Annual Residents' Survey 2019-2020

Timaru District Council

TIMARU
DISTRICT COUNCIL

Report | June 2020

KEYRESEARCH

Table of Contents

Introduction, Objectives and Methodology

Introduction

- The Timaru District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council, and to prioritise improvement opportunities that will be valued by the community

Research Objectives

- To assess satisfaction among residents in relation to services, facilities and other activities of the Timaru District Council

- To identify opportunities for improvement that would be valued by residents and how these should be prioritised

Methodology

- A statistically robust survey conducted by telephone with a sample of n=401 residents across the Timaru District Council area

- Data collection was managed to quota targets by age, ward and ethnicity, and post data collection, the sample has been weighted so it is aligned with known population distributions as contained in the Census 2018

- At an aggregate level the sample has an expected 95% confidence interval (margin of error) of +/- 4.9%. All statistical significance testing has used a 95% confidence interval unless otherwise stated

- Interviewing is managed in quarterly cycles with data for the current report having been collected between 1 July 2019 and 16 April 2020

- Results exclude '*don't know*' responses unless otherwise specified

- All results are reported in whole numbers and this may result in a rounding difference of one percentage point in some instances

Executive summary

1   Satisfaction with Timaru District Council's performance regarding various services, infrastructure and facilities is mostly high with more than seven out of ten residents satisfied (%7-10). More than a third of residents (39%) perceive that the quality of life in Timaru is better than it was three years ago

2   Timaru District Council has a strong reputation, with a benchmark score of 85 out of 150 (93 in 2017/18). '*Image and reputation'* has the greatest impact (45%) on overall satisfaction, so performance in this area should be improved to potentially enhance overall perceptions of the Council

3   '*Trustworthiness', 'Financial management'* and *'How rates are spent'* are key priority areas for improvement for the Council. Performance around the provision of quality services and maintenance of public facilities should be maintained

4   Around one in six residents (17%) have lodged a *service request or complaint* with the Council in the last year. Overall satisfaction with *how well their enquiry was handled* has slightly increased since 2017/18 (51% from 50%), this being highly influenced by how well Council staff communicated with the residents regarding their issues and concerns

5   Overall, the delivery of *services and facilities* remain as the area where the Council is performing very well, although residents would likely value improvements to roading and *regulatory services*

6   Most residents obtain information about the Council and its activities through *newspapers* and its *website*. The use of *Facebook* and *Council publications* as sources of Council information has significantly increased in the past two years. Overall, the level of satisfaction regarding *how the Council keeps the public informed* and *involved in its decision-making* has declined compared with 2017/18

Summary of key performance indicators

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Council continues to be evaluated well for its *services and facilities*, *image and reputation* and *value for money*, but residents are less satisfied with the *level of influence* they have on Council decision-making

Overall performance[1]
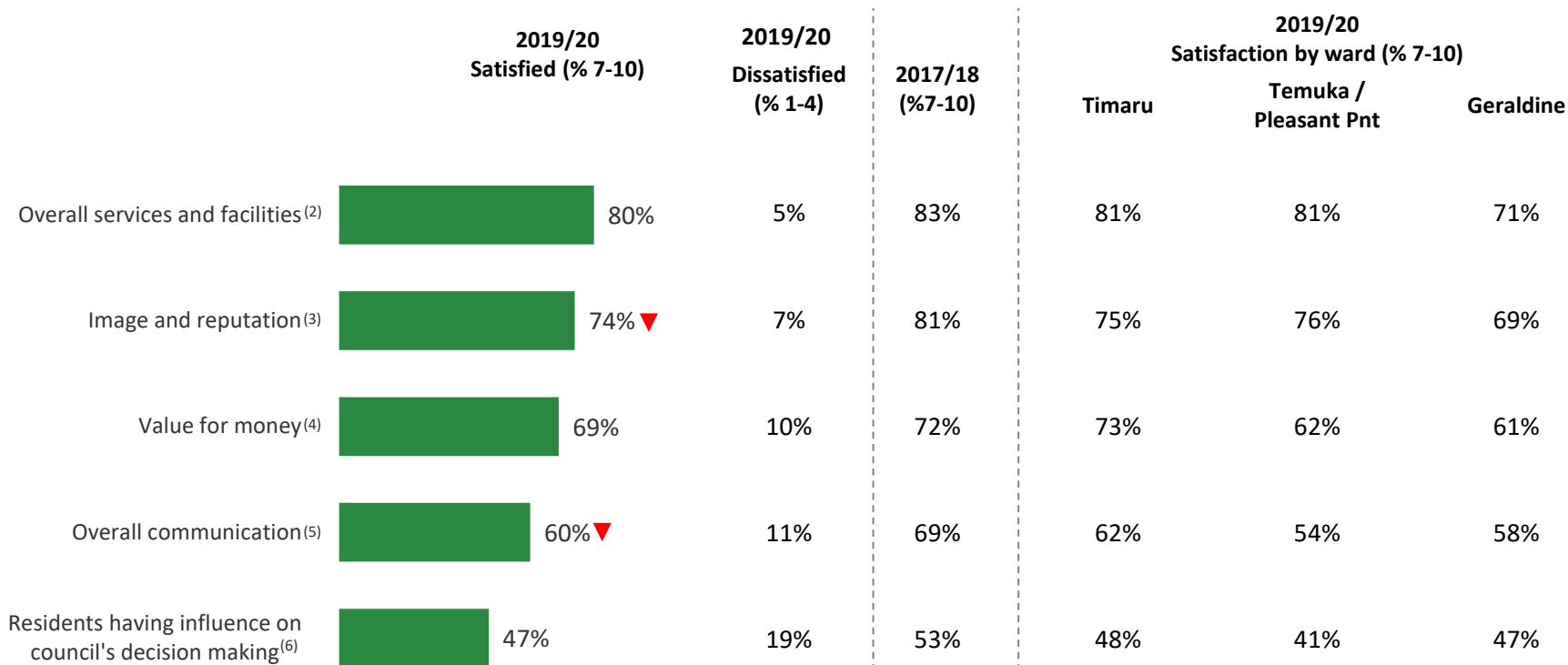
	2019/20 Satisfied (% 7-10)	2019/20 Dissatisfied (% 1-4)	2017/18 (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall services and facilities[2]	80%	5%	83%	81%	81%	71%
Image and reputation[3]	74% ▼	7%	81%	75%	76%	69%
Value for money[4]	69%	10%	72%	73%	62%	61%
Overall communication[5]	60% ▼	11%	69%	62%	54%	58%
Residents having influence on council's decision making[6]	47%	19%	53%	48%	41%	47%

▲ *Significantly higher compared with 2017/18*

▼ *Significantly lower compared with 2017/18*

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. REP4. And when you think about everything that the Council does, how would you rate the Council for the quality of the services and facilities they provide the district?
3. REP5. Thinking about the reputation of the Timaru District Council, so the leadership that they provide for the district, the trust that you have in Council, their financial management and quality of services they provide. Overall, how would you rate the Timaru District Council for its reputation?
4. VM4. Considering all the services and facilities that the [COUNCIL] provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
5. CM2. How would you rate Council for keeping the public informed and involved in its decision making?
6. CM3. And how satisfied are you with the level of influence that residents have on Council's decision making?

High levels of satisfaction were achieved regarding *waste disposal and recycling, sewage system, water supply, parks and outdoor spaces,* and *public facilities*

Overall performance: Summary[1]

Services	Satisfied (% 7-10) 2019/20	Dissatisfied (% 1-4) 2019/20	2017/18 (%7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall waste disposal and recycling	93%	1%	92%	96%	91%	81%
Overall regulatory services[2]	67%	7%	73%	73%	55%	58%
Handling enquiries	51%	39%	50%	59%	45%	28%
Infrastructure						
Sewage system	93%	0%	94%	95%	88%	92%
Water supply	92%	2%	90%	94%	89%	90%
Overall roading	71%	6%	69%	75%	68%	56%
Stormwater management	68%	11%	68%	72%	62%	52%
Community facilities						
Overall satisfaction with parks and outdoor spaces	96% ▲	0%	91%	97%	91%	95%
Overall satisfaction with public facilities	92%	1%	90%	92%	88%	93%

2019/20 Satisfaction by ward (% 7-10)

▲ *Significantly higher compared with 2017/18*

▼ *Significantly lower compared with 2017/18*

Significantly higher than the other ward (s)

Significantly lower than the other ward (s)

Drivers of satisfaction

The Customer Value Management model has been used to understand perceptions of the Council and as a mechanism for prioritising improvement opportunities

Introduction to the driver model

Overview of our driver model

- Residents are asked to rate their perceptions of Council's performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable
- Rather than ask what residents think is important, we use statistics to derive the impact of drivers on overall satisfaction
- Results can be used as a basis for comparing performance between groups of interest and potentially with other Councils

Level of impact
Measures the impact that each driver has on satisfaction. The measure is derived through statistical modelling.

Overall performance

X%   (% 7-10)

Performance
1 = Dissatisfied / poor; 10= Satisfied / excellent
Results are reported as the percentage satisfied;
e.g. % scoring 7-10 representing satisfied

Impact	Performance (%7-10)	Impact	Performance (%7-10)

X% **Image and reputation** XX%

X% **Overall services and facilities** XX%

X% **Value for money** XX%

X% **Water management** X%

X% **Waste management** X%

X% **Roading** X%

X% **Parks and reserves** X%

X% **Public facilities** X%

X% **Regulatory** X%
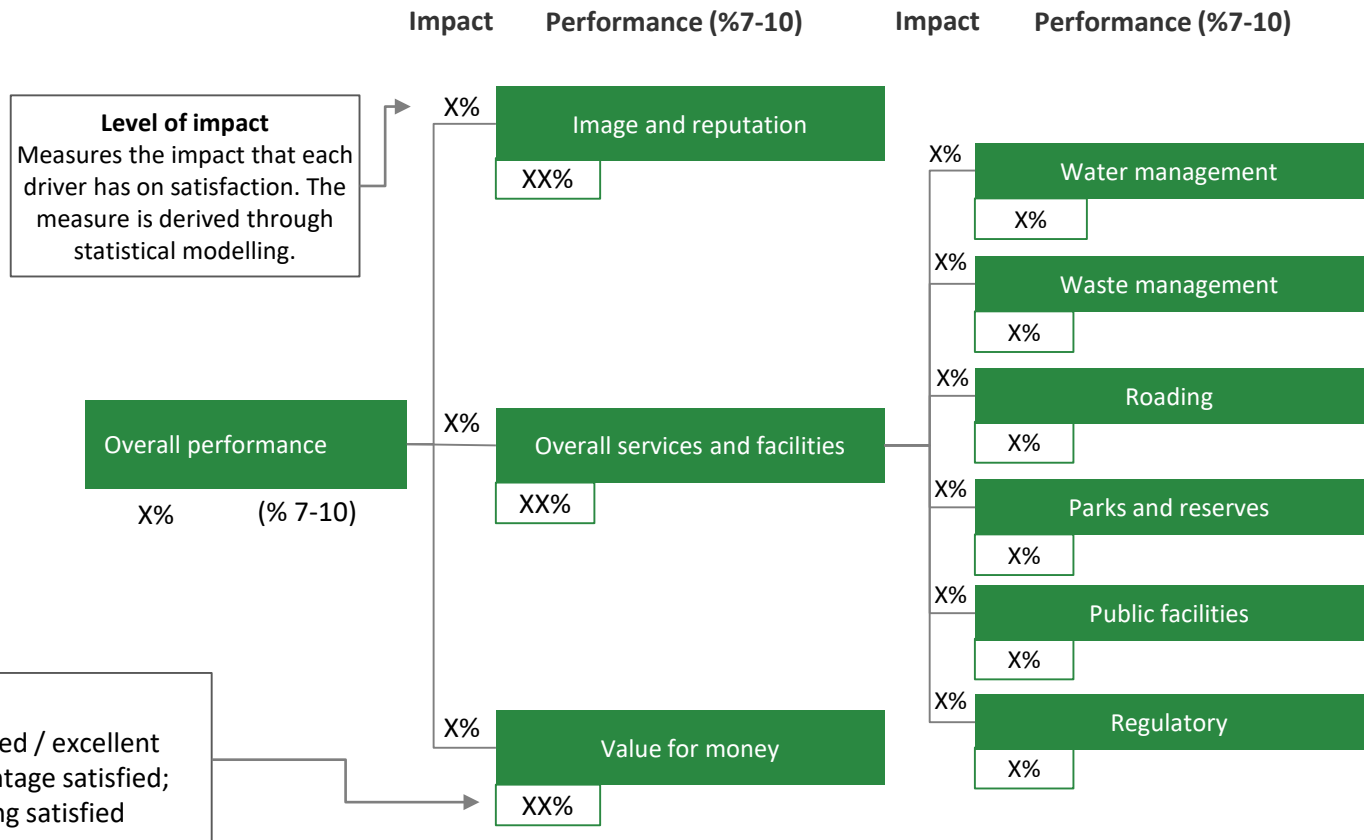
Image and reputation has the greatest impact on overall perceptions of the Council; *services and facilities* and *value for money* have lesser impact levels on overall performance evaluation

Driver analysis: Overall level drivers[1]

Impact	Performance (%7-10)	Impact	Performance (%7-10)

Overall performance

Satisfied (% 7-10)

73%

45% — Image and reputation — 74%

33% — Overall services and facilities — 80%

22% — Value for money — 69%

31% — Public facilities — 92%

21% — Regulatory — 67%

15% — Parks and reserves — 96%

14% — Waste management — 93%

13% — Water management — 76%

6% — Roading — 71%
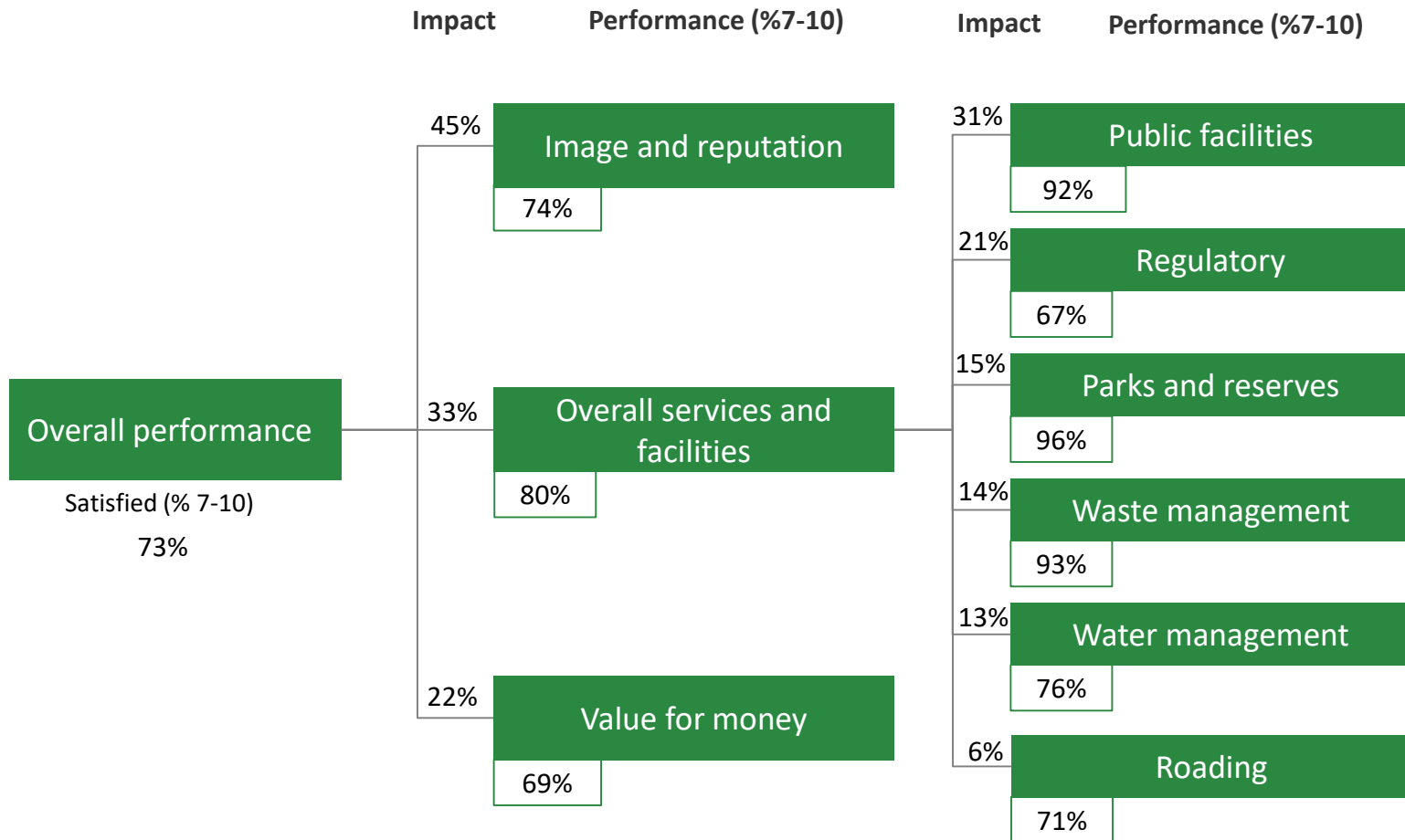
NOTES:
1. Sample: n=401

Improving performance around *image and reputation* will most likely enhance overall perceptions of the Council

Driver analysis: Overall level drivers[1]
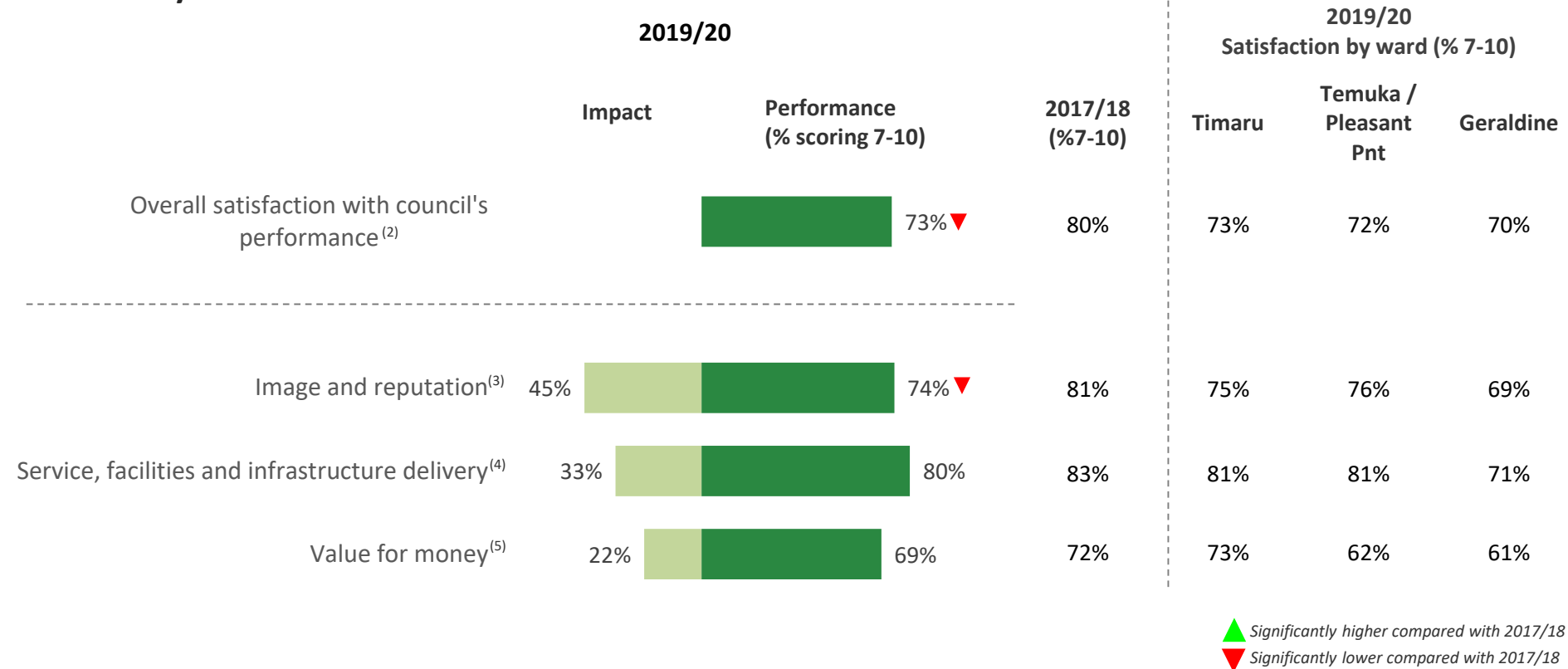
	Impact	Performance (% scoring 7-10)	2017/18 (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall satisfaction with council's performance [2]		73% ▼	80%	73%	72%	70%
Image and reputation [3]	45%	74% ▼	81%	75%	76%	69%
Service, facilities and infrastructure delivery [4]	33%	80%	83%	81%	81%	71%
Value for money [5]	22%	69%	72%	73%	62%	61%

▲ *Significantly higher compared with 2017/18*
▼ *Significantly lower compared with 2017/18*

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401;Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. OP1. Everything considered; reputation, services and value for money, how satisfied are you with the performance of the Council?
3. REP5. Thinking about the reputation of the Timaru District Council, so the leadership that they provide for the district, the trust that you have in Council, their financial management and quality of services they provide. Overall, how would you rate the Timaru District Council for its reputation?
4. REP4. And when you think about everything that the Council does, how would you rate the Council for the quality of the services and facilities they provide the district?
5. VM4. Considering all the services and facilities that the [COUNCIL] provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Improving perceptions around *trust* while maintaining performance regarding the *quality of services and deliverables* will more likely increase satisfaction with overall *image and reputation*

Driver analysis: Reputation[1]

	2019/20 Impact	2019/20 Performance (% scoring 7-10)	2017/18 (%7-10)	2019/20 Satisfaction by ward (% 7-10) Timaru	Temuka / Pleasant Pnt	Geraldine
Overall image and reputation[2]	45%	74% ▼	81%	75%	76%	69%
Trust [3]	43%	60% ▼	70%	62%	55%	60%
Quality of services and deliverables[4]	32%	80%	83%	81%	81%	71%
Financial management[5]	17%	57% ▼	68%	58%	56%	51%
Vision and leadership[6]	8%	66%	72%	69%	58%	63%

▲ *Significantly higher compared with 2017/18*
▼ *Significantly lower compared with 2017/18*

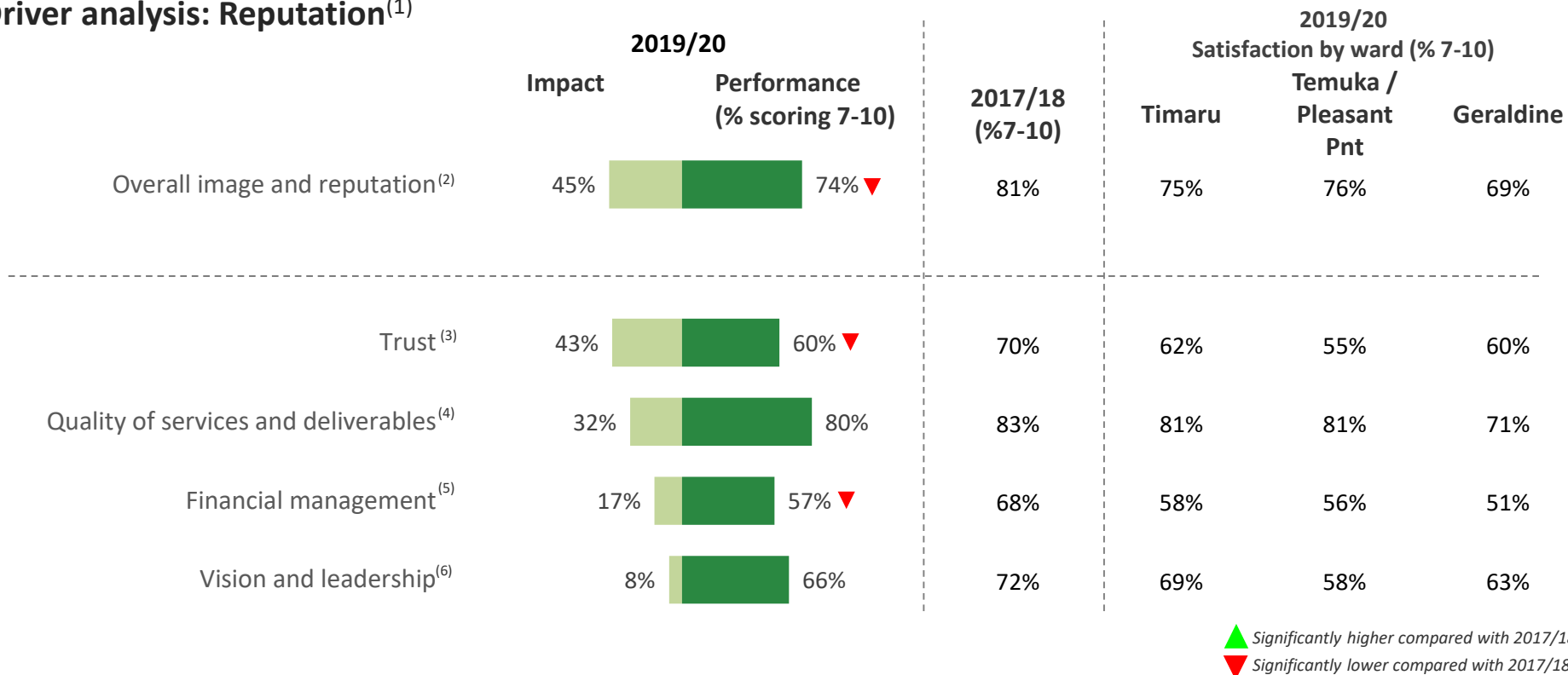NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. REP5. Thinking about the reputation of the Timaru District Council, so the leadership that they provide for the district, the trust that you have in Council, their financial management and quality of services they provide. Overall, how would you rate the Timaru District Council for its reputation?
3. REP2. Next I'd like you to think about how open and transparent Council is, how Council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district? Overall how would you rate the Council in terms of the faith and trust you have in them?
4. REP4. And when you think about everything that the Council does, how would you rate the Council for the quality of the services and facilities they provide the district?
5. REP3. Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending. How would you rate the Council overall for its financial management?
6. REP1. Being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction… overall how would you rate the Council for its leadership?

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Performance is strong across most services and facilities; improving perceptions around *regulatory services* will most likely increase overall satisfaction with *services, facilities and infrastructure*

Driver analysis: Services, facilities and infrastructure[1]

	2019/20 Impact	2019/20 Performance (% scoring 7-10)	2017/18 (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall services, facilities and infrastructure[2]	33%	80%	83%	81%	81%	71%
Public facilities[3]	31%	92%	90%	92%	88%	93%
Regulatory services[4]	21%	67%	73%	73%	55%	58%
Parks and reserves[5]	15%	96% ▲	91%	97%	91%	95%
Waste management[6]	14%	93%	92%	96%	91%	81%
Water management[7]	13%	76% ▼	82%	80%	67%	69%
Roading[8]	*No impact*	71%	69%	75%	68%	56%

▲ *Significantly higher compared with 2017/18*
▼ *Significantly lower compared with 2017/18*
Significantly higher than the other ward (s)
Significantly lower than the other ward (s)
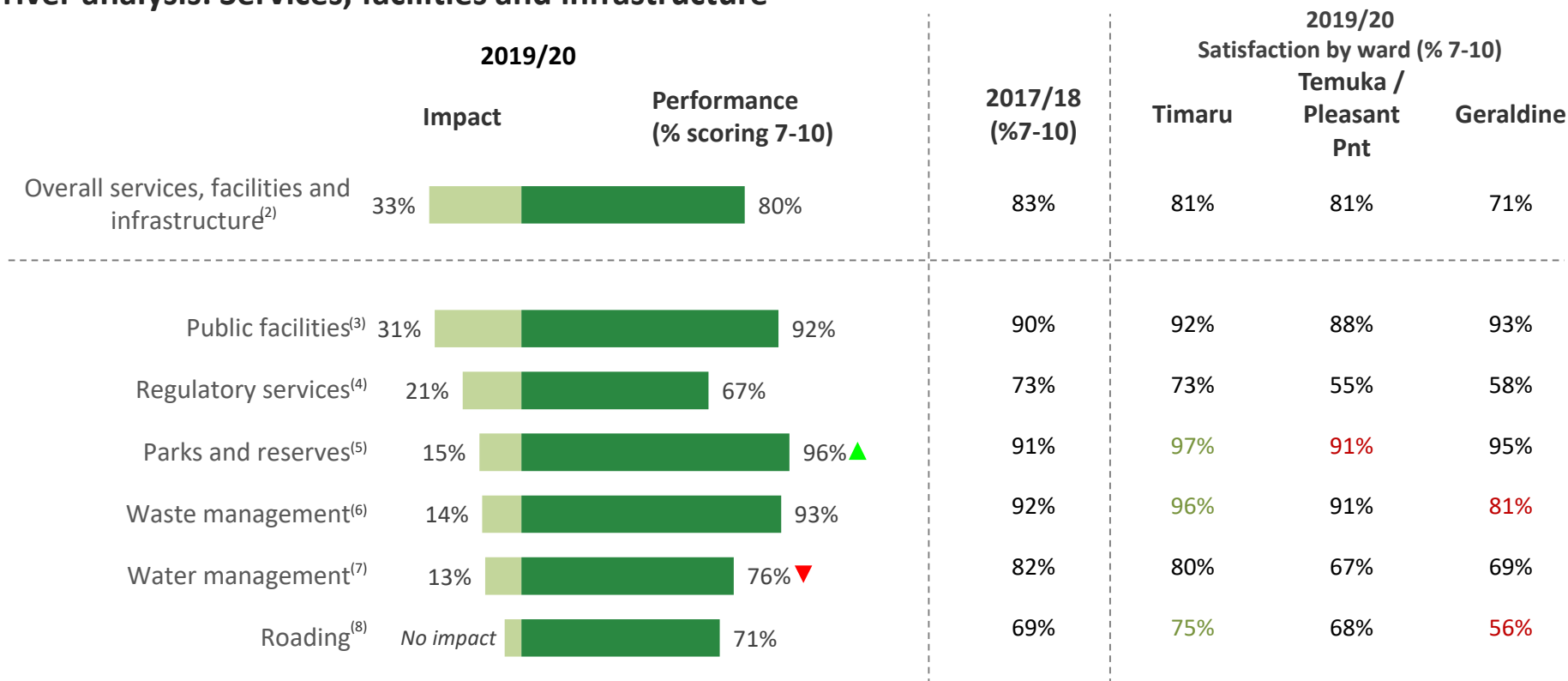
NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. REP4. And when you think about everything that the Council does, how would you rate the Council for the quality of the services and facilities they provide the district?
3. CF5. When you consider all the public facilities that are provided by Council including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided?
4. OS3. And how satisfied are you overall with how well Council provides these types of regulatory services?
5. PR3. And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, cemeteries and other open spaces?
6. WR4. How would you rate your satisfaction with the Council overall for its waste disposal, recycling and composting services?
7. TW6. And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of wastewater, how would you rate your satisfaction with Council overall for its management of water in the district?
8. RF3. Overall how satisfied are you with the roads, cycle lanes, footpaths and off-road walkways and cycle ways around the district

Report | June 2020

The *provision of dedicated walkways and cycle ways* has the highest impact on *roading perceptions* and with relatively high satisfaction score, current services in this area should be maintained

Driver analysis: Roads, footpaths and cycle ways[1][2][3]

	2019/20 Impact	2019/20 Performance (% scoring 7-10)	2017/18 (%7-10)	2019/20 Satisfaction by ward (% 7-10) Timaru	Temuka / Pleasant Pnt	Geraldine
Overall roads, footpaths and cycle ways	6%	71%	69%	75%	68%	56%
The provision of dedicated walkways and cycle ways	41%	79%	76%	84%	71%	62%
The condition of roads in urban areas	23%	61%	66%	66%	57%	41%
The condition of the footpaths	23%	58%	59%	59%	56%	54%
Suitability of cycle lanes on our roads	9%	55%	57%	61%	45%	32%
The condition of rural roads	4%	53%	60%	59%	48%	34%

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. RF3. Overall how satisfied are you with the roads, cycle lanes, footpaths and off-road walkways and cycle ways around the district
3. RF1. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following…

Satisfaction with *public facilities* has improved from its level in 2017/18 of 90% to 92% in 2019/20; this overall performance score is primarily influenced by perceptions of the upkeep of *swimming pools*

Driver analysis: Public facilities[1][2][3]

	2019/20		2017/8 (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
	Impact	Performance (% scoring 7-10)		Timaru	Temuka / Pleasant Pnt	Geraldine
Overall public facilities	31%	92%	90%	92%	88%	93%
Swimming pools	33%	89%	89%	91%	80%	91%
Public toilets	23%	72%	72%	68%	66%	74%
Museum	21%	94%	94%	93%	87%	90%
Libraries	16%	95%	95%	93%	96%	94%
Art Gallery	7%	91%	91%	89%	86%	95%

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. CF5. When you consider all the public facilities that are provided by Council including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided?
3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?

The *stormwater system* has the highest impact on overall perceptions of *water management*; given a relatively low satisfaction score, this area presents an opportunity for improvement

Driver analysis: Water management[1]

	2019/20		**2017/18 (%7-10)**	**2019/20 Satisfaction by ward (% 7-10)**		
	Impact	Performance (% scoring 7-10)		Timaru	Temuka / Pleasant Pnt	Geraldine
Overall water management[2]	13%	76% ▼	82%	80%	67%	69%
Stormwater system[3]	72%	68%	68%	72%	62%	52%
The sewage system[4]	16%	93%	94%	95%	88%	92%
The city's water supply[5]	11%	92%	90%	94%	89%	90%

▲ *Significantly higher compared with 2017/18*
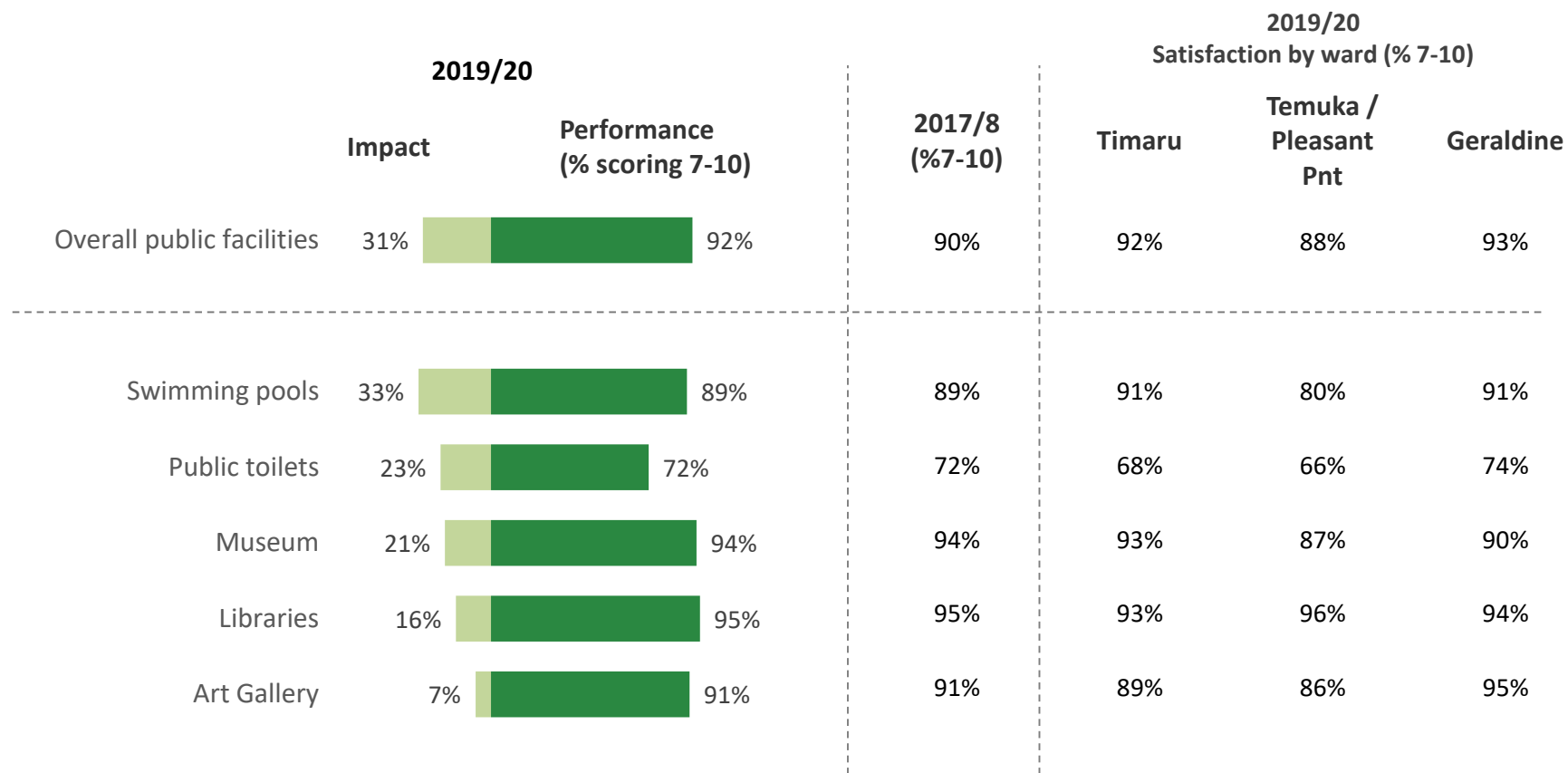▼ *Significantly lower compared with 2017/18*
Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. TW6. And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of wastewater, how would you rate your satisfaction with Council overall for its management of water in the district?
3. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of… Overall satisfaction with the district's stormwater management
4. TW4. On the scale of 1- 10, how would you rate your satisfaction with… Overall satisfaction with the sewage system
5. TW2. On the scale of 1- 10, how would you rate your satisfaction with… Overall satisfaction with the water supply

Satisfaction with *waste management* is high; performance around *managing general waste, recycling services* and *managing green waste* should be maintained

Driver analysis: Waste management[1][2][3]
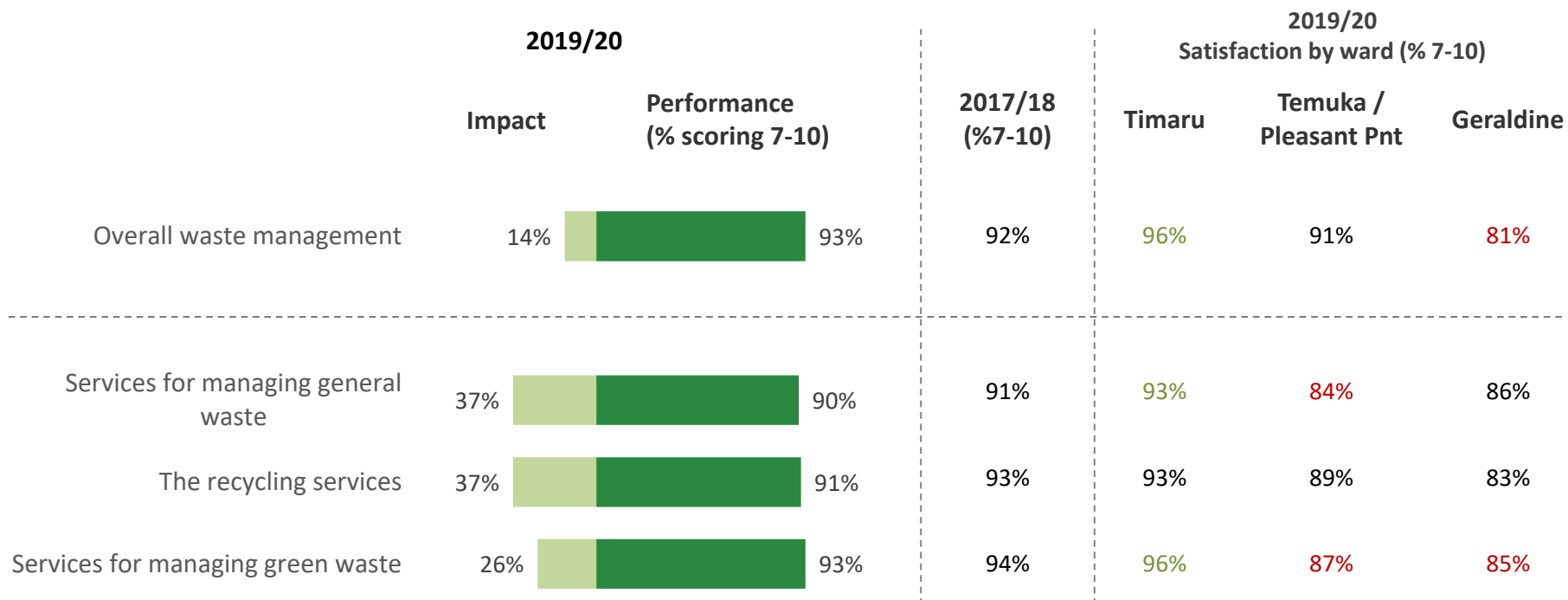
	2019/20		2017/18 (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
	Impact	Performance (% scoring 7-10)		Timaru	Temuka / Pleasant Pnt	Geraldine
Overall waste management	14%	93%	92%	96%	91%	81%
Services for managing general waste	37%	90%	91%	93%	84%	86%
The recycling services	37%	91%	93%	93%	89%	83%
Services for managing green waste	26%	93%	94%	96%	87%	85%

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

Overall satisfaction in relation to *parks and reserves, cemeteries, playgrounds* and *sports fields* is very high across all wards

Driver analysis: Parks, reserves and open spaces[1][2][3]
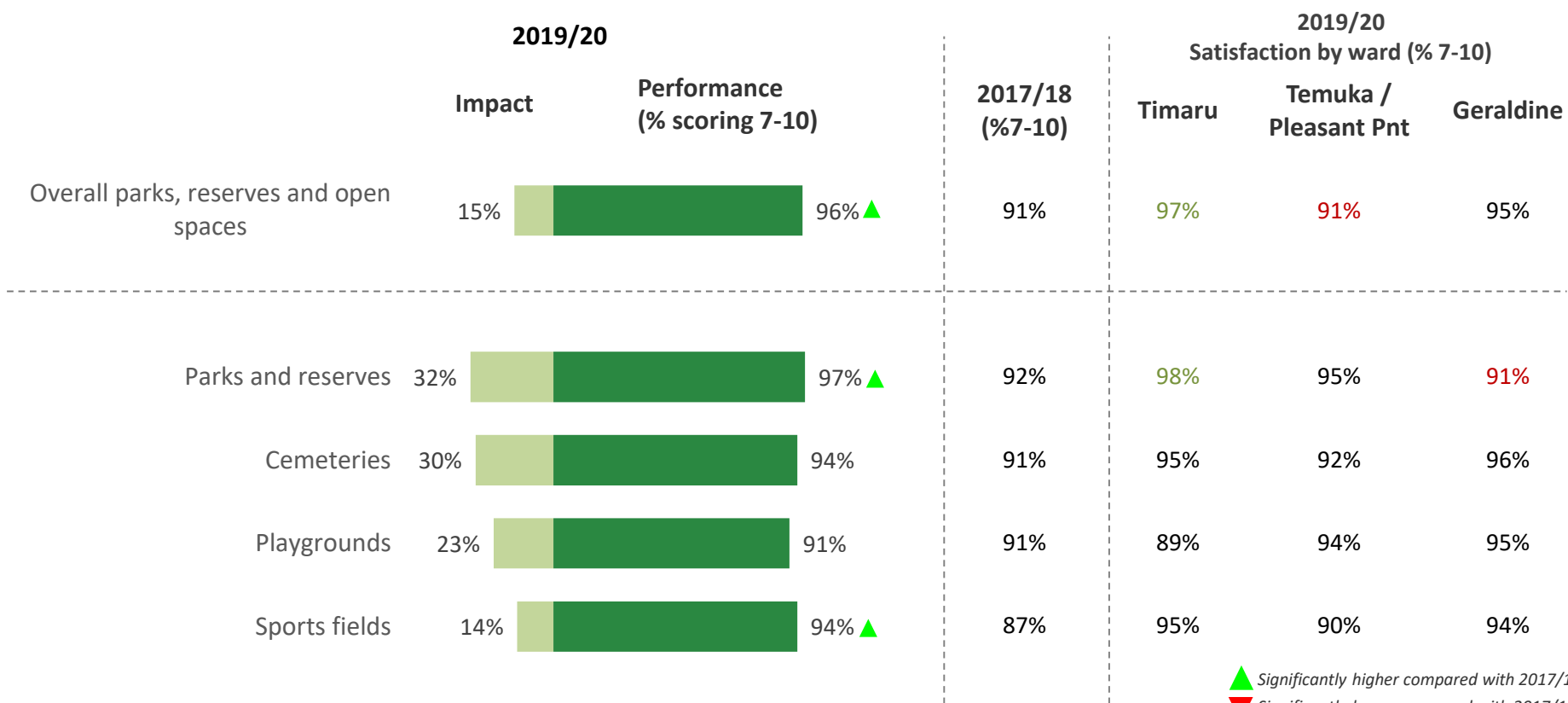
	2019/20		2017/18 (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
	Impact	Performance (% scoring 7-10)		Timaru	Temuka / Pleasant Pnt	Geraldine
Overall parks, reserves and open spaces	15%	96% ▲	91%	97%	91%	95%
Parks and reserves	32%	97% ▲	92%	98%	95%	91%
Cemeteries	30%	94%	91%	95%	92%	96%
Playgrounds	23%	91%	91%	89%	94%	95%
Sports fields	14%	94% ▲	87%	95%	90%	94%

▲ *Significantly higher compared with 2017/18*

▼ *Significantly lower compared with 2017/18*

Significantly higher than the other ward (s)

Significantly lower than the other ward (s)
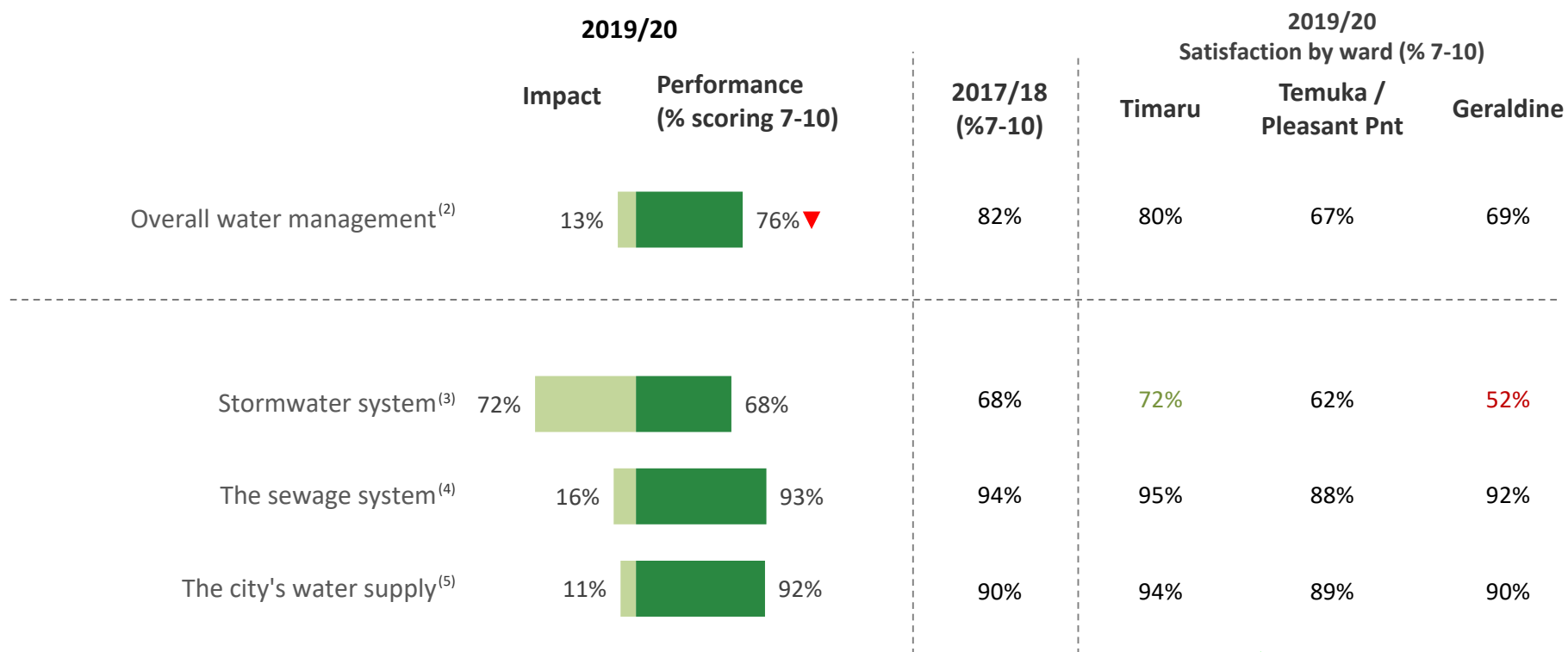
NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. PR3. And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, cemeteries and other open spaces?
3. PR2. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its…

Value for money is greatly influence by perceptions regarding *rates being fair and reasonable* and *how rates are spent*; improving performance around these two areas will likely increase satisfaction

Driver analysis: Value for money[1][2][3]
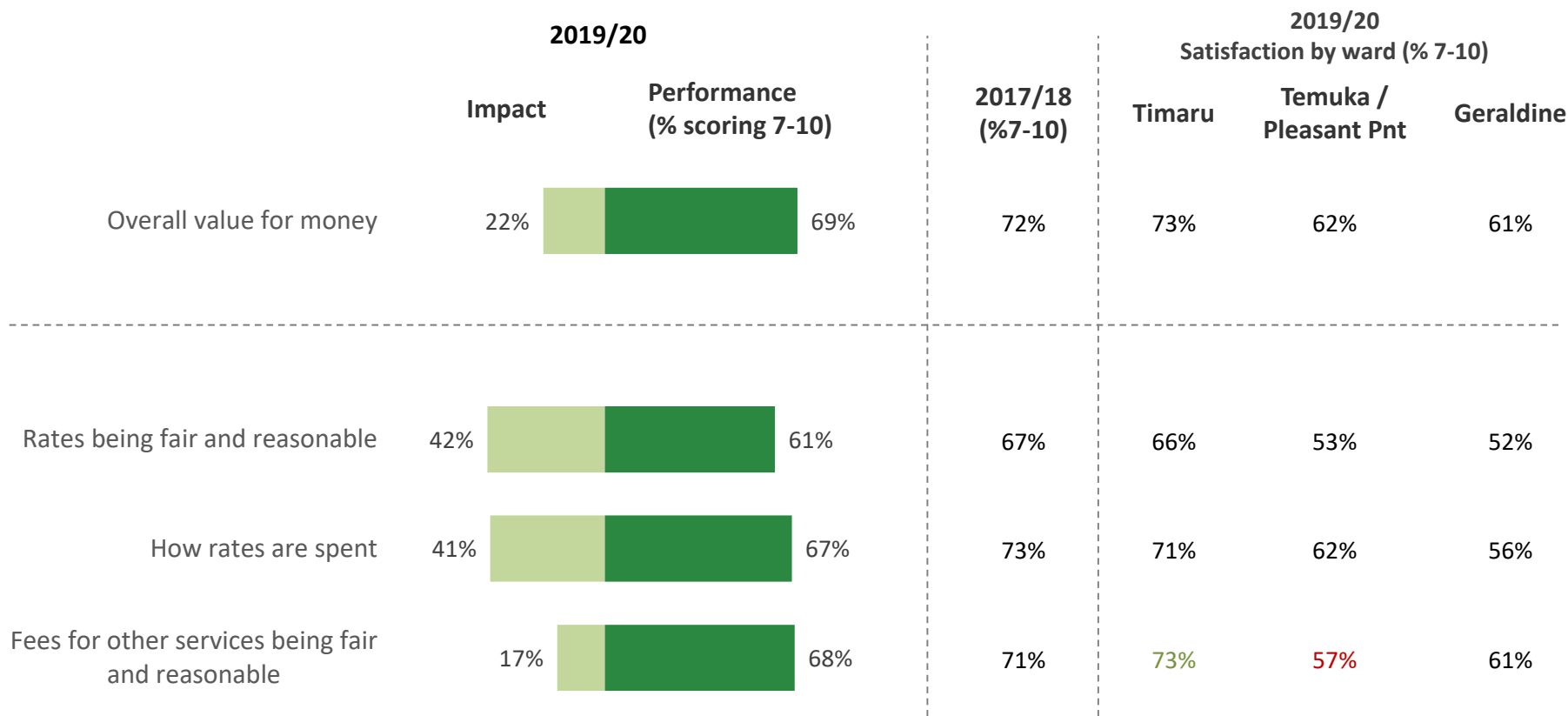
	2019/20		2017/18 (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
	Impact	Performance (% scoring 7-10)		Timaru	Temuka / Pleasant Pnt	Geraldine
Overall value for money	22%	69%	72%	73%	62%	61%
Rates being fair and reasonable	42%	61%	67%	66%	53%	52%
How rates are spent	41%	67%	73%	71%	62%	56%
Fees for other services being fair and reasonable	17%	68%	71%	73%	57%	61%

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

The priority areas for improvements relate to *trust*, *financial management* and *how rates are spent*; performance around *water management, waste management* and *parks and open spaces* should be promoted

Strategy implications: Summary overview(1)(2)
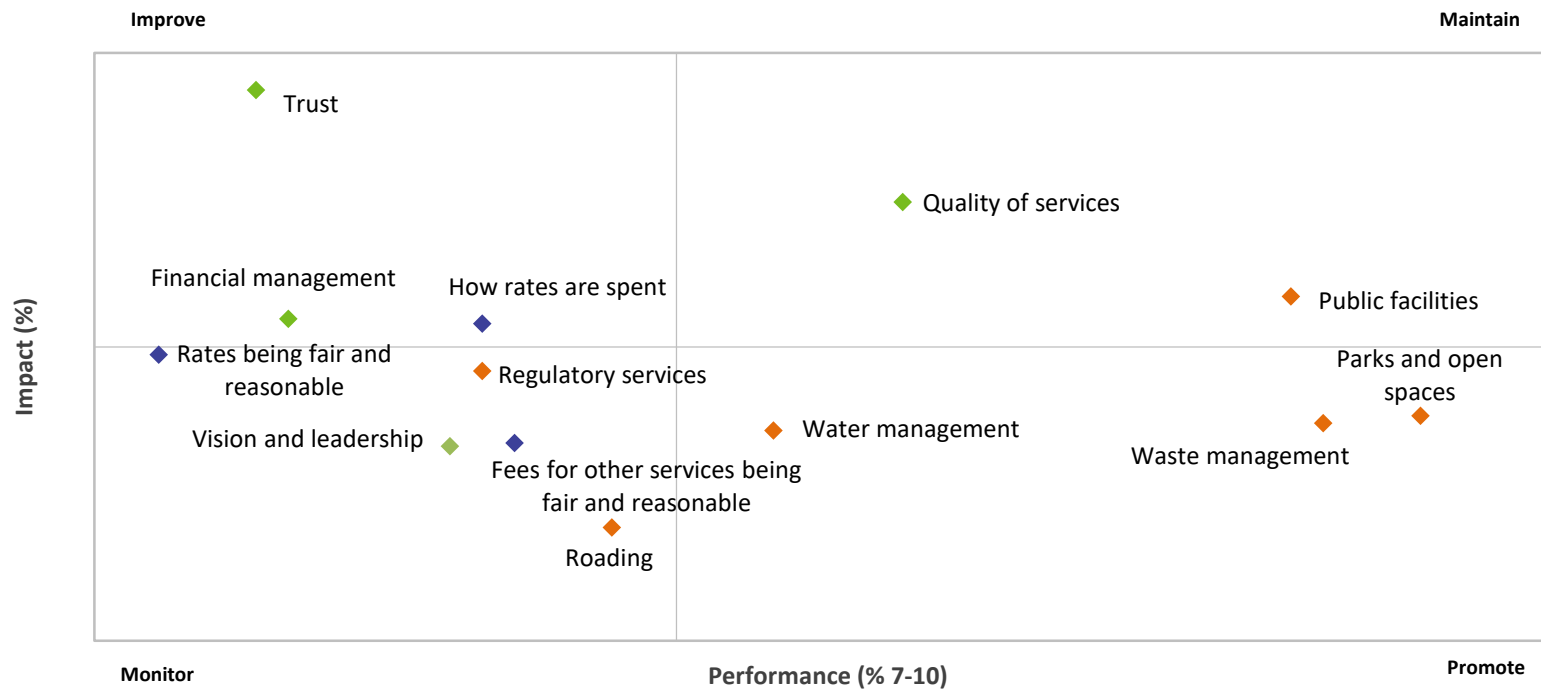
NOTES:
1. Sample: 2017/8 n=402; 2019/20 n=401
2. The strategy grid serves to illustrate the relative position of attributes based on the combination of performance and impact. Relative to all other measures, those with the highest impact and lowest performance represent the best opportunities since improvements in these areas will be most valued

Understanding reputation

Timaru District Council has an excellent reputation and this is consistent across the three wards

Reputation benchmarks[1][2][3]

Key:	
≥80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score
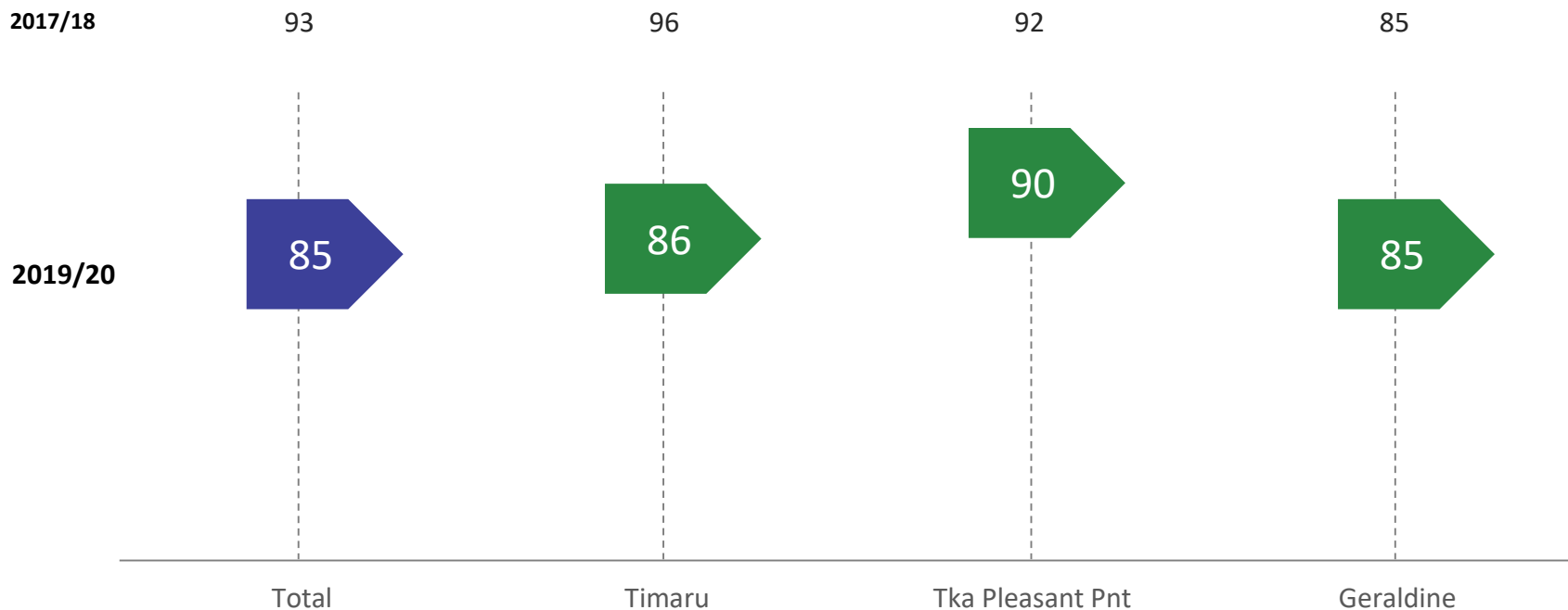
2017/18	93	96	92	85
2019/20	85	86	90	85
	Total	Timaru	Tka Pleasant Pnt	Geraldine

NOTES:
1. Sample: 2017/8 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?
3. The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

Timaru District Council's reputation profile is dominated by *'Champions',* who recognise that the Council is competent and is doing a good job

Reputation profile(1)(2)
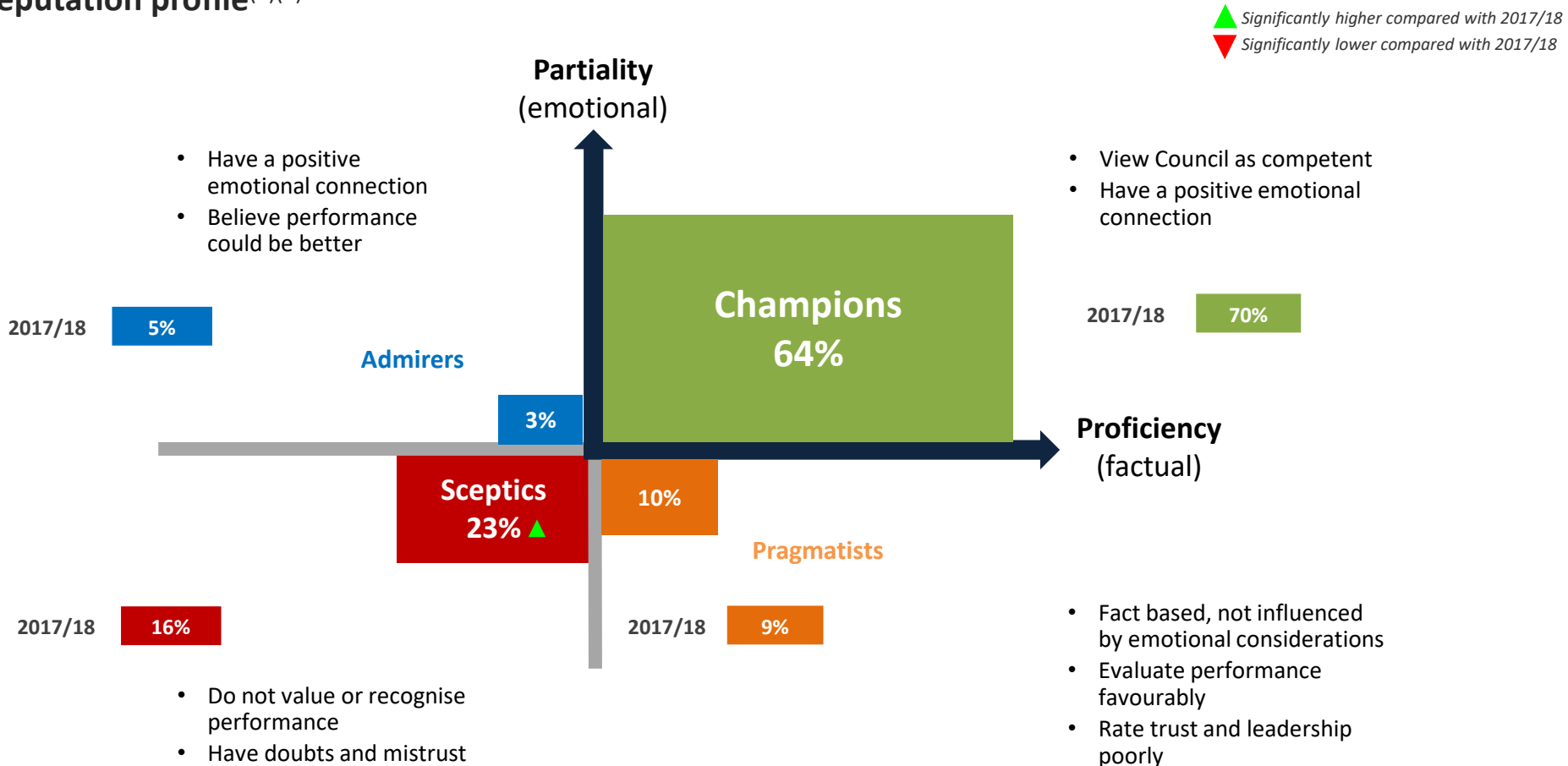
▲ *Significantly higher compared with 2017/18*
▼ *Significantly lower compared with 2017/18*

Partiality
(emotional)

- Have a positive emotional connection
- Believe performance could be better

- View Council as competent
- Have a positive emotional connection

2017/18 **5%**

Champions
64%

2017/18 **70%**

Admirers

3%

Proficiency
(factual)

Sceptics
23% ▲

10%

Pragmatists

2017/18 **16%**

2017/18 **9%**

- Do not value or recognise performance
- Have doubts and mistrust

- Fact based, not influenced by emotional considerations
- Evaluate performance favourably
- Rate trust and leadership poorly

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401
2. Segments have been determined using the results from a set of five overall level questions: REP1: vision and leadership, REP2: trust, REP3: financial management, REP4: quality of deliverables, REP5: overall reputation

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Although there has been a decline in the proportion of '*Champions*' across the three wards compared with their reputation profiles in 2017/18, most of the residents have given the Council a positive evaluation

Reputation profile: Wards[1][2]

Timaru	Temuka /Pleasant Pnt	Geraldine
Admirers 3%	**Admirers** 1%	**Admirers** 8%
Champions 66%	**Champions 64%**	**Champions 55%**
Sceptics 23%	**Sceptics** 19%	**Sceptics** 27%
Pragmatists 8%	**Pragmatists** 16%	**Pragmatists** 10%
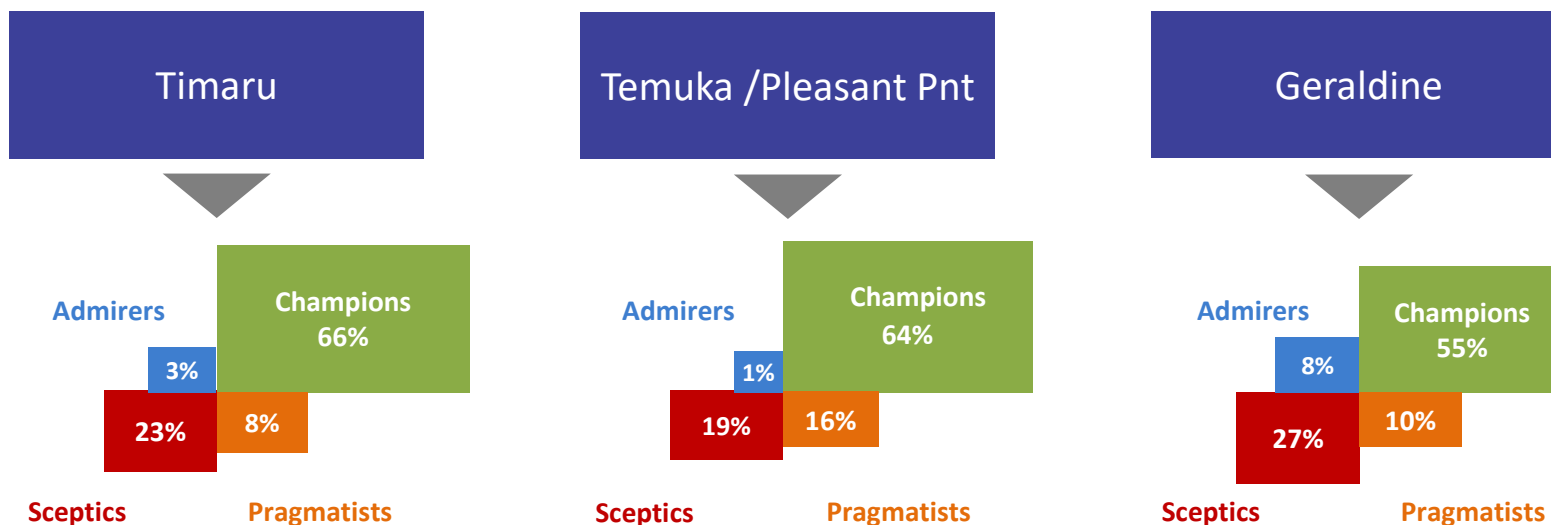
	2017/18	2017/18	2017/18
Admirers	5%	5%	4%
Champions	73%	69%	59%
Pragmatists	9%	7%	12%
Sceptics	13%	19%	25%

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=184, Temuka/Pleasant Point n=57; Geraldine n=65; Excludes don't know responses
2. Segments have been determined using the results from a set of five overall level questions: REP1 vision and leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Those in younger (18-49 years) and older (65+ years) age groups are more likely to be 'Champions' than the other residents

Reputation profile: Age groups[1][2][3]

	18-49 years	50-64 years	65+ years
Champions	66%	59%	67%
Admirers	2%	2%	6%
Pragmatists	9%	10%	11%
Sceptics	23%	29%	16%
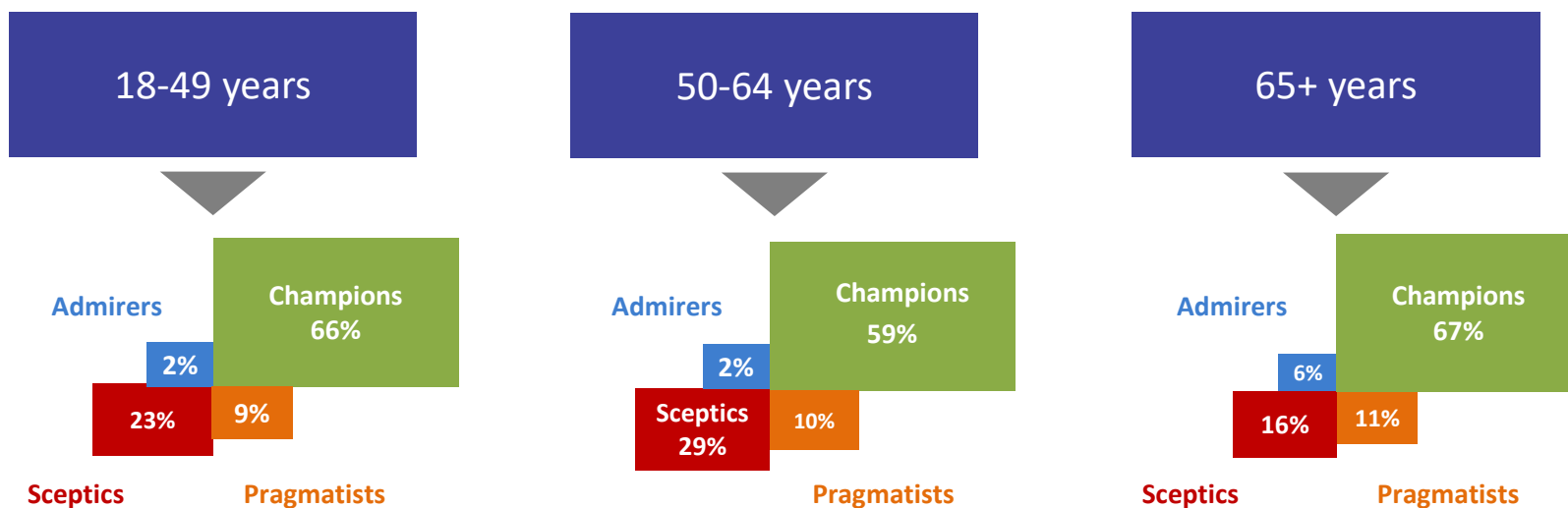
	2017/18	2017/18	2017/18
Admirers	4%	4%	5%
Champions	67%	67%	79%
Pragmatists	13%	9%	4%
Sceptics	16%	20%	12%

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; 18-49 years n=124; 50-64 years n=102, 65+ years n=80; Excludes don't know responses
2. Segments have been determined using the results from a set of five overall level questions
3. REP1 vision and leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation

Satisfaction with interactions

TIMARU
DISTRICT COUNCIL

KEYRESEARCH

Around one in six residents (17%) have made a *request* or *complaint* about a Council service in the last 12 months; almost a quarter (23%) of the requests or complaints came from older residents (65+ years)

Interactions: Enquiries, requests for services and complaints[1][2]

2019/20

Proportion of residents in each group lodging a request

Age Group

	18-49	50-64	65+
2019/20	13%	16%	23%
2017/18	*15%*	*14%*	*17%*

2019/20

17%

2017/18 *16%*

Ward

	Timaru	Temuka / Pleasant Pnt	Geraldine
2019/20	17%	11%	23%
2017/18	*15%*	*17%*	*18%*

NOTES:
1. Sample: 2017/18 n= 402; 2019/20 n=401; 18-49 years n=173; 50-64 years n=122, 65+ years n=106; Timaru n=232, Temuka /Pleasant Point n=80; Geraldine n=89; Those lodging a request 2019/20 n=68
2. RS1. Have you made a request for service or complaint about a Council service during the past 12 months?

TIMARU
DISTRICT COUNCIL

KEYRESEARCH

Nearly three in five *enquiries, requests or complaints* were made via the *phone* (59%); almost a third were lodged *in person or at an office* (32%)

Interactions: Enquiries, requests for services and complaints[2][3]

2019/20

How issue was lodged

2017/18

2019/20

17%

2017/18   *16%*

	2019/20	2017/18
Telephone	59%	64%
In person at an office	32%	24%
By email	20%	15%
Online including the website and social media	8%	12%
A written letter	4%	9%
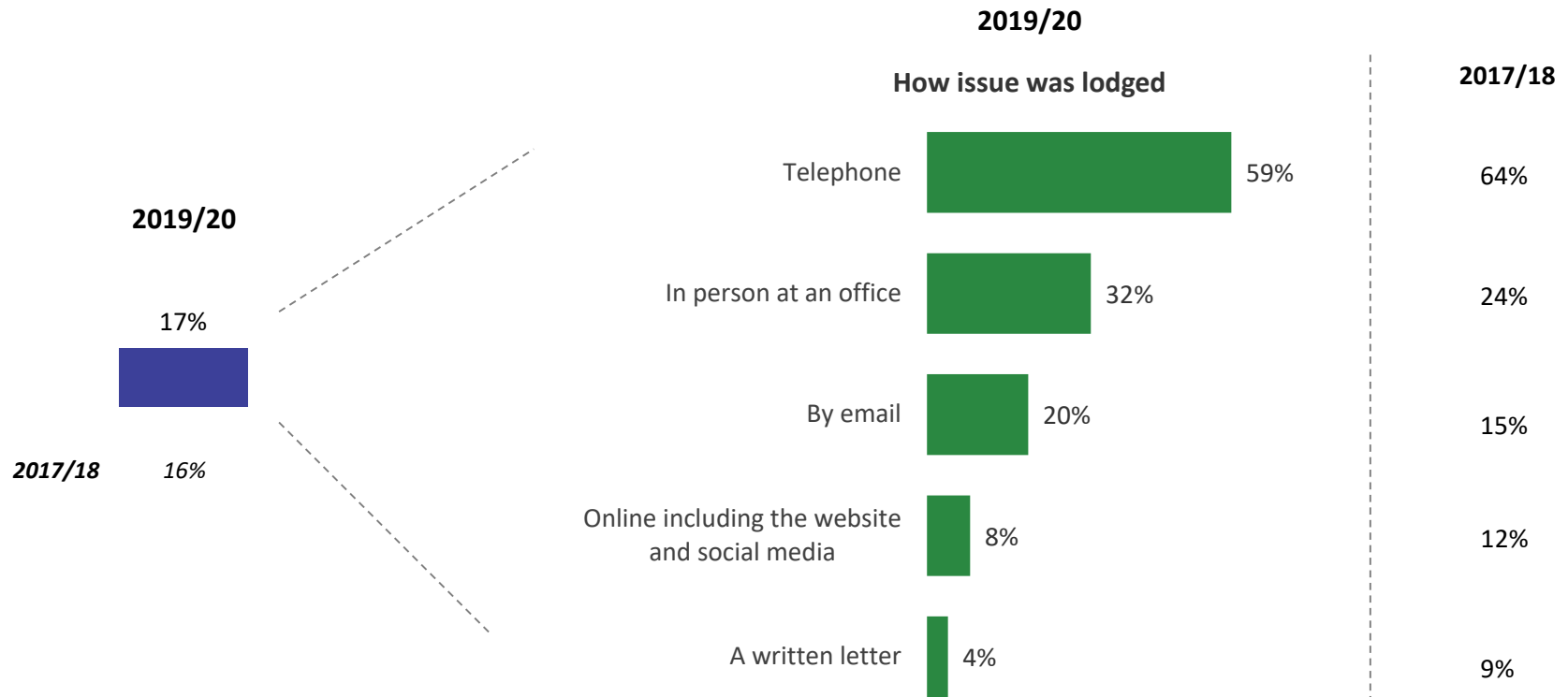
NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Made a request for service or complaint; 2019/20 n=68
2. RS1. Have you made a request for service or complaint about a Council service during the past 12 months?
3. RS2. In relation to your most recent contact with the Council, what best describes how you contacted them?
4. There is potential for responses 'by email' and 'via the website' to be interrelated since there is functionality within the website to send an email via a form, or to obtain email addresses

In almost all instances, the initial interactions primarily dealt with a Council staff member

Interactions: Enquiries, requests for services and complaints(2)(3)

2019/20

2019/20

17%

2017/18   *16%*

Initial contact(3)

A council staff member	97%
A councilor, the mayor or community board member	3%
Don't know	0%

Primarily dealt with(4)

92%

5%

2%

TIMARU
DISTRICT COUNCIL

KEYRESEARCH

Performance in *handling enquiries, requests and complaints* slightly improved; *how well Council staff communicated* with the residents is the main driver of perceptions of how well the Council handles interactions

Interactions: Enquiries, requests for services and complaints[1][2]

	Impact	Performance (% 7-10)	2017/18 (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
		2019/20		Timaru	Temuka / Pleasant Pnt	Geraldine
Overall: how well council handled enquiry		51%	50%	59%	45%	28%
How well they communicated	39%	59%	60%	67%	45%	41%
The outcome achieved	22%	47%	50%	53%	35%	32%
How helpful the staff member was	22%	60%	59%	67%	45%	47%
How well they followed through	11%	46%	51%	56%	25%	25%
Easy to get hold of a person who could help	4%	63%	68%	71%	33%	54%
How well they understood the issue	1%	65%	76%	65%	67%	62%
How long it took to resolve the matter	NI	43%	47%	49%	25%	38%

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. RS5. Still thinking back to your most recent contact or request, how would you rate your satisfaction with each of the following?

Overall, more than half of those who had an interaction with the Council (51%) are satisfied with *how Council handled their enquiries, requests or complaints*; *how well Council staff understood the issues and concerns* of the residents has the highest proportion of satisfied residents (65%)

Interactions: Enquiries, requests for services and complaints[1][2]

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

	Chart	2019/20 Satisfied (%7-10)	2019/20 Dissatisfied (%1-4)	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)
Overall: how well council handled enquiry	39% / 10% / 14% / 37%	51%	39%	50%	33%
How well they understood the issue	25% / 10% / 18% / 46%	65%	25%	76%	18%
The outcome achieved	45% / 8% / 8% / 39%	47%	45%	50%	35%
How well they communicated	35% / 6% / 22% / 37%	59%	35%	60%	21%
How helpful the staff member was	31% / 8% / 22% / 38%	60%	31%	59%	23%
Easy to get hold of a person who could help	17% / 21% / 28% / 34%	63%	17%	68%	17%
How well they followed through	41% / 14% / 13% / 33%	46%	41%	51%	33%
How long it took to resolve the matter	48% / 8% / 11% / 32%	43%	48%	47%	42%

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Lodged a request 2017/18 n=63, 2019/20 n=68
2. RS5. Still thinking back to your most recent contact or request, how would you rate your satisfaction with each of the following?

Satisfaction with waste minimisation

TIMARU
DISTRICT COUNCIL

KEYRESEARCH

More than nine out of ten residents (92%) use *regular kerbside collection*; there has been a significant increase in the proportion of residents using the *self-delivery to a transfer station* method

Use of waste disposal services[1][2]
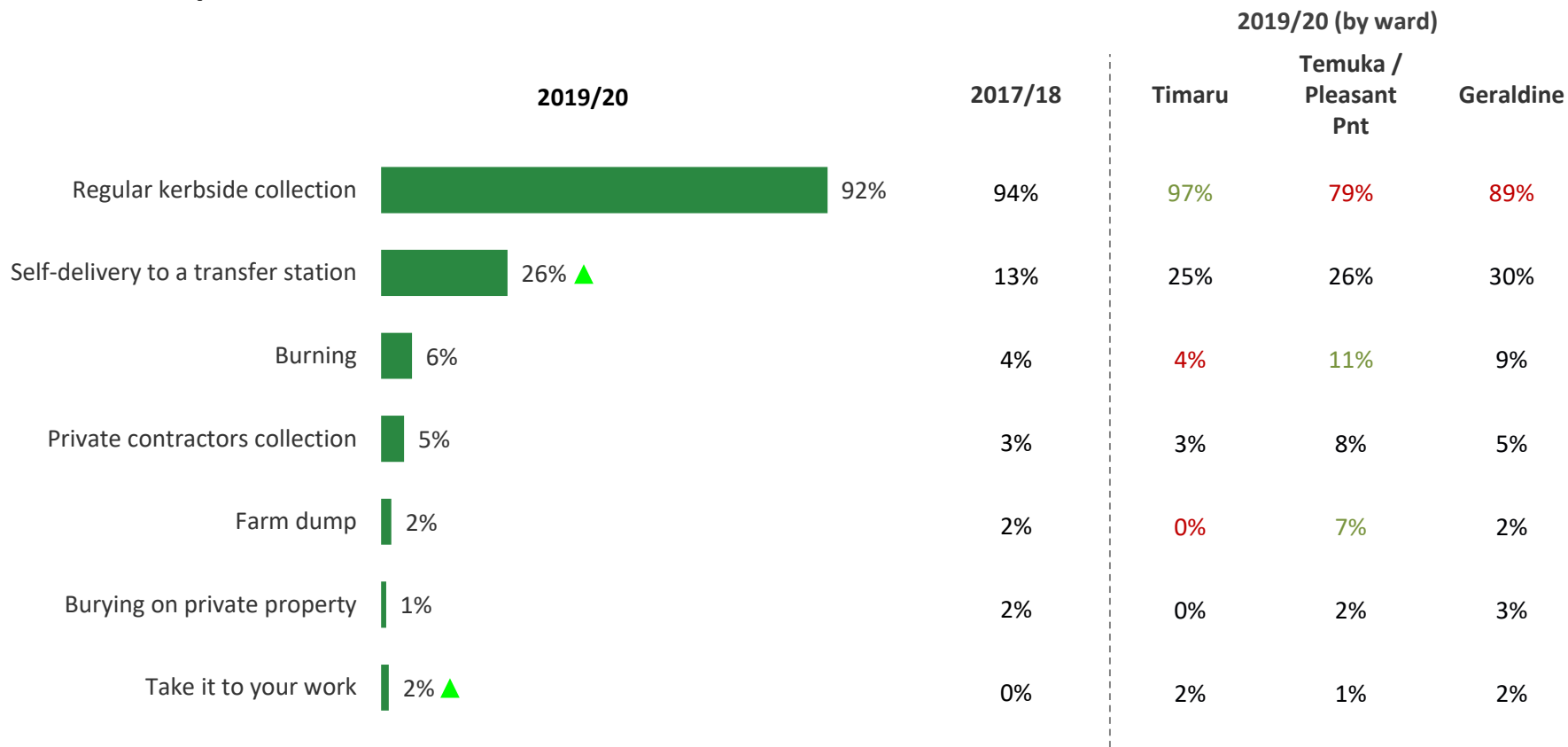
	2019/20	2017/18	2019/20 (by ward)		
			Timaru	Temuka / Pleasant Pnt	Geraldine
Regular kerbside collection	92%	94%	97%	79%	89%
Self-delivery to a transfer station	26% ▲	13%	25%	26%	30%
Burning	6%	4%	4%	11%	9%
Private contractors collection	5%	3%	3%	8%	5%
Farm dump	2%	2%	0%	7%	2%
Burying on private property	1%	2%	0%	2%	3%
Take it to your work	2% ▲	0%	2%	1%	2%

▲ *Significantly higher compared with 2017/18*
▼ *Significantly lower compared with 2017/18*
Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]

More than nine out of ten users (92%) of the *kerbside collection service* are satisfied with *recycling services*

Waste minimisation services: Recycling; users of the kerbside service[1][2][3]
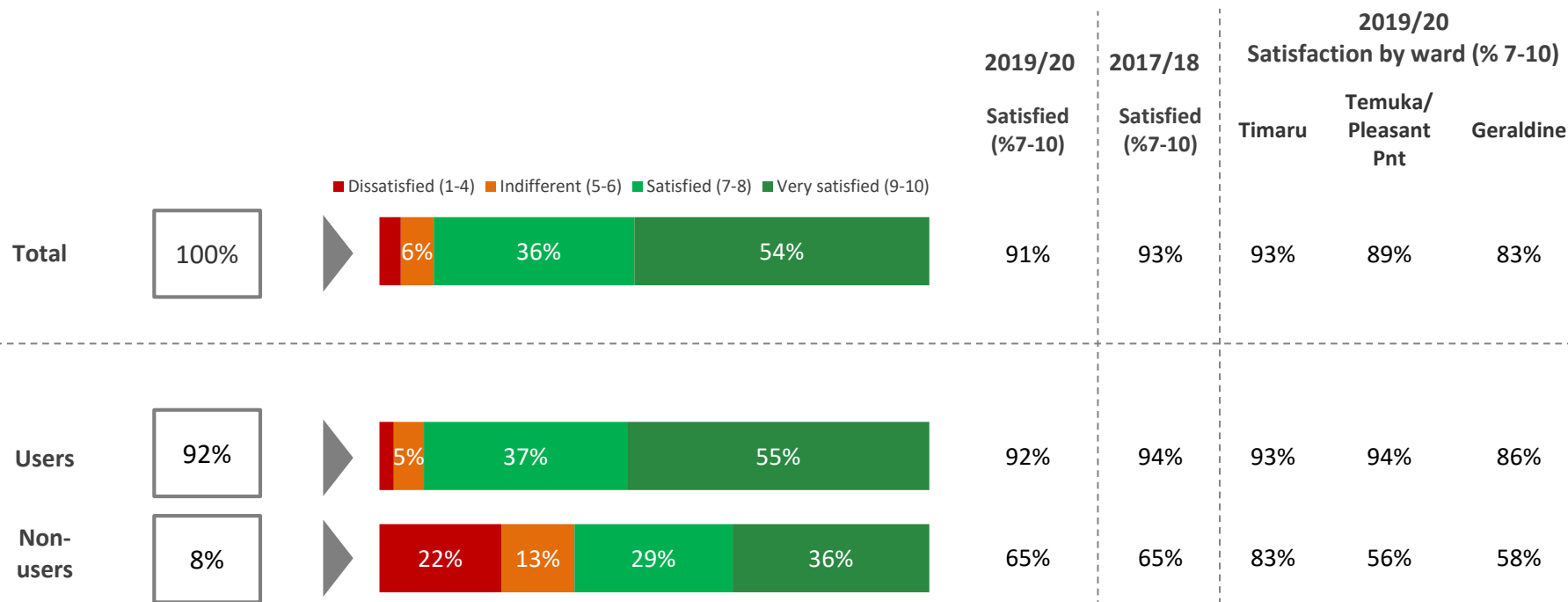
				2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
						Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%		Dissatisfied (1-4) Indifferent (5-6) Satisfied (7-8) Very satisfied (9-10) 6% / 36% / 54%	91%	93%	93%	89%	83%
Users	92%		5% / 37% / 55%	92%	94%	93%	94%	86%
Non-users	8%		22% / 13% / 29% / 36%	65%	65%	83%	56%	58%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2017/8 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89; 2019/20 Users n=358, Timaru n=219, Temuka /Pleasant Point n=62; Geraldine n=77; Non-users n=27, Timaru n=6, Temuka /Pleasant Point n=11, Geraldine n=10
2. WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]
3. WR3. How satisfied are you with each of the following services that are provided by Council?

The level of satisfaction around *green waste management* is high among users of the *kerbside collection service* (94%)

Waste minimisation services: Managing green waste; users of the kerbside service[1][2][3]

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

			2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	6% / 27% / 66%	93%	94%	96%	87%	85%
Users	92%	5% / 27% / 67%	94%	95%	96%	91%	89%
Non-users	8%	20% / 14% / 25% / 41%	66%	67%	100%	61%	50%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89; 2019/20 Users n=359, Timaru n=221, Temuka /Pleasant Point n=60, Geraldine n=78; Non-users n=21, Timaru n=3, Temuka /Pleasant Point n=10, Geraldine n=8
2. WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]
3. WR3. How satisfied are you with each of the following services that are provided by Council?

Most of the *kerbside collection service* users (91%) are highly satisfied with the Council's *management of general waste*

Waste minimisation services: Managing general waste; users of the kerbside service[1][2][3]

Legend: Dissatisfied (1-4) · Indifferent (5-6) · Satisfied (7-8) · Very satisfied (9-10)

		Dissatisfied (1-4)	Indifferent (5-6)	Satisfied (7-8)	Very satisfied (9-10)	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
								2019/20 Satisfaction by ward (% 7-10)		
Total	100%		7%	36%	55%	90%	91%	93%	84%	86%
Users	94%		6%	36%	56%	92%	93%	94%	92%	86%
Non-users	6%	27%	13%	25%	35%	60%	56%	80%	38%	88%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89; 2019/20 Users n=361, Timaru n=221, Temuka /Pleasant Point n=62, Geraldine n=78; Non-users n=25, Timaru n=5, Temuka/Pleasant Point n=11, Geraldine n=9
2. WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]
3. WR3. How satisfied are you with each of the following services that are provided by Council?

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Almost nine in ten users (88%) of the *transfer station* are satisfied with the Council's *recycling services*

Waste minimisation services: Recycling; users of a transfer station[1][2][3]

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

			2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	4% 6% / 36% / 54%	91%	93%	93%	89%	83%
Users	26%	10% / 36% / 52%	88%	87%	89%	80%	93%
Non-users	74%	4% 4% / 37% / 55%	92%	94%	94%	92%	78%

Significantly higher than the other ward (s)
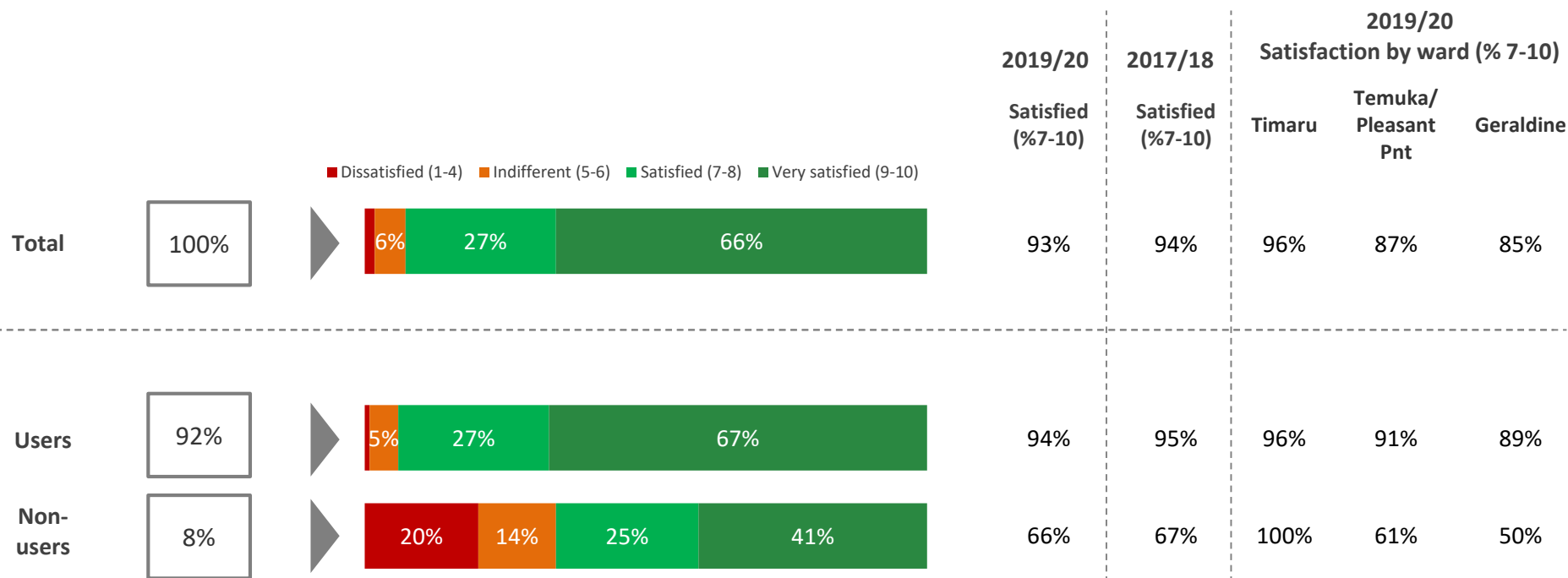*Significantly lower than the other ward (s)*

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89; 2019/20 Users n=103, Timaru n=57, Temuka /Pleasant Point n=20, Geraldine n=26; Non-users n=282, Timaru n=168, Temuka /Pleasant Point n=53, Geraldine n=61
2. WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]
3. WR3. How satisfied are you with each of the following services that are provided by Council?

The proportion of satisfied *transfer station* users have increased from its level in 2017/18 (from 87% to 94%)

Waste minimisation services: Managing green waste; users of a transfer station[1][2][3]

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

			2019/20	2017/18	2017/18 Satisfaction by ward (% 7-10)		
			Satisfied (%7-10)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	▶ 6% / 27% / 66%	93%	94%	96%	87%	85%
Users	26%	▶ 4% / 25% / 69%	94%	87%	97%	89%	88%
Non-users	74%	▶ 6% / 27% / 65%	92%	95%	95%	87%	84%

Significantly higher than the other ward (s)
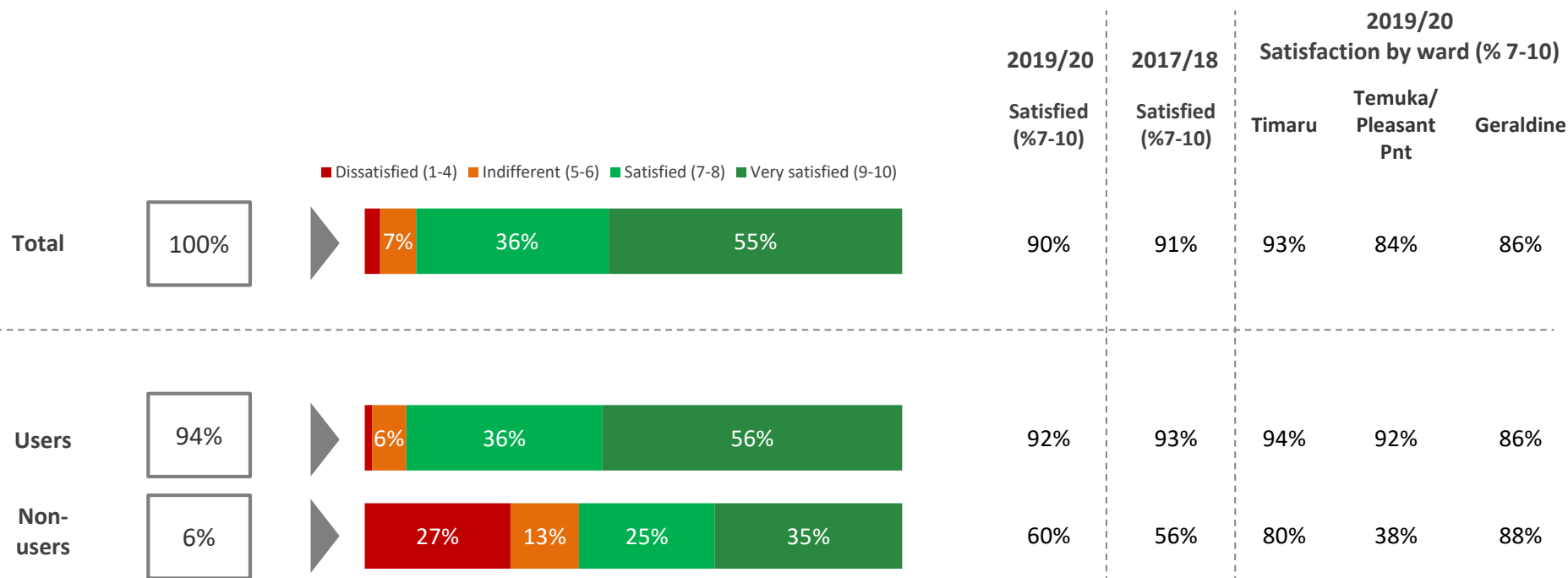*Significantly lower than the other ward (s)*

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89; 2018 Users n=96, Timaru n=54, Temuka /Pleasant Point n=19, Geraldine n=23; Non-users n=284, Timaru n=170, Temuka /Pleasant Point n=51, Geraldine n=36
2. WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]
3. WR3. How satisfied are you with each of the following services that are provided by Council?

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Performance around *managing general waste* has also improved as indicated by more than nine in ten users (92%) of the *transfer station*; *Timaru* users are likely to be more satisfied than those in the *Temuka/Pleasant Point* ward

Waste minimisation services: Managing general waste; users of a transfer station[1][2][3]
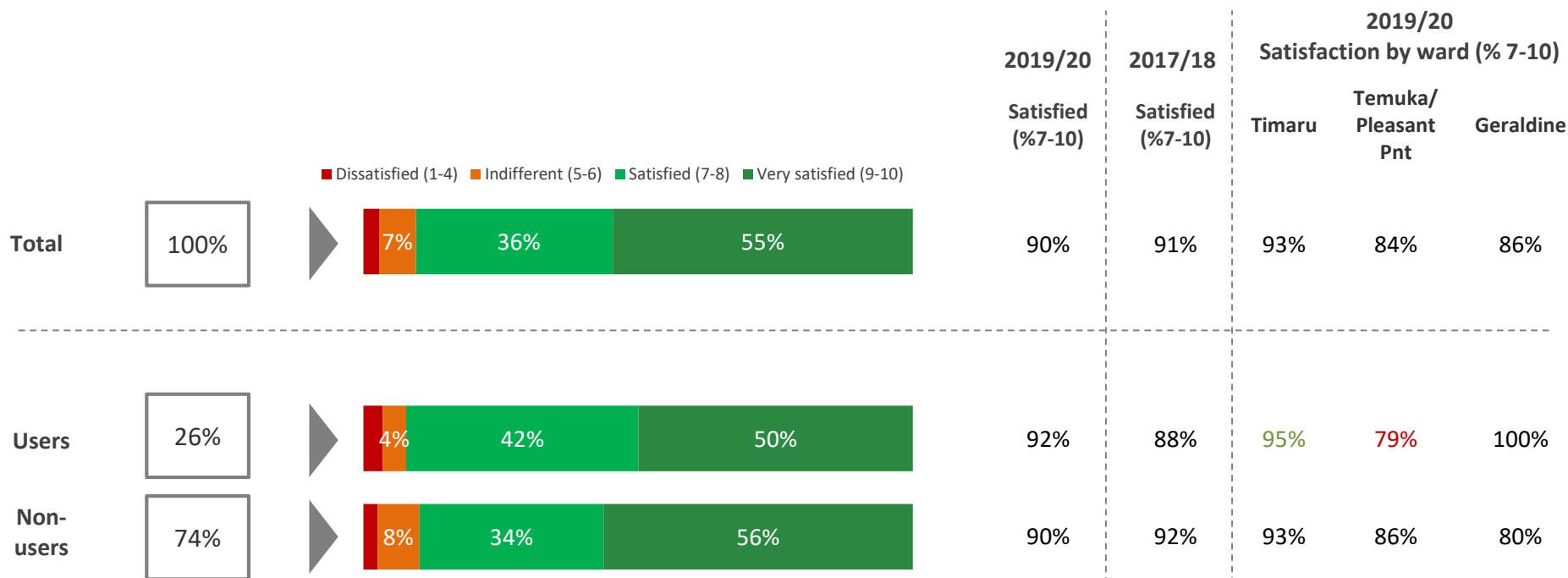
Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

		Dissatisfied / Indifferent / Satisfied / Very satisfied	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	7% / 36% / 55%	90%	91%	93%	84%	86%
Users	26%	4% / 42% / 50%	92%	88%	95%	79%	100%
Non-users	74%	8% / 34% / 56%	90%	92%	93%	86%	80%

Significantly higher than the other ward (s)
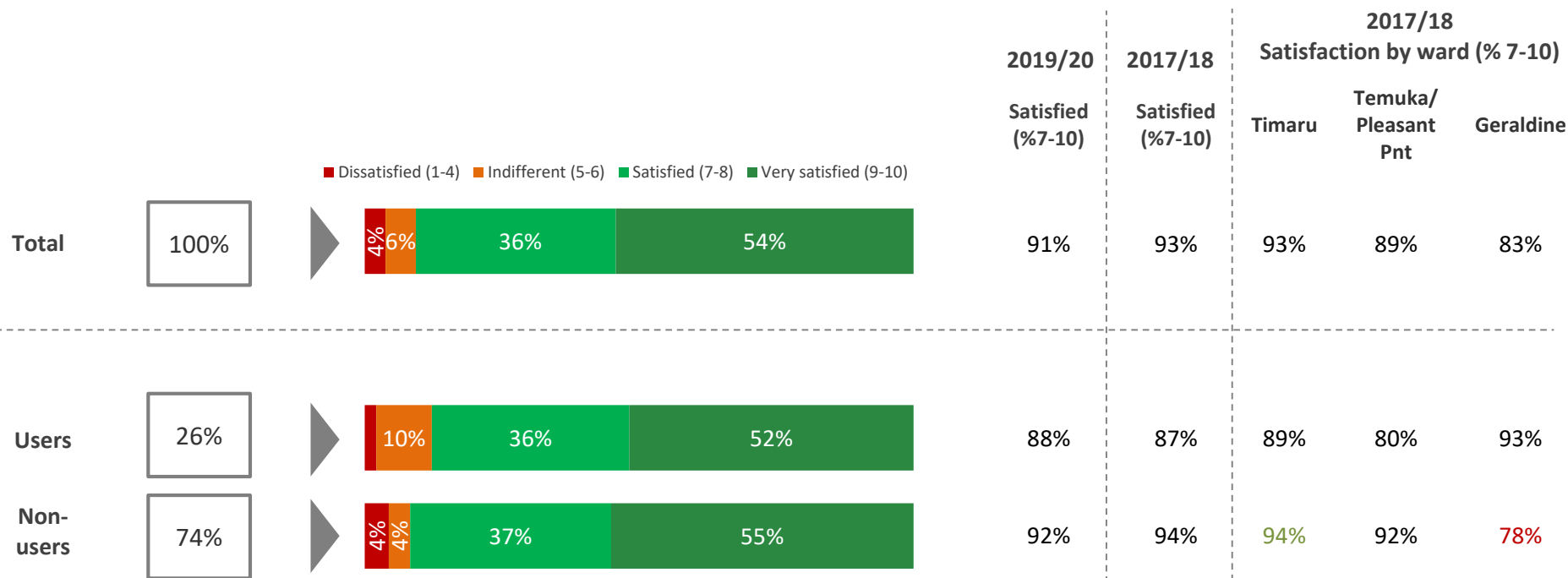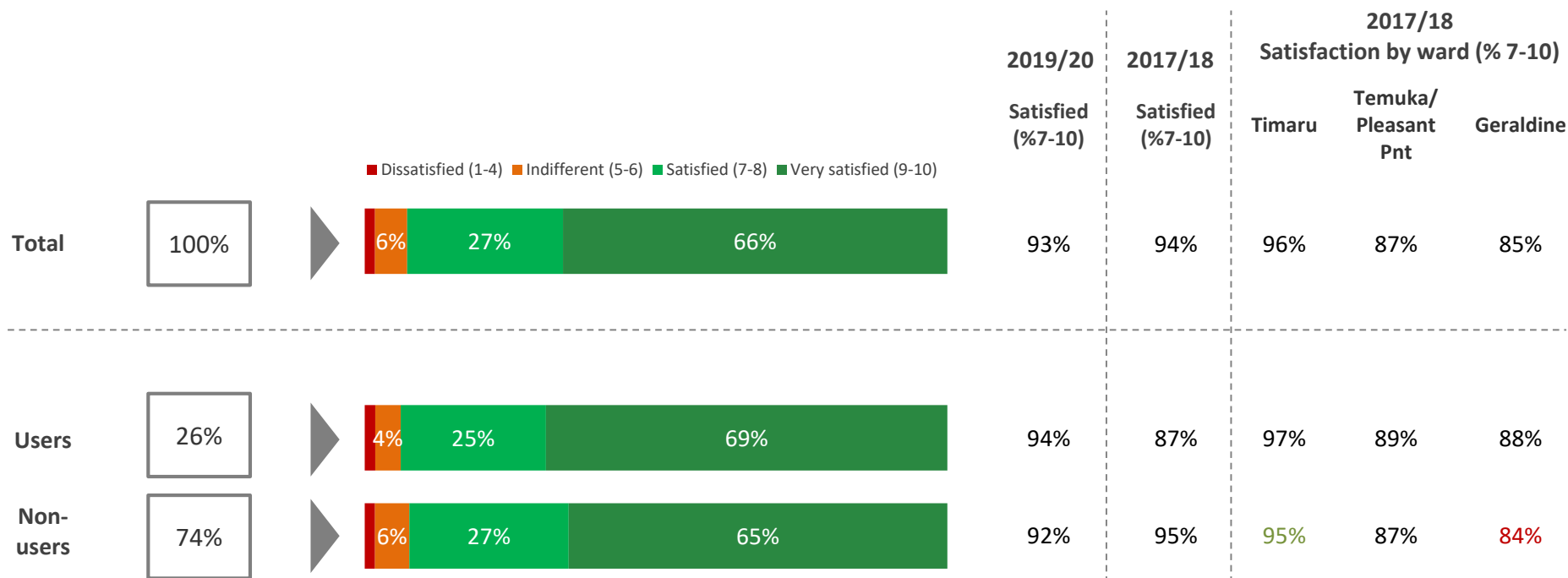*Significantly lower than the other ward (s)*

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89; 2019/20 Users n=102, Timaru n=57, Temuka/Pleasant Point n=20, Geraldine n=25; Non-users n=284, Timaru n=169, Temuka/Pleasant Point n=53, Geraldine n=62
2. WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]
3. WR3. How satisfied are you with each of the following services that are provided by Council?

Satisfaction with infrastructure

Residents are very satisfied with the district's *water supply*; *Timaru* residents are likely to be more satisfied with the *reliability of the water supply* than other residents

Infrastructure: Water supply[1][2]
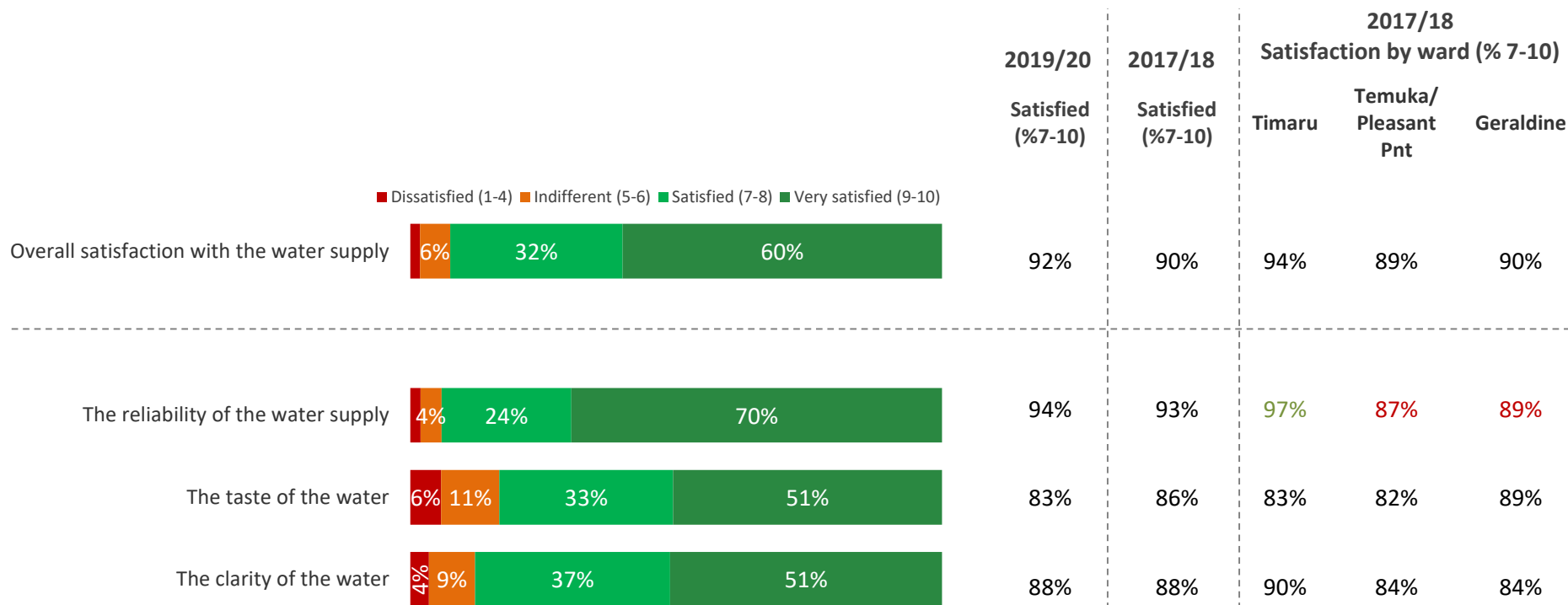
	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
			Timaru	Temuka/ Pleasant Pnt	Geraldine

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Measure	Dissatisfied	Indifferent	Satisfied	Very satisfied	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction with the water supply		6%	32%	60%	92%	90%	94%	89%	90%
The reliability of the water supply		4%	24%	70%	94%	93%	97%	87%	89%
The taste of the water	6%	11%	33%	51%	83%	86%	83%	82%	89%
The clarity of the water	4%	9%	37%	51%	88%	88%	90%	84%	84%

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. TW2. On the scale of 1- 10, how would you rate your satisfaction with…

Overall, residents on *town water supply* are more satisfied than those on a *rural scheme*

Infrastructure: Water supply[1][2][3]
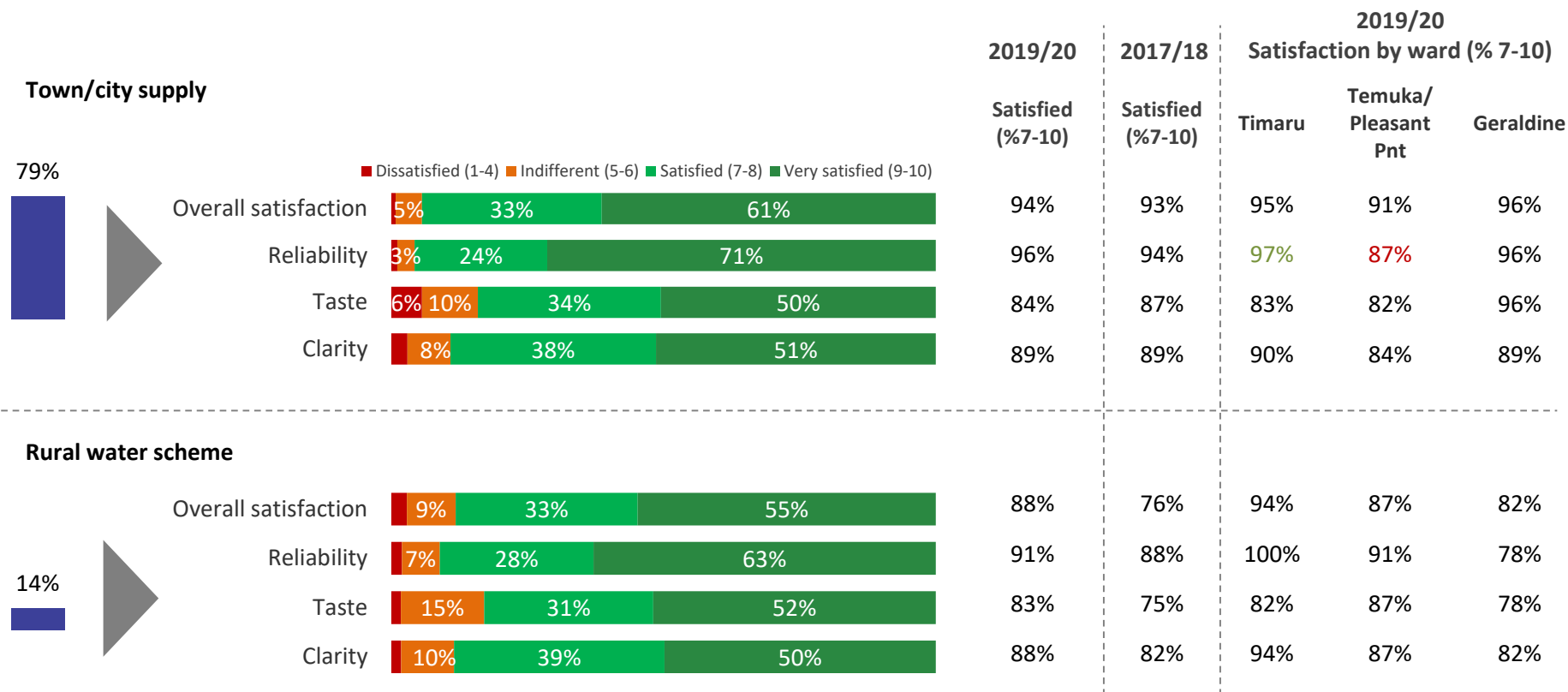
Town/city supply

79%

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

	Chart	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
				Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction	5% / 33% / 61%	94%	93%	95%	91%	96%
Reliability	3% / 24% / 71%	96%	94%	97%	87%	96%
Taste	6% 10% / 34% / 50%	84%	87%	83%	82%	96%
Clarity	8% / 38% / 51%	89%	89%	90%	84%	89%

Rural water scheme

14%

	Chart	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction	9% / 33% / 55%	88%	76%	94%	87%	82%
Reliability	7% / 28% / 63%	91%	88%	100%	91%	78%
Taste	15% / 31% / 52%	83%	75%	82%	87%	78%
Clarity	10% / 39% / 50%	88%	82%	94%	87%	82%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Town/city supply n=305, Timaru n=209, Temuka/Pleasant Point n=46, Geraldine n=50; Rural water scheme n=66; Timaru n=18, Temuka/Pleasant Point n=22; Geraldine n=26
2. TW1. Which of the following best describes your water supply connection?
3. TW2. On the scale of 1- 10, how would you rate your satisfaction with…

Residents on *town water supply* ranked *reliability* as the most *important* attribute of water supply

Infrastructure: Water supply[1][2][3]

Town/city supply: Raking of importance of water attributes

	Rank 5	Rank 4	Rank 3	Rank 2	Rank 1
Reliable	4%	17%	14%	28%	37%
Taste	14%	17%	24%	19%	26%
Not restricted by hosing or gardening	49%	21%	16%	11%	4%
Sustainable for furture generations	10%	15%	22%	26%	26%
Affordable	24%	29%	24%	16%	7%
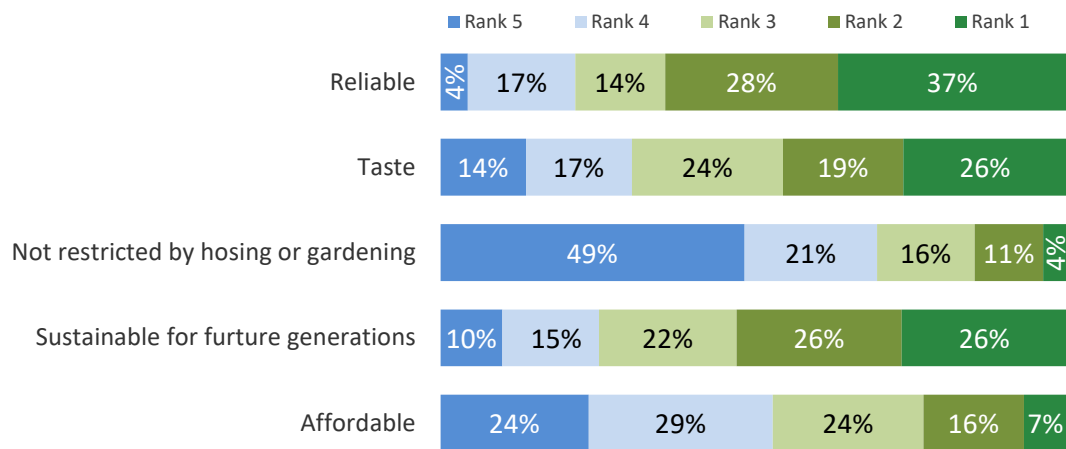
Rank 1 by ward

	Timaru	Temuka Pleasant Point	Geraldine
Reliable	37%	28%	45%
Taste	24%	33%	29%
Not restricted by hosing or gardening	4%	4%	2%
Sustainable for furture generations	28%	22%	21%
Affordable	6%	13%	4%

NOTES:
1.   Sample: 2017/18 n=402; 2019/20 n=401; Town/city supply n=312, Timaru n=212, Temuka/Pleasant Point n=48, Geraldine n=52
2.   TW1. Which of the following best describes your water supply connection?
3.   TW2. On the scale of 1- 10, how would you rate your satisfaction with…

Overall, residents on *rural water scheme* ranked *reliability* and *sustainability* as the top two most *important attributes of water supply*

Infrastructure: Water supply[1][2][3]

Rural water scheme: Raking of importance of water attributes

Legend: Rank 6, Rank 5, Rank 4, Rank 3, Rank 2, Rank 1

Attribute	Rank 6	Rank 5	Rank 4	Rank 3	Rank 2	Rank 1
Reliable	7%	12%	18%		23%	37%
Taste	6%	14%	17%	20%	26%	17%
Not restricted by hosing or gardening	30%	19%	28%	9%	7%	6%
Sustainable for furture generations	8%	9%	12%	26%	21%	25%
Affordable	9%	24%	17%	20%	17%	12%
Additional units of water available	44%	23%	12%	9%	8%	4%

Rank 1 by ward

	Timaru	Temuka Pleasant Point	Geraldine
Reliable	26%	44%	44%
Taste	24%	10%	19%
Not restricted by hosing or gardening	-	14%	4%
Sustainable for furture generations	29%	23%	22%
Affordable	17%	13%	5%
Additional units of water available	6%	0%	7%

More than half of residents (55%) on *town water supply* are willing to pay extra for *sustainability*

Infrastructure: Water supply[1][2][3]

Town/city supply: Willingness to pay extra

■ Willing to pay extra   ■ Not willing to pay extra

	Willing to pay extra	Not willing to pay extra
Reliable	41%	59%
Taste	35%	65%
Not restricted by hosing or gardening	25%	75%
Sustainable for future generations	55%	45%
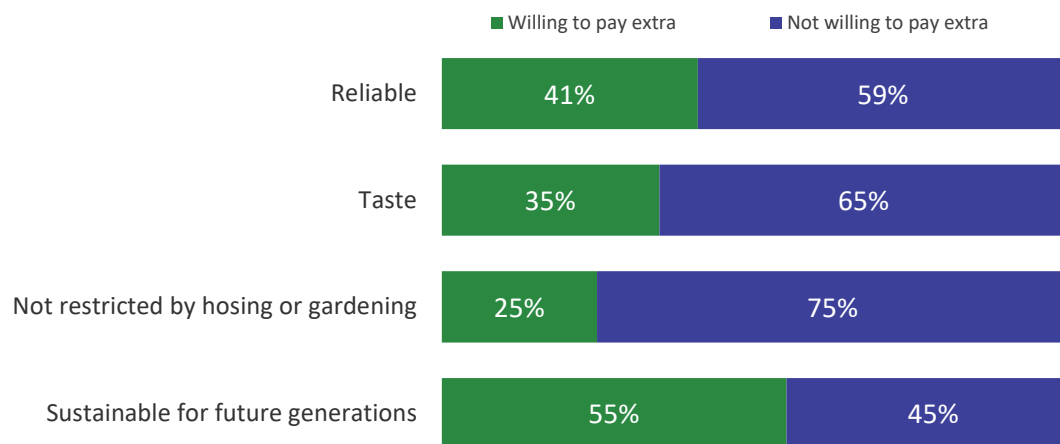
Willing to pay extra by ward

	Timaru	Temuka Pleasant Point	Geraldine
Reliable	40%	41%	49%
Taste	34%	35%	37%
Not restricted by hosing or gardening	24%	28%	24%
Sustainable for future generations	57%	50%	50%

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Town/city supply n=298, Timaru n=201, Temuka/Pleasant Point n=47, Geraldine n=50
2. TW1. Which of the following best describes your water supply connection?
3. TW2. On the scale of 1- 10, how would you rate your satisfaction with…

Page 45

Water supply being *sustainable for future generations* is also the attribute for which most residents on *rural water scheme* are willing to pay extra

Infrastructure: Water supply[1][2][3]

Rural water scheme: Willingness to pay extra

■ Willing to pay extra ■ Not willing to pay extra

Attribute	Willing to pay extra	Not willing to pay extra
Reliable	41%	59%
Taste	36%	64%
Not restricted by hosing or gardening	28%	72%
Sustainable for future generations	52%	48%
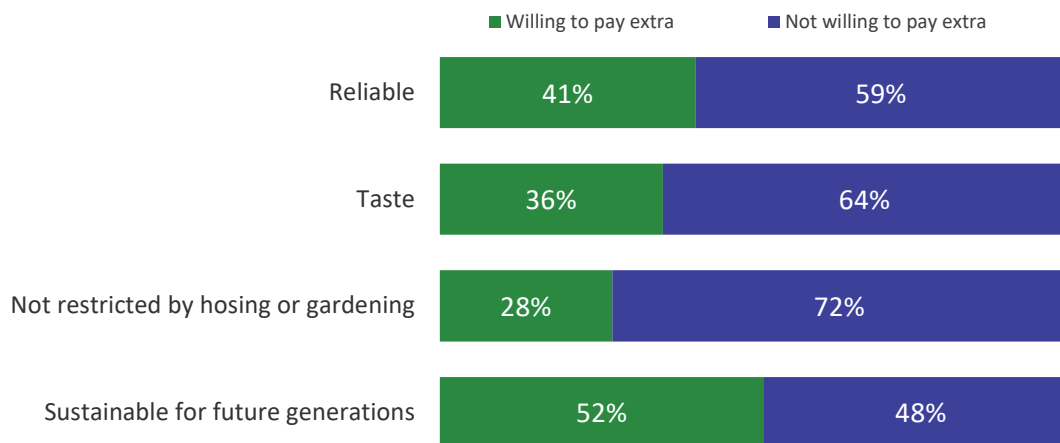
Willing to pay extra by ward

	Timaru	Temuka Pleasant Point	Geraldine
Reliable	31%	46%	48%
Taste	33%	36%	39%
Not restricted by hosing or gardening	17%	39%	25%
Sustainable for future generations	38%	64%	54%

Timaru residents are likely to be more satisfied with the district's overall *stormwater management* than *Geraldine* residents

Infrastructure: Stormwater[1][2]
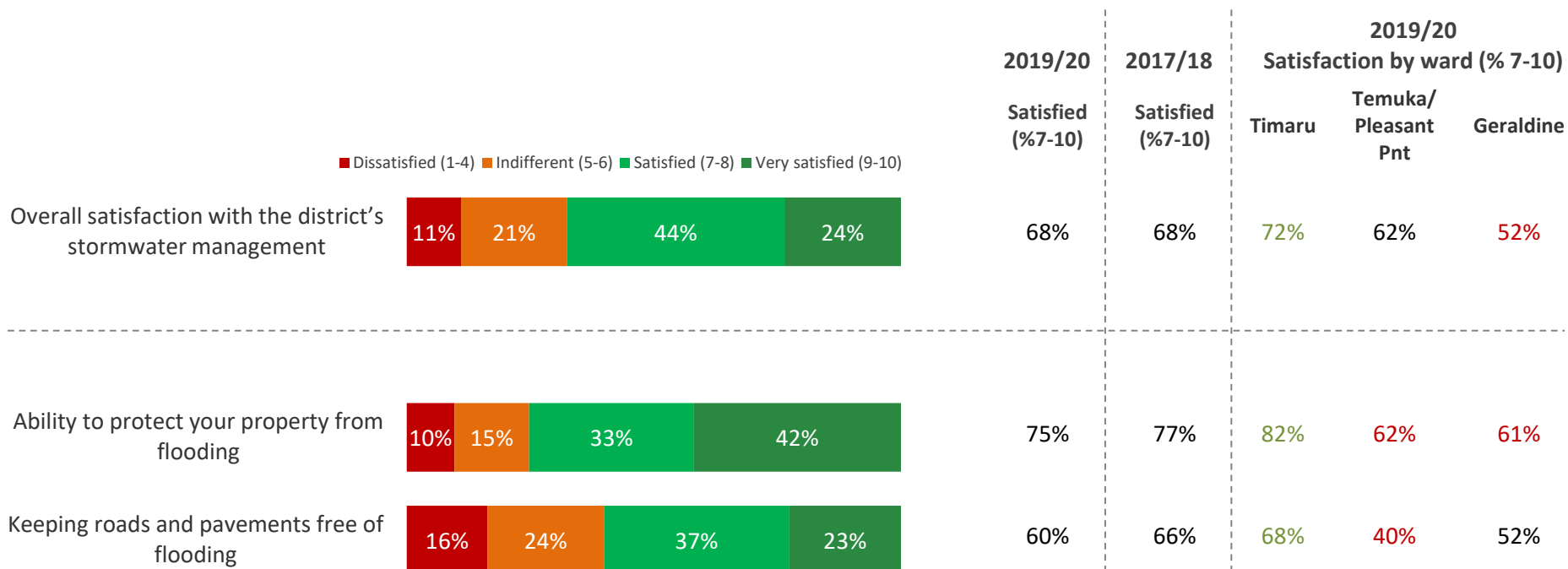
		Dissatisfied (1-4)	Indifferent (5-6)	Satisfied (7-8)	Very satisfied (9-10)	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
								Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction with the district's stormwater management		11%	21%	44%	24%	68%	68%	72%	62%	52%
Ability to protect your property from flooding		10%	15%	33%	42%	75%	77%	82%	62%	61%
Keeping roads and pavements free of flooding		16%	24%	37%	23%	60%	66%	68%	40%	52%

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of…

Satisfaction with *stormwater management* is likely to be higher in *urban or semi-urban* areas than in *rural* areas

Infrastructure: Stormwater[1][2][3]

Legend: Dissatisfied (1-4) · Indifferent (5-6) · Satisfied (7-8) · Very satisfied (9-10)

In an urban or semi-urban area — 83%

	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction with stormwater management (8% / 22% / 46% / 24%)	70%	71%	74%	58%	57%
Ability to protect your property from flooding (8% / 13% / 36% / 43%)	79%	80%	84%	65%	65%
Keeping roads and pavements free of flooding (13% / 23% / 39% / 24%)	63%	70%	70%	36%	56%

2019/20 Satisfaction by ward (% 7-10)

In a rural area — 17%

	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction with stormwater management (27% / 21% / 33% / 19%)	52%	47%	30%	69%	43%
Ability to protect your property from flooding (21% / 26% / 20% / 33%)	53%	57%	46%	57%	53%
Keeping roads and pavements free of flooding (34% / 24% / 26% / 16%)	42%	37%	26%	47%	45%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2019/20 urban/semi urban areas n=323; Timaru n=215, Temuka/Pleasant Point n=52, Geraldine n=56; Rural areas n=78, Timaru n=17, Temuka/Pleasant Point n=28, Geraldine n=33
2. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of…

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Out of those *connected to the town/city sewage system*, more than nine in ten (93%) are satisfied with the district's *sewage system*

Infrastructure: Sewage system[1][2][3]
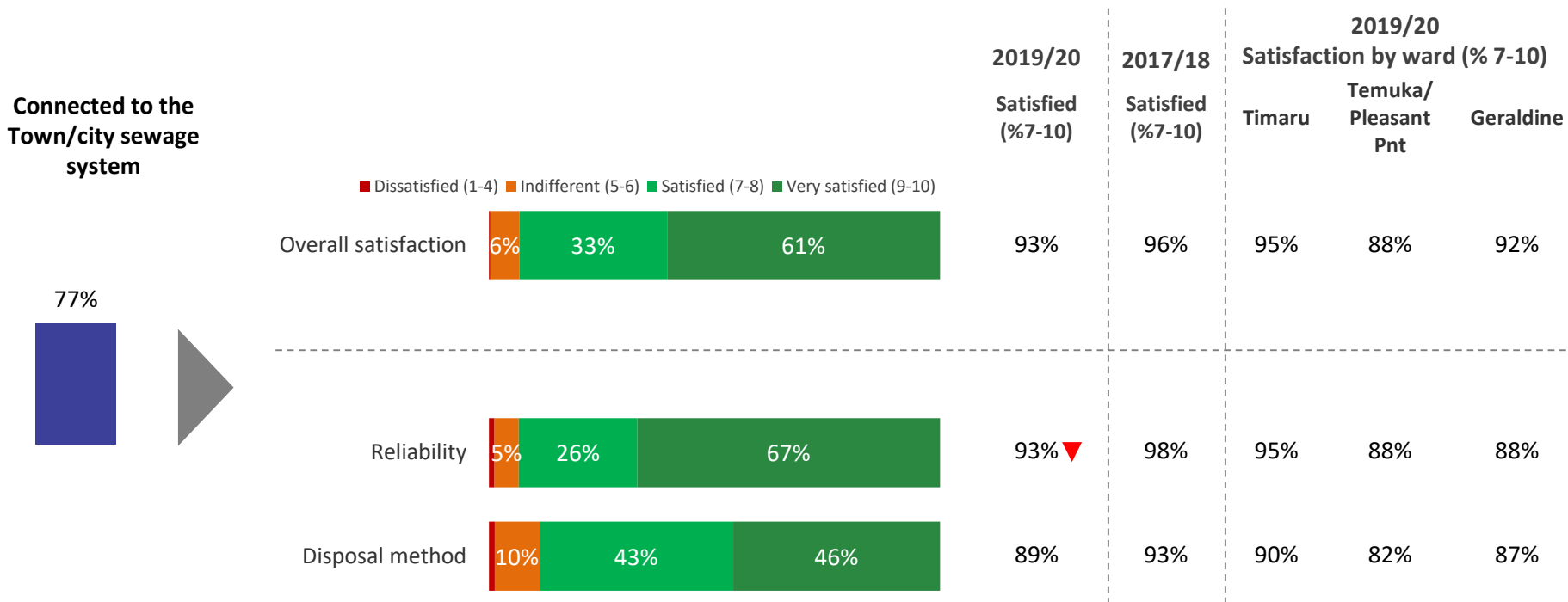
Connected to the Town/city sewage system

77%

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

	2019/20	2017/18	2019/20 Satisfaction by ward (% 7-10)		
	Satisfied (%7-10)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction — Indifferent 6%, Satisfied 33%, Very satisfied 61%	93%	96%	95%	88%	92%
Reliability — Indifferent 5%, Satisfied 26%, Very satisfied 67%	93% ▼	98%	95%	88%	88%
Disposal method — Indifferent 10%, Satisfied 43%, Very satisfied 46%	89%	93%	90%	82%	87%

▲ *Significantly higher compared with 2017/18*
▼ *Significantly lower compared with 2017/18*

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Town/city sewage system n=298; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. TW3. Which of the following best describes the sewage system that your property is connected to?
3. TW4. On the scale of 1- 10, how would you rate your satisfaction with…

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Satisfaction with roading slightly increased from 69% in 2017/18 to 71% in 2019/20; *Timaru* residents are likely to be more satisfied with the several *roading aspects* than residents in the *Geraldine* ward

Infrastructure: Roads, walkways and cycleways[1][2][3]
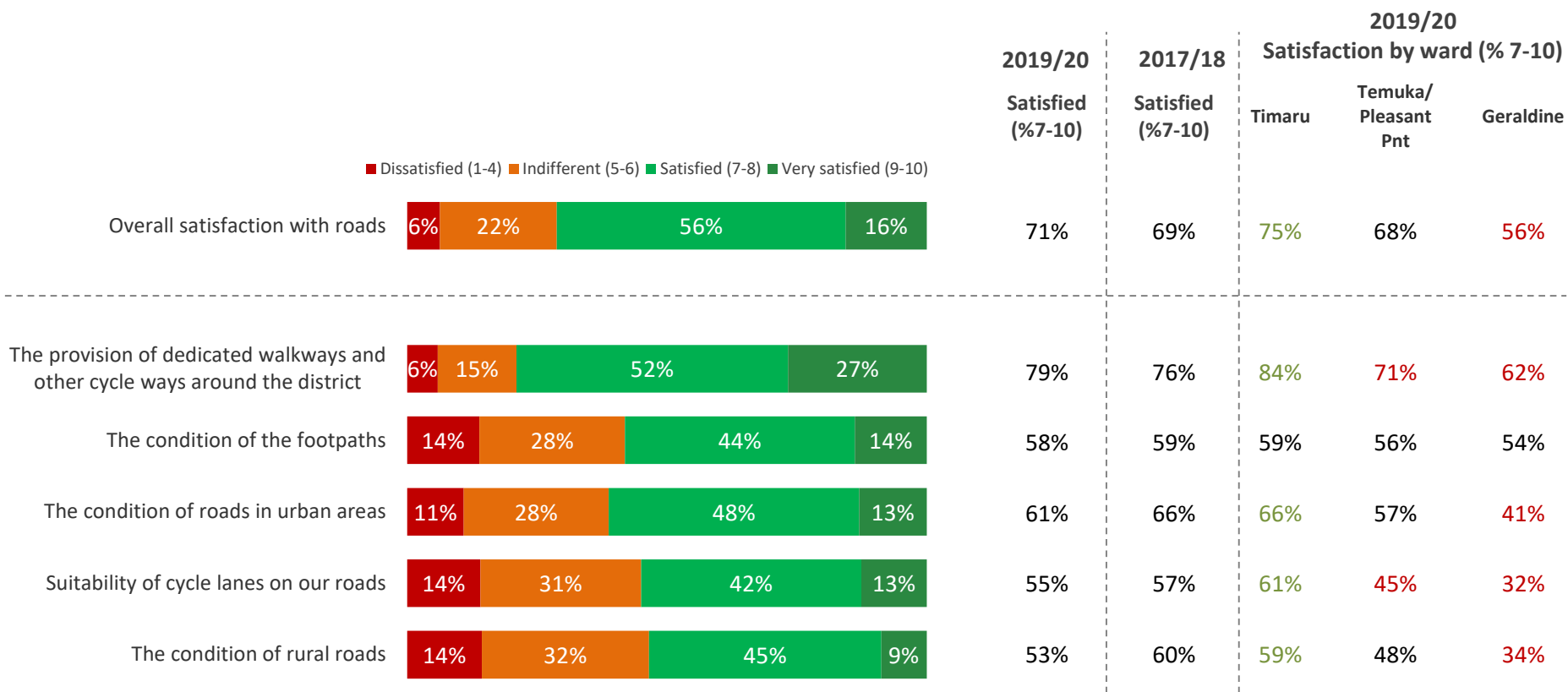
		2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
				Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction with roads	■Dissatisfied (1-4) ■Indifferent (5-6) ■Satisfied (7-8) ■Very satisfied (9-10) 6% / 22% / 56% / 16%	71%	69%	75%	68%	56%
The provision of dedicated walkways and other cycle ways around the district	6% / 15% / 52% / 27%	79%	76%	84%	71%	62%
The condition of the footpaths	14% / 28% / 44% / 14%	58%	59%	59%	56%	54%
The condition of roads in urban areas	11% / 28% / 48% / 13%	61%	66%	66%	57%	41%
Suitability of cycle lanes on our roads	14% / 31% / 42% / 13%	55%	57%	61%	45%	32%
The condition of rural roads	14% / 32% / 45% / 9%	53%	60%	59%	48%	34%

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232; Temuka/Pleasant Point n=80; Geraldine n=89
2. RF3. Overall how satisfied are you with the roads, cycle lanes, footpaths and off-road walkways and cycle ways around the district
3. RF1. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following…

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Overall, satisfaction of *users* with *on-road cycle lanes* is almost similar to that of *non-users*

Infrastructure: On-road cycle lanes[1][2][3]

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

		Dissatisfied (1-4)	Indifferent (5-6)	Satisfied (7-8)	Very satisfied (9-10)	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
								2019/20 Satisfaction by ward (% 7-10)		
Total	100%	14%	31%	42%	13%	55%	57%	61%	45%	32%
Users	34%	14%	30%	46%	10%	56%	57%	55%	69%	37%
Non-users	66%	14%	31%	40%	14%	55%	57%	65%	38%	31%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive
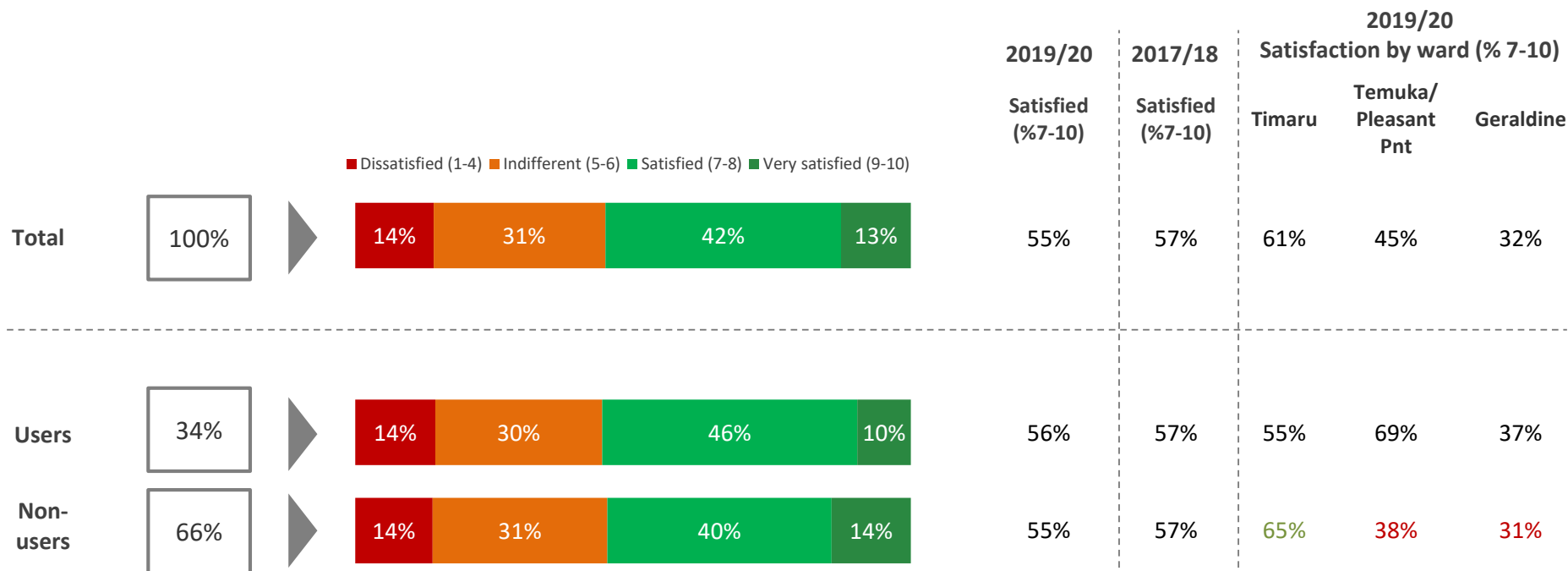
Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232; Temuka/Pleasant Point n=80; Geraldine n=89; 2019/20 Users n=124, Timaru n=93, Temuka/Pleasant Point n=15, Geraldine n=16; Non-users n=227, Timaru n=127, Temuka/Pleasant Point n=51, Geraldine n=49
2. RF2. In the last year, which of the following have you [ridden a bike on an on-road cycle lane]?
3. RF1. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following…

Most of the residents use *off-road walkways* (68%); satisfaction with these facilities has improved since 2017/18

Infrastructure: Off-road walkways[1][2][3]

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

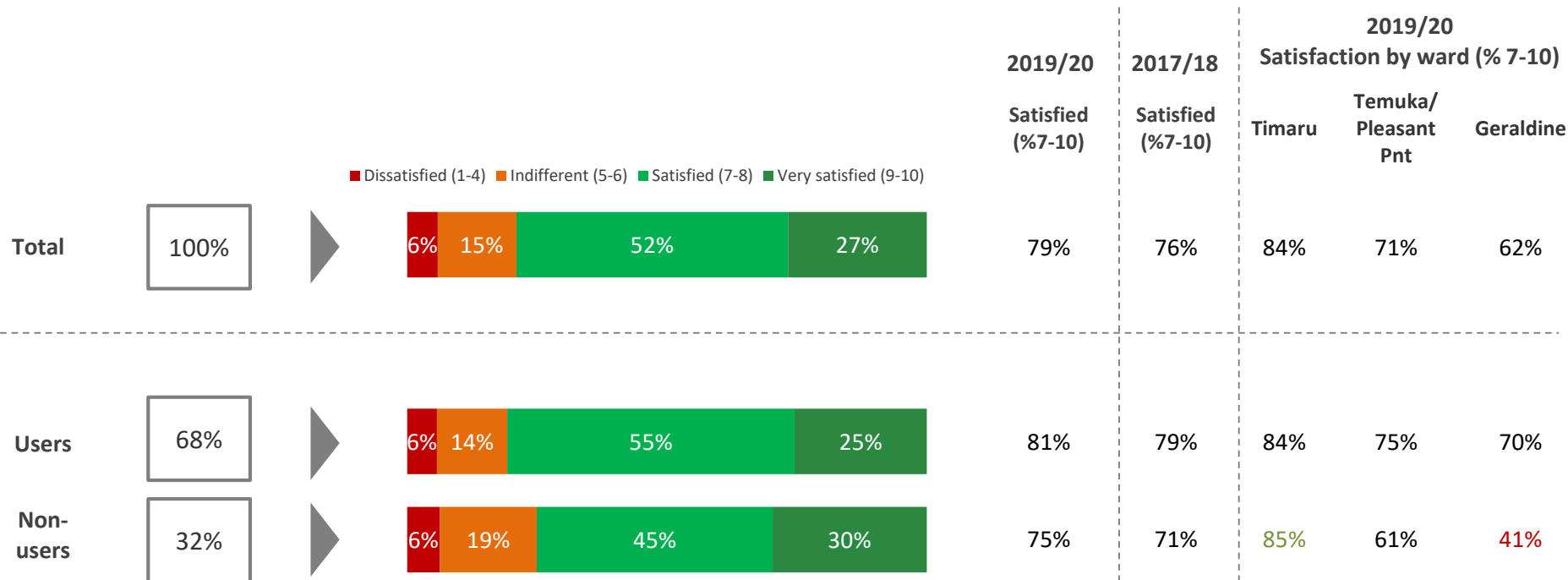|		Dissatisfied (1-4)	Indifferent (5-6)	Satisfied (7-8)	Very satisfied (9-10)	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10) Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	6%	15%	52%	27%	79%	76%	84%	71%	62%
Users	68%	6%	14%	55%	25%	81%	79%	84%	75%	70%
Non-users	32%	6%	19%	45%	30%	75%	71%	85%	61%	41%

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232; Temuka/Pleasant Point n=80; Geraldine n=89; 2019/20 Users n=261, Timaru n=156, Temuka/Pleasant Point n=48, Geraldine n=57; Non-users n=116, Timaru n=71, Temuka /Pleasant Point n=20, Geraldine n=25
2. RF2. In the last year, which of the following have you used [a dedicated off-road walking or cycleway]?
3. RF1. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following...

Satisfaction with parks, reserves and open spaces

Council-maintained *parks and reserves* remain as the most visited facility/reserve in 2019/20, followed by Council-maintained *sports fields*

Parks, reserves and open spaces: Visitation[1][2]

Facility / reserve	2019/20 % visited last 12 months	2017/18 (%)	2019/20 % by ward		
			Timaru	Temuka/ Pleasant Pnt	Geraldine
A Council-maintained park or reserve	87%	86%	90%	84%	78%
A Council-maintained sports field	69%	61%	71%	68%	61%
A Council-maintained playground	61%	58%	62%	61%	60%
A cemetery	59%	55%	57%	62%	61%
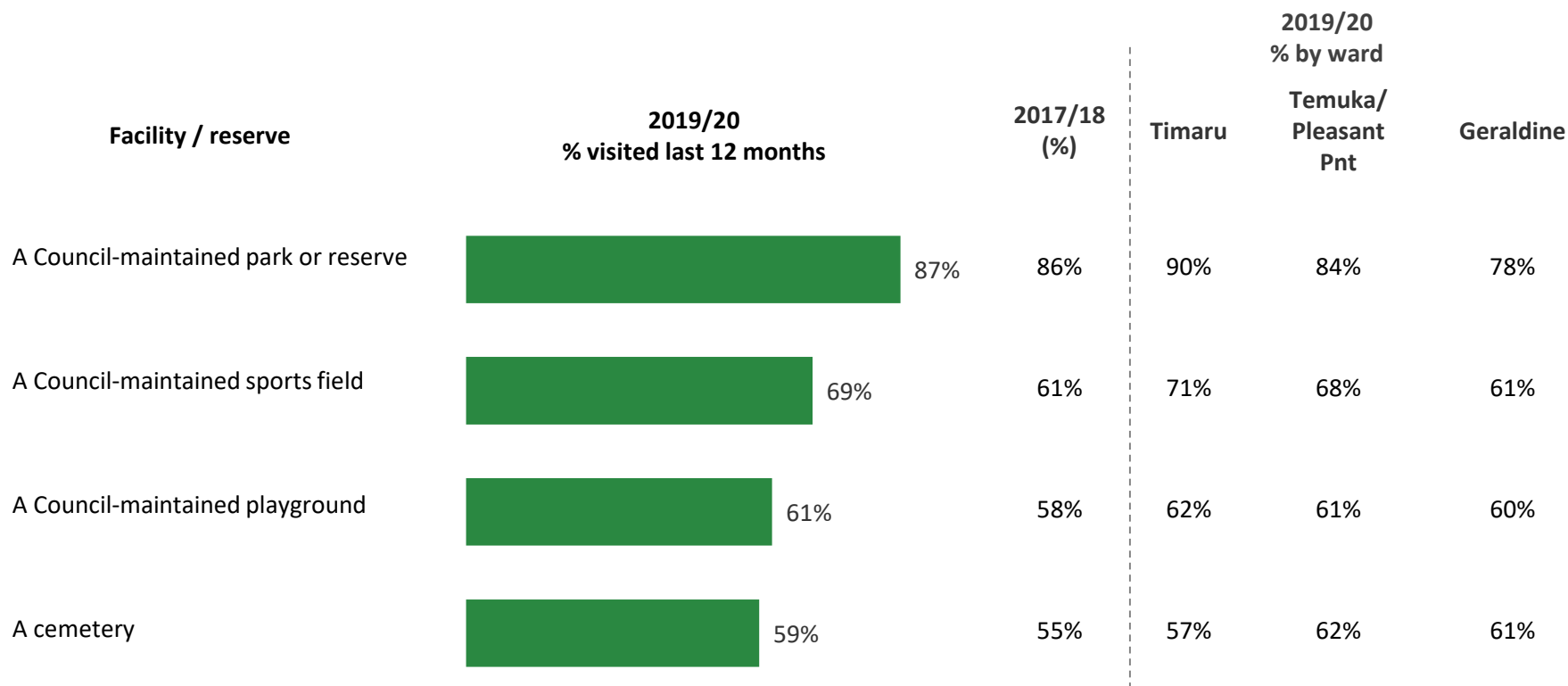
NOTES:
1. Sample: 2017/18 n=402; 32019/20 n=401; Timaru n=232; Temuka/Pleasant Point n=80; Geraldine n=89
2. PR1. In the last year, which of the following have you visited? [Multiple Response]

Satisfaction with *how parks and reserves are maintained* has significantly increased among *users* (from 92% in 2017/18 to 97% in 2019/20)

Parks, reserves and open spaces: Parks and reserves[(1)(2)(3)]
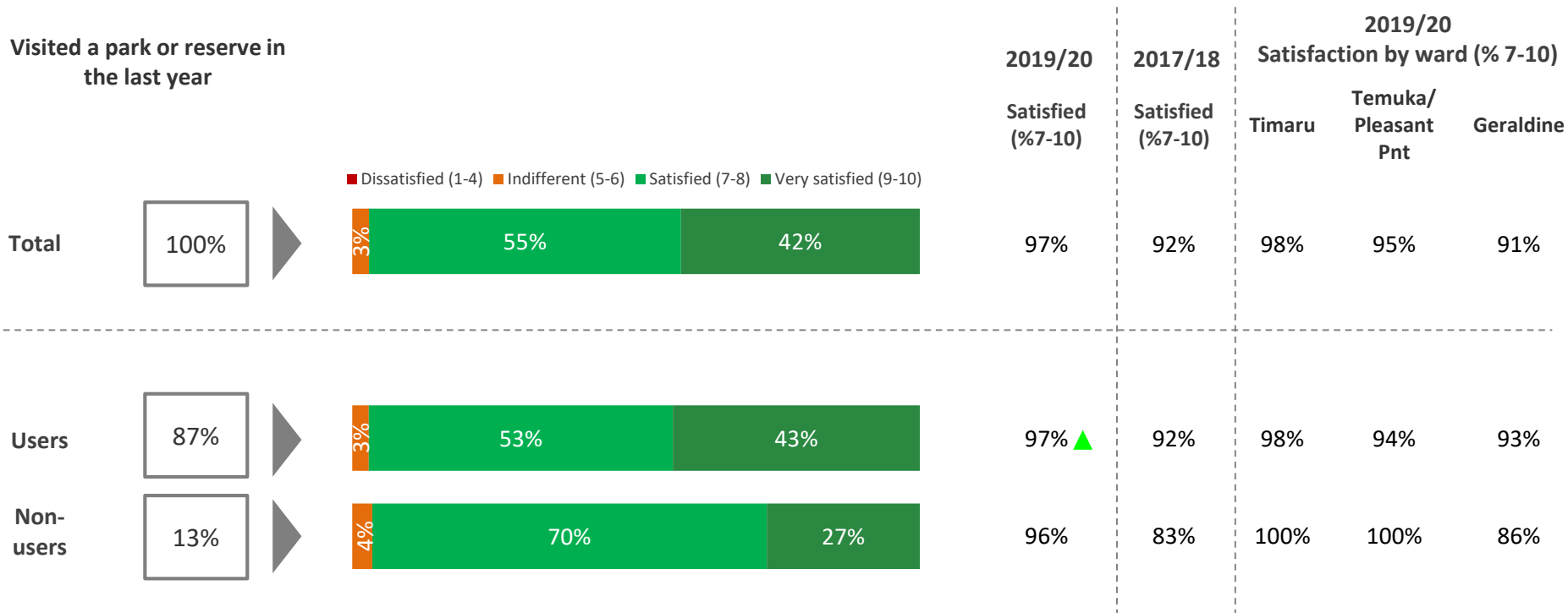
Visited a park or reserve in the last year			2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10) 3% / 55% / 42%	97%	92%	98%	95%	91%
Users	87%	3% / 53% / 43%	97% ▲	92%	98%	94%	93%
Non-users	13%	4% / 70% / 27%	96%	83%	100%	100%	86%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

▲ *Significantly higher compared with 2017/18*
▼ *Significantly lower compared with 2017/18*

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232; Temuka/Pleasant Point n=80; Geraldine n=89; Excludes don't know responses; 2019/20 Users n=344, Timaru n=208, Temuka/Pleasant Point n=67, Geraldine n=69; Non-users n=37, Timaru n=14, Temuka/Pleasant Point n=8, Geraldine n=15
2. PR1. In the last year, which of the following have you visited? [Multiple Response]
3. PR2. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its...

User satisfaction with *sports fields* has also significantly improved from 85% in 2017/18 to 94% in 2019/20

Parks, reserves and open spaces: Sports fields[1][2][3]

Visited a sports field in the last year

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

	Visited %	Indifferent	Satisfied	Very satisfied	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	6%	51%	42%	94%	87%	95%	90%	94%
Users	61%	5%	52%	42%	94% ▲	85%	95%	89%	97%
Non-users	39%	9%	50%	41%	91%	94%	92%	92%	89%

Header note: **2019/20 Satisfaction by ward (% 7-10)** spans Timaru, Temuka/Pleasant Pnt, Geraldine columns.
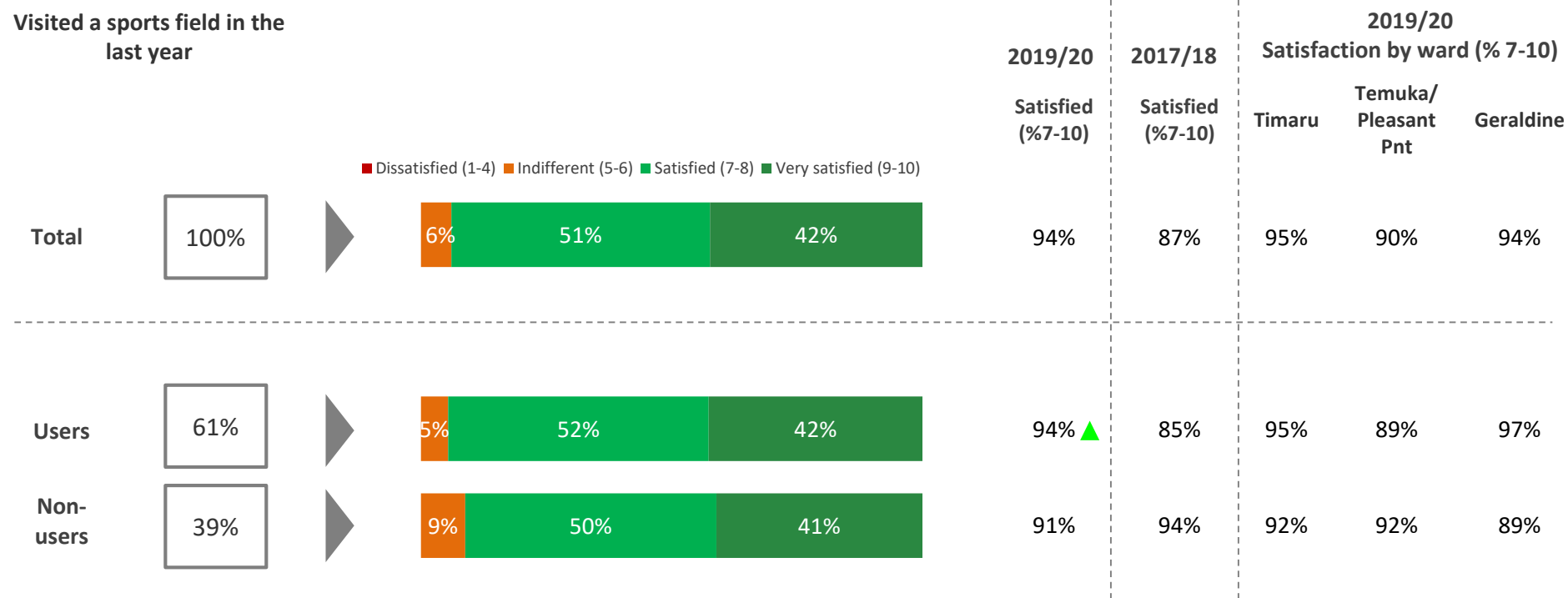
▲ *Significantly higher compared with 2017/18*

▼ *Significantly lower compared with 2017/18*

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89; Excludes don't know responses; 2019/20 Users n=271, Timaru n=164, Temuka/Pleasant Point n=54, Geraldine n=53; Non-users n=66, Timaru n=29, Temuka/Pleasant Point n=11. Geraldine n=26
2. PR1. In the last year, which of the following have you visited? [Multiple Response]
3. PR2. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its…

Satisfaction among *users of playground* facilities is consistent with that in 2017/18

Parks, reserves and open spaces: Playgrounds[1][2][3]

Visited a Council-maintained playground in the last year			2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	Dissatisfied (1-4) · Indifferent (5-6): 9% · Satisfied (7-8): 55% · Very satisfied (9-10): 36%	91%	91%	89%	94%	95%
Users	61%	8% · 52% · 40%	91%	91%	90%	96%	95%
Non-users	39%	11% · 66% · 23%	89%	90%	88%	85%	96%

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Satisfaction with *Council-maintained cemeteries* is very high among residents, *users* or *non-users*

Parks, reserves and open spaces: Cemeteries[1][2][3]

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

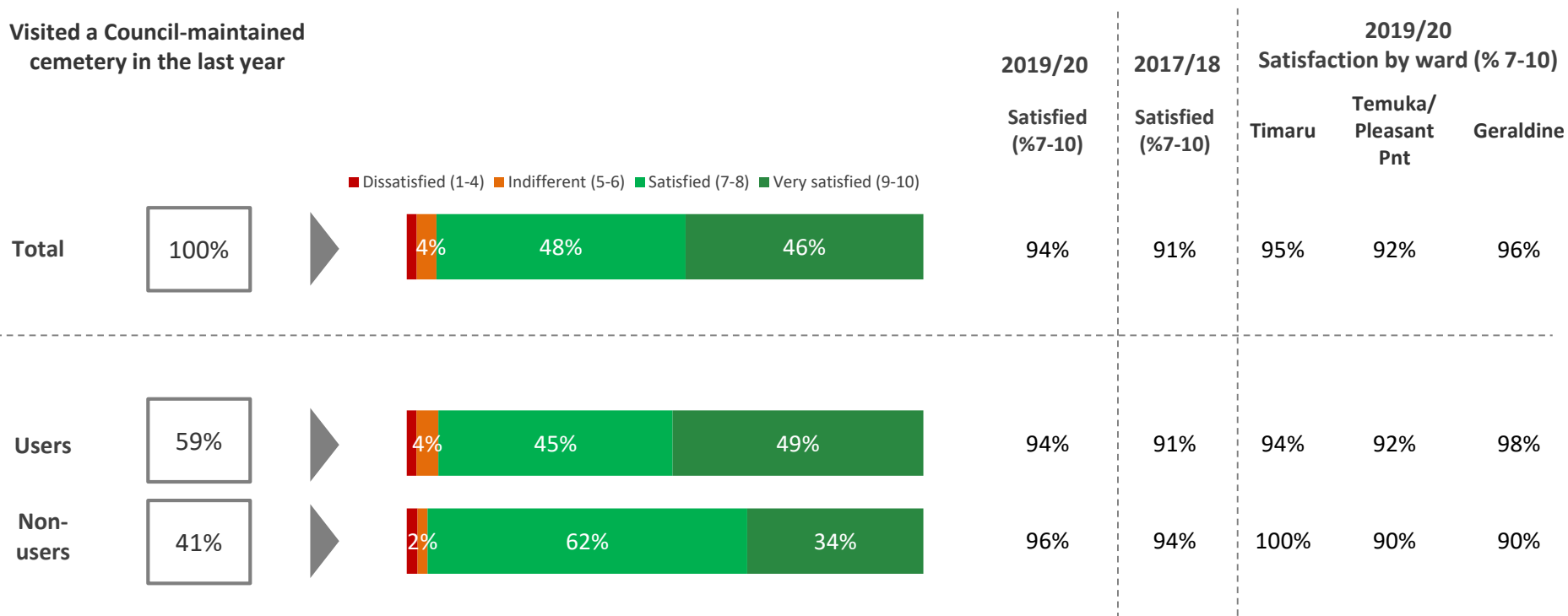| Visited a Council-maintained cemetery in the last year		Chart	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	4% / 48% / 46%	94%	91%	95%	92%	96%
Users	59%	4% / 45% / 49%	94%	91%	94%	92%	98%
Non-users	41%	2% / 62% / 34%	96%	94%	100%	90%	90%

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89; Excludes don't know responses; 2019/20 Users n=233, Timaru n=132, Temuka/Pleasant Point n=49, Geraldine n=52; Non-users n=54, Timaru n=25, Temuka/Pleasant Point n=9, Geraldine n=20
2. PR1. In the last year, which of the following have you visited? [Multiple Response]
3. PR2. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its…

Satisfaction with community facilities

More than nine out of ten residents (91%) have used a *public facility* in the past year; there are significantly more users of *public toilets* and the *museum* in 2019/20 compared with 2017/18

Community Facilities: Utilisation
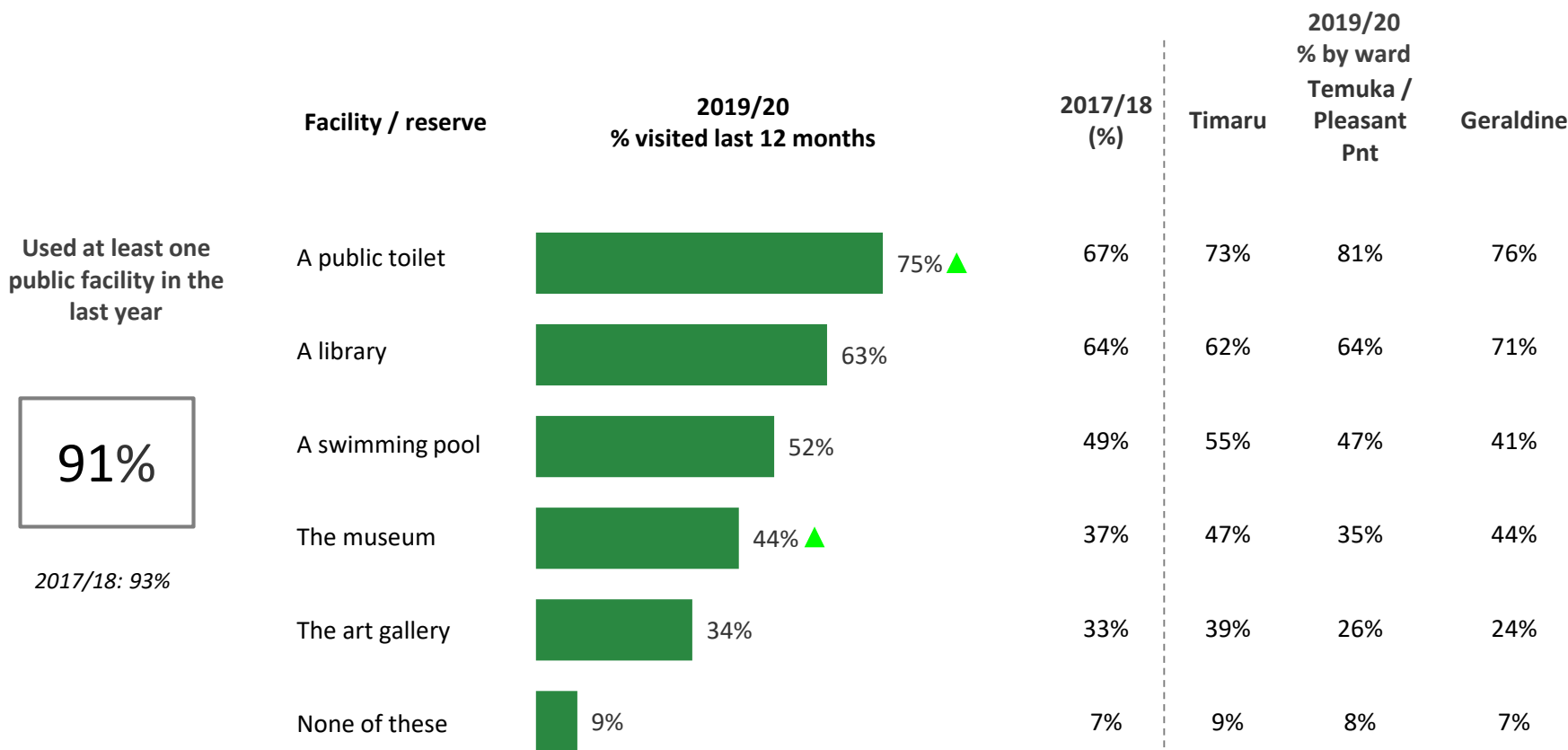
Used at least one public facility in the last year

91%

2017/18: 93%

Facility / reserve	2019/20 % visited last 12 months	2017/18 (%)	Timaru	2019/20 % by ward Temuka / Pleasant Pnt	Geraldine
A public toilet	75% ▲	67%	73%	81%	76%
A library	63%	64%	62%	64%	71%
A swimming pool	52%	49%	55%	47%	41%
The museum	44% ▲	37%	47%	35%	44%
The art gallery	34%	33%	39%	26%	24%
None of these	9%	7%	9%	8%	7%

▲ *Significantly higher compared with 2017/18*
▼ *Significantly lower compared with 2017/18*

NOTES:
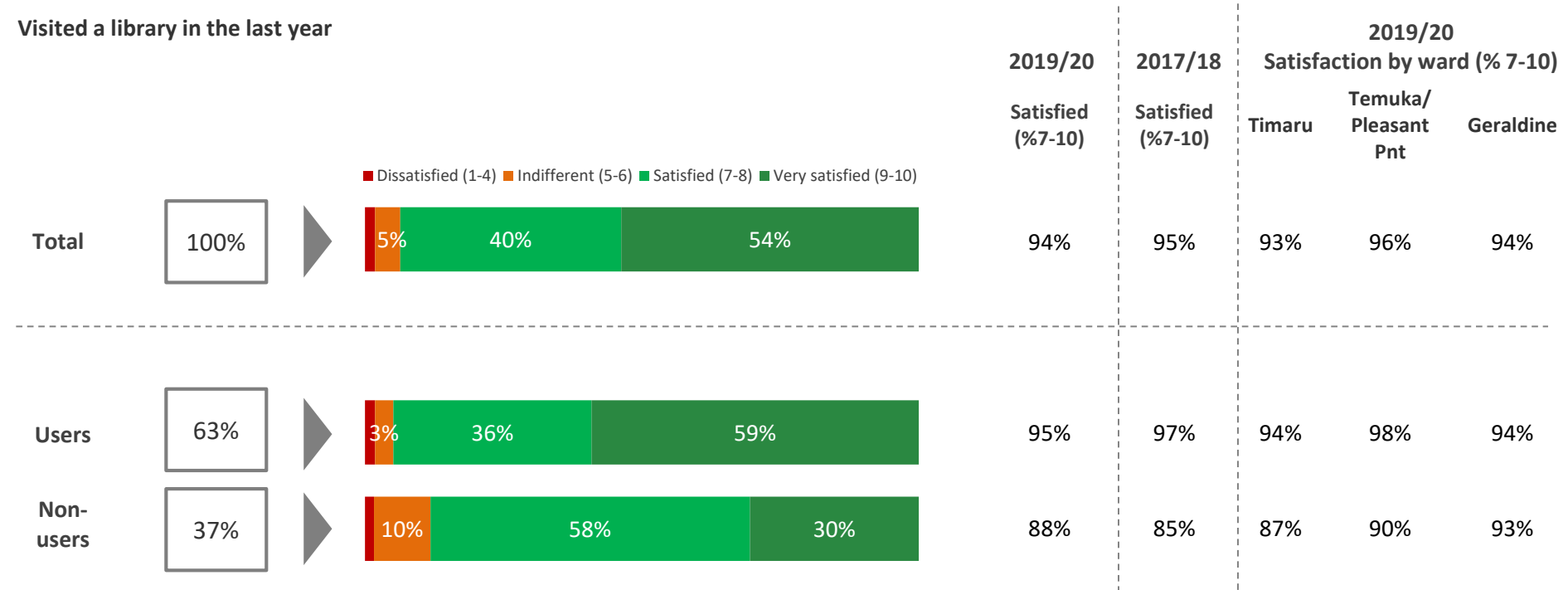1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80; Geraldine n=89
2. CF1. Which of the following facilities have you visited in the last year?

More than nine out of ten *library users* (95%) are satisfied with the facilities

Community Facilities: Libraries[1][2][3]

Visited a library in the last year

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

				2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
						Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%		5% / 40% / 54%	94%	95%	93%	96%	94%
Users	63%		3% / 36% / 59%	95%	97%	94%	98%	94%
Non-users	37%		10% / 58% / 30%	88%	85%	87%	90%	93%

> Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89; Excludes don't know responses; 2019/20 Users n=252, Timaru n=140, Temuka /Pleasant Point n=49, Geraldine n=63; Non-users n=60, Timaru n=39, Temuka/Pleasant Point n=9, Geraldine n=12
2. CF1. Which of the following facilities have you visited in the last year?
3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?

Among those who have visited a *swimming pool* in the last year, satisfaction remains high compared with 2017/18

Community Facilities: Swimming pools [1][2][3]
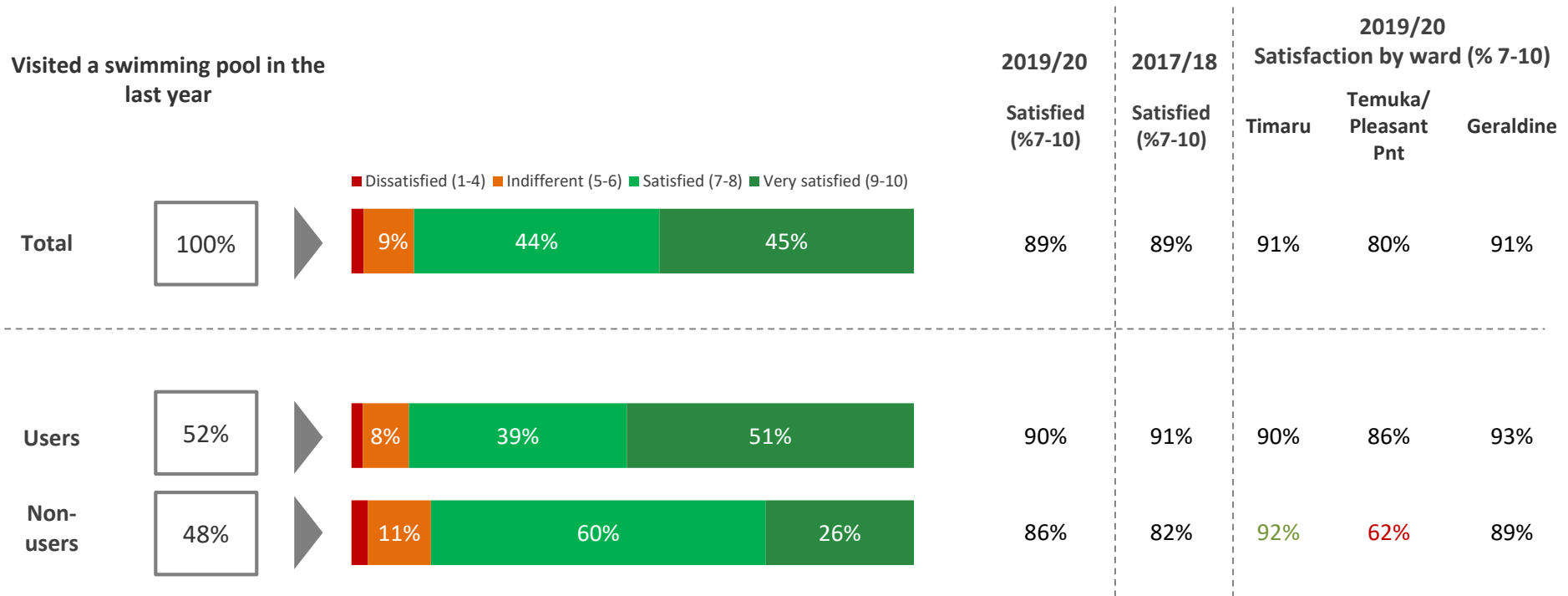
Visited a swimming pool in the last year			2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	Dissatisfied (1-4) / Indifferent (5-6) 9% / Satisfied (7-8) 44% / Very satisfied (9-10) 45%	89%	89%	91%	80%	91%
Users	52%	8% / 39% / 51%	90%	91%	90%	86%	93%
Non-users	48%	11% / 60% / 26%	86%	82%	92%	62%	89%

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89, Excludes don't know responses; 2019/20 Users n=201, Timaru n=128, Temuka/Pleasant Point n=37, Geraldine n=36; Non-users n=67, Timaru n=36, Temuka/Pleasant Point n=12, Geraldine n=19
2. CF1. Which of the following facilities have you visited in the last year?
3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?

Overall satisfaction with *public toilets* has declined relative to its level in 2017/18

Community Facilities: Public toilets[1][2][3]

Used a public toilet in the last year

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

	% used	Dissatisfied (1-4)	Indifferent (5-6)	Satisfied (7-8)	Very satisfied (9-10)	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
								| 2019/20 Satisfaction by ward (% 7-10)		
Total	100%	9%	23%	51%	17%	68%	72%	68%	66%	74%
Users	75%	8%	22%	52%	18%	69%	72%	69%	68%	74%
Non-users	25%		33%	41%	15%	55%	76%	59%	23%	78%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Satisfaction with the *museum* remains high among residents, although *user satisfaction* is lower than its level in 2017/18

Community Facilities: The museum[1][2][3]
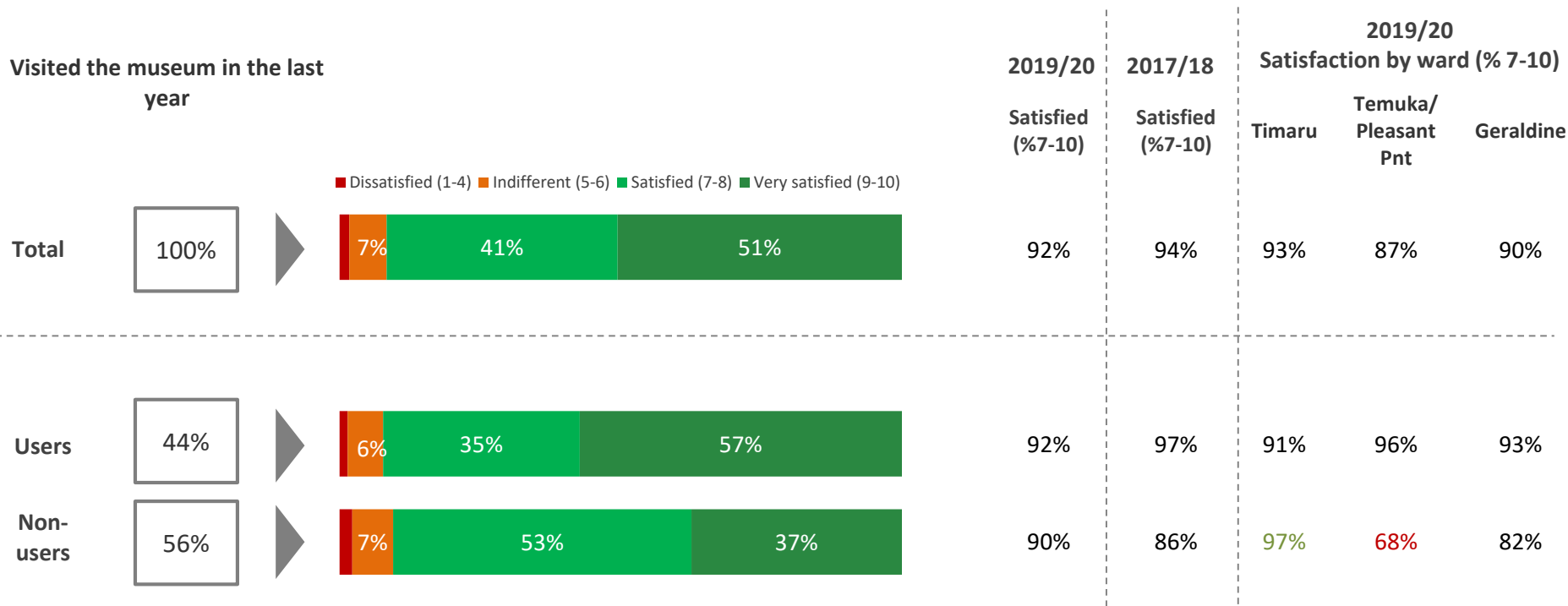
Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Visited the museum in the last year		2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
				Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100% → 7% / 41% / 51%	92%	94%	93%	87%	90%
Users	44% → 6% / 35% / 57%	92%	97%	91%	96%	93%
Non-users	56% → 7% / 53% / 37%	90%	86%	97%	68%	82%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89; Excludes don't know responses; 2019/20 Users n=168, Timaru n=105, Temuka/Pleasant Point n=27, Geraldine n=36; Non-users n=90, Timaru n=59, Temuka/Pleasant Point n=15, Geraldine n=16
2. CF1. Which of the following facilities have you visited in the last year?
3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?

Satisfaction with the *art gallery* is high among recent *visitors* and those *who have not visited* the facility in the last year

Community Facilities: The art gallery(1)(2)(3)

Visited the art gallery in the last year		2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
				Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100% — 10% / 47% / 42%	89%	91%	89%	86%	95%
Users	34% — 10% / 38% / 51%	89%	93%	87%	94%	96%
Non-users	66% — 9% / 62% / 28%	89%	84%	93%	73%	94%

Legend: Dissatisfied (1-4), Indifferent (5-6), Satisfied (7-8), Very satisfied (9-10)
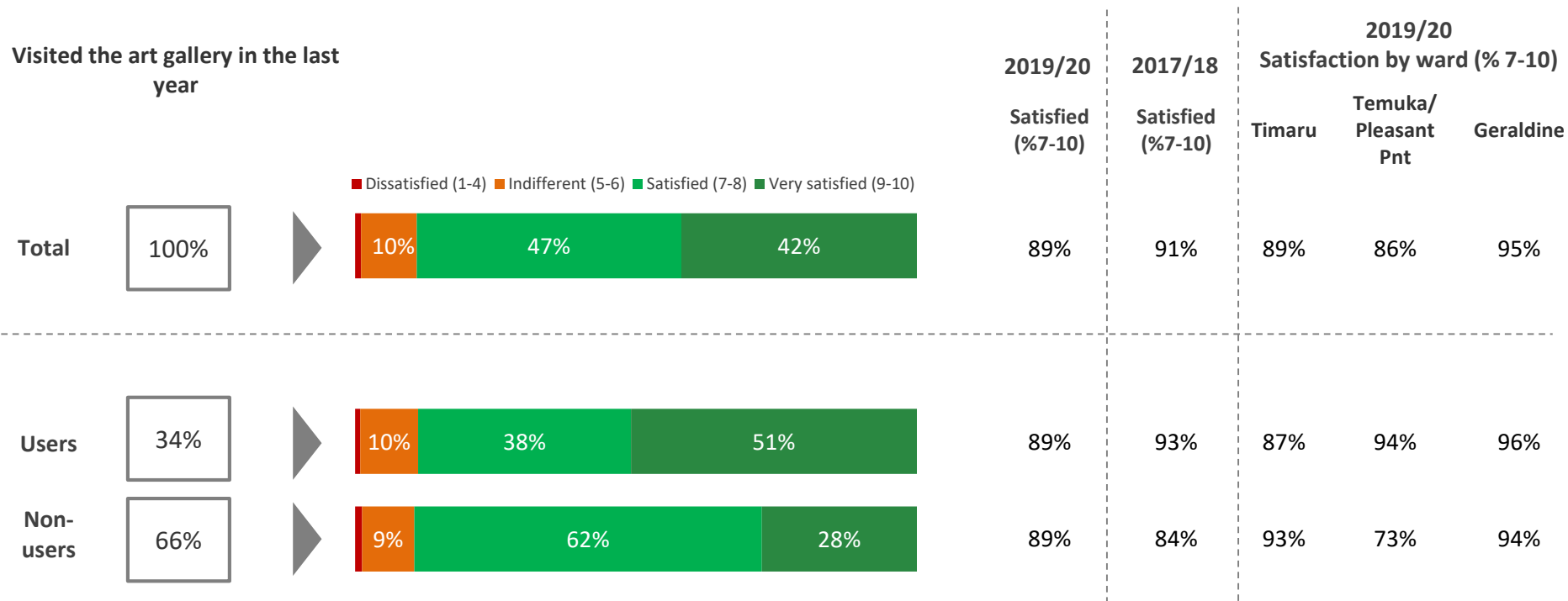
Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2017/8 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89; Excludes don't know responses; 2019/20 Users n=127, Timaru n=87, Temuka/Pleasant Point n=20, Geraldine n=20; Non-users n=85, Timaru n=54, Temuka/Pleasant Point n=15, Geraldine n=16
2. CF1. Which of the following facilities have you visited in the last year?
3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?

Regulatory services

More than four out of ten residents (44%) have had involvement with *dog or animal control*, *building consents* and *resources consents* services in the last 12 months

Regulatory services: Direct contact in relation to
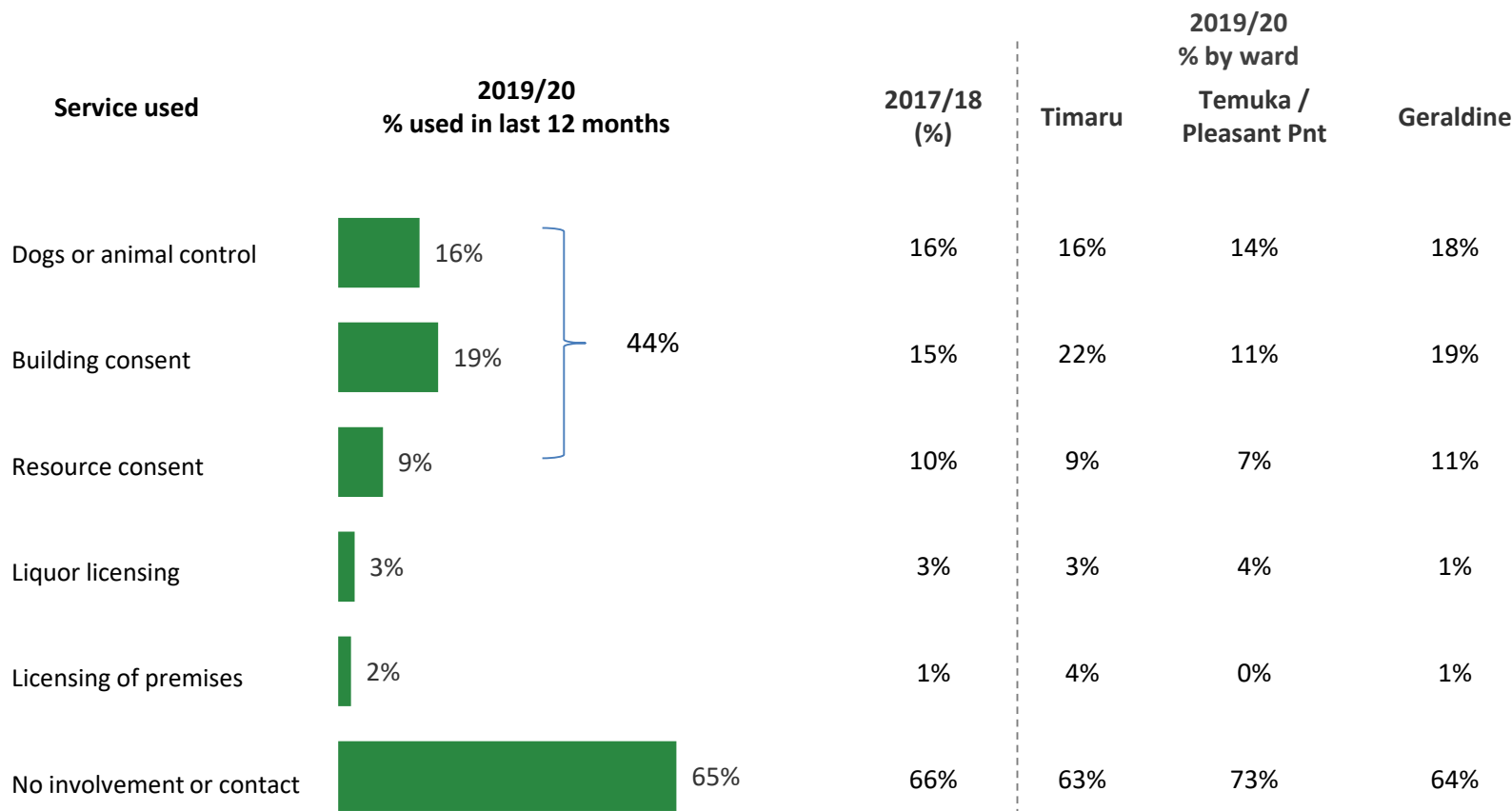
Service used	2019/20 % used in last 12 months	2017/18 (%)	2019/20 % by ward		
			Timaru	Temuka / Pleasant Pnt	Geraldine
Dogs or animal control	16%	16%	16%	14%	18%
Building consent	19%	15%	22%	11%	19%
Resource consent	9%	10%	9%	7%	11%
Liquor licensing	3%	3%	3%	4%	1%
Licensing of premises	2%	1%	4%	0%	1%
No involvement or contact	65%	66%	63%	73%	64%

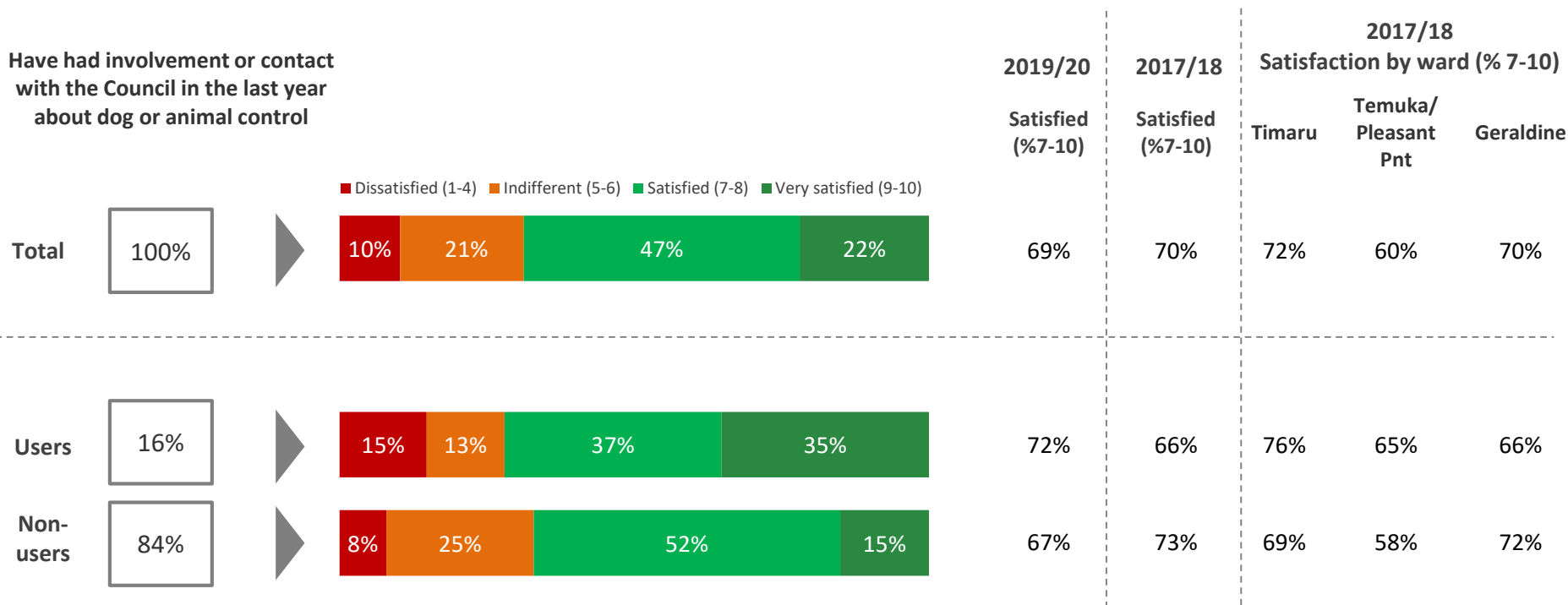(Dogs, Building, Resource grouped = 44%)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89
2. OS1. Council also provides a range of other services. In the last year have you had any direct involvement or contact with Council in relation to any of the following? [Multiple Response]

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Out of those who have contacted the Council about *dog or animal control*, more than seven out ten(72%) are satisfied with the Council's performance with this service

Regulatory services: Dog or animal control[1][2][3]

Have had involvement or contact with the Council in the last year about dog or animal control			2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
		Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)					
Total	100%	10% | 21% | 47% | 22%	69%	70%	72%	60%	70%
Users	16%	15% | 13% | 37% | 35%	72%	66%	76%	65%	66%
Non-users	84%	8% | 25% | 52% | 15%	67%	73%	69%	58%	72%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89; 2019/20 Users n=60, Timaru n=33, Temuka/Pleasant Point n=11, Geraldine n=16; Non-users n=118, Timaru n=65, Temuka /Pleasant Point n=28, Geraldine n=25
2. OS1. Council also provides a range of other services. In the last year have you had any direct involvement or contact with Council in relation to any of the following? [Multiple Response]
3. OS2. Based on your experience or impressions, how satisfied are you with the Council's performance in providing each of these services?

Satisfaction among those who have had contact with Council about *building consents* in the past year has increased compared with its level in 2017/18

Regulatory services: Building consents(1)(2)(3)

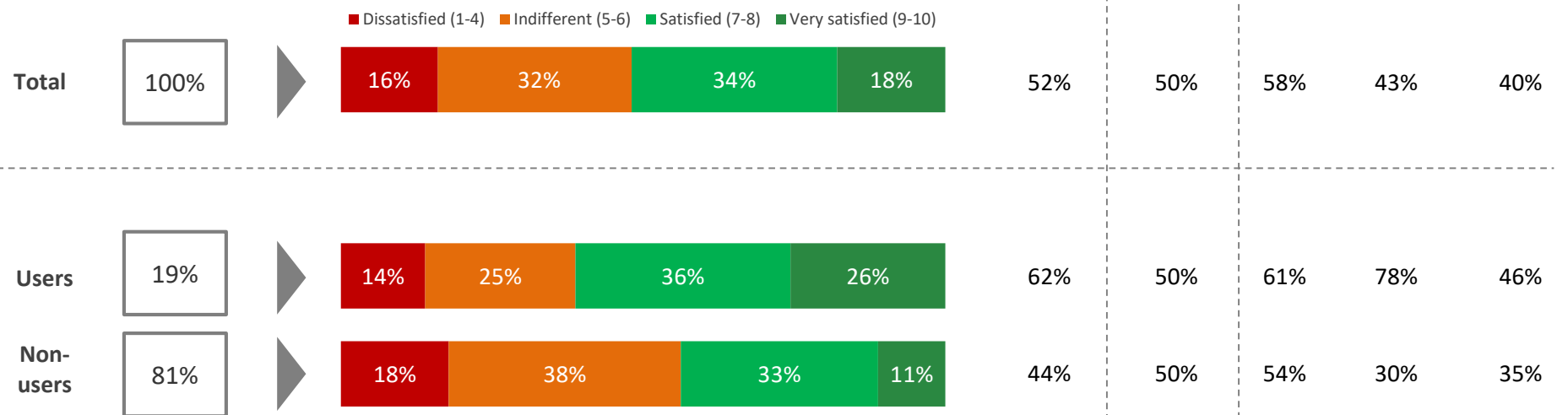| Have had involvement or contact with the Council in the last year about building consents		2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
				Timaru	Temuka/ Pleasant Pnt	Geraldine
	■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)					
Total	100% → 16% / 32% / 34% / 18%	52%	50%	58%	43%	40%
Users	19% → 14% / 25% / 36% / 26%	62%	50%	61%	78%	46%
Non-users	81% → 18% / 38% / 33% / 11%	44%	50%	54%	30%	35%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

NOTES
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89; 2019/20 Users n=75, Timaru n=49, Temuka/Pleasant Point n=9, Geraldine n=17; Non-users n=89, Timaru n=40, Temuka/Pleasant Point n=24, Geraldine n=25
2. OS1. Council also provides a range of other services. In the last year have you had any direct involvement or contact with Council in relation to any of the following? [Multiple Response]
3. OS2. Based on your experience or impressions, how satisfied are you with the Council's performance in providing each of these services?

While relatively few have been directly involved with a *resource consents*, almost half of them (47%) are satisfied with the service

Regulatory services: Resource consents[1][2][3]

Have had involvement or contact with the Council in the last year about resource consents		2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
				Timaru	Temuka/ Pleasant Pnt	Geraldine

■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

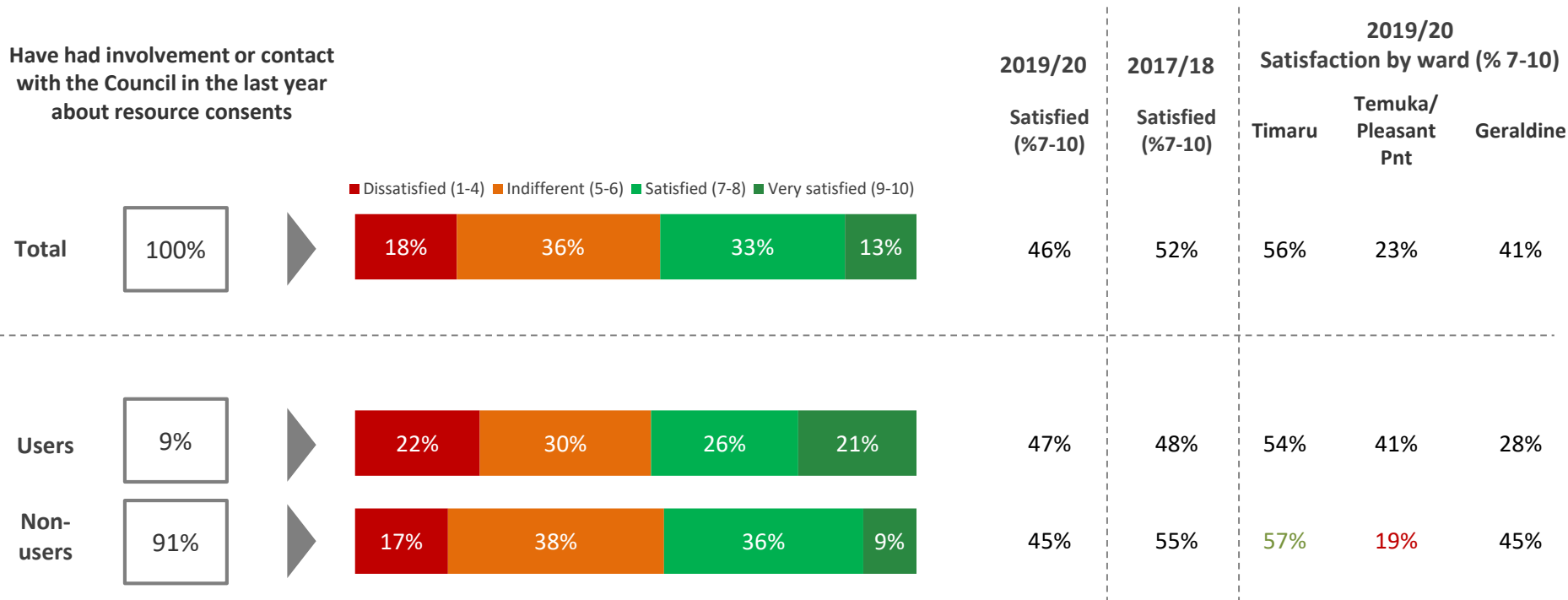|							
Total	100%	18% | 36% | 33% | 13%	46%	52%	56%	23%	41%
Users	9%	22% | 30% | 26% | 21%	47%	48%	54%	41%	28%
Non-users	91%	17% | 38% | 36% | 9%	45%	55%	57%	19%	45%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive

Significantly higher than the other ward (s)
Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89; 2019/20 Users n=35, Timaru n=20, Temuka/Pleasant Point n=5, Geraldine n=10; Non-users n=90, Timaru n=42, Temuka/Pleasant Point n=22, Geraldine n=26
2. OS1. Council also provides a range of other services. In the last year have you had any direct involvement or contact with Council in relation to any of the following? [Multiple Response]
3. OS2. Based on your experience or impressions, how satisfied are you with the Council's performance in providing each of these services?

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Users of the *liquor licensing* service are mostly satisfied (82%); more than six out of ten non-users (65%) perceive that the Council is doing a good job in the provision of the service

Regulatory services: Liquor licensing[1][2][3]

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Have had involvement or contact with the Council in the last year about liquor licensing		Bars	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	10% / 22% / 49% / 19%	68%	75%	79%	46%	65%
Users	3%	9% / 9% / 47% / 35%	82%	79%	88%	65%	100%
Non-users	97%	10% / 25% / 49% / 16%	65%	74%	77%	43%	63%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive
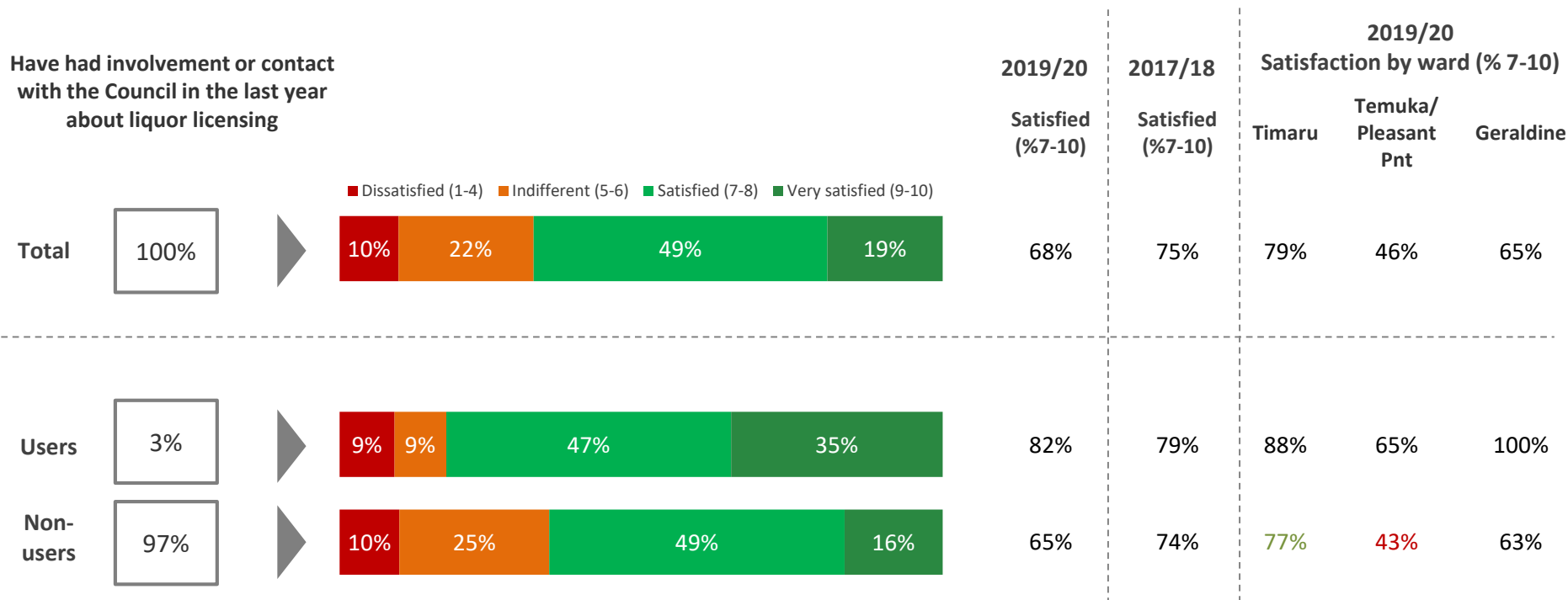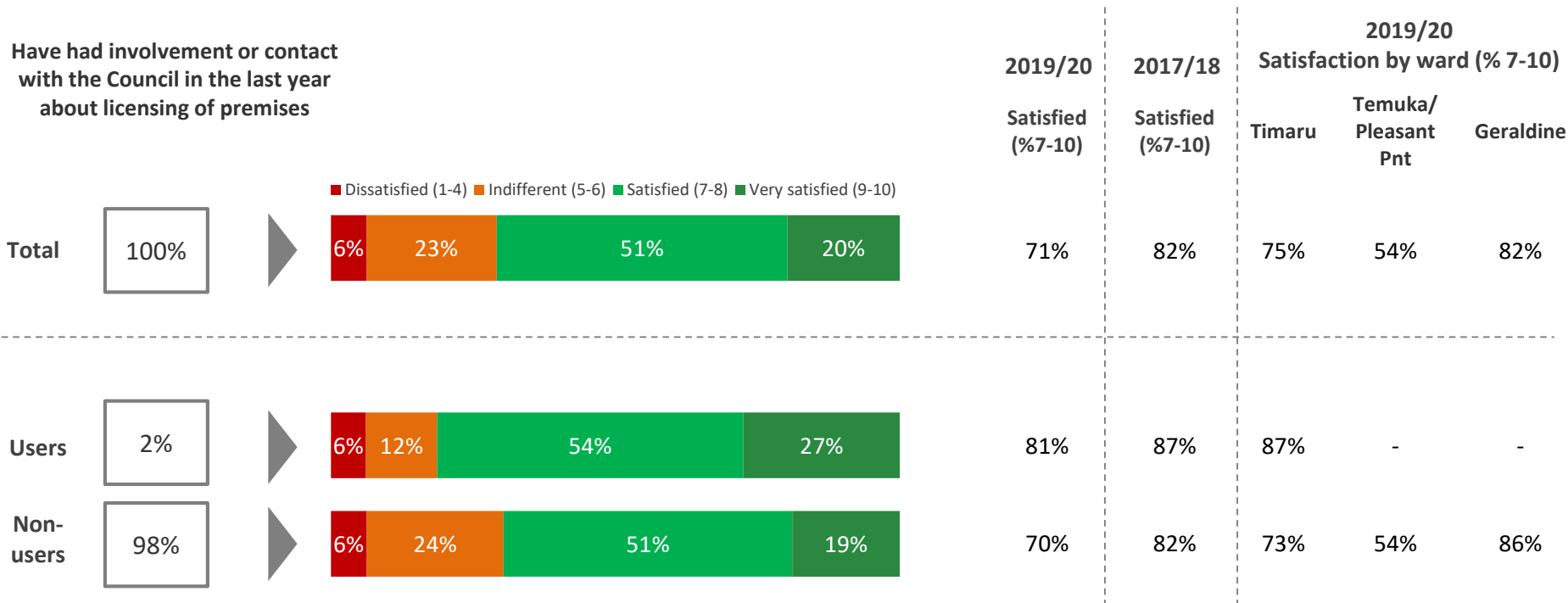
Significantly higher than the other ward (s)

Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89; 2019/20 Users n=12, Timaru n=8, Temuka/Pleasant Point n=3, Geraldine n=; Non-users n=73, Timaru n=36, Temuka/Pleasant Point n=19, Geraldine n=18
2. OS1. Council also provides a range of other services. In the last year have you had any direct involvement or contact with Council in relation to any of the following? [Multiple Response]
3. OS2. Based on your experience or impressions, how satisfied are you with the Council's performance in providing each of these services?

Perceptions are generally positive among the few residents who have had direct involvement in the *licensing of premises*

Regulatory services: Licensing of premises[1][2][3]

Have had involvement or contact with the Council in the last year about licensing of premises

Legend: ■ Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

		Dissatisfied (1-4)	Indifferent (5-6)	Satisfied (7-8)	Very satisfied (9-10)	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10) Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	6%	23%	51%	20%	71%	82%	75%	54%	82%
Users	2%	6%	12%	54%	27%	81%	87%	87%	-	-
Non-users	98%	6%	24%	51%	19%	70%	82%	73%	54%	86%

Caution: Sample size is small for non-users. A sample less than n=30 is considered too small to be conclusive
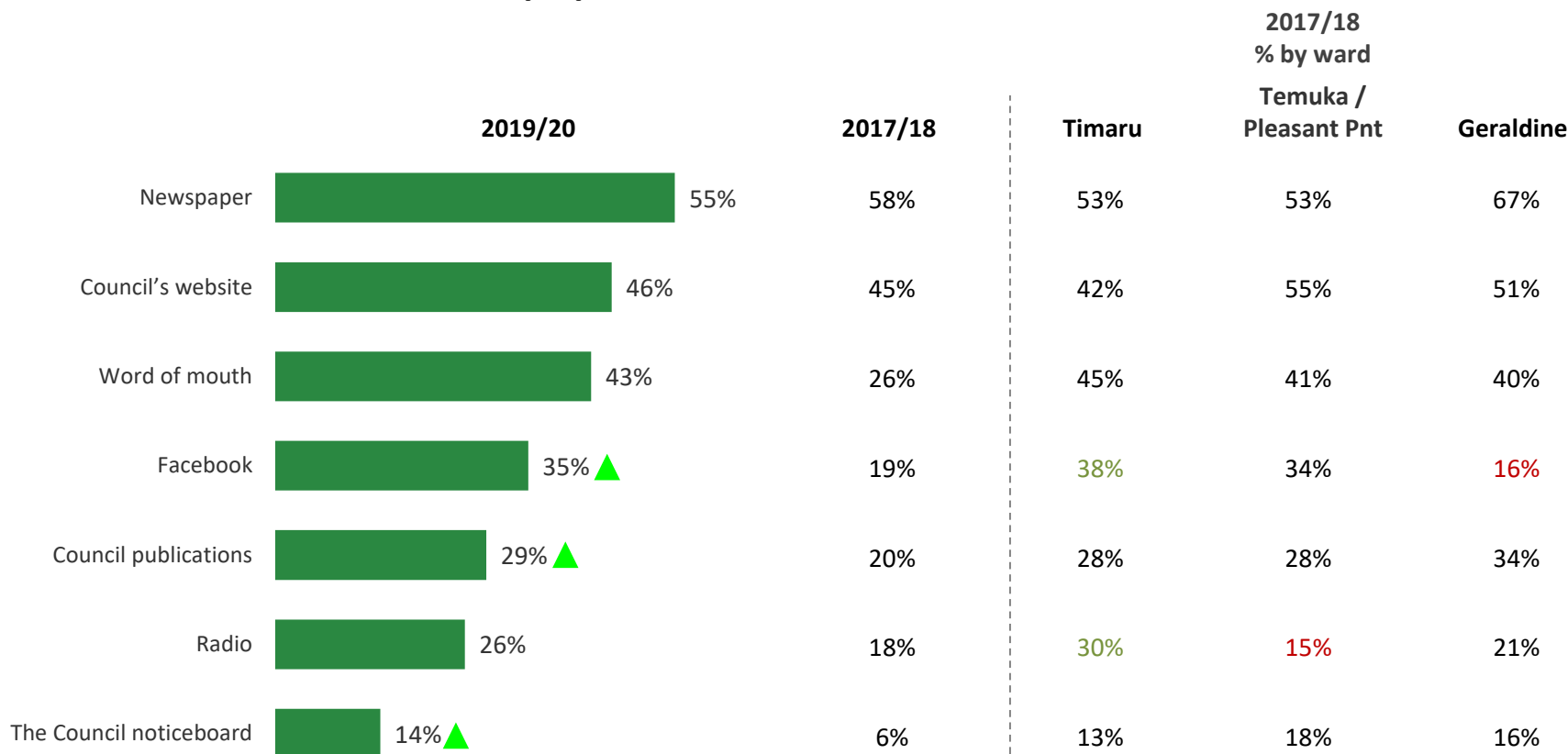
NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89; 2019/20 Users n=8, Timaru n=7, Temuka/Pleasant Point n=0, Geraldine n=1; Non-users n=80, Timaru n=38, Temuka/Pleasant Point n=21, Geraldine n=21
2. OS1. Council also provides a range of other services. In the last year have you had any direct involvement or contact with Council in relation to any of the following? [Multiple Response]
3. OS2. Based on your experience or impressions, how satisfied are you with the Council's performance in providing each of these services?

Communications

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Most residents use the *newspaper* (55%) or the *website* (46%) as their main sources in keeping up-to-date with Council activities; the proportion of residents who rely on *Facebook* and *Council publications* has increased since 2017/18

Communication: Sources used to keep up to date with Council[1][2]

	2019/20	2017/18	2017/18 % by ward		
			Timaru	Temuka / Pleasant Pnt	Geraldine
Newspaper	55%	58%	53%	53%	67%
Council's website	46%	45%	42%	55%	51%
Word of mouth	43%	26%	45%	41%	40%
Facebook	35% ▲	19%	38%	34%	16%
Council publications	29% ▲	20%	28%	28%	34%
Radio	26%	18%	30%	15%	21%
The Council noticeboard	14% ▲	6%	13%	18%	16%

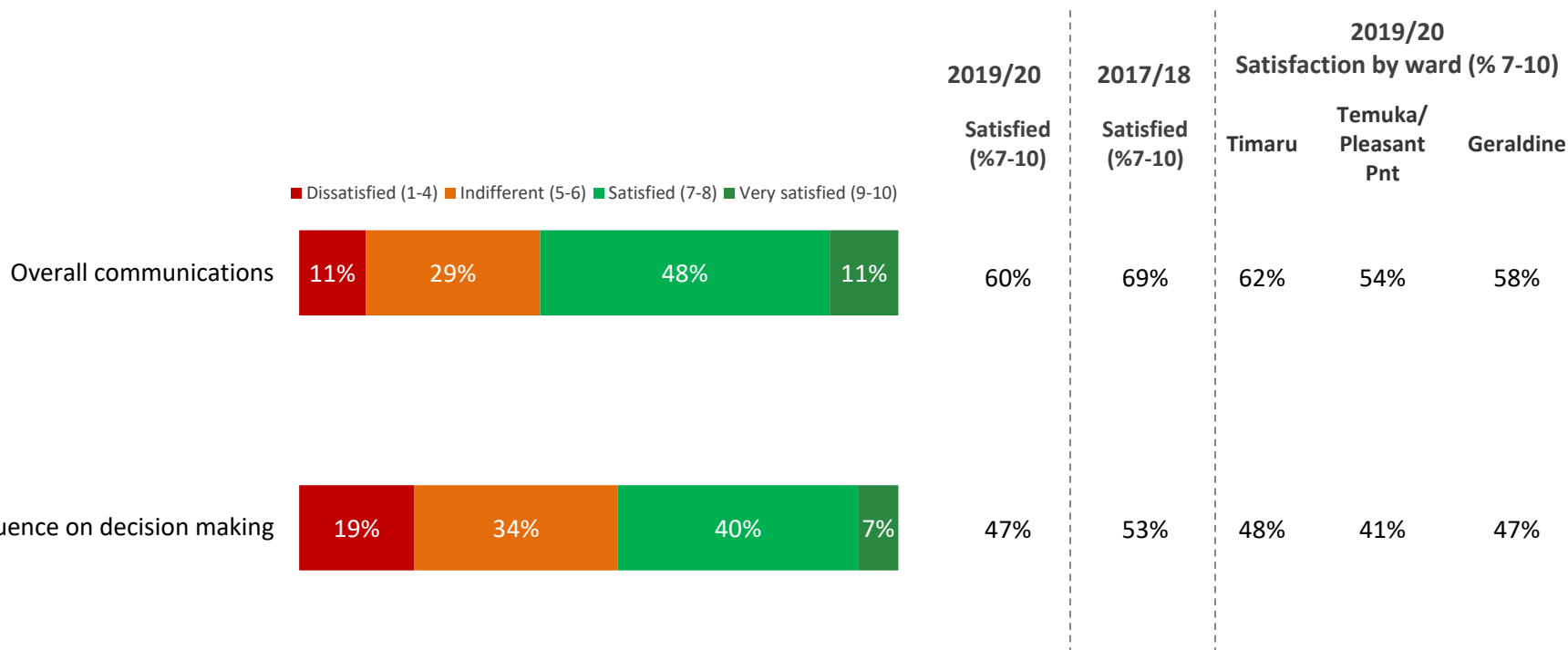▲ *Significantly higher compared with 2017/18*

▼ *Significantly lower compared with 2017/18*

Significantly higher than the other ward (s)

Significantly lower than the other ward (s)

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89
2. CM1. Which of the following sources do you use for information about the Council? [Multiple Response]

TIMARU DISTRICT COUNCIL

KEY RESEARCH

Three out of five residents (60%) are satisfied with Council's *communications*; there has been a decrease in the level of satisfaction around *communications* and the *influence residents have on decision-making* compared with 2017/18

Communication: Satisfaction[1][2][3]

	2019/20 Satisfied (%7-10)	2017/18 Satisfied (%7-10)	2019/20 Satisfaction by ward (% 7-10)		
			Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall communications	60%	69%	62%	54%	58%
Overall influence on decision making	47%	53%	48%	41%	47%

Legend: Dissatisfied (1-4) · Indifferent (5-6) · Satisfied (7-8) · Very satisfied (9-10)

Overall communications: 11% / 29% / 48% / 11%
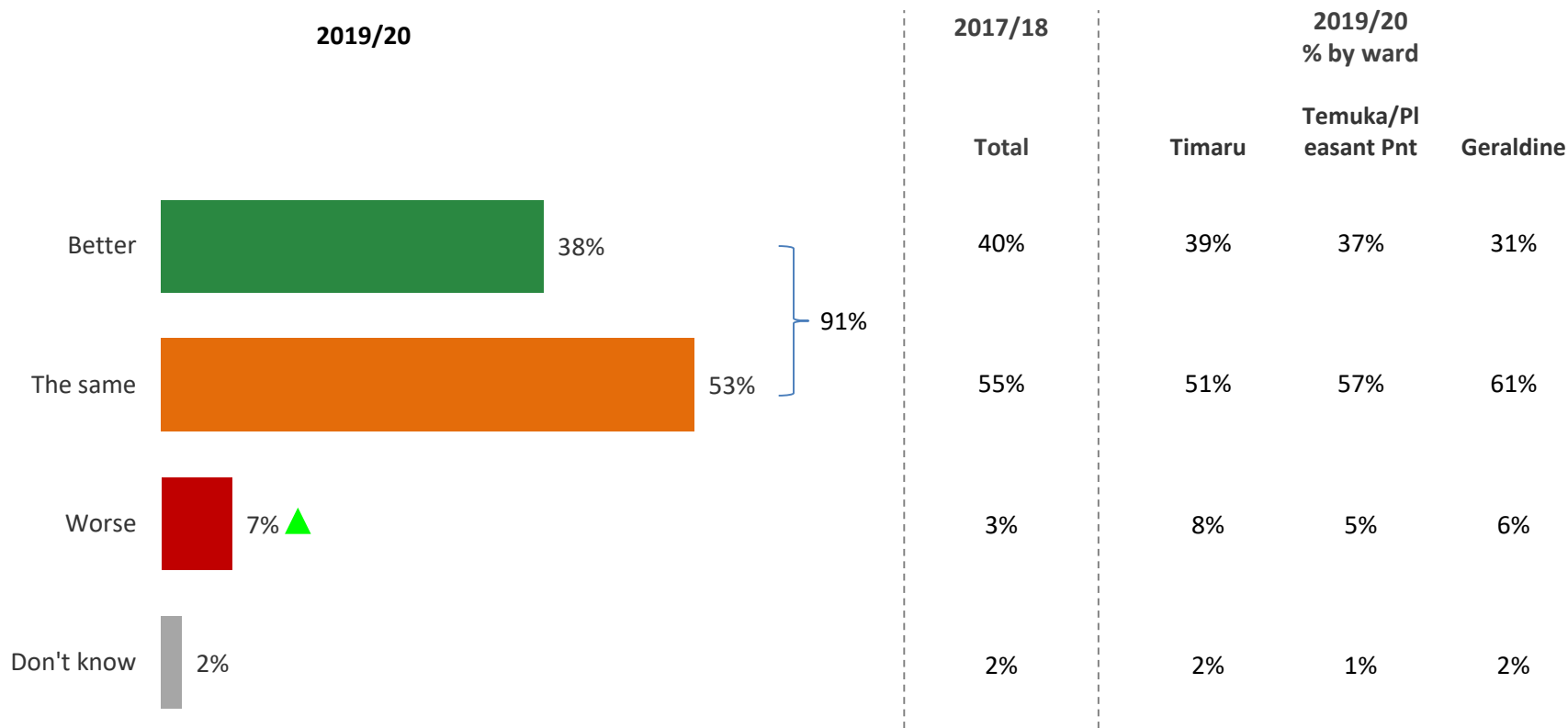Overall influence on decision making: 19% / 34% / 40% / 7%

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89; Excludes don't know responses
2. CM2. How would you rate Council for keeping the public informed and involved in its decision making?
3. CM3. And how satisfied are you with the level of influence that residents have on Council's decision making?

The Timaru District environment

TIMARU DISTRICT COUNCIL

KEYRESEARCH

More than nine out of ten residents (91%) perceive Timaru to be at least as good a *place to live* as it was three years ago

Timaru as a place to live[1][2]

2019/20

	2017/18	**2019/20 % by ward**		
	Total	**Timaru**	**Temuka/Pl easant Pnt**	**Geraldine**
Better	40%	39%	37%	31%
The same	55%	51%	57%	61%
Worse	3%	8%	5%	6%
Don't know	2%	2%	1%	2%

Better — 38%
The same — 53%
91%
Worse — 7% ▲
Don't know — 2%

▲ *Significantly higher compared with 2017/18*

▼ *Significantly lower compared with 2017/18*

NOTES:
1. Sample 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89
2. SD1. Would you say the district is better, about the same or worse as a place to live compared with three years ago?

A quarter of residents (25%) think that Timaru is a *better place to do business* compared with three years ago

Timaru as a place to do business[1][2]

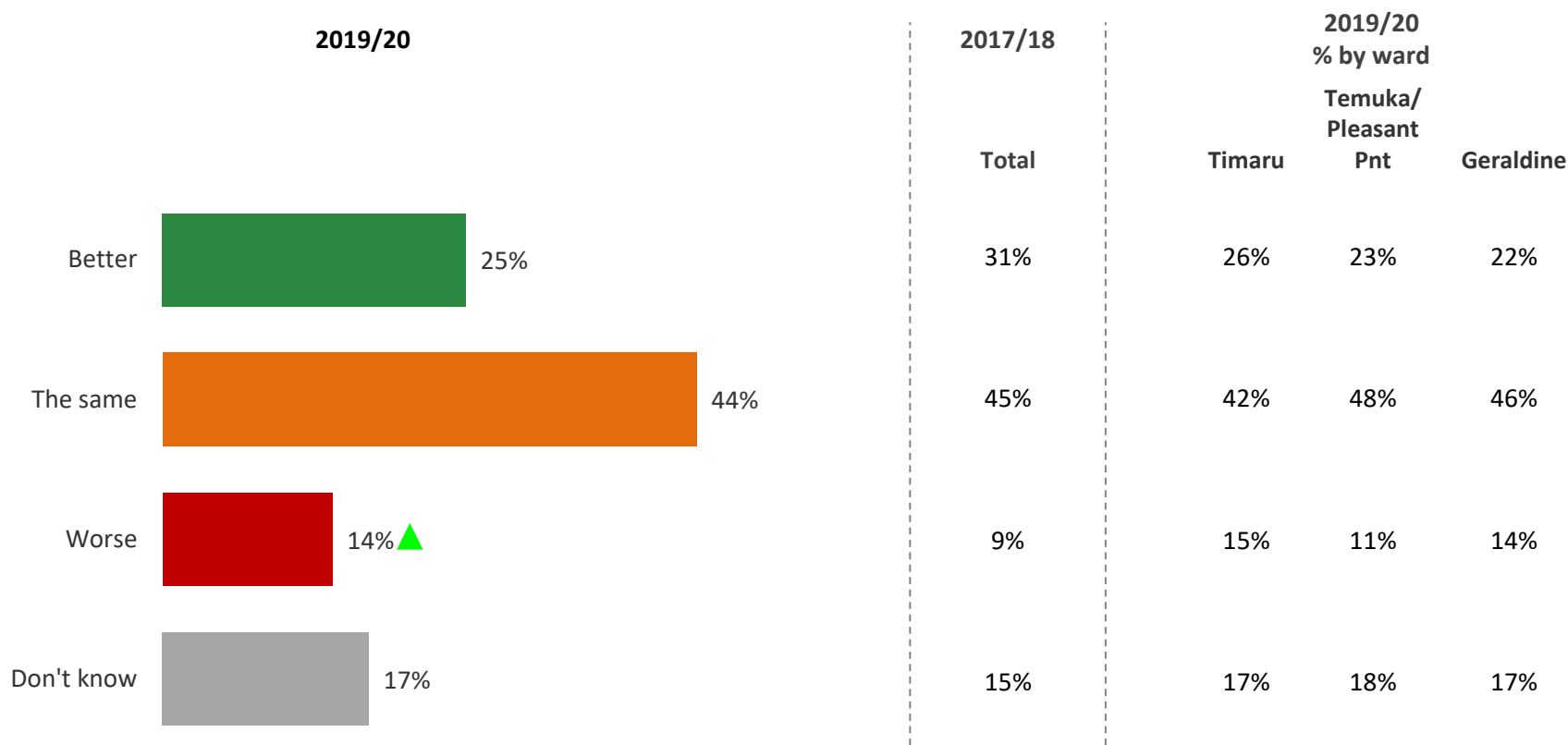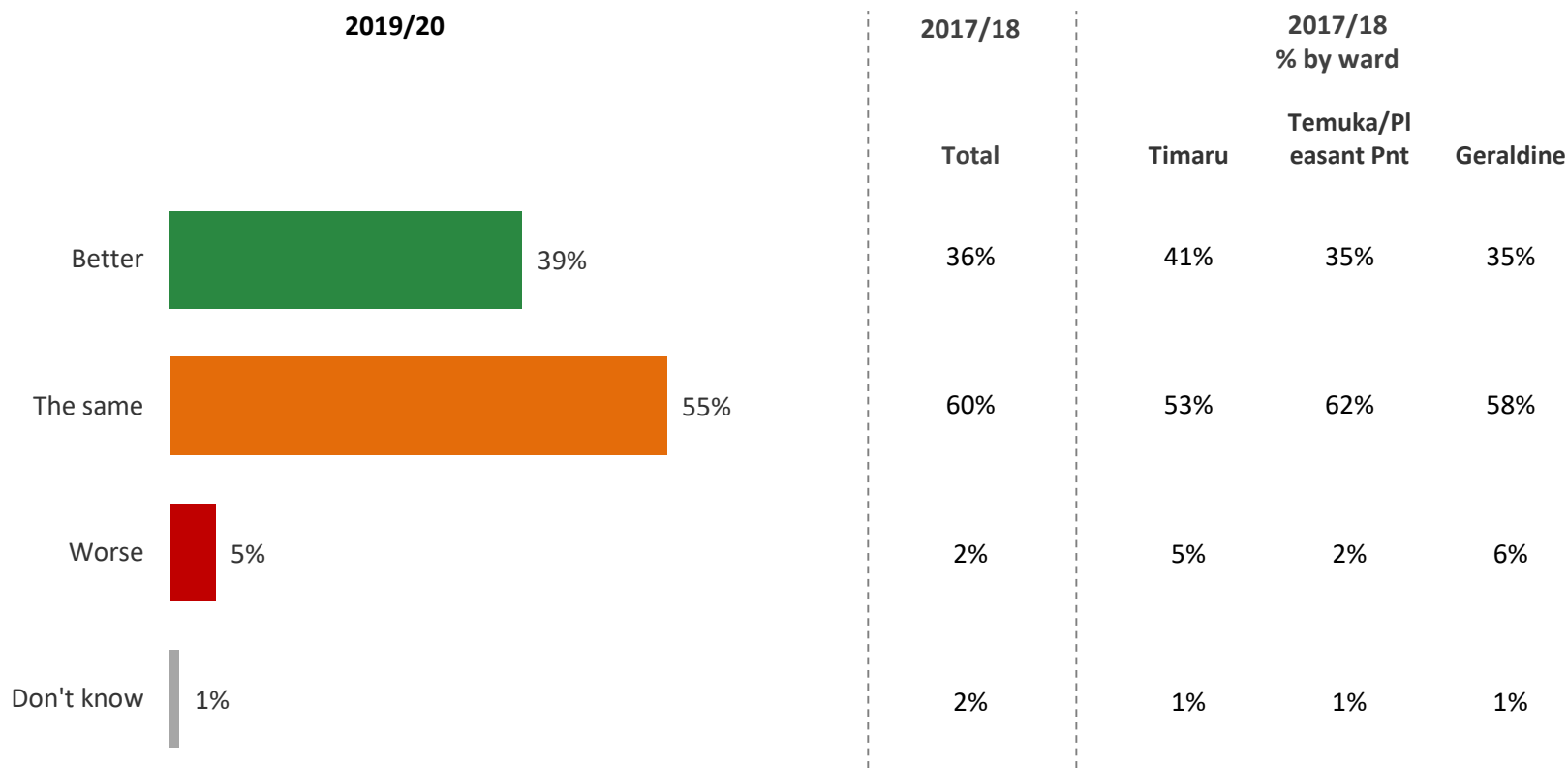|	2019/20	2017/18	2019/20 % by ward		
		Total	Timaru	Temuka/ Pleasant Pnt	Geraldine
Better	25%	31%	26%	23%	22%
The same	44%	45%	42%	48%	46%
Worse	14% ▲	9%	15%	11%	14%
Don't know	17%	15%	17%	18%	17%

▲ *Significantly higher compared with 2017/18*
▼ *Significantly lower compared with 2017/18*

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89
2. SD2. Would you say the district is better, about the same or worse as a place to do business compared with three years ago?

More than a third of residents (39%) believe that the *quality of life* in Timaru is *better* than it was three years ago

Timaru overall quality of life[1][2]

2019/20

	39% Better
The same	55%
Worse	5%
Don't know	1%

	2017/18	2017/18 % by ward		
	Total	**Timaru**	**Temuka/Pleasant Pnt**	**Geraldine**
Better	36%	41%	35%	35%
The same	60%	53%	62%	58%
Worse	2%	5%	2%	6%
Don't know	2%	1%	1%	1%

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89
2. SD3. And how would you rate the overall quality of life in the district. Would you say it is…

More than nine in ten residents (91%) perceive Timaru as *mostly safe* (64%) or *very safe* (27%)

Timaru overall perception of safety[1][2]

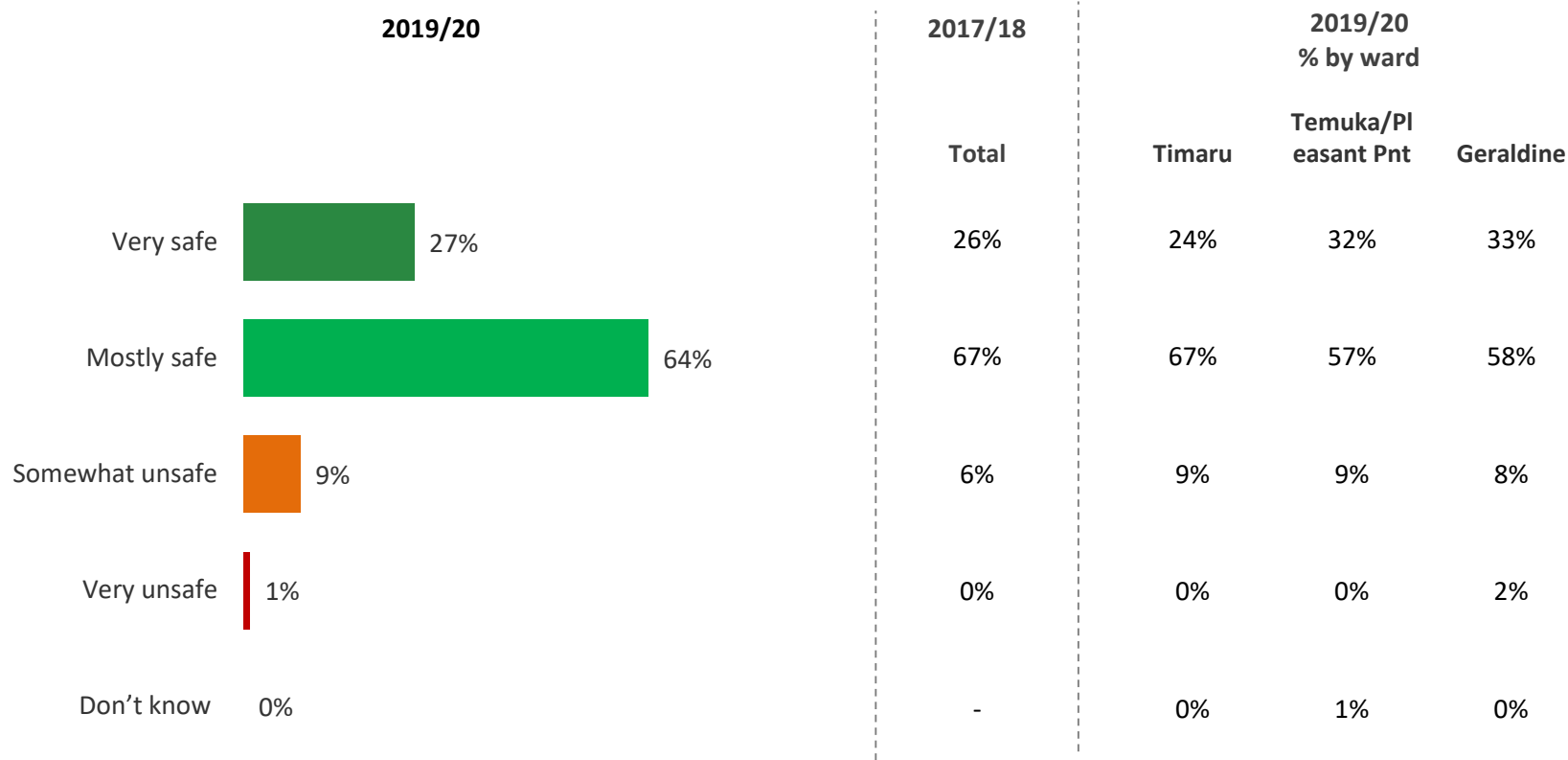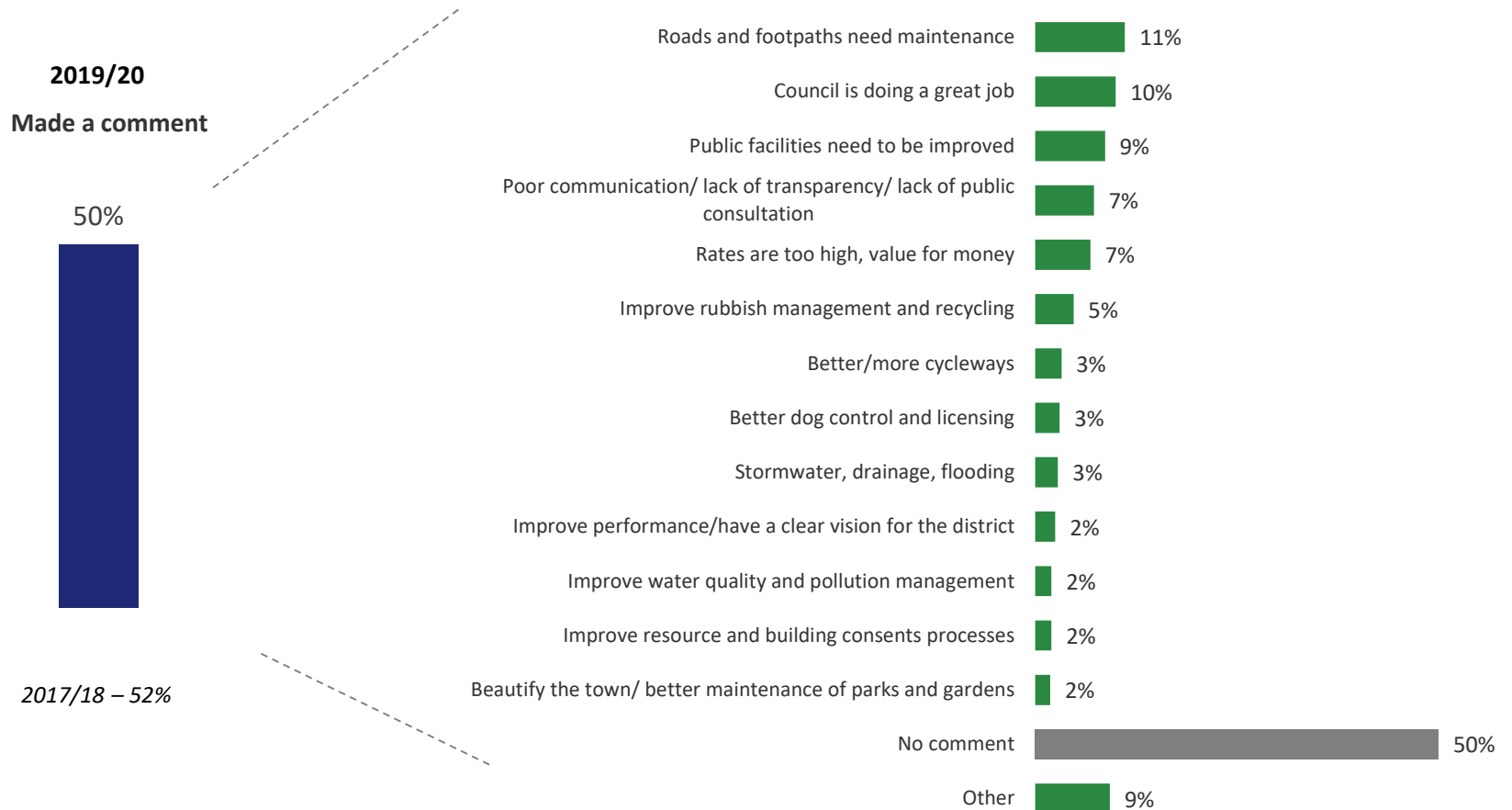|	2019/20	2017/18	2019/20 % by ward		
		Total	**Timaru**	**Temuka/Pl easant Pnt**	**Geraldine**
Very safe	27%	26%	24%	32%	33%
Mostly safe	64%	67%	67%	57%	58%
Somewhat unsafe	9%	6%	9%	9%	8%
Very unsafe	1%	0%	0%	0%	2%
Don't know	0%	-	0%	1%	0%

NOTES:
1. Sample: 2017/18 n=402; 2019/20 n=401; Timaru n=232, Temuka/Pleasant Point n=80, Geraldine n=89
2. SD4. And how would you describe your perception of safety in the district. Would you say that the district is…

General comments

Some of the comments about Timaru District Council relate to the *maintenance of* roads and footpaths and *improvement of public facilities*

General comments[1][2]

2019/20

Made a comment

50%

2017/18 – 52%

Roads and footpaths need maintenance	11%
Council is doing a great job	10%
Public facilities need to be improved	9%
Poor communication/ lack of transparency/ lack of public consultation	7%
Rates are too high, value for money	7%
Improve rubbish management and recycling	5%
Better/more cycleways	3%
Better dog control and licensing	3%
Stormwater, drainage, flooding	3%
Improve performance/have a clear vision for the district	2%
Improve water quality and pollution management	2%
Improve resource and building consents processes	2%
Beautify the town/ better maintenance of parks and gardens	2%
No comment	50%
Other	9%

NOTES:
1.   Sample: n=401
2.   OP2. Are there any other comments that you would like to make about the Timaru District Council?

Sample profile

Sample profile

Age	%	Weighted	Unweighted
18-49	45%	181	173
50-64	27%	108	122
65+	28%	112	106
Total	*100%*	*401*	*401*

Ethnicity (Prioritised)	%	Weighted	Unweighted
Maori	7%	27	28
All others	93%	374	373
Total	*100%*	*401*	*401*

Ward	%	Weighted	Unweighted
Geraldine	13%	51	89
Timaru	66%	266	232
Temuka / Pleasant Pnt	21%	84	80
Total	*100%*	*401*	*401*

Number of people in home	%	Weighted	Unweighted
One or two	56%	226	231
Three to five	40%	160	155
Six or more	4%	14	15
Total	*100%*	*401*	*401*

Years lived in Timaru	%	Weighted	Unweighted
5 years or less	4%	17	18
6 to 10 years	7%	27	28
Over 10 years	89%	357	355
Unsure	0%	0	0
Total	*100%*	*402*	*402*

Pay rates	%	Weighted	Unweighted
Pay rates	97%	389	389
Do not pay rates	1%	5	5
Renting	2%	7	7
Don't know	0%	0	0
Total	*100%*	*402*	*402*

Description of area	%	Weighted	Unweighted
Urban area	69%	276	264
Semi urban area	14%	58	59
Rural area	17%	67	78
Total	*100%*	*401*	*401*

Head Office

Telephone: + 64 7 575 6900

Address: Level 1, 247 Cameron Road
PO Box 13297
Tauranga 3141

Website: www.keyresearch.co.nz

Key Staff

Laarni Mandap | Research Executive
Telephone: + 64 7 547 4909
Email: laarni@keyresearch.co.nz

KEYRESEARCH