

# Residents' Survey 2024

Let us know how we're doing!



## RESIDENTS' SURVEY REPORT 2023-24

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## Research Design

### Context

This report summarises the results of the 2024 Central Otago District Council Residents' Survey. The survey evaluated ratepayer satisfaction with Council services and facilities from May 2023 to June 2024. The survey was carried out between 13 June and 21 July 2024.

Council carries out an annual survey to:

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

This was the ninth year Council has conducted the survey online and the third year using the Let's Talk consultation platform.

We received a total of 455 responses to the survey, 451 of those responses came through Let's Talk, and four were received in hard copy. This is a slightly higher response rate than the previous year (440).

### Method

The 2024 survey was conducted using the Let's Talk Kōrero Mai consultation platform. Respondents were required to register on the Let's Talk platform to participate. The survey was promoted throughout the district through media channels, elected members and community outreach efforts. This survey used self-selection sampling.

Based on the number of responses (455) and the CODC projected population of the Central Otago District in 2024 (26,708), the data in this survey is accurate to a margin of error +/- 4.5 at a 95 per cent confidence level.<sup>1</sup> While every attempt was made to achieve a demographically representative sample (age, gender, ward), this was not completely achieved (see Appendix One). Gender demographic representation was accurately represented with the 2018 Census, but the survey overrepresents the 60 and over age group.

Where possible, trend analysis is included to compare 2024 results to previous years.

### Questionnaire design

Respondents were asked to indicate satisfaction or dissatisfaction with a wide range of Council services and facilities. Questions in this report followed by an asterisk (\*) indicate a mandatory question.

There was an internal plain language review of the survey in January 2024 to make the survey easier to understand, particularly for those who don't speak English as their first language. That review resulted in some minor changes to the wording used, but those edits did not alter the meaning of the questions.

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<sup>1</sup> [Sample size calculator - CheckMarket](#)

There were some new additions to the survey this year. 'Council offices reception' and 'Kerbside organic collection (green bin)' were added to the list of Council services. The question, 'How would you prefer to receive information about/from Council?', was also added to try to identify if there is a preferred method of communication that is not currently being used.

### **Notes on reporting conventions**

Resident satisfaction is measured in this report by removing all respondents who answered, 'Don't know/unsure', unless otherwise noted. This was done to accurately compare previous years' data trends.

The number of respondents for each question is 455 unless otherwise noted.

### **Promotion of survey**

- Hard copy surveys available at all Council offices and libraries
- Elected members encouraged to promote the survey in their community
- Council's website and Facebook page
- Council staff email signature
- Onelan screen display
- Email databases. Some respondents were prompted to participate via an email sent to those who have elected to pay rates electronically (8,807 recipients). Others were prompted to participate via an email sent to Let's Talk participants who indicated an interest in being informed of Council community engagement (679 recipients).
- Dunstan High School Social Sciences Department, encouraged youth to participate
- Central Otago adult learning students (REAP Choices) encouraged to participate
- Promotion of the survey through advertising:
  - o The News (CODC Noticeboard, p. 5)
  - o Central App
  - o Teviot Bulletin
  - o Cromwell Bulletin
  - o Positively Maniototo
- Promoted at social services meetings
- Promoted at ward-based business breakfasts

*Please note that in previous years there was a drawing from those who responded to the survey for a \$500 Prezzy card, as an incentive for participation. In light of the recent rates increase, no such incentive was provided this year.*

# Results Snapshot of Council Services

## What people say we do well



Libraries  
94% satisfied



Council offices reception  
93% satisfied



Kerbside recycling  
92% satisfied – green bin  
91% satisfied – yellow and  
blue bin



Sports grounds  
91% satisfied

## What has improved the most



Car parking  
83% satisfied in 2024  
76% satisfied in 2023



Kerbside rubbish collection –  
red bin  
84% satisfied in 2024  
80% satisfied in 2023



Kerbside recycling collection –  
yellow and blue bin  
91% satisfied in 2024  
87% satisfied in 2023

## Where we could improve



Reuse shop – 27% satisfied\*  
The reuse shop (Wastebusters)  
closed in 2023



Resource consents – 51%  
satisfied



Noise control – 64% satisfied



Council communications – 63%  
satisfied



Building consents – 67%

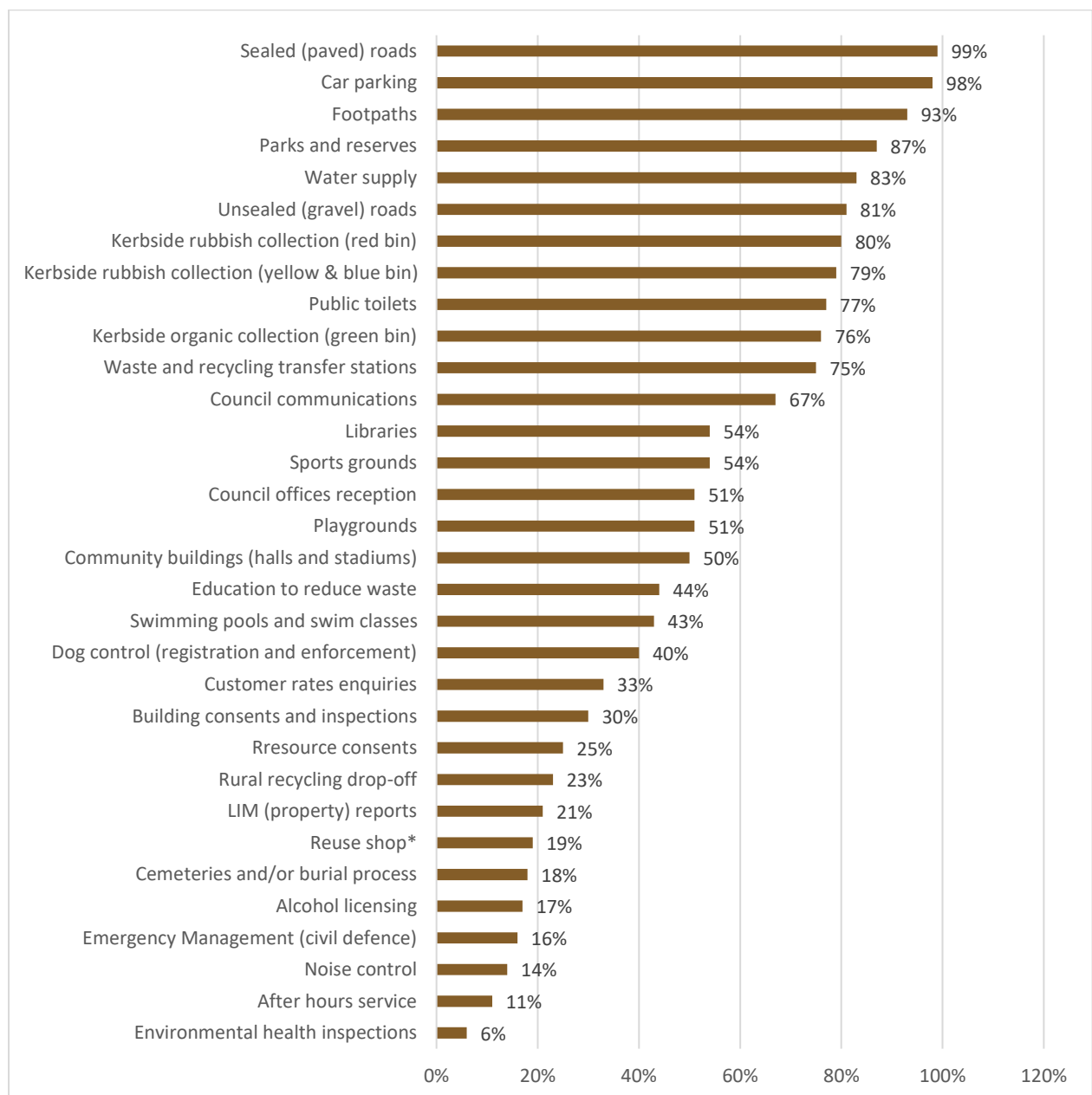


Environmental Health  
inspections – 67% satisfied

# Survey Results

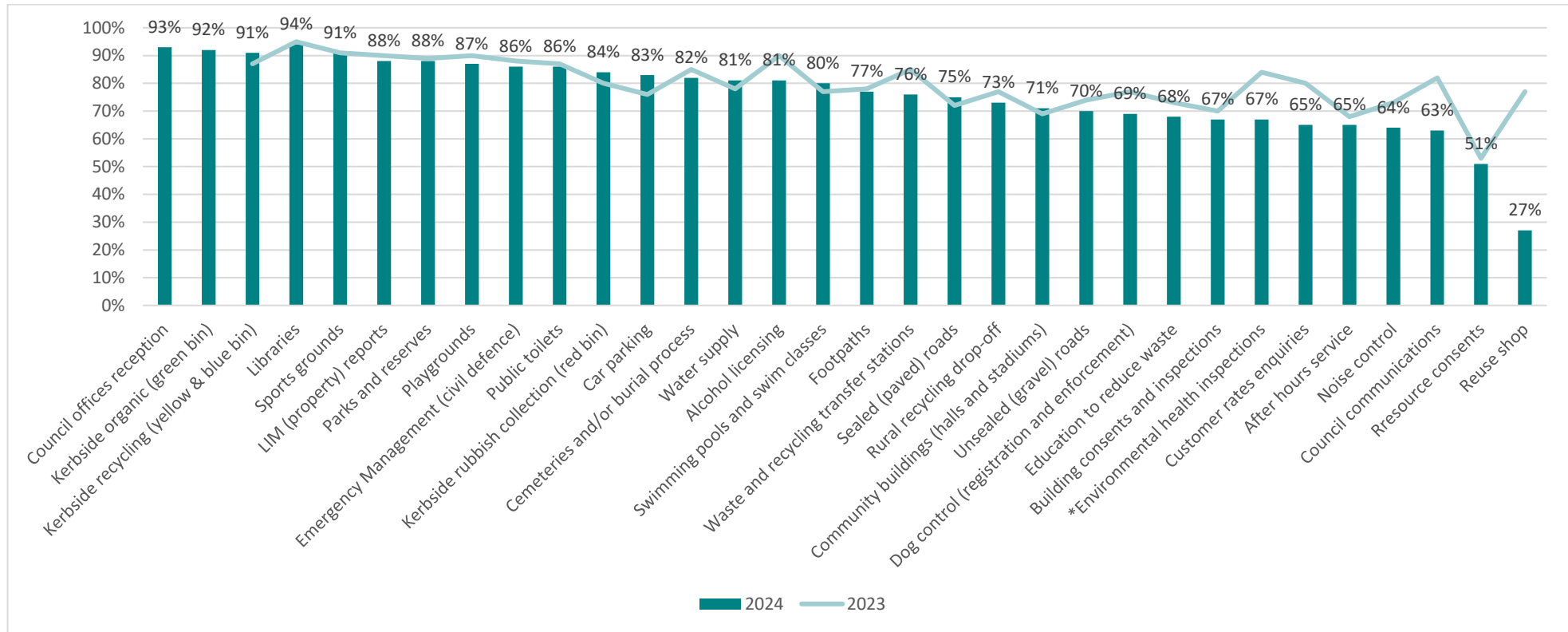
## Services and facilities used or experienced in the past 12 months

Respondents were asked to select which of Council’s services and facilities they had used or experienced in the last 12 months and to indicate whether or not they were satisfied. The graph below shows the percentage of respondents who have used or experienced each service or facility.



\*Reuse shop closed in 2023

## Satisfaction with services and facilities



*\*Less than 50 responses*

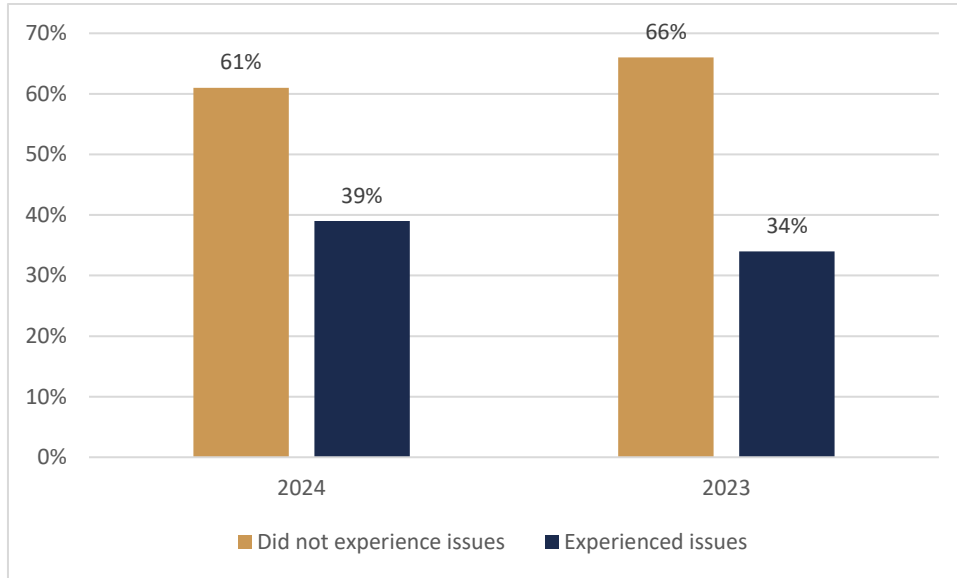
The above shows the 2024 results compared to the 2023 results. Overall, there is a slight decrease in satisfaction with Council services and facilities across the board. Of note, the Reuse shop (formerly named Recycling depot) closed in 2023, which explains the significant reduction in satisfaction with that service.

There were two questions added this year, Kerbside organic collection (green bin) and Council offices reception, therefore no comparable data is available.



## Issues/problems with services and facilities

Respondents were asked 'In the past 12 months have you personally experienced any issues or problems with any of Council services or facilities?'

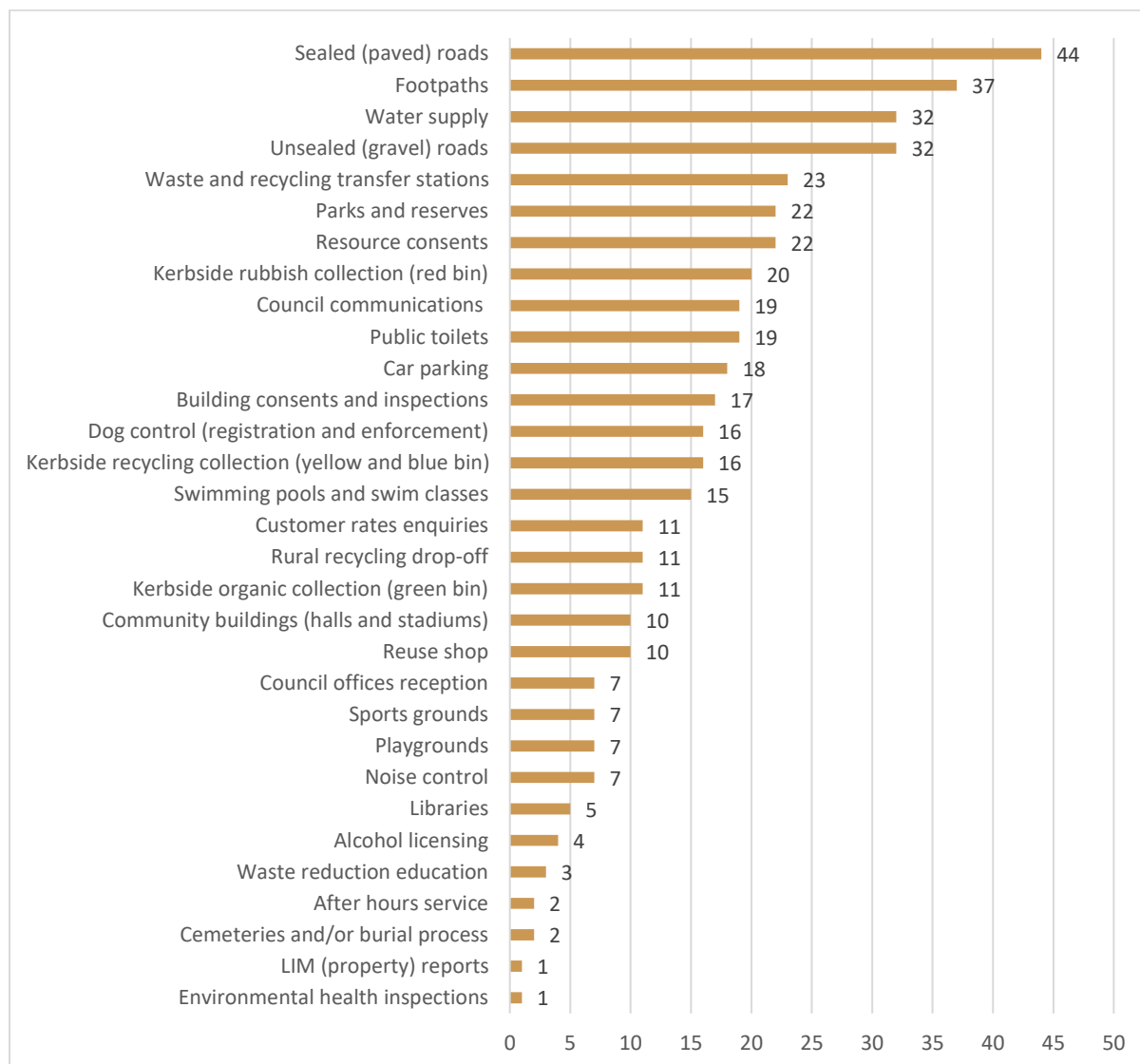


The majority of respondents (61%) did not experience issues or problems with any of Council services or facilities. There was a slight increase in the percentage of respondents who experienced issues in 2024, when compared to 2023, but remains within the margin of error.



## Problems faced

To further identify the specific problem, respondents were asked ‘Please indicate which of the following services or facilities were the subject of your issues or problems.’ To answer this question, a drop-down box was provided. Respondents could tick more than one option.



N=171

The number of respondents who identified a problem was 171. Of that number, there were 451 specific issues or problems identified. The five services or facilities where respondents experienced the most issues or problems were sealed (paved) roads (26%), footpaths (22%), water supply (19%), unsealed (gravel) roads (19%) and waste and recycling transfer stations (13%).

## How could Council improve services?

Respondents were asked, ‘In your opinion, how could Council improve services?’ 169 respondents provided comments to this question. The information below outlines the commonly mentioned themes that respondents identified where Council could improve services as well as the inclusion of sample respondent comments to demonstrate sentiment.

**Roading and footpaths** (33 comments) – Sealed roads and unsealed roads need improvement; better communication about road closures; uneven footpaths in Clyde, Millers Flat and Naseby; uneven cobblestones in the Cromwell Mall were noted as a hazard.

*“Roads are hard due to the large area to cover and funding issues but focussing more money into roading maintenance and pairing back some non-core services would be sensible.”*

**Parks and reserves** (23 comments) – Improvements to playgrounds required; mow more frequently; need for an indoor sports facility; concern raised regarding the amount of litter around; bike park needs more maintenance and an upgrade.

*“The playgrounds need upgraded/additions. In particular the bike park - the traffic lights havent worked in decades, and the inside lane concrete is now a hazard to small children on scooters.”*

**Bins** (17 comments) – Requests for weekly collection of red bins and concerns regarding the smell of red bins in summer when not collected weekly; the need for more rubbish bins; requests for extension of rubbish collection zone to include outlying communities such as Queensberry, St. Bathans and Luggate Cromwell Road.

*“I use the red bin for dog, cat and baby poo once a fortnight isn't enough, the bin stinks especially in summer, causing hygiene issues.”*

**Water** (17 comments) – Improvements to water supply needed in Naseby, Omakau, Cromwell, Ranfurly, Clyde and St. Bathans; better communication about water supply repairs; recommendation for locals in Ranfurly to monitor the water supply on behalf of Council.

*“Council achieves a huge amount on less than a shoestring budget, but it is frustrating when ongoing deterioration or known faults result in repeat losses of service (such as water supply/boil water notices, and closure of community facilities).”*

**Communication** (14 comments) – Comments requesting more personal interaction with Council, such as meetings and phone calls rather than emails; better communication with ratepayers, stakeholders and contractors; more information about ongoing projects; better financial transparency; better internal communication between departments.

*“Lack of communication between Council staff and the rate payers is a constant source of concern.”*

**Customer service** (11 comments) – Work to resolve problems more quickly; need for an easier process and for more flexibility.

*“We had an issue with receiving our dog resignation tag. Customer service was fantastic, and was resolved, but it highlighted an issue with the current process.”*

**Pools** (10 comments) – Pool facilities need upgrading; Cromwell pool water too cold; requests for more pool toys and maintain existing water features (mushroom and water gun); pool staff require more training.

*“Ongoing issues with the Cromwell swimming pool causing class cancellations and heating issues.”*

**Public toilets** (10 comments) – Public toilets require more attention, especially those in the smaller communities; more public toilets needed; recommendation to provide a phone number to report the need for urgent attention.

*“Clean all the toilets in the community not just the ones in larger towns.”*

**Rates** (10 comments) - Concerns expressed about the affordability of the rates increase; more transparency around the calculation of rates; requests to reduce costs to reduce rates; suggestion to send reminder notices for overdue rates.

*“Rates increase this year is ridiculously high. The council must reduce this cost and cancel any “nice to have” projects.”*

**Facilities** (9 comments) - Better maintenance of council facilities; more long-term planning for leases; support for museums; improvements required for Tarras Hall.

*“These facilities need modernised, although they are usually always clean, they are not inviting to use.”*

**Council staff** (9 comments) – Frustration with non-responsive staff; perception that staff are lazy and should be more experienced; note about a particularly excellent staff interaction at the tip.

*“Follow up with some staff not happening, otherwise we have to rely on emails which are less ideal than face to face or telephone conversations. There are not enough staff to have conversations so applicants/members of the public end up being stonewalled. Something needs to change.”*



## Priorities

Respondents were asked, 'Please tick up to four priority issues that you consider Council should give high priority to in the next one to three years.'\*

2024 Ranking	Priority Issues	Responses (%)	Actual Count	2023 Ranking
1	Water supply	23%	104	4
2	Reuse shop	18%	80	1
3	Footpaths	17%	78	5=
4=	Sewerage system	17%	77	14
4=	Sealed (paved) roads	17%	77	3
5	Economic development	16%	74	8
6	Community development	16%	71	2
7	Walking/cycling tracks	15%	67	7
8	Unsealed (gravel) roads	13%	58	11
9	Car parking	11%	50	8
10=	Tourism marketing and development	11%	48	13
10=	Waste and recycling transfer stations	11%	48	23

The top priority, water supply, is consistent with previous years, with 2023 being the exception when recycling depots (this year renamed 'reuse shop') were identified as the top priority and water supply was a lower priority (ranked 4).

Reuse shop (previously called recycling depots) returned as a priority (ranked 2). Footpaths (ranked 3) moved up in priority from 2023 (ranked 5=). Sewerage system (ranked 4=), reflected an increase in priority when compared to 2023 when it did not make the top 10. Economic development (ranked 5) increased in priority from 2023 (ranked 8).

### Top 5 priorities over the past three years

The table below shows the priorities identified in 2024 compared with the previous three years.

Ranking	2024 Priorities	2023 Priorities	2022 Priorities	2021 Priorities
1	Water supply	Recycling depots*	Water supply	Water supply
2	Reuse shop	Community development	Community development	Footpaths
3	Footpaths	Sealed roads	Footpaths	Economic development
4	Sewerage system 4=	Water supply	Sealed roads	Community planning
5	Sealed (paved) roads 4=	Footpaths 5=	Walking/cycling tracks	Walking/cycling tracks

\*Recycling depots renamed "Reuse shop" in 2024

### Top priorities by ward

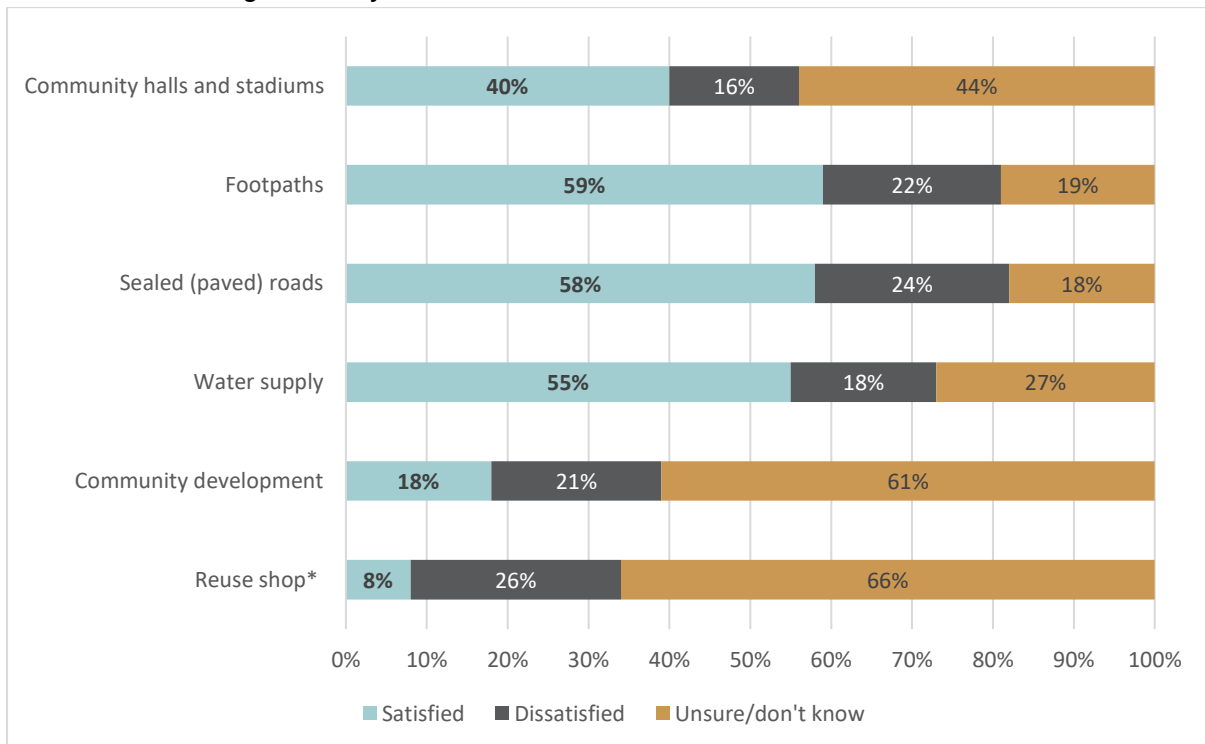
The table below identifies the top priority services in each ward for 2024 and 2023. They are listed in priority order for that ward.

Ward	2024	2023
Vincent	<ol style="list-style-type: none"> <li>1. Reuse shop*</li> <li>2. Sewerage system</li> <li>3. Water supply</li> </ol>	<ol style="list-style-type: none"> <li>1. Recycling depots</li> <li>2. Sealed roads</li> <li>3. Community development</li> </ol>
Cromwell	<ol style="list-style-type: none"> <li>1. Water supply</li> <li>2. Economic development</li> <li>3. Community development</li> </ol>	<ol style="list-style-type: none"> <li>1. Community halls and stadiums</li> <li>2. Community development</li> <li>3. Car parking</li> </ol>
Maniototo	<ol style="list-style-type: none"> <li>1. Water supply</li> <li>2. Unsealed roads</li> <li>3. Sealed roads</li> </ol>	<ol style="list-style-type: none"> <li>1. Sealed roads</li> <li>2. Unsealed roads</li> <li>3. Water supply</li> </ol>
Teviot Valley	<ol style="list-style-type: none"> <li>1. Footpaths</li> <li>2. Sealed roads</li> <li>3. Reuse shop*</li> <li>3. Dog control</li> </ol>	<ol style="list-style-type: none"> <li>1. Footpaths</li> <li>2. Sealed roads</li> <li>3. Walking/cycling tracks</li> </ol>

\*Recycling depots renamed "Reuse shop" in 2024

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

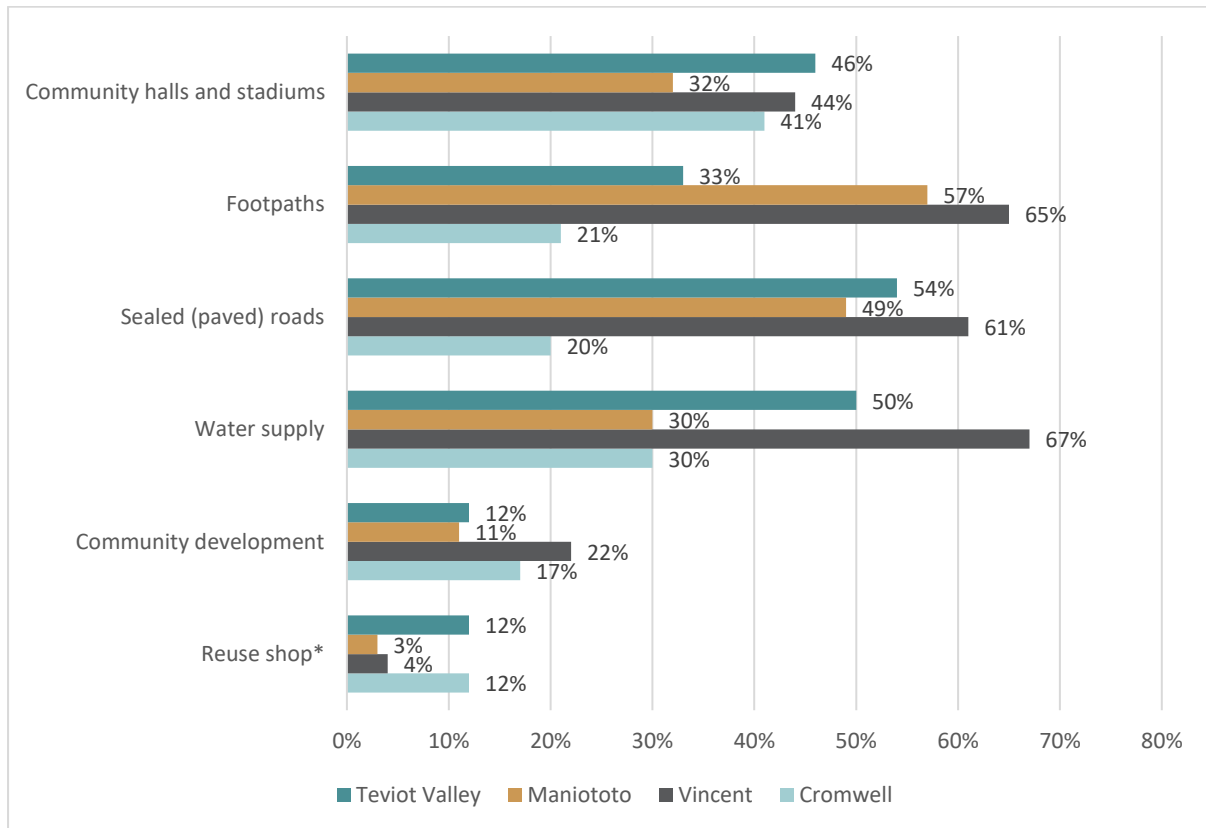
Respondents were asked 'Please indicate how satisfied you are with the Council's efforts on these issues during the last year'.



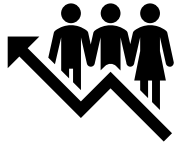
\*Reuse shop closed in 2023

Respondents indicated satisfaction with footpaths (59%), sealed (paved) roads (58%) and water supply (55%). Community development was marked by a high number of Unsure/don't know responses (61%), suggesting additional information may need to be provided to the community about this service.

### Satisfaction with Council's efforts on priority issues – By Ward



Teviot Valley Ward was most satisfied with Council's efforts on sealed (paved) roads (54%), Maniototo Ward was most satisfied with Council's efforts on footpaths (57%), Vincent Ward was most satisfied with Council's efforts on water supply (67%) and Cromwell Ward was most satisfied with Council's efforts on community halls and stadiums (41%).

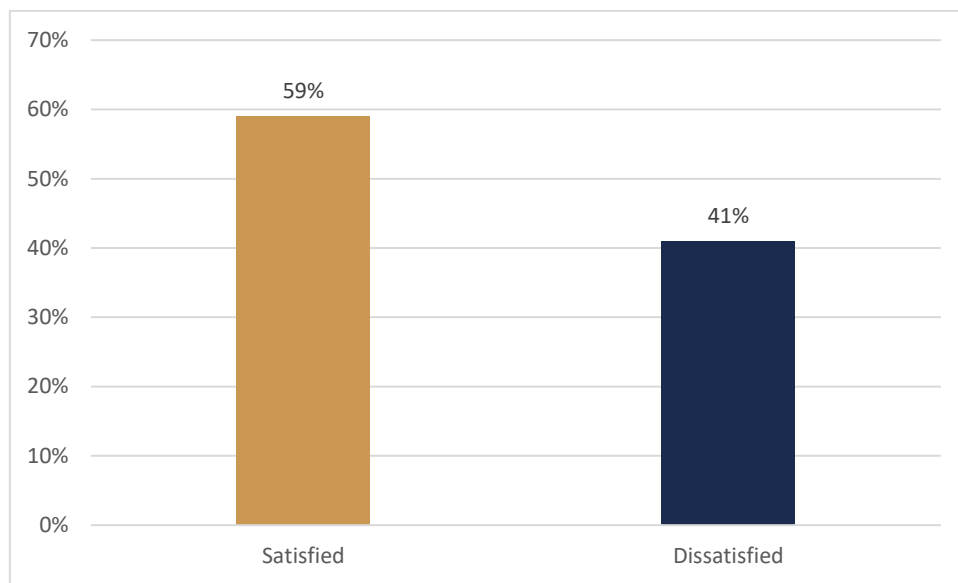


## Satisfaction with Council's economic development activity

The following statement was presented to respondents, *“Economic development activities over the past 12 months have focussed on workforce attraction and youth employment, supporting business startups, increasing digital connectivity, commercialising waste fruit, and regional collaboration.”*

Note: These activities change from year to year, as a result satisfaction is evaluated on an annual basis only.

Respondents were asked, *‘How satisfied are you that these are the right types of economic development activity for council to be involved in?’\**



N=280

174 respondents (62%) indicated that they were 'Unsure/didn't know'. Of those who did state an opinion, fifty-nine per cent of respondents were 'satisfied' that Council's economic development activity focused on workforce attraction and youth employment, supporting business startups, increasing digital connectivity, commercialising waste fruit, and regional collaboration.

Respondents were asked to *“Please provide a comment if you wish”* regarding their satisfaction with Council's economic development activity. 122 comments were received on this topic.

**More limited role for Council** (33 comments) – Many commented that they did not feel that this is a role for Council (20 comments), or that Council should focus exclusively on core services (13 comments).

*“CODC should not focus on workforce attraction but rather services and roles which facilitate business growth, affordable housing and development of accommodation that enables workforce to be accommodated in Central Otago.”*

**More business development needed** (16 comments) – These comments included concerns that the Cromwell Mall isn't suitable for businesses (4 comments), several expressing the need for more retail shops (2 comments) and suggestions for promoting local businesses (2 comments).

*“Cromwell is continually growing and the infrastructure needs to grow with it. The Mall area is very run down and not a hub for businesses to thrive in.”*

**Housing** (16 comments) – The majority of respondents identified affordable housing (12 comments) as a key factor in promoting economic development in the district, while others felt like there should be focus on the need for seasonal workforce accommodation (2 comments).

*“Workforce attraction would improve further if there was more reasonably priced housing/renting options.”*

**Need more information** (14 comments) – Some respondents (5 comments) expressed the need for more information, while others (5 comments) wanted to be provided with more data to help track results, and some (2 comments) wanted a better understanding of how success is being measured.

*“Insufficient information available to track results against Council input and expenditure. Eg how many workers have been attracted through Council efforts and at what cost? How many startups have been supported, in what sectors, and at what cost? What impact are these startups having on the regional economy?”*

**Other** (13 comments) – These comments were wide-ranging, making it difficult to identify themes. However, a small group (2 comments) indicated that if there are economic advantages, businesses will come.

*“Council led economic development is a folly. Business will establish if the District provides some economic advantages.”*

**Not aware of economic development initiatives** (11 comments) – Respondents were either not aware of economic development initiatives in the district (8 comments), or in one specific area, such as the Maniototo (3 comments).

*“I am not aware of any of these issues being actioned in the Maniototo.”*

**Supports efforts** (10 comments) – These comments varied, but all expressed support for the economic development efforts that are being made.

*“All those stated aims are worthwhile. It is extremely important to work out pathways for local youth to have gainful employment.”*



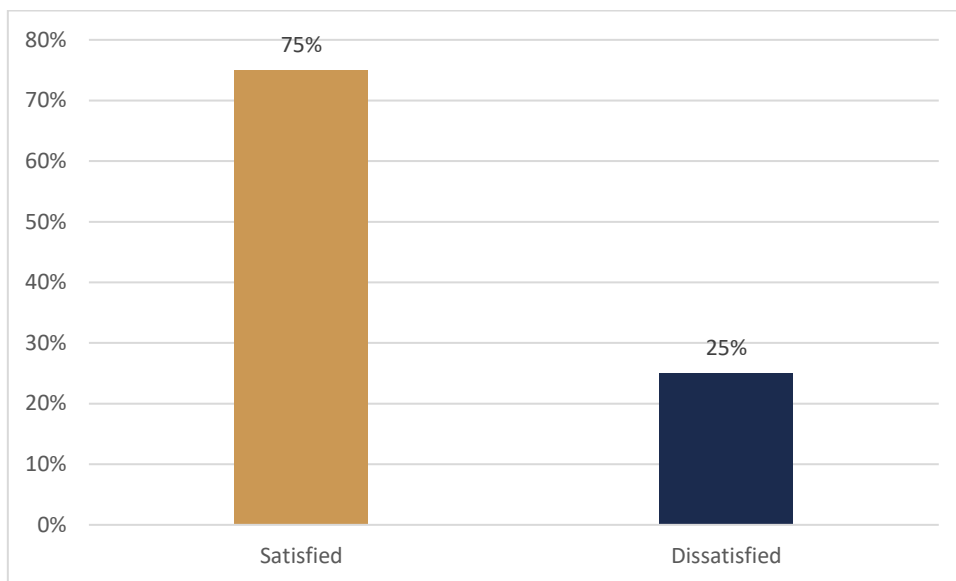


## Satisfaction with Council's tourism activity

The following statement was presented to respondents, *"In the last 12 months Tourism Central Otago has focussed on collaboration and partnerships with local businesses, community groups, trail trusts and neighbouring regions to ensure that visitors make a positive and sustainable contribution to the well-being of the districts' communities, environment, and economy. This approach is driven by the community ambitions set out in the Central Otago Destination Management Plan (DMP)."*

Note: These activities change from year to year, as a result satisfaction is evaluated on an annual basis only.

Respondents were asked, *'How satisfied are you that visitors to the district enrich the quality of life for residents?'*\*\*



N=346

Respondents were asked to comment regarding their satisfaction with Council's tourism activity. 121 comments were received on this topic.

108 respondents indicated that they were 'Unsure/don't know'. Of those who did state an opinion, seventy-five per cent were satisfied that visitors to the district enrich the quality of life for residents in Central Otago.

**Does not support tourism** (42 comments) – This captured a range of comments, including those who did not think this was an appropriate role for Council (12 comments) or that Council should focus on core services (6 comments). Others indicated that they saw no obvious benefit (9 comments) or were concerned that tourism only benefits businesses (6 comments).

*'While tourism is no doubt essential for the continuation and profitability of some businesses in the district, the Council's principal focus should be on the provision and maintenance of core services.'*

**Supports tourism** (26 comments) – Some respondents expressed general support for tourism initiatives (17 comments), while others indicated that tourism supports growth (5 comments).

*‘Tourism is critical to Central Otago’s health, wealth, and well-being. Council is successfully supporting businesses and community groups to ensure visitors have a great experience of the District.’*

**Tourism infrastructure** (20 comments) – Respondents noted that infrastructure to support tourism will lead to further growth (3 comments) and others noted that additional infrastructure is needed to support tourism (2 comments). Support was shown for the tourism levy to offset costs of infrastructure (3 comments). Other needs to support tourism were noted, such as visitor accommodation (2 comments), affordable housing (2 comments), and more restaurant options (2 comments).

*‘Huge impact if their income and richness of diversity was withdrawn from the region - we have a very special place on earth - lets share it generously ... it benefits both parties but we need to do it well and have infrastructure ready to support growth!’*

**Cromwell specific** (11 comments) – Support for more development in Cromwell to support tourism (4 comments) was mentioned, as well as the suggestion that the Cromwell Mall is not suitable for businesses (3 comments). Some noted their support for the new Cromwell Memorial Hall (2 comments) and others felt like Cromwell was bypassed by most tourists (2 comments).

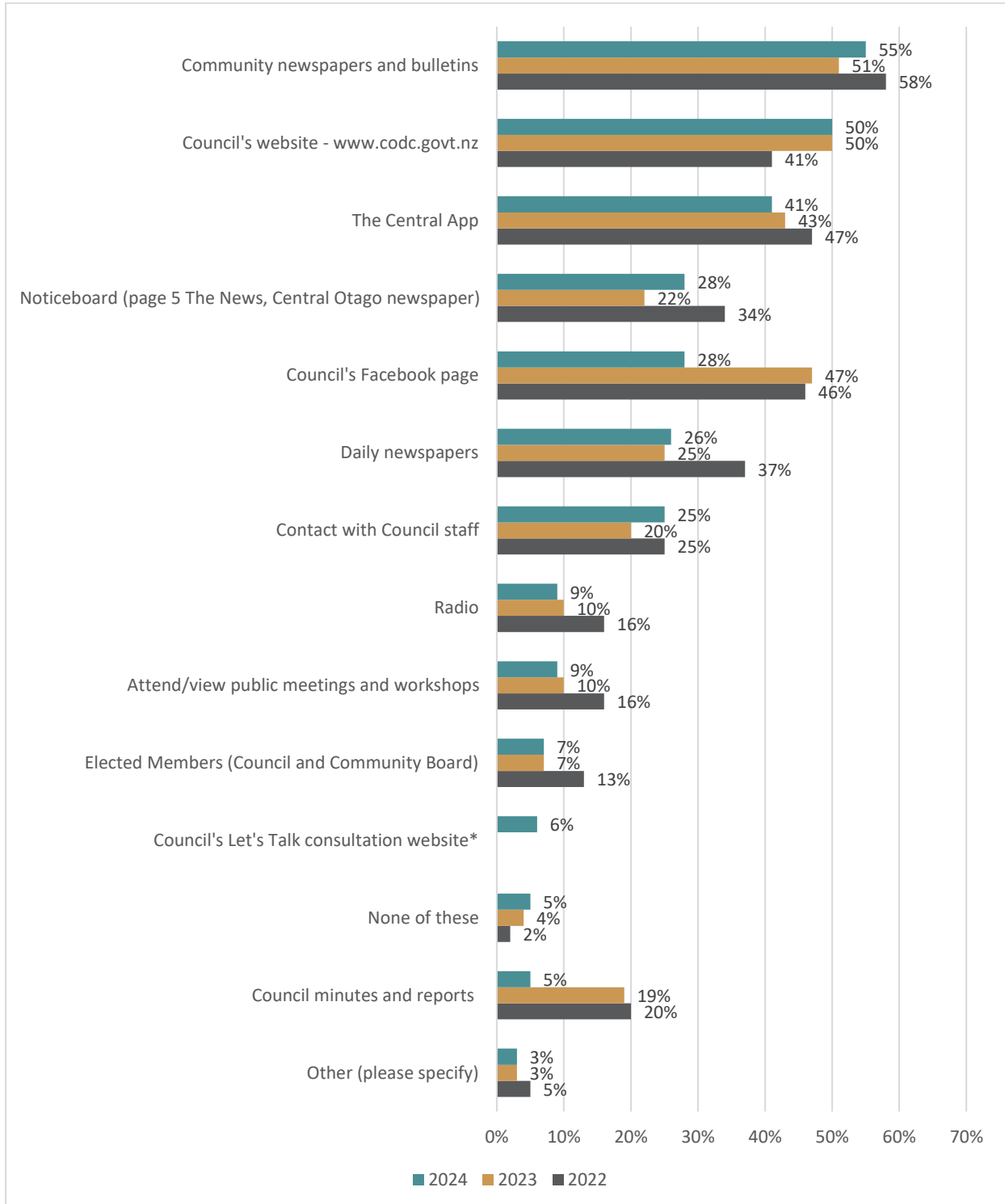
*‘Visitors bring the need for additional amenities; the current Cromwell mall and the scattered car parking could do with a huge makeover to make it more appealing and attract better businesses and shops.’*

**Other** (9 comments) – There were no themes that could be gleaned from this diverse group of comments. Some examples of the comments received include concerns about patches of melted tar in Naseby, that Council is not engaging with businesses in Clyde, the challenge that winter poses for tourism and support for the Tarras airport.



## Where do you obtain Council information?

The graph below compares the results from 2024 with the previous two years. Respondents were able to select more than one.



*\*New information source this year*

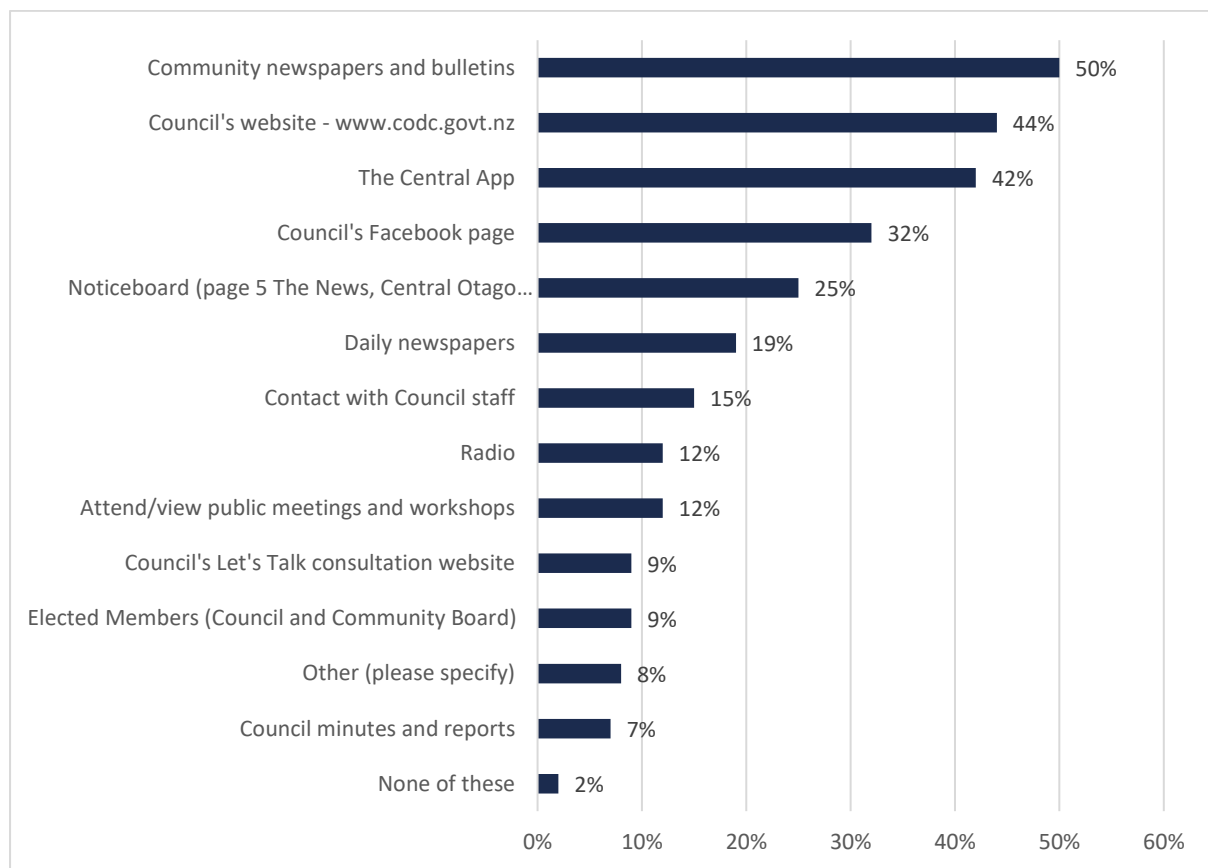
For the third year in a row, community newspapers and bulletins were where most people obtained Council information, followed by the CODC website. Council's Facebook page had

a significant drop with only twenty-eight per cent indicating that is where they obtain Council information, compared to forty-seven per cent in 2023 and forty-six per cent in 2022. The Central App also saw a slight reduction from forty-seven per cent in 2022 to forty-one per cent in 2024.

Those who ticked “other” mostly obtained Council information through email notification through sources such as the ratepayer database or the Let’s Talk database. Other places where respondents receive information include rates bills, community board member updates, Crux, Council emails, community Facebook groups, friends and co-workers.

## How would you prefer to receive information about/from Council?

Respondents were able to select more than one.



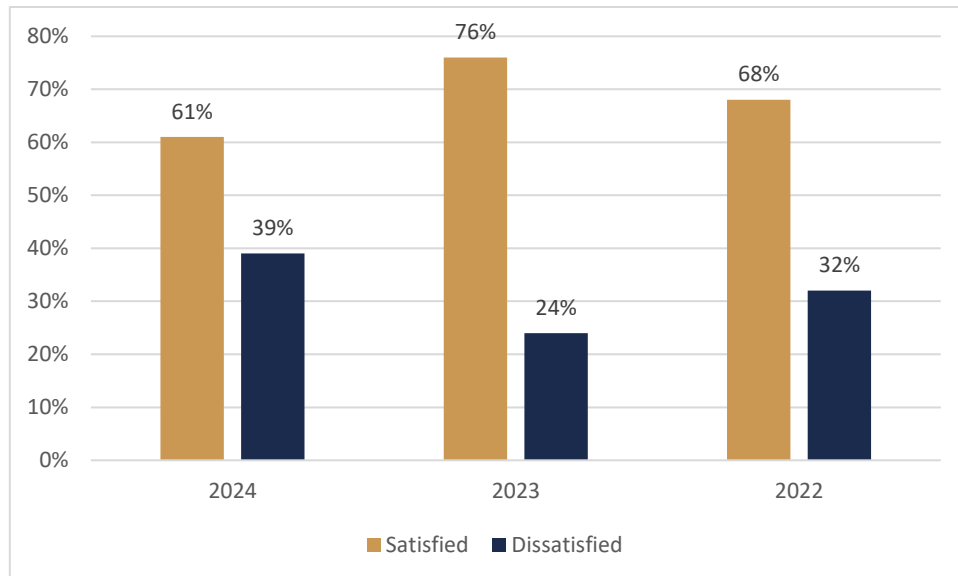
This is a new question this year to try and identify if there is a preferred communication option that is not currently being used. The results indicate that the sources Council is currently using to communicate information reflects the sources where respondents prefer to receive information.

Similar to the previous question, the most preferred method of receiving information about/from Council is community newspapers and bulletins (50%), followed by the CODC website and the Central App.

Also, similar to the previous question the most common response when 'other' is marked, is email notification. Other places where respondents would like to receive information include texts, community Facebook pages, electronic newsletters and physical notices placed on town noticeboards.

## Satisfaction with level of information from Council

Please tell us whether or not you are satisfied with how well you have been kept informed by Council.\*



There has been a decrease in respondent satisfaction with how well they have been kept informed by Council, from seventy-six per cent in 2023 to sixty-one per cent in 2024. 2024 results were more similar to 2022 with sixty-eight per cent satisfaction.

Respondents were asked to provide a comment regarding their satisfaction with the level of information from Council. 111 comments were received on this topic.

**Require more information** (30 comments) – Respondents noted the need for more information (9 comments) and more information specifically on planning (5 comments) and consents (3 comments). Some indicated that there needed to be more transparency about Council activities in the information provided (4 comments).

*“It seems that much of the communication provided is shared well after decisions are made or partly made. It would be good to know what the council and councilors are thinking about in terms of these and other initiatives/issues. It’s a balancing act but more information sooner rather than later would enable the community to engage earlier.”*

**Need to improve** (27 comments) – Some respondents suggested that Council rely more heavily on email for communication (5 comments). Others noted that they would like for it to be easier to find information (4 comments). Some expressed a lack of confidence in the consultation process (4 comments). Respondents also noted that Council needed to listen more (3 comments).

*“An email is free. Radio, newspaper, etc cost money and not everyone is exposed to radio and newspaper.”*

**Poor communication** (16 comments) – General statements were made noting poor communication (4 comments). Others expressed specific concerns about how Council communicates regarding water supply repairs (2 comments) and information about rates (2 comments). Some respondents felt that Council didn’t provide sufficient responses to submissions (2 comments).

*“Unless you read the agenda and minutes of the Community Board online, no one would know what they are up to. Very poor communication to the community.”*

**Other** (14 comments) – There was no clear theme from these comments.

**Good communication** (11 comments) – Some respondents indicated that Council does a good job of informing residents (3 comments). Others noted that Council is doing their best under difficult conditions (2 comments). With regard to Council surveys, some noted how easy it is to answer Council surveys (2 comments).

*“Council is making an effort to inform residents, and also present surveys in an easy to answer format.”*

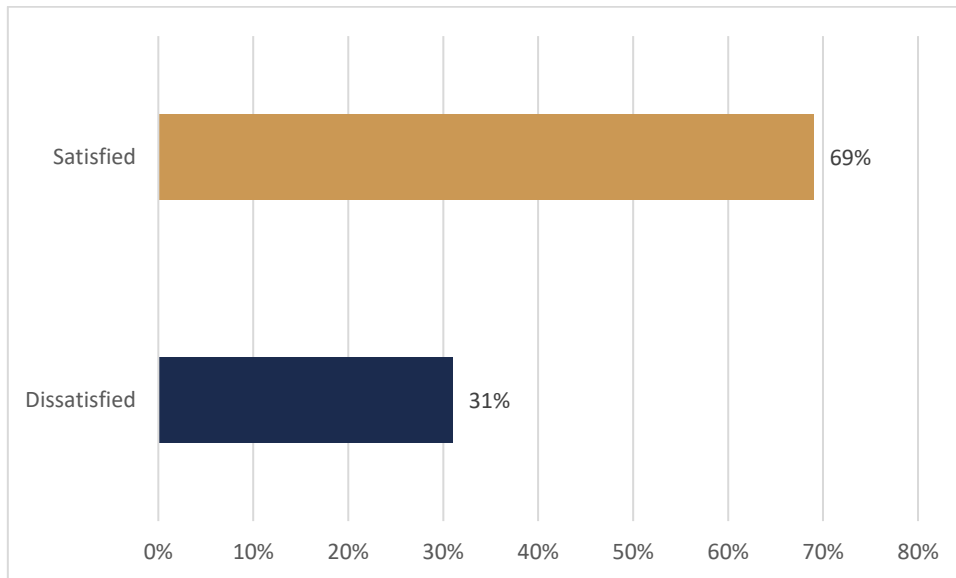
**Rates** (10 comments) – There were a number of comments relating to needing more information about the calculation of rates (5 comments). Others noted that more transparency was needed (2 comments). Some indicated their opposition to the rates increase commenting that the increase is unaffordable (2 comments).

*“With regards to rates increases I think the public should be better informed about the reasons for this. Explain in more detail.”*



## Opportunities to have a say in Council activities

Respondents were asked, 'Please tell us whether or not you are satisfied that you are given adequate opportunities to have your say in Council activities.'\*



N=325

Sixty-nine per cent of respondents were satisfied that they were given adequate opportunities to have their say in Council activities. Eighty comments were received on this question.

**Lack of confidence in consultation process** (28 comments) – Some respondents held the view that while Council asks for public feedback, the decision is already made (9 comments). Others indicated a lack of confidence in the consultation process (5 comments), couldn't attend community meetings (5 comments), felt like speaking at Council or Community Board meetings was a waste of time (3 comments), or noted that they felt disengaged (3 comments), or that more time was needed to provide feedback (2 comments).

*"What's the point. Decisions are made without consultation The rise in rates situation is an example that will hurt many residents and I am not aware of anyone at CODC listening."*

**Need to listen** (13 comments) – All of these respondents indicated their lack of confidence that Council was really listening to what they were saying.

*"Opportunity to 'have a say' is quite different from 'being heard' by CODC."*

*"Well, we might be able to have a say - but do Councillors/board members listen? Or do they take what we say into account? Because my experience is nope."*

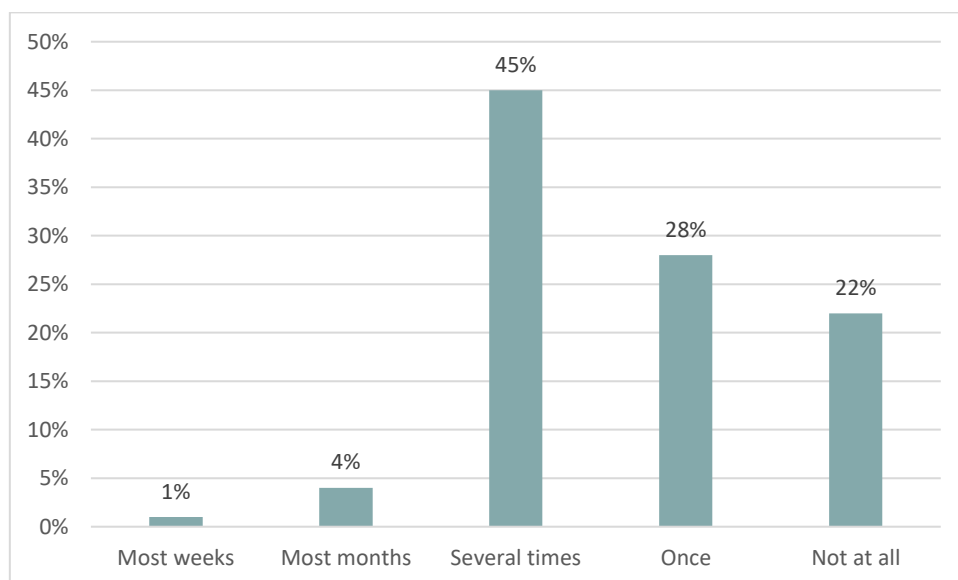
**Better communication** (13 comments) – Some of the comments were general with regard to the need for better communication (6 comments), but others were more specific, such as the need for better follow-up (2 comments).

“All to do with communication in simple terms sometimes we simply get bogged down in ‘business speak’.”



## Contact with Council

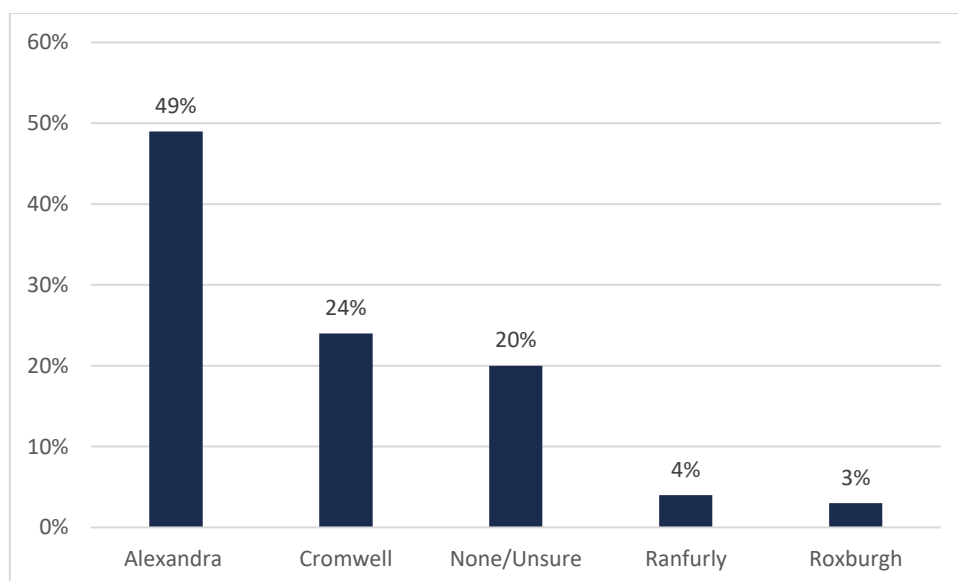
Respondents were asked, ‘How often have you contacted Council in the last 12 months?’\*



Most respondents contacted Council either once or several times in the last 12 months (73%)

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

Respondents were able to select more than one.

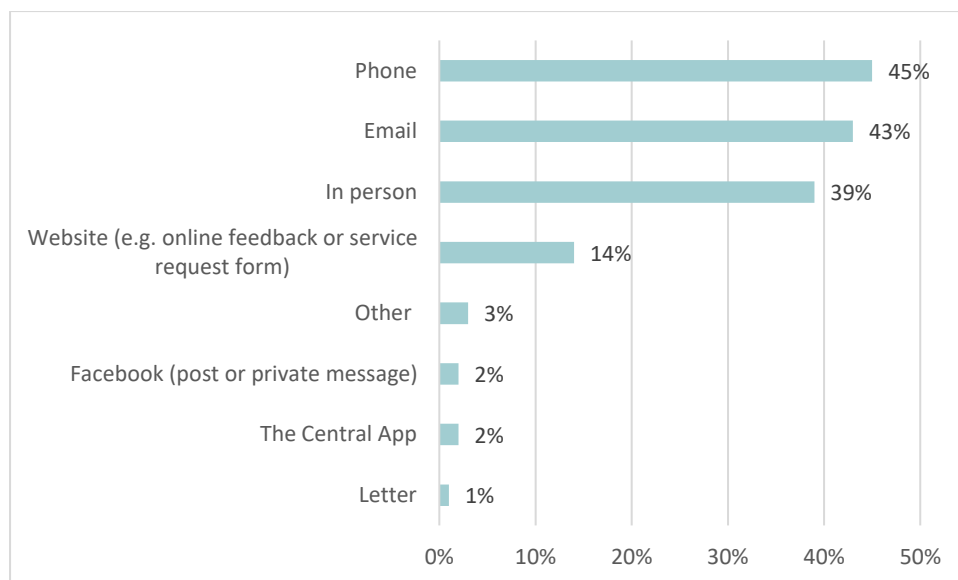


N=449



*'How did you make contact with Council?'*

Respondents were able to select more than one.



N=392

The majority of contacts came through the Alexandra office (49%) and the most common method of contact was either through through phone (45%), email (43%) or in person (39%).

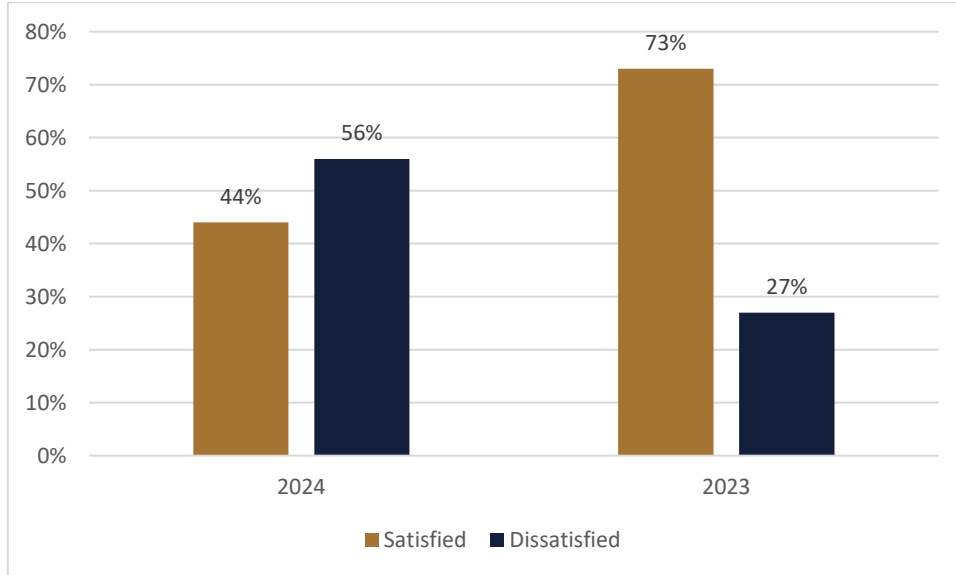


## Elected Member Performance

### Performance of Councillors

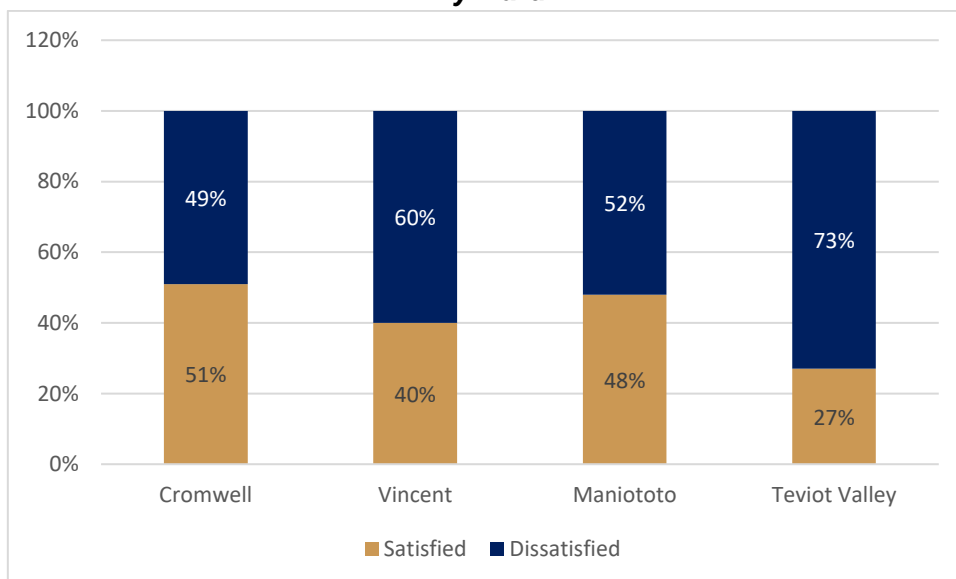
'Please tell us how you feel about the performance of your elected councillors in the past 12 months.'

#### 2024 compared to 2023



In 2024, 216 respondents (48%) indicated that they were 'Unsure/don't know'. Of those who did state an opinion, respondent satisfaction with the performance of councillors in the past 12 months reduced from seventy-three per cent satisfied in 2023 to forty-four per cent satisfied in 2024.

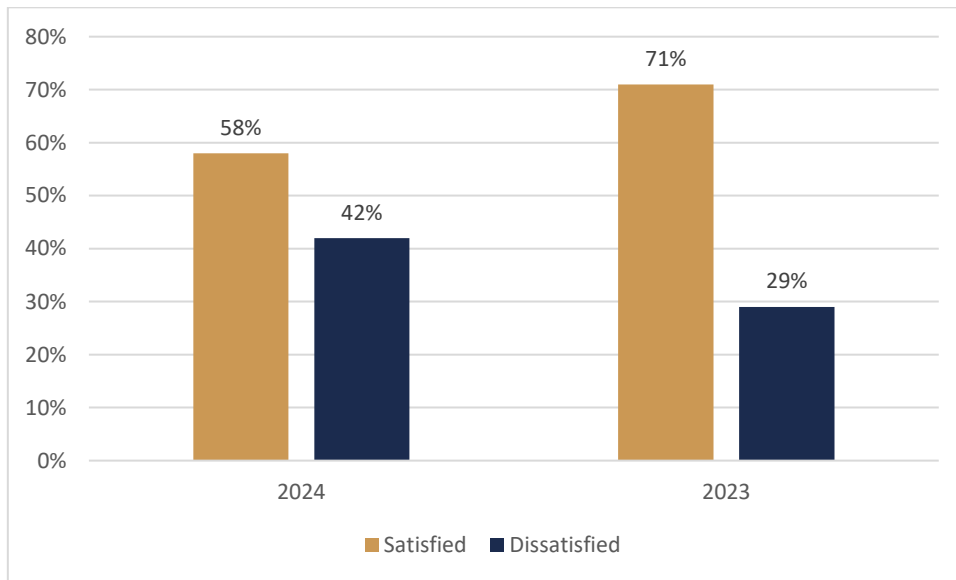
#### By ward



## Performance of Community Board Members

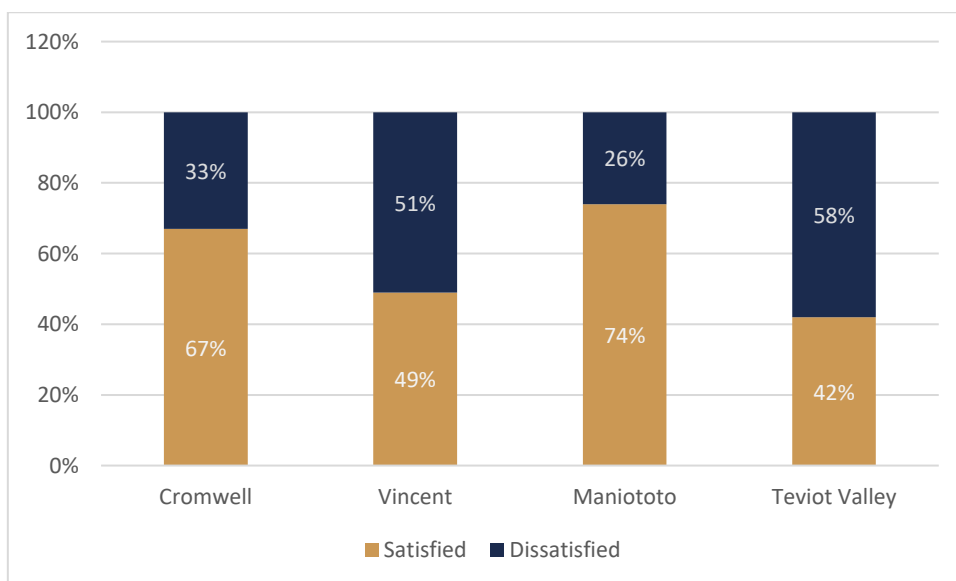
Respondents were asked, 'Please indicate how you feel about the performance of your local community board in the past 12 months?' In 2024, 218 (48%) of respondents indicated that they were "Unsured/don't know". The charts below represents those who commented that they were either satisfied or dissatisfied with the performance of their local community board.

### 2024 compared with 2023



Similar to councillors, respondent satisfaction with the performance of community board members in the past 12 months reduced from seventy-one per cent satisfied in 2023 to fifty-eight per cent satisfied in 2024.

### By Ward



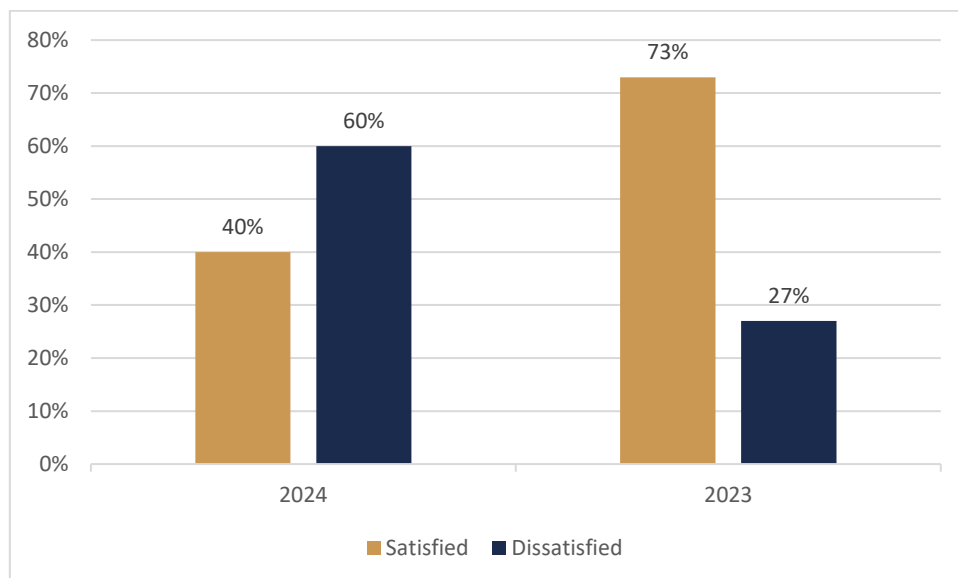
When looking at the breakdown between wards, Maniototo Ward respondents expressed the highest levels of satisfaction (74%), although this is a drop from 2023 satisfaction levels (91%). Cromwell Ward satisfaction remained consistent with 2023. Satisfaction in Vincent Ward dropped from seventy-three per cent in 2023 to forty-nine per cent in 2024. The largest drop in satisfaction was in Teviot Valley where satisfaction dropped from eighty-five per cent in 2023 to forty-two per cent in 2024.

### ***Elected members making a positive difference***

Respondents were asked *'Please tell us how you feel about whether elected members (councillors and community board members) are making a positive difference through leadership, representation, and decision-making over the past 12 months.'*\*

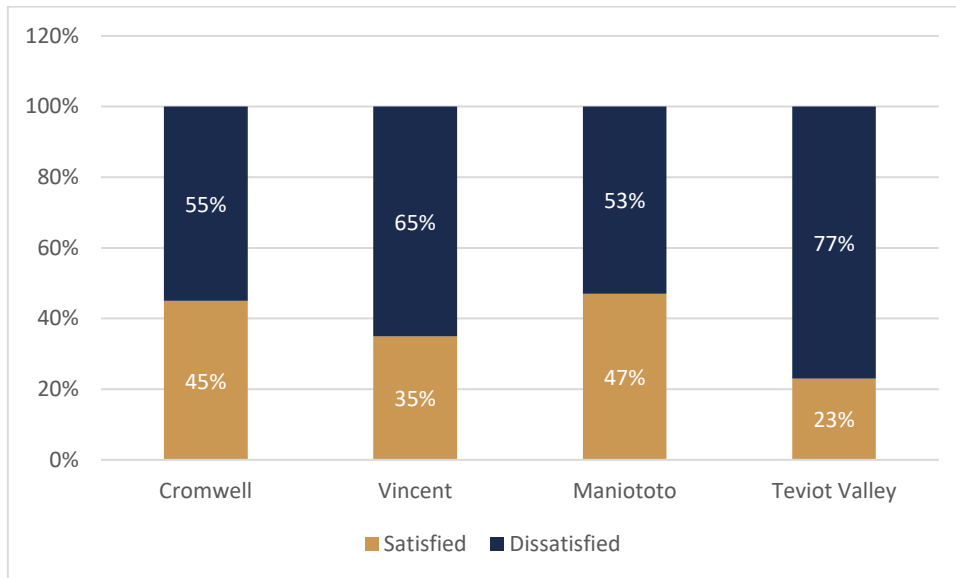
In 2024, 222 (49%) of respondents indicated that they were "Unsure/don't know". The charts below represent those who stated that they were either satisfied or dissatisfied.

***2024 compared with 2023***



There was a marked decrease in respondents who believed elected members are making a positive difference, from seventy-three per cent in 2023 to forty per cent in 2024.

### By Ward



Respondents from the Maniototo Ward were the most satisfied (47%) and respondents from the Teviot Valley Ward were the least satisfied (23%).

### Other comments

Respondents were asked, “If you have any other comments or thoughts about CODC’s services or facilities, please let us know below.” 169 respondents provided a range of feedback.

**Rates** (25 comments) – The largest number of comments were about the unaffordability of the rates increase (12 comments). Other related comments were that there should be more transparency with rates (5 comments) and concerns that the rates increase didn’t include an increase in services (3 comments).

*‘The proposed rates increase is a serious burden. I don’t see the benefits or understand why we pay so much for what we get. The cost benefit is not evident. If the council was more efficient and effective I might be more supportive.’*

**Elected members** (20 comments) – There was a wide variety of comments here, with some wanting an opportunity to comment on elected member performance (3 comments). Others wanted more information from members or had concerns about misinformation (3 comments). Some respondents felt the need for data to track and measure member performance. Respondents also felt that there was a need for members to be more visible in the community. A recommendation was made that community board members produce newsletters. Concerns were raised that some decisions are predetermined and also that there is too heavy reliance on experts.

*‘Please be more transparent with what is happening in council as we really have no idea what’s going on until it’s pushed on us that this is what’s happening.’*

**Focus on core services** (16 comments) – All of these comments were stated, “focus on core services” or similar.

*‘Stick to providing the absolute minimum core services. Only start spending on the nice-to-haves when economic times have brightened.’*

**Waste** (15 comments) – Respondents requested weekly collection of the red bin (4 comments) and to bring back the reuse shop, ‘Wastebusters’ (2 comments). Other comments included concerns around commercial waste (2 comments).

*‘Commercial Waste - what blows out from some of the big trade companies is ridiculous, part of waste management is education - educate the businesses or enact bylaws on anti litter and fine these companies.’*

**Infrastructure upgrades** (14 comments) – This group of comments includes a variety of requests for repairs, maintenance or upgrades for the Cromwell Mall (6 comments), Naseby Water Supply, Molyneux Park, lights in Clyde, bridges, retail centre (location not specified) and the Ranfurly Service Centre main entrance ramp.

*‘Money wasting and delays around Cromwell Mall upgrade and hall and district wide bridge maintenance over past years/decades is now costing current ratepayers an absolute bomb. Feels a bit unfair. How long has council been compiling a bridge maintenance strategy? 20 years?!’*

**Communication** (12 comments) – Better communication with ratepayers was raised as an issue (5 comments) and more specifically with Clyde residents (2 comments). Other comments included the need for better follow-up, better internal communication, the need for face-to-face contact and more respectful staff.

*‘Listen to ratepayers and stop wasting money on engineers and consultants, just fix the issues.’*

**Positive experience with staff** (11 comments) – Of these comments, seven specifically mentioned the positive experience they had with reception staff, while the remaining four comments were more generally about Council staff.

*‘Cromwell Service Centre has been really positive every time I have had contact; polite, cheerful & are keen to help.’*

**Staff issues** (9 comments) – Concerns regarding the number of staff were noted (3 comments) along with comments relating to staff productivity and the lack of necessity for those staff not delivering “core services”. Others indicated that more experienced staff should be hired to avoid spending money on legal fees due to staff error.

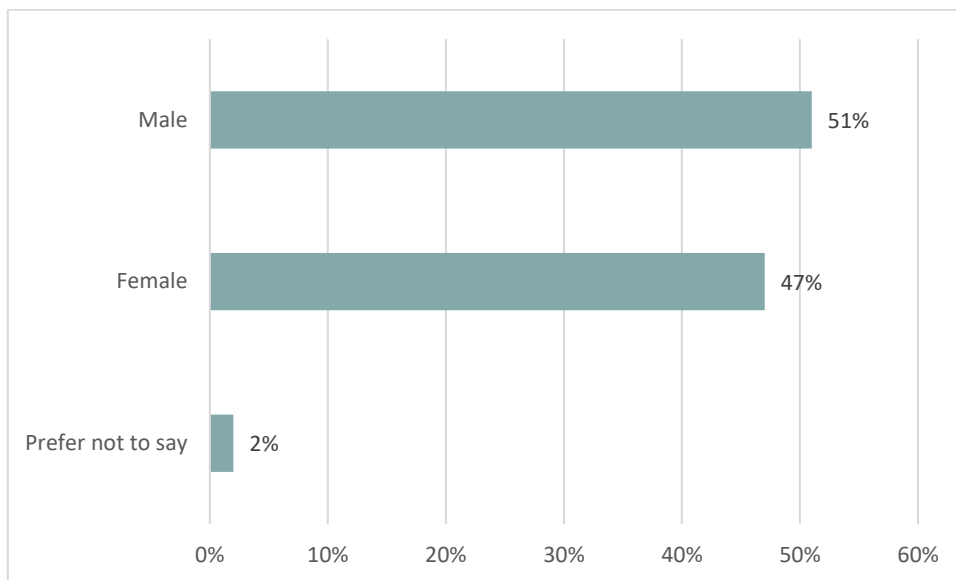
*‘It is time councillors and particularly the mayor took notice of the ratepayers wishes and also made employees of council work for the ratepayers and it’s wishes rather than running their own agenda.’*

# Appendix One: How representative is this survey?



## Gender

	2024 sample	2023 sample	2018 Census counts
Male	51%	33%	50.9%
Female	47%	64%	49.1%
Gender diverse	0%	0%	-
Prefer not to say	2%	2%	-



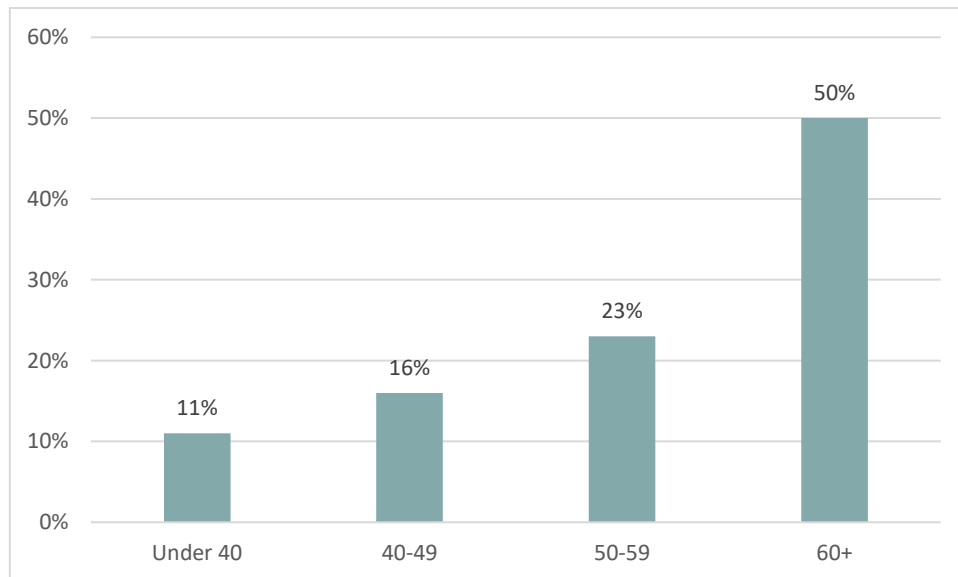
N=433

Male respondents (51%) slightly outnumbered female respondents (47%) in 2024, which is not typical for this survey. In 2023 female respondents (64%) outnumbered male respondents (33%). With regard to gender, this sample very closely aligns with the 2018 census count of the district.



## Age

	2024 sample	2023 sample	2018 Census counts
Under 40	11%	30%	42%
40-49	16%	22%	12%
50-59	23%	20%	15%
60 and over	50%	28%	31%



N=397

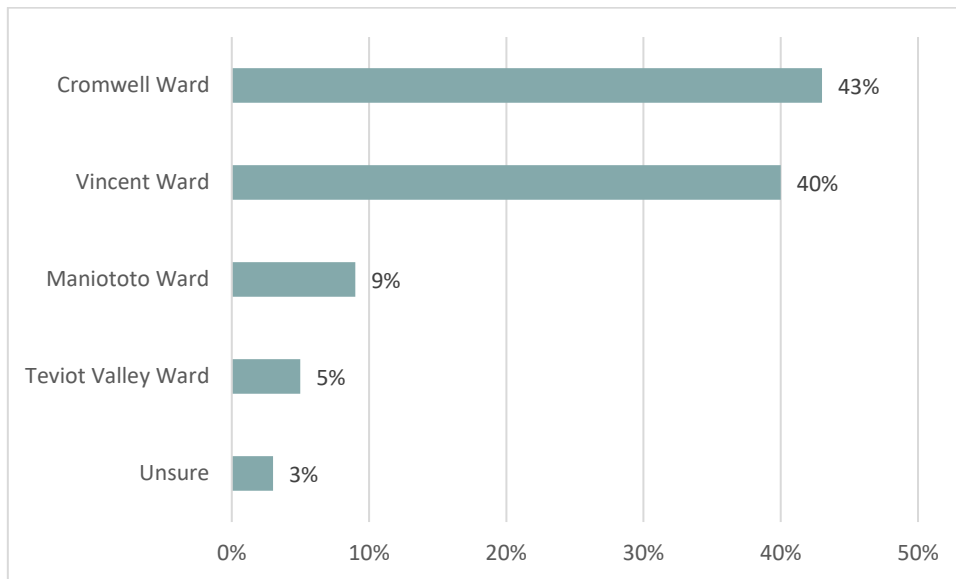
People fifty years of age and above accounted for seventy-three per cent of respondents. Based on the last census count in 2018, the fifty plus age group in the district makes up forty-six per cent of the district's population, indicating that this survey overrepresents this age group. Twenty-seven per cent of respondents were forty-nine years of age or younger, while the 2018 census indicates this age group in the district makes up fifty-four per cent. This indicates that this age group is underrepresented in this survey.





## Ward

	2024 sample	2023 sample	District population by ward based on electoral roll
<b>Cromwell</b>	43%	47%	37%
<b>Vincent</b>	40%	40%	47%
<b>Maniototo</b>	9%	7%	8%
<b>Teviot Valley</b>	5%	5%	8%
<b>Unsure</b>	3%	1%	NA



N=442

Response rates by ward remain somewhat consistent between 2023 and 2024 and roughly reflect the population distribution in the district.



### Residents' Survey 2024

Please note: This survey is now closed.  
The annual residents' survey is your opportunity...

[Find out more](#)

# Appendix Two: Let's Talk Visitors Summary

## Types of visitors

An **aware** visitor has made at least one single visit to the site or project.

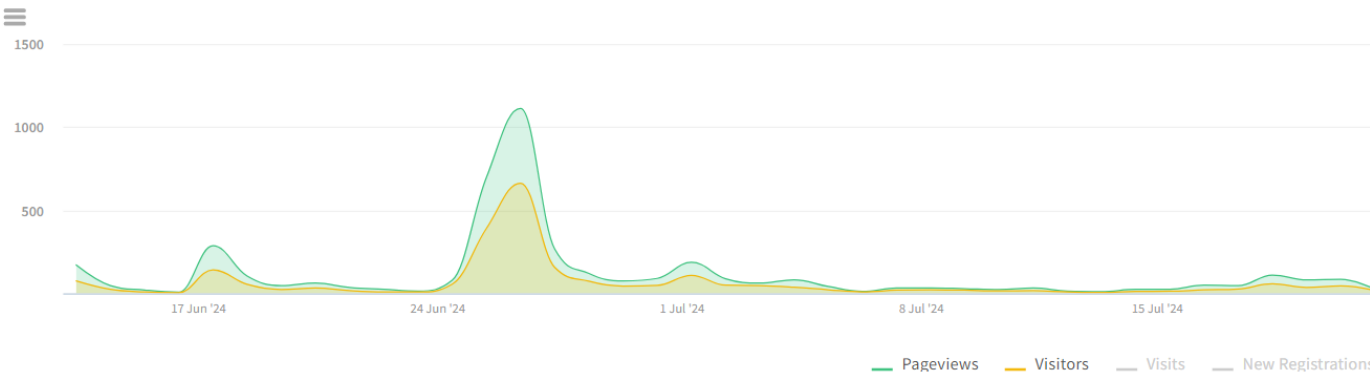
An **informed** visitor has taken the next step and clicked on something.

An **engaged** visitor has contributed in some way or participated in a survey or quick poll.

## Visitors Summary

Let's Talk Central Otago from 13 Jun'24 to 21 Jul'24

[DAILY](#) MONTHLY



## Highlights

TOTAL VISITS	MAX VISITORS PER DAY	NEW REGISTRATIONS
2.6 k	663	20
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
451	632	2.2 k

## Traffic channels

**Direct** – typed the URL or clicked a link in an email

**Social** – traffic generated by social media

**Email** – traffic that arrived via direct email campaigns within Let’s Talk (such as a newsletter)

**.Gov sites** – any site with a .gov or .govt that refers traffic to the consultation

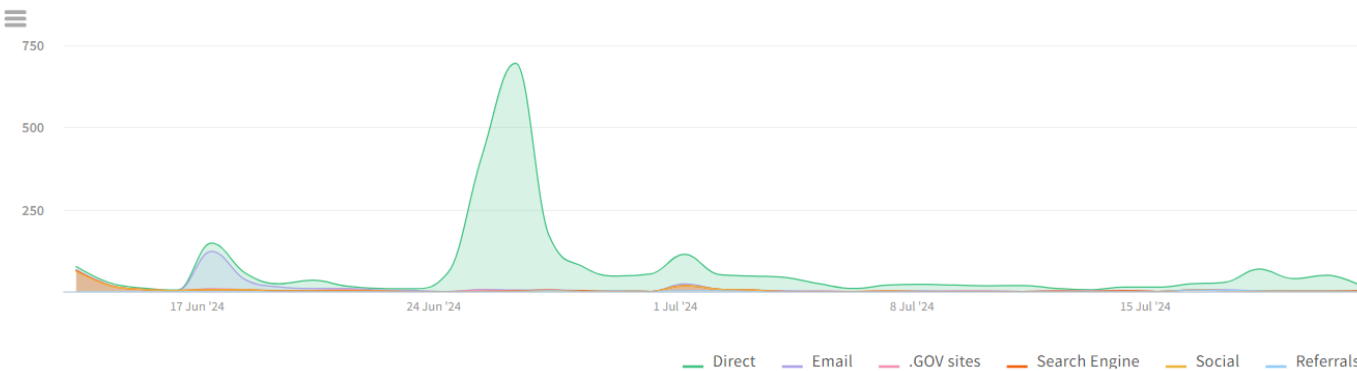
**Search engines** – traffic generated via search engines such as Google

**Referrals** – traffic from links on any other non-government website

### Visits by Channel

Let's Talk Central Otago from 13 Jun'24 to 21 Jul'24

[DAILY](#) MONTHLY



TRAFFIC CHANNEL	AWARE VISITS	INFORMED VISITS(%)	ENGAGED VISITS(%)
DIRECT	2189	462 (21.1%)	363 (16.6%)
EMAIL	188	72 (38.3%)	68 (36.2%)
.GOV SITES	19	13 (68.4%)	4 (21.1%)
SEARCH ENGINE	17	15 (88.2%)	7 (41.2%)
SOCIAL	129	70 (54.3%)	9 (7%)
REFERRALS	19	10 (52.6%)	0 (0%)