



Gore District Council Resident Survey 2012

September 2012

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EXECUTIVE SUMMARY

SIT was commissioned by Gore District Council to undertake a resident satisfaction survey. During a two week period in September, 396 people agreed to take part in a survey regarding the satisfaction levels of existing Gore District Council services. A response rate of 36% was achieved, this is considered an average response rate for a telephone survey.

The survey objective was to obtain information that would assist the Gore District Council in providing effective and efficient services to the Gore district community. The key areas of focus for the survey were water, roading, waste, Council services, communication with the Council and overall performance of the Council. A summary of the main findings is listed below.

Where satisfaction was being rated respondents were requested to rank their level of satisfaction on a scale where one is very dissatisfied and five is very satisfied.

Water services

All respondents were asked to indicate their level of satisfaction regarding sewerage, stormwater and water supply services in this section. Ninety six percent of respondents were satisfied with their current sewerage service, and 93% of respondents were satisfied with their current stormwater services. When looking at town water supply, respondents had a higher level of satisfaction regarding the reliability of the water supply (4.13), when compared to the quality of the water supply (3.84).

Roading services

Roading services in the Gore District were addressed in this section and respondents were asked to indicate their level of satisfaction regarding a range of roading services. These were local roads in general, local gravel roads, local sealed roads and footpaths. The highest rated roading service was local sealed roads with an average rating of 3.77. Local roads received a rating of 3.61, while footpaths received an average satisfaction rating of 3.33. The lowest rated roading service was local gravel roads with a rating of 3.26.

Respondents were asked if they thought they knew who was responsible for maintaining state highways and local roads. Those who said they did know were asked who they thought was responsible for maintaining state highways; 30% believed it was Transit NZ, 16% South Roads and 13% Fulton Hogan. Respondents who thought they knew who was responsible for local roads mentioned the Gore District Council (63%), South Roads (13%) and Downer (8%).

Waste services

The Gore Refuse Transfer Station received a rating of 3.90. Seventy five percent of respondents who had visited the Gore Refuse Transfer Station indicated they were satisfied with this waste service. This is significantly up from the 65% satisfaction indicated in 2010.

Council services

Respondents who had used the council services indicated were asked to rate their level of satisfaction regarding these eleven different services or facilities provided in the district, such as

the library, parks and reserves and sportgrounds. The Gore Museum and Art Gallery and the library service received the highest average ratings with 4.67 and 4.60 respectively, similar to the 2010 ratings of 4.68 and 4.59 respectively.

The lowest rating satisfaction levels were received for public toilets (3.73), and the Mataura Pool (4.05). The remaining services received the following ratings: parks/reserves (4.50), Aquatic Centre (4.47), cemeteries (4.45), information centre (4.44), sportgrounds (4.38), playgrounds (4.24) and community centre/hall (4.17).

Communication with the Council

Seventy one percent of the respondents indicated that they had visited the Council office, while a further 44% had phoned the Council office. The average levels of satisfaction for the contact methods used by respondents were as follows: visiting the Council office (4.43), phoning the council (4.29), visiting the website (3.85), and contacting the Council by post (3.68).

Two thirds of respondents (66%) indicated that they used the public notices in the Ensign as a main source of obtaining information about Council and 60% said they used the public notices in Newslink as their main source. The next main sources were newspaper articles and public notices in the Southland Times both at (52%). These percentages are all down from those found in 2010 but more in line with the results found in 2008.

Thirty one percent of respondents had visited the Gore District Council website in the last twelve months, a significant increase from the 19% visiting in 2010 and 11% visiting in 2008. The results found indicated an increase in the frequency of use with regard to the website over those found in the previous survey periods.

Overall performance and high priority issues

The average level of satisfaction with regards to the overall performance of the Gore District Council was 3.70, where one is very dissatisfied and five is very satisfied.

The top three issues selected by respondents for the council to give high priority to over the next twelve months were roading (32%), footpaths (18%) and water issues (13%).

General questions

All respondents were asked to what extent they agreed with six statements concerning the Gore District. All statements scored above 4.0, on a scale where one is strongly disagree and five is strongly agree. The highest scoring statement was "The Gore District has good sporting facilities and opportunities" with an average rating of 4.49. The next highest statements were "The Gore District is a great place to live" (4.41) and "The Gore District has good recreation opportunities" (4.34).

The lowest scoring statements were "The Gore District is a safe place to live" and "There is a great sense of community where I live" receiving averages of 4.28 and 4.14 respectively.

Over half (56%) of respondents indicated that they have taken some steps to prepare for a civil defence emergency. This is an increase on the results found in the previous surveys up from 44% in 2010 and up from 46% in 2008.

When asked if they believed that the Gore District was sufficiently promoted, over two-thirds of respondents (65%) believed that it was.

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INTRODUCTION

SIT was commissioned by Gore District Council to undertake a resident survey. During a two week period in September, Gore District residents were contacted to take part in a survey regarding the satisfaction levels of existing Gore District Council services. In total 396 people agreed to take part in the survey.

Survey Objective

The aim of the survey was to obtain information that would help the Gore District Council in providing effective and efficient services to the Gore District community.

In particular, the main objectives of this survey were:

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

The four key service areas were:

- Water services (water supply, sewerage and stormwater)
 - Roading services
 - Waste services
 - Community services (e.g. library, information centres, public toilets, sportsgrounds, Aquatic Centre)
- 2 To determine the satisfaction levels and effectiveness of communication methods used to contact the Gore District Council.
 - 3 To establish the level of satisfaction regarding the overall performance of the Gore District Council, the ability to contact an elected member of the Council and the Council's response to the needs of the community and to issues raised by the community.
 - 4 To determine whether or not residents had taken any steps to prepare for a civil defence emergency.
 - 5 To ascertain residents' opinions and perceptions on aspects of the district, for example, safety and quality of life.

Methodology

This was a stratified random survey, as it was important to achieve representation from all communities in the Gore District. People were contacted using information supplied from a data solutions company.

A team of SIT survey interviewers undertook telephone interviews over a two week period.

A response rate of 36% was achieved with 396 agreeing to take part in the survey. This is considered average rate for a telephone survey.

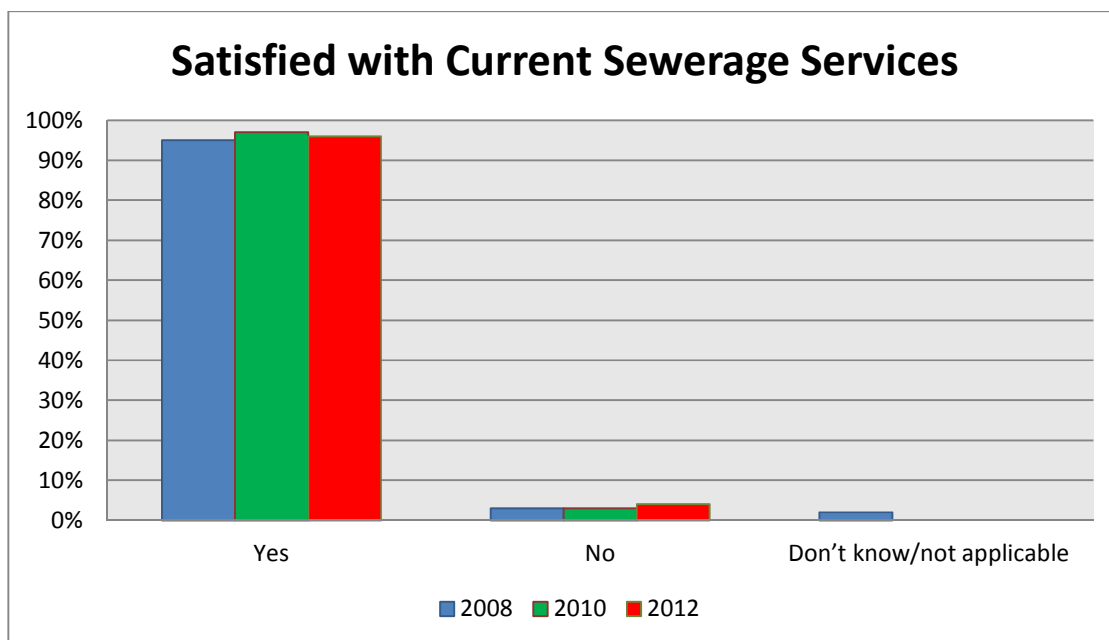
1.0 PART ONE – Water Services

1.1 Sewerage services

When asked if they were satisfied with their current sewerage service, the vast majority of respondents (96%) indicated that they were. Four percent of respondents were not satisfied with their current sewerage service. This compares to 95% satisfaction in 2008 and 97% satisfaction in 2010.

Respondents who were dissatisfied referred to a range of problems including not being on a sewerage service e.g. septic tank, or experiencing blockage problems when there was heavy rain, stormwater not draining or the need for better separation between sewerage and stormwater.

Graph One: Satisfied with sewerage services



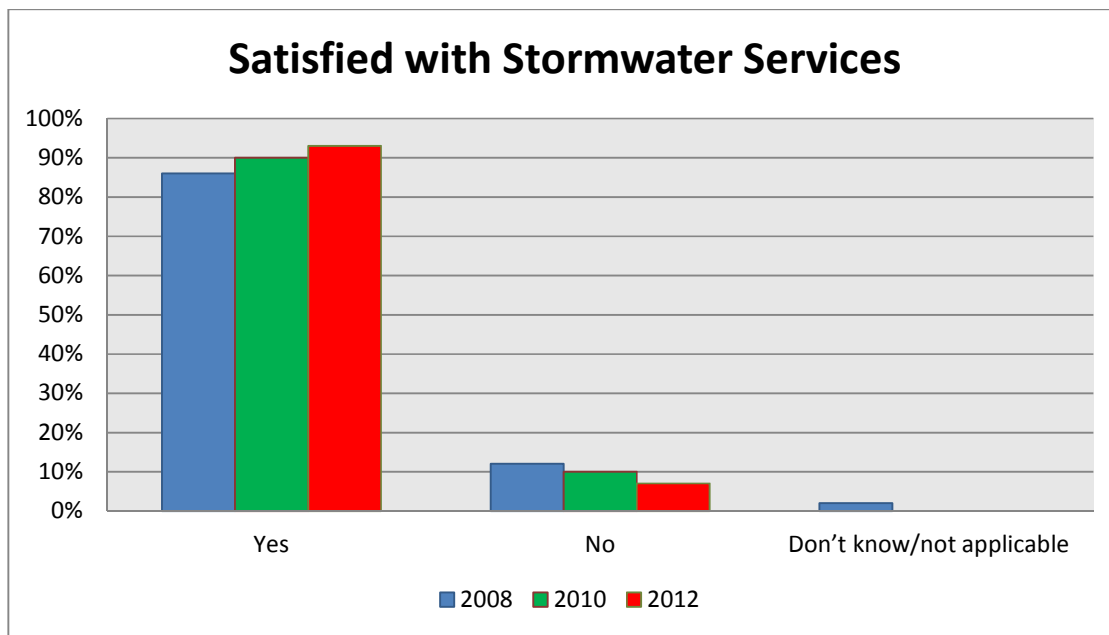
Satisfied with Current Sewerage Services	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Yes	379	95%	390	97%	379	96%
No	12	3%	12	3%	17	4%
Don't know/not applicable	8	2%	0	0%	0	0%
Total	399	100%	402	100%	396	100%

1.2 Stormwater services

The majority of respondents (93%) were satisfied with their current stormwater services. Seven percent of respondents were not satisfied with their current stormwater services. In 2008 86% of respondents indicated satisfaction; in 2010 90% indicated satisfaction.

Respondents who were dissatisfied mainly indicated that there were flooding problems particularly after heavy rain.

Graph Two: Satisfied with stormwater services



Satisfied with Stormwater Services	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Yes	347	86%	361	90%	368	93%
No	46	12%	41	10%	28	7%
Don't know/not applicable	6	2%	0	0%	0	0%
Total	399	100%	402	100%	396	100%

1.3 Water supply

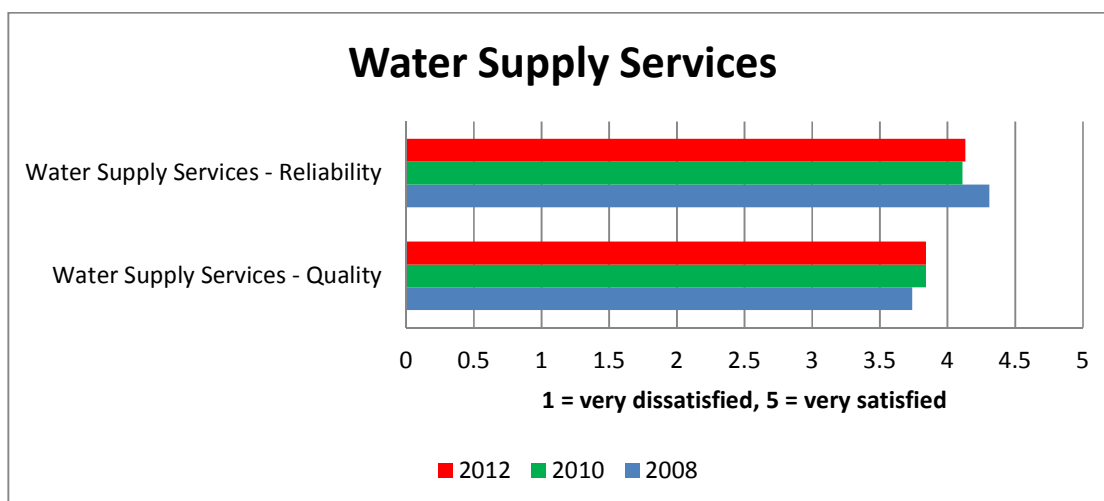
Respondents were asked whether they were on a town or rural water supply. Those who were on town supply were asked which town supply. All respondents were then asked their level of satisfaction regarding the reliability of their supply of water, as well as rating the quality of their water supply.

1.3.1 Summary of satisfaction levels regarding water supply services

The satisfaction levels of the reliability and quality of water supply services for those respondents on a town water supply were measured using a scale, where one is very dissatisfied and five is very satisfied. Overall, respondents had a slightly higher level of satisfaction regarding the reliability of the water supply (4.13) when compared to the quality of the water supply (3.84).

This compares with 2010 when the reliability of water supply services received an overall rating of 4.11 and 2008 when reliability rated 4.31. When comparing ratings for the quality of water supply services an overall rating of 3.84 was found in 2010 and 3.74 in 2008.

Graph Three: Summary of satisfaction levels regarding water supply services

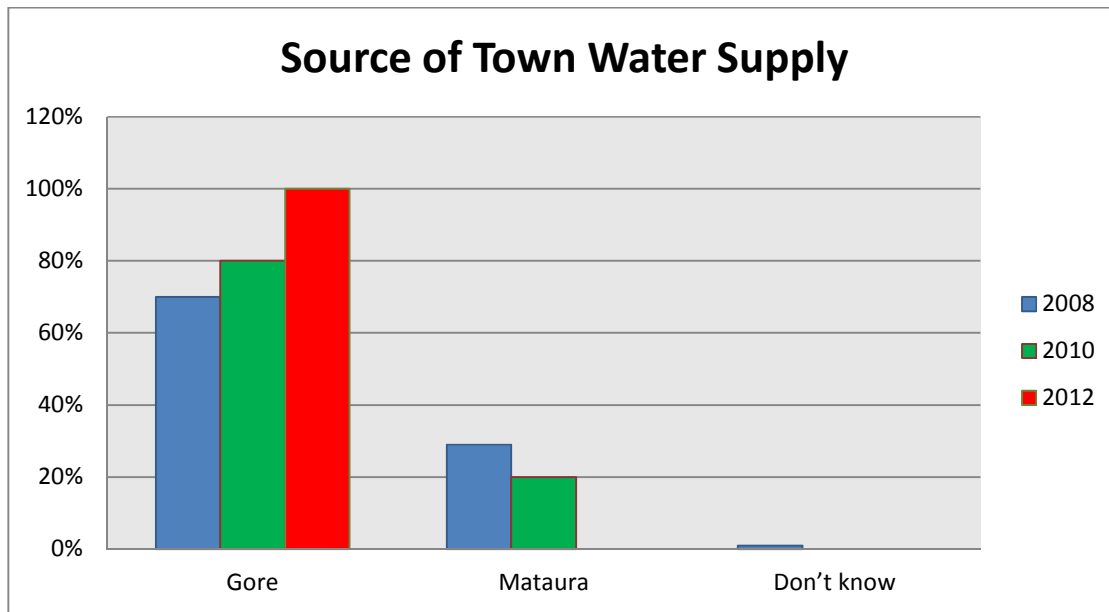


Water Services	2008	2010	2012
	Satisfaction level	Satisfaction level	Satisfaction level
Water Supply Services - Reliability	4.31	4.11	4.13
Water Supply Services - Quality	3.74	3.84	3.84

1.3.2 Source of town water supply

Ninety seven percent of respondents indicated that they were on a town water supply. All of these respondents said they were on the Gore water supply, and no respondents were on the Maitaura water supply.

Graph Four: Source of town water supply



Source of Town Water Supply	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Gore	249	70%	278	80%	386	100%
Maitaura	103	29%	69	20%	0	0%
Don't know	3	1%	0	0%	0	0%
Total	355	100%	347	100%	386	100%

1.3.3 Reliability of town water supply

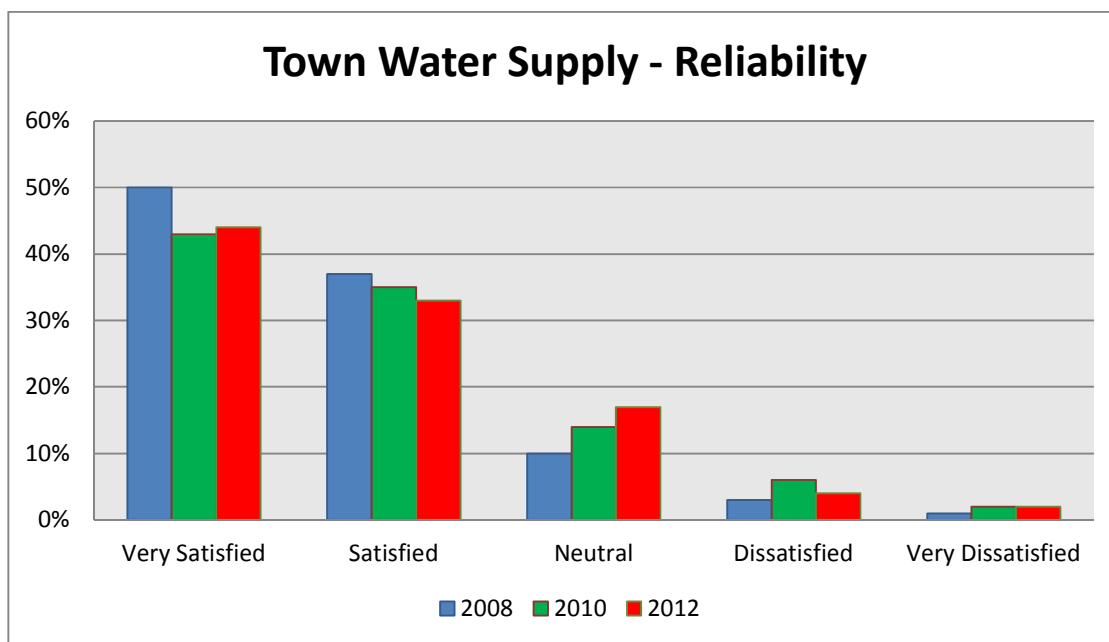
Respondents using a town water scheme were asked about the reliability of their water supply during the past twelve months. This was done using a scale from one to five, where one is very dissatisfied and five is very satisfied.

The majority of these respondents were satisfied (77%), with 34% satisfied and 43% very satisfied. Six percent of respondents were dissatisfied or very dissatisfied about the reliability of their water supply.

When compared with the previous survey periods this result is a slight decrease from the 78% in 2010 and a significant decrease from the 87% satisfaction in 2008.

Respondents who were dissatisfied or very dissatisfied with the reliability of the water supply were asked how they believed the reliability of the water supply could be improved. Suggestions mainly focused on the clarity and cleanliness of the water and the need for improved supply.

Graph Five: Level of satisfaction regarding reliability of water supply



Town Water Supply Reliability	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	177	50%	148	43%	170	43%
Satisfied	132	37%	123	35%	135	34%
Neutral	35	10%	49	14%	69	17%
Dissatisfied	9	3%	21	6%	15	4%
Very Dissatisfied	4	1%	6	2%	7	2%
Total	357	100%	347	100%	396	100%

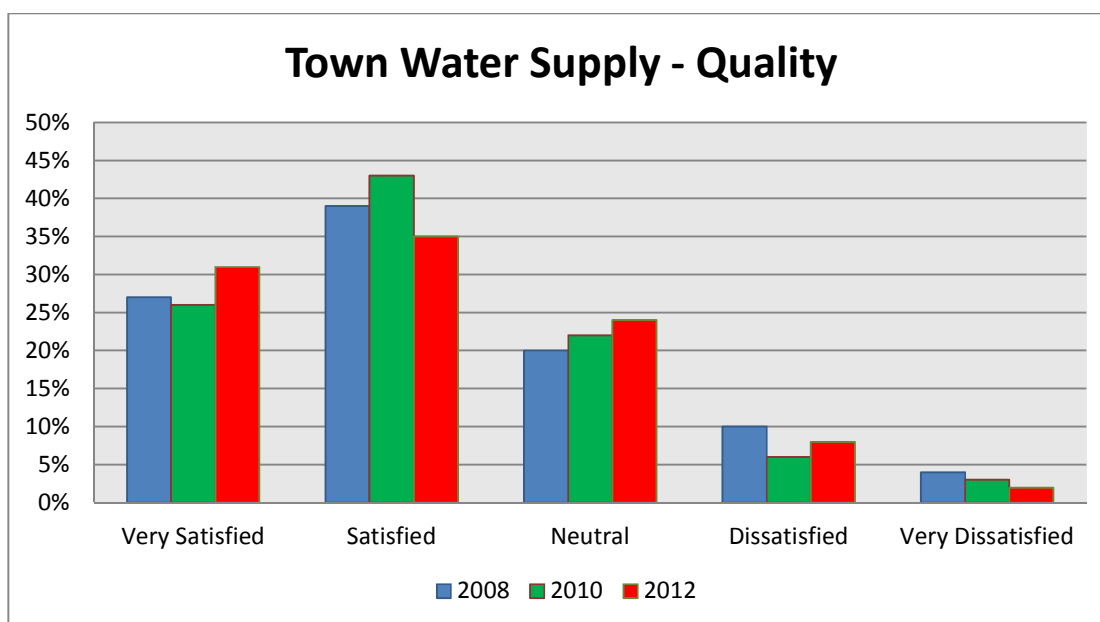
1.3.4 Quality of town water supply

All respondents using a town water scheme were asked about the quality of their water supply. Two thirds (66%) of these respondents indicated they were satisfied, with 36% satisfied and 30% very satisfied. Ten percent of respondents were dissatisfied, with 8% dissatisfied and 2% very dissatisfied.

This compares to 2010 when 69% of respondents were satisfied and 2008 when 66% were.

Respondents who were dissatisfied or very dissatisfied with the quality of the water supply were asked about how the quality of the water supply could be improved. Most respondents commented on the taste, rather than making suggestions for improvements. For those who did make suggestions, their comments focused mainly on fewer chemicals and improving the colour and taste.

Graph Six: Level of satisfaction regarding quality of water supply



Town Water Supply Quality	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	94	27%	90	26%	118	30%
Satisfied	137	39%	150	43%	144	36%
Neutral	71	20%	77	22%	95	24%
Dissatisfied	36	10%	20	6%	30	8%
Very Dissatisfied	14	4%	10	3%	9	2%
Total	352	100%	347	100%	396	100%

For a full list of comments regarding all issues concerning water services refer to Appendix One.

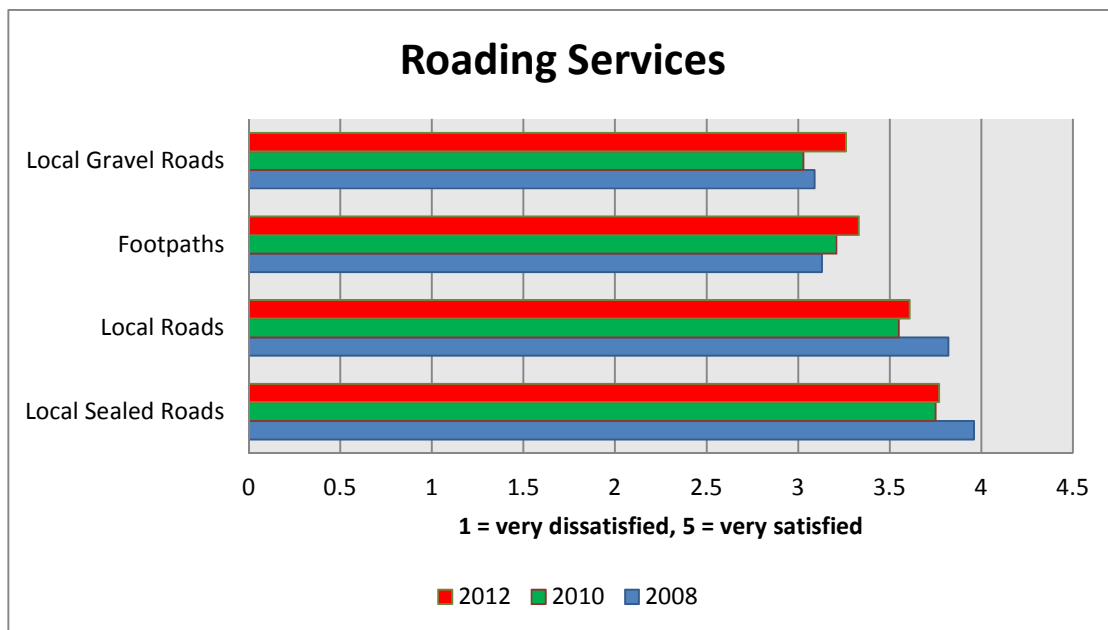
2.0 PART TWO – Roothing Services

Respondents were asked if they knew who was responsible for maintaining State Highways, as well as maintaining all other roads in the Gore District. Respondents were then asked about their level of satisfaction regarding local roads in general, as well as local gravel roads and local sealed roads. They were also asked about their satisfaction regarding footpaths. Respondents who had low levels of satisfaction were asked how specific roading services could be improved. Lastly respondents were asked if they wished to make any further comments regarding roading services.

2.1 Summary of satisfaction levels regarding roading services

Using the scale where one is very dissatisfied and five is very satisfied the average level of satisfaction for individual aspects of roading services ranged between 3.26 and 3.77. Local sealed roads received the highest average satisfaction rating (3.77). Overall, local roads received an average satisfaction rating of 3.61. Local gravel roads were the lowest rated amenity with an average rating of 3.26. There were slight increases in all the satisfaction ratings when compared to 2010.

Graph Seven: Level of satisfaction levels regarding roading services



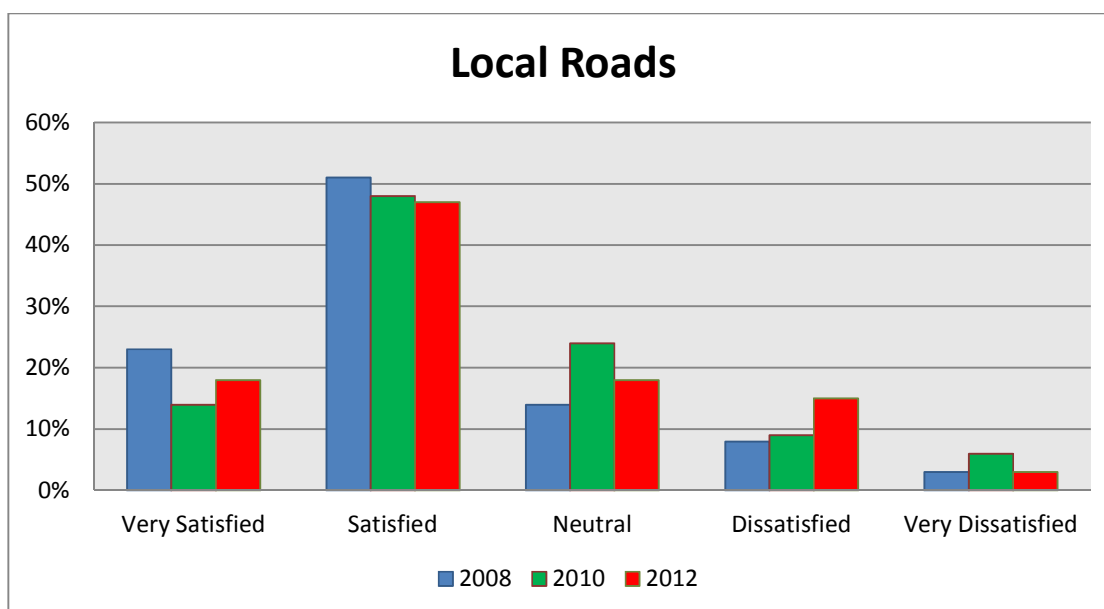
Roading Services	2008	2010	2012
	Satisfaction level	Satisfaction level	Satisfaction level
Local Sealed Roads	3.96	3.75	3.77
Local Roads	3.82	3.55	3.61
Footpaths	3.13	3.21	3.33
Local Gravel Roads	3.09	3.03	3.26

2.2 Local Roads

When asked how satisfied they were that local roads were appropriate for their travel needs almost two-thirds of respondents (65%) indicated that they were satisfied, with 47% satisfied and 18% very satisfied. These figures are slightly up on the 62% satisfaction shown in 2010, but still under the 74% satisfaction from 2008. Eighteen percent of respondents were neutral compared to 24% in 2010 and 14% in 2008. A further 18% of respondents indicated levels of dissatisfaction; this compares to 15% total dissatisfaction in 2010 and 11% in 2008. In 2012 15% of respondents were dissatisfied and 3% of respondents very dissatisfied.

There were a range of suggestions for improvements given by respondents who were dissatisfied or very dissatisfied with the local roads. These suggestions included the need for more maintenance, especially regarding potholes, grading and re-sealing. Other respondents commented on issues with regard to heavy traffic on the local roads.

Graph Eight: Level of satisfaction of local roads



Local Roads	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	89	23%	55	14%	68	18%
Satisfied	195	51%	189	48%	180	47%
Neutral	53	14%	94	24%	71	18%
Dissatisfied	32	8%	36	9%	57	15%
Very Dissatisfied	13	3%	22	6%	11	3%
Total #	382	100%	396	100%	387	100%

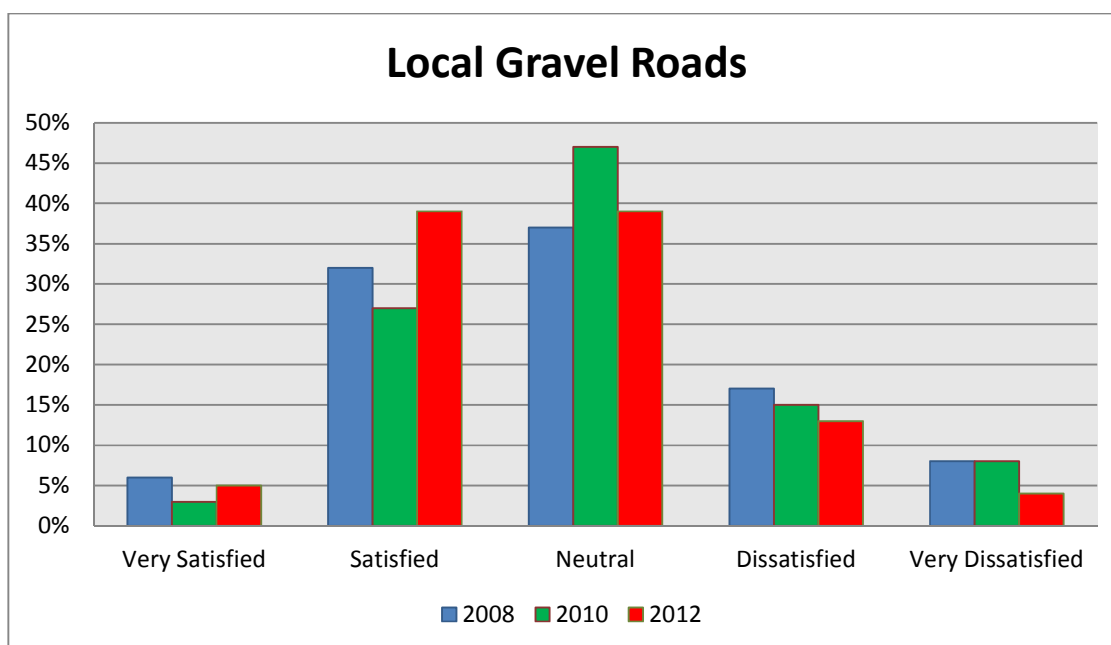
Respondents who do not drive did not answer this question

2.3 Local gravel roads

When asked how satisfied they were with the local gravel roads that they travel on, 44% of the respondents indicated that they were satisfied, with 39% being satisfied and 5% very satisfied. This is an improvement on 30% satisfaction in 2010 and 38% satisfaction in 2008. Thirty nine percent were neutral; this is a significant drop from 2010 when 47% were neutral, and more in line with 2008 when 37% were neutral. The remaining 17% of respondents showed levels of dissatisfaction, with 13% of respondents being dissatisfied and 4% of respondents very dissatisfied. The level of dissatisfaction is significantly down in 2012, from 23% in 2010 and 25% in 2008.

A variety of suggestions for improvements were given by respondents who were dissatisfied or very dissatisfied with the local gravel roads. These suggestions included such things as more frequent grading and gravelling and more maintenance.

Graph Nine: Level of satisfaction of local gravel roads



Local Gravel Roads	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	19	6%	11	3%	14	5%
Satisfied	97	32%	86	27%	104	39%
Neutral	111	37%	148	47%	104	39%
Dissatisfied	50	17%	47	15%	35	13%
Very Dissatisfied	23	8%	25	8%	12	4%
Total #	300	100%	317	100%	269	100%

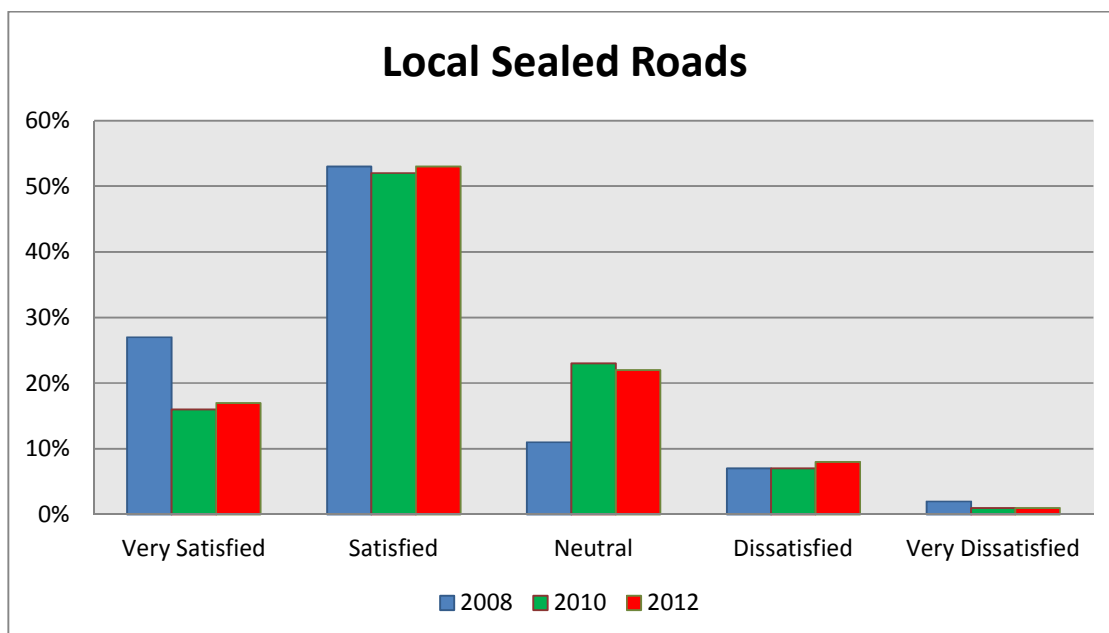
Respondents who do not drive on local gravel roads did not answer this question

2.4 Local sealed roads

Overall, respondents were more satisfied with local sealed roads than gravel roads. When asked how satisfied they were with the local sealed roads that they travel on, 70% of respondents indicated that they were satisfied, with 53% being satisfied and 17% very satisfied. These figures are very similar to those found in 2010, but indicate a significant drop in satisfaction of respondents from 2008 when 80% were satisfied. Twenty two percent of respondents were neutral, compared with 23% in 2010 and 11% in 2008. The remaining 9% of respondents showed levels of dissatisfaction, with 8% of respondents being dissatisfied and 1% of respondents very dissatisfied. These dissatisfaction results are very similar to those found in both previous survey years.

When considering the suggestions for improvements from respondents who were dissatisfied or very dissatisfied with the local sealed roads, respondents suggested the need to fix potholes and provide more maintenance.

Graph Ten: Level of satisfaction of local sealed roads



Local Sealed Roads	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	101	27%	64	16%	65	17%
Satisfied	198	53%	203	52%	204	53%
Neutral	41	11%	90	23%	83	22%
Dissatisfied	28	7%	28	7%	30	8%
Very Dissatisfied	6	2%	5	1%	4	1%
Total #	374	100%	390	100%	386	100%

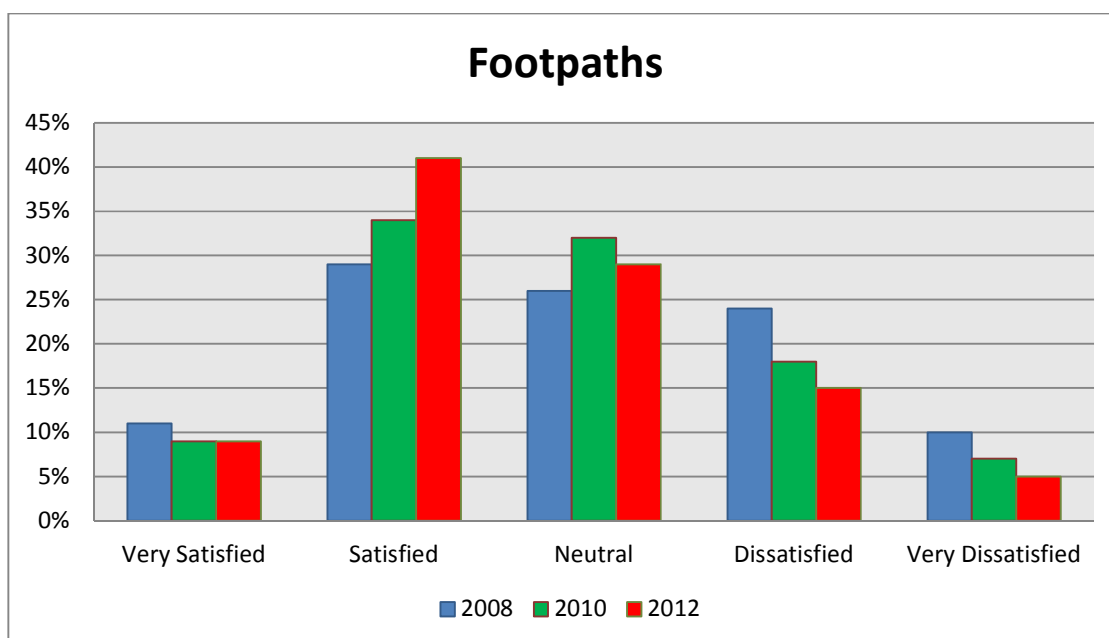
Respondents who do not drive on local sealed roads did not answer this question

2.5 Footpaths

When asked how satisfied respondents were with the footpaths, half of the respondents were satisfied, with 41% satisfied and 9% very satisfied. This is significantly up on 2010 when 43% were satisfied and on 2008 when 40% of respondents indicated they were satisfied. Twenty percent of respondents indicated that they were dissatisfied, with 15% of respondents dissatisfied and 5% of respondents very dissatisfied. Dissatisfaction is down from 2010 when 25% indicated a level of dissatisfaction and 2008 when 34% of respondents. The remaining respondents (29%) were neutral.

There were a range of suggestions for improvements given by respondents who were dissatisfied or very dissatisfied with local footpaths. These suggestions included the need for more maintenance and repairs, especially regarding uneven surfaces, as this was considered dangerous for people with mobility issues.

Graph 11: Level of satisfaction regarding footpaths



Footpaths	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	42	11%	33	9%	34	9%
Satisfied	108	29%	123	34%	157	41%
Neutral	96	26%	114	32%	112	29%
Dissatisfied	87	24%	66	18%	59	15%
Very Dissatisfied	36	10%	24	7%	20	5%
Total	369	100%	360	100%	382	100%

Respondents who do not have footpaths did not answer this question

2.6 Level of knowledge regarding organisations responsible for maintaining roads

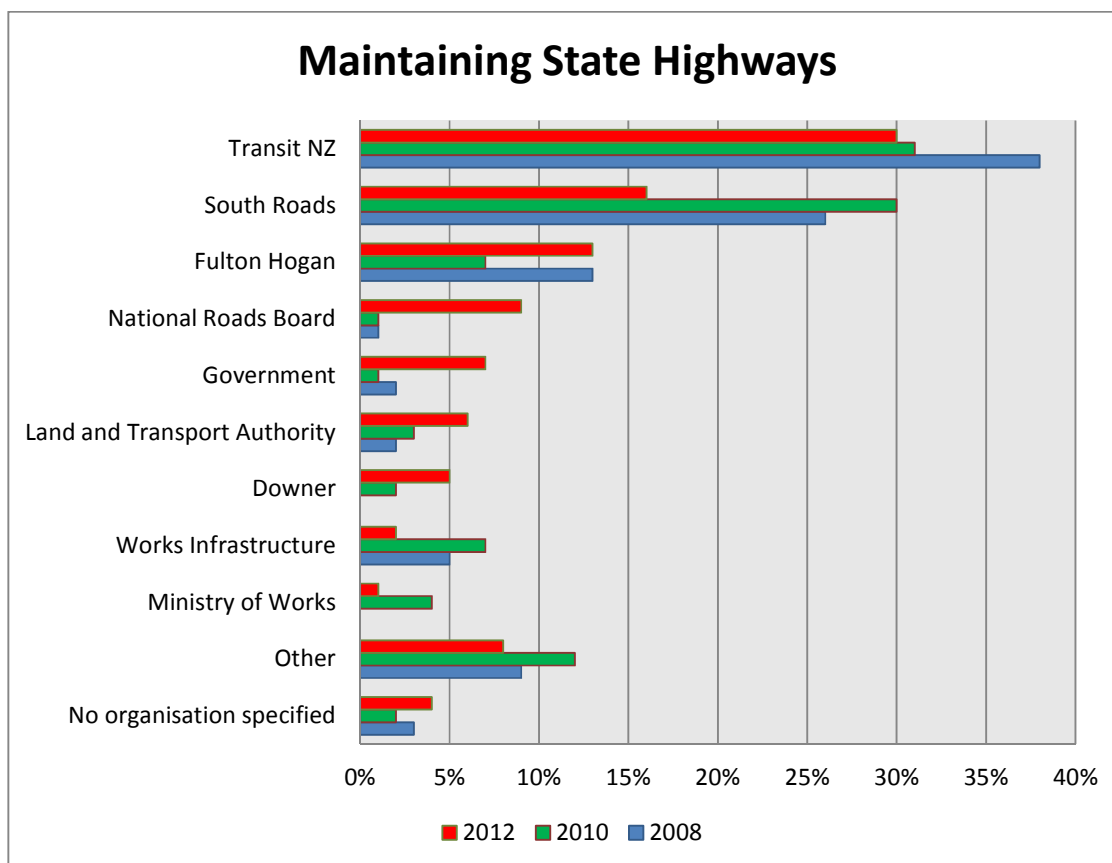
Respondents were questioned as to whether or not they were aware of which organisation was responsible for maintaining state highways, and which organisation was responsible for maintaining all other roads in the Gore District (local roads). If respondents indicated that they did know who was responsible, they were then asked to name the organisation.

2.6.1 State highways

194 respondents (49%) believed they knew who was responsible for maintaining state highways. Of these respondents, 30% believed it was Transit NZ, 16% South Roads and 13% Fulton Hogan. Eight percent of respondents stated other organisations. A full list of other organisations may be found in Appendix Two: Roading Services.

These figures are similar to responses received in 2010 when 31% identified Transit NZ, 30% South Roads and 13% Fulton Hogan and 2008 when 38% identified Transit NZ, 26% South Roads and 13% of respondents stated Fulton Hogan.

Graph 12: Maintenance of state highways



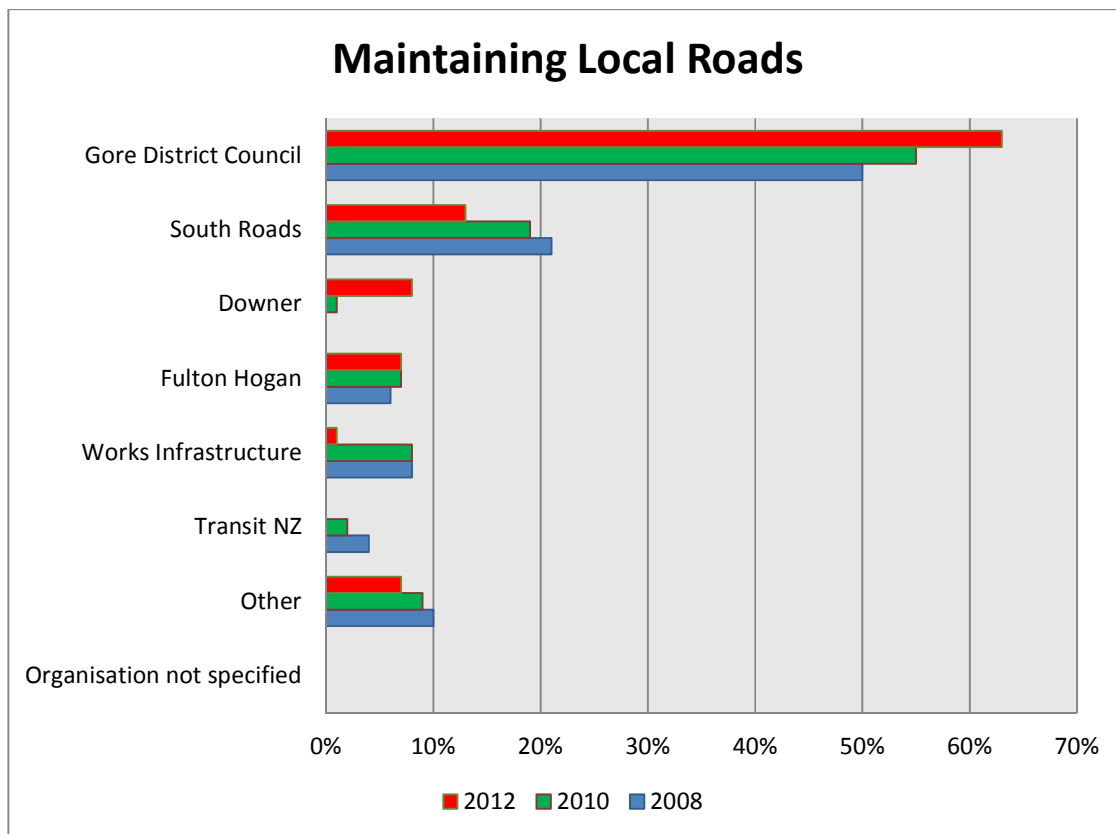
State Highways	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Transit NZ	77	38%	57	31%	58	30%
South Roads	54	26%	56	30%	31	16%
Fulton Hogan	27	13%	13	7%	25	13%
National Roads Board	2	1%	2	1%	18	9%
Government	4	2%	2	1%	14	7%
Land and Transport Authority	4	2%	6	3%	12	6%
Downer	0	0%	4	2%	10	5%
Works Infrastructure	10	5%	13	7%	3	2%
Ministry of Works	0	0%	7	4%	1	1%
Other	19	9%	22	12%	15	8%
No organisation specified	7	3%	4	2%	7	4%
Total	204	100%	186	100%	194	100%

2.7 Local Roads

220 respondents believed they knew who was responsible for maintaining all other roads (local roads) in the Gore District. Of these respondents 63% believed it was Gore District Council, 13% South Roads, 8% Downer and 7% Fulton Hogan. Seven percent of respondents stated other organisations. A full list of other organisations can be found in Appendix Two: Roading Services.

When compared to the previous survey periods there has been a significant increase in those who thought the Gore District Council was responsible from 50% in 2008 and 55% in 2010 to 63% in 2012. There was also a significant increase in those who thought Downer was responsible from 0% in 2008 and 1% in 2010 to 8% in 2012.

Graph 13: Maintenance of local roads



Maintaining Local Roads	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Gore District Council	97	50%	109	55%	139	63%
South Roads	40	21%	37	19%	29	13%
Downer	0	0%	2	1%	17	8%
Fulton Hogan	12	6%	14	7%	16	7%
Works Infrastructure	16	8%	15	8%	3	1%
Transit NZ	8	4%	3	2%	0	0%
Other	20	10%	17	9%	15	7%
Organisation not specified	0	0%	0	0%	1	0%
Total	193	100%	197	100%	220	100%

For a full list of comments regarding all issues concerning roading services refer to Appendix Two.

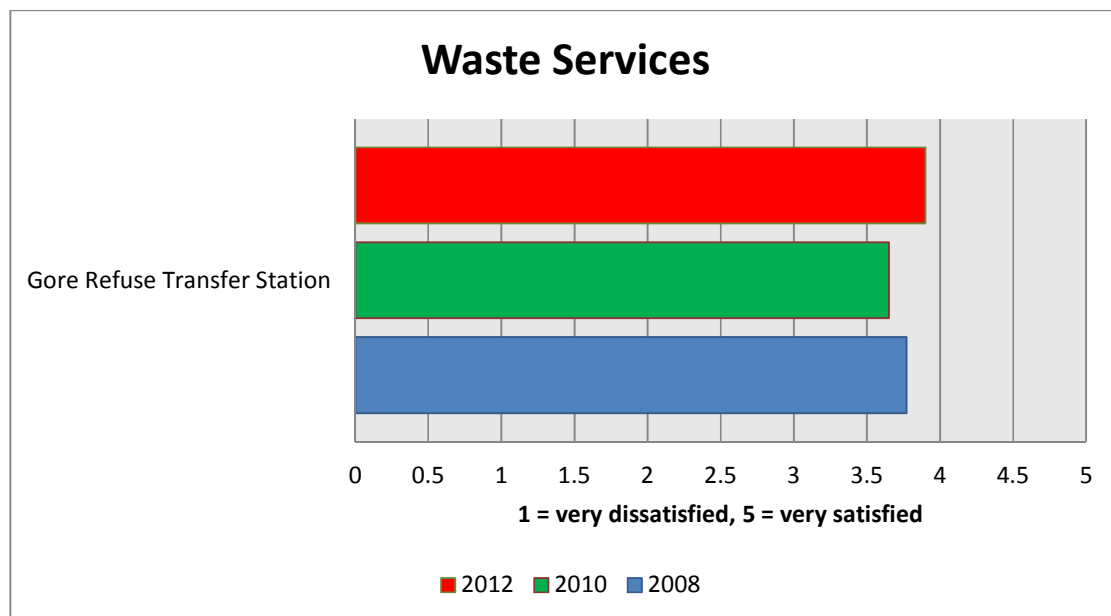
3.0 PART THREE – Waste Services

Respondents were asked to indicate their level of satisfaction regarding the Gore Refuse Transfer Station. Respondents were asked these questions only if they had used the above mentioned service, and respondents who had low levels of satisfaction were asked if they had any suggestions for improvements.

3.1 Summary of satisfaction levels regarding waste services

Using a scale where one is very dissatisfied and five is very satisfied the average level of satisfaction for waste services was calculated. The Gore Refuse Transfer Station received a rating of 3.90, up from 2010 with 3.65, and 2008 with 3.77.

Graph 14: Level of satisfaction regarding waste services



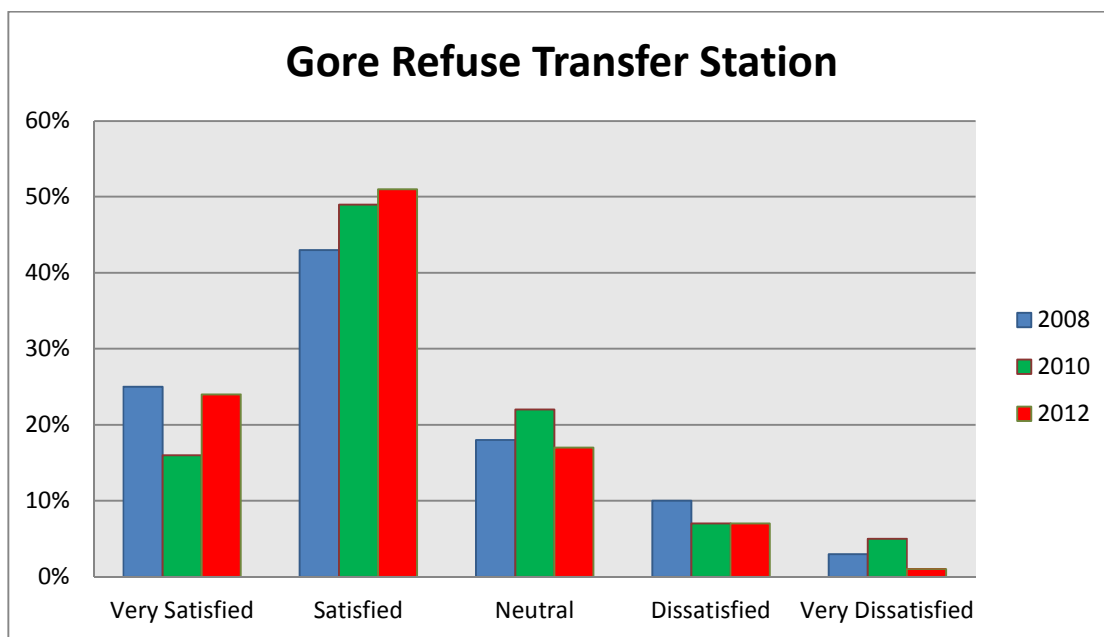
Waste Services	2008	2010	2012
	Satisfaction level	Satisfaction level	Satisfaction level
Gore Refuse Transfer Station	3.77	3.65	3.90

3.2 Gore Refuse Transfer Station

Sixty percent of respondents had visited the Gore Refuse Transfer Station during the past 12 months, up from 54% in 2010 and 42% in 2008. Of these respondents, 75% were satisfied, with 51% satisfied and 24% very satisfied. This is a significant increase on 2010 when 65% indicated satisfaction and 2008 with 68% satisfaction. Eight percent of respondents were dissatisfied, with 7% dissatisfied and 1% very dissatisfied. This is a decrease in dissatisfaction from 2010 when 12% indicated levels of dissatisfaction and 2008 with 13%.

A range of reasons were given as to why these respondents were dissatisfied and these included the service being too expensive.

Graph 15: Level of satisfaction of Gore Refuse Transfer Station



Gore Refuse Transfer Station	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	42	25%	36	16%	58	24%
Satisfied	73	43%	108	49%	120	51%
Neutral	31	18%	48	22%	40	17%
Dissatisfied	17	10%	16	7%	16	7%
Very Dissatisfied	5	3%	11	5%	3	1%
Total	168	100%	219	100%	237	100%

For a full list of comments regarding all issues concerning waste services refer to Appendix Three.

4.0 PART FOUR – Council Services

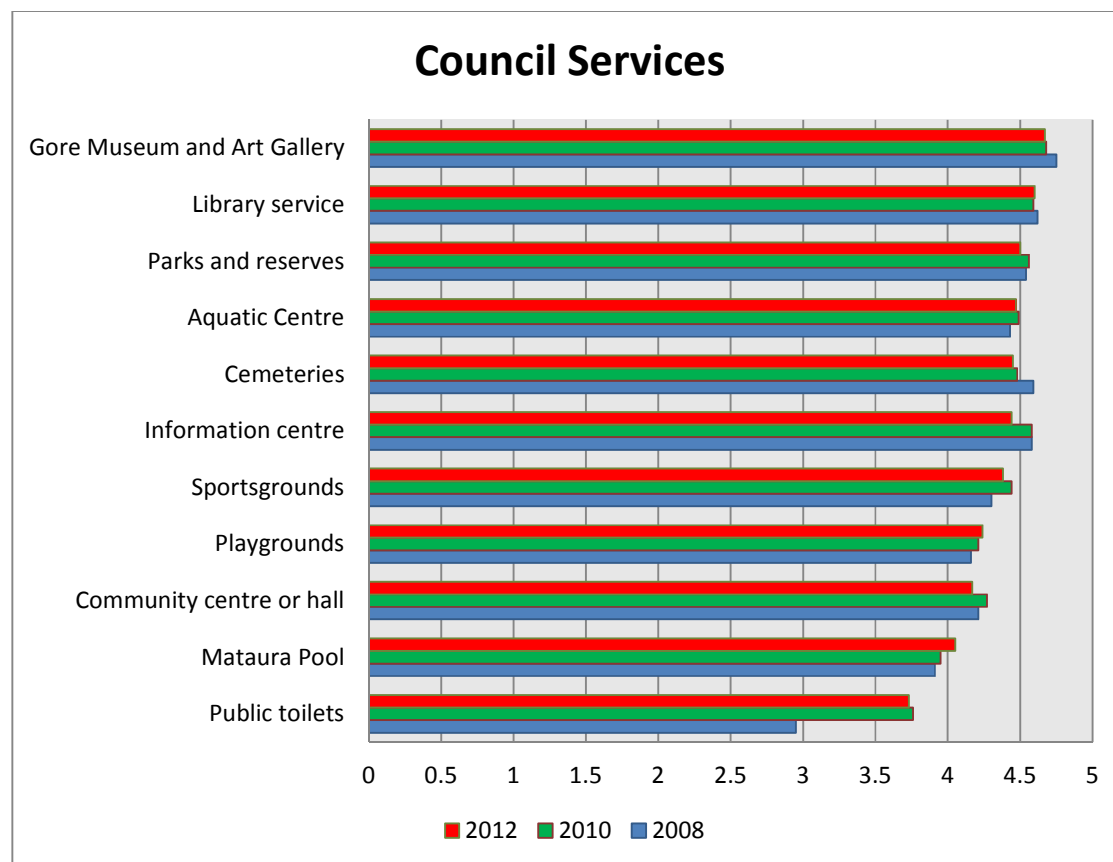
All respondents were asked about their level of satisfaction regarding eleven different services or facilities provided in the district, such as the museum and art gallery, library, public toilets and playgrounds. Respondents who had low levels of satisfaction were asked if they had any suggestions for improvements; details of these responses can be seen in Appendix Four. Respondents were also asked if they wished to make any further comments regarding facilities and services in the district and details of these comments can be found in Appendix Four.

4.1 Summary of satisfaction levels regarding Council services

Council services received satisfaction ratings ranging from 4.67 to 3.73, where one is very dissatisfied and five is very satisfied. The Gore Museum and Art Gallery, and the library service received the highest average ratings with 4.67 and 4.60 respectively.

The lowest rating satisfaction levels were received for public toilets (3.73) and the Maitava pool (4.05). The remaining services received the following ratings: parks/reserves (4.50), Aquatic Centre (4.47), cemeteries (4.45), information centre (4.44), sportsgrounds (4.38), playgrounds (4.24) and community centre/hall (4.17).

Graph 16: Summary of satisfaction levels regarding Council services

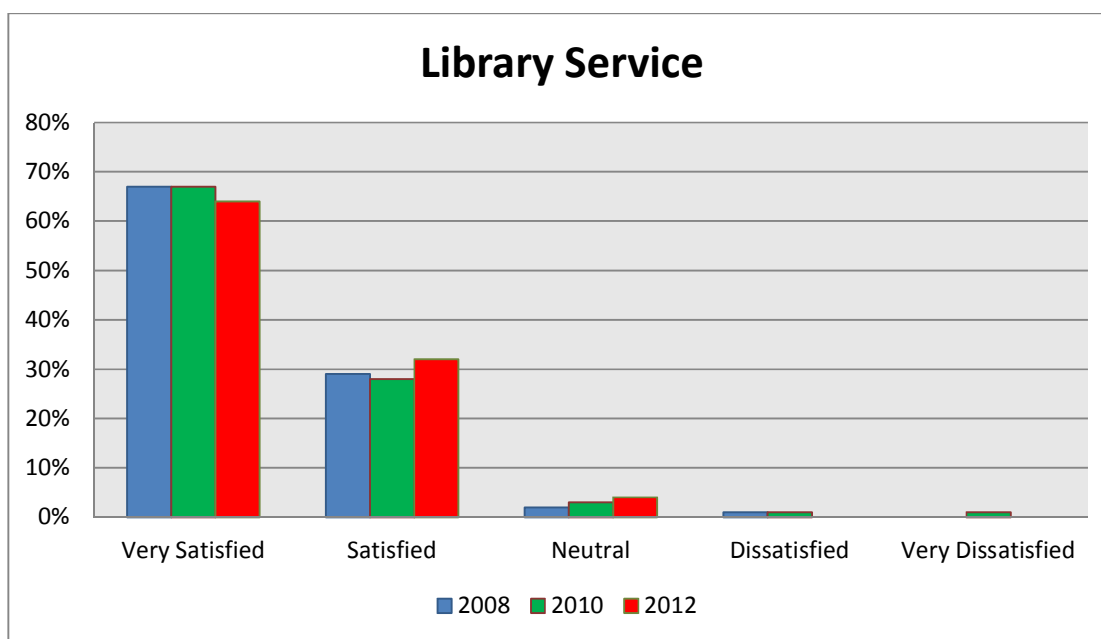


Council Services	2008	2010	2012
	Satisfaction level	Satisfaction level	Satisfaction level
Gore Museum and Art Gallery	4.75	4.68	4.67
Library service	4.62	4.59	4.60
Parks and reserves	4.54	4.56	4.50
Aquatic Centre	4.43	4.49	4.47
Cemeteries	4.59	4.48	4.45
Information centre	4.58	4.58	4.44
Sportsgrounds	4.30	4.44	4.38
Playgrounds	4.16	4.21	4.24
Community centre or hall	4.21	4.27	4.17
Mataura Pool	3.91	3.95	4.05
Public toilets	2.95	3.76	3.73

4.2 Library Service

When considering all respondents, 66% 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 96% of respondents being satisfied; this included 64% of respondents being very satisfied. No respondents indicated they were dissatisfied with the library services. These figures are very similar to those found in 2010 when 95% of respondents were satisfied and 2008 when 96% indicated satisfaction.

Graph 17: Level of satisfaction of library service



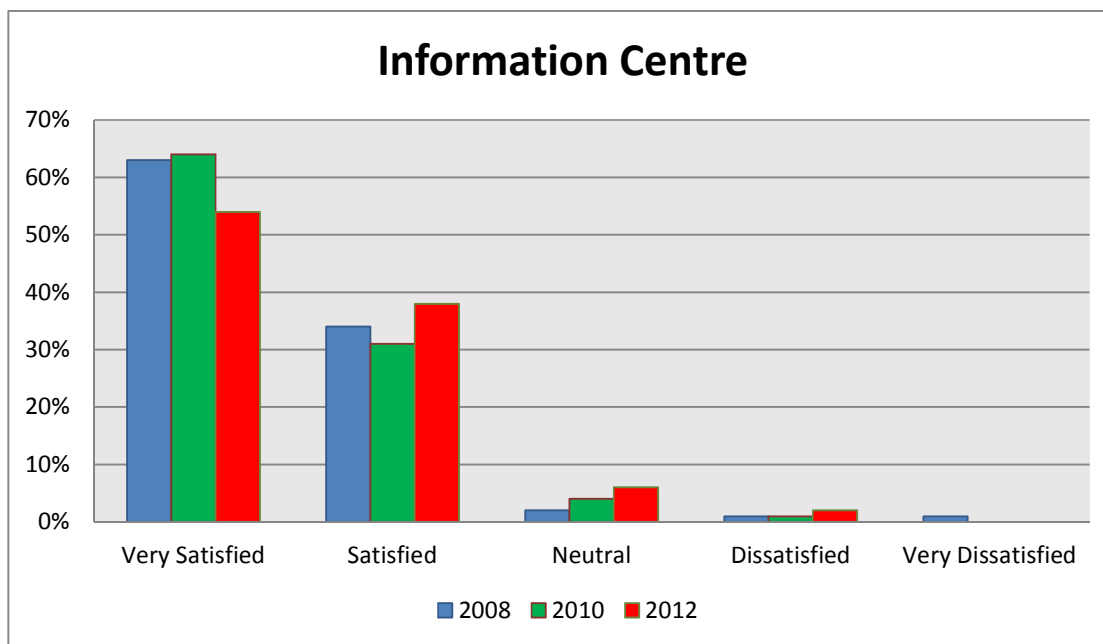
Library Service	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	161	67%	156	67%	142	64%
Satisfied	71	29%	64	28%	72	32%
Neutral	6	2%	7	3%	8	4%
Dissatisfied	3	1%	3	1%	0	0%
Very Dissatisfied	0	0%	2	1%	0	0%
Total #	241	100%	232	100%	222	100%

Respondents who do not use the library did not answer this question

4.3 Service or information Centre

Thirty-two percent of the respondents had visited or used a service or information centre during the past 12 months. Of these respondents, 92% were satisfied, with 54% very satisfied and 38% satisfied. Only 2% of respondents showed levels of dissatisfaction. This is a drop on total levels of satisfaction found in previous years with 95% satisfaction found in 2010 and 97% in 2008. The levels of dissatisfaction have remained very similar.

Graph 18: Level of satisfaction of service or information centre



Information Centre	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	109	63%	87	64%	67	54%
Satisfied	58	34%	42	31%	48	38%
Neutral	4	2%	6	4%	8	6%
Dissatisfied	1	1%	1	1%	2	2%
Very Dissatisfied	1	1%	0	0%	0	0%
Total #	173	100%	136	100%	125	100%

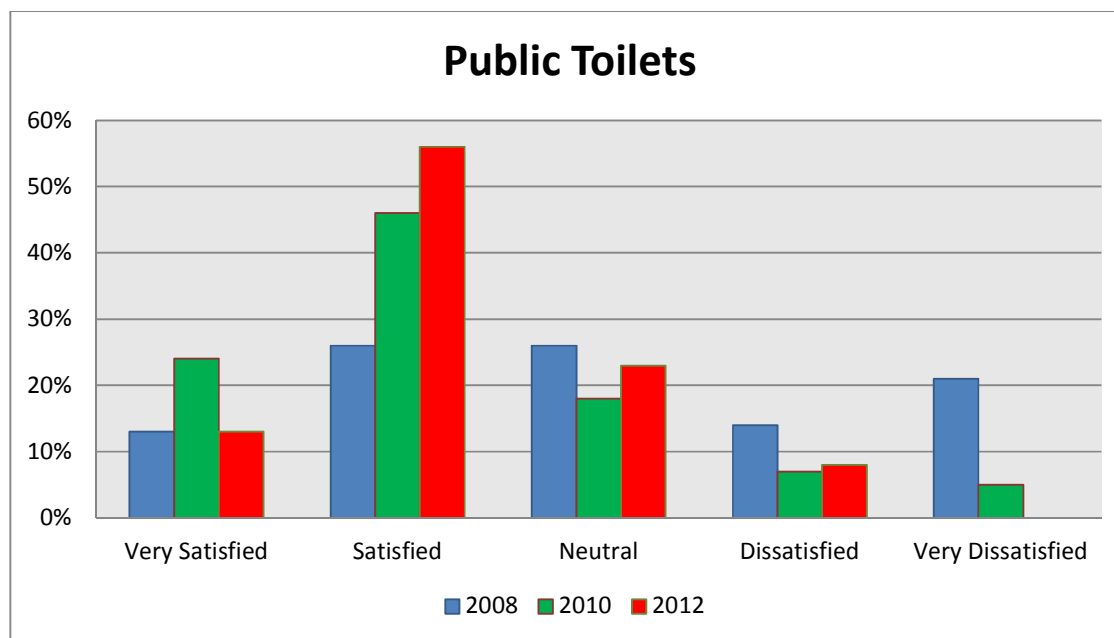
Respondents who do not use the information centre did not answer this question

4.4 Public Toilets

When considering all the respondents, 30% said that they had used public toilets in the last 12 months. Of these respondents 69% were satisfied with the service, which included 56% of respondents being satisfied, and 13% being very satisfied. This level of satisfaction was very similar to that found in 2010 with 70%, but these were both a substantial increase on satisfaction indicated in 2008 when only 39% of respondents indicated satisfaction. Eight percent of respondents indicated they were dissatisfied. This level of dissatisfaction is similar to that of 2010 with 12% but a very significant drop from 2008 when 35% of respondents indicated a level of dissatisfaction.

Looking at the reasons why respondents were dissatisfied or very dissatisfied with the public toilets, the main issue that emerged was the need for more cleanliness.

Graph 19: Level of satisfaction of public toilets



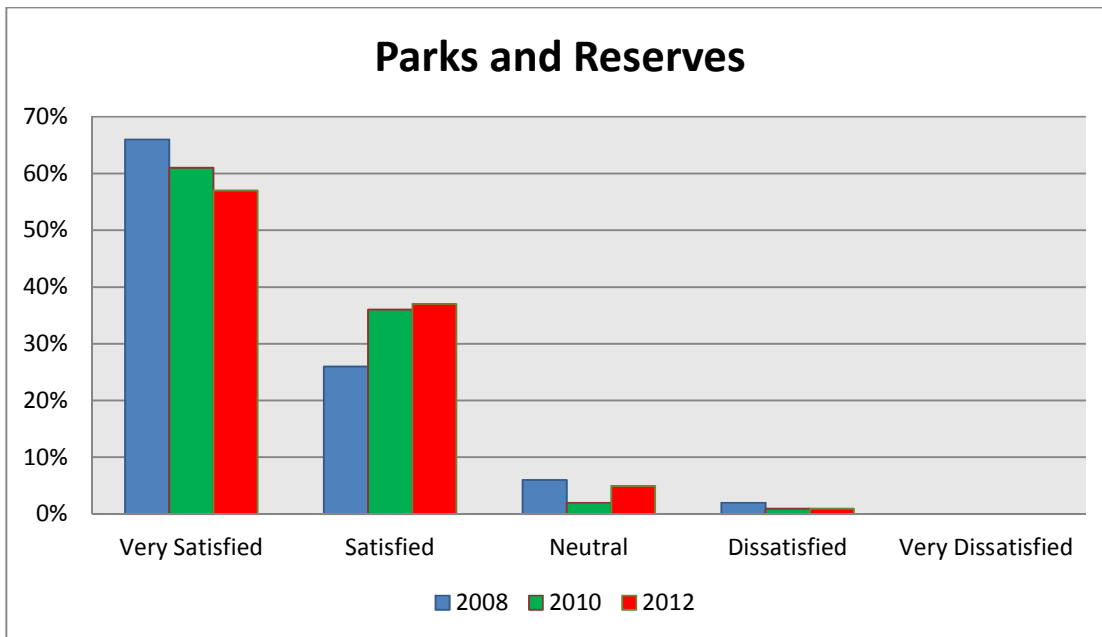
Public Toilets	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	17	13%	32	24%	15	13%
Satisfied	34	26%	63	46%	67	56%
Neutral	34	26%	25	18%	28	23%
Dissatisfied	18	14%	9	7%	10	8%
Very Dissatisfied	28	21%	7	5%	0	0%
Total #	131	100%	136	100%	120	100%

Respondents who do not use public toilets did not answer this question

4.5 Parks and reserves

Eighty percent respondents had visited parks or reserves in the district within the last 12 months. Of these respondents 94% were satisfied, with 57% very satisfied and 37% satisfied. Only one percent of respondents were dissatisfied. These results are similar to those of 2010 when 97% were satisfied and 2008 when 92% were satisfied.

Graph 20: Level of satisfaction of parks and reserves



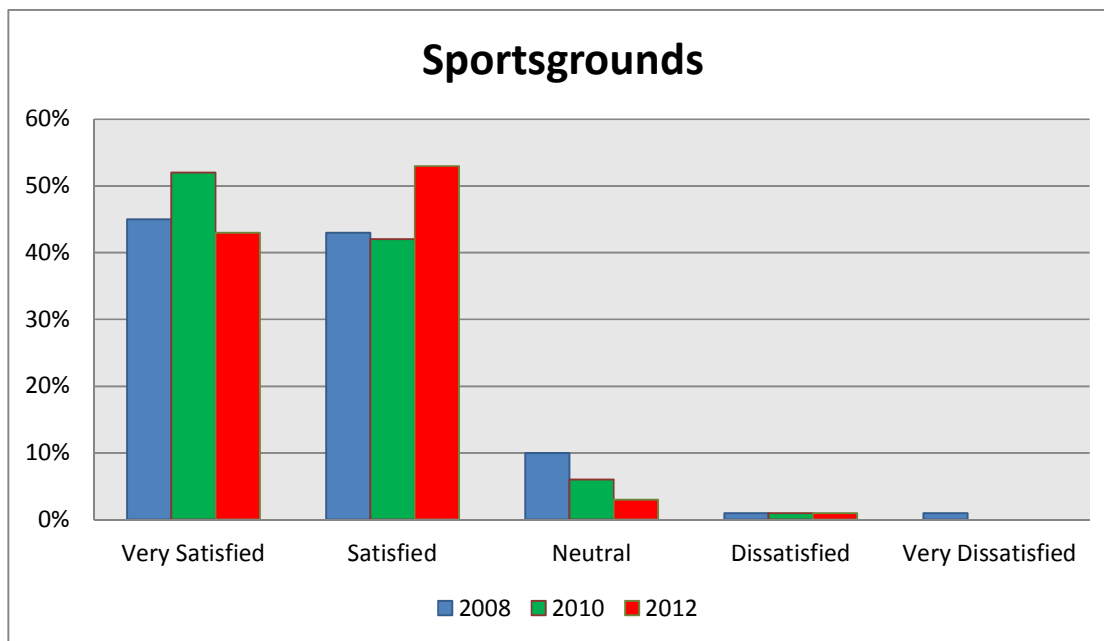
Parks and Reserves	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	172	66%	185	61%	179	57%
Satisfied	67	26%	110	36%	118	37%
Neutral	17	6%	7	2%	16	5%
Dissatisfied	5	2%	2	1%	3	1%
Very Dissatisfied	1	0%	1	0%	0	0%
Total #	262	100%	305	100%	316	100%

Respondents who do not use parks and reserves did not answer this question

4.6 Sportsgrounds

Fifty four percent of the respondents had visited or used sportsgrounds in the district during the past 12 months. Of these respondents the vast majority (96%) were satisfied, with 43% very satisfied and 53% satisfied. Only one percent of respondents were dissatisfied with sportsgrounds in the district. There has been a slight improvement in satisfaction from 2010 when 94% of respondents indicated satisfaction and 2008 when 88% indicated satisfaction. There was however a significant drop in those who were very satisfied, down from 52% in 2010; this brings the figure more in line with the 2008 result of 45%.

Graph 21: Level of satisfaction of sportsgrounds



Sportsgrounds	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	70	45%	119	52%	92	43%
Satisfied	68	43%	96	42%	113	53%
Neutral	16	10%	14	6%	7	3%
Dissatisfied	2	1%	2	1%	2	1%
Very Dissatisfied	1	1%	0	0%	0	0%
Total #	157	100%	231	100%	214	100%

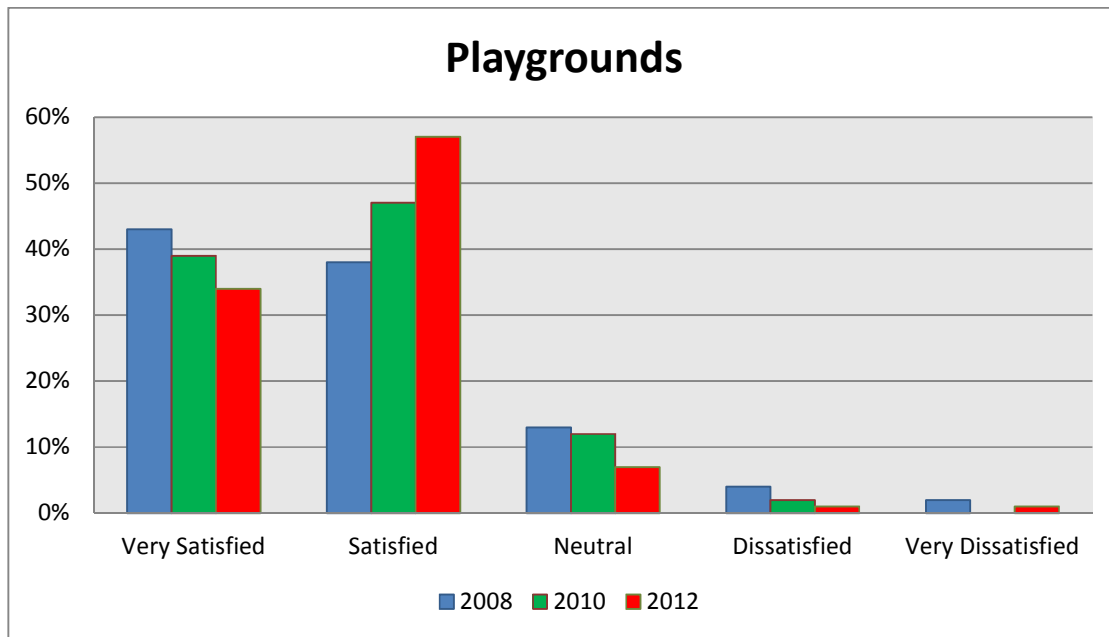
Respondents who do not use sportgrounds did not answer this question

4.7 Playgrounds

Almost half, (48%), of the respondents had visited or used playgrounds in the area during the past 12 months. Of these respondents, 91% were satisfied, with 34% very satisfied and 57% satisfied. These results are up on 2010 when 86% of respondents were satisfied and 2008 when 81% indicated satisfaction.

Only two percent of respondents showed levels of dissatisfaction, the same as in 2010 and down from 2008 when 6% were dissatisfied.

Graph 22: Level of satisfaction of playgrounds



Playgrounds	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	65	43%	63	39%	65	34%
Satisfied	57	38%	76	47%	109	57%
Neutral	20	13%	20	12%	13	7%
Dissatisfied	6	4%	3	2%	2	1%
Very Dissatisfied	3	2%	1	0%	1	1%
Total #	151	100%	163	100%	190	100%

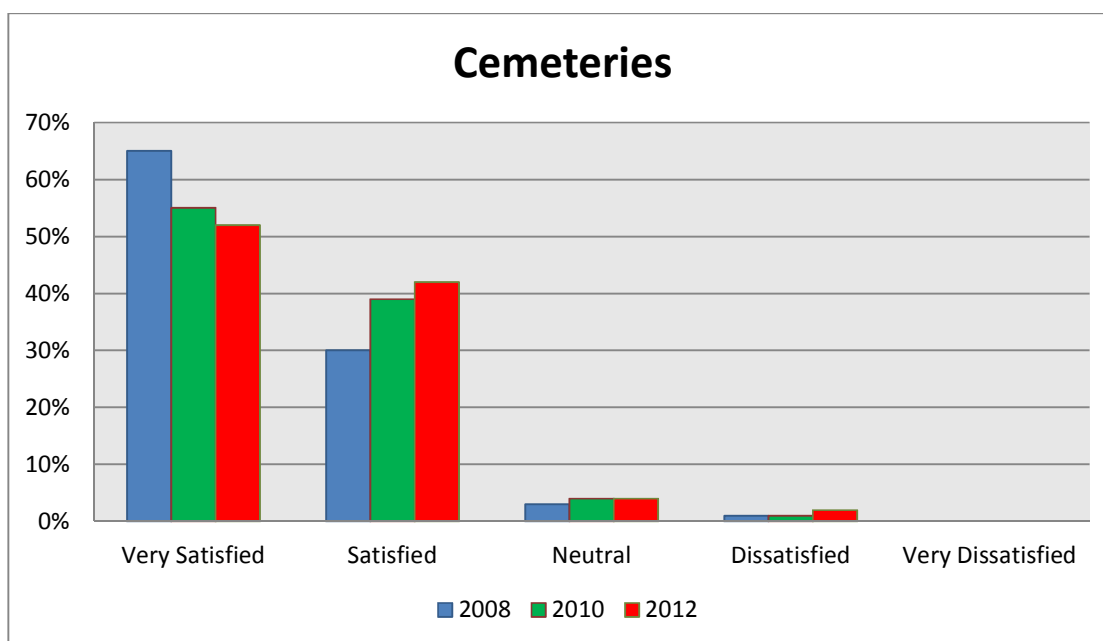
Respondents who do not use playgrounds did not answer this question

4.8 Cemeteries

Just under two-thirds of the respondents (63%) had visited a cemetery in the area during the past 12 months. Of these respondents, 94% were satisfied, with 52% very satisfied and 42% satisfied. Two percent of respondents showed levels of dissatisfaction.

These overall satisfaction figure is the same as that in 2010 and very similar to 2008 when 95% of respondents were satisfied.

Graph 23: Level of satisfaction of cemeteries



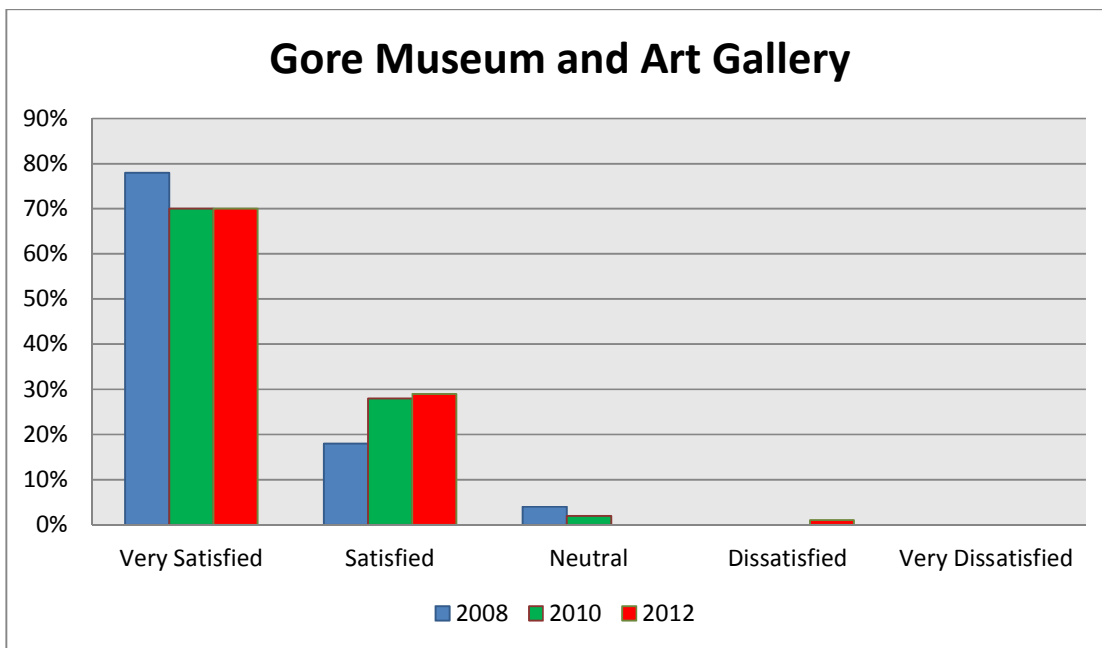
Cemeteries	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	183	65%	153	55%	131	52%
Satisfied	84	30%	108	39%	105	42%
Neutral	9	3%	11	4%	9	4%
Dissatisfied	3	1%	3	1%	5	2%
Very Dissatisfied	1	0%	1	0%	0	0%
Total #	280	100%	276	100%	250	100%

Respondents who did not visit cemeteries did not answer this question

4.9 Gore Museum and Art Gallery

When considering all the respondents, 39% indicated that they had visited the Gore Museum and Art Gallery in the last 12 months. The vast majority of these respondents (99%) were satisfied, with 70% of respondents being very satisfied, and 29% being very satisfied. This compares to 2010 when 98% of respondents were satisfied and 2008 when 96% were satisfied. One percent of respondents who had visited the Gore Museum and Art Gallery in the last twelve months were dissatisfied.

Graph 24: Level of satisfaction of the Gore Museum and Art Gallery



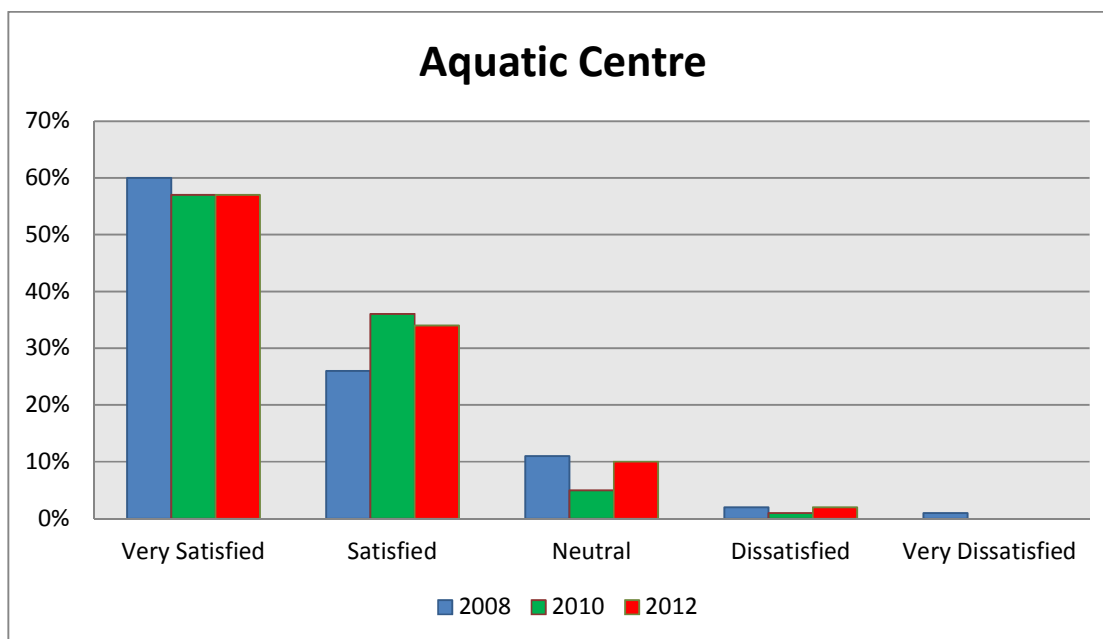
Gore Museum and Art Gallery	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	129	78%	103	70%	108	70%
Satisfied	30	18%	41	28%	45	29%
Neutral	6	4%	3	2%	0	0%
Dissatisfied	0	0%	0	0%	2	1%
Very Dissatisfied	0	0%	0	0%	0	0%
Total #	165	100%	147	100%	155	100%

Respondents who do not visit the museum and art gallery did not answer this question

4.10 Aquatic Centre

When considering all the respondents 58% indicated that they had visited the Aquatic Centre in the last 12 months, up from 52% in 2010 and 39% in the 2008 survey. Of these respondents 91% were satisfied, with 57% of respondents being very satisfied, and 34% satisfied. Overall satisfaction is slightly down from the 93% found in the 2010 survey but up from the 2008 survey when 86% of respondents indicated satisfaction. Two percent of respondents who had visited the Aquatic Centre in the last twelve months were dissatisfied, compared to 1% in 2010 and 3% in 2008.

Graph 25: Level of satisfaction of the Aquatic Centre



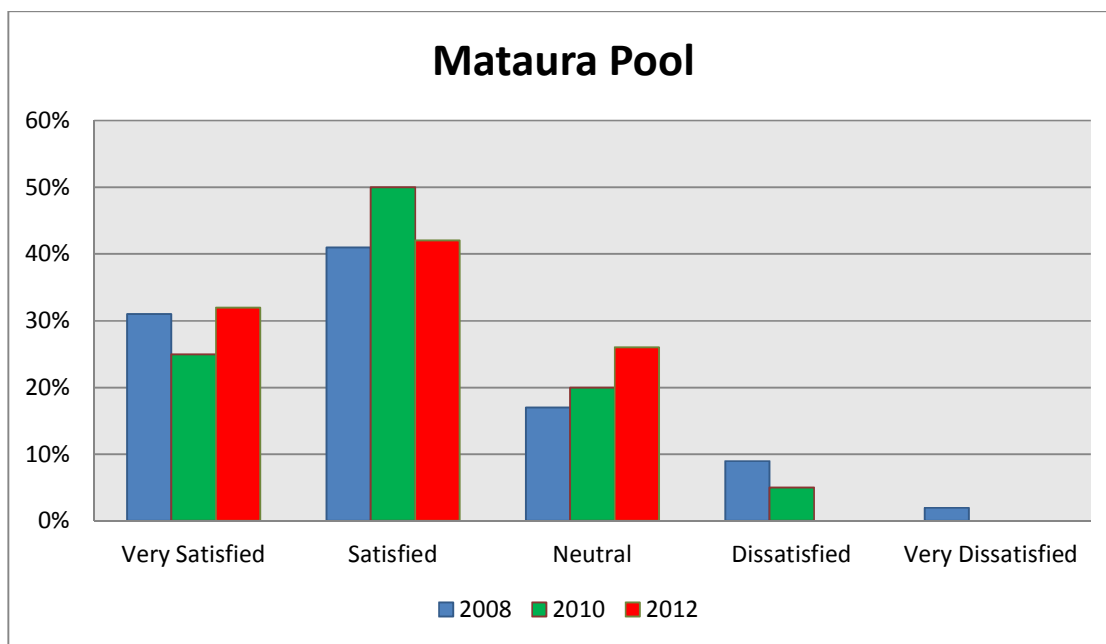
Aquatic Centre	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	93	60%	119	57%	132	57%
Satisfied	41	26%	76	36%	79	34%
Neutral	17	11%	11	5%	14	6%
Dissatisfied	3	2%	3	1%	4	2%
Very Dissatisfied	1	1%	0	0%	1	0%
Total #	155	100%	209	100%	230	100%

Respondents who do not use the Aquatic centre did not answer this question

4.11 Mataura Pool

When considering all the respondents, only 5% indicated that they had visited the Mataura Pool in the last 12 months. Of these respondents (74%) were satisfied, with 42% of respondents satisfied, and 32% very satisfied, similar to the 2010 when 75% were satisfied and 2008 when 72% of respondents were satisfied. Twenty six percent of respondents were neutral. No respondents were dissatisfied, down from the 2010 survey results when 5% were dissatisfied and 2008 when 11% of respondents were dissatisfied.

Graph 26: Level of satisfaction of the Mataura Pool



Mataura Pool	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	18	31%	10	25%	6	32%
Satisfied	24	41%	20	50%	8	42%
Neutral	10	17%	8	20%	5	26%
Dissatisfied	5	9%	2	5%	0	0%
Very Dissatisfied	1	2%	0	0%	0	0%
Total #	58	100%	40	100%	19	100%

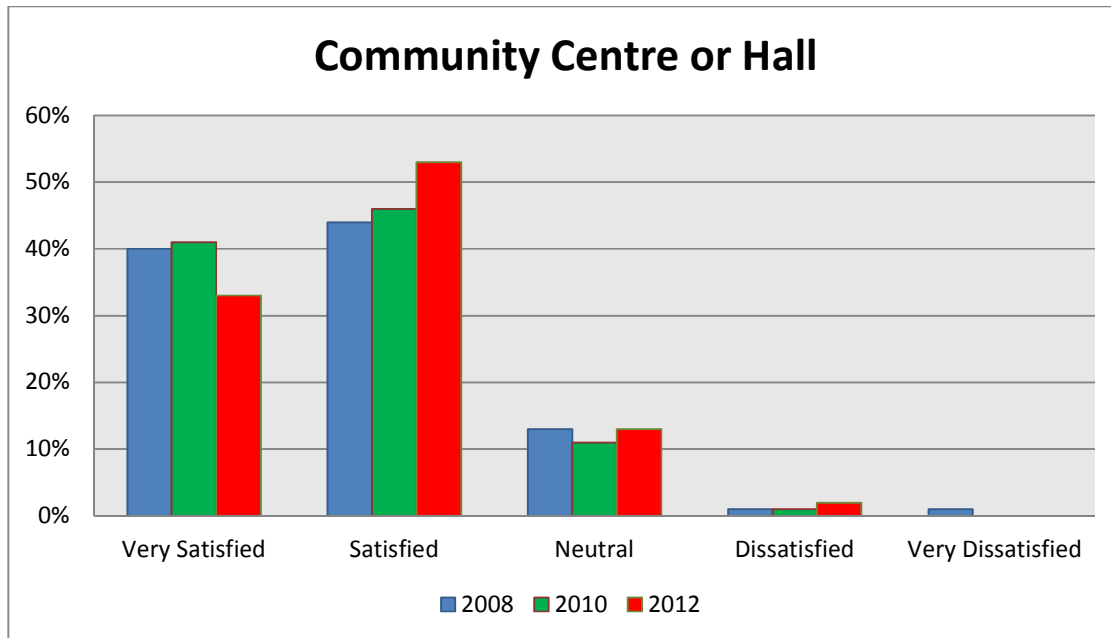
Respondents who do not use the Mataura Pool did not answer this question. Care must be taken when considering these results due to the low numbers of respondents who indicated they had used the Mataura Pool

4.12 Community Centre or Hall

Just under half of the respondents (48%) had used community halls or centres in the area during the past 12 months. Of these respondents, 86% were satisfied, with 53% satisfied and 33% very satisfied. This is similar to the 2010 survey results when 87% showed satisfaction and 2008 which showed 84% satisfaction. There was however a significant decrease in respondents indicating they were very satisfied down to 33% from 41% in 2010 and 40% in 2008. Two percent of respondents were dissatisfied, compared to 1% in 2010 and 2% showing dissatisfaction in the 2008 survey results.

Respondents were asked which community centre or hall they used most often and 84% of the respondents mentioned the James Cumming Wing in Gore. All other community centres and halls were mentioned by sixteen percent of the respondents. A full list of community centres or halls used may be found in Appendix Four: Council Services.

Graph 27: Level of satisfaction regarding community centre or hall



Community Centre or Hall	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	82	40%	90	41%	63	33%
Satisfied	89	44%	102	46%	100	53%
Neutral	27	13%	25	11%	24	13%
Dissatisfied	3	1%	3	1%	3	2%
Very Dissatisfied	2	1%	0	0%	0	0%
Total #	203	100%	220	100%	190	100%

Respondents who do not use community centres or halls did not answer this question

For a full list of comments regarding all issues concerning council services refer to Appendix Four.

5.0 PART FIVE – Communication with the Council

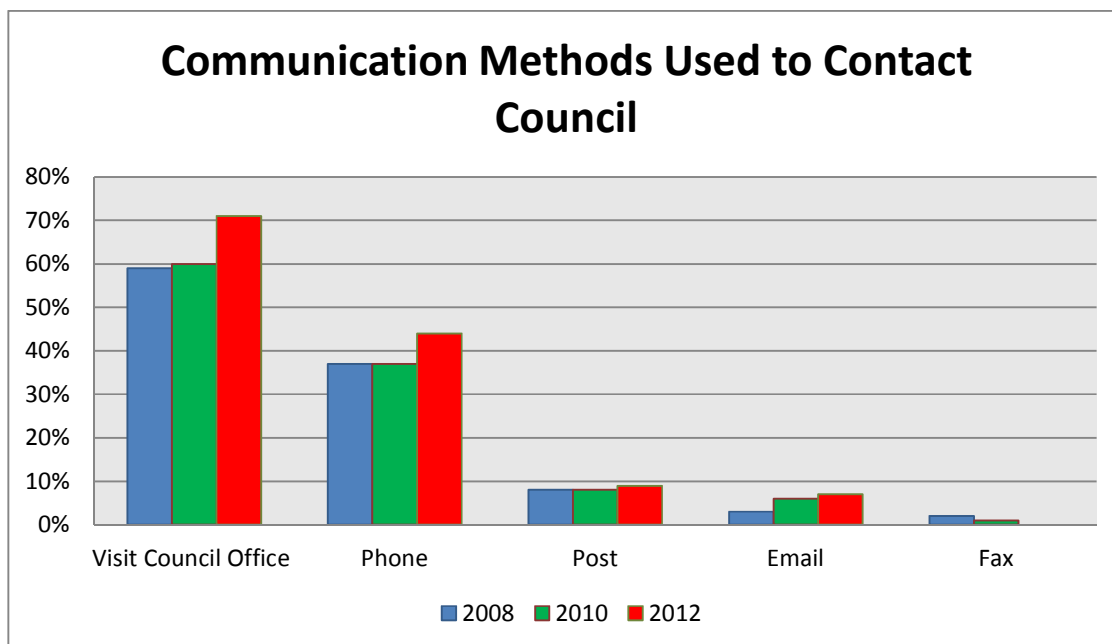
In this section of the survey respondents were questioned about their use of particular methods for contacting the Council and their level of satisfaction regarding their contact method. Respondents were also asked how they obtained information about the Council, and also specifically about the council website.

5.1 Communication methods

Five communication methods were read to respondents, and the respondents were asked which of these methods they had used to contact the Council in the last 12 months. Seventy one percent of the respondents indicated that they had visited the Council office, while a further 44% had phoned the Council office. Nine percent of respondents had contacted the Council by post. The contact methods least likely to be used were email and fax, with 7% and 0% of respondents indicating these two methods.

This compares to 2010 when 60% of respondents had visited the Council office, 37% had phoned, 8% had used the post, 6% had emailed and 1% had used the fax, and to 2008 when 59% of respondents had visited the Council office, 37% had phoned, 8% had used the post, 3% had emailed and 2% had used the fax.

Graph 28: Communication methods used to contact



Communication Methods	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Visit Council Office	237	59%	239	60%	283	71%
Phone	149	37%	147	37%	173	44%
Post	31	8%	30	8%	34	9%
Email	10	3%	23	6%	26	7%
Fax	6	2%	3	1%	1	0%

5.2 Satisfaction levels regarding communication methods

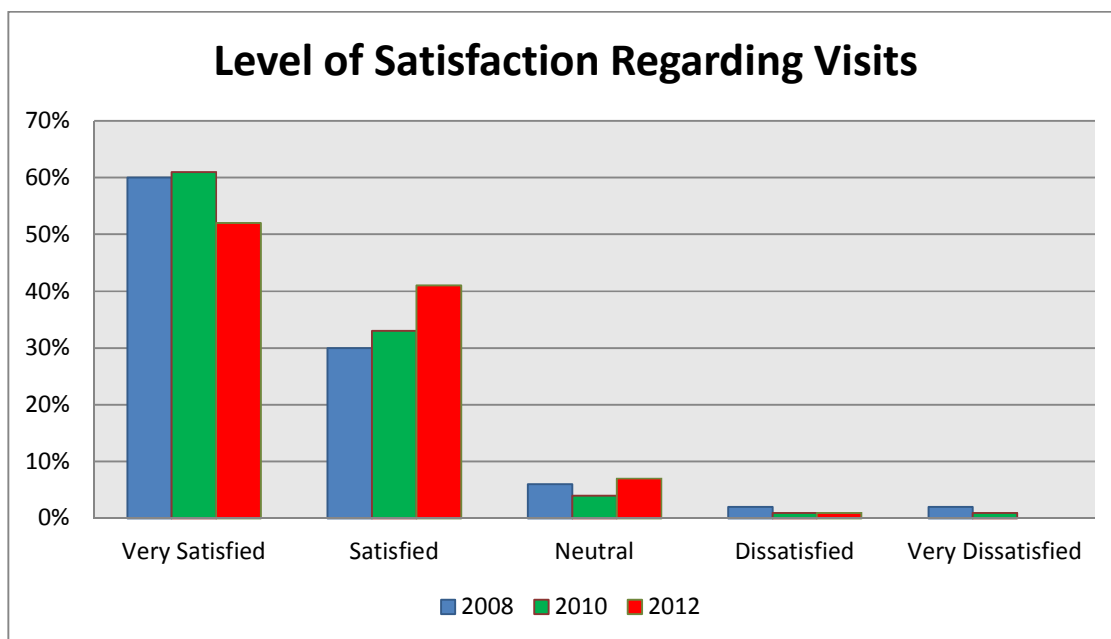
Respondents who had contacted the Council in the last 12 months by visiting or phoning the office were asked how satisfied they were with how they had been treated during the visit or call.

5.2.1 Visit/s to Council Office

Of the respondents who said they had visited the office 93% were satisfied with how they had been treated, 52% being very satisfied and 41% satisfied. Overall satisfaction figures were similar to those found in the previous surveys; however there was a significant drop in those who indicated they were very satisfied (52%), down from 61% in 2010 and 60% in 2008. Only 1% of respondents were dissatisfied.

The average level of satisfaction with the way they had been treated when they visited the Council office was 4.43, where one is very dissatisfied and five is very satisfied, compared to 4.52 in 2010 and 4.44 in 2008.

Graph 29: Level of satisfaction regarding visits



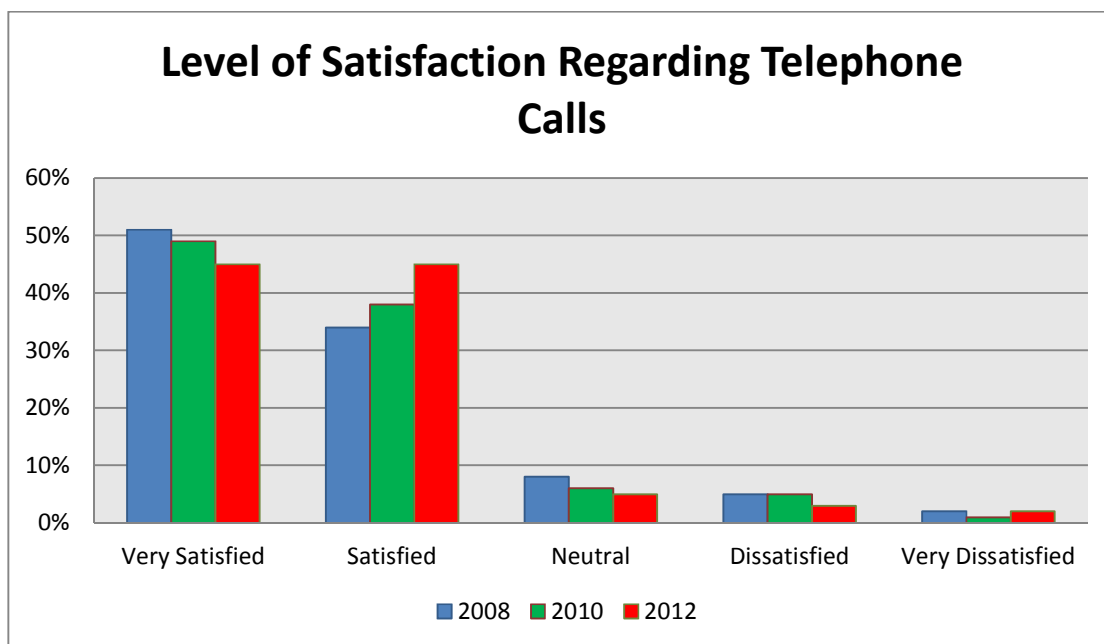
Visits	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	142	60%	145	61%	146	52%
Satisfied	71	30%	80	33%	115	41%
Neutral	15	6%	9	4%	19	7%
Dissatisfied	5	2%	3	1%	3	1%
Very Dissatisfied	4	2%	2	1%	0	0%
Total	237	100%	239	100%	283	100%

5.2.2 Telephone call/s to Council Office

Of those respondents who had phoned the Council office, 90% were satisfied with their treatment, 45% being very satisfied and 45% satisfied. This compared to 87% of respondents indicating satisfaction in 2010 and 85% in 2008. Only 5% of respondents were dissatisfied with 3% being dissatisfied and 2% very dissatisfied. Six percent of respondents indicated dissatisfaction in 2010 with 5% indicating dissatisfaction in 2008.

The average level of satisfaction with the way respondents felt they had been treated when they phoned the Council office was 4.29 compared to 4.28 in 2010 and 4.26 in 2008, where one is very dissatisfied and five is very satisfied.

Graph 30: Level of satisfaction regarding telephone calls



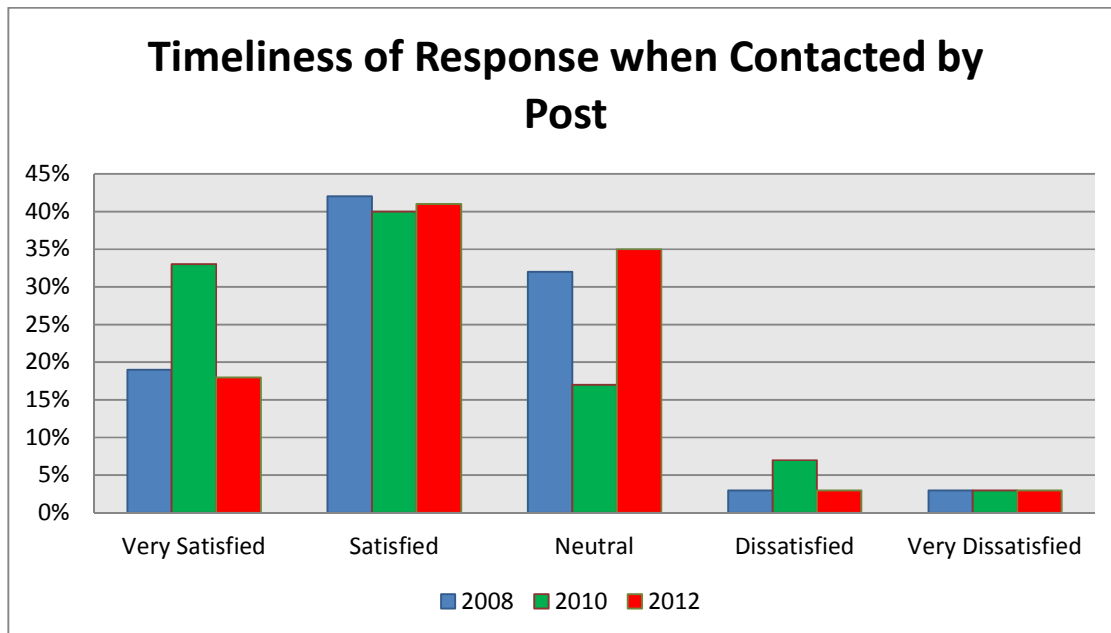
Telephone calls	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	76	51%	72	49%	78	45%
Satisfied	50	34%	56	38%	78	45%
Neutral	12	8%	9	6%	9	5%
Dissatisfied	8	5%	8	5%	5	3%
Very Dissatisfied	3	2%	2	1%	3	2%
Total	149	100%	147	100%	173	100%

5.2.3 Timeliness of response (when contacted by post)

Those respondents who had contacted the Council by post were asked to comment on their satisfaction level regarding the timeliness of the response. Fifty nine percent of these respondents were satisfied with the timeliness of the response, with 41% satisfied and 18% very satisfied. This is a significant drop from the 73% satisfaction in the 2010 survey and more in line with the 61% satisfaction in 2008. Six percent of respondents were dissatisfied with the response compared to 10% in 2010 and 6% dissatisfaction in the 2008 survey.

The average level of satisfaction with regard to the timeliness of the response for those respondents who had contacted the Council by post was 3.68, down from 3.93 in 2010 and very similar to the 3.71 in 2008, where one is very dissatisfied and five is very satisfied.

Graph 31: Level of satisfaction regarding timeliness of response (when contacted by post)



Timeliness of response	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	6	19%	10	33%	6	18%
Satisfied	13	42%	12	40%	14	41%
Neutral	10	32%	5	17%	12	35%
Dissatisfied	1	3%	2	7%	1	3%
Very Dissatisfied	1	3%	1	3%	1	3%
Total #	31	100%	30	100%	34	100%

Care needs to be taken when considering these results due to the low numbers of respondents who indicated they contacted the council by post

5.3 **Methods of obtaining information**

Two thirds of respondents (66%) indicated that they used the public notices in the Ensign as a main source of obtaining information about Council. The next main sources were Newslink public notices (60%), newspaper articles (52%) and The Southland Times public notices (52%). Refer to the table 5.3 below for details of the other methods of obtaining information. A full list of 'Other' responses can be found in Appendix Five.

Table 5.3 Methods of obtaining information about Council

Methods of obtaining information	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Public notices – Ensign	244	61%	278	72%	260	66%
Public notices - Newslink	254	64%	289	75%	236	60%
Newspaper articles	226	57%	277	72%	204	52%
Public notices – Southland Times	215	54%	252	65%	204	52%
Personal contact with Council staff	138	35%	175	45%	174	44%
Fliers	145	36%	197	51%	129	33%
Council papers/documents	78	20%	106	27%	109	28%
Website	33	8%	84	22%	100	25%
Radio advertising	104	26%	151	39%	76	19%
Councillors	69	17%	86	22%	56	14%
Public meetings	48	12%	57	15%	40	10%
E-news email newsletter	14	4%	28	7%	31	8%
Other	7	2%	0	0%	15	4%
Don't usually obtain information	41	10%	12	3%	23	6%

5.4 Gore District Council Website

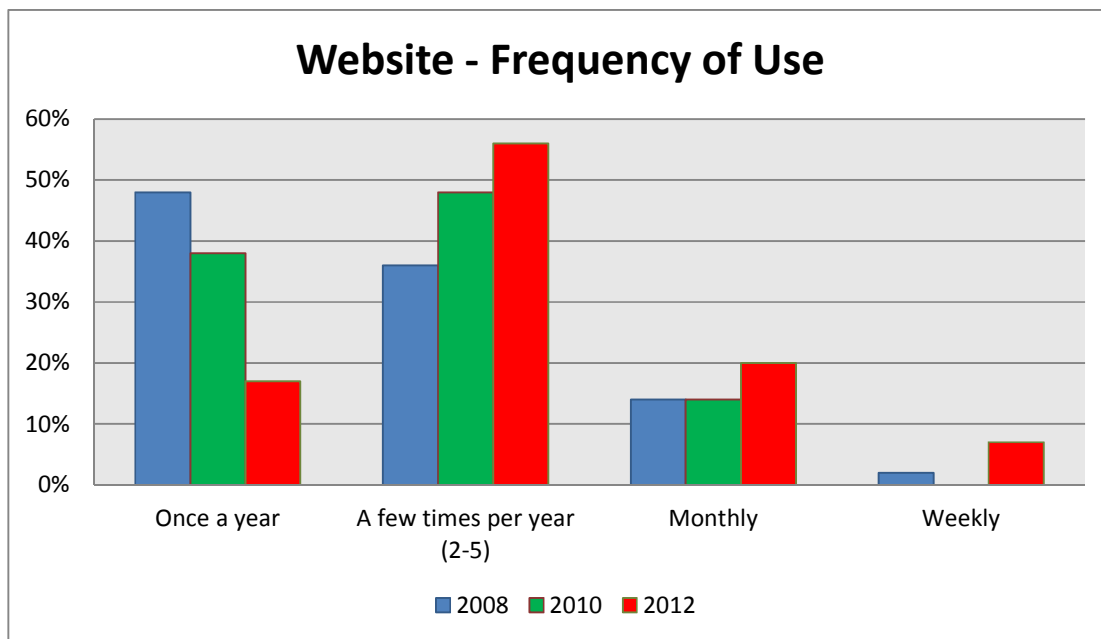
Respondents were asked if they had used or visited the Gore District Council's website in the past twelve months. Those respondents who had were asked how often they used the website and also how they rated the website with regard to their satisfaction.

5.4.1 Use of the Gore District Council website

Almost a third (31%) of respondents had visited the Gore District Council website during the past 12 months. This compares to 19% visiting in 2010 and 11% 2008. Fifty six percent of respondents visited a few times a year (2-5), 20% visited monthly, 17% annually and 7% visited the site weekly. Comparison with previous survey figures indicates respondents are using the website more frequently.

There were a range of reasons why respondents used or visited the website. The main reason was to find information about services provided by the council. A full list of reasons why respondents used or visited the website may be found in Appendix Five: Communication with the Council.

Graph 32: Frequency of use of website



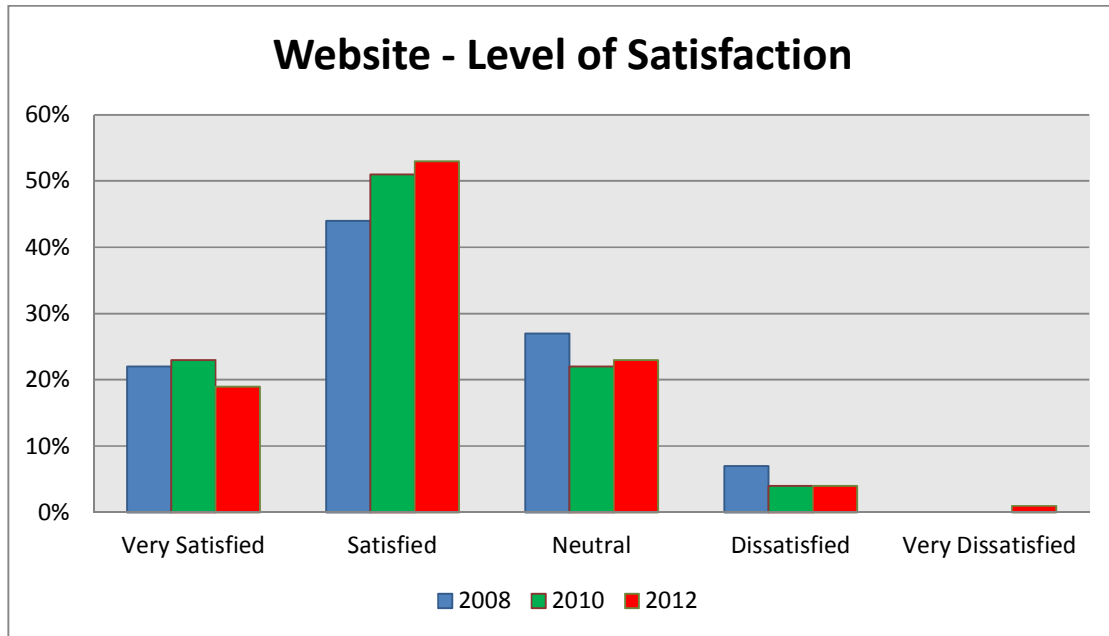
Frequency of use	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Once a year	21	48%	30	38%	21	17%
A few times per year (2-5)	16	36%	38	48%	69	56%
Monthly	6	14%	11	14%	24	20%
Weekly	1	2%	0	0%	9	7%
Total	44	100%	79	100%	123	100%

5.4.2 Website satisfaction

The respondents who had visited the Council’s website were asked to rate their satisfaction level regarding the site. Seventy two percent of these respondents were satisfied with the website, with 53% being satisfied and 19% being very satisfied. This compares to 74% satisfaction in 2010 and 66% satisfaction indicated in the 2008 survey. Twenty three percent of respondents were neutral with regard to the website, and the remaining 5% of respondents were dissatisfied with the website. Dissatisfaction is slightly up from 2010 when 4% indicated dissatisfaction but down from 2008 when 7% of respondents indicated satisfaction.

When considering those respondents who had used or visited the Council’s website, the average level of satisfaction was 3.85 slightly down from 2010 with 3.94 and very similar to the 3.82 found in 2008, where one is very dissatisfied and five is very satisfied.

Graph 33: Level of satisfaction regarding website



Website	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	10	22%	18	23%	23	19%
Satisfied	20	44%	39	51%	65	53%
Neutral	12	27%	17	22%	28	23%
Dissatisfied	3	7%	3	4%	5	4%
Very Dissatisfied	0	0%	0	0%	1	1%
Total	45	100%	77	100%	122	100%

For a full list of comments regarding all issues concerning communication with the council refer to Appendix Five.

6.0 PART SIX – Elected Members, Organisational Performance, and High Priority Issues

Respondents were asked about their level of satisfaction regarding the overall performance of the Gore District Council. Respondents were also asked how satisfied they were that they could contact an elected member of the council to raise an issue or a problem and about their satisfaction with the Council responding to the needs of the community and to issues raised by the community. Respondents were also asked to list the three services or facilities that they considered the Council should give high priority to over the next 12 months.

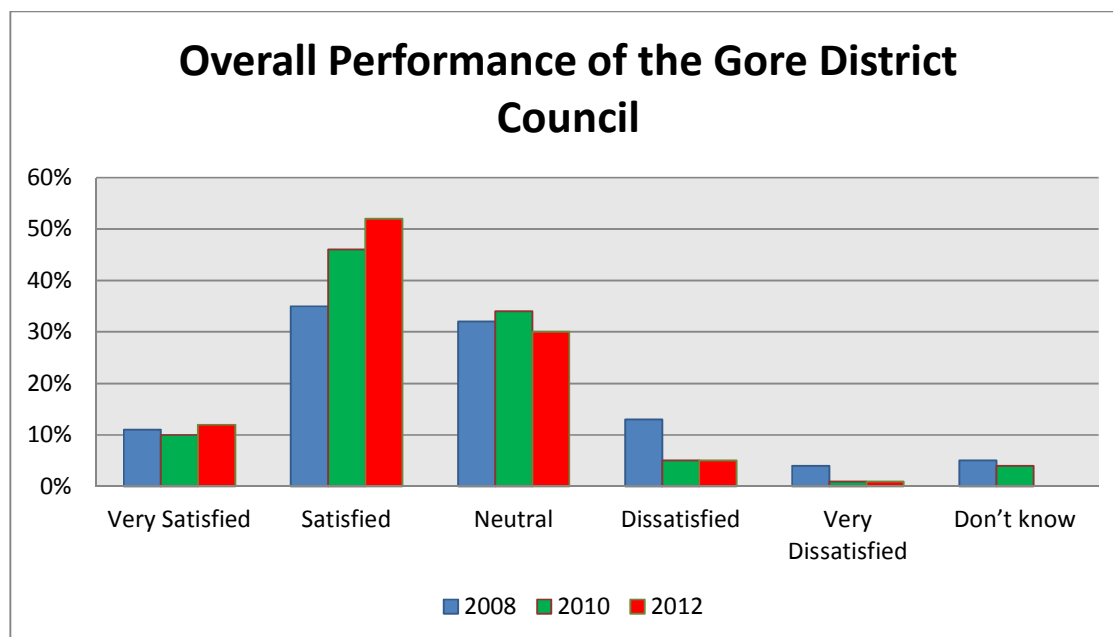
6.1 Overall performance of the Gore District Council

Almost two thirds of respondents (64%) were satisfied with the overall performance of the Gore District Council, with 52% being satisfied, and 12% of respondents very satisfied. Just under a third of respondents (30%) were neutral when it came to their satisfaction level, and the remaining 6% of respondents were dissatisfied, with 5% dissatisfied and 1% very dissatisfied. The overall level of satisfaction has increased to 64% from 56% in 2010 and 46% in 2008.

The respondents who were dissatisfied with the overall performance of the Gore District Council made reference to a number of issues including issues with rates expenditure. A full list of these responses can be found in Appendix Six.

The average level of satisfaction with regard to the overall performance of the Gore District Council was 3.70, up from 3.60 in 2010 and 3.38 in 2008, where one is very dissatisfied and five is very satisfied.

Graph 34: Level of satisfaction of the overall performance of the Council



Overall Performance of the Gore District Council	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Very Satisfied	44	11%	38	10%	49	12%
Satisfied	140	35%	185	46%	206	52%
Neutral	126	32%	134	34%	118	30%
Dissatisfied	52	13%	21	5%	20	5%
Very Dissatisfied	16	4%	5	1%	3	1%
Don't know	21	5%	17	4%	0	0%
Total	399	100%	400	100%	396	100%

6.2 High priority issues

The top three issues selected by respondents for the council to give high priority to over the next twelve months were: roading (32%), footpaths (18%) and water issues (13%). The next most important priorities were Council expenditure and rates (9%), recycling/waste services (6%) and drainage/stormwater/sewerage (5%).

When considering the priorities indicated in the previous survey periods, roading has moved to the top priority from 3rd priority in 2010 and 4th priority in 2008. Footpaths are the 2nd priority in 2012 the same as in 2010, and down from the 1st priority position in 2008. Water issues were shown as the 3rd priority in 2012, up from 5th priority in 2010 and 7th priority in 2008.

Table 6.2 High priority issues

High Priority Issues	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Roading	56	14%	99	25%	127	32%
Footpaths	101	25%	104	26%	71	18%
Water issues	24	6%	56	14%	52	13%
Council expenditure/rates	42	11%	35	9%	35	9%
Recycling /Waste services	96	24%	129	32%	23	6%
Drainage/Stormwater/Sewerage	0	0%	16	4%	18	5%
Parks/Playgrounds	0	0%	0	0%	17	4%
Recreation/sport facilities/sportsgrounds	43	11%	71	18%	12	3%
Beautification, upgrade, maintenance, and cleaning of town/areas	61	15%	40	10%	9	2%
Public toilets	34	8%	8	2%	8	2%
Street lighting	10	3%	16	4%	8	2%
Council communication/teamwork	19	5%	8	2%	2	1%
Youth/Children	10	3%	11	3%	1	0%
Elderly facilities/issues	9	2%	12	3%	0	0%

A full list of priorities (including 'other'), and all suggestions for improvements relating to overall Council performance can be found in Appendix Six: Overall Performance and High Priorities.

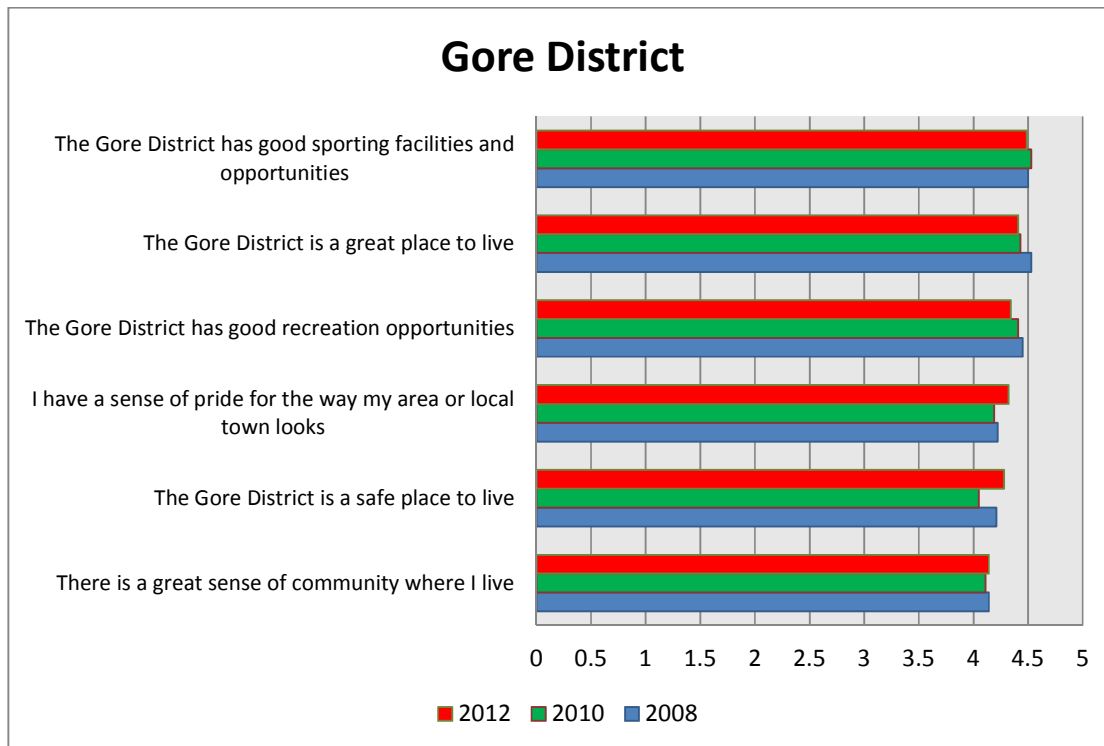
7.0 PART SEVEN – General Questions

Respondents were asked to what extent they agreed with six statements concerning the Gore District. These statements included such things as whether or not respondents agreed that the Gore District was a great place to live. Respondents rated each statement using a five point scale where five was strongly agree and one was strongly disagree. Respondents were also asked if they had taken any steps to prepare for a civil defence emergency and if they believed the Gore District was sufficiently promoted.

7.1 Summary of level of agreement with statements

All statements scored above 4.0, on a scale where one is strongly disagree and five is strongly agree. The highest scoring statement was "The Gore District has good sporting facilities and opportunities" receiving an average rating of 4.49. The lowest scoring statement was "There is a great sense of community where I live" receiving an average of 4.14.

Graph 35: Summary of agreement regarding statements on the Gore District

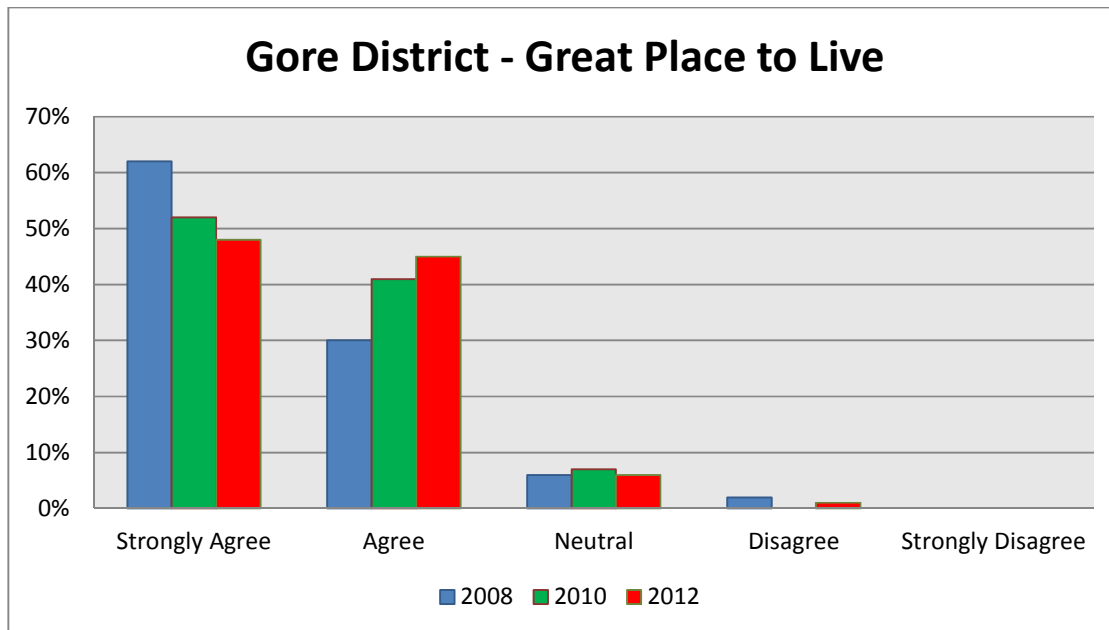


Statements	2008	2010	2012
	Satisfaction level	Satisfaction level	Satisfaction level
The Gore District has good sporting facilities and opportunities	4.50	4.53	4.49
The Gore District is a great place to live	4.53	4.43	4.41
The Gore District has good recreation opportunities	4.45	4.41	4.34
I have a sense of pride for the way my area or local town looks	4.22	4.19	4.32
The Gore District is a safe place to live	4.21	4.05	4.28
There is a great sense of community where I live	4.14	4.11	4.14

7.2 The Gore District is a great place to live

The majority of respondents (93%) agreed that “The Gore District is a great place to live”, with almost half of the respondents (48%) strongly agreeing. In 2010 the same percentage of respondents agreed and in 2008 92% agreed with the statements. Only 2 respondents disagreed with this statement.

Graph 36: The Gore District is a great place to live

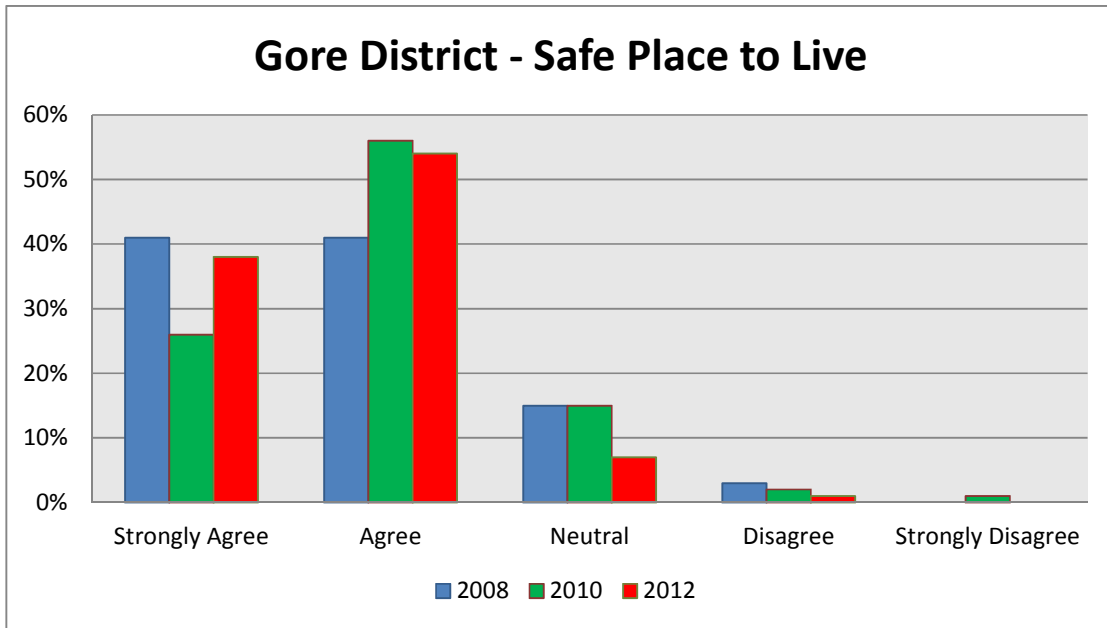


The Gore District is a great place to live	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Strongly Agree	248	62%	207	52%	191	48%
Agree	120	30%	164	41%	179	45%
Neutral	22	6%	27	7%	24	6%
Disagree	6	2%	2	0%	2	1%
Strongly Disagree	1	0%	1	0%	0	0%
Total	397	100%	401	100%	396	100%

7.3 The Gore District is a safe place to live

Again the majority of respondents (92%) agreed that “The Gore District is a safe place to live”, with 54% agreeing and 38% of respondents strongly agreeing. Seven percent of respondents were neutral towards this statement, and the remaining 1% of respondents disagreed with this statement. The results represent a significant increase in agreement from 2010 and 2008 when 82% agreed.

Graph 37: The Gore District is a Safe Place to Live



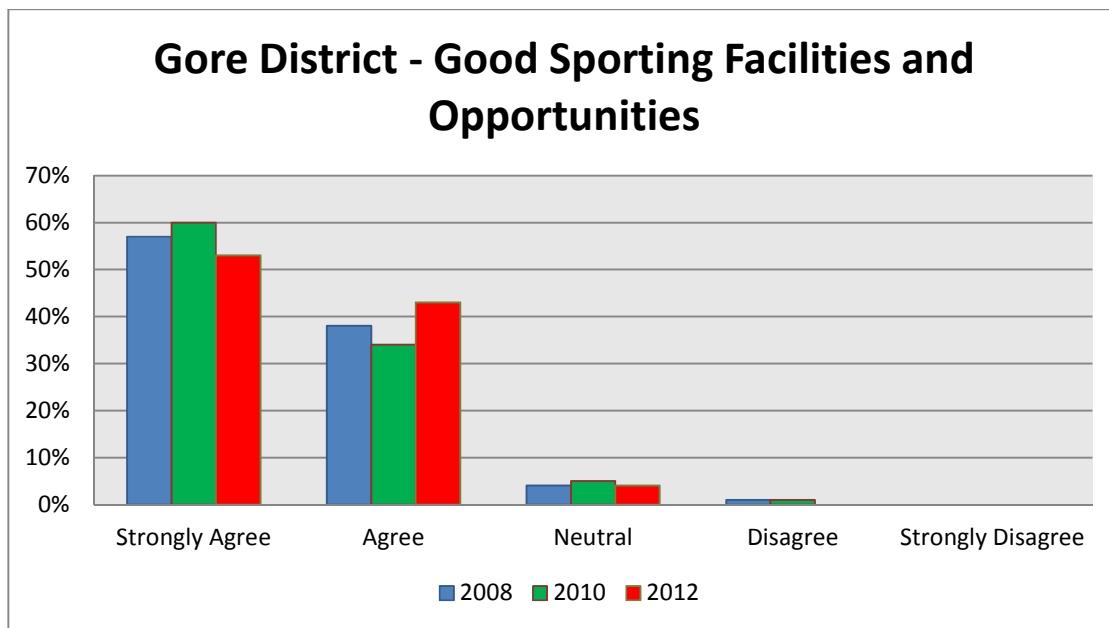
The Gore District is a safe place to live	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Strongly Agree	164	41%	106	26%	150	38%
Agree	164	41%	224	56%	212	54%
Neutral	58	15%	59	15%	29	7%
Disagree	10	3%	8	2%	4	1%
Strongly Disagree	1	0%	4	1%	1	0%
Total	397	100%	401	100%	396	100%

7.4 The Gore District has good sporting facilities and opportunities

The majority of respondents (96%) agreed that “The Gore District has good sporting facilities and opportunities”, with 43% agreeing and 53% strongly agreeing. This is a slight increase from the 94% found in 2010 and 95% agreement indicated in 2008.

The remaining 4% of respondents were neutral towards this statement, with one respondent disagreeing.

Graph 38: The Gore District has good sporting facilities and opportunities



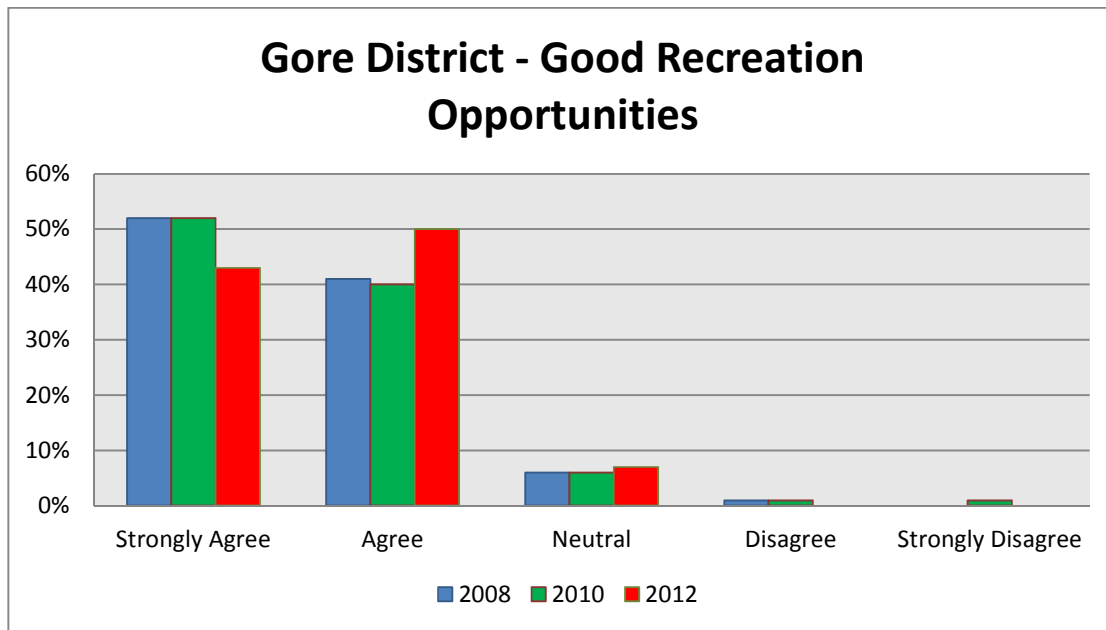
The Gore District has good sporting facilities and opportunities	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Strongly Agree	208	57%	234	60%	206	53%
Agree	141	38%	131	34%	165	43%
Neutral	15	4%	19	5%	14	4%
Disagree	4	1%	3	1%	1	0%
Strongly Disagree	0	0%	1	0%	0	0%
Total #	368	100%	388	100%	386	100%

Respondents who do not have an interest in sport did not answer this question

7.5 The Gore District has good recreation opportunities

When asked the extent to which they agreed that “The Gore District has good recreation opportunities”, the majority of respondents (93%) agreed, with half agreeing and 43% of the respondents strongly agreeing. The overall agreement results are similar to those found in the previous two survey periods; however there has been a significant drop in those strongly agreeing, from 52% in 2008 and 2010, to 43% in 2012. Seven percent of respondents were neutral towards this statement and remaining two respondents disagreed.

Graph 39: The Gore District has good recreation opportunities



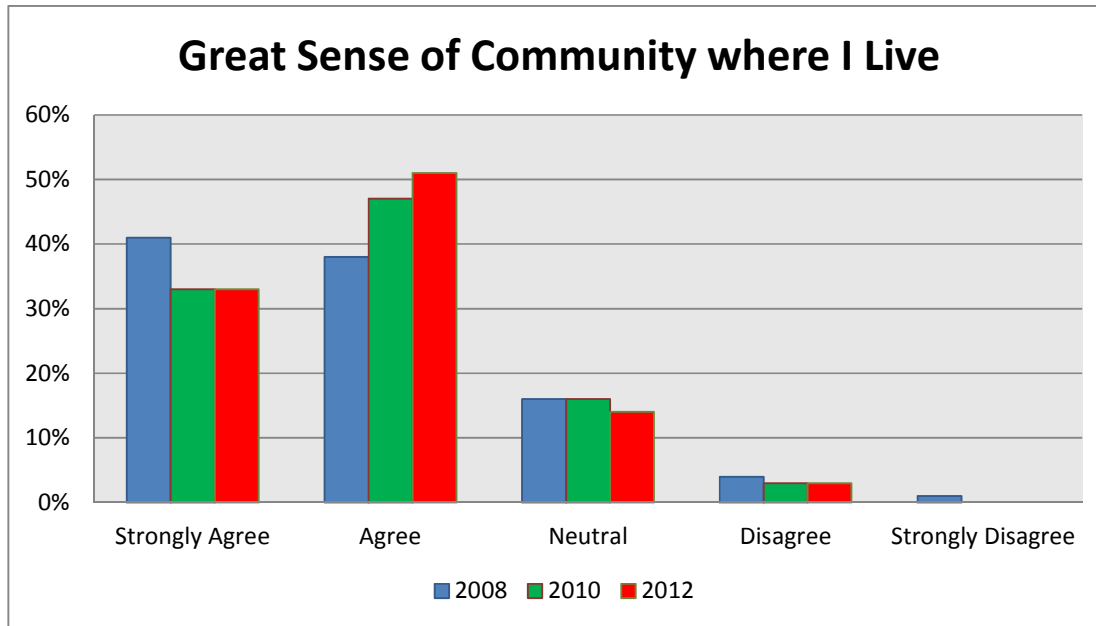
The Gore District has good recreation opportunities	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Strongly Agree	193	52%	201	52%	165	43%
Agree	151	41%	156	40%	192	50%
Neutral	24	6%	24	6%	28	7%
Disagree	2	1%	5	1%	1	0%
Strongly Disagree	0	0%	2	1%	1	0%
Total #	370	100%	388	100%	387	100%

Respondents who do not have an interest in recreation did not answer this question

7.6 There is a great sense of community where I live

When asked about the extent to which they agreed that there was a great sense of community where they lived, 84% of respondents agreed, with 51% agreeing and 33% strongly agreeing. When considering the previous agreement ratings this represents an increase from 80% in 2010 and 79% in 2008. Fourteen percent of respondents were neutral towards this statement and the remaining 3% of respondents disagreed, no respondents strongly disagreed.

Graph 40: There is a great sense of community where I live



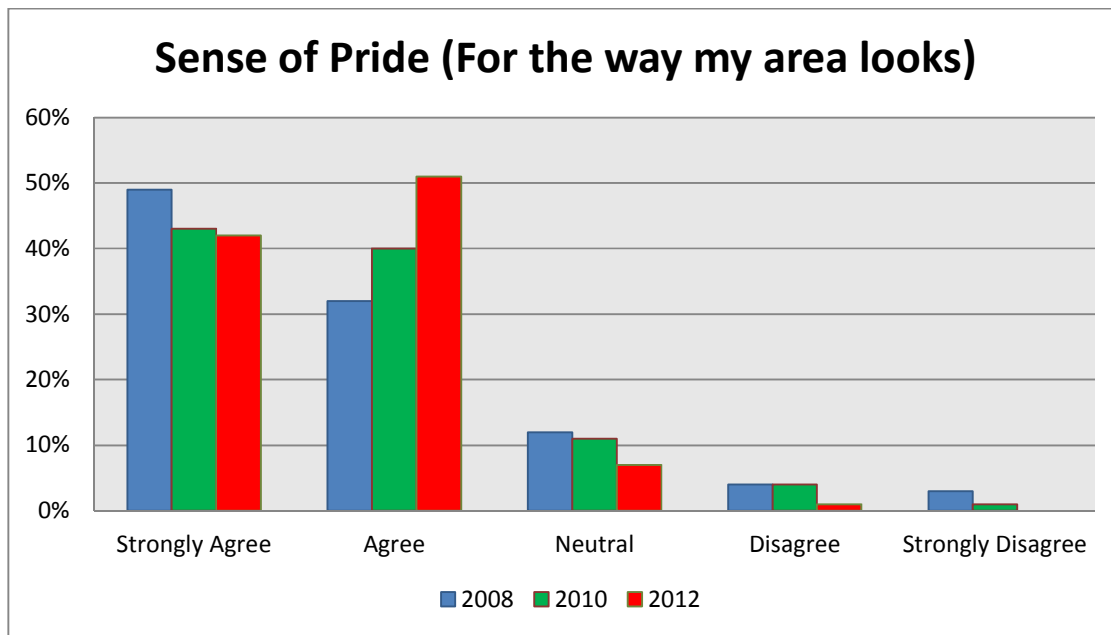
There is a great sense of community where I live	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Strongly Agree	160	41%	134	33%	129	33%
Agree	152	38%	190	47%	202	51%
Neutral	65	16%	64	16%	55	14%
Disagree	15	4%	13	3%	10	3%
Strongly Disagree	3	1%	0	0%	0	0%
Total	395	100%	401	100%	396	100%

7.7 I have a sense of pride for the way my area or local town looks

The majority (93%) of respondents agreed with the statement “I have a sense of pride for the way my area or local town looks”, with 51% agreeing and 42% strongly agreeing. The overall agreement results indicate a significant increase from 83% in 2010 and 81% in 2008, up to the 93% found in 2012.

Seven percent of respondents were neutral towards this statement and the remaining 1% of respondents disagreed.

Graph 41: I have a sense of pride for the way my area or local town looks



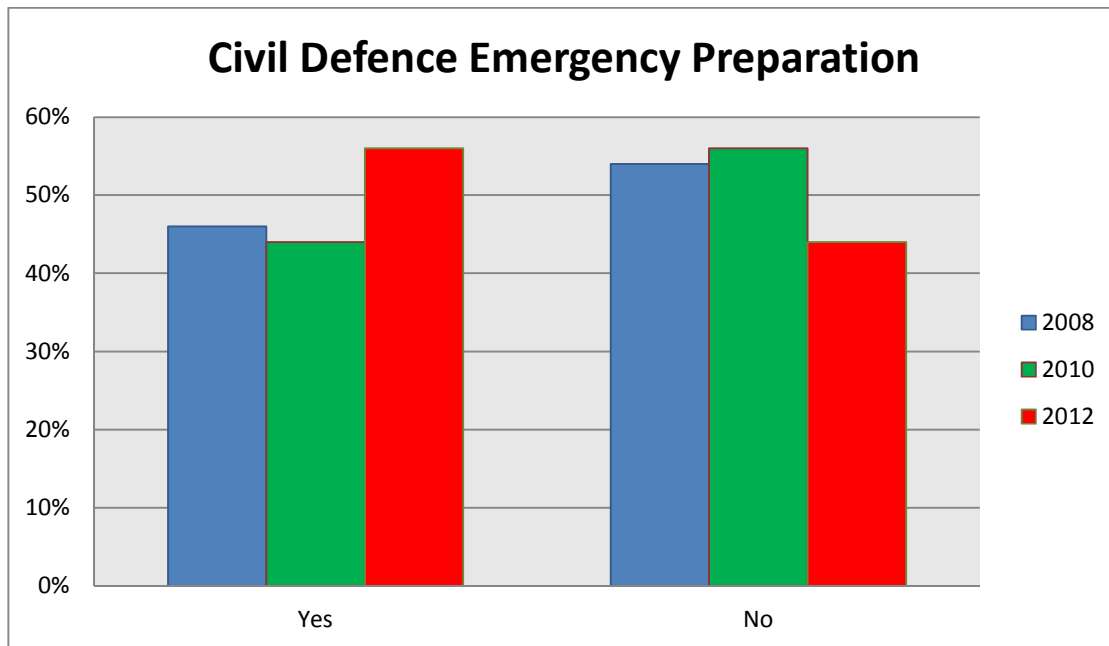
I have a sense of pride for the way my area or local town looks	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Strongly Agree	195	49%	171	43%	165	42%
Agree	128	32%	162	40%	200	51%
Neutral	49	12%	45	11%	26	7%
Disagree	15	4%	18	4%	4	1%
Strongly Disagree	10	3%	5	1%	1	0%
Total	397	100%	401	100%	396	100%

7.8 Civil Defence Emergency

When asked if they had personally taken any steps to prepare for a civil defence emergency, such as having an emergency kit and water stores, over half (56%) of respondents indicated that they had, and 44% respondents had not taken any steps in preparation for a civil defence emergency.

This represents a significant increase in those indicating they had taken steps to prepare; in 2010 44% had taken steps to prepare and in 2008 46% had taken steps.

Graph 42: Civil Defence emergency preparation



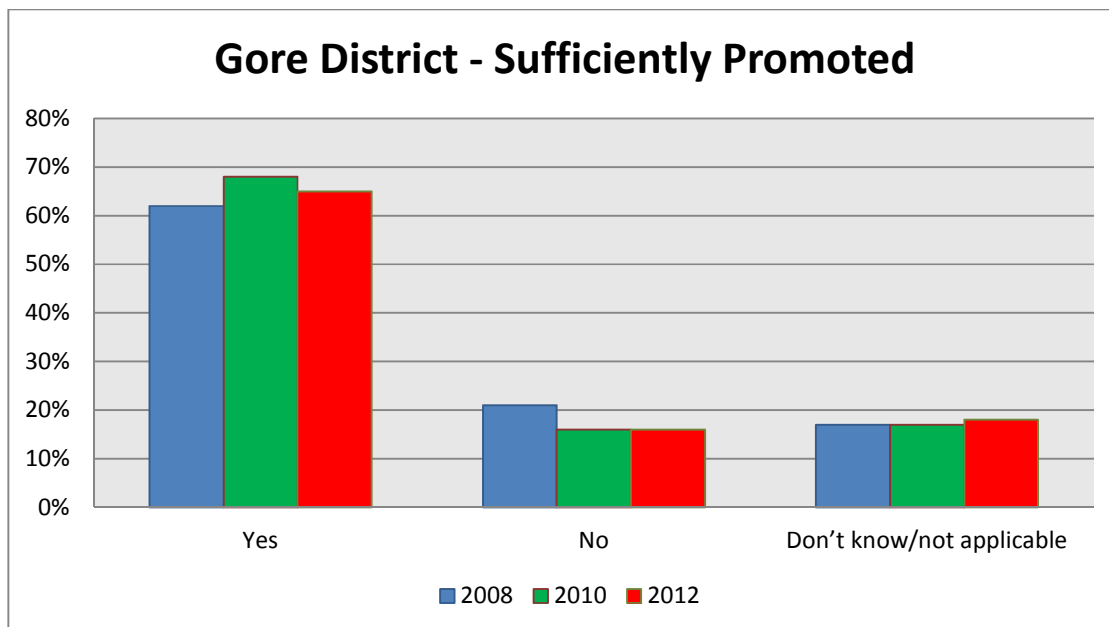
Preparation for Civil defence emergency	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Yes	184	46%	177	44%	221	56%
No	215	54%	225	56%	175	44%
Total	399	100%	402	100%	396	100%

7.9 Promotion of the Gore District

When asked if they believed that the Gore District was sufficiently promoted, 65% of respondents indicated that they did, 16% of respondents thought the Gore District was not sufficiently promoted and 18% indicated they did not know. These results represent a slight decrease from those who thought it was sufficiently promoted, in 2010 68% and a slight increase from the 62% in 2008.

All respondents were asked if they wished to make any comments regarding the promotion of the Gore District. Some respondents felt that the Gore District was adequately promoted, but others felt there should be more promotion. Comments were received regarding the cost of promotion, the need to promote a full range of Gore District activities and the need to promote outside the district. A full list of comments regarding the promotion of the Gore District may be found in Appendix Seven: General Questions.

Graph 43: Is the Gore District sufficiently promoted?



Gore District is sufficiently promoted	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Yes	248	62%	270	68%	258	65%
No	82	21%	63	16%	65	16%
Don't know/not applicable	69	17%	66	17%	73	18%
Total	399	100%	399	100%	396	100%

8.0 PART EIGHT – Summary of all Satisfaction Levels

Table 8.1 lists all of the aspects about which respondents were asked to indicate their satisfaction level. The services are listed in order of their average satisfaction, with the highest rated aspect first, where five is very satisfied and one is very dissatisfied.

Table 8.1: Respondents' ratings for all service aspects identified in the research

Service Aspects	2008	2010	2012
	Satisfaction level	Satisfaction level	Satisfaction level
1. Gore Museum and Art Gallery	4.75	4.68	4.67
2. Library service	4.62	4.59	4.60
3. Parks and reserves	4.54	4.56	4.50
4. Aquatic Centre	4.43	4.49	4.47
5. Cemeteries	4.59	4.48	4.45
6. Information centre	4.58	4.58	4.44
7. Visiting Council office	4.44	4.52	4.43
8. Sportsgrounds	4.30	4.44	4.38
9. Contacting Council by telephone	4.26	4.28	4.29
10. Playgrounds	4.16	4.21	4.24
11. Community centre or hall	4.21	4.27	4.17
12. Water Supply Services - Reliability	4.31	4.11	4.13
13. Mataura Pool	3.91	3.95	4.05
14. Gore Refuse Transfer Station	3.77	3.65	3.90
15. Council website	3.82	3.94	3.85
16. Water Supply Services - Quality	3.74	3.84	3.84
17. Local Sealed Roads	3.96	3.75	3.77
18. Public toilets	2.95	3.76	3.73
19. Overall Performance of Gore District Council	3.38	3.60	3.70
20. Timeliness of response (contact by post)	3.71	3.93	3.68
21. Local Roads	3.82	3.55	3.61
22. Footpaths	3.09	3.21	3.33
23. Local Gravel Roads	3.13	3.03	3.26

"1" = very dissatisfied, "5" = very satisfied

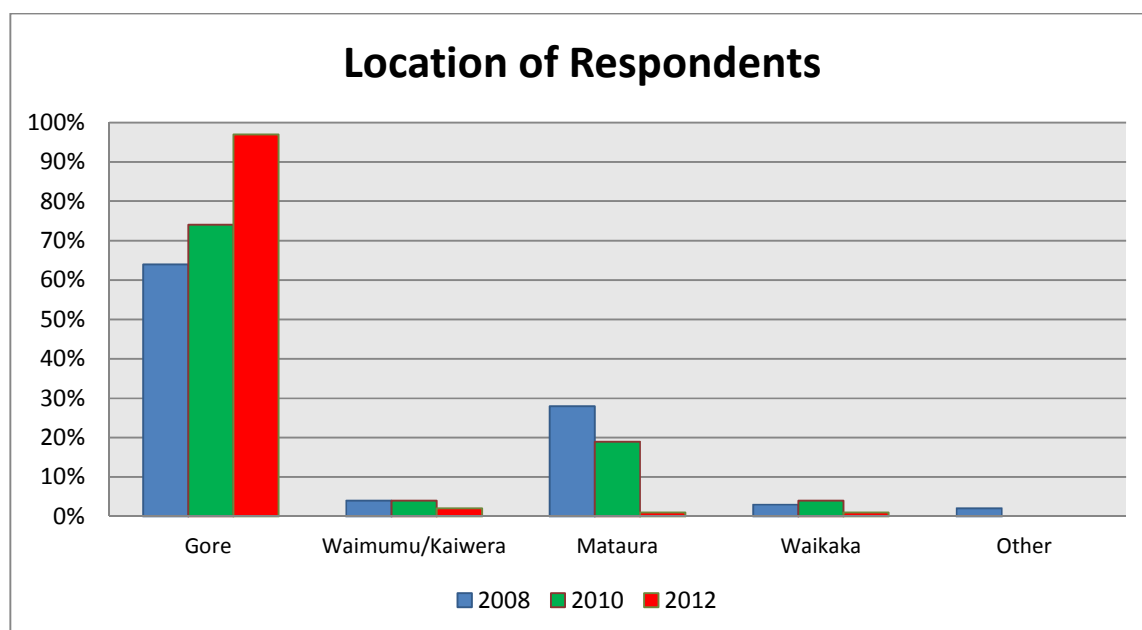
9.0 PART NINE – Demographics

With regard to demographic information, all respondents were asked which district they lived in, as well as their age. Gender details were also recorded. Respondents were also asked if they were ratepayers or residents who pay rent, and if they had lived in the district for more than 12 months.

9.1 Location of respondents

The vast majority of respondents (97%) lived in the Gore ward, and 2% of respondents lived in the Waimumu/Kaiwera ward and 1% lived in the Mataura ward and in the Waikaka ward.

Graph 44: Location of respondents

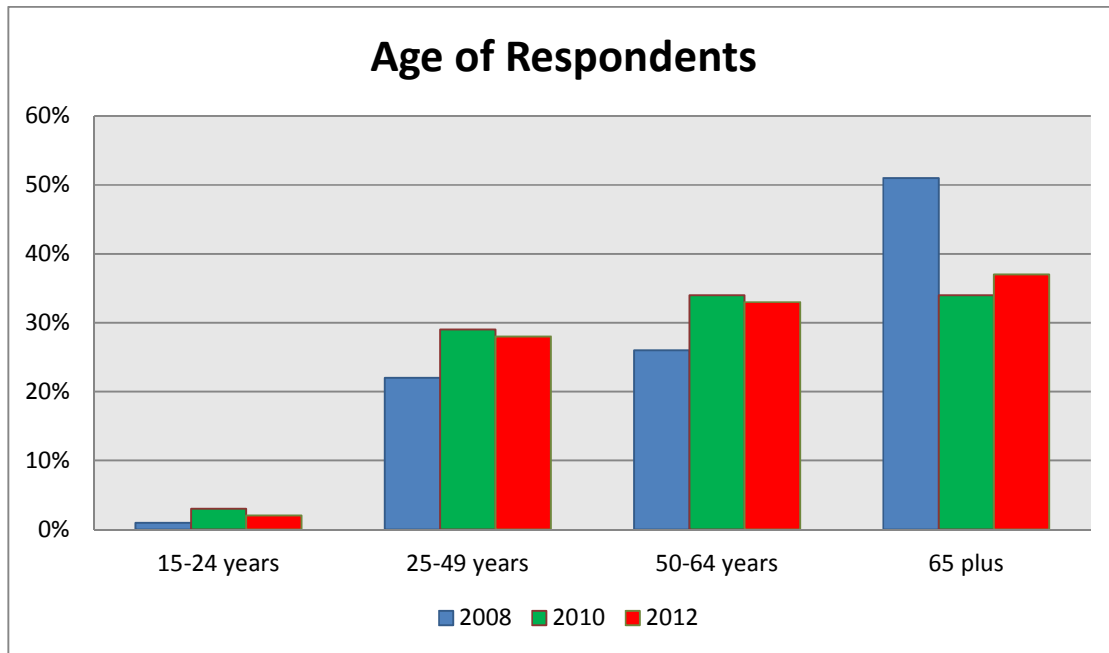


Location	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Gore	254	64%	295	74%	386	97%
Waimumu/Kaiwera	15	4%	15	4%	6	2%
Mataura	111	28%	75	19%	2	1%
Waikaka	11	3%	15	4%	2	1%
Other	8	2%	0	0%	0	0%
Total	399	100%	400	100%	396	100%

9.2 Age of respondents

Seventy percent of respondents surveyed were aged 50 years or older, with 33% aged between 50-64 years and 37% aged 65 years or older. Twenty eight percent of respondents were aged between 25-49 years and 2% were aged between 15-24 years.

Graph 45: Age of respondents



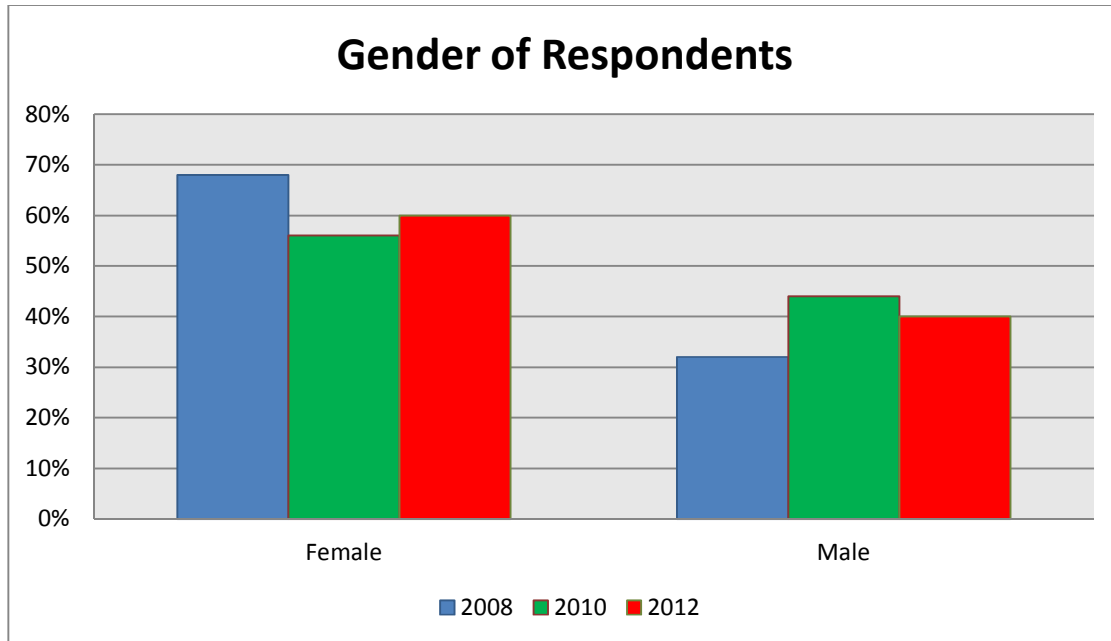
Age groups	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
15-24 years	2	1%	11	3%	7	2%
25-49 years	87	22%	117	29%	110	28%
50-64 years	104	26%	136	34%	132	33%
65 plus	205	51%	139	34%	146	37%
Total #	398	100%	403	100%	395	100%

Some respondents chose not to specify their age group

9.3 Gender of respondents

Sixty percent of respondents were female and 40% were male.

Graph 46: Gender of respondents

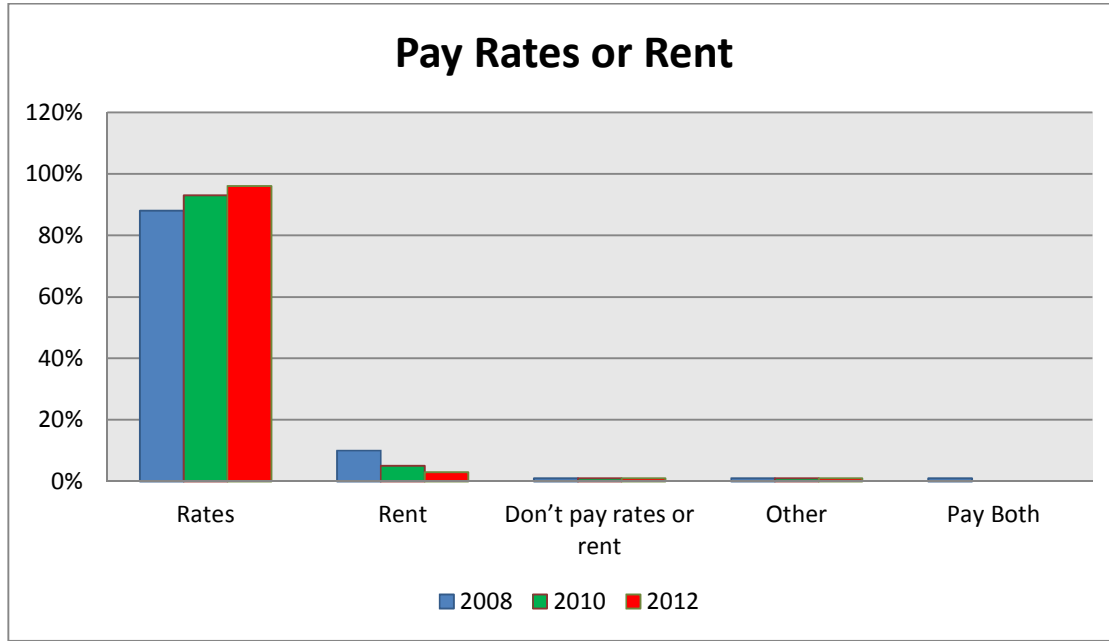


Gender	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Female	273	68%	226	56%	238	60%
Male	126	32%	177	44%	158	40%
Total	399	100%	403	100%	396	100%

9.4 Pay rates or Rent

The vast majority of respondents (96%) were ratepayers, and a further 3% of respondents paid rent. A full list of the "other" responses can be found in Appendix Nine.

Graph 47: Pay rates or rent



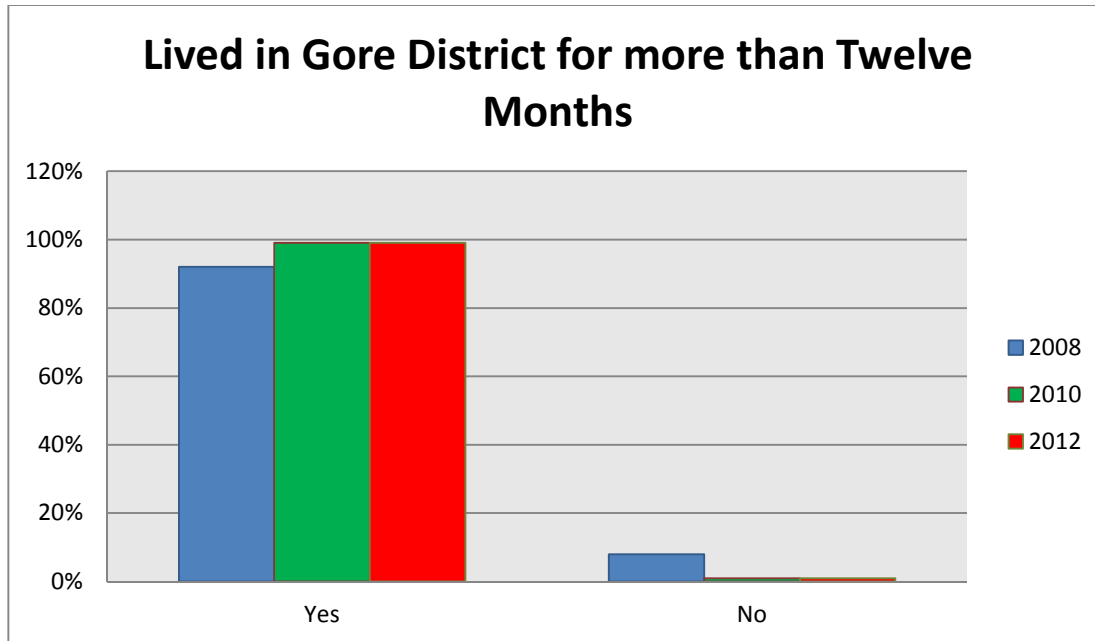
Pay rates or rent	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Rates	350	88%	372	93%	378	96%
Rent	40	10%	19	5%	12	3%
Don't pay rates or rent	3	1%	5	1%	2	1%
Other	5	1%	4	1%	3	1%
Pay Both	1	1%	1	0%	0	0%
Total #	399	100%	401	100%	395	100%

Some respondents chose not to answer this question

9.5 Lived in the Gore District for more than 12 months

Ninety nine percent of respondents had lived in the Gore District for 12 months or more.

Graph 48: Lived in Gore District for more than 12 months



More than 12 Months	2008		2010		2012	
	Raw Data	%	Raw Data	%	Raw Data	%
Yes	369	92%	398	99%	390	99%
No	30	8%	3	1%	4	1%
Total #	399	100%	401	100%	394	100%

Some respondents chose not answer this question

APPENDICES

Appendix One:	Comments – Water Services
Appendix Two:	Comments – Roading Services
Appendix Three:	Comments – Waste Services
Appendix Four:	Comments – Satisfaction with Council services
Appendix Five:	Comments – Communication with Council
Appendix Six:	Comments – Overall Performance and High Priorities
Appendix Seven:	Comments – General Questions
Appendix Eight:	Comments – Demographics

Appendix One: Comments – Water Services

Sewerage scheme – reasons for not satisfied

Gore

- A lot of restrictions because of the water flow
- Can't wash my vehicle out on the street because there is no drain
- Don't have sewerage system
- Get a lot of flooding - finding their sewerage is coming back on backyard
- Haven't got one
- Money wasters
- More stormwater separation
- Needs upgrading on sewerage
- No sewerage line
- Not overall, but happy with own service
- Separation largely ignored. Sewerage and stormwater not separated making treatment process more costly
- Should be investigated re raw sewerage in the towns and cities
- Should have separated the storm and sewerage long ago

Waimumu/Kaiwera

- Not connected to the main sewerage line when we should be

Stormwater - reasons for not satisfied

Gore

- Because a big hole around the area keeps arising
- Bit of flooding
- Certain stormwater blocks up - needs to be looked at
- Drain blocks when there's a lot of heavy rain (Ruia Street)
- Drain overflows
- Floods
- Haven't got one
- House is lower than the street, has to flood lawn before it empties
- Lives in East Gore opposite Hamilton Park. Has a lot of problem with heavy rain and gets flooded and the drains get blocked by leaves in winter
- Lot of surface flooding, drains don't cope
- Massive build-up of water
- Money wasters
- More maintenance and technology
- No lining
- Not adequate - it dumps into the sewer
- Not happy with the flooding around street
- Pools outside homeowner's house (Hokonui Drive)
- Problems with water coming down hill causing a flood. Mary Street untidy
- Property floods frequently (Charles Street)
- Stormwater they sometimes don't clean out the drains and it floods the roads. Not enough guttering
- Streets are flooding too often

- The heavy rain means an overflow for the single drains in the street
- The water could be a lot better
- They get flooded
- Too much goes straight to river and gets polluted
- West Gore needs upgraded and also East Gore

Reliability of water supply – suggestions for improvements

- Bring water down from the lakes
- By clearing the water - very discoloured
- Cut out some of the dairy farming drag-off
- Disgusting water
- Don't know but would like to have access to water at all times
- Don't put so much chlorine
- Fix the pipes
- Get more clean water
- It's regularly brown, it would be nice if it was clearer; and the pressure varies
- Lack of pressure, no water in summertime
- Lack of supply at times, encourage to conserve and set up own systems
- More supply
- Murky coloured water
- Needs to be clean - the water is black
- No water restrictions, and better quality
- Purity of the water more consistent
- The pressure
- Too many chemicals in the water and dirt
- Water cuts in summer
- Water pressure is minimal all the time
- Will be turned off sometimes and Council don't let you know they have turned it off

Water supply quality – suggestions for improvements.

- Being able to drink it would be great
- Better in East Gore than in town
- Cleaner
- Could be better
- Dirty
- Disgusting water, comes out of tap white
- Distribution to water supply to all users. Chlorine too strong
- Doesn't taste nice
- Don't like the chlorine
- Don't like the white frothy stuff that comes out of the tap, especially in the summer
- Filter out the chlorine
- Filter the water
- Get rid of the chlorine
- It's black water
- Less chlorine
- Less chlorine
- Less Chlorine
- Less chlorine in the water
- Less dirt

- Make it taste better
- Need new pipes in Milford Street area
- Need to take the stuff there putting in it out
- Not sure but sometimes there can be cloudy water
- Rate money needs to be spent on fixing the quality of the water supply, instead of spending it on above the ground. It tastes disgusting from the Mataura River, and sick of the water restriction
- Refer to previous
- Replace a lot of our main systems
- Sometimes taste chlorine
- Strong variations in taste. Feels the residents should be told of water conditioners
- Tap water taste is terrible
- Times where the water is discoloured and smells, especially at flooding time
- Too many dairy farms
- Upgraded the water system. Colour is bad
- Very dirty water and it doesn't taste very nice

Further comments – water, sewerage and stormwater services

Gore

- A few mains problems
- Bit of discolouration
- Clarity on the district plan of separation for sewage and stormwater for residential, and a timeline
- Concerned that water supply is insufficient for both farmers and others in summer months
- Considering the rates we pay we should have a considerably better water system
- Don't like the chlorine in water
- Drains are blocked on the main road. Getting blocked by grass clippings being done by council workers
- Everything seems to be working OK
- Existing supply not suitable for increase in population
- Get act together - with summer season more reliable water system - we have water ration for gardens
- Had problems, now sorted
- Had some concern that water allowance for dairy farms led to rationing during the summer
- Has been sick due to what has been put in the water
- Hosing restrictions during summer
- I have a filter
- I have a filter
- In the summertime the water gets different
- It's was brown on occasions - two to three times a year
- Just the stormwater drains
- Leak on hill fixed now
- More water pressure
- Morning water smell tastes weird chemically
- Need less chlorine
- Not consistent
- Not that drinkable

- Other side of town water runs brown
- Pressure of water supply very average
- Quality is dirty in the area
- Quality is very low when it is supposed to be good
- Quite often lately the water has been dirty. Quite often water is getting fixed
- Sewerage treatment station needs upgrading
- Shouldn't be hosing restrictions
- Sometimes can be a little brown water
- Summer water restriction is very annoying
- Sweeping machine doesn't come round some of the areas enough as the drains do get blocked
- Taps often smell of chlorine
- Tastes badly at times
- The water in the summer with watering our gardens we have a time limit and with the dairy owners they get to water all day
- The water is very poor quality
- Too much chlorine
- Too much chlorine and discoloured
- Too much chlorine in water
- Unhappy with the restrictions on water
- Washing machine has black leaves in it
- Water a bit discoloured at times and water pressure a bit low
- Water every now and then gets a funny taste and sometimes brown
- Water has too much chlorine - tastes foul
- Water is brown at times
- Water is discoloured very occasionally
- Water occasionally looks muddy - hasn't for a while though
- Water restrictions are not good
- Water supply needs to be addressed
- When the fire brigade comes round and checks fire hydrants it upsets the water pipes. It affects the water quality

Appendix Two: Comments – Roading Services

Local roads appropriate for travel needs – suggestions for improvements

- 90% of them need fixed as they have a lot of pot holes
- Better contractors
- By clearing the rubbish
- By re-sealing – there has been a deterioration over a period of time - Main Street has lots of potholes and uneven surfaces
- Check it out – a lot of the streets are rough
- Could do up the main street
- Don't re-seal roads that don't need - leave it for roads that do
- Fewer trucks
- Fix the potholes
- Fix them (2)
- Fixed up to the standard where it should be
- Fixing potholes
- Fixing the roads and potholes
- General maintenance
- Grade the roads
- Grade them, and gravel
- Graded
- Gravel roads need grading more often
- Just better maintenance and pothole filling
- Main road is rough
- Maintenance (5)
- Maintenance on potholes around the town
- Milk tankers off the main road
- More grading
- More maintenance (5)
- More sealing
- More sealing in the country roads
- More staffing to fix it
- More tar sealing
- Need cracks filled
- Needs work
- Pothole at roundabout
- Potholes and road makings
- Potholes need filled
- Put more gravel on gravel roads
- Quicker responses to completion of repairs and fixes
- Rates money needs to be spent wisely on this
- Repair potholes
- Repair the damage from trucks
- Re-seal and stabilise
- Re-sealed
- Resurfaced
- Roading Maintenance

- Sealed more
- SH1 needs more maintenance
- Smooth out potholes and fix
- Some of them are rough
- The condition of the roads
- The intersections are terrible
- Thinks the cable attaching us to Auckland should be cut
- Traffic ruining the roading
- Traffic too heavy. Needs bypass
- Upgrading and maintenance

Local gravel roads satisfaction – suggestions for improvements

- Dairy cows ruin the road
- Filling the holes
- Grade and gravel
- Grade more often and put better seal down
- Graded a lot more than they are
- Graded more
- Graded more regularly
- Grading and more care and look for ones that should have tar seal
- Gravel and maintenance
- Increased maintenance
- Looking after them
- Maintenance (2)
- More grading (2)
- More grading and gravel
- More grading and maintaining them more
- More gravel and graded more
- More gravel more often
- More gravel on them and graded a lot more frequently
- More maintenance (2)
- More maintenance and grading (2)
- More maintenance on all roads
- More work on them
- Need more grading
- Need to be graded
- Need updated
- Needs work
- Potholes filled (2)
- Sealing
- Should be better maintained and more gravel on them
- Some of them have too many potholes, need grading more
- Tarseal
- Tarsealed
- Tarsealing them
- They're rough and need graded
- Too rough - potholes
- Upkeep
- Upgrade of gravel

- Very uneven with potholes

Local sealed roads satisfaction – suggestions for improvements

- 90% have potholes and need to be fixed
- A lot of potholes they could fix
- Attend to the potholes
- Better maintenance
- Better quality of work on roads
- By resealing
- By resealing the main street
- Eliminating potholes and bumps
- Fix them
- Graded more
- Grass edging outside houses is making the roads narrow to single lane
- Lots of potholes in the township
- Made to a higher international standard
- Maintenance and control of traffic
- More maintenance (7)
- More maintenance and upgrading
- More sealing
- Need fixed
- Need to be graded
- Patch all over
- Potholes could be filled
- Potholes to be fixed
- Probably stop taking lowest tender, get some decent consultants
- Same as local roads
- They are uneven and they need to be looked at
- Waimumu road needs more upgrading
- Work on them

Footpaths - suggestions for improvements

- A lot of footpaths need re-based
- A lot of them are patchy and need to fix a hole in street at once
- Better maintenance (2)
- Better maintenance - very rough
- Bumps need fixed
- By levelling them - would like Councillors to use wheelchair on rough surfaces to find out what they are like - especially on uneven surfaces
- By repairing them
- Canning Street needs to be improved
- Could be improved for wheelchairs
- Could be resurfaced
- Cracks
- Cracks filled, curbs fixed
- Cracks need filled
- Cracks need repaired
- Disgraceful
- East Gore, very narrow, more grass on them than rest of Gore. Walker not able to be

- made stable
- Fix them
 - Fix them up and finish job when Council starts
 - Footpaths have a lot of dips and corners are dangerous at parts
 - Footpaths should be all concrete not tarseal
 - Grade them more, make them even
 - Graded, potholes fixed, made straight
 - I'm on a scooter and the footpaths need more pavement layered out evenly
 - Just not enough room for wheelie bins
 - Level them out
 - Level them out and make them safer
 - Lot of uneven surfaces
 - Lots of maintenance needed
 - Maintained
 - Maintenance required urgently
 - Maintenance urgently needed
 - More concrete and fixed for people in wheelchairs
 - More curving
 - More maintenance (3)
 - More maintenance - well below par
 - More maintenance resealed
 - More maintenance very uneven
 - Need fixed
 - Need improving
 - Need re-done – rough. Not all sides of the streets have footpaths
 - Need resealed
 - Need resealing and better ramps on and off the road and crossings needed
 - Need to be better maintained. Elsie Street footpath in very bad condition causing a fall
 - Need to be graded, made more user friendly, i.e., mobility scooters etc.
 - Need to be graded, potholes need filled, need to be even walking surface
 - Need to be more mobility friendly
 - Need to look at them and fix them
 - Never been renewed
 - New footpaths
 - Not level and rough; needs replacement
 - Not overgrown and keep maintenance
 - Not wide enough and wheelie bins take up a lot of the room sometimes
 - Only one footpath up Duke Street
 - Put new footpaths in and fix the old
 - Re-do them
 - Redoing them - hazard for elderly
 - Redone especially on Hokonui Drive - rough footpaths
 - Repair work
 - Repaired
 - Re-seal them
 - Rough edges need smoothed
 - Some footpaths do need repair
 - Some need better pavement
 - Still need upgrading - very uneven surfaces

- Take the dips out of the driveways
- They need to put a footpath down the other side of the street
- They're extremely uneven
- Tidy up and a fill in
- Too many trees
- Very bumpy and uneven. Not good for people on crutches or in a wheelchair. Need major maintenance to rectify this
- Very uneven
- Very unlevel and need a lot of work done to them
- Widened, and new paths would be appreciated
- Working on the same spot over and over again, unnecessary dips

Organisation responsible for maintaining state highways - other responses

- Council (3)
- Delta (2)
- Infrastructure (2)
- Southland County (2)
- Downers or Fulton Hogan
- Downers/South Roads
- Government transport
- Ministry of Transport
- Opus
- South Roads/Fulton Hogan

Organisation responsible for maintaining local roads - other responses

- Black Top
- Borough Council
- Council/Downers
- Council contract out
- Council/South Roads
- Council/Land Transport
- Infrastructure
- Land transport
- Ministry of Works
- Murray Hassler
- Opus
- Regional District Council (2)
- Road works
- South Roads/Fulton Hogan

Further comments – roads or footpaths

Gore

- A lot better than Clutha
- A lot of bumps and potholes cracks
- Concerns for uneven roads and potholes

- Could be more improvement on signs for the traffic outside the supermarkets as cars are close to crashing into people
- Entrance to homes very uneven
- Footpath on both sides of the road in Wentworth Street area
- Footpath on Thomas Street has been under construction for too long on the hill corner
- Footpath renewal pleasing
- Footpaths are rough and need upgraded
- Footpaths dreadful
- Footpaths need a bit more improvement
- Footpaths need fixed
- Grader should be used on gravel roads more often
- Great to see footpaths have been maintained and improved in most parts
- Hard to negotiate, need repair
- Heavy traffic
- I find surfaces uneven and I've had two bad falls because of the surfaces so I walk on the road now
- Main road in Gore has a lot of potholes. Needs to be fixed
- Main street needs to be repaired urgently
- Make the footpaths more even
- Makeshift repairs to roads leave a lot to be desired
- Need maintenance
- Need more pram access
- Need some maintenance
- Not very good road conditions
- Personally I don't mind but a lot of my friends complain about the pavement
- Put more effort in to fixing them properly
- Rates are too dear
- Remove dogs from footpaths and the dog dirt. Trim grass verges
- Roding standards are poor
- Roads need an overhaul make them concrete
- Should be maintained to ensure safety of users
- Some are a bit rough
- Some footpaths not good
- Some of the roads need to be looked at and also the footpaths
- Some roding very rough
- State Highway 1 running through Gore urgently needs maintenance
- The footpaths are dangerous and very uneven - too many kids on scooters
- There are triangular house numbers on the footpath and you trip on them in Burton Street
- There's damage done to roads by heavy vehicles
- Too many potholes especially the main street
- Uneven footpaths can be treacherous for people unsteady on their feet or people with wheel chairs or disabilities. Some of the footpaths are overgrown with grass
- Uneven very hard to push wheelchair
- Very uneven
- Wasting time doing bits and pieces
- Way the footpaths and grass verges are maintained in Gore is brilliant
- What are the future plans and time frame for the curbing, roding structure, road marking, traffic flow etc. of Gilbert St? Do the residents of the street have any input to

any of the above? And what timeframe do we have at this stage?

- Work on footpaths is urgently needed
- Would like a footpath from Milford St to Milton St

Waikaka

- Some need fixing

Appendix Three: Comments – Waste Services

Gore Refuse Transfer Station - suggestions for improvements

- Charges vastly vary and no receipt given
- Do positive recycling
- Don't like paying for rubbish
- Get rid of the joker that is in charge
- Got to pay for garden waste and should have to compost it
- Having to wind window down and yell what we had on the back
- It's a disgrace
- Make it less expensive
- Needs longer opening hours in the weekend
- Over priced
- Prices too high
- Rubbish needs to be controlled more, e.g., rubbish blowing into the river and through fences etc.
- The green waste should be kept separate
- Too expensive (3)
- Very untidy

Waste services – further comments

Gore

- A bit dear
- A little bit pricey
- All good
- Bins are a good idea
- Bins great first step waiting for more improvements
- Cost is high
- Cost of going to the service
- Definitely improved
- Don't like the new bin service, will not take green waste and rates have gone up because of new bin service plus the extra cost of having green waste taken away
- Dump should be made cheaper
- Elderly people finding it hard getting their wheelie bins out and need a service to help then specifically
- Expensive
- Expensive
- Expensive
- Expensive for dumping green waste and the opening hours over the weekend are no good
- Far better than it used to be
- Getting use to new recycling
- Glass depositing area should be fenced off
- Great
- Green waste charges very high
- Handy but extra money on rates
- Happy with new service
- Happy with recycling bins

- I'm not mobile. I'm on crutches and I can't get the wheelie bins out. I can't even shift them when they're empty so I have to get someone from the other side of town to do it for me. I fell - they should have done a survey for the people who can't put their wheelie bins out. I don't even use the recycling one so I'm paying for something I don't even use
- Is too expensive
- Like the new bins and the service
- Love the bins
- Much better with wheelie bins
- New service long overdue and is absolutely wonderful
- No need to pay for green waste
- Not much recycling options and they charge you for recycling
- Pleased with new refuse system
- Price too high
- Prices are high
- Prices are shocking
- Quite happy with services provided
- Rates too high
- Recycling and waste should be broken down even more
- Red bins not emptied completely
- Room for improvement
- Should be free
- Should be open Sunday
- Should be three bins
- Shouldn't have to pay for dumping rubbish especially if rates. Would pay extra rates for free dumping
- Shouldn't have to pay such a high fee as a lot of the rubbish is getting dumped outside the country side
- Some staff members are better than others
- Staff very helpful and friendly
- The costs
- The facility is poorly designed for the weather conditions and needs to be looked at
- The forced prices on wheelie bins is expensive overall, and find it annoying that it cost a lot more than it used to
- The new recycling services are going well
- Think the new service is great
- This service is too dear. Could have brought the wheelie bin in years ago
- Too expensive
- Too expensive
- Very good
- Was good when it was 24 hour service and less cost
- Wee bit expensive

Appendix Four: Comments – Satisfaction with Council Services

Service or Information Centre - suggestions for improvements

- By cutting costs, need to charge tourists for costs instead of ratepayer
- Information centre is costing ratepayers more

Public toilets - suggestions for improvements

- A good clean up and better locks
- Cleaned more often
- Cleaned more regularly and the ones in the park need looked after better
- Dirty and need upgraded
- Eccles Street needs fixed up
- Kept cleaner
- Need tidied up and kept clean on weekends
- Paint

Parks and reserves – suggestions for improvements

- Main Park not maintained well, rose beds could be cared for better. Not being sprayed as often as they should be
- Main park swing and slide seesaw were all there in 50 years and would expect more for parks in 50 year's needs. Closed in areas fencing needs to be there
- Need more children's playgrounds

Sportsgrounds – suggestions for improvements

- Soccer grounds at Hyde Park needs proper drainage
- The grass area needs to be changed to parking

Playgrounds – suggestions for improvements

- Hokonui Drive - needs more lighting, trees blocking the playground and the street not happy with that
- Need to be faster when upgrading, took 2-6 months to put in a swing over summer
- Needs to be upgraded - fences etc.

Cemeteries – suggestions for improvements

- Grass clippings are left after lawns are mowed
- Mataura cemetery is disgusting, lawns need to be cleaned up after
- Mataura cemetery needs work
- The grass needs to be cleaned up around the graves
- Underground drainage

Museum and Art Gallery – suggestions for improvements

- By cutting development and spending
- It's not an essential

Aquatic Centre - suggestions for improvements

- Needs maintenance
- The children should be allowed in the spa pools with parents
- The toilets need to work as some in the male changing room don't
- Very hard to get dressed, not enough changing rooms for the elderly, hard to get out of the pools

Community Centre or hall – suggestions for improvements

- James Cumming hasn't changed with all the promises that it will
- Modernised

Community Centre or hall used

- James Cumming Wing (156)
- Town and Country (5)
- Senior Citizens Hall (3)
- East Gore Hall (2)
- James Cumming Wing and Town and Country (2)
- Matura community centre (2)
- Community Centre MLT
- Country Music Hall
- Event Centre
- Gore Multi-Sport Complex
- James Cumming Wing and movie theatre
- James Cumming Wing and Senior Citizens
- Kelvin Church
- Longford Hall
- Matura for the market day
- Matura Hall
- Rata Street Hall
- RSA Hall
- Scout Hall
- Sports complex
- St Mary's Hall
- The Lecture Theatre
- Waikaka

Services and facilities - further comments

Gore

- All facilities wonderful and very lucky to have them
- All very satisfactory
- Always happy
- Aquatic Centre water not warm enough. Stadium - not enough ventilation for summer use
- Bark chips in cemetery make a mess
- Cemeteries - town needs more TLC
- Council expect a lot
- Doing a really good job

- Dolamore Park has lost some of its features, e.g., pool filled in, wee bridge gone and little walking track etc. Would like these back again
- Don't think the James Cumming Wing is up to scratch. Could be a lot cleaner, especially the kitchen
- Expense of the rates too high
- Extremely satisfied with facilities but please no more rate rises
- For size of district facilities are excellent, services are adequate
- Gore is lucky it has got maintained facilities. Not happy about having to pay for the multi-sports complex
- James Cumming Wing needs a coat of paint
- James Cumming Wing needs upgrade
- Kitchen facilities not very good at James Cumming Wing
- Mataura park across from Presbyterian Church is missing its swings for about the last 4 months. Would like them back
- More parking at the swimming pool
- Need to look at the parking availability at the multisport centre. Very difficult to find a park on Saturdays. Also a cafe would be appreciated
- Needs more parks at the multi sports centre
- Only roading is being serviced with rate payer's money, not enough for services in community. Parks on main road needs fencing
- Parking needs improved, not enough parks
- Plantings in main street should be lower because they block car indicators and centre of each roundabout. Should be concreted (no maintenance)
- Playground in Koa St needs more equipment
- Rates are dear
- Rates are high
- Rates too high
- Resident would like to know what the CYFS building in Kakapo St is going to be used for
- Spend too much on parks and gardens
- The girls are heroes of Gore working all the time in all conditions doing gardens
- The James Cumming Wing is too cold
- Think it's great they're doing the recycling but they should spread out more containers
- Would like another swimming pool too crowded at times

Appendix Five: Comments – Communication with Council

Visit to Council office – suggestions for improvements

- Be more friendly
- Listening to what you had to say
- Start smiling more and treat people with a little more respect

Phone Council office – suggestions for improvements

- Actually listening
- Be more helpful towards community
- I think they need to be a bit more diplomatic in their letter writing
- Less arrogance
- Politeness
- Wasn't getting job done
- Would like them to give notice if they are turning off the water

Timeliness of response – suggestions for improvements

- Less arrogance

Methods of obtaining information – other

- Facebook (3)
- Phone (11)
- Website
- Word of mouth

Reasons for using or visiting Council website

- Access details of a property
- Because we had no water one day
- Building compliance
- Building permit (2)
- Cemetery search
- Check on weather statistics - need to include rainfall statistics
- Check opening hours for places in town
- Check out the fees on a lot of different purposes
- Check the happenings around town
- Check up on recycling
- Check when things are open and closed and the weather
- Checking opening hours
- Consent requirements
- Contact details for dog registration
- Directed better around the website
- Dump dates, phone numbers etc.
- Find out about any information we need to know about
- Find out areas
- For GV and information
- Found at out information about a meeting
- General information (23)
- General information, cemeteries etc.

- General information, pool hours etc.
- Getting more information and relevant information about a protected tree
- Gold Guitars information
- Hard to find anything on it, found out more on Trademe
- Holiday stat information
- Info about rubbish collection and cemeteries
- Info for business
- Info re wheelie bins
- information about facilities
- Information about rubbish
- Information about the recycling service
- Information on long term plans
- Information on rubbish
- Information re pool hours, refuse and rates search
- Information re services (2)
- Job opportunities
- Job vacancies and recycling days
- Just looking (4)
- Land information and forms
- Library access, check rates
- Library information, rates, events
- Library services and to find out about roading
- Library services, functions, parades
- Look at the properties
- Looking for cemeteries
- Looking for information about recycling, library etc.
- Looking for number and general information
- Looking for refuse station hours
- Mainly for work reasons. For property searches
- More on there
- More up to date with what's going on
- No water
- Not user friendly, contact details are hard to find
- Opening hours, looking up library catalogues
- Pay rates
- Permits (2)
- Printing maps of local area and about the dump and library hours
- Property ideas and searching
- Property valuations, moved from Christchurch so used to find out info about Gore
- Property values
- Questions answered and information
- Ratepayers etc.
- Rates (3)
- Rates, and genealogy
- Rating purposes
- Recycling bins times and what can and can't go in
- Recycling information
- Renewing library books
- See if anything is interesting

- See what happening, e.g. coming events, street maps
- Seeing what was happening in the community
- Seeing what's happening in Gore
- Specific times or dates for events
- Times - open and closing times of aquatic centre and the refuse station
- Times for the multi sports centre
- Times for wheelie bins
- Timetables, opening times
- To access library data base
- To check library catalogue, general information
- To compare something
- To find out about swimming pool or dance, library
- To find out housing evaluations
- To get contact details and information on the civic awards
- To get the phone number to ring them and who to direct call to
- To know what's going on.
- To see when transfer station open
- Town facilities, what shows are on etc.
- Travelling issues
- Updates
- Updates on water in the areas
- Valuations, library service
- Water, dog registration
- When the transfer station is open
- Work related

Appendix Six: Comments – Overall Performance and High Priorities

Overall performance – suggestions for improvements

- Amalgamation
- By opening up information to the public
- Cut staff back
- Get their act together
- Just need to do their job
- Keep eye on costs - rates going up too quickly for those on fixed incomes
- Keep rates down at the cost of the reserves
- Less nonsense
- More common sense, expenditure is getting out of hand
- More openness with ratepayers
- More roading and paying the managers less
- Rates are too high
- The cost of the rates is too high and they need to show some sort of accountability for why and where the money is going
- The rates are too high
- Younger staff needed?

High priority service/facilities

Roading

- Driveways tar sealed
- Fixing bumps in driveways
- Gravel roads need fixed
- Main street roads
- Mainly roads
- More clear around the roundabouts
- Pedestrian crossings seem to be in the wrong place especially near the council office
- Pedestrian crossings
- Pedestrian crossings and lighting
- Re-sealing
- Road and footpath maintenance
- Road marking
- Road maintenance
- Road markings not obvious faded in places
- Roding and footpaths (2)
- Roding more maintenance no patching
- Roads
- Roding (100)
- Roding - gravel
- Roding potholes
- Roding and footpaths
- Roding main streets
- Roding where potholes are near the main street
- Rural roading
- Rural gravel roading

- Streets
- The main street – tarseal

Footpaths

- Fix footpaths on Main Street
- Footpaths (65)
- Foot paths on Hokonui Drive
- Footpath outside Gore Main School
- Footpaths for mobility
- Footpaths repaired
- Footpath for disabled
- Footpaths in East Gore
- Keep on top of the footpaths
- Potholes in footpaths

Water Issues

- Adequate water quantity
- Availability of water during summer
- Better water supply so there are no restrictions in summer
- Improvement of water supply
- Quality of water
- The water supply with pressure
- Water (6)
- Water - improve the standard
- Water services
- Water supply
- Water quality and supply (30)
- Water (7)

Council expenditure/rates/costs

- Careful of their spending - only fix what needs to be fixed
- Consents cost
- Council over-spending
- Consideration to reducing services so rates can be maintained
- Cut the debt
- Dropping cost of resource consents
- Expenditure
- Find a way to keep rates down
- Keep rates down (2)
- Lower rates (2)
- Make the rates lower
- No bigger income for Councillors and the Mayor
- Not have any change in the rates keep them low
- Price ratepayers have to pay to keep public toilets running
- Rate charges (6)
- Rates to be addressed
- Rates, reduce costs on gardening
- Reduce swimming costs for disabled people
- Reduce the rates (3)

- Stop spending
- Stop spending money on things Gore doesn't need right now
- Rates (3)
- Rates rises to reasonable level
- Reduce rates

Recycling/Waste services

- Green Waste bins
- Look at illegal dumping
- Help in getting rubbish bins out better with other arrangements
- Improvement of refuse waste
- Landfill recycling
- Look more in-depth into recycling as in green waste instead of taking to refuse station
- More green waste
- More rubbish bins
- Pricing of the wheelie bins
- Recycling (2)
- Refuse station needs to be cheaper
- Refuse transfer station
- Rubbish
- Rubbish collectors leave broken bottles on the ground
- Rubbish recycling transfer station
- Skips - the red and yellow bins forced into it - cost extra
- Waste
- Waste transfer station
- Wheelie bins (2)
- Wheelie bins need to be assessed often
- Would like a review of bins - change to smaller one in rented flats

Drainage/Stormwater/Sewerage

- Drainage upgrade i.e. stormwater
- Pipes
- Pipes in the reserves
- Plumbing
- Plumbing drainage
- Plumbing services need to be addressed
- Sewerage (9)
- Sewerage and stormwater drains
- Sewerage problem needs addressing urgently
- Stormwater separation

Parks/playgrounds

- Dolamore Park (2)
- Funding for gardens and parks
- Hamilton Park
- Parks (3)
- Parks and amenities for children
- Parks and reserves (2)
- Parks and playgrounds

- Playgrounds (2)
- Playgrounds tidied
- Playground upgrade
- Upgrade parks (2)

Recreation/sport facilities/sportsgrounds

- Aquatic Centre
- Car parking down at the Aquatic Centre
- Cycling trails
- Extra car park at stadium
- Keeping up sport facilities
- Recreational services
- Sport facilities
- Sports centre
- Sports grounds
- Swimming pool (2)
- The pool

Beautification, upgrade, maintenance, and cleaning of town/areas

- Clean the town
- Clean up flood banks
- Clean gutters
- Cleanliness
- Keep the gardens
- Overhanging trees
- Scrubs in the centre plot on the main street
- Tidy garden on Main Street - height and vision of plants is bad
- Trim trees

Public Toilets

- Public toilets (3)
- Toilets (4)
- Toilets in Gore Gardens

Street lighting

- Lighting (2)
- Lighting not good
- Street lighting (4)
- Street lights

Council communication/team work

- Communication
- Communication to the immediate residents

Youth/Children

- More activities for the youth

Other

- Art gallery needs doing up

- Arts and culture more involvement
- Attract more business in Gore
- Amenities
- Animal control
- Car parks at groceries
- Disability parking
- Disability parking outside schools
- Events - more promotion in the town
- Finish off round the Information Centre
- Hall facilities
- Health
- Hospital
- Information centre bigger
- Information to the public more readily available
- James Cumming Wing
- James Cumming Wing needs updated (2)
- James Cumming Wing, Museum and Library
- Keep doing what they are doing
- Kitchen for the event centre
- Less time spent on gardens
- Library (3)
- Library extend for more resources
- Library introduce internet and more space for computer business
- Library needs more stock
- Make website easier to use
- Main street
- Main street needs looked at
- Main street should be left as is with the garden maintenance
- Maintaining community facilities
- Maintenance in parks and aquatic centre
- Management
- Management of land zoning
- Maori sport centre
- More parking
- Need to spend some money and time on Maitua
- Priority to lignite mining
- Public transport
- Senior citizens, single parents and families
- Town planning - to enable expansion
- Transport service from Gore to Invercargill for people who need to travel for study purposes

Appendix Seven: General Questions

Promotion of Gore District – comments

Gore

- Costs too much
- Could be more promotion
- Could be promoted better need to be more positive about the Gore weather and be more proud about our services for a small town
- Could be promoted in other areas
- Could do more to promote Gore
- Could possibly promote the good things about Gore more frequently nationwide. Other communities possibly have a negative impression of Gore as only the bad things are made known
- Could promote the excellent amenities a bit more to way lay the negative image of Gore in other areas of New Zealand
- Council should take more consideration on their services rather than the promotion of the Council
- Do a bit more advertising New Zealand-wide. Gore has a lot more to offer
- Do a good effort, small community to deal with
- Do a good job
- Doing a very good job - don't need to promote the town
- Fashion and art more promoted. Mataura River needs cleaned
- Get out there and push it harder
- Gore Gardens fantastic, however too much money is spent on planting programme. Town water supply needs to become a priority
- Info Centre not on Eyesight
- Keep up the positive promotions
- Lived here for two years - very difficult to find anything about community
- Local mayor does a very good job - promotes the town well
- Look at promotions that benefit a wider section of the community
- More advertising
- Need to be clear with each area of the Gore District with what is happening - newsletters
- Need to improve their image
- Needs a provider for the Mataura area
- Needs further promotion (2)
- Negative attitudes
- No festivity or advertising for upcoming events
- Not enough publicity
- Overcome the negativity of the 90's and the demand at the time
- Over-promoted, costs too much
- Quite happy
- Rates are exorbitant
- Rates are too high
- Reduce the rates
- Should have magazine providing more information
- The bridge needs a good water blast
- The rates are too high
- Too much relying on the Licensing Trust

- Too much behind closed doors
- Too much spending on Moonshine Festival
- Very well promoted
- Would like it to come under one authority for Southland
- Would like the rates to be looked into as it is a burden on citizens and they just keep going up. They are out of control

Appendix Eight: Demographics

Ratepayer/Rent "Other" responses

- Caregiver for mother
- Farm house
- Lives at home with parents

Appendix Nine: Breakdown of Non-Response

Breakdown of Non-Response

A breakdown of the reasons for non-response is listed below.

Breakdown of Non-Response	Percentage (Non response)	Percentage (All numbers tried)
No reply	45% (308)	29%
Not willing (Declined & abandoned)	45% (306)	28%
Disconnected	7% (49)	5%
Not eligible	3% (18)	2%
	100% (681)	64%