



2016 RESIDENTS' SURVEY RESULTS

August 2016



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Introduction

This report presents the results of the 2016 Central Otago District Council Residents' Survey.

Council carries out an annual survey to measure:

- its performance with respect to the services it provides during the year
- to identify issues for the coming year
- to identify priorities for the coming year

This year Council revamped the question line and conducted its survey online for the first time via an online survey system. Council recognised the need to introduce a new methodology in order to obtain a more representative sample of our population.

Going online was seen as a way to help overcome barriers to participation by those who are time poor. In addition, an online survey is seen as a way to reduce the long-term cost of delivering the annual survey. The savings made will be used to introduce a programme of point-of-customer contact surveys, which will provide more accurate and timely feedback from those who use Council services.

To ensure the sample was representative of our population, it was important that every household had access to the survey and that those who wanted to complete the survey had the chance to do so. It was promoted primarily through community newspapers and newsletters, local radio, email and social media throughout the survey period.

A print version of the survey was available for those without access to the internet. Eleven people completed and returned a paper version of the online survey. To guard against multiple completions from a single source, which may have skewed the results, the survey software allowed only one completion per IP address.

We had 634 people take the survey and 474 respondents fully complete all the mandatory questions. The survey was carried out in June 2016, between 9 June and 4 July.

As 2016 is the first year of our new online residents' survey, we also ran concurrently a small paper-based survey using the old questionnaire and previous method of targeting by randomized mail-out. This was done in order to manage the continuity of data and allow comparison.

Hence, in this transition year we included a mix of questions asked in previous years and new questions in our online survey.

How representative is this Survey?

The following tables compare the demographics of this year's survey sample to the 2015 survey and against Census 2013 and electoral roll population statistics.

Please note that we have not attempted to weight the survey to population parameters or to select a random sample of residents. However, we have analysed the results by the following demographics and will note any significant differences between them.

Gender: Note that this sample is skewed towards women. This is a common characteristic of un-weighted surveys, especially those that limit participation to one entry per IP address.

	2015 sample %	2016 sample %	% Census 2013 counts
Male	46	33	49
Female	54	67	50

Age: 59% of the 2016 sample is under 50, compared with the 2013 Census figure of 55%. This is a major change from the 2015 survey where only 23% of the sample was under 50.

	2015 sample	2016 sample	Population Census 2013
Under 40	10	34	40
40-49	13	25	14
50-59	21	20	16
60 and over	56	21	30

Ward: The 2016 survey slightly over-represents the views of Alexandra residents.

	2015 sample	2016 sample	% of district population by ward based on electoral roll
Alexandra	31	40.1	31.1
Cromwell	31.3	30.6	33.7
Earnsclough/Manuherikia	18.9	13.7	18.1
Maniototo	10.1	6.9	8.6
Teviot Valley	8.7	6.8	8.5
None of these		1.9	

What is most pleasing to see is the better spread of ages this year. In 2015 we had just 10.6% of survey respondents under 40 years of age despite 40% of our population being in that age bracket. This year 34% of those we heard from were under 40.

Past surveys had seriously under-represented working aged people, particularly those aged 30-49 years, but we increased feedback from this cohort from under 20% to 49%.

In 2015, with our lengthy paper-based survey, 77% of respondents were older than the median age in our district (47 years). Fifty-six per cent of survey respondents were 60 years of age and older, though only 29% of our population are in this bracket.

One effect of the changing demographic is the change in priority areas our community wants Council to focus on in the year ahead. The table below shows this year's and last year's priorities.

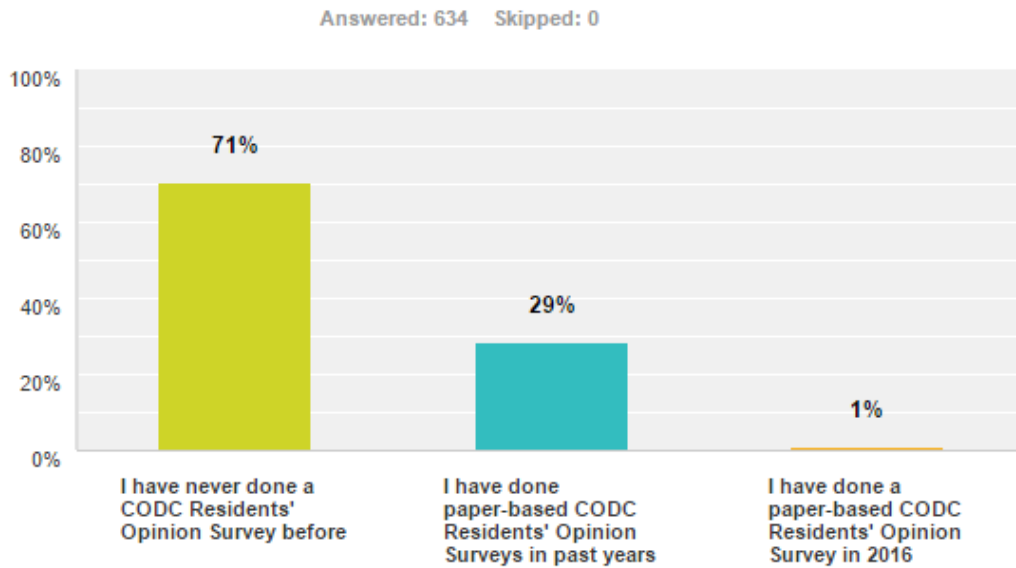
Ranking	2015 priorities	2016 priorities
1	Water quality	Water quality
2	Elderly persons' housing	Tourism promotion
3	Tourism development	Economic development
4	Tourism promotion	Elderly persons' housing
5	Sealing roads	Rubbish collection
6	Footpaths	Public toilets

The following pages give an analysis of this year's survey results based on the 474 completed surveys. This is followed by an appendix with a copy of the survey and further technical analysis of results by age, gender and ward.

Q1 Survey Respondents

We asked this initial survey question to establish if we had attracted people who we had never heard from in the past. It also allowed us to divert those who had done a paper-based survey in 2016 from taking the online survey as well.

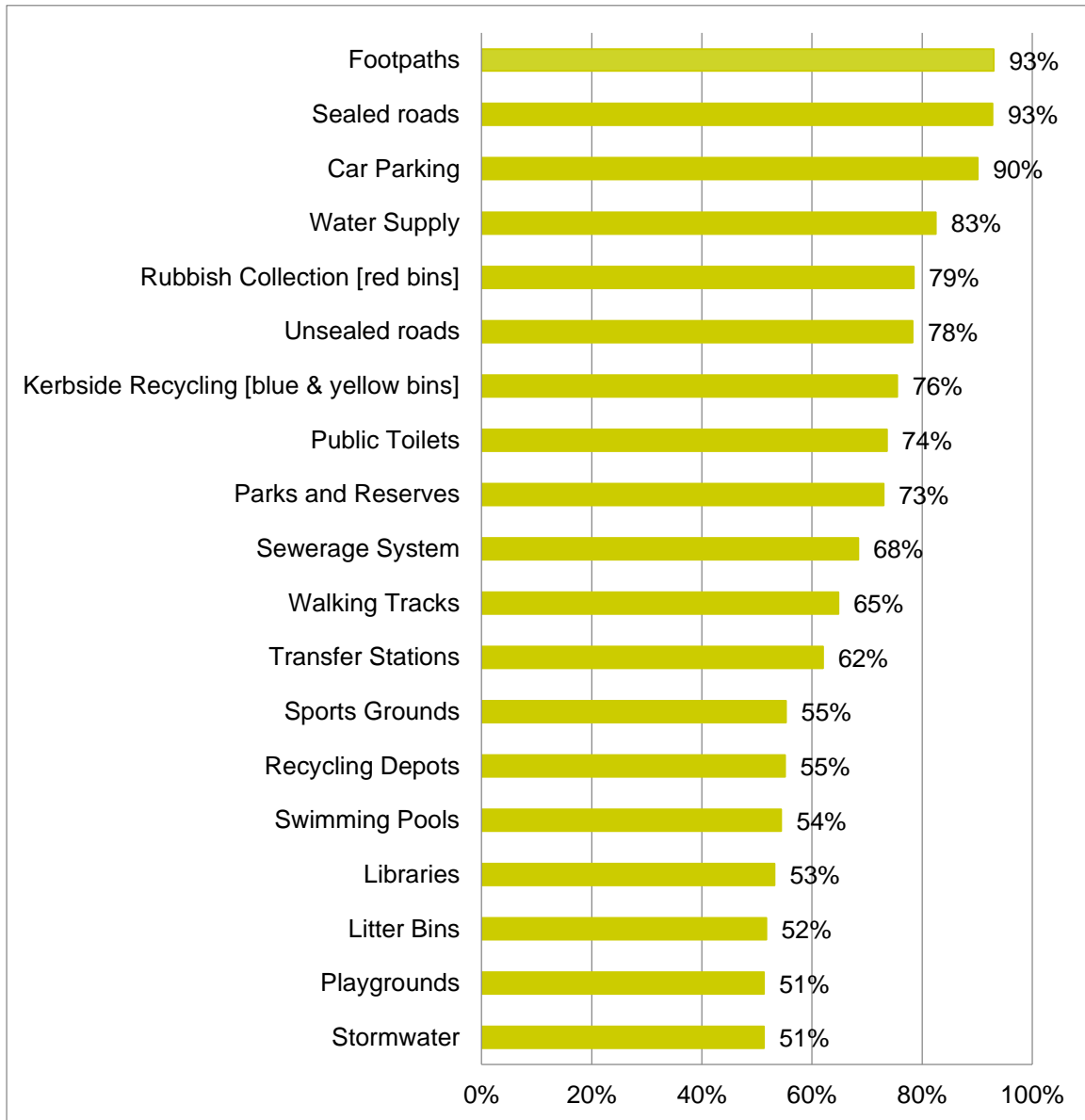
Overall, 71% of respondents ticked that they had never done a CODC Residents' Survey before. As discussed above, the new respondents were disproportionately female and aged under 50.



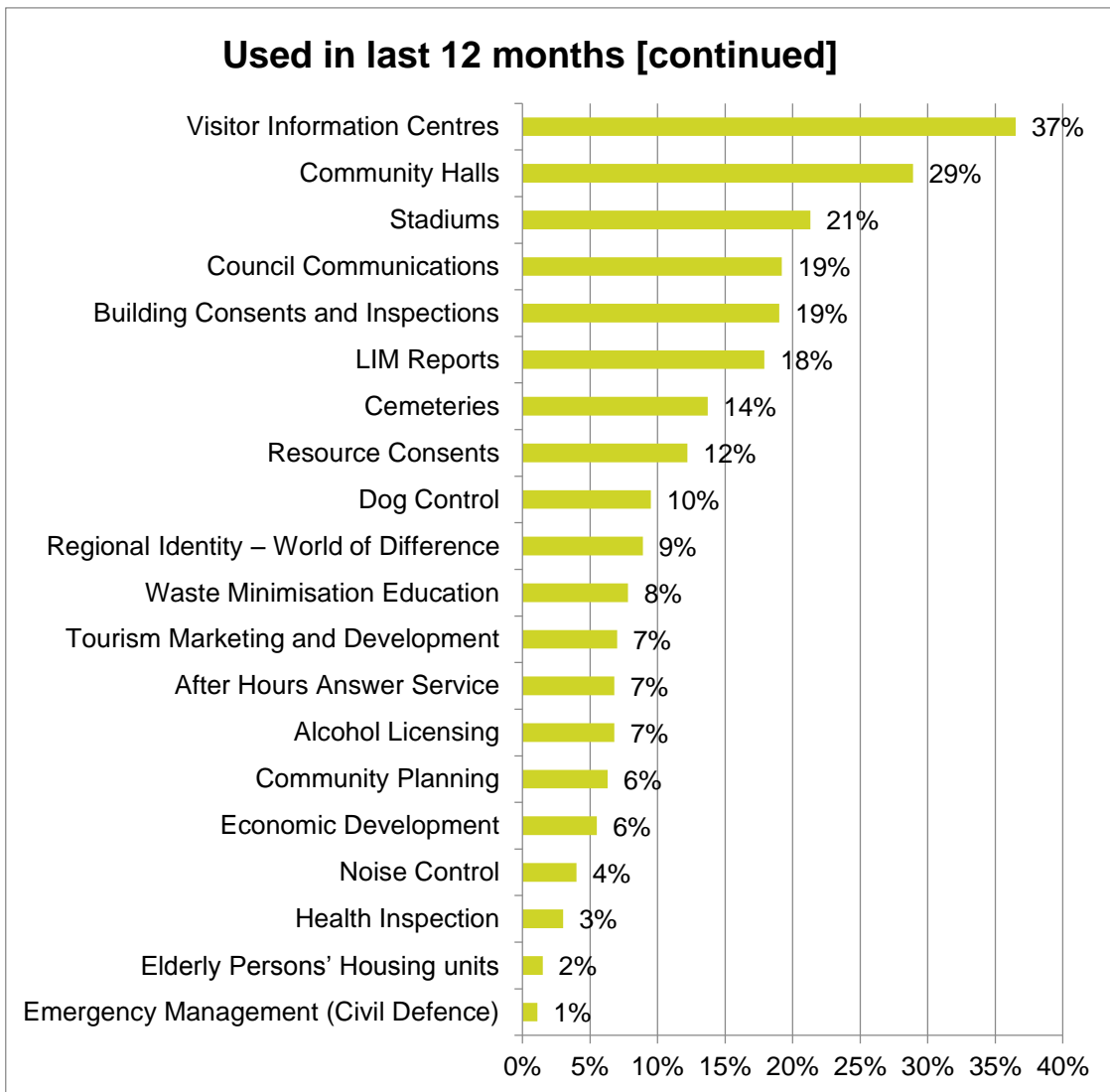
Answer Choices	Responses
▼ I have never done a CODC Residents' Opinion Survey before	71% 447
▼ I have done paper-based CODC Residents' Opinion Surveys in past years	29% 181
▼ I have done a paper-based CODC Residents' Opinion Survey in 2016	1% 6
Total	634

Q2 Services and amenities used or experienced in the last 12 months

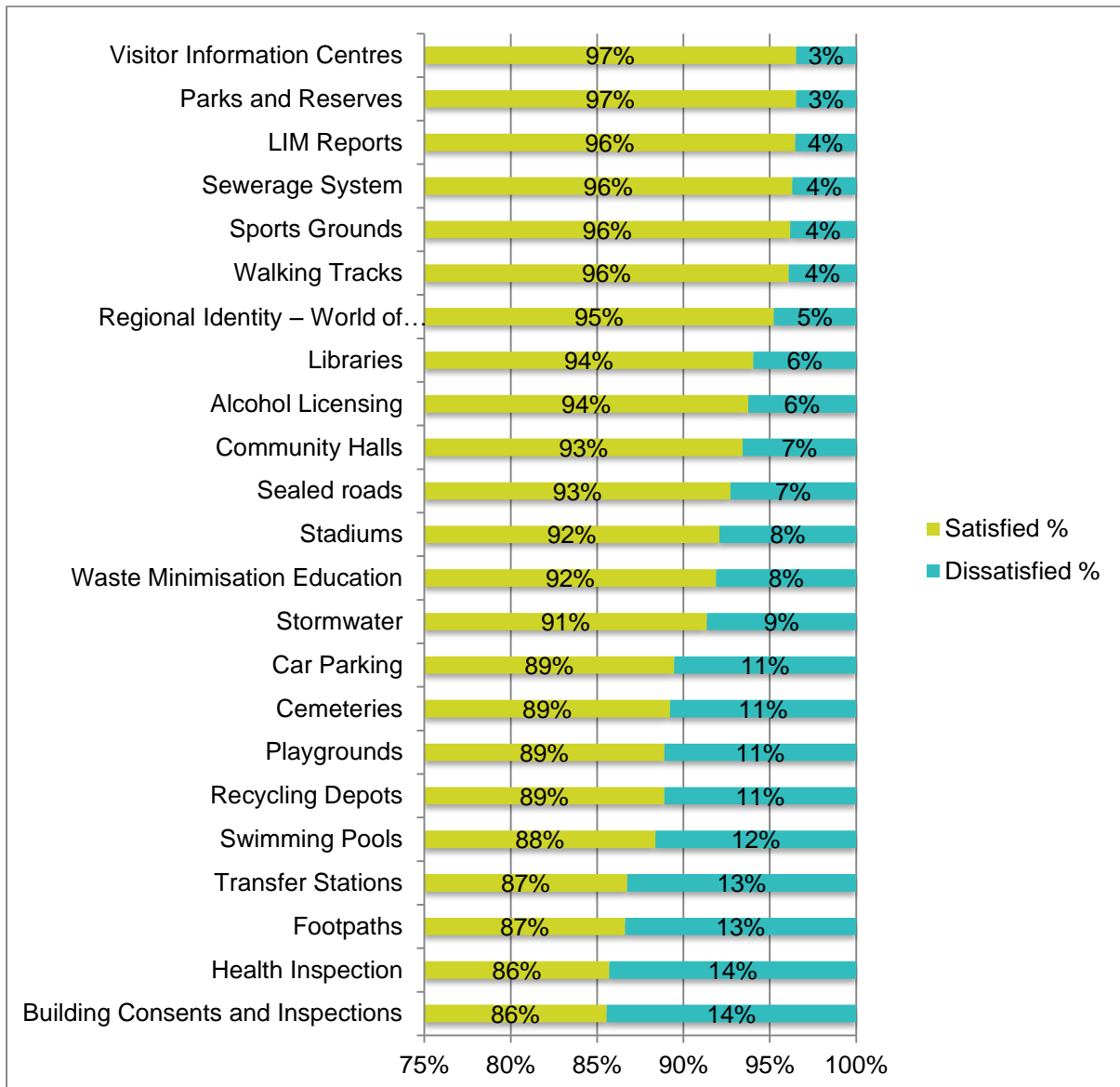
Answered: 474 Skipped: 0



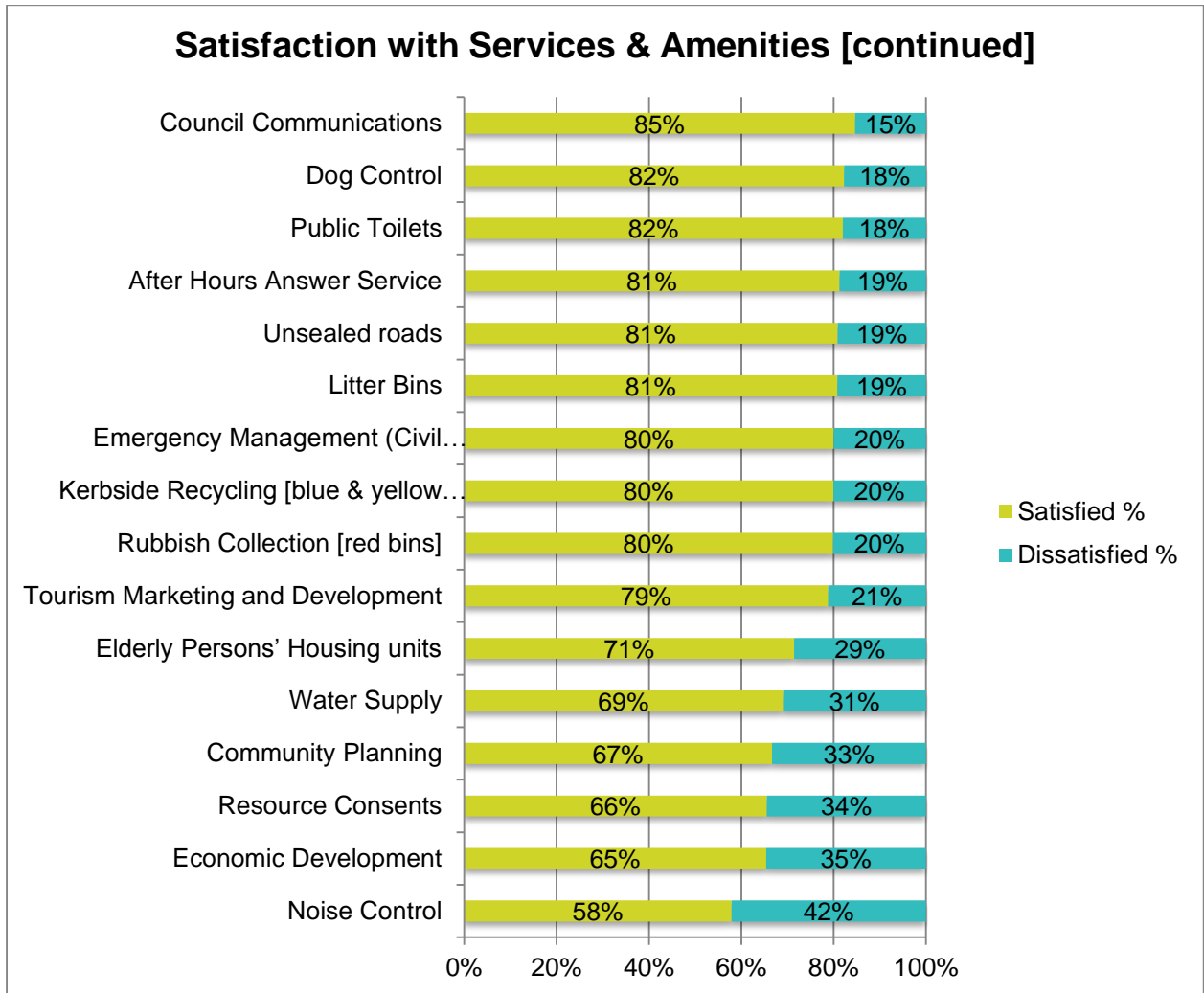
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Q3 Satisfaction with services and amenities

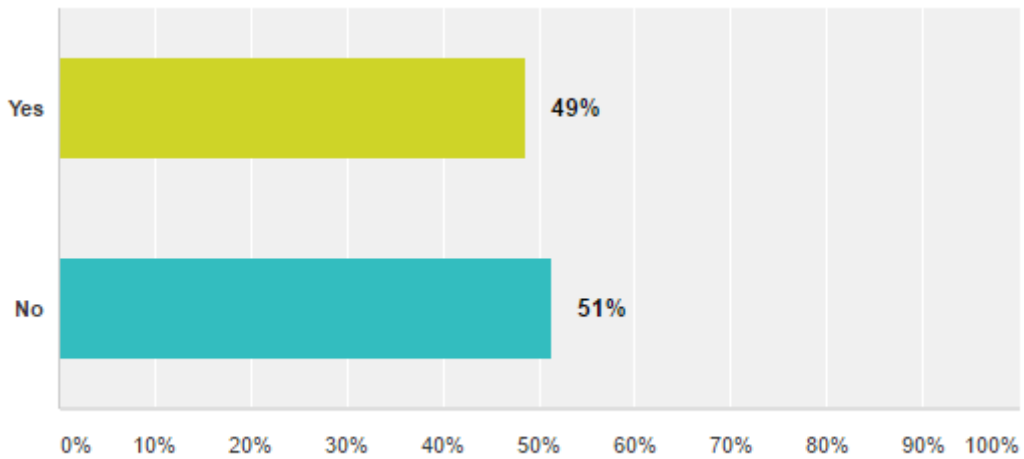


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Q4 Issues/problems with services or amenities

We posed the question *'In the past 12 months have you personally experienced any issues or problems with any of these services or amenities?'* Just under half of respondents (49%) answered yes. Answering in the affirmative brought up question 5 for this group asking for more detail about their issue/problem.



Q5 What problems have you faced?

Answered: 223 Skipped: 251

The main problems experienced by residents fell into the following categories:

Roading (69) – mix: dissatisfaction with gravel road conditions; comments on lack of parking; footpath levels of service

Waste Minimisation/Management (67 comments) – people wanting their red bin collected weekly and yellow bin (mixed recycling) collected fortnightly.

Water Services (41) – poor water quality, wanting more information on upgrade progress

Parks and Recreation (29) – most frequent comments for this activity related to litter bins, need for more and more frequent emptying; also comments related to better signage on tracks and greenways.

Public Toilets (21) – need for more servicing and upgrades of public toilet facilities (particular reference to Alexandra and Clyde toilets)

Planning (17) – comments about slow response times from the Planning team.

The timing of the Survey coincided with the Planning team having been in Systems Thinking training. During this period, the team had reduced availability to respond to customer queries. The result of the training was a redesign of the non-notified resource consent workflow, which has resulted in a more streamlined customer focused approach.

Pools (13) – most frequent complaint is around temperature (cold) of pools and showers

Q6 How could the Council improve its levels of service?

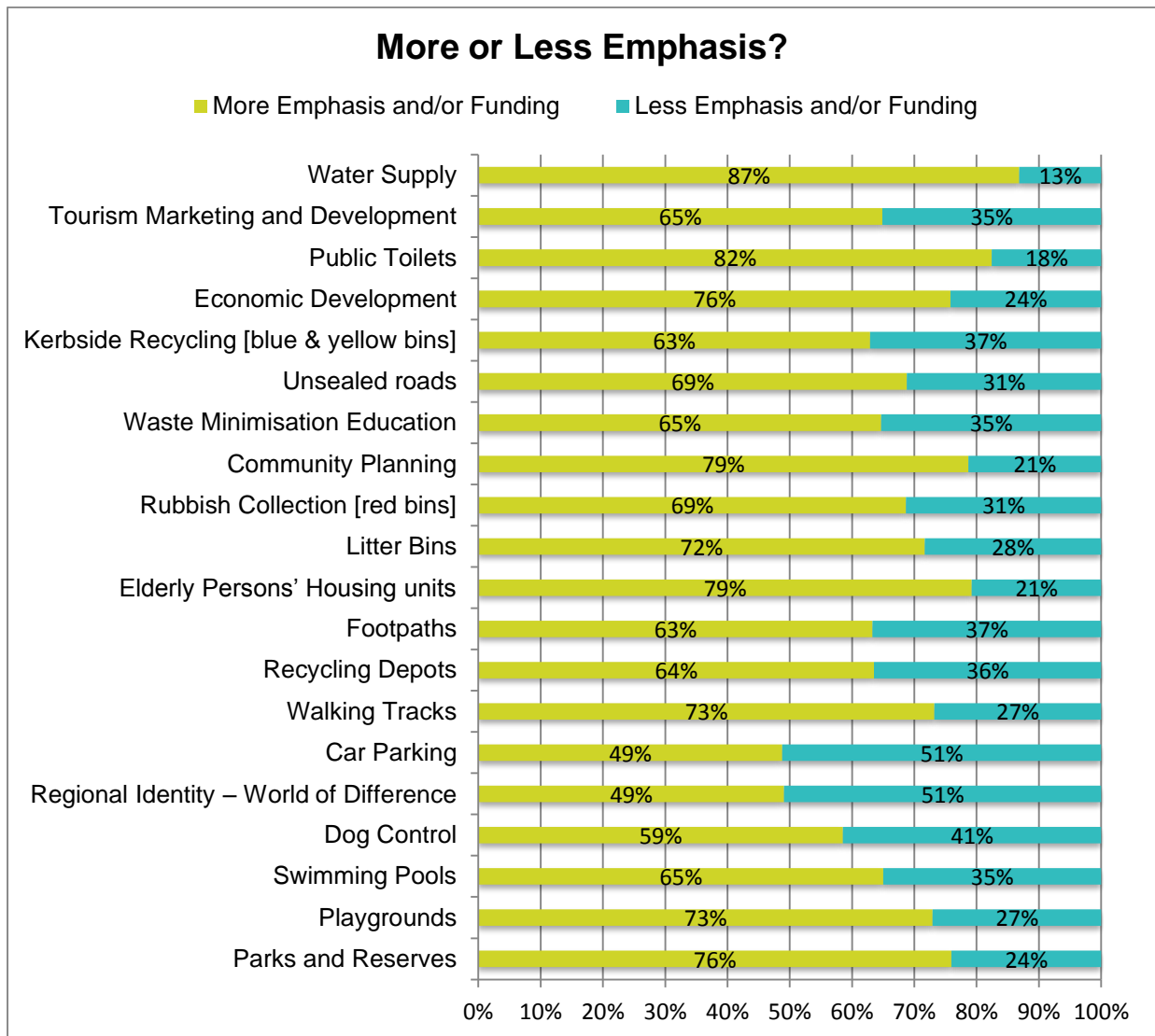
Ninety-three of the 337 responses to this question related to the waste minimisation/management activity. The majority of these suggested more frequent rubbish and mixed recycling (yellow bin) collection was needed. Most were suggesting weekly rubbish collections, especially over summer, and fortnightly yellow bin collection.

Forty-six comments related to Water Services, particularly improving the quality of water. Plans are in place to upgrade many water schemes within our Long Term Plan. Communicating more regularly with our community about progress on these projects has been identified as a key task for this year.

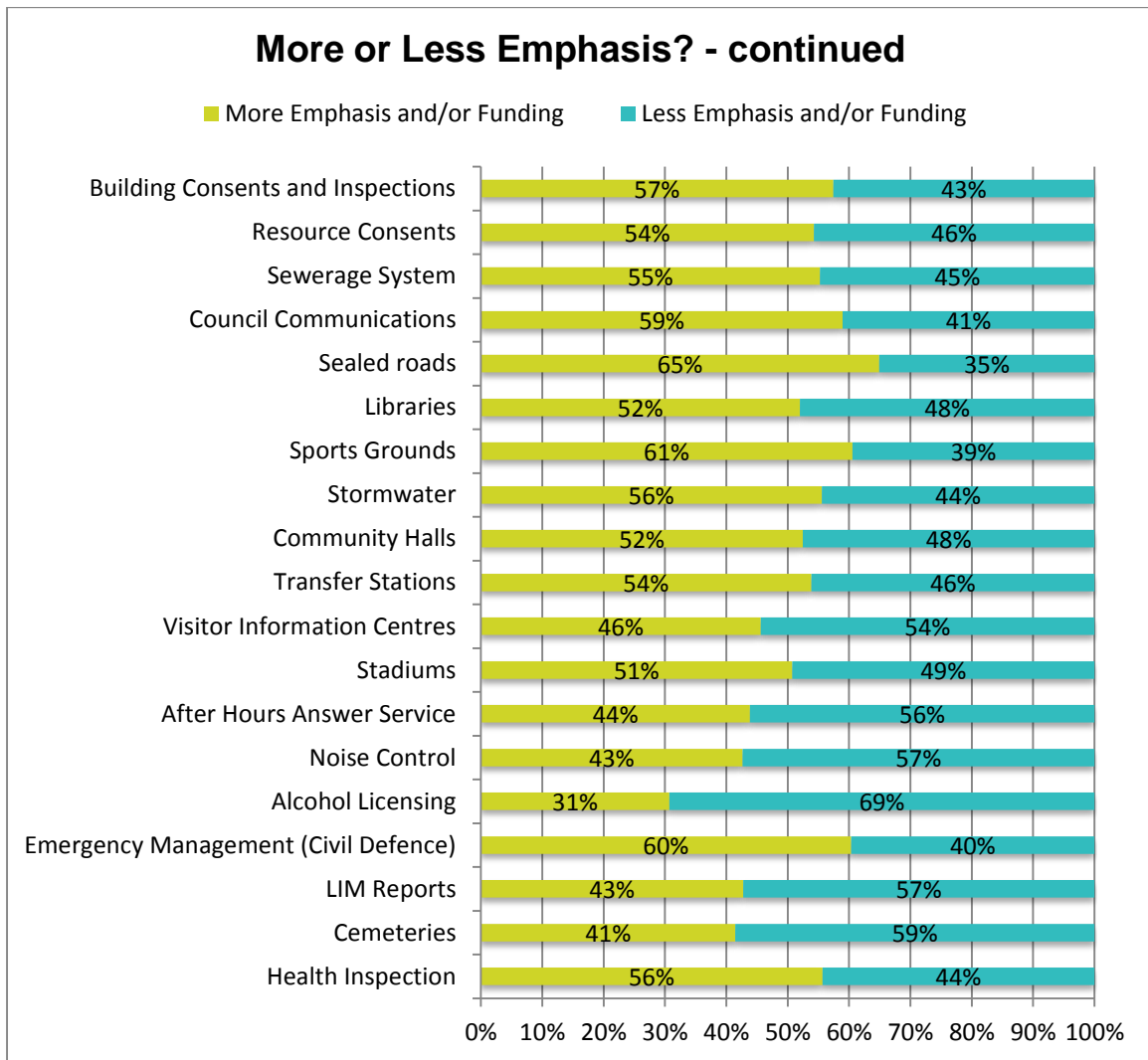
Q7 Emphasis and funding

Survey respondents were asked 'Should Council be placing more or less emphasis on [and/or funding to] any of the following – or should there be no change?' If they thought no change they were asked to leave the row blank. Of those who felt there should be more or less emphasis/funding for Council services and activities the results are plotted in the following graphs.

Answered: 444 Skipped: 30



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Q8 Priority Issues Council should give high priority to in the next 12 months

Respondents were asked to tick up to four priority issues that they considered Council should give high priority in the next 12 months. Here are the top 10 by district.

Answer Choices	Responses (%)	Actual count
Water Supply	36.29%	172
Tourism Marketing and Development	17.72%	84
Economic Development	17.09%	81
Elderly Persons' Housing units	14.98%	71
Rubbish Collection	14.77%	70
Public Toilets	14.56%	69
Community Planning	13.71%	65
Footpaths	13.29%	63
Unsealed Roads	12.66%	60
Kerbside Recycling	10.55%	50

Top Priorities by Ward

The following issues had greater significance to particular wards. They are listed in order of the number favouring them in each ward.

Ward	Higher Priority For:
Alexandra	Water supply economic development tourism promotion public toilets
Cromwell	Water supply community planning elderly persons housing rubbish collection
Earnsclough/Manuherikia	Water supply tourism promotion public toilets
Maniototo	Unsealed roads footpaths
Teviot Valley	Footpaths unsealed roads

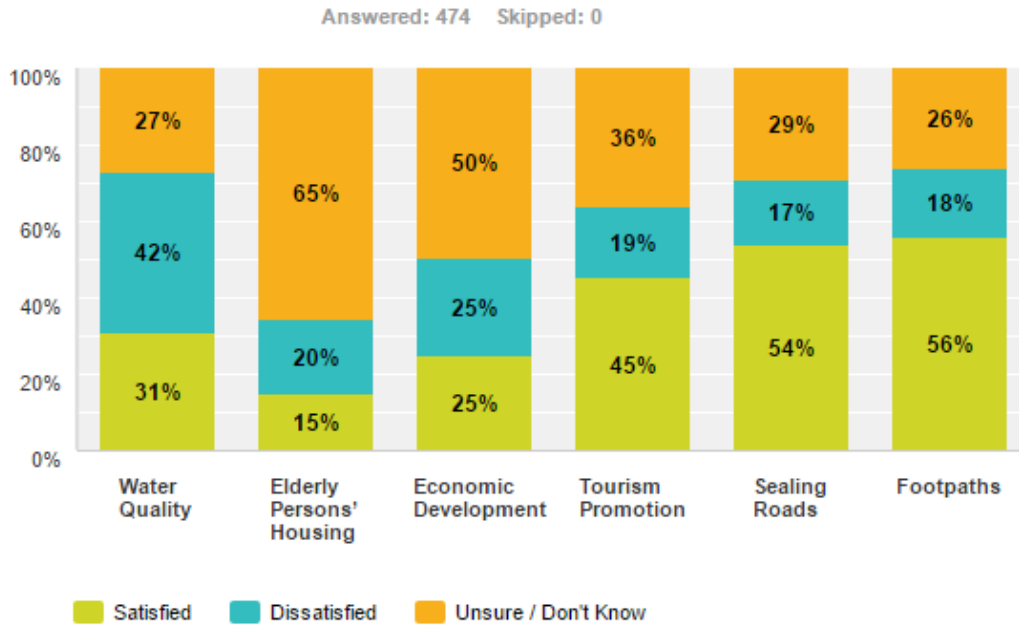
Priorities by Age

The table below shows age group prioritisation of Council services in 2016. Note the skews towards Under 40 residents [yellow shading] or Over 60 residents [blue shading]

Council Service Priorities	Under 40 %	40 to 60 %	60 Plus %	Total
Water Supply	34%	40%	31%	36%
Tourism Marketing and Development	16%	20%	15%	18%
Economic Development	21%	16%	13%	17%
Elderly Persons' Housing units	15%	17%	11%	15%
Rubbish Collection	20%	14%	8%	15%
Public Toilets	14%	15%	14%	15%
Community Planning	14%	16%	8%	14%
Footpaths	11%	11%	23%	13%
Unsealed roads	9%	15%	14%	13%
Kerbside Recycling	18%	8%	7%	11%
Walking Tracks	9%	11%	12%	11%
Resource Consents	13%	8%	9%	10%
Litter Bins	10%	7%	13%	9%
Building Consents and Inspections	12%	8%	6%	9%
Dog Control	7%	8%	12%	8%
Sealed roads	9%	10%	3%	8%
Waste Minimisation Education	12%	5%	7%	8%
Swimming Pools	9%	6%	9%	8%
Recycling Depots	7%	7%	7%	7%
Car Parking	9%	5%	10%	7%
Parks and Reserves	7%	7%	7%	7%
Playgrounds	13%	4%	4%	7%
Sewerage System	6%	7%	6%	6%
Stormwater	4%	6%	5%	5%
Regional Identity - World of Difference	6%	5%	3%	5%
Council Communications	6%	5%	2%	5%
Community Halls	2%	5%	7%	4%
Libraries	6%	3%	4%	4%
Sports Grounds	4%	6%	2%	4%
Transfer Stations	2%	5%	6%	4%
None of These	1%	4%	5%	3%
Emergency Management (Civil Defence)	4%	2%	2%	3%
Health Inspection	3%	2%	2%	3%
Noise Control	1%	3%	2%	2%
Cemeteries	1%	3%	2%	2%
Stadiums	1%	3%	1%	2%
After Hours Answer Service	2%	2%	0%	2%
LIM Reports	1%	1%	1%	1%
Alcohol Licensing	1%	1%	2%	1%
Visitor Information Centres	0%	1%	0%	0%

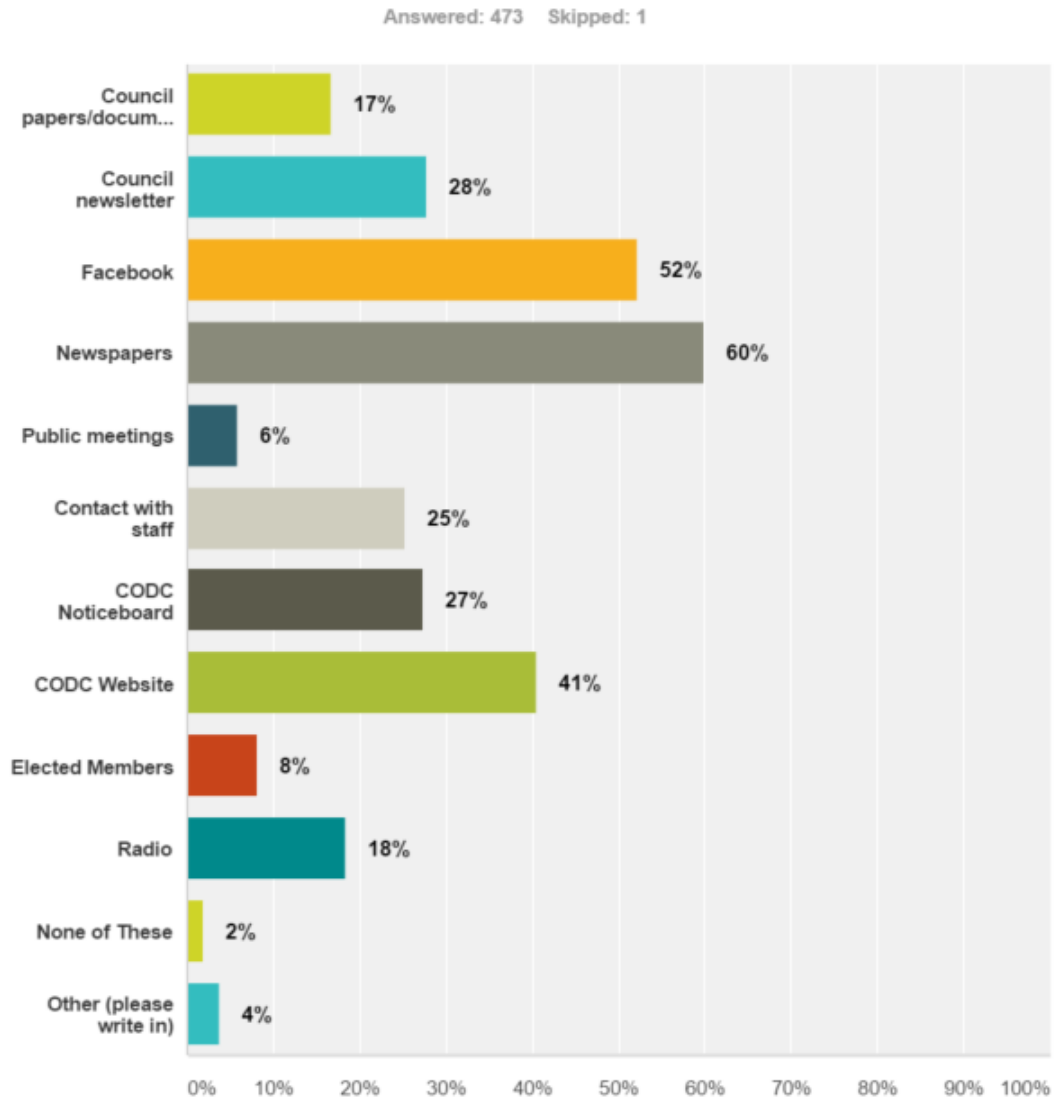
Q9 Satisfaction with Council's efforts on these priority issues during the last year

In Q9 we asked 'Please indicate how satisfied you are with the Council's efforts on these priority issues during the last year'. In previous years we just had a satisfied/dissatisfied scale. This year we introduced an unsure/don't know option as an answer choice. This gives us a good insight on public awareness about our work on these priority areas and will help guide future communication programmes.



Q10 Where do you obtain Council information?

A more representative sample, coupled with dramatic changes in the use of smartphones, has led to quite a different graphical representation of where our community obtains information about Council. Newspapers are still the top source of information, followed by Facebook and Council's website.



Under 'other' comments included word of mouth, LinkedIn, gossip, friends, community newspapers and bulletins, and community group involvement.

There are big differences in the way different age groups get information from Council as the following table shows. Methods preferred by Under 40 residents are shaded yellow, while those preferred by Over 60 residents are shaded blue.

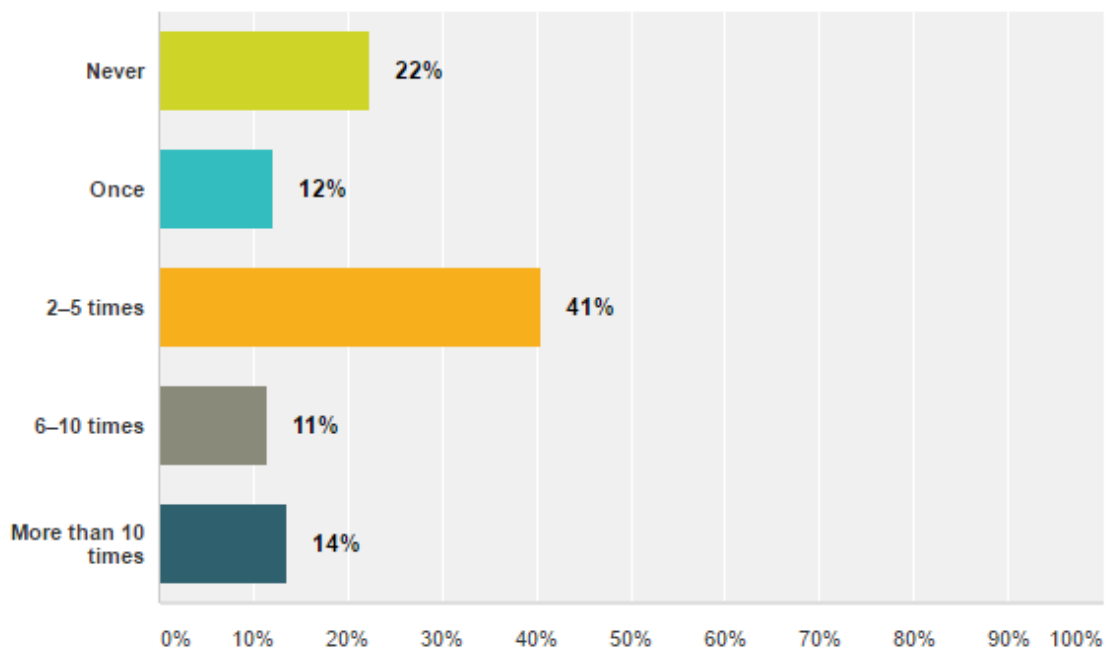
Council Communications	Under 40	40 to 60	60 Plus	Total
	%	%	%	%
Newspapers	58%	59%	65%	60%
Facebook	70%	49%	30%	52%
CODC Website - www.codc.govt.nz	43%	45%	28%	41%
Council newsletter (The FlipSide)	19%	28%	41%	28%
CODC Noticeboard (page 5 The News)	17%	30%	38%	27%
Personal contact with Council staff	18%	28%	30%	25%
Radio	19%	20%	13%	18%
Council papers/documents	14%	17%	19%	17%
Local Community Boards/Elected Members	4%	9%	14%	8%
Public Meetings & Workshops	6%	6%	6%	6%
Other (please write in)	4%	3%	5%	4%
None of These	2%	0%	4%	2%

Q11 How often did you access / use the CODC website in the last year?

Answered: 444 Skipped: 30

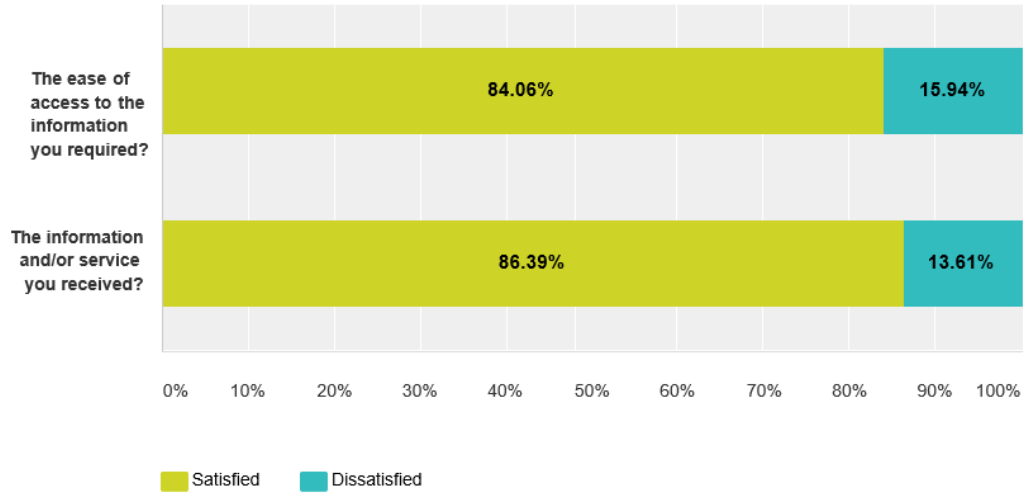
Google analytics on Council's website shows that visits to our Council's website have been steadily increasing since it was revamped in late 2013. This is reflected in the results of this question about use of Council's website. In 2015 51% of respondents had never used the website, whereas this year less than a quarter of those who answered the question had never visited the site. Many of the comments left around communications were requesting Council offer more services online, particularly for the planning area.

Answered: 444 Skipped: 30



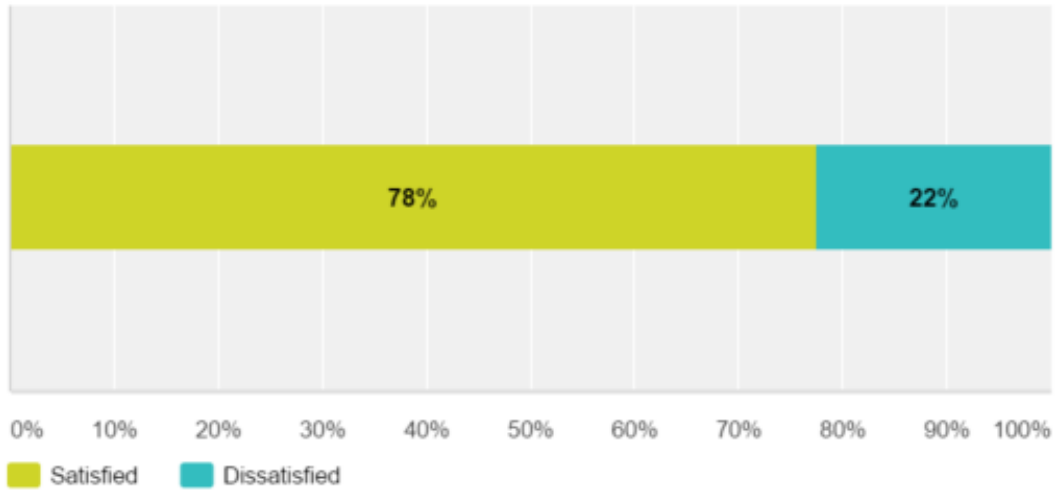
Q12 When using the CODC website, how satisfied were you with:

Answered: 346 Skipped: 128



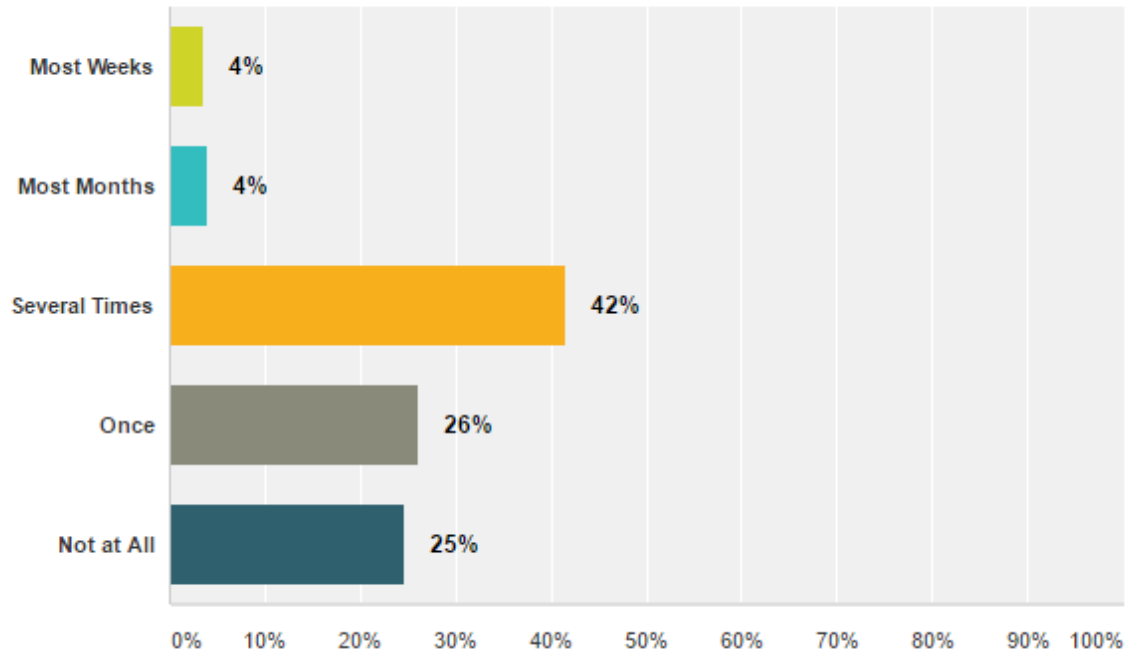
Q13 Please indicate how satisfied you are with how well you have been kept informed by Council

Answered: 465 Skipped: 9



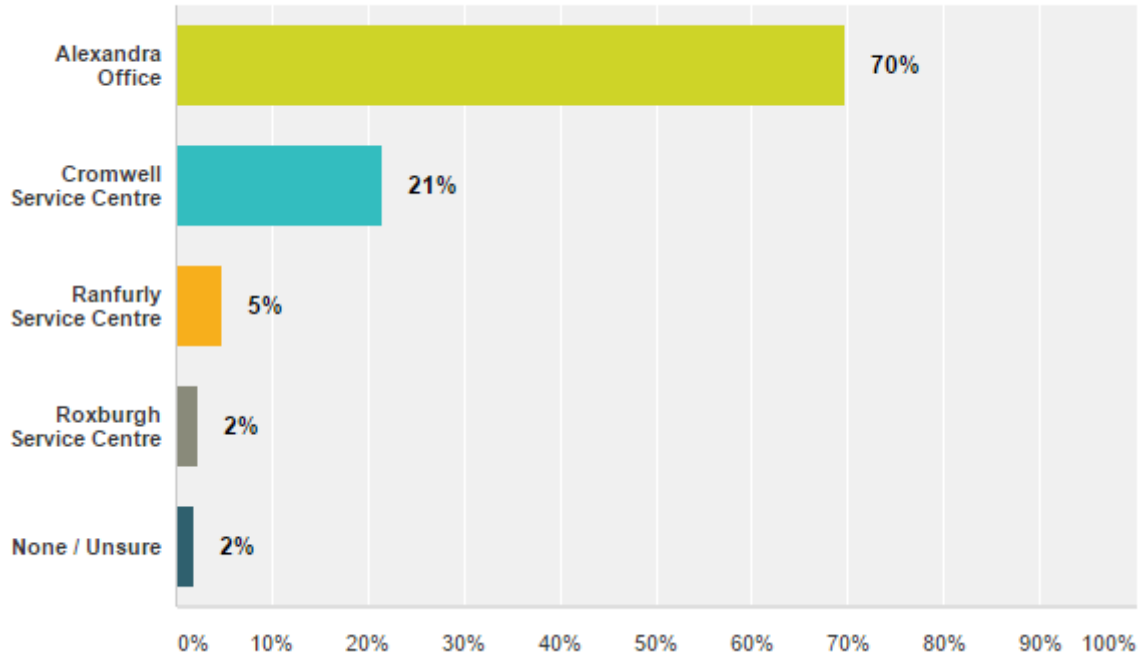
Q14 How often have you contacted the Council in the last 12 months?

Answered: 471 Skipped: 3



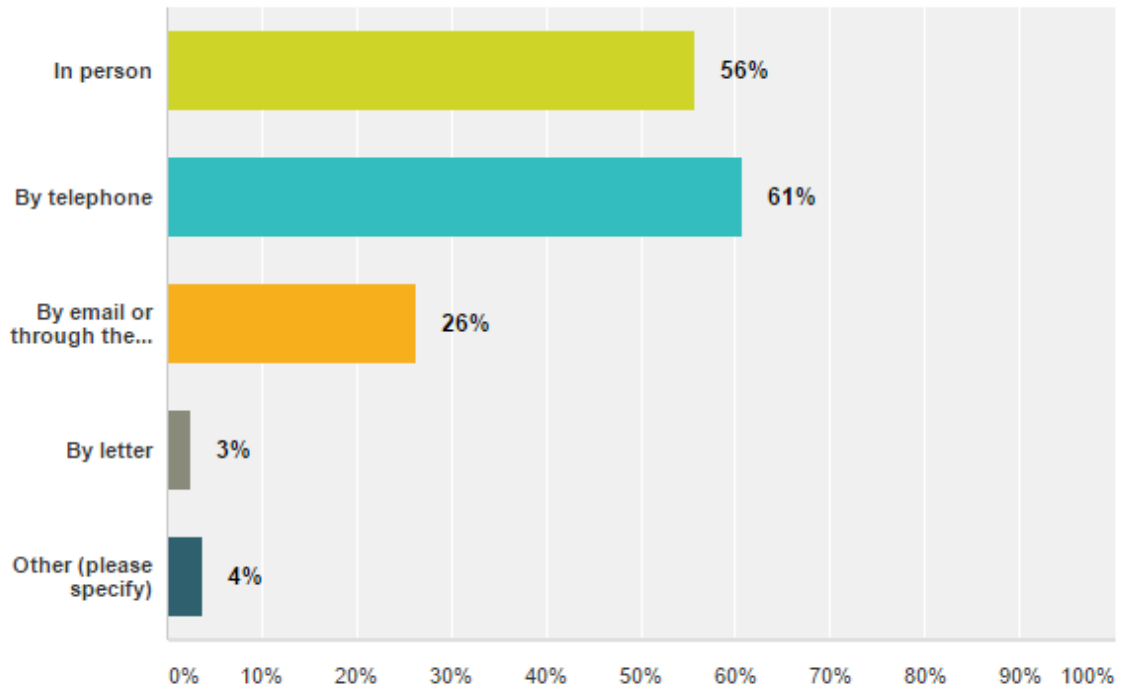
Q15 Which CODC office did you have most contact with in the last 12 months?

Answered: 359 Skipped: 115



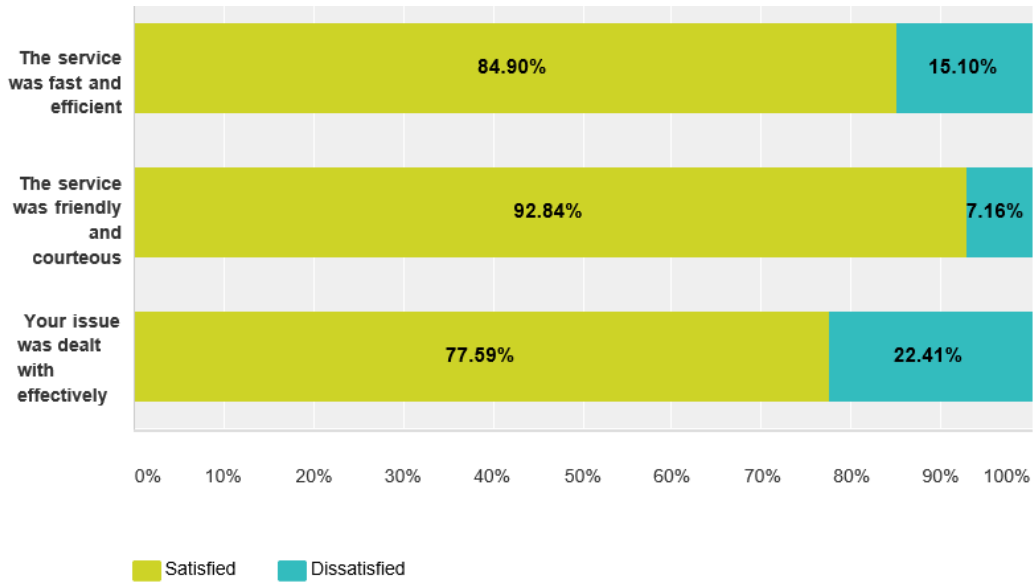
Q16 How did you make contact?

Answered: 354 Skipped: 120



Q17 Thinking of the initial contact or response you received, how satisfied were you with the following?

Answered: 355 Skipped: 119



Q18 Other comments / questions about CODC's services or amenities.

Answered: 120 Skipped: 354

Similar themes came through in this comment section as for Q5 and Q6 – water quality (13), roading (14), building/planning (19) and parks and recreation (12). Another common element to feedback in this section was comments on communications (11), customer service (16) and governance/leadership (15).

Q19 Feedback about the survey

We received 47 comments on the new survey itself, which were largely positive saying it was easy and fast, mobile-friendly. A few people commented that they would like more space to comment, some found the satisfied/dissatisfied choice tough and wanted either a scale or a third 'neutral' option. A few wanted more open questions and chances to comment.

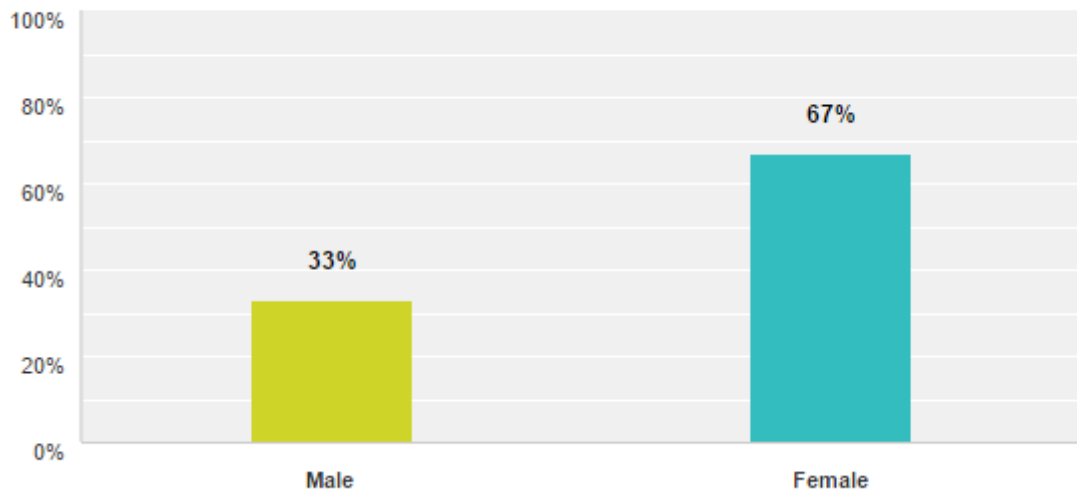
With a completion rate of 75% for the survey we are conscious that we could still streamline the survey more in 2017 in order to get greater numbers taking and completing it.

One question we do plan to drop out of next year's survey is the big table question (this year's Q7) about emphasis and funding. We feel most respondents probably don't have sufficient context to answer this in an informed way and the intent behind it is to see where people want Council to prioritise its efforts, which is answered by Q8.

We'll also be looking at ways of marketing to try and engage more men to take the survey.

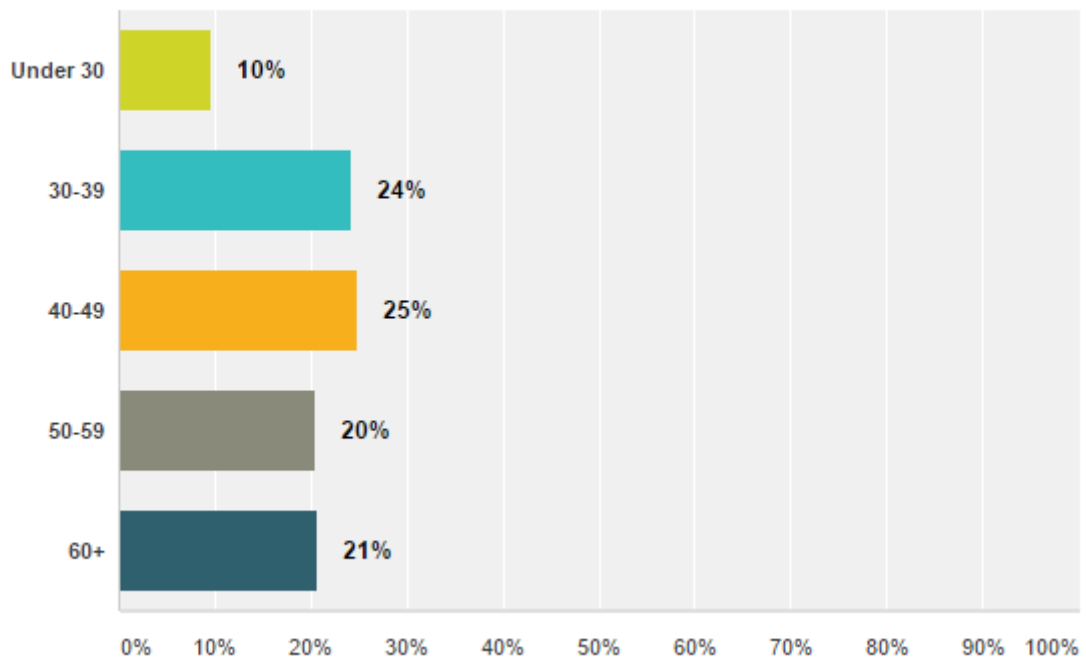
Q20 Gender

Answered: 474 Skipped: 0



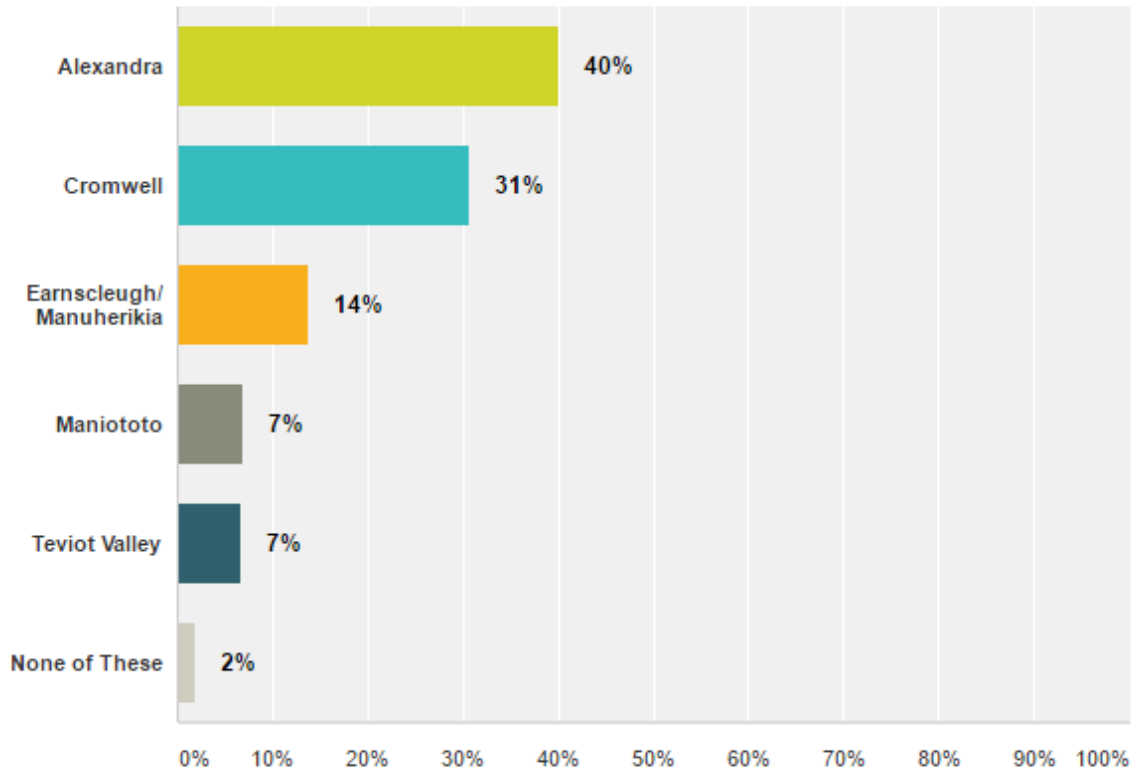
Q21 Age

Answered: 474 Skipped: 0



Q22 Ward

Answered: 474 Skipped: 0



APPENDICES



CODC Residents' Opinion Survey 2016

Introduction

Welcome to the Central Otago District Council's 2016 Residents' Opinion Survey.

This is the first time the survey has been online, so we welcome any feedback about the process [there will be a space for this later in the survey].

This is a confidential survey so please feel free to express your opinions about Council services and amenities.

The survey will take 5 to 10 minutes. Everyone who completes the survey may go in the draw for five \$50 Prezzy Cards - a total value of \$250.00 in prizes.

* **1** Which of the following best describes you

- I have never done a CODC Residents' Opinion Survey before
- I have done paper-based CODC Residents' Opinion Surveys in past years
- I have done a paper-based CODC Residents' Opinion Survey in 2016

Use of Council Services

* **2** Please click the boxes to indicate which of the following services and amenities you have used or experienced in the last twelve months

- | | | |
|--|---|--|
| <input type="checkbox"/> Footpaths | <input type="checkbox"/> Building Consents and Inspections | <input type="checkbox"/> Playgrounds |
| <input type="checkbox"/> Sealed roads | <input type="checkbox"/> Resource Consents | <input type="checkbox"/> Public Toilets |
| <input type="checkbox"/> Unsealed roads | <input type="checkbox"/> LIM Reports | <input type="checkbox"/> Sports Grounds |
| <input type="checkbox"/> Car Parking | <input type="checkbox"/> Health Inspection | <input type="checkbox"/> Stadiums |
| <input type="checkbox"/> Water Supply | <input type="checkbox"/> Alcohol Licensing | <input type="checkbox"/> Swimming Pools |
| <input type="checkbox"/> Sewerage System | <input type="checkbox"/> Noise Control | <input type="checkbox"/> Walking Tracks |
| <input type="checkbox"/> Stormwater | <input type="checkbox"/> Dog Control | <input type="checkbox"/> Economic Development |
| <input type="checkbox"/> Rubbish Collection [red bins] | <input type="checkbox"/> Emergency Management (Civil Defence) | <input type="checkbox"/> Community Planning |
| <input type="checkbox"/> Transfer Stations | <input type="checkbox"/> Cemeteries | <input type="checkbox"/> Regional Identity – World of Difference |
| <input type="checkbox"/> Kerbside Recycling [blue & yellow bins] | <input type="checkbox"/> Community Halls | <input type="checkbox"/> Tourism Marketing and Development |
| <input type="checkbox"/> Recycling Depots | <input type="checkbox"/> Elderly Persons' Housing units | <input type="checkbox"/> Visitor Information Centres |
| <input type="checkbox"/> Waste Minimisation Education | <input type="checkbox"/> Libraries | <input type="checkbox"/> After Hours Answer Service |
| <input type="checkbox"/> Litter Bins | <input type="checkbox"/> Parks and Reserves | <input type="checkbox"/> Council Communications |

Satisfaction with Council Services & Amenities

* **3** At the present time, how satisfied are you with these services and amenities?

	Satisfied	Dissatisfied
Footpaths	<input type="radio"/>	<input type="radio"/>
Sealed roads	<input type="radio"/>	<input type="radio"/>
Unsealed roads	<input type="radio"/>	<input type="radio"/>
Car Parking	<input type="radio"/>	<input type="radio"/>
Water Supply	<input type="radio"/>	<input type="radio"/>
Sewerage System	<input type="radio"/>	<input type="radio"/>
Stormwater	<input type="radio"/>	<input type="radio"/>
Rubbish Collection [red bins]	<input type="radio"/>	<input type="radio"/>
Transfer Stations	<input type="radio"/>	<input type="radio"/>
Kerbside Recycling [blue & yellow bins]	<input type="radio"/>	<input type="radio"/>
Recycling Depots	<input type="radio"/>	<input type="radio"/>
Waste Minimisation Education	<input type="radio"/>	<input type="radio"/>
Litter Bins	<input type="radio"/>	<input type="radio"/>
Building Consents and Inspections	<input type="radio"/>	<input type="radio"/>
Resource Consents	<input type="radio"/>	<input type="radio"/>
LIM Reports	<input type="radio"/>	<input type="radio"/>
Health Inspection	<input type="radio"/>	<input type="radio"/>
Alcohol Licensing	<input type="radio"/>	<input type="radio"/>
Noise Control	<input type="radio"/>	<input type="radio"/>

	Satisfied	Dissatisfied
Dog Control	<input type="radio"/>	<input type="radio"/>
Emergency Management (Civil Defence)	<input type="radio"/>	<input type="radio"/>
Cemeteries	<input type="radio"/>	<input type="radio"/>
Community Halls	<input type="radio"/>	<input type="radio"/>
Elderly Persons' Housing units	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>
Parks and Reserves	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>
Public Toilets	<input type="radio"/>	<input type="radio"/>
Sports Grounds	<input type="radio"/>	<input type="radio"/>
Stadiums	<input type="radio"/>	<input type="radio"/>
Swimming Pools	<input type="radio"/>	<input type="radio"/>
Walking Tracks	<input type="radio"/>	<input type="radio"/>
Economic Development	<input type="radio"/>	<input type="radio"/>
Community Planning	<input type="radio"/>	<input type="radio"/>
Regional Identity – World of Difference	<input type="radio"/>	<input type="radio"/>
Tourism Marketing and Development	<input type="radio"/>	<input type="radio"/>
Visitor Information Centres	<input type="radio"/>	<input type="radio"/>
After Hours Answer Service	<input type="radio"/>	<input type="radio"/>
Council Communications	<input type="radio"/>	<input type="radio"/>

Issues & Problems

* 4 In the past 12 months have you personally experienced any issues or problems with any of these services or amenities?

Yes

No

5 What problems have you faced? [please be as specific as possible]



CODC Residents' Opinion Survey 2016

Improvements to Council Services & Amenities

- 6 In your opinion, how could the Council improve its levels of service? (Please indicate the service you are referring to.)

**Council
Priorities**

7 Should Council be placing more or less emphasis on [and/or funding to] any of the following – or should there be no change? [Leave Blank if No Change]

	More Emphasis and/or Funding	Less Emphasis and/or Funding
Footpaths	<input type="radio"/>	<input type="radio"/>
Sealed roads	<input type="radio"/>	<input type="radio"/>
Unsealed roads	<input type="radio"/>	<input type="radio"/>
Car Parking	<input type="radio"/>	<input type="radio"/>
Water Supply	<input type="radio"/>	<input type="radio"/>
Sewerage System	<input type="radio"/>	<input type="radio"/>
Stormwater	<input type="radio"/>	<input type="radio"/>
Rubbish Collection [red bins]	<input type="radio"/>	<input type="radio"/>
Transfer Stations	<input type="radio"/>	<input type="radio"/>
Kerbside Recycling [blue & yellow bins]	<input type="radio"/>	<input type="radio"/>
Recycling Depots	<input type="radio"/>	<input type="radio"/>
Waste Minimisation Education	<input type="radio"/>	<input type="radio"/>
Litter Bins	<input type="radio"/>	<input type="radio"/>
Building Consents and Inspections	<input type="radio"/>	<input type="radio"/>
Resource Consents	<input type="radio"/>	<input type="radio"/>
LIM Reports	<input type="radio"/>	<input type="radio"/>
Health Inspection	<input type="radio"/>	<input type="radio"/>
Alcohol Licensing	<input type="radio"/>	<input type="radio"/>
Noise Control	<input type="radio"/>	<input type="radio"/>

	More Emphasis and/or Funding	Less Emphasis and/or Funding
Dog Control	<input type="radio"/>	<input type="radio"/>
Emergency Management (Civil Defence)	<input type="radio"/>	<input type="radio"/>
Cemeteries	<input type="radio"/>	<input type="radio"/>
Community Halls	<input type="radio"/>	<input type="radio"/>
Elderly Persons' Housing units	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>
Parks and Reserves	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>
Public Toilets	<input type="radio"/>	<input type="radio"/>
Sports Grounds	<input type="radio"/>	<input type="radio"/>
Stadiums	<input type="radio"/>	<input type="radio"/>
Swimming Pools	<input type="radio"/>	<input type="radio"/>
Walking Tracks	<input type="radio"/>	<input type="radio"/>
Economic Development	<input type="radio"/>	<input type="radio"/>
Community Planning	<input type="radio"/>	<input type="radio"/>
Regional Identity – World of Difference	<input type="radio"/>	<input type="radio"/>
Tourism Marketing and Development	<input type="radio"/>	<input type="radio"/>
Visitor Information Centres	<input type="radio"/>	<input type="radio"/>
After Hours Answer Service	<input type="radio"/>	<input type="radio"/>
Council Communications	<input type="radio"/>	<input type="radio"/>

**2016-17
Priorities**

* **8** Please tick up to four **Priority Issues** that you consider the Council should give high priority to in the next 12 months.

- | | | |
|--|---|--|
| <input type="checkbox"/> Footpaths | <input type="checkbox"/> Resource Consents | <input type="checkbox"/> Sports Grounds |
| <input type="checkbox"/> Sealed roads | <input type="checkbox"/> LIM Reports | <input type="checkbox"/> Stadiums |
| <input type="checkbox"/> Unsealed roads | <input type="checkbox"/> Health Inspection | <input type="checkbox"/> Swimming Pools |
| <input type="checkbox"/> Car Parking | <input type="checkbox"/> Alcohol Licensing | <input type="checkbox"/> Walking Tracks |
| <input type="checkbox"/> Water Supply | <input type="checkbox"/> Noise Control | <input type="checkbox"/> Economic Development |
| <input type="checkbox"/> Sewerage System | <input type="checkbox"/> Dog Control | <input type="checkbox"/> Community Planning |
| <input type="checkbox"/> Stormwater | <input type="checkbox"/> Emergency Management (Civil Defence) | <input type="checkbox"/> Regional Identity – World of Difference |
| <input type="checkbox"/> Rubbish Collection [red bins] | <input type="checkbox"/> Cemeteries | <input type="checkbox"/> Tourism Marketing and Development |
| <input type="checkbox"/> Transfer Stations | <input type="checkbox"/> Community Halls | <input type="checkbox"/> Visitor Information Centres |
| <input type="checkbox"/> Kerbside Recycling [blue & yellow bins] | <input type="checkbox"/> Elderly Persons' Housing units | <input type="checkbox"/> After Hours Answer Service |
| <input type="checkbox"/> Recycling Depots | <input type="checkbox"/> Libraries | <input type="checkbox"/> Council Communications |
| <input type="checkbox"/> Waste Minimisation Education | <input type="checkbox"/> Parks and Reserves | <input type="checkbox"/> None of These |
| <input type="checkbox"/> Litter Bins | <input type="checkbox"/> Playgrounds | |
| <input type="checkbox"/> Building Consents and Inspections | <input type="checkbox"/> Public Toilets | |

**2015-16
Priorities**

* **9** Last year's survey highlighted the following issues the Council needed to give priority to. Please indicate how satisfied you are with the Council's efforts on these issues during the last year.

	Satisfied	Dissatisfied	Unsure / Don't Know
Water Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elderly Persons' Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tourism Promotion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sealing Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Council Communications

10 Where do you obtain information about Council? (Please tick those you most often refer to)

- Council papers/documents
- Council newsletter (The FlipSide)
- Facebook
- Newspapers
- Public Meetings & Workshops
- Personal contact with Council staff
- CODC Noticeboard (page 5 The News)
- CODC Website - www.codc.govt.nz
- Local Community Boards/Elected Members
- Radio
- None of These
- Other (please write in)



CODC Residents' Opinion Survey 2016

Council Website

11 How often did you access / use the CODC website in the last year?

- Never
- Once
- 2–5 times
- 6–10 times
- More than 10 times

Satisfaction with Website

12 When using the CODC website, how satisfied were you with:

	Satisfied	Dissatisfied
The ease of access to the information you required?	<input type="radio"/>	<input type="radio"/>
The information and/or service you received?	<input type="radio"/>	<input type="radio"/>



CODC Residents' Opinion Survey 2016

Satisfaction with Council Information

13 Please indicate how satisfied you are with how well you have been kept informed by Council

Satisfied

Dissatisfied



CODC Residents' Opinion Survey 2016

Contact With Council

14 How often have you contacted the Council in the last 12 months?

- Most Weeks
- Most Months
- Several Times
- Once
- Not at All

Contact with Council

15 Which CODC office did you have most contact with in the last 12 months?

- Alexandra Office
- Cromwell Service Centre
- Ranfurly Service Centre
- Roxburgh Service Centre
- None / Unsure

16 And how did you make contact?

- In person
- By telephone
- By email or through the website
- By letter
- Other (please specify)

17 Thinking of the initial contact or response you received, how satisfied were you with the following. . .

	Satisfied	Dissatisfied
The service was fast and efficient	<input type="radio"/>	<input type="radio"/>
The service was friendly and courteous	<input type="radio"/>	<input type="radio"/>
Your issue was dealt with effectively	<input type="radio"/>	<input type="radio"/>



CODC Residents' Opinion Survey 2016

Any Other Issues

- 18 If you have any other comments or questions about CODC's services or amenities, please write in below.

- 19 If you have any feedback about this survey, please write in below.

About You

* 20 Are you

- Male
- Female

* 21 Which of the following age groups do you belong to?

- Under 20
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70 and over

What Ward Do You Live In?

* 22 And what ward of the district do you live in? [Check the map below if unsure]

- Alexandra
- Cromwell
- Earnsclough/ Manuherikia
- Maniototo
- Teviot Valley
- None of These





CODC Residents' Opinion Survey 2016

Go In the Draw

Thank you for completing the 2016 CODC Residents' Opinion Survey. If you would like to go in the draw for the five Prezzy vouchers, each valued at \$50, please write in your name, address and phone number in the box below.

The contents of this survey will remain confidential

- 23 Please enter your name and address if you would like to go in the draw for the \$50 Prezzy vouchers

Name

Address

Phone

Technical Appendix – Age, Gender and Ward Analysis

Q1 There is a strong relationship between age and completion of the survey – those aged under 40 are significantly less likely to have completed a Residents' Opinion Survey before.

Q2 A resident's age makes a significant difference to the kind of Council services they consume. The table below shows which services skew towards Under 40 residents [yellow shading] or Over 60 residents [blue shading]

Use and experience by Age

Council Services	UNDER 40 %	40 TO 60 %	60 PLUS %	TOTAL %
Footpaths	94%	95%	86%	93%
Sealed roads	95%	93%	88%	93%
Unsealed roads	83%	80%	65%	78%
Car Parking	93%	90%	85%	90%
Water Supply	84%	84%	77%	82%
Sewerage System	71%	69%	61%	68%
Stormwater	51%	52%	51%	51%
Rubbish Collection [red bins]	80%	81%	69%	78%
Transfer Stations	57%	66%	62%	62%
Kerbside Recycling [blue & yellow bins]	76%	78%	68%	76%
Recycling Depots	50%	60%	53%	55%
Waste Minimisation Education	11%	7%	4%	8%
Litter Bins	57%	53%	42%	52%
Building Consents and Inspections	24%	19%	11%	19%
Resource Consents	16%	12%	8%	12%
LIM Reports	24%	17%	11%	18%
Health Inspection	2%	2%	5%	3%
Alcohol Licensing	11%	5%	4%	7%
Noise Control	5%	4%	2%	4%
Dog Control	7%	10%	12%	9%
Emergency Management (Civil Defence)	1%	1%	1%	1%
Cemeteries	11%	16%	14%	14%
Community Halls	27%	30%	31%	29%
Elderly Persons' Housing units	1%	1%	2%	1%
Libraries	47%	56%	57%	53%
Parks and Reserves	76%	73%	66%	73%
Playgrounds	67%	47%	34%	51%
Public Toilets	78%	75%	63%	74%
Sports Grounds	61%	60%	34%	55%
Stadiums	24%	23%	12%	21%
Swimming Pools	68%	56%	28%	54%
Walking Tracks	63%	70%	57%	65%
Economic Development	7%	5%	5%	5%
Community Planning	5%	7%	8%	6%
Regional Identity	8%	9%	10%	9%
Tourism Marketing and Development	7%	7%	6%	7%

Visitor Information Centres	25%	39%	49%	36%
After Hours Answer Service	6%	6%	10%	7%
Council Communications	20%	19%	18%	19%

Use and experience by Ward

Ward	Used or Experienced More	Used or Experienced Less
Alexandra	elderly persons' housing stadiums waste minimisation education	alcohol licensing council communications
Cromwell	resource consents	cemeteries
Earnsclough/Manuherikia	emergency management community planning	
Maniototo		
Teviot Valley		

Use and experience by Gender

Women were more likely to have experienced waste minimisation education while men were more likely to have used or experienced:

- resource consents
- emergency management
- noise control
- community planning
- regional identity

Q3 Satisfaction with Council Services and Amenities

Satisfaction by ward

There were a number of noticeable differences in the perceptions of members of different wards.

Ward	More Satisfied With	More Dissatisfied With
Alexandra	Recycling depot, resource consents	Water supply, public toilets
Cromwell		Council communications
Earnscliffe/Manuherikia	Playgrounds	Litter bins, public toilets
Maniototo	Water supply	Unsealed roads, transfer station, building consents, dog control, cemeteries, council communications
Teviot Valley	Water supply	Sealed roads

Q4 No age difference in likelihood of having experienced problems or issues in the last 12 months.

Respondents from Maniototo and Teviot Valley tended to be more likely to report that they had experienced problems.

Q7 Funding Priorities by Ward

There were strong differences in the funding priorities of wards.

Ward	More Funding For	Less Funding For
Alexandra	Water Supply	Unsealed roads, health inspection, noise control, cemeteries, community halls, libraries, playgrounds, After hours answering service
Cromwell	Car parks, Rubbish collection, Transfer station, kerbside recycling, waste minimisation education*, building consents, resource consents, LIM reports, health inspection, noise control, emergency management, community halls, after hours answering service.	
Earnsclough/Manuherikia	Unsealed roads, sewerage, stormwater, rubbish collection, building consents, resource consents, LIM reports, emergency management, community halls	Health inspection, after hours answering service
Maniototo	Footpaths, unsealed roads, Transfer station	Health inspection
Teviot Valley	Footpaths, sealed roads*, unsealed roads, sewerage, stormwater*, cemeteries*	

*caution small sample size

Funding Priorities by Gender

Men were significantly more likely to want great priority for sealed roads, unsealed roads and stormwater.

Q8 The table below shows which age groups prioritise specific services in 2016. Note the skews towards Under 40 residents [yellow shading] or Over 60 residents [blue shading]

COUNCIL SERVICE PRIORITIES	UNDER 40 %	UNDER 60 %	60 PLUS %	TOTAL
Water Supply	34%	40%	31%	36%
Tourism Marketing and Development	16%	20%	15%	18%
Economic Development	21%	16%	13%	17%
Elderly Persons' Housing units	15%	17%	11%	15%
Rubbish Collection [red bins]	20%	14%	8%	15%
Public Toilets	14%	15%	14%	15%
Community Planning	14%	16%	8%	14%
Footpaths	11%	11%	23%	13%
Unsealed roads	9%	15%	14%	13%
Kerbside Recycling [blue & yellow bins]	18%	8%	7%	11%
Walking Tracks	9%	11%	12%	11%
Resource Consents	13%	8%	9%	10%
Litter Bins	10%	7%	13%	9%
Building Consents and Inspections	12%	8%	6%	9%
Dog Control	7%	8%	12%	8%
Sealed roads	9%	10%	3%	8%
Waste Minimisation Education	12%	5%	7%	8%
Swimming Pools	9%	6%	9%	8%
Recycling Depots	7%	7%	7%	7%
Car Parking	9%	5%	10%	7%
Parks and Reserves	7%	7%	7%	7%
Playgrounds	13%	4%	4%	7%
Sewerage System	6%	7%	6%	6%
Stormwater	4%	6%	5%	5%
Regional Identity - World of Difference	6%	5%	3%	5%
Council Communications	6%	5%	2%	5%
Community Halls	2%	5%	7%	4%
Libraries	6%	3%	4%	4%
Sports Grounds	4%	6%	2%	4%
Transfer Stations	2%	5%	6%	4%
None of These	1%	4%	5%	3%
Emergency Management (Civil Defence)	4%	2%	2%	3%
Health Inspection	3%	2%	2%	3%
Noise Control	1%	3%	2%	2%
Cemeteries	1%	3%	2%	2%
Stadiums	1%	3%	1%	2%
After Hours Answer Service	2%	2%	0%	2%
LIM Reports	1%	1%	1%	1%
Alcohol Licensing	1%	1%	2%	1%
Visitor Information Centres	0%	1%	0%	0%

Top Priorities by Ward

The following issues had greater significance to particular wards. They are listed in order of the number favouring them in each ward.

Ward	Higher Priority For:
Alexandra	Water supply, economic development, tourism promotion, public toilets
Cromwell	Water supply, community planning, elderly persons' housing, rubbish collection
Earnsclough-Manuherikia	Water supply, tourism promotion, public toilets
Maniototo	Unsealed roads, footpaths
Teviot Valley	Footpaths, unsealed roads

Top Priorities by Gender

Men were more likely to prioritise stormwater, sewerage, resource consents and LIM reports while women were more likely to priorities car parking and rubbish collection.

Q9 Satisfaction with last year's issues by Ward

The following issues had greater significance to particular wards. They are listed in order of the number favouring them in each ward.

Ward	More Satisfied	More Dissatisfied
Alexandra		Water quality, elderly persons' housing, economic development
Cromwell	Economic development, tourism promotion	
Earnsclough/Manuherikia		Economic development
Maniototo		Sealing roads, footpaths
Teviot Valley		Sealing roads, footpaths

Satisfaction with last year's issues by Gender

Men were more dissatisfied with economic development and sealed roads while women were more dissatisfied with elderly persons' housing.

Q10 There are big differences in the way different age groups get information from Council as the following table shows. Methods preferred by younger residents are shaded yellow while those preferred by older residents are shaded blue.

COUNCIL COMMUNICATIONS	UNDER 40 %	40 TO 60 %	60 PLUS %	TOTAL %
Newspapers	58%	59%	65%	60%
Facebook	70%	49%	30%	52%
CODC Website - www.codc.govt.nz	43%	45%	28%	41%
Council newsletter (The FlipSide)	19%	28%	41%	28%
CODC Noticeboard (page 5 The News)	17%	30%	38%	27%
Personal contact with Council staff	18%	28%	30%	25%
Radio	19%	20%	13%	18%
Council papers/documents	14%	17%	19%	17%
Local Community Boards/Elected Members	4%	9%	14%	8%
Public Meetings & Workshops	6%	6%	6%	6%
Other (please write in)	4%	3%	5%	4%
None of These	2%	0%	4%	2%

Alexandra residents were more likely to have been to public meetings. Maniototo and Teviot Valley users were less likely to have visited the website.

No significant differences in terms of gender.

Q11 Unsurprisingly, younger people are more likely to visit the website more often.

WEBSITE USAGE	UNDER 40 %	40 TO 60 %	60 PLUS %	TOTAL
Never	19%	22%	28%	22%
Once	15%	11%	10%	12%
2-5 times	38%	41%	42%	41%
6-10 times	11%	12%	12%	12%
More than 10 times	17%	14%	8%	14%

Heavy users of the website were more likely to come from Alexandra, Cromwell or Earnsclough/Manuherikia. Men were significantly more likely to have used the website 10 times or more.

Q12 People under 40 [75%] were significantly less satisfied with the ease of access to the website than those over the age of 40 [85%].