



# Clutha District Council Resident Survey 2012

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## SURVEY REPORT

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Southern Institute of Technology (SIT) was commissioned by Clutha District Council to undertake a resident survey. During a period from the 6<sup>th</sup> of November and finishing on the 22<sup>th</sup> of November 2012, 1152 people were contacted to take part in a survey regarding the satisfaction levels of existing Clutha District Council services.

The main research objective of the survey was to gather information that would assist the Clutha District Council in providing effective and efficient services to the Clutha community. The key areas of focus for the survey were water, roading, waste, community services, library services, communication with the council, performance of the organisation and elected members and general questions about living in the Clutha district. It was also an objective to compare results with previous research undertaken over the last five years.

Overall, findings mainly produced similar ratings to the previous five research periods. There were some significant differences and some of these may have resulted due to a change in the wording of some questions in previous survey periods. Below is a summary of the main findings for 2012.

### **Water Services**

The highest rating for water services was achieved by sewerage services with 4.32, followed by storm water services with an average satisfaction rating of 3.89, water supply services - pressure and flow with an average satisfaction rating of 3.81, and the lowest rating was for taste and cleanliness of the water supply with 3.46. The stormwater service rating was significantly up on that from last year, but in line with the 2010 result.

### **Roading Services**

Footpaths received an average satisfaction rating of 3.59, followed by level of maintenance for local sealed roads rated 3.47, local roads appropriate for travel needs rated 3.43 and last was the level of maintenance for local gravel roads rated at 3.07. There was a significant increase in the rating for footpaths, up to 3.59 in 2012 from 3.19 in 2011. When asked about the safe travelling speed on local roads, 55% of respondents felt that a safe travelling speed on gravel roads was less than 69 kilometres per hour, and 69% of respondents felt that they could safely travel at 90 kilometres per hour or more on local sealed roads.

### **Waste Services**

When considering waste services wheelie bins received an average satisfaction of 4.07 and the Mt Cooee Landfill a rating of 3.78. When compared to results from the previous year, wheelie bins had a significant decrease in satisfaction rating, (4.56 in 2011, compared to 4.07 in 2012).

Sixty one percent of respondents were able to mention at least two things that people could do to reduce the amount of waste, and this was a significant decrease from 2011 when 79% mentioned two things, but still higher than the other survey period results. The most popular ways of reducing waste mentioned by respondents were recycling (71%) and composting (50%). Three quarters of respondents currently compost.

### **Community Services**

The following average satisfaction ratings were achieved for community services: information centres (4.50), cemeteries (4.12), community centre or hall (4.09), parks and reserves (4.01), playgrounds (4.00), sportsgrounds (4.00). The lowest rating satisfaction levels were received for swimming pools (3.74), and public toilets (3.46).

Almost all of the ratings for the community services were very similar to the previous year. The exception to this was a significant increase for swimming pools, up to 3.74 in 2012 from 3.22 in 2011.

### **Library Services**

When reviewing library services, the overall library service received a rating of 4.52, the highest rating received for any service in this period. The availability of books rated 4.25, and the rating for the library opening hours was 4.15.

When considering ratings received in the previous survey period there were no significant changes.

### **Communication with the Council**

The majority of respondents (93%) said they had seen the council newsletter in the last 12 months. Twenty three percent of respondents had visited the Clutha District Council website, with 62% of these respondents visiting the site a few times during the past year, and 20% of respondents visiting it monthly. This represents a significant increase in respondents accessing the website monthly up from 9% in 2011.

### **Elected Members and Organisational Performance**

When reviewing elected members and organisational performance, the advice and helpfulness of Council staff rated the highest at 3.67, followed by the overall performance of the Clutha District Council rating (3.62), the decision-making, planning and leadership of the elected members (3.43), and finally having a say in council decision making and planning (3.28).

When compared to results from the previous survey period there were no significant changes.

### **Civil Defence Emergency**

Respondents were asked if they had personally taken any steps to prepare for a civil defence emergency, and over half (52%) said they had. This represents a significant decrease from 2011 when 59% said they had taken steps to prepare.

### **General Questions**

Respondents were asked to what extent they agreed with three statements concerning the Clutha District. All statements scored above 3.5, on a scale where one is strongly disagree and five is strongly agree. The highest scoring statement was "The Clutha District is a safe place to live" (4.29), followed by "There is a great sense of community where I live" (4.16) and "The Clutha District is a good place to make a living" (3.68). There were no significant changes in these average ratings.

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## INTRODUCTION

Southern Institute of Technology (SIT) was commissioned by Clutha District Council to undertake a resident survey. During a period of just over two weeks, starting on the 6<sup>th</sup> of November and finishing on the 22<sup>th</sup> of November 2012, 1152 people were contacted to take part in a survey regarding the satisfaction levels of existing Clutha District Council services. A response rate of 52.6% was achieved, with 606 people agreeing to take part in the survey.

### Survey Purpose

The aim of the survey was to obtain information that would help the Clutha District Council in providing effective and efficient services to the Clutha district community. The research was also conducted so that comparisons could be made with similar research that was conducted during the same time period in 2007, 2008, 2009, 2010 and 2011.

In particular, the main objectives of this survey were:

- 1 To ascertain the satisfaction level of important key services provided within the Clutha District.

*The five key service areas were:*

- Water services (water supply, sewerage, and stormwater)
  - Roading services
  - Waste services (e.g. wheelie bins, Mt Coote landfill)
  - Community services (e.g. information centres, sportsgrounds, swimming pools, playgrounds etc.)
  - Library services
- 2 To determine the satisfaction levels and effectiveness of communication methods used to contact the Clutha District Council.
  - 3 To establish the level of satisfaction regarding elected representatives and the Clutha District Council as an organisation.
  - 4 To determine whether or not residents had taken any steps to prepare for a civil defence emergency.
  - 5 To identify any significant changes when results from 2012 are compared with findings from research collected during the previous five years.

### Methodology

This was a stratified random survey, as it was important to achieve random representation from all communities in the Clutha district. People were contacted using a commercial database product.

A team of SIT survey interviewers undertook telephone interviews over a period of just over two weeks during November 2012, from 5.30 to 8.30pm.

## Section One – Water Services

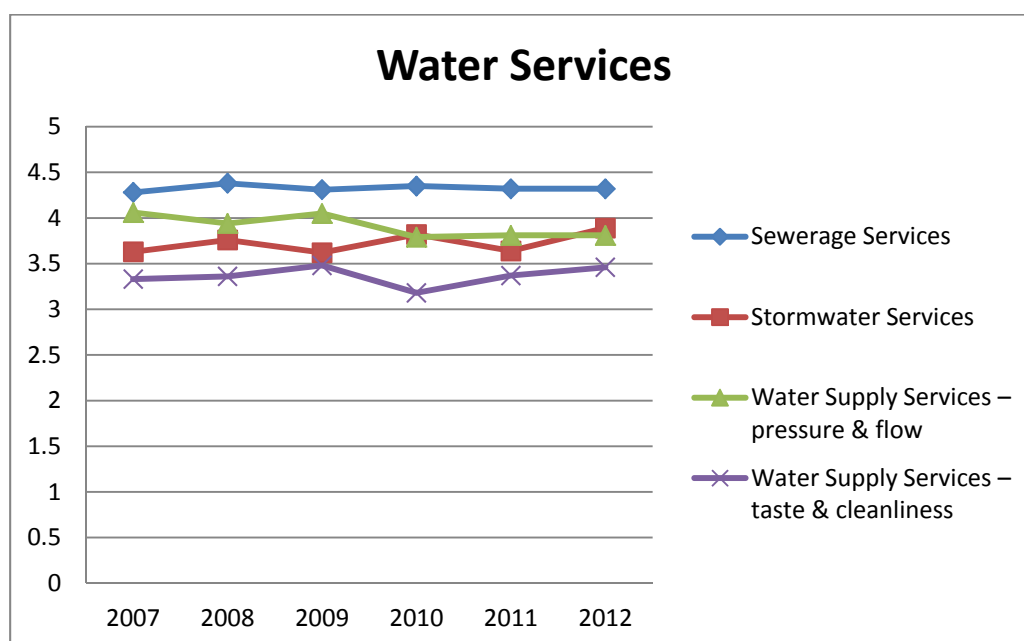
Using a scale of one to five, where one is very dissatisfied and five is very satisfied, respondents who indicated they live in a rural area were asked about their level of satisfaction regarding sewerage, stormwater and water supply services. These respondents were asked if they had any comments as to why they had given a particular rating.

### 1.1 Summary of Satisfaction Levels Regarding Water Services

On a scale where one is very dissatisfied and five is very satisfied, the water services in the district ranged from an average of 4.32 for sewerage services to 3.46 for the taste and cleanliness of the water supply. Stormwater services received a rating of 3.89, and the pressure and flow of water supply services received an average satisfaction rating of 3.81.

In comparison to previous years, the result for sewerage services and water supply services (pressure and flow) were very similar to those in 2010 and 2011. The rating for stormwater services has significantly increased from that in 2011, more in line with the result found in 2010. The rating for water supply services (taste and cleanliness) has increased. (The questions about both aspects of water supply services i.e. pressure and flow, and taste and cleanliness were re-worded in 2010 which may have influenced the findings.)

**Graph 1: Summary of satisfaction levels regarding water services**



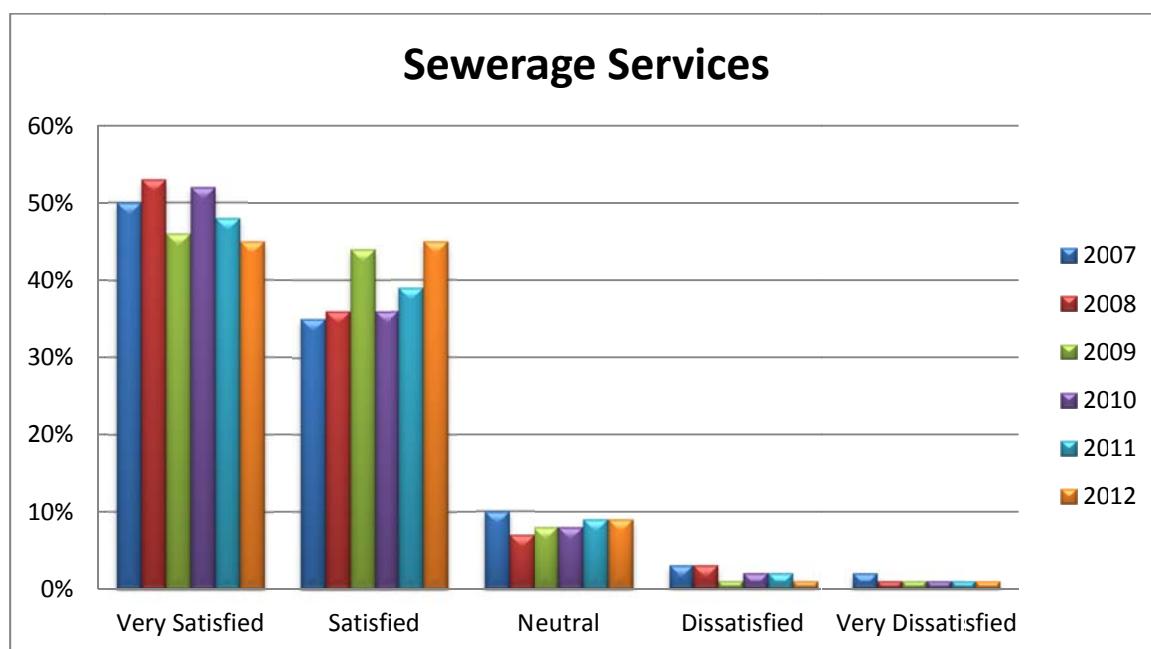
Water Services	Satisfaction Level					
	2007	2008	2009	2010	2011	2012
Sewerage Services	4.28	4.38	4.31	4.35	4.32	4.32
Stormwater Services	3.63	3.76	3.62	3.82	3.64	3.89
Water Supply Services – pressure and flow	4.06	3.94	4.05	3.79	3.81	3.81
Water Supply Services – taste and cleanliness	3.33	3.36	3.48	3.18	3.37	3.46

## 1.2 Sewerage Services

When asked how satisfied they were with their sewerage service during the past 12 months, 90% of the respondents indicated that they were satisfied, with 45% very satisfied and 45% satisfied. Only two percent of respondents were dissatisfied, with 1% dissatisfied and 1% very dissatisfied.

The results were very similar to the findings from the previous four survey periods; however fewer respondents were very satisfied this time when compared to the previous years, i.e. 45% in 2012 compared with 48% in 2011 and 52% in 2010.

**Graph 2: Level of satisfaction of sewerage services**



Sewerage Services	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	216	50%	238	53%	232	46%	238	52%	213	48%	175	45%
Satisfied	151	35%	164	36%	223	44%	166	36%	173	39%	178	45%
Neutral	45	10%	33	7%	40	8%	39	8%	39	9%	34	9%
Dissatisfied	13	3%	12	3%	7	1%	11	2%	10	2%	3	1%
Very Dissatisfied	5	2%	3	1%	7	1%	5	1%	5	1%	3	1%
<b>Total</b>	<b>435<sup>1</sup></b>	<b>100%</b>	<b>450</b>	<b>100%</b>	<b>509<sup>2</sup></b>	<b>100%</b>	<b>459<sup>3</sup></b>	<b>100%</b>	<b>440<sup>4</sup></b>	<b>100%</b>	<b>393<sup>5</sup></b>	<b>100%</b>

<sup>1</sup> For 2007, 2008 and 2009 only respondents from the following areas were asked to rate their sewerage supply: Balclutha, Clinton, Heriot, Kaitangata, Kaka Point, Lawrence, Milton, Owaka, Stirling, Tapanui, and Waihola.

<sup>2</sup> Excludes 65 respondents who were from the areas mentioned above but who were not on a sewerage scheme.

<sup>3</sup> Excludes 103 respondents who were from the areas mentioned above but who were not on a sewerage scheme.

<sup>4</sup> Excludes 166 respondents who were from the areas mentioned above but who were not on a sewerage scheme.

<sup>5</sup> Excludes respondents who said they live in a rural area and those who are not on a sewerage scheme.

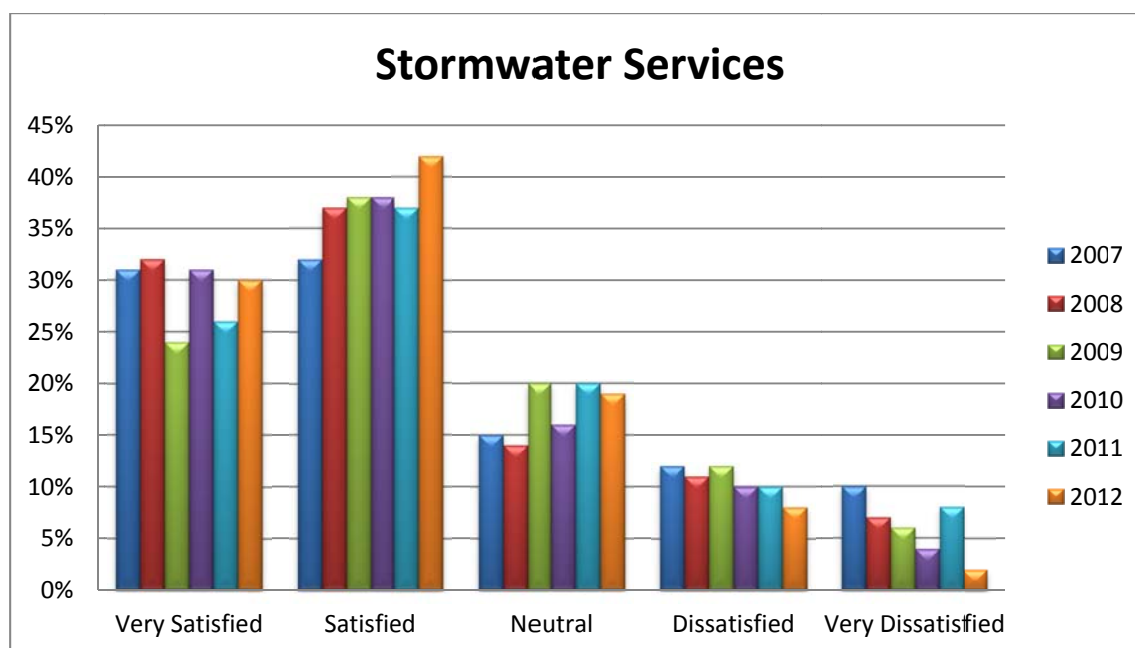
### 1.3 Stormwater Services

Seventy two percent of the respondents who were asked this question were satisfied with the stormwater services that they had received in the last 12 months, with 42% of respondents satisfied and 30% of respondents very satisfied. Ten percent of respondents were dissatisfied, with 8% dissatisfied and 2% very dissatisfied.

The percentage of respondents satisfied was significantly up when compared to the previous year, and more in line with satisfaction levels achieved in 2010, i.e. 72% in 2012 compared with 63% in 2011 and 69% in 2010. This increase in satisfaction was reflected in less respondents being dissatisfied with the stormwater services, i.e. 10% in 2012 compared with 18% in 2011.

When asked to comment on the reason for their rating, those respondents who were dissatisfied focused on issues such as a build-up of water, flooding, and drainage issues.

**Graph 3: Level of satisfaction of stormwater services**



Stormwater Services	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	130	31%	141	32%	122	24%	141	31%	113	26%	117	30%
Satisfied	133	32%	164	37%	196	38%	171	38%	163	37%	165	42%
Neutral	61	15%	64	14%	102	20%	70	16%	86	20%	74	19%
Dissatisfied	51	12%	48	11%	59	12%	47	10%	44	10%	32	8%
Very Dissatisfied	40	10%	30	7%	33	6%	20	4%	33	8%	7	2%
<b>Total</b>	<b>415<sup>6</sup></b>	<b>100%</b>	<b>447</b>	<b>100%</b>	<b>512</b>	<b>100%</b>	<b>449<sup>7</sup></b>	<b>100%</b>	<b>439<sup>8</sup></b>	<b>100%</b>	<b>395<sup>9</sup></b>	<b>100%</b>

### 1.4 Water Supply

<sup>6</sup> For 2007, 2008 and 2009 only respondents from the following areas were asked to rate their stormwater services: Balclutha, Clinton, Kaitangata, Kaka Point, Lawrence, Milton, Owaka, and Tapanui.

<sup>7</sup> Excludes 111 respondents who were from the areas mentioned above but who were not on a stormwater scheme.

<sup>8</sup> Excludes 167 respondents who were from the areas mentioned above but who were not on a stormwater scheme.

<sup>9</sup> Excludes respondents who said they live in a rural area and those who are not on a stormwater scheme.



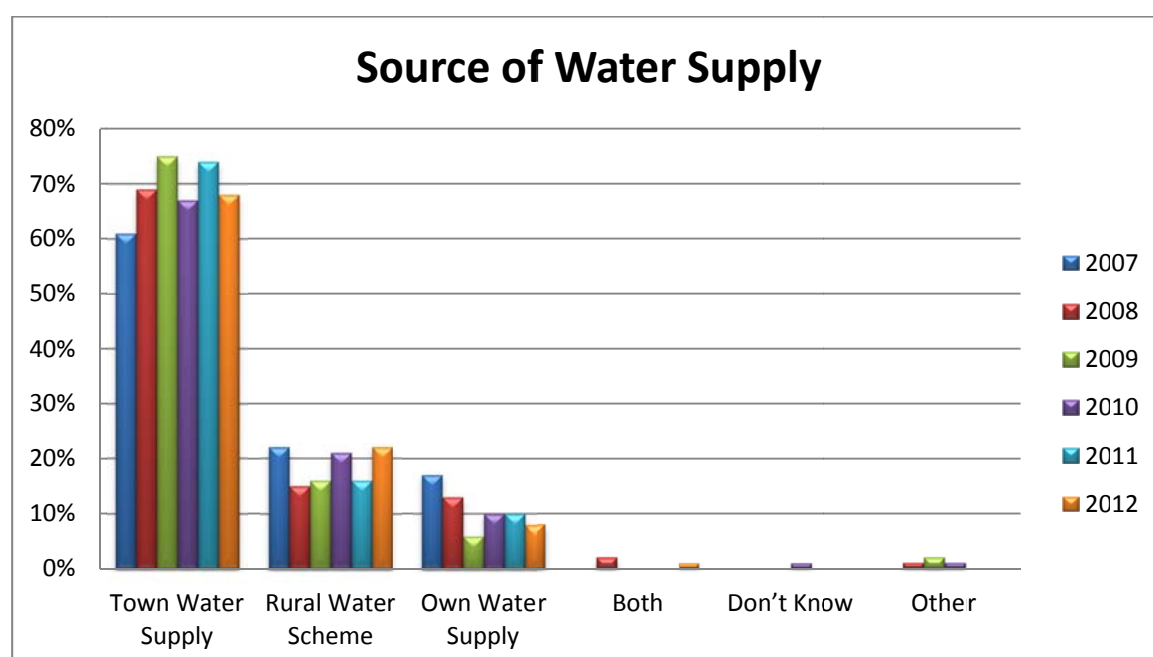
Respondents were asked questions regarding the source of their water supply, the level of satisfaction with the pressure and flow of the supply of water, as well as rating the taste and cleanliness of the water supply.

#### 1.4.1 Source of Water Supply

Respondents were asked whether or not they were on a rural water scheme or a town water supply. Sixty eight percent indicated they were on a town water supply and 22% of respondents were on a rural scheme. A further 8% of respondents had their own water supply.

The number of respondents on the town water supply was significantly less than the last survey period, but similar to the results from 2010, i.e. 68% in 2012 compared with 74% in 2011 and 67% in 2010.

**Graph 4: Source of water supply**



Source of Water Supply	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Town Water Supply	397	61%	417	69%	475	75%	419	67%	446	74%	413	68%
Rural Water Scheme	142	22%	90	15%	103	16%	133	21%	96	16%	133	22%
Own Water Supply	111	17%	76	13%	39	6%	64	10%	60	10%	48	8%
Both	2	0%	13	2%	2	0%	4	0%	2	0%	7	1%
Don't Know	1	0%	6	0%	2	0%	2	1%	2	0%	3	0%
Other	2	0%	1	1%	12	2%	6	1%	0	0%	2	0%
<b>Total</b>	<b>655</b>	<b>100%</b>	<b>603</b>	<b>100%</b>	<b>633</b>	<b>100%</b>	<b>628</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

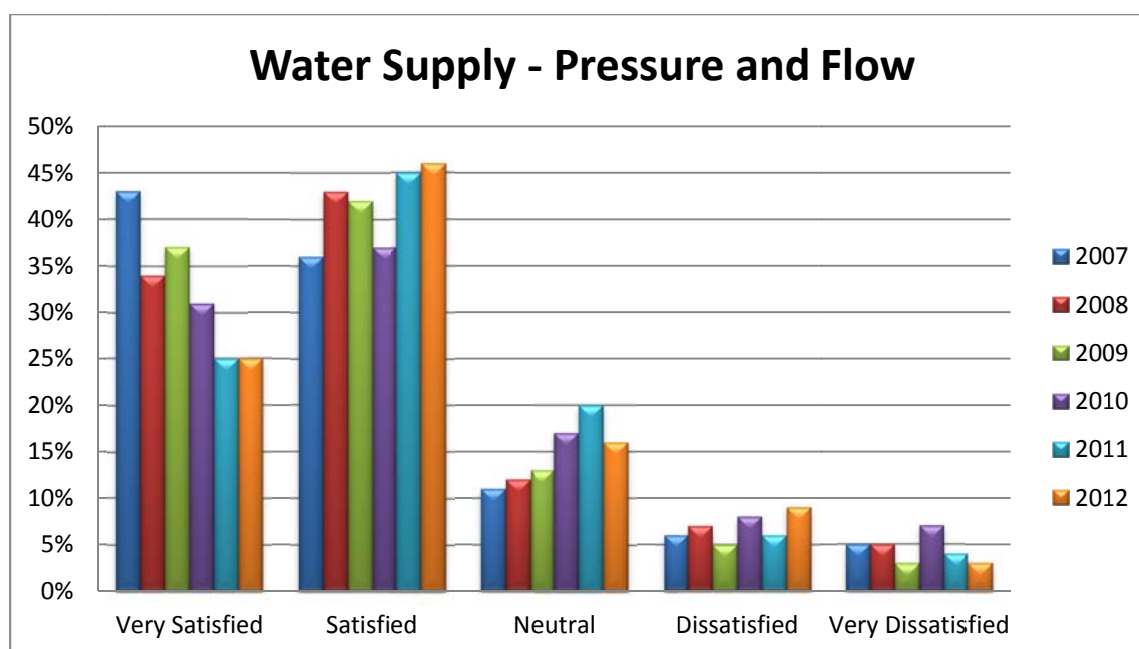
### 1.4.2 Pressure and Flow of Water Supply<sup>10</sup>

Respondents using a town or rural water scheme or both were asked about the pressure and flow of their water supply. Of these respondents, 71% were satisfied, with 46% stating they were satisfied and 25% very satisfied. Twelve percent of respondents were dissatisfied with the pressure and flow of their water supply, and this included 9% of respondents who were dissatisfied, and 3% of respondents who were very dissatisfied.

Satisfaction levels were very similar to those found in the previous two survey periods. However the results found in the three most recent survey periods are lower than the other periods. There was however a change to this question in 2010. The percentage of respondents who were satisfied in 2012 was 71% compared with 70% in 2011, 68% in 2010, 79% in 2009, 77% in 2008, and 79% in 2007.

A number of respondents who were satisfied still indicated a range of problems with their pressure and flow. Respondents who were dissatisfied mainly commented about low water pressure.

**Graph 5: Level of satisfaction regarding pressure and flow of water supply**



Water Supply – Pressure and Flow	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	230	43%	171	34%	214	37%	172	31%	134	25%	140	25%
Satisfied	194	36%	218	43%	241	42%	204	37%	243	45%	256	46%
Neutral	60	11%	59	12%	78	13%	96	17%	107	20%	88	16%
Dissatisfied	30	6%	34	7%	29	5%	43	8%	34	6%	51	9%
Very Dissatisfied	26	5%	25	5%	16	3%	36	7%	21	4%	18	3%
<b>Total<sup>11</sup></b>	<b>540</b>	<b>100%</b>	<b>507</b>	<b>100%</b>	<b>578</b>	<b>100%</b>	<b>551</b>	<b>100%</b>	<b>539</b>	<b>100%</b>	<b>553</b>	<b>100%</b>

<sup>10</sup> Care must be taken when comparing previous survey periods because during 2007-2009 respondents were asked about the reliability of their water supply, rather than specifically being asked about pressure and flow.

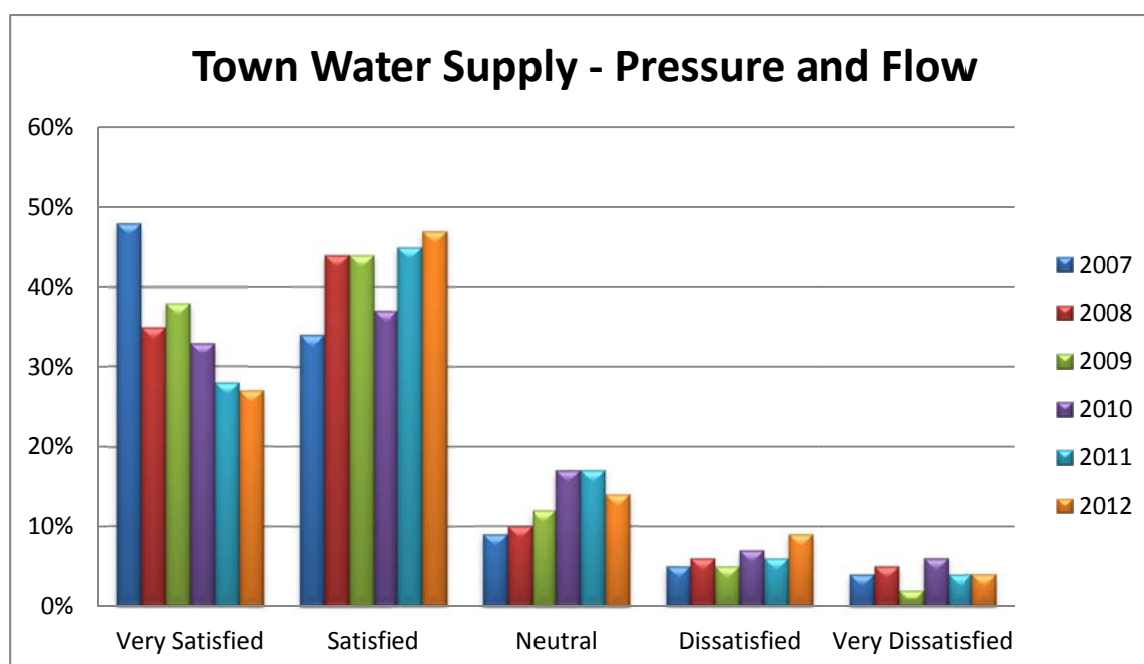
<sup>11</sup> Only respondents who identified themselves as being on a town water supply or a rural water scheme were asked this question.

### 1.4.2.1 Pressure and Flow of Water Supply – Town Supply<sup>12</sup>

Almost three quarters (74%) of respondents using a town water supply were satisfied with the pressure and flow of their water supply, with 47% being satisfied and 27% very satisfied. The overall level of satisfaction for those on the town supply was higher than for the total sample i.e. 74% for town supply respondents, compared with 71% for all respondents.

When comparing the results with previous years the level of satisfaction for town water supply is very similar to the result found in 2011 and 2010, but is significantly down when compared to the other years, i.e. 74% in 2012 compared to 73% in 2011, 70% in 2010, 82% in 2009, 79% in 2008 and 82% in 2007.

**Graph 6: Level of satisfaction regarding pressure and flow of town water supply**



Town Water Supply – Pressure and Flow	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	191	48%	147	35%	182	38%	140	33%	121	28%	110	27%
Satisfied	133	34%	183	44%	208	44%	153	37%	200	45%	194	47%
Neutral	34	9%	43	10%	55	12%	72	17%	75	17%	56	14%
Dissatisfied	20	5%	24	6%	22	5%	28	7%	28	6%	38	9%
Very Dissatisfied	16	4%	20	5%	8	2%	25	6%	16	4%	15	4%
<b>Total</b>	<b>394</b>	<b>100%</b>	<b>417</b>	<b>100%</b>	<b>475</b>	<b>100%</b>	<b>418</b>	<b>100%</b>	<b>440</b>	<b>100%</b>	<b>413</b>	<b>100%</b>

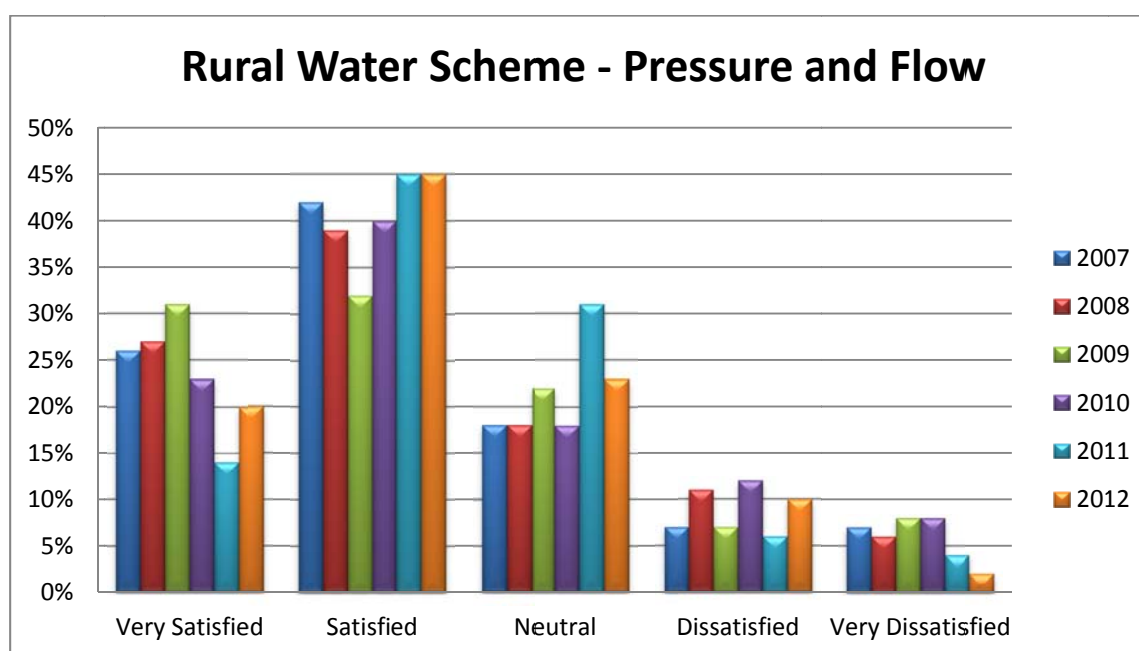
<sup>12</sup> Care must be taken when comparing previous survey periods because during 2007-2009 respondents were asked about the reliability of their water supply, rather than specifically being asked about pressure and flow.

### 1.4.2.2 Pressure and Flow of Water Supply – Rural Scheme<sup>13</sup>

Just about two-thirds (65%) of respondents using a rural water scheme were satisfied with the pressure and flow of their supply, with 45% being satisfied and 20% very satisfied. The overall level of satisfaction for those on the rural supply was significantly lower than for the total sample i.e. 65% for rural supply respondents, compared with 71% for all respondents.

When comparing the results from previous surveys the level of satisfaction was significantly up from the result found in 2011 but similar to the results found in the previous survey periods with 65% found in 2012 compared with 59% in 2011, 63% in 2010, 63% in 2009, 66% in 2008 and 68% in 2007.

**Graph 7: Level of satisfaction regarding pressure and flow of rural water scheme**



Rural Water Scheme – Pressure and Flow	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	37	26%	24	27%	32	31%	30	23%	13	14%	27	20%
Satisfied	59	42%	35	39%	33	32%	51	40%	43	45%	60	45%
Neutral	26	18%	16	18%	23	22%	23	18%	30	31%	31	23%
Dissatisfied	10	7%	10	11%	7	7%	15	12%	6	6%	13	10%
Very Dissatisfied	10	7%	5	6%	8	8%	10	8%	4	4%	2	2%
<b>Total</b>	<b>142</b>	<b>100%</b>	<b>90</b>	<b>100%</b>	<b>103</b>	<b>100%</b>	<b>129</b>	<b>100%</b>	<b>96</b>	<b>100%</b>	<b>133</b>	<b>100%</b>

<sup>13</sup> Care must be taken when comparing previous survey periods because during 2007-2009 respondents were asked about the reliability of their water supply, rather than specifically being asked about pressure and flow.

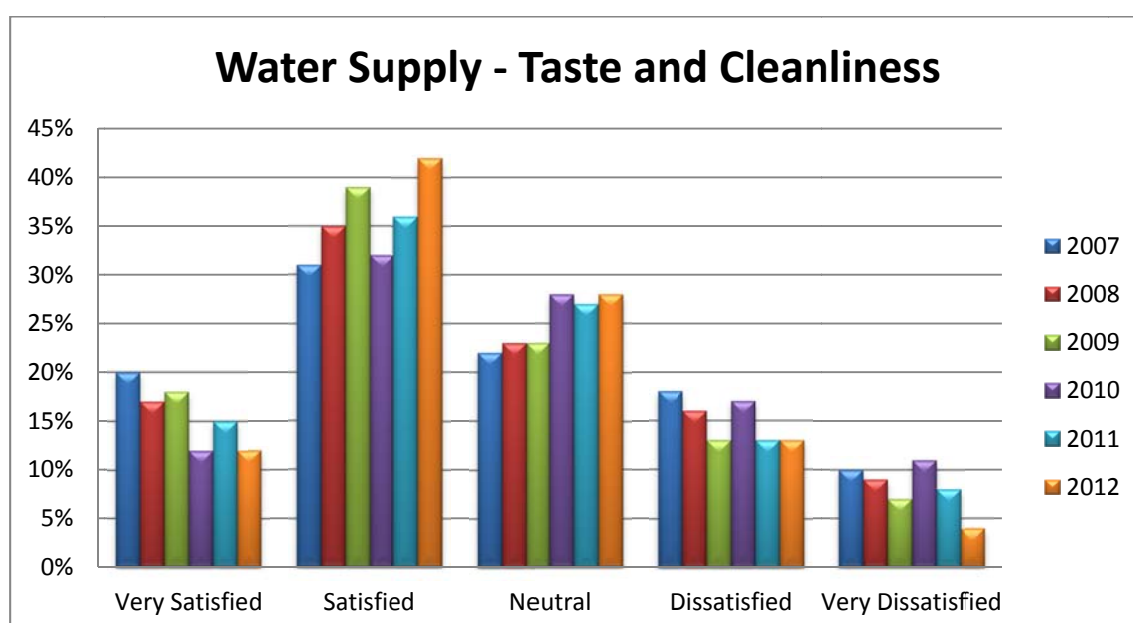
### 1.4.3 Water Supply Taste and Cleanliness<sup>14</sup>

Respondents using a town or rural water scheme or both were asked about the taste and cleanliness of their water supply during the past twelve months. Of these respondents 54% were satisfied, with 42% satisfied and 12% very satisfied. Seventeen percent of these respondents were dissatisfied, with 13% dissatisfied and 4% very dissatisfied.

When compared to the previous survey periods there was an increase in those who were satisfied over the results found in 2011 and 2010, with 54% satisfied in 2012 compared to 51% in 2011 and 44% in 2010.

When asked for the reason for their rating, those respondents who were dissatisfied mentioned reasons such as: issues with the colour, taste and smell (particularly the smell of chlorine). Many of those who indicated a neutral rating said they used a filter for their water. Some respondents who were satisfied still indicated a range of issues with the water taste and cleanliness.

**Graph 8: Level of satisfaction regarding water taste and cleanliness**



Water Supply – Taste and Cleanliness	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	107	20%	88	17%	105	18%	68	12%	82	15%	69	12%
Satisfied	167	31%	175	35%	223	39%	174	32%	197	36%	234	42%
Neutral	119	22%	118	23%	135	23%	155	28%	146	27%	155	28%
Dissatisfied	97	18%	81	16%	77	13%	95	17%	72	13%	72	13%
Very Dissatisfied	53	10%	44	9%	38	7%	58	11%	44	8%	23	4%
<b>Total<sup>15</sup></b>	<b>543</b>	<b>100%</b>	<b>506</b>	<b>100%</b>	<b>578</b>	<b>100%</b>	<b>550</b>	<b>100%</b>	<b>541</b>	<b>100%</b>	<b>553</b>	<b>100%</b>

<sup>14</sup> Care must be taken when comparing previous survey periods because during 2006-2009 respondents were asked about the quality of their water supply, rather than specifically being asked about the taste and cleanliness.

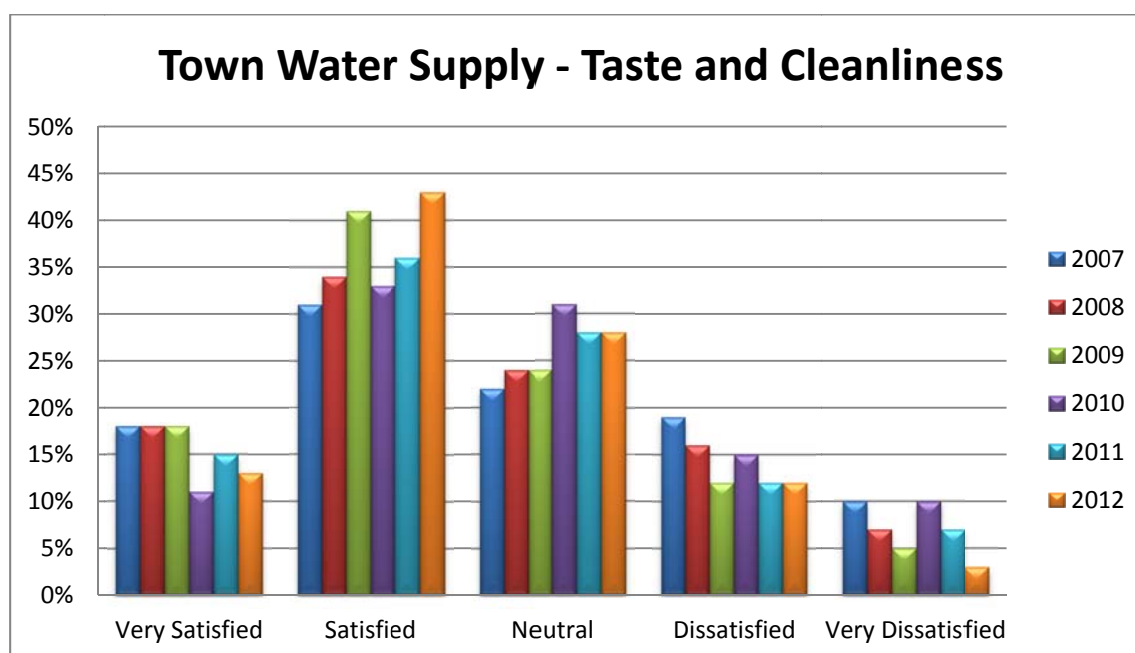
<sup>15</sup> Only respondents on a town water supply or a rural water scheme were asked this question.

### 1.4.3.1 Water Taste and Cleanliness – Town Supply<sup>16</sup>

Over half (56%) of respondents using a town water supply were satisfied with the taste and cleanliness of their water supply, with 43% being satisfied and 13% very satisfied. Fifteen percent were dissatisfied, with 12% being dissatisfied and 3% very dissatisfied. The overall level of satisfaction for those on the town supply was slightly higher as for the total sample i.e. 54% for town supply respondents, compared with 56% for all respondents.

When compared to results from previous year the level of satisfaction for town water supply users regarding taste and cleanliness had significantly increased to 56% in 2012 from 51% in 2011, 44% in 2010.

**Graph 9: Level of satisfaction regarding town water supply – taste and cleanliness**



Town Water Supply – Taste and Cleanliness	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	72	18%	77	18%	84	18%	46	11%	68	15%	54	13%
Satisfied	122	31%	142	34%	196	41%	137	33%	162	36%	176	43%
Neutral	87	22%	99	24%	112	24%	129	31%	126	28%	118	28%
Dissatisfied	76	19%	68	16%	58	12%	64	15%	55	12%	51	12%
Very Dissatisfied	40	10%	30	7%	25	5%	42	10%	33	7%	14	3%
<b>Total</b>	<b>397</b>	<b>100%</b>	<b>416</b>	<b>100%</b>	<b>475</b>	<b>100%</b>	<b>418</b>	<b>100%</b>	<b>444</b>	<b>100%</b>	<b>413</b>	<b>100%</b>

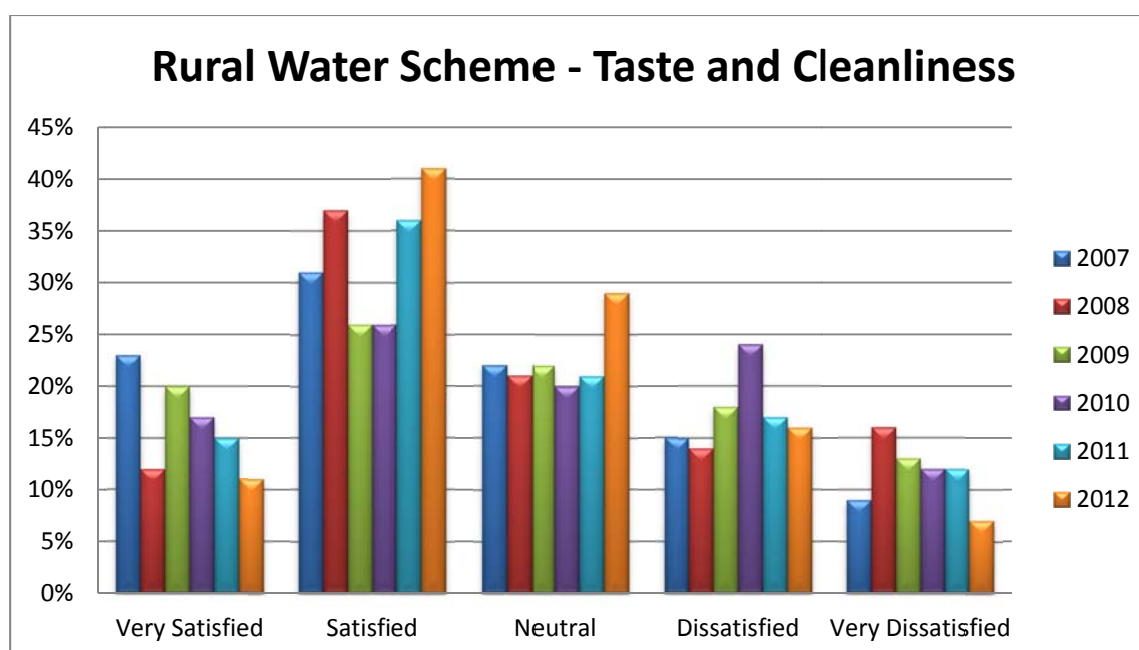
<sup>16</sup> Care must be taken when comparing previous survey periods because during 2007-2009 respondents were asked about the quality of their water supply, rather than specifically being asked about the taste and cleanliness.

### 1.4.3.2 Water Taste and Cleanliness – Rural Scheme<sup>17</sup>

Just over half (52%) of respondents using a rural water scheme were satisfied with the taste and cleanliness of their water supply, with 41% being satisfied and 11% very satisfied. Twenty three percent of respondents were dissatisfied, with 16% dissatisfied and 7% very dissatisfied. The overall level of satisfaction for those on the rural supply was slightly lower as for the total sample i.e. 52% for rural supply respondents, compared with 56% for all respondents.

When comparing the results from the last three survey periods, the level of satisfaction regarding the taste and cleanliness of rural water schemes has slightly increased to 52% in 2012 from 51% in 2011.

**Graph 10: Level of satisfaction regarding rural water taste and cleanliness**



Rural Water Scheme – Taste and Cleanliness	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	33	23%	11	12%	21	20%	22	17%	14	15%	14	11%
Satisfied	44	31%	33	37%	27	26%	34	26%	34	36%	55	41%
Neutral	31	22%	19	21%	23	22%	26	20%	20	21%	34	26%
Dissatisfied	21	15%	13	14%	19	18%	31	24%	16	17%	21	16%
Very Dissatisfied	13	9%	14	16%	13	13%	16	12%	11	12%	9	7%
<b>Total</b>	<b>142</b>	<b>100%</b>	<b>90</b>	<b>100%</b>	<b>103</b>	<b>100%</b>	<b>129</b>	<b>100%</b>	<b>95</b>	<b>100%</b>	<b>133</b>	<b>100%</b>

<sup>17</sup> Care must be taken when comparing previous survey periods because during 2007-2009 respondents were asked about the quality of their water supply, rather than specifically being asked about the taste and cleanliness.

## Section Two– Roding Services

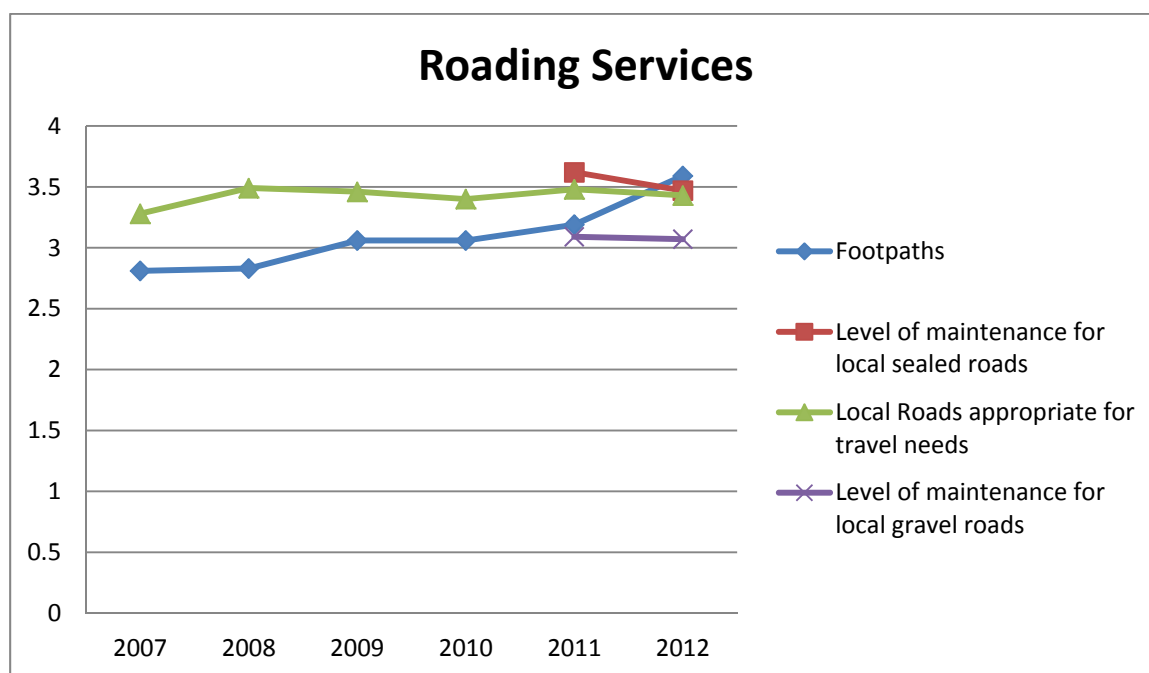
Respondents were asked about their level of satisfaction regarding local roads and footpaths. All respondents were asked if they had any comments as to why they had given a particular rating. Respondents were also asked about the speed that they believed they could safely travel on local roads.

### 2.1 Summary of Satisfaction Levels Regarding Roding Services

Using a scale, where one is very dissatisfied and five is very satisfied, the average level of satisfaction for four individual aspects of roding services was determined. The aspects of roding services received an average satisfaction rating of between 3.59 for footpaths and 3.07 for the level of maintenance for local gravel roads.

When compared to the previous year the rating for footpaths increased significantly i.e. footpaths received a rating of 3.59 in 2012 compared with 3.19 in 2011. The rating for the level of maintenance of local sealed roads decreased down to 3.47 in 2012, compared with 3.62 in 2011. The ratings for local sealed roads appropriate for travel needs and level of maintenance for local gravel roads were similar to those found in 2011.

**Graph 11: Summary of satisfaction levels regarding roding services**



Roding Services	Satisfaction Level					
	2007	2008	2009	2010	2011	2012
Footpaths	2.81	2.83	3.06	3.06	3.19	3.59
Level of maintenance for local sealed roads					3.62	3.47
Local Roads appropriate for travel needs	3.28	3.49	3.46	3.40	3.48	3.43
Level of maintenance for local gravel roads					3.09	3.07



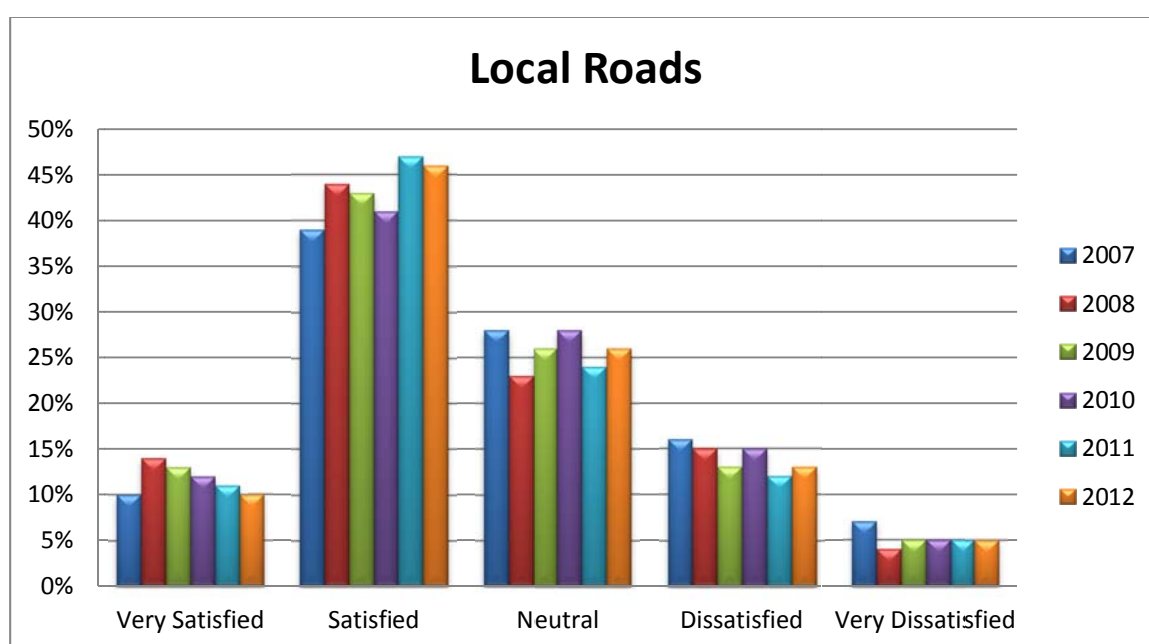
## 2.2 Local Roads

When asked how satisfied respondents were that local roads (not State Highways) were appropriate for their travel needs, 56% indicated that they were satisfied, with 46% satisfied and 10% very satisfied. Just over a quarter of respondents (26%) were neutral and the remaining respondents showed levels of dissatisfaction, with 13% of respondents dissatisfied and 5% of respondents very dissatisfied.

When comparing with the previous survey period, results were down on last year, with 56% of respondents satisfied in 2012 compared with 58% in 2011. However the 2012 rating was up from 2010 (53%) and the same as the rating in 2009 (56%).

When asked to comment on the reason for their rating, respondents who were dissatisfied mentioned the need for more regular maintenance and repairs, especially regarding potholes and issues with gravel roads and the need for more grading.

**Graph 12: Level of satisfaction of local roads**



Local Roads	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	63	10%	82	14%	81	13%	70	12%	68	11%	56	10%
Satisfied	256	39%	256	44%	270	43%	249	41%	287	47%	269	46%
Neutral	183	28%	136	23%	166	26%	167	28%	147	24%	152	26%
Dissatisfied	101	16%	86	15%	79	13%	88	15%	71	12%	77	13%
Very Dissatisfied	48	7%	24	4%	32	5%	31	5%	32	5%	27	5%
<b>Total<sup>18</sup></b>	<b>651</b>	<b>100%</b>	<b>584</b>	<b>100%</b>	<b>628</b>	<b>100%</b>	<b>603</b>	<b>100%</b>	<b>605</b>	<b>100%</b>	<b>581</b>	<b>100%</b>

<sup>18</sup> Respondents who do not drive did not answer this question

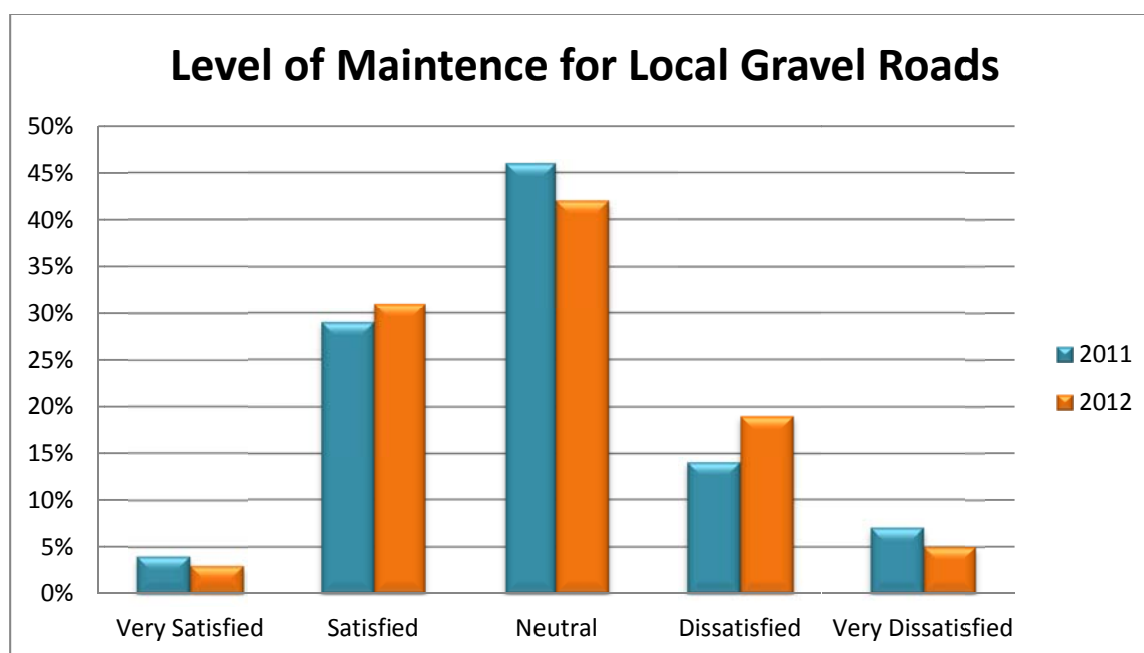
### 2.3 Level of Maintenance for Local Unsealed (Gravel) Roads

When asked how satisfied respondents were with the level of maintenance for local gravel roads (not State Highways) 42% indicated that they were neutral and 34% were satisfied, with 31% satisfied and 3% very satisfied. Twenty four percent of respondents showed levels of dissatisfaction, with 19% of respondents dissatisfied and 5% of respondents very dissatisfied.

When compared to the results from the previous survey period there was a drop in those respondents who were neutral from 46% in 2011 to 42% in 2012. There was an increase in levels of dissatisfaction up from 21% in 2011 to 24% in 2012. This question was asked for the first time in 2011.

When asked to comment on the reason for their rating, a number of those respondents who were satisfied gave a satisfied rating but indicated a range of concerns about the maintenance of local gravel roads. Many respondents who were dissatisfied indicated the need for more regular repairs and maintenance, especially regarding potholes and the need for more gravel and grading.

**Graph 13: Level of satisfaction of level of maintenance for local unsealed (gravel) roads**



Level of Maintenance for Local Gravel Roads	2011		2012	
	Raw Data	%	Raw Data	%
Very Satisfied	26	4%	17	3%
Satisfied	173	29%	176	31%
Neutral	276	46%	242	42%
Dissatisfied	83	14%	107	19%
Very Dissatisfied	45	7%	30	5%
<b>Total</b>	<b>603</b>	<b>100%</b>	<b>572<sup>19</sup></b>	<b>100%</b>

<sup>19</sup> Respondents who did not drive were not asked this question.

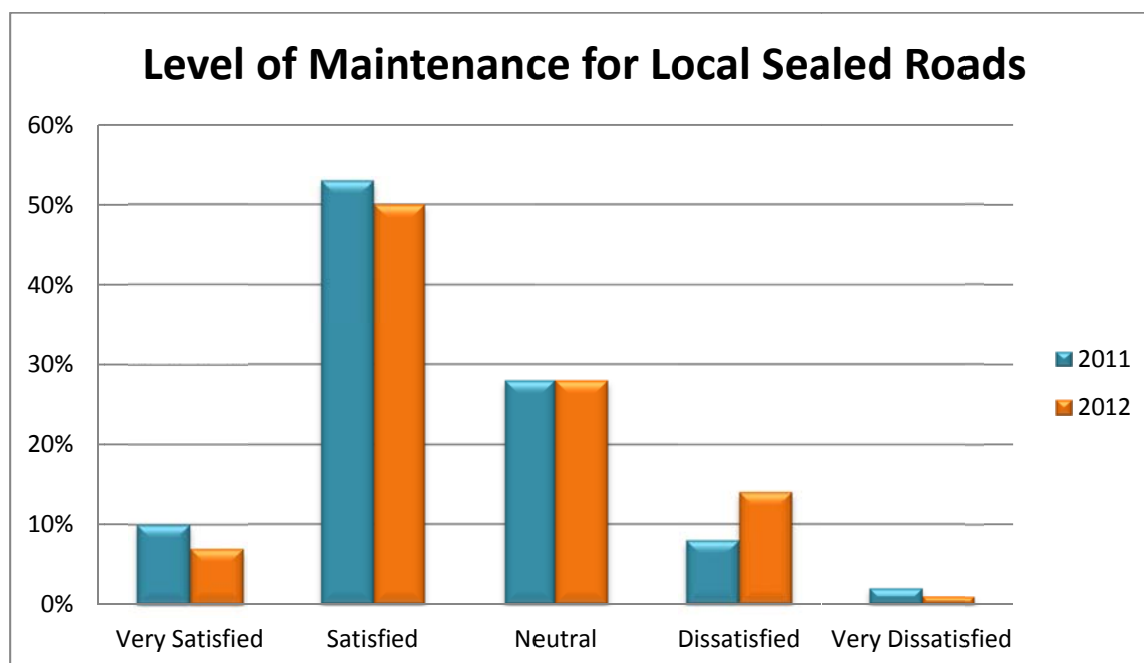
## 2.4 Level of Maintenance for Local Sealed Roads

When asked how satisfied respondents were with the level of maintenance for local sealed roads (not State Highways) 57% indicated that they were satisfied, with 50% satisfied and 7% very satisfied. Twenty eight percent indicated they felt neutral and 15% of respondents showed levels of dissatisfaction, with 14% of respondents dissatisfied and 7% of respondents very dissatisfied.

When compared to the results found in the previous survey period there was a significant increase in the level of dissatisfaction, up to 15% in 2012 from 10% in 2011. This question was asked for the first time in 2011.

When asked to comment on the reason for their rating, a number of those respondents who were satisfied indicated a range of concerns about the quality and maintenance of local sealed roads. Common responses from respondents who were dissatisfied included the need for more regular maintenance and repairs, and concerns about potholes and rough roads.

**Graph 14: Level of satisfaction of level of maintenance for local sealed roads**



Level of Maintenance for Local Sealed Roads	2011		2012	
	Raw Data	%	Raw Data	%
Very Satisfied	62	10%	41	7%
Satisfied	318	53%	289	50%
Neutral	168	28%	160	28%
Dissatisfied	46	8%	82	14%
Very Dissatisfied	10	2%	8	1%
<b>Total</b>	<b>604</b>	<b>100%</b>	<b>580<sup>20</sup></b>	<b>100%</b>

<sup>20</sup> Respondents who did not drive were not asked this question.

## 2.5 Safe Speed on Local Roads

Respondents who indicated they drove were asked what speed they felt they could safely travel on the local roads that they use. It was important that respondents focused on the majority of roads that they used rather than concentrating on just 'bad spots'. Respondents were asked about local gravel roads and local sealed roads separately.

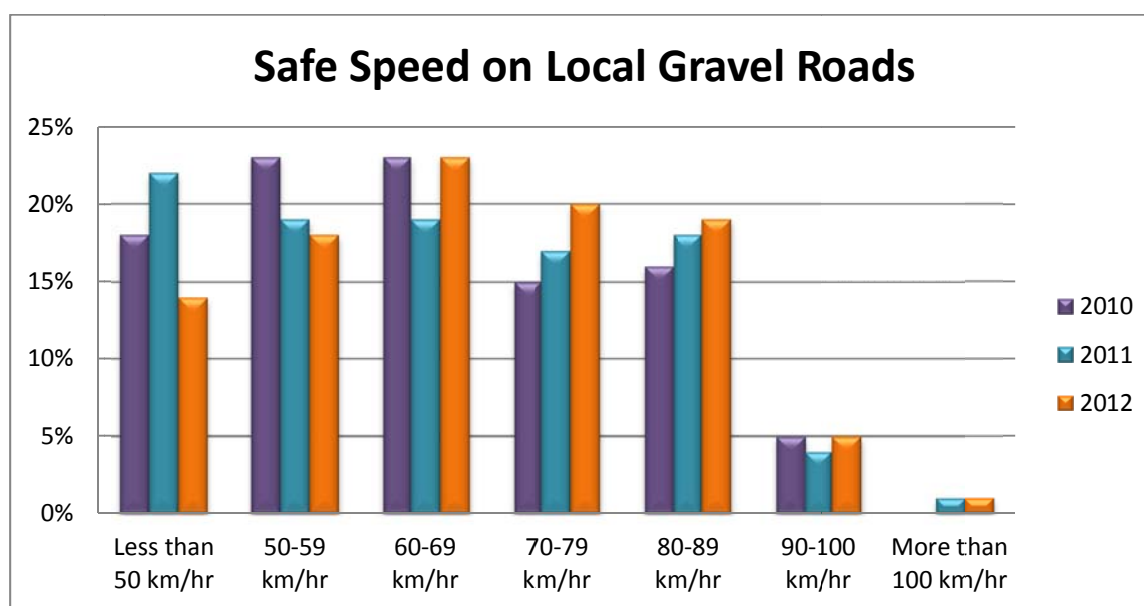
### 2.5.1 Safe Speed on Local Gravel Roads

When asked about the safe travelling speed on local gravel roads respondents gave a variety of responses. Over half (55%) of respondents felt that a safe travelling speed on local gravel roads was less than 69 kilometres per hour.

This was broken down into 14% of respondents indicating less than 50 kilometres per hour, 18% of respondents stating 50-59 kilometres per hour and a 23% of respondents stating 60 to 69 kilometres per hour.

When comparing the result with the previous years the respondents who indicated less than 69 kilometres per hour was a safe speed, were significantly down to 55% in 2012 from 60% in 2011 and 64% in 2010.

**Graph 15: Safe speed on local gravel roads**



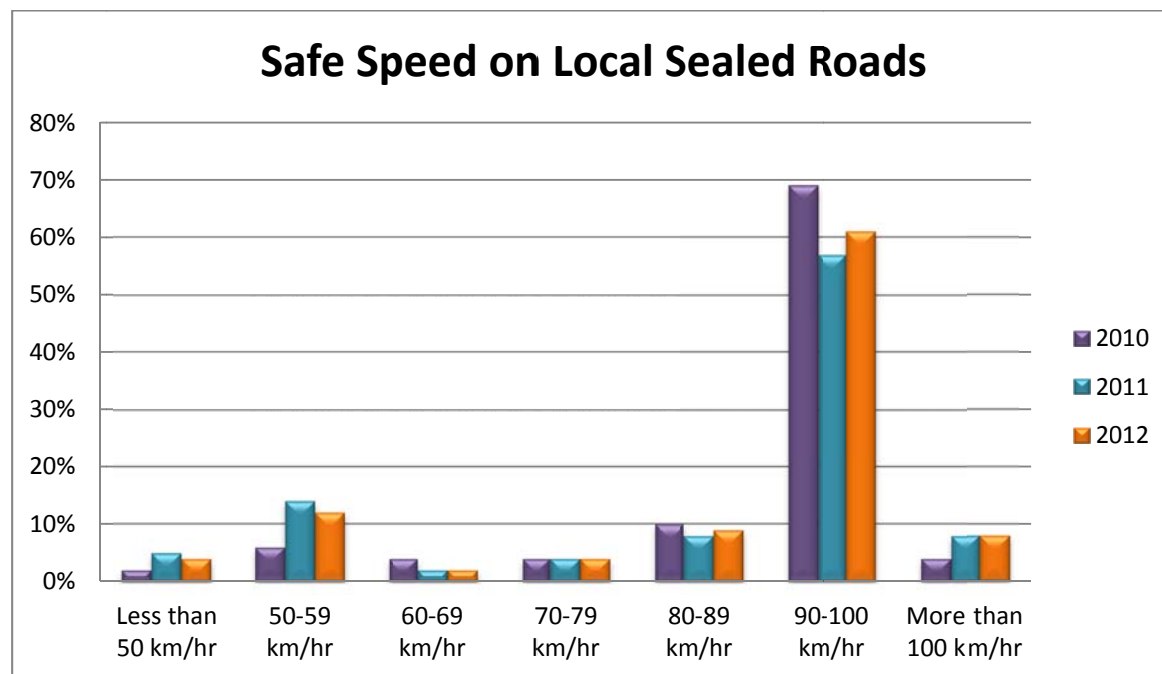
Safe Speed on Local Gravel Roads	2010		2011		2012	
	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent
Less than 50 km/hr	105	18%	129	22%	79	14%
50-59 km/hr	137	23%	114	19%	103	18%
60-69 km/hr	133	23%	115	19%	134	23%
70-79 km/hr	91	15%	101	17%	116	20%
80-89 km/hr	97	16%	107	18%	106	19%
90-100 km/hr	27	5%	26	4%	29	5%
More than 100 km/hr	1	0%	5	1%	5	1%
<b>Total</b>	<b>591</b>	<b>100%</b>	<b>597</b>	<b>100%</b>	<b>572<sup>21</sup></b>	<b>100%</b>

<sup>21</sup> Respondents who do not drive did not answer this question.

## 2.5.2 Safe Speed on Local Sealed Roads

Sixty one percent of respondents said they felt that they could safely travel between 90 to 100 kilometres per hour on local sealed roads, and a further 12% felt that 50-59 kilometres per hour was a safe travelling speed.

**Graph 16: Safe speed on local sealed roads**



Safe Speed on Local Sealed Roads	2010		2011		2012	
	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent
Less than 50 km/hr	14	2%	31	5%	21	4%
50-59 km/hr	39	6%	87	14%	67	12%
60-69 km/hr	23	4%	15	2%	11	2%
70-79 km/hr	23	4%	26	4%	25	4%
80-89 km/hr	61	10%	48	8%	54	9%
90-100 km/hr	417	69%	344	57%	354	61%
More than 100 km/hr	25	4%	51	8%	46	8%
<b>Total</b>	<b>602</b>	<b>100%</b>	<b>602</b>	<b>100%</b>	<b>578<sup>22</sup></b>	<b>100%</b>

<sup>22</sup> Respondents who do not drive did not answer this question.

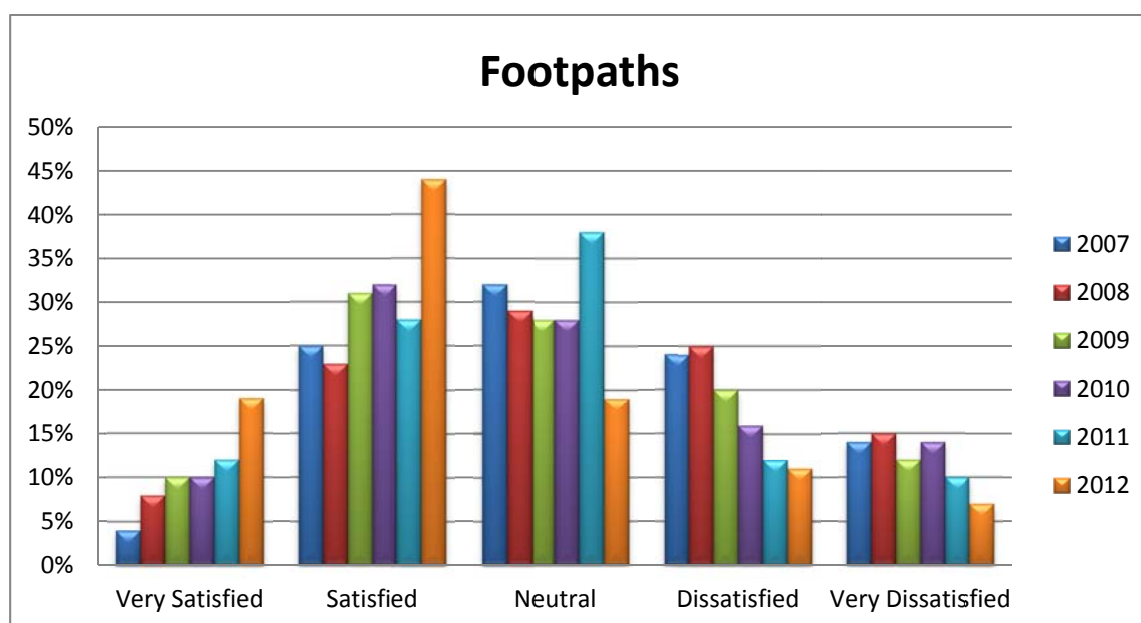
## 2.6 Footpaths

When asked how satisfied respondents were with the footpaths, 63% of respondents indicated that they were satisfied, with 44% of respondents satisfied and 19% of respondents very satisfied. Nineteen percent of respondents were neutral, and the remaining 18% of respondents were dissatisfied, with 11% dissatisfied and 7% very dissatisfied.

When compared with the previous survey periods there was a very significant increase in satisfaction up to 63% in 2012 from 40% in 2011 and compared with 42% in 2010, 41% in 2009, 31% in 2008 and 29% in 2007.

When asked to comment on the reason for their rating, some of those respondents who were satisfied commented on improvements which had been made and a number indicated a range of issues with footpaths. Comments received from respondents who were dissatisfied mainly concentrated on the how uneven and rough footpaths were leading to difficulty for some footpath users.

**Graph 17: Level of satisfaction regarding footpaths**



Footpaths	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	25	4%	37	8%	52	10%	46	10%	72	12%	82	19%
Satisfied	145	25%	109	23%	164	31%	148	32%	168	28%	190	44%
Neutral	189	32%	138	29%	148	28%	131	28%	229	38%	80	19%
Dissatisfied	142	24%	120	25%	106	20%	77	16%	72	12%	47	11%
Very Dissatisfied	83	14%	73	15%	65	12%	67	14%	62	10%	28	7%
<b>Total<sup>23</sup></b>	<b>584</b>	<b>100%</b>	<b>477</b>	<b>100%</b>	<b>535</b>	<b>100%</b>	<b>469</b>	<b>100%</b>	<b>603<sup>24</sup></b>	<b>100%</b>	<b>428</b>	<b>100%</b>

<sup>23</sup> Respondents who do not have footpaths did not answer this question.

<sup>24</sup> In 2011 all respondents were asked this question.

## Section Three – Waste Services

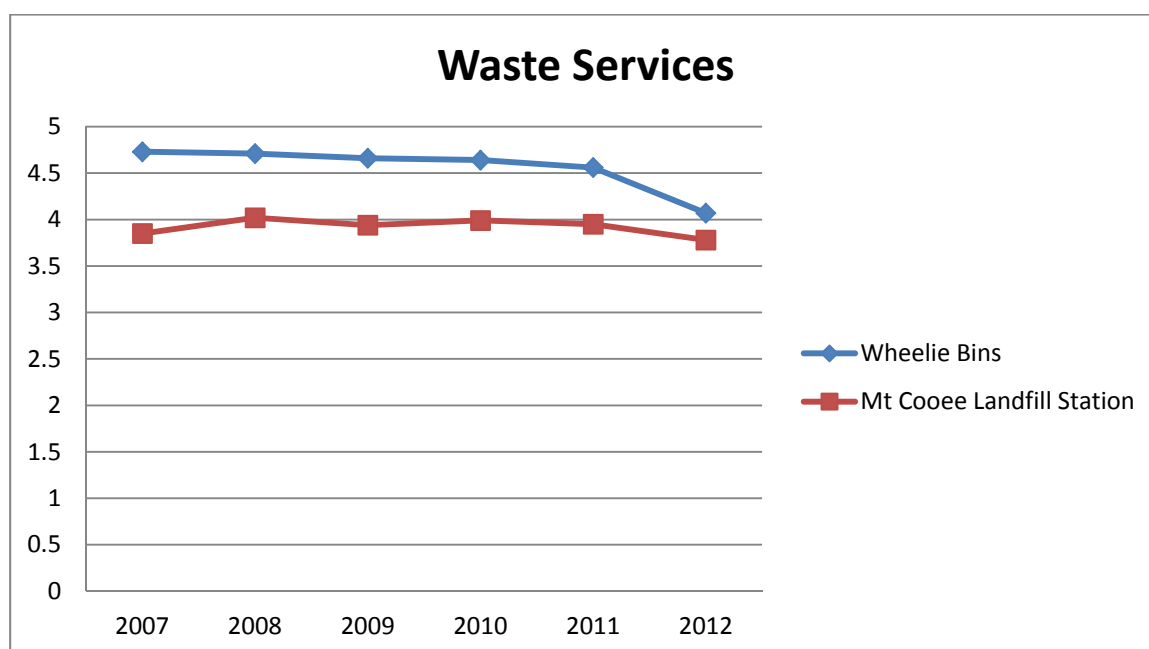
Respondents were asked about their level of satisfaction regarding two different waste services provided in the district: the wheelie bin service and the Mt Cooee Landfill. Respondents who had had used the services in the past twelve months were asked to rate their satisfaction with the services and the reason for their satisfaction rating. All respondents were asked to name at least two things that people could do to reduce the amount of waste they produce, and if they compost.

### 3.1 Summary of Satisfaction Levels Regarding Waste Services

Waste services received average satisfaction ratings of 4.07 for wheelie bins and 3.78 for the Mt Cooee Landfill, where one is very dissatisfied and five is very satisfied.

When compared to the previous survey period the satisfaction rating for wheelie bins decreased significantly down to 4.07 in 2012 from 4.56 in 2011.

**Graph 18: Summary of satisfaction levels regarding waste services**



Waste Services	Satisfaction Level					
	2007	2008	2009	2010	2011	2012
Wheelie Bins	4.73	4.71	4.66	4.64	4.56	4.07
Mt Cooee Landfill Station	3.85	4.02	3.94	3.99	3.95	3.78

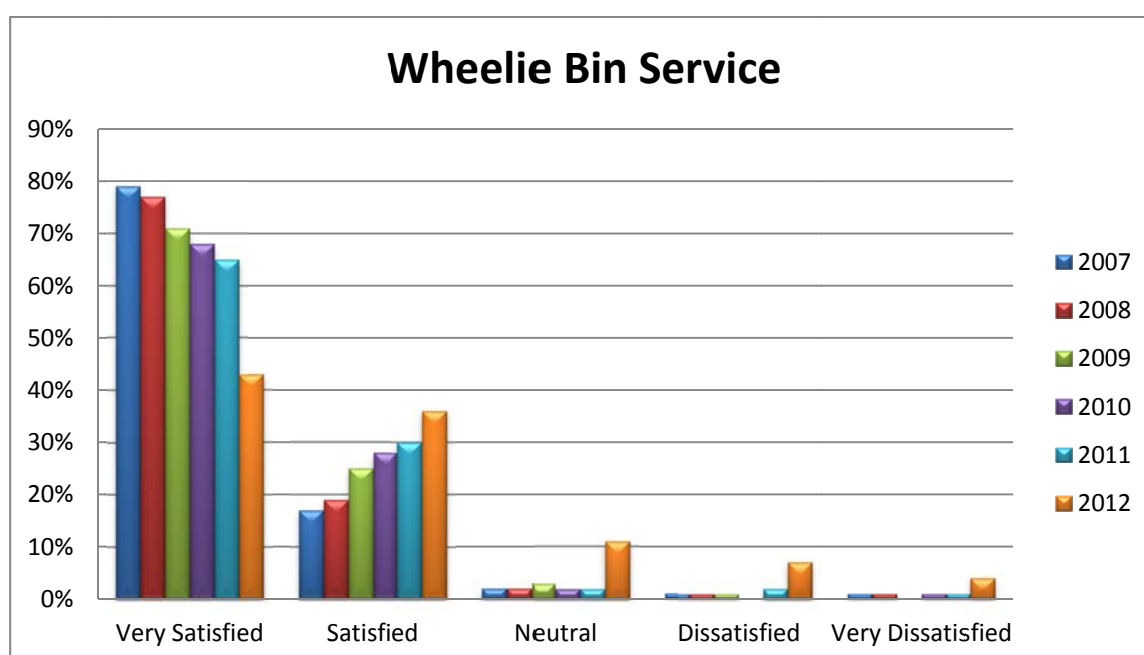
### 3.2 Wheelie Bin Service

When considering all the respondents, 84% indicated that they had used the wheelie bin service in the last 12 months. Seventy nine percent of these respondents indicated a level of satisfaction with the wheelie bin service, with 43% of respondents being very satisfied and 36% being satisfied. Eleven percent of respondents indicated a level of dissatisfaction.

When compared to the previous survey periods the level of satisfaction has dropped significantly to 79% in 2012 from 95% in 2011, 96% in 2010 and 2009.

When asked to comment on why they gave the rating they did, the most common response, across all levels of satisfaction, was concern about the fortnightly pick up not being frequent enough, particularly with regard to the "green bin". A number of respondents across every level of satisfaction indicated that the "yellow bin" did not need to be picked up as frequently. There were positive comments from some of the respondents who were satisfied.

**Graph 19: Level of satisfaction of wheelie bin service**



Wheelie Bin Service	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	383	79%	392	77%	398	71%	357	68%	342	65%	217	43%
Satisfied	83	17%	99	19%	142	25%	148	28%	160	30%	184	36%
Neutral	10	2%	8	2%	15	3%	12	2%	13	2%	56	11%
Dissatisfied	5	1%	6	1%	4	1%	2	0%	8	2%	35	7%
Very Dissatisfied	3	1%	3	1%	2	0%	3	1%	5	1%	18	4%
<b>Total</b>	<b>484</b>	<b>100%</b>	<b>508</b>	<b>100%</b>	<b>561</b>	<b>100%</b>	<b>522</b>	<b>100%</b>	<b>528</b>	<b>100%</b>	<b>510</b>	<b>100%</b>



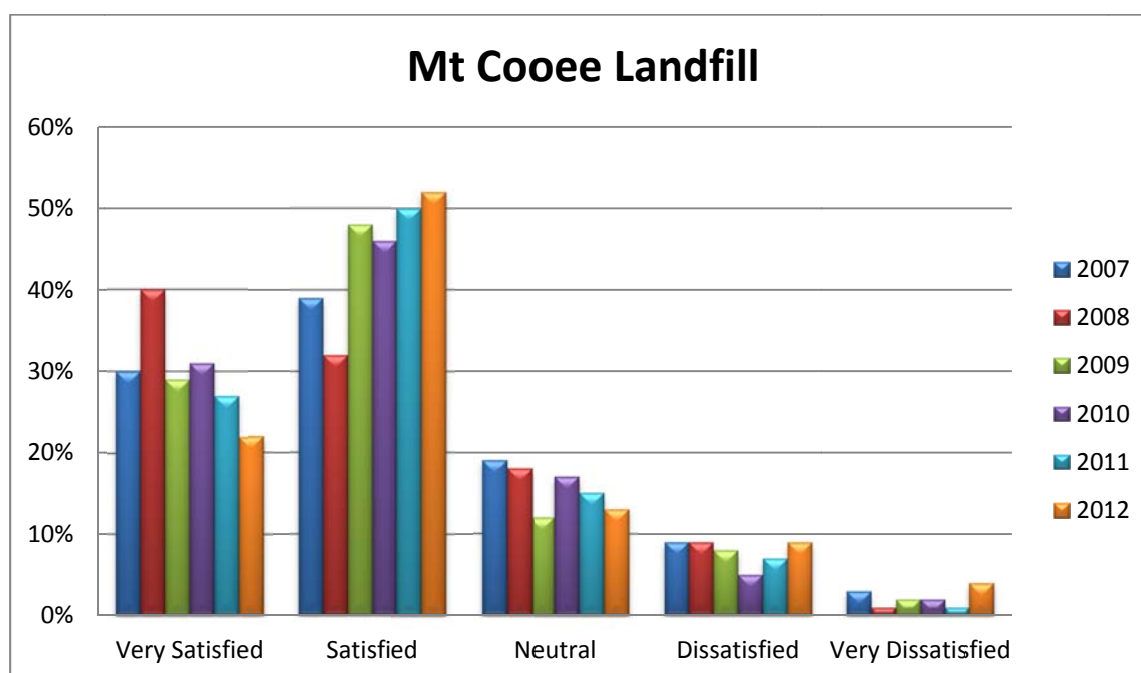
### 3.3 Mt Cooe Landfill

Twenty seven percent of respondents had visited the Mt Cooe Landfill during the past 12 months. Of these respondents, 74% were satisfied, with 52% satisfied and 22% very satisfied. Thirteen percent of respondents were dissatisfied, with 9% dissatisfied and 4% very dissatisfied.

When considering the previous survey results there was a decrease in the levels of satisfaction shown, down to 74% in 2012 from 77% in both 2011 and 2010.

When asked why they gave their rating, respondents who were both satisfied and dissatisfied commented that the service was too expensive.

**Graph 20: Level of satisfaction of Mt Cooe Landfill**



Mt Cooe Landfill	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	45	30%	59	40%	53	29%	56	31%	47	27%	35	22%
Satisfied	58	39%	46	32%	87	48%	84	46%	85	50%	84	52%
Neutral	28	19%	27	18%	22	12%	31	17%	25	15%	21	13%
Dissatisfied	14	9%	13	9%	15	8%	9	5%	12	7%	14	9%
Very Dissatisfied	4	3%	1	1%	4	2%	3	2%	2	1%	7	4%
<b>Total</b>	<b>149</b>	<b>100%</b>	<b>146</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>183</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>161</b>	<b>100%</b>

### 3.4 Ways of Reducing the Amount of Waste

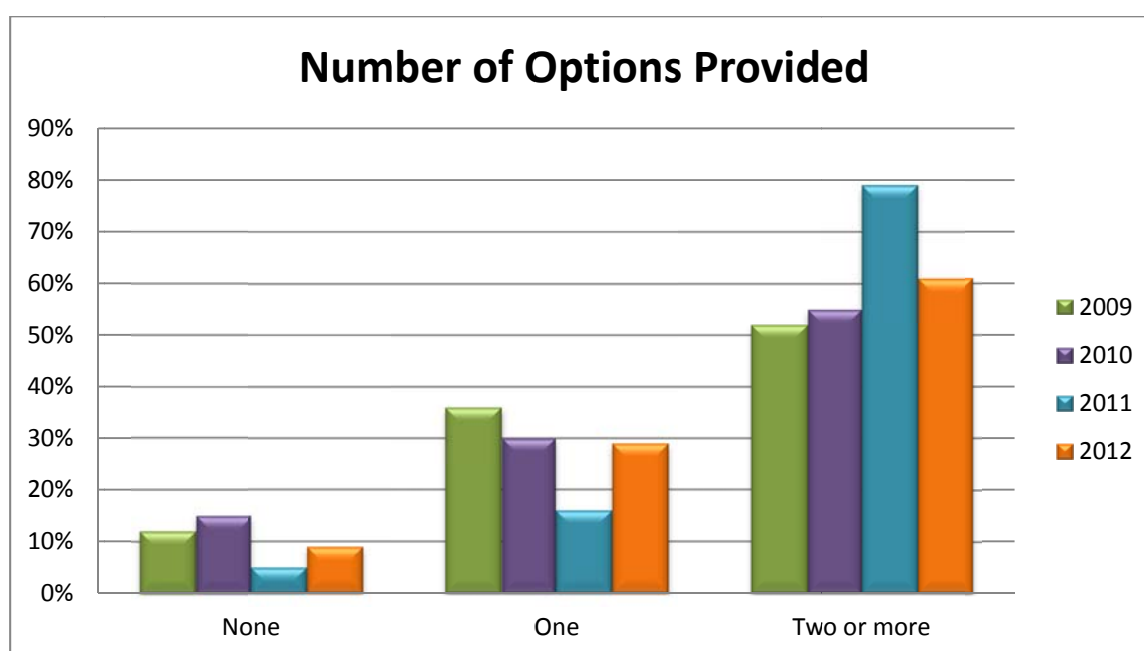
All respondents were asked to name at least two things that people could do to reduce the amount of waste.

#### 3.4.1 Number of Options Provided

Sixty one percent of respondents were able to name at least two things that people could do to reduce waste, and 29% were able to provide one way that people could reduce the amount of waste. The remaining 9% percent were not able to give any options for reducing waste.

When compared to the previous year, the percentage of respondents who could name at least two ways that people could reduce waste was significantly lower, i.e. 61% in 2012 compared with 79% in 2011. However this 2012 figure was up from those found in 2010 and 2009.

**Graph 21: Number of options of ways to reduce waste provided**



Number of Options Provided	2009		2010		2011		2012	
	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent
None	76	12%	94	15%	29	5%	57	9%
One	225	36%	189	30%	95	16%	177	29%
Two or more	327	52%	339	55%	480	79%	372	61%
<b>Total</b>	<b>628</b>	<b>100%</b>	<b>622</b>	<b>100%</b>	<b>604</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

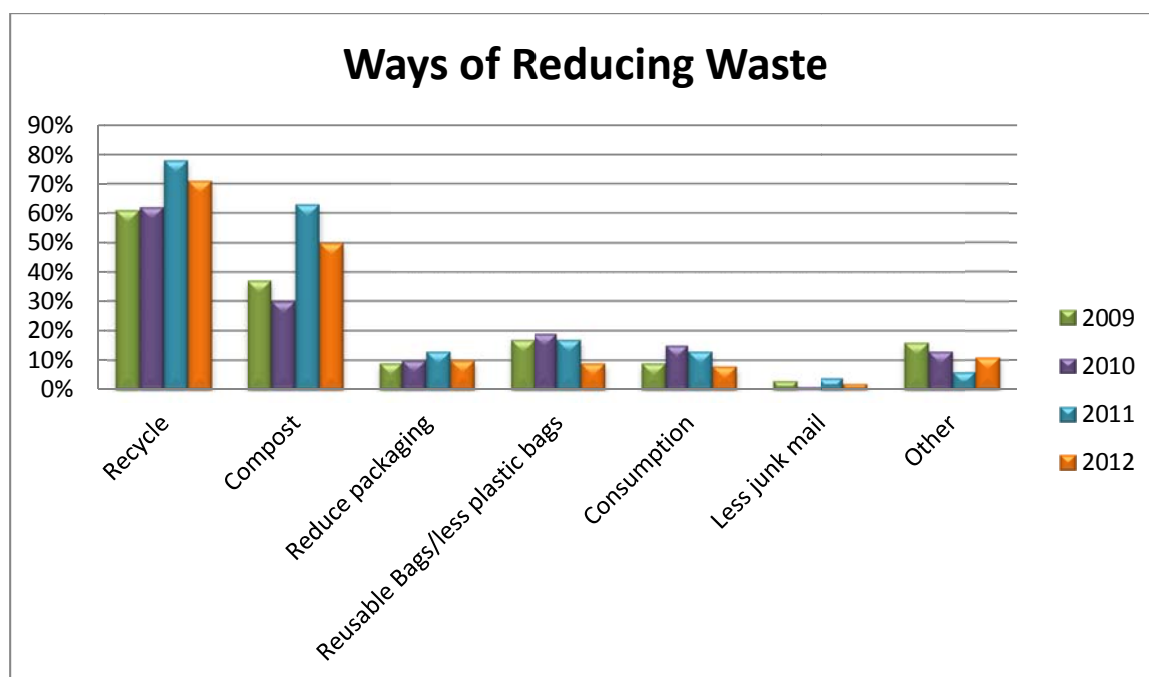
### 3.4.2 Ways of Reducing Waste

When asked to name at least two things that people could do to reduce waste, 71% of respondents mentioned recycling, half of the respondents indicated composting and 10% said reduce packaging.

Eleven percent of respondents mentioned a range of other ways to reduce waste, which included such things as: burning rubbish and the recycling of glass, plastic and green waste.

When compared to the previous year there was a drop in the percentage of respondents who indicated they were recycling, however the 2012 results are still up on those found in 2010 and 2009. A very significant decrease was seen in those respondents mentioning composting, down from 63% in 2011, but again this was still up on the results found in 2010 and 2009.

**Graph 22: Ways of reducing waste**



Ways of Reducing Waste <sup>25</sup>	2009		2010		2011		2012	
	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent
Recycle	387	61%	388	62%	468	78%	432	71%
Compost	233	37%	189	30%	378	63%	305	50%
Reduce packaging	56	9%	64	10%	79	13%	63	10%
Reusable Bags/less plastic bags	107	17%	122	19%	102	17%	54	9%
Consumption <sup>26</sup>	59	9%	93	15%	79	13%	51	8%
Less junk mail	17	3%	9	1%	24	4%	15	2%
Other	99	16%	80	13%	77	6%	68	11%

<sup>25</sup> Respondents were able to give more than one answer, therefore percentages add to more than 100%.

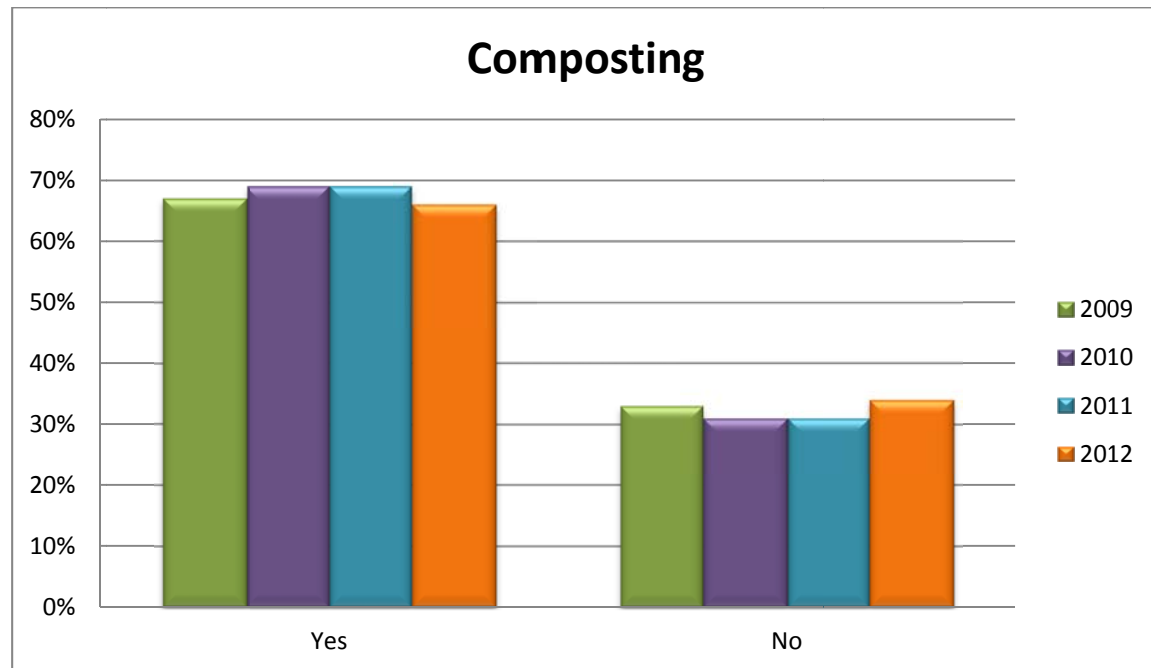
<sup>26</sup> Includes such things as: thinking about what you are purchasing, buying in bulk, and reducing packaging purchases.

### 3.4.3 Composting

Two thirds of respondents indicated that they did compost, and 34% of respondents said that they did not compost.

When compared with the previous years there was a decrease in the percentage of respondents who said they composted down to 66% in 2012 from 69% in 2011 and 2010.

**Graph 23: Do respondents compost?**



Composting	2009		2010		2011		2012	
	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent
Yes	422	67%	437	69%	420	69%	397	66%
No	211	33%	192	31%	186	31%	209	34%
<b>Total</b>	<b>633</b>	<b>100%</b>	<b>629</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

## Section Four – Community Services

Respondents were asked about their level of satisfaction regarding eight different community services or facilities provided in the district, such as information centres, swimming pools, and playgrounds. Respondents were asked to rate the service only if they had used it in the last 12 months; the respondents were then asked to explain their satisfaction rating.

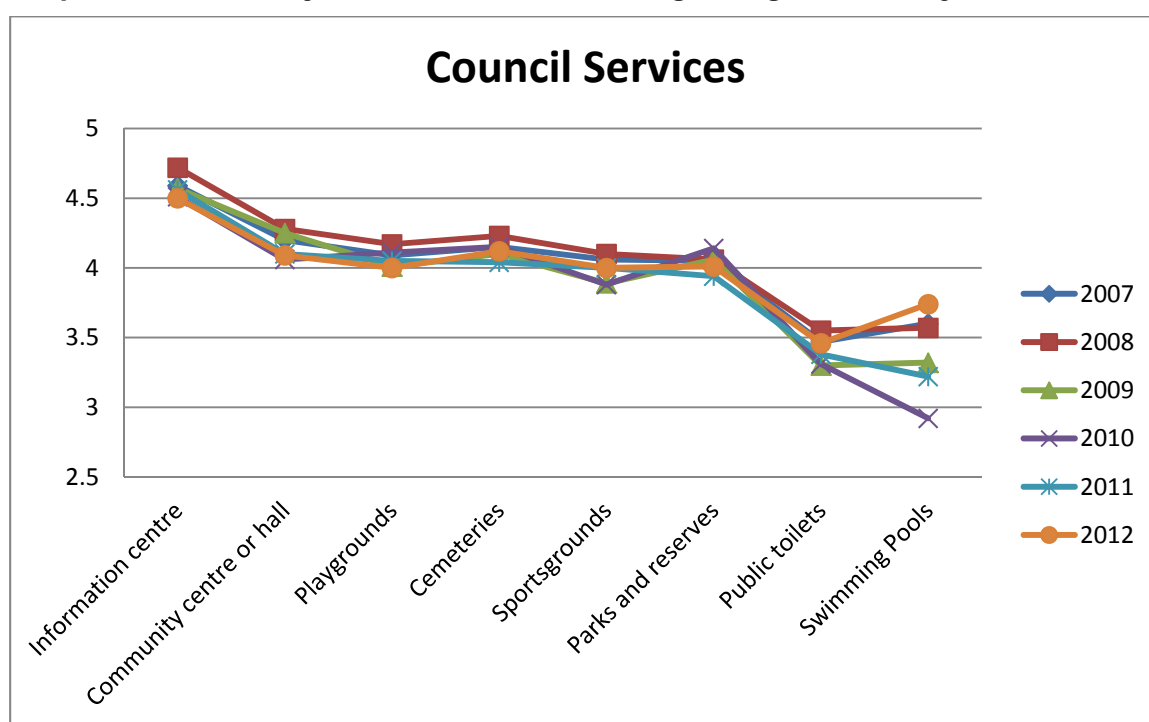
### 4.1 Summary of Satisfaction Levels Regarding Community Services

Community services received satisfaction ratings ranging from an average of 3.46 to 4.50, where one is very dissatisfied and five is very satisfied. Information centres and cemeteries received the highest average ratings with 4.50 and 4.12 respectively.

The lowest rating satisfaction levels were received for public toilets (3.46) and swimming pools (3.74). The remaining services received the following ratings: community halls (4.09), parks/reserves (4.01), playgrounds (4.00), and sportsgrounds (4.00).

Many of the ratings for the community services were similar to those for the previous year. The only significant increase was for swimming pools (i.e. 3.74 in 2012 compared with 3.22 in 2011).

**Graph 24: Summary of satisfaction levels regarding community services**



Council Services	Satisfaction Level					
	2007	2008	2009	2010	2011	2012
Information centre	4.59	4.72	4.57	4.51	4.56	4.50
Cemeteries	4.15	4.23	4.10	4.15	4.04	4.12
Community centre or hall	4.20	4.28	4.25	4.06	4.10	4.09
Parks and reserves	4.05	4.06	4.06	4.14	3.94	4.01
Playgrounds	4.09	4.17	4.01	4.11	4.05	4.00
Sportsgrounds	4.06	4.10	3.89	3.88	4.00	4.00
Swimming Pools	3.60	3.57	3.32	2.92	3.22	3.74
Public toilets	3.47	3.55	3.30	3.31	3.38	3.46

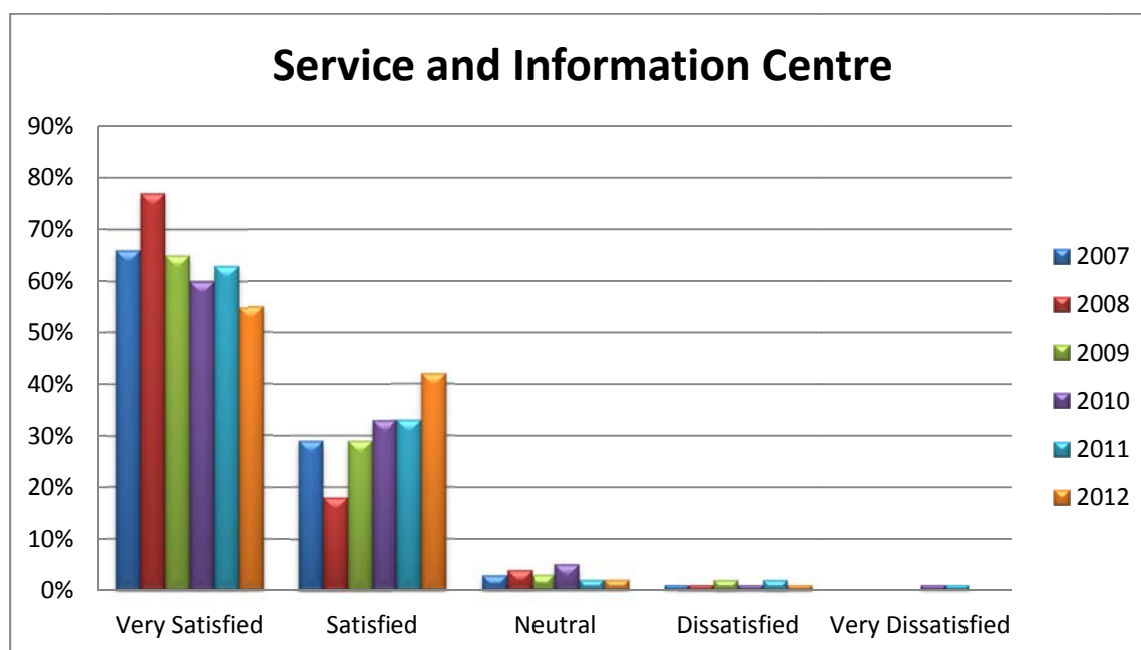
## 4.2 Service or Information Centre

Just under half of respondents (49%) had visited or used a service or information centre during the past 12 months. Of these respondents, 97% were satisfied, with 55% very satisfied and 42% satisfied. Only 1% of respondents indicated dissatisfaction.

The overall percentage of respondents who were satisfied with service and information centres was similar to the previous years, i.e. 97% in 2012 compared with 96% in 2011, 93% in 2010, and 94% in 2009. However there was a significant drop indicating they were very satisfied from over 60% in the other survey periods to 55% in 2012.

The main reasons given by respondents who indicated a level of satisfaction were general positive comments.

**Graph 25: Level of satisfaction of service or information centre**



Service and Information Centre	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	269	66%	241	77%	218	65%	188	60%	191	63%	164	55%
Satisfied	119	29%	57	18%	98	29%	104	33%	100	33%	125	42%
Neutral	14	3%	12	4%	11	3%	17	5%	5	2%	5	2%
Dissatisfied	6	1%	2	1%	6	2%	2	1%	5	2%	3	1%
Very Dissatisfied	1	0%	0	0%	1	0%	2	1%	2	1%	1	0%
<b>Total</b>	<b>409</b>	<b>100%</b>	<b>312</b>	<b>100%</b>	<b>334</b>	<b>100%</b>	<b>313</b>	<b>100%</b>	<b>303</b>	<b>100%</b>	<b>298</b>	<b>100%</b>

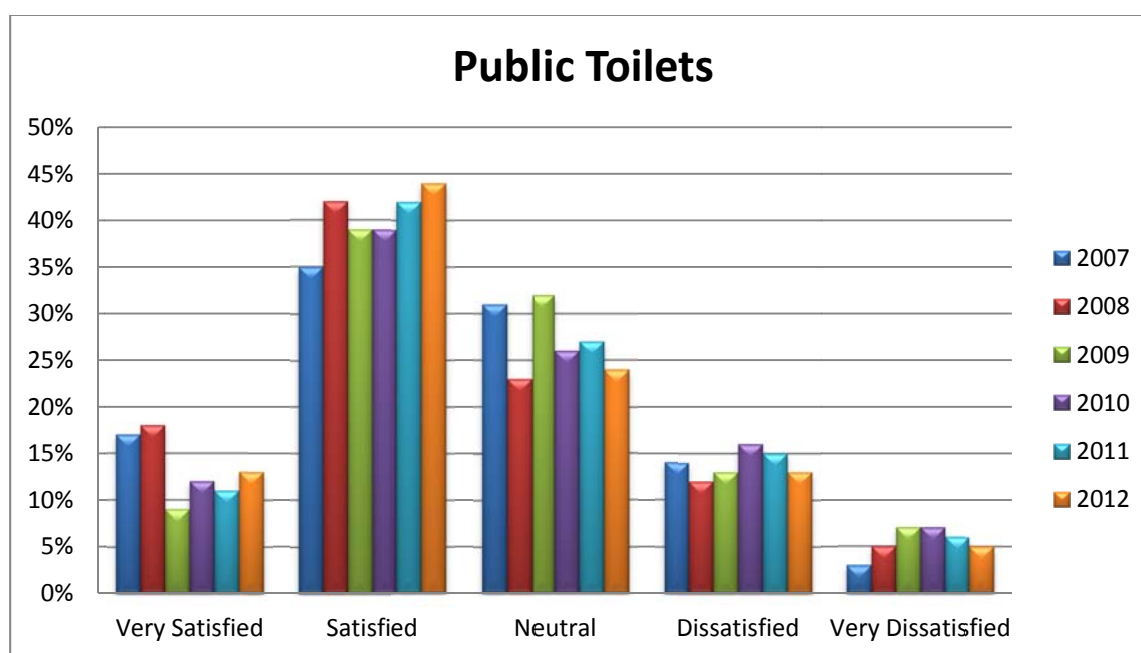
### 4.3 Public Toilets

Forty four percent of the respondents indicated that they had used public toilets in the last 12 months. Of these respondents 57% were satisfied with the facilities, which included 44% of respondents being satisfied, and 13% being very satisfied. Eighteen percent of respondents indicated a level of dissatisfaction, with 13% dissatisfied and 5% very dissatisfied. Just under a quarter of respondents (24%) gave a neutral rating.

The percentage of respondents satisfied with public toilets was higher when compared to last two years, i.e. 57% in 2012 compared with 53% in 2011 and 51% in 2010.

When asked to explain their rating most of the respondents who were dissatisfied commented that the toilets were not clean. Some respondents indicated issues with vandalism.

**Graph 26: Level of satisfaction of public toilets**



Public Toilets	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	50	17%	52	18%	24	9%	36	12%	30	11%	34	13%
Satisfied	104	35%	123	42%	109	39%	119	39%	113	42%	118	44%
Neutral	92	31%	66	23%	87	32%	81	26%	73	27%	65	24%
Dissatisfied	43	14%	35	12%	37	13%	50	16%	41	15%	36	13%
Very Dissatisfied	10	3%	16	5%	19	7%	23	7%	15	6%	14	5%
<b>Total</b>	<b>299</b>	<b>100%</b>	<b>292</b>	<b>100%</b>	<b>276</b>	<b>100%</b>	<b>309</b>	<b>100%</b>	<b>272</b>	<b>100%</b>	<b>267</b>	<b>100%</b>

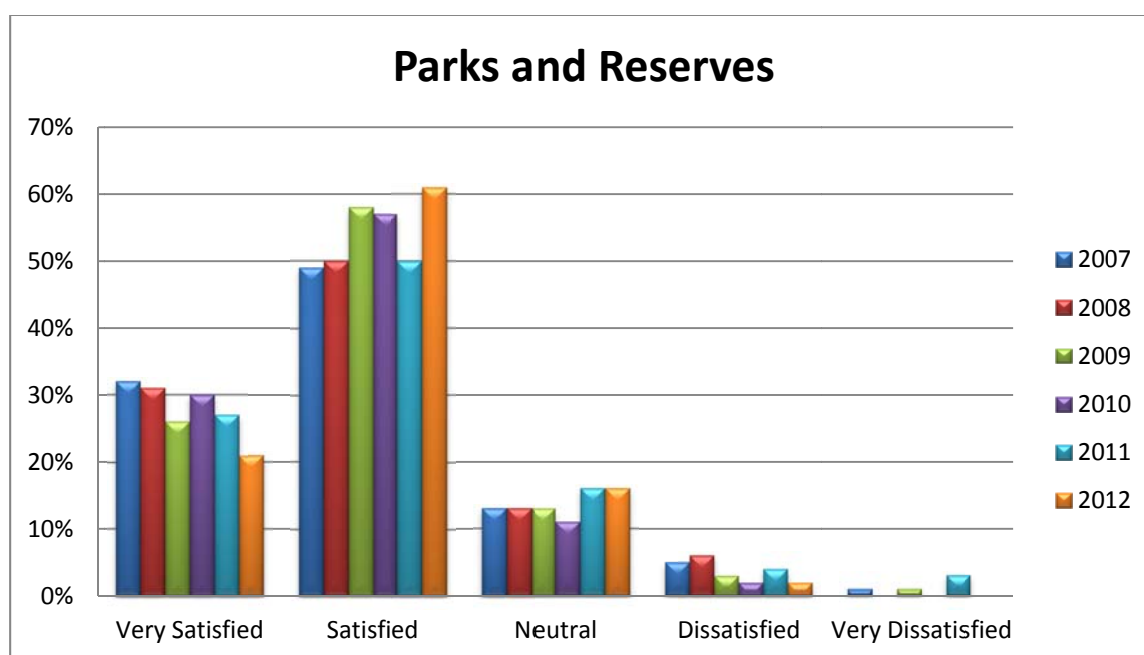
#### 4.4 Parks and Reserves

Just over two thirds of the respondents (67%) had visited parks or reserves in the district within the last 12 months. Of these respondents 82% were satisfied, with 61% satisfied and 21% very satisfied. Two percent of respondents showed levels of dissatisfaction.

The level of satisfaction with parks and reserves has significantly increased to 82% when compared to the satisfaction level of 77% indicated in 2011 and is more in line with the satisfaction levels found in the other survey periods i.e. 87% in 2010, 84% in 2009, 81% in 2008 and 81% in 2007.

A number of respondents who were satisfied indicated a range of concerns about the parks and reserves, however some provided a positive comment.

**Graph 27: Level of satisfaction of parks and reserves**



Parks and Reserves	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	139	32%	106	31%	94	26%	106	30%	94	27%	85	21%
Satisfied	214	49%	172	50%	207	58%	205	57%	176	50%	249	61%
Neutral	58	13%	43	13%	46	13%	39	11%	56	16%	63	16%
Dissatisfied	23	5%	20	6%	10	3%	7	2%	14	4%	7	2%
Very Dissatisfied	5	1%	1	0%	2	1%	1	0%	10	3%	1	0%
<b>Total</b>	<b>439</b>	<b>100%</b>	<b>342</b>	<b>100%</b>	<b>359</b>	<b>100%</b>	<b>358</b>	<b>100%</b>	<b>350</b>	<b>100%</b>	<b>405</b>	<b>100%</b>



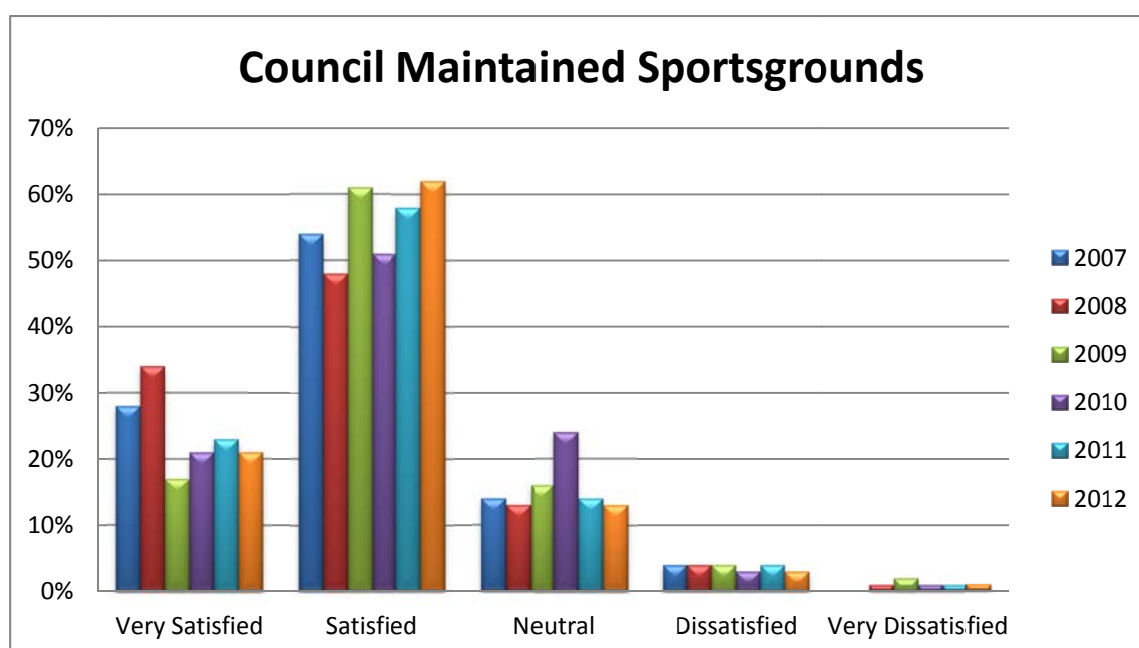
#### 4.5 Council Maintained Sportsgrounds

Over half of the respondents (54%) had visited or used Council maintained sportsgrounds in the district during the past 12 months. Eighty three percent of these respondents were satisfied, with 62% satisfied and 21% very satisfied. Only four percent of respondents were dissatisfied with sportsgrounds in the district, with 3% being dissatisfied, and 1% being very dissatisfied.

When compared to the previous survey periods the percentage of respondents who were satisfied with Council maintained sportsgrounds was similar, i.e. 83% in 2012 compared with 81% in 2011, 72% in 2010, 78% in 2009, 82% in 2008 and 82% in 2007.

A number of the comments received from respondents across all levels of satisfaction indicated a number of issues with regard to the maintenance of the sportsgrounds.

**Graph 28: Level of satisfaction of Council maintained sportsgrounds**



Council Maintained Sports-grounds <sup>27</sup>	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	103	28%	64	34%	33	17%	47	21%	70	23%	69	21%
Satisfied	197	54%	91	48%	118	61%	114	51%	173	58%	204	62%
Neutral	51	14%	24	13%	31	16%	54	24%	41	14%	41	13%
Dissatisfied	13	4%	8	4%	7	4%	6	3%	12	4%	11	3%
Very Dissatisfied	1	0%	2	1%	3	2%	3	1%	2	1%	2	1%
<b>Total</b>	<b>365</b>	<b>100%</b>	<b>189</b>	<b>100%</b>	<b>192</b>	<b>100%</b>	<b>224</b>	<b>100%</b>	<b>298</b>	<b>100%</b>	<b>326</b>	<b>100%</b>

<sup>27</sup> Care must be taken when comparing survey periods because 2009 was the first time respondents were asked specifically about Council maintained sportsgrounds.

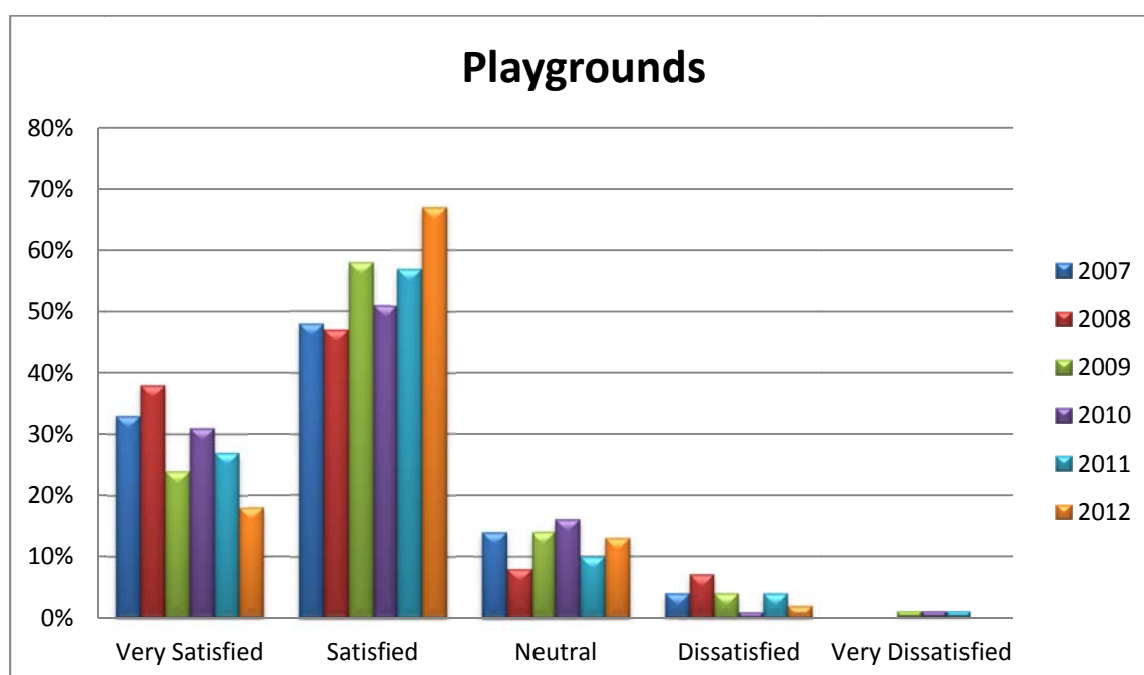
## 4.6 Playgrounds

Just under half of all respondents (49%) had visited or used playgrounds in the area during the past 12 months. Of these respondents, 85% were satisfied, with 67% satisfied and 18% very satisfied. Two percent of respondents indicated they were dissatisfied.

When considering the results from the previous survey periods, the percentage of respondents who were satisfied with playgrounds was very similar, i.e. 85% satisfaction in 2012 compared with 84% in 2011, 82% in 2010, 82% in 2009, 85% in 2008 and 81% in 2007. There was however a significant drop in those indicating a rating of very satisfied down to 18% in 2012 from between 38% and 24% in the previous survey periods.

When asked to explain their rating a number of those respondents who were satisfied mentioned a range of problems. A number of respondents who were dissatisfied or neutral indicated the need for more maintenance and issues with playground equipment.

**Graph 29: Level of satisfaction of playgrounds**



Playgrounds	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	105	33%	88	38%	59	24%	78	31%	74	27%	54	18%
Satisfied	153	48%	108	47%	140	58%	129	51%	155	57%	199	67%
Neutral	46	14%	18	8%	33	14%	40	16%	28	10%	39	13%
Dissatisfied	13	4%	15	7%	9	4%	2	1%	10	4%	7	2%
Very Dissatisfied	1	0%	0	0%	2	1%	2	1%	4	1%	0	0%
<b>Total</b>	<b>318</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>243</b>	<b>100%</b>	<b>251</b>	<b>100%</b>	<b>271</b>	<b>100%</b>	<b>299</b>	<b>100%</b>

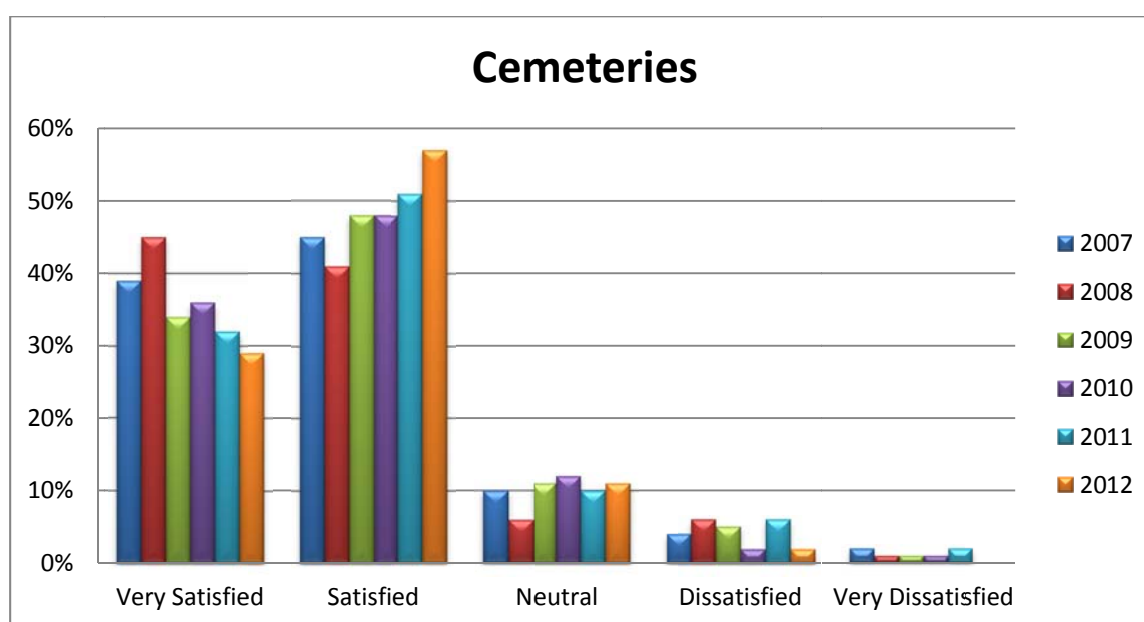
## 4.7 Cemeteries

Fifty three percent of the respondents had visited a cemetery in the area during the past 12 months. Of these respondents, 86% were satisfied, with 57% satisfied and 29% very satisfied. Two percent of respondents indicated they were dissatisfied.

The overall results regarding satisfaction levels of cemeteries were very similar to the previous years, with 86% satisfied in 2012 compared with 83% in 2011, 84% in 2010, 82% in 2009, 86% in 2008 and 84% in 2007.

When asked to explain their rating most respondents who were satisfied indicated a range of positive responses, some however indicated a range of issues. Those respondents who were dissatisfied and neutral felt that some cemeteries were not adequately maintained and indicated issues with lawn mowing.

**Graph 30: Level of satisfaction of cemeteries**



Cemeteries	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	135	39%	169	45%	134	34%	133	36%	107	32%	93	29%
Satisfied	159	45%	152	41%	188	48%	179	48%	171	51%	184	57%
Neutral	35	10%	24	6%	44	11%	46	12%	34	10%	37	11%
Dissatisfied	14	4%	22	6%	18	5%	9	2%	19	6%	7	2%
Very Dissatisfied	7	2%	5	1%	5	1%	4	1%	7	2%	1	0%
<b>Total</b>	<b>350</b>	<b>100%</b>	<b>372</b>	<b>100%</b>	<b>389</b>	<b>100%</b>	<b>371</b>	<b>100%</b>	<b>338</b>	<b>100%</b>	<b>322</b>	<b>100%</b>

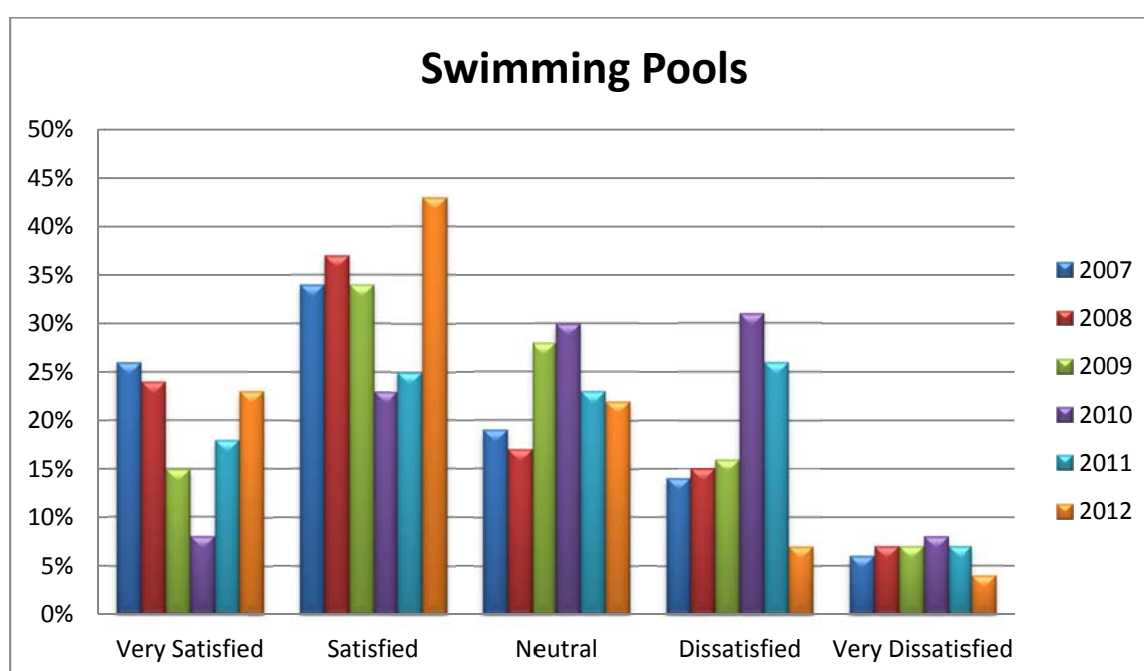
## 4.8 Swimming Pools

Over a quarter of all respondents (27%) indicated that they had used or visited swimming pools at Balclutha, Kaitangata, Lawrence or Milton, in the last 12 months. Two thirds of these respondents were satisfied, with 43% of respondents being satisfied, and 23% being very satisfied. Twenty two percent of these respondents gave swimming pools a neutral rating, and 11% of respondents were dissatisfied, with 7% dissatisfied and 4% very dissatisfied.

The overall results regarding satisfaction levels of swimming pools were significantly higher than those found in all of the previous survey periods i.e. 66% in 2012 compared with 43% in 2011, 30% in 2010, 49% in 2009, 61% in 2008 and 60% in 2007.

When asked to explain their rating, dissatisfied respondents indicated a range of different reasons. Respondents with a satisfied rating also indicated a range of different issues, including pools being too cold and too expensive.

**Graph 31: Level of satisfaction of swimming pools**



Swimming Pools	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	69	26%	33	24%	26	15%	15	8%	16	18%	38	23%
Satisfied	89	34%	51	37%	61	34%	41	23%	22	25%	70	43%
Neutral	50	19%	23	17%	50	28%	55	30%	20	23%	35	22%
Dissatisfied	37	14%	21	15%	29	16%	57	31%	23	26%	12	7%
Very Dissatisfied	17	6%	9	7%	13	7%	14	8%	6	7%	7	4%
<b>Total</b>	<b>262</b>	<b>100%</b>	<b>137</b>	<b>100%</b>	<b>179</b>	<b>100%</b>	<b>182</b>	<b>100%</b>	<b>87</b>	<b>100%</b>	<b>162</b>	<b>100%</b>

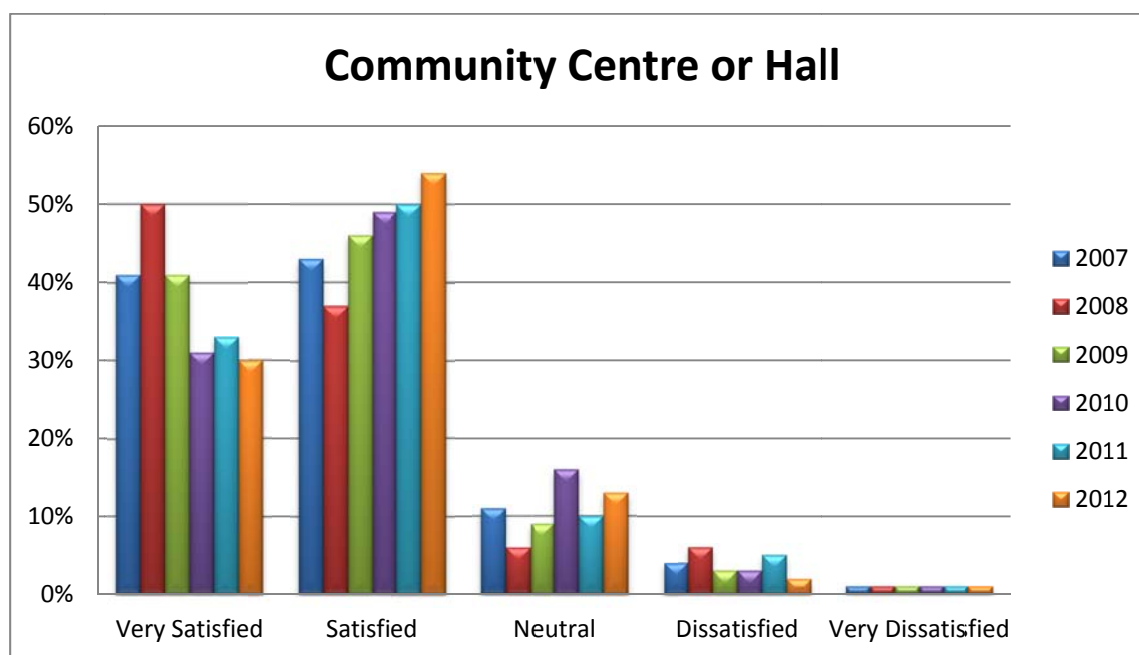
#### 4.9 Community Centre or Hall

Sixty three percent of the respondents had used community halls or centres in the area during the past 12 months. Of these respondents, 84% were satisfied, with 54% satisfied and 30% very satisfied. Three percent of respondents showed levels of dissatisfaction, with 2% dissatisfied and 1% very dissatisfied.

When considering the results from the previous survey periods, levels of satisfaction regarding community centres or halls were similar, i.e. 84% in 2012 compared with 83% in 2011, 80% in 2010, 87% in 2009, 87% in 2008 and 84% in 2007.

Respondents across all levels of satisfaction mentioned a range of issues with the community centres or halls, particularly the need for upgrading.

**Graph 32: Level of satisfaction regarding community centre or hall**



Community Centre or Hall	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	189	41%	162	50%	143	41%	108	31%	137	33%	113	30%
Satisfied	196	43%	120	37%	160	46%	168	49%	208	50%	206	54%
Neutral	52	11%	20	6%	30	9%	56	16%	42	10%	51	13%
Dissatisfied	16	4%	21	6%	10	3%	11	3%	20	5%	7	2%
Very Dissatisfied	4	1%	3	1%	2	1%	3	1%	5	1%	4	1%
<b>Total</b>	<b>457</b>	<b>100%</b>	<b>326</b>	<b>100%</b>	<b>345</b>	<b>100%</b>	<b>346</b>	<b>100%</b>	<b>412</b>	<b>100%</b>	<b>381</b>	<b>100%</b>

## Section Five – Library Services

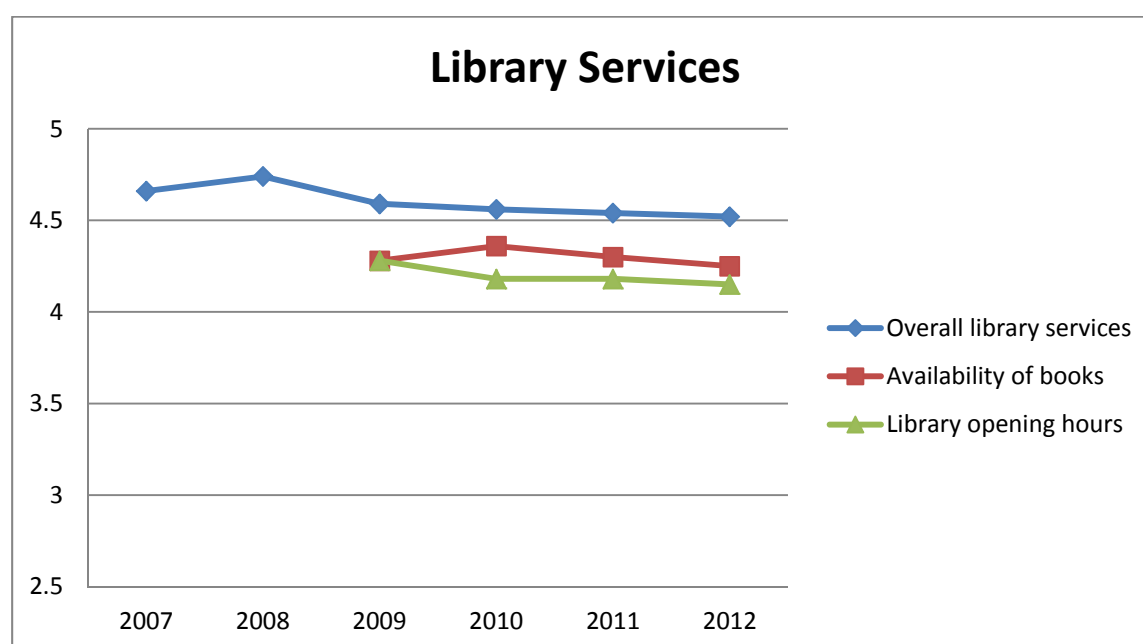
Respondents who indicated they used library services were asked about their overall level of satisfaction regarding library services provided in the district, as well as their rating regarding opening hours, and the availability of books. Respondents were then given the opportunity to explain why they had given particular ratings

### 5.1 Summary of Satisfaction Levels Regarding Library Services

The ratings for library services ranged from 4.15 to 4.52, where one is very dissatisfied and five is very satisfied. The overall library service received a rating of 4.52, the availability of books rated 4.25 and library opening hours was rated 4.15.

When compared to ratings received in the previous survey period, all of the library service ratings were very similar.

**Graph 33: Summary of satisfaction levels regarding library services**



Library Services	Satisfaction Level					
	2007	2008	2009	2010	2011	2012
Overall library services	4.66	4.74	4.59	4.56	4.54	4.52
Availability of books			4.28	4.36	4.30	4.25
Library opening hours			4.28	4.18	4.18	4.15

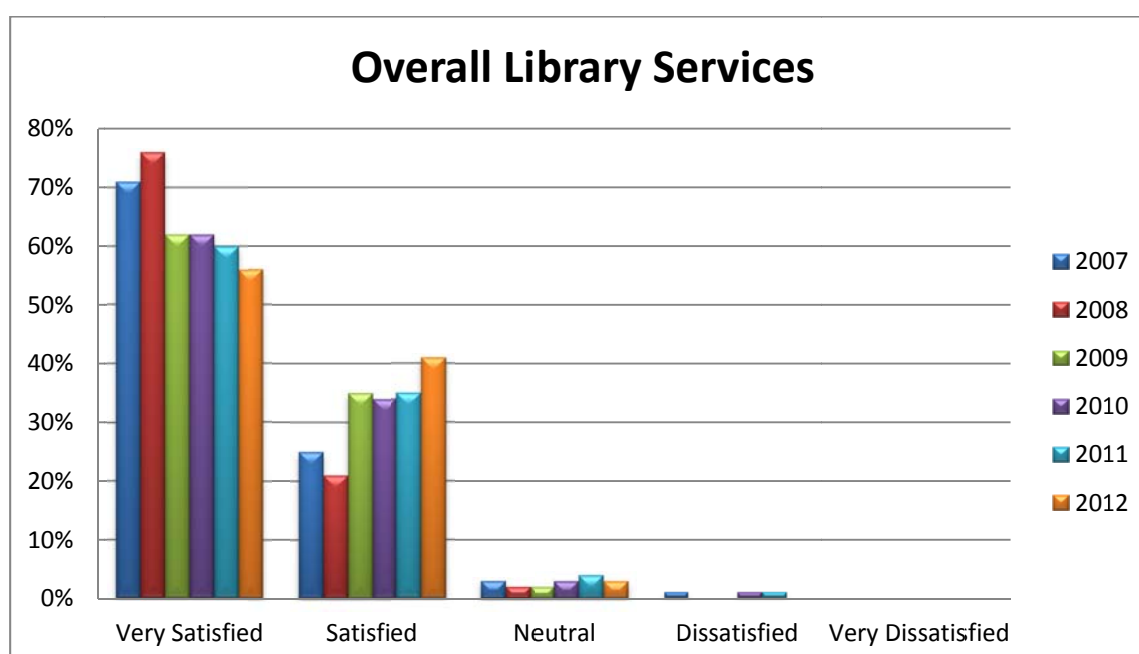
## 5.2 Overall Library Services

Over half of the respondents (54%) indicated that they had used the library services in the last 12 months. The level of satisfaction within the library service users was very high, with 97% of respondents being satisfied; this included 56% of respondents being very satisfied and 41% of respondents being satisfied. Only one respondent indicated dissatisfaction with the library services.

The overall results regarding satisfaction levels of the library service were very similar to the previous years, i.e. 97% in 2012 compared with 95% in 2011, 96% in 2010, 97% in 2009, 97% in 2008 and 96% in 2007.

The main reasons for respondents giving positive satisfaction ratings were the good service received, with helpful staff.

**Graph 34: Level of satisfaction of library services**



Overall Library Services	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	264	71%	248	76%	227	62%	195	62%	190	60%	181	56%
Satisfied	91	25%	69	21%	129	35%	109	34%	109	35%	134	41%
Neutral	11	3%	7	2%	6	2%	10	3%	12	4%	10	3%
Dissatisfied	4	1%	1	0%	1	0%	3	1%	3	1%	1	0%
Very Dissatisfied	0	0%	0	0%	1	0%	0	0%	1	0%	0	0%
<b>Total</b>	<b>370</b>	<b>100%</b>	<b>325</b>	<b>100%</b>	<b>364</b>	<b>100%</b>	<b>317</b>	<b>100%</b>	<b>315</b>	<b>100%</b>	<b>326</b>	<b>100%</b>

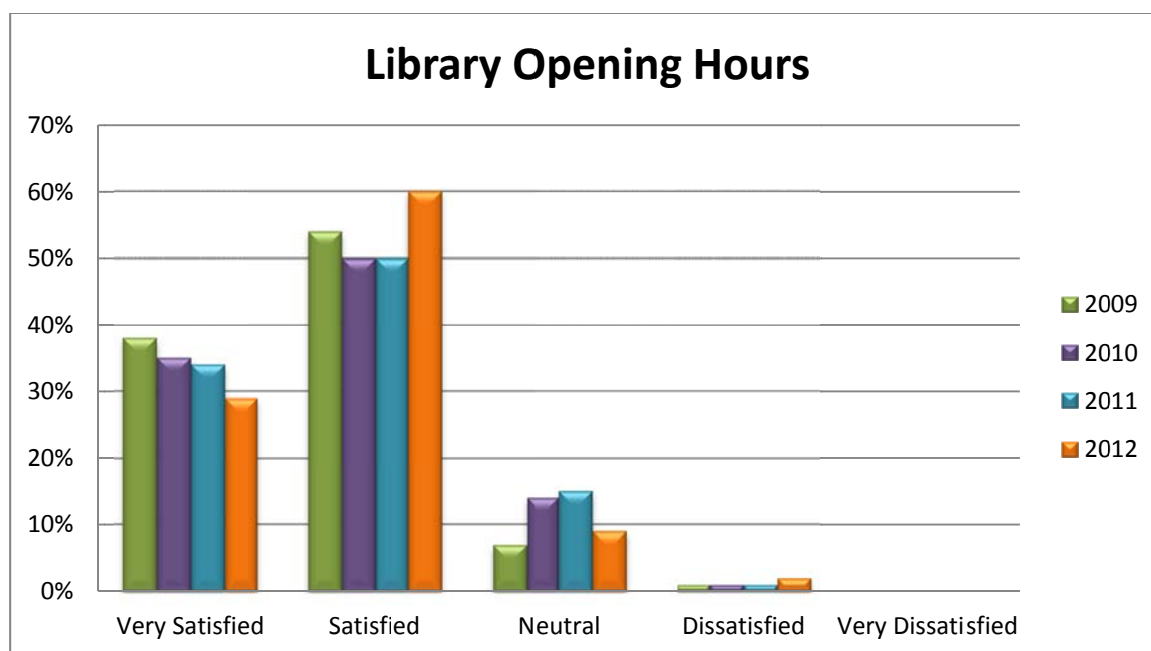
### 5.3 Library Opening Hours

Eighty nine percent of respondents who used library services indicated they were satisfied with library opening hours; this included 60% of respondents being satisfied, and 29% of respondents being very satisfied. Two percent of respondents showed dissatisfaction levels with the library opening hours.

The level of satisfaction was up on that found in the two previous survey periods with 89% found in 2012 compared with 84% in 2011 and 85% in 2010. The 2012 rating was slightly down on 92% in 2009.

When asked to explain their rating, the most common response, across all satisfaction levels was the need for opening hours to be extended particularly into evenings or weekends.

**Graph 35: Level of satisfaction of library opening hours**



Library Opening Hours	2009		2010		2011		2012	
	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent
Very Satisfied	137	38%	111	35%	107	34%	94	29%
Satisfied	196	54%	157	50%	158	50%	195	60%
Neutral	26	7%	45	14%	47	15%	29	9%
Dissatisfied	4	1%	3	1%	2	1%	8	2%
Very Dissatisfied	0	0%	1	0%	0	0%	0	0%
<b>Total</b>	<b>363</b>	<b>100%</b>	<b>317</b>	<b>100%</b>	<b>314</b>	<b>100%</b>	<b>326</b>	<b>100%</b>



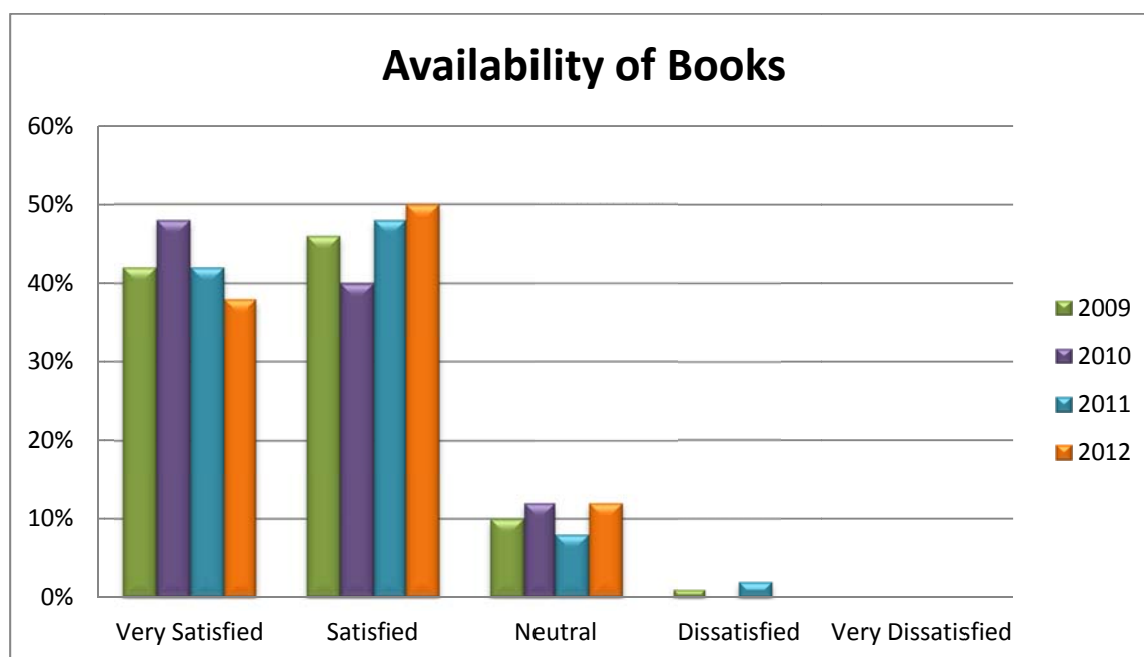
## 5.4 The Availability of Library Books

The level of satisfaction regarding the availability of library books was high, with 88% of respondents being satisfied; this included 38% of respondents being very satisfied, and half of respondents being satisfied. Only one respondent indicated they were dissatisfied with the availability of library books.

The levels of satisfaction were very similar to the previous years, i.e. 88% in 2012 compared with 90% in 2011, 88% in 2010 and 2009.

When asked to comment about the rating they had given, most satisfied respondents mentioned that if a book wasn't available that the library staff were able to get it in; however some respondents indicated they would like a better selection.

**Graph 36: Level of satisfaction of availability of books**



Availability of Books	2009		2010		2011		2012	
	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent
Very Satisfied	154	42%	153	48%	132	42%	123	38%
Satisfied	166	46%	126	40%	150	48%	162	50%
Neutral	38	10%	37	12%	26	8%	40	12%
Dissatisfied	5	1%	1	0%	6	2%	1	0%
Very Dissatisfied	1	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>364</b>	<b>100%</b>	<b>317</b>	<b>100%</b>	<b>314</b>	<b>100%</b>	<b>326</b>	<b>100%</b>

## Section Six – Communication with the Council

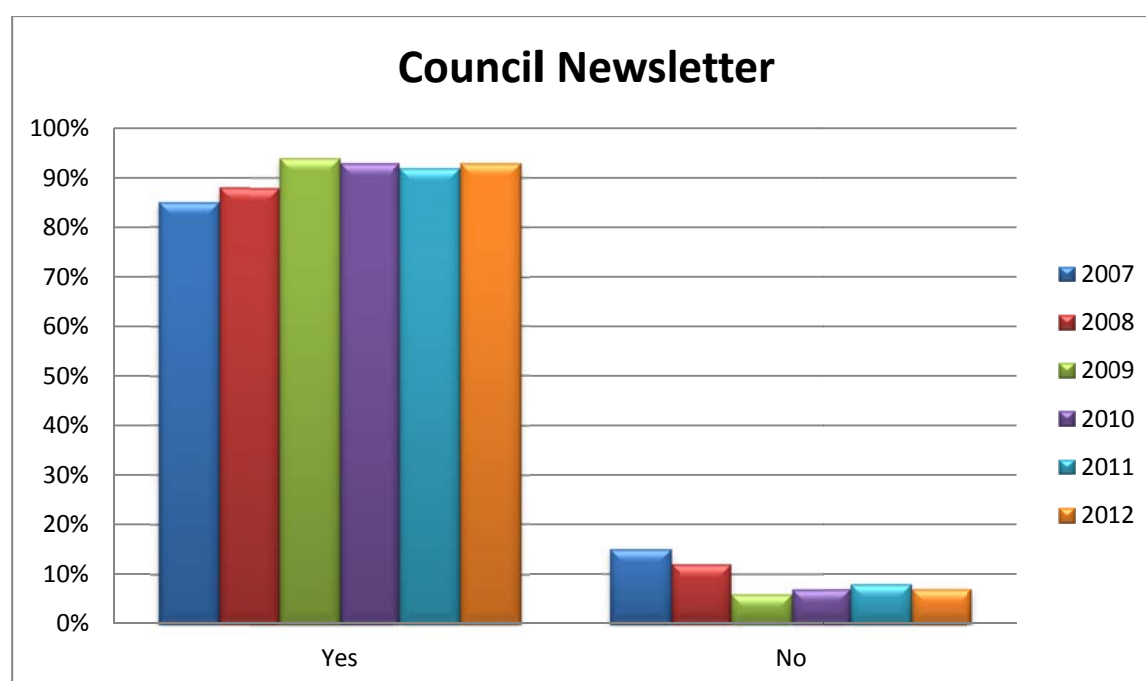
In this section respondents were asked how about the Council newsletter and Council website.

### 6.1 Council Newsletter

Respondents were if they had seen the Council newsletter during the past 12 months, 93% of respondents indicated they had, and 7% of respondents had not seen the newsletter.

The percentage of respondents who had seen the newsletter was similar to the three previous years and slightly higher than the previous two years before that, i.e. 93% in 2012 compared with 92% in 2011, 93% in 2010, 94% in 2009, 88% in 2008 and 85% in 2007.

**Graph 37: Seen Council newsletter in last 12 months**



Council Newsletter	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Yes	553	85%	530	88%	597	94%	583	93%	559	92%	561	93%
No	99	15%	71	12%	36	6%	45	7%	46	8%	45	7%
<b>Total</b>	<b>652</b>	<b>100%</b>	<b>601</b>	<b>100%</b>	<b>633</b>	<b>100%</b>	<b>628</b>	<b>100%</b>	<b>605</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

## 6.2 Clutha District Council Website

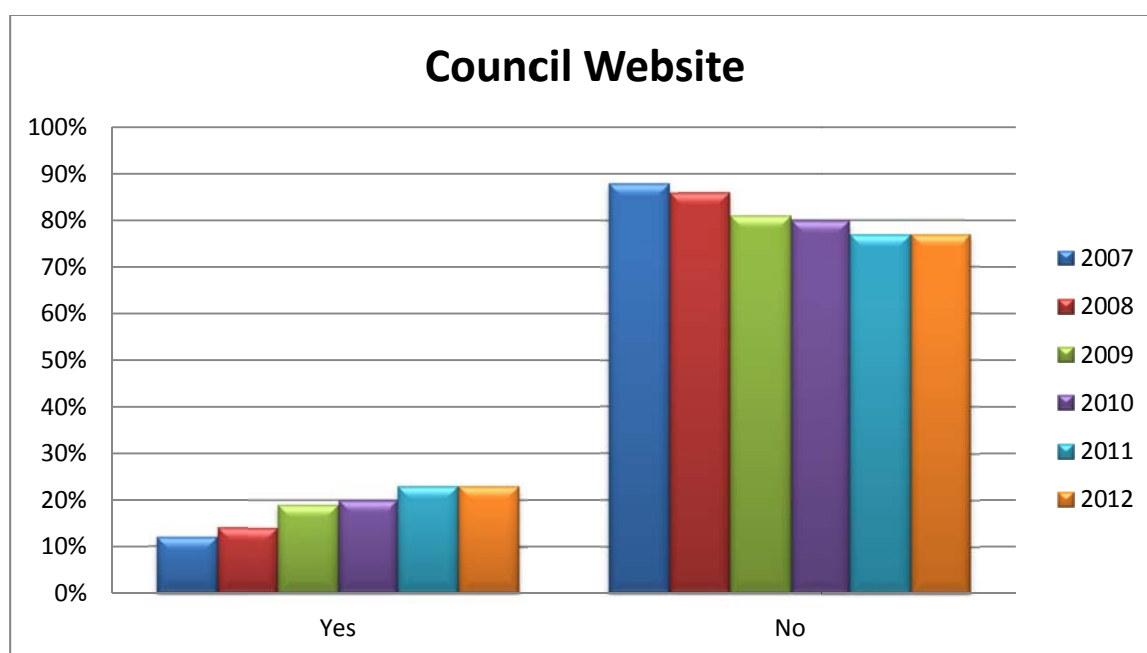
Respondents were asked if they had visited the Clutha District Council website, and if they had, they were then asked how often they used the website.

### 6.2.1 Visited Council Website

Twenty three percent of respondents had visited the Clutha District Council website during the past 12 months.

When compared with last year the percentage of respondents who had visited the website is the same, but up on all the other previous years i.e. 23% in 2012 and 2011, compared with 20% in 2010, 19% in 2009, 14% in 2008 and 12% in 2007.

**Graph 38: Visited the Council website**



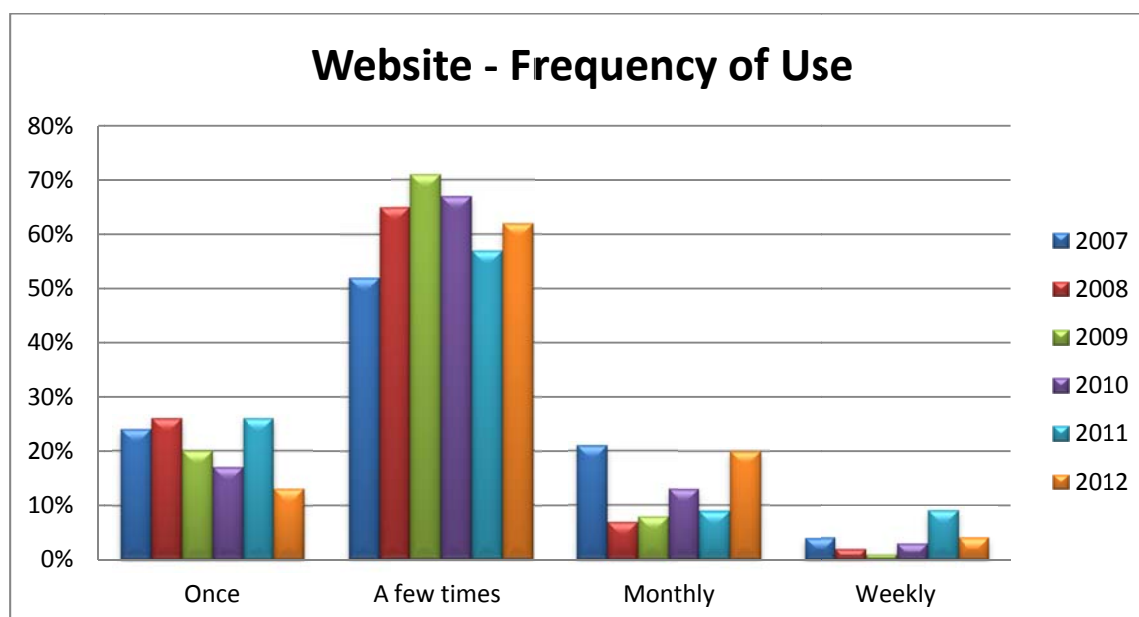
Council Website	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Yes	78	12%	84	14%	123	19%	127	20%	140	23%	138	23%
No	572	88%	517	86%	510	81%	499	80%	466	77%	468	77%
<b>Total</b>	<b>652</b>	<b>100%</b>	<b>601</b>	<b>100%</b>	<b>633</b>	<b>100%</b>	<b>626</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

## 6.2.2 Frequency of Use

Sixty two percent of respondents who said they visited the Council website said they did so a few times (2-5) during the past year. Twenty percent said they had visited it monthly during the last year.

While the number of times respondents had visited the website is still low, there is a significant increase in the number of respondents visiting the website at least once a month since 2008, i.e. 20% in 2012 compared 9% in 2011, 13% in 2010, 8% in 2009, and 7% in 2008.

**Graph 39: Website - frequency of use**



Website – Frequency of Use	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Once	20	24%	22	26%	25	20%	22	17%	36	26%	18	13%
A few times (2-5)	44	52%	55	65%	87	71%	86	67%	79	57%	86	62%
Monthly	18	21%	6	7%	10	8%	16	13%	12	9%	28	20%
Weekly	3	4%	2	2%	1	1%	4	3%	12	9%	6	4%
<b>Total</b>	<b>85</b>	<b>100%</b>	<b>85</b>	<b>100%</b>	<b>123</b>	<b>100%</b>	<b>128</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>138</b>	<b>100%</b>

## Section Seven – Elected Members and Organisational Performance

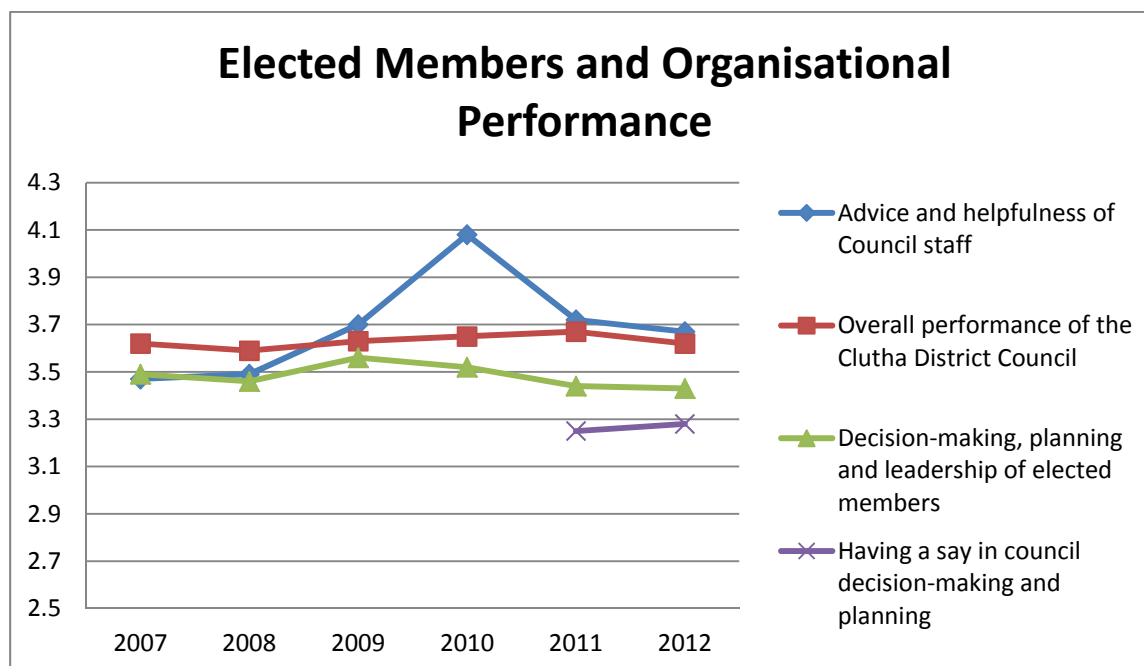
Respondents were asked about their level of satisfaction regarding the performance of different Council groups, as well as the overall performance of the Clutha District Council. Respondents were also asked to comment on the ratings that they had given.

### 7.1 Summary of Satisfaction Levels for Elected Members and Organisational Performance

Satisfaction ratings for the four aspects of elected members and organisational performance ranged from 3.28 to 3.67. The advice and helpfulness of Council staff rated the highest at 3.67, followed by the overall performance of the Clutha District Council rating at 3.62.

When compared to results from the previous survey period all of the average ratings had gone down slightly, except for having a say in council decision-making and planning, which went up slightly.

**Graph 40: Summary of satisfaction levels regarding elected members and organisational performance**



Elected Members and Organisational Performance	Satisfaction Level					
	2007	2008	2009	2010	2011	2012
Advice and helpfulness of council staff <sup>28</sup>	3.47	3.49	3.70	4.08	3.72	3.67
Overall performance of the Clutha District Council	3.62	3.59	3.63	3.65	3.67	3.62
Decision-making, planning and leadership of elected members	3.49	3.46	3.56	3.52	3.44	3.43
Having a say in council decision-making and planning					3.25	3.28

<sup>28</sup> In 2010 the word 'effectiveness' was replaced with the word 'helpfulness' in this question.

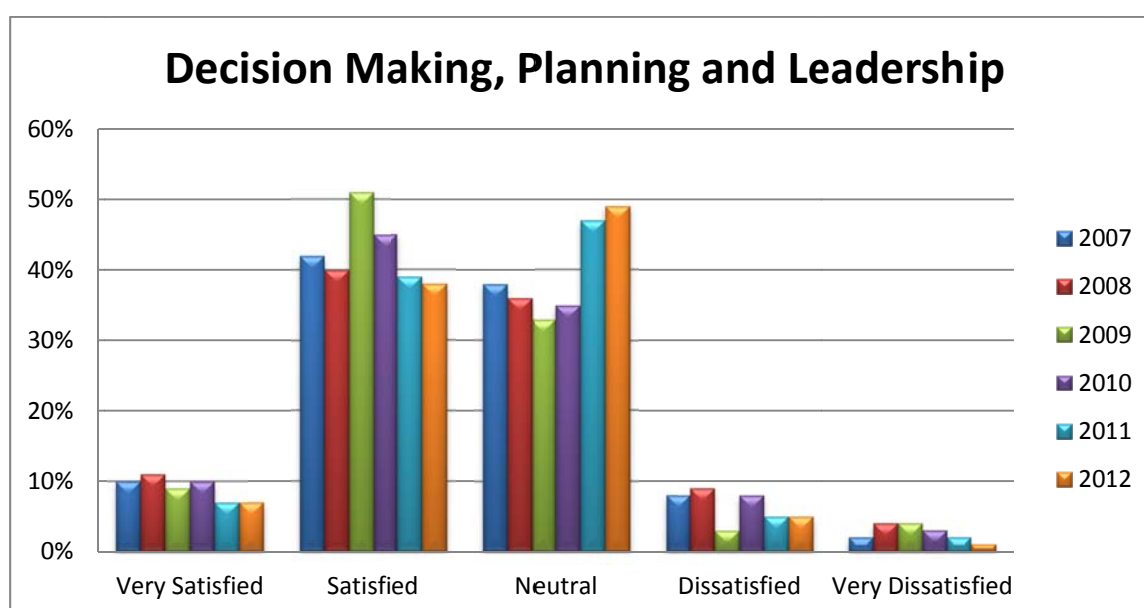
## 7.2 Decision Making, Planning and Leadership of Elected Members

All respondents were asked how satisfied they were with regard to the decision making, planning and leadership of elected members, and 45% of respondents said they were satisfied, with 38% satisfied and 7% very satisfied. Almost half (49%) of respondents had a neutral satisfaction level, and the remaining 6% of respondents were dissatisfied, with 5% dissatisfied and 1% very dissatisfied.

The percentage of respondents who were satisfied in 2012 was down on the percentage found in all of the other previous years, i.e. 45% in 2012 compared with 46% in 2011, 55% in 2010, 60% in 2009, 51% in 2008 and 52% in 2007.

Respondents who were satisfied generally provided positive comments. Respondents who had indicated they were dissatisfied provided a range of reasons why they were dissatisfied.

**Graph 41: Level of satisfaction with the decision making, planning and leadership of elected members**



Decision Making, Planning and Leadership	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	57	10%	61	11%	42	9%	37	10%	43	7%	41	7%
Satisfied	244	42%	218	40%	248	51%	175	45%	235	39%	228	38%
Neutral	225	38%	196	36%	162	33%	135	35%	287	47%	295	49%
Dissatisfied	49	8%	49	9%	16	3%	29	8%	29	5%	33	5%
Very Dissatisfied	11	2%	21	4%	21	4%	10	3%	12	2%	9	1%
<b>Total<sup>29</sup></b>	<b>586</b>	<b>100%</b>	<b>545</b>	<b>100%</b>	<b>489</b>	<b>100%</b>	<b>386</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

<sup>29</sup> Totals do not add up to total sample, as some respondents did not know what rating to give, and therefore chose not to provide a rating for this question.

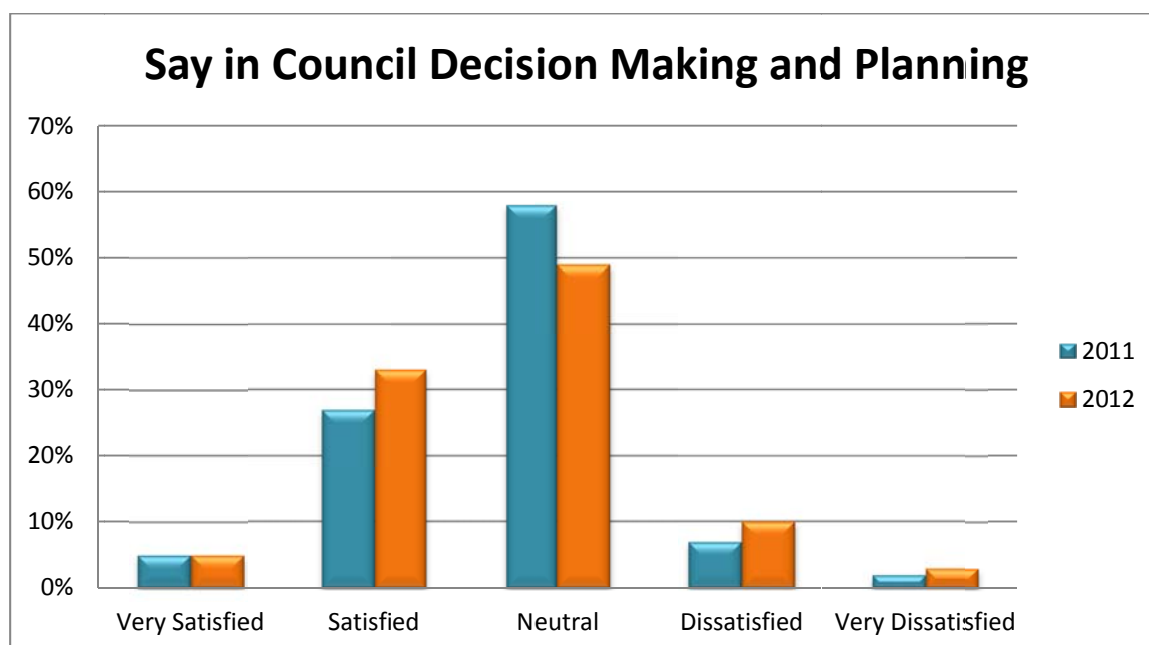
### 7.3 Say in Council Decision Making and Planning

Almost half of all respondents (49%) were neutral regarding being able to have a say in Council decision making and planning. Thirty eight percent were satisfied, with 33% satisfied and 5% of respondents being very satisfied. Thirteen percent of respondents were dissatisfied, with 10% dissatisfied and 3% very dissatisfied.

When compared to the previous survey period there was a significant increase those who indicated they were satisfied up to 38% in 2012 from 32% in 2011. There was also an increase in those who indicated they were dissatisfied up to 13% from 9% in 2011. These changes are accounted for by a significant reduction in the percentage of respondents who were neutral about this issue.

Reasons why respondents were dissatisfied with their ability to have a say in council decision making and planning mainly included not being listened to or not being given the opportunity to have their say.

**Graph 42: Level of satisfaction with being able to have a say in Council decision-making and planning**



Say in Council Decision Making and Planning	2011		2012	
	Raw Data	Percent	Raw Data	Percent
Very Satisfied	30	5%	32	5%
Satisfied	165	27%	200	33%
Neutral	352	58%	295	49%
Dissatisfied	44	7%	63	10%
Very Dissatisfied	15	2%	16	3%
Total	606	100%	606	100%

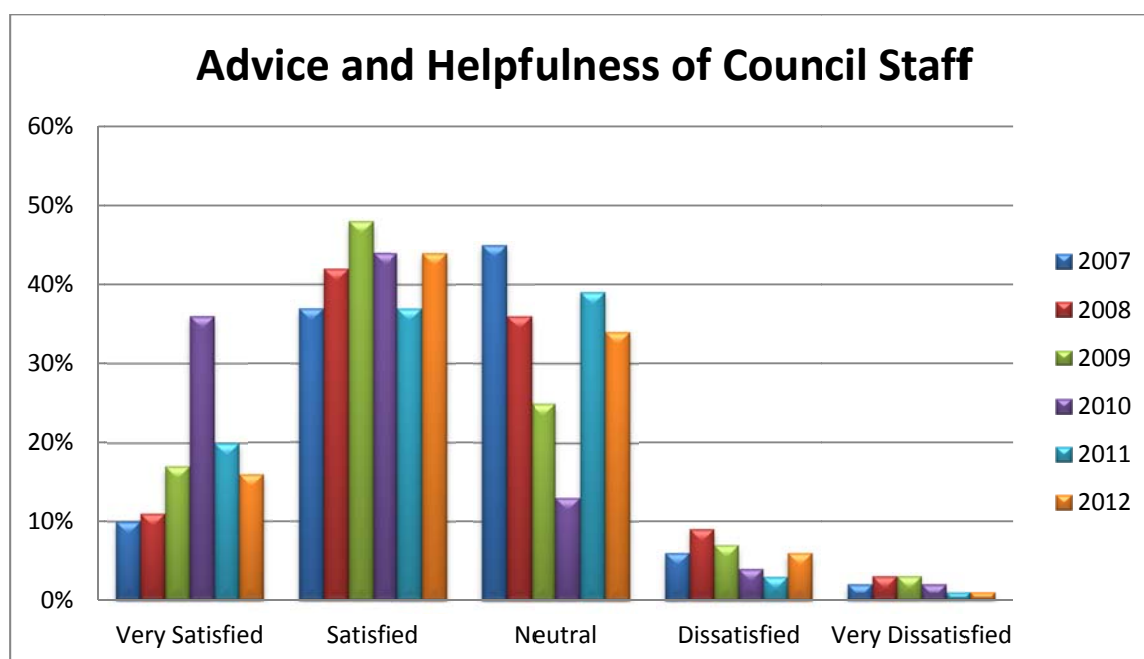
## 7.4 Advice and Helpfulness of Council Staff<sup>30</sup>

When asked about their satisfaction regarding the advice and helpfulness of Council staff, sixty percent of the respondents were satisfied, with 44% satisfied and 16% of respondents being very satisfied. Seven percent of respondents were dissatisfied, with 6% dissatisfied and 1% very dissatisfied. Thirty four percent of respondents gave a neutral rating.

The levels of satisfaction regarding advice and helpfulness of Council staff, had increased when compared to the previous year, i.e. 60% in 2012 compared with 57% in 2011.

Respondents who were dissatisfied with regard to the advice and helpfulness of Council staff, mainly indicated issues with not getting action on a particular problem. Respondents who were satisfied found staff to be very helpful and offering very good service.

**Graph 43: Level of satisfaction of the advice and helpfulness of Council staff**



Advice and Helpfulness of Council Staff	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	53	10%	57	11%	85	17%	166	36%	123	20%	94	16%
Satisfied	205	37%	215	42%	235	48%	200	44%	222	37%	266	44%
Neutral	248	45%	186	36%	120	25%	61	13%	236	39%	204	34%
Dissatisfied	33	6%	47	9%	32	7%	17	4%	17	3%	35	6%
Very Dissatisfied	11	2%	13	3%	15	3%	11	2%	8	1%	6	1%
<b>Total<sup>31</sup></b>	<b>550</b>	<b>100%</b>	<b>518</b>	<b>100%</b>	<b>487</b>	<b>100%</b>	<b>455</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>605</b>	<b>100%</b>

<sup>30</sup> In 2010 the word 'effectiveness' was replaced with the word 'helpfulness' in this question.

<sup>31</sup> Totals do not add up to total sample, as some respondents did not know what rating to give, and therefore chose not to provide a rating for this question.



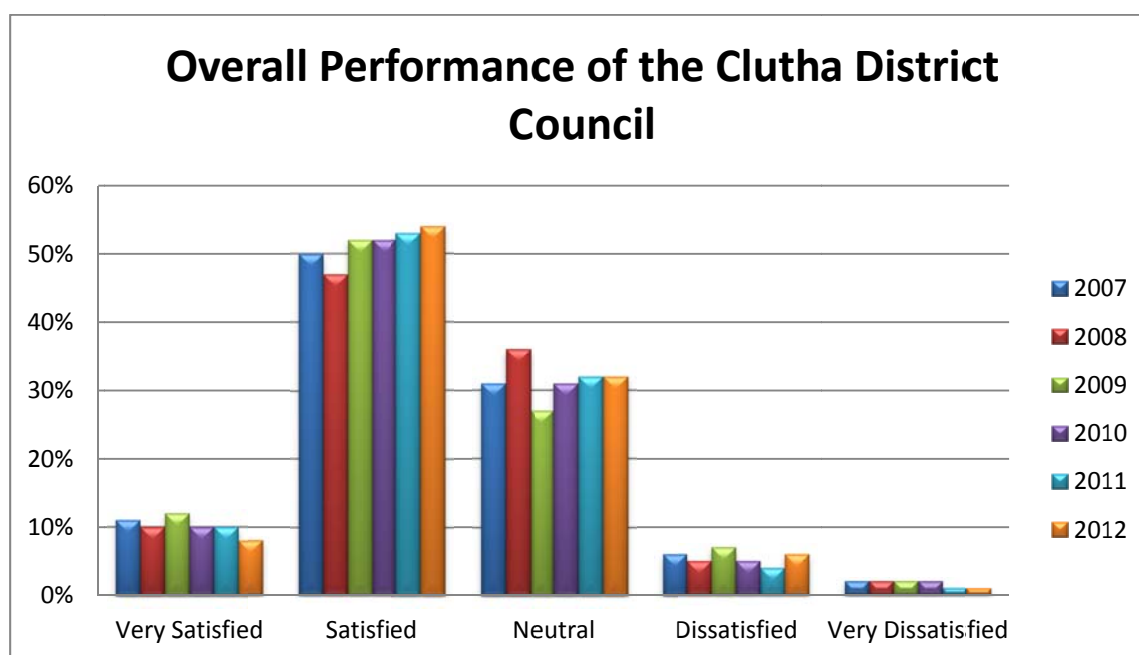
## 7.5 Overall Performance of the Clutha District Council

Sixty two percent of respondents were satisfied with the overall performance of the Clutha District Council, with 54% being satisfied, and 8% of respondents very satisfied. Nearly a third of respondents (32%) were neutral when it came to their satisfaction level, and the remaining 7% of respondents were dissatisfied.

The percentage of respondents who were satisfied with the overall performance of the Clutha District Council has been relatively consistent over all six research periods.

When asked to explain why they gave the rating they did the majority of respondents who were dissatisfied with the overall performance of the Clutha District Council indicated a range of particular issues. Satisfied respondents also mainly indicated a range of particular issues and some made generally positive comments.

**Graph 44: Level of satisfaction of the overall performance of the Clutha District Council**



Overall Performance of the Clutha District Council	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	66	11%	59	10%	70	12%	54	10%	60	10%	47	8%
Satisfied	305	50%	274	47%	311	52%	272	52%	322	53%	326	54%
Neutral	193	31%	210	36%	162	27%	161	31%	193	32%	193	32%
Dissatisfied	39	6%	30	5%	45	7%	25	5%	23	4%	35	6%
Very Dissatisfied	10	2%	9	2%	13	2%	9	2%	8	1%	5	1%
<b>Total<sup>32</sup></b>	<b>613</b>	<b>100%</b>	<b>582</b>	<b>100%</b>	<b>601</b>	<b>100%</b>	<b>521</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

<sup>32</sup> Totals do not add up to total sample, as some respondents did not know what rating to give, and therefore chose not to provide a rating for this question.

## Section Eight – Civil Defence Preparations

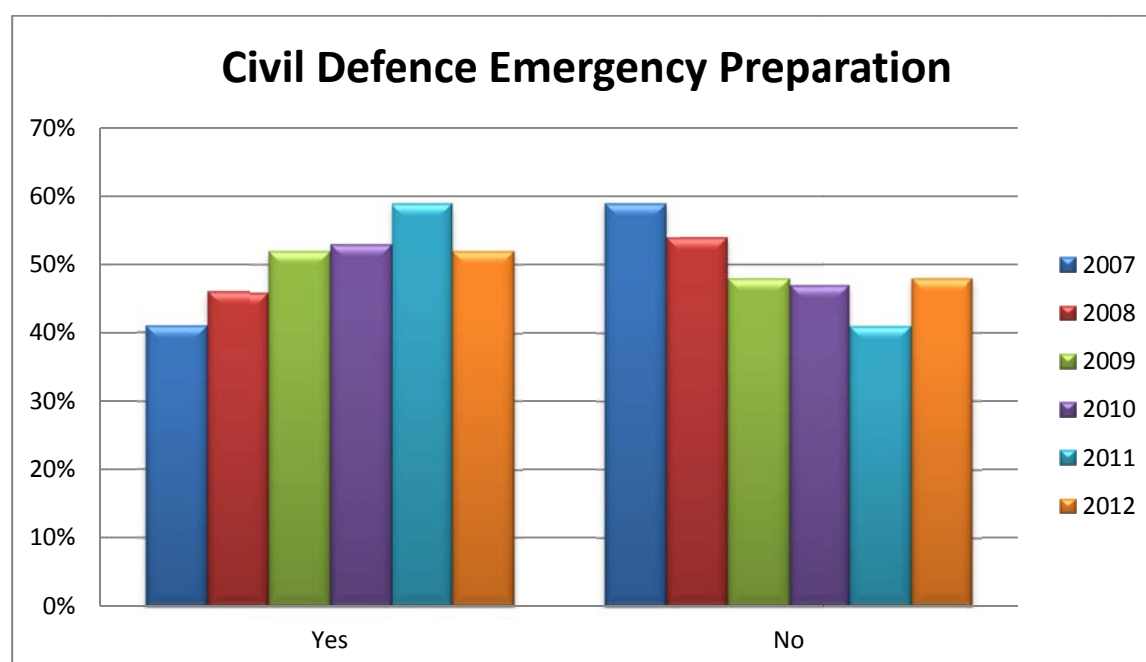
Respondents were asked if they had taken any steps to prepare for a civil defence emergency.

### 8.1 Civil Defence Emergency

When asked if they had personally taken steps to prepare for a civil defence emergency, such as having an emergency kit and water stores, 52% indicated that they had, and 48% of respondents had not taken any steps in preparation for a civil defence emergency.

Although the percentage of respondents who had taken some steps to prepare for a civil defence emergency has decreased this year for the first time since the surveys began, the 2012 percentage has increased from the 2007 and 2008 figures, and is the same as the figures for 2009, i.e. 52% in 2012 compared with 59% in 2011, 53% in 2010, 52% in 2009, 46% in 2008 and 41% in 2007.

**Graph 45: Civil Defence emergency preparation**



Civil defence emergency preparation	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Yes	266	41%	274	46%	327	52%	329	53%	355	59%	314	52%
No	388	59%	326	54%	304	48%	291	47%	251	41%	291	48%
<b>Total</b>	<b>654</b>	<b>100%</b>	<b>600</b>	<b>100%</b>	<b>631</b>	<b>100%</b>	<b>620</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>605</b>	<b>100%</b>

## Section Nine – General Questions

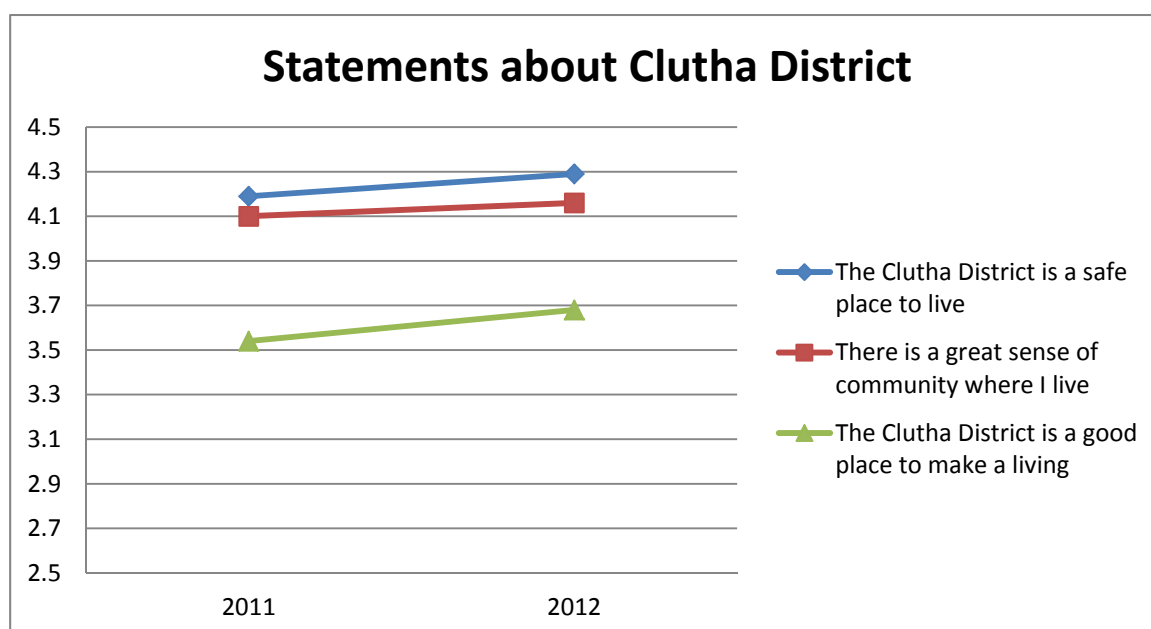
Respondents were asked to what extent they agreed with three statements concerning the Clutha District. These statements included such things as whether or not respondents agreed that the Clutha District was a safe place to live. Respondents rated each statement using a five point scale where five was strongly agree and one was strongly disagree.

### 9.1 Summary of Level of Agreement with Statements

The highest scoring statement was “the Clutha District is a safe place to live” receiving an average rating of 4.29, followed by “there is a great sense of community where I live” with 4.16. The lowest scoring statement was “the Clutha District is a good place to make a living” receiving an average of 3.68.

When considering the ratings given in the previous survey period there was an increase in the level of agreement across all of the statements.

**Graph 46: Summary of agreement regarding statements about Clutha District**



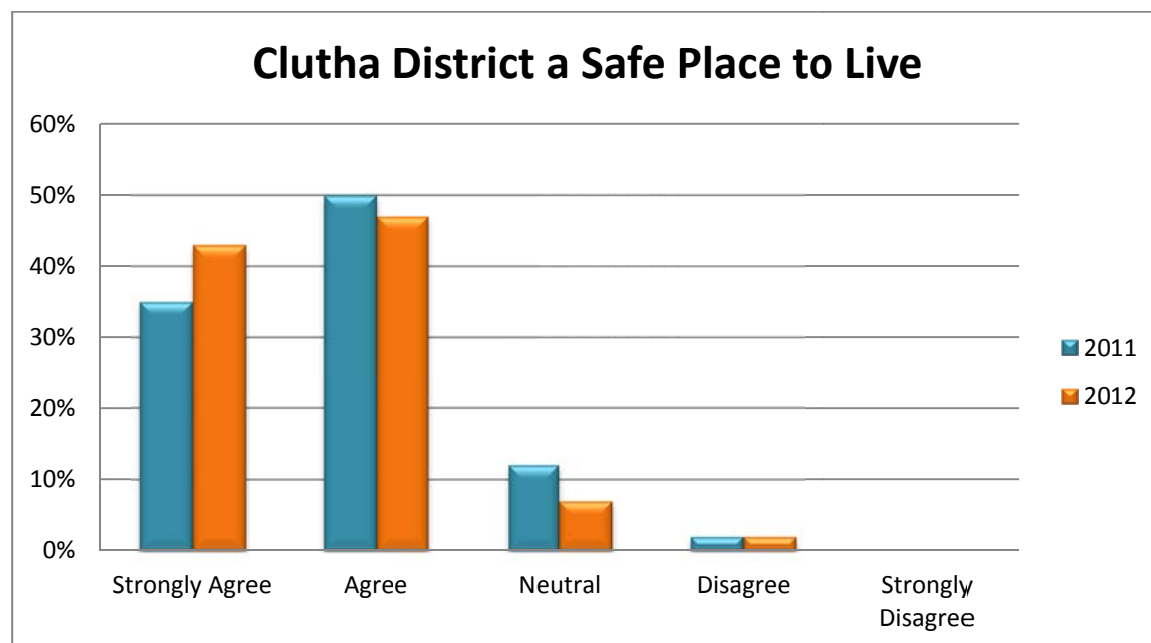
Statements	2011	2012
	Level of Agreement	Level of Agreement
The Clutha District is a safe place to live	4.19	4.29
There is a great sense of community where I live	4.10	4.16
The Clutha District is a good place to make a living	3.54	3.68

## 9.2 The Clutha District is a Safe Place to Live

The majority of respondents (90%) agreed that “the Clutha District is a safe place to live”, with 43% of the respondents strongly agreeing and 47% agreeing with this statement.

When compared to the previous year there was a significant increase in those who agreed that “the Clutha District is a safe place to live” from 85% in 2011 up to 90% in 2012.

**Graph 47: The Clutha District is a safe place to live**



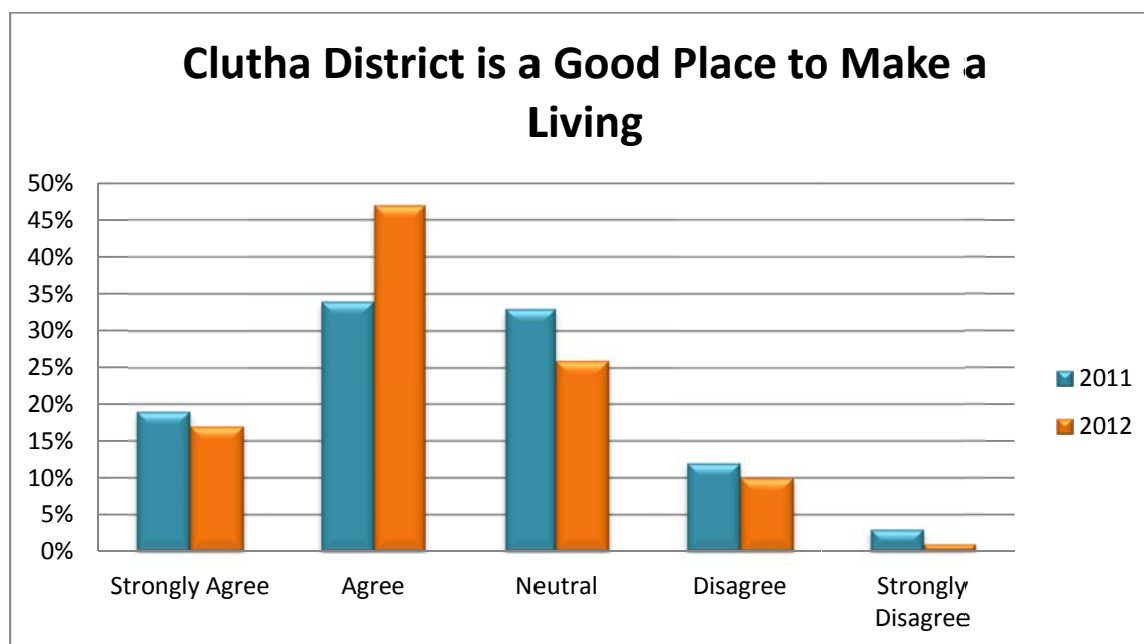
Clutha District is a Safe Place to Live	2011		2012	
	Raw Data	Percent	Raw Data	Percent
Strongly Agree	214	35%	259	43%
Agree	306	50%	285	47%
Neutral	74	12%	45	7%
Disagree	11	2%	14	2%
Strongly Disagree	1	0%	3	0%
<b>Total</b>	<b>606</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

### 9.3 The Clutha District is a Good Place to Make a Living

Almost two thirds of respondents (64%) agreed that “the Clutha District is a good place to make a living”, with 47% of the respondents agreeing and 17% strongly agreeing with this statement. Twenty six percent of respondents were neutral about this statement.

When considering the results from the previous year there was a significant increase in those who agreed that “the Clutha District is a good place to make a living” up from 53% in 2011 to 64% in 2012.

**Graph 48: The Clutha District is a good place to make a living**



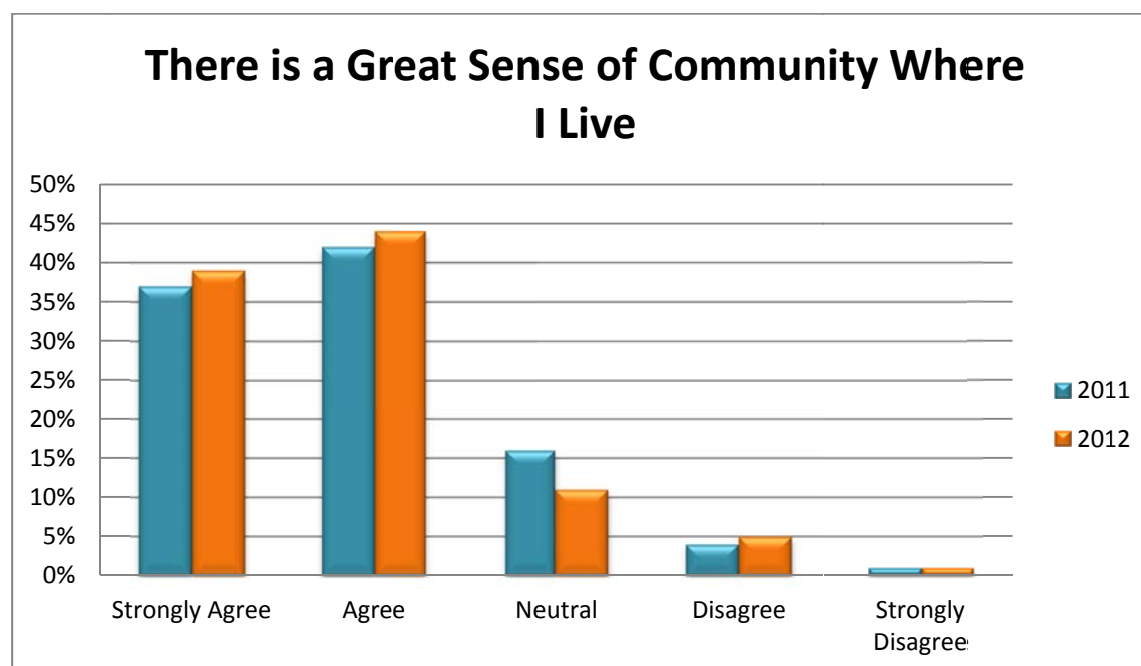
Clutha District is a Good Place to Make a Living	2011		2012	
	Raw Data	Percent	Raw Data	Percent
Strongly Agree	113	19%	100	17%
Agree	204	34%	282	47%
Neutral	201	33%	159	26%
Disagree	72	12%	61	10%
Strongly Disagree	16	3%	4	1%
Total	606	100%	606	100%

#### 9.4 There is a Great Sense of Community Where I Live

Eighty percent of respondents agreed with the statement “there is a great sense of community where I live, with 44% of the respondents agreeing and 39% strongly agreeing.

When compared to the previous year the results were very similar, i.e. 80% in 2012 compared to 79% in 2011.

**Graph 49: There is a great sense of community where I live**



There is a Great Sense of Community Where I Live	2011		2012	
	Raw Data	Percent	Raw Data	Percent
Strongly Agree	226	37%	238	39%
Agree	252	42%	266	44%
Neutral	95	16%	68	11%
Disagree	27	4%	29	5%
Strongly Disagree	6	1%	5	1%
<b>Total</b>	<b>606</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

## Section Ten – Summary of all Satisfaction Levels

### 10.1 Summary of Average Ratings

Table 10.1 lists all 25 aspects about which respondents were asked to indicate their satisfaction level. The services are listed in order of their average satisfaction rating in 2012, with the highest aspect first, where five is very satisfied and one is very dissatisfied.

**Table 10.1: Respondents ratings for the service aspects identified in the research**

Service Aspect	Average Rating						
	2007	2008	2009	2010	2011	2012	Var <sup>33</sup>
1. Overall Library Services	4.66	4.74	4.59	4.56	4.54	4.52	-0.02
2. Information Centre	4.59	4.72	4.57	4.51	4.56	4.50	-0.06
3. Sewerage Services	4.28	4.38	4.31	4.35	4.32	4.32	0
4. Availability of Books			4.28	4.36	4.30	4.25	-0.05
5. Library Opening Hours			4.28	4.18	4.18	4.15	-0.03
6. Cemeteries	4.15	4.23	4.10	4.15	4.04	4.12	+0.08
7. Community Centre or Hall	4.20	4.28	4.25	4.06	4.10	4.09	-0.01
8. Wheelie Bins	4.73	4.71	4.66	4.64	4.56	4.07	-0.49
9. Parks and Reserves	4.05	4.06	4.06	4.14	3.94	4.01	+0.07
10. Playgrounds	4.09	4.17	4.01	4.11	4.05	4.00	-0.05
11. Sportsgrounds	4.06	4.10	3.89	3.88	4.00	4.00	0
12. Stormwater Services	3.63	3.76	3.62	3.82	3.64	3.89	+0.25
13. Water Supply Services – Pressure and Flow	4.06	3.94	4.05	3.79	3.81	3.81	0
14. Mt Cooe Landfill Station	3.85	4.02	3.94	3.99	3.95	3.78	-0.17
15. Swimming Pools	3.6	3.57	3.32	2.92	3.22	3.74	+0.52
16. Advice and Helpfulness of Council staff	3.47	3.49	3.70	4.08	3.72	3.67	-0.05
17. Overall Performance of the Clutha District Council	3.62	3.59	3.63	3.65	3.67	3.62	-0.05
18. Footpaths	2.81	2.83	3.06	3.06	3.19	3.59	+0.40
19. Level of Maintenance for Local Sealed Roads					3.62	3.47	-0.15
20. Public Toilets	3.47	3.55	3.30	3.31	3.38	3.46	-0.08
21. Water Supply Services – Taste and Cleanliness	3.33	3.36	3.48	3.18	3.37	3.46	-0.09
22. Local Roads Appropriate for Travel Needs	3.28	3.49	3.46	3.40	3.48	3.43	-0.05
23. Decision Making, Planning and Leadership of Elected Members	3.49	3.46	3.56	3.52	3.44	3.43	-0.01
24. Having a say in Council Decision Making and Planning					3.25	3.28	+0.03
25. Level of Maintenance for Local Gravel Roads					3.09	3.07	-0.02

<sup>33</sup> Variance between 2012 and 2011.

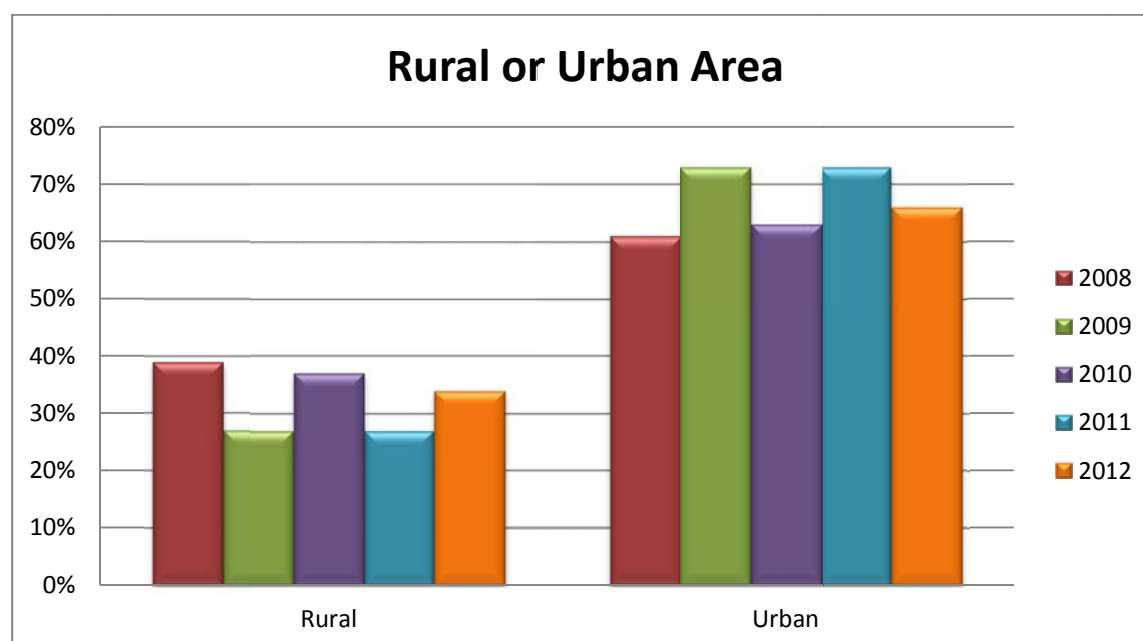
## Section Eleven - Demographics

All respondents were asked with regard to their demographic information whether they lived in a rural or urban area, as well as which specific area of the district they lived in. They were also asked their age, and if they were ratepayers or residents who pay rent. Gender details were also recorded.

### 11.1 Lived in a Rural or Urban Area

Two thirds of the respondents lived in a town or urban area, and the remaining 34% of respondents lived in a rural area.

**Graph 50: Lived in a rural or urban area**



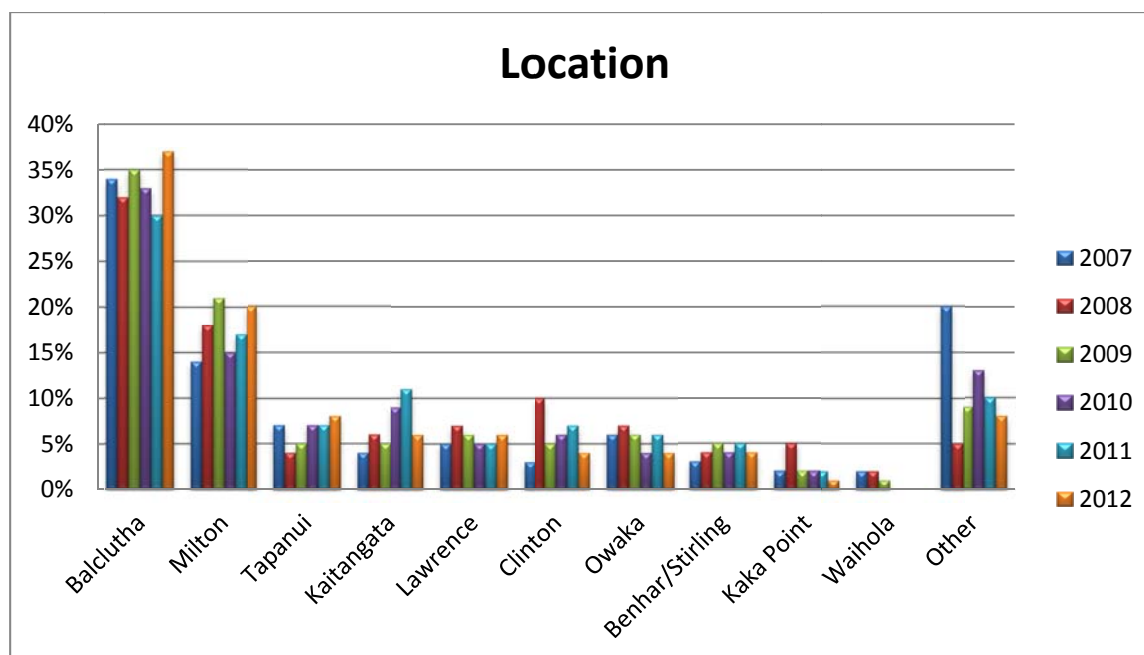
Rural or Urban Area	2008		2009		2010		2011		2012	
	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent
Rural	236	39%	169	27%	231	37%	166	27%	204	34%
Urban	366	61%	464	73%	398	63%	439	73%	401	66%
<b>Total</b>	<b>602</b>	<b>100%</b>	<b>633</b>	<b>100%</b>	<b>629</b>	<b>100%</b>	<b>605</b>	<b>100%</b>	<b>605</b>	<b>100%</b>



## 11.2 Location of Respondents

Thirty seven percent of respondents lived in Balclutha. This was followed by Milton (20%), Tapanui (8%), Kaitangata (6%), and Clinton (6%).

**Graph 51: Location of respondents**

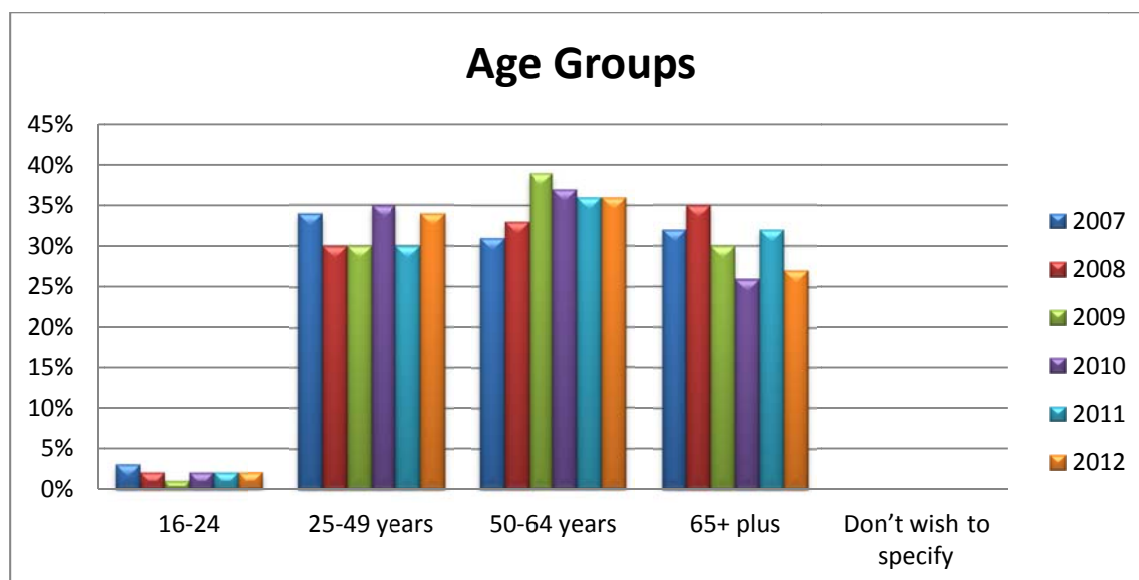


Location	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Balclutha	220	34%	190	32%	223	35%	207	33%	179	30%	227	37%
Milton	91	14%	107	18%	134	21%	97	15%	104	17%	123	20%
Tapanui	43	7%	25	4%	31	5%	47	7%	44	7%	48	8%
Kaitangata	28	4%	38	6%	34	5%	56	9%	64	11%	39	6%
Lawrence	34	5%	40	7%	36	6%	30	5%	32	5%	39	6%
Clinton	22	3%	61	10%	30	5%	36	6%	42	7%	24	4%
Owaka	41	6%	40	7%	39	6%	26	4%	37	6%	26	4%
Benhar/Stirling	21	3%	26	4%	29	5%	27	4%	28	5%	23	4%
Kaka Point	14	2%	32	5%	12	2%	10	2%	12	2%	4	1%
Waiholā	11	2%	11	2%	4	1%	2	0%	1	0%	2	0%
Other	130	20%	33	5%	60	9%	90	13%	63	10%	51	8%
<b>Total</b>	<b>655</b>	<b>100%</b>	<b>603</b>	<b>100%</b>	<b>632</b>	<b>100%</b>	<b>628</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

### 11.3 Age

Well over a third of respondents (36%) were aged between 50-64 years, with the next highest representations being those respondents aged 25-49 years (34%), and respondents aged 65 years and older (27%).

**Graph 52: Age of respondents**



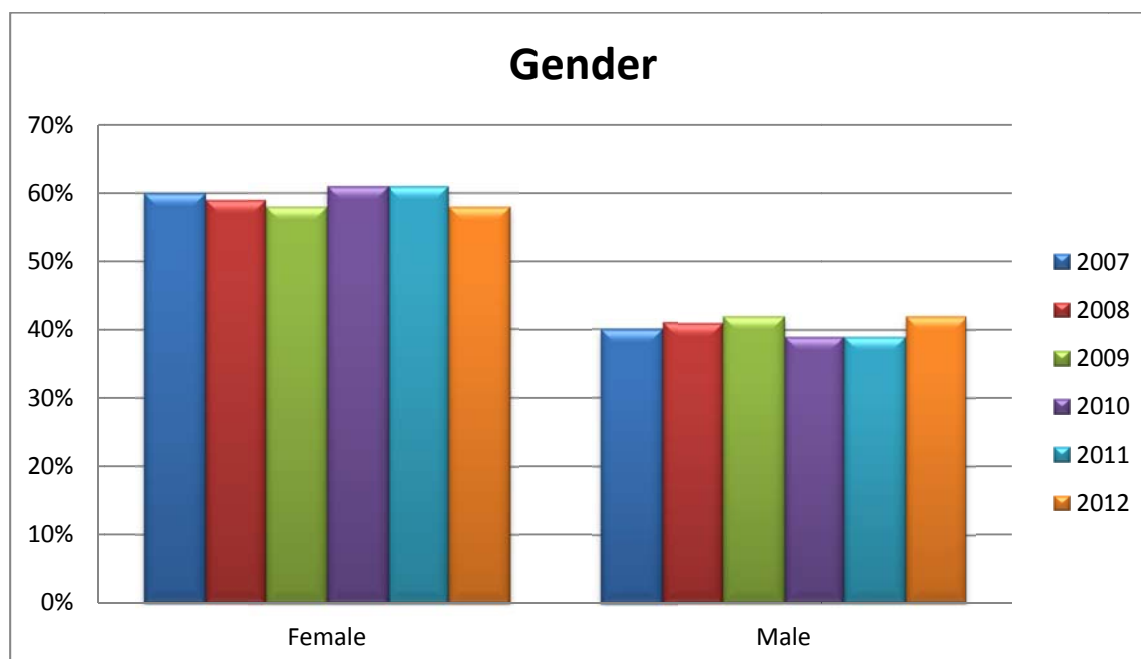
Age Groups	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
16-24 years <sup>34</sup>	21	3%	11	2%	9	1%	14	2%	11	2%	11	2%
25-49 years	222	34%	178	30%	191	30%	218	35%	182	30%	207	34%
50-64 years	202	31%	198	33%	245	39%	233	37%	215	36%	219	36%
65+ plus	209	32%	212	35%	188	30%	161	26%	196	32%	164	27%
Don't wish to specify	0	0%	0	0%	0	0%	0	0%	0	0%	3	0
<b>Total</b>	<b>654</b>	<b>100%</b>	<b>599</b>	<b>100%</b>	<b>633</b>	<b>100%</b>	<b>626</b>	<b>100%</b>	<b>604</b>	<b>100%</b>	<b>604</b>	<b>100%</b>

<sup>34</sup> Up until 2012 this age group was 15-24.

## 11.4 Gender

Fifty eight percent of respondents were female and forty two percent were male.

**Graph 53: Gender of respondents**

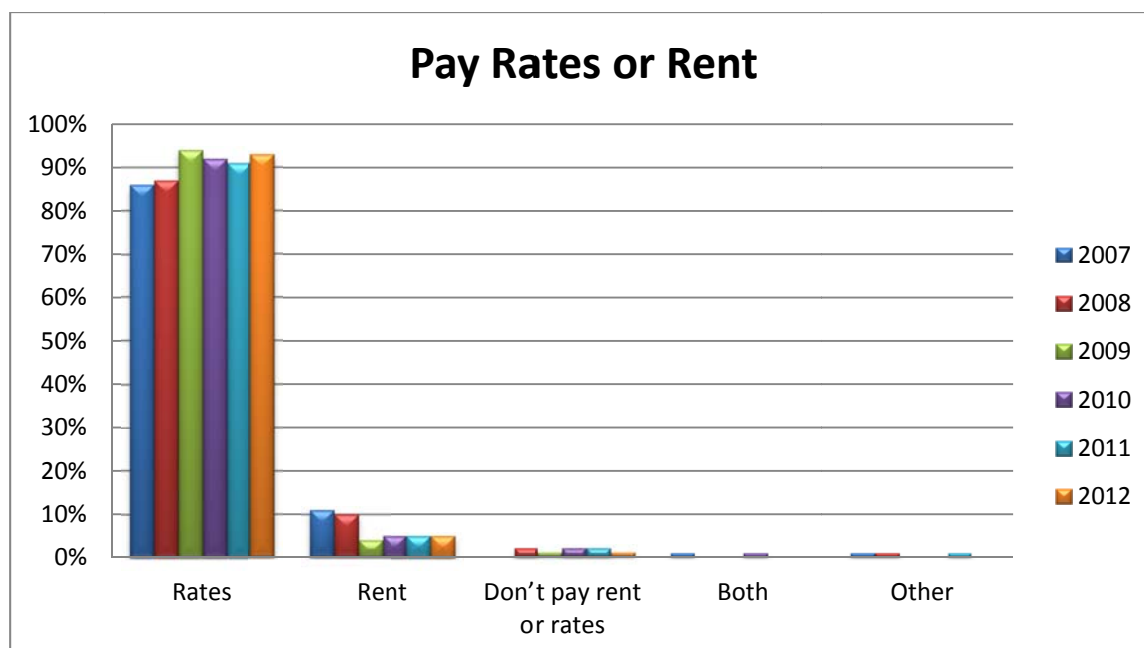


Gender	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Female	392	60%	353	59%	367	58%	382	61%	370	61%	352	58%
Male	263	40%	246	41%	266	42%	244	39%	236	39%	254	42%
<b>Total</b>	<b>655</b>	<b>100%</b>	<b>602</b>	<b>100%</b>	<b>633</b>	<b>100%</b>	<b>626</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>606</b>	<b>100%</b>

## 11.5 Pay Rates or Rent

The majority of respondents (93%) were ratepayers, and a further five percent of respondents paid rent.

**Graph 54: Pay rates or rent**



Pay Rates or Rent	2007		2008		2009		2010		2011		2012	
	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%	Raw Data	%
Rates	560	86%	522	87%	597	94%	576	92%	552	91%	566	93%
Rent	69	11%	62	10%	26	4%	33	5%	33	5%	32	5%
Don't pay rent or rates	3	0%	10	2%	6	1%	12	2%	13	2%	5	1%
Both	8	1%	3	0%	2	0%	4	1%	1	0%	1	0%
Other	8	1%	4	1%	0	0%	1	0%	7	1%	2	0%
<b>Total</b>	<b>648</b>	<b>100%</b>	<b>601</b>	<b>100%</b>	<b>631</b>	<b>100%</b>	<b>626</b>	<b>100%</b>	<b>606</b>	<b>100%</b>	<b>606</b>	<b>100%</b>