter's CSI score is still in the middle of the range of results recorded by the quarterly monitor.



What would encourage you to participate more in Council Decision making

The respondents were asked how often they had been involved in the Council decision making process. The majority of respondents had not been involved in Council decision making (For the June 2012 quarter n = 139; 79.4% 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.

Better awareness / knowledge would encourage 23 respondents (17% this quarter) with the following comments:

'More community awareness. They've got this City News that I'm not aware of. Maybe have a community constable involved with neighbourhood support group meetings. In terms of awareness I don't think there's much more they can do, there probably is but I don't know right now'

'If there were more local forums - don't hear about things all that often. Something distressing would get me involved, if the issue was important enough'

'Need more information on how to become involved'

'More information sent to the house. More opportunities'

'Easier access to all the information via a website rather than going to a meeting to hear about things. Online submissions (although they may already have this, I don't know)'

'Access to how to do it'

'The Mayor should keep on communicating to the public'

'Probably just getting more information, whenever they have information sessions it's on a time when I can't get to them so perhaps more of those information sessions'

'Probably if we hear about them more often. We sort of don't hear anything. More notification outside of the paper that no one reads'

'Probably a bit more publicity on when meetings are held'

'More newsletters'

'More communications from them probably'

'Maybe if they advertise in the newspaper more because I'm not really aware of it'

'Just inform us beforehand what they are going to do or send out publication'

'Just feel that the Council itself are not doing so good at the moment and probably be more transparent to the public'

'If they had more discussions in suburbs and held locally'

'If there was more information available and it's not feasible to get information or be notified with what the Council is doing. They should publicise more on what they are doing'

'If I go to more meetings that might help'

'I guess probably more of an open forum, they have these closed packages with information that I don't bother opening. They should have seminars for each neighbourhood'

'Frequent communications on what we have to get involved with'

'Clarity of what decisions have to be made'

'Better communication of the issues currently being considered'

'Be aware of what is able to change. To me I never hear anything about it. Knowing how to be a part would help'

Nothing would encourage 13% of the subgroup (18 this quarter) to participate in Council decision making:

'I think I'm past it; I have other things that interest me at the moment and I've been looking after my elderly mother for some time and I would like a life for myself so I don't envisage getting involved in Council business'

'Well I think I'm really past the age of attending those kinds of things. I don't like going out in the evening and I'm by myself. I wouldn't go out myself in the evening and during the daytime I'm a bit limited'

'Nothing' (x5)

'Nothing that I can think of'

'Nothing really' (x2)

*'Nothing because I think we've done that years back.
Now we're well retired, (16 years now), not into those things now'
'Not a thing; I'm past that'
'No'
'I'm too old to do those things'
'If I was younger'*

*'I think I'm too old to be participating in that kind of stuff'
'I don't think nothing would encourage me because I have put a lot of effort into
community services and now I'm 79 and I don't think I would get involved.
We will leave it for the young people to come through, which they won't'
'At my age, nothing'*

If the decision affects / interests the respondent was mentioned by 11% or 15 respondents this quarter:

*'If there were more local forums - don't hear about things all that often. Something distressing would get
me involved, if the issue was important enough'
'If it affected me directly, but they are going to make their decisions no matter what'
'My husband deals with those things, more time on my hands - if things
directly impacted me in a negative way'
'Well if my area got really bad with noise pollution, graffiti or violence, I might have a problem about it'
'There are no issues that directly affect me so it wouldn't mean anything
for me to participate in Council decision making'*

*'Something would have to be particularly annoying me,
(incident affecting me at the time) with direct repercussions'
'Probably only issues that really concern me. Don't really pay too much attention to it,
as long as it works'
'Personal impact'
'Only if there's anything that interests me personally'
'Only if there was something that has really got up my nose but apart from that,
I just pay my rates and play low key'*

*'If things got really bad but overall quite happy'
'If an issue or something that concerns me arises then I would definitely put my hand up and have a say'
'I suppose if the issues were of more interest to me, social issues and people problems'
'I guess if there's something that has to be done or that I'm interested in, I would'
'I don't feel I have to get involved unless it personally affects me'*

If made easier to participate was mentioned by 11% (15 respondents) with the following comments.

*'Need more information on how to become involved'
'More information sent to the house. More opportunities'
'Easier access to all the information via a website rather than going to a meeting to hear about things.
Online submissions (although they may already have this, I don't know)'
'Access to how to do it'
'When you read the newsletters they're intentionally complicated; they need to make them more simple.
Sporting is focused on a lot like the V8s and Claudelands showgrounds rather than things like the
museum. They only do what they want'*

*'Well, there needs to be means to be able to do so'
'Probably, being able to get to their meetings more'
'Probably calls like this or through a website'
'More online surveys'*

*'Just random things what we are doing now (surveys).
Something written would be good because we do not have time'*

'If I could get there for a start. I'm prohibited from driving'

'I guess the opportunity'

'Flyers or forms we can fill in and submit'

'Convenience of meeting times'

*'An easy process probably. I'm a busy person, maybe something that would be easy,
maybe a form to fill out or something online'*

If they felt it would make difference / be listened to would encourage 14 respondents (10% of the subgroup this quarter) to participate.

'If it affected me directly, but they are going to make their decisions no matter what'

'When you read the newsletters they're intentionally complicated; they need to make them more simple.

*Sporting is focused on a lot like the V8s and Claudelands showgrounds rather than things like the
museum. They only do what they want'*

'If I thought they really listened. So many people have different opinions, I suppose'

'Yes if they listened to the people'

*'Probably if we believe that they would actually take notice of the consultation, we don't have too much
confidence from the Councillors performance that they'll actually take notice of resident's concerns'*

*'I'm not sure what that question means because as a ratepayer I don't believe I've got any real ability to
influence the Council. I mean on the citizen panel, I can't remember the name, it's on the internet. Doing
these surveys, not convinced they make a difference. I'm very sceptical about it. Not convinced these
surveys and the internet ones we do are achieving anything at all'*

*'If we were listened to would be the top of the order. Half the time they get people to participate then don't
listen; they have their agendas and stick to them'*

'If they would listen otherwise it's a waste of time.

I haven't done it myself but others that have - it hasn't come right'

'If I had any faith that they actually listen to us, because I don't believe they do'

'If I felt that it would do any good'

'If I believed I'd actually be heard and listened to'

'If I believe my opinion really mattered to them'

*'I think if the Council actually looked at submissions and did what we asked them to do in regards to
issues we bring up then I would participate more*

but I know they don't pay any regards to issues we put forward'

'Feeling like it would make a difference'

Several respondents (thirteen) felt that if they had more time they may become involved more (9% of the subgroup):

*'If they personally came to me I would; I have received some of the letters
but I am too busy most of the time'*

*'I think I'm past it; I have other things that interest me at the moment and
I've been looking after my elderly mother for some time and I would like a life for myself
so I don't envisage getting involved in Council business'*

*'My husband deals with those things, more time on my hands - if things directly
impacted me in a negative way'*

*'If I wasn't so busy with my responsibilities with my family,
I would be involved in Council decision making'*

'The thing is I like doing it but I'm in my 80's now.

Sometimes I'd like to go to the Council meetings but it's really too time consuming'

'Not having other family responsibilities'

'Need to find time to participate; very busy person'

'It's a time factor and I'm busy doing other things. A lack of enthusiasm'

*'If I had time. I'm still working'
'I would like to but only if I have time'*

*'I don't really have the time due to other things; the way I look after my parents
and my new baby - I'm a very busy full time Mum'
'I don't have time'
'Having more time probably'*

There was a range of other suggestions made and these suggestions include:

'More community awareness. They've got this City News that I'm not aware of. Maybe have a community constable involved with neighbourhood support group meetings. In terms of awareness I don't think there's much more they can do, there probably is but I don't know right now'

'If they personally came to me I would; I have received some of the letters but I am too busy most of the time'

'When I think they can learn to understand to not overspend their money and do crazy things like the V8s which we don't need'

'Wasn't aware I could be involved'

'The reason I haven't is my husband doesn't have good health and he's just about 90% deaf due to a drug he was given. That's the main reason why for lots of those things I've said no because it's not easy for him. I've recently just retired. That's the main reason I haven't been to lots of those things. That's got to be status quo'

'Probably if there were specific referenda'

'If I was asked I would try to help but I'm 73yrs old'

'If I owned a home then I would participate in Council decisions'

'I tend to leave all that to the people that use the facilities more than I do because I think my opinion is very biased as I don't know and I don't use that'

'I don't see how I can contribute'

'Getting the Council to do more stuff rather than contracting it out to private businesses'

'Getting rid of the Council and starting again. Don't like how they have spent money'

'After the last elections I plan to definitely vote next year'

Two respondents made a positive comment as to involvement in decision making processes.

'I would like to but only if I have time'

'I would love to go. When it comes to the time I didn't go, for all sorts of reasons'

One respondent was unsure what would encourage them to participate while other respondents (27%) did not offer a suggestion.

Opportunities for involvement in decision making

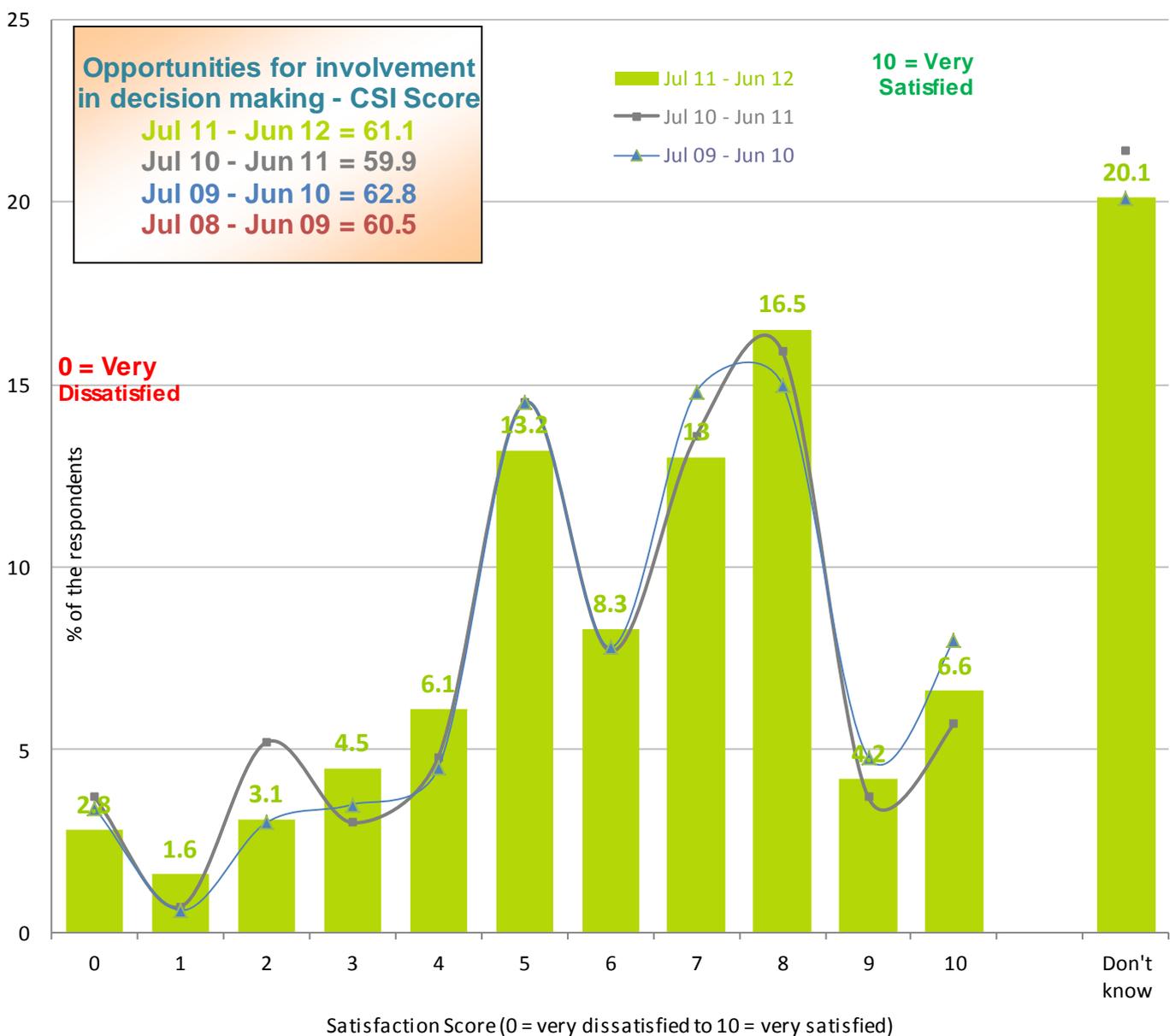
The respondents were asked the following 'Council tries to ensure that the community has meaningful input into decision making on significant Council projects, processes and policy. Using a scale where 0 = very poor and 10 = very good, how would you rate the opportunities Council provides for community involvement in decision making (e.g. making submissions to plans, involvement in working parties etc.)?'

A fifth of the respondents (20%) 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 11% rated this with a score of 9 or 10 (exceeded expectations).

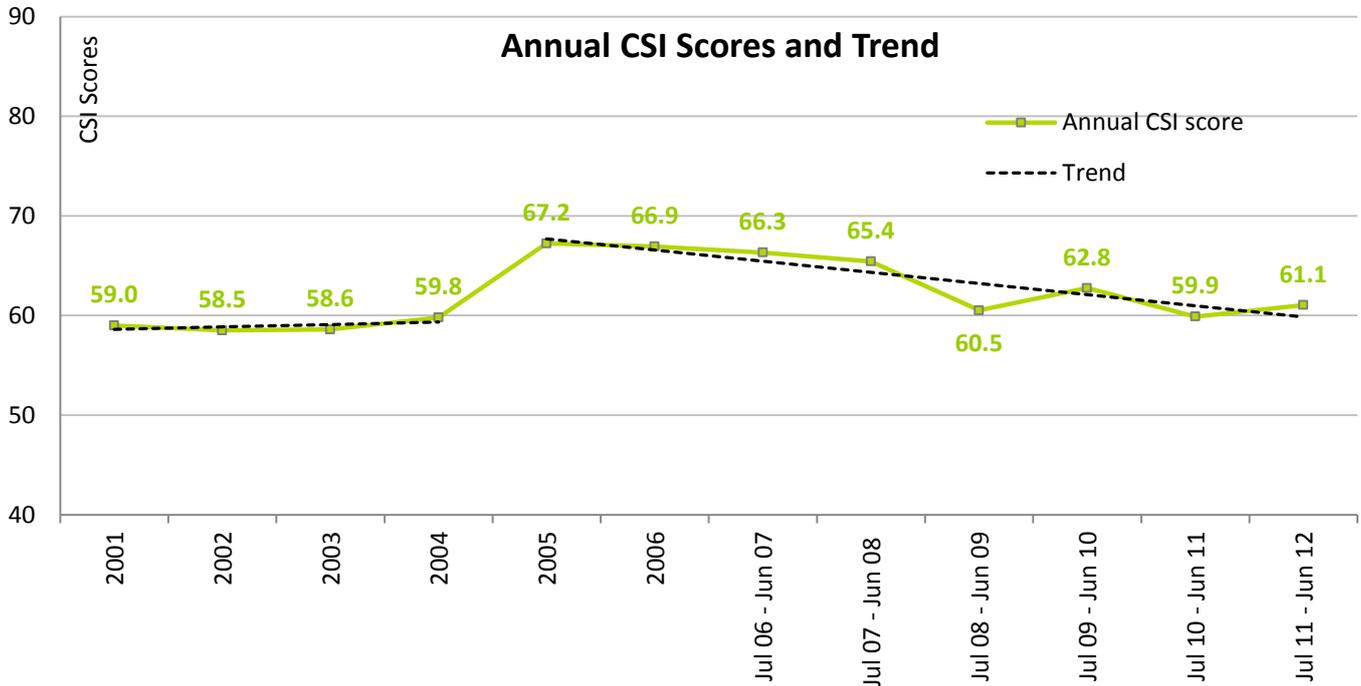
An eighth of the respondents (12%) were dissatisfied that the Council provided good opportunities for community involvement in decision making (scores 0 – 3) while 28% rated this as neutral (scores 4 – 6).

The CSI score is 61.1, which is 1.2 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.



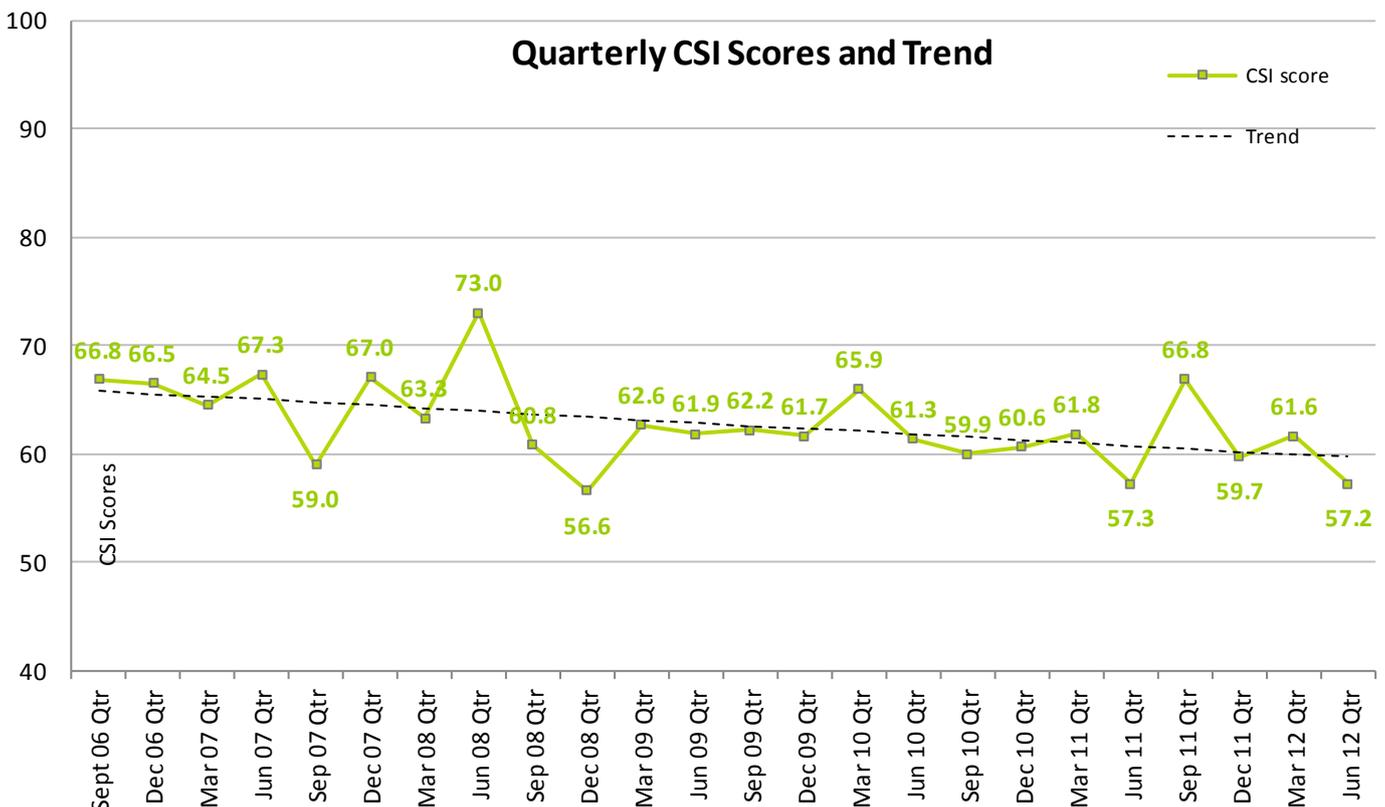
Input into decision making: Trends on an Annual Basis

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 June 2012. The July 2011 – June 2012 result of 61.1 is 1.2 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 4.4 points this quarter to a CSI score of 57.2. This is the second lowest reading recorded by the quarterly monitor. This is again below the downward trend in the quarterly CSI scores.



This quarter, the main reasons for feeling dissatisfied (score of 5 or less on the scale where 0 is very dissatisfied to 10 being very satisfied) with the opportunities for community involvement in decision making provided by Council were that the Council don't let people know what is going on or advertise the opportunities enough (12% mention): (SS = satisfaction score)

'Because I have never seen an invitation' (SS = 0)

'I don't notice an awful lot of it. I've seen one or two but that's it' (SS = 2)

'It is not well publicised; you have to keep your eyes open' (SS = 2)

'Because I don't get to know lots of things.

And the stuff which they provide sometimes are not too clear' (SS = 3)

'I've only ever been pretty much rung up recently for a survey through the Council but usually it's just - I've received a letter to ask my opinion on roundabouts I think it was; that was a year ago. Once. The Council doesn't put too much effort into asking or putting the message across' (SS = 3)

'Just not aware of it at all. I don't search but it's not put right in front of my face.

Not put out there' (SS = 3)

'I haven't notice any pamphlets or letters emphasising anything that is happening.

Need to have frequent newsletters' (SS = 4)

'Probably because I'm not that aware that they are doing that. I live next to a reserve and I couldn't find out anywhere and neither could the neighbours what they were doing in the reserve - they had tractors and things and they didn't inform the public in what they were doing, not even the residents; we couldn't even Google it and we live right next to the reserve' (SS = 4)

'There's not much notification' (SS = 4)

'Because half of the time I don't hear about them' (SS = 5)

'Don't think there's really enough info out there in terms of decision-making' (SS = 5)

'I don't think they let the public know what's going on and its lack of communication' (SS = 5)

'I haven't seen much advertisement on what the Council does or what they offer' (SS = 5)

'I just don't know if I haven't noticed but have not seen any information available' (SS = 5)

'I remember I have seen something that was sent by City Council - something to do with subdivision, but other than that I haven't seen much really' (SS = 5)

'It's because nothing has come to me personally about decision making; this could be my fault, not theirs' (SS = 5)

'More local communication' (SS = 5)

'Not all the time we were informed' (SS = 5)

'Not have heard much. They can push it a bit more when they try to do bit bigger' (SS = 5)

'Probably not enough awareness of the timing of when the forums are' (SS = 5)

'Well probably because there's not much publicity with when things are happening' (SS = 5)

Twenty-one respondents felt they that they don't listen to public/go ahead regardless (12% of respondents mentioned this)

'I look at issues around V8s and they have ended it; I think this is a bad call' (SS = 0)

'Because they just tend to have their own agenda; they make the decisions and we don't. They make the decisions and they go ahead with them, putting the families at risk; they don't think about how they are going to pay for things' (SS = 0)

'As I said, they just don't seem to listen and they keep losing money; if they took advice, they might actually save money' (SS = 1)

'I think a lot of things are done without proper consultation of the people of Hamilton. Things are done because they (HCC) want to do it' (SS = 1)

'Just what I was saying before, over the years what input did we have over the V8s, which wasn't exactly successful. Or the Claudelands Events Centre. Not convinced ordinary ratepayers get a call at all, it's once every three years. In the last five years the debt has gone from 150 to 400 million. Not a great deal of public debate. The V8s cost the city a great deal and they've pulled the plug on that, which has cost the city as well. I don't have a lot of confidence on the Council' (SS = 2)

'Again, same thing, they do what they want to do when they want to' (SS = 2)

'I don't think they listen. Why bother voicing your opinion when they don't take any notice of it e.g. the velodrome issue' (SS = 2)

'I think they make expensive decisions, and they don't let us as residents have a say or choose things as we are the ratepayers' (SS = 2)

'Because I think that Councillors do not take into consideration majority input and decision are already made and it negates ratepayer input' (SS = 3)

'Because the word consult doesn't mean agree, they consult but they don't take any notice of our opinions and I'm not sure if they take notice of wider public opinion, it's the very nature of politics though isn't it?' (SS = 3)

'I think it's because of the V8s and other decisions - the public were against it but they went ahead and did it; they didn't listen to our opinions and never have' (SS = 3)

'They will do what they want to do; they listen to everyone but they do what they want to do' (SS = 3)

'I don't think it matters anyway; they just decide without regarding what people say; our opinions don't matter' (SS = 4)

'I feel the Council do what they want and making a submission against their decision would make no difference. Once the Council decides on something, they are not easy to change their minds' (SS = 4)

'They allow people to but they don't really listen' (SS = 4)

'Well there are a lot of decisions that they've made where they have consulted the community but haven't listened to what the community has said' (SS = 4)

'The Council thinks things through but doesn't ask the residents of Hamilton what they think and they just go ahead with their own decisions. They don't discuss it with the community' (SS = 5)

'Because sometimes I think they bring these policies out after they have already talked about it in Council, so they've made their decision before they have talked to the public about it' (SS = 5)

'I feel when they want you to submit things they do what they want any way. It is a waste of time and energy' (SS = 5)

'There may be opportunities for residents to view their opinions, but I don't believe they (Councillors) listen to advice but don't have to take it in' (SS = 5)

'They have got to balance so many views, what's important to me may not be to others; you always have to compromise. And the political motives rather than rational motives' (SS = 5)

Others suggested they did not make it easy to get involved (3% mention):

'I wasn't aware you could be involved' (SS = 0)

'Because I don't know how to access it personally' (SS = 2)

'I can't go out to the meetings because they are usually at night and I can't drive at night; they don't give people like me a chance to go to those meetings' (SS = 2)

'Because I don't get to know lots of things. And the stuff which they provide sometimes are not too clear' (SS = 3)

'I don't think that it is easy for people to do; you have to be up with what is on the website. They do put stuff in the mailbox from time to time, but there are ways they can be more effective' (SS = 4)

'I just sometimes don't think they have convenient times for the public to get along to. When you're working the public misses out and at night after you've finished working, you don't feel like going. I know it's a hard one' (SS = 5)

Other respondents from this subgroup felt that they did not understand or take any notice of the opportunities (2% mention) with the following comments:

'Because half the time they put stuff out the average person doesn't understand what it is about' (SS = 5)

'I don't know anything about it' (SS = 5)

'If I knew more about it I would rank it higher' (SS = 5)

'I guess if you go to Council meetings you can have your say.

I don't know; it's not something I would do' (SS = 5)

Three respondents suggested there was more public involvement needed (2% mention):

'The general public hasn't been consulted' (SS = 3)

'The Council thinks things through but doesn't ask the residents of Hamilton what they think and they just go ahead with their own decisions. They don't discuss it with the community' (SS = 5)

'A lot of it is done in-house; they don't really involve the public, but they are starting to involve public more now because they have to' (SS = 5)

Other comments were offered in response to opportunities of involvement in submissions

'Because of time' (SS = 5)

'Given I don't really see it, if I read the paper more maybe I would - not entirely their fault' (SS = 5)

'I guess, because I'm a busy mum and I thought maybe I should put a submission in and maybe I'll get around to it but I never do' (SS = 5)

One positive comment was offered in response to opportunities of involvement in submissions

'I guess if you go to Council meetings you can have your say.

I don't know; it's not something I would do' (SS = 5)

One respondent 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 June 2012 quarter with a satisfaction score lower than 7 (less than satisfied) (35 respondents; 65% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with Hamilton CBD at night?'

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

The main concern for 26% (14 respondents) was safety and security and the comments included: (SS = satisfaction score)

'Seems so dangerous' (SS = 1)

'Nothing will ever make it feel safe at night' (SS = 2)

'Don't feel safe, don't like Garden Place, lots of young people hang around Garden Place' (SS = 4)

'Safety issue' (SS = 4)

'Safety in the night is an issue' (SS = 5)

'I don't feel safe' (SS = 5)

'I'm older so it's not really where I choose to go, it's not somewhere I feel totally comfortable anymore' (SS = 5)

'Not there that often; not a lot of light or brightness available in the city at night; it doesn't feel quite as open.

My son hears ringing noises at night too' (SS = 6)

'I think there's not a lot of visible policing; there's a lot of young people in the streets loitering and spilling out of bars; people urinating down driveways and littering' (SS = 6)

'Just sometimes it isn't a very nice place at night' (SS = 6)

'There is not much security or monitoring' (SS = 6)

'Some of the elements is the people congregating down there and the parking is terrible' (SS = 6)

'Security on the street; don't feel safe in Hamilton anymore, loitering and littering' (SS = 7)

'I don't go in there enough but when I do, I think they may need more cameras in the middle of town and along the river walkways too' (SS = 7)

Drunken or unruly behaviour was the reason as to why 13% of the respondents were less than satisfied with the CBD at night:

'Don't feel safe, don't like Garden Place, lots of young people hang around Garden Place' (SS = 4)

'Lot of teenagers' (SS = 5)

'It's just because there's a whole bunch of louts that go there; I'm a bit older and don't tend to hang with the younger crowd' (SS = 5)

'I think there's not a lot of visible policing; there's a lot of young people in the streets loitering and spilling out of bars; people urinating down driveways and littering' (SS = 6)

'There's too many drunks around especially late at night, too many bars along the street' (SS = 6)

'Too many drunks' (SS = 6)

'Security on the street; don't feel safe in Hamilton anymore, loitering and littering' (SS = 7)

Another concern with Hamilton CBD at night time was lack of parking, mentioned by 11% of respondents with these comments:

'I'm just not into that sort of nightlife; parking is still not great' (SS = 2)

'It's very hard to find parking there even during the day' (SS = 5)

'It's probably mainly the parking issue.

Sometimes you have to drive a couple of times around to find a park' (SS = 5)

'Some of the elements is the people congregating down there and the parking is terrible' (SS = 6)

'Not enough parking at the night time' (SS = 6)

'Parking' (SS = 6)

The need for better lighting was mentioned by three respondents:

'Too dark' (SS = 5)

*'Not there that often; not a lot of light or brightness available in the city at night; it doesn't feel quite as open.
My son hears ringing noises at night too' (SS = 6)*

'There could be some possible improvements, in some aspects a little more lighting; some areas that have off streets on it that you access from main roads. Also have clubs that are for more mature clubbers (40 plus) ' (SS = 7)

The need for better facilities or revamp of the CBD was commented on by two respondents.

*'There could be some possible improvements, in some aspects a little more lighting;
some areas that have off streets on it that you access from main roads.
Also have clubs that are for more mature clubbers (40 plus)' (SS = 7)*

*'I have grown up here and I have grown out of it;
needs more ways to make it more exciting; has not changed much' (SS = 7)*

There was a range of other comments which include:

'I'm just not into that sort of nightlife; parking is still not great' (SS = 2)

*'I don't like downtown in general; the footpaths are crowded.
There is nothing there for me so I don't go' (SS = 2)*

'I just find the people who are there; it's just too busy' (SS = 5)

'The thing is we only go down there if we go out for dinner so it doesn't really mean that much' (SS = 5)

*'Not there that often; not a lot of light or brightness available in the city at night;
it doesn't feel quite as open. My son hears ringing noises at night too' (SS = 6)*

'It's just messy' (SS = 6)

'We don't really go much at night but it is pretty loud when we do go' (SS = 6)

'I think it is quite spread out; I think some of the developments they have done are not great - like the restaurant area on Hood Street is not particularly great' (SS = 7)

'It seems that there's been a lot of money spent and we haven't got much back at all particularly Hood Street, it was closed for a very long time to be upgraded and it's only got a few twinkly lights. I'm wondering if the stuff on Worley Place and Ward Street will end up going that way. There's probably a lot of infrastructure underground that we don't see. The moves that have been made to tidy up the CBD haven't got the businesses in so it defeats the purpose' (SS = 7)

'Not much open. They could stay open a little later' (SS = 7)

'Probably the key thing that I remember during V8s is some of the footpaths were blocked off and not possible to use them; had to walk on the road' (SS = 7)

Council Night Patrol Team

Reasons for being less than satisfied with the Council Night Patrol team

In the June 2012 quarter, almost a sixth of the respondents (13 respondents; 15%) 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 they had never seen them (mentioned by 3% of respondents who rated at 7 or less) and the comments include (SS = satisfaction score)

'I don't think I've ever seen them' (SS = 5)

'On the times I have been there, haven't seen them so probably they are not visible enough' (SS = 7)

'Haven't seen them at all' (SS = 7)

Others felt 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:

'They can do more and involve more people. More awareness' (SS = 6)

'See them walking around and I wonder could they even protect you? Not enough of them' (SS = 6)

There were several other reasons for being less than satisfied given and these include:

'They can do more and involve more people. More awareness' (SS = 6)

'I'm over in the Claudelands area and we don't get to see them that often over on this side of the river.

We've had to call the police a few times' (SS = 6)

'I don't really know about it but it's like, in comparison to the police, there's not enough police so are there enough Night Patrol to make a difference? Maybe cameras are a better crime deterrent perhaps' (SS = 6)

'It's not the Night Patrol team who are at fault in keeping the streets safer, but the drunks who loot the streets and make it unsafe for others' (SS = 7)

Two respondents chose not to answer or felt unable to answer as to why they had scored the Council Night Patrol Team at less than 8.

'Mainly because never been there and don't know much about it' (SS = 6)

'I really don't know anything about it' (SS = 7)

Two respondents made positive comments about the Council Night Patrol Team:

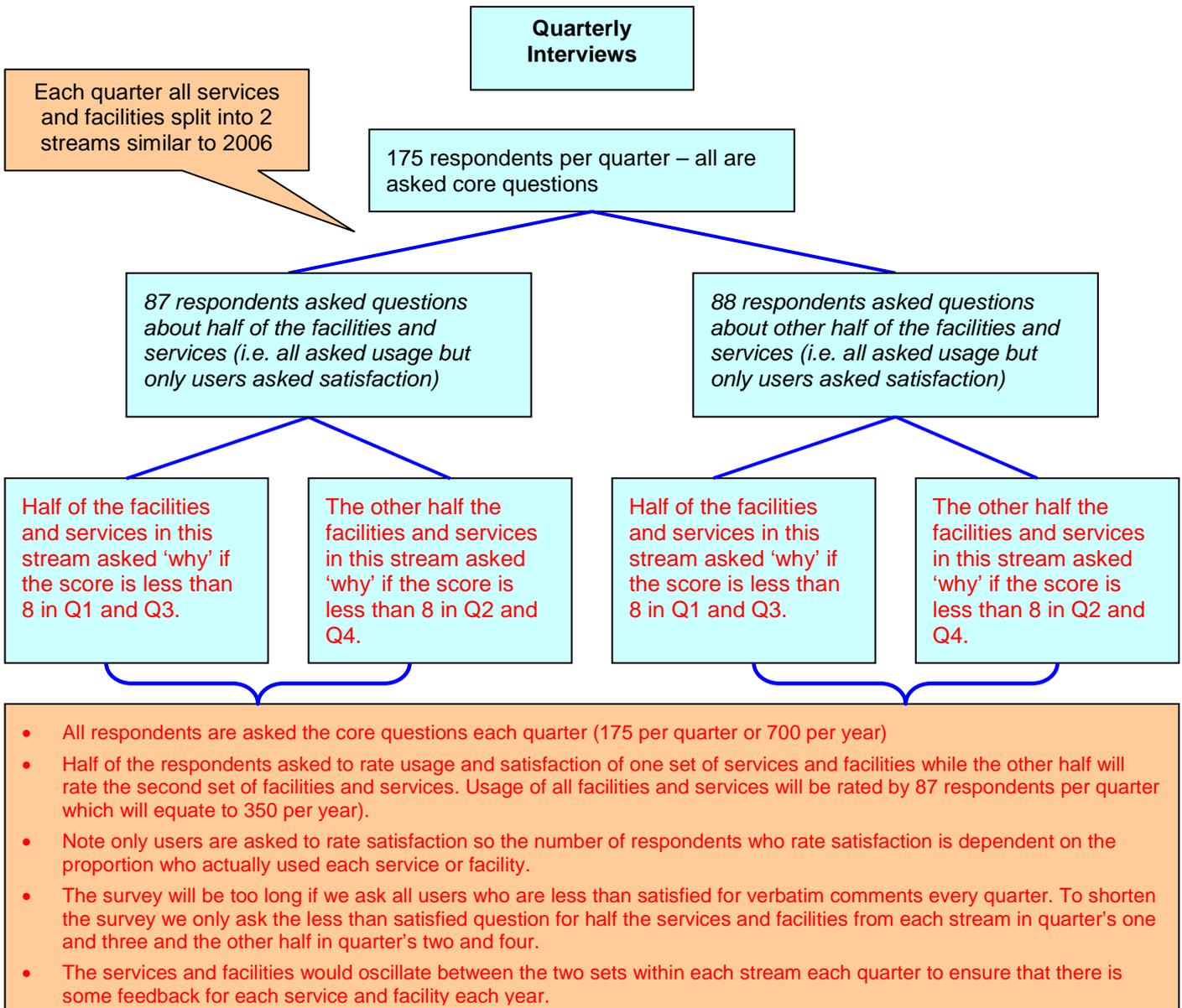
'Hear of things, they do their best, but don't know too much of them' (SS = 7)

'I have no hassles with them at all' (SS = 7)

Individual Facilities and Services Verbatim Comments

Methodology for Open Questions

Each quarter all respondents are asked the core questions (175 per quarter or 700 per year). Half of the respondents are asked to rate their usage and satisfaction of one set of services and facilities while the other half will rate the second set of facilities and services. Usage of all facilities and services are rated by 87 respondents per quarter which equates to 350 per year).



Only users are asked to rate their satisfaction with each service so the number of respondents who provide satisfaction ratings is dependent on the proportion who actually used each service or facility. The survey would be too long to ask all users who are less than satisfied every quarter. To shorten the survey we only ask the less than satisfied question for services and facilities from each stream each second quarter.

The services and facilities would alternate between the two sets within each stream each quarter to ensure that there is some feedback for each service and facility each year. This means that each quarter, each service and facility is rated but the 'why less than satisfied question' is only asked every alternative quarter.

Explanation of the Measurement Process

The satisfaction questions use a scale which ranges from 0 being very dissatisfied to 10 being very satisfied.

The interpretation framework covers two streams of Council provided services, those with Customer Choice and those where there is No Customer Choice. Each of these streams has a different satisfaction score interpretation. The Customer Choice services and facilities would normally expect to receive higher satisfaction scores as dissatisfied customers take their business elsewhere.

With Customer Choice services, a score of 9 or 10 out of 10 reflects the level of service has exceeded expectations. A score of 8 reflects that the level of service matches what the respondent was expecting. Scores below 8 tend to reflect that there was some issue with the service provided, and generally the lower the score, the more serious or important the issue is to the respondent.

For No Choice services, the customer has no option but to remain with the Council provided service and therefore dissatisfied customers remain, frequently resulting in a lower average satisfaction score e.g. they cannot change suppliers if they are dissatisfied and therefore more dissatisfied “customers” remain as users.

With No Customer Choice services, a score of 9 or 10 out of 10 also reflects the level of service has exceeded expectations. A score of 7 or 8 reflects that the level of service matches what the respondent was expecting. Scores below 7 tend to reflect that there was some issue with the service provided, and generally the lower the score, the more serious or important the issue is to the respondent.

Scale	Customer Choice	No Customer Choice
Very Satisfied 10	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 June 2012 quarter nearly a quarter of the users were less than satisfied (10 respondents; 24%)

There were several respondents who felt that there was not enough of interest in the Museum. The comments included: (SS = satisfaction score)

'The presentation was the pits, there was nothing there. Equipment there to make things work weren't working. The only thing that worked properly was the DVD on the immigrant that came out from Poland. All the rooms there were just empty' (SS = 0)

'There wasn't enough variety of exhibitions' (SS = 5)

'They don't have really that many expos' (SS = 5)

A few respondents suggested improvements.

'I feel when I walk into the museum it's very barren; need something better to invite us in, no appeal at the entrance' (SS = 7)

'Because we need to have separate art gallery in museum' (SS = 7)

'I think it a bit outdated' (SS = 7)

'Firstly the way it was set out, was not user friendly. Particularly for a person with a disability, it did not have everything I needed. The kids did enjoy the kids section and I was very satisfied with this' (SS = 7)

There was a range of other comments about the Waikato Museum.

'The presentation was the pits, there was nothing there. Equipment there to make things work weren't working. The only thing that worked properly was the DVD on the immigrant that came out from Poland. All the rooms there were just empty' (SS = 0)

'It's just that we only go to special things there' (SS = 6)

'I think we got bad customer service that day' (SS = 7)

'Just that it is very impersonal, I would not take my visitors there. It is not friendly. I don't always like their taste either' (SS = 7)

Clarence Street Theatre

Reasons for being less than satisfied with the Clarence Street Theatre

Nearly half of the users of the Clarence Street Theatre in the June 2012 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (13 respondents; 48% of the users). These respondents were asked 'Can you tell me why you were not totally satisfied with Clarence Street Theatre?'

The main theme revolved around the Clarence Street Theatre needing an upgrade. The comments included: (SS = satisfaction score)

'It doesn't look very flash' (SS = 2)

'I find the volunteer staff rude. Moved from balcony downstairs as the balcony didn't sell enough tickets and then we couldn't see as well' (SS = 3)

'Dingy, dark and we had to queue up for drinks. Old and the seats are cramped. Small toilets' (SS = 4)

'It's old. It just needs upgrading, but I know they can't afford it' (SS = 5)

'Well I think it's just looking a little bit dragged and could do with a makeover but otherwise the show that was put on was excellent. It didn't effect the show' (SS = 5)

'Seating is uncomfortable and squeaky, site situation not good enough as you can't see very well in front of you' (SS = 6)

'Just organisation, seating arrangements' (SS = 6)

'It's nice enough but it's not that flash' (SS = 6)

'Only been there once or twice so don't remember much about it' (SS = 7)

'I think some time it got bit of dark in there' (SS = 7)

'A bit small for some of the events' (SS = 7)

'I didn't see much of the theatre and the ushers were a bit grumpy' (SS = 7)

'Just a bit average - not a whole lot of personality' (SS = 7)

The Meteor Theatre

Reasons for being less than satisfied with the Meteor Theatre

More than two thirds of the Meteor users from the June 2012 quarter (67%; eight respondents) rated the Meteor Theatre with a satisfaction score lower than 8 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Meteor Theatre?'

The main reason appears to be the fact that the theatre needs updating. Their comments included: (SS = satisfaction score)

'It's just.. There's nothing in there. It's just a hollow shell, like when I've been there it's pretty makeshift sort of set up with the seating and the bar is pretty basic. It's not very modern; it's run down and very basic. It doesn't look like there's any money been put into it. Aesthetics basically. Love the building though - looks cool and it has good acoustics' (SS = 6)

'It's nice enough but it's not that flash' (SS = 6)

'The Meteor is just sort of a dark dingy sort of a place and that's what a theatre is for anyway. It didn't have that magic feeling. When I got to show I like to get a good vibe' (SS = 7)

'I didn't see much of the building' (SS = 7)

'The rent is too high so cannot be used by a good range of performers.

Needs to be more accessible financially for actors' (SS = 7)

'It's fairly grungy' (SS = 7)

'It's just a bit old and dark' (SS = 7)

One respondent did not answer the question.

Hamilton Zoo

Reasons for being less than satisfied with the Hamilton Zoo

An eighth of the users of the Zoo in the June 2012 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (five respondents out of 42 users (12%). These respondents were asked 'Can you tell me why you were not totally satisfied with the Zoo?' Their comments included: (SS = satisfaction score)

'It's just too expensive. It's fine for the individual but when it comes to families, it's ridiculous' (SS = 3)

'I'm not a zoo person' (SS = 4)

'Maybe I have too high expectations from seeing other Zoos' (SS = 7)

'I just felt like it could have been a bit more. Could have got more out of the experience. They could do more with upgrading the facilities and the cafeteria; just the buildings where they have the reptiles - it's pretty budget' (SS = 7)

'It's a big place; they should let you know at the start which enclosures have nothing in them; we walked all the way to see the rhino and it wasn't there; it can be a long walk with a family' (SS = 7)

Hamilton City Leisure Centre (YMCA)

Reasons for being less than satisfied with the Hamilton City Leisure Centre (YMCA)

Only nine respondents had used the Hamilton City Leisure Centre (YMCA) in the June 2012 quarter and 33% of these respondents rated their satisfaction with a score lower than 8. These respondents were asked 'Can you tell me why you were not totally satisfied with the Hamilton City Leisure Centre (YMCA)?' These comments included: (SS = satisfaction score)

'It's old and rundown' (SS = 5)

'It's not really big enough. It looks a bit old' (SS = 6)

'I think it is getting a bit old' (SS = 7)

Parks and Gardens

Hamilton Gardens

Reasons for being less than satisfied with Hamilton Gardens

Respondents who rated Hamilton Gardens with a satisfaction score lower than 8 (less than very satisfied) were asked 'Can you tell me why you were not totally satisfied with Hamilton Gardens?' Only 10% of the users for the June 2012 quarter were less than satisfied with Hamilton Gardens (10% of the users, seven 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)

'Seems to be a waste of space' (SS = 4)

'There is not enough parking at the Hamilton Gardens' (SS = 5)

'Looked a bit weedy when we were there, looked a bit messy' (SS = 5)

'It's just a long walk to the toilet and the playground' (SS = 7)

'It isn't too appealing as it was' (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 June 2012 quarter were less than satisfied with the Children's Playgrounds (48% of the users, 19 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)

'Not safe and not enough. Only one slide and one swing' (Crawshaw: SS = 2)

'I'm in Nawton and compared to the wealthier side of town - it's crap. It's not anywhere up to the wealthier side of town. It's not much in it, but mind you there's a lot of tagging and teenagers and they don't look after it which is why younger children miss out' (Nawton: SS = 2)

'Often in the morning there has been people hanging out the night before and there's bottles and broken glass; there's also litter and graffiti. Also there's no seating for parents when they want to watch their children, so lack of seating' (Huntington: SS = 5)

'It's old and hasn't been upgraded in a very long time. I don't think there's any maintenance. You have to check it yourself first. There's people mowing the lawns but no one checking the playground equipment' (Fairview Downs: SS = 5)

'There is a new one near us and it is not much fun; there is very little activity, not versatile' (Glenview: SS = 6)

'In my local park there's small variety in equipment' (Fairview Downs: SS = 6)

'It seems not much of it' (Chedworth: SS = 6)

'There's not enough' (Templeview: SS = 7)

'Just when we do take these little kids there's not that much there, just a swing and a slide. Maybe they could have some more because quite a few people go there' (Riverlea: SS = 7)

The next most common reason for rating the Children's Playgrounds with less than satisfaction was because of vandalism in the Playgrounds:

'I'm in Nawton and compared to the wealthier side of town - it's crap. It's not anywhere up to the wealthier side of town. It's not much in it, but mind you there's a lot of tagging and teenagers and they don't look after it which is why younger children miss out' (Nawton: SS = 2)

'Too much tagging on the playground' (Fairview Downs: SS = 3)

'The area I live in - it's really not a safe area and things always get broken and stuff, or there's tagging, beer bottles' (Grandview: SS = 4)

'It just got graffiti all over it very quickly when it was new and it got damaged quickly; it puts you off going there' (Chedworth: SS = 4)

'Often in the morning there has been people hanging out the night before and there's bottles and broken glass; there's also litter and graffiti. Also there's no seating for parents when they want to watch their children, so lack of seating' (Huntington: SS = 5)

'Because of the graffiti and all the stuff that is left behind at night' (Queenwood: SS = 7)

There were a few other comments including:

'The playground is not good to use, don't feel like the neighbourhood park is welcoming, or inviting (including me as a part of the community)' (University: SS = 4)

'There is a local park but no play ground and the next one is very tatty' (Sylvester: SS = 5)

'They are a bit huckery' (University: SS = 5)

'It is getting old (the one on Waterford Road)' (Glenview: SS = 6)

'Some of those things need more safety things around them for little kids. My grandchild jumped off and hit his head (at the lake). What irritates me is teenagers on the children's playground equipment; they're for kids not teenagers, but you can't really tell them off' (Swarbrick: SS = 7)

There was also one positive comment about the Children's playgrounds.

'I wouldn't say I'm not satisfied' (Queenwood: SS = 6)

City Walkways

Reasons for being less than satisfied with the City Walkways

A quarter of the users of the City Walkways in the June 2012 quarter rated this with a satisfaction score lower than 8 (less than satisfied) (17 respondents; 25% of the users). These respondents were asked *'Can you tell me why you were not totally satisfied with the City Walkways?'*

The responses covered a variety of themes with the main ones being the walkways needing maintenance, safety concerns and vandalism

Some respondents felt that maintenance was an issue and commented: (SS = satisfaction score)

'I think some of the pathways e.g. cobble stones and pebbles stick out; it's hard to get them perfect' (SS = 6)

'Lack of maintenance. Some parts are good, some are pretty rough' (SS = 7)

'They are a little bit uneven at times' (SS = 7)

'Some of them the maintenance isn't too great' (SS = 7)

'Just because there are gaps in them; other than that they are pretty good' (SS = 7)

'Well at the moment they are in need of repair in sections, but majority is fine' (SS = 7)

'Some of the paths are a bit uneven and if you're running it's not too good to run on; they need to check them more often for loose cobblestones etc' (SS = 7)

One respondent felt that safety was an issue and commented:

'Unsafe, never go on your own and sometimes especially the river it's not nice and doggy poop and beer bottles' (SS = 7)

Some respondents had other concerns and commented:

'Often you can't get by them; they're often blocked off' (SS = 5)

'Only because of slips and things' (SS = 6)

'I'm used to different walkways; I'm from Canterbury so I'm used to different walkways' (SS = 6)

'A bit tricky for strollers' (SS = 6)

'Don't use it that often' (SS = 7)

'Lighting in the evenings is quite dim. Fencing and pathways need to be fixed regularly' (SS = 7)

'There are certain places that has long grass and covers the walkway area' (SS = 7)

One respondent made a positive comment.

'When we do use them, we're quite happy with them' (SS = 7)

Sports Areas

Reasons for being less than satisfied with the Sports Areas

Over half of the users of the other Sports Areas e.g. not including Waikato Stadium/ Westpac Park or swimming pools in the June 2012 quarter rated their satisfaction with a score lower than 8 (less than satisfied) (18 respondents; 55% 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 or better facilities (SS = satisfaction score)

'There are not enough of them and not well maintained' (SS = 4)

'Just not enough of them and is not maintained properly' (SS = 5)

'Mainly because not all of them have good toilets available. That could be a problem for me sometimes because I have little ones with me and it's not always easy to find somewhere to go' (SS = 6)

'There is not much there, if there were more kids play grounds. Making it better for families' (SS = 7)

'Facilities are rundown' (SS = 7)

'They just look a bit shabby and very poor parking down at the hockey grounds; too small and hard to get out of' (SS = 7)

'Some of them look pretty grungy and are not well looked after but some are pretty good' (SS = 7)

'The sports area I use (Raymond Park), needs weed spraying and in terms of condition - it's too lumpy and bumpy for the sports that it's used for' (SS = 7)

'I go watch my son play soccer; sometimes I find the sports grounds are widely spread out; there is no access and facility parking' (SS = 7)

There was a range of other comments which include:

'There are not enough of them and not well maintained' (SS = 4)

'Just not enough of them and is not maintained properly' (SS = 5)

'I think there could be sometimes an issue with presentation and cleanliness of the sportsgrounds in regards to graffiti' (SS = 6)

'It's not as great as the nicer parks' (SS = 7)

'I go watch my son play soccer; sometimes I find the sports grounds are widely spread out; there is no access and facility parking' (SS = 7)

'There are not many places open to the public and you have to pay for them' (SS = 7)

'Hear from others that there are things that local sportsfields can improve on' (SS = 7)

'Mainly because they are not convenient for me, not near by' (SS = 7)

Two respondents did not give an answer while two respondents felt unable to answer as they didn't use them

'Well, I can't really justify it; really I don't use them very much' (SS = 6)

'I was trying to rationalise between 'using them often' and 'satisfaction'; my children are older; I don't use them as much' (SS = 7)

City Beautification

Reasons for being less than satisfied with the City Beautification

Nearly a third (32%, twenty 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 June 2012 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 plants, blocking views of oncoming traffic. The comments included: (SS = satisfaction score)

'Some trees have been planted I feel aren't suitable; as they get older they will obstruct around corners and down streets' (SS = 5)

'Because the planting around roundabouts are too tall and you cannot see cars or indicators; it's a real hazard. They plant the wrong plants and they just end up dying or growing too tall' (SS = 5)

'HCC tends to plant shrubs or plants that are way too tall. You can't see when you need to give way because the plants are too high. The trees that HCC plant outside people's houses are not maintained regularly and the type of tree planted needs to be considered carefully before planting' (SS = 6)

'The flowers are alright but the lily plant, when you look in to see if cars are coming, you could strike a dead area there' (SS = 6)

The next main concern was to do with maintenance

'The way they put roundabouts and islands in e.g. Avalon Drive is just a joke now. They don't think of drivers point of view, they think of beautification. Gardens are kept well, except round the train station' (SS = 3)

'I think some of the efforts and roundabouts to tidy them up leave a little bit to be desired. I think some of it is pretty amateur' (SS = 5)

'Too many wires; you look up and you are looking at wires. Some of the shopping malls have holes in the tar, which is patched and patched and looks shabby. Too much focus on the CBD, needs more work on the outside. Hood Street looks good and the environmental work on the lakes and the river is fantastic; they need to keep all of this up. Bushes and shrubs growing over the footpaths' (SS = 6)

'HCC tends to plant shrubs or plants that are way too tall. You can't see when you need to give way because the plants are too high. The trees that HCC plant outside people's houses are not maintained regularly and the type of tree planted needs to be considered carefully before planting' (SS = 6)

'When they use a lot of the deciduous plants and they leave their trees, there's a lot of mess on the roads and footpaths and if they don't clean them up, people may slip up' (SS = 6)

Three people felt the money could be better spent elsewhere

'Mainly because of Garden Place; they have wasted lots of money and that doesn't look great either' (SS = 5)

'I just wondered about the expense of it all. The Council is 400 million in debt and they're spending money on beautification; doesn't make a lot of sense to me. Better to get financial house in order' (SS = 6)

'I don't think the City Council spends my money wisely and I don't like how they are chopping down trees that don't need to be chopped down; they could do better' (SS = 6)

Other respondents had issues with the type of plantings:

'The trees for one; it blocks up the storm drains and no one comes fast enough to actually get rid of all the leaves. In our street, the bit that goes over the drain pops up and we've seen a lot of cars hit that' (SS = 0)

'Because the planting around roundabouts are too tall and you cannot see cars or indicators; it's a real hazard. They plant the wrong plants and they just end up dying or growing too tall' (SS = 5)

'Some trees have been planted I feel aren't suitable; as they get older they will obstruct around corners and down streets' (SS = 5)

'Because I think some of the trees they plant are ridiculous, for me it looks stupid and how they have positioned some of it' (SS = 5)

'HCC tends to plant shrubs or plants that are way too tall. You can't see when you need to give way because the plants are too high. The trees that HCC plant outside people's houses are not maintained regularly and the type of tree planted needs to be considered carefully before planting' (SS = 6)

There was a variety of other issues mentioned

'The planting is plum stupid - why would you plant Kauri trees in the middle of the road? The traffic islands because of the safety and the cost of maintaining them; they're a danger for motoring. The sheer cost of maintaining this is enormous; they're looking at cutting costs and that's one way of doing it' (SS = 1)

'They've done things to the roads like making little islands and chicanes which are waste of money. They've put them in areas that are unnecessary' (SS = 1)

'Don't like the way they have the things on the main street at Victoria Street' (SS = 5)

'Mainly because of Garden Place; they have wasted lots of money and that doesn't look great either' (SS = 5)

'I get frustrated with some city beautification that's unnatural i.e. the piping statue in Garden Place' (SS = 5)

'It is just my general impression' (SS = 5)

'Well, they did our street up; it's still a little bit of a disaster, rest of it I rate it fine' (SS = 5)

'I'd like a lot more edible plants and trees' (SS = 5)

'I don't know, I just seem to think that the areas that they want to make beautiful they do and the less socially economic areas they don't seem to bother with. What they don't realise is, if they give their community something to be proud of, they just might look after it' (SS = 5)

'Too many wires; you look up and you are looking at wires. Some of the shopping malls have holes in the tar, which is patched and patched and looks shabby. Too much focus on the CBD, needs more work on the outside. Hood Street looks good and the environmental work on the lakes and the river is fantastic; they need to keep all of this up. Bushes and shrubs growing over the footpaths' (SS = 6)

'I have found there are a lot of areas depending where you are, that the pavement is not even. And too many trees on the verge of roads, for the property it can be a hindrance' (SS = 6)

'Not to my taste' (SS = 6)

'It's probably because when I go to work it's dark and when I come back it's dark so I don't get to see much' (SS = 6)

One respondent did not answer as to why he was dissatisfied with the City Beautification

Others made positive comments

'The way they put roundabouts and islands in e.g. Avalon Drive is just a joke now. They don't think of drivers point of view, they think of beautification. Gardens are kept well, except round the train station' (SS = 3)

'I'm reasonably happy with it. Could have a bit more imagination perhaps' (SS = 6)

'Have no problem with that' (SS = 6)

'The flowers are alright but the lily plant, when you look in to see if cars are coming, you could strike a dead area there' (SS = 6)

Water, Waste and Refuse

Hamilton Organic Centre

Reasons for being less than satisfied with the Hamilton Organic Centre

Only 15% of users (five respondents) of those who had used the Hamilton Organic Centre for garden waste in the June 2012 quarter were 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)

'Way too expensive. I think it should be free because it's organic and they sell what they recycle. It's also an investment for keeping Hamilton beautiful by encouraging gardening' (SS = 0)

'The price' (SS = 2)

'It's too expensive' (SS = 4)

'Expensive, costs are going up and up' (SS = 6)

'Sometimes it takes about ten minutes to pay and organise the rubbish before going in and the cost is high' (SS = 6)

City's Stormwater System

Reasons for being less than satisfied with the City's Stormwater Drainage System

Twenty one respondents (24% of users) who rated the City's Stormwater Drainage System in the June 2012 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)

'In this street we get floods when there is a lot of water; I think the pipes are inadequate' (Bryant: SS = 3)

'Because there is an area by our house that becomes flooded, like a lake and unless the neighbours call no one comes to unblock it even though it is known to do every time it rains' (Maeroa: SS = 3)

'Our street floods when it rains (Moore Street)' (Maeroa: SS = 4)

'Our garden gets quite a bit of floodwater; we are currently trying to solve the problem. We believe that it may be coming from the road' (Hillcrest: SS = 4)

'Because my street flooded and my kerb is new with the new drains and it obviously wasn't draining properly and it hasn't long been done. I don't like seeing street run-off running into the Waikato River untreated and making the river disgusting because you don't know what kind of rubbish is in it' (Peachgrove: SS = 4)

'Because of all the leaves that collect. There is nothing to stop it and it causes all the puddles and you have to drive through the water. There should be something to stop it collecting' (Beerescourt: SS = 5)

'Flood water everywhere, even for a little shower (particularly River Road)' (Flagstaff: SS = 5)

'Still see floods quite often' (Riverlea: SS = 5)

'Because we seem to have a mess every time there's medium rain; the water seems to come right across the road at 148 Beerescourt Road' (Bryant: SS = 6)

'We had flooding this year' (Enderley: SS = 6)

'Sometimes around our area if there's a big downpour we get a flood, at times, but it has to be very heavy' (Melville: SS = 6)

Other respondents commented on the drains being blocked with these comments:

'Because of the cars that come down on the road and the leaves that block it' (Dinsdale North: SS = 0)

'Around here everything is always blocked and they don't come clean up our streets very often. I think when you're in a poorer area they don't seem to care as much' (Nawton: SS = 3)

'Well, simply because of my own experience outside our place where there is a stormwater outlet and it is continuously getting blocked and if I don't take the leaves out and put it in my own organic thing it gets blocked. I'm the person who does it, I've never seen the Council, and it's just for corner of our road. It's not good enough. I just gotta make sure I get out there and unblock it' (Beerescourt: SS = 3)

'Because my street flooded and my kerb is new with the new drains and it obviously wasn't draining properly and it hasn't long been done. I don't like seeing street run-off running into the Waikato River untreated and making the river disgusting because you don't know what kind of rubbish is in it' (Peachgrove: SS = 4)

'The HCC have multiple deciduous trees that block the stormwater drains which need to be regularly cleared from any blockage' (Hamilton Lake: SS = 4)

'Because of all the leaves that collect. There is nothing to stop it and it causes all the puddles and you have to drive through the water. There should be something to stop it collecting' (Beerescourt: SS = 5)

'Mainly through them not clearing the gutters' (Bryant: SS = 6)

'I have seen overflows in drains and usually stuff that fills up the drain blocks the flow of stormwater' (Dinsdale North: SS = 6)

Other reasons for dissatisfaction included:

'I like to go eeling, and there's a stream that runs from the river at the back of Claudelands, and when I go eeling, I see gloss from diesel and fuel running into it' (Claudelands: SS = 2)

'Every time there is downpour of rain the sewerage come out of my pipes. I have contacted Council about that and still have got no reply from them till now; they said they will get back to me regarding that' (Glenview: SS = 3)

'Because my street flooded and my kerb is new with the new drains and it obviously wasn't draining properly and it hasn't long been done. I don't like seeing street run-off running into the Waikato River untreated and making the river disgusting because you don't know what kind of rubbish is in it' (Peachgrove: SS = 4)

'We live pretty much in City Central and there's a lot of cars that park kerbside and a lot of trees around. I've seen the street sweeper go up our road on one side and not come back and do the other side so the drains are getting blocked' (Claudelands: SS = 5)

'It's more the sterilisation of the water' (Melville: SS = 6)

Taste of the Water Supplied

Reasons for being less than satisfied with the Taste of the Water Supplied

In the June 2012 quarter, 15 of the respondents (17%) 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)

'Tastes revolting (mouldy or something); only drink if chilled or boiled' (Flagstaff: SS = 2)

'It just smelt horrible and had a muddy after taste; we have a dispenser filter now' (Glenview: SS = 4)

*'I just don't like the taste - they probably use too much chlorine;
we use a filter at all times' (Porritt: SS = 5)*

*'The water we got during work on the road, had a 'chemically' taste and odour.
We had to run the water to get better tasting water. Has gotten better,
but still has chemical taste and muddy odour' (Beerescourt: SS = 6)*

'The taste on occasions is not nice but not often' (Chedworth: SS = 6)

*'At different times it tastes yuck. I have had murky or dark brown water
and sometimes the water is cloudy' (Templeview: SS = 6)*

'Every now and then doesn't taste good' (University: SS = 6)

*'It's just we have a house at Raglan and the water tastes better than in Hamilton.
It tastes less metallic than at our home' (Hillcrest: SS = 6)*

Others raised concerns about the chemicals it contained.

'Because it smells like swimming pool water. There's far too much chlorine and they're still adding fluoride to the water which we're not happy about. We actually purchased at the cost of \$1000 a reverse osmosis filter to rid the drinking water of fluoride and chlorine' (Riverlea: SS = 3)

'It's a shocker, it comes out of the Waikato River, what more can I say? As I said before, it did have high phosphate readings - we put it in the fish tank and the fish died' (Grandview: SS = 4)

*'I just don't like the taste - they probably use too much chlorine;
we use a filter at all times' (Porritt: SS = 5)*

*'The water we got during work on the road, had a 'chemically' taste and odour.
We had to run the water to get better tasting water. Has gotten better,
but still has chemical taste and muddy odour' (Beerescourt: SS = 6)*

*'It's just we have a house at Raglan and the water tastes better than in Hamilton.
It tastes less metallic than at our home' (Hillcrest: SS = 6)*

'Chlorine' (Peachgrove: SS = 6)

A number mentioned the smell of the water.

'Because it smells like swimming pool water. There's far too much chlorine and they're still adding fluoride to the water which we're not happy about. We actually purchased at the cost of \$1000 a reverse osmosis filter to rid the drinking water of fluoride and chlorine' (Riverlea: SS = 3)

*'The water we got during work on the road, had a 'chemically' taste and odour.
We had to run the water to get better tasting water. Has gotten better,
but still has chemical taste and muddy odour' (Beerescourt: SS = 6)*

Other comments included:

'It is poisonous' (Melville: SS = 0)

'There is no way I would drink water out of our taps' (Maeroa: SS = 2)

'It's nothing like Christchurch' (Maeroa: SS = 4)

'I'm used to rain tank water; it tastes better than town water' (Claudelands: SS = 6)

Environmental Services

Council's Dog Control Service

Reasons for being less than satisfied with the Council's Dog Control Service

In the June 2012 quarter, three of the users (30%) of the Council's Dog Control Service rated the Dog Control Service with a satisfaction score lower than 7 (less than satisfied) although one offered a favourable comment. 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)

'More personal thing. Had mongrel mob dog impregnate mine and just because it was mongrel dog they wouldn't do anything' (SS = 2)

'I have had an issue with them in the past and they didn't handle it very well' (SS = 6)

One respondent offered a positive comment

'I'm fine with it' (SS = 5)

Council's Noise Control Service

Reasons for being less than satisfied with the Council's Noise Control Service

In the June 2012 quarter, only two of the five users of the Council's Noise Control Service (40%) rated the Noise Control Service with a satisfaction score lower than 7 (less than satisfied). These two 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)

'Because they stand right outside your property and it's supposed to be anonymous' (SS = 1)

'Because initially when I rang, they said they were busy tonight and it would take at least an hour for them to get there. I don't know what time they came around but the noise had been going on and on. It seems like it doesn't really work; it took them too long to come here' (SS = 4)

Transportation

Pedestrian Safety

Reasons for being less than satisfied with the Pedestrian Safety around Hamilton

In the June 2012 quarter, a quarter of the pedestrians (20 respondents; 25% of users) rated the Pedestrian Safety around Hamilton with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Pedestrian Safety around Hamilton?' One respondent did not answer as to why he was less than satisfied with the Pedestrian Safety around Hamilton

The most common theme was concerns about the safety in general when using some of the crossings: (SS = satisfaction score)

'Been hit lots of times; even though there's a green light to walk across, the people who drive straight also get a green light, but the people turning just turn as well' (SS = 0)

'Cars don't take a lot of notice of pedestrian crossing. It's not the location of the pedestrian crossing, or the people crossing, but it comes down to impatient drivers who don't even take a second glance at the pedestrian crossing' (SS = 3)

'Not enough lighting at the pedestrian areas and some pedestrians are very close to roundabouts and intersections which is very unsafe and a hassle for drivers' (SS = 4)

'Well, it is too exposed, when you're standing in the middle and traffic is going on either side, it is difficult to cross; the traffic is going so fast' (SS = 4)

'The lighting, it's dark and mainly people don't wear reflective clothing when using pedestrian crossings at night (wearing dark clothing); can't see them at night. Also the rise in roads - many pedestrians think these are crossings when they are not and they seem to just walk across without looking at vehicles coming' (SS = 4)

'No lighting and night attacks' (SS = 5)

'They planted trees near the pedestrian (crossing) and it became danger when you crossing' (SS = 5)

'Don't feel safe using pedestrian crossing at night time as traffic don't see much of those crossing the roads' (SS = 6)

'Some cars don't give notice or slow down at the pedestrian areas and you don't know when to cross especially at intersections. You don't feel totally safe. I prefer crossing at the lights instead of the pedestrian crossings and even then, it's not safe' (SS = 6)

'The brightness of the lighting' (SS = 6)

Others commented that they needed more crossings. Their comments included

'Just not enough around and the traffic is getting a lot busier now' (SS = 5)

'It's not enough crossing at school for children in Dinsdale' (SS = 5)

Some had safety concerns about the speed or volume of traffic.

'Well, it is too exposed, when you're standing in the middle and traffic is going on either side, it is difficult to cross; the traffic is going so fast' (SS = 4)

There was a range of other comments that included:

'Probably not enough warning and confusion in the Central City as to what is a pedestrian crossing and where is a good place to cross. Traffic don't know when to stop and pedestrians don't know whether to cross' (SS = 4)

'The lighting, it's dark and mainly people don't wear reflective clothing when using pedestrian crossings at night (wearing dark clothing); can't see them at night. Also the rise in roads - many pedestrians think these are crossings when they are not and they seem to just walk across without looking at vehicles coming' (SS = 4)

'The one on Barton Street is appalling; we need signs. People think they just have the right to walk out' (SS = 4)

'Ours are really narrow; the footpaths are narrow with cracks and gravel everywhere' (SS = 5)

'Well, I find those things in town where you cross over the road, (like from Centre Place to Downtown Plaza for example), the crossing is coloured brick and very unclear as to whether they are pedestrian crossings or not' (SS = 5)

'A lot of the pedestrian crossings are situated in stupid places where people are vulnerable to use' (SS = 5)

'Just the signage isn't that great leading up to pedestrian (crossings)' (SS = 6)

'They could be upgraded more' (SS = 6)

One respondent did not answer the question

Hamilton City Bus Service

Reasons for being less than satisfied with the Hamilton City bus service

In the June 2012 quarter, only two of those who had used the Hamilton Bus Service (two respondents; 7% of users) rated the Hamilton City bus service with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Hamilton City bus service?' The comment included: (SS = satisfaction score)

'Because sometimes the bus doesn't arrive on time; there's no direct service to where you want to go. If I want to go to work I have to catch three buses, so go around and back' (SS = 5)

'It runs on the same schedule, half hour, and it's hard to catch another bus at the bus depot as the buses run on the same schedule everywhere. Also the Sunday timetable does not work well. Would like 'Busit' cards to be able to be topped up on the bus rather than only being able to be topped up at the transport centre' (SS = 6)

Hamilton Transport Centre

Reasons for being less than satisfied with the bus passenger facilities at the Hamilton Transport Centre

In the June 2012 quarter, a sixth of those who had used the bus passenger facilities at the Hamilton Transport Centre e.g. the bus shelters, toilets and other facilities (five respondents; 15% 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)

'First thing is they should be non-smoking or have smoking areas.

It is appalling and unhealthy. The facility itself is not too bad; it is the clientele that is the problem.

I was not impressed last time I was there' (SS = 3)

'Because the type of people that hang out there that are not waiting for buses and illegal activity' (SS = 6)

'Should have cover at bus shelters, so when it rains passengers are covered from the rain and are not squashed up in the transport centre' (SS = 6)

'I think there tends to be people that hang around there that make you feel uncomfortable at times' (SS = 6)

'Only been there once so not really familiar with them' (SS = 6)

Getting around in the Weekends

Reasons for being less than satisfied with Getting around in the Weekends

In the June 2012 quarter, less than a sixth of the respondents (eleven respondents; 13% 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 or the roads. Their comments included: (SS = satisfaction score)

'The layout of the roads within the city' (SS = 4)

'People park almost on the road' (SS = 4)

'The roundabouts they put in place to replace traffic lights. Also the new road extensions are a bit of a hassle as everyone seems to use them to beat traffic on main roads' (SS = 5)

'The planning of it and the re-routing. It is inconvenient' (SS = 5)

'Traffic congestion' (SS = 5)

'I just think that in the last 12 months we've had so much road works going that it's difficult to get around' (SS = 5)

'Because there is always traffic congestion' (SS = 5)

'We don't go there often' (SS = 5)

'It's okay, just normal, not too bad' (SS = 6)

'Depends on which route you take at the time, it's the congestion' (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

More than half of the respondents in the June 2012 quarter, (60 respondents; 70%) 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)

'Traffic congestion' (SS = 0)

'The traffic packed up pretty quickly in the morning' (SS = 1)

'Just impossible; you can't move; it should normally be a ten minute ride for me. I work in Te Rapa and it should only take 5 - 10 minutes to get home but it can take up to 45 minutes in traffic; it is quite ridiculous. I know everyone is trying to get home at once but the traffic congestion is terrible and is even worse with the road works' (SS = 1)

'During school terms I see that traffic is very heavy, but during school breaks there is less traffic on the road' (SS = 2)

'Fairly obvious - there is congestion, bottle-necks and queues. So much congestion. Mainly too many people taking kids to school. Get kids to walk or bike' (SS = 2)

'I just can't move; you stay there waiting and waiting. The bridge is maybe too narrow. Hukanui Road is terrible' (SS = 2)

'There is not enough places; always too crowded' (SS = 3)

'It tends to be just the build-up over the bridges really. Over the bridge and also Hukanui and Peachgrove Road, along by Boys High, that can be quite bad. Down by The Base can be quite hectic sometimes. It's lucky I live in the area so I can take the back roads' (SS = 3)

'Too much traffic' (SS = 3)

'They're building motorways into city, where it comes from one to two lanes. However this does not work when people are trying to drive out of city and there are traffic jams in which many cars try and emerge into that one lane from two. Do not think this is working well, as it causes a lot of traffic jams' (SS = 3)

'The traffic jams are just terrible' (SS = 3)

'There's more cars around nowadays and the roads don't cope for it' (SS = 3)

'Too much traffic' (SS = 3)

'The roundabouts are chocker with people(Te Aroha Street and Five Crossroads)' (SS = 4)

'There's just not enough exits from one side of the city to the other. I live a few minutes to work and it can take half an hour. There's no real big flooding exit points to get everyone out' (SS = 4)

'I don't think the flow is that wonderful' (SS = 4)

'Too much congestion but hopefully once they get some more of that ring road completed, hopefully it might help' (SS = 4)

'There's a lot of traffic but it's still better than Auckland' (SS = 4)

'Of course you want to go home and be on time but you're being held up by traffic. I stay in Hamilton East and going to Boys High; it takes a while; the traffic is really bad' (SS = 4)

'Probably just the volume of traffic and the red light runners' (SS = 5)

'It's traffic management - the ring road may make a difference' (SS = 5)

'Just feel that banks up very quickly especially at roundabout' (SS = 5)

'The traffic is packed up everyday' (SS = 5)

'Too much traffic' (SS = 5)

'I have to be let in to traffic, it's absolutely horrific, jam-packed every morning when I go to work. Since the turn right rule has been changed, people on the East side want to go right, there's a grid lock intersection by church, I'd imagine every night, because of the right hand rule change' (SS = 5)

'Sometimes the traffic is a bit of a shamble' (SS = 5)

'Just too tight' (SS = 5)

'It's just slow' (SS = 5)

'The place is getting too crowded for the current infrastructure' (SS = 5)

'Traffic lights take too long to change lights;

it's a waste of time especially when there is a long wait in traffic' (SS = 5)

'There's some real bottle-necks partly due to road works, especially in Pukete. Congestion on bridges is bad; sometimes the traffic lights are too quick so they don't give you long enough during peak time to get through. The bottle-necks around the Bridge Street Bridge and Ruakura Rd and the University is bad around 3pm (especially around schools)' (SS = 5)

'By the courthouse area it's just bumper to bumper' (SS = 5)

'Very congested and slow traffic flow' (SS = 5)

'You just end up sitting in traffic for ages, for example, something that would normally take 10 minutes in non-peak times takes 30 minutes in peak times and there is no alternative route' (SS = 5)

'I try to avoid travelling in those times. School times are hectic, there's a lot of traffic. We need to do something about it. It makes people late for work' (SS = 5)

'Bridge Street Bridge near lights, traffic can bank up for a long time, also around school times' (SS = 5)

'It gets bit congested at times' (SS = 5)

'It's congested' (SS = 5)

'Usually crossing the Bridge Street Bridge, gets well backed up and along Grey Street' (SS = 5)

'For me the big one is the Tamahere on-ramp, there's two lanes going into one. Also do something with the right turn off Kahikatea Drive' (SS = 5)

'There are long waits in traffic when there is no flow, but I live outside this area so I don't have too much issues in regards to traffic' (SS = 6)

'It's just too busy and it's painful to try get around; I avoid peak hour traffic like the plague' (SS = 6)

'Build up traffic, coming across the bridges, as we come through the city to Cambridge and there's always a block on the bridges' (SS = 6)

'Just the general traffic congestion' (SS = 6)

'It takes forever, it really does, it's so slow' (SS = 6)

'Just having to wait. It takes longer to get to your destination' (SS = 6)

'Traffic jams; makes it difficult to move' (SS = 6)

Bad planning or traffic management was mentioned by several respondents:

'It's crazy cos of the change of rules. Avalon Drive is bad, you can't get out of there because of the new law. I have to divert to the new highway and are always late. It's ridiculous. The new roundabout is not good either' (SS = 1)

'I just can't move; you stay there waiting and waiting. The bridge is maybe too narrow. Hukanui Road is terrible' (SS = 2)

'They're building motorways into city, where it comes from one to two lanes. However this does not work when people are trying to drive out of city and there are traffic jams in which many cars try and emerge into that one lane from two. Do not think this is working well, as it causes a lot of traffic jams' (SS = 3)

'The roundabouts are chocker with people (Te Aroha Street and Five Crossroads)' (SS = 4)

'I don't believe that traffic lights are well placed' (SS = 4)

'More traffic islands as traffic lights tend to slow traffic pace for cars to continue to keep moving' (SS = 5)

'For me the big one is the Tamahere on-ramp, there's two lanes going into one. Also do something with the right turn off Kahikatea Drive' (SS = 5)

There were several comments about the roadworks in the area that included:

'The amount of road works going on have just ground the city to a halt; it's very difficult to get around during peak times at the moment' (SS = 2)

'I live north, it is catch 22, the road works there is too much on at one time. I am affected by all three major projects' (SS = 4)

'There's some real bottle-necks partly due to road works, especially in Pukete. Congestion on bridges is bad; sometimes the traffic lights are too quick so they don't give you long enough during peak time to get through. The bottle-necks around the Bridge Street Bridge and Ruakura Rd and the University is bad around 3pm (especially around schools)' (SS = 5)

'I guess because I travel from Chartwell to Te Rapa and there has been extensive road works for the past 12 months that have caused delays' (SS = 6)

Seven respondents made suggestions for improvements with the following comments:

'There's just not enough exits from one side of the city to the other. I live a few minutes to work and it can take half an hour. There's no real big flooding exit points to get everyone out' (SS = 4)

'Traffic lights take too long to change lights; it's a waste of time especially when there is a long wait in traffic' (SS = 5)

'There's some real bottle-necks partly due to road works, especially in Pukete. Congestion on bridges is bad; sometimes the traffic lights are too quick so they don't give you long enough during peak time to get through. The bottle-necks around the Bridge Street Bridge and Ruakura Rd and the University is bad around 3pm (especially around schools)' (SS = 5)

'More traffic islands as traffic lights tend to slow traffic pace for cars to continue to keep moving' (SS = 5)

'Well, it is you know, it's terrible, Fairfield Bridge coming from Te Rapa; it is a nightmare. In the morning Fairfield is bad again, alternative routes are just as bad. For a city with so many bridges, it seems we could do with more' (SS = 6)

'There are several traffic lights that do not seem to work well; they impede traffic rather than help. There are unnecessary no right turns which stops traffic in peak times' (SS = 6)

'Things like on Bryce Street where trucks unload on the side because there's no loading zones so they hold up the traffic' (SS = 6)

There was a range of other comments that included:

'It just doesn't happen; even on a bike it's difficult' (SS = 0)

'Probably just the volume of traffic and the red light runners' (SS = 5)

'Think it's convenience of parking, have to park further away when it's not available and you don't have time to walk a distance' (SS = 5)

'I think the Pukete Bridge area is horrific' (SS = 5)

One respondent made a positive comment about getting around the city in peak traffic

'I do find it alright during peak times to drive around the city' (SS = 5)

Underground car park by Garden Place off Alexandra Street

Reasons for being less than satisfied with the Underground car park off Alexandra Street

In the June 2012 quarter, more than a quarter of those who had used the Underground car park by Garden Place off Alexandra Street (nine respondents; 30% of users) rated these facilities with a score lower than 7 (less than satisfied). These respondents were asked *'Can you tell me why you were not totally satisfied with the Underground car park by Garden Place off Alexandra Street?'*

The most common reason for dissatisfaction was the difficulty in parking with the following comments: (SS = satisfaction score)

'The entrance is not safe' (SS = 1)

'Well, it is dangerous getting out of it now; I don't feel confident with it' (SS = 1)

'Too far from where I am going' (SS = 1)

'Access is difficult' (SS = 4)

'Too hard to get into' (SS = 6)

'Last time I was trying to find a park but they were all reserved' (SS = 6)

The next most common reason for dissatisfaction was the cost of parking with the following comments:

'Cost too much and there are less parks than there was' (SS = 5)

'I think it's expensive' (SS = 5)

'The price' (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 June 2012 quarter, less than a quarter of those who had used the Other Council operated uncovered off street car parking on the fringe of the CBD (car parks are River Rd, Meteor Theatre, Museum, Founders Theatre, Caro Street and Kent St) (six respondents; 22% of users) rated these facilities with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Other Council operated uncovered off street car parking on the fringe of the CBD?':

The most common reason for dissatisfaction was the lack of parking with the following comments: (SS = satisfaction score)

'Too far from where we going and it is not safe' (SS = 1)

'For example, around the schools there is not enough close parking. That's what I find most stressful - trying to get a park dropping off and picking up my children. At my kids' school they have one handicapped park and although I don't have a sticker, I'm looking into getting one. With my disease, some days are better than others. I have a sore leg so walking far is really sore. I get distressed. And they only have one park for disabled which is frustrating for the other disabled car users' (SS = 3)

'They are not in places that are convenient. I never get a car park in the CBD that is close' (SS = 4)

'Hard to find parking around the City' (SS = 5)

'It's quite hard to find the parking where you want' (SS = 5)

'Some of them have a time limit so you can't really park there too long' (SS = 6)

Footpaths in your Area

Reasons for being less than satisfied with the Footpaths in your area

In the June 2012 quarter, a third of the respondents (29 respondents; 34%) rated the footpaths in their area with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the Footpaths in your area?'

Their comments mainly revolved around them not being well maintained which included: (SS = satisfaction score)

'They are very uneven; they are not kept up very well. A lot of elderly folk and young children so this is quite dangerous, as well as for people riding their bikes on the road or skateboarding' (Claudelands: SS = 1)

'Because Council dug it up and never fixed it up' (Hillcrest: SS = 2)

'Because where we are a lot of the footpaths are dug up and of a poor standard. Pembroke Street right of way - it's been potholed and cobbled now for a couple of years due to construction' (Hamilton Lake: SS = 2)

'Because there's cracks in them; they need resurfacing' (Beerescourt: SS = 3)

'It's just the fact of tripping over uneven footpaths and cracks. There's too many anywhere in Hamilton in general; it doesn't matter where I go I trip over somewhere' (Nawton: SS = 3)

'The footpaths are not safe - they need to be resealed and cleaned up' (Bader: SS = 3)

'They have big holes in them; have to walk on the road' (Hamilton Central: SS = 4)

'Needs upgrading' (Beerescourt: SS = 5)

'Some of them probably need repairing; would be good to get them upgraded' (Grandview: SS = 5)

'The roads need tarsealing. There are potholes and broken tarseal' (Frankton Junction: SS = 5)

'Overhanging branches - they need to get on to people about shrubbery, particularly when it is wet. They also need to look at surfaces to see if they are safe for walking' (University: SS = 5)

'They are a bit bumpy and there's a few potholes; if you're disabled in any way it would be difficult; it's not a smooth ride' (Fairview Downs: SS = 6)

'Some footpaths are very lumpy with trees growing through them; some footpaths don't even exist where tree roots have come up on footpaths and there's just a concrete slab put around it' (Dinsdale North: SS = 6)

'Some of them need a little bit of maintenance' (Nawton: SS = 6)

'The grass is not kept very well along the Girl's High School' (Frankton Junction: SS = 6)

'It's not well cleaned. For the past few weeks there's been a lot of works done so it's not easy to get in and out of the street' (Peachgrove: SS = 6)

'Some of them are narrow and have gaps in the pavement' (Glenview: SS = 6)

'Uneven, broken, lots of gravelly bits around near the school' (Glenview: SS = 6)

There were several comments about the footpaths being uneven that included

'They are very uneven; they are not kept up very well. A lot of elderly folk and young children so this is quite dangerous, as well as for people riding their bikes on the road or skateboarding' (Claudelands: SS = 1)

'Because where we are a lot of the footpaths are dug up and of a poor standard. Pembroke Street right of way - it's been potholed and cobbled now for a couple of years due to construction' (Hamilton Lake: SS = 2)

'The tree roots are pushing against the concrete creating holes and cracks. We have black birch trees growing in our front footpath and the footpath has become a hazard' (Fairview Downs: SS = 3)

'It's just the fact of tripping over uneven footpaths and cracks. There's too many anywhere in Hamilton in general; it doesn't matter where I go I trip over somewhere' (Nawton: SS = 3)

'They have big holes in them; have to walk on the road' (Hamilton Central: SS = 4)

'The concrete is quite uneven and quite dangerous so if you're not actually looking properly when you're walking you could quite easily trip up and I have done that' (Flagstaff: SS = 5)

'The roads need tarsealing. There are potholes and broken tarseal' (Frankton Junction: SS = 5)

'In some areas the footpath is raised which can be bad if you have a disability' (Nawton: SS = 5)

'Overhanging branches - they need to get on to people about shrubbery, particularly when it is wet. They also need to look at surfaces to see if they are safe for walking' (University: SS = 5)

'They are a bit bumpy and there's a few potholes; if you're disabled in any way it would be difficult; it's not a smooth ride' (Fairview Downs: SS = 6)

'Some footpaths are very lumpy with trees growing through them; some footpaths don't even exist where tree roots have come up on footpaths and there's just a concrete slab put around it' (Dinsdale North: SS = 6)

'They are often being dug up and they are uneven and sometimes they can cause hazards and there is rubbish around them and not picked up' (University: SS = 6)

'Uneven, broken, lots of gravelly bits around near the school' (Glenview: SS = 6)

'Uneven and not good for strollers' (Melville: SS = 6)

'There's a few ups and downs and overhanging trees and things like that. I think they have fixed up a few since they were working in the street putting up a cable so a lot of that has been tidied up. It's adequate' (Hamilton Lake: SS = 6)

There were comments about the paths being overgrown which included:

'It's overgrowing tree near the footpaths' (Glenview: SS = 1)

'The tree roots are pushing against the concrete creating holes and cracks. We have black birch trees growing in our front footpath and the footpath has become a hazard' (Fairview Downs: SS = 3)

'Because we have trees up our street and push up footpaths' (Dinsdale North: SS = 4)

'Overhanging branches - they need to get on to people about shrubbery, particularly when it is wet. They also need to look at surfaces to see if they are safe for walking' (University: SS = 5)

'Some footpaths are very lumpy with trees growing through them; some footpaths don't even exist where tree roots have come up on footpaths and there's just a concrete slab put around it' (Dinsdale North: SS = 6)

'There's a few ups and downs and overhanging trees and things like that. I think they have fixed up a few since they were working in the street putting up a cable so a lot of that has been tidied up. It's adequate' (Hamilton Lake: SS = 6)

There were a few other comments which included:

'They are very uneven; they are not kept up very well. A lot of elderly folk and young children so this is quite dangerous, as well as for people riding their bikes on the road or skateboarding' (Claudelands: SS = 1)

'They are often being dug up and they are uneven and sometimes they can cause hazards and there is rubbish around them and not picked up' (University: SS = 6)

'It's not well cleaned. For the past few weeks there's been a lot of works done so it's not easy to get in and out of the street' (Peachgrove: SS = 6)

'They are huckery' (University: SS = 6)

One respondent gave a positive comment:

'I suppose they are ok' (Crawshaw: SS = 6)

One respondent did not offer a comment.

Street lighting in Your Area

Reasons for being less than satisfied with the Street lighting in Your Area

In the June 2012 quarter, more than a quarter of the respondents (25 respondents; 29% of users) rated the street lighting in their area with a score lower than 7 (less than satisfied). These respondents were asked 'Can you tell me why you were not totally satisfied with the street lighting in your area?'

Their comments mainly revolved around there not being enough lighting and included (SS = satisfaction score):

'Is not sufficient and not enough lamp posts' (Beerescourt: SS = 1)

'There is no lighting in our area, not even at the park' (Crawshaw: SS = 2)

'Lack of street lighting; the street lights are separated between 5 houses and there's only lighting on one side of the street' (Bader: SS = 2)

'There's not enough of it' (Claudelands: SS = 3)

'In Nawton there is not enough light in darkness, because it's not a very good area to be walking in night; compared to being in Flagstaff - the lighting is a lot better than in Nawton' (Nawton: SS = 3)

'I just think it is poor, pretty minimal' (Hamilton Lake: SS = 3)

'I just think its not very bright at Tainui Street; it's a quite steep street and have parking at both sides so when coming out of driveway sometimes can't see the traffic properly' (Frankton Junction: SS = 4)

'It's too dim' (Beerescourt: SS = 5)

'It's not very good down one end of our street. One end is fine and the other end is not the best. It could be trees and maybe there's just not a lot of light' (Bryant: SS = 5)

'Because there's not enough down our street. Me and my neighbours were talking about it and we've asked Hamilton City Council so many times and my neighbours have said if we can get judder bars down our streets because we've had police chases so many times down our street it's not funny.

One day someone's gonna kill a kid on our street. They don't care.

We're just hoping that Hamilton City Council will just get judder bars down our street just to get people to slow down (Karaka Street, Nawton)' (Grandview: SS = 5)

'There is not much lighting on Peachgrove Road' (Enderley: SS = 5)

'Not enough street lighting; it is too dark' (Rototuna: SS = 6)

'It is a little bit dark; there are safety concerns' (Frankton Junction: SS = 6)

'Night time it's too dark; some people walk around drunk so it would be good to have more street lighting so it feels safer on the streets' (University: SS = 6)

'At night they graffiti the area and I think it is because it is too dark at night.

Need more lighting' (Nawton: SS = 6)

'We could do with more. Some are covered by trees by Aldershot Place' (Brymer: SS = 6)

Other respondents commented that the lighting was not maintained enough and sometimes not working

'I would say every two months there's no lighting, nothing at all (Inverness Avenue)' (University: SS = 3)

'Half the time the lights aren't on in Killarney Road. Quite often that happens' (Swarbrick: SS = 5)

'Not the brightest, a bit old' (Grandview: SS = 5)

'Few days ago, I noticed that the street lights near Uni were not working and all streets were black. Since majority of students don't have cars, it's very unsafe to walk in the dark' (University: SS = 6)

'Sometimes in the daytime it's on and at night it's not' (Chedworth: SS = 6)

'Some streets it's a bit dark. The lights are on during the day and not at night' (Glenview: SS = 6)

'Half them only work sometimes or never and they sometimes flicker' (Melville: SS = 6)

'I think it could be better as there are often blown bulbs' (Dinsdale South: SS = 6)

'Quite a few of them seem to be going out, at least two every time' (Nawton: SS = 6)

Streets in Your Area

Reasons for being less than satisfied with the Streets in Your Area

In the June 2012 quarter, a quarter of the respondents (20 respondents; 23% of users) 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?'

Their comments mainly revolved around them not being well maintained and included: (SS = satisfaction score)

'The Council dug it up and didn't fix it' (Hillcrest: SS = 1)

'Difficult to walk on and the leaves build up in the gutter a lot and flood when it rains. They don't seem to clean the gutters as much as they used to' (Claudelands: SS = 2)

'We are from Christchurch; up here the roads are bumpy and it's been there like this since past 12 months, specifically Martin Road off to Peachgrove Road. There are lots of potholes; even the railway crossings are not levelled properly. People drive in the main city at night with their headlights off. The speed within 25m of pedestrian crossings have to be lower' (Clarkin: SS = 4)

'Just it's again, just the right of way issue with sealing of roads and footpath' (Hamilton Lake: SS = 5)

'They need maintenance in general' (Melville: SS = 6)

Insufficient lighting was an issue for two respondents:

'The street lights and the footpaths are not smooth' (Frankton Junction: SS = 4)

'Lighting in general in the streets I live in' (Bader: SS = 5)

The streets being too congested or too narrow was mentioned with the following comments

'It's just because it's a busy street' (Hamilton Central: SS = 3)

'Too narrow, when there are trucks here it is dodgy. Trucks should not be allowed on our road; they pass the median line and it is dangerous' (Glenview: SS = 4)

'I'm on Brentwood Road; it's really, really narrow and if there's pedestrians, you're in the gutter' (Riverlea: SS = 5)

'Our streets are not too bad; just they use our street as a by-pass to beat traffic which blocks traffic flow' (Dinsdale North: SS = 6)

One respondent commented on the uneven surface being a cause for concern

'We are from Christchurch; up here the roads are bumpy and it's been there like this since past 12 months, specifically Martin Road off to Peachgrove Road. There are lots of potholes; even the railway crossings are not levelled properly. People drive in the main city at night with their headlights off. The speed within 25m of pedestrian crossings have to be lower' (Clarkin: SS = 4)

There was a variety of other comments offered

'Always getting targeting by the police and we can't limit our transport and it is unsafe for the children. They need to go to the shop and there are trucks on the road and it should not be a highway just a residential road' (Crawshaw: SS = 1)

'Too narrow, when there are trucks here it is dodgy. Trucks should not be allowed on our road; they pass the median line and it is dangerous' (Glenview: SS = 4)

'We are from Christchurch; up here the roads are bumpy and it's been there like this since past 12 months, specifically Martin Road off to Peachgrove Road. There are lots of potholes; even the railway crossings are not levelled properly. People drive in the main city at night with their headlights off. The speed within 25m of pedestrian crossings have to be lower' (Clarkin: SS = 4)

'I think it's too wide, encourages hoons speeding down' (Grandview: SS = 5)

'Some of the footpaths and that could need a bit of attention. That's probably the main thing, I guess. At the end of our road we go on to Sandwich Road and there's some offices and industries at the top of Sandwich Road. There are a lot of cars parking there and it's sometimes hard to see out and get around those They're at the end of Morrow Avenue and Sandwich Road. It's a bit hardcase. Maybe they could use one side of the road. We've commented on that quite a bit' (Bryant: SS = 5)

'The footpaths are not very good; streets are not clean' (Enderley: SS = 5)

'They've recently been re-graded. They have put in a lot of 40km/hr road signs, but I feel some areas it's unnecessary to do this in. Also places that are raised, pedestrians may cross thinking it's a crossing when it really isn't a crossing so pedestrians get confused' (Riverlea: SS = 5)

'Because it's studentsville' (University: SS = 6)

'I think it's to do with the fact it's a worry whether or not your car will get broken into. My main worry is theft - cars being broken into' (Nawton: SS = 6)

One respondent commented positively about the Streets in their area.

'I am totally satisfied' (Queenwood: SS = 6)

One respondent gave no reason as to why they were not totally satisfied with the Streets in their area.

Communication and Marketing

City News

Reasons for being less than satisfied with the City News

In the June 2012 quarter, 40% of those who had used the City News (24 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?' One respondent gave no answer as to why he 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's boring' (SS = 4)

'Because of the publications about the flood things and making dark statements' (SS = 5)

'That's been retrenched so not as comprehensive as the past publications' (SS = 5)

'The content is not what I expected' (SS = 5)

'It's not that interesting' (SS = 5)

'I think it's a bit, I dunno, it doesn't give a lot of information' (SS = 5)

'Too conservative' (SS = 5)

'Probably just the content is a bit misleading' (SS = 6)

'No real complaints, always room for improvement, little bit more depth of information about what's happening with and in the Council' (SS = 7)

'It's okay, maybe. I think it hasn't been a lot of information about the Council's financial position, snuck up under the radar, not totally complete on information' (SS = 7)

'Have more adult entertainment, more job listing and have a bigger section of 'For sale under \$50" (SS = 7)

'Just cheap advertising paper' (SS = 7)

There was a range of other comments that included:

'Because they've done it anyway and we don't really have any input so why bother reading it because it's a bureaucratic dictatorship. We have a democracy every 3 years when we vote and the rest of the time it's a dictatorship' (SS = 5)

'Because I can't see to read it. I like the size of the paper as it's easy to handle' (SS = 5)

'I'm not a great reader of newspapers' (SS = 6)

'I'm just not a big reader. It boils down to if it interests me I'll read it' (SS = 6)

'It tends to be, it's a PR publication for the Council, but the Council has had some bad publicity fairly recently and I don't think they've gone far enough in acknowledging the bad publicity and the residents' concerns. The City definitely wants to put a PR spin on it but need to acknowledge that the Council has made some bad decisions lately; City News was the ideal place to acknowledge it instead of a few brief words to acknowledge that' (SS = 7)

'I can't remember when I had our last one' (SS = 7)

'It's the usual propaganda of Councils and having something more frequent would be beneficial' (SS = 7)

'I just read it quickly and then throw it out. I don't read it enough to make a fair comment' (SS = 7)

'Not dissatisfied. It's just fine' (SS = 7)

One respondent commented that he did not read it or was unable to offer an opinion

'Had no contact with them at all' (SS = 7)

There were two positive comments that included:

'Because I can't see to read it. I like the size of the paper as it's easy to handle' (SS = 5)

*'Don't have a problem with it. It's not excellent but still appeals to me.
Nothing overly bad about it' (SS = 7)*

