



Gore District Council

# Annual Residents' Survey

## APPENDICES

April 2021



**GO**  
DISTRICT COUNCIL  
**RE**

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**Disclaimer:**

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## Appendix Two: Resident Feedback on Service & Facilities



The tables below show the responses of residents when asked reasons for dissatisfaction with services. Comments have been grouped into themes for analysis. See separate appendix for full verbatim comments.

## 1.1 Council Facilities

### Public Toilets

	Number of respondents
Poorly maintained	10
<b>Total responses</b>	<b>10</b>

### Cemeteries

	Number of respondents
Poorly maintained	11
Problems with Charlton Park cemetery	2
<b>Total responses</b>	<b>13</b>

### Gore Aquatic Centre

	Number of respondents
Pool too cold	1
Provide extra facilities (e.g. cafe, hydroslide)	1
Provide more/bigger changing rooms	1
Issues with staff/ staffing	1
Want a pool in Mataura	1
<b>Total responses</b>	<b>5</b>

### Library Services

	Number of respondents
Unhappy with the new location	9
Fix/sort out the issues with the library	2
Parking issues/dangerous outside	3
Closes at different times	1
<b>Total responses</b>	<b>14</b>

**James Cumming Wing/Community halls**

	<b>Number of respondents</b>
Needs maintenance/upgrading	2
No longer available for groups	1
Traffic issues	1
Pricey to rent	1
<b>Total responses</b>	<b>5</b>

**District Parks and Reserves**

	<b>Number of respondents</b>
Needs more maintenance/upgrading	5
Happy with parks and reserves	3
Provide extra facilities/information	2
Provide more bins	1
Provide more tracks and walkways	1
Need dog park solution	1
<b>Total responses</b>	<b>13</b>

**MLT Event Centre**

	<b>Number of respondents</b>
Insufficient car parking	1
Too busy	1
<b>Total responses</b>	<b>1</b>

**Playgrounds**

	<b>Number of respondents</b>
Needs maintenance/upgrading	3
Unhappy with Eccles St Playground fencing	1
Not challenging enough	1
Other	1
<b>Total responses</b>	<b>6</b>

## 1.2 General Comments

Are there any other comments you would like to make about any of the Council services?

	<b>% of respondents</b>	<b>Number of respondents</b>
Rubbish and recycling	6%	35
Overall good job	3%	18
Gardens/gardening	2%	14
Playgrounds/ parks/ sportsgrounds	2%	10
Roads	2%	10
Council spending	1%	9
Water	1%	9
Streets Alive	1%	9
Consult the community	1%	8
Promotion	1%	8
Council staff	1%	7
Streets, footpaths and lighting	1%	7
Safety/security	1%	7
Support rural areas	1%	6
Rates	1%	6
Dealing with complaints/enquiries	1%	5
Building consents/regulations	0%	2
General unhappiness	0%	2
Cycleways/cycling areas	0%	2
Animal control	0%	1
Paper mill/dross	0%	1
Other	6%	37
None	72%	448
<b>Total</b>	<b>100%</b>	<b>622</b>

## Appendix Three: Summary of Performance Measures



The 2018-28 Long Term Plan (LTP)<sup>1</sup> set out targets for resident satisfaction with a range of Council services. The below table shows the achieved result in 2021 compared to 2021 targets.

	Target 2021	Achieved Result
Roading - sealed (metalled) roads	78%	67%
Sportsgrounds	90%	98%
Parks and reserves	90%	98%
Playgrounds	90%	95%
Cemeteries	90%	92%
MLT Event Centre	90%	98%
James Cumming/community halls	90%	89%
Aquatic Centre	90%	98%
Museum and gallery/arts and heritage	90%	98%
Library service	90%	94%
Public toilets	90%	87%
Council decisions and actions	80%	63%

<sup>1</sup> <https://www.goredc.govt.nz/assets/documents/plans-reports/2018-28-10Year-Plan.pdf>



## Appendix Four: Benchmarking



Comparisons between results recorded by Councils in similar areas are provided to add context to results. When viewing the results there are a number of factors to bear in mind that may influence recorded results:

1. Councils in this group were identified as being similar in terms of some key identifiers: split of urban/rural residential areas, significance of rural industry, and broad demographic profile. The districts are very different in other areas that may impact on results.
2. Sample sizes and data collection methods differ between Councils.
3. Question wording and response scales differ between Councils.

Response scales have been combined for comparison as follows. Green cells show responses that have been deemed to represent a 'Satisfied' respondent.

1 - Extremely dissatisfied	1 - Very dissatisfied	1 - Very dissatisfied	1 - Dissatisfied
2 - Very dissatisfied	2 - Dissatisfied	2 - Dissatisfied	
3 - Quite dissatisfied			
4 - Quite satisfied	3 - Neutral		
5 -Very satisfied	4 - Satisfied	3 - Satisfied	
6 -Extremely satisfied	5 - Very satisfied	4 - Very satisfied	2 - Satisfied

The results shown here are a good indication of comparative performance between similar Councils and identify where different approaches in service areas may be worthy of further investigation to identify best practice.

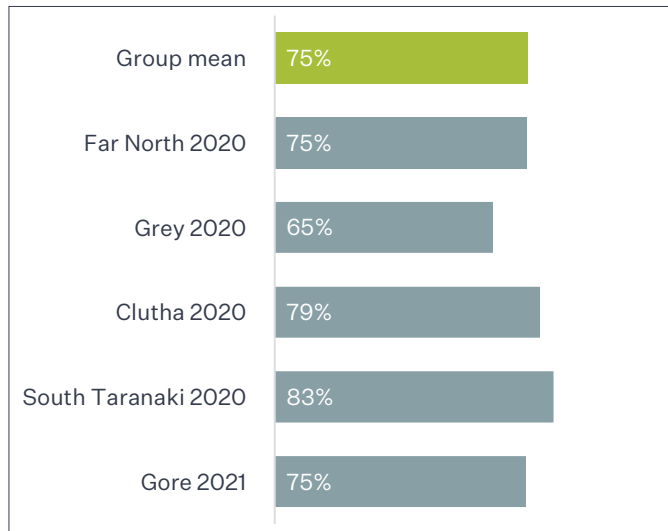
The benchmark comparisons should not be viewed as rankings.

Comparisons are shown where three or more Councils have asked a question around the same service area, facility or issue.

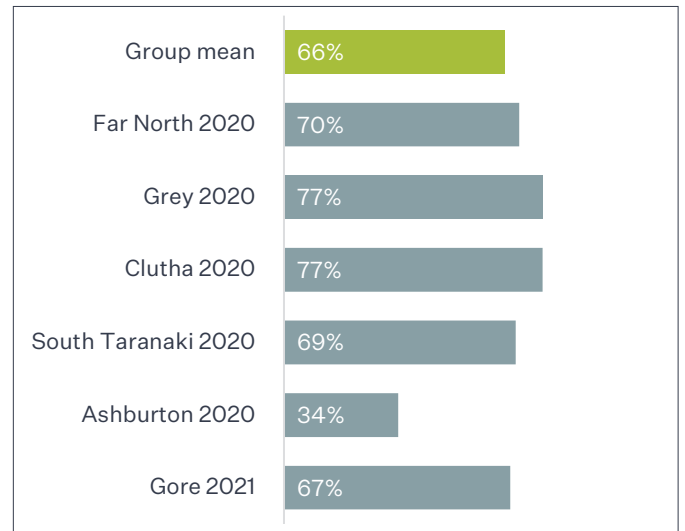
Councils included in this comparison:

Council	Year	Scale	Number of respondents included in main report
Gore	2021 survey results	5-point question scales	622
South Taranaki	2020 survey results	5-point question scales (not excluding don't knows)	400
Ashburton	2019/2020 survey results	2-point question scales	950
Clutha	2020 survey results	6-point question scales	300
Far North	2020 survey results	10-point question scales	501
Grey	2020 survey results	6 point question scales (not excluding N/A's)	350

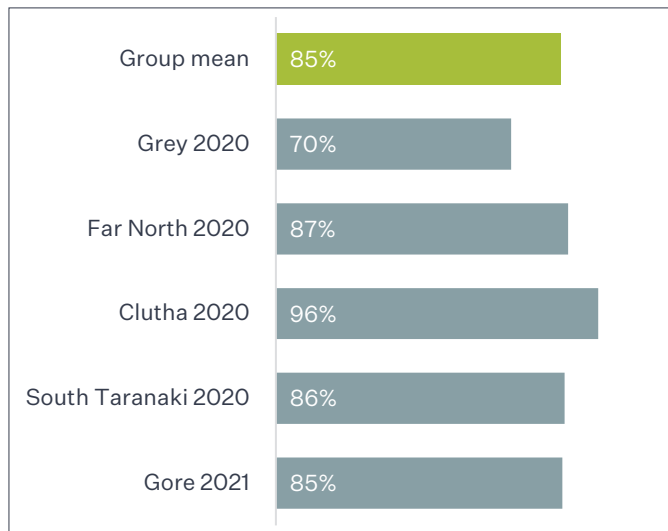
**Stormwater Services**



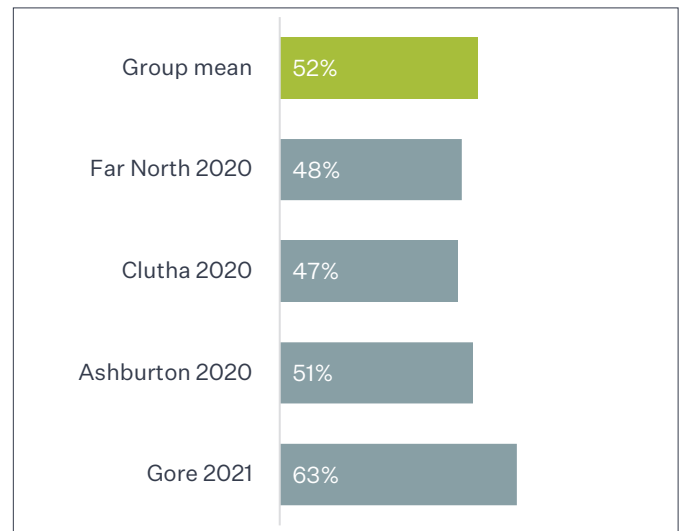
**Local Sealed Roads**



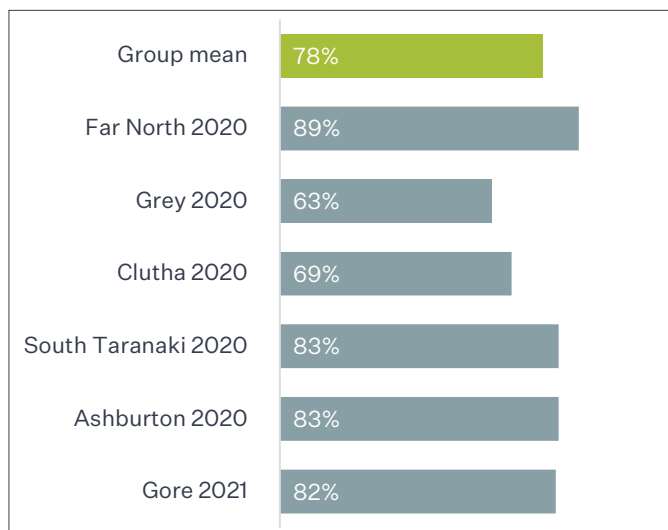
**Wastewater**



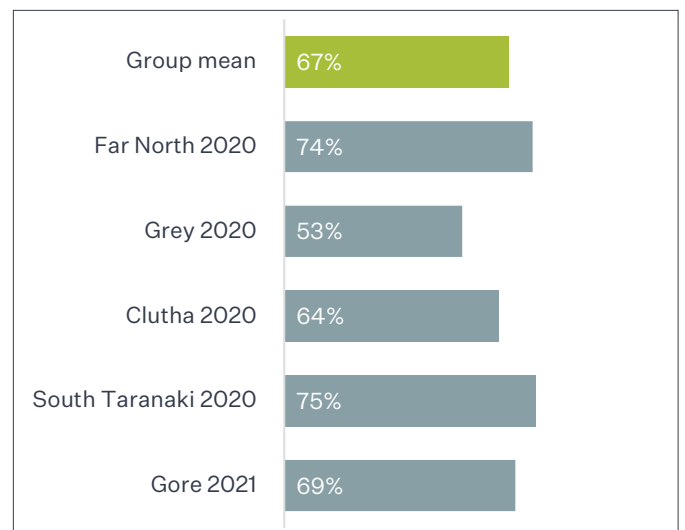
**Local Gravel/Unsealed Roads**



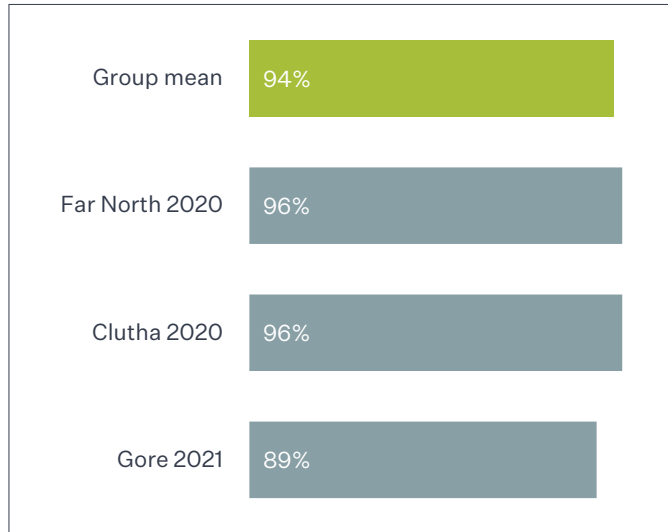
**Water Supply**



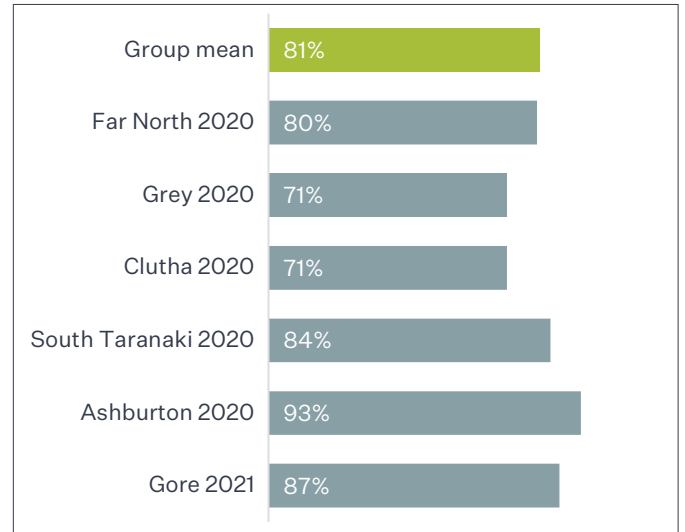
**Footpaths**



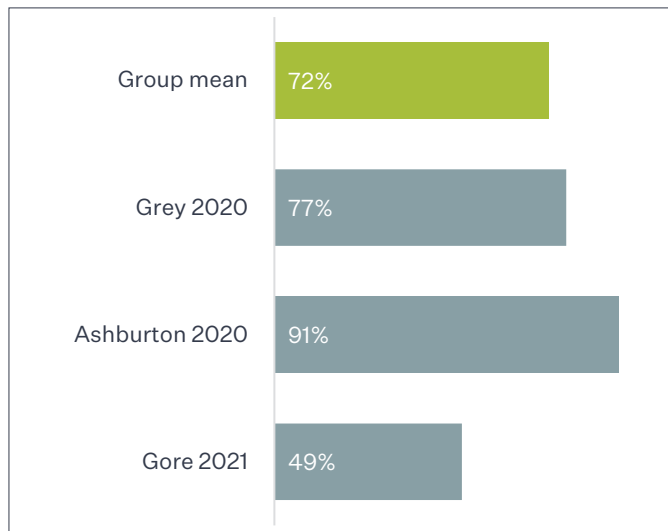
**Transfer Stations / Dumps**



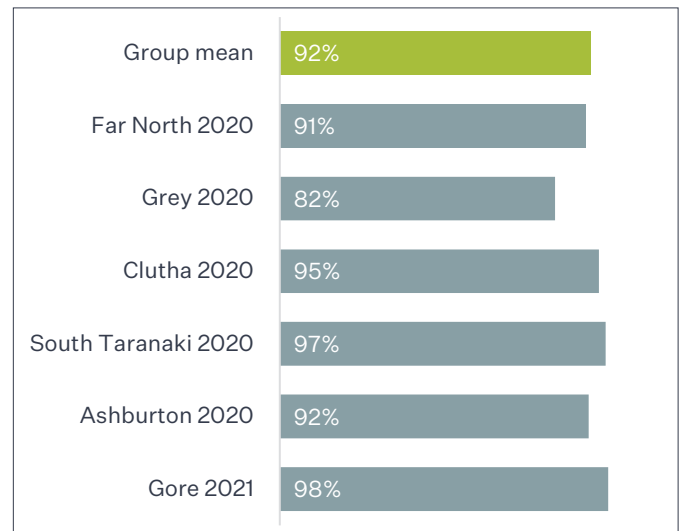
**Public Toilets**



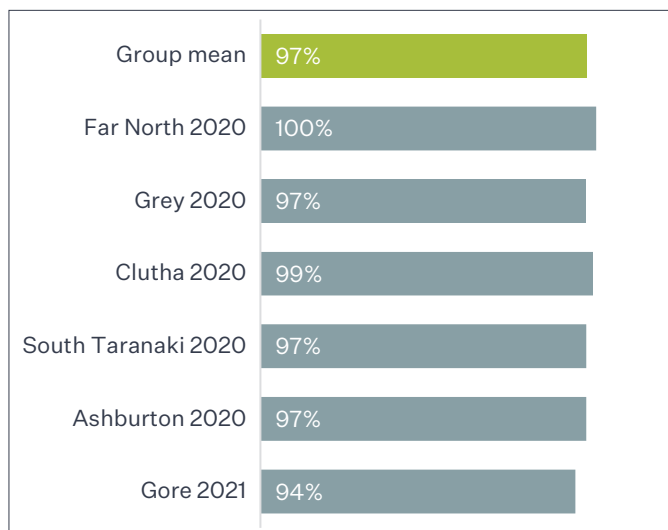
**Kerbside Recycling**



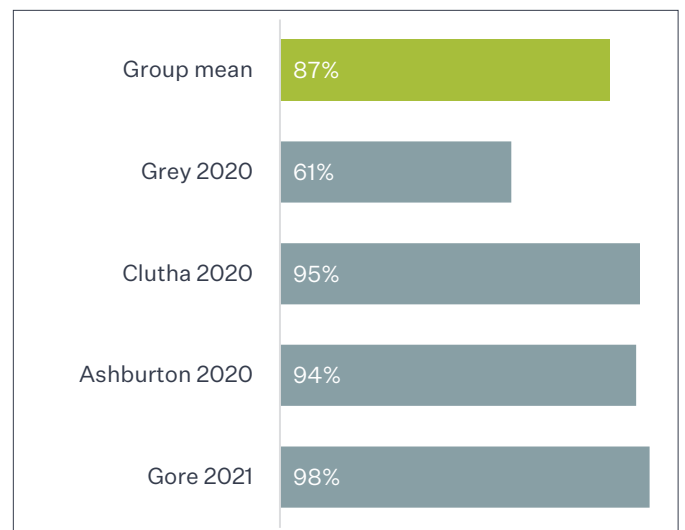
**District Parks and Reserves**



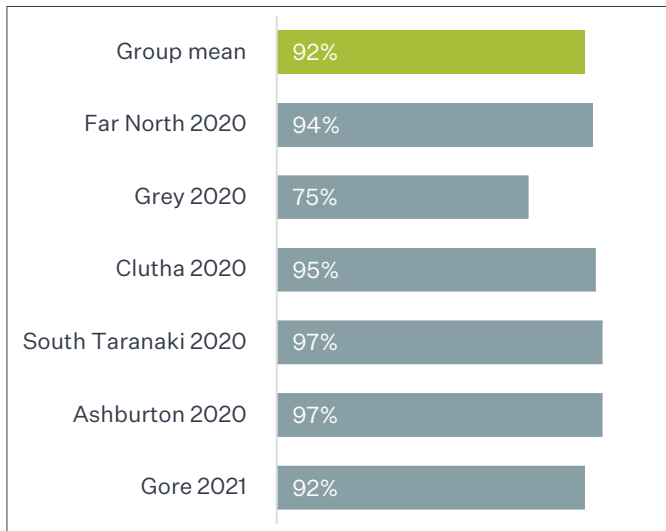
**Library**



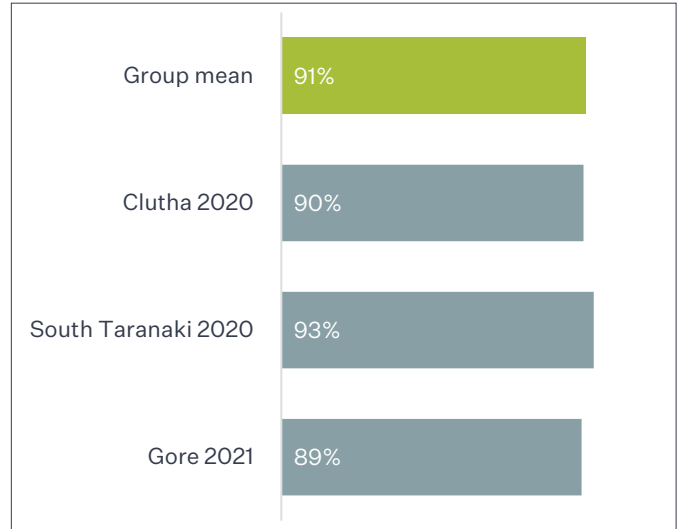
**Sportsgrounds**



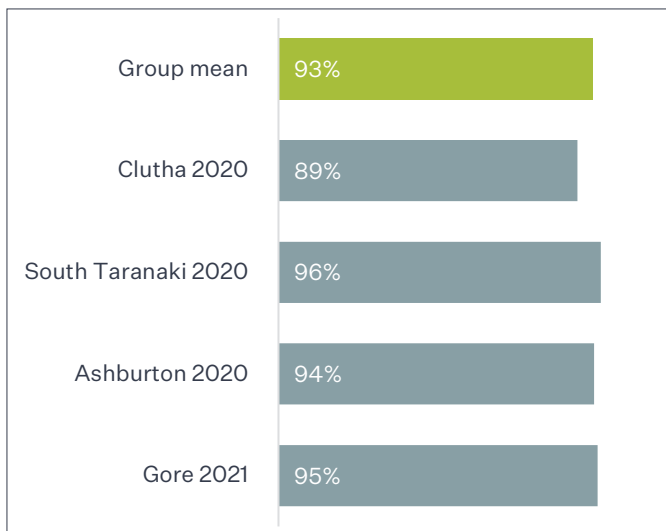
**Cemeteries**



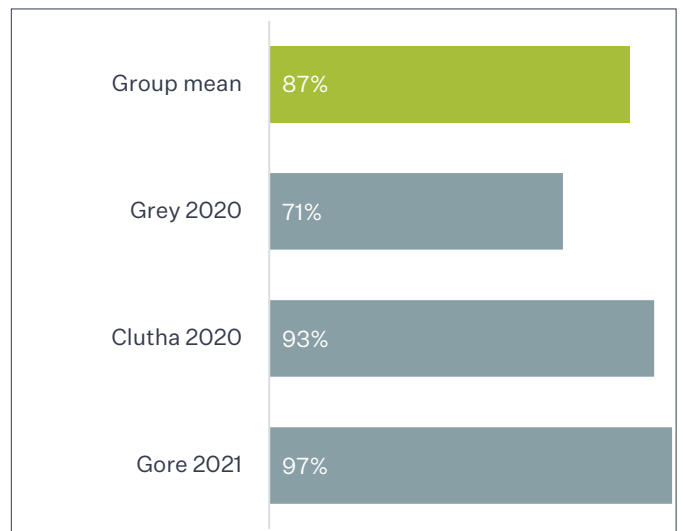
**Community Halls**



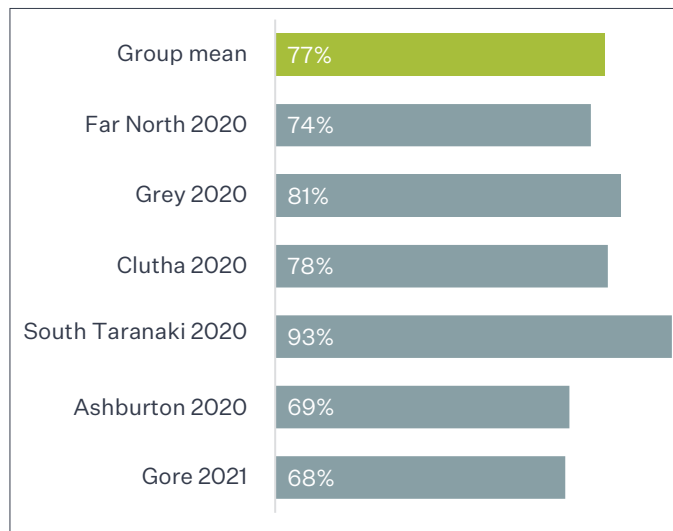
**Playgrounds**



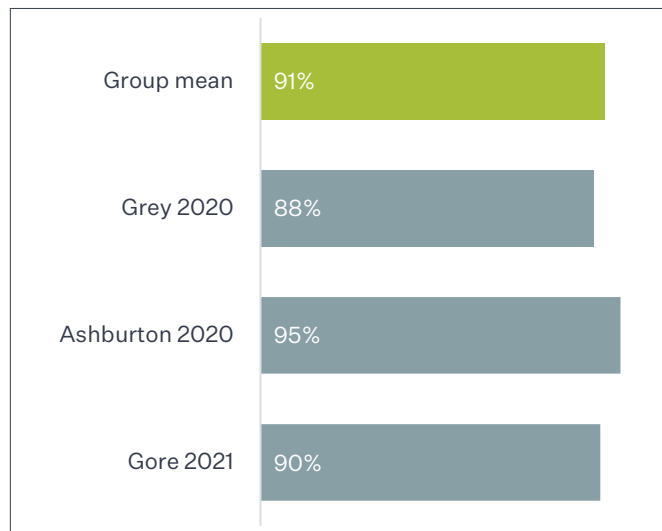
**Community Pools**



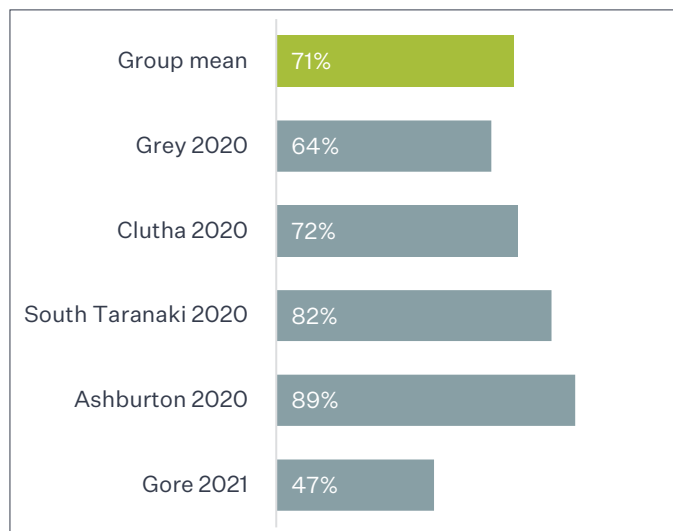
**Overall Satisfaction with Council Performance**



**The District is a Great Place to Live**



**Sufficient Opportunities for Residents to Have Their Say**



## Appendix Five: Results by Location



The results from the different locations are shown in the following tables. Statistically significant differences between the groups are highlighted with upward and downward arrows. For example, the following excerpt from the roading table shows that a significantly higher proportion of the residents in Gore were satisfied with the local gravel roads, while a significantly lower proportion of residents in other rural areas were satisfied.

	Gore	Mataura	Other rural
<b>Total satisfied</b>	69% ↑ Significantly higher	69%	40% ↓ Significantly lower

## 4.1 Water Services

### Satisfaction with Wastewater and Stormwater Services by Location

	Gore	Mataura	Other rural	Total sample	Total number of respondents	
<b>Wastewater service</b>	Very dissatisfied	5%	5%	14%	6%	30
	Dissatisfied	8%	7%	14%	9%	44
	Neutral	38%	36%	45%	39%	194
	Satisfied	35%	40%	24%	34%	172
	Very satisfied	14%	11%	2%	12%	62
	<b>Total satisfied</b>	<b>87%</b>	<b>87%</b>	<b>71%</b>	<b>85%</b>	<b>428</b>
	Number of respondents	398	55	49	502	502
	Gore	Mataura	Other rural	Total sample	Total number of respondents	
<b>Stormwater system</b>	Very dissatisfied	5%	9%	15%	7%	35
	Dissatisfied	19%	9%	22%	18%	94
	Neutral	32%	29%	37%	32%	166
	Satisfied	35%	38%	20%	34%	173
	Very satisfied	8%	15%	6%	9%	44
	<b>Total satisfied</b>	<b>75%</b>	<b>82%</b>	<b>63%</b>	<b>75%</b>	<b>383</b>
	Number of respondents	403	55	54	512	512



## Satisfaction with Water Services by Location of Supply

		Gore Town Supply	Mataura Town Supply	Otama Rural Supply	Total sample	Total number of respondent
Reliability of your water supply	Very dissatisfied	2%	3%	3%	2%	10
	Dissatisfied	5%	8%	3%	6%	28
	Neutral	13%	20%	6%	14%	67
	Satisfied	48%	39%	44%	47%	231
	Very satisfied	31%	29%	44%	32%	156
	Total satisfied	93%	88%	94%	92%	454
	Number of respondents	401	59	32	492	492

		Gore Town Supply	Mataura Town Supply	Otama Rural Supply	Total sample	Total number of respondents
Quality of your water supply	Very dissatisfied	5%	10%	13%	31	6%
	Dissatisfied	10%	24% ↑	6%	57	12%
	Neutral	24%	22%	3%	111	23%
	Satisfied	42%	25%	31%	193	39%
	Very satisfied	18%	19%	47% ↑	100	20%
	Total satisfied	85%	66% ↓	81%	404	82%
	Number of respondents	401	59	32	492	492

## Support for Water Restrictions to Manage Water Use on Town Water Supplies

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Yes	63%	69%	74%	65%	319
No	37%	31%	26%	35%	173
Number of respondents	399	55	38	492	492

## 4.2 Local Roads and Footpaths

### Satisfaction with Roding Services by Location

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Footpaths	Very dissatisfied	9%	18%	6%	9%	58
	Dissatisfied	25% ↑	21%	11% ↓	22%	136
	Neutral	30%	34%	41%	32%	202
	Satisfied	29%	24%	37%	30%	189
	Very satisfied	7%	3%	5%	6%	37
	Total satisfied	65% ↓	61%	83% ↑	69%	428
	Number of respondents	420	62	140	622	622
		Gore	Mataura	Other rural	Total sample	Total number of respondents
Local sealed roads	Very dissatisfied	7%	6%	13%	9%	53
	Dissatisfied	23%	24%	26%	24%	150
	Neutral	27%	32%	28%	28%	173
	Satisfied	35%	32%	33%	34%	214
	Very satisfied	7% ↑	5%	0% ↓	5%	32
	Total satisfied	69%	69%	61%	67%	419
	Number of respondents	420	62	140	622	622
		Gore	Mataura	Other rural	Total sample	Total number of respondents
Local gravel roads	Very dissatisfied	10% ↓	11%	26% ↑	13%	83
	Dissatisfied	21%	19%	34% ↑	24%	150
	Neutral	41%	34%	31%	38%	238
	Satisfied	22%	31%	8% ↓	19%	121
	Very satisfied	6%	5%	1%	5%	30
	Total satisfied	69% ↑	69%	40% ↓	63%	389
	Number of respondents	420	62	140	622	622

## 4.3 Waste

### Usage of Waste Services by Location

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Have visited Gore Transfer Station during the past 12 months	64% ↑	42%	27% ↓	53%	332
Use kerbside recycling service	77% ↑	69%	8% ↓	60%	376
Number of respondents	420	62	140	622	622

### Satisfaction with Waste Services by Location

	Gore	Mataura	Other rural	Total sample	Total number of respondents	
Gore Transfer Station	Very dissatisfied	3%	0%	5%	3%	10
	Dissatisfied	7%	15%	8%	8%	25
	Neutral	19%	23%	26%	20%	68
	Satisfied	50%	31%	47%	48%	160
	Very satisfied	21%	31%	13%	21%	69
	Total satisfied	90%	85%	87%	89%	297
	Number of respondents	268	26	38	332	332
Kerbside Recycling	Very dissatisfied	29%	26%	9%	28%	106
	Dissatisfied	22%	28%	18%	22%	84
	Neutral	13%	14%	18%	13%	50
	Satisfied	22%	16%	45%	22%	83
	Very satisfied	14%	16%	9%	14%	53
	Total satisfied	49%	47%	73%	49%	186
	Number of respondents	322	43	11	376	376

**Preference on the Introduction of a Kerbside Service into Rural Areas of the Gore District by Area**

	<b>Gore</b>	<b>Mataura</b>	<b>Other rural</b>	<b>Total Sample</b>	<b>Total number of respondents</b>
<b>Yes</b>	38% ↓	48%	56% ↑	43%	267
<b>No</b>	10% ↓	10%	34% ↑	16%	97
<b>Not my concern</b>	41% ↑	39%	6% ↓	33%	206
<b>Don't know</b>	11% ↑	3%	4% ↓	8%	52
<b>Number of respondents</b>	420	62	140	622	622

## 4.4 Council Facilities

### Usage of Council Facilities by Area

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
Hokonui Moonshine Museum, Eastern Southland Gallery or the heritage centre	22%	8%	16%	19%	119
MLT Event Centre	44%	34%	49%	44%	272
District parks and reserves	82%	82%	68% ↓	79%	490
Sportsgrounds	59%	58%	54%	58%	361
Gore Aquatic Centre	48%	50%	47%	48%	299
Gore Visitor Centre	20%	10%	14%	18%	112
Playgrounds	45%	55%	39%	45%	279
Gore or Mataura Library	42%	50%	46%	44%	273
Cemeteries	53%	56%	51%	53%	330
James Cumming Wing or community halls	36%	26%	42%	36%	226
Public Toilets	48% ↓	63%	63%	53%	329
None of these	4%	3%	5%	4%	27
Number of respondents	420	62	140	622	622

### Satisfaction with Council Facilities by Area

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
Hokonui Moonshine Museum, Eastern Southland Gallery or the heritage centre	98%	100%	100%	98%	119
MLT Event Centre	98%	100%	97%	98%	272
District parks and reserves	98%	96%	99%	98%	490
Sportsgrounds	98%	94%	99%	98%	361
Gore Aquatic Centre	98%	94%	98%	97%	299
Gore Visitor Centre	99%	83%	90%	96%	112
Playgrounds	94%	100%	96%	95%	279
Gore or Mataura Library	93%	97%	95%	94%	273
Cemeteries	91%	89%	97%	92%	330
James Cumming Wing or community halls	89%	81%	93%	89%	226
Public Toilets	87%	85%	88%	87%	329

## 4.5 Council Planning

### Knowledge of the Gore District plan

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
I have never heard of it	9%	10%	6%	9%	53
I have heard of it but I don't know anything about it	35%	42%	34%	35%	220
I have heard of it and know a bit about it	48%	42%	49%	48%	296
I have detailed knowledge of sections of it that interest or affect me	7%	3%	10%	7%	46
I have detailed knowledge of the whole District Plan	1%	3%	1%	1%	7
Number of respondents	420	62	140	622	622

### Council Planning by Area

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Council needs to do more to assist economic development in the Gore District	Strongly disagree	6%	2%	5%	5%	26
	Disagree	11%	18%	13%	12%	60
	Neutral	32%	31%	41%	34%	167
	Agree	37%	29%	28%	34%	165
	Strongly agree	14%	20%	14%	14%	69
	Total Agree	50%	49%	42%	48%	234
	Number of respondents	324	45	118	487	487

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Council is effective at identifying residential land for development	Strongly disagree	18%	5%	17%	17%	70
	Disagree	27%	34%	29%	28%	119
	Neutral	37%	39%	37%	37%	158
	Agree	14%	18%	12%	14%	58
	Strongly agree	4%	3%	5%	4%	19
	Total Agree	18%	21%	17%	18%	77
	Number of respondents	292	38	94	424	424

		<b>Gore</b>	<b>Mataura</b>	<b>Other rural</b>	<b>Total sample</b>	<b>Total number of respondents</b>
<b>Council is effective at identifying commercial/industrial land for development</b>	Strongly disagree	11%	9%	10%	11%	45
	Disagree	22%	26%	24%	23%	96
	Neutral	44%	46%	49%	45%	188
	Agree	18%	17%	12%	17%	71
	Strongly agree	4%	3%	4%	4%	17
	Total Agree	23%	20%	17%	21%	88
	Number of respondents	292	35	90	417	417

## 4.6 Contacting the Council

### Means of Contact by Area

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Visited the Council Office	46%	44%	52%	47%	295
Phone	39%	35%	43%	39%	245
Online i.e. website or Facebook	28%	24%	26%	27%	168
Email	16%	19%	18%	17%	103
Antenno - the Council's free mobile app	20%	21%	16%	19%	117
Have not contacted the Council in the last 12 months	28%	24%	27%	27%	169
Number of respondents	420	62	140	622	622



## 4.7 Council Communications

### Methods Used to Obtain Information about the Council by Area

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Newspaper articles	70%	58%	76%	70%	438
Newspaper advertising	51%	45%	58%	52%	325
Council Facebook page	42%	40%	36%	41%	253
Radio	35%	40%	49%	38%	239
Council Website	41%	42%	30%	39%	241
Council newsletter ChinWag	32%	26%	30%	31%	194
Personal contact with Council staff	24%	19%	25%	23%	146
Antenno - the Council's free mobile app	26%	34%	19%	25%	158
Councillors	15%	13%	26%	17%	105
Council Meetings	6%	5%	8%	6%	38
None of these	6%	5%	5%	6%	35
Number of respondents	420	62	140	622	622

## 4.8 Elected Members and Organisational Performance

### Satisfaction with Representation by Area

		Gore	Mataura	Other rural	Total sample	Total number of respondents
The Council is responding to the needs of the community and to issues raised by the community	Very dissatisfied	10%	14%	15%	11%	65
	Dissatisfied	27%	25%	23%	26%	146
	Neutral	31%	34%	40%	33%	189
	Satisfied	25%	20%	22%	24%	134
	Very satisfied	7%	7%	1%	6%	33
	Total satisfied	63%	61%	62%	63%	356
	Number of respondents	382	56	129	567	567

		Gore	Mataura	Other rural	Total sample	Total number of respondents
You can contact an elected member of the Council to raise an issue or a problem	Very dissatisfied	5%	11%	4%	5%	24
	Dissatisfied	7%	16%	9%	8%	38
	Neutral	41%	42%	36%	40%	193
	Satisfied	34%	21%	37%	34%	162
	Very satisfied	14%	11%	14%	13%	65
	Total satisfied	89%	74%	87%	87%	420
	Number of respondents	329	38	115	482	482

### Overall Satisfaction with Performance by Area

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Very dissatisfied	9%	21%	14%	11%	69
Dissatisfied	22%	19%	19%	21%	130
Neutral	30%	35%	33%	31%	194
Satisfied	33%	21%	31%	32%	197
Very satisfied	6%	3%	2%	5%	32
Total satisfied	70%	60%	66%	68%	423
Number of respondents	420	62	140	622	622

## Perceptions of Local Leadership by Area

		Gore	Mataura	Other rural	Total sample	Total number of respondents
The Mayor and Councillors display sound and effective leadership	Strongly disagree	9%	13%	16%	11%	66
	Disagree	15%	21%	13%	15%	91
	Neutral	35%	43%	32%	35%	207
	Agree	30%	18%	36%	30%	179
	Strongly agree	10%	5%	4%	8%	46
	Total Agree	40%	23%	39%	38%	225
	Number of respondents	395	56	138	589	589
		Gore	Mataura	Other rural	Total sample	Total number of respondents
The Mayor and Councillors have good strategies for developing the prosperity and wellbeing of their community	Strongly disagree	8% ↓	21%	16%	11%	66
	Disagree	19%	20%	14%	18%	106
	Neutral	35%	34%	35%	35%	202
	Agree	28%	20%	35%	29%	168
	Strongly agree	9% ↑	5%	0% ↓	6%	37
	Total Agree	37%	25%	35%	35%	205
	Number of respondents	390	56	133	579	579
		Gore	Mataura	Other rural	Total sample	Total number of respondents
Gore District Council provides sufficient opportunities for people to have their say	Strongly disagree	9%	16%	15%	11%	65
	Disagree	16%	11%	12%	15%	87
	Neutral	27%	33%	27%	27%	160
	Agree	35%	36%	43%	37%	218
	Strongly agree	13% ↑	4%	4%	10%	58
	Total Agree	48%	40%	46%	47%	276
	Number of respondents	399	55	134	588	588

## 4.9 Perceptions of the Gore District

### Perceptions of the Gore District by Area (% Agree)

	Gore	Mataura	Other rural	Total sample	Total number of respondents
The Gore District is a great place to live	91%	82%	88%	90%	588
The Gore District is a safe place to live	80%	69%	79%	78%	488
The Gore District has good sporting and recreation facilities and opportunities	90%	76% ↓	93%	89%	554
There is a great sense of community where I live	77%	68%	76%	76%	473
I feel a sense of pride in the way my local area looks and feels	72%	39% ↓	75%	70%	433
Number of respondents	420	62	140	622	622

## Appendix Six: Online Survey Results



The online survey was open for completion to all residents. The survey was promoted through Gore DC and Research First Facebook advertising and was available as a link through a home page banner on the Gore DC website.

242 residents chose to complete the survey online. Since these respondents self-selected to participate, they should not be viewed as a representative sample of the Gore District population.

The results show the self-selecting residents have a different profile from the random sample.

1. They are likely to be more engaged with Council matters. They are more likely to have visited the Council's website, follow the Council's main Facebook page, and have contacted the Council in the last 12 months via Antenno. They are also less likely to be satisfied with the website and Facebook page.
2. This group want to be more engaged. They were less satisfied that they could contact an elected member of the Council to raise an issue or problem and were less satisfied that the Council responds to the community. They were also seeking more opportunities to have their say.
3. They were less likely to agree that the Council is effective at identifying residential or commercial land for development.
4. They were also less likely to be satisfied with the strategies and performance of the Mayor and Councillors.
5. They reported lower satisfaction levels with the overall performance of the Gore District Council.
6. They showed significantly lower satisfaction levels for the following facilities and activities:
  - Reliability and quality of water supply,
  - Local sealed roads, and footpaths,
  - Kerbside recycling,
  - The public toilets, and the playgrounds - though satisfaction levels were high; and
7. Whilst this group did hold positive perceptions of the district, satisfaction levels were lower than in the random sample. This group was less likely view the Gore district as a great place to live, as a safe place to live and as having good sporting and recreation facilities and opportunities. They were also less likely to feel a great sense of community and a sense of pride in the area's look and feel.

The self-selecting sample had a skewed profile in terms of age and gender, with 25-49-year olds and females being overrepresented. There were also differences in terms of those being rate payers/renters. The two samples were comparable in terms of length of residence, and area of residence.

The results from the two survey samples are shown in the following tables. Statistically significant differences between the two groups are highlighted with upward and downward arrows. For example, the following excerpt from water supply table shows a significantly higher proportion of the online sample were dissatisfied with the level of service when compared with the phone sample:

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	4% ↓ Significantly lower	12% ↑ Significantly higher

## 5.1 Water Services

### Satisfaction with wastewater service

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	14%	15%
	44	30
Neutral	37%	42%
	112	82
Very satisfied or satisfied	49%	43%
	149	85
Number of respondents	305	197

### Satisfaction with the stormwater system

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	25%	26%
	77	52
Neutral	30%	36%
	94	72
Very satisfied or satisfied	46%	37%
	143	74
Number of respondents	314	198

**Reliability of water supply**

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	4% ↓	12% ↑
	13	25
Neutral	10% ↓	18% ↑
	30	37
Very satisfied or satisfied	85% ↑	69% ↓
	247	140
Number of respondents	290	202

**Quality of water supply**

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	14% ↓	23% ↑
	41	47
Neutral	22%	24%
	63	48
Very satisfied or satisfied	64% ↑	53% ↓
	186	107
Number of respondents	290	202

**Support for water restrictions to manage water use on town water supplies**

	Random sample - phone survey	Self-selecting sample - online survey
Yes	67%	62%
	194	125
No	33%	38%
	96	77
Number of respondents	290	202



## 5.2 Local Roads and Footpaths

### Local gravel roads

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	36%	40%
	137	96
Neutral	38%	39%
	144	94
Very satisfied or satisfied	26%	21%
	99	52
Number of respondents	380	242

### Local sealed roads

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	26% ↓	43% ↑
	98	105
Neutral	29%	26%
	111	62
Very satisfied or satisfied	45% ↑	31% ↓
	171	75
Number of respondents	380	242

### Footpaths

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	25% ↓	41% ↑
	94	100
Neutral	34%	30%
	130	72
Very satisfied or satisfied	41% ↑	29% ↓
	156	70
Number of respondents	380	242

## 5.3 Waste

### Gore Transfer Station

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	7%	14%
	12	23
Neutral	20%	21%
	34	34
Very satisfied or satisfied	73%	64%
	127	102
Number of respondents	173	159

### Kerbside Recycling

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	42% ↓	62% ↑
	93	97
Neutral	12%	15%
	26	24
Very satisfied or satisfied	46% ↑	22% ↓
	101	35
Number of respondents	220	156

## 5.4 Council Facilities

### Satisfaction with Council Facilities

	Random sample - phone survey	Self-selecting sample - online survey
Library service	96%	90%
	163	93
Gore Visitor Centre	99%	92%
	72	36
Public Toilets	91%	80%
	186	99
District Parks and Reserves	99%	96%
	301	178
Sportsgrounds	98%	97%
	234	118
Cemeteries	94%	88%
	205	98
Playgrounds	98% ↑	89% ↓
	180	85
Hokonui Moonshine Museum, Eastern Southland Gallery or the heritage centre	99%	97%
	87	30
Gore Aquatic Centre	98%	97%
	178	113
James Cumming Wing or community halls	92%	82%
	146	56
MLT Event Centre	99%	95%
	184	83

## 5.5 Council Planning

### Council needs to do more to assist economic development in the Gore District

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	18%	17%
	51	35
Neutral	34%	34%
	95	72
Strongly agree or agree	47%	49%
	131	103
Number of respondents	277	210

### Council is effective at identifying residential land for development

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	41%	49%
	99	90
Neutral	35%	40%
	85	73
Strongly agree or agree	24% ↑	11% ↓
	57	20
Number of respondents	241	183

### Council is effective at identifying commercial/industrial land for development

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	30%	39%
	71	70
Neutral	39% ↓	52% ↑
	93	95
Strongly agree or agree	31% ↑	9% ↓
	72	16
Number of respondents	236	181

## 5.6 Contacting the Council

### Have you used any of the following ways to contact the Council in the last 12 months?

	Random sample - phone survey	Self-selecting sample - online survey
Visited the Council Office	49%	45%
	187	108
Phone	38%	41%
	146	99
Online i.e. website or Facebook	25%	30%
	96	72
Email	15%	19%
	56	47
Antenno - the Council's free mobile app	12% ↓	30% ↑
	44	73
Have not contacted the Council in the last 12 months	30%	22%
	115	54
Number of respondents	380	242

### Satisfaction with contact

	Random sample - phone survey	Self-selecting sample - online survey
Visit to the Council Office	90%	86%
	169	93
Phone	83%	82%
	121	81
Online i.e. website or Facebook	89%	82%
	85	59
Email	84%	77%
	47	36
Antenno - the Council's free mobile app	95%	82%
	42	60

## 5.7 Council Communications

Which of the following do you use to obtain information about the Council?

	Random sample - phone survey	Self-selecting sample - online survey
Newspaper articles	80% ↑	56% ↓
	303	135
Newspaper advertising	69% ↑	26% ↓
	261	62
Council Website	37%	41%
	141	100
Council Facebook page	34% ↓	52% ↑
	128	125
Council newsletter ChinWag	37% ↑	22% ↓
	141	53
Radio	50% ↑	21% ↓
	189	50
Personal contact with Council staff	28% ↑	16% ↓
	107	39
Antenno - the Council's free mobile app	16% ↓	41% ↑
	59	99
Councillors	23% ↑	8% ↓
	86	19
Council Meetings	6%	6%
	24	14
None of these	5%	7%
	18	17
<b>Number of respondents</b>	<b>380</b>	<b>242</b>

**Do you follow the Council's main Facebook page?**

	<b>Random sample - phone survey</b>	<b>Self-selecting sample - online survey</b>
<b>Yes</b>	28% ↓	60% ↑
	105	145
<b>No</b>	72% ↑	40% ↓
	275	97
<b>Number of respondents</b>	380	242

**Satisfaction with the Council's Facebook page**

	<b>Random sample - phone survey</b>	<b>Self-selecting sample - online survey</b>
<b>Very dissatisfied or dissatisfied</b>	2%	8%
	2	12
<b>Neutral</b>	19% ↓	38% ↑
	20	55
<b>Very satisfied or satisfied</b>	79% ↑	54% ↓
	83	78
<b>Number of respondents</b>	105	145

**Over the past 12 months, how often have you visited the Gore District Council website?**

	Random sample - phone survey	Self-selecting sample - online survey
Weekly or more	5%	7%
	20	17
Monthly	10%	12%
	39	28
A few times a year	28% ↓	50% ↑
	105	121
Once a year	11%	15%
	43	37
Never	46% ↑	16% ↓
	173	39
Number of respondents	380	242

**Satisfaction with the Council website**

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	5%	7%
	11	15
Neutral	31% ↓	45% ↑
	64	92
Very satisfied or satisfied	64% ↑	47% ↓
	132	96
Number of respondents	100%	100%



## 5.8 Elected Members and Organisational Performance

### Contacting an elected member of the Council to raise an issue or a problem

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	11%	16%
	33	29
Neutral	34% ↓	50% ↑
	104	89
Very satisfied or satisfied	55% ↑	33% ↓
	168	59
Number of respondents	305	177

### Council is responding to the needs of the community and to issues raised by the community

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	31% ↓	47% ↑
	104	107
Neutral	35%	31%
	117	72
Very satisfied or satisfied	35% ↑	22% ↓
	117	50
Number of respondents	338	229

**Overall satisfaction with the performance of the Gore District Council**

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	25% ↓	43% ↑
	94	105
Neutral	33%	29%
	125	69
Very satisfied or satisfied	42% ↑	28% ↓
	161	68
Number of respondents	380	242

**The Mayor and Councillors display sound and effective leadership**

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	22% ↓	33% ↑
	81	76
Neutral	34%	36%
	124	83
Strongly agree or agree	43% ↑	30% ↓
	156	69
Number of respondents	361	228

**The Mayor and Councillors have good strategies for developing the prosperity and wellbeing of their community**

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	23% ↓	40% ↑
	82	90
Neutral	34%	36%
	122	80
Strongly agree or agree	42% ↑	24% ↓
	150	55
Number of respondents	354	225

**Gore District Council provides sufficient opportunities for people to have their say**

	<b>Random sample - phone survey</b>	<b>Self-selecting sample - online survey</b>
<b>Strongly disagree or disagree</b>	20% ↓	34% ↑
	72	80
<b>Neutral</b>	27%	28%
	95	65
<b>Strongly agree or agree</b>	53% ↑	38% ↓
	189	87
<b>Number of respondents</b>	356	232

## 5.9 Perceptions of the Gore District

### Perceptions of the Gore District

	Random sample - phone survey	Self-selecting sample - online survey
The Gore District is a great place to live	93% ↑	84% ↓
	355	203
The Gore District is a safe place to live	84% ↑	69% ↓
	321	167
The Gore District has good sporting and recreation facilities and opportunities	93% ↑	83% ↓
	352	202
There is a great sense of community where I live	82% ↑	66% ↓
	313	160
I feel a sense of pride in the way my local area looks and feels	79% ↑	55% ↓
	299	134
Number of respondents	380	242

## 5.10 Sample profile

### Residence

	Random sample - phone survey	Self-selecting sample - online survey
Lived in the Gore District for 12 months or longer	99%	98%
	376	237
Lived in the Gore District for less than 12 months	1%	2%
	4	5
Number of respondents	380	242

### Age

	Random sample - phone survey	Self-selecting sample - online survey
15-24	11% ↑	4% ↓
	42	9
25-49	32% ↓	48% ↑
	122	116
50-64	30%	33%
	114	80
65+	27% ↑	13% ↓
	102	31
I prefer not to say	0% ↓	2% ↑
	0	6
Number of respondents	380	242

### Gender

	Random sample - phone survey	Self-selecting sample - online survey
Male	51% ↑	35% ↓
	195	84
Female	49% ↓	65% ↑
	185	158
Number of respondents	380	242

**Ratepayer status**

	Random sample - phone survey	Self-selecting sample - online survey
Ratepayer	79%	83%
	301	202
Renter	11%	11%
	41	27
Both	2%	2%
	6	4
Don't pay rent or rates	8% ↑	0% ↓
	31	1
I prefer not to say	0% ↓	3% ↑
	1	8
Number of respondents	380	242

**Area**

	Random sample - phone survey	Self-selecting sample - online survey
Gore	64%	72%
	245	175
Mataura	10%	10%
	38	24
Waikaka	8%	3%
	30	7
Pukerau	3%	1%
	11	3
Mandeville	0%	0%
	1	0
Rural	14%	14%
	55	33
Number of respondents	380	242





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