



Waitakere City Council

Te Taiao o Waitakere

Counter Services Survey

11th – 18th August 2008

Provided for

Waitakere City Council

Conducted by



Survey Title	Counter Services
Sponsor(s)	<ul style="list-style-type: none"> • Survey commissioned by Customer Services, Waitakere City Council
Main objective(s)	<ul style="list-style-type: none"> • To show the level of demand for each of four proposed service options: <ul style="list-style-type: none"> - On-line 24-hour web service - Open late Thursday - Open Saturday - Current opening hours • To gauge the current and projected demand for both simple transactions (e.g. paying rates, water rates, dog registrations, ordering a property bag) and complex transactions (e.g. lodging a resource or building consent application, code of compliance issues, licensing applications, rates rebates etc.)
Key finding/ result / outcome	<ul style="list-style-type: none"> • In terms of actual transactions, 59% are favoured current opening hours, 27% on-line, 11% opening on a Saturday, and 3% opening on a late night Thursday. Note that this is the most conservative estimate, as non-responders were not included • For new services, strongest preference by far is for on-line services • No single transaction type is clearly favoured for Saturday, which means that there would need to be a wide resource base to be as effective on Saturday as in current opening hours



Project Summary

Counter Services Survey Waitakere City Council

Project Dates

Monday 11th to Monday 18th August 2008

Questionnaire

As per questionnaire authorised by Waitakere City Council

Sample

Total of 214 Valid Responses
N=38 from unmanned counter-top system (11th – 18th August)
and n=176 from face to face interviews conducted on
Tuesday 12th to Friday 15th August (from 9 am – 5 pm)

Based on an estimate of 700 visitors this provides a margin or error of +/- 5.6% with a 95% confidence level

Methodology

Face-to-face interviews carried out via a touch screen tablet system utilising TouchPoll™ software
Respondents were handed the tablet and completed the interview at their own pace or were assisted with
completion by TouchPoll & Waitakere City Council interviewing staff.

Visitors could also complete the survey via the Counter-top system located within customer services.

Results & Analysis

This report contains key findings along with gross results.
Raw data provided separately via excel spreadsheet.

Miscellaneous

All information is said to be “from those surveyed”, and represents only the above-described sample.
TouchPoll, Inc. or its subsidiaries is not responsible for damages or liability as a direct or
indirect result of misinterpretation of data by the client.

Contact TouchPoll Auckland with questions regarding the survey project and/or results.

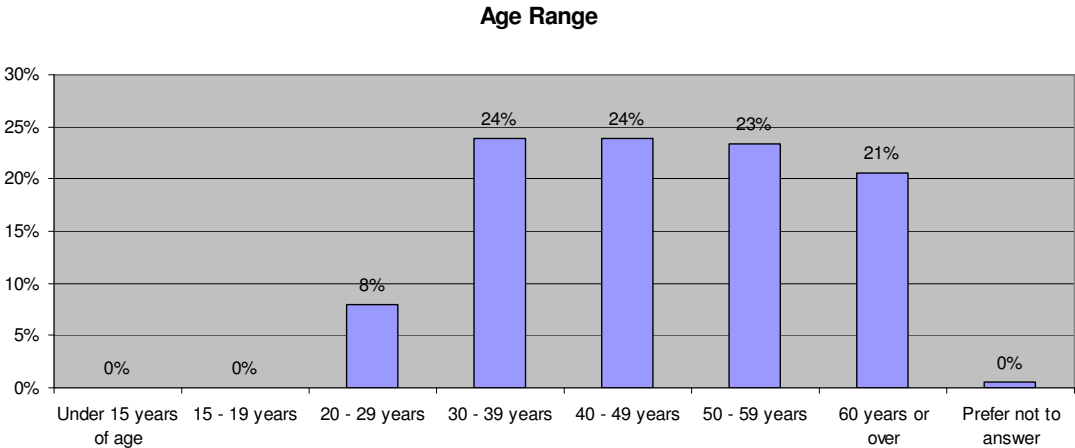
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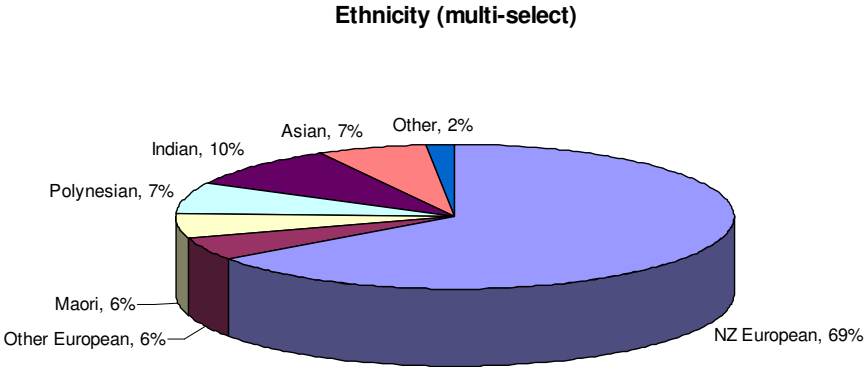
Key Findings

Demographics:

- As would be expected the majority of respondents completing the survey were from “Waitakere City” (87%, n=187) out of a total of 214 respondents.
- The survey captured attendee responses from across many suburbs throughout Waitakere City, with the majority from “Henderson” (26%), followed by “Titirangi” (9%) then “Glen Eden” (8%).
- Slightly more “females” completed the survey (52%) versus “males” (48%).
- There was a broad range of ages represented within this survey. Nearly all respondents completing the survey were aged between “30 years of age and 60 years or over” (92%).



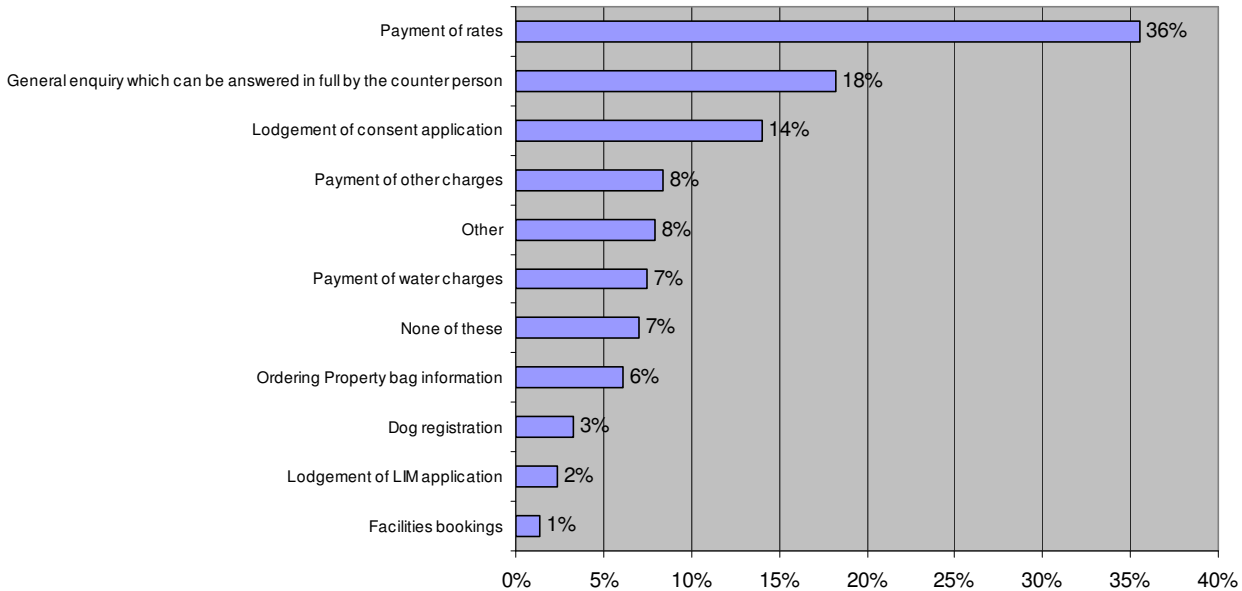
- A large proportion of respondents completing the survey (multi-select) were in “full time” employment (50%) followed by “Retired” (17%) & “Self employed” (17%) then “Part time” (9%).
- With regard to ethnicity, the majority of respondents completing the survey (multi-select) were “NZ European” (69%) followed by “Indian” (10%), then “Polynesian” (7%) and “Asian” (7%).



Services / Transactions:

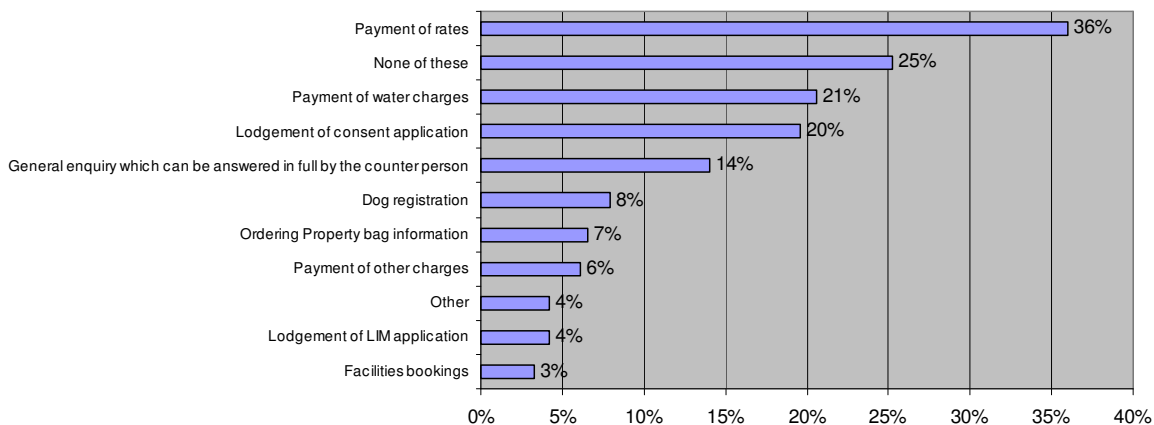
- The main services or transactions used by respondents, on the day the survey was completed (multi-select) was primarily for “payment of rates” (36%), followed by “general enquiry which can be answered in full by the counter person” (18%), followed by “lodgement of consent application” (14%)

Services or transactions used today.



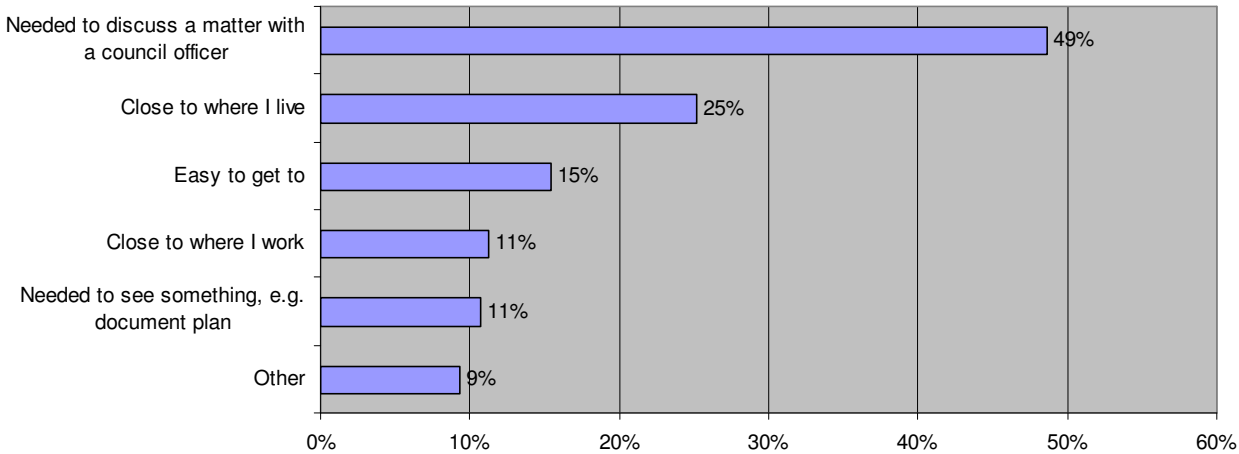
- In the past 12 months, services or transactions made at this centre (multi-select) were “payment of rates” (36%), followed by “none of these” (25%), then “payment of water charges” (21%) and “lodgement of consent application” (20%).

In the past 12 months, services or transactions you have made at this centre.



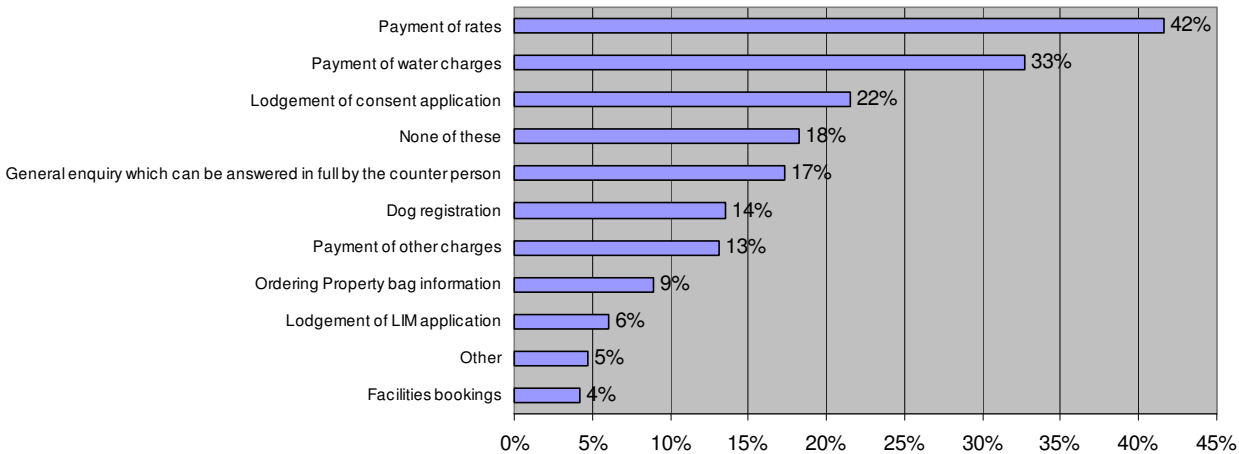
- The main reasons for coming in personally to this service centre (multi-select) selected they “needed to discuss a matter with a council officer” (49%), followed by “close to where I live” (25%) then “easy to get to” (15%).

Reasons for coming in personally to this services centre.



- Services that might be used in the next 12 months (multi-select) were again “payment of rates” (42%), followed by “payment of water charges” (33%) then “lodgement of consent application” (22%).

Services that might be used in the next 12 months.



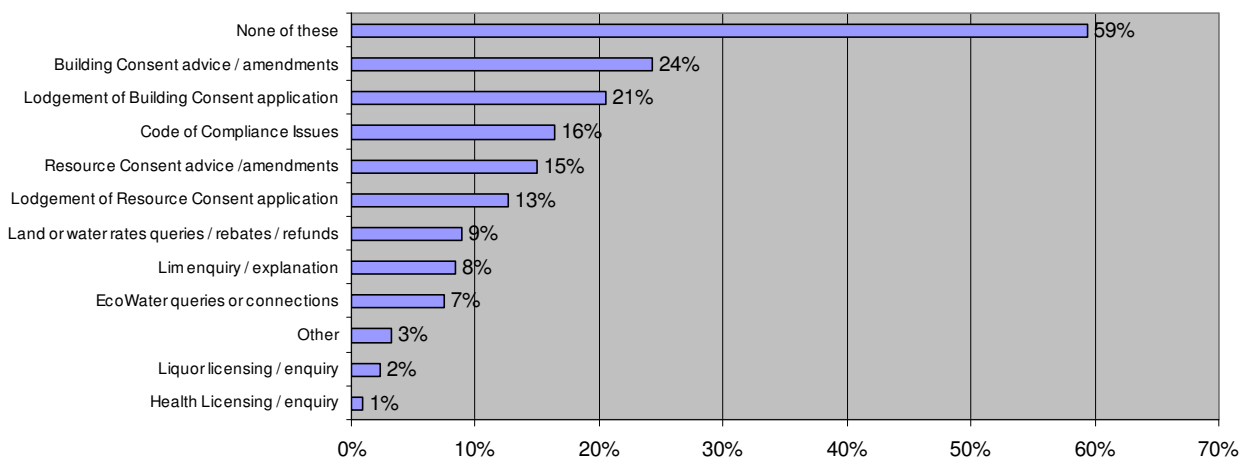
- Table 1 below shows preferred 'options most likely to be used'. "Current opening hours" was primarily favoured for most services required, followed by "On-line 24-hour web service". However, "On-line 24-hour web service" was favoured more for "facilities bookings" (n=5), "ordering property bag information" (n=9) and "lodgement of LIM application (n=6).

Table 1.

Option most likely to be used:

	Number of respondents	On-line 24-hour web service	Open late Thursday	Open Saturday	Current opening hours
Payment of rates	89	22%	2%	6%	70%
Payment of water charges	70	24%	3%	7%	66%
Dog Registration	29	34%			66%
Payment of other charges	28	39%	4%	18%	39%
General enquiry that can be answered in full by the counter person	36	25%	6%	19%	50%
Lodgement of consent application	46	26%	4%	15%	54%
Facilities bookings	9	56%		11%	33%
Lodgement of LIM application	13	46%	15%	15%	23%
Ordering property bag information	19	47%		5%	47%

- For further services that might be used in the next 12 months (multi-select), the majority selected "none of these" (59%), followed by "building consent advice / amendments" (24%) then "lodgement of consent application" (21%).

Services that might be used in the next 12 months

- Table 2 below shows preferred options ‘most likely’ to be used, with “current opening hours” generally reflecting the most favoured option overall, followed by “on-line 24-hour web service”.

Table 2

Option most likely to be used:

	Number of respondents	On-line 24-hour web service	Open late Thursday	Open Saturday	Current opening hours
Lodgement of Building Consent application	44	27%	2%	14%	57%
Lodgement of Resource Consent application	27	33%	4%	7%	56%
Building Consent advice / amendments	52	23%	4%	10%	63%
Resource Consent advice /amendments	32	22%	3%	16%	60%
EcoWater queries or connections	16	19%			81%
Liquor licensing / enquiry	5	60%		20%	20%
Health Licensing / enquiry	2	50%			50%
Land or water rates queries / rebates / refunds	19	21%	5%	5%	68%
Code of Compliance Issues	35	31%	3%	17%	49%
Lim enquiry / explanation	18	33%	6%	11%	50%

Library Services:

- Regarding library services for straight-forward transactions, 60% of respondents did **not** know “that you could pay these at Waitakere library services centres”. A further 40% were aware.
- 82% of respondents had **not** used a library service centre for “any of these transactions”, only 18% had.
- A further 42% selected they **would** “use these services in the future instead of coming here”, with 58% selecting they would **not** use a library service centre.

Results Summary

Gross Results Report

**Q1: Which of the following services or transactions did you make use of TODAY?
(Multi-Select)**

Answers	Responses	Respondent Percentage	Selection Percentage
Payment of rates	76	35.51%	31.80%
Payment of water charges	16	7.48%	6.69%
Dog registration	7	3.27%	2.93%
Payment of other charges	18	8.41%	7.53%
General enquiry which can be answered in full by the counter person	39	18.22%	16.32%
Lodgement of consent application	30	14.02%	12.55%
Facilities bookings	3	1.40%	1.26%
Lodgement of LIM application	5	2.34%	2.09%
Ordering Property bag information	13	6.07%	5.44%
None of these	15	7.01%	6.28%
Other (Go to Q2)	17	7.94%	7.11%
Valid Respondents: 214.0	Total Responses: 239	(May add up to more than 100%)	100.00%

**Q2: Which of the following complex transactions did you make use of TODAY?
(Multi-Select)**

Answers	Responses	Respondent Percentage	Selection Percentage
Lodgement of Building Consent application	1	5.88%	5.00%
Lodgement of Resource Consent application	0	.00%	.00%
Building Consent advice / amendments	4	23.53%	20.00%
Resource Consent advice /amendments	1	5.88%	5.00%
EcoWater queries or connections	2	11.76%	10.00%
Liquor licensing / enquiry	0	.00%	.00%
Health Licensing / enquiry	0	.00%	.00%
Land or water rates queries / rebates / refunds	0	.00%	.00%
Code of Compliance Issues	2	11.76%	10.00%
Lim enquiry / explanation	0	.00%	.00%
None of these	5	29.41%	25.00%
Other (Go to Q3)	5	29.41%	25.00%
Valid Respondents: 17.0	Total Responses: 20	(May add up to more than 100%)	100.00%

Q3: Please enter the transaction:

GETTING PAYMENT FOR LAND WHICH WCC HAS TAKEN. COMPENSATION.
TRAINING
BUILDING CONSENT
REFUND OF RATES PAYMENTS
REBATE

Q4: In the past 12 months, what services or transactions have you made at this Centre? (Multi-Select)

Answers	Responses	Respondent Percentage	Selection Percentage
Payment of rates	77	35.98%	24.37%
Payment of water charges	44	20.56%	13.92%
Dog registration	17	7.94%	5.38%
Payment of other charges	13	6.07%	4.11%
General enquiry which can be answered in full by the counter person	30	14.02%	9.49%
Lodgement of consent application	42	19.63%	13.29%
Facilities bookings	7	3.27%	2.22%
Lodgement of LIM application	9	4.21%	2.85%
Ordering Property bag information	14	6.54%	4.43%
None of these	54	25.23%	17.09%
Other	9	4.21%	2.85%
Valid Respondents: 214.0	Total Responses: 316	(May add up to more than 100%)	100.00%

Q5: In the past 12 months which complex transactions have you made. (Multi-Select)

Answers	Responses	Respondent Percentage	Selection Percentage
Lodgement of Building Consent application	2	22.22%	11.11%
Lodgement of Resource Consent application	2	22.22%	11.11%
Building Consent advice / amendments	2	22.22%	11.11%
Resource Consent advice /amendments	2	22.22%	11.11%
EcoWater queries or connections	1	11.11%	5.56%
Liquor licensing / enquiry	2	22.22%	11.11%
Health Licensing / enquiry	0	.00%	.00%
Land or water rates queries / rebates / refunds	2	22.22%	11.11%
Code of Compliance Issues	1	11.11%	5.56%
Lim enquiry / explanation	0	.00%	.00%
None of these	3	33.33%	16.67%
Other (Go to Q6)	1	11.11%	5.56%
Valid Respondents: 9.0	Total Responses: 18	(May add up to more than 100%)	100.00%

Q6: Please enter the transaction:

COLLECT KEYS TO VENUE

Q7: How many times have you visited this centre in the last 12 months?

Data	Frequency
0	5
1	55
10	4
11	1
12	5
2	39
20	4
3	17
30	2
365	1
39	1
4	29
40	3
5	9
50	4
6	21
7	6
8	3
9	2
96	1
Valid Respondents: 212	Total Responses: 212

Q8: Which of the following best describes your reasons for coming in personally to this service centre? (Multi-Select)

Answers	Responses	Respondent Percentage	Selection Percentage
Close to where I work	24	11.21%	9.30%
Close to where I live	54	25.23%	20.93%
Easy to get to	33	15.42%	12.79%
Needed to discuss a matter with a council officer	104	48.60%	40.31%
Needed to see something, e.g. document plan	23	10.75%	8.91%
Other (Go to Q9)	20	9.35%	7.75%
Valid Respondents: 214.0	Total Responses: 258	(May add up to more than 100%)	100.00%

Q9: Please enter the reason/s for coming in personally to this service centre:

CHALLENGING COSTS. NOT PREPARED TO PAY TWICE. INCORRECT BILLING
CHANGE OF NAME
COLLECT CONSENT
DEAF PERSON FINDS EASIER TO FACE AN OFFICER FACE TO FACE
DROP OFF CONSENTS
HANDY FOR PARKING
LIKE 2
LODGEMENTS
MAKE PMT
NEEDED 2 FILL OUT FORMS
NEEDING CONSENT
PAY FINE
PAY WEEKLY RATES
PAYING BILL FOR FATHER
PAYING RATES 4 PARENTS
PERSONAL VISIT
WAS OUT & ABOUT
WORK RELATED

**Q10: Which of the following services MIGHT YOU USE in the NEXT 12 MONTHS.
(Multi-Select)**

Answers	Responses	Respondent Percentage	Selection Percentage
Payment of rates (Go to Q11)	89	41.59%	22.88%
Payment of water charges (Go to Q12)	70	32.71%	17.99%
Dog registration (Go to Q13)	29	13.55%	7.46%
Payment of other charges (Go to Q14)	28	13.08%	7.20%
General enquiry which can be answered in full by the counter person (Go to Q15)	37	17.29%	9.51%
Lodgement of consent application (Go to Q16)	46	21.50%	11.83%
Facilities bookings (Go to Q17)	9	4.21%	2.31%
Lodgement of LIM application (Go to Q18)	13	6.07%	3.34%
Ordering Property bag information (Go to Q19)	19	8.88%	4.88%
None of these	39	18.22%	10.03%
Other (Go To Q20)	10	4.67%	2.57%
Valid Respondents: 214.0	Total Responses: 389	(May add up to more than 100%)	100.00%

**Q11: Which option are you MOST LIKELY TO USE for payment of rates?
Please select ONE option only.**

Answers	Responses	Selection Percentage
On-line 24-hour web service	20	22.47%
Open late Thursday	2	2.25%
Open Saturday	5	5.62%
Current opening hours	62	69.66%
Valid Respondents: 89.0	Total Responses: 89	100.00%

**Q12: Which option are you MOST LIKELY TO USE for payment of water charges?
Please select ONE option only.**

Answers	Responses	Selection Percentage
On-line 24-hour web service	17	24.29%
Open late Thursday	2	2.86%
Open Saturday	5	7.14%
Current opening hours	46	65.71%
Valid Respondents: 70.0	Total Responses: 70	100.00%

**Q13: Which option are you MOST LIKELY TO USE for dog registration?
Please select ONE option only.**

Answers	Responses	Selection Percentage
On-line 24-hour web service	10	34.48%
Open late Thursday	0	.00%
Open Saturday	0	.00%
Current opening hours	19	65.52%
Valid Respondents: 29.0	Total Responses: 29	100.00%

Q14: Which option are you MOST LIKELY TO USE for payment of other charges? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	11	39.29%
Open late Thursday	1	3.57%
Open Saturday	5	17.86%
Current opening hours	11	39.29%
Valid Respondents: 28.0	Total Responses: 28	100.00%

Q15: Which option are you MOST LIKELY TO USE for general enquiry which can be answered in full by the counter person? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	9	25.00%
Open late Thursday	2	5.56%
Open Saturday	7	19.44%
Current opening hours	18	50.00%
Valid Respondents: 36.0	Total Responses: 36	100.00%

Q16: Which option are you MOST LIKELY TO USE for lodgement of consent application? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	12	26.09%
Open late Thursday	2	4.35%
Open Saturday	7	15.22%
Current opening hours	25	54.35%
Valid Respondents: 46.0	Total Responses: 46	100.00%

Q17: Which option are you MOST LIKELY TO USE for facilities bookings? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	5	55.56%
Open late Thursday	0	.00%
Open Saturday	1	11.11%
Current opening hours	3	33.33%
Valid Respondents: 9.0	Total Responses: 9	100.00%

Q18: Which option are you MOST LIKELY TO USE for lodgement of LIM application? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	6	46.15%
Open late Thursday	2	15.38%
Open Saturday	2	15.38%
Current opening hours	3	23.08%
Valid Respondents: 13.0	Total Responses: 13	100.00%

Q19: Which option are you MOST LIKELY TO USE for ordering property bag information? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	9	47.37%
Open late Thursday	0	.00%
Open Saturday	1	5.26%
Current opening hours	9	47.37%
Valid Respondents: 19.0	Total Responses: 19	100.00%

Q20: Please explain other services that you MIGHT USE in the next 12 months:

COA
CODE OF COMPLIENCE
DOG REGO
NEED TO GET REBATE FORM FOR RATES CORRECT. FORM GETS MORE COMPLICATED EACH YEAR. NOT CHRONOLOGICAL
PUT IN COMPLANT
RATES
RELEASE OF DATA FROM RATES DATABASE
SOME GUIDANCE AND ADVICE ON BUSINESS RELATED ISSUES

Q21: Please select which of the following services that you MIGHT USE in the NEXT 12 MONTHS (Multi-select)

Answers	Responses	Respondent Percentage	Selection Percentage
Lodgement of Building Consent application (Go to Q22)	44	20.56%	11.46%
Lodgement of Resource Consent application (Go to Q23)	27	12.62%	7.03%
Building Consent advice / amendments (Go to Q24)	52	24.30%	13.54%
Resource Consent advice /amendments (Go to Q25)	32	14.95%	8.33%
EcoWater queries or connections (Go to Q26)	16	7.48%	4.17%
Liquor licensing / enquiry (Go to Q27)	5	2.34%	1.30%
Health Licensing / enquiry (Go to Q28)	2	.93%	.52%
Land or water rates queries / rebates / refunds (Go to Q29)	19	8.88%	4.95%
Code of Compliance Issues (Go to Q30)	35	16.36%	9.11%
Lim enquiry / explanation (Go to Q31)	18	8.41%	4.69%
None of these	127	59.35%	33.07%
Other (Go to Q32)	7	3.27%	1.82%
Valid Respondents: 214.0	Total Responses: 384	(May add up to more than 100%)	100.00%

Q22: Which option are you MOST LIKELY TO USE for lodgement of Building Consent application? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	12	27.27%
Open late Thursday	1	2.27%
Open Saturday	6	13.64%
Current opening hours	25	56.82%
Valid Respondents: 44.0	Total Responses: 44	100.00%

Q23: Which option are you MOST LIKELY TO USE for lodgement of Resource Consent application? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	9	33.33%
Open late Thursday	1	3.70%
Open Saturday	2	7.41%
Current opening hours	15	55.56%
Valid Respondents: 27.0	Total Responses: 27	100.00%

Q24: Which option are you MOST LIKELY TO USE for building consent advice / amendments? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	12	23.08%
Open late Thursday	2	3.85%
Open Saturday	5	9.62%
Current opening hours	33	63.46%
Valid Respondents: 52.0	Total Responses: 52	100.00%

Q25: Which option are you MOST LIKELY TO USE for resource consent advice / amendments? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	7	21.88%
Open late Thursday	1	3.12%
Open Saturday	5	15.62%
Current opening hours	19	59.38%
Valid Respondents: 32.0	Total Responses: 32	100.00%

Q26: Which option are you MOST LIKELY TO USE for EcoWater queries or connections? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	3	18.75%
Open late Thursday	0	.00%
Open Saturday	0	.00%
Current opening hours	13	81.25%
Valid Respondents: 16.0	Total Responses: 16	100.00%

Q27: Which option are you MOST LIKELY TO USE for liquor licensing / enquiry? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	3	60.00%
Open late Thursday	0	.00%
Open Saturday	1	20.00%
Current opening hours	1	20.00%
Valid Respondents: 5.0	Total Responses: 5	100.00%

Q28: Which option are you MOST LIKELY TO USE for health licensing / enquiry? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	1	50.00%
Open late Thursday	0	.00%
Open Saturday	1	50.00%
Current opening hours	0	.00%
Valid Respondents: 2.0	Total Responses: 2	100.00%

Q29: Which option are you MOST LIKELY TO USE for land or water rates queries / rebates / refunds? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	4	21.05%
Open late Thursday	1	5.26%
Open Saturday	1	5.26%
Current opening hours	13	68.42%
Valid Respondents: 19.0	Total Responses: 19	100.00%

Q30: Which option are you MOST LIKELY TO USE for Code of Compliance issues? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	11	31.43%
Open late Thursday	1	2.86%
Open Saturday	6	17.14%
Current opening hours	17	48.57%
Valid Respondents: 35.0	Total Responses: 35	100.00%

31: Which option are you MOST LIKELY TO USE for Lim enquiry / explanation? Please select ONE option only.

Answers	Responses	Selection Percentage
On-line 24-hour web service	6	33.33%
Open late Thursday	1	5.56%
Open Saturday	2	11.11%
Current opening hours	9	50.00%
Valid Respondents: 18.0	Total Responses: 18	100.00%

Q32: Please explain other services that you MIGHT USE in the next 12 months.

C BOB
ECO BUILDING ADVISOR, WATER TANKS ADVICE
FIRE REGULATIONS AND FLOODING IN STREET. COMMUNITY ADVICE AND WHERE OUR RIGHTS BEGIN AND END
NOT SURE

Q33: Our libraries provide services for straight-forward transactions like those listed below. Did you know that you could pay these at Waitakere library service centres?

Answers	Responses	Selection Percentage
Yes	86	40.19%
No	128	59.81%
Valid Respondents: 214.0	Total Responses: 214	100.00%

Q34: Have you ever used a library service centre for any of these transactions?

Answers	Responses	Selection Percentage
Yes	39	18.22%
No	175	81.78%
Valid Respondents: 214.0	Total Responses: 214	100.00%

Q35: Would you use these services in the future instead of coming here?

Answers	Responses	Selection Percentage
Yes	74	42.29%
No	101	57.71%
Valid Respondents: 175.0	Total Responses: 175	100.00%

Q36: Do you have any additional comments regarding your visit today?

Answers	Responses	Selection Percentage
Yes (Go to Q36)	14	6.54%
No	200	93.46%
Valid Respondents: 214.0	Total Responses: 214	100.00%

Q37: Please enter your comments:

EXCELLENT CUSTOMER SERVICE
LIBRARY WOULD BE CONVENIENT FOR ME. DID NOT KNOW.
MORE MORE INFO AT PRE LOGEMENT MEETINGS 2 SPEED UP CONSENT APPROVALS
NO QUEUE
OFFICE EASY TO ACCESS, NEXT TO WESTCITY & STATION
PARKING CRAP. SLOW SERVICE. PLACE AMAZE
SINCE WE HAD OUR EXTRA TOILET INSTALLED YEARS AGO ILLIGALY
STAFF VERY FRIENDLY AND HELPFUL X 2
ALWAYS SMILING AND MAKES ME FEEL GREAT
VERY HAPPY WITH SERVICE AT CUSTOMER SERVICES.
VERY HELPFUL / VERY OBLIGING / FANTASTIC X 2
VERY NICE PEOPLE, RESPECTFUL AND HELPFUL;; THEY DO VERY GOOD JOB

Q38: And finally, just a few questions about you. Please enter your GENDER:

Answers	Responses	Selection Percentage
Male	103	48.13%
Female	111	51.87%
Valid Respondents: 214.0	Total Responses: 214	100.00%

Q39: Which ethnicity do you belong to? (Multi-Select)

Answers	Responses	Respondent Percentage	Selection Percentage
NZ European	147	68.69%	65.04%
Other European	12	5.61%	5.31%
Maori	12	5.61%	5.31%
Polynesian	16	7.48%	7.08%
Indian	21	9.81%	9.29%
Asian	14	6.54%	6.19%
Other	4	1.87%	1.77%
Valid Respondents: 214.0	Total Responses: 226	(May add up to more than 100%)	100.00%

Q40: Do you live in the Waitakere City area?

Answers	Responses	Selection Percentage
Yes (Go to Q41)	187	87.38%
No	27	12.62%
Valid Respondents: 214.0	Total Responses: 214	100.00%

Q41: Please select the letter for the area within Waitakere that you live in or closest to. (e.g. H for Henderson)

Answers	Responses	Selection Percentage
A – N (Go to Q42)	102	54.55%
O – Z (Go to Q43)	85	45.45%
Valid Respondents: 187.0	Total Responses: 187	100.00%

Q42: Which area or SUBURB of Waitakere do you live in or closest to?

Answers	Responses	Selection Percentage
Cornwallis	0	.00%
French Bay	0	.00%
Glen Eden	15	14.71%
Glendene	5	4.90%
Green Bay	4	3.92%
Henderson	48	47.06%
Herald Island	0	.00%
Hobsonville	4	3.92%
Huia	1	.98%
Karekare	0	.00%
Kelston	5	4.90%
Laingholm	3	2.94%
Massey	13	12.75%
New Lynn	4	3.92%
Valid Respondents: 102.0	Total Responses: 102	100.00%

Q43: Which area or SUBURB of Waitakere do you live in or closest to?

Answers	Responses	Selection Percentage
Oratia	3	3.61%
Parau	0	.00%
Piha	3	3.61%
Ranui	5	6.02%
Royal Heights	2	2.41%
Sunnyvale	7	8.43%
Swanson	9	10.84%
Te Atatu Peninsula	12	14.46%
Te Atatu South	13	15.66%
Titirangi	16	19.28%
Waiatarua	1	1.20%
Waitakere	3	3.61%
West Harbour	9	10.84%
Whenuapai	0	.00%
Valid Respondents: 83.0	Total Responses: 83	100.00%

Q44: Please select your AGE GROUP:

Answers	Responses	Selection Percentage
Under 15 years of age	0	.00%
15 - 19 years	0	.00%
20 - 29 years	17	7.94%
30 - 39 years	51	23.83%
40 - 49 years	51	23.83%
50 - 59 years	50	23.36%
60 years or over	44	20.56%
Prefer not to answer	1	.47%
Valid Respondents: 214.0	Total Responses: 214	100.00%

Q45: What is your primary employment status? (Multi-Select)

Answers	Responses	Respondent Percentage	Selection Percentage
Full time	106	49.53%	47.11%
Self employed	36	16.82%	16.00%
Part time	20	9.35%	8.89%
Student	5	2.34%	2.22%
Retired	36	16.82%	16.00%
Unemployed	4	1.87%	1.78%
Parenting	17	7.94%	7.56%
Casual	1	.47%	.44%
Valid Respondents: 214.0	Total Responses: 225	(May add up to more than 100%)	100.00%

Finalised Survey

Council Counter Services Survey

The council is introducing some new on-line services and is also considering extending its hours of service here at Customer Services and values your opinion.

This survey is anonymous – your name is not recorded.

1. Which of the following services or transactions did you make use of TODAY? Please select as many as applies.

	This visit
<i>Straight-forward transactions</i>	
1. Payment of rates	1 <input type="checkbox"/>
2. Payment of water charges	<input type="checkbox"/>
3. Dog Registration	<input type="checkbox"/>
4. Payment of other charges	<input type="checkbox"/>
5. General enquiry which can be answered in full by the counter person	<input type="checkbox"/>
6. Lodgement of consent application	<input type="checkbox"/>
7. Facilities bookings	<input type="checkbox"/>
8. Lodgement of LIM application	<input type="checkbox"/>
9. Ordering Property bag information	<input type="checkbox"/>
10. None of these	<input type="checkbox"/>
11. Other (Go to Q2) [logic branch to complex transactions]	<input type="checkbox"/>
<i>2. Complex transactions</i>	
1. Lodgement of Building Consent application	1 <input type="checkbox"/>
2. Lodgement of Resource Consent application	<input type="checkbox"/>
3. Building consent advice/ amendments	<input type="checkbox"/>
4. Resource Consent advice/ amendments	<input type="checkbox"/>
5. EcoWater queries or connections	<input type="checkbox"/>
6. Liquor Licensing/ enquiry	<input type="checkbox"/>
7. Health Licensing/ enquiry	<input type="checkbox"/>
8. Land or water rates queries/ rebates/ refunds	<input type="checkbox"/>
9. Code of Compliance Issues	<input type="checkbox"/>
10. Lim enquiry/ explanation	<input type="checkbox"/>
11. None of these	<input type="checkbox"/>
12. Other: (Go to Q3)	<input type="checkbox"/>

3. Please enter the transaction: Then press 'Continue'

Verbatim keyboard

4) In the past 12 months, what services or transactions have you made at this Centre? Please select each used.

	<u>Previous visits</u>
<i>Straight-forward transactions</i>	2
1. Payment of rates	<input type="checkbox"/>
2. Payment of water charges	<input type="checkbox"/>
3. Dog Registration	<input type="checkbox"/>
4. Payment of other charges	<input type="checkbox"/>
5. General enquiry which can be answered in full by the counter person	<input type="checkbox"/>
6. Lodgement of consent application	<input type="checkbox"/>
7. Facilities bookings	<input type="checkbox"/>
8. Lodgement of LIM application	<input type="checkbox"/>
9. Ordering Property bag information	<input type="checkbox"/>
10. None of these / first visit	<input type="checkbox"/>
11. Other (Go to Q5) [logic branch to complex transactions]	<input type="checkbox"/>
	2

5. Complex transactions

1. Lodgement of Building Consent application	<input type="checkbox"/>
2. Lodgement of Resource Consent application	<input type="checkbox"/>
3. Building consent advice/ amendments	<input type="checkbox"/>
4. Resource Consent advice/ amendments	<input type="checkbox"/>
5. EcoWater queries or connections	<input type="checkbox"/>
6. Liquor Licensing/ enquiry	<input type="checkbox"/>
7. Health Licensing/ enquiry	<input type="checkbox"/>
8. Land or water rates queries/ rebates/ refunds	<input type="checkbox"/>
9. Code of Compliance Issues	<input type="checkbox"/>
10. Lim enquiry/ explanation	<input type="checkbox"/>
11. None of these	<input type="checkbox"/>
12. Other: (Go to Q6)	

6. Please enter the transaction: Then press 'Continue'

Verbatim keyboard

7. How many times have you visited this centre in the last 12 months? Enter here [Write in:]

Numeric keypad

8. Which of the following best describes your reasons for coming in personally to this service centre? Enter as many as apply.

1. Close to where I work..... ₁
2. Close to where I live..... ₂
3. Easy to get to ₃
4. Needed to discuss a matter with a council officer ₄
5. Needed to see something, e.g. document, plan ₅
6. Other (Go to Q9)

9. Please enter the reason/s for coming in personally to this service centre then press 'Continue'

Verbatim keyboard

10. Please select which of the following services that you MIGHT USE in the NEXT 12 MONTHS, (Select all that apply then press 'Continue')

1. Payment of rates (Go to 11)
2. Payment of water charges (Go to Q12)
3. Dog Registration (Go to Q13)
4. Payment of other charges (Go to Q14)
5. General enquiry which can be answered in full by the counter person (Go to Q15)
6. Lodgement of consent application (Go to Q16)
7. Facilities bookings (Go to Q17)
8. Lodgement of LIM application (Go to Q18)
9. Ordering Property bag information (Go to Q19)
10. None of these
11. Other (Go to Q20)

For the following, please indicate which of the options you would MOST LIKELY USE (Please select ONE option only)

Straight-forward transactions

	Online 24- hour web service	Open late Thursday	Open Saturday	Current opening hours
	1	2	3	4
11. Payment of rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Payment of water charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Dog Registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Payment of other charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. General enquiry or enquiry which can be answered in full by the counter person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Lodgement of consent application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Facilities bookings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Lodgement of LIM application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Ordering Property bag information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Please explain other services that you MIGHT USE in the next 12 months – then press 'Continue';

Verbatim keyboard

21. Please select which of the following services that you MIGHT USE in the NEXT 12 MONTHS,

(Select all that apply then press 'Continue')

1. Lodgement of Building Consent application (Go to Q22)
2. Lodgement of Resource Consent application (Go to Q23)
3. Building consent advice/ amendments (Go to Q24)
4. Resource Consent advice/ amendments (Go to Q25)
5. EcoWater queries or connections (Go to Q26)
6. Liquor Licensing/ enquiry (Go to Q27)
7. Health Licensing/ enquiry (Go to Q28)
8. Land or water rates queries/ rebates/ refunds (Go to Q29)
9. Code of Compliance Issues (Go to Q30)
10. Lim enquiry/ explanation (Go to Q31)
11. None of these
12. Other (Go to Q32)

Complex transactions

	Online 24-hour web service	Open late Thursday	Open Saturday	Current opening hours
22. Lodgement of Building Consent application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Lodgement of Resource Consent application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Building consent advice/ amendments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Resource Consent advice/ amendments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. EcoWater queries or connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Liquor Licensing/ enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Health Licensing/ enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Land or water rates queries/ rebates/ refunds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Code of Compliance Issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Lim enquiry/ explanation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

32. Please explain other services that you MIGHT USE in the next 12 months – then press ‘Continue;
Verbatim keyboard

33. Our libraries provide services for straight-forward transactions like those listed below:

Payment of rates

Payment of water charges

Dog Registration

Payment of other charges

General enquiry or enquiry which can be answered in full by the counter person

Lodgement of consent application

Facilities bookings

Lodgement of LIM application

Ordering Property bag information

Did you know that you could pay the above at Waitakere library service centres?

Yes..... ₁ No ₂

34. Have you ever used a library service centre for any of these transactions?

Yes..... ₁ No (Go to Q35) ₂

35. (If NO): Would you use these services in the future instead of coming here?

Yes..... ₁ No ₂

36. Do you have any additional comments regarding your visit today?

a. Yes (Go to Q37)

b. No

37. Please enter your comment – then press ‘Continue’

38. And finally just a few questions about you. Please select your GENDER:

1. Female

2. Male

- 39. Which ethnicity do you belong to? (Select all that apply, then press 'Continue')**
1. NZ European
 2. Other European
 3. Maori
 4. Polynesian
 5. Indian
 6. Asian
 7. Other
- 40. Do you live in Waitakere City area?**
1. Yes (Go to Q41)
 2. No
- 41. Please select the letter for the area within Waitakere that you live in or closest to?
(e.g. H for Henderson)**
1. A – N (Go to Q42)
 2. O – Z (Go to Q43)
 3. Don't know
- 42. Which area or SUBURB of Waitakere do you live in or closest to?**
1. Cornwallis
 2. French Bay
 3. Glen Eden
 4. Glendene
 5. Green Bay
 6. Henderson
 7. Herald Island
 8. Hobsonville
 9. Huia
 10. Karekare
 11. Kelston
 12. Laingholm
 13. Massey
 14. New Lynn
- 43. Which area or SUBURB of Waitakere do you live in or closest to?**
1. Oratia
 2. Parau
 3. Piha
 4. Ranui
 5. Royal Heights
 6. Sunnyvale
 7. Swanson
 8. Te Atatu Peninsula
 9. Te Atatu South
 10. Titirangi
 11. Waiatarua
 12. Waitakere
 13. West Harbour
 14. Whenuapai

44. Please select your AGE GROUP:

1. Under 15 years of age
2. 15 – 19 years
3. 20 – 29 years
4. 30 – 39 years
5. 40 – 49 years
6. 50 – 59 years
7. 60 years or over
8. Prefer not to answer

45. What is your primary employment status? Select all that apply, then press ‘Continue’

1. Full time
2. Self employed
3. Part time
4. Student
5. Retired
6. Unemployed
7. Parenting
8. Casual

Thank you for completing this survey.