



Clutha District Council

2014 Resident Satisfaction Survey

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Objectives and Methodology

The purpose of this survey is to assess Council performance across a wide range of services and facilities, to determine satisfaction levels and provide accurate information for the prioritisation of these services and facilities. An important function of the study is to assess any strategic shifts in perceptions or levels of satisfaction.

The **Research Objectives** are as follows:

- Measure resident satisfaction with key activities that the Council is responsible for, so that residents' change of perception against previous survey results can be measured;
- Provide insights into how the Council can best invest its resources to improve service levels and resident satisfaction in the future, particularly for core activities.

Methodology

- A statistically robust telephone survey with a proportional sample of 300 residents across the Clutha District was achieved. A stratified random sample of residents from across the Clutha District were selected for participation, taking full account of key demographic criteria such as age, gender and geographic location.
- The overall results have a margin of error of 5.66% at the 95% confidence level.
- Interviewing took place between 28th October and 19th November 2014.
- The survey achieved a response rate of 30% with 699 residents refusing to participate for various reasons.
- The satisfaction measurement scale changed from a 5-point scale in past surveys to a 6-point scale in 2013 and onwards to provide more detailed data and a more accurate measure of satisfaction. The 6-point scale enables a clear determination of whether respondents are satisfied or not with Council and its services and facilities.

Executive Summary

- Satisfaction with the overall performance of Clutha District Council has decreased slightly from 82% in 2013 to 80% in the 2014 survey.
- The 2014 survey measured satisfaction with the value for money from rates paid to Clutha District Council and found that 58% of respondents were satisfied, which remains similar to the 2013 survey (59%).
- Key drivers of satisfaction with the value for money from rates paid to the Council were satisfaction with the decision making, planning and leadership of elected members, being able to have a say in decision-making and planning, and satisfaction with Mt Cooee Landfill Station. Satisfaction with these aspects of Council's performance decreased by 3, 2 and 2 percentage points respectively, compared with 2013 survey results. Improvements in these activities should achieve the most significant increases to overall perceptions of the Council.
- The services and facilities provided by Clutha District Council that residents are most satisfied with are the library services overall (99% of library users are satisfied), and the service or information centres (98%).
- The service and facility with the greatest negative shift in satisfaction levels is footpaths (59% are satisfied compared to 71% in 2013).
- The service that Council could best invest its resources to improve overall perceptions of the Council is roading. In particular, the maintenance of local unsealed, gravel roads, and the maintenance of local sealed roads. Roading rates relatively lower than other services on satisfaction measures and is a relatively important factor contributing to perceptions of value for money from rates. Furthermore, when respondents were asked to comment on which service or facility Council needs to make improvements on, respondents most commonly mentioned roading.
- Awareness of ways to reduce waste remained very similar to the 2013 survey with 78% mentioning Recycling (compared with 73% in 2013) and 53% mentioning Composting (compared with 50% in 2013). Awareness has increased from 2013, with 76% of respondents who could name at least two ways to reduce waste compared to 68% in 2013.
- The majority of respondents (88%) said they had seen the Council News newsletter which was only slightly less than in the 2013 survey (89%).
- There were 44% of respondents who said they had personally taken steps to prepare for a civil defence emergency which was slightly less than in the 2013 survey (47%) and a significant decrease from 2012 when 52% said they had taken steps to prepare.

Dashboard – Satisfaction Comparison

Percentages have been calculated excluding Don't know / Not applicable responses

	2007	2008	2009	2010	2011	2012	2013	2014	2014-2013
Library services overall	96%	97%	97%	96%	95%	97%	99%	99%	0%
Service or information centre	95%	95%	94%	93%	96%	97%	96%	98%	2%
Sewerage service	85%	89%	90%	88%	87%	90%	97%	95%	-2%
Community centre or hall's facilities	84%	87%	87%	80%	83%	84%	90%	93%	3%
Parks and reserves facilities	81%	81%	84%	87%	77%	82%	92%	92%	0%
Cemetery facilities	94%	96%	82%	84%	83%	86%	89%	90%	1%
Council maintained sportsgrounds	82%	82%	78%	72%	81%	83%	93%	89%	-4%
Playground facilities	81%	85%	82%	82%	84%	85%	93%	89%	-4%
Wheellie bin service	96%	96%	96%	96%	95%	79%	82%	86%	4%
Helpfulness and advice from Council staff	47%	53%	65%	80%	57%	60%	84%	85%	1%
Stormwater services	63%	69%	62%	69%	63%	72%	76%	84%	8%
Mt Cooe Landfill Station	69%	72%	77%	77%	77%	74%	83%	81%	-2%
Decision making, planning and leadership of elected members	52%	51%	60%	55%	46%	45%	83%	80%	-3%
Overall performance of the Clutha District Council	61%	57%	64%	62%	63%	62%	82%	80%	-2%
Pressure and flow of your water supply	79%	77%	79%	68%	70%	71%	77%	79%	2%
Level of maintenance of local sealed roads	-	-	-	-	63%	57%	75%	77%	2%
Being able to have a say in council decision-making and planning	-	-	-	-	32%	38%	72%	70%	-2%
Public toilet facilities	52%	60%	48%	51%	53%	57%	64%	69%	5%
Swimming pool facilities and service	60%	61%	49%	31%	43%	66%	59%	68%	9%
Local roads are appropriate for your travel needs	49%	58%	56%	53%	58%	56%	61%	66%	5%
Taste and cleanliness of your water supply	51%	52%	57%	44%	51%	54%	65%	64%	-1%
Footpaths	29%	31%	41%	42%	40%	63%	71%	59%	-12%
Level of maintenance for local unsealed, gravel roads	-	-	-	-	33%	34%	49%	52%	3%

* The satisfaction measurement scale changed from a 5-point scale in past surveys to a 6-point scale in 2013 onwards to provide more detailed data and a more accurate measure of satisfaction.

Dashboard – Improvements

What, if any services or facilities does Council need to make improvements to?

	Number of responses
Roading	88
Footpaths	56
Waste	30
Main street	22
Elected members and Council overall	18
Parks, reserves and cemeteries	17
Water – Rural	17
Pools	14
Water – Urban	11
Halls	7
Toilets	6
Stormwater	5
Sewerage	3
Libraries	0
Other	23
Number of responses	317
Number of respondents stating an improvement	201
Number of respondents who did not state any improvements	99

Strength of relationship between Q53 satisfaction with the value for money you get from your rates paid to Clutha District Council across all services and facilities and level of satisfaction with the services, facilities and activities.

The Pearson's Correlation Coefficient measures the strength of relationship between satisfaction with each service, facility and activity and satisfaction with the value for money you get from rates paid to Clutha District Council (Q53). The coefficient range from +1 to -1 with a coefficient greater than 0 demonstrating a positive relationship and with the strength of this relationship increasing as it approaches +1

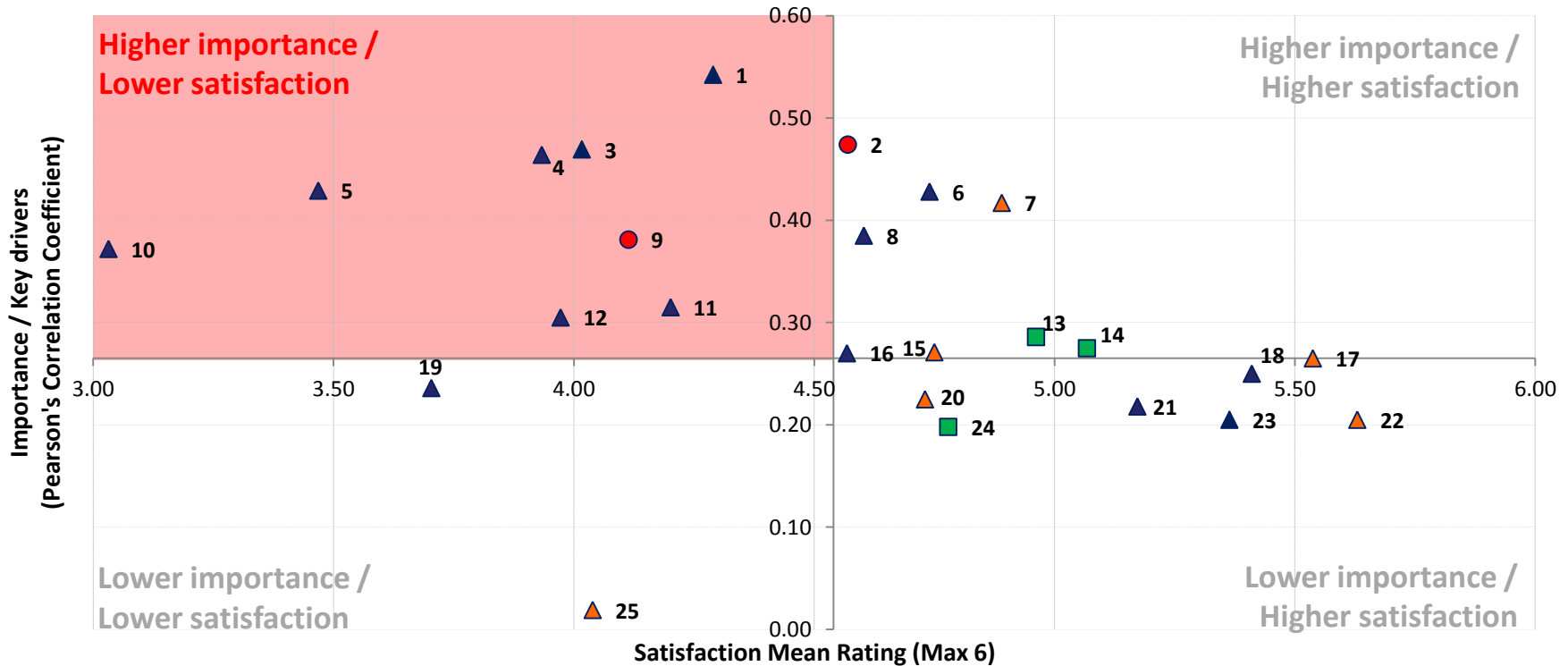
Dashboard – Key Driver Analysis

	Pearson's Correlation Coefficient	Mean Rating (max 6)	n=
Decision making, planning and leadership of elected members	.542**	4.29	259
Mt Cooee Landfill Station	.474**	4.57	86
Being able to have a say in council decision-making and planning	.469**	4.02	237
Local roads are appropriate for your travel needs	.464**	3.93	299
Level of maintenance for local unsealed, gravel roads	.429**	3.47	267
Stormwater services	.428**	4.74	173
Cemetery facilities	.417**	4.89	164
Helpfulness and advice from Council staff	.385**	4.60	247
Swimming pool facilities and service	.381**	4.11	88
Response time for request for service or complaint	.372**	3.03	63
Level of maintenance of local sealed roads	.315**	4.20	298
Taste and cleanliness of your water supply	.305**	3.97	253
Community centre or hall's facilities	.286**	4.96	207
Wheelie bin service	.275**	5.07	237
Playground facilities	.271**	4.75	152
Pressure and flow of your water supply	.270**	4.57	257
Library services overall	.265**	5.54	147
Sewerage service	.250**	5.41	173
Footpaths	.236**	3.70	263
Council maintained sportsgrounds	.225**	4.73	141
Availability of library books	.218**	5.17	145
Service or information centre	.205*	5.63	127
Library opening hours	.205*	5.36	140
Parks and reserves facilities	.198**	4.78	199
Public toilet facilities	0.02	4.04	128

** Correlation is significant at the 0.01 level (2-tailed).

* Correlation is significant at the 0.05 level (2-tailed).

Dashboard – Priority Areas of Focus



■ High usage

▲ Medium usage

● Low usage

▲ Did not measure usage

- Decision making, planning and leadership of elected members
- Mt Cooee Landfill Station
- Being able to have a say in council decision-making and planning
- Local roads are appropriate for your travel needs
- Level of maintenance for local unsealed, gravel roads
- Stormwater services
- Cemetery facilities

- Helpfulness and advice from Council staff
- Swimming pool facilities and service
- Response time for request for service or complaint
- Level of maintenance of local sealed roads
- Taste and cleanliness of your water supply
- Community centre or hall's facilities
- Wheelie bin service
- Playground facilities
- Pressure and flow of your water supply

- Library services overall
- Sewerage service
- Footpaths
- Council maintained sportsgrounds
- Availability of library books
- Service or information centre
- Library opening hours
- Parks and reserves facilities
- Public toilet facilities

Water Supply, Sewerage and Stormwater



How would you rate your sewerage service during the last 12 months?
Urban respondents only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	1%	1%	3%	8%	25%	61%	1%	95%	175
Number of respondents	2	2	4	14	44	107	2	165	175
Gender									
Male	0%	1%	4%	4%	27%	60%	3%	94%	70
Female	2%	1%	1%	10%	24%	62%	0%	96%	105
Age									
16 – 49 years	2%	0%	6%	13%	28%	49%	2%	91%	47
50 – 64 years	2%	2%	0%	5%	23%	68%	2%	97%	62
65 years +	0%	2%	2%	8%	26%	64%	0%	97%	66

Water Supply, Sewerage and Stormwater

How would you rate your stormwater services during the last 12 months?

Urban respondents only

 Significantly lower % Satisfied
 Significantly higher % Satisfied

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	4%	5%	7%	17%	30%	36%	1%	84%	175
Number of respondents	7	9	12	29	53	63	2	145	175
Gender									
Male	1%	6%	9%	17%	30%	34%	3%	84%	70
Female	6%	5%	6%	16%	30%	37%	0%	84%	105
Age									
16 – 49 years	6%	2%	11%	19%	38%	21%	2%	80%	47
50 – 64 years	6%	6%	11%	13%	23%	39%	2%	75%	62
65 years +	0%	6%	0%	18%	32%	44%	0%	94%	66

Water Supply, Sewerage and Stormwater

Are you on a town water supply, rural water scheme or your own private supply?

	A town supply	Rural water scheme	Own supply of water	Other	Both a Council town or rural scheme and own supply of water	Don't know / NA	n=
Total Sample	61%	25%	12%	0%	1%	1%	300
Number of respondents	184	75	37	0	2	2	300
Gender							
Male	63%	25%	11%	0%	1%	0%	123
Female	60%	25%	14%	0%	1%	1%	177
Age							
16 – 49 years	54%	28%	15%	0%	1%	2%	94
50 – 64 years	75%	17%	7%	0%	1%	0%	92
65 years +	56%	29%	15%	0%	0%	0%	114
Location							
Rural	14%	54%	28%	0%	2%	2%	125
Urban	95%	4%	1%	0%	0%	0%	175

Water Supply, Sewerage and Stormwater

How would you rate the pressure and flow of your water supply during the last 12 months?
Respondents on town supply or rural water scheme only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	5%	5%	11%	13%	37%	28%	1%	79%	260
Number of respondents	14	12	29	33	97	72	3	202	260
Gender									
Male	3%	3%	11%	14%	39%	28%	3%	83%	109
Female	7%	6%	11%	12%	36%	27%	0%	75%	151
Age									
16 – 49 years	6%	6%	14%	12%	36%	24%	1%	73%	78
50 – 64 years	7%	7%	13%	14%	39%	20%	1%	73%	96
65 years +	2%	0%	7%	13%	37%	40%	1%	91%	86
Location									
Rural	10%	5%	15%	15%	28%	24%	3%	69%	
Urban	3%	5%	9%	12%	42%	29%	0%	83%	173

Water Supply, Sewerage and Stormwater

How would you rate the taste and cleanliness of your water supply during the last 12 months?
Respondents on town supply or rural water scheme only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	10%	7%	18%	18%	27%	17%	3%	64%	260
Number of respondents	26	20	46	48	69	44	7	161	260
Gender									
Male	11%	7%	16%	17%	33%	13%	3%	65%	109
Female	9%	8%	19%	19%	22%	20%	3%	63%	151
Age									
16 – 49 years	6%	10%	18%	23%	27%	12%	4%	64%	78
50 – 64 years	17%	8%	18%	20%	25%	11%	1%	57%	96
65 years +	6%	5%	17%	13%	28%	28%	3%	71%	86
Location									
Rural	13%	7%	15%	17%	29%	16%	3%	64%	87
Urban	9%	8%	19%	19%	25%	17%	2%	63%	173

Roading Services

How satisfied are you that local roads are appropriate for your travel needs?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	9%	9%	16%	25%	28%	13%	0%	66%	300
Number of respondents	26	27	49	74	85	38	1	197	300
Gender									
Male	11%	11%	16%	24%	24%	13%	0%	61%	123
Female	7%	7%	16%	25%	31%	12%	1%	69%	177
Age									
16 – 49 years	10%	15%	15%	27%	23%	11%	0%	61%	94
50 – 64 years	11%	7%	18%	26%	27%	10%	1%	64%	114
65 years +	5%	5%	15%	21%	35%	18%	0%	74%	92
Location									
Rural	10%	15%	14%	25%	22%	14%	0%	61%	125
Urban	8%	5%	18%	25%	33%	11%	1%	70%	175

Roading Services

Thinking about your local gravel roads, what speed do you feel you can safely travel up to on most gravel roads you use?

	Less than 50km/hr	50-59 km/hr	60-69 km/hr	70-79 km/hr	80-89 km/hr	90-100 km/hr	More than 100 km/hr	Don't drive on local gravel roads / Don't drive / Don't know	n=
Total Sample	19%	16%	20%	23%	10%	3%	0%	9%	300
Number of respondents	55	47	60	68	31	10	1	28	300
Gender									
Male	15%	10%	14%	34%	15%	7%	1%	4%	123
Female	21%	20%	24%	15%	7%	1%	0%	13%	177
Age									
16 – 49 years	18%	12%	22%	27%	11%	5%	0%	5%	94
50 – 64 years	15%	19%	22%	24%	11%	2%	1%	7%	114
65 years +	23%	15%	15%	17%	10%	3%	0%	16%	92
Location									
Rural	21%	16%	22%	21%	10%	5%	0%	6%	125
Urban	17%	15%	19%	24%	10%	2%	1%	12%	175

Roading Services

How satisfied are you with the level of maintenance for local unsealed, gravel roads?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	9%	13%	21%	25%	16%	5%	11%	52%	300
Number of respondents	26	41	62	74	48	16	33	138	300
Gender									
Male	8%	15%	23%	23%	20%	6%	6%	51%	123
Female	9%	12%	19%	26%	14%	5%	15%	52%	177
Age									
16 – 49 years	11%	13%	22%	28%	15%	7%	4%	52%	94
50 – 64 years	11%	14%	22%	26%	16%	3%	8%	49%	114
65 years +	3%	14%	17%	20%	17%	7%	22%	56%	92
Location									
Rural	14%	20%	25%	20%	12%	5%	5%	39%	125
Urban	5%	9%	18%	28%	19%	6%	15%	62%	175

Roading Services

Now thinking about local sealed roads, where the limit is 100 km per hour, what speed do you feel you can safely travel up to?

	Less than 50km/hr	50-59 km/hr	60-69 km/hr	70-79 km/hr	80-89 km/hr	90-100 km/hr	More than 100 km/hr	Don't drive / Don't know	n=
Total Sample	0%	0%	3%	6%	82%	5%	4%	0%	300
Number of respondents	1	1	8	17	246	15	12	0	300
Gender									
Male	0%	1%	3%	4%	80%	7%	4%	0%	123
Female	1%	0%	2%	7%	83%	3%	4%	0%	177
Age									
16 – 49 years	0%	0%	3%	4%	86%	4%	2%	0%	94
50 – 64 years	0%	0%	3%	5%	81%	8%	4%	0%	114
65 years +	1%	1%	2%	8%	79%	2%	7%	0%	92
Location									
Rural	1%	1%	6%	3%	83%	4%	2%	0%	125
Urban	0%	0%	1%	7%	81%	6%	5%	0%	175

Roading Services

How satisfied are you with the level of maintenance of local sealed roads?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	2%	6%	15%	32%	35%	9%	1%	77%	300
Number of respondents	6	18	46	95	106	27	2	228	300
Gender									
Male	2%	7%	17%	33%	31%	10%	0%	73%	123
Female	2%	5%	14%	31%	38%	8%	1%	79%	177
Age									
16 – 49 years	1%	6%	21%	27%	35%	10%	0%	71%	94
50 – 64 years	4%	4%	16%	36%	32%	8%	0%	76%	114
65 years +	1%	8%	9%	32%	39%	10%	2%	82%	92
Location									
Rural	2%	3%	17%	27%	39%	11%	1%	78%	125
Urban	2%	8%	14%	35%	33%	7%	1%	75%	175

Roading Services

Thinking about the last 12 months how would you rate footpaths in the district?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	9%	9%	18%	20%	25%	7%	12%	59%	300
Number of respondents	28	28	53	59	75	20	37	154	300
Gender									
Male	5%	6%	11%	25%	28%	9%	15%	74%	123
Female	12%	12%	22%	16%	23%	5%	10%	48%	177
Age									
16 – 49 years	5%	10%	18%	19%	23%	7%	17%	60%	94
50 – 64 years	10%	11%	16%	21%	25%	4%	14%	57%	114
65 years +	13%	7%	20%	18%	27%	10%	5%	59%	92
Location									
Rural	5%	12%	14%	14%	23%	5%	28%	58%	125
Urban	13%	7%	21%	24%	26%	8%	1%	59%	175

Waste Services

Have you used the wheelie bin service in the district during the last 12 months?

	Yes	No	NA – Service not available	n=
Total Sample	79%	6%	15%	300
Number of respondents	237	19	44	300
Gender				
Male	80%	6%	14%	123
Female	78%	7%	15%	177
Age				
16 – 49 years	71%	5%	23%	94
50 – 64 years	77%	8%	15%	114
65 years +	89%	5%	5%	92
Location				
Rural	51%	14%	34%	125
Urban	99%	1%	1%	175

Waste Services

How would you rate the wheelie bin service?

Respondents who have used the wheelie bin service in the district during the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	2%	5%	7%	6%	31%	49%	0%	86%	237
Number of respondents	5	11	16	15	74	116	0	205	237
Gender									
Male	2%	5%	7%	5%	28%	53%	0%	86%	99
Female	2%	4%	7%	7%	33%	46%	0%	87%	138
Age									
16 – 49 years	4%	6%	9%	6%	40%	34%	0%	81%	67
50 – 64 years	1%	5%	6%	7%	28%	53%	0%	89%	88
65 years +	1%	4%	6%	6%	27%	56%	0%	89%	82
Location									
Rural	3%	2%	5%	8%	30%	53%	0%	91%	125
Urban	2%	6%	8%	6%	32%	47%	0%	85%	173

Waste Services

Have you used Mount Cooee Landfill during the last 12 months?

	Yes	No	n=
Total Sample	29%	71%	300
Number of respondents	88	212	300
Gender			
Male	32%	68%	123
Female	28%	72%	177
Age			
16 – 49 years	30%	70%	94
50 – 64 years	36%	64%	114
65 years +	21%	79%	92
Location			
Rural	22%	78%	125
Urban	35%	65%	175

Waste Services

How would you rate the Mt Cooee Landfill Station?

Respondents who have used Mount Cooee Landfill during the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	7%	4%	7%	13%	42%	25%	2%	81%	88
Number of respondents	6	4	6	11	37	22	2	70	88
Gender									
Male	13%	5%	3%	8%	46%	26%	0%	79%	39
Female	2%	4%	10%	16%	39%	24%	4%	80%	49
Age									
16 – 49 years	7%	7%	7%	11%	50%	18%	0%	79%	28
50 – 64 years	7%	5%	7%	12%	37%	27%	5%	79%	41
65 years +	5%	0%	5%	16%	42%	32%	0%	89%	19
Location									
Rural	4%	4%	4%	11%	44%	30%	4%	88%	27
Urban	8%	5%	8%	13%	41%	23%	2%	78%	61

Waste Services

Please name at least two things that people can do to reduce waste?

	Recycle	Compost	Reduce packaging	Consumption	Less junk mail	Reusable bags/less plastic bags	Other	Don't know	n=
Total Sample	78%	53%	6%	8%	1%	10%	23%	6%	300
Number of responses	234	158	18	25	2	30	68	17	300
Gender									
Male	77%	53%	1%	7%	0%	8%	22%	9%	123
Female	79%	53%	8%	9%	1%	11%	24%	3%	177
Age									
16 – 49 years	80%	54%	5%	11%	0%	10%	23%	4%	94
50 – 64 years	82%	51%	6%	7%	1%	11%	24%	6%	114
65 years +	71%	53%	7%	8%	1%	10%	21%	7%	92
Location									
Rural	78%	51%	3%	9%	1%	14%	23%	6%	125
Urban	78%	54%	8%	8%	1%	7%	22%	6%	175

Percentages do not sum to 100% as respondents were allowed to name multiple responses.

Waste Services

Please name at least two things that people can do to reduce waste?

	Can name 2 or more things that people can do to reduce waste	n=
Total Sample	76%	300
Number of respondents	229	300
Gender		
Male	76%	123
Female	77%	177
Age		
16 – 49 years	80%	94
50 – 64 years	77%	114
65 years +	72%	92
Location		
Rural	77%	125
Urban	76%	175

Council Services

Have you visited or used a service or information centre in the district in the last 12 months?

	Yes	No	n=
Total Sample	42%	58%	300
Number of respondents	127	173	300
Gender			
Male	34%	66%	123
Female	48%	52%	177
Age			
16 – 49 years	40%	60%	94
50 – 64 years	47%	53%	114
65 years +	38%	62%	92
Location			
Rural	46%	54%	125
Urban	40%	60%	175

Council Services

How would you rate the service or information centre?

Respondents who have visited or used a service or information centre in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	0%	1%	5%	23%	71%	0%	98%	127
Number of respondents	0	0	2	6	29	90	0	125	127
Gender									
Male	0%	0%	2%	10%	26%	62%	0%	98%	42
Female	0%	0%	1%	2%	21%	75%	0%	99%	85
Age									
16 – 49 years	0%	0%	5%	8%	24%	63%	0%	95%	38
50 – 64 years	0%	0%	0%	2%	26%	72%	0%	100%	54
65 years +	0%	0%	0%	6%	17%	77%	0%	100%	35
Location									
Rural	0%	0%	4%	4%	23%	70%	0%	96%	57
Urban	0%	0%	0%	6%	23%	71%	0%	100%	70

Council Services

Have you used public toilets in the district in the last 12 months?

	Yes	No	n=
Total Sample	43%	57%	300
Number of respondents	128	172	300
Gender			
Male	47%	53%	123
Female	40%	60%	177
Age			
16 – 49 years	52%	48%	94
50 – 64 years	42%	58%	114
65 years +	34%	66%	92
Location			
Rural	50%	50%	125
Urban	37%	63%	175

Council Services

How would you rate the public toilet facilities?

Respondents who have used public toilets in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	3%	9%	20%	32%	23%	13%	0%	69%	128
Number of respondents	4	11	25	41	30	17	0	88	128
Gender									
Male	3%	9%	16%	28%	31%	14%	0%	72%	58
Female	3%	9%	23%	36%	17%	13%	0%	66%	70
Age									
16 – 49 years	2%	18%	24%	27%	18%	10%	0%	55%	49
50 – 64 years	4%	4%	13%	44%	27%	8%	0%	79%	48
65 years +	3%	0%	23%	23%	26%	26%	0%	74%	31
Location									
Rural	3%	11%	19%	32%	22%	13%	0%	67%	63
Urban	3%	6%	20%	32%	25%	14%	0%	71%	65

Council Services

Have you visited a park or reserve in the district in the last 12 months?

	Yes	No	n=
Total Sample	66%	34%	300
Number of respondents	199	101	300
Gender			
Male	63%	37%	123
Female	68%	32%	177
Age			
16 – 49 years	78%	22%	94
50 – 64 years	66%	34%	114
65 years +	55%	45%	92
Location			
Rural	62%	38%	125
Urban	70%	30%	175

Council Services

How would you rate the parks and reserves facilities?

Respondents who have visited a park or reserve in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	1%	6%	25%	49%	19%	0%	92%	199
Number of respondents	0	3	12	49	97	38	0	184	199
Gender									
Male	0%	0%	6%	24%	53%	17%	0%	94%	78
Female	0%	2%	6%	25%	46%	21%	0%	92%	121
Age									
16 – 49 years	0%	3%	5%	22%	55%	15%	0%	92%	73
50 – 64 years	0%	0%	8%	28%	44%	20%	0%	92%	75
65 years +	0%	2%	4%	24%	47%	24%	0%	94%	51
Location									
Rural	0%	3%	8%	23%	47%	19%	0%	90%	77
Urban	0%	1%	5%	25%	50%	19%	0%	94%	122

Council Services

Have you visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months?

	Yes	No	n=
Total Sample	47%	53%	300
Number of respondents	141	159	300
Gender			
Male	55%	45%	123
Female	41%	59%	177
Age			
16 – 49 years	66%	34%	94
50 – 64 years	46%	54%	114
65 years +	29%	71%	92
Location			
Rural	48%	52%	125
Urban	46%	54%	175

Council Services

Which council maintained sportsground did you mainly visit during the last 12 months?

Respondents who have visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months only

	Balclutha	Kaitangata	Milton	Other	n=
Total Sample	77%	11%	11%	1%	141
Number of respondents	108	15	16	2	141
Gender					
Male	72%	9%	18%	1%	68
Female	81%	12%	5%	1%	73
Age					
16 – 49 years	85%	5%	10%	0%	62
50 – 64 years	63%	19%	13%	4%	52
65 years +	81%	7%	11%	0%	27
Location					
Rural	80%	10%	8%	2%	60
Urban	74%	11%	14%	1%	81

Council Services

How would you rate council maintained sportsgrounds?

Respondents who have visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	2%	1%	8%	21%	46%	22%	0%	89%	141
Number of respondents	3	2	11	29	65	31	0	125	141
Gender									
Male	1%	3%	12%	24%	40%	21%	0%	84%	68
Female	3%	0%	4%	18%	52%	23%	0%	93%	73
Age									
16 – 49 years	0%	2%	6%	19%	50%	23%	0%	92%	62
50 – 64 years	6%	2%	12%	25%	35%	21%	0%	81%	52
65 years +	0%	0%	4%	15%	59%	22%	0%	96%	27
Location									
Rural	0%	2%	7%	23%	48%	20%	0%	92%	60
Urban	4%	1%	9%	19%	44%	23%	0%	86%	81

Council Services

Have you visited any playgrounds in the district in the last 12 months?

	Yes	No	n=
Total Sample	51%	49%	300
Number of respondents	152	148	300
Gender			
Male	45%	55%	123
Female	55%	45%	177
Age			
16 – 49 years	64%	36%	94
50 – 64 years	49%	51%	114
65 years +	39%	61%	92
Location			
Rural	47%	53%	125
Urban	53%	47%	175

Council Services

How would you rate the playground facilities?

Respondents who visited any playgrounds in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	1%	1%	8%	28%	36%	26%	0%	89%	152
Number of respondents	1	2	13	42	54	40	0	136	152
Gender									
Male	0%	0%	13%	20%	45%	22%	0%	87%	55
Female	1%	2%	6%	32%	30%	29%	0%	91%	97
Age									
16 – 49 years	0%	2%	13%	30%	37%	18%	0%	85%	60
50 – 64 years	2%	0%	5%	29%	34%	30%	0%	93%	56
65 years +	0%	3%	6%	22%	36%	33%	0%	92%	36
Location									
Rural	0%	3%	8%	31%	34%	24%	0%	88%	59
Urban	1%	0%	9%	26%	37%	28%	0%	90%	93

Council Services

Have you visited any cemeteries in the district in the last 12 months?

	Yes	No	n=
Total Sample	55%	45%	300
Number of respondents	166	134	300
Gender			
Male	54%	46%	123
Female	56%	44%	177
Age			
16 – 49 years	40%	60%	94
50 – 64 years	60%	40%	114
65 years +	65%	35%	92
Location			
Rural	47%	53%	125
Urban	39%	61%	175

Council Services

How would you rate the cemetery facilities?

Respondents who visited any cemeteries in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	2%	2%	6%	16%	41%	32%	1%	90%	166
Number of respondents	4	3	10	26	68	53	2	147	166
Gender									
Male	0%	0%	2%	20%	35%	44%	0%	98%	66
Female	4%	3%	9%	13%	45%	24%	2%	84%	100
Age									
16 – 49 years	0%	3%	0%	18%	47%	29%	3%	97%	38
50 – 64 years	1%	3%	12%	16%	43%	24%	1%	84%	68
65 years +	5%	0%	3%	13%	35%	43%	0%	92%	60
Location									
Rural	0%	0%	8%	14%	44%	31%	3%	91%	59
Urban	4%	3%	5%	17%	39%	33%	0%	89%	107

Council Services

Have you used the Balclutha, Kaitangata, Lawrence or Milton swimming pools in the last 12 months?

	Yes	No	n=
Total Sample	29%	71%	300
Number of respondents	88	212	300
Gender			
Male	26%	74%	123
Female	32%	68%	177
Age			
16 – 49 years	45%	55%	94
50 – 64 years	22%	78%	114
65 years +	23%	77%	92
Location			
Rural	26%	74%	125
Urban	32%	68%	175

Council Services

Which swimming pool did you mainly visit in the last 12 months?

Respondents who used the Balclutha, Kaitangata, Lawrence or Milton swimming pools in the last 12 months only

	Balclutha	Kaitangata	Lawrence	Milton	Other	Don't know	n=
Total Sample	71%	2%	1%	21%	3%	2%	88
Number of respondents	62	2	1	18	3	2	88
Gender							
Male	72%	3%	0%	22%	0%	3%	32
Female	70%	2%	2%	20%	5%	2%	56
Age							
16 – 49 years	76%	2%	2%	12%	5%	2%	42
50 – 64 years	64%	4%	0%	24%	4%	4%	25
65 years +	67%	0%	0%	33%	0%	0%	21
Location							
Rural	72%	0%	3%	19%	3%	3%	32
Urban	70%	4%	0%	21%	4%	2%	56

Council Services

Overall, how would you rate the swimming pool facilities and service?

Respondents who used the Balclutha, Kaitangata, Lawrence or Milton swimming pools in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	3%	15%	14%	24%	24%	20%	0%	68%	88
Number of respondents	3	13	12	21	21	18	0	60	88
Gender									
Male	0%	16%	16%	25%	22%	22%	0%	69%	32
Female	5%	14%	13%	23%	25%	20%	0%	68%	56
Age									
16 – 49 years	5%	17%	17%	19%	26%	17%	0%	62%	42
50 – 64 years	4%	16%	4%	32%	36%	8%	0%	76%	25
65 years +	0%	10%	19%	24%	5%	43%	0%	71%	21
Location									
Rural	6%	19%	16%	16%	25%	19%	0%	59%	32
Urban	2%	13%	13%	29%	23%	21%	0%	73%	56

Council Services

Have you visited a community centre or hall in the district in the last 12 months?

	Yes	No	n=
Total Sample	69%	31%	300
Number of respondents	208	92	300
Gender			
Male	59%	41%	123
Female	76%	24%	177
Age			
16 – 49 years	77%	23%	94
50 – 64 years	66%	34%	114
65 years +	66%	34%	92
Location			
Rural	72%	28%	125
Urban	67%	33%	175

Council Services

How would you rate the community centre or hall's facilities?

Respondents who visited a community centre or hall in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	1%	3%	4%	17%	43%	32%	0%	93%	208
Number of respondents	2	5	8	36	89	67	1	192	208
Gender									
Male	0%	0%	3%	25%	47%	26%	0%	97%	73
Female	1%	4%	4%	13%	41%	36%	1%	90%	135
Age									
16 – 49 years	0%	1%	7%	13%	42%	36%	1%	92%	72
50 – 64 years	3%	1%	4%	28%	39%	25%	0%	92%	75
65 years +	0%	5%	0%	10%	49%	36%	0%	95%	61
Location									
Rural	1%	2%	6%	18%	48%	24%	0%	91%	90
Urban	1%	3%	3%	17%	39%	38%	0%	94%	118

Library Services

Have you visited a library in the district in the last 12 months?

	Yes	No	n=
Total Sample	49%	51%	300
Number of respondents	148	152	300
Gender			
Male	37%	63%	123
Female	58%	42%	177
Age			
16 – 49 years	51%	49%	94
50 – 64 years	46%	54%	114
65 years +	51%	49%	92
Location			
Rural	47%	53%	125
Urban	51%	49%	175

Library Services

How would you rate the library services overall?

Respondents who visited a library in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	0%	1%	5%	34%	59%	1%	99%	148
Number of respondents	0	0	1	7	51	88	1	146	148
Gender									
Male	0%	0%	0%	4%	47%	49%	0%	100%	45
Female	0%	0%	1%	5%	29%	64%	1%	99%	103
Age									
16 – 49 years	0%	0%	2%	4%	35%	58%	0%	98%	48
50 – 64 years	0%	0%	0%	4%	42%	55%	0%	100%	53
65 years +	0%	0%	0%	6%	26%	66%	2%	100%	47
Location									
Rural	0%	0%	2%	8%	34%	56%	0%	98%	59
Urban	0%	0%	0%	2%	35%	62%	1%	100%	89

Library Services

How would you rate the library opening hours?

Respondents who visited a library in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	1%	2%	6%	33%	44%	14%	96%	163
Number of respondents	0	1	4	10	53	72	23		163
Gender									
Male	0%	2%	0%	8%	26%	43%	21%	98%	53
Female	0%	0%	4%	5%	35%	45%	11%	96%	110
Age									
16 – 49 years	0%	2%	4%	8%	28%	43%	15%	93%	53
50 – 64 years	0%	0%	3%	5%	46%	30%	16%	96%	61
65 years +	0%	0%	0%	6%	20%	63%	10%	100%	49
Location									
Rural	0%	2%	5%	8%	35%	37%	14%	93%	65
Urban	0%	0%	1%	5%	31%	49%	14%	99%	98

Library Services

How would you rate the availability of library books?

Respondents who visited a library in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	1%	5%	9%	38%	36%	11%	94%	163
Number of respondents	0	1	8	15	62	59	18	136	163
Gender									
Male	0%	2%	0%	11%	36%	30%	21%	98%	53
Female	0%	0%	7%	8%	39%	39%	6%	92%	110
Age									
16 – 49 years	0%	2%	8%	11%	43%	26%	9%	90%	53
50 – 64 years	0%	0%	2%	10%	41%	34%	13%	98%	61
65 years +	0%	0%	6%	6%	29%	49%	10%	93%	49
Location									
Rural	0%	2%	8%	11%	42%	26%	12%	89%	65
Urban	0%	0%	3%	8%	36%	43%	10%	97%	98

Council Communication and Civil Defence

During the last 12 months have you seen the 'Council News' newsletter?

	Yes	No	n=
Total Sample	88%	12%	300
Number of respondents	264	36	300
Gender			
Male	86%	14%	123
Female	89%	11%	177
Age			
16 – 49 years	79%	21%	94
50 – 64 years	93%	7%	114
65 years +	91%	9%	92
Location			
Rural	86%	14%	125
Urban	90%	10%	175

Council Communication and Civil Defence

Now, thinking about Civil Defence, in the event of an emergency how would you find out information about what was happening?

	Family / neighbours	Council (staff)	Council (elected member)	Council (website)	Radio	Social media (Facebook)	TV	Newspaper	Local ringing trees / groups	Agencies (Police or Fire)	Other
Total Sample	14%	7%	0%	7%	62%	1%	7%	1%	1%	13%	20%
Number of respondents	41	21	1	20	187	3	22	2	3	40	61
Gender											
Male	12%	6%	0%	2%	63%	1%	7%	1%	1%	15%	22%
Female	15%	8%	1%	10%	62%	1%	7%	1%	1%	12%	19%
Age											
16 – 49 years	11%	2%	1%	11%	61%	2%	3%	2%	1%	9%	24%
50 – 64 years	15%	5%	0%	6%	73%	1%	10%	0%	0%	12%	18%
65 years +	15%	14%	0%	3%	51%	0%	9%	0%	2%	20%	20%
Location											
Rural	14%	6%	1%	7%	64%	2%	7%	0%	1%	9%	23%
Urban	14%	8%	0%	6%	61%	1%	7%	1%	1%	17%	18%

Percentages do not sum to 100% as respondents were allowed to name multiple responses.

Council Communication and Civil Defence

Now, thinking about Civil Defence, have you personally taken steps to prepare for a Civil Defence emergency, such as having an emergency kit and water stores?

	Yes	No	n=
Total Sample	44%	56%	300
Number of respondents	132	168	300
Gender			
Male	47%	53%	123
Female	42%	58%	177
Age			
16 – 49 years	39%	61%	94
50 – 64 years	48%	52%	114
65 years +	45%	55%	92
Location			
Rural	44%	56%	125
Urban	44%	56%	175

Request for Service or Complaint

Have you made a request for service or complaint about a Council service during the past 12 months?

	Yes	No	n=
Total Sample	22%	78%	300
Number of respondents	65	235	300
Gender			
Male	23%	77%	123
Female	79%	21%	177
Age			
16 – 49 years	24%	76%	94
50 – 64 years	22%	78%	114
65 years +	18%	82%	92
Location			
Rural	26%	74%	125
Urban	18%	82%	175

Request for Service or Complaint

Thinking about the last request or complaint you made... What service did it relate to?

	Number of responses
Roading conditions	19
Water supply	14
Footpaths	9
Animal control	4
Council consents/requirements	4
Swimming pools	3
Road signage	3
Rubbish collection	3
Stormwater	3
Urban run-off	2
Other	9
Number of responses	73
Number of respondents who commented on an issue/s	65
Number of respondents who had no comments to add	235

Request for Service or Complaint

How satisfied were you with the response time for your request?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	34%	11%	11%	12%	18%	11%	3%	43%	65
Number of respondents	22	7	7	8	12	7	2	27	65
Gender									
Male	29%	18%	4%	11%	21%	14%	4%	48%	28
Female	38%	5%	16%	14%	16%	8%	3%	39%	37
Age									
16 – 49 years	35%	13%	13%	4%	22%	9%	4%	36%	23
50 – 64 years	32%	16%	12%	16%	12%	8%	4%	38%	25
65 years +	35%	0%	6%	18%	24%	18%	0%	59%	17
Location									
Rural	36%	12%	15%	12%	18%	6%	0%	36%	33
Urban	31%	9%	6%	13%	19%	16%	6%	50%	32

Elected Members and the Council Overall

How would you rate decision making, planning and leadership of elected members?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	2%	3%	13%	30%	28%	10%	14%	80%	300
Number of respondents	5	9	39	90	85	31	41	206	300
Gender									
Male	2%	4%	15%	28%	28%	11%	12%	77%	123
Female	2%	2%	12%	31%	28%	10%	15%	81%	177
Age									
16 – 49 years	1%	2%	17%	32%	21%	7%	19%	75%	94
50 – 64 years	3%	6%	12%	32%	26%	12%	8%	77%	114
65 years +	1%	0%	10%	25%	38%	11%	15%	87%	92
Location									
Rural	2%	4%	13%	36%	22%	9%	14%	79%	125
Urban	2%	2%	13%	26%	33%	11%	13%	80%	175

Elected Members and the Council Overall

How would you rate being able to have a say in council decision-making and planning?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	3%	6%	15%	23%	26%	6%	21%	70%	300
Number of respondents	10	18	43	70	79	17	63	166	300
Gender									
Male	3%	7%	19%	25%	22%	7%	18%	65%	123
Female	3%	6%	11%	22%	29%	5%	23%	74%	177
Age									
16 – 49 years	1%	9%	22%	27%	21%	3%	17%	62%	94
50 – 64 years	6%	5%	12%	24%	29%	7%	17%	72%	114
65 years +	2%	4%	9%	20%	28%	7%	30%	78%	92
Location									
Rural	3%	8%	14%	26%	25%	6%	18%	69%	125
Urban	3%	5%	14%	21%	27%	6%	23%	71%	175

Elected Members and the Council Overall

How would you rate the helpfulness and advice from Council staff?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	2%	3%	8%	17%	37%	15%	18%	85%	300
Number of respondents	5	8	24	52	112	46	53	210	300
Gender									
Male	2%	3%	8%	20%	36%	17%	15%	85%	123
Female	2%	2%	8%	16%	38%	14%	20%	85%	177
Age									
16 – 49 years	1%	2%	13%	21%	32%	12%	19%	80%	94
50 – 64 years	2%	3%	6%	17%	41%	16%	16%	88%	114
65 years +	2%	3%	5%	14%	38%	18%	18%	87%	92
Location									
Rural	2%	2%	14%	18%	39%	9%	17%	79%	125
Urban	2%	3%	3%	17%	36%	20%	18%	90%	175

Elected Members and the Council Overall

How would you rate the overall performance of the Clutha District Council?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	3%	2%	14%	31%	33%	13%	4%	80%	300
Number of respondents	8	8	42	93	98	40	11	231	300
Gender									
Male	3%	2%	20%	24%	33%	15%	2%	73%	123
Female	2%	3%	10%	36%	32%	12%	5%	85%	177
Age									
16 – 49 years	1%	2%	21%	30%	28%	12%	6%	74%	94
50 – 64 years	5%	4%	12%	32%	32%	14%	0%	78%	114
65 years +	1%	1%	9%	32%	38%	14%	5%	89%	92
Location									
Rural	2%	2%	17%	30%	36%	11%	2%	80%	125
Urban	3%	3%	12%	31%	30%	15%	5%	80%	175

Elected Members and the Council Overall

Now, thinking about everything Clutha District Council has done over the last 12 months and what you have experienced of its services and facilities, how satisfied are you with the value for money you get from your rates paid to Clutha District Council?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	8%	12%	20%	30%	20%	4%	6%	58%	300
Number of respondents	25	35	59	90	60	12	19	162	300
Gender									
Male	10%	16%	20%	26%	18%	3%	7%	50%	123
Female	7%	8%	19%	33%	21%	5%	6%	63%	177
Age									
16 – 49 years	7%	17%	26%	27%	11%	3%	10%	45%	94
50 – 64 years	14%	9%	17%	33%	20%	4%	4%	59%	114
65 years +	2%	10%	17%	29%	29%	5%	7%	69%	92
Location									
Rural	9%	18%	23%	26%	17%	4%	4%	48%	125
Urban	8%	7%	17%	33%	22%	4%	8%	65%	175

Elected Members and the Council Overall

What, if any services or facilities does Council need to make improvements to?

	Number of responses
Roading	88
Footpaths	56
Waste	30
Main street	22
Elected members and Council overall	18
Parks, reserves and cemeteries	17
Water – Rural	17
Pools	14
Water – Urban	11
Halls	7
Toilets	6
Stormwater	5
Sewerage	3
Libraries	0
Other	23
Number of responses	317
Number of respondents stating an improvement	201
Number of respondents who did not state any improvements	99

Council Planning for the District

At the moment Council is putting together its Long Term Plan for 2015 to 2025, which is due out for resident feedback in April next year. Some of the key issues Council will be looking for feedback on next year will include levels of service for roading; options for information and service centres in Balclutha and Milton; rates affordability; how to generate ratepayer growth; and how to invest in making the district a better place to work and live. Do you have any comments on any of these issues?

	Number of responses
Levels of service for roading	93
Rates affordability	84
How to invest in making the district a better place to work and live	56
How to generate ratepayer growth	17
Options for information and service centres in Balclutha and Milton	7
Number of responses	330
Number of respondents who commented on an issue/s	170
Number of respondents who had no comments to add	130

Council Planning for the District

Is there anything else you think is important to be considered for Council's Long Term Plan?

	Number of responses
Community support	13
Environmental management	11
Rates and Council spending	10
Water quality maintenance	8
Roading	7
Infrastructure	7
City maintenance	6
Job creation	6
Public transport	4
Waste management	4
Tourist attractions	4
Swimming pools in the District	3
Other	11
Number of respondents who commented on an issue/s	73
Number of respondents who had no comments to add	227

Demographics

Which of the following age groups are you?

	16 – 49 years	50 – 64 years	65 years +	n=
Total Sample	31%	38%	31%	300
Number of respondents	94	114	92	300
Gender				
Male	33%	38%	29%	123
Female	31%	38%	32%	177
Location				
Rural	38%	42%	21%	125
Urban	27%	35%	38%	175

	16 – 24 years	25 – 29 years	30 – 34 years	35 – 39 years	40 – 44 years	45 – 49 years	50 – 54 years	55 – 59 years	60 – 64 years	65 – 69 years	70 – 74 years	75 years +	n=
Total Sample	1%	2%	3%	5%	13%	7%	11%	13%	14%	13%	6%	13%	300
Number of respondents	4	6	8	15	40	21	33	40	41	40	17	35	300

Demographics

Are you a ratepayer or do you pay rent?

	Ratepayer	Renter	Don't pay rent or rates	Both	Other	Refused	n=
Total Sample	94%	5%	1%	0%	0%	0%	300
Number of respondents	283	14	2	1	0	0	300
Gender							
Male	93%	7%	0%	1%	0%	0%	123
Female	95%	3%	1%	0%	0%	0%	177
Age							
16 – 49 years	89%	7%	2%	1%	0%	0%	94
50 – 64 years	97%	3%	0%	0%	0%	0%	114
65 years +	96%	4%	0%	0%	0%	0%	92
Location							
Rural	97%	3%	0%	0%	0%	0%	125
Urban	93%	6%	1%	1%	0%	0%	175

Demographics

Do you live in a rural area or in a town?

	Rural	Town (urban)	n=
Total Sample	42%	58%	300
Number of respondents	125	175	300
Gender			
Male	43%	57%	123
Female	41%	59%	177
Age			
16 – 49 years	50%	50%	94
50 – 64 years	46%	54%	114
65 years +	28%	72%	92

Demographics

Which area do you live in?

	Balclutha	Benhar/ Stirling	Clinton	Kaitangata	Kaka Point	Lawrence	Milton	Owaka	Tapanui	Waihola	Other Urban	Other Rural	n=
Total Sample	27%	5%	4%	8%	2%	4%	15%	5%	10%	1%	7%	11%	300
Number of respondents	81	16	12	25	7	13	45	16	29	3	21	32	300
Location													
Rural	8%	7%	2%	10%	5%	8%	10%	8%	6%	2%	12%	23%	125
Urban	41%	4%	6%	7%	1%	2%	19%	3%	13%	0%	3%	2%	175