

**Invercargill City Council
Residents Survey
2023/24
January - March 2024**



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About the research



Data collection for the Invercargill City Council Residents Survey is conducted using an online survey design. Participants are invited to complete the survey at any time during the year. Core questions regarding the factors identified by the Council as Key Performance Indicators are measured on an ongoing basis. In addition, in most quarterly data collection periods, non-core questions are included that relate to specific issues or initiatives that the Council is looking to undertake. For the current quarter (Jan-Mar 2024), no additional questions were asked as the Council was engaging residents in parallel, seeking to finalise the Long Term Plan. Each quarter, the responses are collated and reported to the Council, including findings from the current iteration of data collection and trends in data from the preceding quarters.

Prior to 2022, the Residents Survey was conducted using a telephone survey design. As relatively few households now have landline telephones, this design was discontinued due to the risk of significant bias. Data from surveys prior to 2022 are not included in the trend analysis due to the change in sampling design.

Since 2022, various tools have been used to engage residents. This has included invitations circulated through direct mail to households within the Invercargill city boundaries, advertising using traditional and social media, promotion of the survey through community groups and the Council's website, and notifications incorporated into emails sent by the Council to people who have provided their email addresses to the Council for use in various contact databases.

In this quarterly iteration, the survey has been publicised through the Council's Let's Talk website and social media. Previous quarterly data collection had resulted in a sample that over-represented women. To address this, the current data collection targeted responses from male residents. For the Q3, FY2023/2024 period (Jan-Mar 2024), 210 responses were received. This data set provides data with a margin of error of $\pm 6.8\%$. The combined response for this financial year to date was 1,123 responses providing data with a maximum margin of error of $\pm 2.9\%$.

Responses were analysed based on demographics of age, gender and ethnicity, and the proportion of responses were contrasted with the Invercargill population data from the 2018 Census. An analysis was conducted to test the raw data with data weighted by these three factors. Despite the focus on engaging with males, the results continue to provide a sample that has some level of bias based on age and gender. As a result, a weighting process has been undertaken and the results presented here are based on weighted data.

Research & Analysis

The sampling process for the 2024 data collection has been generally aligned with the design used in 2022 and 2023. As the data collection process has been similar. The 2024 results have been contrasted with the results from 2022 and 2023.

It should be noted that many New Zealand LGAs have made similar changes in data collection processes. While the process used in this survey has been structured to minimise the risk of bias, an inherent aspect of self-selected response surveys is that respondents are more likely to engage if they feel that they have something to contribute to the outcome. As a result, there tend to be more 'negative' respondents than 'positive'.

There has been an increasing trend in the past decade to use data collection process in line with the current design. Whenever a data collection process is amended, there is a risk of the results showing a distinct change from the previous sampling method.

Historical data from LGAs such as Dunedin City and Kapiti Coast showed a decline in satisfaction with Council performance of around 10% compared to other survey designs such as telephone surveying when the change in design took place. After the changes were implemented and a new benchmark was set, responses from subsequent iterations of data collection could be effectively contrasted.

A further complicating factor is the impact of sentiment related to ongoing rate rises on resident perceptions of all services provided by any council. Research First Ltd investigated this in 2021. The result indicated that nationwide, New Zealanders believe that rates were increasing too quickly and were too high. Since that time, year-on-year rate increases have continued to be common in many LGAs. This has been publicised on an ongoing basis in the media, and appears to have resulted in lower sentiment scores regarding Council expenditure. The combined effect of these factors may impact on the targets set for some KPIs within the Council.



Forms of Analysis

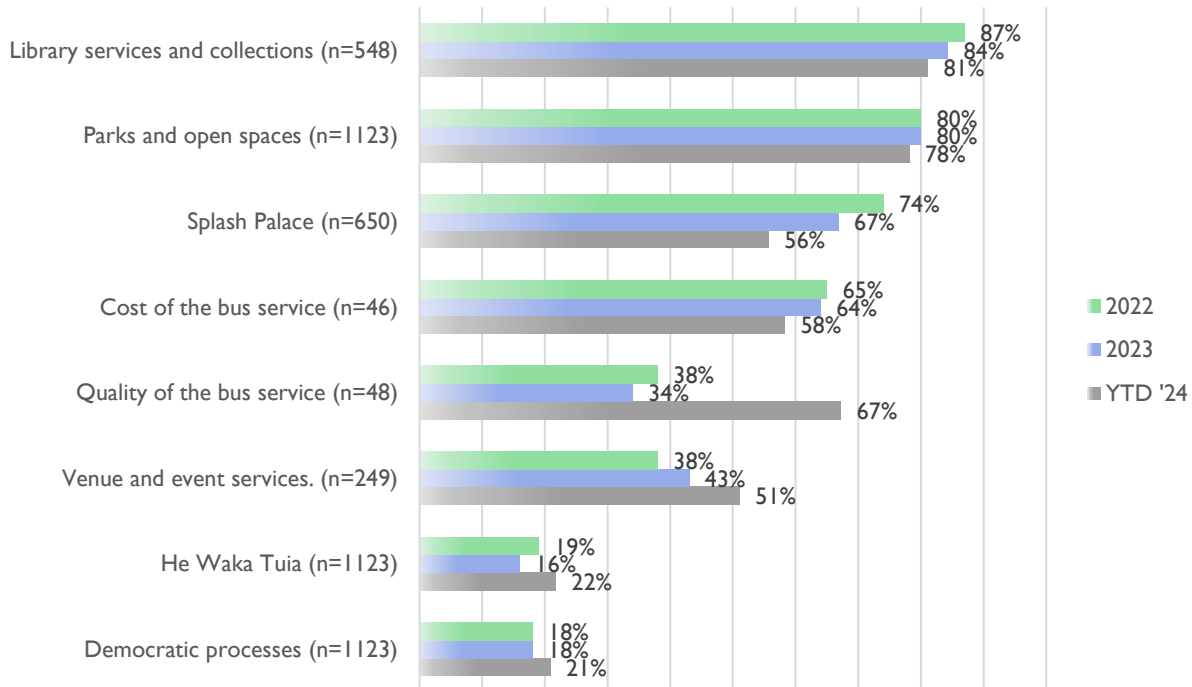
Many of the core questions in the Invercargill Residents Survey are presented to respondents using a five point (Likert) scale. There are two ways common methods for analysing data from questions of this nature. The first is simply to provide an analysis of the **average** of the responses, then to contrast that average score with other factors being measured.

When an analysis is conducted based on averages there is a chance that two data sets may have the same average, but have notably different responses. For example, many respondents may be highly disinterested in a factor, and therefore have a very high proportion of responses rating that factors as neutral (3). Conversely, the factor may highly polarise the population, with similar proportions of the population rating the factor negatively (1 or 2) and positively (4 or 5). The average for the both data sets may be similar, but the responses were very different.

Therefore, the alternative analysis, measuring **top boxes** can also be used to analyse the data. In this model, the total proportion who rate a response above the neutral (4 or 5) are added, and that response is presented as a proportion of the total population. Both analytical tools can provide insights into the data, and as a result, both have been presented in this report.

Satisfaction

Overall Satisfaction - Key Services



The survey questionnaire asked participants to identify the frequency of their use of various Council facilities and services. Only residents who used the various facilities and/or services were asked to provide a rating of their satisfaction with the service. For the nine months to March, 2023, satisfaction was highest with library collections and services (81%), followed by parks and open spaces in Invercargill (78%). Splash Palace, the focus of the Oct-Dec data collection, had a satisfaction rating of 58%. Satisfaction with venues and event services increased significantly compared to the previous two years and for the period to March 2024 is 51%. Satisfaction with democratic processes and community involvement, and with He Waka Tuia remained low, but with a marginal increase over previous responses.

Satisfaction – Comparison with Previous Periods (1=very dissatisfied to 5=very satisfied)

	'21-22	'22-23	YTD '24	'21-22	'22-23	YTD '24
Library services and collections	4.2	4.2	4.2	80%	80%	81%
Parks and open spaces	3.6	4.3	4.1	87%	84%	78%
Splash Palace	3.3	3.8	3.8	74%	67%	58%
The cost of the bus service ¹	3.8	4.0	3.4	65%	64%	67%
The quality of the bus service ¹	3.8	3.1	3.6	65%	34%	56%
Venues and event services	2.9	3.4	3.4	38%	43%	51%
He Waka Tuia	2.3	2.4	2.5	19%	16%	22%
Democratic processes - involvement	2.3	2.6	2.6	18%	18%	21%

¹ Data for the bus service been provided in data tables. However, there are insufficient responses for statistical confidence. Therefore, no callouts have been made regarding this cohort.

Satisfaction by Age and Gender, YTD '24

	18-24 ²	25-34	35-44	45-54	55-64	65+	Male	Female
Library services and collections	5.0	4.2	4.3	4.2	4.1	4.2	4.1	4.3
Parks and open spaces	3.6	4.1	4.1	4.2	4.1	4.2	4.0	4.3
Splash Palace	3.5	3.5	3.4	3.5	3.9	4.0	3.7	3.5
The cost of the bus service ²	4.0	2.0	3.4	3.5	4.0	4.2	4.1	3.7
The quality of the bus service ²	4.0	5.0	3.3	4.0	3.1	3.3	3.7	3.2
Venues and event services	3.4	3.3	3.3	3.4	3.3	3.6	3.2	3.5
He Waka Tuia	2.6	2.7	2.7	2.4	2.4	2.3	2.3	2.7
Democratic processes - involvement	2.8	2.6	2.7	2.4	2.5	2.8	2.5	2.7

Comments Regarding Key Services

Survey participants were given the opportunity of providing comments about key services that provided context for their rating of the service. Responses have been summarised into categories, as follows. As this quarterly iteration of responses focused Splash Palace, responses regarding those issues are included in the next section of the report. All comments are included in the Appendix to this report.

Parks

	Q3	YTD
• Great, amazing	78	550
• Well maintained	31	144
• Queens Park great	20	130
• Poorly maintained	31	83
• Need better, improved playgrounds	3	41
• Low mow areas not good	32	39
• Comment about high frequency of visiting parks	2	24
• Need more facilities (toilets, BBQs)	-	20
• Landscaping concerns	3	17
• Good for families/ children	-	16
• Safety concerns	3	15
• Need better dog park	-	9
• Toilet maintenance required	1	8
• Parks other than Queens Park not good	1	7
• Access, car parking	-	6
• Dog parks good	-	5
• More community gardens	-	5
• Need more native plants	-	4
• Better tracks, paths	-	4
• Need a coffee shops	-	3
• Needs to be valued	-	2
• Costly to maintain	-	2
• Conduct community activities in parks	-	2
• Queens Park needs a Facebook page	-	1
• Access restored to Anderson House	-	1
• Parks offer something for everyone	-	1
• Top heavy staffing	-	1
• Need more dog poo bags	-	1
• Bring Farmers' Market to Queens Park	-	1
• Keep Donovan Park	-	1
• Appreciate te reo signage	-	1
• Chinese garden needs to be improved	-	1

² Data for the 18-24 cohort have been provided in data tables. However, there are insufficient responses for statistical confidence. Therefore, no callouts have been made regarding this cohort.

- Need wildlife protection signs (e.g. for ducks) - 1
- Disappointed that street plantings have been removed - 1

Libraries

	Q3	YTD
• Great	23	148
• Helpful staff	18	135
• Good range and resources	8	83
• Good programmes / activities	-	37
• Good facility, environment	1	35
• Great for kids	1	27
• Limited range	3	24
• Online service good	-	15
• Good app, digital books	2	12
• Uninspiring, run down, noisy	2	12
• Parking a problem, costs	2	8
• Longer hours needed	1	7
• Lack of communication about activities	-	4
• Don't like new open plan	-	2
• Nothing good for kids	-	2
• Costly, no longer relevant with internet access	-	2
• Needs a café	-	2
• Like e-book availability	-	1
• Disappointed about COVID lockdown	1	2
• Good support to schools	-	1
• May use it more when retired	-	1
• Dislike American system and authors	-	1
• Great community involvement	-	1

Splash Palace

	Q2	YTD
• Good	24	246
• Changing room /entry layout not good / mixed use not good	7	53
• Overcrowded / too small	7	54
• Fair/ OK / needs upgrade	5	38
• Good for kids / families	3	31
• Poorly maintained	4	24
• Nothing for younger kids / toddlers	1	21
• Expensive	3	19
• Poor staff/ instructors/ lifeguards	-	12
• Well maintained	-	11
• Health and safety concerns	3	13
• Poorly managed	2	11
• Good staff	2	10
• Need spaces for people with different capabilities	1	7
• Opening hours limit visiting	1	7
• Accessible	-	6
• Water too cold	4	6
• Use regularly	-	3
• Cost effective	-	3
• Slides are good	2	5
• Hard to park / access by bus	1	3
• Water too hot	-	2
• Challenged by chlorine	-	1
• Stop subsidising, sell to private sector	-	1
• Underused	-	1
• Rather swim at Bluff	-	1

• Not a nice place – wish there were other options	-	1
• Use on Green Prescription	-	1
• Not as good as other NZ comparable pools	1	1

Venues and Events

	Q3	YTD
• Venues are fine, well maintained	39	172
• Average only	21	88
• Civic Theatre is a good facility	14	76
• Rugby park rundown	22	62
• Events are good / good variety	2	50
• Venues are run-down, need maintenance	6	46
• Poor venue management, underused	7	28
• Events too expensive	2	27
• Events not promoted	7	25
• Need more events, greater variety	-	17
• Scottish hall run down	2	6
• Rugby park subsidy concerns	1	6
• Council shouldn't run events	1	3
• Good staff	1	3
• Venues need wheelchair access	2	3
• Museum needs to be replaced	-	2
• Rugby park should be multi-use	1	2
• Discrimination about who can visit	-	1
• Parking is challenging around Civic Theatre	-	1
• ICC shouldn't own Rugby Park	-	1
• Well promoted	-	1
• Great atmosphere	-	1
• Stadium is excellent	-	1
• Litter and rubbish not cleaned up	-	1
• Need more toilets	-	1
• Keep English names for the venues	-	1
• Reduce the number of venues, centralise	-	1
• Great benefit to Invercargill	-	1
• Too old for events and visiting venues	-	1
• Too focused on 'white culture'	-	1

He Waka Tuia

	Q3	YTD
• Not a replacement for the museum	12	112
• Good facility, exhibitions	8	100
• Too small, not enough exhibits	20	79
• Exhibits not interesting	7	61
• Names need to be in English	1	60
• Inaccessible / poor parking	9	55
• OK - not great	12	34
• Good children's exhibitions	2	20
• Waste of ratepayer funds	10	19
• Exhibitions not publicised	2	12
• Good staff	-	10
• Limited opening hours	-	6
• Poor facility overall	6	6
• Too much focus on Māori	3	5
• Nothing for children	-	2
• Poor staff	-	1
• Inappropriate content (naked models)	-	1

- Visited – seemed empty. No one there
- Needs interactive displays

-	1
1	1

Public Transport

	Q3	YTD
• Buses don't cover all areas / stops at poor locations	15	136
• Bus timetables poor / inconvenient / infrequent	16	77
• Bus service is good	7	46
• Not convenient	5	36
• Service is generally poor	5	20
• Expensive to use	2	14
• Average	3	13
• Waste of money/rates	9	12
• OK for kids	-	7
• Need bus shelters	1	7
• Essential for the community	-	6
• Drivers are good	-	6
• Timetable information not available/ poor website	1	6
• Drivers are poor	6	6
• Not safe	1	5
• Work from home, rarely need it	-	1
• Not suitable for wheelchairs	-	1
• Doesn't have payWave option	-	1

The Democratic Process

	Q3	YTD
• Council may consult but doesn't listen	51	212
• Engagement opportunities not advertised	21	102
• Current system is good/ effective	14	76
• Council doesn't give opportunity for engagement	5	66
• Consultation is poor	16	45
• Need more surveys to engage community	2	30
• There is no community involvement	4	27
• People don't understand local government	-	21
• Current system is OK / average	15	31
• Unelected officials have too much say	1	13
• There is no published information on Council agenda	2	11
• Council consults but doesn't provide feedback	-	8
• System relies on voting every three years	-	7
• No co-governance – one person, one vote	-	5
• Too much consultation would make Council ineffective	-	5
• Council should engage with business owners	-	2
• Need to engage next generation	1	1

Perceptions of Invercargill

Positive Aspects of Life in Invercargill

Survey participants were asked 'What do you currently like most about living in the Invercargill region?' The most common response was that it is easy to get around the city and region; and that everything is accessible. Other common responses related to the quality of life in Invercargill, parks and beaches, friendly people and outdoor activities. A summary of responses is as follows:

	Q3	YTD
• Accessibility	50	278
• Quality of life	60	224
• Friendly people/ community	28	158
• Not crowded/ no traffic problems	24	129
• Parks, beaches and outdoor spaces	13	90
• Family	17	80
• Affordable living	9	53
• Lots of places to visit	13	51
• Good facilities and services	6	50
• CBD redevelopment	9	41
• Safe / Low crime rate	6	38
• It's home	3	33
• Outdoor activities	7	29
• Weather	4	26
• Nature	7	21
• Don't know/ nothing / don't like living in Invercargill	7	17
• Jobs / Opportunities	6	13
• Sports/ exercise/ walking/ horse riding	-	12
• Low pollution / clean	-	8
• The local culture/ personality	-	7
• Good schools	1	6
• Good food	1	4
• New Mayor	-	3
• Action from the Richardson Group	1	2
• Council has an agenda	-	1
• Clifton	-	1
• Free studying at SIT	-	1
• Events in the city	-	1
• Everything	-	1

Community Resilience

Survey participants were asked 'What do you think the Council should be doing to provide for community resilience and building strength into the social aspects of the Invercargill community?' The most common responses were that the Council (councillors, mayor and staff) needed to listen to the people more and the Council should increase the number of events and community activities. Full details of suggestions are as follows:

	Q3	YTD
• More, free/ affordable events	12	118
• Listen to public opinion and engage with the community	15	70
• Focus on core services (water, sewerage, roads, etc.)	17	60
• Improve financial responsibility	13	53
• Provide more venues for community groups	4	45
• Revitalise inner city	10	46
• Activities for youth /young adults	9	40
• Improve elected member behaviour, be transparent	4	36
• Encourage inclusion / diversity including aged, disabled	8	36
• Keep doing current activities, nothing more	6	26
• Address graffiti and vandalism issues	7	26
• Hold more community meetings and forums	1	25
• Improve communication	5	23
• Provide affordable housing	2	22
• Develop better facilities (parks, playgrounds, bike trails)	6	20
• Collaborate with community groups	1	18
• Improve safety / CCTV	1	18
• Not the Council's job	5	18
• Focus on including all communities incl. 'Mainstream NZ'	2	11
• Fix Wachner Place	6	11
• Engage with youth	4	11
• Invest in the museum / cultural attractions	1	10
• Address aging infrastructure	-	10
• Be visible in the community	2	10
• Focus on environmental and climate resilience	2	9
• Address/reduce impact of ILT	1	8
• Address homelessness – more accommodation options	6	8
• Clean up city	2	8
• Improve bus service	1	5
• Invest in upgrading suburbs	4	4
• Support the health care sector	-	3
• Support sit zero fees	-	3
• More dog parks	-	3
• Develop community garden	-	3
• Build higher density housing in the city centre	1	3
• Develop airport to international standard	-	1
• Make landlords accountable for buildings	-	1
• Do more than the council is doing now	-	1
• Change to STV voting system	-	1
• Focus on ensuring effective civil defence	-	1
• Free parking for seniors	-	1
• Use locally based consultants	-	1
• Future proof whatever the council does	-	1
• Remove reliance on personal cars	-	1

Demographics

A crucial aspect of resident surveys is having confidence that the data are representative of the population based on demographic factors. The response rates for each key demographic factor for the Year to Date responses are provided in the following charts. For gender, age, and ethnicity responses did not align with the data from the most recent census. Demographic factors that were under-sampled included gender (under-sampled males). Data weightings were applied to the results to measure the impact of these sampling issues.

Age

	Q3	YTD
18-34	13%	13%
35-44	20%	23%
45-54	20%	18%
55-64	17%	17%
65+	29%	27%
Declined	0%	2%

Gender

Male	82%	41%
Female	12%	54%
Identify in other way/ declined	6%	5%

Time in Invercargill

0-2 years	3%	5%
3-5 years	5%	6%
6-10 years	7%	10%
11-15 years	7%	8%
16-20 years	7%	6%
20+ years	69%	64%
Declined	2%	2%

Ethnicity³

	Q3	YTD
NZ European/ Pakeha	86%	81%
Māori	1%	9%
Asian	3%	3%
Pacific Islander	0%	1%
Other	0%	2%
Declined	10%	4%

Residential Status⁴

Resident ratepayer	85%	88%
Resident non-ratepayer	11%	9%
Non-resident ratepayer	1%	2%
SDC Residents	0%	<1%
Declined	2%	1%

Employment

Full time	56%	47%
Part time	5%	12%
Retired	25%	24%
Self-employed	10%	10%
Beneficiary	2%	2%
Student	<1%	1%
Unemployed	1%	2%
Declined	1%	1%

³ Total exceeds 100%, respondents could choose multiple options

⁴ Non-residents of Invercargill whose details were in the Splash Palace database were able to provide responses to the questions relating to Splash Palace

Appendix – Verbatim Responses, Jan-Mar 2024

Perceptions of Invercargill

5 minutes to get anywhere, and the parks in and around the city (albeit somewhat spoiled by the low mow policy!)

Access to activities

Access to parks/nature

Accessibility

Accessible to so many places

Affordability and lifestyle

Affordable, Richardson group providing great facilities

All things close by

Being close to sea and nature

being close to whanau. the ease of getting around the city (on foot and in the car)

Born & breed here

Can get to work quickly

Cheap house prices

Cheap to buy property. Good hunting close by.

City's not to big

Close proximity to everything

close to a wide range of different activates

Close to everywhere

Close to family

Close to family.

Close to the most beautiful parts of NZ

Close to work

Compact service and commercial area

Decent people, family

Diving

Ease of getting around

Ease of getting around city

Ease of living.

Ease of movement

Ease to get around town.

Ease to get places

Easy access to recreational activities

Easy quiet town to live in...everything is easy to get to time wise...brilliant facilities no matter which part of town you live in

Easy to get around

Easy to get around

Easy to get around. Cheaper housing

Easy to get around. No traffic. Everywhere is close by

Easy to get out and explore

Easy travel everywhere

Everything is handy
Everything within easy reach by car , new shopping centre.
Family
Family
Family
Family and friends
Family around
Family friendly
Family is here
Family nearby
Family, friends, relaxed pace of living. It's my birthplace.
For the most part people are friendly
friendly atmosphere
Friendly people
Friendly people
Friendly people, no hills, close to beech and nature, reasonably wheelchair friendly in most parts of the city.
Friendly people, surrounding areas
Good and fundamental changes to the city appearance
Great country and green grass, plenty of fishing a hunting handy
Great people less crime. Beautiful parks
Great place for kids to grow up
Honest people
How we improving slowly
I don't live in Invercargill, but have recently visited again and find that the town has a good flow, even though my driver took me here there and everywhere
I just like the ease of going anywhere
I live here because I work here
Immediacy of everything with little stress
Invercargill user to be a quiet and safe town to grownup and live, but sadly this has changed to a town I no longer feel safe anymore! Our city and especially in the suburbs are overtaken by lawlessness young adults that frightened me to go out of my home now.
It feels a long way from most of the troubles of the world. The people.
It's a beautiful city that is going ahead in leaps and bounds
It's cheap
It's cold
It's easy to navigate and travel
It's finally getting the upgrades needed
It's of a size that marks it easy to get around the Invercargill area. There are numerous green spaces, parks and reserves.
It's quiet
It's small and easy to get around
It's starting to come up with the Inner city rebuild.
It's very average
It's a beautiful part of the country with easy access to key tourist destinations like Queenstown, Stewart Island, Te Anau, Milford Sound etc.,
Just love the place
Laid back
Laid back pace of life
Lifestyle

Lifestyle
Lifestyle
Lifestyle
Lifestyle Simplicity
Living by the ocean
Local to everything.
Location and family
Lots of land
Love the parks and bush walks and the new mall and what Invercargill has to offer
Loving all the new facilities and shops
Low cost of living
Low traffic , good people
Most places only take 15 minutes to get to
Mostly, light traffic.
My family, friends are here
My work
Natural assets and recreation
New cbd
Nice quiet place and within easy reach of any City destination in approx 5 - 10 mins.
No traffic
Not as crowded as bigger cities
Not much
Not much traffic
Not over crowded
Not too big or too small a city. Familiarity with surrounding area. My roots are here.
Not too many people
Not too much hustle and bustle, and the ease of which to get to Fiordland and Central Otago
Not whole lot
Nothing
nothing
Open spaces, wide streets, lovely green areas and good facilities
Outdoor recreational activities
Pace of life
Pace of life slower
Pace of live. Close to all holiday spots. Cheaper living
Pass
Peaceful not to many people
Peaceful,
Peaceful ness
Proximity to activities
Proximity to nature
Proximity to teanau
quality of life
Queens Park
Quick to get around
Quiet
Quiet and safe
Quiet compared with other places

Quiet, safe & easy access to town
Quite life
Quite place to live
Relaxed lifestyle
Relaxed lifestyle
relaxed lifestyle
Relaxed lifestyle
Relaxed pace of life
Relaxed way of life. Easy to get around town
Rural living
Safe and quiet
Safety security ease of commute
Semi affordable and safe
Short commute
Short distance
Short drive to work
Simplicity of layout
Size of the city
Size, pace of life
Slower pace than other cities
Small
Small city
Small community
Smaller city with a slower pace
Smallness
Some of the people
Southlanders - their loyalty to the region and each other
Space
Strong community, good schools, potential to become a gateway to deep south region of New Zealand, wide spacious roads
The compactness and the green spaces of the city which makes it so easy to move around without resorting to a motor vehicle.
The ease of getting around
The ease of getting around the town and the closeness of central and fiordland
The freedom
The friendly people
The generosity of some people
The green areas and the facilities we have.
The lack of congestion
The lifestyle
The novelties at CBD
The pace
The pace of living and the accessibility to the countryside
The pace of the city. And short distance from one side to the other.
The parks and recreational reserves
The peace
The peace and quiet
The peaceful life style
The people

The people
The people
The people. The ease of getting around the city.
The people
The population size and close proximity of all facilities
The quiet life, style, great facilities, the people
The quiet streets.
the size of the city, big enough to have access to most things, but not to big that travel time becomes an issue
The walkability of the city and the friendliness of its residents.
There are some good food options and walks etc. however we are lacking things to do, activity's etc.
Travel time is short to anywhere
Travel times around city
Twilight nights in Summer
Unable to answer. Invercargill is not REGION.
Unsure
Use to be affordable but not so now
Variety of activities
very laid back
Weather
Weather, not over crowded. Lots of outdoor opportunities
well set out town opportunities to participate
We're not Auckland .
Whanau and friends and the ease of commuting in the city

Invercargill – Resilience

A central activity such as museum top is available at all times of year. It shares Southland's diverse human and natural history and is gateway to subantarctic (which is a NZ treasure and not captured in other public displays)
A teens cafe (alcohol free) with pool tables.
Actually listen and don't do silly things to wachner place,
Actually listen to the ratepayers, get back to core services and not all the willy nilly waste spending on silly things
allow more freedom and less interference of an individual's rights
Amalgamation with GDC and SDC
Ask the community straight up what they want to see, and actually. Listen/take into consideration. I.e. the development of wachner place (would be better as a public space as opposed to a bus exit for a hotel that's only going to benefit and individual. Or making ESK St walking only, such a good opportunity wasted
Backing off to help people during cost of living crisis. People will struggle with anything higher than 4 percent increase
Be low standard
Be publicly honest with decisions, rather than having "have your say" when decisions are clearly made
Better education and awareness campaigns thereby equipping the community to become resilient and strong.
Better policing and providing more for the youths of today e.g., mini golf, time zone etc
Build pride back in places.
Building newer a fun exciting things for all ages giving children more places to hang out
Communication
Communication is the key
Concentrate on structural and infrastructure resilience instead of wish washy social programs
Continuing to strengthen infrastructure
Council have no responsibility to build social strength in the community. That's the communities' responsibility
Council needs new outlook. All active Council member should resign if they actually care about the community

Council needs to foster and be involved with more community events. Making sure that we have enough accommodation for the elderly that require council assistance

create more spaces for people to come together. remove graffiti in 24 hours, don't make a song and dance about it just remove it and eventually it will stop. fund our sports and rec clubs to maintain their buildings as this is where community exists and thrives.

Do it well, make sure it is accessible to all ages, and physical abilities.

doing everything they can to make it easier and less costly to run things

Doing more for family's and recreation. Train rides through Queens park, putting in more cycle-ways and not through the stinky old tip.

Don't know

Don't know

Don't think council's job to supply everything. Their job is to look after infrastructure

Drop LG nz and any un agenda we have not voted for these

Encourage 'the arts' more, things people can go to on the weekend or evening with their family and friends. Non-drinking, family friendly activities, that don't cost too much. Things that encourage young people & all people to be physically active and socially engaged rather than on devices. Even things like teapot racing (steampunk), fun activities that anyone can do. Also in Esk St, if Esk St were covered in with a perspex roof we could have lights up, outside dining & music and a festive atmosphere during winter which would provide something for people to go out to.

Encourage people to come to town, hold events, entertainment for teenagers, better night life. Bars.

Encouraging and facilitating more neighbourhood activities so newcomers and "oldies" get more chances to mix and mingle.

Engage with young people more

Engage with youth more

Ensuring essential services are well maintained and the Council has the ability to make repairs, especially following a disaster e.g. earthquake.

Esk St a no car zone & keep up the night markets & farmers market

Facilitate Treaty of Waitangi education for elderly citizens to increase their understanding. Undertake their own cultural competency training.

Finish the CBD, etc. Get it sorted and make it a great place for families to go.

Focus on affordability, it is getting very expensive to live here and local wages are not raising enough to keep up

Follow the South Invercargill model

For one and if I ever get this wish and I've been bleating about it for over 40 years now and when I was a retail business owner in the city centre is that you DEFINATELY NEED TO MAKE THE NEW ESK ST UPGRADE VEHICLE FREE AND ONLY PEDESTRIAN ACCESSIBLE of course essential service vehicles and couriers only. Design & Build structure over this strip so all year round it will provide shade in summer and pleasant throughout Autumn/Winter seasons. That's what making the tough decisions are all about. Innovation and leadership, that's what is needed and this strip in Esk St should have had this element in the upgrade and council should have moved mountains to achieve that. I am convinced that would improve retailers business, well the ones that actually understand what it means to provide for customers first and not think that the loss of parking RIGHT OUTSIDE THEIR SHOPS would ruin them... what a load of BOLLOCKS!!

Further raising their overall profile.

Get back to basics, why are the teenagers going to stay here?? Get a tech centre up and going,

Get rid of all the old cars on bay road

Get something done about that building on D Street which is holding up one lane of traffic and also get the stand repaired at rugby Park

Getting public support for any mission is extremely difficult. I am on numerous committees and getting people to help is extremely

Give attention to south Invercargill, the "outer regions" appear to be neglected

Give support to local promotions for area, not just arts etc

Happy

Has improved markedly in recent times but I'm disappointed to hear that Wachner Place is being opened up to become a wind tunnel again and catering to one business

Have better security cameras to help keep the city safer for disabled and other vulnerable community citizens. Having wheelchair parking available when there is a street event, as at present I can never get a park close by, so just have to go back home. Wheelchair taxi's are often very busy on these evenings so not always an available option without a lot of pre planning/booking. The CBD has already had a lot of money spent on upgrades, when will the suburbs get more upgrades on their footpaths as much needed for disabled, elderly and wheelchair users. Please when planning the city's future, if the retailers want more shoppers with disabilities in their shops, we need far more mobility parking. At present I can never get adequate parking in the CBD, so I now do most of my shopping online.

I do not think the council has a need to do anything, sociality and resilience are matters for the citizenry to take personal responsibility.

I don't understand the question

I dont understand

I have seen the Friday night event markets etc and always regret not attending so that would be a really cool thing to keep going. It brings some real life to the city after majority of people stay inside now because they've been brainwashed with covid!

i think councillors should be out in the community more. Steve Broad and Alex Crackett showed this recently when canvassing about the LTP.

I think they are doing a good job, sort out Wachner Place

Icc has bigger problems to worry about before "community resilience"

Increase the turism appealing

Invercargill should never be turned into another Queenstown, very few New Zealanders can visit now. Spend more on the suburbs and there amenities as the CBD has had its fare share of upgrading now. Invercargill is more than the city CBD!

Invest in health and wellbeing facilities like Splash Palace

invest in spaces for the community that encourage social interaction the mall was a start but something less money based would be good in this tight economic climier

Investing in infrastructure

Involve communities for oppinions

Is it the role of the council?

It should be openly supporting such groups like the Hub at South City.

Keep doing what you are doing, don't let rogue councillors derail progress

Keep the rates down

Keeping running social events

Listen to it's people

Listen to people

Listen to ratepayers and holing referendums forbthe big stuff

Listen to the public

Listen to the ratepayers don't waste our money

Listening to the input from "all walks of life"

Love more social events for families to go to that doesn't cost the earth

Love to see creating jobs around town , still not so much jobs or people they aren't hiring

Lower the rates

Making everything better for the community like easier to get houses in Windsor etc

maybe put a questionnaire in the highschoools and see what you get back. They are the next adults coming through

Minimising housing pressure caused by speculation and rental exploitation.

More adds and information

more affordable housing

More concerts, better promotion of the city. Listen to the public.

More Council Housing for everyone no matter how much you earn as long as you have a roof over you to keep warm .

More council housing.

More events like Don St's food night, Murihiku in Queens Park etc

More events that bring the community together

More events, live music, arts

More events. More events and more events. Ah and maybe a bit more greenery between those concrete and brick buildings -all through town

More of the esk street initiative the other day, yet try to aim for more reasonable weather ☹️

More regular night life activity e.g. night markets. Malls should be opened until late nights some day. Basically closing at 6pm means normal everyday working adults only have opportunity to go to the mall on weekends, if their plans are not already filled with other activities. Late nights for example Thursdays, Fridays and Saturdays

More transparency, and inclusion of the locals..

Move a lot faster on getting things done, way too much dilly dallying

Needs to be focused on younger generation as they will support financially and resilience as they return to live

Not following the other regions

Not sure that community social strength is true local government business, but councils should do all they can

Not waste money

Not your job focus on roading water infrastructure core council services

Nothing more than present. South Alive is a good example. Spread it about a bit perhaps.

Overall the council works well. My main criticism is the lack of mowing in town and Sandy Point

Promoting a well defined progressive procurement framework that aligns with other government agencies (particularly within the north island)

Provide good support for those in the community who make these things happen

Providing spaces for people to meet and interact such as the vibrant CBD and new street upgrades on ram and don

Providing venues and landmark locations that allow the community to be proud of their city

Public transport from winton to invercargill and bluff to gore etc.. Trains or buses

Respectful and equality and listen to people

Run a program we can all get behind like. We have the cleanest streets in NZ

Should be concentrating on infrastructure more than social issues.

Socially, get rid of the taggers and street rats and vandals.

Spend the money needed to help alleviate the housing crisis.

Spending money wisely and in areas required

Start by cleaning the streets, roads parks and cemeteries remove the long grass and all the weeds, the Invercargill area looks very untidy

Start listening.

Stick to doing what a council should do, supplying water, surge,

Stick to the basics, and keep debt at a minimum

Stop going woke make hard calls

Stop making everything about the Maori population and include everybody. Sort out rugby park and make it more accessible to all sports, it needs to be utilised 52 weeks a year, yet YOU have priced everyone out of using it. Make the stadium the centre for sports and stop having everything so spread out with all entities working against each other. Sort your own relationships out in the council office and provide a united front, you bunch of absolute scumbags

Stop the vulgar liquor culture with the ILT the inner city has.

Stop writing buzzwords, cutback on excessive spending and consultants and stop trying to engineer events, council should provide infrastructure and maintain it as efficiently as possible

Suggestion. Set 4 ideals that Invercargill stands for and celebrate them seasonally, i.e., for spring - Environment (nature and climate change strategy), for summer - Waste Management, for fall - Economy (leading businesses/industries) for winter - Education. Celebrate these with month-3 months competitions, activities, programs, theatre, music, mascots (i.e., Tippy and Ben characters for waste management; Tippy pick up trash and Ben holds it; just a thought).

Support more events

Tackling crime with the recent spat of car thefts etc no loitering rules etc

take into account the land/soil type when rezoning/subdivision on the outskirts of the city, to prevent highly productive land being destroyed by urban sprawl

Target more safe hang outs for teenagers. They are the future citizens of our city

The pools for a start, my rates go towards keeping the upkeep of the pools yet to go for a swim I'm charged just under \$10. Way too expensive

The resources are there now via volunteer organisations if people want to look. The council should just support those organisations and stick to the basics.

There needs to be more pride ensuring lawns and garden centre plots are kept tidy.. lawns by umbrella really long, centre plots north to and bank corner are overgrown and have heaps of large weeds. Roundabouts Clyde and Tweed and Lornville corner are disgusting.., our visitors arrive into our city, first impressions are key.. also south roads need to prioritise and reseal Dee, Gala to Tay and stay to Queens Drive.., those roads are shocking, and re-seal the whole road, not just patchwork. That would tidy up the CBD no end

they are doing enough now

They need to be making decisions in line with predicted effects of climate change. More needs to be done looking after the city's poor rather than catering for the rich

Think they do pretty good at this already

To keep rates down every year it goes up even while they gave themselves a pay rise

Treat every member of the public and organisations the same

Two questions here Building resilience means preparing for the future as regards climate change. Other part ensure tolerance of diversity is a top priority.

Unsure

Update playgrounds and outdoor gathering areas to encourage some good healthy fun for families

Uplift the housing and zoning around town and invest in suburbs south of the tracks please so that those areas are better suited for residents at par with areas such as Richmond, Windsor, etc.

very hard to say as the budget only goes so far some buildings just can't be saved

We better quality housing, we need more land made available for private developers to make good building sections available

We need new houses in Invercargill. Our existing housing stock is very old. Old houses in a cold climate is not good. We need new homes. The council need to provide opportunities for developers to subdivide land and make more good quality sections available.

what is community resilience? buzzwords concentrate on the delivery of council services

what sort of a question is this? Really. Explain what you mean by community resilience and then building strength and what sort of social aspects are you referring to? This sort of question is more than one question and indicates a lack of desire on the questionnaires part to really want an answer.

Work with police to reduce crime

Working with police around crime and our youth perhaps getting our youth involved in some community projects

Your places for young people. Like the old players

Libraries

An awesome service, lots to offer

Book return could be more visible and probably closer to main entrance

Can make library building better suited for the next 100 years. Also multi lingual books are less in numbers compared to other cities, the digital resources section is often not clean or adequate to cover people visiting.

Dislike the American system and authors

Easy to use

Enjoy electronic services

Excellent

Excellent

Excellent

Excellent

excellent facility - great staff

Excellent parking space and good central location. Excellent environment in all areas. I would like far more supervision in and around the team members to quiet down an elevated amounts of users at the table areas near the computer suite talking away and often quite loud. I know libraries are not soaces of old when you were hushed and frowned upon fir talking but it has at times got louder and it certainly needs more proactive supervision in the adult areas please.

Excellent service

Excellent service especially when they will drop off and pick up your books

Excellent sraff

Facilities below average. Staff Excellent

Frendly and helpful staff.

friendly staff

Good

Good

Good assortment of books, would be nice to have a night opening once a week.

good collections, archives &staff

Good content

Good library & service

Good service, but I'm not paying for parking to attend the library

Great

Great

Great asset

Great atmosphere

Great library service helpful and friendly staff and love the under 5 music and storytime they provide for the community

Great people, selection of books, community involvement

Great selection and fantastic service and staff

Great service

Great service since they changed the over time for books

I go to the library a lot but have found lately there are problems with their website that do not seem to be getting fixed promptly and they do not have the availability of good books that they used to have.

I use the homebound library services and the staff are very helpful, reasonably good selection or audio books and wonderful service.

I usually find what I want

I'm a member of homebound library service and very grateful for this service. I don't visit the library now as I can't find wheelchair parking that is within close distance.

Just OK but un objectives onvious and not voted 4

Lacks resources

Library is great

Library works great

Lovely modern layout. Great slection of books in both paper aand electonic formats

No comment

Nothing wrong with the library

Our library is the best in every possible way.

Really happy with the facility

The staff are excellent but the people loitering there with obvious mental health issues are concerning. I wonder if the staff feel safe? As a user I feel they are lowering the relaxed vibe the library uses to have. They are sometimes scary and make the place feel unsafe.

the staff are very helpful

They're great

Very good

very good and the staff are helpful
 Very good book selection
 Very satisfied
 Very satisfied. Staff are very friendly and helpful

Parks

A bit more to engage in within the parks would be good. Queen's park is lovely, but the rest need more
 Absolutely fantastic
 Absolutely great
 All kept well and user friendly
 Always a joy. Particularly the main attraction - Queens Park
 Always looking great
 always maintained love queens park
 Always well kept
 Amazingly beautiful ,ô•ÔÏè
 Average
 Awesome
 Awesome - world class
 Barring Queens Park our parks and reserves are in a horrible state and sit mostly unkept. As a regular user of walking and running tracks these have rapidly fallen into a sad state.
 Beautiful
 Beautiful. Maintained. Real asset to invers
 Beautifully maintained and a credit to all those that maintain them
 City parks have gone down in morale, they used to have annuals and perennials growing, the grass was well kept and playground areas in parks were cleaned and kept kid friendly for the masses, nowadays all parks look a bit sorry and only focus seems to be around Windsor and nearby areas!
 Cut the grass, we pay rates for that to happen
 Cut the grass. You expect us to
 Don't like the no mow and some parks looking shabby
 Excellent
 Excellent
 Excellent
 Excellent
 Excellent
 Excellent but you already know that. But why have you not asked about other services other than including parks? Are you aware that there is no i-Site information centre and hasn't been for over 5 years now going on more now. It used to be in the museum but council FAILED to pop up another in yown to have this vital service for visitors and tourists. Another really upsetting fact that's verbally happening thst really gets my blood boiling is that I hear from actual visitors is that many of the tourist industries from outside Invercargill around our country when asked by these visitors/tourists about visiting Invercargill the answer was "why do you want to visit Invercargill, there's nothing to see and do there" I am appalled this is happening and when those visitors that did ignore that remark and did visit Invercargill were estatic they did and were absolutely amazed at what we had to offer. SO SERIOUSLY, SOMETHING NEEDS ADDRESSED ON THIS RHETORIC THAT'S HAPPENING. Whoever is the industry body that handles this concern here in Invercargill needs to sort this talking of Invercargill like that out make sure that's corrected. People in that industry saying that need to learn if you can't say something nice then don't say anything or at least get themselves educated quick smart.
 Excellent parks
 Excellent Queens park.
 Exceptional facility
 Generally well cared for
 Get rid of the low mow areas , they look scruffy , harbour vermin and are a fire hazard.

Go back to fully mowing reserves.
Good
Good
Good always clean. Gardens in great shape
Good condition
Good, keep doing what your doing
Great
Great
Great
great assets
Great facilities
Great parks
Great parks. Team do a awesome job keeping them looking great
Great playgrounds
Happy with QP. Don't regularly use others
I love the parks and gardens and spend a bit of time in them. Its shame the mowing in these areas has been cut back.
Looks awful.
I think the parks need a boost in budget and staff numbers. some areas looking tired.
I used to enjoy a wheel through the park and look at the beautiful gardens, but I no longer feel safe to go there now.
I've had too many scares from younger and rough citizens in the past!
In huge need of work and major upgrades some stuff is out of date and aging badly
Lack of care of anything bar Queens Park
lately the grass is so long we cant even sit down for lunch
Looked after pretty well.
Looking very untidy and don't the council treated to fine home owners for untidy sections now we have reserves untidy
isn't that double standards
Love queens park
Love Queens Park. Use it several times a week
Love them starting to get my way through the different parks in the community and finding different areas for the kids
to explore
Lovely
Lovely parks - well maintained
Lovely parks, especially Queens Park, but hate the "Low Mow" areas, they just look awful
Lovely, always well maintained
Low mow = doing things on the cheap. An incredibly shabby look for our city.
Low mow areas are messy and tatty.
low mow is spoiling some
Low mow zone looks terrible, it makes me not want to be active around them. The parks are otherwise very well
equipped and kept
Magnificent parks
Mainly only use Sandy Point. Should be closed at night to keep morons out
Most are good , but be nice to see the plans for the areas of queenspark, that look like they ate going to redone
Most are good but local park not well looked after sometimes
Most look great most of the time. At the time of the Burt Munro event the entrance to the city racecourse /east road
was in disrepair. Very disappointing
Mow all the lawns not just part of it
mow the lawns

Mowing frequencies need to be increased especially within the eastern cemetery, where loved ones deserve to be resting in a tidy well kept environment. Currently this location and other low mow areas look absolutely horrific and very untidy. Which reflects poorly with visitors to the city alike with ratepayers.

Need some TLC

Need to kept them mowed. Low mow areas are a joke.

Nice

Nice enough, but being less well kept than they were a few years ago

Nil

Normal

North City = Great, elsewhere leaves a lot to be desired. there needs to be greater equity of provision across the city

Not been kept to the same standards as in the past

Notably more neglected by parks and reserves

Nothing wrong with them

Ok

Ok kept well

Parks are generally great - Donovan Park is a mess.

Parks are great, but far to much forestry on traffic roundabouts to the extent you cannot see what's coming.

Parks are OK! Just a place to chill and cool zoo

Parks look great but bluff is neglected

Parks themselves are great. Playgrounds seriously lacking investment

Perfect

Playgrounds in South Invercargill seems to get regular upgrades and nice equipment, whilst North Invercargill playgrounds are slowly rusting away and unsafe equipment removed but never replaced. Kildare Playground now has a roadcone bolted in place of a previous piece of equipment....

Pleasant experience

Plenty of road centreplots need better weed control and fresh plantings

Poor

Poorly maintained and features removed "down south"

Present beautiful

Pretty good except not enough toilets and the one at QP had been out of order for 2 years wow!

Pretty good facilities

Queens park is a assett to the community

Queens park is always the Jewel in Invercargill

Queens Park is beautiful

Queens park is beautiful, a lot of tourists I meet when walking say its one of the best, doon st reserves also good

Queens park is exceptional I love walking there every day!

Queens Park is great, Stead St planting is a diaster

Queens Park is great. But other parks need more love than currently

Queens park is lovely, but other parks around invercargill and bluff are neglected

Queens park was a lovely place to take a quiet wheel in my wheelchair and enjoy to outdoors on a fine day. But sadly I had a fright some time ago with younger people racing their bikes along the path and pushed me off the path to avoid them, but thankfully there were public nearby that came to my aid and got my powerchair back upright and back onto the path again. Since then I haven't been back to any of the city parks without a friend, family or care person with me for support, plus I now wear a helmet when going into any parks for more protection.

Quite lovely well done

Several are fabulous; others need some work.

Some places overgrown

Some retard decide to cut down all the big trees and caused all the ones sheltered by them to blow over. Now the gardens are a mess.

Something for invercargill to be proud of. Generally we'll looked after and plenty of places to visit

spacious

Spacious and great. The cafe in queens park could be so much better

Spacious well maintained accessible

staff do a great job keeping the parks just right

Stunning

Superb and well maintained

The best in NZ

The council lucked into queens park due to the wise foresight of past councillors and haven't yet managed to screw it up like everything else they touch

The gardeners work hard and do a great job. The weeds are not well managed around town at all.

The new low mow around some of the reserves and parks such as Donovan looks horrible, we should be investing more into them not being tight arse

the parks and gardens look great so people can use them

The parks are fantastic, we use them several times a week

The parks are great but the children's play grounds are extremely out dated and yuck

The parks are untidy with this low mow rubbish. It makes Invercargill look untidy

There are some pretty bad parks that aren't kept up to a standard where I would let my kid go on them

There great

They are beautiful and very functional

They are fantastic

They are high quality and well kept, there is heaps of them!

They are great, but this low mow policy is a bullock. Makes them look shabby. Queens park is fab

They could mow the lawns more often

They ok

They were great but now shabby

They're great

They were excellent but this year have deteriorated due to council's low mow policy. They now look untidy and are an embarrassment. Queens Park is good though

This year very disappointing due to poor maintenance levels. Lack of mowing and gardening very noticeable. Queens park was our jewel but now there isn't one. So sad.

Treasures

Unimpressed with the standard of grass cutting and garden keeping, the standard has been declining for a number of years now.

unnecessary culling of trees

Use them all the time and find them awesome, except for cutting trees down for the so called flight path, surely the plane can fly a block or two over

Used to be beautifully presented but not so much now

Very attractive

Very good

Very good

Very good amongst the best

Very good and well kept

very good.

Very let down by the lack of mowing and spraying at parks

Very nice actually! Well maintained.

Very poor as far as the plots and roundabout plantings, too many grasses, not enough flowers and colour. Need to take a lesson from Gores garden plots

Very satisfied

Very well kept and adventurous

Walking is becoming ever more difficult and consequently I do not often visit any of the parks. I would however like to see an end to the "low mow" practice.

We should pride our parks more as they are some of the best in the world., our centre plots and roundabouts let us down

We use the parks and gardens but these low mow areas make the place look like shit

Weeds everywhere long grass

Well kept.

Well looked after

Well looked after and the facilities are great

Well maintained

well maintained

Why for areas that are out in the open they are supposedly smoke free. If New Zealand and Invercargill is ever to become smoke free trying to stop the public smoking and vaping outside will only drive them to do such activities inside buildings which in the long run will influch more costs on councils in the future.

Wonderful parks, well kept and well used

He Waka Tuia

A pathetic stop gap measure to satisfy the disastrous decisions of councilors past and a few existing still currently that ignored very early professional reports on earthquake strengthening well before those earthquakes issues pre Chch and certainly post Wellington. The council failed to maintain this facility to ensure it didn't have to close. By inaction then we are left with full closing of this building. Now it's now nearing a DECADE to when we are supposed to have this museum completed and that's a very unsatisfactory cetcumstances especially for all our children that grew up to having a city library. You asked for people's thoughts and you had many submitted and that's what was allowed to happen. I HOPE COUNCIL HAVE LEARNT THIS TIME.

Amazing exhibitions that rotate regularly

Average. The old museum and art gallery was better.

Basicly unseen and irrelivant

Been once and it was weak. It seemed like a pathetic excuse for the lack of a proper art space and museum, too much hype and not enough substance

Call it a Museum and give it back to us they way it should have been

Didn't know we had a functional museum and art gallery.

Doesnt replace a comprehensive meseum sharing murihikus diverse history

Don't go as this is not a museum but just a building with stuff put in it. It does not tell a story of our heritage

Fine for what it is

Great friendly staff loving the things that you have for the kids have taken mine a few times to different exhibits and the play things at the Mall have been a hit

Great location, but really small space

Great venue with a lot of cultural art and exposure.

Has a variety of exhibits and hands on opportunities

Have not been inside. Looked through windows. Seems nice enough.

Huge waste of money and not wanted by majority

I actually don't speak any Maori-no need to force onto us. But the amount of rates and taxes being played by residents do not reflect in many places (roads are only 1 example)

I haven't been able to get a mobility park that is available and close to the town art gallery so can't really comment on how wheelchair friendly this is or the quality and selection of the exhibits. As for the museum, I haven't been able to visit any museum since it was closed quite some years ago ,Äi this was my favourite place to visit on a wet weekend afternoon. The new museum; there seems to be more lies being told and the opening date just gets put back further and further, perhaps my grandchildren might get to visit it in another 10 years when it finally gets opened.

I'm not paying for parking to visit

If your going tonuse Maori use it for the entire survey. The mesuem rebuild wad a waste of time amd resources. Old one was fine. Could have been repaired

Isn't it closed and been closed for a few years we use to use the old museum atleast once a week or atleast once a fortnight

It was okay, looking forward to new museum

It's good enough

It's not the museum

Its a good space for the short term

Just average

Just give us a proper museum!!!

love it for children but is a huge space with so little in it.

Maori name dont know what it is

Minimal effort

More interactive displays would be cool

Museum was much better & easier to access re car parking

Needless

Needs to be bigger

No ads or communication, so never found need to visit

No complains

Not big enough to carry all exhibits and needs to be back at Queens Park

Not big enough, missing the permanent expositions from the old museum

Not convenient to visit

not good enoguh

Not impressed

Not impressed

Nothing more than a photo gallery

Nothing much of interest, large amount of money spent for not much

Ok

Ok

Ok for a quick 5 min visit

Okay

Old museum should never have been closed

Pointless, a five minute wonder

Poor location

Poor location

Poor, boring and situated in a poor place with no parking

Rubbish

Small but innovative

Small, no parking and hight cost

The green area's are discussing (low now areas what a joke)

The plans look sweome

The streets I walk daily are not swepted enough the small street sweeper does s poor job. Everywhere you look has loose stones leaf matter glass and weeds that have been sprayed and left to die. Honestly it's not something Wd can be proud of.h

The work in the Southland Museum is constantly politicized focusing on items no one cares about we just want access to our history for our children,

There is nothing wrong with the current museum, waste of money

this was a waste of money, the museum should not have been closed

tiny

Too small
Too small
Too small waste of time
Totally disgusted
Underwhelming
Usually of no interest to me
Very professional
Very rarely hear about what's going on
Want new museum
Waste of money
waste of money
Waste of money, nothing there and a joke!
What a joke this has been
What is the point of this place?? Bring back a decent art space
Would rather the old museum be sorted.

The Bus Service

A waste of money due to large empty buses and irregularity of the service.
After seeing how most of them are driven and several near misses by bus drivers not stopping or following road rules correctly will never use or recommend
Always seem empty.
Basically worthless for the area covered and time to travel to anywhere. possibly the worst public transport system in NZ. Not to mention the abysmal lack of connection to other cities, bring back the southerner.
Cheap to use
Completely unnecessary. Better and cheaper using a courtesy coach. At least you may see someone in it. The bad usage figures should be published
cost
Crap waste of time not utilized correctly by passengers or bus companies
Currently don't need but good to have
Disgusting should never have been changed last time
Does not service new developments and also there are non innovative routes. I would go to work on a bus if the route was better and my area was serviced well.
Don't run at times that are convenient for me
Don't use it, don't even think there is a bus to otatara
Don't use, as no service to Bluff where I work
Drivers need to show some curiosity to other traffic .
Fantastic service. Routes to and from CBD are nice and quick. Great aletrnative to parking up town, especially now the hub is right at the mall.
Goes where you need them
Great for the ones without cars
great service reliable
I don't use busses. Maybe try a bus service to Otatara?
I find the bus service suits my needs well. However it does seem to me that there are areas within the city that are not provided for in the current bus routes.
I was a frequent bus user 10 years ago but now find more and more busses are not as friendly as they used to be. Some of the drivers can get quite grumpy when they have to get the portable ramp out and if its wet the traction is very poor, often needing assistance from the driver to get onto the bus. I did get a Bee card to try the busses again but sadly not much has changed. I now do most of my shopping online as this is far more easier than trying to get a buss into the city and back home again.

I wish there is more bus that goes around and longer time frame

I've never used this service however it is a critical part of our region's development and enabling our youth to get to places without having to rely on being driven. Also, bus services to our surrounding areas (i.e. Lumsden, Winton, Gore etc.,) need to be considered to open up opportunities and derive better connectedness for our communities

inconvenient now with last route changes

It doesn't matter to me as I'll walk or bike

It is quicker to drive where you want to go than take a bus. Confusing timetable and routes

Lack luster, international students couldn't rely on it when visiting us due to the singular direction and poor timeslots.

Live at lorneville.no service

Makes no sense

Might as well not exist with the poor coverage and them running only during the day.

Never used them but they always look empty. I understand some are reliant on the service, but it does seem wasteful.

No bus service in my area

No bus service where I live

No bus service where I live

No service to my suburb. Why not??

not a user. but would suggest upgrading to a lower passenger capacity -ev- fleet

Not all bus stops have bus shelters

Not sure as I don't use it much would like to have a bustimetable sent to all households and the prices etc and bus stops

Ok

Only use occasionally

Otatara bus could be great

Past time to have a hard look at buses, they too big for number of users, might be cheaper to have minibuses, taxi cabs, on demand services

Poor

Poor service the last bus at 17:00

Sadly not all busses are wheelchair friendly as some still have a portable ramp the drivers have to man handle to get on and off, some drivers get grumpy when they have to get out of their seat to assist. So I no longer use the busses anymore.

Satisfied

The connections are useless and rather badly designed

To infrequent.

too big a buses for the non use. Better routes and more often

Too dangerous for elderly and disabled because of the strict time pressures on drivers

Town too small to utilize well, Easton drive

Under used

Unsure, don't use the bus

Waste of money for most

Waste of money in a town this size I would say they cause a lot of pollution for the number of users, would be better of paying taxis to pick up the users that really need them.

Waste of money most buses are empty down grade to vans

Waste of time

What bus service - nothing in Bluff!

What bus service! Don't even know where/when I could catch one in my area

What bus service?

Would be open to using a bus on weekends or certain work days but no service to Otatara

Wrong routes

Venues

Absolute disgrace. All of them are falling to bits and you keep raising our rates to maintain them, yet nothing actually happens. It's a complete joke, you ought to be ashamed of yourselves

Again they are fine. Civic has columns in the downstairs part, the seats need to be blocked off for events as you pay the same amount for a ticket as anyone in that town and you don't sh*t to see the show. That's prob my only gripe

All good

All good

All over priced and look boring

Always good and a pleasure to deal with

Appear to be great to me

Average

Awesome

Bring on some exciting stuff. Rugby Park could be used for soo many other events than just Rugby.

Can only comment on the civic and it is a credit to the city

Civic feature is my favourite grand old lady so much beauty

Civic is good..Rugby park an embarrassment

Civic theater is great

Civic Theatre is a lovely space. Don't know much about Scottish Hall. Rugby Park looks dull and unlove. It is underutilized. It could be a venue for all sorts of things. Think outside the box about our Rugby Park.

Civic theatre is a superb venue.

Civic Theatre is excellent

Civic theatre is good, Rugby park needs a facelift and a bit of money spent to re energise the place.

Civic theatre is great, Scottish hall is lackluster and should have had the musicians club brought together.

Civic was a good Covid vaccination sitt

Clear that our city isn't really spending money on these

could do more to attract a more diverse range of events.

Council venues are great. We have preserved our heritage well there.

do what they should

Doesn't really interest me much.

Don't use very often but have few issues when I do

Empty seats at Rugby park stadium a shame

Excellent

Excellent

Excellent town hall

excellent town hall

Expensive to go to and don't get used enough

Fine

Fine for a small city

Fix rugby park, its embarrassing to see half the stands empty at an event.

Generally happy, but open Rugby Park Stands

Generally well maintained venues. Love the new Don Street food events

Get events each year

Good

Good

Good I guess - I never really use them.

Good to see bands at civic

Good venues

Great

Great, good to see remedial work on rugby park happening
Hard to find whats on at times & Southland Times doesnt advertise events
Hardly see them advertised
Have been mismanage and the events have become more distasteful over the years.
I don't use the venues much since my late wife pass. The times I've used the services centre/Council building, the staff are usually very helpful to wheelchair users.
I used to enjoy going out to events but sadly this has become too expensive for my income now. I tried to go to one of the free street events but being a wheelchair user I couldn't see much nor move around as just too many people so went back home and will never go again.
I'm sure there are some....?
Kept asking and keep listening and certainly keep connected with whats relevant and ensure you keep proactive in doing what you do.
Lacking a middle sized venue. Stunning Larger venue
Little use, what i see looks ok
Love the events that have been happening lately keep having things on and involving the community and love how the council are asking the public more .
Lovely Civic Theatre, never been in the revamped Scottish Hall
Missing something, always fall short
most are good
Most should be private run, rugby park
Need a modern venue where out of town/internationals don't laugh at our old shabby event buildings
Not a core need
Not enough events
Not great but ok
not my thing
Not too bad, could do with a tidy up
Not too bad.., could do with a spruce up
Not well advertised
Ok
Ok
Ok
ok
Ok
Ok with this
Okay
Only really use Rugby Park, would be good to get the mold issue with the stand sorter, it has been too long
Only used a few times with my disability but pretty good
Our venues are awesome.
Poor
Pretty sub par when it comes to advertising
Quite satisfied with these
Really good
Really good events no issues
rugby park half of the grand stand cant be used.
Rugby park is a bit ave
Rugby park is dead. Sort something out with it. Get more community sports held at rugby park.
Rugby park is ok
Rugby park is untidy looking. Needs work on it. Plus the light towers have had blown lights for a few years now
Rugby Park underused, Scottish hall past its best, civic ok

Rugby park venue is a joke , part of stand shut. Is this venue run by council or "rugby southland" as the latter seems to dictate its use. Let southland rugby league to use this venue without rugby southland standing in there way

Rugby stadium needs fixed and used more often

Satisfactory

satisfactory

So so

Some are a bit run down (Scottish Hall looked a bit rough last time i was there)

Something to be proud of

Sport stadium is good .

Suitable

The Civic is nice, but Rugby Park is dated, grotty, filthy I have never been to the Scottish Hall.

The Civic Theatre is great but Scottish Hall is run down and who goes to Rugby Park now? This is such a wasted opportunity and needs to be upgraded with urgency to get the full benefit of having such a facility in our City

The different venues must meet the needs of the community

These appear up kept, minimal involvement aside from occasional shows in civic

They are all in need of upgrading an maintenance. Rugby park is a joke and council should not have bought it

They are fine

They are fit for purpose

They are good. We need to encourage their use, more things for community to engage with. Young adults are bored, so we need things like theatre sports they can go to

They are ok

They are the only thing that isright

They're great

Too many that are under utilised and which the council should not have purchased or taken responsibility for.

Underutilized rugby park is out of date needs repairs badly

Very good

Very good apart from rugby park

Very old venues, toilets are become older

Well rugby park needs to be used more

What events

Wicked

Yip great

Democracy

A reasonable balance of reporting

Average

Consulting on decisions then ignoring the feedback is insulting

Corruption on top, ILT monopoly, mafia

Could be better

Could be better

Could be better informed

Council does not listen to Bluff residents

Council have been more pro active in recent times. Council needs to remember that they are only the guardians of the assets of the citizens and should always be open to consultation

Council only listen to minority, Otatara over rated icc not interested. Curren rd speed no fit for purpose. Handing civil contract works to Rooneys without fair tender process, ie the museum reworks given to an out of town company with out tendering is some what corrupt and outside tendering requirements

Decisions already made

Disgraceful. Council is a joke, the continued rates increases to pay for no extra services is a disgrace. You're just a bunch of money grabbing chancers

Do they listen

Does anyone listen

Does not seem to take notice of what people want

Doesn't appear to get listened to much.

Doing well

Don't believe council listens.

Don't know

Don't really take on decision

Don't seem to listen eg wagner place decision to open up for on business

Don't think I've ever been asked my opinion on any matter and previous dealings with council no very engaging

Excellent

Excellent. Definitely try to keep us informed and consulted.

Feedback is regularly sought in a variety of forms either online or via paper forms.

Feel like this could be better, definitely reckless spending occurring and you need to address culture within council

Feels like no one wanted cars up esk st but we have cars up esk st and there shouldn't be

Fn hopeless

Go and sell Donovan park without involving the peoples opinion or even putting it on the open market so you actually get the right price!!!

Go through the motions but have their own agenda anyway

Goes to groups that dont provide any real value

Good

good, like they should and they hopefully take note of all the great ideas people put forward

Great

haven't given me any opportunity

Haven't heard of any

Havnt been asked

I don't know how I can voice my ideas/opinions

I dont get asked these types of questions

I feel they give opportunities but don't actually listen to the feedback, like their minds are already madeup

I have never seen an opportunity to be involved in decisions.

I haven't taken much interest in this

I love how our council is more caring than other places in engaging with community for feedback. This is what Invercargill council does well. Keep it up!

I think the opportunities are there for tech savy people but not advertised enough to our young people and people who dont get the newspaper.

I think the opportunities are there, however they don't seem to be widely known. It would be interesting to know the participation rates of surveys and community numbers involved in any consultation process

I've attended many Council discussion groups about accessibility in the city but sadly not much is listened to. Countcil now have a CBD that I can no longer use nor get a wheelchair park as there is not enough available. I now do most of my shopping online.

Improving slowly

Is poor and needs huge help

It comes across as ICC playing the game of consultation... it's done because ICC has to tick that box rather than wanting (or needing) ratepayer inputs. All too often, it's abundantly clear the council officers have already made their mind up before consultation.

its neiche, quiet and works for those with lots of time and strong opinions. you need to engage youth and under 35's that is where the energy, the positivity and the future lies

Just keep doing yhat but follow through and listen.

Like when the community overwhelmingly votes for wachner place to be upgraded for use as a community social space and the council ignores that to pander to empty hotels so they can park their buses 100m closer

Low

More say from the people and less of council making their own decisions

More transparency is required. Eg digging up rugby field in bluff 2 weeks out from first home game

More user input in parking policies and consideration for people working in the CBD needing a place to park for free or for a small fee.

Most of the decisions council makes do not fit with my world view. I see making submissions as a complete waste of my time

Mostly happy except the council have over recent times gone into committee too regularly

Never been able to be involved with anything or suggest anything, like talking to brick wall

never been asked

Never been giving the opportunity to have a say until now

Never heard of one

Never really thought they listen to anyone except themselves

No point, their minds always already made up

Not a lot of heads up in providing involvement

Not at all good

Not aware of any opportunities or involvement until after the fact

Not great

Not very

Not well advertised and not listening to the community

ok

Ok

Ok

Ok

Ok i think

Ok tho rate payers should have more say on spending

Ok, but councillors seem to have their own agenda especially the mayor.

Online voting

Opportunities are there but seems no notice is taken of what people want, think etc

pathetic still eg the dog police continue as before

Piss poor decision-making they waste money, there is too many people that work for the council that do not need to be employed. Their parking division needs an overhaul and the management need to go. I can not believe how much money they wasted in the Invercargill Central project, just a waste of money, no one wants to shop there as it costs so much for the parking. This needs to be addressed or there will be no Invercargill CBD

Poor

Pretty average. When the speed limits were decreased there was little to no public consultation for such a big issue. Think the council needs to advertise on social media more as that's where most get their news feed from now

Proof that they take any notice

Put a few submissions in the past, seemed like lip service and box ticking

Quite good but recently I tried to register to get my rates notices by email and the system provided was useless. Making this easier would be good

Quite poor from a public's perspective and when local government works without the public input some bad decisions have been made. Especially the town parking meter implementation trying to tax people who are not tech savvy with poor software implementation is quite disappointing.

Reasonably advertised

Sadly the meetings I've attended as a disabled wheelchair user we have given council staff a lot of constructive feedback, but not a lot was taken onboard with the final outcomes. It councillors took a good look at the number of wheelchair

users in the CBD on any given day, they would see very few compared to before the CBD upgrade, so the retail stores miss our trade.

Satisfied

Satisfactory

Seems a foregone conclusion with all consultation. When public do make a significant outcry (such as Esk st being closed to traffic) it makes zero difference.

Seems a lot behind closed doors.

Since the change in council I feel you are all working well as a team and we are progressing well as a community and I can't wait to see the progress of the new museum

Survey

The council makes opportunities available, but appears to take very little heed of the responses.

The owners (rate payers) need more say

The voters said no to cogovernance yet we pay unelected MfAori to sit and advise. The museum storage shed is just another waste of money. Why not build a museum beside the current one where everything is stored? Because the council are not listening to ratepayers

Their minds are made up, they don't listen, so why bother

There are many decisions made that don't seem to make sense to many residents. It could be so easy to ask - just like this survey

there is none

They consult but they too long to make decisions

They didn't listen to ratepayers regarding Wachner place and are going ahead with the worst option and panering to the hotel developer wants

They don't listen and do as they please.

They don't ask they just do what they want. Waste a lot of my rate money on crap

They may give opportunities but then don't take any notice, a good example is not listening to what the majority want very disappointing

Think there needs to be more listening by council to the community

This format is good. How about providing facilities at community spaces for citizens to be shown how to access this platform.

This is absolutely disgusting. Pretty much every survey that I have seen the results for over the last 3 years shows that the council doesn't care what the community wants they do as they please so why ask? If you're going to run it as a dictatorship then own it. Stop lying to people

This is laughable, we don't get a say in anything

This is the first time in my life living in Invercargill that I've seen a survey made public

Too much involved

Too hard

Usually have to search out avenues to engage

Very few

Very limited and not considered

Very poor

Wanted input regarding Wachner place upgrade but didn't listen. Removing the wall or part of it will open a wind tunnel regardless of what planting you put in. Opening to buses will separate this area and make it of no use for public use

Waste money on crap we don't need save money spend it on constructive projects not stupid bloody sign on Esk street that a bloody 5 year old could make

Waste of time as they never listen anyway

We need more opportunities for housing.

Well if you aren't a tech geek you are virtually isolated, especially older people, but they are the main ratepayers.

When does that happen

Where are these opportunities/involvements publicised???

Yeah good

Yep pretty good I guess - that's why I'm filling out this.

Yes you make a chance to say our bit but I notice they don't listen and always do what they want so waste of time.

Splash Palace

Change rooms need stricter rules to ensure family rooms are available for those who need them. DONT LET BIOLOGICAL MALES IN FEMALE CHANGE ROOMS.

Disgusting. The changing rooms need more regular and more thorough cleaning

Excellent service

Good all round venue, a bit poorly managed at one stage but listened to the public and fixed the issue in the end

Good facilities, although more TLC is needed for the wave pool (memories of branches on the fair trees and lots of seagulls hanging from the roof were awesome.as a kid growing up

Good facilities, would love to have the hydro side part of normal entry fee

Good facility

Good facility overall, but often to busy/over capacity..

Good pool getting dated though

Good venue but the decision to not go ahead with a gym was idiotic

Great facilities

Great facility

Great facility but entrance through changing areas is weird.

Great facility, leisure pool could be a bit warmer

Great facility, love the new slides

Great for kids

Great friendly staff and good hours to go there and take the family and also I like to go aqua jogging

Great place but needs space for under 5's to swim. Went there not so long ago and it was chocka full of teens splashing around while heaps of under 5's were just getting used to swimming.

Great place to swim

Great pool

Great service

Great staff, good facilities, reasonable price.

Great venue good facilities

Grotty, dated, and generally overpriced.

Has amenities for all ages

I don't like this facility even though I have two kids who would be able to go there. Mosgiel Pool for example is a much more better designed and serviced facility in nearby comparison..

It's fine, but I find it too expensive

lack of family changing rooms and multiple injuries from the hydro slide

Lack of space , change areas are wrong, seating areas when watching the kids is crap, a few chairs , tables not enough

Need more individual changing rooms, or family rooms. The definition of family should be more encompassing. There needs to be more delineated areas where people are not able to jump in from the sides on the people doing aqua jogging. The disability changing rooms need more wall hooks to stop things getting wet from the floor, and higher chairs or fold down stools so those with hips or knee issues do not have difficulty getting onto or off them when attempting to dry feet & legs or put clothing on lower limbs.

Needs a gym here and needs to be bigger

Needs a huge over haul it's out of date

Needs more activity based, inclusive play. Splash pad for toddlers etc

Needs more leisure area to escape the rough weather on many days - relaxing after work...

New Hydro slides have been a great addition making it more family friendly

Nil

One of the best in New Zealand

Parking space can be border line once it full there's no alternative now. Changing rooms are small for the size of the pool when compared with other pools Ive used.

The service is very basic

There needs to be a hydro therapy pool. Too much competition with young ones when older people and those with mobility issues need warm water to exercise in

Use every day

Very good

Very good

Wave pool is not adequate as a pool for kids under 10. Alot of young kids crammed in to the shallow area. The training pool should be open in weekends for parents to take young children. The shallow end of the wave pool gets very over crowded and my family have witnessed children struggling and a drowning requiring resusation.

Wonderful