Timaru District Council
Annual Residents' Survey

Report | June 2018

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=402 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 2013

- 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 24 July 2017 and 8 May 2018

- For 2016 a new questionnaire was adopted that is designed to provide for a wider review of residents' perceptions of Council including reputation and value for money. The structure facilitates additional analysis to help determine opportunities and how these should be prioritised. The same questionnaire, with minor changes, has been used for the 2017/18 survey period

- 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 Timaru residents are mostly very satisfied with the various services, infrastructure and facilities that are provided, and maintained by Council. At an overall level 80% of residents are either satisfied or very satisfied (%7-10), which is consistent with 2016. Timaru is also seen as offering a good lifestyle, is a good place to live, and to do business

2 The Timaru District Council enjoys a strong reputation, with a benchmark score of 93 out of 150, versus 89 in 2016; (>80 is considered excellent). '*Image and reputation'* has a significant impact on overall satisfaction (63%), so it will be strategically important that performance in this area is maintained

3 Perceptions of '*Trustworthiness'* and '*Financial management'* are key areas within '*Image and reputation'* that have potential to influence overall performance. While perceptions of *'Value for money'* have less impact, '*How rates are spent on services and facilities'* is a relatively low performing area and therefore needs to be monitored

4 Around one in six residents have lodged a service request or complaint with Council in the last year. Overall satisfaction with how well their enquiry was handled has declined since 2016 (50% down from 74%), this being influenced by a decline in satisfaction with the outcome; declined, from 70% to 50%

5 While not identified as a key priority at this stage, there are indications that residents would value improvements to roading, particularly on-road cycle lanes and urban roads, stormwater systems and, to a lesser extent, regulatory services. The general area of '*Services and facilities*' remains an area of strength that could be promoted

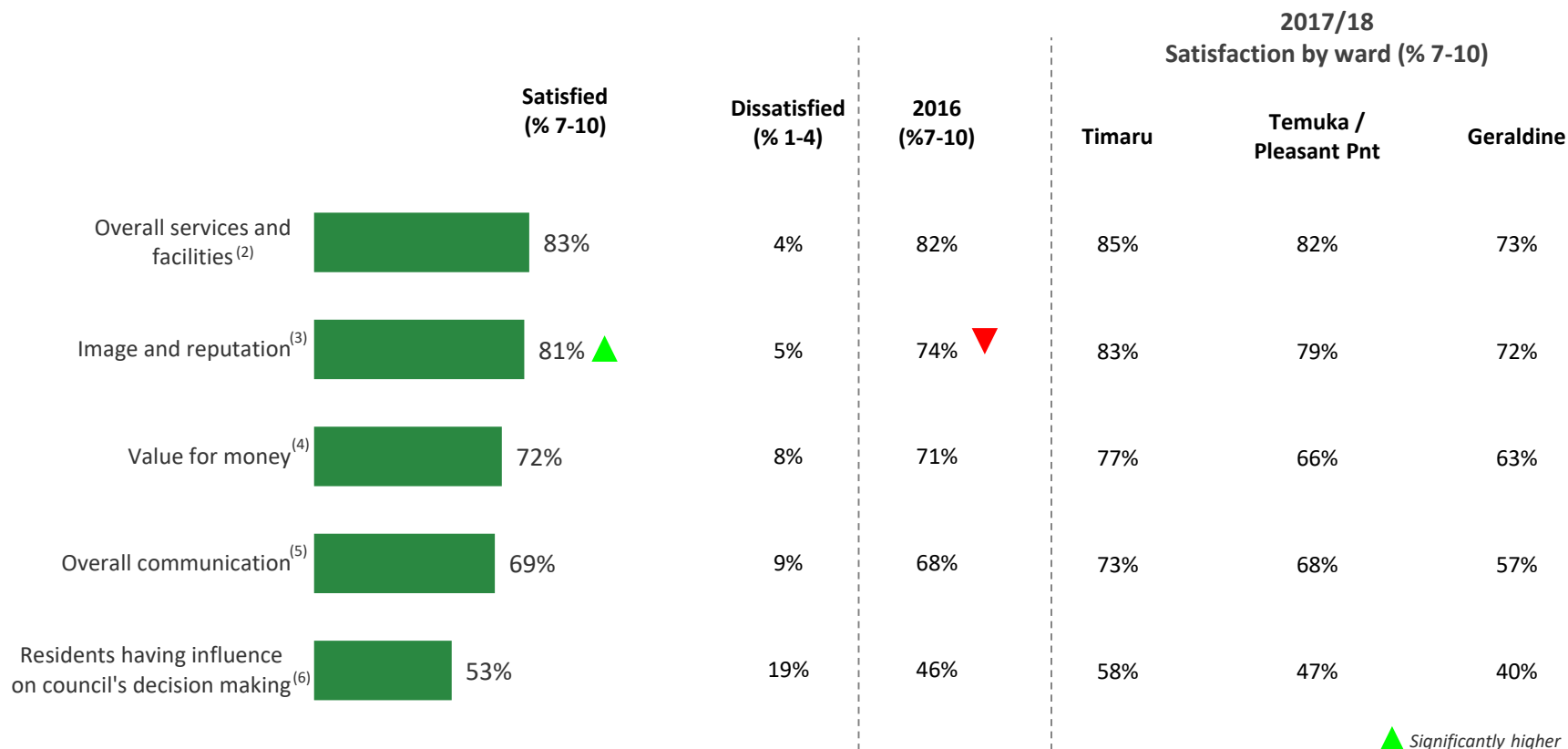**6** Most residents are satisfied with communications that they receive from Council and there is increased recognition of the ability to influence Council's decision making, although this remains low. Use of traditional media for keeping up to date with Council's activities shows a decline in favour of online media which potentially represents an opportunity

Summary of key performance indicators

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Council continues to be evaluated well for its services and facilities, image and reputation and value for money, but residents are less satisfied with their influence on Council decision making

Overall performance[1]

2017/18 Satisfaction by ward (% 7-10)

	Satisfied (% 7-10)	Dissatisfied (% 1-4)	2016 (%7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall services and facilities[2]	83%	4%	82%	85%	82%	73%
Image and reputation[3]	81% ▲	5%	74% ▼	83%	79%	72%
Value for money[4]	72%	8%	71%	77%	66%	63%
Overall communication[5]	69%	9%	68%	73%	68%	57%
Residents having influence on council's decision making[6]	53%	19%	46%	58%	47%	40%

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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?

Satisfaction remains high for most services and infrastructure and satisfaction with public facilities has increased, but satisfaction with handling of enquiries has declined since 2016

Overall performance: Summary[1]

**2017/18
Satisfaction by ward (% 7-10)**

Services	Satisfied (% 7-10)	Dissatisfied (% 1-4)	2016 (%7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall waste disposal and recycling	92%	2%	92%	94%	91%	88%
Overall regulatory services[2]	73%	8%	73%	77%	72%	63%
Handling enquiries	50% ▼	31%	74% ▲	51%	51%	46%
Infrastructure						
Sewerage system	94%	2%	92%	96%	90%	90%
Water supply	90%	4%	90%	94%	86%	79%
Overall roading	69%	8%	72%	73%	66%	54%
Stormwater management	68%	11%	69%	75%	56%	49%
Community facilities						
Overall satisfaction with parks and outdoor spaces	91%	1%	92%	91%	92%	92%
Overall satisfaction with public facilities	90% ▲	0%	85% ▼	90%	89%	92%

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. Regulatory services were asked of all respondents based on their 'experience or impressions'. A total of n=145 had used a regulatory service in the last year. Off the total sample, 187 gave a 'don't know' response and are excluded from the calculation; i.e. the result is based on the n=213 who were able to provide an opinion
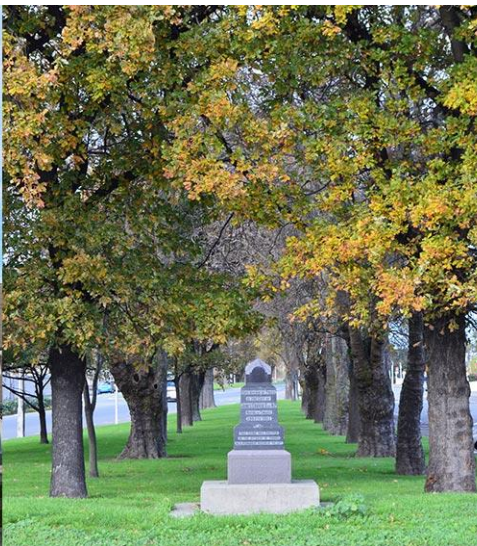
Drivers of satisfaction

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

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

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

X% → Image and reputation
XX%

X%   Water management
X%

X%   Waste management
X%

X%   Roading
X%

Overall performance

X%   Overall services and facilities
XX%

X%   Parks and reserves
X%

X%   Public facilities
X%

X%   (% 7-10)

X%   Regulatory
X%

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

X%   Value for money
XX%

Image and reputation has the strongest influence on the overall performance evaluation (63%) with value for money and service delivery attributes having much less impact

Driver analysis: Overall level drivers[1]

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

Overall performance

Satisfied (% 7-10)
80%

63% — Image and reputation — 81%

18% — Overall services and facilities — 83%

19% — Value for money — 72%

28% — Regulatory — 73%

25% — Water management — 82%

21% — Public facilities — 90%

17% — Roading — 69%

9% — Parks and reserves — 91%

0% — Waste management — 92%

NOTES:
1. Sample: n=400

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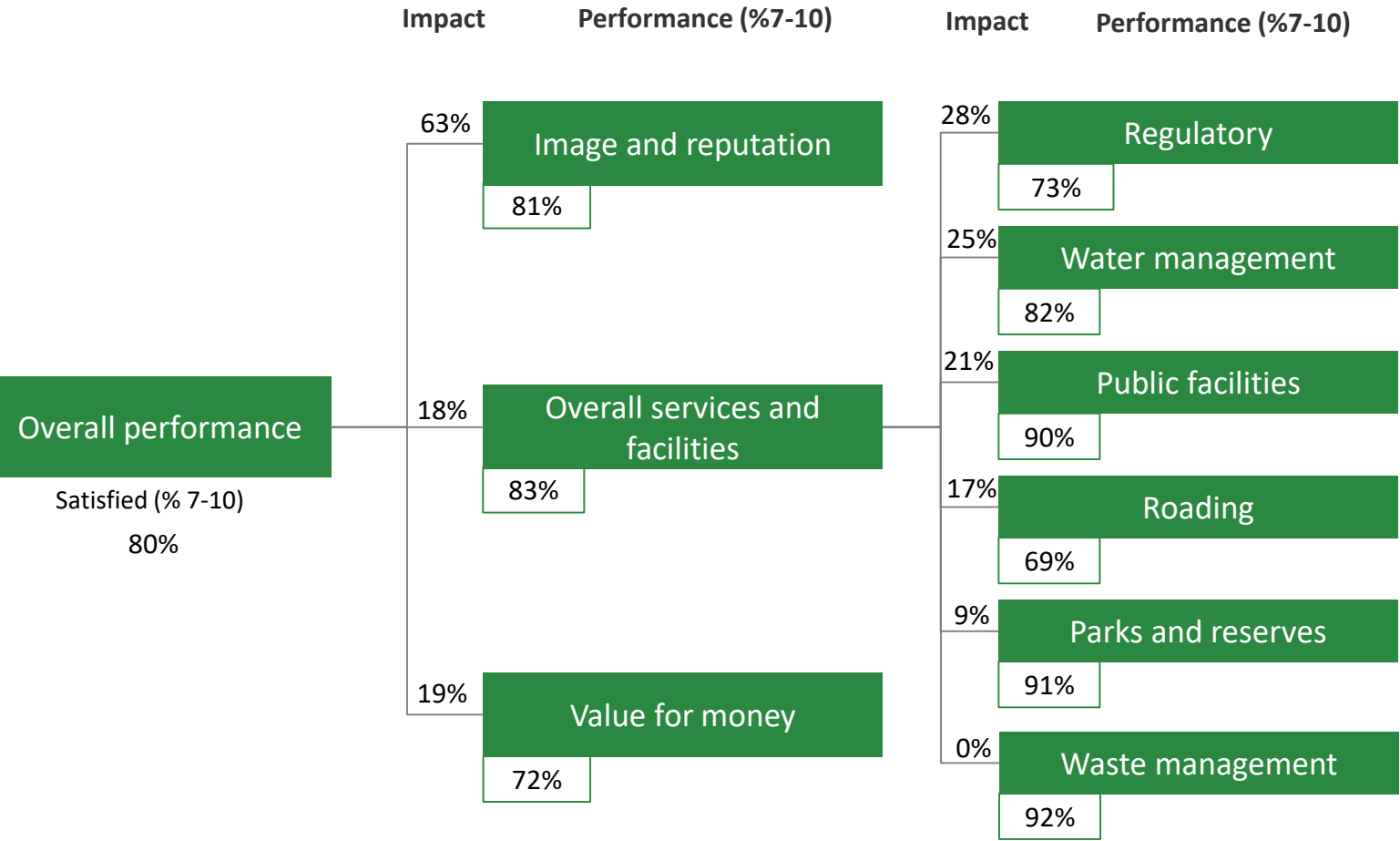
Performance on the image and reputation measure is good (81%), but additional improvement would impact positively on the overall perceptions of the Timaru District Council

Driver analysis: Overall level drivers[1]
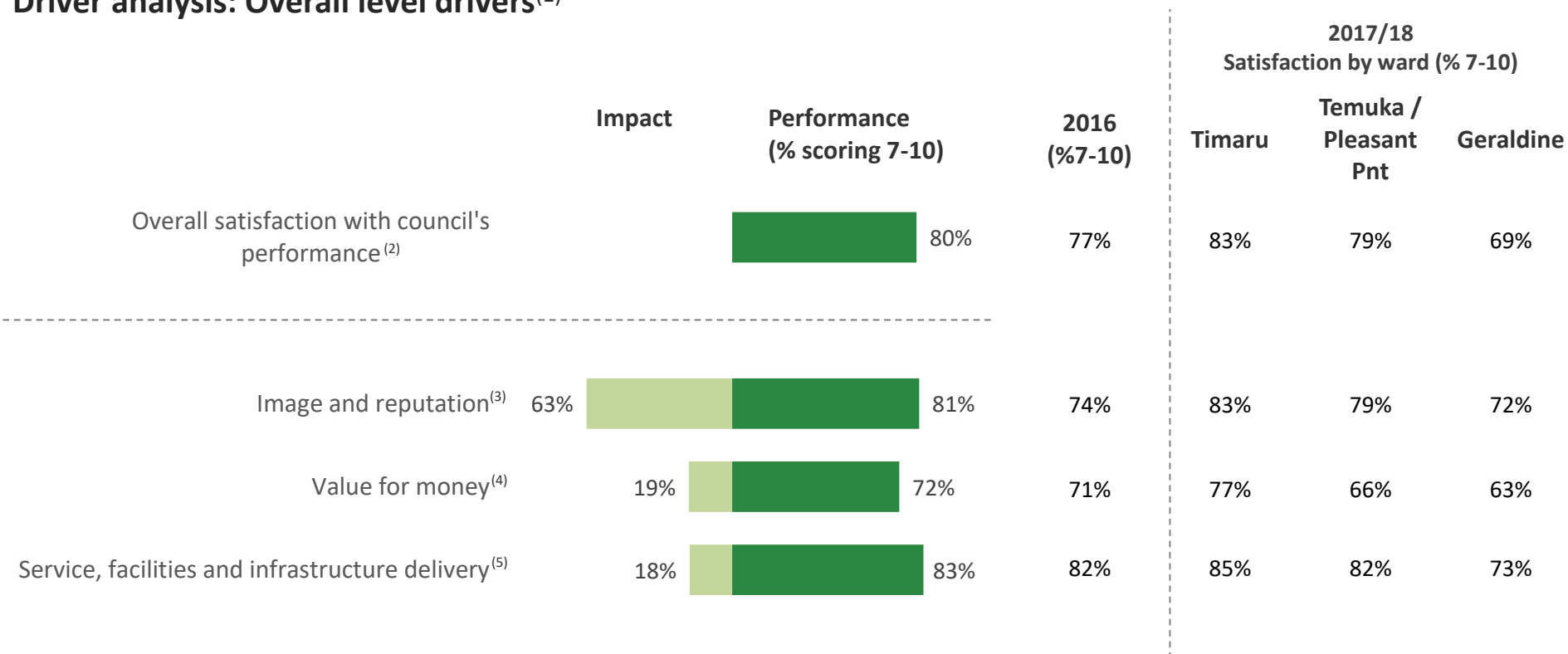
	Impact	Performance (% scoring 7-10)	2016 (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall satisfaction with council's performance [2]		80%	77%	83%	79%	69%
Image and reputation [3]	63%	81%	74%	83%	79%	72%
Value for money [4]	19%	72%	71%	77%	66%	63%
Service, facilities and infrastructure delivery [5]	18%	83%	82%	85%	82%	73%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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. 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. 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?

Reputation has considerable impact on the overall satisfaction score (63%) and accordingly, the high scores within this area have a positive influence, and therefore need to be maintained

Driver analysis: Reputation[1]
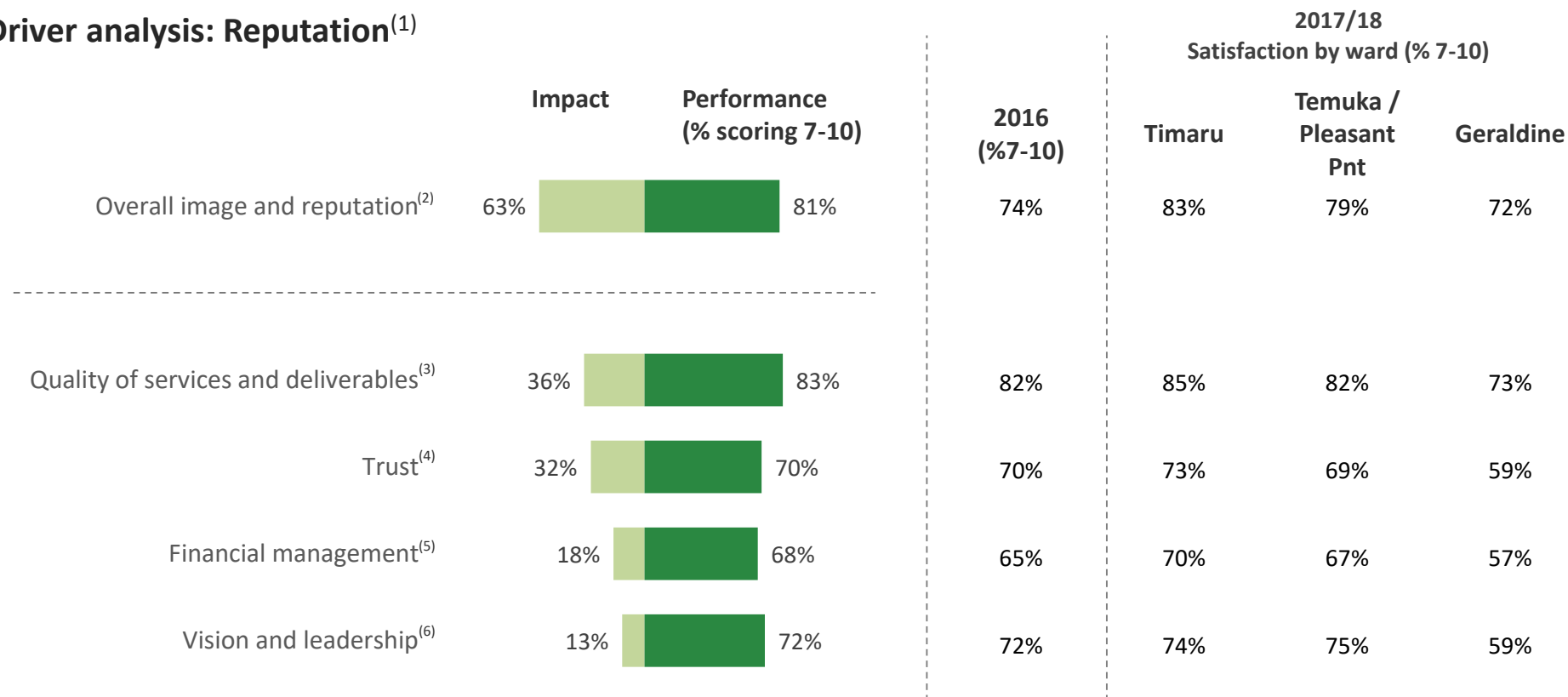
	Impact	Performance (% scoring 7-10)	2016 (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall image and reputation[2]	63%	81%	74%	83%	79%	72%
Quality of services and deliverables[3]	36%	83%	82%	85%	82%	73%
Trust[4]	32%	70%	70%	73%	69%	59%
Financial management[5]	18%	68%	65%	70%	67%	57%
Vision and leadership[6]	13%	72%	72%	74%	75%	59%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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. 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?
4. 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?
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?

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Performance is strong across services, facilities and infrastructure, but residents would value some improvement to roading since this has a reasonable impact and the score is lower

Driver analysis: Services, facilities and infrastructure[1]

2017/18
Satisfaction by ward (% 7-10)

	Impact	Performance (% scoring 7-10)	2016 (%7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall service, facilities and infrastructure[2]	18%	83%	82%	85%	82%	73%
Regulatory services[3]	28%	73%	73%	77%	72%	63%
Water management[4]	25%	82%	79%	89%	72%	67%
Public facilities[5]	21%	90%	85%	90%	89%	92%
Roading[6]	17%	69%	72%	73%	66%	54%
Parks and reserves[7]	9%	91%	92%	91%	92%	92%
Waste management[8]	No impact	92%	92%	94%	91%	88%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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. OS3. And how satisfied are you overall with how well Council provides these types of regulatory services?
4. 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?
5. 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?
6. RF3. Overall how satisfied are you with the roads, cycle lanes, footpaths and off-road walkways and cycle ways around the district
7. PR3. And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, cemeteries and other open spaces?
8. WR4. How would you rate your satisfaction with the Council overall for its waste disposal, recycling and composting services?

Suitability of cycle lanes has a reasonably high impact on perceptions that residents have of roads and the low score on this measure is having the effect of lowering the overall result

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

2017/18 Satisfaction by ward (% 7-10)

	Impact	Performance (% scoring 7-10)		2016 (%7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall roads, footpaths and cycle ways	17%		69%	72%	73%	66%	54%
Suitability of cycle lanes on our roads	31%		57%	61%	65%	46%	36%
The condition of roads in urban areas	24%		66%	69%	69%	58%	65%
The provision of dedicated walkways and cycle ways	23%		76%	78%	81%	70%	66%
The condition of the footpaths	14%		59%	55%	58%	58%	66%
The condition of rural roads	9%		60%	64%	67%	52%	42%

Suitability of cycle lanes has a high impact and is an area where performance is low relative to other attributes.

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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 an already high score with this being influenced by an improvement in satisfaction with public toilets

Driver analysis: Public facilities[1][2][3]
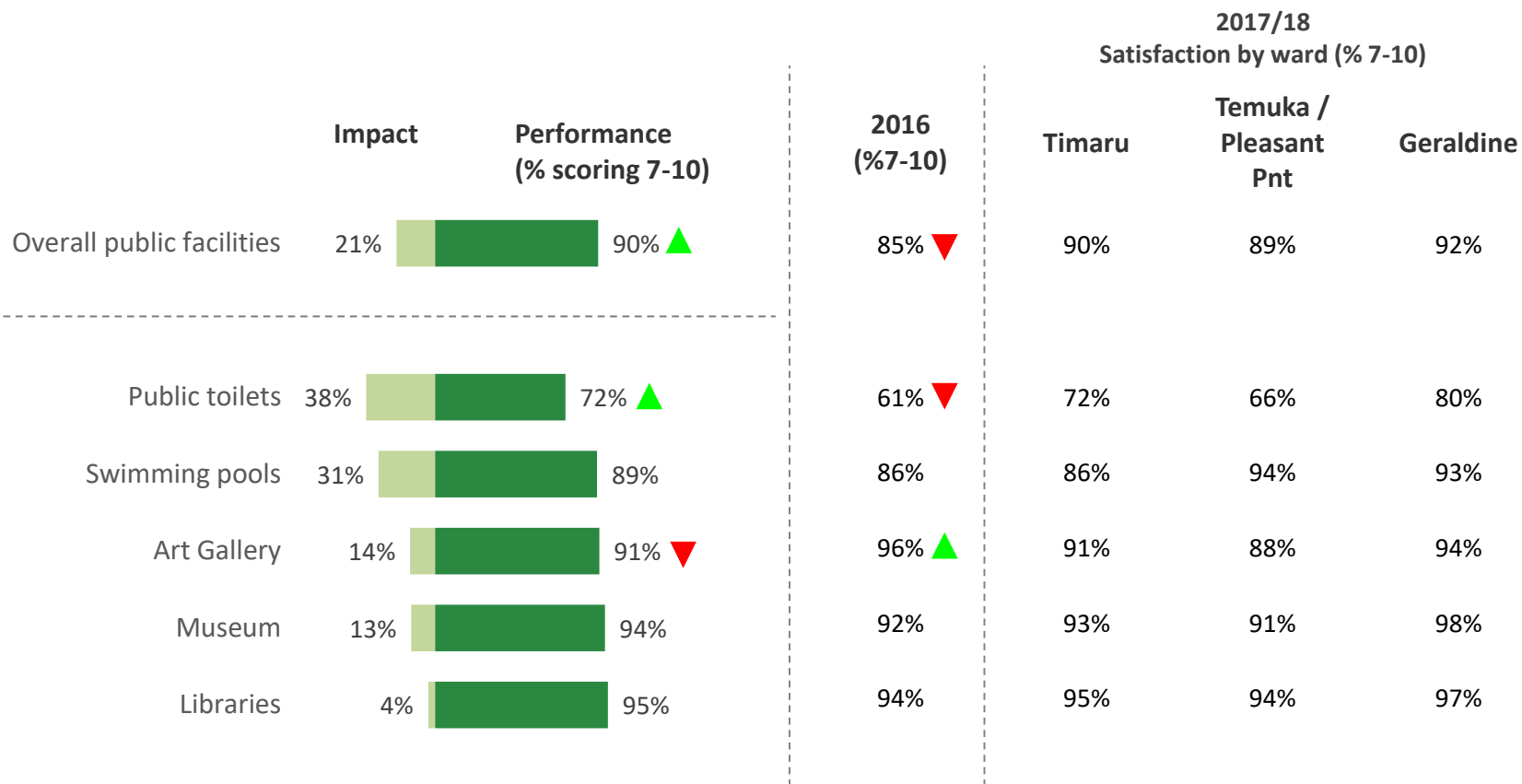
	Impact	Performance (% scoring 7-10)	2016 (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall public facilities	21%	90% ▲	85% ▼	90%	89%	92%
Public toilets	38%	72% ▲	61% ▼	72%	66%	80%
Swimming pools	31%	89%	86%	86%	94%	93%
Art Gallery	14%	91% ▼	96% ▲	91%	88%	94%
Museum	13%	94%	92%	93%	91%	98%
Libraries	4%	95%	94%	95%	94%	97%

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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?

Water management is evaluated well, however the stormwater systems has considerable impact (67%), and as this area has a relatively lower score, improvement would be valued

Driver analysis: Water management[1]

	Impact	Performance (% scoring 7-10)	2016 (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall water management[2]	25%	82%	79%	89%	72%	67%
Effectiveness of stormwater systems[3]	67%	68%	69%	75%	56%	49%
The sewerage system[4]	17%	94%	92%	96%	90%	90%
The city's water supply[5]	16%	90%	90%	94%	86%	79%

Although residents' performance evaluation of the stormwater system is satisfactory, this is low relative to other measures and given the high impact (67%), any improvement that could be effected would be valued.

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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

At the current high level of service, further improvement would not offer additional value and therefore the strategy should be one of maintaining performance

Driver analysis: Waste management[1][2][3]
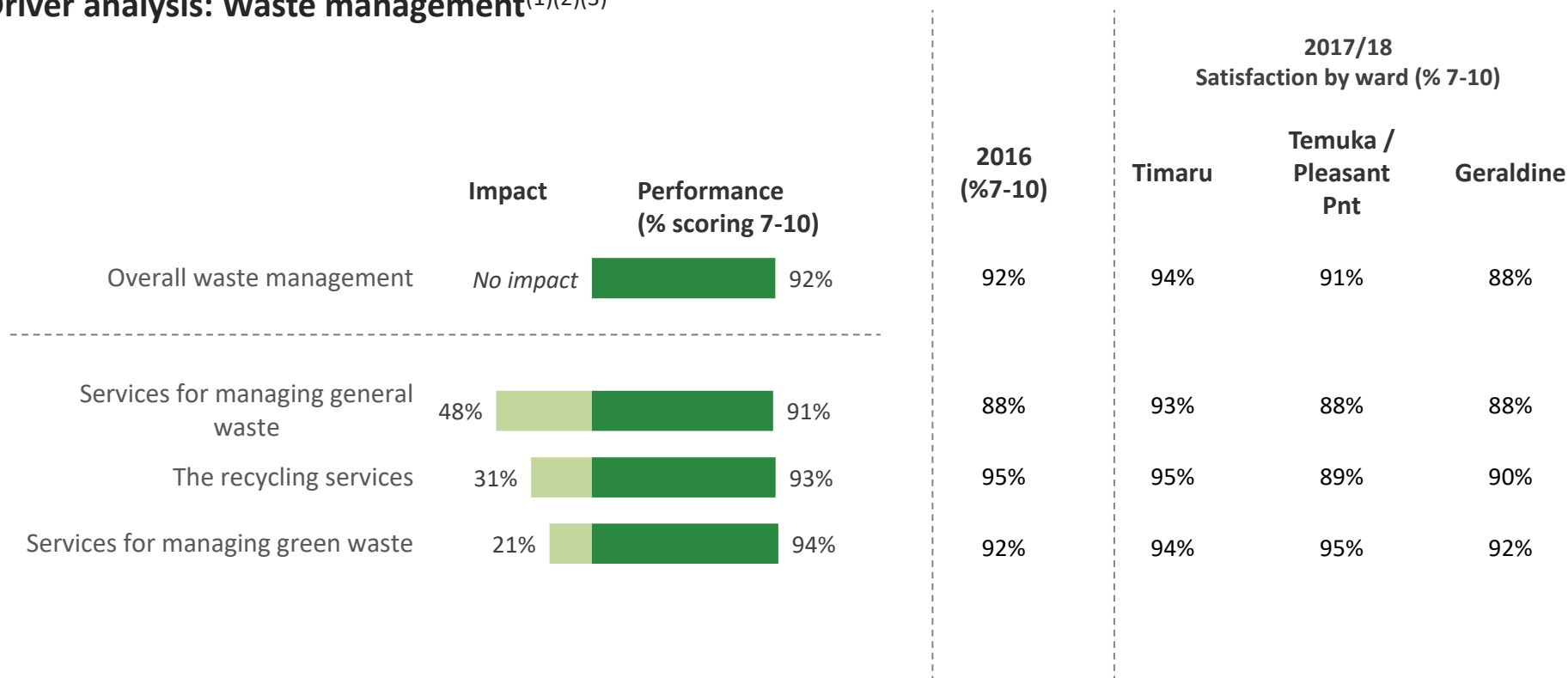
	Impact	Performance (% scoring 7-10)	2016 (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall waste management	*No impact*	92%	92%	94%	91%	88%
Services for managing general waste	48%	91%	88%	93%	88%	88%
The recycling services	31%	93%	95%	95%	89%	90%
Services for managing green waste	21%	94%	92%	94%	95%	92%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. WR4. How would you rate your satisfaction with the Council overall for its waste disposal, recycling and composting services?
3. WR3. How satisfied are you with each of the following services that are provided by Council?

Council's performance in relation to parks, reserves and open spaces is very high and an area of relative strength

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

	Impact	Performance (% scoring 7-10)	2016 (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall parks, reserves and open spaces	9%	91%	92%	91%	92%	92%
Sportsfields	39%	87%	91%	85%	88%	91%
Playgrounds	25%	91%	96%	91%	91%	92%
Cemeteries	19%	91%	93%	91%	90%	94%
Parks and reserves	17%	92%	95%	91%	92%	93%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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…

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Council would benefit from communications that reinforce the value residents receive from their rates since this is an important driver

Driver analysis: Value for money[1][2][3]

How rates are spent is a significant driver of '*Value for money*' perceptions and while the score is quite reasonable, the score is low relative to other metrics in the study.

	Impact	Performance (% scoring 7-10)	2016 (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall value for money	19%	72%	71%	77%	66%	63%
How rates are spent	47%	73%	71%	77%	64%	66%
Rates being fair and reasonable	32%	67%	69%	71%	62%	58%
Fees for other services being fair and reasonable	18%	71%	64%	74%	65%	67%
Sewage system being value for money[4]	3%	89%	85%	90%	86%	84%
Water supply being value for money[5]	*No impact*	87%	86%	91%	79%	83%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. 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?
3. VM3. How would you rate your satisfaction with the Council for…
4. VM1. Council allocates $367 of your rates towards the sewage service you receive. How satisfied are you that this represents good value for money?
5. VM2. And $278 of each rates bill is allocated to the water supply. How satisfied are you that this represents good value for money?

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Overall, the best opportunities to add value relate to reputation (leadership, trust and financial management) and in the thematically related area of spending

Strategy implications: Summary overview[1][2]

Key:
- 🟩 Reputation
- 🟦 Value for money
- 🟧 Services and facilities

Impact of Overall services and Trust have been rescaled to fit on the graph

High

Improvement opportunities

Trust

Overall services

Maintain

Financial management

How rates are spent

Leadership

Rates being fair and reasonable

Water management

Public facilities

Regulatory services

Roading

Other services being fair and reasonable

Sewage system value for money

Parks and reserves

Water supply value for money

Waste disposal

Monitor

Low

Promote

Impact (vertical axis)

50%   60%   70%   80%   90%   100%

Low priorities

Performance (%7-10)

High value

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402
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 a particularly strong reputation and this is consistent across the three wards, albeit slightly lower in Geraldine

Reputation benchmarks[1][2][3]

Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score
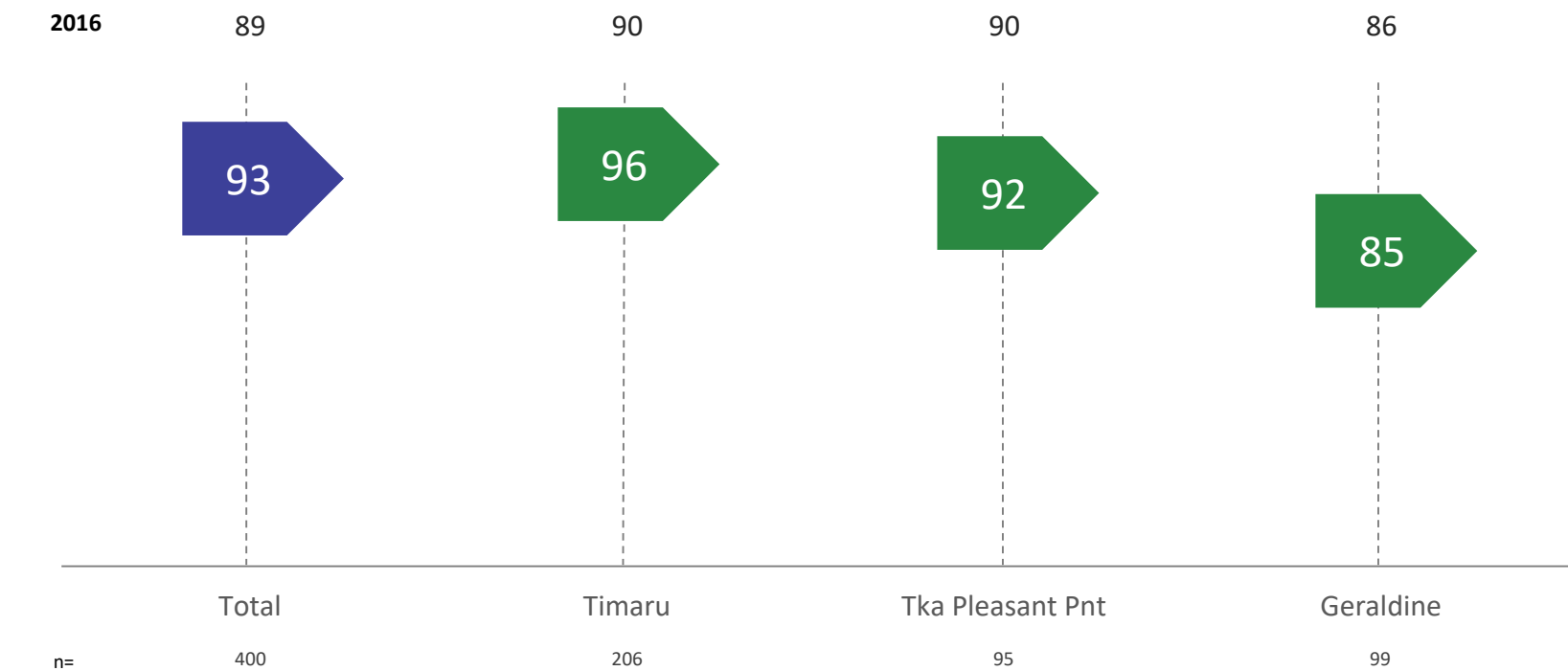
	Total	Timaru	Tka Pleasant Pnt	Geraldine
2016	89	90	90	86
	93	96	92	85
n=	400	206	95	99

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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

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The reputation profile is dominated by *'Champions',* indicating that a high proportion of residents recognise that Council is doing a good job, and also have trust in the organisation

Reputation profile[1][2]

Partiality (emotional)

- View Council as competent
- Have a positive emotional connection

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

2016 | 3%

Admirers
5%

Champions 70%

2016 | 71%

Proficiency (factual)

Sceptics 16%

Pragmatists 9% ▲

2016 | 22%

2016 | 4% ▼

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

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

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400 ; 2017/18 n=402
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

The proportion of *'Sceptics'* in Timaru has significantly decreased since 2016, whereas the proportion of *'Pragmatists'* has increased

Reputation profile: Wards(1)(2)
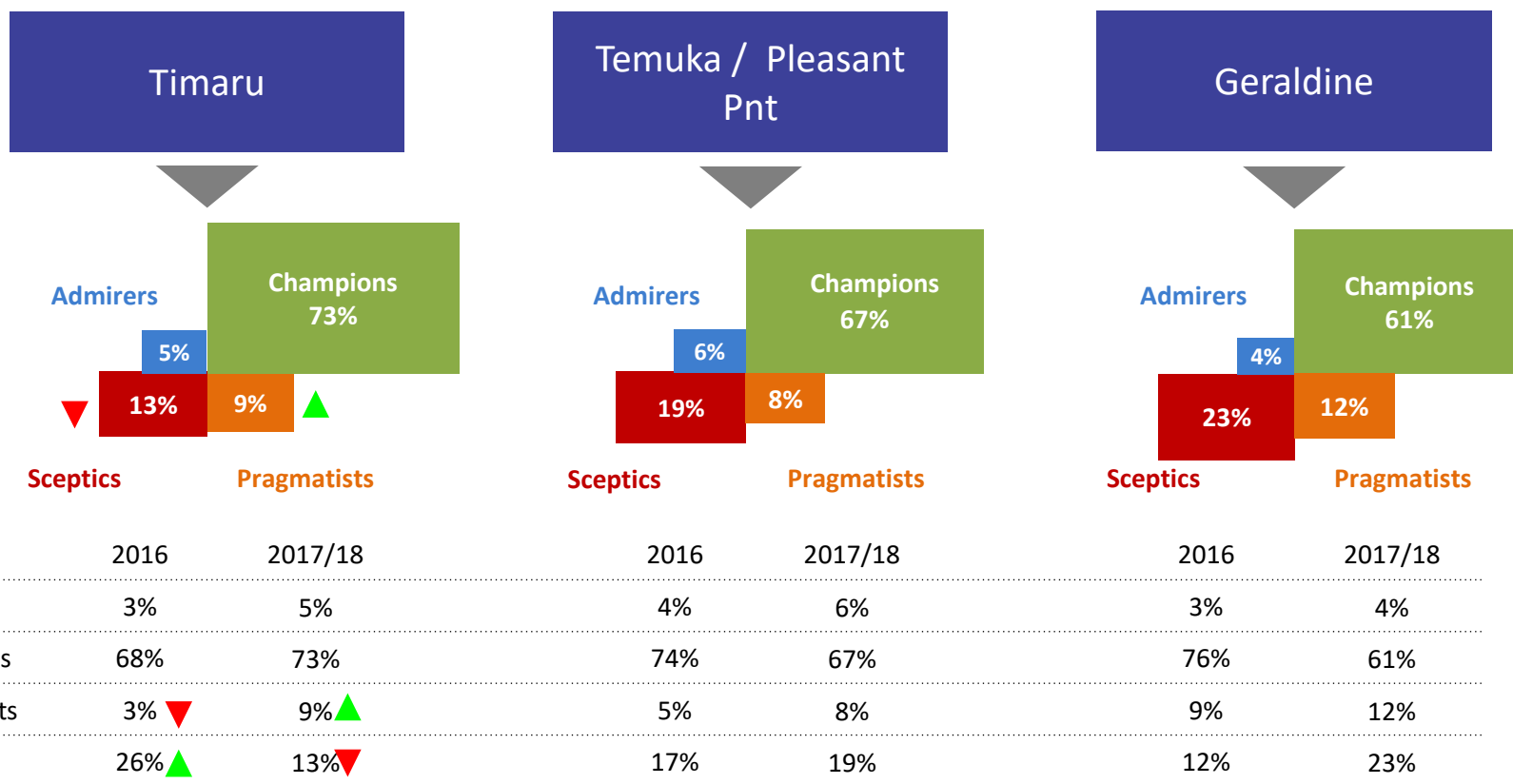
Timaru

	Admirers	Champions 73%
	5%	
Sceptics 13%	Pragmatists 9%	

Temuka / Pleasant Pnt

	Admirers	Champions 67%
	6%	
Sceptics 19%	Pragmatists 8%	

Geraldine

	Admirers	Champions 61%
	4%	
Sceptics 23%	Pragmatists 12%	

	Timaru 2016	Timaru 2017/18	Temuka/Pleasant Pnt 2016	Temuka/Pleasant Pnt 2017/18	Geraldine 2016	Geraldine 2017/18
Admirers	3%	5%	4%	6%	3%	4%
Champions	68%	73%	74%	67%	76%	61%
Pragmatists	3% ▼	9% ▲	5%	8%	9%	12%
Sceptics	26% ▲	13% ▼	17%	19%	12%	23%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95, 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

▲ *Significantly higher*
▼ *Significantly lower*

Those in older age groups are more positive and of note, fewer of those aged 65+ are now classified as '*Sceptics*'

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

18-49 years		50-64 years		65+ years	

Admirers 5%	**Champions 67%**	**Admirers** 5%	**Champions 66%**	**Admirers** 4%	**Champions 80%**
Sceptics 15%	**Pragmatists** 12% ▲	**Sceptics** 19%	**Pragmatists** 9%	▼ **Sceptics** 12%	**Pragmatists** 4%
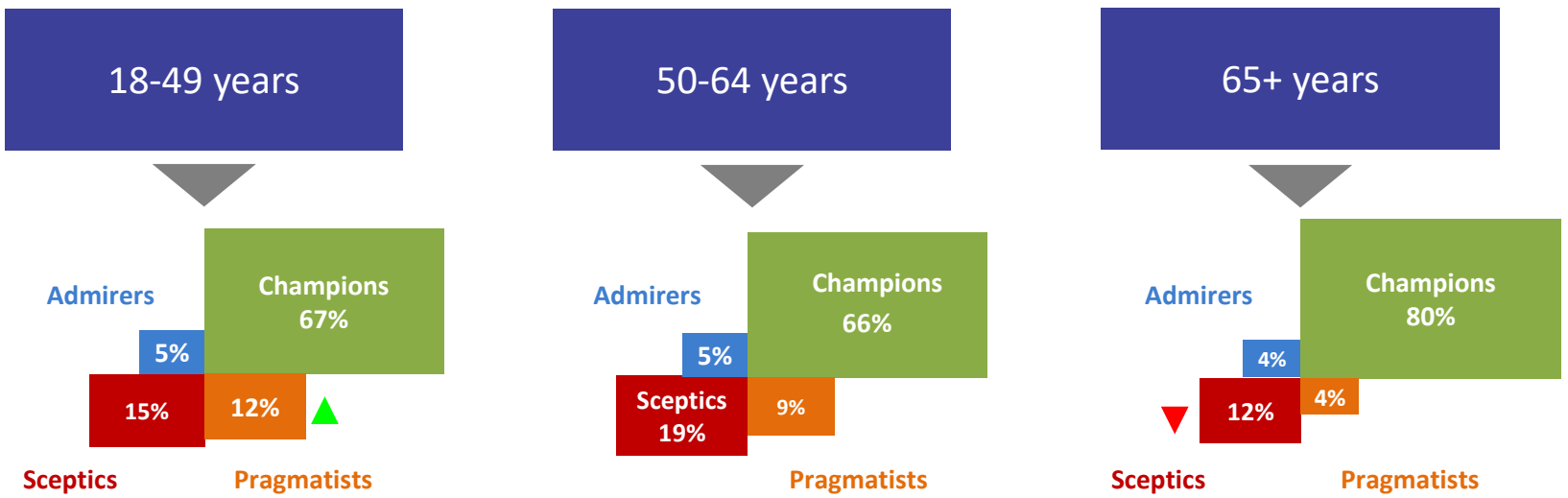
	2016	2017/18	2016	2017/18	2016	2017/18
Admirers	6%	5%	0%	5%	2%	4%
Champions	71%	67%	72%	66%	68%	80%
Pragmatists	5% ▼	12% ▲	5%	9%	2%	4%
Sceptics	17%	15%	23%	19%	28% ▲	12% ▼

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; 18-49 years n=178; 50-64 years n=121, 65+ years n=103, 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

▲ *Significantly higher*
▼ *Significantly lower*

Satisfaction with interactions

TIMARU DISTRICT COUNCIL

KEY RESEARCH

Around one in six residents (16%) have made a request or complaint to Council in the last year, with no difference by age or ward

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

Proportion of residents in each group lodging a request

Age Group

	18-49	50-64	65+
	15%	14%	17%
2016	*18%*	*18%*	*19%*

16%

2016   *19%*

Ward

	Timaru	Temuka / Pleasant Pnt	Geraldine
	15%	17%	18%
2016	*20%*	*22%*	*9%*
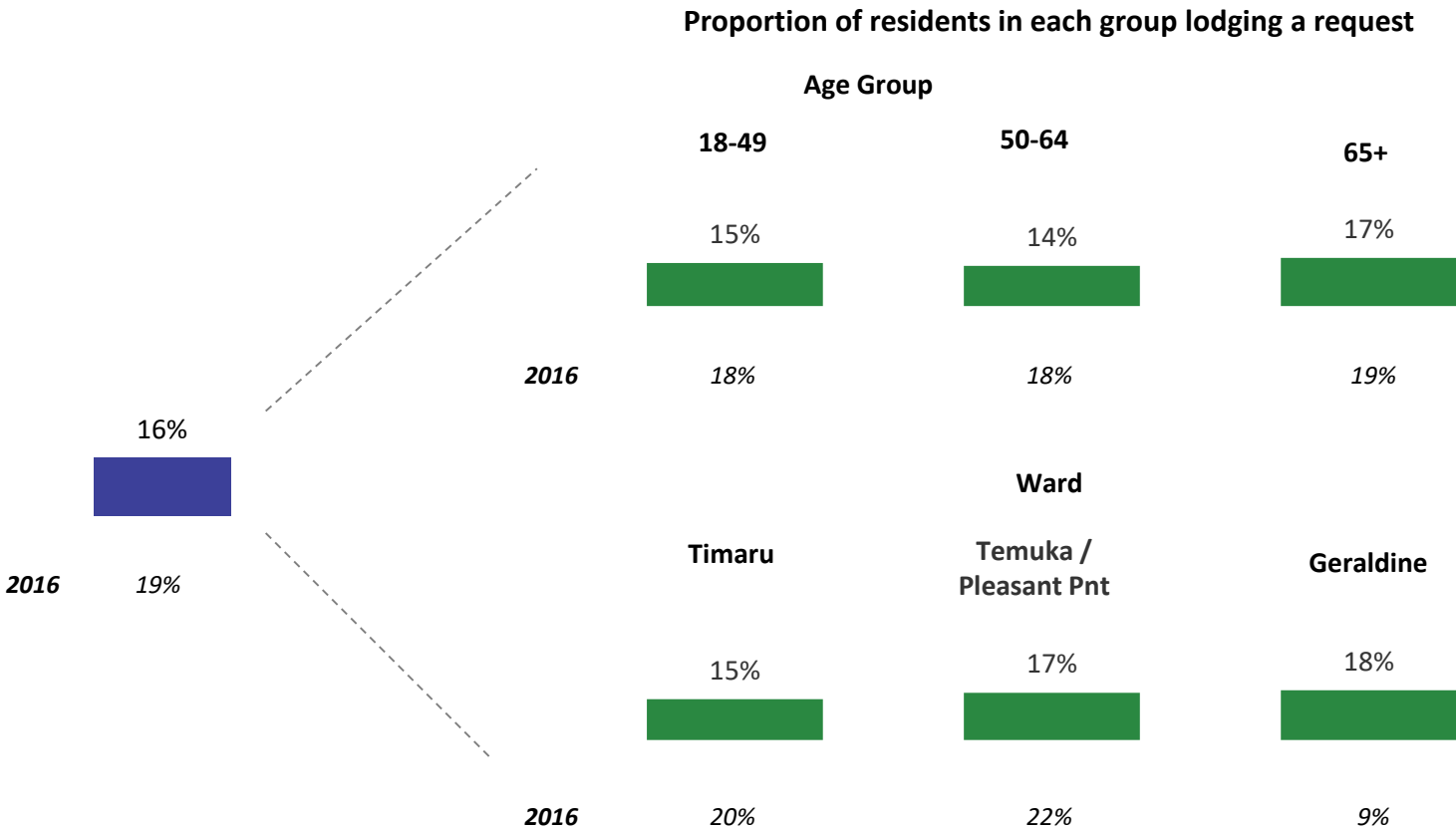
NOTES:
1. Sample: 2016 n=400; 2017/18 n= 402; 18-49 years n=178; 50-64 years n=121, 65+ years n=103; Timaru n=200, Temuka / Pleasant Point n=107; Geraldine n=95. Those lodging a request 2016 n=74, 2018 n=64
2. RS1. Have you made a request for service or complaint about a Council service during the past 12 months?

Telephone is the primary mode of contact (64%), followed by personal visit to a Council office (24%)

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

How issue lodged

16%

2016   19%

Telephone — 64%

In person at an office — 24%

By email — 15%

Online including the website and social media — 12%

A written letter — 9%

There is potential for responses to be interrelated since email may have been generated from within the website[4]

In almost all instances the initial contact is made with a Council staff member (90%)

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

Initial contact(3)

Primarily dealt with(4)

16%

2016   *19%*

A council staff member — 90% | 91%

A councilor, the mayor or community board member — 9% | 9%

Don't know — 1% | 1%

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Enquiry handling performance has declined since 2016, with this mostly being influenced by a decline in satisfaction with the outcome, while time taken to achieve a resolution remains low

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

Lower scores on '*Outcome achieved*' and '*Time to resolve*' are having a negative influence on the overall result since these areas are both significant drivers of performance perceptions.

2017/18 Satisfaction by ward (% 7-10)

	Impact	Performance (% 7-10)	2016 (%7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall: how well council handled enquiry		50% ▼	74% ▲	51%	51%	46%
The outcome achieved	27%	50% ▼	70% ▲	61%	39%	28%
How well they communicated	24%	60%	75%	58%	65%	63%
How long it took to resolve the matter	23%	47%	46%	47%	57%	35%
How well they followed through	14%	51% ▼	72% ▲	53%	57%	41%
How helpful the staff member was	10%	59% ▼	80% ▲	54%	65%	69%
Easy to get hold of a person who could help	1%	68% ▼	85% ▲	67%	65%	75%
How well they understood the issue	NI	76%	78%	79%	81%	61%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. RS5. Still thinking back to your most recent contact or request, how would you rate your satisfaction with each of the following?

▲ *Significantly higher*
▼ *Significantly lower*

Overall, a third (33%) are dissatisfied with how Council handled their interaction, with time taken to resolve the matter causing dissatisfaction with more than four in ten

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

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

		2017/18		2016	
		Satisfied (%7-10)	Dissatisfied (%1-4)	Satisfied (%7-10)	Dissatisfied (%1-4)
Overall: how well council handled enquiry	33% / 16% / 20% / 30%	50% ▼	33% ▲	74% ▲	18% ▼
How well they understood the issue	18% / 6% / 39% / 37%	76%	18%	78%	11%
Easy to get hold of a person who could help	17% / 15% / 37% / 31%	68% ▼	17%	85% ▲	14%
How well they communicated	21% / 19% / 24% / 36%	60%	21%	75%	17%
How helpful the staff member was	23% / 18% / 28% / 32%	59% ▼	23%	80% ▲	14%
How well they followed through	33% / 15% / 16% / 36%	51% ▼	33%	72% ▲	22%
The outcome achieved	35% / 15% / 22% / 28%	50% ▼	35%	70% ▲	28%
How long it took to resolve the matter	42% / 11% / 26% / 21%	47%	42%	46%	29%

NOTES:
1. Sample: 2016 n=400; 2017/18 n=402. Lodged a request 2017 n=74, 2018 n=64
2. RS5. Still thinking back to your most recent contact or request, how would you rate your satisfaction with each of the following?

▲ *Significantly higher*
▼ *Significantly lower*

Satisfaction with waste minimisation

Most residents use kerbside collection, and there has been a significant decline this year in the proportion taking their waste to a transfer station

Use of waste disposal services[1][2]

	2016 (%)	2017/18 % by ward		
		Timaru	Temuka / Pleasant Pnt	Geraldine
Regular kerbside collection — 94%	95%	98%	85%	88%
Self-delivery to a transfer station — 13% ▼	19%	9%	16%	26%
Private contractors collection — 3%	4%	1%	8%	2%
Burning — 4%	4%	0%	9%	9%
Farm dump — 2%	2%	1%	5%	4%
Burying on private property — 2%	1%	0%	4%	5%
Take it to your work — 0%	1%	0%	1%	0%

In addition to the general decline, the proportion of those with regular kerbside collection also using transfer station has significantly declined this year (11% down from 18%)

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95.
2. WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]

The majority of users of the kerbside collection service are very satisfied with recycling services...

Waste minimisation services: Recycling; users of the kerbside service[1][2][3]
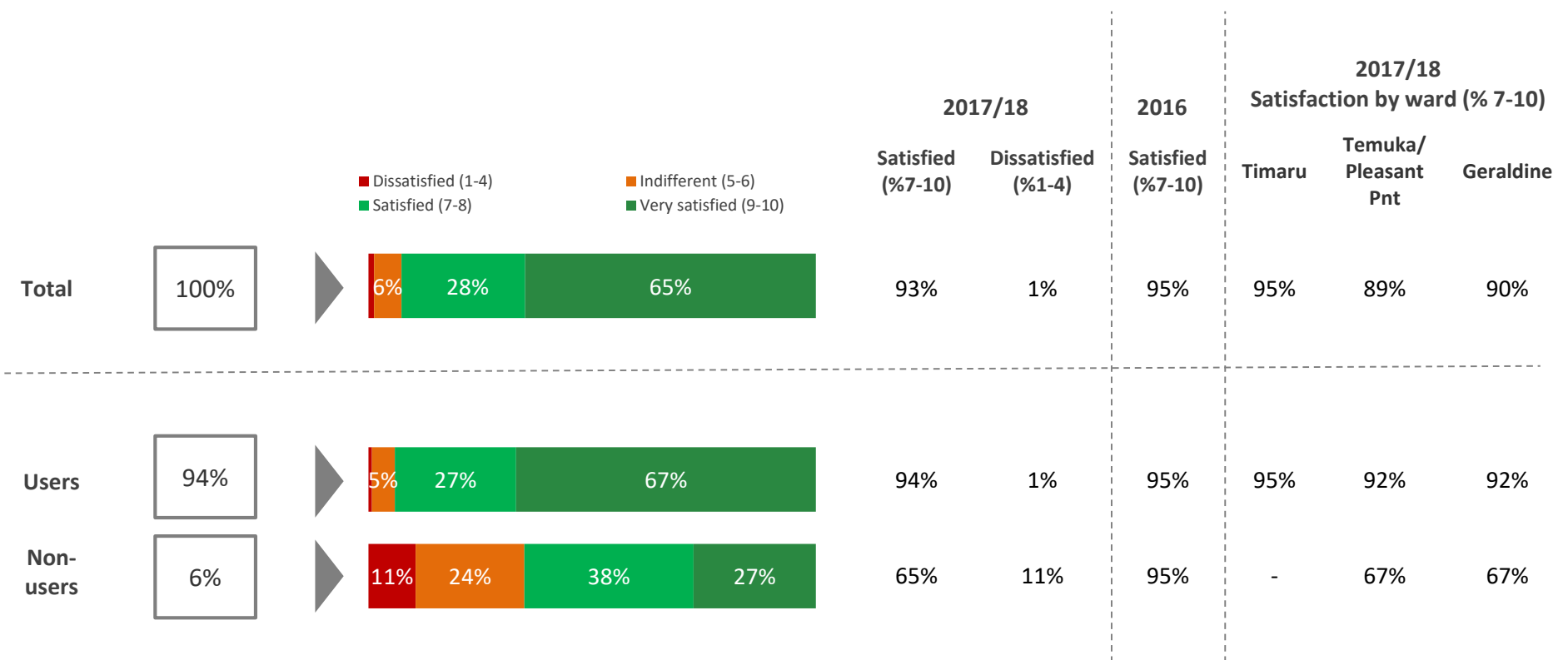
					2017/18		2016	2017/18 Satisfaction by ward (% 7-10)		
					Satisfied (%7-10)	Dissatisfied (%1-4)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%				93%	1%	95%	95%	89%	90%
Users	94%				94%	1%	95%	95%	92%	92%
Non-users	6%				65%	11%	95%	-	67%	67%

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

Total bar: 6% | 28% | 65%
Users bar: 5% | 27% | 67%
Non-users bar: 11% | 24% | 38% | 27%

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

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95. 2016 Users n=381, non-users n=19, 2018 Users n=n=371, Timaru n=197, Temuka / Pleasant Point n=91, Geraldine n=83; Non-users n=31, Timaru n=3, Temuka / Pleasant Point n=16, Geraldine n=12
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?

… and with the green waste service provided by the Council

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

		Dissatisfied (1-4) / Indifferent (5-6) / Satisfied (7-8) / Very satisfied (9-10)	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10)7 Timaru	2017/18 Satisfaction by ward (% 7-10)7 Temuka/ Pleasant Pnt	2017/18 Satisfaction by ward (% 7-10)7 Geraldine
Total	100%	3% / 23% / 71%	94%	3%	92%	94%	95%	92%
Users	94%	3% / 22% / 73%	95%	2%	92%	95%	97%	94%
Non-users	6%	23% / 10% / 42% / 25%	67%	23%	82%	-	80%	75%

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

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95. 2016 Users n=381, non-users n=19, 2018 Users n=n=371, Timaru n=197, Temuka / Pleasant Point n=91, Geraldine n=83; Non-users n=31, Timaru n=3, Temuka / Pleasant Point n=16, Geraldine n=12
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?

Kerbside users are also highly satisfied with 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)

			2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
						Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	6% / 30% / 61%	91%	3%	88%	93%	88%	88%
Users	94%	6% / 30% / 63%	93% ▲	1%	88% ▼	94%	90%	91%
Non-users	6%	33% / 11% / 41% / 15%	56%	33%	78%	-	67%	53%

▲ *Significantly higher*
▼ *Significantly lower*

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

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95. 2016 Users n=381, non-users n=19, 2018 Users n=n=371, Timaru n=197, Temuka / Pleasant Point n=91, Geraldine n=83; Non-users n=31, Timaru n=3, Temuka / Pleasant Point n=16, Geraldine n=12
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 majority of those who use a transfer station are satisfied with the recycling services

Waste minimisation services: Recycling; users of a transfer station(1)(2)(3)

		Dissatisfied (1-4) ■ Indifferent (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10) Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	6% / 28% / 65%	93%	1%	95%	95%	89%	90%
Users	13%	11% / 32% / 55%	87%	3%	100%	88%	89%	82%
Non-users	87%	5% / 27% / 67%	94%	1%	93%	95%	89%	92%

Caution: Sample size is small for users at a ward level. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95. 2016 Users n=82, non-users n=318, 2018 Users n=n=61, Timaru n=18, Temuka / Pleasant Point n=18, Geraldine n=25; Non-users n=381, Timaru n=182, Temuka / Pleasant Point n=89, Geraldine n=70
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?

Transfer station users also indicate high satisfaction with the management of green waste...

Waste minimisation services: Managing green waste; users of a transfer station[1][2][3]
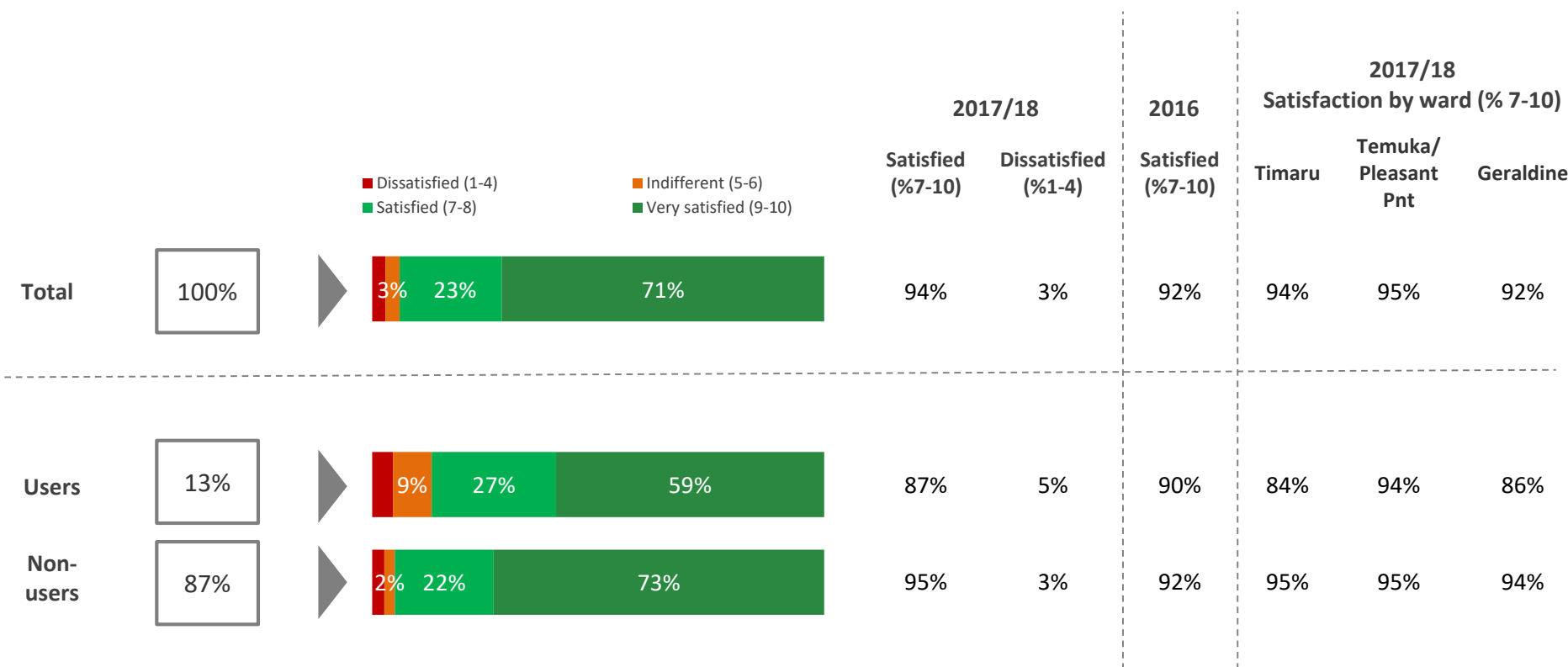
			2017/18		2016	2017/18 Satisfaction by ward (% 7-10)		
			Satisfied (%7-10)	Dissatisfied (%1-4)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	3% 23% 71%	94%	3%	92%	94%	95%	92%
Users	13%	9% 27% 59%	87%	5%	90%	84%	94%	86%
Non-users	87%	2% 22% 73%	95%	3%	92%	95%	95%	94%

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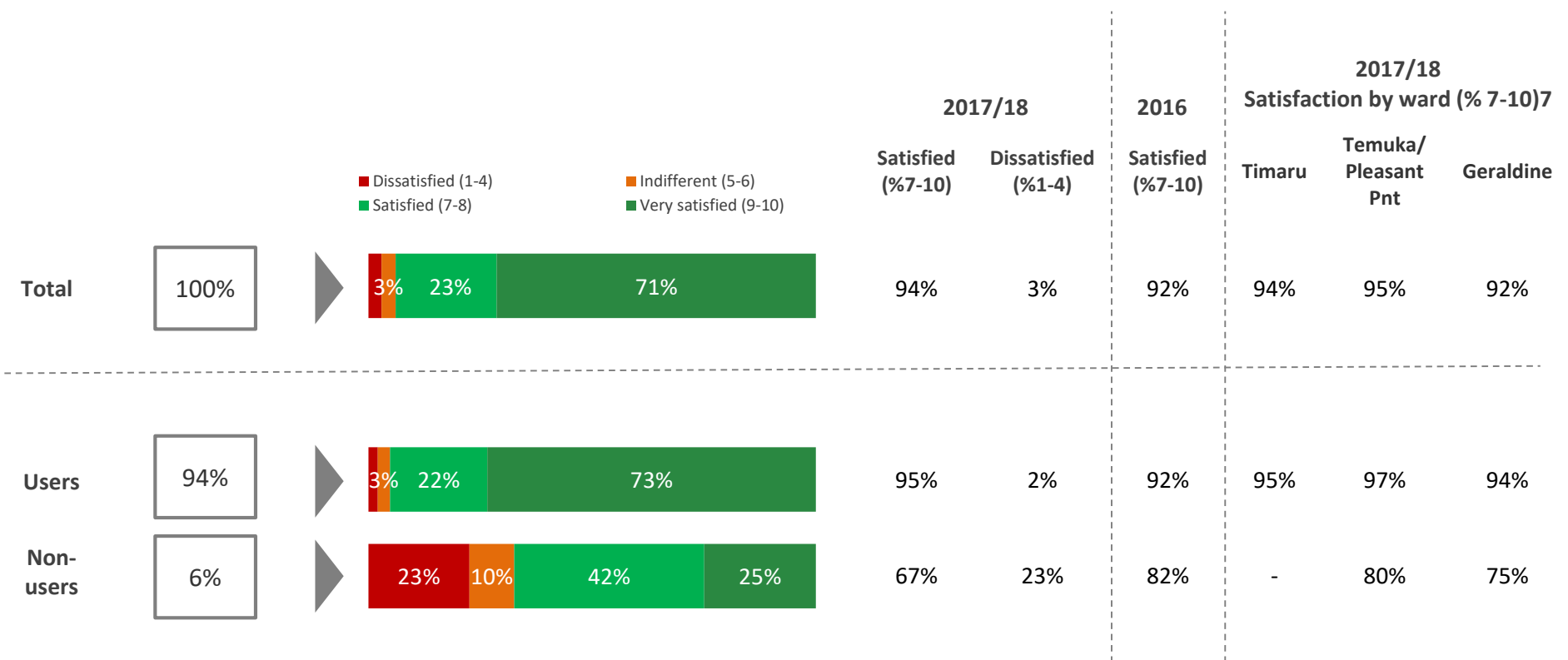
Caution: Sample size is small for users at a ward level. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95. 2016 Users n=82, non-users n=318, 2018 Users n=n=61, Timaru n=18, Temuka / Pleasant Point n=18, Geraldine n=25; Non-users n=381, Timaru n=182, Temuka / Pleasant Point n=89, Geraldine n=70
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?

…and with the management of general waste

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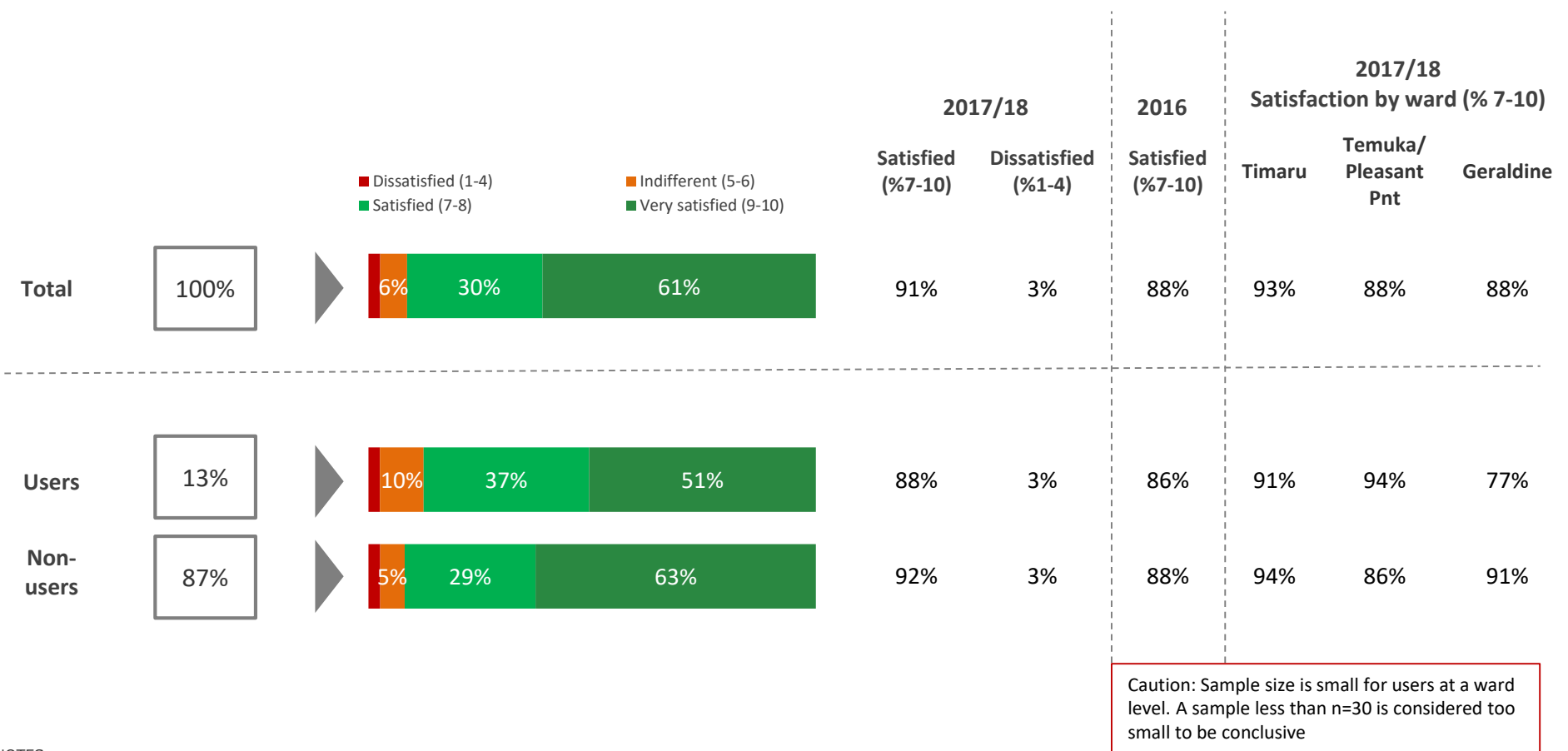
Legend: Dissatisfied (1-4) · Indifferent (5-6) · Satisfied (7-8) · Very satisfied (9-10)

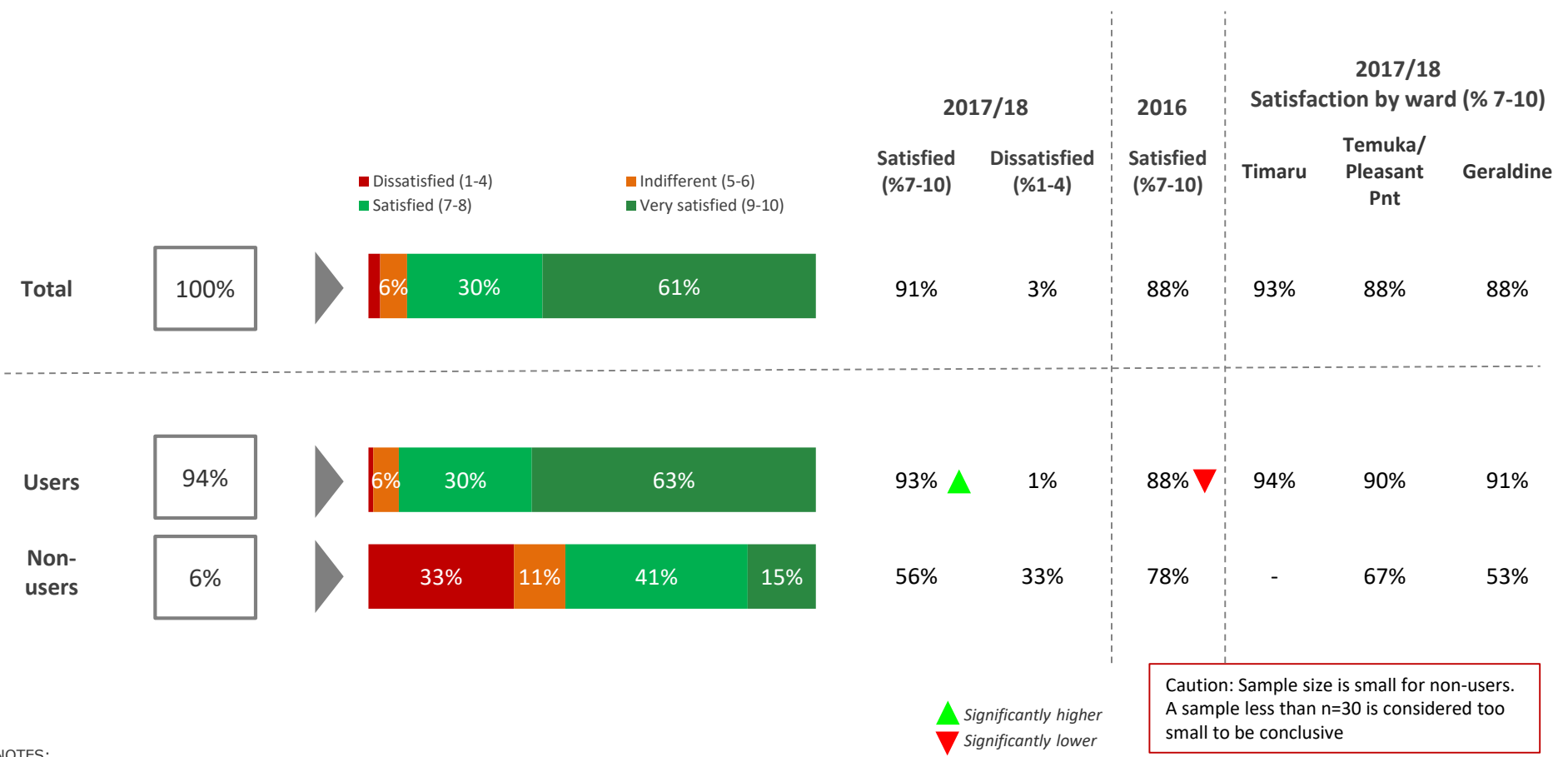|		Bar chart		2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
							Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%		6% / 30% / 61%	91%	3%	88%	93%	88%	88%
Users	13%		10% / 37% / 51%	88%	3%	86%	91%	94%	77%
Non-users	87%		5% / 29% / 63%	92%	3%	88%	94%	86%	91%

Caution: Sample size is small for users at a ward level. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95. 2016 Users n=82, non-users n=318, 2018 Users n=n=61, Timaru n=18, Temuka / Pleasant Point n=18, Geraldine n=25; Non-users n=381, Timaru n=182, Temuka / Pleasant Point n=89, Geraldine n=70
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, and perceptions of taste have improved since 2016

Infrastructure: Water supply[1][2]
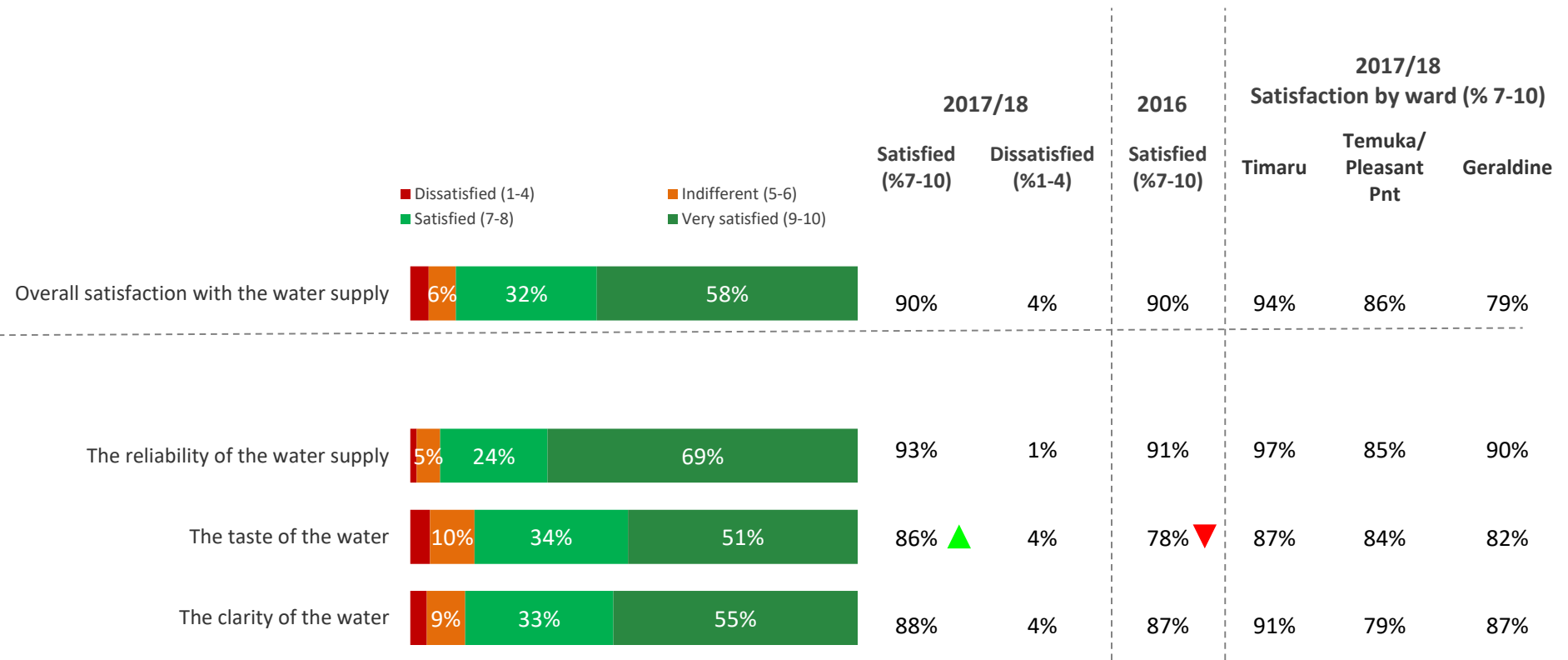
Legend:
- ■ Dissatisfied (1-4)
- ■ Indifferent (5-6)
- ■ Satisfied (7-8)
- ■ Very satisfied (9-10)

		2017/18		2016	2017/18 Satisfaction by ward (% 7-10)		
		Satisfied (%7-10)	Dissatisfied (%1-4)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction with the water supply	6% / 32% / 58%	90%	4%	90%	94%	86%	79%
The reliability of the water supply	5% / 24% / 69%	93%	1%	91%	97%	85%	90%
The taste of the water	10% / 34% / 51%	86% ▲	4%	78% ▼	87%	84%	82%
The clarity of the water	9% / 33% / 55%	88%	4%	87%	91%	79%	87%

▲ Significantly higher
▼ Significantly lower

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. TW2. On the scale of 1- 10, how would you rate your satisfaction with…

TIMARU DISTRICT COUNCIL

KEYRESEARCH

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

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

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

Significantly higher ▲
Significantly lower ▼

	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Town / city supply — 77%						
Overall satisfaction (2% 5% 33% 60%)	93%	3%	90%	95%	84%	91%
Reliability (5% 21% 73%)	94%	1%	91%	97%	79%	96%
Taste (4% 9% 35% 53%)	87% ▲	4%	80% ▼	88%	82%	91%
Clarity (8% 33% 56%)	89%	3%	88%	91%	75%	95%
Rural water scheme — 17%						
Overall satisfaction (11% 13% 29% 48%)	76%	11%	89%	84%	83%	63%
Reliability (9% 35% 53%)	88%	3%	92%	93%	92%	80%
Taste (7% 18% 31% 45%)	75%	7%	63%	77%	83%	67%
Clarity (11% 36% 46%)	82%	6%	76%	87%	83%	77%

Header note: 2017/18 Satisfaction by ward (% 7-10)

Caution: Sample size is small for wards on rural water schemes. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2016 n=400; 2017/18 n=402; Town/city supply n=294, Timaru n=176, Temuka/Pleasant Point n=66, Geraldine n=52; Rural water scheme n=81; Timaru n=18, Temuka / Pleasant Point n=26; Geraldine n=37
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…

Satisfaction with the stormwater system is lower than for other key infrastructure although the results are consistent with those reported in 2016

Infrastructure: Stormwater[1][2]

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

				2017/18		2016	2017/18 Satisfaction by ward (% 7-10)		
				Satisfied (%7-10)	Dissatisfied (%1-4)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction with the district's stormwater management	12%	20%	36%	32%	68%	12%	69%	75%	56%	49%
Ability to protect your property from flooding	13%	10%	33%	44%	77%	13%	79%	84%	62%	63%
Keeping roads and pavements free of flooding	16%	18%	34%	32%	66%	16%	61%	74%	50%	47%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of…

Residents living in areas where there is a stormwater system are very satisfied and in particular, they are more satisfied with how well roads and pavements are kept free of flooding

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

In a suburb with a stormwater system

67%

Legend:
- Dissatisfied (1-4)
- Indifferent (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)
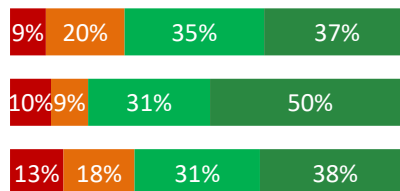
				2017/18		2016	2017/18 Satisfaction by ward (% 7-10)		
	Bar chart			Satisfied (%7-10)	Dissatisfied (%1-4)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction with stormwater management	9%	20%	35%	37% → 71%	9%	69%	78%	58%	49%
Ability to protect your property	10% 9%	31%	50% → 81%	10%	80%	88%	65%	58%
Keeping roads and pavements free of flooding	13% 18%	31%	38% → 69% ▲	13%	61% ▼	78%	52%	43%

In an area without a stormwater system

22%

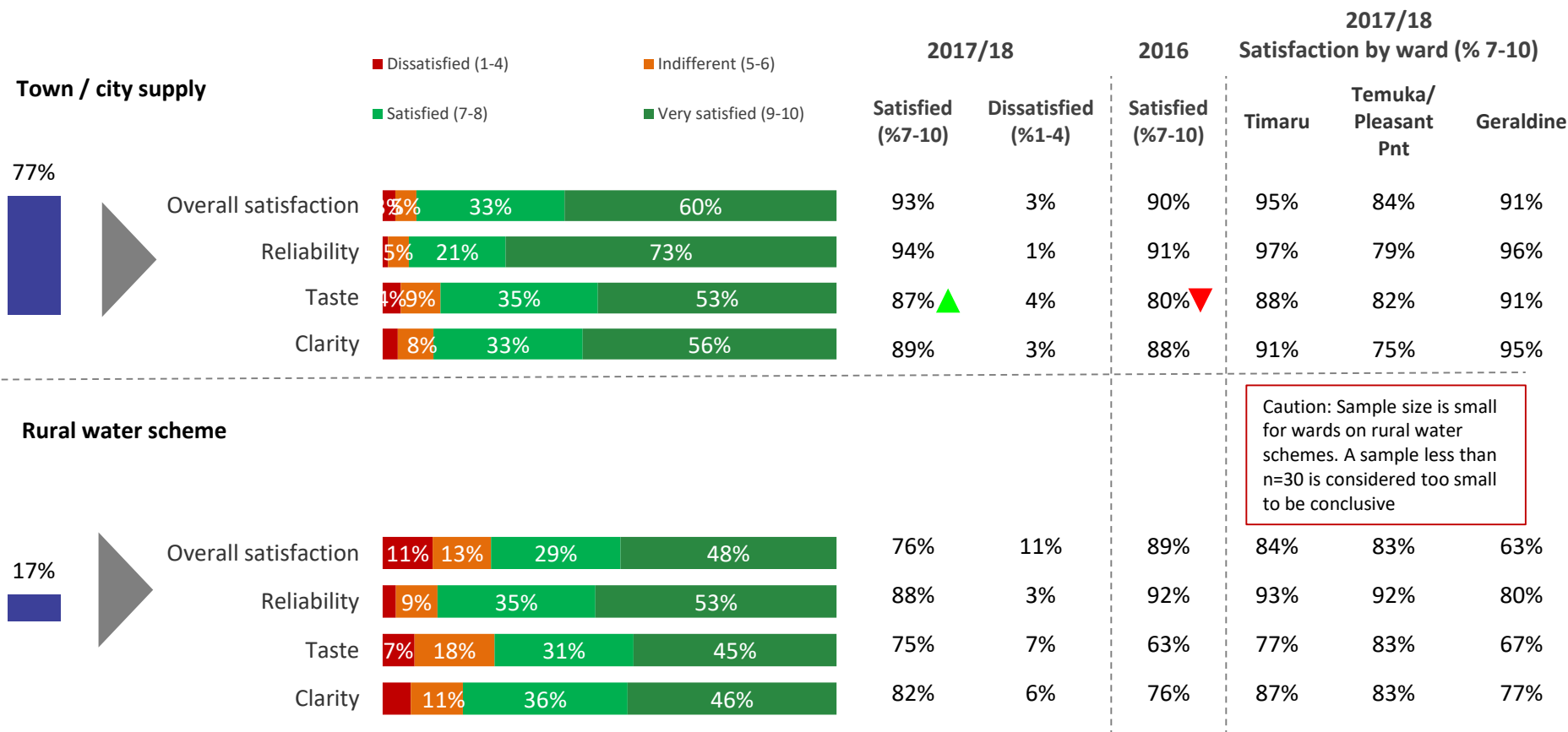|				Satisfied (%7-10)	Dissatisfied (%1-4)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction with stormwater management	26%	26%	30%	18% → 48% ▼	26%	74% ▲	50%	47%	45%
Ability to protect your property	24%	20%	32%	24% → 55%	24%	72%	51%	54%	67%
Keeping roads and pavements free of flooding	31%	23%	33%	13% → 46% ▼	31%	68% ▲	44%	46%	50%

11% don't know if their suburb has a stormwater system
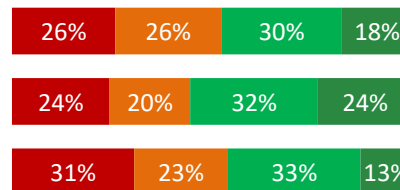
▲ *Significantly higher*
▼ *Significantly lower*

Caution: Sample size is small for wards without a stormwater system. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95; Those in suburbs with a stormwater system n=259, in suburbs without a stormwater system n=100; Timaru n=25, Temuka / Pleasant Point n=43, Geraldine n=32. A total of n=43 don't know
2. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of…
3. Analysis excludes those who don't know

In contrast, those living in rural areas tend to be less satisfied with the management of stormwater than they were in 2016

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

In an urban or semi-urban areas 82%

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

	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10) Timaru	2017/18 Satisfaction by ward (% 7-10) Temuka/ Pleasant Pnt	2017/18 Satisfaction by ward (% 7-10) Geraldine
In an urban or semi-urban areas						
Overall satisfaction with stormwater management (9% / 20% / 37% / 34%)	71%	9%	69%	76%	61%	53%
Ability to protect your property (11% / 9% / 34% / 46%)	80%	11%	79%	85%	63%	69%
Keeping roads and pavements free of flooding (13% / 17% / 36% / 34%)	70% ▲	13%	62% ▼	77%	56%	50%
In a rural area 18%						
Overall satisfaction with stormwater management (29% / 24% / 29% / 18%)	47% ▼	29%	75% ▲	61%	36%	42%
Ability to protect your property (25% / 18% / 28% / 29%)	57% ▼	25%	83% ▲	59%	61%	51%
Keeping roads and pavements free of flooding (37% / 26% / 23% / 15%)	37% ▼	37%	60% ▲	41%	29%	41%

▲ *Significantly higher*
▼ *Significantly lower*

Caution: Sample size is small for wards in rural areas. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2016 Urban/semi urban areas; n=366, rural areas n=34; 2018 urban/semi urban areas n=330; Timaru n=185, Temuka/Pleasant Point n=75, Geraldine n=56; Rural areas n=72, Timaru n=15, Temuka/Pleasant Point n=32, Geraldine n=39
2. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of…

Residents connected to the town sewerage system are highly satisfied with the reliability and method of effluent disposal

Infrastructure: Sewage system[1][2][3]

Connected to the Town / city sewage system

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

75%

		2017/18		2016	2017/18 Satisfaction by ward (% 7-10)		
		Satisfied (%7-10)	Dissatisfied (%1-4)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction	26% / 70%	96% ▲	0%	92% ▼	97%	96%	94%
Reliability	21% / 77%	98% ▲	1%	95% ▼	98%	98%	94%
Disposal method	6% / 35% / 59%	93%	0%	88%	93%	95%	89%

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2017 n=400; 2017/8 n=402; Town/city sewage system n=287; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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…

While satisfaction with roading is consistent with 2016, there has been a significant increase in the proportion of residents dissatisfied with the condition of rural roads (17% up from 9%)

Infrastructure: Roads, walkways and cycleways[1][2][3]

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

			2017/18	2016	2017/18 Satisfaction by ward (% 7-10)		
	Satisfied (%7-10)	Dissatisfied (%1-4)		Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Overall satisfaction with roads	8% / 24% / 50% / 18%	69%	8%	72%	73%	66%	54%
The condition of roads in urban areas	10% / 24% / 51% / 15%	66%	10%	69%	69%	58%	65%
The condition of rural roads	17% / 24% / 47% / 13%	60%	17% ▲	64%	67%	52%	42%
The condition of the footpaths	14% / 27% / 45% / 14%	59%	14%	55%	58%	58%	66%
Suitability of cycle lanes on our roads	19% / 24% / 40% / 17%	57%	19%	62%	65%	46%	36%
The provision of dedicated walkways and other cycle ways around the district	7% / 17% / 46% / 31%	76%	7%	78%	81%	70%	66%

In 2016 only 9% were dissatisfied with rural roads.

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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…

The satisfaction profile for those who have ridden a bike on an on-road cycle lane is similar to that of those who have not, and consistent with 2016

Infrastructure: On-road cycle lanes(1)(2)(3)

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

				2017/18		2016	2017/18 Satisfaction by ward (% 7-10)		
				Satisfied (%7-10)	Dissatisfied (%1-4)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%		19% / 24% / 40% / 17%	57%	19%	62%	65%	46%	36%
Users	30%		18% / 25% / 37% / 21%	57%	18%	65%	59%	54%	50%
Non-users	70%		19% / 24% / 41% / 16%	57%	19%	60%	68%	41%	33%
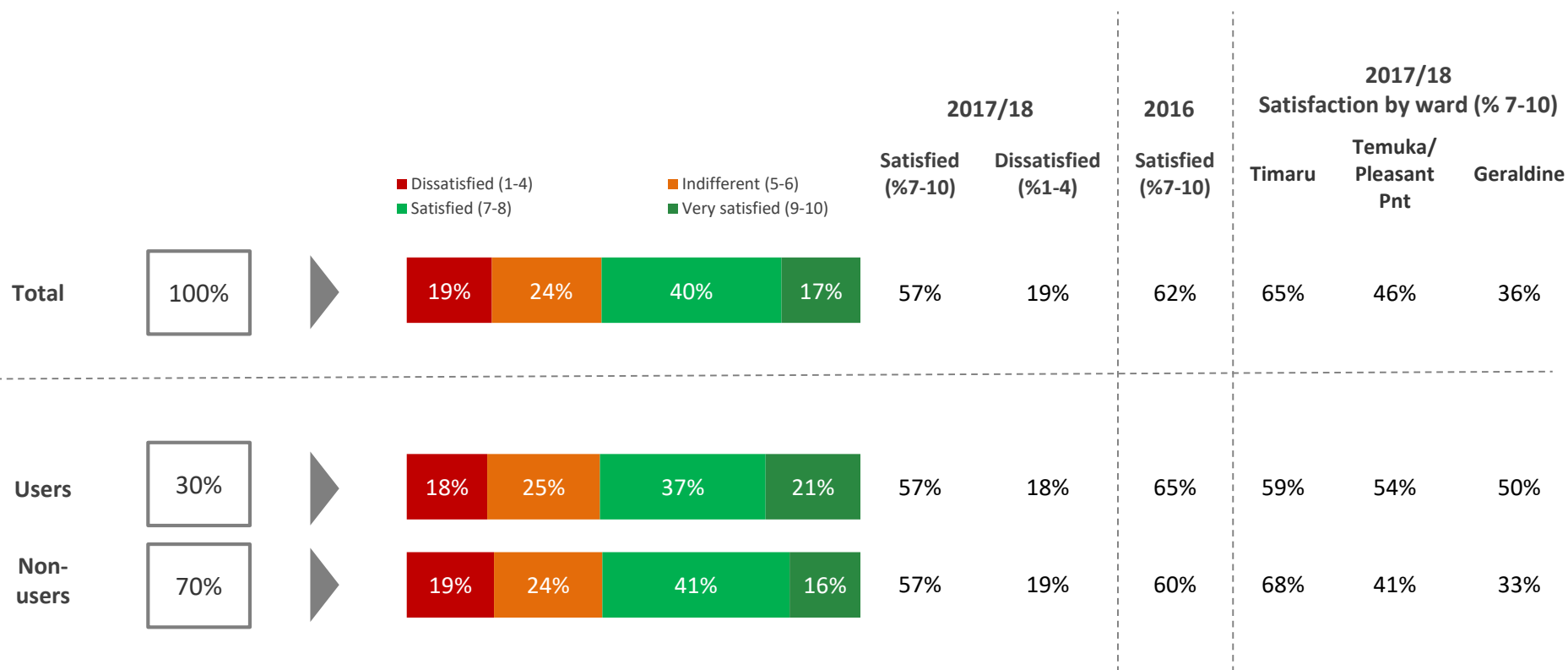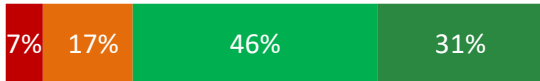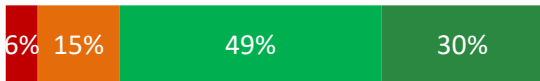
> Caution: Sample size is small for users in Geraldine. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95; 2016 Users n=104, non-users n=296, 2018 Users n=114, Timaru n=66, Temuka / Pleasant Point n=34, Geraldine n=14; Non-users n=288, Timaru n=134, Temuka / Pleasant Point n=73, Geraldine n=81
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…

Off-road walkways remain well used (nearly two thirds, 65%), and satisfaction with them remains fairly high (79%)

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

			Dissatisfied (1-4) / Indifferent (5-6) / Satisfied (7-8) / Very satisfied (9-10)	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10) Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%		7% | 17% | 46% | 31%	76%	7%	78%	81%	70%	66%
Users	65%		6% | 15% | 49% | 30%	79%	6%	81%	84%	70%	70%
Non-users	35%		9% | 20% | 38% | 32%	71%	9%	72%	75%	68%	56%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95; 2016 Users n=151, non-users n=249, 2018 Users n=n=260, Timaru n=135, Temuka / Pleasant Point n=64, Geraldine n=61; Non-users n=142, Timaru n=65, Temuka / Pleasant Point n=43, Geraldine n=34
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 well used by residents, but there has been a significant decline in sports-field usage (61% down from 70%)

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

Facility / reserve	% visited last 12 months	2016 (%)	2017/18 % by ward		
			Timaru	Temuka / Pleasant Pnt	Geraldine
A Council maintained park or reserve	86%	83%	85%	90%	86%
A Council maintained sports-field	61% ▼	70%	58%	70%	61%
A Council maintained playground	58%	65%	54%	67%	61%
A cemetery	55%	57%	57%	52%	51%

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. PR1. In the last year, which of the following have you visited? [Multiple Response]

Satisfaction with how parks and reserves are maintained remains high, for both users and non-users (92% and 83% respectively)

Parks, reserves and open spaces: Parks and reserves(1)(2)(3)

Visited a park or reserve in the last year

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

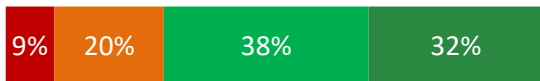|	Visited		2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10) Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	6% / 47% / 45%	92%	2%	95%	91%	92%	93%
Users	86%	6% / 46% / 46%	92%	1%	94%	93%	91%	93%
Non-users	14%	13% / 4% / 57% / 26%	83%	13%	97%	73%	100%	100%

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

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95, excludes don't know responses. 2016 Users n=336, non-users n=64, 2018 Users n=347, Timaru n=170, Temuka / Pleasant Point n=96, Geraldine n=81; Non-users n=55, Timaru 30, Temuka / Pleasant Point n=11, Geraldine n=14
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…

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Residents who have visited a sports field in the last year are also very satisfied

Parks, reserves and open spaces: Sports fields[1][2][3]
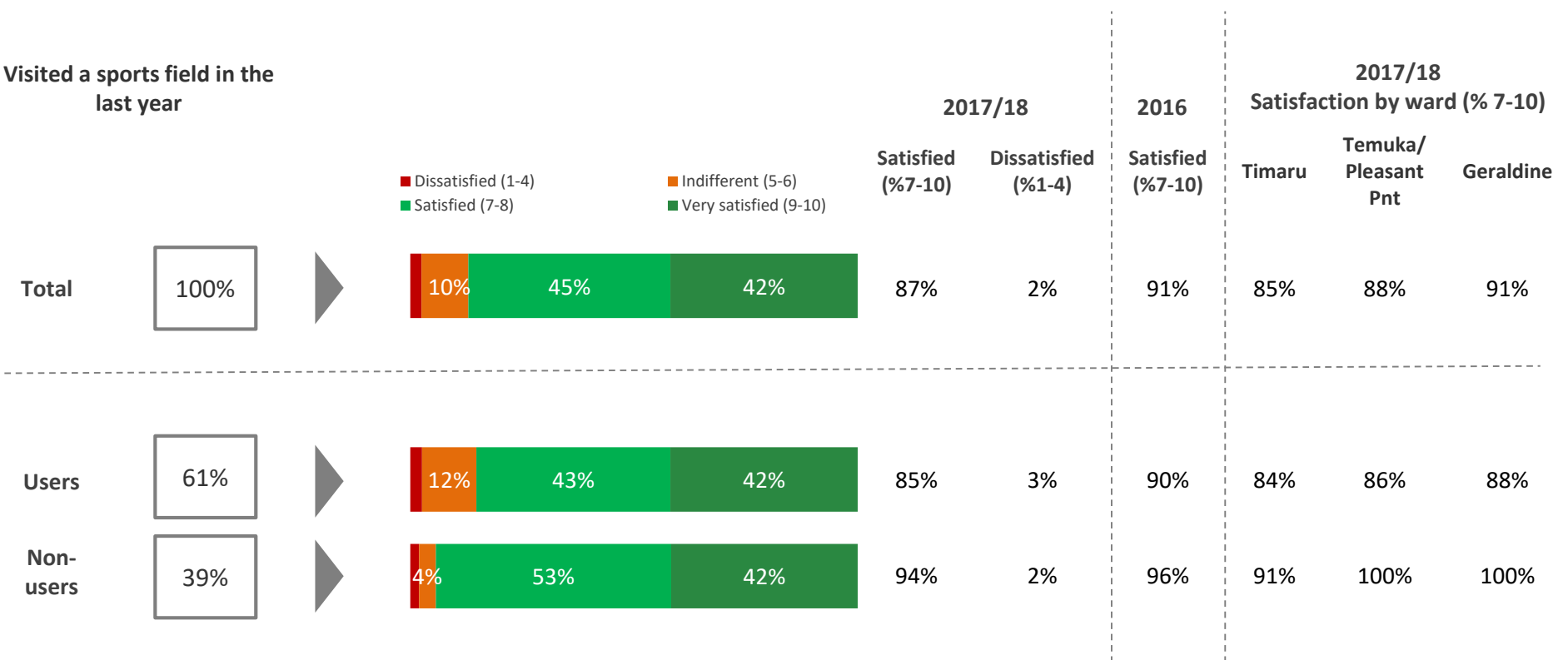
Visited a sports field in the last year			Dissatisfied (1-4) / Satisfied (7-8) / Indifferent (5-6) / Very satisfied (9-10)		2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10) Timaru	2017/18 Satisfaction by ward (% 7-10) Temuka/ Pleasant Pnt	2017/18 Satisfaction by ward (% 7-10) Geraldine
Total	100%	▶	10% / 45% / 42%		87%	2%	91%	85%	88%	91%
Users	61%	▶	12% / 43% / 42%		85%	3%	90%	84%	86%	88%
Non-users	39%	▶	4% / 53% / 42%		94%	2%	96%	91%	100%	100%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95, excludes don't know responses. 2016 Users n=262, non-users n=138, 2018 Users n=246, Timaru n=117, Temuka / Pleasant Point n=73, Geraldine n=56; Non-users n=156, Timaru 83, Temuka / Pleasant Point n=34 Geraldine n=39
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…
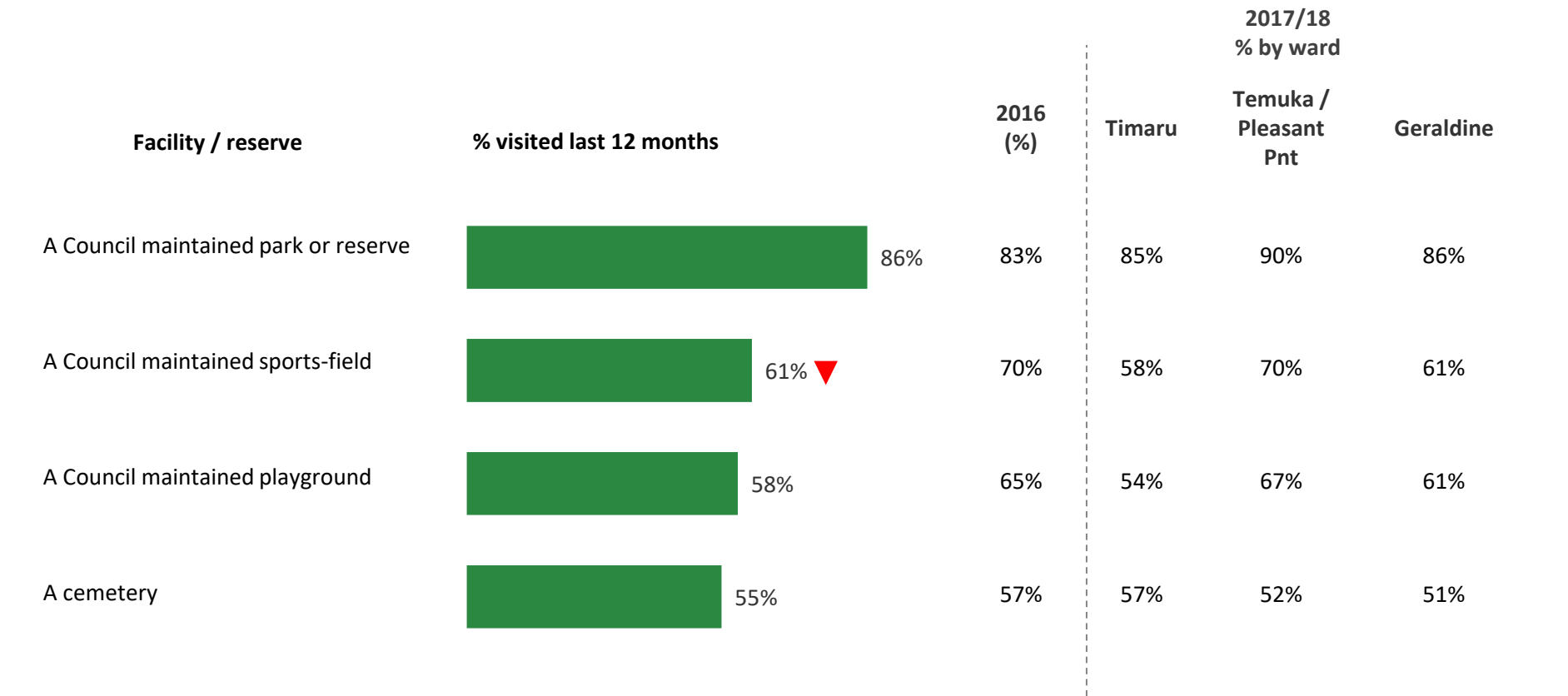
TIMARU DISTRICT COUNCIL

KEYRESEARCH

While satisfaction among residents who have used a Council maintained playground in the last year is high, there has been a decrease relative to 2016, (91% down from 96%)

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

Visited a Council maintained playground in the last year

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

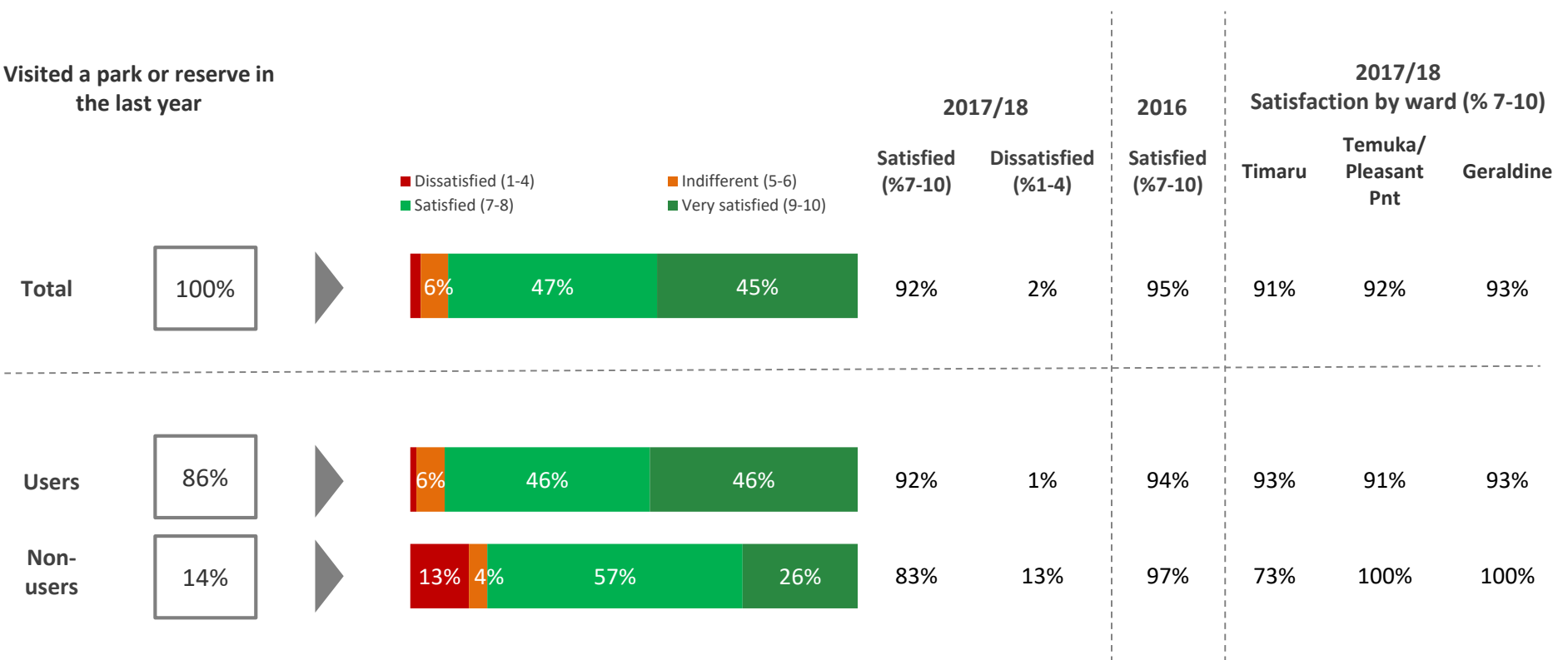|	Visited	Chart	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
						2017/18 Satisfaction by ward (% 7-10)		
Total	100%	8% / 47% / 44%	91%	1%	96%	91%	91%	92%
Users	58%	8% / 43% / 49%	91% ▼	1%	96% ▲	92%	91%	90%
Non-users	42%	8% / 63% / 27%	90%	2%	93%	87%	91%	100%

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95, excludes don't know responses. 2016 Users n=245, non-users n=155, 2018 Users n=236, Timaru n=108, Temuka / Pleasant Point n=77, Geraldine n=57; Non-users n=166, Timaru 92, Temuka / Pleasant Point n=36 Geraldine n=38
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...

TIMARU DISTRICT COUNCIL

KEYRESEARCH

Over half (55%) of residents have visited a cemetery in the last year and the vast majority are satisfied, and although some there has been some decline relative to 2016, few are dissatisfied

Parks, reserves and open spaces: Cemeteries(1)(2)(3)

Visited a Council maintained cemetery in the last year
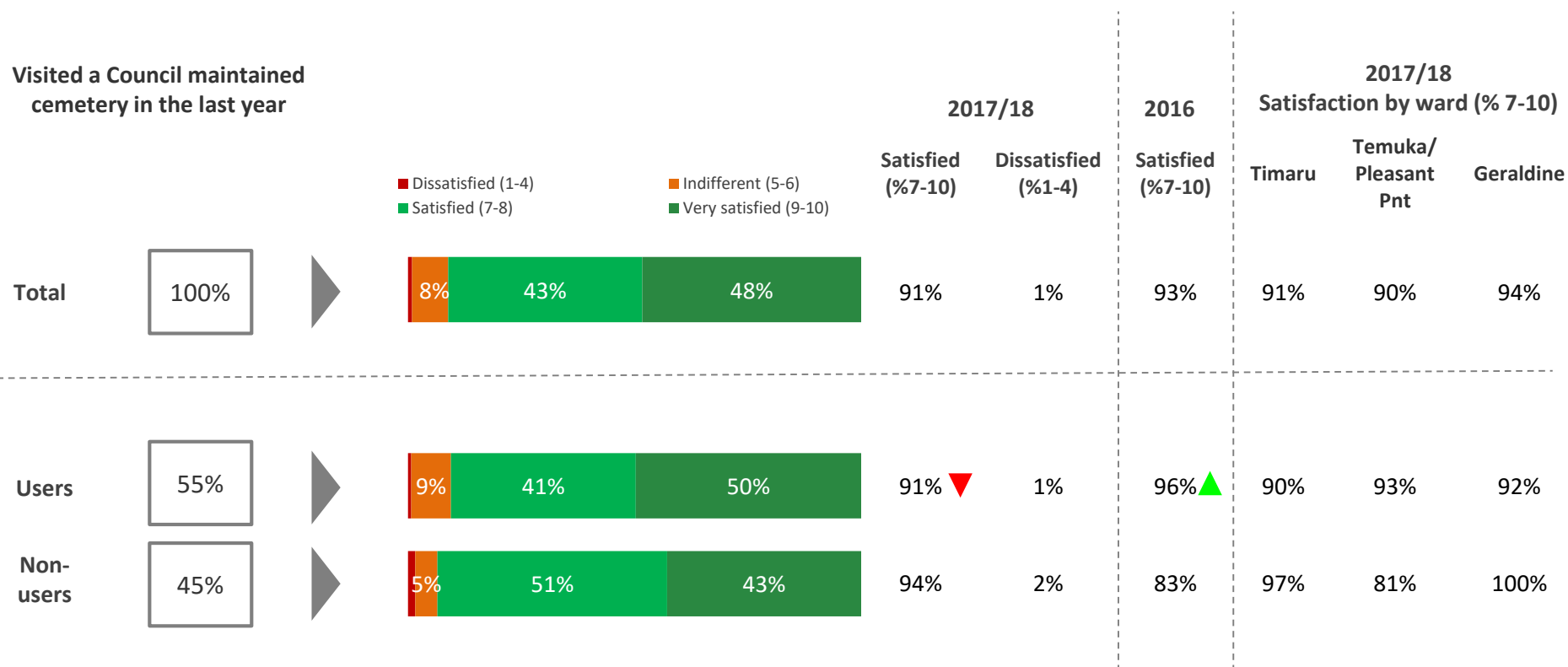
Legend:
- Dissatisfied (1-4)
- Indifferent (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

	Visited	Dissatisfied (1-4)	Indifferent (5-6)	Satisfied (7-8)	Very satisfied (9-10)	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10) Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%		8%	43%	48%	91%	1%	93%	91%	90%	94%
Users	55%		9%	41%	50%	91% ▼	1%	96% ▲	90%	93%	92%
Non-users	45%		5%	51%	43%	94%	2%	83%	97%	81%	100%

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95, excludes don't know responses. 2016 Users n=241, non-users n=159, 2018 Users n=220, Timaru n=115, Temuka / Pleasant Point n=57, Geraldine n=48; Non-users n=182, Timaru 85, Temuka / Pleasant Point n=50 Geraldine n=47
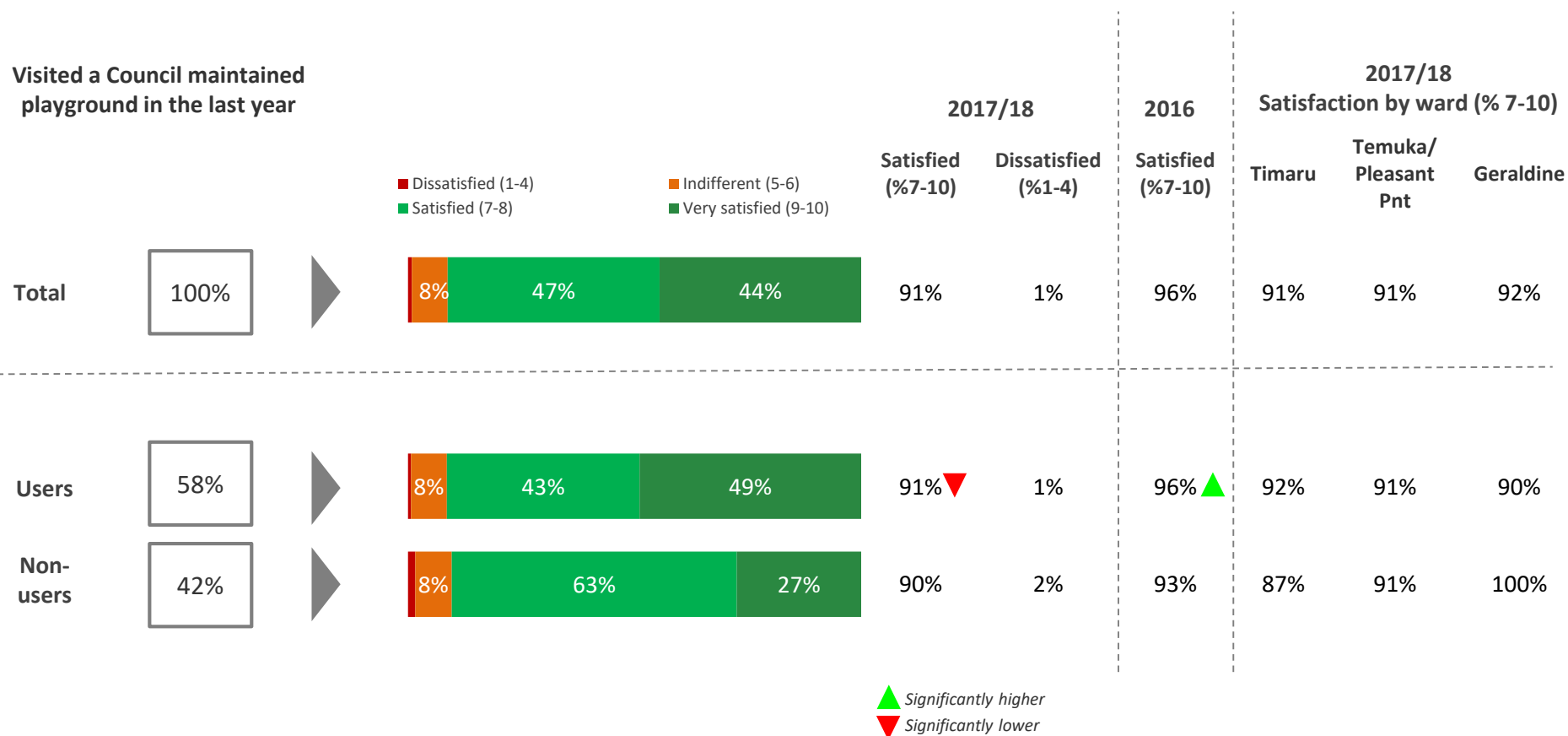2. PR1. In the last year, which of the following have you visited? [Multiple Response]
3. PR2. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its…

Satisfaction with community facilities

Nearly all residents (93%) have used a public facility in the past year with use of the various facilities remaining in line with that recorded in 2016

Community Facilities: Utilisation

Used at least one public facility in the last year

93%

Facility / reserve	% visited last 12 months	2016 (%)	2017/18 % by ward		
			Timaru	Temuka / Pleasant Pnt	Geraldine
A public toilet	67%	64%	62%	76%	73%
A library	64%	63%	60%	72%	69%
A swimming pool	49%	52%	48%	52%	47%
The museum	37%	34%	40%	32%	31%
The art gallery	33%	30%	41%	22%	15%
None of these	7% ▼	12%	8%	7%	6%

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. CF1. Which of the following facilities have you visited in the last year?

KEYRESEARCH

Nearly all residents who visited a library in the last year were satisfied with it (97%)

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

Visited a library in the last year

				2017/18		2016	2017/18 Satisfaction by ward (% 7-10)		
				Satisfied (%7-10)	Dissatisfied (%1-4)	Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%		4% 36% 60%	95%	0%	94%	95%	94%	97%
Users	64%		2% 32% 65%	97% ▲	0%	93% ▼	97%	96%	100%
Non-users	36%		15% 58% 28%	85% ▼	0%	98% ▲	87%	83%	83%

Legend:
- ■ Dissatisfied (1-4)
- ■ Indifferent (5-6)
- ■ Satisfied (7-8)
- ■ Very satisfied (9-10)
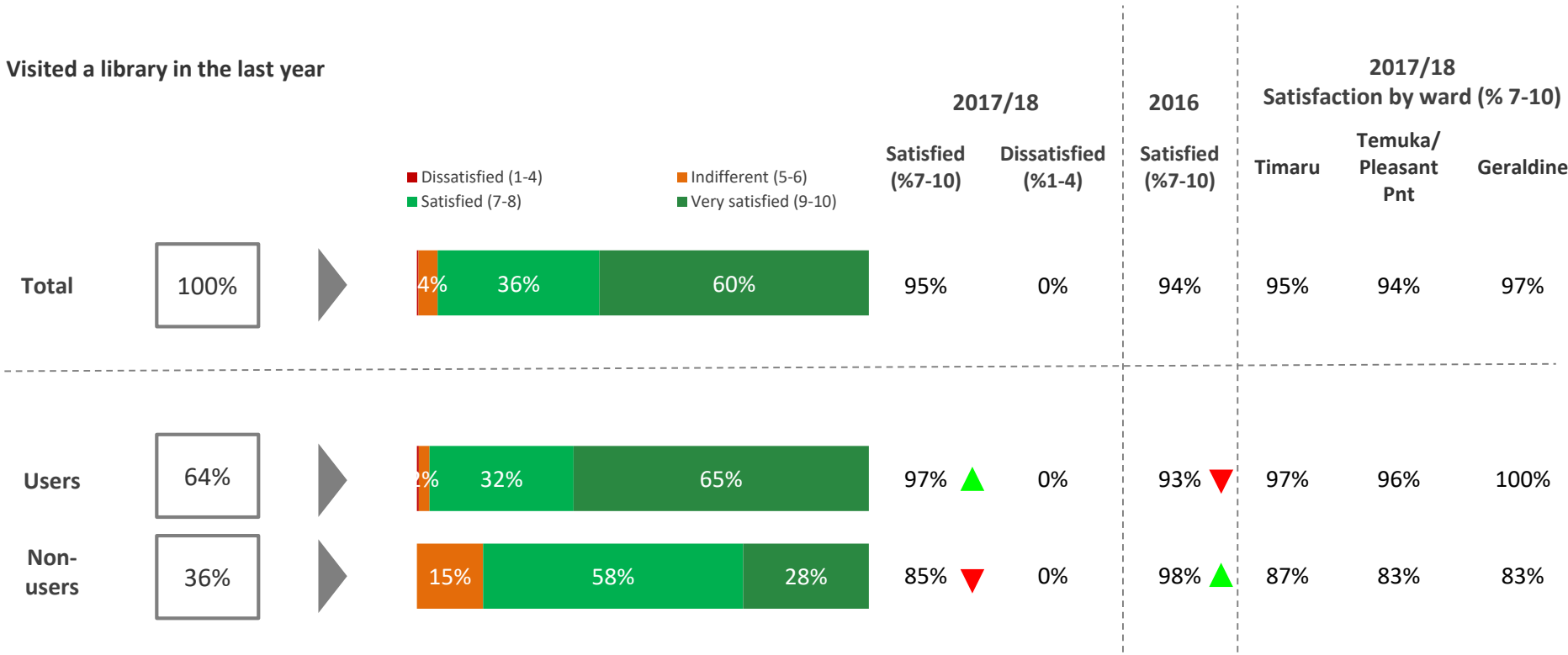
▲ *Significantly higher*
▼ *Significantly lower*

Caution: Sample size is small for non-users in smaller wards. A sample less than n=30 is considered too small to be conclusive
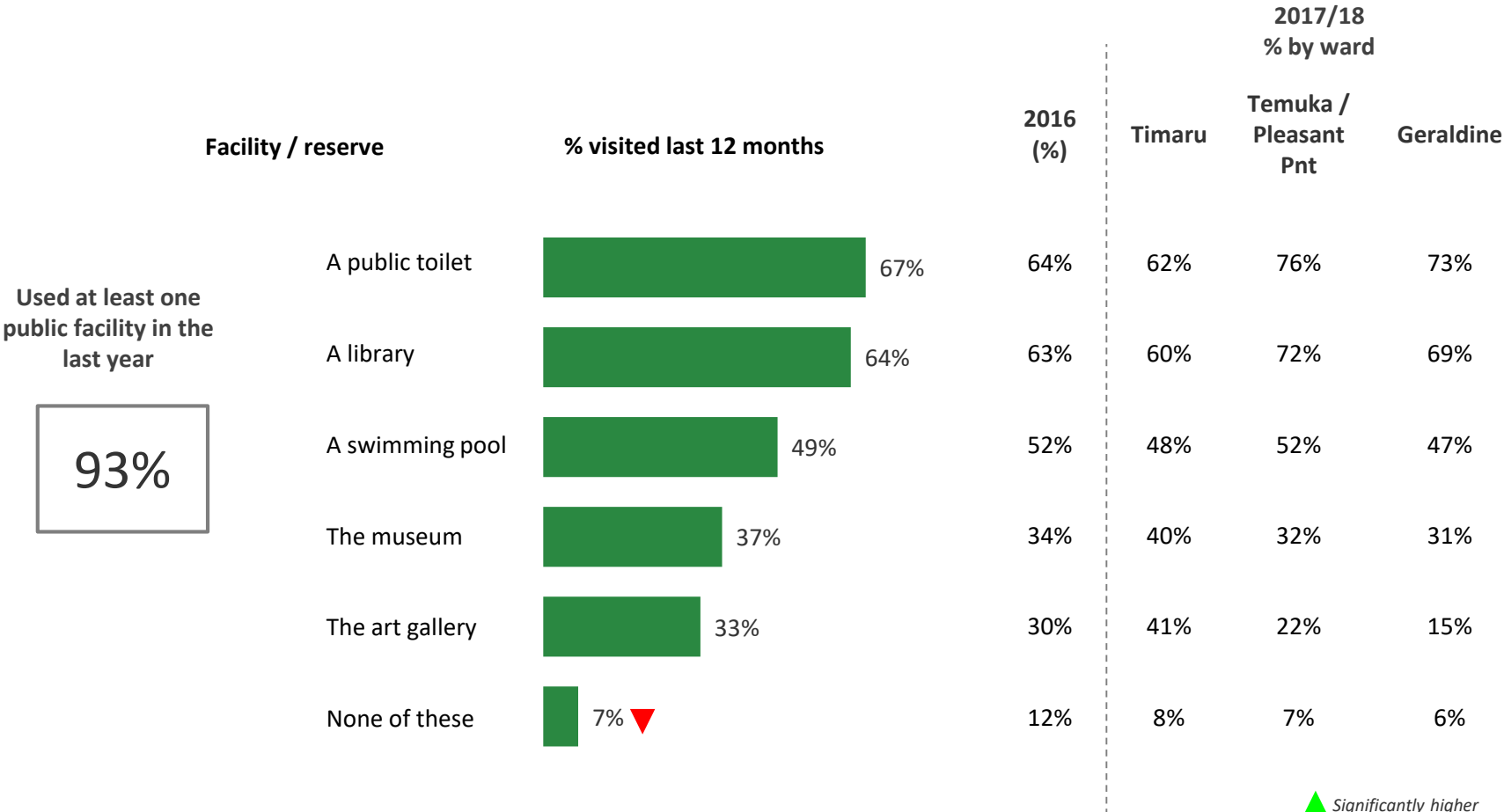
NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95, excludes don't know responses. 2016 Users n=266, non-users n=134, 2018 Users n=261, Timaru n=119, Temuka / Pleasant Point n=76, Geraldine n=66; Non-users n=141, Timaru 81, Temuka / Pleasant Point n=31 Geraldine n=29
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 the level of satisfaction remains high

Community Facilities: Swimming pools [1][2][3]

Visited a swimming pool in the last year

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

	Visited %	Dissatisfied (1-4)	Indifferent (5-6)	Satisfied (7-8)	Very satisfied (9-10)	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10) Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%		8%	44%	45%	89%	2%	86%	86%	94%	93%
Users	47%		7%	41%	50%	91%	2%	87%	88%	95%	97%
Non-users	53%	13%		55%	27%	82%	5%	81%	76%	92%	83%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95, excludes don't know responses. 2016 Users n=210, non-users n=190, 2018 Users n=192, Timaru n=96, Temuka / Pleasant Point n=53, Geraldine n=43; Non-users n=210, Timaru 104, Temuka / Pleasant Point n=54 Geraldine n=52
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 public toilets has improved relative to 2016

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)

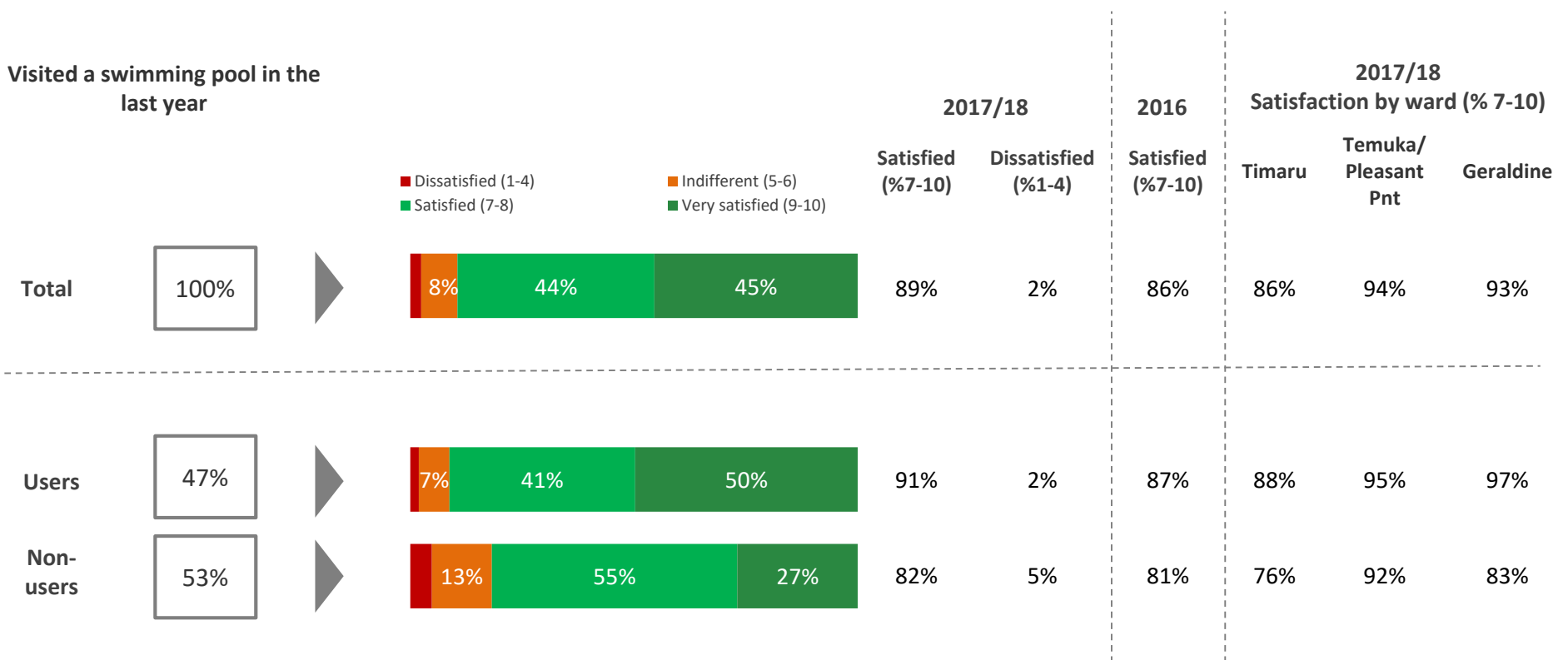|	Used	Distribution	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	9% / 19% / 52% / 20%	72% ▲	9%	61% ▼	72%	66%	80%
Users	67%	10% / 18% / 52% / 19%	72% ▲	10%	61% ▼	72%	65%	80%
Non-users	33%	22% / 51% / 25%	76%	2%	61%	73%	-	-

(Header: 2017/18 Satisfaction by ward (% 7-10))

▲ *Significantly higher*
▼ *Significantly lower*

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

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95, excludes don't know responses. 2016 Users n=264, non-users n=136, 2018 Users n=276, Timaru n=126, Temuka / Pleasant Point n=81, Geraldine n=69; Non-users n=126, Timaru 74, Temuka / Pleasant Point n=26 Geraldine n=26
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?

While the proportion visiting the museum is relatively low (37% in the last year), satisfaction is high among both those who have recently visited and among non-users

Community Facilities: The museum[1][2][3]

Visited the museum in the last year

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

	Visited		Satisfied (%7-10) 2017/18	Dissatisfied (%1-4) 2017/18	Satisfied (%7-10) 2016	2017/18 Satisfaction by ward (% 7-10)		
						Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	6% / 41% / 53%	94%	1%	92%	93%	91%	98%
Users	37%	3% / 39% / 58%	97%	0%	96%	97%	97%	100%
Non-users	63%	12% / 44% / 42%	86%	2%	88%	84%	82%	96%

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

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95, excludes don't know responses. 2016 Users n=149, non-users n=251, 2018 Users n=145, Timaru n=74, Temuka / Pleasant Point n=26, Geraldine n=26; Non-users n=257, Timaru 119, Temuka / Pleasant Point n=73 Geraldine n=65
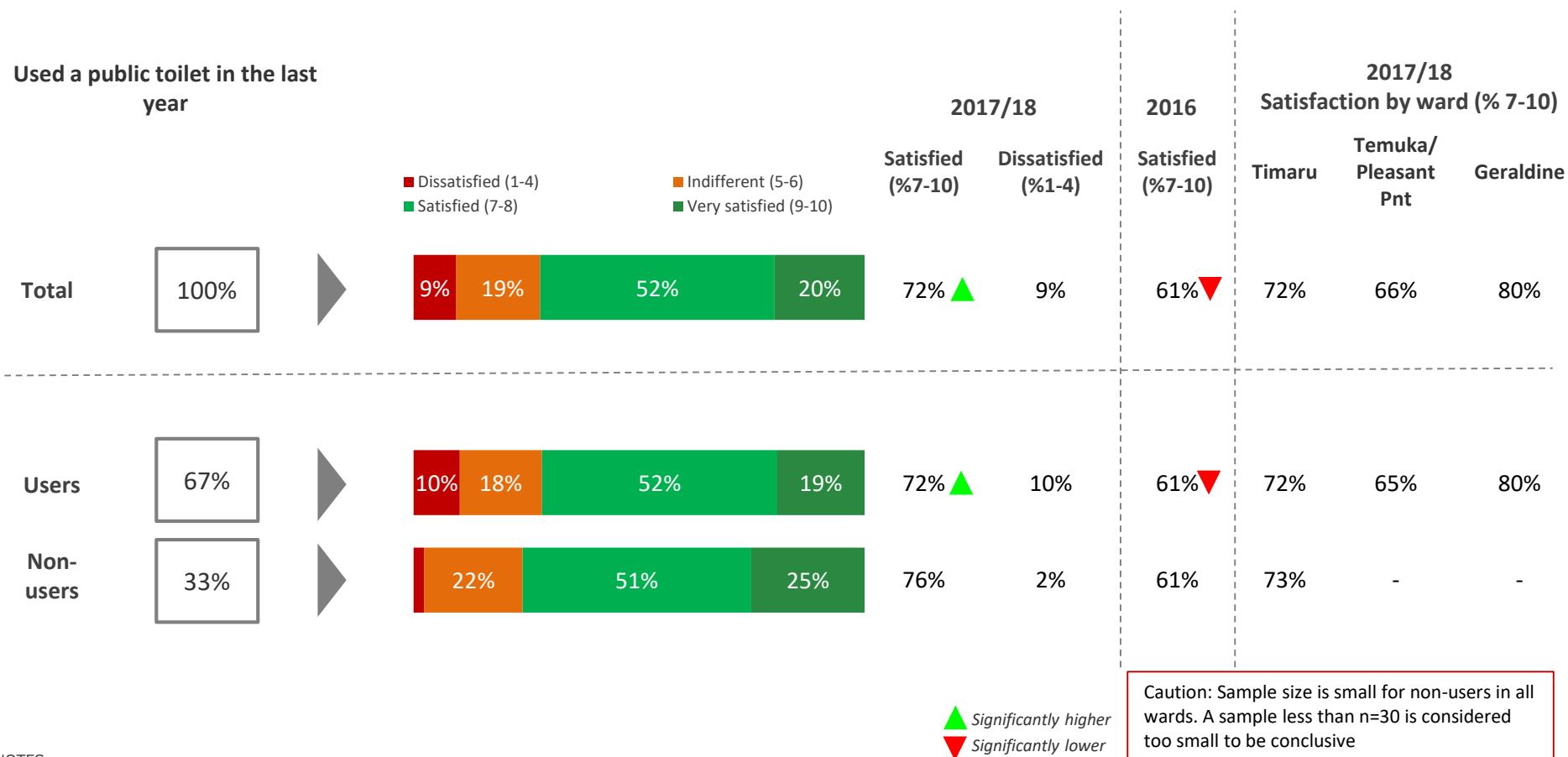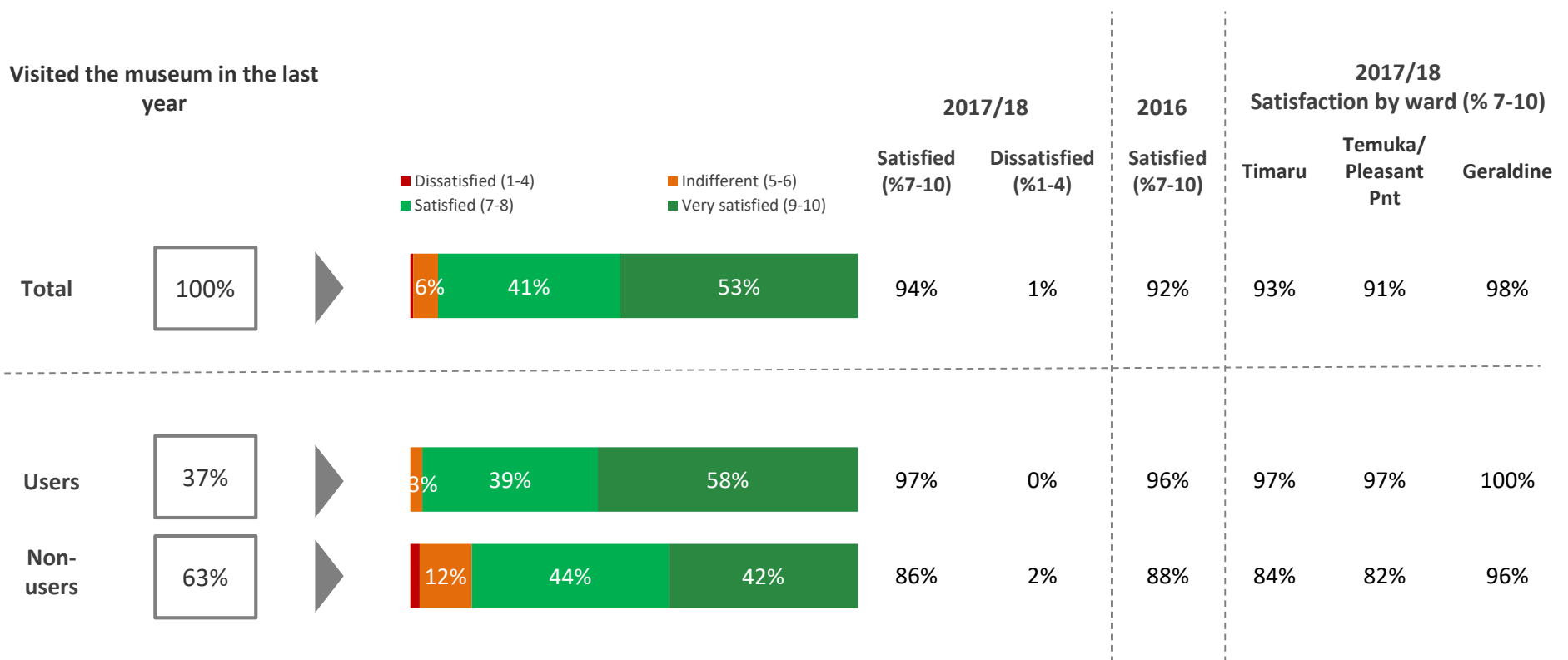2. CF1. Which of the following facilities have you visited in the last year?
3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?

Similarly, satisfaction with the art gallery is high among both recent visitors and those who haven't visited in the last year

Community Facilities: The art gallery[1][2][3]

Visited the art gallery in the last year			2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
						Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	8% / 34% / 56%	91%	1%	96%	91%	88%	94%
Users	33%	5% / 31% / 63%	93%	2%	98%	93%	95%	94%
Non-users	67%	16% / 43% / 41%	84%	0%	94%	82%	78%	95%

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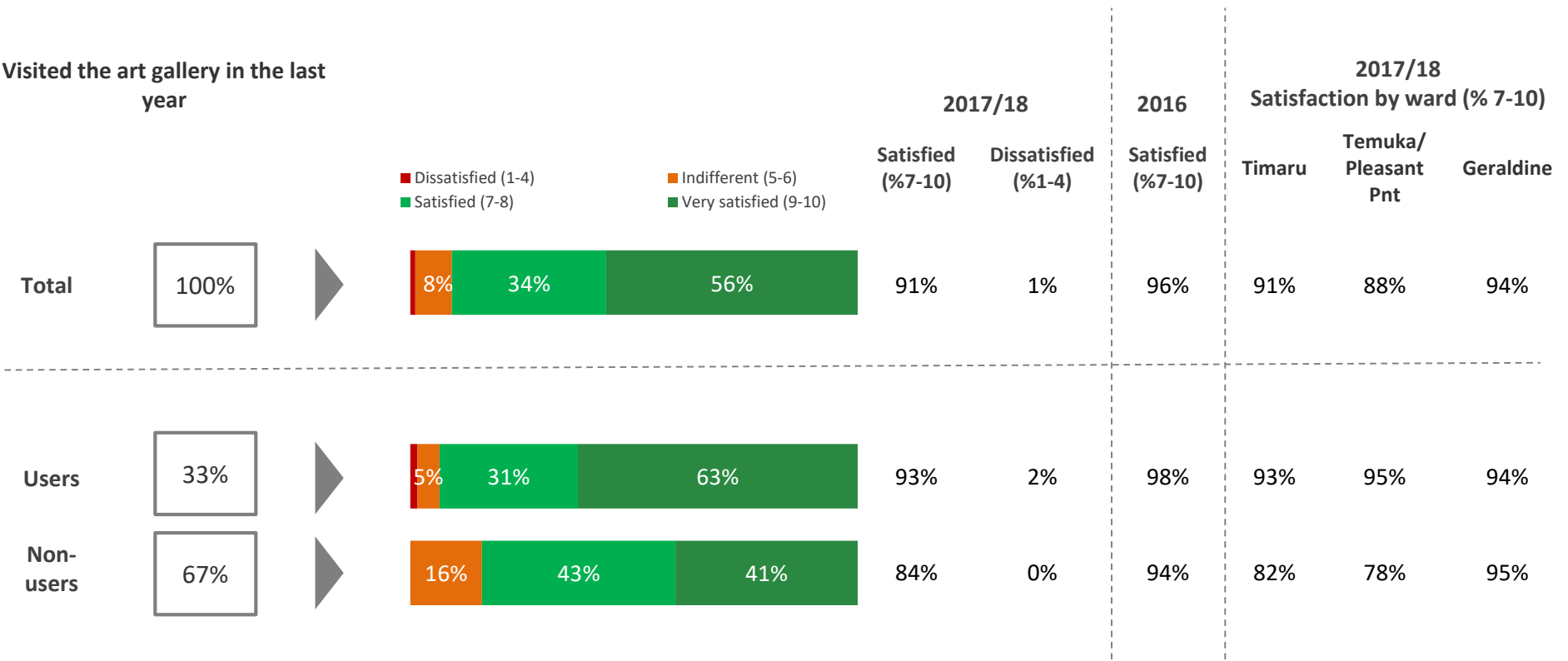- Indifferent (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

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

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95, excludes don't know responses. 2016 Users n=125, non-users n=275, 2018 Users n=118, Timaru n=80, Temuka / Pleasant Point n=23, Geraldine n=15; Non-users n=284, Timaru 120, Temuka / Pleasant Point n=84 Geraldine n=80
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

A third (33%) of residents have had involvement with Council's regulatory services in the past year

Regulatory services: Direct contact in relation to

Service used	% used in last 12 months	2016 (%)	2017/18 % by ward Timaru	2017/18 % by ward Temuka / Pleasant Pnt	2017/18 % by ward Geraldine
Dogs or animal control	16%	16%	15%	19%	15%
Building consent	15%	16%	13%	17%	17%
Resource consent	10%	6%	9%	10%	14%
Liquor licensing	3%	2%	3%	1%	3%
Licensing of premises	1%	1%	1%	3%	2%
No involvement or contact	66%	63%	66%	64%	66%

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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]

Two thirds (66%) of those who have contacted the Council about dog or animal control are satisfied with the Council's performance with this service

Regulatory services: Dog or animal control(1)(2)(3)
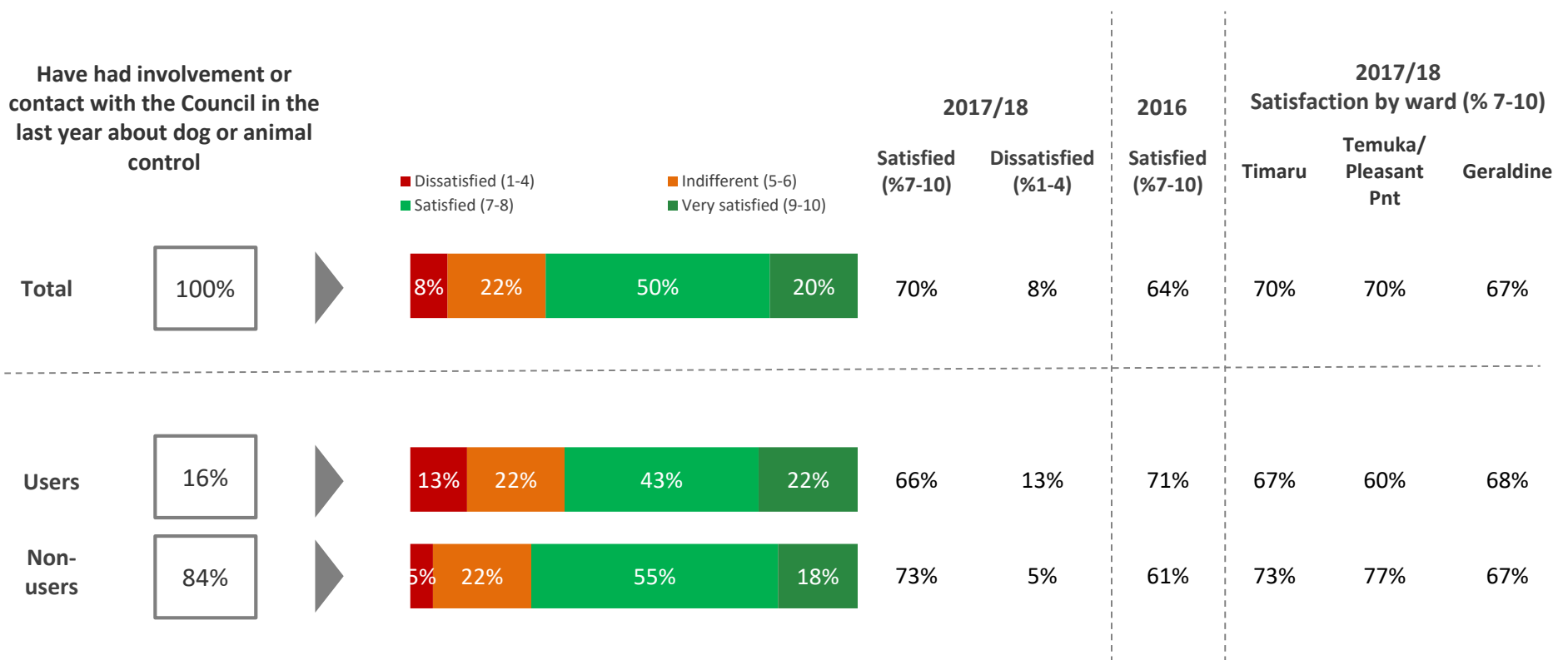
Legend:
- Dissatisfied (1-4)
- Indifferent (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

Have had involvement or contact with the Council in the last year about dog or animal control		2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100% — 8% / 22% / 50% / 20%	70%	8%	64%	70%	70%	67%
Users	16% — 13% / 22% / 43% / 22%	66%	13%	71%	67%	60%	68%
Non-users	84% — 5% / 22% / 55% / 18%	73%	5%	61%	73%	77%	67%

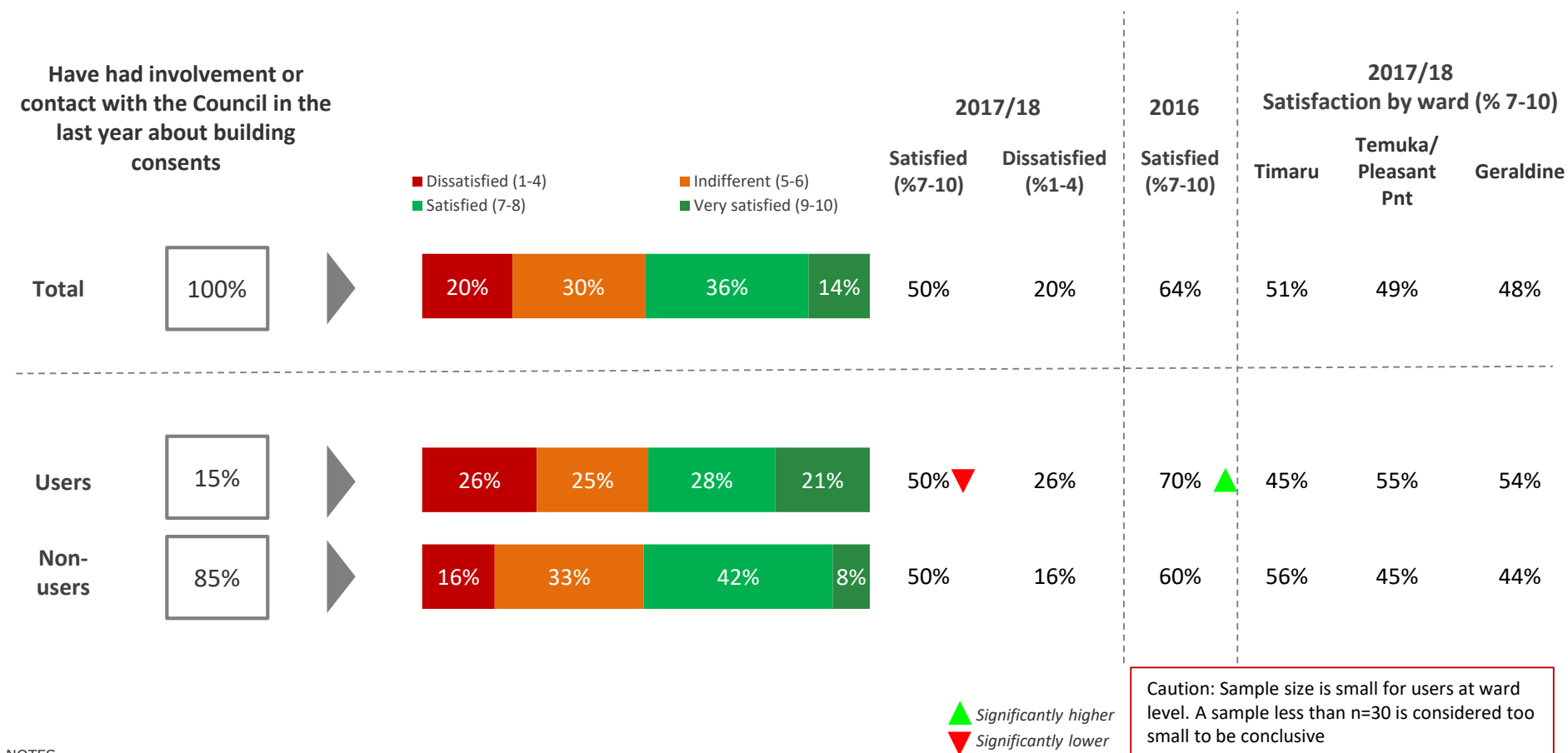Caution: Sample size is small for users at ward level. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95. 2016 Users n=59, non-users n=341, 2018 Users n=63, Timaru n=28, Temuka / Pleasant Point n=21, Geraldine n=14; Non-users n=339, Timaru 172, Temuka / Pleasant Point n=86 Geraldine n=81
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 involved in building consents has declined significantly since 2016 (50%, down from 70%) with a quarter (26%) dissatisfied with the process

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

Have had involvement or contact with the Council in the last year about building consents			2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
						Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	▶ 20% / 30% / 36% / 14%	50%	20%	64%	51%	49%	48%
Users	15%	▶ 26% / 25% / 28% / 21%	50% ▼	26%	70% ▲	45%	55%	54%
Non-users	85%	▶ 16% / 33% / 42% / 8%	50%	16%	60%	56%	45%	44%

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

▲ *Significantly higher*
▼ *Significantly lower*

Caution: Sample size is small for users at ward level. A sample less than n=30 is considered too small to be conclusive
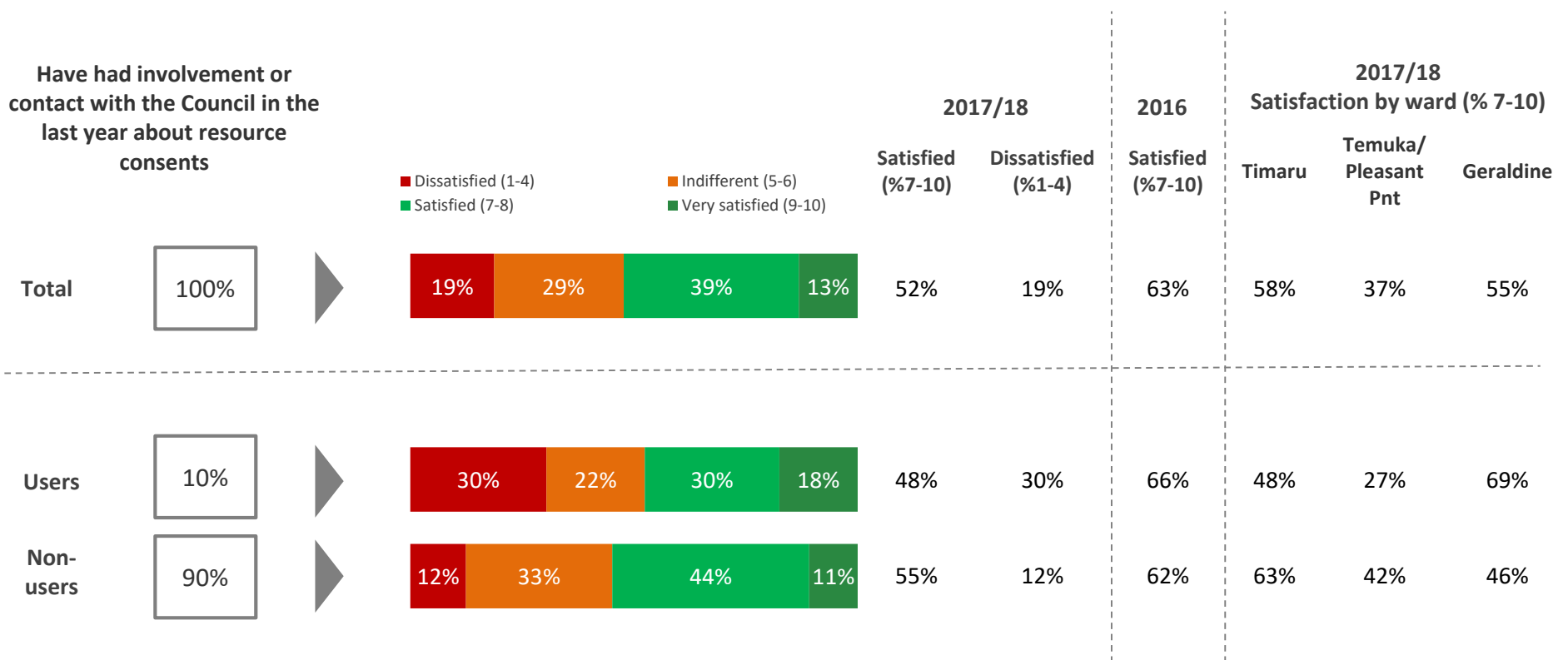
NOTES
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95; 2016 Users n=71, non-users n=329, 2018 Users n=59, Timaru n=26, Temuka / Pleasant Point n=18, Geraldine n=15; Non-users n=361, Timaru 174, Temuka / Pleasant Point n=89 Geraldine n=80
2. OS1. Council 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 consent, nearly a third (30%) are dissatisfied with the experience

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

Have had involvement or contact with the Council in the last year about resource consents

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

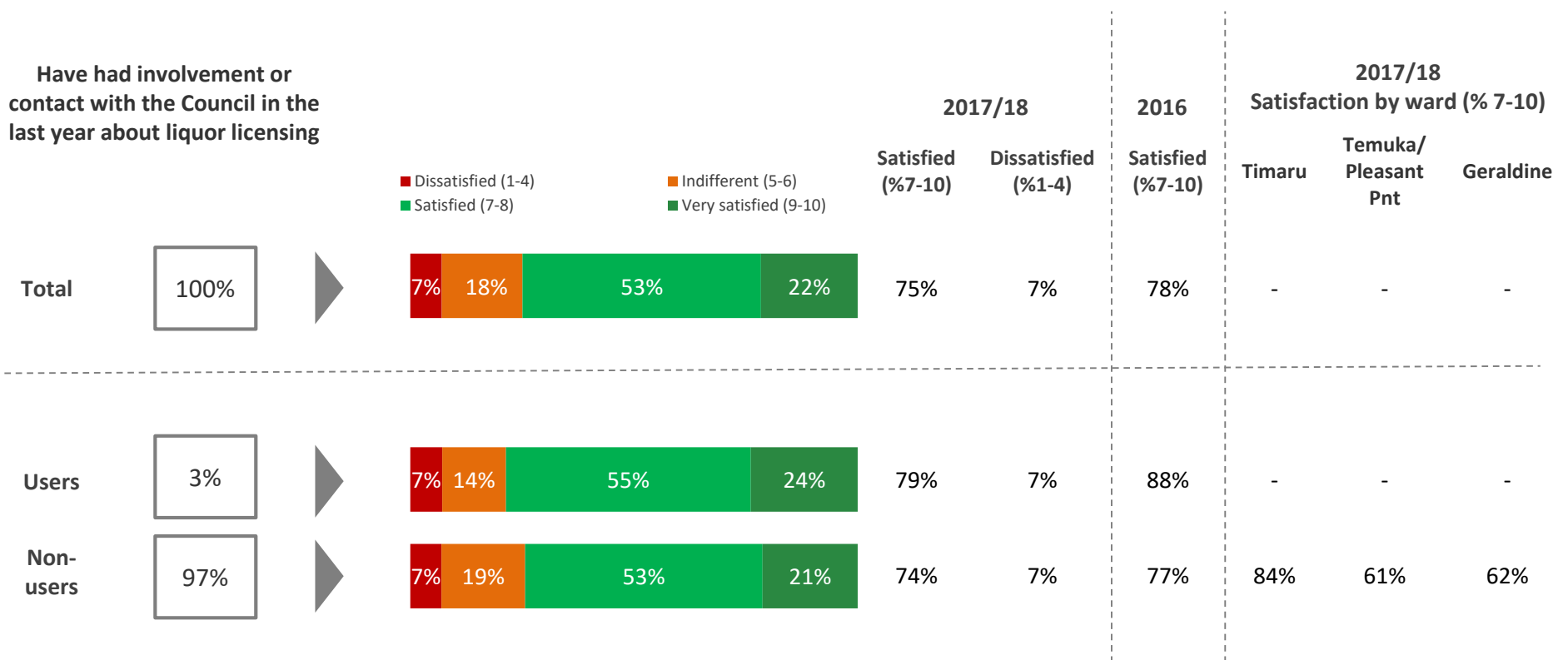|	Involvement	Dissatisfied (1-4)	Indifferent (5-6)	Satisfied (7-8)	Very satisfied (9-10)	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10) Timaru	2017/18 Satisfaction by ward (% 7-10) Temuka/ Pleasant Pnt	2017/18 Satisfaction by ward (% 7-10) Geraldine
Total	100%	19%	29%	39%	13%	52%	19%	63%	58%	37%	55%
Users	10%	30%	22%	30%	18%	48%	30%	66%	48%	27%	69%
Non-users	90%	12%	33%	44%	11%	55%	12%	62%	63%	42%	46%

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

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95; 2016 Users n=27, non-users n=391, 2018 Users n=41, Timaru n=17, Temuka / Pleasant Point n=11, Geraldine n=13; Non-users n=392, Timaru 183, Temuka / Pleasant Point n=96 Geraldine n=82
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 that Council is doing a good job of managing liquor licensing with relatively few being dissatisfied

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

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

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

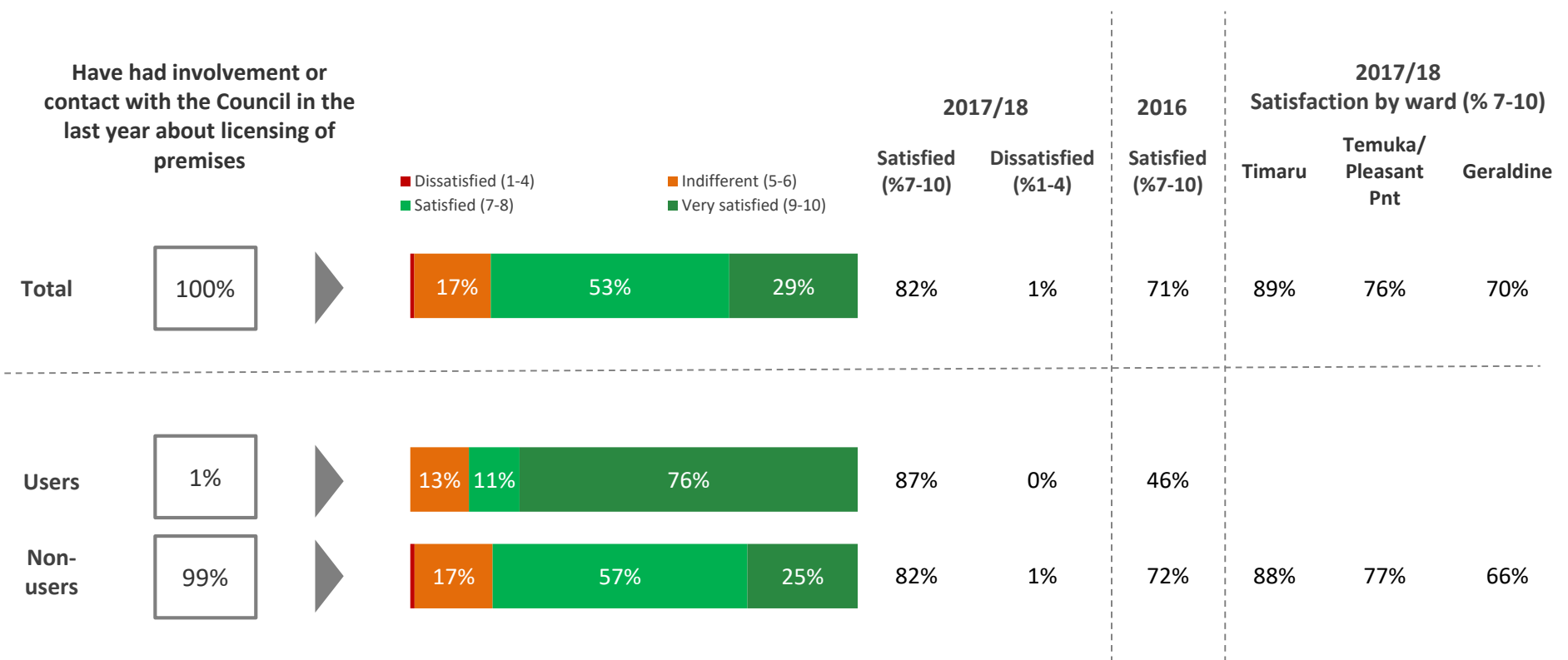|	Involvement	Bar chart	2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10) Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	7% / 18% / 53% / 22%	75%	7%	78%	-	-	-
Users	3%	7% / 14% / 55% / 24%	79%	7%	88%	-	-	-
Non-users	97%	7% / 19% / 53% / 21%	74%	7%	77%	84%	61%	62%

Caution: Sample size is small for users and insufficient to show results at a ward level. A sample less than n=30 is considered too small to be conclusive

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95; 2016 Users n=9, non-users n=392, 2018 Users n=10, Timaru n=6, Temuka / Pleasant Point n=1, Geraldine n=3; Non-users n=392, Timaru 194, Temuka / Pleasant Point n=106 Geraldine n=92
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

Few residents have had direct involvement in the licensing of premises, however perceptions are very positive, and of note, perceptions are very positive among those who are users

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

Have had involvement or contact with the Council in the last year about licensing of premises		2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10)		
					Timaru	Temuka/ Pleasant Pnt	Geraldine
Total	100%	17% / 53% / 29%	82%	1%	71%	89%	76%	70%
Users	1%	13% / 11% / 76%	87%	0%	46%			
Non-users	99%	17% / 57% / 25%	82%	1%	72%	88%	77%	66%

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

Caution: Sample size is small for users and insufficient to show results at a ward level. A sample less than n=30 is considered too small to be conclusive
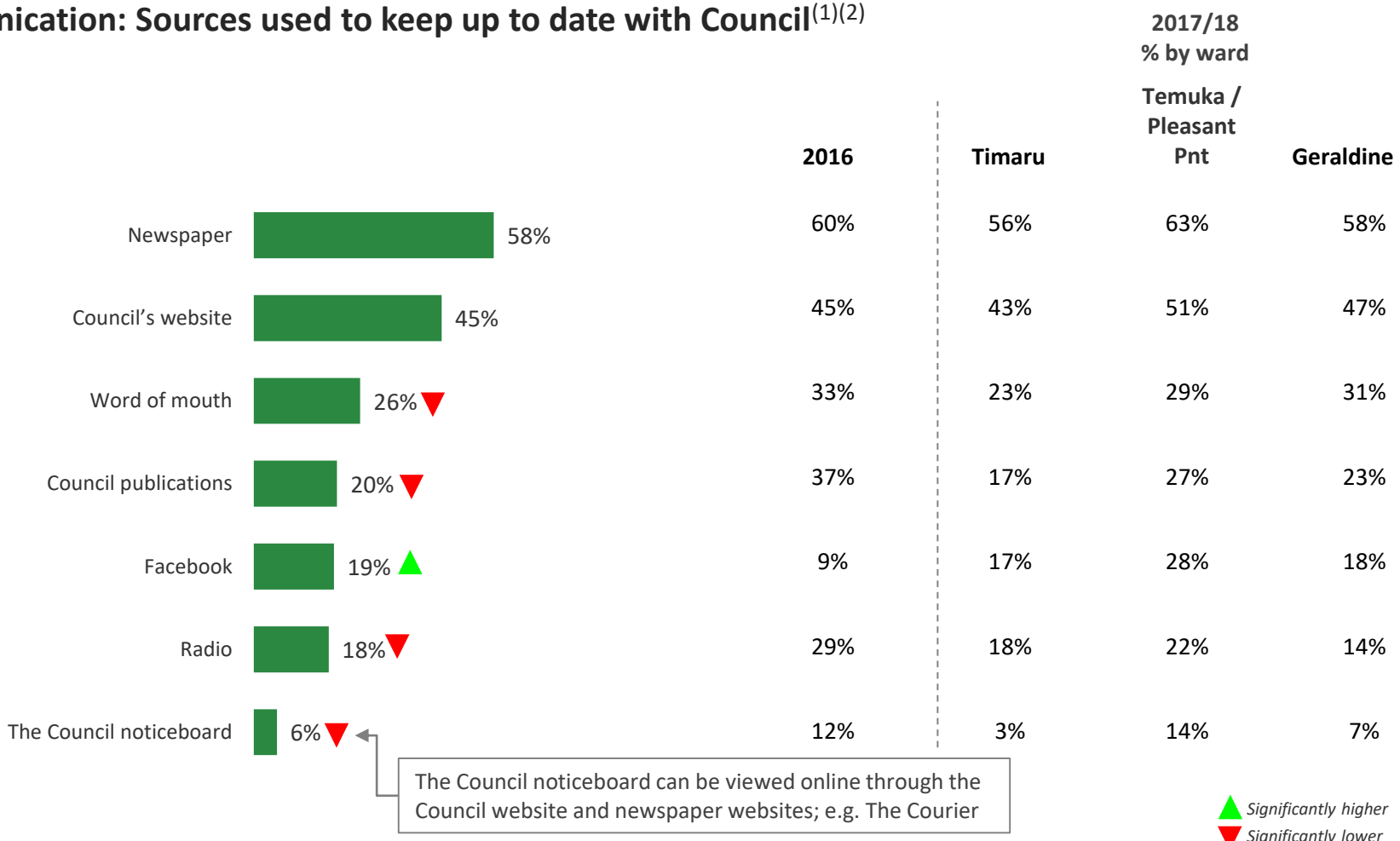
NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95; 2016 Users n=8, non-users n=392, 2018 Users n=7, Timaru n=2, Temuka / Pleasant Point n=3, Geraldine n=2; Non-users n=395, Timaru 198, Temuka / Pleasant Point n=104 Geraldine n=93
2. OS1. Council also 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

Most residents use the newspaper (58%) or the website (45%) as their source of information for Council activities, but an increasing proportion are using Facebook (19% up from 9%)
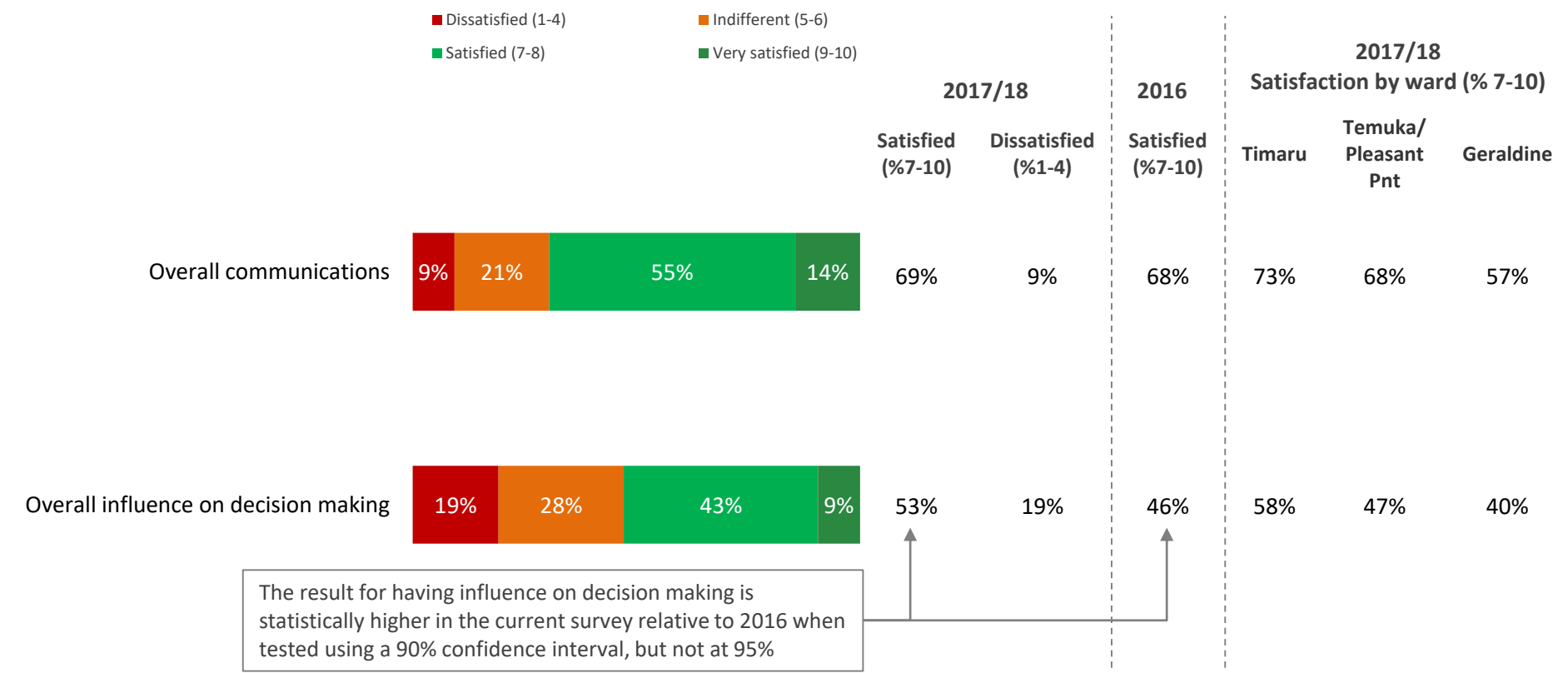
Communication: Sources used to keep up to date with Council[1][2]

2017/18
% by ward

	2016	Timaru	Temuka / Pleasant Pnt	Geraldine
Newspaper 58%	60%	56%	63%	58%
Council's website 45%	45%	43%	51%	47%
Word of mouth 26% ▼	33%	23%	29%	31%
Council publications 20% ▼	37%	17%	27%	23%
Facebook 19% ▲	9%	17%	28%	18%
Radio 18% ▼	29%	18%	22%	14%
The Council noticeboard 6% ▼	12%	3%	14%	7%

The Council noticeboard can be viewed online through the Council website and newspaper websites; e.g. The Courier

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. CM1. Which of the following sources do you use for information about the Council? [Multiple Response]

Two thirds of residents (69%) are satisfied with Council's communications, and importantly, there has been an increase in satisfaction with the extent decision making can be influenced

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

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

	Chart			2017/18 Satisfied (%7-10)	2017/18 Dissatisfied (%1-4)	2016 Satisfied (%7-10)	2017/18 Satisfaction by ward (% 7-10) Timaru	2017/18 Satisfaction by ward (% 7-10) Temuka/ Pleasant Pnt	2017/18 Satisfaction by ward (% 7-10) Geraldine
Overall communications	9%	21%	55% / 14%	69%	9%	68%	73%	68%	57%
Overall influence on decision making	19%	28%	43% / 9%	53%	19%	46%	58%	47%	40%

The result for having influence on decision making is statistically higher in the current survey relative to 2016 when tested using a 90% confidence interval, but not at 95%
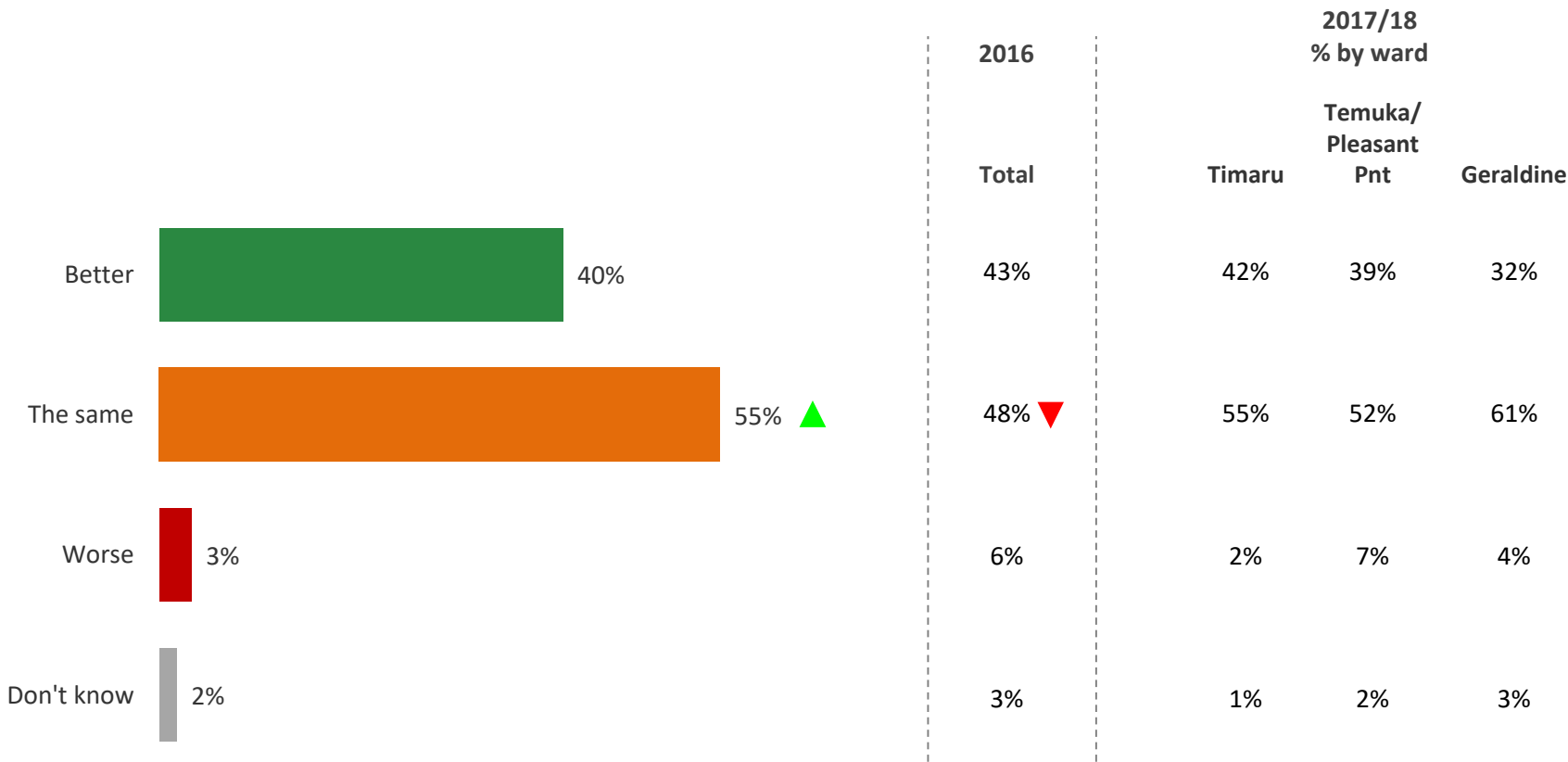
NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95; excludes don't know responses
2. CM2. How would you rate Council for keeping the public informed and involved in its decision making?
3. CM3. And how satisfied are you with the level of influence that residents have on Council's decision making?

The Timaru District environment

Nearly all residents (95%) consider Timaru to be at least as good a place to live as it was three years ago
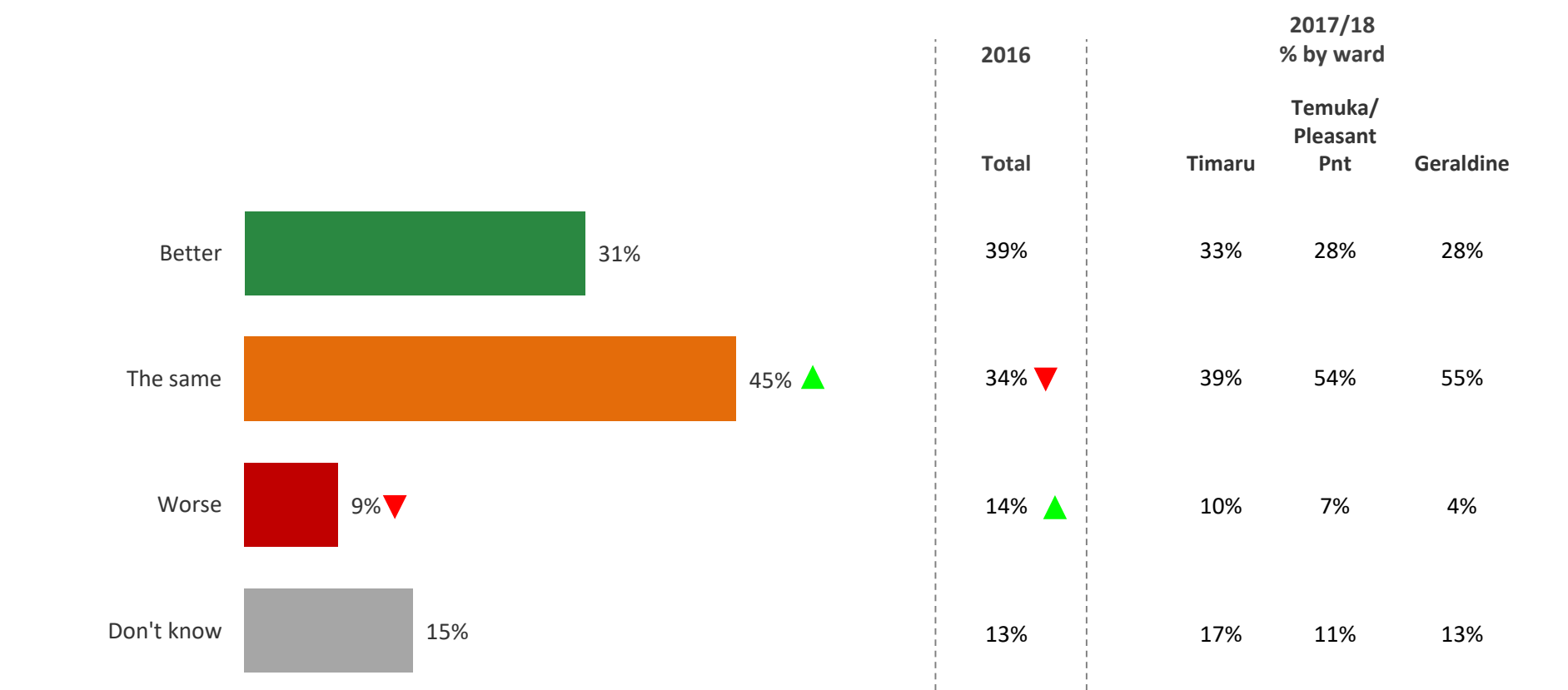
Timaru as a place to live[1][2]

	2016	2017/18 % by ward		
	Total	**Timaru**	**Temuka/ Pleasant Pnt**	**Geraldine**
Better — 40%	43%	42%	39%	32%
The same — 55% ▲	48% ▼	55%	52%	61%
Worse — 3%	6%	2%	7%	4%
Don't know — 2%	3%	1%	2%	3%

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. SD1. Would you say the district is better, about the same or worse as a place to live compared with three years ago?
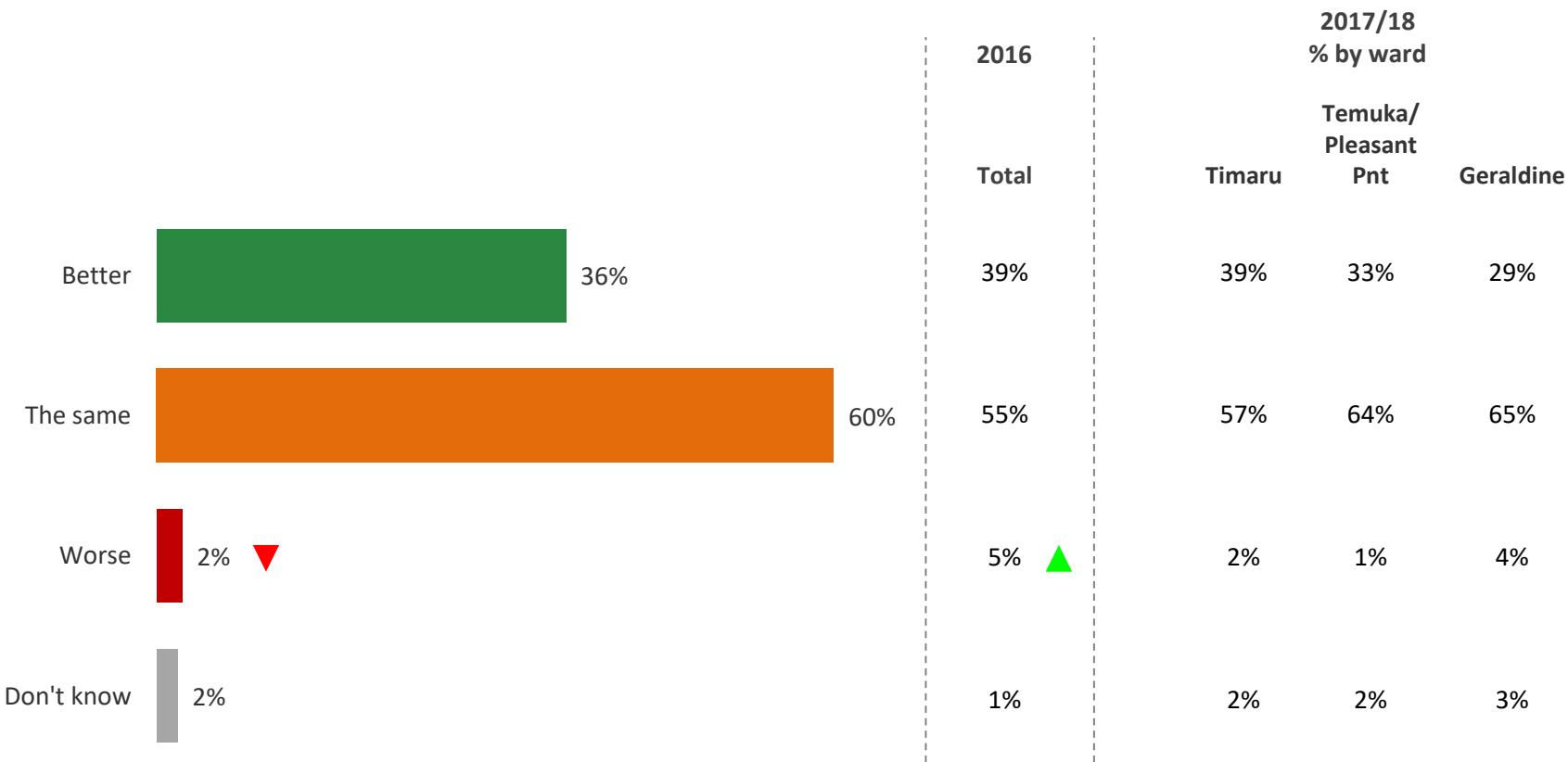
Nearly a third (31%) believe Timaru is a better place to do business compared to three years ago...

Timaru as a place to do business(1)(2)

	2016	2017/18 % by ward		
	Total	Timaru	Temuka/ Pleasant Pnt	Geraldine
Better	39%	33%	28%	28%
The same	34% ▼	39%	54%	55%
Worse	14% ▲	10%	7%	4%
Don't know	13%	17%	11%	13%

Better 31%

The same 45% ▲

Worse 9% ▼

Don't know 15%

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
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?

…and a similar proportion (36%) believe that the quality of life in Timaru has improved

Timaru overall quality of life[1][2]

	2016	2017/18 % by ward		
	Total	**Timaru**	**Temuka/ Pleasant Pnt**	**Geraldine**
Better	39%	39%	33%	29%
The same	55%	57%	64%	65%
Worse	5% ▲	2%	1%	4%
Don't know	1%	2%	2%	3%

Bar chart (2016):
- Better: 36%
- The same: 60%
- Worse: 2% ▼
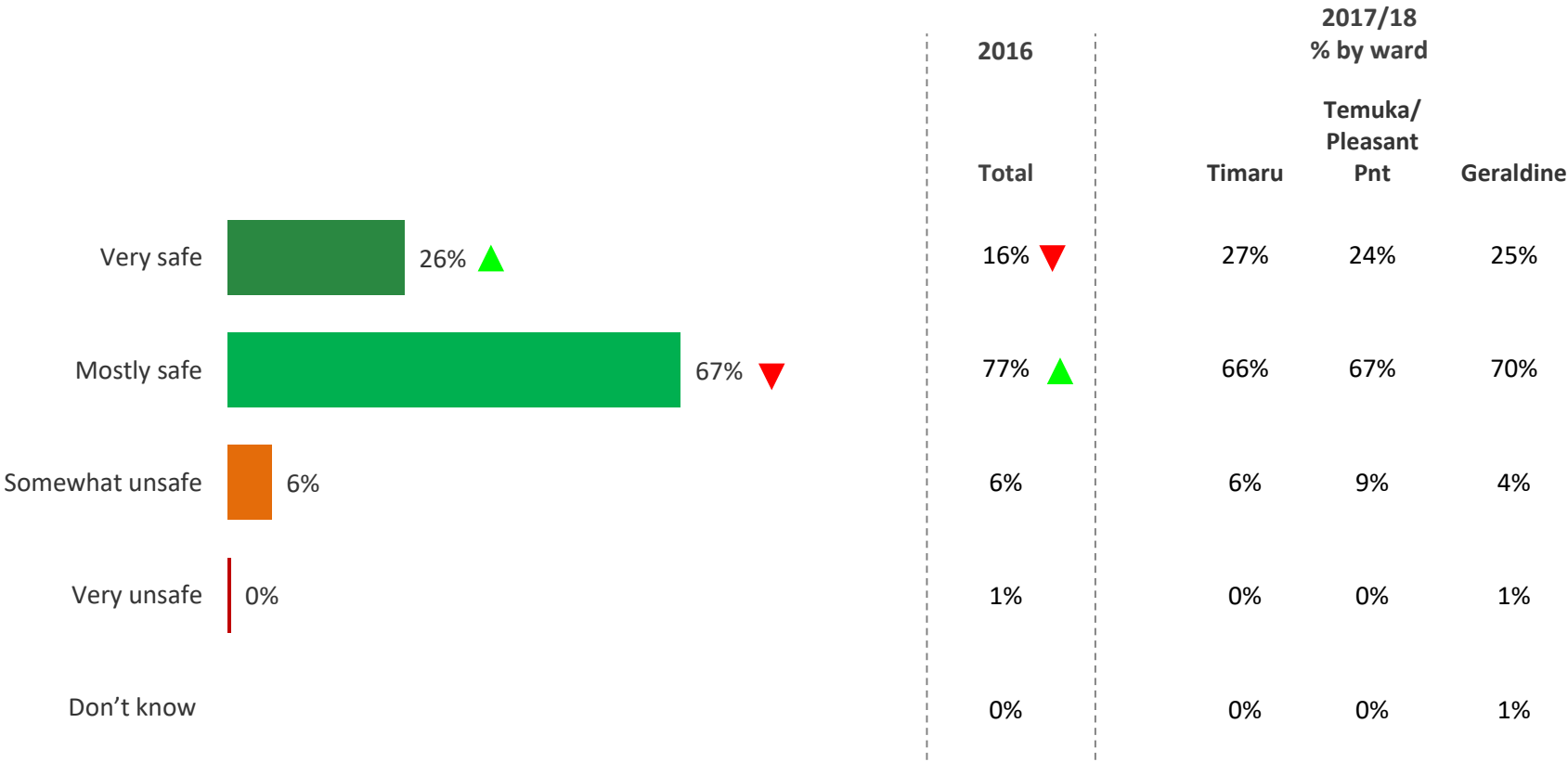- Don't know: 2%

▲ Significantly higher
▼ Significantly lower

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
2. SD3. And how would you rate the overall quality of life in the district. Would you say it is…

A quarter of residents (25%) now consider Timaru to be very safe (up from 16% in 2016)

Timaru overall perception of safety[1][2]

	2016	2017/18 % by ward		
	Total	**Timaru**	**Temuka/ Pleasant Pnt**	**Geraldine**
Very safe	16% ▼	27%	24%	25%
Mostly safe	77% ▲	66%	67%	70%
Somewhat unsafe	6%	6%	9%	4%
Very unsafe	1%	0%	0%	1%
Don't know	0%	0%	0%	1%

Chart values:
- Very safe: 26% ▲
- Mostly safe: 67% ▼
- Somewhat unsafe: 6%
- Very unsafe: 0%
- Don't know

▲ *Significantly higher*
▼ *Significantly lower*

NOTES:
1. Sample: 2016 n=400; 2017/8 n=402; Timaru n=200, Temuka/Pleasant Point n=107; Geraldine n=95
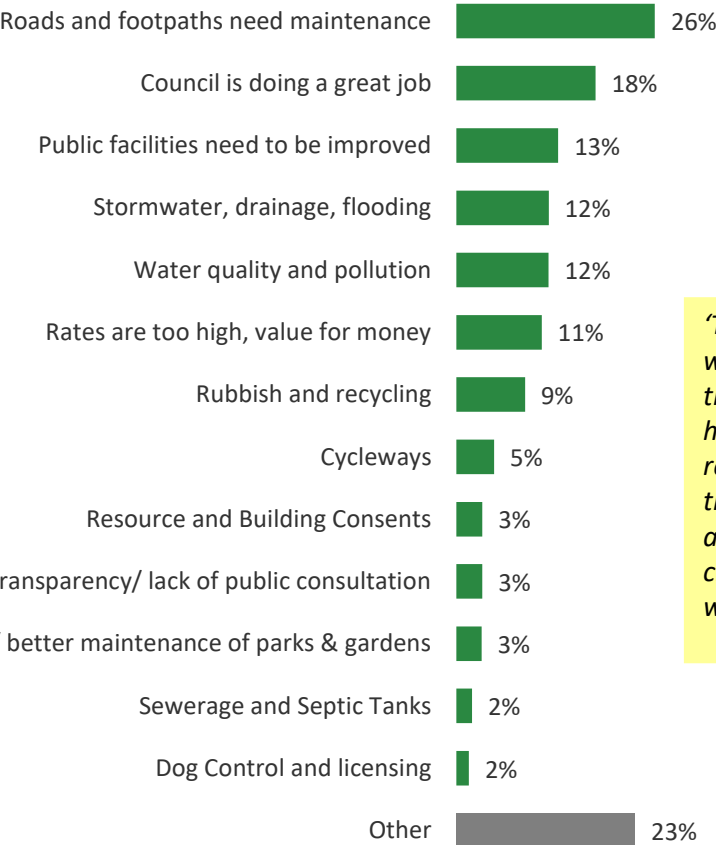2. SD4. And how would you describe your perception of safety in the district. Would you say that the district is…

General comments

Maintenance of roads and footpaths are the main concern cited among those who provided additional comments

General comments[1][2]

Made a comment

52%

|	
Roads and footpaths need maintenance	26%
Council is doing a great job	18%
Public facilities need to be improved	13%
Stormwater, drainage, flooding	12%
Water quality and pollution	12%
Rates are too high, value for money	11%
Rubbish and recycling	9%
Cycleways	5%
Resource and Building Consents	3%
Poor communication/ lack of transparency/ lack of public consultation	3%
Beautify the town/ better maintenance of parks & gardens	3%
Sewerage and Septic Tanks	2%
Dog Control and licensing	2%
Other	23%

'Main Street is narrow with unsuitable bricks. Tiling is uneven and slippery in the CBD - not suitable for the elderly […]'

'The state of the rural roads due to wet weather this winter is shocking […] Both the shingle and sealed surface roads have suffered. There is a lot of fixing required. Weather conditions have been the major cause but Council needs to be aware that roading will need a big chunk of the budget to get it back to where it was 18 months ago.'

NOTES:
1. Sample: n=402
2. OP2. Are there any other comments that you would like to make about the Timaru District Council?
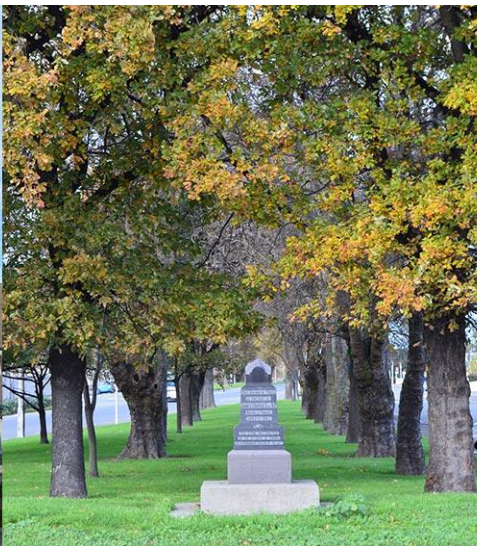
Sample profile

Sample profile

Age	%	Weighted	Unweighted
18-49	45%	183	178
50-64	28%	113	121
65+	26%	106	103
Total	*100%*	*402*	*402*

Ethnicity (Prioritised)	%	Weighted	Unweighted
Maori	9%	36	39
All others	91%	366	363
Total	*100%*	*402*	*402*

Ward	%	Weighted	Unweighted
Timaru	63%	252	200
Temuka / Pleasant Pnt	21%	84	107
Geraldine	16%	66	95
Total	*100%*	*402*	*402*

Number of people in home	%	Weighted	Unweighted
One or two	61%	247	250
Three to five	36%	146	143
Six or more	2%	9	9
Total	*100%*	*402*	*402*

Years lived in Timaru	%	Weighted	Unweighted
5 years or less	9%	37	43
6 to 10 years	9%	36	39
Over 10 years	82%	329	320
Unsure	0%	0	0
Total	*100%*	*402*	*402*

Pay rates	%	Weighted	Unweighted
Pay rates	93%	376	374
Do not pay rates	4%	17	17
Renting	2%	8	9
Don't know	0%	1	2
Total	*100%*	*402*	*402*

Description of area	%	Weighted	Unweighted
Urban area	63%	255	238
Semi urban area	19%	75	78
Rural area	18%	72	86
Total	*100%*	*402*	*402*

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