

## EXECUTIVE SUMMARY

### ***Introduction – Let’s Take Hamilton Forward Together***

During 2004/05, Hamilton City Council worked together with a range of other key organisations to undertake community consultation to identify Hamilton’s Community Outcomes. The visioning process that included focus groups, surveys and a hui. Consultation was also undertaken by Council’s Neighbourhood and Youth Development Workers to identify issues and opportunities at the neighbourhood level. In total, more than 3,000 people had their say about what would make Hamilton a better place. The resulting information was sorted according to seven emergent themes:

- Sustainable and Well-Planned.
- Vibrant and Creative.
- Unique Identity.
- Safety and Community Spirit.
- Healthy and Happy.
- Intelligent and Progressive City.
- Working Together.



A set of Community Outcomes Progress Indicators was subsequently developed to monitor this framework. The Progress Indicators are an expanded version of Hamilton’s Sustainability Indicators, which were identified through community consultation during the late 1990s.

### ***Monitoring Progress Towards Community Outcomes***

This report presents information on the various indicators of Hamilton’s Community Outcomes. Trends are highlighted where possible and general conclusions are made about progress towards the outcomes. The report’s purpose is to help inform decision-makers about community needs in Hamilton, to promote better co-ordination and application of community resources. The intention is to help guide Hamilton communities along the journey towards more sustainable development.

Hamilton City Council has followed a robust process of identifying outcomes and selecting indicators based on community relevance. Stakeholder input has been sought at various stages to date. Available data has been compiled from Council’s existing social, economic and environmental monitoring programmes. Additional data was commissioned through a collaborative survey involving all local authorities in the Waikato Region as well as through the Quality of Life Survey and other sources. Additional feedback will be sought from key stakeholders through the City Strategies process and associated forums.

## **Key Results**

Hamilton's Community Outcomes Progress Indicators show that the city is progressing well on a number of fronts including:

- Central city growth and development.
- Bus patronage.
- Remediation of contaminated sites.
- Planting of street trees.
- Youth unemployment.
- Visitor numbers and nights.
- Recycling volumes.
- University research levels.

Areas we are not doing well as a city include:

- Traffic congestion and travel times.
- Housing affordability.
- Voter turnout.
- Access to General Practitioners.
- Student stand-downs and suspensions.
- Truancy.
- Deaths and injuries from motor vehicle crashes.
- Persistently above-average rates of reported criminal offending.
- Lower reported sense of community than residents in other parts of New Zealand.

There remain a number of data gaps and challenge in measuring and monitoring certain aspects of community well-being. This will be improved over time as further information is compiled.

## **Further Information**

A wide range of organisations are working collaboratively towards a brighter future for Hamilton. For further information refer to:

Strategy and Research Unit  
Hamilton City Council  
Private Bag 3010  
HAMILTON 3240  
Ph 07 838 6597

[www.hamilton.co.nz/communityoutcomes](http://www.hamilton.co.nz/communityoutcomes)

## HAMILTON'S COMMUNITY OUTCOMES

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<div style="background-color: #4F81BD; color: white; padding: 5px; text-align: center; font-weight: bold;">SUSTAINABLE AND WELL-PLANNED</div> <p><i>"An attractive city that is planned for the well-being of people and nature, now and in the future"</i></p> <p><b>HAMILTON PEOPLE WANT A CITY THAT:</b></p> <ol style="list-style-type: none"> <li>1.1 Is easy to get around so everybody can access services and facilities.</li> <li>1.2 Is safe and enjoyable for walking and cycling, encourages innovative transport options and has quality public transport.</li> <li>1.3 Has integrated transport systems that connect it to New Zealand and the world.</li> <li>1.4 Protects and enhances its green spaces and natural environment for everyone to value and enjoy.</li> <li>1.5 Uses processes of sustainable urban design that enhance neighbourhood communities.</li> <li>1.6 Sustainably manages resources such as water and energy.</li> <li>1.7 Encourages and enables people to recycle and minimise waste.</li> </ol>	<div style="background-color: #008080; color: white; padding: 5px; text-align: center; font-weight: bold;">VIBRANT AND CREATIVE</div> <p><i>"A city that encourages creativity for a vibrant lifestyle"</i></p> <p><b>HAMILTON PEOPLE WANT A CITY THAT:</b></p> <ol style="list-style-type: none"> <li>2.1 Is recognised for its wide range of events, activities, attractions and entertainment for everyone, including iconic events.</li> <li>2.2 Has a vibrant arts and music scene and supports and celebrates its artists, festivals and facilities.</li> <li>2.3 Acknowledges and celebrates the creativity of Maori arts and culture.</li> <li>2.4 Respects and celebrates its diverse communities.</li> <li>2.5 Values and protects heritage sites, buildings and landmarks.</li> <li>2.6 Has an attractive and lively city centre.</li> <li>2.7 Celebrates and promotes its talent and creativity.</li> </ol> 	<div style="background-color: #FF8C00; color: white; padding: 5px; text-align: center; font-weight: bold;">UNIQUE IDENTITY</div> <p><i>"A city with a strong identity that recognises the significance of its river and history"</i></p> <p><b>HAMILTON PEOPLE WANT A CITY THAT:</b></p> <ol style="list-style-type: none"> <li>3.1 Treasures and enjoys the Waikato River.</li> <li>3.2 Acknowledges and celebrates the unique place of Waikato Maori.</li> <li>3.3 Is not too big and not too small, providing everything that makes life convenient without the problems of other cities.</li> <li>3.4 Fosters pride in its natural and built environments and encourages people to work together to keep these clean and tidy.</li> <li>3.5 Is a great place to learn, work and play, where people are proud of the education sector and embrace student culture.</li> <li>3.6 Supports research, education and innovation, and is recognised as a centre of excellence.</li> <li>3.7 Supports its significant youth population by providing targeted activities and services.</li> </ol>
<div style="background-color: #800000; color: white; padding: 5px; text-align: center; font-weight: bold;">SAFETY AND COMMUNITY SPIRIT</div> <p><i>"A safe, friendly city where all people feel connected and valued"</i></p> <p><b>HAMILTON PEOPLE WANT A CITY THAT:</b></p> <ol style="list-style-type: none"> <li>4.1 Has safe roads and low crime rates, where people can feel secure at all times.</li> <li>4.2 Promotes awareness and involvement in community activities and events.</li> <li>4.3 Enables ethnic communities to feel connected and valued.</li> <li>4.4 Addresses social issues and values volunteers.</li> <li>4.5 Builds socially engaged, responsive communities.</li> </ol> 	<div style="background-color: #FFD700; color: white; padding: 5px; text-align: center; font-weight: bold;">HEALTHY AND HAPPY</div> <p><i>"Active and healthy people with access to affordable facilities and services"</i></p> <p><b>HAMILTON PEOPLE WANT A CITY THAT:</b></p> <ol style="list-style-type: none"> <li>5.1 Provides opportunities for people of all ages and abilities to access and participate in sport and leisure activities that meet their diverse needs.</li> <li>5.2 Provides affordable, responsive and accessible activities and health care for people of all ages and abilities.</li> <li>5.3 Is an ideal place for family and whanau, with lots of activities and places for tamariki and rangatahi to enjoy.</li> <li>5.4 Provides access for all people to a range of healthy, affordable, quality housing.</li> </ol>	<div style="background-color: #90EE90; color: white; padding: 5px; text-align: center; font-weight: bold;">INTELLIGENT AND PROGRESSIVE CITY</div> <p><i>"Business growth that is in harmony with the city's identity and community spirit"</i></p> <p><b>HAMILTON PEOPLE WANT A CITY THAT:</b></p> <ol style="list-style-type: none"> <li>6.1 Is recognised as the thriving economic hub for the Waikato region and provider of regional services.</li> <li>6.2 Attracts and retains sustainable, innovative businesses.</li> <li>6.3 Offers a range of job opportunities throughout the city to suit all skill levels.</li> <li>6.4 Is progressive and cosmopolitan, creating an environment for business success.</li> <li>6.5 Attracts and retains people and investment and grows great ideas.</li> </ol>
<div style="background-color: #6B8E23; color: white; padding: 5px; text-align: center; font-weight: bold;">WORKING TOGETHER</div> <p><i>"Collaborative decision-making and planning are common practice"</i></p> <p><b>HAMILTON PEOPLE WANT A CITY THAT:</b></p> <ol style="list-style-type: none"> <li>7.1 Engages all local communities in planning and developing the city's future.</li> <li>7.2 Ensures Maori are respected as a partner in decision-making and have a voice on issues that affect the city.</li> <li>7.3 Has organisations that work together to achieve all community outcomes.</li> </ol>		

LET'S TAKE HAMILTON FORWARD TOGETHER

## MONITORING AND REPORTING PROGRESS

Although Council performs a wide range of activities and contributes to a number of Hamilton's Community Outcomes, it is only one of many organisations that promote community well-being in the city. Other organisations such as private sector organisations, government agencies, health and social service agencies and iwi/Māori organisations also make a vital contribution and have the mandate, resources and ability to influence progress towards Hamilton's Community Outcomes. The process of identifying Community Outcomes and monitoring progress seeks to enable increased participation and collaboration between these organisations and sectors, to assist in making Hamilton a more sustainable city.

Under the LGA (Section 92), Council is required – on behalf of local communities – to report not less than once every three years on progress made towards Hamilton's Community Outcomes. During 2006/07, Council undertook a process to identify a set of Community Outcomes Progress Indicators. The starting point was Hamilton's Sustainability Indicators, which were developed by the community for the community through an extensive consultation process. The process of aligning these to monitor progress towards Hamilton's Community Outcomes involved identifying 'gaps' where the previous Sustainability Indicators did not adequately measure the community's progress towards a particular outcome. These gaps were addressed by analysing and including new measures for which data was already collected as part of other best practise monitoring projects, specifically:

- Council's participation in the Quality of Life Project ([www.qualityoflifeproject.govt.nz](http://www.qualityoflifeproject.govt.nz)). The purpose of this internationally recognised project is to provide information to decision-makers to improve the quality of life in major New Zealand urban areas.
- Council's participation in the nationally recognised Waikato regional community outcome monitoring group known as MARCO (Monitoring and Reporting Community Outcomes) (refer [www.choosingfutures.co.nz](http://www.choosingfutures.co.nz)). MARCO is a multi-agency working group comprising representatives from Environment Waikato, the region's twelve territorial local authorities as well as the Waikato District Health Board and the Department of Labour.
- Measures from the national Linked Indicator Programme (LIP). The LIP is a whole-of-government project aimed at identifying a core set of indicators to measure sustainable development in New Zealand (refer [www.stats.govt.nz/analytical-reports/linked-indicators/default.htm](http://www.stats.govt.nz/analytical-reports/linked-indicators/default.htm)).

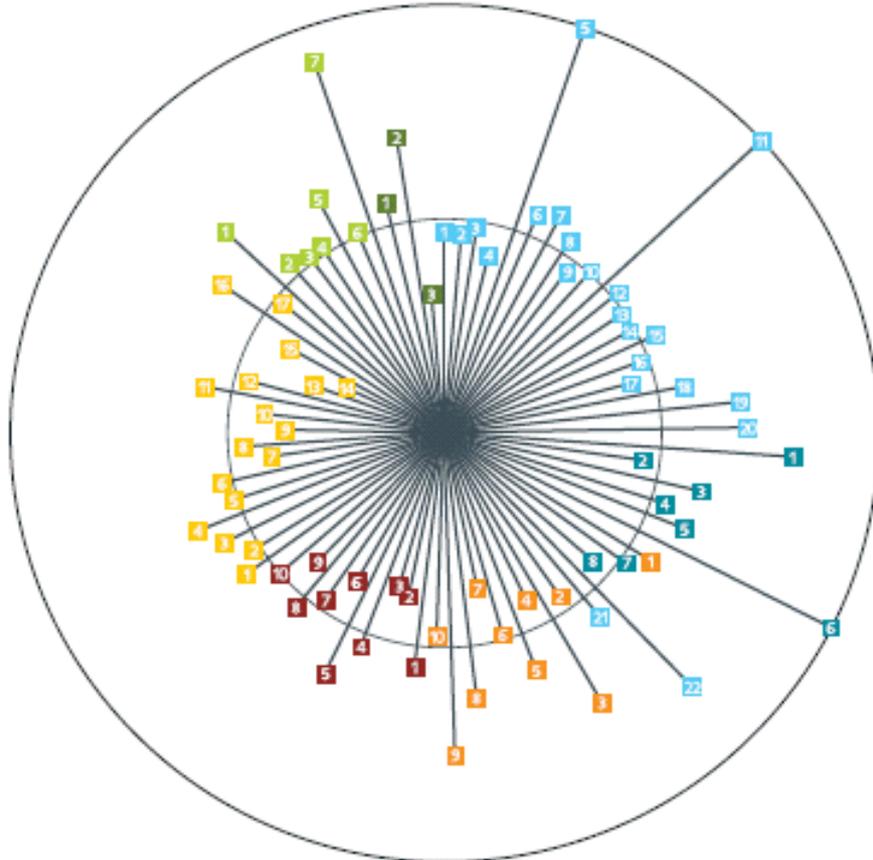
In addition, feedback was sought from a number of key stakeholders including the New Zealand Police, Waikato District Health Board, Ministry of Social Development and Te Rūnanga ō Kirikiriroa.

Hamilton's 116 Community Outcomes Progress Indicators and measures are grouped under seven Community Outcome themes. **Note there is not a direct one-to-one relationship between the Community Outcome Indicators and full Community Outcome statements – however, taken as a whole, the indicators are intended to describe progress toward the Community Outcomes.**

## CIRCLES OF WELL-BEING

Key trends for Hamilton over the past 10 year period are summarised in Figure 1. This shows only indicators for which adequate historical data is available. The central circle represents community wellbeing in Hamilton during the 1990s and the spokes show progress to the early to mid 2000s. Where a spoke extends outside the circle it means community wellbeing has improved over time. Where a spoke falls within the circle, community wellbeing has declined.

Figure 1: Hamilton well-being trends 1990s to 2000s



KEY:		
1 Travel times	3 Cultural diversity	35 Smoking
2 Traffic volumes	4 Safety in CBD at night	36 Low birth weight
3 Travel to work	5 People living in CBD	37 Happiness
4 Car ownership	6 Building consents in CBD	38 Self-reported health
5 Bus passengers	7 Māori speakers (total)	39 Physical activity
6 Satisfaction with buses	8 Māori speakers (Māaori)	40 Use of sports facilities
7 Satisfaction with cycling facilities	9 Recreational health of Waikato River	41 Number of GPs
8 Satisfaction with walkways/footpaths	10 City pride	42 Access to medical services
9 Crashes involving pedestrians and cyclists	11 Tertiary enrolments	43 New dwellings
10 Air pollution	12 Community education courses	44 Home ownership
11 Contaminated sites remediated	13 School qualifications	45 House prices
12 Neighbourhood noise	14 Early childhood education	46 Mortgage affordability
13 Green space	15 Stand-downs and suspensions	47 Rent
14 Ecological health of Waikato River	16 Tertiary research funding	48 Housing New Zealand waiting list
15 Ecological health of Lake Rotorua	17 Youth unemployment	49 Household crowding
16 Water usage	18 Crime	50 Businesses and employment
17 Energy consumption	19 Road crashes	1 City-based employees
18 Waste	20 Dangerous driving	2 Employment
19 Recyclables from kerbside	21 Safety in CBD	3 Labour force participation
20 Recyclables from Hamilton Organic Centre	22 Food parcels	4 Average earnings
21 Street trees	23 Unpaid work	5 Telecommunications
22 Native tree restoration	24 CVFS notifications	6 Bankruptcies
1 Guest nights	25 Sense of community	7 Community involvement in decision-making
2 Use of arts and culture facilities	26 Importance of sense of community	8 Decisions in best interests of city
	27 Isolation	9 Voter turnout
	28 Drinking water	
	29 Life expectancy	

Source: Hamilton Community Outcomes Indicators – Data Spreadsheet

Notes: Indicator selection was based on availability of reliable Hamilton time series data from approximately the mid-late 1990s to approximately the early-mid 2000s. The data table is contained in a supplementary spreadsheet.

In summary, Figure 1 illustrates the following improvements:

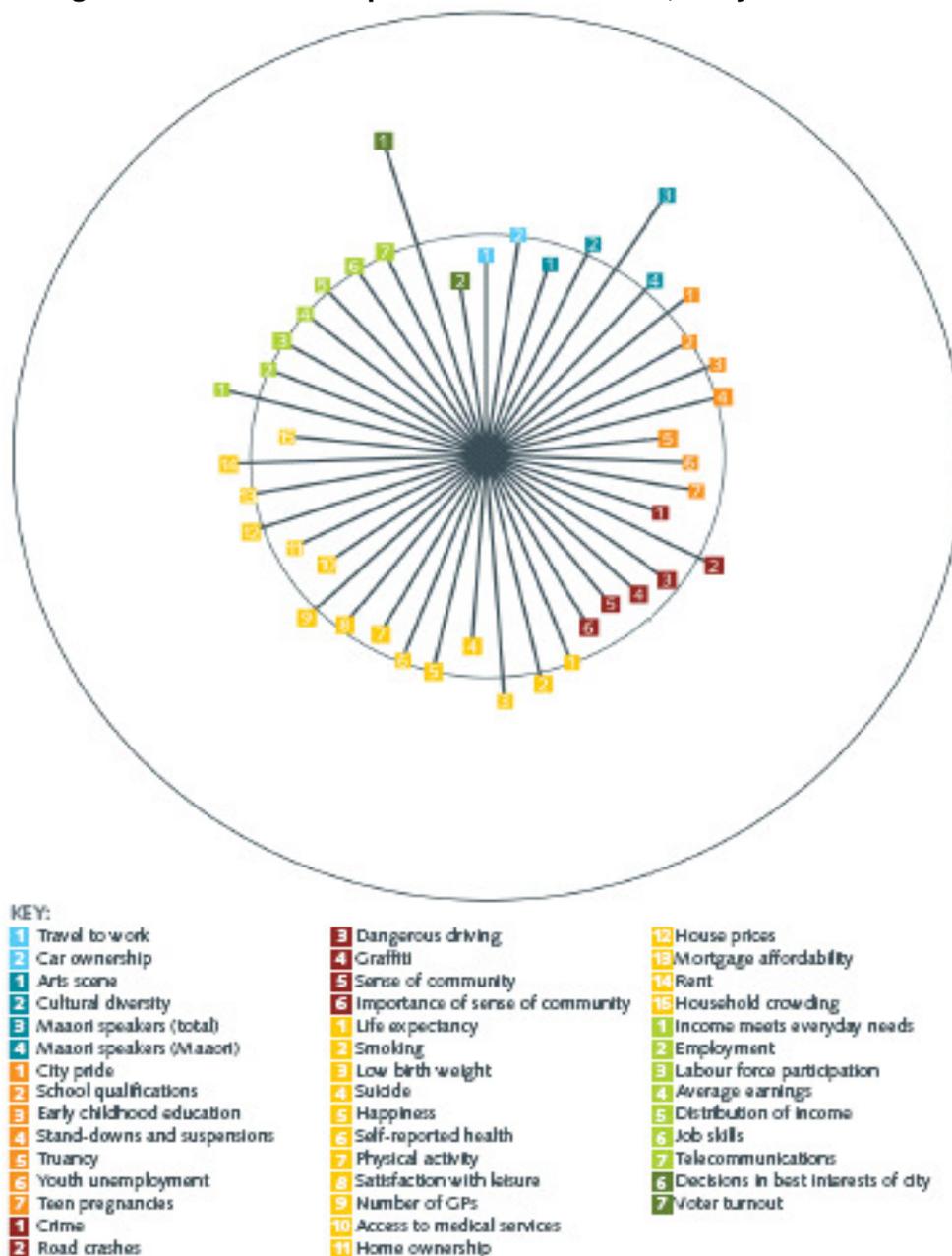
- Based on a five-year moving average of the value of building consents in Hamilton's CBD, the level of central city development increased substantially between 1994-1998 and 2004-2008.
- Bus patronage per annum has more than doubled since 2000/01. This is likely due to increased levels of service (eg, improved frequency of buses) as well as increased demand due to rising fuel costs and traffic congestion. Satisfaction with the Hamilton City Bus Service has increased since monitoring began in 2004.
- The number of contaminated sites being remediated and/or managed has increased relative to the number of confirmed contaminated sites in Hamilton. This is a positive step towards improving soil health. As at 2007/08, 70% of confirmed contaminated sites had been remediated or managed.
- During 2007/08 there were 151 bankruptcy estates adjudicated through the Hamilton High Court, which was substantially lower than previous years. Note that the current global financial crisis may reverse this trend.
- The number of street trees in Hamilton increased considerably between 1996 and 2007 (although it dropped slightly in 2008 due to drought and other losses).
- The number of young people receiving the Independent Youth Benefit (IYB) has declined markedly at the local and national level over the past several years. As at June 2008 there were just 56 young people receiving IYB from Hamilton City Service Centres of Work and Income, down from 253 in September 2000. Census results confirm that the unemployment rate for young people dropped between 2001 and 2006.
- Visitor guest nights have grown steadily in Hamilton over the past decade, although there was a drop-off in guest nights during 2007/08. For the year to June 2008 there were 532,479 guest nights in the city, an increase of 62% compared to 1996/97 but a fall of 7% compared to the year ended June 2007. Occupancy rates in commercial visitor accommodation in Hamilton have been consistently strong for much of the past decade.
- Kerbside recycling volumes in Hamilton have increased considerably over the past five year period, from an average 55kg per person in 2002/03 to 76kg per person in 2007/08. Of the total tonnage of recycling collected at kerbside in 2007/08, approximately 53% was paper, 39% was glass, 6% was plastic and the remainder was steel, aluminium and other materials. The volume of waste diverted from landfill via the Hamilton Organic Centre also increased considerably over the past five year period, from an average 107kg per person per year in 2002/03 to 150kg per person in 2007/08. Of the total tonnage of materials diverted from landfill through Hamilton's Organic Centre in 2007/08, approximately 70% was commercial waste and 30% was public waste. Overall 20,822 tonnes of material was diverted from landfill through Hamilton's Organic Centre in 2007/08.
- The waiting list for Housing New Zealand houses has been falling relatively steadily over the past decade.
- Research income for the University of Waikato increased by 25% in real (inflation adjusted) terms over the period 2002 to 2007. The average research grant per Full-Time Equivalent (FTE) research staff has been steadily rising.

Aspects of community well-being that have been trending in the wrong direction include:

- Off-peak and peak morning travel times have been increasing (on average) over the period 2004-2008. Traffic volumes have increased throughout the city over the past decade, mirroring the rate of population growth (ie, approximately 2% per annum). Hamilton communities have said they want a city that is easy to get around so everybody can access services and facilities. Traffic congestion has been consistently identified as a key issue for the city in recent years.
- In real (inflation-adjusted) terms, house prices in Hamilton increased by 56% over the period 1998 to 2008. This is good news for existing home owners but bad news for first time buyers. Over the shorter-term, prices peaked in late 2007 and have subsequently fallen. According to information from the AMP Home Affordability Report, the Home Mortgage Affordability Index for Waikato/Bay of Plenty in May 2008 was slightly improved from the peak November 2007. However, at both the regional and national level, housing is much less affordable than it was in 1998 when monitoring began.
- Overall voter turnout for New Zealand in the 2007 local authority elections was 44%, the lowest level of voter turnout since 1989. The drop in voter turnout between 2004 and 2007 was larger for Hamilton than most other local authority areas, falling ten percentage points to 35% – one of the lowest rates of voter turnout throughout New Zealand. In contrast, between the 2002 and 2005 general elections, voter turnout increased from 78% to 83% for the Hamilton East electorate and from 75% to 80% for the Hamilton West electorate. Research has shown that voter turnout tends to reflect the level of confidence people have in political institutions, and the importance they attach to civic participation. The size of the constituency can also be a factor, with less populous areas having higher rates of voter participation.
- There has been a decline in the rate of GPs per 100,000 population between 1999 and 2007. As at 2007 there were approximately 79.8 GPs per 100,000 population in Hamilton compared to 75.6 per 100,000 at the national level.
- The number of students stood down, suspended, excluded and expelled from Hamilton schools increased between 2000 and 2007. While some of this growth is due to population size, in age-standardised terms Hamilton recently caught up with the national average rate of stand-downs and suspensions.
- At the national level, deaths and injuries from motor vehicle crashes declined substantially between 1986 and 2000 but have subsequently been rising. The number of people injured in motor vehicle crashes per 100,000 residents in Hamilton increased from 273 in the year 2001 up to 348 in 2007. Survey results also show that 74% of Hamilton residents feel there is a problem with dangerous driving in their area, which is higher than previous survey results.

Comparisons between Hamilton and the New Zealand or regional average for specific key indicators in the early 2000s are shown in Figure 2. In this case, the circle in the middle represents national average wellbeing in the early to mid 2000s. Where a spoke extends outside the circle it means local community wellbeing is better than the national or regional average. Where it falls within the circle, community wellbeing is worse than the national or regional average. The diagram is not particularly legible here due to the large number of indicators included – contact HCC if you are interested in the background data for this diagram. Key points are summarised on the following pages.

**Figure 2: Hamilton compared to New Zealand, early to mid 2000s**



**Source: Hamilton Community Outcomes Indicators – Data Spreadsheet**

Notes: Indicator selection was based on availability of comparative data at the national or regional level. The data table is contained in a supplementary spreadsheet.

In summary, Figure 2 illustrates that Hamilton is similar to the national or regional average on many of the available indicators. Aspects of community well-being in which Hamilton is performing relatively well include:

- A relatively high proportion of Hamilton residents are confident that HCC makes decisions that are in the best interests of the city.
- The proportion of Hamilton residents who could speak te reo Māori at the time of the 2006 Census was above the national average (5.9% compared to 4.2%). Following English, the second most common language in Hamilton is Māori, spoken by approximately 7,000 residents.
- Survey results show that an above average proportion of Hamilton residents feel they have enough or more than enough income to meet their everyday needs.
- According to survey results, Hamilton ranks along with other burgeoning cities such as Wellington, Dunedin and Christchurch in terms of its high level of city pride. Approximately 69% of Hamilton respondents agree or strongly agree that they have a sense of pride in the way their city looks and feels.
- The percentage of babies with a low birth weight (less than 2,500g) has been gradually declining. As at 2007, some 1.8% of babies born in the Waikato District Health Board (DHB) area had a low birth weight compared to the national average of 2.0%.

Aspects of community well-being in which Hamilton is performing relatively poorly include:

- The indicative truancy rate (5.3%) for Hamilton schools in 2006 was above the national average (4.1%).
- Hamilton's rate of reported offences per 10,000 population is approximately 30% higher than the national average. On a positive note, Hamilton's rate of reported offences per 10,000 population has generally declined over the period 1998 to 2007. There have been declines in reported numbers of car conversions, thefts and sexual offences. Of concern, the numbers of reported violence offences and burglaries have increased over the past several years.
- Overall voter turnout for New Zealand in the 2007 local authority elections was 44%, the lowest level of voter turnout since 1989. The drop in voter turnout between 2004 and 2007 was larger for Hamilton than most other local authority areas, falling 10 percentage points to 35% – one of the lowest rates of voter turnout throughout New Zealand. In contrast, between the 2002 and 2005 general elections, voter turnout increased from 78% to 83% for the Hamilton East electorate and from 75% to 80% for the Hamilton West electorate. Research has shown that voter turnout tends to reflect the level of confidence people have in political institutions, and the importance they attach to civic participation. The size of the constituency can also be a factor, with less populous areas having higher rates of voter participation.
- According to results of the 2006 Quality of Life Survey approximately 20% of New Zealand residents said they experienced barriers to visiting a GP. In Hamilton, this figure was 24%. The most frequently mentioned barriers for New Zealand residents were the cost of visiting a GP (48%) and that the residents were too busy or could not take time off work (21%). Similar results were found through the 2007 Waikato Region Community Outcomes Survey.
- According to survey results, Hamilton residents have a lower sense of community within their local neighbourhood compared to New Zealanders overall.

- The level of household crowding in Hamilton has generally declined over the past two decades, though it has not fallen as much as the national average. There was a rebound in household crowding in Hamilton during the most recent period 2001-2006. As at March 2006, an estimated 12% of Hamilton households were considered crowded, compared to 10% for New Zealand overall.

A number of key issues are not picked up in the diagrams above for various reasons. For example, Hamilton is not compared to the national average in terms of waste to landfill because there is not yet a standard reporting format used by all local authorities. In summary, Figures 1 and 2 show that:

- Historical and comparative data is more readily available at the local level for social and economic indicators compared to environmental and cultural indicators.
- Community well-being as a whole appears to have improved in Hamilton since the 1990s, with the exception of various measures such as traffic congestion, housing affordability, voter turnout, access to medical services and levels of student engagement.
- Hamilton continues to perform similar to the national average according to most social, economic and environmental indicators.

## SUMMARY OF STATES AND TRENDS

Tables on the following pages summarise states and trends for each indicator at the Hamilton and regional/national level. A key is provided as follows.

<p><b>Key:</b></p> 	<p>Improving/favourable</p> <p>Uncertain/No significant trend</p> <p>Declining/unfavourable</p>
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In many cases a symbol cannot be attributed to a particular cell, due to the following data constraints:

Data constraint	Description
'No trend data available'	Only baseline (initial) data is available at this time. Trends will become available through future monitoring.
'Not available'	Regional/national data (and in a few cases, local data) are not available – for example due to the absence of a comparable national survey.
'Not comparable'	Regional/national data is not comparable. This is typically because the indicator is not 'dimensionless' (ie, it is based on a scale rather than a percentage or index), hence the regional/national level data adds no value to understanding the local data. In a few cases such as the waste management area (see below), regional/national data would not be comparable because of different data collection methodologies and facilities between local authorities, such as the presence or absence of cleanfills or kerbside collections in different parts of New Zealand.
'Not applicable'	This applies to indicators which are Hamilton-specific, for which a regional/national indicator cannot be meaningfully defined.

## 1. Sustainable and Well-Planned

Measure	State – Hamilton	State – Regional/NZ	Trend – Hamilton	Trend – Regional/NZ
1.1a Travel times on key routes	Increasing am travel time, decreasing pm travel time	Not available	 UNCERTAIN	 UNCERTAIN
1.1b Road traffic volumes	Volumes increasing by approx 2% per annum	Not available	 GETTING WORSE	 UNCERTAIN
1.2a Means of travel to work	56% drove a private vehicle to work	51% drove a private vehicle to work	 UNCERTAIN	 UNCERTAIN
1.2b Car ownership per household	1.6 vehicles per household	1.6 vehicles per household	 UNCERTAIN	 UNCERTAIN
1.2c Total passenger numbers using public transport	3.4 million bus trips per annum	Not available	 GETTING BETTER	 UNCERTAIN
1.2d Residents' rating of public transport in their city	Satisfaction Index of 80.6 points	Not available	 GETTING BETTER	 UNCERTAIN
1.2e Residents' satisfaction with Council provided cycling facilities	Satisfaction Index of 67.7 points	Not available	 GETTING BETTER	 UNCERTAIN
1.2f Residents' satisfaction with Council provided walkways and footpaths	Satisfaction Index of 81.6 points for city walkways; 74.6 for footpaths in general; and 72.9 for 'footpaths in your area'	Not available	 UNCERTAIN	 UNCERTAIN
1.2g Road crashes and casualties involving pedestrians and cyclists	34 pedestrian casualties and 33 cyclist casualties	Not comparable	 UNCERTAIN	 UNCERTAIN
1.2h Number of schools and children using walking school buses	8 schools and 222 students	Not available	 UNCERTAIN	 UNCERTAIN
1.3a Air pollution	Acceptable levels of PM10 and benzene	Mixed results throughout New Zealand	 UNCERTAIN	 UNCERTAIN
1.3b Percent of confirmed contaminated sites remediated	70% of confirmed contaminated sites remediated or managed	Not available	 GETTING BETTER	 UNCERTAIN
1.3c Residents' perception of neighbourhood noise	64% of residents feel that noise pollution is not much of a problem or not a problem at all	Not available	 UNCERTAIN	 UNCERTAIN
1.3d Bird counts	Native species remain rare or absent from the city	Not available	 UNCERTAIN	 UNCERTAIN
1.4a Area of green space in the city per resident	7.8 ha of sports areas, parks and gardens per 1000 population	Most metropolitan areas in New Zealand have less greenspace per 1000 population	 UNCERTAIN	 UNCERTAIN
1.4b Ratio of greenfield to infill development	Average ratio of 60:40 over the past decade	Not available	 UNCERTAIN	 UNCERTAIN
1.4c Percentage of resource consent applications that received pre-application urban design comments and percentage of those comments actioned	Approximately 10% of consents receive urban design comments, and 10% of requested changes are actually actioned	Not available	No trend data available	 UNCERTAIN

## 1. Sustainable and Well-Planned (cont.)

Measure	State – Hamilton	State – Regional/NZ	Trend – Hamilton	Trend – Regional/NZ
1.5a Ecological health of the Waikato River	Unsatisfactory water samples at a number of monitoring sites around Hamilton	River water quality is better upstream and poorer downstream	 GETTING WORSE	 GETTING WORSE
1.5b Ecological health of Lake Rotoroa	Relatively high nutrient content and low oxygen levels	Not applicable	 GETTING BETTER	 UNCERTAIN
1.5c Average daily water usage per person	Approximately 400 litres per person per day (including commercial/industrial water use)	Not available	 UNCERTAIN	 UNCERTAIN
1.6a Hamilton's residential energy consumption	High amount of non-renewable energy is used for transport	High amount of non-renewable energy is used for transport	 GETTING WORSE	 GETTING WORSE
1.6b Waste per person from the household kerbside collection	145kg per year	Not available	 UNCERTAIN	 UNCERTAIN
1.6c Recyclables per person from the household kerbside collection	76kg per person	Not available	 GETTING BETTER	 UNCERTAIN
1.6d Materials collected for reuse/recycling at Hamilton's Refuse Transfer Station	30kg per person	Not available	 UNCERTAIN	 UNCERTAIN
1.6e Waste diverted from landfill via the Hamilton Organic Centre	150kg per person	Not available	 GETTING BETTER	 UNCERTAIN

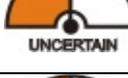
## 2. Vibrant and Creative

Measure	State – Hamilton	State – Regional/NZ	Trend – Hamilton	Trend – Regional/NZ
2.1a Visitor guest nights and hotel/motel occupancy rates	532,000 guest nights in the year to June 2008	Not comparable	 GETTING BETTER	 GETTING BETTER
2.1b Number of conferences held	900 conferences per year	Not available	 UNCERTAIN	 UNCERTAIN
2.1c Number of events listed on the 'What's On Hamilton' website	Approximately 30 listings per week	Not applicable	No trend data available	 UNCERTAIN
2.2a Residents' use of Council's arts and culture facilities	Steady usage of HCC arts and cultural facilities	Not available	 UNCERTAIN	 UNCERTAIN
2.2b Residents' perception that their city is a place that has a culturally rich and diverse arts scene	58% agree/strongly agree	64% agree/strongly agree	No trend data available	No trend data available
2.2c Cultural industries	Not available	100,000 people employed in cultural industries	 UNCERTAIN	 UNCERTAIN
2.3a Residents' perceptions of the effect of increased diversity in lifestyles and cultures on their city	56% view increased diversity as a positive for the city	53% view increased diversity as a positive	 UNCERTAIN	 UNCERTAIN
2.4a Number of built heritage and sites of archaeological, historic and cultural significance in the current District Plan	105 heritage buildings and structures are listed in Hamilton's District Plan	Not available	 UNCERTAIN	 UNCERTAIN
2.5a Residents' rating of feeling safe in Hamilton's central city at night	Satisfaction Index of 57 points for 'safety in CBD at night'	Not available	 UNCERTAIN	 UNCERTAIN
2.5b Number of people living in the central city area	2,700 people live in Hamilton Central	Not available	 UNCERTAIN	 UNCERTAIN
2.5c Value of building consents issued for the CBD (new, alterations, additions)	Between \$1 million and \$10 million in any given year	Not available	 GETTING BETTER	 UNCERTAIN

### 3. Unique Identity

Measure	State – Hamilton	State – Regional/NZ	Trend – Hamilton	Trend – Regional/NZ
3.1a Recreational health of the Waikato River	One-third of water samples during 2003-2007 were unsatisfactory	River water quality is better upstream and poorer downstream		
3.2a Māori involvement in public decision-making	18% of Māori residents involved in HCC decision-making	Not available		
3.2b Percentage of people in Hamilton who can speak Māori	5.9% of all residents can speak Māori	4.2% of all residents can speak Māori		
3.2c Proportion of Hamilton's Māori population who can speak Māori	25% of all Māori residents can speak Māori	24% of all Māori residents can speak Māori		
3.3a Number of street trees planted and trees protected	28,800 street trees in the city	Not available		
3.3b Participation in native tree restoration projects	93 groups planting approximately 40,000 items per year	Not available		
3.3c Participation in the EnviroSchools programme	33 schools participating	Not comparable		
3.4a Residents' rating of sense of pride in the way their city looks and feels	69% agree or strongly agree	61% agree or strongly agree		
3.5a Enrolments with Hamilton tertiary education organisations	Approximately 17,000 equivalent full-time students	Not applicable		
3.5b Participation in school-based community education courses	6,400 participants	Not comparable		
3.5c School leaver qualifications	95.0% of school leavers with at least 14 credits at NCEA level 1	95.1% of school leavers with at least 14 credits at NCEA level 1		
3.5d Participation in early childhood education	'Apparent' participation rate of 107% for 3 and 4-year-olds combined	'Apparent' participation rate of 101% for 3 and 4-year-olds combined		
3.5e Number of modern apprenticeships currently in progress	625 Modern Apprenticeships	Not comparable		
3.6a Percentage of pupils stood down, suspended, expelled and excluded	Stand-down and suspension rate of 34.7 per 1000 students	Stand-down and suspension rate of 35.9 per 1000 students		
3.6b Truancy rates	5.3% truancy rate	4.1% truancy rate		
3.7a Research funding received by tertiary education organisations	Research income of \$23.2 million for the University of Waikato	Not comparable		
3.8a Youth unemployment	10.9% unemployment rate for ages 20-24	9.4% unemployment rate for ages 20-24		
3.8b Teenage pregnancies	2% of 15-19-year olds are parents	2% of 15-19-year olds are parents		
3.8c Number of students enrolled in alternative education programmes	140 students accessing Alternative Education	Not available		
3.8d Number of youth enrolled with Hamilton's Youth Transition Service	2,000 young people enrolled	Not available	No trend data available	

## 4. Safety and Community Spirit

Measure	State – Hamilton	State – Regional/NZ	Trend – Hamilton	Trend – Regional/NZ
4.1a Crime	1,295 reported offences per 10,000 population	1,008 reported offences per 10,000 population		
4.1b Road crashes and casualties	348 road traffic injuries per 100,000 population	376 road traffic injuries per 100,000 population		
4.1c Residents' perception of dangerous driving as a problem	74% feel dangerous driving is a problem in their area	70% feel dangerous driving is a problem in their area		
4.1d Residents' perceptions of safety in the CBD and in neighbourhoods	Satisfaction Index of 57 points for 'safety in CBD at night'	Not available		
4.2a Number of discrimination complaints to the Human Rights Commission	30-40 complaints per year from Hamilton residents	Not available		
4.2b Residents' perception of the effect of increased diversity of lifestyles and cultures upon the community	56% view increased diversity as a positive for the city	53% view increased diversity as a positive		
4.3a Number of food parcels supplied to residents	Approximately 3,500 food parcels per annum	Not available		
4.3b Unpaid work	Many residents undertake unpaid work for their household or wider community	Many residents undertake unpaid work for their household or wider community		
4.3c Residents' rating of graffiti as a problem	66% of residents perceive graffiti to be a problem in their area	59% of residents perceive graffiti to be a problem in their area		
4.3d Number of care and protection notifications to Child Youth and Family Services	2,500 notifications annually in the Waikato region	Not comparable		
4.4a Residents' sense of community within their local neighbourhood	50% agree there is a sense of community in their neighbourhood	59% agree there is a sense of community in their neighbourhood		
4.4b Residents' agreeing that it is important to feel a sense of community with others in their local neighbourhood	63% feel it is important to have a sense of community in their neighbourhood	71% feel it is important to have a sense of community in their neighbourhood		
4.4c Residents' frequency of feeling isolated in the past 12 months	Approximately 2% of residents report feeling lonely or isolated most of the time	Approximately 3% of residents report feeling lonely or isolated most of the time		
4.4d Residents' involvement in social networks and groups	Residents belong to a range of different social networks	Residents belong to a range of different social networks		

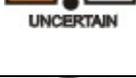
## 5. Healthy and Happy

Measure	State – Hamilton	State – Regional/NZ	Trend – Hamilton	Trend – Regional/NZ
5.1a Drinking water standard	Satisfactory quality water	Many smaller water supplies remain ungraded		
5.2a Life expectancy	80 years (approx)	80 years (approx)		
5.2b Health expectancy	Not available	69 years (approx)		
5.2c Prevalence of cigarette smoking	40% of Māori and 17% of non-Māori are smokers	42% of Māori and 18% of non-Māori are smokers		
5.2d Low birth weight babies	1.8% of all babies	2.0% of all babies		
5.2e Hospitalisations for attempted suicide/death by suicide	176 hospitalisations per 100,000 population	152 hospitalisations per 100,000 population		
5.2f Residents' rating of how happy they are	88% happy or very happy	88% happy or very happy		
5.2g Residents' rating of their own health	89% of residents view their health positively	90% of residents view their health positively		
5.3a Residents' frequency of physical activity	37% of residents are active 'every day'	40% of residents are active 'every day'		
5.3b Residents' use of Council's sports and recreational facilities	Steady usage of HCC sports and recreational facilities	Not available		
5.3c Residents' satisfaction with quality and quantity of leisure time	71% satisfied or very satisfied	73% satisfied or very satisfied		
5.4a Number of doctors (GP's) per head of the population	79.8 GPs per 100,000 population	75.6 GPs per 100,000 population		
5.4b Residents' rating of access to medical services	24% of residents experience barriers to visiting a GP	20% of residents experience barriers to visiting a GP		
5.5a Number of consents issued for new houses	1,000 new dwellings consented per year	Not comparable		
5.5b Proportion of houses owned or rented by the occupants	61% of households owner-occupied (39% are rented)	67% of households owner-occupied (33% are rented)		
5.5c House sale price index	\$323,000 median house sale price	\$340,000 median house sale price		
5.5d Home mortgage affordability (Waikato Region)	Home Mortgage Affordability Index of 32.20	Home Mortgage Affordability Index of 32.92		
5.5e Median rent	\$274 per week	\$298 per week		
5.5f Percentage of weekly household expenditure spent on housing costs	Not available	23% of average weekly expenditure toward housing and household utilities		

## 5. Healthy and Happy (cont.)

Measure	State – Hamilton	State – Regional/NZ	Trend – Hamilton	Trend – Regional/NZ
5.5g Number and priority status of applicants on the waiting list of Housing New Zealand housing	444 applicants on the waiting list	Not comparable	 GETTING BETTER	 GETTING BETTER
5.5h Percentage of people in private houses living in crowded households	12% of households “crowded”	10% of households “crowded”	 UNCERTAIN	 UNCERTAIN
5.5i Residents’ perception that their income meets everyday needs	59% feel they have enough or more than enough income for everyday needs	51% feel they have enough or more than enough income for everyday needs	 UNCERTAIN	 UNCERTAIN

## 6. Intelligent and Progressive City

Measure	State – Hamilton	State – Regional/NZ	Trend – Hamilton	Trend – Regional/NZ
6.1a Number of businesses and total employment	13,211 businesses	Not comparable	 GETTING BETTER	 GETTING BETTER
6.1b Number of businesses of different sizes	Growth of businesses across a diverse range of sizes	Growth of businesses across a diverse range of sizes	 GETTING BETTER	 GETTING BETTER
6.1c Retail sales in Hamilton as a percentage of retail sales in the Waikato Region	Not available (Waikato Region retail sales are \$6b per annum)	Not applicable	 UNCERTAIN	 UNCERTAIN
6.1d Proportion of employees in Hamilton to that of the Waikato Region	45.4% of Waikato Region employees work in Hamilton	Not applicable	 UNCERTAIN	 UNCERTAIN
6.1e Business gains, losses and survival rates	Net 234 new businesses in Hamilton 2007/08	Not comparable	 GETTING BETTER	 GETTING BETTER
6.2a Research and development undertaken by businesses	Not available	Not available	 UNCERTAIN	 GETTING BETTER
6.3a Employment / unemployment rate	96% employment	96% employment	 GETTING BETTER	 GETTING BETTER
6.3b Labour force participation rate	67% labour force participation (ages 15 and over)	66% labour force participation (ages 15 and over)	 UNCERTAIN	 UNCERTAIN
6.3c Number of filled jobs	77,310 employees	Not comparable	 GETTING BETTER	 GETTING BETTER
6.4a Average hourly earnings	\$23 per hour	\$23 per hour	 GETTING BETTER	 GETTING BETTER
6.4b Distribution of income	28% of households earn \$30,000 or less per annum	29% of households earn \$30,000 or less per annum	 UNCERTAIN	 UNCERTAIN
6.5a Residents' rating of how well their skills are utilised in their current job	84% are satisfied that they are using their work skills, training and experience in their current jobs	82% are satisfied that they are using their work skills, training and experience in their current jobs	 UNCERTAIN	 UNCERTAIN
6.6a Value of consents for new non-residential buildings	\$159 million per annum in new non-residential buildings	Not comparable	 GETTING BETTER	 UNCERTAIN
6.6b Telecommunications infrastructure	62% of household have home access to the Internet	61% of household have home access to the Internet	 GETTING BETTER	 GETTING BETTER
6.6c Number of employees by key Economic Development Strategy clusters	Employment growth in food manufacturing, cultural employment and other sectors	Not applicable	 UNCERTAIN	 UNCERTAIN
6.6d Personal bankruptcies and involuntary company liquidations and receiverships	151 bankruptcy estates adjudicated through Hamilton High Court in 2007/08	Not comparable	 UNCERTAIN	 UNCERTAIN

## 7. Working Together

Measure	State – Hamilton	State – Regional/NZ	Trend – Hamilton	Trend – Regional/NZ
7.1a Community satisfaction with Council's provision of opportunities for community involvement in decision-making	Satisfaction Index of 65 points	Not available		
7.1b Residents' rating of agreement that decisions made by Council are in the best interests of the city	67% agreement	45% agreement		
7.1c Percentage of voter turnout at general/local authority elections	35% voter turnout in local body elections	44% voter turnout in local body elections		
7.2a Māori residents' satisfaction with Council's provision of opportunities for community involvement in decision-making	Satisfaction Index of 68.1 points	Not available		
7.2b Māori residents' rating of the extent of public influence on Council decision-making	Not available	Not available	No trend data available	No trend data available
7.2c Māori residents' rating of agreement that decisions made by Council are in the best interests of the city	66% agreement	45% agreement (all ethnicities combined)		
7.2d Written description of formal relationships between Māori organisations and local/central government in the city	Council works collaboratively with a number of Māori organisations	Not applicable		
7.3a Number of organisations working collaboratively on Council-led citywide strategies	Between 10 and 15 organisations are involved in each of the city-wide strategies	Not applicable		