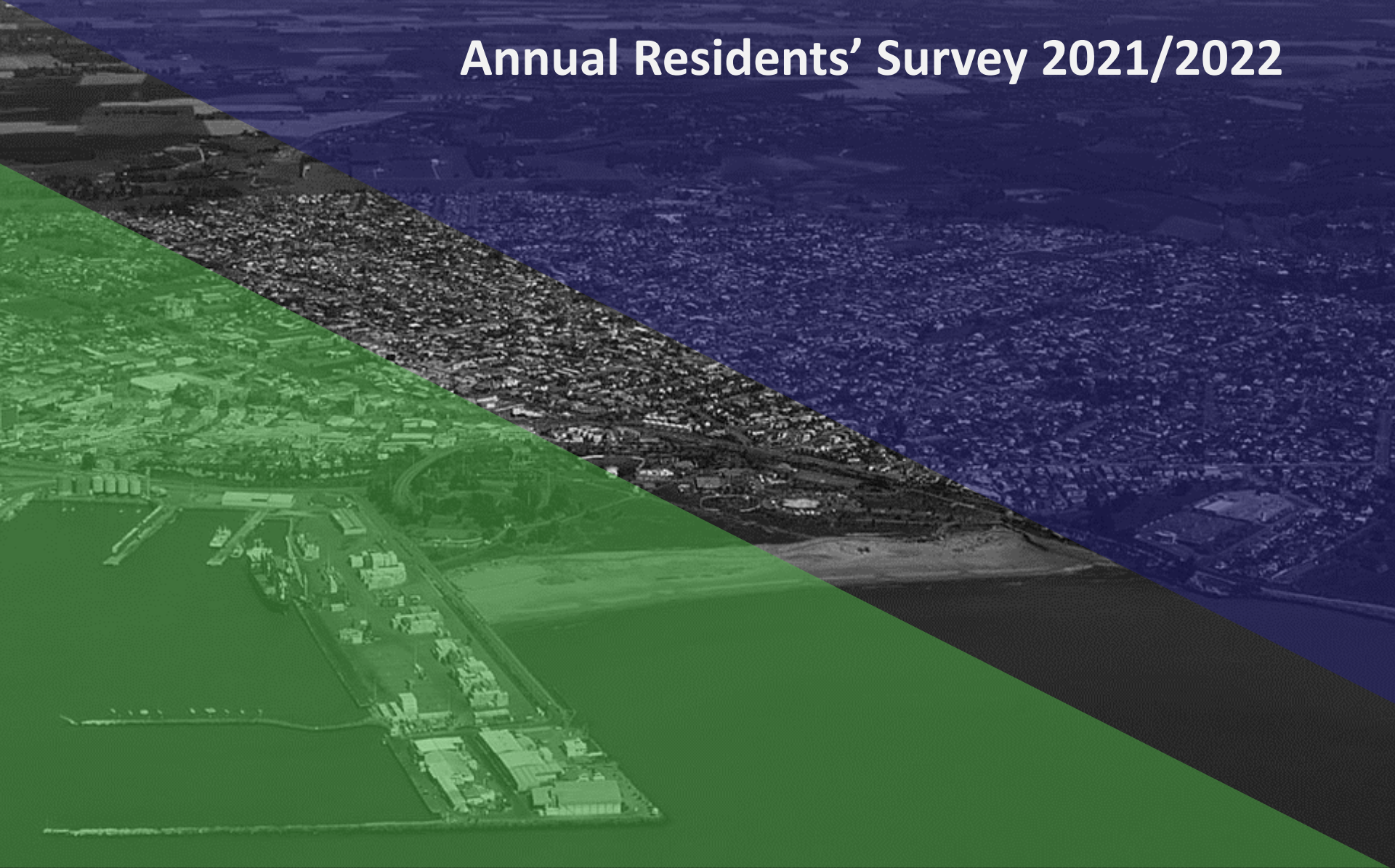


Annual Residents' Survey 2021/2022



Report | June 2022



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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

- 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

- The statistical validity of the survey is determined by using the following methodology:
 - A robust survey conducted by telephone (79% landline and 21% mobile) 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 2018
 - At an aggregate level the sample has an expected 95% confidence interval (margin of error) of +/- 4.9%. All statistical significance testing has used a 95% confidence interval unless otherwise stated
- Interviewing is managed in quarterly cycles with data for the current report having been collected between 14 July 2021 and 27 April 2022
- 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

Significant testing

Year-on-year	Between demographics
 Significantly higher	 Significantly higher
 Significantly lower	 Significantly lower

- The margin of error for a sample of 402 indicates that 95 chances out of a 100 will fall within 4.9% of a given result in any binomial distribution.
- Statistical significance testing helps quantify whether a result is likely due to chance or to some factor of interest. Where statistical significance is identified it indicates that an observed relationship is unlikely to be due to chance.
- Significant differences between 2021/2022 and 2019/2020 were tested across the following groups - age, ward, ethnicity.
- Significant differences between wards, age groups and ethnicities were marked as well where relevant
- Arrows indicate statistical significance between the reporting periods, while colour is used to mark statistical significance for the same reporting period (2021/2022) between different demographics.

Executive summary

2021/2022 has been a challenging year for most territorial authorities. For Timaru District there are several points that need to be taken into consideration when viewing the results:

1. The results are reported biannually. Since the previous reporting period (2019/2020) New Zealand went through a series of lockdowns and various alert levels due to Covid-19 pandemic.
2. Vaccine mandates and different alert level / traffic lights system that limited residents using some of the Council's services and facilities.
3. The recent Omicron outbreak has impacted Council's services across the district. Staff shortage among contractors for services that include, but not limited to roading and rubbish collection.

Results overall are very consistent with the previous reporting period. The only overall measure that has shown a significant decline is value for money. This is potentially due to the recent rates increase. Given the challenges that New Zealand has faced over the last 24 months, the overall results and trends are very positive and represent strong support for Council from residents in the district.

Public Community facilities (especially libraries and swimming pools), as well as outdoor facilities, such as Parks and reserves show very high performance with over nine in ten residents being satisfied.

Looking at the 'Excellent' reputation benchmark and reputation profile with 62% of 'Champions' there is a very positive perception of Council's reputation among residents.

Reputation has the strongest influence on the overall evaluation of Council's performance (59%), followed by Value for money (21%) and Overall services and facilities (20%).

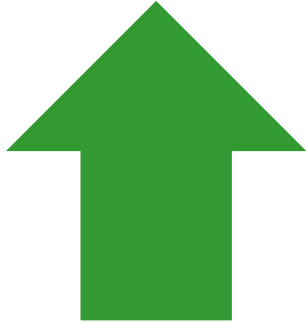
The priority areas for improvements relate to three areas within reputation, including *trust, financial management, and vision and leadership*.

Demonstrating to residents that rates are fair and reasonable is another priority to focus on short term.

Performance around waste management, public facilities and parks and open spaces should be promoted as it shows high levels of performance, but low impact.

Verbatim comments left by the respondents indicate that residents would like most to see better roading and public facilities' maintenance.

Areas of best and worst performance

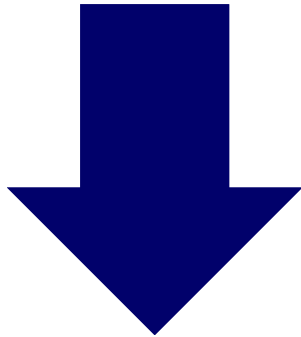


Areas of best performance (% Satisfied, 7 to 10)

1. The reliability of the sewage system (95%)
2. Satisfaction with libraries (94%)
3. Satisfaction with sports fields (93%)
4. Satisfaction with cemeteries (93%)
5. Satisfaction with managing green waste (92%)

*These are the areas with the largest proportion of satisfied residents.

- (Best performance is based on satisfaction/good scores of % 7 to 10 and worst performance is based on dissatisfaction/poor scores of % 1 to 4)



Areas of worst performance (% Dissatisfied, 1 to 4)

1. Time taken to resolve the query (50%)
2. The outcome achieved as a result of contact (45%)
3. How well they followed through and did what they undertook to do (41%)
4. How helpful was the person you dealt with (30%)
5. Overall influence on and involvement in decision making (24%)

*These are the areas with the largest proportion of dissatisfied residents.



Summary of key performance indicators

Trends over time (Overall measures)

Question reference code		Difference	2021/2022 (Satisfied % 7-10)	2019/2020 (Satisfied % 7-10)	2017/18 (Satisfied % 7-10)	2015/16 (Satisfied % 7-10)
QTW6	Overall water management	-1%	75%	76%	82%	79%
QPR3	Overall parks and reserves	-3%	93%	96%	91%	92%
QWR4	Overall waste disposal, recycling and composting services	-3%	90%	93%	92%	92%
QOP1	Overall performance	-4%	69%	73%	80%	77%
QCF5	Overall satisfaction with council's public facilities	-4%	88%	92%	90%	85%
QREP4	Overall services	-4%	76%	80%	83%	82%
QRF3	Overall roads, cycle ways etc.	-4%	67%	71%	69%	72%
QREP5	Overall reputation	-6%	68%	74%	81%	74%
QVM4	Overall value for money	-8%	61%	69%	72%	71%
QS3	Overall regulatory services	-9%	58%	67%	73%	73%

Note: Darker colours in the 'Difference' column indicate the results are statistically significant and are unlikely due to chance.

Trends over time (All measures)

Question reference code		Difference	2021/2022 (Satisfied % 7-10)	2019/2020 (Satisfied % 7-10)	2017/18 (Satisfied % 7-10)	2015/16 (Satisfied % 7-10)
QTW5_2	Keeping roads and pavements free of flooding	+8%	68%	60%	66%	61%
QRS5_5	How well they communicated with you	+8%	67%	59%	60%	75%
QRS5_6	How well they followed through and did what they undertook to do	+8%	54%	46%	51%	72%
QTW5_3	Overall satisfaction with the district's stormwater management	+6%	74%	68%	68%	69%
QCM2	Keeping you informed of what Council is doing	+6%	66%	60%	69%	68%
QRS5_4	How well they understood your issue or enquiry	+6%	71%	65%	76%	78%
QOS2_1	Providing dog and animal control	+3%	72%	69%	70%	64%
QRF1_1	The condition of roads in urban areas	+3%	64%	61%	66%	69%
QTW5_1	Ability to protect your property from flooding	+3%	78%	75%	77%	79%
QCF4_3	Public toilets	+3%	71%	68%	72%	61%
QRF1_4	Suitability of cycle lanes on our roads	+2%	57%	55%	57%	61%
QTW4_1	The reliability of the sewage system	+2%	95%	93%	96%	95%
QRF1_3	The condition of the footpaths	+2%	60%	58%	59%	55%
QRS5_1	How easy it was to get hold of someone who could assist you	+1%	64%	63%	68%	85%
QPR2_3	Playgrounds	+1%	92%	91%	91%	96%
QRS5_3	How helpful was the person you dealt with	+1%	61%	60%	59%	80%

Note: Darker colours in the 'Difference' column indicate the results are statistically significant and are unlikely due to chance.

Trends over time (All measures)

Question reference code		Difference	2021/2022 (Satisfied % 7-10)	2019/2020 (Satisfied % 7-10)	2017/18 (Satisfied % 7-10)	2015/16 (Satisfied % 7-10)
QRS5_7	The outcome you achieved as a result of your contact	+1%	48%	47%	50%	70%
QCF4_2	The swimming pools	+1%	90%	89%	89%	86%
QOS2_5	Licensing premises such cafes, restaurants and hairdressers	+1%	72%	71%	82%	71%
QRF1_5	The provision of dedicated walkways and other cycle ways around the district	+1%	80%	79%	76%	78%
QWR3_3	The services for managing general waste	+1%	91%	90%	91%	88%
SEN2_1	You're confident that the District is going in the right direction	-	71%	-	-	-
QCF4_1	The libraries	-	94%	94%	95%	94%
QCM3	Overall influence on and involvement in decision making	-	47%	47%	53%	46%
QREP1	Leadership	-	66%	66%	72%	72%
QREP2	Trust	-	60%	60%	70%	70%
QRS5_2	How long it took to resolve the matter	-	43%	43%	47%	46%
QWR3_2	The services for managing green waste	-1%	92%	93%	94%	92%
QPR2_1	Sports fields	-1%	93%	94%	87%	91%
QTW4_3	Overall satisfaction with the sewage system	-1%	92%	93%	94%	92%
QRS5_8	How would you rate council overall for how well they handled your enquiry?	-1%	50%	51%	50%	74%
QPR2_4	Cemeteries	-1%	93%	94%	91%	93%

Note: Darker colours in the 'Difference' column indicate the results are statistically significant and are unlikely due to chance.

Trends over time (All measures)

Question reference code		Difference	2021/2022 (Satisfied % 7-10)	2019/2020 (Satisfied % 7-10)	2017/18 (Satisfied % 7-10)	2015/16 (Satisfied % 7-10)
QWR3_1	The recycling services	-2%	89%	91%	93%	95%
QTW4_2	How the district treats and disposes of sewage	-2%	87%	89%	92%	88%
QCF4_5	The art gallery	-2%	87%	89%	91%	96%
QREP3	Overall financial management	-3%	54%	57%	68%	65%
QCF4_4	The museum	-3%	89%	92%	94%	92%
QRF1_2	The condition of rural roads	-3%	50%	53%	60%	64%
QVM3_2	Rates being fair and reasonable	-4%	57%	61%	67%	69%
TW2C_1	The reliability of the water supply	-4%	90%	94%	93%	91%
QOS2_3	Managing and issuing resource consents	-5%	41%	46%	52%	63%
QVM3_3	Fees for other services being fair and reasonable	-5%	63%	68%	71%	64%
TW2C_2	The taste of the water	-5%	78%	83%	86%	78%
QPR2_2	Parks and reserves	-5%	92%	97%	92%	95%
TW2C_4	Overall satisfaction with the water supply	-5%	87%	92%	90%	90%
TW2C_3	The clarity of the water	-6%	82%	88%	88%	87%
QOS2_2	Managing and issuing building consents	-7%	45%	52%	50%	64%
QOS2_4	Managing liquor licensing	-10%	58%	68%	75%	78%
QVM3_1	How rates are spent on services and facilities	-11%	56%	67%	73%	71%

Note: Darker colours in the 'Difference' column indicate the results are statistically significant and are unlikely due to chance.

Overall performance ⁽¹⁾

	2021/22			2021/22		
	Satisfied (% 7-10)	Dissatisfied (% 1-4)	2019/20 (% 7-10)	Satisfaction by ward (% 7-10)		
				Timaru	Temuka / Pleasant Pnt	Geraldine
Overall services and facilities ⁽²⁾	76%	5%	80%	80%	65%	69%
Image and reputation ⁽³⁾	68%	10%	74%	72%	61%	61%
Overall communication ⁽⁵⁾	66%	11%	60%	69%	56%	66%
Value for money ⁽⁴⁾	61% ▼	18%	69%	67%	49%	50%
Residents having influence on council's decision making ⁽⁶⁾	47%	24%	47%	49%	37%	49%

- Over three-quarters of the residents (76%) are satisfied with the *services and facilities* provided by the Council.
- *Image and reputation* and *communication* are the areas that around two thirds of the residents are satisfied (68% and 66% respectively).
- Residents are less satisfied with the *value for money and level of influence* they have on Council decision-making (61% and 47% respectively).










NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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, 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?

Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Overall performance: Summary ⁽¹⁾

Services	2021/22		2019/20 (% 7-10)	2021/22 Satisfaction by ward (% 7-10)		
	Satisfied (% 7-10)	Dissatisfied (% 1-4)		Timaru	Temuka / Pleasant Pnt	Geraldine
Overall waste disposal and recycling	 90%	3%	93%	92%	87%	87%
Overall regulatory services ⁽²⁾	 58%	11%	67%	64%	46%	50%
Handling enquiries	 50%	36%	51%	54%	41%	36%
Infrastructure						
Sewage system	 92%	1%	93%	95%	80%	94%
Water supply	 87% ▼	4%	92%	88%	86%	85%
Stormwater management	 74%	12%	68%	81%	61%	51%
Overall roading	 67%	10%	71%	73%	55%	50%
Community facilities						
Overall satisfaction with parks and outdoor spaces	 93%	1%	96%	94%	93%	88%
Overall satisfaction with public facilities	 88%	2%	92%	90%	82%	86%

- Satisfaction with *waste disposal and recycling* (90%), *sewage system* (92%), and *parks and outdoor spaces* (93%) remains high when compared with the previous reporting period.
- However, there is also a significant decline in satisfaction with *water supply*, 87% in 2021/22 compared with 92% in 2019/20.

Note: Statistical significance indicates the difference is highly unlikely due to chance.

	Year-on-year	Between demographics
▲	Significantly higher	Significantly higher
▼	Significantly lower	Significantly lower

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. Regulatory services were asked of all respondents based on their 'experience or impressions'; n=217



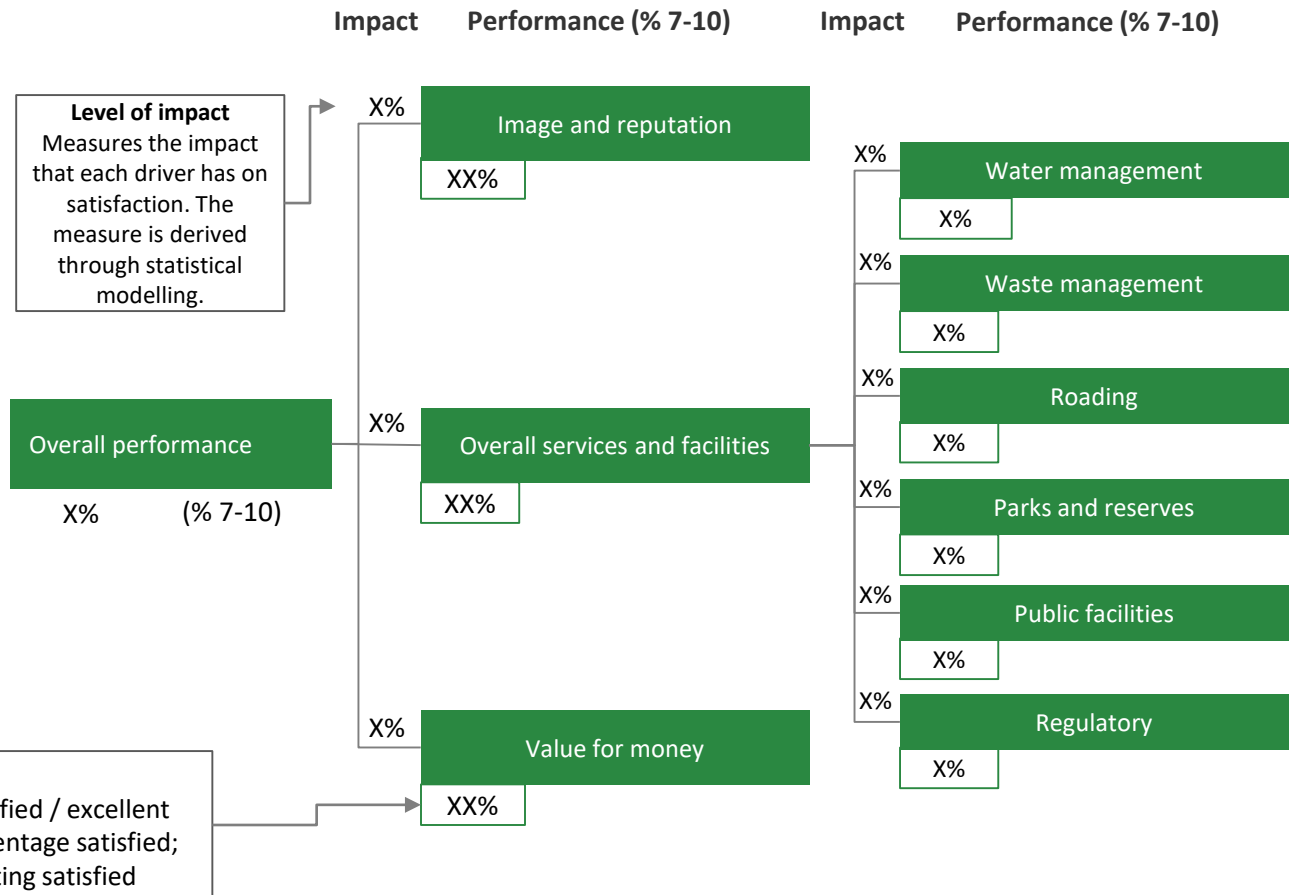
Drivers of satisfaction



Introduction to the driver model

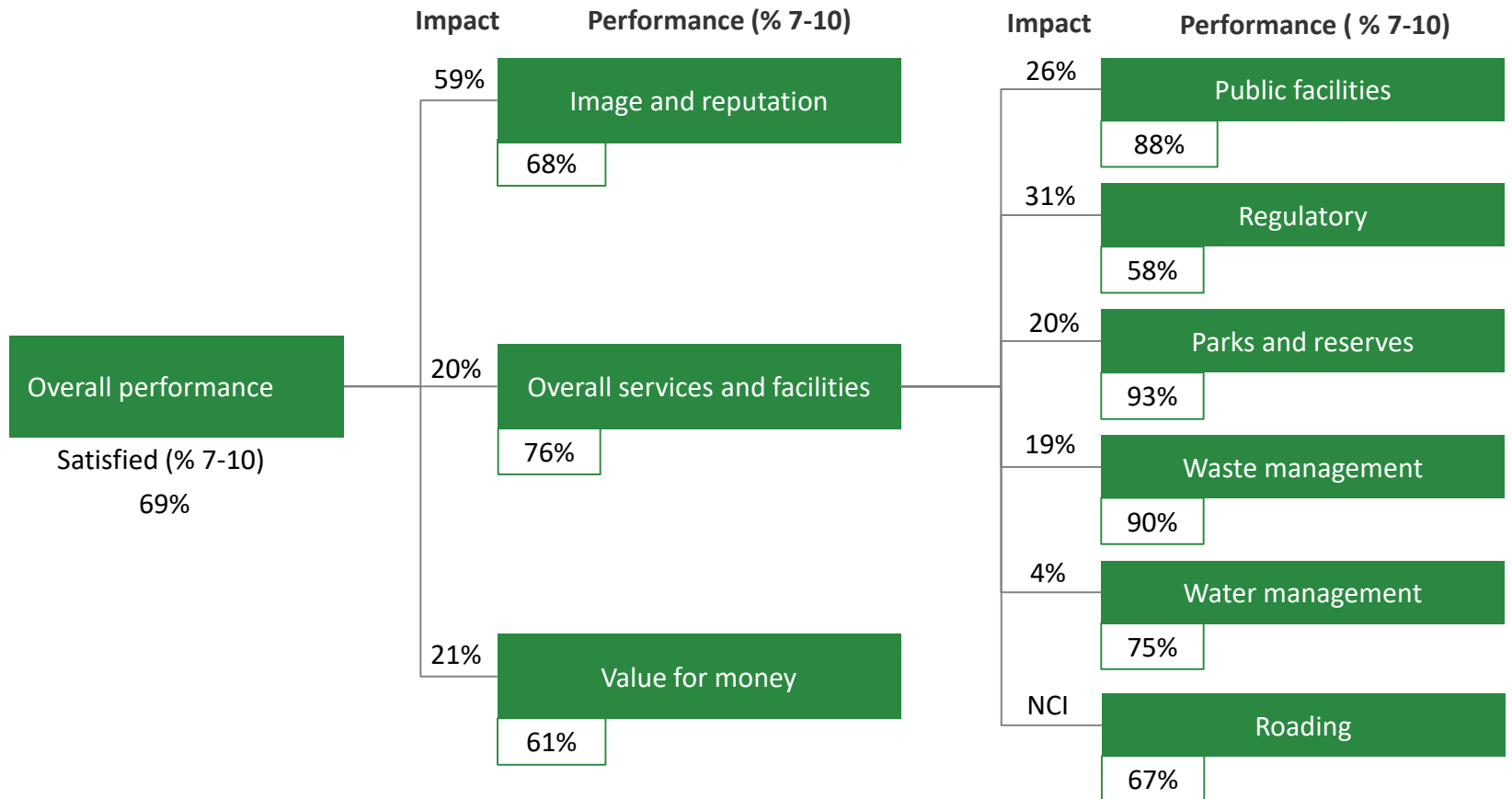
Overview of our driver model

- 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
- We use multiple regression analysis to identify how much different areas of services provided by Council impact overall perception. Impact scores represent how strong the connection is.
- For example, if impact score for one of the KPI's is 50%, it means that increasing residents' perception in this area by 4% will increase perception of *Overall performance* by 2%, given all other factors remain unchanged.



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

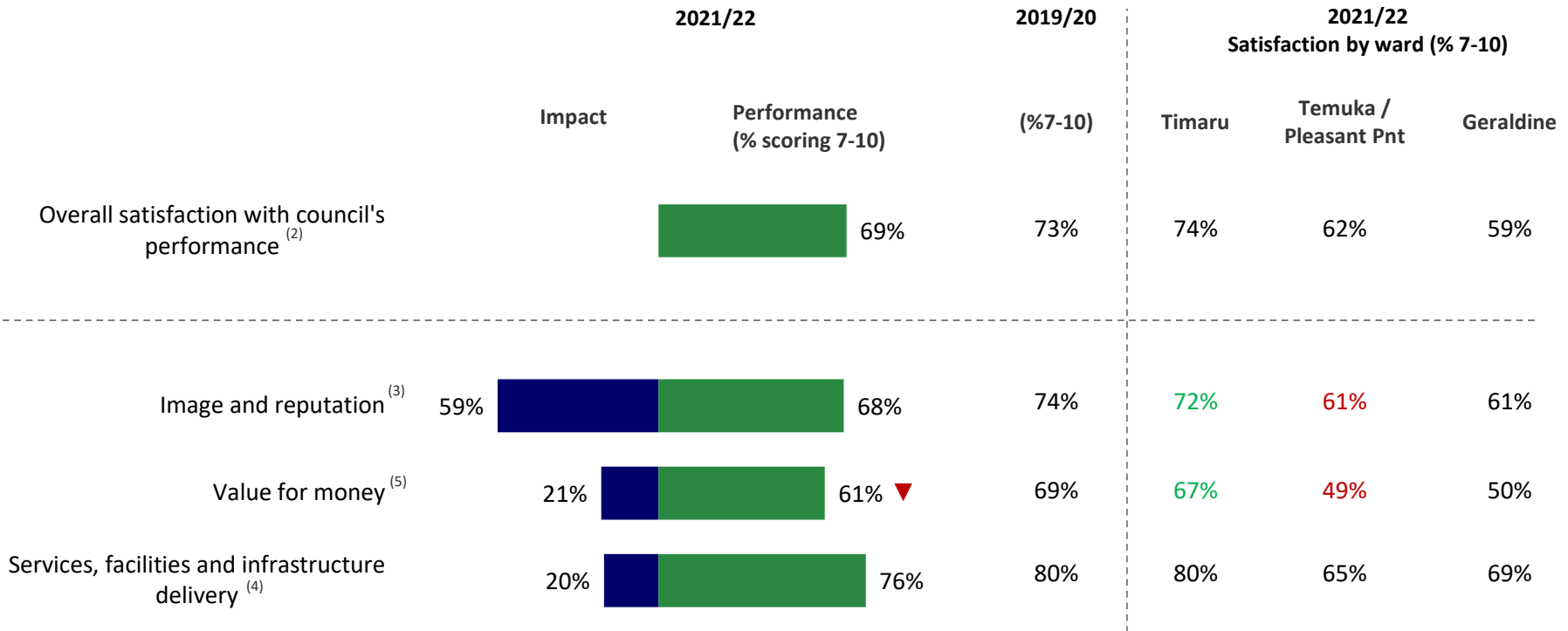
Driver analysis: Overall level drivers ⁽¹⁾



- Perception of *Image and reputation* can influence overall perceptions of the Council the most; *services and facilities* and *value for money* have lesser impact levels on overall performance evaluation.

NOTES:
 1. Sample: n=402
 2. NCI= No Current Impact

Driver analysis: Overall level drivers ⁽¹⁾



• Improving the perception of *image and reputation* will most likely enhance overall perceptions of the Council.

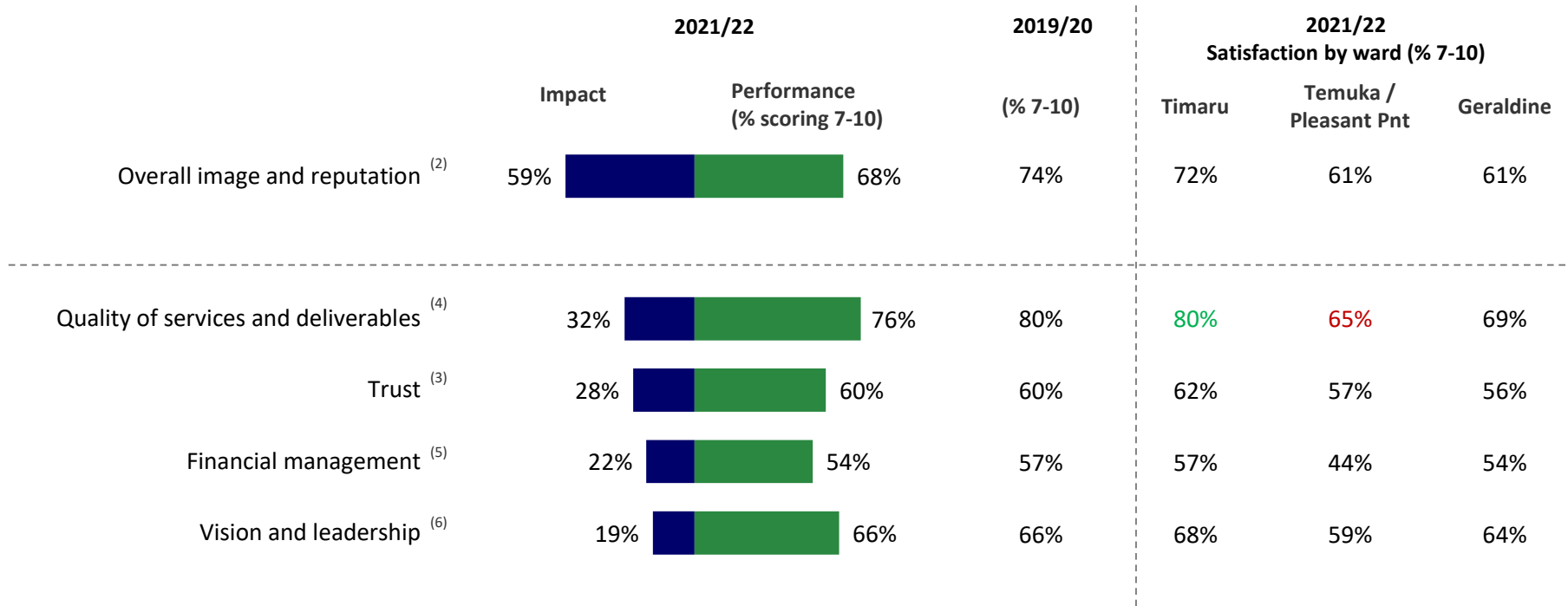
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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, the leadership that they provide for the district, the trust that you have in Council, their financial management and quality of services they provide. Overall, how would you rate the Timaru District Council for its reputation?
4. REP4. And when you think about everything that the Council does, how would you rate the Council for the quality of the services and facilities they provide the district?
5. VM4. Considering all the services and facilities that the [COUNCIL] provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?

Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Driver analysis: Reputation ⁽¹⁾



- *Trust* is an area with the second highest impact score and relatively low satisfaction.
- Improving residents' satisfaction for *trust* and *financial management* will most likely increase satisfaction with overall *image and reputation*.

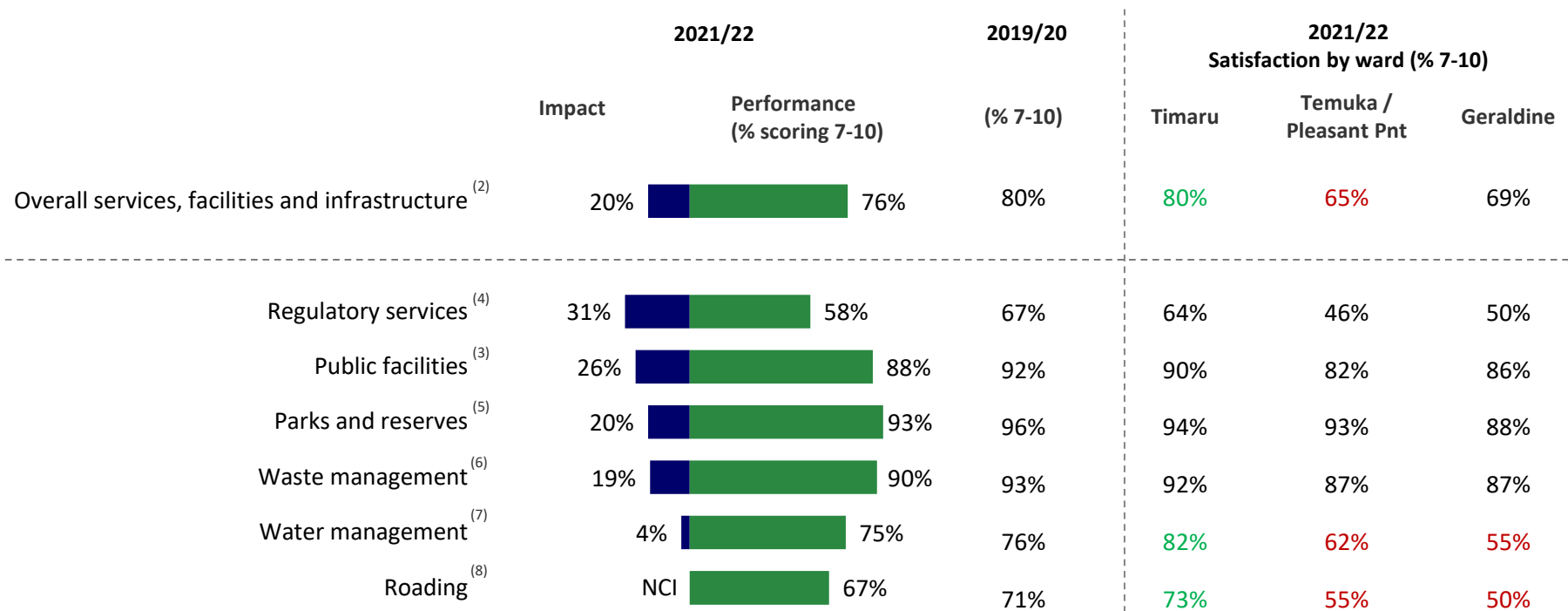
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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?

Note: Statistical significance indicates the difference is highly unlikely due to chance.

	Year-on-year	Between demographics
▲	Significantly higher	Significantly higher
▼	Significantly lower	Significantly lower

Driver analysis: Services, facilities and infrastructure ⁽¹⁾



- Perception of *regulatory services* is the lowest among services, facilities and infrastructure.
- Combined with the importance that this area holds for the residents, improvements in this area will most likely increase overall satisfaction with *services, facilities and infrastructure*.







NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. REP4. And when you think about everything that the Council does, how would you rate the Council for the quality of the services and facilities they provide the district?
3. CF5. When you consider all the public facilities that are provided by Council including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided?
4. OS3. And how satisfied are you overall with how well Council provides these types of regulatory services?
5. PR3. And overall, how satisfied are you with how well Council maintains its sports fields, parks, playgrounds, cemeteries and other open spaces?
6. WR4. How would you rate your satisfaction with the Council overall for its waste disposal, recycling and composting services?
7. TW6. And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of wastewater, how would you rate your satisfaction with Council overall for its management of water in the district?
8. RF3. Overall how satisfied are you with the roads, cycle lanes, footpaths and off-road walkways and cycle ways around the district

Note: Statistical significance indicates the difference is highly unlikely due to chance.

	Year-on-year	Between demographics
▲	Significantly higher	Significantly higher
▼	Significantly lower	Significantly lower

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

	2021/22		2019/20	2021/22 Satisfaction by ward (% 7-10)		
	Impact	Performance (% scoring 7-10)	(% 7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall roads, footpaths and cycle ways	NCI	 67%	71%	73%	55%	50%
The provision of dedicated walkways and cycle ways	33%	 80%	79%	83%	78%	65%
The condition of rural roads	27%	 50%	53%	56%	36%	44%
Suitability of cycle lanes on our roads	18%	 57%	55%	61%	55%	36%
The condition of the footpaths	14%	 60%	58%	62%	59%	47%
The condition of roads in urban areas	9%	 64%	61%	69%	56%	53%

- Maintaining current level of services for *provision of dedicated walkways and cycle ways* is what residents consider most important when it comes to *roading*.







NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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...

Note: Statistical significance indicates the difference is highly unlikely due to chance.

	Year-on-year	Between demographics
▲	Significantly higher	Significantly higher
▼	Significantly lower	Significantly lower

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





	2021/22		2019/20 (% 7-10)	2021/22 Satisfaction by ward (% 7-10)			
	Impact	Performance (% scoring 7-10)		Timaru	Temuka / Pleasant Pnt	Geraldine	
Overall public facilities	26%		88%	92%	90%	82%	86%
Museum	30%		89%	92%	91%	77%	93%
Swimming pools	24%		90%	89%	93%	84%	82%
Art Gallery	19%		87%	89%	89%	80%	85%
Public toilets	14%		71%	68%	71%	66%	79%
Libraries	13%		94%	94%	94%	92%	94%

- Satisfaction with *public facilities* has remained at the same high level from the previous reporting period in 2019/20.
- The overall performance score is primarily influenced by perceptions of the *museum* and *swimming pools*.

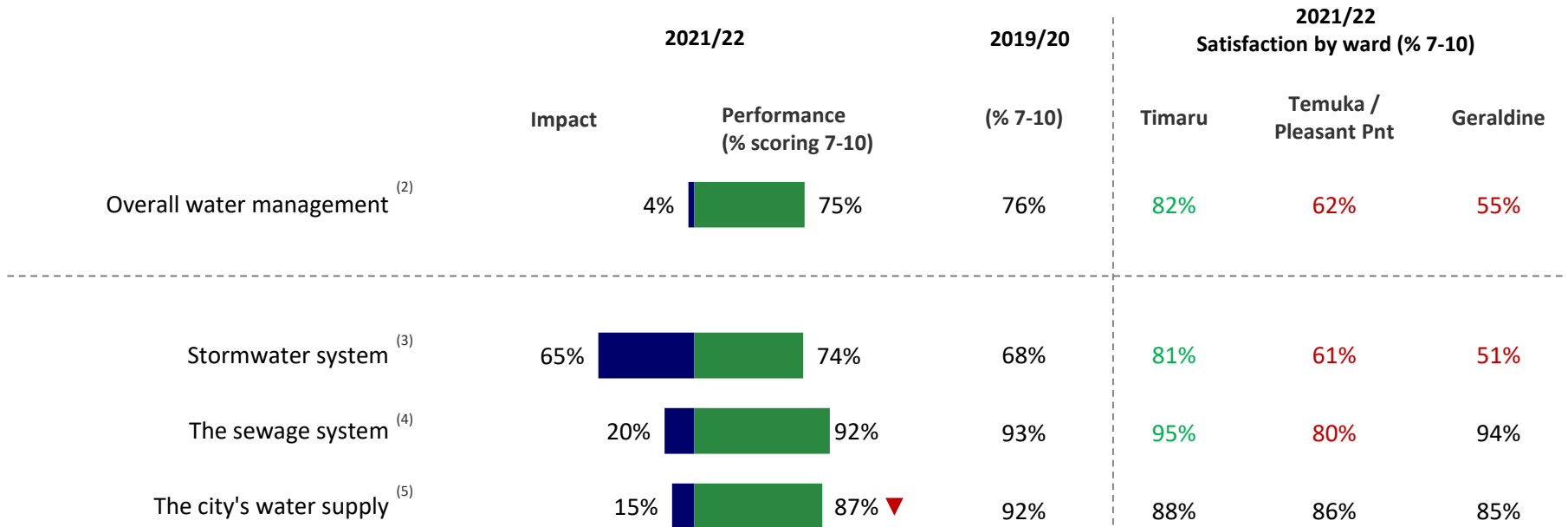
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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?

Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
 Significantly higher	 Significantly higher
 Significantly lower	 Significantly lower

Driver analysis: Water management ⁽¹⁾



- The *stormwater system* has the highest impact on overall perceptions of *water management*. This is also the lowest performing area within *three waters*.
- The *stormwater system* presents the best opportunity for improvement.





NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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

Note: Statistical significance indicates the difference is highly unlikely due to chance.

	Year-on-year	Between demographics
▲	Significantly higher	Significantly higher
▼	Significantly lower	Significantly lower

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



	2021/22		2019/20	2021/22 Satisfaction by ward (% 7-10)		
	Impact	Performance (% scoring 7-10)	(%7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Overall waste management	19%		93%	92%	87%	87%
The recycling services	43%		91%	91%	86%	88%
Services for managing general waste	28%		90%	91%	89%	91%
Services for managing green waste	29%		93%	94%	89%	91%

- *Waste management* is one of the highest-performing areas with nine in ten residents (90%) satisfied.
- *Recycling services* present the best opportunity for improvement due to the highest impact and lowest performance.

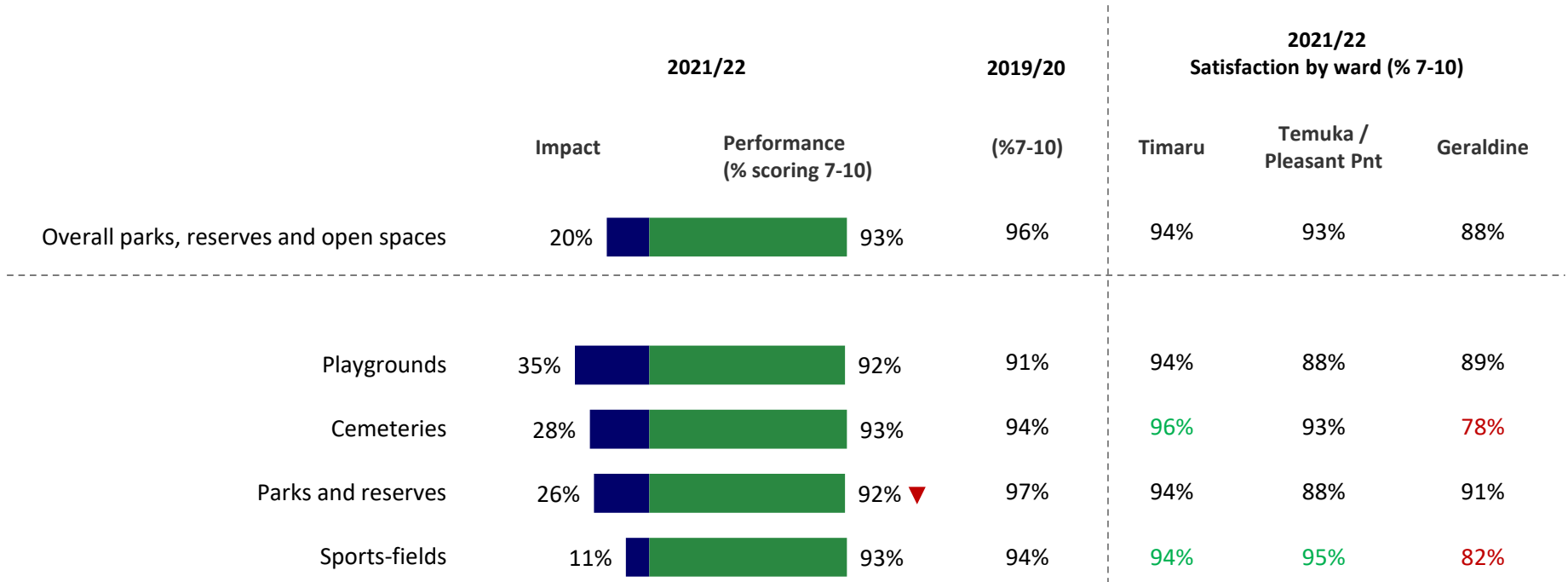
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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?

Note: Statistical significance indicates the difference is highly unlikely due to chance.

	Year-on-year	Between demographics
	Significantly higher	Significantly higher
	Significantly lower	Significantly lower

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







- While perception of *parks, reserves and open spaces* can influence overall satisfaction, satisfaction in this area is also high, the highest among Councils KPI's.
- It is recommended to promote outdoor facilities to maintain performance at the high level.

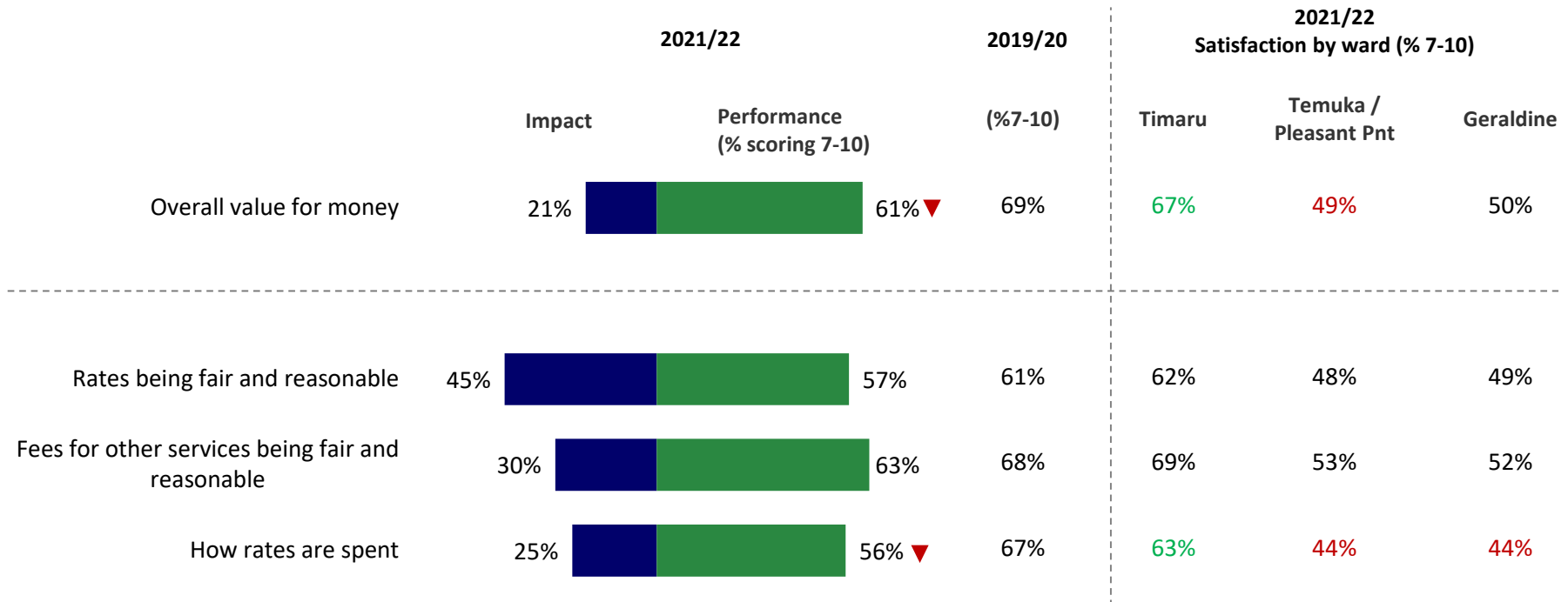
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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...

Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
 Significantly higher	 Significantly higher
 Significantly lower	 Significantly lower

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



- *Value for money* is greatly influenced by perceptions regarding *rates being fair and reasonable*.
- Residents outside Timaru ward are most likely to be dissatisfied with *how the rates are spent*. This area also shows a year-on-year significant decrease.
- Improving performance around these two areas will likely increase satisfaction with *value for money* overall.

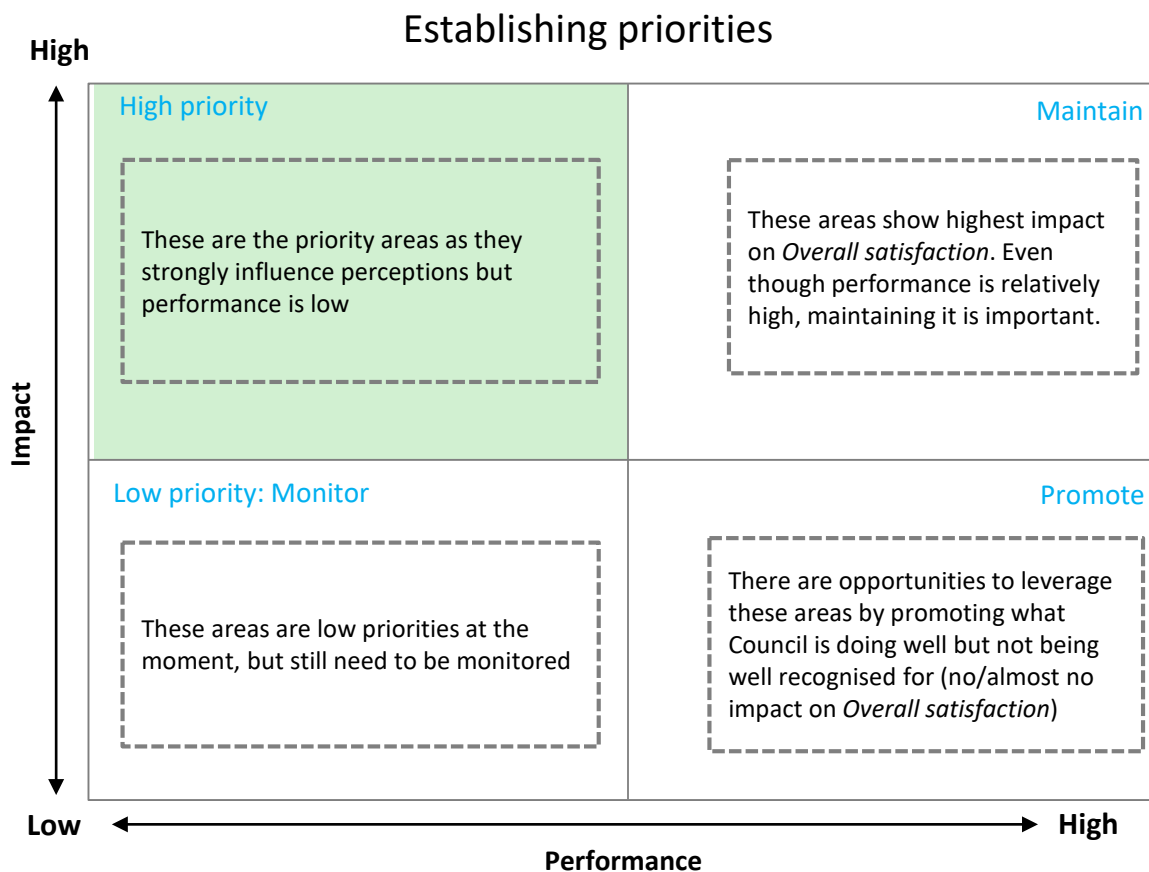
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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...

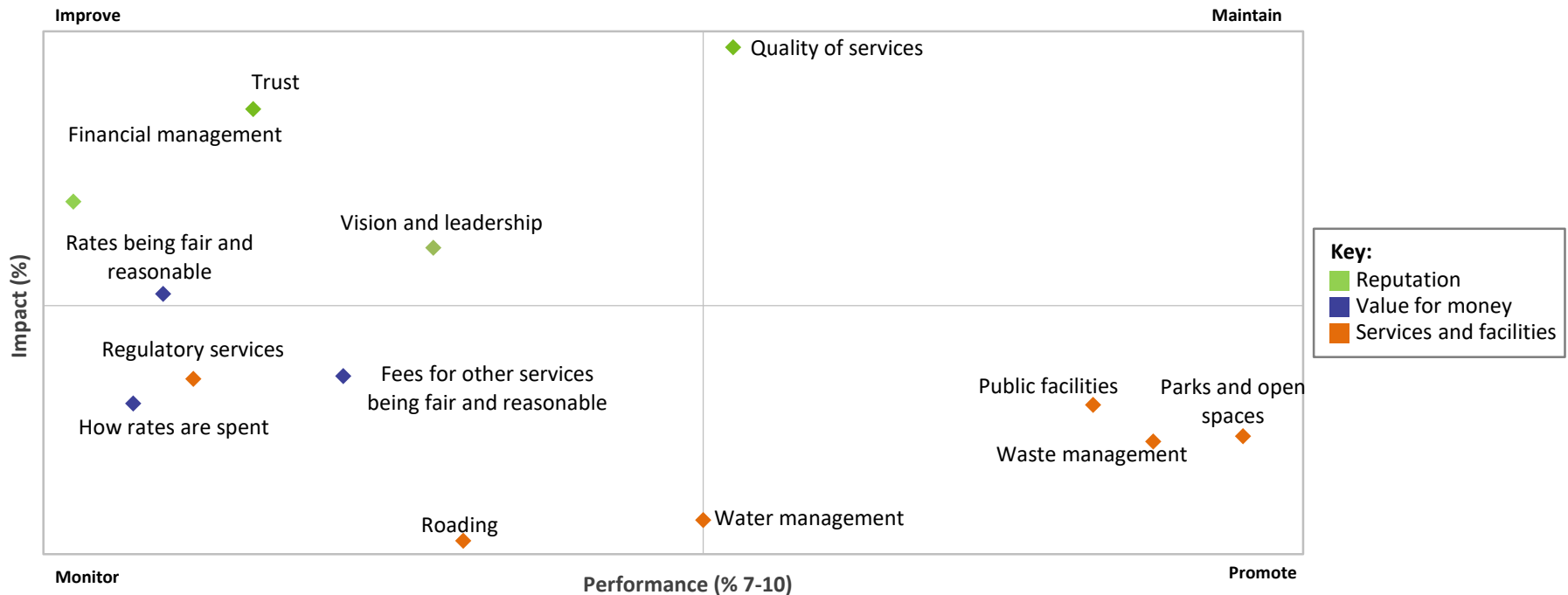
Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Establishing priorities - Matrix



Strategy implications: Summary overview⁽¹⁾⁽²⁾



- The priority areas for improvement relates to three areas within reputation, including *trust*, *financial management*, and *vision and leadership*.
- Demonstrating to residents that rates are fair and reasonable is another priority to focus on short term.
- Performance around *waste management*, *public facilities* and *parks and open spaces* should be promoted, as it shows high levels of performance, but low impact.

NOTES:

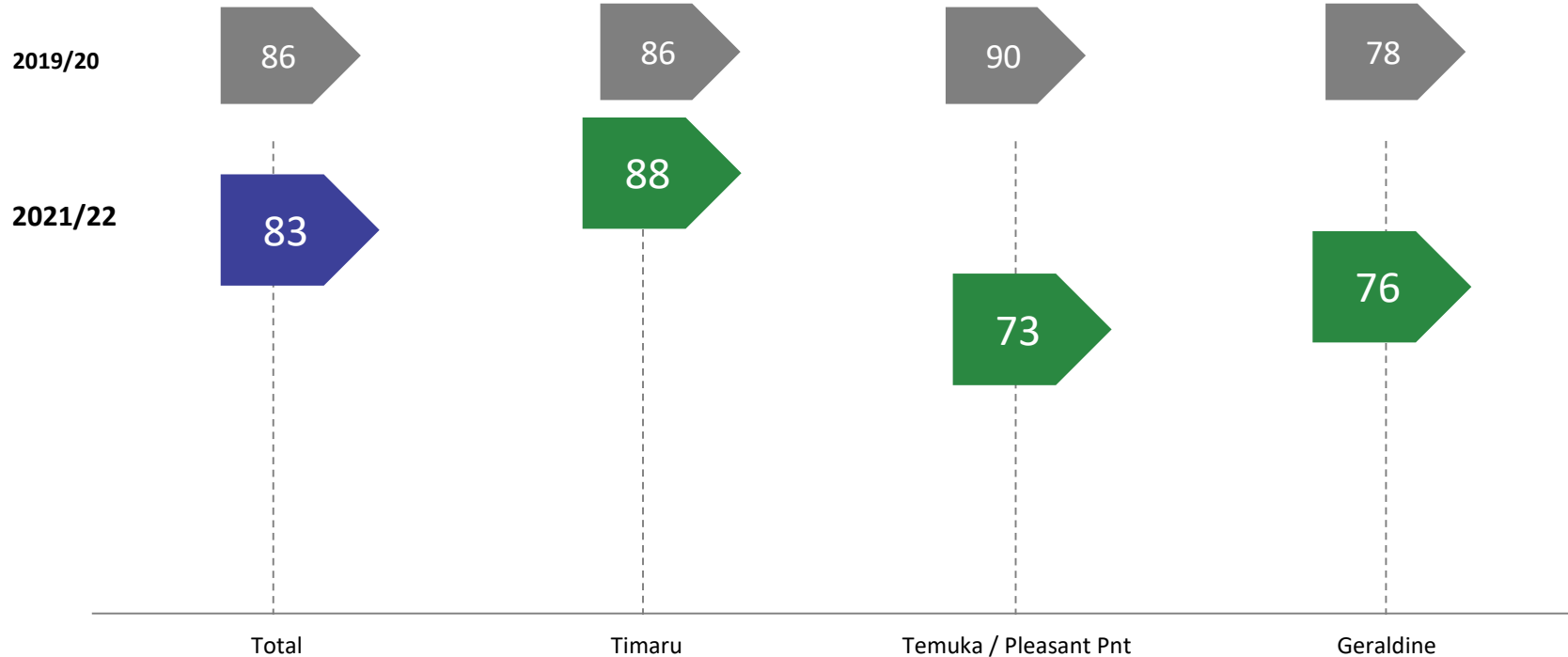
1. Sample: 2021/22 n=402
2. The strategy grid serves to illustrate the relative position of attributes based on the combination of performance and impact. Relative to all other measures, those with the highest impact and lowest performance represent the best opportunities since improvements in these areas will be most valued



Understanding reputation



Reputation benchmarks⁽¹⁾⁽²⁾⁽³⁾



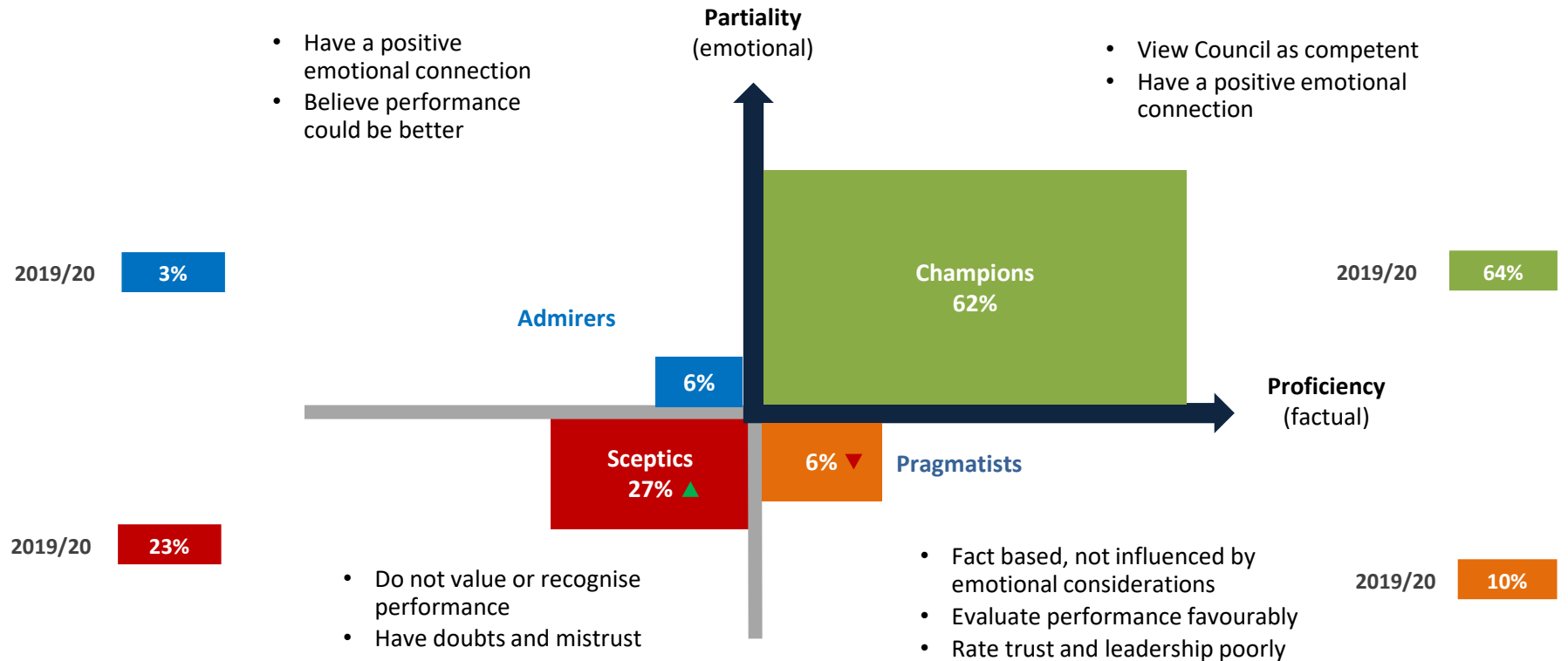
- Timaru District Council has an ‘Excellent’ reputation overall.
- Timaru ward perceives Council and its reputation significantly higher when compared to other areas.
- The reputation benchmark in Geraldine (76) and Temuka / Pleasant Pnt (73) is considered ‘Acceptable’.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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

Key:	
≥80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

Reputation profile⁽¹⁾⁽²⁾



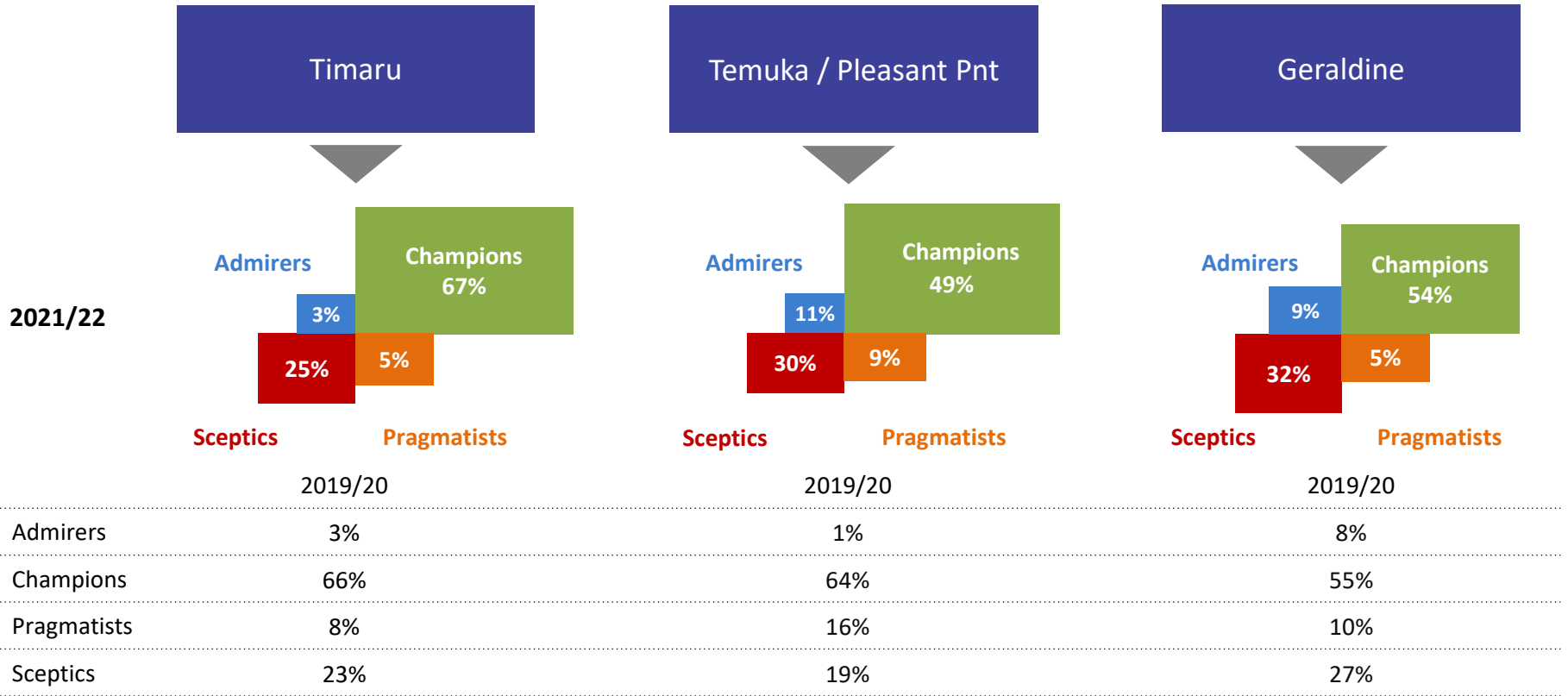
- Timaru District Council’s reputation profile is dominated by ‘Champions’, who recognise that the Council is competent and is doing a good job.
- This is consistent with the previous reported period, with a slight shift towards ‘Sceptics’ and ‘Admirers’.

Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

NOTES:
 1. Sample: 2019/20 n=401; 2021/22 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

Reputation profile: Wards⁽¹⁾⁽²⁾

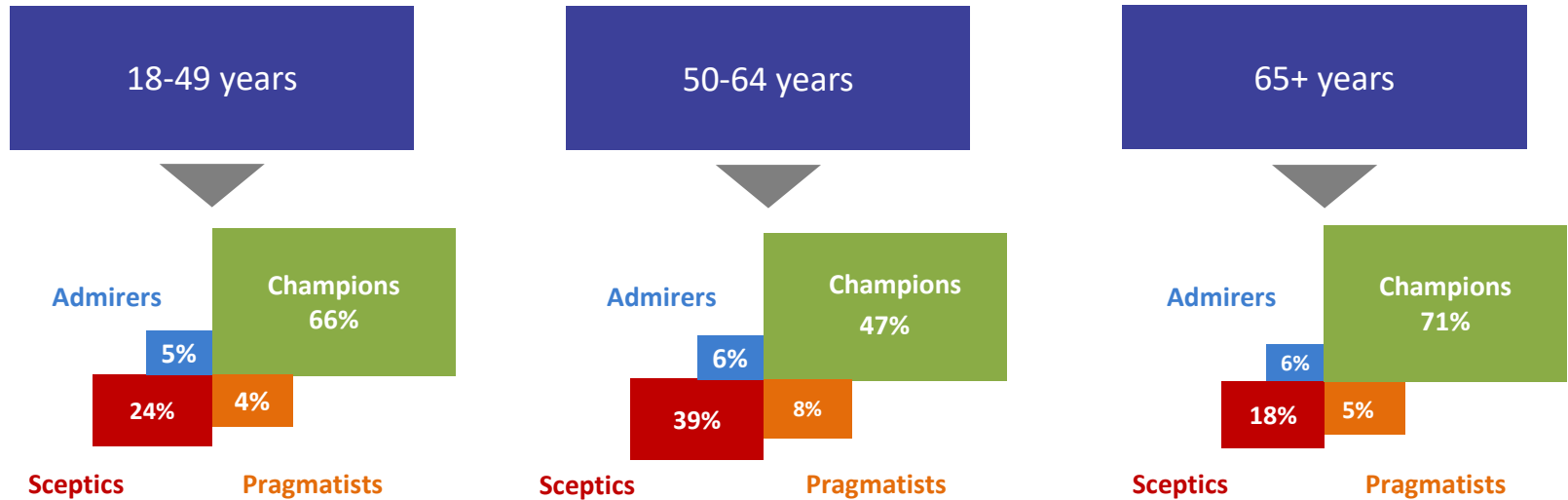


- All wards remain a very strong reputation profile dominated by ‘Champions’.
- Residents from Geraldine are considerably more likely to be ‘Sceptics’ than those residing in Timaru.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=184, Temuka/Pleasant Point n=81; Geraldine n=48; 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

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



2019/20

Admirers

2%

Champions

66%

Pragmatists

9%

Sceptics

23%

2019/20

2%

59%

10%

29%

2019/20

6%

67%

11%

16%

- Those aged over 65 years are most likely to be ‘Champions’ than the other age groups. Those aged under 50 have a strong reputation profile as well.
- However, residents aged between 50 and 64 years have a strong incline to become ‘Sceptics’.

NOTES:

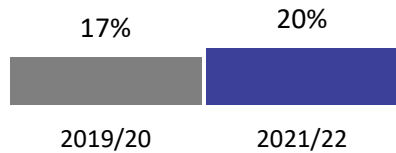
1. Sample: 2019/20 n=401; 2021/22 n=402; 18-49 years n=128; 50-64 years n=98, 65+ years n=87; Excludes don't know responses
2. Segments have been determined using the results from a set of five overall level questions
3. REP1 vision and leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation



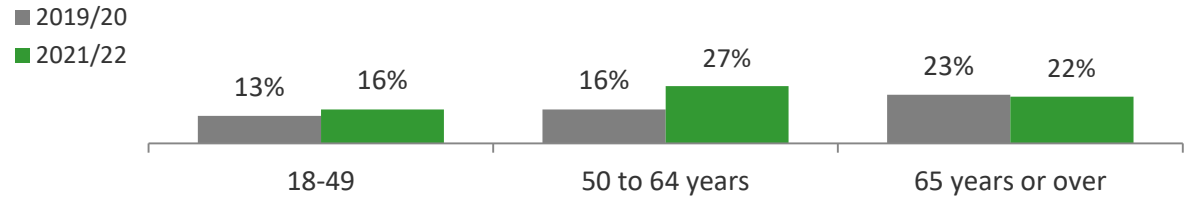
Satisfaction with interactions



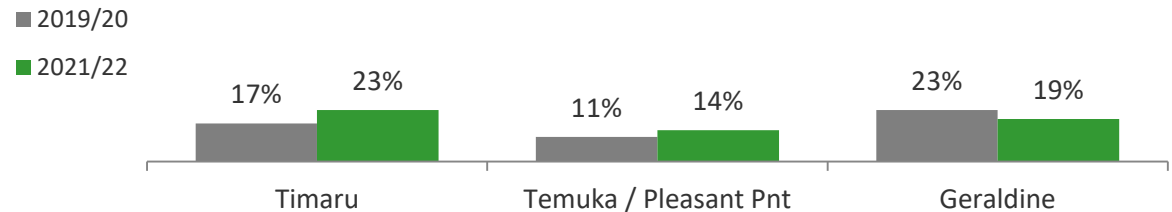
Interactions: Enquiries, requests for services and complaints⁽¹⁾⁽²⁾



Proportion of residents lodging a request (by age)



Proportion of residents lodging a request (by ward)

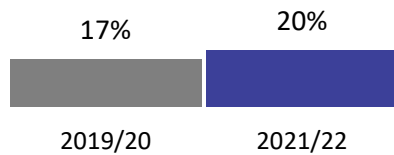


- One in five residents (20%) have made an *enquiry, request* or *complaint* about a Council service in the last 12 months.
- Over a quarter of the requests or complaints came from residents aged between 50 and 64 years.

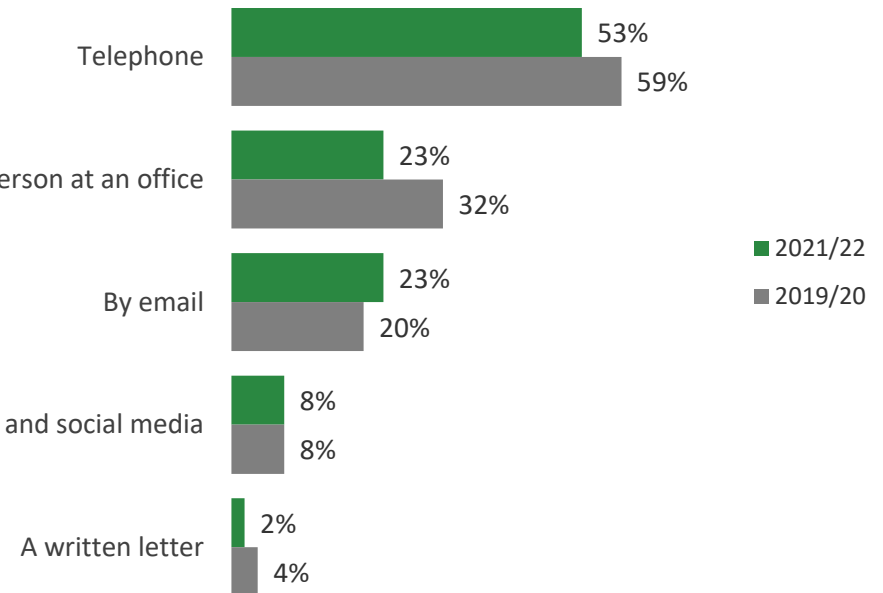
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; 18-49 years n=173; 50-64 years n=118; 65+ years n=111; Timaru n=232, Temuka /Pleasant Point n=102; Geraldine n=68; Those lodging a request 2021/22 n=81
2. RS1. Have you made a request for service or complaint about a Council service during the past 12 months?

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



Online including the website and social media

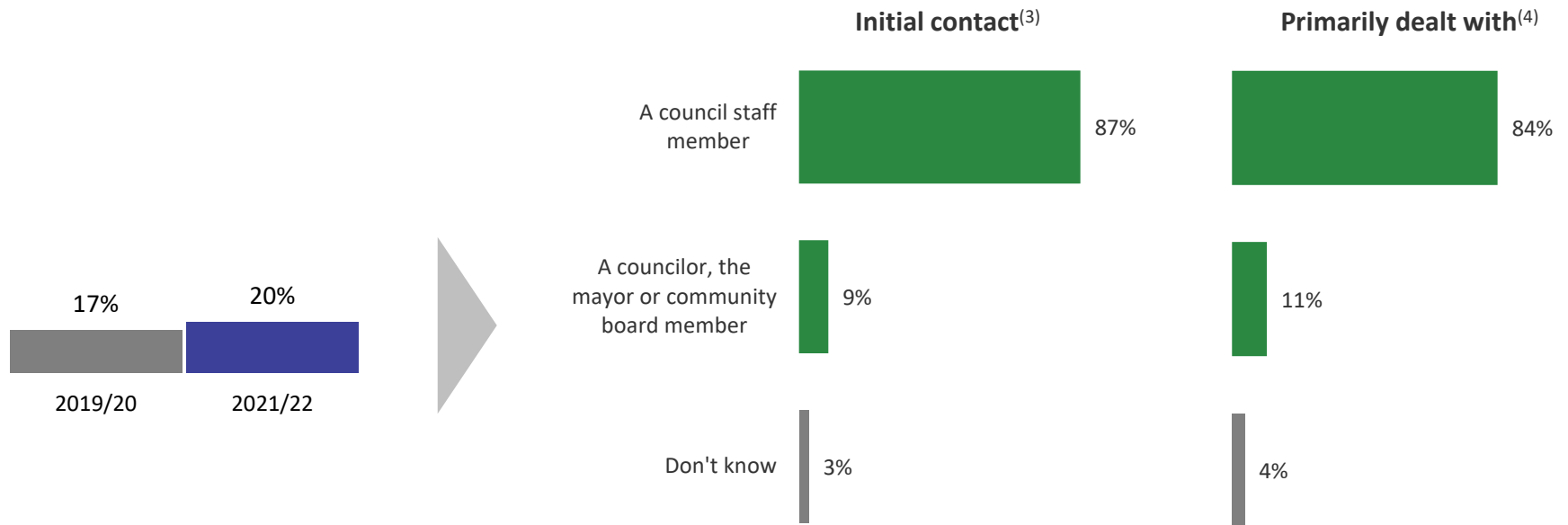


- Over half (53%) of *enquiries, requests or complaints* were made via the *phone*.
- Other popular ways to make an enquiry include *in person at an office* (23%) and *by email* (23%).

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Made a request for service or complaint; 2021/22 n=81
2. RS1. Have you made a request for service or complaint about a Council service during the past 12 months?
3. RS2. In relation to your most recent contact with the Council, what best describes how you contacted them?
4. There is potential for responses 'by email' and 'via the website' to be interrelated since there is functionality within the website to send an email via a form, or to obtain email addresses.

Interactions: Enquiries, requests for services and complaints⁽²⁾⁽³⁾⁽⁴⁾

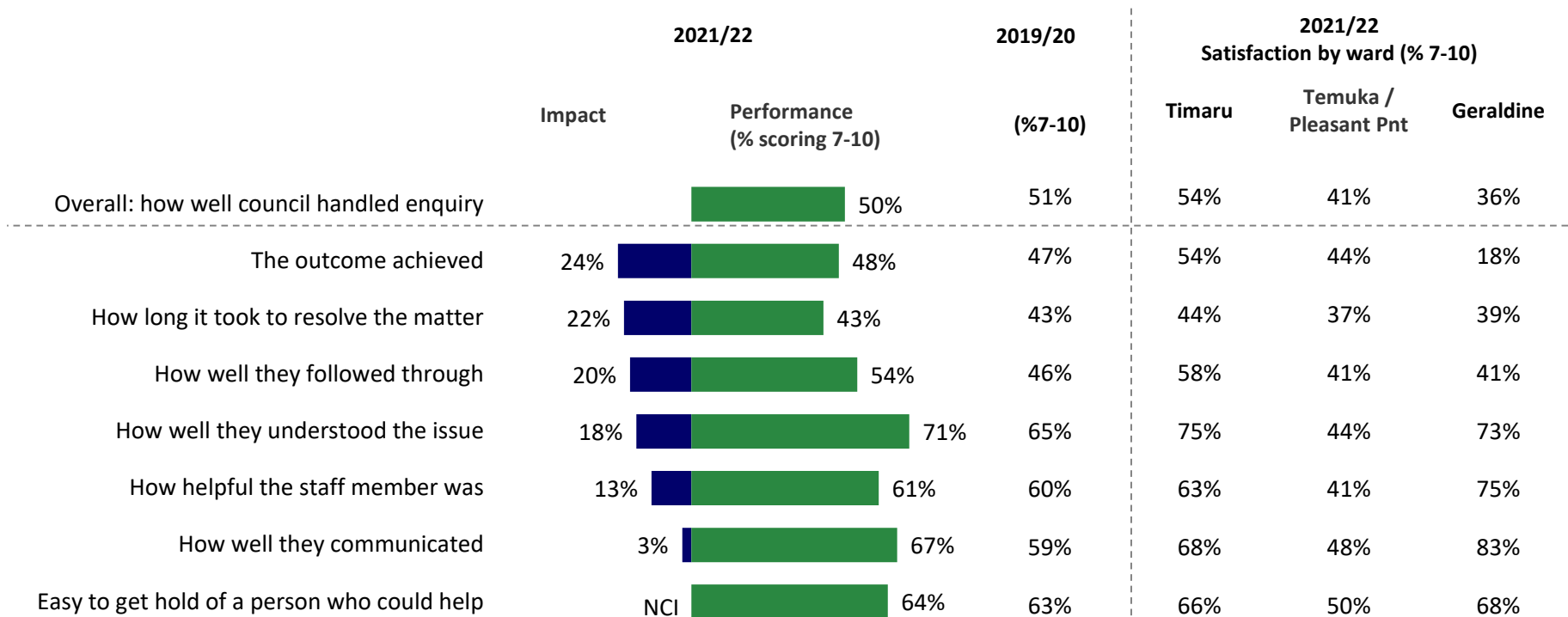


- In almost all instances, the initial interactions primarily dealt with a Council staff member

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Made a request for service or complaint n=81
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?

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

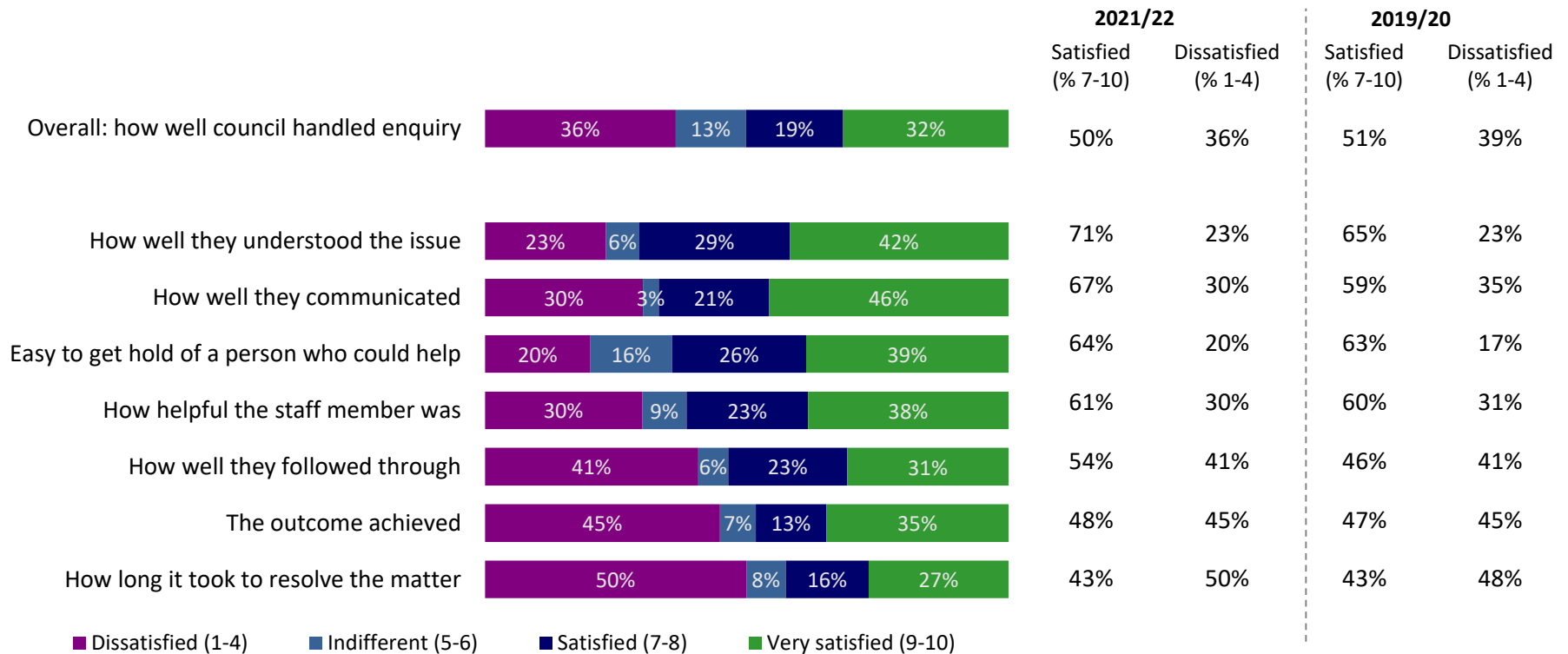


- Performance in *handling enquiries, requests and complaints* remained at the same level when compared with the previous reporting period.
- *The outcome achieved* is the main driver of perceptions of how well the Council handles interactions.
- The best opportunity for improvement in this area is *time taken to resolve the matter*. This sub-driver has the lowest satisfaction and second highest impact.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. RS5. Still thinking back to your most recent contact or request, how would you rate your satisfaction with each of the following?

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



- Overall, more half of those who had an interaction with Council (50%) are satisfied with *how Council handled their enquiries*.
- Areas with the highest performance include *how well Council staff understood the issue* (71%) and *how well they communicated* (67%).

NOTES:

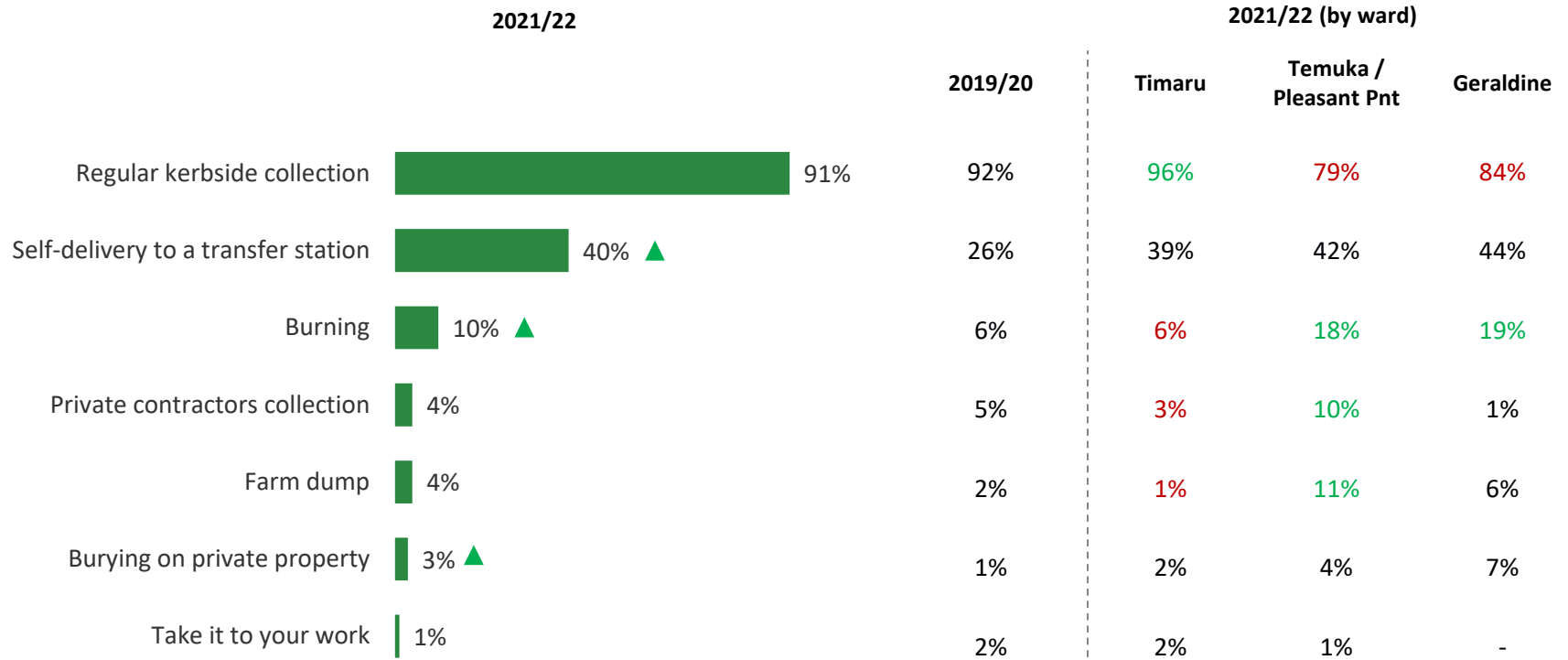
1. Sample: 2019/20 n=401; 2021/22 n=402; Lodged a request 2019/20 n=68, 2021/22 n=81
2. RSS. Still thinking back to your most recent contact or request, how would you rate your satisfaction with each of the following?



Satisfaction with waste minimisation



Use of waste disposal services⁽¹⁾⁽²⁾



- More than nine out of ten residents (91%) use *regular kerbside collection*.
- There has been an ongoing trend over past three reporting periods with a significant increase in the proportion of residents using the *self-delivery to a transfer station* method. 40% of the residents have delivered waste to the transfer station in 2021/22.

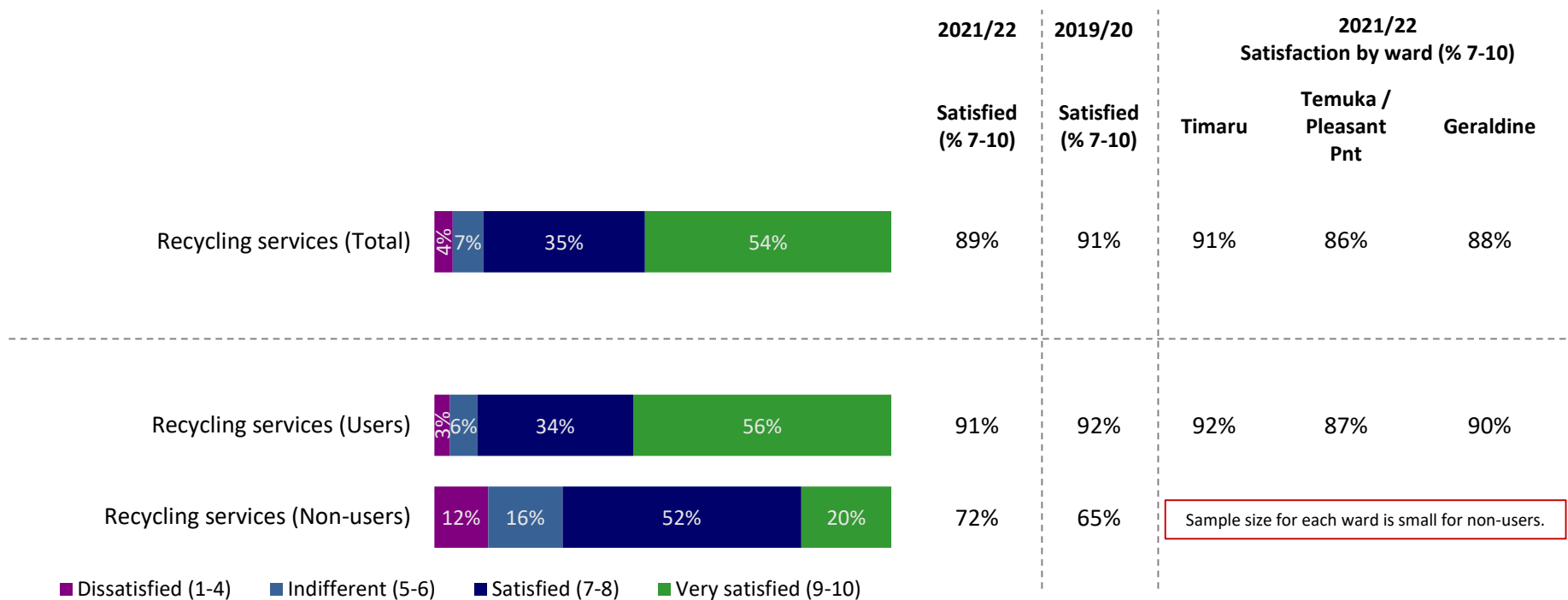
Note: Statistical significance indicates the difference is highly unlikely due to chance.

▲	Significantly higher	▲	Significantly higher
▼	Significantly lower	▼	Significantly lower

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]

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

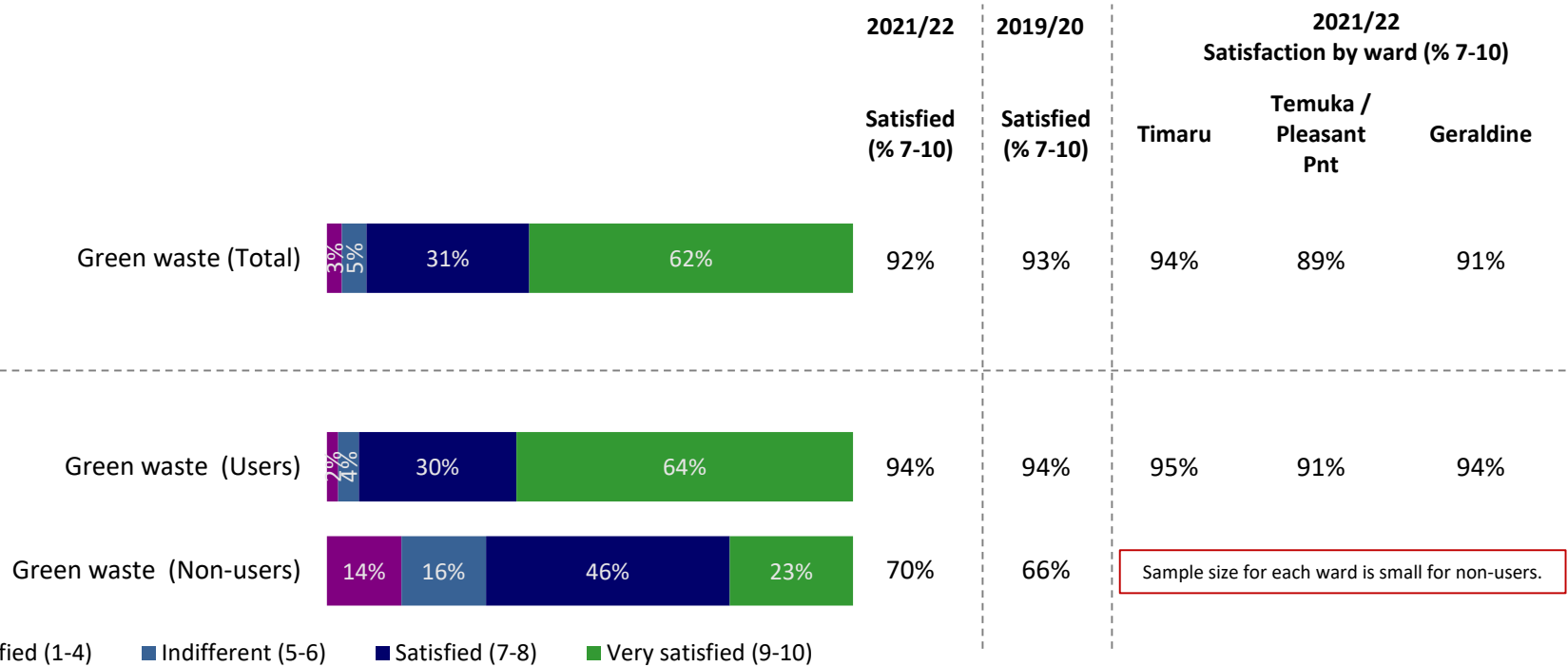


- 91% of residents use *kerbside collection service*. Out of those, 89% are satisfied with *recycling services*.

NOTES:

- Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=358, Timaru n=222, Temuka /Pleasant Point n=80; Geraldine n=56; Non-users n=31, Timaru n=6, Temuka /Pleasant Point n=11, Geraldine n=10
- WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]
- WR3. How satisfied are you with each of the following services that are provided by Council?

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

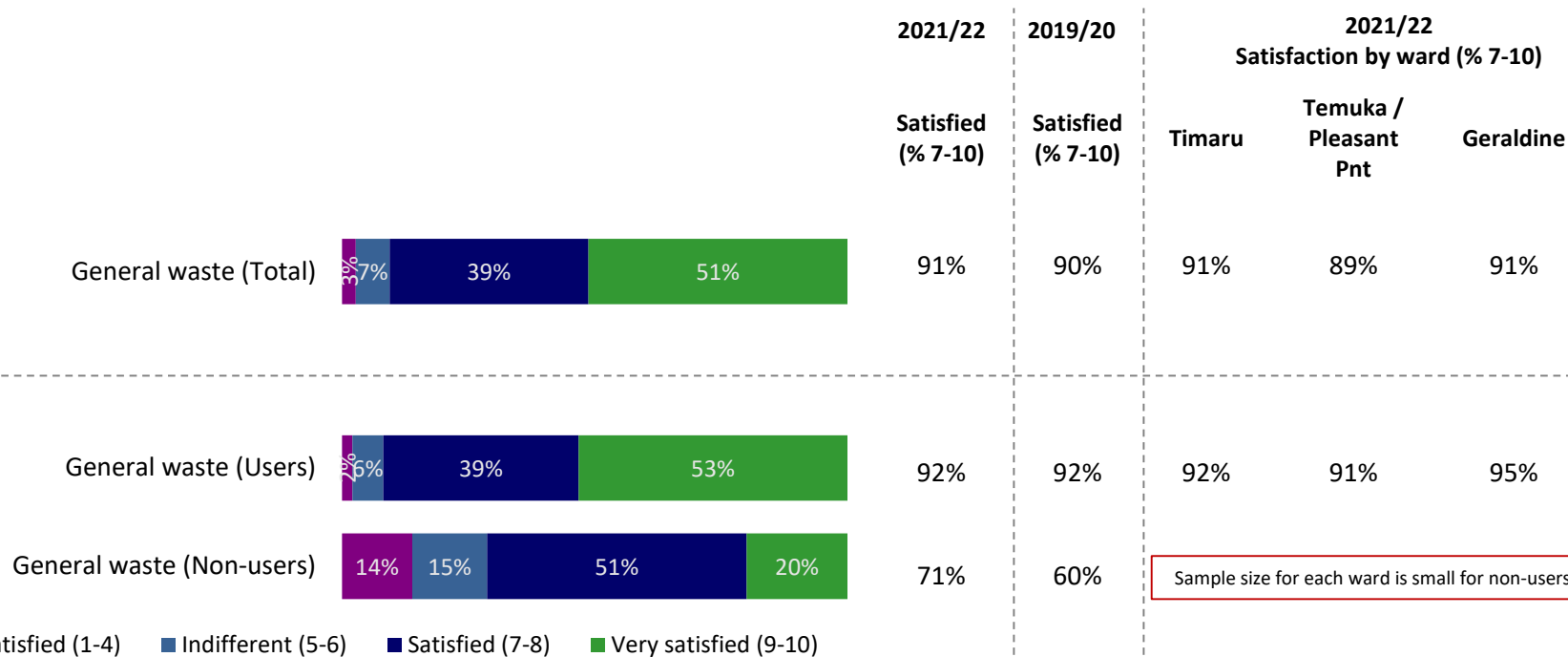


- The level of satisfaction around *green waste management* is high among users of the *kerbside collection service* (94%).
- Satisfaction levels are very high and consistent with the previous reporting period in 2019/20.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=350, Timaru n=219, Temuka /Pleasant Point n=77, Geraldine n=54; Non-users n=25, Timaru n=6, Temuka /Pleasant Point n=12, Geraldine n=7
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?

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






- Most of the *kerbside collection service* users (91%) are highly satisfied with the Council's *management of general waste*.
- Satisfaction with the *management of general waste* remains high over the past 24 months.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=357, Timaru n=222, Temuka /Pleasant Point n=79, Geraldine n=56; Non-users n=25, Timaru n=6, Temuka/Pleasant Point n=12, Geraldine n=7
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?

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

		2021/22	2019/20	2021/22 Satisfaction by ward (% 7-10)		
		Satisfied (% 7-10)	Satisfied (% 7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
Recycling services (Total)		89%	91%	91%	86%	88%
Recycling services (Users)		87%	88%	88%	86%	82%
Recycling services (Non-users)		91%	92%	92%	85%	92%

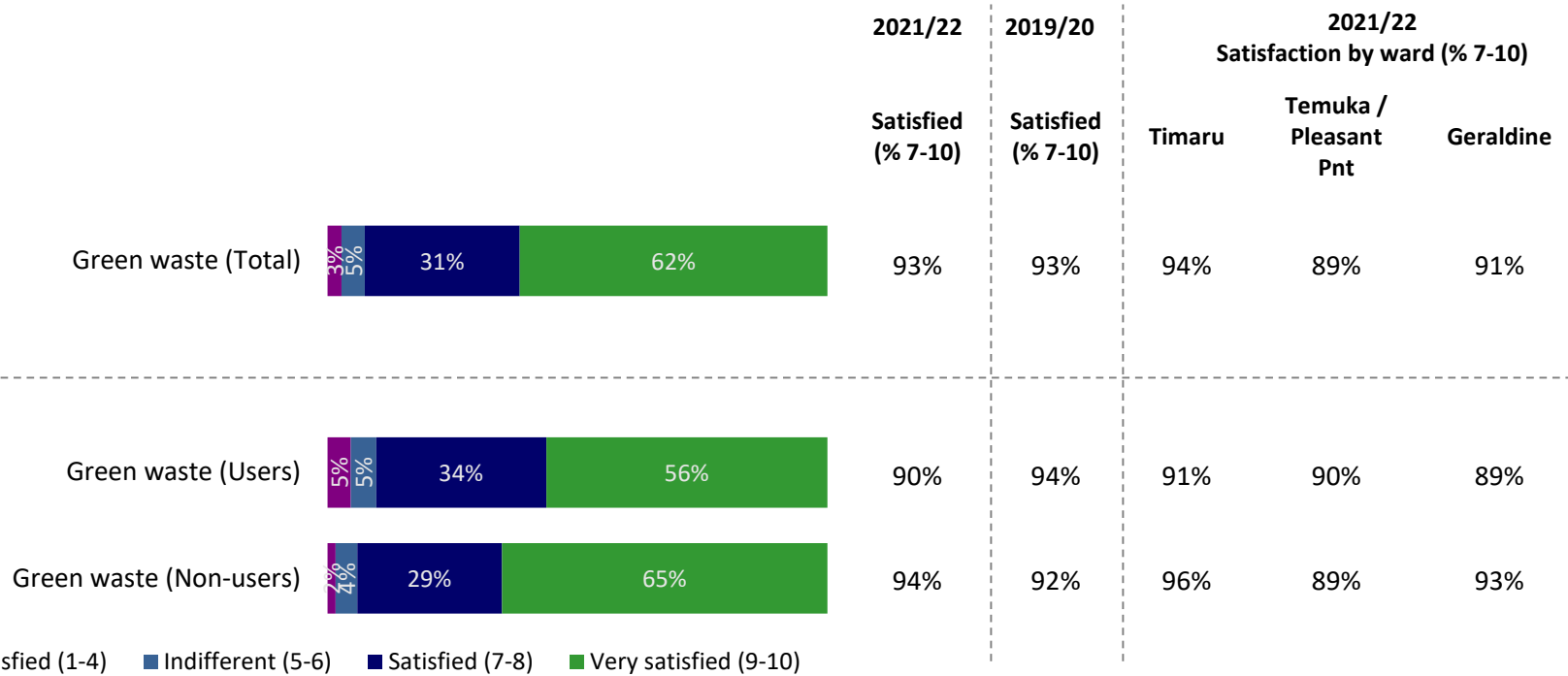
■ Dissatisfied (1-4)
 ■ Indifferent (5-6)
 ■ Satisfied (7-8)
 ■ Very satisfied (9-10)

- Non-users of *transfer stations* which account for 40% of the residents are more likely to be satisfied with the *recycling services* than users.
- Almost nine in ten users (87%) of the *transfer stations* are satisfied with the Council's *recycling services*.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=155, Timaru n=88, Temuka /Pleasant Point n=41, Geraldine n=26; Non-users n=234, Timaru n=140, Temuka /Pleasant Point n=56, Geraldine n=38
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?

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






- Both users and non-users of *transfer stations* are highly satisfied with *green waste management*.

NOTES:

- Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=150, Timaru n=88, Temuka /Pleasant Point n=37, Geraldine n=25; Non-users n=225, Timaru n=137, Temuka /Pleasant Point n=52, Geraldine n=36
- WR1. Which of the following methods does your household use for waste disposal? [Multiple Response]
- WR3. How satisfied are you with each of the following services that are provided by Council?

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

		2021/22	2019/20	2021/22 Satisfaction by ward (% 7-10)		
		Satisfied (% 7-10)	Satisfied (% 7-10)	Timaru	Temuka / Pleasant Pnt	Geraldine
General waste (Total)		91%	90%	91%	89%	91%
General waste (Users)		90%	92%	90%	93%	85%
General waste (Non-users)		91%	90%	92%	86%	95%

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

- Performance around *managing general waste* is similar among both users and non-users.
- *Geraldine* users are least likely to be satisfied than residents from other areas.

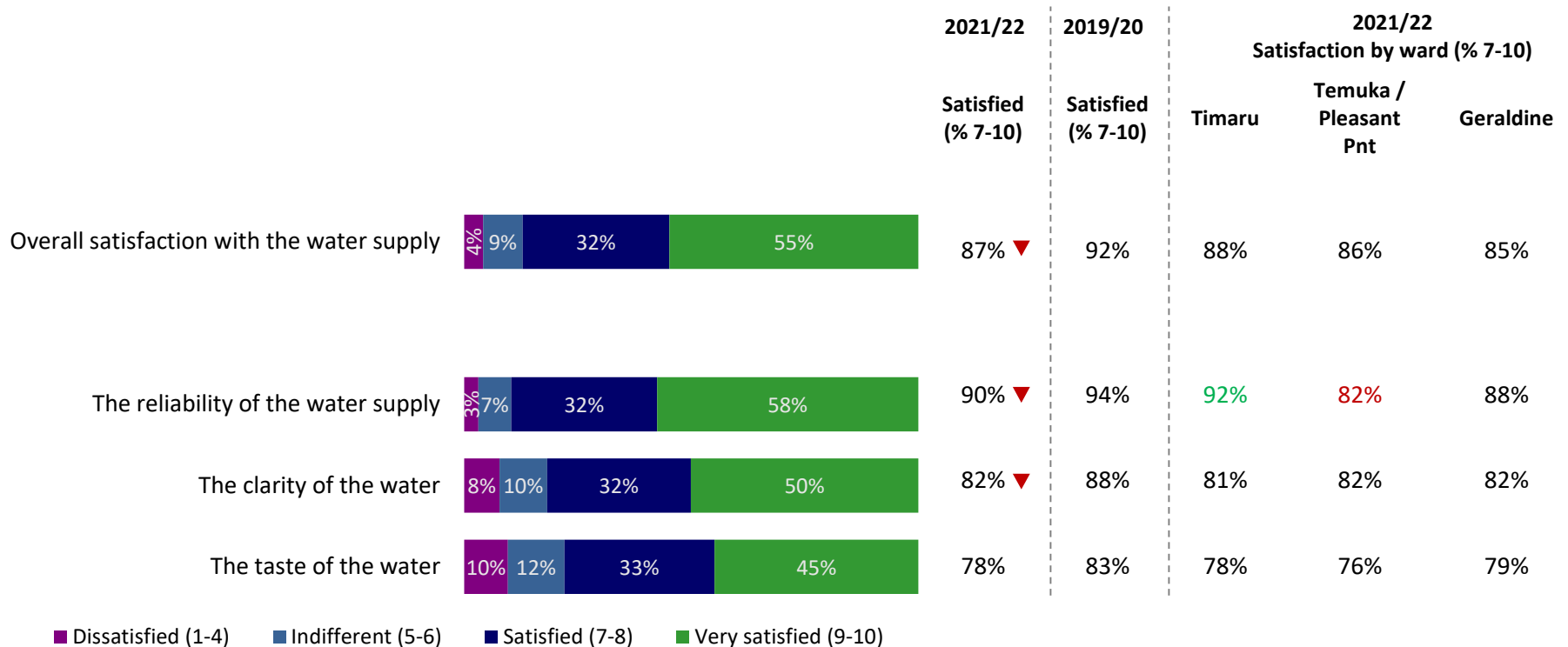
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=151, Timaru n=88, Temuka/Pleasant Point n=38, Geraldine n=25; Non-users n=231, Timaru n=140, Temuka/Pleasant Point n=53, Geraldine n=38
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

Infrastructure: Water supply⁽¹⁾⁽²⁾



- There has been a statistically significant decline in satisfaction with *water supply* over the past 24 months, including *the reliability of water supply* and *the clarity of water*.
- However, overall satisfaction remains above 80% for both measures.
- Residents are very satisfied with the district's *water supply*; *Timaru* residents are likely to be more satisfied with the *reliability of the water supply* than other residents

NOTES:

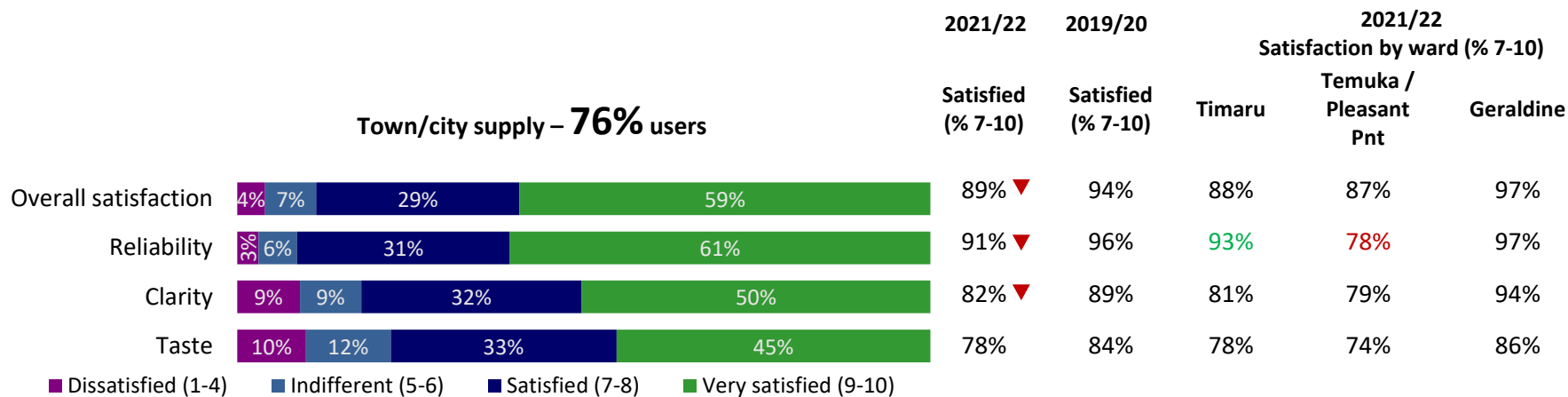
1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68;
2. TW2. On the scale of 1- 10, how would you rate your satisfaction with...

Note: Statistical significance indicates the difference is highly unlikely due to chance.

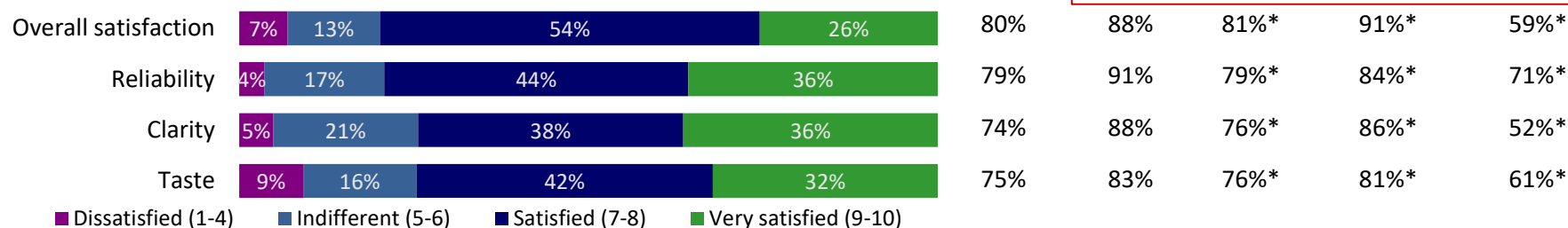
▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Infrastructure: Water supply⁽¹⁾⁽²⁾⁽³⁾

Town/city supply – 76% users



Rural water scheme – 15% users



- Overall, residents on *town water supply* are significantly more satisfied than those on a *rural scheme*, especially when it comes to the *clarity of water* and *reliability of supply*.

NOTES:

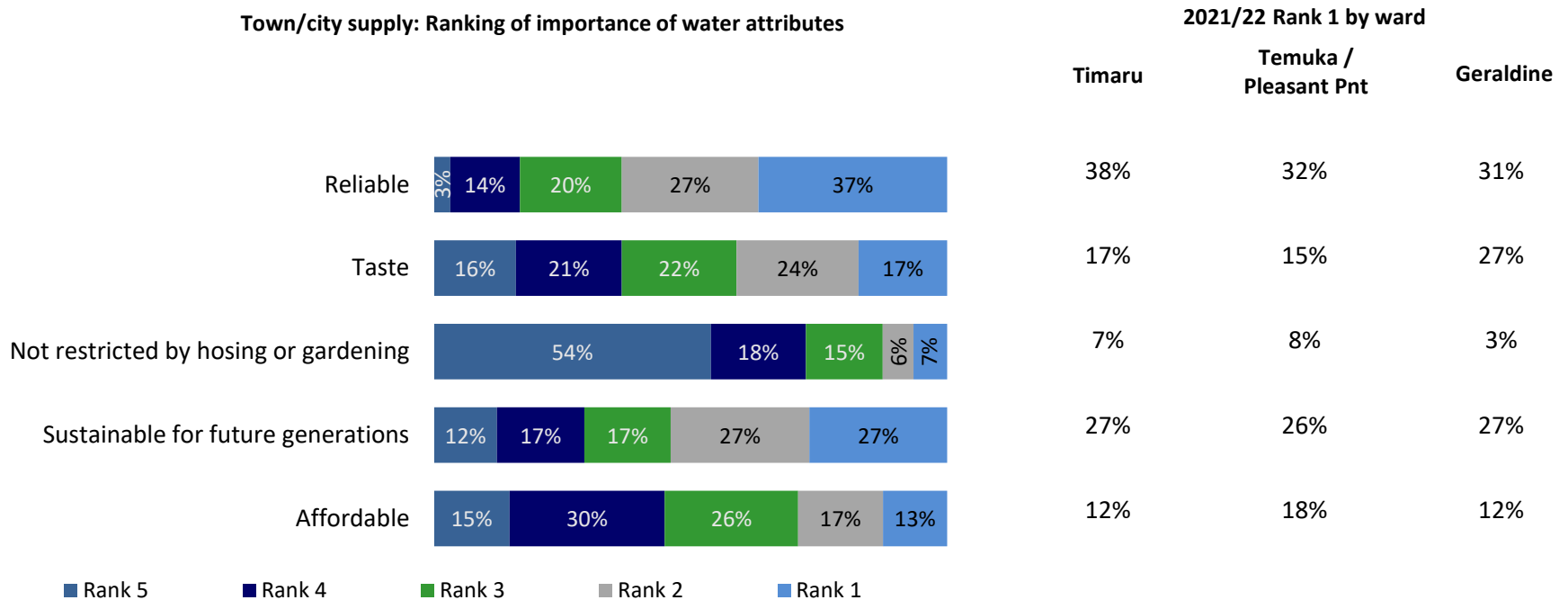
- Sample: 2019/20 n=401; 2021/22 n=402; Town/city supply n=293, Timaru n=206, Temuka / Pleasant Point n=54, Geraldine n=33; Rural water scheme n=65; Timaru n=17, Temuka / Pleasant Point n=28; Geraldine n=19
- TW1. Which of the following best describes your water supply connection?
- TW2. On the scale of 1- 10, how would you rate your satisfaction with...

Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Infrastructure: Water supply⁽¹⁾⁽²⁾⁽³⁾

Town/city supply: Ranking of importance of water attributes



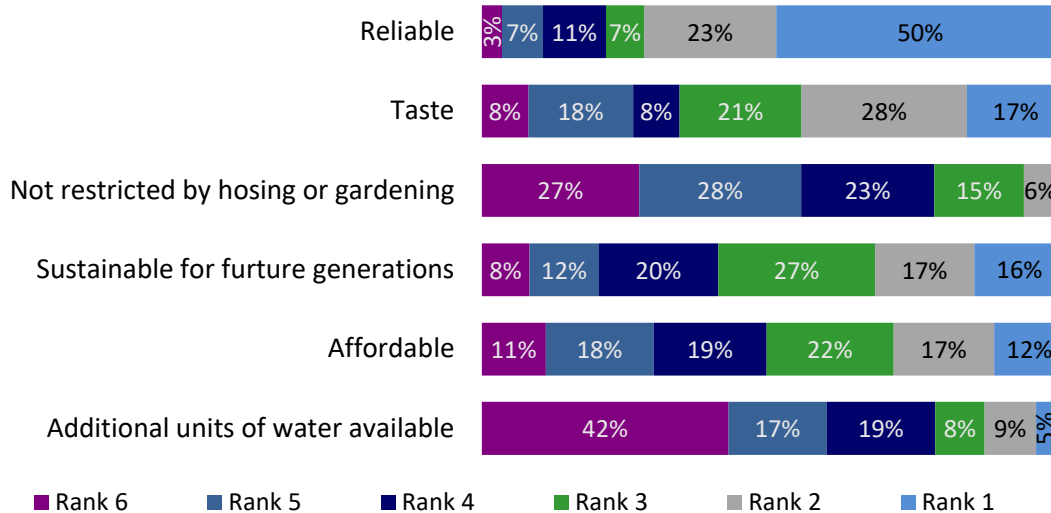
- *Reliability* of water supply is the top priority for residents across all wards that are connected to a *town/city water supply*.
- Residents from Geraldine more than other wards put an emphasis on *taste* (27% ranked it as a most important attribute compared with just 17% and 15% among residents from Timaru and Temuka/Pleasant Points respectively).

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Town/city supply n=302, Timaru n=211, Temuka/Pleasant Point n=58, Geraldine n=33
2. TW1. Which of the following best describes your water supply connection?
3. TW2D. Thinking about your water supply connection, please rank the following water attributes in the order of importance to you

Infrastructure: Water supply⁽¹⁾⁽²⁾⁽³⁾

Rural water scheme: Ranking of importance of water attributes



2021/22 Rank 1 by ward

	Timaru*	Temuka / Pleasant Pnt*	Geraldine*
Reliable	62%	37%	51%
Taste	11%	18%	23%
Not restricted by hosing or gardening	-	3%	-
Sustainable for future generations	10%	19%	19%
Affordable	17%	11%	7%
Additional units of water available	-	13%	-

*Caution:
A sample less than n=30 is considered too small to be conclusive

- Overall, residents on the *rural water scheme* ranked *reliability* and *taste* as the top two most *important attributes of water supply*.
- Residents from Temuka/Pleasant Point also think that having access to additional water units is very important (13%).
- Residents from Timaru ward are more concerned about affordability (17%) when compared to other wards (11% for Temuka/Pleasant Point and 7% for Geraldine).

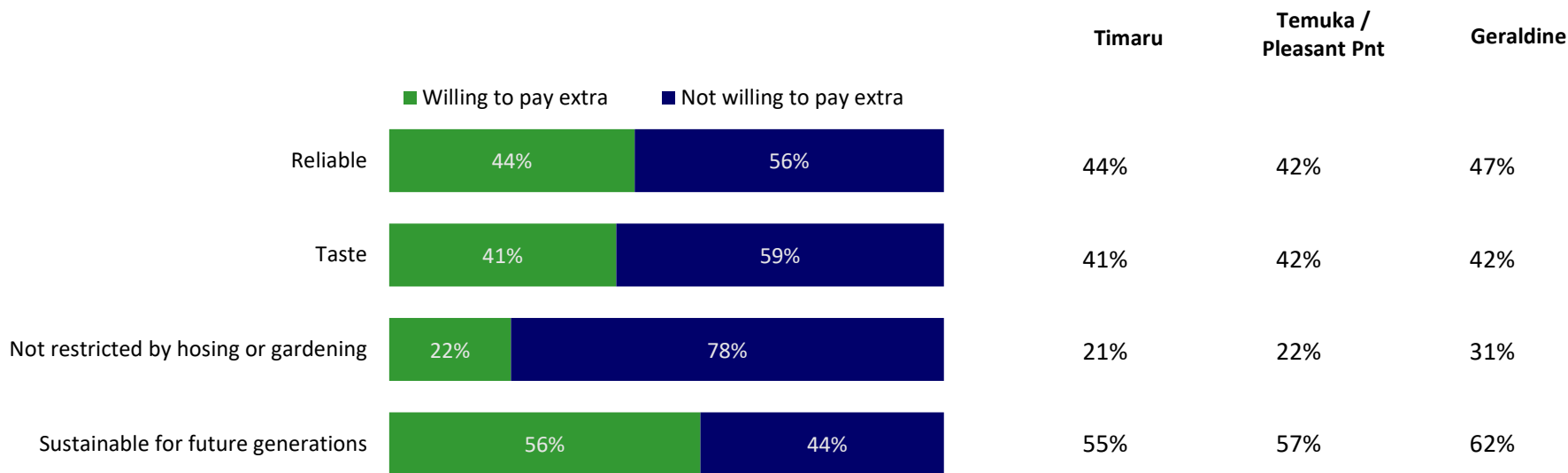
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Rural water scheme n=65, Timaru n=18, Temuka/Pleasant Point n=28, Geraldine n=19
2. TW1. Which of the following best describes your water supply connection?
3. TW2D. Thinking about your water supply connection, please rank the following water attributes in the order of importance to you

Infrastructure: Water supply⁽¹⁾⁽²⁾⁽³⁾

Town/city supply: Willingness to pay extra

Willing to pay extra by ward



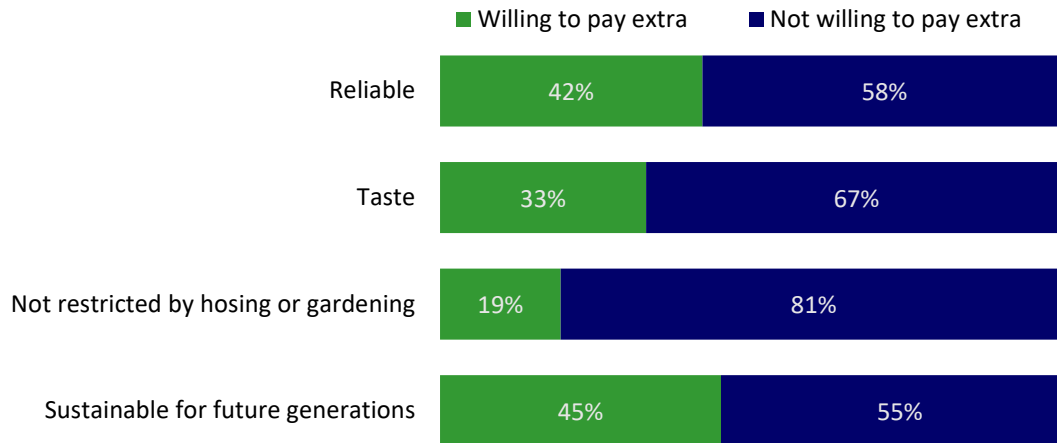
- *Sustainability for future generations* (56%) and *reliability* (44%) are two attributes that residents on *town/city supply* are most likely to pay extra for. This is consistent across all wards.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Town/city supply n=294, Timaru n=207, Temuka/Pleasant Point n=57, Geraldine n=33
2. TW1. Which of the following best describes your water supply connection?
3. TW2E. Would you be willing to pay extra to see an improvement to any of these water attributes?

Infrastructure: Water supply⁽¹⁾⁽²⁾⁽³⁾

Rural water scheme: Willingness to pay extra



Willing to pay extra by ward

	Timaru*	Temuka / Pleasant Pnt*	Geraldine*
Reliable	32%	48%	48%
Taste	10%	47%	46%
Not restricted by hosing or gardening	5%	36%	16%
Sustainable for future generations	31%	52%	57%

*Caution:
A sample less than n=30 is considered too small to be conclusive

- *Sustainability for future generations* (45%) and *reliability* (42%) are two attributes that residents on *rural water scheme* are most likely to pay extra for.
- However, priorities slightly differ for residents from different wards. While 47% of residents from Temuka/Pleasant Point and 46% from Geraldine are also willing to pay extra money for better *taste*, just 10% of Timaru residents would do the same.

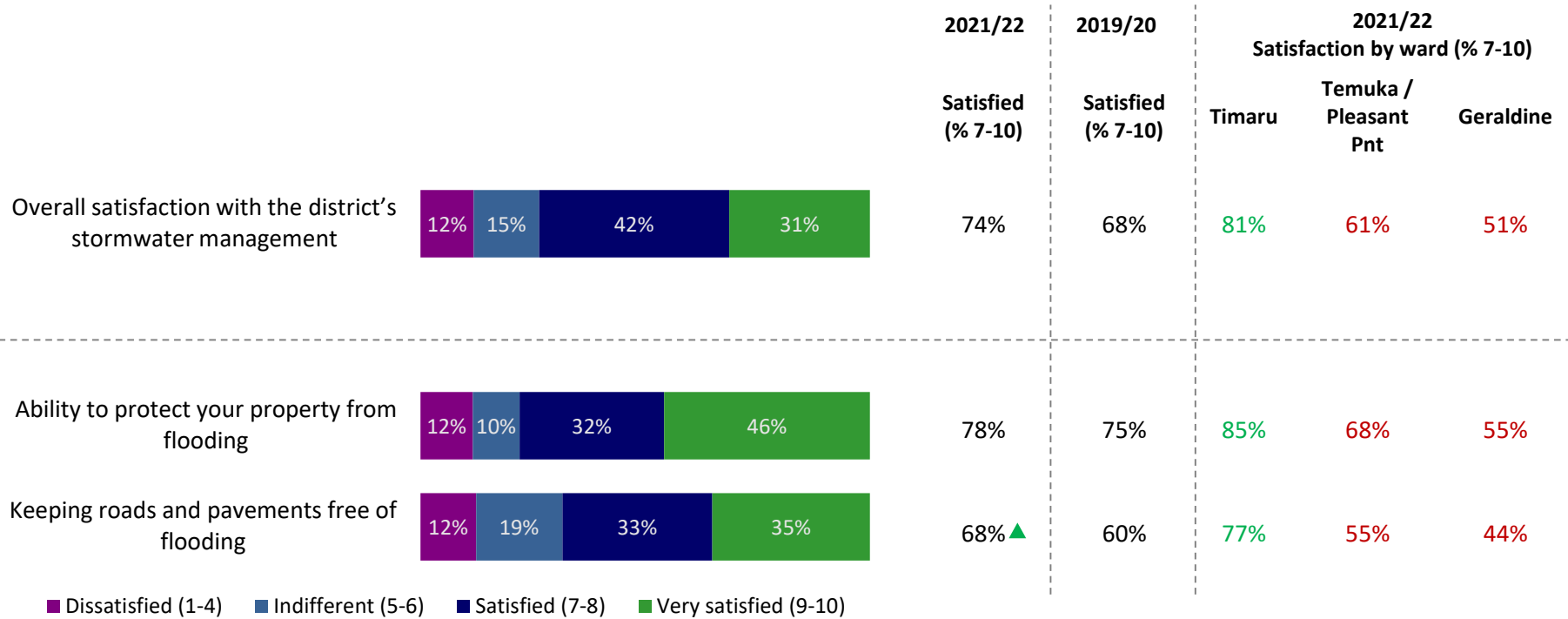
NOTES:

1. Sample: 2017/18 n=402; 2019/20 n=401; Rural water scheme n=66, Timaru n=18, Temuka/Pleasant Point n=26, Geraldine n=19
2. TW1. Which of the following best describes your water supply connection?
3. TW2E. Would you be willing to pay extra to see an improvement to any of these water attributes?

Note: Statistical significance indicates the difference is highly unlikely due to chance.

	Year-on-year	Between demographics
▲	Significantly higher	Significantly higher
▼	Significantly lower	Significantly lower

Infrastructure: Stormwater¹⁾⁽²⁾



- The perception of stormwater and its attributes has improved over the past 24 months.
- Satisfaction with keeping roads and pavements free of flooding has significantly increased (+8%) when compared to the last reporting period of 2019/20, especially among residents from Timaru ward.

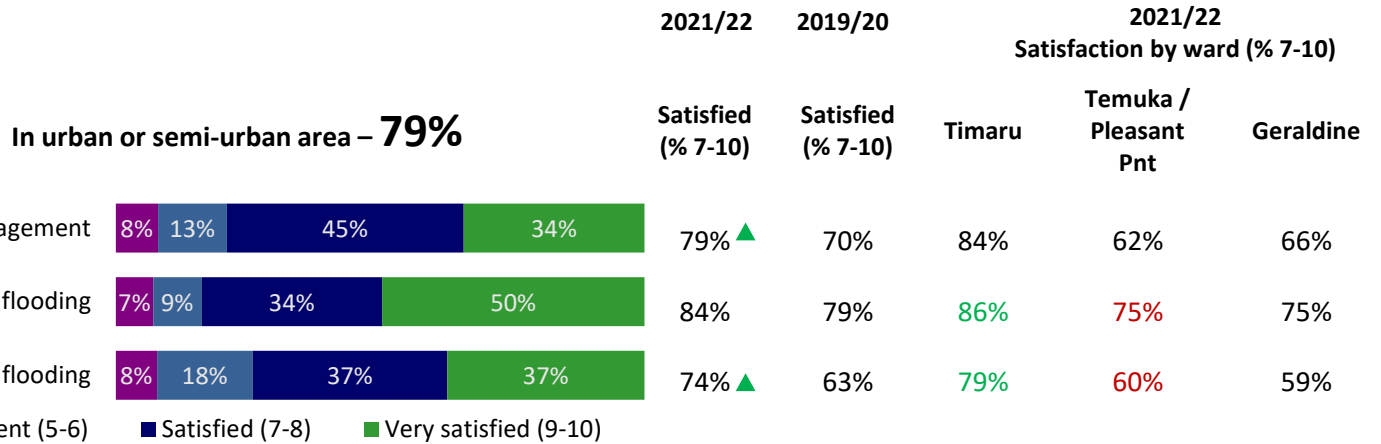
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of...

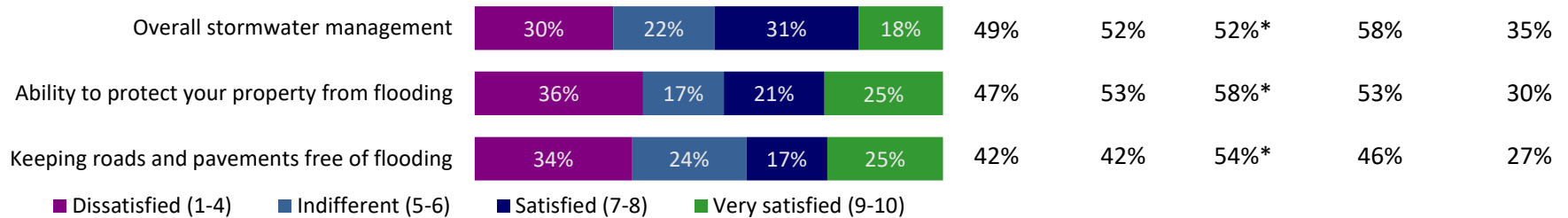
Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Infrastructure: Stormwater⁽¹⁾⁽²⁾⁽³⁾



In rural are – 21% users



*Caution:
A sample less than n=30 is considered too small to be conclusive

- The overall year-on-year significant increase in satisfaction with stormwater systems is heavily impacted by urban and semi-urban residents.

NOTES:

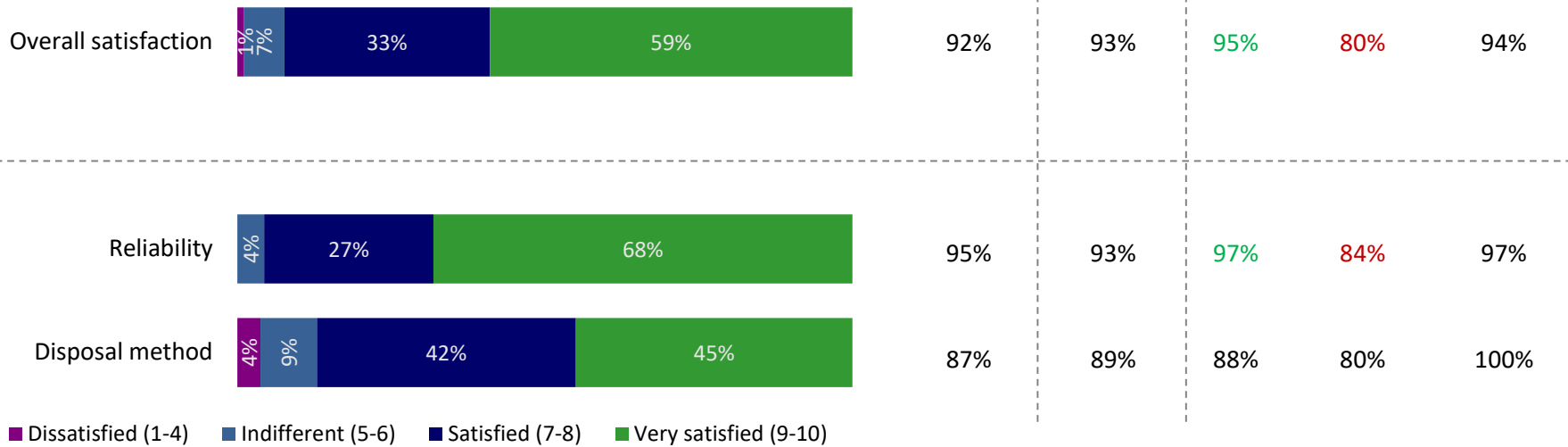
- Sample: 2021/22 urban/semi urban areas n=306; Timaru n=212, Temuka/Pleasant Point n=59, Geraldine n=35; Rural areas n=96, Timaru n=20, Temuka/Pleasant Point n=43, Geraldine n=33
- TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of...

Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

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

Town/city supply – **76%** users



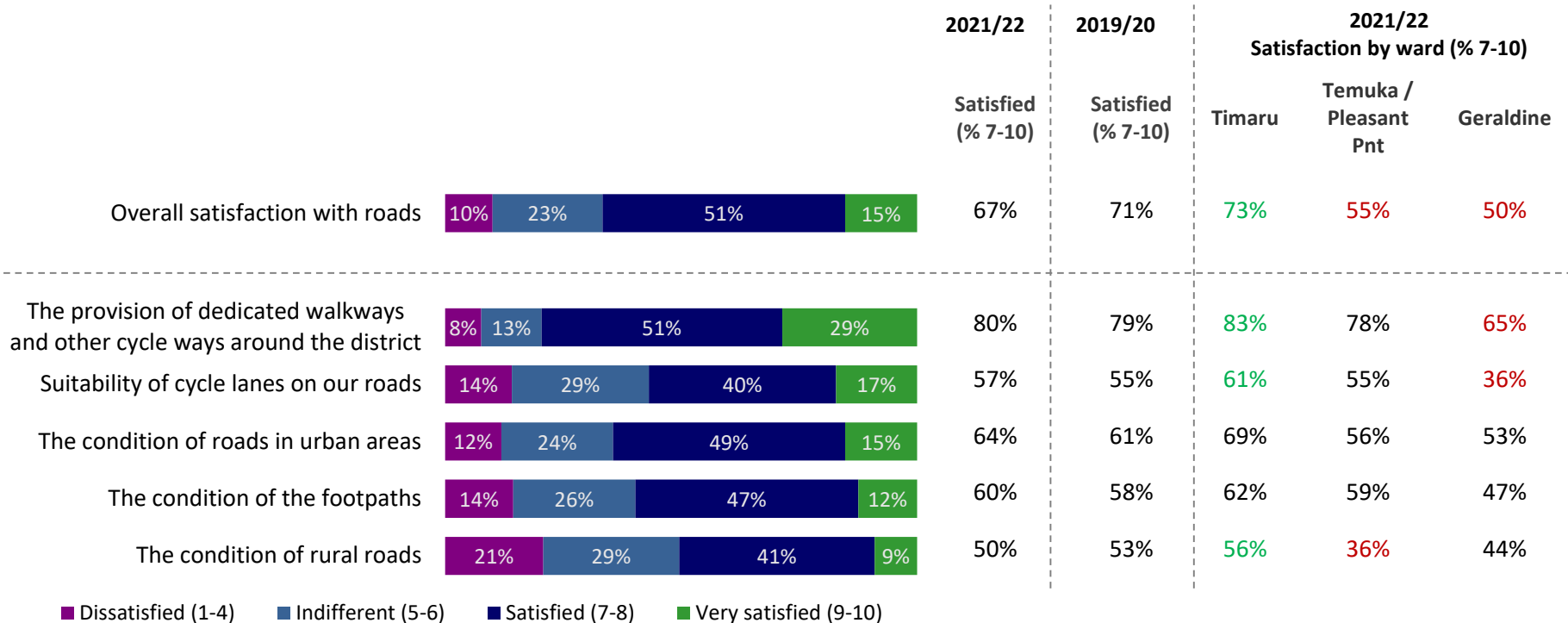
- Out of those *connected to the town/city sewage system*, more than nine in ten (92%) are satisfied with the district's *sewage system*.
- While satisfaction still remains relatively high across all wards, residents from Temuka/Pleasant Point are the least likely to be satisfied with this area.

NOTES:
 1. Sample: 2019/20 n=401; 2021/22 n=402; Town/city sewage system n=288; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
 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...

Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

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



- *Satisfaction with roading* remains consistent when compared with the results from 2019/20.
- *Timaru* residents are likely to be more satisfied with the several *roading aspects* than residents in the Geraldine and Temuka/Pleasant Point wards.

NOTES:

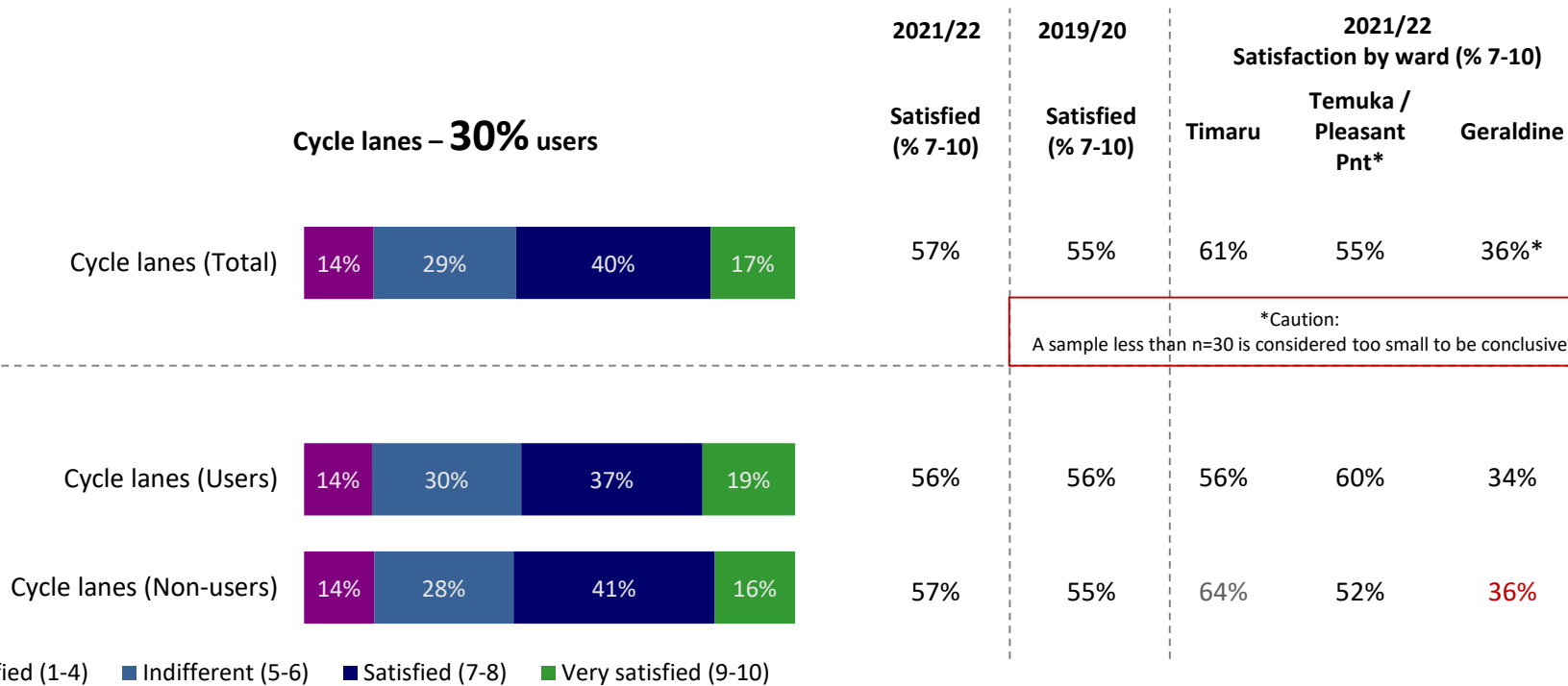
1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. RF3. Overall how satisfied are you with the roads, cycle lanes, footpaths and off-road walkways and cycle ways around the district
3. RF1. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following...

Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

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

Cycle lanes – **30%** users



- Satisfaction with *on-road cycle lanes* is consistent among users and non-users, as well as across all wards.

NOTES:

- Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=112, Timaru n=75, Temuka/Pleasant Point n=29, Geraldine n=8; Non-users n=240, Timaru n=135, Temuka/Pleasant Point n=61, Geraldine n=44
- RF2. In the last year, which of the following have you [ridden a bike on an on-road cycle lane]?
- 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...

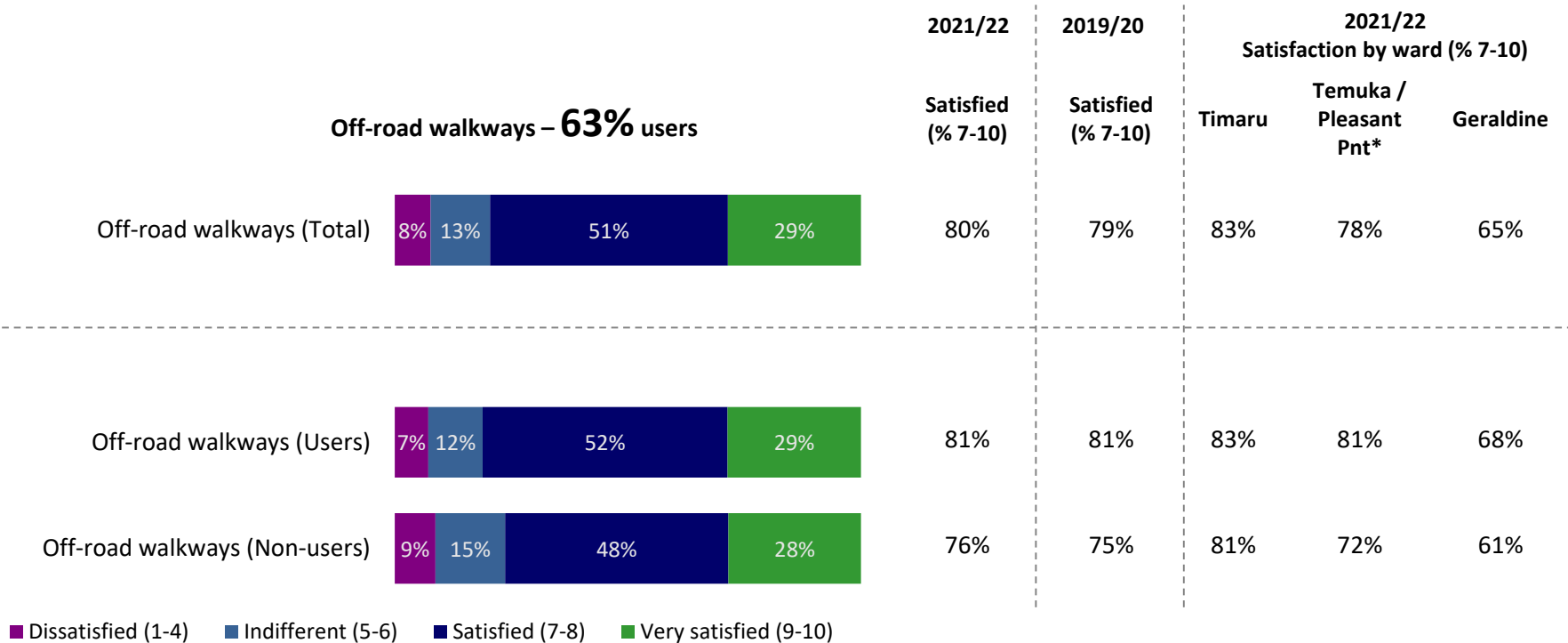
Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year Between demographics

▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

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

Off-road walkways – 63% users



- Close to two-thirds of the residents use *off-road walkways* (63%).
- Satisfaction with these facilities remains at a high level over time.

NOTES:

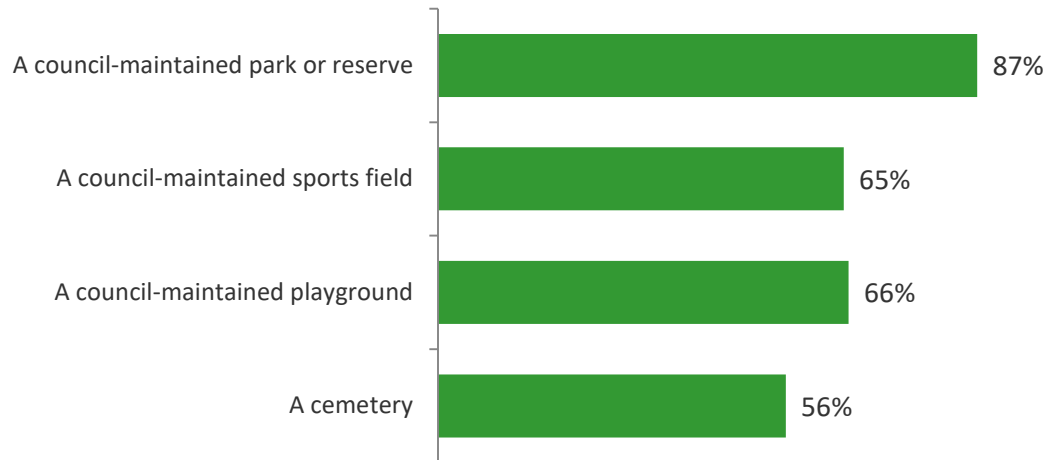
1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=249, Timaru n=147, Temuka/Pleasant Point n=63, Geraldine n=39; Non-users n=121, Timaru n=67, Temuka /Pleasant Point n=31, Geraldine n=23
2. RF2. In the last year, which of the following 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

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

2021/22
% visited in the last 12 months



2019/20

2021/22
% by ward

	Timaru	Temuka / Pleasant Pnt	Geraldine
A council-maintained park or reserve	88%	84%	82%
A council-maintained sports field	62%	76%	65%
A council-maintained playground	68%	62%	60%
A cemetery	53%	65%	57%

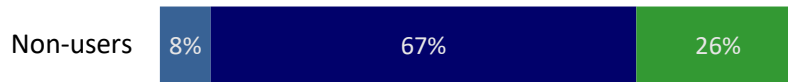
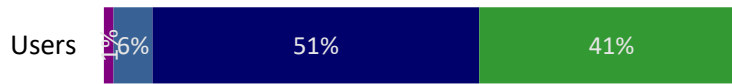
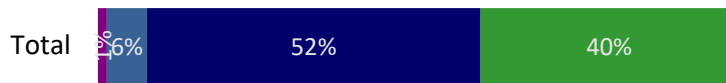
- Usage of outdoor spaces has not changed comparing pre-Covid and post-Covid.

NOTES:

- Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
- PR1. In the last year, which of the following have you visited? [Multiple Response]

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

Parks and reserves – 87% users



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

	2021/22 Satisfied (% 7-10)	2019/20 Satisfied (% 7-10)	2021/22 Satisfaction by ward (% 7-10)		
			Timaru	Temuka / Pleasant Pnt	Geraldine
Total	92% ▼	97%	94%	88%	91%
Users	92% ▼	97%	94%	90%	89%
Non-users	92%	96%	100%*	65%*	100%*

*Caution:
A sample less than n=30 is considered too small to be conclusive

- Satisfaction with *how parks and reserves are maintained* has significantly decreased overall and among *users* in particular over the past 24 months.

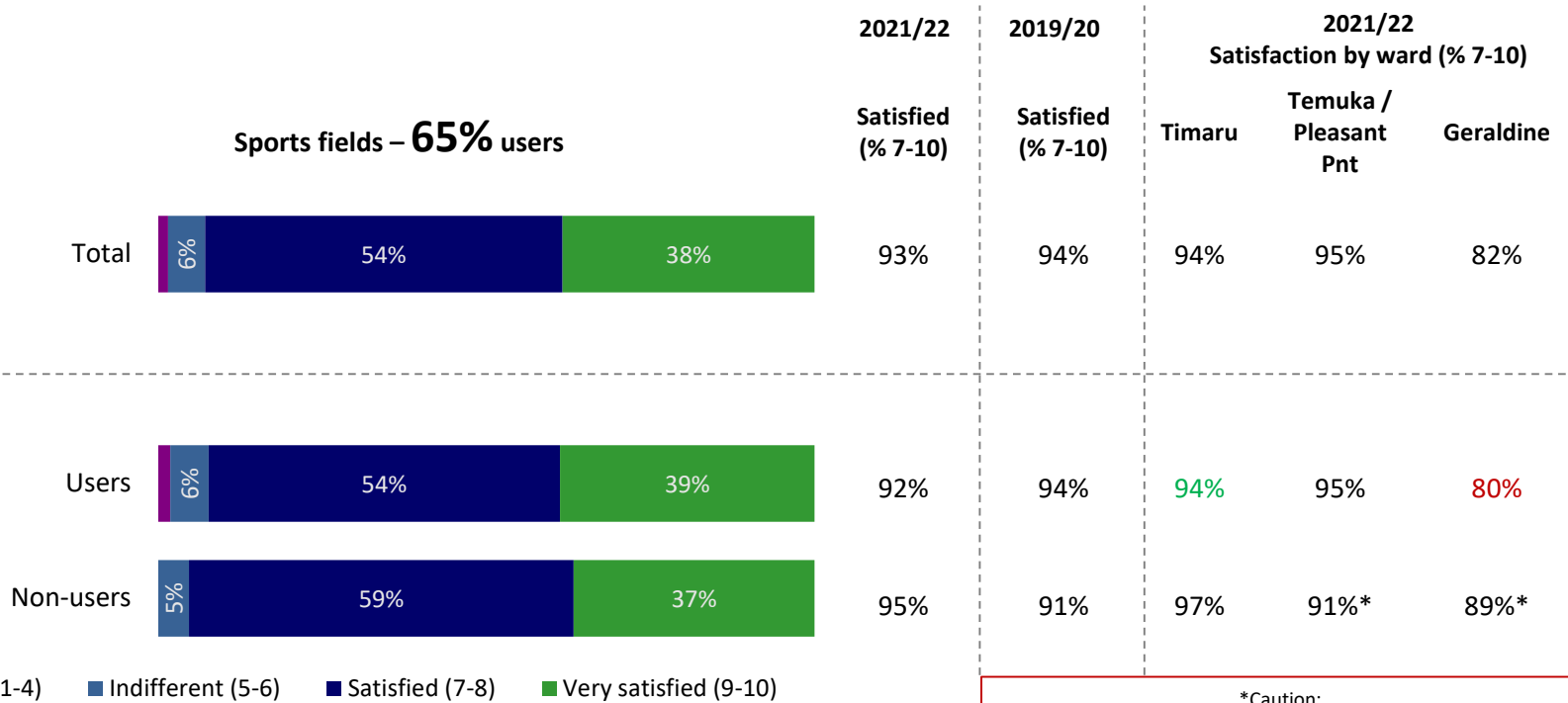
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; Excludes don't know responses; 2021/22 Users n=345, Timaru n=205, Temuka/Pleasant Point n=85, Geraldine n=55; Non-users n=30, Timaru n=13, Temuka/Pleasant Point n=8, Geraldine n=9
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...

Note: Statistical significance indicates the difference is highly unlikely due to chance.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

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



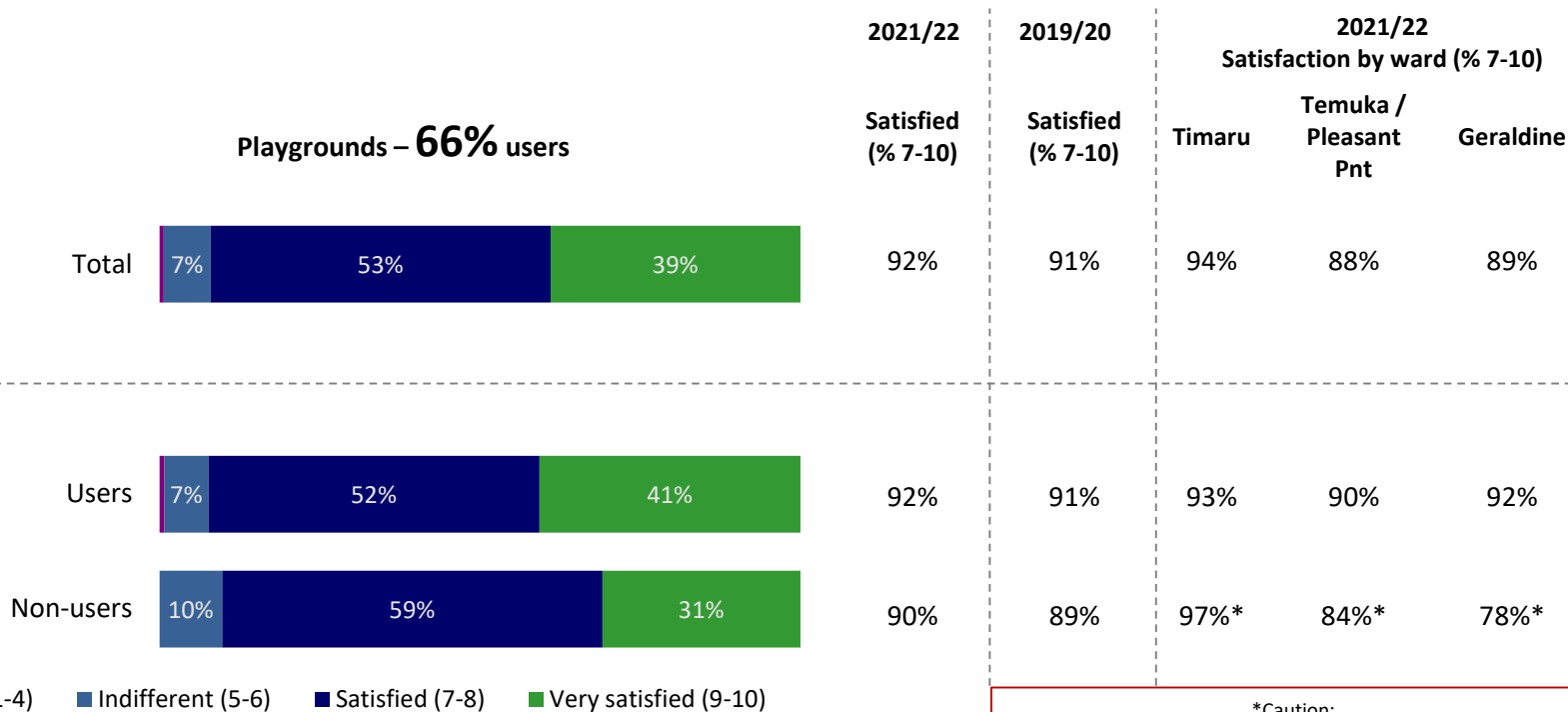
*Caution:
A sample less than n=30 is considered too small to be conclusive

- Both user and non-user satisfaction remains at a high level with over nine in ten residents satisfied with this open space.

NOTES:

- Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; Excludes don't know responses; 2021/22 Users n=263, Timaru n=143, Temuka/Pleasant Point n=76, Geraldine n=44; Non-users n=55, Timaru n=35, Temuka/Pleasant Point n=11. Geraldine n=9
- PR1. In the last year, which of the following have you visited? [Multiple Response]
- 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...

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



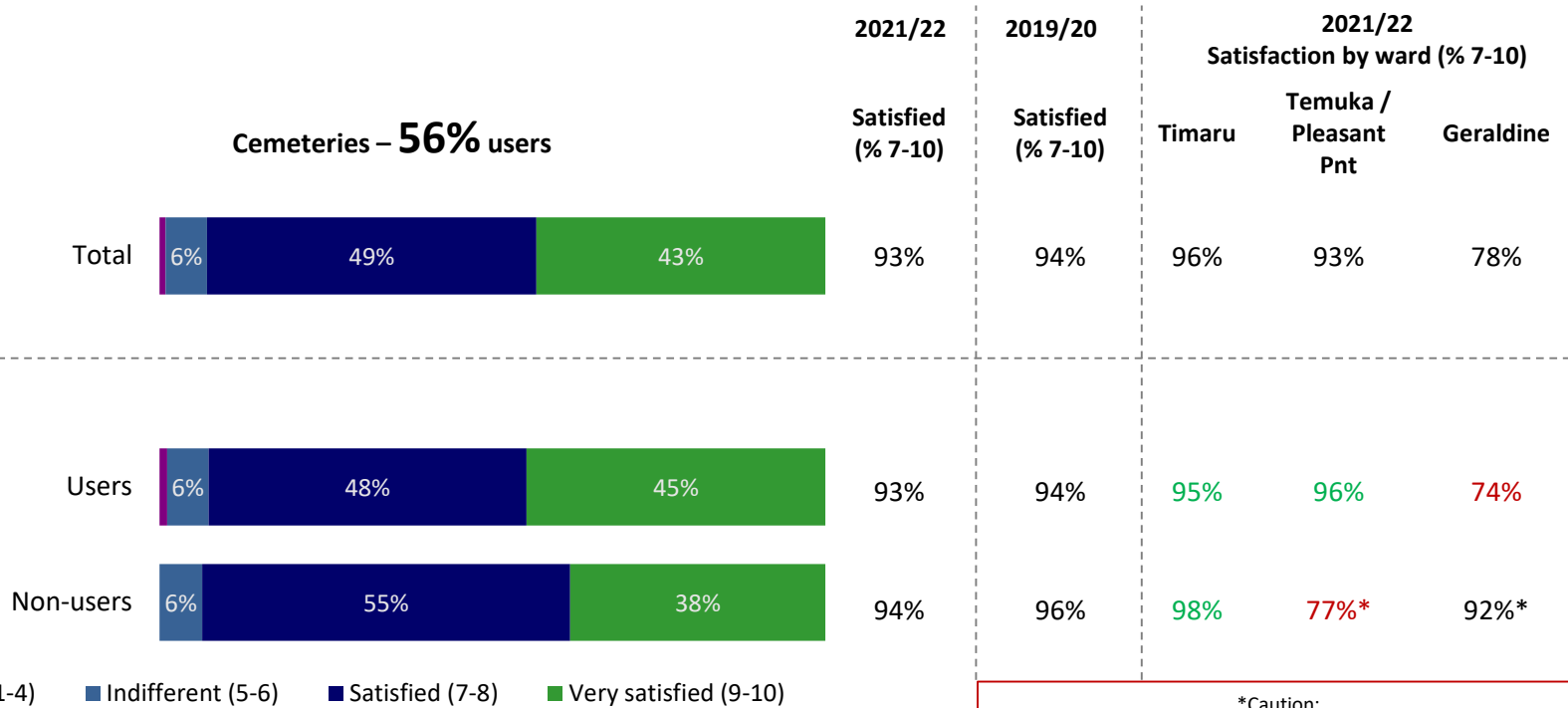
*Caution:
A sample less than n=30 is considered too small to be conclusive

- Satisfaction among *users of playground facilities* is consistent with the previous years.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; Excludes don't know responses; 2021/22 Users n=264, Timaru n=159, Temuka /Pleasant Point n=63, Geraldine n=42; Non-users n=58, Timaru n=28, Temuka/Pleasant Point n=16, 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...

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



*Caution:
A sample less than n=30 is considered too small to be conclusive

- Satisfaction with *Council-maintained cemeteries* is very high among both *users* and *non-users*. This is consistent over time.

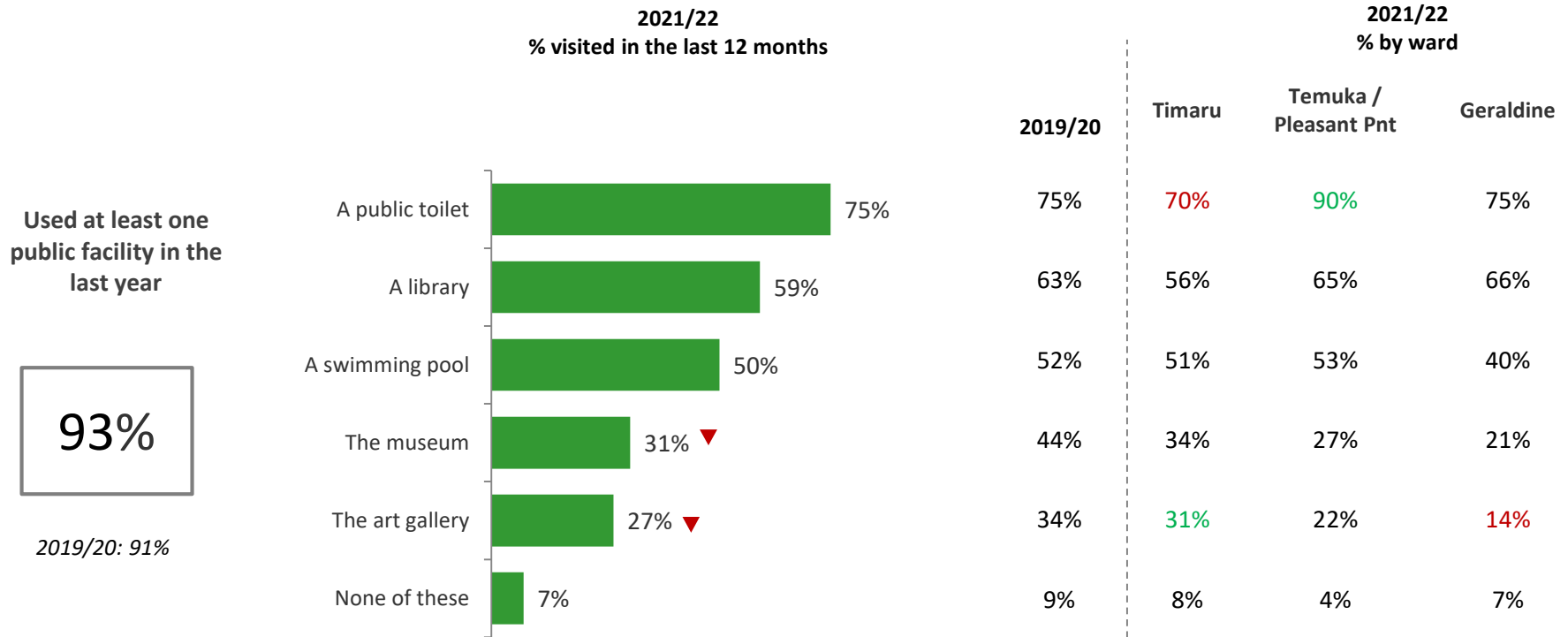
NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; Excludes don't know responses; 2021/22 Users n=228, Timaru n=125, Temuka/Pleasant Point n=66, Geraldine n=37; Non-users n=64, Timaru n=40, Temuka/Pleasant Point n=13, Geraldine n=11
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

Community Facilities: Utilisation



- More than nine out of ten residents (93%) have used a *public facility* in the past year
- There are significantly less users of the *museum* and the *art gallery* in 2021/22 compared with 2019/20. This most likely can be attributed to COVID-restrictions, including vaccine requirements that limited residents' usage of some facilities and services.

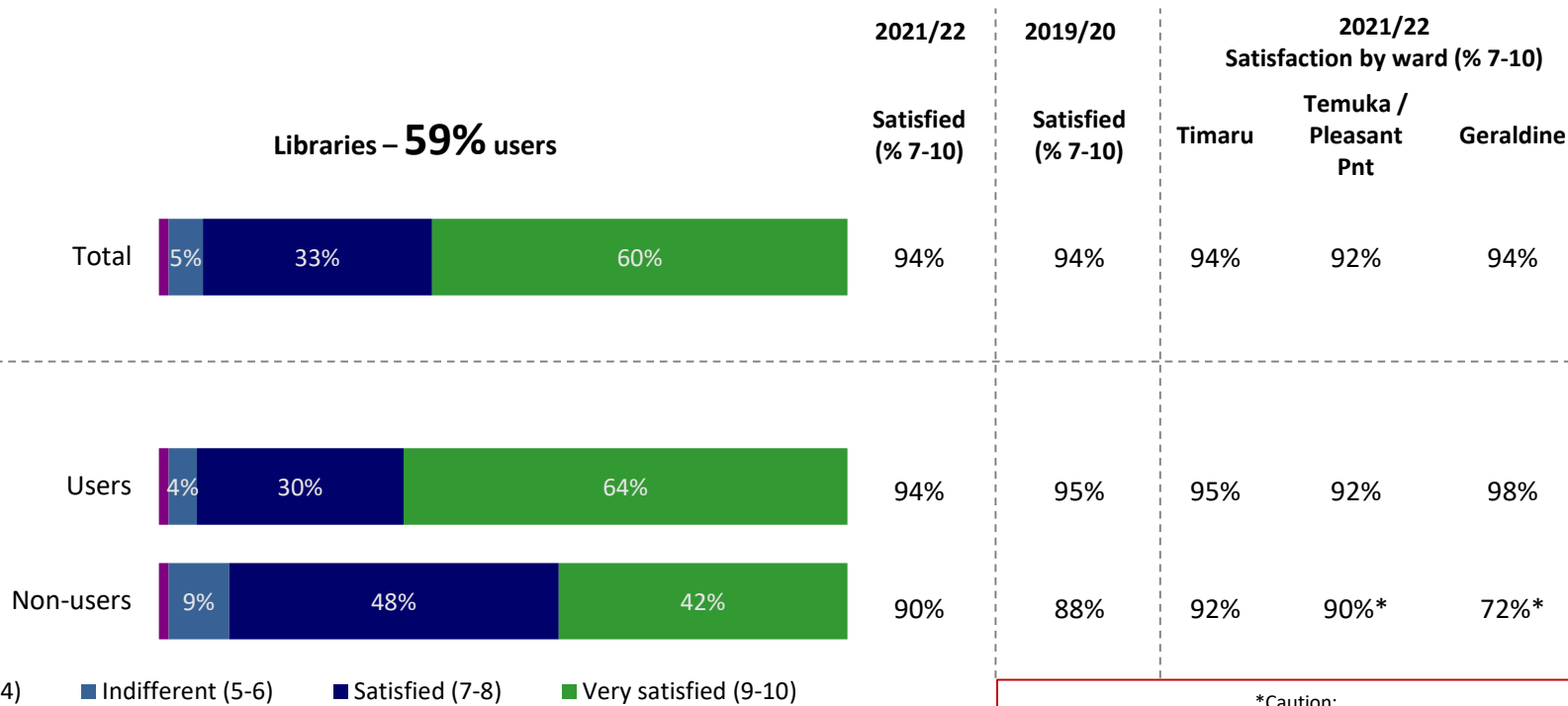
Note: Statistical significance indicates the difference is highly unlikely due to chance.

▲	Significantly higher	▲	Significantly higher
▼	Significantly lower	▼	Significantly lower

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. CF1. Which of the following facilities have you visited in the last year?

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



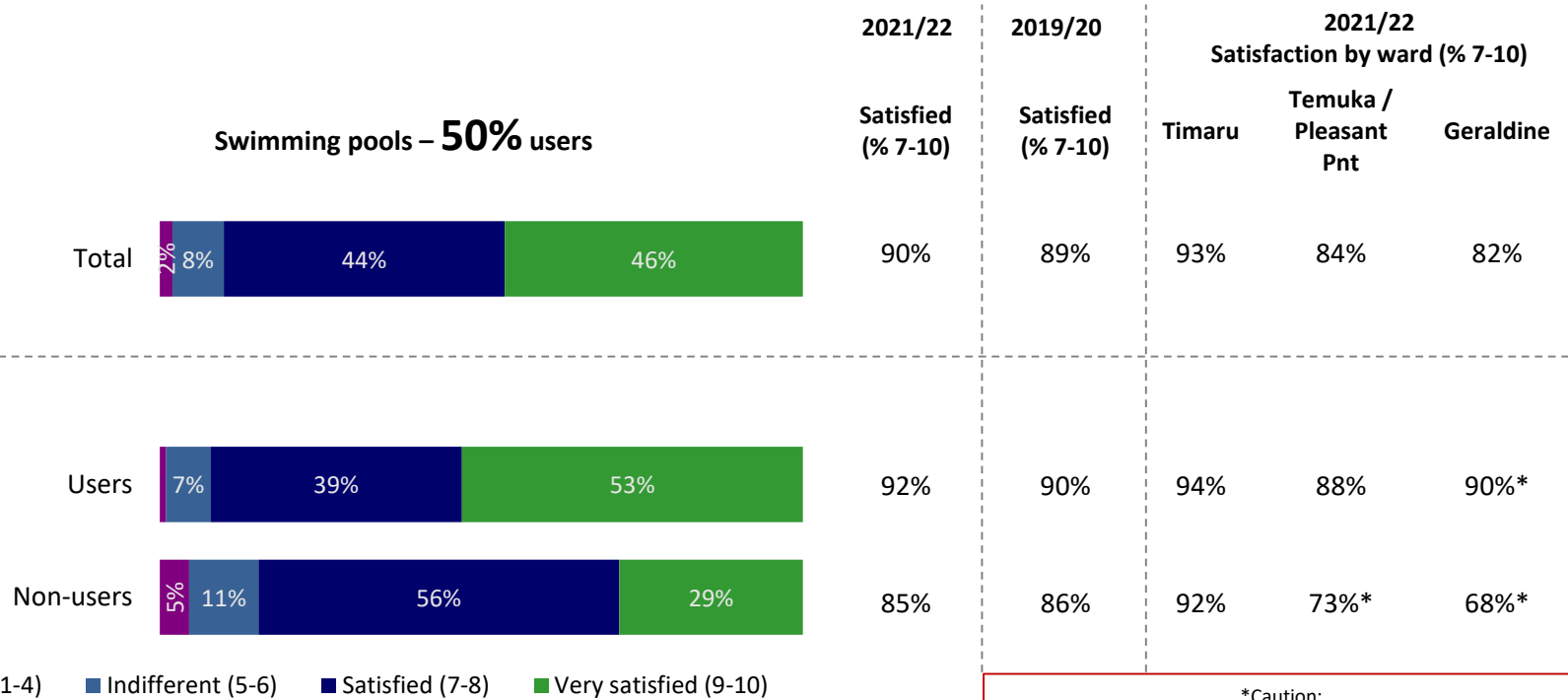
*Caution:
A sample less than n=30 is considered too small to be conclusive

- Almost all *library users* (94%) are satisfied with the facilities.
- This is consistent across all wards, as well as over 24 months.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; Excludes don't know responses; 2021/22 Users n=247, Timaru n=134, Temuka /Pleasant Point n=68, Geraldine n=45; Non-users n=51, Timaru n=35, Temuka/Pleasant Point n=9, Geraldine n=7
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?

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



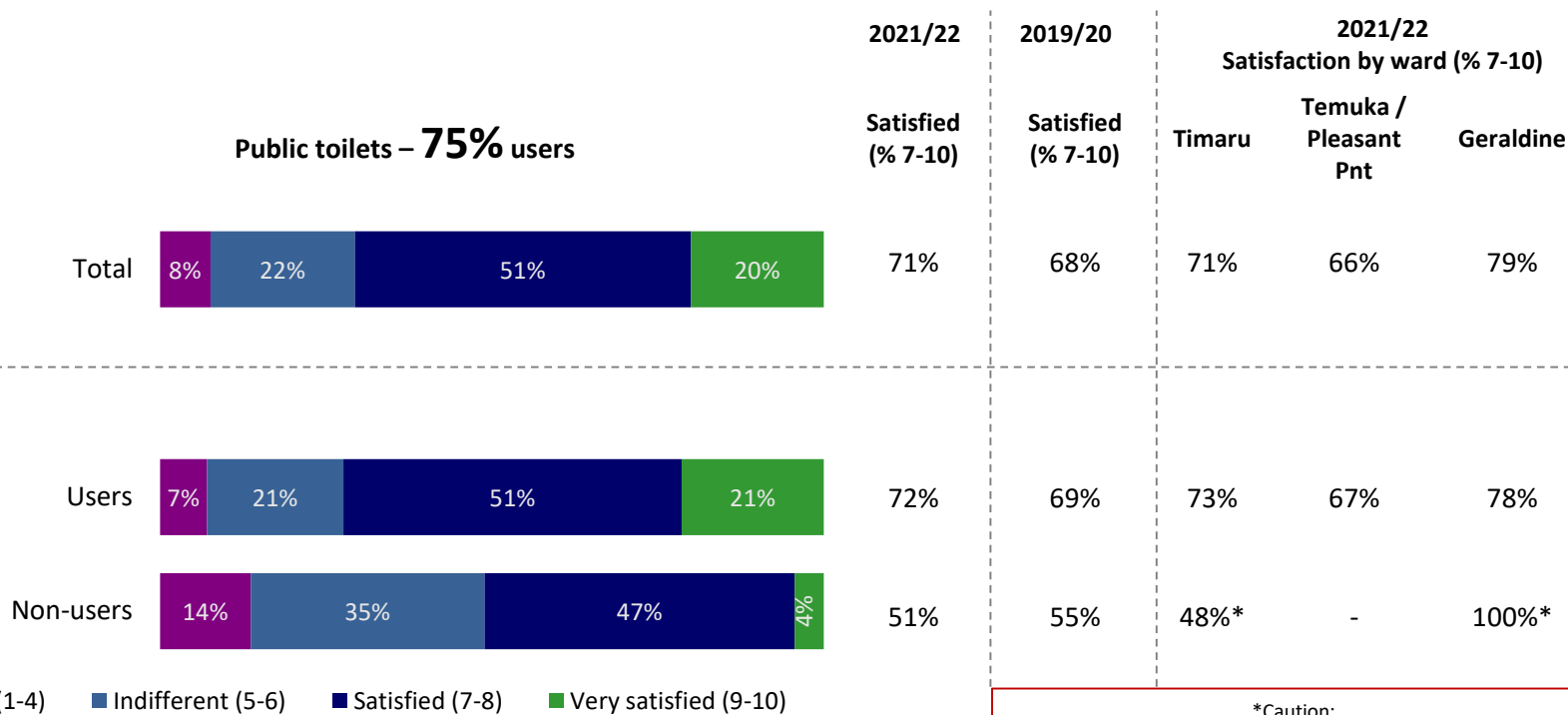
*Caution:
A sample less than n=30 is considered too small to be conclusive

- Users residing in Timaru are most likely to be satisfied with the swimming pools, compared to respondents from other wards.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; Excludes don't know responses; 2021/22 Users n=199, Timaru n=119, Temuka/Pleasant Point n=53, Geraldine n=27; Non-users n=78, Timaru n=43, Temuka/Pleasant Point n=19, Geraldine n=16
2. CF1. Which of the following facilities have you visited in the last year?
3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?

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



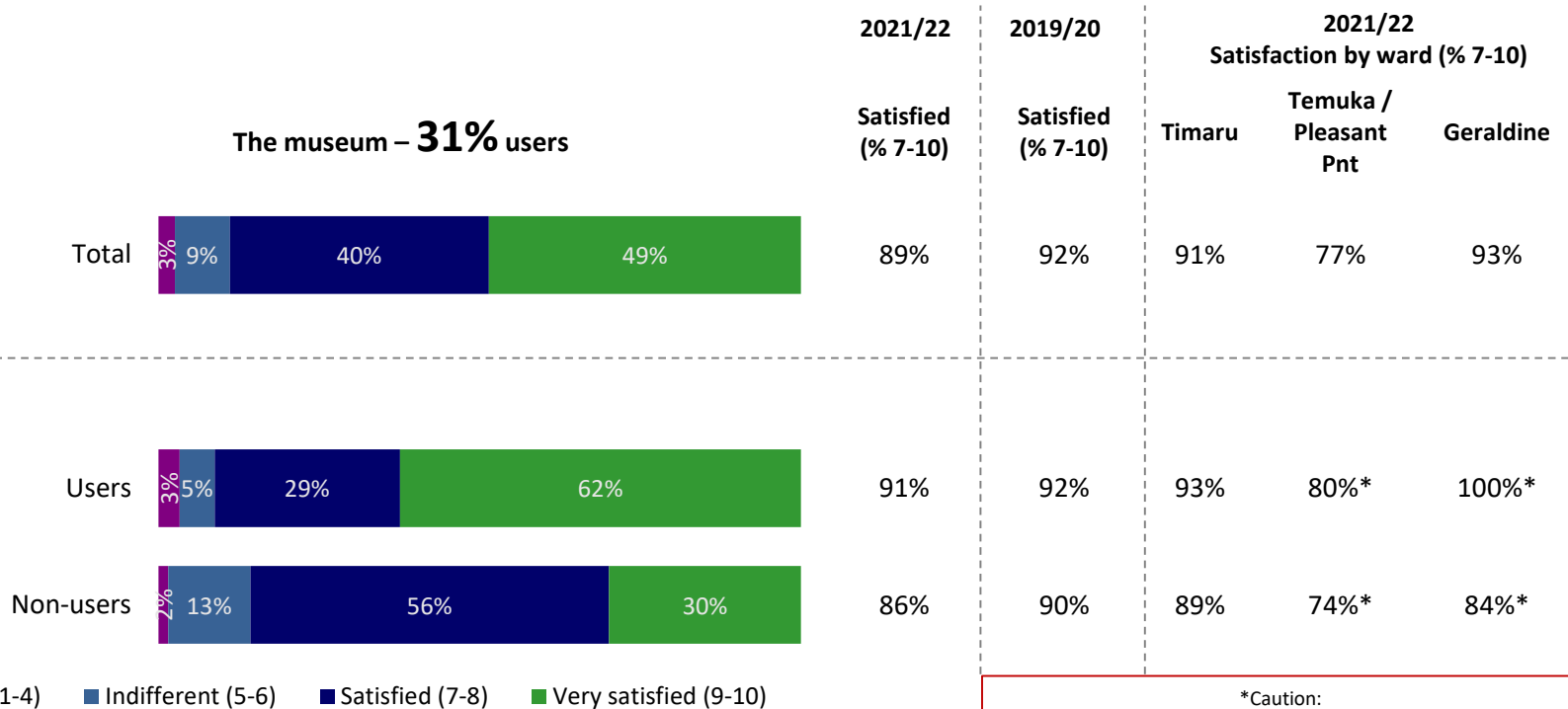
*Caution:
 A sample less than n=30 is considered too small to be conclusive

- *Public toilets* are the facilities that residents are least satisfied with among the elective facilities surveyed.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; Excludes don't know responses; 2021/22 Users n=305, Timaru n=162, Temuka/Pleasant Point n=92, Geraldine n=51; Non-users n=24, Timaru n=20, Temuka/Pleasant Point n=1, Geraldine n=3
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?

Community Facilities: The museum⁽¹⁾⁽²⁾⁽³⁾



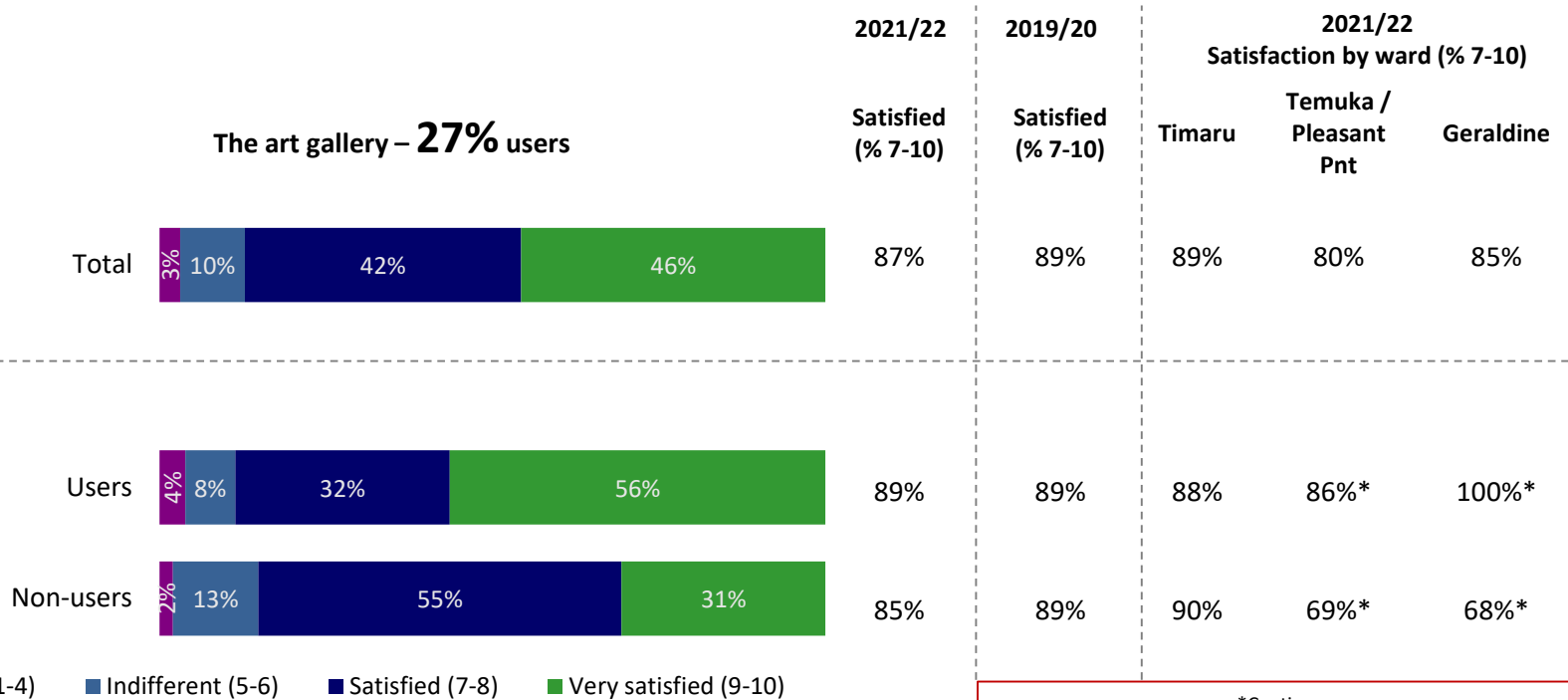
*Caution:
A sample less than n=30 is considered too small to be conclusive

- Almost nine in ten residents (89%) are satisfied with the museum. This is slightly lower than 24 months ago, but is expected because of limitations due to COVID restrictions.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; Excludes don't know responses; 2021/22 Users n=123, Timaru n=81, Temuka/Pleasant Point n=28, Geraldine n=14; Non-users n=89, Timaru n=57, Temuka/Pleasant Point n=20, Geraldine n=12
2. CF1. Which of the following facilities have you visited in the last year?
3. CF4. Based on your experience and impressions, how would you rate your overall satisfaction with each of the following facilities?

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



*Caution:
A sample less than n=30 is considered too small to be conclusive

- Satisfaction with the *art gallery* remains high among both users and non-users with a slight decline among non-users over the past 24 months.

NOTES:

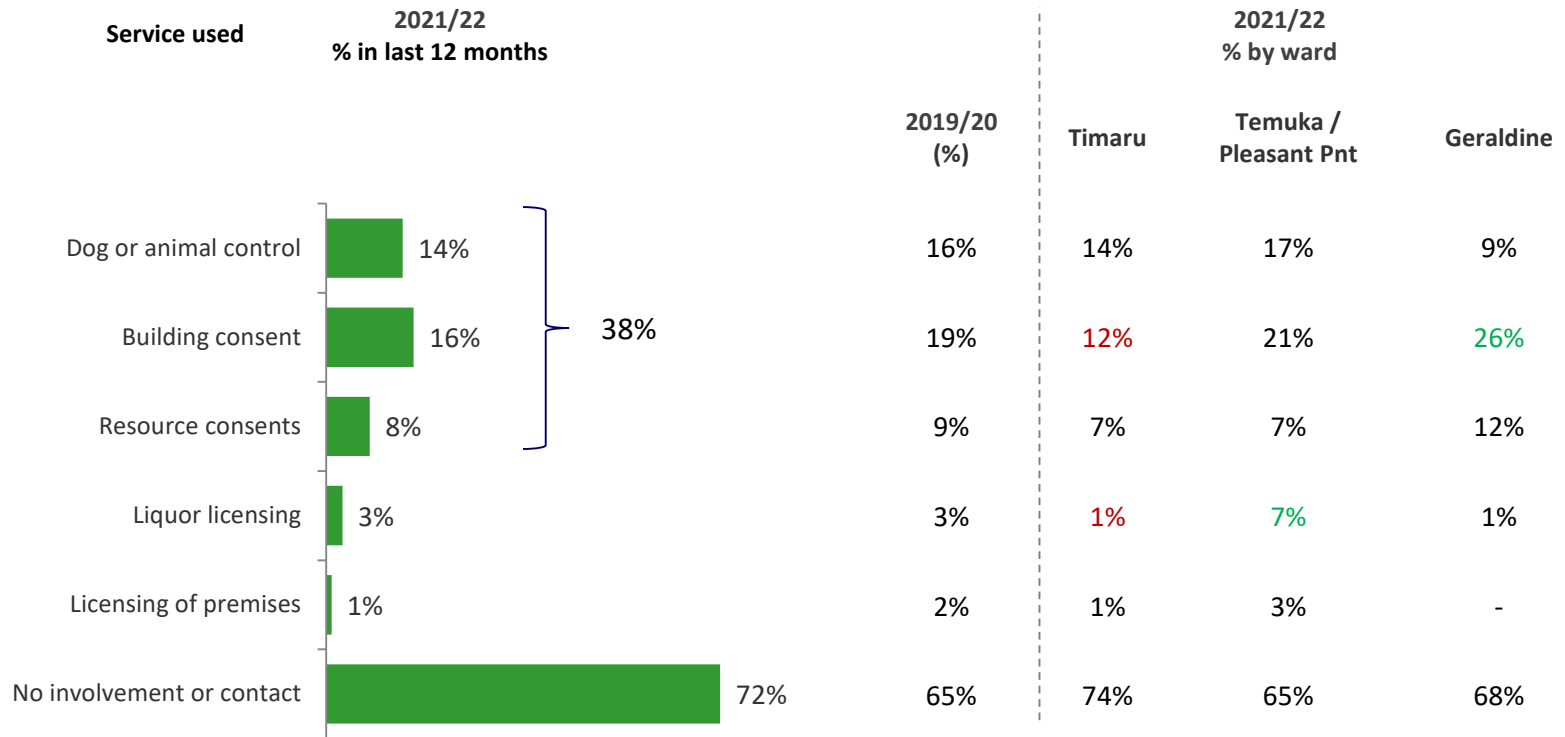
1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; Excludes don't know responses; 2021/22 Users n=106, Timaru n=74, Temuka/Pleasant Point n=22, Geraldine n=10; Non-users n=74, Timaru n=53, Temuka/Pleasant Point n=12, Geraldine n=9
2. CF1. Which of the 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



Regulatory services: Direct contact in relation to



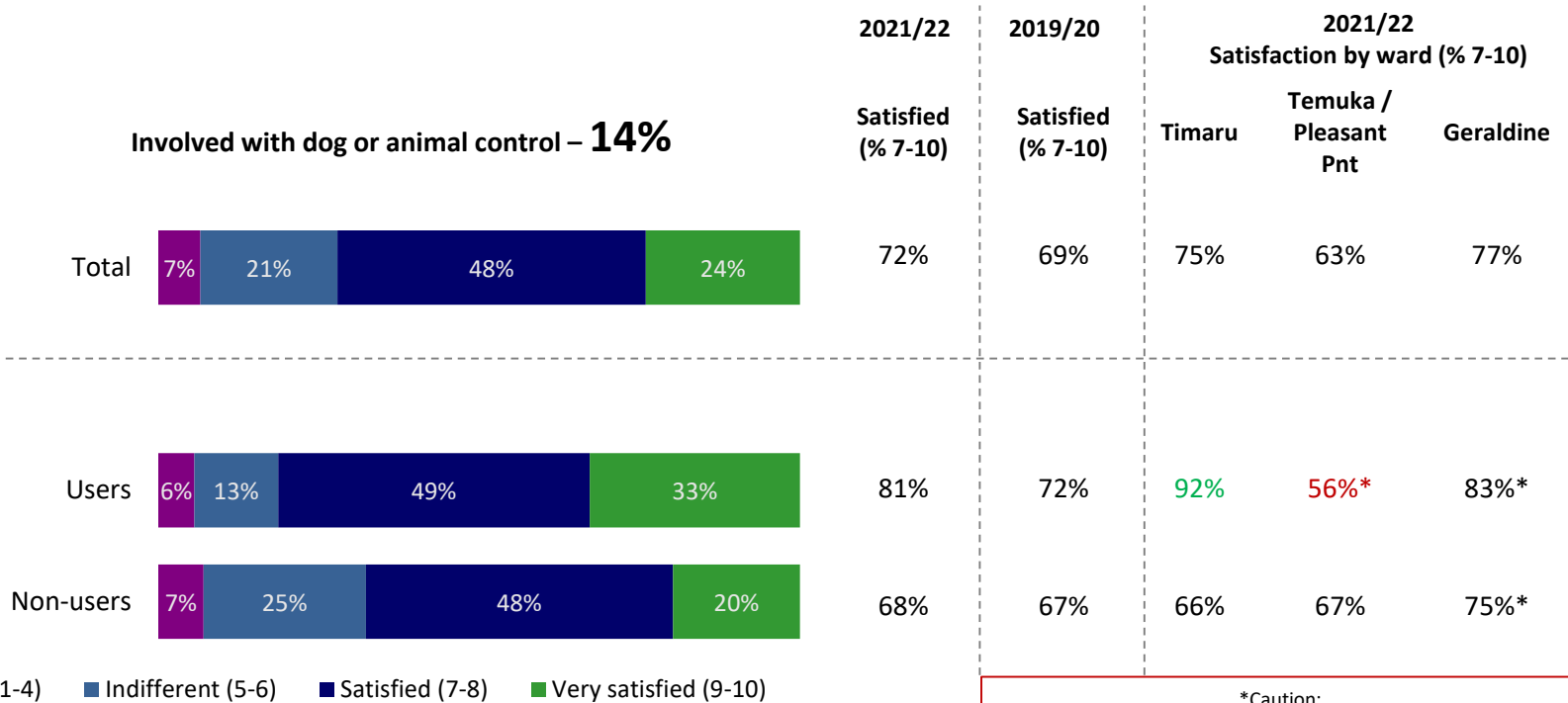
- Fewer residents had involvement with *dog or animal control*, *building consents* and *resource consents* services in the last 12 months over the 2021/22 reporting period compared with 2019/20 (38% compared with 44%).

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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]

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

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



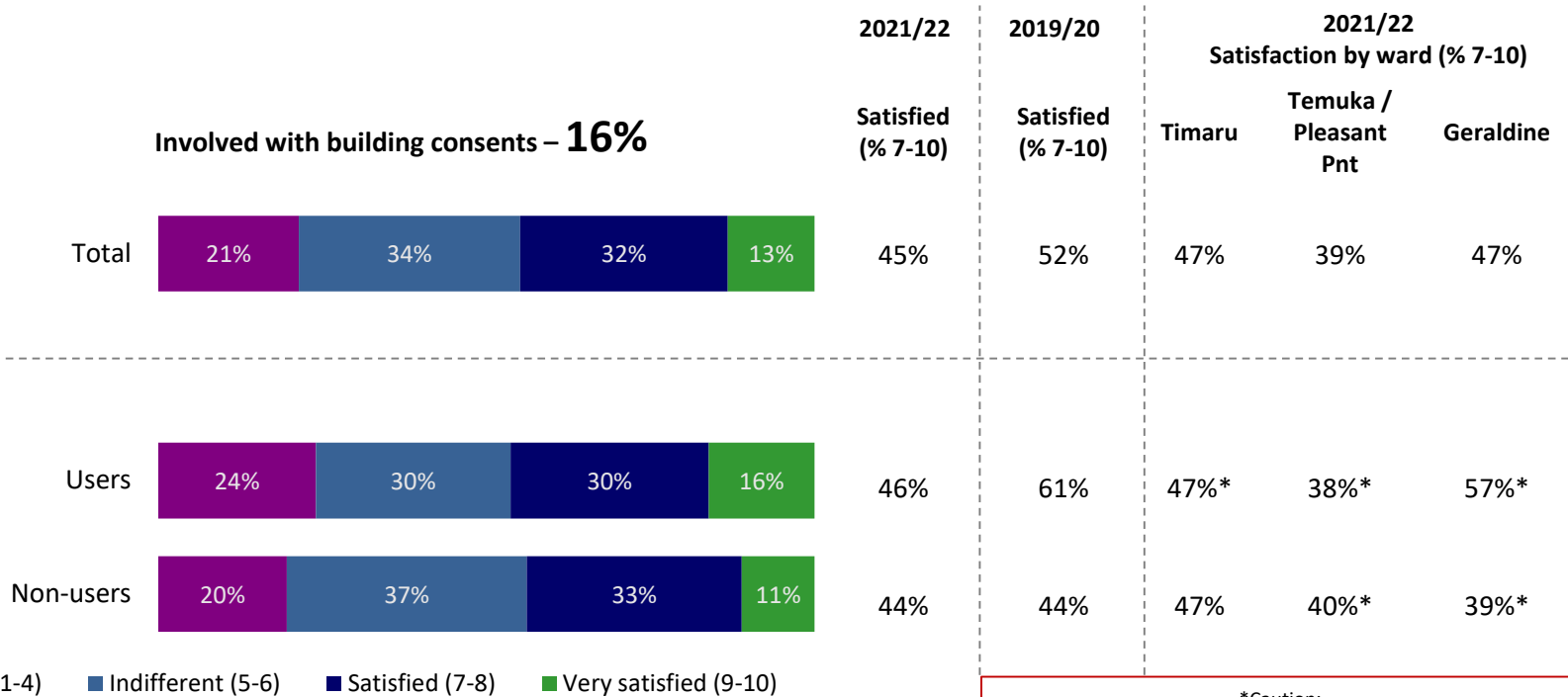
*Caution:
A sample less than n=30 is considered too small to be conclusive

- Out of those who have contacted the Council about *dog or animal control*, more than eight in ten (81%) are satisfied with the Council's performance with this service.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=53, Timaru n=30, Temuka/Pleasant Point n=17, Geraldine n=6; Non-users n=113, Timaru n=62, Temuka /Pleasant Point n=32, Geraldine n=19
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?

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



*Caution:
 A sample less than n=30 is considered too small to be conclusive

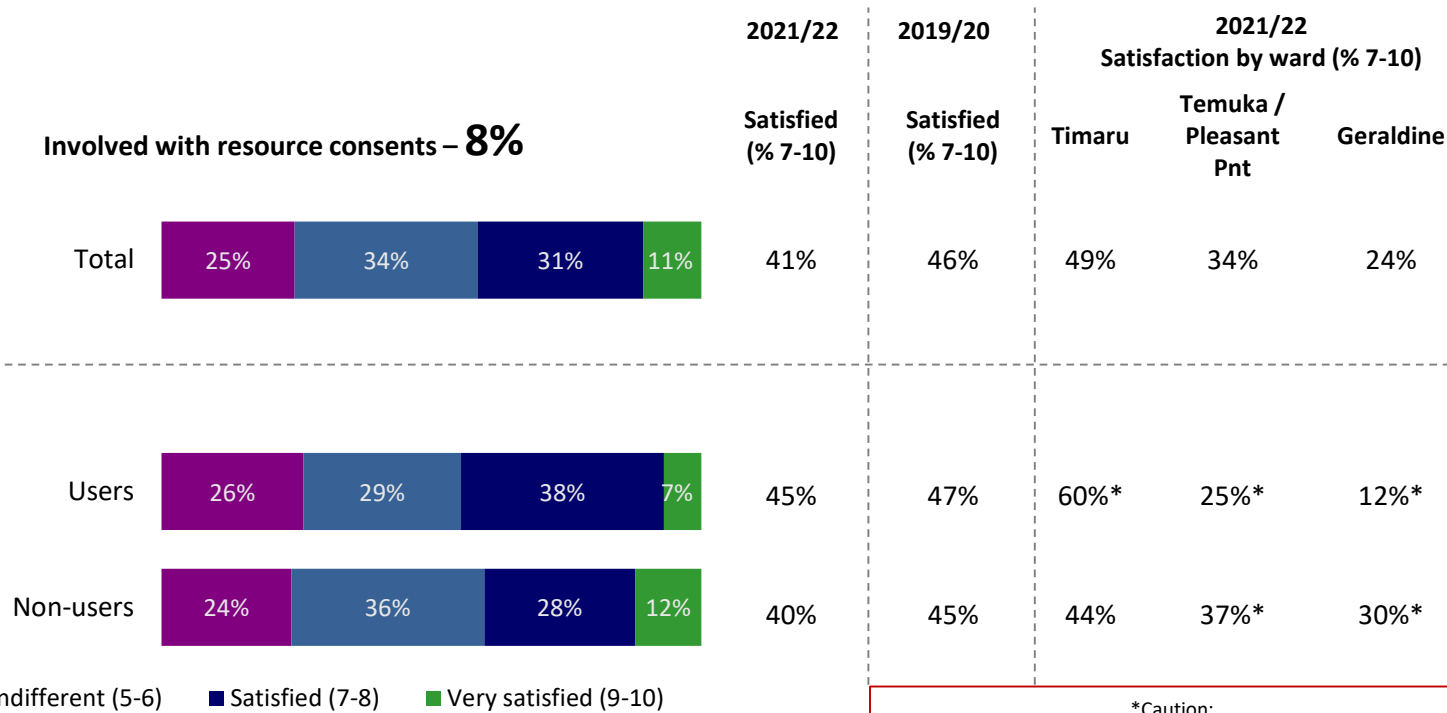
- Satisfaction among those who have had contact with Council about *building consents* in the past year has decreased compared with its level in 2019/20. This decrease may be attributed to the processing time during the different alert levels, as well as the suspension of services during the lockdown which created a backlog.

NOTES

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=67, Timaru n=28, Temuka/Pleasant Point n=22, Geraldine n=17; Non-users n=89, Timaru n=46, Temuka/Pleasant Point n=24, Geraldine n=19
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?

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

Involved with resource consents – 8%



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

*Caution:
 A sample less than n=30 is considered too small to be conclusive

- Similar to the building consents, both direct involvement and satisfaction had a slight decrease over the past 24 months.

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=32, Timaru n=17, Temuka/Pleasant Point n=7, Geraldine n=8; Non-users n=85, Timaru n=43, Temuka/Pleasant Point n=25, Geraldine n=17
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?

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

Involved with liquor licensing – 3%



2021/22

2019/20

2021/22
Satisfaction by ward (% 7-10)

Satisfied
(% 7-10)

Satisfied
(% 7-10)

Timaru

Temuka /
Pleasant
Pnt

Geraldine

Total

58%

68%

65%

44%

53%

Users

72%*

82%*

100%*

54%*

100%*

Non-users

56%

65%

63%

41%*

50%*

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

*Caution:
A sample less than n=30 is considered too small to be conclusive

- Just under six out of ten residents (58%) perceive that the Council is doing a good job in the provision of the service.
- Users of the *liquor licensing* service are mostly satisfied (72%).

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=12, Timaru n=3, Temuka/Pleasant Point n=8, Geraldine n=1; Non-users n=83, Timaru n=45, Temuka/Pleasant Point n=24, Geraldine n=14
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?

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

Involved with licensing of premises – 1%



2021/22

2019/20

2021/22
Satisfaction by ward (% 7-10)

Satisfied
(% 7-10)

Satisfied
(% 7-10)

Timaru

Temuka /
Pleasant
Pnt

Geraldine

Total

72%

71%

79%

60%

54%

Users

16%

55%

29%

84%*

81%*

100%*

64%*

-

Non-users

8%

21%

49%

22%

71%

70%

78%

59%*

54%*

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

*Caution:
A sample less than n=30 is considered too small to be conclusive

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

NOTES:

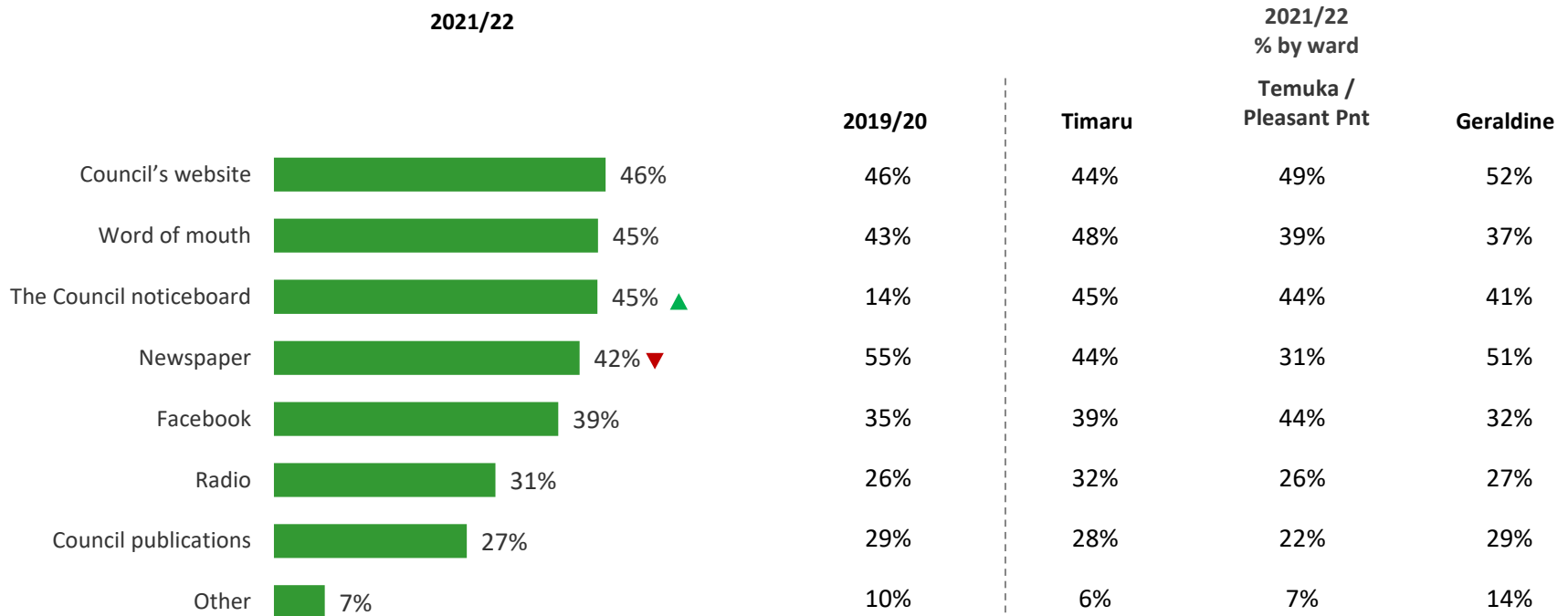
- Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; 2021/22 Users n=5, Timaru n=2, Temuka/Pleasant Point n=3, Geraldine n=0; Non-users n=81, Timaru n=44, Temuka/Pleasant Point n=22, Geraldine n=15
- OS1. Council also provides a range of other services. In 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?



Communication



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



- Most residents use the *website* (46%) or *word of mouth* (45%) as their main sources in keeping up-to-date with Council activities.
- Proportion of those using Facebook remains high over the past 24 months when compared with 2017/2018 reporting period (+20%).
- The proportion of residents who rely on *The Council noticeboard* has significantly increased since 2019/20 (+31%).

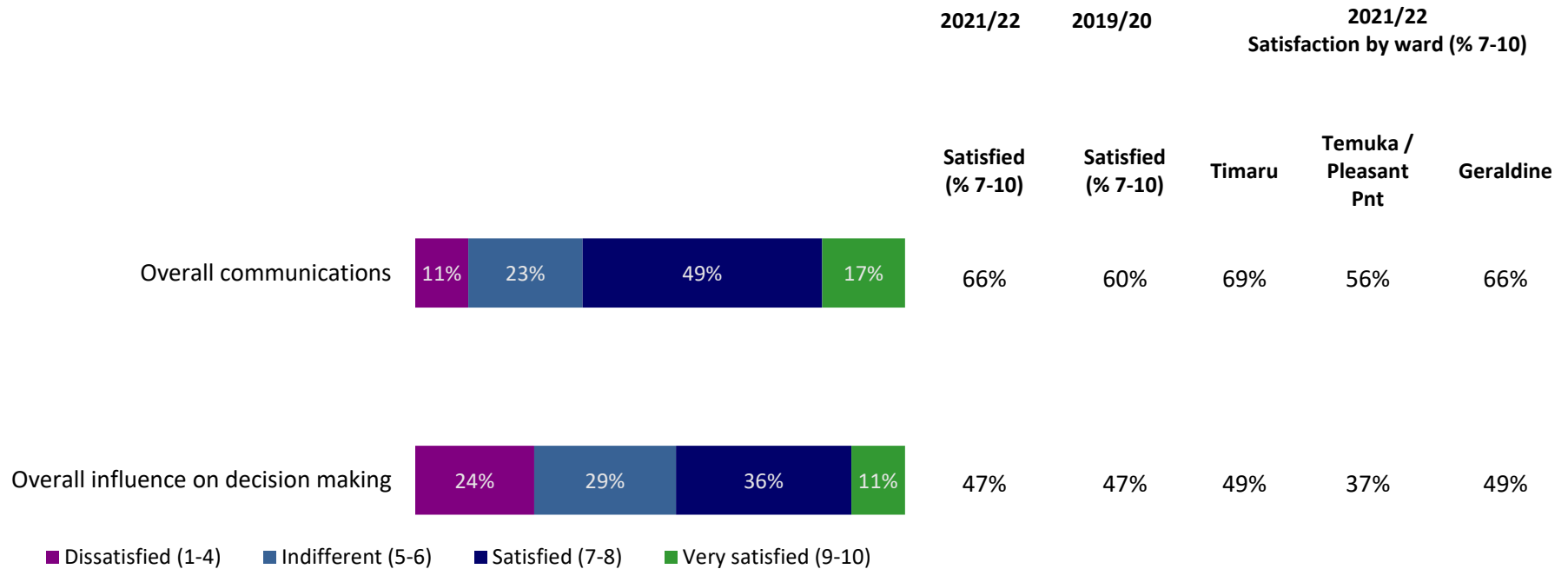
Note: Statistical significance indicates the difference is highly unlikely due to chance.

	Year-on-year	Between demographics
▲	Significantly higher	Significantly higher
▼	Significantly lower	Significantly lower

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. CM1. Which of the following sources do you use for information about the Council? [Multiple Response]

Communication: Satisfaction⁽¹⁾⁽²⁾⁽³⁾



- Two-thirds of residents (66%) are satisfied with Council's *communications*.
- There has been an increase in the level of satisfaction around *communications* over the past 24 months.

NOTES:

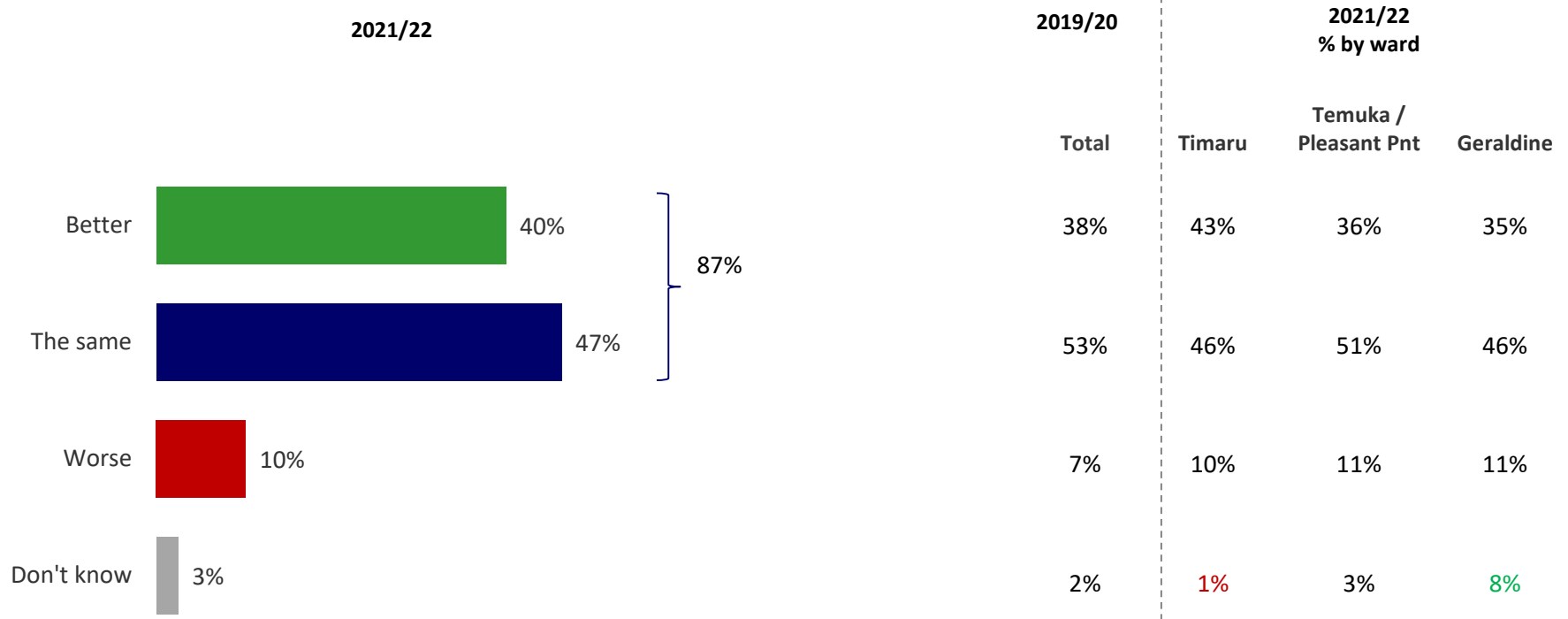
1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68; Excludes don't know responses
2. CM2. How would you rate Council for keeping the public informed and involved in its decision making?
3. CM3. And how satisfied are you with the level of influence that residents have on Council's decision making?



The Timaru District environment



Timaru as a place to live⁽¹⁾⁽²⁾



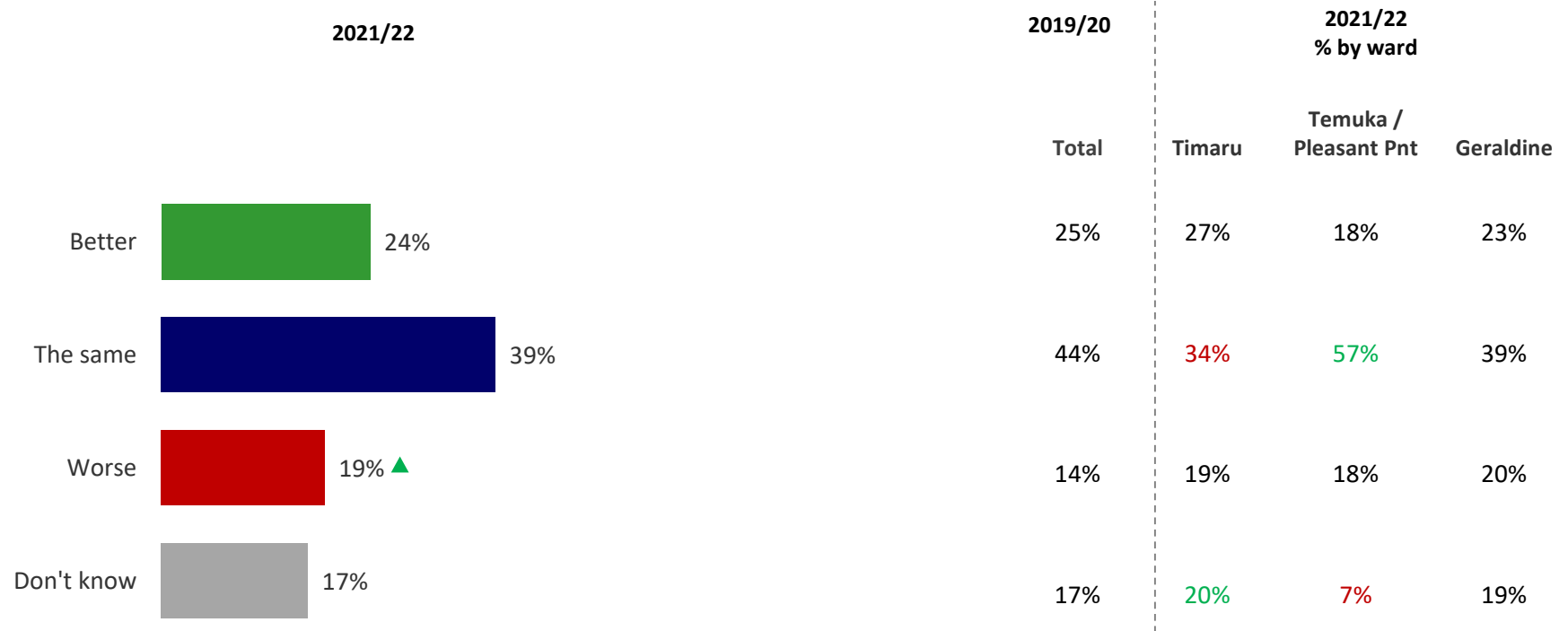
- Just under nine out of ten residents (87%) perceive Timaru to be at least as good a *place to live* as it was three years ago.
- This is consistent with 91% reported in 2019/20.

Note: Statistical significance indicates the difference is highly unlikely due to chance.

	Year-on-year	Between demographics
▲	Significantly higher	Significantly higher
▼	Significantly lower	Significantly lower

NOTES:
 1. Sample 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
 2. SD1. Would you say the district is better, about the same or worse as a place to live compared with three years ago?

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



- A quarter of residents (24%) think that Timaru is a *better place to do business* compared with three years ago.
- Close to two in five residents (39%) consider that Timaru has not changed over the three years, when it comes to business opportunities.

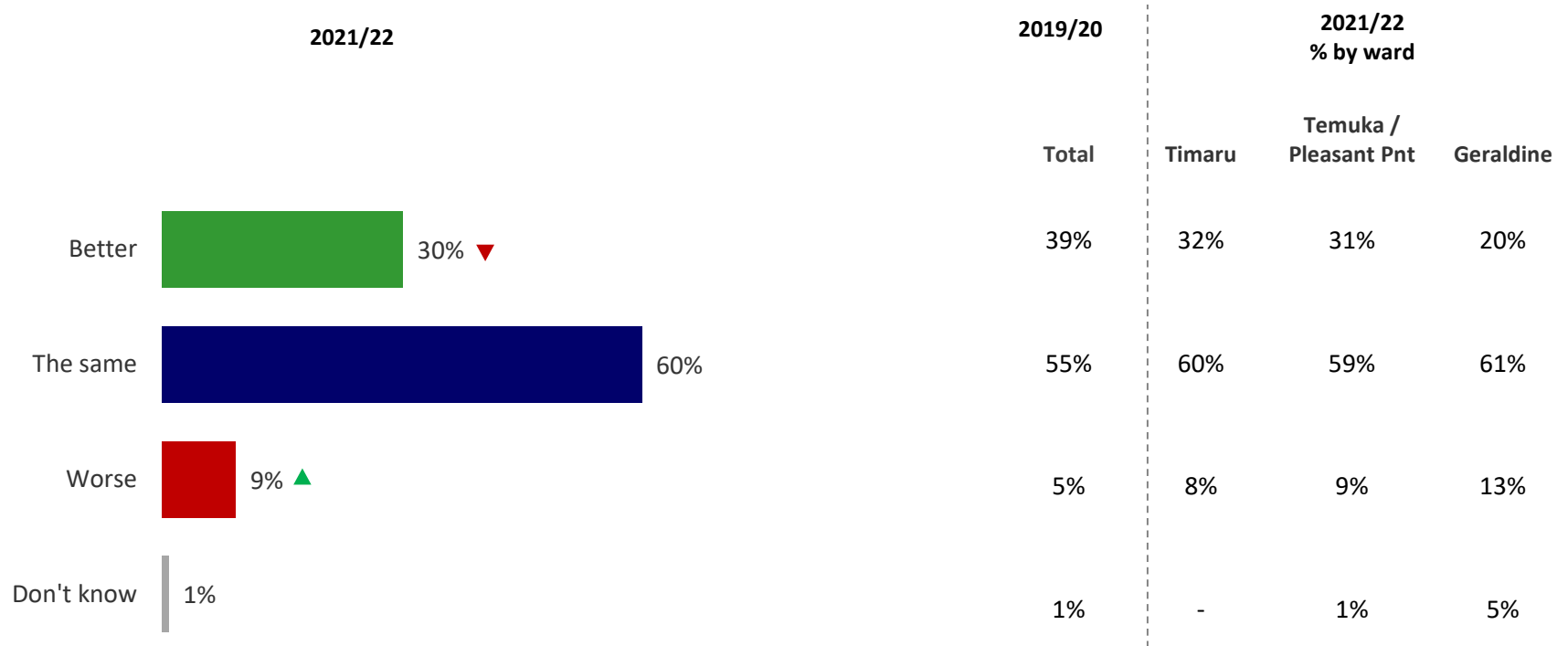
Note: Statistical significance indicates the difference is highly unlikely due to chance.

▲	Significantly higher	▲	Significantly higher
▼	Significantly lower	▼	Significantly lower

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
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?

Timaru overall quality of life⁽¹⁾⁽²⁾



- Three in five respondents (60%) consider that their quality of life overall has not changed in the past three years.
- However, when it comes to those who think that a shift has occurred, the proportion of those who think that the quality of life has improved, has decreased, while the proportion of those who think it became worse, has increased.

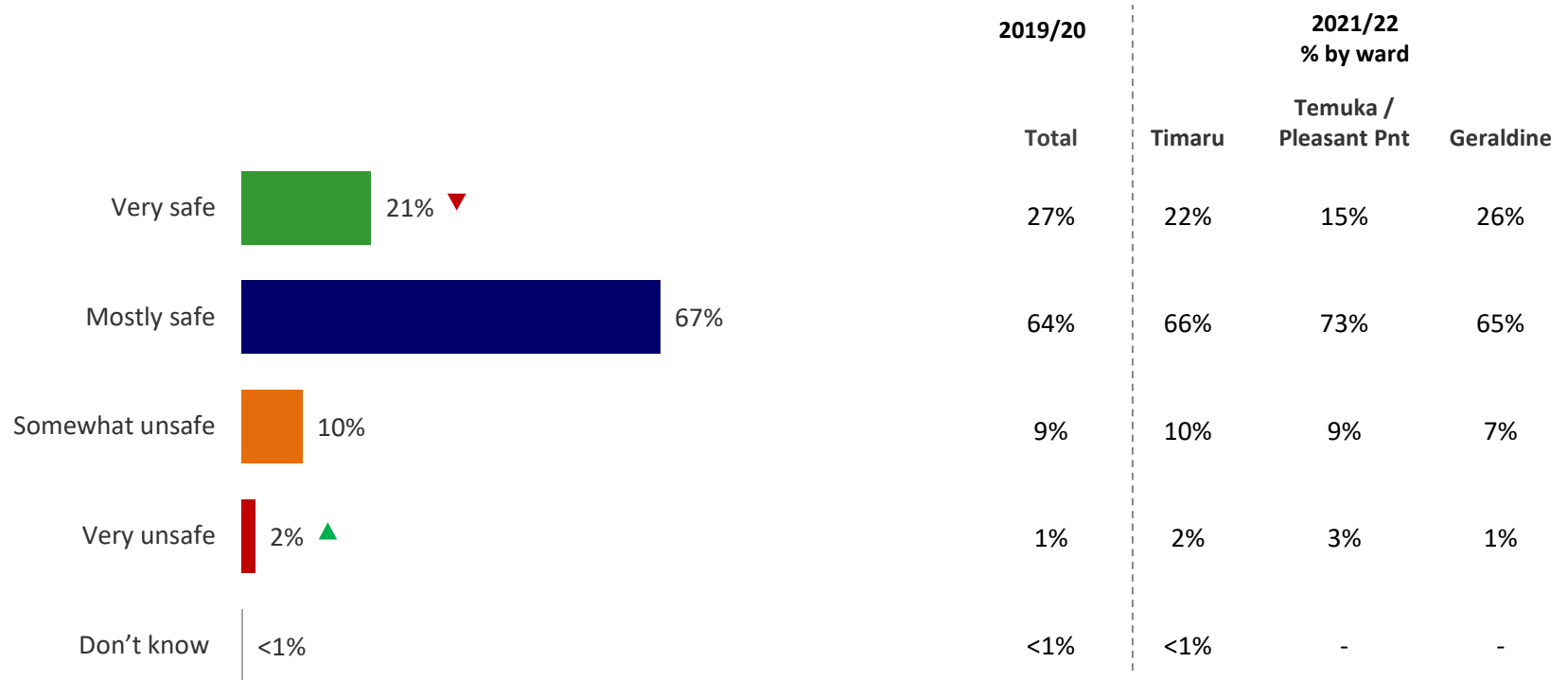
Note: Statistical significance indicates the difference is highly unlikely due to chance.

	Year-on-year	Between demographics
▲	Significantly higher	Significantly higher
▼	Significantly lower	Significantly lower

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. SD3. And how would you rate the overall quality of life in the district. Would you say it is...

Timaru overall perception of safety⁽¹⁾⁽²⁾



- Close to nine in ten resident (88%) consider the district *very safe* (21%) or *mostly safe* (67%), which is consistent with the results recorded in 2020.

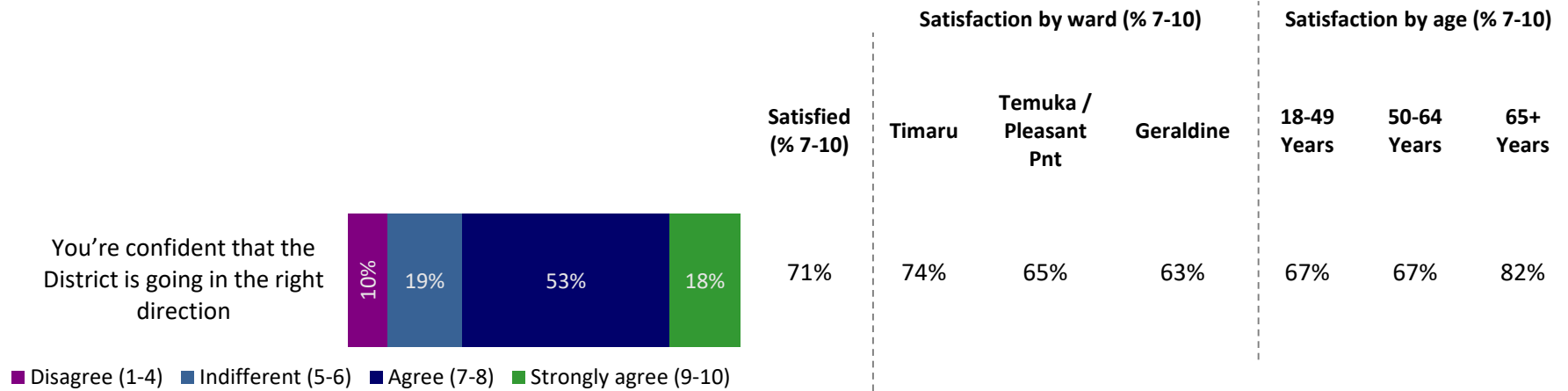
Note: Statistical significance indicates the difference is highly unlikely due to chance.

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

NOTES:

1. Sample: 2019/20 n=401; 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. SD4. And how would you describe your perception of safety in the district. Would you say that the district is...

You're confident that the District is going in the right direction



- Overall, seven in ten residents (71%) believe that the district is going in the right direction.
- Residents from Timaru ward and those aged over 65 years are most likely to strongly agree with this statement.

NOTES:

1. Sample: 2021/22 n=402; Timaru n=232, Temuka/Pleasant Point n=102; Geraldine n=68
2. SEN2_1 On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? - You're confident that the District is going in the right direction



General comments

General comments⁽¹⁾⁽²⁾

2021/22
Left a comment

53%



2019/20 – 50%



- Over half of the respondents left a comment regarding Timaru District Council.
- Overall, 10% of all respondents are very impressed with what Council does.
- Some areas that residents would like to see improved include *roads and footpaths maintenance* (16%) and *public facilities* (12%).

NOTES:

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

General comments

The rural roads aren't well maintained, and the safety of rural people needs to be acknowledged (lots of drugs, renters and stealing going on). Rural ratepayers can't access the same services that the town can, yet pay the same rates (e.g., water, rubbish collection, sewerage, etc.).

During the floods and when roads are closed, the info that comes out is inconsistent (some on web, some on FB and not linked to the transport agency). This makes it very difficult to decipher what's closed and what's not. Councils too concerned with cycleways, etc when the roads and footpaths are not maintained consistently throughout the District.

The Swimming pools temperature fluctuates too much. I take people through for exercise, it the only exercise they get. They have sessions all year for health support. The sessions in the school holidays are shortened as the pool's open to the school kids. There is enough wet water areas for the kids use, without using our space.

Sportsfields are being mismanaged like being closed when it's not raining. Council seems to carry out personal agendas rather than working in the best interest of the District (inside trading in building and resource consents).

The council governs income to suit their anticipated expenditure. There needs to be more public engagement about what they would like to do before saying what they want us to pay for. I have an unresolved council issue.

Council needs to make sure that they respond to complaints being made. I raised an issue, and nothing came of it. In fact, I have made a few complaints, and nothing has been done and I never heard from them about it. One of my complaints was about the smell from the composting plant at Redruth. The odour is very strong and makes you want to vomit.

Building consents should be a bit more regular, we're finding big delays in consent for our projects these days (e.g., waiting 3 weeks for building inspection and the consent process can be quite slow and we're having to gather more info for projects. It seems like the info isn't getting through and they're not being consistent with having the right and thorough information available).

Generally, they are providing the nuts and bolts, services are being handled quite well. There is excessive focus on unnecessary expenditure on central government directed toward periphery issues which aren't core council responsibility e.g., climate change issues and unnecessary focus on political correctness.

I made an enquiry regarding park and reserves. I found the people knew nothing about what was going on and appeared not interested in finding a resolution. They left the club to sort the issues and then the council complained about the problem to the rugby club concerning irrigation as well.

Council should build a better relationship with farmers and the rural people. They should build a better relationship with Arowhenua. They should be more vocal on Three Waters.

I think that our Mayor is a great face of the district and a great representative. The council have been very considerate while making decisions. For me personally the last 3 years is probably the best that they have been. They should upgrade the public toilets in the city centre down Stafford Street. Develop Stafford Street so that the old buildings get to be used to their full potential.

I have a problem with my water supply. Sometimes my water supply is brown. I find the taste of my water to be quite metallic. I am worried about the nitrates from farming which could be affecting the water.



Sample profile



Sample profile

Age	%	Weighted	Unweighted
18-49	45%	181	173
50-64	27%	108	118
65+	28%	112	111
Total	100%	402	402

Ethnicity (Prioritised)	%	Weighted	Unweighted
Maori	7%	27	27
All others	93%	375	375
Total	100%	402	402

Ward	%	Weighted	Unweighted
Geraldine	13%	51	68
Timaru	66%	267	232
Temuka / Pleasant Pnt	21%	84	102
Total	100%	402	402

Number of people in home	%	Weighted	Unweighted
One or two	59%	238	236
Three to five	38%	153	154
Six or more	3%	11	12
Total	100%	402	402

Years lived in Timaru	%	Weighted	Unweighted
5 years or less	7%	27	24
6 to 10 years	9%	37	36
Over 10 years	84%	338	341
Unsure	<1%	1	1
Total	100%	402	402

Pay rates	%	Weighted	Unweighted
Pay rates	89%	357	364
Do not pay rates	4%	17	15
Renting	7%	26	22
Don't know	<1%	2	1
Total	100%	402	402

Description of area	%	Weighted	Unweighted
Urban area	66%	266	254
Semi urban area	13%	52	52
Rural area	21%	84	96
Total	100%	402	402



Appendices



Question reference code		Difference	2021/2022 (Satisfied %1-4)	2019/2020 (Satisfied %1-4)	2017/18 (Satisfied %1-4)	2015/16 (Satisfied %1-4)
QVM4	Overall value for money	+8%	18%	10%	8%	9%
QOP1	Overall performance	+6%	12%	6%	5%	4%
QS3	Overall regulatory services	+4%	11%	7%	9%	7%
QRF3	Overall roads, cycle ways etc.	+4%	10%	6%	8%	5%
QREP5	Overall reputation	+3%	10%	7%	5%	4%
QWR4	Overall waste disposal, recycling and composting services	+2%	3%	1%	2%	1%
QTW6	Overall water management	+1%	7%	6%	4%	7%
QPR3	Overall parks and reserves	+1%	1%	0%	1%	1%
QCF5	Overall satisfaction with council's public facilities	+1%	2%	1%	1%	2%
QREP4	Overall services	-	5%	5%	4%	3%

Note: Darker colours in the 'Difference' column indicate the results are statistically significant and are unlikely due to chance.

Question reference code		Difference	2021/2022 (Satisfied %1-4)	2019/2020 (Satisfied %1-4)	2017/18 (Satisfied %1-4)	2015/16 (Satisfied %1-4)
QVM3_1	How rates are spent on services and facilities	+10%	19%	9%	8%	10%
SEN2_1	You're confident that the District is going in the right direction	+10%	10%	-	-	-
QVM3_2	Rates being fair and reasonable	+10%	21%	11%	11%	8%
QOS2_3	Managing and issuing resource consents	+7%	25%	18%	19%	10%
QRF1_2	The condition of rural roads	+7%	21%	14%	17%	9%
QVM3_3	Fees for other services being fair and reasonable	+6%	15%	9%	6%	7%
QOS2_2	Managing and issuing building consents	+5%	21%	16%	20%	12%
QCM3	Overall influence on and involvement in decision making	+5%	24%	19%	19%	20%
QREP3	Overall financial management	+5%	19%	14%	10%	9%
TW2C_2	The taste of the water	+4%	10%	6%	4%	7%
QOS2_4	Managing liquor licensing	+4%	14%	10%	7%	2%
TW2C_3	The clarity of the water	+4%	8%	4%	4%	4%
QREP1	Leadership	+4%	12%	8%	8%	10%
QTW4_2	How the district treats and disposes of sewage	+3%	4%	1%	1%	5%
QRS5_1	How easy it was to get hold of someone who could assist you	+3%	20%	17%	17%	14%
QRS5_2	How long it took to resolve the matter	+2%	50%	48%	42%	29%

Note: Darker colours in the 'Difference' column indicate the results are statistically significant and are unlikely due to chance.

Question reference code		Difference	2021/2022 (Satisfied %1-4)	2019/2020 (Satisfied %1-4)	2017/18 (Satisfied %1-4)	2015/16 (Satisfied %1-4)
QRF1_5	The provision of dedicated walkways and other cycle ways around the district	+2%	8%	6%	7%	8%
TW2C_4	Overall satisfaction with the water supply	+2%	4%	2%	4%	4%
QCF4_5	The art gallery	+2%	3%	1%	1%	1%
QTW5_1	Ability to protect your property from flooding	+2%	12%	10%	13%	11%
QOS2_5	Licensing premises such cafes, restaurants and hairdressers	+1%	7%	6%	1%	2%
QW4_3	Overall satisfaction with the sewage system	+1%	1%	0%	2%	1%
QPR2_1	Sports-fields	+1%	1%	0%	2%	1%
QPR2_2	Parks and reserves	+1%	1%	0%	2%	1%
QPR2_3	Playgrounds	+1%	1%	0%	1%	1%
TW2C_1	The reliability of the water supply	+1%	3%	2%	1%	1%
QWR3_2	The services for managing green waste	+1%	3%	2%	3%	4%
QCF4_4	The museum	+1%	3%	2%	1%	1%
QTW5_3	Overall satisfaction with the district's stormwater management	+1%	12%	11%	12%	10%
QRF1_1	The condition of roads in urban areas	+1%	12%	11%	10%	9%
QWR3_1	The recycling services	-	4%	4%	1%	0%
QWR3_3	The services for managing general waste	-	3%	3%	3%	1%

Note: Darker colours in the 'Difference' column indicate the results are statistically significant and are unlikely due to chance.

Question reference code		Difference	2021/2022 (Satisfied %1-4)	2019/2020 (Satisfied %1-4)	2017/18 (Satisfied %1-4)	2015/16 (Satisfied %1-4)
QRF1_3	The condition of the footpaths	-	14%	14%	14%	13%
QRF1_4	Suitability of cycle lanes on our roads	-	14%	14%	19%	15%
QCF4_2	The swimming pools	-	2%	2%	2%	6%
QRS5_6	How well they followed through and did what they undertook to do	-	41%	41%	33%	22%
QRS5_7	The outcome you achieved as a result of your contact	-	45%	45%	35%	28%
QCM2	Keeping you informed of what Council is doing	-	11%	11%	9%	13%
QREP2	Trust	-	13%	13%	7%	11%
QCF4_3	Public toilets	-1%	8%	9%	9%	14%
QTW4_1	The reliability of the sewage system	-1%	0%	1%	2%	1%
QPR2_4	Cemeteries	-1%	1%	2%	1%	2%
QCF4_1	The libraries	-1%	1%	2%	0%	1%
QRS5_3	How helpful was the person you dealt with	-1%	30%	31%	23%	14%
QRS5_4	How well they understood your issue or enquiry	-2%	23%	25%	18%	11%
QOS2_1	Providing dog and animal control	-3%	7%	10%	8%	5%
QRS5_8	How would you rate council overall for how well they handled your enquiry?	-3%	36%	39%	33%	18%
QTW5_2	Keeping roads and pavements free of flooding	-4%	12%	16%	16%	13%
QRS5_5	How well they communicated with you	-5%	30%	35%	21%	17%

Note: Darker colours in the 'Difference' column indicate the results are statistically significant and are unlikely due to chance.



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