



**Invercargill City Council**

# Community & Regulatory Services: 2014 Residents' Survey

## Research Report

August 2014





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## Disclaimer

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# 1 Introduction



**The purpose of this research is to provide ICC with a measure of how satisfied residents are with twelve areas of Community and Regulatory Service.**

## 1.1 Research Context

In 2013 Invercargill City Council (ICC) contracted Research First to conduct a survey of Invercargill residents. The purpose of this survey was to provide ICC with a measure of how satisfied residents are with twelve areas of community and regulatory services. These 12 areas are:

- Animal Services;
- Building Consents;
- Community Development;
- Environmental Health;
- Housing Care;
- Libraries;
- Parking;
- Passenger Transport;
- Pools;
- Public Toilets;
- Resource Management; and
- Urban Rejuvenation.

## 1.2 Research Design

This research was completed using a telephone survey design. This design was chosen because (by using probability sampling methods) the results of telephone surveys can be extrapolated with a high degree of accuracy. Also, the presence of a telephone interviewer reduces errors and addresses potential biases resulting from interpretation problems on behalf of the participants.

The telephone survey took place in late July 2014 and comprised 779 interviews with Invercargill residents (an outline of the achieved sample is provided in Appendix One). A sample of this size provides a maximum margin of error for the total sample of +/-3.5%. For all subsamples, the margins of error are larger (as sampling error is a function of the total size of the sample, irrespective of the size of the population). It is important to keep this in mind, and to remember that the results become less precise as the sample size decreases.

While the overall sample included 779 respondents, some sections of the questionnaire were only asked of half the respondents (approximately 390<sup>1</sup>). The margin of error for these responses is +/-4.9%.

1. This was done to address the length and complexity of the original questionnaire. While all 779 residents were asked a series of core questions, the 12 areas of Community and Regulatory Services were divided across the sample. To make this clear in the body of the report, the sample for each question is clearly identified.



The telephone survey questionnaire was designed in consultation with ICC and a range of community stakeholders (a copy of the questionnaire is provided in Appendix Two). This project followed the same design as the Service Levels Survey completed for ICC by Research First in 2013. It involved:

- **Phase One:** Interviews with the 12 managers responsible for the areas being surveyed;
- **Phase Two:** 12 focus groups with community stakeholders and opinion leaders to each of the areas being surveyed; and
- **Phase Three:** A telephone survey of 770 Invercargill City residents.

This method worked successfully for the 2013 survey because it provided ICC with both a rich, in-depth, insight into the community's views regarding ICC's performance alongside a robust measure of that satisfaction. This enabled ICC to track future changes in satisfaction levels and target key 'pain points' in the community.

The 2014 Community Services and Regulatory Services Satisfaction Survey presented here will provide the same benefits to ICC.





## 2 Key Messages

**Community Development, Environmental Health, and Urban Rejuvenation are seen as most important**

### 2.1 What is Important?

The residents in this survey rated the following three community and regulatory services as most important:

- Community Development.
- Environmental Health.
- Urban Rejuvenation.

The services they rated as least important overall were:

- Public Toilets.
- Resource Management.

### 2.2 Where ICC Performs Well

The residents in this survey scored ICC's performance highest for:

- The library (MTG<sup>2</sup> 84%);
- The bus service (MTG 70%); and
- Public pools (MTG 69%).

2. These services were rated on a seven-point Likert scale from 'very good' to 'very poor'. The MTG scores combine the percentage of respondents who scored a particular service in the top three scores (i.e., all those who scored the service above, but not including, neutral).



**84%**  
Library Services

**70%**  
Bus Services

**69%**  
Public Pools





**44%**  
Building Consents

**45%**  
Resource Management

**46%**  
Parking

**46%**  
Community and Development

**49%**  
Environmental Health

## 2.3 Where There is Room for Improvement

In contrast, the residents in this survey scored ICC less well for:

- Building Consents (MTG 44%)
- Resource Management (MTG 45%)
- Parking (MTG 46%)
- Community and Development (MTG 46%)
- Environmental Health (MTG 49%)

Suggestions for how to improve these services included:

- Make the building consent process faster and less expensive; ensure consistency between inspectors; provide better communication on hold ups.
- Make the resource consent process faster and less expensive; ensure consistency between inspectors; balance the needs of the environment versus development.
- Provide more patrolling around schools and disability parking; more parking in general required.
- Consult with residents more, publicise community development activity in the city.
- Publicise awareness of the role of Environmental Health; ensure provision of warm and dry housing.
- More housing required; good quality housing required that is easy to heat and well maintained.
- Increase awareness of Urban Rejuvenation projects; take a more active role in providing overall direction and vision for urban rejuvenation in order to assist community groups.
- Less expensive dog registration fees; ensure follow up of complaints; better education and follow up of responsible dog ownership status.
- Provide more public toilets.

## 3 Overall Performance

Survey respondents were asked which of ICC's Community and Regulatory Services was most important to them. The following services were perceived to be the most important:

- Community Development (21%);
- Environmental Health (15%); and
- Urban Rejuvenation (12%).

### 3.1 Services, Ranked in Order of Importance

Total Sample: 779	Number of Respondents	Percentage of Respondents
Community Development	164	21%
Environmental Health	118	15%
Urban Rejuvenation	95	12%
Animal Services	79	10%
Housing Care	78	10%
Libraries	48	6%
Building Consents	47	6%
Pools	36	5%
Passenger Transport (Buses)	32	4%
Parking	30	4%
Public Toilets	26	3%
Resource Management	24	3%
Don't know	2	0%

Respondents were asked to a series of statements regarding the performance of ICC's Community and Regulatory functions. These used a simple seven-point Likert scale, with options ranging from 1 = very poor, 4 = fair, and 7 = very good. To make results easier to interpret, the positive scores on the scale (5,6 and 7) have been added together to create a 'more than good' (MTG) score. Survey participants rated ICC best with regard to:

- Protecting quality of life, safety and rights as a citizen (72%);
- Providing helpful staff that assist to understand processes (63%); and
- Providing service units that have integrity (60%).

Respondents rated ICC's performance weakest with regard to:

- Consistency in decision making (42%); and
- Management and Councilors working in harmony (39%).

The results suggest that residents are most satisfied with the staff and service units but least satisfied with the elected members and management of ICC. The consistency of decision making has been highlighted as a specific issue in some service units, and this result suggests that residents consider it an issue with ICC in general.

## 3.2 Performance of ICC Services

Total Sample: 779	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)
Protecting my quality of life, safety and rights as a citizen	72%	8%	28%	36%	21%	5%	1%	1%	735
Staff are helpful in assisting to understand processes	63%	10%	22%	31%	23%	8%	4%	3%	695
The service units have integrity	60%	6%	22%	32%	25%	9%	4%	3%	680
I feel confident that complaints are investigated and resolved	51%	8%	18%	26%	26%	11%	6%	5%	703
ICC is easier to deal with than other local authorities	44%	7%	14%	23%	28%	14%	7%	8%	565
There is consistency in decision making	42%	5%	12%	24%	29%	15%	9%	5%	693
Management and ICCLors seem to work in harmony	39%	4%	11%	23%	29%	15%	10%	8%	723

Not that residents were given the opportunity to make a final comment about ICC. These comments did not necessarily refer to services discussed within the survey. The verbatim comments are supplied in Appendix Three.

## 4 Animal Services

Animal Services makes sure dogs are registered and stock is controlled within ICC's boundaries. The staff also provide education on dog care, and raise awareness of dog owners' legal obligations.

### 4.1 Insights and Conclusions

- ICC is performing best at providing dog-friendly spaces around town;
- Respondents have mixed views on the effectiveness of the enforcement of ICC's bylaws;
- The complaint process, particularly following up on complaints, was identified as an area that ICC could improve;
- There is some concern about the value for money of dog registration fees; and
- Residents focused on the importance of responsible dog ownership. ICC could clarify their position in awarding 'responsible dog ownership' status and ensure the process is followed.

### 4.2 Quantitative Findings

#### 4.2.1 Performance of services

Respondents were asked to rate the performance of Animal Services on a simple seven-point Likert scale, with options ranging from 1 = very poor, 4 = fair, and 7 = very good. To make the results easier to interpret, the positive scores on the scale (5,6 and 7) have been added together to create a 'more than good' (MTG) score.

Residents felt Animal Services performed best at providing dog friendly' spaces around town (79%). Around half of respondents rated the remaining services as good indicating there were mixed reviews about ICC's performance in these areas.

4.1 Performance of Animal Services, Aspects of Service									
Total Sample: 391	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)*
Providing "dog-friendly" spaces around town	79%	29%	30%	20%	12%	6%	1%	2%	365
Enforcement of ICC by-laws	58%	13%	17%	27%	23%	8%	6%	5%	332
Holding dog owners responsible for their dog's behaviour	56%	16%	21%	19%	20%	9%	7%	8%	354
Holding other animal owners responsible for their animal's behaviour	53%	11%	20%	21%	23%	11%	8%	5%	336
Preventing uncontrolled dog behaviour	52%	10%	18%	24%	23%	12%	7%	7%	352
Education about responsible dog care	50%	13%	14%	23%	21%	15%	7%	6%	322
Patrolling in parks and reserves	50%	9%	18%	23%	22%	10%	10%	7%	314

\* Total respondents is the number of respondents who were asked the question (total sample, n=391), less those who answered 'no opinion'. It therefore describes how many had an opinion on the question.

Respondents rated the performance of Animal Services on value for money, acting on concerns, and improvement over the past three years. Respondents were most positive about the overall improvement of Animal Control in the last three years (MTG 61%). Respondents were relatively divided for the remaining measures, indicating they were not entirely satisfied that ICC acts on concerns about animal issues, or that dog registration fees are good value for money.

## 4.2 Performance of Animal Services, Overall

Total Sample: 391	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)*
Overall improvement of animal control in the last 3 years	61%	9%	20%	32%	20%	8%	6%	5%	318
Acting on residents' concerns about animal issues	50%	7%	13%	30%	27%	11%	8%	4%	332
Value for money of dog registration fees	41%	10%	12%	19%	27%	13%	6%	13%	268

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Most (90%) respondents were aware of at least one ICC bylaw regarding animals. The greatest awareness was for a limit of up to three cats per household following a complaint (73%). Respondents were least aware there was a limit of three dogs per household (36%).

## 4.3 Awareness of Animal Services Rules

Total sample: 391	Number of Respondents	Percentage of Respondents
Limit of up to three cats per household following an upheld nuisance complaint	284	73%
Dogs not allowed in city centre	238	61%
Limit of three dogs per household	140	36%
Not aware of any	41	10%

Respondents felt Animal Services was performing best at:

- Dog control (28%); and
- Providing dog friendly areas (17%).

A significant proportion of respondents (39%) however, could not say what they felt Animal Services was performing best at.



## 4.4 Best Performance by Animal Services

Total sample: 391	Number of Respondents	Percentage of Respondents
Enforcement/ Dog Control	109	28%
Dog friendly areas/ Dog parks	68	17%
Education	23	6%
Responding to complaints	20	5%
Negative perception of Animal Service	19	5%
Nothing	9	2%
Other	2	1%
Don't know	153	39%

### 4.2.2 Importance of services

Respondents were asked which service provided by Animal Services was most important to them. Residents clearly considered control of dogs by owners as the most important service.

## 4.5 Importance of Animal Services

Total sample: 391	Number of Respondents	Percentage of Respondents
Holding dog owners responsible for their dog's behaviour	130	33%
Preventing uncontrolled dog behaviour	76	19%
Education about responsible dog care	48	12%
Registration of Dogs	39	10%
Enforcing council by-laws	30	8%
Holding other animal owners responsible for their animal's behaviour	27	7%
Providing "dog-friendly" spaces around town	16	4%
Patrolling in urban areas	14	4%
Patrolling in parks and reserves	9	2%
Don't know	2	1%

### 4.2.3 Complaint responses

All respondents were asked how quickly they expected Animal Services to act on a range of issues. Aggressive dog behaviour warranted the fastest response (73% within 30 minutes) followed by wandering dogs (71% within 1 hour). Most (71%) wanted barking to be attended to within four hours while fouling was less pressing (38% within 24 hours).

4.6	Expected Complaint Response				
	Total sample: 391	Within 30 Minutes	Within 1 Hour	Within 4 Hours	Within 12 Hours
Aggressive dog behaviour	73%	19%	5%	2%	1%
Wandering/found dog	39%	32%	21%	6%	3%
Barking/noise	19%	31%	21%	11%	18%
Fouling	18%	17%	19%	9%	38%

One fifth (77 respondents) had made a complaint to Animal Services within the last two years. These complaints were predominantly regarding wandering stock or dogs (51%) or aggressive dog behaviour (21%; Table 4.7). In half of the cases, the response time was slower than expected. Similarly, half indicated that their complaint was either not resolved or not resolved in a satisfactory manner. A minority of cases were handled faster than expected (14%) and/or to a higher standard than expected (10%; Tables 4.8 and 4.9).

4.7	Subject of Complaint	
Sample: Complained to Animal Services: 77	Number of Respondents	Percentage of Respondents
Wandering stock/found dog	39	51%
Aggressive dog behaviour	16	21%
Barking/noise	13	17%
Mistreated/neglected animal	4	5%
Problem with cats	3	4%
Fouling	2	3%
Don't recall	1	1%
<b>Total</b>	<b>77</b>	<b>100%</b>



## 4.8 Response Time

Sample: Complained to Animal Services: 77	Number of Respondents	Percentage of Respondents
Much slower than expected	27	35%
Slower than expected	13	17%
As expected	21	27%
Faster than expected	8	10%
Much faster than expected	3	4%
Don't recall	5	6%

## 4.9 Complaint Outcome

Sample: Complained to Animal Services: 77	Number of Respondents	Percentage of Respondents
The complaint was not resolved	26	34%
A much lower standard than expected	6	8%
A lower standard than expected	9	12%
The standard expected	28	36%
A higher standard than expected	4	5%
A much higher standard than expected	4	5%

Respondents were asked how Animal Services performed with regard to complaints on a simple seven point Likert scale, with options ranging from 1 = very poor, 4 = fair, and 7 = very good. Slightly over half (56%) felt communication about the complaint was good. However, similar numbers rated the overall complaint experience and follow up on complaints as poor.

## 4.10 Complaint Experience

Sample: Complained to Animal Services: 77	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)*
Communicating about the complaint	56%	8%	6%	12%	18%	18%	18%	19%	77
The overall complaint experience	39%	17%	8%	23%	13%	13%	13%	12%	75
Following up on complaints	34%	30%	18%	11%	7%	11%	9%	14%	76

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

The three main suggestions for improving the complaint experience included:

- Following up on complaints (34%);
- Stronger enforcement of council by-laws (30%); and
- A faster response to complaints (25%).



Given that respondents felt follow up was of high importance (Table 4.11), but that it was performed less well than other measures (Table 4.10), it could be a focus for ICC in the future.

## 4.11 Improving Complaints Experience

Sample: Complained to Animal Services: 77	Number of Respondents	Percentage of Respondents
The complaint could have been followed up	26	34%
Stronger enforcement	23	30%
Faster response to complaint	19	25%
It was good / no suggestions for improvement	12	16%
Improved communication	11	14%
One off mentions	3	4%
Don't know	5	6%

### 4.2.4 Improvements to services

Respondents were asked what improvements they would like to see to Animal Services. Two fifths of respondents could not think of any improvements.

Respondents made a number of suggestions for improvement (Table 4.12). These ranged from stricter enforcement and control (14%), to more education (7%) and focusing on owner responsibility (5%).

## 4.12 Improvements to Animal Services

Total Sample: 391	Number of Respondents	Percentage of Respondents
Stronger response/ Stricter enforcement	29	7%
Better control over roaming/ wandering animals	27	7%
More education	26	7%
Focus on owner responsibilities	20	5%
More or improved dog parks/ open spaces	17	4%
More staff/ better staff	17	4%
Better response/ follow-up to complaints/ concerns	16	4%
Quicker response times	16	4%
Cheaper/ better value registration	13	3%
Higher profile/ visibility	9	2%
Better patrolling of specific areas	8	2%
Dangerous animals neutered/ banned/ destroyed/ monitored	7	2%
Fouling	6	2%
Other	57	15%
Nothing/ Continue as is	17	4%
Don't know	137	35%

### **4.3 Qualitative Findings**

Perceptions of Animal Services in Invercargill were mixed among the focus group participants. While some highlighted positive experiences with the Service, others in the group were less satisfied. The main issues discussed included:

- Dissatisfaction with bylaws;
- Animal registration; and
- Responsible ownership.

#### **4.3.1 Positive Experiences**

Some participants outlined the positive experiences they had with Animal Services. These give an indication of where Animal Services is performing well. Positive impressions included:

- Increased publicity about dog exercise areas, and dog-prohibited areas;
- A decrease of dog fouling in the streets. This was attributed to the positive messaging from ICC, and the provision of 'doo-doo' bags when dogs were registered;
- Staff helping to find lost dogs; and
- Staff returning dogs to owners' homes.

#### **4.3.2 Contact with Animal Services**

Participants felt Animal Services officers were less likely to respond to a complaint that was laid outside of business hours than during business hours. It was relatively easy to speak with someone about an issue but an officer would not necessarily be sent to respond to a complaint. One participant described this process of getting Animal Services to act on a complaint after hours as 'a hassle'.

Participants expressed some concerns about the communication from Animal Services during the complaint process. Participants felt there was limited feedback after complaints were resolved, and that any feedback given could be more specific.

Participants also outlined the need for more confidentiality about complainants' identities. There were two specific issues raised by participants, these were:

- In one case a response was sent from Animal Services to the participants' home address after the complaint was raised through a business; and
- In another case Animal Services was blamed for disclosing enough information about a complainant that the dog owner was able to identify them.

### 4.3.3 Dissatisfaction with Bylaws

**Interpretation:** Some participants noted difficulty interpreting ICC bylaws. There was concern that even those who felt they understood bylaws may have a different interpretation to Animal Control officers. One participant said [of the bylaws]:



*There is no guarantee that your interpretation will be the same as the Animal Control Officer's.*

There was some specific confusion about dog owners' responsibilities under ICC bylaws. Specific areas that participants were confused about included:

- The need to provide dog-free access to the front door;
- Prohibition of dogs in the CBD; and
- Signage noting that there is a dog on the premises.

One participant had tried to find this information online but described the Animal Services website as 'a nightmare'. It was seen as difficult to use, and the available information was not helpful. While information on responsibilities is provided through the Dog Owner Manual 2014 (available on the ICC website), ICC may need to make this more clear to residents, to provide effective clarification on bylaws.

There was some awareness of the by-law relating to cat ownership. Some felt it had to do with a maximum of three cats allowed per household.

Participants were unsure what other animals could be kept on residential properties in Invercargill. They felt that popular interest in sustainability means there is potential for an increase in residents keeping chickens, goats, sheep, and lambs in the city. ICC could respond to this trend by clarifying regulations relating to this.

**Enforcement:** Participants identified varying levels of enforcement of Animal Services rules by ICC staff. In most areas, participants felt that enforcement only took place after a complaint had been laid. This means that the main areas policed may be those areas where residents were likely to complain (rather than the areas where it was most needed).

This was particularly the case with complaints about barking dogs. Participants noted that dog owners were wary of barking-related complaints, to the point where they restricted their dog's behaviour. They had observed an increase in the number of complaints about barking during the day, and felt that Animal Control could show leniency where owners were at work and could not control the situation.

In contrast, participants felt there were some areas where ICC 'lets [rule breakers] get away with it'. ICC could look to take a more proactive enforcement position on these issues, which include:

- The bylaw prohibiting dogs in the CBD; and
- Rules around fence height for large dogs.

#### 4.3.4 Registration

**Cat Registration:** Participants were satisfied with the maximum number of cats allowed per household being set at three. The group did raise questions over ICC's ability to manage and enforce this, especially as cats are not registered. Most participants felt that cats should be registered, and this may allow the by-law to be better enforced.

**Dog Registration: Fees:** While participants felt that the dog registration fee was reasonable, they questioned if it provided the best value for money. One participant noted:



*What does the average dog owner see [for that money]?*

Participants felt that owners registering their dogs were likely to be 'good' owners, while dogs requiring attention by Animal Control were more likely to be unregistered. They noted that this means 'good' owners subsidise control of unregistered dogs. One participant felt:



*As a responsible dog owner you are being penalised.*

Participants felt that there was little enforcement or chasing of those who did not pay their dog registration. This could be a focus for Animal Services in the future.

#### 4.3.5 Responsible Dog Ownership

Participants showed a misunderstanding of how a dog owner received 'Responsible Dog Ownership' status. It was thought that this was automatically conferred upon registration of the dog when in fact it is granted after one year of dog ownership. This lack of awareness suggests that clarification of 'Responsible Dog Ownership' status and what it means may be required.

#### **4.3.6 Suggestions for Improvement**

There are a number of areas ICC could focus on in the future, to increase satisfaction with Animal Control services. These include:

- Continuing to publicise areas where dogs are, and are not, allowed;
- Continuing to provide doo-doo bags;
- Providing more specific feedback to complainants;
- Responding actively to after-hours complaints;
- Protecting the privacy of complainants, and making sure personal details are kept confidential;
- Further publicising and distributing the Dog Owner Manual 2014 (and making it easier to find online);
- Considering enforcement of bylaws, particularly where it is appropriate to be proactive and where leniency is required;
- Increasing awareness of bylaws relating to cats and other animals;
- Assessing the effectiveness of the 'responsible dog owner status' process, and whether it is followed; and
- Focusing on non-registered dog owners and encouraging them to register and act as responsible dog owners.

## 5 Environmental Health

The ICC Environmental Health Division improves, promotes and protects public health in areas such as food safety, alcohol licensing and noise control.

### 5.1 Insights and Conclusions

- Environmental Health performs best at alcohol licensing, although youth drinking in the city was a concern for some;
- There is limited awareness of the role of Environmental Health at ICC; and
- Warm and dry housing was a low performing area for ICC currently, but of high importance to respondents.

### 5.2 Quantitative Findings

#### 5.2.1 Performance of Services

Respondents were asked to rate the performance of Environmental Health on a simple seven-point Likert scale, with options ranging from 1 = very poor, 4 = fair, and 7 = very good. To make the results easier to interpret, the positive scores on the scale (5, 6 and 7) have been added together to create a 'more than good' (MTG) score.

The following measures were rated highest by respondents:

- Ensuring all places where alcohol is sold are safe (76%);
- Monitoring and enforcing legislation regarding alcohol (73%); and
- Regulating hours of operation for places where alcohol is sold (70%).

5.1 Performance of Environmental Health, Aspects of Service									
Total sample excludes 'no opinion'	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)*
Ensuring that all places where alcohol is sold are safe	76%	17%	27%	31%	16%	5%	2%	1%	347
Monitoring and enforcing legislation around alcohol	73%	13%	31%	28%	17%	6%	3%	2%	342
Regulating hours of operation for places where alcohol is sold	70%	17%	27%	26%	14%	9%	4%	3%	347
Protection from noise	66%	15%	24%	27%	19%	8%	4%	3%	345
Ensuring that all places where food is sold are safe	65%	14%	23%	28%	24%	7%	1%	2%	362
Promoting warm and dry housing	63%	18%	22%	23%	17%	12%	5%	2%	372
Protection from pollution	60%	10%	20%	30%	22%	11%	4%	3%	362

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.



Respondents also rated how the Environmental Health division was performing on consultation with residents and improvement of services. Nearly half of respondents rated Environmental Health as performing well. However, between one fifth and one quarter suggested there is room for improvement here.

<b>5.2 Performance of Environmental Health, Overall</b>									
<b>Total sample: 388</b>	<b>MTG</b>	<b>Very good</b>	<b>6</b>	<b>5</b>	<b>Fair</b>	<b>3</b>	<b>2</b>	<b>Very poor</b>	<b>Total respondents*</b>
Overall improvement of Environmental Health service in the last 3 years	49%	7%	13%	28%	30%	10%	6%	5%	334
Consultation with residents about Environmental Health issues	48%	5%	12%	31%	29%	10%	7%	7%	347

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents were asked what they think Environmental Health performs best at. Most respondents could not answer this question (63%) and some who did mentioned services outside of the role of Environmental Health. This indicates a lack of knowledge of Environmental Health's role (or of how well they perform each aspect of this role).

<b>5.3 Best Performance by Environmental Health</b>		
<b>Total Sample: 388</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Food safety/ regulation	23	6%
Alcohol regulation	21	5%
Rubbish and recycling	12	3%
Waterway cleanliness	11	3%
Everything/ generally improving	10	3%
City/ street cleanliness	10	3%
Housing/ premises management	10	3%
Noise control	10	3%
Air quality	9	2%
Pollution control	9	2%
Communication	6	2%
Other	18	5%
Nothing	12	3%
Don't know	233	60%

### 5.2.2 Importance of Services

Respondents were asked which service provided by Environmental Health was most important to them. The most important services were:

- Promoting warm and dry housing (38%); and
- Ensuring all places where food is sold are safe (28%).

Given that respondents felt promoting warm and dry housing was of high importance and ICC's performance in this area was rated lower than in other areas, it could be a focus for ICC in the future.

## 5.4 Importance of Environmental Health

Total Sample: 388	Number of Respondents	Percentage of Respondents
Promoting warm and dry housing	146	38%
Places where food is sold are safe	110	28%
Protection from pollution	47	12%
Monitoring and enforcement of legislation around alcohol	32	8%
Hours of operation for places where alcohol is sold are regulated	25	6%
Protection from noise	15	4%
Places where alcohol is sold are safe	13	3%

### 5.2.3 Complaint Responses

All respondents were asked to outline how quickly they expected ICC to respond to complaints. Drinking in alcohol-free zones, noise and parking warranted the fastest response rate (within an hour). Anticipated response times were longer for abandoned vehicles, rubbish/ litter and complaints regarding food premises.

## 5.5

### Expected Complaint Response

Total Sample: 388	Within 30 Minutes	Within 1 Hour	Within 4 Hours	Within 12 Hours	24 Hours or More
Drinking in alcohol-free zones	55%	29%	8%	2%	5%
Noise	48%	39%	6%	4%	2%
Parking	28%	29%	16%	10%	18%
Complaints regarding food premises	20%	18%	16%	15%	31%
Abandoned vehicle	9%	10%	12%	15%	54%
Rubbish/litter	8%	15%	21%	20%	36%

Most respondents (90%) expect ICC to provide them with feedback on a complaint. Of these respondents, 50% expected this to take place within one to two days. Two-fifths expected a response within 24 hours, but more than one third were happy for a response to take longer than three days.

## 5.6 Timeframe for Feedback

Sample: Would expect feedback: 348	Number of Respondents	Percentage of Respondents
Within 30 minutes	21	6%
Within 60 minutes	7	2%
Within 4 hours	12	3%
Within 12 hours	18	5%
Within 24 hours	74	21%
Within 2 days	87	25%
Within 3 or more days	129	37%

Thirty five respondents had lodged a complaint with Environmental Health in the past two years. These complaints were generally in regards to noise. Feedback was provided in twelve cases. The response time was slower than expected in half of the cases and as expected for one quarter of the cases. A minority (3%) did not recall the speed of the response time. Note that this is a small sample size and these results should be generalised with caution.

## 5.7 Subject of Complaint

Sample: Lodged a complaint: 35	Number of Respondents	Percentage of Respondents
Noise	15	43%
Food safety	3	9%
Animal control	3	9%
Unsafe/ unsanitary housing	3	9%
Pollution	2	6%
Fluoridation	2	6%
Fire	2	6%
Other	5	14%



## 5.8 Response Time

Sample: Lodged a complaint: 35	Number of Respondents	Percentage of Respondents
Much slower than expected	13	37%
Slower than expected	6	17%
As expected	8	23%
Faster than expected	7	20%
Don't recall	1	3%
<b>Total</b>	<b>35</b>	<b>100%</b>

### 5.2.4 Health Registration

Thirteen respondents held a health registration. Note that due to the small sample size of this group, only numbers of respondents have been provided to reduce misinterpretation. Results should be treated with caution.

Respondents holding a health registration were asked what information they should be provided with to help improve health standards. Responses included customer feedback (4), and information about how to comply with legislation (3).

## 5.9 Information to Improve Health Standards

Sample: Held a health registration: 13	Number of Respondents
Customer feedback	4
Information about how to comply with legislation	3
Information about health standards supplied by ICC	2
Inspections by ICC Officers	2
None	2
<b>Total</b>	<b>13</b>

Respondents holding a health registration were asked to rate ICC as a health registering authority in regards to two aspects of service.

## 5.10 Performance Regarding Health Registration

Sample: Held a health registration: 13	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)*
Consultation with operators about health issues	3		2	1	2	3			8
Fees related to health registering	3		1	2	3	2		1	9

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

### 5.2.5 Alcohol Licencing

Seven respondents currently held an alcohol licence. These alcohol license holders were asked to rate ICC as an alcohol licencing authority in regards to three areas. In general, performance regarding alcohol licencing was good.

## 5.11 Performance Regarding Alcohol Licencing

Sample: Held an alcohol licence: 7	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)*
The speed at which licencing applications are processed	4	1	1	2			1		5
Helping my business to meet regulatory standards	5	2	1	2	1		1		7
Processing applications fairly	5	1	3	1	1		1		7

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

### 5.2.6 Improvement to Services

Respondents were asked what improvements they would like to see to Environmental Health. Over half of respondents could not think of any improvements. Improvements mentioned focussed on a wide range of areas covered by Environmental Health, the most common suggestion being communication of information (9%).

## 5.12 Improvements to Environmental Health

Total Sample: 388	Number of Respondents	Percentage of Respondents
Communication/ information	33	9%
Food safety/ regulation	22	6%
Waterway cleanliness	19	5%
Housing/ premises management	16	4%
Air quality	15	4%
City/ street cleanliness	14	4%
Alcohol regulation	13	3%
Rubbish and recycling	13	3%
Complaint responsiveness	12	3%
Noise control	8	2%
More awareness/ proactivity	6	2%
Other	38	10%
Nothing - doing a good job	15	4%
Don't know	185	48%

### 5.3 Qualitative Findings

Overall, the focus group participants were reasonably positive about Environmental Health Services. Participants discussed the range of areas they believed Environmental Health covers:

- Noise control;
- Licensing;
- Compliance issues;
- Food hygiene;
- Wastage; and
- Community wellbeing and development.

The group felt that the general public had little awareness about the role of Environmental Health and what responsibilities it had within ICC. One participant said:



*Most people who look up the Council in the White Pages and see that title [Environmental Health] have no idea what it is.*

#### 5.3.1 Alcohol Licensing

**Local Alcohol Policy:** Participants agreed that the Local Alcohol Policy (LAP) is an important policy for ICC as the current drinking laws do not seem to be reducing problems in the city. Participants identified youth drinking and a binge drinking culture as alcohol-related problems of particular concern.

**Licensing Process:** Participants were generally positive towards liquor licensing staff, although they did feel that licenses took a long time to approve, and compliance costs were too high. Staff had improved over the past year, and participants appreciated the collaborative way the licensing team dealt with liquor applications. One participant said:



*[The] collaborative approach is a far better one...working with people to achieve their goals.*

This collaborative approach helped license holders understand legislation, and made sure they were meeting requirements. However, participants felt that some license holders did not have a good understanding of the meaning of the regulations, especially after changes in 2013. One participant said:



*The law just changed on the 18th of December [2013] so everyone's just getting their head around the impact of that.*

Some participants also noted that ICC took a hard-line view towards the liquor industry. This could have an adverse impact on the vibrancy of the city. One participant said:



*We're losing all our entertainment – we've got like three bars now...people are leaving Invercargill to find better activities and entertainment.*

### 5.3.2 Synthetic Drugs

Participants agreed that ICC needed to address the sale and supply of synthetic drugs ('legal highs'). They felt that the use of legal highs had caused antisocial behaviour in Invercargill, especially when employees worked under the influence of legal highs.

Legal highs were banned by the Government in May 2014, until manufacturers can prove their products are not harmful to users. This gives ICC a grace period in which to consult with residents and develop policy about when and where legal highs can be sold.

### 5.3.3 Health Licenses

Participants who had needed to obtain a health license found the process very easy. Staff were helpful and obliging, and communicated well with applicants. One participant said:



*I find the health inspector really good. He'll ring you and explain what's going on and what's going to happen and run through what he's going to be there for.*

Participants did however note issues with the licensing process. It was thought that compliance costs were high, especially for smaller businesses. Some participants also identified the potential for issues to arise due to changes in the legislation. ICC could run workshops for license holders, to help them understand changes and remain compliant.

### 5.3.4 Noise Control

Participants felt that residents had little awareness of the role of noise control in Invercargill. This meant that residents thought noise control was not doing its job. One participant noted:



*There are quite a few comments that you hear about noise control not doing the job the public think they should be doing.*

One group participant noted that many residents call the Police with noise complaints. The Police assess the problem and forward it to noise control if appropriate. Participants felt that ICC should publicise the role of noise control more, so that noise complaints would go through the proper channels.

Participants agreed that noise control staff did not communicate enough with complainants after a complaint had been laid. Noise control could improve by providing more follow up after a complaint. One participant said:



*You call noise control, you don't know whether anything has been done. There is no closing of the loop, there's no information going back to the person that's called.*

Educating those who have complaints laid against them was also seen as a way to reduce further callouts. As one participant said:



*It's no use just sending a fine to somebody, they [Noise Control] should be involved in educating them face-to-face.*

### 5.3.5 Education

With the regular updating of legislation relating to Environmental Health, participants felt that ICC could provide some form of education for residents. This should be especially aimed at helping license holders with compliance – whether for health registration or alcohol. The education should be around changes to existing legislation and new legislation. One participant noted:



*The information is out there, it's freely available for those who are interested...the only thing is the interpretation of it.*

Participants suggested that ICC run seminars for license holders explaining the law and how best to interpret it. Most participants thought that it took up to five years for new laws to become clear and understood by members of the public. One participant said:



*The information needs to be put into plain English for us.*

Participants also thought there should be a grace period for residents when new legislation was imposed. It was thought ICC needed to give residents and license holders a chance to understand the legislation before prosecuting people.

### 5.3.6 Raising Awareness

Participants suggested a number of ways for ICC to raise awareness of the Environmental Health Service, although they also agreed that ICC should not spend much money on it. Suggestions included:

- Advertising in the newspaper (which ICC currently undertake);
- Continue with the information on ICC Calendar;
- Rates notices/rates demands; and
- On ICC website.

## 6 Parking

The Parking Service monitors parking meters, as well as restricted areas, and removes vehicles abandoned. They also promote good driver behaviour around schools.

### 6.1 Insights and Conclusions

- Although participants in the focus groups were concerned that there is not enough policing of parking in Invercargill, the survey showed most residents are happy with the amount of patrolling;
- Patrolling could be improved around schools and colleges, and of disability parking spaces; and
- There is some feeling that there needs to be more parking in Invercargill.

### 6.2 Quantitative Findings

#### 6.2.1 Performance of Services

Respondents were asked to rate the performance of Parking Services on a simple seven point Likert scale, with options ranging from 1 = very poor, 4 = fair, and 7 = very good. To make the results easier to interpret, the positive scores on the scale (5, 6 and 7) have been added together to create a 'more than good' (MTG) score. Residents felt Parking Services is performing best at:

- Patrolling in the main shopping areas (81%) and throughout the city (69%); and
- Charging appropriate fees in the CBD (66%).

In contrast, perceptions were mixed regarding the patrolling of car parking. This could be improved around schools and disability parking spaces.

## 6.1 Performance of Parking Services, Aspects of Service

Total sample excludes 'no opinion'	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)*
Patrolling parking space in the main shopping area	81%	26%	33%	23%	12%	3%	2%	2%	380
Patrolling parking space throughout the city	69%	17%	26%	26%	20%	6%	3%	2%	372
Appropriate fees are charged for day/ weekly parking in the CBD	66%	20%	26%	20%	18%	8%	4%	4%	338
Patrolling parking space around schools/ colleges	52%	15%	19%	19%	21%	12%	8%	6%	329
Patrolling disability parking spaces	46%	9%	13%	23%	21%	13%	11%	9%	341

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.



Respondents also rated how well Parking Services was performing with regard to acting on residents' concerns, and the improvement of services. Half of the respondents were positive and the other half were neutral or negative, suggesting there is room for improvement with regard to residents' concerns.

<b>6.2 Performance of Parking Services, Overall</b>		MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
<b>Total sample: 388</b>										
Acting on residents' concerns about parking issues		51%	8%	13%	31%	30%	11%	3%	5%	278
Overall improvement of Parking Service in the last 3 years		46%	6%	15%	24%	32%	10%	7%	6%	335

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents were asked what they think Parking Services performs best at. The performance of Parking Services was seen to be best with regard to money collection and monitoring in the CBD (central business district). Note that one third of participants were not able to respond to this question.

<b>6.3 Best Performance by Parking Services</b>		
<b>Total Sample: 391</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Collecting money/ giving tickets	75	19%
CBD monitoring	61	16%
Providing parking spaces	29	7%
Enforcing rules/laws	18	5%
School monitoring	15	4%
Patrolling in general	15	4%
Affordability	9	2%
Good job overall	9	2%
Parking meters	8	2%
Visibility	6	2%
Traffic flow	5	1%
Disabled parking	5	1%
Fairness	4	1%
Communication	2	1%
Nothing	5	1%
Other	5	1%
Don't know	130	33%

### 6.2.2 Importance of Services

Respondents were asked which service provided by Parking Services was most important to them. Patrolling space around schools and colleges, followed by patrolling disability spaces were the two most important services.

Respondents felt that patrolling disability parking spaces and parking around schools was very important but could be improved.

<b>6.4 Importance of Parking Services</b>		
<b>Total Sample: 391</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Patrolling parking space around schools/ colleges	142	36%
Patrolling disability parking spaces	129	33%
Patrolling parking space throughout the city	70	18%
Patrolling parking space in the main shopping area	41	10%
Don't know	9	2%

Respondents were asked what improvements they would like to see to Parking Services. Nearly half (45%) could not think of any. The main improvements suggested were:

- More parking spaces (13%);
- Monitoring disabled parking (8%); and
- Monitoring parking outside of schools (8%).

## 6.5 Improvements to Parking Services

Total Sample: 391	Number of Respondents	Percentage of Respondents
More/ improved parking spaces	52	13%
Disabled parking	31	8%
School monitoring	31	8%
Parking meters	18	5%
Affordability	13	3%
Free parking	12	3%
Increased parking times	12	3%
Fairness/ leniency	9	2%
More patrolling	8	2%
More focus on residential suburbs	6	2%
Communication	2	1%
More wardens	2	1%
Remove cars being sold on State Highway	2	1%
Nothing - doing a good job	18	5%
Other	25	6%
Don't know	156	40%

### 6.3 Qualitative Findings

Overall, the focus group participants felt that the parking provided by the ICC was adequate and well-priced. Discussion revolved around two main issues:

- Provision of parking; and
- Parking enforcement.

Participants agreed that the parking offering in Invercargill needs to be user friendly and meet the needs of all residents. One participant noted:



*It's not just about making money for ICC...the town has to be user friendly.*

#### 6.3.1 Provision of Parks

There were mixed perceptions of parking provision as the parking situation varied across the city. Some participants felt that Esk Street lacked parking, but others noted that parking was available a short walk away. Desire to park outside a location is hindering perceptions of parking availability. Participants thought ICC could focus on changing residents' attitudes towards walking from a park to a destination. One participant noted:



*There is a big car park up Esk Street. You haven't got to walk more than 200 metres absolute maximum...are we [really suggesting] that we can't walk more than 200 metres?*

Some participants thought that demand for parking in the CBD outstripped supply and would get worse. Some participants were concerned about the loss of 80 parks with the closing of the Wilson car park. Others noted that more development in the CBD had increased the need for parking. Suggestions to remedy this perceived lack of parking spaces included:

- Offering long-term parking rates in ICC parking on Don Street (alongside AMI); and
- Providing additional parking on Esk Street.

### 6.3.2 Lack of Enforcement

Participants agreed that residents expected to be able to park close to, if not outside, their destination. One participant summed this up when they said:



*Invercargill people like to park right outside where they are going to shop [otherwise they won't go].*

There was also a perceived lack of enforcement on parking infringements, which meant residents felt comfortable parking incorrectly if it was more convenient for them. Participants cited a number of examples, including:

- Residents double parking outside shops, waiting for a park to become free;
- Resident not adhering to time limits on parking, for example parking for hours in a loading zone or going overtime in metered parking spaces;
- Parking illegally on corners;
- Parking on yellow lines; and
- Parking all day at the Invercargill library, making it difficult for taxis to drop off the elderly.

Participants noted that residents are willing to risk a parking infringement because they do not believe they will be caught. This could be because of a lack of parking enforcement officers, especially in the CBD. One participant said:



*It's the certainty of getting caught...if you know that you're going to double-park and you know that you're going to get hammered then you won't over park!*

Participants thought that the attitude of parking wardens at the Invercargill Airport could also be improved. These wardens may be the 'face' of Invercargill to some visitors, and their strict enforcement could provide a bad initial impression of the city. One participant said:



*One particular old one [parking warden] out at the airport is the grumpiest old [man] you've ever met in your life! It's not a great first impression.*

Some participants felt that fines should be scaled, to reflect the length of parking time over the limit. In other words, fine residents a smaller amount for a shorter period over the time limit.

### 6.3.3 Improvements to Parking

Overall, participants were positive about the future of parking in Invercargill. One participant said:



*The goal should be for the city to be up to date with parking trends, or setting trends.*

Participants felt there were a number of things ICC could consider, to improve parking in the future. These included:

- Ensuring parking takes into account the needs of customers and retailers;
- Putting the right types of parks in the right places;
- Introducing one day per week as ‘free parking’ to encourage shoppers into the CBD [there was some opposition to this];
- Long-term parking for retailers to use (e.g., space behind Pumpkin Patch) so they do not have to use public parking during the day;
- Focusing on changing the mind set of residents, encouraging them to walk some distance between a park and a destination;
- Increased signage for current car parks;
- Establishing price points that are realistic for users, especially for all-day users.
- Developing a mobile application that can be used to help people pay or renew their parking tickets<sup>3</sup>; and
- A shopping precinct – this was seen by all group members as a good idea. This would involve having shops on the ground and parking above, similar to a mall but not necessarily enclosed (i.e., along the street front). This would also encourage people to shop in multiple places at one time.

3. While participants liked the idea of paying by mobile application, they noted that this could enable residents to park in one place for a long time, defeating the purpose of time limits. This could be overcome by limiting to the number of times a ticket could be renewed

## 7 Resource Management

The Resource Management service promotes sustainable management of the District in accordance with the Resource Management Act 1991. The service develops the District Plan, processes resource consent applications, and promotes public awareness of environmental issues through education.

### 7.1 Insights and Conclusions

- Participants in the focus groups felt strongly that ICC's approach to resource consents obstructs development in the city. To some extent, the survey results back this up, in that residents feel ICC values the environment over development;
- There is majority support for a move to an online application system;
- Residents have concerns that the consent process takes too long and is too costly; and
- ICC could improve this service by being more consistent throughout the resource consent process.

### 7.2 Quantitative Findings

#### 7.2.1 Performance of Services

Survey respondents thought Invercargill catered more for the needs of the environment than economic development. Respondents were most likely to agree that:

- They are encouraged to take care of Invercargill's natural resources (66%); and
- They take care of their environment (63%).

However, one third or more respondents did not agree with each statement.

Respondents were least likely to agree that:

- New businesses and residential developments integrate well into the city (44%).



## 7.1

### Perceptions of Invercargill’s Resource Management

Total sample: 391	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)*
We get encouraged to take care of our natural resources	66%	13%	22%	30%	18%	7%	5%	3%	387
We take care of our environment	63%	11%	24%	29%	24%	7%	4%	2%	391
ICC encourages development in Invercargill	55%	11%	19%	25%	20%	10%	8%	6%	379
New business and residential developments integrate well into the city	44%	6%	13%	25%	28%	13%	8%	8%	360

\* Total respondents is the number of respondents who were asked the question, with those who answered ‘no opinion’ subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents also rated how Resource Management was performing on consulting with residents and improving services. The results are dispersed between rating the service ‘good’ or ‘fair’ in terms of these measures, showing that perceptions were mixed.

## 7.2

### Performance of Resource Management, Overall

Total sample: 391	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Consultation with residents about Resource Management issues	47%	6%	14%	26%	29%	11%	7%	7%	329
Overall improvement of Resource Management Service in the last 3 years	45%	5%	15%	25%	31%	13%	6%	5%	293

\* Total respondents is the number of respondents who were asked the question, with those who answered ‘no opinion’ subtracted from the sample. It therefore describes how many had an opinion on the question.

All respondents were asked what they think Resource Management performs best at. Most respondents (72%) were not able to answer this question, indicating a lack of public perception of Resource Management’s role. However among those that did respond, a wide range of areas of good performance were mentioned. The most common focussed on:

- Communication and providing information (5%); and
- Environmental care (5%).



## 7.3 Best Performance by Resource Management

Total Sample: 391	Number of Respondents	Percentage of Respondents
Communication/ providing information	21	5%
Environmental care	18	5%
Encourage economic development	10	3%
Resource management consents	10	3%
Enforcement/ checking of codes/ rules	7	2%
Good job overall	6	2%
Recycling	3	1%
Education	3	1%
Parks and reserves	2	1%
<b>Negative Mentions</b>		
Cost related	12	3%
Creating delays/ bureaucracy	8	2%
Nothing - poor job overall	4	1%
<b>Other</b>		
Other	8	2%
Don't know	281	72%

### 7.2.2 Resource Management Applicants

Twenty four respondents had applied for resource consent in the past two years. Most of these were applied for as an individual (n = 21) and fourteen were notified. (Table 7.4 and 7.5)

## 7.4 Resource Consent Application Capacity

Sample: Applied for resource consent: 24	Number of Respondents
As an individual	21
As an industry professional	3

## 7.5 Consent Notified

	Number of Respondents
Notified	14
Non-notified	10

Respondents were asked to describe how long their resource consent took to be processed, and the length of time they expected it to have taken. On average ICC took three weeks longer than expected to process resource consents.

## 7.6 Length of Processing

Sample: Applied for resource consent: 24	Expected length	Actual length
1-2 weeks	7	2
3-4 weeks	8	8
1-2 months	6	6
3-4months	2	4
5+ months	1	4
Average length	5 weeks	2 months

Respondents who had applied for a resource consent were asked to rate how Resource Management Services had performed during the process. This was asked on a simple seven-point Likert scale, with options ranging from 1 = very poor, 4 = fair, and 7 = very good. To make the results easier to interpret, the positive scores on the scale (5, 6 and 7) have been added together to create a 'more than good' (MTG) score.

In general, Resource Management performed relatively well with half to two thirds of the respondents who had applied for a resource consent rating aspects of the service as 'good'. In contrast, some areas were rated 'very poor' by a small proportion of respondents. This indicates that a significant minority of applicants are very unhappy with the process.

## 7.7 Performance of Resource Management, Application Process

Sample: Applied for resource consent: 24	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)*
Customer service provided by ICC staff	15	3	3	9	2	1	0	5	23
Helpfulness of advice given by ICC staff	14	6	5	3	3	0	1	5	23
Reasonableness of the decision regarding my application	14	3	2	9	2	1	2	4	23
Clarity of any conditions imposed	13	2	5	6	3	1	2	3	22
Accuracy of cost estimate before submitting the application	13	5	4	4	7	1	1	1	23
Consistency of information provided	12	2	5	5	3	3	2	4	24
Availability of the officer in charge of my application throughout the whole process	12	3	5	4	5	1	3	3	24
Clarity of material provided	11	2	4	5	6	2	3	2	24
Reasonableness of fees	11	2	3	6	3	4	3	3	24
Encouragement to minimise the effect of my development work on natural resources	10	3	3	4	4	3	2	1	20
Fairness of the hearings panel	9	2	2	5	1	3	1	2	16
Compelling explanation why application was put on hold and asked for further information to be provided	9	0	2	7	4	3	1	4	21

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

These respondents were also asked what aspect of the application process was most important to them. A number of issues were identified (Table 7.8).

<b>7.8 Importance of Resource Management, Applications</b>	
	<b>Number of Respondents</b>
Encouraging development in Invercargill	4
Helpful advice given by ICC staff	4
Availability of the officer throughout the whole process	3
Clarity of any conditions imposed	3
Reasonable fees	3
Clarity of material provided	2
Reasonableness of the decision regarding my application	2
Compelling explanation why application was put on hold	1
Fairness of the hearings panel	1
Minimise the effect on natural resources	1

### 7.2.3 Improvement to Services

All respondents were asked if they believe ICC should be investing in a system to allow online resource consent submission. Nearly three-quarters of respondents were in favour of this.

<b>7.9 Online Resource Consent System</b>		
<b>Total Sample: 391</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Yes to online resource consents	284	73%
No to online resource consents	60	15%
Unsure/Don't know	47	12%

Respondents were asked what improvements they would like to see to Resource Management. Nearly half (45%) could not think of any. Respondents most commonly cited greater consistency (14%), cost (10%) and more efficient processes (8%) to improve resource management.



## 7.10 Improvements to Resource Management

Total Sample: 391	Number of Respondents	Percentage of Respondents
More consistency	54	14%
Cost	40	10%
Faster/ efficient processes	31	8%
Better consultation/ communication	28	7%
Staff/ board members	28	7%
Easier/ better processes	12	3%
Online functionality	9	2%
More approachable/ helpful	8	2%
Waterways/ drainage	5	1%
Economic development	4	1%
Education	4	1%
More honesty/ transparency	4	1%
Waste/ recycling management	3	1%
Rubbish/ litter	2	1%
Other	20	5%
Don't know	177	45%

### 7.3 Qualitative Findings

The focus group participants were less complimentary about the consenting process at ICC. These participants reported being disheartened by the current process, and believing that it needed dramatic improvement. It was also felt that ICC performs at a lower level than other councils in this regard. One participant, who dealt with ICCs nationally, said:



*Without a lie, this is the worst council to deal with...there is no comparison.*

Participants discussed multiple issues which impact on the effectiveness of Resource Management. These included:

- The attitude of ICC towards development;
- Staffing issues;
- Inconsistency; and
- The cost of applications and the time they take to be approved.

The group were able to identify a number of suggestions to help ICC improve the resource consenting process. These would involve effecting a culture change in the department, as well as making some small changes to the process (Section 7.3.2).

Note that participants primarily discussed ICC's function of issuing resource consents. They had no knowledge of ICC's involvement in pest control or protection of heritage buildings.

### 7.3.1 Issues with Resource Management

**A Barrier-Driven Approach:** Participants felt that ICC should have a pro-development attitude, towards resource consents (while arguing that currently ICC had an obstructive approach). Essentially, participants thought ICC was working to constrain development rather than encourage it. One participant said:



*Rather than assisting it's more about how many hurdles can they put in front of you.*

Another said:



*Invercargill should be welcoming developers who are willing to spend a dollar here with open arms. Instead, they are hobbling them with regulations.*

There was agreement that this attitude was making developers unwilling to invest in Invercargill, as the difficulty of obtaining resource consents was too off-putting. This also highlighted a disparity between Government and ICC attitudes toward development in the city. One participant said:



*Politicians want to foster growth...but there's a huge difference between what the politicians say and what the staff are implementing...it's almost the polar opposite.*

**Inconsistency:** Participants identified inconsistency among staff as another issue with resource consents. There was inconsistency between the 'planners' and 'assessors' in Resource Management Services. When communicating with applicants, staff had given mixed messages. For example, one staff member may say a consent could be issued, however another staff member would indicate it could not be. Similarly, different staff members provided residents with different information about the process. Not only was this frustrating, but it made it difficult for professionals to manage their clients' expectations.

One participant said:



*There's a lack of direction and consistency amongst staff, there is a real difference between who's assessing and [who's] planning applications.*

**Staff:** Participants felt that some ICC Resource Management staff were unhelpful and ineffective. They noted that it was often difficult to get a phone call or email response to queries. One participant said:



*You shudder when you think about dealing with certain people.*

Another said:



*You've just got to hound them to get a response.*

Participants also felt that the staff making resource consent decisions lacked any commercial experience. This meant they had little understanding of the realities of the commercial world.

Another concern was that some ICC staff let personal biases affect their decisions. The group felt that some staff had strong opinions, and these opinions were impacting on the outcomes of consent applications. One participant said:



*The reports aren't balanced. If the council has an opinion, it carries all the way through the report.*

**The Process:** Participants felt the process of applying for resource consent was both too slow and too expensive. Participants could see little reason why the consent process took so long. One participant noted:



*There's no reason they should struggle because they don't have huge volumes to deal with.*

There was consensus that consents should be issued within 20 working days, however many took longer – some participants gave examples of consents taking considerably longer than this. Participants agreed that longer consent process times also made consents more expensive. They felt consents should cost approximately \$500 but were actually costing multiples of this.

### 7.3.2 Suggestions for Improvement

Participants discussed a number of ways they thought Resource Management could improve its provision of resource consents. The main improvement would be for ICC to effect a culture change in the Resource Management department. This would involve the department becoming more pro-development, being 'solution-focused' instead of 'problem-focused', and ensuring they make decisions rather than create barriers. Participants thought that this culture change might require staffing changes, and changes to the management structure.

Other suggestions for improvement included:

- Implementing electronic filing for resource consents. This could speed up the application process and make it less expensive for applicants;
- Ensuring staff have commercial business knowledge;
- Employing a director of planning with a commercial background;
- Ensuring consistency across staff, officers and assessors;
- Collaborating more with residents about resource consents; and
- Ensuring communication creates a paper trail to clear up confusion.

## 8 Building Consents

The Building Consents Service provides help and advice to the general public, tradespeople, and designers on what is required to meet the requirements of the Building Act 2004. It also carries out inspections, investigates any reported problems, and processes applications for Code Compliance Certificates and Warrants of Fitness for buildings (amongst others).

### 8.1 Insights and Conclusions

- Most residents felt that buildings in Invercargill are of a good and safe standard;
- The process of obtaining a building consent can be slow and expensive for applicants;
- ICC needs to keep working on how it communicates with applicants and how consistent it is in its decision making process.

### 8.2 Quantitative Findings

#### 8.2.1 Performance of services

Over half of residents rated Invercargill's public (60%) and private (54%) buildings as safe and of a good standard. However, close to half either partially agreed or did not agree with these statements, indicating residents are not entirely satisfied.

8.1 Perceptions of Invercargill's Building Work									
Total sample: 388	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents (n)*
Public buildings are safe and of good standard	60%	12%	17%	30%	25%	6%	5%	4%	379
Private buildings are safe and of good standard	54%	9%	19%	26%	27%	9%	6%	4%	373

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents also rated how the Building Consents Service were performing on consulting with residents and improving their services. Fewer than half of the respondents rated aspects of the Building Consents Service as 'good'. The remainder rated the building consent service fair or poor (in equal proportions), indicating there room for improvement in this area.



## 8.2 Performance of Building Consents, Overall

Total sample: 388	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Overall improvement of the Building Consent Service in the last 3 years	44%	4%	15%	26%	28%	13%	6%	9%	245
Consultation with residents about Building Consent issues	39%	5%	14%	19%	31%	16%	7%	7%	296

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Almost half of respondents were aware that ICC provides a checklist of criteria to consent applicants.

## 8.3 Awareness of Checklist Provision

Total Sample: 388	Percentage of Respondents	Number of Respondents
Yes, aware of checklist	47%	182
No, not aware	50%	194
Unsure/Don't know	3%	12

Respondents were asked what they think Building Consents performs best at. Most respondents (71%) could not provide a comment, indicating a lack of public awareness of the role of the consent service (or their performance). While most comments were positive (23%), there were also some areas of lower performance mentioned (6%). The most positive aspects of the consent process mentioned were inspections (9%), followed by communication and information (4%).



## 8.4 Best Performance by Building Consents Service

Total Sample: 388	Number of Respondents	Percentage of Respondents
<b>Positive Comments (Total)</b>	<b>89</b>	<b>23%</b>
Inspections/ compliance	34	9%
Communication/ information	14	4%
Customer service/ answering queries	10	3%
Fast/ timely processes	10	3%
Constructing/ upgrading buildings	8	2%
Consents	6	2%
Staff	3	1%
Fairness	2	1%
Good overall/ improvements seen	2	1%
<b>Negative Comments (Total)</b>	<b>25</b>	<b>6%</b>
Nothing	10	3%
Collecting fees/ revenue	6	2%
Bureaucracy	2	1%
Delays	1	0%
Other negative mentions	6	2%
Other	3	1%
Don't know	274	71%

### 8.2.2 Building Consent applicants

Sixty-three respondents had applied for a building consent within the past two years. The majority of those applying for a building consent were doing so as an individual (81%).

Respondents were asked to describe how long their building consent took to be processed, and how long they expected it to have taken. The average expected length of time for a consent application to be processed was 30 days, and the average actual time ICC took was 45 days.

## 8.5 Length of Processing

Sample: Applied for building consents: 63	Estimated Length	Actual Length
1 week	11%	6%
2 weeks	16%	11%
3-4 weeks	40%	25%
1-2 months	27%	30%
3+ months	6%	27%
Average	30 days	45 days

Those respondents who had applied for a building consent (n=63) were asked to rate how Building Consent Services had performed during the process.

The following were the strongest performing aspects of the building consent process by a small margin:

- Helpfulness of advice given by ICC staff (57%);
- Reasonableness of inspector’s decisions (57%); and
- Communication throughout the process (57%).

The weakest performing aspects of the building consent application process were:

- Reasonableness of fees (25%); and
- Compelling explanation why application put on hold and asked for further information to be provided (39%).

## 8.6

### Performance of Building Consents, Application Process

Sample: Applied for building consents: 63	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Helpfulness of advice given by ICC staff	57%	27%	17%	13%	10%	10%	13%	10%	60
Reasonableness of inspector’s decisions	57%	20%	20%	17%	10%	12%	12%	10%	60
Communication throughout the process	57%	13%	22%	22%	12%	10%	13%	8%	60
Clarity of any conditions imposed	53%	16%	16%	21%	7%	19%	7%	14%	57
Consistency of the information provided	52%	18%	18%	16%	13%	20%	10%	5%	61
Clarity of material provided	52%	18%	18%	16%	20%	15%	10%	3%	61
Availability of building inspectors	52%	12%	29%	10%	12%	17%	10%	9%	58
Following guidelines set out by MBIE for amendments to consents	50%	12%	10%	29%	19%	14%	12%	5%	42
Ease of use of the Fee Sheet	49%	16%	18%	15%	25%	16%	5%	4%	55
Consistency of inspectors	44%	13%	11%	20%	20%	13%	11%	13%	55
Update on news in the building sector (e.g., newsletter)	43%	12%	8%	22%	18%	14%	16%	8%	49
Compelling explanation why application put on hold and asked for further information to be provided	39%	12%	16%	10%	14%	10%	22%	14%	49
Reasonableness of fees	25%	8%	8%	8%	30%	20%	11%	15%	61

\* Total respondents is the number of respondents who were asked the question, with those who answered ‘no opinion’ subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents were also asked what aspect of the application process was most important to them. The most important aspects related to consistency and communication, which could be areas for ICC to improve on in the future.

## 8.7 Importance of Building Consents, Applications

Sample: Applied for building consents: 63	Number of Respondents	Percentage of Respondents
Communication throughout the process	12	19%
Consistency across inspectors	10	16%
Consistency of the information provided	10	16%
Helpful advice given by ICC staff	9	14%
Reasonableness of fees	9	14%
Reasonableness of inspector's decisions	4	6%
Availability of inspectors	3	5%
Accuracy of cost estimate before submitting the application	2	3%
Clarity of material provided	2	3%
Compelling explanation why application put on hold	1	2%
Following guidelines set out by MBIE for amendments to consents	1	2%
<b>Total</b>	<b>63</b>	<b>100%</b>

### 8.2.3 Improvement to services

Residents were asked if they believe ICC should be investing in a system to allow online building consent submission. Three quarters of respondents (77%) thought this improvement should go ahead.

Respondents were also asked what other improvements they would like to see to Building Consents. While a significant proportion (38%) could not think of any, the following were the top three suggestions made:

- Faster processes (28%);
- Lower costs (15%); and
- Consistency across all aspects of the consent process (12%).

## 8.8 Improvements to Building Consents

Total Sample: 388	Number of Respondents	Percentage of Respondents
Faster processes	110	28%
Cost	59	15%
Consistency	47	12%
Employ in-house engineers rather than outsourcing	32	8%
More knowledgeable staff	28	7%
Better communication/ information	20	5%
Online functionality	16	4%
Better customer service	11	3%
Inspection processes	7	2%
Other	40	10%
Don't know	149	38%

### 8.3 Qualitative Findings

Focus group participants had strong views about building consents. Participants acknowledged the value of the consent process and felt that the Building Consents Service had improved its performance over the past five years. Despite this positivity, participants also identified a number of issues with the Service and suggested possible solutions. Areas of discussion included:

- The consent process;
- Building inspectors; and
- The cost of consenting.

#### 8.3.1 Positive Experiences

Participants felt that the Building Consents Service has improved overall in the past five or six years. In particular, front desk staff have improved 'dramatically', and are now much more helpful.

Generally, participants agreed that new houses were being built to a high standard. As one participant said:



*[The Council] are doing the job properly.*

### 8.3.2 Length of the Consent Process

Participants agreed that the major problem with the consent process (particularly for larger projects like new builds) was that it takes too long. While staff are helpful, they are constrained by poor processes which extend the application process. Participants felt that ICC were considerably slower than nearby councils (such as Southland District and Queenstown Lakes District). They identified a number of reasons why the consent process was too lengthy.

**Attitude:** Some participants felt ICC's attitude towards building consents was unsupportive. These participants thought that consents would not be processed within the 20 day timeframe, because ICC would find reasons not to accept them. As one participant said:



*[The Council] find a problem so they can put the consent on hold straight away and have longer to give consent.*

Another participant noted:



*You get the feeling that they start to look at your application on the 19th day.*

**Amendments:** One common reason for the lengthy process was that ICC staff query and require amendments to consents. Inconsistency across councils exacerbates this issue – because ICC do not follow MBIE practices, builders said they find it difficult to anticipate how an application will be assessed. When an application was incomplete or insufficient, the need to query and fix it could often extend the consent process. Participants noted that when an amendment is made to a consent, 'everything stops', unlike at other councils. Participants also had to communicate with ICC by letter, which made the process lengthier – and sometimes more confusing, if a question was unclear.

**Inconsistency:** Another cause of the lengthy process was inconsistency among inspectors dealing with a job. Multiple inspectors might be assigned to a project, which lengthened the process (as an inspector needed to get up to speed with the application). An inspector new to the project may wish to go over the same information as an earlier inspector, or indeed have a different opinion, causing frustration for applicants.

There were also instances of inconsistent information being provided to applicants. For example, one participant noted that:



*My client rang the Council and was told their plans had been signed off. I rang the Council and was told they were on hold. It's very hard for me to explain this to my client!*

**Lack of Staff:** The group agreed that there were not enough inspectors on staff at the ICC. Builders often had to wait three days before an inspector was available to come to their site, holding up work on the entire site.

Participants also identified that a lack of engineer on staff was holding up delivery of consents. Any engineering work that needed to be consented was outsourced to engineers in Dunedin, which added a cost of \$700 to an application. The group felt there was an inability to question the work undertaken by these outside engineers and it would be much more cost effective to have an engineer on staff at the ICC.

### **8.3.3 Improving the Consent Process**

To alleviate the need for questions and queries, participants felt ICC should institute a checklist for applicants. This would ensure that all applications could be right the first time, as builders would know what ICC needs. Some participants realised that ICC does currently provide a checklist, but felt this was unhelpful as it did not seem to correspond with the one ICC uses in-house.

Any future iterations of a checklist could involve input from applicants and building professionals, as well as ICC staff. This may help to ensure the checklist would meet the needs of all parties.

Participants also felt that ICC could improve their communication with applicants. Rather than communicating by letter, ICC should sit down and assess consents with applicants, and be willing to resolve queries over the phone. ICC should also provide consistent communication about the status of consents.

Some of the group felt that the introduction of a 'floating inspector' could be a good use of resources by ICC. The rationale behind the suggestion was that if a builder's commitments changed (perhaps due to the weather), they could call on the 'floating inspector' at short notice to check work undertaken on a different project. This could allow works to continue rather than having to wait three to four days for an inspector to come and check work. It could increase the efficiency of builders and allow a degree of flexibility, to help speed up the process.

### **8.3.4 Cost of Consents**

The group was unanimous that the cost of obtaining a consent from ICC was too high, especially in comparison to other councils. Participants felt the reasons for the high cost were unclear, both to builders and to residents. Participants stated that all costs should be clearly identified upfront, including handling costs, and potential costs of extra inspections. In general, there was a strong sentiment that the Building Control Department at the ICC should be cost neutral. That is, it should not be trying to make a profit. The group questioned the need for inspectors to always be sent out (thus adding an additional charge). In some instances they felt that the cost and time could be reduced by builders sending in photos of the areas under

question, making it easier and cheaper for all involved. Having to pay for inspector's time in 30-minute blocks was seen as a waste of money. Inspectors were often only on-site for five minutes, yet builders were charged a full 30 minutes. This was seen to be unfair to the builders.

Specific note was also made in relation to the cost to obtain a consent to install a septic tank on lifestyle blocks. The group noted that it can be upwards of \$4,000 to obtain such a consent and this was considered to be too expensive.

### 8.3.5 On-line Submission of Consents

There was consensus amongst the group that initiating an on-line submission process could be advantageous to all involved in the process. Applying online could save builders both time and money. The group described such a system as:



*Making life so much easier.*

Advantages to the process could include:

- The public could have the ability to view the progress of their application(s) on-line;
- Everyone involved could view any questions that had been asked and the responses made, making it clearer for all involved;
- Builders could have the ability to answer questions in real-time, and it could avoid the issue of having to wait for the 'snail mail' to arrive;
- It could enable people to view plans and changes to plans on-site; and
- It could allow builders to download consented plans on-site via tablets.
- Some in the group noted that ICC does not currently have the right technology to be able to incorporate on-line submission and to store the files. Some investment would be required.

## 9 Passenger Transport

ICC contracts for a bus service within the Invercargill urban area to provide an affordable, safe, responsive and sustainable transport system.

### 9.1 Insights and Conclusions

- Users of the buses were largely positive about the service, especially in terms of value for money;
- The change to the Bus Smart system has affected bus use both positively and negatively, but overall has improved the service;
- Non-users generally preferred to drive, or found it more convenient; and
- While users are generally happy with timetables and routes, some changes were suggested to make these even more convenient.

### 9.2 Quantitative Findings

#### 9.2.1 Service use

Respondents were asked how often they caught the bus in Invercargill. Just 6% used the bus service at least weekly. Most respondents (91%) used the bus less often than monthly.

9.1 Frequency of Bus Use		
Total Sample: 391	Number of Respondents	Percentage of Respondents
Daily	6	2%
Multiple times a week	10	3%
Weekly	5	1%
Fortnightly	4	1%
Monthly	9	2%
Within the last 6 months	22	6%
Between 6 months and 1 year	14	4%
1 to 2 years ago	13	3%
Over 2 years ago	153	39%
Never	155	40%

■ Users      ■ Non-users

### 9.2.2 Bus Users

Those 70 respondents who had used the bus service within the last year (Bus Users) were asked to rate the bus service on a range of factors.

Bus Users were positive when rating aspects of the service. The highest rated aspect was the value for money of the fare (84%). Most were satisfied with the suitability of the bus timetable (70%), although one-fifth felt indicated that the timetable did not suit their needs (17% rated it poorly).

9.2 Performance of Bus Services									
Sample: Bus users: 68	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Value for money in terms of fare paid	84%	30%	31%	22%	12%	1%	1%	1%	67
Providing routes where passengers want to go	78%	30%	25%	22%	14%	2%	3%	3%	63
Determining which bus to catch and where	77%	28%	31%	18%	17%	2%	5%	0%	65
Providing an easy to use bus service	76%	34%	27%	15%	13%	1%	3%	6%	67
Providing a suitable timetable	70%	21%	30%	19%	12%	7%	4%	6%	67

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Bus Users were asked if they were aware of the text timetable service. More than half (60%) were aware of the service but fewer (24%) had used the service successfully.

9.3 Awareness of Text Timetable Service		
Sample: Bus users: 68	Number of Respondents	Percentage of Respondents
Aware and have used it successfully	17	24%
Aware and have tried to use it but could not	3	4%
Aware but have never used it	22	31%
Not aware	28	40%
<b>Total</b>	<b>70</b>	<b>100%</b>

Bus Users were asked if their bus use was affected by recent changes to the bus timetables. Two thirds of Users (68%) were unaffected by changes to bus timetables and routes. Of those who were affected, 15 respondents use it less often, 7 use it more often.



## 9.4 Impact of Changes to Bus Services

Sample: Bus users: 68	Number of Respondents	Percentage of Respondents
I use buses more often	7	10%
I use buses less often	15	21%
Hasn't changed my bus use	46	66%
Don't know/ no opinion	2	3%
<b>Total</b>	<b>70</b>	<b>100%</b>

Slightly over one third of Bus Users (25 respondents) have used a Smart Card to pay for a journey. All users of the Smart Card found it easy to understand how to use it.

### 9.2.1 Non-users

Those 321 respondents who had not used the bus service in the past year or longer (Non-Users) were asked why not. Reasons for not using the bus centred on a preference for driving, walking or cycling. Some stated the bus routes (21%) and timetables (11%) were not convenient.

## 9.5 Reasons for Not Using Bus Service

Sample: Non-users in past year: 321	Number of Respondents	Percentage of Respondents
Prefer to drive	163	51%
It is more convenient to drive	136	42%
The bus routes are inconvenient for me	66	21%
Prefer to cycle/ walk	58	18%
Bus timetable is not convenient	36	11%
Have no need	7	2%
Health/ Disability issues	6	2%
Work requires a car	6	2%
I don't like taking the bus	4	1%
More schedule/ route information needed	4	1%
Cost	4	1%
Other	3	1%

### 9.2.2 Overall performance

All respondents (n = 391) rated how well the Bus Service performed in terms of consulting with residents, and improving services. Most respondents (70%) saw an improvement in the bus service in the last three years. Fewer (48%) felt residents were consulted about bus services and one third rated ICC's consultation with residents as 'poor'.

9.6 Performance of Bus Services, Overall									
Total Sample: 391	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Overall improvement of the bus service in the last 3 years	70%	19%	29%	23%	14%	6%	4%	5%	297
Consultation with residents about bus services	48%	8%	15%	24%	21%	14%	9%	9%	292

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

All respondents were asked where they felt the Bus Service was performing best. Respondents mentioned a wide range of aspects where the bus service was performing well (Table 9.7). Standout aspects of service were:

- The frequency and regularity of the timetables (12%); and
- Good routes (7%).

It should be noted that these were also the most frequently suggested improvements to the bus service (see Section 9.2.3 below).

9.7 Best Performance of Bus Service		
Total Sample: 391	Number of Respondents	Percentage of Respondents
Frequency/regularity of timetables	45	12%
Providing transport	33	8%
Good routes/ coverage	29	7%
Affordability	23	6%
Punctuality	20	5%
Wi-Fi service	20	5%
Free services	19	5%
Accessibility for all ages/ abilities	17	4%
Standard of buses	14	4%
Advertising/ information available	13	3%
Good overall/ improving	10	3%
School service	10	3%
Other	51	13%
Don't know	155	40%

### 9.2.3 Improvements to service

All respondents were asked what improvements they would like to see to Bus Services. Half of respondents could not think of any or indicated the service was fine. The main improvements mentioned were:

- Timetables (14%) in the form of more frequent trips, late night/early morning services, and weekend services; and
- Routes/coverage (9%).

Bus timetables and routes were also the most frequently mentioned areas of best performance. This suggests that the bus service is clearly catering well to some residents but not to others.

<b>9.8 Improvements to Bus Services</b>		
<b>Total Sample: 391</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
<b>Timetables (Total)</b>	<b>55</b>	<b>14%</b>
More frequent/ regular	33	8%
Late night/ early morning	18	5%
Weekends	4	1%
<b>Routes/ coverage</b>	<b>34</b>	<b>9%</b>
Communication/ information	19	5%
Driver behaviour/ attitude	12	3%
Specialised routes/ destinations	11	3%
Affordability	11	3%
Bus stops/ shelters improved/ more visible	10	3%
Downsize the buses	8	2%
Free services	7	2%
Nothing - doing a good job	23	6%
Other	31	8%
Don't know	190	49%

### 9.3 Qualitative Findings

Participants in the focus group had mixed views towards the bus services provided by ICC. In general the service was seen as being sufficient but not particularly convenient:



*It's ok, but doesn't make travel very flexible...travel needs to be planned.*

The group felt that two areas were having a large impact on bus patronage and satisfaction with the bus service provided. These were:

- Recent changes to the circular routes and bus stops; and
- How the fare system worked.

The focus group participants believed that the bus system should be geared towards the needs of the elderly. Participants thought that they were the main users of the bus service in Invercargill.

#### 9.3.1 Impacts of Bus Smart

In 2012 ICC overhauled the bus transport system to make it more cost-effective. Participants, while understanding the economic imperative for the changes, discussed how this change had affected them:

**Changed Bus Routes:** The changes to bus routes had both advantaged and disadvantaged passengers. For some participants, the changes in routes had increased the time and distance they needed to travel to reach their destination. One participant simply said:



*The loop means you travel further and longer than otherwise.*

Another noted:



*It would be quicker for us to walk home than go the whole way round on the bus.*

Because buses only travel in one direction, and at intervals of 45 minutes, passengers needed to plan their journeys carefully. Bus journeys could not be flexible or spontaneous. One passenger said:



*You really have to plan to catch a bus. In other cities a bus just turns up!*

However, not all passengers were negatively affected by the changes to bus routes. The changes had made some passengers' journeys shorter. Others noted that the bus now went closer to their homes, making bus travel more attractive.

**Further Route Changes:** Participants suggested some changes that could make the bus services more aligned with passengers' needs. These included:

- Adding more services to the routes so that buses travelled both clockwise and anti-clockwise;
- Changing the morning timetable, so that buses arrive at Bus Smart Central at 7:55am (rather than 8:05am), making the timing more suitable for commuters;
- Extend a route (e.g. the Heidelberg Star) to Farmers and the Warehouse on Yarrow Street, to help shoppers in this area;
- Extend a route to Ascot Retirement Village on Racecourse Road, to allow visitors to access it easily.

**SMS Bus Timetable Service:** Passengers thought the uptake of the SMS timetable service was low. Just one participant had the SMS Bus Timetable Service on their phone. One participant said:



*I'm not tech-savvy so can't work it out.*

Participants also thought the service might not work on older mobile phones, and that it would be difficult for elderly passengers to use. They pointed out that it was difficult for passengers to know the bus number.

**Smart Card:** The focus group participants were confused about the Smart Card system. They did not understand how it works, how far they could go using it, and where they could top up. Participants were also unsure if they had to have a Smart Card to board a bus.

Elderly passengers were confused about using the Smart Card in conjunction with their SuperGold Card. Some realised they needed a Smart Card and a SuperGold Card, while others did not. Uncertainty about the cost was a deterrent to use, especially for elderly passengers.

### 9.3.2 Satisfaction with Service

Participants discussed their satisfaction with a range of aspects of passenger transport. Overall, participants were happy with fees, and the buses themselves, but felt drivers could improve and were confused about the hailing system.

**Fares:** Participants were happy with the fares charged by the ICC to use the bus service. One participant summed this perspective up by saying:



*Fees are pretty good.*

**Buses:** In general, participants thought the buses were 'okay'. Some participants felt it was awkward sitting backwards in the bus, and left them feeling disorientated. Participants thought that buses would be better with single seating at the front of the bus, allowing wider aisles and more space for those with prams or wheelchairs.

**Bus Drivers:** There were mixed perceptions regarding bus drivers. Some spoke positively about how the buses are driven. Others felt that the bus drivers sometimes go too fast. Some participants noted that drivers may need sensitivity training about dealing with elderly and disabled passengers. Suggestions included:

- If the audio system is not working, drivers should ensure that disabled passengers can disembark safely. This is both in terms of when to disembark, and where to disembark; and
- Drivers could benefit from someone from a group such as Age Concern coming to speak to them about the specific issues that elderly customers have. For example ensuring passengers are seated before taking off and lowering the bus when elderly passengers want to alight.

**Bus Stops:** Some participants in the group were aware that buses can be hailed at any point along their route. While they agreed that this is beneficial, some noted the potential for confusion where bus routes cross each other (as it may be difficult to identify the correct bus to hail).

Participants were unsure if the buses are meant to also stop for disembarkation at any point on the route. Some noted that considerate bus drivers did stop where it was most convenient for the passenger, if they were able to.

There was also confusion over placement of bus stops. Some participants were unaware of maps identifying the location of stops, which made planning journeys difficult.

Identifying bus stops was particularly difficult for disabled passengers, who may not be aware when a bus is approaching (or be able to flag one down). One passenger noted he called ahead so the bus driver knew to look out for him, but this did not always work. A more helpful process was needed for disabled passengers.

Participants thought ICC had begun equipping all bus stops with seating, but stopped their programme of work for no apparent reason. They agreed that this programme should be continued, and that many bus stops need better maintenance overall.

### 9.3.3 Increasing Bus Patronage

Participants were asked how they felt ICC could increase patronage on the buses. Participants thought this would best be achieved through a culture change – helping residents to see the bus as a viable form of transport. As one participant said:



*Nobody in Invercargill catches the bus if they can drive.*

Participants identified reasons why residents of Invercargill did not use the bus service. These were:

- It takes considerably longer to get to a destination on a bus than using a private vehicle;
- Buses do not go where passengers need to go;
- It is just as cheap, and easier, to take a private vehicle; and
- There is no flexibility when using the bus and the buses are not very convenient.

When participants were asked what could be done to encourage greater patronage on the buses, a number of suggestions were provided. These included:

- Look at the bus routes on offer, including making circular routes go in both directions if possible;
- Educate local residents about how to ride the buses, including the routes available, where stops were and how the Smart Card works;
- Specific education for elderly residents, as they are the main users of buses;
- Run a promotional day – for example an orienteering/Amazing Race event for children to get on and off the buses and know they are ok to use (similar to what is done in Queens Park);
- More visual promotions around town (with less reliance on print media); and
- Make bus stops in town more appealing and inviting for passengers.

## 10 Housing Care

ICC's Housing Care service provides adequate affordable housing for citizens who meet ICC's entry criteria. ICC owns 21 complexes providing 215 units in Invercargill and Bluff.

### 10.1 Insights and Conclusions

- ICC has a mandate to continue provision of housing, although most felt it should not do this through rates;
- Housing should meet the needs of vulnerable and needy residents, especially the elderly and disabled. Social support could also be included with housing provision;
- The quality of this housing is important, and there is room for improvement of the current housing stock (particularly regarding heating and maintenance); and
- Some participants identified a need for ICC to increase provision of housing.

### 10.2 Quantitative Findings

#### 10.2.1 Performance of services

Respondents were asked to rate the performance of Housing Care. Half to two-thirds of respondents rated the performance of House Care across various aspects as 'good', and the remainder rated ICC's performance in this area as 'fair' or 'poor'.

Housing Care was seen to be performing best at ensuring housing stock is well insulated, energy efficient and meets current safety standards. In contrast, satisfaction was lowest (53%), and dissatisfaction highest (26%), with the provision of affordable housing being sufficient to meet needs.

10.1 Performance of Housing Care, Aspects of Service									
Total Sample: 391	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Ensuring the housing stock is well insulated, energy efficient and meets current safety standards	63%	8%	28%	27%	22%	7%	5%	3%	227
Ensuring the housing stock is suitable for the needs of the users (e.g., disabled users, mentally impaired users)	59%	5%	25%	30%	25%	8%	3%	5%	229
Response to requests for service	56%	6%	19%	31%	24%	9%	6%	4%	160
Maintaining the housing stock	55%	3%	17%	35%	27%	7%	7%	4%	237
Provision of enough affordable housing to meet the needs of the elderly, disabled or mentally impaired in Invercargill	53%	6%	22%	25%	21%	11%	9%	6%	268

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents also rated how Housing Care was performing on acting on residents' concerns and improvement of services. Half of respondents felt housing had improved in the last three years while one third were neutral in this regard. Slightly fewer felt residents were consulted about housing care issues and again, one third were neutral.

10.2 Performance of Housing Care, Overall									
Total Sample: 391	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Overall improvement of housing in the last 3 years	51%	5%	13%	32%	31%	8%	4%	6%	195
Consultation with residents about housing care issues	43%	5%	12%	26%	30%	8%	8%	10%	181

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents were asked what they think Housing Care performs best at. Most (71%) could not answer this question indicating a lack of public knowledge of the role of ICC's Housing Care. The main comments made by respondents focussed on:

- The quality of housing (8%) in terms of warmth, cleanliness and appearance;
- Providing for the needy (6%); and
- Providing for elderly and disabled residents (6%).

## 10.3 Best Performance by Housing Care

Total Sample: 391	Number of Respondents	Percentage of Respondents
<b>Quality of housing (Total)</b>	<b>30</b>	<b>8%</b>
Warmth	13	3%
Cleanliness/ maintenance	11	3%
General quality	5	1%
Appearance	1	0%
<b>Providing for the needy</b>		
Providing for the needy	23	6%
Providing for elderly/ disabled	22	6%
<b>Affordable housing</b>		
Affordable housing	13	3%
Providing housing in general	9	2%
Quantity of housing	9	2%
Looking after tenants	3	1%
Consultation with public	2	1%
Filling the houses	2	1%
<b>Negative mentions</b>		
Negative mentions	5	1%
Other	7	2%
Don't know	277	71%

### 10.2.2 Importance of services

Respondents were asked which service provided by Housing Care was most important to them. The following services were selected to be the most important:

- Ensuring housing is well insulated, energy efficient and meets current safety standards (34%);
- Provision of affordable housing (27%); and
- Ensuring housing stock is suitable for users' needs (23%).

Given that respondents felt affordable housing was of very important, but that half rated ICC's performance in this area as 'fair' or 'poor', this could be a focus for ICC in the future.



## 10.4 Importance of Housing Care

Total Sample: 391	Number of Respondents	Percentage of Respondents
Ensuring the housing stock is well insulated, energy efficient and meet current safety standards	134	34%
Provision of an enough affordable housing for the needs of Invercargill residents	106	27%
Ensuring the housing stock is suitable for the needs of the users (e.g., disabled users, mentally impaired users)	90	23%
Providing additional support to housing tenants via other services (e.g., mental support)	30	8%
Maintaining the housing stock	29	7%
Don't know	2	1%
Consultation with public	2	1%

### 10.2.3 Improvement to services

Respondents were prompted for their opinions on three potential changes to ICC's Housing Care Services. The majority of respondents agreed that:

- ICC should continue to provide low cost housing for the elderly and disabled;
- ICC should instigate a rental Warrant of Fitness system for all rental properties; and
- ICC should continue to provide housing without drawing money from rates.

## 10.5 Changes to Housing Care

Total Sample: 391	Number of Respondents	Percentage of Respondents
ICC should continue to provide low cost housing for the elderly/disabled	378	97%
ICC should instigate a rental Warrant of Fitness system for all rental properties (not just ICC-owned properties)	337	86%
ICC should continue to provide housing without drawing money from Rates	289	74%

Respondents were asked what improvements they would like to see to Housing Care. Half of respondents could not think of any improvements to housing care.

The main focus of improvements to housing care was on better quality housing (19%) in terms of maintenance, warmth, appearance and general quality. In addition, respondents mentioned more housing was required.



## 10.6 Improvements to Housing Care

	Number of Respondents	Percentage of Respondents
<b>Better quality housing (Total)</b>	<b>73</b>	<b>19%</b>
Maintenance	46	12%
Warmth/ Insulation	24	6%
Appearance	6	2%
General quality	5	1%
<b>Other housing needs</b>		
More housing	38	10%
More information/ communication	20	5%
WOF	17	4%
Affordable housing	16	4%
More help for elderly/ disabled	6	2%
Support for tenants	6	2%
Suitable/ appropriate housing	6	2%
Other	38	10%
Don't know	194	50%

### 10.3 Qualitative Findings

Overall, focus group participants agreed that ICC has an obligation to provide housing for vulnerable members of the community. However, if this service was to continue then ICC may need to increase investment, to ensure high quality provision.

The housing staff at ICC were viewed as delivering a great service. It was felt that ICC's priorities and processes get in the way of the service being delivered to an acceptable level, rather than the staff.

Participants discussed the housing available to residents, who it should cater to, and the maintenance and standards of this housing. There was agreement that ICC need to offer flexible services, which meet the needs of a range of potential residents.

#### 10.3.1 Residents in Housing

There was some discussion regarding who ICC housing should be provided to. Participants felt the neediest groups were elderly residents, and residents with mental illness. There was thought to be a lack of housing for these groups at the moment. One participant said:



*There's only 2 or 3 blocks you can put old ladies in...and they need to be upgraded.*

Housing could also be available for young single parents, and residents with short-term needs. Overall, participants felt that ICC should increase their provision of housing. There are more needy residents than available houses, and other housing support services in the city are overwhelmed. Part of this could be met by ICC developing unused facilities into housing.

### 10.3.2 Features of Housing

Participants discussed how housing could best meet the needs of the community. They identified that the location of housing is important, to make sure neighbours are sympathetic to residents. Participants felt that social housing should be ‘pepper-potted’ in different neighbourhoods, rather than grouped together. One participant noted:



*[Affordable housing] is always in the worst part of town.*

Consideration was also required around the issue of stairs and gardens in homes. For disabled and older residents, stairs may not be appropriate. Similarly, gardens, unless maintained by ICC, may be hard for older or disabled residents to maintain. Participants felt there was some disrepair among ICC properties.

### 10.3.3 Maintenance of Housing

Participants agreed that ICC flats need upgrading, and a significant investment would be required to bring the flats up to standard. On-going investment would also be required to ensure housing is maintained at a high level. Recent improvements, such as insulation, were praised by participants. One noted:



*They definitely put a lot of focus on getting the houses insulated which is great!*

But there was also a need for homes to be further upgraded. Future upgrades could focus on reducing dampness, and providing more sustainable, efficient heating sources. Upgrades could also take into account accessibility requirements, especially for the elderly.

### 10.3.4 Social Support

Participants emphasised that ICC should be providing additional social services to residents in ICC housing. Housing alone may not be the answer for needy residents, and participants felt that ICC should be ensuring their tenants have access to the services they need. One participant said:



*Putting a house over their head does not solve the problem... the Council needs to provide social care.*

Another noted:



*People don't just need a house, they bring a raft of issues...it's a package deal.*

There was also need for more support of the elderly. The group felt that ICC should have an outreach person who visited the elderly in their homes. For many people, these support services were the only ‘family’ they had.

#### **10.3.5 A Housing Warrant of Fitness**

There was agreement amongst the group that the introduction of a Warrant of Fitness (WOF) system for rental properties would be a good investment. Some of the current houses available to rent were in a dire state and needed monitoring.

#### **10.3.6 Other Housing Options & Issues**

Some group members identified the possibility of ICC freeing up some land on which private property owners could build cheap rental accommodation. There was a feeling that many landlords are often not residents in Invercargill, and therefore it is ‘virtually impossible’ to get them to undertake maintenance on their properties. This was a concern to the group, especially if vulnerable residents are using this housing.

# 11 Libraries

## 11.1 Insights and Conclusions

- Overall, library users were very positive about the service;
- The library has improved in the last three years, and for the most part changed hours have had a positive effect on use;
- The library could publicise its offering more, especially of new services. This would be most appropriate by email; and
- Publicity about new, online services (such as e-books) could increase library membership.

## 11.2 Quantitative Findings

ICC operates two libraries, a central library in the CBD and a small branch library in Bluff. Two-thirds (66%) of those interviewed were members of a ICC-run library.

### 11.2.1 Library Members

Most library members (n = 258) visited the library between once per and once per year. Members most commonly visited the library monthly (35%).

11.1 Use of Libraries, Frequency		
Sample: Library Members: 258	Number of Respondents	Percentage of Respondents
Several times a week	4	2%
Once a week	34	13%
At least once a month	90	35%
At least once every six month	50	19%
At least once annually	32	12%
Less frequently than annually	43	17%
Can't recall	5	2%
<b>Total</b>	<b>258</b>	<b>100%</b>

Library members felt the best way for the library to communicate with them was through email (49%). Mail drops (12%) and newspapers (10%) could also be useful forms of communication.



## 11.2 Best Method of Communication

Sample: Library Members: 258	Number of Respondents	Percentage of Respondents
Email	127	49%
Mail/ Letter	32	12%
Newspapers	26	10%
Phone	21	8%
Social media (Facebook, Twitter etc)	15	6%
Text message	9	3%
Radio/TV	5	2%
Newsletters	4	2%
At the library	4	2%
Word of mouth	2	1%
Don't know	16	6%

34% of library members were aware of the recent changes to the library opening hours. One third of members now use the library more frequently, while the changes have not impacted how frequently two thirds of members use the facility.

## 11.3 Impact of Change of Library Opening Hours

Sample: Library Members: 258	Number of Respondents	Percentage of Respondents
I use it more often	26	30%
I use it less often	6	7%
It has made no difference	56	64%

### 11.2.2 Performance of services

Library members were asked to rate library performance on a range of factors. Members were very positive regarding library services. Nearly all agreed that the following elements of library service were good:

- The staff (94%);
- Access to free internet (94%); and
- Being up to date with users' needs (93%).

Fewer respondents indicated that Invercargill libraries publicise their results well (69%).

## 11.4 Performance of Library Services

Sample: Library Members: 258	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Service from library staff	94%	60%	27%	7%	4%	0%	1%	0%	251
Access to free internet / wi-fi	94%	43%	39%	12%	4%	1%	1%	1%	186
Libraries being up to date with users' needs (e.g., on-line access, e-books)	93%	41%	38%	14%	6%	0%	0%	0%	227
Catering to the needs of all Invercargill residents	86%	32%	38%	16%	10%	3%	0%	0%	248
Keeping up with international trends	81%	16%	41%	24%	14%	2%	2%	1%	182
Publicising the services they offer (other than book hire)	69%	23%	23%	23%	19%	6%	4%	3%	239

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Library members also rated how Library Services was performing on acting on residents' concerns and improving its services. Most indicated that ICC had done a good job of improving the library service over the last three years (84%). Fewer (60%) felt they were consulted about library issues.

## 11.5 Performance of Libraries, Overall

Sample: Library Members: 258	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents
Overall improvement of library service in the last 3 years	84%	26%	34%	24%	10%	5%	1%	0%	221
Consultation with residents about library issues	60%	11%	20%	30%	16%	13%	7%	5%	199

### 11.2.3 Importance of services

Library members were asked which service provided by the Library Service was most important to them. The most important functions were customer focused, these were:

- Catering to the needs of Invercargill residents (36%); and
- Good service from library staff (33%).



## 11.6 Importance of Library Services

Sample: Library Members: 258	Number of Respondents	Percentage of Respondents
Catering to the needs of all Invercargill residents	92	36%
Service from library staff	85	33%
Libraries being up to date with users' needs (e.g., on-line access, e-books)	42	16%
Publicising the services they offer (other than book hire)	15	6%
Keeping up with international trends	13	5%
Access to free internet / wi-fi	6	2%
Don't know	5	2%

### 11.2.4 Non-members

Those who were not members of the library (34%) were asked why they were not members. The main reasons for not using the library were because respondents do not read (35%) or because they buy books (15%).

## 11.7 Reasons for Not Using Library

Sample: Non members: 130	Number of Respondents	Percentage of Respondents
Don't read library books	46	35%
Buy books/ Magazines/ DVDs	19	15%
Read e-books/ use the internet	17	13%
No time	15	12%
Haven't got around to it	12	9%
Swap/ borrow books from others	7	5%
Use family member's card	6	5%
Inconvenient	5	4%
The library doesn't have books I'm interested in reading	5	4%
Not close enough to visit	4	3%
Unreturned books	3	2%
Children are grown	2	2%
Member of another library	2	2%
Don't need it	2	2%
Don't know	1	1%
<b>Total</b>	<b>130</b>	<b>100%</b>

### 11.2.5 All Respondents: Overall Performance and Improvements

All respondents were asked what they think the library performs best at. One third were unable to comment. The libraries were seen to perform best in the following areas:

- Providing a range of books (13%);
- Children and youth services (12%); and
- General customer service (12%).

<b>11.8 Best Performance by Libraries</b>		
<b>Total Sample: 388</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Good range/ availability of books	49	13%
Children/ youth services	48	12%
Customer service	46	12%
Good/helpful staff	24	6%
Information/ research resources	21	5%
Keeping up to date	21	5%
Everything/ being a library	18	5%
Book hire/ check outs	7	2%
Free internet/ computers	7	2%
Range of different services (not just books)	7	2%
Nice facilities	6	2%
Other	46	12%
Don't know	120	31%

Respondents were asked what improvements could be made to increase use of the libraries. Most respondents (62%) could not offer any suggestions. A range of suggestions were offered but there was no one factor identified as a clear area for change.



## 11.9 Ways to Improve Use

Total Sample: 388	Number of Respondents	Percentage of Respondents
More advertising/ publicity	18	5%
Better parking	10	3%
Improve appearance	9	2%
Update technology/ books	9	2%
Encourage youth/ more youth activities	6	2%
Longer opening hours	6	2%
More eBooks	6	2%
More events in the library	6	2%
More books	6	2%
Other	51	13%
Nothing	28	7%
Don't know	239	62%

Respondents were asked what general improvements they would like to see to the library. Most respondents (80%) could not think of any improvements, and again no suggestions stood out enough to warrant change.

## 11.10 Improvements to Libraries

Total Sample: 388	Number of Respondents	Percentage of Respondents
Better parking	7	2%
More advertising/ publicity	7	2%
Improve appearance	6	2%
More eBooks	6	2%
Other	55	14%
Nothing	50	13%
Don't know	260	67%

### 11.3 Qualitative Findings

Participants in the focus group were positive towards the library services provided by ICC. Participants agreed that maintaining a library service for the region was important. One participant said:



*Libraries are vital...they are the hub of the community.*

Participants discussed how the library had changed in the past, and how they could change further in the future. There was also discussion of the library services, fees, staff, and how to increase awareness of the library.

#### 11.3.1 Library Staff

Participants felt that library staff were helpful and very friendly. They provided prompt service for residents who requested books. One participant said:



*Librarians are helpful, those ladies are very good to me.*

Another participant noted:



*Any book I request, I get!*

While participants were positive about staff, they did think that the number of staff had reduced recently. This had an adverse effect on library service. One participant said:



*They now expect everyone in the library to work in all areas, the quality of the service has diminished because there are not specialised areas.*

Participants also felt that staff needed to be more visible to users of the library. Some had difficulty identifying staff from other library users. A participant said:



*You just don't know who the librarians are.*

#### 11.3.2 Keeping Up to Date

Participants agreed that the library needed to stay up to date with new technology and materials, while also making sure it caters appropriately to all users. This means ensuring that the needs of older and younger users are both taken into consideration. One participant noted:



*[The library needs to] move forward with technology but also keep the old ways. They need to be current but also need to keep the traditional library services because there's a mixed need. There's a place for everything.*

Another participant said:



*It's about catering to everybody. People use the library for different reasons and we need to make sure all are well catered for.*

Participants noted some updates and initiatives that had helped the library stay relevant. These included:

- Online access to the library's services (this was very convenient for users);
- Reciprocal borrowing and the interloan system;
- Free internet;
- Delivery service;
- E-books (although more could be offered);
- RFID<sup>4</sup> self-check-out, which was quick and easy;
- Providing an online and paper form to request new books; and
- New opening hours. Participants thought weekend hours were increasing use of the library.

Participants felt that while the library should be up to date and modern, they were also clear that it should retain some older services. These services (such as librarian-operated check-outs) may not be the most efficient, but provide the value of a personal interaction. One participant said:



*I miss the interactions [with the librarians]. You miss that conversation and you want to have a chat about books.*

Another participant put it simply:



*Please don't do away with the old ways.*

Irrespective of what changes have and should occur, participants were realistic about the library's capability. They appreciated that not everything could be done, nor could everything be done immediately. One participant put it simply:



*Money is a constraint.*

### **11.3.3 Fees**

Participants felt the library fees were necessary and acceptable, overall. They did note that email reminders may be decreasing the number of fines issued for late returns. The receipt given when checking out books was also thought to be a helpful reminder. Similarly, the librarian would remind users of when books were due back when checking out their books.

It was noted, however, that it was easy to override the payment of fines on the new system. While it popped up on the screen that fines were due for payment, you can 'ignore it' and not pay the fine.

4. Radio Frequency Identification

#### 11.3.4 Awareness of the Library Services

Participants felt that residents may not be aware of all the services the library offers. They agreed that library should be publicising its services more. As one participant said:



*It's about making sure that people know that the library isn't just for books.*

The group were asked to identify possible ways the library could improve awareness of their offerings. Suggestions included:

- Send all residents the 'friends of the library' email, possibly by post;
- Twitter;
- Facebook;
- Website and RSS feeds; and
- Noticeboards and screens.

#### 11.3.5 Suggestions for Improvement

Participants discussed other areas that the library could work on improving. These included:

- Updating the foyer to be more welcoming and create more flow to the library;
- Moving the adults section nearer to the children's section, so parents could browse books while still being close to their children;
- Creating a young adult section, to encourage teenagers to read more; and
- Establishing designated 'quiet' zones, for people to read and study in. The microfiche could be placed in one of these areas.

## 12 Urban Rejuvenation

ICC encourages community-led urban rejuvenation projects in different neighbourhoods throughout the district. ICC considers applications for funding from urban rejuvenation groups and has \$100,000 available for community projects.

### 12.1 Insights and Conclusions

- Residents are positive about the aims of urban rejuvenation, and about ICC helping community groups achieve these;
- There is limited awareness of urban rejuvenation projects, except South Alive;
- Increased awareness of community projects could increase support and volunteer contributions;
- There was some suggestion that ICC could do more at 'getting things done' (i.e. taking a more active role in urban rejuvenation); and
- ICC could provide some overall direction and vision for urban rejuvenation efforts in the city. This may help community groups be more effective, as they would be working toward a shared goal.

### 12.2 Quantitative Findings

#### 12.2.1 Performance of services

Respondents were asked to rate the performance of Urban Rejuvenation Services on a simple seven-point Likert scale. Overall, at least half of residents felt all aspects of Urban Rejuvenation Services were performing well. Residents rated the following services best:

- Working with community groups towards a common goal (71%); and
- Actively helping groups undertaking urban rejuvenation (70%).

The following services were less well perceived:

- Providing a clear vision for the city (53%); and
- Contributing labour to urban rejuvenation (55%).



## 12.1 Performance of Urban Rejuvenation Services, Aspects of Service

Sample: Total Sample: 388	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Working with community groups towards a common goal	71%	14%	25%	32%	21%	5%	3%	1%	336
Actively helping groups undertaking Urban Rejuvenation	70%	12%	24%	34%	21%	5%	3%	1%	307
Being proactive towards Urban Rejuvenation	68%	10%	26%	32%	22%	6%	3%	1%	329
Communicating with community groups	65%	13%	21%	32%	23%	7%	4%	2%	313
Promoting the work being undertaken by community groups	63%	10%	22%	31%	22%	7%	8%	1%	340
Getting things done with regard to Urban Rejuvenation	57%	7%	16%	33%	25%	9%	7%	2%	322
Contributing labour to Urban Rejuvenation	55%	7%	17%	31%	25%	12%	5%	3%	256
Providing a clear vision for the City	53%	12%	20%	21%	22%	12%	9%	4%	352

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents then rated how Urban Rejuvenation Services performed on consulting with residents and improvement of services. Approximately half of the respondents were satisfied with these measures, with overall improvement rated slightly higher than consultation.

## 12.2 Performance of Urban Rejuvenation Services, Overall

Total sample: 388	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Overall improvement of Urban Rejuvenation Service in the last 3 years	56%	7%	21%	29%	27%	8%	5%	4%	320
Consultation with residents about Urban Rejuvenation issues	46%	5%	15%	26%	27%	14%	7%	6%	309

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents were asked what they think Urban Rejuvenation Services does best. Over half of respondents could not think of anything in response to this question. Other respondents indicated Urban Rejuvenation Services performed best at:

- Beautification and rejuvenation (15%); and
- Communication and consultation (11%).



## 12.3 Best Performance of Urban Rejuvenation Services

Total Sample: 388	Number of Respondents	Percentage of Respondents
Beautification/ Rejuvenation	58	15%
Communication/ Consultation	42	11%
Being pro-active	12	3%
Dog Parks	9	2%
Completing improvements/ tasks	9	2%
Planning	8	2%
Providing youth developments (skate parks etc)	6	2%
Parks	6	2%
Ecological development	5	1%
Maintenance	4	1%
Providing community developments (gardening centre etc)	4	1%
Providing funding	3	1%
Roading standards	3	1%
Advertising	3	1%
Nothing, fine as is	3	1%
Negative perception	9	2%
Don't know	219	56%

### 12.2.2 Importance of services

Respondents were asked which service provided by Urban Rejuvenation Services was most important to them. The most important services were:

- ICC is getting things done with regard to Urban Rejuvenation (25%); and
- ICC is working with community groups towards a common goal (23%).

Given that respondents felt 'getting things done' was of high importance, but also that ICC could perform better in this area, this could be a focus for ICC in the future.



## 12.4 Importance of Urban Rejuvenation Services

Total Sample: 388	Number of Respondents	Percentage of Respondents
ICC getting things done with regard to Urban Rejuvenation	98	25%
Working with community groups towards a common goal	88	23%
Being proactive towards Urban Rejuvenation	49	13%
Communicating with community groups	48	12%
Actively helping groups undertaking Urban Rejuvenation	37	10%
ICC contributing labour to Urban Rejuvenation	21	5%
Promoting the work being undertaken by community groups	21	5%
Don't know/ Unable to answer	26	7%

### 12.2.3 Current and Future Services

All respondents were asked what projects they were aware of. Approximately two thirds of respondents were aware of an Urban Rejuvenation project. The project respondents were aware of was South City (South Alive).

## 12.5 Current Awareness of Urban Rejuvenation

Total Sample: 388	Number of Respondents	Percentage of Respondents
South City / South Alive	202	52%
CBD	74	19%
Glengarry	58	15%
Bluff 2024	25	6%
Skate Park	17	4%
Dog Park	11	3%
Windsor Small Business Group	10	3%
Tree/ flower planting	5	1%
Queens Parks	3	1%
Parks/ Playgrounds (unspecified)	3	1%
Estuary	3	1%
Other	20	5%
Not aware of any	119	31%

Forty-two respondents had been involved in urban rejuvenation projects. The most common included South Alive (n = 13) and Glengarry (n = 10).

<b>12.6 Urban Rejuvenation Project Involvement</b>	
<b>Total Sample: 388</b>	<b>Number of Respondents</b>
South Alive	13
Glengarry	10
Dog Park	4
South City	6
Tree planting	2
Clifton	1
Eastern suburbs	1
Floodbanks	1
Riverton	1
Street lighting	1
Wetlands boardwalk	1
Tidying golf course	1

Respondents were asked what areas need rejuvenating. The main areas mentioned include areas that are currently undergoing changes, namely:

- South City (43%);
- Glengarry (28%);
- The CBD (18%); and
- Bluff (14%).

Respondents also mentioned Waikiwi (11%), as an area that could use some attention.



## 12.7 Future Focus for Urban Rejuvenation

Total Sample: 388	Number of Respondents	Percentage of Respondents
South City	166	43%
Glengarry	109	28%
CBD	68	18%
Bluff	54	14%
Waikiwi	42	11%
Everywhere	8	2%
Appleby	7	2%
Parks	6	2%
Windsor	5	1%
Clifton	4	1%
Estuary	4	1%
Hawthorndale	4	1%
Otatara	4	1%
Thompsons Bush	3	1%
Walking tracks	3	1%
Kingswell	2	1%
Sandy Point	2	1%
One off mentions	16	4%
Don't know/ none	74	20%

Respondents were asked how ICC could raise awareness of urban rejuvenation projects in the city. Print media (41%) in the form of newspapers (30%), newsletters (11%) and mail drops (9%) was cited as the best way to raise awareness of projects.



## 12.8 Ways to Raise Awareness

Total sample: 388	Number of Respondents	Percentage of Respondents
<b>Print</b>	<b>160</b>	<b>41%</b>
Newspapers	117	30%
Newsletters/ rates updates	42	11%
Mail drops	36	9%
<b>Internet</b>	<b>42</b>	<b>11%</b>
Internet - social media	26	7%
Internet - general	10	3%
Internet - email	9	2%
Advertising/ promotion in general	41	11%
Public consultation/ feedback	34	9%
Radio	18	5%
Visual advertising in public spaces	18	5%
Media in general	14	4%
Television	11	3%
Community events/ activities	9	2%
By actually undertaking urban rejuvenation	8	2%
More proactive/ visible	8	2%
Community groups	6	2%
Public recognition of community involvement	4	1%
Supporting public to undertake urban rejuvenation	4	1%
Through schools	3	1%
Funding	2	1%
Other	6	2%
Nothing - doing a good job already	5	1%
Don't know	77	19%

Respondents were asked if ICC should introduce differential rates for communities to fund projects. More respondents were against (55%) the notion of differential rates than in favour of it (33%).



## 12.9 Introduction of Differential Rate

Total Sample: 388	Number of Respondents	Percentage of Respondents
Yes, introduce differential rates	128	33%
No, do not	212	55%
Don't know	48	12%

### 12.2.4 Improvements to Services

Respondents were asked what improvements they would like to see to ICC's Rejuvenation Services. Over half of the respondents could not think of any improvements. The main improvements cited were:

- Having more projects (13%); and
- More publicity (11%) and consultation (11%) surrounding projects.

## 12.10 Improvements to Rejuvenation Services

Total Sample: 388	Number of Respondents	Percentage of Respondents
More projects/ improvements	52	13%
More communication/ consultation	44	11%
More publicity/ public awareness	42	11%
Fairer disbursement of resources	14	4%
Faster service	13	3%
Encourage more public involvement	12	3%
Be more pro-active	9	2%
Continued involvement/ projects	9	2%
Encourage development and economic growth of areas	8	2%
Finish projects	8	2%
More funding	8	2%
Active involvement with groups/ Support	7	2%
Overall improvement to URS	2	1%
Better choices of projects	3	1%
Nothing - good as is	14	4%
Don't know	167	43%

## 12.3 Qualitative Findings

Focus group participants were passionate about urban rejuvenation in Invercargill. The biggest challenge they identified was how to get people interested in participating in community activities. A key requirement for the continued improvement of the city was to encourage more participation by residents. This would require increased awareness of urban rejuvenation within the city.

Participants felt that there was room for ICC to work more collaboratively with community groups on urban rejuvenation initiatives.

### 12.3.1 Awareness of Urban Rejuvenation

Participants in the group had a reasonable awareness of urban rejuvenation projects. This awareness was usually limited to projects that they were involved with rather than of Urban Rejuvenation overall. They did feel that most Invercargill residents would not know about urban rejuvenation projects, and that further knowledge would be required to maximise volunteer contributions.

Participants felt there was no visibility of urban rejuvenation efforts and that this could be attributed to the small number of projects that had so far been completed. This low awareness led to a lack of volunteers. With only a few dedicated people to help on specific projects, many community groups struggled to undertake and complete projects. The community group in Otatara identified this as a problem:



*We only meet when something happens, or otherwise every couple of months... there are only a few people so it's hard to get momentum to actually do things.*

Group members felt that having some projects completed provides two key positive spin-offs for the community:

- The group has credibility with ICC showing that they are willing and able to achieve things; and
- The community can see people making an effort to rejuvenate the area and are therefore more likely to become involved themselves.

Participants were asked to identify ways awareness of urban rejuvenation could be increased in Invercargill. Suggestions included:

- Signage where projects had been undertaken;
- Encouraging community pride for each neighbourhood, with the aim of increasing engagement in improvement projects;
- Ensuring a lot of smaller projects are undertaken rather than one large project; and
- Using the skills of students at Southern Institute of Technology to help with simple projects such as building wooden planter boxes and designing flower beds.

### 12.3.2 Relationship between Trusts and ICC

Participants identified some issues with the current relationship between community organisations and ICC. While there was agreement that ICC had improved their Urban Rejuvenation Services, participants felt that there are further opportunities for improvement. Issues included a lack of clarity about ICC's role, and communication between community organisations and ICC. One participant summarised the overall perspective when they said:



*The council is more proactive than they were a few years ago. They are going in the right direction but they aren't going fast enough.*

**Role of ICC:** Participants felt that ICC should provide a primarily supportive role for community groups involved in urban rejuvenation. There were mixed views on how this relationship worked currently. Some participants felt that ICC staff were very helpful, but others felt that this did not necessarily translate to action. One participant noted:



*When we talk to Council staff they are very supportive and helpful, but it falls apart when it comes to getting stuff done.*

Participants thought ICC currently takes a reactive role toward urban rejuvenation, rather than being proactive. While community groups (in the form of Trusts) should take the lead on local projects, there is also some scope for direction by ICC. One way that ICC could do this was by providing an overall direction for urban rejuvenation efforts. One participant noted:



*Where's the big plan? There's no vision for the city.*

The lack of an overall plan for the city and community groups made it difficult for smaller organisations to ensure that their projects were in-line with the overall goals for the city. As one participant said:



*There is a need for plans that feed into a concept plan that shows how the areas will be developed...I don't expect the Council to do it all, but a plan will help everyone do their bit...it will ensure that everyone is working towards the same goal.*

ICC could facilitate discussion and community engagement about a vision for the city. This could then be developed into a collaborative five-year strategic plan by ICC along with community organisations.

Other suggested ways for ICC to provide direction included:

- Provide community groups with more certainty about working within ICC planning processes and scheduling;
- Make the submission-planning process more continuous, to improve how it effective it is; and
- Provide tools that would make the process easier for community groups (as many have little or no experience), e.g., accounting software, templates for submissions and clear processes.

**Communication:** Participants felt there were issues with the communication between ICC and community groups. In some cases there was a lack of communication, particularly outside the submission process. Participants also noted that communication was inconsistent at times.

**ICC Attitude:** Some participants felt that ICC struggled to work effectively with the community Trusts, which hindered their relationships. ICC's attitude was seen as being obstructive at times. These participants thought that ICC was more interested in creating barriers than in being enablers. One participant said:



*They [ICC] needs to have an attitude of 'how can we make this happen' rather than 'these are the hurdles you'll need to jump over'.*

### 12.3.3 Funding

When asked how urban rejuvenation should best be funded, participants had differing ideas. Some felt that implementing a differential rates system to fund local projects would be the best solution, as is currently the case in Otatara. This 'special rate' is in place to help pay for the Community Centre. While some of the group felt that a differential rates system was suitable, one participant felt that differential rates were not necessarily ideal. This participant said:



*The reality is that more rates will be collected from North Invercargill than South Invercargill so some of that money collected from North Invercargill needs to be spent in other areas. Only spending money from rates collected in that area just doesn't work.*

The majority of the group felt that residents should pay for urban rejuvenation through a flat fee, included in rates. It was emphasised that groups should not have to compete with each other for funding.

## 13 Pools

ICC provides pool facilities at Splash Palace for the health and enjoyment of the community, and also so that people can learn to swim and learn water safety.

### 13.1 Insights and Conclusions

- Residents were positive about the Pool Service, particularly regarding staff and improvements to Splash Palace;
- Although participants in the focus group were concerned about the capacity for sports use at the pool, this was not a concern for most residents (as evident in the survey results);
- There was some small concern about the cost of the pool use; and
- Continuing to balance the needs of recreation and sports users appears to be the key challenge for ICC going forward.

### 13.2 Quantitative Findings

#### 13.2.1 Performance of services

Respondents were asked to rate the performance of the Pool Service on a simple seven-point Likert scale. Generally, there was a high level of satisfaction with the Pool Service's performance:

- Most thought the staff provided good service (90%); and
- There was adequate space for both sports teams (88%) and recreational swimmers (85%).

Respondents were least satisfied with the fees charged for casual swimmers and sports teams, although satisfaction remains reasonably high (74% in each case).

13.1 Performance of Pool Service, Aspects of Service									
Total sample: 391	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
The service provided by pool staff	90%	33%	39%	18%	8%	1%	1%	1%	351
Providing adequate pool space for sports teams	88%	32%	36%	19%	10%	2%	1%	0%	345
Providing adequate pool space for recreational swimmers	85%	27%	39%	19%	11%	2%	2%	0%	370
Providing enough seating for spectators	80%	28%	32%	20%	15%	4%	1%	1%	343
Balancing the needs of sports teams and recreation swimmers (especially in terms of space provided)	77%	17%	32%	28%	17%	5%	2%	0%	345
Charging appropriate fees for casual swimmers	74%	21%	27%	26%	15%	5%	3%	2%	338
Charging appropriate fees for sports teams	74%	21%	23%	30%	23%	2%	0%	2%	208

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents also rated how the Pool Service was performing on acting on residents' concerns and improvement of services. Two thirds (69%) thought improvements in the last three years were good, and half thought consultation with residents was good (51%).

## 13.2 Performance of Pool Service, Overall

Total sample: 391	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Overall improvement of pools in the last 3 years	69%	13%	28%	29%	19%	7%	2%	2%	323
Consultation with residents about pool issues	51%	8%	21%	22%	29%	9%	5%	6%	298

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents were asked what they think Pool Service performs best at. While one third (29%) could not think of anything, others indicated the Pool Services performed best at:

- Providing good pools/facilities (14%);
- Good staff/customer service (11%); and
- Swimming lessons (11%).

## 13.3 Best Performance by Pool Services

Total Sample: 391	Number of Respondents	Percentage of Respondents
Providing good pools/ facilities	54	14%
Good staff/ customer service	44	11%
Swimming lessons	43	11%
Meeting community needs	30	8%
Maintenance	28	7%
Do a good job overall	23	6%
Water safety	21	5%
Accessibility	16	4%
Sports/ fitness facilities/ activities	14	4%
Reasonable fees/ costs	13	3%
Holiday/ childrens programmes	12	3%
Well managed/ Efficient	6	2%
Other	26	7%
Don't know	114	29%



Respondents were asked which service provided by the Pool Service was most important to them. Balancing the needs of sports teams and recreational swimmers (41%) was considered the most important service (Table 13.4). Note that 77% thought that this was already being done well (Table 13.1).

<b>13.4 Importance of Pool Services</b>		
<b>Total Sample: 391</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Balancing the needs of sports teams and recreation swimmers (especially in terms of space provided)	159	41%
Service provided by pool staff	87	22%
Providing adequate pool space for recreational swimmers	72	18%
Charging appropriate fees for casual swimmers	56	14%
Providing adequate pool space for sports teams	7	2%
Adequate seating for spectators	5	1%
Charging appropriate fees for sports teams	4	1%
Don't know	1	0%

### 13.2.3 Improvement to services

Respondents were asked what improvements they would like to see to the Pool Service. Most (60%) could not think of any. The distribution of responses indicates that the Pool Service does not need any major improvement.

<b>13.5 Improvements to Pool Service</b>		
<b>Total Sample: 391</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Lower costs/ cheaper	18	5%
Improve complex facilities	16	4%
More pool space	14	4%
More for children	12	3%
Better staff training	11	3%
Learn to swim/ education/ Learners Pool access increased	10	3%
Better/ more seating	8	2%
Other	45	12%
Nothing	28	7%
Don't know	235	60%



### 13.2.4 Splash Palace

Respondents were asked if they think recent upgrades to Splash Palace were worthwhile, and asked to explain why. Two thirds of respondents (70%) felt the upgrades were worthwhile, and just 4% felt they were not. The remaining quarter (26%) were unsure, indicating a lack of familiarity with the upgrades. The upgrades were felt to be worthwhile because they had improved the facility (16%).

13.6 Perception of Upgrades		
Total Sample: 391	Number of Respondents	Percentage of Respondents
Upgrades were worthwhile	274	70%
Upgrades were not worthwhile	14	4%
Don't know/unsure	103	26%

13.7 Reason for Perception of Upgrades		
Total Sample: 260	Number of Respondents	Percentage of Respondents
Overall improvement	41	16%
Don't use facility	28	11%
Improved changing facilities	23	9%
Good for learners	23	9%
Better for children	14	5%
More people using pools	14	5%
Not informed/ Don't know what upgrades involve	11	4%
Better facilities for all ages	11	4%
Everyone happy	10	4%
Additional room/ space	8	3%
Good environment	7	3%
Easy to use/ accessible/ safer	7	3%
Better activities/ facilities	6	2%
Like the café	6	2%
Other	16	6%
Don't know	68	26%

Respondents were asked what other facilities they would like to see at Splash Palace. Respondents suggested that more pool space should be introduced to Splash Palace in the future (9%). However, half of respondents (48%) did not know what could be introduced, and 13% suggested nothing more was needed. The dispersal of responses indicates that there is no one big improvement needed, and the facility is currently catering well to residents.

13.8 Future Facilities at Splash Palace		
Total Sample: 391	Number of Respondents	Percentage of Respondents
Larger pool/ more pool space	37	9%
Improve hydroslide	19	5%
Gym	12	3%
More activities	9	2%
Bigger/ more changing rooms	9	2%
Sporting resources	7	2%
Toddlers pool/ recreation area	7	2%
Other	73	19%
Nothing	49	13%
Don't know	186	48%

### 13.3 Qualitative Findings

Focus group participants felt that ICC provided residents with ‘a superb’ and ‘well used’ pool facility (Splash Palace). While Splash Palace was seen as being an excellent resource for the city, participants within the group were able to identify some issues with how sports teams were able to use the pool. Sports teams were competing with recreational users for time in the pools, but on most occasions users were happy with the arrangements made by pool staff.

#### 13.3.1 Positive Aspects of Service

Participants were positive overall about Splash Palace. They felt it was well used, and well run. One participant noted:



*It's used so much because it's a great facility.*

**Staff:** When asked directly about the staff at Splash Palace, participants felt they were welcoming and helpful. Staff went out of their way to help sports teams. This has included facilitating scholarships for a group of swimmers from out of town who were training in Invercargill.

Participants noted that often, if the pool was quiet, staff would change the lanes around, allowing sports groups to have larger areas to train in. It was also noted that staff generally showed a great deal of initiative. Participants also praised the Aquatic Services Manager. He was described as helpful, approachable, and proactive.

**Recent Improvements:** Participants spoke highly of the recent upgrades to Splash Palace. One said:



*It's a wonderful facility...much better than what we had.*

Another participant noted:



*The pool has had a much needed facelift.*

Participants were particularly enthusiastic about the provision of the 50 metre pool, a café, disability rooms, and the party room.

### 13.3.2 Issues for Sport Teams

Participants did note that many sports teams used the pool for practice and competitions. There were some issues for the sports teams who used the pools.

**Lack of Available Space at Splash Palace:** All participants agreed that more pool space was needed to cope with the demands of sports groups as well as recreational swimmers. Most participants agreed:



*Another pool would be ideal!*

To date, clubs have 'co-existed fairly well together' but the lack of space is beginning to have an impact. Sports teams are unable to train as much as their competitors from other cities, leaving them at a disadvantage. As one coach noted:



*Our teams maybe get to train one and a half times a week. Teams in other cities are training up to five times a week.*

Sports coaches also noted that the space they were allowed to train in was limited. This can become a challenge for teams as their training space (or even local playing space) does not resemble the space they would be competing in at other venues.

The lack of available space is not only impacting sports teams potential at competitions but it's also restricting growth. Sports cannot grow in size as there are insufficient facilities to cater for increased demand.

There is also no practical alternative pool for sports teams to use when others need the whole facility for competitions. Makarewa and Otatara School Pools and Bluff Pool were not seen to be viable solutions. Perceived issues with these pools included that they would be too far away for children and parents to travel for practice, and it would be difficult to decide which sports team would have to travel

to an alternate pool. Participants also thought that parents would find it difficult to if their children were training at more than one facility. The depth of these pools was also a limitation for some sports which needed deeper pools.

### **Cost to Use the Facilities at Splash Palace:**

Sports teams also noted the cost associated with pool use. Previously, teams paid a fee to hire the pool and then a token entry fee. Teams are now charged a fee for hiring a pool or lane and team members are also charged a general admission fee to the pool complex.

The main concern was that sports teams must pay the full entry fee on top of club registrations, when they may only be using the pool for a short amount of time (e.g. a 20 minute water polo game). Generally these users do not use any other pool facilities while playing their games so they are not trying to cheat the system. Participants felt that instead the pool could charge smaller fees for sports teams, or a subsidy could be put in place.

The cost to hire the pool was also seen as being expensive. Hiring the pool space costs the club money and competitors would be charged an additional entrance fee on top of this. Some participants felt that it was making pool sports very expensive for parents, especially when costs are compared to other non-water sports (e.g., rugby and hockey).

The recent price increases could also be a barrier for some recreational swimmers, especially those on a tight budget. Subsidies were suggested for those on medium-low incomes.

### 13.3.3 Other Areas for Improvement

**Disabled Users:** Participants felt that sometimes staff needed to be more sensitive towards users with disabilities. The addition of a ramp and rail into some of the pools (instead of the use of the ‘swinging chair’) would help disabled users feel more independent. While helping these customers, staff need to ensure their independence is not compromised.

**Facilities Upgrades:** While the recent upgrades were well received and appreciated by all users, some issues were yet to be remedied. These included:

- The slipperiness of the floors in the family changing rooms (there were seen as a health and safety issue);
- The number of showers is insufficient for the number of people who use the pool (especially in the mornings before school/ work);
- The cubicles are small ‘especially for larger guys’;
- The safety and availability of space for sports teams to store equipment;
- That it can get hot indoors at times (participants suggested ICC consider air conditioning); and
- The cleanliness of the pool at times.

Participants were given the opportunity to identify any other facilities or improvements they would like to see at Splash Palace. Aside from more pool space, suggestions included:

- A gym;
- A diving pool (there is currently no facilities for dive clubs at Splash Palace);
- Building Splash Palace into a complex with a stadium (similar to the Gore Multi-sports Complex); and
- Providing more seating for spectators during competitions and tournaments.

## 14 Public Toilets

ICC's Public Toilets Service provides public toilets throughout the city (not including those located in Parks and Reserves) and has a stated preference to install and maintain 24 hours automated toilets.

### 14.1 Insights and Conclusions

- Public toilets currently meet the needs of residents, and are clean and well-maintained; and
- ICC could increase the number of toilets in Invercargill, particularly in the CBD, and make sure they are easy to find.

### 14.2 Quantitative Findings

#### 14.2.1 Performance of Services

Respondents were asked to rate the performance of the Public Toilets Service on a simple seven-point Likert scale. The public toilet service was generally perceived to be meeting the needs of residents:

- Public toilets meet the needs of all residents (72%); and
- Toilets are clean and well maintained (71%).

However there was room for improvement regarding:

- The number of toilets provided (56%); and
- The signposting of toilets (53%).

14.1 Performance of Public Toilets Service, Aspects of Service									
Total Sample: 388	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Providing toilets that meet the needs of all residents (e.g., disabled, mothers)	72%	14%	30%	28%	15%	7%	3%	3%	340
Ensuring toilets are clean and well maintained	71%	17%	26%	29%	16%	8%	3%	3%	333
Providing an adequate number of public toilets around Invercargill and Bluff	56%	10%	19%	26%	22%	10%	8%	5%	356
Ensuring public toilets are well sign-posted	53%	10%	26%	17%	24%	13%	5%	4%	359

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents also rated how the Public Toilets Service was performing on consulting with residents and improvement of services. Two thirds agreed the public toilets had improved in the last three years. However there was some room for improvement with regard to consultation with residents about public toilet issues (half of the respondents rated this poorly).

## 14.2

### Performance of Public Toilets Service, Overall

Total Sample: 388	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents*
Overall improvement of public toilets in the last 3 years	66%	11%	29%	26%	17%	8%	4%	5%	327
Consultation with residents about public toilet issues	31%	5%	7%	19%	21%	17%	15%	16%	284

\* Total respondents is the number of respondents who were asked the question, with those who answered 'no opinion' subtracted from the sample. It therefore describes how many had an opinion on the question.

Respondents were asked what they think the Public Toilets Service performs best at. While 39% were unable to comment on this, Public Toilets was seen to perform best in terms of:

- Cleanliness and maintenance of public toilets (24%); and
- Availability of public toilets (22%).

## 14.3

### Best Performance by Public Toilets Services

Total Sample: 388	Number of Respondents	Percentage of Respondents
Cleanliness/ Maintenance	95	24%
Availability of toilets	84	22%
Quality of toilets/ Upgrading	20	5%
Well chosen locations	20	5%
Disabled/ special access	14	4%
Increased number of toilets	11	3%
Sign posting	10	3%
Free toilets/ camper discharge disposal	2	1%
24 hour access	2	1%
Nothing	3	1%
Don't know	153	39%

### 14.2.2 Importance of Services

Respondents were asked which service provided by the Public Toilets Service was most important to them. The most important service was ensuring the toilets are clean and well maintained (51%).

14.4 Importance of Public Toilets Services		
Total Sample: 388	Number of Respondents	Percentage of Respondents
Ensuring toilets are clean and well maintained	199	51%
Providing an adequate number of public toilets around Invercargill and Bluff	72	19%
Providing toilets that meet the needs of all residents (e.g., disabled, mothers)	68	18%
Ensuring public toilets are well sign-posted	49	13%

### 14.2.3 Improvement to Services

Respondents suggested a wide range of improvements to public toilets in the future. While one third did not suggest anything, the main improvements focussed on:

- More provision of toilets (26%);
- Better cleaning of toilets (22%) and
- Better signage (12%).

14.5 Future Improvements to Toilets		
Total Sample: 388	Number of Respondents	Percentage of Respondents
More toilets	100	26%
Need to be cleaned more often/ to a high standard	85	22%
Better signage	46	12%
Improved appearance/ Need to be updated/ automated	37	10%
More change tables/ nappy disposal facilities	36	9%
More sanitary disposal facilities	13	3%
Better maintenance and repair	12	3%
Better access (disabled/ prams etc)	11	3%
All toilets should be manned	7	2%
Improve safety (Outside lighting, cameras)	7	2%
Better features (dispensers, lighting etc)	4	1%
More 24 hour toilets available	3	1%
None	24	6%
One off mentions	3	1%
Don't know	96	25%

Respondents who felt there needed to be more public toilets where asked where these should be located. Most felt they needed to be in the CBD (56%).

<b>14.6 Location for More Toilets</b>		
<b>Total Sample: 80</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
CBD	45	56%
South City	11	14%
Suburbs	12	15%
Around shops	9	11%
In parks	9	11%
Waikiwi	9	11%
Everywhere	7	9%
Queenspark	5	6%
Windsor	4	5%
North Invercargill	3	4%
Bluff	2	3%
Sandy Point	2	3%
Grassmere	2	3%
Don't know	5	6%

Respondents were asked what improvements they would like to see to the Public Toilets Service. One third of the sample could not think of any improvements to the service. Improvements were similar to those mentioned above (Table 14.7) and focused on:

- Provision of more toilets (32%);
- Better cleaning and maintenance of toilets (15%); and
- Better signage (11%).

<b>14.7 Improvements to Public Toilets Service</b>		
<b>Total Sample: 388</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
More toilets available	123	32%
Better/ more cleaning/ maintenance	59	15%
Better/ more signage	44	11%
Improved features (dispensers, change tables, lighting etc)	15	4%
Provide change tables	9	2%
Improved safety (Outside lighting, cameras)	7	2%
Improve appearance/ Upgrade	4	1%
Nothing	20	5%
Don't know	133	34%

### 14.3 Qualitative Findings

Participants in the focus group spoke positively about the public toilet facilities provided by ICC. Participants were satisfied with the quality of existing toilets but noted that there could be an increase in the number of public toilets and the ease of locating them. One participant summed up this satisfaction when they said:



*The quality of what we have is fantastic, especially compared to what we had previously.*

#### 14.3.1 The Number of Public Toilets

Participants agreed there were not enough toilets provided for public use. As one participant put it:



*You're basically begging a favour from a retailer [to use their toilet].*

The group identified a number of sites where they felt toilets should be placed. Key locations that were identified by the group were:

- North Road – by the shopping centre;
- Bainfield Road (in the old Westpac building or by the Countdown);
- Beach entrance. This could be on a septic tank;
- Queens Park by the 9th hole or between the 11th and 12th or just north of Band Rotunda;
- The car park off Queens Drive (particularly due to the popularity of this area with freedom campers);
- Other freedom camping areas;
- Near the St John's cemetery, by the sign for Invercargill;
- Southland Boys tennis courts; and
- Main arterial routes.

#### 14.3.2 Accessible Facilities

Participants felt that ICC needed to provide facilities which are accessible to everyone. A participant articulated this when they said:



*It's not just about disabled people. It's about mothers and babies, it's about making it the same for everybody so there's no discrimination over whether you're in a chair or not.*

In this instance, participants wanted all toilets to be suitable for disabled users and parents. Parents of young children were identified as an important group of toilet users. One participant said:



*I imagine visitors to the city don't need the toilets as much as mums and dads who have gone out with the kids.*

To cater to parents there could be more changing table facilities in the city. These should be metal, and in facilities suitable for prams. There could also be increased provision of nappy disposal bins.

### **14.3.3 How to Find the Public Toilets**

There were some issues around finding public toilets in Invercargill. Participants felt toilets were rarely signposted, and visitors may have difficulty finding one. Only one participant could recall seeing a sign for a public toilet.

ICC could improve this by providing 'big, clear' signs, with symbols as well as words to cater to non-English speaking tourists. Another suggestion was to have a map available to visitors identifying where all the public toilets are.

### **14.3.4 Other Improvements**

Participants made a range of other suggestions to improve the Public Toilets Service in Invercargill. These included:

- Improving the standard of hygiene in some toilets;
- Increase the provision of sanitary disposal bins;
- Assess the need for attendants at toilets, as some participants felt this was a waste of public funding; and
- Increase the amount of consultation with the public about toilets, to make sure community needs are met.

## 15 Community Development

ICC's Community Development service is responsible for assisting individuals, groups and organisations to identify and develop not-for-profit opportunities and to provide advocacy for community services. This includes the provision of advice and information, the administration of funding programmes, the coordination of community based projects and working with youth and other identified sectors.

### 15.1 Insights and Conclusions

- Residents had little understanding of what Community Development involves in Invercargill. Awareness primarily came through involvement in projects;
- The majority of residents feel safe in Invercargill, and the Safer City initiative was rated as the best performing community development initiative;
- Residents believe ICC should continue to be involved in Community Development;
- ICC could improve by consulting with residents more, and publicising community development in the city.

### 15.2 Quantitative Findings

#### 15.2.1 Performance of services

Respondents were asked to rate the performance of the community development initiatives on a simple seven-point Likert scale. As the number of total respondents shows, a significant number of residents had no opinion for each service. This indicates that they are not aware or not familiar with the service. More than half of those that chose to rate each service felt they were performing well:

- Safer Invercargill City (62%);
- Child, Youth and Family Friendly Initiative (60%); and
- Neighbourhood Support (56%).

## 15.1

### Performance of Community Development Initiatives

Total Sample: 388	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents
Safer Invercargill City	62%	10%	21%	32%	28%	7%	1%	1%	197
Child, Youth and Family Friendly Initiative	60%	9%	16%	34%	25%	9%	1%	5%	151
Neighbourhood Support	56%	11%	17%	27%	24%	11%	6%	4%	264

Half or fewer respondents indicated that Community Development was performing well in terms of consultation and overall improvement. These scores indicate that performance in both areas could be improved.

## 15.2 Performance of Community Development Service, Overall

Total Sample: 388	MTG	Very good	6	5	Fair	3	2	Very poor	Total respondents
Overall improvement of Community Development Service in the last 3 years	46%	7%	13%	27%	30%	13%	5%	5%	280
Consultation with residents about Community Development issues	41%	4%	11%	26%	26%	16%	10%	8%	317

Respondents were asked where they think the Community Development Service performs best. Most respondents (75%) were not able to answer this question. The dispersal of comments indicates no particular activity stands out as performing well.

## 15.3 Best Performance by Community Development Services

Total Sample: 388	Number of Respondents	Percentage of Respondents
Assisting groups/ supporting projects	23	6%
Youth/ Children's activities	14	4%
Arts programmes	13	3%
Promotion of events/ activities/ available resources	13	3%
Funding	7	2%
Events	6	2%
Physical fitness/ sports funding	6	2%
Other	33	9%
Don't know	290	75%

### 15.2.2 Awareness

Nearly half (41%) were aware of ICC's funding for physical and arts activities. Awareness predominantly came through involvement in an organisation (36%), or from reading about it in the newspaper (34%).

## 15.4 Awareness of Funding

	Number of Respondents	Percentage of Respondents
Aware of funding	161	41%
Not aware of funding	214	55%
Don't know	13	3%



## 15.5 Reasons for Awareness of Funding

	Number of Respondents	Percentage of Respondents
Involvement with activities/ organisations	58	36%
Newspapers	55	34%
Advertising	25	16%
Word of mouth	23	14%
Newsletters/ brochures	17	11%
Local TV/ Radio	7	4%
Previous funding involvement	5	3%
ICC website	2	1%
Stadium funding	1	1%
Don't know	9	6%

### 15.2.3 Safety

Respondents rated how safe they feel in Invercargill, on a scale ranging from 1 = very unsafe, 4 = neutral, and 7 = very safe. Most respondents felt safe (84%), while 16 respondents felt unsafe to some degree. Those who felt unsafe noted that this tended to be at night.

## 15.6 Safety in Invercargill

Total Sample: 388	More than safe	Very safe	6	5	Neutral	3	2	Very unsafe
Feeling of safety in Invercargill	84%	21%	41%	21%	12%	3%	1%	0%

## 15.7 Location of Unsafe Feeling

	Number of Respondents
CBD at night	6
All areas of Invercargill	3
Invercargill South	3
CBD	2
Invercargill South at night	2
All areas at night	2
Clifton area	1
Around ATM machines at night	1
Parks	1

#### 15.2.4 Improvement to services

Most respondents believed that ICC should be involved in community development projects (88%). Some of these respondents felt that ICC should get involved with all projects (19%) and some indicated youth or child orientated projects (11%) Others felt that ICC should simply provide information and support (11%).

<b>15.8 ICC Involvement with Community Development</b>		
<b>Total Sample: 388</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
ICC should be involved	341	88%
ICC should not be involved	28	7%
Don't know	19	5%

<b>15.9 How ICC Should be Involved</b>		
<b>Sample: ICC should be involved: 341</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
All projects/ Anything for the community	64	19%
Providing information/ support	39	11%
Youth/ children projects	36	11%
Environmental/ Beautification/ Cleanliness	24	7%
Providing funding/ resources	22	6%
Community development projects	20	6%
Providing leadership	16	5%
Family related projects	12	4%
Consultation services	11	3%
Fitness/ Health/ Sports	11	3%
Neighbourhood/ suburban support	11	3%
Safety related	10	3%
Providing promotion	7	2%
South City	7	2%
Other	35	10%
Don't know	96	28%

Respondents were asked what improvements they would like to see to the Community Development Service. Most could not think of any (58%) or felt things were fine as they are (4%). The main improvement suggested by respondents focussed on communication, awareness and promotion (23%) of community development services.

## 15.10 Improvements to Community Development Service

Total Sample: 388	Number of Respondents	Percentage of Respondents
Communication/ Awareness/ Promotion	88	23%
More events/ projects	22	6%
Being involved/ proactive	14	4%
Youth/ children programmes	9	2%
Be more efficient	8	2%
More funds available/ Fair allocation of funds	6	2%
Rejuvenation/ Beautification	4	1%
Service not required/ unnecessary	2	1%
Better scheduling of events	1	0%
Nothing	14	4%
Don't know	224	58%

### 15.3 Qualitative Findings

In general, participants had limited awareness of the scope of community development. While some were involved in community development projects, they lacked knowledge of other projects or community development as a whole.

#### 15.3.1 Specific Community Initiatives

**Child, Youth and Family Friendly Committee:** Some participants were familiar with the Child, Youth and Family Friendly Committee, while others were not. Upon hearing of the group, participants were positive about it, and its potential for community impact. One participant had noted a significant change around the Glengarry area:



*There's just a change in the feel of it...just that things are happening, like the marketing and the cleaning up of the place, working bees and all sorts of things.*

When asked if there were any other areas that could be enhanced under this project, the group focused on dis-used school buildings and shops. Participants liked the idea of turning these buildings into community facilities, to avoid damage or vandalism.

**Safer Invercargill:** This project was associated with neighbourhood support, inner-city development and the volunteer security group. Again, awareness of the role of the group was low amongst participants. Only one was able to identify a specific function of the group. This participant said:



*I know they're the people who monitor the no drinking in the CBD.*



Participants generally felt safe in Invercargill. As one participant said:

*On the whole, I think Invercargill is a fairly safe place.*

One participant indicated that they felt a little unsafe around the library. Another participant noted that the late closing of pubs and sale of synthetic drugs caused some tentativeness around town. However, they also acknowledged that policing alcohol and drug usage was difficult. A participant noted:



*The sale of synthetic drugs...they have set some rules around it, but I don't know if it's enough...the biggest problem is if you put conditions on it – someone has to police it – it has to be doable.*

The congregation of youth was a concern to some participants. One participant said:



*People feel unsafe when youth loiter on the streets.*

**Neighbourhood Safety:** Most group members were aware of neighbourhood safety. One participant noted that having the signs present made them feel safer (even if nothing was physically done to improve safety).

The biggest issue for neighbourhood safety was finding someone to coordinate all the neighbours. Similarly, ensuring the continuation of momentum had proved difficult. A participant felt:



*We had a meeting...then nothing ever came of it...it comes down to who facilitates it.*

Neighbourhood safety was believed to be well publicised. The community newsletters distributed were well received.

The majority of the group felt that the ICC were supportive of neighbourhood support groups. It was acknowledged, however, that an effort was required by the local community. One participant said:



*When you make an effort and you're proactive you get a lot of support...it's entirely up to you and it's the way it should be.*

Participants did feel that the ICC could help them more with the organisation of neighbourhood safety coordinators. At present, there was a lack of communication between coordinators, and each was left to their own devices. The group felt that the ICC was aware of the coordinators in each region, but did nothing to aid organisation among them. One participant said:



*It would be really helpful to see what each other does – a meeting of Neighbourhood Safety Coordinators.*

Another agreed, noting:



*The City ICC seems to know who the coordinators are...they should coordinate the coordinators!*

**South Alive/Glengarry Projects:** Most participants had heard of South Alive and Glengarry, although there was greater awareness of South Alive. One participant felt this was because:



*It has been in the paper a lot so people should be aware of it...but it's [South Invercargill] not a very inviting area.*

There was some knowledge of the 'Adopt a Street' project in the South Alive area. This involves residents 'adopting' a street, and ensuring it is kept clean.

In Glengarry, the group agreed that there was more of a community feel now that the area had been improved. One participant was able to describe some of the changes made in the Glengarry area:



*They've done a few things like mosaic tiles in the shopping area, replacing a beaten up old toilet with one of those flash Exeloo ones, and trying to get empty shops filled.*

Some participants noted that South Alive and Glengarry need further improvement. Participants felt that improvement of these areas is currently community led, and it is appropriate for ICC to provide support but not governance.

**Funding for Sports & Community Groups:** All participants felt that the funding system was working well. Some had applied successfully for funding and had no issues with the process. However, participants did question how much the consideration goes into allocating the funds:



*There are good things that [ICC] support, but I sometimes wonder how seriously they look at these things or if they just hand out money.*

There was a feeling amongst the group that funding should be for groups that are 'real' community groups. That is, groups that have a wide interest base rather than groups that are only of interest to a small number of residents. As one participant noted:



*Things that involve most of the community should receive funding.*

Some group members were under the impression that nearly everyone who applies for funding receives it. Another group member questioned whether there was a cap to the funding but did not think that there was.



The majority of the group felt that Invercargill was well placed for funding sports and community groups. One participant noted:



*Invercargill's really unique in that it has three really big community funders so it's really easy (too easy in my opinion) to get funding, especially for sports...sports is seen by the funders as 'sexy'.*

### **15.3.2 Raising the Awareness of Community Development**

When asked how to increase the awareness of community development in Invercargill and what it does, the group struggled to come up with any ideas. Suggestions provided by the group included:

- Articles in the City ICC newsletter;
- Adverts on the radio; and
- A survey to see what residents want.



## 16 Appendix One: Respondent Profile

16.1 Resident Status		
	Number of Respondents	Percentage of Respondents
ICC residential ratepayer	627	80%
Invercargill resident	130	17%
ICC non-residential ratepayer	20	3%
Don't know	2	0%

16.2 Gender of Respondents		
Gender	Number of Respondents	Percentage of Respondents
Female	438	56%
Male	341	44%

16.3 Age of Respondents		
Age Range (Years)	Number of Respondents	Percentage of Respondents
18-24	80	10%
25-34	108	14%
35-44	141	18%
45-54	150	19%
55-64	129	17%
65+	171	22%

16.4 Length of Residence in Invercargill (Years)		
Years	Number of Respondents	Percentage of Respondents
0-2	13	2%
3-5	25	3%
6-10	57	7%
11-15	58	7%
16-20	83	11%
20+	541	69%
Prefer not to say	2	0%



<b>16.5 Employment Status</b>		
<b>Status</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Full-time	320	41%
Retired	153	20%
Part-time	144	18%
Self-employed	51	7%
Beneficiary	40	5%
Student	37	5%
Not working/ Not on benefit	34	4%

<b>16.6 Children or Grandchildren in Invercargill</b>		
	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Yes	519	67%
No	260	33%

<b>16.7 Ethnicity/Nationality</b>		
<b>Status</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
New Zealander	651	84%
European	271	35%
Maori	58	7%
Pacific Islander	7	1%
Asian	2	0%



## 16.8 Suburb of Respondents

	Number of Respondents	Percentage of Respondents
Waikiwi	70	9%
Glengarry	60	8%
Windsor	56	7%
Richmond	50	6%
Strathern	42	5%
Grasmere	39	5%
Gladstone	38	5%
Appleby	35	4%
Hawthorndale	32	4%
Heidelberg	30	4%
Kingswell	30	4%
Otatara	30	4%
Newfield	27	3%
Georgetown	24	3%
Rosedale	24	3%
Waverley	24	3%
Clifton	23	3%
Myross Bush	21	3%
Bluff	16	2%
Kew	12	2%
Tisbury	11	1%
Avenal	10	1%
CBD area	9	1%
Hargest	9	1%
Rockdale	8	1%
Ascot	7	1%
Kennington	6	1%
Seaward Bush	6	1%
South City	6	1%
West Invercargill	4	1%
Awarua	3	0%
Greenhills	2	0%
Makarewa	2	0%
West Plains	2	0%
Woodend	2	0%
Langshaw Rd (Mill Rd)	1	0%
Mabel Bush	1	0%
Omaui	1	0%
Prestonville	1	0%
Rural area	3	0%
Waihopai	1	0%
Waimatua	1	0%

# 17 Appendix Two: Survey Questionnaire



## Invercargill City Council 2014 Service Level Survey Survey Questionnaire Version 2.4

### PART 1 OF 14: ANIMAL SERVICES

The ICC animal services makes sure dogs are registered and stock is controlled within its boundaries. The staff also provides education on dog care and raises awareness of dog owners' legal obligations.

1. Using a scale from 1 to 7, where 1=very poor, 4=fair and 7=very good, please rate the ICC Animal Services in each of the following areas?

	Very Poor			Fair		Very Good		No Opinion
	1	2	3	4	5	6	7	○
Education about responsible dog care	1	2	3	4	5	6	7	○
Preventing uncontrolled dog behaviour	1	2	3	4	5	6	7	○
Patrolling in parks and reserves	1	2	3	4	5	6	7	○
Providing "dog-friendly" spaces around town	1	2	3	4	5	6	7	○
Holding dog owners responsible for their dog's behaviour	1	2	3	4	5	6	7	○
Holding other animal owners responsible for their animal's behaviour	1	2	3	4	5	6	7	○
Enforcement of Council by-laws	1	2	3	4	5	6	7	○

2. Which of the following Animal Services is most important to you? [READ OUT LIST, SELECT ONE ONLY]

- Education about responsible dog care
- Holding dog owners responsible for their dog's behaviour
- Preventing uncontrolled dog behaviour
- Holding other animal owners responsible for their animal's behaviour
- Patrolling in urban areas
- Patrolling in parks and reserves
- Providing "dog-friendly" spaces around town
- Enforcing Council by-laws
- Registration of Dogs

3. How fast do you generally expect ICC to respond to the following complaint issues?

	Within 30 Minutes	Within 1 Hour	Within 4 Hours	Within 12 Hours	24 Hours or More
Barking/noise	<input type="radio"/>				
Wandering/found dog	<input type="radio"/>				
Fouling	<input type="radio"/>				
Aggressive dog behaviour	<input type="radio"/>				



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4. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate ICC Animal Control in each of the following areas?

	Very Bad			Fair			Very Good		No Opinion
	1	2	3	4	5	6	7	O	
Value for money of dog registration fees	1	2	3	4	5	6	7	O	
Acting on residents' concerns about animal issues	1	2	3	4	5	6	7	O	
Overall improvement of animal control in the last 3 years	1	2	3	4	5	6	7	O	

5. Have you lodged a complaint with ICC Animal Services within the last 2 years?

- Yes  
 No (continue to Q11)

6. What was your complaint about?

- Aggressive dog behaviour  
 Barking/noise  
 Fouling  
 Wandering stock/found dog  
 Other (please specify) \_\_\_\_\_

7. How would you describe the response time? [READ OUT OPTIONS]

- Much faster than expected  
 Faster than expected  
 As expected  
 Slower than expected  
 Much slower than expected

8. Please rate the outcome of your complaint? [READ OUT OPTIONS]  
The complaint was resolved to...

- A much higher standard than expected  
 A higher standard than expected  
 The standard expected  
 A lower standard than expected  
 A much lower standard than expected  
 The complaint was **not** resolved



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9. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the following aspects of your complaint experience?

	Very Bad			Fair				Very Good	No Opinion
	1	2	3	4	5	6	7	O	
Communicating about the complaint	1	2	3	4	5	6	7	O	
Following up on complaints	1	2	3	4	5	6	7	O	
The overall complaint experience	1	2	3	4	5	6	7	O	

10. How could the experience have been improved?

- It was good / no suggestions for improvement
- The complaint could have been followed up
- Faster response to complaint
- Other (please specify) \_\_\_\_\_

11. Please rate whether you were aware of the following Council rules [READ OUT]

- Limit of up to three cats per household following an upheld nuisance complaint.
- Limit of three dogs per household
- Dogs not allowed in city centre

12. What is the Animal Service performing best at?

13. What improvements would you like to see to the Animal Service?



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**PART 2 OF 14: Environmental Health**

The ICC Environmental Health service improves, promotes and protects public health in areas such as food safety, alcohol licensing and noise control.

14. Using a scale from 1 to 7, where 1=very poor, 4=fair and 7=very good, please rate the ICC Environmental Health Service in each of the following areas?

	Very Poor			Fair			Very Good	No Opinion
Ensuring that all places where food is sold are safe	1	2	3	4	5	6	7	○
Ensuring that all places where alcohol is sold are safe	1	2	3	4	5	6	7	○
Regulating hours of operation for places where alcohol is sold	1	2	3	4	5	6	7	○
Protection from noise	1	2	3	4	5	6	7	○
Protection from pollution	1	2	3	4	5	6	7	○
Monitoring and enforcing legislation around alcohol	1	2	3	4	5	6	7	○
Promoting warm and dry housing	1	2	3	4	5	6	7	○

15. Which of the following Environmental Health services is the most important to you: [READ OUT SELECT ONE ONLY]

- Places where food is sold are safe
- Places where alcohol is sold are safe
- Hours of operation for places where alcohol is sold are regulated
- Protection from noise
- Protection from pollution
- Monitoring and enforcement of legislation around alcohol
- Promoting warm and dry housing

16. How fast do you generally expect ICC to respond to the following complaint issues?

	Within 30 Minutes	Within 1 Hour	Within 4 Hours	Within 12 Hours	24 Hours or More
Noise	○	○	○	○	○
Abandoned vehicle	○	○	○	○	○
Rubbish/litter	○	○	○	○	○
Parking	○	○	○	○	○
Drinking in Alcohol-free zones	○	○	○	○	○
Complaints regarding food premises	○	○	○	○	○



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17. Would you expect the ICC to provide you with feedback on when an issue was investigated and resolved?

- Yes
- No

18. How soon after the issue was resolved should ICC provide that feedback?

- Within 30 minutes
- Within 60 minutes
- Within 4 hours
- Within 12 hours
- Within 24 hours
- Within 2 days
- Within 3 or more days

19. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Environmental Health Service in each of the following areas?

	Very Bad			Fair				Very Good	No Opinion
	1	2	3	4	5	6	7	0	
Consultation with residents about Environmental Health issues	1	2	3	4	5	6	7	0	
Overall improvement of Environmental Health service in the last 3 years	1	2	3	4	5	6	7	0	

20. Have you lodged a complaint with the ICC Environmental Health within the last 2 years?

- Yes
- No (skip to Q24)

21. What was your complaint about?

- Noise
- Abandoned vehicle
- Rubbish/litter
- Food safety
- Other (please specify) \_\_\_\_\_



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22. How was the response time? [READ OUT OPTIONS]

- Much faster than expected
- Faster than expected
- As expected
- Slower than expected
- Much slower than expected

23. Did the ICC provide you with feedback on how the complaint was investigated and resolved?

- Yes
- No

24. Do you currently hold a health registration?

- Yes
- No (skip to Q27)

25. Which of the following types of information help you to improve the health standards of your business? [READ OUT, SELECT ALL THAT APPLY]

- Information about health standards supplied by ICC
- Inspections by ICC Officers
- Looking at other, similar premises in town
- Customer feedback
- Information about how to comply with legislation
- Other (please specify) \_\_\_\_\_

26. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate ICC as the health registering authority in each of the following areas?

	Very Bad		Fair			Very Good		No Opinion
	1	2	3	4	5	6	7	0
Fees related to health registering	1	2	3	4	5	6	7	0
Consultation with operators about health issues	1	2	3	4	5	6	7	0

27. Do you currently hold an alcohol licence?

- Yes
- No (skip to Q29)



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28. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC as the alcohol licencing authority perform in each of the following areas?

	Very Bad			Fair			Very Good	No Opinion
	1	2	3	4	5	6	7	○
The speed at which licensing applications are processed	1	2	3	4	5	6	7	○
Helping my business to meet regulatory standards	1	2	3	4	5	6	7	○
Processing applications fairly	1	2	3	4	5	6	7	○

29. What is the ICC Environmental Health Service performing best at?

30. What improvements would you like to see to the ICC Environmental Health Service?



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**PART 3 OF 14: Parking**

The ICC Parking Service monitors parking meters as well as restricted areas, and removes vehicles left abandoned. They also promote good driver behaviour around schools.

31. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, how good is the ICC Parking Service in each of the following areas?

	Very Bad		Fair			Very Good		No Opinion
	1	2	3	4	5	6	7	○
Patrolling parking space in the main shopping area	1	2	3	4	5	6	7	○
Patrolling parking space around schools/colleges	1	2	3	4	5	6	7	○
Patrolling parking space throughout they city	1	2	3	4	5	6	7	○
Patrolling disability parking spaces	1	2	3	4	5	6	7	○
Appropriate fees are charged for day/weekly parking in the CBD	1	2	3	4	5	6	7	○

32. Which of the following services is most important to you [READ OUT, SELECT ONE ONLY]

- Patrolling parking space in the main shopping area
- Patrolling parking space around schools/colleges
- Patrolling parking space throughout the city
- Patrolling disability parking spaces

33. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Parking Service in each of the following areas? ASK ALL

	Very Bad		Fair			Very Good		No Opinion
	1	2	3	4	5	6	7	○
Acting on residents' concerns about parking issues	1	2	3	4	5	6	7	○
Overall improvement of Parking Service in the last 3 years	1	2	3	4	5	6	7	○

34. What is the ICC Parking Service performing best at?

35. What improvements would you like to see to the ICC Parking Service?



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**PART 4 OF 14: Resource Management**

The ICC Resource Management service promotes sustainable management of the district in accordance with the RMA 1991. The department develops the District Plan, processes resource consent applications and promotes public awareness of environmental issues through education.

36. Using a scale from 1 to 7, where 1=don't agree at all, 4=partially agree and 7=very much agree, please rate how you feel about Invercargill in each of the following areas?

	Don't Agree at All			Partially Agree			Very Much Agree	No Opinion
We take care of our environment	1	2	3	4	5	6	7	<input type="radio"/>
We get encouraged to take care of our natural resources	1	2	3	4	5	6	7	<input type="radio"/>
New business and residential developments integrate well into the city	1	2	3	4	5	6	7	<input type="radio"/>
ICC encourages development in Invercargill	1	2	3	4	5	6	7	<input type="radio"/>

37. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Resource Management Service in each of the following areas?

	Very Bad			Fair			Very Good	No Opinion
Consultation with residents about Resource Management issues	1	2	3	4	5	6	7	<input type="radio"/>
Overall improvement of Resource Management Service in the last 3 years	1	2	3	4	5	6	7	<input type="radio"/>

38. Have you applied for a resource consent within the last 2 years?

- Yes
- No (skip to Q45)

39. In what capacity did you apply for your resource consent?

- As an individual
- As an industry professional

40. Was the consent:

- Notified
- Non-notified



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41. How long did your resource consent take to get processed?

- 1-2 weeks
- 3-4 weeks
- 1-2 months
- 3-4months
- 5+ months

42. How long do you expect a similar resource consent process to take?

- 1-2 weeks
- 3-4 weeks
- 1-2 months
- 3-4months
- 5+ months

43. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Resource Management Service in each of the following areas?

	Very Bad			Fair			Very Good	No Opinion
	1	2	3	4	5	6	7	○
Clarity of material provided	1	2	3	4	5	6	7	○
Consistency of information provided	1	2	3	4	5	6	7	○
Customer service provided by ICC staff	1	2	3	4	5	6	7	○
Helpfulness of advice given by ICC staff	1	2	3	4	5	6	7	○
Availability of the officer in charge of my application throughout the whole process	1	2	3	4	5	6	7	○
Accuracy of cost estimate before submitting the application	1	2	3	4	5	6	7	○
Compelling explanation why application was put on hold and asked for further information to be provided	1	2	3	4	5	6	7	○
Clarity of any conditions imposed	1	2	3	4	5	6	7	○
Reasonableness of the decision regarding my application	1	2	3	4	5	6	7	○
Fairness of the hearings panel	1	2	3	4	5	6	7	○
Encouragement to minimise the effect of my development work on natural resources	1	2	3	4	5	6	7	○
Reasonableness of fees	1	2	3	4	5	6	7	○



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44. Which of the following services is the most important to you? [READ OUT, SELECT ONE ONLY]

- Clarity of material provided
- Helpful advice given by ICC staff
- Reasonable fees
- Accuracy of cost estimate
- Compelling explanation why application was put on hold
- Fairness of the hearings panel
- Reasonableness of the decision regarding my application
- Clarity of any conditions imposed
- Availability of the officer throughout the whole process
- Minimise the effect on natural resources
- Encouraging development in Invercargill

**ASK ALL**

45. Do you think the ICC should be investing in a system to allow on-line resource consent submission?

- Yes
- No
- Unsure/Don't know

46. What is the ICC Resource Management Service performing best at?

47. What improvements would you like to see to the ICC Resource Management Service?

- Cost of the process
- More knowledgeable staff
- More consistency in the information provided
- Unsure/Don't know
- Other (please specify) \_\_\_\_\_



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**PART 5 OF 14: Building Consents**

The ICC Building Consents service provides help and advice to the general public, trades people and designers on what is required to meet the requirements of the Building Act 2004. It also carries out inspections, investigates any reported problems, and processes applications for Code Compliance Certificates and Warrants of Fitness for buildings amongst others.

48. Using a scale from 1 to 7, where 1=don't agree at all, 4=partially agree and 7=very much agree, how do you feel about building work in Invercargill in each of the following areas?

	Don't agree at all			Partially agree			Very much agree	No Opinion
Public buildings are safe and of good standard	1	2	3	4	5	6	7	○
Private buildings are safe and of good standard	1	2	3	4	5	6	7	○

49. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Building Consents (BC) Service in each of the following areas?

	Very Bad			Fair			Very Good	No Opinion
Consultation with residents about Building Consent issues	1	2	3	4	5	6	7	○
Overall improvement of the Building Consent Service in the last 3 years	1	2	3	4	5	6	7	○

50. Have you applied for a building consent within the last 2 years?

- Yes
- No (skip to Q56)

51. Under what capacity did you apply for your building consent?

- As an individual
- As a builder/tradesman/developer/designer

52. How long did your building consent take to get processed - including requests from Council for more information?

- 1 week
- 2 weeks
- 3-4 weeks
- 1-2 months
- 3+ months



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53. How long do you expect such a building consent process to take?

- 1 week
- 2 weeks
- 3-4 weeks
- 1-2 months
- 3+ months

54. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Building Consents Service in each of the following areas?

	Very Bad			Fair			Very Good	No Opinion
	1	2	3	4	5	6	7	0
Consistency of the information provided	1	2	3	4	5	6	7	0
Clarity of material provided	1	2	3	4	5	6	7	0
Helpfulness of advice given by ICC staff	1	2	3	4	5	6	7	0
Ease of use of the Fee Sheet	1	2	3	4	5	6	7	0
Compelling explanation why application put on hold and asked for further information to be provided	1	2	3	4	5	6	7	0
Clarity of any conditions imposed	1	2	3	4	5	6	7	0
Reasonableness of inspector's decisions	1	2	3	4	5	6	7	0
Reasonableness of fees	1	2	3	4	5	6	7	0
Update on news in the building sector (e.g., newsletter)	1	2	3	4	5	6	7	0
Availability of building inspectors	1	2	3	4	5	6	7	0
Following guidelines set out by MBIE for amendments to consents	1	2	3	4	5	6	7	0
Consistency of inspectors	1	2	3	4	5	6	7	0
Communication throughout the process	1	2	3	4	5	6	7	0



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55. Which of the following services is the most important to you? [READ OUT, SELECT ONE ONLY]

- Clarity of material provided
- Consistency of the information provided
- Helpful advice given by ICC staff
- Reasonableness of fees
- Accuracy of cost estimate before submitting the application
- Reasonableness of inspector's decisions
- Compelling explanation why application put on hold
- Clarity of any conditions imposed
- Updates on building sector news (e.g., newsletter)
- Availability of inspectors
- Following guidelines set out by MBIE for amendments to consents
- Consistency across inspectors
- Communication throughout the process

**ASK ALL**

56. Are you aware that the ICC provides a checklist to those lodging a consent to ensure all criteria are met?

- Yes
- No
- Unsure/Don't know

57. Do you think the ICC should be investing in a system to allow on-line building consent applications?

- Yes
- No
- Unsure/Don't know

58. What is the ICC Building Consents Service performing best at?

59. What improvements would you like to see to the ICC Building Consents Service?

- Speed of the process
- Cost of the process
- More knowledgeable staff
- More consistency in the information provided
- ICC to employ an engineer rather than outsourcing
- Unsure/Don't know
- Other (please specify) \_\_\_\_\_



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### PART 6 OF 14: Passenger Transport

The ICC contracts for a bus service within the Invercargill urban area to provide an affordable, safe, responsive and sustainable transport system.

**60.** How frequently do you catch a bus in Invercargill? [READ OUT OPTIONS]

- Daily (skip to Q63)
- Multiple times a week (skip to Q63)
- Weekly (skip to Q63)
- Fortnightly (skip to Q63)
- Monthly (skip to Q63)
- Less often

**61.** When was the last time you caught a bus in Invercargill?

- Within the last 6 months (skip to Q63)
- Between 6 months and 1 year (skip to Q63)
- 1 to 2 years ago
- Over 2 years ago
- Never

**62.** Why do you not use the bus service or use it more regularly?

- Prefer to drive
- Prefer to cycle/ walk
- It is more convenient to drive
- The bus routes are inconvenient for me
- Bus timetable is not convenient
- I don't like taking the bus
- Other (please specify) \_\_\_\_\_ (Now skip to Q68)



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63. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, how good is the bus service in each of the following areas?

	Very Bad			Fair			Very Good	No Opinion
	1	2	3	4	5	6	7	○
Providing routes where passengers want to go	1	2	3	4	5	6	7	○
Providing a suitable timetable	1	2	3	4	5	6	7	○
Determining which bus to catch and where	1	2	3	4	5	6	7	○
Providing an easy to use bus service	1	2	3	4	5	6	7	○
Value for money in terms of fare paid	1	2	3	4	5	6	7	○

64. Are you aware of the text timetable service available through your cell phone? [READ OUT OPTIONS]

- No
- Yes, but I have never used it
- Yes, I have tried to use it but couldn't
- Yes, I have use it successfully
- Don't know

65. Have the recent changes to the bus timetables and routes had an effect on your use of the bus service? [READ OUT OPTIONS]

- No
- Yes, I use it more often
- Yes, I use it less often

66. Have you used a Smart Card to pay for your journey?

- Yes
- No (skip to Q68)

67. How easy was it to understand how to use the Smart Card?

- Very easy
- Easy
- Neither easy nor hard
- Hard
- Very hard



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**ASK ALL**

68. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, how good is the bus service in each of the following areas?

	Very Bad		Fair			Very Good		No Opinion
	1	2	3	4	5	6	7	O
Consultation with residents about bus services	1	2	3	4	5	6	7	O
Overall improvement of the bus service in the last 3 years	1	2	3	4	5	6	7	O

69. What is the bus service performing best at?

70. What improvements would you like to see to the bus service?



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**PART 7 OF 14: HOUSING CARE**

The ICC provides adequate affordable housing for citizens who meet Council's entry criteria. Council owns 21 complexes providing 215 units in Invercargill and Bluff.

71. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Housing Care Service in each of the following areas?

	Very Bad			Fair			Very Good	No Opinion
	1	2	3	4	5	6	7	○
Provision of enough affordable housing to meet the needs of the elderly, disabled or mentally impaired in Invercargill	1	2	3	4	5	6	7	○
Maintaining the housing stock	1	2	3	4	5	6	7	○
Ensuring the housing stock is suitable for the needs of the users (e.g., disabled users, mentally impaired users)	1	2	3	4	5	6	7	○
Ensuring the housing stock is well insulated, energy efficient and meets current safety standards	1	2	3	4	5	6	7	○
Response to requests for service.	1	2	3	4	5	6	7	○

72. Which of the following services is the most important to you? [READ OUT OPTIONS, SELECT ONE ONLY]

- Provision of an enough affordable housing for the needs of Invercargill residents
- Maintaining the housing stock
- Ensuring the housing stock is suitable for the needs of the users (e.g., disabled users, mentally impaired users)
- Ensuring the housing stock is well insulated, energy efficient and meet current safety standards
- Providing additional support to housing tenants via other services (e.g., mental support)

73. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, how good is the ICC Housing Care Service in each of the following areas?

	Very Bad			Fair			Very Good	No Opinion
	1	2	3	4	5	6	7	○
Consultation with residents about housing care issues	1	2	3	4	5	6	7	○
Overall improvement of housing in the last 3 years	1	2	3	4	5	6	7	○



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74. Should the ICC continue to provide housing without drawing money from Rates?

- Yes
- No
- Don't know/unsure

75. Should the ICC continue to provide low cost housing for the elderly / disabled?

- Yes
- No
- Don't know/unsure

76. Should the ICC instigate a rental Warrant of Fitness system for all rental properties (not just Council-owned properties)?

- Yes
- No
- Don't know/unsure

77. What is the ICC Housing Care Service performing best at?

78. What improvements would you like to see to the ICC Housing Care Service?



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**PART 8 OF 14: LIBRARIES**

The ICC operates two libraries, a central library in the CBD and a small branch library in Bluff.

**79.** Are you a member of the ICC Library?

- Yes (skip to Q81)
- No

**80.** Why not?

- Don't read
- Read e-books
- Buy books
- The library doesn't have books I'm interested in reading
- Other (please specify) \_\_\_\_\_ Now skip to Q88

**81.** How often do you visit an ICC Library?

- Several times a week
- Once a week
- At least once a month
- At least once every six month
- At least once annually
- Less frequently than annually

**82.** Using a scale from, 1 to 7, where 1= very bad, 4 = fair and 7=very good, please rate the ICC Library Service in the following areas?

	Very Bad		Fair			Very Good		No Opinion
	1	2	3	4	5	6	7	○
Libraries being up to date with users' needs (e.g., on-line access, e-books)	1	2	3	4	5	6	7	○
Publicising the services they offer (other than book hire)	1	2	3	4	5	6	7	○
Catering to the needs of all Invercargill residents	1	2	3	4	5	6	7	○
Access to free internet / wi-fi	1	2	3	4	5	6	7	○
Keeping up with international trends	1	2	3	4	5	6	7	○
Service from library staff	1	2	3	4	5	6	7	○



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**83.** Which of the following services is the most important to you? [READ OUT OPTIONS, SELECT ONE ONLY]

- Libraries being up to date with users' needs (e.g., on-line access, e-books)
- Publicising the services they offer (other than book hire)
- Catering to the needs of all Invercargill residents
- Access to free internet / wi-fi
- Keeping up with international trends
- Service from library staff

**84.** Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, how good is the ICC Library Service in each of the following areas?

	Very Bad			Fair				Very Good	No Opinion
	1	2	3	4	5	6	7	<input type="radio"/>	
Consultation with residents about library issues	<input type="radio"/>								
Overall improvement of library service in the last 3 years	<input type="radio"/>								

**85.** Are you aware of the recent changes that have occurred in the library's opening hours?

- Yes
- No (skip to Q 87)

**86.** How has this change affected your use of the library?

- I use it more often
- I use it less often
- It has made no difference



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87. What is the best way for the library to communicate with you?

- Phone
- Mail/ Letter
- Social media (Facebook, Twitter etc)
- Text message
- Email
- Don't know
- Other (specify) \_\_\_\_\_

88. What is the ICC Library Service performing best at?

89. What, if any, improvements could be made to the library to improve usage?

90. What improvements would you like to see to the ICC Library Service in general?



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**PART 9 OF 14: Urban Rejuvenation**

The ICC encourages community-led urban rejuvenation projects in different neighbourhoods throughout the district. Council considers applications for funding from urban rejuvenation groups and has \$100,000 available for community projects.

91. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Urban Rejuvenation Service in each of the following areas?

	Very Bad			Fair			Very Good	No Opinion
Actively helping groups undertaking Urban Rejuvenation	1	2	3	4	5	6	7	○
Being proactive towards Urban Rejuvenation	1	2	3	4	5	6	7	○
Working with community groups towards a common goal	1	2	3	4	5	6	7	○
Communicating with community groups	1	2	3	4	5	6	7	○
Providing a clear vision for the City	1	2	3	4	5	6	7	○
Promoting the work being undertaken by community groups	1	2	3	4	5	6	7	○
Contributing labour to Urban Rejuvenation	1	2	3	4	5	6	7	○
Getting things done with regard to Urban Rejuvenation	1	2	3	4	5	6	7	○

92. Which of the following services is the most important to you? [READ OUT OPTIONS, SELECT ONE ONLY]

- Actively helping groups undertaking Urban Rejuvenation
- Being proactive towards Urban Rejuvenation
- Working with community groups towards a common goal
- Communicating with community groups
- Promoting the work being undertaken by community groups
- ICC contributing labour to Urban Rejuvenation
- ICC getting things done with regard to Urban Rejuvenation

93. What ICC Urban Rejuvenation projects are you aware of? [DO NOT READ LIST]

- Glengarry
- Windsor Small Business Group
- South City / South Alive
- Bluff 2024
- Other (specify)



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94. What areas, if any, in Invercargill do you think need Urban Rejuvenation? [TICK ALL THAT APPLY]

- Glengarry
- Windsor
- South City
- Bluff
- Waikiwi
- Other (specify)

95. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, how good is the ICC Urban Rejuvenation Service in each of the following areas?

	Very Bad			Fair				Very Good	No Opinion
	1	2	3	4	5	6	7	<input type="radio"/>	
Consultation with residents about Urban Rejuvenation issues	1	2	3	4	5	6	7	<input type="radio"/>	
Overall improvement of Urban Rejuvenation Service in the last 3 years	1	2	3	4	5	6	7	<input type="radio"/>	

96. Have you been involved in any ICC Urban Rejuvenation projects?

- Yes
- No (Skip to Q98)

97. What projects have you been involved in?

98. How could the Council raise awareness of Urban Rejuvenation in the city?

99. Do you think the Council should introduce differential rates for communities to fund projects?

- Yes
- No
- Don't know

100. What is the ICC Urban Rejuvenation Service performing best at?

101. What improvements would you like to see to the ICC Urban Rejuvenation Service?



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**PART 10 OF 14: POOLS**

The ICC provides pool facilities at Splash Palace for the health and enjoyment of the community, and also so that people can learn to swim and learn water safety.

**102.** Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Pool Service in each of the following areas?

	Very Bad			Fair				Very Good	No Opinion
	1	2	3	4	5	6	7	0	
Providing adequate pool space for sports teams	1	2	3	4	5	6	7	0	
Providing adequate pool space for recreational swimmers	1	2	3	4	5	6	7	0	
Providing enough seating for spectators	1	2	3	4	5	6	7	0	
Balancing the needs of sports teams and recreation swimmers (especially in terms of space provided)	1	2	3	4	5	6	7	0	
Charging appropriate fees for casual swimmers	1	2	3	4	5	6	7	0	
Charging appropriate fees for sports teams	1	2	3	4	5	6	7	0	
The service provided by pool staff	1	2	3	4	5	6	7	0	

**103.** Which of the following services is the most important to you? [READ OUT OPTIONS, SELECT ONE ONLY]

- Providing adequate pool space for sports teams
- Providing adequate pool space for recreational swimmers
- Adequate seating for spectators
- Balancing the needs of sports teams and recreation swimmers (especially in terms of space provided)
- Charging appropriate fees for casual swimmers
- Charging appropriate fees for sports teams
- Service provided by pool staff



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104. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, how good is the ICC Pool Service in each of the following areas?

	Very Bad		Fair			Very Good		No Opinion
	1	2	3	4	5	6	7	0
Consultation with residents about pool issues	1	2	3	4	5	6	7	0
Overall improvement of pools in the last 3 years	1	2	3	4	5	6	7	0

105. Do you think the recent upgrades to Splash Palace have been worthwhile?

- Yes
- No
- Don't know/unsure

106. Why/ Why not?

107. What other facilities would you like to see at Splash Palace?

- More pool space
- Deeper pools
- Specific sporting resources
- Other (please specify) \_\_\_\_\_

108. What is the ICC Pool Service performing best at?

109. What improvements would you like to see to the ICC Pool Service?



**Invercargill City Council 2014 Service Level Survey  
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**PART 11 OF 14: PUBLIC TOILETS**

The ICC provides public toilets throughout the Invercargill District, excluding those located in Parks and Reserves. Council's preference is to install and maintain 24 hour automated toilets.

**110.** Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, how good is the ICC Public Toilets Service in each of the following areas?

	Very Bad			Fair				Very Good	No Opinion
	1*	2*	3*	4	5	6	7	○	
Providing an adequate number of public toilets around Invercargill and Bluff**	1	2	3	4	5	6	7	○	
Ensuring toilets are clean and well maintained	1	2	3	4	5	6	7	○	
Providing toilets that meet the needs of all residents (e.g., disabled, mothers)	1	2	3	4	5	6	7	○	
Ensuring public toilets are well sign-posted	1	2	3	4	5	6	7	○	

*\*\*If rated 1, 2 or 3 for "Providing an adequate number of public toilets around the area" ASK, otherwise go to Q112: In which areas do there need to be some or more public toilets?*

**111.** Which of the following services is the most important to you? [READ OUT OPTIONS, SELECT ONE ONLY]

- Providing an adequate number of public toilets around Invercargill and Bluff.
- Ensuring toilets are clean and well maintained
- Providing toilets that meet the needs of all residents (e.g., disabled, mothers)
- Ensuring public toilets are well sign-posted

**112.** Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, how good are the ICC Public Toilets Service in each of the following areas?

	Very Bad			Fair				Very Good	No Opinion
	1	2	3	4	5	6	7	○	
Consultation with residents about public toilet issues	1	2	3	4	5	6	7	○	
Overall improvement of public toilets in the last 3 years	1	2	3	4	5	6	7	○	



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**113.** What improvements do you think should be made to public toilets in Invercargill or Bluff? [SELECT AS MANY AS APPLY]

- All toilets should be manned
- More change tables/ nappy disposal facilities
- More sanitary disposal facilities
- Need to be cleaned more often
- Need to be updated
- Other (please specify) \_\_\_\_\_

**114.** What is the ICC Public Toilets Service performing best at?

**115.** What improvements would you like to see to the Public Toilets service?



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**PART 12 OF 14: Community Development**

The ICC Community Development department is responsible for assisting individuals, groups and organisations to identify and develop not-for-profit opportunities and to provide advocacy for community services. This includes the provision of advice and information, the administration of funding programmes, the coordination of community based projects and working with youth and other identified sectors.

**116.** Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Community Development initiatives in Invercargill? If you are unaware of any initiative, please let me know.

	Very Bad			Fair			Very Good	Unaware of Initiative
	1	2	3	4	5	6	7	O
Child, Youth and Family Friendly Initiative	1	2	3	4	5	6	7	O
Safer Invercargill City	1	2	3	4	5	6	7	O
Neighbourhood Support	1	2	3	4	5	6	7	O

**117.** Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, please rate the ICC Community Development Service in each of the following areas?

	Very Bad			Fair			Very Good	No Opinion
	1	2	3	4	5	6	7	O
Consultation with residents about Community Development issues	1	2	3	4	5	6	7	O
Overall improvement of Community Development Service in the last 3 years	1	2	3	4	5	6	7	O

**118.** Should the Council be involved in community development projects?

- Yes
- No (Skip to Q121)
- Don't know/unsure (Skip to Q121)

**119.** If yes, what?



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120. Please rate how safe you feel in Invercargill on a scale of 1 to 7, where 1=very unsafe, 4=neutral and 7 = very safe

	Very Unsafe			Neutral			Very Safe	No Opinion
How safe do you feel in Invercargill?*	1	2	3	4	5	6	7	0

121. \*\*If rated 1,2 or 3 ASK, otherwise go to Q135: 3  
Where do you feel unsafe?

122. Are you aware of the Council's funding for physical activity and arts activities?

- Yes
- No (Skip to Q125)
- Don't know/unsure (Skip to Q125)

123. If yes, **how**?

124. What is the ICC Community Development Service performing best at?

125. What improvements would you like to see to the ICC Community Development Service?



**Invercargill City Council 2014 Service Level Survey  
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**PART 13 OF 14: General Aspects of ICC Community and Regulatory Functions Service Performance**

126. Which of the following services is the most important to you?

- Animal Services
- Building Consents
- Environmental Health
- Parking
- Resource Management
- Passenger Transport (Buses)
- Housing Care
- Libraries
- Urban Rejuvenation
- Pools
- Public Toilets
- Community Development

127. Using a scale from 1 to 7, where 1=very bad, 4=fair and 7=very good, overall, please rate the ICC Regulatory Functions performance in each of the following areas?

	Very Bad			Fair				Very Good	No Opinion
	1	2	3	4	5	6	7	<input type="radio"/>	
Protecting my quality of life, safety and rights as a citizen	1	2	3	4	5	6	7	<input type="radio"/>	
Staff are helpful in assisting to understand processes	1	2	3	4	5	6	7	<input type="radio"/>	
There is consistency in decision making	1	2	3	4	5	6	7	<input type="radio"/>	
The service units have integrity	1	2	3	4	5	6	7	<input type="radio"/>	
ICC is easier to deal with than other local authorities	1	2	3	4	5	6	7	<input type="radio"/>	
I feel confident that complaints are investigated and resolved	1	2	3	4	5	6	7	<input type="radio"/>	
Management and Councillors seem to work in harmony	1	2	3	4	5	6	7	<input type="radio"/>	

128. Do you have any further comments for ICC about any of the services discussed today?



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**PART 14 OF 14: General Respondent Profile**

**129.** Which resident status applies to you?

- ICC residential ratepayer
- ICC non-residential ratepayer
- Invercargill resident
- Other (please specify) \_\_\_\_\_

**130.** Gender (Interviewer: DO NOT ASK; JUST NOTE)

- Male
- Female

**131.** Age:

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Prefer not to say

**132.** Years lived in Invercargill

- 0-2
- 3-5
- 6-10
- 11-15
- 16-20
- 20+
- Prefer not to say

**133.** Current employment status:

- Full-time
- Self-employed
- Part-time
- Beneficiary
- Student
- Retired
- Other



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**134.** Do you have children or grand-children living in Invercargill

- Yes
- No

**135.** Ethnicity/ Nationality

- New Zealander
- Maori
- Pacific Islander
- Asian
- European
- Other (please specify)

**136.** Which suburb of Invercargill do you live in?

- |                                       |   |                                    |
|---------------------------------------|---|------------------------------------|
| <input type="radio"/> CBD area        | <input type="radio"/> West Invercargill     | <input type="radio"/> Richmond     |
| <input type="radio"/> Avenal          | <input type="radio"/> Glengarry             | <input type="radio"/> Windsor      |
| <input type="radio"/> Hawthorndale    | <input type="radio"/> Heidelberg            | <input type="radio"/> Strathern    |
| <input type="radio"/> Appleby         | <input type="radio"/> Newfield              | <input type="radio"/> Georgetown   |
| <input type="radio"/> Kingswell       | <input type="radio"/> Clifton               | <input type="radio"/> Otatara      |
| <input type="radio"/> Kennington      | <input type="radio"/> Rockdale              | <input type="radio"/> Greenhills   |
| <input type="radio"/> Omaui           | <input type="radio"/> Green Point           | <input type="radio"/> Bluff        |
| <input type="radio"/> Waimatua        | <input type="radio"/> Tisbury               | <input type="radio"/> Seaward Bush |
| <input type="radio"/> Myross Bush     | <input type="radio"/> Waverley              | <input type="radio"/> Gladstone    |
| <input type="radio"/> Prestonville    | <input type="radio"/> Grasmere              | <input type="radio"/> Makarewa     |
| <input type="radio"/> Waikiwi         | <input type="radio"/> Lorneville            | <input type="radio"/> Waihopai     |
| <input type="radio"/> New River Ferry | <input type="radio"/> Other (specify) _____ |                                    |

Thank respondent and close.

## 18 Appendix Three: Verbatim Comments

Animal Service: If a dog attacks they should be immediately put down and the owners shouldn't be let off. Female 18-24

Basically pretty happy with my own experiences. I feel that they are accessible whenever needed. Male 65+

Be pro-active about demolishing dangerous buildings and making others safe. Show more leadership and integrity in choice of designers and engineers. Cheapest isn't always best. Female 45-54

Better patrols for roaming dogs. Male 35-44

Big improvement in the last 3-4 years. Better communication. Younger councillors making a difference. Moving with the times. Male 55-64

Broken kerb crossing - Council said it would be fixed in April, but still waiting. Female 55-64

Building consent fees/charges should be based on the work undertaken by the ICC - i.e. based on number of inspections required - rather than calculated as a percentage of the total cost of the job. (NB: Respondent stated that the building consent charge is based on the proposed square metreage of the build.) Building consent fees should be based on the actual work undertaken by ICC staff (e.g. inspections) rather than the overall square metreage/area of the job. Charging too much for building consents is going to stymie growth. I would like council to return to the original process which was based on number of inspections required. Male 35-44

Building Consent procedure needs to be improved; Frontline customer service needs to be improved; Management leadership needs to be in harmony; Better street lighting desperately needed for a safer city, Female 45-54

Building consent process should be sped up, Male 65+

Building Consents - doubling up on questions. One group of questions followed up with more questions, which is holding up the consents process. When I'm chasing a consent no-one tells me there is an issue until I get notified by mail, should be notified by email. Fees are incredible - double what the District Council would charge, Male 45-54

Building inspectors need to be made to speak to local suppliers; Building inspectors interpret things differently. Male 45-54

Bus routes are inconvenient, Female 55-64

Bus service has room for improvement. There is nothing at night-time and the buses could run twice as often and be half the size they are. Female 65+

Change your Council members; Too many "Old School" when we need fresh faces, Female 25-34

Cheaper swimming lessons for people with a community services card, Female 35-44

Closer monitoring of money spent on top of the line vehicles for staff; These vehicles should display council identification and should only be used for council business by employees only, Female 55-64

Community development- pretty grateful for what's been put into the new stadium, Male 35-44

Community housing is an important factor at the moment and that has been very poorly looked after, Female 65+

Concerned about the city at night when the pubs are open. Maybe have police roaming around and good security staff to keep an eye on things, Male 55-64

Concerned that the ICC is putting out feelers to take away older fires. I would like to retain them, especially with the cold southern winters. Female 55-64

Could improve communications within themselves. When one staff member is away, there should be someone left to fill their place who has enough knowledge to offer customers the right advice. Otherwise staff members individually seem nice, Female 18-24

Council doesn't work perfectly but then, do any?, Male 65+

Council need to realise who they work for. Faster building consent turnaround, Male 35-44

Council needs to make the information regarding all services more accessible, Female 25-34

Council needs to spend more time on core services - e.g. water, streets/footpaths, roading, sewerage - not trendy projects and promotions. Put at least 75% of Council resources into core services - i.e. time and staff. The other non-core services are more for private enterprise e.g. Promotions and activities that bring people into the city. City needs good infrastructure the most. Invercargill has strong organisations, e.g. ILT, who can help with non-core services. I have no confidence in the Council's city upgrade - not confident Council can accurately predict how much it will cost, or where it should be spent. Previous Council efforts to rejuvenate CBD have failed - e.g. CBD now is has 3 or 4 split business districts. Wachner Place is a prime example of an unwise way to spend money. (He is a CBD retailer), Male 45-54

Councillors should listen to the ratepayers, Female 45-54

Customer Service - Unwilling to pass call to the correct person if they don't know the answer. Think they know best and don't understand, Female 65+

Dead City Centre, Male 65+

Decrease the rates, Female 45-54

Didn't know they did so much, you never see anything unless Tim does something. Male 65+



Difference in charges for neutered and unneutered dogs - to encourage less littering, Female 18-24

Discount for ratepayers on everything, ratepayers should get things cheaper than non-ratepayers, Male 35-44

Do a bit more in regulating what types of fuel people use in their open fires or burners, especially during this time of year with odours and smog, Male 55-64

Do more for the welfare of caged animals, Male 35-44

Do something about the dairy farming and do something about the water fluoridation, Female 18-24

Dog control - they need to be more proactive. When you ring up they try to get you to catch the dog yourself rather than them coming out and doing it, Male 18-24

Dog unfriendly city, Female 35-44

Don't narrow the streets, Male 65+

Don't waste money on a Central City upgrade, Female 45-54

Earthquake Risk - not informed about that much, Male 65+

Elles Road reserve needs better maintenance (lawn mowing), Female 45-54

Encourage outside investment in land/property in Invercargill; Encourage more international students to study at the Polytechnic - and improve communication; Improve reaction/response times to complaints (took 6 months to respond to a complaint about water coming on to my property from neighbouring property - very slow, arrogant and rude attitude from the disinterested building inspector); Excellent noise control from ICC - however it needs to be enforced that the Bass booster needs to be turned off; Why do I have to pay the same rates, being on a small property (which is cross-leased so not the responsibility of the council) and earning less income, as those living in North Invercargill on larger properties and earning higher salaries?, Male 55-64

Encourage people to build new houses that are attractive. Houses older than 20 years should have a two yearly warrant of fitness test. Male 18-24

Find the Council segment on Q-TV interesting - on in first week of the month? Public ring up and Council look into their problems. Female 65+

Follow up complaints from the public. Female 35-44

General customer service is very poor, and generally unhelpful throughout ICC. Female 35-44

Generally doing a good job, Male 35-44

Get cracking don't just talk about it. Don't waste money on councillor's overseas trips all the time - you have skype etc. Keep rates down don't increase them. Streamline costs and prevent waste. Be more efficient. Male 55-64

Get rid of Shadbolt, Male 55-64

Get their act together. Be more productive towards the city upgrade. Female 55-64

Going well, Male 35-44

Good dog owners should have reduced registration fees. Female 25-34

Good to find out the council rules about the 3 dog limit;, Male 25-34

Got to listen to the little people, they have a lot to say and it is a big thing for those concerned. The parks and reserves are well maintained. Female 55-64

Happy overall, Female 18-24

Happy with what the ICC is doing and they do a fantastic job; Local Bluff community board do a fantastic job also, Female 55-64

Hopefully they read the results of the survey, Male 65+

Hopes the library will continue the way that it is, I use it regularly, Male 65+

I don't feel that the Otatara ratepayers get any services for the rates they pay;, Female 45-54

I don't think we need a gym at Splash Palace, Male 25-34

I feel that they need to put real emphasis on their human resource. Male 55-64

I have concerns about conditions at the recycling centre. The conditions are very unsanitary and cause workers to become sick. Masks are not provided. There is an issue with people putting dog poo in the bins which goes to the recycling centre, which is also a health issue for the workers. I am appalled at the conditions employees work in, especially for the disabled employees. I have made a complaint and did not hear back. It would be nice to have been informed of outcomes. I want to know what will be done about keeping dog poo out of the recycling. Raise awareness of how to use the bins appropriately. Female 65+

I have had dealings with the Council over the last few years and they have been most unhelpful; They need to be more considerate to me as I'm a rate payer; Customer service needs to be improved. Female 55-64

I think for the future we need to be putting more resources into environmental problems in a more practical way. Female 25-34



I think it's great Tim Shadbolt answers his telephone personally if general public is needing advice and arranges meetings, Female 45-54

I think sometimes some of the councillors don't actually live in the 'real world' & some of their decisions aren't in the interests of everyone in Invercargill. If you live in certain areas of town you are likely to receive different outcomes from people who live in other areas. The council seem to leave a lot of urban renewal in poorer areas up to local businesses & citizens groups. Female 45-54

I think that when it comes to big decisions councillors should be extremely open minded in terms of listening to the wider community. Male 45-54

I think they do a good job in a tough environment however the timeliness of action can sometimes be held up by process. Sometimes they should make a decision and back themselves. Female 35-44

I think they just put in a skate park for the children - feel there should be some sort of shelter for them to go under when it rains, Male 55-64

I think they're good. Female 25-34

I think they're really trying to clean their act up everywhere. A lot more progressive than 5 years ago, Male 65+

I would like to see some of our functions preserved e.g. the museum, libraries & pools. Female 45-54

I would like to see the council retrieving car parks. They should all be run by the ICC & not private enterprise. Male 65+

ICC should stick to knitting; Do things they're supposed to do other than sister cities and all the waste that goes on;, Male 65+

ICC spending 10 million on upgrading CBD without consultation which is forcing residents to pay the bill. Ratepayers should have been consulted. The cost of the upgrade will get put onto the rates which means another 10 years of rate rises. Male 25-34

ICC's parks and reserves are really great. Queenspark is a delight. Children's park equipment is well maintained. Female 65+

Identify any rental property easily from the outside to residents - i.e.. ANY rental, not just Council ones - e.g. a sticker and contact details of landlord/property manager if any problems, Female 35-44

If there was another survey it should be on councillors, they need a shakeup. Male 65+

I'm concerned about the increase of staff levels, Male 65+

I'm disappointed that roading wasn't asked about. I want to know why it took so long to resurface Queens Road and at such an exorbitant cost. Male 45-54

I'm good. The dealings I've had with them have been pretty good. Female 35-44

I'm not really engaged with the ICC given my location. The local school has had a 70Kmh speed limit (during school hours) imposed following some years of local lobbying. Took them a while to take place but it has been done. Is appreciated that there has been a positive response. Female 65+

Improve parking around Ascot Community School. Parking Lisco Street needs attention, Female 35-44

Improvements to the dog park, bins for dog poo, biodegradable bags, Female 45-54

In general, Council decision-making seems inconsistent, and inconsistent public consultation. Female 45-54

Invercargill needs a better public transport system. The buses finish at night too early. Male 65+

It is hard to get accommodation for the elderly. So more housing for the elderly. Male 65+

It would be nice to see something done with buildings (e.g. the empty shops down the main road and the schools) as it doesn't look good and wouldn't encourage tourism. Female 45-54

It's a fairly safe city, Male 65+

It's been a hell of a big improvement, Male 55-64

It's great to have such an accessible mayor that is so down to earth and friendly, Female 55-64

Just customer service in ICC places, they're quite rude, Female 25-34

Just my complaint about how they're spending a lot of money on the CBD. Wanting to change the roads for no reason. Mucking around with the streets, Male 55-64

Just that Invercargill is a jolly good place to live, Female 65+

Just to make sure that there are polite and considerate staff members sitting at the desk of the main office. Female 65+

Keep rates spending in check; Cover needs, not wants. Female 65+

Keep up the good work, Female 65+

Keep up the good work, they've made some good improvements but just keep communicating with the public, Female 45-54

Less trips overseas and more concern for local people. Female 55-64

Let common sense prevail, Female 65+



Let the rate payers know what's going on, Male 35-44

Library building needs to be upgraded, Female 35-44

Like them to have more of a family friendly orientated city with more playgrounds, double buggy walkways, and make sure the city is more wheelchair friendly (accessibility), parenting rooms for younger families and also grandparents, Female 35-44

Listen to what the people want, not just businesses, Female 45-54

Lived in country, rates through the roof and had to pay for services, Female 65+

Love living in Invercargill; Great place to live; Doing all they can but always room for improvement, Male 45-54

Love to see online building consents - husband is a builder. Online dog registration. Female 35-44

Love to see the CBD cleaned and tidied. Smarten up the empty shops, Female 65+

Make it easier to find toilets. Make more signage; Set up better education system with the building consents. Not just hand out a piece of paper, Male 55-64

Make rates cheaper for the lifestyle block holders. Male 55-64

Make their consent process timely within certain days and pro-active making peoples homes more warm. Be pro-active about putting in safe cycleways, Female 55-64

Management of council - not held accountable for actions e.g. drink driving offense, Male 35-44

More animal control, that's all. Male 65+

More effort with environmental improvements, for looks of the areas and walk ways. Female 55-64

More friendly approach when handling dog issues. Male 45-54

More information to ratepayers on what they are doing, Male 35-44

More integration with Venture Southland, Female 18-24

More open discussions at council meetings instead of being behind closed doors, Male 65+

More street sweepers to look after drain and leaf problems, Male 65+

More toilets in Yarrow Street, Male 55-64

More transparency in how money is spent, Female 45-54

My one comment is about relocating the park from SIT site to old RSA site. They should leave it at the SIT as older people cannot get there easily. Male 65+

Need more promotion of the services they provide, and positive stories. Perhaps with the quarterly rates bill mail out? Green Waste wheelie bins - would really like to have that service. Female 25-34

Need to control rising numbers of dogs and cats in the city. By-laws seem too hard for Council to enforce re: numbers of cats and dogs allowed. 3 dogs may be too many for some people - e.g. people in flats. Feel this is the biggest issue for all NZ cities. Male 45-54

Need to have more public consultation before deciding. Addressing trips away and how many people really need to go away on the trip at the publics' expense, Female 45-54

Need to keep in touch with small complaints that can grow into big issues, so they are acted upon. Female 55-64

Need to keep the dogs off the street. Male 55-64

No co-ordination with infrastructure work; Great inconvenience, Male 55-64

Noise control is very good, Female 25-34

Nothing strikes me - they're endeavouring to develop the city centre at a time when business is moving out into the suburbs & it's not always easy to achieve what you want. Male 65+

Nothing that comes to my mind. Female 45-54

Nothing to add, Female 45-54

older houses being cleaned up; Young kids have access to alcohol; Regulating hours of place where alcohol is sold is too late;, Female 65+

One of the receptionists isn't very helpful, Female 45-54

Ongoing issue to do with the water draining off the property at 21 Lock Street! No downpipes off the garage and ICC said they would do something about it a couple of months ago and nothing has happened. Female 55-64

Openness and honesty, Male 55-64

Outside this survey but wanted to have it noted that need judder bars in Adamson Crescent - people are going through there too fast - e.g. boy racers, Male 25-34

Overall doing a fine job, Female 55-64

Overall I have no complaints but obviously some of their activities I have been unaware of. Female 25-34

Overall, be more proactive with the public. I have never seen a councillor walk about the CBD or go door to door. Male 45-54

Parking isn't very accessible and is hard to navigate around town, and also meters need to be updated as it only takes coins. Female 25-34



Parks and recreation is valuable, Male 35-44

Please LISTEN to what the people are saying, Male 55-64

Pleased about the new dog park (instead of letting them run around the streets) big improvement on dog control.. Female 65+

Pools are important and need more toilets, and clean up of Dee Street on Sunday mornings, Male 65+

Provide more attention to the landscaping in the CBD. It's lacking. Male 25-34

Providing services such as rubbish collection, sewage, water to rate payers who are just out of the city because rates are paid at the same rate as inner city residents and have to provide services of their own, Male 45-54

Questions are really odd, Female 45-54

Rates are too high for elderly pensioners, Female 65+

Rates are too steep; Better follow up; Easier to contact; Bad manners, Male 35-44

Rates should be kept at a reasonable level, particularly in more expensive suburbs. Female 55-64

Recent dog park has been very good, Male 25-34

Service people at reception are wonderful but some people further up the chain not so much. Female 35-44

Should get rid of Rugby Park - too much ratepayers money will be used on it. Male 55-64

Side streets need more street and drainage cleaning, Female 45-54

Simplify the Resource management process and stop milking the public. Male 35-44

Simply need to improve their communication and get back to people about complaints, Male 55-64

Since the bus service has been changed it's not very user friendly. I have to walk much further now to go to work in the mornings and sometimes have to take a taxi. Female 65+

Skate park rubbish bins and seating, possible toilets and lockers, signage regarding items, safety and surveillance, pedestrian crossing, fence around the trains, Female 45-54

Some more promotion would be great, Male 45-54

Some of the questions on this survey are too generalised and the answers offered are quantitative and not qualitative, Female 45-54

Sometimes how rates are used, I don't always agree with - e.g. Rugby Park - kept pouring money into and bailing it out. Also Stadium Southland - is it managed properly, will it be profitable?, Female 35-44

Sometimes they could react quicker to issues & consult more with concerned parties. Council focusses mainly on the needs of younger people with not enough consideration on the needs and interests of older people who are predominantly the majority of ratepayers. The proposed changes to the CBD include plans for youth areas but they have not once mentioned anything regarding areas set aside for the use of older people. Female 65+

South City is a waste of money, Female 35-44

South end of Invercargill should be on par with the north end. Male 35-44

Southland needs a shake up; ILT needs a shake up, Male 35-44

Splash Palace is one of the best facilities around, Female 65+

Stop inflicting rates on people and parking rules, Male 35-44

Stop the mismanagement, Male 45-54

Stop using council money on unnecessary cosmetic improvements; Should be looking after people not beautifying programs. Female 35-44

Strategic CCTV cameras to broadcast the scenic splendour of the city. Male 55-64

Survey is too long. I like the library though, Female 45-54

Swimming lessons and affordable homes for low income and disabled, Female 25-34

The bulk of the council staff need to be more responsive to the public. The Customer Service staff need to be more customer focused and friendly. Male 35-44

The buses need to give better and straight forward information. They need to show where the buses go. Female 35-44

The communication between the street drainage workers and ICC seems to be lacking, Female 45-54

The council is just a little boys' club who want everything their own way and do what they want to do and that's it. Leadership starts at the top and works its way down to the bottom. They are not listening to the people. Male 65+

The council should provide more maintenance of trees around my area, Female 65+



The difficulties with the RMA and consenting processes are a real battle and people give up on their plans, they seem to frustrate people more than help them. Male 65+

The high proportion of rates spent on the library rankles me. It seems to be on a par %-wise with the amount spent on roading. Male 55-64

The library have changed from when I used to go. They made a lot of changes and it is not a people place anymore. You don't talk to the staff. There's even a self check out option where you get your own books out which means there's not much talking involved. The staff have changed as well and going to the library is not a great experience like it used to be. Changing the hours of the library has caused me to go less as well. Female 45-54

The library is excellent, especially the children's library. They've changed the environment. Great holiday programmes; Pools are very good, Female 35-44

The library system is good, Female 25-34

The mayor and his merry men tripping overseas on ratepayer money - bugs me, Male 65+

The new dog park could have been made a lot better than it is, Female 35-44

The parks look great! Well maintained. Female 45-54

The rates are going up too fast and too high. Male 45-54

Their Animal Protection and Animal Control is very poor, they shoot the dogs when they should be using needle Euthanasia. The pound needs an overhaul on their policies and procedures. It needs to be about the welfare of the animals not the welfare of their pockets. Female 25-34

Their Building Consents services could improve their attitude to customer enquiries; More user friendly;, Male 45-54

Their parking areas aren't right, not consistent throughout the areas. Their white lines for short term parking are not clearly defined. Need better signage for different types of parking. South city parking is clear, Female 65+

There are around 14 shops closed down in the middle of town. This may be because of the cost of the rates. I think this could be looked into. Male 65+

There is a talk show about issues, it's a positive and handy thing, Female 65+

They are doing a good job so keep it up, Male 18-24

They are falling behind in smoke free out door areas for example sports parks and family areas need to be smoke free, Female 45-54

They could do better with managing dogs running free and fouling etc. Female 65+

They didn't cover roading. Female 55-64

They do a pretty good job but they struggle a bit with the smaller population, Female 55-64

They do a reasonably good job but they need to have more consultation with the public before finalising projects. Female 55-64

They do a very good job, they just have to live within their means. Appear to have their finger on the pulse down here finance-wise - the chequebook needs to be controlled & they do a good job in this area. Male 65+

They generally do a good job. In Bluff we're slightly disadvantaged because we pay high or higher rates and have fewer amenities. The scruffy houses need sorting out- some are falling down. Female 45-54

They just need to all get together & smile a little more. Need to be user friendly. Female 65+

They just need to make people more aware of what's going on You only hear about the bad stuff, Female 25-34

They need a car park building; Roads need to be fixed. They need to stop changing lanes that go from 2 to 1 also make the roundabouts much smoother to drive on and make the lanes/lines more clearer; Add in bigger trees plus keep it tidier by adding more gutter sweepers. Male 25-34

They need a really good shake up; They work for the community and they need to start listening to us; And not focusing on beautifying only North Invercargill and leaving the South Invercargill residents to fund their own projects;, Female 45-54

They need a shake up, Female 65+

They need to be far more transparent and being open and honest. Female 35-44

they need to get rid of the protective railing at the rubbish tip(waste transfer station), Male 35-44

They need to look after the parking times/enforcement a bit better. Male 65+

They need to look carefully about how they consult re: the city upgrade. I don't think they've listened to the people. I don't think they've taken into account that a low percentage of people commented on the Esk Street upgrade - they need to listen to people. Female 55-64

They need to make their staff more useful. Male 55-64



They should provide free parking. Especially around the S.I.T area. Also make improvements on housing (insulation), Male 18-24

They take a long time with building consents and they are expensive. Female 45-54

They try but are not achieving much. Too much red tape. Male 65+

They were supposed to be reviewing their building consent procedures but it appears that they haven't and they very badly need to, Female 35-44

Think of others before you think of yourselves. Male 65+

Think twice about the government regulations regarding earthquake risks, Male 65+

This research has brought to my attention that I don't know too much about what is going on, this could be due to not enough publicity about various issues. Female 45-54

Through my limited dealings have found staff to be helpful. Male 35-44

To get their general act together and provide better public consultation. Respondent wants to keep Tim Shadbolt as Mayor as he is very civic minded. Council could also do more to improve storm water system around Cree Street and the corner of Ward/ St Andrew Streets, Herbert and Abbott Streets as they flood consistently. Female 55-64

Too many rules and regulations - Council is too PC. E.g. Building regulations / permits make it too hard to build. Male 18-24

Town sucks; Need a mall; Town is too spread out, shops are empty, and it is awful and depressing, Female 35-44

Trees on street frontages have berries that fall off and get tramped into houses. I complained on a number of occasions but I'm told they won't be removed. The berries fall on the cars and are tramped into shops but for some reason the council doesn't listen to our complaints. The council needs to look up the inner city upgrade. It is a waste of money because they do it over and over again - we have empty shops that need filling first. They let businesses expand outside inner city and now retail outlets are spread throughout Invercargill. Female 55-64

Update Elles Road from Queens Drive, Male 65+

Urban rejuvenation - deregulate some of the bylaws, can't work with current laws. Female 25-34

Use all forms of communication; Newspaper; Social media; Letterbox box drops; Local pharmacy survey forms on the counter, Male 35-44

Very proud to live in Invercargill mostly from the work the ICC do, Female 65+

Very wordy survey and could be done simpler, be clearer, Female 35-44

We live in South Invercargill, and I feel North Invercargill get better services though we all pay the same rates based on the house value. Female 55-64

When the rubbish man does the rubbish, somebody should come behind and clean up rubbish that blows away from the wind, Female 65+

When they did the upgrade/rebuild, instead of putting so much focus in sports, like making a new place for netball/cycling, they should focus more on the children. Like making an ice-skating rink or more children based activities. Because there's not much to do for the younger generation. Female 25-34

When they do their consents for (projects) engineering & structural management they act like bloody kindergarten children. Whoever supervises large projects such as at Splash Palace should ensure facilities meet the needs of users - e.g. spectator seating. Roading issues should be completed properly first time - they're not thorough enough in their construction skills - they prefer to do patch up jobs and spend the money elsewhere leaving the problem for following years. Male 65+

Whole consultation thing, no public consultation on anything. Female 35-44

Why do you not employ local telemarketers to do the surveys as there is a high level of unemployment in Invercargill, Female 55-64

Wish they would monitor the rural areas, especially in regard to waterways and straying animals. Female 45-54

Would like a new mayor! Says he spends too much. Female 65+

Would like to see the Council get together as a team and stop backstabbing and infighting, Male 65+

A shorter survey would mean more people would answer it and therefore the council would get more opinions. Male 35-44

## Appendix Four: Sub Group Analysis Age and Gender

### 1.1 Overall Performance

When the results for ICC's overall performance are analysed by type of respondent some variation is also apparent. The variation by age were:

- Younger people (aged 18 – 24) were more likely to rate ICC higher for 'consistency of decision making' and 'management and Councillors working in harmony'.
- Respondents aged 35 – 44 were relatively less likely to rate the performance of ICC highly on these factors.

1.1	Performance of ICC Services by Gender and Age; MTG Scores							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Protecting my quality of life, safety and rights as a citizen	73%	71%	79%	75%	66%	73%	66%	77%
Staff are helpful in assisting to understand processes	66%	58%	68%	64%	63%	62%	61%	61%
The service units have integrity	61%	59%	70%	65%	55%	62%	59%	56%
I feel confident that complaints are investigated and resolved	53%	50%	52%	52%	49%	52%	50%	53%
ICC is easier to deal with than other local authorities	46%	43%	52%	40%	39%	42%	37%	56%
There is consistency in decision making	44%	38%	63%	37%	35%	47%	37%	39%
Management and ICClors seem to work in harmony	40%	38%	50%	40%	27%	40%	37%	43%

Some variations are also present when respondents identified which Community and Regulatory service was most important to them:

- Retirees (65+) felt community development was of less importance, and passenger transport and public toilets of greater importance;
- Respondents aged 45 – 54 felt urban rejuvenation was of greater importance;
- Respondents aged 25 – 34 felt environmental health was of less importance;
- Younger people aged 18 – 24 felt animal services was of greater importance; and
- Females rated housing care of greater importance and building consents of less importance.



1.2	Services, Ranked in Order of Importance by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Community Development	22%	20%	19%	29%	27%	17%	26%	12%
Environmental Health	15%	16%	9%	6%	12%	15%	22%	22%
Urban Rejuvenation	10%	15%	6%	9%	12%	21%	11%	10%
Animal Services	12%	8%	25%	11%	12%	7%	5%	8%
Housing Care	13%	6%	15%	13%	10%	9%	6%	9%
Libraries	7%	5%	4%	7%	6%	5%	5%	8%
Building Consents	4%	9%	4%	6%	9%	6%	9%	2%
Pools	4%	5%	4%	8%	5%	5%	5%	2%
Passenger Transport (Buses)	4%	5%	8%	4%	0%	3%	2%	9%
Parking	4%	4%	5%	5%	1%	3%	2%	7%
Public Toilets	4%	2%	3%	1%	3%	2%	2%	8%
Resource Management	2%	4%	0%	1%	4%	7%	2%	2%
Don't know	0%	0%	0%	0%	0%	1%	1%	0%

## 2.1 Animal Services

### 2.1.1 Performance of services

When it came to Animal Services, the variations by respondent in regard to Animal Services' performance were:

- Younger respondents (18 – 24) were less positive towards the provision of 'dog friendly' spaces around town and enforcement of Council by-laws;
- Those aged 25-34 were more positive towards holding owners responsible for their animal's behaviour than other respondents; and
- Respondents aged 35 – 44 were less positive regarding ICC's performance on education about responsible dog care.

Variations by gender:

- Females were more positive than males regarding the enforcement of Council by-laws.

2.1	Performance of Animal Services, Aspects of Service by Age and Gender; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Providing "dog-friendly" spaces around town	78%	80%	62%	79%	85%	76%	82%	80%
Enforcement of ICC by-laws	64%	50%	48%	68%	62%	54%	51%	59%
Holding dog owners responsible for their dog's behaviour	58%	53%	62%	65%	52%	54%	51%	58%
Holding other animal owners responsible for their animal's behaviour	56%	48%	61%	66%	51%	49%	41%	54%
Preventing uncontrolled dog behaviour	51%	53%	67%	54%	45%	55%	49%	51%
Education about responsible dog care	56%	43%	38%	53%	39%	53%	60%	54%
Patrolling in parks and reserves	50%	50%	61%	50%	40%	45%	52%	57%

### 2.1.2 Value for Money

When it came to Animal Services, the variations in regard to value for money, acting on concerns, and improvement over the past three years in terms of age were:

- Younger people (18 – 24) were least positive about the value for money of dog registration fees.

## 2.2

### Performance of Animal Services, Overall by Gender and Age; MTG Score

	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Overall improvement of animal control in the last 3 years	62%	60%	62%	63%	58%	64%	64%	59%
Acting on residents' concerns about animal issues	53%	46%	56%	47%	45%	53%	47%	53%
Value for money of dog registration fees	42%	39%	26%	48%	42%	42%	34%	47%

#### 2.1.3 Importance of services

Respondents were asked which service provided by Animal Services was most important to them.

- Retirees (65+) were more likely to rate the registration of dogs as important; and
- Younger people (18 – 24) were more likely to rate the provision of 'dog friendly' spaces around town as important.

## 2.3

### Importance of Animal Services by Gender and Age

	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Holding dog owners responsible for their dog's behaviour	31%	37%	29%	32%	40%	34%	32%	30%
Preventing uncontrolled dog behaviour	23%	14%	11%	27%	22%	22%	22%	13%
Education about responsible dog care	11%	14%	18%	11%	14%	9%	14%	10%
Registration of Dogs	13%	6%	8%	7%	6%	8%	6%	21%
Enforcing ICC by-laws	6%	10%	0%	5%	10%	8%	8%	10%
Holding other animal owners responsible for their animal's behaviour	6%	8%	5%	9%	3%	9%	9%	6%
Providing "dog-friendly" spaces around town	5%	4%	21%	4%	0%	1%	5%	2%
Patrolling in urban areas	4%	3%	8%	0%	3%	4%	3%	5%
Patrolling in parks and reserves	1%	4%	0%	5%	3%	1%	2%	2%
Don't know	0%	1%	0%	0%	0%	3%	0%	0%

### 2.1.4 Complaint responses

All respondents were asked how quickly they expected Animal Services to respond to a range of issues. Retirees were more likely to want a faster response to barking and fouling than younger respondents.

2.4	Expected Complaint Response by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
<b>Barking/noise</b>								
Within 30 Minutes	17%	21%	11%	16%	15%	14%	25%	27%
Within 1 Hour	32%	29%	34%	30%	24%	31%	23%	42%
Within 4 Hours	19%	24%	21%	18%	25%	27%	20%	15%
Within 12 Hours	13%	8%	3%	11%	15%	15%	6%	12%
24 Hours or More	19%	18%	32%	25%	21%	14%	26%	5%
<b>Wandering/found dog</b>								
Within 30 Minutes	38%	40%	50%	45%	38%	31%	38%	40%
Within 1 Hour	32%	33%	18%	29%	39%	30%	31%	37%
Within 4 Hours	21%	20%	24%	14%	18%	32%	20%	16%
Within 12 Hours	6%	5%	8%	9%	1%	5%	6%	6%
24 Hours or More	3%	2%	0%	4%	4%	1%	5%	1%
<b>Fouling</b>								
Within 30 Minutes	17%	19%	18%	14%	11%	11%	23%	28%
Within 1 Hour	17%	17%	26%	16%	17%	12%	12%	20%
Within 4 Hours	18%	20%	24%	13%	15%	22%	22%	20%
Within 12 Hours	10%	7%	11%	14%	4%	7%	3%	14%
24 Hours or More	38%	37%	21%	43%	53%	49%	40%	19%
<b>Aggressive dog behaviour</b>								
Within 30 Minutes	77%	69%	82%	71%	75%	73%	68%	73%
Within 1 Hour	19%	20%	11%	16%	19%	20%	28%	19%
Within 4 Hours	3%	8%	3%	7%	6%	4%	3%	6%
Within 12 Hours	1%	2%	5%	4%	0%	1%	2%	1%
24 Hours or More	0%	2%	0%	2%	0%	1%	0%	1%

### 2.1.5 Improvements to services

Respondents were asked what improvements they would like to see to Animal Services. Respondents aged 35 – 44 were more likely to feel more education is an important aspect of Animal Services.



2.5	Respondents were asked what improvements they would like to see to Animal Services							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Stronger response/ Stricter enforcement	8%	7%	8%	4%	7%	7%	11%	8%
Better control over roaming/ wandering animals	8%	6%	5%	9%	6%	7%	6%	8%
More education	5%	8%	3%	2%	17%	7%	8%	2%
Focus on owner responsibilities	5%	6%	8%	4%	8%	1%	5%	6%
More or improved dog parks/ open spaces	5%	4%	13%	5%	3%	7%	0%	2%
More staff/ better staff	5%	4%	0%	5%	4%	8%	6%	1%
Better response/ follow-up to complaints/ concerns	5%	2%	0%	4%	3%	0%	9%	7%
Quicker response times	3%	5%	8%	4%	3%	1%	3%	7%
Cheaper/ better value registration	4%	2%	3%	4%	7%	5%	0%	1%
Higher profile/ visibility	1%	4%	3%	4%	1%	4%	2%	1%
Better patrolling of specific areas	4%	0%	3%	4%	3%	0%	2%	2%
Dangerous animals neutered/ banned/ destroyed/ monitored	2%	1%	0%	4%	0%	3%	3%	1%
Fouling	2%	1%	0%	2%	0%	4%	2%	1%
Cats need registration/ rules/ patrolling	1%	2%	0%	2%	0%	1%	3%	1%
Focus on repeat offenders/ irresponsible owners	2%	0%	0%	0%	3%	0%	3%	1%
Improved methods of contact	1%	1%	3%	2%	3%	0%	0%	1%
Other	10%	12%	11%	11%	8%	14%	11%	10%
Nothing/ Continue as is	4%	5%	3%	2%	7%	1%	8%	5%
Don't know	34%	37%	34%	38%	26%	35%	29%	45%

### 3.1 Environmental Health

#### 3.1.1 Performance of services

When it came to Environmental Health the variation by respondents in regard to Environmental Health's performance was:

- Younger respondents (18 – 34) were more likely to rate ICC as performing well with regard to regulating hours of operation for places where alcohol is being sold, relative to older respondents (55+);
- Retirees (65+) were most likely to rate ICC as performing well with regard to promoting warm and dry housing; and
- Respondents aged 35 – 44 were least likely to rate ICC's performance poorly with regard to ensuring all places where food is sold are safe.

3.1	Performance of Environmental Health, Aspects of Service by Age and Gender; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Ensuring that all places where food is sold are safe	64%	67%	76%	73%	59%	63%	62%	64%
Monitoring and enforcing legislation around alcohol	76%	68%	76%	74%	71%	69%	74%	73%
Regulating hours of operation for places where alcohol is sold	73%	66%	83%	86%	77%	67%	58%	57%
Protection from noise	68%	64%	66%	72%	59%	62%	70%	69%
Ensuring that all places where alcohol is sold are safe	74%	78%	81%	73%	78%	72%	68%	81%
Promoting warm and dry housing	65%	61%	59%	69%	57%	47%	66%	78%
Protection from pollution	56%	64%	60%	56%	58%	56%	59%	68%

Respondents also rated how the Environmental Health Division was performing on consultation with residents and improvement of services.

- Respondents aged 45 – 54 were least likely to indicate that the Environmental Health service has improved in the last three years. Younger and older respondents were more positive in this regard.

## 3.2

### Performance of Environmental Health, Overall by Gender and Age; MTG Score

	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Overall improvement of Environmental Health service in the last 3 years	48%	50%	61%	50%	45%	35%	43%	62%
Consultation with residents about Environmental Health issues	46%	49%	49%	46%	39%	43%	51%	56%

#### 3.1.2 Importance of services

Respondents were asked which service provided by Environmental Health was most important to them. The results show that:

- Younger respondents (18 – 24) were more likely than other respondents to consider the hours of operation where alcohol is sold as important.

## 3.3

### Importance of Environmental Health by Gender and Age

	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Promoting warm and dry housing	43%	31%	31%	42%	35%	32%	33%	49%
Places where food is sold are safe	27%	30%	14%	25%	26%	34%	31%	32%
Protection from pollution	12%	12%	19%	4%	17%	13%	14%	7%
Monitoring and enforcement of legislation around alcohol	7%	10%	5%	12%	7%	13%	5%	7%
Hours of operation for places where alcohol is sold are regulated	6%	8%	19%	6%	4%	1%	11%	4%
Protection from noise	3%	5%	5%	6%	9%	3%	3%	0%
Places where alcohol is sold are safe	3%	3%	7%	6%	1%	4%	3%	1%

#### 3.1.3 Complaint responses

All respondents were asked to outline how quickly they expected ICC would respond to complaints. The results show that:

- Younger respondents (18 – 24) were more likely than other respondents to want abandoned vehicles dealt with sooner rather than later; and
- Females were more likely to want drinking in alcohol free zones dealt with sooner rather than later.

3.4	Expected Complaint Response by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
<b>Noise</b>								
Within 30 Minutes	47%	50%	55%	42%	52%	47%	53%	44%
Within 1 Hour	39%	39%	33%	46%	39%	43%	36%	36%
Within 4 Hours	6%	5%	7%	10%	6%	5%	6%	4%
Within 12 Hours	5%	3%	2%	2%	3%	3%	3%	9%
24 Hours or More	2%	3%	2%	0%	0%	1%	2%	7%
<b>Abandoned vehicle</b>								
Within 30 Minutes	9%	8%	21%	6%	6%	4%	8%	11%
Within 1 Hour	10%	9%	21%	8%	7%	3%	9%	13%
Within 4 Hours	11%	13%	14%	17%	13%	11%	11%	9%
Within 12 Hours	19%	10%	12%	19%	17%	16%	14%	14%
24 Hours or More	50%	59%	31%	50%	57%	67%	58%	53%
<b>Rubbish/litter</b>								
Within 30 Minutes	8%	7%	10%	0%	7%	4%	9%	14%
Within 1 Hour	16%	15%	19%	8%	16%	12%	13%	22%
Within 4 Hours	21%	22%	19%	35%	25%	14%	28%	12%
Within 12 Hours	20%	19%	14%	15%	16%	30%	17%	20%
24 Hours or More	35%	38%	38%	42%	36%	39%	33%	32%
<b>Parking</b>								
Within 30 Minutes	27%	28%	40%	19%	33%	20%	23%	32%
Within 1 Hour	28%	29%	26%	31%	22%	32%	33%	28%
Within 4 Hours	19%	13%	14%	15%	19%	20%	14%	14%
Within 12 Hours	8%	12%	5%	10%	7%	14%	8%	12%
24 Hours or More	18%	18%	14%	25%	19%	14%	22%	14%
<b>Drinking in Alcohol-free zones</b>								
Within 30 Minutes	62%	48%	67%	46%	62%	55%	42%	60%
Within 1 Hour	26%	33%	24%	40%	29%	28%	41%	18%
Within 4 Hours	7%	9%	5%	4%	3%	13%	9%	12%
Within 12 Hours	2%	2%	0%	6%	4%	0%	2%	1%
24 Hours or More	3%	8%	5%	4%	1%	4%	6%	9%
<b>Complaints regarding food premises</b>								
Within 30 Minutes	23%	16%	29%	13%	14%	20%	19%	24%
Within 1 Hour	19%	16%	12%	10%	19%	17%	25%	20%
Within 4 Hours	18%	15%	14%	13%	14%	20%	19%	16%
Within 12 Hours	13%	17%	14%	19%	20%	13%	11%	13%
24 Hours or More	27%	37%	31%	44%	32%	30%	27%	27%

Respondents were asked when they would want feedback regarding their complaint. The results show that:

- Younger people (18 – 24) wanted feedback sooner rather than later relative to other respondents.

3.5	Timeframe for Feedback by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Within 30 minutes	5%	7%	3%	6%	6%	4%	5%	9%
Within 60 minutes	2%	3%	9%	0%	0%	0%	4%	3%
Within 4 hours	3%	4%	18%	0%	5%	0%	2%	3%
Within 12 hours	6%	4%	6%	2%	8%	3%	5%	7%
Within 24 hours	19%	24%	12%	19%	17%	23%	25%	27%
Within 2 days	24%	26%	30%	36%	22%	28%	21%	19%
Within 3 or more days	41%	32%	21%	36%	43%	42%	39%	33%

## 4.1 Parking

### 4.1.1 Performance of services

Attitudes toward Parking Services' performance varied by age, with:

- Respondents in the 35 – 44 age group were least likely to rate ICC's performance on patrolling parking space throughout the city and schools and colleges as good.
- Younger respondents were least likely to feel ICC charges appropriate fees for parking in the CBD.

4.1	Performance of Parking Services, Aspects of Service by Gender and Age; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Patrolling parking space in the main shopping area	84%	78%	78%	86%	79%	89%	75%	79%
Patrolling parking space throughout they city	74%	64%	76%	78%	55%	71%	69%	72%
Appropriate fees are charged for day/ weekly parking in the CBD	68%	64%	55%	66%	61%	76%	67%	68%
Patrolling parking space around schools/colleges	52%	52%	59%	53%	32%	55%	58%	58%
Patrolling disability parking spaces	43%	51%	50%	53%	43%	55%	38%	42%

Respondents also rated how Parking Services was performing on acting on residents' concerns and improvement of services. The results show that respondents aged 35 – 44 were least likely to rate the Parking Service as having improved in the last three years.

4.2	Performance of Parking Services, Overall by Gender and Age; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Acting on residents' concerns about parking issues	51%	52%	54%	49%	40%	54%	47%	63%
Overall improvement of Parking Service in the last 3 years	49%	41%	45%	57%	26%	53%	41%	52%

#### 4.1.2 Improvement to services

Respondents were asked what improvements they would like to see to Parking Services. When analysed by age, the results show that respondents in the 35 – 44 age group were more likely to want increased school monitoring.

4.3	Improvements to Parking Services by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
More/ improved parking spaces	14%	12%	13%	13%	11%	5%	18%	19%
Disabled parking	9%	7%	13%	4%	8%	8%	8%	8%
School monitoring	10%	5%	5%	4%	17%	14%	5%	2%
Parking meters	5%	4%	0%	2%	4%	8%	5%	6%
Affordability	3%	4%	3%	2%	1%	1%	6%	6%
Free parking	3%	3%	8%	2%	6%	4%	0%	1%
Increased parking times	2%	5%	3%	5%	1%	0%	6%	3%
Fairness/ leniency	1%	4%	0%	0%	6%	5%	2%	0%
More patrolling	1%	3%	3%	4%	3%	1%	0%	2%
More focus on residential suburbs	1%	2%	3%	0%	1%	0%	3%	2%
Other	8%	8%	5%	7%	13%	8%	6%	7%
Nothing - doing a good job	4%	5%	3%	2%	4%	3%	11%	5%
Don't know	40%	40%	42%	57%	28%	43%	34%	40%

## 5.1 Resource Management

### 5.1.1 Performance of services

When it came to Resource Management the variation by respondents in regard to Resource Management's performance in terms of age was:

- Younger people (18 – 34) were more likely to rate ICC's performance as 'good' in integrating new business and residential developments into the city; and
- Younger people (25 – 34) were also more likely to rate ICC's performance as 'good' in getting residents to take care of the environment and encouraging care of natural resources.

5.1	Perceptions of Invercargill's Resource Management by Gender and Age; MTG Scores							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
We take care of our environment	65%	60%	61%	77%	60%	68%	55%	60%
We get encouraged to take care of our natural resources	71%	60%	71%	77%	64%	66%	60%	64%
ICC encourages development in Invercargill	57%	54%	61%	62%	58%	46%	56%	55%
New business and residential developments integrate well into the city	43%	45%	59%	53%	34%	40%	35%	49%

Respondents also rated how Resource Management was performing on consulting with residents and improvement of services. The results show that females were more likely than males to positively rate ICC's performance regarding consultation with residents about Resource Management issues.

5.2	Performance of Resource Management, Overall by Gender and Age; MTG Scores							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Consultation with residents about Resource Management issues	53%	39%	42%	48%	41%	51%	44%	52%
Overall improvement of Resource Management Service in the last 3 years	49%	40%	44%	55%	37%	37%	54%	44%



### 5.1.2 Improvement to services

Residents were asked if they believe ICC should be investing in a system to allow online resource consent submission. Retirees (65+) were less likely to be positive, and more likely to be unsure about an online resource consents.

5.3	Online Resource Consent System by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Yes	72%	73%	84%	70%	78%	74%	75%	62%
No	15%	15%	5%	16%	18%	20%	11%	16%
Unsure/Don't know	13%	11%	11%	14%	4%	5%	14%	22%

## 6.1 Building Consents

### 6.1.1 Performance of services

When it came to Building Consents the variation by respondents in regard to Building Consent's performance was:

- With respect to age, younger respondents (18 - 24) were more likely to perceive Invercargill's public and private buildings to be of a good standard. Respondents in the 55 – 64 age category were more critical.

6.1	Perceptions of Invercargill's Building Work by Gender and Age; MTG Scores							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Public buildings are safe and of good standard	57%	63%	74%	56%	58%	60%	53%	60%
Private buildings are safe and of good standard	56%	52%	63%	62%	56%	48%	37%	62%

Respondents also rated how Building Consents was performing on consulting with residents and improvement of services. The results show that:

- Younger respondents (18 – 24) were more positive with regard to the overall improvement of Building consents relative to other age groups.

6.2	Performance of Building Consents, Overall by Gender and Age; MTG Scores							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Overall improvement of the Building Consent Service in the last 3 years	43%	46%	63%	41%	42%	35%	49%	44%
Consultation with residents about Building Consent issues	41%	36%	52%	37%	36%	38%	36%	38%

Respondents were asked if they were aware that ICC provides a checklist to consent applicants, to ensure all criteria are met. The results indicate that retirees (65+) were least aware of the checklist.

6.3	Awareness of Checklist Provision by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Yes	44%	50%	40%	44%	55%	53%	52%	36%
No	52%	48%	55%	52%	43%	47%	44%	59%
Unsure/Don't know	4%	2%	5%	4%	1%	0%	5%	5%

Respondents were asked what they think Building Consents performs best at. When analysed by age, gender and ratepayer status the results show that:

- Respondents in the 45 – 54 age bracket were more likely to make negative comments about ICC.

6.4	Best Performance by Building Consents Service by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
<b>Positive Comments</b>	<b>20%</b>	<b>27%</b>	<b>19%</b>	<b>23%</b>	<b>20%</b>	<b>21%</b>	<b>23%</b>	<b>28%</b>
Inspections/ compliance	8%	9%	12%	10%	12%	3%	11%	8%
Communication/ information	4%	3%	7%	0%	4%	5%	3%	2%
Customer service/ answering queries	2%	3%	0%	0%	4%	4%	5%	1%
Fast/ timely processes	1%	5%	0%	4%	0%	4%	2%	5%
Constructing/ upgrading buildings	2%	2%	0%	0%	0%	3%	3%	5%
Consents	1%	2%	0%	6%	0%	0%	0%	4%
Staff	1%	1%	0%	0%	0%	3%	0%	1%
Fairness	0%	1%	0%	4%	0%	0%	0%	0%
Good overall/ improvements seen	0%	1%	0%	0%	0%	0%	0%	2%
<b>Negative Comments</b>	<b>7%</b>	<b>6%</b>	<b>0%</b>	<b>4%</b>	<b>7%</b>	<b>14%</b>	<b>5%</b>	<b>5%</b>
Nothing	2%	3%	0%	2%	3%	1%	3%	5%
Other negative mentions	2%	1%	0%	0%	1%	7%	0%	0%
Collecting fees/ revenue	2%	1%	0%	0%	1%	7%	0%	0%
Bureaucracy	0%	1%	0%	2%	1%	0%	0%	0%
Delays	0%	1%	0%	0%	0%	0%	2%	0%
Other	0%	1%	0%	0%	1%	1%	0%	1%
Don't know	74%	67%	81%	73%	72%	63%	73%	67%

### 6.1.2 Improvement to services

Residents were asked if they believe ICC should be investing in a system to allow online building consent submission. The results indicate:

- Younger respondents (18 – 34) were more for this service than retirees (65+).

6.5	Should the ICC be Investing in an On-Line Building Consent Submission System by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Yes	75%	78%	90%	90%	86%	76%	70%	59%
No	15%	15%	7%	6%	14%	14%	17%	25%
Unsure/Don't know	9%	7%	2%	4%	0%	9%	13%	16%

## 7.1 Passenger Transport

### 7.1.1 Non-users

Reasons for not taking the bus among non users (n = 321) differed slightly among age groups:

- Some retirees (65+) no longer took the bus due to health issues;
- Cost and not liking the bus were factors for some younger respondents (18 – 24); and
- The bus timetables not being convenient was a factor for respondents aged 55 – 64.

7.5	Reasons for Not Using Bus Service by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Prefer to drive	52%	50%	52%	56%	58%	47%	45%	49%
It is more convenient to drive	38%	48%	37%	35%	42%	48%	38%	48%
The bus routes are inconvenient for me	21%	20%	19%	12%	23%	22%	22%	23%
Prefer to cycle/ walk	18%	18%	15%	12%	15%	23%	26%	15%
Bus timetable is not convenient	12%	11%	11%	12%	10%	8%	26%	3%
Have no need	2%	2%	7%	2%	0%	3%	3%	0%
Health/ Disability issues	2%	1%	0%	0%	0%	0%	0%	8%
Work requires a car	3%	1%	0%	0%	3%	3%	2%	1%
I don't like taking the bus	1%	1%	7%	2%	0%	0%	2%	0%
More schedule/ route information needed	2%	1%	4%	2%	2%	0%	0%	1%
Cost	1%	1%	7%	0%	2%	0%	0%	1%
Other	2%	0%	0%	2%	0%	2%	2%	0%

## 8.1 Housing Care

### 8.1.1 Performance of services

When it came to Housing Care the variation by respondents in regard to Housing Care's performance in terms of age and gender was:

- Respondents aged 35 – 44 were least likely to rate ICC's performance in terms of providing well insulated, energy efficient housing stock; and
- Younger respondents (18 – 24) and older respondents (65+) were more likely to rate ICC's performance positively with regard to responding to requests for service.

8.1	Performance of Housing Care, Aspects of Service by Gender and Age; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Ensuring the housing stock is well insulated, energy efficient and meets current safety standards	63%	61%	55%	59%	53%	72%	72%	60%
Ensuring the housing stock is suitable for the needs of the users (e.g., disabled users, mentally impaired users)	54%	65%	50%	58%	57%	58%	58%	67%
Response to requests for service	51%	63%	71%	55%	56%	50%	43%	64%
Maintaining the housing stock	51%	60%	53%	58%	47%	54%	64%	55%
Provision of enough affordable housing to meet the needs of the elderly, disabled or mentally impaired	49%	58%	57%	62%	51%	53%	45%	53%

### 8.1.2 Improvement to services

Respondents were prompted for their opinions on three potential changes to ICC Housing Care Services. The results shows that respondents aged 35 – 44 were most likely to agree the ICC should continue to provide housing without drawing money from rates.



## 8.2

### Changes to Housing Care by Gender and Age

	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
<b>Should the ICC continue to provide housing without drawing money from Rates?</b>								
Yes	75%	73%	63%	66%	89%	72%	74%	73%
No	12%	15%	13%	14%	7%	19%	14%	14%
Don't know/unsure	13%	12%	24%	20%	4%	9%	12%	13%
<b>Should the ICC continue to provide low cost housing for the elderly / disabled?</b>								
Yes	98%	95%	95%	98%	97%	100%	95%	94%
No	0%	4%	5%	0%	1%	0%	3%	3%
Don't know/unsure	1%	1%	0%	2%	1%	0%	2%	2%
<b>Should the ICC instigate a rental Warrant of Fitness system for all rental properties (not just ICC-owned properties)?</b>								
Yes	89%	83%	82%	79%	93%	89%	86%	85%
No	8%	15%	13%	16%	7%	8%	12%	10%
Don't know/unsure	4%	2%	5%	5%	0%	3%	2%	5%

## 9.1 Libraries

The ICC operates two libraries, a central library in the CBD and a small branch library in Bluff. When analysed by gender and age, the results show that:

- Library users were most likely to be female and aged 35 – 44; and
- Conversely, male respondents aged 18 – 24 were least likely to use the library.

9.1	Member of ICC-Run Library by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Yes	75%	56%	45%	60%	81%	74%	67%	62%
No	25%	44%	55%	40%	19%	26%	33%	38%

### 9.1.1 Users

The following section shows the results of questions asked to library users.

When asked about the best means to communicate with residents, differences were observed. These were:

- Retirees (65+) were less likely than other respondents to prefer email, but it was still one of the most preferred methods of communication among this age group; and
- Younger respondents (18 – 24) were the most likely to like social media as a form of communication.

9.2	Best Method of Communication by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Email	53%	42%	42%	45%	64%	66%	42%	26%
Mail/ Letter	12%	12%	16%	10%	7%	11%	14%	19%
Newspapers	7%	15%	5%	6%	13%	11%	7%	13%
Phone	8%	8%	16%	3%	4%	0%	12%	19%
Social media (Facebook, Twitter etc)	5%	7%	5%	23%	5%	4%	5%	0%
Text message	5%	1%	11%	6%	2%	2%	2%	4%
Radio/TV	2%	2%	5%	0%	2%	2%	2%	2%
Newsletters	1%	2%	0%	0%	4%	0%	0%	4%
At the library	1%	2%	0%	0%	0%	0%	7%	2%
Word of mouth	0%	2%	0%	0%	0%	2%	2%	0%
Don't know	6%	7%	0%	6%	4%	4%	7%	13%

### 9.1.2 Performance of services

Those who did use the library were asked to rate its performance on a range of factors. This was asked on a simple seven-point Likert scale, with options ranging from 1 = very poor, 4 = fair, and 7 = very good. To make results easier to interpret the positive scores on the scale (5, 6 and 7) have been added together to create a 'more than good' (MTG) score.

9.3	Performance of Library Services by Gender and Age; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Service from library staff	92%	98%	89%	97%	91%	93%	100%	96%
Access to free internet / wi-fi	93%	96%	94%	96%	92%	93%	93%	100%
Libraries being up to date with users' needs (e.g., on-line access, e-books)	93%	94%	95%	97%	88%	92%	94%	98%
Catering to the needs of all Invercargill residents	83%	91%	79%	90%	78%	83%	93%	94%
Keeping up with international trends	80%	83%	71%	79%	73%	84%	88%	90%
Publicising the services they offer (other than book hire)	66%	73%	58%	72%	65%	67%	51%	89%

### 9.1.3 Importance of services

Respondents were asked which service provided by the library was most important to them. The results show that the internet and wi-fi was most important to younger respondents (18 – 24).

9.4	Importance of Library Services by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Catering to the needs of all Invercargill residents	36%	35%	42%	16%	32%	29%	49%	45%
Service from library staff	34%	31%	26%	52%	30%	36%	26%	30%
Libraries being up to date with users' needs (e.g., on-line access, e-books)	17%	15%	11%	13%	21%	21%	14%	11%
Publicising the services they offer (other than book hire)	6%	6%	0%	13%	5%	2%	9%	6%
Keeping up with international trends	3%	8%	0%	0%	5%	11%	2%	6%
Access to free internet / wi-fi	3%	1%	21%	0%	2%	2%	0%	0%
Don't know	1%	3%	0%	6%	4%	0%	0%	2%

## 10.1 Urban Rejuvenation

### 10.1.1 Performance of services

When it came to Urban Rejuvenation the variation by respondents in regard to Urban Rejuvenation's performance in terms of age was:

- Respondents aged 45 – 54 were least likely to indicate that ICC's performance are providing a clear vision for the city.

10.1	Performance of Urban Rejuvenation Services, Aspects of Service by Gender and Age; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Working with community groups towards a common goal	71%	71%	78%	65%	74%	70%	69%	71%
Actively helping groups undertaking Urban Rejuvenation	75%	65%	72%	64%	73%	66%	73%	73%
Being proactive towards Urban Rejuvenation	69%	67%	77%	64%	77%	60%	69%	65%
Communicating with community groups	64%	67%	69%	62%	64%	61%	60%	73%
Promoting the work being undertaken by community groups	60%	66%	73%	55%	70%	58%	57%	65%
Providing a clear vision for the City	54%	53%	67%	60%	49%	39%	52%	61%
Contributing labour to Urban Rejuvenation	56%	53%	62%	58%	61%	44%	49%	57%
Getting things done with regard to Urban Rejuvenation	57%	56%	64%	68%	56%	49%	54%	54%

### 10.1.2 Involvement in services

All respondents were asked what projects they were aware of. When analysed by sub-groups, the results show:

- Younger respondents (aged 18 – 24) were less likely to be aware of the projects being undertaken for urban rejuvenation, particularly the South City/ South Alive project.



10.2	Awareness of Urban Rejuvenation by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
South City / South Alive	54%	49%	29%	56%	46%	53%	55%	64%
CBD	20%	18%	12%	17%	19%	21%	22%	20%
Glengarry	16%	14%	7%	13%	14%	17%	17%	16%
Bluff 2024	6%	8%	5%	2%	10%	7%	9%	5%
Skate Park	4%	5%	5%	8%	4%	7%	5%	0%
Dog Park	4%	2%	2%	4%	3%	5%	2%	1%
Windsor Small Business Group	3%	2%	0%	0%	3%	4%	3%	4%
Tree/ flower planting	2%	1%	2%	0%	0%	1%	0%	4%
Queens Parks	0%	2%	0%	0%	1%	0%	2%	1%
Parks/ Playgrounds (unspecified)	1%	1%	2%	0%	0%	0%	3%	0%
Estuary	0%	1%	0%	2%	0%	1%	2%	0%
Other	4%	6%	5%	4%	4%	4%	8%	6%
Not aware of any	31%	30%	57%	35%	33%	26%	22%	24%

When asked how to raise awareness of urban rejuvenation projects, it was found that:

- Younger respondents (18 – 24) were more likely to suggested social media to raise awareness of urban rejuvenation; and
- Retirees (65+) were less likely to suggest using the internet in order to raise awareness of urban rejuvenation.



## 10.3

## Ways to Raise Awareness by Gender and Age

	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
<b>Print</b>	<b>45%</b>	<b>36%</b>	<b>33%</b>	<b>33%</b>	<b>43%</b>	<b>46%</b>	<b>42%</b>	<b>44%</b>
Newspapers	32%	28%	29%	25%	32%	36%	31%	27%
Newsletters/ rates updates	12%	10%	2%	6%	13%	13%	11%	14%
Mail drops	11%	8%	5%	12%	7%	11%	9%	11%
<b>General Internet</b>	<b>13%</b>	<b>9%</b>	<b>21%</b>	<b>21%</b>	<b>13%</b>	<b>12%</b>	<b>6%</b>	<b>0%</b>
Internet - social media	8%	5%	19%	13%	9%	4%	3%	0%
Internet - general	2%	3%	5%	6%	1%	4%	2%	0%
Internet - email	3%	1%	2%	4%	3%	4%	2%	0%
Advertising/ promotion in general	10%	12%	7%	12%	6%	11%	13%	14%
Public consultation/ feedback	6%	12%	7%	6%	7%	8%	13%	11%
Radio	6%	3%	10%	6%	9%	4%	0%	2%
Visual advertising in public spaces	6%	3%	2%	6%	9%	4%	5%	2%
Media in general	3%	5%	2%	6%	10%	1%	3%	0%
Television	1%	5%	0%	0%	1%	3%	3%	7%
Community events/ activities	3%	2%	2%	8%	3%	3%	0%	0%
By actually undertaking urban rejuvenation	2%	2%	0%	2%	0%	0%	9%	1%
Other	11%	8%	12%	10%	10%	12%	6%	9%
Don't know	15%	23%	21%	17%	10%	17%	16%	28%

Respondents were asked if ICC should introduce differential rates for communities to fund projects. The research shows:

- Younger people (18 – 35) were more likely to be in favour of the introduction of differential rates compared to those older.

## 10.17

## Introduction of Differential Rate by Gender and Age

	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Yes	33%	33%	60%	54%	30%	21%	28%	24%
No	53%	57%	29%	35%	49%	72%	59%	65%
Don't know	14%	10%	12%	12%	20%	7%	13%	12%

## 11.1 Pools

### 11.1.1 Performance of services

When it came to Council Pools the variation by respondents in regard to Pool's performance in terms of age was:

- The results show that younger people (18 – 44) were less likely to rate the performance of ICC positively regarding pool seating and fees relative to older people (65+).

11.1	Performance of Pool Service, Aspects of Service by Gender and Age; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
The service provided by pool staff	88%	92%	92%	85%	96%	86%	85%	94%
Providing adequate pool space for sports teams	89%	86%	81%	92%	94%	84%	77%	93%
Providing adequate pool space for recreational swimmers	87%	84%	87%	87%	83%	87%	75%	92%
Providing enough seating for spectators	63%	71%	57%	59%	57%	70%	72%	79%
Balancing the needs of sports teams and recreation swimmers (especially in terms of space provided)	75%	79%	69%	73%	83%	81%	60%	85%
Charging appropriate fees for casual swimmers	73%	77%	67%	69%	69%	79%	72%	85%
Charging appropriate fees for sports teams	71%	76%	73%	71%	73%	81%	66%	74%

Respondents also rated how the Pool Service was performing on acting on residents' concerns and improvement of services. When analysed by sub-groups, it is found that:

- Younger people (18 – 34) were less likely to feel Pool Services has improved in the last three years.

11.2	Performance of Pool Service, Overall by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Overall improvement of pools in the last 3 years	75%	61%	45%	58%	72%	78%	75%	74%
Consultation with residents about pool issues	49%	52%	47%	50%	57%	53%	39%	56%

### 11.1.2 Improvement to services

Respondents were asked what improvements they would like to see to the Pool Service. Analysis shows that younger respondents (18 – 24) were more likely to cite more pool space to improve the facility than older respondents.

11.3	Improvements to Pool Service by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Lower costs/ cheaper	6%	3%	8%	13%	3%	3%	5%	1%
Improve complex facilities	4%	5%	3%	2%	4%	5%	5%	5%
More pool space	1%	7%	16%	5%	3%	3%	0%	1%
Better staff training	3%	2%	3%	5%	8%	0%	0%	1%
Learn to swim/ education/ Learners Pool access increased	4%	1%	3%	7%	3%	1%	2%	1%
Better/ more seating	2%	2%	0%	2%	3%	1%	5%	1%
Other	17%	12%	11%	20%	19%	18%	14%	7%
Nothing	7%	7%	0%	2%	6%	7%	12%	12%
Don't know	59%	62%	61%	50%	54%	62%	58%	71%

### 11.1.3 Splash Palace

Respondents were asked if they think recent upgrades to Splash Palace were worthwhile, and asked to explain why. When analysed by age and gender, the results show:

- Females were more likely cite that the recent upgrades were worthwhile compared to males; and
- Younger people were most likely to be unsure on this issue.

11.4	Perception of Upgrades by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Upgrades were worthwhile	75%	64%	47%	68%	71%	78%	71%	73%
Upgrades were not worthwhile	2%	6%	8%	4%	7%	3%	2%	1%
Don't know/unsure	23%	30%	45%	29%	22%	19%	28%	26%



11.5	Reason for Perception of Upgrades by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Overall improvement	14%	18%	7%	10%	11%	17%	16%	27%
Don't use facility	12%	10%	15%	10%	5%	9%	18%	10%
Improved changing facilities	12%	5%	7%	10%	16%	9%	12%	0%
Good for learners	10%	8%	7%	5%	7%	20%	6%	8%
Better for children	6%	4%	4%	5%	7%	4%	10%	2%
More people using pools	7%	4%	4%	0%	5%	2%	6%	13%
Not informed/ Don't know what upgrades involve	5%	3%	4%	5%	9%	2%	2%	4%
Better facilities for all ages	5%	3%	0%	3%	9%	2%	2%	8%
Everyone happy	3%	4%	0%	3%	7%	0%	6%	6%
Additional room/ space	3%	3%	4%	3%	2%	2%	8%	0%
Good environment	4%	1%	0%	10%	2%	4%	0%	0%
Easy to use/ accessible/ safer	2%	4%	4%	3%	5%	4%	0%	2%
Better activities/ facilities	1%	4%	7%	5%	0%	2%	2%	0%
Like the cafe	3%	1%	0%	5%	2%	2%	4%	0%
Other	8%	4%	0%	3%	7%	7%	4%	13%
Don't know	20%	34%	44%	30%	25%	20%	24%	23%

Respondents were asked what other facilities they would like to see at Splash Palace. When analysed by sub-groups, the results show that younger people (18 – 24), males were more likely to want the hydroslide improved at Splash Palace.

11.6	Future Facilities at Splash Palace by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Larger pool/ more pool space	7%	12%	18%	13%	15%	7%	8%	2%
Improve hydroslide	1%	9%	18%	9%	6%	1%	3%	0%
Gym	3%	4%	5%	7%	3%	1%	2%	2%
More activities	3%	2%	8%	4%	1%	3%	2%	0%
Bigger/ more changing rooms	4%	1%	0%	5%	3%	1%	2%	2%
Sporting resources	2%	2%	3%	0%	1%	3%	2%	2%
Toddlers pool/ recreation area	1%	2%	0%	4%	4%	0%	0%	2%
Other	22%	15%	13%	20%	28%	19%	26%	7%
Nothing	12%	13%	5%	9%	11%	12%	20%	14%
Don't know	49%	46%	42%	34%	33%	55%	42%	69%

## 12.1 Public Toilets

### 12.1.1 Performance of services

When it came to Public Toilets the variation by respondents in regard to Public Toilet Service's performance in terms of age was:

- Older residents (45-54 and 65+) and males were more likely to think ICC is doing well at providing toilets that meet residents' needs.

12.1	Performance of Public Toilets Service, Aspects of Service by Gender and Age; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Providing toilets that meet the needs of all residents (e.g., disabled, mothers)	65%	80%	60%	70%	57%	82%	73%	84%
Ensuring public toilets are well sign-posted	50%	58%	59%	48%	46%	52%	50%	65%
Providing an adequate number of public toilets around Invercargill and Bluff	52%	60%	62%	50%	49%	55%	55%	63%
Ensuring toilets are clean and well maintained	65%	77%	40%	57%	66%	80%	80%	87%

Respondents also rated how the Public Toilets Service was performing on consulting with residents and improvement of services. The results show that females and those aged 35-54 were less happy with consultation with residents on public toilets than other respondents.

12.2	Performance of Public Toilets Service, Overall by Gender and Age; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Overall improvement of public toilets in the last 3 years	61%	72%	59%	58%	64%	61%	76%	73%
Consultation with residents about public toilet issues	22%	41%	31%	27%	22%	24%	36%	45%

Respondents were asked what they think the Public Toilets Service performs best at. It was shown that:

- Older people (45-54) were most happy with the cleanliness of public toilets; and
- Younger people (18-24) were most happy with availability of toilets.

12.3	Best Performance by Public Toilets Services by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Cleanliness/ Maintenance	24%	26%	10%	23%	28%	38%	22%	20%
Availability of toilets	23%	20%	33%	17%	14%	14%	23%	29%
Quality of toilets/ Upgrading	5%	5%	10%	8%	7%	5%	2%	2%
Well-chosen locations	6%	5%	5%	6%	3%	5%	5%	7%
Disabled/ special access	4%	3%	17%	4%	7%	0%	0%	0%
Increased number of toilets	4%	1%	2%	0%	7%	4%	0%	2%
Sign posting	2%	3%	2%	6%	4%	1%	3%	0%
Free toilets/ camper discharge disposal	0%	1%	0%	0%	0%	1%	2%	0%
24 hour access	0%	1%	0%	0%	0%	0%	2%	1%
Nothing	1%	1%	2%	0%	0%	1%	0%	1%
Don't know	38%	41%	31%	44%	38%	34%	44%	44%

### 12.1.2 Importance of services

Respondents were asked which service provided by the Public Toilets Service was most important to them. Analysis by age shows that:

- Young people (18-24) felt it was more important that toilets are clean and well maintained than older respondents; and
- Males and retirees (65+) felt it was more important that toilets are well signposted than other respondents.

12.4	Best Performance by Public Toilets Services by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Ensuring toilets are clean and well maintained	54%	48%	60%	56%	57%	51%	52%	40%
Providing an adequate number of public toilets around Invercargill and Bluff	18%	20%	17%	13%	20%	25%	16%	18%
Providing toilets that meet the needs of all residents (e.g., disabled, mothers)	20%	14%	21%	21%	12%	12%	20%	21%
Ensuring public toilets are well sign-posted	8%	18%	2%	10%	12%	12%	13%	21%

### 12.1.3 Improvement to services

Respondents suggested a wide range of improvements to public toilets in the future. Analysis by gender and ratepayer status shows that young people (18-24) and non-ratepayers were the most likely to say that toilets should be cleaned more in the future.

12.5	Future Improvements to Toilets by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
More toilets	25%	27%	31%	31%	23%	32%	22%	20%
Need to be cleaned more often/ to a high standard	23%	20%	43%	33%	25%	18%	6%	18%
Better signage	11%	13%	12%	12%	16%	12%	11%	9%
Improved appearance/ Need to be updated/ automated	12%	7%	10%	8%	14%	12%	5%	8%
More change tables/ nappy disposal facilities	10%	8%	10%	15%	13%	13%	6%	1%
More sanitary disposal facilities	4%	2%	2%	8%	6%	3%	3%	0%
Better maintenance and repair	5%	1%	2%	8%	1%	3%	2%	4%
Better access (disabled/ prams etc)	3%	3%	7%	2%	1%	7%	0%	1%
All toilets should be manned	3%	1%	5%	0%	1%	4%	2%	0%
Improve safety (Outside lighting, cameras)	3%	1%	0%	2%	3%	1%	3%	1%
Better features (dispensers, lighting etc)	1%	1%	2%	0%	1%	0%	2%	1%
More 24 hour toilets available	1%	1%	0%	2%	1%	0%	2%	0%
None	6%	6%	2%	2%	4%	3%	11%	12%
Other	1%	1%	0%	2%	0%	0%	2%	1%
Don't know	24%	26%	12%	13%	22%	26%	28%	36%

Respondents were asked what improvements they would like to see to the Public Toilets Service. The results show:

- Those aged 25-34 were more likely to say that more change tables should be provided than respondents of other age groups; and
- Those aged 35-44 were more likely to say that more toilets should be available than other respondents.

**12.6****Improvements to Public Toilets Service by Gender and Age**

	<b>Female</b>	<b>Male</b>	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65+</b>
More toilets available	32%	31%	24%	27%	41%	36%	31%	28%
Better/ more cleaning/ maintenance	18%	12%	29%	21%	16%	9%	11%	13%
Better/ more signage	9%	14%	7%	12%	7%	17%	14%	9%
Improved features (dispensers, change tables, lighting etc)	4%	4%	10%	2%	3%	7%	3%	1%
Provide change tables	3%	1%	2%	10%	3%	1%	0%	0%
Improved safety (Outside lighting, cameras)	3%	0%	2%	2%	1%	4%	2%	0%
Improve appearance/ Upgrade	1%	1%	0%	2%	3%	1%	0%	0%
Nothing	6%	5%	2%	4%	1%	5%	3%	12%
Don't know	32%	37%	29%	31%	32%	29%	42%	40%

## 13.1 Community Development

### 13.1.1 Performance of services

When it came to Community Development the variation by respondents in regard to Community Development Service's performance in terms of age was:

- People aged 25-34 were more likely to rate performance of the Child, Youth and Family Friendly Initiative highly than other respondents; and
- Older people (55+) were more likely than younger respondents to believe Safer Invercargill City is performing well.

Note that for some sub-groups, the number of residents aware of the initiative is low. The results should therefore be read with caution. Some sub-groups are excluded from analysis as the numbers are too low to provide a quality analysis of the results.

13.1	Performance of Community Development Initiatives by Gender and Age; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Safer Invercargill City	61%	64%	*	61%	43%	50%	76%	73%
Child, Youth and Family Friendly Initiative	61%	58%	*	74%	61%	64%	48%	58%
Neighbourhood Support	53%	59%	64%	54%	49%	50%	56%	63%

\* Indicates that sample numbers are too low to provide a robust analysis.

Respondents also rated how the Community Development Service was performing on consulting with residents and improvement of services. Sub-group analysis indicates that:

- Older residents (65+) were more likely than other respondents to be satisfied with the improvement of Community Development and with the consultation of residents.

13.2	Performance of Community Development Service, Overall by Gender and Age; MTG Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Overall improvement of Community Development Service in the last 3 years	45%	48%	47%	51%	33%	30%	56%	62%
Consultation with residents about Community Development issues	36%	47%	49%	41%	29%	25%	49%	56%

### 13.1.2 Awareness

Respondents were asked if they were aware of funding provided by ICC. Analysis by age shows that:

- Residents aged 18-24 were less likely to be aware of funding for Community Development than older respondents.

13.3	Awareness of Funding by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Aware of funding	39%	45%	21%	33%	38%	42%	50%	53%
Not aware of funding	56%	53%	76%	63%	59%	53%	47%	45%
Don't know/ unsure	5%	2%	2%	4%	3%	5%	3%	2%

Those who were aware of funding were asked how they had become aware of the funding provided. The results show that those aged 35-54 were more likely to be aware through involvement in community development than those of other age groups. Those aged 55+ were more likely to be aware through the newspaper.

13.4	Reasons for Awareness of Funding by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Involvement with activities/ organisations	40%	31%	*	*	46%	47%	34%	29%
Newspapers	33%	35%	*	*	38%	19%	41%	42%
Word of mouth	17%	12%	*	*	15%	16%	13%	7%
Advertising	15%	16%	*	*	23%	9%	19%	11%
Newsletters/ brochures	6%	16%	*	*	4%	16%	9%	16%
Local TV/ Radio	5%	4%	*	*	4%	0%	6%	7%
Previous funding involvement	4%	3%	*	*	8%	3%	3%	2%
ICC website	1%	1%	*	*	0%	3%	0%	2%
Stadium funding	0%	1%	*	*	0%	0%	0%	0%
Don't know	7%	4%	*	*	0%	9%	3%	7%

\* Indicates that numbers aware of funding are too low to provide an adequate analysis

### 13.1.3 Safety

Respondents rated how safe they feel in Invercargill. The analysis shows that respondents aged 18-24 felt the least safe and those aged 35 – 44 felt the most safe in Invercargill.

13.5	Safety in Invercargill by Gender and Age; MTS Score							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
How safe do you feel in Invercargill?	83%	85%	71%	81%	91%	88%	78%	87%

### 13.1.4 Improvement to services

Respondents were asked if they believe ICC should be involved in community development projects. Analysis of the results by the age of the respondents indicates that:

- Those aged 18-24 believed most that ICC should be involved; and
- Those aged 55-64 believed least that ICC should be involved.

13.6	ICC Involvement with Community Development by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
ICC should be involved	91%	84%	95%	92%	91%	86%	83%	85%
ICC should not be involved	6%	9%	0%	2%	6%	12%	8%	11%
Don't know/ unsure	4%	6%	5%	6%	3%	3%	9%	5%

Respondents were asked what improvements they would like to see to the Community Development Service. Females were more likely than males to want improvements to youth and children programmes.

13.7	Improvements to Community Development Service by Gender and Age							
	Female	Male	18-24	25-34	35-44	45-54	55-64	65+
Communication/ Awareness/ Promotion	25%	20%	14%	27%	30%	33%	20%	11%
Being involved/ proactive	4%	3%	2%	2%	3%	5%	6%	2%
Youth/ children programmes	4%	0%	7%	4%	0%	3%	2%	1%
Better scheduling of events	0%	0%	0%	0%	0%	0%	0%	1%
Rejuvenation/ Beautification	0%	2%	0%	0%	0%	1%	2%	2%
More funds available/ Fair allocation of funds	2%	1%	0%	0%	1%	4%	3%	0%
More events/ projects	6%	5%	5%	10%	4%	4%	6%	6%
Service not required/ unnecessary	1%	0%	0%	0%	0%	1%	2%	0%
Be more efficient	1%	3%	2%	0%	1%	1%	3%	4%
Nothing	0%	8%	2%	2%	3%	0%	5%	8%
Don't know	58%	58%	69%	58%	57%	49%	53%	65%

## Appendix Five: Sub Group Analysis Ratepayer Status

### 1.1 Overall Performance

Respondents were asked which Community and Regulatory service was most important to them. Priorities showed some variation based on ratepayer status. For instance:

- Non-ratepayers were more likely than ratepayers to rate animal services as important.

1.1	Services, Ranked in Order of Importance by Resident Status	
	Ratepayer	Non-ratepayer
Community Development	20%	25%
Environmental Health	16%	11%
Urban Rejuvenation	13%	6%
Animal Services	8%	19%
Housing Care	10%	12%
Libraries	6%	5%
Building Consents	7%	2%
Pools	5%	5%
Passenger Transport (Buses)	3%	8%
Parking	4%	5%
Public Toilets	4%	2%
Resource Management	4%	1%
Don't know	0%	0%

The variation by ratepayer status show that non-ratepayers were more positive on a number of aspects, including:

- Staff are helpful in assisting to understand processes;
- The service units have integrity;
- There is consistency in decision making; and
- Management and Councillors seem to work in harmony.



## 1.2

### Performance of ICC Services by Resident Status; MTG Scores

	Ratepayer	Non-ratepayer
Protecting my quality of life, safety and rights as a citizen	71%	78%
Staff are helpful in assisting to understand processes	61%	71%
The service units have integrity	58%	69%
I feel confident that complaints are investigated and resolved	51%	53%
ICC is easier to deal with than other local authorities	43%	50%
There is consistency in decision making	39%	56%
Management and Councillors seem to work in harmony	37%	47%

## 2.1 Animal Services

### 2.1.1 Performance of services

When it came to Animal Services, the variations by respondent in regard to Animal Services' performance were:

- Non-ratepayers were less positive than ratepayers regarding ICC holding animal owners responsible for their animal's behaviour.

2.1	Performance of Animal Services, Aspects of Service by Resident Status; MTG Score	
	Ratepayer	Non-ratepayer
Providing "dog-friendly" spaces around town	69%	80%
Enforcement of Council by-laws	63%	57%
Holding dog owners responsible for their dog's behaviour	63%	55%
Holding other animal owners responsible for their animal's behaviour	66%	50%
Preventing uncontrolled dog behaviour	61%	50%
Education about responsible dog care	49%	50%
Patrolling in parks and reserves	60%	48%

In terms of awareness of Animal Services Rules:

- Non ratepayers were less aware of of the three cat limit per household following an upheld nuisance complaint rule

2.2	Awareness of Animal Services Rules by Resident Status	
	Ratepayer	Non-ratepayer
Limit of up to three cats per household following an upheld nuisance complaint	75%	59%
Limit of three dogs per household	36%	37%
Dogs not allowed in city centre	61%	59%
Not aware of any	9%	17%

### 2.1.2 Importance of services

Respondents were asked which service provided by Animal Services was most important to them.

- Non-ratepayers were more likely to rate the provision of ‘dog friendly’ spaces around town as important.

2.3 Importance of Animal Services by Resident Status		
	Ratepayer	Non-ratepayer
Holding dog owners responsible for their dog’s behaviour	34%	31%
Preventing uncontrolled dog behaviour	21%	10%
Education about responsible dog care	12%	15%
Registration of Dogs	10%	10%
Enforcing Council by-laws	8%	5%
Holding other animal owners responsible for their animal’s behaviour	6%	10%
Providing “dog-friendly” spaces around town	3%	12%
Patrolling in urban areas	3%	5%
Patrolling in parks and reserves	2%	2%
Don't know	1%	0%

### 2.1.3 Complaint responses

All respondents were asked how quickly they expected Animal Services to respond to a range of issues.

- Non-ratepayers were more likely to expect a longer timeframe for dealing with wandering dogs.



## 2.4

## Expected Complaint Response by Resident Status

	Ratepayer	Non-ratepayer
<b>Barking/noise</b>		
Within 30 Minutes	19%	17%
Within 1 Hour	31%	32%
Within 4 Hours	22%	14%
Within 12 Hours	11%	10%
24 Hours or More	17%	27%
<b>Wandering/found dog</b>		
Within 30 Minutes	39%	41%
Within 1 Hour	32%	34%
Within 4 Hours	23%	10%
Within 12 Hours	4%	14%
24 Hours or More	3%	2%
<b>Fouling</b>		
Within 30 Minutes	18%	19%
Within 1 Hour	15%	25%
Within 4 Hours	19%	17%
Within 12 Hours	8%	12%
24 Hours or More	40%	27%
<b>Aggressive dog behaviour</b>		
Within 30 Minutes	73%	76%
Within 1 Hour	20%	15%
Within 4 Hours	5%	3%
Within 12 Hours	1%	5%
24 Hours or More	1%	0%

### 3.1 Environmental Health

#### 3.1.1 Performance of services

When it came to Environmental Health the variation by respondents in regard to Environmental Health's performance was:

- Non-ratepayers were relatively more likely than ratepayers to rate ICC as performing well with regard to regulating hours of operation for places where alcohol is being sold.

3.1	Performance of Environmental Health, Aspects of Service by Resident Status; MTG Score	
	Ratepayer	Non-ratepayer
Ensuring that all places where food is sold are safe	63%	76%
Monitoring and enforcing legislation around alcohol	73%	71%
Regulating hours of operation for places where alcohol is sold	67%	84%
Protection from noise	65%	73%
Ensuring that all places where alcohol is sold are safe	74%	82%
Promoting warm and dry housing	63%	63%
Protection from pollution	59%	60%

Respondents also rated how the Environmental Health Division was performing on consultation with residents and improvement of services.

- Non-ratepayers were more likely to rate the Environmental Health service has improved in the last three years.

3.2	Performance of Environmental Health, Overall by Resident Status; MTG Score	
	Ratepayer	Non-ratepayer
Overall improvement of Environmental Health service in the last 3 years	45%	63%
Consultation with residents about Environmental Health issues	47%	48%

### 3.1.2 Importance of services

Respondents were asked which service provided by Environmental Health was most important to them. The results show that:

- Non-ratepayers were more likely to rate the hours of operation for places where alcohol is sold are regulated as important.

3.3	Importance of Environmental Health by Resident Status	
	Ratepayer	Non-ratepayer
Promoting warm and dry housing	38%	35%
Places where food is sold are safe	31%	17%
Protection from pollution	11%	15%
Monitoring and enforcement of legislation around alcohol	8%	8%
Hours of operation for places where alcohol is sold are regulated	5%	14%
Protection from noise	4%	4%
Places where alcohol is sold are safe	3%	6%

### 3.1.3 Complaint responses

All respondents were asked to outline how quickly they expected ICC would respond to complaints. The results show that:

- Non-ratepayers were more likely than other respondents to want abandoned vehicles dealt with sooner rather than later.



## 3.4

## Expected Complaint Response by Resident Status

	Ratepayer	Non-ratepayer
<b>Noise</b>		
Within 30 Minutes	50%	41%
Within 1 Hour	38%	46%
Within 4 Hours	6%	6%
Within 12 Hours	4%	6%
24 Hours or More	3%	1%
<b>Abandoned vehicle</b>		
Within 30 Minutes	7%	15%
Within 1 Hour	8%	17%
Within 4 Hours	11%	18%
Within 12 Hours	16%	11%
24 Hours or More	58%	38%
<b>Rubbish/litter</b>		
Within 30 Minutes	8%	8%
Within 1 Hour	15%	18%
Within 4 Hours	21%	23%
Within 12 Hours	20%	17%
24 Hours or More	37%	34%
<b>Parking</b>		
Within 30 Minutes	27%	31%
Within 1 Hour	28%	31%
Within 4 Hours	16%	17%
Within 12 Hours	10%	7%
24 Hours or More	18%	14%
<b>Drinking in Alcohol-free zones</b>		
Within 30 Minutes	56%	54%
Within 1 Hour	28%	34%
Within 4 Hours	8%	8%
Within 12 Hours	2%	1%
24 Hours or More	6%	3%
<b>Complaints regarding food premises</b>		
Within 30 Minutes	19%	20%
Within 1 Hour	18%	18%
Within 4 Hours	18%	11%
Within 12 Hours	15%	17%
24 Hours or More	31%	34%

Respondents were asked when they would want feedback regarding their complaint. The results show that:

- Non-ratepayers wanted feedback sooner rather than later relative to other respondents.

3.5	Timeframe for Feedback by Resident Status	
	Ratepayer	Non-ratepayer
Within 30 minutes	6%	5%
Within 60 minutes	2%	3%
Within 4 hours	2%	10%
Within 12 hours	5%	6%
Within 24 hours	22%	16%
Within 2 days	24%	29%
Within 3 or more days	38%	31%

## 4.1 Resource Management

### 4.1.1 Performance of services

When it came to Resource Management the variation by respondents in regard to Resource Management’s performance in terms of ratepayer status was:

- Ratepayers were less likely to think ICC encourages development in Invercargill compared to non-ratepayers.

4.1	Perceptions of Invercargill’s Resource Management by Resident Status; MTG Scores	
	Ratepayer	Non-ratepayer
We take care of our environment	63%	61%
We get encouraged to take care of our natural resources	65%	71%
ICC encourages development in Invercargill	53%	69%
New business and residential developments integrate well into the city	42%	57%

## 5.1 Building Consents

### 5.1.1 Performance of services

Respondents rated how Building Consents was performing on consulting with residents and improvement of services. The results show that:

- Ratepayers were less likely to say that the Building Consent service had improved in the last three years.

5.1	Performance of Building Consents, Overall by Resident Status; MTG Scores	
	Ratepayer	Non-ratepayer
Overall improvement of the Building Consent Service in the last 3 years	42%	58%
Consultation with residents about Building Consent issues	37%	46%

### 5.1.2 Improvement to services

Residents were asked if they believe ICC should be investing in a system to allow online building consent submission. The results indicate:

- Ratepayers were less interested in this service than non-ratepayers.

5.2	Should the ICC be Investing in an On-Line Building Consent Submission System by Resident Status	
	Ratepayer	Non-ratepayer
Yes	74%	87%
No	16%	10%
Unsure/Don't know	9%	3%

## 6.1 Housing Care

### 6.1.1 Performance of services

When it came to Housing Care the variation by respondents in regard to Housing Care's performance in terms of ratepayer status was:

- Non-ratepayers were more likely to rate ICC's performance positively with regard to responding to requests for service.

6.1	Performance of Housing Care, Aspects of Service by Resident Status; MTG Score	
	Ratepayer	Non-ratepayer
Ensuring the housing stock is well insulated, energy efficient and meets current safety standards	63%	58%
Ensuring the housing stock is suitable for the needs of the users (e.g., disabled users, mentally impaired users)	61%	50%
Response to requests for service	53%	70%
Maintaining the housing stock	56%	52%
Provision of enough affordable housing to meet the needs of the elderly, disabled or mentally impaired in Invercargill	53%	52%

Respondents also rated how Housing Care was performing on acting on residents' concerns and improving services. The results show that non-ratepayers were more likely to rate the overall improvement of housing in the last three years as positive, relative to ratepayers.

6.2	Performance of Housing Care, Overall by Resident Status; MTG Score	
	Ratepayer	Non-ratepayer
Overall improvement of housing in the last 3 years	48%	64%
Consultation with residents about housing care issues	42%	45%

## 7.1 Libraries

The ICC operates two libraries, a central library in the CBD and a small branch library in Bluff. When analysed by ratepayer status, the results show that:

- Ratepayers more than non-ratepayers were more likely to be members of the library.

7.1	Member of Council-Run Library by Resident Status	
	Ratepayer	Non-ratepayer
Yes	70%	52%
No	30%	48%

### 7.1.1 Importance of services

Respondents were asked which service provided by the library was most important to them. The results show that the internet and wi-fi was most important to non-ratepayers.

7.2	Importance of Library Services by Resident Status	
	Ratepayer	Non-ratepayer
Catering to the needs of all Invercargill residents	36%	35%
Service from library staff	34%	27%
Libraries being up to date with users' needs (e.g., on-line access, e-books)	16%	16%
Publicising the services they offer (other than book hire)	6%	3%
Keeping up with international trends	5%	5%
Access to free internet / wi-fi	1%	11%
Don't know	2%	3%

## 8.1 Urban Rejuvenation

### 8.1.1 Performance of services

When it came to Urban Rejuvenation the variation by respondents in regard to Urban Rejuvenation's performance in terms of ratepayer status was:

Ratepayers were less positive regarding ICC's performance on the following measures:

- Promoting the work being undertaken by community groups;
- Providing a clear vision for the city;
- Contributing labour to Urban Rejuvenation; and
- Getting things done with regard to Urban Rejuvenation.

8.1	Performance of Urban Rejuvenation Services, Aspects of Service by Resident Status; MTG Score	
	Ratepayer	Non-ratepayer
Working with community groups towards a common goal	68%	81%
Actively helping groups undertaking Urban Rejuvenation	68%	78%
Being proactive towards Urban Rejuvenation	66%	74%
Communicating with community groups	63%	76%
Promoting the work being undertaken by community groups	60%	75%
Providing a clear vision for the City	50%	68%
Contributing labour to Urban Rejuvenation	51%	68%
Getting things done with regard to Urban Rejuvenation	53%	71%

### 8.1.2 Involvement in services

All respondents were asked what projects they were aware of. When analysed by sub-groups, the results show:

- Ratepayers were more aware of urban rejuvenation projects, than non-ratepayers.



## 8.2 Awareness of Urban Rejuvenation by Resident Status

	Ratepayer	Non-ratepayer
South City / South Alive	55%	38%
CBD	21%	11%
Glengarry	16%	11%
Bluff 2024	7%	4%
Skate Park	4%	4%
Dog Park	3%	1%
Windsor Small Business Group	3%	0%
Tree/ flower planting	1%	1%
Queens Parks	1%	0%
Parks/ Playgrounds (unspecified)	1%	1%
Estuary	1%	0%
Other	6%	3%
Not aware of any	26%	52%

Respondents were asked if ICC should introduce differential rates for communities to fund projects. The research shows:

- Non-ratepayers were more likely to be in favour of the introduction of differential rates compared to ratepayers.

## 8.3 Introduction of Differential Rate by Resident Status

	Ratepayer	Non-ratepayer
Yes	28%	54%
No	59%	35%
Don't know	12%	11%

## 9.1 Pools

### 9.1.1 Splash Palace

Respondents were asked if they think recent upgrades to Splash Palace were worthwhile, and asked to explain why. When analysed by ratepayer status, the results show:

- Ratepayers were more likely to say that recent upgrades were worthwhile relative to non-ratepayers.

9.1	Perception of Upgrades by Resident Status	
	Ratepayer	Non-ratepayer
Yes Upgrades were worthwhile	73%	53%
No Upgrades were not worthwhile	3%	7%
Don't know/unsure	24%	41%

Respondents were asked what other facilities they would like to see at Splash Palace. When analysed by sub-groups, the results show that non-ratepayers were more likely to want the hydroslide improved at Splash Palace.

9.2	Future Facilities at Splash Palace by Resident Status	
	Ratepayer	Non-ratepayer
Larger pool/ more pool space	9%	10%
Improve hydroslide	3%	14%
Gym	3%	5%
More activities	2%	5%
Bigger/ more changing rooms	3%	0%
Sporting resources	2%	3%
Toddlers pool/ recreation area	2%	2%
Other	18%	22%
Nothing	13%	10%
Don't know	49%	41%

### 10.1 Public Toilets

When it came to Public Toilets the variation by respondents in regard to Public Toilet Service’s performance in terms of ratepayer status was:

- Ratepayers were more likely to think Council was performing well at ensuring toilets were clean and well-maintained.

10.1	Performance of Public Toilets Service, Aspects of Service by Resident Status; MTG Score	
	Ratepayer	Non-ratepayer
Providing toilets that meet the needs of all residents (e.g., disabled, mothers)	72%	71%
Ensuring public toilets are well sign-posted	51%	62%
Providing an adequate number of public toilets around Invercargill and Bluff	55%	59%
Ensuring toilets are clean and well maintained	74%	56%

## 11.1 Community Development

When it came to Community Development the variation by respondents in regard to Community Development Service’s performance in terms of ratepayer status was:

- Non-ratepayers were more likely than ratepayers to indicate that Neighbourhood Support was performing well.

11.1	Performance of Community Development Initiatives by Resident Status; MTG Score	
	Ratepayer	Non-ratepayer
Safer Invercargill City	61%	68%
Child, Youth and Family Friendly Initiative	57%	68%
Neighbourhood Support	53%	68%

Respondents also rated how the Community Development Service was performing on consulting with residents and improvement of services. Sub-group analysis indicates that:

- Non-ratepayers were more likely than other respondents to be satisfied with the improvement of Community

11.2	Performance of Community Development Service, Overall by Resident Status; MTG Score	
	Ratepayer	Non-ratepayer
Overall improvement of Community Development Service in the last 3 years	43%	58%
Consultation with residents about Community Development issues	38%	51%



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