

Invercargill City Council

RESIDENTS SURVEY

2022/2023

Q2, December 2022



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About the research innovative approach...



Prior to 2022, the Invercargill City Council Residents Survey used a telephone survey design. With relatively few households having landline telephones, this design now has a risk of significant bias.

In the 2022 Financial Year Survey, 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.

For 2023, data collection has been restructured and is now taking place on a quarterly basis. In this second quarterly iteration, the survey has been publicised through rates notices, through the Council's Let's Talk website and through community advertising. The link to the Let's Talk website is open at all times and responses have been accumulated since the completion of the Q1 report.

For the Q2, FY2023, a total of 444 responses were received. This data set provides data with a margin of error¹ of +/- 4.7%. Core questions were included that are being repeated in each quarterly iteration of the Resident's Survey. These question focus on key services provided by the Council. For these questions, results have been provided and contrasted with previous data collection periods. For each quarterly iteration, there will be a specific area of focus for the survey. In Q2, this focus has been on prioritisation of Council resources and expenditure.

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. The results showed that the sample included bias based on age and gender. As a result, a RIM weighting process has been undertaken and the results presented here are based on weighted data.

Research & Analysis

The 2022 results were not directly contrasted with previous data due to the change in data collection. However, the 2023 results can be contrasted with the results from 2022, as the recruitment processes for engagement aligned for both surveys.

It is worth noting 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'. Examples 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.

As noted in the 2022 report, data provided by Research First Ltd indicate 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 appears to have had a negative impact on sentiment, which in turn 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

Several questions in the Q2 2023 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.

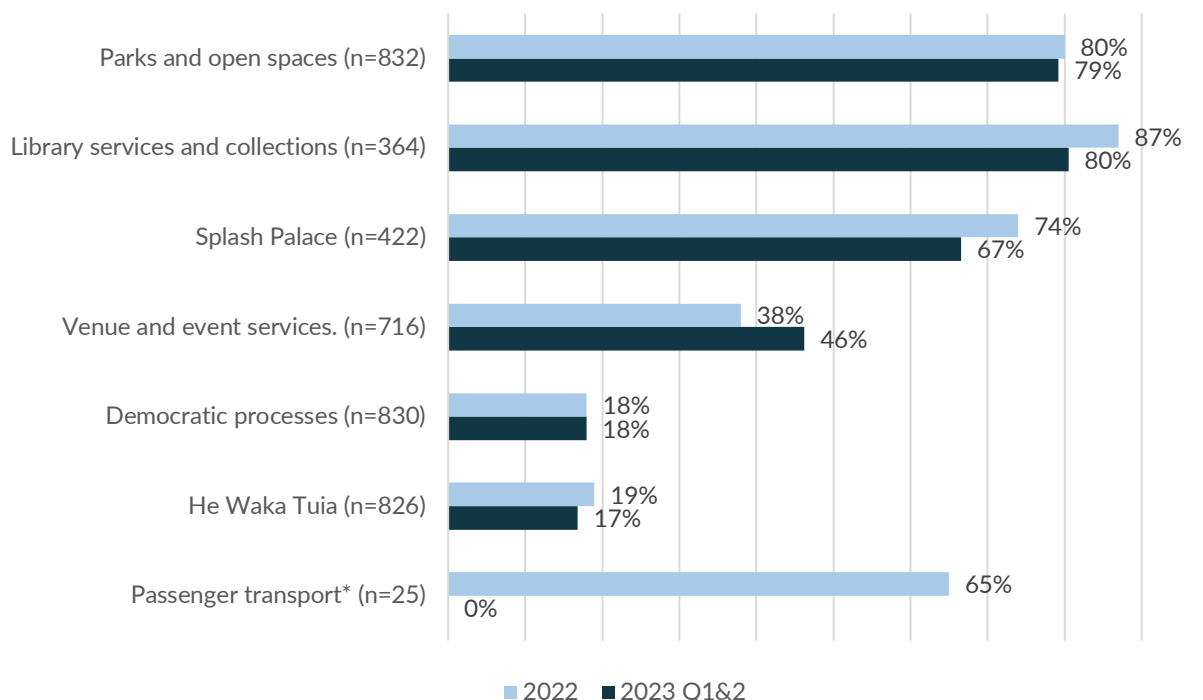
When an analysis is conducted based on averages there is a chance that two data sets may have the same average, but have notably different responses. For example, many respondents may be highly disinterested in a factor, and therefore have a very high proportion of responses rating that factors as neutral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

Satisfaction

Overall Satisfaction - Key Services



Satisfaction - Comparison with Previous Periods

	2022	Q1 '23	Q2 '23	2022	Q1 '23	Q2 '23
Parks and open spaces	4.2	4.2	4.2	80%	81%	85%
Library services and collections	3.6	4.2	4.2	87%	83%	84%
Splash Palace	3.3	3.9	3.7	74%	73%	75%
Venues and event services	2.9	3.3	3.4	38%	44%	47%
Democratic processes - community involvement	2.3	2.8	2.4	18%	23%	13%
He Waka Tuia	2.3	2.5	2.3	19%	19%	16%
Passenger transport	3.8	**	**	65%	**	**

Satisfaction by Age and Gender

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
He Waka Tuia	2.5	2.6	2.4	2.1	2.1	2.3	2.1	2.3
Splash Palace	3.1	4.0	3.6	3.7	3.8	4.2	3.6	3.8
Venues	2.7	3.3	3.3	3.5	3.4	3.5	3.2	3.5
Community Decision Making	1.9	2.6	2.3	2.3	2.2	2.7	2.2	2.4
Parks and Reserves	3.8	4.2	4.1	4.1	4.2	4.5	4.1	4.2

Respondents who used various council services were asked to rate their satisfaction with a range of Council functions and services. Satisfaction was highest with parks and open spaces in Invercargill (85%), followed by the library services and collections (84%). Three in four (73%) were satisfied with Splash Palace, while nearly half were satisfied with the Council's events and venue services (47%). Relatively few respondents were satisfied with Democratic Processes (23%) or He Waka Tuia (19%). There were insufficient respondents providing feedback on the public transport network to be able to analyse the data. There was minimal variation with the level of satisfaction with any of the services measured compared to the previous quarter.

Note: Because only those who use services were asked to rate each service, the margins of error around these results are greater than the margin of error. As the quarter-by-quarter data are compiled during the 2022/23 year this margin of error will reduce.

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. Detailed responses are provided in the Appendix.

Parks

• Great, amazing	42
• Poorly maintained	15
• Well maintained	11
• Need better, improved playgrounds	9
• Dog parks good	3
• Need more toilet facilities	1
• Need all-weather paths	1
• Needs a community garden	1
• Great to see a community garden	1
• Look to use low-maintenance plants	1
• Need better dog park	1
• Need a coffee shop at Andersons Park	1

Libraries

• Great	19
• Limited range	7
• Helpful staff	4
• Like new open plan	2
• Don't like new open plan	2
• Don't use	2
• Parking a problem, costs	2
• Like e-book availability	1
• Nothing good for kids	1
• Disappointed, COVID lock-out	1
• Online service not easy to use	1

Splash Palace

• Expensive	17
• Good	16
• Poorly managed	8
• Poorly maintained	8
• Changing room layout not good	2
• New slides aren't great	2
• Hard to park	1
• Chlorine allergy problems	1

- Stop subsidising, sell to private sector 1
- Opening times limit use 1
- No bus to Splash Palace 1
- Needs place for pre-swimmers to be safe 1
- Poor renovations – health and safety concerns 1

Venues and Events / He Waka Tuia

- Museum needs to be replaced 14
- Civic Theatre is a good facility 6
- Venues are fine 5
- Venues are run-down, need maintenance 4
- Poor venue management 4
- Events not promoted 1
- Events too expensive 1

He Waka Tuia

- Don't know it/ haven't visited 14
- Inaccessible / poor parking 11
- Too small, not enough exhibits 7
- Good facility 4
- Not a replacement for the museum 4
- Nothing for children 4
- Good staff 1
- Poor staff 1

Democratic Process and Community Involvement

- Council doesn't listen/ no community involvement 20
- Engagement opportunities not advertised 8
- May be better with new mayor 8
- No consultation on lower speeds 3
- Satisfied with engagement 2

Public Transport

- Bus timetables poor 13
- Buses don't cover all areas 13
- Service is expensive and not used 5
- Bus service is good 4
- Don't like them 3
- OK for kids 2
- Timetable information not available/ poor website 2
- Impractical 1
- Not safe 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:

• Accessibility	110
• Quality of life	72
• Friendly people/ community	63
• Parks, beaches and outdoor spaces	50
• Not crowded/ no traffic problems	48
• Family	33
• Affordable living	20
• CBD redevelopment	18
• It's home	15
• Nature	13
• Safe / Low crime rate	12
• Sandy Point	12
• Lots of places to visit	12
• Outdoor activities	11
• Weather	10
• Don't know/ nothing	7
• Sports/ exercise/ walking/ horse riding	5
• Good facilities	5
• Jobs	5
• Low pollution	1
• Good schools	1
• Everything	1
• The local culture/ personality	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:

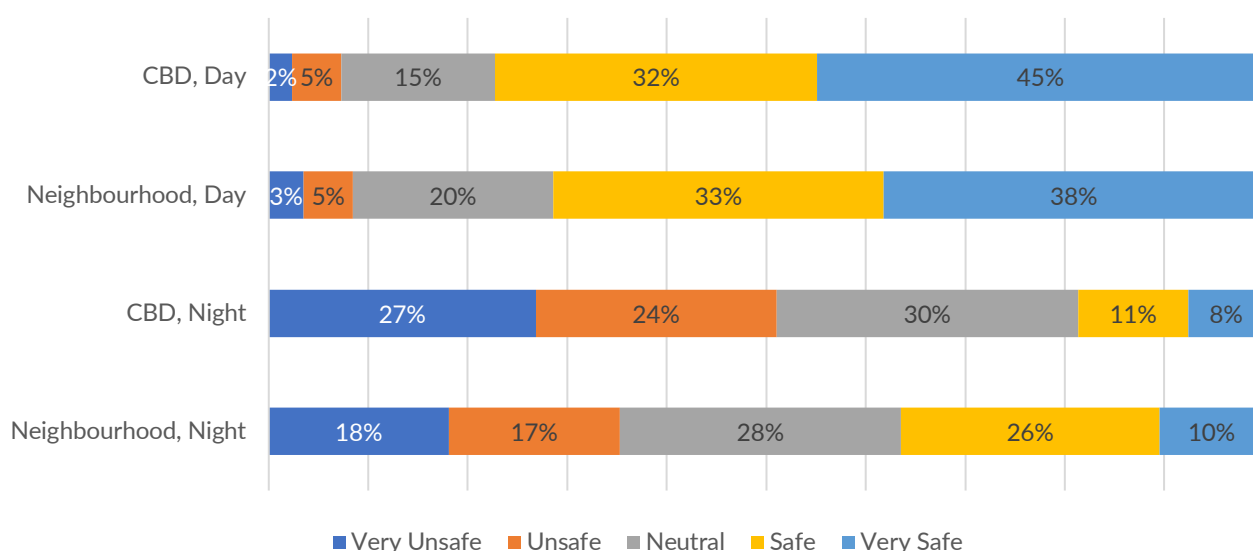
• More events and community activities	44
• Listen to the people	29
• Focus on needs of different age groups (e.g. youth, aged)	28
• Better use of Council venues, restore museum	17
• Better urban planning	17
• Reduce costs / better use of rates	17
• Improve safety / reduce crime	12
• Help to develop vibrancy/ night life	11
• Have transparency in Council	9
• Increase awareness / communication of Council activities	9
• Have weather-proof facilities for outdoor activities	8
• Develop community gardens	6
• Hope new councillors/ mayor do better	4
• More Council housing	4
• Support local businesses	4
• Keep Council out of social issues / focus on core services	4
• Prepare for climate change	2
• Take more pride in Invercargill	2
• Increase multicultural activities	2
• Get rid of anti-vaxers	1
• Ban future COVID-19 mandates	1
• Provide for Māori on Council	1
• Provide opportunities for more residential construction	1
• Have younger people present views to council	1
• Have better survey questions	1
• Improve public transport	1
• Make dog parks more friendly	1
• Shorten building consent times	1
• More things to improve mental health	1
• Make it easier for rural cyclists	1
• Be more helpful in addressing land survey issues	1
• Have a younger voice in Council	1
• Stop people blasting loud stereos	1
• Use Council's social media more effectively	1
• Training workshops on resilience	1
• Promote a sense of unity	1

Community Perceptions of Safety

A focus of the Q2, 2023 survey has been seeking to understand residents' perceptions of being safe in their communities. Four safety-related questions were asked of respondents:

- Do you feel safe in your neighbourhood during the day?
- Do you feel safe in your neighbourhood at night?
- Do you feel safe in the CBD during the day?
- Do you feel safe in the CBD at night?

Residents felt most safe in the CBD during the day (77%), followed by their neighbourhood during the day (71%). In contrast, at night, residents felt relatively less safe. Only 36% felt safe in their neighbourhoods at night (while 35% felt unsafe), and 19% felt safe in the CBD while 51% felt unsafe.



In the CBD during the day there was no difference in perceptions of safety based on gender. However, in all other circumstances, females felt less safe than males. When the data were analysed based on age there were no obvious trends. Those aged 55-64 felt safest during the day, but least safe in the CBD at night. Those aged 65+ felt safer than others at night in both the CBD and their neighbourhoods.

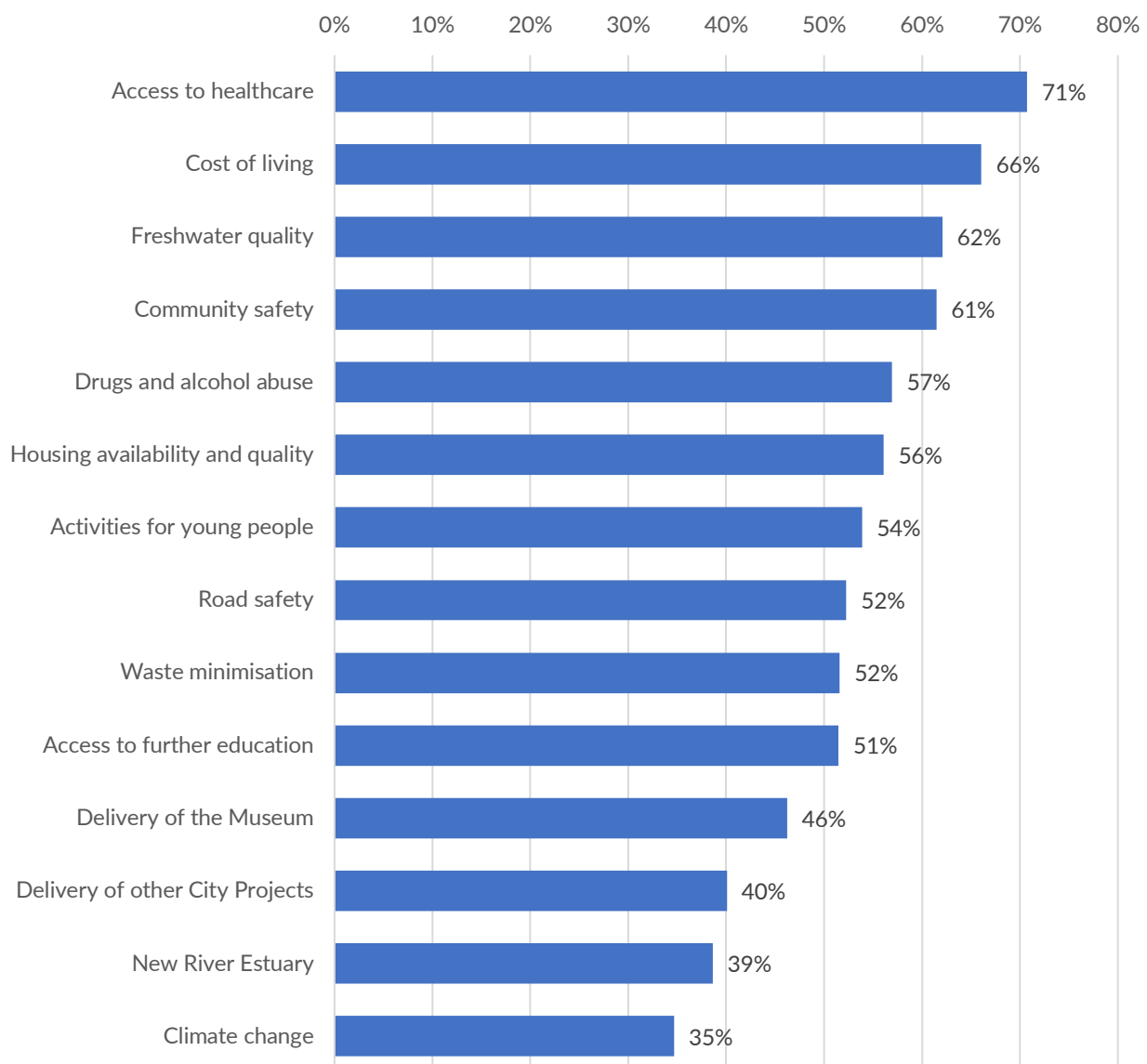
	Male	Female	18-34	35-44	45-54	55-64	65+
CBD, Day	76%	78%	77%	76%	73%	83%	75%
Neighbourhood, Day	76%	70%	62%	71%	68%	83%	69%
CBD, Night	22%	18%	24%	13%	18%	13%	25%
Neighbourhood, Night	46%	33%	40%	27%	38%	35%	44%

Community Perceptions of Priorities

Survey respondents were provided with a list of issues that may be important to the region and were asked to **rate** each issue on a scale from 1 = not important to 5 = extremely important. Using a simple prioritisation approach, respondents were also asked to **rank** each factor in order of perceived importance. The use of both rating and ranking analysis provides an effective tool to ensure that the perceived priority of each issue is understood.

Ratings

Among the pre-identified issues, the factor that most considered to be important was access to healthcare (71%), followed by the cost of living (66%) and freshwater quality (62%). The factor that was considered to be important by the fewest number of respondents was climate change (35%).



When these responses were analysed based on age and gender, there were notable variations in the overall rating of importance based on gender, with female respondents in general rating issues as being more important than their male counterparts. Despite the higher ratings, the overall order of perceived priorities was only marginally impacted, with most factors only changing in order of importance by one or two positions. For example, while freshwater quality was the third-most highly rated factor overall, females were likely to rate community safety slightly more highly than freshwater quality.

While there were more notable variations when the analysis was conducted based on the age of respondents, the smaller sample sizes meant that fewer variations were statistically significant. Those aged 65+ were less likely to rate freshwater quality as being important, but more likely to rate the New River Estuary as being important. In contrast, those aged 55-65 were more likely to consider fresh water to be important, while those aged under 45 were less likely to consider the New River Estuary to be important.

	Male	Female	18-34	35-44	45-54	55-64	65+
Access to healthcare	66%	71%	75%	68%	67%	72%	70%
Cost of living	60%	70%	69%	68%	66%	70%	63%
Freshwater quality	55%	64%	60%	62%	62%	74%	53%
Community safety	61%	65%	67%	62%	67%	65%	59%
Drugs and alcohol abuse	45%	58%	60%	52%	52%	56%	58%
Housing availability and quality	41%	62%	63%	57%	53%	60%	53%
Activities for young people	45%	61%	60%	61%	56%	53%	55%
Road safety	40%	56%	54%	51%	49%	54%	51%
Waste minimisation	38%	53%	47%	46%	48%	49%	53%
Access to further education	35%	56%	51%	49%	49%	54%	49%
Delivery of the Museum	39%	48%	48%	42%	48%	42%	49%
Delivery of other City Projects	38%	39%	36%	40%	35%	37%	42%
New River Estuary	35%	33%	29%	27%	36%	30%	45%
Climate change	24%	37%	38%	33%	31%	32%	37%

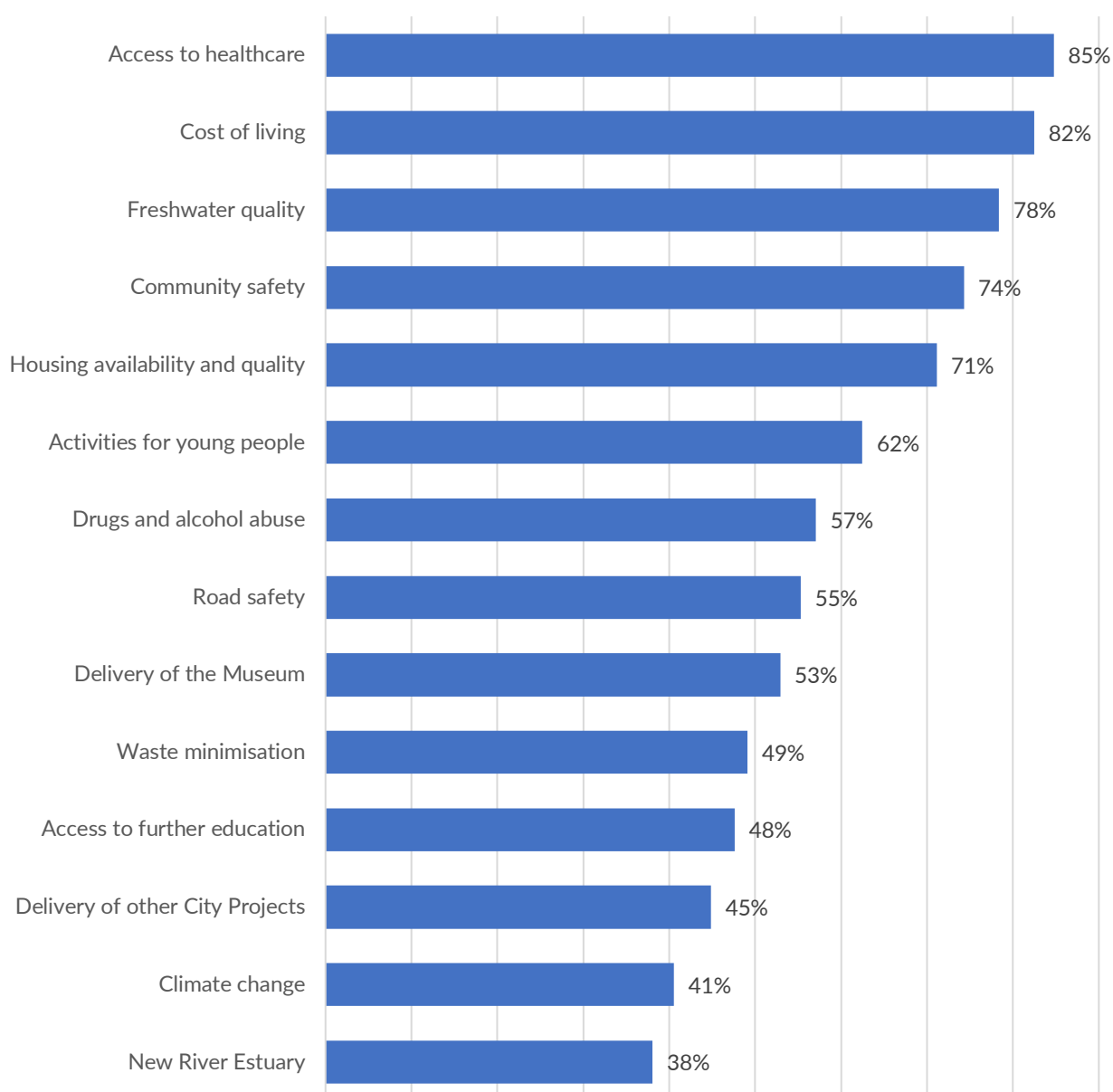
In addition to pre-coded issues, respondents were also provided with the opportunity to identify other issues and include those other issues in their ratings. As these issues were unprompted, both the number of respondents identifying the issue and the relative rating provided by the respondents should provide an indication of the perceived importance of these factors to the city's residents. All factors that were nominated as a priority for the Council were rated with a score of '4' (important) or '5' (very important).

Number of Responses	
Stop lowering speed limits on roads	11
Better road maintenance	9
Better Council financial management	8
Support art and culture	7
Improve CBD and parks	7
Improve community safety	7
Provide more family support	6
Stop three waters	5
Increase support to businesses	4
Improve transport	4
Manage waste and pollution	3
Improve parking	3
Provide more youth support	2
Provide more entertainment	2

Ranking

Respondents were asked to consider the same 14 issues that they had provided ratings for, and to rank them in order of importance from 1 to 14. The data were analysed by scoring each #1 ranking as 14, each #2 as 13, etc. through to 14th ranked issues scoring 1 only. The results were then totalled. On this basis, the factor with the highest overall score was considered by residents to be the highest priority of the issues facing council. The results have been reported as a percentage of a possible total score of 100%.

The same four issues were perceived by residents to be most important based on rating and ranking questions. These were (1) access to healthcare; (2) cost of living; (3) freshwater quality and (4) community safety. There were some variations in the relative order of other issues. The lowest rated and ranked issues remained the New River Estuary and climate change.



The ranking process provided insights into some issues that were more highly ranked by groups within the population. When analysed by age, females were more likely than males to be concerned about housing availability, but less likely to rate delivery of other city projects and the New River Estuary highly.

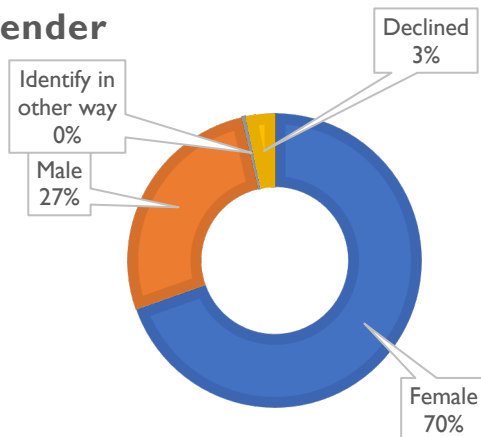
The analysis based on age also provided some variations. Those aged 18-34 ranked waste minimisation and climate change less highly than other groups, those aged 35-44 were the least concerned about the New River Estuary, those aged 55-64 were more likely to be concerned about road safety, while those aged 65+ were more likely to be concerned about climate change and the New River Estuary, but less likely to be concerned about activities for young people and road safety.

	Male	Female	18-34	35-44	45-54	55-64	65+
Access to healthcare	81%	86%	82%	85%	86%	87%	83%
Cost of living	78%	83%	85%	83%	80%	80%	78%
Freshwater quality	77%	78%	78%	78%	78%	78%	73%
Community safety	76%	73%	72%	74%	75%	75%	69%
Housing availability and quality	63%	73%	74%	71%	71%	69%	70%
Activities for young people	64%	61%	66%	66%	60%	57%	53%
Drugs and alcohol abuse	56%	58%	61%	54%	58%	58%	59%
Road safety	52%	56%	49%	59%	55%	61%	47%
Delivery of the Museum	57%	51%	50%	51%	53%	50%	62%
Waste minimisation	53%	48%	44%	49%	49%	50%	57%
Access to further education	49%	49%	48%	47%	49%	53%	50%
Delivery of other City Projects	53%	42%	42%	46%	45%	39%	52%
Climate change	35%	42%	34%	42%	43%	38%	46%
New River Estuary	47%	35%	38%	35%	36%	39%	49%

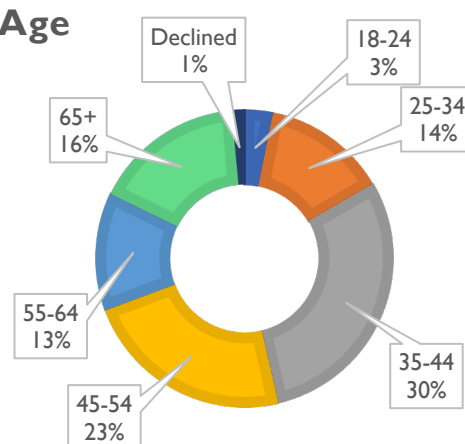
Demographics

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. Other than age, responses did not align with the data from the most recent census. Demographic factors that were under-sampled included ethnicity (under-sampled Māori) 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.

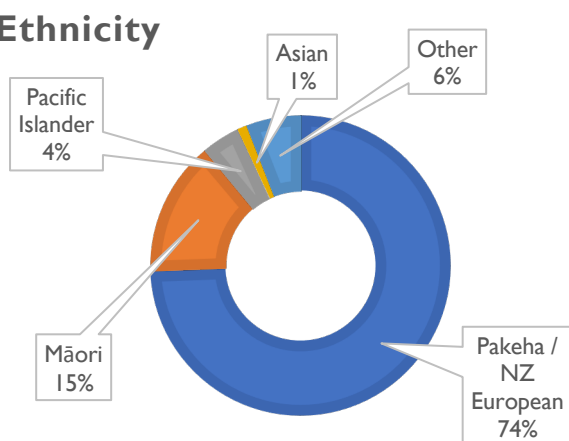
Gender



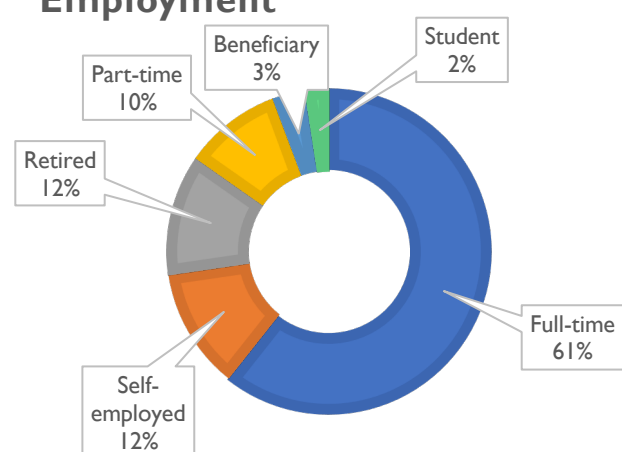
Age



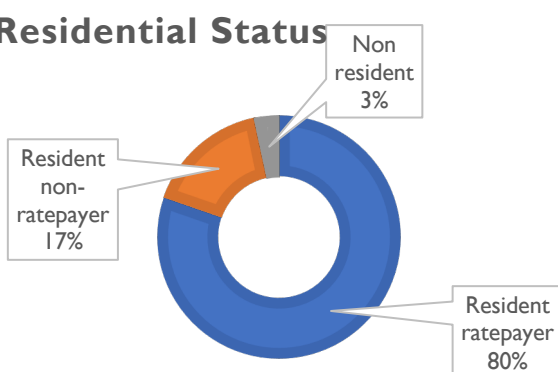
Ethnicity



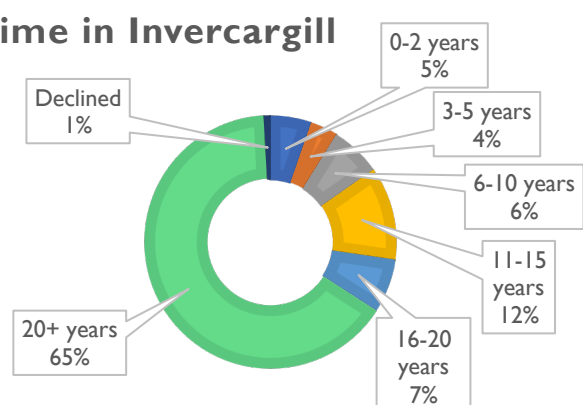
Employment



Residential Status



Time in Invercargill



Appendix – Verbatim Responses

Positive Things about Invercargill

15 minutes to anywhere in Invercargill.
 Absolutely nothing. It's a boring shit hole
 Access to everything
 Access to good maintained roads, and pathways.
 access to great spaces.
 Access to natural areas
 Access to open spaces, estuary, native bush
 Access to parks and reserves
 Access to things like queens Park and reasonably safe to live here
 accessibility of amenities
 Accessibility to wider Invercargill community, services & region
 Accessibility, easy to get to places .quiet pace
 Affordability
 Affordable, ease of getting around
 All the development going on
 all the gardens, parks and facilities, affordability
 Always lived here. Lots happening so keen to stay.
 Am familiar w8th it
 Amenities
 ATM
 Beach bush space air water
 Being able to live within a small budget.
 Being close to facilities.
 Being close to family and friends
 Being so close to beautiful places
 Birdlife
 Cheap and easy to get around
 Cheap housing
 Cheap housing, close to outdoor locations
 City feel without having to travel long distances
 City infrastructure development
 Close proximity to everything
 close proximity to my interests and hobbies
 Close proximity to other fantastic destinations and the cost of living
 Close proximity to River , Beach and shops
 Close to countryside beach and bush while having the benefits of a city
 Close to everything
 Close to everything I enjoy doing
 Close to family
 Close to family
 Close to Fiordland.
 Close to many outdoor sports and many recreation areas.
 Close to Mountains, Sea, Bush and Nice place to live if you ignore the councils infighting

Close to schools, mostly friendly and safe for children
 Close to the outdoors and short commute to work
 Close to work
 closeness to beach/QT and Queens park
 Closeness to everything and nor too many people
 Closeness to many places
 Combining town facilities with country living
 Community
 Commute time
 Compact city with nice greenery parks tall trees
 Convenience to amenities
 Cost
 Cost
 Doesn't take long to get anywhere
 Doesn't take long to get anywhere
 Doesn't take long to get places
 Doesn't take long to get to places and the people are good
 Dog friendly (off lead) outdoor areas
 Don't, moving away soon.
 Driving is easy, apart from the roadworks
 Ease of accessibility
 Ease of getting around the city (short travel distances, easy wide roads, limited traffic. Good infrastructure and services in Invercargill.
 Ease of getting everywhere, being able to park outside a shop you need to go into, amazing parks. Inner city is starting to come to life. Great sporting facilities
 Ease of getting from A to B; low population; friendliness of southlanders
 Ease of getting places, family friendly
 Ease of living
 Ease of living
 Ease of living and green spaces
 Ease of living. No crowds and good outdoor environment
 Ease to get places
 ease to travel anywhere in the city.
 Easy
 Easy access to amenities
 easy access to everything I need
 Easy access to everywhere
 Easy access to rivers and beaches
 Easy access to services
 Easy access to town, schools, parks and day trips
 Easy accessibility to everything
 easy accessibility, lots to do
 Easy going
 Easy life style
 Easy like Sunday morning
 Easy living
 Easy of getting to places
 easy to access most things
 Easy to bike around. Wonderful parks, wonderful library. Pace of life
 Easy to get around
 Easy to get around
 Easy to get around
 Easy to get around

Easy to get around
 Easy to get around
 Easy to get around
 Easy to get around in a short time
 Easy to get around, cheaper housing.
 Easy to get everywhere, Queens Park , family are close by.
 easy to get to places
 Easy to travel around , not busy
 Endless potential.
 Environment
 Everything
 Everything is close and it's a safe place to raise children
 Everything is close and the traffic is wonderful.
 Everything is close by
 Everything is so close and easy to access
 Everything is within walking distance
 Expansion and growth, quick travel to work
 Familiarity family
 Family
 Family
 Family
 Family
 Family
 Family all live, it's important to have family around.
 Family and friends
 Family and friends here. New up and coming township
 Family friendly
 Family friendly community
 family history is here, ease of commute ; close to attractions i.e.; Fiordland, Central Otago, Catlins
 Family, friends , friendly people, amazing parks and outdoor adventures
 fast travel
 Flat ground, not far from stuff
 Flat roads, beautiful parks
 Flat, no hills and not overpopulated
 Friendly
 Friendly city
 Friendly family atmosphere
 Friendly people
 Friendly people
 Friendly people in our city
 Friendly people who help most of the time
 Friendly people- easy to network.
 Friendly people, easy access to facilities
 Friendly people, family.
 Friendly, peaceful
 Friends and family
 General cost of living
 Good facilities and easy to get around town
 Good location from other towns and city's upcoming vibrant inner city strong Business community
 Good quality of life overall
 Good size, lovely community, friendly people, great schools
 Great access to beach, wide open spaces. Don't need travel too far to access shops, work etc
 Great horse riding area at Sandy point

Great place to live. Not over populated
 Great place to raise a family
 Grown up here, all I know
 Handy to facilities
 Has everything close
 Hmmmm yea
 How close the outdoor activities are
 How convenient my house is to most amenities
 How everything is so close, minimal traffic etc
 How green our environment is
 I always lived here don't really know what other places are like
 I can walk anywhere
 I don't live in the area
 I feel very much at home here. Nice size . lots of extended family here too
 I have family here
 I have lived here for over 50 years. The city is not too big.
 I have Time!!
 I like that there are still small locally owned shops
 I love the city is laid out in a grid pattern, the ease of navigating is wonderful.
 I personally think we are fortunate to live in Invercargill. It is accessible, close to beautiful parts of the region and central Otago. We have good facilities and living is affordable in comparison. We have great schools for our children.
 It is my home, ease of travel,
 It is where my friends and belongings are.
 It's a great neighbourhood and hope to buy a house in the area
 It's a long way from Auckland!!!!
 It's a perfect size for me...not too big and not too little
 It's a safe place
 It's a small town, no traffic congestion, great sporting facilities
 It's an affordable place to live, close to tourism hot spots and friendly
 It's cheap and town is central
 It's close to all the tourist centres, close to the beaches and mountains
 It's easy
 It's easy to get around
 It's easy to live here
 It's home
 It's home
 It's home, lived all my life
 It's home, the friendly people
 It's just the right size. Not too big not too small. The inner city redevelopment
 It's not over populated. So close to nature.
 It's not too busy
 It's not too busy.
 It's open spaces
 It's peaceful
 It's quiet
 It's quiet.
 It's reasonably quiet, it's green and lush and you've never got far to go if you want to be in nature.
 It's small, family friendly, less expensive than other cities
 It's a developing town and excited to see the change
 it's quiet and everything I need is fairly close
 It's quiet, easy place to live in and fantastic for families
 It's safe, Queens park, and our streets are wide.

Lack of traffic
 Laid back easy no rush lifestyle
 Laid back easy pace living
 Laid back, semi small city, parks.
 Leaving it
 Less gunshot than other bigger city
 Less people
 Lifestyle
 Lifestyle
 Lifestyle not too busy, not too laid back. Just right.
 Lived here all of my married life Great place to bring up kids especially in the 70-80 ties
 Living in a small city with few traffic problems, and no air pollution at rush hour that makes my head ache in larger cities.
 living near family
 Living on the outskirts
 Location
 Location, no traffic jams, good facilities for kids sports
 Love the cooler weather, queens Park, less crowded, traffic ,manageable, EXCEPT THE NEW PARKING METERS, invested 40 dollars in buss pass, no money back used once. Chlorine in every pool, why not one without for those allergic.
 Mall being built
 My family is close by
 My family is here
 My family is here
 my home and section - my immediate surrounds
 My lifestyle
 Nature, location, not too big and the weather.
 New developments, job security
 New mall
 No heavy traffic
 No overcrowding
 No traffic jams
 Not a large city, I like the smaller size
 not living in a rat race and everything is only 10 minutes away
 Not many people
 Not much
 Not much atm
 Not overcrowded
 Not the hustle and bustle of bigger towns
 Not too big. Not too small. And has started to move forward as an old city to new
 Not too busy as in population is not to big bot to small
 Not too big
 Not too big, close to everything
 Not too Busy
 Nothing
 Nothing. I can't wait to leave after finishing study
 Only a few minutes to any shops
 Open spaces and relaxedness
 Opportunity
 Our individuality
 Our natural facilities and parks, Low Crime, Community focus
 our people
 Outdoor activities

Outdoors
 Pace of life
 Parks and green spaces
 Parks and walks
 Peace
 Peaceful
 Peaceful
 People
 People
 People
 People
 People
 people, environment (parks, beach, ocean and so on)
 People, progress
 Pioneering spirit
 Plenty of green spaces to relax and enjoy
 Plenty of things to do
 Proximity
 Proximity to all the things I need
 Proximity to amenities, parks and reserves
 Proximity to everything
 Proximity to everything - work, walks, beach, awesome areas outside of Invercargill
 Proximity to other great places (Stewart Is, Fiordland, etc), rejuvenated city centre, friendly people
 Proximity to tourist destinations
 Queens Park
 Queens Park
 Queens Park disc golf course.
 Quick to get where I need to be e.g. no traffic jams
 Quiet
 Quiet
 Quiet and love the community, feels safe
 Quiet living
 Quiet town
 quiet, affordable, great empty countryside all around
 Quieter lifestyle, lots of outdoor activities close by.
 Quietish, friendly (mostly) is my home
 Quietness
 R
 Real people
 Recreation areas available
 Redevelopment and new initiatives happening
 Relaxed life style.
 Relaxed pace of life and easy access to the outdoors
 Relaxed, friendly people, not too busy with motorways etc
 Relaxing
 Safe and friendly
 Safe ish, Queens park is awesome, that new mall thing is good too
 Safe place to raise children
 Safety
 Safety, low number of ram raids etc
 Sandy Point
 Sandy Point
 Sandy Point

Sandy Point Domain caters to many interests
 Sandy Point Horse Riding Area
 Sandy point/Thomson's bush reserves
 Seeing the new growth in the city but also the parks and green spaces we have
 Short commute and friendly people
 Short commute to work
 Short commutes, weather, family friendly. Otatara is like a small village, it's an awesome place to have a family
 Short travel time to work, school, sports
 Simplicity of getting from A to B
 Size, only lived here
 Slow pace, easy to get around.
 Slower pace of life
 slower pace of life, quick access to everything and no hills!
 slower pace of lifestyle
 Small city. Easy to get around
 Small community
 Small town benefits, i.e. Lower Cost of Housing. Close-Knit Community. Less Crime. Slower Pace. Less Traffic.
 Mental Health. Independent Businesses
 Small. Easy to get around
 Smaller city, close proximity to outdoor areas e.g. beach, river
 So friendly and safe
 So much free and cheap activities for my young kids and the beautiful natural environment surrounding us that we can enjoy. Slower pace of life.
 Southland has the best people they are friendly helpful and full of promise our city punches above its weight however social services museum etc are dismal and rate payers are feeling ripped off by council where does all that money go? southland therefore has the best people that's what I love about it.
 sport and education for my kids and close to lakes
 Support network
 That developments are being made to make it a more attractive place to live and to bring more people in.
 That it isn't too large a city
 That it's not fast paced
 The affordability
 The availability to get to places
 The balmy weather
 The beach
 The beaches
 The changes happening
 The character
 The close proximity from the CBD to the suburbs
 The close proximity to Queenstown, the new developments in the city. Our stunning landscape and accessibility to nature walks and tracks
 The community and friendly people
 The connection of the community.
 The culture
 The development
 The exciting booming shopping and the beautiful mall. But mostly the people and the lifestyle.
 The fact that is not too big a city and does not appear to be growing too fast
 The free opportunities and events held including gaming for my teenagers. And the friendly people too
 The friendly people, wide streets, weather
 The gardens & infrastructure
 The geography
 the growth of new buildings, businesses. Green ways, parks
 The interconnectedness

The large amount of outdoor activities available in the summer.
 the lifestyle
 The nature
 The new buildings
 The new city development
 The outdoor family activities
 The pace of life
 The people
 The people
 The people
 The people and ease of access to many outdoor recreation facilities
 the people and the presence of the city
 The people in general and not too fast paced
 The people, friendly approachable
 The people.
 The people. Where else in NZ can I walk down the street and have a conversation with someone I have never met before.
 The progression of our inner city. The people.
 The quieter pace of life, friendly city, wide streets
 The relaxed lifestyle - I have lived here all my life.
 the scenery changes drive in any direction and all becomes new
 The slower pace
 The slower pace of living. Nothing is rushed
 The south's hidden gem. Lots of nature close by. Weather not too bad. People not too bad either.
 The space and close to wonderful country side
 The variety of other places to visit
 The way the city is laid out in a grid pattern.
 The weather
 The weather
 The weather
 the weather
 There is still some sign of the traditional Southern lifestyle. But unfortunately less and less every year.
 There's always somewhere to go; plenty of parks, nature walks and cafes
 This is where my house, possessions and most of my friends live.
 Traffic and been able to get around easy
 Used to be the prices, that's why we returned
 We are finally moving out of the "history" with town
 Whanau
 Where I was born
 Where my family is
 Wide open spaces.
 Wide streets
 Wide streets
 Wide streets, not many people, no traffic jams, stunning places to explore within 2 hours
 Work/life balance, affordability

Services

Library

Have to pay for park to hire books
 Small town libraries are an anachronism. It would be cheaper to buy every ratepayer an e-reader such as a Kindle.

The Library is great, however we don't often use it due to lack of parking and having an invalids parking pass doesn't help either.

The library has nothing special for kids - think chch library.

The library online service is not easy to use.

Very disappointed that I was shut out of library, at a time when it was needed, and being a member for many, many years.

A lot of books I would like to read are not available. Would it be possible to suggest titles and authors

Books in Sinhala languages (Sri Lankan) aren't available at the library.

Brilliant library, helpful staff and interesting events. Best I've been to compared to other NZ cities I've lived in

Library I love the fact it has moved to including eBooks now too (less late fees for me!)

I mainly don't use the library because I can usually find what I need online.

I attend the library but could go more often. I am after research books and books for my profession and these are limited.

Library and pool are great.

Library and Splash Palace are fine.

Library consistent

Library excellent, helpful, interactive.

Library has less and less books for research in children's section.

Library is great but am not good at getting books back on time so rarely use it

Library is great especially the free parking in the car park building and open area that it is now between adults and children are

Library is great, love it.

Library is very good and so is Splash Palace.

Library needs a better selection of books.

Library service... Don't use it

Library staff are wonderful & facilities are modern & spacious.

Library. I go to The Chatter group on Mondays - love, it & the staff who attend are wonderful (Saniya & Hereon).

Love the library,

the library is a fantastic community resource.

The library is awesome, we are almost weekly visitors.

Parks and library are great

Library not as comfortable and a place to research since it's all opened up got noisy and lots of distractions but it's good in other areas

Resource books relating to natural living and remedies were withdrawn. I like gardening and using natural products.

The library is great but I'm not a member anymore

Still VERY disappointed with the library redesign and layout. I gave feedback in the public consultation at the time about needing to keep kids safe after numerous difficult experiences of keeping multiple small children safe (due to their ability to get out of children's area with no childproof barrier and then escape onto street etc). Then that feedback was ignored and the library was made so open plan that it's now extremely unsafe place to take multiple young children as no way to keep them safely within one area.

The library is amazing!

The Library is great ... we used it a lot when our kids were primary school age

The library is okay but could do with more books.

The library, splash palace etc

The library has great staff and one of the best collections anywhere great service.

The library is a great size and has plenty of books.

Parks

I love going to Queens Park and Anderson's park. Would so love a coffee shop at Andersons park!

More of our parks need toilet facilities.

Parks - create more all-weather pathways around Turnbull Thompson, along the Otepunu etc for active transporters, parents with kids in prams, school bikers etc to take short cuts off the main roads. Put out rubbish bins for litter and dog droppings. Create a harvest garden, where you can harvest anytime - without social media pics so people who need help can get it without being shamed out my staff watching

I think Queens Park is hugely under-utilised. no community garden. No interactive activities.

it's great to see our parks and spaces being utilised to support food sovereignty and plant meaningfully (vegetables for harvest by the community) instead of traditional colonial gardens that while aesthetically pleasing serve minimal purpose to the general public.

Many of the local parks need attention to their play equipment and also the rubbish services that are provided. I would prefer centre plots are filled and maintained with long term plants and the money saved from this used toward play equipment and services

Designate one dog Park for large. dogs the other for small. Too much biting and pouncing on the wee ones by the bigger ones and then the grownups start on each other.

Only have used the parks

As for the parks, I love the face we have so many of them in town

Parks are well kept.

parks excellent.

Queens park is beautiful . Some of parks down south not so good

City's parks... Beautiful. A wonderful asset

The gardens are world class, and even my dogs love the dog park

love Queens park which is outstanding.

Parks and library are great,

The Parks are great but Sandy Point seems to be less well kept in the last few years.

The playground is old

The parks are amazing!

Queens Park is a lovely place to go for a walk, we go most weekends with the dog.

The parks that were once our pride and joy have had trees after trees cut down. Devastating.

Our parks are so amazing. We are very lucky

Our parks are the best in the country and I've seen a lot carry on that great work.

The parks particularly queens park and Anderson's park are very immaculate and have amazing gardens.

Biggest issues are parks and playgrounds. Newbie street park needs a big upgrade. Elizabeth park needs maintained more.

city parks are fabulous,

Our parks are amazing

Use parks great,

The park looks good, but definitely love flowers as opposed to those silly wee grasses that are popping up.

Don't use many of them but would love to see a Margaret Mahy type playground in Queens Park

Good venues and Parks

Get the museum rebuild underway and Anderson's Park.

The playground at Queens Park is very dated. Most other centres seen to have much bigger and more modern playgrounds.

I do not need to use these at this point in time. Exception of the parks which we frequent a lot

I use the parks sometimes. But do enjoy the bush walk around town done by the d.o.c

I love the parks, they are beautiful, clean and well maintained!

I only really use the parks and I think they are good

I would like to see Donovan Park tidied up - it's an overgrown mess.

I would like to see the parks being updated. Invercargill is seriously lacking in modern playground. E.g. Hanleys park, Christchurch park. It's time to update our park. E.g. sand play, better climbing

The parks are beautiful and well maintained

It appears that more effort is put into parks and reserves in North ingill than South. I'm sure the weather will be blamed but that's just a lame excuse

Love Queens Park. It's a beautiful asset to the city.

Love love love our parks.

Love the parks and feel these are undervalued and more money needs to be reinvested in this area.

Love queens park,

More trees and attractive planting. Currently horrible

Our parks are amazing. Queens park is the heart of the city

Our venues and Parkes suit our community well.

Parks are amazing,

Parks are good but reserved like sandy point have been neglected in last couple of years

Parks are very well maintained.

Please check the Queens Park playground water play area. I have a 3.5 yr. old and the rough concrete is not child friendly. Can you change it to a bouncy material or anything child proof? It is a risk and a hazard.

Other than queens park the other parks in the city are so so, we spent a few days visiting all and we're extremely disappointed.

Queens Park is an absolute treasure and needs to be maintained to a high standard. A wonderful asset.

Queens park is beautiful, play area is brilliant for the kids.

Queens park is great ,

queens Park is stunning but many of the other parks, particularly children's areas are quite unkempt and not well cared for, and the plantings are decidedly average

Queens Park is an amazing, fĀtaahua space we should all be proud of.

Just love our beautiful parks. Well maintained and I feel safe visiting.

The parks are a credit to the city.

The parks are amazing

The parks are great,

There isn't enough in the parks and majority only have a swing and seesaw

Splash Palace

Splash Palace does not cater for those allergic to chlorine.

Splash Palace should be sold to private interests and not subsidised.

We used to be at Splash Palace 3 times week when the kids were younger (swimming lessons and water polo)

I use splash palace but I have complain multiple times regarding the opening times of equipment

Splash palace needs a fun area for pre-swimmers where they can't too easily go to deep area.

Splash palace renovations were not completed to a good standard which ultimately led to more disruptions and health and safety concerns.

And I want to be using Splash Palace more often, but I'd have to take one bus to town then another to as close to Splash Palace as possible, then the same on the way home. It's exhausting to think about.

Splash palace is less of a thing now the kids are older.

Library and Splash Palace are fine.

Too hard to get a park Splash palace..

Splash Palace is ok but wish the leisure pool was bigger.

the new slides at the pool are a disappointment

Splash palace doesn't have accessible family change rooms - you need to get coins to use them.

The Splash Palace is good and I may soon resume going.

splash palace great but my children have grown and I don't tend to use these facilities.

splash place 3-4 times a week and it's poorly organised and set up not customer centric at all and is run in a suboptimal way that upsets many users

Splash palace always seems filthy when I'm there.

Pools are way too expensive for families.

Splash palace is expensive but still take kids there.

Splash Palace is great

Splash Palace is an awesome place to take the kids, only thing being three of four of my kids are excluded from slides due to age, that is a shame but they will grow eventually and be able to use them.

Splash palace is overpriced especially for families. Does the adult still swim free with a paying child?? Pools are also understaffed and with murihiku being surrounded by water 2 hours whichever way you drive our children

should know how to swim, not just school swimming because swimming classes are out of reach of many whanau because of the cost. Ever thought of offering free swim classes to health providers to offer to clients? pool great.

Absolutely stupid system of actually getting to the pool side as a non-swimming parent and to buy food.

Splash palace great for the kids.

Splash palace is good.

good so is Splash Palace.

I use the leisure pool (for exercise and chatting) a splendid facility.

Splash Palace too expensive now so don't go

Splash Palace is expensive.

Splash palace is great for all family, it is getting a bit expensive now though so we have looked in to a different learn to swim programme.

Splash palace upgrade is great

Everything is so expensive, to take my kids to the pool is over \$20 and that's not even taking into account the over the top prices for the water slides.

Splash Palace truly need some updating, for the price you pay and what you get compared to Dunedin or Christchurch pools Council venues.

I am on a supported living benefit and find the cost of the pool hard, it is the only form of exercise I am recommended to do and need to go about 4 times a week but can't afford it.

Splash palace is great upgrades are great, more costly but we understand. Bud I have no need for.

Cost of splash palace limits more usage for families

Life guards need to be more in control of wave pool at splash palace not just turn away when they see poor behaviour from teenagers

Recently started using splash palace almost weekly with my toddler. It's wonderful!

Splash Palace got dare, should kept the old slide if it was going to in reuse this much,

Splash place is great too.

Pool is good but new auto doors and having to walk through pools area to leave is a bit stupid

Splash palace has unreasonable rates for families. We were regular members of the swim school for over a year until they didn't prioritise the current members for the next enrolment.

Splash Palace is a venue that has not been well designed and the running of the lifeguards is not up to standard. With 10 years in the industry I know what works and they do not have it working.

Splash palace is to expensive now,

Splash Palace is very expensive now for my kids - as a ratepayer, we have are already paying for this therefore the cost should be reflective. We want our kids to use the facility but it's too expensive to swim and play weekly. Make it cheaper

Splash Palace is way too expensive for middle income families

Splash palace prices are borderline extortion.

Swimming pool often dirty

The new entrance system at Splash Palace is terrible, been twice already and 2nd time didn't have to use the ticket to trigger the gate open. Also having to walk through the changing rooms as a non-swimmer is invasive, disorientating and not welcoming at all.

Community Involvement in Decision Making

Council caravan reputedly worthwhile expenditure to improve community involvement in decision making. I like the Mayor's proposal to make matters more transparent like opening Council committees to the public. Wish council discussed options about dropping speed limits in rural/ otatara area.

I like that the council conducts surveys such as this one and that you had all the mayoral debates and events for ICC candidates prior to election.

Council need to pay attention to the people and listen to what they want. we are the ones who put them in there it is not for any council member to take lightly the duty the community has asked them to perform. In other words full transparency no cloak and dagger stuff and none of this he said she said stuff get on with the duty you were charged with.

I don't feel like the communities voice is heard in the decision making often

Community involvement... making decisions then allowing a short time to make submissions - ummmmm guys, this is not community involvement

Not much point in community involvement in decision making - look at the new speed limits being enforced.

community involvement in decision making as tax payers we're not listened to anyway so what's the point??

Community involvement in decision making is more to tick that box in my view, councils do what they want regardless

Haven't seen any opportunity to have my say on council things but not actively looking either

It is very hard to find out what is happening and where. I don't know if the council provides for any community feedback. The elections were a stressful event finding out the information on the candidates was hopeless.

Staff at ICC have been both rude and no problem discussing your business at council feel some have been in the role too long and have little respect for ratepayers that pay them.

Bring back the seal! Council has become increasingly difficult to deal with in the last 5 years and is stagnating the economic growth of our people. Time frames have been increased, costs are unreasonable (even with NZs inflation rate) and rules have become more strict. Our Mayor needs to keep our councils accountable to their actions.

Sometimes 'engagement' appears to simply be an exercise, although slowly improving in some areas

Council may provide what it considers fair or any opportunities for community involvement on paper, but those stats will speak for themselves. It's time to change it up. Get out on the street with a tablet or something across the many areas including Bluff and ask people in person a quick 3-5 minute questionnaire. Or something other than the mundane processes of current times

I'm hoping the community involvement issue with decision making will now change with a new council and mayor.

I did not agree with the segregation rules that were enforced by council members such as Nobby Clark and Marcus Lush. I'm of the opinion that this is yet another one of Nobby Clarks directives that will let to him taking a grandstand. But let's face it our new mayor will probably quit when he doesn't get what he wants.

I don't believe there is enough communication on why decisions have been made

I don't think the council gives as much involvement to the community when it comes to decision making.

More need ps to be done to listen to public opinion in terms of community involvement

The council is under the total control of Central government and I am not happy with the LGNZ. While there may be lip service to community involvement I believe the Gov narrative must be followed by council

ICC undervalues community development and community engagement. It shows little regard or action on community concerns.

I'm only aware of this survey due to other people, it would have been helpful to have this emailed out to all ratepayers. this is the only consultation I have been involved in.

Council has a poor record regarding listening to the community about decisions.

Lack of transparency with decision making.

No Care Shown to the residents of Arthur Street, allowing a non-functional wind turbine now effecting our daily lives. We need there adverse effects, to be mitigate, avoided and actioned on now. No democracy either , because 33 people in this street DID NOT WANT A WIND TURBINE IN THEIR STREET AND NOW WE HAVE A WHITE ELEPHANT

Speed limit reduction why?

The council agreed to covid mandates using passports which was a breach of human rights and discrimination.

The community needs to know more about the up and coming 3 waters and what it would mean for Invercargill so more people stand against it. Not enough residents even know or care what it is.

The council needs to make more of an effort to let people know about important upcoming meetings and events where ratepayers can voice their concerns and opinions on decisions being made for the City.

As far as I am concerned it seems pretty non-existent... if it does exist, it appears to be so obscure that no one I know is involved in it. I feel like a well-advertised and transparent voting system would go a long way to improve my faith in the idea that the council actually represents its people (even akin to binding referenda on decisions). The recent election highlighted to me that unless you seek out and meet applicants in person it can be almost impossible to know where they stand on issues (the written blurbs are often very generic and avoid

making stances); I think a "tick box" kind of approach on the main issues that all candidates must fill out should be mandatory to we actually know what we're voting for. Just my 2 cents, cheers.

The people have no say. Money is wasted. museum should never have been shut. Māori wards should never have happened. Hopefully the new mayor can sort it. If 3 waters goes ahead I'm leaving NZ

Things may now change with Council consultation, but it has seemed in the past that, despite "consultation", things seem to have already been decided. Councillors should be more available, like our MPs. They don't appear to be.

We get a voice? I call bulls**t.

We have very little say and if we do you have to wonder if you actually get listened to or the council carries on with its own agenda.

When dealing with council I have been satisfied, public should always be consulted on plans of changes that affect our city

Wider publicising of when council meetings / other forums for debate and decision making are held. It was hard to find out about election debates, opportunity to meet candidates etc. I had to go searching for the information.

You need to listen to your community more, hopefully the new council will do better than the last.

Public Transport

The unnecessary Bus services have been a source of corruption and another bottomless money pit.

Bus service times are not appropriate for times I travel into shopping centre.

habit driver but kids use buses fine

The buses are usually empty, would like to see the numbers prior, and after the last changes made.

bus services don't work for my work so don't use

Bus well routes don't cover much area what about those older folk?

Buses... Too infrequent to be practical

Loathe buses

I have no need to use a bus but kids have in the past it's a good service.

Would absolutely use a bus service if it was available from Bluff, with stops at Greenpoint, Greenhills etc...

I hate the buses

Bus Serviced. Very good & I probably don't use them often enough.

Buses don't suit work hours and now buses are running different routes so no longer use

The busses are good.

I don't use the bus

The bus service is completely impractical for me. Only once an hour, so I can bus into town for an appointment but might need to take the bus an hour earlier to be at an appointment on time, and then depending on how long the appt is, wait for another hour to catch the next bus home - so much waiting around. I can't walk far due to a bad hip, so a bus to town is only useful if I only need to go within a couple of minutes' walk of the Hub.

The bus service to our area has been cancelled so I am back to using the car or cycle, which is dangerous.

Have started to use the bus system due to being able to drive, which has been helpful.

Otarara has no bus service, but wish we had one, would use it.

Make the buses free and run them past the pubs into the evening, schools, into the stadium etc

Would love a bus service from Otatara to the city, surely we are such a huge suburb that need that option.

The bus services are not good. Recently looked at timetables for one of my children and there is no breakdown of what time the bus will be at each stop. This needs improvement. As does the website. It's very old, boring and dated.

The "Ghost buses "go past empty 99.9% of the time. bZ waste if fuel and resource. . Either cancel or put mini buses on runs,.

Bus doesn't go to the airport,

The bus routes have all changed and they are now not suitable for me.

Bus service is highly limited but also understand it is poorly subscribed for in my area

Bus timetable doesn't suit my work hours.

Buses just pull out Infront of traffic, and they are way too scary to ride on. If I didn't have a car I'd prefer to walk then ride a bus.

Buses simply not practical for many people or functions (e.g. grocery shopping, family visits, etc).

I don't use the services. I don't see the value of these services for my part in life.

I work in tourism and complaints about the lack of bus service is the biggest gripe

The bus routes are poorly thought out. The routes go down the same two streets but leave large gaps of streets missed. EG: instead of Layard street twice during each route, go down Herbert and back up Layard.

This would cover a much larger area and take EXACT same amount of time. Also cut out the large amount of lights in CBD and go straight to Gala from the hub. Would allow the bus drivers more time so they can have a toilet stop and well-earned break. I believe the drivers have voiced concerns and have not been listened to. They speak for those of us who use the service regularly. The drivers and price are great. The routes all need a few tweaks to work better for the whole community.

The bus services are excessively difficult to understand. Will not guarantee to stop for children going to school. Takes ages. Inaccessible for people who have deadlines to get places. Disappointing.

There should be buses from both south city and the library to the park, the beach and the pool.

They're nice, but could be modernize. Bus services need to be expanded.

We Need: Late Evening/ Night Busses Sunday Busses Keep the 50% off bus fare permanently

Would be great to have more bus services especially to support rangatahi i.e. after school bus to town, stadium etc. Also transport options fir Bluff. All venues need more youth friendly spaces as none are very youth focused

He Waka Tuia / Venues and Events

look forward to our new museum when it is built. The He Waka Tuia is not situated right. No free parking
Never been to the new museum site.

The art museum is a quick 5min walk around and takes 5x longer to find a park. All events at venues are too expensive for the average family.

Would like to see the Museum back at the park as hard to find a park in town. When last at the Scottish Hall the Family Tartans and Crests looked like they needed a spruce up. Was last at Civic Theatre for Piping Hot. It's a lovely building.

. He Waka Tuia - must get along sometime.

. Never been to He Waka Tuia

(When open) more events could be planned. Any Museum at this stage would be appreciated.

Council venues are always well maintained and love the history of them

Disappointed still that we are using the civic theatre as a covid vaccine place because of this I will probably never use that place again an inquiry needs to be made about how many Invercargill residents were harmed there from cardiac arrest to minor damage. The civic theatre should have never been used for this most disappointing. Especially when the vaccine doesn't stop transmission doesn't reduce covid symptoms has had now been proven to cause more harm than good

Don't He Waka Tui.

Enjoy He Waka Tuia as free parking, friendly staff

Get the museum rebuild underway and Anderson's Park.

Haven't been to He Waka Tuia so can't comment.

Haven't had much to do with civic theatre etc either.

He Waka sham S

He Waka Tuia always 100% cold, rude 'welcome'. Never allowed to look around. Always changing exhibits, ladders up, cordoned off??? Get this done before opening to public each day!

He Waka Tuia always has something interesting, really impressed to see tame iti exhibit.

He Waka Tuia had limited exhibits for small children when I visited.

He Waka Tuia is an okay place for an interim museum, but hasn't been that well received by my kids and I was hoping it would fill a small piece of the gap left by the museum closure. It's very very small and the displays are not that exciting for the kids, they try their best though.

He Waka Tuia is nice enough but not the original pyramid plus it's really hard to find a car park close by. I

He Waka Tuia is totally unsuitable for children, there is not enough space and parking is a huge issue. It's not a welcoming space at all.

He Waka Tuia parking issue and a bit out of the way. The town hall on the inside could do with a paint. It's such a lovely interior but it seems that it got stuck in the 40's

He Waka Tuia was always a waste of space and cost.

I don't go to any events often but when I do I quite enjoy the Civic Theatre.

I don't know what Te Waka is, but the other services are fine, not great but not horrible. We need a museum the old one at the Queens Park needs to be opened and we need art gallery

I have and did visit and enjoy the old museum.

I have never been to He Waka Tuia it doesn't interest me. S

I have never been to He Waka Tuia. It is difficult to get to, hard to park I'd have to pay for parking and an inconvenience getting there . Now if it were say at the park I'd be there. Free parking easy to get to with wee kids .

I have no interest in He Waka. I'm not into culture as provided by council venues.

I have yet to visit He Waka Tuia.

I haven't been to the art gallery but I follow it on fb and it looks great .I love the civic theatre

I refuse to go to He Waka Tuia as disgusted with the closure of our precious museum. Civic theatre is beautiful.

It is very hard to find out what is happening and where. Parking is a nightmare if you go to an event. The museum was great when it was in Queens park as you had so many opportunities to do a variety of things, museum, cafe, park. I have not been to where it currently is as there are roads works and no parking and it seem very small and insignificant.

Love the Civic theatre- Scottish hall is run down. Definitely cannot wait for a new museum!!

Maintenance of assets is poor

Modern facilities, good attractions

Museum needs reopened on old site.

museum has been disappointing as I think unsuitable venue where it is at present, as Gala St site is more family friendly,

Museum/art gallery needs more for toddler engagement, not just school aged kids. I've only been to the civic hall when getting vaccinated and going to the wiggles a year ago. Seems under used or not advertised well.

Never been to He Waka Tuia

Never been to the new museum

Never used He Waka Tuia.

not ever been to He Waka Tuia - used to visit frequently when it was at the park - now it's out of the way.

Not happy with amount wasted on your new so called museum went 1 time wouldn't go back and have heard this from many people

Poor parking, access to and not much at the gallery

He Waka Huia is great, however, each time I go in I do wish there was more to see and do.

The council needs to up its game on fixing and upgrading services especially the museum.

The councils other venues and event services are poorly marketed and except for the civic, look tired.

The Invercargill Museum should never have been closed, along with Anderson Park House. We have become too anal with earthquake rules. There is more chance of the veranda's around the city shops falling down on people with the state they are in.

The museum is a joke

The museum is to small

the new museum is rubbish bring back our real displays and history sick of the pre-school activities and displays. Rugby park not so special.

The parking for He Waka Tuia is crap, there isn't enough venues to hire for probate functions,

The sad excuse of an art gallery has no parking, it's in a terrible place and is a sad stop gap for the much missed museum

The Southland Museum is still more interesting from the outside than inside. The Sports venues are superb but management pathetically insane, e.g. Rugby Park.

They are always in top condition. Your staff are friendly and helpful

They're all very nice maintained buildings,
 Venues fine, as are the rest, involvement great, parks excellent.
 What is He Waka Tuia?

Resilience

Better night life

Fight for our local services e.g. water services hospital

Getting rid of the rig raf in south city

Have more free events for everyone

Hmmm, a hard one for council, as many of the social decline aspects are due to national, not local politics.

Hopefully stuff starts happening now we got a new mayor whom I voted for

improve public transport. better mountain bike park. public transport to outdoor activities at Ootatara

Information about when hui are held shared on social media might help keep more rakatahi/young people

engaging with their communities by knowing they can attend and when

Integrated calendar of events and attractions, and get beyond city centre. Support community groups, small businesses AND start ups

Involvement

Make the dog park more user friendly, i.e. sperate areas into two segments one for small breads the other for large dogs. This would encourage more small dog owners and the elderly to use the dog park.

Making it easier to build. Shorten building consent times.

Making it safer for cyclists especially high school students coming from the semi-rural areas

More things to help mental health in everyone

More to prepare for climate change, flood risks and working closely with partners and existing agencies

my land is land locked and has been this way forever. Council are not at all helpful to get this changed. It has to be us that incur the cost of roads etc, which is a huge cost for any family.

Perhaps a younger voice. Less old white man's club, getting the voice and ideas of youth to help grow the city.

Providing safe spaces for a wider range of hobbies.

Remember when you kicked us out of everything for not getting a job that didn't work? Don't do that again..

sort out the problem of really loud stereos in cars that wake us up at night and even interrupt phone calls during the day

Stop utilizing What's on Invers Facebook page - if you use it and have better social media advertising that has nothing to do with Mike Sanderson.

Subsidise and extend bus routes in South Invercargill for students under 18 and one caregiver for under 10's.

Trainings....workshops...what does resilience look like etc ?

Try and change mindsets of people.

Try to instill more pride in our city

Voting for a mayor who isn't a blow hard and purely ou

Water is the molecule of life. We need to have an alternative source of water in preparation for extended droughts brought on by climate change.

We need to promote a sense of unity in the city.

Beautifying streets, trees everywhere. Parks and, Reserves are letting us down. Poor and unimaginative planting.

Beautifying the suburbs and getting some talent into Parks and Reserves. Current plantings not acceptable

By continually increasing rates, our resilience is being built up! There need to be more community initiatives using the free facilities we have - beautiful parks and reserves. Unfortunately, expensive health and safety and traffic management regulations make these not so free. Make Don and Esk Streets between Tay and Kelvin Streets traffic free, except for certain hours for delivery vehicles, and have busking, community activities there. It will also draw people to the shops. No food required because there will be enough food outlets available right there. Enforce the non-smoking / vaping and also the dangerous in an enclosed space scootering / skateboarding.

A better plan for climate change (weather events)

Actually consult and take heed of what is said by the ratepayers

Actually listening to its residents, we may not be on the council. But some of us have some decent common sense ideas

As mentioned a permanent covered market space, easily accessible. Investing in opportunities for small businesses rather than developing a town that will be filled with national franchises of much the same.

Welcome to Invercargill, we hope you enjoy our shopping malls. A similar thing happened in Christchurch with the regeneration, the centre is dead whereas the Tannery and the Riverside market, catering to small independent businesses are buzzing.

Ask for input before just doing

Assisting more private enterprise in the family entertainment industry. More things to do for our tamariki, youth and family's

Be transparent about funding that may be available to community groups. Needs more communication be transparent about their job and their under takings

Being more user friendly to the rate payer e.g. giving back to the community

blocking anti vaccine people, anti-society

Bringing in more people

Building communities, get rid of the ILT so other businesses can flourish and add diversity. Help keep young people here that are not binge drinkers in the horrible bars available from ILT

Building more council flats for families

by effectively including the BLUFF COMMUNITY who are A PART of ICC jurisdiction would be a tremendous start. Provide equally for all of "Invercargill City" when considering the above and any future plans. Strength comes from trust and reliability

By involving the whole community

Communicate, communicate, communicate to ALL of the population. Spend the money of raising awareness.

There are so many people stuck at home who don't know what is happening.

Community / family events

Community consultation that is well advertised and assessable

Community event involvement even just as set up or coordinator

Community gardening

Composing better questions in surveys

Connecting in to the community and sector itself and asking what they think you should be doing.

Connecting with the community, providing activities and venues that promote social inclusion to

Consult residents before major decisions are made.

Continue support of community initiatives such as south alive

Continue to support south city

Control rates so life here remains affordable. Build a strong council who we can actually trust to do their best for Invercargill

Could be doing more for older residents.

Council members should be a bit more visible for the community to speak to face to face.

Council need to provide more areas for new housing. People love living in Invercargill when they have a new warm and dry house.

Covered events and activities i.e. playground suitable for our winter climate

Covered play area at Russell square with a pump track for the kids

Create more youth friendly events, make young people proud of their community

Deaking

develop a hub for all residents to foster involvement and encourage public ownership through volunteerism

Do what people ask for!

Doing away with Three Waters and not mandating medical procedure

Don't make decisions about our city without talking to us first

Dunno

Enabling

Engaging with owners of the assets us

Ensure transport isn't a barrier to participate. Ensure there are family friendly and youth friendly spaces in more neighbourhoods

ensuring events are available and open spaces accessible. City safety a big issue for building strength into the community - lose dogs, street racing along city streets can be very intimidating

Ensuring Māori have a proper voting voice on council. Remove the ILT. Make the council a living wage employer. Build more social housing

Ensuring that while we have good community outreach for our various cultures, ages, etc that there is also no double up on what each organisation is responsible for so resources are better used and money isn't wasted targeting the same thing.

Equity

Esk street no cars so Canberra used for many things and more people friendly

Family events. The table tennis tables are great but we don't like that they keep moving around.

Family friendly places. There is nowhere indoors to take small children in the rain. Need a museum

Find more affordable activities for families and teenagers

Finish projects properly and completely before beginning new ones. Stop wasting rate payer money

Fix rugby park and allow more events to be held there, Andersons park add a cafe. ILT stadium is a gem and holds great events and sports.

Fix the crime rate. It stinks

Fix the museum

Focus on core services only

follow the science and listen to people

For people that love to go to the city for a drink or whatever. I believe that the ICC should govern more of ILT they do an excellent job they were initially set up for Hotels and bars they have gone out of their purpose by have multiple motels restaurants and now cafes I believe we need to open this up for everyone so that if you want to open a bar in Invercargill or buy alcohol from the supermarket you should be allowed. The only way to become a bar is an entertainment license it's completely out of date and needs to change if ILT can start motels and cafes non ILT establishment should be able to start Bars, taverns without the governance

Free BBQs free coffee get amongst the community

Further city centre revitalisation work

Get the inner city vibrant and pumping. Tackle the youth gang and violence problem that makes people not want to go out at night.

Get the museum open again

Get the museum up and running, as it was something a family could do on a wet day.

Getting the city back to normal. Using our spaces to create environments for learning and sharing. Wachner place is an example

Getting the museum open

Getting things moving with museum and water tower and more thing for family's that are free

give us better security on our streets update security cameras.

Good facilities, housing,

Government need to address poverty in NZ

Have more active activities

Have more family friendly events

Having Toni MacLellan Mayor

Help beneficiary's when having issues with work and income, too many people are bullied by employees and complaints go no where

Help with housing, take over the grand hotel and fix it up for housing. Council need to be on the ground and listening to what the community need

Helping push wage growth with businesses. To many employers focused on close to minimum wage down here. Also more family friendly activities, maybe ride on train for kids in Queens Park etc... Better safe/separation of cycling infrastructure. More working space for charities and non-profit groups and clubs.

Hold more free events for communities to join in to. The cost of living is ridiculous so not many people would be able to afford events to go to, so holding free events would help bring the community together.

hosting more events that families can attend and are interactive, it is the only thing letting this city down is the lack of free activities for children to do especially in the wet weather

I think Council can stick to basics of looking after our infrastructure

I think the completion of the city upgrade will greatly assist in building those aspects

I'm not sure, maybe asking more of a range of people what they want and then actually doing something with the answers

Incorporating more shared community gardens for the public to come together and learn food security and be able to access more veg and fruits during difficult times

Invercargill is splintered and with the push to bring new settlers here, even more so, more community activities not based around race would help

Invest more in community development. Also need to invest more into supporting arts and cultural events in the city

It sometimes feels like there are two very different Invercargill's. Those that need more social services and those that don't think they are necessary and people should look after themselves. Community gardens.

Attending to crime, neighbourhood watch, community safety is a big issue. More community noticeboard stuff, how do people find out what's going on. The express reports it after the event. I don't get the paper as I'm over the media biased reporting. Not everyone does social media or has time in the day to listen to the local radio. I have the what's on Invers app but that doesn't have much on it. Does council know what the social aspects are in the community? Council feels like these people that make decisions for us but don't know or talk to us.

It's hard to say. I personally moved here from overseas and have to say that I don't really feel a part of the community as I'm not hugely into sports and that seems to be the way, again. So I think it would be great to have more of a community that everyone can be a part of even if they didn't grow up here and / or don't join any of the sports clubs.

Keep public fully aware of all council activities

lead by example - less unprofessional behaviour from counsellors, ensure services are available to the marginalized, equal input into all areas in Invercargill not just the affluent suburbs

Leaving it to the community and allowing people that actually know what they are doing make decisions. Part time councillors have not always got the skills of experience to be involved in decision making. instead empower the right people to get the job done. oh and maybe the council could tidy up wachner place or sort out the recycling for inner city cause we have none.

Less fees

Listen to people's ideas and have an open mind

Listen to public opinion

Listen to the people

listen to the people in the community

Listen to the people. Have resilience programmes, activities,,,

Listen to what the community wants

Listening to the needs of the public

Listening to the residents

Lower rates

Lower the rates so people can spend more time in communal areas instead of working more to pay council fees Maara, look at our maara whakapapa. An actual food map highlighting areas to gather/harvest and what is there to eat and what month to harvest. Investing in fry it trees and community maara.

Maintaining and planning ongoing minor updates of shared spaces.

Make Esk St for traffic only with the exception of goods vehicles. Listen to the rate payers. Utilise Surrey Park more

Make parking in town cheaper or free. The price of parking for people to get to work is ludicrous, especially considering the other rising costs of living. Some parking fines can make a whole days work redundant. People need a break, this is an area the council can give them one.

Make sure the community is informed of the reasons why or justification for decisions made by the Council.

Making sure there is something for all age groups

maybe

More cafes and night life. Try drawing new performances to the city as a whole

More CBD activities

More communication and encourage involvement

More communication and listen to what the ratepayers want
 more community development
 More community events all over town not just focused in one area
 More Community events at different locations
 more community events where council is involved. listen to the people
 More community events, taking into account the cost of living on families at the moment. Families still want to do things but there's not a lot of spare money for the things that cost.
 More community events. Get a decent area for markets in the weekend
 More community projects
 More consultation with community
 More covered in areas for socialising - particularly places to sit covered in in CBD
 More events
 more events - utilize wachner place for gatherings and small concerts - bring back the sounds of summer and other smaller events for families
 More events and more involvement from the public and local businesses
 More events for young adults, and make them highly publicized
 More events in the intercity. A few years ago there was a winter walk in the evening and everything was open late at night. It would be good to have events similar to that in the evening so young people can attend after work/late night.
 More events. Fun runs, walks, scavenger hunts, orienteering, open days. Build excitement through engagement
 More family friendly (alcohol free) events
 More for our youth
 More for the young generation to do
 More funding for local projects and groups
 more interest in youth activities
 More interesting events needed to bring community together
 More regular use by different groups of Rugby Park and repair the stand
 More street lights and closer to one another. More cameras too
 more support for teens. there's a lot of youth racing down dee street at night. loud cars.
 More things for people to do socially, additional frisbee golf course as is very popular, a multi age entertainment centre like king pin in QT this would get people our more spending and socialising
 More things for teens and young adults to do in their free time.
 More venues, events for teens
 More vibrant city is needed. No night life. No buzz at bars and cafes in the city centre at night. Its dead
 Museum renewal
 need of lots of support for lower income society members in south Invercargill with support to this area
 Need to be easier to engage and do business with
 Night life, the place is dead after 6
 nightlife, businesses open till late, Time Zone, big events (music concerts) utilise queens-ark space more e.g. outdoor adult concerts
 opportunities for families to come together using our parks and reserves - being more connected
 Perhaps more social clubs and/or an annual formal event such as a ball with varied themes and causes ticket sales fundraise for.
 Please make us feel we are listened to.
 Please put up basketball hoops for older and younger children at the Glengarry playground.
 Presenting a united front . Providing spaces for citizens to be proud of like a museum.
 Provide a space for community to come together to collaborated via the arts like in Queenstown's Te Atamira the
 provide free community garden in many parts of city
 Provide more spaces for youth to enjoy to keep them out of trouble and stop them getting bored.
 Provide opportunities often for all parts of the community. Council to lead more not expect outside organisations to do it. Council doesn't front a lot of the initiatives.
 providing decent spaces for togetherness! Especially for the teenager/young adult

Providing more low cost options of entertainment , especially during the winter months while we excel at things to do in the summer we really fall short in that respect in the winter.

Put BBQ facilities out at Sandy point and Queens park. Continue to bring Invercargill into the more modern world

Put more effort in parks and reserves for families, ride on trains for kids. Better community mental health support, and change all the red tape around affordable homes, like Tiny Homes, Caravans etc... Also source at least a second water source for the town's main water system.

put security cameras in the vicinity of all of the banks. This is desperately needed for the safety of the public. Realise growth is not infinite. Use remaining resources to provide food for residents

Reduce debt burden

Reduce rates so we can have extra money to do the stuff I like to do. It's not really the council's responsibility to make us resilient, it's ours.

Refuse to cooperate with Three Waters agenda. Refuse to participate in any council make up or functioning that is not totally democratic

Representing and acting on the interest of citizens and not favour of some significant business like HWR.

Restoring faith in that the council operates on behalf of what the people actually want might help people feel like they are actually an active part of the community. I have also got a lot out of small free family events (I am unsure who funds them), for example the fire station open day (don't know it's proper title sorry), robots at the library, etc. These event's help make me feel a part of the community, and I'm sure that'll go for others too.

Review its housing policy and genuinely consider a CHP.

Safety first

Should be minimal involvement in social aspects. Leave that to relevant community organizations.

Similar projects like South Alive but in other areas.

Something for the children and teenagers, a safe space for them instead of them hanging out in the streets

Soon be adding food court to mall

Sort our existing issues with the museum, the community needs places to spend time together with their families!

Spot wasting money and just get the museum at Queens Park reopened

Stop all unnecessary spending

Stop behaving like kids in a sandpit fighting over toys and start actually doing some of the things the ratepayers are asking for! The museum opening being one of them.

Stop being so useless and organise maybe a night market at Queens Park for summer or just anything to do after 5pm

Stop demolition Ing the history of Invercargill, invest in it and also have more affordable options for children to do things

Stop in house fighting. Give the city a heart, we have the chance to open cafes and restaurants behind wachner place, would be a great atmosphere

Stop segregation amongst areas. People who live outside south city may want to take part in activities there but feel they can't.

Stop spending money on dumb shit, put it into educating thd you. Not on maths or English but life skills . More safe spaces for youth to explore and congregate

Stop wasting money. Get sick of hearing that money is being spent recklessly

Support and advertise community events

support for local business and major industries to keep our people employed

Support housing initiatives for older residents on a benefit or those with mental health issues who need a safe place to live. Support local voluntary organizations

Support the farmers market, Matariki or other events that have interesting sights and food

Supporting initiatives. This will encourage people to stay in our city

Supporting our families and children in need to equip them with the life skills they need such as budgeting cooking etc

talk more about what is happening and why to ensure more understanding

Talk to people who actually volunteer in community not just the people who get paid to sit in meeting after meeting to tick boxes for sport NZ, etc. there are amazing ppl in the community who are ratepayers that are so

busy working and volunteering who hold a lot of relevant information to help Invercargill. Stop meeting with just organisation like active southland they aren't always on the same page as the community with their 42 paid staff.

Talk to the people it's their money you are spending

talk to the working class people's¶ hold regular meetings

There really needs to be more things available for our young people/teenagers. A lot of youth get into trouble due to boredom and no connection with their community

They are recognising and supporting multi cultures

Tidy the city up - rubbish everywhere. Make the city attractive - it makes people feel good. Prompt actions by council instead of the mucking around they have done for the last few years.

Tidy the city up, put colour in the garden plots, clean up the centre plots

Try and help provide and encourage things for youth to do

U

Understand the principles of universal design and use as the first building block

URGENT ACTION, ACKNOWLEDGEMENT THAT THEY GOT IT WRONG. NOT LISTENING TO OUR CONCERNS

Video cameras

Way more CCTV upgrades and increased camera locations

Ways to meet neighbours, street party occasions? Parking meters we can use without a uni degree. A lot of us oldies, but very expensive aged homes, none for rent?

We need a location for covered outdoor events like our markets etc

We need more indoor activities for families they ages 3-15 would have an interest in. Our climate is not great and there are literally only two council funded options

We need our museum back it was a fabulous attraction

We need to crack down on gangs again. Although it's not as bad as it was in the 80s it is becoming unsafe.

We used to have a Safe in the South council led group that identified key issues in the city, and agencies would link together to find solutions. Bring that back perhaps.

When the threat of covid is gone, it would be good to have more social aspects to Invercargill. Attract popular bands, and artists to visit.

Work on an affordable housing scheme for first home buyers. Have another "we want you Campaign " to entice families and businesses to the region. Invest in a Bluff Indoor sports/swimming pool redevelopment, when the pool comes up for renewal again. Otatara to have mains water supply option.

Youth centres! With activities and events. Better bars and dining widen the range of what is offered! 18-25 year olds have no nightlife scene here.