



Invercargill City Council Residents Survey

2022



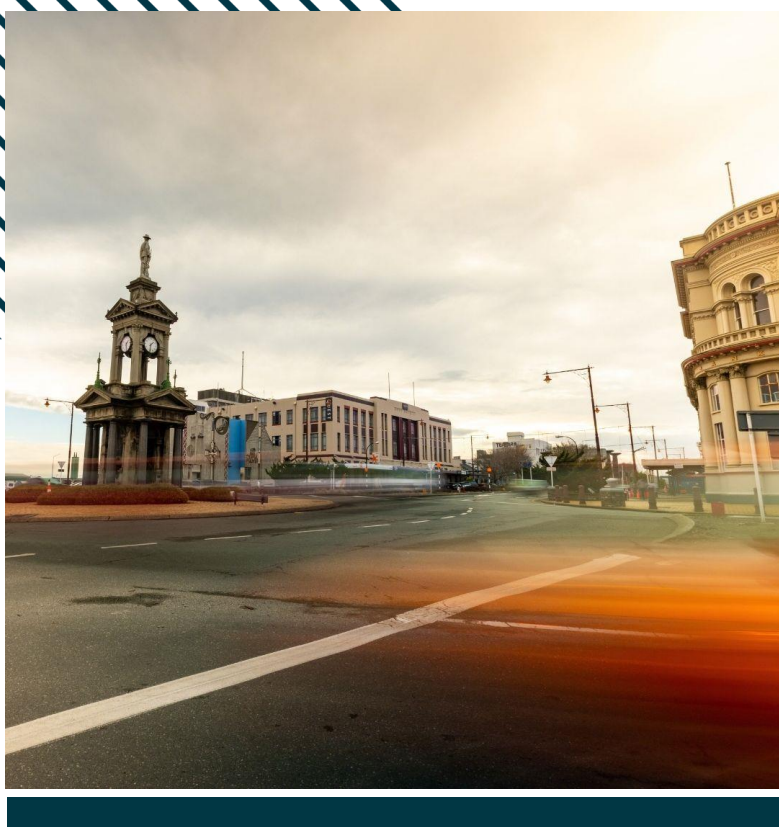
Research Report

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About the research innovative approach...

A mixed-method approach including direct mail, advertising and intercept interviewing



Previous iterations of the Invercargill City Council Residents Survey used a telephone survey design. Historically, this design has provided effective data collection. With relatively few households having landline telephones, this design now has a risk of significant bias.

In 2022, data collection was undertaken using three processes.

- (1) an invitation to participate based on circulation of direct mail to all Invercargill City households
- (2) Online advertising of the survey, using Invercargill City Council website and social media.
- (3) Intercept interviewing targeting groups with lower response rates.

The response from the intercepts was limited due to COVID-19 restrictions in place during the data collection period. This had a particular impact on achieving responses among student-aged residents, with SIT operating on a remote basis.

A total of 843 responses were received. This data set provides data with a margin of error¹ of +/-3.4%. To minimize respondent burden, the survey was divided into three sections. Core questions were asked of all respondents, while other questions were asked of half the respondents each. The margin of error for these questions is +/-5%. The 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, and the results showed no significant difference after the weighting process. As a result, unweighted data have been used in this report.



Research & Analysis

The 2022 results cannot be directly contrasted with previous data due to the change in data collection. 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'. Examples from LGAs such as Dunedin City and Kapiti showed a decline in satisfaction with Council performance of around 10% compared to other survey designs such as telephone surveying.

Data provided by Research First Ltd indicates that nationwide, New Zealanders believe that rates are increasing too quickly and are too high. This has resulted in sentiment scores regarding council expenditure being lower in many LGAs, nationally. In addition, the impact of COVID-19 on the general psyche of residents will have had a negative impact on sentiment, which may have an additional impact in lowering ratings. The combined effect of these factors may impact on the targets set for some KPIs within the Council.



Forms of Analysis

Many questions in the 2022 survey were 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.

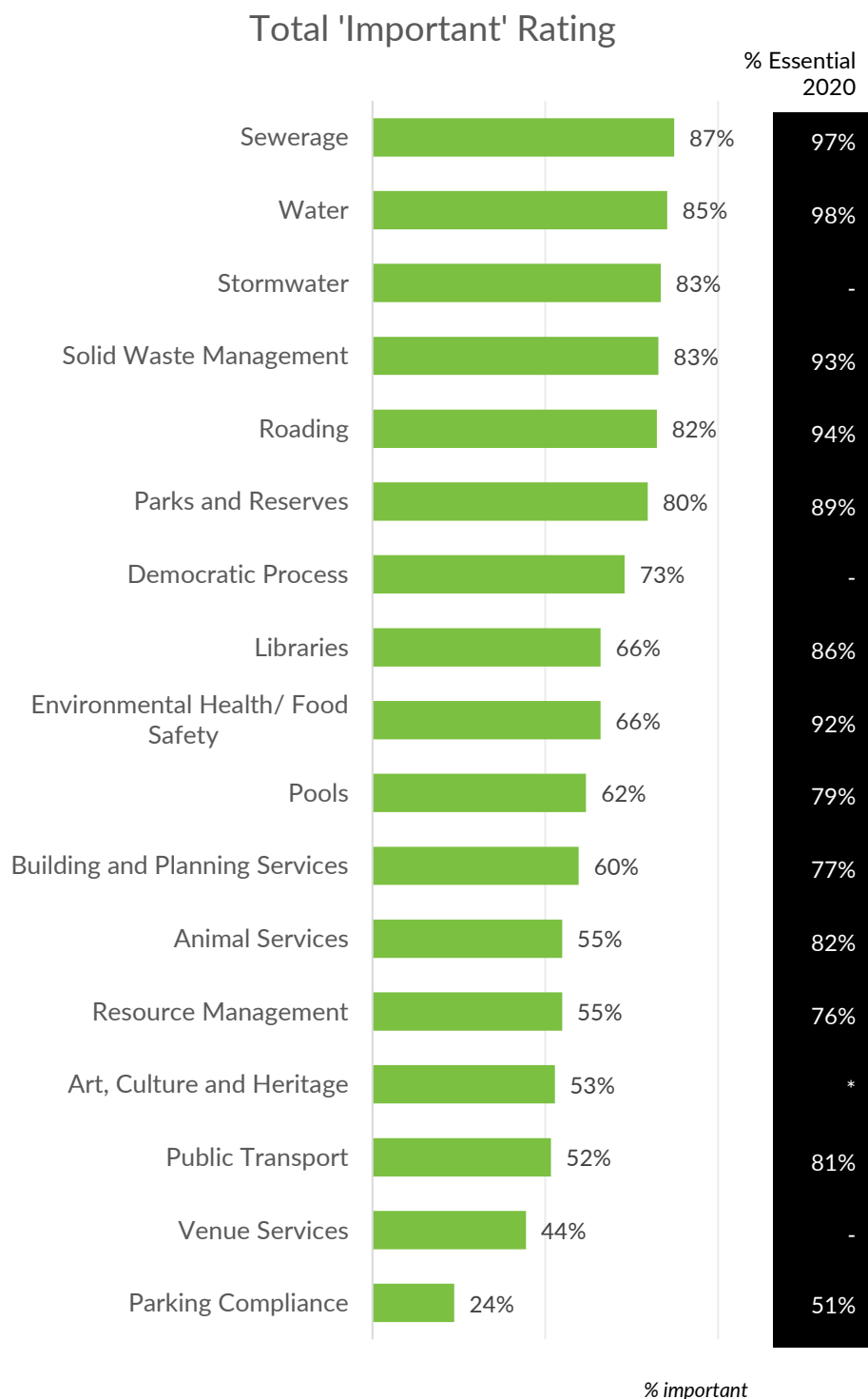
When an analysis is conducted based on averages there is a chance that two data sets may have the same average, but have notably different responses. For example, many respondents may be highly disinterested in a factor, and therefore have a very high proportion of responses rating that factors as neutral (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.

Key findings

Relative importance



Respondents were asked to rate their perception of the importance of services provided by the Council on a scale of 1 (very unimportant) to 5 (very important). The services considered most important were Sewerage, Water, Stormwater, Solid Waste Management, Roading, and Parks and Reserves, all of which were considered 'important' by at least 80% of respondents.

At least half of all respondents rated all other services important, except for Venue Services (44%) and Parking Compliance (24%).

In the previous (2020) survey, respondents were asked to rate whether services were 'essential'. As the question in 2022 has changed to 'important', the data do not directly correspond. However, responses generally aligned, with Water being considered essential by 98%, sewerage and drainage by 97%, followed by roading (94%) and solid waste (93%).

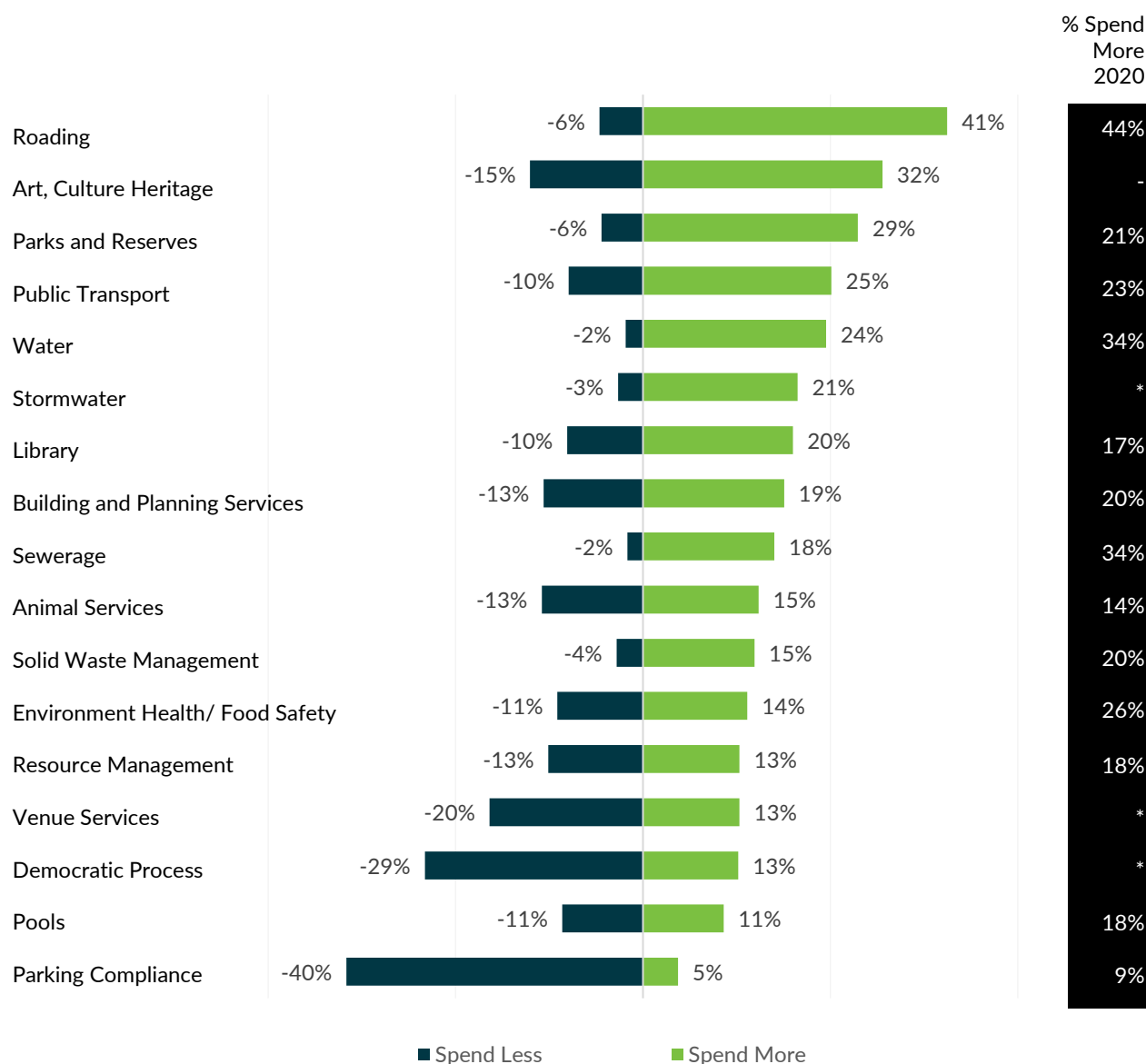
SERVICE RATINGS, 2022	Average	% Important (rated 4 or 5)
Sewerage	4.56	87%
Water	4.55	85%
Stormwater	4.40	83%
Solid Waste Management	4.39	83%
Roading	4.38	82%
Parks and Reserves	4.28	80%
Democratic Process	4.20	73%
Libraries	3.95	66%
Environmental Health/Food Safety	3.87	66%
Pools	3.86	62%
Building and Planning Services	3.74	60%
Animal Services	3.58	55%
Resource Management	3.60	55%
Art, Culture and Heritage	3.54	53%
Public Transport	3.52	52%
Venue Services	3.30	44%
Parking Compliance	2.65	24%

Council Funding

Respondents were asked to consider the level of investment from the Council in various services.

Roading was the most common service that was considered to need additional funding by over 40% of residents (with only 6% preferring a lower level of expenditure).

Expenditure Preference



Other services commonly identified as needing more funding included Art, Culture and Heritage (32%, with 15% preferring less funding); Parks and Reserves (29%, with 6% for less funding), Public Transport (25%, with 10% preferring less funding), and Water (24%, with 2% wanting less funding).

In contrast, 40% thought it would be appropriate to spend less on Parking Compliance (with 5% wanting more funding), and 29% wanted less funding for Democratic Processes (with 12% wanting more funding). Respondents who indicated a preference for increased spending were asked to identify where they thought increased funds should be sourced from.

* Question not asked in previous survey

The range of factors investigated in 2020 differed to some extent from those included in the 2022 Survey. The results aligned closely for some factors when comparing the results. For example, 41% felt that roading should have an increase in funding. This was also the most highly rated response in 2020 (with 44%). In 2020, 34% sought additional investment into water, but this had declined to 24% in 2022, while there was an increase in preference for expenditure in parks and reserves (from 21% to 29%). The lowest rated factor was consistent in both surveys, where in 2022, only 5% sought increased investment in parking compliance, down from 9% in 2020.

In several categories, the proportion of respondents who consider that the Council should increase expenditure varied from the 2020 data by more than 5%. These categories were sewerage (+16% compared to 2020), environmental health and food safety (+12%), water (+10%), parks and reserves (+8%), and pools (+7%). The responses do not provide direct insights into the reasons for residents to indicate preferences for increased spending. However, the results may relate to increased public awareness regarding sewerage and water (due to the government's 'three waters' initiative, and the impact of COVID-19 on perceptions of recreational activity (parks and pools). There is no indication in the data regarding why perceptions related to environmental health and food safety have changed over the two year period.

Suggested Sources of Funding

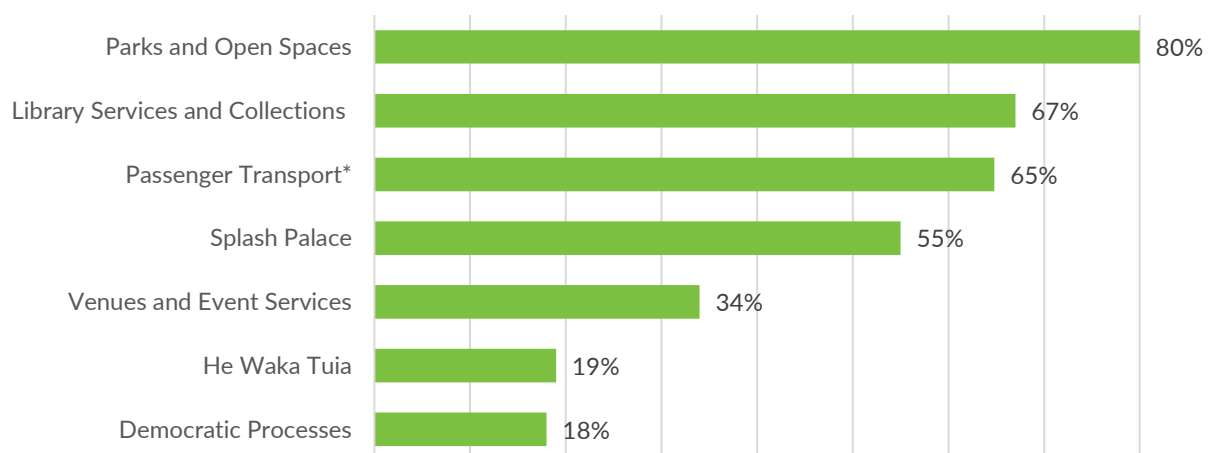
Survey respondents who indicated that any service should have increased funding were asked to suggest where the funding should be sourced from. The open-ended responses have been grouped into five categories: Central Government, Loans, User Pays, Reallocation of Rates and Other.

Roading was considered to need additional funding by more respondents than any other service. The most commonly identified source of that funding was the government, followed by a reallocation of rates. In contrast, those who sought funding for the second-most rated service (Art, Culture and Heritage) were divided between that funding coming from the government and a reallocation of rates, with many suggesting a user pays system, while for the third-rated service (Parks and Reserves), the most common recommendation was the reallocation of rates.

SERVICE <i>number of responses</i>	Central Govt	Loan	User Pays	Reallocate Rates	Other
Roading	49	3	6	20	15
Art, Culture and Heritage	27	3	14	25	10
Parks and Reserves	13	0	6	27	9
Public Transport	24	0	14	15	9
Water	30	3	17	12	4
Stormwater	18	0	3	14	0
Libraries	6	0	7	20	0
Building and Planning Services	12	1	7	8	1
Sewerage	16	0	7	12	3
Animal Services	8	0	6	6	5
Solid Waste Management	13	0	5	4	8
Environmental Health/Food Safety	17	0	6	2	3
Resource Management	14	0	2	7	3
Pools	5	0	13	15	4
Democratic Process	10	0	3	6	3
Venue Services	6	0	8	4	4
Parking Compliance	2	0	4	0	0

Satisfaction

Overall Satisfaction - Key Services



SERVICE	Average	% Satisfied (rated 4 or 5)
Parks and open spaces	4.18	80%
Library services and collections	3.60	67%
Passenger transport *	3.76	65%
Splash palace	3.32	55%
Venues and event services	2.90	34%
He Waka Tuia	2.30	19%
Democratic processes -community involvement	2.34	18%

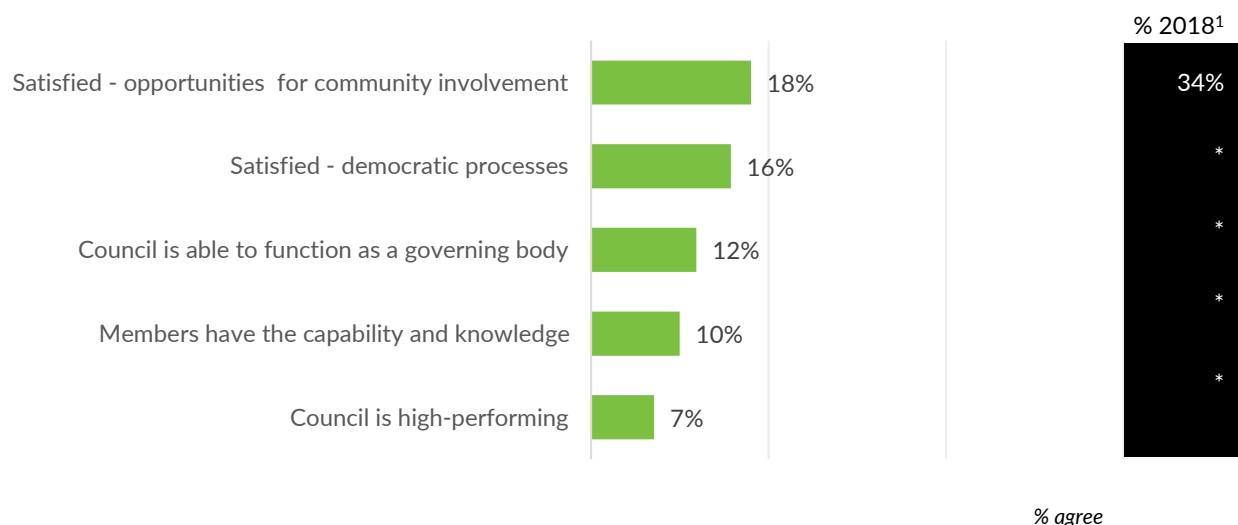
Respondents were asked to rate their satisfaction with a range of Council functions and services. Satisfaction was highest with parks and open spaces in Invercargill (80% satisfied), followed by the library services and collections (67%). Just over half were satisfied with Splash Palace, and around one in three were satisfied with the Council's events and venue services. Relatively few respondents were satisfied with He Waka Tuia (19%) or Democratic Processes (18%). While satisfaction with public transport was relatively high (67%), the question was only asked of those who use the buses. The limited response means that the results have a high margin of error.

** Note: relatively few survey respondents provided a rating for Passenger Transport, and as a result, the margin of error associated with this metric is high (+/-12%)*



The Democratic Process

Democratic Process - Perceptions



SERVICE	Average	% Agree (rated 4 or 5)
Satisfied - opportunities for community involvement	2.34	18%
Satisfied - democratic processes	2.20	16%
Council is able to function as a governing body	2.03	12%
Members have capability and knowledge	2.12	7%
Council is a high-performing council	1.87	7%

The community's perception of Democratic Processes indicated a general lack of satisfaction. Only 16% were satisfied with the democratic process, while there was a slightly higher level of satisfaction (18%) with the opportunity for community involvement. As noted in the introduction (Research & Analysis, P4), there appears to be a national trend towards dissatisfaction with councils engagement with their communities, which has been consistent in many resident surveys conducted for councils in 2021 and 2022.

Relatively few respondents agreed that the council was able to perform as a governing body (12%) or that council members have the capability and knowledge required to complete their tasks (7%).

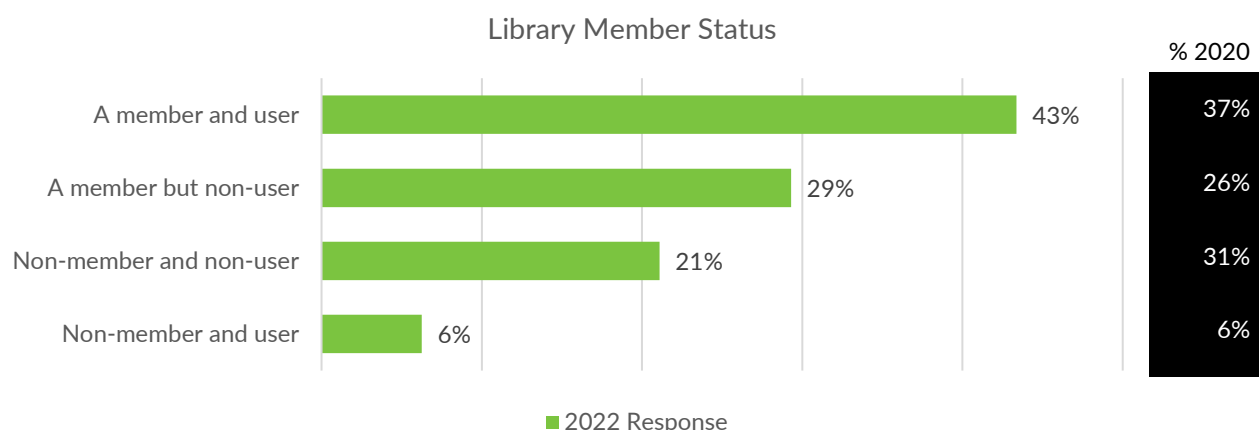
Only 7% indicated that they agreed that the Council was a high performing council.





Libraries

Overview



Most respondents (73%) indicated that they are members of the library. Members make up the majority of users (43%), with the remaining 6% of library users being non-members. This was similar to the responses from 2020 when 37% were members and users, 26% were members but non-users, 31% were non-members and non-users, and 6% were non-members and users.

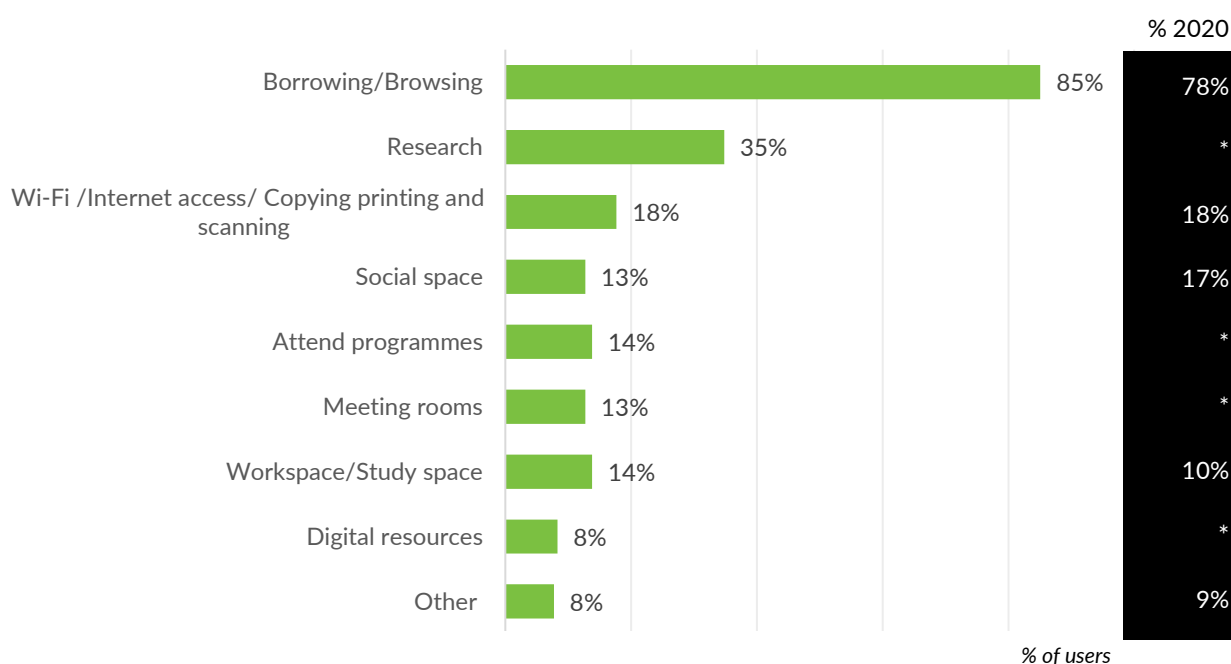
Satisfaction with the library was higher among users (87%) than non-users (41%); and among members (71%) than non-members (45%).

	Average	Good (4 or 5)
Members	3.7	71%
Non-members	3.0	45%
Users	4.0	87%
Non-users	3.0	41%
Total	3.6	67%

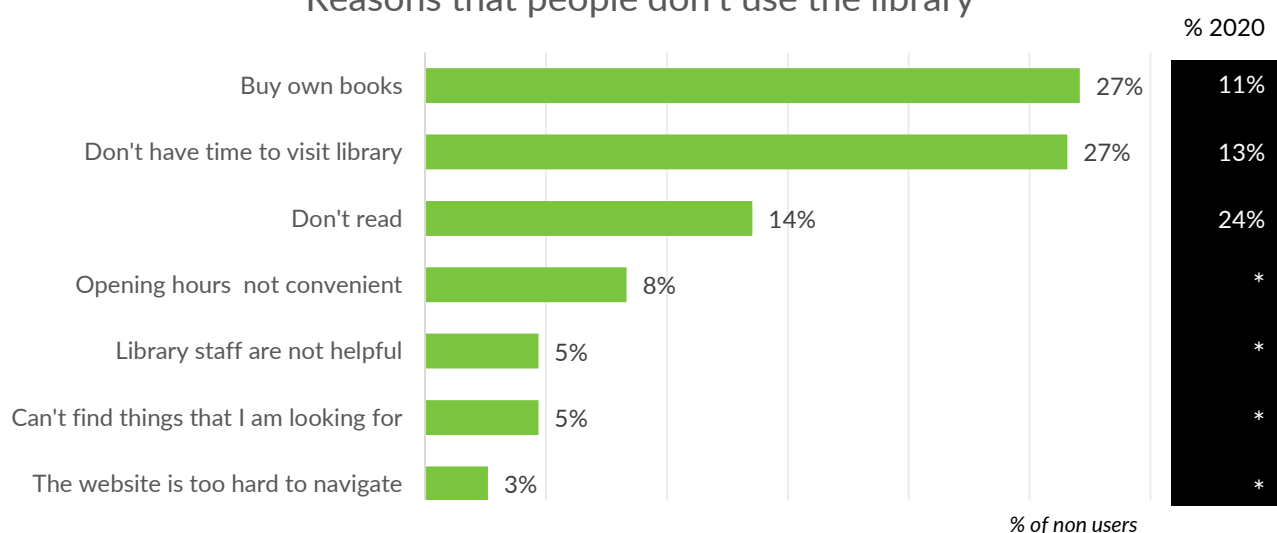
Those who used the library were asked to identify the library services they used. The most common services were borrowing/browsing and research. Those who didn't use the library were asked why. Similar proportions (27%) indicated that they buy their own books or they don't have time to visit the library. Relatively few non-users identified issues (opening hours (8%), staff not helpful (5%), can't find items (5%) and website issues (3%). The balance (14%) indicated that they do not read.

* Question not asked in previous survey

Reasons that people use the library



Reasons that people don't use the library

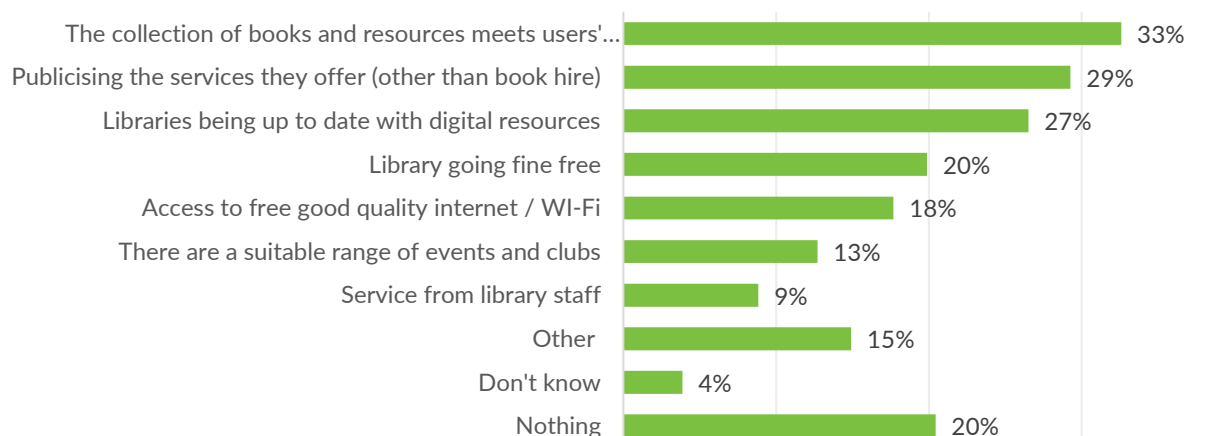


When the results were contrasted with the data from 2020, similar proportions of people used the library to borrow books, for wi-fi and internet services and as a social space. The 2020 survey did not offer 'research' as an option. When the responses were analysed regarding why people don't use the library, the result differed from 2020, with fewer people identifying that they didn't read, but more indicating that they buy their own books or don't have time to visit the library. More than half (54%) of those who indicated that they buy their own books were aged 55+. In contrast, more than half (51%) of those who don't have time to visit were aged 35-54. While the library offers a range of services beyond borrowing and browsing, the responses from users indicate that other services such as internet access, research, and using work spaces are relatively low priorities in the choice of reasons that people visit the library.

Library Improvements *

Library users were asked to identify services that they felt could be improved. Respondents most commonly identified 'the collection of books and resources to meet users' needs' (33%). Other resourcing improvements included 'keeping up to date with digital resources' and 'providing free, good quality internet / Wi-Fi'. Non-resourcing improvements that were commonly included 'publicising the services offered' and 'going fine-free'.

Library - Suggested Improvements



% who would like to see improvement

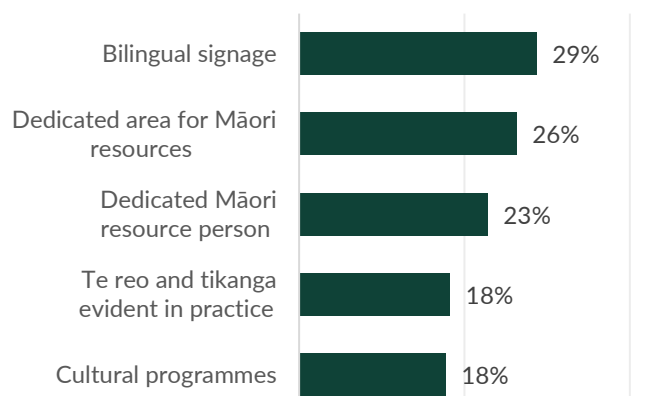
* Question not asked in previous survey

Respondents were asked to consider improvements that would specifically address Māori issues. The most preferred improvement was having bilingual signage (29%) followed by having a dedicated area for Māori resources.

Residents who provided comments regarding potential improvements to address Māori issues were in two camps – one that suggested specific engagement with Invercargill's tangata whenua to understand their perceptions; and one that suggested a focus on Māori issues was discriminatory.

Users and members were more likely than non-users and non-members to agree to the inclusion of all options for Māori improvements.

Library Improvements - Māori

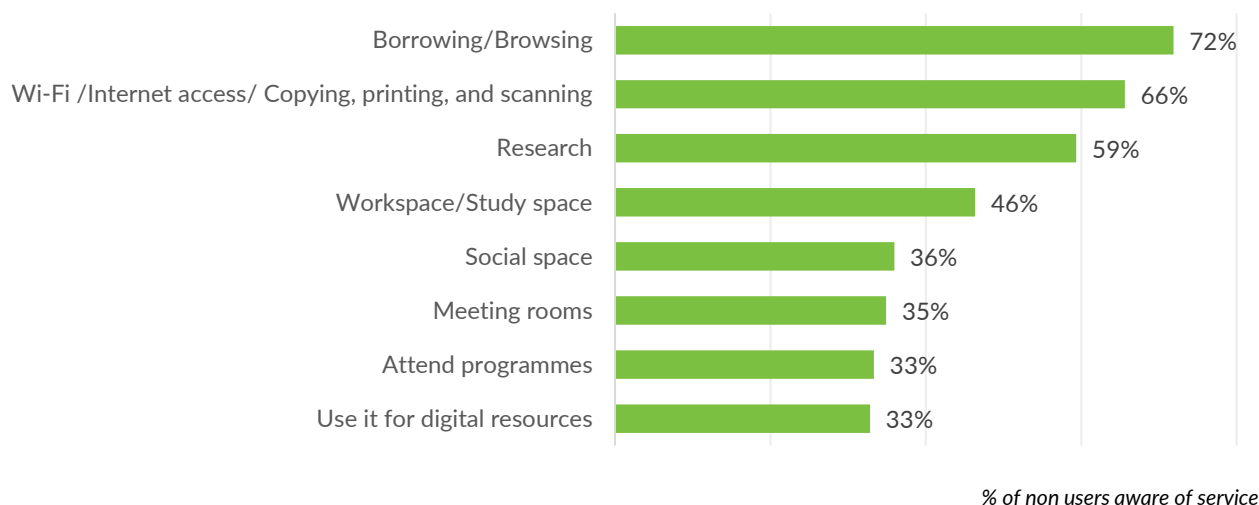


% who would like to see improvement

% agree	Member	Non-member	User	Non-user
Bilingual signage	32%	20%	31%	27%
Te reo and tikanga evident in practice	20%	13%	21%	15%
Cultural programmes	29%	21%	30%	22%
Dedicated area for Māori resources	26%	15%	28%	18%

Non-users Awareness of Library Services

Library Non-users - Awareness of Services



There were similar levels of awareness that the library was available for browsing and borrowing from users and non-users. Many non-users were aware of services that the library provided such as internet access (66%), research (59%) and work or study spaces (46%). These were contrasted with reasons that people use the library. Only 35% of users identified that they visited the library for research, only 18% for internet access, and only 14% for work or study space. So, while there was awareness that the library offered these services, relatively few people chose to use these services.



Most non-users were aware that the library provided borrowing / browsing (72%), a range of services such as Wi-Fi, printing and copying, and Research. Relatively fewer were aware of other services such as a work or study space, social space or meeting rooms.

When non-users were asked why they didn't use the library, some indicated that COVID vaccine mandates meant they were not allowed access. Others reasons included those who feared going to the library due to long-standing unpaid fines, or a general lack of interest in visiting. Some examples of responses included:

I just don't feel drawn to it to be honest. I would like to think I might go there eventually for the kids but it just doesn't draw you in

Haven't been since school, everything is online these days

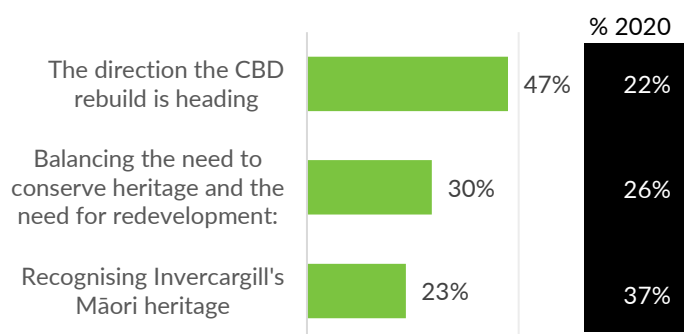
This is not a service I automatically consider as a part of my residence here in Invercargill & see virtually NO promotion of the Library services or show to use them.

I am not allowed to enter the premises due to not having a vaccine passport. As a tax/rates payer, not having access to ICC facilities is immoral & ultimately unlawful.



Art, Culture and Heritage

'Good' rating of Council delivery



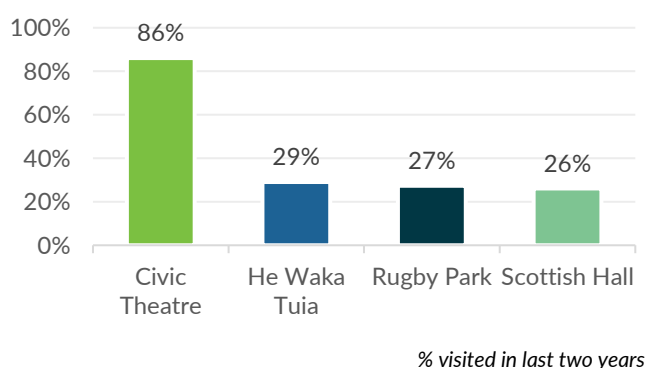
% rated delivery as 'good'

	Average	Good (4 or 5)
Direction CBD rebuild	3.2	47%
Balance heritage and development	2.8	30%
Recognise Māori heritage	1.8	23%

Nearly half (47%) of respondents rated the direction of the CBD rebuild as 'good' or 'very good'. Fewer residents (30%) agreed that the Council was balancing heritage and redevelopment, while 23% agreed that the Council was recognising Invercargill's Māori heritage.

The results demonstrated an improvement in sentiment among residents regarding the Council's performance in rebuilding the CBD compared to 2020. There was also an increase in the community's perceptions that the balance between conservation of the city's heritage and the need for redevelopment, although the rating was still low. In contrast, there was a decline in the proportion of residents who believed that the Council was doing a good job in recognising the city's Māori heritage. There is no indication that this change was related to changes in the data collection process.

Have Visited Venues

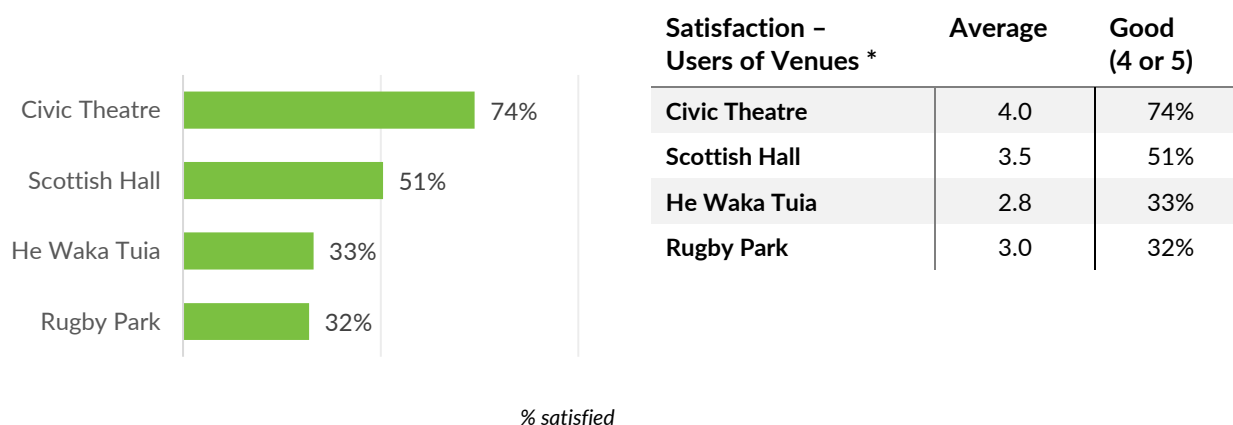


Of the Council venues measured, most respondents (86%) had visited the Civic Theatre in the last two years. In contrast, fewer than 30% had visited He Waka Tuia, Rugby Park, or the Scottish Hall in the past two years.

Respondents who had not visited venues regularly in the past two years were asked to provide details. A common reason for not visiting was COVID-19, while others cited vaccine mandates as a reason for not visiting these venues.

Venues

Satisfied with Venues



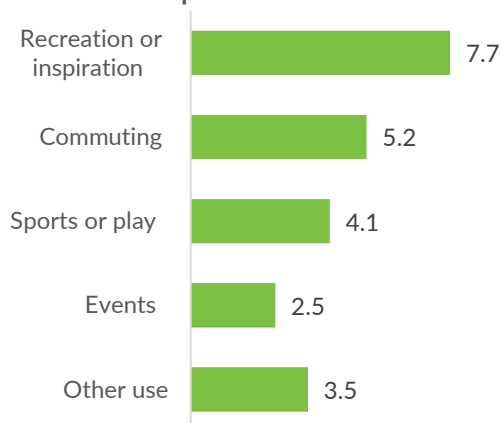
When analysing satisfaction with venues, the responses were analysed based on those who had visited each venue. Among the various council venues, satisfaction was highest with the Civic Theatre (74% of users rating 4 or 5 out of 5), followed by the Scottish Hall (51% of users). Only 33% of He Waka Tuia users were satisfied with that venue, while only 32% of users were satisfied with Rugby Park.

* Data in this table is based on responses from those who have visited the venue in question



Parks and Reserves *

Parks and Reserves - Visits per month



average visits per month

Invercargill's Parks and Reserves were visited frequently by residents. The most common reason for visiting was 'recreation or inspiration', with residents choosing to visit an average of 7.7 times a month, while 'commuting' was another common reason for visiting – an average of 5.2 times per month.

Satisfaction was highest with Invercargill's 'premier parks and gardens' (82% rating 4 or 5 out of 5), followed by 'environmental reserves' (65%) and 'cemeteries' (59%), while fewer than half rated 'sports fields' or 'neighbourhood parks and playgrounds' as 4 or 5 out of 5.

Satisfaction - Parks (Type)



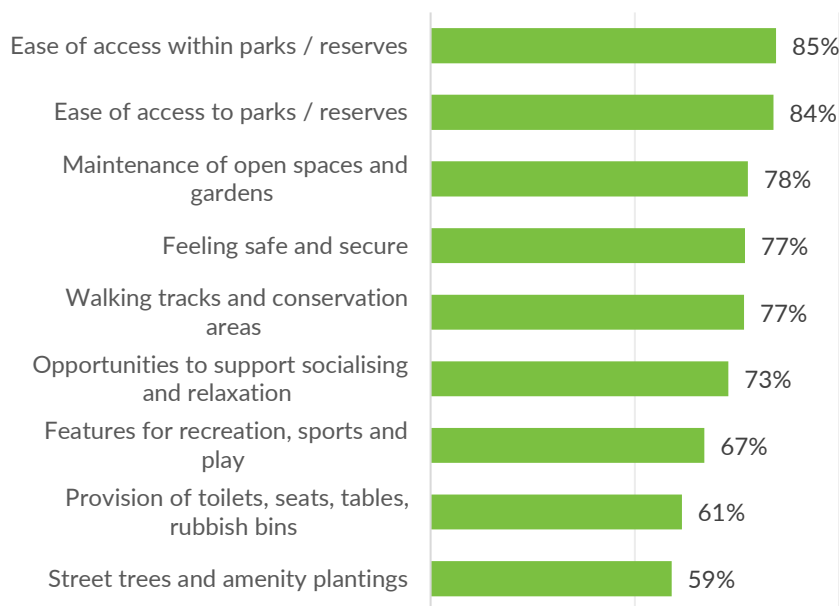
% satisfied

TYPE OF PARK OR RESERVE	Average	% Satisfied (rated 4 or 5)
Premier Parks and Gardens	4.33	82%
Environmental Reserves	3.79	65%
Cemeteries/Crematorium	3.70	59%
Sports Fields	3.46	48%
Neighbourhood Parks and Playgrounds	3.42	47%

* Question not asked in previous survey

Satisfaction - Aspects of Parks

Invercargill residents were generally satisfied with the various aspects of the city's parks and reserves. The highest rated factors were 'ease of access within' and 'access to parks' (85% and 84% rating 4 or 5 out of 5, respectively). Residents were also satisfied with 'maintenance of open spaces' (78%), 'feeling safe and secure' and 'walking tracks and conservation areas' (both 77%).



% satisfied

ASPECTS OF PARKS OR RESERVES	Average	% Satisfied (rated 4 or 5)
Ease of access within parks / reserves	4.2	85%
Ease of access to parks / reserves	4.3	84%
Maintenance of open spaces and gardens	3.9	78%
Feeling safe and secure	4.2	77%
Walking tracks and conservation areas	4.1	77%
Opportunities to support socialising and relaxation	4.0	73%
Features for recreation, sports and play	3.9	67%
Provision of toilets, seats, tables, rubbish bins	3.8	61%
Street trees and amenity plantings	3.7	59%

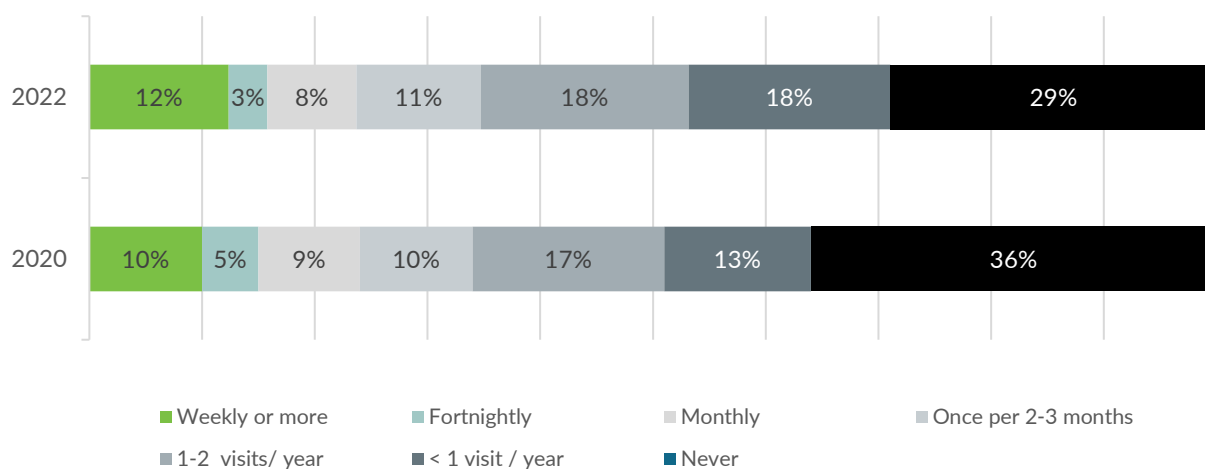
When respondents provided comments regarding the parks, some examples included:

Premier Parks:	Safe better lighting never go into the park at night Versatile facilities catering to families and wide range of interests
Sports fields	As I no longer have children playing outside sports I don't go Dog poo and broken glass present, often flooded or waterlogged Our local Bluff sports fields get the absolute bare minimum of council care & attention. They are embarrassing Woeful car parking & fields in some sports, e.g. football
Reserves	Our parks are well looked after and an enjoyment to be in Bush in Sandy point area smothered in pest plants



Pools

Frequency of Use of Splash Palace



Just over one third (35%) of Invercargill residents visit Splash Palace at least once every 2-3 months. This was a decline from the 2020 data, when 41% visited Splash Palace at least once every 2-3 months. A further 36% visit infrequently, while 29% have not visited Splash Palace in the last two years.



The most common reason for not visiting Splash Palace was that residents did not like using public pools in general (63%), followed by the cost of entry (51%).

The results have been contrasted with the data from 2020. It must be noted that in 2020, the responses were not prompted, while in 2022, respondents could see and therefore be more likely to identify responses.



When respondents provided reasons for not using the pool, COVID restrictions were commonly mentioned. Other factors included COVID vaccine mandates, not enjoying swimming, issues with chlorination in the pool, age and health concerns, and simply not enjoying swimming. Some examples included:

I have no children and personally have never been an enthusiastic swimmer.

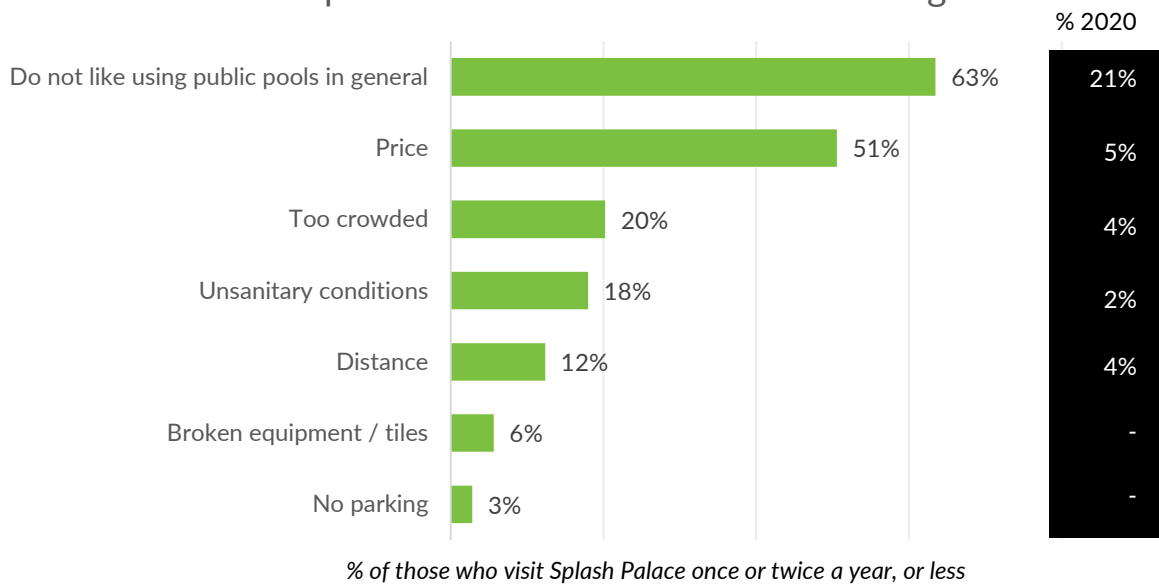
I used to but just went to other forms of exercise.

I am not a swimmer, and I do not like bathing in chlorinated water

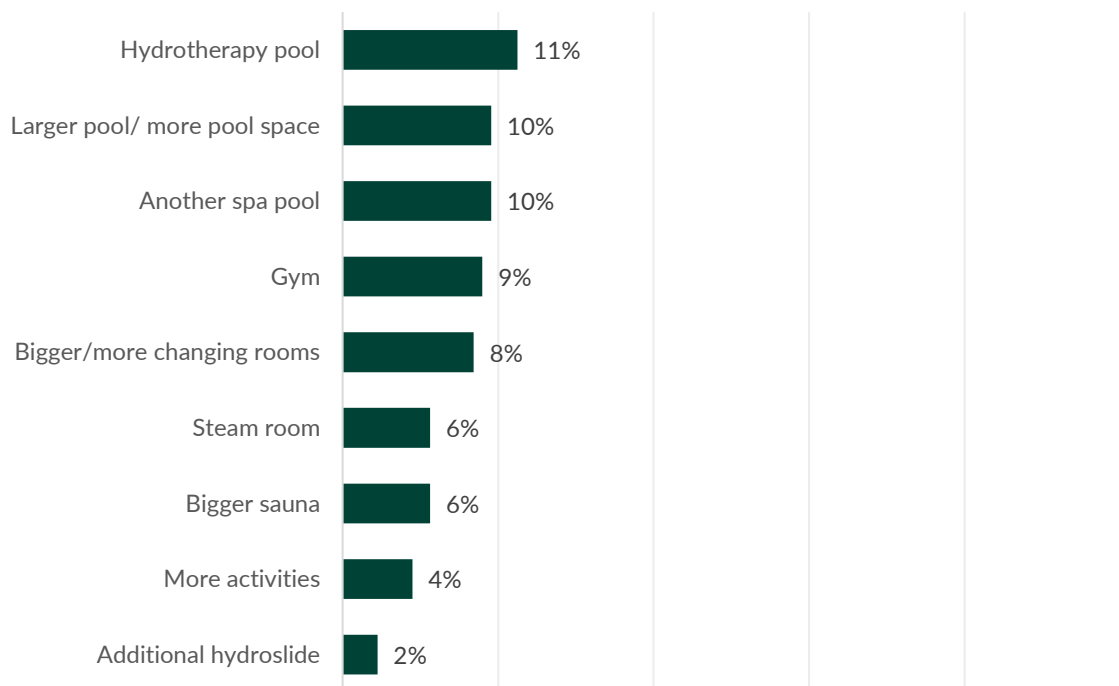
I'm not allowed there at the moment, with the mandates

It is fine as it is. It is just not my kind of interest, speaking personally.

Splash Palace- Reasons for Not Visiting



Splash Palace- Reasons to Visit More Often



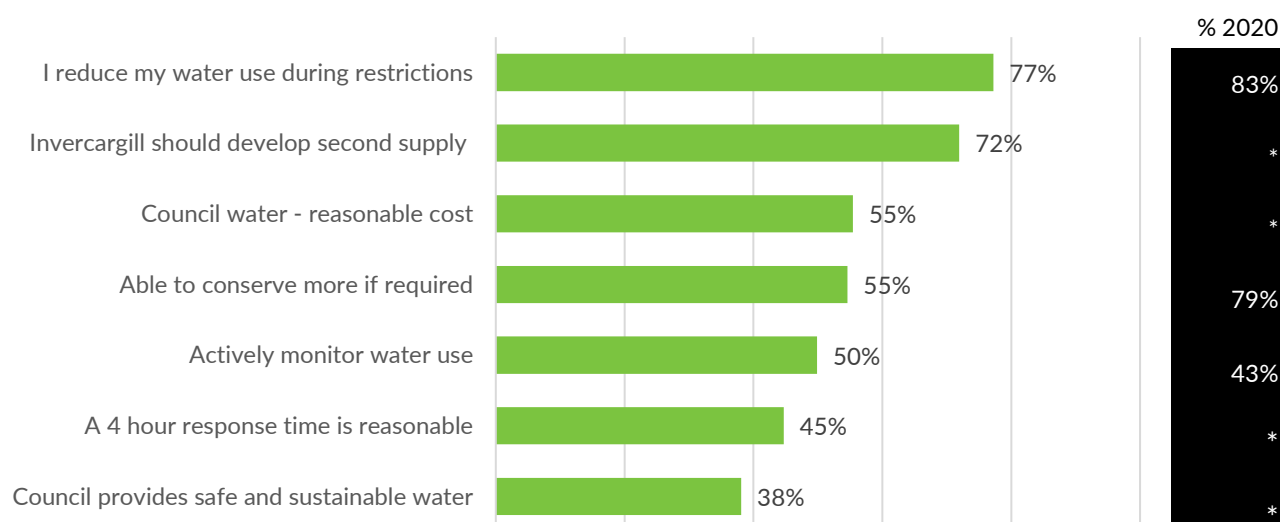
Residents who visited Splash Palace infrequently were asked to identify improvements that would encourage them to visit more frequently. The most common responses were a hydrotherapy pool, a larger pool or more pool space, another spa pool, or a gymnasium. Several suggested salt water be used in place of chlorine to control for infection while making the pool a more enjoyable experience.

* While this question was asked in 2020, it was asked of people who visit and those who do not visit Splash Palace. In 2022 it was only asked of people who do not visit Splash Palace. Therefore, no contrast has been provided.



Water

Water - Agreement with Statements



Residents were asked to provide their agreement to statements on a scale of 1 to 5, where 1 was strongly disagree and 5 was strongly agree.

The statements with the greatest agreement were that residents 'reduce their water use during restrictions' (77%) and that Invercargill should develop a second water supply (72%).

When the results were contrasted with data from 2020, slightly fewer indicated that they reduce water use during restrictions (77% Vs. 83% in 2020), considerably fewer indicated that they could conserve more water if required (55% Vs. 79%), while more indicated that they actively monitor their water use (50% Vs. 43%).

STATEMENTS REGARDING INVERCARGILL'S WATER

	Average	% Agree (rated 4 or 5)
I reduce my water use during restrictions	4.2	77%
Invercargill should develop second supply	4.1	72%
Council water - reasonable cost	3.6	55%
Able to conserve more if required	3.5	55%
Actively monitor water use	3.4	50%
A 4 hour response time is reasonable	3.2	45%
Council provides safe and sustainable water	3.1	38%

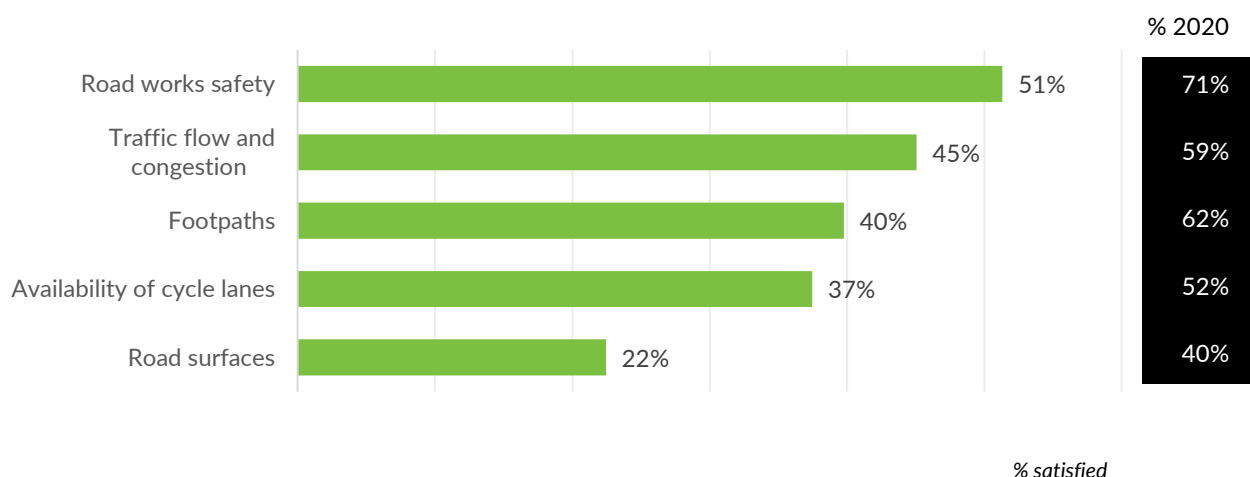
* Question not asked in previous survey



Roading

Satisfaction

Roading - Satisfaction



When residents were asked to consider issues related to roading, the greatest level of satisfaction was with safety at road works (51%), followed by satisfaction with the level of traffic flow and congestion (45%). The factor with the lowest level of satisfaction was road surfaces (22%). The data does not contain any specific details relating to lower satisfaction with roading. The decline in satisfaction can therefore be attributed to one of three factors. These are (1) there has been a notable decline in the quality of roads and associated infrastructure, (2) the roads are seen as an easy service to criticise when perceiving overall dissatisfaction with the council, or (3) an increased level of road works in the city.

Across all measures, satisfaction with roading had declined since 2020: Road works safety -20%; Traffic and congestion -14%, Footpaths -22%, Cycle lane availability -15%, Road surfaces -18%.

SATISFACTION WITH INVERCARGILL'S ROADS

	Average	% Satisfied (rated 4 or 5)
Road works safety	3.4	51%
Traffic flow and congestion	3.2	45%
Footpaths	3.1	40%
Availability of cycle lanes	3.1	37%
Road surfaces	2.6	22%

* Question not asked in previous survey

Safety

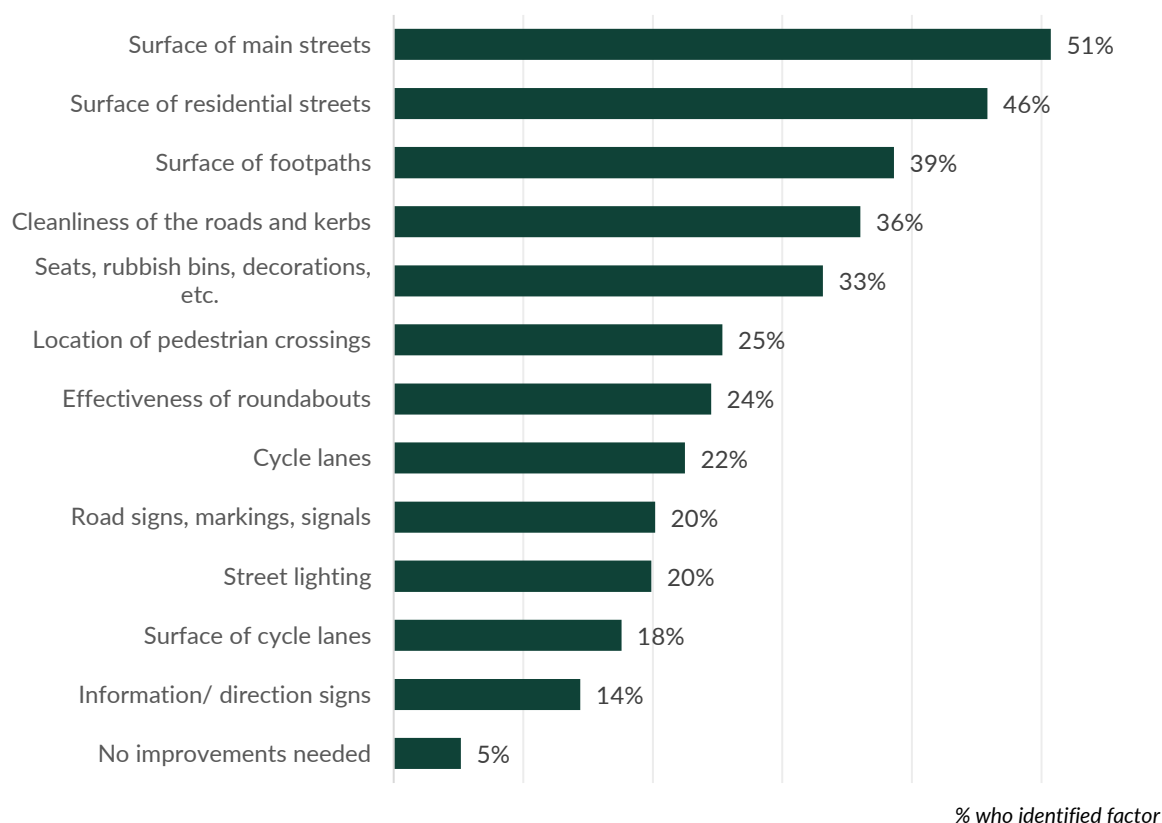
Nearly two-thirds (64%) of Invercargill residents felt safe when driving on the roads. Fewer (52%) felt safe as a pedestrian, while only 27% of those who cycled felt safe on the city's roads.

PERCEPTIONS OF SAFETY WHEN USING INVERCARGILL'S ROADS	Average	% Satisfied (rated 4 or 5)
As a driver	3.8	64%
As a pedestrian	3.4	52%
As a cyclist	2.7	27%

Improvements

Residents were provided with a list of aspects of the city's roading and asked to identify which aspects needed improving. The most identified aspect was road surfaces, with the 'surface of main streets', identified by 51%, followed by the 'surface of residential streets (46%). Footpath surfaces were also an issue for 39% of residents. Only 5% did not consider that any improvements were needed. While the same question was asked in 2020, it was presented as an unprompted question, while in 2022, respondents were provided with a list of responses that they perceived to need improvement. As a result, there are considerably more responses in 2022, and the data cannot be contrasted with 2020.

Roading - Focus of Improvements



When respondents were asked to provide open comments regarding aspects of Invercargill's roads that needed improvement, some respondents gave very specific comments regarding locations, while others commented about the roading in general. Some examples included:

All road surfaces are rubbish I have to get my wheels alignment every month

Better street curbing to get onto and off street crossing in outer residential footpaths please

Congestion down North Road/Dee Street is bad with Otatara traffic using this route. Very dangerous turning on to Bay Road.

Get rid of Cycle Lanes, I estimate 90% use the footpath outside my house...

I think it is a joke look how you have shut the inner city there are always road works. The Clifton round about took for ever

Solid Waste Management



The majority of residents (82%) believe that they know what waste items should go into the yellow bin. Only 41% indicated that they were interested in knowing more about recycling.

When asked to consider increasing their payments to cover costs of solid waste management, 38% would be prepared to pay more to have a green bin service, while only 23% would be prepared to pay additional costs for waste transfer and 21% would be prepared to pay for a glass-only bin.

PERCEPTIONS OF SOLID WASTE MANAGEMENT	Average	% Agree (rated 4 or 5)
Know what goes in yellow bin	3.9	82%
Interested in knowing about recycling	3.1	41%
Prepared to pay for green bin	2.3	38%
Prepared to pay additional transfer costs	2.2	23%
Prepared to pay for glass-only bin	2.4	21%

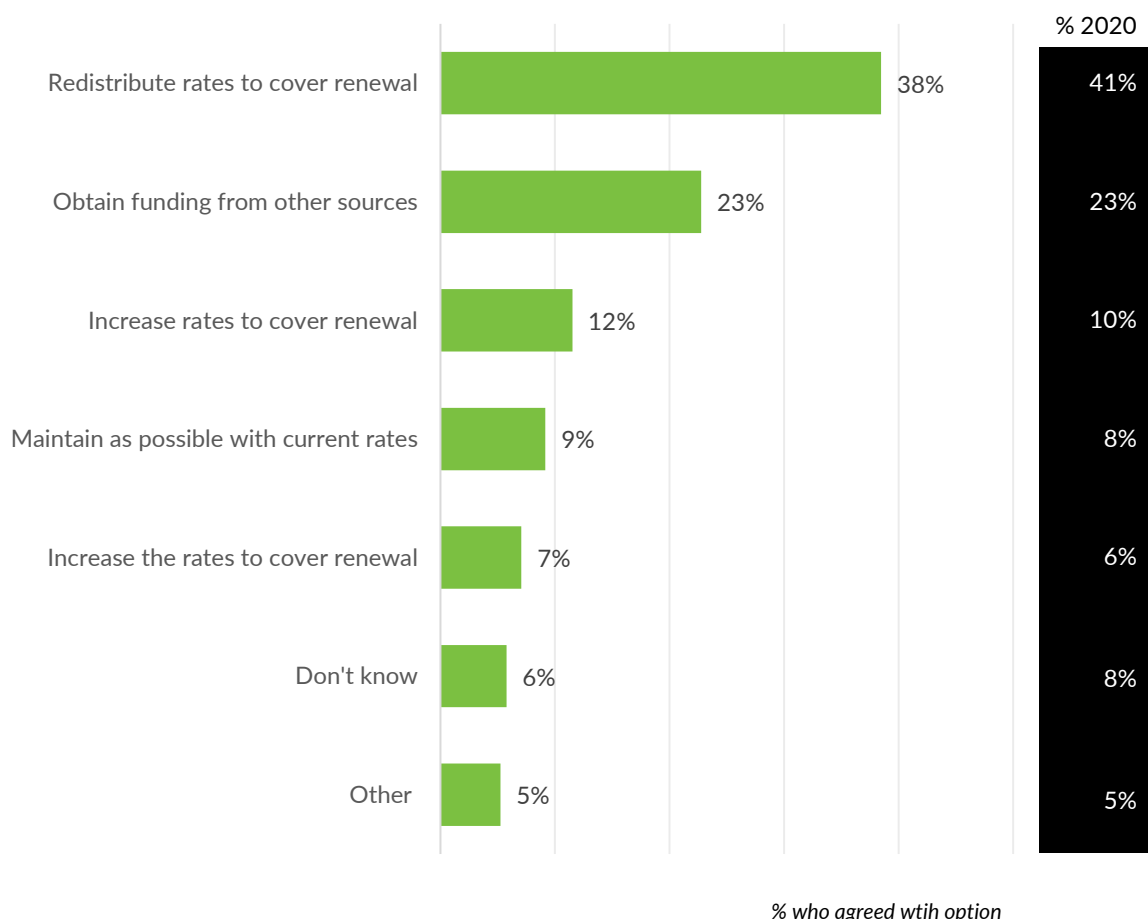
The question of knowledge of appropriate use of the yellow bin was also asked in the 2020 survey. Results were similar in both surveys. In 2020, 83% indicated that they know what should go into a yellow bin. This was almost unchanged (82%) in the current survey.



In-Ground Infrastructure

When asked to consider preferred options for addressing Invercargill's in-ground infrastructure needs, the most common response was to 'redistribute rates to cover renewal', preferred by 38% of respondents. The next most preferred option was to obtain funding from other sources (23%) while only 12% preferred that rates should be increased to cover the required costs. The results aligned very closely with the results from the 2020 survey.

In Ground Infrastructure Preferences



Comments regarding in-ground infrastructure included:

I live in Otatara, excluded from connection to sewage (I applied but got denied) and water AND I still pay for sewage connection rates: \$200+ per year!

In ground infrastructure doesn't unexpectedly near the end of its life, funding should have been prepared for it the moment the infrastructure was finish.

Infrastructure needs to be replaced, however loan funding should also be considered for Long Term asset renewals to lessen the impact on rates, e.g. intergenerational equality

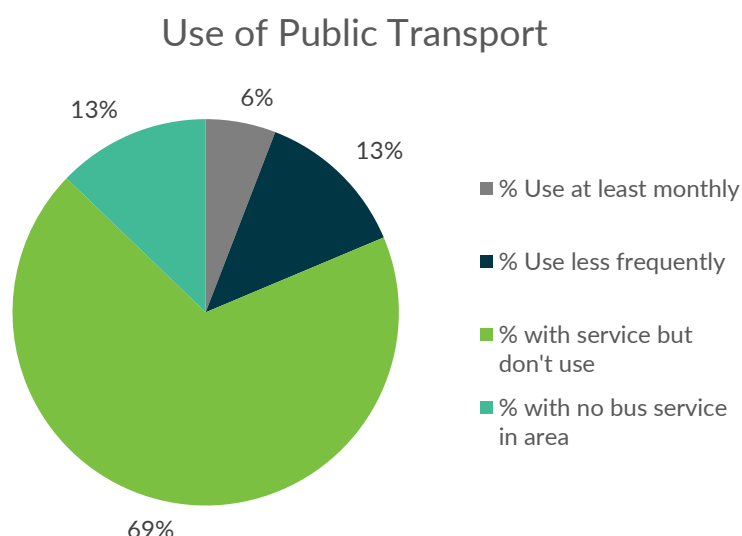


Public Transport

Very few residents (6%) indicated that they use the Invercargill bus services at least monthly, down from 9% in 2020. A further 13% indicated that they use buses, but less frequently than once a month (up from 12% in 2020).

Over two thirds (69%) have a bus service in their area but never use it, while 13% indicated that there is no bus service in their area.

Users were more satisfied with the cleanliness (64%) and quality (55%) of the buses, but less satisfied with the value for money and suitability of the timetable (both 23%).



Note: Those who use buses at least once a month were asked to rate their satisfaction with the various aspects of the service. Therefore, the satisfaction data are based on a very small sample and hold no statistical significance. Due to the high margin of error, no comparison has been provided with the data from 2020.

Satisfaction – Public Transport	Average	Satisfied (4 or 5)
Cleanliness of buses	3.8	64%
Quality of buses	3.4	55%
Overall satisfaction	3.4	48%
Routes where passengers go	2.8	27%
Value for money fares	3.4	23%
Suitable timetable	2.6	23%

When respondents were asked to comment about why they didn't use the bus service, some responses included:

Able to walk/bike and usually have to take a car to drop children at day-care/school on way to work.

After the bus timetable change it became too inconvenient and incompatible with my work schedule

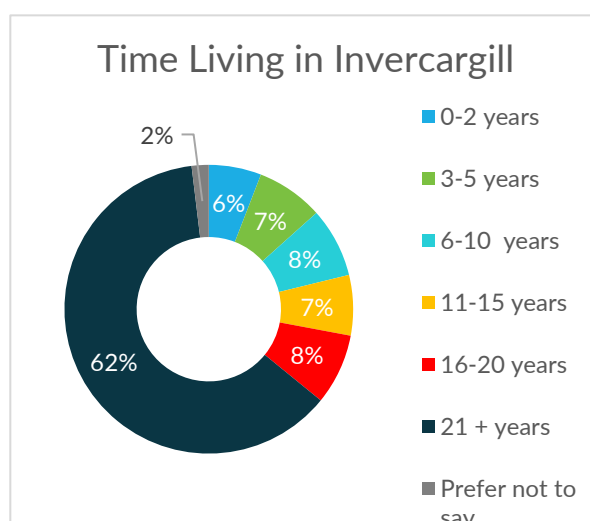
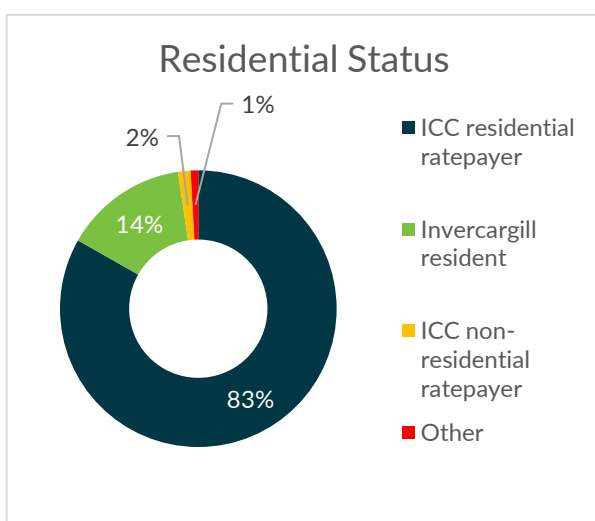
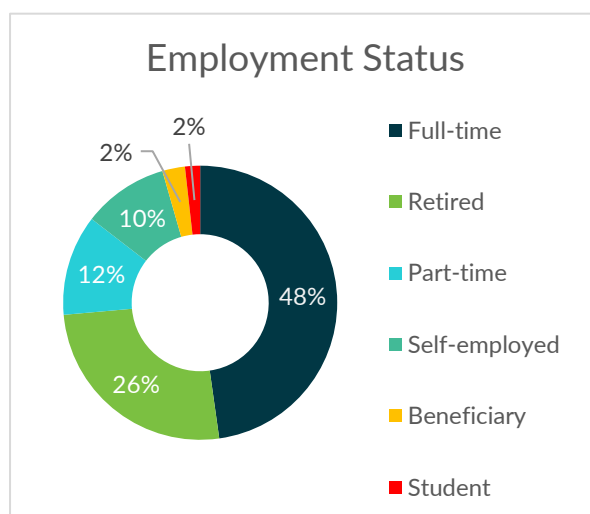
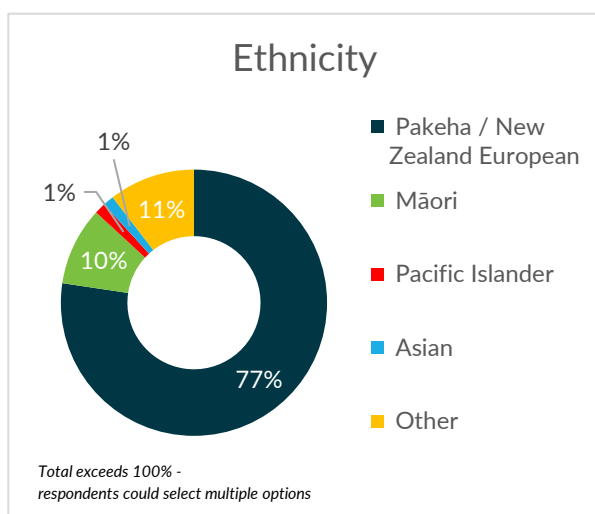
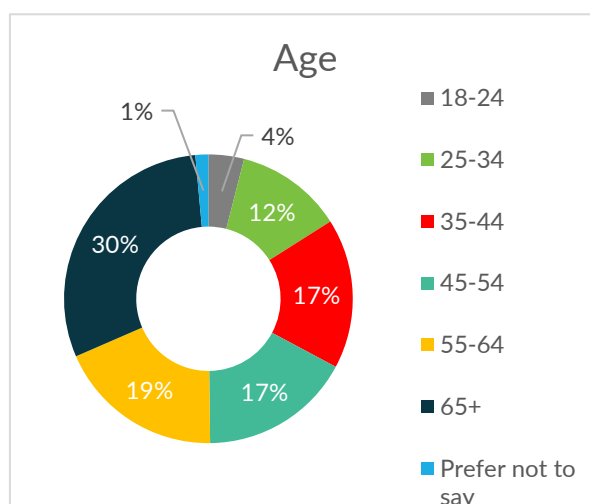
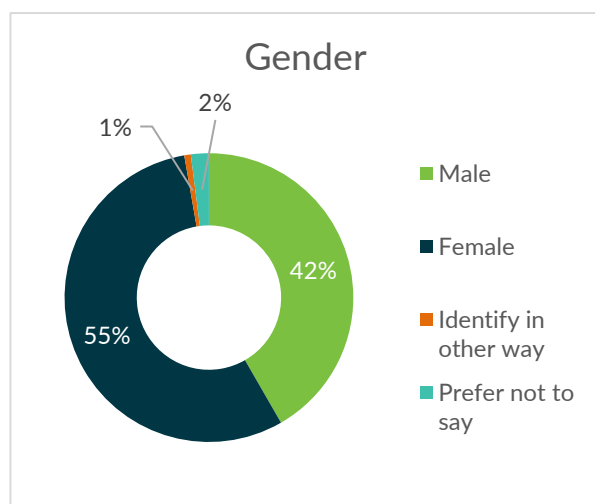
Because I drive and live out of town. My disabled brother on the other hand, he does use this service and would not be able to do a lot on his own without it.

Because Invercargill is very small, it would take me less time to drive to my destination than to walk to a bus stop



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 are provided in the following charts. The responses were generally aligned with the population data (based on the most recent census). Demographic factors that were under-sampled included ethnicity (under-sampled Māori), age (under-sampled 18-24), and gender (under-sampled males). Data weightings were applied to the results to measure the impact of these sampling issues. The result of the weighting process had a negligible impact (<1%) on the responses to the survey.



Appendix - Data Tables by Age and Gender

Data provided in this appendix are provided in two formats. Where results are presented as a score between 1 and 5, with 1 being the lowest (satisfaction or agreement) and 5 being the highest, the value shown is the average response using a five-point scale based on age or gender. Where the results are presented as a percentage, the value shown is the proportion of the population identifying that option. In most instances, there are no statistically significant variations. Where there is a statistically significant variation in response, the factor has been highlighted in red (statistically below average) or blue (statistically above average).

Importance

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Sewerage	4.4	4.6	4.6	4.4	4.5	4.6	4.5	4.6
Water	4.5	4.6	4.5	4.3	4.4	4.5	4.5	4.5
Stormwater	4.2	4.5	4.4	4.2	4.4	4.3	4.2	4.4
Solid Waste Management	4.1	4.4	4.4	4.3	4.3	4.4	4.2	4.4
Roading	4.3	4.4	4.5	4.2	4.4	4.3	4.3	4.4
Parks and Reserves	4.3	4.2	4.3	4.0	4.2	4.3	4.1	4.3
Democratic Process	3.9	4.1	4.1	4.0	4.2	4.3	4.2	4.1
Libraries	3.6	4.0	4.0	3.7	3.8	3.9	3.6	4.0
Pools	4.0	3.8	3.8	3.7	3.8	4.0	3.5	4.0
Env. Health/ Food Safety	3.4	3.9	4.0	3.7	3.8	3.7	3.8	3.9
Building and Planning Services	3.7	3.6	3.7	3.6	3.7	3.8	3.7	3.7
Art, Culture and Heritage	3.8	3.6	3.6	3.5	3.5	3.6	3.3	3.7
Public Transport	3.5	3.6	3.7	3.4	3.6	3.5	3.1	3.7
Animal Services	3.8	3.5	3.7	3.4	3.5	3.4	3.4	3.7
Resource Management	3.6	3.4	3.5	3.3	3.4	3.5	3.5	3.7
Venue Services	3.3	3.3	3.4	3.0	3.3	3.3	3.1	3.4
Parking Compliance	2.6	2.3	2.6	2.5	2.7	3.1	2.6	2.7

Satisfaction

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
I am satisfied - parks & open spaces	4.0	4.1	4.1	4.1	4.1	4.4	4.2	4.2
Library Satisfaction services collections	3.5	3.5	3.6	3.4	3.6	3.9	3.4	3.8
Splash Palace satisfaction	3.6	3.3	3.4	3.1	3.2	3.5	3.4	3.3
The Council is doing enough to provide a safe and sustainable supply of water for Invercargill:	2.8	3.2	3.2	2.9	3.2	3.0	3.1	3.1
Council's venues and events services - satisfaction	2.6	2.8	2.9	2.6	2.9	3.1	2.9	2.9
I am satisfied with the opportunities Council provides for community involvement in decision making:	2.8	2.2	2.2	2.3	2.3	2.5	2.4	2.3
Satisfaction with He Waka Tuia museum and art gallery	2.5	2.3	2.4	2.2	2.2	2.1	2.1	2.3

I am satisfied with the democratic processes of the Council:	2.8	2.1	2.2	2.0	2.1	2.4	2.3	2.1
I think that the Council is a high-performing council:	2.6	1.9	1.8	1.7	1.8	2.0	1.9	1.9

Expenditure

Water	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	6%	4%	2%	4%	3%	1%	3%	3%
Spend the same	67%	69%	70%	70%	61%	63%	65%	66%
Spend more	28%	24%	22%	17%	25%	27%	25%	22%
Other	0%	3%	6%	9%	11%	9%	7%	8%

Sewerage	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	0%	1%	0%	1%	0%	0%	3%	1%
Spend the same	86%	81%	81%	76%	72%	76%	76%	80%
Spend more	11%	14%	14%	13%	19%	20%	18%	14%
Other	0%	2%	4%	7%	8%	3%	3%	5%

Stormwater	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	6%	4%	4%	5%	3%	3%	4%	3%
Spend the same	82%	76%	76%	74%	69%	72%	74%	75%
Spend more	12%	19%	18%	17%	22%	21%	19%	18%
Other	0%	2%	3%	4%	6%	4%	3%	4%

Roading	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	9%	11%	6%	9%	6%	2%	5%	7%
Spend the same	37%	38%	46%	45%	52%	53%	49%	47%
Spend more	49%	42%	40%	33%	37%	39%	39%	39%
Other	6%	9%	8%	12%	5%	5%	7%	7%

Solid Waste	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	0%	7%	8%	3%	2%	3%	5%	3%
Spend the same	86%	75%	76%	82%	78%	77%	78%	78%
Spend more	14%	14%	12%	9%	17%	15%	13%	14%
Other	0%	4%	4%	6%	3%	4%	3%	4%

Democratic Process	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	31%	31%	30%	31%	30%	3%	25%	30%
Spend the same	57%	47%	59%	51%	48%	77%	55%	50%

Spend more	11%	16%	9%	7%	15%	15%	15%	11%
Other	0%	6%	2%	11%	7%	4%	5%	8%

Animal Services	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	19%	19%	12%	12%	17%	13%	17%	13%
Spend the same	50%	68%	69%	63%	69%	75%	73%	66%
Spend more	31%	12%	17%	17%	13%	8%	9%	17%
Other	0%	1%	2%	7%	2%	4%	1%	4%

Env Health/ Food Safety	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	6%	14%	12%	14%	10%	9%	12%	10%
Spend the same	64%	74%	74%	75%	76%	74%	71%	78%
Spend more	31%	13%	13%	8%	11%	15%	17%	10%
Other	0%	0%	1%	4%	2%	2%	1%	2%

Parking Compliance	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	28%	44%	37%	48%	46%	31%	30%	44%
Spend the same	50%	49%	55%	48%	49%	63%	63%	50%
Spend more	22%	7%	7%	3%	2%	3%	6%	3%
Other	0%	0%	1%	2%	2%	3%	1%	2%

Resource Management	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	9%	6%	12%	18%	10%	13%	15%	9%
Spend the same	77%	73%	76%	68%	74%	70%	68%	77%
Spend more	14%	20%	11%	12%	15%	15%	17%	13%
Other	0%	0%	2%	2%	1%	2%	0%	1%

Build/ Plan Services	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	11%	13%	14%	17%	14%	8%	13%	13%
Spend the same	54%	64%	66%	64%	64%	66%	60%	68%
Spend more	35%	22%	19%	12%	16%	23%	26%	15%
Other	0%	1%	2%	6%	5%	3%	2%	4%

Parks & Reserves	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	5%	5%	5%	5%	5%	5%	5%	5%
Spend the same	65%	55%	59%	63%	66%	70%	67%	61%
Spend more	30%	39%	34%	29%	26%	21%	26%	31%
Other	0%	2%	2%	3%	3%	4%	3%	3%

Libraries	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	7%	11%	17%	11%	11%	8%	14%	10%
Spend the same	62%	61%	63%	70%	67%	76%	66%	68%
Spend more	28%	25%	17%	16%	18%	14%	19%	18%
Other	3%	3%	3%	2%	4%	2%	1%	4%

Pools	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	9%	14%	15%	10%	10%	7%	11%	10%
Spend the same	72%	62%	66%	75%	79%	80%	76%	71%
Spend more	19%	20%	16%	13%	8%	9%	11%	14%
Other	0%	4%	3%	2%	3%	4%	1%	4%

Art, Culture & Heritage	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	18%	11%	15%	17%	13%	13%	17%	12%
Spend the same	26%	42%	48%	46%	54%	50%	48%	46%
Spend more	56%	42%	34%	29%	27%	30%	31%	35%
Other	0%	6%	3%	8%	6%	8%	5%	7%

Venue Services	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	17%	12%	21%	23%	23%	13%	17%	19%
Spend the same	41%	63%	65%	61%	64%	78%	69%	64%
Spend more	41%	21%	12%	13%	12%	7%	13%	14%
Other	0%	3%	2%	2%	2%	3%	1%	3%

Public Transport	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Spend less	17%	8%	13%	11%	13%	6%	14%	9%
Spend the same	30%	62%	61%	58%	58%	67%	58%	61%
Spend more	53%	26%	25%	23%	24%	22%	26%	25%
Other	0%	4%	1%	7%	6%	4%	2%	5%

Libraries

What can the library do to improve services to Māori?

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Bilingual signage	67%	25%	32%	37%	25%	18%	21%	34%
Te reo and tikanga evident in practice	39%	21%	19%	12%	21%	11%	11%	22%
Cultural programmes	61%	26%	32%	23%	25%	17%	20%	30%
Dedicated area for Māori resources	67%	30%	17%	17%	24%	17%	14%	28%
Dedicated Māori resource person	33%	14%	23%	21%	18%	13%	15%	20%
Other	6%	21%	9%	13%	13%	16%	18%	10%

Membership

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
A member or user	17%	35%	37%	52%	45%	48%	39%	44%
Non-member and user	28%	7%	8%	4%	4%	4%	10%	3%
A member but non-user	22%	30%	28%	27%	37%	26%	23%	35%
Non-member and non-user	33%	28%	27%	17%	14%	21%	28%	18%

Pools

How often do you use Splash Palace?

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Weekly or more often	0%	6%	23%	17%	4%	13%	11%	13%
Fortnightly	6%	4%	6%	3%	2%	2%	4%	2%
Monthly	0%	22%	12%	7%	4%	2%	8%	8%
Once per two to three months	18%	13%	25%	4%	5%	7%	10%	13%
Once or twice per year	24%	24%	10%	27%	18%	16%	17%	20%
Less often than yearly	6%	15%	10%	20%	33%	17%	20%	17%
Never	47%	17%	14%	23%	35%	43%	31%	26%

Culture and Heritage

Rate the Council in each of the following areas

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Recognising Invercargill's Māori heritage	2.9	2.6	2.5	2.5	2.4	3.3	2.9	2.5
Balancing the need to conserve heritage and the need for redevelopment:	3.0	2.7	2.8	2.7	2.6	2.9	2.8	2.7
The direction the CBD rebuild is heading	3.6	3.4	3.3	2.8	2.9	3.5	3.2	3.2

Facilities visited in the past two years:

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Civic Theatre Complex	82%	69%	83%	92%	78%	93%	82%	85%
Scottish Hall	53%	28%	25%	28%	16%	24%	24%	27%
Rugby Park	47%	17%	26%	40%	18%	29%	35%	21%
He Waka Tuia	41%	24%	26%	40%	25%	24%	26%	30%

Satisfaction with Facilities (Average rating)

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Civic Theatre Complex	3.8	3.5	3.8	3.7	3.7	4.2	3.7	3.9
Scottish Hall	3.3	2.6	2.7	2.4	2.7	3.1	2.8	2.7
Rugby Park	3.1	2.5	2.6	2.1	2.4	2.9	2.6	2.5
He Waka Tuia	3.1	2.1	2.3	2.2	2.4	2.2	2.1	2.4

In-Ground Infrastructure

Preference for funding

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Redistribute how the rates money is spent	29%	31%	39%	32%	51%	40%	35%	41%
Obtain funding from other sources	24%	19%	26%	24%	18%	25%	21%	25%
Increase and redistribute the rates	24%	9%	8%	14%	7%	13%	14%	9%
Maintain this infrastructure as well as possible from the current distribution of rates	0%	11%	6%	10%	5%	13%	12%	6%
Increase the rates to cover renewing the system	12%	11%	6%	6%	11%	4%	11%	4%
Don't know	12%	11%	6%	7%	4%	2%	1%	9%
Other	0%	7%	9%	7%	5%	2%	6%	5%

Waste

Agreement with statements (average)

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
I would be prepared to pay additional costs for a green waste bin:	2.3	2.9	3.1	2.5	3.1	2.5	2.5	2.5
I am confident that I know what can and cannot go into the yellow bin:	3.9	4.2	4.4	4.4	4.1	4.3	4.3	4.3
I would be prepared to pay additional costs for a glass-only bin	2.4	2.4	2.4	2.4	2.4	2.4	2.1	2.1
I would be prepared to pay additional costs at the transfer station	2.4	2.5	2.3	1.9	2.4	2.2	2.2	2.2
I would be interested in knowing more about recycling, where it goes and what costs are involved:	2.2	2.6	2.4	2.1	2.4	2.0	2.9	2.9

Public Transport

Agreement with statements (average) – Note very small sample sizes – data have no statistical significance

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Providing routes where passengers want to go	2.3	2.3	2.3	2.3	2.3	2.3	2.4	3.0
Providing a suitable timetable	2.3	2.0	3.7	2.0	2.0	2.3	2.7	2.5
Value for money for fare paid	3.3	4.0	3.5	2.7	3.0	4.7	3.6	3.8
Cleanliness of buses	3.3	1.0	4.0	2.7	3.5	4.7	4.1	3.4
Quality of buses	3.3	1.0	4.0	1.7	1.0	4.5	3.9	2.7
Overall satisfaction with buses	3.0	2.0	3.8	1.7	1.5	4.8	3.6	3.1

Water

Agreement with statements (average)

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
I actively monitor my water use	2.7	3.0	3.4	3.6	3.7	3.5	3.4	3.4
I reduce my water use when there are water restrictions	3.9	4.1	4.1	4.3	4.3	4.1	4.1	4.2
I would be able to conserve more water if required	3.8	3.3	3.7	3.4	3.6	3.4	3.3	3.6
The Council is doing enough to provide safe and sustainable water	2.8	3.2	3.2	2.9	3.2	3.0	3.1	3.1
The Council provides water at a reasonable cost	3.5	3.7	3.7	3.6	3.6	3.6	3.7	3.5
A four-hour response time for an urgent service is reasonable	2.7	3.5	3.3	3.4	3.1	3.1	3.3	3.1
Invercargill should develop a second water supply for emergencies	4.3	3.9	3.8	4.0	4.0	4.2	4.1	4.0

Roading

Rating of very poor to very good (average)

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Traffic flow and congestion:	3.5	3.2	3.1	3.0	2.9	3.6	3.3	3.1
Footpaths:	3.8	3.3	3.0	2.7	2.9	3.3	3.1	3.1
Road surfaces:	3.4	2.5	2.4	2.3	2.3	2.9	2.6	2.5
Availability of cycle lanes:	3.6	3.0	3.0	2.7	2.9	3.5	3.0	3.2
Road works safety:	4.1	3.2	3.3	3.2	3.4	3.8	3.5	3.4

Perception of safety (not safe at all to very safe, average)

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
As a driver	4.0	3.6	3.6	3.4	3.6	4.2	3.7	3.7
As a pedestrian	4.1	3.4	3.3	3.0	3.2	3.8	3.4	3.4
As a cyclist	3.4	2.6	2.8	2.2	2.5	3.0	2.8	2.5

Aspects of roading needing improvement (% identified as needing improvement)

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Surface of main streets	35%	50%	59%	52%	58%	41%	52%	51%
Surface of residential streets	35%	48%	46%	44%	59%	37%	53%	42%
Surface of footpaths	24%	35%	36%	42%	45%	37%	35%	41%
Cleanliness of the roads and kerbs	18%	26%	39%	34%	45%	38%	40%	34%
Seats, rubbish bins, decorations, etc.	41%	26%	38%	38%	50%	19%	30%	37%
Location of pedestrian crossings	24%	30%	32%	32%	21%	16%	20%	29%
Cycle lanes	24%	19%	25%	38%	26%	13%	20%	24%
Road signs, markings, signals:	24%	22%	19%	22%	21%	15%	21%	19%
Street lighting	6%	26%	26%	32%	24%	2%	13%	24%
Effectiveness of roundabouts in managing traffic flow	35%	26%	26%	34%	17%	20%	24%	24%
Surface of cycle lanes	29%	15%	16%	28%	20%	12%	12%	21%
Information/ direction signs	12%	11%	13%	16%	15%	16%	15%	13%
No improvements needed	12%	11%	1%	2%	3%	7%	4%	6%

The Democratic Process

Agreement (average)

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
The elected Council is able to function as a governing body	2.7	2.0	2.0	1.8	2.0	2.2	2.1	2.0
Council members have capability and knowledge to make decisions effectively	2.5	1.9	2.0	2.0	2.0	2.4	2.2	2.1
I am satisfied with the democratic processes of the Council	2.8	2.1	2.2	2.0	2.1	2.4	2.3	2.1
I am satisfied with the opportunities Council provides for community involvement	2.8	2.2	2.2	2.3	2.3	2.5	2.4	2.3
I think that the Council is a high-performing council	2.6	1.9	1.8	1.7	1.8	2.0	1.9	1.9

Parks and Recreation

Satisfaction (average)

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Premier Parks and Gardens	4.4	4.2	4.3	4.4	4.2	4.5	4.3	4.3
Sports Fields	3.8	3.2	3.4	3.6	3.2	3.7	3.5	3.4
Neighbourhood Parks and Playgrounds	3.6	3.2	3.4	3.5	3.2	3.7	3.4	3.4
Environmental Reserves	4.2	3.9	3.7	3.9	3.6	3.9	3.8	3.8
Cemeteries/Crematorium	3.3	3.4	3.6	3.7	3.5	4.2	3.7	3.7

Importance of services (average)

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Ease of access to parks / reserves	4.2	4.1	4.3	4.3	4.2	4.4	4.2	4.4
Ease of access within parks / reserves	4.2	4.2	4.2	4.2	4.1	4.4	4.1	4.3
Features for recreation, sports and play	3.6	3.7	4.1	3.8	3.7	4.0	3.8	4.0
Maintenance of open spaces and gardens	4.0	4.1	4.1	4.3	4.0	4.2	4.0	4.2
Opportunities to support socialising and relaxation	3.9	3.7	4.1	4.2	3.9	4.2	3.9	4.1
Feeling safe and secure	4.1	3.9	4.2	4.3	4.0	4.4	4.1	4.3
Provision of toilets, seats, tables, rubbish bins	3.5	3.4	4.0	3.8	3.6	4.0	3.7	3.8
Street trees and amenity plantings	4.0	3.3	3.7	3.9	3.4	3.8	3.5	3.8
Walking tracks and conservation areas	4.0	4.0	4.2	4.2	3.8	4.1	3.9	4.2