

Waiheke Community Survey

Results from a 2018 survey of Waiheke residents

Jesse Allpress
Penelope Tuatagaloa

July 2018

Technical Report 2018/014





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Executive summary

In late 2017, a three-year Auckland Council pilot project was established to trial ways of giving the Waiheke Local Board – and by extension, the Waiheke community – greater influence over the decisions that affect life on the island.

As part of the pilot project, an online survey was undertaken among Waiheke Island residents in April 2018. The survey was designed to identify the main issues that residents are concerned about, and to explore how well they feel the Waiheke Local Board, Auckland Council and Auckland Transport (AT) are addressing these issues. Letters were sent to 4734 households on Waiheke, outlining the purpose of the survey, and inviting people to go online and fill it out. A total of 477 people completed the survey.

Many thoughtful answers were provided by respondents. The survey revealed a number of community concerns for Auckland Council, Auckland Transport (AT) and the local board to focus on as the pilot progresses.

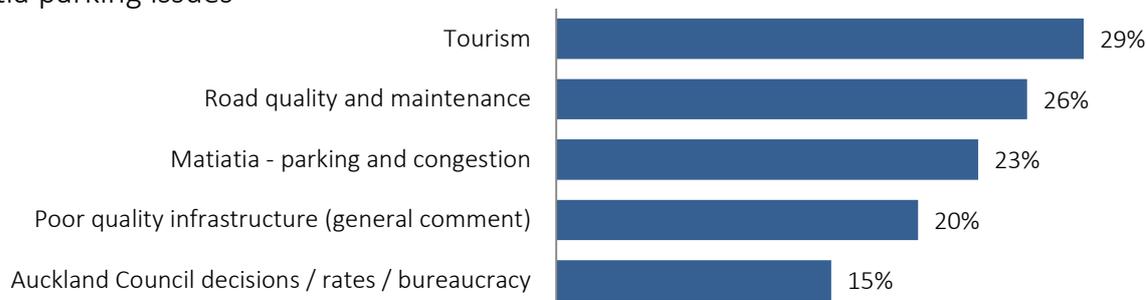
These survey results form a baseline, against which progress over the next three years will be evaluated.

Issues currently affecting the island

Respondents were first asked to describe what they thought 'the biggest issue was currently facing Waiheke Island'. A range of complex and often inter-connected issues were identified. The five most commonly mentioned issues are shown in the figure below, and are described briefly below.

Top five issues affecting the island

Respondents were most concerned about tourism, infrastructure and Matiatia parking issues



Tourism

Tourism was the most commonly identified issue (29% of respondents mentioned this). Many recognised the benefits of tourism, but they also highlighted the negative impacts of high visitor numbers on the island's infrastructure, environment and way of life. Two quotes that represent this theme are shown below:

Strain on infrastructure, resources and environment caused by explosion of tourists/visitors in summer.

Infrastructure, roads, stormwater, sewerage etc. inadequate for rising visitor numbers.

Roads – quality and safety

More than a quarter of respondents (26%) reported dissatisfaction with the quality of the roads on the island. Most focused on the poor condition of roads and a perception that roads are not well maintained. Opposition to large tourist buses operating on the island was also expressed.

Roads full of potholes with little or no regular maintenance; open stormwater drains on side of roads, full of grass and debris which aren't cleaned out.

Road-related safety concerns were also mentioned, particularly for children, pedestrians, and cyclists:

Narrow roads in poor condition, no footpaths on roads used by buses, trucks etc., very dangerous for walking with children and dogs.

Matiatia – parking and congestion

There was concern at the lack of parking at Matiatia. Almost a quarter (23%) felt that parking (and general congestion) at Matiatia was the biggest issue facing the island. Disability parking issues were also mentioned by a smaller number of respondents.

Not enough parking when you want to catch a ferry: it is a long drawn-out frustrating problem.

Poor quality infrastructure

In addition to comments about transport infrastructure and tourism pressures described above, one in five respondents (20%) highlighted other infrastructure-related concerns. Many of their comments were general, and highlighted the inadequacy of current infrastructure to meet the growth in demand from increases in resident and visitor populations.

Insufficient infrastructure to accommodate growth in permanent resident numbers and temporary visitors.

A general lack of infrastructure (e.g. water, sewerage, waste treatment plant/s, decent roading, jetties, launching ramps, marinas and parking facilities etc.).

Auckland Council decisions / rates / bureaucracy

Fifteen per cent of respondents focused on Auckland Council. Some referred to the council organisation and others to the governing body – i.e. The Mayor and/or councillors. These responses included a perception that the organisation is too bureaucratic, does not understand or care about the island's needs, and is difficult to deal with.

We are dependent on Auckland Council, which doesn't have our island interest at their heart. Not only that the council have not the understanding nor the proper perspective on the issues we have as a rather small semi-isolated island community (e.g. environmental issues, waste control, pest control, parking, road use, transportation etc.). In our case big is not good!

Other issues

A large number of other issues were identified by respondents, including development, housing, Waiheke's unique character, transport, and environmental concerns. These are discussed further in the body of the report.

Influence and effectiveness of the local board, Auckland Council and AT

Respondents were then asked to rate (on a seven point scale) how much influence they thought the Waiheke Local Board, Auckland Council, and AT has over the issue(s) they had identified, respectively. Almost one half (49%) felt that the local board had 'low or no influence' over the issue(s) they identified (e.g. rated it 1 or 2). In contrast, significantly greater proportions felt that Auckland Council (64%) and AT (66%) had 'high influence' over the issues affecting the island (e.g. rated them 6 or 7).

A further question asked respondents to rate how effective (on a seven point scale) they thought the Waiheke Local Board, Auckland Council, and AT were in addressing the issue(s) they had identified. A relatively high percentage of respondents rated Waiheke Local Board (56%), Auckland Council (66%) and AT (71%) as displaying 'low or no effectiveness'.

Those who rated the effectiveness of the local board, Auckland Council or AT as 'neutral' or 'ineffective' were asked to describe why they thought that. Their main reasons are described below.

Perceived local board ineffectiveness

Respondents' reasons for rating the Waiheke Local Board as ineffective in addressing the issue(s) they had outlined focused primarily on perceptions that the board had a lack of power, had demonstrated a general lack of progress and a feeling that the board has made poor decisions.

Perceived Auckland Council ineffectiveness

Reasons provided for Auckland Council ineffectiveness focused primarily on a perception that council does not care about or is not interested in dealing with the issue(s) identified, does not appreciate the unique needs of Waiheke, has made insufficient progress and has failed to provide or maintain necessary infrastructure.

Perceived AT ineffectiveness

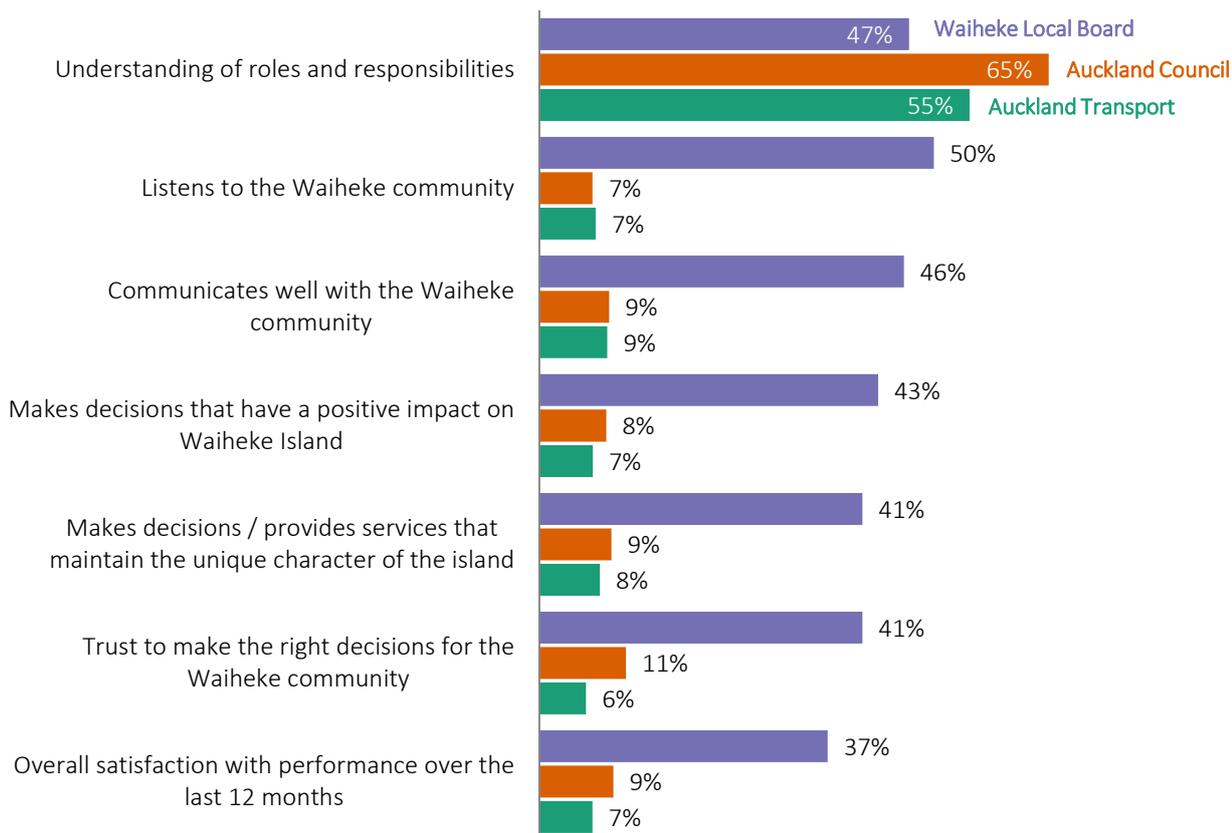
Reasons for AT ineffectiveness focused primarily on a perception that AT is not interested in addressing the issue or does not see it as a problem; has made insufficient progress, often over many years; and a perception that AT has enabled Fullers' market dominance and use of double decker buses on the island despite opposition from residents.

General attitudes toward the local board, Auckland Council and AT

Respondents were asked whether they agreed or disagreed, on a seven point scale, with a number of statements about the local board, Auckland Council and AT. The overall results are shown in the following figure, and described briefly below.

Attitudes toward the local board, Auckland Council and AT

Per cent agreement with a range of statements



Per cent agreement is calculated as 5, 6 or 7 on a 7-point scale

Perceptions of the local board

Around half agreed (e.g. scored 5, 6 or 7) that they understood what the local board’s roles and responsibilities are (47%), that the board listens to the Waiheke community (50%), and that the local board communicates well with the Waiheke community (46%). Forty-three per cent felt that the local board makes decisions that have a positive impact on the island.

Fewer survey respondents agreed that they trust the local board to make the right decisions for the community (41%), and that the local board makes decisions that maintain the unique character of the island (41%).

Over a third (37%) agreed that they were satisfied with the local board’s performance over the last 12 months.

Perceptions of Auckland Council and AT

As the chart above shows, results for Auckland Council and AT were different than for the local board.

While larger proportions agreed that they understood the roles and responsibilities of both organisations (65% and 55%, respectively), compared to results for the local board, agreement with all other statements was considerably lower.

Local board power

Two thirds (66%) of respondents reported that they think the local board currently does not have the right amount of power.

The majority of those (92%) provided a follow-up response that they felt the board should have more power, while a small percentage felt the board currently has too much power.

Areas for improvement

The survey provides a number of areas for Auckland Council, AT and the Waiheke Local Board to focus on as they trial new ways of giving the local board more power over the decisions that matter to the Waiheke community.

The survey shows clearly what issues the community are concerned about, and provides a number of suggestions for how each party can improve their performance in the eyes of the community.

The survey will be repeated to track progress over the three-year period of the pilot.

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1.0 Background

In September 2017 Auckland Council initiated a three-year pilot project aimed at trialling ways of increasing the decision-making power and influence of the Waiheke Local Board.¹ This emerged from a recognition by Auckland Council of frustrations experienced by the local board, and the Waiheke community, in relation to their ability to exercise meaningful influence over decisions that impact on the island's natural environment, community and economy, and a desire to enable meaningful change.

The pilot is designed to trial greater devolvement of decision-making to the local board, and to test ways of addressing a number of long-standing issues. A number of issues will be focused on, such as improving the functionality of the infrastructure and services based at Matiatia, and responding to tourism and development pressures.

The pilot is being evaluated by Auckland Council's Research and Evaluation Unit (RIMU), in order to track impacts over time, to document what is working well, and to identify areas for improvement.

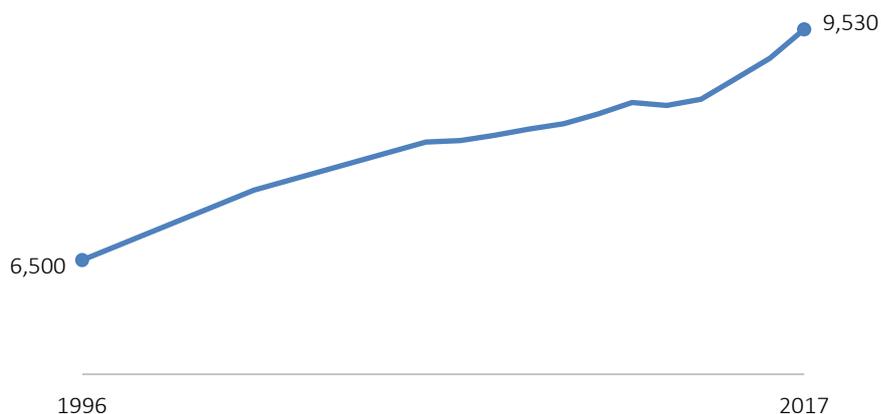
The evaluation findings will feed into decisions about whether the approach should be continued or expanded at the end of the three years.

1.1 Waiheke Island

Waiheke Island is the most populated and second largest island in Auckland's Hauraki Gulf. It is located 21.5 km from the Downtown Ferry Terminal in central Auckland, and accessible in 35 minutes via ferry.

Figure 1. Waiheke Island population

47% increase in population between 1996 and 2017



¹ For minutes relating to the establishment of the Waiheke Pilot, see Governing Body minutes 28 September 2017 p.11: http://infocouncil.aucklandcouncil.govt.nz/Open/2017/09/GB_20170928_MIN_7818.PDF

Waiheke Island has experienced significant population growth in recent decades. At June 2017, the current residential population on the island was estimated at 9530, an increase of 47 per cent from 1996 (see Figure 1).²

Many of the permanent residents have strong social and economic ties with the rest of Auckland, with more than a quarter of employed Waiheke residents (28% in the 2013 Census) commuting regularly via ferry off the island for work. Matiatia ferry terminal, on the western end of the island, is the main transport gateway for travel to and from the island. Increasing use of this gateway by residents, bus services, taxis, tour operators, and businesses has resulted in parking and space pressures.

The local economy is based around wine and olive oil production, as well as a thriving hospitality industry, and there is a reliance by local businesses on seasonal workers during peak periods.

1.1.1 A popular tourist destination

In addition to an increasing permanent residential population, Waiheke Island has experienced significant growth in visitor numbers in recent years. The island functions as a popular holiday destination, and received an estimated 1.3 million unique visitors in 2016/2017³, up 18 per cent from 1.1 million visitors in 2015/2016.⁴ Attractions include coastal scenery, beaches, vineyards, water sports, walking tracks, and events.

Many people have holiday homes on the island that they use regularly and / or rent out to temporary guests via online platforms such as Airbnb and Bookabach. A recent analysis of Airbnb activity in Auckland estimated that 16 per cent of the island's rental stock (3% of all dwellings on Waiheke) was available for rent on Airbnb 'full time'.⁵ The number of units available for rent temporarily during the peak summer period is likely to be higher.

Increasing visitor numbers and population growth has created a range of environmental and infrastructure pressures on the island, including water pollution, litter and pressures on public toilet infrastructure. A lack of a residential reticulated wastewater system means local waterways are vulnerable to pollution from poorly maintained and stressed septic systems. For example, Little Oneroa Lagoon has a long-term no-swim warning in effect due to poor water quality.

² This level of population growth is similar to Auckland as a whole, which increased 49 per cent in the same time period 1996 to 2017.

³ A unique visitor is where an identified visitor is seen in the area of interest during the period of interest but counted only once, unless that person has left and returned again to the area (ATEED 2018).

⁴ It is estimated that 60 per cent of the visitors to Waiheke in 2016/17 were Auckland residents, 10 per cent other domestic visitors and 30 per cent international visitors (ATEED 2018).

⁵ Tuatagaloa, P and Osborne, B (2018). *Airbnb and housing in Auckland*. Auckland Council technical report, TR2018/001. Available at <http://www.knowledgeauckland.org.nz/assets/publications/TR2018-001-Airbnb-and-housing-in-Auckland.pdf>

1.2 Survey method

This report presents a snapshot of community sentiment at the start of the pilot. It provides an overview of issues that the pilot project can focus on, and is a baseline that will be used to track changes over time.

On 9 April 2018, a letter was sent to 4734 Waiheke residential addresses inviting occupants to complete a 15 minute online survey. It was co-authored by the chairs of the local board⁶ and Auckland Council's Governance Director.

The survey focused on what respondents thought the biggest issues are for Waiheke and how well they thought the Waiheke Local Board, Auckland Council and Auckland Transport (AT) were doing.

Paper copies were also available at the Waiheke Library and the Auckland Council service centre in Ostend.

A total of 477 Waiheke residents completed the survey, representing seven per cent of the adult population. The survey was open for approximately four weeks, and closed on 9 May 2018.

Most respondents were full-time residents, and the majority had lived on the island for 10 years or more. Respondents were, on average, more likely to be aged 50 years or older and identify as New Zealand European than the wider island adult population. See Appendix A for a more detailed summary of who completed the survey. Appendix B contains the initial postal invitation letter and the survey wording.

This survey will be repeated as the pilot progresses to measure whether the pilot is resulting in tangible outcomes for the community.

1.3 This report

This report summarises the feedback received from the community, and focuses on:

- What respondents feel are the biggest issues currently affecting Waiheke
- How much influence they feel the local board, Auckland Council and AT have over those issues
- How effective respondents feel the local board, Auckland Council and AT are at addressing the issue(s) they identified
- Respondents' attitudes toward the performance of the local board
- Respondents' attitudes toward the performance of Auckland Council
- Respondents' attitudes toward the performance of AT.

The last section provides a brief conclusion and discusses the next steps.

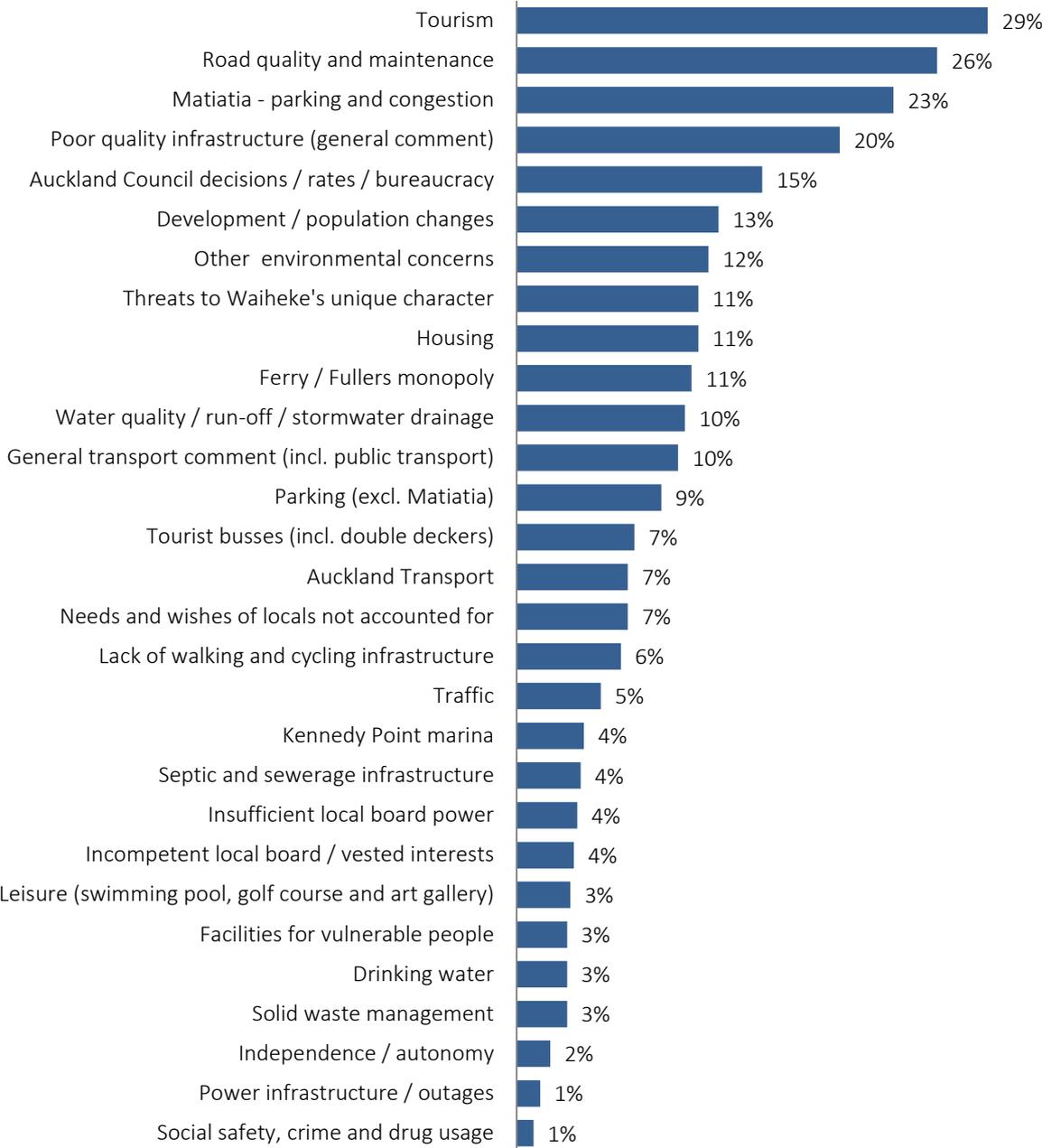
⁶ Paul Walden chaired the local board for the first half of the 2016-2019 term and Cath Handley chaired the board in the second half. The chair role swapped on 23 April 2018.

2.0 Biggest issues currently facing Waiheke Island

Survey respondents were asked what they thought the biggest issue was currently facing Waiheke Island. A range of complex and often inter-connected issues were identified, and many respondents took the opportunity to describe more than one issue. The main themes are shown in Figure 2 below and explained further in subsequent pages. A number of representative quotes are provided in relation to each theme.

Figure 2. Percentage of respondents identifying different issues of concern (n=477)

Respondents report greatest concern with tourism, infrastructure and Matiatia parking issues



2.1 Tourism pressures

Tourism was the most commonly identified issue (29% of respondents mentioned this). Most respondents did not distinguish between domestic and international visitors, instead referring to associated issues solely as 'tourism'.

Many respondents focused on the negative impacts of high visitor numbers on the island's infrastructure, environment and way of life. They highlighted that the current infrastructure – such as roads, public transport, housing, drinking and waste water, and public toilets – was inadequate to cope with the number of visitors. For example,

Too many people for the infrastructure: tourist buses incl. double-deckers on narrow, winding, tree-lined roads; people buying houses on the motu for weekend escapes or tourist accommodation and driving affordable rentals out of the market, forcing long-time residents to leave; too many people wanting to park at Matiatia because the current bus system isn't adequate; too many buses and taxis all wanting keyhole space at Matiatia; too much demand on the Island's aquifer; too many new houses (and estates).

Tourism and lack of supporting infrastructure - poor roads, large buses. Tourism is good, but it needs to be controlled to ensure a sustainable future. At the moment it's a free-for-all with tourism and transport companies taking full advantage because there are no controls or sustainable future plan in place. We are at serious risk of losing the true essence of Waiheke and the reason it's such a special place.

Infrastructure, roads, stormwater, sewerage etc. inadequate for rising visitor numbers.

As this person commented, the issue is particularly salient over summer months:

Strain on infrastructure, resources and environment caused by explosion of tourists/visitors in summer.

Some respondents specifically mentioned large tourist buses, including the double decker tourist bus service introduced by Fullers in 2017. Respondents felt that they were inappropriate in relation to the current size and quality of roads, and that they caused safety issues, as this comment illustrates.

Double decker buses driving down the middle of our roads endangering our friends, families, children and anyone who encounters them every 15-30 minutes.

2.2 Transport-related issues

Transport-related issues were mentioned by a large number of respondents. The main themes included the condition of roads on the island, lack of parking at Matiatia, and frustrations with the passenger ferry service provided by Fullers. These three themes are discussed in more detail below.

2.2.1 Condition and safety of roads

More than a quarter of all respondents (26%) reported dissatisfaction with the quality of the roads on the island. Most focused on the poor condition of roads and a perception that roads are inadequately maintained. There was also a common desire for the condition of roads to be improved. For example:

Roads full of potholes with little or no regular maintenance; open stormwater drains on side of roads, full of grass and debris which aren't cleaned out.

Poor maintenance of roads. Roads are being repaired to a substandard condition.

A number of road-related comments highlighted safety concerns, particularly for children, general pedestrians, and cyclists:

The roads need to be widened to cater for the bikes/cars and pedestrians.

Narrow roads in poor condition, no footpaths on roads used by buses, trucks etc., very dangerous for walking with children and dogs. Big cars speeding and cutting corners makes it dangerous to attempt walks unless one goes out when people are asleep.

Increase in volume of traffic and poor safety for cyclists making cycling unattractive when it could be a preferred mode of transport

2.2.2 Matiatia – parking and congestion

There was concern at the lack of parking at Matiatia. Almost a quarter (23%) of respondents felt that parking (and general congestion) at Matiatia was the biggest issue facing the island, as these comments illustrate.

Not enough parking when you want to catch a ferry: it is a long drawn-out frustrating problem.

Transport/parking facilities around Matiatia terminal.

A small number of respondents highlighted the challenge of finding disabled parking on the island, particularly around Matiatia:

The lack of parking, particularly disabled parking, at the ferry wharf and the over-enthusiastic enforcement of parking infringements... Some people are too disabled to get on and off feeder buses but could manage a short, flat walk to the ferry from an adjacent carpark but at present all the disabled parking is gone by 8am, if not earlier.

2.2.3 Frustrations with the ferry services

Around one in ten respondents (11%) commented on aspects of ferry services to and from Waiheke Island and Auckland. Most comments focused on the high cost of the ferry service to the city centre, for example:

The cost of transport to the city for island families.

A few felt that the reduction in the number of Fullers' sailings to Auckland over winter represented a deterioration in service:

Deterioration in ferry service (new winter timetable)

As the comment below indicates, some felt that Fullers focuses on the tourist market and had little regard for the needs of residents:

Transport to the island being monopolised by Fullers and AT agreeing to all Fullers demands without any thought as to what the effects of these decisions are on the island population.

2.2.4 Other transport-related comments

A number of other comments were made about transport, including:

- General concerns and comments about 'transport', including inadequate infrastructure and frustrations with public transport services
- Parking issues in areas other than Matiatia
- AT-specific comments – discussed more in Section 2.5.1 below
- A lack of acceptable walking and cycling infrastructure
- General island-wide traffic issues.

2.3 Infrastructure and environmental concerns

In addition to comments about transport-related infrastructure discussed above, respondents touched on a number of other infrastructure concerns. Many of these comments highlighted a concern that current levels of infrastructure were inadequate to match the demands of increasing resident and visitor populations.

Insufficient infrastructure to accommodate growth in permanent resident numbers and temporary visitors.

Infrastructure i.e. roading, drainage, maintenance, weeds and pests.

The environmental impacts were frequently mentioned. About 10 per cent of comments were about water quality, runoff and drainage, related to a number of issues, including stormwater drainage, sediment from development, and septic system failures. For example:

The huge amount of earth works required to build the large and often empty mansions is 1) destabilising the soil 2) destroying the roads as trucks carry the soil away and 3) putting unsustainable amounts of silt into the north facing residential bays. There used to be a limit on the percentage of excavation on any property for good reason.

Up-keep of drainage systems often the cause of flooding, which happened to me last year.

Ensuring Waiheke retains its clean and green identity, in particular that our beaches are not contaminated.

Over the summer of 2017/18 Waiheke Island had experienced some significant landslips due to wet weather events, as alluded to in this comment:

The stormwater management issue and application of city solutions or total inactivity to it - our beaches are brown after rains now and in the 50 years I have been coming/living off and on Waiheke I have never seen it so bad. This is a marine disaster.

Other environmental concerns included:

Climate change and sustainable practices: dealing with island waste, organic rubbish, road usage problems including an overwhelming need for an island-wide marine reserve and no take zone.

Marine environment affecting our coastline due to over fishing. Tourism - Decline of wetlands which contribute to this as increase of building, run off down to our beaches contributing to this as well as most beaches have those ugly tunnels to take away off run, leaking septics.

A small number specifically mentioned septic and sewage issues:

Waiheke is ... polluting our environment with septic tanks that are no longer fit for purpose. Over summer there are huge numbers of people that come to holiday, as well as young students from overseas that come to work. A major weather event means our beaches and wetlands are severely polluted.

2.4 Development and population changes

Another theme in respondents' comments related to the impacts of population growth and associated development on the island (13%), for example:

Population and strain on resources. A changing demographic and gentrification.

Over-development, the scramble to make money with no consideration as to the effects on the island long-term.

This included concerns over housing availability and affordability:

Housing - the impact of the super rich buying up land and housing but then not participating in the community, loss of affordable housing, few rentals resulting in low paid workers being imported from the city for the day...

Lack of low cost housing and low cost rental housing. More and more locals are "pushed" off the island which damages the sense of community and leaves many of us with a sense of our futures being marginalised.

2.5 Governance and the needs of residents

A number of comments were made specifically about Auckland Council, AT and the Waiheke Local Board, and their relationships with the needs and aspirations of Waiheke residents. A summary of the main themes are provided below.

2.5.1 Auckland Council and AT

In considering the biggest challenge facing Waiheke island, some respondents specifically mentioned Auckland Council and AT. Comments included a perception that both organisations are bureaucratic and difficult to deal with. Rates and service levels were also mentioned. For example:

We are dependent on Auckland Council who doesn't have our island's interest at heart. Not only that, the Council have not the understanding nor the proper perspective on the issues we have as a rather small semi-isolated island community (e.g. environmental issues, waste control, pest control, parking, road use, transportation etc.). In our case big is not good!

Governance - decisions being made for Waiheke being made off island: parking, rural boundaries, marina to name a few.

Centralisation of services and assets, with ensuing unnecessary layers of bureaucracy and added cost to ratepayers. This also adds to the impenetrability of Auckland Council and Auckland Transport. Dealing with Council now takes a lot longer than when it was possible to deal directly with local staff.

Some respondents felt that neither organisation adequately understands the 'unique character' of the island, or that council and AT do not adequately account for the needs and wishes of the Waiheke community, as this comment illustrates.

Council and central government treating the island as "just another suburb". As an island it faces unique challenges, and has a unique character with huge possibilities to benefit the region that risks being destroyed with a lack of understanding and adaptation.

Building consents were specifically mentioned by some respondents, who felt that Auckland Council consenting conditions were too onerous:

The laws surrounding building due to zoning. Where there is such a shortage of houses for families, it is a struggle to do so under proper consents, given the number of reports needed, and with the costs incurred it is near impossible for the average working family to make their own homes. It's no wonder there is so much ongoing illegal building practise. Waiheke will lose any family demographic it has with property prices and cost to build.

Others felt that too much development was being permitted by Auckland Council:

Lose of character due to inappropriate development that pushes the planning envelope by the decision criteria 'not more than minor'. This is because developments from marina to land based are un-bundled into discrete parts, so the whole development and its impact is not considered or compared to existing 'character' baselines such as 'Essentially Waiheke'

2.5.2 Local board power and competence

A small number of respondents mentioned the Waiheke Local Board in their comments. Some expressed concern that the biggest issue facing the island was insufficient power by the local board to make decisions, for example.

The people who care and understand the most about Waiheke (represented by the Waiheke Local Board), which means EVERYTHING to do with Waiheke, have the least ability to influence the day to day and the future of Waiheke while the people who care and understand the least about Waiheke (represented by Auckland Council and Auckland Transport) have the greatest ability to influence the day to day and the future of Waiheke.

Others felt that the local board lacked competence, or were being excessively influenced by minority pressure groups.

Minority pressure groups having undue influence on board members.

A lack of vision from the Local Board, they want to keep the past, not create a better future.

A small number specifically mentioned a desire for greater independence and autonomy from Auckland Council and CCOs.

Lack of self-determination, it needs to be acknowledged that Waiheke is VERY different from Auckland. Waiheke should have a level of independence from the megacity.

Overall, the comments provided by residents describe a number of inter-connected issues facing the island and highlight a number of areas for the local board, Auckland Council and AT to focus on.

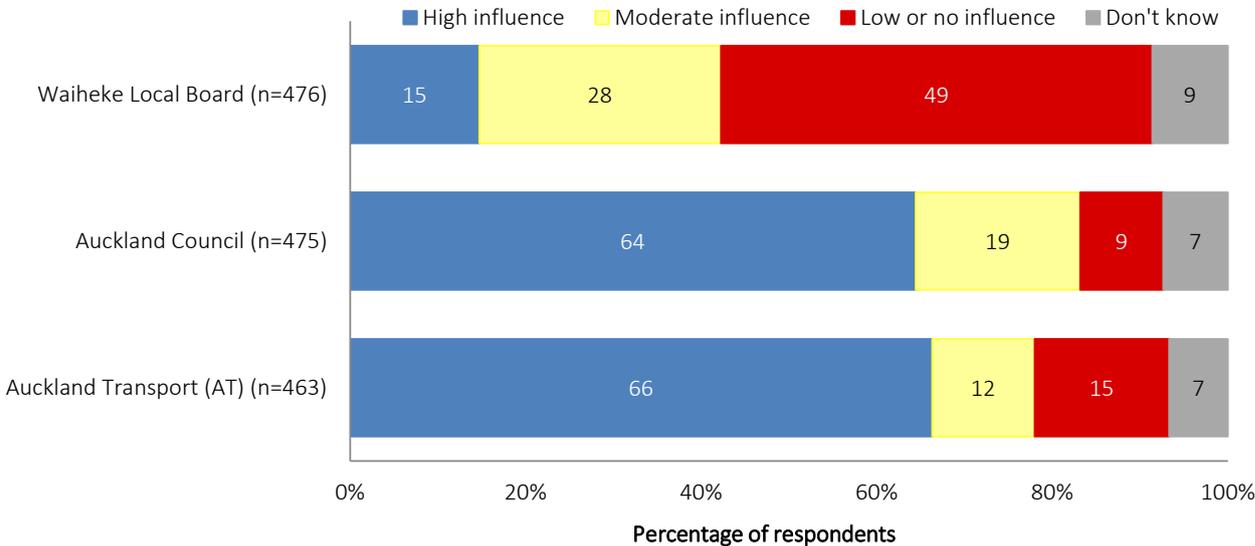
3.0 Influence of the Waiheke Local Board, Auckland Council and AT

Respondents were asked how much influence they thought the Waiheke Local Board, Auckland Council, and AT have over the issue(s) they identified.

Almost half (49%) felt that the local board had 'low or no influence' over the issue(s) they identified. In contrast, most felt that Auckland Council (64%) and AT (66%) had 'high influence' over the issues affecting the island.

Figure 3. Perceived influence over the main issues affecting Waiheke

Many respondents think the Waiheke Local Board has **low or no influence** over the most important issues affecting the island

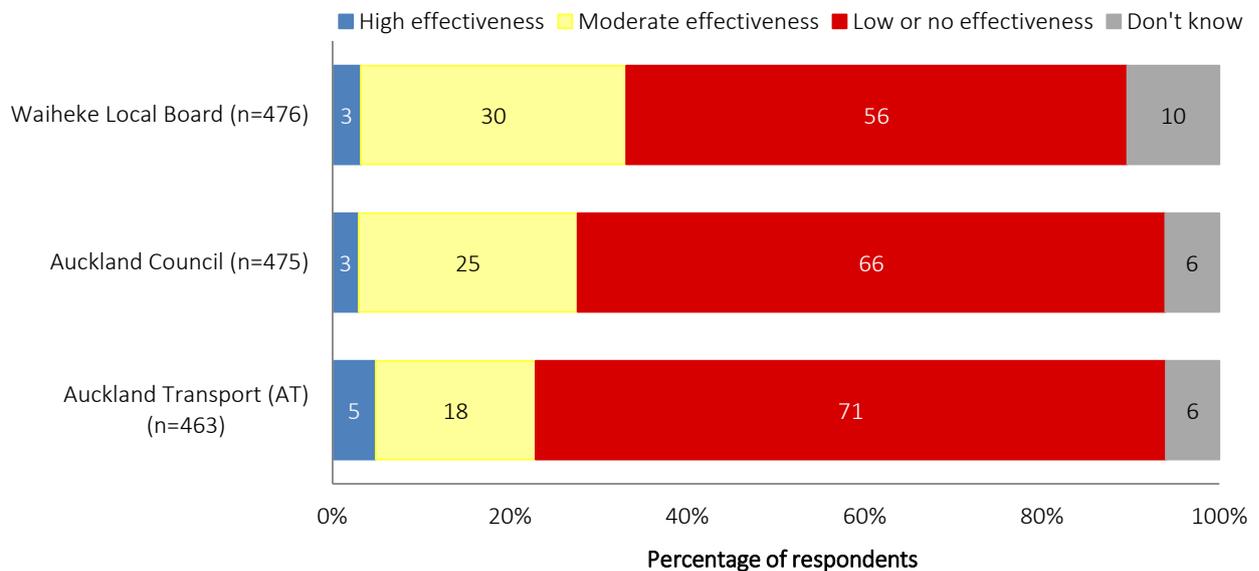


Base: All respondents, excluding "Not applicable"
 7-point scale simplified to 'High influence' = 6-7; 'Moderate influence' = 3-5; 'Low or no influence' = 1-2

Survey participants were also asked how effective they felt the local board, Auckland Council and AT were at addressing the issues they had identified (see Figure 4 on the next page). A relatively high percentage of respondents rated Waiheke Local Board (56%), Auckland Council (66%) and AT (71%) as displaying 'low or no effectiveness' at addressing Waiheke's most important issues. Most other respondents felt the different parties were 'moderately effective'.

Figure 4. Perceived effectiveness in addressing the main issues affecting Waiheke

Most respondents felt that all parties were **ineffective** in addressing the issues they were most concerned about



Base: All respondents, excluding "Not applicable"
7-point scale simplified to 'High effectiveness' = 6-7; 'Moderate effectiveness' = 3-5; 'Low or no effectiveness' = 1-2

Those who rated the effectiveness of the local board, Auckland Council or AT as displaying 'moderate effectiveness' or 'low or no effectiveness' were asked why they thought that. The answers provided were coded into themes and are summarised in the following sections. Some themes were common across all three, the local board, Auckland Council and AT, and some were specific to either one or two.

3.1 Lack of progress on issues

A common theme amongst respondents on the ineffectiveness of the local board, Auckland Council and AT in addressing issues they had raised noted that this was linked to an absence of meaningful progress on the issues identified, for example:

No progress on any of the important issues affecting the island, i.e. Matiatia, no progress on swimming pool project, no progress on marine reserve, inability to block marina proposal.

Many of the responses highlighted specific transport issues that they felt had not been progressed, often over many years.

The Matiatia parking situation has been going on for years, yet AT and its associated bodies can't get their act together and come up with a solution to not only address the current population and number of visitors but also allow for growth. The local roads are full of pot holes and are either neglected or repairs are quick fixes that degrade rapidly.

Roading is inferior, drainage approaches from run-off are not well handled, parking on narrow roads is a concern almost everywhere on the island...

Our roads are potholed, cycleways are incomplete and falling apart, parking is disorganised.

Specifically for the local board, respondents noted that they have not been able to facilitate any progress.

Because they do not seem to be able to facilitate any change.

A number of people felt that council had failed to provide or maintain infrastructure required on the island, and a small proportion mentioned that work undertaken was poor quality and required frequent remedial action.

Because nothing happens - roads are falling to bits, parking is hopeless, tourism companies are thwarted at every opportunity, commuters are held to ransom by Fullers. A total lack of facilities for visitors, e.g. woeful public toilets, Fullers monopoly on transport. Residents are paying huge rates and seeing nothing in return.

3.2 Limited power of the local board

The most common reason cited for the perceived ineffectiveness of the local board was a perception that the board had limited power in relation to Auckland Council (both the Governing Body and the organisation) and AT:

The local board does not have enough power/mandate to take action on these issues unfortunately.

It was also felt by some that Auckland Council and AT ignore the wishes of the local board, for example:

The Local Board does not have much decision-making power and some of this weakness was locked in when the Super City legislation was enacted, and then CCOs seemed to operate as fiefdoms of their own. The Auckland Council bureaucracy has huge power and this power needs to be more divested to local boards.

They have initiated some development but AT hold the budget and they don't have control of that.

3.3 Auckland Council and AT do not care enough

A common reason provided by respondents for feeling that Auckland Council and AT were ineffective focused on a perception that they did not care, were not interested in addressing the issue they had outlined, or did not see it as a problem. For example:

I'm not sure they understand our issues or care about them at all. I believe they have their own agenda and don't act for the people of Waiheke.

AT is not treating Waiheke as a priority.

On appearances it looks like they don't care and don't want to take action.

Relatedly, many respondents felt that Auckland Council and AT were ineffective because they failed to adequately appreciate Waiheke's uniqueness and the needs of Waiheke residents.

I believe they don't care about and are not involved in the island's way of life. The 'system' does not acknowledge the island's differences, preferences and needs.

Others expressed a perception that Auckland Council and AT cares mostly about revenue, profits and its commercial relationships, or that they were primarily interested in the island as a tourist destination at the expense of residents' well-being.

The Council regards Waiheke as a cash cow to be milked, not a jewel to be safe-guarded.

Auckland Transport appear to be predominately interested in Waiheke as a tourist destination and a cash cow for overseas owned tourist operators.

3.4 Transport-related issues

A number of respondents attributed transport-related frustration to Auckland Council, either because they felt that Auckland Council had fully abdicated responsibility for transport outcomes to AT or had failed to exert sufficient control over AT, or because they did not make any distinction between Auckland Council and AT.

The relationship between AT and Fullers was noted by many respondents. These comments focused on a perception that AT has enabled Fullers' market dominance and use of double decker buses on the island despite community opposition,

They have allowed and actually supported Fullers' monopoly.

A small number commented that Auckland Council had failed to intervene, or were complicit in Fullers market dominance, which respondents felt was detrimental to residents.

No evidence that Auckland Council regards the ferry link as a public service for residents and will engage with Fullers.

3.5 Genuine consultation

Several commented that the local board, Auckland Council and AT have not consulted or conducted genuine consultation or communication with the community. Some noted that the lack of progress arises from this lack of collaboration.

More could be done to have a focus on what life is like as a local here. The transport systems don't make it easy to live here and get around. Matiatia is a disaster. So hard to come and go from.

Some respondents, however, provided positive comments about AT's consultation in early 2018 on changes to the bus network, which they felt reflected a more genuine engagement with the community.

...BUT we are grateful for the recent bus route consultation, which is heartening.

AT has recently asked for consultation re the new bus timetables which is a great step. However this is the first time enough time has been allowed for consultation and time will tell whether the outcome is changed by the local feedback.

3.6 Local board decision-making

Some respondents expressed disagreement with local board decisions, for example:

They have no idea how to set priorities regarding infrastructure. Too busy giving away \$ for grants and reports.

Some felt that the local board has made poor decisions, which have lacked pragmatism or transparency.

Decisions are driven by political ideology rather than researched public interest, community outcomes, long-term investment and business acumen.

There is no transparent representation regarding the process of decision-making regarding the island.

A small number felt that the local board has made decisions that benefit 'minority interest groups' at the expense of the majority of residents, or to progress board members own agendas.

They are achieving very little as they spend their time mostly trying to appease various groups. Progress so little it is irrelevant. The main issues not addressed like infrastructure.

The local board has its own agenda by a stacked membership that rarely reflects the wishes or views of the majority of locals.

3.7 Other reasons provided

A range of other responses were provided, including the perception that:

- That Auckland Council and AT are excessively bureaucratic, difficult to deal with and lack responsiveness
- That Auckland Council Governing Body members and / or council staff and AT are incompetent, inefficient or ineffective
- That Auckland Council and AT had demonstrated poor planning and a lack of strategic vision
- For Waiheke Local Board, that they do their best, but are hindered by the reasons already mentioned or that they lack skills or capacity

- For Auckland Council, a perception and frustration that despite paying the same rates as properties on the mainland, they receive lower levels of service and that they are causing additional problems by permitting or encouraging unwanted development
- For AT, that the issue(s) identified are not fully under their control.

4.0 Attitudes toward the Waiheke Local Board, Auckland Council and AT

Respondents were asked a range of questions about their attitudes toward the Waiheke Local Board, Auckland Council and AT.

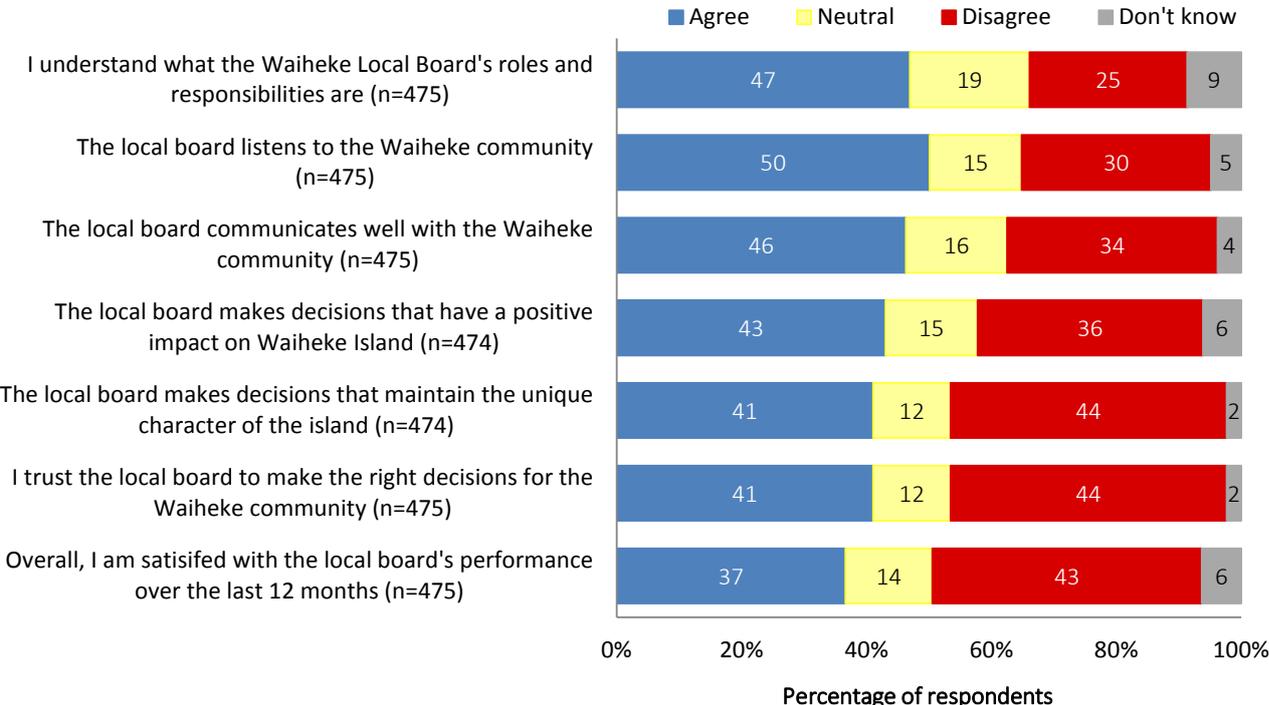
There was a relatively even split in respondents' perceptions of the Waiheke Local Board. Around one in two agreed that they understood what the board's roles and responsibilities are (47%), that the board listens to the Waiheke community (50%), and that the local board communicates well with the Waiheke community (46%). See Figure 5 below.

A similar number of respondents felt that the local board makes decisions that have a positive impact on the island (43%), expressed trust in the local board to make the right decisions for the community (41%), and felt that the local board makes decisions that maintain the unique character of the island (41%).

Over a third (37%) agreed that they were satisfied with the local board's performance over the last 12 months.

Figure 5. Perceptions of the Waiheke Local Board

Divergence in attitudes towards the local board



Base: All respondents, excluding "Not applicable"
 7-point scale simplified to 'Agree' = 5-7; 'Neutral' = 4; 'Disagree' = 1-3

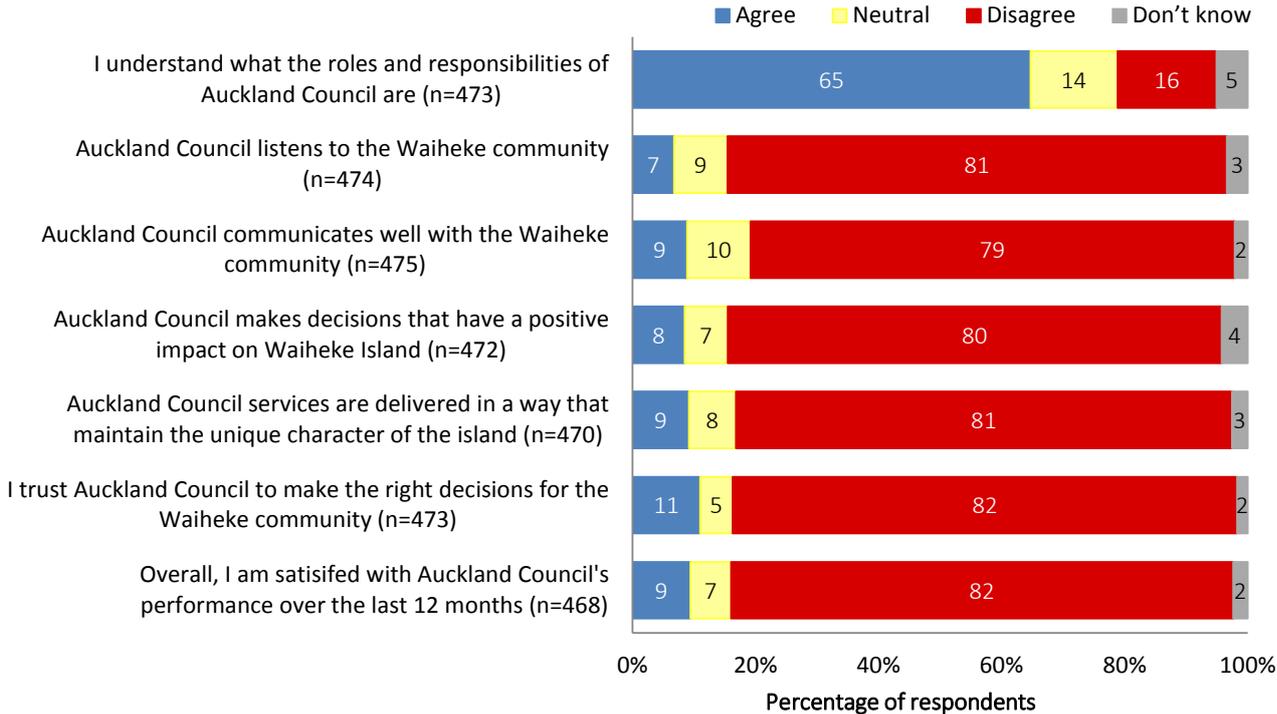
In relation to Auckland Council, almost two thirds of respondents (65%) felt that they understood the roles and responsibilities of the council. Most disagreed, however, with statements that council listens to the community (81% disagree), communicates well with the community (79%), makes

decisions that impact positively on the island (80%), delivers services in a way that maintains the unique character of the island (82%), and that they trust council to make the right decisions for the Waiheke community (82%).

Around one in ten (9%) agreed that they were satisfied with Auckland Council’s performance over the last 12 months.

Figure 6. Perceptions of Auckland Council

Many residents dissatisfied with council performance



Base: All respondents, excluding "Not applicable"
 7-point scale simplified to 'Agree' = 5-7; 'Neutral' = 4; 'Disagree'; = 1-3

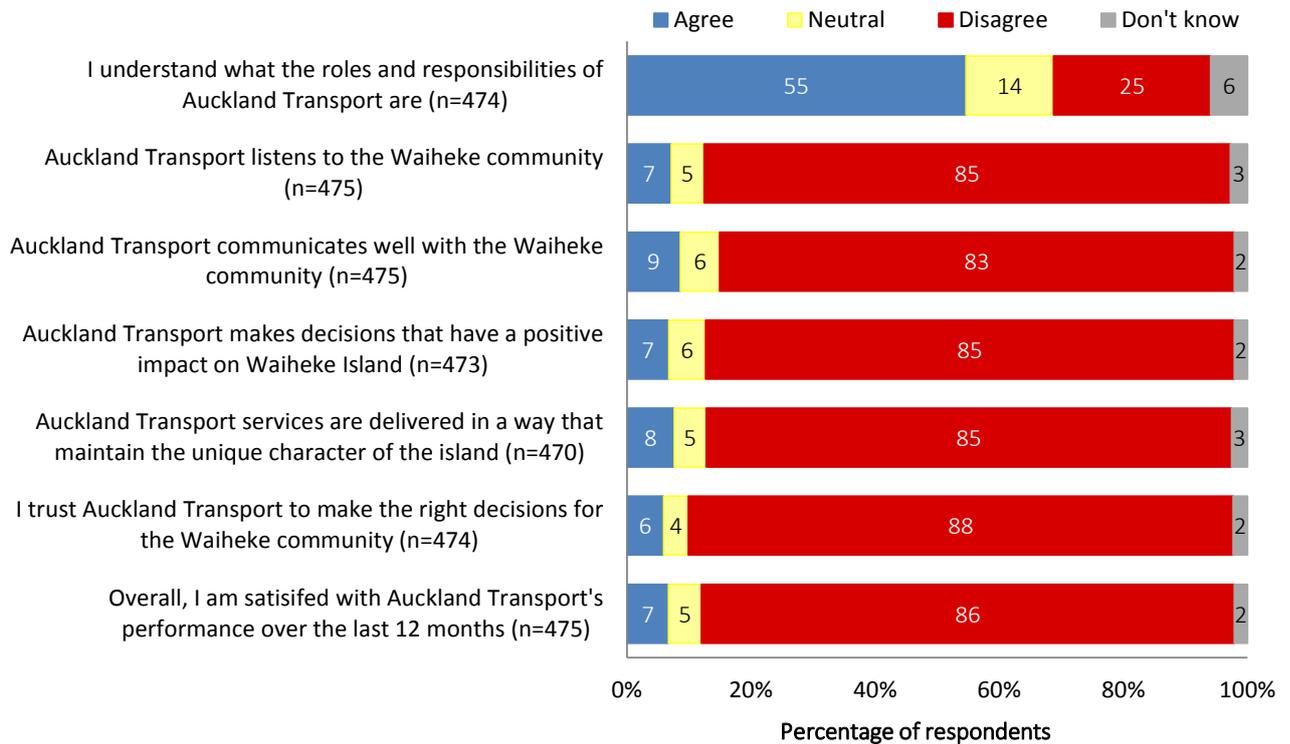
Responses to questions relating to AT were similar to responses relating to Auckland Council.

Just over half of respondents (55%) felt they understood the roles and responsibilities of AT, but most people disagreed with statements that AT listens to the community (85% disagree), communicates well with the community (83%), makes decisions that impact positively on the island (85%), delivers services in a way that maintains the unique character of the island (85%), and that they trust AT to make the right decisions for the Waiheke community (88%).

Seven per cent agreed that they were satisfied with AT’s performance over the last 12 months.

Figure 7. Perceptions of Auckland Transport

Many residents dissatisfied with Auckland Transport performance



Base: All respondents, excluding "Not applicable"
7-point scale simplified to 'Agree' = 5-7; 'Neutral' = 4; 'Disagree' = 1-3

Respondents who disagreed with at least one of the statements about the local board, Auckland Council or AT were asked to comment on what they thought needed to change. The answers provided were coded into themes and are summarised in the following sections. Many of the suggestions for change were related to the perceived reasons for each party's ineffectiveness outlined in Section 3.0.

4.1 More authority for the local board

Similar to the responses outlined in Section 3.2, a large proportion felt that the Waiheke Local Board should have more authority over local issues (including budgets), for example:

Give the Waiheke Local Board more say in the operations of the island. It is really simple. If you give the responsibility to people who know the issues, the problems will get sorted. Presently they do not have enough responsibility hence having to do this questionnaire.

For the local board to have more influence in what happens. They work very hard but it doesn't seem they have much, if any, control over final decisions on roading and infrastructure and this leads to lots of wasted time.

Give the power of decision making back to the Waiheke Local Board. They at least work with Waiheke for Waiheke's best interests.

The council needs to have clearer strategies to deal specifically with Waiheke. Delegating power to a local board is only one way to do this. The council needs to recognise that Waiheke needs different strategies, for many areas. Waste, transport, environment, tourism, inorganic collects - all things need to be reviewed with specific plans for the island. It is different and needs a total overarching strategy to address this. Targeted rates? Discounted rates for some things?

4.2 Better communication

There was also a strong desire for better communication or information from the local board, and more genuine consultation, as these examples show:

Be more approachable, be more visible in your actions and be heard in the community more.

To be honest I don't know what the local board do. I think they need to communicate their role and responsibilities to the wider Waiheke community. I regularly read the local papers but rarely see any information posted by them.

Relatedly, a sizeable proportion of respondents also suggested that Auckland Council needs to improve how it engages, consults and communicates with the community, for example;

The Auckland Council needs to listen more and communicate better with the Waiheke community.

Auckland Council needs to communicate with the community in a meaningful way. Currently important decisions are made by faceless and uncontactable officers in ivory towers in downtown Auckland. Often they have little understanding of the island and their decisions reflect this.

Similarly for AT the need for more and better consultation was identified, for example:

Auckland Transport needs to listen to the Waiheke community and respond to our needs. The recent survey on the Waiheke bus system is a positive and it is to be hoped that the wishes of the community and its contribution to the survey are paid heed to.

Take the time to be aware of the needs, desires and hopes of the Waiheke community. Work closely with transport operators (e.g. Fullers) to ensure that the Island is well serviced. Understand what it is like to be in need of a car park to catch a ferry for an appointment and there is not anything available from about 8am! Understand how inappropriate double decker buses are and work with Fullers to get rid of them.

4.3 Greater effectiveness

Other comments focused on a need for greater effectiveness, transparency of board decisions and activities, and accountability, for example,

A more cohesive, transparent, informative board.

More transparency, clarity on their role and responsibility, better proactive communication on upcoming projects, more accountability (i.e. road repairs and sealing have been a disaster which is ongoing for over months).

Again, a desire for Auckland Council and AT to take more action and deliver infrastructure on the island was also mentioned:

Auckland Council need to start delivering on our basic infrastructure and services. At the moment we don't have a swimming pool, we don't have decent bicycle lanes, we don't have decent roads or roads that support the heavy trucks and buses, we don't have hygienic waste disposal from boats.

The Auckland Council needs to start DOING rather than telling the residents that things are going to change. At the moment people don't believe what the Auckland Council are saying because they keep failing to deliver...

Finally, a small number of respondents took the opportunity to reiterate their wish for the board to make more progress on specific issues such as roads and cycleways, Matiatia parking, and leisure facilities.

As with suggestions for the local board, some respondents mentioned a desire for progress on specific issues such as roads and cycleways, wastewater infrastructure, Matiatia parking, Putiki road maintenance, and leisure facilities.

4.4 Better leadership

Suggestions for the local board to consider the opinions of all residents and to show greater leadership on important issues, echoed the theme described in Section 3.6 that some felt the board has made decisions that benefit 'minority interest groups'.

I think the local board need to listen and genuinely consider the opinions of all residents not just the vocal ones. Many people no longer attend public meetings over controversial issues due to the lack of respect they are shown, often by board members themselves.

Show leadership on key issues. There is too much effort put into appeasement of powerful sector groups on the island.

Others took the opportunity to highlight again the need for Auckland Council and AT to acknowledge and maintain the unique character of the island, although respondents differed in what uniqueness they valued on the island.

We have been better at lots of things due to our remoteness and should be held up as a great inspiration not slammed down into one size fits all of a city.

No one seems to want to make the hard decisions. What does positive impact mean? Maintains unique character? What was Unique was that Waiheke was moving forward like a lot of other places in NZ. It's dragging its heels now due to some friends of the Board wanting it to be 60 years ago, and on one leg there is the board holding us back, and on the other, the council.

4.5 Transport-related issues

Many comments focused on addressing specific transport issues on the island, including fixing roads and providing other transport infrastructure, suggestions for improving public transport

routes, service and timetables, and addressing community concerns with the double decker buses. Fixing parking issues was also mentioned by quite a few respondents.

Fix the roads, give us better lighting on the streets to make it safe to see for early commuters and our children. Give us footpaths. Give us bus shelters equal to those in Auckland city. Make it tasteful instead of these cheap fabricated bus shelters that don't maintain the unique character of this island.

Solve Matiatia parking now and for the future, repair and maintain our roads to a high standard, and ensure that public transport is timely and efficient, represents value, and reflects the character of the island (the Explore Double Decker Buses are ridiculous).

More frequent and diverse bus routes, I don't drive and my nearest stop is 17 mins walk. Also I have a baby and there are still buses which have no pushchair access on the island and all summer they have been too full to accommodate a pushchair which has had a major impact on my ability to get around.

A number of comments focused on frustration with AT as an organisation and suggested the need to change the culture at AT.

*AT needs to be overhauled - its mission, leadership, working style, reporting and responsibilities
Change the culture: less imperialism, introduce genuine consultation, listen to the community.*

Other comments were related to the ferry service to the island – mostly concerned with the services provided to and from the downtown ferry terminal by Fullers. Comments focused on a desire for greater regulation of ferry ticket prices and timetables, as well as a perception that AT is supporting the interests of Fullers over the interests of Waiheke residents.

AT seems to do nothing to regulate ferry services. I still have a bitter taste in my mouth about the total lack of providence of a level playing field for passenger ferry competition. (Explore). AT are squarely to blame for that. AT fails to regulate the ferry timetable, fares, and so on. The ferry services need to be brought into the national regulated routes.

Our lifeline is a non-scrutinised tour company that transports locals on the side. Sealink does great job for the locals, but Fullers has us as prisoners.

5.0 Perceptions of the Waiheke Local Board

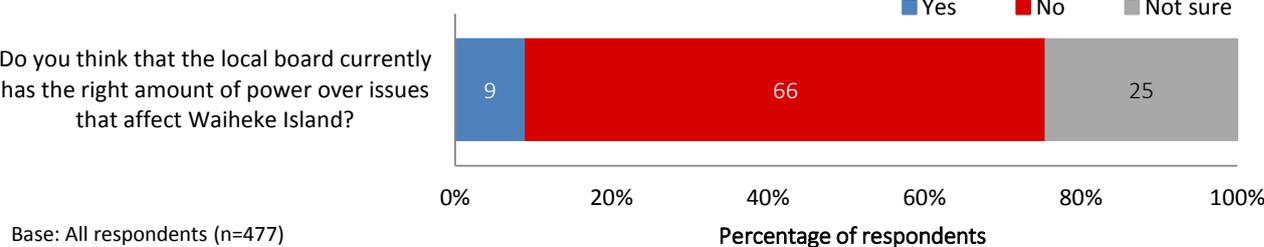
Survey respondents were further asked on their perceptions of the Waiheke Local Board, whether they felt that the local board currently has the right amount of power and how effective they felt the board were working together with Auckland Council and AT.

5.1 Local board power

Respondents were asked to indicate whether they felt that the local board currently has the right amount of power over issues that affect Waiheke Island. In line with findings reported in Sections 3.2 and 4.1, two thirds (66%) of respondents felt that the Waiheke Local Board does not currently have the right amount of power and only nine per cent said that they did. The rest (25%) were unsure.

Figure 8. Perceptions of the adequacy of the Waiheke Local Board’s power

Most respondents felt the local board does **not** currently have the right amount of power



Among those who felt that the local board currently does not have the right amount of power, most stated this was because they thought it should have more power. A small proportion felt that the local board had too much power.

5.2 Relationships with Auckland Council and AT

Respondents were asked to rate on a seven point scale from 1 (not at all) to 7 (very), how effective they felt the Waiheke Local Board were working together with Auckland Council and AT.

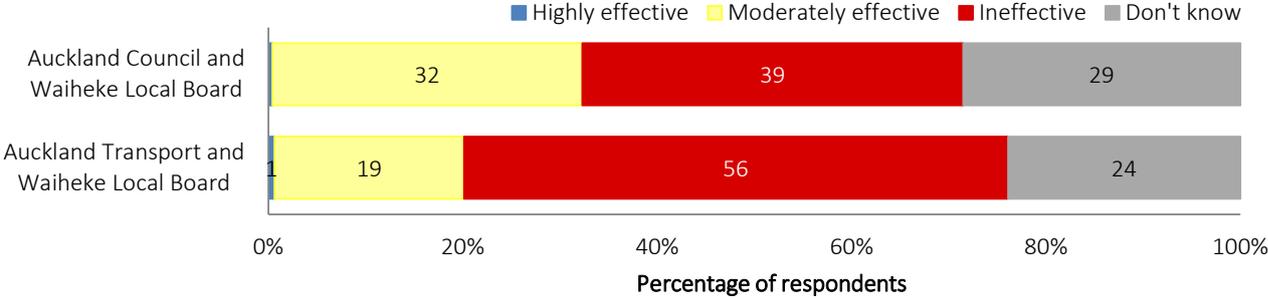
Over a third (39%) felt that the working relationship between the Auckland Council and the board was ineffective (e.g. rated it 1 or 2), 32 per cent rated the relationship as moderately effective (e.g. rated it 3, 4 or 5), and 29 per cent stated they did not know.

A higher proportion (56%) felt that the working relationship between the board and AT was ineffective, 19 per cent rated the relationship as moderately effective, and almost a quarter (24%) did not know.

Almost no one rated the relationships as ‘highly effective’, in either case.

Figure 9. Perceptions of how effectively Auckland Council and AT work with the Waiheke Local Board

Many respondents felt that the Waiheke Local Board is **not** currently working effectively with Auckland Council and Auckland Transport



Base: All respondents (n=477)
7-point scale simplified to 'Highly effective' = 6-7; = 'Moderately effective' = 3-5; 'Ineffective' = 1-2

6.0 Concluding remarks

This report provides a detailed picture of the aspirations and frustrations of the Waiheke community in early 2018.

Responses were received from 477 highly engaged Waiheke residents. Although it is likely that not all community perspectives are fully represented in the survey results, the findings provide a number of clear directives for the Waiheke Local Board, Auckland Council and AT.

The results indicate that there is a strong perception that the local board needs more power, that all parties need to communicate more effectively with the Waiheke community, and that more action is needed to deliver required infrastructure. There was also a cross-cutting theme that Auckland Council and AT need to better recognise and appreciate the 'unique character' of the island.

The findings from this report will be useful for guiding the local board, Auckland Council and AT as they collectively work toward giving the board more influence over the decisions that affect life on the island. The survey will be repeated to track progress over the three-year period of the pilot.

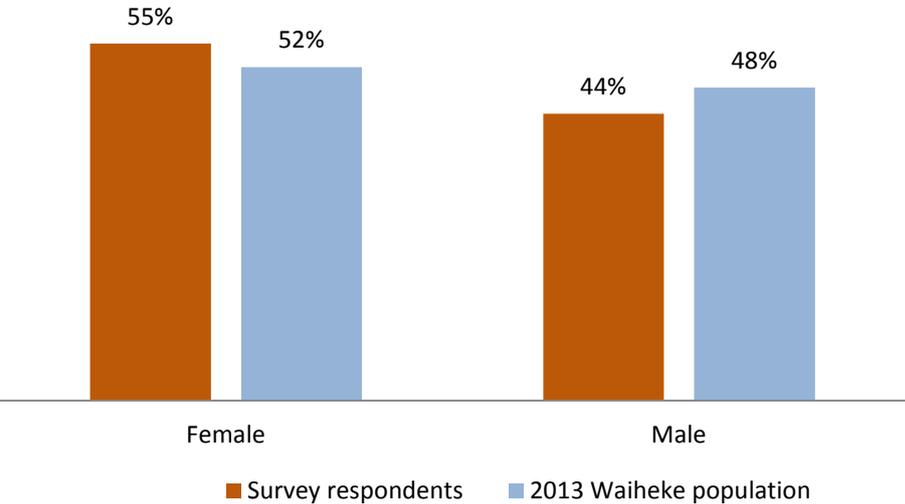
Appendix A Demographic characteristics of survey respondents

A total of 477 people filled out the survey, representing seven per cent of the Waiheke Island adult population aged 15 years and over (as at the 2013 Census).

Respondents were highly engaged with local government issues, with 94 per cent reporting that they had voted in the 2016 local government elections.⁷ Five per cent did not vote and two per cent were unsure whether they had voted.

The gender distribution of survey participants was broadly similar to the Waiheke Island adult population. Two respondents identified as gender diverse.

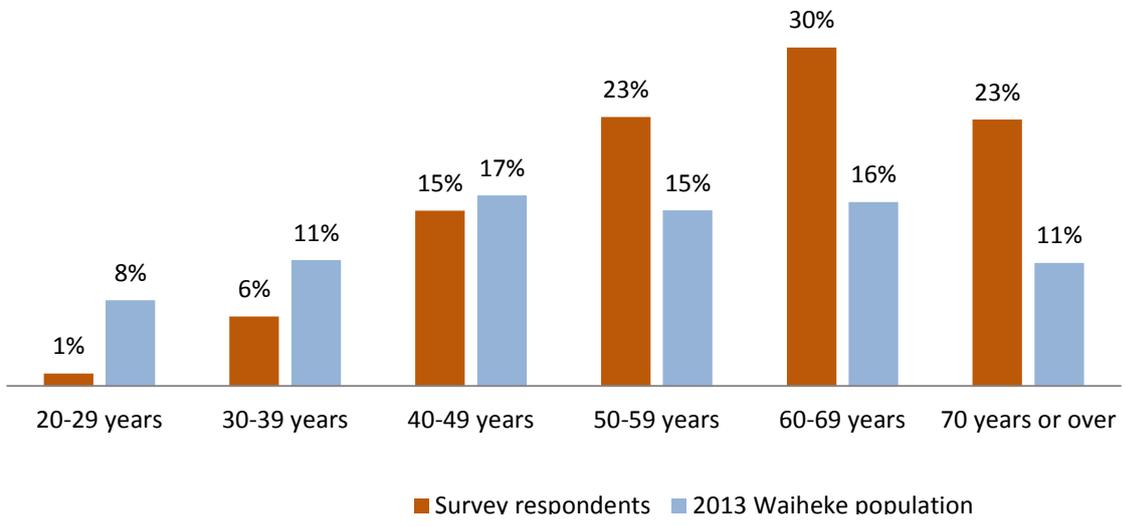
Figure 10. Gender of respondents (n=472)



⁷ The Waiheke Local Board had an overall turnout of 60 per cent in the 2016 local government elections.

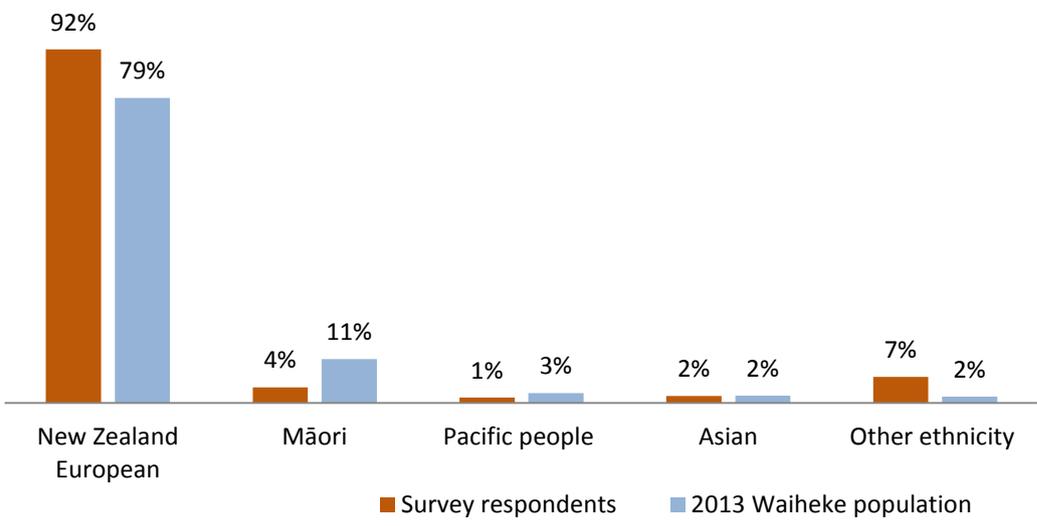
Respondents were, on average, older than the adult population as a whole with 76 per cent aged 50 years and over.

Figure 11. Age of respondents (compared to the island population aged 20 and over) (n=472)



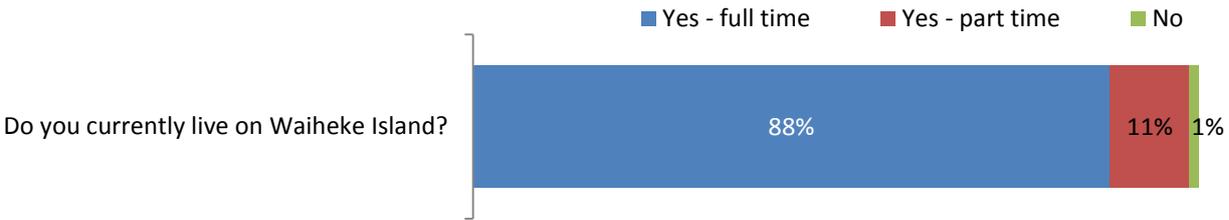
The majority of respondents identified as New Zealand European (92%), which was higher than for the population as a whole (79%). Māori were under-represented, with only four per cent identifying as Māori (compared to 11% for the adult population).

Figure 12. Ethnicity of respondents (n=441)



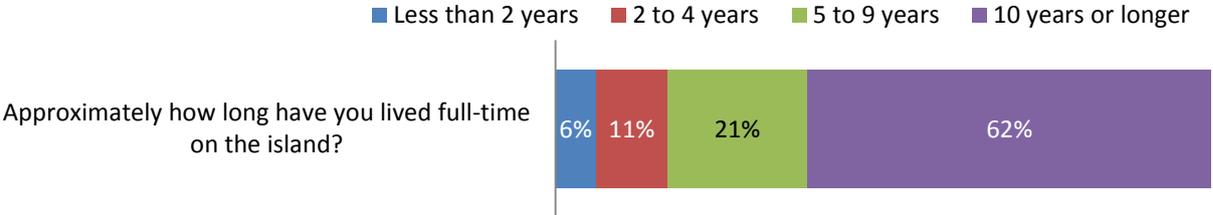
Most of the survey respondents reported living on the island full-time (88%). Most of the remainder (11%) reported living part-time on the island. A very small number (1%) did not live on Waiheke Island at all.

Figure 13. Residency status of respondents (n=474)



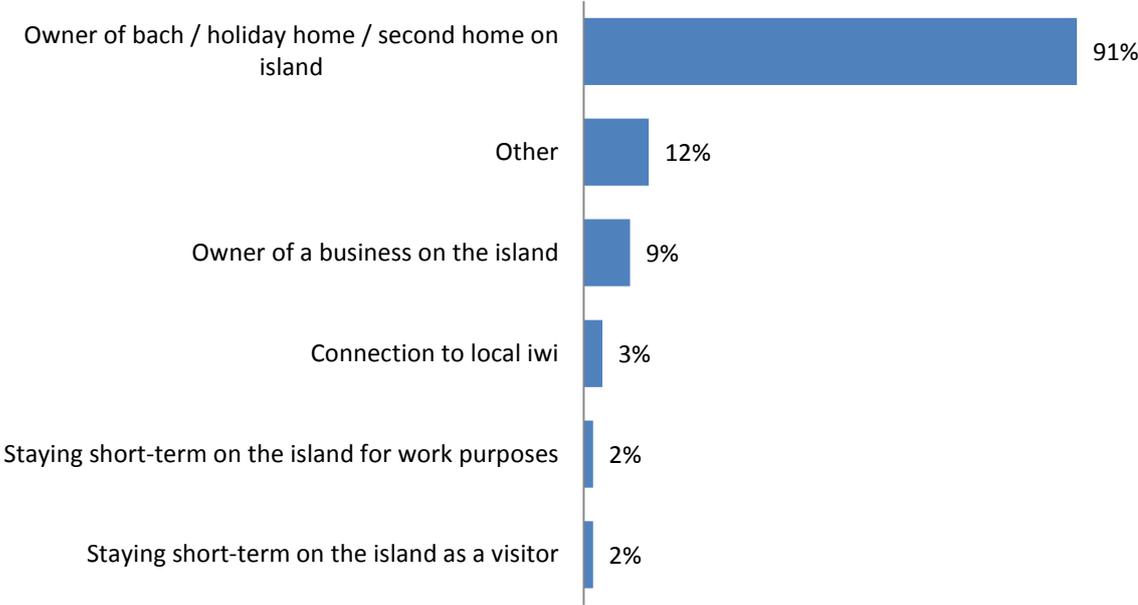
Among respondents who reported living full time on the island, most had lived on the island for some time. Almost two thirds (62%) had lived on the island for 10 years or longer, one in five (21%) for five to nine years, and one in ten (11%) for two to four years. Only a small percentage of respondents (6%) had lived on the island for less than two years.

Figure 14. How long full-time residents have lived on Waiheke Island (n=416)



Those who did not live full time on the island were asked what their connections to Waiheke were. The majority of this group owned a bach, holiday home or a second home on the island (91%).

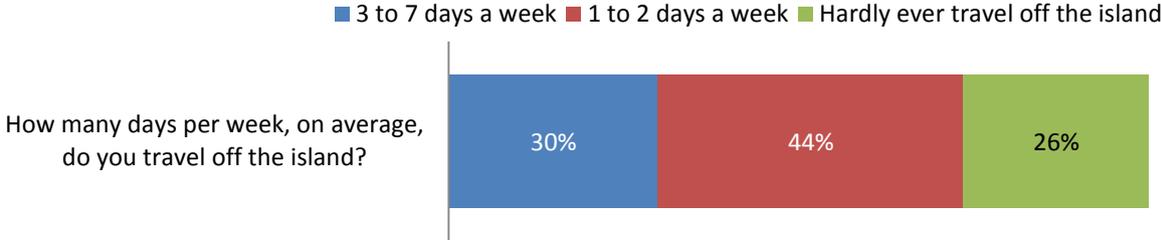
Figure 15. Connection to the island amongst non-permanent residents (n=X)



n=58

Close to one third (30%) of respondents reported travelling off the island between three and seven days a week. Almost half (44%) travelled off the island once or twice a week, and close to a quarter (26%) of respondents stated they hardly ever travel off the island.

Figure 16. Frequency of travelling off the island



n=465

Appendix B Invitation letter and survey wording



[Date]

The occupant

«Line_1»

«Line_2»

«Line_3»

Dear Waiheke resident,

Please let us know your opinion.

Over the next three years the Waiheke Local Board, Auckland Council and Auckland Transport (AT) will be working together to explore ways to give the local board more power over decisions that affect the island.

As part of the process we want to know how well – or not – you think things are going now.

We would like to invite you to complete a 10-15 minute survey online, by typing www.bit.ly/waiheke2018 into your web browser.

If you prefer pen and paper, copies are available at the council service centre at 10 Belgium Street, and the Waiheke Library at 131-133 Ocean View Rd. Library staff are happy to assist you in completing the survey online if you wish.

The survey focuses on what you think the biggest issues are for Waiheke and how well you think the Waiheke Local Board, Auckland Council and Auckland Transport are doing.

We will survey again in 2019, so we can see if you think things are improving.

This survey is separate from work on a sustainable tourism strategy for Waiheke. If you have any questions, feel free to contact Auckland Council senior researcher Dr Jesse Allpress, at jesse.allpress@aucklandcouncil.govt.nz.

Sincerely,

Paul Walden
Waiheke Local Board Chair
(to 22 April 2018)

Cath Handley
Waiheke Local Board Chair
(from 23 April 2018)

Phil Wilson
Governance Director
Auckland Council

Handwritten signature of Paul Walden in black ink.

Handwritten signature of Cath Handley in blue ink.

Handwritten signature of Phil Wilson in blue ink.

Waiheke community survey – April-May 2018

Over the next three years the Waiheke Local Board, Auckland Council and Auckland Transport (AT) will be working together to explore ways to give the local board more power over decisions that affect the island.

As part of the process we want to know how well – or not – you think things are going.

This survey focuses on what you think the biggest issues are for Waiheke and how well you think the Waiheke Local Board, Auckland Council and Auckland Transport are doing.

If you have any questions, feel free to contact Auckland Council senior researcher Dr Jesse Allpress, at jesse.allpress@aucklandcouncil.govt.nz.

1. In your opinion, what is the biggest issue currently facing Waiheke Island?

2. How much influence do you think each of the following organisations has over the issue you listed above?

	1 – No influence at all	2	3	4	5	6	7 – Strong influence	Don't know	N/A
Waiheke Local Board	<input type="checkbox"/>								
Auckland Council	<input type="checkbox"/>								
Auckland Transport	<input type="checkbox"/>								

3. How effective do you think the **Waiheke Local Board** is in addressing the issue you listed above?

1 – Not at all effective	2	3	4	5	6	7 – Very effective	Don't know	N/A
<input type="checkbox"/>								

And why do you think that?

4. How effective do you think **Auckland Council** is in addressing the issue you listed above?

1 – Not at all effective	2	3	4	5	6	7 – Very effective	Don't know	N/A
<input type="checkbox"/>								

And why do you think that?

5. How effective do you think **Auckland Transport** is in addressing the issue you listed above?

1 – Not at all effective	2	3	4	5	6	7 – Very effective	Don't know	N/A
<input type="checkbox"/>								

And why do you think that?

The following questions are about the **Waiheke Local Board**.

6. How much would you agree or disagree with the following statements?

	1 – Strongly disagree	2	3	4	5	6	7 – Strongly agree	Don't know	N/A
I understand what the Waiheke Local Board's roles and responsibilities are	<input type="checkbox"/>								
I feel that the local board listens to the Waiheke community	<input type="checkbox"/>								
I feel that the local board communicates well with the Waiheke community	<input type="checkbox"/>								
The local board makes decisions that have a positive impact on Waiheke Island	<input type="checkbox"/>								
The local board makes decisions that maintain the unique character of the island	<input type="checkbox"/>								
I trust the local board to make the right decisions for the Waiheke community	<input type="checkbox"/>								
Overall, I am satisfied with the Waiheke Local Board's performance over the last 12 months	<input type="checkbox"/>								

7. What would need to change in order for you to agree more strongly with the above statements?

8. Do you think the local board currently has the right amount of power over the issues that affect Waiheke?
- Yes
 - No → Why do you think that? _____
 - Not sure

The following questions are about **Auckland Council**.

9. How much would you agree or disagree with the following statements?

	1 – Strongly disagree	2	3	4	5	6	7 – Strongly agree	Don't know	N/A
I understand what the roles and responsibilities of Auckland Council are	<input type="checkbox"/>								
I feel that Auckland Council listens to the Waiheke community	<input type="checkbox"/>								
I feel that Auckland Council communicates well with the Waiheke community	<input type="checkbox"/>								
Auckland Council makes decisions that have a positive impact on Waiheke Island	<input type="checkbox"/>								
Auckland Council services are delivered in a way that maintains the unique character of the island	<input type="checkbox"/>								
I trust Auckland Council to make the right decisions for the Waiheke community	<input type="checkbox"/>								
Overall, I am satisfied with the performance of Auckland Council over the last 12 months	<input type="checkbox"/>								

10. What would need to change in order for you to agree more strongly with the above statements?

11. In your opinion, how effectively are Auckland Council and the Waiheke Local Board working together?

1 – Not at all	2	3	4	5	6	7 – Very	Don't know
<input type="checkbox"/>							

The following questions are about **Auckland Transport**.

12. How much would you agree or disagree with the following statements?

	1 – Strongly disagree	2	3	4	5	6	7 – Strongly agree	Don't know	N/A
I understand what the roles and responsibilities of Auckland Transport are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that Auckland Transport listens to the Waiheke community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that Auckland Transport communicates well with the Waiheke community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Auckland Transport makes decisions that have a positive impact on Waiheke Island	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Auckland Transport services are delivered in a way that maintains the unique character of the island	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I trust Auckland Transport to make the right decisions for the Waiheke community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with the performance of Auckland Transport over the last 12 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. What would need to change in order for you to agree more strongly with the above statements?

14. In your opinion, how effectively are Auckland Transport and the Waiheke Local Board working together?

1 – Not at all	2	3	4	5	6	7 – Very	Don't know
<input type="checkbox"/>							

Finally, a few questions about you. This is so that we can compare the opinions of different types of people who live on Waiheke Island.

15. Do you currently live on Waiheke Island?

- Yes, full time → Skip to Q17
- Yes, part time
- No

16. What is your connection to Waiheke Island? (select all that apply)

- Owner of bach / holiday home / second home on the island
- Staying short-term on the island for work purposes
- Owner of a business on the island
- Staying short-term on the island as a visitor
- Connection to local iwi
- Other _____

17. Approximately how long have you lived full-time on the island?

- Less than 2 years
- 2 to 4 years
- 5 to 9 years
- 10 years or longer
- Not applicable

18. Which age group are you in?

- 19 years or younger
- 20-29 years
- 30-39 years
- 40-49 years
- 50-59 years
- 60-69 years
- 70 years or over

19. Which ethnic group, or groups, do you identify with? (select those which apply to you).

- New Zealand European
- Māori → please state which iwi you identify with:
- Samoan
- Cook Island Māori
- Tongan
- Niuean
- Chinese
- Indian
- Other → please state:
- Prefer not to say

20. What gender do you identify as?

- Male
- Female
- Gender diverse

21. Did you vote in the 2016 local government elections?

- Yes
- No
- Not sure
- Not applicable

22. How many days per week, on average, do you travel off the island?

- 1 day
- 2 days
- 3 days
- 4 days
- 5 days
- 6 days
- 7 days
- Not really applicable – I hardly ever travel off the island

23. Thank you for your time. Do you have any final comments?

Thank you for completing this survey. Your responses will be combined with other Waiheke Island residents and will be used to evaluate our progress over the next three years.

Please hand this survey back to the Waiheke Library or Auckland Council Service Centre.

Find out more: phone 09 301 0101, email rimu@aucklandcouncil.govt.nz or visit aucklandcouncil.govt.nz and knowledgeauckland.org.nz