



Timaru District Council Annual Residents' Survey

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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

- 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=400 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%
- Interviewing is managed in quarterly cycles with data for the current report having been collected between 16 February 2016 and 27 June 2016
- The 2016 survey used a new questionnaire that is designed to provide for a wider review of residents' perceptions of council including reputation and value for money. The structure is also designed to facilitate additional analysis to help determine opportunities and how these should be prioritised
- 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 77% of residents are either satisfied or very satisfied (% 7-10)

2

The Timaru District Council has a particularly strong reputation profile with 71% of residents classified as '*Champions*', having a positive emotional connection and recognising that council is doing a good job. Of note, reputation has a significant impact on overall perceptions (69%)

3

While reputation is a strength, the fact that it is strongly influencing overall perceptions means that it is important for performance to be maintained. Trust, service delivery and financial management all have a relatively high impact on influencing reputation and accordingly these elements need to be incorporated into council's reputation management

4

Around one in five residents are interacting with council annually to make enquiries or lodge complaints or issues. Overall satisfaction with how the council handled the enquiry is high (74%), however the length of time to resolve the matter is not rated highly and so this represents an opportunity for improvement

5

While not identified as a key priority at this stage, there is indication that residents would value improvements to the effectiveness of stormwater systems and public toilets. Similarly, improvement to urban roads and on-road cycle lanes would have value. Some minor concern is also evident with the taste and clarity of the potable water supply

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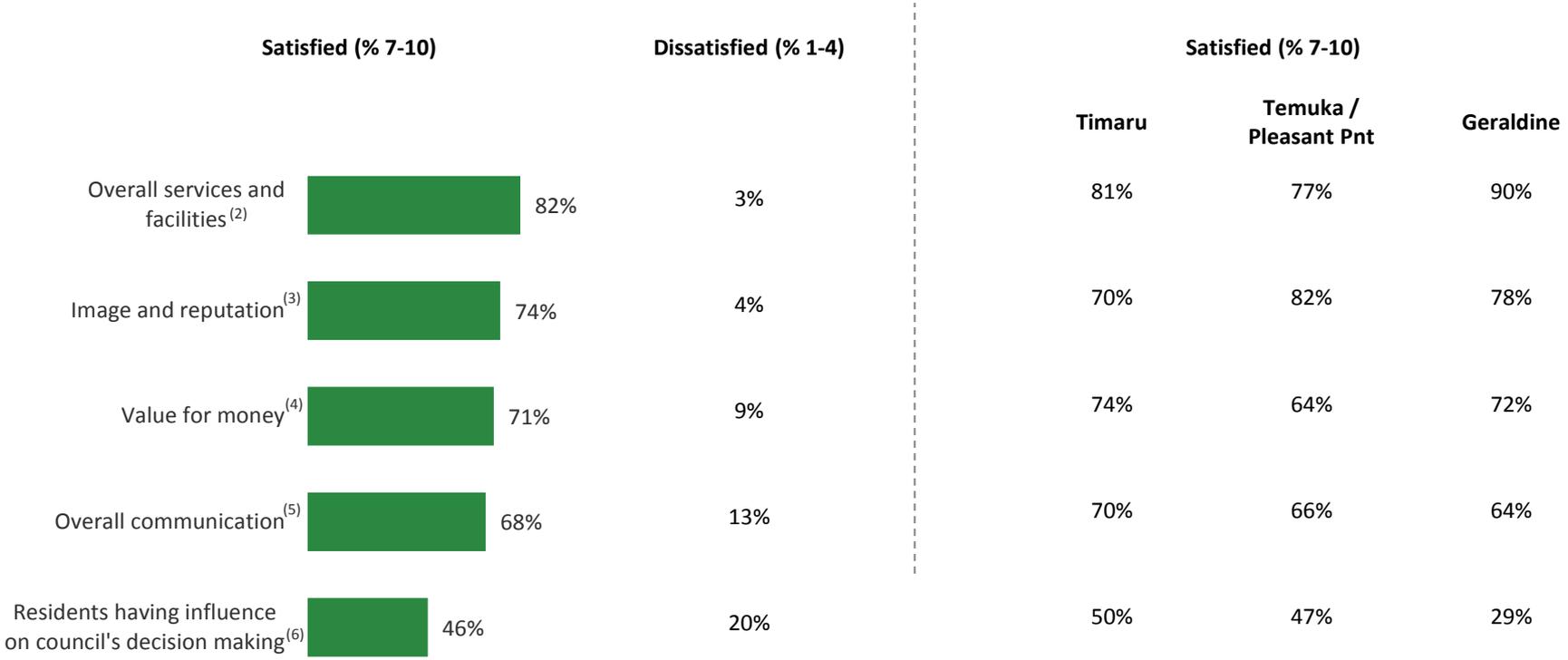
Most residents are satisfied with communications that they receive from council, however about half of residents indicated that they are not particularly satisfied with the extent that they have opportunity to influence decision making. This potentially represents an opportunity for council to demonstrate how residents can become involved



Summary of key performance indicators

Council is evaluated well for its services and facilities, for providing value and it has a strong reputation, but people are less satisfied with their influence on council decision making

Overall performance⁽¹⁾



NOTES:
1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
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 is particularly high for most services and infrastructure, but notably lower for handling enquiries, regulatory services, roading and for stormwater management

Overall performance: Summary⁽¹⁾

Services	Satisfied (% 7-10)	Dissatisfied (% 1-4)	Satisfied (% 7-10)		
			Timaru	Temuka / Pleasant Pnt	Geraldine
- Overall waste disposal and recycling	92%	1%	90%	92%	99%
- Handling enquiries	74%	18%	82%	49%	89%
- Overall regulatory services ⁽²⁾	73%	7%	78%	67%	65%
Infrastructure					
- Sewerage system	92%	1%	91%	94%	98%
- Water supply	90%	4%	90%	89%	94%
- Overall roading	72%	5%	72%	71%	74%
- Stormwater management	69%	10%	67%	70%	77%
Community facilities					
- Overall satisfaction with parks and outdoor spaces	92%	1%	91%	92%	97%
- Overall satisfaction with public facilities	85%	2%	83%	83%	94%

NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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 overall 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

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

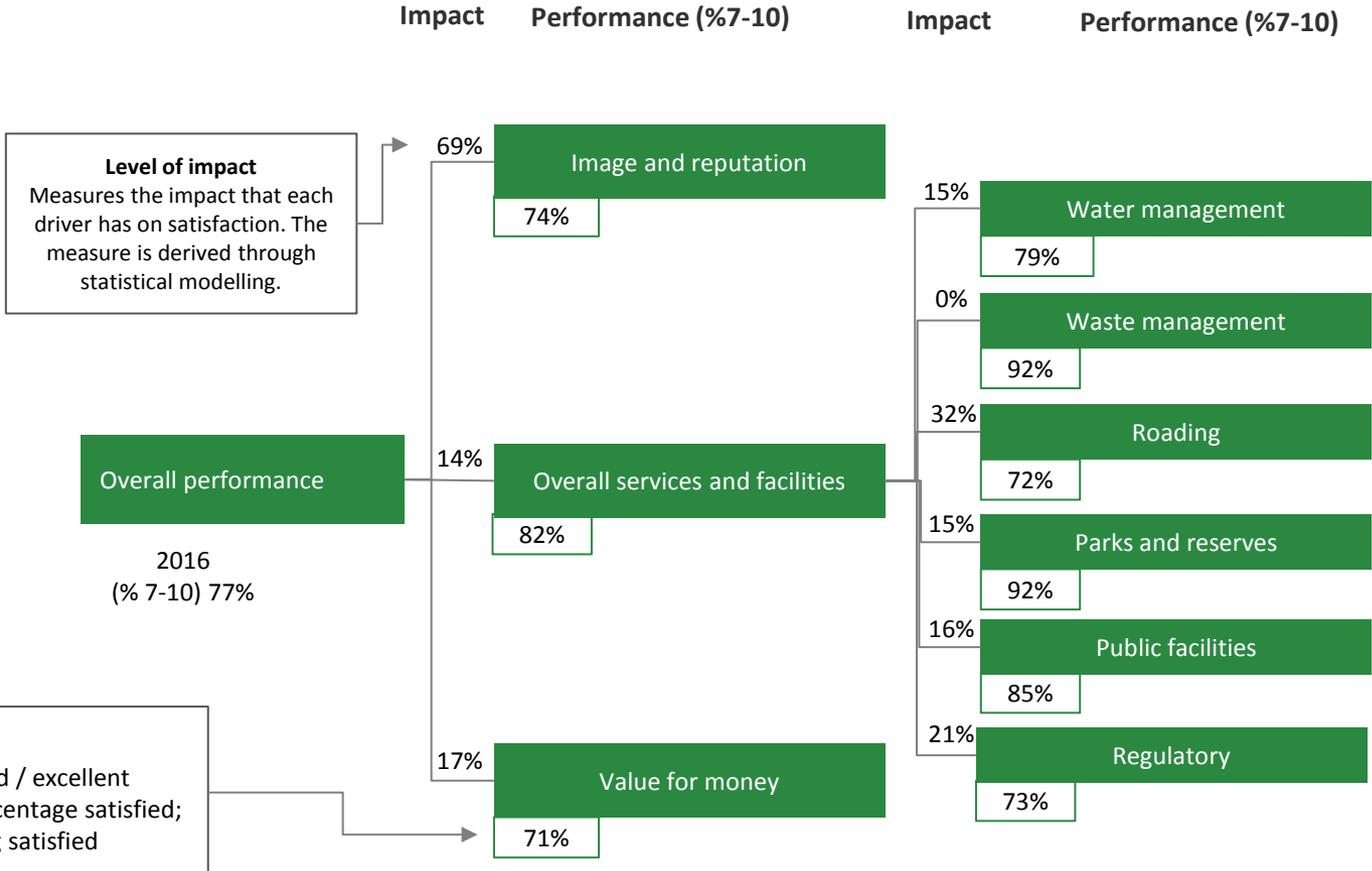
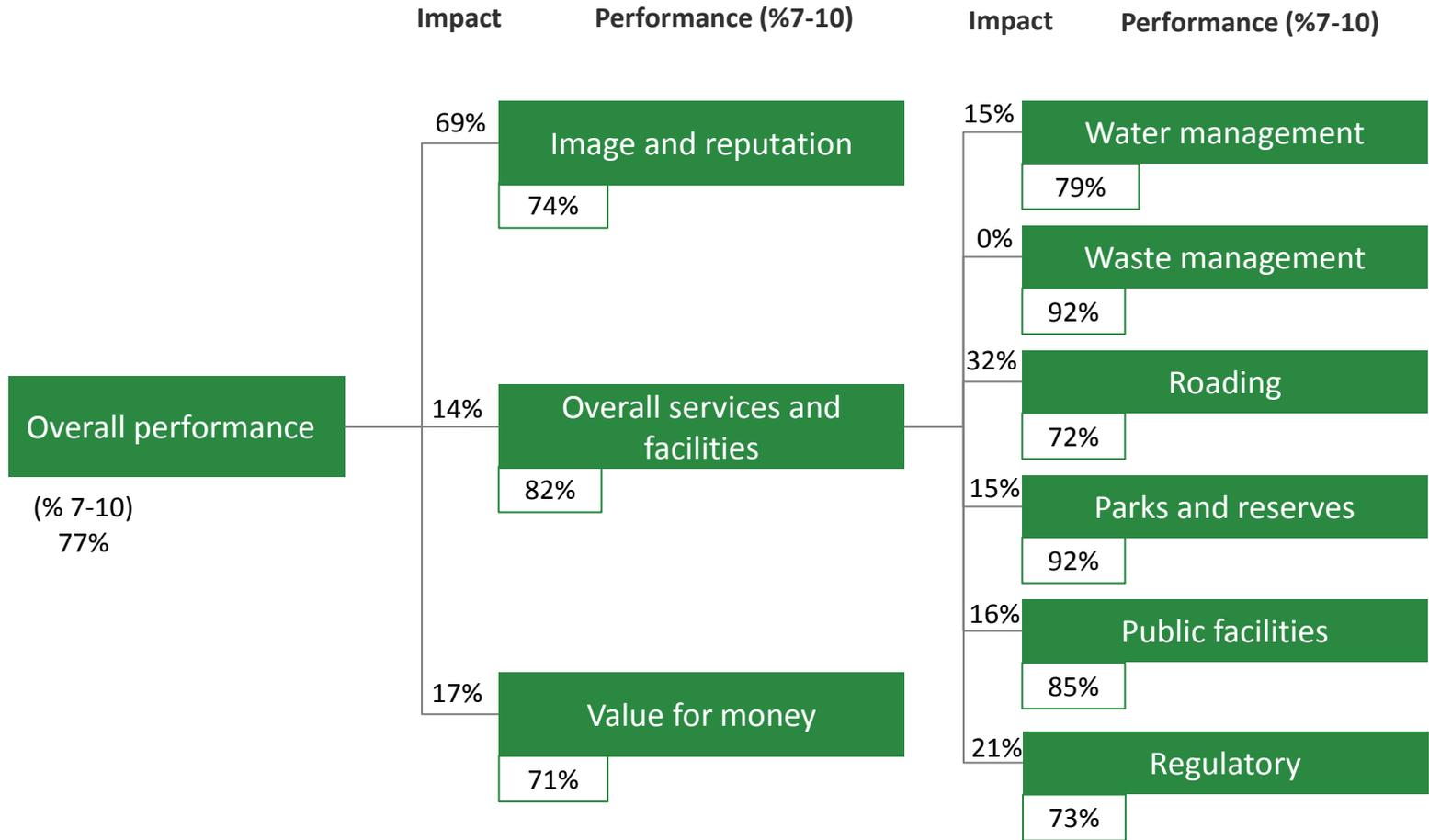


Image and reputation has the strongest influence on the overall performance evaluation (69%) with service delivery and value attributes having much less impact

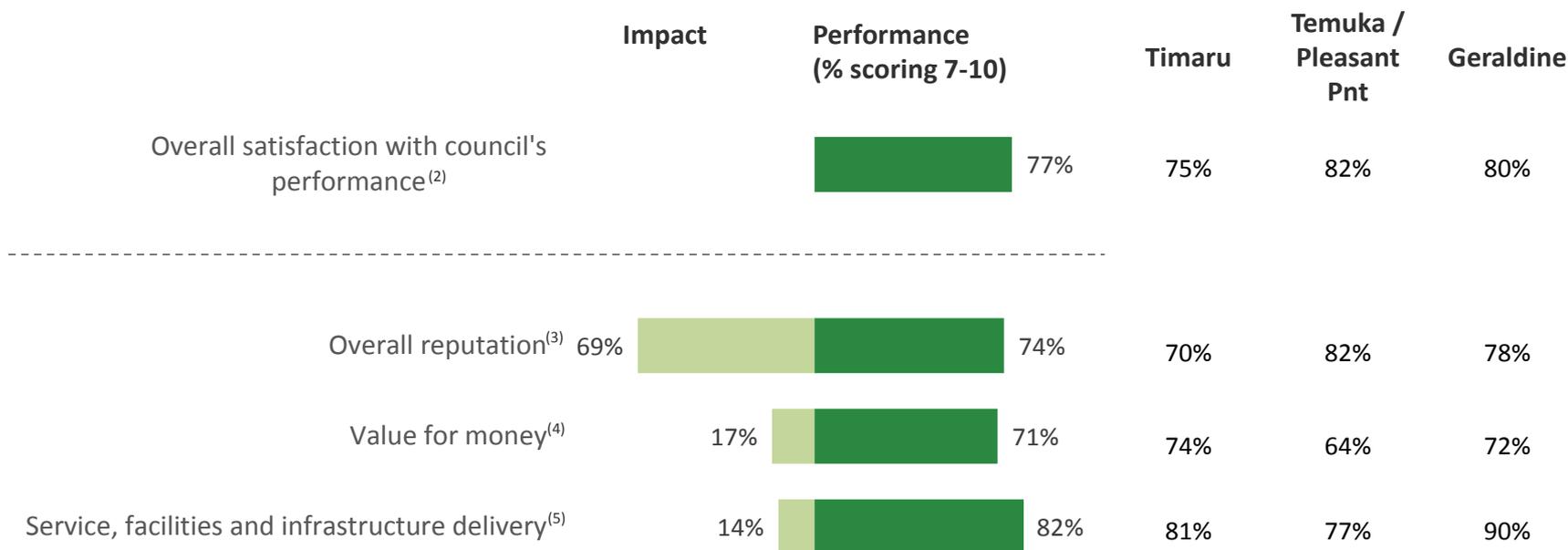
Driver analysis: Overall level drivers⁽¹⁾



NOTES:
1. Sample: n=400

Performance on the important image and reputation measure is high (77%) and this is impacting positively on the overall perceptions of the Timaru District Council

Driver analysis: Overall level drivers⁽¹⁾

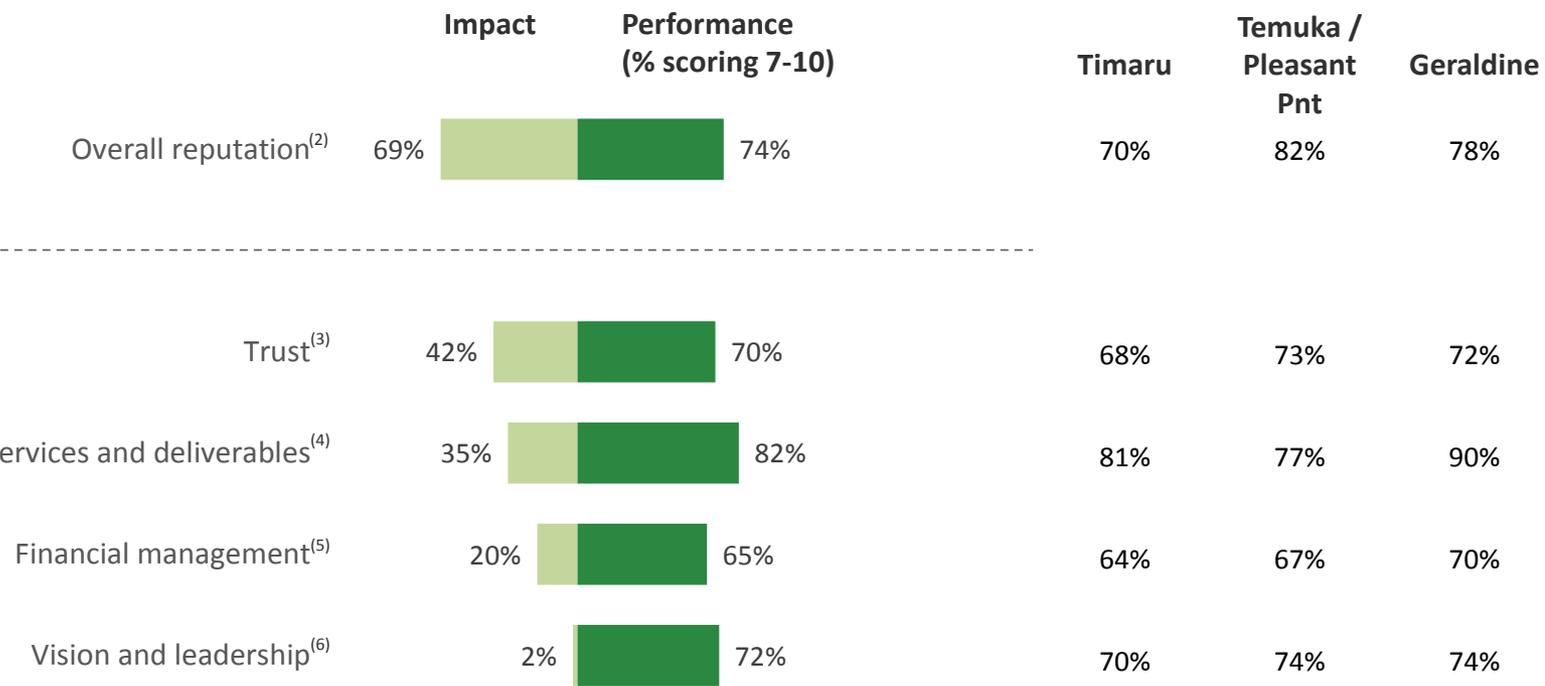


NOTES:

1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
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?

Trust, service delivery and financial management all have a high impact on reputation and accordingly these elements need to be incorporated into reputation management strategies

Driver analysis: Reputation⁽¹⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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?

Performance is strong across all areas of services, facilities and infrastructure; further any improvements in this area are likely to have little impact on the overall performance evaluation

Driver analysis: Services, facilities and infrastructure⁽¹⁾

	Impact	Performance (% scoring 7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall service, facilities and infrastructure ⁽²⁾	14%	82%	81%	77%	90%

Roading ⁽³⁾	32%	72%	72%	71%	74%
Regulatory services ⁽⁴⁾	21%	73%	78%	67%	65%
Public facilities ⁽⁵⁾	16%	85%	83%	83%	94%
Water management ⁽⁶⁾	15%	79%	77%	78%	85%
Parks and reserves ⁽⁷⁾	15%	92%	91%	92%	97%
Waste management ⁽⁸⁾	0%	92%	90%	92%	99%

NOTES:

1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
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. RF3. Overall how satisfied are you with the roads, cycle lanes, footpaths and off-road walkways and cycle ways around the district
4. OS3. And how satisfied are you overall with how well Council provides these types of regulatory services?
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. 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?
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?

While water management has little impact on the overall performance evaluation, improvement to stormwater would have some value since performance is low relative to other measures

Driver analysis: Water management⁽¹⁾

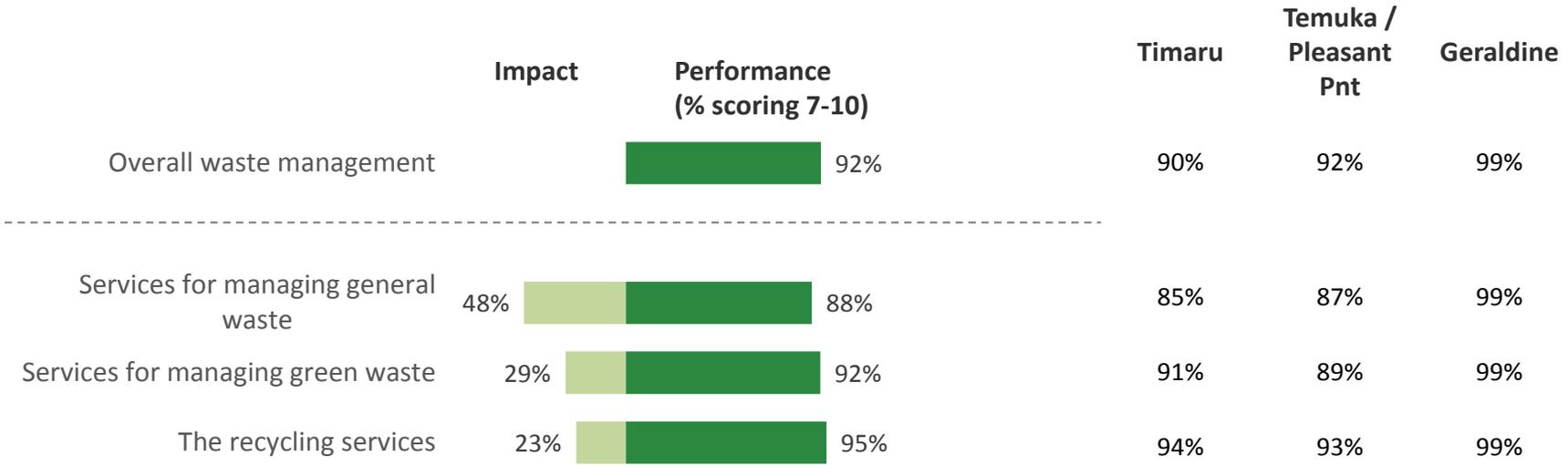
	Impact	Performance (% scoring 7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall water management ⁽²⁾	15%	 79%	77%	78%	85%

Effectiveness of stormwater systems ⁽³⁾	59%	 69%	67%	70%	77%
The city's water supply ⁽⁴⁾	23%	 90%	90%	89%	94%
The sewerage system ⁽⁵⁾	17%	 92%	91%	94%	98%

NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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. TW2. On the scale of 1- 10, how would you rate your satisfaction with... Overall satisfaction with the water supply
 5. TW4. On the scale of 1- 10, how would you rate your satisfaction with... Overall satisfaction with the sewerage system

Performance is very strong across all areas of waste management and the focus needs to be on maintaining the current high standard of service

Driver analysis: Waste management⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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?

Performance on the key drivers; condition of urban roads and condition and provision of cycle lanes is reasonable, however improvement would have some value since roading is the most important aspect of the overall infrastructure and services area

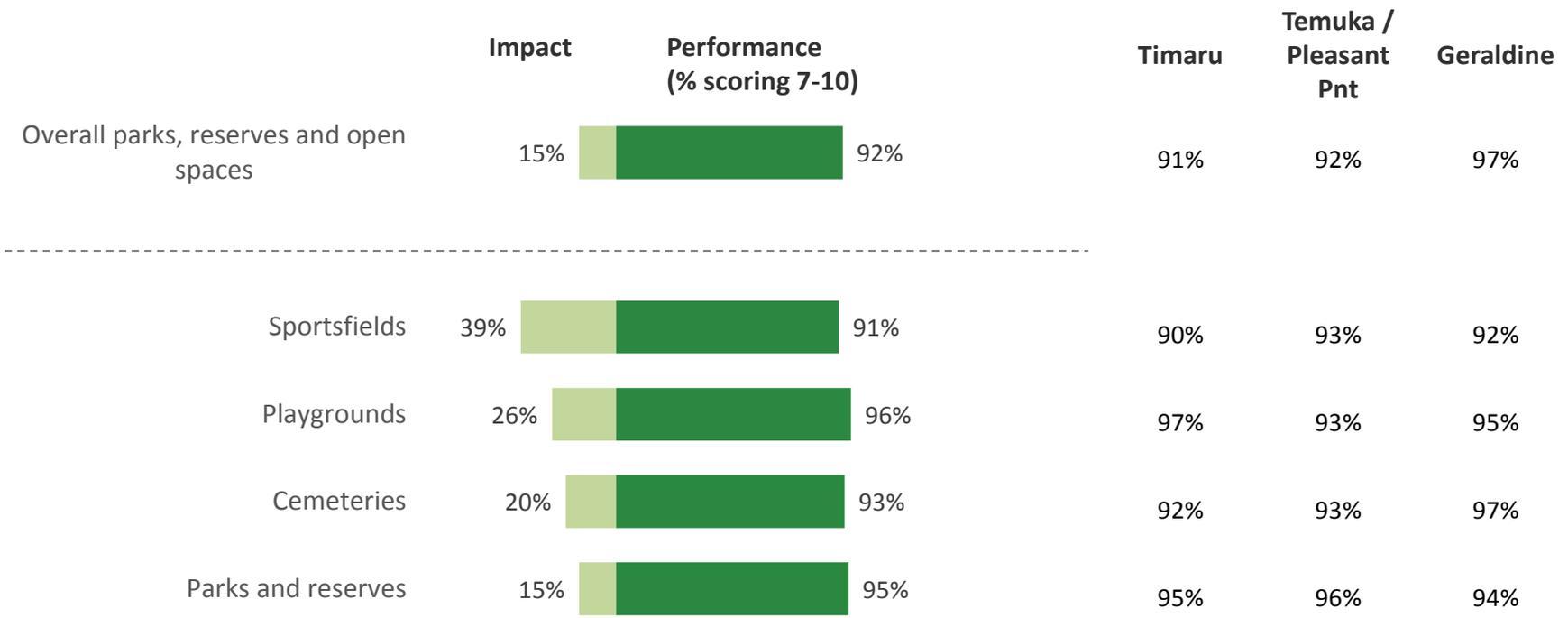
Driver analysis: Roads, footpaths and cycle ways⁽¹⁾⁽²⁾⁽³⁾

	Impact	Performance (% scoring 7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall roads, footpaths and cycle ways	32%	 72%	72%	71%	74%
<hr style="border-top: 1px dashed #000;"/>					
The condition of roads in urban areas	27%	 69%	69%	67%	68%
Suitability of cycle lanes on our roads	27%	 61%	66%	57%	44%
The provision of dedicated walkways and cycle ways	25%	 78%	79%	76%	75%
The condition of the footpaths	15%	 55%	52%	65%	54%
The condition of rural roads	6%	 64%	74%	45%	58%

NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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...

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⁾



NOTES:

1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
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...

At the current level of performance further improvement to public facilities will have minimal effect on overall perceptions, however the standard of public toilets should be reviewed

Driver analysis: Public facilities⁽¹⁾⁽²⁾⁽³⁾

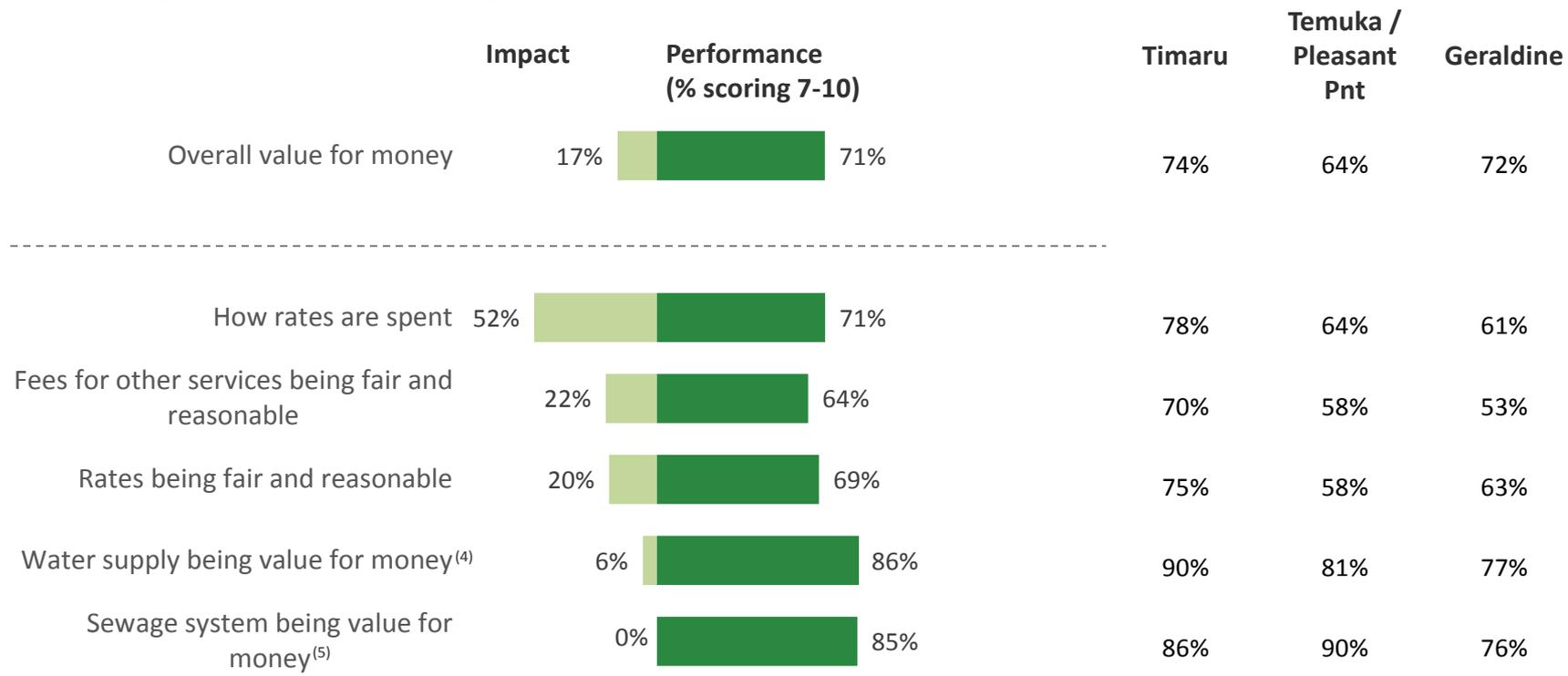
	Impact	Performance (% scoring 7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall public facilities	16%	85%	83%	83%	94%
<hr/>					
Public toilets	51%	61%	55%	67%	74%
Swimming pools	37%	86%	83%	89%	90%
Art Gallery	6%	96%	96%	98%	96%
Museum	5%	92%	90%	97%	94%
Libraries	2%	94%	92%	96%	98%

Satisfaction with public toilets has a high impact on 'overall public facilities' and as performance is relatively low, this represents the best an improvement opportunity within this area.

NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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?

Improving overall perceptions of value for money is likely to be achieved through improving perceptions around fees for other services, and rates being fair and reasonable

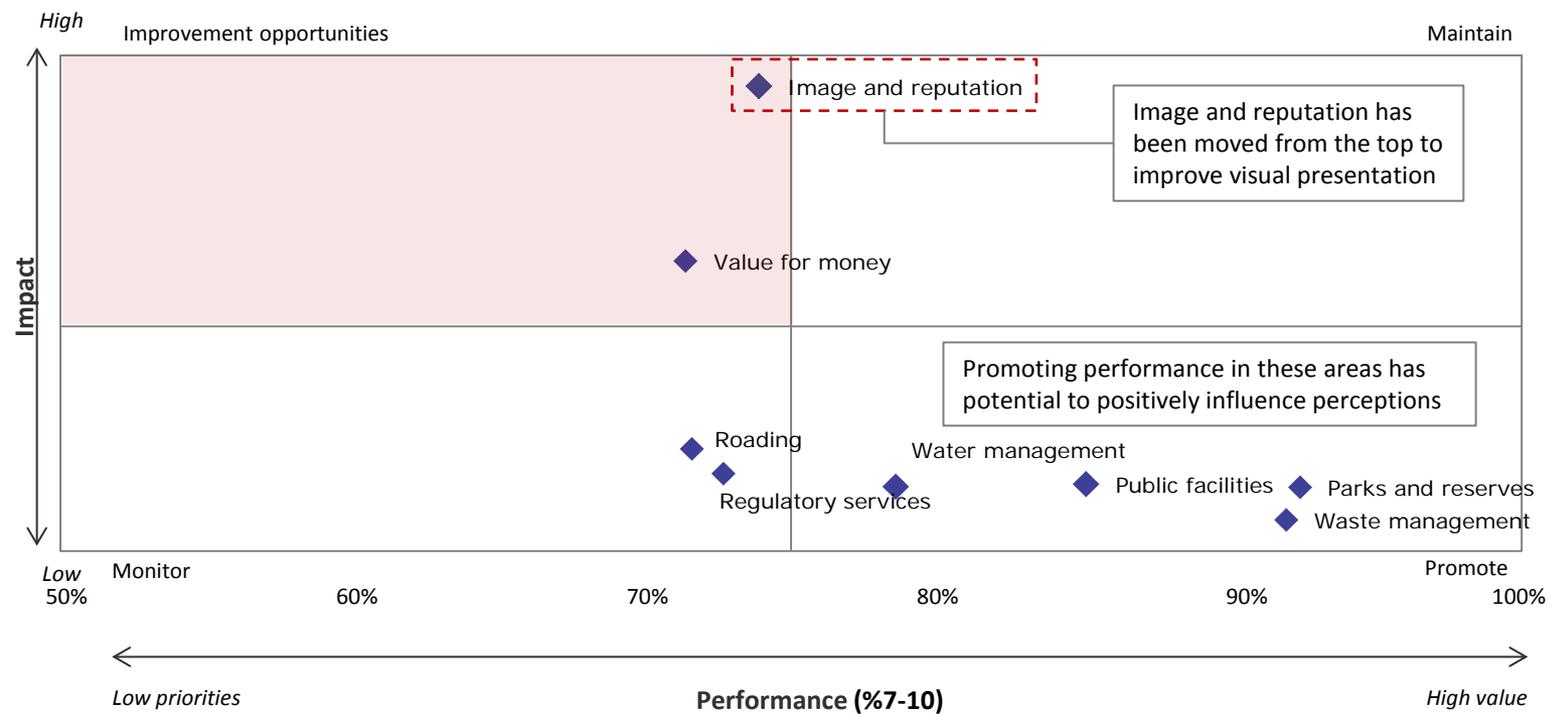
Driver analysis: Value for money⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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. VM2. And \$278 of each rates bill is allocated to the water supply. How satisfied are you that this represents good value for money?
 5. VM1. Council allocates \$367 of your rates towards the sewage service you receive. How satisfied are you that this represents good value for money?

Improvements to image and value attributes are more likely to be recognised, while perceptions can also be improved by promoting areas where performance is strong

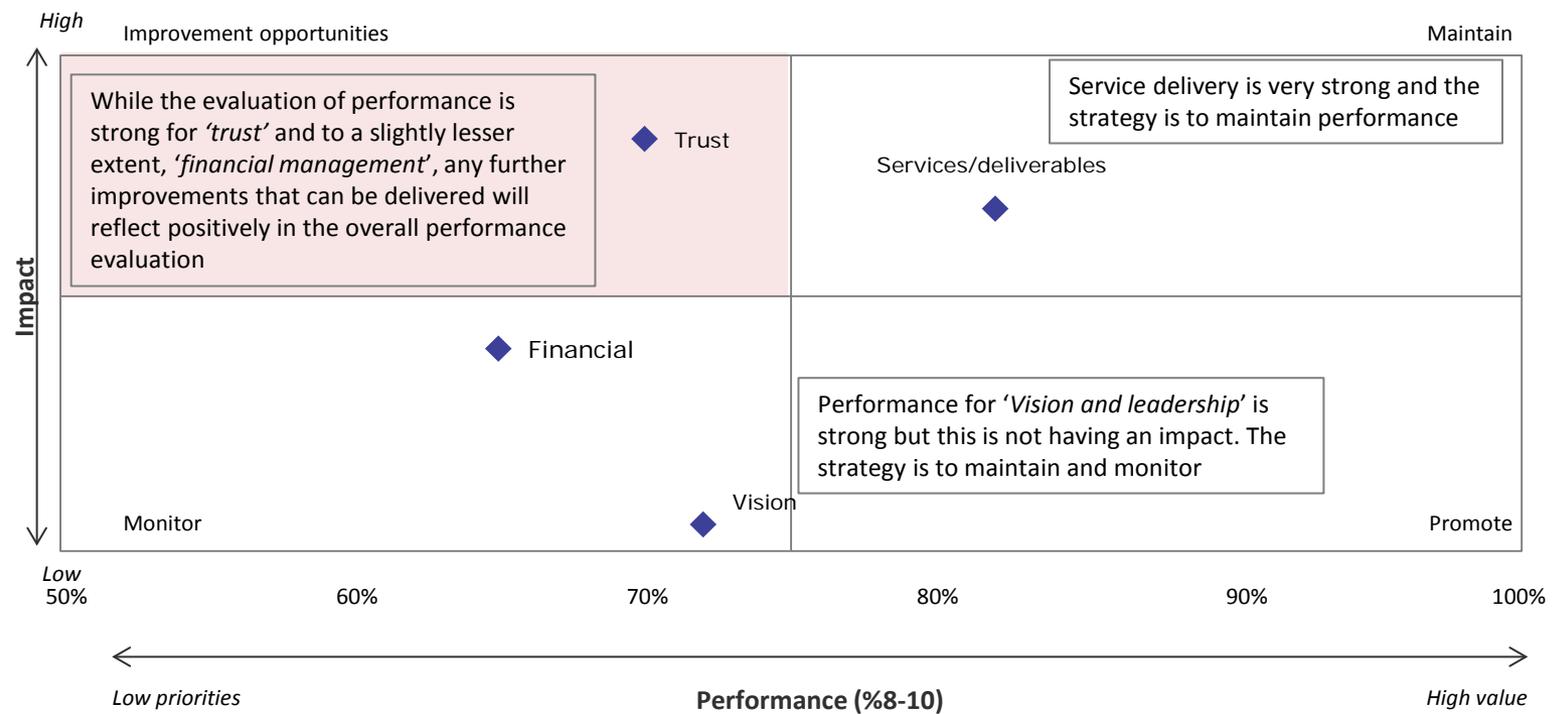
Strategy implications: Overall level measures⁽¹⁾⁽²⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Tka Pleasant Point n=95; Geraldine n=99
 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

The strategy for managing reputation needs to ensure that service delivery is maintained while seeking opportunities to demonstrate and promote trust and financial management

Strategy implications: Reputation⁽¹⁾⁽²⁾



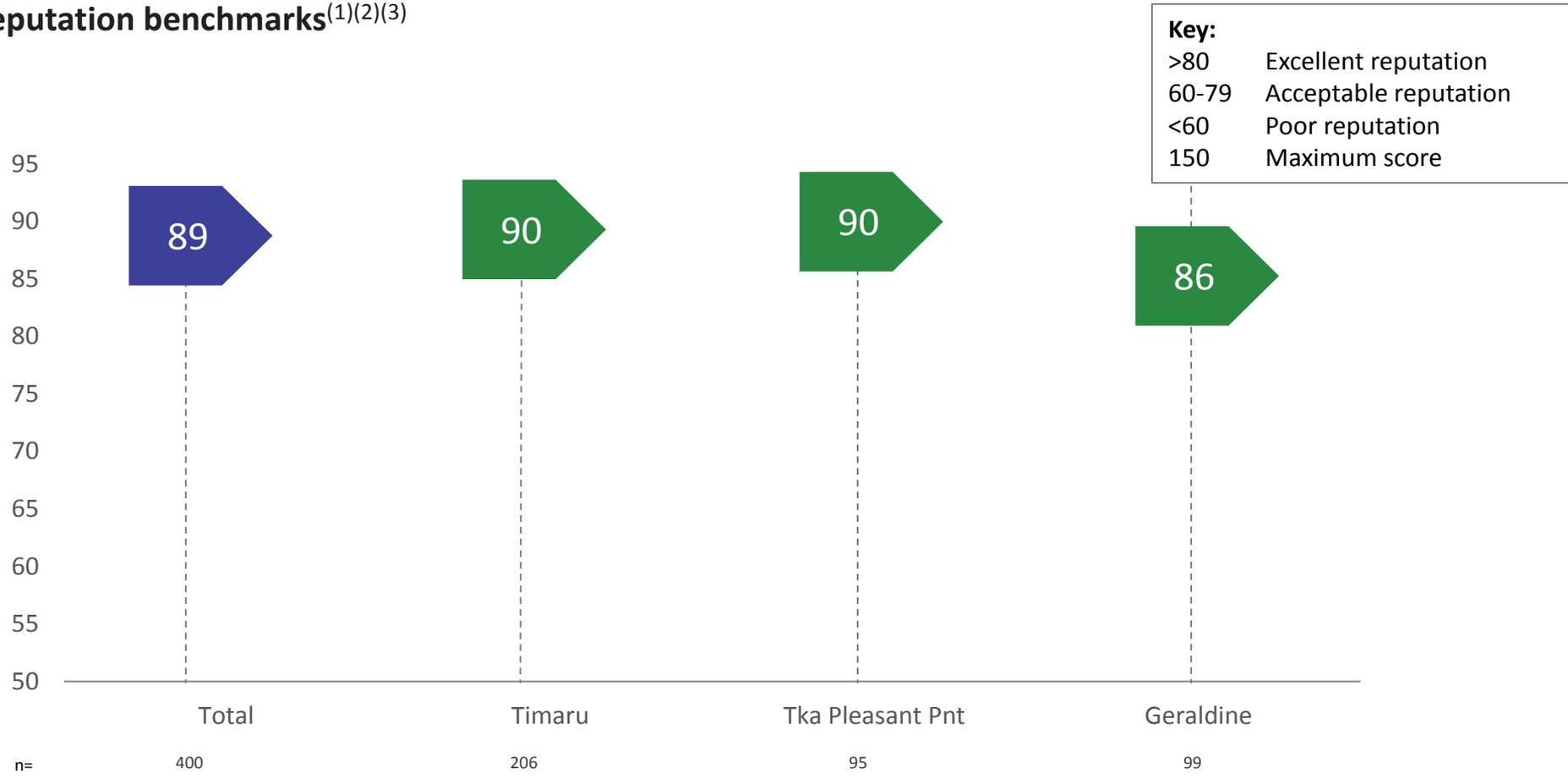
NOTES:
 1. Sample: n=400; Timaru n=206, Tka Pleasant Point n=95; Geraldine n=99
 2. The strategy grid serves to illustrate the relative position of attributes based on the combination of performance and impact. Relative to all other measures, those with the highest impact and lowest performance represent 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 that Geraldine is slightly lower

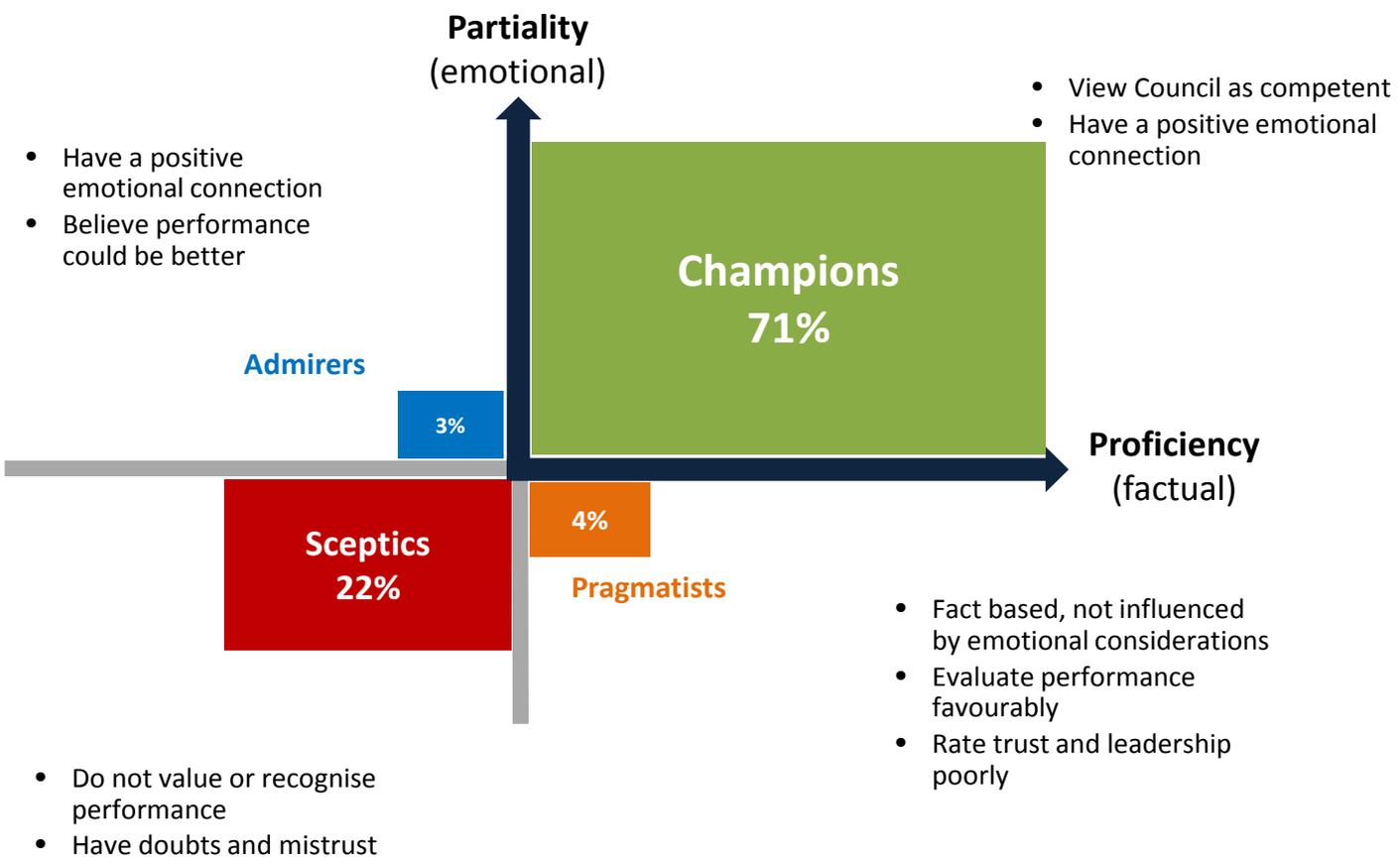
Reputation benchmarks⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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

The reputation profile is dominated by 'Champions', indicating that a high proportion of residents recognise that council is delivering good results and also have trust in its leadership

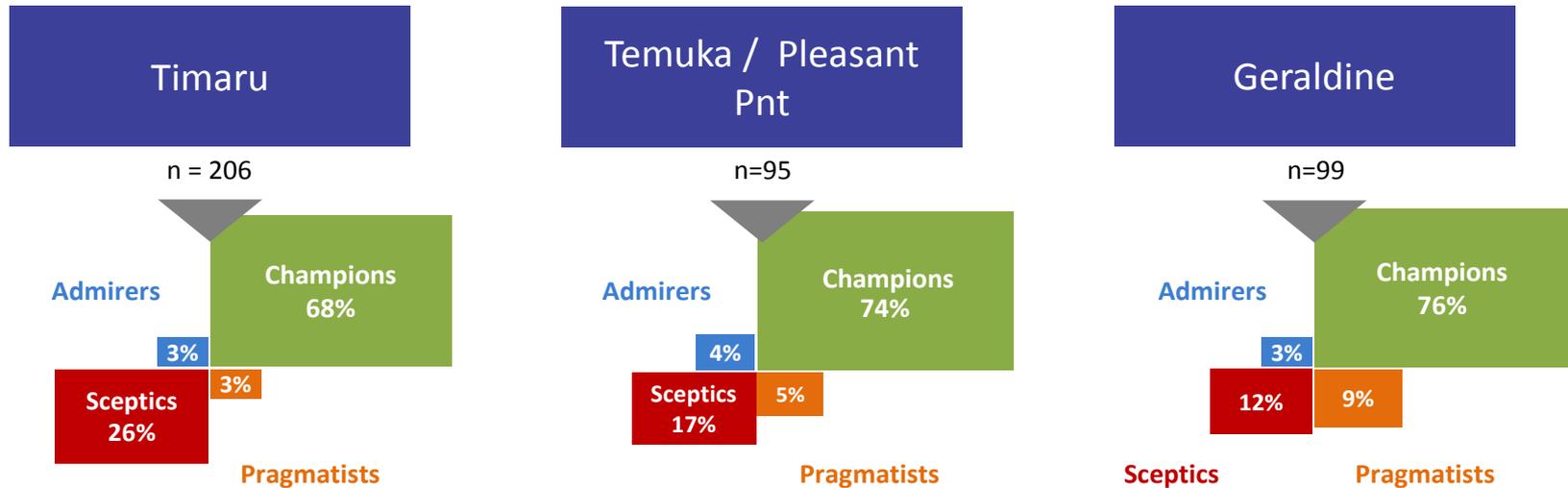
Reputation profile⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400
 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

The three wards have slightly different profiles with Timaru having slightly more ‘*Sceptics*’ and Geraldine having a slightly higher proportion of ‘*Pragmatists*’

Reputation profile: Wards⁽¹⁾⁽²⁾⁽³⁾



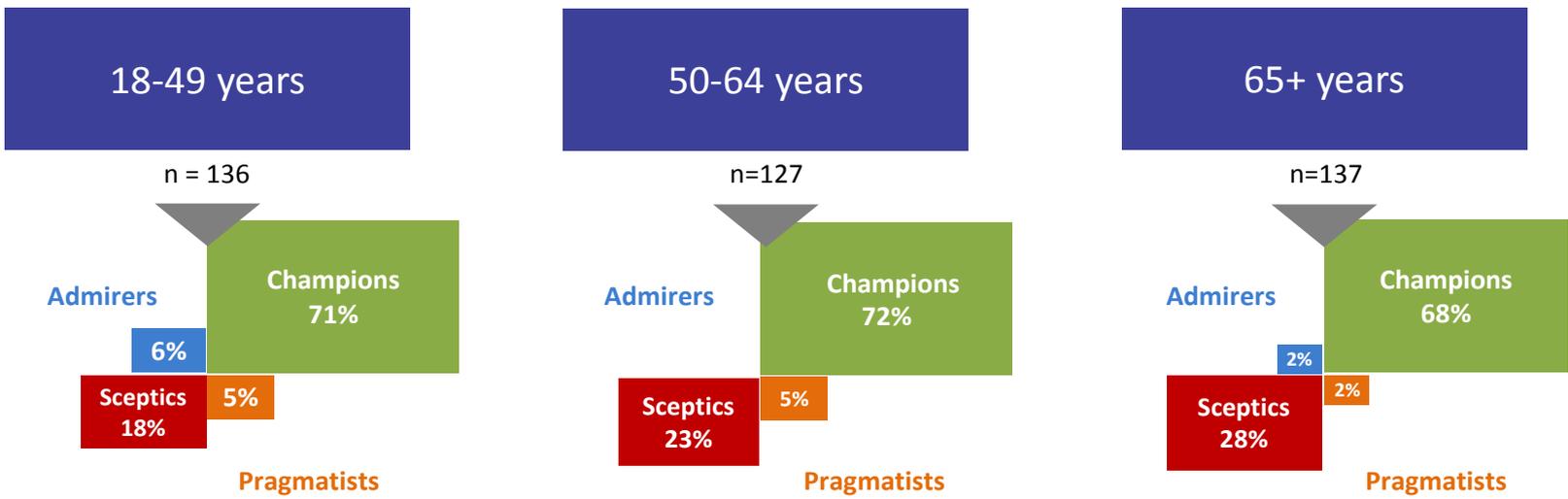
Admirers	3%	4%	3%
Champions	68%	74%	76%
Pragmatists	3%	5%	9%
Sceptics	26%	17%	12%

NOTES:

1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
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

While all age groups contain a similar proportion of ‘Champions’, it is noteworthy that the proportion of ‘Sceptics’ increases with age

Reputation profile: Age groups⁽¹⁾⁽²⁾⁽³⁾



Admirers	6%	0%	2%
Champions	71%	72%	68%
Pragmatists	5%	5%	2%
Sceptics	18%	23%	28%

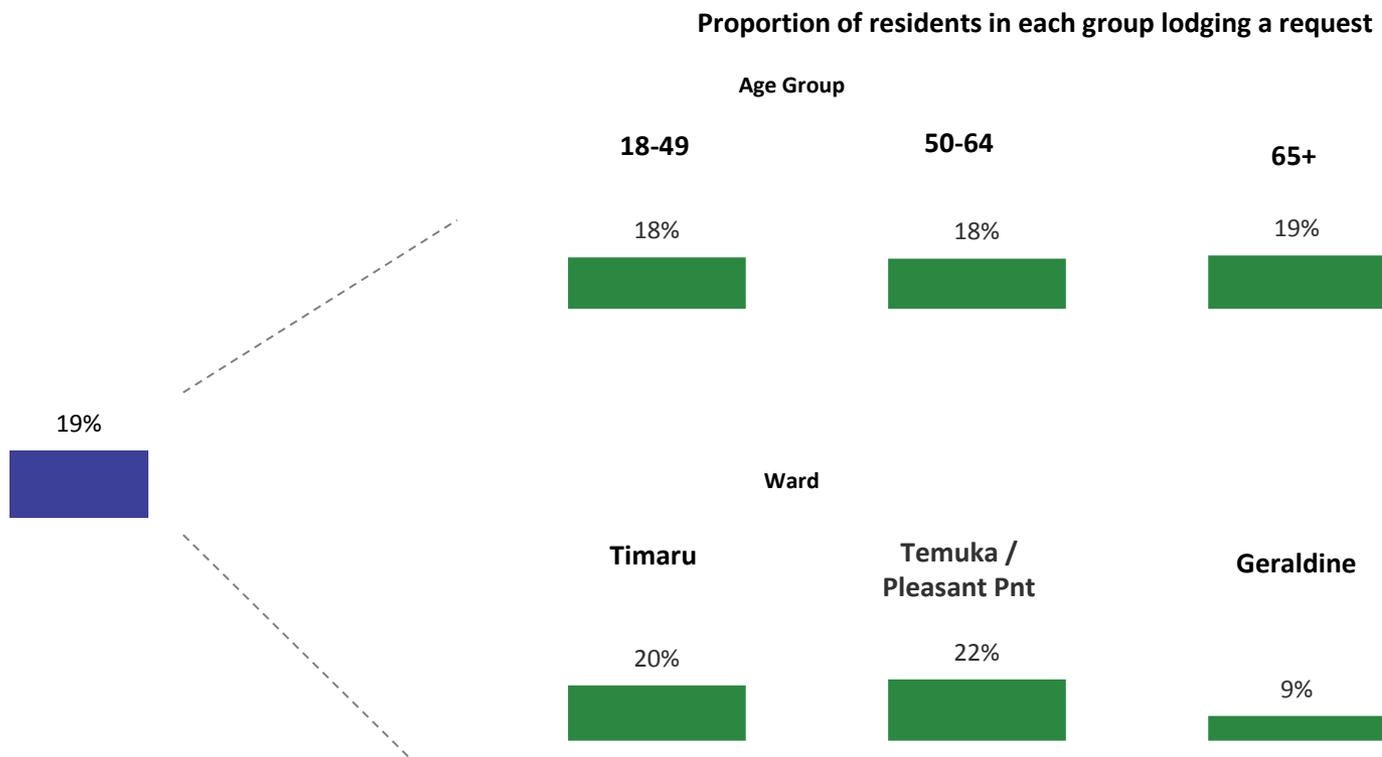
NOTES:
 1. Sample: n=400; 18-49 years n=136; 50-64 years n=127, 65+ years n=137
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1 vision and leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation



Satisfaction with interactions

Around one in five have had an interaction with the council in the prior year with those in Timaru and the Pleasant Point / Temuka ward being somewhat more likely to have had contact

Interactions: Enquiries, requests for services and complaints⁽¹⁾⁽²⁾

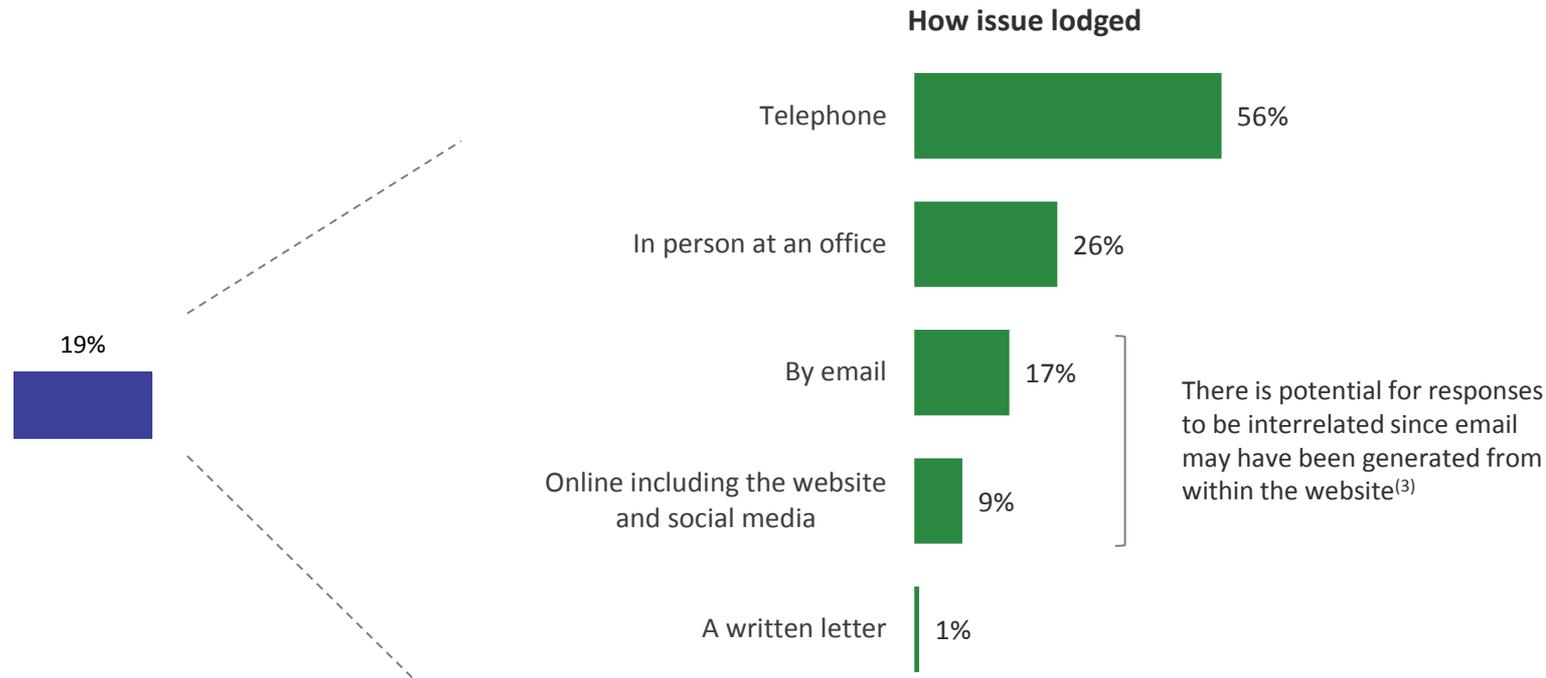


NOTES:

1. Sample: n=400; 18-49 years n=136; 50-64 years n=127, 65+ years n=137; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
2. RS1. Have you made a request for service or complaint about a Council service during the past 12 months?

Interaction with the council is mostly by telephone (56%), followed by personal visit to a council office (26%)

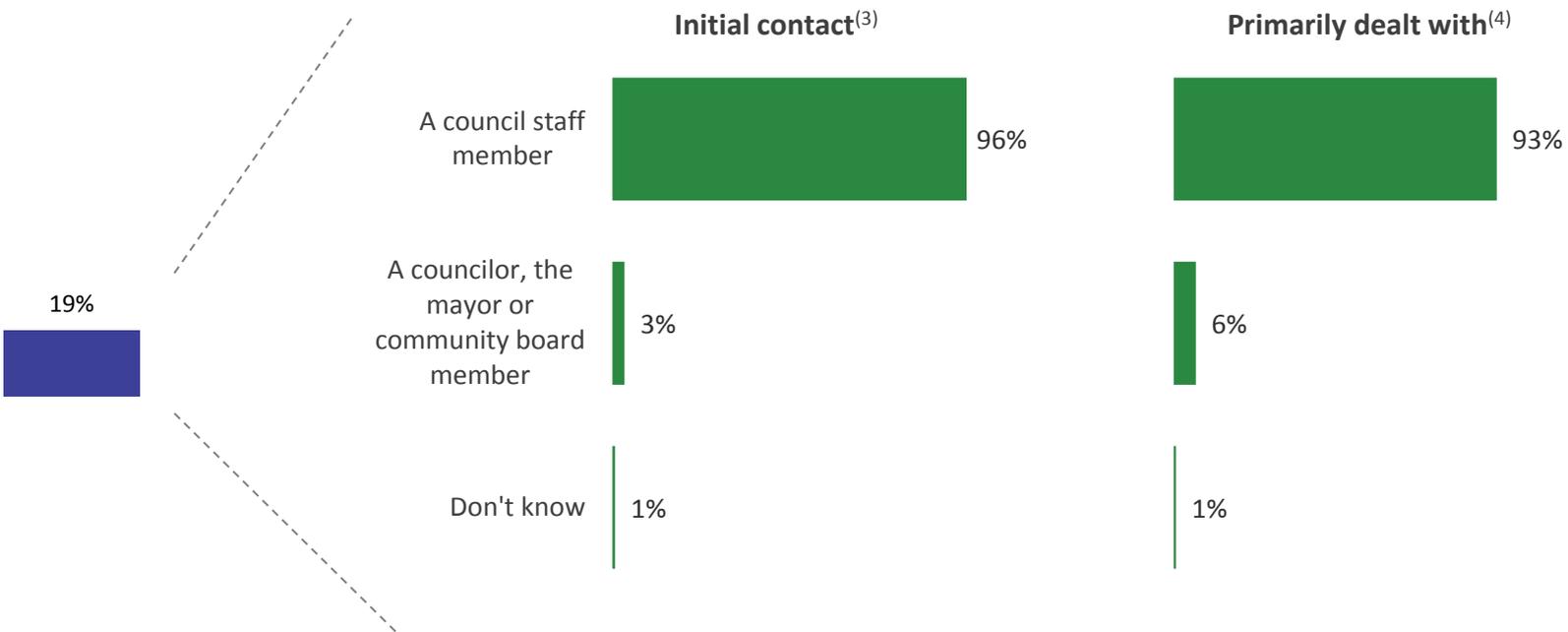
Interactions: Enquiries, requests for services and complaints⁽¹⁾⁽²⁾



NOTES:
 Sample: n=400
 1. RS1. Have you made a request for service or complaint about a Council service during the past 12 months?
 2. RS2. In relation to your most recent contact with the Council, what best describes how you contacted them?
 3. 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 contact is made with a council staff member (96%)

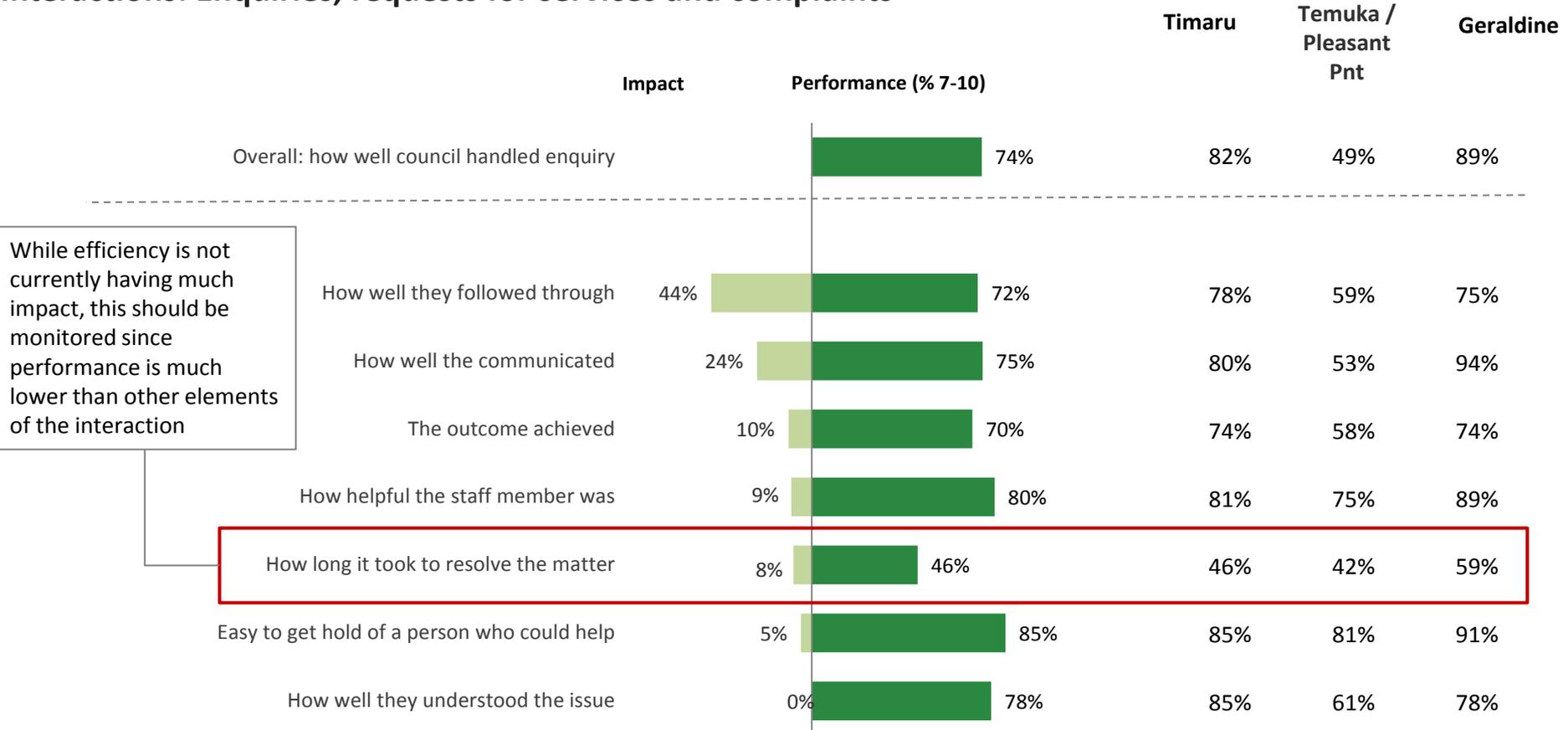
Interactions: Enquiries, requests for services and complaints⁽¹⁾⁽²⁾



NOTES:
 1. Sample: n=400; Made a request for service or complaint n=74
 2. RS1. Have you made a request for service or complaint about a Council service during the past 12 months?
 3. RS3. And who did you initially make contact with.
 4. RS4. And who did you primarily deal with on this matter?

Council is evaluated well for the service elements that impact most strongly on how well enquiries are handled, however the efficiency of the process needs to be monitored

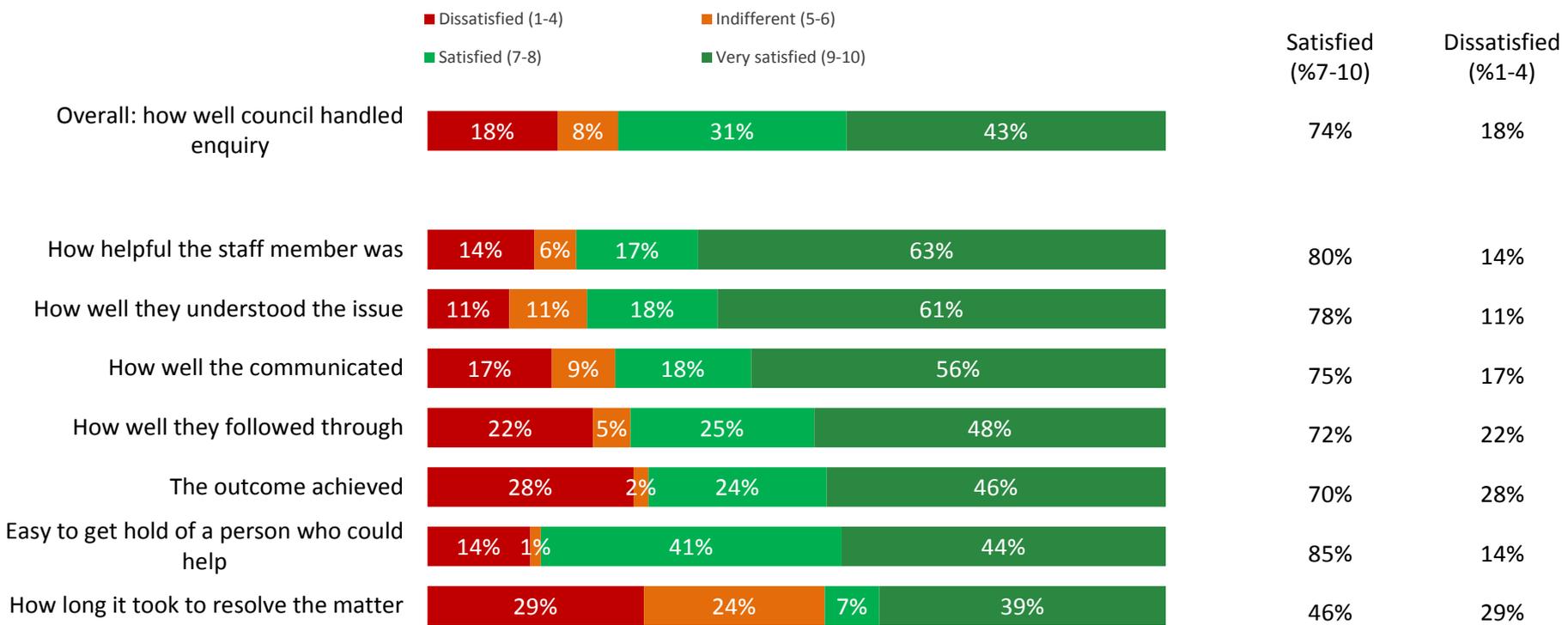
Interactions: Enquiries, requests for services and complaints⁽¹⁾⁽²⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. RS5. Still thinking back to your most recent contact or request, how would you rate your satisfaction with each of the following?

While most are satisfied with how council handled their interaction (74%), a reasonably high proportion are dissatisfied (18%) and particularly with the outcome and time to resolve

Interactions: Enquiries, requests for services and complaints⁽¹⁾⁽²⁾



NOTES:
 1. Sample: n=400
 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

Most residents are using kerbside collection and one in five use a transfer station

Use of waste disposal services⁽¹⁾⁽²⁾

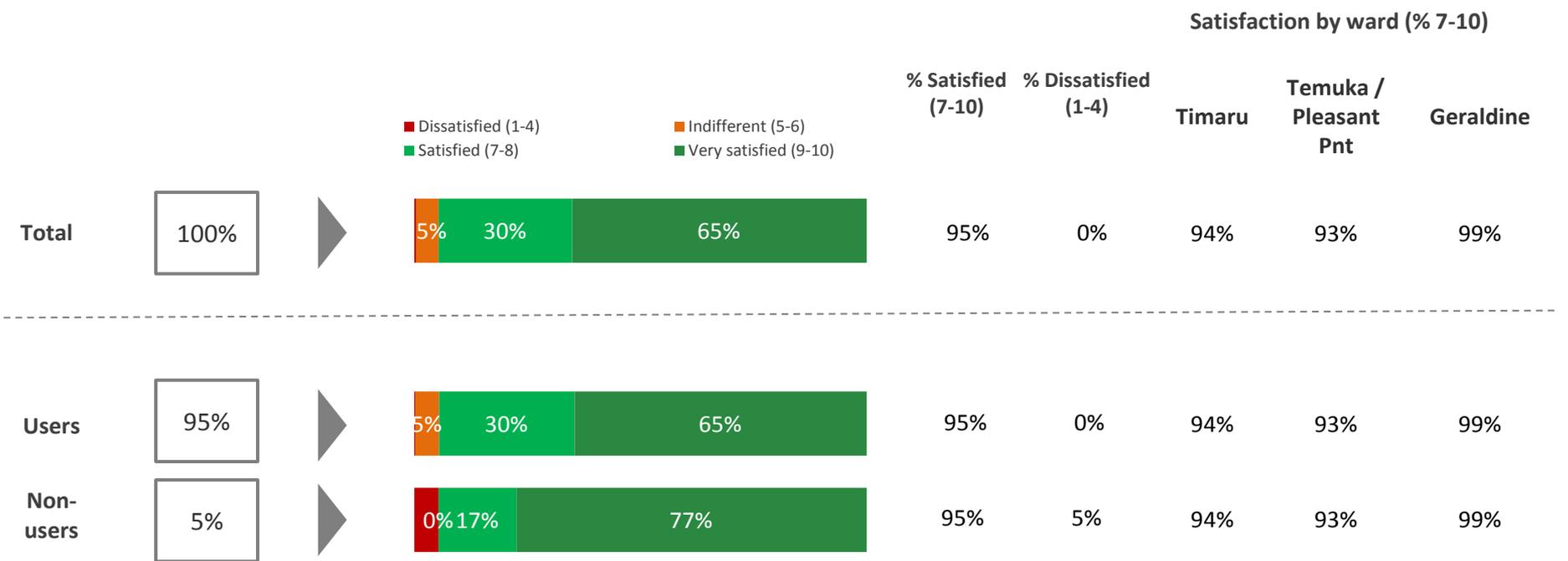
		Timaru	Temuka / Pleasant Pnt	Geraldine
Regular kerbside collection	 95%	95%	92%	98%
Self-delivery to a transfer station	 19%	17%	22%	25%
Private contractors collection	 4%	5%	3%	1%
Burning	 4%	3%	9%	1%
Farm dump	 2%	1%	6%	2%
Burying on private property	 1%	1%	2%	1%
Take it to your work	 1%	1%	0%	0%

NOTES:

- Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
- 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...

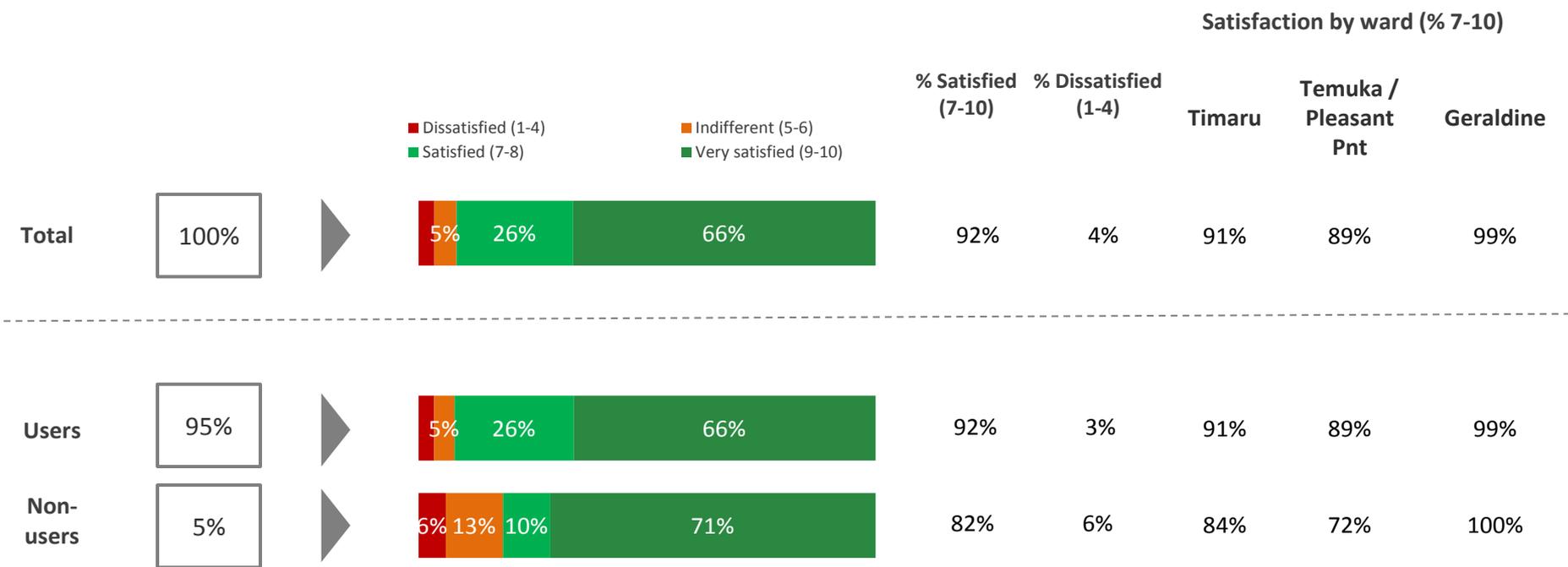
Waste minimisation services: Recycling; users of the kerbside service⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400; Users n=381, Non users n=19; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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

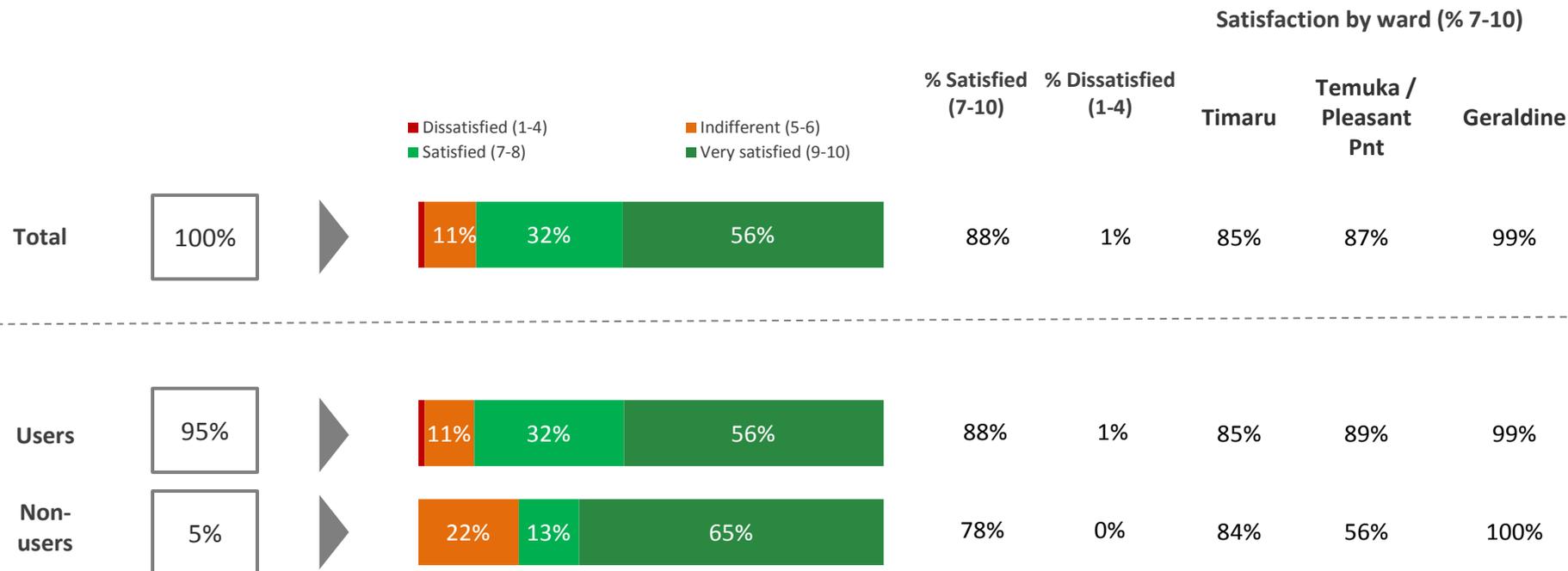
Waste minimisation services: Managing green waste; users of the kerbside service⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400; Users n=381, Non users n=19; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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 mostly very satisfied with council’s management of general waste

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

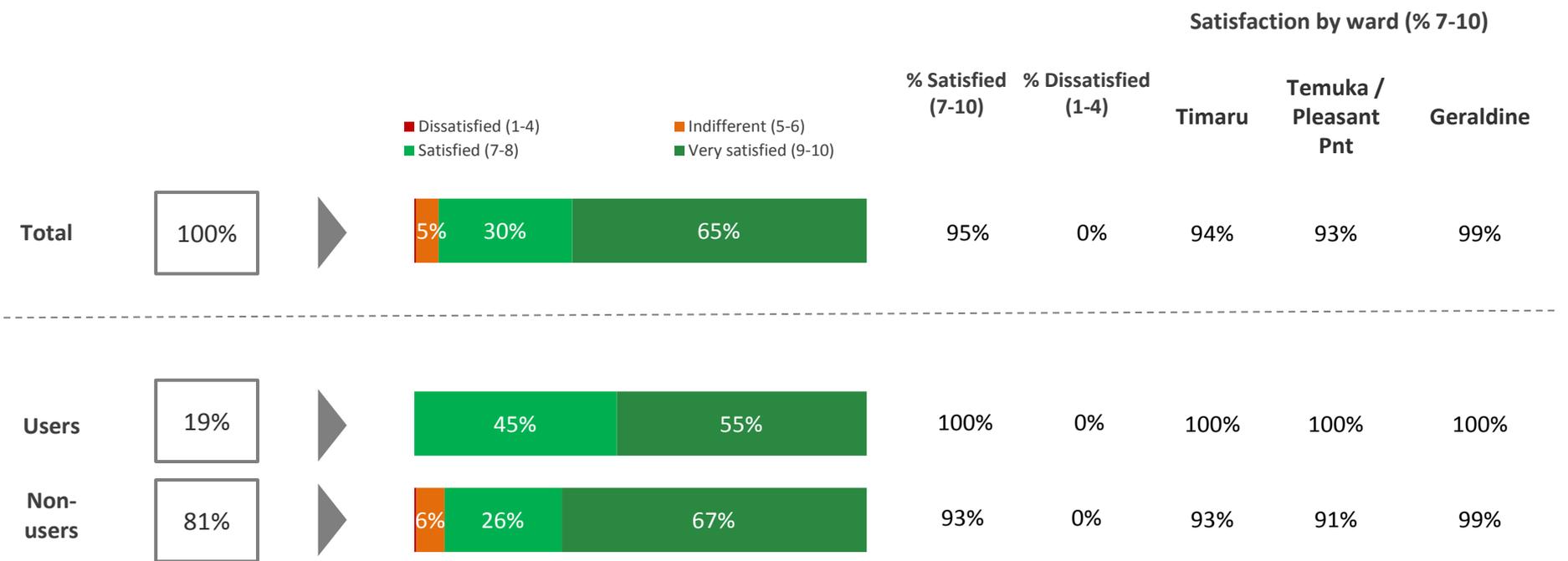


NOTES:

1. Sample: n=400; Users n=381, Non users n=19; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
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?

All those who use a transfer station are satisfied with the recycling services

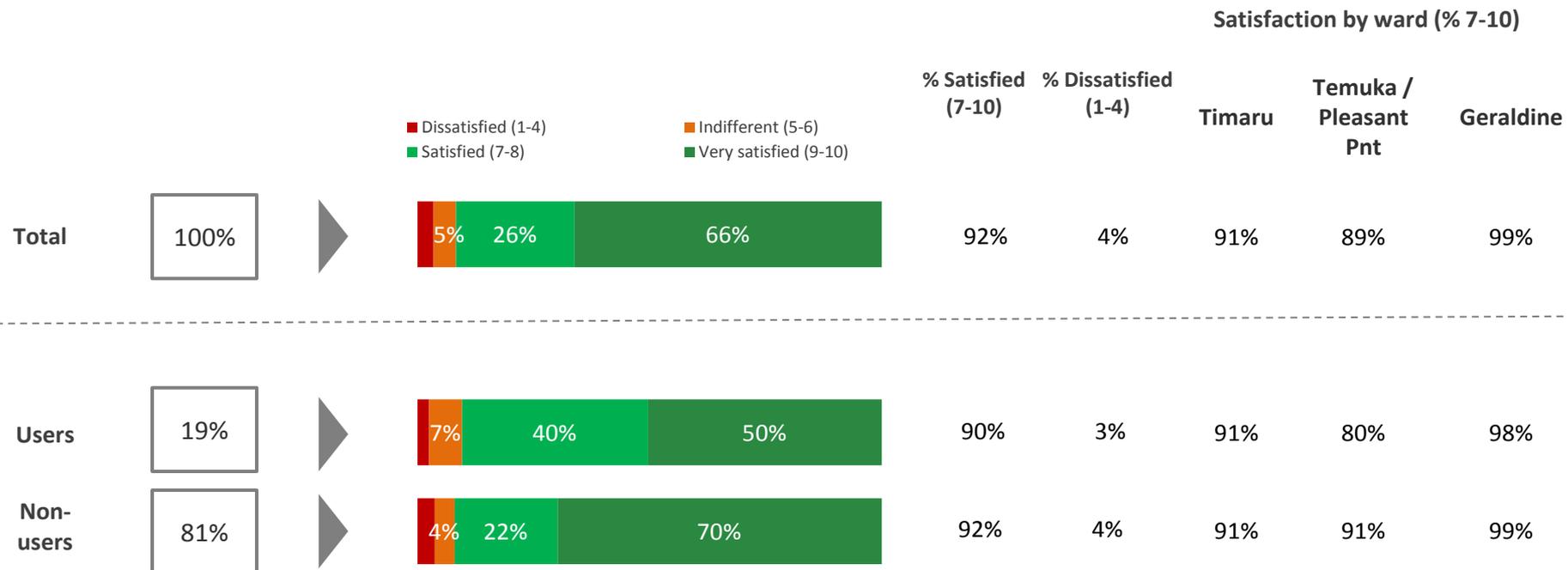
Waste minimisation services: Recycling; users of a transfer station⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400; Users n=82, Non users n=318; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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...

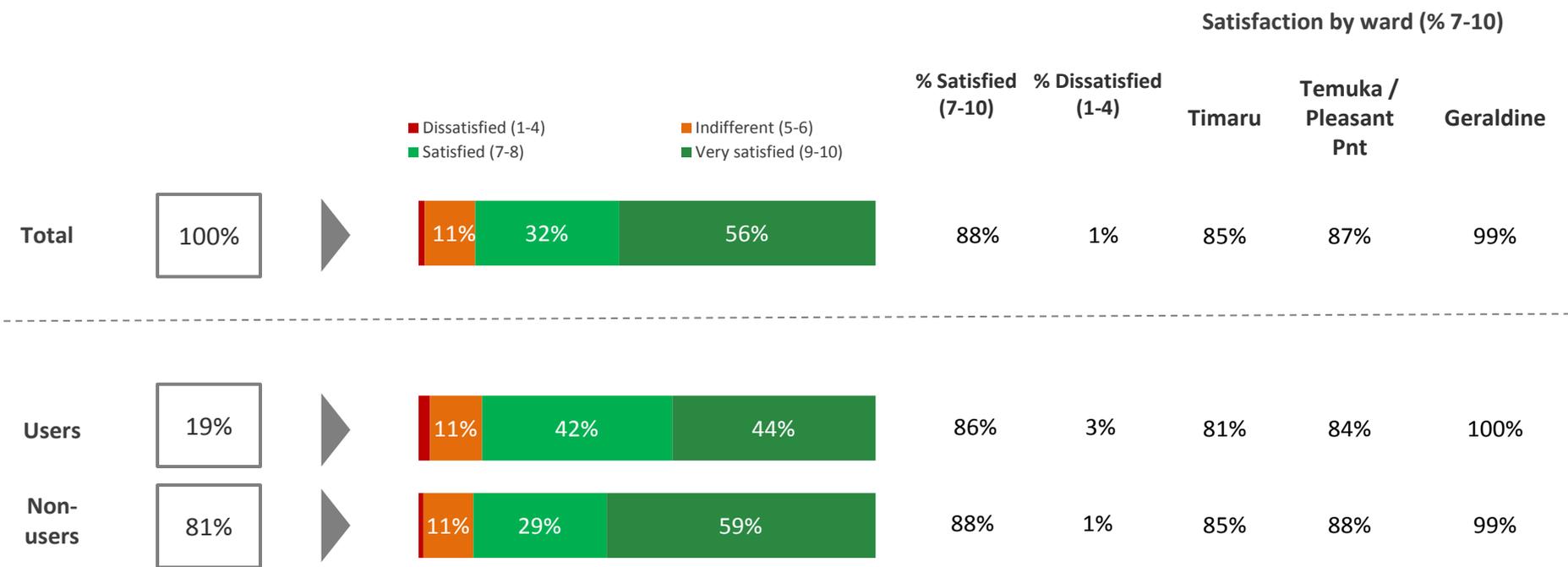
Waste minimisation services: Managing green waste; users of a transfer station⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400; Users n=82, Non users n=318; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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⁾



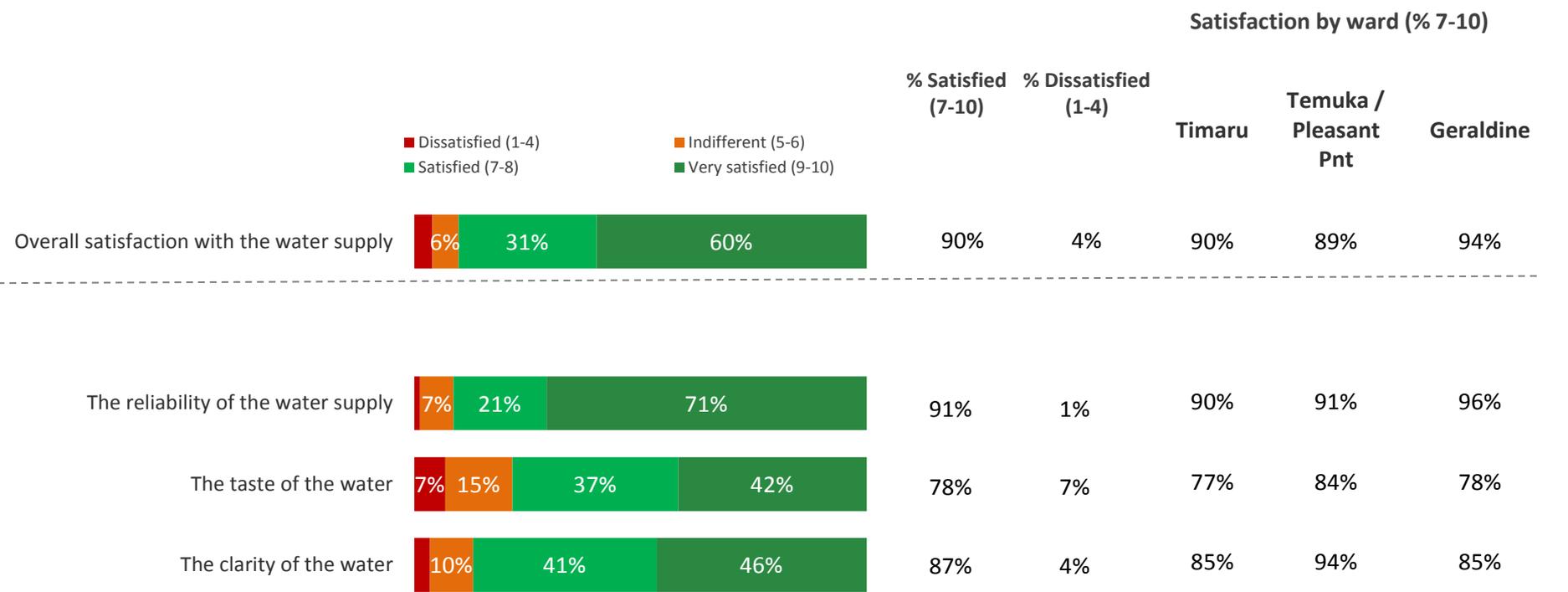
NOTES:
 1. Sample: n=400; Users n=82, Non users n=318; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]
 3. WR3. How satisfied are you with each of the following services that are provided by Council?



Satisfaction with infrastructure

Residents are particularly satisfied with the district’s water supply although there appears to be some level of concern with both the taste and clarity of the water

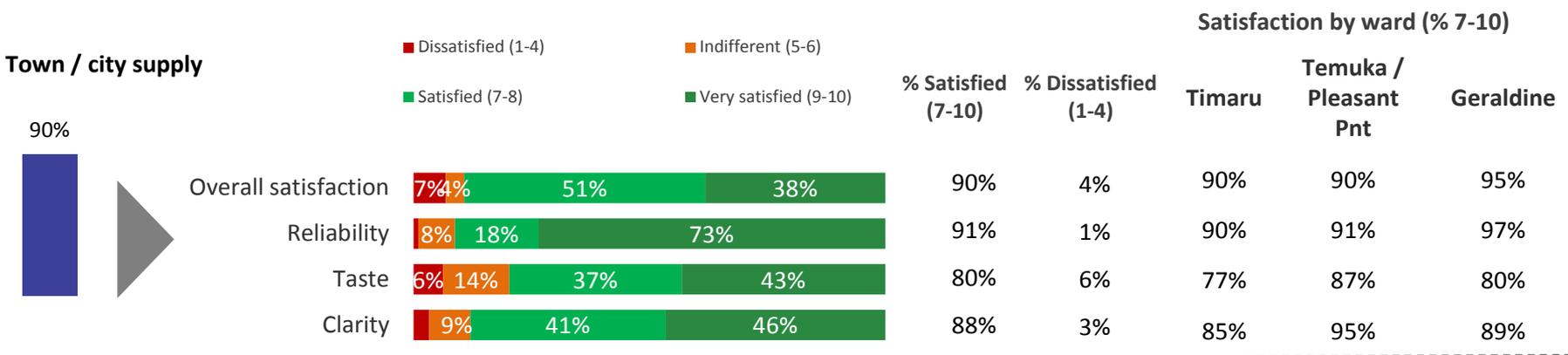
Infrastructure: Water supply⁽¹⁾⁽²⁾



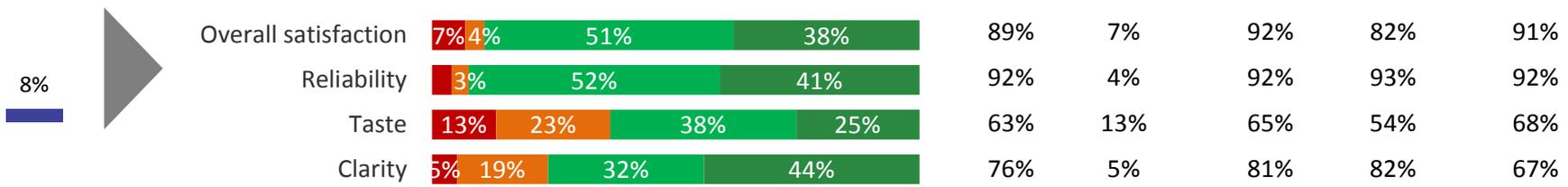
NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. TW2. On the scale of 1- 10, how would you rate your satisfaction with...

Residents on town water supply systems are more satisfied with the clarity and taste of their water relative to those on a rural scheme

Infrastructure: Water supply⁽¹⁾⁽²⁾⁽³⁾



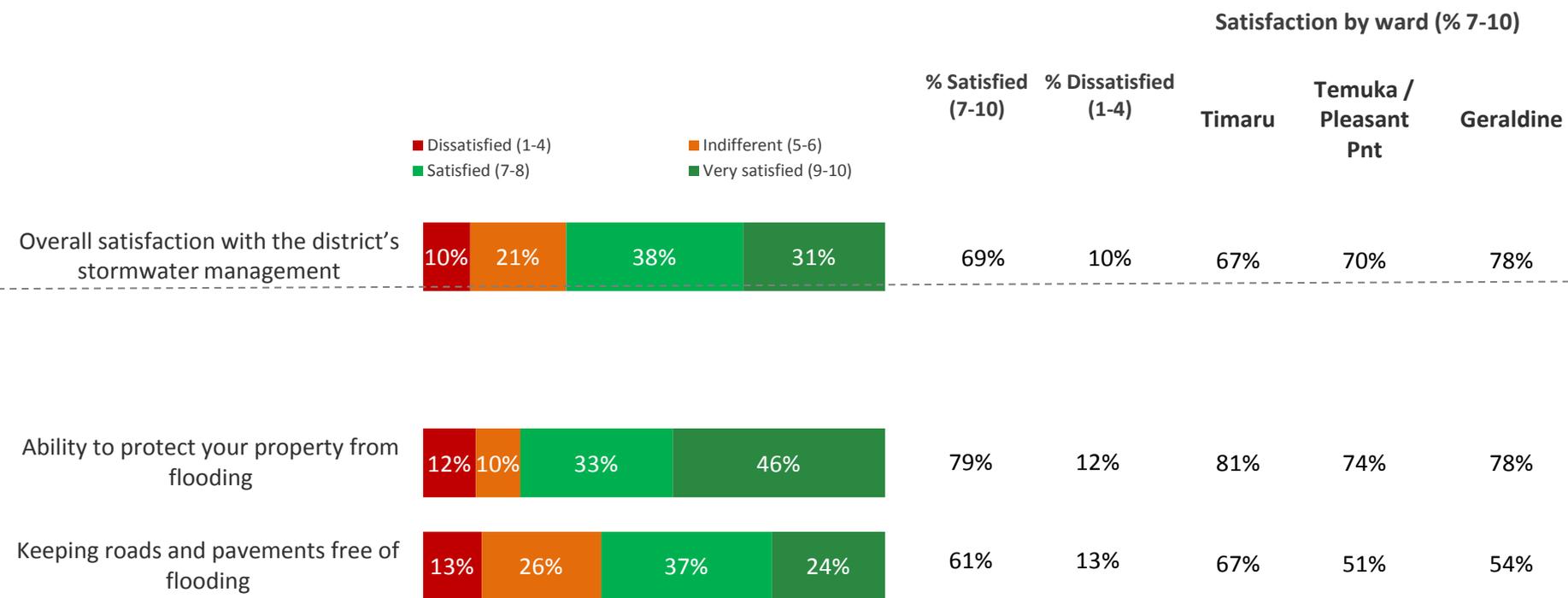
Rural water scheme



NOTES:
 1. Sample: n=400; Town/city supply n=339, Rural water scheme n=42; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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 with some concern around both protection of property and keeping pavements free of flooding

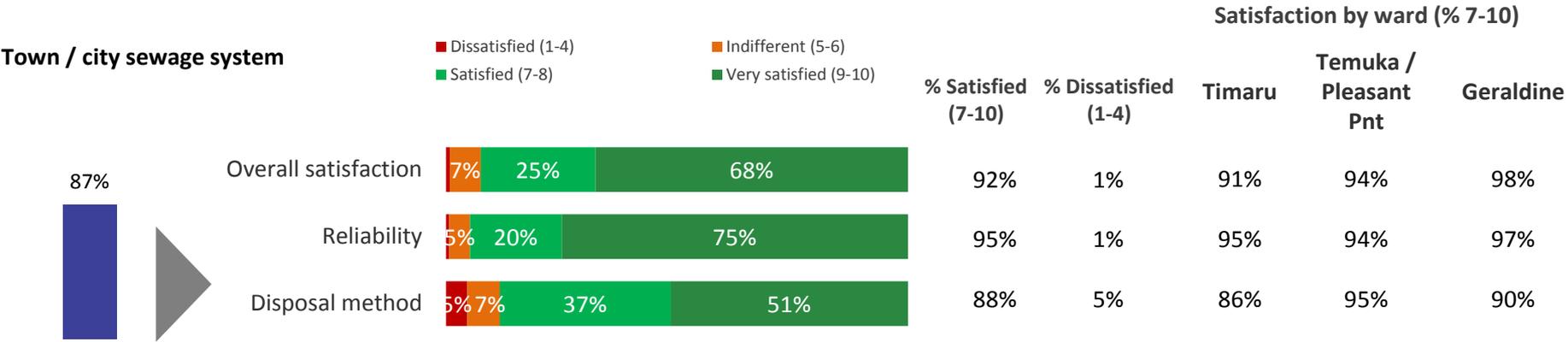
Infrastructure: Stormwater¹⁾⁽²⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of...

Residents are also very satisfied with the quality of the sewerage system and how the district disposes of its effluent

Infrastructure: Sewage system⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400; Town/city sewage system n=331; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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...

Satisfaction is highest in relation to off-road cycleways and walkways, while areas of most concern relate to footpaths and cycle lanes; 13% and 15% respectively are dissatisfied

Infrastructure: Roads, walkways and cycleways⁽¹⁾⁽²⁾⁽³⁾

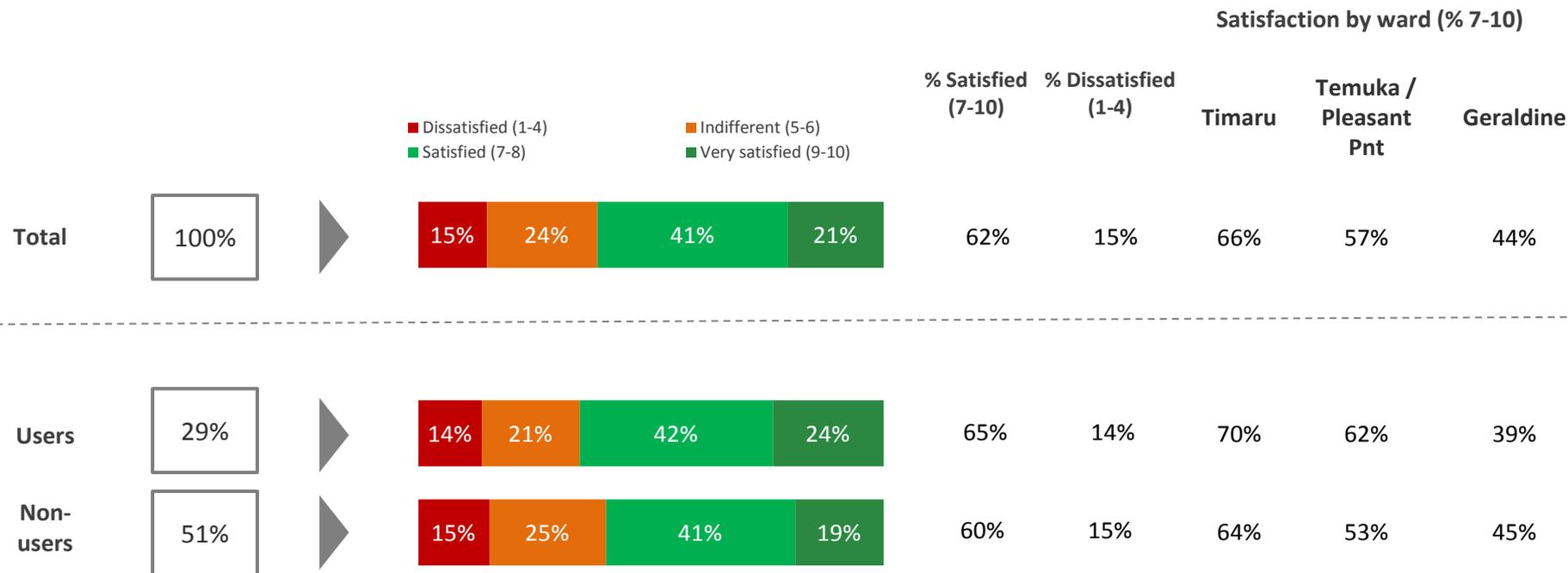
	Satisfaction by rating				Overall		Satisfaction by ward (% 7-10)		
	Dissatisfied (1-4)	Indifferent (5-6)	Satisfied (7-8)	Very satisfied (9-10)	% Satisfied (7-10)	% Dissatisfied (1-4)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall satisfaction with roads	5%	23%	48%	23%	71%	6%	72%	71%	74%
The condition of roads in urban areas	9%	23%	51%	18%	69%	9%	69%	67%	68%
The condition of rural roads	9%	27%	54%	10%	64%	9%	74%	45%	58%
The condition of the footpaths	13%	33%	42%	13%	55%	13%	52%	65%	54%
Suitability of cycle lanes on our roads	15%	24%	41%	21%	62%	15%	66%	57%	44%
The provision of dedicated walkways and other cycle ways around the district	8%	14%	45%	34%	78%	8%	79%	76%	75%

NOTES:

1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
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, with 65% and 60% respectively being satisfied

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

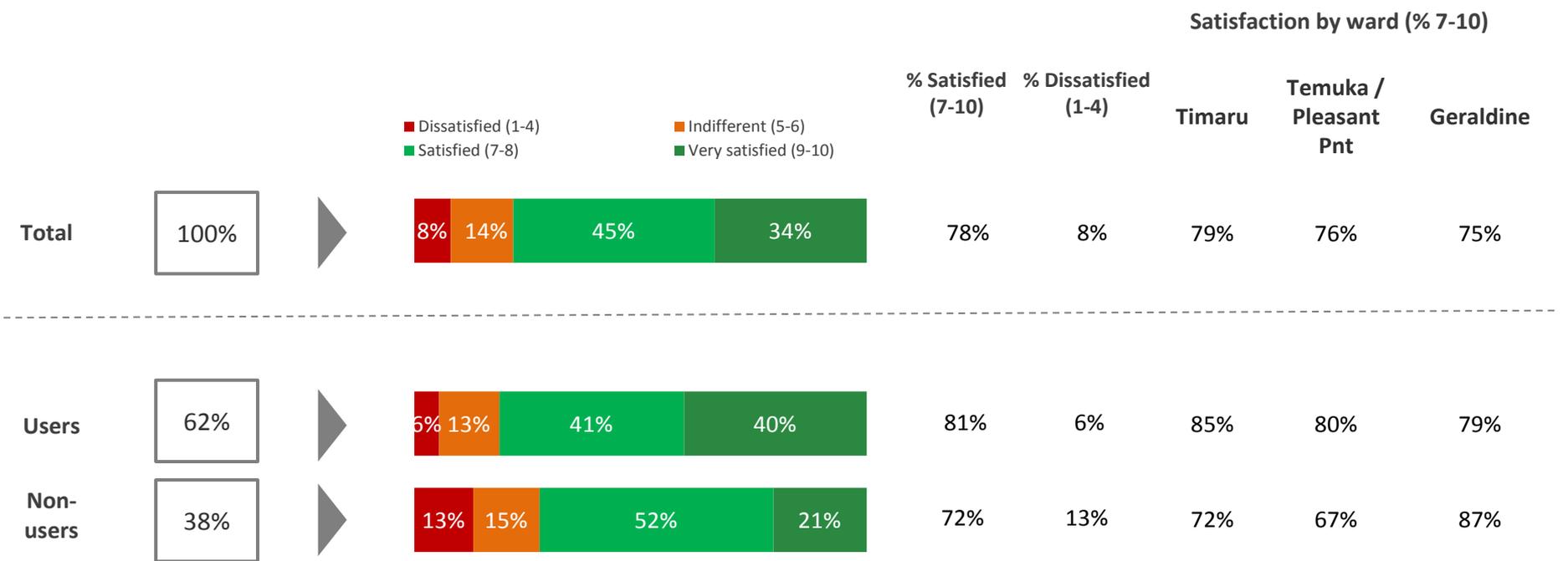


NOTES:

1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
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...

Users of off-road walkways and cycleways are very satisfied (81%) and of note, these facilities are well used with 62% having used an off-road walkway or cycleway in the last year

Infrastructure: Off-road walkways⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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 are being well used by residents...

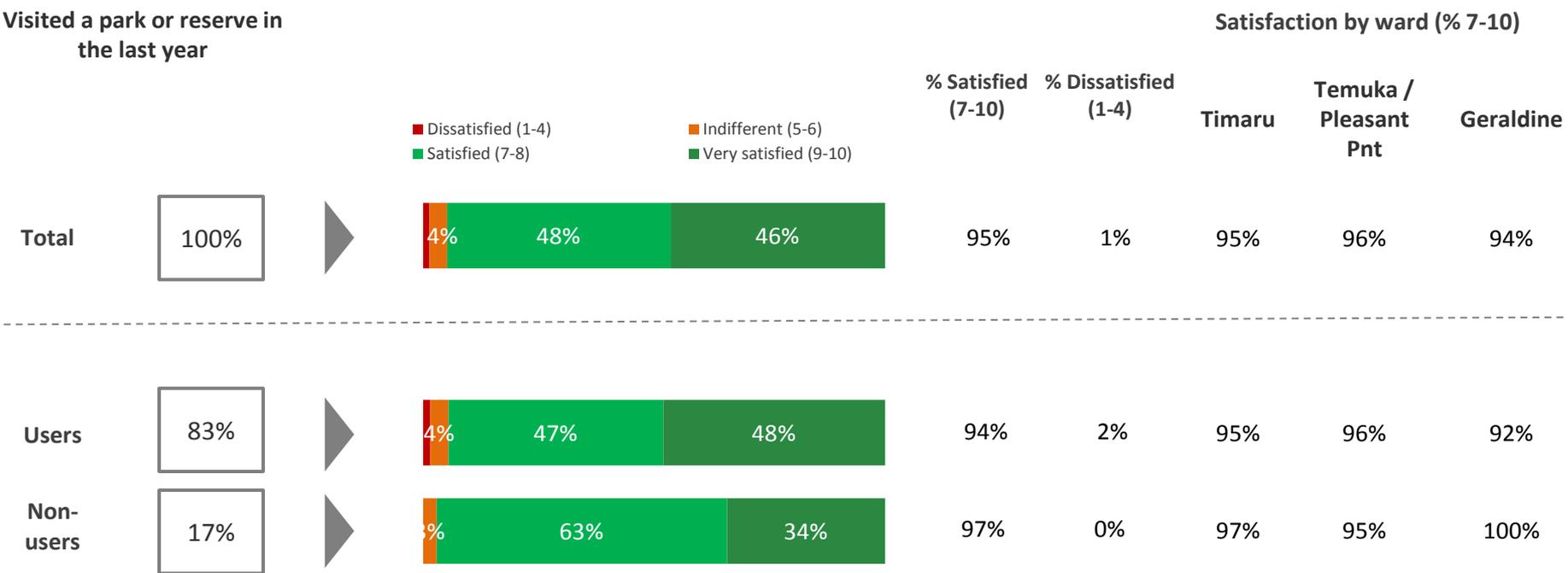
Parks, reserves and open spaces: visitation⁽¹⁾⁽²⁾

Facility / reserve	% visited last 12 months	Timaru	Temuka / Pleasant Pnt	Geraldine
A council maintained park or reserve	83%	87%	76%	76%
A council maintained sports-field	70%	75%	68%	53%
A council maintained playground	65%	67%	56%	65%
A cemetery	57%	54%	55%	69%

NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. PR1. In the last year, which of the following have you visited? [Multiple Response]

... and satisfaction with how these areas are maintained is very high

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



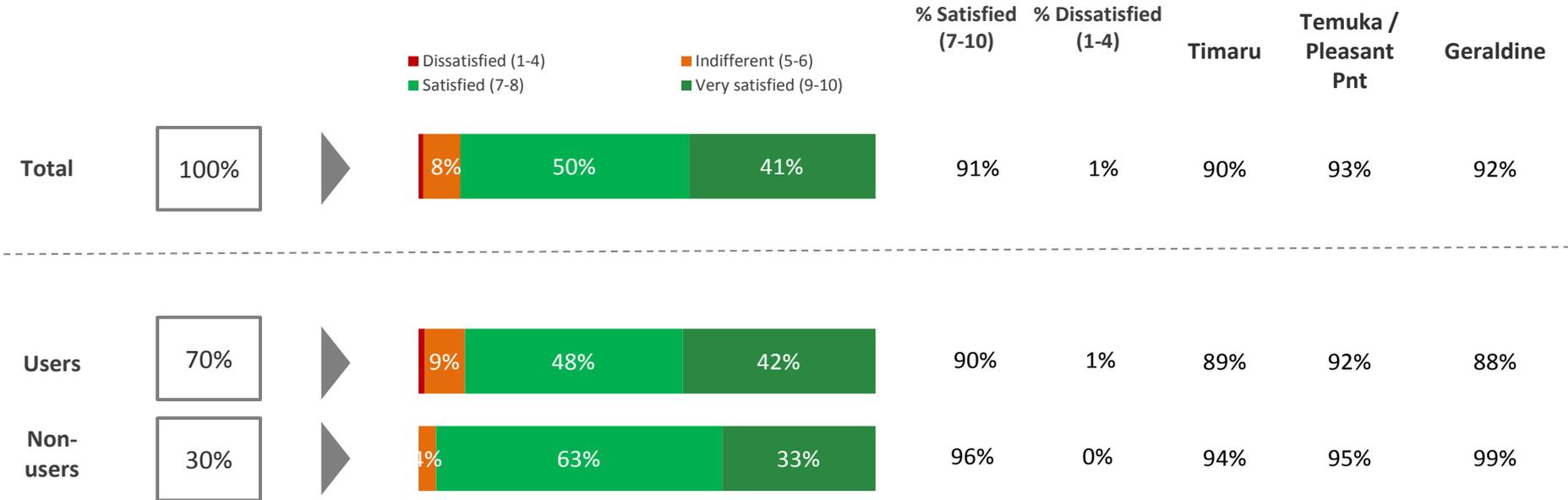
NOTES:
 1. Sample: n=400; Users n=336, Non users n=64; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. PR1. In the last year, which of the following have you visited? [Multiple Response]
 3. PR2. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its...

Those who have visited a sports field in the last year are similarly very satisfied

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

Visited a sports field in the last year

Satisfaction by ward (% 7-10)



NOTES:
 1. Sample: n=400; Users n=262, Non users n=138; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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...

Almost all residents who have used a council maintained playground in the last year are satisfied with how these are being maintained

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

Visited a council maintained playground in the last year

Satisfaction by ward (% 7-10)

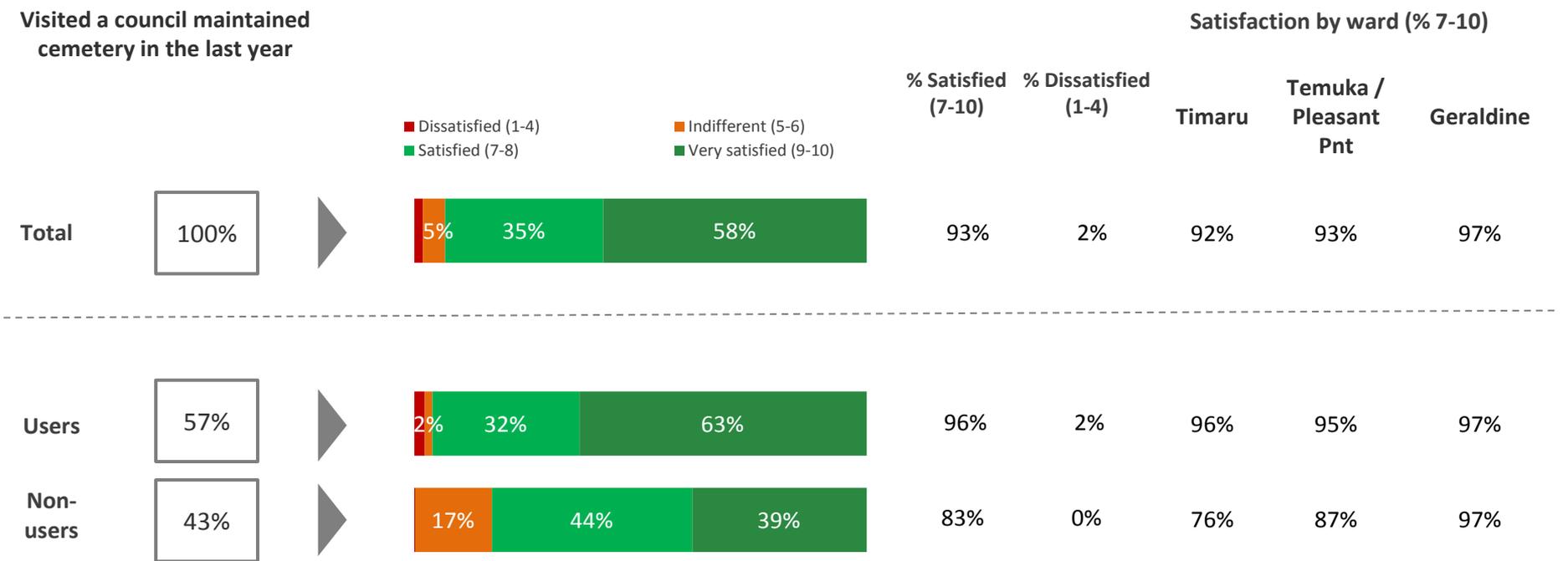


NOTES:

1. Sample: n=400; Users n=245, Non users n=155; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
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...

About half of all residents have visited a cemetery in the last year and almost all are satisfied with council's performance in maintaining these

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



NOTES:
 1. Sample: n=400; Users n=241, Non users n=159; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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

Public toilets and the library are the most used public facilities followed by swimming pools; as expected, visitation to the museum and art gallery are low in comparison

Community Facilities: Utilisation

Facility / reserve	% visited last 12 months	Timaru	Temuka / Pleasant Pnt	Geraldine
A public toilet	64%	64%	64%	65%
A library	63%	62%	57%	72%
A swimming pool	52%	54%	60%	38%
The museum	34%	32%	30%	43%
The art gallery	30%	36%	14%	23%

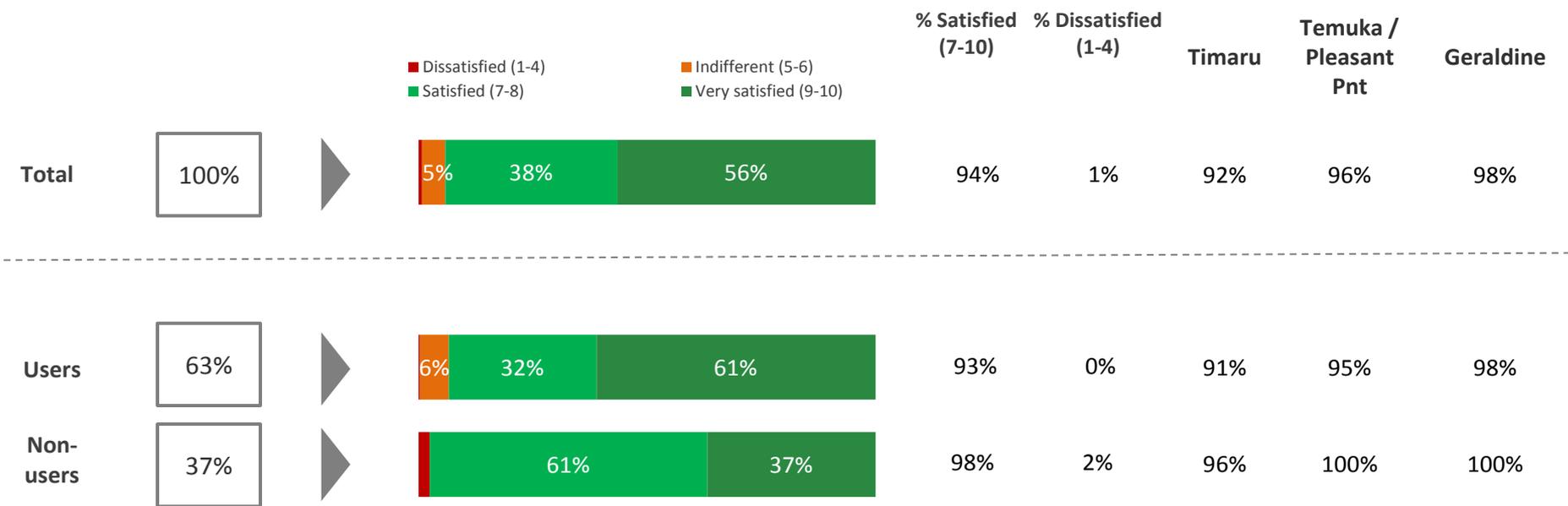
NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. CF1. Which of the following facilities have you visited in the last year?

Residents who have visited a library in the last year are mostly very satisfied

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

Visited a library in the last year

Satisfaction by ward (% 7-10)



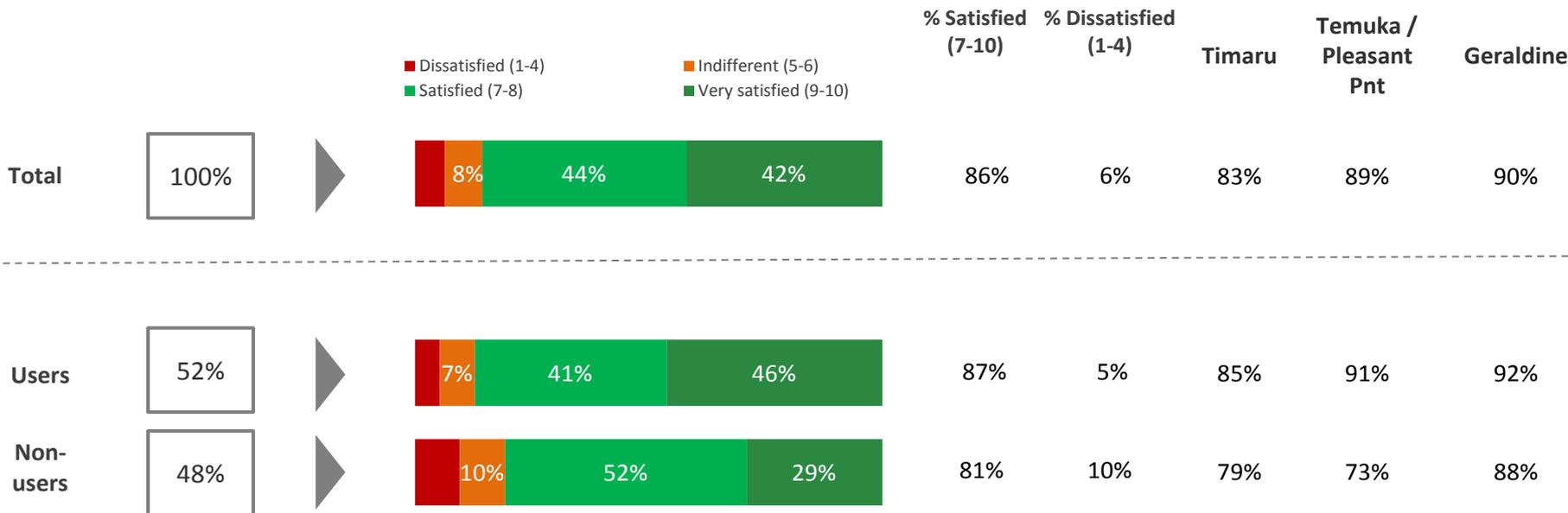
NOTES:
 1. Sample: n=400; Users n=266; Non users n=134; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. CF1. Which of the following facilities have you visited in the last year?
 3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?

Among those who have visited a swimming pool in the last year the level of satisfaction is high

Community Facilities: Swimming pools (1)(2)(3)

Visited a swimming pool in the last year

Satisfaction by ward (% 7-10)

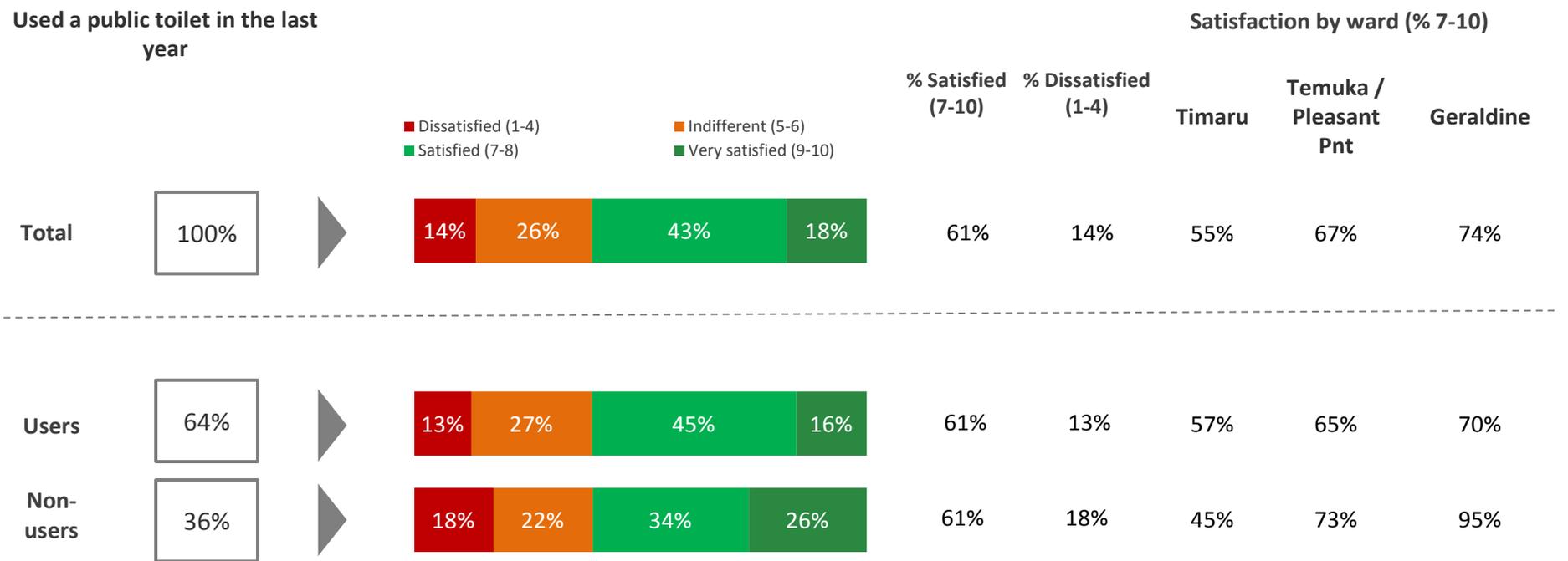


NOTES:

1. Sample: n=400; Users n=210; Non users n=190; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
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?

In comparison to other public facilities, there is relatively low satisfaction with public toilets and this is particularly low in Timaru

Community Facilities: Public toilets⁽¹⁾⁽²⁾⁽³⁾



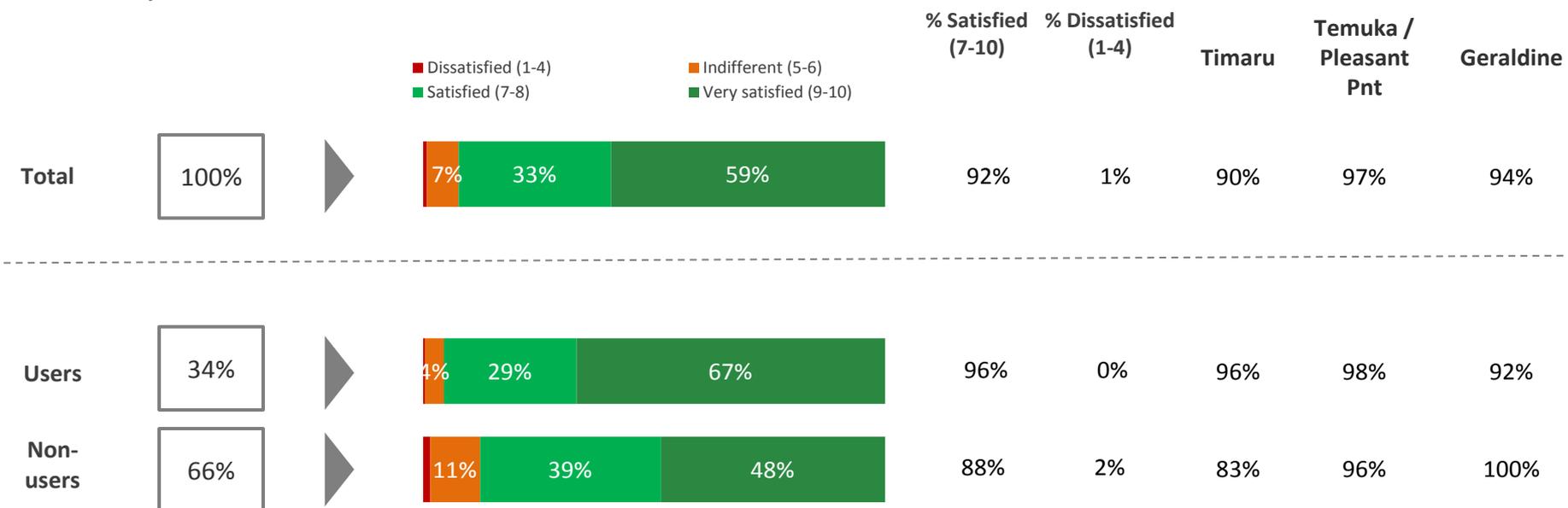
NOTES:
 1. Sample: n=400; Users n=264; Non users n=136; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. CF1. Which of the following facilities have you visited in the last year?
 3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?

While the proportion visiting the museum is relatively low (34% 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

Satisfaction by ward (% 7-10)



NOTES:

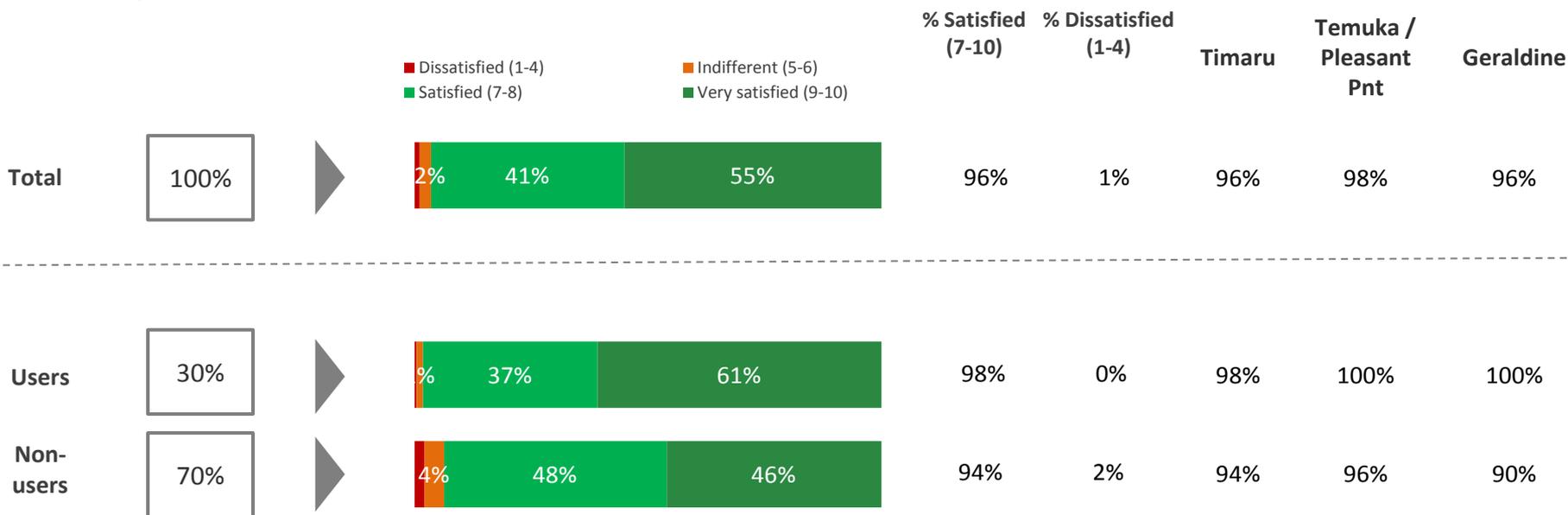
1. Sample: n=400; Users n=149; Non users n=251; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
2. CF1. Which of the following facilities have you visited in the last year?
3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following 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

Satisfaction by ward (% 7-10)



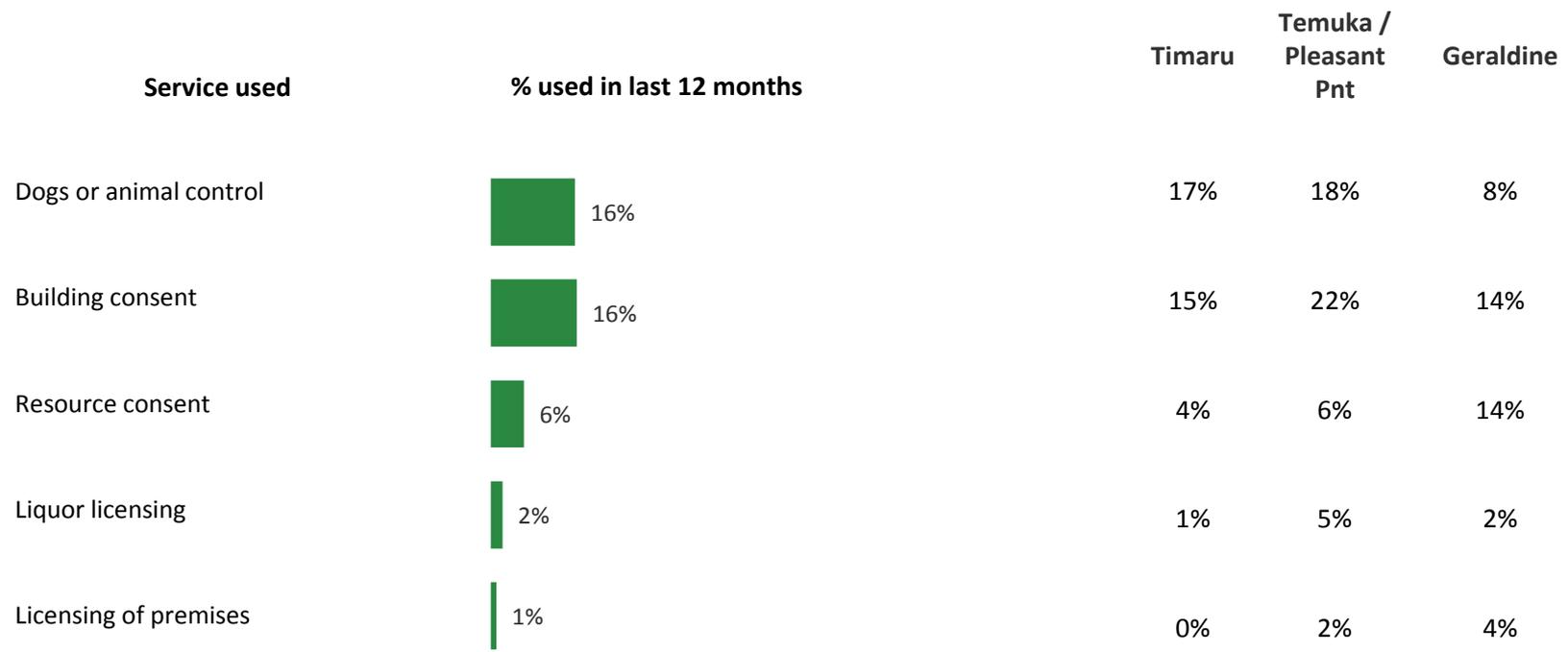
NOTES:
 1. Sample: n=400; Users n=125; Non users n=275; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. CF1. Which of the following facilities have you visited in the last year?
 3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?



Regulatory services

Few residents have contacted the council in regard to regulatory services

Regulatory services: Direct contact in relation to



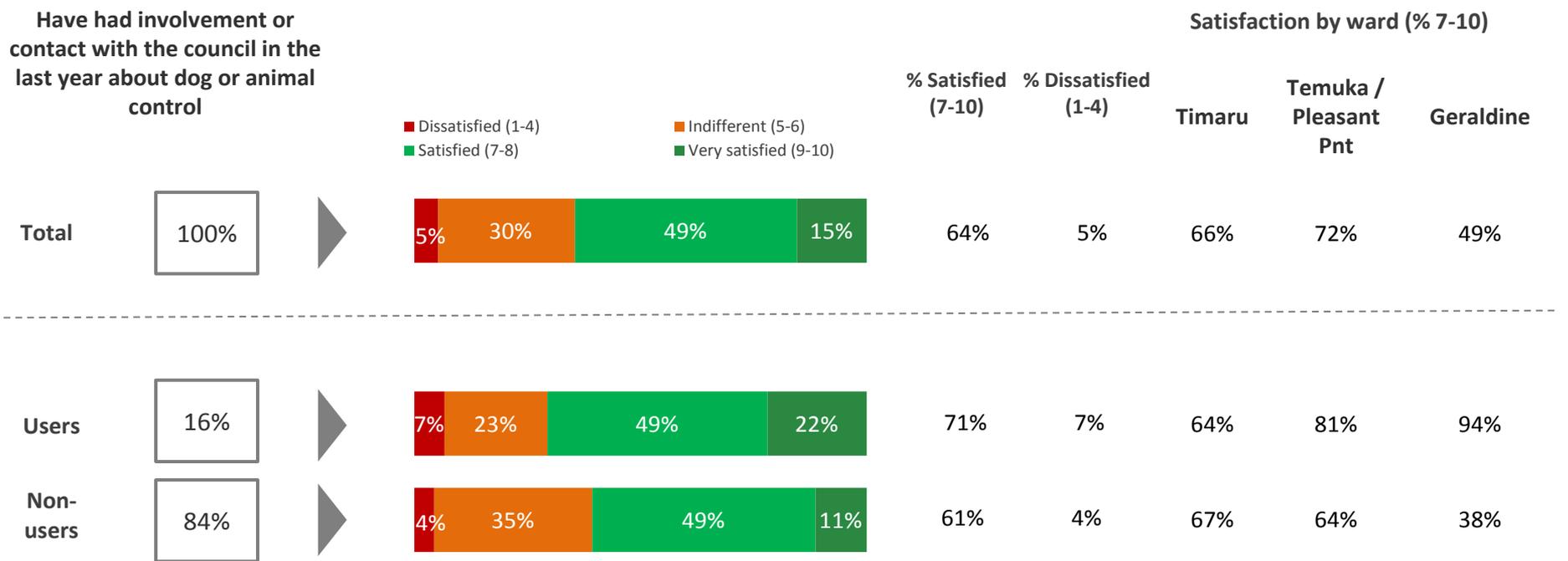
NOTES:

1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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]

Those who have contacted the council about dog or animal control are generally satisfied with the council's performance with this service

Regulatory services: Dog or animal control⁽¹⁾⁽²⁾⁽³⁾

Caution: small sample for users at a ward level; Timaru, n=31, Temuka / Pleasant Pnt n=16, Geraldine n=12



NOTES:
 1. Sample: n=400; Users n=59; Non users n=341; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99; Users / had involvement n=59
 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?

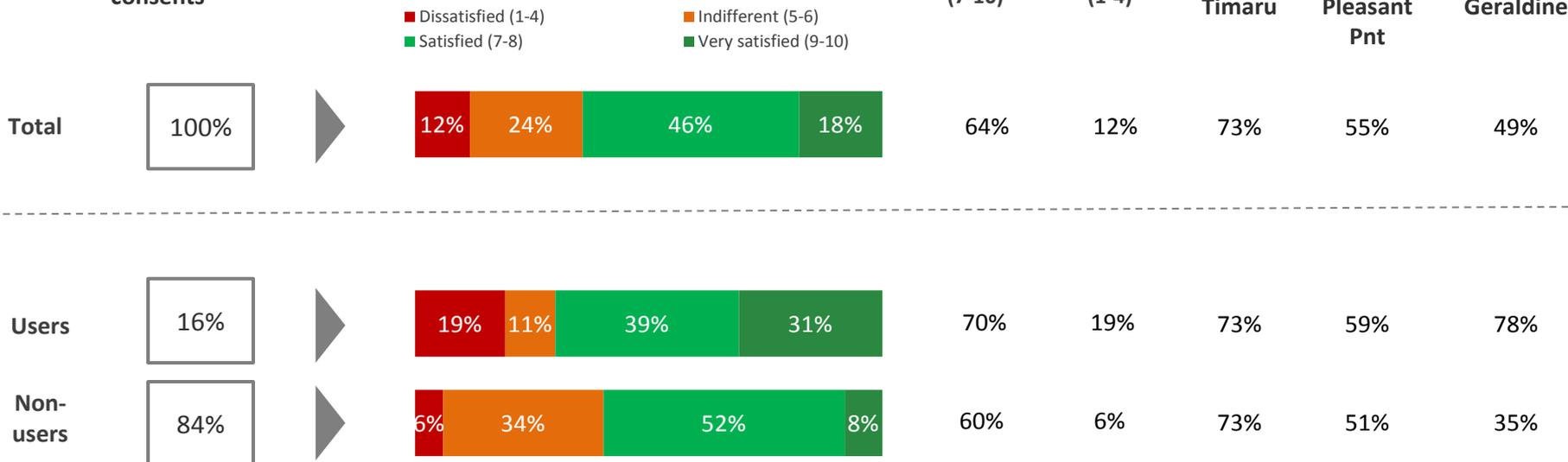
Around one in five residents who have been involved in a building consent in the last year are dissatisfied

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

Caution: small sample for users at a ward level; Timaru, n=30, Temuka / Pleasant Pnt n=21, Geraldine n=20

Have had involvement or contact with the council in the last year about building consents

Satisfaction by ward (% 7-10)



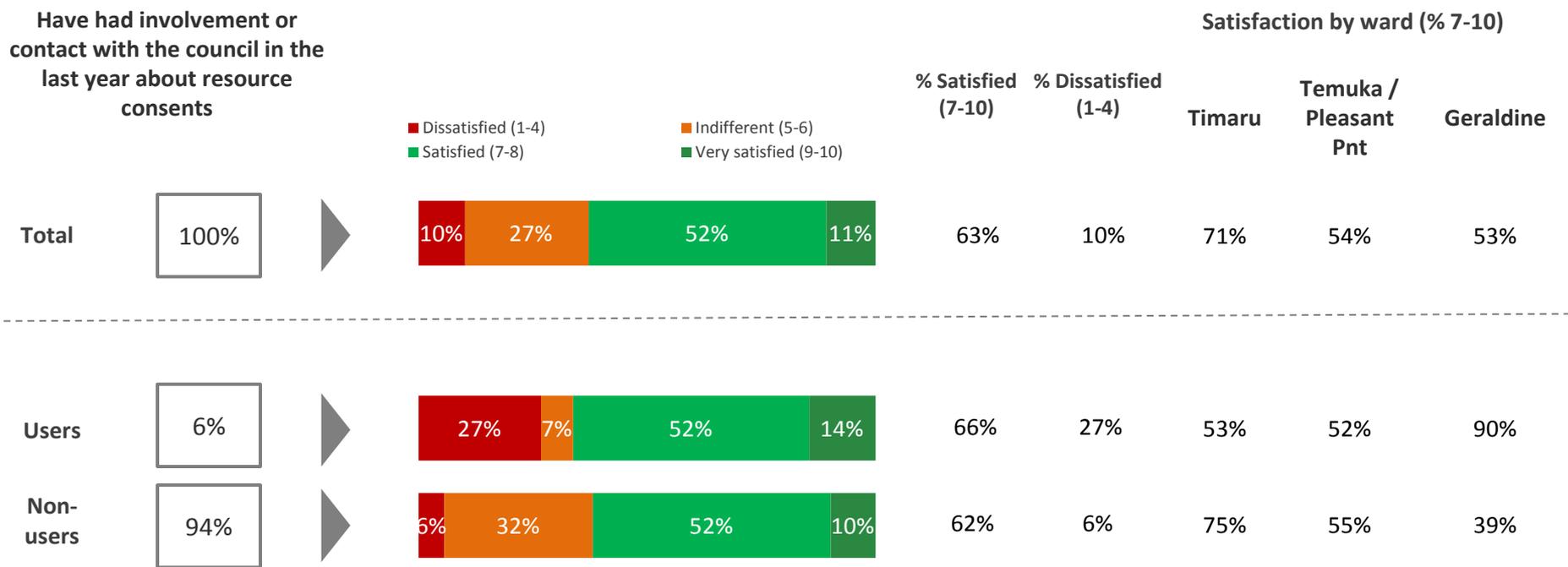
NOTES:

- Sample: n=400; Users n=71; Non users n=329; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99; Users / had involvement n=71
- 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]
- 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, about a quarter are dissatisfied

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

Caution: small sample for users; n=27. At a ward level Timaru, n=10, Temuka / Pleasant Pnt n=5, Geraldine n=12



NOTES:
 1. Sample: n=400; Users n=27; Non users n=373; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99; Users / had involvement n=27
 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?

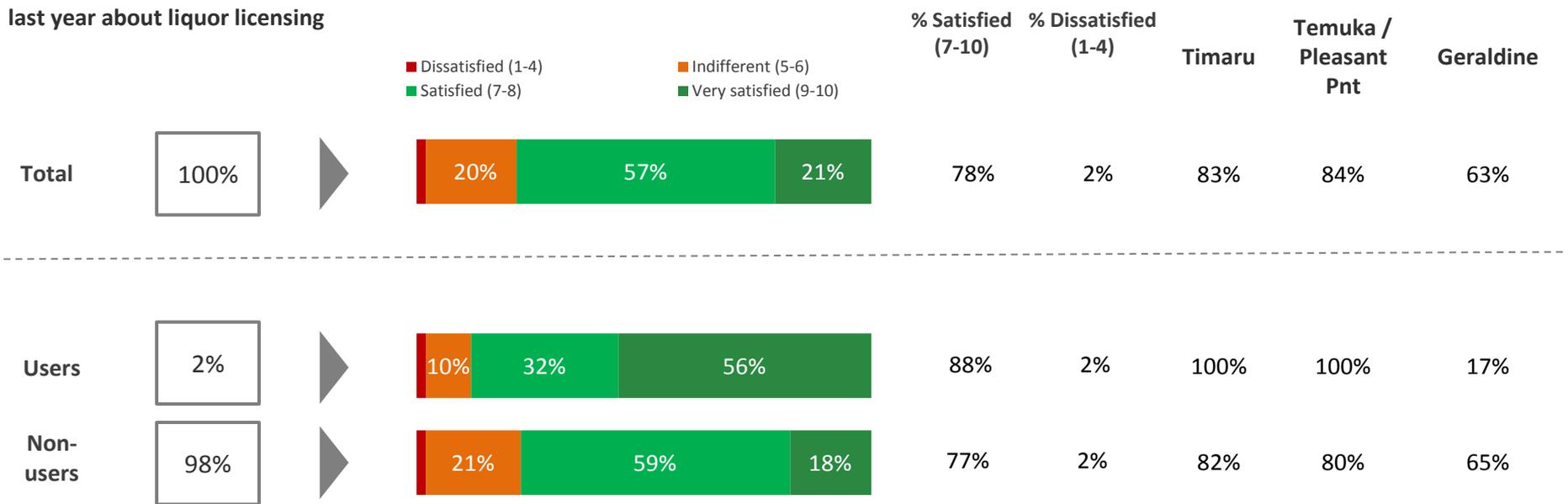
Perceptions are that council is doing a good job of managing liquor licensing with relatively few being dissatisfied

Regulatory services: Liquor licensing⁽¹⁾⁽²⁾⁽³⁾

Caution: small sample for users; n=9. At a ward level Timaru, n=2, Temuka / Pleasant Pnt n=4, Geraldine n=3

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

Satisfaction by ward (% 7-10)



NOTES:
 1. Sample: n=400; Users n=9; Non users n=391; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99; Users / had involvement n=9
 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?

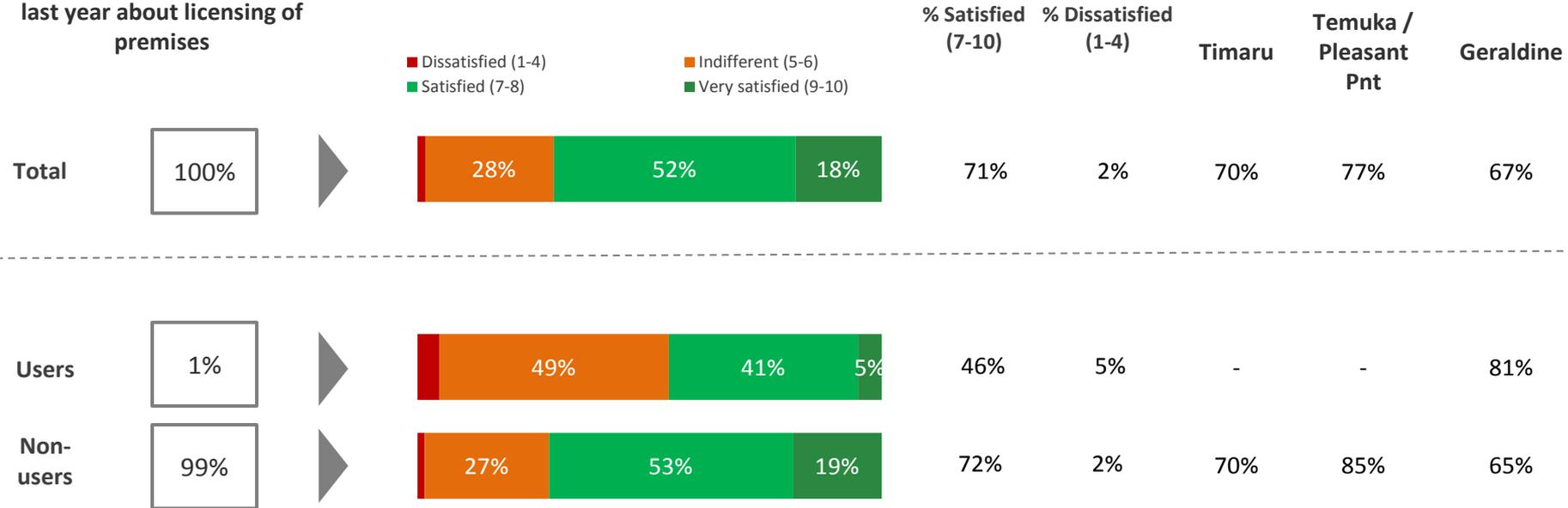
Few residents have had direct involvement in the licensing of premises, however perceptions are mostly positive with almost none being dissatisfied with council's performance

Regulatory services: Licensing of premises⁽¹⁾⁽²⁾⁽³⁾

Caution: small sample for users; n=8. At a ward level Timaru, n=0, Temuka / Pleasant Pnt n=1, Geraldine n=7

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

Satisfaction by ward (% 7-10)



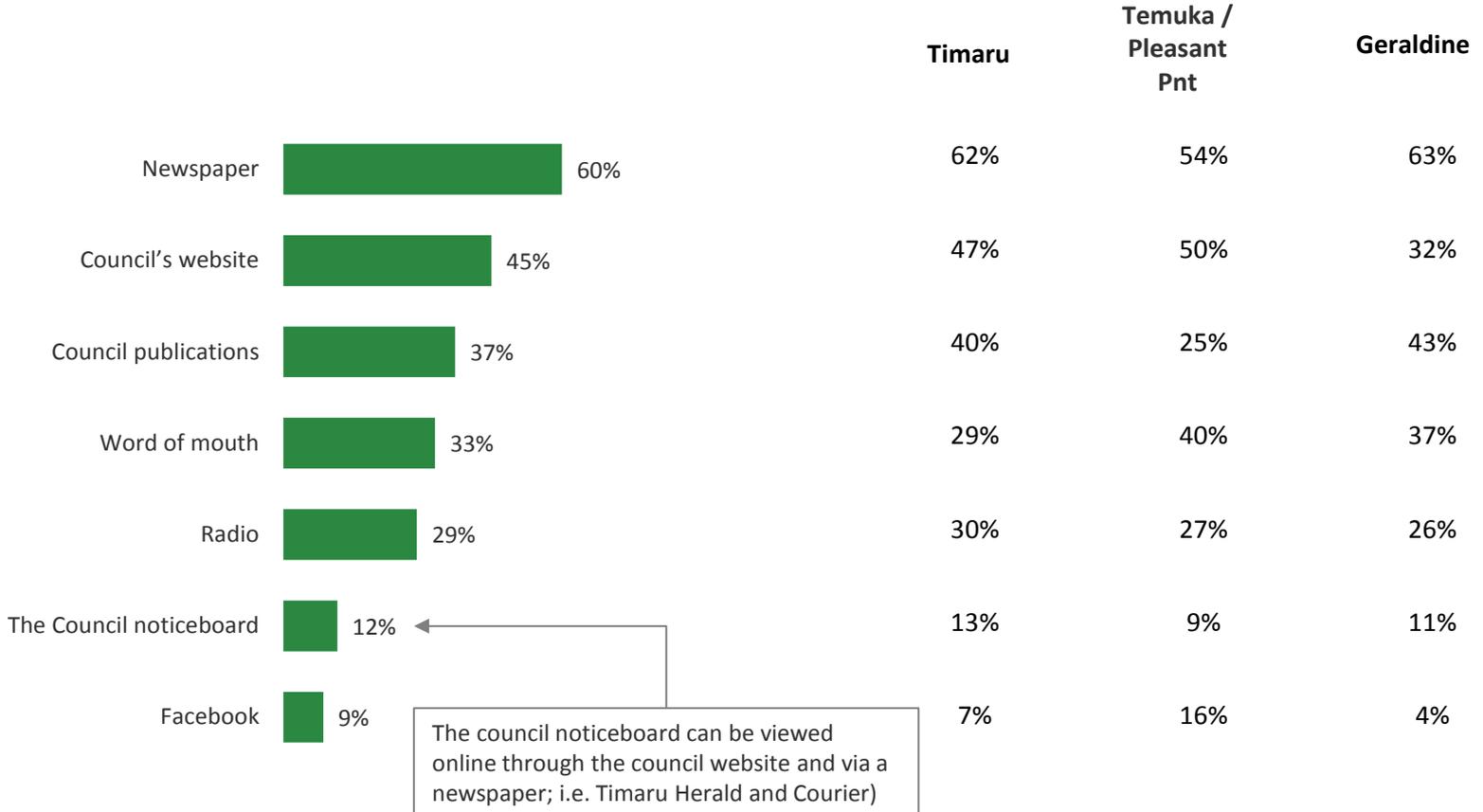
NOTES:
 1. Sample: n=400; Users n=8; Non users n=392; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99; Users / had involvement n=8
 2. OS1. Council also provides a range of other services. In the last year have you had any direct involvement or contact with Council in relation to any of the 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 (60%) use the newspaper as their information source to keep up to date with council's activities and 45% use the council website

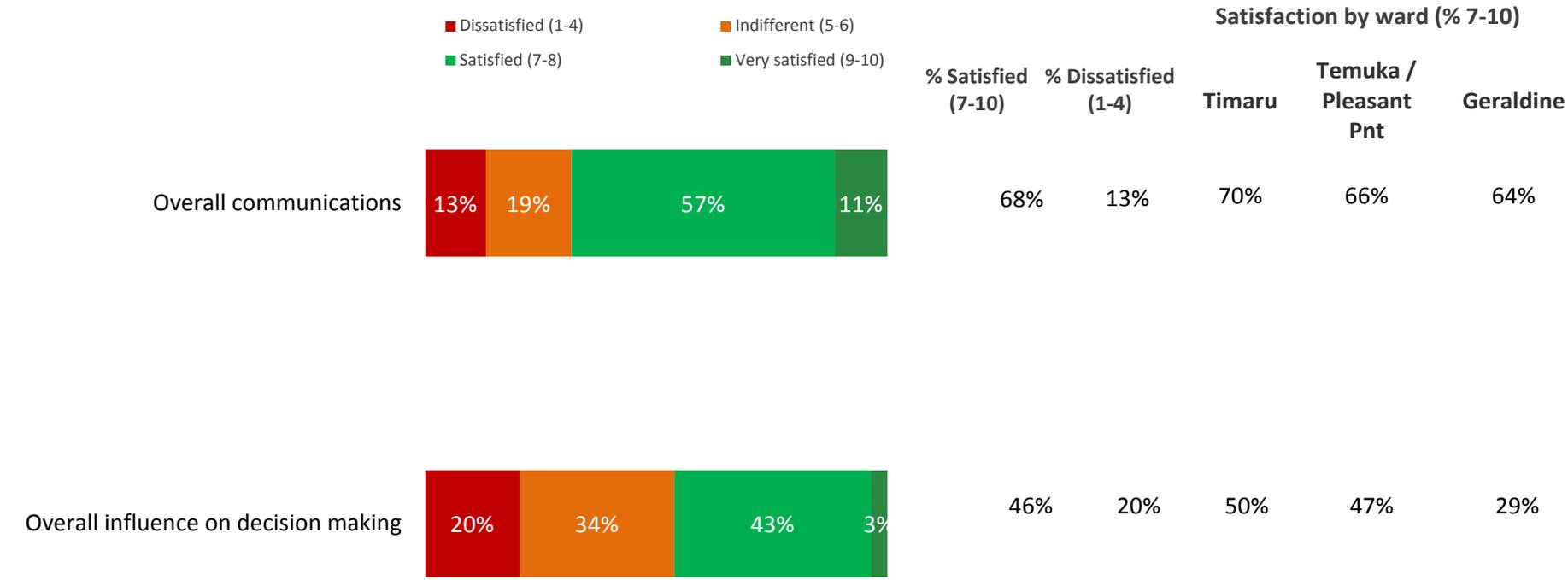
Communication: Sources used to keep up to date with Council⁽¹⁾⁽²⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. CM1. Which of the following sources do you use for information about the Council? [Multiple Response]

While two thirds of residents are at least satisfied with the overall communications from the council, satisfaction with influence on council’s decision making is low with 20% dissatisfied

Communication: Satisfaction⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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?

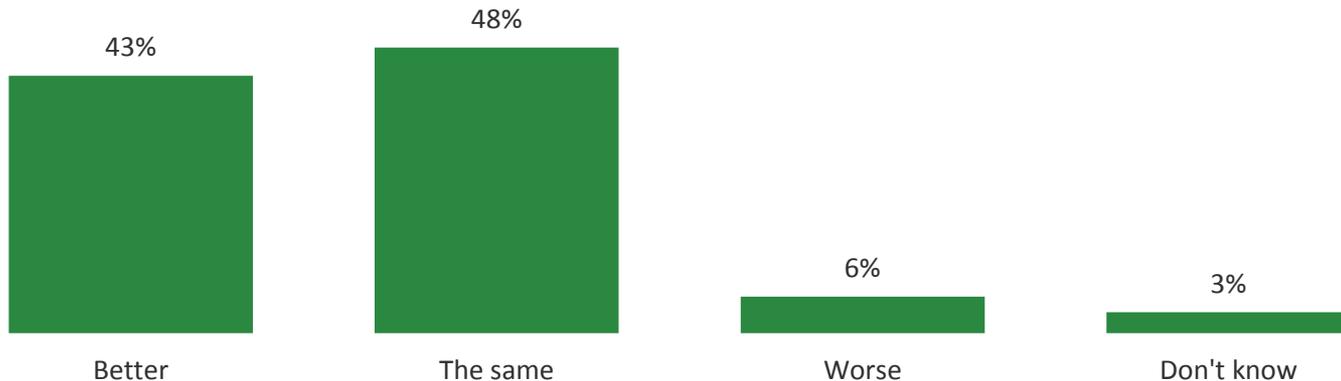


The Timaru District environment

A high proportion of residents (43%) believe Timaru is a better place to live than three years ago

Timaru as a place to live⁽¹⁾⁽²⁾

Timaru	47%	42%	7%	5%
Temuka / Pleasant Pnt	34%	59%	6%	0%
Geraldine	39%	54%	3%	4%



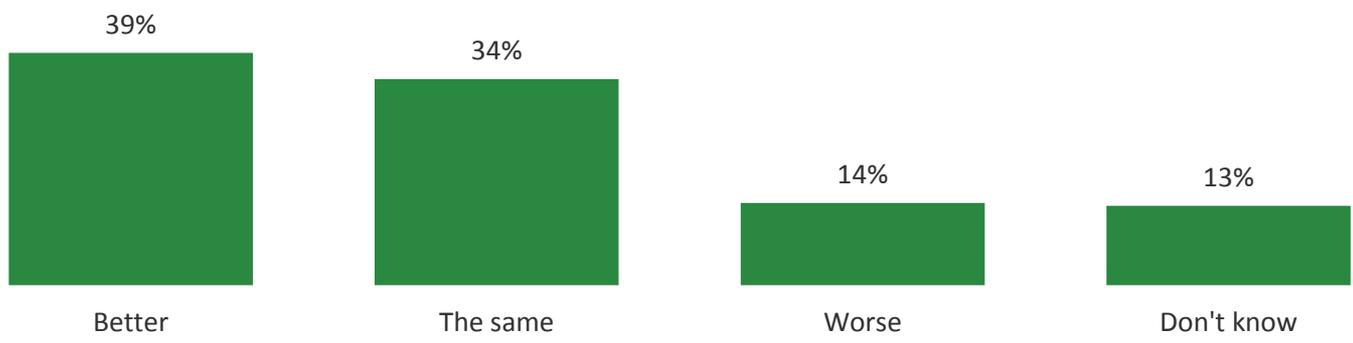
NOTES:

1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
2. SD1. Would you say the district is better, about the same or worse as a place to live compared with three years ago?

Around four in ten (39%) also believe Timaru is a better place to do business compared to three years ago...

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

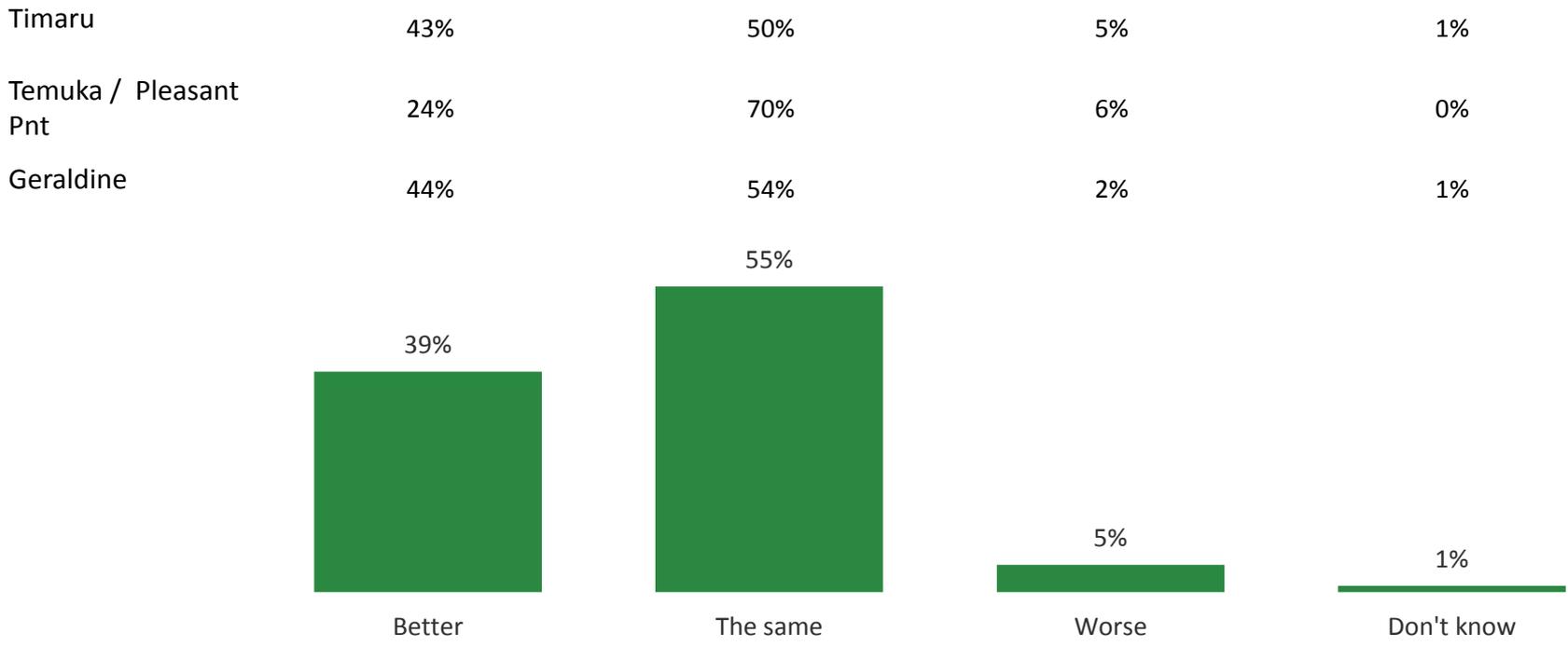
Timaru	45%	25%	14%	15%
Temuka / Pleasant Pnt	26%	44%	20%	10%
Geraldine	29%	57%	4%	11%



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 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 believe that the quality of life in Timaru is now better

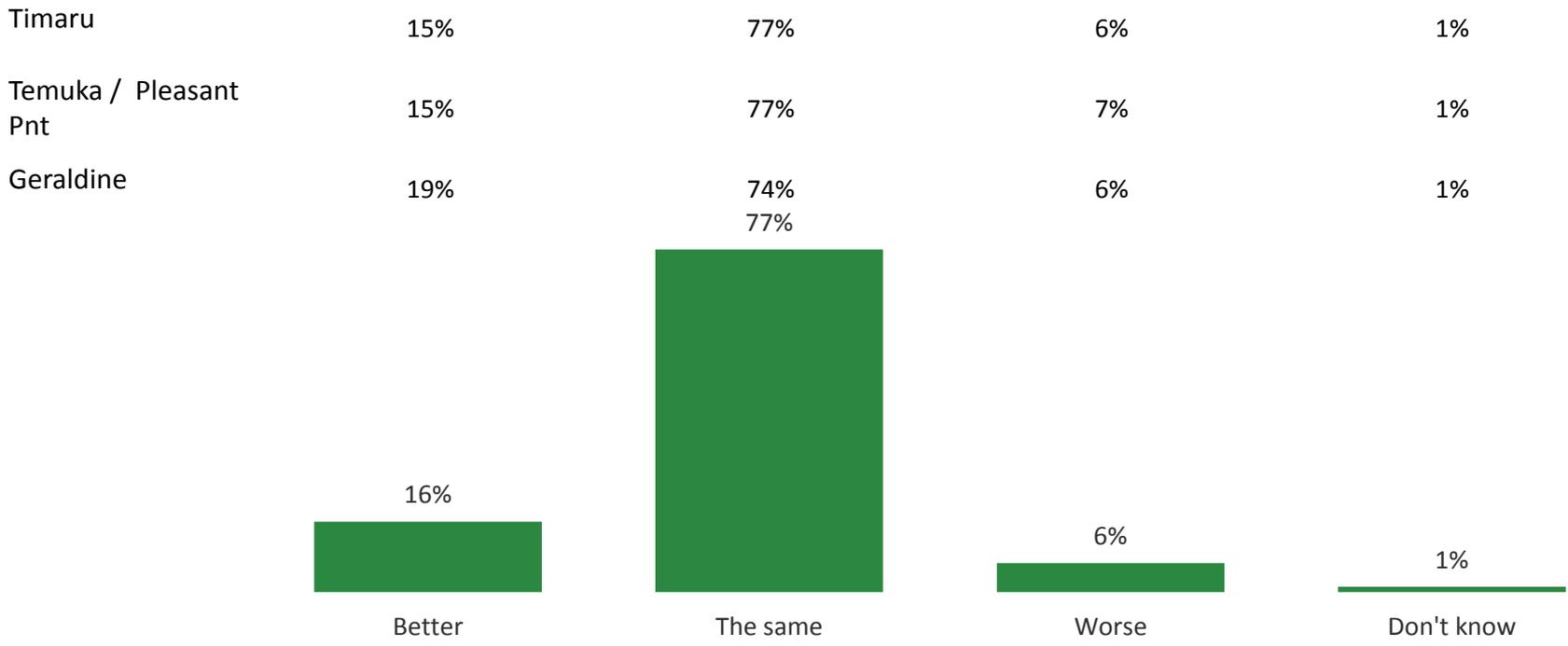
Timaru overall quality of life⁽¹⁾⁽²⁾



NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. SD3. And how would you rate the overall quality of life in the district. Would you say it is...

Perceptions of safety have not changed with most (77%) residents indicating that their view is unchanged

Timaru overall perception of safety⁽¹⁾⁽²⁾



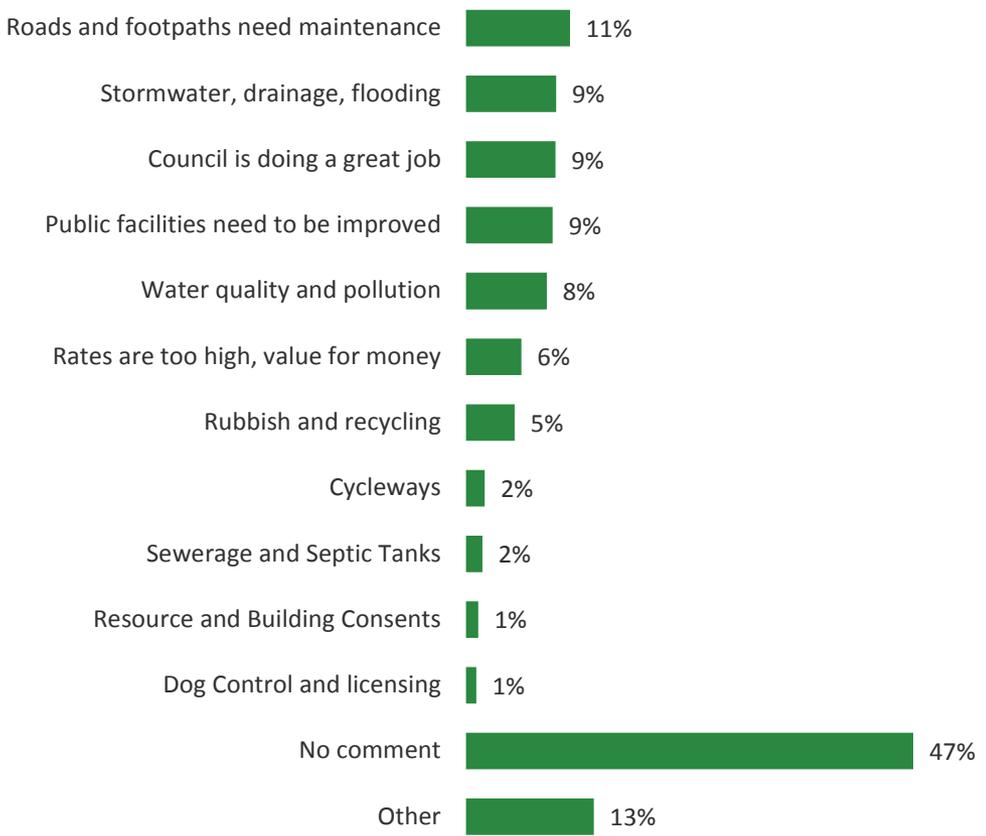
NOTES:
 1. Sample: n=400; Timaru n=206, Temuka / Pleasant Point n=95; Geraldine n=99
 2. SD4. And how would you describe your perception of safety in the district. Would you say that the district is...



General comments

General comments from the survey reveal that there is no single issue of any note with most either making no comment (47%) or believing that council is doing a good job (9%)

General comments⁽¹⁾⁽²⁾



NOTES:
 1. Sample: n=400
 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%	182	136
50-64	28%	113	127
65+	26%	106	137

Ethnicity (Prioritised)	%	Weighted	Unweighted
Maori	9%	35	21
All others	91%	365	379

Ward	%	Weighted	Unweighted
Timaru	63%	251	206
Temuka / Pleasant Pnt	21%	83	95
Geraldine	16%	66	99

Number of people in home	%	Weighted	Unweighted
One or two	54%	215	255
Three to five	42%	169	132
Six or more	4%	16	13

Years lived in Timaru	%	Weighted	Unweighted
5 years or less	8%	30	28
6 to 10 years	8%	32	36
Over 10 years	84%	338	335
Unsure	0%	0	1

Pay rates	%	Weighted	Unweighted
Pay rates	86%	342	355
Do not pay rates	7%	29	15
Renting	6%	25	25
Don't know	1%	2	2

Description of area	%	Weighted	Unweighted
Urban area	77%	310	282
Semi urban area	14%	56	71
Rural area	9%	34	47



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