

STRATEGIC GROUP

Key Performance Indicators Council Services Survey *Topline Results*

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Prepared for:

Strategic Planner, Monitoring

by

Service Development
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Waitakere City Council
Te Taiao o Waitakere

INTRODUCTION

This survey was conducted by mail during July 2003 using a random sample of people from the Electoral Roll, and is comparable with previous annual surveys (1993 through 2002) where questions are the same. This version has been revised, and differences in question wording are shown in an appendix to the report.

It reports for each service grouping:

- trends in summary rating ("*Very good/good*")
- summary rating for each item broken down by Ward.

These findings are of sufficient reliability to enable Corporate Planning and Unit Managers to include in their annual reporting.

Key Performance Indices

Findings are reported as in previous years in terms of a standard index formed by combining "Very Good"/"Good" ratings. This forms a basis of comparison between items and for each item over time. For further data analysis contact the author.

Notes:

- As we now have 3 or more data points for most of the annual measures, trends can be reported with increased reliability. With new measures, trends will become apparent only after 3 surveys.

Where there is an apparent decrease since last year, it is recommended that reasons for this be investigated.

SUMMARY: ANNUAL PLAN INDICATORS

KPI measures for selected items for Report. Sample base is 685 residents selected at random from the electoral roll. Random sampling error is $\pm 4\%$ (at 95% confidence level).

Measures are derived from ratings of "Very good" + "Good", based on the scale: *Very good/ Good/ Fair/ Poor*. For incidence of use, the measure is based on incidence of use at least once in the past 12 months.

The measure for each item is based on those who gave a rating, i.e. non-response or "don't know/ no opinion" are excluded. For incidence of use, the measure is based on all respondents.

Urban & Rural Villages

Measures	Target ¹	Achievement
Residents are satisfied with public places (i.e. public facilities and open spaces) in town centres and neighbourhoods. (57% in 1998/ 99) (55% in 1999/00) (61% in 2000/ 01) (64% in 2001/ 02)	63% or more	Town centres: 57% Neighbourhoods: 56% Combined: 57%
Residents are satisfied with cleanliness and maintenance of public places (i.e. public facilities and open spaces) in town centres and neighbourhoods. (56% in 1999/00) (60% in 2000/ 01) (59% in 2001/ 02)	65% or more	Town centres: 55% Neighbourhoods: 52% Combined: 54%

Transport & Communications

Measures	Target	Achievement
Residents are satisfied with provision for pedestrians. (54% in 1998/ 99) (53% in 1999/ 00) (55% in 2001/ 02)	56% or more	51%
Residents are satisfied with provision for cyclists. (31% in 1998/ 99) (32% in 1999/00) (30% in 2001/02)	35% or more	21%
Residents are satisfied with the standard of road maintenance. (56% in 1998/ 99) (56% in 1999/ 00) (58% in 2001/ 02)	58% or more	58%

¹ No targets available for 2002/03. Targets shown are the most recent available. They may need to be updated

Strong Communities

Measures	Target	Achievement
Residents are satisfied with the variety and location of parks in Waitakere City (82% in 1998/ 99) (78% in 1999/ 00) (80% in 2000/ 01) (82% in 2001/ 02)	82% or more	76%
Residents believe that Waitakere City is a great place to live. (32% in 1998/ 99: 82% very good/ good place to live) (30% in 1999/ 00: 83% very good/ good place to live) (35% in 2000/ 01: 85% very good/ good place to live) (34% in 2001/ 02: 86% very good/ good place to live)	37 (very good)% in 2002/2003	Very good/ Good: 86% Very Good: 36%
Residents who have used a City library in the last year. (70% in 1998/ 99) (73% in 1999/ 00) (70% in 2000/ 01) (74% in 2001/ 02)	73% or more	74%

Innovative Economy

Measures	Target	Achievement
Increase the proportion of the work force that is employed within Waitakere City. (42% in 1998/ 99) (48% in 1999/ 00) (47% in 2000/ 01) (43% in 2001/ 02)	50% in 2001 census	48% (NOTE: 51% aggregate over the three KPI phone surveys)

Green Network

Measures	Target	Achievement
Residents satisfied with environmental health services. (65% in 1998/ 99) (65% in 1999/ 00) (61% in 2000/ 01) (70% in 2001/ 02)	69% or more	51%
More residents using the Green Network in the last 12 months. (49% in 1998/ 99) (60% in 1999/00) (58% in 2000/ 01) (32% in 2001/ 02)	66% or more	53%
Maintain or increase the percentage of residents satisfied with the attractiveness and variety of gardens and shrubberies in parks and civic open space. (70% in 1998/ 99) (71% in 1999/ 00) (69% in 2000/ 01) (73% in 2001/ 02)	73% or more	66%

Zero Waste

Measures	Target	Achievement
Residents are satisfied with Council's solid waste management. (67% in 1998/ 99) (68% in 1999/ 00) (68% in 2000/ 01) (71% in 2001/ 02)	75% or more by 2005 80% or more by 2010	This is the overall measure. Not measured in 2002/ 03 Measure changed to "solid waste strategy" – to be measured in 03/04
Residents are satisfied with the weekly domestic refuse collection service. (81% in 1998/ 99) (82% in 1999/00) (83% in 2000/ 01) (80% in 2001/ 02)	85% or more	88%
Residents are satisfied with Council's dealing with litter. (52% in 1998/ 99) (57% in 1999/ 00) (62% in 2000/ 01) (62% in 2001/ 02)	65% or more	65%

Active Democracy

Measures	Target	Achievement
Residents believe that Council's services and assets are managed in a financially responsible manner. (44% in 1999/ 00) (44% in 2000/ 01) (51% in 2001/ 02)	48% or more	33%
Residents satisfied with Council services overall. (60% in 1998/ 99) (63% in 1999/ 00) (63% in 2000/ 01) (69% in 2001/ 02)	65% or more	n/a
Residents are satisfied with value for money from rates. (31% in 1998/ 99) (35% in 1999/ 00) (39% in 2000/ 01) (43% in 2001/ 02)	40% or more	31%

ROADING AND TRAFFIC

Comparisons with previous measures and those of *similar* wording are shown. Interpret the latter with caution.

	<u>1992</u>	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2002</u>	<u>2003</u>
<u>Rated "Good/ Very Good"</u>											
Maintenance of roads	54	52	58	58	54	56	53	56	56	58	54
Maintenance of footpaths	38	41	45	48
Maintenance of footpaths outside your home	49	45	47	54*	52*	60*	46 ²
Provision for bicycles	13	19	28	27
Provision for cycling	29	26	31	31	32	30	21
Pedestrian safety	40	45	49	50
Provision for pedestrians	47	51	55	54	53	55	51

.. *Not measured*

No measures in 2001 due to data corruption

* When based on residents who have a footpath outside their home, the performance ratings rise to 60% (1999), 57% (2000) and 68% (2002).

² May include residents who have no footpath. This is in line with measures taken in 1998 and before.
Service Development

PUBLIC SPACES

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<u>Rated "Good/ Very Good"</u>											
Variety of parks	70	73	72
Variety and location of parks	80	82	78	82	78	80	82	76
Maintenance of parks	75	76	76
Upkeep and appearance of parks in your area	74	73	68	75	72	71	76	70
Attractiveness and variety of gardens & shrubberies in parks and public open spaces	71	69	73	66
Quality of public spaces in Town Centres	59	61	57	63	66	57
Quality of public spaces in your neighbourhood	53	52	60	62	56
Cleanliness and maintenance of public spaces in town centres	59	61	59	55
Cleanliness and maintenance of public spaces in your neighbourhood	53	60	58	52

.. *Not measured*

ENVIRONMENT

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<u>Rated "Good/ Very Good"</u>											
Control of subdivisions in Waitakere foothills and ranges	54	52
Protection of native trees and vegetation in the Waitakere Ranges	70	72
Ensuring food hand hygiene regulations for food shops and restaurants, etc, are followed	54
Dog control	38*	44*	43*	44
Noise control	49
Control of industrial nuisances such as fumes and other pollution	51
Environmental health services overall	45	54	56	52	63	62	65	65	61	70	51

* worded as *Responsiveness to requests for service: dogs barking and wandering*

COMMUNITY

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<u>Rated "Good/ Very Good"</u>											
Library services for a wide range of needs	86	86	87	87	86	84	86	84	85	83	84
Leisure and recreational activities in the city (e.g. programmes and events)	75	80	80	84	81	81	85	81	82	84	73
Community houses, halls and community centres for public use	73	81	83	80	81	75	79	78	77	82	78

NOTE: Question wording for 2003 differs from previous years.

WATER

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<u>Rated "Good/ Very Good"</u>											
Water supply (e.g. drinkable and with suitable pressure)	87	72	86	92	87	84	85	81	87	85	82
Dealing with interruptions to water supply	81
Dealing with flooding (when it occurs)				59	64	66	67	71	75	69	61
Sewage system (i.e. reduction of environmental pollution and risk to public health)				81	87	83	83	84	86	87	72

NOTE: Question wording for 2003 differs from previous years.

WASTE AND REFUSE

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<u>Rated "Good/ Very Good"</u>											
Weekly rubbish collection service*	91	94	90	87	81	82	83	80	88
Removal of domestic rubbish, including weekly collection and inorganic collection	89	85
Recycling programme	90	91	89	89	88	78	82	81	81	81	87
Dealing with litter	40	46	45	52	57	62	62	65
Dealing with torn rubbish bags	33	38	38	40
Dealing with litter and torn rubbish bags	40	46	42
Dealing with graffiti	27	30	30	36	31	37	47	55	65	60	59

.. *Not measured*

NOTE: For ease of reference, items of similar wording are grouped in rows of the same shading

* The word "service" was added in 2000.

RESPONSIBLE COUNCIL

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<u>Rated "Good/ Very Good"</u>											
Value for money from rates spending	30	36	42	34	33	30	31	35	39	43	31
Council's services and assets being managed in a financially responsible manner	44	44	51	33
Council staff being approachable, polite and helpful to people dealing with Council	60	64
Council creating a feeling of pride in Waitakere City	66	64

GENERAL

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<u>Rated "Good/ Very Good"</u>											
Waitakere City as a place to live	78	82	85	79	85	80	82	83	85	86	86
Waitakere City as a place to work	64	73	77	69	71	68	67	73	73	72	71
Waitakere City as a place for play and recreation	75
.. <i>Not measured</i>											

INCIDENCE OF PERSONAL USE OF SERVICES

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<u>Used at least once a year</u>											
Your local neighbourhood park	74	75	77	81	75	76	75	79	80	78	75
A major park	55	56	58	66	66	57	52	59	62	61	56
Any park at all	82	81	80	82	84	82	79
Any of the Green Network Connections	49	60	58	52	53
The library nearest your home	68	68	71	74	71	73	69	71	69	72	72
Any other library in Waitakere City	35	40	39	44	42	44	40	40	35	41	42
Any library at all	75	75	70	73	70	74	74

The above may be interpreted as "Used in the last year"

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<u>Used at Least Once A Month</u>											
Your local neighbourhood park	41	42	42	48	44	44	45	45	48	50	41
A major park	23	24	24	26	25	23	25	23	28	24	21
Any park at all	50	49	53	53	45
Any of the Green Network	15	20	20	18	17
The library nearest your home	40	41	39	46	42	44	35	39	35	43	40
Any other library in Waitakere City	12	13	13	14	11	14	13	11	10	14	14
Any library at all	38	41	36	44	42