

STAFF REPORT

TO: Communications Subcommittee
FROM: Strategic Development Manager
REFERENCE: C797
SUBJECT: **RFN10-08-11 - 2010 Communitrak Survey Results**

PURPOSE

To advise the Subcommittee that this Survey has been carried out, that the results will be tabled at this Subcommittee meeting, and then be reported to full Council in September. The report will be put on Council's website for the public to access.

BACKGROUND

Since 1996 Council has commissioned a survey of residents' views on a range of services delivered by the Council every three years. This survey is now done annually, and is undertaken by the National Research Bureau (NRB).

A total of 400 residents were surveyed, and was undertaken by residents over 18 years of age, with interviews conducted spread across the five wards and across various age brackets to ensure a representative sample. The survey was conducted by telephone during the period 11 to 20 June 2010.

Council expects the full report on 16 August 2010. If this report is received prior to this meeting, copies will be tabled.

DISCUSSION

The results cover satisfaction with Council services. They also provide data on where people find out information about the Council, which will be of interest to the Subcommittee.

The information on levels of satisfaction with Council services will be compared to the Peer Group (similar local authorities) and the national average of all local authorities. The results are also compared across the wards.

The information contained in the survey will be useful for Councillors when considering the levels of service (i.e. what the Council will provide) for the public through the Annual Plan.

SIGNIFICANCE

The matters covered in this report and the Communitrak Survey report are not significant in terms of Council's Policy on Significance.

RECOMMENDATIONS

That the Tasman District Council receives the report on the 2010 Communitrak Survey Results XXXXXX and the tabled 2010 Communitrak Survey Report, noting that it will be reported to Full Council in September 2010.

Susan Edwards
Strategic Development Manager