



Gore District Council

Annual Residents' Survey

APPENDICES

May 2020



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Appendix Two: Resident Feedback on Service & Facilities



1.1 Council Facilities

The tables below show the responses of residents when asked reasons for dissatisfaction with services. Comments have been grouped into themes for analysis. See Appendix Three for full verbatim comments.

Public Toilets

	Number of respondents
Poorly maintained	15
Unhappy with tourist usage	2
Extend opening hours	1
Total responses	15

Cemeteries

	Number of respondents
Poorly maintained	6
Problems with Charlton Park cemetery	3
Total responses	9

Gore Aquatic Centre

	Number of respondents
Issues with staff/ staffing	3
Not enough parking	2
Needs maintenance/ upgrading	2
Happy with centre	1
Expensive	1
Provide more/bigger changing rooms	1
Too busy with lessons	1
Total responses	8

Library Services

	Number of respondents
Fix/ sort out the issues with the library	6
Good staff	1
Parking issues	1
Total responses	8

James Cumming Wing

	Number of respondents
Needs maintenance/ upgrading	4
No longer available for groups	2
Clearer information	1
Total responses	7

District Parks and Reserves

	Number of respondents
Happy with parks and reserves	2
Needs more maintenance/ upgrading	2
Need dog park solution	1
Safety concerns	1
Provide more tracks and walkways	1
Total responses	6

MLT Event Centre

	Number of respondents
Expensive	1
Expand services/facilities offered	1
Total responses	2

Playgrounds

	Number of respondents
Missing necessities at the new playground	2
Total responses	2

Sportsgrounds

	Number of respondents
Good staff	1
Total responses	1

1.2 General Comments

The table below show the responses of residents when asked at the end of the survey if there were any other comments they would like to make about any of the Council services.

	% of respondents	Number of respondents
Council spending	4%	23
Gardens/gardening	3%	16
Council staff	2%	13
Consult the community	2%	9
Roads	1%	8
Rubbish and recycling	1%	7
Overall good job	1%	7
Mataura paper mill/dross/ouvea premix	1%	7
Water	1%	6
Support rural areas	1%	5
Promotion of Gore	1%	5
Gangs/ drugs/ crime	1%	5
Playgrounds/ parks/ sportsgrounds	1%	4
Rates	1%	4
Dealing with complaints/enquiries	1%	4
Animal control	0.4%	2
Building consents/regulations	0.2%	1

	% of respondents	Number of respondents
Streets, footpaths and lighting	0.2%	1
General unhappiness	0.2%	1
Cycleways/cycling areas	0.2%	1
Other	4%	25
None	77%	430
Total	100%	556

Appendix Three: Summary of Performance Measures



The 2018-28 Long Term Plan (LTP) set out targets for resident satisfaction with a range of Council services. The below table shows the achieved result in 2020 compared to 2020 targets.

	Target 2020¹	Achieved Result
Roading - sealed (metalled) roads	78%	73%
Sportsgrounds	90%	99%
Parks and reserves	90%	98%
Playgrounds	90%	98%
Cemeteries	90%	94%
James Cumming/community halls	90%	93%
MLT Event Centre	90%	99%
Aquatic Centre	90%	97%
Museum and gallery/arts and heritage	90%	99%
Library service	90%	96%
Public toilets	90%	87%
Council decisions and actions	80%	72%

1 <https://www.goredc.govt.nz/assets/documents/plans-reports/2018-28-10Year-Plan.pdf>

Appendix Four: Benchmarking



Comparisons between results recorded by Councils in similar areas are provided to add context to results. When viewing the results there are a number of factors to bear in mind that may influence recorded results:

1. Councils in this group were identified as being similar in terms of some key identifiers: split of urban/rural residential areas, significance of rural industry and broad demographic profile. The districts are very different in other areas that may impact on results.
2. Sample sizes and data collection methods differ slightly between Councils.
3. Question wording and response scales differ between Councils.

Response scales have been combined for comparison as follows. Green cells show responses that have been deemed to represent a 'Satisfied' respondent.

1 - Extremely dissatisfied	1 - Very dissatisfied	1 - Very dissatisfied	1 - Dissatisfied
2 - Very dissatisfied	2 - Dissatisfied	2 - Dissatisfied	
3 - Quite dissatisfied			
4 - Quite satisfied	3 - Neutral		
5 - Very satisfied	4 - Satisfied	3 - Satisfied	
6 - Extremely satisfied	5 - Very satisfied	4 - Very satisfied	2 - Satisfied

The results shown here are a good indication of comparative performance between similar Councils and identify where different approaches in service areas may be worthy of further investigation to identify best practice.

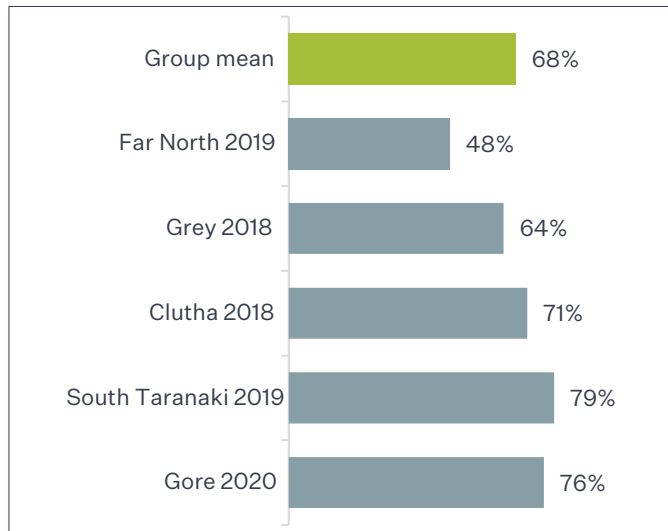
The benchmark comparisons should not be viewed as rankings.

Comparisons are shown where three or more Councils have asked a question around the same service area, facility or issue.

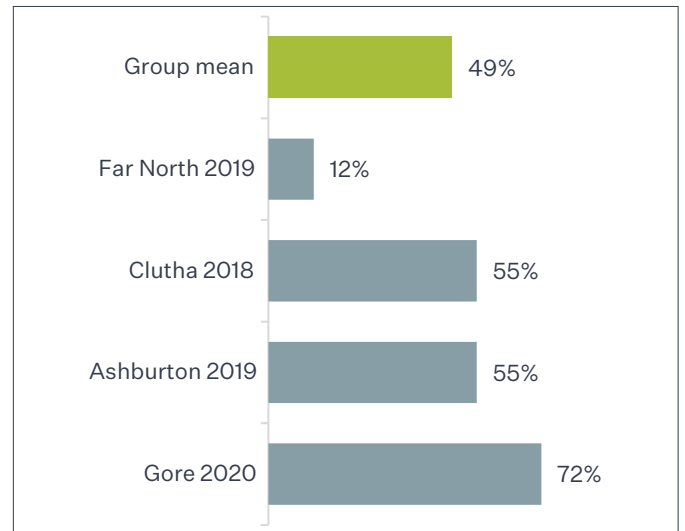
Councils included in this comparison:

- **Gore:** 2020 survey results, 5-point question scales, 556 respondents
- **South Taranaki:** 2019 survey results, 5-point question scales, 400 respondents
- **Ashburton:** 2019 survey results, 2-point question scales, 400 respondents
- **Clutha:** 2018 survey results, 6-point question scales, 300 respondents
- **Far North:** 2019 survey results, 10-point question scales, 500 respondents
- **Grey:** 2018 survey results, 6 point question scales (not excluding N/A's), 350 respondents

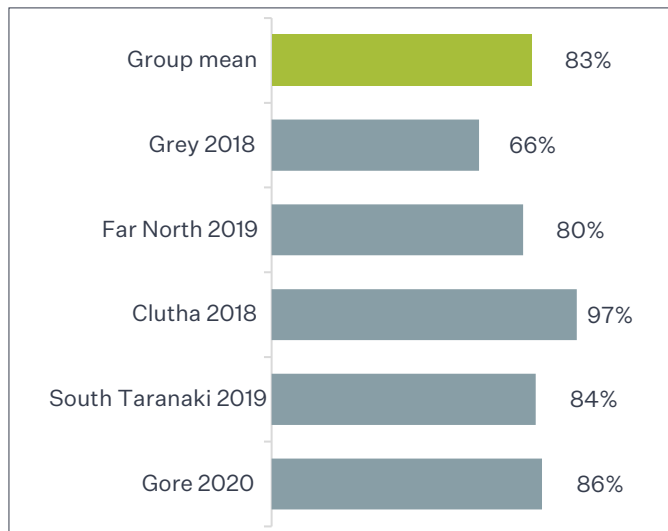
Stormwater Services



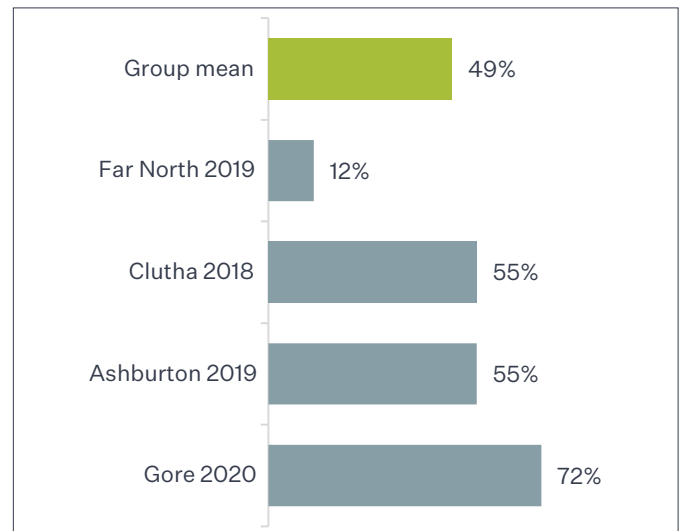
Local Sealed Roads



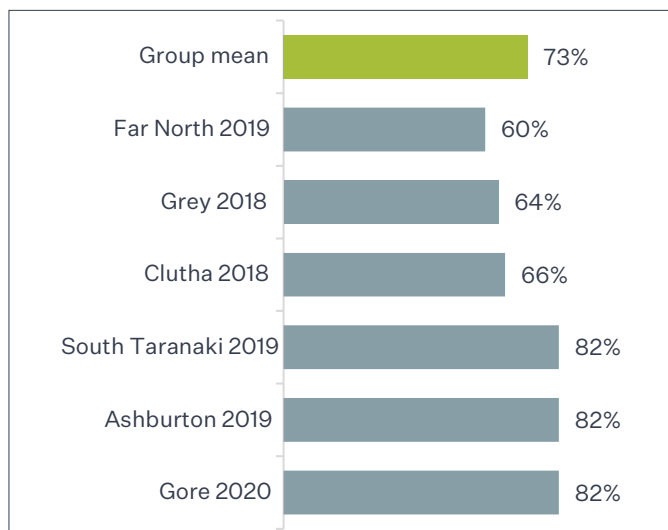
Wastewater



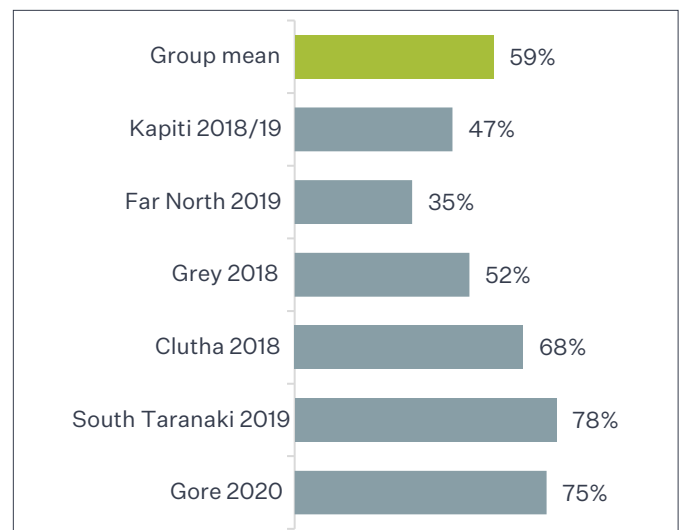
Local Gravel/Unsealed Roads



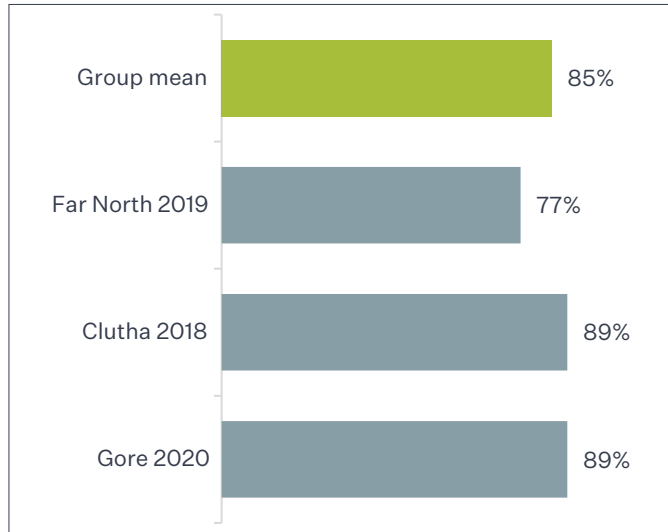
Water Supply



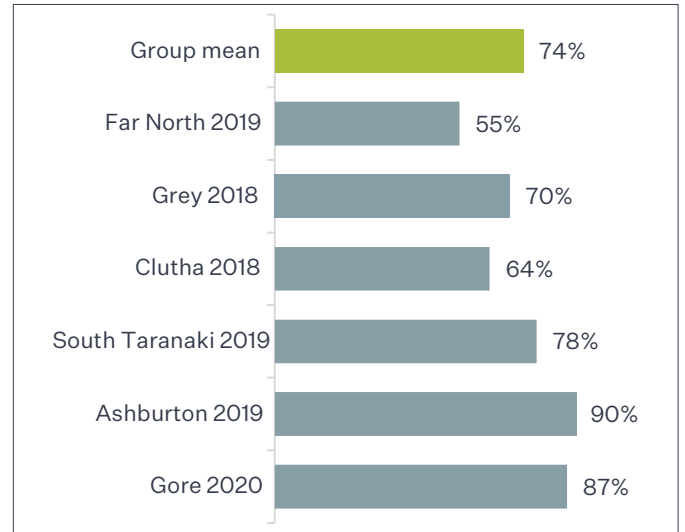
Footpaths



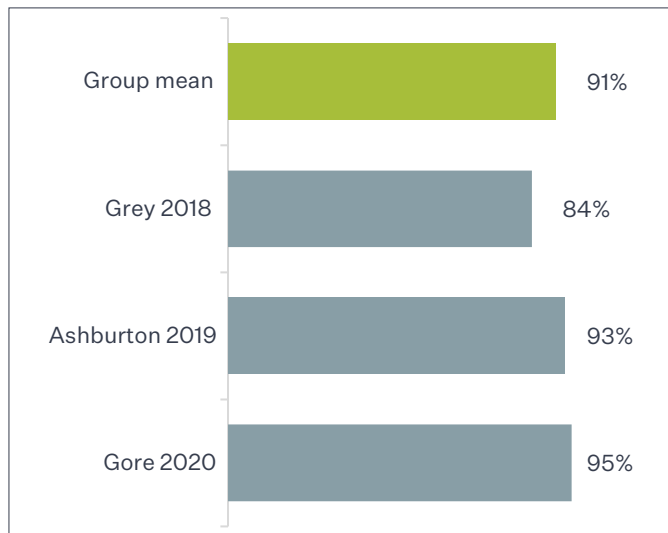
Transfer Stations / Dumps



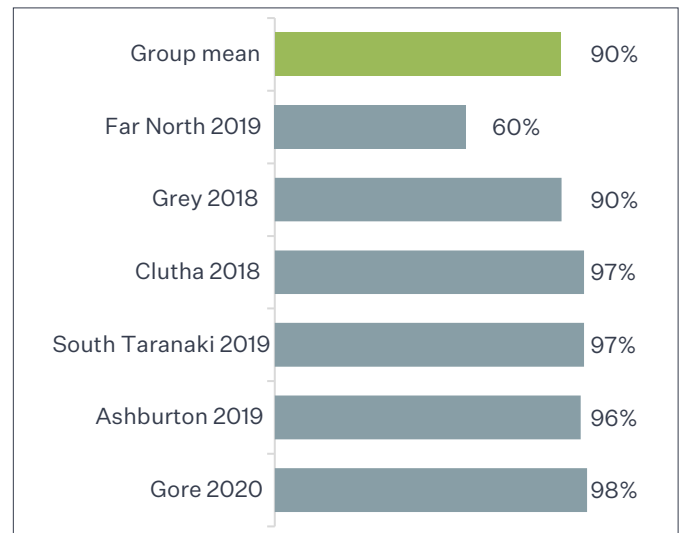
Public Toilets



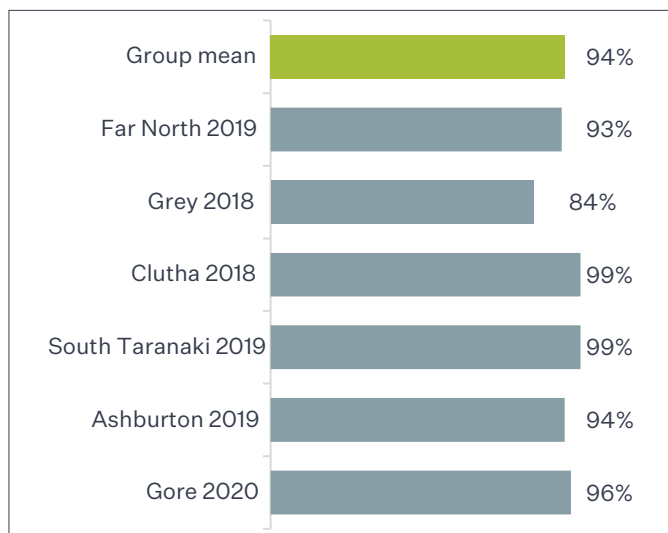
Kerbside Recycling



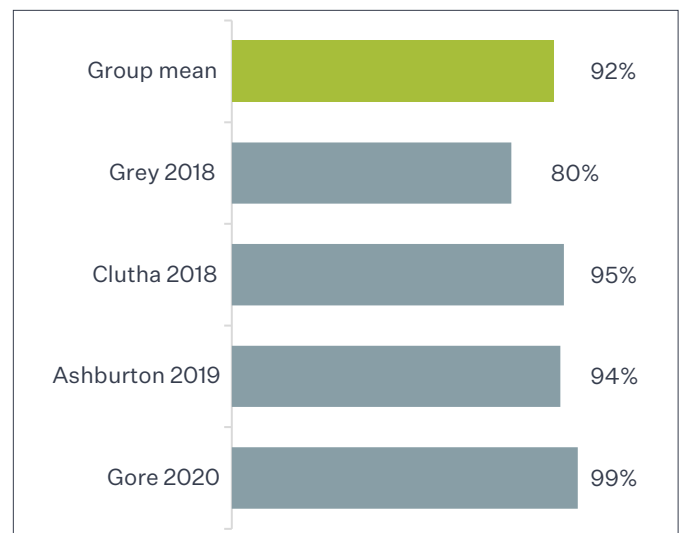
District Parks and Reserves



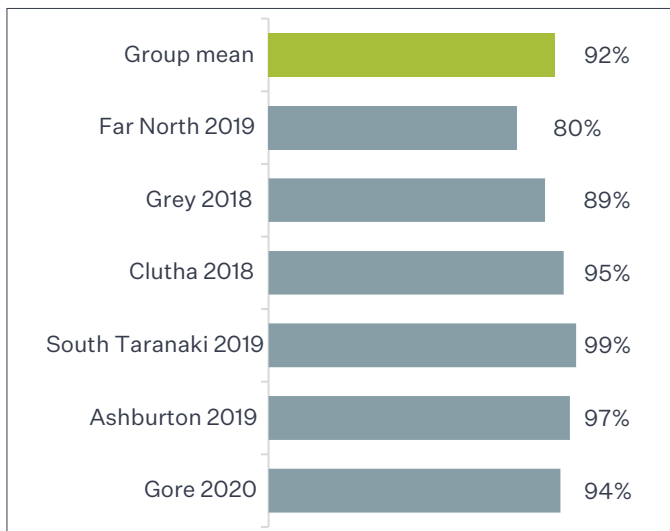
Library



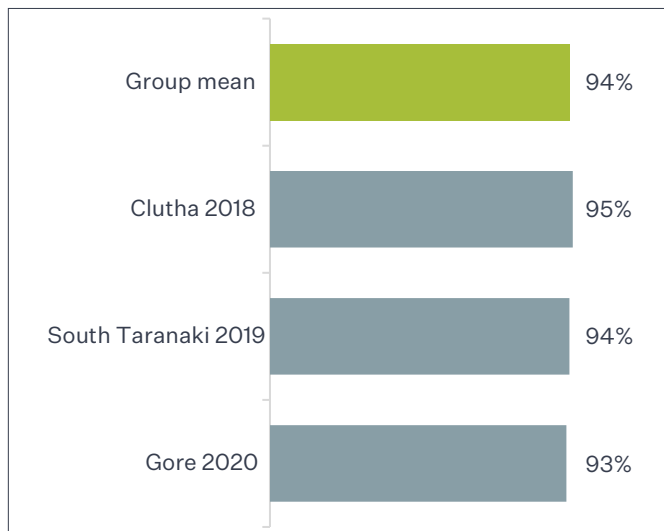
Sportsgrounds



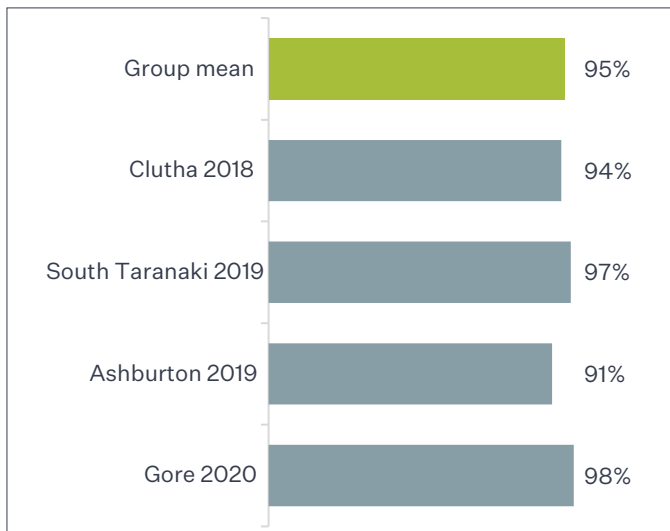
Cemeteries



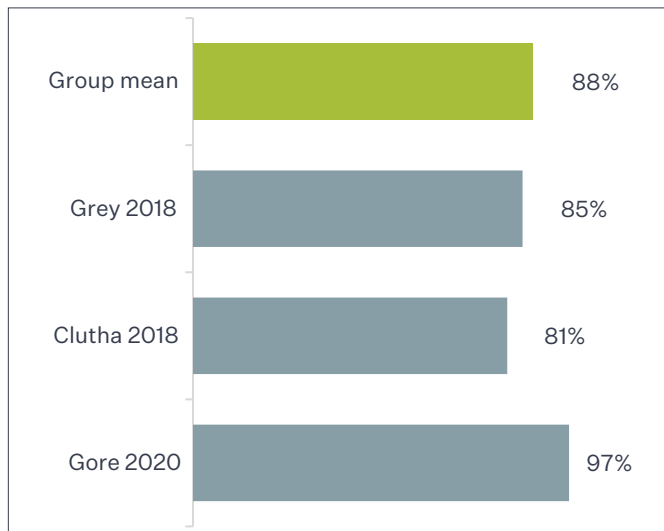
Community Halls



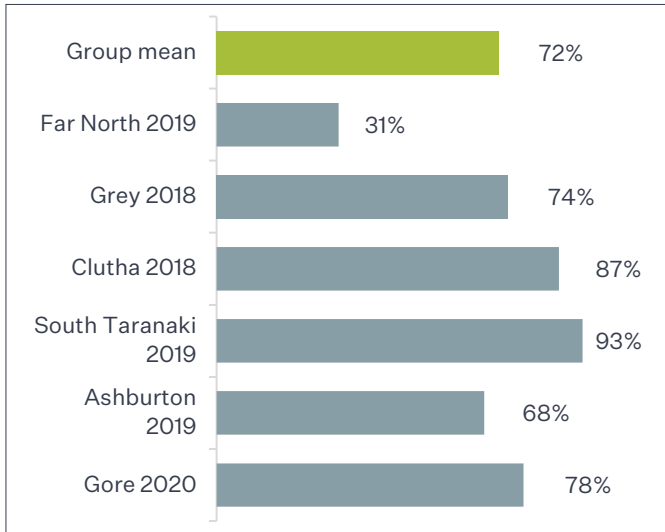
Playgrounds



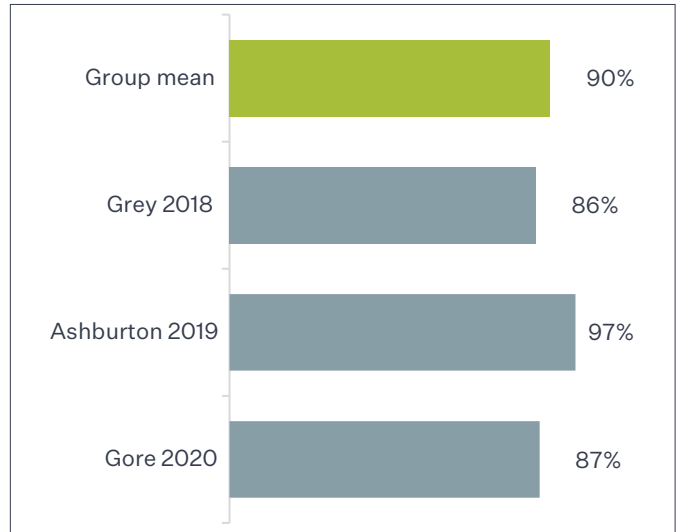
Community Pools



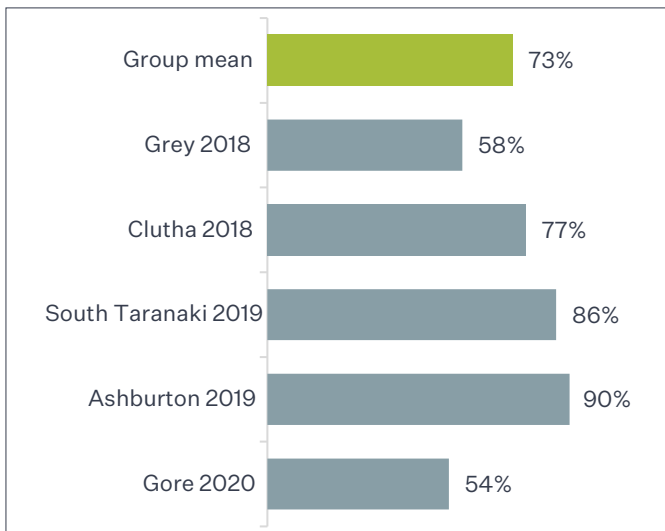
Overall Satisfaction with Council Performance



The District is a Great Place to Live



Sufficient Opportunities for Residents to Have Their Say



Appendix Five: Results by Location



The results from the different locations are shown in the following tables. Statistically significant differences between the groups are highlighted with upward and downward arrows. For example, the following excerpt from the water services table shows that a significantly higher proportion of the residents in Gore were satisfied with the quality of water, while a significantly lower proportion of residents in Maitauro were satisfied.

	Gore	Maitauro	Other rural
Total satisfied	86% ▲ Significantly higher	61% ▼ Significantly lower	77%

4.1 Perceptions of the Flooding Response

What Council Did Well in their Flood Response

	Gore	Maitauro	Other rural	Total sample	Total number of respondents
Provided a comment	81%	64%	73%	77%	427
Communication	36%	28%	35%	35%	193
Evacuation	20%	18%	13%	18%	100
Handled well/general positives	8%	6%	7%	8%	44
Proactive/good response time	7%	1%	7%	6%	33
Good staff/services performance	3%	3%	2%	3%	15
Community organisation	2%	1%	2%	2%	10
Closures	1%	-	4%	2%	10
Emergency centres	2%	3%	-	2%	9
Pumping/repairing	1%	-	1%	1%	5
Sandbagging	1%	-	1%	1%	5
Other	2%	6%	1%	2%	13
Not sure/don't know	19%	36%	27%	23%	129
Total respondents	357	78	121	556	556

What Council Could Have Done Better in their Flood Response

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Provided a comment	34% ↓	65% ↑	42%	40%	225
Removed the dross/ouvea premix from the Mataura paper mill	5% ↓	24% ↑	9%	9%	48
Evacuation	4%	8%	7%	5%	28
Provide more/better information	4%	8%	1%	4%	23
Been more proactive (flood warnings/ starting pumps earlier etc)	4%	3%	3%	4%	22
Used other channels for communication	4%	3%	2%	4%	20
Provide more/ regular updates	2%	12% ↑	2%	3%	19
Road closures	3%	-	7% ↑	3%	18
More transparency/honesty	1%	6% ↑	2%	2%	12
More/better information for Mataura situation specifically	1%	5%	2%	2%	11
Sandbagging	3%	-	1%	2%	10
Upgrade/fix stormwater infrastructure	1%	1%	1%	1%	7
Power being shut off	1%	-	2%	1%	6
Informing people when they could return home	1%	3%	-	1%	6
Utilised other groups/ people to help better	1%	-	2%	1%	5
Yes/probably but nothing specified	1%	3%	-	1%	4
Other	3%	3%	6%	3%	19
Nothing	49% ↑	18% ↓	33%	41%	229
Did a good job	4%	-	4%	3%	18
Don't know	13%	17%	21%	15%	84
Total respondents	357	78	121	556	556

4.2 Water Services

Satisfaction with Wastewater and Stormwater Services

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Wastewater service	Very dissatisfied	3%	1%	9%	4%	17
	Dissatisfied	9%	11%	14%	10%	48
	Neutral	33%	29%	40%	33%	159
	Satisfied	37%	49%	34%	39%	183
	Very satisfied	17%	9%	3%	14%	68
	Total satisfied	87%	88%	78%	86%	410
	Number of respondents	342	75	58	475	475

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Stormwater system	Very dissatisfied	6%	5%	10%	6%	29
	Dissatisfied	17%	18%	26%	18%	88
	Neutral	30%	29%	32%	30%	146
	Satisfied	37%	41%	29%	37%	176
	Very satisfied	10%	7%	3%	9%	41
	Total satisfied	77%	77%	65%	76%	363
	Number of respondents	345	73	62	480	480

Satisfaction with Water Services by Location of Supply

		Gore Town Supply	Mataura Town Supply	Otama Rural Supply	Total sample	Total number of respondent
Reliability of your water supply	Very dissatisfied	5%	1%	9%	4%	19
	Dissatisfied	6% ↓	15%	32% ↑	9%	39
	Neutral	16%	26%	9%	17%	76
	Satisfied	46%	43%	14% ↓	44%	194
	Very satisfied	28%	14% ↓	36%	26%	114
	Total satisfied	89% ↑	83%	59% ↓	87%	384
	Number of respondents	348	72	22	442	442

		Gore Town Supply	Mataura Town Supply	Otama Rural Supply	Total sample	Total number of respondents
Quality of your water supply	Very dissatisfied	3%	10% ▲	5%	4%	19
	Dissatisfied	11% ▼	29% ▲	18%	14%	62
	Neutral	19%	24%	14%	20%	87
	Satisfied	46% ▲	25% ▼	32%	42%	184
	Very satisfied	21%	13%	32%	20%	90
	Total satisfied	86% ▲	61% ▼	77%	82%	361
	Number of respondents	348	72	22	442	442

Support for Water Restrictions to Manage Water Use on Town Water Supplies

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Yes	69%	67%	88%	69%	307
No	31%	33%	13%	31%	135
Number of respondents	345	73	24	442	442

4.3 Local Roads and Footpaths

Satisfaction with Roding Services

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Footpaths	Very dissatisfied	5%	10%	4%	6%	32
	Dissatisfied	21%	23%	10% ↓	19%	106
	Neutral	29%	24%	36%	29%	164
	Satisfied	34%	32%	43%	36%	200
	Very satisfied	10%	10%	7%	10%	54
	Total satisfied	73%	67%	86% ↑	75%	418
	Number of respondents	357	78	121	556	556
		Gore	Mataura	Other rural	Total sample	Total number of respondents
Local sealed roads	Very dissatisfied	5%	8%	7%	6%	31
	Dissatisfied	20%	24%	23%	21%	118
	Neutral	29%	26%	29%	28%	157
	Satisfied	38%	32%	38%	37%	207
	Very satisfied	9%	10%	3%	8%	43
	Total satisfied	75%	68%	70%	73%	407
	Number of respondents	357	78	121	556	556
		Gore	Mataura	Other rural	Total sample	Total number of respondents
Local gravel roads	Very dissatisfied	6% ↓	5%	19% ↑	9%	48
	Dissatisfied	17%	18%	29% ↑	19%	108
	Neutral	46% ↑	44%	27% ↓	42%	231
	Satisfied	27%	31%	23%	27%	148
	Very satisfied	5%	3%	2%	4%	21
	Total satisfied	78% ↑	77%	52% ↓	72%	400
	Number of respondents	357	78	121	556	556

4.4 Waste

Usage of Waste Services

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Have visited Gore Transfer Station during the past 12 months	55% ▲	37% ▼	31% ▼	47%	264
Use kerbside recycling service	88% ▲	86% ▲	12% ▼	71%	397
Number of respondents	357	78	121	556	556

Satisfaction with Waste Services

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Gore Transfer Station	Very dissatisfied	3%	3%	3%	8
	Dissatisfied	9%	7%	3%	21
	Neutral	20%	21%	27%	55
	Satisfied	46%	41%	41%	118
	Very satisfied	22%	28%	27%	62
	Total satisfied	88%	90%	95%	235
	Number of respondents	198	29	37	264

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Kerbside Recycling	Very dissatisfied	2%	-	7%	6
	Dissatisfied	3%	3%	7%	13
	Neutral	8%	12%	27%	36
	Satisfied	34%	39%	27%	136
	Very satisfied	54%	46%	33%	206
	Total satisfied	95%	97%	87%	378
	Number of respondents	315	67	15	397

**Preference on the Introduction of a Kerbside Service into Rural Areas
of the Gore District**

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
Yes	42%	40%	59% ↑	45%	252
No	9% ↓	12%	22% ↑	12%	67
Not my concern	41% ↑	44%	15% ↓	36%	200
Don't know	8%	5%	4%	7%	37
Number of respondents	357	78	121	556	556

4.5 Council Facilities

Usage of Council Facilities

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
Gore or Mataura Library	46%	67% ↑	42%	48%	266
Gore Visitor Centre	24%	19%	22%	23%	126
Public Toilets	46%	49%	64% ↑	51%	281
District parks and reserves	76%	67%	67%	73%	406
Sportsgrounds	58%	50%	55%	56%	313
Cemeteries	48%	49%	45%	47%	264
Playgrounds	49%	46%	45%	48%	267
Hokonui Moonshine Museum, Eastern Southland Gallery or the heritage centre	23%	10%	26%	22%	120
Gore Aquatic Centre	52%	44%	56%	52%	289
James Cumming Wing or community halls	45%	37%	47%	44%	246
MLT Event Centre	48%	29% ↓	56%	47%	261
Number of respondents	357	78	121	556	556

Satisfaction with Council Facilities

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
Library service	96%	100%	94%	96%	256
Gore Visitor Centre	99%	100%	96%	98%	124
Public Toilets	87%	82%	91%	87%	245
District Parks and Reserves	97%	96%	100%	98%	396
Sportsgrounds	99%	100%	100%	99%	310
Cemeteries	94%	92%	94%	94%	248
Playgrounds	98%	97%	98%	98%	261
Hokonui Moonshine Museum, Eastern Southland Gallery or the heritage centre	99%	100%	100%	99%	119
Gore Aquatic Centre	97%	94%	99%	97%	281
James Cumming Wing or community halls	93%	97%	93%	93%	229
MLT Event Centre	99%	96%	100%	99%	259

4.6 Council Planning

Knowledge of the Gore District plan

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
I have never heard of it	10%	19%	12%	12%	66
I have heard of it but I don't know anything about it	38%	46%	36%	39%	216
I have heard of it and know a bit about it	45%	29%	47%	43%	240
I have detailed knowledge of sections of it that interest or affect me	6%	4%	3%	5%	28
I have detailed knowledge of the whole District Plan	1%	1%	2%	1%	6
Number of respondents	357	78	121	556	556

Council Planning

	Gore	Mataura	Other rural	Total sample	Total number of respondents	
Council needs to do more to assist economic development in the Gore District	Strongly disagree	3%	8%	2%	4%	16
	Disagree	10%	6%	11%	9%	39
	Neutral	39%	34%	34%	38%	157
	Agree	36%	32%	40%	36%	151
	Strongly agree	12%	19%	13%	13%	55
	Total Agree	48%	52%	53%	49%	206
	Number of respondents	271	62	85	418	418

	Gore	Mataura	Other rural	Total sample	Total number of respondents	
Council is effective at identifying residential land for development	Strongly disagree	16%	4%	14%	14%	52
	Disagree	28%	16%	20%	25%	90
	Neutral	36%	51%	42%	39%	143
	Agree	18%	27%	22%	20%	73
	Strongly agree	2%	2%	3%	2%	8
	Total Agree	20%	29%	24%	22%	81
	Number of respondents	243	49	74	366	366

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Council is effective at identifying commercial/ industrial land for development	Strongly disagree	6%	6%	10%	7%	24
	Disagree	22%	15%	23%	21%	74
	Neutral	41%	50%	39%	42%	146
	Agree	28%	25%	27%	27%	95
	Strongly agree	3%	4%	1%	3%	11
	Total Agree	31%	29%	28%	30%	106
	Number of respondents	231	48	71	350	350

4.7 Contacting the Council

Means of Contact

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Visited the Council Office	51%	46%	55%	51%	283
Phone	41%	47%	46%	43%	240
Online i.e. website or Facebook	31%	32%	33%	31%	174
Email	15%	10%	17%	15%	83
Antenno - the Council's free mobile app	15%	15%	10%	14%	76
Have not contacted the Council in the last 12 months	27%	22%	30%	27%	148
Number of respondents	357	78	121	556	556

4.8 Council Communications

Methods Used to Obtain Information about the Council

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Newspaper articles	69%	68%	77%	71%	393
Newspaper advertising	41% ↓	49%	57% ↑	46%	255
Council Facebook page	44%	47%	40%	44%	242
Radio	38% ↓	42%	59% ↑	43%	240
Council Website	39%	40%	34%	38%	211
Council newsletter ChinWag	31%	26%	31%	30%	169
Personal contact with Council staff	24%	18%	29%	24%	135
Antenno - the Council's free mobile app	21%	22%	17%	20%	112
Councillors	14%	10%	26% ↑	16%	88
Council Meetings	2%	5%	7%	4%	20
None of these	5%	4%	7%	5%	30
Number of respondents	357	78	121	556	556

4.9 Elected Members and Organisational Performance

Satisfaction with Representation

		Gore	Mataura	Other rural	Total sample	Total number of respondents
The Council is responding to the needs of the community and to issues raised by the community	Very dissatisfied	6%	20% ▲	5%	8%	41
	Dissatisfied	18%	23%	20%	19%	99
	Neutral	37%	31%	36%	36%	184
	Satisfied	30%	23%	33%	30%	152
	Very satisfied	8%	3%	5%	6%	33
	Total satisfied	75%	57% ▼	75%	72%	369
	Number of respondents	325	74	110	509	509

		Gore	Mataura	Other rural	Total sample	Total number of respondents
You can contact an elected member of the Council to raise an issue or a problem	Very dissatisfied	4%	5%	2%	3%	15
	Dissatisfied	7%	15%	4%	8%	35
	Neutral	42%	35%	38%	40%	176
	Satisfied	33%	38%	33%	34%	150
	Very satisfied	14%	8%	23%	15%	66
	Total satisfied	89%	80%	94%	89%	392
	Number of respondents	283	66	93	442	442

Overall Satisfaction with Performance

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Very dissatisfied	5% ▼	17% ▲	7%	7%	39
Dissatisfied	17%	18%	10%	15%	85
Neutral	32%	35%	29%	31%	175
Satisfied	36%	29%	48% ▲	38%	210
Very satisfied	11% ▲	1% ▼	6%	8%	47
Total satisfied	79%	65% ▼	83%	78%	432
Number of respondents	357	78	121	556	556

Perceptions of Local Leadership

		Gore	Mataura	Other rural	Total sample	Total number of respondents
The Mayor and Councillors display sound and effective leadership	Strongly disagree	3% ↓	17% ↑	5%	6%	29
	Disagree	15%	22%	12%	15%	81
	Neutral	33%	30%	28%	32%	166
	Agree	37%	22%	42%	36%	188
	Strongly agree	12%	8%	13%	12%	62
	Total Agree	49%	30% ↓	55%	48%	250
	Number of respondents	334	76	116	526	526
		Gore	Mataura	Other rural	Total sample	Total number of respondents
The Mayor and Councillors have good strategies for developing the prosperity and wellbeing of their community	Strongly disagree	5%	19% ↑	2%	6%	33
	Disagree	13%	16%	19%	15%	76
	Neutral	38%	34%	28%	35%	180
	Agree	35%	24%	44%	35%	180
	Strongly agree	10%	7%	7%	9%	46
	Total Agree	44%	31%	51%	44%	226
	Number of respondents	333	74	108	515	515
		Gore	Mataura	Other rural	Total sample	Total number of respondents
Gore District Council provides sufficient opportunities for people to have their say	Strongly disagree	3%	14% ↑	2%	4%	21
	Disagree	13%	19%	13%	14%	74
	Neutral	30%	22%	23%	27%	143
	Agree	41%	41%	49%	43%	223
	Strongly agree	13%	4%	14%	12%	62
	Total Agree	54%	45%	63%	54%	285
	Number of respondents	335	73	115	523	523

4.10 Perceptions of the Gore District

Perceptions of the Gore District

	Gore	Mataura	Other rural	Total sample	Total number of respondents
The Gore District is a great place to live	88%	76% ↓	91%	87%	484
The Gore District is a safe place to live	81%	64% ↓	83%	79%	440
The Gore District has good sporting and recreation facilities and opportunities	91%	77% ↓	93%	89%	497
There is a great sense of community where I live	80%	78%	81%	80%	443
I feel a sense of pride in the way my local area looks and feels	78%	53% ↓	79%	75%	417
Number of respondents	357	78	121	556	556

Appendix Six: Online Survey Results



The online survey was open for completion to all residents. The survey was promoted through Gore DC and Research First Facebook advertising and was available as a link through a home page banner on the Gore DC website.

201 residents chose to complete the survey online. Since these respondents self-selected to participate, they should not be viewed as a representative sample of the Gore District population.

The results show the self-selecting residents have a different profile from the random sample.

1. They are likely to be more engaged with Council matters. They are more likely to have visited the Council's website and be regular visitors. They are also more likely to have contacted the Council in the last 12 months via Antenno and to follow the Council's main Facebook page.
2. This group want to be more engaged. They were less satisfied that they could contact an elected member of the Council to raise an issue or problem and were less satisfied that the Council responds to the community. They were also seeking more opportunities to have their say.
3. They were more likely to disagree that the Council is effective at identifying residential land for development and were less likely to be satisfied with the strategies and performance of the Mayor and Councillors.
4. They reported lower satisfaction levels with the overall performance of the Gore District Council.
5. In the following specific matters they showed significantly lower satisfaction levels relative to the random sample group:
 - Wastewater services and the stormwater system,
 - Reliability and quality of water supply,
 - Local gravel roads, sealed roads, and footpaths,
 - The Gore transfer station, and kerbside recycling,
 - The public toilets, the playgrounds, and James Cumming Wing - though satisfaction levels were high; and
 - The Council website.
6. Whilst this group held positive perceptions of the district, satisfaction levels were lower than in the random sample. This group was less likely view the Gore district as a great place to live, safe and as having good sporting and recreation facilities and opportunities. They were also less likely to feel a great sense of community and a sense of pride in the area's look and feel.

In terms of demographics, the self-selecting sample had a skewed profile in terms of age and area, with 25-49-year olds, females and Gore residents being overrepresented. The two samples were comparable in terms of length of residence, and those being ratepayers or renters.

The results from the two survey samples are shown in the following tables. Statistically significant differences between the two groups are highlighted with upward and downward arrows. For example, the following excerpt from the local gravel roads table shows a significantly higher proportion of the online sample were dissatisfied with the level of service when compared with the phone sample:

	Random sample - phone survey	Self-selecting sample - online survey
Very satisfied or satisfied	24% ↓ Significantly lower	39% ↑ Significantly higher

5.1 Water Services

Satisfaction with wastewater service

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	14%	13%
	42	23
Neutral	26% ↓	46% ↑
	76	83
Very satisfied or satisfied	60% ↑	41% ↓
	178	73
Number of respondents	296	179

Satisfaction with the stormwater system

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	24%	24%
	73	44
Neutral	26% ↓	37% ↑
	79	67
Very satisfied or satisfied	49% ↑	38% ↓
	148	69
Number of respondents	300	180

Reliability of water supply

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	12%	15%
	32	26
Neutral	13% ↓	24% ↑
	36	40
Very satisfied or satisfied	75% ↑	61% ↓
	204	104
Number of respondents	272	170

Quality of water supply

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	16%	22%
	44	37
Neutral	17%	24%
	46	41
Very satisfied or satisfied	67% ↑	54% ↓
	182	92
Number of respondents	272	170

Support for water restrictions to manage water use on town water supplies

	Random sample - phone survey	Self-selecting sample - online survey
Yes	74% ↑	62% ↓
	201	106
No	26% ↓	38% ↑
	71	64
Number of respondents	272	170

5.2 Local Roads and Footpaths

Local gravel roads

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	22% ↓	39% ↑
	78	78
Neutral	44%	37%
	157	74
Very satisfied or satisfied	34% ↑	24% ↓
	120	49
Number of respondents	355	201

Local sealed roads

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	17% ↓	44% ↑
	60	89
Neutral	29%	27%
	103	54
Very satisfied or satisfied	54% ↑	29% ↓
	192	58
Number of respondents	355	201

Footpaths

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	19% ↓	35% ↑
	67	71
Neutral	28%	31%
	101	63
Very satisfied or satisfied	53% ↑	33% ↓
	187	67
Number of respondents	355	201

5.3 Waste

Gore Transfer Station

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	7% ↓	15% ↑
	10	19
Neutral	16% ↓	27% ↑
	22	33
Very satisfied or satisfied	77% ↑	58% ↓
	109	71
Number of respondents	141	123

Kerbside Recycling

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	4%	6%
	10	9
Neutral	6% ↓	14% ↑
	14	22
Very satisfied or satisfied	90% ↑	81% ↓
	212	130
Number of respondents	236	161

5.4 Council Facilities

Satisfaction with Council Facilities

	Random sample - phone survey	Self-selecting sample - online survey
Library service	97%	96%
	168	88
Gore Visitor Centre	99%	97%
	94	30
Public Toilets	93% ▲	77% ▼
	163	82
District Parks and Reserves	98%	96%
	262	134
Sportsgrounds	99%	99%
	209	101
Cemeteries	96%	90%
	176	72
Playgrounds	99% ▲	95% ▼
	172	89
Hokonui Moonshine Museum, Eastern Southland Gallery or the heritage centre	99%	100%
	90	29
Gore Aquatic Centre	99%	94%
	178	103
James Cumming Wing or community halls	96% ▲	85% ▼
	174	55
MLT Event Centre	100%	98%
	166	93

5.5 Council Planning

Council needs to do more to assist economic development in the Gore District

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	14%	11%
	35	20
Neutral	43% ▲	29% ▼
	106	51
Strongly agree or agree	42% ▼	59% ▲
	103	103
Number of respondents	244	174

Council is effective at identifying residential land for development

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	31% ▼	49% ▲
	66	76
Neutral	41%	36%
	87	56
Strongly agree or agree	27% ▲	15% ▼
	58	23
Number of respondents	211	155

Council is effective at identifying commercial/industrial land for development

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	25%	32%
	51	47
Neutral	39%	45%
	79	67
Strongly agree or agree	36% ▲	23% ▼
	72	34
Number of respondents	202	148

5.6 Contacting the Council

Have you used any of the following ways to contact the Council in the last 12 months?

	Random sample - phone survey	Self-selecting sample - online survey
Visited the Council Office	51%	50%
	182	101
Phone	41%	48%
	144	96
Online i.e. website or Facebook	29%	35%
	104	70
Email	15%	15%
	53	30
Antenno - the Council's free mobile app	7% ↓	25% ↑
	26	50
Have not contacted the Council in the last 12 months	30%	21%
	105	43
Number of respondents	355	201

Satisfaction with contact

	Random sample - phone survey	Self-selecting sample - online survey
Visit to the Council Office	93%	91%
	169	92
Phone	90%	86%
	130	83
Online i.e. website or Facebook	88%	90%
	92	63
Email	89%	83%
	47	25
Antenno - the Council's free mobile app	81% ↓	98% ↑
	21	49

5.7 Council Communications

Which of the following do you use to obtain information about the Council?

	Random sample - phone survey	Self-selecting sample - online survey
Newspaper articles	77% ▲	60% ▼
	273	120
Newspaper advertising	59% ▲	19% ▼
	211	39
Council Website	39%	36%
	139	72
Council Facebook page	38% ▼	53% ▲
	135	107
Council newsletter ChinWag	36% ▲	21% ▼
	127	42
Radio	52% ▲	27% ▼
	185	55
Personal contact with Council staff	29% ▲	16% ▼
	103	32
Antenno - the Council's free mobile app	13% ▼	32% ▲
	47	65
Councillors	20% ▲	8% ▼
	71	17
Council Meetings	5%	2%
	16	4
None of these	5%	6%
	18	12
Number of respondents	355	201

Do you follow the Council's main Facebook page?

	Random sample - phone survey	Self-selecting sample - online survey
Yes	28% ↓	59% ↑
	98	119
No	72% ↑	41% ↓
	257	82
Number of respondents	355	201

Satisfaction with the Council's Facebook page

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	2%	3%
	2	3
Neutral	14%	26%
	14	31
Very satisfied or satisfied	84%	71%
	82	85
Number of respondents	98	119

Over the past 12 months, how often have you visited the Gore District Council website?

	Random sample - phone survey	Self-selecting sample - online survey
Weekly or more	4% ↓	9% ↑
	13	18
Monthly	12%	15%
	42	31
A few times a year	32% ↓	43% ↑
	114	87
Once a year	8%	11%
	30	23
Never	44% ↑	21% ↓
	156	42
Number of respondents	355	201

Satisfaction with the Council website

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	5%	8%
	9	12
Neutral	30% ↓	41% ↑
	59	65
Very satisfied or satisfied	66% ↑	52% ↓
	131	82
Number of respondents	199	159

5.8 Elected Members and Organisational Performance

Contacting an elected member of the Council to raise an issue or a problem

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	7% ↓	19% ↑
	22	28
Neutral	36% ↓	48% ↑
	106	70
Very satisfied or satisfied	57% ↑	33% ↓
	167	49
Number of respondents	295	147

Council is responding to the needs of the community and to issues raised by the community

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	20% ↓	40% ↑
	66	74
Neutral	37%	35%
	120	64
Very satisfied or satisfied	43% ↑	25% ↓
	140	45
Number of respondents	326	183

Overall satisfaction with the performance of the Gore District Council

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	14% ↓	37% ↑
	50	74
Neutral	32%	30%
	115	60
Very satisfied or satisfied	54% ↑	33% ↓
	190	67
Number of respondents	355	201

The Mayor and Councillors display sound and effective leadership

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	13% ↓	35% ↑
	44	66
Neutral	33%	29%
	112	54
Strongly agree or agree	54% ↑	36% ↓
	183	67
Number of respondents	339	187

The Mayor and Councillors have good strategies for developing the prosperity and wellbeing of their community

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	14% ↓	34% ↑
	47	62
Neutral	35%	34%
	118	62
Strongly agree or agree	51% ↑	31% ↓
	169	57
Number of respondents	334	181

Gore District Council provides sufficient opportunities for people to have their say

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	11% ↓	31% ↑
	37	58
Neutral	24%	32%
	82	61
Strongly agree or agree	64% ↑	37% ↓
	216	69
Number of respondents	335	188

5.9 Perceptions of the Gore District

Perceptions of the Gore District

	Random sample - phone survey	Self-selecting sample - online survey
The Gore District is a great place to live	91% ▲	80% ▼
	324	160
The Gore District is a safe place to live	87% ▲	65% ▼
	309	131
The Gore District has good sporting and recreation facilities and opportunities	92% ▲	86% ▼
	325	172
There is a great sense of community where I live	84% ▲	72% ▼
	299	144
I feel a sense of pride in the way my local area looks and feels	81% ▲	65% ▼
	287	130
Number of respondents	355	201

5.10 Sample profile

Residence

	Random sample - phone survey	Self-selecting sample - online survey
Lived in the Gore District for 12 months or longer	97%	98%
	346	197
Lived in the Gore District for less than 12 months	3%	2%
	9	4
Number of respondents	355	201

Age

	Random sample - phone survey	Self-selecting sample - online survey
15-24	12%	7%
	44	14
25-49	31% ↓	44% ↑
	111	89
50-64	30%	36%
	105	73
65+	27% ↑	11% ↓
	95	22
I prefer not to say	- ↓	1% ↑
	0	3
Number of respondents	355	201

Gender

	Random sample - phone survey	Self-selecting sample - online survey
Male	50% ↑	27% ↓
	176	55
Female	50% ↓	73% ↑
	179	146
Number of respondents	355	201

Ratepayer status

	Random sample - phone survey	Self-selecting sample - online survey
Ratepayer	75%	80%
	266	161
Renter	11%	9%
	38	19
Both	- ↓	2% ↑
	1	5
Don't pay rent or rates	12% ↑	4% ↓
	42	8
I prefer not to say	- ↓	3% ↑
	0	6
Other	2%	1%
	8	2
Number of respondents	355	201

Area

	Random sample - phone survey	Self-selecting sample - online survey
Gore	60%	71%
	214	143
Mataura	14%	14%
	50	28
Waikaka	6%	2%
	22	4
Pukerau	2%	1%
	8	2
Mandeville	-	1%
	0	2
Rural	17%	11%
	61	22
Number of respondents	355	201



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