



NOTICE OF MEETING

Notice is hereby given of the Extraordinary Meeting of the Finance and Projects Committee to be held in the Council Chamber, First Floor, Te Hinaki Civic Building, 101 Esk Street, Invercargill on Tuesday 9 May 2023 at the conclusion of the Community Wellbeing Committee meeting

Cr G M Dermody (Chair)
Mayor W S Clark
Cr A J Arnold
Cr T Campbell
Cr D J Ludlow
Cr I R Pottinger
Cr L F Soper
Cr B R Stewart

MICHAEL DAY
CHIEF EXECUTIVE

Extraordinary Finance and Projects Committee - Public

09 May 2023

Agenda Topic

Page

1. Apologies
2. Declaration of Interest
 - a. Members are reminded of the need to stand aside from decision-making when a conflict arises between their role as an elected representative and any private or other external interest they might have.
 - b. Elected members are reminded to update their register of interests as soon as practicable, including amending the register at this meeting if necessary.
3. Major Late Item - Public Excluded Session

The reason that the item is not in the agenda - The document was not ready at the time of the publication of the agenda.

The reason why the discussion of the item cannot be delayed - Matters can be progressed in a timely manner.

 - 3.1 Rugby Park Seismic Update

The reason for public exclusion: Section (2)(h) - Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities.
4. [2022/2023 Quarter Three Performance \(A4476867\)](#) 4
 - 4.1 [Appendix 1 -Quarterly Performance Report \(A4499949\)](#) 8
 - 4.2 [Appendix 2 - Quarter Three Residents Survey \(A4496226\)](#) 66
5. Public Excluded Session

Public Excluded Session

Moved _____, seconded _____ that the public be excluded from the following parts of the proceedings of this meeting; namely,

- a) *Relocation of the Southland Museum Collection Update*
- b) *Surrey Park Grandstand – Final Report*
- c) *Rugby Park Seismic Upgrade*

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for the passing of this resolution
(a) Relocation of the Southland Museum Collection Update	Section 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7
(b) Surrey Park Grandstand – Final Report	Section 7(2)(h) Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities	Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7
(c) Rugby Park Seismic Upgrade	Section 7(2)(h) Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities	Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7

2022/2023 QUARTER THREE PERFORMANCE

To:	Finance and Projects Committee
Meeting Date:	Tuesday 9 May 2023
From:	Rhiannon Suter, Manager – Strategy and Policy
Approved:	Patricia Christie - Acting Group Manager - Finance and Assurance
Approved Date:	Wednesday 3 May 2023
Open Agenda:	Yes

Purpose and Summary

This report provides the Finance and Projects Committee with the 2022/2023 Quarter Three Performance Report.

Recommendations

That the Finance and Projects Committee:

1. Receives the report "2022/2023 Quarter Three Performance".
2. Receives the Quarter Three Performance Report (A4499949).
3. **Recommends to Council** to approve the forecast changes outlined in the Schedule of Forecast Changes in the Quarter Three Performance Report.

Background

The quarterly performance reports provide Council with the opportunity to monitor the delivery of Council's services and the financial performance which underpins that delivery.

All performance indicators are traffic lights based on expected delivery by the end of the financial year projected from current performance. Service level performance results are cumulative. Many performance indicators are legally required. Others are set by Council as part of the Long-term Plan process.

The forecast year to date amounts included in the Performance Report are typically 9/12 of the Annual Plan amount plus any forecast changes. As we move through the year reforecasts are undertaken at regular times to ensure we have an expectation of our year end financial position. Forecast changes are detailed at the end of the performance report.

Roadmap to Renewal Delivery

The first two projects in the Roadmap – Anderson House and City Streets Stage One – are now complete. Stage 1 of Rugby Park is complete and the Bluff Boat Ramp test pile work will commence shortly. The frame is in place for the Museum Storage and the primary design contractor for the Museum project selected. Rugby Park, Surrey Park and City Streets Stage 2 are paused while Council completes decision making on next steps on those projects. \$25.6 million of the \$145.9 million allocated in the Long-term Plan has been expended.

Service Level Performance

65 of the 99 performance measures are currently on target. There are 18 which are currently at risk of not being met, and five which cannot be met this year – these are primarily measures that require 100% delivery which had not been met in quarter one and satisfaction measures which cannot now be achieved. The remainder of the measures are annual, or do not have enough data to report on at this stage in the year.

There are some changes in status from last quarter, primarily linked to the customer satisfaction results which are now unlikely to change further significantly. Due to a change in methodology it will not be clear until next year whether the trends are consistent and targets should be adjusted as part of the Long-term plan to account for the more general tendency of online surveys towards negative responses. It's worth noting that for many services (e.g. pools, venues and He waka Tuia) that visitor numbers have rebounded strongly from Covid while satisfaction lags behind, which may suggest at least some of the satisfaction level changes are linked to methodology change.

One result which was red last quarter has now reversed – Public toilets availability has now reached their target.

Passenger transport numbers remain down. The residents' survey asked a range of questions to find out more about underlying causes of this trend and will be explored further in a public workshop to be held in May.

The Water, Stormwater and Sewerage activities are performing well, with the only measure of concern related to contractor response times to non-urgent enquiries. There is no substantive change from the first quarter.

Solid Waste Management continues to be an area of concern, although significant progress has been made across the year to reduce volumes of waste to landfill and improve recycling rates.

Regulatory Services is legislatively required to maintain 100% targets for processing, which they have met in regards to the food and alcohol applications, but were under target on the building and resource consents. This is being addressed internally, however, it is notable that the resource consent result of 98% is a significant improvement on last year's result and compliance has been trending upwards over the last three quarters.

Financial Performance

For the nine months to 31 March 2023, excluding depreciation the Council had an operating surplus of \$26.0 million. This is \$2.5 million higher than forecast (\$23.5 million). Including depreciation, Council had a deficit for the first nine months of the year of \$4.7 million, this is better than the \$7.2 million deficit forecast by \$2.5 million.

Total revenue for the nine months was \$86.9 million and is better than forecast by \$0.5 million. The key variances include:

- Higher than forecast timber revenue from harvesting at the Sandy Point forestry has contributed an additional \$1.0 million.
- Lower subsidy claims submitted to Waka Kotahi. Roothing operating expenditure is currently tracking lower than forecast and is reflective in the subsidy revenue received to date.

Total expenditure for the nine months was \$91.7 million and is lower than forecast by \$2.0 million.

The key variances include:

- Lower spend on consultancy services required.
- Differences between projected staff movements and actuals. This includes timing of staff turnover and vacancy fulfilment.

The full year forecast is a deficit of \$10.9 million, which is \$8.7 million higher than budgeted in the Annual Plan. However, excluding depreciation, the forecast deficit is in line with the annual plan budget.

Forecast Changes

A number of forecast changes have been identified during the preparation of the quarterly performance report. These are changes from the numbers included in December's performance report. The changes are detailed in the Schedule of Forecast Changes section of the Performance report attachment.

The key forecast changes that Council will be asked to approve are:

- A \$4.0 million increase to subsidy revenue for 2022/23 to align with when subsidy income can be recognised for accounting purposes. The majority of the increase reflects the progress on the Storage facility at Tisbury.
- A \$0.6 million decrease to rates revenue to realign the forecast with the actual rates set for 2022/2023,
- A further \$0.4 million decrease in direct charges revenue to reflect lower fees and charges received over the past nine months of the year due to slower recovery from Covid trends,
- Increased finance revenue of \$0.2 million for subvention income received and \$0.2 million decrease in finance expenses based on timing of borrowing movements,
- \$0.2 million decrease in depreciation expense as a result of final adjustments to the revaluation of three waters, roading and operational building assets at 30 June 2022.
- A \$1.4 million increase to employee expenses. This increase reflects the changes in current staffing structure compared to the structure when setting the Annual Plan 2022/2023. This also includes the impact of the minimum wage increase on 1 April 2023.
- An increase in other expenses forecast including \$0.6 million for realignment of Roothing and Passenger Transport expenses to Waka Kotahi operating programme, \$0.6 million increase of electricity and software costs based on contract renewal projections and \$0.5 million for increased operational cost of the Water and Sewerage systems.

Capital Delivery

The capital forecast for 2022/2023 has been revised further from \$59.2 million in December 2022 to \$53.2 million based on current work delivery projections and discussions with Council.

Movements include:

- Further reapportionment of project costs over the life of the project for Branxholme Supply line renewal (\$3.0 million), City Streets (\$2.9 million), Project 1225 (\$0.1 million) and Bluff boat ramp (\$0.2 million) later into the timeline of the projects to align with expected spend.
- Increase to the renewal programme of the treatment plants for Water (\$0.2 million) and Sewerage (\$0.3 million) to cover the unexpected replacement of UV tubes and other capital planned brought forward to be completed by year end.
- Additional \$0.3 million to escalate the upgrading of the Council fleet to energy efficient, and high safety rating vehicles.
- Deferring \$0.5 million for renewals of Aquatic, Bluff service centre and Parks buildings to 2023/2024. These projects are still in initial stages and construction will not commence this year.
- Adjustments to the Roading and Passenger Transport programme to align with the latest Waka Kotahi forecast has resulted in a reduction of the programme by \$0.1 million.

The lower capital programme has further decreased the forecast amount of borrowing required this year by \$4.3 million.

Capital expenditure of \$40.4 million has been spent for the nine months to 31 March 2023. This is 76% of the forecast for the year of \$53.2 million, and 51% of the \$79.8 million Annual Plan programme.

Next Steps

The Finance and Policy Committee will receive the next Quarterly Performance Report for the Fourth Quarter in August 2023, alongside preparation of the Annual Report for 2022/2023.

Attachments

1. Quarterly Performance Report (A4499949)
2. Quarter Three Residents Survey (A4496226)



PERFORMANCE REPORT

As at 31 March 2023

He Ngākau Aroha - Our City with Heart





PERFORMANCE REPORT

As at 31 March 2023

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Traffic Light Colour Key

Performance summary

Roadmap to renewal

Capital Expenditure Summary

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Sewerage	<i>Waikeri</i>
Stormwater	<i>Wai tupuhi</i>
Roading Services	<i>Ratonga rori</i>
Solid Waste Management	<i>Para</i>
General Services	<i>Ngā ratonga</i>

Democratic Process

Regulatory Services

Parks and Reserves

Libraries

Aquatic Services

Arts, Culture and Heritage

Venue and Events Services

Public Transport

Public Toilets

Housing Care

Investments

Corporate Services

Property

City Centre

Support of External Organisations

Schedule of Forecast changes

Statement of Comprehensive Revenue and Expense

Statement of Financial Position



PERFORMANCE REPORT

As at 31 March 2023



Traffic Light Colour Key

Level of service performance

	On target or achieved
	Of concern
	Not achieved
	No measure currently available

Financial performance

Revenue

Positive variance (+) = Income higher than forecast
 Negative variance (-) = Income lower than forecast

Expenses

Positive variance (+) = Spend lower than forecast
 Negative variance (-) = Spend higher than forecast

Actual / Forecast	Revenue	Expenses
<= 92%		
92 < >=94%		
94 < >98%		
98 < >102%		
102 < > 106%		
>106%		
If variance is below \$10,000		

Note: If no forecast amount, the traffic light is green

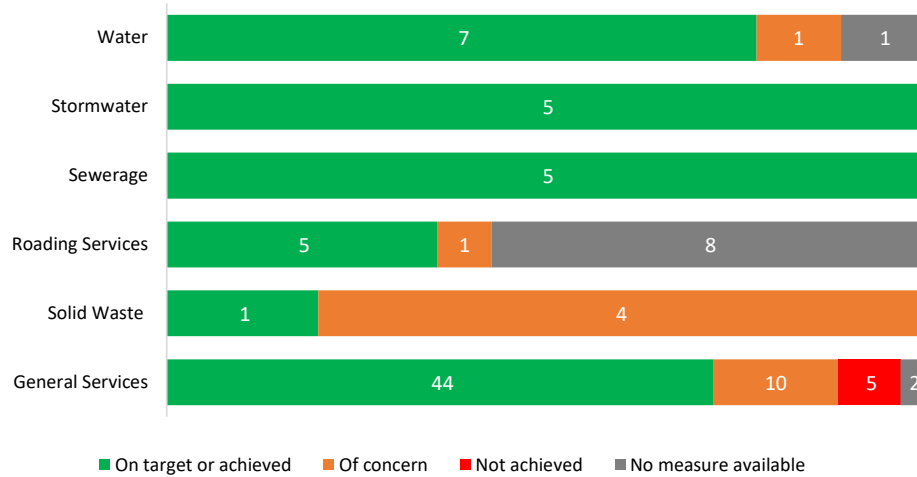
Net Operating surplus / (deficit)	
If Variance is positive	
If Variance is negative:	
Variance as % of forecast <6%	
Variance as % of forecast >6%	



Performance Summary

AS AT 31 March 2023

Level of service performance



Commentary - Level of service performance

As Council reaches the end of the third quarter, it is continuing to deliver on its core services and maintaining the improvements on visitor numbers across Council facilities. In total, 67 of the 99 performance measures are currently on target. There are 16 which are currently of concern, and five which cannot be met this year – these are primarily measures that require 100% delivery which had not been met in quarter one or are satisfaction measures which cannot now be achieved. The remainder of the measures are annual, or do not have enough data to report on at this stage in the year.

The Water, Stormwater and Sewerage activities are performing well, with the only measure of concern related to contractor response times to non-urgent enquiries. There is no substantive change from the first quarter.

The Rooding Activity is currently performing well (while noting much data is only interim and final figures are not available until the end of year) with the exception of road traffic accidents which continues to be an issue, with one fatality experienced this year.


Solid Waste results continue to track below target in a number of areas, although there is some improvement quarter on quarter in some areas.

Visitor numbers remain positive across the majority of Council services with the exception of passenger transport. Results from the residents survey indicate issues to do with location and timetables rather than price are a greater driver.

Performance Summary

AS AT 31 March 2023

Commentary - Level of service performance



Regulatory Services is legislatively required to maintain 100% targets for processing, which they have met in regards to the food and alcohol applications, but were under target on the building and resource consents. This is being addressed internally, however, it is notable that the resource consent result of 98% is a significant improvement on last year's result and compliance has been trending upwards over the last three quarters.

Customer satisfaction is low across most areas measured with the exception of parks and libraries. It will not be possible to fully assess these trends until next year as there has been a methodology change to the residents survey. Target levels will be reviewed as part of the LTP process.

Performance Summary

AS AT 31 March 2023

Commentary

A number of forecast changes have been identified during the preparation of the quarterly performance report. These are changes from the numbers included in December's performance report. The changes are detailed in the Schedule of Forecast Changes section of the Performance report attachment.

The key forecast changes that Council will be asked to approve are:

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Performance Summary

AS AT 31 March 2023

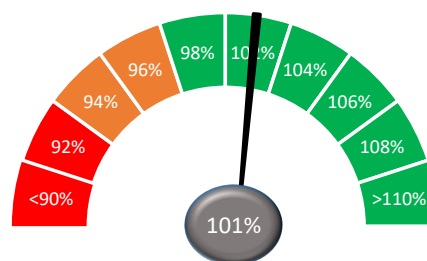
Financial performance YTD (\$000)

Net operating surplus / (Deficit)

Actual: **(\$4,714)** Forecast: (\$7,178)
 Variance: \$2,464 favourable

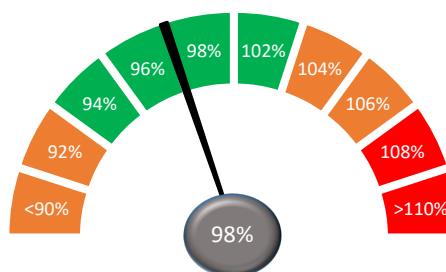
Revenue

Actual: **\$86,944**
 Forecast: \$86,486
 Variance: \$458 favourable



Expenditure

Actual: **\$91,658**
 Forecast: \$93,664
 Variance: \$2,006 underspent



	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	49,984	49,861	+ 123		66,481	65,777
Subsidies and grants	9,661	10,512	- 851		16,148	13,549
Income from activities	20,204	18,960	+ 1,244		26,906	28,325
Investment revenue	7,095	7,153	- 58		7,773	5,781
Total revenue	86,944	86,486	+ 458		117,308	113,432
Employee expenses	22,118	23,404	+ 1,286		31,979	30,602
Other expenses	36,638	37,371	+ 733		53,114	51,377
Finance expenses	2,161	2,242	+ 81		2,989	2,325
Depreciation	30,741	30,647	- 94		40,863	32,023
Total expenses	91,658	93,664	+ 2,006		128,945	116,327
Net operating surplus / (deficit)	(4,714)	(7,178)	+ 2,464		(11,637)	(2,895)

Performance Summary

AS AT 31 March 2023

Net operating surplus by activity group

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Water	413	264	+ 149		(119)	1,756
Stormwater	288	194	+ 94		189	805
Sewerage	(2,168)	(2,385)	+ 217		(3,332)	368
Roading Services	(1,462)	(1,281)	- 181		(1,756)	2,640
Solid Waste	(628)	(454)	- 174		(552)	(953)
General Services	(1,157)	(3,516)	+ 2,359		(6,068)	(7,511)
Council	(4,714)	(7,178)	+ 2,464		(11,638)	(2,895)

Commentary

For the nine months to 31 March 2023, excluding depreciation the Council had an operating surplus of \$26.0 million. This is \$2.5 million higher than forecast (\$23.5 million). Including depreciation, Council had a deficit for the first nine months of the year of \$4.7 million, this is better than the \$7.2 million deficit forecast by \$2.5 million.

Total revenue for the nine months was \$86.9 million and is better than forecast by \$0.5 million. The key variances include:

- Higher than forecast timber revenue from harvesting at the Sandy Point forestry has contributed an additional \$1.0 million.
- Lower subsidy claims submitted to Waka Kotahi. Roothing operating expenditure is currently tracking lower than forecast and is reflective in the subsidy revenue received to date.

Total expenditure for the nine months was \$91.7 million and is lower than forecast by \$2.0 million.

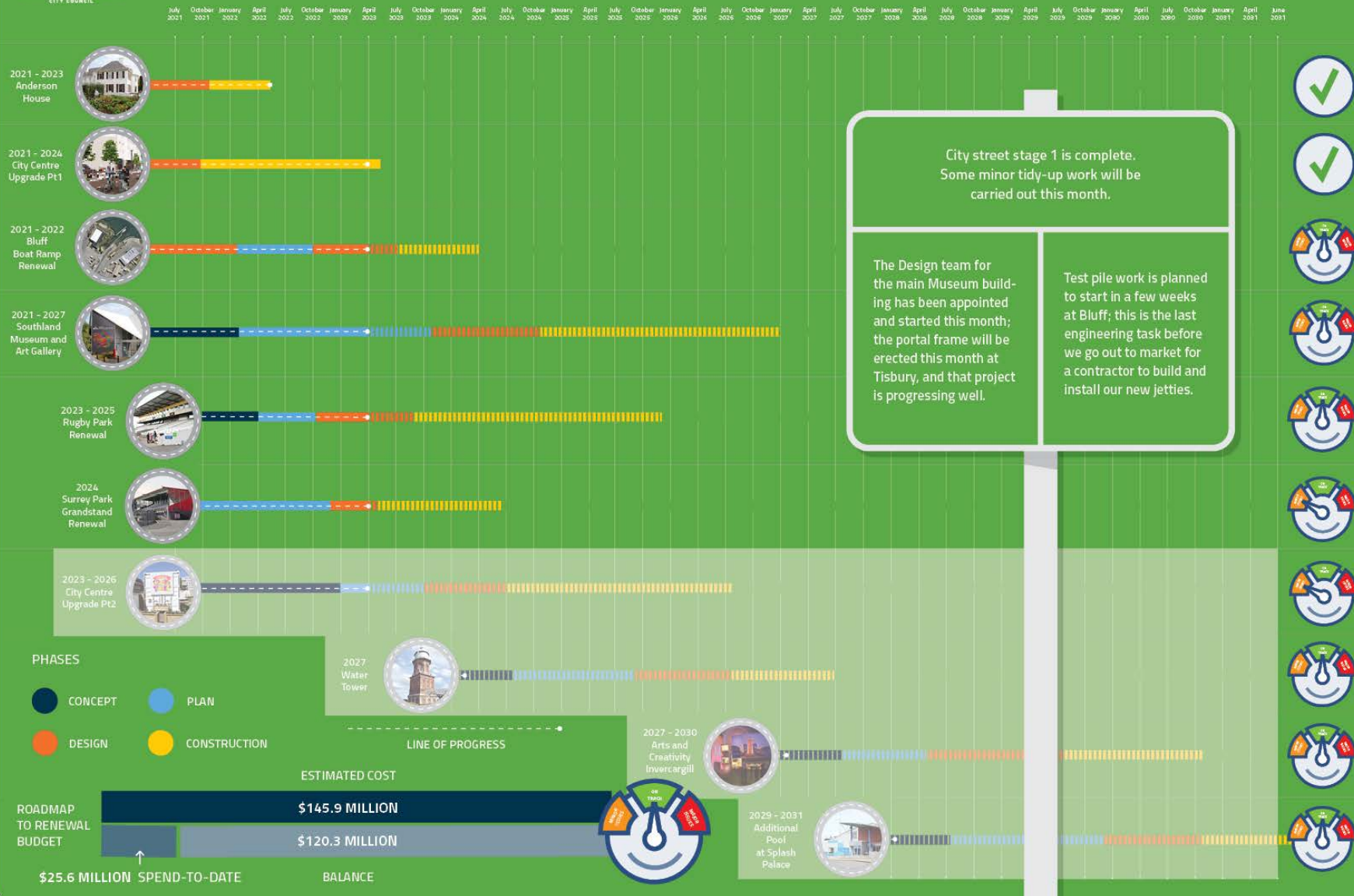
The key variances include:

- Lower spend on consultancy services required.
- Differences between projected staff movements and actuals. This includes timing of staff turnover and vacancy fulfilment.

The full year forecast is a deficit of \$10.9 million, which is \$8.7 million higher than budgeted in the Annual Plan. However, excluding depreciation, the forecast deficit is in line with the annual plan budget.



Roadmap to Renewal Delivery - Progress to date



Capital Expenditure Summary

AS AT 31 March 2023

Commentary

The capital forecast for 2022/2023 has been revised further from \$59.2 million in December 2022 to \$53.2 million based on current work delivery projections and discussions with Council.

Movements include:

- Further reapportionment of project costs over the life of the project for Branhholme Supply line renewal (\$3.0 million), City Streets (\$2.9 million), Project 1225 (\$0.1 million) and Bluff boat ramp (\$0.2 million) later into the timeline of the projects to align with expected spend.
- Increase to the renewal programme of the treatment plants for Water (\$0.2 million) and Sewerage (\$0.3 million) to cover the unexpected replacement of UV tubes and other capital planned brought forward to be completed by year end.
- Additional \$0.3 million to escalate the upgrading of the Council fleet to energy efficient, and high safety rating vehicles.
- Deferring \$0.5 million for renewals of Aquatic, Bluff service centre and Parks buildings to 2023/2024. These projects are still in initial stages and construction will not commence this year.
- Adjustments to the Roding and Passenger Transport programme to align with the latest Waka Kotahi forecast has resulted in a reduction of the programme by \$0.1 million.

The lower capital programme has further decreased the forecast amount of borrowing required this year by \$4.3 million.

Capital expenditure of \$40.4 million has been spent for the nine months to 31 March 2023. This is 76% of the forecast for the year of \$53.2 million, and 51% of the \$79.8 million Annual Plan programme.

Capital Expenditure by activity group

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	A/Plan Planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Water	10,496	8,298	+ 2,198	96%	10,987	18,973
Stormwater	2,859	3,407	- 547	63%	4,542	5,692
Sewerage	3,301	3,085	+ 217	72%	4,555	4,463
Roding Services	6,879	6,710	+ 168	77%	8,947	13,191
Solid Waste	27	75	- 48	27%	100	100
General Services	16,833	18,039	- 1,206	70%	24,052	37,368
Council	40,395	39,613	+ 782	76%	53,183	79,787

Capital Expenditure Summary

AS AT 31 March 2023

Road map to renewals projects

See Roadmap to renewals table for progress details on projects

Project		Actual	Forecast	% of	Amended
		(\$000)	(\$000)	forecast spent %	LTP Planned capital (\$000)
Anderson House	2022/23	147	143	103%	204
	LTP	1,413	1,400	101%	1,400
City Centre - Stage 1	2022/23	8,149	9,238	88%	5,925
	LTP	19,712	20,800	95%	20,800
City Centre - Stage 2	2022/23	-	-	100%	2,300
	LTP	108	13,600	1%	13,600
Museum redevelopment (Project 12 25)	2022/23	3,085	4,922	63%	10,090
	LTP	3,784	65,460	6%	65,460
Bluff Boat Ramp renewal	2022/23	103	346	30%	1,000
	LTP	402	1,800	22%	1,800
Rugby Park renewal	2022/23	175	491	36%	1,676
	LTP	175	4,900	4%	4,900
Water Tower	LTP	3	4,100	0%	4,100
City Centre Masterplan Urban Play	LTP	-	6,500	0%	6,500
Surrey Park Grandstand renewal	LTP	0	1,500	0%	1,500
Arts and Creativity Invercargill	LTP	-	17,600	0%	17,600
Additional Pool at Splash Palace	LTP	-	8,200	0%	8,200
Total	2022/23	11,661	15,190	77%	21,195
	LTP	25,599	145,860	18%	145,860



Water

Wai

Commentary

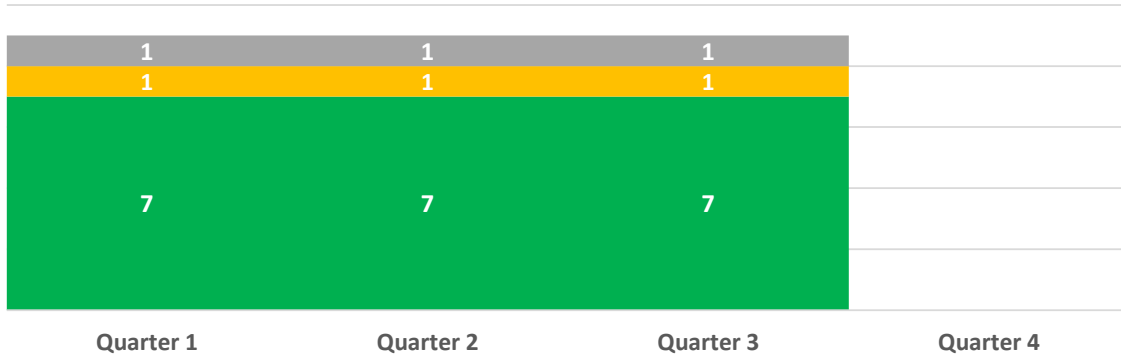
The Water Activity has continued to ensure the delivery of a safe water supply to Invercargill properties. In the third quarter, the activity is on track to deliver all but one of their KPIs, with responses to non-urgent call-outs happening just outside the targeted five day window. Council continues to work on communicating with the contractor to ensure they are meeting the targeted timeframe.

With the dry weather over summer there has been additional requests for bulk water. This has generated additional water sales revenue above forecast.

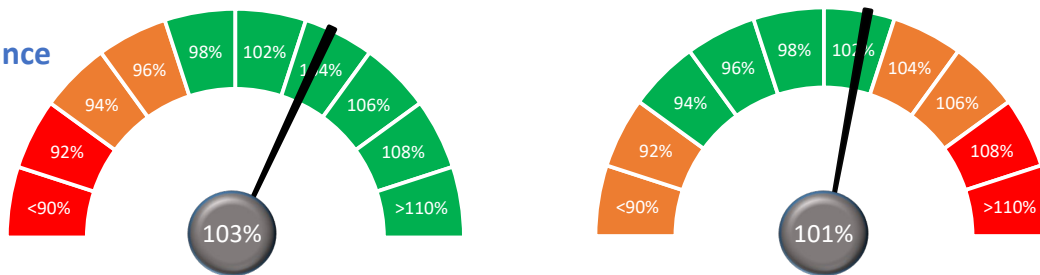
The Branxholme pipeline stage one is in final stages of completion with pressure testing underway.

Level of Service

■ On target or achieved ■ Of concern
■ Not achieved ■ No measure available



Finance



Revenue YTD

Expenditure YTD

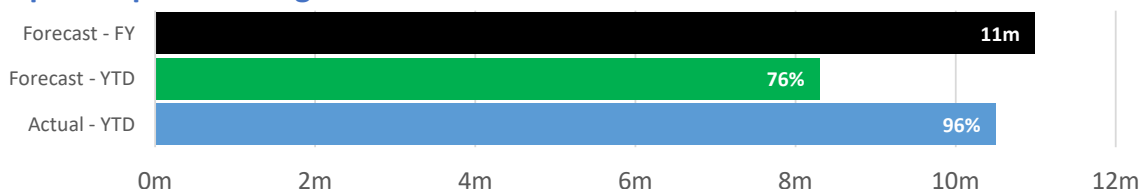
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 9,165,000	\$ 8,752,000	\$ 413,000
Forecast YTD:	\$ 8,920,000	\$ 8,656,000	\$ 264,000
Variance:	+ \$ 245,000 Favourable	- \$ 96,000 Overspent	+ \$ 149,000 Favourable



Water

Wai

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The extent to which the Council's drinking water supply complies with part 4 of the drinking-water standards. (Bacteria compliance criteria)		100%	100%		100%
The extent to which the local authority's drinking water complies with part 5 of the drinking-water standards (protozoal compliance criteria)		100%	100%		100%
The percentage of real water loss from the Council's networked reticulation system. (Calculated according to the methodology outlined in Water NZ Water Loss Guidelines publication Feb 2010)		Less than 30%	Annual Measure		Annual measure
The median response time for urgent callouts, (from the time the Council receives notification to the time that service personnel reach the site).		4 Hours	0h 38m		0h 25m
The median time to resolve urgent callouts (from the time the Council receives notification to the time that service personnel confirm resolution of the fault or interruption).		24 Hours	2h 09m		1h 32m



Water

Wai

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Attendance for non-urgent call-outs: from the time that council receives notification to the time that service personnel reach the site		5 working days	5d 1h 54m		5d 23h 32m
Council will continue to communicate with the contractor to ensure the delivery of service within the targeted timeframe.					
Resolution of non-urgent call-outs: from the time that the council receives notification to the time that service personnel confirm resolution of the fault or interruption		10 working days	5d 20h 10m		6d 13h 34m
The average consumption of drinking water per day per resident within the Invercargill City Council territorial district		Less than 300 litres/day	265		302
The total number of complaints received by Council per 1,000 connections about any of the following: - Drinking water clarity - Drinking water taste - Drinking water odour - Drinking water pressure of flow - Continuity of supply - Council's response to any of these issues		<10 in total	5.73		1.24



Water

Wai

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
Rates and penalties	6,976	6,976	-		9,301	9,236
Subsidies and grants	700	700	-		700	-
Income from activity	1,489	1,244	+ 245		1,659	1,659
Investment revenue	-	-	-		20	-
Total revenue	9,165	8,920	+ 245		11,680	10,895
Employee expenses	3	-	- 3		-	-
Other expenses	3,642	3,569	- 73		4,700	4,440
Finance expenses	-	-	-		317	182
Depreciation	5,107	5,087	- 20		6,782	4,517
Total expenses	8,752	8,656	- 96		11,799	9,139
Net operating	413	264	+ 149		(119)	1,756

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Treatment plant renewals	264	237	+ 27	110%	240	660
	Replacement of UV tubes occurred in late quarter 2					
Pumping stations renewals	1	1	- 0	52%	1	1,154
Pipe renewals	2,475	2,359	+ 116	79%	3,145	1,300
Branxholme pipeline	7,490	5,605	+ 1,885	100%	7,473	15,859
	Branxholme pipeline stage one is in final stages of completion with pressure testing underway.					



Sewerage

Waikeri

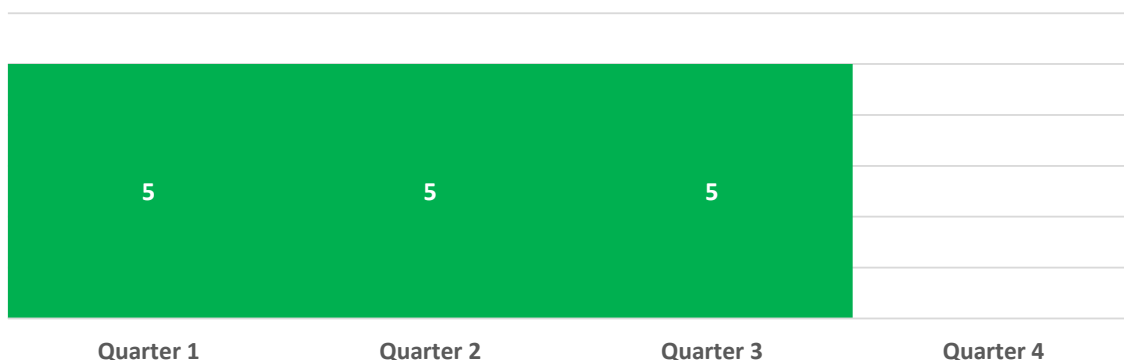
Commentary

The Sewerage Activity covers the pipes, pumping stations and treatment plants for the collection, treatment and disposal of sewage in order to enhance the health and wellbeing of Invercargill residents. The performance measures are set by the DIA, and have all been met in quarter three.

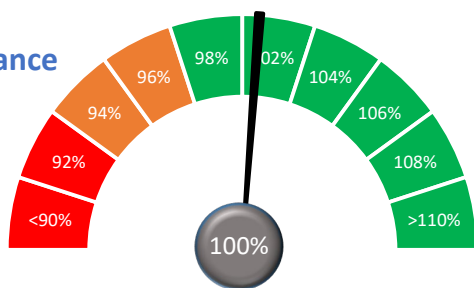
Other expenses are underspent in the third quarter due to the sludge removal that was expected to be underway in this quarter will be undertaken in the fourth quarter.

Level of Service

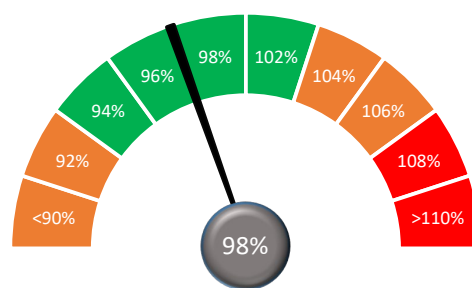
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

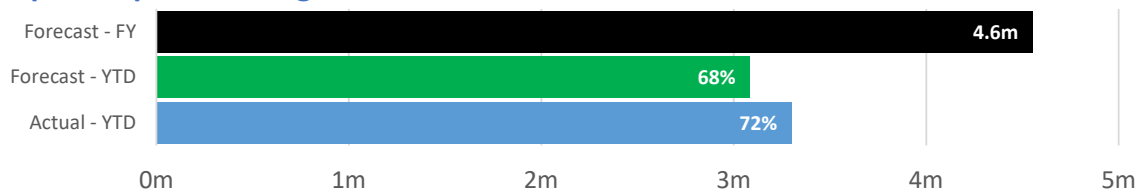
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 6,228,000	\$ 8,396,000	(\$ 2,168,000)
Forecast YTD:	\$ 6,202,000	\$ 8,587,000	(\$ 2,385,000)
Variance:	+ \$ 26,000 Favourable	+ \$ 191,000 Underspent	+ \$ 217,000 Favourable



Sewerage

Waikeri

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Number of dry weather sewerage overflows per 1,000 properties - DIA Performance Measure 1 (system and adequacy)	DIA	Max 4	0.36	Green	1.08
Compliance with Council's resource consents for discharge from its sewerage system - DIA Performance measure 2 (discharge compliance)	DIA	Max 0	0	Green	0
DIA Performance Measure 3 (fault response times)					
(a) The median response time to attend emergency blockages	DIA	<1 hour	17m	Green	0h 18m
(b) The median response time to resolve emergency blockages	DIA	<6 hours	1h 20m	Green	1h 14m
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about:		Max 4	0.53	Green	1.80



Sewerage

Waikeri

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	5,372	5,372	-		7,162	7,147
Subsidies and grants	89	89	-		89	-
Income from activity	767	741	+ 26		988	988
Investment revenue	-	-	-		3	-
Total revenue	6,228	6,202	+ 26		8,242	8,135
Employee expenses	11	10	- 1		13	13
Other expenses	2,480	2,688	+ 208		3,709	3,268
Finance expenses	-	-	-		-	-
Depreciation	5,905	5,889	- 16		7,852	4,486
Total expenses	8,396	8,587	+ 191		11,574	7,767
Net operating	(2,168)	(2,385)	+ 217		(3,332)	368

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Treatment plant renewals	349	333	+ 16	39%	886	1,480
	Programme slowed to allow funds to be reallocated to pipe renewal.					
Pipe renewals	2,780	2,570	+ 210	81%	3,427	2,740
	Projects are at advanced stages including the Kennington pipe line renewal due to complete by Q4 and has been delayed due Kiwi Rail application process time frames.					



Stormwater

Wai tupuhi

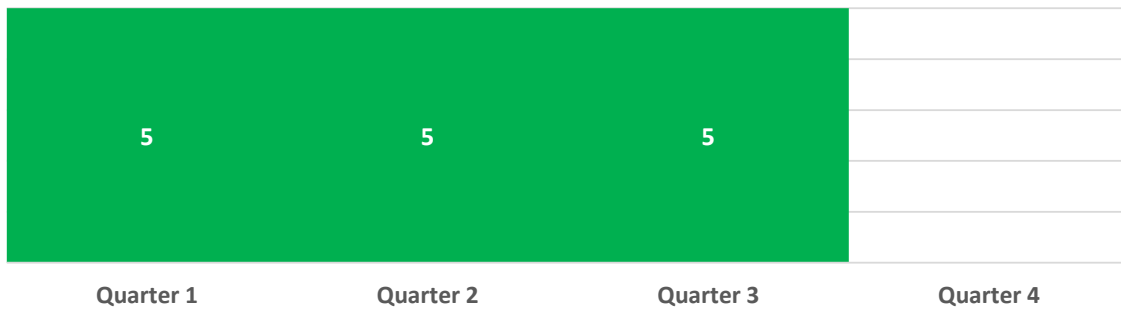
Commentary

Stormwater Activity covers the network to manage stormwater within the city. The performance measures are set by the DIA, and have all been met in quarter three.

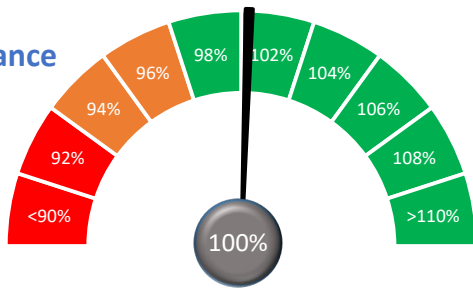
Other expenses remain under forecast but is anticipated to increase by year end subject to contractor availability.

Level of Service

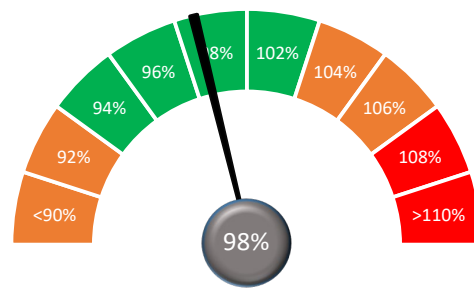
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

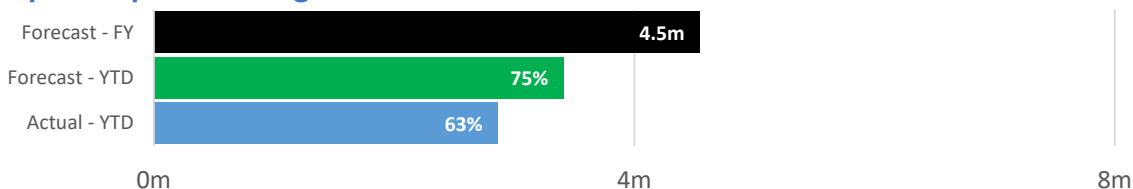
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 5,539,000	\$ 5,251,000	\$ 288,000
Forecast YTD:	\$ 5,530,000	\$ 5,336,000	\$ 194,000
Variance:	+ \$ 9,000 Favourable	+ \$ 85,000 Underspent	+ \$ 94,000 Favourable



Stormwater

Wai tupuhi

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
DIA Performance measure 1 (system adequacy) (a) The number of flooding events that occur in the Invercargill City district	DIA	0	0	Green	2
DIA Performance measure 1 (system adequacy) (b) For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council's stormwater system)	DIA	0	0	Green	0
DIA Performance measure 2 (discharge compliance) Compliance with the Council's resource consents for discharge from its sewerage system, measured by the number of: - Abatement notices - Infringement notices - Enforcement orders - Convictions	DIA	0	0	Green	0
DIA Performance measure 3 (response times) The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site	DIA	<1 hour	25m	Green	1
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about the performance of the stormwater system (expressed per 1,000 properties connected to the Council's stormwater system)	DIA	<4	1	Green	2



Stormwater

Wai tupuhi

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	4,479	4,479	-		5,972	5,884
Subsidies and grants	1,044	1,044	-		1,044	1,647
Income from activity	16	7	+ 9		9	9
Investment revenue	-	-	-		20	-
Total revenue	5,539	5,530	+ 9		7,045	7,540
Employee expenses	1	-	- 1		-	-
Other expenses	1,877	1,972	+ 95		2,371	2,360
Finance expenses	-	-	-		-	-
Depreciation	3,373	3,364	- 9		4,485	4,375
Total expenses	5,251	5,336	+ 85		6,856	6,735
Net operating	288	194	+ 94		189	805

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Pipe renewals	1,150	2,467	- 1,316	35%	3,289	3,290
Designs all completed, all programmed works underway. Deveron St has been delayed due to Covid related issues and contractor availability. Dee St delayed due to archaeological discovery.						
Stead Street stop bank	1,699	937	+ 762	136%	1,249	2,097
Majority of project completed with Art work installed.						



Roving Services

Ratonga rori

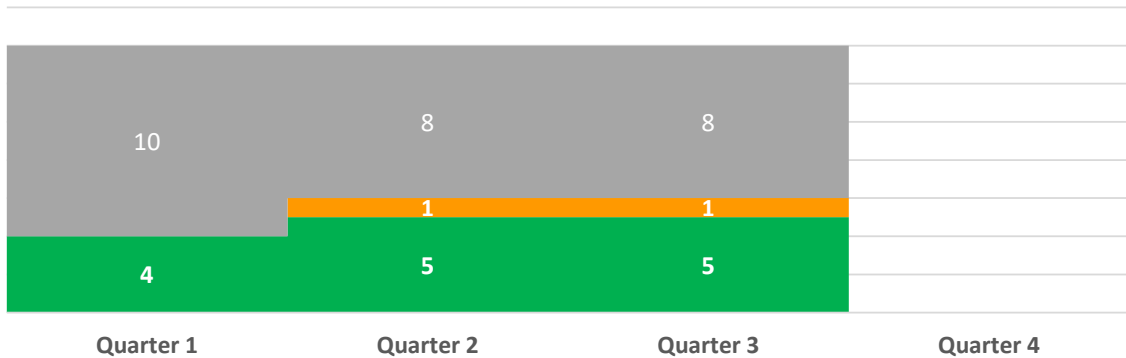
Commentary

The Roving Activity is responsible for providing a safe, connected and accessible transport system within Invercargill city. Many of the performance measurements are set by the DIA and are unavailable at the end of quarter three as they are annual measures. Where data is available the activity is currently on target, with the exception of road traffic accidents where numbers continue to be sadly high, although they are not yet exceeding 2021/2022.

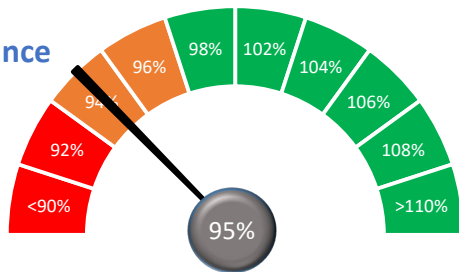
Operating expenses remain under forecast due to resources being focused on completing city centre. This will likely mean some of the work will be deferred to next year and will be reviewed over the coming months. This has also contributed to lower subsidies received from Waka Kotahi. Additional revenue has also been received from insurance claims for damaged property.

Level of Service

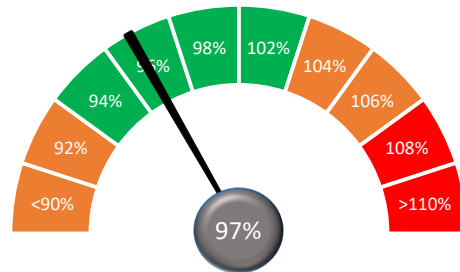
■ On target or achieved ■ Of concern
■ Not achieved ■ No measure available



Finance



Revenue YTD



Expenditure YTD

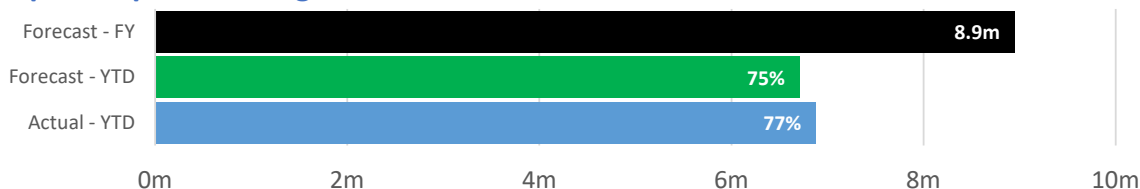
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 12,912,000	\$ 14,374,000	(\$ 1,462,000)
Forecast YTD:	\$ 13,595,000	\$ 14,876,000	(\$ 1,281,000)
Variance:	- \$ 683,000 Unfavourable	+ \$ 502,000 Underspent	- \$ 181,000 Unfavourable



Roading Services

Ratonga rori

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The number of and change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	DIA & ONRC	Decreasing annually	13 crashes to date (1 Fatality and 13 Serious Injuries)		Annual
All crash data continues to be monitored and feeds into decision making around roading infrastructure.					
Collective risk (crash density) – fatal and serious injury rate per km of road	ONRC	Decreasing annually	Data available annually		Annual
Personal risk – average annual fatal and serious injury crashes per 100 million vehicle-kilometres	ONRC	Decreasing annually	Data available annually		Annual
The average quality of ride, on a sealed local road network, measured by smooth travel exposure	DIA & ONRC	Higher than national average	Data available annually		Annual
The percentage of the sealed local road network that is resurfaced	DIA	> 5.5%	Data available annually		Annual



Roading Services

Ratonga rori

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The percentage of footpaths within the district that fall within the level of service, or service standard for the condition of footpaths as set out in the Asset Management Plan	DIA	< 8% in very poor condition	Data available annually		Annual
The percentage of customer service requests relating to roads and footpaths, to which the territorial authority responds within the time frame specified in the Long-term Plan	DIA	75%	81%		78%
	On target				
The number of unplanned road closures and the number of vehicles affected by closures annually	ONRC	< 8	Data available annually		Annual
Proportion of network not available to Class 1 heavy vehicles and 50MAX vehicles	ONRC	Maintain / Increase proportion	No decrease in % of network		Annual
	On target				
Mean travel times for private motor vehicles on key routes	ONRC	Maintain stable trend	Data unavailable		Annual
The overall cost per km and vkt of routine maintenance activities, and cost by work category on each road network for the financial year	ONRC	<= Peer Group Average	Data available annually		Annual



Roading Services

Ratonga rori

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
An Invercargill street lighting fault is responded to promptly	ICC	> 75%	97%		100%
	On target				
Vandalised signs are promptly responded to and corrective actions commenced	ICC	> 85%	96%		88%
	On target				
Damaged traffic signals are attended to promptly	ICC	> 85%	100%		100%
	On target				

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	6,478	6,478	-		8,637	8,637
Subsidies and grants	5,521	6,363	- 842		8,484	9,871
Income from activity	913	752	+ 161		1,002	1,996
Investment revenue	-	2	- 2		127	-
Total revenue	12,912	13,595	- 683		18,250	20,504
Employee expenses	3	-	- 3		-	-
Other expenses	5,090	5,627	+ 537		7,674	7,063
Finance expenses	-	-	-		-	-
Depreciation	9,281	9,249	- 32		12,332	10,801
Total expenses	14,374	14,876	+ 502		20,006	17,864
Net operating	(1,462)	(1,281)	- 181		(1,756)	2,640

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Resurfacing. Rehabilitation and drainage renewals	4,216	3,795	+ 421	83%	5,060	7,775
	On track with realigned Waka Kotahi reforecast.					
Footpath renewals	754	713	+ 41	79%	950	858
Low cost, low risk capital renewals	3,692	3,150	+ 542	88%	4,200	4,129
	Remaining work to be completed for the year will be done within existing forecast .					



Solid Waste Management

Para

Commentary

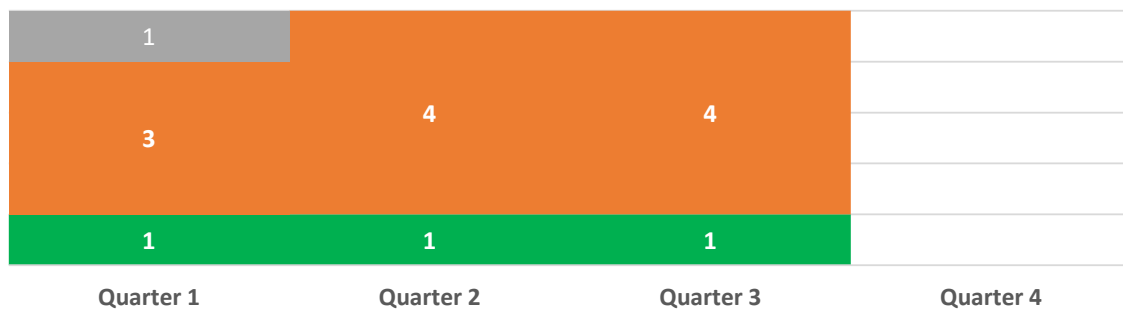
Solid Waste results continue to track below target in a number of areas however this is generally consistent with annual trends in this space. Recycling an area of ongoing focus, with education programmes sitting alongside investigations into the separation of recyclables as well as the contribution of commercial waste to landfill. The recycling trend remains below previous years but is improving quarter on quarter. Landfill rates remain high, with quarter two and three both exceeding quarter one. The diverted material rate is improving quarter on quarter although it remains below trend. More positively, currently the discarded materials rate per person, per annum is on track to meet its target.

Additional revenue has been received due to increase in recycling reimbursement from MFE as well as from SDC for recovering their share of variable recycling costs.

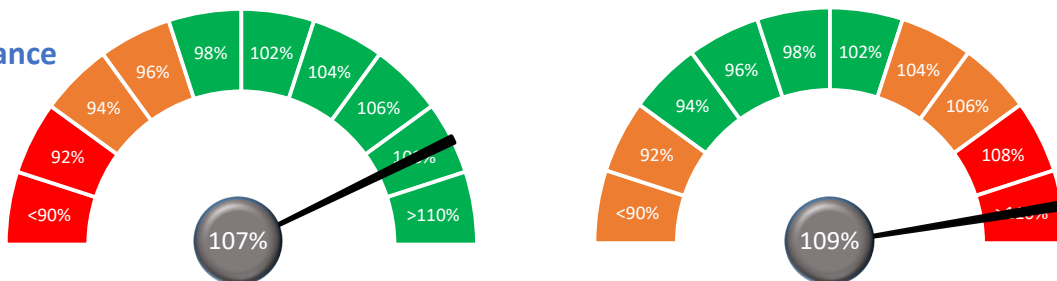
Expenses are tracking higher than forecast due to increasing CPI contract cost adjustments. Recycling costs have increased due to increased contamination volume.

Level of Service

- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD

Expenditure YTD

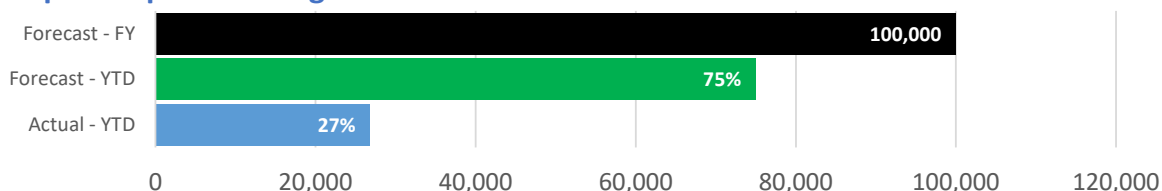
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 7,582,000	\$ 8,210,000	(\$ 628,000)
Forecast YTD:	\$ 7,080,000	\$ 7,534,000	(\$ 454,000)
Variance:	+ \$ 502,000 Favourable	- \$ 676,000 Overspent	- \$ 174,000 Unfavourable



Solid Waste Management

Para

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD	
Discarded materials rate per person per annum (kgs)	ICC	Maintain a regional materials discarded rate of 650kg per person per annum.	326		N/A	
At the end of Q3 2023 we are 325.6 Kg per capita						
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in kerbside recycling	ICC	Increasing trend	2,420		2,366
	1. Implementing education and community engagement initiatives 2. Investigating opportunities to separate glass and organics from other recyclables 3. Investigating sources of funding to support initiatives					
	Trend in landfill rubbish	ICC	Decreasing trend	8,116		8,534
	Continue to engage and communicate with the community.					
	Trend in solid waste to landfill	ICC	Decreasing trend	17,647		17,750
	Analysing the contribution of commercial waste to landfill to determine opportunities to divert commercial waste.					
	Trend in diverted material	ICC	Increasing trend	6,037		7,398
SOL-1, 2 & 3 will support this						



Solid Waste Management

Para

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	4,003	4,003	-		5,337	5,015
Subsidies and grants	-	-	-		-	-
Income from activity	3,579	3,077	+ 502		5,903	5,903
Investment revenue	-	-	-		30	-
Total revenue	7,582	7,080	+ 502		11,270	10,918
Employee expenses	-	-	-		-	1
Other expenses	7,901	7,165	- 736		11,268	11,267
Finance expenses	-	-	-		62	52
Depreciation	309	369	+ 60		492	551
Total expenses	8,210	7,534	- 676		11,822	11,871
Net operating	(628)	(454)	- 174		(552)	(953)



General Services

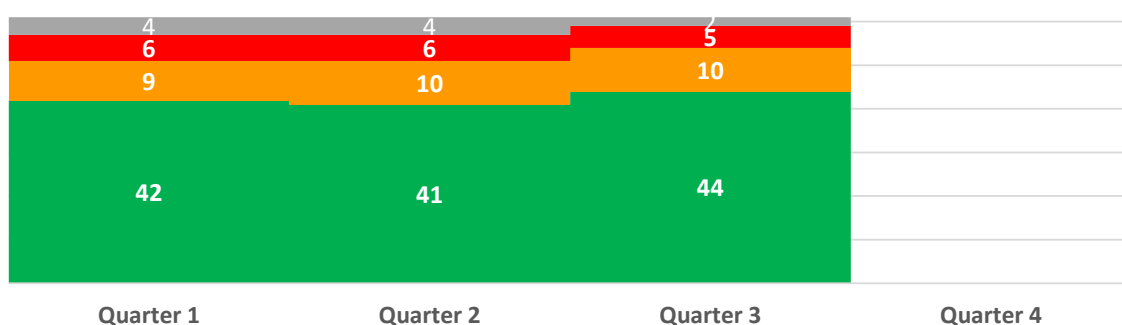
Ngā ratonga

Commentary

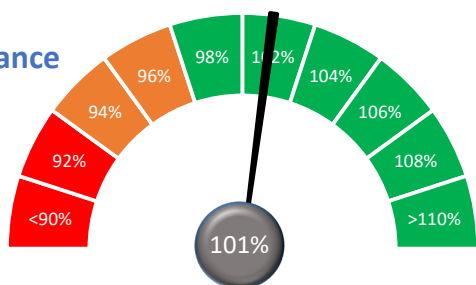
The General Services activity covers a range of activities of Council. Performance in each of these areas is reported individually.

Level of Service

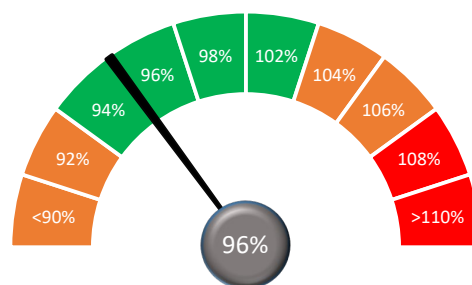
■ On target or achieved ■ Of concern
■ Not achieved ■ No measure available



Finance



Revenue YTD



Expenditure YTD

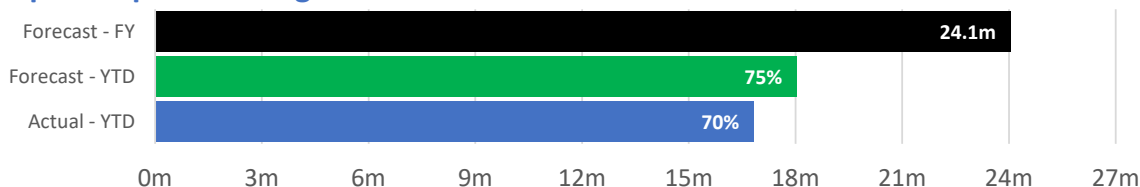
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 45,518,000	\$ 46,675,000	(\$ 1,157,000)
Forecast YTD:	\$ 45,160,000	\$ 48,676,000	(\$ 3,516,000)
Variance:	+ \$ 358,000 Favourable	+ \$ 2,001,000 Underspent	+ \$ 2,359,000 Favourable



General Services

Ngā ratonga

Capital expenditure against forecast



Financials - General Services Group

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	22,677	22,553	+ 124		30,071	29,858
Subsidies and grants	2,306	2,316	- 10		5,831	2,031
Income from activity	13,440	13,139	+ 301		17,345	17,770
Investment revenue	7,095	7,152	- 57		7,573	5,781
Total revenue	45,518	45,160	+ 358		60,820	55,440
Employee expenses	22,100	23,394	+ 1,294		31,966	30,588
Other expenses	15,647	16,350	+ 703		23,392	22,979
Finance expenses	2,161	2,242	+ 81		2,610	2,091
Depreciation	6,767	6,690	- 77		8,920	7,293
Total expenses	46,675	48,676	+ 2,001		66,888	62,951
Net operating	(1,157)	(3,516)	+ 2,359		(6,068)	(7,511)

Financials - Net operating surplus / (deficit) by activity

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Democratic Process	278	60	+ 218		(295)	(230)
Regulatory Services	(183)	50	- 233		(179)	-
Parks and Reserves	534	168	+ 366		268	-
Libraries	290	131	+ 159		113	-
Aquatic Services	(900)	(562)	- 338		(1,047)	-
Arts, Culture and Heritage	(150)	86	- 236		92	-
Venue and Events Services	(57)	(139)	+ 82		(200)	-
Public Transport	7	(312)	+ 319		(409)	(361)
Public Toilets	92	12	+ 80		15	-
Housing Care	(1,232)	(1,393)	+ 161		(1,755)	(914)
Investments	5,511	5,354	+ 157		6,129	4,512
Corporate Services	(5,456)	(6,617)	+ 1,161		(10,971)	(10,518)
Property	(162)	(528)	+ 366		2,125	-
City Centre	275	175	+ 100		47	-
Net operating	(1,153)	(3,515)	+ 2,362		(6,067)	(7,511)



General Services

Ngā ratonga

Key capital projects over \$250,000

	Actual YTD	Forecast	Variance	% of	Full year	A/Plan
	(\$000)	YTD (\$000)	(\$000)	Full year forecast	forecast (\$000)	planned capital (\$000)
Museum redevelopment (Project 12 25)	3,085	3,691	- 606	63%	4,922	10,090
	Storage facility underway and tracking to forecast. Racking Procurement is complete. Base build team has been appointed and the preferred supplier for Tutatara project selected.					
City Centre - Stage 1	8,149	6,928	+ 1,221	88%	9,238	5,925
	The project forecast has been aligned to timing of cost projections, both streets now complete.					
City Centre - Stage 2	-	-	-	100%	-	2,300
	Project paused at present pending review.					
Housing Care building improvements	340	698	- 359	36%	931	2,847
	Lead designer appointment was delayed by 2 months. Full year forecast will be achieved. Resource and Building consents have been issued. Blessing for Stirrat Street site has been undertaken.					
Property file digitalisation	1,225	1,238	- 13	74%	1,650	1,733
	Progressing as forecasted.					
Business Enhancement Programme (technology)	587	1,125	- 538	39%	1,500	1,500
Rugby Park renewals	175	368	- 193	36%	491	1,676
	Media Tower work completed. Stage 2 investigation being carried out with report due May 2023.					
Bluff Boat Ramp renewal	103	259	- 156	30%	346	1,000
	Design work completed and test pile has been installed, with work expected to commence in Q4.					
Public Toilets renewals	91	75	+ 16	91%	100	416
	Waikiwi Toilets completed.					
Animal Care facility renewals	27	94	- 67	21%	125	326
Anderson House strengthening	147	107	+ 40	103%	143	204
	Project completed.					
Library building renewals	153	-	+ 153	100%	-	335
	This work has been deferred to 2023/2024.					
Splash Palace building renewals	341	233	+ 108	110%	311	561
	Project completed.					
Civic building renewals	373	312	+ 61	90%	416	555
	Report due to Council in April 2023.					



General Services

Democratic Process

Commentary

The Community Wellbeing Fund has continued to perform well in the second quarter, and so far is on track to meet its targeted number of 34 activities and events supported in its second year of operation. Community satisfaction with opportunities for involvement in decision making continues to be an area of concern, and has now dropped back to a rating of 18% which remains well below the target of 50%. This target will not be achieved this year. Further questions will be asked in the survey next financial year to understand what is driving people's dissatisfaction.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Percentage of residents' survey respondents who provide a rating of satisfied or greater with the opportunities Council provides for community involvement in decisionmaking.		50%	18%		N/A
	Satisfaction levels through the survey remain consistently low. Further questions will be asked in the next financial year to find out more about what is driving people's dissatisfaction.				
Number of activities or events supported by the Community Wellbeing Fund		25	34		29

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	5,694	5,694	-		7,592	7,357
Subsidies and grants	58	56	+ 2		74	74
Income from activity	165	106	+ 59		141	161
Investment revenue	-	-	-		6	-
Total revenue	5,917	5,856	+ 61		7,813	7,592
Employee expenses	2,768	2,959	+ 191		4,011	3,554
Other expenses	2,856	2,821	- 35		4,076	4,256
Finance expenses	-	-	-		-	-
Depreciation	15	16	+ 1		21	12
Total expenses	5,639	5,796	+ 157		8,108	7,822
Net operating surplus / (deficit)	278	60	+ 218		(295)	(230)



General Services

Regulatory Services

Commentary

The Regulatory Services Activity is responsible for implementing national legislation in the Invercargill context, while focusing on community outcomes. There are legislatively required performance measures which have a target of 100% delivery within 20 working days. In two areas, building consents and non-notified resource consents not requiring a hearing, the activity was not able to meet this target in quarter one. The food and alcohol applications are continuing to meet their timeframes 100% of the time, with other response times in the high 90s. The Regulatory Services Activity is also working on earthquake prone buildings, and has now identified all of these within the priority area.

Planning and Building services remains the main area of Regulatory services which has overspend with higher use of contractors continuing to deliver the service. All other areas remain within their forecast performance.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
We identify potentially earthquake-prone buildings		Potentially earthquake-prone buildings are all identified by 1 July 2022	100%		100%
This work has been completed by the deadline of July 22.					
We promote incentives to owners of heritage buildings, especially when they undertake earthquake strengthening		Earthquake-prone buildings incentives are developed and implemented	Achieved		Achieved
Council has paid out \$1,377 in November – since the EQUIP funding was removed there is only the grants we pay out to assist building owners with EPB reports or façade enhancement. The speed is dictated entirely by external factors beyond our control I.E Engineers undertaking reports and tradesmen undertaking the work.					



General Services

Regulatory Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
We process building, resource consent, food and alcohol applications in accordance with the quality manual and statutory timeframes		100% of food applications are issued within 20 working days of receipt	100%		100%
		100% alcohol applications not requiring a hearing are issued within 30 working days of receipt	100%		100%
		100% of building	98%		99%
	Minor procedural errors on approximately eight consents which are easily resolved but human nature being what it is makes it nigh on impossible to eliminate. However, as nationwide there is a lack of accredited staff and delays in the industry, this is a positive result.				
		100% of non-notified	98%		77%
	Compliance with statutory timeframes has held steady after trending upwards for previous last two quarters. Whilst this is falling short of the 100% it is still a significant improvement on previous year.				



General Services

Regulatory Services

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	774	774	-		1,032	1,032
Subsidies and grants	-	-	-		-	-
Income from activity	4,173	4,166	+7		5,381	5,519
Investment revenue	-	-	-		8	-
Total revenue	4,947	4,940	+7		6,421	6,551
Employee expenses	2,518	2,695	+ 177		3,645	3,508
Other expenses	2,596	2,181	- 415		2,908	3,021
Finance expenses	-	-	-		29	-
Depreciation	16	14	- 2		18	22
Total expenses	5,130	4,890	- 240		6,600	6,551
Net operating surplus / (deficit)	(183)	50	- 233		(179)	-



General Services

Parks and Reserves

Commentary

The Parks and Recreation Activity is maintaining their services again this quarter, and delivering across almost all of their performance measures. Satisfaction has increased again to 80% meaning this measure is now on target. The number of visitors are tracking behind with 690,913 visitors year to date, and a target of 720,000 YTD.

4 blocks at the Sandy point forestry has been harvested this year with a combination of good timber prices and higher tonnage generating an additional \$1 million of sales year to date. This is partly offset by additional harvesting costs of \$0.6 million.

Level of Service

Measure		Baseline	Target	Actual YTD	Status	Last yr YTD
Queens Park is accredited as a "Garden of National Significance"			Retain accreditation	Achieved		Achieved
Percentage of customers satisfied with parks identified through annual user surveys			New measure	80%		Annual
		Satisfaction lifted back up to 80% in the third quarter and as a result this measure is now on target.				
Maintain the area of actively maintained parks and recreational land at or above the national median	Area of actively maintained parkland (hectares per 1000)		24.4ha	24.4ha		100%
	Including Premier Parks (i.e. Queens Park, Anderson House, Otepunu)		112ha	112ha		100%
	Area of natural parkland (hectares per 1000 residents)		27.9ha	27.9ha		100%
	Area of Sports Parks (hectares per 1000 residents)		2.5ha	2.5ha		100%
	Grass fields (total)		105.6ha	105.6ha		100%
	Non-grass sports surfaces (total)		2.1ha	2.1ha		100%



General Services

Parks and Reserves

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD	
Maintain the area of actively maintained parks and recreational land at or above the national median	Number of Playgrounds (per 1000 children)		6.8	6.8		1.0
	Number of street trees (approximate number per 1000)		Maintain	109		109
	Gardens/ Horticultural planted beds (m ² per 1000)		4,701m ²	4,701m ²		4,701m ²
	Grass Mowing (hectares per 1000 residents)		8.1ha	8.1ha		8.1ha
			#REF!			
	Trails (km per 1000 residents) note: assessed numbers		700.4m	700.4m		700.4m
	Percentage of health and safety complaints are investigated and mitigated where possible		100%	100%		100%
	Community groups are working with Council to implement pest control		Maintained or increasing	3		4
	Omai Landcare Group, BHMET, Otatara Landcare Group					
Number of visitors per head of Invercargill population identified through annual user surveys		Increasing use	690,913		Maintained visitor numbers similar as	



General Services

Parks and Reserves

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	5,235	5,235	-		6,980	6,980
Subsidies and grants	258	392	- 134		656	656
Income from activity	2,775	2,146	+ 629		2,861	2,711
Investment revenue	-	-	-		97	-
Total revenue	8,268	7,773	+ 495		10,594	10,347
Employee expenses	3,565	3,627	+ 62		4,938	5,067
Other expenses	3,686	3,509	- 177		4,759	4,635
Finance expenses	-	-	-		4	-
Depreciation	483	469	- 14		625	645
Total expenses	7,734	7,605	- 129		10,326	10,347
Net operating surplus / (deficit)	534	168	+ 366		268	-



General Services

Libraries

Commentary

The Library Activity is maintaining a current collection. Visitor numbers continue to return to pre-Covid levels, which should help the library meet their target this year. Customer satisfaction is highlighted as an area of focus, however satisfaction has increased in Quarter Three and is now only 1% off target.

Income remains below target which reflects the lower recovery fees gathered. Minimal expenses have been spent during the quarter including lower postage costs.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Percentage of collection published in the past 5 years (excludes heritage collections)		>60%	62%		61%
	Delays in freight deliveries now resolved.				
Percentage of library customers who rate the library collections as satisfactory or greater in annual residents' survey		>85%	84%		Not available
	Satisfaction has increased slightly and is now only 1% off target.				
Number of visits per year		515,000	372,984		332,014

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	2,249	2,249	-		2,999	2,999
Subsidies and grants	-	4	- 4		5	5
Income from activity	48	87	- 39		116	116
Investment revenue	-	-	-		6	-
Total revenue	2,297	2,340	- 43		3,126	3,120
Employee expenses	1,279	1,380	+ 101		1,886	1,874
Other expenses	265	370	+ 105		494	483
Finance expenses	-	-	-		21	-
Depreciation	463	459	- 4		612	763
Total expenses	2,007	2,209	+ 202		3,013	3,120
Net operating surplus / (deficit)	290	131	+ 159		113	-



General Services

Aquatic Services

Commentary

In quarter three, the Aquatic Services activity has continued to deliver with a high number of visitors and safe, accessible pools available for use. The user satisfaction level continues to be of concern with Resident Survey result remaining lower in Quarter Three. This is now unlikely to be achieved.

Revenue includes ILT grant funding received this quarter. Income from activity remains behind forecast but is significantly improved on previous years and is expected to continue to improve as participation grows. Employee expenses are being closely monitored, currently ahead of forecast. Other expenses remain higher due to the retail and cafe operations requiring increased inventory purchases.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Number of visits per head of (Invercargill City) population		>6.5	6.75		4.86
User Satisfaction Survey shows 85% or more rate the overall quality as satisfactory or above		85%	67%		N/A
Time when a minimum of four 25 metre public lanes are available for swimming		95%	96%		88%
Time pools are kept within operating guidelines of the New Zealand Pool Water Standards NZS5826:2010		100%	100%		100%



General Services

Aquatic Services

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	16	16	-		21	21
Subsidies and grants	180	173	+ 7		173	173
Income from activity	1,512	1,699	- 187		2,266	2,603
Investment revenue	-	3	- 3		8	-
Total revenue	1,708	1,891	- 183		2,468	2,797
Employee expenses	1,453	1,436	- 17		1,956	1,587
Other expenses	1,138	1,001	- 137		1,335	1,191
Finance expenses	-	-	-		202	-
Depreciation	17	16	- 1		22	19
Total expenses	2,608	2,453	- 155		3,515	2,797
Net operating surplus / (deficit)	(900)	(562)	- 338		(1,047)	-



General Services

Arts, Culture and Heritage

Commentary

He Waka Tuia continues to meet its visitor number targets, with 13,008 visitors in total in the first three quarters – this is well on the way to meet the target of 14,000 visitors for the year. There continues to be a challenge in meeting the satisfaction rating, which at 16% has declined slightly and is similar to last year. It is notable that this figure encapsulates all respondents to the Resident Survey, not just those who have actually visited He Waka Tuia. It is unlikely that this KPI will now be achieved.

A correction for an over-payment of the management fee from the Southland Museum and Art Gallery Trust has occurred this year and has resulted in income being lower than forecast for the year.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Number of visits		14,000	13,008		5,203
Numbers are continuing to track solidly against performance target.					
Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Customer satisfaction rating is satisfactory or above		7-8 (70%-80%)	16%		N/A

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,432	1,432	-		1,909	1,940
Subsidies and grants	53	-	+ 53		-	-
Income from activity	667	968	- 301		1,291	1,291
Investment revenue	-	-	-		2	-
Total revenue	2,152	2,400	- 248		3,202	3,231
Employee expenses	472	515	+ 43		703	795
Other expenses	1,713	1,688	- 25		2,251	2,285
Finance expenses	-	-	-		8	-
Depreciation	117	111	- 6		148	151
Total expenses	2,302	2,314	+ 12		3,110	3,231
Net operating surplus / (deficit)	(150)	86	- 236		92	-



General Services

Venue and Events Services

Commentary

The Council venues continue to deliver across most of their performance measures, with the outlier still the vaccination clinic which was counted as a single booking and as such significantly impacts the result for the Victoria and Drawing Rooms at the Civic Theatre. There is ongoing limitations with hiring out Rugby Park, which is also an area of concern, while the satisfaction measure remains well short of the the target of more than 80%.

Historically, the January to March period is the quietest of the year and therefore the revenue and expenses has slowed down but is on track to align with forecast.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Increase public use of venue services through the attraction and support for a range of community events through to touring shows and performances	Auditorium	>55 bookings	43	Green	52
		>28% occupancy rate	141 1/2 Days 20%	Green	19% 48 Days Occupied)
	Victoria and Drawing Rooms	>70 bookings	23	Yellow	1
		>11% occupancy rate	373 1/2 Days 54%	Green	1
	Increasing public awareness and use of the Civic Theatre complex and its range of facilities	>10 regional events	25	Green	NA
		>6 special interest events	9	Green	NA
		>35 community events	21	Green	21



General Services

Venue and Events Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD	
Increase public use of venue services through the attraction and support for a range of community events through to touring shows and performances		>40 bookings	68		38	
	Expanding the use and awareness of the Scottish Hall as a venue for meetings and a range of social and cultural experiences		>18% occupancy rate	127 1/2 Days 18%		16% (40 Days occupied)
			>10 special interest events	31		NA
			>30 community events	24		27
		Expanding the use and awareness of the Rugby Park as a venue for meetings and a range of social, cultural and sporting experiences		>25 bookings	12	
			>8% occupancy rate	41 1/2 Days 6%		0%
			>13 regional events	8		NA
			>12 community events	4		2
Number of visits per head of Invercargill City population		40%	1.1 Vph 114% (61,405)		1.2 VpH 29.6% (79,296)	
Percentage of Venues and Events Services customers (hirers and patrons) who rate the experience or the venue as good or very good		>80%	43%		Not yet Measured	



General Services

Venue and Events Services

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	259	259	-		345	345
Subsidies and grants	-	-	-		-	-
Income from activity	386	329	+ 57		438	431
Investment revenue	-	-	-		-	-
Total revenue	645	588	+ 57		783	776
Employee expenses	409	469	+ 60		640	451
Other expenses	282	248	- 34		330	322
Finance expenses	-	-	-		-	-
Depreciation	11	10	- 1		13	3
Total expenses	702	727	+ 25		983	776
Net operating surplus / (deficit)	(57)	(139)	+ 82		(200)	-



General Services

Public Transport

Commentary

The Public Transport activity has four performance measures, three of which cannot be reported until year end. Passenger numbers are a concern at this stage as they have not returned to their pre-Covid levels and continues to have a financial impact with lower passenger revenue received. Satisfaction on price is at 64% which is considerably higher than satisfaction on quality which is only 34%. Both are below target.

Lower repairs and maintenance and administration costs have offset the lower fees revenue received. Revenue from the Governments public transport fares subsidy is yet to be received.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Total public transport boardings		Year on Year increase	103,535		79,178
	Passenger numbers continue to be at similar levels as post covid and have not increased. Patrongae levels on buses is of concern.				
Customer satisfaction rating for quality is satisfactory or above		70%	34%		Annual
	* Note – In 2021-2022, a single question relating to bus services included cost and quality.				
Customer satisfaction with price is satisfactory or above		80%	64%		Annual
	* Note – In 2021-2022, a single question relating to bus services included cost and quality.				
Council administers and supports the Total Mobility scheme.		Total Mobility Scheme is administered	Annual		Annual



General Services

Public Transport

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	723	723	-		963	954
Subsidies and grants	1,247	1,248	- 1		1,664	1,123
Income from activity	63	221	- 158		295	425
Investment revenue	-	-	-		8	-
Total revenue	2,033	2,192	- 159		2,930	2,502
Employee expenses	-	-	-		-	-
Other expenses	1,955	2,434	+ 479		3,245	2,705
Finance expenses	-	-	-		-	-
Depreciation	71	70	- 1		94	158
Total expenses	2,026	2,504	+ 478		3,339	2,863
Net operating surplus / (deficit)	7	(312)	+ 319		(409)	(361)



General Services

Public Toilets

Commentary

The public toilets availability has increased and is now on target. There have been no unplanned repairs required in quarter three.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Public toilets are operational 95% of open hours (which is 24 hours per day)		95%	96%		95%
Q2 - One of the exeloo toilets required repairs to the door with extensive delays on receiving parts.					

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	565	565	-		753	753
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	565	565	-		753	753
Employee expenses	-	-	-		-	-
Other expenses	366	442	+ 76		590	616
Finance expenses	-	-	-		-	-
Depreciation	107	111	+ 4		148	137
Total expenses	473	553	+ 80		738	753
Net operating surplus / (deficit)	92	12	+ 80		15	-



General Services

Housing Care

Commentary

Council's housing units continue to be occupied in excess of the 95% target, and to date there have been no urgent requests for service. Of the non-urgent requests for service, 98% of Council remedial actions were in place within five days, a small improvement on Quarter Two.

Other expenses are below YTD forecast due to the lower repairs & maintenance required.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Units are occupied 95% of the time		95%	99%		98%
Requests for service are responded to and remedial action in place: - Urgent		24 hours	0 received		24
Requests for service are responded to and remedial action in place: - Non-Urgent		5 working days	98% within 5 working days		5
To date this year, there have been 253 requests which were responded to within 1 day, 9 within 2-5 days, and 5 which were greater than 5 days. Staff on leave delayed response to non urgent information requests and contractor engagement delayed response on 1 service request.					

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	-	-	-		-	-
Subsidies and grants	-	-	-		-	-
Income from activity	1,198	1,198	-		1,598	1,558
Investment revenue	-	-	-		9	-
Total revenue	1,198	1,198	-		1,607	1,558
Employee expenses	1	-	- 1		-	-
Other expenses	835	1,002	+ 167		1,243	1,457
Finance expenses	-	-	-		-	-
Depreciation	1,594	1,589	- 5		2,119	1,015
Total expenses	2,430	2,591	+ 161		3,362	2,472
Net operating surplus / (deficit)	(1,232)	(1,393)	+ 161		(1,755)	(914)



General Services

Investments

Commentary

Levels of leasing is below target as a result of a higher level than expected being under negotiation. Lease rates are below the market rate target as a result of community rates being provided from within the Investment portfolio.

Investment revenue and Finance expense variances are driven by the timing of when borrowings and investments movements are made, combined with increasing interest rates.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
All properties, excluding those prepared, are leased		95%	90%		90%
	46 total leases from 16 Properties with 5 leases under negotiation.				
Lease agreements are current at market rental levels		100%	85%		89%
	5 Leases under negotiation and 2 leases at Community rate.				
Net rate of return		> Market interest rate (historic and current)	Not assessed		N/A

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	-	-	-		-	-
Subsidies and grants	-	-	-		-	-
Income from activity	1,447	1,320	+ 127		1,760	1,760
Investment revenue	6,793	6,934	- 141		7,143	5,745
Total revenue	8,240	8,254	- 14		8,903	7,505
Employee expenses	5	-	- 5		-	-
Other expenses	560	655	+ 95		902	896
Finance expenses	2,161	2,242	+ 81		1,868	2,091
Depreciation	3	3	-		4	6
Total expenses	2,729	2,900	+ 171		2,774	2,993
Net operating surplus / (deficit)	5,511	5,354	+ 157		6,129	4,512



General Services

Corporate Services

Commentary

Corporate services includes a range of support functions including finance, customer services, quality assurance and IT. Rate penalties have increased compared to last year with the full year forecast almost achieved in the third quarter and the fourth quarter rates payment cycle still to come. Salaries and Wages remains below forecast with vacancies across the activity taking longer to fill than expected due to reduced skilled market pool.

It should be noted that the Other expenses is negative as it includes the recovery of employee expenses to capital projects.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	603	479	+ 124		639	639
Subsidies and grants	511	444	+ 67		444	-
Income from activity	963	891	+ 72		1,188	1,185
Investment revenue	302	214	+ 88		286	36
Total revenue	2,379	2,028	+ 351		2,557	1,860
Employee expenses	9,627	10,312	+ 685		14,183	13,749
Other expenses	(2,289)	(2,127)	+ 162		(1,560)	(1,965)
Finance expenses	-	-	-		292	-
Depreciation	497	460	- 37		613	594
Total expenses	7,835	8,645	+ 810		13,528	12,378
Net operating surplus / (deficit)	(5,456)	(6,617)	+ 1,161		(10,971)	(10,518)



General Services

Property

Commentary

Repairs and maintenance expenses continues to running below forecast with lower than expected work required during the summer months.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	4,854	4,854	-		6,472	6,472
Subsidies and grants	-	-	-		2,815	-
Income from activity	42	7	+ 35		10	10
Investment revenue	-	-	-		-	-
Total revenue	4,896	4,861	+ 35		9,297	6,482
Employee expenses	1	2	+ 1		3	3
Other expenses	1,684	2,025	+ 341		2,686	2,944
Finance expenses	-	-	-		-	-
Depreciation	3,373	3,362	- 11		4,483	3,535
Total expenses	5,058	5,389	+ 331		7,172	6,482
Net operating surplus / (deficit)	(162)	(528)	+ 366		2,125	-



General Services

City Centre

Commentary

This activity's other expenses are for city centre activation and will now start to be spent with the city streets stage one now open. The forecast for depreciation relates to capital of the City Centre Masterplan Streetscape projects and will be allocated out to the other activities once the projects are completed.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	275	275	-		366	366
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	275	275	-		366	366
Employee expenses	-	-	-		-	-
Other expenses	-	100	+ 100		133	133
Finance expenses	-	-	-		186	-
Depreciation	-	-	-		-	233
Total expenses	-	100	+ 100		319	366
Net operating surplus / (deficit)	275	175	+ 100		47	-

Support for external organisations

AS AT 31 March 2023

Organisation / Fund	Actual YTD (\$000)	Full year forecast (\$000)	Funds remaining (\$000)	Long-term Plan (\$000)
Bluff Indoor Pool Trust	120	120	-	120
Bluff Maritime Museum Trust (Council Controlled Organisation)	20	20	-	20
Emergency Management Southland	333	444	111	417
Great South (Council controlled organisation)	1,237	1,800	563	1,800
Invercargill Public Art Gallery	236	314	78	323
Saving Grace (IC2 Trust)	-	100	100	100
Southland Indoor Leisure Centre Trust	525	700	175	700
Southland Regional Heritage Committee	752	1,003	251	1,038
Southland One Stop Shop Trust	30	31	1	27
Te Ao Marama Inc.	-	152	152	152
	3,253	4,684	1,431	4,697
<u>Other grants funds:</u>				
Community Wellbeing fund	324	565	241	565
Rugby Park Maintenance	-	350	350	350
Heritage Building Strategy fund	98	120	22	120
Facilities Maintenance fund	-	100	100	100
	422	1,135	713	1,135

Schedule of Forecast Changes

AS AT 31 March 2023

Item Name	Activities	Nature Of Change	Quarter 1 (\$000)	Quarter 2 (\$000)	Quarter 3 (\$000)	Quarter 4 (\$000)	Total Change (\$000)
STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES							
Revenue							
Rates Revenue	Various Activities	Revised to align with rates set amount for 2022/23 year due to growth in rates base above annual plan estimate	1,307		(603)		704
Fines	Various Activities	Re-forecast to reflect current trends in revenue received		(42)			(42)
Subsidies and grants	Various Activities	Revised to align with timing of subsidies recognition based on when expenditure is forecasted		(1,376)	3,975		2,599
Direct charges revenue	Various Activities	Re-forecast to reflect current trends in revenue received		(987)	(416)		(1,403)
Rental revenue	Various Activities	Re-forecast to reflect current trends in revenue received		26			26
Finance revenue	Investments	Revised to reflect increasing interest rates in term deposits and ICL advance		1,781	6		1,787
Finance revenue	Investments	Re-forecast to reflect subvention revenue for the year			205		205
Total Forecast Adjustments to Revenue			1,307	(598)	3,167	-	3,876
Expenses							
Depreciation and amortisation	Various Activities	Revised to reflect the increase in replacement cost value of fixed assets during the revaluation in 2021/22	8,299	774	(233)		8,840
Finance expenses	Investments	Re-forecast of borrowings interest expenses based on borrowing levels and increasing interest rates		900	(236)		664
Employee expenses	Various Activities	Re-forecast to align with current staffing structure			1,377		1,377
Other expenses	Various Activities	Re-forecast of insurance expenses to align with projections from renewals			37		37
Other expenses	Roading and Passenger Transport	Realignment with Waka Kotahi operating programme			600		600
Other expenses	Various Activities	Re-forecast of Electricity expenses to align with projections from contract renewals			300		300
Other expenses	Corporate services	Re-forecast of software licensing to align with projections from annual renewals			300		300
Other expenses	Sewerage	Re-forecast to align with increased operational costs including sludge removal			300		300
Other expenses	Water	Re-forecast to align with increased operational costs			200		200
Total Forecast Adjustments to Expenses			8,299	1,674	2,645	-	12,618
Total other comprehensive revenue and expense			-	-	-	-	-
Adjustments to Surplus / (Deficit) After Tax			(6,992)	(2,272)	522	-	(8,742)

Schedule of Forecast Changes

AS AT 31 March 2023

Item Name	Activities	Nature Of Change	Quarter 1 (\$'000)	Quarter 2 (\$'000)	Quarter 3 (\$'000)	Quarter 4 (\$'000)	Total Change (\$'000)
STATEMENT OF FINANCIAL POSITION							
Assets							
Cash and cash equivalents	Various Activities	To reflect additional funds raised from higher rates revenue forecast	1,307				1,307
Cash and cash equivalents	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	5,933				5,933
Cash and cash equivalents	Investments	Funds from sale of investment property in 2021/22 used to repay borrowings	(10,000)				(10,000)
Cash and cash equivalents	Investments	Re-forecast cash position to reflect revised operating forecast		(407)	1,604		1,197
Trade and other receivables	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	1,777	188	(273)		1,692
Prepayments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	216		(26)		190
Inventories	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	(252)	(1)	(18)		(271)
Property, plant and equipment	Various Activities	To reflect higher depreciation expenses forecast cause by higher asset revaluation in 2021/22	(8,299)	(774)	233		(8,840)
Property, plant and equipment	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	52,847				52,847
Property, plant and equipment	Various Activities	Re-forecast capital expenditure profiles to reflect revised programme		(15,289)	(10,523)		(25,812)
Intangible assets	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	424		2,743		3,167
Biological assets	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	(293)				(293)
Investment property	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	231				231
Investment property	Investments	Re-forecast Investment property to include valuation increase			637		637
Investment in CCOs and similar entities	Investments	Redistribution of funds to be used for ICL shares towards an advance to ICL			(7,500)		(7,500)
Other financial assets other investments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	(2,251)		(792)		(3,043)
Other financial assets other investments	Investments	Redistribution of funds to be used for ICL shares towards an advance to ICL			7,500		7,500
Derivative financial instruments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	481				481
Total Forecast Adjustments to Assets			42,121	(16,283)	(6,415)	-	19,423
Liabilities							
Trade and other payables	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	(4,955)	1,095	(2,324)		(6,184)
Provisions	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	-				-
Employee benefit liabilities	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	254		(82)		172
Borrowings	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	8,348				8,348
Borrowings	Investments	Funds from sale of investment property in 2021/22 used to repay borrowings	(10,000)				(10,000)
Borrowings	Various Activities	Re-forecast borrowings profiles to reflect revised capital programme		(15,289)	(4,296)		(19,585)
Derivative financial instruments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	(1,904)				(1,904)
Total Forecast Adjustments to Liabilities			(8,257)	(14,194)	(6,702)	-	(29,153)
Equity							
Retained earnings	Various Activities	Movements in operating surplus (deficit) and other reserves	(6,992)	(2,272)	522		(8,742)
Retained earnings	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	7,290	183	(47)		7,426
Other reserves	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	50,080		(188)		49,892
Total Forecast Adjustments to Equity			50,378	(2,089)	287	-	48,576

Statement of Comprehensive Revenue and Expense

As at 31 March 2023

	YTD Actual Mar 2023 (\$000)	YTD Forecast Mar 2023 (\$000)	Full Year Forecast 2023 (\$000)	Annual Plan 2023 (\$000)
REVENUE				
Rates and penalties	49,984	49,861	66,481	65,777
Fines	549	422	563	605
Subsidies and grants	9,661	10,512	16,148	13,549
Direct charges revenue	17,302	15,991	22,947	24,350
Rental revenue	2,353	2,547	3,396	3,370
Finance revenue	1,801	1,859	2,479	692
Dividends & subvention revenue	5,294	5,294	5,294	5,089
Total revenue	86,944	86,486	117,308	113,432
EXPENSES				
Employee expenses	22,118	23,404	31,979	30,602
Depreciation and amortisation	30,741	30,647	40,863	32,023
Other expenses	36,638	37,371	53,114	51,377
Finance expenses	2,161	2,242	2,989	2,325
Total expenses	91,658	93,664	128,945	116,327
Net operating surplus (deficit)	(4,714)	(7,178)	(11,637)	(2,895)
Other gains/(losses)	60	0	742	742
Surplus / (deficit) before tax	(4,654)	(7,178)	(10,895)	(2,153)
Income tax expense	0	0	0	0
Surplus (deficit) after tax	(4,654)	(7,178)	(10,895)	(2,153)
OTHER COMPREHENSIVE REVENUE AND EXPENSE				
Property, plant and equipment revaluation gain (loss)	0	0	0	0
Carbon credit revaluation gains/(losses)	0	0	0	0
Cash flow hedges	0	0	0	0
Total other comprehensive revenue and expense	0	0	0	0
TOTAL COMPREHENSIVE REVENUE AND EXPENSE	(4,654)	(7,178)	(10,895)	(2,153)

Statement of Financial Position

AS AT 31 March 2023

	YTD Actual Mar 2023 (\$000)	Full Year Forecast 2023 (\$000)	Annual Report 2022 (\$000)
ASSETS			
Cash and cash equivalents	21,274	11,100	18,596
Trade and other receivables	5,922	13,341	13,341
Prepayments	2,997	1,279	1,279
Inventories	482	480	480
Non-current assets held for resale	0	0	0
Property, plant and equipment	1,092,989	1,092,786	1,083,209
Intangible assets	2,961	5,922	3,179
Biological assets	3,848	3,953	3,848
Investment property	26,761	27,398	26,761
Investment in CCOs and similar entities	76,569	76,569	76,569
Other financial assets - other investments	45,748	47,721	40,237
Derivative financial instruments	481	481	481
TOTAL ASSETS	1,280,032	1,281,030	1,267,980
LIABILITIES			
Trade and other payables	10,116	14,076	15,309
Provisions	928	928	928
Employee benefit liabilities	3,316	3,707	3,707
Borrowings	124,299	127,240	102,062
Derivative financial instruments	0	0	0
Total liabilities	138,659	145,951	122,006
TOTAL EQUITY			
Retained earnings	364,747	384,486	398,173
Other reserves	776,626	750,593	747,801
Total equity	1,141,373	1,135,079	1,145,974
TOTAL LIABILITIES AND EQUITY	1,280,032	1,281,030	1,267,980

Invercargill City Council **RESIDENTS SURVEY**

2022/2023

Q3, Mar 2023



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About the research innovative approach...



Prior to 2022, the Invercargill City Council Residents Survey used a telephone survey design. With relatively few households having landline telephones, this design now has a risk of significant bias.

In the 2022 Financial Year Survey, data collection was undertaken using three processes.

- (1) an invitation to participate based on circulation of direct mail to all Invercargill City households
- (2) Online advertising of the survey, using Invercargill City Council website and social media.
- (3) Intercept interviewing targeting groups with lower response rates.

For 2023 (i.e. July 22 – June 23), data collection has been restructured and is now taking place on a quarterly basis. In this third quarterly iteration, the survey has been publicised through the Council's Let's Talk website, community advertising and emails to a council database of ratepayers who have used various council services. This database included users of the bus services. As a result, there are sufficient responses regarding the use of the bus service. However, this also has resulted in a sample that may over-index users of the bus service. The link to the Let's Talk website is open at all times and responses have been accumulated since the completion of the Q2 report.

For the Q3, FY2023, a total of 666 responses were received. This data set provides data with a margin of error¹ of +/- 3.8%. In addition, the datasets from Q1, Q2 and Q3 have been compiled, providing a total of 1,514 responses. This compiled dataset has a maximum margin of error of +/-2.5%. This compiled data relates to the core questions were included that are being repeated in each quarterly iteration of the Residents Survey These question focus on key services provided by the Council. For each quarterly iteration, there will be a specific area of focus for the survey. In Q3, this focus has been on perceptions of public transport in Invercargill.

Responses were analysed based on demographics of age, gender and ethnicity, and the proportion of responses were contrasted with the Invercargill population data from the 2018 Census. An analysis was conducted to test the raw data with data weighted by these three factors. The results showed that the sample included bias based on age and gender. As a result, a RIM weighting process has been undertaken and the results presented here are based on

Research & Analysis

The 2022 results were not directly contrasted with previous data due to the change in data collection. However, the 2023 results can be contrasted with the results from 2022, as the recruitment processes for engagement aligned for both surveys.

It is worth noting that many New Zealand LGAs have made similar changes in data collection processes. While the process used in this survey has been structured to minimise the risk of bias, an inherent aspect of self-selected response surveys is that respondents are more likely to engage if they feel that they have something to contribute to the outcome. As a result, there tend to be more 'negative' respondents than 'positive'. Examples from LGAs such as Dunedin City and Kapiti Coast showed a decline in satisfaction with Council performance of around 10% compared to other survey designs such as telephone surveying.

As noted in the 2022 report, data provided by Research First Ltd indicate that nationwide, New Zealanders believe that rates are increasing too quickly and are too high. This has resulted in sentiment scores regarding council expenditure being lower in many LGAs, nationally. In addition, the impact of COVID-19 on the general psyche of residents appears to have had a negative impact on sentiment, which in turn may have an additional impact in lowering ratings. The combined effect of these factors may impact on the targets set for some KPIs within the Council.

Forms of Analysis

Several questions in the Q2 2023 survey were presented to respondents using a five point (Likert) scale. There are two ways common methods for analysing data from questions of this nature. The first is simply to provide an analysis of the **average** of the responses, then to contrast that average score with other factors being measured.

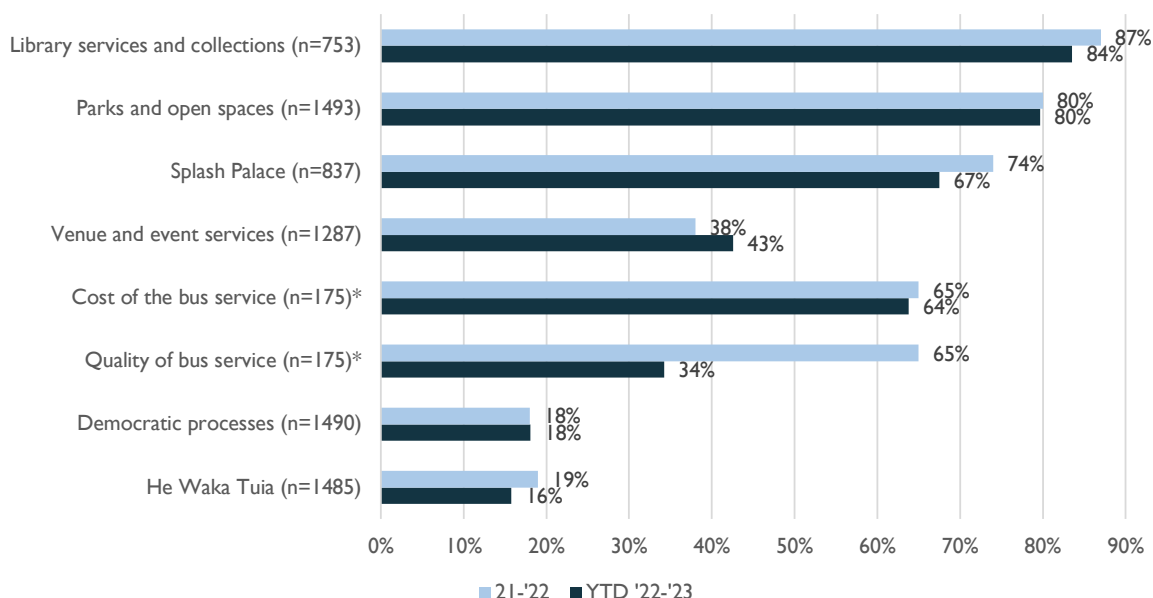
When an analysis is conducted based on averages there is a chance that two data sets may have the same average, but have notably different responses. For example, many respondents may be highly disinterested in a factor, and therefore have a very high proportion of responses rating that factor as neutral (3). Conversely, the factor may highly polarise the population, with similar proportions of the population rating the factor negatively (1 or 2) and positively (4 or 5). The average for the both data sets may be similar, but the responses were very different.

Therefore, the alternative analysis, measuring **top boxes** can also be used to analyse the data. In this model, the total proportion who rate a response above the neutral (4 or 5) are added, and that response is presented as a proportion of the total population.

Both analytical tools can provide insights into the data, and as a result, both have been presented in this report.

Satisfaction

Overall Satisfaction - Key Services



* Note - In 2021-2022, a single question relating to bus services included cost and quality

The survey was structured so that only residents who had used the various services were asked to provide a rating of their satisfaction with the service. Respondents who used various council services were asked to rate their satisfaction with a range of Council functions and services. Satisfaction was highest with the library collections and services (84%), followed by parks and open spaces in Invercargill (80%). Two in three (67%) were satisfied with Splash Palace, while a similar proportion (64%) were satisfied with the costs of the bus service.

Among the services with lower levels of satisfaction, over 40% were satisfied with the Council's events and venue services (43%) while 34% were satisfied with the quality of the bus service. Relatively few respondents were satisfied with Democratic Processes (18%) or He Waka Tuia (16%).

Satisfaction - Comparison with Previous Periods (1=very dissatisfied to 5=very satisfied)

	'21-22	YTD '22-23	'21-22	YTD '22-23
Library services and collections	3.6	4.3	87%	84%
Parks and open spaces	4.2	4.2	80%	80%
Splash Palace	3.3	3.8	74%	67%
The cost of the bus service	3.8	4.0	65%	64%
Venues and event services	2.9	3.4	38%	43%
The quality of the bus service	3.8	3.1	65%	34%
Democratic processes -community involvement	2.3	2.6	18%	18%
He Waka Tuia	2.3	2.4	19%	16%

Satisfaction by Age and Gender, YTD 2023

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Library services and collections	3.8	4.0	4.3	4.3	4.1	4.5	4.1	4.3
Parks and reserves	3.6	4.0	4.2	4.2	4.2	4.4	4.1	4.2
Splash Palace	3.6	3.9	3.7	3.8	3.8	4.1	3.8	3.8
The cost of the bus service	4.2	3.7	3.5	4.1	4.1	4.5	3.6	4.1
Venues and event services	3.0	3.3	3.4	3.4	3.3	3.4	3.2	3.4
The quality of the bus service	2.9	3.2	2.9	3.1	2.8	3.6	2.9	3.1
Community decision making	2.3	2.7	2.7	2.5	2.5	2.8	2.2	2.4
He Waka Tuia	2.5	2.6	2.6	2.3	2.2	2.2	2.2	2.5

Comments Regarding Key Services

Survey participants were given the opportunity of providing comments about key services that provided context for their rating of the service. Responses have been summarised into categories, as follows. Detailed responses are provided in the Appendix.

Parks

- Great, amazing 107
- Poorly maintained 30
- Well maintained 26
- Need better, improved playgrounds 16
- Dog parks good 6
- Need all-weather paths 4
- Need more toilet facilities 1
- Needs a community garden 1
- Great to see a community garden 1
- Look to use low-maintenance plants 1
- Need better dog park 1
- Need a coffee shop at Andersons Park 1
- Children harassed by teens more than once 1
- Need more car parking at parks 1

Libraries

- Great 60
- Helpful staff 23
- Limited range 14
- Like new open plan 11
- Don't use 8
- Don't like new open plan 4
- Like e-book availability 5
- Parking a problem, costs 4
- Good range and resources 4
- Great for kids 3
- Online service good 2
- Nothing good for kids 1
- Carpets are ugly 1
- Disappointed, COVID lock-out 1
- Online service not easy to use 1
- Charged in error for lost books 1
- Don't like age limitations on X-box 1

Splash Palace

• Good	55
• Expensive	41
• Poorly maintained	20
• Changing room /entry layout not good	16
• Overcrowded	14
• Upgrades/ new slides aren't great	13
• Need spaces for people with different capabilities	12
• Poorly managed	11
• Poor staff/ instructors/ lifeguards	11
• Good staff	7
• Need dedicated swimming lanes/lane pool	7
• Health and safety concerns	6
• Opening hours limit visiting	5
• Improvements are good	5
• Hard to park	3
• Bluff pool needs renovations	2
• Chlorine allergy problems	1
• Stop subsidising, sell to private sector	1
• Suggest pay all costs from rates	1
• No bus to Splash Palace	1
• Needs place for pre-swimmers to be safe	1
• Poor renovations – health and safety concerns	1

Venues and Events / He Waka Tuia

• Museum needs to be replaced	31
• Civic Theatre is a good facility	10
• Venues are fine	7
• Venues are run-down, need maintenance	6
• Poor venue management	4
• Events not promoted	4
• Events too expensive	3
• Events are good	1

He Waka Tuia

• Not a replacement for the museum	31
• Don't know it/ haven't visited	29
• Too small, not enough exhibits	25
• Inaccessible / poor parking	20
• Good facility	16
• Nothing for children	8
• Good staff	4
• Good children's exhibitions	3
• Poor staff	1

Democratic Process and Community Involvement

• Council doesn't listen/ no community involvement	33
• Council doesn't give opportunity for engagement	12
• Engagement opportunities not advertised	8
• May be better with new mayor	8
• Unelected officials have too much say	4
• No consultation on lower speeds	3
• Satisfied with engagement	3

- Could engage under 18s 1

Public Transport

- Buses don't cover all areas / stops at poor locations 66
- Bus timetables poor / inconvenient / infrequent 46
- Bus service is good 19
- Need early/ late / weekend services 18
- Service is generally poor 16
- Need bus shelters 12
- Service is expensive and not used 10
- Timetable information not available/ poor website 6
- OK for kids 5
- Drivers are good 4
- Drivers are poor/ rude/ miss stops 4
- Don't like them 3
- Need announcements for vision impaired 2
- Not safe 2

Perceptions of Invercargill

Positive Aspects of Life in Invercargill

Survey participants were asked 'What do you currently like most about living in the Invercargill region?' The most common response was that it is easy to get around the city and region; and that everything is accessible. Other common responses related to the quality of life in Invercargill, parks and beaches, friendly people and outdoor activities. A summary of responses is as follows:

• Accessibility	273
• Quality of life	168
• Friendly people/ community	162
• Parks, beaches and outdoor spaces	113
• Not crowded/ no traffic problems	95
• Family	88
• Weather	53
• Affordable living	46
• It's home	42
• CBD redevelopment	40
• Lots of places to visit	34
• Safe / Low crime rate	28
• Outdoor activities	24
• Good facilities and services	23
• Jobs / Opportunities	21
• Don't know/ nothing	17
• Nature	17
• Sandy Point	12
• Sports/ exercise/ walking/ horse riding	8
• Low pollution / clean	7
• Everything	4
• Good schools	1
• The local culture/ personality	1
• Good food	1

Community Resilience

Survey participants were asked 'What do you think the Council should be doing to provide for community resilience and building strength into the social aspects of the Invercargill community?' The most common responses were that the council (councillors, mayor and staff) needed to listen to the people more and the council should increase the number of events and community activities. Full details of suggestions are as follows:

• More events and community activities	124
• Listen to the people	89
• Focus on needs of different groups (e.g. youth, aged, cultural)	63
• Better urban planning	43
• Increase/improve communication	42
• Reduce costs / better use of rates	37
• Better use of Council venues, restore museum	34
• Improve safety / reduce crime	22
• Have transparency in Council	20
• Develop community support (e.g. gardens, fruit trees)	18
• Improve public transport	17
• Help to develop vibrancy/ night life	16
• Improve Keep Council out of social issues / focus on core services	12
• Doing a good job in community resilience	11
• Have weather-proof facilities for outdoor activities	10
• performance of councillors, mayor	10
• Improve parks for greater use	9
• More Council housing	8
• Lower costs for use of council facilities – make affordable	7
• Take more pride in Invercargill	5
• Support local businesses	5
• Upgrades through city, not just CBD	4
• Prepare for climate change	3
• Have younger people present views to council	3
• Ban future COVID-19 mandates	2
• Make it easier for cyclists	2
• Address liquor licensing laws	2
• More things to improve mental health	2
• Increase art and cultural promotion	2
• Get rid of anti-vaxers	1
• Provide for Māori on Council	1
• Provide opportunities for more residential construction	1
• Have better survey questions	1
• Make dog parks more friendly	1
• Shorten building consent times	1
• Be more helpful in addressing land survey issues	1
• Stop people blasting loud stereos	1
• Training workshops on resilience	1
• Promote a sense of unity	1
• More volunteer opportunities that could involve kids,	1
• Not paying the councillor so much	1
• Oppose 3 waters	1

Residents Survey Q3 22/23

- Ensure Civil Defence is well practised and ready for any emergencies 1
- Providing opportunities for equal opportunities not equal outcomes 1
- Putting more staff on at events they hold so patrons are not rushed through 1
- Require a Government social plan as issues too big for Councils to tackle 1
- Stop giving us all stupid parking tickets 1
- Support below line living, food security 1
- Support Grass root movement, 1
- Supporting community clubs, by not charging them market rent 1
- Help institution that are helping the under privileged 1
- Have a dedicated resource/staffing to focus on this 1

Public Transport in Invercargill

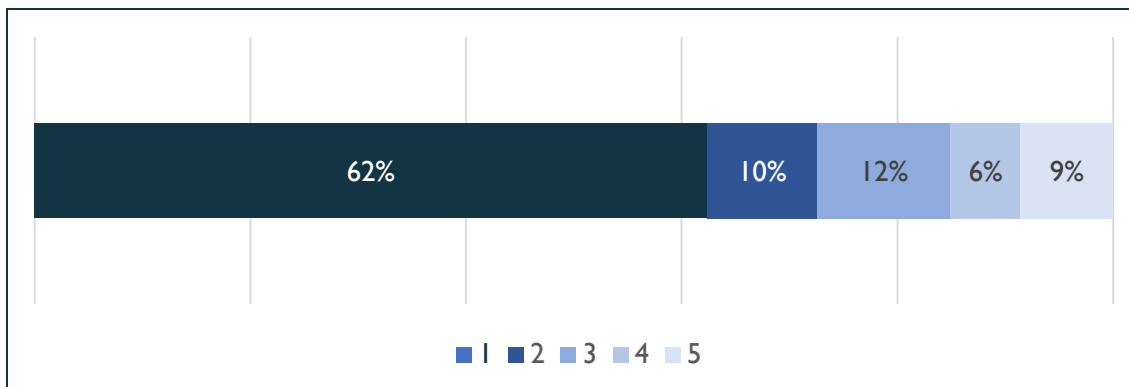
The focus of the Q3, 2023 (Jan-Mar) survey has been seeking to understand residents' perceptions of travel options within the city area.

- The survey investigated whether COVID had changed people's travelling behaviours.
- It also investigated use of public transport. Those who used public transport no more often than once a week were asked the reasons that they didn't use public transport. They were then provided with a range of options that may encourage them to use public transport more frequently.
- All respondents were then presented with the information that the use of the bus service had been declining. They were then asked to rank a series of options regarding public transport and funding in order of highest to lowest importance.

Impact of COVID on Travel

Survey participants were asked: 'Considering how often you travel, where you travel, and the mode of transport you use, have your travel patterns around Invercargill changed due to COVID? Please respond on a scale from 1 = not at all to 5 = significantly.'

The results showed that travel modes were not changed for nearly three quarters (72%) or Invercargill residents, while only 15% indicated that COVID had changed their mode of travel.



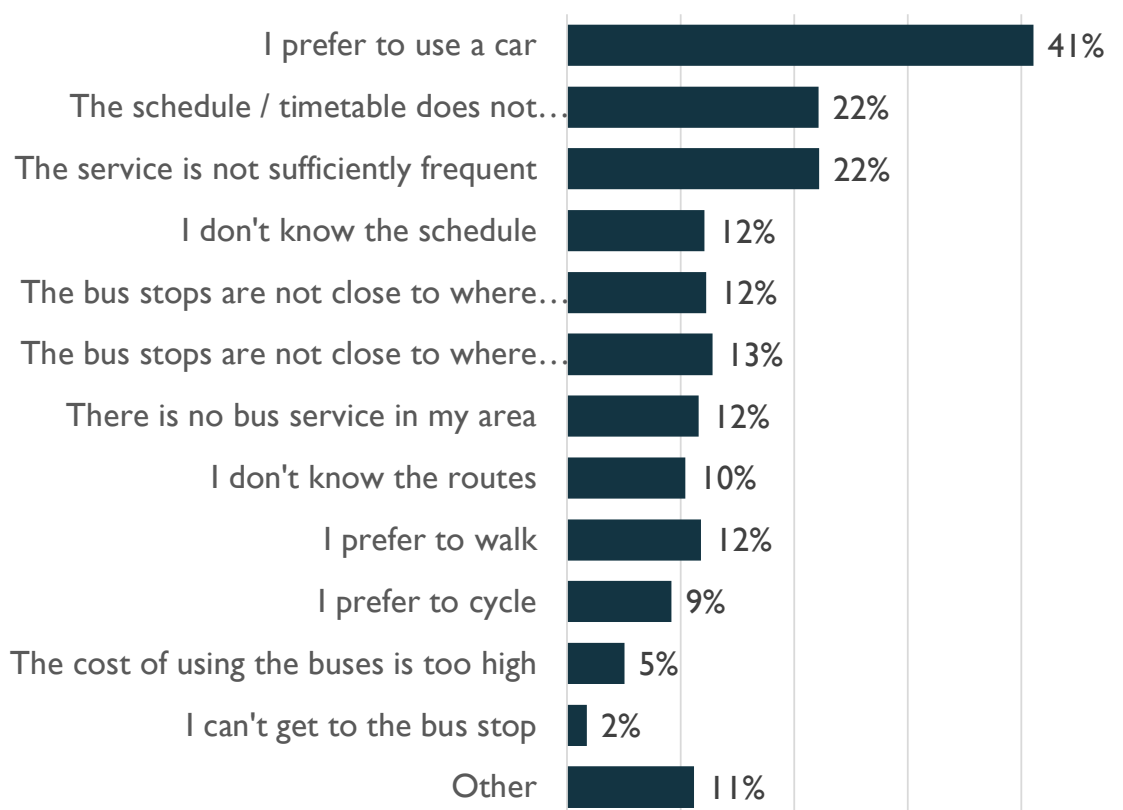
The reasons cited for the change in travel behaviour were:

- | | |
|-----------------------------------------|----|
| • Minimising trips in general | 19 |
| • Avoiding public places | 11 |
| • Walking more | 9 |
| • Avoiding buses | 7 |
| • Using the car more | 6 |
| • Working from home/ change in job role | 5 |
| • Non-COVID related reasons | 4 |
| • Major health issue | 3 |
| • Using bike or e-scooter more | 3 |
| • Doing more online shopping | 2 |

Reasons for not using Public Transport

Of the total number of respondents to the survey, 87% indicated that they did not use Invercargill's public transport daily or multiple times per week. These people were asked: 'When asked about using public transport, you indicated that you only occasionally or possibly never use the bus services. Which of the following factors are relevant in your choice not to use the bus service?' Respondents could select multiple options.

The most common reason cited for not using public transport was that the respondent preferred to use their car. Other common reasons was that the schedule did not meet peoples' needs and that the service wasn't sufficiently frequent.



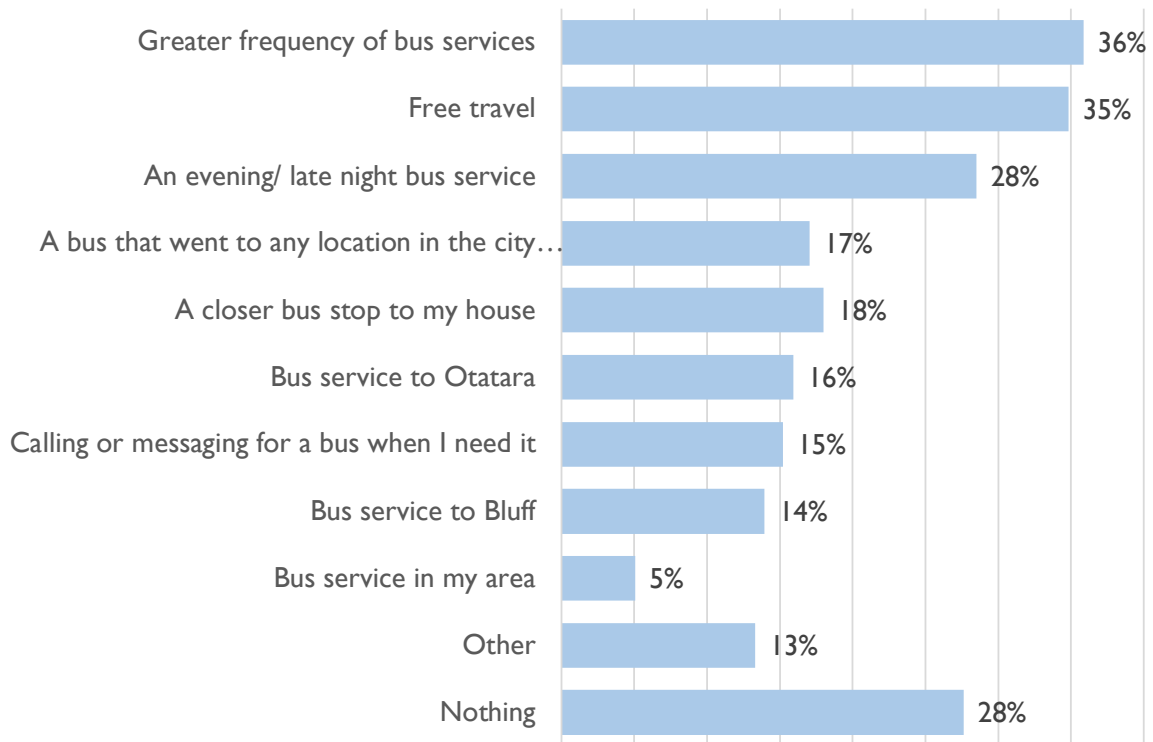
The 'other' reasons for not using public transport were:

- The routes are impractical 18
- Need to juggle personal travel and getting to day care for children 7
- Lack of information / live updates of bus location 7
- Have other health issues 7
- Commuting takes too long on the bus compared to a car 5
- Concerned about bad weather 4
- Concerned about COVID 3
- Can't take dogs on buses 2

Options for Encouraging Greater Use of Public Transport

Respondents were asked: 'Which (if any) of the following would encourage you to use the bus service more frequently?' and provided with a range of options.

The most common reason that people identified for making greater use of the bus services was 'greater frequency' (36%), followed by 'free travel' (35%). Note that by using the phrase 'if any', the option for 'nothing' was implicit in the question, it was not explicitly included in the question. Despite this, over a quarter of respondents (27%) indicated that nothing would encourage them to use the bus service.



Those who selected 'bus service in my area' were asked to name the area. Locations provided were as follows:

- Lorneville 4
- Bainfield Rd / Myross Bush 4
- Airport 3
- Rosedale 1
- Seaward Bush 1
- Tisbury 1
- Vickery Court 1
- Banks St Richmond 1
- Queens Drive 1
- Mill Rd South 1
- Kingswell 1
- New Subdivisions such as Te Puaai 1

Those who selected 'other' provided their own responses regarding options that would encourage them to use the bus more frequently. These included:

- More direct routes / avoid need to interchange 10
- Journey planning website/ app 8
- Weekend/ Sunday services 7
- Late services 5
- Early services 4
- Shelters, seats at stops 4
- Wheelchair accessible buses 2
- Bike racks 1
- Able to take dogs on bus 1
- Stop announcements for visually impaired 1

Survey respondents were then informed: 'As with many areas in New Zealand, the use of the bus service in Invercargill has been declining. There are several options that the Council could implement, either as a stand-alone option or in association with other changes.' They were offered the opportunity of rating eight options in their preferred order for the implementation by the Council.

The rankings were calculated by scoring each #1 ranked response with 8 points, each #2 response with 7, etc. until those responses ranked #8 were scored as 1. The total scores were then calculated, and are as follows:

Rank		Times rated #1	Overall score
1	Continue to provide current bus service	84	1966
2	Invest more in cycling infrastructure (bike racks, cycle lanes etc)	73	1,783
3	Provide free travel for all (approximately 80% ratepayer funded)	66	1,730
4	Increase the frequency/ network (via ratepayer funding)	64	1,694
5	Change to an on-demand minibus service	67	1,583
6	Support introduction of private citizen ride share app	25	1,357
7	Make it harder to drive into and park in the city	20	934
8	Close the bus service	32	774

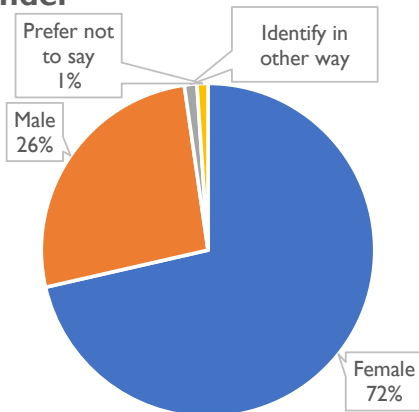
As an alternate form of reference, the number of times each option was rated as #1 has also been included in the analysis. Using this process, the two most preferred options are unchanged. However, slightly more preferred an on-demand minibus (67) as the third most preferred option, while the #7 ranked 'make it harder to drive into the city to park had the fewest #1 ratings with only 20 choosing that option.

There was no option to not prefer any of the eight options. However, one third of respondents (213, or 33.5%) chose not to rank any of the options, indicating that none of the options provided would be considered an acceptable response

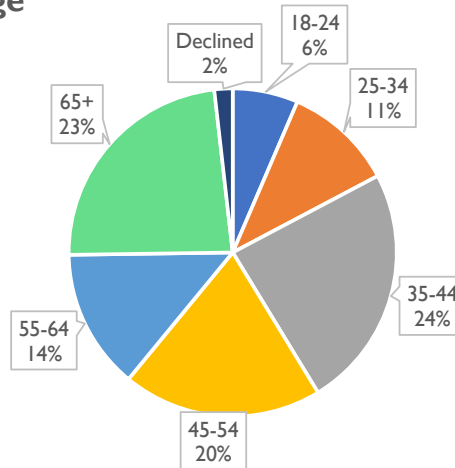
Demographics

A crucial aspect of resident surveys is having confidence that the data are representative of the population based on demographic factors. The response rates for each key demographic factor are provided in the following charts. Other than age, responses did not align with the data from the most recent census. Demographic factors that were under-sampled included ethnicity (under-sampled Māori) and gender (under-sampled males). Data weightings were applied to the results to measure the impact of these sampling issues. The result of the weighting process had a negligible impact (<1%) on the responses to the survey.

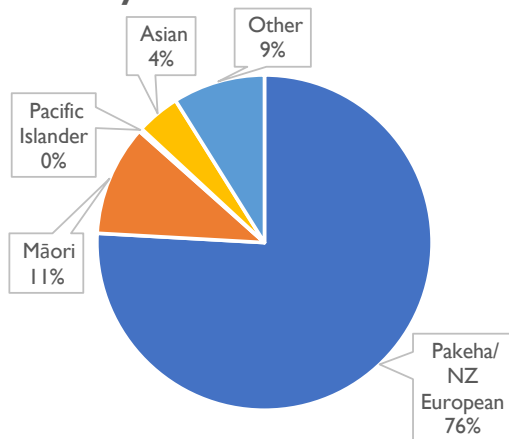
Gender



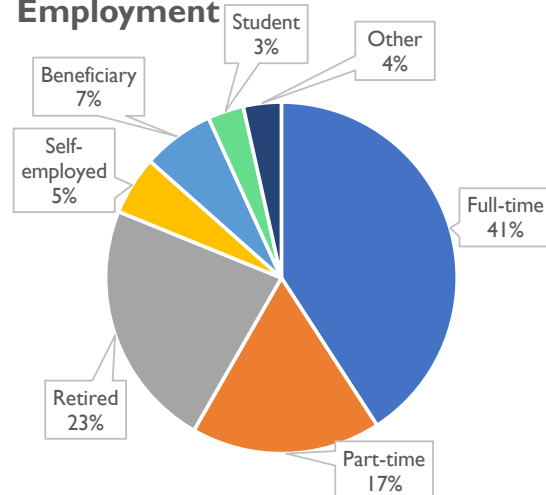
Age



Ethnicity

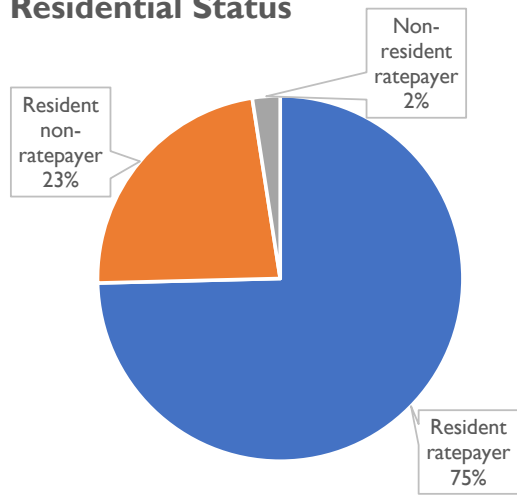


Employment

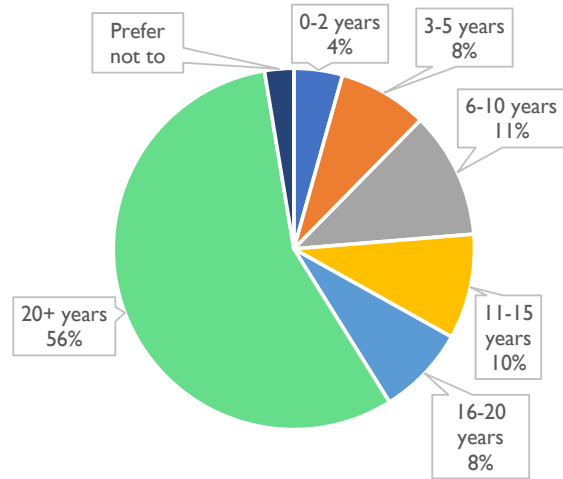


Residents Survey Q3 22/23

Residential Status



Time in Invercargill



Appendix – Verbatim Responses

The verbatim comments provided only include responses from the Q3 (Jan-Mar) data collection period.

Positive Things about Invercargill

'What do you currently like most about living in the Invercargill region?'

A small and friendly city.
 Ability to get about relatively easily.
 Abundance of activities
 Access to activities
 Access to hunting and fishing
 Access to isolated beaches
 Access to lakes, rivers, bush and sea.
 Access to moana and ngahere.
 Access to outdoor activities
 Access to outdoors
 Access to parks, nature walks, Oreti Beach etc.
 Access to wilderness, new mall is cool
 Accessibility to things
 Accessibility to things
 Activities for kids and not much traffic
 Affordable
 affordable - relatively safe for children
 Affordable homes
 affordable housing
 Affordably and close proximity to everything
 After living overseas for many years, no traffic here, although some of the drivers need to go back to traffic school.
 all flat friendly people
 All my family being here
 All the beautiful outdoor spaces we have to explore & the exciting new developments happening in the city
 Almost everything is accessible
 always lived here, family is here, all I know
 Because I am a Southlander.
 Because my family have lived here for 5 generations. (For Q. 5 there are no daily buses. Only 5 days a week).
 Been a smaller city it's easy to get around and do things without the huge crowds
 Been here all my life love it here good weather
 Being close to extended family
 Being close to Oreti beach and other beautiful spots
 Being handy to local community services
 Being my whole life for over 50 years
 Being part of a friendly city, in walking distance to all amenities and a friendly bus service!
 Better climate
 calm and peaceful
 Central location, easy to get around the city. No huge travel times.
 cheap
 Cheaper living. Lots of places close by to explore.
 Cheaper rent than other regions I've lived in
 City advantages with very few city disadvantages
 Clean air and many outdoor activities
 Clean open spaces.

Cleanliness, early to get around, the people
Climate, diversity of people,
Close to a lot of options to do stuff
Close to amenities
Close to everything
Close to everything
Close to everything - Riverton, Caitlin's, Dunedin. Queenstown etc and I love our new mall
Close to everything, quiet, safe.
Close to family
Close to family
Close to Family
Close to fishing and hunting
close to other places
Close to schools, family, shops etc
Close to shops and hospital.
Close to tourist towns like Te Anau and Queenstown
Closeness to different areas,
Closeness to everything - not much traffic
closeness to where I need to go
Closer to family and friends
Community
Community
Community, clean air, drinking water,
Convenience of close facilities
Convenience of movement around city.
Convenience of vast amenities, short travel to work, tied to family
Convenience to everything in the city
Convenience to facilities
Convenient and much needed bus district's services
Convienet
Convient and central to most places
Cost of living
Cycle paths
Doesn't take long to get to work etc
Don't know . I just live here because my family lives here.
Ease of access to lots of awesome places
Ease of getting around the city quickly
Ease of living
Ease of living
Ease of living, commute time, access to shops and schools
Ease of moving around
Ease of traffic
ease of transport, compact town, weather
Ease, people
easy access from my place of work to the center of the city
Easy access to all parts of the city
Easy access to city
Easy access to facilities. Friendly, easy-going lifestyle.
Easy access to parks, schools and shops
Easy access to places..short drives
Easy access to the great outdoors
Easy commute
easy lifestyle
Easy lifestyle
Easy lifestyle
Easy lifestyle
Easy lifestyle lovely people generally
Easy of getting around the city by car
easy to get anywhere within town - everything is close
Easy to get around
Easy to get around

Easy to get around and everything is close
Easy to get around, little traffic and easy parking
Easy to get around. Heritage. Good people
Easy to get around. Lots of opportunities.
Easy to get everywhere
Easy to get to most places
Easy to get to work, town anywhere really
Easy to get where you want
Everything
Everything that a big city offers, then more.
Everything but especially not having floods.
Everything in close proximity
Everything in close proximity
Everything is close
everything is close
everything is close
Everything is close and accessible, good community feel, great place to raise family
Everything is close by
Everything is close, it's not over populated
Everything is close, not sitting in traffic. Mostly a friendly and safe community.
everything is close, QUITE
Everything is easily accessible. It's a city but not too big and busy. The weather!
Everything is habdy
Everything is in close proximity
Everything is only a 10 minute drive, a sense of community
Everything is really close
Everything is so close to get to and we could afford to buy a beautiful home which we couldn't in other parts of the country for the same price.
everything is so close. queens park is a fav location
Everything is very close
Everythings close & accessable
Fabulous people and amazingly resourced.
Facilities
Facilities for sport
Facilities, parks, beach, proximity, tidyness
Family
Family
Family
Family
Family
Family
Family are here. It's a small city with everything we need
Family close
Family close by
Family friendly place
Family here
Family live close by
Family live here
Family provides me with support when needed
Family, affordability and community
family, nothing too far away
Family,Ä¶. easy to get around, Good community
Few people/ easy to get around/personal service in many shops/general friendliness of people
Fishing
Flat city landscape, friendly residents, easily accessible facilities
food is good here
Friebdly
Friendliness & optimism of the people. Costs of housing. Available health services.
Friendliness of people, close proximity to places
Friendliness of people, wide open spaces, easy access to locations Te anau,Queenstown etc
Friendly

Friendly
 Friendly and everything easily accessible
 Friendly community
 Friendly people
 Friendly people
 Friendly people
 Friendly people and open space easier to get around.
 Friendly people and you can get anywhere within 15 mins
 Friendly people, and usually easy to get around
 Friendly people, nice pretty city
 Friendly people. Nice place to raise children
 Friendly, good weather, NZ's best kept secret
 Friendly, small area
 Gardeners paradise
 Gardens
 Generally quiet
 Good Employment
 Good lifestyle, easy to get everywhere in a few minutes and lots of green space
 Good place to live in with family and children.
 Good size city, not too big to get around but big enough to have everything you need
 Good sized town and close to family
 Good work life balance. Cost of living is relatively affordable
 Great
 Great outdoors
 Great place for kids to grow up
 Great place to bring up kids, a feeling of being safe
 Great weather and easy access to everything.
 handy to everything I need
 has most thing you need within 15 minutes
 Have a ways lived here. Got the best of anywhere in the country.
 Have been all my life. Looking forward to seeing the new mall
 Have lived here most of my life so really know nothing else
 Have travelled to many places, both in NZ and around the world. Invercargill is the place I call home. No big city rush, the weather is good, mostly, and my family are here. Where else would I want to be!!
 Having family and friends living close to where we live, making it easy to visit.
 Having more choice in shops
 Hidden gem
 Home friendly people are
 how accessible everything is
 How cheap it is and my family is close
 How close everything is
 How close services and amenities are
 How easy it is to get around the city by bike
 How flat it is
 How much space there is and how easy it is to get around
 i can tell everyone i live at the s***ty a**e of the world thats it
 I feel it's a good place to raise children
 I feel safe living here
 i have lived here all my life and have had no desire to venture out of invercargill
 I have lived here all my life, and as I am now blind, the familiar rarity of the city impacts on my life. Love all the new work being done, however, it will take a little getting used to.
 I like how invercargill is friendly and has a nice bus service
 I love all the friendly people down here
 I will move asap because Sim Tim has been extremely disrespected.
 I would like to say the ease with which I could get around the various places of interest, but the bus system has been stuffed up so I can no longer avail myself of it.
 I've hear all my life so hard to tell.
 Infrastructure (considering 50k population)
 Invercargil central Mall
 It a Great Place to Live I love living in Southland Im very close to town I can walk into town whenever I want .
 It has been our home for 50 years

It has many of facilities that a major centre has yet it is a small city, no traffic problems and great for raising a family
It is close to alot of nice places
It is easy to use the bee card system and find information on the different routes.
It is home and has great memories
It is where I was born and raised and I love raising my children here
It's a city with a small town vibe.
It's been my home since birth and mainly family has kept me here in the past, but probably the thing that comes to mind is the fact we are a bit different
It's cheaper than other cities, it's close to the beach, close to central Otago, Queens Park and the locals get behind startups and side hustles.
It's close to the great outdoors. The new Mall inner city upgrades.
It's compactness, very good services and amenities
It's easy to get around, it's safe, people
it's home
It's home
It's living near the sea. It's Queens park. Not overcrowded.
It's my home. Been here my whole life.
It's not a big city
It's not a huge city
It's not too busy
It's peaceful and quiet
It's quiet
It's quiet
It's quiet & about 30 years in the past
It's safe, cheap and friendly
It's size
It's size
It's small
It's so easy to get around and is really vibrant now with the new City Centre and Langlands hotel. The people are mostly friendly too.
It's where I grew up.
It's.... My hometown?
its big but not really big
Its family friendly, lots of parks and playgrounds
its the only place i have lived people are friendly every thing is easy assesable
Lack of population, I.e not crowded
Lack of traffic jams, but has all the services and events we want
Lack of traffic jams. The parks. No cyclones. Access to good tramps. The community. Not too crowded.
Laid back and outdoor adventures are close
Leaving soon.
Less bustle than a bigger city
less traffic
Less traffic congestion
Lifestyle
Lifestyle
Lifestyle
Lifestyle
Lifestyle - no traffic, friendly people, great job, husbands flexible work hours
Lifestyle. All activities easy access
Lived here all my life. Great place to bring a family up.
Lived here all my life. Great place to bring up a family
Living close to amenities
Location
Lots of opportunities
Lots of parks in the city
Love it but rent so expensive
low cost of living
Low crime, not too much traffic
Low traffic
Lower cost of living with affordable housing. 10 minutes to drive around the city.

Many activities in a small city. Easy to get around.
 Many Parks and reserves and walking/cycling tracks
 Minimal commuting time, relaxed pace of life
 Most of the people are friendly. The route from Otatara to Invercargill is great for cycling, especially on the new Stead Street cycle way.
 My family is here
 My family lives in an area that is close to local amenities, many of which we use on a regular basis and of which are within short walking distance. I find that Invercargill offers a good environment for work-life balance and the cost and quality of living is better than larger cities.
 My home. Been here since I was born.
 N/A
 Natural Environment
 New developments
 New friends
 Nice and quiet
 Nice and quiet
 Nice place to live.
 Nice quiet pace of life
 Nice small town friendly people everything is not too spend out and easy to get too
 nice weather
 No hills
 no traffic
 No traffic
 No traffic
 No traffic, no polution, free water, cheap to live in
 Not a busy place
 Not alot
 Not as busy as other regions
 Not as full on busy as large cities are.
 Not many people
 Not many people and easy of access everywhere
 Not over populated, move around city with ease
 not to stressfull
 Not too big
 Not too big. Queens Park, Oreti Sands to walk the dog.
 not too busy
 Not too busy
 Not too busy. I love the new mall. Great shopping and no worries about weather. Friendly. Not the worries about traffic like Christchurch, Auckland, Wellington or Dunedin. Great summer weather this year.
 not too far away from anywhere else
 Nothing
 Nothing
 Nothing
 Nothing
 Nothing
 Nothing to compare with, always lived here
 Nothings too far away to get to
 Once upon a time, it was an affordable place to buy a house and live
 Only takes 10 mins to get where you need to be
 open space
 Open space,not too many high buildings,smaller size
 openness
 Opportunities
 Opportunities for our kids are awesome
 Opportunities, work & housing
 Out door life
 Pace
 Pace
 Pace of life
 Pace of life
 Pace of life, opportunities, weather, cost of living

Parks
 Parks
 Peaceful, less traffic, beautiful nature
 Peaceful, not much people, and the environment
 Peaceful,friendly people.
 People
 People
 People
 People
 People Recreational Opportunities
 People and access to the beach and rivers
 People,
 People, sports facilities in invercargill, opportunities for kids
 People. Ability to get around easily. Walks,beach,outdoor activities
 Positive Community
 Proximity of most services such as parks, shopping to residential areas
 Proximity to everything
 Proximity to everything
 Proximity to outdoor activities
 Proximity to outdoors activities and lower housing prices
 Proximity to Queenstown, Catlins, Western/Southland, outdoor recreation and our much improving city centre
 Quality of life
 Queens Park
 Queens Park
 Queens park
 Queens Park is the best park ever
 Queens park, new CBD build , blossom trees planted, big umbrella seen from Queens Drive
 Queens Park!!
 Queens park. Little traffic
 Quiet
 Quiet
 Quiet
 Quiet and peaceful. Family Friendly.
 Quiet and safe
 Quiet and semi peaceful. And have always lived here
 Quiet pace of life
 quiet, lots of things to explore a short drive away - Catlins, Queenstown, Dunedin
 Quiet,friendly and clean/tidy.
 Quietness, friendliness, flat for walking & cycling, our beautiful Queens Park
 Quite and not busy easy to find shops
 Quite of area
 Reasonable timetable - but does not meet lifestyle requirements for 2023
 Relatively safe
 Relatively safe
 Relaxed and casual way of life and friendly people
 Relaxed lifestyle good amenities
 Relaxed pace of living, no traffic.
 Relaxed vibe and easygoing lifestyle. Quick commute to work and light traffic compared to big city living.
 Room to move and it is where I was born, educated, grew up and returned after spending many years travelling the world
 Safe place for kids to grow up, lots for them to do
 safer- nice parks and picnic spots.
 Safety
 Safety and cheaper housing
 safety and space
 Scenery
 Semi safe still apart from the meth users
 Short commute anywhere
 Simple and quiet lifestyle
 size of the city
 Size of the city

Size of the town
 Slow pace
 Slow pace and no traffic (moved from akld)
 Slow pace of life
 Slower pace of life.
 Small
 Small city and friendly people
 small city close to everywhere
 Small city everything is close by and convenient. CBD upgrade exciting.
 Small easy to get around city.
 Small town but close to others to day trip to
 Small town feeling
 Small. Not too busy. Everything is handy
 Smaller region
 So many things
 Social contacts, small city, big opportunities
 Southern opportunity, people and climate
 Southland
 Southland is where my family is
 Southlander born and bred.
 Space
 Space
 Space and peacefulness
 Still a bit laid back
 Street are easy to cycle around. Gardens are the best. Splash Place is a great swimming pool.
 Stress free
 Stress free lifestyle and takes no time to get anywhere, lots of car parks and loving the new inner city
 Strong sense of community
 Studying at SIT
 Takes less than 30 minutes to travel across town.
 Tbh nothing atm
 That my family is only a 5 min drive away
 The ability to get around the city easily and because of this your child can participate in many different activities.
 The ability to walk or bike most places
 The access to outdoor walks activities and the gardens, the ease of travel to various places, community feel.
 The affordability
 The beautiful Queens Park and the fact that it is still light outside at 10pm in the summer
 The beautiful summer we've had to explore outdoors around the region
 The best summer in NZ. Being able to get where I need to be easily
 The city and people
 The climate and the great facilities available to Invercargill residents.
 The close proximity to everything
 The closeness of access
 The current weather
 The ease & peace of the area
 The ease of access
 The ease of getting around the city
 The ease of moving around the city and outskirts, also when on my bike the number of streets with cycle lanes is comforting when biking..on
 The ease of the city and the people
 The ease of which to travel around Southland and the city.
 The ease to get anywhere and the city size
 The easy commute
 The easy lifestyle
 The friendly people and its easy to get around and lots of public amenities like the park and the pool, the stadium and the library. d.
 The great out doors
 The green outside spaces
 The lack of traffic
 The library

The lovely old buildings and great places to walk your dog.
 The mall
 The many parks and easy walking around a flat compact city
 The nature
 The new CBD
 The new development in town
 The new developments in the city and everything being so close
 The new developments in the city centre
 The new mall, esk Street
 The open feel of the city,it's flat,not too many high buildings building
 The opportunity to modernise our CBD
 The outdoors
 The parks
 The people
 The people
 The people
 The people
 The people
 The people
 The people
 The people
 The people
 The people
 The people
 The people
 The people
 The people
 The people
 The people & the rural lifestyle
 the people and outdoor activities
 The people they are so friendly plus an easy town to get around
 the people, ease of getting around, nothing is too far away and you don't have to park far away!
 The people, fast travel times, it's flat
 the people, lifestyle and countryside
 The people, the friendliness, getting around, the weather, raising kids and just about everything. I love this town. Best place to live in the world.
 The physical place
 The potential
 The proximity to everything
 The Queens Park
 The quiet life and the progress being made replacing some of the town's tired buildings.
 The quietness
 The resources and the space. It's a great place to bring up families.
 the revival of the town with the new mall and new businesses moving into it as well as pre existing
 The size and opportunities we have here
 The slow-living of a small town.
 The slower pace of life, close proximity to some amazing natural getaways i.e Fiordland, Catlins etc., great weather compared to rest of Aotearoa this Summer, all you need by way of stores, facilities etc.
 The Southland region is so beautiful
 the space and how easy it is to get around
 The spaciousness
 The summer temperatures
 The sun, community facilities and increased development around the city.
 The upgrades being made and the lovely green outdoor spaces
 The warmth of the people, the cheap coat of housing.
 the weather
 The weather
 The Weather
 the weather
 The weather
 The weather
 the weather and it is where my family is
 The weather at the moment
 The weather this summer. Beautiful countryside. Easy access to town. Shopping improving. Growth in the area is encouraging.

The weather, the beautiful parks, the closeness of most things.
 The weather, the ease of getting about in a small city that is basically as flat as a pancake and the people.
 the weather, the people, no traffic jams, easy to get to places.
 The wider roads, less traffic,
 There's everything you need here, mostly anyway! The direct flight to Auckland has made it even better.
 Things are happening = opportunities
 Things for families to do
 Time it takes to travel anywhere
 Travel distance is a bonus, the positivity of the region, the can-do attitudes
 Travel time within city limits
 We are finally catch up with other cities with our malls, growth in new houses
 We have a house with space for our children to run around outside and play
 Weather
 Weather
 Weather
 Weather
 Weather
 Weather
 Weather
 Weather
 Weather and location
 Weather at the moment
 Weather bus
 Weather friendly people and access to ski fields
 Weather handy to Catlins and Fordland beautiful place to live
 Weather has been good this summer
 Weather, it's a city but not too big, everything is only five minutes away, Queens Park
 Well at the moment the weather
 Where else would you want to work and live
 wide open roads, easy to navigate the streets as they are arranged in blocks
 Wide open spaces and friendly people
 Wide roads...not too much traffic
 Wide streets & our up & coming inner city redevelopment
 Zumba

Comments Regarding Key Services

'Please provide any comments you have regarding your reasons for your satisfaction rating of library services, He Waka Tuia, Splash Palace, the Bus services, the Council's venues and events services, community involvement in decision making or the city's parks.'

Accessible places, friendly staff, great service, fun memories
 All good but haven't been in some places yet.
 All of them are well organised and most managed very well. I attended Civic Theater many times for vaccinations and to attend graduation ceremonies. I am happy about the services provided.
 An avid reader so the library is a good place to relax and read a good book.
 Art gallery was pretty sparse Splash palace: I swim lanes and frequently found myself sharing the lane with tons of people while other parts of the pool were nearly empty. I also inquired about lessons but there was no private lessons available and I work during their group lesson. Decision making: didn't know there was any community involvement City parks are lovely Library is good, but doesn't have the book I want about 50% of the time, and I'm not crazy about paying to take out books
 at all venues the service is both polite and helpful
 At splash palace would like more lane space in the mornings for swimmers doing lengths
 Average
 Beautiful park spaces Splash palace is a wonderful facility but needs the family changing areas updated as it's very run down
 Bring back the museum & stop wasting money on bureaucracy. Also, do some forward planning instead of expecting rate payers to always foot the bill
 Bus prices and timetable is good in my opinion although the buses do need a bit of a clean

bus prices are expensive and its hard to work out routes. civic theater is amazing. splash palace is becoming crazy expensive and difficult to afford for families. he Waka tuia is difficult to access due to location and issues around parking

Bus routes need a lot more thought. Otatara/sandy point/oreti beach/bluff are effectively off limits to anyone without a car which is outrageous.

Bus service almost does not exist. Leaving ,arriving stops wrong time,driver won't stop for passenger,inconvenient time table.would be great to have more service for morning rush,student to catch bus.

Bus Service - I work at the hospital, I can catch the bus to work easily if the weather is good as when it is raining and windy I have to call a taxi as there is no shelter from the weather where I catch bus. To get home from work I catch the bus & have to go into town then catch a bus to come back out to get home. Wish they left the bus coming to hospital both ways. Also if weather is not good will get taxi home.

Bus service - I would use this if I could be sure of when a bus will be arrive at my nearest stop. My experience is this can vary by 10 minutes or more depending on how quickly the bus can travel around the route. For a bus leaving town at 8:50 to get to Newfield area (Centre Street) I have arrived at 9:00 in time to see the bus already heading back to town. Next time I adjusted and waited in the rain for 10 minutes (no shelter on Centre Street). Since then I have stopped using the bus.

Bus service covers suburb to cbd but not suburb and not frequent enough. Bus drivers with the odd exception drive too aggressively and go bus do not respond to complaints. City parks are fabulous but Jessie Calder garden (national significance with some very rare roses) has silver leaf and needs expert help as heritage roses need different help to modern roses (Southland heritage rose group will help) to not lose these rare treasures. This could be a significant draw to invercargill/ tourist attraction if the silver leaf is curbed and the rare roses retained. David Austin roses are not heritage roses.

bus service great and regular and reliable

Bus service is not satisfactory for getting to Leven Street for me with walking frame.Too far from Civic to walk.

Bus service is not the best for my children who are SIT students. Needs to go a bit later than 5:20 and should be free for SIT students as it's better for the environment and encourage more students to use the service Bus service needs more stops the bus stop was 50 metres from where i live and they went and changed it i now have to walk about 750 metres to the north road to catch it . The library is brilliant.

Bus service needs expansion - evenings and weekends Museum at present - hopeless for visitors who frequently complain there is absolutely no parking option at all. Thus people do not visit and locals with a disability are unable to support Parks - excellent

Bus service needs to run every day. Every other city does why don't we?

Bus services at night and in weekends would be amazing. So many times, events are inaccessible due to no transport choices. There is no public transport to Sandy Point, Oreti Beach or Bluff which makes these completely inaccessible for a huge portion of the Invercargill population and almost all youth.

Bus services do not follow suitable routes for me to use.

Bus services not as regular as needed perhaps but understand chicken and egg situation- low use makes not reasonable for more frequent runs or wider distribution of runs

Bus shelters are needed at more stops especially on open streets like Tweed. Some drivers should have training in greeting the customer. Mostly a good service that has improved over the years. Never been to he waka it doesn't look appealing from the outside.

Bus timetables are completely impossible to decipher Never been asked about events etc Museum is not interesting for young children anymore

Buses need audio description. We need an on demand bus service which includes Otatara, kennington, wallacetown Buses need to cover more of the city including Otatara with more stops. Need electric buses Council need to listen to community rather than asking for consultation then going with their original plans anyway

Can buses work on a Sunday

Change of bus stops and timetable in my area not helpful and not easily accessed now Eg from halfway down Inglewood road. City parks are a credit to staff and council. Also plantings in centre plots. Art Gallery easily accessed for residents and visitors.

Cheap bus services are fantastic. \$5 feels a little bit high for a two year old to swim but with community services discount it's cheaper. Would be good if the staff were more aware. Sometimes get charged higher than necessary.

City Parks- Queens' Park is pristine but the street scape / centre plots etc are not up to standard - in many places that are unkept and lack "appearance" - especially those on the approaches to the city from State Highway 1 & 6 - (the ICC should look carefully are at Gore District Council's efforts). The bus service is lacking planning - has anybody consulted the GoBus drivers concerning the routes, the bus stops (especially their positioning).. There is no linkage between suburbs -a passenger in Waikiwi has no direct link/service to Windsor nor does a Newfield resident to South City or the hospital. Has a timetable service to the airport and

Otatara been investigated. A walkway/cycleway from the airport to town does not suit wet weather days!!!
 The temporary museum in Kelvin Street would best be suited as an I-Site venue (even if only staffed by council employees rather than the former I-Site trained staff)
 Civic is nice after upgrade, so much money to update library and I don't see any benefit from it.
 Closing the museum then mucking about over what to do with it. There is a generation of children growing up without it and the council did not listen to the public (including the current mayor's opinion). Even when there is consultation no one listens to the public's opinion... unless they are rich. Deplorable behaviour gets rewarded because of who you know.
 Cost is a major factor for not using facilities in Invercargill. Petrol costs to go to parks. Invercargill is becoming like Queenstown and other places like it, more for tourists.
 Council staff spent a hell of a lot of time cutting down trees and pulling out other plantings to make the place look more grotty than normal and now they are doing no lawn mowing or weed spraying in my area just to make the place look as shitty as they can it seems. The person at the top of the parks dept has either very limited experience or very limited funds, I guess both.
 Current museum in Kelvin Street is a total waste of time.
 Disability Access lack of choices, abuse of accommodations made. These becoming modified and or used by non disabled persons
 Disability access/accommodation's not up to standard, not monitored, not enforced, abused by non disabled persons
 Disappointed bus routes changed
 Disappointed Museum at Queenspark was closed. The tiny replacement in Don Street does not replace what we had. When you do respond to Council feedback it is ignored anyway.
 Do go to Splash Palace five mornings a week
 Don't have any
 Don't like the museum being in town at present. Library ok. Splash palace good, cleaning could be improved upon. Parks lovely.
 Family change rooms need done up, maybe a tog drying system like Gore pool.
 Friendly helpful staff
 Generally services are good here, Invercargill does punch above its weight in a lot of ways. It is a shame that the old museum closed because it was great. Not much to do for younger people, night life a bit lacking. Buses are reliable and clean, but I would have to change in the town centre to get to work in North Invercargill which adds too much time to my commute to make it worthwhile.
 Generally the city Parks and Library are well maintained and reasonably easily accessible. He Waka Tuia is small cramped and has poor parking facilities. The bus services are poor to say the least with long loops which service the centre of town while failing to provide adequate service to the centres of South City Windsor and Waikiwi. This is why I drive even with the inconvenience of inner city parking. Pity the people who can't afford to do this.
 Get the museum up and going already Pool looking good but still very scruffy and boring
 Grass needs mowed at sandy point with it being so dry it's actually a fire risk and it's not very comfortable having picnic when grass is high
 Great library and parks.
 Great library which I use regularly With a walking group I walk around the park once a week
 had a recent walk through Queens Park found it to be very weedy and untidy in areas
 Handy to town
 Happy with everything I'm involved in.
 Happy with great service at Bluff, Grandchildren use splash palace. Unfortunately Bluff pool service has deteriorated over the years more support here is needed No public bus service here, cost of other service is criminal Council venues ok Our parks and reserve cemetery has deteriorated considerably over last three months looks terrible He Waka Tuia's haven't been in so can't comment. Survey didn't allow for don't know
 Bluff area is NOT a poor cousin and needs to be beautifully maintained
 Happy with most things they seem to run smoothly
 hardly see a bus so what bus library is ok, parks been seen left nothing exciting, council sucks full stop ease with nobby big ears now mayor, soon as I can afford it I'm leaving this dump
 have never heard of council asking for our options. Understand the venues need to be kept up to standard but it's hard paying at the moment. Pool entry still cheaper than around the country though
 Have no issue with the library, just never use it as I use audible for my books as it's easier to get than going into a library even though it does cost. Didn't know we had an art gallery, use to love going to the museum but it got shut down and art gallery not accessible as far as I am aware. Love splash palace and think it's one of the best in the country with spa, sauna and ice bath and staff and cafe. Just disappointed by the slides and lack of consultation as it's become not family friendly as kids under a certain age or height cannot use them so therefore I won't use them until my child is tall enough as it's only fair. Our parks are amazing. We have some of

the best outdoor stuff here! Our bus drivers are awesome! My comment around this is bus schedules and routs. Weekend busses are the worst. The town opens around 9am or earlier and yet the busses don't leave town until after 10am for South and 11am for north. Sunday is busy in town and yet busses don't run at all. There are no busses out otatara ways or beach so if you can't drive, you miss out unless you want to fork out for a taxi. Once an hour during a week day? Its very limiting. The routs don't match up and it'll take you all day just to get one from side of town to the other unless someone can drive or taxi

have no reason to use them

Have not use bus services for two years only because I quit my job to care for my wife who had a stroke. Used to use the buses every week day

Have stayed away due to covid risk.

Have vehicle so more convenient to use it rather than a bus,Ä¶.bus stops quite handy though should I need to use a bus

Haven't been to Southland Museum

he waka tuia always forward thinking - great when they have activities for the kids. PLAY exhibition was amazing. Library staff are extremely helpful - and providing great services. Splash palace is wonderful but too expensive

He Waka Tuia is a cute little museum and pretty enough but it is in no way living up to our old beautiful museum. I used to take my kids there at least once a week, would go there every holiday, meet my friends there for coffee, buy special gift in the giftshop. It was so much more than a museum. The new museum is not suitable for a proper family outing, its just too small.

He waka tuia is OK but it's not the museum Our city is culturally bereft and a whole generation of kids are growing up without the history and knowledge that the museum provided the rest of us for the past 65 years. Get on with it and get it sorted as not everyone plays sport. Also congrats to the previous council for the improvements at the library. It's a fantastic space and we love it.

He waka tuia is so small and it often looks closed. When I have been in it's not particularly engaging. The family changing rooms at Splash Palace are revolting and I thought when the laser renovations were happening that they were meant to be improved and expanded on. The changing rooms that were added hardly ever seem to be open. I've never caught a bus in Invercargill having mostly lived in Otatara where we pay rates but get less services. The parks are wonderful on the whole and there are so many great walkways too. Rugby park has never appealed and last time I was there it was cold and noisy inside. The Civic is great. The library is fantastic and the staff there are excellent. The after school clubs are really good too.

He Waka Tuia is such an amazing space as a temporary museum and art gallery I think the team there do an amazing job with such a small space. Library is great, the e-book choices are more limited but appreciate the ability to have this.

He Waka Tuia is vital because there is very little overall support for the arts and heritage sector in Invercargill. I look forward to the time when ICC undertakes genuine community engagement.

He Waka Tuia museum & art gallery: It's okay but I kinda liked the layout of the old museum but the old museum is over and done with now eh. The bus service is excellent. Splash Palace is excellent. Parks are excellent. We get an opportunity to have our say on things. BUT MY BEEF IS WITH THE PARKING METERS: I can't read them when the sun is on them. Quite a few have made that complaint. I use H&J's parking building as it saves me bugging around with the new meters. Some like them though I must admit.

He waka tuia, was bland and seems slapped together for the sake of replacing the muesum The library has had a wonderful upgrade as well as splash palace, only use it if i need, good for people that use it, for studying or elderly and children, what else is there to do in this town for the youth that doesnt cost. Not alot of free events for youths,

He Waka Tuia. Never been in. Think it was a waste of rate payer money. Wrong location. Nothing of interest. School starts back soon. Can someone make sure that our kids actually get picked up. Last year. The bus drove straight past. Myself and other parents rang the bus service. Said they would get back to us. Never did.

He Waka Tuna is too limited in size.

Helpful and friendly staff at the Splash Palace and Library.

Helpful knowledgeable staff excellent research services at library good staff and interesting exhibitions at he Waka tuia, bus drivers pleasant need to get more people on buses and more frequent service Queens Park beautiful civic theatre a venue to be proud of other parks well maintained council offer consultation on issues. High standard facilities, kept up to date, invested in. Bus service doesn't extend to Lorneville otherwise I would use it. I would support free entry to pool, via rates

Hoping that all services will extend hours

I love Queens park, but I think investment needs to be made in the paths to make them more suitable for wheelchairs and prams. Parts of the pool are a bit yuk, the change rooms are run down in places, but the pool itself is great

I am afraid to admit I don't use some services at all, but they are top quality. I love attending concerts etc at the Civic theatre.

I am disappointed with He Waka Tuia temporary museum as I find it very dark and not pleasant to be in. The labelling of the artworks is too high to focus on especially in the poorly lit galley area. There is also very little movement in the displays despite there being four or five staff and a very small museum.

I am not a regular user of most services so have scored as such.

I am not really up to date on what the council provides for any of the above services. Rugby Park could certainly do with an upgrade.

I am not using bus myself but my son so I give it a 5 rating. Helps me do my job while the bus takes my son to school, splash palace is great as well... Services offered are nice. I enrolled once for an adult swimming lesson but attended twice only as I wasn't satisfied with the instructor. Parks well maintained and our kiddos enjoyed it a lot. The most important one is involving us for the decision, which is top of them all that I like... Since you are involving us, may I suggest that the city will think of a project that will generate money so the council not gonna pass on to the residents' rates all the development they made. With regards to rates, I think it should be location specific too like if its not available then it shouldn't be added to the rates too. Thanks for this opportunity

I am now 80 years old and not as mobile as I used to be. I used to go to Splash Palace 6am daily. I had a mastectomy in 2019 and haven't been back since. I do miss it a do need to go back though.

I am only living in Invercargill for 3 years and have not yet all venues experienced! But the bus service is to my satisfaction and so is the service of the library and I admire the beautiful park, events in different locations are also very pleasant! I am working on it to be a useful part of the city and volunteering helping the under privileged! Thank you for a beautiful Town!

I am too poor to get involved in anything. There are no services walking distance from me and no public transport to get anywhere

I am vision impaired so I need audio description on the buses. This needs to be reinstated in order to improve accessibility.

I am writing on the behalf of the ECE centre I work for as the Beesmart card is used for our centre excursions into the Invercargill CBD. We are part of a local ECE centre here in Invercargill and nearly every month two of us kaiako and 12 tamariki (around age 4 and we take different tamariki each month) catch the public bus into the Invercargill CBD to visit a cafe, the library and He Waka Tuia. As the cost of hiring a bus is very expensive (something we might do once or twice a year), we have found catching the public bus where children under 5 ride free, has been great at giving the tamariki the experience of being in their local community and each month a different group of tamariki get to experience this. The bus ride is often the best part of the excursion for the tamariki as they get to see different areas we drive around as we head to town. At the Library we have found the staff welcome us and help us provide a great experience for our tamariki and if it is raining and we have to have lunch inside, we have the opportunity to book one of the library rooms to do so (otherwise we sit and picnic at Wachner place). We also enjoy having Library Lyn to visit us each month at the centre to share new stories with us. Amazing! He Waka Tuia often has some crafts set up for tamariki to do and depending on the exhibition (the Wild one last year was amazing for our tamariki), they gain a lot out of it. The staff have always been accommodating and friendly during our visits. We are looking forward to the Muesum rebuild though and when it is open this will no doubt be one of the places we will visit often. I think more could be made when consulting the community - many as busy trying to make ends meet and care for their families so might not have the time to give feedback or attend meetings.

I believe that Invercargill have an amazing amount of facilities that our children can use. These facilities give our children the opportunities for higher rewards if they want it.

i cant really comment on anything other than splash palace as i dont use the others

I don't catch the bus personally however my daughter catches the bus to school each day from Waverley area very good service

I don't go to the library, splash palace or ride buses so can't comment on them, would like to acknowledge all the hard work the citys park team put in, our parks are something to be proud of

I don't know why the lots of parking spaces in Splash palace are only for disabled people (obviously most of the disabled parking spaces not been used quite often)

I don't really use any of these. I used to use buses but I got fed up with waiting forever in the rain. Also the last bus in the evening leaves after I finish work so it is not possible to use the service

I don't think the splash palace could get any better other than more family change rooms. Library is excellent - however the parking is tiny (when getting 2 kids out and into the car). Museum needs to hurry up n open!

Desperate to get back in there.

I don't use the bus service or He Tuia, council venues and events, previously any decisions by the public were ignored by the Council, like the Govt. The cities parks are very beautiful and well kept in spite of their size, the Manager and workers seemed devoted to their jobs and are happy to talk about the park when asked.

I don't use the library because all the information and books I read are available via the internet. I don't use public transport because I do not travel into the CBD very often if at all and to get to any of the outer suburbs or Southland Hospital is far more convenient by vehicle considering my limited mobility due to a leg operation.

I haven't yet visited He Waka Tuia but intend to when I am more mobile. Splash Palace is of no interest to me unless it is to watch school swimming events. I have attended events occasionally at Council venues but not in the past 2 years due to being unable to return to NZ during covid, then a series of operations incapacitated me for 9 months.

I don't use question one nor two but the machine won't let me turn the page if I don't tick something. I don't remember being asked about community involvement except for this survey and as nothing changes!! The bus drivers are great but the one out my way is often running late due to traffic, lights, road works. and having an hour apart can be a bit of a bummer sometimes. and on Saturday not getting into town until nearly lunchtime can mean a bit of a wasted morning. love the parks for the kids and there are so many in the area close by.

I feel decisions have already been decided, even before going out for public consultation

I feel there could be more in the way of advertising for upcoming events - I often find out late in the piece. The parks could do with activities and "playgrounds" for adults that are not sports or exercise based

I find He Waka Tuia to be of low quality, there was a snowman in the window over Christmas - ridiculous. Less kids, stuff more art.

I frequently use the library and visit Queens Park and I am generally quite happy with those places. I don't feel there is much opportunity for community involvement in decision making, the only time you really get a say is at election time. The prevailing feeling in my community is that even if we could make our feelings known the council wouldn't listen anyway.

I gave 4/5 because -Looking forward to having our museum back. -Thomson's bush is getting over run with Darwin's barbery, Holly, blackberry, vines and ivy.

I had a good bus service at the end of Kildare Court Waikiki but they changed it and now it is so far to catch one it's easier to take the car.

I have a disability and it's very hard for me to get out and about.

I have limited fitness which prevents me using some services.

I have never been to He Waka Tuia so can't say what I think of it. The buses are always earlier than what it says on the track a bus site, which can be a bit of a pain if you go by those times and miss it because you weren't ready. We need more things happening in the city for everyone to enjoy, free activities for families and more things for young teens to do

I have never been to the museum. I find the bus system here incredibly hard to navigate. There doesn't seem to be any option for bus for children living near south city, to get them to school up the other end of town (sbhs or jhc)

I have not been to anything but parks and have had no input into decision making... as this email has been sent to a 7 year old child who has her grandmother responding!!!

I have not been to He Waka Tuia. Splash palace is improving but it is now very costly to seem as a family on a regular basis. I have also felt Invercargill is poor with communication about what the city offers. It needs a centralized system for information about services and events. The ICC web page is long overdue an update & it often just redirects you elsewhere.

I have not been to the new Museum - it's just not on my radar like it was at Queens Park - I work full time and I'd visit the park at the weekends and go to the Museum then.

I honestly barely leave the house due to health concerns, a lack of funds and the like.

I think they could all be better. More funding and a broader service offering for performing arts, specifically dance and resources for dance/expanded movement practice.

I like the open spaces in the green zones. The grass is kept to a good length, I see people use the parks, and I do not see rubbish. I do not always use the Theatres, as there is a large cost to see shows. I like to go swimming when the children are back to school. It can get too noisy with the music and the sounds of excited children. I was not impressed to see the museum, the parking is poor. I miss our old museum and look forward to seeing the new one built. Is there a choice on being involved in decision making for the council?

I looked into using buses to go to work but as I finish work at 10pm buses don't run that late. I have a friend that needs buses as is unable to drive due to medical reasons & she tells me that the timetable is not user friendly

I love Queens Park but it is impossible for me to go there now unless someone is willing to push me around in my wheelchair. Lack of independence is a real problem. There needs to be all information in accessible formats so all disabled Invercargill residents can participate in decision making. It was great when the Council held a meeting for disabled people about the new CBD building however the consultation didn't continue and some lighting in the mall is too dim compared with other lighting. Consultation needs to be on-going with co-design so everyone can ensure access is right for all. Civic theatre is good but I don't think it is appropriate for people in wheelchairs to have to go into the hall via the back entrance. The quality of this service has declined since they are no longer accessible to blind and vision impaired people. Need audio announcements back on our buses please. Splash Palace needs to be more safer so I don't slip and fall on the hard floor of the rooms or pool

I love the library. It's a bright atmosphere and well stocked with books and information. The staff are friendly and helpful. I used to use the bus service but now I find it doesn't meet my needs. I will not enter the temporary Museum as I thought it was a waste of money and would have been better spent on fixing our old one. I thought it was absolutely disgusting when it was closed so abruptly. Rugby Park is adequate but could do with some more repair work. Queen's park is beautiful and all our other parks and playgrounds are too. I love this survey and would like to see more of them thanks so much for making a start with surveys :) I only feel the need to mention the bus service. As I no longer own a car a bus is very necessary for me. I do not feel that the current service is adequate because the stops are not broadcast now on board the buses and the progress of the Waikiwi bus does not show up accurately on the App. I have missed this bus several times due to this and have been stranded along the route. This is very bad in wet weather. I think the museum has been a bit of a shambles and the time it has taken to get a plan in place for it has been a disgrace. The buses never seem to have passengers on them and must run at a loss. I know they are needed for people who have mobility issue and don't drive but there must be a cost effective solution. Council venues in general are a bit neglected. I know Anderson Park has been restored but it got to be a mess before anything was done. I love queens park but it is becoming overrun with rabbits and the damage they create is clearly evident and looks terrible. I think there is a lack of communication between the council management which also is seen between lower management and the community. I think they need to be better looked after..splash palace life guardes are talking amongst themselves so couldnt see a emergency asap, librarians need understand peoples needs, mental health etc, bus routes r stupid they need to be changed to be more widely spread over the areas...muesuem u cnt go enjoy it as no parking in the area and parks need to more looked after not thgs taken away chopped dwn etc etc...bbq need to be kpt service and the rubbish needs to be sorted more during the day, and the access of queenspark on queens drive needs to be closed its horrible I think we are served well by the amenities in Invercargill I use Splash Palace for fitness, but unhappy that there are no suitable graduated fitness classes for f different abilities, and no separate pool for such activities.We elderly need to be able to exercise in peace without having to dodge teenaged boys throwing balls around and divebombing randomly and being at risk of being hit by flying missiles as they hook around. Separate sessions, PLEASE! I use splash palace for my daughters who is 2.5 years old for swimming lesson and I give her a play in the wave pool after the lesson as she loves to swim I also take her to queens park in the summer and winter time to feed the ducks and play in the water park as she love water and as for the ICC with descipn making I feel whatever we say to them they are just going to do what they want to do wheat her we like it or not and I use the library but I put books on hold all the time and then it is easier for me to go and get them then find them myself as I'm a busy mum looking after a 2.5 half year old for half a day each day as o have a part-time as well and I think this service is brilliant. I use these services often I used to catch the bus all of the time but now it is to far away and I have a disability and can't walk that far and it is also across a main road it is no longer safe for me I used to work for the pool and got payed like crap, managers dumped crap on senior members of staff when it's not their fault I would like to see our local park/playground upgraded or added to (herriot). Plenty of space to do so. Bus services aren't frequent enough or direct enough for me to use - I would travel from hargest to town, takes too long with the big circuit. Would love more council/community discussion regarding facilities for young families that don't cost much if anything to use. Potential to use more spaces within queenspark, also rainy day options for kids. I would like to see some of the equipment renewed at Splash Palace as we use it every day for our exercises. Quite a lot are broken. Library is wonderful as good as anywhere else , here and overseas. I don't catch the bus as the stops are too few and far between. Why can't we hail them with our hand like in the UK. I would love to see playgrounds like the ones in Hamilton, Queenstown waterfront, Hanleys Farm rather than just some equipment placed on some flat grass I would sooner visit our museum but we dont have one. Went to He Waka Tuia once and walked in and straight out. I felt a waist of rate payer money. Should have gone into the museum I would use the pool if there was more classes on offer Bus I would never use as I am a in get what I want and out shopper I love the parks especially Anderson playground I've never been to Te Waka Huia so couldn't comment. The council has made magnificent upgrades to the library, Splash Palace and does a great job of upkeeping the city's parks. I've not yet been to He Waka Tuia.Think council needs to consider the less well off folk regards prices ICC library provides excellent service If the bus service was more frequent. eg every 15 minutes in peak, and every 30 minutes off peak, it may be more attractive as an alternative to a car. Also a service linking to the airport and the bus hub would help

attract more users. The bus service needs better promotion as the bus routes are actually quite good (although there could be the odd tweak to them)

If your going to spend money on a museum make it a museum worthwhile going too and not just a free toilet stop for tourist buses User pays essential going forward

Improvements to splash Palace are good, hurry up and get new museum, I don't have a need for the bus, been awhile since I have been to library

Inaction re museum and Anderson park

Invercargill has some amazing parks, a free smaller playgrounds one do need updated but most fantastic. The splash palace swim school communication is not great, otherwise pretty good facility. The library recent updates have been great.

Invercargill is in major need of a big playground update. Compared to other centres of similar sizes the playgrounds are an embarrassment.

It is hard to rate something if you don't use it (Scottish hall and rugby park My understanding there is no currently open museum - hard to rate What does He Waka Tuia mean? - translation please I don't enjoy swimming - so I don't go to splash place The parks are well kept and are a credit to the council The library is good

It was really hard to work out Bee card. I am 91 and have no internet access. My daughter set it up and is helping with this survey. Didn't know I had to activate card when I got it

It would be great if splash palace could do more lessons that involve water skills rather than swimming strokes. My kids will never be competitive swimmers but iwould love for them to be able to do water confidence lessons, especially my child with dyspraxia. He is now 13 and I haven't been able to engage him in useful lessons

It would be great to see some updating and refreshing of some council venues - Scottish hall and rugby park in particular

It would be great to see the old museum up and running sooner rather than later. I think that we are lucky to have Splash Palace but I do feel that the poolside is not managed effectively. There are often children running everywhere, in parts of the pool that they shouldn't be where people are trying to swim. Children going through the poolside lockers looking for money and taking what they find. Some staff seem more interested in talking to their fellow colleagues and their presentation is not great. Males with their hair everywhere are going to struggle to save someone with their hair in their eyes. It is not always an enjoyable experience at Splash Palace as some children just do what they want rather than following the rules.

It would be nice for bus services to run normally again. I miss the old bus timetables and the old routes they used to do.

It's all places you have to spend money or it seems like it's only for the tourists. In the 90s the feeling throughout our city was one of life and the community. Now it's capitalism and crackheads. For example. All the stupid metal sculptures being put up the place (I'm Maori BTW so it isn't a race or a boomer thing), when in most of our public parks there isn't proper bins or toilets. & coming from otatara don't get me started on the shit show of resources we don't have out here. Pipes are terrible, roads are terrible. Really hope that stupid hotel (in town) which I doubt anyone from invercargill is actually using brings in some money cause the way the council spends it. Not interested.

Kids pool could be bigger. Sauna modernised. Bigger and better museum (back to the pyramid)

Lack of community engagement and prioritising business why don't you close the museum and the water tower fix the only interning things invercagill has

Libby online books are great. One day I will need the bus services, but not yet. Any time I have approached the Parks and Reserves, they have listened and responded so positively.

Library a great asset with wonderful staff and resources Bus service is poor and worse than previous service. Parks are a credit to the city.

Library always nice place to visit, helpful staff. I rated council's venues wrong . Should've been higher especially Civic Theatre.

Library and Andersons and Queens Park are great. Rearly use the other facilities due to not an interest, or cost of shows etc.

Library barely use. Not because there's anything wrong with it, just don't have the need. Would be awesome if Splash Palace had dedicated lanes that swimmers could be guaranteed to use at anytime. So often the lanes are not in use or narrowed down causing crowding in what lanes there are available. Due to events, water polo every Friday with school kids, diving, synchronized swimmers, school holidays play inflatables, swim schools, and many more! Don't know if this is under ICC but the Bluff track is terribly overgrown at the moment, needs more maintenance.

Library could do with a bigger range of e books. He Waka tuia is really basic, but the installations have been pretty cool, but not something i would try and find a park in the middle of town for. Needs something else to bring people in. Scottish hall looks run down. You didn't ask about anderaon house but I feel like heaps could be done with that like all the Victorian stuff from the old museum getting staged in the rooms. The parks are ok

but not the best, more things to promote getting out in the parks like a orientation/ treasure hunt around queenspark or interactive educational things around the park

Library is a credit to our city Haven't been to He Waka Tuia Splash Palace is incredibly well run but some of the facilities are aging. The hydrosrides are a little overpriced and underwhelming. The new reception and cafe is good. The pool is a multi function centre however needs an X factor. The new hydrosrides do not give a reason to keep people coming back, or maybe they are just not as exciting for adults as we remember they were as kids at the old cold stream pool. They just do not live up to the hype in this ratepayers opinion. The rest of the pool and all its features and services, swim schools etc appear very well managed and operated but are dating as a pool of its will. An X factor would be more attractive. Don't use the bus service but the Bee Card system and school buses in general are expensive particularly when ALL Otatara buses to town schools are funded/free, although the schools/others may subsidise that. Local school buses should be cheaper per ride. \$1 rather than \$2 would make it more viable for more families to use and decongest the roads around school time for less carbon footprint aswell. Is there still a free local bus in business hours? Is it well used? Could some of that funding subsidise school bus costs?? Also the Bee Card needs a phone app rather than a website to make it more user friendly. Council venues are good albeit a little dated in the most, town centre is coming along nicely but Esk st could be covers and closed provided there is enough parking in city centre. The museum cannot miss the mark and needs no expense spared to make it a world class attraction as the southernmost (large) museum in the world. ICC parks are a credit to the city. Community engagement and communication needs modernised to get people involved.

Library is excellent, public transport is crucial (even though I personally don't need it), don't care about sports facilities (Splash Palace is worthwhile but Rigby Park is a waste of time). We need the museum fixed and stay in its current location in Queens Park. I have no idea why a sound 1940s building was turned into a pyramid and structurally compromised in the process. Architecture should reflect regionalism and we don't live in Egypt. Library is first class with friendly, knowledgeable staff. Splash Palace is fantastic with programs for elderly, less mobile. Bus service is great for me as I am disabled. The drivers are helpful & courteous mostly. I finally sussed out the new schedules & am able to get wherever I want on the buses - frequent user.

Library is frest, i live the return shelf & think it is amazing that it knows the book returned. Love Splash palace, would love it to open at 4.30am each morning. Event centres going to Don McLean in Msy st the civic & cant wait, love the parks aswell

Library needs more books.

Library Personal are the best. Starting to see a better involvement process in the community decision making now that new council in! Queens park is great

Looking forward to new museum.

Love our parks. Particularly Queens Park. Civic theatre is iconic and a great place to go to watch concerts, theatre etc. Gave involvement in decision making a low score as don't feel until now I have had the opportunity to be involved. Splash palace is great used it more when our kids were younger.

Love splash palace accessible great team there. Museum needs a good update inside to add more history and what not. Bus service I dont use of time table events not Deaf friendly no Interpreter which is not great.

Love splash palace, pools, sauna, plunge pool n spa. Only complaint is under 18s are very common in the spa lately, and life guards don't do anything about it!

Love the amount of parks we have in the area. Do not really use the library mainly because they never have the books I wish to read and have to wait for them, prefer to just buy. And only use other facilities if there is something on I wish to attend. I use Splash palace regularly but find there are times of the day when it is very busy especially in the leisure at 6am in the morning. So have changed what time I go but have to miss one week due to the time I start work.

Love the library and the Civic and use both often; the bus route and times don't suit since they were last changed; don't use Rugby Park or the Scottish Hall; I'm in a Walk Group and enjoy the city's Parks regularly; don't like the museum/art gallery, it lacks character I'll be glad when the new one is built.

Love the library, great systems and wonderful staff. Used to swim a lot but haven't lately but plan to start again and also try out the awesome slides (even at my age) love going to shoes at Civic Theater and think it is a great resource. Love our parks and very proud of them. Don't often use bus but did last year when couldn't drive and they were mostly great.

Love the parks etc but feelwe could have more of a say

Make excellent use of Library e-books.

Make public transport more user friendly

Many people use the buses but the stops have been removed, I hours I work there are no buses The museum at the park was lovely

More bus services in the evening after 5.30 would be great

Most services are very good. If the bus service ran more frequently like every 15 minutes peak, and every 30 minutes off peak it may attract more users. Also needs to extend to beyond 6pm seeing as the mall is open to 6pm. An airport route would attract more users.

Most things are ok but the bus service sucks and the lack of promised shelters for passengers is poor sick of getting soaking wet in the rain chilled to the bone in the winter, being late for work every day due to timetable change and the new routes introduced and being palmer off with the excuse that a planner said it was more efficient total codswolap

Museum in its current position difficult to get to or park near, too small. Library is excellent delivered books when I needed that service. Good access to e books. Haven't been to Splash palace because of Covid concerns but looking forward to one day being able to get to this fabulous venue. We could do with a community venue like The Pantry and the associated room in the north end of town.

Museum is not as good as old one. Just put it in farmers building. Splash palace is a wee bit noisy and new entry system is annoying, facilities are great, need an adult only space and gym. Parks are excellent, gardening services well organised and hardworking. Bus is inconvenient, goes all over the place. Parking is dreadful in town, where are workers meant to park. Council events are good, faculties good. Desk staff are often a bit difficult. Council arguing is childish

Museum is terrible, I used to love taking my children there, compared to other cities - its embarrassing - bus fares are great at the moment but only because of the half price fares as I have two children that take the bus to school everyday.

Museum was frustrating closed following significant expenditure on roof repair

My family and I are a frequent user of the library and Splash Palace. Love the user-friendly system, big space for the family to enjoy and plenty of activities all year round.

My husband has a brain injury, and he loves to read it is awesome

My nearest Bus stop is at least 10 minutes walk away, both ways on a less than "friendly weather wise day in Invercargill, I simply do not travel. Changes in the bus routes are not working for me, therefore I am less inclined to use the bus service. Queens Park is a great credit to us here. I am involved as a volunteer at a Community based Charitable Trust in South Invercargill, so base my decision making around this. Do not use Splash Palace as I do not swim.

My response to the Museum and the Council Venues is in response to not really attending them or ever being there. The bus service should better suit the drivers as some of them hardly have time to go toilet between runs. As someone who takes them daily as I use them to go to study, the cost is perfect as it is, but the routes and times should have been more communicated with the bus drivers themselves instead of being decided by someone who doesn't use them or drive them.

My smallest child has never been to the museum and the big kids miss it. Please focus on this

Need a full museum open not something you can see in 5 minutes. After seeing the QE2 Park pool in Christchurch I think Splash Palace needs an upgrade of the leisure pools.

need improvement

Need more bus stops Waikiwi area The museum is an embrassement How long do we have to tolerate this Need more events or activities for teens, silly decisions that waste money eg upgrading esk street then couple of years later re-doing it again for the new centre or the christmas lights debacle, queens Park could have so much more for families (eg upgrading play equipment, mini golf etc)

need things close because can't walk far

Need to get the museum back as it's great for kids. Splash palace is amazing to take out boy to but slides are expensive.

Needs to be more community involvement in Council decision making. Love the library. Could do with more bus stops.

Never been to waka tuia, Scottish hall

Never visited He Waka Tuia, would like full museum back. No access to bus services, so have not used in 20 years. Splash Palace is great. Would like an additional pool, but that would come at a cost. No access to rubbish or recycling services, this was an aggravation during COVID as SDE was also closed. Queens Park is amazing. No bus service in Otatara, still, after years of asking

No bus service to Otatara, (considering all the other lack of services for extortion rates,) is an another example of inequitable services throughout the city.

No bus service, trouble getting past the Stead street road cones farm. Parks management since Robin retired are a pain to deal with and have hidden agendas.

No communication on upcoming events etc

No MfĀori section at the Library so have to know what author or title I am looking for so can't 'browse'. Never been to He Waka Tuia. Splash Palace is dear and can't take all my mokopuna as they are too young. No place for whfĀnau to hang out. No place to sit as a whfĀnau and take in our own kai. Too restrictive in 'having fun'. The bus takes too long to do the loop. Never use the venues as don't know what they are. Tried to get a lease for my roopu once but was given to someone else even though we expressed interest. Was that because we are MfĀori? Don't know how to be involved in anything other than being invited by Doreen Whakamoe-Pikia. Mana whenua reps are never seen by 'iwi MfĀori'. Never had opportunities to be involved in any kind of

decision making. Don't know why we maintain 'ornamental gardens' in our parks when they could be all planted in kai and given to the community (not groups, just individuals for their whfĀnau).

No public bus services for bluff

Not a lot of parking at some parks. Having the museum in the middle of town is a stupid idea. If the pyramid is unsafe, fix it and move the museum back there. Stop fobbing us ratepayers of with excuses!!

Not had an issue with it

Not happy about the huge cost and waste of money on the so-called museum. Not very good place for it as well. Art Gallery should have been elsewhere, Anderson Park, old Bank of New South Wales at monument corner, plenty of places more suitable than where it is, plus it's too small. Since the bus services were last reviewed I see mainly empty buses all round the place. Would like to see the useage figures before and after the changes.

Not much improvement. More room for improvement.

Only given two of the categories a 1 rating as there was no option to say I am not aware of any opportunities for community involvement in decision making and I have not visited the museum and art gallery.

Otepunu gardens is a beautiful resource so close to town that could be further developed with event spaces/playgrounds/more sympathetic native planting along the river. The Estuary boardwalk and adjoining State highway 1 is another location that could be further developed.

Our parks are an absolute highlight. The Civic Theatre is also superb - very impressed with Nadine Scheider too. He Waka Tuia is also very cool and we love all of the art work that can be seen around the city now.

Overall I am happy with the way the council services look after the interests of the residents.

Overall, I am generally satisfied with Council Services, but there is room for improvement in some areas. I frequent Splash Palace and Queens Park on a regular basis and find these to be of a high standard. In terms of the museum and art gallery, I have not visited this facility as often as I had previously when it was located in Queens Park as these are limited exhibits on offer. I feel that the Council does not provide many opportunities for community decision making on the whole.

Park is lovely just needs more colour. Splash Palace is fine, but leisure pool needs more cleaning.

Parking an issue for He Waka Tuia. Just find most outdoor areas are for perfect days, not much coverage for our weather.

Parking, not a supporter of the new parks, too expensive and I only use cash, don't use at all. Buses, I used to use but found the timetable too complicated, also the bus drivers were on a whole rude and unfriendly. I used to use the pool up until 3 years ago. I would be in the slow lane swimming lengths and was continually intimidated by fast swimmers wanting me out. Also the pool staff do nothing to enforce the rules. I would put up with this until mainly young men would hoik into the pool, no longer use the pool. Muesuem, I just want the old one back and will never support anything else. Parks, the city has become very boring with all the low maintenance plantings. Bring back the beautiful annuals in flower plots in town. I do love Queens Park though.

Pop

Parks : It's great to see fencing around Russell Square playground, would love to see another park in north Invercargill fenced. He Waka Tuia : Have enjoyed the occasional kid's focussed exhibitions. Dislike the location although we often bus into town during the holidays and that's better than finding parking. Splash Palace : Would love to see the Learners'Pool open occasionally during the school holidays as a space for kids who can't cope with the noise and chaos of the leisure pool (it's packed during holidays). A sensory friendly space with limited numbers?? Bus : We love catching the bus!

Parks and recreation areas are mostly well kept Bus route change last year left my area uncovered and I have to walk 20 minutes to bus stop don't use splash palace but my grandchildren do and enjoy same Museum is a great outlet inch's which I frequently visit

Parks are amazing but i do not go with my children by myself as often encounter kids who harass me ..no regards for my children ..experienced it twice but cant do anything =)

Parks are beautiful Museum pathetic/embarrassment Train up bus drivers to smile

Parks are lovely (although on site toilets are generally hit and miss) and Splash Palace is great - although allowing toddlers to ride with parents on the slides (like they do in Queenstown) would be a good improvement.

Parks are relay good and well maintained. Splash Palace should have more pools some time very croweded and the entry fee shoul be lower for kids 5\$ too much for kids

Parks dept top notch, library disappointed in myself who uses it not as often as I should, te Waka tuia, shouldn't be needed at all, if ICC hadn't mucked about for so lonnnng. As musuem SHOULD have never been handled the way it was. And once again councillors have messed up. Bus services I believe provide a good service.

People with Gold Card should travel free after 9.00am all day as in other cities. Buses need replacing Need bus service until 8.00pm at least.

Please do improve your GIS system for bus services. The current system is very inconvenient to use and as such causes a lot of frustration. I believe your number one priority should be integrating the bus scheduling

with Google Maps so that commuters can easily know what bus number they need and when it will arrive at their departure bus stop. This is the kind of system that is implemented in Christchurch and it works great. This is much better than using a separate website to check the schedule.

Queen's Park is a fabulous park where we can spend hours upon hours visiting all the different areas. It is always so clean and tidy and the gardens always look beautifully done. As a family of 5 we find splash palace an expensive outing now that you have to pay extra for the hydro slides. Also, our sons spent a few years of going to the splash palace swim school and made very slow progress. Often the swim instructors seemed quite shy, didn't give much encouragement to their students and didn't have great control over their students.

Queens Park is excellent. A great draw card for tourists and superb for locals. I walk my dog there every day. The library is great. Your library staff are a great asset. I don't need to use buses. I would like to use my car less but buses don't seem like a viable alternative yet. Can I take my dog on the bus? How often do they run? A nice little shuttle that went around the town centre to queens park, the museum and splash palace would be nice!

Queens park is great, but some others need attention. He Waka Tuia is limited in space. Need the museum back. Splash palace has put in stupid gates, seems silly to make people walk through the changing rooms to get in

Queens Parks wonderfull, Museum where it is currently is no good, no parking and too hard to get to, needs rebuilt quickly by the Pyramid "by Queens park. I dont catch buses as 3/4 hour to get somewhere on schedule is too long, need 20 seater buses - small buses going more places more often..NOT BIG BUSES

Really clean

Reason for dissatisfaction of bus service, the reroute of the Clifton service removing Severn St was unnecessary and ridiculous. There would be nil savings on taking the bus along Wicklow St and returning same way. Having to walk further to the bus stop makes it less attractive for Severn Street residences.

Reinstate the bus stop announcements on the bus

Road markings to show where bus stops are needed. But the service is just great

Route of Kew Connection is much harder to catch into city centre than it was previously.

Sauna & spa need upgrading. Too often kids are in the spa and the attendants do nothing about it. Rugby Park should be sold to the Rugby Union and not a drain on ratepayers. No other business gets a place to run their business from at less than cost. The "museum" and "art gallery" in their current form are an embarrassment.

The bus service is a waste of money. It gets very little use and doesn't run anywhere near times that are suitable for workers. Most of the buses I see have one or two passengers on at most. Ditch it.

self-service at the library is handy, no cost involved unless charges apply,

Services are okay but there is always room for improvement.

Since the bus service was changed some years ago the approximate bus arrival time located at the bus stops has disappeared. Further information regarding bus arrival / departure times are also very vague. Because of the one-way system now in use a journey that used to take between 5 to 10 minutes now takes about 25 to 30 minutes. Consequently, I now no longer use the bus service. (prior to the changes I used the bus service at least 3 and sometimes up to 6 times a week)

Since the routes were changed and the buses were put down Lithgow and derwent streets which are barely one way bus are for ever giving way so hardly use them now.

Some facilities are quite run down and need work on them

Some of the council venues and events services are just places I don't tend to go to/use so can't really comment. He Waka Tuia is great - interesting and informative. Can be tricky to access at times. I find Splash Palace quite expensive which is a shame as I love to swim lengths.

Some of the events I find underwhelming, although I like the lack of crowd I do wish there were more vendors, esp at food related events. And the sound at some events is so loud you can't have a conversation, not the bands playing but the sound system volume is too loud.

Some places we haven't been to or used so don't have an opinion for. The pool provides everything our family needs, the only disappointment was with the new hydro slides and the height limit, had some very sad children who had been waiting in anticipation watching them be built only to be too short to ride.

"Splash Palace, family shower/changing rooms look shabby and sometimes dirty. The City's parks - are beautiful but there are some challenges with the shrubbery and sometimes overgrown grass.

Donovan Park for example had these issues over the summer. Also, there still constant mud near the bridge (pond area). Also, sometimes the surface of the pond water becomes brown-red. It stays like that for weeks or until a good dump of rain. Apparently, a Nursery up the stream using something that then travels down to the pond affecting it. I don't know how that affects birds, but I do not let my dog drink pond water. So, that brings us to another problem: there is nowhere in the park for the dogs to get access to CLEAN WATER. There are a lot of people walk their dogs here. It is ok now when its cooled down, but in the heat, it was a real struggle. He Waka Tuia museum and art gallery, unfortunately I have not been yet in the relocated museum (in town). It is so inconvenient due to the lack of parking."

Splash palace change rooms and expensive cost

Splash Palace changing rooms are feral! Especially the family changing rooms the baby change trays are always dirty, shower walls peeling badly. Very off-putting He waka tuia is temporary but miles too small Bus service never runs at helpful times so only used it twice in 10 years

Splash palace dressing rooms need cleaned daily and hosed down last thing at night Staff need to be there 15 minutes instead of last five weeks to open up

Splash palace had rubbish everywhere in the changing rooms We often have to ask to have areas set up when it has been scheduled daily

Splash Palace I use 3/4 times a week. It's always clean, plenty of lanes for swimming, staff are friendly and it is easy to use an annual pass. Library I'm always reading a book, they have a great selection of book, place is good and staff helpful. Bus I've only used once service was fine but I prefer to use my bike. (The cycle light for crossing at Queens Drive and Gala St doesn't work, very confusing, remember always push walkers button). Hi Waka Tuia I visit often. Some staff is very good.

Splash Palace is a great venue but the admin counter staff and the swim school admin staff function at a very mediocre level. Splash Palace would be far more inviting if all the admin staff were provided with professional development to encourage organisation cultural change to transform the venue into a special hub of aquatic fun. Without this, the present atmosphere and feeling of the place I find disappointing, Most of the swim school swimming instructors are excellent tho. The city parks are impressive for the most part, and spend a lot of time in the parks

Splash Palace is a wonderful asset to our city and the staff are very friendly and helpful. He Waka Tuia is perfectly located in the middle of the CBD. it has been convenient to call in to look at exhibitions whilst walking past. Being an avid cyclist, I would like to see the cycle way from Clyde Street to Curran Road swept on a Sunday late afternoon/evening to remove the glass from bottles thrown there from passing (young) vehicle users. I used to phone regularly about the glass on the cycleway, I gave up reporting it to the Council after having to phone four or five times about the same glass that wasn't being swept up. I know that it is awkward for a contractor to do this, but it is frustrating having to stop cycling and kick the large and fine pieces of glass from the cycleway every very early Monday morning.

Splash palace is getting to expensive specially if you have to take kids as well, I work for go bus but don't use it's services... Most events happening in invercargill are too expensive for family's to go to..

Splash palace is great, but too expensive for my age group with very little in the way of discounts. The cost is prohibitive for under 65's using it for fitness

Splash palace is great. Sad that kids have to be so tall to go on the hydroslide.. lots of other hydroslide parks in nz allow kids 5 and under to go down with a parent. So my daughter can go on a hydroslide by herself when she goes up to visit the grandparents, but isn't even allowed on the ones at splash palace at all. I think it should be done on age, not height. Discriminates against kids from smaller stature families. I haven't been to visit the art gallery and museum. Waiting for the proper museum to open. I'm neither here nor there on the council venues.. as I don't use them much, but I still think they're important to have as a community. I feel the council doesn't do enough to involve the community on decision making, as I never hear or have the opportunity to be involved and am not sure how to or where to find the info?

Splash palace is in the wrong place, a major sports complex would have been a better choice. Not happy about the museum issues.

Splash palace is obscenely expensive, it is always over crowded, the pools are far too chlorinated-which burns my skin and causes horrible flareups and dry skin to the max, it's too cluttered in the main entrance with over the top expensive items of which is half the price if not more elsewhere for the same quality. The staff some are great, many are rude and often ignore you until another customer comes in and then they decide you're visible. Library is great but alot louder now than it used to be due to the massively open area which again is great, but it echoes around and makes it hard to hear receptionists, quite cold too. The bus services do not extend where they used to and that makes it harder to even find a bus, but the maps etc and tech is too complicated to use or navigate, the bus drivers often expect that anyone using the services know everything, when often it's not the case, the also do nothing about people behaving inappropriately on their buses, or those taking up seats that dabled or elderly need access to. The councils venues are only good for events, otherwise theyre way over priced for private events etc that say, families may want to book, and they give you less time than other venues who charge half the price of council venues, many are old and not even worth booking, some have been kept up and are looking great, but are still incredibly cold, musty, etc. The new parking meters are hard to see the screen and whats on the screen, and hard to navigate which stops myself and almost everyone I know from even going to town at all anymore. Events that happen are generally poorly planned for arrival of all ticket holders, they're disorganized, start too soon and sometimes waaay after arrival and seating of everyone, much of the time you can't hear from the back or in some venues even see anything which makes even going half pointless. A phone or photo ban does nothing and that also generally interrupts shows quite a bit even when asked to save til the end people don't and are not asked to turn off or leave, which ruins alot for those watching, especially kids, or nuerodiverse kids/adults who are sensitive to lights and flashing lights which also effect photo sensitive epileptic persons. Many services are not equipped or educated

on Neurodiverse people and assume they're aggressive when they're just anxiously trying to explain or communicate things, which is more triggering and harmful to neurodiverse people. Too many are snooty holier than thou types of people who don't have any scrap of emotional empathy. Those who target parked cars outside residential areas for no reg or wof on a daily and weekly basis barely giving people time to go and sort them put, slapping them with fine after fine is absolutely ridiculous and should be quashed altogether, you already have parking meters and maids in town doing that so keep it to in town would be great, as I don't ever see them target rich areas ever, just those on the south side of the tracks. Animal control need to actually do their jobs, the amount of complaints against certain dog owners in town whom still, years later, have dangerous dogs jumping neighbouring fences to chase children is ridiculous, they need to learn dog breeds too because people are saying certain dogs are bullies when they're actually deigos, or other banned breeds. I also thought owners were only allowed two dogs in fenced yards, not four or more? Fenced yards, years after my daughter was attacked, people who don't have proper fencing for their dog/s who attacked her still haven't been made to either hand over their dangerous dog or fence their yard properly, why is that? The roading, when is the potholes all across the south side getting fixed? I notice the rich end gets theirs fixed within days but the south side have to wait years, the amount of damage already done to my car by potholes is ridiculous and I'm considering sending the bill to the council, seeing as they don't fix anything on the southside of the tracks besides that one small block radius of southcity where they lowered the speedlimit.

Splash palace is too costly now

Splash palace is too expensive. Parts are great. Old museum was better. Vaccine mandates were unfair. Intend to use library more going forward. Leaguer properties (higher rates) should have larger wheelie bins than small 1-2 bedroom townhouses.

Splash palace isn't policed well enough to many adolescents running around going where there not supposed to the hot pool and the aqua jogging area, the staff need a kick up the ass

Splash Palace leisure pool is too small. He Waka Tuia is OK but not really aimed at children or very interactive.

Rugby Park needs a big overhaul in the stands.

Splash Palace need to p what people are wearing in the pool? Underwear, boxers, clothes etc. Not hygienic.

Splash palace price has stopped us from using it. The last time i used a bus 6 years ago i was scared for my life because of how it was being driven so got off and walked the rest of the way home. Council does surveys but it doesnt actually listen to what we want. We pay alot in rates but things like splash palace are far to expensive. Im a family of 6. Once we have paid for all of a us to have a swim and slide i may as well have put gas in the car and driven somewhere for a swim.

Splash Palace right up my alley. Library good but a lot of " old books" have disappeared. Bus service, there will come the day and I will need it, still driving. Decision making----- I feel some peoples feet aren't on the ground. The realities of life escape them.

Splash palace should get available online the time sheet of the different classes, so we can decide when to go

Splash palace too expensive to use

Staff are very helpful

Started using bus service to get to work (hospital) a year ago. Very convenient to get to work, not so to get home at end of day. Last bus leaves Kew hospital stop around 1740hrs and can only get me as far as town so I have to find own way home to Windsor. Also on several occasions last bus has bypassed this stop meaning I have had to find another way home, usually taxi at cost of over \$20.00. Find not having evening buses or Sunday buses quite inconvenient but know no different living in In'gill. Got used to more bus options living elsewhere. Splash palace is a good facility I use often. Don't find dealing with council per se particularly easy or user-friendly staff wise generally.

Suggestion, wheelchair access rugby park. All works for me.

Swimming lessons for children are poorly run and over priced. He Waka Tuia is in a bad location with nothing family friendly about it.

The amount of rates we pay in bluff is far to much for thw amount of tine the council spends on our town.

The Bluff pool needs to be retained maintained as we use this pool and not splash palace. Bluff Cemeteries need better maintenance carried out on them especially the old Cemetery, with better access for older people

The bus drivers down here are incredibly friendly and helpful. My only suggestion would be that for the Newfield bus run, could we please have a bus stop on the opposite side of Countdown (just outside Countdown at the moment) and another bus stop alongside the PaknSave carpark (opposite Civic Hall). This would assist with trying to cross the busy road with bags of groceries. Other than that, the service is fantastic, thank you!

The bus is too expensive to use and the routes are so long that it takes forever just to get in to town

The bus route and times are decent, however it would be much better if there was some more rides per route per hour than just certain hours of the day

The bus routes are not user friendly. The routes use the same street twice missing out large sections. They were changed to shorten the drive time, but now I walk 10 mins each way to catch the bus it equals the same time as before. It's invercargill, it rains a lot!!

The bus routes need to go back to the original desperately. There are swathes of streets that are miles away from the new routes, whereas with the old route plan almost every area of Invercargill was well serviced. Also where on earth are the sheltered bus stops???

the bus service is badly advertised I would like to use the bus service but the new inner city bus stops are poorly advertised. I see the waikiwi stop is outside old St Johns church .Surely if I go to the library I dont have to walk from there to the bus stop.

The bus service get that rating due to the rude bus drivers who don't even give you a smile anymore and they drive so fast especially around corners nearly throwing me out of My seat, my elderly uncle and aunt had to stop using the bus service for that reason.

The bus service is average but I believe it could serve more people if it did not cover the same streets both outward and inward to the city centre. It completely misses some parts of the city and a lot of people miss out on a bus service because of this.

The bus service is dreadful. I live near the hospital and because the bus doesn't go near South City I need to use my car to go there

The Bus Service is excellent. Great drivers. Bus service on return journey enables drop off pretty much at my home driveway which is great as have some difficulty walking distances also enables you to keep dry on a wet day.. It would be great to have seats at bus stops due to problems with standing. 30 mins standing is a big ask for some. Especially if you want to encourage people to take the transport. He Waka Tuia is great to have with revolving exhibitions.

The bus service is not efficient, we can't get a bus before 7 am, the last bus is around 6pm. The bus is not reliable, sometimes need to be waiting for more than one hour, it's horrible during the winter time. People that can't have a car need to walk during the night because the bus service stops around 6 pm or earlier. No bus during the weekend or holidays either, so if you work during those days, you need to walk or ask for a ride to go to work. The taxi is very expensive too. The museum is close so we don't really have a entertainment center here.

The bus service needs better bus shelters, more people will catch if decent shelter, what we have is a joke, a pole, really, what happened to old bus shelters, should've be repurposed, elderly need a seat to rest, common thinking here, you would be suprised at how many more would use buses if decent shelter, plus what about bus service around town, I know lots that used that it was awesome

The bus service needs to run every thirty minutes or so instead of every hour. It would be great if a Purple Circle service or similar was reintroduced, it was a service much used and appreciated by both residents and visitors to our fair city. It was also a way to get to parts of the city not usually frequented by residents who for whatever reason are confined to using public transport.

The bus service needs to start earlier and go later, to be of any use to anyone wishing to commute to work.

The bus service should have an app or webpage to know when they come. And have more available times.

Look at chch for a good example. They are great

The bus service was fine before you fucked up the routes and times about a year and a half ago.

The bus service would be a lot better if there were 6 buses going a the same time and not 3 doing the north routes and then doing the south routes also there should be more bus shelters.

The bus service, while a great price doesn't run at very convenient times - need to start earlier in morning and the last service should be around 6pm. The area that the buses cover also exludes large parts of Invercargill. There are less bus stops than there use to be. Flagging a bus down isn't really an option for someone who is visually impaired.

The bus services are an absolute joke! But I can also thank the council for making the timetable so ridiculous as it actually forced me to get over my fear of driving and I've been happily driving for 15 months. This was due to my previous job finishing at 5:30pm but for some reason the council seem to think having the last bus at 5:20pm was a brilliant idea?!? Absolute nonsense. I had to rely on travelling home with a neighbour or begging my old work to let me start & finish early on the days my neighbour wasn't working (I had started that job 2 weeks before the timetable changed so it was hard asking your new boss to change their schedule to suit me). A taxi was \$22 one way from the cbd to my house and I couldn't afford that. But as I said earlier, I guess I can kind of thank the council, I forced myself in 4 months to get over my fear of driving and am enjoying my freedom from time restrictions and now adding to the road congestion the council/country want to reduce! Good work!! It lead into me being able to look at other jobs that I hadn't previously, as I was only applying for ones that I could reach by bus. And with my old job turning out to be an extremely toxic place to work, I've now been in an amazing job for a year, driving myself. So thank you. But for all the other people I know it messed around, it was absolutely devastating for some elderly people and others who also had to ask their bosses to change their work schedules to suit the bus timetable. The council needs to realise not everyone finishes work at 5pm!!!

The bus services are my only real issue, as they don't fully cater for the schools and there needs Which is ridiculous Everything else is run well

The bus services could be better, theres been a couple times they've just driven right past me, they aren't always on time either, definitely needs improvement

The bus services could be better. There is quite a long wait between buses and less stops now. Splash palace is becoming expensive and a lot of the city parks need some extra attention, they aren't as neat and tidy (weeds, maintenance etc) as they once were

The bus timetable is very tight and the busses are very noisy. The drivers are amazing tho

The buses do not have proper covered areas for people to wait while waiting for them. Also since the council have changed bus timetables in last year stopping the 6pm last run me and many others who rely on public transport have had to taxi or walk from town to get home nit really great and very costly,it's a shame because the bus is great otherwise.

The buses don't cover enough of the city and each route don't run enough. The old routs were better

The carpet in library is too busy color stripes to cope with. eg vision. The buses don't go where most passengers need to go. eg long walks to bus stops, don't go near our local supermarket nw windsor. An hour wait on a bus far too long and makes it harder to plan day. A few missed transfers due to late bus arrivals in town. Bus should be more regular and go into more streets instead of the same street twice. Tiles at entrence of splash palace slippery and slanted into leisure family pool which caused me to slip and broke my wrist. Those tiles shouldn't be there or they should not be slanted and shiny. Much of a slip hazard. That needs attention.

The change to the new bus routes are a pain in the a...e. With the previous routes I could access all my requirements by catching one bus, but the new routes I have to catch 2 different bus routes to access the same destinations from the hub

The cheap bus fares are great for getting kids to school

The city has some of the most beautiful parks in New Zealand

The city library does not have enough range in non fiction. And it is frustrating having non-fiction and biographies split across two separate floors. Splash palace is too expensive for a one off swim. The bus service is alright but it is awful having to wait in the rain for a bus just because someone in an office decided that bus shelters aren't necessary. Tell that to me and everyone else who arrives to work soaked and frozen to the bone because the wind blows our umbrellas inside out and our raincoats only protect our top half.

The city parks are exceptionally well cared for and a pleasure to take visitors to.Same can be said of Splash palace.

The City's Parks have been neglected recently with poor quality mowing or none at all especially around Sandy point and Queens Park. The Civic Theater and Splash Palace are real assets in our City. We have tourists and no Information centre anymore.In reality more attention to a secondary water supply and less to the arts would be a great move forward.. We are still a 57,000 population so look after the basics with the monies available...Needs not Wants. Get rid of the non elected people having a say in the running of our City and being paid from our rates, they can stand at the next election.

The city's playgrounds are outdated and can be dangerous with some playground equipment being rusty, rickety, or old

The Clifton bus needs to go back to going through south City

The cold pool should be maintained around 12 degrees but is most often around 14 degrees which is less effective for people using this for health benefits - may as well not bother.

The councils venues should be more approachable, events and activities that lead to people popping in when passing to see what's happening. Have these as a go-to place for people to see what's on in Invercargill. Our parks are beautiful but it seems this is at the detriment to our streets and walkways. There are weeds and grasses growing out of footpaths/curbs particularly noticed in South Invercargill Streets. And the Otepunu River at Lindisfarne end is almost completed grown over. These areas need more work. The council invites opinion on their website, but I feel this limits those who will take part. In the past there have been promotions where the publics views have been requested in many locations - such as cafes and stores etc. This should be continued, as it invites people who may not normally keep an eye on such things.

The current bus service is not as good as it previously was. Stops & shelters handy have been removed.

Museum in old location needs to be restored. This earthquake strengthening seems to be a money making farce & costing millions to rectify

The current museum is a joke compared to what we used to have.

the current museum is not good

The decisions reached by the councilors must continue to be by the democratic process,not influenced by unelected appointees

The entry to the pools at Splash Palace is cumbersome.

The facilities we have in the city are mostly of a high standard but fail to strive for a point of difference to make them stand apart, be special or have a real local flavour. We tend to be rish averse in terms of what we offer. There has been no questions about the bus service thus far but I am completely dissatisfied with it. The reduction in service has limited even more users and isolates communities that would probably benefit from

extended service. There is no real thought, planning or connection with active transport options for an entire network and we put cars first consistently. The service does not even stop in front of the ILT Stadium, which averages over a million visits a year. We should be encouraging public transport in the age of climate change and making our cities safer with less traffic on our roads. The city parks punch above their weight.

The ICC does a great job. It would be helpful to know a little more of the way ICC makes decisions on these facilities, but I am at a loss to suggest how better the communication could be. In making this comment I am concerned at the decision to purchase rugby park and relieve the Southland Rugby Union from its ineptitude. This facility could maybe have much greater community use.

The learners pool should be open at all times there is no lessons going on in it for the small children to use and not have to be cramped up in the wave pool with the teenagers who have no regard for a young child who is not confident in the water. The new lifeguard with the tinted glasses who is a bigger gentleman does a great job looking after the pool he really takes the job seriously unlike all the rest who look like they don't want to be there at all.

The librarians are exceptional people - very friendly and helpful. He Waka Tuia is a disappointment as far as exhibitions and displays are concerned and I look forward to the resurrection of the museum. I no longer swim, but we appreciated the ability to use the showers there when our bathroom was being renovated. The bus services have been a disaster from day 1 of the rejigged schedule. I am not as ambulant as I used to be, and my husband just cannot walk to the two bus stops we need to use; one being in Brown Street near the intersection of Moulson Street, and the other being in Ythan/William Street. The Brown Street stop involves a 10-minute walk (and the bus arrives earlier than the stated time), and the Ythan/William Street stop involves a very dicey crossing of Elles Road. That also is a 10-minute walk. Neither trip is a delightful experience in adverse weather conditions. Having the buses run every hour after 9am until late afternoon is an ill thought-out scheme, and the Council would do well to revise their plans on the frequency of times. The area of bus transport availability was drastically reduced during the last rejig, and I fail to understand why people living in those areas were disadvantaged. I have not used a bus for nearly two years and have sorely missed the ability to be able to do so. I heard many complaints from fellow passengers who lived beyond Clifton whose bus stops had been either eliminated or moved elsewhere, thus making it difficult for them to make their daily and weekly trips into the city. People in the Council need to realise, also, that a lot of people still do not have cell phones or computers and therefore do not have access to the internet let alone Council's website, so they are going to have to think big and come up with innovative ways (like a letter drop) to contact every resident in the wider Invercargill area, and not consider the cost of such an important exercise. I guarantee a large number of people affected by the pathetic bus transport system will not get this opportunity to air their grievances. As for the city's parks - they are well-kept and I really do appreciate the work and dedication put into the maintenance of all of the parks and reserves in Invercargill, and I appreciate Council's invitations to the community to take part in decision making. Council's venues are excellent as are their events services.

The libraries practice of charging the cost of lost books to the last listed borrower even though it was lost at the library is seriously unjust and should be revised

The library and its staff are way above average for any NZ city. The bus service has superb customer service = drivers, but there are a lot of very angry former bus users out there because of the changes to the routes and timetables e.g. last bus at 5.20pm, and Clifton Bus no longer running through South City.

The library is accessible for a wheelchair, the staff a helpful and friendly. Splash palace is not accessible to a wheelchair user nor is it safe, the bus services are not accessible for me a wheelchair user and are not safe, would really like to use Queens Park but I live in Heidelberg and transport is a challenge, don't know about ICC Events, the lights festival wasn't safe for a wheelchair user as to consultation seems a waste of time given the ICC doesn't actually care about residents input

The library is awesome and the staff are amazing. Our family loves going there every week. Splash Palace is a great facility. I think it could be slightly cleaner, but overall it is wonderful.

The library is blessed with dedicated helpful staff. It provides an excellent choice of books and reference material and is centrally located in the city. It now lacks a quiet reading room for elderly patrons and people looking for a peaceful reading area. The opening up of the children's area and reception area has raised the noise levels at times, to unacceptable noise for a library. Splash palace is an excellent swimming venue.

However the new access and entry to the pool through the changing area and to access the pool area straight off the street, is a potential health hazard. Carrying cow dung and dog excreted material as an example. There are very few swimming pools in other countries of the world where this is acceptable. He Waka Tuia, as a stop gap measure to provide some point of some art displays and historical interest to the city. Is pretty underwhelming. The staff is however enthusiastic and helpful. The city parks, and especially Queens Park are a credit to the dedicated staff. Queens Park is the Jewel in the crown for Invercargill. Maybe a bus connection from South City mall. Windsor shopping area would provide a service on the way to or back from the city centre.

The library is great and the staff are so friendly and helpful, but popular books are hard to get without paying to hold them. I have never been to He Waka Gu√#a, i know nothing about it. Splash palace is great but i wish

there was some outdoor pools too. I used to use the busses, but they are infrequent and unreliable, making me only use them if absolutely necessary. It would be great to see them more frequently

The library is wonderful. The museum needs to be better, i havnt been since it shut down years ago. I dont use buses so no comment there. Splash palace is fine but there needs to be slides for the younger kids or other things to do there, my 5 yr old gets bored of the wave pool quickly and the price of swimming isnt worth a half hour of splashing

The library staff are super useful. The building is awesome.too hard to get patks to visit He Waka tuia.really enjoy living in thos ckt. Love ths new invercargill central development. Thank God Tim is not mayor anymore. He wasnt capable lately.

The library, splash palace and the parks are of a standard to compete with any I've seen in the rest of New Zealand and overseas. Civic theatre is an awesome building.

The lies about the museum as well as the poor solutions is abominable. The frontage of the feldwick gates is difficult as well as a non useful area - why do it? Library is okay. Buses need to depart closer to esk street. It is now difficult for the elderly. In fact it is difficult for my 82 year old to manage down town invercargill and I cant get a disabled park for her. Council venues... okay... I am currently fine will. What is He Waka Tuia? I have difficulty with languages - changing from English to Maori without the English meaning makes my life impossible. I do not know what this means.

The Lifeguards at splash palace are amazing

The local venues are well looked after and in great condition. I can't really comment on He Waka Tuia and the art gallery as I have never been there. The parks are one of the main things I love about Invercargill (coming from South Africa where our parks are not looked after). The library is incredible - the events for the kids, the selection of books, and the new age tech of taking out books in a matter of seconds. Splash Palace is another great venue, with a good few improvements since we moved here. I do think there is room for improvement in terms of splitting up the younger kids and the bigger kids in the splash pool - the bigger kids don't take care around the younger ones, and "take over" the entire pool area.

The main issue of all listed is the bus service, specifically the fact that rides stop way too early (5:30 pm) and there are no buses on Sundays. The existing system of routes and coordinated timetables is very reasonable and functional, but to come to its true usefulness in the life of the city, it needs to be extended in scope, both in hours during the day and to cover the weekend better.

The museum and art gallery is pathetic. Parks are fantastic - lots of work behind the results that are obvious for all to see.

The museum is a disgrace, we had a perfectly good, actually fantastic museum that had a great vibe and was really well used and now we have a room.

The museum is a waste of time. It is a stupid part of town to try and find a park to take the kids in. It was great where it originally was as could incorporate a park/playground visit. The pool is ok but not great. It is quite boring compared to others we have visited in the south island that have lazy rivers, ball throwing hoops in a lower area so it accessible to more kids, more floaty options would be good too. It is far too expensive for a family of 6 especially if waterslides taken, however the slides have hardly been on when we go which is disappointing for the kids, the times it is available especially in holidays needs reviewed. Love Queens Park and Anderson Park - they are beautiful and we enjoy going there. We have a great library and the staff and lovely, but at time the selection, especially in the non fiction area can be limited, can understand though that there are so many resources and limited space that not everything can be available.

The Museum should be opened & Tuatara talks restarted as a matter of urgency

The new muesem is very boring. Only really had two exhibitions that were interesting for tamariki. The recent one was boring and didn't have much for them. Son almost broke a painting. There needs to be more for the younger ones. Splash palace is far to expensive for low income families. Needs to beore free or low cost activities for families

the parks are always good the museum is an absolute joke - it should be finished by now not just starting it was always a pleasure to take our granddaughter there but she will be lucky to take her granddaughter there the way things are looking at the moment the pool is great but would like to see more blow up type of toys for kids to climb on etc occasionally

The parks are good for walking my dog. I don't use the other services.

The parks are one of our greatest assets. It is a shame He Waka Tuia is so small but great that the new museum is underway. It seems to be the same people who find out about/submit on consultations. Maybe Councillors could get better at listening to the public, instead of making their own decisions behind closed doors. It would be great if Council brought back a letterbox drop to all houses for things they want feedback on.

The parks, splash palace and venues are exemplary. The bus service is now useless to me

The pool is quite expensive now. We love the library. My children get books from here all the time. The halved bus fare is great! I have a daughter who uses it twice a day, and was a lot of money all added up over the year. There is no bus route down Kelvin Street.

The pool is very limited for toddlers, the learners pool is never available/always close, the wave pool is too busy for little ones, the toddler pool is too small. We often travel to Gore to use their pool because it caters for under 5 so much better. Our pool is stressful for little ones and their families.

The Splash Palace facilities are great, but the use of the sound system to blast a commercial radio station at top volume is definitely NOT appreciated and completely unnecessary

The Splash Palace needs to have a better aqua fit timetable and instructor.

The staff's professional knowledges are very important, plus their friendly attitudes and willing to help/solve the problem that keeps people together and makes very healthy living hood for the city for the people!

The timing of the bus services is very good if you are travelling to destinations across Tay Street. e.g I can transfer from a northern route to a southern route without any delays. It is not very good if I need to transfer from a northern route to a northern route, (and the same applies to southern route transfers) In these cases there is a delay of between twenty and thirty minutes at bus central. It takes at least an hour to travel from Gala St to Waikiwi. A fit person will walk it quicker.

The venue is amazing but entry to Splash Palace is far too expensive. We live in a city where the weather is often awful and there are limited opportunities for young people to do things. Swimming should be a low-cost family activity for EVERYBODY, all the time. With the cost of living what it is, swimming is a luxury item and that is just wrong. I appreciate the council asks for feedback, but I am disappointed that often it doesn't seem the feedback is taken on board for decision making. The Museum was a regular part of our family's life before it was closed and it has taken far too long to make progress. The replacement museum is nowhere good enough for a city as vibrant as Invercargill.

The wave pool could offer more for under 5s and it's annoying to have to walk all the way back through the pool with kids when exiting.

There needs to be an unknown answer box for each question

There needs to be opening times for the learner pool so parents can teach their young children to swim. It doesn't seem to have clear opening hours to the public

There should be more frequent bus services within city. Helps someone who can't drive in travelling to and from work.

There used to be a bus pickup on North Road closer to Waikiwi Tavern(The Foundry), which was heading into city centre. Some older people finding it harder to walk over to Ross St. Splash Palace is great except for being advised to walk out via the pools instead of same way we walked in. Feel going back out via poolside is running risk of falls/slipping.

There was supposed to be another extension to Splash Palace with extra lanes. Disappointed this hasn't gone ahead as its quite difficult to get a free lane some nights unless I go around 8pm. Will be good to see the new museum get started. Love Queens Park though - it's a real asset for the city

They look nice, but as stated in the previous set of questions I don't use them.

They need to have a Sunday service they also need to run on public holidays and finishes later in the evening also they need to go to the airport and out to otatara and the new sub division at the bottom of tweed street and they need to bring back the north and south purple circle they also need to re place the leaning at the bus shuttles into more seats would be easier for the elderly and the disabled

Timetable is unsatisfactory and not safe for the drivers too pushed especially at peck times invercargill should have bus priority lanes for bus only and also more of invercargill covered including the new sub division more time between runs when the buses are sitting at the hub so they are not so pushed

Too much erracks, I don't like the junkie or the seig heil man with no top on the car. Also ban male strippers from parks and public schools. We should be allowed to wear red if we want to with no threatening. We need something done about the code brown in the splash palace. No vaping on buses. Too many homosexuality in sauna. Ban age restriction on Xbox game in library. No soiled nappies at four square car park. Ban boxer dogs after 7pm.

Try using English. It's the only language I speak. What the hell is a he wKa tuia??

Use Splash Palace most of the ICC venues. Upgrade great - only concern is the amount of time it takes to shift the bulkhead in Tues and Thurs mornings - worst day took 23 minutes. Otherwise, very happy with Splash Palace. City parks are excellent, well kept and great for families. Civic theatre is a great venue.

Usually greeted by pleasant and helpful staff

Very dissatisfied with the new shops having been built on tax payer money causing more empty shop buildings in the CBD. Otherwise good amenities.

Was regularly using bus to get to work, getting on at Duke Street but this stop has been removed. Other stops are not as suitable therefore haven't been using bus services.

We are frequent user of the library. great selection of books and helpful staff. Not sure about second question. Bus service is great we make appointments around the times we can catch the bus. Beautiful parks and reserves. We often visit the playgrounds with our grandchildren and also Queens Park regularly as a walker for exercise. Great for us pensioners and the use of a Bee card. Disappointed we have no Museum to

visit. Council needs to get its act together and give rate payers their museum back in some form or other. We go to shows as Civic theatre and this venue is great.

We have lovely parks. There's a hood range of activities at the library for kids

We have not got a museum.... shame.... never swim..... use my bike to get round.. have a bus pass but prefer at the moment to exercise. community involvement in decision making???? do we have a say???

We miss the museum, He Waka Tuai was not very interesting for children. The library, splash palace and the civic theatre are excellent facilities. Queens park is one of the best parks in the world.

We need another pool, the one we currently have is so over full most of the time, would be brilliant to see a 25m pool built specifically for the purpose of swim training for our teenagers.

We need more sheltered bus stops and early bustimes on weekends and later bustimes for people who finish work at 6pm.

We should continue to find solutions to make the bus services more appealing to the public, as regularly I see buses with no one on them. Councils venues should always be highly maintained, as they are the places tourists see and critique immediately

We use splash palace for swimming lesson with my daughter Sophie who's a toodler as I think it's important for children to learn swim because of the drownings in New Zealand are high and I used queens park for walking and the park in high street is good for me ad it is close to my house and I been to the civic centre to see show their that's a lovely old building but I never used the bus service other than once as I have my own car to drive and I don't trust it in case I doesn't come on time I have not been to the new museum as I think the old one was nicer and the children loved to see the t=çtara and I think the icc needs to hurry up and get the old one open

We use splash palace regularly for exercise. Yesterday a Japanese man kept blowing his nose in the pool. I pointed this out to a supervisor and they took no action. Generally staff are great though. Decisions are made we have no input into. We pay rates yet have no rubbish service here and pay again for this.

We were regular users of the learn to swim classes until we were bumped off the list. We have since found other classes and will probably stay there. The prices are also getting unrealistic for a lot of families which is sad because all children should know how to keep safe in the water.

We would definitely visit the pools more often if it wasn't so expensive, I understand that everything has gotten more expensive recently, but \$30+ for my family to visit the pool just isn't feasible. The pool is definitely a treat to visit now, which is a bit disappointing when water safety is soooo important in New Zealand

We've only lived here a year and had a baby so still getting used to it I'm sure I'll get to those places sooner or later.

While the cost of the bus service is not an issue that routes and times need to be increased to make it a viable option, with the last bus of the day being quite early in the evening it is not functional as an alter ist I've, similarly it's not able to be used by those who work earlier in the morning like healthcare staff.

Why do buses not run Sundays? Why do I always have to wave so they stop? Why do they tend to come early? (Once the bus was four minutes early, lucky I was there early with my kids! Would not have been cool missing it / waiting an other hour...)

Wish the old museum would be re opened, such a shame we can't visit with little ones or make it an outing then head to queens park. Modernise facilities, entice families & younger people to these venues.

Would be good of more bus routes

Would be good to have buses that ran later and theres no info on the site of where the stops are or streets labelled which is useless for travellers and i cant check what time the bus leaves from the closet stop in the morning..very poor communication..also no signage on the bus of fares or rules..can i drink a can of wine on the bus? Who would know?

Would be nice to have some bus shelters

Would like a bigger museum There need to be more buses Would be nice if other options for cafe/ice cream/coffee in the park More playgrounds/ better playgrounds would be good with shade cover

Would like more bus times including on weekends. The museum/art gallery is quite small compared to the previous one - it would nice to have a larger museum with cafe, areas for children etc.

Would love to be able to bus to and from work. But no close bus stop near me especially if it's raining. I'd be soaked before work. So I dont

Would love to see a return to having a large museum and art gallery. He Waka Tuia staff are doing an amazing job and the space is great, but it does not fully reflect the rich culture and heritage of our people and area.

More seating for spectators around the leisure pool at Splash Palace please. Increase the play equipment at Queen's Park or create a second play area within the park. This is the playground most local to our home, it is often very busy (which is fabulous) and the children have to wait to get onto equipment. Would be great for the city to have one stand out playground that has a real 'wow' factor. This survey said it could not be done by my daughter as she is under 18, I think the council could be collecting voice from the tamariki of the city for ideas about what they would like to see included in the above services.

Would love to see the Learners' Pool open occasionally during school holidays for kids that find the noise and busyness of a packed leisure pool just too much.
 would love to go to places (library/ town) but transpo here is very limited
 You ask for opinions and so the opposite. The museum is a real sticking point it is not family friendly and provides no education in regards to our local and national history.
 You need to look at other park areas. All very well to say that it's not in the long term plan for x number of years but interesting how other things not in this plan are undertaken earlier. Rugby park is a waste of ratepayers money. The level of care for the grass here is over the top with what income it generates. Booking areas like the Scottish hall, rugby park etc is so antiquated and needs updated. Not to mention Oreti sands. That's disgusting and shouldn't even be an area that can be hired especially with no drinkable water.
 Your surveys could use more background information to inform decisions

Resilience

'What do you think the Council should be doing to provide for community resilience and building strength into the social aspects of the Invercargill community?'

A centre/hub for teen and youth would be perfect.
 A community fire works display and no private sales
 A lot more
 Addressing local racism and the exclusive "Southland born and bred" attitude. A fairer distribution of resources like street planting and good lighting, so that it is not just in wealthy suburbs. This would help other areas take pride in their neighbourhood and not feel neglected. Provide funds for community bbqs like Christchurch did after the earthquake - a way to help neighbours connect.
 All activities and events need to be inclusive for those with disabilities or additional needs.
 All communities matter not just cbd projects
 All pretty good
 Apart from a swimming pool what do council provide? Nothing they rely on the funders and user groups then try to strangle them with rules.
 As before, making public spaces inviting and fun. A lot of young families that would love to see more interesting playgrounds outdoor areas similar to those in Queenstown and Central. Keep pushing on Andersons Park having some sort of Cafe, it's such a great location.
 As much community engagement as can provide, better public transport availability i.e. more frequent buses per day, every day of week.
 Ask the community what they want. Museum and Andersons park need to be opened to the ratepayers.
 Be apart of what you are trying to achieve don't just leave it to the believers.
 Be less useless
 be more aware of the financial situation of the rate payers and cut back on the spending
 Be more honest about council matters
 Be more interactive. Immerse more members into community projects and events
 Be more involved with the community and what goes on within it.
 Be more transparent More polls to see what ratepayers want
 Better access to books and shelter
 Big question - not sure
 Bring back new year parties to keep people in town.
 Build a skating rink
 Making streets safer to cross, so people travel locally. Creating more local amenities: playgrounds, drinking fountains, public toilets, etc., not just in the CBD but throughout the city.
 build more new council housing that caters for all ages not just the elderly . get rid of state rents from council housing please .
 Building housing for the purpose of the needy
 Building up the mall. Continue to work on parks and gardens. Enlarge the museum
 Bus service should be improved
 Bus service to Otatara
 bus times need to be more flexible because a lot of people working in hospitality don't finish till like 11pm or 10pm. bus times should finish at 10pm or 9pm at night please and thank you
 Buses on Sundays and evenings.
 By making things more affordable and safer
 Campaign for adequate and affordable housing

Can't think of anything
 Can't think of anything
 Cater for teenagers to gather in a safe and legal way that discourages them from getting up to mischief.
 Catering for diversity and future planning for youth, including engagement and services to give youth a space to socialise.
 Cleaning it up, try get people out and abt
 Close esk st to traffic
 Comfortable gathering spaces eg picnic tables & sheltersat parks
 Communication
 communication.
 Community days & building events/opportunities
 Community events
 Community events
 community events that cater for all ages
 Community feedback and involvement
 Community gardens are a good idea, have more of them. More events for alternative sports would be good.
 Ball sports take precedence at the stadium. Look into recycling and opportunities there.
 Community involvement - reaching out to smaller groups (organized groups) to listen to the needs of the minority
 Community Laision Officers - it is half way there at South city but similar could be done for north Invers and Bluff
 Consultation
 Consulting with the wider MfÅori community. We have always been doing this. Support all our marae. We see Pakeha organisations supported by the Council but not our mare or other kaupapa MfÅori roopu. Where is our signage in te reo MfÅori? We are we not going to the original names of places? Why are the 'mana whenua' reps not reporting back or hui with 'iwi MfÅori'
 Continue cleaning up the inner city
 Continue to provide a range of community events
 Continue to provide events such as matariki
 Continue to seek community imput
 Continue to support public events like Shakespeare in the park. South city events, publicity for our town
 Could you please rephrase the question? Clumsy and vague.
 Council should focus more on ensuring projects are completed in a more timely manner..
 Councillors encouraged to attend scheduled public meetings (all councillors not just the few that do so when asked)
 Create a long term plan to improve building resilience and retain our history - new buildings are not historic whereas those older established buildings have stood the test of time.
 Creating strong communities
 Cultural elements of social wellbeing for our city are missing, as previously noted in my comments about the museum. When the urban rejuvenation funding was removed from South Alive in 2016? It meant that rent for things like the Little Art Gallery couldn't continue. If there is no place to learn about collective history i.e Anzac display, Victoriana, MfÅori history then how can people feel connected. Waka tuia isn't enough. There was a fabulous arts plan done by Janette Malcolm and involved people like Joc ODonnell basing a new cultural arts centre in the space where ICC owns property behind Wachner place. The museum could still be at the park but a real arts space could have been in the city connecting the hotel in the menzies bldg with the Esk st development. Instead we waste rates on buying rugby park (we shouldn't own it and it needs massive investment).
 diversity and inclusion
 Do what you are doing now BUT make sure the people are listened to
 Don't know
 Don't know
 Don't know
 Don't know
 Don't know
 Don't know I'm not into that sort of stuff
 Don't know what this means.
 dont know
 Drop rates
 Educate our Mayor to conduct himself in a professional manor. Role modelling is important but not what I witnessed this week.
 Employ someone who knows how to communicate with people..

Empowering the community by providing high trust participatory funding for individuals, whanau, community groups and organizations to be decision makers and leaders of their own initiatives
 Encourage city councillors to hold "clinics" in a similar way to Members of Parliament. Continue to work closely with Active Southland in implementing common sense solutions.
 Encouraging community networking and initiatives. South Alive is awesome
 Encouraging small business
 Encouraging suburban engagement by holding workshops/community meets, with huge publicity, and being tough on crime in our CBD.
 engage listen to the disability community before new builds, during the process and not after the event
 Ensure transparency and opportunities for input
 Ensuring areas that have been closed off to residents are reopened
 Ensuring low decide areas have good acceabilty and community support like they've done in southalive. More ways to educate people on how to ensure over all hauroa like keeping their environment healthy (for example smokey chimneys, education around healthy homes to prevent mold and keep it warm, keeping physical (having gym equipment in Glengarry park, making the park more exciting so kids will spend their time there) healthy choices (teaching them how to cook healthy kai on a budget) ensuring their are places for communities to get together and help each other, initiatives like markets and carboot sales or a bbq in lower decide areas so they can have a cook up. Is there a mobile library? Or initiatives to get people into the library when their is accessibility issues such as can't afford petrol or physically can't drive, or even a holiday programme run by the library for when parents are working and the kids don't have anywhere else to go and they can't afford cornerstone or chipmunks. I could go on
 Ensuring that all Council facilities are accessible for all. Co-design when developing new buildings, landscapes, roadscaapes, etc.
 Equitable rates Same price for same services
 Events for the children
 ew mayor, new life , less epensive more fu things to do, resident discouns at places , price of the pools s robbery
 extended bus hours and business hours
 Facilitate engagement withing neighbourhoods/suburbs
 Family friendly events in new CBD & providing public transport for events engaging youth in projects
 Find out what the locals want not what you think they want
 First of all close the liquorlands and like every other place put liquors in the supermarket, because every one knows that they don't use the money from liquorlands to fix the problems at the city. Also provide a decent public transport. Make the splash palace a place that people feel comfortable to go without the concerned about poop on the pools.
 Fix Rugby Park and bring it up to standard. Why was it not done right the first time.
 Fix the Bus system. Develop local system and don't import big city ideas which haven't worked in the past.
 Free access to the pool, more equal opportunity for lower incomes, that is why parks are important
 Free car parking, free swim entry
 Free events
 Free events in town on Esk street, closing it for markets etc
 free events with free food
 Free youth programs, more murals, more building exterior improvements and more festivals and outdoor entertainment
 Gangs out
 Get our museum finished and stuff on display. I was a regular visitor from early childhood. Where do kids go nowadays
 Get out and talk with people, get involved with the public, be accessible, engage with the public, ICC is not user friendly
 Get rid of paid parking on city fringes
 Get rid of that ugly graffiti. Support all local business with advertising. No one has ever provided any free support to my town based business, just some whining about street signage. If the town is to be populated by local business you must support it
 get rid of the ILT
 Get the museum up and running again, but other than that you are doing a great job!
 Getting rid of the ILT
 Give opportunity people to use,people first .
 Go back to basics, encourage people to come to meetings and talks. Hold them in public spaces, such as Esk Street. Be visible so people are invested. Notify people when you're making changes, so they feel respected. An example where this did not occur appropriately, was when the trees were removed from Russell Square.
 Get the basics right. Keep our streets neat and tidy and presentable, make sure our people feel proud of our

city. This all leads to strength and resilience, it grows when people see their efforts and wellbeing are cared for and appreciated.

Greater use of it's facilities like Rugby Park. Stop procrastinating with council projects for example new museum and Anderson Park. Concentrate on the positives and not look for reasons not to do it.

Have a budget for funding things that are important to people in various areas eg planting out parks & play grounds, provide picnic tables etc.

Have a community hub where community can get help to do mahi for their community them selves

Have a few free concerts in the lovely parks

Have a more equitable rating system Eg stop charging Otatara a fortune and providing nil services The art / sculpture work on stead road is rubbish

Have a more improved bus service.

Have adult tricycle hire at queens park at weekends

Have free shows

Have more bbqs in parks and a scooter track at queens park or a park in town. I either travel to otatara or rimu school to use one

Have more community based activities and involvement - south alive has been great for this. Don't segregate the community like what happened with the vaccine pass. That was awful, and an absolute blow to community resilience. All it served to do was cause division.

Have more community events

Have more hubs like 'south city' area the pantry in other suburbs..

have more public forums for discussion with the public about what they consider resilience and strength on a social aspect to look and feel like.

Have more public meetings

Have more things available for people to do

Have mores seats and shade in public places this will engage the aged and disabled to be able to get out and about without worrying where they can have a seat. Deciduous trees planted beside seats would give sun protection on those fiercely hot days. Also need more seats along general public routes outside the new development streets. d

having good community facilities and parks

Help organize and support more activities. Eg ban individual fireworks, have public shows, top town type challenges, NY family party

hmm, not sure, people need to help themselves first

Housing and Transport

I am not sure

I do not consider social aspects of residing in Invercargill to be the responsibility of the council. The council is there to service the infrastructure in providing water, sewerage, streets and street lighting, the council most certainly should not be funding the modernising of commercial areas of the town.

I don't feel it is the council's job to provide social aspects for the city other than the library and museum

I don't know sorry

I don't know.

I don't think it really matters council does what it wants.

I think it is hard as times are tough for everyone. Maintenance of current council buildings/venues and ensuring they are used often.

I think more funding to support building strength into the community

I think the Council does a good job, events like Matariki could be expanded on and made more professional.

I think the ICC has done okay on all fronts.

I think the new spaces for congregations have been great! Although picket line protestors have been intimidating and causing unrest

I think they are doing their best to provide for community resilience

I think they do a good job.

I think this will come as public events that had been cancelled due to covid start to return.

I think this will happen with our new Mayor, I heard him speak prior to Christmas and I was very impressed.

I thought this was a Passenger Transport survey - so I am not sure of the relevance of this question.

I work with Road Safety Southland and South Alive and I would like to see events hosted by these particular groups enhanced by support from the Invercargill City Council

i'm notsure

Identifying and meeting the needs of the end user

Im not sure - when I travel to other cities there is always a real buzz you can feel. Like there are heaps of wee cafe/pubs quite close together and you see people after work gathering for drinks and nibbles - not here.

Improve the bus fleet. Advertise more what's available at the library. Voice the results of council meetings to the residents so they will know what the council is working on.

Improve the nightlife

Inclusivity. A diverse range of attractions & make them accessible to more groups (disabilities, families, tourists, schools, tours etc)

Inequality is a huge issue for community resilience, but I'm unsure how/if that can be tackled by Council.

invest in art and culture

Invest in community housing and more pensioner flats.

Investing in community support for south Invercargill

investing in infrastructure to cope with adversity

Involve all sectors of the community. Focus on youth issues, support. Keep helping parents and providing support for their needs.

Involve the community more for ideas on what needs to be done in certain areas, it is our town as well and we certainly pay through the nose for rates etc, involve them more

Involve us more. We see buildings or construction and often ask what's happening. Be more transparent

Is that the job of council? People need to be responsible for themselves

It would be good to see the council standing together to represent the needs of the city rather than all of the infighting that has been present for the last few years. As a city we need to keep moving forward with plenty of new changes

It would be good to see the ICC providing more facilities and services to bring the Invercargill community and further afar together. The new CBD developments have brought back some life and the community to the city, which has been absent in many years. It would be good to have the ICC provide more opportunities and events for the people to celebrate our city and bring the community together. It would be good if the ICC could promote and advertise such events better (not just via social media) as often notice such events lack good advertising and awareness. Sometimes we have missed opportunities to attend attractive events due to lack of awareness prior to the events, only being aware afterwards.

Just do your job properly.

Just Keep Up the Good Work to Everyone and being friendly to everyone in Southland with respect .

Keep doing what they are doing but remember not to become one dimensional. There is more to the city than concentrating on just one project. Do it in conjunction with other projects to keep our community growing.

Keep Esk St closed to traffic

Keep providing traffic free spaces the community can use. The pedestrianisation of Esk St is great improvement in this respect.

Keep rates as low as possible. Seeing money being spent on new artworks grates a bit when the cost of living g increases is biting hard.

Keep rebuilding, Invercargill is old and tired and we need to attract more businesses here

Keep residents informed on all council business, good communication

Keep stop flood banks maintained.

Keep us informed, be aware of people who are not well off.

Keep us informed. Work together as a council and stop all the squabbles between councillors

Keep works moving as quickly as possible. Long delays on street works are a nuisance.

keeping Esk St delivery vehicles only and having outdoor concerts and markets in there

Keeping everyone up to date about important subjects

Keeping the community in the loop is essential. The ongoing disappointment and saga of our missing museum needs sorted asap. My kids are going to be grown by the time it is rebuilt.

Learn NZSL

Leave that to other organisations. Council should have main priority of drinking water sewage and roads

Letting us have more say

Listen to ratepayers and not waste money on idiots in power

Listen to the feedback they receive.

Listen to the people. Better discussions with all factions. The voting in of intelligent counsel lords has helped already. Don't pander to those who want to destroy what we have strived to achieve

Listen to the residence needs. I have a council entrance to my section where a pedestrian slipped into a pothole broke an ankle requiring a pin and a plate. This has been reported more than once and still no action.

Listen to the residents

Listen to the residents and business owners

Listen to what the people actually want and not what a person who doesn't use the service thinks should be done

Listen to your Community, transparent decision making.

Listening to the people. An example that comes immediately to mind is the new Esk Street. Although there is big opposition to traffic being allowed in, the council is going ahead with it. I was there this morning and it was lovely, sun, buskers, people meandering. Put in traffic and the vibe will change, and not for the better. And

there is a surfeit of parking, H&Js, city council and the new car park. Vehicles have no place in the new Esk street.

Live in Southland District

Low key family friendly events - celebration of community /cultural events. The Museum should be available as a forum for this - along with the Library.

Lower costs

Make bus free on MSD days. I struggle to send my kid with lunch to school let alone have money to go swimming or see something on at Civic Theatre.

Make the events more public and advertised. I don't know where to go to find out what events are on soon

Make the mayor dress properly. Wearing the chains to open a cafe... then speaking at SIT graduation with out was insulting

Make the place more of a destination.

Making city better every year

Making people feel safe, address rates for the Otarara area as we don't have the services that we pay for, listen to rate payers

Making the city less car centric

May update Thomson bush play ground

Maybe more places and activities for the teenagers and young people to make the city more appealing so they won't be so keen to move away.

Meet the people events by mayor and councillors

More "how to" educational activities eg around gardening grow own veges, community gardens and small allotments ,how to care fro chicken,bees.Workshops on how to conserve water and elctricity in practical household terms. How to care for clothing and household items. correctly,

More action and less lip service

More activities for children and young people. Especially indoor/all weather venues.

More activities for teenagers

More activities for the youth so they stay out of trouble

More activities that aren't just sports, or for people with kids

more around the mall, festivals activities etc

More awareness as to child abuse

More awareness through community events or programs, education and respecting and hearing everyone's values and their say.

More bike lanes further out of town, Oteramkia RD, Ascot Heights ect

More communication that happens

More community events

More community events - e.g. like the matariki festival at Queen's park

More community events - take a leaf out of South Alice's book

More community gardens, planting fruit trees everywhere on every street, having a better place for market days that is more permanent, having events that are for nuerodiverse where sounds are lower/quieter, not so bright, don't have tonnes of people pushing and shoving everywhere, art days where everyone can contribute to a big art piece around town, more activities or permanent pingpong tables around town instead of one moveable one that gets destroyed by silly people, more community volunteer groups/opportunities for volunteers, teaching workshops that are cheap or free, outdoor things like gokarting, paintball/lazer tag but outdoors and not run by people just trying to make a quick buck, stuff for low income families, solo parents, nuerodiverse, anxiety riddled people.

More community involvement

More community liaison through a weekly magazine like the messenger in wanaka . Promoting classes and events that are on . Encouraging the community to have events and they know that people can be informed about what is on

more comuication

More concert's!!

More consultation

More cultural diversity

more different community events

More edible gardens and pataka Kai, also more info for families moving to the area on what's available for both adults and kids

More entertainment for younger people and cheaper activities around the city, more parking

More events

More events for the city

More events like the stuff for Matariki

More events, or better advertising for events. Most of the time i dont realise anything is even happening until its over

More Family and children events.

More free community events in parks etc. eg fireworks event?

More free community events like south alive has

More free community events to bring people together

More free concerts, markets and community events

more free events

More free events (e.g. concert in Queens Park)

More free interactive events for youth & family, we just had waitangi, and again invercargill was quiet.

More housing.

More kids events for public please

More little kid things, open days

More local events perhaps which people can take part in.

More local meetings

More localised Community meetings to keep us up to date with Council decisions.

More organised family outings.

More outdoor music festivals in Queens Park.

More publicity

More social engagement's and local inner city activities.

more social events that wants to create relationships in the community

More stuff for disabled children!

More support of community events. It may not be the core business of Council to provide community events - there are plenty of other sporting and cultural organisations that can do that, but Council could have an appearance at them, and be open to suggestions.

More transparency and communication within the diverse community

More transparency, more unity with elected officials.

More transparent decision making and open involvement from the city

More visual art and water quality, food sovereignty. Having more opportunity to play and participate in games, sports at a local venue in the Clifton area that id is open and covered

More vitality in cbd, a focal point like a town square that anchors the community make it a destination to enjoy. Think town square,

More volunteer opportunities that could involve kids, would love an ice rink, would love a passenger train to Dunedin

Museum

My whanau love the community activities that do occur. More of these and more publicised would be great. Unless you are looking for them you do not know they are happening!

Neighbourhood watch needs to be revisited

Non-sport options. Performance art support beyond Musical Theatre. Mental health support. Non-alcohol driven events for all ages.

not engaging with outlets such as whatsoninvers

not paying the counselors so much

Not putting rates up so steeply would help. Poverty is a huge well-being issue, and we are seeing more and more families struggling to make life work.

Nothing that's upto the people not council.

offering affordable connectivity and taking the lead in where people can socialise together.

Open the museum

Open water Tower for site seeing run by clubs as fundraisers could be done safely at your own risk .

Oppose 3 waters, Ensure Civil Defense is well practised and ready for any emergencies. Continue City infrastructure upgrades and find a secondary water supply for the City and surrounding districts with the SDC. Their must be water under our City or nearby as Tiwai has used million of litres of it for 50 years.

Organise events where people from all life comes together , zero tolerance to crime , zero tolerance traffic abuse

Organising (or funding) more community events such as Matariki, food festivals etc. They provide something to do in Invercargill and provide an opportunity for the community to come together.

out at otatara the coucil need to be monitering fosbender park as the youth tend to use it as their private burnout pad ripping up grass i hear them as i live across the river from it

Planting fruit trees, like vegetables plantings for harvest and use for park animals

proper museum as soon as you can

Provide a better bus service for all residents and for visitors to view the City

Provide a united approach to the chs

provide more activities for youth and young adults, like skate parks, wall climbing- just areas to both be actively engaging in a non traditional sport and socialize

Provide more free events - also showcase secondary school talent; increase scholarship opportunities; provide outdoor entertainment or opportunities for community groups small businesses to run fun events

provide regular hubs for feedback

Provide venues like the 'shut down' museum

Providing a better bus service and helping get cars out of the Centre of the city which now has a real heart

Providing better opportunities for events in south Invercargill, more Māori activities and representation around the CBD and throughout the city. Many north island cities you know who the local Iwi are based on the township or city. Invercargill is the whitest city in Aotearoa.

Providing for a wider range of people. Looking at something for teenagers to do.

Providing opportunities for equal opportunities not equal outcomes.

Providing opportunities for people to connect more.

Public Art - Murals Etc.

Put "quality" into maintenance, construction and not be "blinded" by "dollars and ideals" that are beyond our means.

Put buses back to how they were

Put more information out on social media and at the council office and the library also you should advertising the bee card as a lot of people have no ideal where to get one and some bus drivers either don't have them or also don't know where to get them from

Put on a better bus service actually listen to your residents instead of so called professionals who don't even live in our city

Put some money into Windsor area like exercise and such. Rather than tons of money going into south city.

Stop its monopoly on alcohol and gambling - which is causing more problems than the benefits of the stadium and such

Putting more staff on at events they hold so patrons are not rushed through. .

Rate fairly, so people can go places

Really push any initiatives for the older members.

Regular communication with community groups, updates and support to local clubs

Replace aging trees with fruiting ones

Require a Government social plan as issues to big for Councils to tackle

Safer roads No pot holes

Seeking feedback from all age groups and supporting our families and youth.

Share updates regularly via paper, radio or tv regarding new developments such as facilities available at Invercargill Central. I didn't know that Farmers have moved to Invercargill Central until I go there

Show some respect for what Sir Shadbolt has done for this city. Great way to show you care about its past not just it's money making potential.

Social resilience and morals is the responsibility of central government. Don't do it unless you are specifically funded by central governments.

Sorting out these idiots doing burnouts and driving on city reserves and better enforcing standards on sections and dwellings.

Stop being so bloody woke.

Stop giving us all stupid parking tickets

stop hindering behind the ilt funding

Stop ignoring the community and take some responsibility for the issues that are really important. Support for young people who are the future and the concerns they have. Not enough housing available and many children living in conditions that most councillors choose to ignore. Start caring.

Stop putting people on groups who are so far removed or have their own agendas, get the grassroots people who are doing the mahi on the groups.so male pale and stale

stop rate increases so that people have money for essentials, more housing and more collective spaces (shared gardens etc)

Stop spending money

Stop spending money on shopping malls and start actively doing something about the impacts of climate change, retreat from low lying areas.

Stop telling us lies, for example the 35% rent increase for Invercargill pensioner housing. We were told at the time it was because new flats were planned and that the residents would be paying rent at a comparable rate compared to most other South Island communities. In fact neither statement was true as a planned development of Council flats was deferred possibly permanently when the land was given by the Council to Habitat for Humanity so they could develop it instead . As for the rents Invercargill has become one of the dearest places to rent a Council flat in the South Island apart from Queenstown and Alexandra. For example the weekly rent for a studio/ bedsit in Invercargill is \$30 a week more than Dunedin, Christchurch and Nelson.

It isn't the resident's fault that maintenance has been kept up as the costs of construction and maintenance have been paid for long ago and over and over again .

Stop wasting money on graffiti Art

Support below line living, food security

Support events that bring people to Southland/Invercargill.

Support families is events with great indoor or indoor/outdoor venues. This we'll help bring our communities together.

Support Grass root movement,

Supporting community clubs and organisations who provide recreation, sporting, cultural and welfare services to residents, by not charging them market rent and lease fees.

Supporting community led initiatives such as South Alive and Bluff 2024. There are some awesome people in the community doing great mahi that could be supported / better resourced to achieve their aspirations

Supporting local groups and events

Surely that is already covered by various Government organisations and other concerned bodies

Tackle what brings our communities down. Gangs and crackheads. I get putting out a pretty picture to the rest of the world but dude, our people are suffering.

Talk to the people who have problems

Talking Moore to the public and doing more surveys like this one and listen to the public on there views a thats a complicated sentence.. I only had secondary education. completely unanswerable

The city mall is great however where's the foot traffic? Needs a market and pharmacy to promote foot traffic. Movies and food do that when you want that. However when someone needs a medication from a pharmacy and wait for ten minutes, they therefore could be looking around the shops and potentially buy items.

The council is doing a good job in this respect

The council is far too engaged in funding things that are not council responsibilities.

The council should be providing more staff to police its existing city bylaws. Vehicles obstructing footpaths, littering, and dog fouling, Cycling on footpaths and c

The racism in this city is dreadful. Under a veneer of politeness/friendliness are multigenerational racist beliefs and actions. I am white, but when I go out with my Maori grandchildren I have experienced many horrible racist episodes. Also I have a german surname (I'm a pakeha kiwi) and have been told to my face that I am not wanted here in Southland and I need to leave.

There are a few institution that are helping the under privileged but they all need help and support

There needs to be dedicated resource/staffing to focus on this, its a people focused thing and it can't be done without adequate staffing. There also needs to be a genuine desire to work with communities and listen and respond to them and what they want, let them do the leading instead of assuming you know what they want/need. Also need to focus on the strengths that already exist.

There needs to be more things available to the youth

They already do well.

They are doing this well already

They should be doing their part keeping pur community greass mowed,mowing our council owned land at the front of our properties and fixing broken retaining walls instead of fobbing it off

Things for young people to do/ places to hang out

This question will be better asked once City Centre up grades have finished.

Tidy the place up, FIX THE BLOODY STREETS PROPERLY and get rid of the dead wood in management if you want more money to get the real work done.

Transport to events

Try listening to your ratepayers instead of consultants and/or Senior staff who appear to have nobody else's interests other than their

Turn tree's in to fruit trees and garden spaces in to more food gardens given today's economic situation.

Involve more family friendly activities in garden spaces too, ie: for kids, ride on train in Queenspark. Protected cycle-ways. Better promote video/live social media reporting of council activities in a summarized form rather than long meetings.

Understand that some people are not on the internet. Safer streets

Use platforms such a this e.g social media to communicate information. Support those in the suburbs who show an interest in building strong community links.

utilise the refurbished cbd to generate some life in the town

utilize wachner place - concerts, markets, fairs - things that will encourage families to gather in the town centre and give it vibrancy, and help people feel proud of and love their town. CLEAN THE STREETS!!! if a city is dirty and unkempt, no one cares.

Value those who care for the city and work hard to help Invercargill progress

Vowing to never again discriminate against residents based on vaccination status.

Water tower

We need computerised information boards with large txt placed around the city and suburbs.

We need computerised information boards, d with large txt

We need to make our community safer - so many gangs, drugs, burglaries, youth violence and vaping is a real problem in our youth. The streets are not safe for our children to walk around now days.

Well I think talking with age groups to see what they would like, the younger people do need a voice, well lit, tidy, family events

wellbeing through te whare tapa wha

What are the options Council is prepared to provide

What do you mean by this???

When asked for community input consider what is said.

Where to start... but don't have time. Hempcrete bike roller blade track for you in south city could join up with estuary through Panton street park. Mix native plants and fruit trees future proof food community resilience.

More for mental health, preventative focus at high schools cbt for anxiety/depression.

You should improve the bus system by making it more convenient to use. I believe this should take priority even over increasing the bus frequency.

Changes in Travel Since COVID

'Please provide details of the changes in your travel around Invercargill.'

As i have C.O.P.D since covid i travell to new world south city . down to srirrat st to visit my dad then home as of this date i have not had it

Bike, car, scooter, walking

Buses are not an option, I have to use taxis like Freedom Driving, Miss Daisy or Cabi, or try to get myself about in a wheelchair, because I cannot use the buses, they are not acessible for a wheelchair user

choose to make one trip to do messages instead of lots of littles ones

Do more online shopping

Do not go out and about as much

Do not use bus service like I use to

Does not go through south City really annoying

Don't go out as much.

Don't go when it's buzy, go at quite times, and due to covid, I wouldn't be catch bus at the moment just safety for myself,

Don't really go anywhere other than essential services or outdoor areas

Don't travel as much

Dont go into the city a lot as do not want to mingle with people

Drive where I need to go only

Go to less places as health compromised

I avoid all roadworks and most main roads, I hardly go to any shops, but as I said much of that is because of the parking meter hassles

I avoid crowded areas and supermarkets. Buy online. Due to the I don't care attitude.

I choose my time carefully when I go to town shopping and only go when I must,,I avoid busy areas such a the new mall, no longer go to cafes or other eateries, Travel only by car, go for walks in quiet areas at quiet times of the day, Actually surprising myself here at how much our patterns have changed!

I create a rough lan of where I want to go so I can achieve as much a possible pe trip. Fuel is becoming more expensive and I want to save as much money as possible.

I dnt sit near people if i see bus full before i get on i just tell bus driver carry on as mask arent used much anymire

I don't go far more because of Petrol costs

I don't really travel and only leave the house when it is absolutely needed.

I either walk or use my car

I like the roundabouts.

I lost my job. so now I would use the bus more during the day, as well as a taxi service more often.

I tend to go to crowded areas much less. I go to the supermarket at 8.30am as there are less people there at that time.

I travel much less

I use a taxis as i can no longer get on a bus

I used to catch the bus to and from work but since the buses now stop at 5pm they're no use to anyone who works in the CBD till five thirty

I walk a lot more now

I walk a lot more than before.

I walk a lot more to destinations

I work from home more often

I work more from home and provide more remote services to my clients. We have also moved closer to the CBD and Queens park so we walk more.

It is easy city to get around

less group contact

Less likely to attend crowded events

Less outings and travelling experiences with the family. Petrol and the cost of living is so expensive since covid.

Less trips into town

Mainly use mobility taxi around town as wife wheelchair bound. Would have be good to check hight of such vehicles when building new car park etc. Also mobility taxi parking is few and fare between

Meetings, cafes, shopping

Moved other side of town and so many road works

My travel around the city has changed during the time-span of COVID but not due to that. I had a bad accident in December 2021 and spent 16 weeks in hospital. Now I can only walk with a walking-frame in my house or inside other small, familia buildings but have to have someone push me in my wheelchair when out and about. So I have to depend on someone taking me in their car or use a taxi. The bus stop is too far for my husband to push me, especially when coming home as he would have to push me up our hill.

My wife drives us now and she has noticed people's driving habits have declined

My work hours changed so I can no longer catch public transport. I am forced to drive

not able to access the parking pay stations, pay stations not aligned with accessible parking, the expectation to use the mobility parking spaces in the mall, facing the long walk through shops to get to Esk St, through shops with bright lighting and trip hazards from stands Farmers for instance.

Not as often and I still wear a mask most times

Not using public transport over last 3 years

only going to places when absolutely necessary

Perfer a subsidies taxi

Road works!!

Sometimes the bus is just quicker.

The street's structures appear to get worse and worse after 2018. Appears that they do a very shit job and waste money fixing it a long of the year with cheap materials, so the roads never get better and they need to be covering the holes every single week. I think the company that does that service doesn't use the money properly..

there are none

theres not many bus stops as there used to be 7 years ago and i'm not very happy with all the sudden changes with bus times and locations.

Travel by car. Try to avoid crowded areas..with unfamiliar people.

Try to avoid crowded places

Unable to drive my car due to fuel prices, back to walking and biking but lacking lanes or even pavement on my road

Use car to keep distance since covid

Use more of the outskirts than before. Seldom go into cbd. Like to use the bus to go in and then time limit to get out. Hence why would be good to have Sunday bus service

use my own car . maybe why not look at using a shuttle van instead of buses on the weekends .

Walk a lot more.
Walk more
We shop less frequently
Working from home most of the time so don't go into town, frustrating when you do as roadworks are everywhere

Encouragement to Use Bus Routes (Other responses)

Which (if any) of the following would encourage you to use the bus service more frequently?

A bus that goes more directly to my area. Doesn't go to heaps of other areas first.
A early morning bus service so I can be in town at 7pm ish.
A how to use the bus section on the website for people with anxiety about new situations
A more direct service, not a long loop and available on Sundays
Able to take dogs onboard
Accessible to Wheelchairs
Age and no licence
An application that said where the routes were, an eta of the route selected and when the next bus would arrive via gps
An earlier, and later bus service. The days of people working only 9-5 are long gone.
being able to put a bike on the bus
Better Saturday times
better system to work out what bus you need at what time
Bus seats at bus stops (preferably sheltered from sun and rain
Bus service to the airport
Bus shelters.
Bus that can take me home for lunch and back to work within my lunch hour, allows me to leave the same time for work and get home the same time and cost less than driving a car.
Bus to the airport
Bus to the Airport.
can't climb into bus
Catering better to school needs
Cleaner
Cleaner buses
Don't even know how to use busses eg where do you buy tickets
Don't like the idea of busses going up n down my street. I would definitely use the bus if it consists of 1 bus from grasmere to Kew hospital and started from 0530 until 0000.
Driver training. Wrote in another area my concern
early morning service about 5am
extended bus hours prob til 7pm
Extra bus services over Holiday periods to Riverton/Bluff so people can explore our seaside townships.
Happy to drive while I am able and a
higher cost of using a car in the city (eg parking cost increases). Discourage cars encourages public transport use
Hope to use more frequently when less covid about.
Hospital
I am already a regular bus user and find the drivers very accomodating for picking up and dropping off
I am immune compromised. Would need masks/high level of cleanliness
I believe the existing bus services are quite adequate.
I could stay out of the rain while waiting for a bus
I don't need a bus
I have no need of a bus service even if it was free and convenient
I shouldn't need to change my bus e.g. travelling from Waikiwi to Richmond

I used to travel by car so i don't need to worry about bus timings as sometimes I work late hours
 I won't ever take a bus
 I won't. But I'd encourage free travel on MSD & IRD pay days
 I work from home, do not need a bus service
 I would consider if there was a bus to Fonterra in Edendale for work
 I would like a bus service to the kennington area! To visit family and friends and for them to use the service
 coming to Town!
 I would not use it as I like to go in get what I like get out
 I would prefer car to going around
 I would take the bus every time I went to town but I can't because I may have to get to the rest home urgently.
 if I no longer can ride my bike
 If I was more organized
 If we had better funding for ECE to cover the staffing to take trips
 It currently takes hours to go from one bus service to another to get across town(to work) I can walk it in 40
 mins or take two buses 90 min plus
 it is pretty good all round
 It says bus service to otatara and bluff...is there one going from these places? If not there really should be
 Kingswell Fire station
 Knowing how to use the service would be good
 Last year I caught bus at weka st, ur thing telling me where the bus was did not work and ICC staff seemed to
 know nothing about it when I phoned the office. Also catching bus home from the Civic was way out of CBD
 more buses seldom see one so again what bus
 more direct routes to town.
 More weekend buses
 Now I think of it I don't think I have ever seen a bus go past on Conyers Street?
 Only when I lose my licence.
 Proper communication by the permanent employee in the Council responsible for bus transport -
 communication with users.
 Route map with Street names and bus stops with timetables as in most cities
 Saturday morning bus
 Sheltered stops
 Shorter and more routes that went more directly to town centre instead of 50 little stops winding all around
 the streets. Also cheaper
 Since I live on one side of town and work in the other, it is not practical to catch multiple buses to commute to
 work by bus in terms of both time and money (I drive an EV which costs next to nothing to run).
 Stop giving us all stupid parking tickets
 Sunday bus please and weekend times earlier than 10 :(if that's workable :)
 Sunday services
 the CBD is expanding, need more than one inner city stop
 The current bus routes are limited in travel area.
 the previous system was not broken, I fail; to see why council tried to fix it!
 The service is fine. I just need to use it!
 There was to be a trial of Sunday buses
 To go from one area to another requires trip into cbd then a 2nd bus trip to next area 2 hours. Need a ring as
 well.
 To have a service which is accessible and still provides audio announcements for blind, vision impaired, new
 residents and tourists to know where they are in the route. Difficult for door-to-door service but we could
 investigate what other cities in the World do. Fantastic bus services in some cities like Otto in Washington DC.
 Unlikely to use
 When I was working in town there was no bus service when I finished work at 5-30 so had to use car