



Invercargill City Council Levels of Service

Research Report | August 2020





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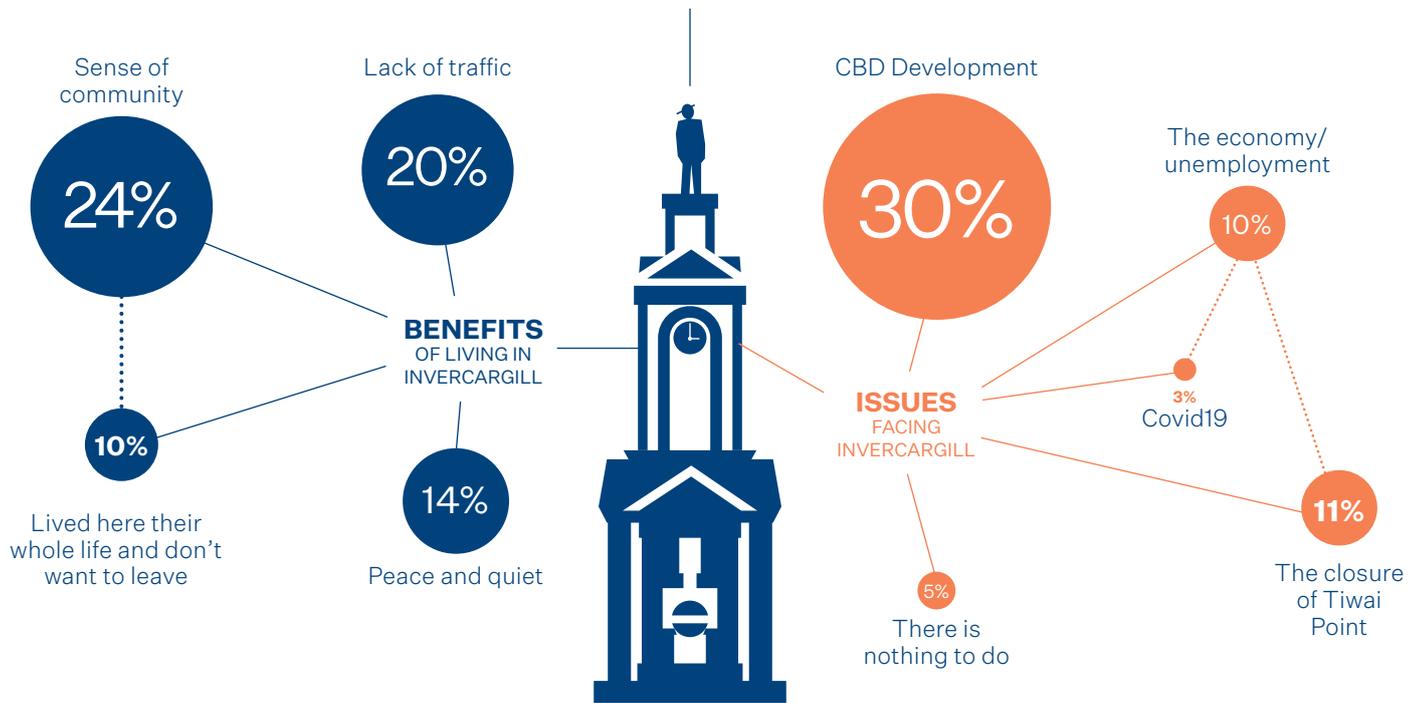
1	Key Findings	4
2	About the Research	8
	PHASE ONE: CHARRETTE AND IWI WORKSHOP	10
3	Qualitative Feedback	11
3.1	Reasons for Living in Invercargill	12
3.2	Major Concerns About the Future of Invercargill	13
3.3	Service Level Expectations	15
3.4	Priorities for Major Projects	17
3.5	The Vision for the City	19
	PHASE TWO: SURVEY FINDINGS	21
4	Quantitative Feedback	22
4.1	The Benefits of Living in Invercargill	23
4.2	Pressing Issues in Invercargill	25
4.3	The Council's COVID-19 Response	27
4.4	Prioritising Major Projects	29
5	Essential Services	31
5.1	Priority Services	32
5.2	Essential Services Funding	34
5.3	Funding Sources	36
6	Libraries and Archives	38
7	Pools	41
8	Culture and Hertiage	45
9	In-Ground Infrastructure	47
10	Waste	50
11	Water	52
12	Passenger Transport	54
13	Roading	59
14	Appendix One: Research Design	62
15	Appendix Two: Survey Respondent Profile	66
16	Appendix Three: Online Survey Feedback	71

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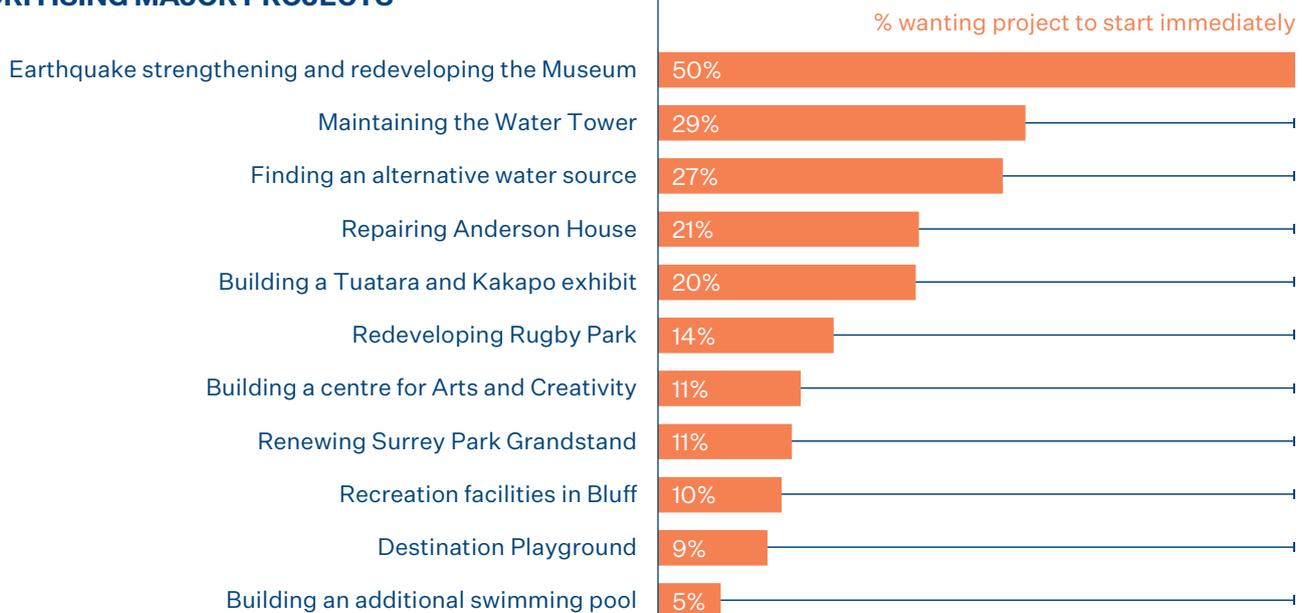
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Key Findings





PRIORITISING MAJOR PROJECTS



Starting some of the potential major projects will address people’s concerns that there is nothing to do in Invercargill.

Residents want a **balance between arts and sports** facilities within Invercargill. For example, redeveloping Rugby Park, building a centre for Arts and Creativity, renewing Surrey Park Grandstand, and recreation facilities in Bluff all received similar levels of support overall.

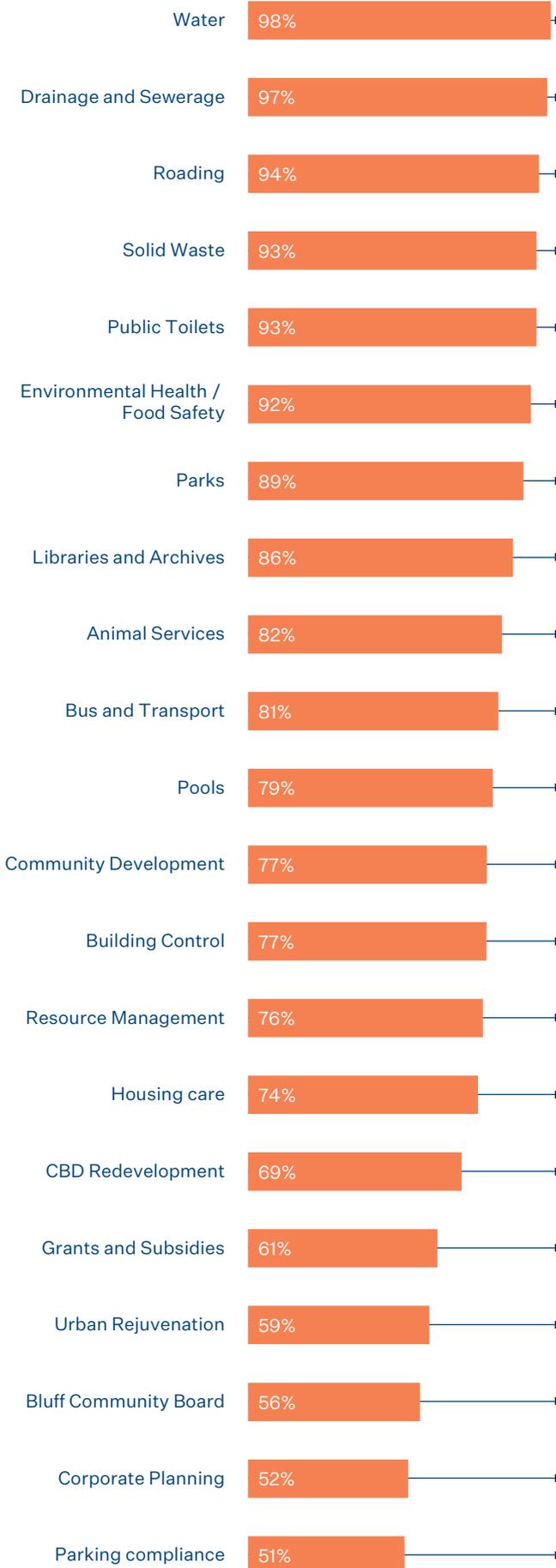
A large proportion of residents **do not want** to see the development of a destination playground or the construction of an additional pool.

However, respondents with young families are more likely to be in favour of the development of a destination playground.

Maintaining the city’s **critical water infrastructure** is viewed as very important. The following figure shows that residents believe this is the most essential service the Council provides.

PRIORITISING COUNCIL SERVICES

% who believe service is essential



WATER:
59%
agree that the Council is doing enough to provide a safe and sustainable supply of water

ROADING:
80%
are happy with the roading network as a whole
Nevertheless, many believe road surfaces still need improving
Remember – lack of traffic congestion is regarded as a positive for the city, so roadworks can be frustrating if not managed correctly.

LIBRARIES
66%
of users could not think of any improvements that could be made to ICC Library services

BUSES AND TRANSPORT:
Frequency of bus use is low - only **8%** of residents catch the bus at least once a month
People who regularly use the buses are satisfied. Improvements could be made to extend routes to take passengers where they want to go

POOLS:
% using Splash Palace weekly has decreased from 19% in 2016 to 10% in 2020.

19% 2016 → 10% 2020

A decrease in price might encourage more people to use the pool. But many people said they simply do not like public swimming pools and there is nothing that would make them use Splash Palace more often.
Compared with 2016, less people think pools are essential.

For the most part, the results are consistent with the findings of the 2016 survey. The results from the qualitative portion of this project are supported and quantified by the representative survey of residents.

However, between the charrette in February and the telephone survey in June – July 2020, COVID-19 gripped the nation. The effects of which were disproportionately felt in Southland due to the Bluff Wedding Cluster.

Residents' opinions of what the Council should do post COVID-19 are varied. Forty-four percent do not have an opinion on what the Council should do. Of those who provided a suggestion, many of the comments focus on economic initiatives; for example, avoiding rates increases, supporting businesses, and events to boost the economy.

Other comments focus on providing social support; for example, listening and communicating, and supporting people in need.

Some comments related to the lockdown; for example re-opening Council facilities, reinstating Council services, and clarifying lockdown procedures.

Overall, satisfaction with the levels of service are 'OK'.

Council services are viewed as essential. Especially infrastructure services, such as water, drainage and sewerage, roading, and waste.

When asked how they felt rates money should be spent to achieve the levels of service desired, respondents indicated:

- Roading is regarded as a high priority service and a large proportion of respondents want to see more rates money spent in this area in order to provide a better quality service.
- Housing care and CBD Redevelopment are viewed as essential by fewer respondents. However, amongst those that regard it as essential, a significant number want to see more rates money spent here.
- Parking compliance and corporate planning had the highest levels of respondents willing to see less money spent there and who would accept a lower quality of service, despite viewing these services as essential.

But in nearly all cases, **most respondents want to see the same amounts of rates spent and the same level of service provided.**

Compared with the results of the 2016 survey, a greater proportion of residents are looking for an increased spend on many of the essential services. If this trend continues and the majority of residents want more money spent on each service, this will place ICC in a financial dilemma. Therefore, being seen to address some of the concerns over the essential services is important in building confidence in the Council.

For example, although 80% are happy with the roading network as a whole, there are still improvements that can be made, in particular to the road surfaces.

About the Research



To help inform the development of Invercargill City Council's Long-term Plan, Research First conducted a project to evaluate the levels of service provided by the Council. This research project was designed to provide an understanding of what people want from Council activities; how they perceive the value for money of those activities; and the level of service desired.

The research design combined two methods to achieve this:

1. A charrette and iwi workshop – a qualitative approach to provide depth of insight around community perceptions and needs; and
2. A telephone survey – a quantitative measure to provide breadth of insight and a way to generalise perceptions and needs across the community.

This report presents the findings from the entire research project. Note: Research First conducted research projects with similar aims for ICC in 2013, 2014, and 2016. Where possible, the 2020 results have been compared with previous years to show trends in the community's perceptions of ICC's service provision over time. A more in-depth description of the method can be found in Appendix One.

Phase One: Charrette and Iwi Workshop

The following is a summary of the feedback obtained during the charrette and iwi workshop.

PHASE ONE

Qualitative Feedback



3.1 Reasons for Living in Invercargill

Residents feel that Invercargill has everything they need, and there is a sense of community.

“People actually look you in the eye when you walk down the street.”

Participants like that there are few, if any, issues caused by traffic congestion and it does not take long to get across town. The airport is close to the central city. Everything is perceived to be less than 2 hours away. This includes shops and parks; or natural attractions, like mountains, rivers or the beach; and other towns and cities, like Bluff, The Catlins, and Queenstown. Even Wellington and Auckland are only a two-hour flight away.

Many residents have lived in Invercargill their whole lives and they do not want to leave. Some of the students even actively choose to stay in Invercargill, rather than studying elsewhere.

There is a sense that it is a good place for families. It is relatively safe, with good neighbours. Housing is also affordable compared to other cities in New Zealand.

SIT and the Zero Fees scheme were cited as major benefits for the city.

Other residents value Invercargill’s motorsport history.

The iwi representatives feel that Invercargill is a safe place to live and that there is a great sense of community. The Māori community and networks are strong. Invercargill has a relaxed pace of life.

There is also a feeling that Invercargill has world-class sporting and recreational facilities, and good local financial support for local sporting groups through local not-for-profit organisations.

3.2 Major Concerns About the Future of Invercargill

Despite residents initially being positive about Invercargill, they quickly began to talk about some of the issues facing the city. Some people contradicted the points they had already made.

For instance, residents are embarrassed to bring friends and family to Invercargill because there is nothing to do and things are 'falling down'. Activities for teenagers and young people, in particular, are lacking.

Some claim they are scared to walk in certain areas of the city and that gangs, drugs, and boy racers are intimidating.

Some claim housing availability is decreasing and prices are increasing and that this is driven by a change in the demographic composition of the city.

Related to this, is the view that generational changes in the types of work young people are seeking means employers in traditional Southland/Invercargill industries are struggling to find applicants (e.g. farming and retail). Young people are leaving Invercargill for better work opportunities elsewhere.

The current skills training available in the city does not match the jobs available. Furthermore, the uncertain future of SIT is a concern. The polytechnic is vital for attracting young people to Invercargill; without it the population profile would change.

Population growth is viewed by the community as being important for the prosperity of the city but it is equally a concern, as they perceive that migration will impact on the social fabric and lead to increased pressure on housing and amenities in the near term.

The closure of Tiwai Point is a concern because of the effect this will have on the economy.

Roading was mentioned by almost everyone. They are frustrated with what seems like unnecessary and poorly planned roadworks.

Others mention key projects that the Council is already aware of:

- The dilapidation of Anderson Park and Rugby Park;
- Earthquake strengthening the Museum and the Water Tower; and
- Adding an additional pool because the current pool is at capacity.

Some are disappointed that there is no green waste collection, and there is confusion around the city's recycling scheme. Others think that the bylaw preventing residents from having rainwater tanks on their own property should be reviewed. Residents could mitigate the impact on stormwater systems if they could collect and use rainwater on their properties.

Some residents are concerned that Invercargill only has one water source. However, residents do not think that water restrictions are an issue (note: this issue needed to be prompted by the researchers). Residents are adamant that they do not want to pay for water or subsidise the rest of the country. They do not want water being sold to China.

Residents also needed to be prompted about climate change, which indicates that this was not a front-of-mind concern for residents. Older residents are not worried about climate change, claiming that it is a young person's thing. On the other hand, there are some residents who are worried about sea level rise and that Bluff could become uninhabitable.

Residents were largely unable to articulate the tangible actions they wanted the Council to undertake. However, they were clear they wanted to see some action taking place, although, they found it hard to prioritise some of the issues.

They want the Council to support and make good what is already there before thinking about spending money on new projects. Maintaining the existing infrastructure is important because the longer it is left the worse it will become and the more costly to resolve.

The focus of the concerns about the future of Invercargill expressed by the iwi representatives was noticeably different from those who participated in the charrette.

“Invercargill is a cultural desert of Māori culture”

One of their main issues is around the lack of visibility and focus on Māori in the city. They feel invisible and unheard. They talk about the lack of Māori street and place names; the use of Scottish-related cultural references by Council (e.g. bagpipes) at events in preference to referencing Māori culture; they perceive a total disregard of Māori as partners to Te Tiriti o Waitangi. The representatives also would like to see a review of the democratic process to enable better access for Māori, incorporating Māori words and phrases and that the establishment of Māori constituencies within Invercargill be considered.

Overall, the iwi representatives felt that Māori concerns and issues should be given more priority by the Council, as they represent 19% of the population.

The iwi representatives want the profile of Māori to be raised by Council erecting some pou in the CBD to reflect the area's rich Māori heritage.

However, similar to the participants in the charrette, the iwi representatives were also concerned about roading and the safety of the road system, particularly for cyclists (due to the “bulbs” at the intersections).

3.3 Service Level Expectations

When asked if they are happy with the current level of service provided by the various activity groups within the Council, most residents state that they would like a higher quality of service. It is human nature to want more, faster, and cheaper service. However, when pressed, they are generally satisfied with the level of service.

Residents highlighted specific streets where there are “unnecessary” roadworks, and where there are failings in the logistics of the works being undertaken, leading to the work taking longer than initially stated (i.e., roads being resealed and then being disrupted again to have another service installed, e.g., new piping or cables). But when asked about satisfaction with the whole roading network, participants can also see the positives of being able to get from A to B on paved/sealed roads with minimal traffic disruption. Those who had lived elsewhere stated that Invercargill residents were spoiled by the ease of moving around the city.

Traditional infrastructure is regarded as essential services that the Council must provide (e.g., Roading, Three Waters, and Waste Collection). However, there are several projects that require urgent attention from the Council, such as the museum and rehousing the tuatara (these are described as a local treasure by some residents).

As mentioned earlier, asset dilapidation is a major concern. These are not just a nice-to-have, these are civic amenities that every city needs. The history/heritage, the city experience and the activities that come with these assets mean that there is concern that there will be a generation that will grow up with a cultural gap. Residents reiterate that there is nowhere to take visitors. There is Transport World, but this is perceived to be expensive. Participants would like to see some free attractions in the city.

There are some activity groups within the Council that the residents are not sure about what they do. For example, Corporate Services and Investments. Others recognise the value of the Investments team and would like the Council to be able to generate its own income. For example, event venues can have a potentially high economic impact. They are essential in attracting visitors to the city. They believe the city needs to be more events focused. It is currently missing concerts, big rugby games and national and international conferences (but it was recognised that the proximity to Dunedin might mean this is difficult to achieve).

Public Transport is a contentious topic. Those who do not use the service would be fine with less investment and a lower quality of service from this service. However, others recognise the importance of making this service available to those in the community who need to use it.

Residents could not make clear trade-offs between activity areas. Some residents recognise that if they want the Council’s services to improve, they will need to increase rates. But most residents do not want a rates increase; they want the Council to use its money smarter.

Whilst the iwi representatives are also concerned about infrastructure, such as the Sewerage, Stormwater and Water Supply being upgraded and safe (not leaking sewerage into the estuary), they expressed more concern about the exclusion of Māori in some Council decision making. Participants feel that Regional Heritage and Community Engagement need to build closer relationships with Māori to ensure that Māori culture will be front and centre during restoration works.

Iwi participants also would like to see a much-improved level of service from Regulatory services, and feel a review is required to reduce the amount of bureaucracy and red tape that leads to consent applications being declined. They agree that the city centre needs development and believe that the Council should be responsible for managing and funding this development (rather than seeking local funders to provide financial support).

Another concern raised by the iwi representatives, was about the lack of pest control at sites of cultural significance (i.e. Oue/Sandy Point). They want to see increased levels of service in this area to control the rats, possums and stoats that are rife in the area. Without pest control, they fear the numbers will explode and will extend to threaten other wildlife in the area. In addition, iwi representatives would like to see dogs banned from running free in these areas of cultural significance, as there is a risk that they will find and dig up ancient remains.

3.4 Priorities for Major Projects

Participants were presented with a set of major projects that the Council has either confirmed or is considering undertaking. They were then presented with a 10-year timeline and asked to arrange the projects in the order they would like the Council to complete them.

Residents wanted the projects that are already underway, under discussion or about to begin, to be completed first (e.g., the Museum redevelopment, CBD Block redevelopment, and Anderson House). Putting these on hold will only lead to further disintegration and, as already mentioned, these are perceived to be essential to a vibrant city. There is a sense among the “legacy” community of missing what they used to have.

The next most important projects were the building and maintaining of critical infrastructure and work that would provide protection or back-up alternatives in the event of a disaster (e.g., an alternative water source, Stead Street Stopbank Upgrade, and the Clifton Treatment Facility Renewal).

In saying that, some people were not sure what these projects are. Improved communications from the Council to explain where and what these projects are and why they are important would further increase the engagement of the residents.

Many participants took the opportunity to introduce their own projects that they would like the Council to consider. Naturally, these were high on their list of priorities. These included projects like building a playground like the Margaret Mahy Playground in Christchurch and saving SIT. But the most frequently mentioned personal project was creating cycle lanes in the city. It was claimed that more people would bike if these were available. It should be noted that some people thought that cycle lanes would be part of the CBD Streetscape project.

Another personal project raised by a significant number of the participants was investing in ways to mitigate the effect of climate change, i.e., move away from the use of fossil fuels, preparing for the impact of rising sea levels, and allowing and encouraging personal storage of rain water on residential properties.

There were some projects that the residents did not want the Council to be involved in. These were placed at the end of their hypothetical timelines or left off completely. Most notably was the Bluff Boat Ramp Renewal. Residents think that this should be funded via a user pays scheme.

Residents are also against the Council investing any money into projects that will only result in commercial gains for private entities, such as giving money to property developers in the inner city. Some are of the opinion that there needs to be a clearer demarcation of what is Council responsibility and what is commercial responsibility. Additionally, there needs to be a push for commercial business to invest in the community. For example, investing in park facilities for kids in shops or near them (Mitre10 does this). Playgrounds bring the kids and the parents will follow. Money spent on activities for locals will also double as activities for tourists.

There is also a view that expansion or investment in certain facilities should be commercially driven (i.e., user pays). So, while residents are prepared for the council to invest some money into Rugby Park to remove mould and bring it back to a basic standard, any further investment required should be raised through ticket prices and members. One person even said, “Don’t spend any more money until the Stags get better”. However, when asked what is more important between arts and sports (in general), residents said that they want a balance to meet the needs of all residents. Some suggested that the Council should not think of them as separate entities but should look at them as one division – leisure and entertainment – and draw investment as needed from a pooled budget.

The additional swimming pool and hydro slide were contentious issues and tended to polarise responses. Regular pool users (such as, young people, those with children, and retirees) like the idea of the additional facilities. On the other hand, there are people who do not use public pools in general because they think they are unhygienic.

When trading off projects, the hydro slide and the additional pool were often regarded as a “nice to have” but were placed lower down the priority list than other, more immediate, needs. Participants were very aware that the longer some of the other projects were not addressed, the more they would fall into disrepair and hence the investment required to restore them would be significantly higher. Thus, projects such as the Museum and Anderson House were placed ahead of the pool and hydro slide.

Iwi representatives also perceive the building and maintenance of critical infrastructure to be of the highest priority.

However, while the iwi representatives are in favour of the economic development of the city and recognise the importance of the CBD Block redevelopment and CBD streetscapes, they want these initiatives to include Māori culture and use some Māori names. In addition, to further raise the Māori profile in the city, the iwi representatives are also in favour of the development of the Museum and Regional Museum, assuming these would accurately reflect the region’s Māori history.

They were less favourable towards investing in projects that they felt should be privately funded or funded via user pays. Most notably the iwi representatives felt that Anderson House should be sold back to the family and that the decision about its future should be left in their hands. Investment in Rugby Park and the Bluff Boat Ramp should also be in a user pays model.

3.5 The Vision for the City

Participants were asked to say what their vision for Invercargill was. While they struggled to articulate in a concise paragraph what that was, there were some key elements that consistently arose:

- There is a desire for Invercargill to be a “Big Small Town” or a “Small Little City”. What was meant by this, is that participants wanted Invercargill to have the facilities and amenities that are expected in a city (good roading, public transport, entertainment venues, sports facilities, art gallery, museum, parks, retail mix and a mix of free and paid for facilities). They do not want it to grow too much. They want a city that is:
 - Accessible.
 - Affordable.
 - Vibrant – the heart of the city has the amenities and facilities to give its residents something to be excited about and something to be proud to share with family and friends; and provide a reason for visitors to visit.
 - Functional – it should have the infrastructure to support the population (e.g. public transport, consistent water and power supplies).
 - They like that it is contained and, therefore, that everything is within the heart of the city and that there are limited occasions when traffic is congested, and so on. They want this character to be maintained.
- There was also a feeling among participants that the likely changes to SIT is going to compromise the population make-up of the city, with less young people coming to study at SIT if it loses it’s zero fees position. Therefore, participants were very aware that the city needs to consider what else it could offer to attract young people. This led to conversations about retaining affordable housing, keeping the city a “safe” place to live (more streetlights and cameras, greater crackdown on gang culture and drugs) and providing the amenities that young people want (retail, café culture, music, sport, arts, etc).

The iwi representatives’ vision for the city was for it to be a truly bi-cultural town (not a multi-cultural city), reflecting openly and proudly the Māori heritage and Māori culture alongside its European heritage.

When asked for their opinions about the Council's Vision statement, we received mixed feedback.

Vision: To enhance our City and preserve its character, while embracing innovation and change.

Participants reacted favourably to the words enhance and embracing innovation and change, because these are all future-focussed and refer to improving the city through innovation and change. This suggests new employment opportunities in new sectors, it sounds dynamic and is about making the city better.

However, participants reacted less well to the phrase "preserve its character". For many, Invercargill lacked character and preserving that was not top of their list. While they do not want to lose the heart of Invercargill, they do not necessarily want to preserve it either.

The iwi representatives questioned which character was being preserved. They want some Māori character to be injected into the city and do not want to preserve the colonial character that they feel predominates currently.

Phase Two: Survey Findings

The qualitative feedback gathered during the charrette, and iwi focus group, was used to guide the development of the quantitative telephone survey.

PHASE

TWO

Quantitative Feedback

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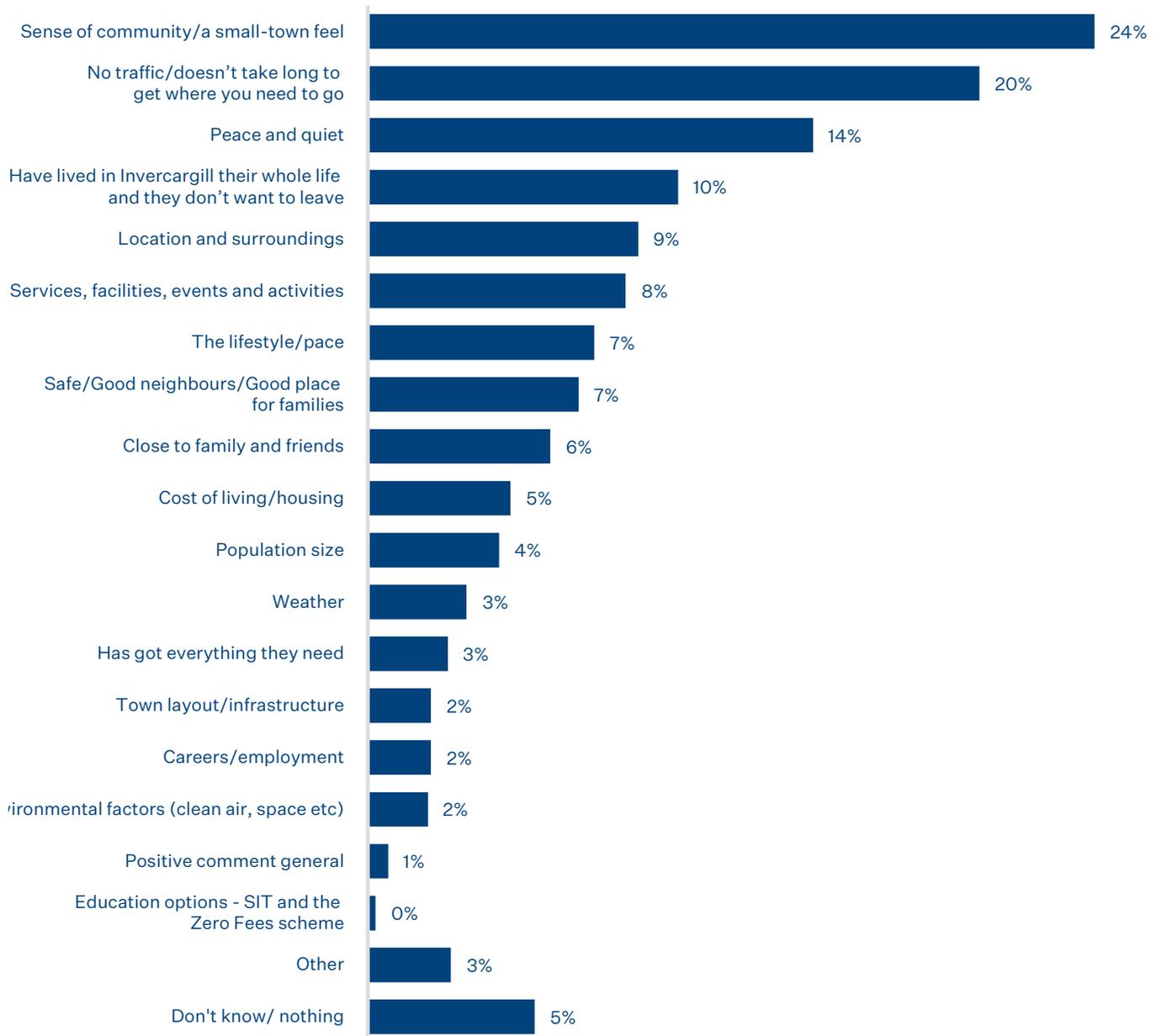
4.1 The Benefits of Living in Invercargill

The results below are in line with the findings from the charrette. Invercargill residents value the sense of community they have in a smaller city, and they like that there is a lack of traffic.

As was the case in 2016, older residents are more likely to draw on the length of time they have lived in the city.

Like in the charrette, residents mentioned the cost of housing, feeling safe and education options, but here these have been put into relative context.

Figure 4.1. What Residents Like Most About Invercargill



*What do you currently like the most about living in the Invercargill region?
Based on total sample (n=776).*

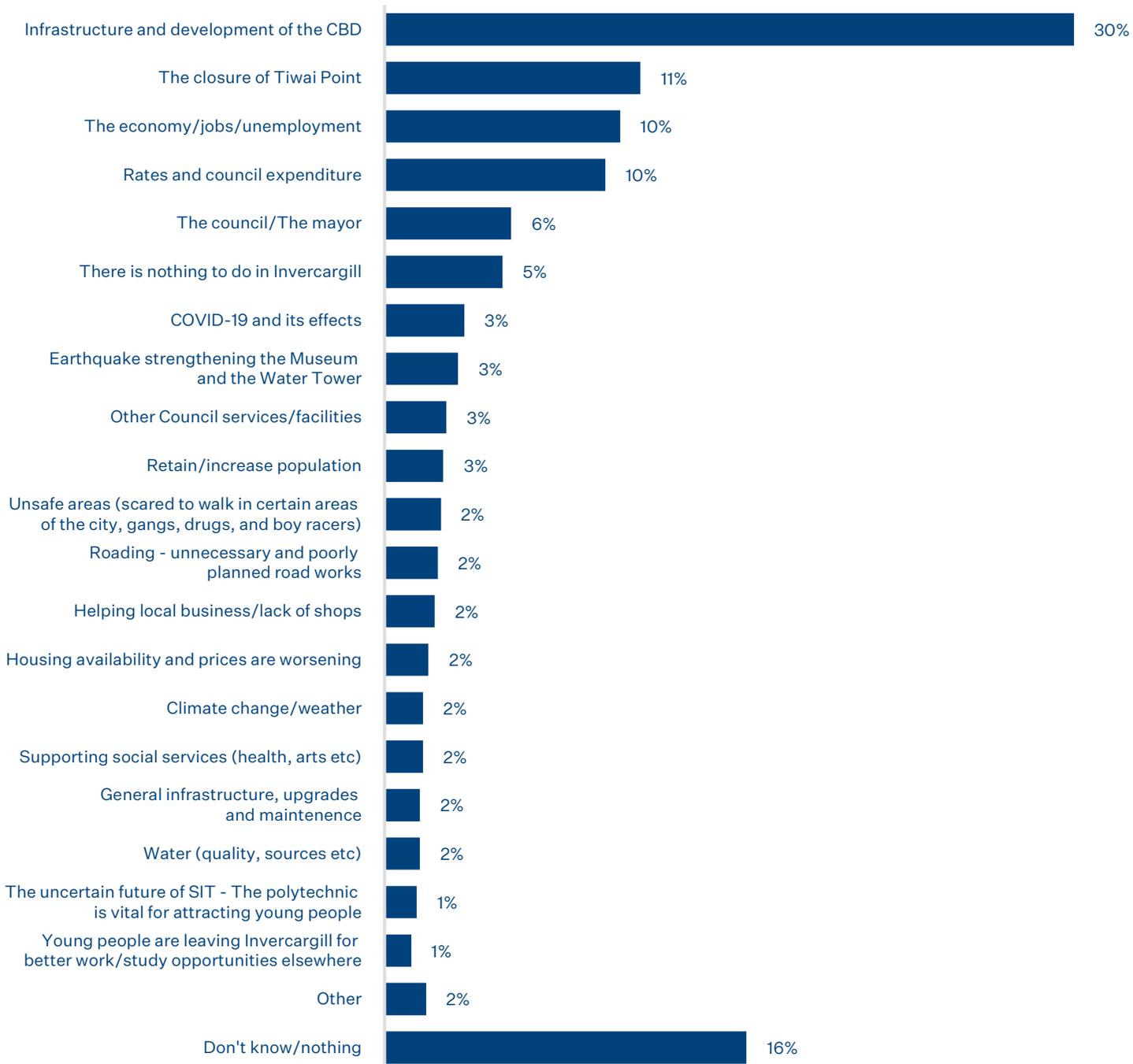
4.2 Pressing Issues in Invercargill

As was the case in the charrette, residents mentioned a lack of things to do in Invercargill, maintaining Council facilities, feeling unsafe in the city, housing, retaining population, water, etc.

However, the most frequently mentioned concern for residents, is the development of the CBD. This concern may have been heightened by the media attention that the CBD development was receiving while the data collection was taking place.

Similarly, the closure of the Tiwai Point Aluminium Smelter was announced in the last few days of the telephone survey and since then it was mentioned so frequently that it became one of the top issues overall. Also, it goes without saying that COVID-19 and its effect on the economy has been on everyone's minds since March.

Figure 4.2. Issues Facing Invercargill



*What do you think is the single most pressing issue facing Invercargill?
Based on total sample (n=776).*

4.3 The Council's COVID-19 Response

Residents' opinions of what the Council should do post COVID-19 are varied. Forty-four percent do not have an opinion on what the Council should do. Of those who provided a suggestion, many of the comments focus on economic initiatives to support both the business and residential community, for example, avoiding rates increases, supporting the businesses, and running events to boost the economy.

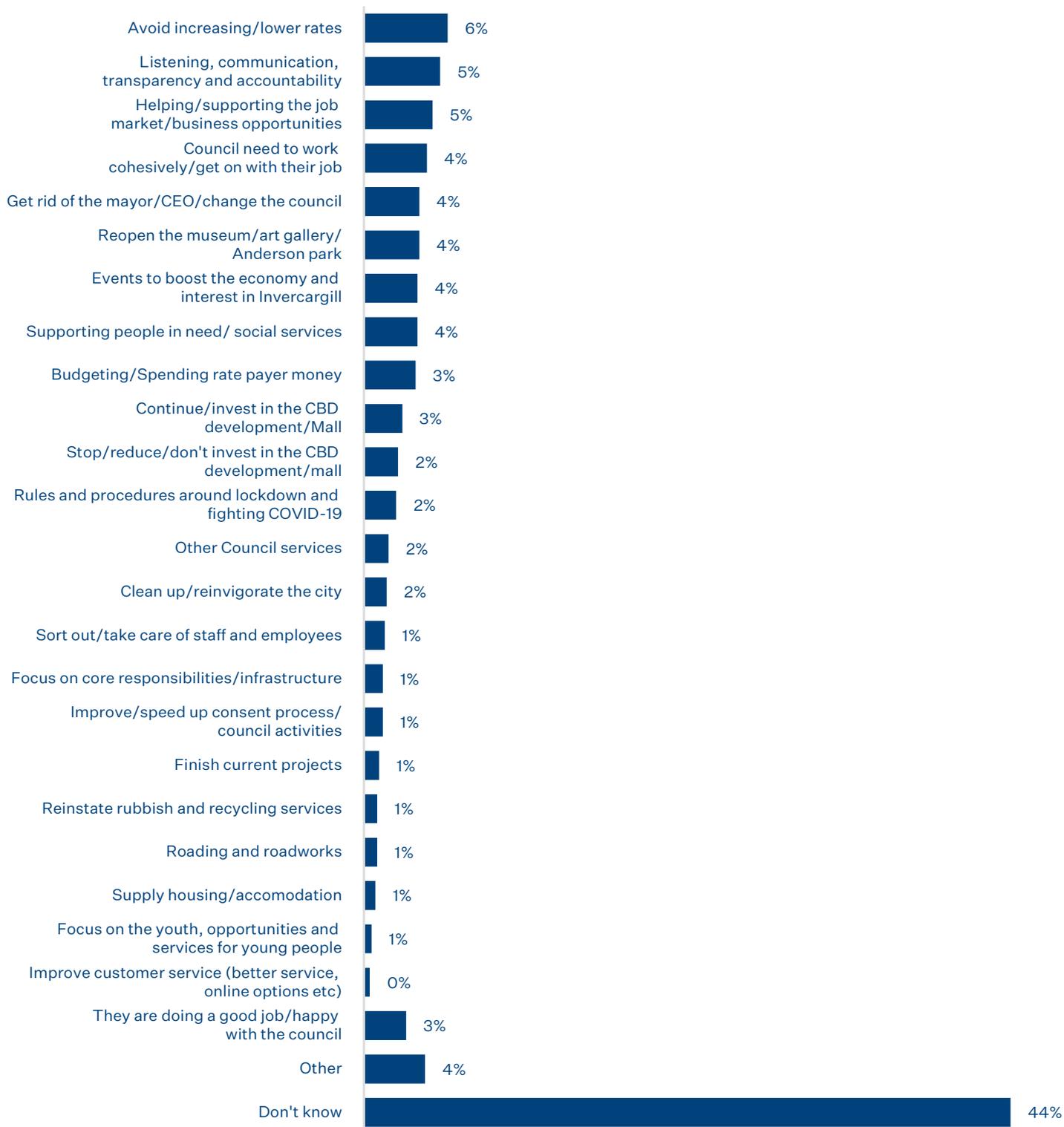
Other comments focus on providing social support, for example, listening and communicating, and supporting people in need.

Interestingly, the proportion who want increased investment in the CBD is similar to the proportion who want decreased investment in the CBD.

Some comments related to recovering from the lockdown, such as re-opening Council facilities, reinstating Council services, and clarifying lockdown procedures.

Other people took the opportunity to ask for continued improvement in the services the Council already provides, for example, the consents process, roading, and customer service. There also is a small percentage who think the Council is currently doing a good job.

Figure 4.3. What the Council Should do Post COVID-19



*What is the one thing you think Invercargill City Council should do differently post COVID-19?
Based on total sample (n=776).*

4.4 Prioritising Major Projects

Like in the charrette, residents were presented with a list of projects the council has either confirmed or are considering undertaking. They were asked when they think the council should begin each of these, and it was assumed that the sooner they would like them started the more important they were overall.

The results of the telephone survey support the findings from the charrette.

The reopening of the Museum is the top priority for residents.

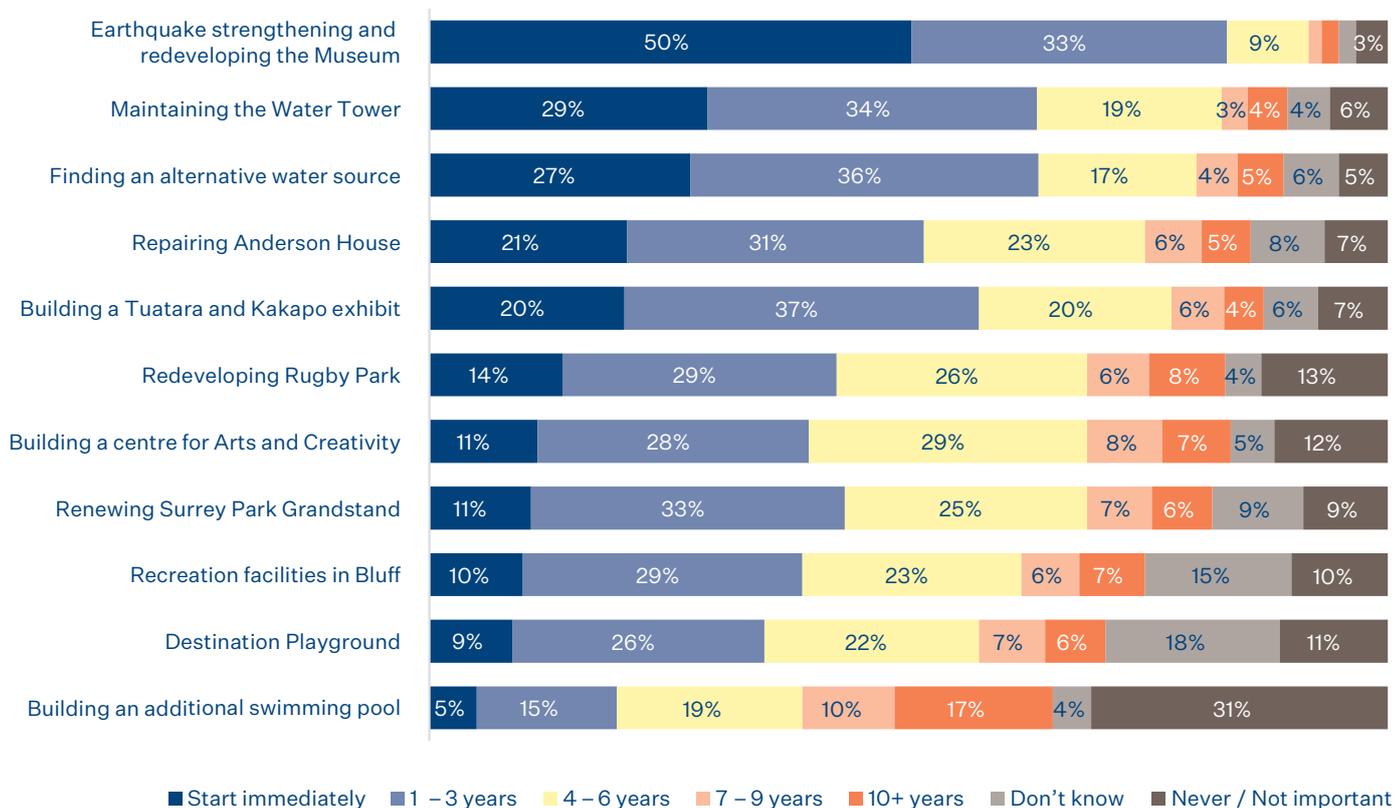
The next most important projects relate to maintaining the city's critical water infrastructure.

Residents appear to value museums and exhibitions, with the next tier down being repairing Anderson House and building a tuatara and kakapo exhibit.

As we found in the charrette, residents want a balance between arts and sports. For example, redeveloping Rugby Park, building a centre for Arts and Creativity, renewing Surrey Park Grandstand, and recreation facilities in Bluff all received similar levels of support overall.

Older residents are less likely to want the Council to build a destination playground, and there is a large portion of all residents who do not want an additional swimming pool.

Figure 4.4. Projects That Should be Prioritised



*I would like to know when you think the council should begin these. The options are “Start immediately”, “1 – 3 years”, “4 – 6 years”, “7 – 9 years”, “More than 10 years”, or “Never / Not important”.
Based on sample who completed the survey after the pilot (n=727).*

Essential Services



The quantitative survey also obtained feedback on the level of service the Council provides. This section of the report explores what specific services the residents think are essential and how they think these should be funded.

The subsequent sections in this report focus on some of these services in more detail.

5.1 Priority Services

Compared with 2016, the proportion of residents who think each service is essential has decreased by a few percentage points. However, the order of importance has remained relatively similar over time.

As was the case in 2016, infrastructure tops the list of services that residents regard as essential. For example, nearly all residents regard water, drainage and sewerage, roading, and waste as essential.

Similarly, corporate planning and the Bluff Community Board remain at the bottom of the list. But, as was seen in 2016, around a quarter of residents stated that they did not know if these services are essential, suggesting lower awareness around the value or contribution of these services to residents.

Compared with 2016, the following services have seen the largest decrease in the proportion of people who think they are essential:

- Pools (-9% difference)
- Urban Rejuvenation (-9% difference)
- Parking compliance (-15% difference)

Analysis by age group showed younger people (aged 18-35) are more likely to think that the following services are essential:

- Bus and Transport
- Housing care
- Grants and Subsidies

Younger people (18-35) are also less likely to think that the following services are essential:

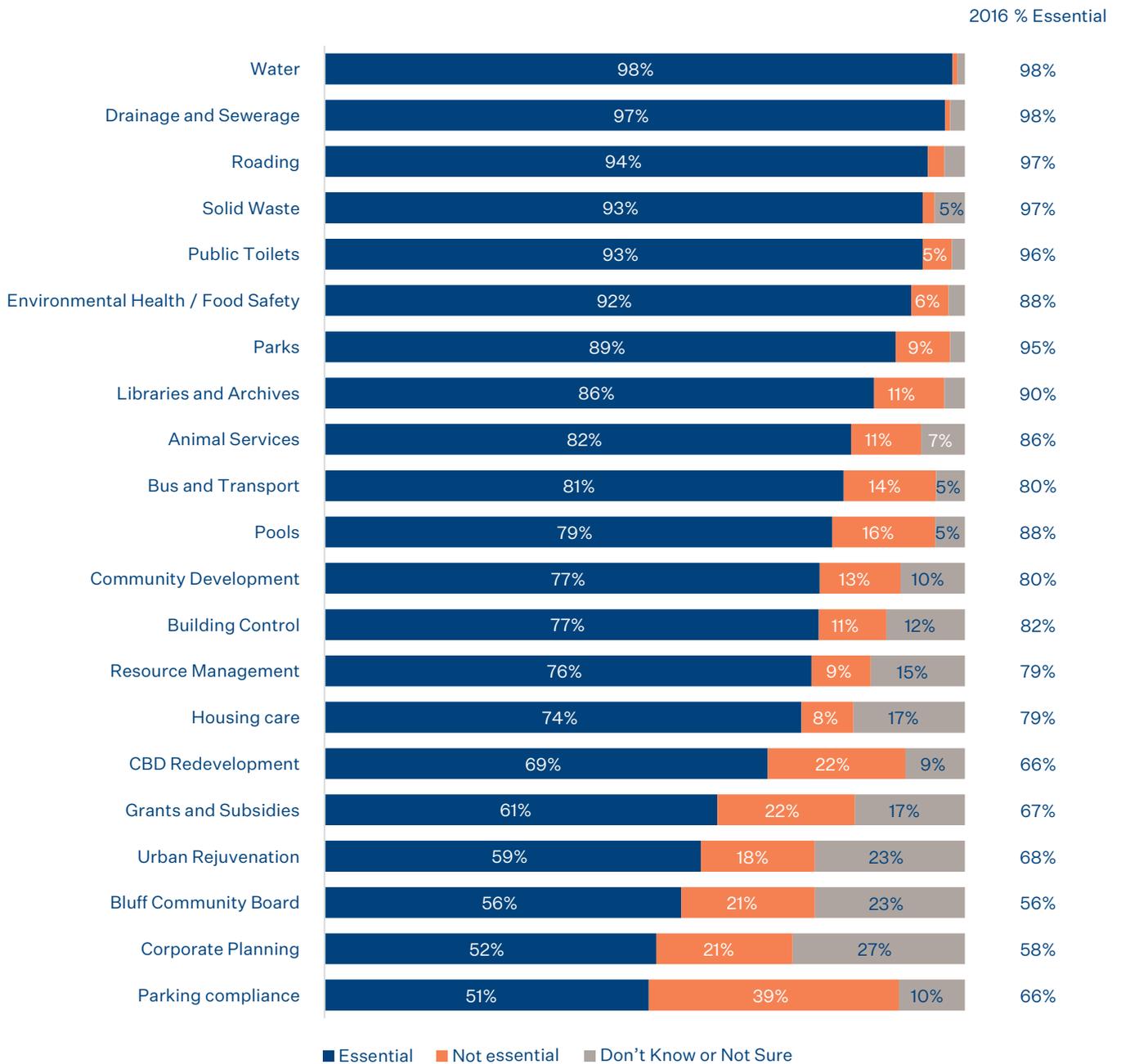
- Solid waste
- Parks
- Pools
- Urban Rejuvenation

Older people (55+) are less likely to think Community development is important.

Female respondents are more likely than males to identify buses and transport, animal services, and grants and subsidies as essential. Males are more likely to think corporate planning is essential.

Those living outside of Invercargill city are more likely to think pools and the Bluff Community Board are essential.

Figure 5.1. Importance of ICC Services



The Invercargill City Council provides a range of services to help create an exciting, innovative, safe, caring and friendly city. I'm going to read a list of services and I'd like you to tell me if you – personally – think these are 'essential' or not. Based on total sample (n=776).

5.2 Essential Services Funding

For those services identified as essential, respondents were then asked how they felt rates money should be spent to achieve the levels of service desired.

The results are similar to 2016. In nearly all cases, most respondents wanted to see the same amounts of rates spent and the same level of service provided for the services they regard as essential.

The pattern of opinion was slightly different for the following service areas:

- Roding is seen as a high priority service and a large proportion of respondents wanted to see more rates money spent in order to provide a better quality service;
- Housing care and CBD Redevelopment are regarded as essential by fewer respondents, but amongst those that regarded it as such, large proportions wanted to see more rates money spent here in order to provide a higher quality service;
- Parking compliance and corporate planning had the highest levels of respondents willing to see less money spent here and a lower quality level of service, despite respondents viewing these services as essential.

Although the overall pattern of results remains similar, compared with 2016, residents were more likely to say they want more money spent on the following areas:

- Water (7% difference)
- Solid waste (8% difference)
- Public toilets (6% difference)
- Environmental Health/Food Safety (10% difference)
- Building Control (6% difference)
- Resource Management (5% difference)
- Housing care (5% difference)
- Grants and Subsidies (5% difference)

Table 5.2. Rates Spend and Service Levels for Essential Services

	Number of respondents that regarded the service as essential	Less money = lower quality	Same money = same quality	More money = high quality	2016 More money = high quality	2016 Number of respondents that regarded the service as essential
Water	761	1%	65%	34%	27%	752
Drainage and Sewerage	752	2%	65%	34%	32%	758
Roading	731	3%	53%	44%	44%	746
Solid Waste	725	2%	77%	20%	12%	749
Public Toilets	725	4%	66%	31%	25%	741
Environmental Health/Food Safety	711	5%	70%	26%	16%	675
Parks	692	5%	74%	21%	20%	729
Libraries and Archives	666	6%	77%	17%	16%	695
Animal Services	638	9%	77%	14%	11%	665
Bus and Transport	629	10%	67%	23%	24%	613
Pools	615	3%	79%	18%	14%	676
Community Development	600	6%	60%	34%	33%	617
Building Control	599	11%	70%	20%	14%	630
Resource Management	590	9%	73%	18%	13%	610
Housing care	578	2%	54%	44%	39%	609
CBD Redevelopment	537	8%	48%	44%	43%	508
Grants and Subsidies	476	8%	69%	22%	17%	517
Urban Rejuvenation	456	6%	64%	30%	30%	525
Bluff Community Board	432	8%	77%	15%	13%	431
Corporate Planning	402	21%	71%	9%	7%	446
Parking compliance	393	20%	72%	9%	7%	505

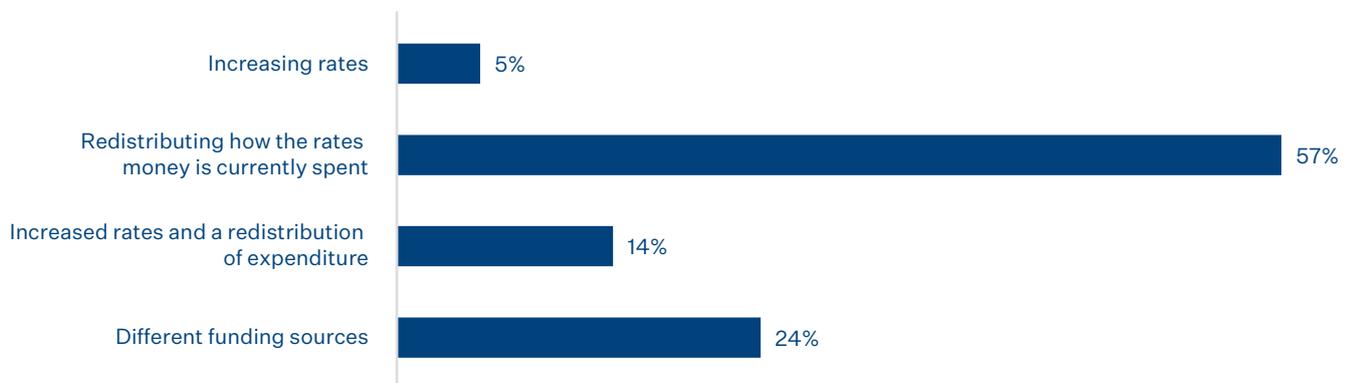
For each of the essential services you have identified, can you please tell me whether you think ICC should: spend less rates money on the service and provide a lower quality service; spend the same amount and provide the same level of service; or spend more rates money on the service and provide a higher quality service. Sub-samples are based on the number of respondents that regarded the service as essential.

5.3 Funding Sources

Eighty-three percent of all respondents identified a need to spend more rates money within at least one of the service areas. When asked where this money should be obtained from, the highest proportion identified the redistribution of current spend over options to increase the funding pool. Nearly half of those who thought funding other than through rates was required could not identify an alternative funding source.

These results are statistically similar to the 2016 survey.

Figure 5.3. Where Should Additional Money Come From for Essential Services?



*For those services you think should be given more funding, should this be obtained through...
Sub-sample based on those respondents who thought more money should be spent of essential services (n=651).*

Table 5.4. Different Funding Sources

	%	Frequency
Government	25%	38
Community funding	10%	16
User pays	7%	10
Business/private sector	4%	6
Invercargill Licensing Trust	4%	6
Loans	3%	4
Lottery grants	2%	3
Other	5%	8
Don't know	48%	73
NET	100%	153

What different funding sources should be used?

Sub-sample based on those respondents who felt funding should be obtained from different funding sources (n=153).

Libraries and Archives



Two-thirds of residents (63%) are members of the ICC Libraries. However, not all members are “users”. In total, 44% of residents consider themselves to be users of the ICC Libraries (this includes a small proportion of non-members).

Females are more likely to be a member and a user, while males are more likely to be a non-member and a non-user. Also, younger people (aged 18-34) are more likely to be a non-member and a user.

The main reasons for not using the libraries include not reading and reading e-books, which is in line with 2016 results.

The most common reason for using the libraries is for borrowing. Although there are a number of people who also use the libraries for internet access¹ and as a social space.

Also, in line with 2016 results, the majority of users could not think of any improvements that could be made to ICC Library services. None of the suggestions given stood out enough in the survey to suggest that change would be strongly recommended.

1 Older people (age 55+) are less likely to use the libraries for internet access.

Thinking about the ICC Libraries, are you...?
(n=386)

A member and user	37%
Non-member and user	6%

A member but non-user	26%
Non-member and non-user	31%

What do you use the library for?
(n=168)

What, if any, aspects of the ICC Library services need to be improved?
(n=168)

Why do you *not* use the library?
(n=218)

Borrowing	78%
Internet access	18%
Social space	17%
Work space	10%
Reading and printing services	8%
Childrens services (e.g. events, readings, games)	8%
Other	9%

Nothing	66%
Wider range of books and services	7%
Libraries being up to date with users' needs (e.g., on-line access, e-books)	4%
Publicising the services they offer (other than book hire)	3%
Service from library staff	2%
Catering to the needs of all Invercargill residents	1%
Access to free internet / wi-fi	1%
Keeping up with international trends	1%
Other	11%
Don't know	11%

Don't read	24%
Read e-books	15%
Lack of time	13%
Use the internet	13%
Buy books	11%
Use other library (e.g. school, university)	5%
Distance/location	3%
Laziness	2%
The library doesn't have books I'm interested in reading	1%
Fees	1%
Other	15%
Don't know/nothing	10%

Pools



One in ten residents (10%) used Splash Palace weekly or more often. This is a significant decrease compared with the 2016 results (19%).

There are no other statistically significant differences between the 2020 and 2016 results.

Females are more likely than males to use Splash Palace weekly or more often.

One-third (36%) of all respondents stated that they never use it. In particular, older people (55+) are more likely to say they never use Splash Palace.

Table 7.1. Splash Palace – Frequency of Use by Age Group

	18-35	35-54	55+	2020 Total	2016 Total
Weekly or more often	8%	16%	7%	10%	19%
Fortnightly	8%	6%	3%	5%	3%
Monthly	12%	8%	6%	9%	11%
Once per two to three months	12%	16%	4%	10%	8%
Once or twice per year	24%	15%	14%	17%	13%
Less often than yearly	15%	14%	11%	13%	14%
Never	21%	26%	55%	36%	33%
Base	118	122	146	386	382

How frequently do you use Splash Palace?

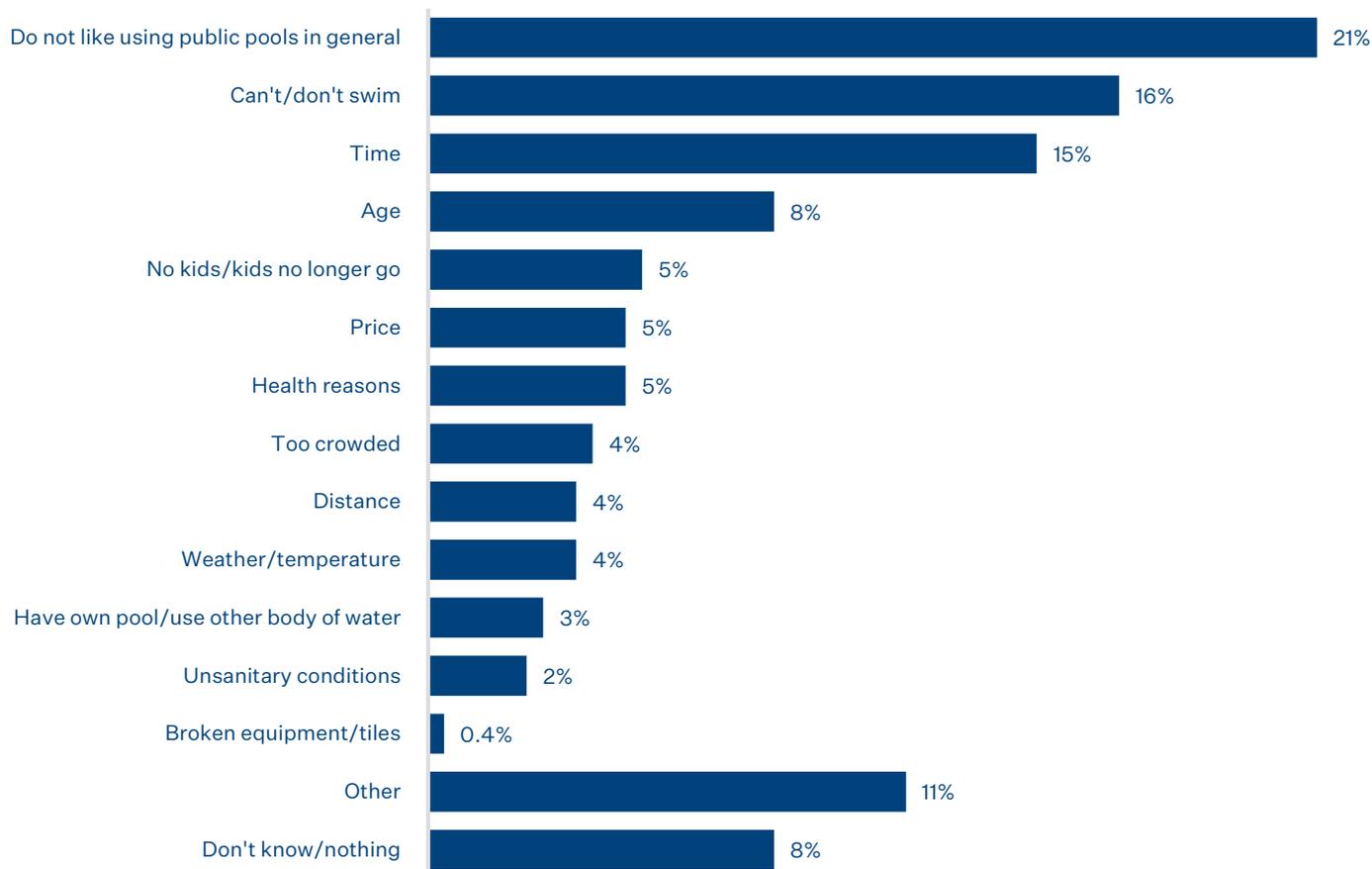
Sub-sample based on those respondents who completed Version A of the survey (n=386).

The most common reason why residents are not using Splash Palace on a regular basis, is because they simply do not like using public pools in general.

There were some understandable differences when the results were analysed by demographic groups:

- Younger people are more likely to claim that price is an issue for them,
- Older people feel that they are too old, and
- People living outside of Invercargill City say that Splash Palace is too far away.

Figure 7.2. Reasons for Not Using Splash Palace



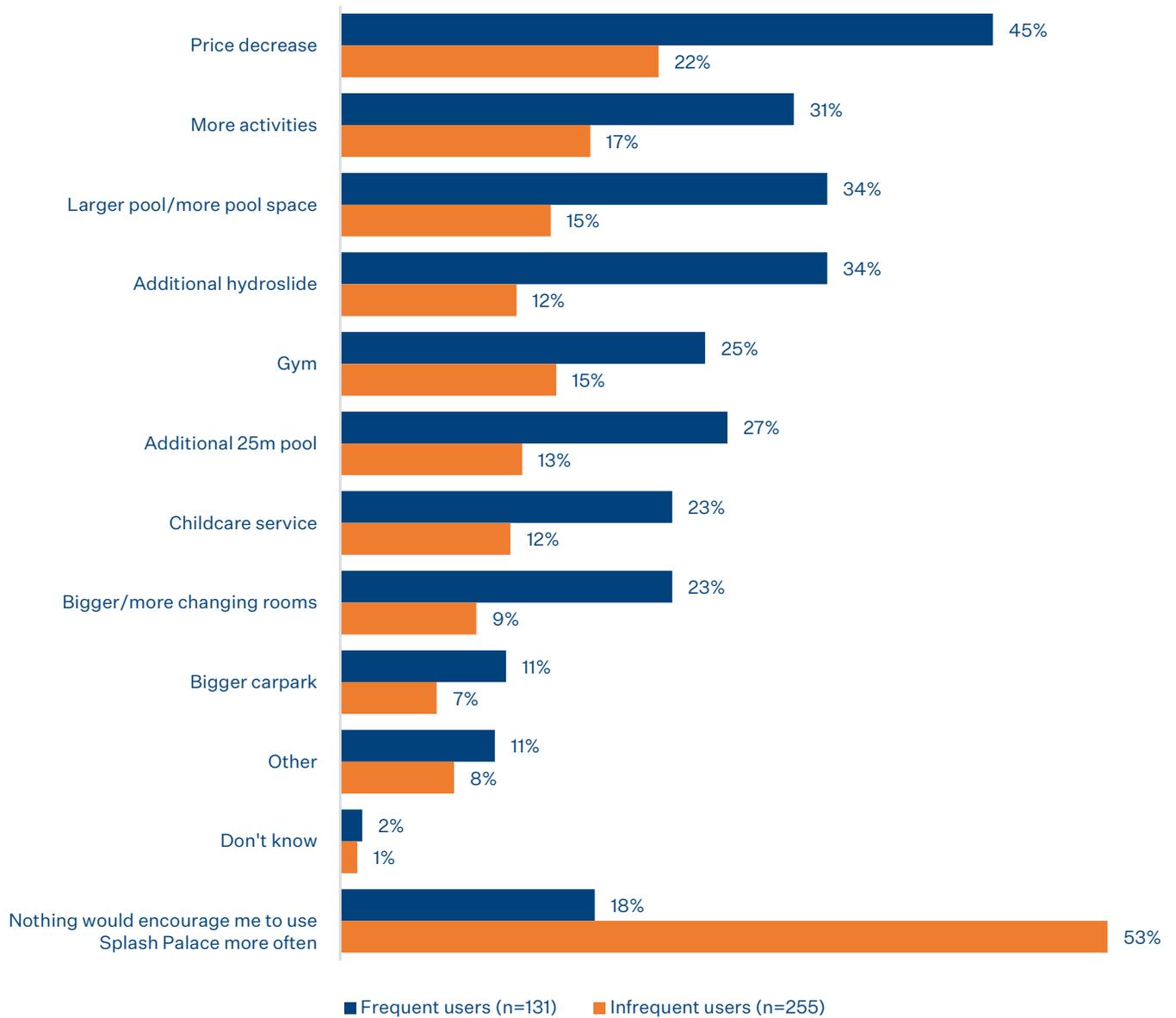
Why do you not use the pool on a regular basis?

Sub-sample based on those respondents who said they use Splash Palace “Once or twice per year”, “Less often than yearly” or “Never” (n=255).

All residents were asked what would encourage them to use Splash Palace more often and the results have been analysed according to frequent and infrequent users.

A price decrease is the most appealing incentive. However, this will have a greater effect on frequent users. Half of the infrequent users clearly stated that there is nothing that would encourage them to use Splash Palace more often.

Figure 7.3. What Would Encourage Residents to use Splash Palace More Often



Which of the following would encourage you to use Splash Palace more often. Frequent user sub-sample based on those respondents who said “Weekly or more often”, “Fortnightly”, “Monthly”, or “Once per two to three months” (n=131). Infrequent user sub-sample based on those respondents who said they use Splash Palace “Once or twice per year”, “Less often than yearly” or “Never” (n=255).

Culture and Hertiage

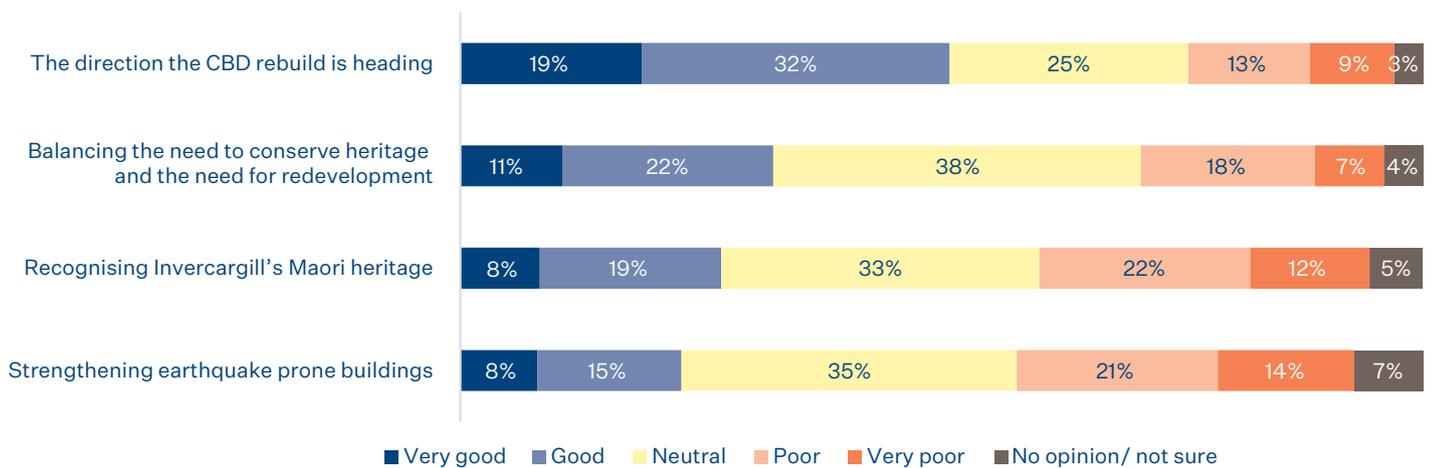


Half of residents believe that the direction the CBD rebuild is heading is good or very good. In contrast, only one-quarter of residents think that the Council’s work to strengthen earthquake-prone buildings is good or very good. This is notable, because earthquake strengthening and redeveloping the Museum is the top priority project that residents would like the Council to undertake (see Section 4.4).

With the exception of “recognising Invercargill’s Maori heritage”, older people were more likely to give negative ratings to each of these items.

The data was analysed by ethnicity and there are no statistically significant differences in the results, i.e., there is no difference between NZ European and Maori residents’ opinions in the Council’s work to recognise Invercargill’s Maori heritage.

Figure 8.1. Council’s Performance in Preserving Region’s Culture and Heritage



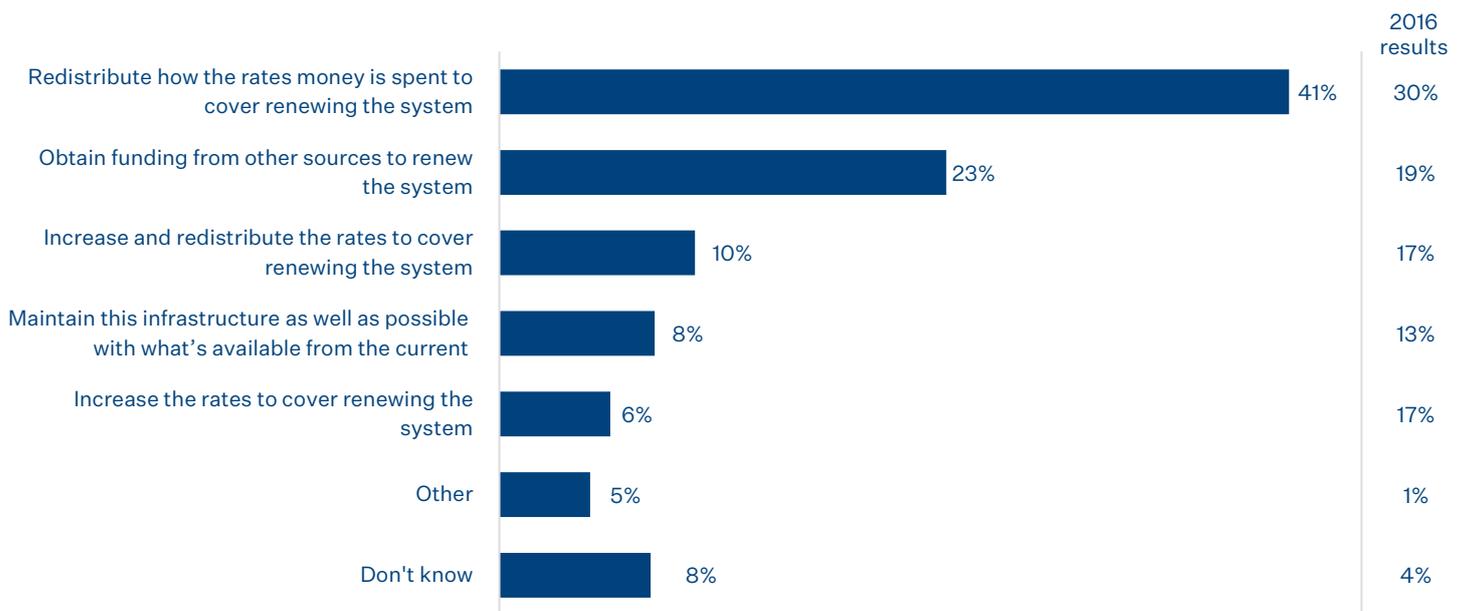
Please rate the Council in each of the following areas.
 Sub-sample based on those respondents who completed Version A of the survey (n=386).

In-Ground Infrastructure



Compared with 2016, residents are more likely to want the Council to redistribute how rates money is spent to cover renewing in-ground infrastructure systems.

Figure 9.1. Where Should Money Come From for renewing the In-Ground Infrastructure?



*Some of the in-ground infrastructure is nearing the end of its life and needs replacing. Do you think ICC should...
Sub-sample based on those respondents who completed Version A of the survey (n=386).*

The 23% of respondents who felt funding should be obtained from other sources identified central government as the primary source. These results are consistent with 2016.

Table 9.2. Other Funding Sources for In-Ground Infrastructure

	%	Frequency
The Government	35%	31
Businesses/private sector	10%	9
Invercargill Licensing Trust	6%	5
Community funding	6%	5
Loans	6%	5
Lottery grants	3%	3
Asset sales	2%	2
Other	4%	4
Don't know	39%	35
NET	100%	89

Which other funding source or sources?

Sub-sample based on those respondents who felt funding should be obtained from other sources (n=89).

Waste

10

During the charrette it became apparent that some residents are disappointed that there is no green waste collection, and there is confusion around the city’s recycling scheme. So, questions were added in the survey to measure the extent of these opinions.

Half of residents believe that collecting household green waste is an important service the Council should provide, while a quarter are neutral.

Although it is not statistically significant, those living outside of Invercargill City are less likely to think this is important (39%, compared with 49% of those living in Invercargill).

Figure 10.1. Importance of Collecting Green Waste



How important or not important do you think it is that the Council also starts collecting household green waste?
 Sub-sample based on those respondents who completed Version B of the survey (n=390).

The majority of residents are confident that they know what can and cannot go in yellow recycling bins.

Figure 10.2. Confidence in Knowledge of Yellow Bin Inclusions



How confident are you that you know what can and cannot go in your yellow recycling bin?
 Sub-sample based on those respondents who completed Version B of the survey (n=390).

Water

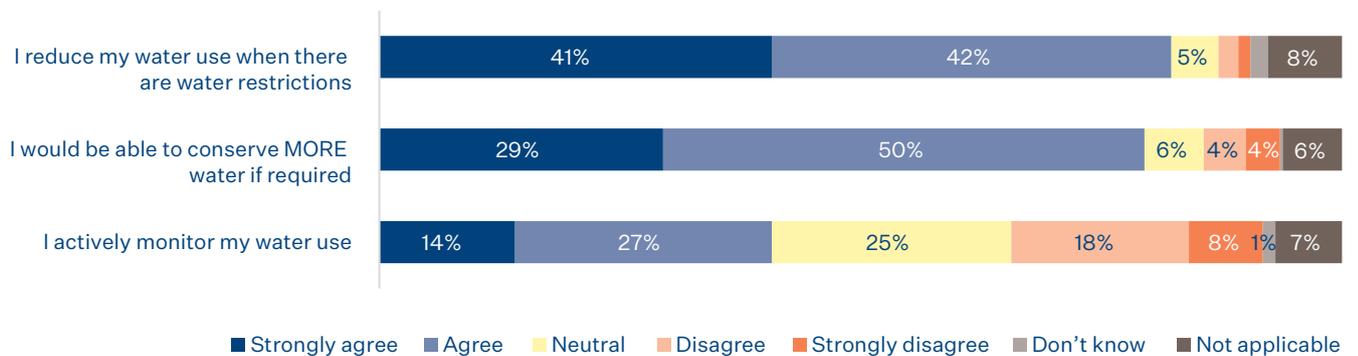


Another issue that was raised during the charrette (and also mention in Section 4.2) is that Invercargill only has one water source. While the Council is exploring ways to rectify this, there is always the potential that water restrictions may need to be placed on residents at some point in the future. So, residents were asked about their water behaviours.

Positively, many residents indicate that they would comply with Council water restrictions.

It is the residents who are living outside of Invercargill who are more likely to believe this is not applicable to them.

Figure 11.1. Water Behaviour



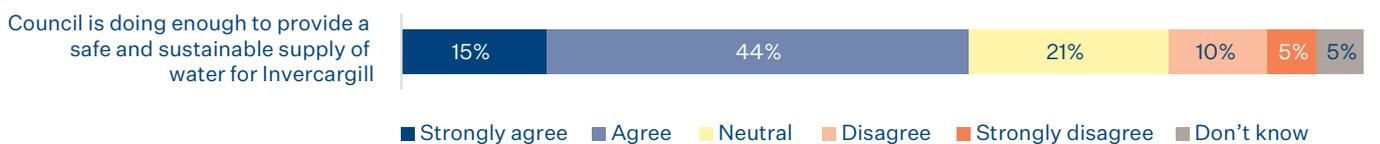
*How much do you agree or disagree with the following statements?
Sub-sample based on those respondents who completed Version B of the survey (n=390).*

Section 5.1 shows that residents believe that water is the most important service that the Council provides. However, not all residents believe that the Council is providing the right level of service.

Fifty-nine percent of residents agree that the Council is doing enough to provide a safe and sustainable supply of water for Invercargill.

Younger people (aged 18-34) are more likely than older people to agree with this statement (73%, compared with 53% of 35-54 and 55% of 55+).

Figure 11.2. Service Performance: Water



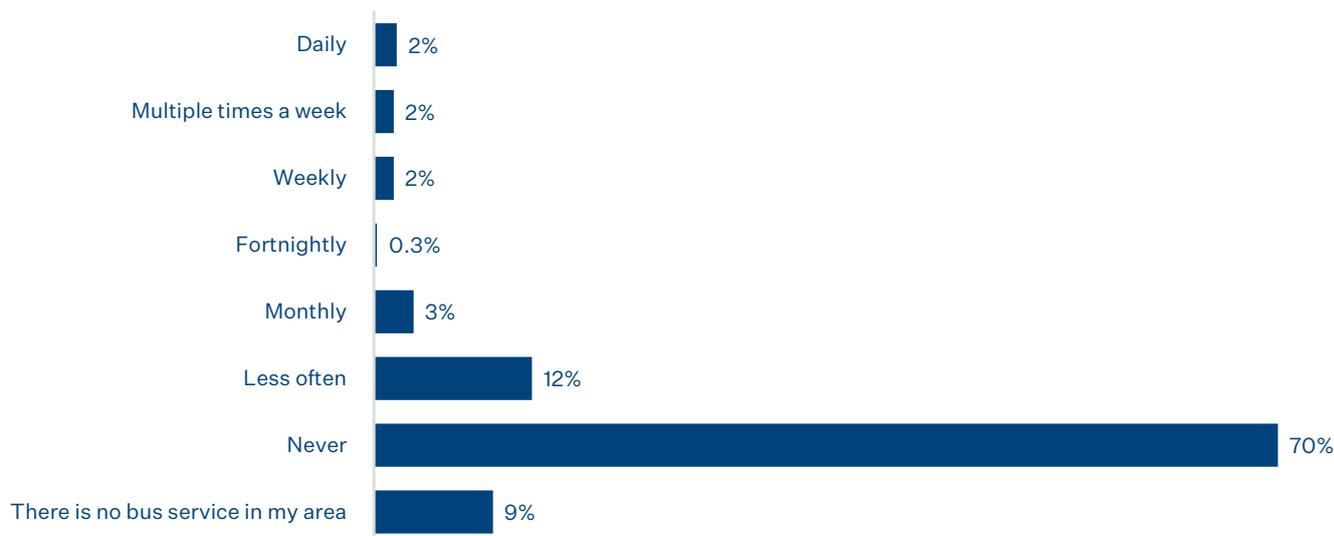
*How much do you agree or disagree with the following statements?
Sub-sample based on those respondents who completed Version B of the survey (n=390).*

Passenger Transport

12

Frequency of bus use is low – only 8% of residents catch the bus at least monthly. Almost all the residents living outside of Invercargill City stated that they never use the bus, or that there is no bus service in their area.

Figure 12.1. Frequency of Use

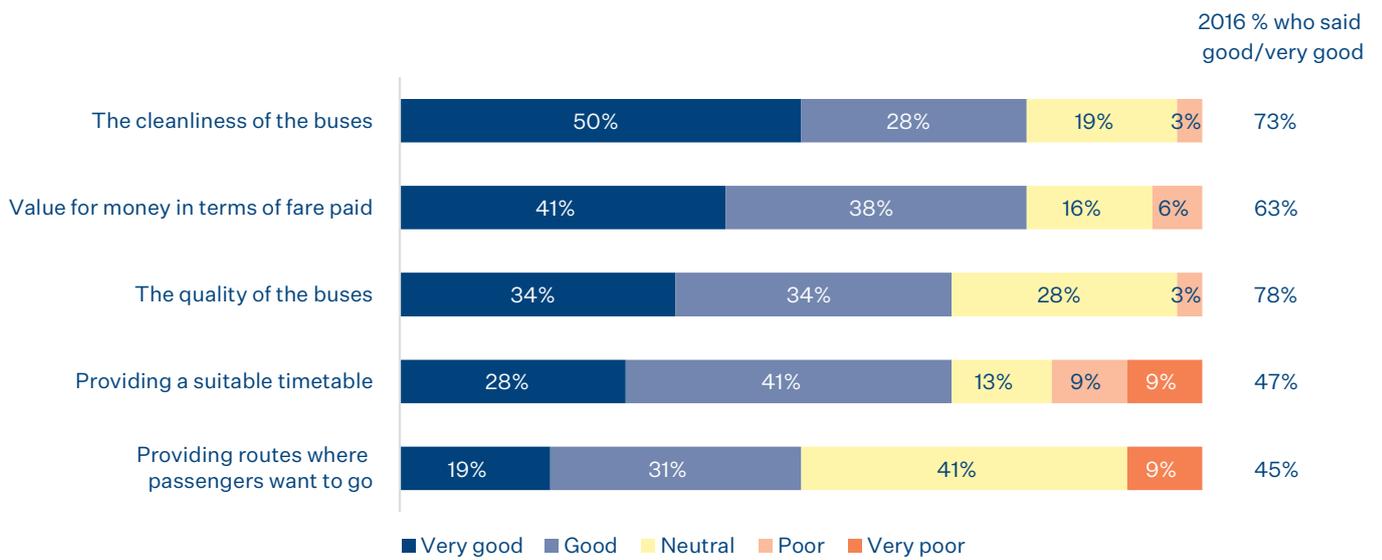


*How frequently do you catch a bus in Invercargill?
Sub-sample based on those respondents who completed Version B of the survey (n=390).*

Those who use the bus at least monthly are generally satisfied with the service.

These results are similar to 2016, although results are not directly comparable because in 2016 all residents who stated they had a bus service in their area were asked to rate the bus service, regardless of whether they use the service.

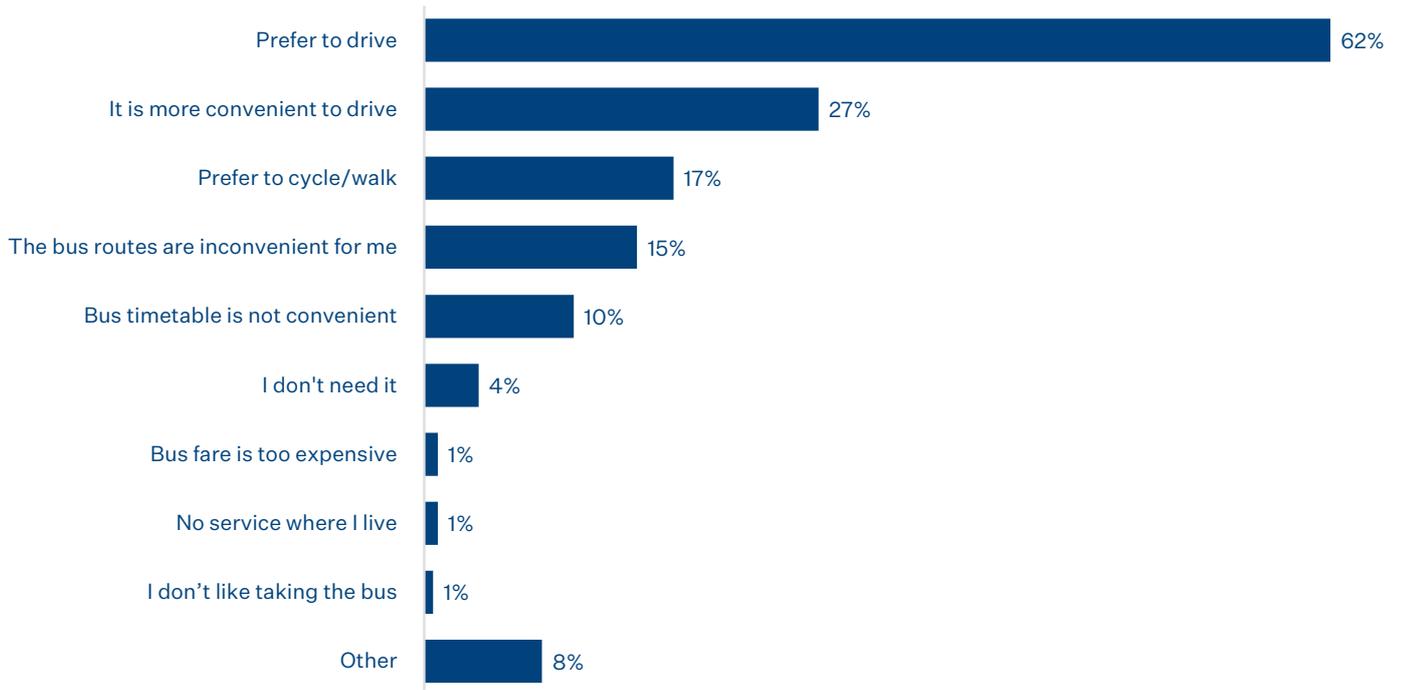
Figure 12.2. Service Performance: Passenger Transport



*Please rate the Bus Service in each of the following areas
 Sub-sample based on those respondents who completed Version B of the survey and who take the bus at least monthly (n=32). Please note the small sample size and interpret with caution.
 Also note that the 2016 results are not directly comparable, because in 2016 all residents who stated they had a bus service in their area (n=195) were asked to rate the bus service, regardless of whether they use the service.*

As was the case in 2016, reasons for low use focused on a preference for other modes of transport and the perception that the bus service is inconvenient.

Figure 12.3. Barriers to Use

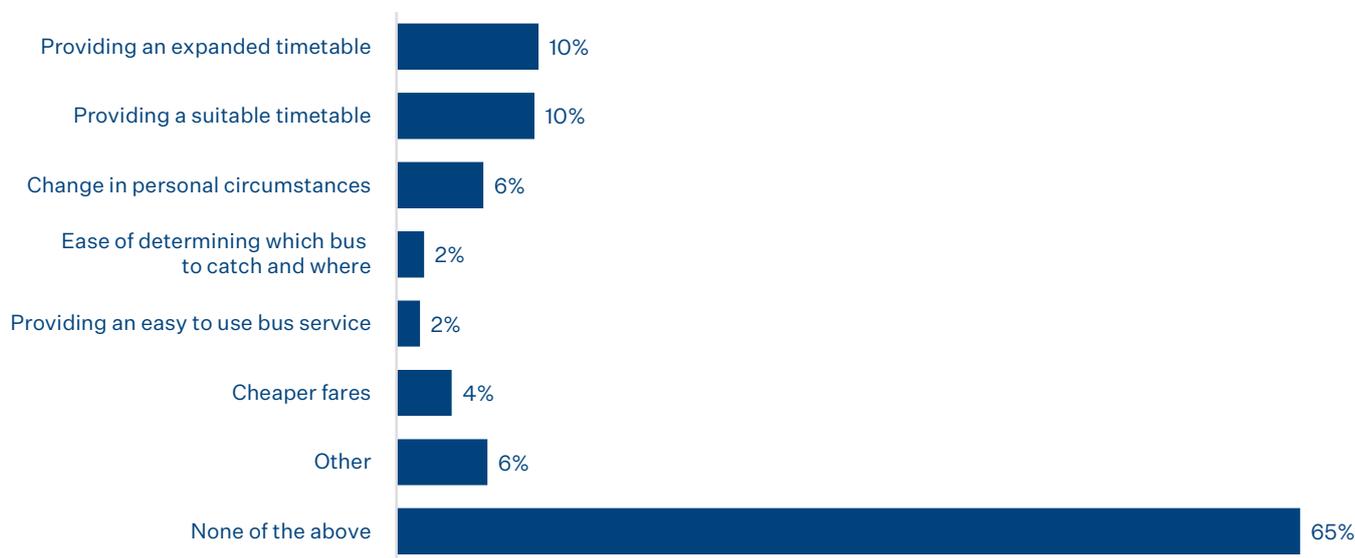


*How frequently do you catch a bus in Invercargill?
Sub-sample based on those respondents who completed Version B of the survey and take the bus less than monthly/never (n=322).*

When the 2016 respondents were asked how the bus service could be improved, the most common response was “providing routes where passengers want to go” and “providing a suitable timetable”.

In a similar way, this year, some residents claim that expanding the routes (i.e., diverting existing routes to cover more streets/areas) and providing an enhanced timetable would encourage them to use the bus more frequently. However, most residents indicate that there is nothing that will make them use the bus more regularly.

Figure 12.4. Suggested Improvements to Passenger Transport

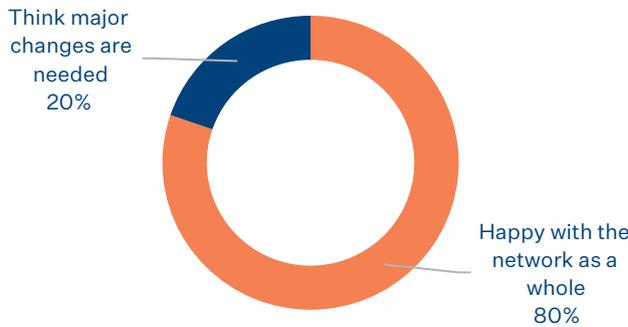


*Is there anything that would encourage you to use the buses more regularly?
Sub-sample based on those respondents who completed Version B of the survey and have bus service in their area (n=354).*

Roading

13

Figure 13.1. Service Performance: Roading Network Overall

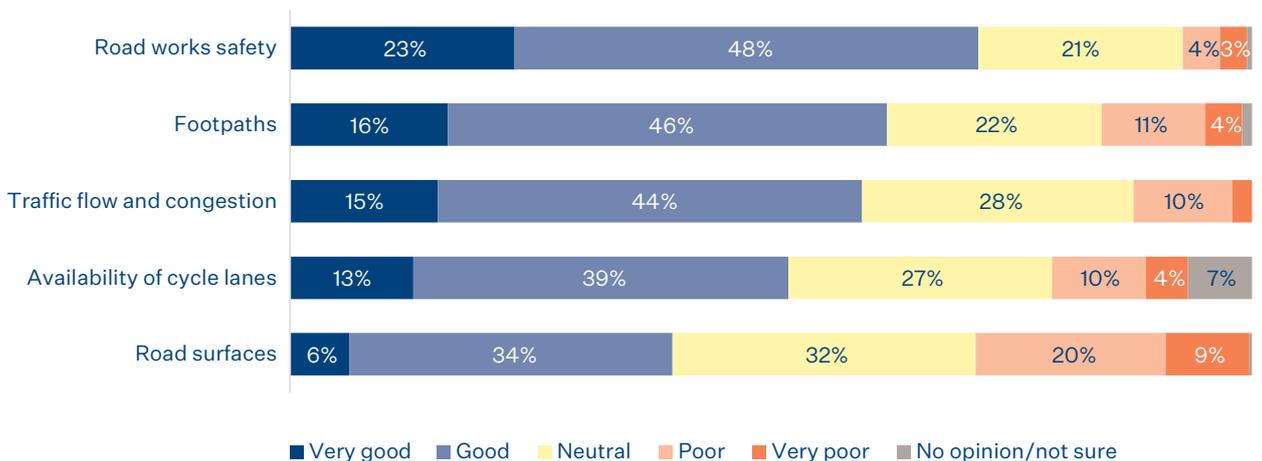


Thinking about the overall roading network in Invercargill, are you either:
 Sub-sample based on those respondents who completed Version B of the survey (n=390).

During the charrette almost everyone mentioned that roading is an issue. For example, they were frustrated with what seemed like unnecessary and poorly-planned roadworks.

The telephone survey shows that, in general, most residents are happy with the network as a whole. Also, many residents believe the road works around the city are safe². However, residents’ opinions about some of the other aspects of the service indicates that there is still room for improvement.

Figure 13.2. Service Performance: Roading



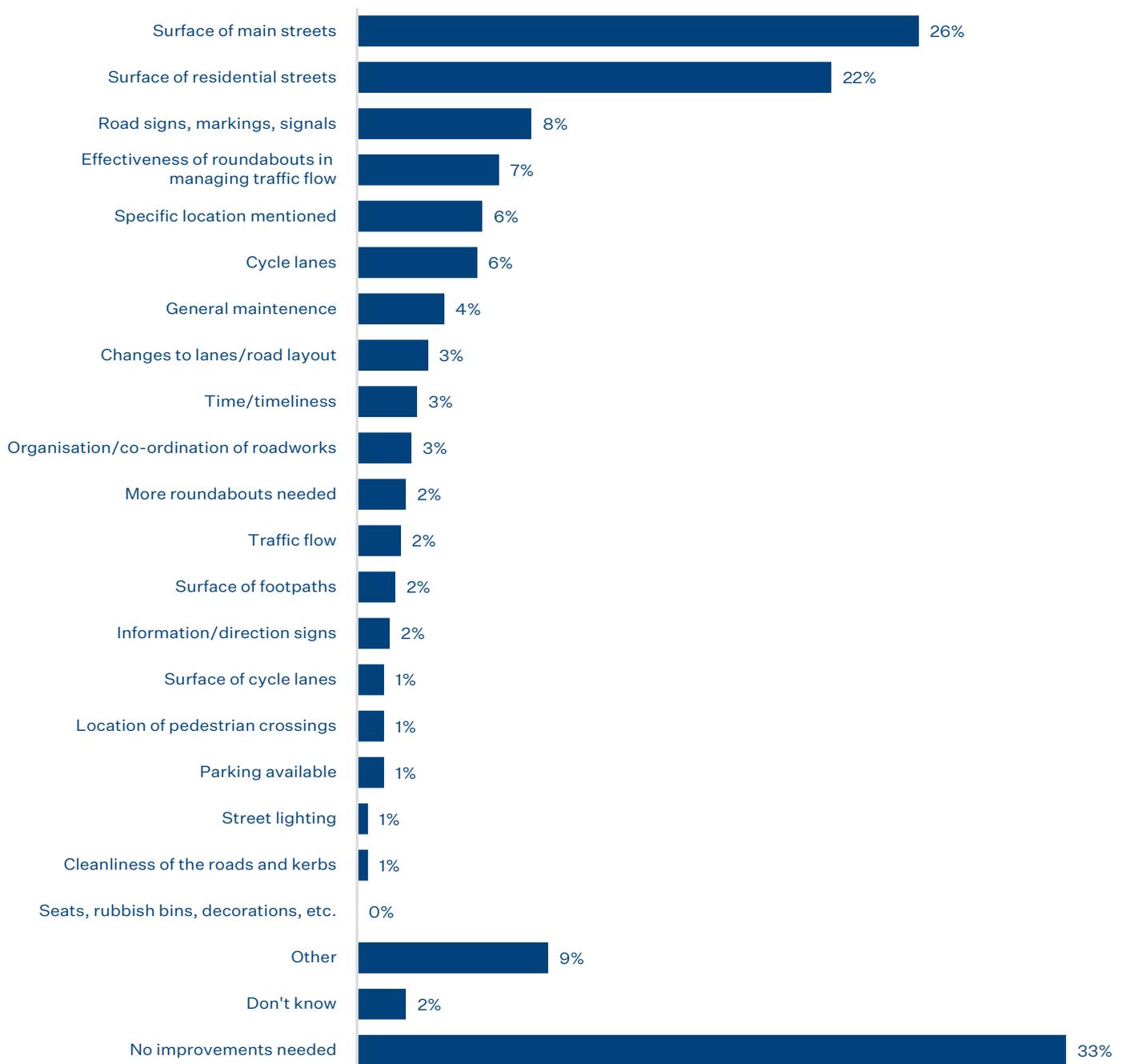
Please rate roading in each of the following areas?
 Sub-sample based on those respondents who completed Version B of the survey (n=390).

The results in Figure 13.3 supports the previous findings. When asked “What, if any, aspects of the city’s roading need to be improved?”, the most common response was that no improvements are needed (indicating that they are happy with the network in general).

² We purposefully did not ask respondents if they thought the roadworks are necessary.

Other frequently mentioned improvements were fixing the surfaces on main roads and residential streets. This is in line with Figure 13.2., which shows that only 40% of residents think the Council is doing a good job maintaining road surfaces.

Figure 13.3. Suggested Improvements to Roding



*What, if any, aspects of the city's roding need to be improved?
Sub-sample based on those respondents who completed Version B of the survey (n=390).*

Appendix One: Research Design

14

Phase One: Working Groups

Council Senior Management Teams

To contextualise the research, an initial workshop was conducted with the Council Senior Management Team (SMT) on 10 February 2020. This allowed Research First to gain some early insights and a level of familiarity with the context ICC is operating in prior to talking to Invercargill residents.

General Public

The next step was to gather some initial qualitative feedback from Invercargill residents. In 2020, Research First completed this stage of the research with one charrette.

The charrette involved having one large group divided into smaller groups. The groups were then recombined in different ways to re-examine issues from different perspectives (and provide some sense of trade-off of preferences).

Research First conducted the charrette on 26 February 2020 at the Ascot Park Hotel in Invercargill. In total, 51 residents took part. These people represented several different demographic segments of the city:

- Students
- Working adults
- Non-working adults
- Retired

Some of the adults had dependent children, while others did not. Care was also taken to ensure certain priority groups were represented (e.g., low-income households, recent immigrants to the city, and business owners within the CBD).

After an initial introduction, participants were divided into 6 groups based on their life stage. They discussed what they like about Invercargill, the pressing issues facing the city, and their satisfaction with the level of service provided by the Council. The participants were then rearranged so that the individuals in the priority groups were seated together. In light of what had already been reviewed, these new groups discussed the priorities for major Council projects, and any other concerns they want the Council to be aware of.

Iwi Representatives

A focus group with local iwi representatives took place on Wednesday, 4 March 2020 at Murihiku Marae in Invercargill. Nine iwi representatives took part, and the discussion was facilitated by Te Hurunui Clark, a Kaupapa Māori facilitator and Senior Lecturer in Māori Affairs at the University of Canterbury.

After the charrette and iwi focus group, the Research First facilitators analysed the feedback as a team. The feedback from the qualitative research was then used to guide the development of a quantitative telephone survey

Phase Two: Telephone Survey

Phase two of the research project involved a quantitative approach to ensure the overall research insights are representative of the wider Invercargill community.

This phase of the research was due to start at the end of March 2020. However, when the country went into lockdown due to COVID-19, it was decided that it was an inappropriate time to be surveying residents about Council services, and the survey was postponed.

The telephone survey was conducted with Invercargill residents in June and July 2020. 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 participants.

The telephone survey comprised 776 interviews with Invercargill residents (an outline of the achieved sample is provided in Appendix Two). A sample of this size provides results with a maximum margin of error of +/-3.5% (at the 95% confidence level) and means ICC can have confidence in the results.

The margins of error associated with sub-groups in the sample will be larger than this (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.

In order to reduce the research burden for respondents and guarantee the quality of information, the survey had to be restricted to a reasonable length. The survey was designed as two linked questionnaires (with some questions being asked of everyone). Respondents were divided into two and asked questions about two different sets of services:

Set A:

- Libraries and Archives
- Pools
- Culture and Heritage
- In-Ground Infrastructure

Set B:

- Waste
 - Water
 - Passenger Transport
 - Roothing
-

Where the sample has been split in half, the maximum margin of error associated with these responses is +/-5% (at the 95% confidence level) and means ICC can also have confidence in these results.

The telephone survey questionnaire was designed in consultation with ICC and was based on the insights uncovered in the workshops, as well as the questionnaire used in the 2016 research. Where directly comparable, the results have been compared with results for 2016 to show any trends in perceptions over time.

Online Survey for Additional Community Engagement

Only those who are rung are aware of the telephone survey. To increase awareness of the survey and to offer an alternative method for including more residents, an online version of the survey was created. This was promoted through the Council's website and social media.

It is important to note that the 52 respondents who completed the online survey chose to do the survey themselves, so they are essentially different from the telephone sample, which was randomly selected. Rather than representing general opinion, the sample reached through this method tend to hold strong positive or negative views about an issue or the Council in general. The results from this sample frame are presented in Appendix Three.

Appendix Two: Survey Respondent Profile

15

Table 15.1. Resident Status

	%	Number of respondents
Ratepayers	72%	566
Other residents	27%	210
NET	100%	776

Table 15.2. How Many Years Have you Lived in Invercargill?

	%	Number of respondents
0-2 years	7%	51
3-5 years	6%	46
6-10 years	5%	42
11-15 years	7%	52
16-20 years	6%	49
20+ years	69%	535
Prefer not to say	0%	1
NET	100%	776

Table 15.3. Current Employment Status

	%	Number of respondents
Full-time	43%	331
Part-time	14%	110
Retired	18%	139
Self-employed	6%	47
Beneficiary	6%	46
Student	6%	46
Unemployed/Stay at home	4%	29
Other	4%	28
NET	100%	776

Table 15.4. Ethnicity

	%	Number of respondents
NZ European	82%	634
Maori	12%	93
Asian	6%	45
Pacific Islander	3%	26
Other European	2%	14
Other	3%	27
NET	100%	776

Table 15.5. Gender

	%	Number of respondents
Male	47%	366
Female	53%	408
Gender diverse	0%	2
NET	100%	776

Table 15.6. Age

	%	Number of respondents
18-24	12%	91
25-34	17%	131
35-44	17%	130
45-54	16%	127
55-64	16%	121
65+	23%	176
NET	100%	776

Table 15.7. Suburb

	%	Number of respondents
Appleby	5%	41
Avenal	2%	15
Bluff	4%	31
CBD area	2%	18
Clifton	2%	13
Georgetown	3%	22
Gladstone	4%	31
Glengarry	5%	42
Grasmere	7%	55
Green Point	0%	0
Greenhills	0%	0
Hargest	2%	12
Hawthorndale	3%	23
Heidelberg	4%	31
Kennington	0%	3
Kew	1%	6
Kingswell	4%	31
Lorneville	1%	6
Makarewa	1%	5
Myross Bush	2%	13
New River Ferry	0%	2
Newfield	4%	32
Omaui	0%	0
Otatara	4%	29
Prestonville	0%	1
Richmond	6%	49
Rockdale	1%	6
Rosedale	3%	22
Seaward Bush	1%	9
Strathern	6%	50

	%	Number of respondents
Tisbury	3%	20
Waihopai	1%	7
Waikiwi	9%	68
Waimatua	0%	1
Waverley	3%	24
West Invercargill	0%	0
Windsor	6%	44
Other	2%	14
NET	100%	776

Appendix Three: Online Survey Feedback

16

The online survey was open for completion to all residents. The survey was promoted through the ICC Facebook page and was available as a link through a homepage banner on the ICC website.

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

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

1. They are more likely to mention the Council/the mayor as the single most pressing issue facing Invercargill and think the Council should look at budgeting/spending rate payer money post COVID-19.
2. They are less likely to think certain services are essential, i.e., the CBD redevelopment, grants and subsidies, housing care, and corporate planning.
3. They are less likely to think that the Council is doing well on culture and heritage.
4. They are less likely to agree that the Council is doing enough to provide a safe and sustainable supply of water for Invercargill.
5. They are more likely to think certain Council activities should be started immediately, i.e., finding alternative water sources, repairing Anderson House, and earthquake strengthening and redeveloping the Museum.

In terms of demographics, the self-selecting sample had a skewed profile in terms of age, with no respondents in the 18-24 age group. In addition, more of the self-selecting sample were ratepayers. The two samples were relatively comparable in terms of gender, length of residence, employment status, and ethnicity.

The results from the two survey samples are shown in the following tables. Statistically significant differences between the two groups are highlighted with upward and downward arrows.

Benefits of Living in Invercargill and the Issues Facing the City

Table 16.1. What Residents Like Most About Invercargill

	Random sample – phone survey	Self-selecting sample – online survey
Sense of community/a small-town feel	24%	33%
No traffic/doesn't take long to get where you need to go	20%	19%
Peace and quiet	14%	10%
Have lived in Invercargill their whole life and they don't want to leave	10%	2%
Location and surroundings	9%	17%
Services, facilities, events and activities	8%	10%
The lifestyle/pace	7%	6%
Safe/Good neighbours/Good place for families	7%	4%
Close to family and friends	6%	4%
Cost of living	5%	6%
Population size	4%	4%
Weather	3%	4%
Has got everything they need	3%	2%
Environmental factors (clean air, space etc)	2%	2%
Town layout/infrastructure	2%	-
Careers/employment	2%	-
Positive comment general	1%	2%
Education options - SIT and the Zero Fees scheme	0.3%	-
Region's history – motorsport history	-	-
Other	3%	6%
Don't know/nothing	5%	6%
NET	776	52

Table 16.2. Issues Facing Invercargill

	Random sample – phone survey	Self-selecting sample – online survey
Infrastructure and development of the CBD	30%	17%
The closure of Tiwai Point	11%	10%
The economy/jobs/unemployment	10%	12%
Rates and council expenditure	10%	19%
The council/The mayor	6% ↓	19% ↑
There is nothing to do in Invercargill	5%	-
Earthquake strengthening the Museum and the Water Tower	3%	6%
COVID-19 and its effects	3%	-
Other Council services/facilities	3%	8%
Unsafe areas (scared to walk in certain areas of the city, gangs, drugs, and boy racers)	2%	2%
Roading - unnecessary and poorly planned road works	2%	4%
Retain/increase population	3%	-
Helping local business/lack of shops	2%	4%
Housing availability and prices are worsening	2%	4%
Climate change/weather	2% ↓	8% ↑
Supporting social services (health, arts etc)	2%	4%
General infrastructure, upgrades and maintenance	2%	4%
Water (quality, sources etc)	2%	-
The uncertain future of SIT – The polytechnic is vital for attracting young people	1%	-
Young people are leaving Invercargill for better work/study opportunities elsewhere	1%	-
Other	2% ↓	8% ↑
Don't know/nothing	16% ↑	-
NET	776	52

Table 16.3. What the Council Should do Post COVID-19?

	Random sample – phone survey	Self-selecting sample – online survey
Avoid increasing/lower rates	6%	6%
Listening, communication, transparency and accountability	5%	6%
Budgeting/Spending rate payer money	3% ↓	21% ↑
Helping/supporting the job market/business opportunities	5%	2%
Council need to work together well/cohesively/get on with their job	4%	6%
Reopen the Museum/art gallery/Anderson park	4%	10%
Supporting people in need/ social services	4%	8%
Get rid of the mayor/CEO/change the council	4%	4%
Provide events, facilities and activities for residents and to boost the economy and interest in Invercargill	4%	6%
They are doing a good job/happy with the council	3%	-
Stop/reduce/don't invest in the CBD development/mall	2%	8%
Continue/invest in the CBD development/Mall	3%	-
Rules and procedures around lockdown and fighting COVID-19 (e.g. hygiene, social distancing, boarder control)	2%	2%
Other Council services	2%	4%
Sort out/take care of staff and employees	1%	6%
Clean up/reinvigorate the city	2%	4%
Focus on core responsibilities/infrastructure	1%	2%
Improve/speed up consent process/council activities	1%	-
Finish current projects	1%	-
Reinstate rubbish and recycling services	1%	2%
Roading and roadworks	1%	-
Improve customer service (better service, online options etc)	0.4% ↓	8% ↑
Supply housing/accommodation	1%	-
Focus on the youth, opportunities and services for young people	1%	2%
Other	4%	10%
Don't know	44% ↑	6% ↓
NET	776	52

Table 16.4. Projects That Should be Prioritised

	Start immediately		Never/Not important	
	Random sample - phone survey	Self-selecting sample - online survey	Random sample – phone survey	Self-selecting sample – online survey
Finding an alternative water source	28% ↓	60% ↑	5%	6%
Recreation facilities in Bluff	10%	12%	10% ↓	25% ↑
Destination Playground	9%	10%	11% ↓	37% ↑
Maintaining the Water Tower	29%	42%	6%	13%
Renewing Surrey Park Grandstand	11%	6%	9% ↓	37% ↑
Building an additional swimming pool	5%	6%	31%	42%
Repairing Anderson House	21% ↓	42% ↑	6%	13%
Building a centre for Arts and Creativity	12%	17%	12% ↓	27% ↑
Building a Tuatara and Kakapo exhibit	20%	21%	7% ↓	25% ↑
Earthquake strengthening and redeveloping the Museum	51% ↓	75% ↑	3%	2%
Redeveloping Rugby Park	14%	8%	13% ↓	46% ↑

Essential Services

Table 16.5. Importance of ICC Services

	Essential		Not essential		Don't Know or Not Sure	
	Random sample – phone survey	Self-selecting sample – online survey	Random sample – phone survey	Self-selecting sample – online survey	Random sample – phone survey	Self-selecting sample – online survey
Water	98%	98%	1%	-	1%	2%
Drainage and Sewerage	97%	98%	1%	-	2%	2%
Roading	94%	96%	3%	4%	3%	-
Solid Waste	93%	92%	2%	4%	5%	4%
Public Toilets	93%	90%	5%	6%	2%	4%
Environmental Health / Food Safety	92%	81%	6%	12%	3%	8%
Parks	89%	83%	9%	12%	2%	6%
Libraries and Archives	86%	79%	11%	15%	3%	6%
Animal Services	82%	77%	11%	13%	7%	10%
Bus and Transport	81%	71%	14%	23%	5%	6%
Pools	79%	75%	16%	15%	5%	10%
Community Development	77%	67%	13%	21%	10%	12%
Building Control	77%	79%	11%	12%	12%	10%
Resource Management	76%	75%	9%	13%	15%	12%
Housing care	74%	63%	8% ↓	23% ↑	17%	13%
CBD Redevelopment	69% ↑	50%	22% ↓	46% ↑	9%	4%
Grants and Subsidies	61% ↑	38% ↓	22% ↓	50% ↑	17%	12%
Urban Rejuvenation	59%	48%	18%	33%	23%	19%
Bluff Community Board	56%	40%	21%	33%	23%	27%
Corporate Planning	52%	37%	21% ↓	40% ↑	27%	23%
Parking compliance	51%	33%	39%	56%	10%	12%

Libraries and Archives & Pools

Table 16.6. Thinking About the ICC Libraries, are you...?

	Random sample – phone survey	Self-selecting sample – online survey
A member and a user	37%	50%
A member but non-user	26%	18%
Non-member and user	6%	5%
Non-member and non-user	31%	27%
NET	386	22

Table 16.7. How Frequently do you use Splash Palace?

	Random sample – phone survey	Self-selecting sample – online survey
Weekly or more often	10%	9%
Fortnightly	5%	-
Monthly	9%	-
Once per two to three months	10%	18%
Once or twice per year	17%	5%
Less often than yearly	13%	27%
Never	36%	41%
NET	386	22

Culture and Heritage

Table 16.8. Council's Performance in Preserving Region's Culture and Heritage

Good/Very good	Random sample – phone survey	Self-selecting sample – online survey
Strengthening earthquake prone buildings	23%	-
Balancing the need to conserve heritage and the need for redevelopment	33%	18%
The direction the CBD rebuild is heading	51%	45%
Recognising Invercargill's Maori heritage	27%	9%
NET	386	22

In-Ground Infrastructure

Table 16.9. Where Should Money Come From for In-Ground Infrastructure?

	Random sample – phone survey	Self-selecting sample – online survey
Maintain this infrastructure as well as possible with what's available from the current distribution of rates, keeping	8%	-
Increase the rates to cover renewing the system	6% ↓	23% ↑
Redistribute how the rates money is spent to cover renewing the system	41%	45%
Increase and redistribute the rates to cover renewing the system	10%	9%
Obtain funding from other sources to renew the system	23%	14%
Other	5%	9%
Don't know	8%	-
NET	386	22

Waste

Table 16.10. Importance of Collecting Green Waste

	Random sample – phone survey	Self-selecting sample – online survey
Important/Very Important	48%	40%
Neutral	25%	17%
Not at all important/Not important	24%	17%
Don't know/Not applicable	3%	3%
NET	390	30

Table 16.11. Confidence in Knowledge of Yellow Bin Inclusions

	Random sample – phone survey	Self-selecting sample – online survey
Confident/Very confident	84%	8'
Neutral	8%	-
Not at all confident/Not confident	4%	13%
Don't know/Not applicable	5%	7%
NET	390	30

Water

Table 16.12. Water Behaviour

	Agree/Strongly agree	Random sample – phone survey	Self-selecting sample – online survey
I actively monitor my water use		41%	50%
I reduce my water use when there are water restrictions		82%	83%
I would be able to conserve MORE water if required		79%	60%
NET		390	30

Table 16.13. Service Performance: Water

	Random sample – phone survey	Self-selecting sample – online survey
Agree/Strongly agree	59% ↑	17% ↓
Neutral	21%	27%
Disagree/Strongly disagree	15% ↓	43% ↑
Don't know	5%	13%
NET	390	30

Passenger Transport

Table 16.14. Frequency of Use

	Random sample – phone survey	Self-selecting sample – online survey
Daily	2%	-
Multiple times a week	2%	3%
Weekly	2%	3%
Fortnightly	0.3%	3%
Monthly	3%	3%
Less often	12%	7%
Never	70%	73%
There is no bus service in my area	9%	7%
NET	390	30

Table 16.15. Service Performance: Passenger Transport

	Good/Very good	Random sample – phone survey	Self-selecting sample – online survey
Providing routes where passengers want to go		50%	25%
Providing a suitable timetable		69%	50%
Value for money in terms of fare paid		78%	75%
The cleanliness of the buses		78%	100%
The quality of the buses		69%	100%
NET		32	4

Table 16.16. Barriers to Use

	Random sample – phone survey	Self-selecting sample – online survey
Prefer to drive	62% ↑	33% ↓
Prefer to cycle/walk	17%	13%
It is more convenient to drive	27%	46%
The bus routes are inconvenient for me	15%	17%
Bus timetable is not convenient	10% ↓	29% ↑
I don't like taking the bus	1%	-
Bus fare is too expensive	1% ↓	8% ↑
Other (please specify)	8%	-
I don't need it	4%	4%
No service where I live	1%	4%
NET	322	24

Table 16.17 How to Encourage Use

	Random sample – phone survey	Self-selecting sample – online survey
Providing routes where passengers want to go	11% ↓	25% ↑
Providing a suitable timetable	10% ↓	29% ↑
Providing an expanded timetable	10%	11%
Ease of determining which bus to catch and where	2% ↓	25% ↑
Providing an easy to use bus service	2% ↓	11% ↑
Cheaper fares	4%	11%
Other (please specify)	6%	7%
None of the above	65% ↑	36% ↓
Change in personal circumstances	6%	-
NET	354	28

Roading

Table 16.18. Service Performance: Roding Network Overall

	Random sample – phone survey	Self-selecting sample – online survey
Happy with the network as a whole	80%	70%
Think major changes are needed	20%	30%
NET	390	30

Table 16.19. Service Performance: Roding

Good/Very good	Random sample – phone survey	Self-selecting sample – online survey
Traffic flow and congestion	59%	50%
Footpaths	62%	40%
Road surfaces	40%	30%
Availability of cycle lanes	52%	33%
Road works safety	72%	63%
NET	390	30

Survey Respondent Profile

Table 16.20. Resident Status

	Random sample – phone survey	Self-selecting sample – online survey
Ratepayers	73% ↓	90% ↑
Other Invercargill residents	27% ↑	10% ↓
NET	776	52

Table 16.21 How Many Years Have You Lived in Invercargill?

	Random sample – phone survey	Self-selecting sample – online survey
0-2 years	7%	8%
3-5 years	6%	4%
6-10 years	5%	10%
11-15 years	7%	6%
16-20 years	6%	4%
20+ years	69%	69%
Prefer not to say	0.1%	-
NET	776	52

Table 16.22. Current Employment Status

	Random sample – phone survey	Self-selecting sample – online survey
Full-time	43%	46%
Self-employed	6%	12%
Part-time	14%	10%
Beneficiary	6%	4%
Student	6%	0%
Retired	18%	21%
Other	4%	4%
Unemployed/Stay at home	4%	4%
NET	776	52

Table 16.23. Ethnicity

	Random sample – phone survey	Self-selecting sample – online survey
NZ European	82%	94%
Maori	12%	6%
Pacific Islander	3%	0%
Asian	6%	2%
European	2%	4%
Other	3%	4%
NET	776	52

Table 16.24. Gender

	Random sample – phone survey	Self-selecting sample – online survey
Male	47%	37%
Female	53%	58%
Gender diverse	0.3% ↓	4% ↑
Prefer not to say	- ↓	2% ↑
NET	776	52

Table 16.25. Age

	Random sample – phone survey	Self-selecting sample – online survey
18-24	12% ↑	- ↓
25-34	17%	15%
35-44	17%	19%
45-54	16%	27%
55-64	16%	12%
65+	23%	21%
Prefer not to say	- ↓	6% ↑
NET	776	52

Table 16.26. Suburb

	Random sample – phone survey	Self-selecting sample – online survey
In Invercargill	88%	92%
Outside of Invercargill	13%	8%
NET	776	52



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