

Gore District Council

ANNUAL RESIDENTS' SURVEY: APPENDICES

May 2022



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Section 1

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.

Council facilities

Public toilets

	Number of respondents
Poorly maintained	11
Unhappy with tourist usage	1
Extend opening hours	1
Total responses	12

Cemeteries

	Number of respondents
Poorly maintained	6
Problems with Charlton Park cemetery	4
Total responses	10

Gore Aquatic Centre

	Number of respondents
Unhappy with opening hours/lack of weekend hours	3
Issues with staff/staffing	2
Happy with centre	1
Better maintenance needed	1
Unhappy with Maitai pool closure	1
Total responses	8

Library services

	Number of respondents
Unhappy with the new location	3
Fix/sort out the issues with the library	1
Issues with staff/staffing	1
Total responses	5

James Cumming Wing/community halls

	Number of respondents
No longer available for groups	1
Total responses	1

District parks and reserves

	Number of respondents
Needs more maintenance/upgrading	5
Provide more bins	1
Total responses	6

MLT Event Centre

	Number of respondents
Centre is not well built	1
Safety concerns	1
Total responses	2

Playgrounds

	Number of respondents
Needs maintenance/upgrading	1
Safety concerns	1
Happy with playgrounds	1
Total responses	3

General Comments

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

	Percent of respondents	Number of respondents
Gardens/gardening	4%	26
Overall good job	4%	26
Rubbish and recycling	3%	21
Consult the community	3%	19
Streets, footpaths and lighting	3%	16
Council staff	2%	14
Rates	2%	12
Dealing with complaints/enquiries	2%	12
Playgrounds/parks/sportsgrounds	1%	8
Roads	1%	7
Council spending	1%	6
Building consents/regulations	1%	6
Support rural areas	1%	5
General unhappiness	1%	5
Promotion	1%	5
Animal control	1%	4
Water	0%	2
Streets Alive	0%	2
Safety/security	0%	2
Other	3%	20
None	73%	445
Gardens/gardening	4%	26
Overall good job	4%	26
Rubbish and recycling	3%	21

Section 2

Appendix three: summary of performance measures

The 2018-28 Long Term Plan (LTP)¹ set out targets for resident satisfaction with a range of Council services. The below table shows the achieved result in 2022 compared to 2022 targets.

	Target 2022	Achieved Result
Roading - sealed (metalled) roads	75%	68%
Sportsgrounds	90%	99%
Parks and reserves	90%	97%
Playgrounds	90%	96%
Cemeteries	90%	94%
MLT Event Centre	90%	98%
James Cumming/community halls	90%	94%
Aquatic Centre	90%	95%
Library service	90%	97%
Eastern Southland Gallery	90%	99%
The Heritage Centre		98%
Hokonui Moonshine Museum		95%
Public toilets	90%	88%
Council decisions and actions	70%	66%

¹ <https://www.goredc.govt.nz/repository/libraries/id:2buwl3j7c17q9srz9ase/hierarchy/Your%20Council/Documents/Plans%2C%20policies%20and%20bylaws/10-Year%20Plan/2021-2031%2010-Year-Plan.pdf>

Section 3

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.

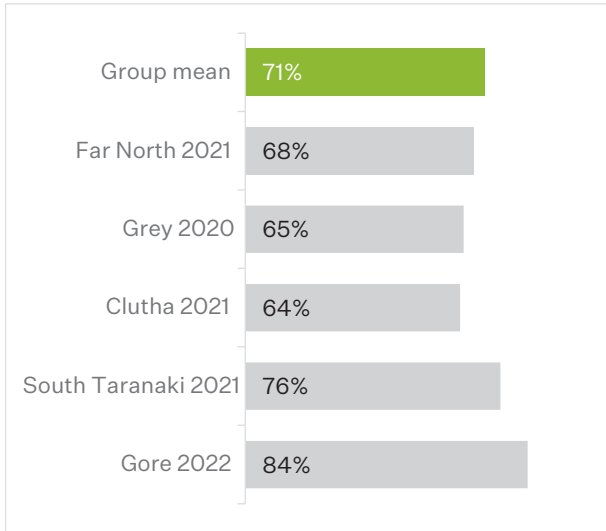
The benchmark comparisons should not be viewed as rankings.

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

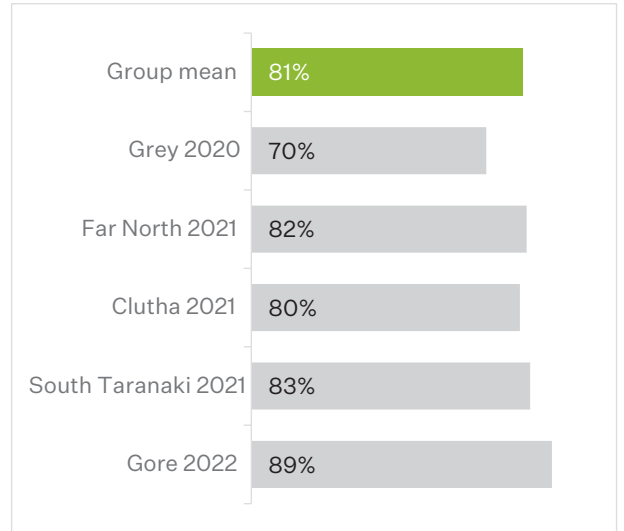
Councils included in this comparison:

Council	Year	Scale	Number of respondents included in main report
Gore	2022 survey results	5-point question scales	608
South Taranaki	2021 survey results	5-point question scales (not excluding don't knows)	405
Ashburton	2020/2021 survey results	2-point question scales	847
Clutha	2021 survey results	6-point question scales	300
Far North	2021 survey results	10-point question scales	501
Grey	2020 survey results	6 point question scales (not excluding N/A's)	350

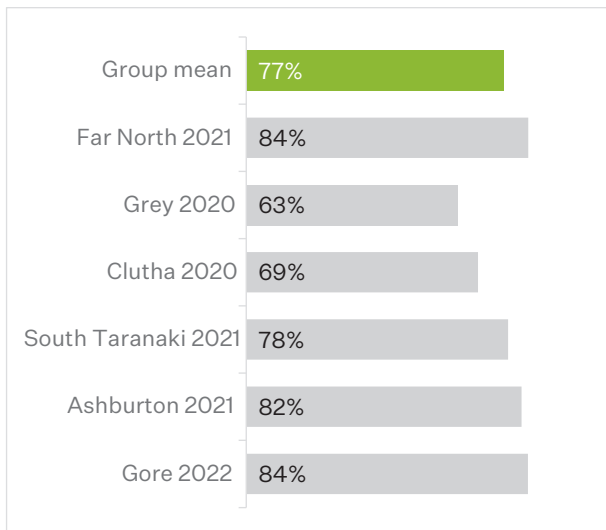
Stormwater services



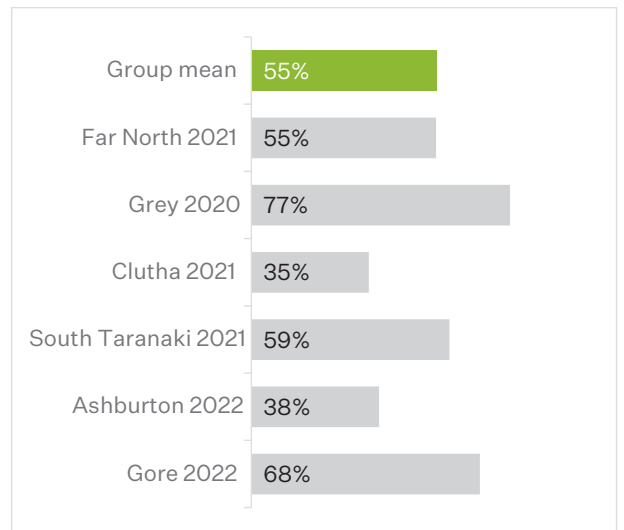
Wastewater



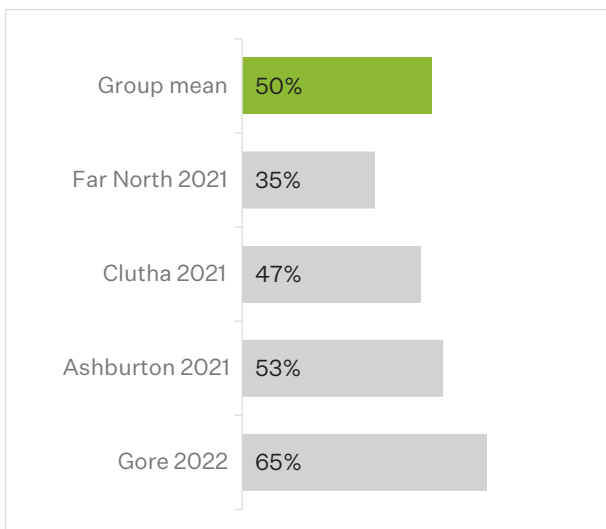
Water supply



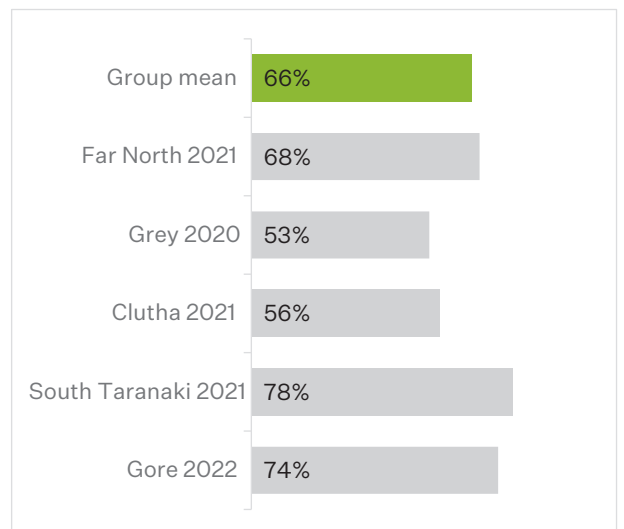
Local sealed roads



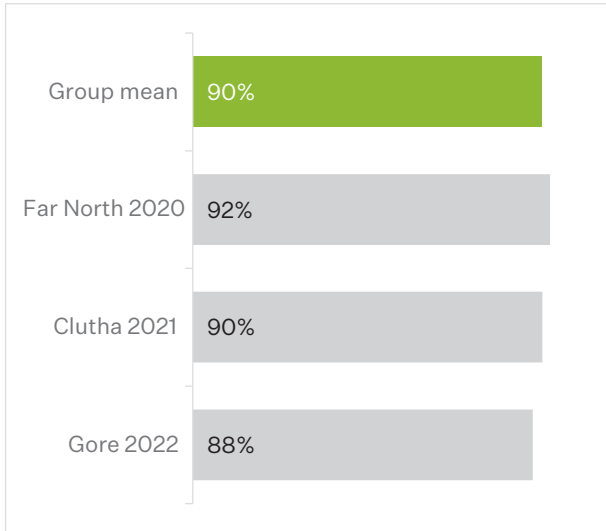
Local gravel/unsealed roads



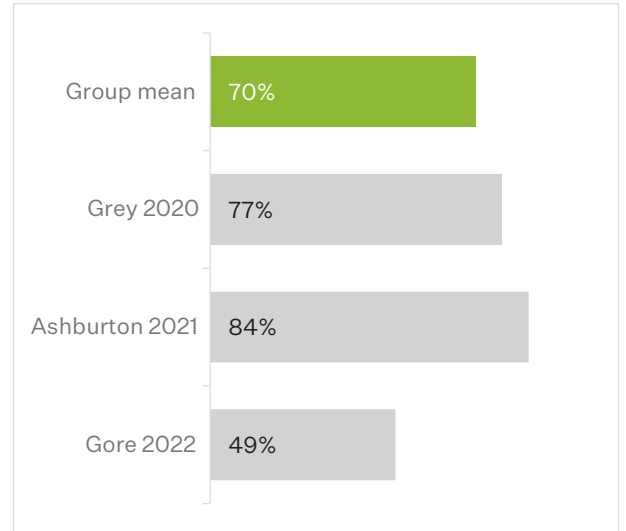
Footpaths



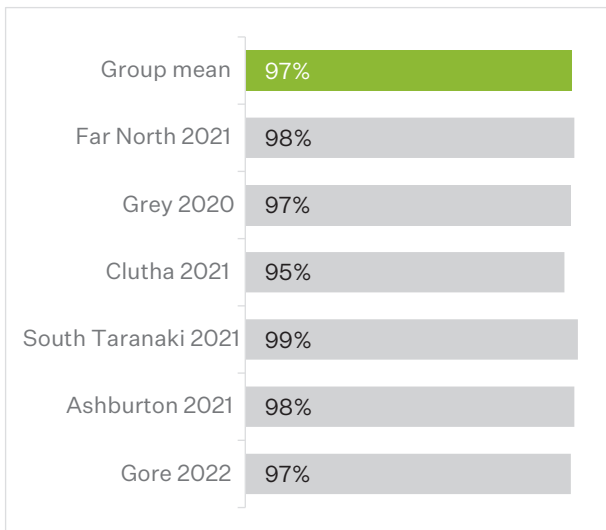
Transfer Stations/dumps



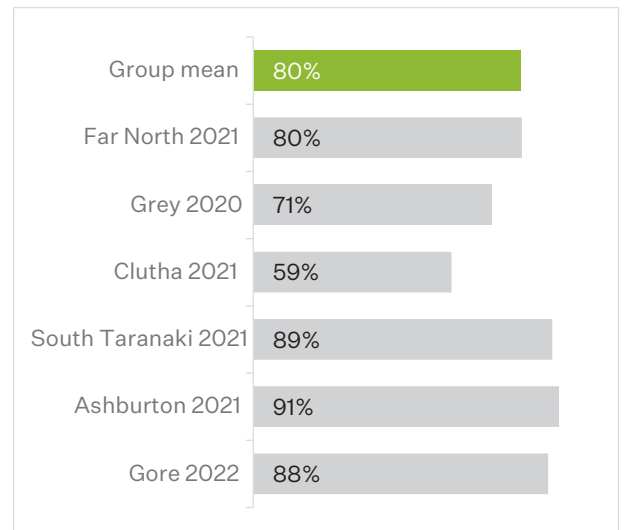
Kerbside recycling



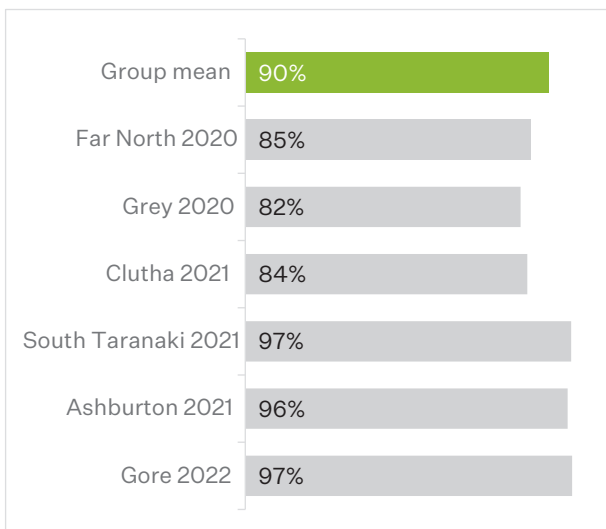
Library



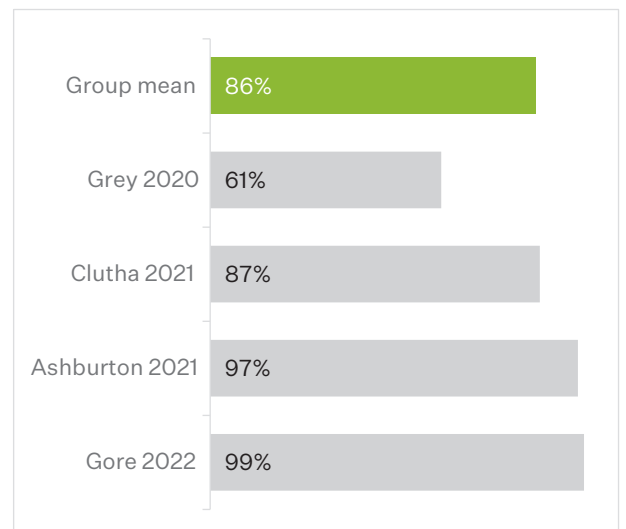
Public toilets



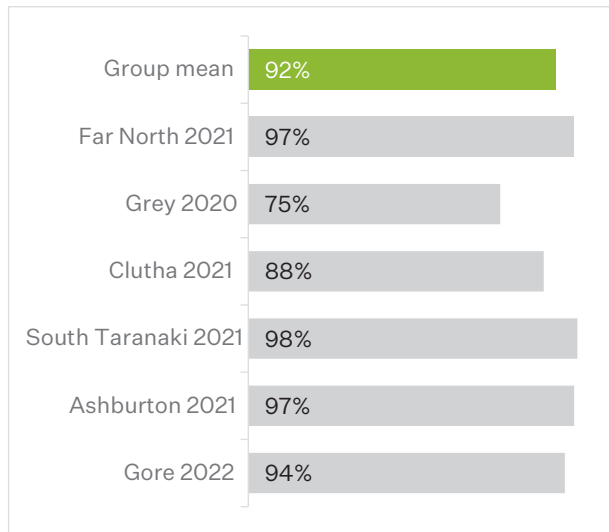
District parks and reserves



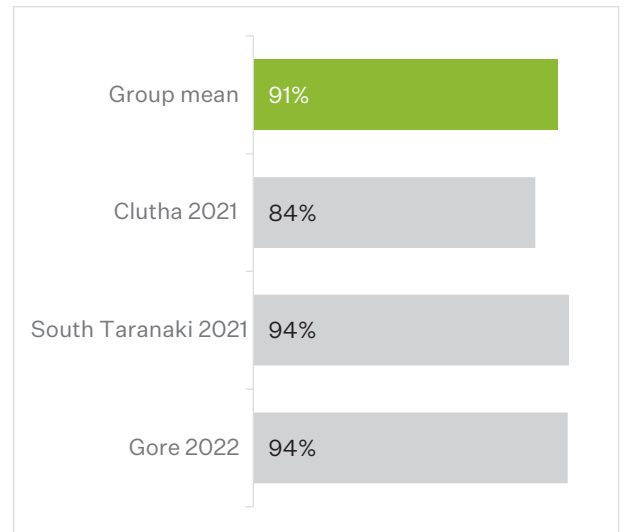
Sportsgrounds



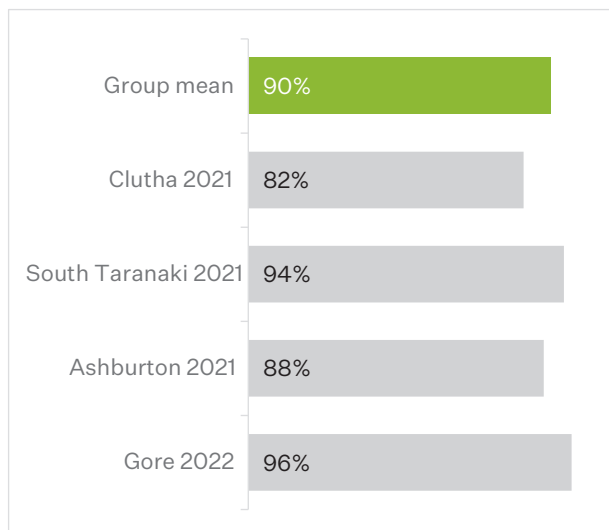
Cemeteries



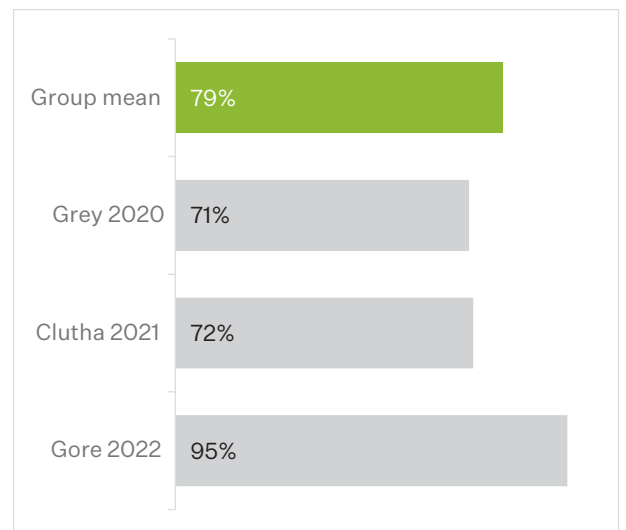
Community halls



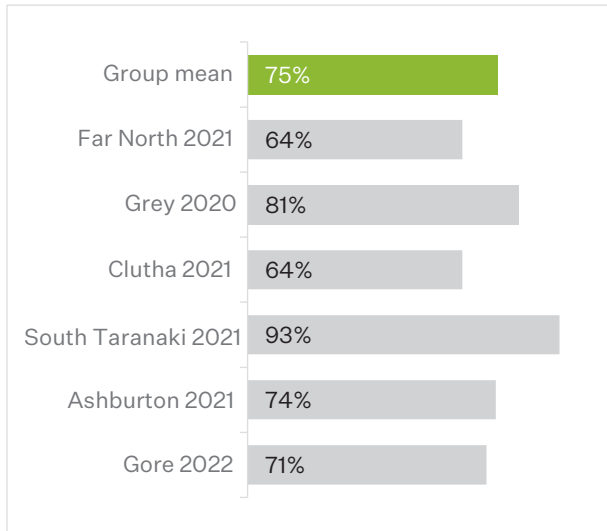
Playgrounds



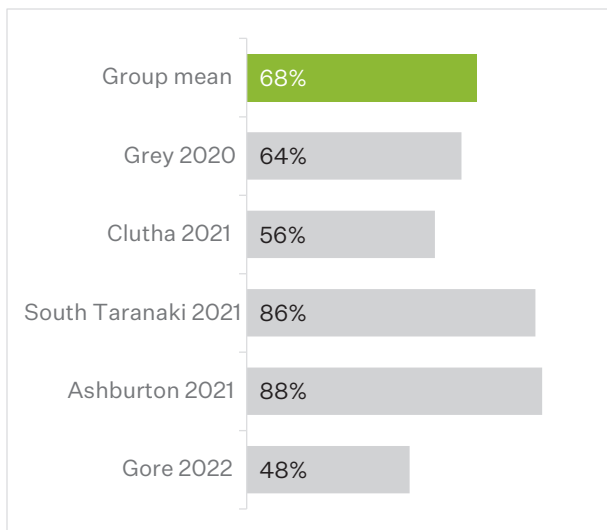
Community pools



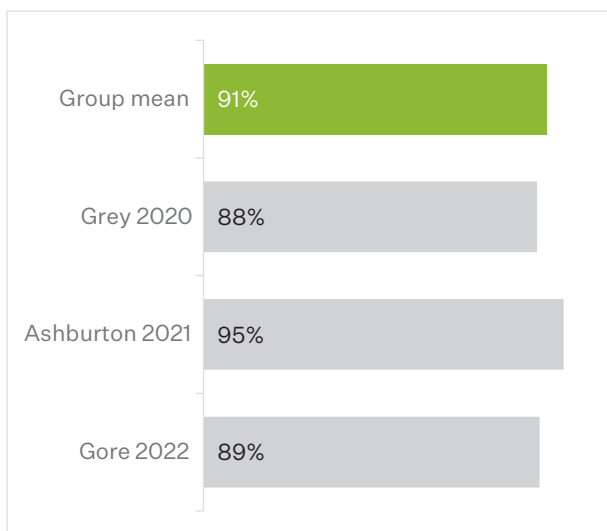
Overall satisfaction with Council performance



Sufficient opportunities for residents to have their say



The District is a great place to live



Section 4

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
Total satisfied	69% ↑ Significantly higher	74%	45% ↓ Significantly lower

Water services

Satisfaction with wastewater and stormwater services by location

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Wastewater service	Very dissatisfied	4%	1%	4%	3%	17
	Dissatisfied	6%	9%	12%	7%	37
	Neutral	38%	39%	49%	39%	201
	Satisfied	37%	37%	25%	36%	183
	Very satisfied	15%	14%	10%	14%	74
	Total satisfied	90%	90%	84%	89%	458
	Number of respondents	391	70	51	512	512

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Stormwater system	Very dissatisfied	3%	4%	2%	3%	15
	Dissatisfied	13%	10%	16%	13%	68
	Neutral	34%	30%	42%	34%	178
	Satisfied	37%	42%	27%	36%	189
	Very satisfied	13%	14%	13%	13%	70
	Total satisfied	84%	86%	82%	84%	437
	Number of respondents	394	71	55	520	520

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% ↓	7%	10%	3%	15
	Dissatisfied	4% ↓	21% ↑	0%	6%	30
	Neutral	14%	13%	5%	13%	64
	Satisfied	50% ↑	39%	24%	47%	228
	Very satisfied	30%	19%	62% ↑	30%	146
	Total satisfied	94% ↑	72% ↓	90%	91%	438
	Number of respondents	395	67	21	483	483

		Gore Town Supply	Mataura Town Supply	Otama Rural Supply	Total sample	Total number of respondents
Quality of your water supply	Very dissatisfied	4% ↓	19% ↑	10%	6%	31
	Dissatisfied	7% ↓	25% ↑	5%	10%	47
	Neutral	19%	16%	0%	18%	87
	Satisfied	48% ↑	33%	33%	45%	218
	Very satisfied	22%	6% ↓	52% ↑	21%	100
	Total satisfied	89% ↑	55% ↓	86%	84%	405
	Number of respondents	395	67	21	483	483

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

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Yes	71% ↓	84%	97% ↑	75%	361
No	29% ↑	16%	3% ↓	25%	122
Number of respondents	388	64	31	483	483

Local roads and footpaths

Satisfaction with roading services by location

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Footpaths	Very dissatisfied	7%	16%	8%	9%	52
	Dissatisfied	22% ↑	12%	7% ↓	18%	109
	Neutral	31%	23%	41%	32%	193
	Satisfied	34%	37%	33%	34%	208
	Very satisfied	6%	11%	11%	8%	46
	Total satisfied	70%	71%	85% ↑	74%	447
	Number of respondents	413	73	122	608	608

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Local sealed roads	Very dissatisfied	7%	7%	16% ↑	8%	51
	Dissatisfied	24%	21%	23%	24%	143
	Neutral	28%	25%	24%	27%	164
	Satisfied	36%	41%	32%	36%	216
	Very satisfied	5%	7%	6%	6%	34
	Total satisfied	69%	73%	61%	68%	414
	Number of respondents	413	73	122	608	608

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Local gravel roads	Very dissatisfied	9% ↓	12%	29% ↑	13%	80
	Dissatisfied	23%	14%	26%	22%	135
	Neutral	44% ↑	42%	21% ↓	39%	237
	Satisfied	22%	27%	19%	22%	134
	Very satisfied	3%	4%	5%	4%	22
	Total satisfied	69% ↑	74%	45% ↓	65%	393
	Number of respondents	413	73	122	608	608

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	66% ↑	36% ↓	34% ↓	56%	338
Use kerbside recycling service	75% ↑	64%	11% ↓	61%	372
Number of respondents	413	73	122	608	608

Satisfaction with waste services by location

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Gore Transfer Station	Very dissatisfied	3%	4%	2%	3%	11
	Dissatisfied	9%	8%	12%	9%	31
	Neutral	13%	15%	20%	14%	47
	Satisfied	46%	50%	44%	46%	155
	Very satisfied	29%	23%	22%	28%	94
	Total satisfied	88%	88%	85%	88%	296
	Number of respondents	271	26	41	338	338

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Kerbside Recycling	Very dissatisfied	30%	30%	0%	29%	107
	Dissatisfied	23%	21%	21%	22%	83
	Neutral	11%	9%	14%	11%	41
	Satisfied	19%	19%	43%	20%	75
	Very satisfied	17%	21%	21%	18%	66
	Total satisfied	48%	49%	79%	49%	182
	Number of respondents	311	47	14	372	372

Preference on the introduction of a kerbside service into rural areas of the Gore District by area

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
Yes	45% ↓	51%	58% ↑	48%	292
No	11% ↓	7%	25% ↑	13%	82
Not my concern	36% ↑	37%	11% ↓	31%	189
Don't know	8%	5%	5%	7%	45
Number of respondents	413	73	122	608	608

Council facilities

Usage of Council facilities by area

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
Gore or Mataura Library	31%	53% ↑	25%	33%	198
Gore Visitor Centre	15%	14%	13%	15%	90
Public Toilets	42% ↓	60%	56%	47%	286
District parks and reserves	77%	67%	70%	75%	455
Sportsgrounds	45%	51%	52%	47%	287
Cemeteries	50%	44%	35%	46%	280
Playgrounds	43%	48%	46%	44%	267
Gore Aquatic Centre	35%	27%	37%	35%	210
James Cumming Wing or community halls	14%	14%	21%	15%	94
MLT Event Centre	34%	18% ↓	35%	32%	197
Eastern Southland Gallery	15% ↑	4%	8%	13%	77
The Heritage Centre	11%	8%	7%	10%	62
Hokonui Moonshine Museum	9%	11%	7%	9%	56
None of these	8%	5%	8%	8%	48
Number of respondents	413	73	122	608	608

Satisfaction with Council facilities by area

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
Gore or Mataura Library	96%	100%	97%	97%	198
Gore Visitor Centre	97%	100%	94%	97%	90
Public Toilets	87%	84%	91%	88%	286
District parks and reserves	97%	100%	97%	97%	455
Sportsgrounds	99%	100%	97%	99%	287
Cemeteries	93%	94%	100%	94%	280
Playgrounds	97%	97%	95%	96%	267
Gore Aquatic Centre	93%	95%	100%	95%	210
James Cumming Wing or community halls	93%	100%	92%	94%	94
MLT Event Centre	97%	100%	100%	98%	197
Eastern Southland Gallery	98%	100%	100%	99%	77
The Heritage Centre	98%	100%	100%	98%	62
Hokonui Moonshine Museum	95%	100%	89%	95%	56

Council planning

Knowledge of the Gore District plan by area

	Gore	Mataura	Other rural	Total Sample	Total number of respondents
I have never heard of it	9%	16%	12%	11%	66
I have heard of it but I don't know anything about it	42%	44%	35%	41%	249
I have heard of it and know a bit about it	42%	36%	47%	42%	257
I have detailed knowledge of sections of it that interest or affect me	5%	3%	3%	4%	27
I have detailed knowledge of the whole District Plan	1%	1%	2%	1%	9
Number of respondents	413	73	122	608	608

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	2%	2%	7%	3%	15
	Disagree	9%	8%	18%	11%	50
	Neutral	33%	41%	39%	35%	159
	Agree	43%	31%	26%	38%	170
	Strongly agree	12%	18%	10%	12%	56
	Total Agree	55%	49%	35% ↓	50%	226
	Number of respondents	307	49	94	450	450

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Council is effective at identifying residential land for development	Strongly disagree	6%	10%	6%	6%	29
	Disagree	19%	17%	19%	19%	88
	Neutral	42%	48%	34%	41%	190
	Agree	29%	17%	38%	30%	137
	Strongly agree	4%	10%	3%	4%	20
	Total Agree	33%	26%	42%	34%	157
	Number of respondents	333	42	89	464	464

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Council is effective at identifying commercial/ industrial land for development	Strongly disagree	6%	14%	5%	6%	27
	Disagree	17%	14%	20%	17%	75
	Neutral	49%	45%	38%	47%	200
	Agree	26%	21%	33%	27%	115
	Strongly agree	2%	5%	5%	3%	12
	Total Agree	28%	26%	38%	30%	127
	Number of respondents	307	42	80	429	429

Contacting the Council

Means of contact by area

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Visited the Council Office	41%	29%	36%	39%	235
Phone	37%	45%	39%	39%	235
Online i.e. website or Facebook	26%	29%	34%	28%	172
Email	17%	11%	21%	17%	103
Antenno - the Council's free mobile app	21%	16%	15%	19%	117
Have not contacted the Council in the last 12 months	26%	30%	31%	28%	168
Number of respondents	413	73	122	608	608

Council communications

Methods used to obtain information about the Council by area

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Newspaper articles	64%	56%	67%	63%	386
Newspaper advertising	41%	51%	43%	43%	259
Council Facebook page	38%	29%	40%	38%	229
Radio	30%	34%	38%	32%	194
Council Website	36%	33%	43%	37%	226
Council newsletter ChinWag	28%	21%	28%	27%	164
Personal contact with Council staff	17%	15%	22%	18%	107
Antenno - the Council's free mobile app	34% ↑	27%	16% ↓	30%	180
Councillors	12%	8%	16%	12%	74
Council Meetings	6%	5%	5%	5%	33
None of these	7%	14%	8%	8%	48
Number of respondents	413	73	122	608	608

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	11%	16%	11%	11%	63
	Dissatisfied	21%	25%	26%	22%	123
	Neutral	41% ↑	24%	29%	37%	201
	Satisfied	23%	29%	30%	25%	138
	Very satisfied	4%	6%	3%	4%	24
	Total satisfied	68%	59%	63%	66%	363
	Number of respondents	371	63	115	549	549

		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	3%	5%	7%	4%	19
	Dissatisfied	8%	11%	9%	8%	39
	Neutral	44%	40%	31%	40%	191
	Satisfied	31%	31%	41%	33%	157
	Very satisfied	15%	13%	13%	14%	67
	Total satisfied	90%	84%	84%	88%	415
	Number of respondents	317	55	101	473	473

Overall satisfaction with performance by area

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Very dissatisfied	5%	10%	10%	7%	40
Dissatisfied	22%	25%	23%	22%	135
Neutral	35%	30%	27%	33%	200
Satisfied	32%	29%	35%	33%	198
Very satisfied	6%	7%	5%	6%	35
Total satisfied	73%	66%	67%	71%	433
Number of respondents	413	73	122	608	608

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	7%	5%	9%	7%	41
	Disagree	18%	26%	16%	18%	103
	Neutral	34%	34%	26%	33%	182
	Agree	33%	31%	42%	35%	194
	Strongly agree	8%	5%	7%	7%	40
	Total Agree	41%	35%	49%	42%	234
	Number of respondents	383	65	112	560	560
		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	6%	3%	12%	7%	38
	Disagree	20%	23%	12%	19%	105
	Neutral	40%	34%	35%	39%	215
	Agree	29%	34%	34%	30%	170
	Strongly agree	5%	5%	7%	5%	30
	Total Agree	34%	39%	41%	36%	200
	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	8%	8%	9%	8%	46
	Disagree	15%	16%	14%	15%	85
	Neutral	27%	31%	32%	28%	157
	Agree	39%	32%	34%	37%	208
	Strongly agree	11%	13%	12%	11%	63
	Total Agree	50%	45%	46%	48%	271
	Number of respondents	381	62	116	559	559

Perceptions of the Gore District

Perceptions of the Gore District by area (% agree/strongly agree)

	Gore	Mataura	Other rural	Total sample	Total number of respondents
The Gore District is a great place to live	89%	79%	92%	89%	539
The Gore District is a safe place to live	79%	73%	85%	79%	483
The Gore District has good sporting and recreation facilities and opportunities	88%	75% ↓	94%	88%	535
There is a great sense of community where I live	74%	67%	81%	74%	452
I feel a sense of pride in the way my local area looks and feels	72%	41% ↓	82% ↑	71%	429
Number of respondents	413	73	122	608	608

Section 5

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.

226 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.

4. 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 Antenna. They are also less likely to be satisfied with the website and Facebook page.
5. 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.
6. They were less likely to agree that the Council is effective at identifying residential or commercial land for development and more likely to agree that the Council needs to do more to assist economic development in the Gore District.
7. They were also less likely to be satisfied with the strategies and performance of the Mayor and Councillors.
8. They reported lower satisfaction levels with the overall performance of the Gore District Council.
9. They showed significantly lower satisfaction levels for the following facilities and activities:
 - Wastewater service,
 - Local gravel roads, local sealed roads, and footpaths,
 - Kerbside recycling,
 - The public toilets, and the sportsground - though satisfaction levels were high.
10. 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 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 and more living in Gore. The two samples were comparable in terms of length 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 wastewater service table shows a significantly lower proportion of the online sample were satisfied with the level of service when compared with the phone sample:

	Random sample - phone survey	Self-selecting sample - online survey
Very satisfied or satisfied	55% ↑ Significantly lower	43% ↓ Significantly higher

Water services

Satisfaction with wastewater service

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	11%	10%
	35	19
Neutral	34% ↓	48% ↑
	107	94
Very satisfied or satisfied	55% ↑	43% ↓
	173	84
Number of respondents	315	197

Satisfaction with the stormwater system

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	16%	17%
	50	33
Neutral	31%	39%
	101	77
Very satisfied or satisfied	53%	44%
	171	88
Number of respondents	322	198

Reliability of water supply

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	10%	9%
	28	17
Neutral	10% ↓	18% ↑
	28	36
Very satisfied or satisfied	81%	73%
	232	142
Number of respondents	288	195

Quality of water supply

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	16%	16%
	47	31
Neutral	15%	23%
	43	44
Very satisfied or satisfied	69%	62%
	198	120
Number of respondents	288	195

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

	Random sample - phone survey	Self-selecting sample - online survey
Yes	79% ↑	69% ↓
	227	134
No	21% ↓	31% ↑
	61	61
Number of respondents	288	195

Local roads and footpaths

Local gravel roads

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	32% ↓	42% ↑
	121	94
Neutral	38%	40%
	146	91
Very satisfied or satisfied	30% ↑	18% ↓
	115	41
Number of respondents	382	226

Local sealed roads

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	26% ↓	42% ↑
	100	94
Neutral	26%	28%
	101	63
Very satisfied or satisfied	47% ↑	31% ↓
	181	69
Number of respondents	382	226

Footpaths

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	19% ↓	39% ↑
	72	89
Neutral	31%	33%
	118	75
Very satisfied or satisfied	50% ↑	27% ↓
	192	62
Number of respondents	382	226

Waste

Gore Transfer Station

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	11%	14%
	20	22
Neutral	13%	15%
	24	23
Very satisfied or satisfied	76%	71%
	141	108
Number of respondents	185	153

Kerbside recycling

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	36% ↓	71% ↑
	78	112
Neutral	14% ↑	7% ↓
	30	11
Very satisfied or satisfied	50% ↑	22% ↓
	107	34
Number of respondents	215	157

Council facilities

Satisfaction with Council Facilities

	Random sample - phone survey	Self-selecting sample - online survey
Library service	97%	98%
	112	80
Gore Visitor Centre	97%	96%
	61	26
Public toilets	93% ↑	79% ↓
	162	89
District Parks and Reserves	98%	96%
	275	168
Sportsgrounds	100% ↑	96% ↓
	195	88
Cemeteries	96%	92%
	171	93
Playgrounds	97%	95%
	168	89
Gore Aquatic Centre	98%	90%
	124	75
James Cumming Wing or community halls	95%	83%
	78	10
MLT Event Centre	99%	96%
	129	64
Eastern Southland Gallery	100%	97%
	42	34
The Heritage Centre	98%	100%
	45	16
Hokonui Moonshine Museum	95%	92%
	42	11

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	19% ↑ 50	8% ↓ 15
Neutral	36% 96	34% 63
Strongly agree or agree	45% ↓ 121	57% ↑ 105
Number of respondents	267	183

Council is effective at identifying residential land for development

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	26% 72	24% 45
Neutral	32% ↓ 88	54% ↑ 102
Strongly agree or agree	42% ↑ 116	22% ↓ 41
Number of respondents	276	188

Council is effective at identifying commercial/industrial land for development

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	24%	24%
	59	43
Neutral	38% ↓	59% ↑
	95	105
Strongly agree or agree	38% ↑	17% ↓
	96	31
Number of respondents	250	179

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	38%	39%
	146	89
Phone	39%	38%
	149	86
Online i.e. website or Facebook	31%	24%
	117	55
Email	15%	19%
	59	44
Antenno - the Council's free mobile app	11% ↓	33% ↑
	42	75
Have not contacted the Council in the last 12 months	32% ↑	21% ↓
	121	47
Number of respondents	382	226

Satisfaction with contact

	Random sample - phone survey	Self-selecting sample - online survey
Visit to the Council Office	94%	91%
	137	81
Phone	86%	86%
	128	74
Online i.e. website or Facebook	93%	87%
	109	48
Email	90%	95%
	53	42
Antenno - the Council's free mobile app	95%	88%
	40	66

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	70% ↑	52% ↓
	269	117
Newspaper advertising	55% ↑	20% ↓
	212	46
Council Website	36%	39%
	138	88
Council Facebook page	32% ↓	46% ↑
	124	105
Council newsletter ChinWag	31% ↑	19% ↓
	119	44
Radio	41% ↑	17% ↓
	156	38
Personal contact with Council staff	22% ↑	11% ↓
	83	24
Antenno - the Council's free mobile app	14% ↓	57% ↑
	52	128
Councillors	16% ↑	6% ↓
	61	13
Council Meetings	4%	7%
	17	16
None of these	8%	8%
	31	17
Number of respondents	382	226

Do you follow the Council's main Facebook page?

	Random sample - phone survey	Self-selecting sample - online survey
Yes	26% ↓	52% ↑
	100	117
No	74% ↑	48% ↓
	282	109
Number of respondents	382	226

Satisfaction with the Council's Facebook page

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	3%	5%
	3	6
Neutral	24% ↓	39% ↑
	24	46
Very satisfied or satisfied	73% ↑	56% ↓
	73	65
Number of respondents	100	117

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	2%	5%
	8	12
Monthly	10%	10%
	39	22
A few times a year	30% ↓	44% ↑
	114	100
Once a year	13%	14%
	48	31
Never	45% ↑	27% ↓
	173	61
Number of respondents	382	226

Satisfaction with the Council website

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	6%	4%
	12	7
Neutral	25% ↓	47% ↑
	53	77
Very satisfied or satisfied	69% ↑	49% ↓
	144	81
Number of respondents	209	165

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	10% ↓	17% ↑
	30	28
Neutral	34% ↓	53% ↑
	103	88
Very satisfied or satisfied	57% ↑	31% ↓
	173	51
Number of respondents	306	167

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%	39%
	107	79
Neutral	32% ↓	44% ↑
	110	91
Very satisfied or satisfied	37% ↑	17% ↓
	127	35
Number of respondents	344	205

Overall satisfaction with the performance of the Gore District Council

	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied or dissatisfied	26% ↓	34% ↑
	99	76
Neutral	28% ↓	41% ↑
	107	93
Very satisfied or satisfied	46% ↑	25% ↓
	176	57
Number of respondents	382	226

The Mayor and Councillors display sound and effective leadership

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	25%	27%
	85	59
Neutral	27% ↓	41% ↑
	92	90
Strongly agree or agree	48% ↑	31% ↓
	166	68
Number of respondents	343	217

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	26%	26%
	88	55
Neutral	31% ↓	50% ↑
	108	107
Strongly agree or agree	43% ↑	24% ↓
	148	52
Number of respondents	344	214

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

	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree or disagree	20% ↓	29% ↑
	68	63
Neutral	26%	32%
	88	69
Strongly agree or agree	55% ↑	39% ↓
	188	83
Number of respondents	344	215

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	90%	87%
	342	197
The Gore District is a safe place to live	84% ↑	71% ↓
	322	161
The Gore District has good sporting and recreation facilities and opportunities	90% ↑	84% ↓
	345	190
There is a great sense of community where I live	81% ↑	63% ↓
	310	142
I feel a sense of pride in the way my local area looks and feels	76% ↑	61% ↓
	291	138
Number of respondents	382	226

Sample profile

Residence

	Random sample - phone survey	Self-selecting sample - online survey
Lived in the Gore District for 12 months or longer	98%	99%
	373	223
Lived in the Gore District for less than 12 months	2%	1%
	9	3
Number of respondents	382	226

Age

	Random sample - phone survey	Self-selecting sample - online survey
15-24	9% ↑	2% ↓
	33	5
25-49	32% ↓	43% ↑
	121	98
50-64	34%	38%
	128	87
65+	26% ↑	13% ↓
	100	29
I prefer not to say	0% ↓	3% ↑
	0	7
Number of respondents	382	226

Gender

	Random sample - phone survey	Self-selecting sample - online survey
Male	52% ↑	35% ↓
	197	80
Female	48% ↓	65% ↑
	185	146
Number of respondents	382	226

Ratepayer status

	Random sample - phone survey	Self-selecting sample - online survey
Ratepayer	75% ↓	85% ↑
	286	192
Renter	17% ↑	7% ↓
	66	16
Both	1% ↓	4% ↑
	3	8
Don't pay rent or rates	7% ↑	1% ↓
	26	2
I prefer not to say/other	0% ↓	4% ↑
	1	8
Number of respondents	382	226

Area

	Random sample - phone survey	Self-selecting sample - online survey
Gore	64% ↓	75% ↑
	244	169
Mataura	13%	11%
	49	24
Waikaka	5%	2%
	19	4
Pukerau	2%	1%
	9	3
Mandeville	2%	0%
	7	1
Rural	14%	11%
	54	25
Number of respondents	382	226



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