



WAIMAKARIRI
DISTRICT COUNCIL



OPINIONS
MARKET RESEARCH LTD

Customer Satisfaction Survey 2022 Report

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Key Insights



Research Objective

- To obtain an overview of the attitudes of residents to the services and facilities provided by the Waimakariri District Council.

Research Methodology and Sample Structure

- The 2022 Customer Satisfaction Survey was administered October – December.
- The survey was conducted online with a postal option available.
- There was a total of 772 participants.
- The sample has been weighted by age, gender and location to match the 2018 Census profile of residents.
- The statistical margin of error for 772 residents is $\pm 3.5\%$ at a 95% confidence level.

Satisfaction with Council's Overall Performance

- Nearly all (86%) expressed satisfaction with the overall performance of the Council.
- 10% were dissatisfied.
- The main reasons for dissatisfaction centred around cost, roading and communication.



Importance of Council Services

- Most facilities and services provided by Council were considered important.
- The top 10 most important services in 2022 were recycling services, stormwater drainage including urban stormwater, parks and reserves, rubbish collection/ disposal, public toilets, roading related activities, emergency/ natural hazard management, sewerage, water reticulation and supporting resident safety and wellbeing.
- Rated as least important, by a sizeable minority, was Rangiora Airfield and cycleways.
- Females were more likely than males to consider library services, dog parks, cycleways, supporting resident safety and wellbeing, creating jobs, encouraging sustainability, protecting/enhancing indigenous biodiversity, responding to climate change and social needs based housing important.



Satisfaction with Customer Service Delivery

- Among those contacting Council staff in the last 12 months, 80% were satisfied overall, although 17% expressed dissatisfaction indicating there is room for improvement.
- Those commenting on the reasons for their dissatisfaction indicated a lack of resolution to issues was the primary issue.
- Those aged 60 and over expressed the highest level of satisfaction, although the differences are not statistically significant.
- Among those using the Online e-services, satisfaction was high.
- Satisfaction with online rates payment services was higher among those aged 60+, and with online dog registration payment among those aged 30-59.



Satisfaction with Communication and Consultation

- 67% were satisfied with the overall quality of information the Council provides about its activities and only 9% were dissatisfied. 23% had no opinion.
- There is also a high level of satisfaction across a number of aspects of communications including readability, ease of access, timeliness and relevance (between 64% and 67%).
- Participation in Council consultation over the last 12 months was low - only 13% had taken part in the last 12 months. Comments from those taking part reveal a range of views including that feedback isn't taken into account and that communication was good.
- Males were more likely to have taken part in Council consultation over the last 12 months than females.
- Overall satisfaction with Council communication and consultation indicates there is room to and increase community participation.



Satisfaction with Community Support

- There was a high proportion of respondents with ‘no opinion’ about the support Council provides for elderly persons housing (61%), youth development (59%), and welcoming and supporting new residents (50%). Over a quarter were satisfied with each (28%, 26% and 39% respectively) and between 11% and 15% were dissatisfied.
- 54% were satisfied with the support Council provides around residents safety and wellbeing, however, 17% were dissatisfied. A further 28% had no opinion.
- 57% were satisfied with the support Council provides to community groups and organisations and only 7% were dissatisfied. 36% had no opinion.
- Overall, given the proportion of residents with no opinion, these findings indicate that awareness could be raised around Council’s support in these areas.
- Furthermore, considering levels of dissatisfaction, there are also opportunities to improve the level of Council support.



Satisfaction with Emergency Management

- A quarter or more had no opinion as to how satisfied or dissatisfied they were with the Council's response in a number of emergency areas, including civil defence emergency management (25%), earthquake (33%), flood (26%) and tsunami (42%) emergencies. This indicates a need to increase awareness of emergency management planning.
- Among those with an opinion, most were satisfied with the aspects of Council's emergency management provision.
- The area that attracted most dissatisfaction was the Council's response to flooding (10% dissatisfied), particularly from respondents residing in the Ohoka Swannanoa Subdivision.
- 28% did not have an opinion as to how satisfied they were with the Council ensuring residents are able to look after themselves effectively in an emergency. 59% were satisfied and 12% were dissatisfied indicating there is room for improvement in relation to this aspect.



Satisfaction with District Development Management

- There was a high proportion of participants who had no opinion about Council's performance in a number of district development activities (between 21% and 39% across various activities). This finding indicates that there is an opportunity to increase residents' awareness and knowledge of Council's district development activities.
- A number of aspects of district development received relatively low satisfaction ratings, particularly planning for the future of rural areas (38%) planning for future subdivisions for housing (47%), and creating public places and spaces that are accessible to people with impairments (47%). Promoting the District saw the highest level of satisfaction (63%). Those in Oxford Subdivision were more likely to be dissatisfied with planning for the future of rural areas than those in other areas.
- Males were more likely than females to be dissatisfied with the work of the Council around encouraging increased business activity.



Satisfaction with Environmental Management

- Responses by participants to questions about their satisfaction with the work the Council is doing around environmental management indicate that a sizable proportion of between 19% and 41% (depending on the activity) had no opinion. This indicates there is an opportunity for Council to raise residents' awareness.
- 57% were satisfied with the work the Council does in protecting / enhancing indigenous biodiversity and 55% with the waterways the Council is responsible for. 47% were satisfied with Council's work in encouraging sustainability, and only 38% with Council's response to climate change.
- Levels of dissatisfaction were highest for Council's efforts in protecting / enhancing waterways the Council is responsible for (26%) and lowest for protecting / enhancing indigenous biodiversity (15%). Satisfaction with protection/enhancement of waterways the Council is responsible for was higher among residents of the Rangiora Subdivision than of other areas.
- Satisfaction with many of these measures was lower among the 30 – 59 year old age group and higher among those aged 60 and over.



Satisfaction with Regulatory Performance

- 28% of participants had been in contact with the Council about an aspect of regulatory performance in the last 12 months.
- Between 63% and 76% of all survey participants had no opinion about whether they were satisfied or dissatisfied with the performance of the Council delivering regulatory services across a number of areas.
- Among only those who had contact with individual regulatory services, satisfaction was highest for food safety (78%), animal control (61%) and building consents (61%), and lowest for noise control (51%), with alcohol licensing and resource consents ranging in the middle (56% and 59% respectively) It should be noted that some of the sample sizes of people using these services were small meaning these findings are indicative only.



Satisfaction with Roothing and Transport Provision

- Satisfaction was highest for town footpaths (81%) and town roads (78%). It was lowest for provision of park and ride in Kaiapoi (27%) and Rangiora (38%), though both of the latter attracted a high proportion of 'no opinions' (66% and 54% respectively).
- Of note, there was a sizable proportion of participants who did not have an opinion about infrastructure to support alternative transport, in particular around the provision of bus shelters (44%), cycle stands (61%) and EV chargers for vehicles (65%).
- Satisfaction with provision for cycling and for park and ride in Rangiora was higher among residents in the Rangiora Subdivision, and with provision for off-street parking and park and ride in Kaiapoi among residents in the Kaiapoi Woodend Ward.
- Dissatisfaction was higher with roads among residents in the Oxford Subdivision, with small settlement footpaths among residents in the Ohoka Swannanoa Subdivision, and with unsealed rural roads among residents in the Ashley Subdivision.



Satisfaction with Stormwater Drainage

- Approximately three quarters (74%) of participants were within a Waimakariri District Council land drainage area.
- Whilst 71% expressed satisfaction with drainage, there was a sizeable minority of 20% who were dissatisfied.
- Reasons for dissatisfaction centred around issues with flooding.
- Satisfaction with the stormwater system was higher among those in the Pegasus and Rangiora – Urban land drainage areas and lower among those in the Ohoka area.



Satisfaction with Council Operated Water Supply

- Three quarters of participants (75%) were on a Council operated water supply.
- Most (86%) were satisfied overall with the water supply but there were some issues for a minority around taste, quantity, appearance and reliability.
- Most comments made were based around issues with chlorination.
- Satisfaction with the water supply overall and aspects of the water supply was higher in Rangiora Subdivision and lower in Kaiapoi Woodend Ward (chlorination issues).

Satisfaction with Council Operated Sewerage Systems

- 63% disposed of their sewage via a Council operated system and, of these participants, nearly all were satisfied (91%). Only 2% were dissatisfied.



Satisfaction with Kerbside Collection Services

- 74% of participants were on the Council operated kerbside collection.
- Most were satisfied with the collection service for rubbish (86%), recycling (91%) and organics (72%).
- Those who expressed dissatisfaction principally raised issues around missed and damaged bins, service coverage and cost.
- Satisfaction with the organics collection was higher among residents in the Rangiora Subdivision and lower among residents in the Ohoka Swannanoa Subdivision.
- Those with access to kerbside collection services, both Council and contractor/bin services typically use these services about once every two to three weeks or more often.



Satisfaction with Household Waste Disposal Services

- While satisfaction was high for the kerbside collection services, it was low for delivering rubbish, recyclables and green waste to transfer stations indicating there is a need to improve transfer station services.
- Satisfaction with aspects of Southbrook Resource Recovery Park is generally high among those who typically use it. It is lowest for hazardous waste disposal (54%) and greenwaste disposal (74%), and between 86% and 95% for other aspects. Among those who typically use Oxford Transfer Station, satisfaction is lowest for opening hours/days (50%), greenwaste disposal (49%) and hazardous waste disposal (50%), and from 72% to 93% for other aspects. Among those who typically use Cust Rural Recycling Facility, satisfaction tends to be lower, particularly for the service provided by staff (10%), rubbish disposal (16%), the range of services provided (28%), greenwaste disposal (5%) and hazardous waste disposal (0%); however it should be noted that these results are based on a small sample size and therefore indicative only.
- Use of transfer stations was less frequent than kerbside services with most using these stations about once a month or less often.
- Those composting kitchen and garden waste typically did so on a frequent basis stating they did so once a week or more often.



Satisfaction with Library Services

- Almost half (49%) had used a Waimakariri library in the last 12 months.
- Among only those survey participants who mainly used each, there was a high level of satisfaction with all three district libraries (97% for Rangiora Library, 98% for Kaiapoi Library, 95% for Oxford Library).
- However, a significant proportion of all survey participants didn't have an opinion about Rangiora Library (40%), Kaiapoi Library (61%) or Oxford Library (84%).
- Among those who have used a Waimakariri library in the last 12 months, satisfaction is highest for customer service (97%), library spaces (97%), library opening hours (95%) and physical collections (85%). There was a high proportion of respondents with 'no opinion' for the other aspects asked about (from 39% to 66%), although satisfaction among those who did express an opinion was high.
- Satisfaction with programmes, events and services for children and families was higher among females than males. And, with computer services, internet and wifi among those aged 30-59 than among other age groups.



Satisfaction with Swimming Pools

- 33% of all participants had used a Council operated swimming pool in the last 12 months. Females and those aged 18-29 were the most likely to have done so.
- Of those using a pool, most had used the Dudley Park Aquatic Centre (81%), and fewer used the Kaiapoi Aquatic Centre (30%). Very few had used the Oxford Community Pool (4%).
- Among all survey participants, there was a high proportion who had no opinion about whether they were satisfied or not with the pools (53% for Dudley Park Aquatic Centre, 71% for Kaiapoi Aquatic Centre, 91% for Oxford Community Pool).
- Among those who mainly use each pool, there was a high level of satisfaction with the Dudley Park Aquatic Centre (92%) and for Kaiapoi Aquatic Centre (89%). Satisfaction with Oxford Community Pool was considerably less at 43%, however the sample size is small and the findings indicative as a result.
- Comments about improvements to the pools primarily focused around improving aspects of the facilities available.



Satisfaction with Green Space and Community Buildings

- For green spaces and community buildings, satisfaction was highest for parks and reserves (91%), street trees (83%) and sports fields (75%). It was lowest for dog parks (55%) and play equipment (59%) though it should be noted that these attracted high proportions of 'no opinion' (35% and 36% respectively), together with community halls/meeting rooms (37% no opinion).
- Dissatisfaction was highest for public toilets (20%) and street trees (13%). Comments relating to public toilets seek more cleaning and maintenance. Comments relating to street trees seek more trees and better maintenance.

Satisfaction with Cemeteries

- A notable 56% of respondents did not offer an opinion about the overall quality of cemeteries. Among those with an opinion, satisfaction with cemeteries was very high, with only seven respondents dissatisfied.



Introduction



This customer satisfaction survey was completed in 2022 by Opinions Market Research on behalf of The Strategy & Business Unit, Waimakariri District Council.

This survey has been previously conducted in 1992, 1995, 2001,2004, 2007, 2010, 2013, 2016 and 2019.



The objective of this survey was to obtain an overview of the attitudes of residents to the services and facilities provided by the Council.

The findings from this survey will be used to inform LTP 2024 preparations and improved service delivery.



The 2022 Customer Satisfaction Survey was conducted October – December. It started once the local body elections had been concluded.

The methodology was re-designed in 2022 for a number of reasons including to improve efficiency and sustainability, due to a shift in the availability of Council and community resources and as a result of the prevalence of Covid-19 in the community.

The question set was also changed to a resident based question set rather than a household based question set.

The questions were designed in a collaborative manner by Waimakariri District Council and Opinions. An initial pilot survey was completed with the proposed question set.

The questions focused on satisfaction, captured the use of some Council facilities/ services and reasons for satisfaction/ dissatisfaction and collected feedback on areas for improvement.

Most questions in this survey were asked of all participants regardless of whether they had used a specific service in the last 12 months. This meant in some cases participants responded based on their perception of a service rather than their experience using the service. It also meant that some people were unable to state an opinion about a service or said they did not know.

Findings from previous surveys have been included where the questions were similar, however, caution is needed as the findings are not directly comparable due to changes in 2022 to the methodology, sample structure and question wording.



A sample of residents was randomly selected by the Council to take part in the survey. This sample was selected based on the geographical distribution of the population by ward across the district. Businesses were excluded.

Those in the sample with email addresses were sent an email with a link to the survey and these people were also offered the chance to have a paper-based copy posted to them for completion and return. Those selected who did not have email addresses were sent a postal survey to complete and also given a link to complete the survey online, this postal process was managed by the Council.

A target sample of 600 residents was sought, and a total of 772 participants took part. The statistical margin of error of a sample of 772 residents is $\pm 3.5\%$ at a 95% confidence level.

Quotas were applied to the sample in terms of age, gender, area and ethnicity to ensure it was representative of the population aged 18 and over relative to the Census 2018. The sample achieved was within 6% of the quota requirements by early December 2022 and a decision was made to weight the final data set by age, gender and area to match the Census 2018. This means the survey results can be considered to be an accurate reflection of the views of Waimakariri residents as a whole.



Sample Profile

		2018 Census	2022		
			Unweighted		Weighted
			%	n	%
Total			772		
Gender	Male	49%	329	43%	48%
	Female	51%	434	56%	51%
	Gender diverse	-	1	<0.5%	<0.5%
	Prefer not to say	-	8	1%	1%
Age	18-29	16%	78	10%	16%
	30-59	51%	379	49%	51%
	60+	33%	312	40%	33%
	Not stated	-	3	<0.5%	<0.5%
Ethnicity	European	93%	721	93%	93%
	Māori	7%	50	6%	7%
	Other	5%	43	6%	6%
	Not stated	-	7	1%	1%
Area	Oxford Subdivision	10%	71	9%	10%
	Ohoka Swannanoa Subdivision	10%	79	10%	10%
	Ashley Subdivision	11%	95	12%	11%
	Rangiora Subdivison	29%	256	33%	29%
	Kaiapoi Woodend Ward	39%	271	35%	39%



Sample Profile

		2022		
		Unweighted		Weighted
		n	%	%
Total		772		
Life Stage	Younger, no dependents	48	6%	10%
	Has dependents	228	30%	32%
	Older, no dependents	493	64%	58%
	Not stated	3	<0.5%	<0.5%
Home Ownership	Homeowner	722	94%	91%
	Not homeowner	50	6%	9%
Occupation	In full time paid employment	346	45%	50%
	In part time paid employment	115	15%	14%
	Not in paid employment/seeking/beneficiary	16	2%	2%
	Retired	222	29%	24%
	Home executive	28	4%	3%
	Student	8	1%	1%
	Other	35	5%	5%
	Not stated	2	<0.5%	<0.5%



Sample Profile

		2022			2019	
		Unweighted		Weighted		
		n	%	%	n	%
Total		772			453	
Lived in Waimakariri District	0 – 4 years	166	22%	23%	76	17%
	5 – 9 years	127	16%	17%	95	21%
	10 – 14 years	116	15%	15%	67	15%
	15 – 19 years	74	10%	9%	48	11%
	20 years or more	288	37%	36%	152	34%
	Not stated	1	<0.5%	<0.5%	15	3%
Lived at Present Address	0 – 4 years	303	39%	42%	171	38%
	5 – 9 years	188	24%	25%	120	26%
	10 – 14 years	119	15%	14%	52	11%
	15 – 19 years	54	7%	7%	49	11%
	20 years or more	107	14%	12%	47	10%
	Not stated	1	<0.5%	<0.5%	14	3%



- The statistical margin of error of the total sample of 772 residents taking part in the survey in 2022 is $\pm 3.5\%$ at a 95% confidence level. Where significant differences were identified in the 2022 survey findings between age groups, genders and by location these differences have been included in the Key Insights.
- A number of questions where participants rate their satisfaction with a service were asked of all survey participants rather than, for example, just the users of a specific service in the last 12 months. As a result, many of the findings are based on participants perception of a service rather than their satisfaction with their experience of using the specific service. In some cases there is a high proportion of participants who have stated they have no opinion about the service. For this reason, in addition, the findings are reported by the users of a specific service in, for example, the last 12 months, where that dataset is available.
- Even if the proportion of respondents with no opinion of a particular service is high, it is important to report on the full sample, so as not to overstate satisfaction levels. However, when interpreting data where a large proportion of respondents had no opinion, users may wish to also utilise tables provided to more closely consider only those who shared an opinion.
- For questions rating satisfaction or importance, the bar graphs are presented with the percentage of participants giving each response on the scale. The adjacent tables show an overview of the combined percentages for those who were Satisfied (=Very satisfied or Satisfied) and Dissatisfied (=Dissatisfied or Very dissatisfied), or Important (=Very important or Quite important) and Not important (=Not very important or Not at all important).



- In addition, mean scores are shown which are calculated as follows; a higher mean score indicates a higher level of satisfaction/importance:
 - Very satisfied / Very important = 4
 - Satisfied / Important = 3
 - Dissatisfied / Not very important = 2
 - Very dissatisfied / Not at all important = 1
- All percentages and weighted number of participants (N) are shown rounded to zero decimal places. Given the statistical margin of error of a sample of 772 residents is $\pm 3.5\%$ at a 95% confidence level there is no need to report findings by less than one decimal place.
- A percentage shown as “-” indicates that fewer than 0.5% gave the response.
- Due to rounding a bar in a graph e.g. 1% may appear to be shorter than another bar of 1%, this is due to rounding.
- For tables and charts showing percentages and N, the weighted number (N) of participants giving each response is shown in brackets next to the percentage.
- Given the changes in the 2022 survey to the methodology, sample structure and question wording, compared with the 2019 survey, this means that a direct comparison of findings between the two surveys is not possible.



Main Findings

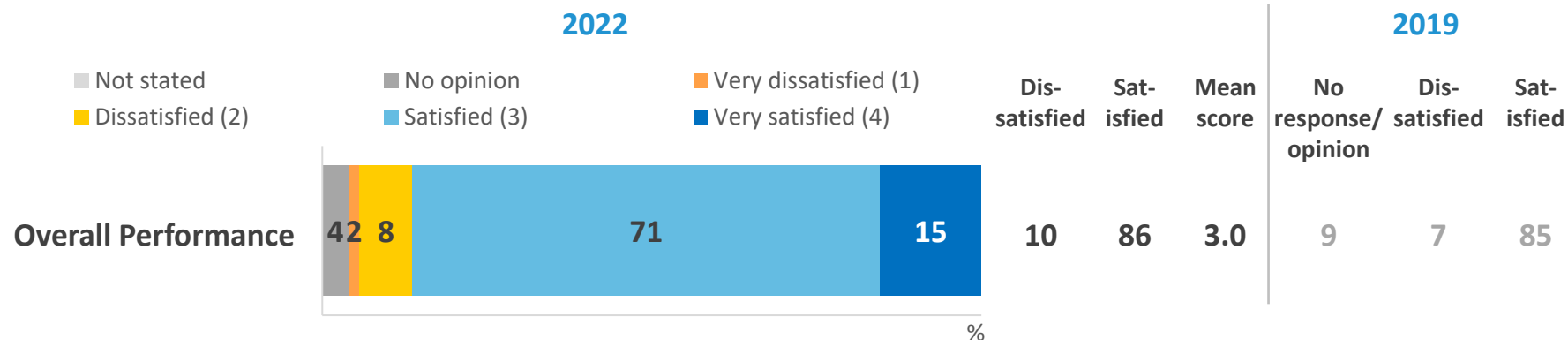


Satisfaction with Council's Overall Performance



Overall Performance Satisfaction

Q. How satisfied are you with the overall performance of the Council?



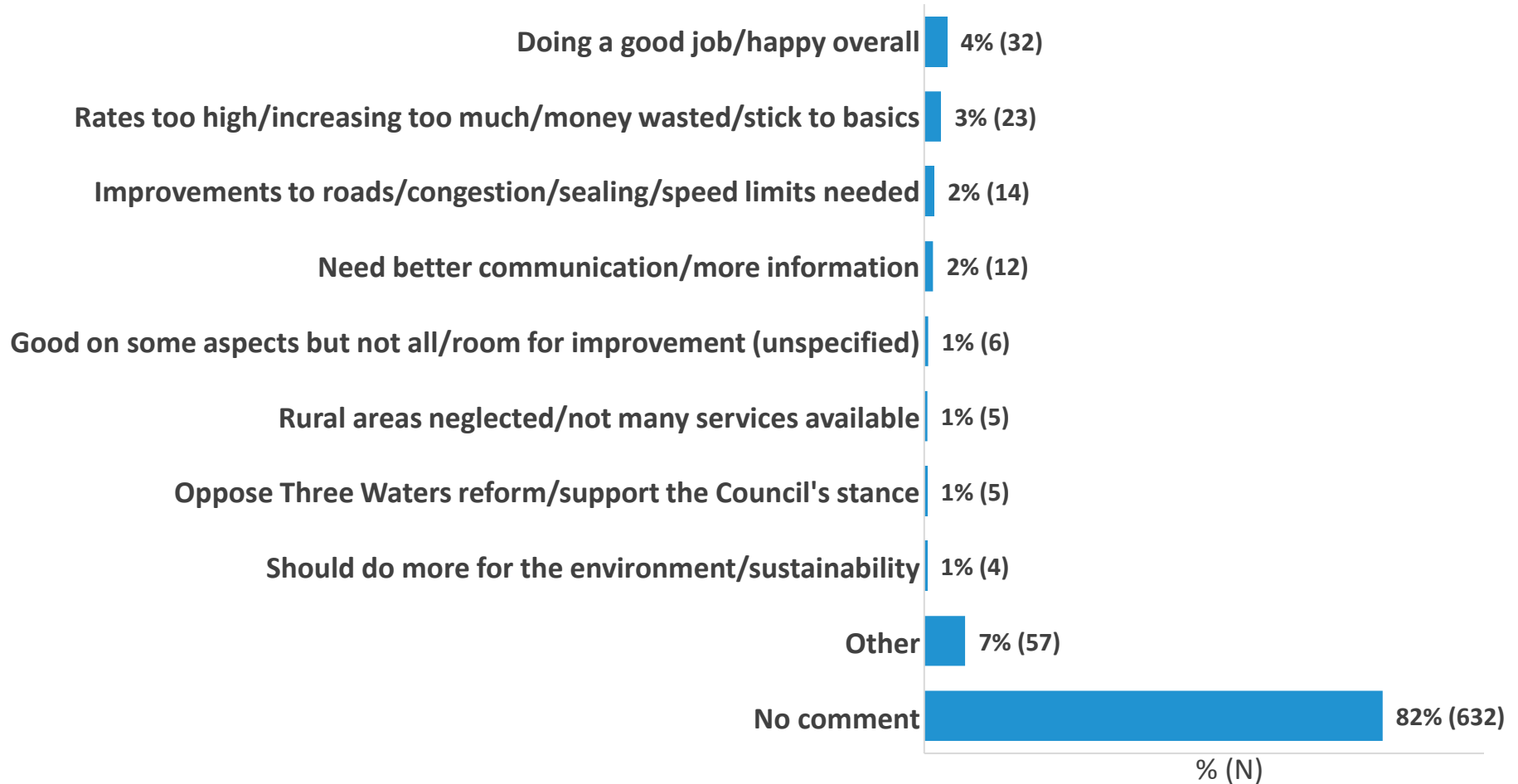
2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Overall Performance	-	4% (31)	2% (13)	8% (62)	71% (547)	15% (119)

Total sample: 2022: 772; 2019: 453
 N=Weighted number of participants



Overall Performance Comments

Q. Do you have any comments you would like to make about any aspects of the Council's overall performance or any other aspects of the Council's work?



Total sample: 2022: 772
N=Weighted number of participants

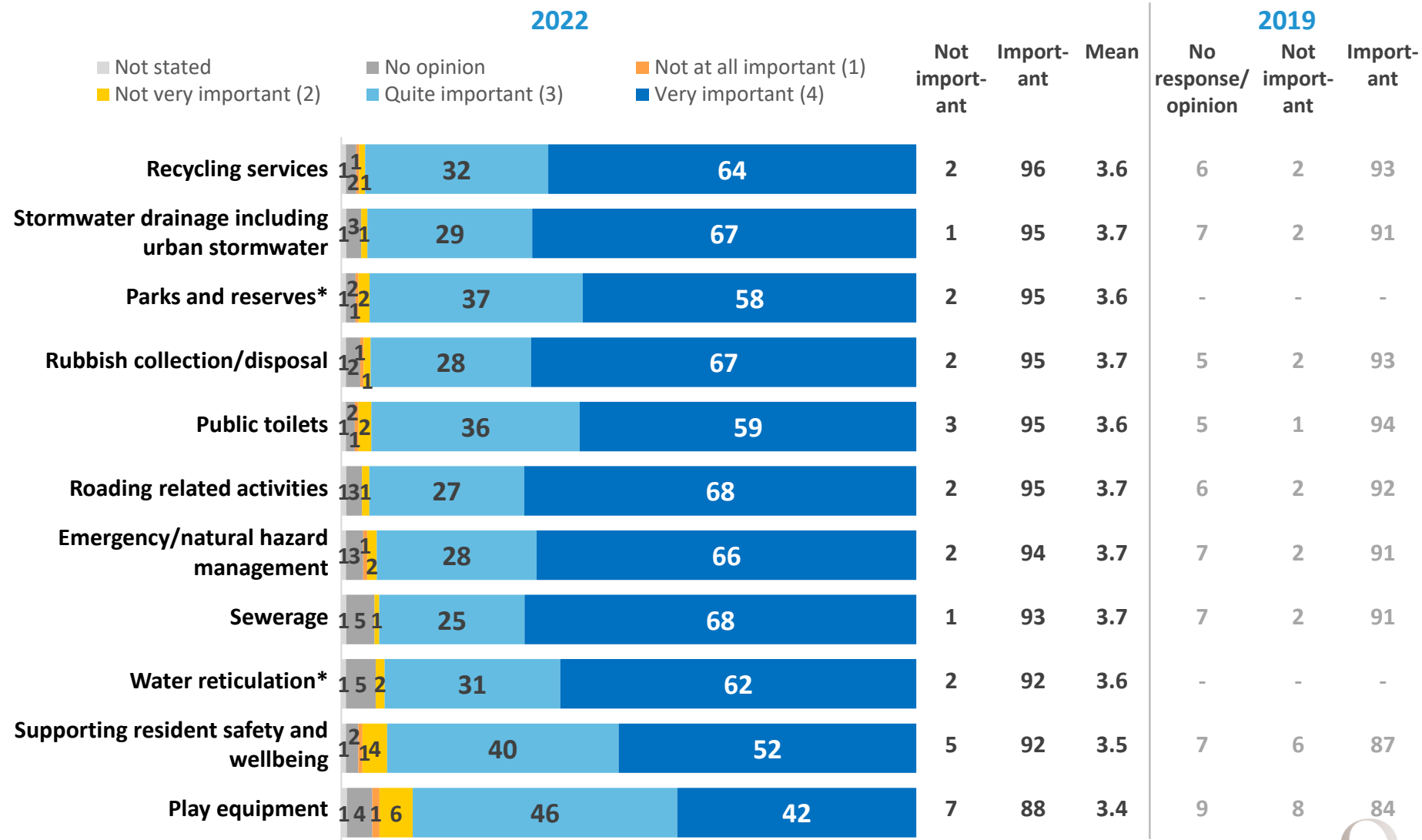


Importance of Council Services



Importance of Council Services

Q. How important do you think it is for the Council to be involved with each of the following?



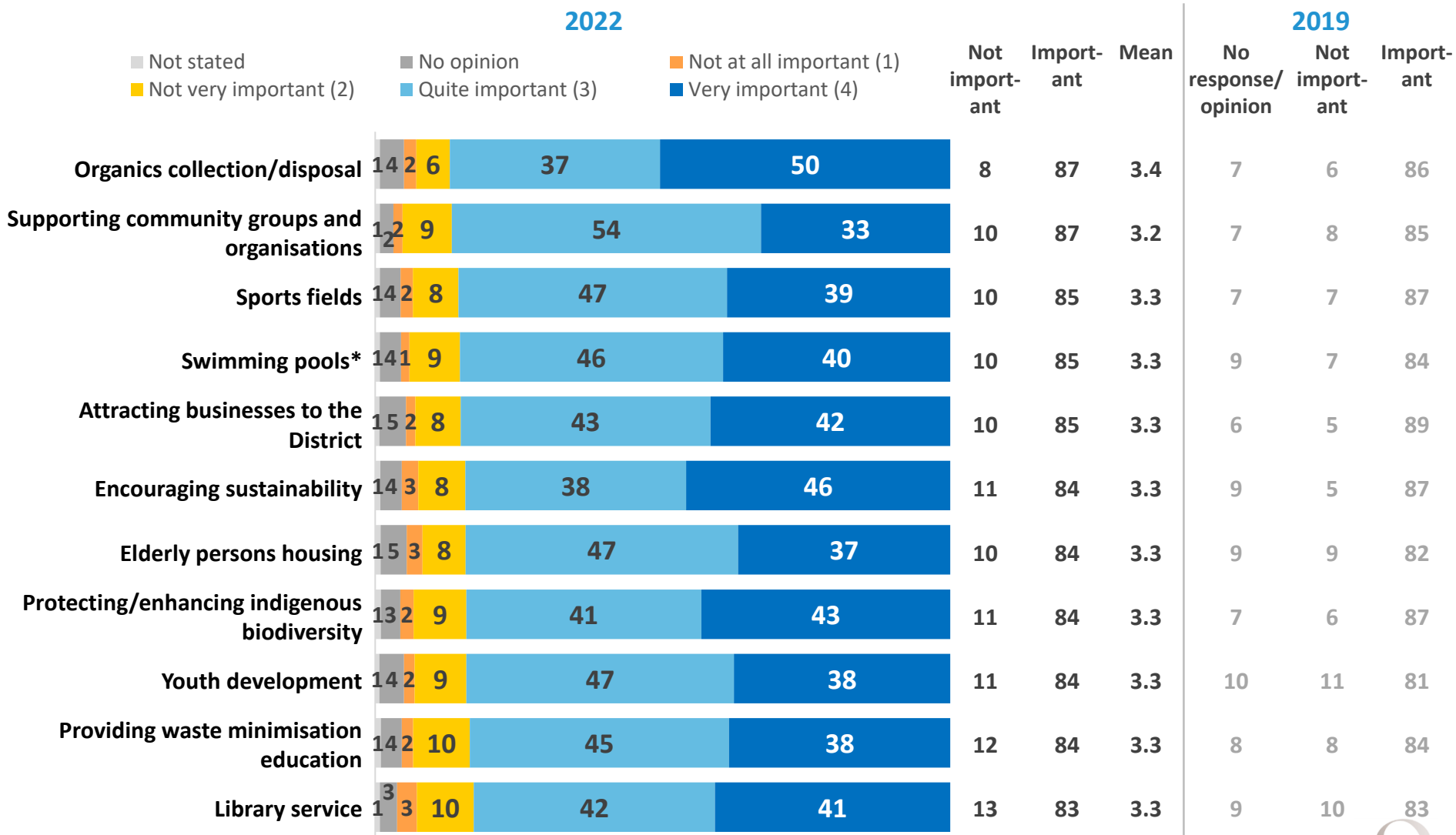
Total sample: 2022: 772; 2019: 453

*Not asked in 2019



Importance of Council Services cont.

Q. How important do you think it is for the Council to be involved with each of the following?



Total sample: 2022: 772; 2019: 453

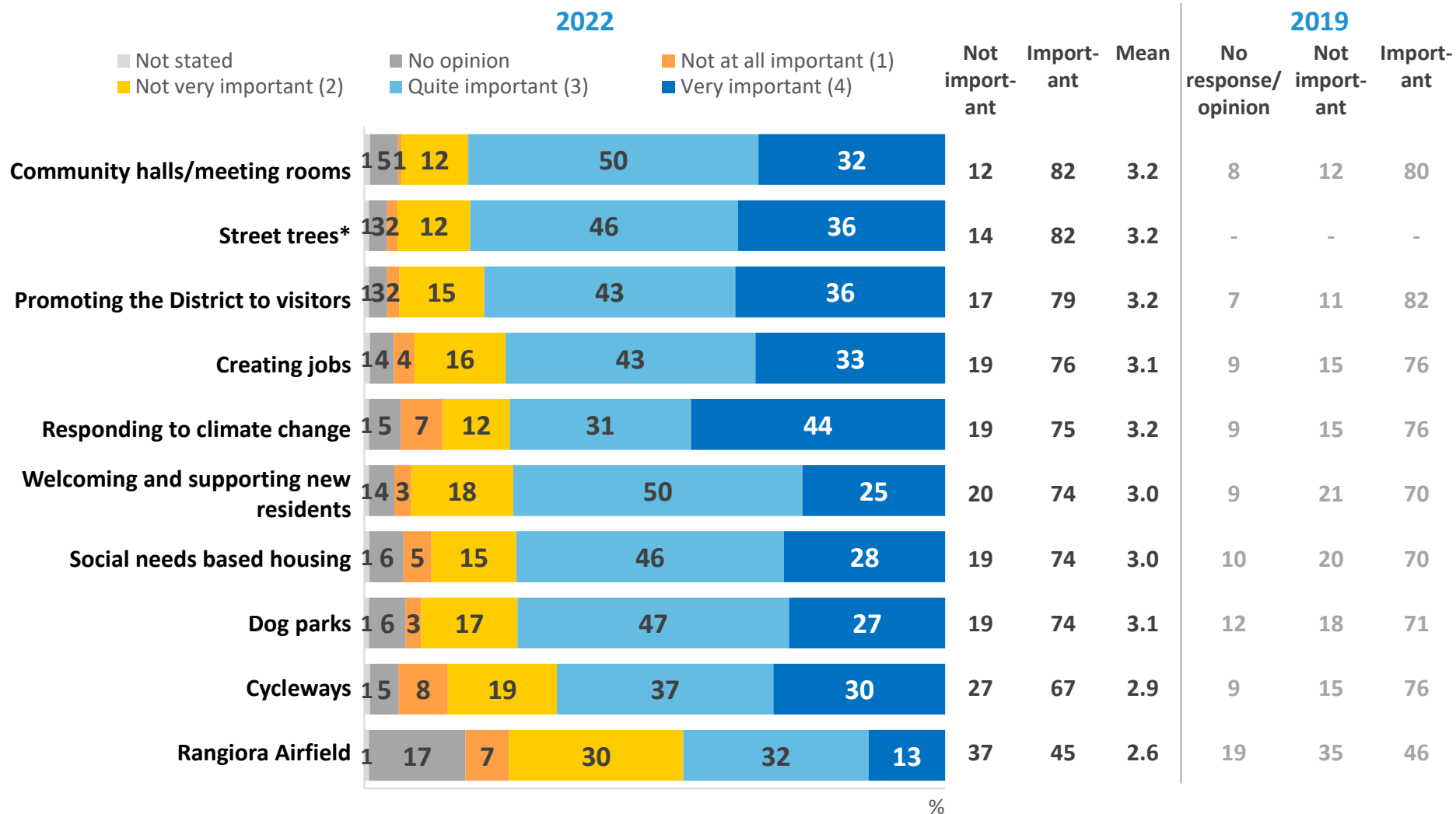
*Aquatic centres in 2019

%



Importance of Council Services cont.

Q. How important do you think it is for the Council to be involved with each of the following?



Total sample: 2022: 772; 2019: 453

*Not asked in 2019



Importance of Council Services, 2022

Q. How important do you think it is for the Council to be involved with each of the following?

% (N)	Not stated	No opinion	Not at all important	Not very important	Quite important	Very important
Recycling services	1% (6)	2% (14)	1% (4)	1% (8)	32% (246)	64% (494)
Stormwater drainage including urban stormwater	1% (6)	3% (20)	-	1% (8)	29% (221)	67% (514)
Parks and reserves	1% (6)	2% (13)	1% (4)	2% (15)	37% (286)	58% (448)
Rubbish collection/disposal	1% (6)	2% (19)	1% (5)	1% (9)	28% (216)	67% (517)
Public toilets	1% (6)	2% (12)	1% (5)	2% (17)	36% (280)	59% (452)
Roading related activities	1% (6)	3% (21)	-	1% (10)	27% (207)	68% (524)
Emergency/natural hazard management	1% (6)	3% (23)	1% (6)	2% (12)	28% (215)	66% (510)
Sewerage	1% (6)	5% (38)	-	1% (6)	25% (194)	68% (523)
Water reticulation	1% (6)	5% (40)	-	2% (12)	31% (236)	62% (478)
Supporting resident safety and wellbeing	1% (6)	2% (16)	1% (6)	4% (33)	40% (311)	52% (400)
Play equipment	1% (8)	4% (34)	1% (10)	6% (45)	46% (355)	42% (321)

Total sample: 2022: 772
N=Weighted number of participants

Continued on next slide



Importance of Council Services, 2022 cont.

Q. How important do you think it is for the Council to be involved with each of the following?

% (N)	Not stated	No opinion	Not at all important	Not very important	Quite important	Very important
Organics collection/disposal	1% (6)	4% (32)	2% (16)	6% (45)	37% (282)	50% (390)
Supporting community groups and organisations	1% (6)	2% (18)	2% (12)	9% (66)	54% (415)	33% (254)
Sports fields	1% (6)	4% (28)	2% (17)	8% (61)	47% (360)	39% (300)
Swimming pools	1% (6)	4% (28)	1% (11)	9% (68)	46% (353)	40% (305)
Attracting businesses to the District	1% (6)	5% (36)	2% (13)	8% (61)	43% (336)	42% (322)
Encouraging sustainability	1% (7)	4% (29)	3% (22)	8% (63)	38% (297)	46% (354)
Elderly persons housing	1% (7)	5% (35)	3% (21)	8% (58)	47% (366)	37% (285)
Protecting/enhancing indigenous biodiversity (plants and animals native to NZ)	1% (8)	3% (26)	2% (18)	9% (71)	41% (316)	43% (334)
Youth development	1% (6)	4% (33)	2% (14)	9% (70)	47% (359)	38% (290)
Providing waste minimisation education	1% (8)	4% (28)	2% (15)	10% (76)	45% (348)	38% (297)
Library service	1% (6)	3% (23)	3% (26)	10% (76)	42% (324)	41% (316)

Total sample: 2022: 772
N=Weighted number of participants

Continued on next slide



Importance of Council Services, 2022 cont.

Q. How important do you think it is for the Council to be involved with each of the following?

% (N)	Not stated	No opinion	Not at all important	Not very important	Quite important	Very important
Community halls/meeting rooms	1% (8)	5% (37)	1% (4)	12% (89)	50% (386)	32% (248)
Street trees	1% (6)	3% (24)	2% (14)	12% (96)	46% (356)	36% (275)
Promoting the District to visitors	1% (6)	3% (24)	2% (16)	15% (113)	43% (334)	36% (279)
Creating jobs	1% (8)	4% (32)	4% (27)	16% (121)	43% (332)	33% (252)
Responding to climate change	1% (6)	5% (42)	7% (56)	12% (89)	31% (241)	44% (338)
Welcoming and supporting new residents	1% (6)	4% (33)	3% (23)	18% (136)	50% (384)	25% (190)
Social needs based housing	1% (7)	6% (45)	5% (37)	15% (113)	46% (355)	28% (214)
Dog parks	1% (6)	6% (49)	3% (21)	17% (128)	47% (361)	27% (207)
Cycleways	1% (8)	5% (38)	8% (65)	19% (145)	37% (288)	30% (228)
Rangiora Airfield	1% (6)	17% (128)	7% (58)	30% (232)	32% (246)	13% (102)

Total sample: 2022: 772
N=Weighted number of participants



Top 10 Most Important Council Services

Q. How important do you think it is for the Council to be involved with each of the following?

Top 10 2022

	Important*
Recycling services	96% (740)
Stormwater drainage including urban stormwater	95% (735)
Parks and reserves**	95% (734)
Rubbish collection/disposal	95% (733)
Public toilets	95% (732)
Roading related activities	95% (731)
Emergency/natural hazard management	94% (724)
Sewerage	93% (718)
Water reticulation**	92% (714)
Supporting resident safety and wellbeing	92% (710)

Top 10 2019

	Important*
Public toilets	94
Rubbish collection/disposal	93
Recycling services	93
Local parks†	92
Roading related activities	92
Emergency/natural hazard management	91
Sewerage	91
Stormwater drainage including urban stormwater	91
Attracting businesses to the District	89
Natural parks†	88

Total sample: 2022: 772; 2019: 453

*Very important or quite important

**Not asked in 2019

N=Weighted number of participants

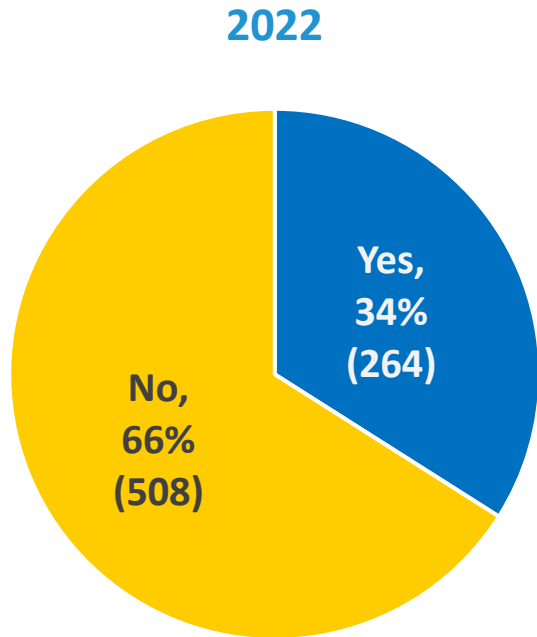
†Not asked in 2022



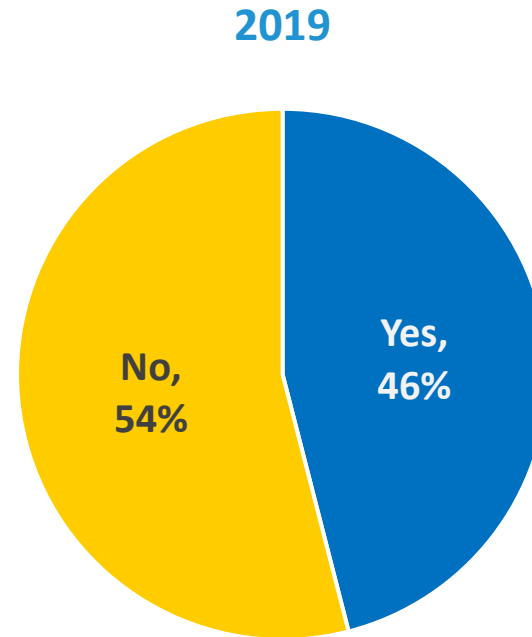
Satisfaction with Customer Service Delivery



Q. Have you had contact with Council staff during the last 12 months regarding Council business?



Total sample: 2022: 772
N=Weighted number of participants



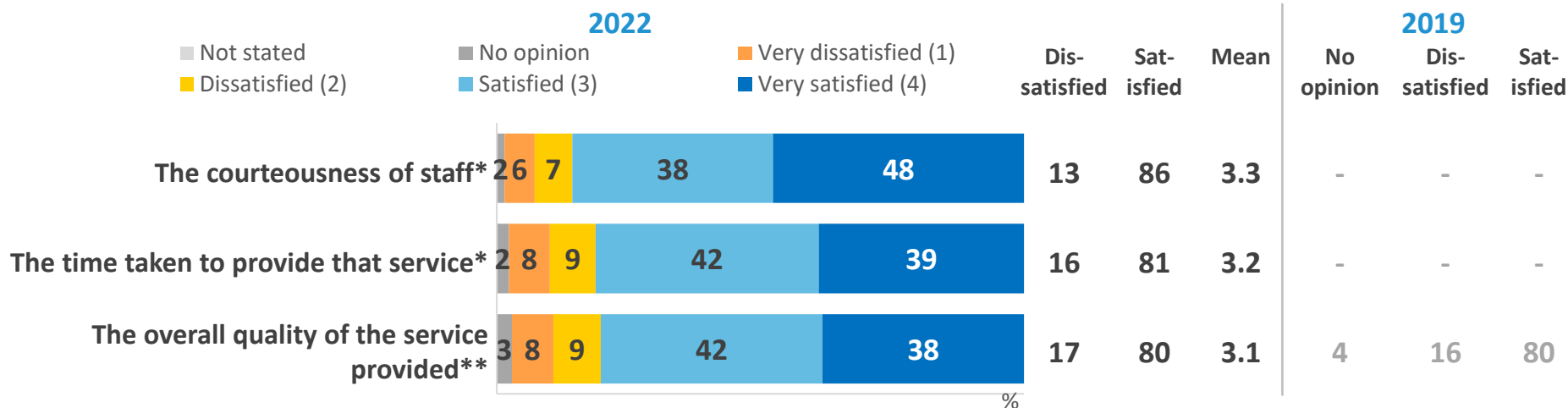
Total sample: 2019: 453



Customer Service Satisfaction

Among those Contacting the Council in the Last 12 Months

Q. How satisfied were you with the following aspects of the service you received when you contacted the Council?



2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
The courteousness of staff	-	2% (4)	6% (15)	7% (19)	38% (101)	48% (126)
The time taken to provide that service	-	2% (6)	8% (21)	9% (23)	42% (112)	39% (103)
The overall quality of the service provided	-	3% (8)	8% (21)	9% (24)	42% (111)	38% (101)

Sample: those who had contact with Council staff during the last 12 months regarding Council business: 2022: 265; 2019: 207

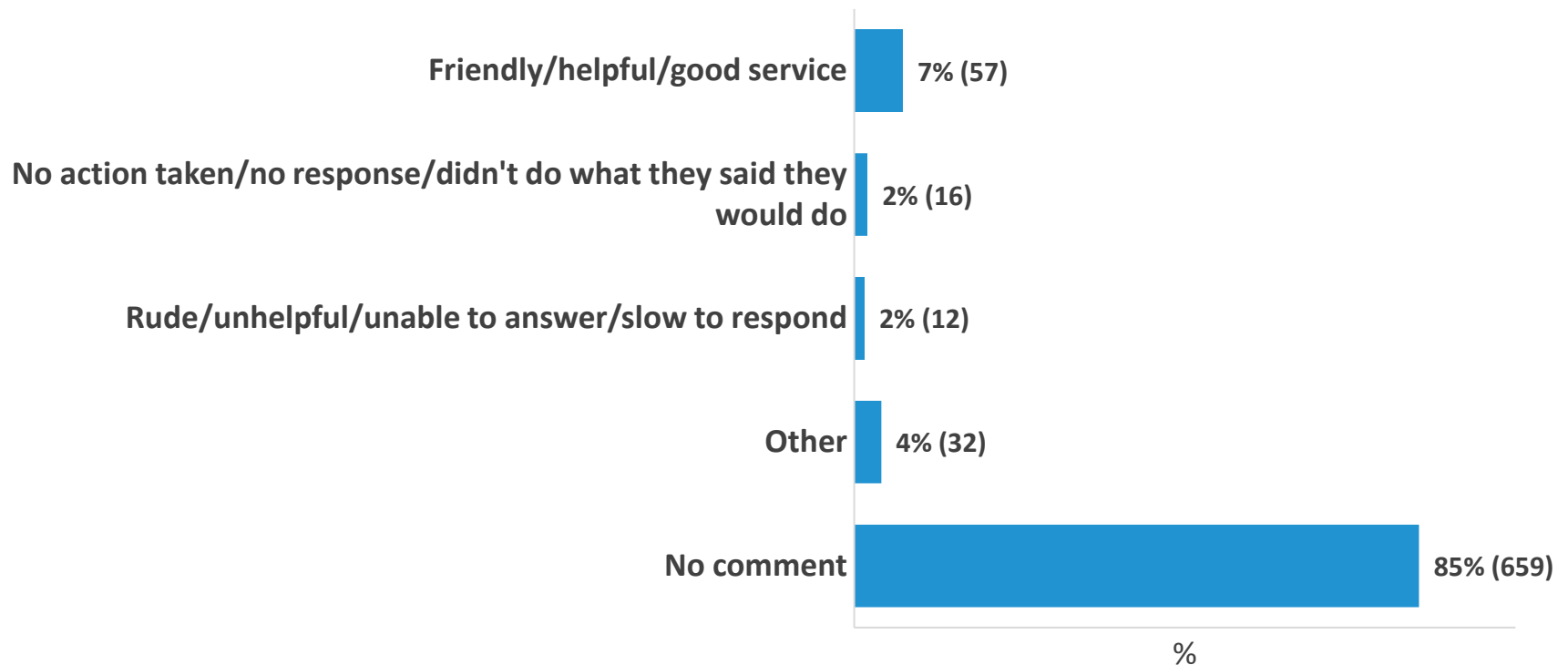
*Not asked in 2019

**Worded differently in 2019: the overall standard of the customer service received

N=Weighted number of participants



Q. Do you have any comments you would like to make about any aspects of the customer service provided by the Council?



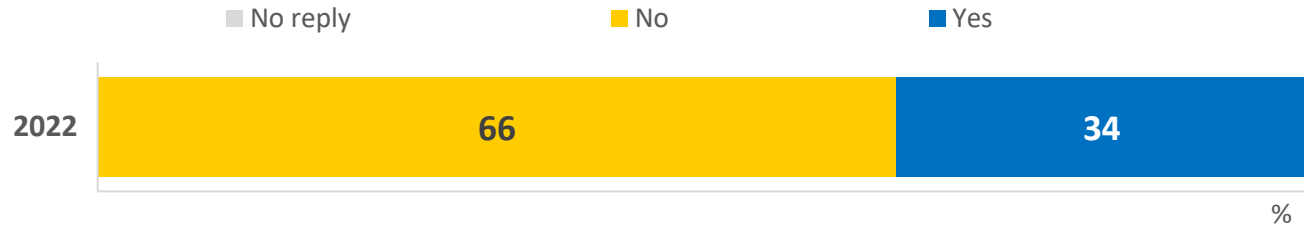
Total sample: 2022: 772
N=Weighted number of participants



Satisfaction with Online Service Delivery



Q. Have you used any of the online services offered by the Council during the last 12 months?*



2022 % (N)	No reply	No	Yes
Use of Council online services in last 12 months	-	66% (511)	34% (259)

Total sample: 2022: 772
 *Not asked in 2019
 N=Weighted number of participants



Online Services Satisfaction Among those using Council Online Services in the Last 12 Months and also Excluding those stating Not Applicable

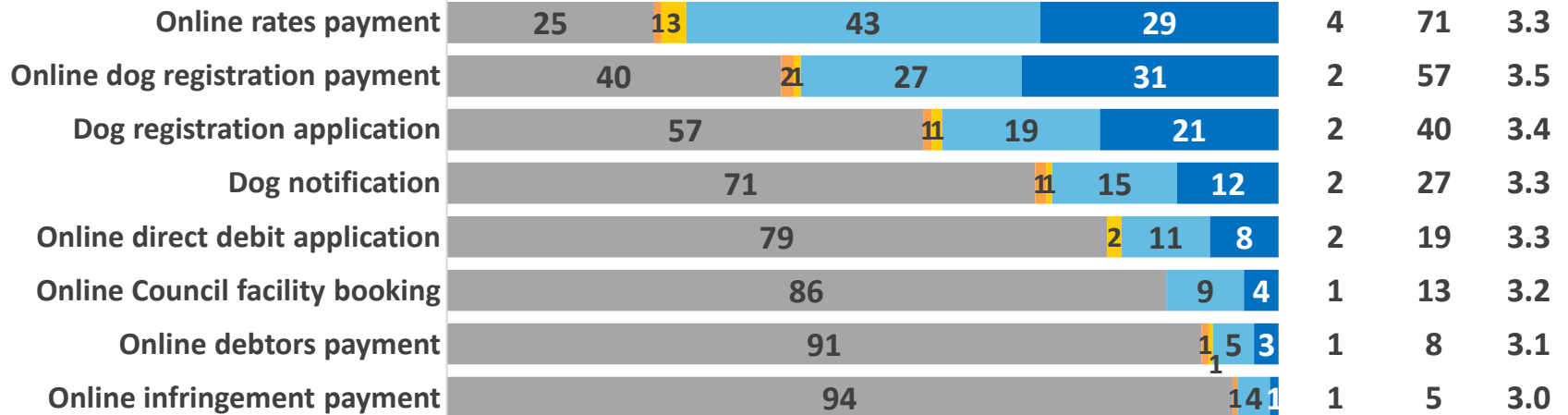
Q. How satisfied were you with the following aspects of the service you received when you contacted the Council?*

2022

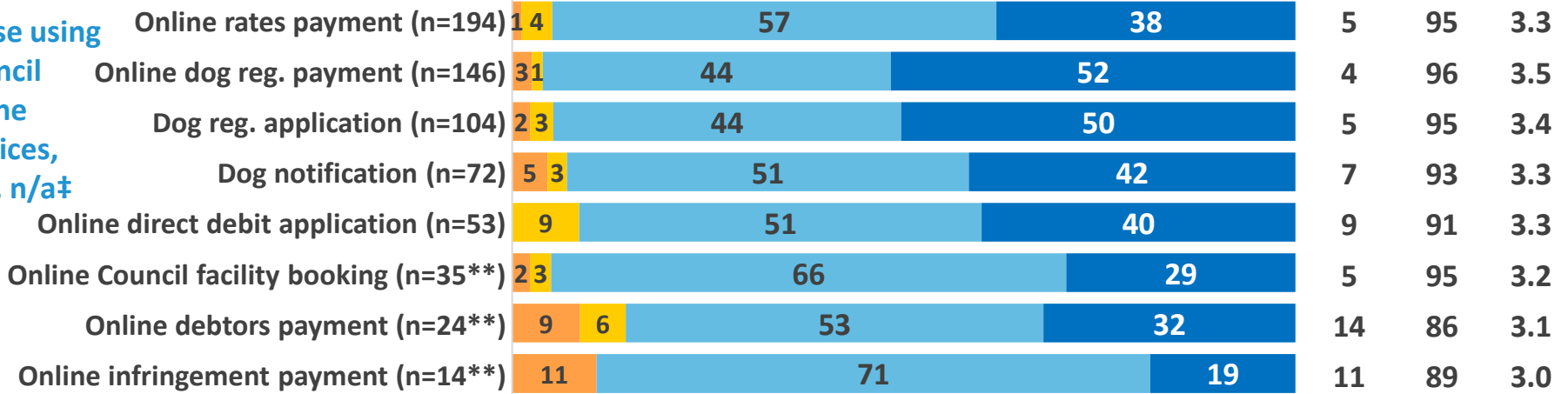
■ Not stated
■ Dissatisfied (2)
■ Not applicable
■ Satisfied (3)
■ Very dissatisfied (1)
■ Very satisfied (4)

Dis-satisfied Sat- isfied Mean

Those using Council online services†



Those using Council online services, excl. n/a‡



%

†Sample: those who used Council online services in the last 12 months: 2022: 255

‡Sample: those who used Council online services in the last 12 months, excluding not applicable – refer to (n=)

*Not asked in 2019

50 **Small sample size – results indicative only



Online Services Satisfaction, 2022

Among those using Council online services in the last 12 months

Q. How satisfied were you with the following aspects of the service you received when you contacted the Council?

2022 % (N)	Not stated	Not applicable	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Online rates payment	-	25% (65)	1% (2)	3% (8)	43% (110)	29% (74)
Online dog registration payment	-	40% (104)	2% (4)	1% (2)	27% (69)	31% (80)
Dog registration application	-	57% (148)	1% (3)	1% (3)	19% (49)	21% (56)
Dog notification (e.g. microchipping, desexing, deceased)	-	71% (183)	1% (3)	1% (2)	15% (39)	12% (32)
Online direct debit application	-	79% (205)	-	2% (5)	11% (27)	8% (21)
Online Council facility booking	-	86% (222)	-	-	9% (24)	4% (11)
Online debtors payment	-	91% (235)	1% (2)	1% (1)	5% (13)	3% (8)
Online infringement payment	-	94% (245)	1% (2)	-	4% (10)	1% (3)

Sample: those who used Council online services in the last 12 months: 2022: 255

N=Weighted number of participants



Online Services Satisfaction, 2022 Among Those using Council online services in the last 12 months, excluding those stating not applicable

Q. How satisfied were you with the following aspects of the service you received when you contacted the Council?

2022 % (N)	Not stated	Not applicable	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Online rates payment (n=194)	-	-	1% (2)	4% (8)	57% (110)	38% (74)
Online dog registration payment (n=146)	-	-	3% (4)	1% (2)	44% (69)	52% (80)
Dog registration application (n=104)	-	-	2% (3)	3% (3)	44% (49)	50% (56)
Dog notification (e.g. microchipping, desexing, deceased) (n=72)	-	-	5% (3)	3% (2)	51% (39)	42% (32)
Online direct debit application (n=53)	-	-	-	9% (5)	51% (27)	40% (21)
Online Council facility booking (n=35*)	-	-	2% (1)	3% (1)	66% (24)	29% (11)
Online debtors payment (n=24*)	-	-	9% (2)	6% (1)	53% (13)	32% (8)
Online infringement payment (n=14*)	-	-	11% (2)	-	71% (10)	19% (3)

Sample: those who used Council online services in the last 12 months, excluding not applicable: - refer to (n=)

*Small sample size – results indicative only

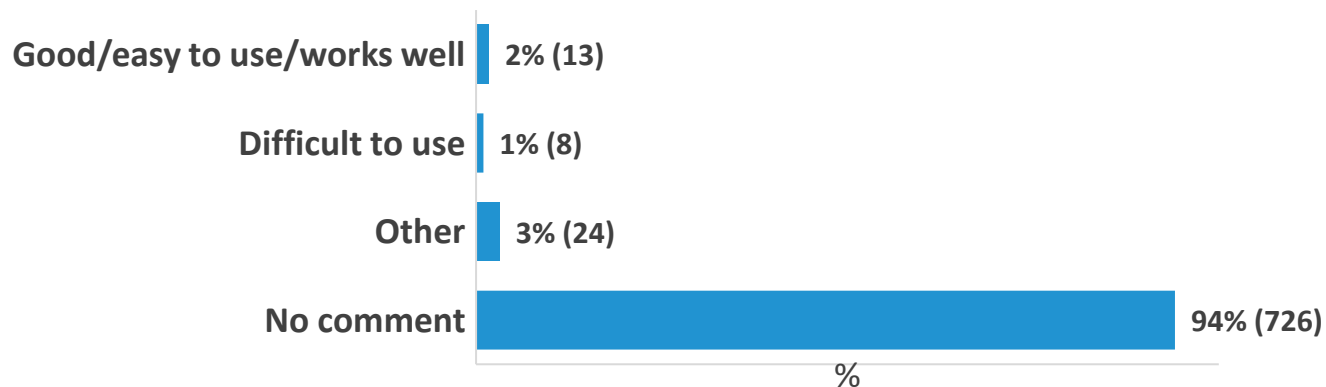
N=Weighted number of participants



Online Services Comments Among All Participants and Among those using Online Services in the Last 12 Months

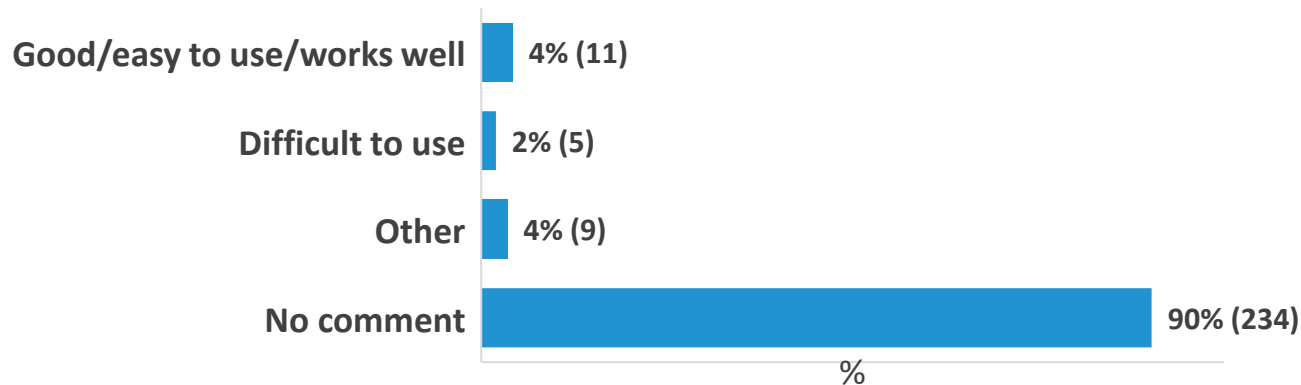
Q. Do you have any comments you would like to make about any aspects of the Council's online services?

All participants



Total sample: 2022: 772
N=Weighted number of participants

Those using Council online services in the last 12 months



Sample: those who used Council online services in the last 12 months: 2022: 255
N=Weighted number of participants

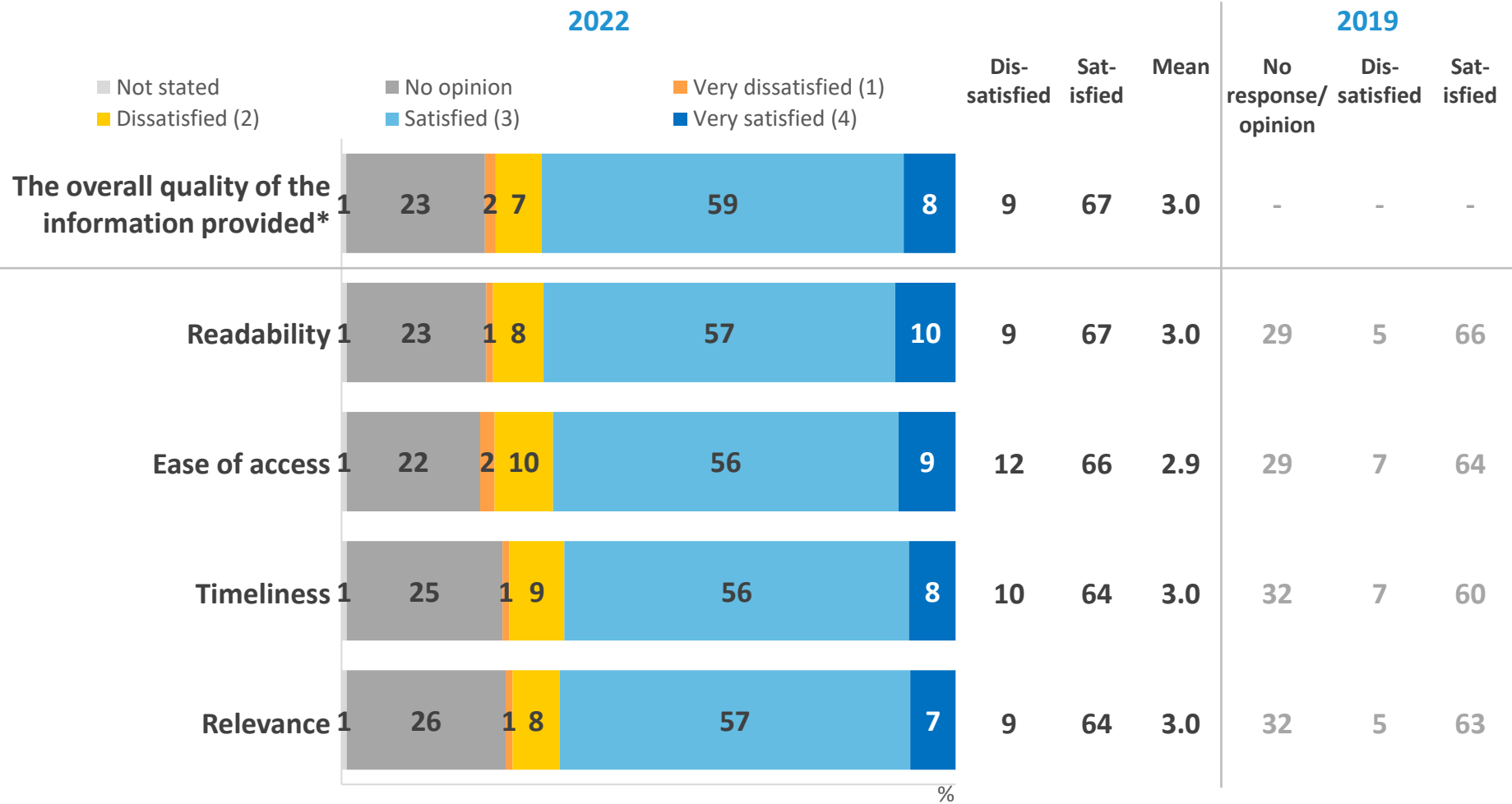


Satisfaction with Council Communication & Community Engagement



Satisfaction with Information Provided

Q. How satisfied are you with the information the Council provides about its activities?



Total sample: 2022: 772; 2019: 453

*Not asked in 2019



Satisfaction with Information Provided, 2022

Q. How satisfied are you with the information the Council provides about its activities?

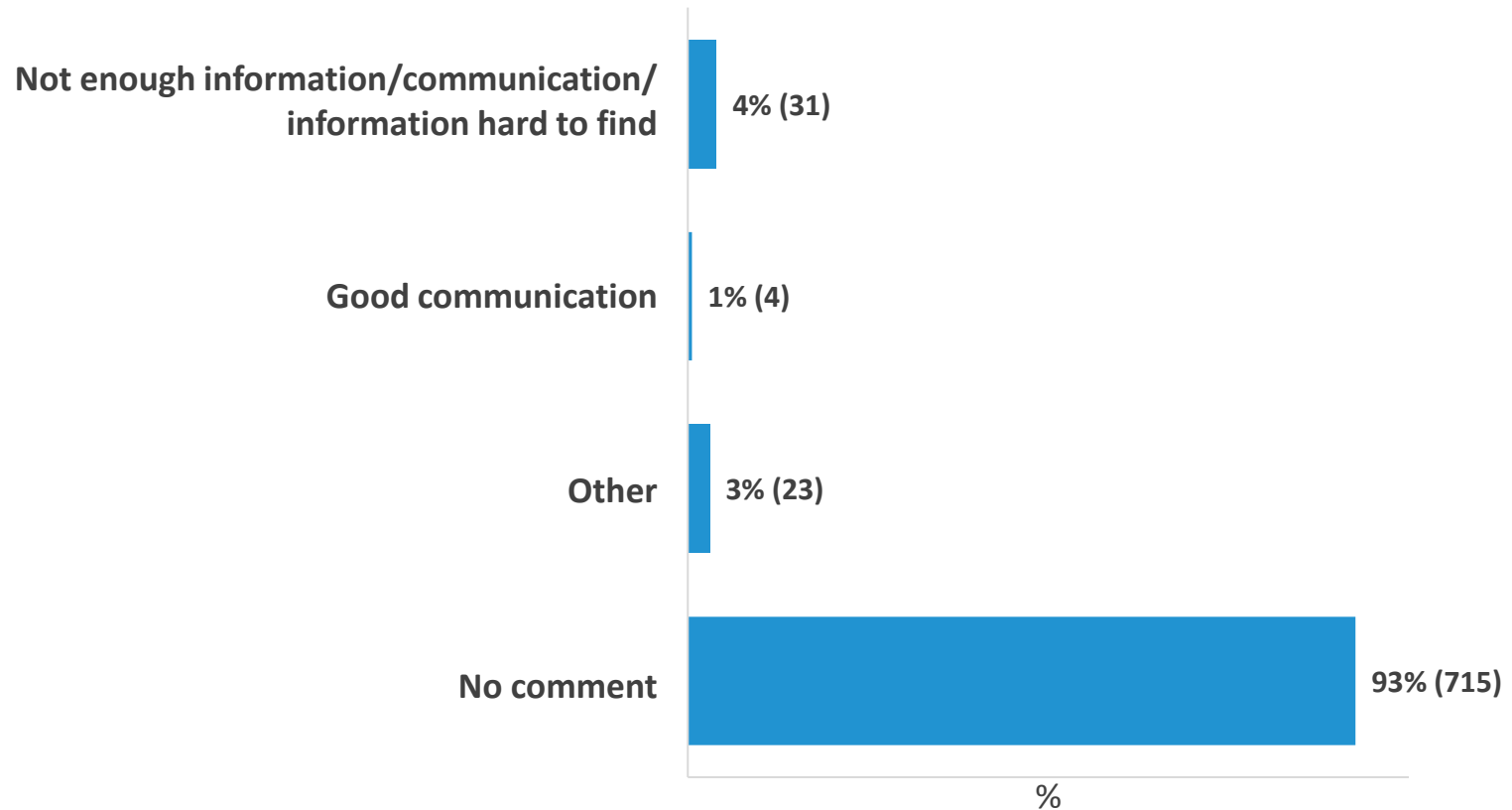
2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
The overall quality of the information provided	1% (6)	23% (174)	2% (14)	7% (58)	59% (455)	8% (65)
Readability	1% (7)	23% (175)	1% (9)	8% (63)	57% (442)	10% (76)
Ease of access	1% (7)	22% (168)	2% (18)	10% (73)	56% (434)	9% (72)
Timeliness	1% (7)	25% (196)	1% (9)	9% (69)	56% (433)	8% (58)
Relevance	1% (7)	26% (200)	1% (9)	8% (59)	57% (441)	7% (57)
The overall quality of the information provided	1% (6)	23% (174)	2% (14)	7% (58)	59% (455)	8% (65)

Total sample: 2022: 772; 2019: 453
N=Weighted number of participants



Council Activity Information Comments

Q. Have you any comments you would like to make about the information the Council provides about its activities?

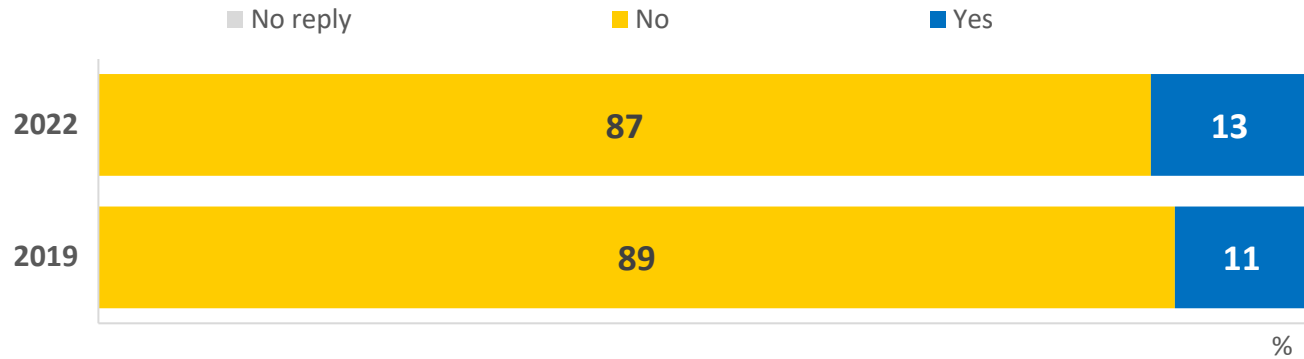


Total sample: 2022: 772
N=Weighted number of participants



Council Consultation Participation

Q. Have you participated in any Council consultation(s) during the last 12 months?



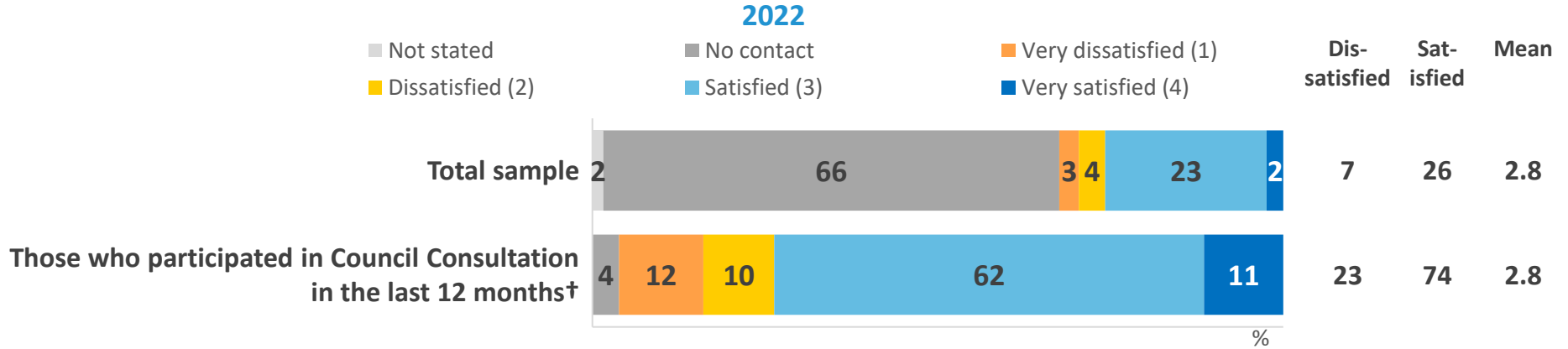
2022 % (N)	No reply	No	Yes
Participation in Council consultation in last 12 months	-	87% (671)	13% (100)

Total sample: 2022: 772; 2019: 453
N=Weighted number of participants



Council Consultation Satisfaction Among All Participants and Those Participating in Council Consultation in the Last 12 Months

Q. How satisfied are you overall with the way Council conducts its consultations?*



2022 % (N)	Not stated	No contact	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Total sample	2% (12)	66% (509)	3% (22)	4% (29)	23% (180)	2% (19)
Those who participated in Council Consultation in the last 12 months†	-	4% (4)	12% (12)	10% (10)	62% (62)	11% (12)

Total sample: 2022: 772

†Sample – those who participated in Council consultation in the last 12 months: 99

*Not asked in 2019

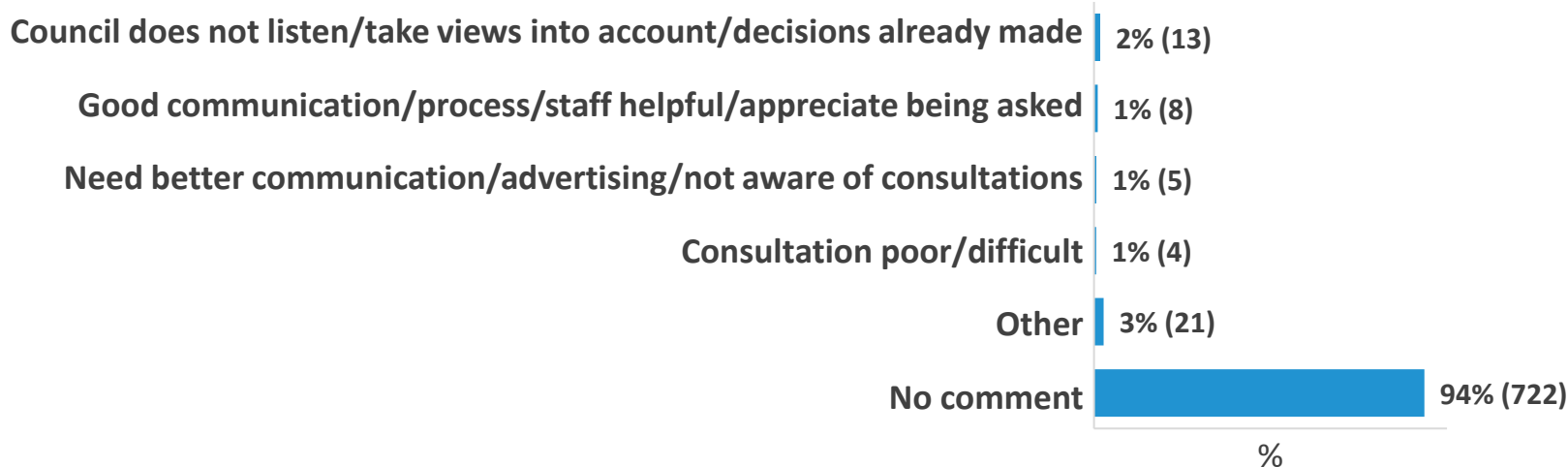
N=Weighted number of participants



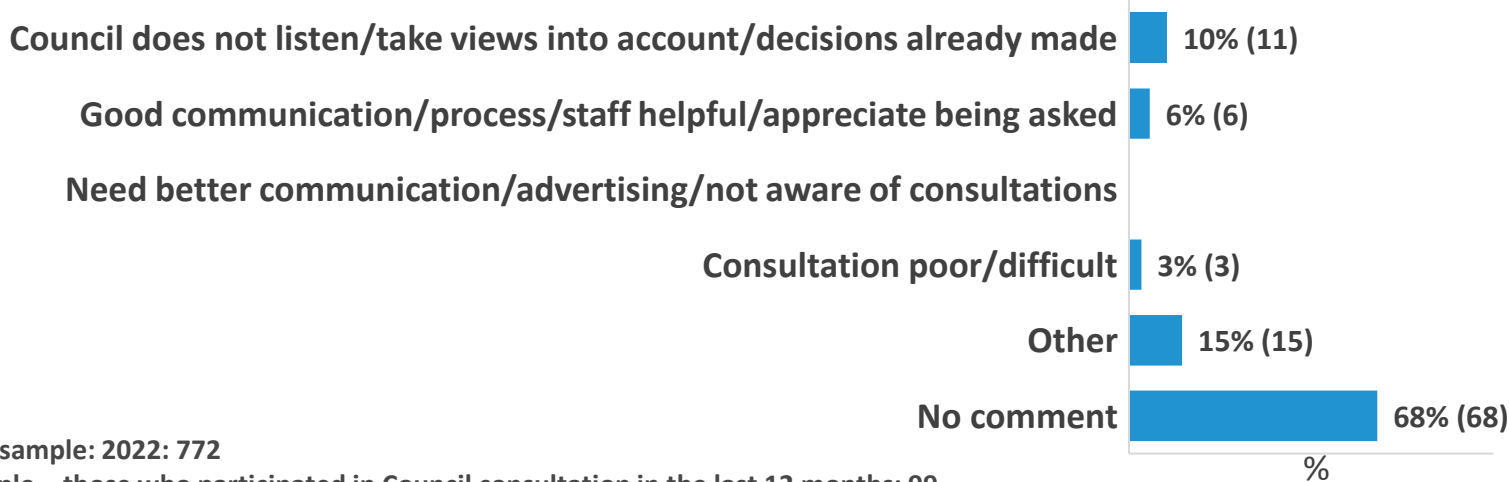
Council Consultation Comments Among All Participants and Those Participating in Council Consultation in the Last 12 Months

Q. Have you any comments you would like to make about any aspects of the consultations carried out by the Council?

All participants



Those participating in Council consultation in the last 12 months†



Total sample: 2022: 772

†Sample – those who participated in Council consultation in the last 12 months: 99

N=Weighted number of participants

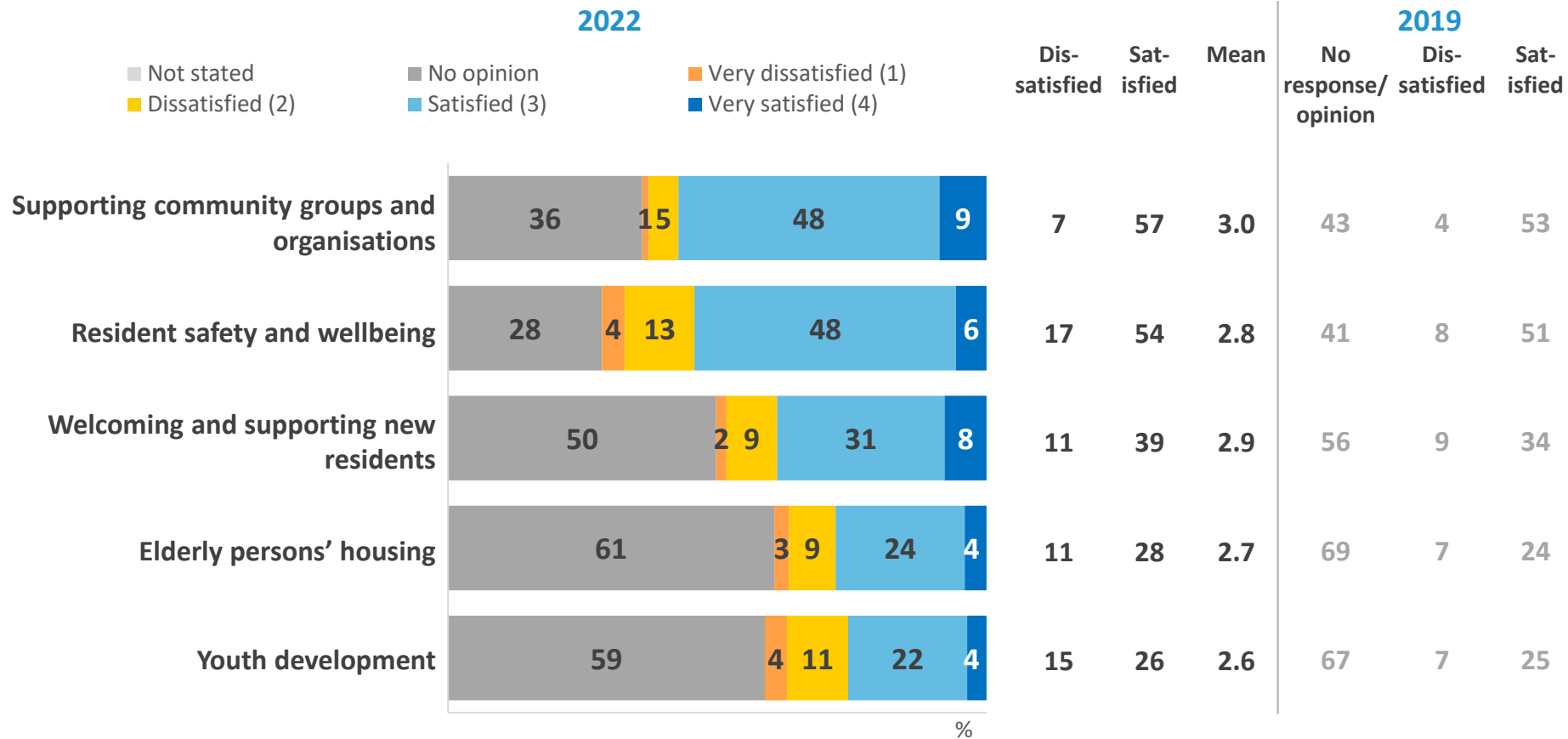


Satisfaction with Community Support



Community Support Satisfaction

Q. How satisfied are you with the support provided by the Council for the following?



Total sample: 2022: 772; 2019: 453



Community Support Satisfaction, 2022

Q. How satisfied are you with the support provided by the Council for the following?

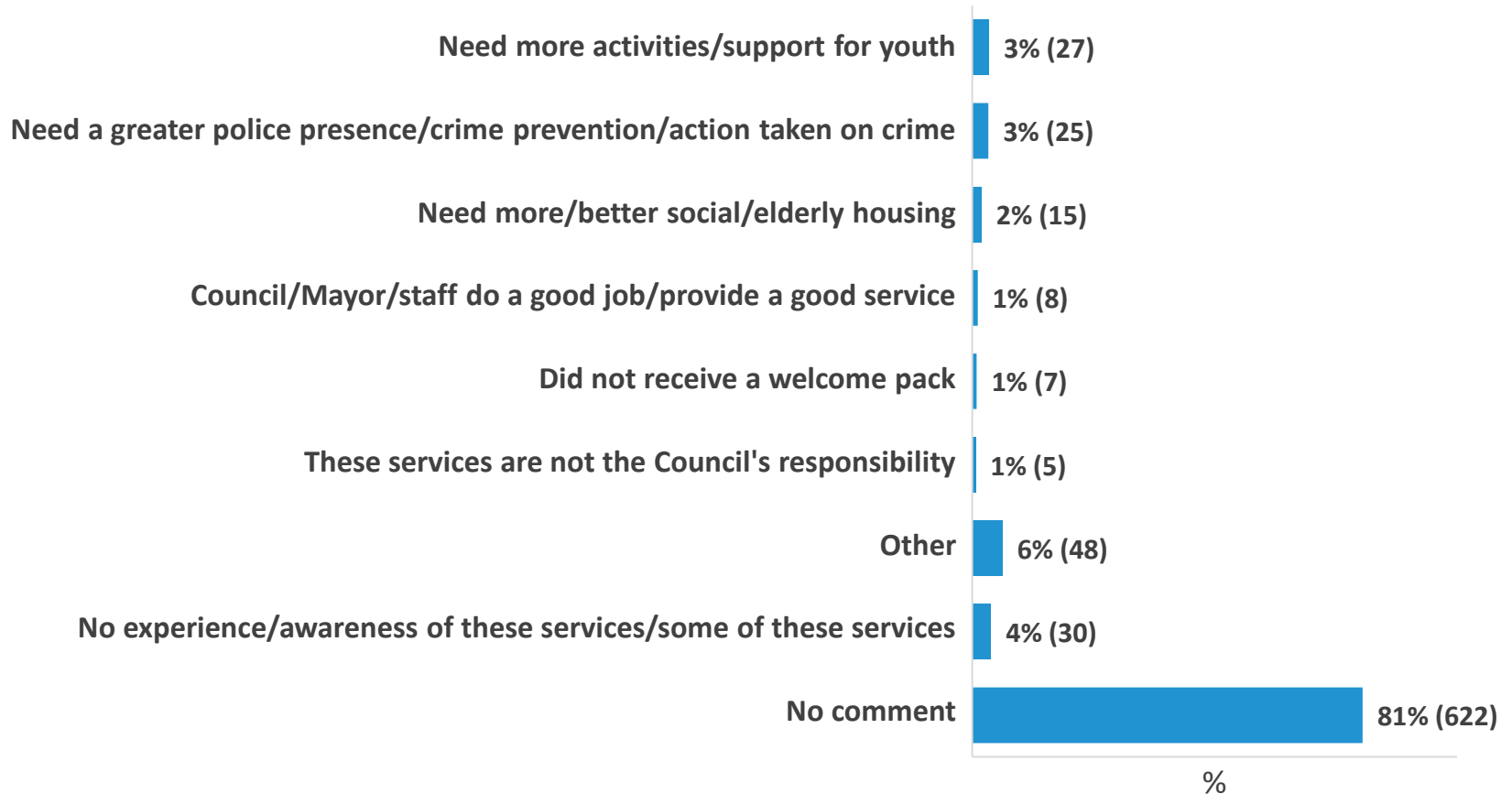
2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Supporting community groups and organisations	-	36% (278)	1% (9)	5% (42)	48% (374)	9% (67)
Resident safety and wellbeing	-	28% (220)	4% (33)	13% (99)	48% (374)	6% (43)
Welcoming and supporting new residents	-	50% (385)	2% (15)	9% (72)	31% (240)	8% (60)
Elderly persons' housing	-	61% (467)	3% (21)	9% (66)	24% (185)	4% (31)
Youth development	-	59% (453)	4% (32)	11% (88)	22% (170)	4% (28)

Total sample: 2022: 772
 N=Unweighted number of participants



Community Support Comments

Q. Do you have any comments you would like to make about any aspects of the community support services provided by the Council?



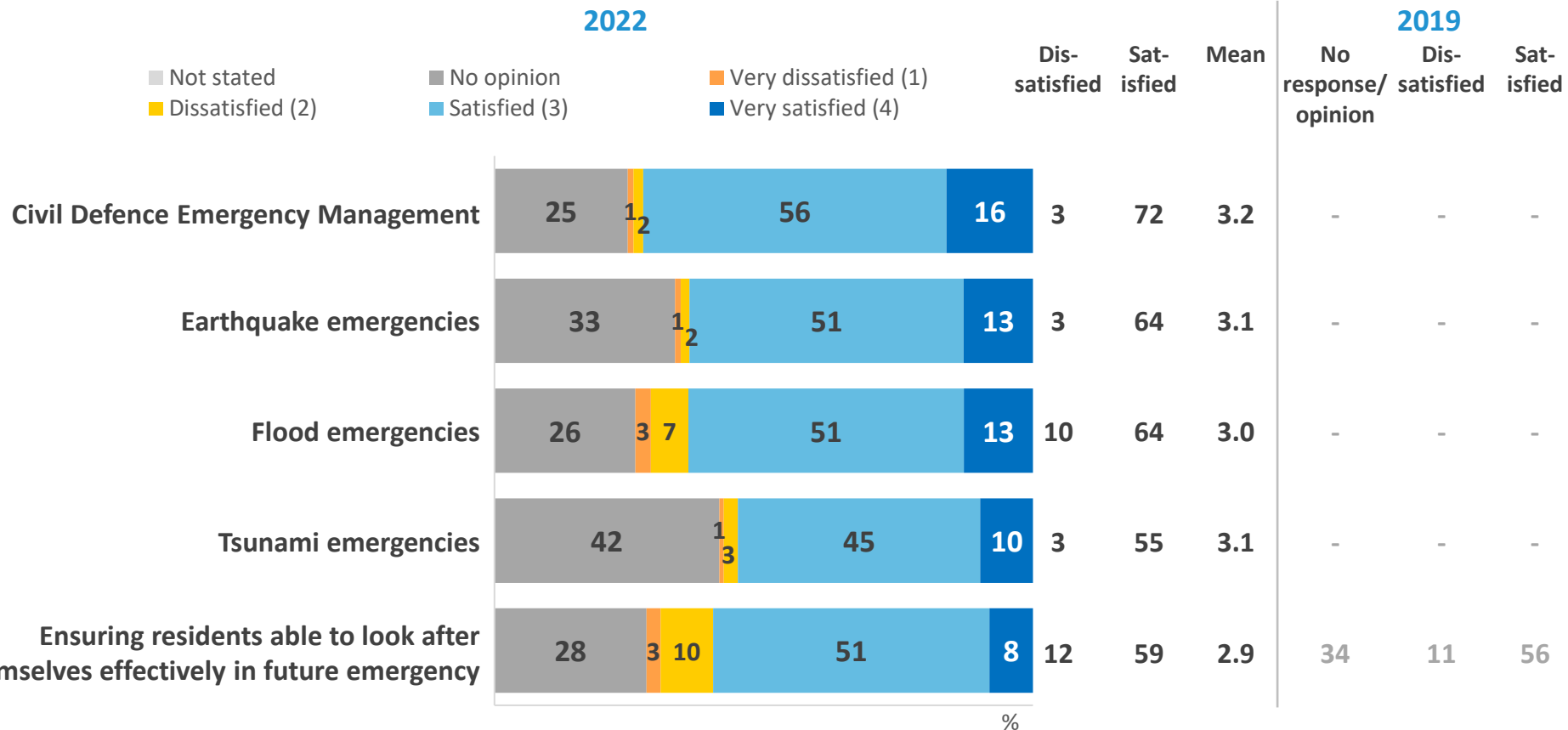
Satisfaction with Emergency Management



Emergency Response Satisfaction

Q. How satisfied are you with the Council's response to each of the following emergency areas?*

Q. How satisfied are you with the work the Council is doing to ensure people living in the District will be able to look after themselves effectively in any future emergency?



Total sample: 2022: 772; 2019: 453

*Not asked in 2019



Emergency Response Satisfaction, 2022

Q. How satisfied are you with the Council's response to each of the following emergency areas?*

Q. How satisfied are you with the work the Council is doing to ensure people living in the District will be able to look after themselves effectively in any future emergency?

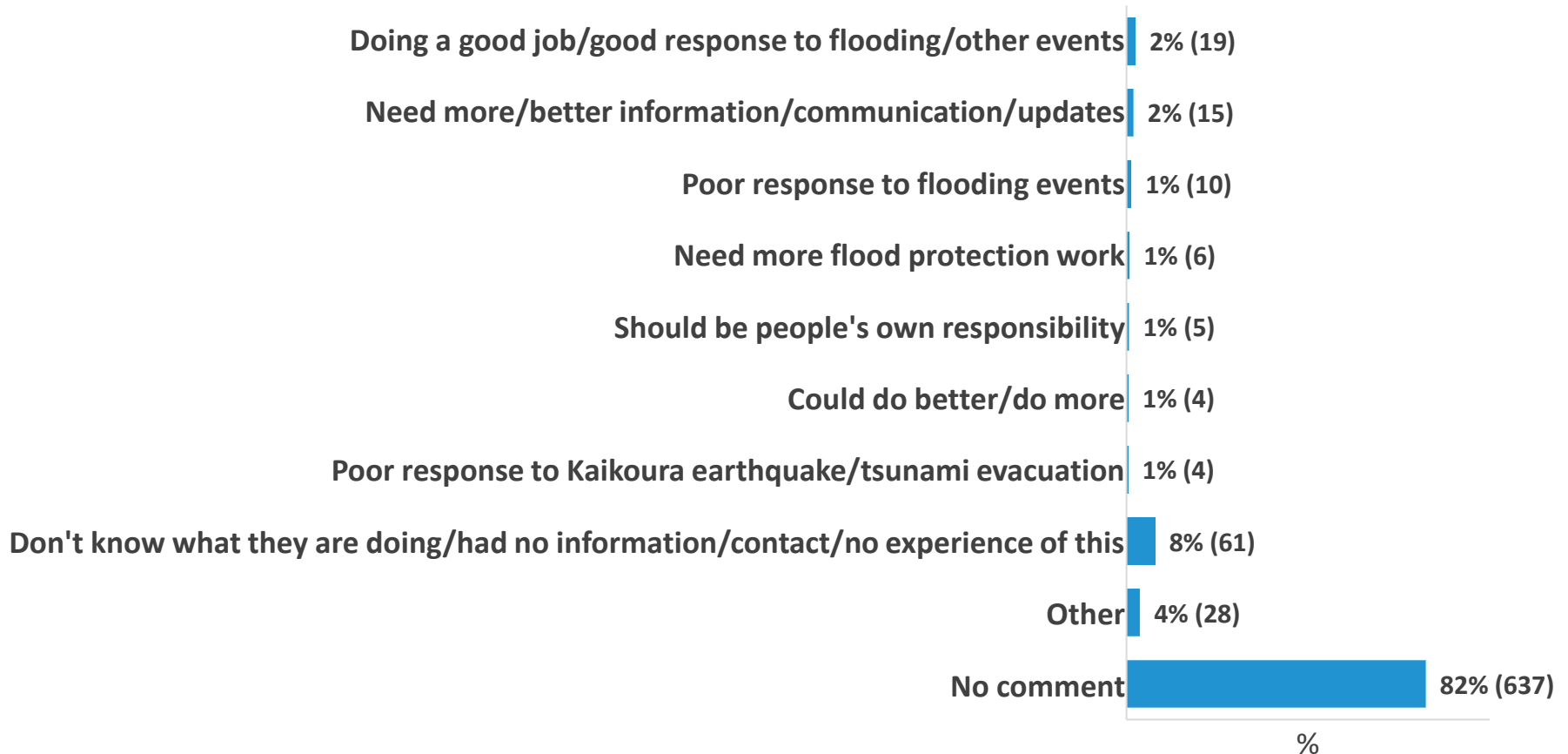
2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Civil Defence Emergency Management	-	25% (191)	1% (8)	2% (14)	56% (434)	16% (124)
Earthquake emergencies	-	33% (258)	1% (8)	2% (13)	51% (392)	13% (99)
Flood emergencies	-	26% (202)	3% (22)	7% (54)	51% (394)	13% (99)
Tsunami emergencies	-	42% (322)	1% (6)	3% (20)	45% (347)	10% (75)
Ensuring residents able to look after themselves effectively in future emergency	-	28% (217)	3% (20)	10% (75)	51% (395)	8% (62)

Total sample: 2022: 772
N=Weighted number of participants



Emergency Response Comments

Q. Do you have any comments you would like to make about any aspects of the Council's response to emergencies, including natural hazards?

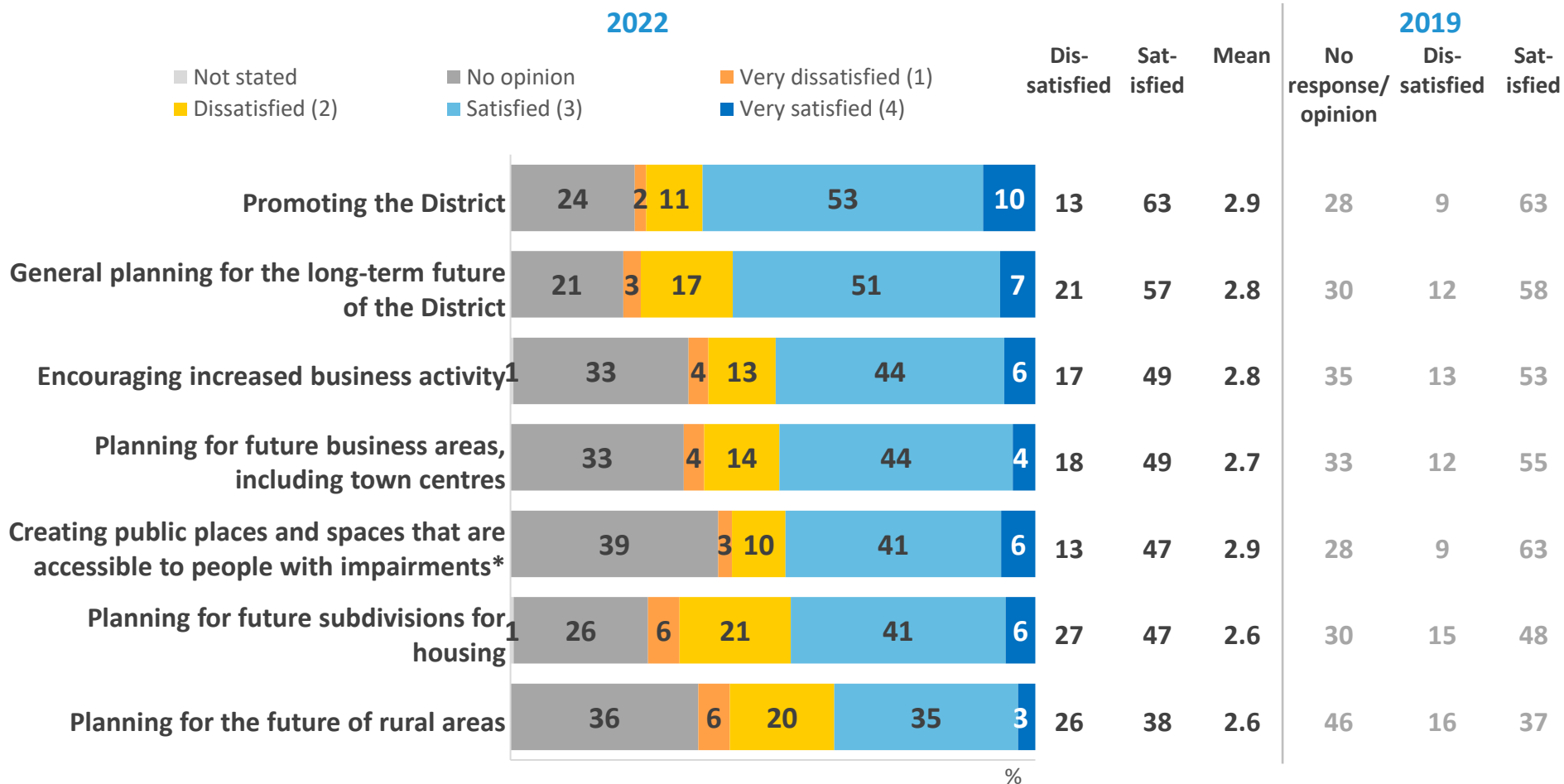


Satisfaction with District Development Management



District Development Satisfaction

Q. How satisfied are you with the Council's performance in the following areas?



Total sample: 2022: 772; 2019: 453

*Worded differently in 2019: Creating accessible public places and spaces



District Development Satisfaction, 2022

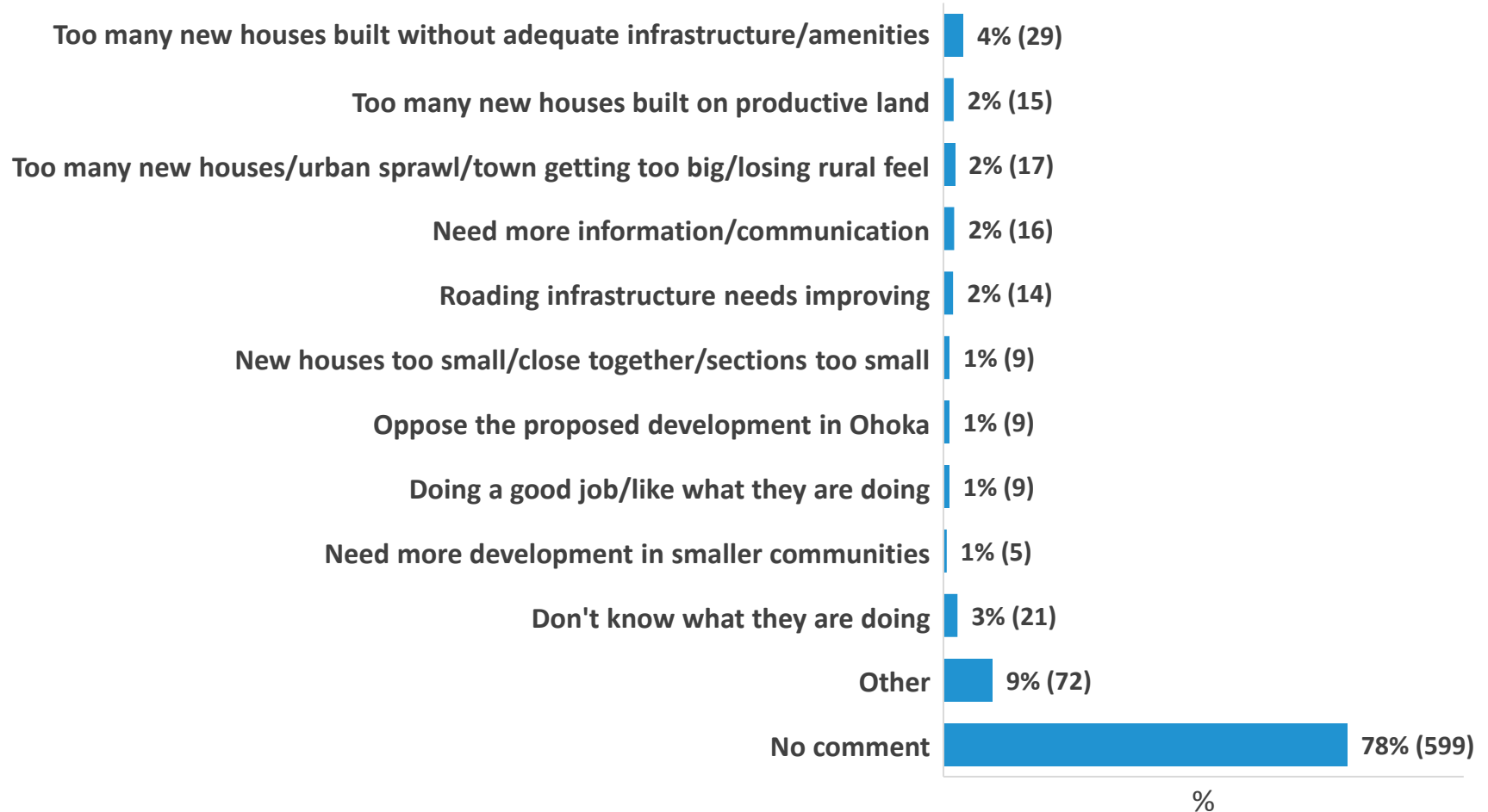
Q. How satisfied are you with the Council's performance in the following areas?

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Promoting the District	-	24% (182)	2% (17)	11% (82)	53% (411)	10% (76)
General planning for the long-term future of the District	-	21% (165)	3% (26)	17% (135)	51% (392)	7% (51)
Encouraging increased business activity	1% (4)	33% (258)	4% (29)	13% (99)	44% (336)	6% (45)
Planning for future business areas, including town centres	-	33% (254)	4% (30)	14% (110)	44% (342)	4% (33)
Creating public places and spaces that are accessible to people with impairments	-	39% (305)	3% (20)	10% (78)	41% (316)	6% (50)
Planning for future subdivisions for housing	1% (5)	26% (197)	6% (47)	21% (163)	41% (316)	6% (44)
Planning for the future of rural areas	-	36% (275)	6% (46)	20% (153)	35% (269)	3% (25)

Total sample: 2022: 772
N=Weighted number of participants



Q. Do you have any comments about any aspects of the Council's planning for the District?



Total sample: 2022: 772
N=Weighted number of participants

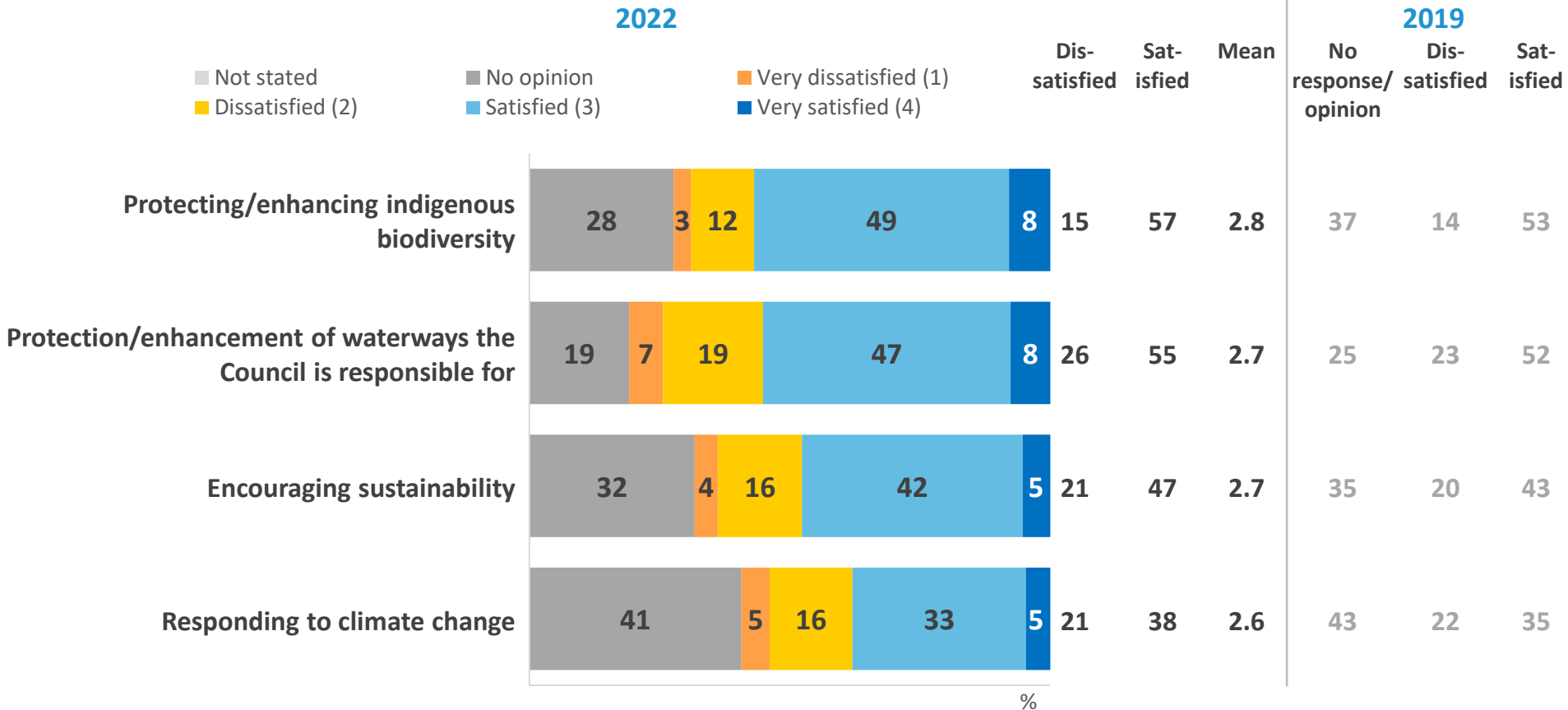


Satisfaction with Environmental Management



Environmental Management Satisfaction

Q. How satisfied are you with the work the Council is doing in each of the following areas?



Total sample: 2022: 772; 2019: 453



Environmental Management Satisfaction, 2022

Q. How satisfied are you with the work the Council is doing in each of the following areas?

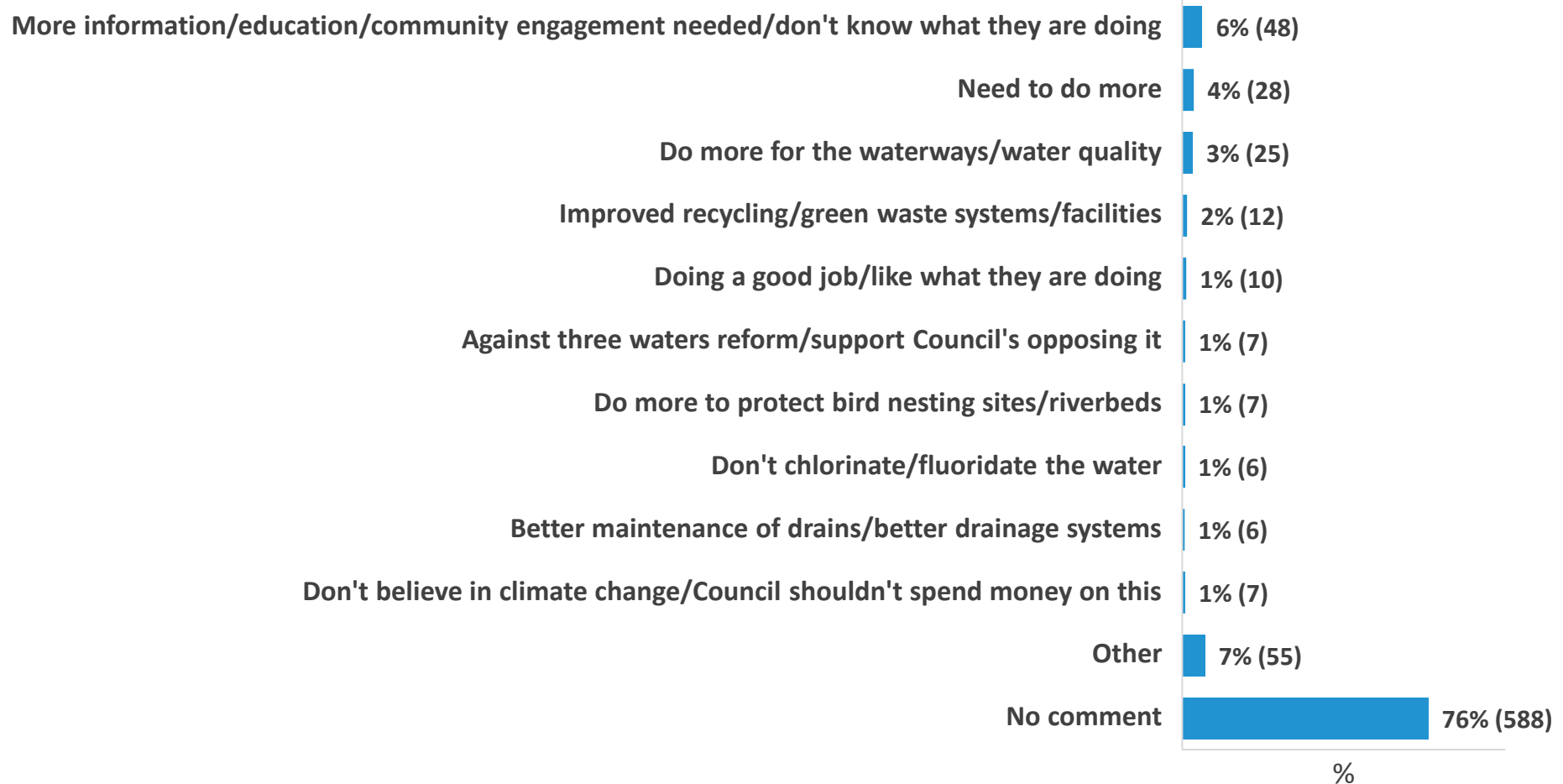
2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Protecting/enhancing indigenous biodiversity	-	28% (213)	3% (26)	12% (93)	49% (376)	8% (61)
Protection/enhancement of waterways the Council is responsible for	-	19% (147)	7% (50)	19% (148)	47% (366)	8% (59)
Encouraging sustainability	-	32% (244)	4% (35)	16% (124)	42% (326)	5% (41)
Responding to climate change	-	41% (314)	5% (41)	16% (123)	33% (256)	5% (36)

Total sample: 2022: 772
N=Weighted number of participants



Environmental Management Comments

Q. Do you have any comments you would like to make about any aspects of the Council's environmental management?



Total sample: 2022: 772
N=Weighted number of participants



Satisfaction with Regulatory Performance



Regulatory Performance Satisfaction, 2022

Q. How satisfied are you with the Council's performance in each of the following regulatory areas?

2022

2019

Not stated
Dissatisfied (2)

No opinion
Satisfied (3)

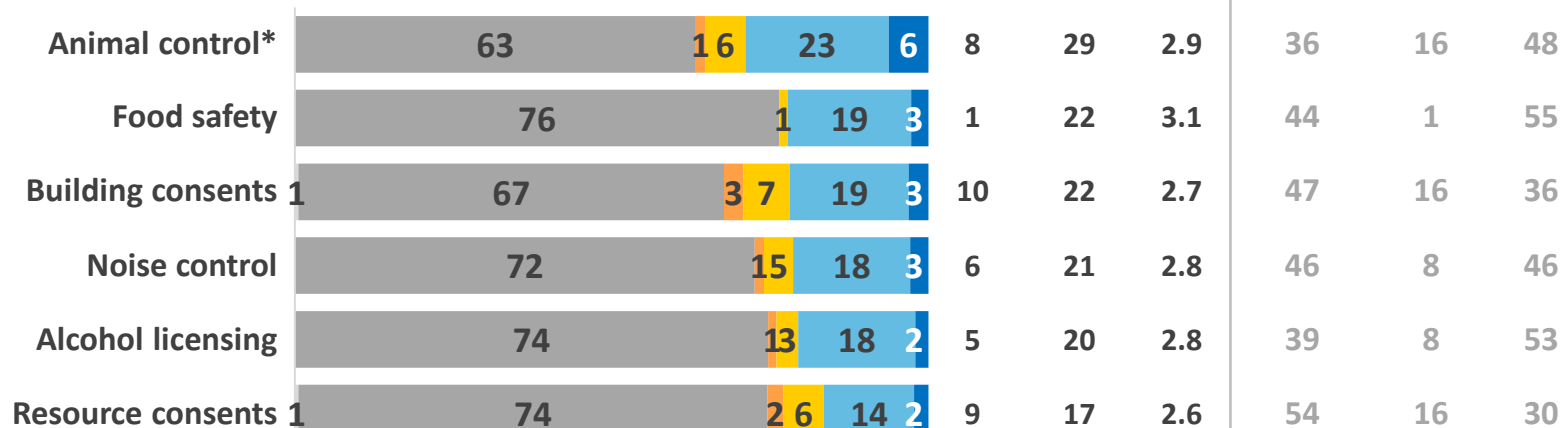
Very dissatisfied (1)
Very satisfied (4)

Dis-satisfied
Sat-
isfied

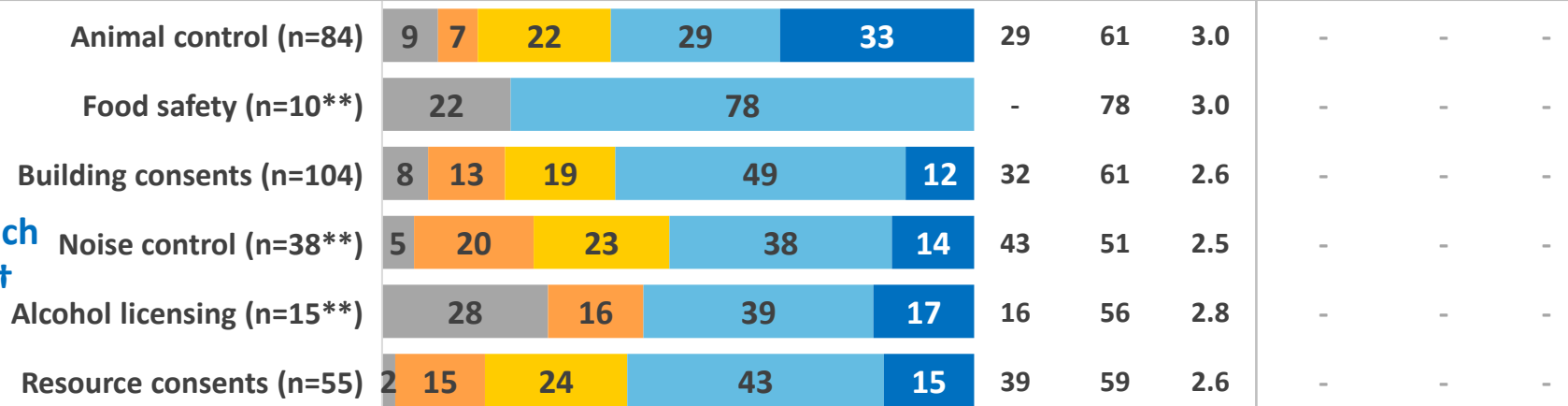
Mean

No
response/
opinion
Dis-
satisfied
Sat-
isfied

Total sample



Those
having
contact
with each
service†



%

Total sample: 2022: 772; 2019: 453

*Dog control in 2019

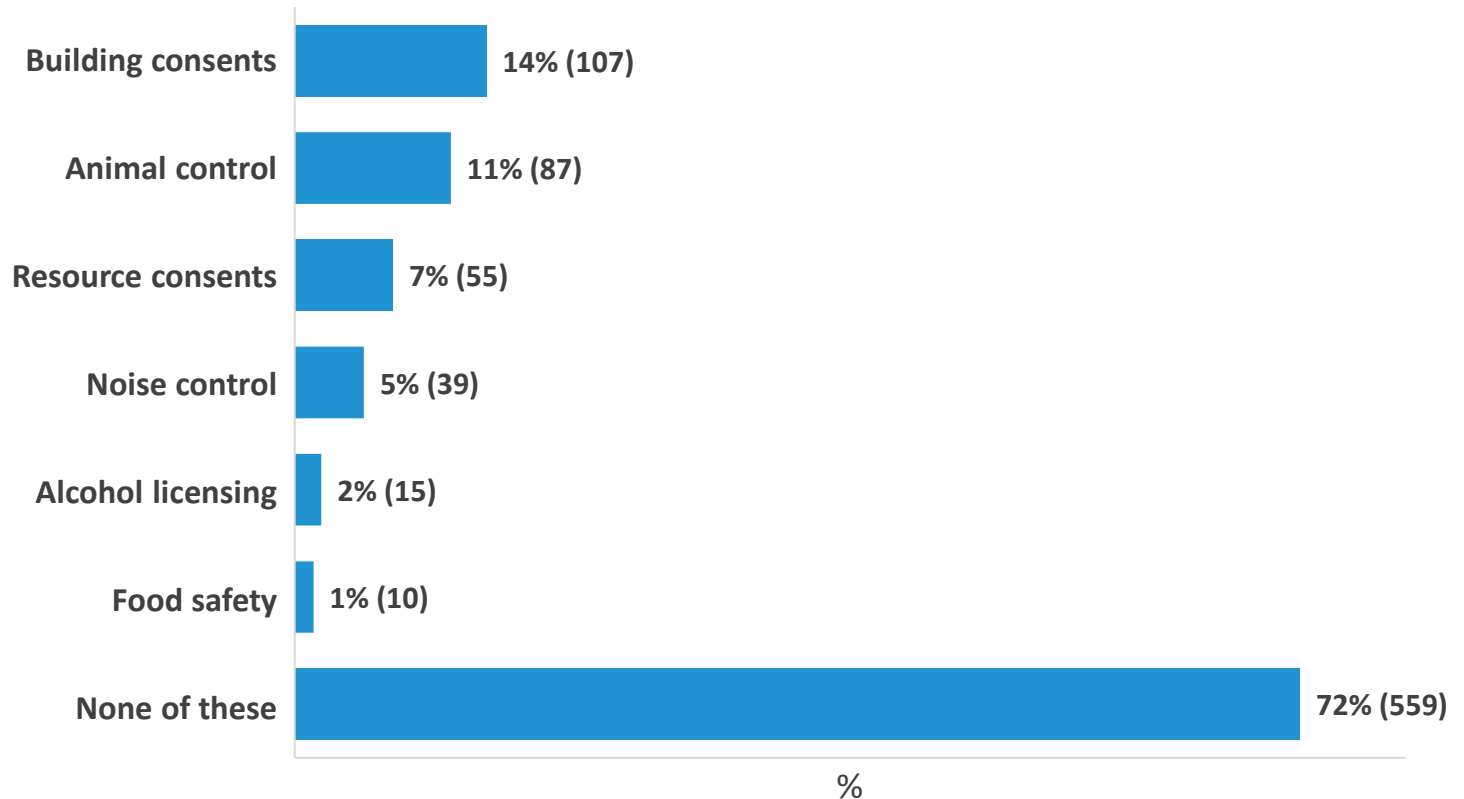
†Sample: Those having contact with each service in 2022 – refer to (n=). Contact with these services not asked in 2019

**Small sample size – results indicative only



Regulatory Performance Contact

Q. Have you had contact with the Council about any of the following regulatory services during the last 12 months*?



Total sample: 2022: 772; 2019: 453

*Not asked in 2019

N=Weighted number of participants



Regulatory Performance Satisfaction

Q. How satisfied are you with the Council's performance in each of the following regulatory areas?

Total

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Animal control	-	63% (487)	1% (11)	6% (49)	23% (174)	6% (48)
Food safety	-	76% (587)	-	1% (10)	19% (150)	3% (21)
Building consents	1% (4)	67% (518)	3% (24)	7% (57)	19% (144)	3% (24)
Noise control	-	72% (558)	1% (11)	5% (35)	18% (142)	3% (22)
Alcohol licensing	-	74% (574)	1% (10)	3% (26)	18% (142)	2% (16)
Resource consents	1% (4)	74% (572)	2% (19)	6% (50)	14% (110)	2% (18)

Those having contact with each service†

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Animal control (n=84)	-	9% (8)	7% (6)	22% (19)	29% (25)	33% (28)
Food safety (n=10*)	-	22% (2)	-	-	78% (8)	-
Building consents (n=104)	-	8% (8)	13% (14)	19% (20)	49% (52)	12% (12)
Noise control (n=38*)	-	5% (2)	20% (8)	23% (9)	38% (14)	14% (5)
Alcohol licensing (n=15*)	-	28% (4)	16% (2)	-	39% (6)	17% (3)
Resource consents (n=55)	-	2% (1)	15% (8)	24% (13)	43% (24)	15% (8)

Total sample: 2022: 772

N=Weighted number of participants

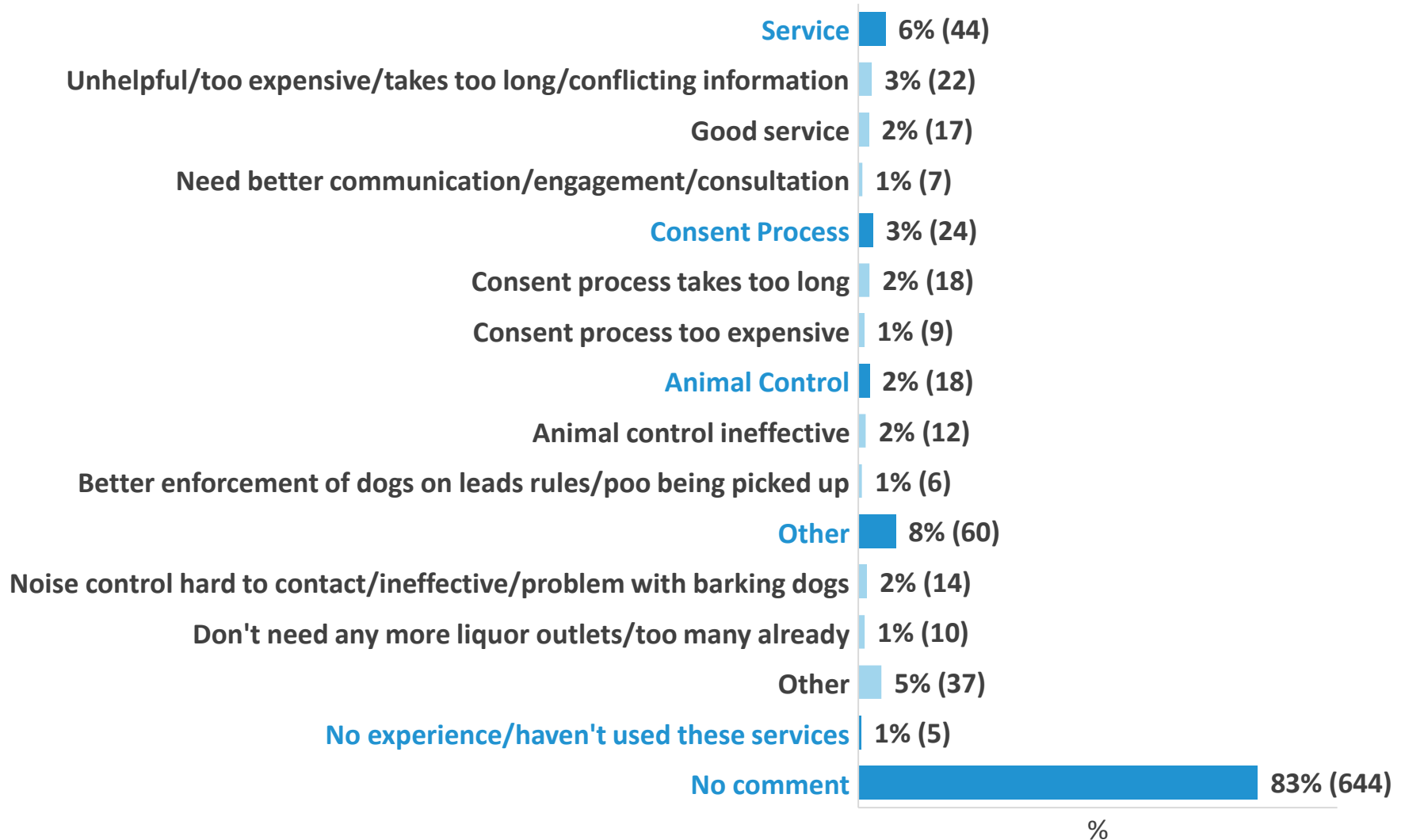
†Sample: Those having contact with each service in 2022 – refer to (n=)

*Small sample size – results indicative only



Regulatory Performance – Comments

Q. Do you have any comments you would like to make about any aspects of the Council's regulatory performance?



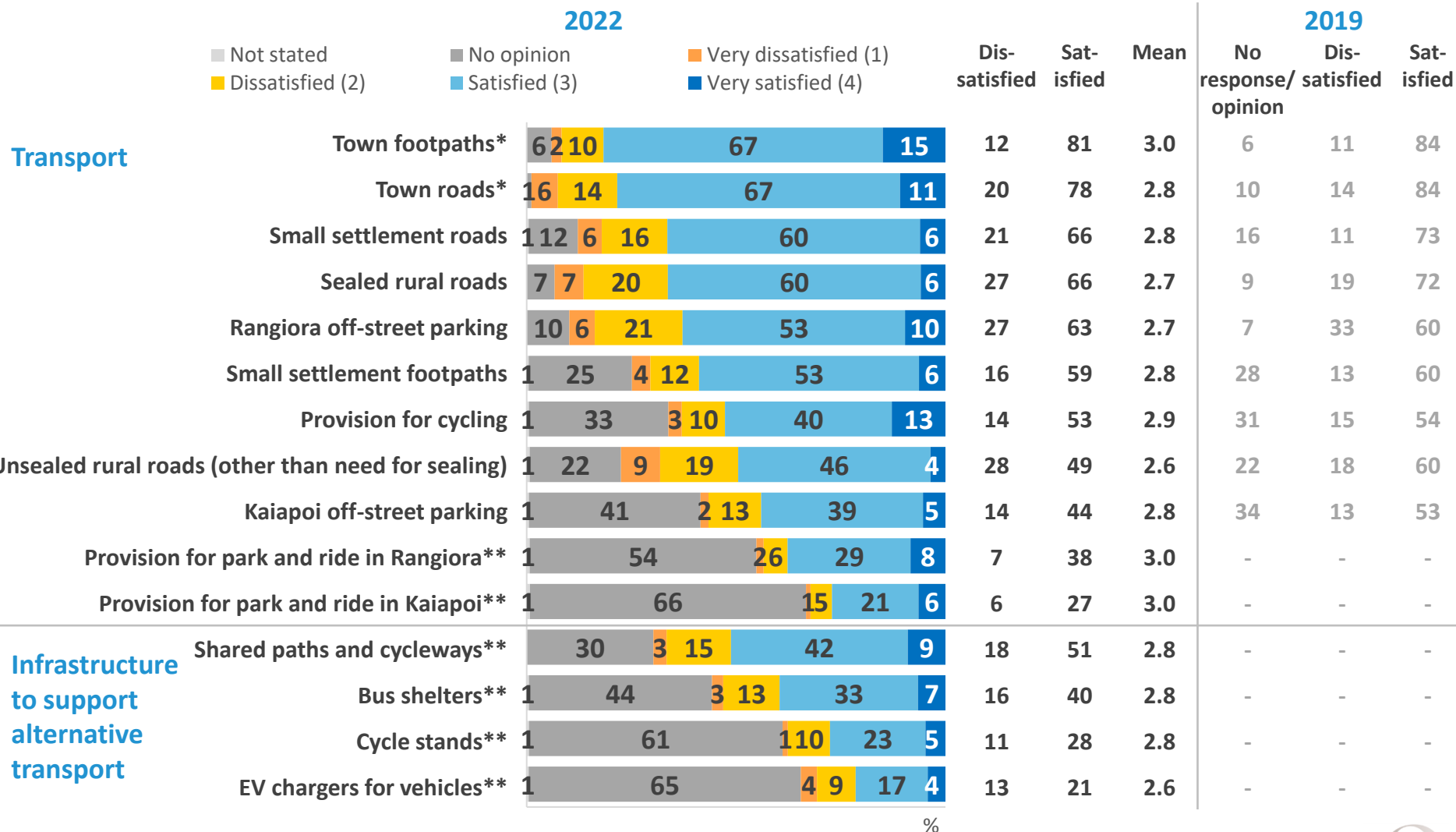
Satisfaction with Roading & Transport Provision



Satisfaction with Transport

Q. How satisfied are you with the standard of each of the following in the District...?

Q. How satisfied are you with the supply of infrastructure in the District to support alternative transport?



%

Total sample: 2022: 772; 2019: 453

*Wording differently in 2019: Town footpaths in general / town roads in general

**Not asked in 2019



Satisfaction with Transport, 2022

Q. How satisfied are you with the standard of each of the following in the District...?

Q. How satisfied are you with the supply of infrastructure in the District to support alternative transport?

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Town footpaths	-	6% (46)	2% (18)	10% (77)	67% (513)	15% (115)
Town roads	-	1% (9)	6% (48)	14% (109)	67% (520)	11% (84)
Small settlement roads	1% (4)	12% (90)	6% (44)	16% (121)	60% (465)	6% (47)
Sealed rural roads	-	7% (51)	7% (53)	20% (155)	60% (464)	6% (45)
Rangiora off-street parking	-	10% (78)	6% (47)	21% (161)	53% (409)	10% (74)
Small settlement footpaths	1% (4)	25% (190)	4% (34)	12% (90)	53% (406)	6% (49)
Provision for cycling	1% (4)	33% (257)	3% (25)	10% (80)	40% (307)	13% (99)
Unsealed rural roads (other than the need for sealing)	1% (6)	22% (168)	9% (72)	19% (144)	46% (354)	4% (28)
Kaiapoi off-street parking	1% (4)	41% (316)	2% (15)	13% (97)	39% (298)	5% (42)
Provision for park and ride in Rangiora	1% (6)	54% (418)	2% (13)	6% (44)	29% (227)	8% (64)
Provision for park and ride in Kaiapoi	1% (6)	66% (509)	1% (9)	5% (39)	21% (160)	6% (50)
Shared paths and cycleways	-	30% (233)	3% (24)	15% (118)	42% (325)	9% (69)
Bus shelters	1% (4)	44% (337)	3% (21)	13% (104)	33% (255)	7% (51)
Cycle stands	1% (4)	61% (468)	1% (9)	10% (78)	23% (176)	5% (37)
EV chargers for vehicles	1% (4)	65% (502)	4% (30)	9% (71)	17% (133)	4% (33)

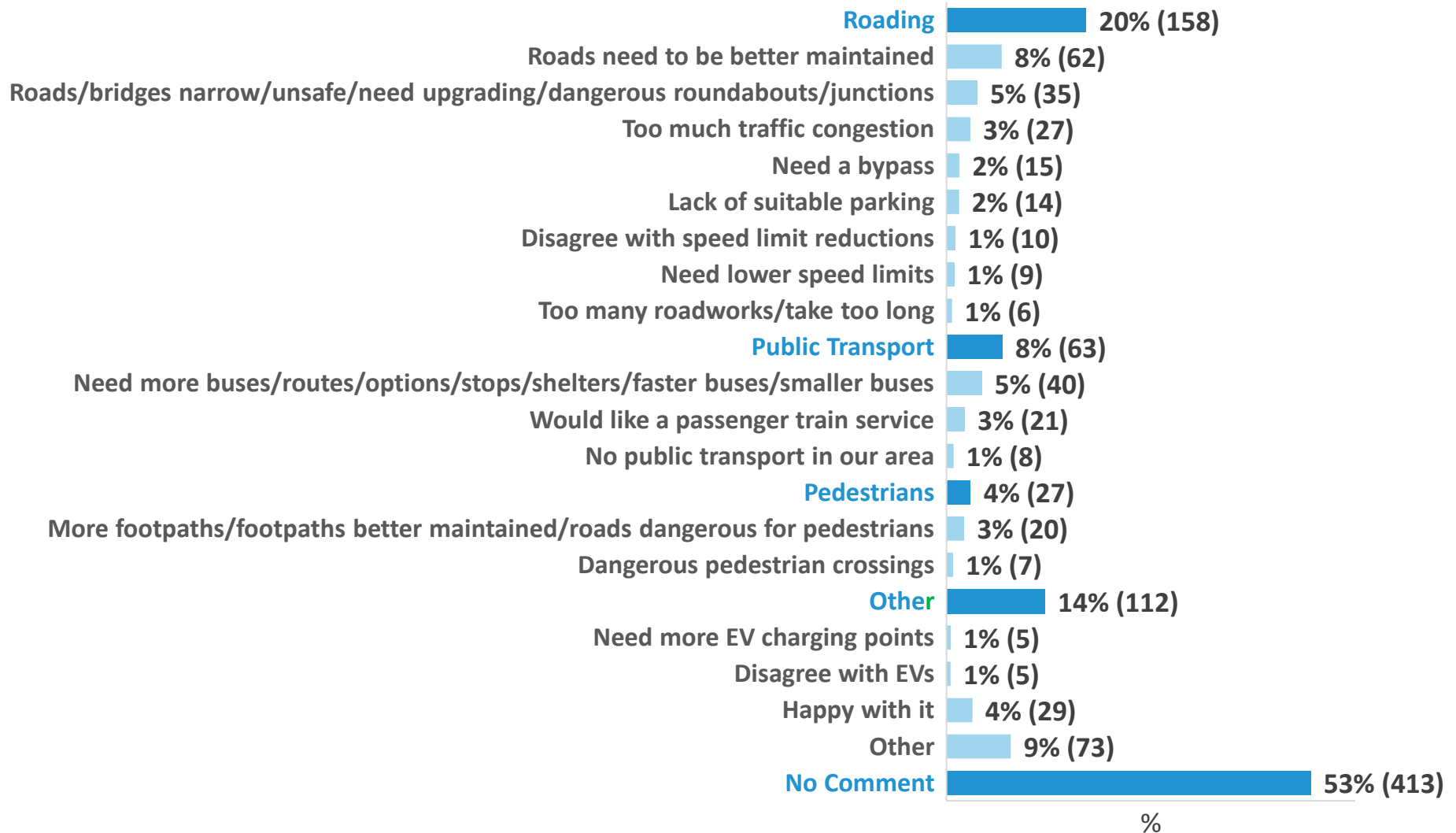
Total sample: 2022: 772

N=Weighted number of participants



Transport Infrastructure – Comments

Q. Do you have any comments you would like to make about any aspects of the transport infrastructure in the Waimakariri District?



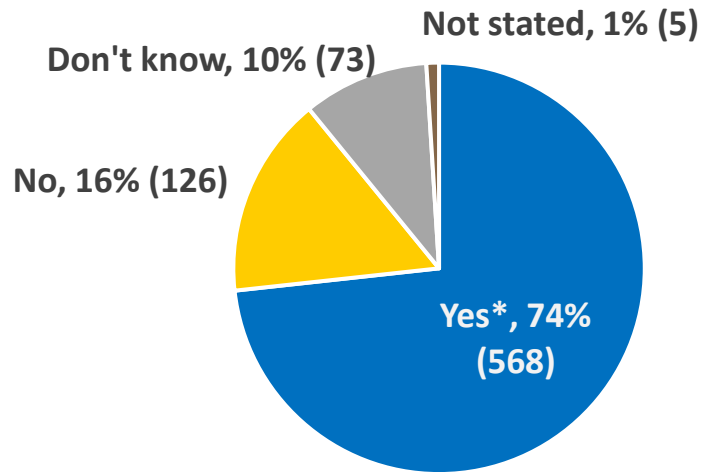
Satisfaction with Stormwater Drainage



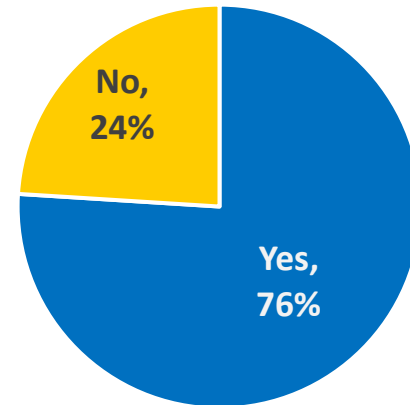
Whether in Council Land Drainage Area

Q. Is your property within a Waimakariri District Council land drainage area? (This includes both rural and urban land drainage areas.)?

2022



2019



Total sample: 2022: 772; 2019: 453

*Includes those who don't know if they are within a WDC land drainage area who selected an area at the next question

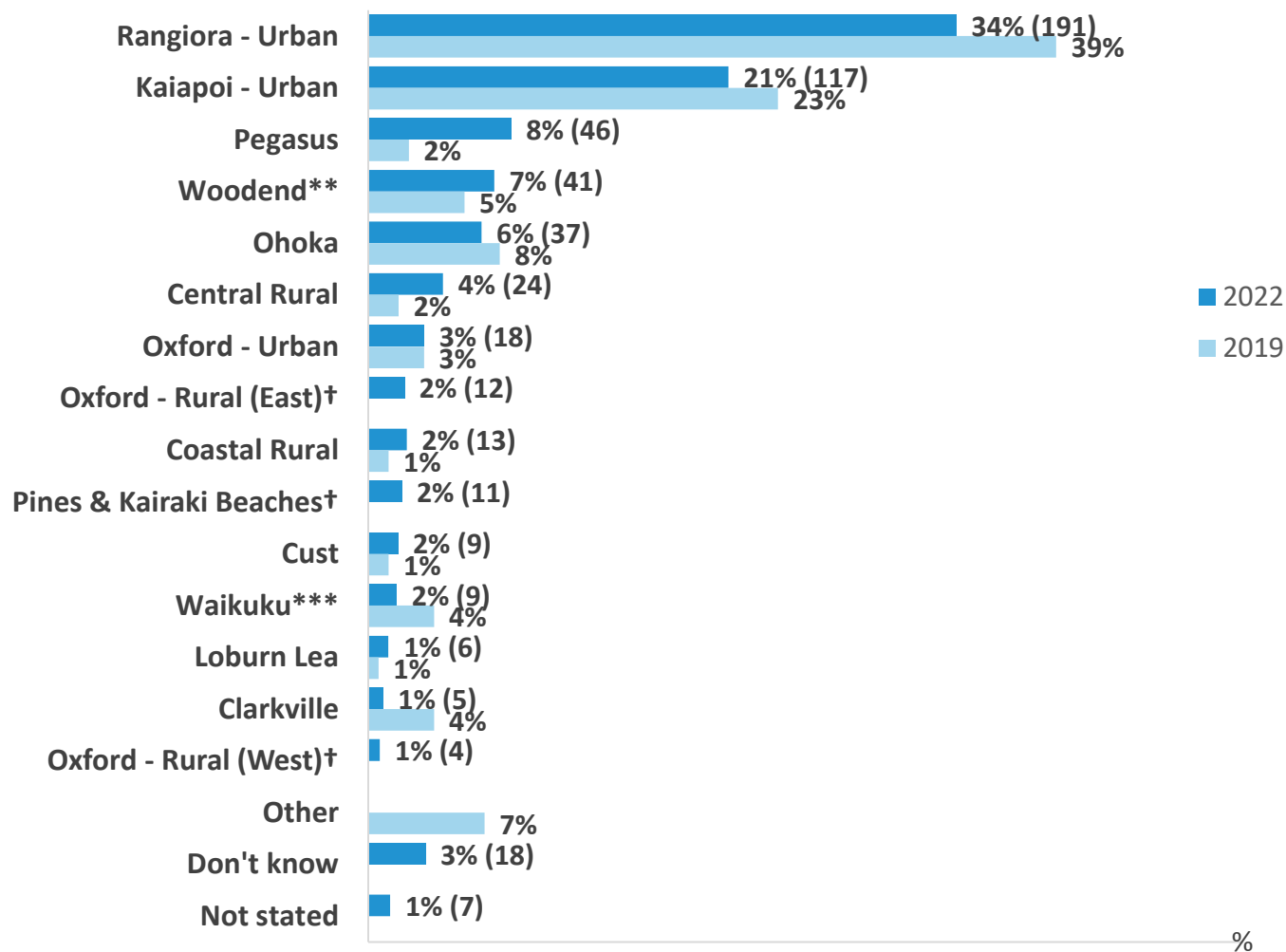
N=Weighted number of participants



Land Drainage Areas

Among Those in WDC Land Drainage Areas

Q. Which land drainage area is your property located in?



Sample: those in a WDC land drainage area: 2022: 569*; 2019: 342

*Includes those who don't know if they are within a WDC land drainage area who selected an area

N=Weighted number of participants

**Coastal Urban Woodend in 2019

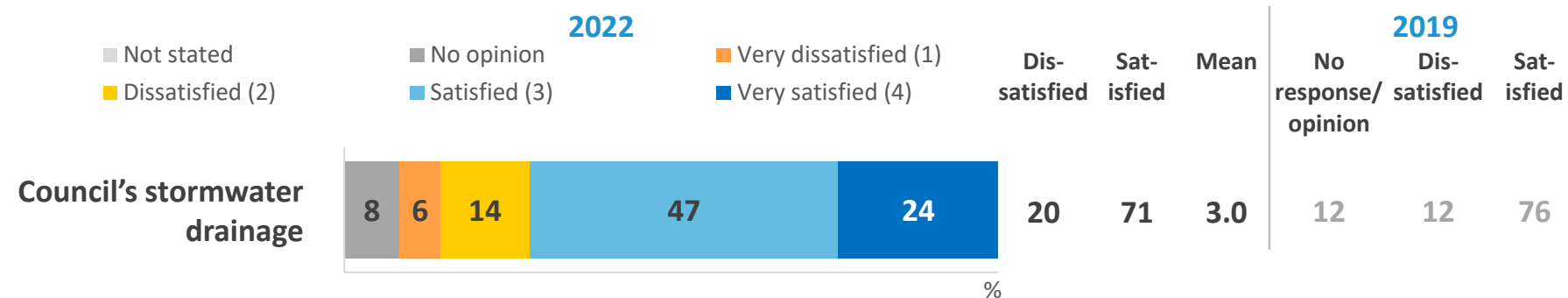
***Coastal Urban Waikuku †Not available for 2019



Stormwater Drainage Satisfaction

Among Those in WDC Land Drainage Areas

Q. How satisfied are you with the performance of the Council's stormwater drainage where you live?



2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Council's stormwater drainage	-	8% (48)	6% (35)	14% (77)	47% (267)	24% (138)

Sample: those in a WDC land drainage area: 2022: 569*; 2019: 342

*Includes those who don't know if they are within a WDC land drainage area who selected an area

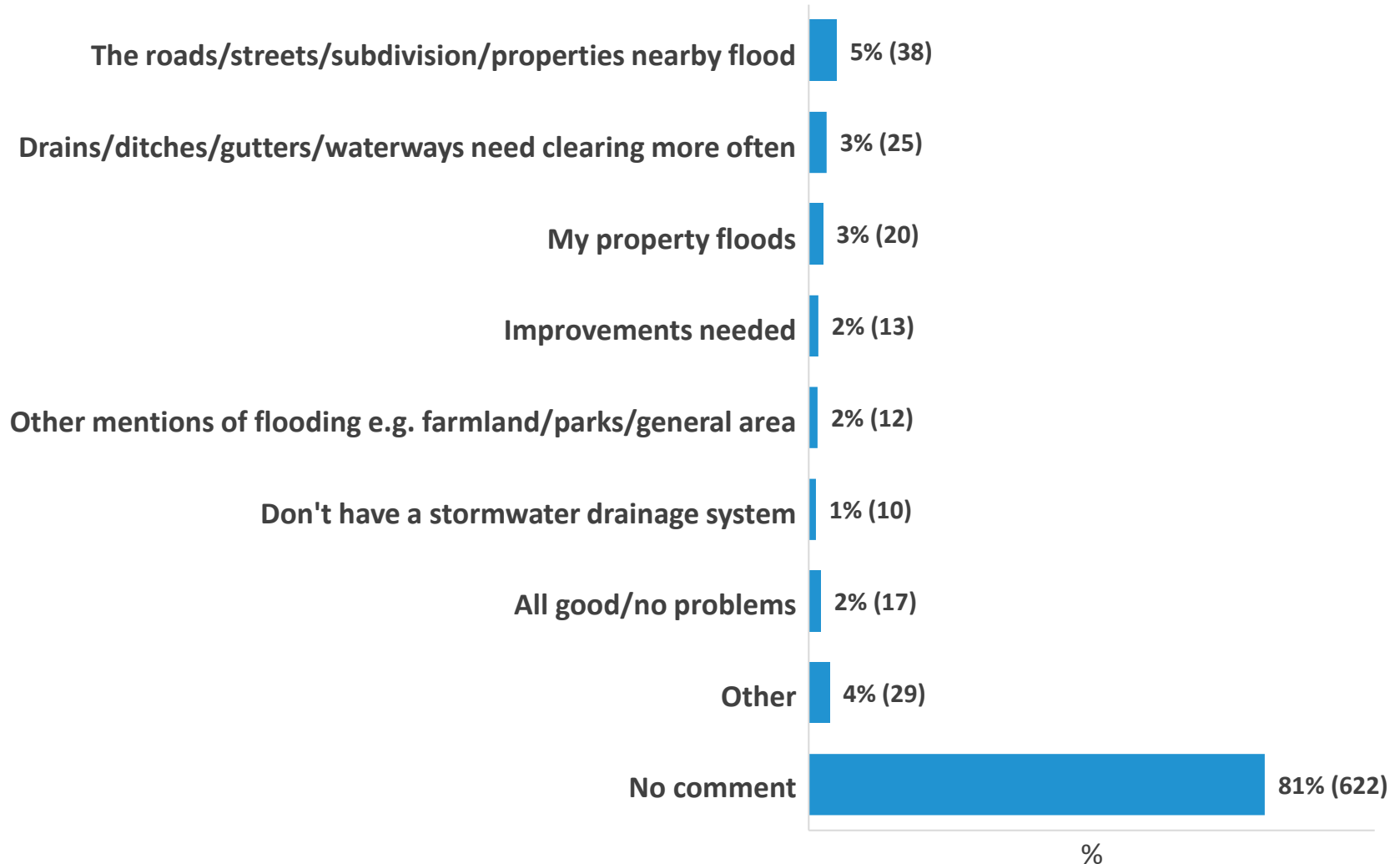
N=Weighted number of participants



Stormwater Drainage Comments

Among Those in WDC Land Drainage Areas

Q. Do you have any comments you would like to make about any aspects of the stormwater drainage in the District?

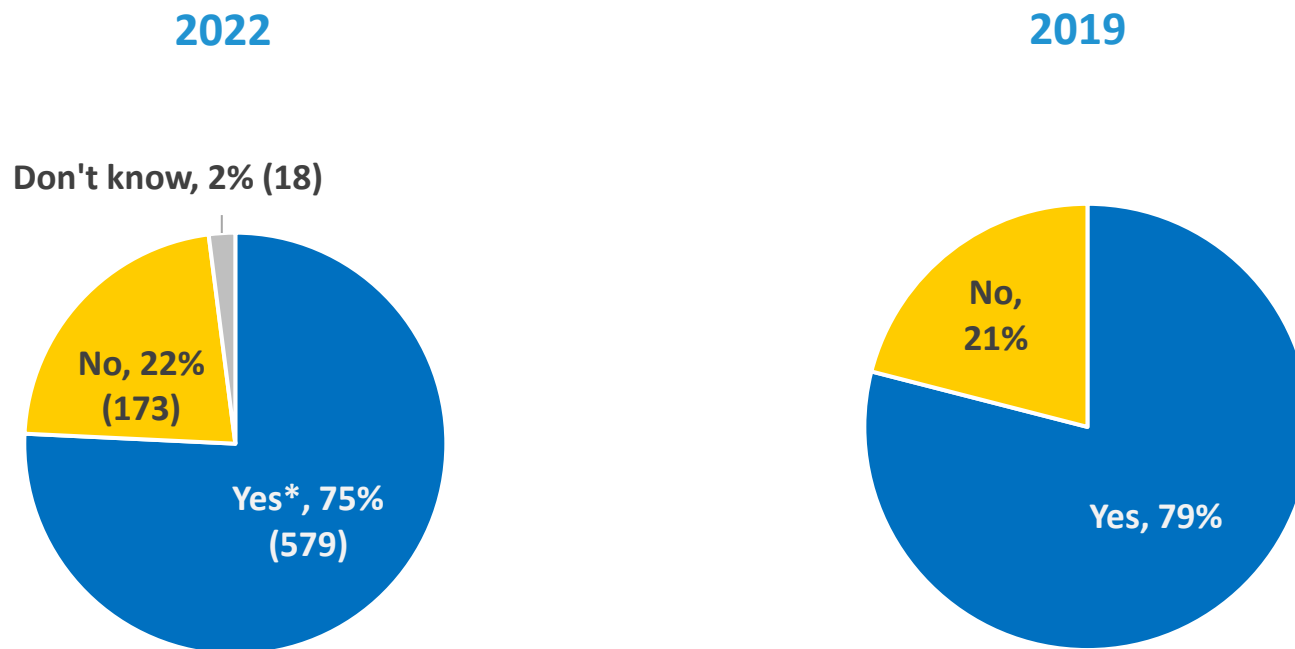


Satisfaction with Council Operated Water Supply



Receipt of Council Operated Water Supply

Q. Do you receive water from a Council operated water supply (including the Ashley Rural Water Supply operated by the Hurunui District Council)?



Total sample: 2022: 772; 2019: 453

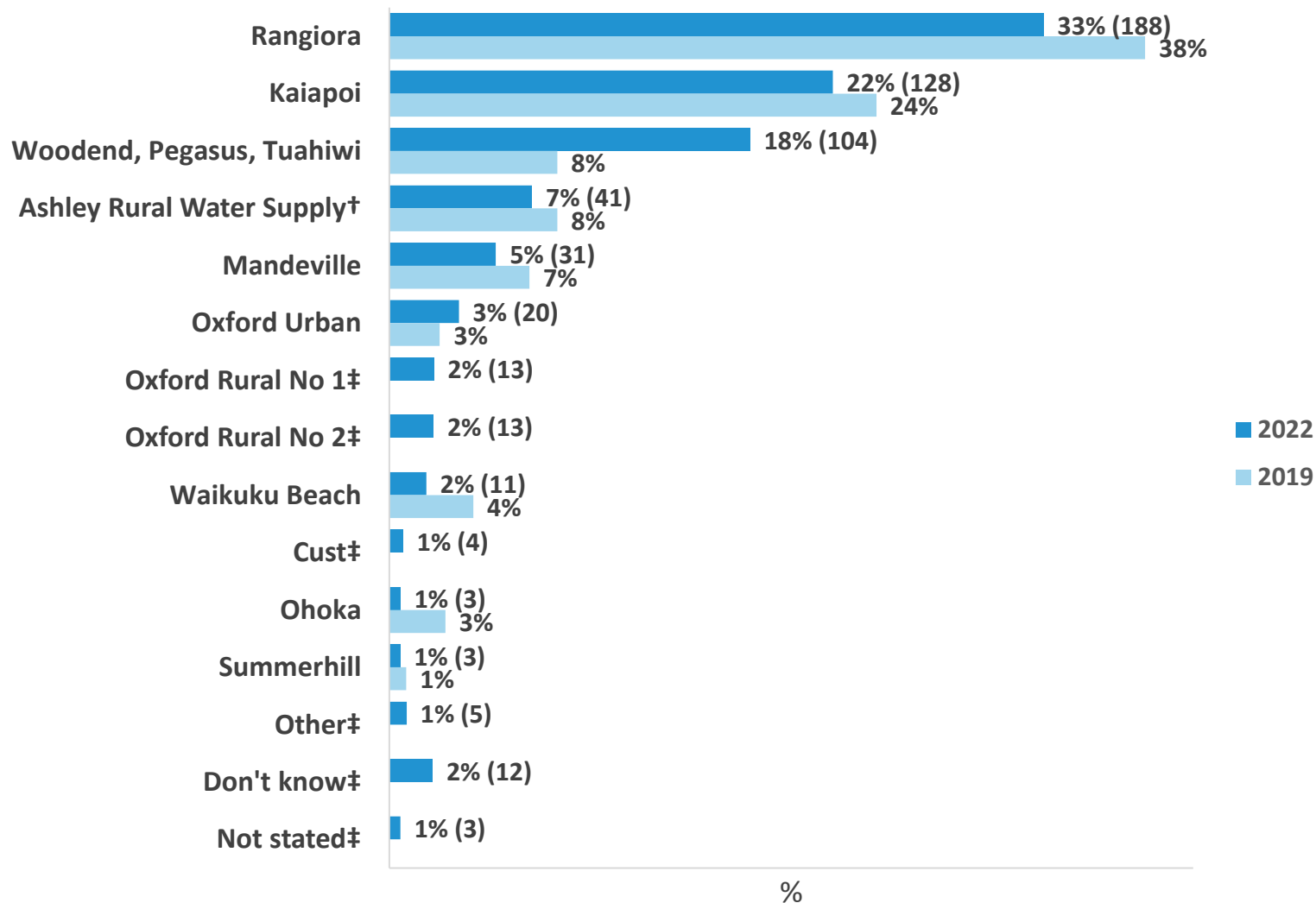
*Includes those who don't know if they are on a Council operated water supply who select a water supply at the next question

N=Weighted number of participants

Water Supply On

Among Those on Council Operated Water Supply

Q. Which Council operated water supply do you receive water from?



Sample: those on Council operated water supply: 2022: 578*; 2019: 359

*Includes those who don't know if they are on a Council operated water supply who select a water supply

†Not included in list/map of areas on questionnaire

‡2019 data not available

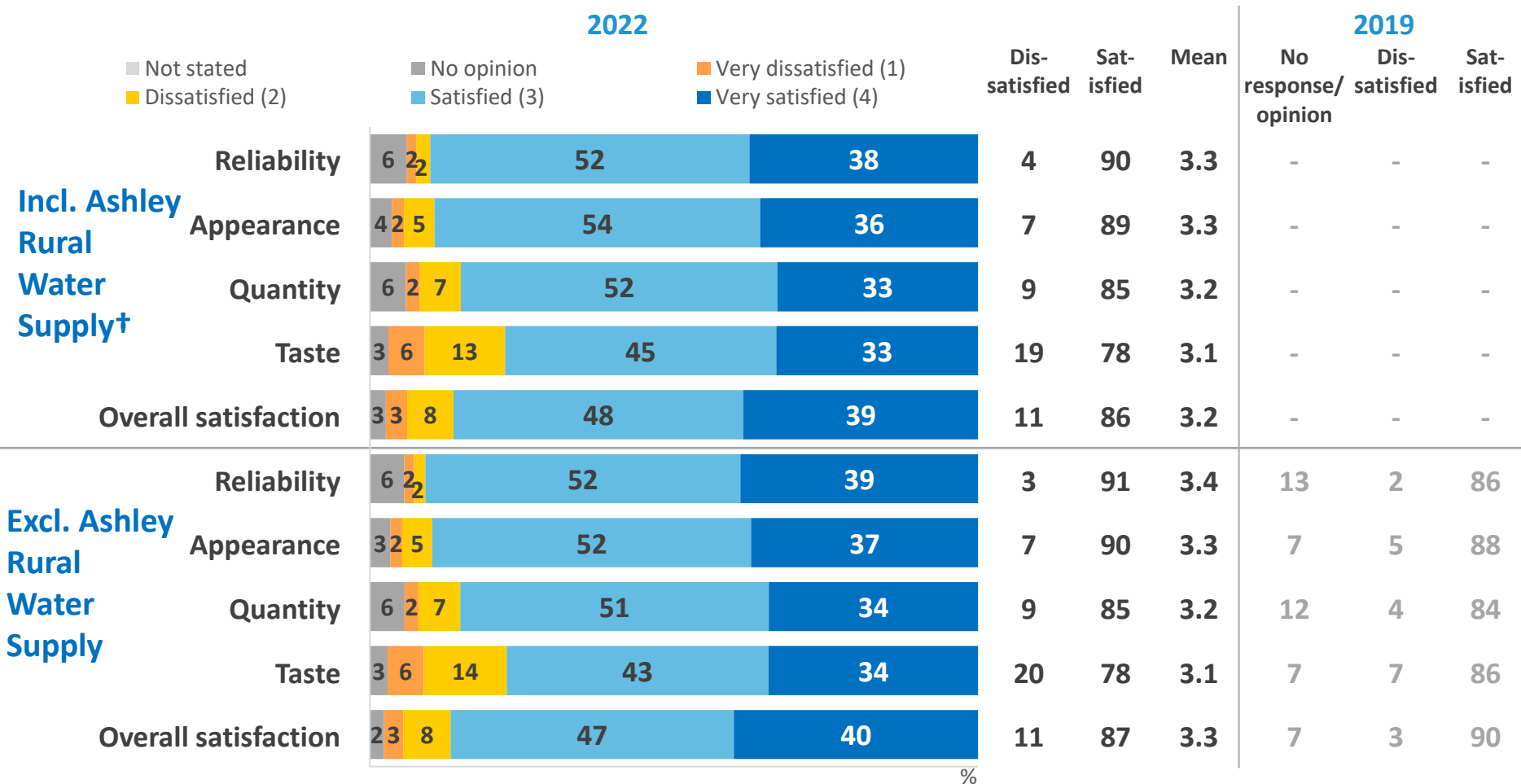
N=Weighted number of participants

Council Operated Water Supply Satisfaction

Among Those on Council Operated Water Supply

Q. How satisfied are you with the following aspects of your Council operated water supply?

Q: How satisfied overall are you with your Council operated water supply?



%

2022 sample: those on Council operated water supply including/excluding Ashley Rural Water Supply (includes those who don't know if they are on a Council operated water supply who select a water supply): 578/533;

2019 sample: those on Council operated water supply excluding Ashley Rural Water Supply: 329

†2019 satisfaction data not available including Ashley Rural Water Supply



Council Operated Water Supply Satisfaction, 2022

Among Those on Council Operated Water Supply

Q. How satisfied are you with the following aspects of your Council operated water supply?

Q: How satisfied overall are you with your Council operated water supply?

Incl. Ashley Rural Water Supply

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Reliability	-	6% (35)	2% (9)	2% (13)	52% (304)	38% (217)
Appearance	-	4% (21)	2% (12)	5% (29)	54% (310)	36% (207)
Quantity	-	6% (34)	2% (13)	7% (39)	52% (301)	33% (191)
Taste	-	3% (18)	6% (34)	13% (76)	45% (258)	33% (192)
Overall satisfaction	-	3% (15)	3% (20)	8% (44)	48% (276)	39% (223)

Excl. Ashley Rural Water Supply

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Reliability	-	6% (30)	2% (9)	2% (10)	52% (278)	39% (210)
Appearance	-	3% (18)	2% (11)	5% (26)	52% (282)	37% (201)
Quantity	-	6% (31)	2% (13)	7% (37)	51% (272)	34% (185)
Taste	-	3% (16)	6% (32)	14% (73)	43% (232)	34% (185)
Overall satisfaction	-	2% (12)	3% (17)	8% (42)	47% (251)	40% (216)

2022 sample: those on Council operated water supply including/excluding Ashley Rural Water Supply*: 578/533;

*Includes those who don't know if they are on a Council operated water supply who select a water supply

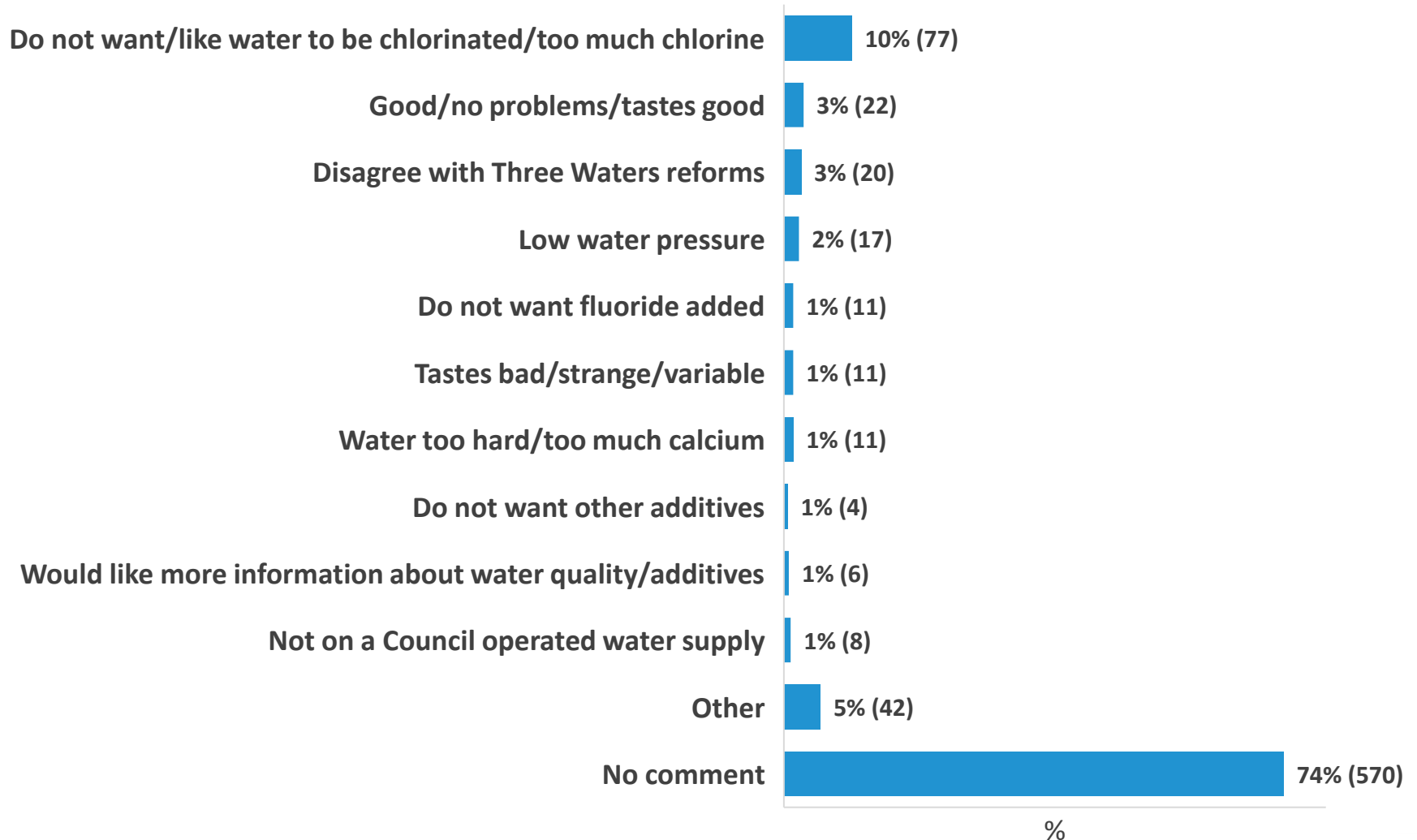
N=Weighted number of participants



Council Operated Water Supply Comments

Among Those on Council Operated Water Supply

Q. Do you have any comments you would like to make about any aspects of the water supplies the Council operates?

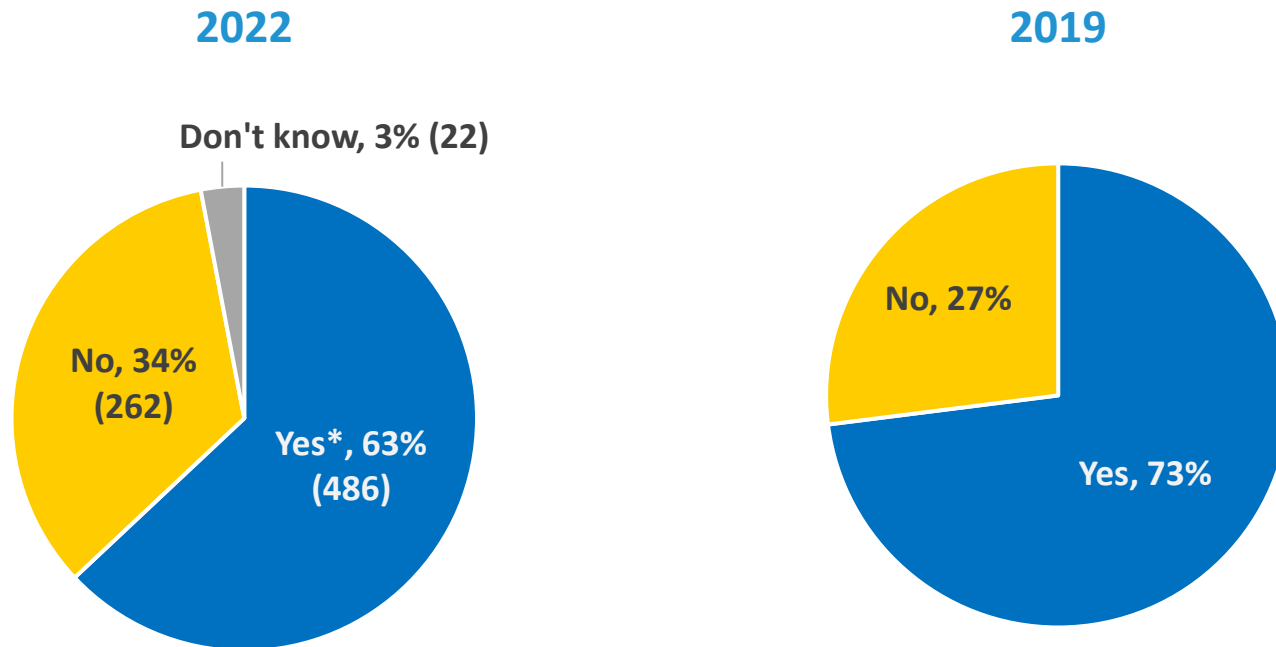


Satisfaction with Council Operated Sewerage Systems



Sewerage System Use

Q. Do you dispose of your sewage to a Council operated sewerage system?



Total sample: 2022: 772; 2019: 453

*Includes those who don't know if they dispose of sewage to a Council operated system who select a system at the next question

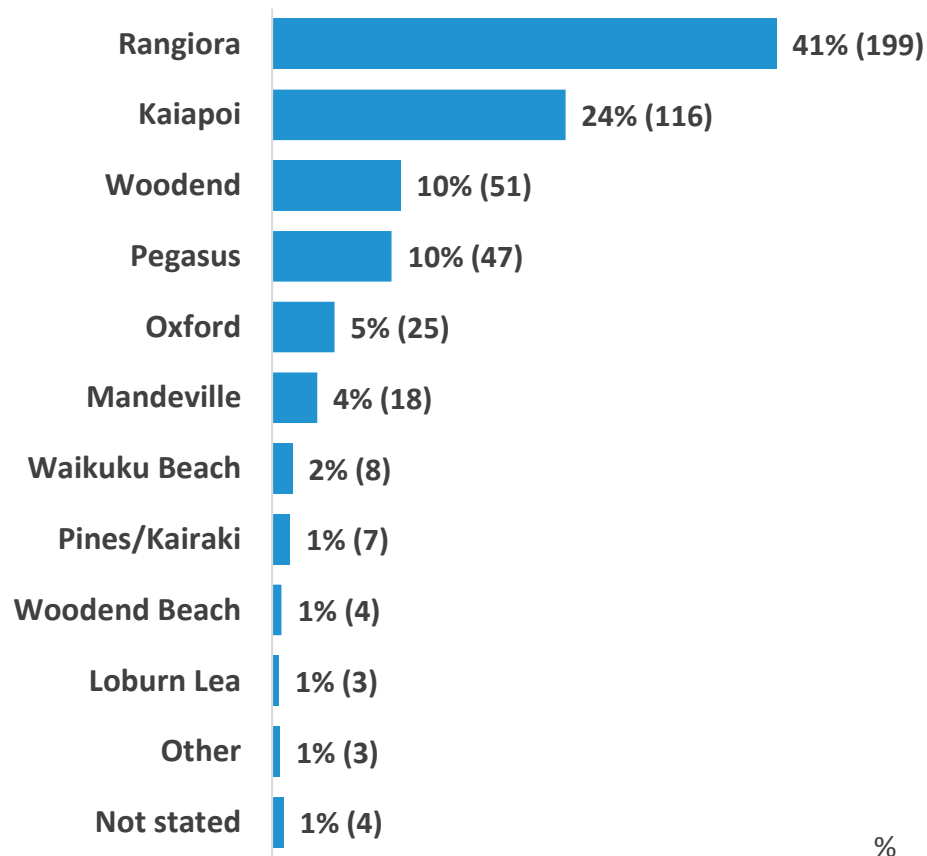
N=Weighted number of participants



Sewerage System Connected To

Among Those on a Council Operated Sewerage System

Q. Which sewerage system are you connected to?†



Sample: those disposing of sewerage to Council operated system: 2022: 487*; 2019: 331

†2019 data not available

*Includes those who don't know if they dispose of sewage to a Council operated system who select a system

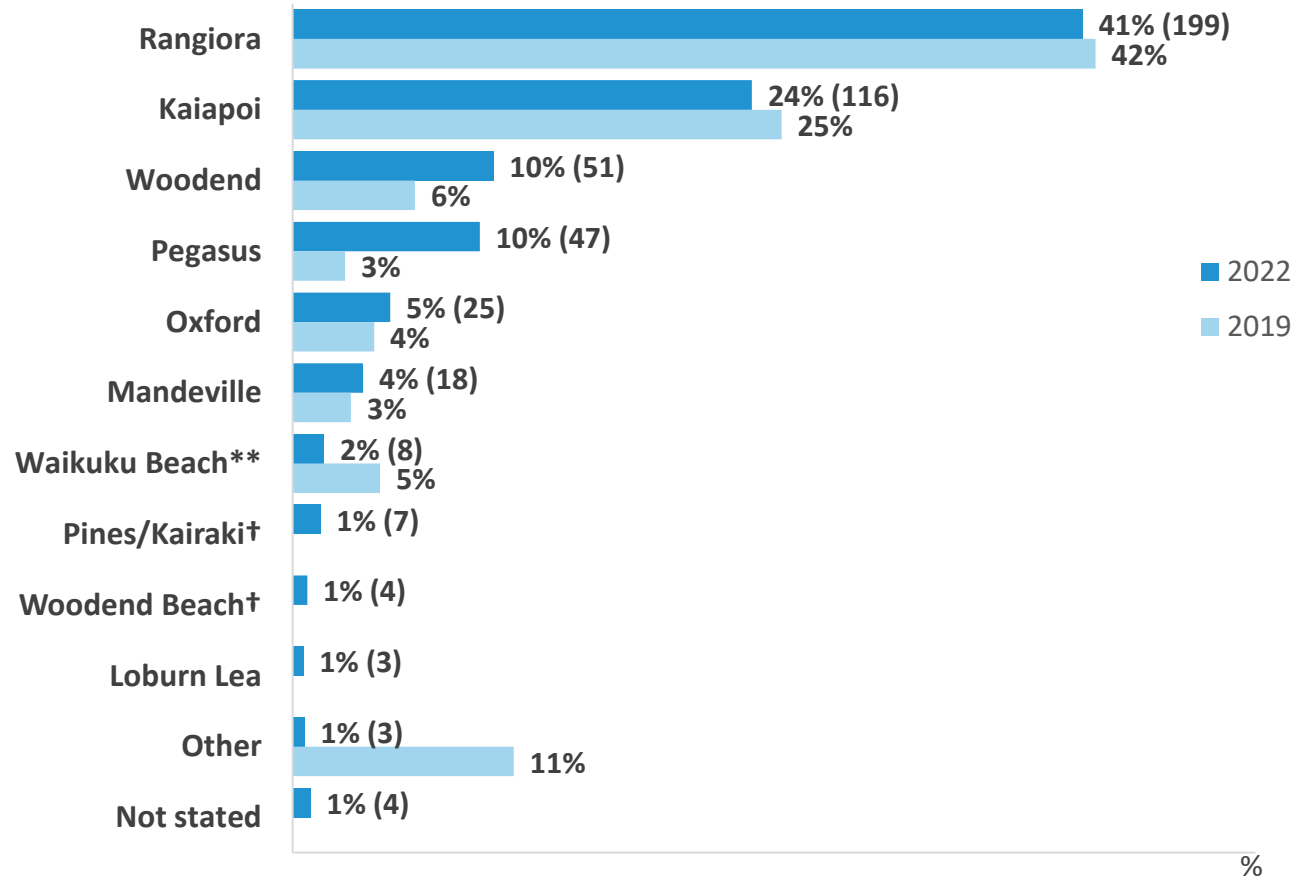
N=Weighted number of participants



Sewerage System Connected To

Among Those on a Council Operated Sewerage System

Q. Which sewerage system are you connected to?



Sample: those disposing of sewerage to Council operated system: 2022: 487*; 2019: 331

†2019 data not available

*Includes those who don't know if they dispose of sewage to a Council operated system who select a system

**Waikuku Beach in 2019

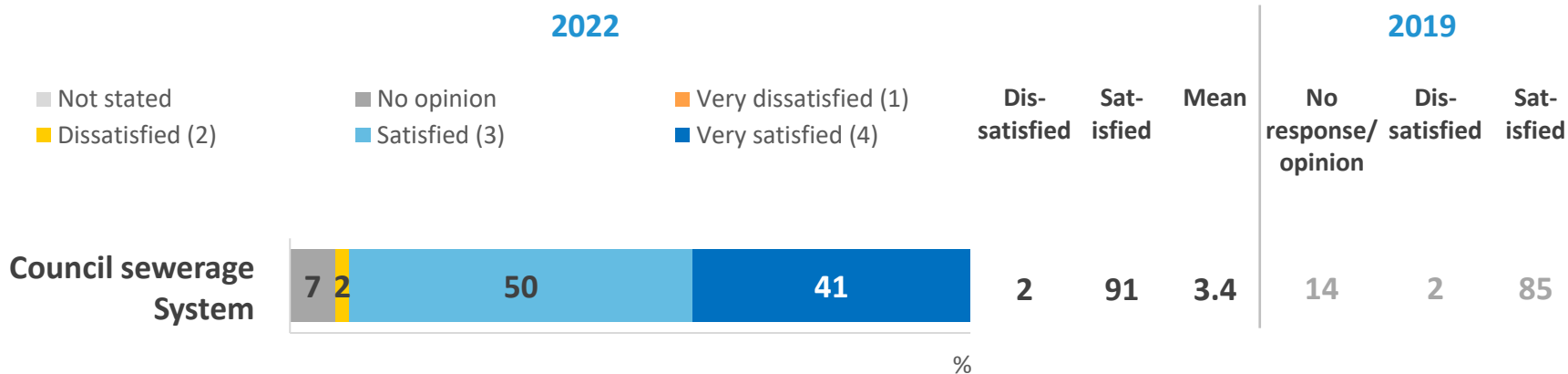
N=Weighted number of participants



Sewerage System Satisfaction

Among Those on a Council Operated Sewerage System

Q. How satisfied are you with your Council operated sewerage system?



2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Council sewerage system	-	7% (32)	-	2% (10)	50% (244)	41% (198)

Sample: those disposing of sewerage to Council operated system: 2022: 487*; 2019: 331

*Includes those who don't know if they dispose of sewage to a Council operated system who select a system

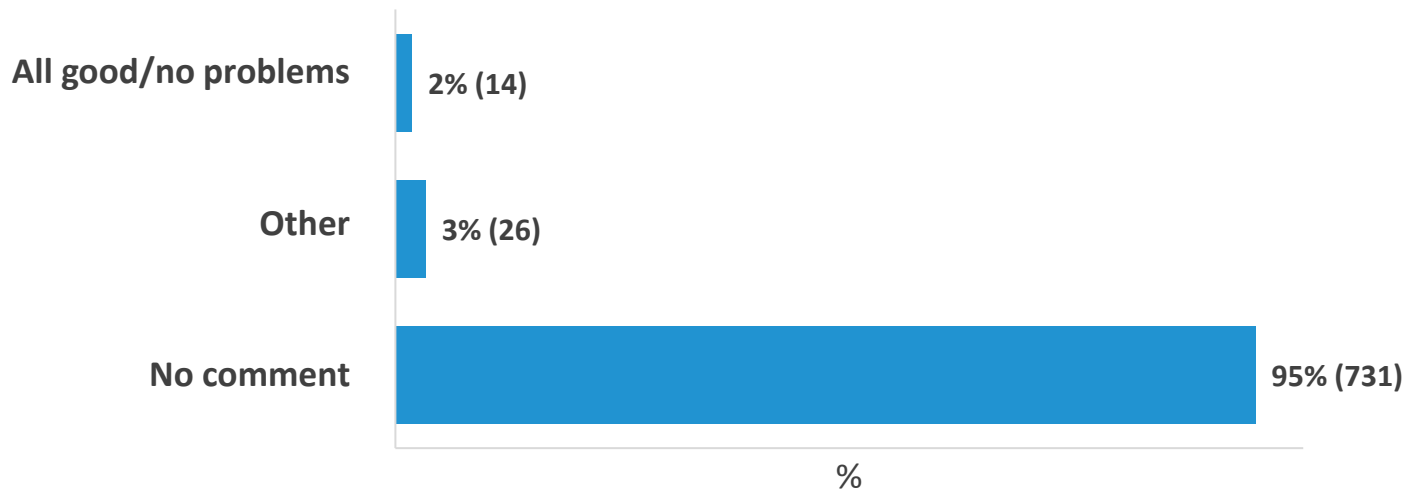
N=Weighted number of participants



Sewerage System Comments

Among Those on a Council Operated Sewerage System

Q. Do you have any comments you would like to make about any aspects of the sewerage systems operated by the Council?



Total sample: 2022: 772
N=Weighted number of participants

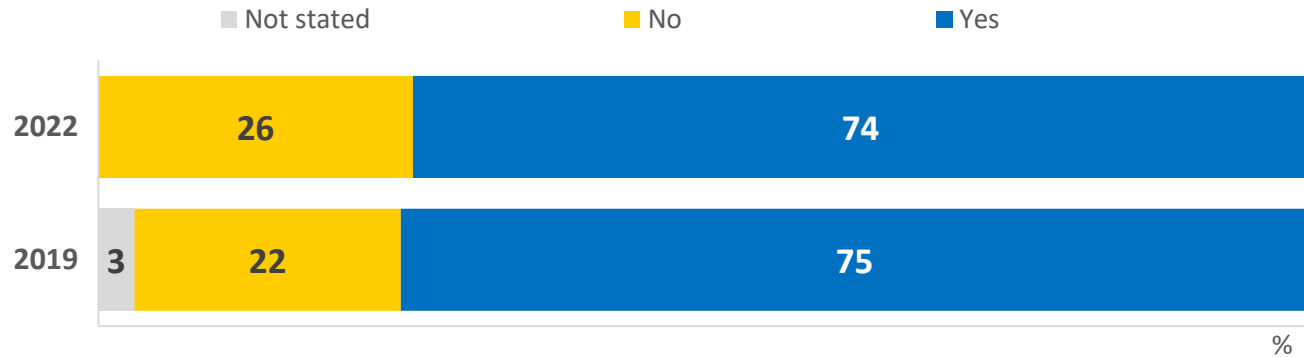


Satisfaction with Kerbside Collection Services



Kerbside Collection Availability

Q. Are kerbside collection services available where your household is located?



2022 % (N)	No reply	No	Yes
Kerbside collection services available	-	26% (202)	74% (570)

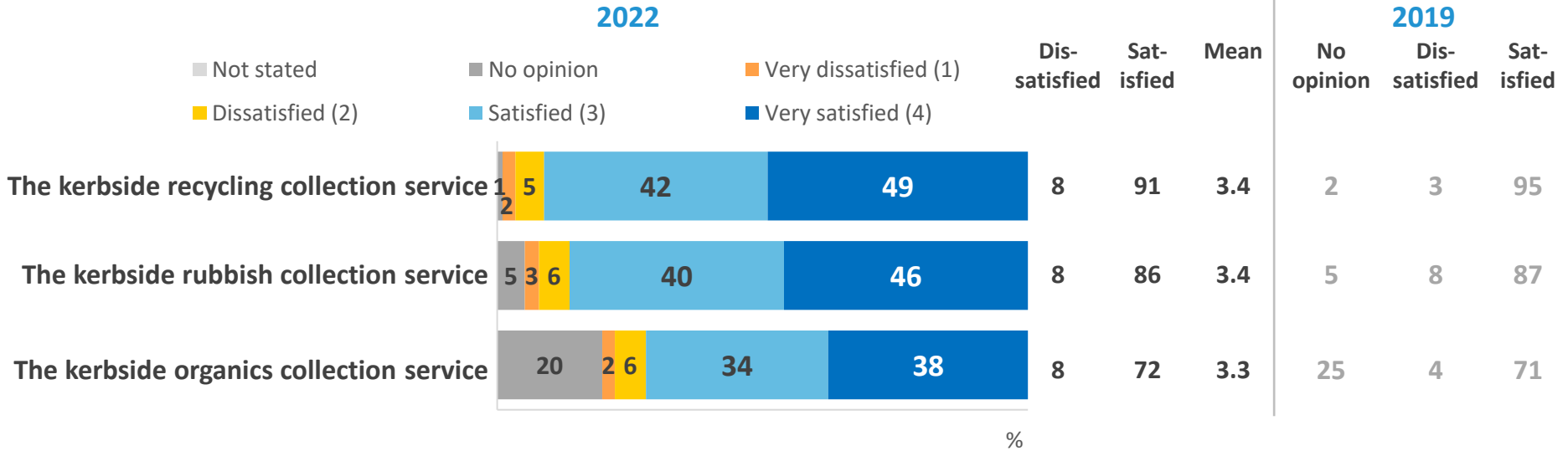
Total sample: 2022: 772
N=Weighted number of participants



Kerbside Collection Satisfaction

Among Those with Council Operated Kerbside Collection

Q. How satisfied are you with the Council's kerbside collection service for your property?



2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
The kerbside recycling collection service	-	1% (6)	2% (14)	5% (31)	42% (240)	49% (280)
The kerbside rubbish collection service	-	5% (30)	3% (15)	6% (33)	40% (230)	46% (262)
The kerbside organics collection service	-	20% (113)	2% (14)	6% (33)	34% (195)	38% (214)

2022 sample: those with kerbside collection services available: 568

2019 sample: those answering the question: recycling: 338; rubbish: 330; organics: 317

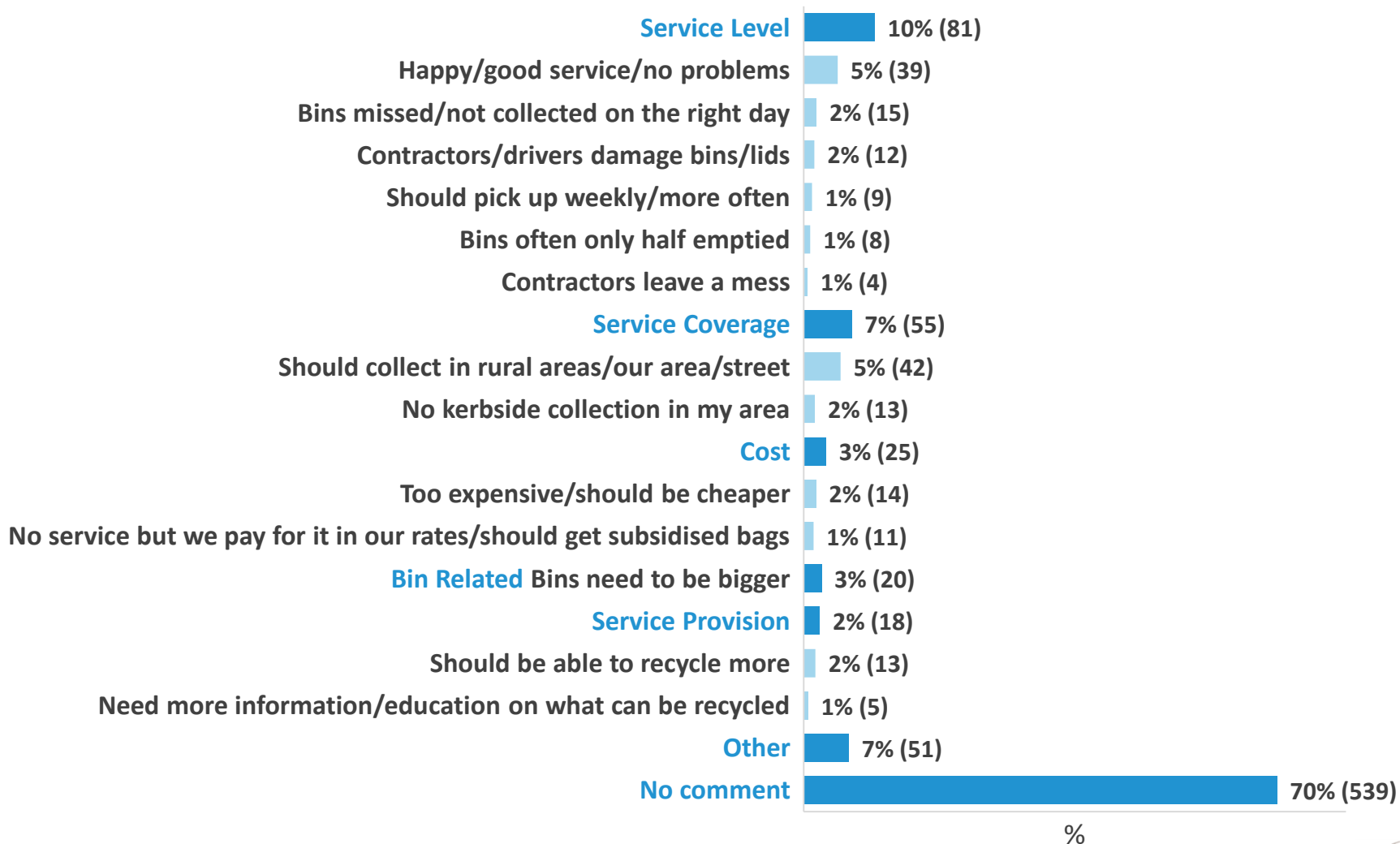
N=Weighted number of participants



Kerbside Collection Comments

Among Those with Council Operated Kerbside Collection

Q. Do you have any comments you would like to make about any aspects of the kerbside collection service provided by the Council?



Total sample: 2022: 772
 N=Weighted number of participants



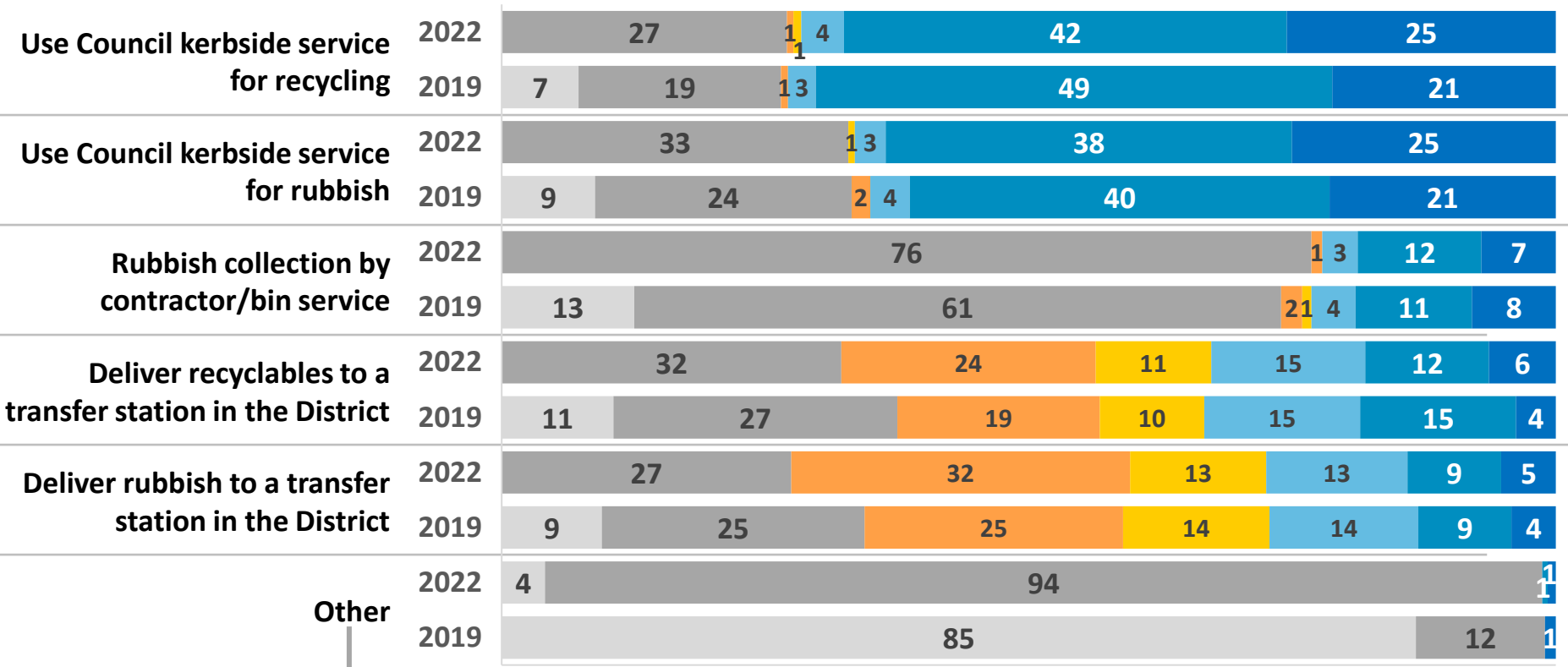
Frequency of Use of Waste Disposal Services



Frequency of Non-Organic Waste Disposal

Q. How often do you, or members of your household, use the following methods to dispose of non-organic household waste?

- Not stated
- Not at all
- Less than once every 3 months
- About once every 3 months
- About once every 1-2 months
- About once every 2-3 weeks
- Weekly or more frequently



Other methods used: 2022	Mentions	%
Recycling contractor	5	
Burn it	5	
Transfer station in Christchurch	2	
Find places that recycle other items	2	
Bury it	1	

Total sample: 2022: 772; 2019: 453



Frequency of Non-Organic Waste Disposal, 2022

Q. How often do you, or members of your household, use the following methods to dispose of non-organic household waste?

2022 % (N)	Not stated	Not at all	Less than once every 3 months	About once every 3 months	About once every 1-2 months	About once every 2-3 weeks	Weekly or more frequently
Use Council kerbside service for recycling	-	27% (208)	1% (5)	1% (6)	4% (31)	42% (323)	25% (196)
Use Council kerbside service for rubbish	-	33% (252)	-	1% (5)	3% (22)	38% (295)	25% (192)
Rubbish collection by contractor/bin service	-	76% (590)	1% (8)	-	3% (26)	12% (90)	7% (54)
Deliver recyclables to a transfer station in the District	-	32% (248)	24% (186)	11% (84)	15% (112)	12% (90)	6% (49)
Deliver rubbish to a transfer station in the District	-	27% (211)	32% (247)	13% (99)	13% (103)	9% (68)	5% (40)
Other	4% (31)	94% (725)	-	-	-	1% (4)	1% (6)

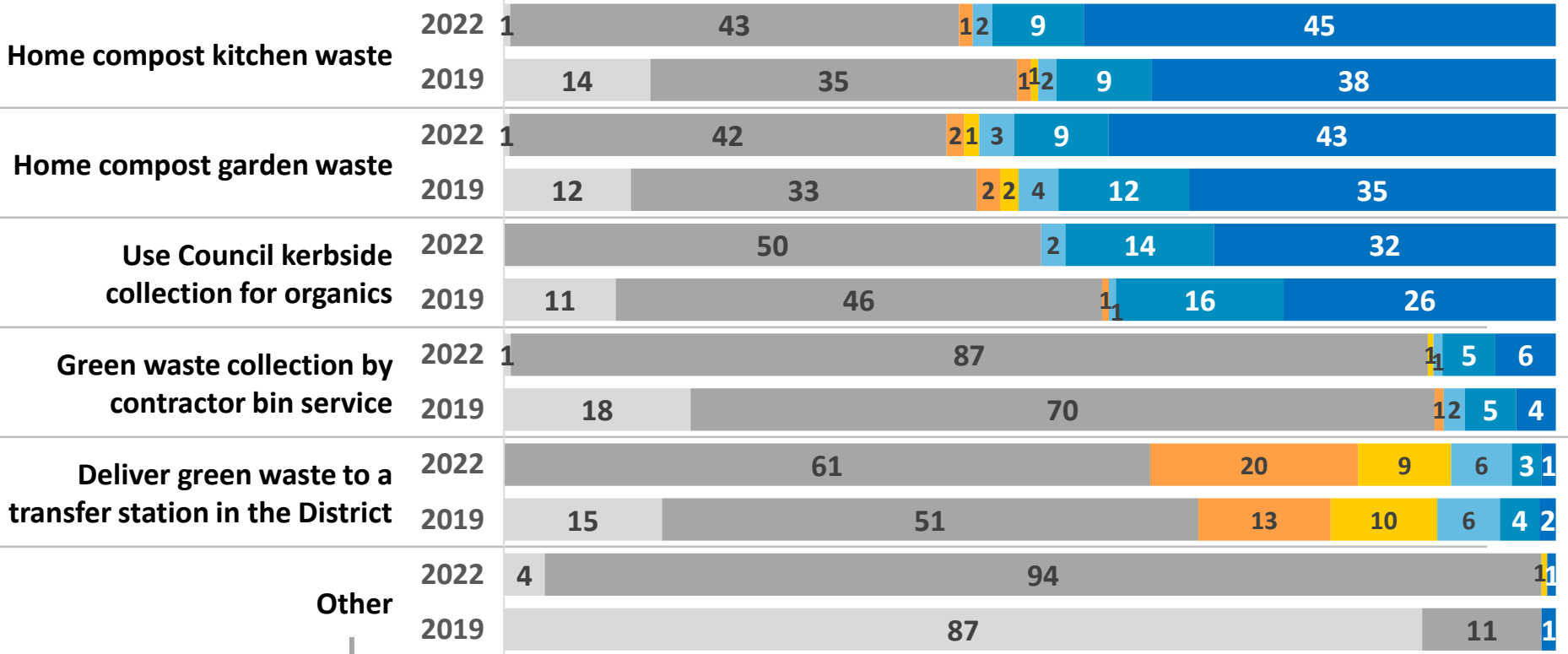
Total sample: 2022: 772
N=Weighted number of participants



Frequency of Organic Waste Disposal

Q. How often do you, or members of your household, use the following methods to dispose of organic household waste?

- Not stated
- Not at all
- Less than once every 3 months
- About once every 3 months
- About once every 1-2 months
- About once every 2-3 weeks
- Weekly or more frequently



Other methods used: 2022	Mentions	%
Burn it	6	
Feed it to chickens/pigs	4	
Mulch it/use as mulch	2	
Son/gardener takes it	2	
Use waste disposal unit in kitchen sink	1	
Take to a friend's	1	
Bury it	1	

Total sample: 2022: 772; 2019: 453



Frequency of Organic Waste Disposal, 2022

Q. How often do you, or members of your household, use the following methods to dispose of organic household waste?

2022 % (N)	Not stated	Not at all	Less than once every 3 months	About once every 3 months	About once every 1-2 months	About once every 2-3 weeks	Weekly or more frequently
Use Council kerbside service for recycling	1% (5)	43% (328)	1% (10)	-	2% (14)	9% (67)	45% (345)
Use Council kerbside service for rubbish	1% (4)	42% (321)	2% (13)	1% (11)	3% (26)	9% (69)	43% (328)
Rubbish collection by contractor/bin service	-	50% (389)	-	-	2% (18)	14% (107)	32% (248)
Deliver recyclables to a transfer station in the District	1% (5)	87% (670)	-	1% (4)	1% (7)	5% (39)	6% (44)
Deliver rubbish to a transfer station in the District	-	61% (472)	20% (152)	9% (68)	6% (44)	3% (22)	1% (10)
Other	4% (30)	94% (726)	-	1% (4)	-	-	1% (6)

Total sample: 2022: 772
N=Weighted number of participants

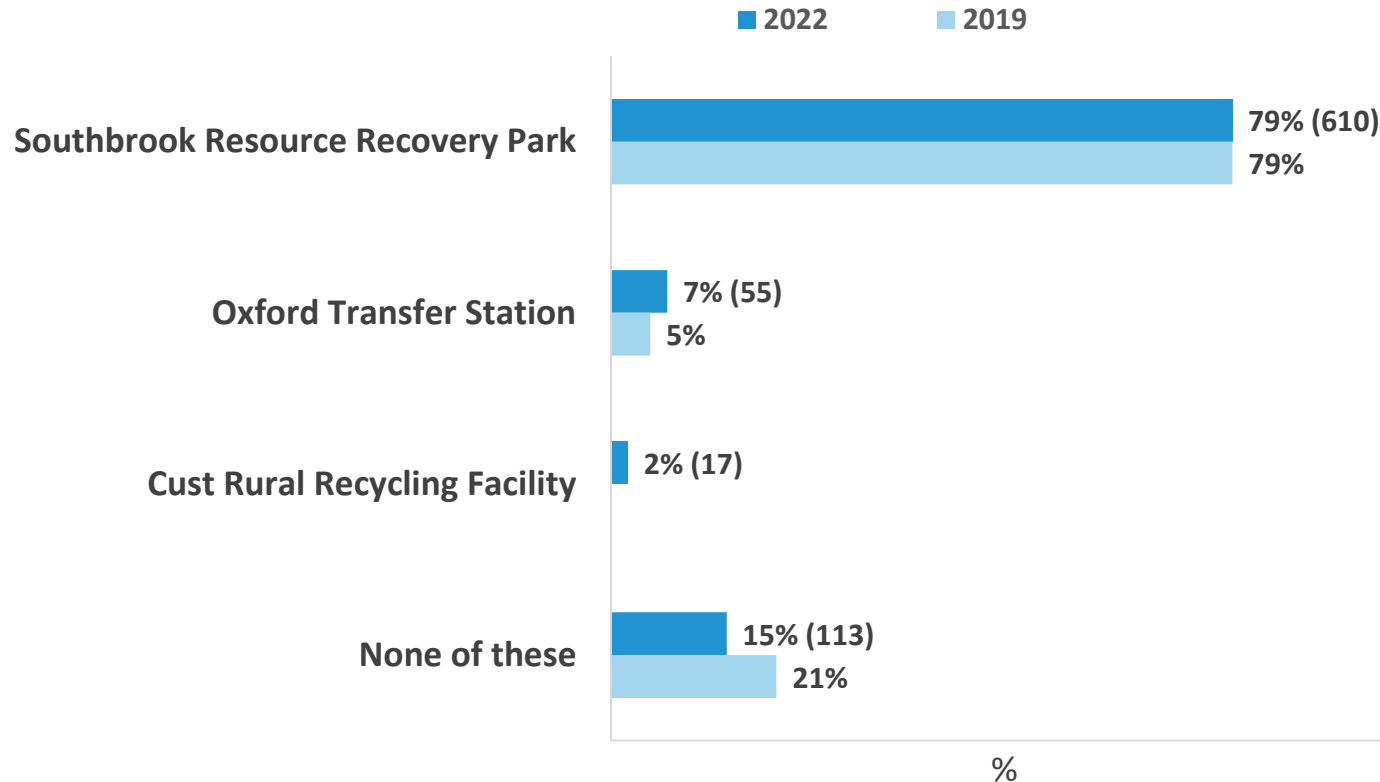


Satisfaction with Waste Handling Facilities



Waste Handling Facility Use

Q. Please indicate the waste handling facility/facilities members of your household typically use.

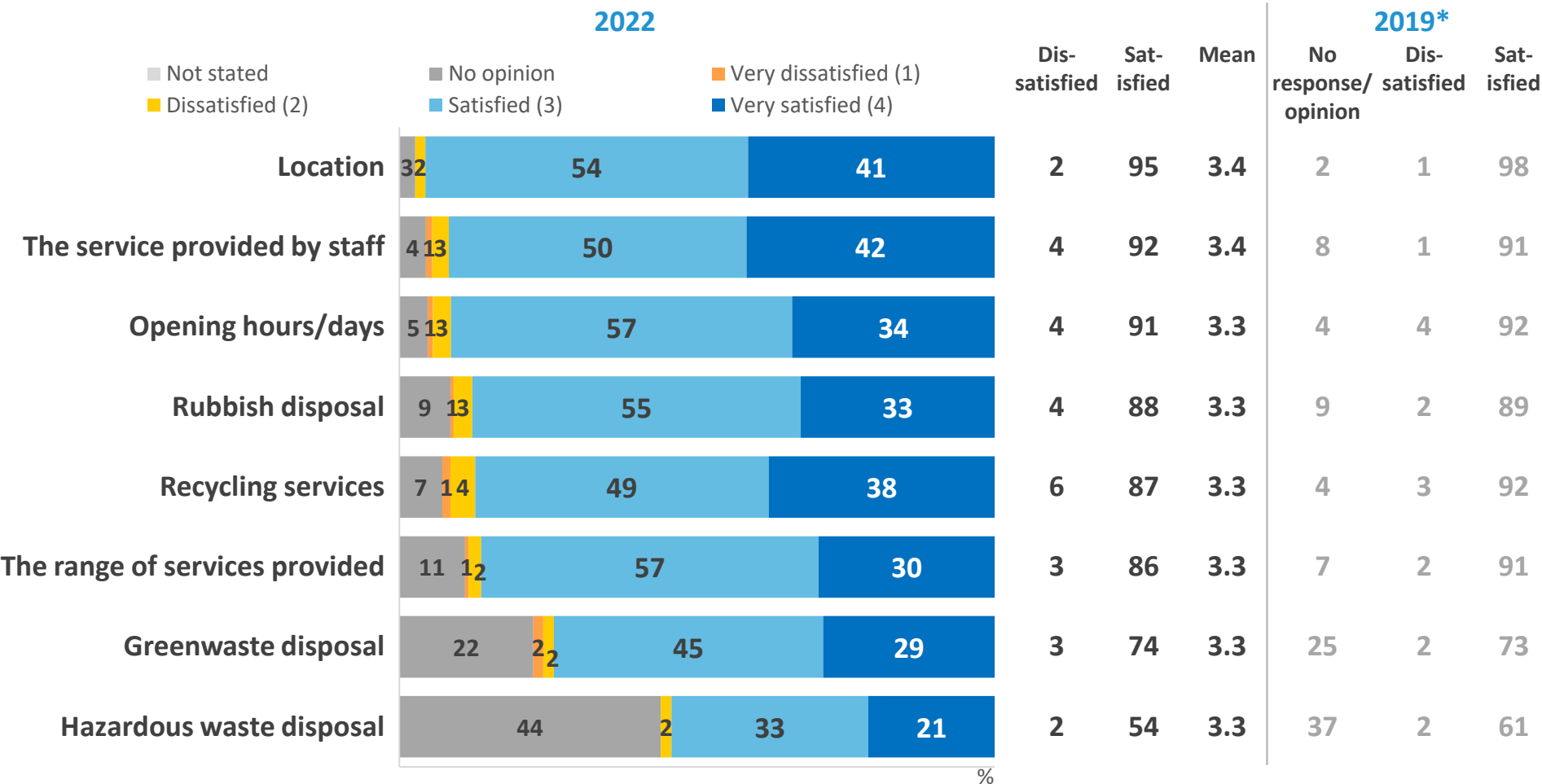


Total sample: 2022: 772; 2019: 453
N=Weighted number of participants



Southbrook Resource Recovery Park Satisfaction

Q. How satisfied are you with the following aspects of the Southbrook Resource Recovery Park?



2022 sample: those who typically use Southbrook Resource Recovery Park: 618

2019 sample: those that nominated waste handling facilities: 360*

*Data not available for individual waste handling facilities



Q. How satisfied are you with the following aspects of the Southbrook Resource Recovery Park?

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Location	-	3% (16)	-	2% (10)	54% (329)	41% (252)
The service provided by staff	-	4% (27)	1% (7)	3% (17)	50% (305)	42% (254)
Opening hours/days	-	5% (29)	1% (5)	3% (18)	57% (349)	34% (207)
Rubbish disposal	-	9% (52)	1% (4)	3% (19)	55% (336)	33% (198)
Recycling services	-	7% (44)	1% (8)	4% (25)	49% (300)	38% (231)
The range of services provided	-	11% (67)	1% (4)	2% (13)	57% (345)	30% (180)
Greenwaste disposal	-	22% (137)	2% (10)	2% (11)	45% (275)	29% (175)
Hazardous waste disposal	-	44% (267)	-	2% (11)	33% (201)	21% (129)

2022 sample: those who typically use Southbrook Resource Recovery Park: 618
 N=Weighted number of participants



Oxford Transfer Station Satisfaction

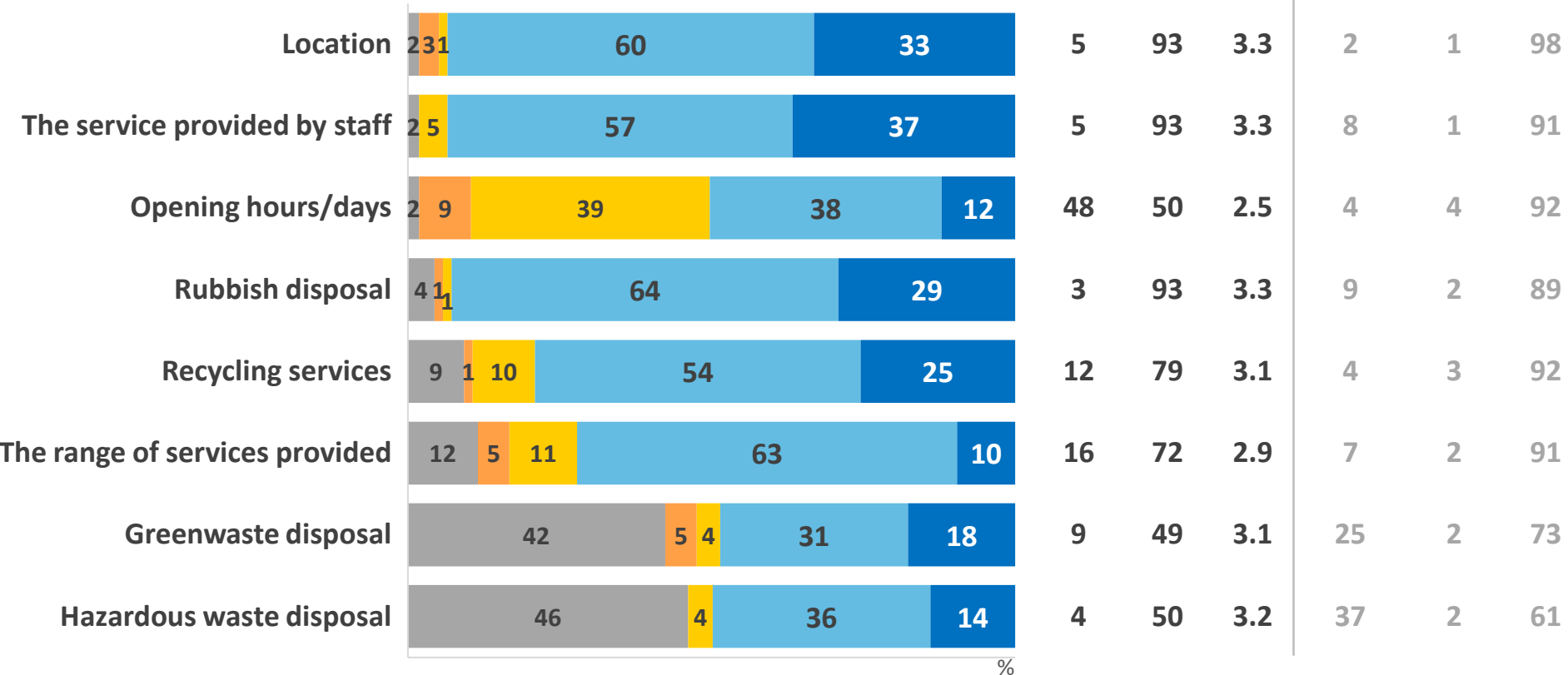
Q. How satisfied are you with the following aspects of the Oxford Transfer Station?

2022

2019*

■ Not stated ■ No opinion ■ Very dissatisfied (1)
■ Dissatisfied (2) ■ Satisfied (3) ■ Very satisfied (4)

Dis-satisfied Sat-
 isfied Mean No Dis- Sat-
 response/ satisfied isfied
 opinion



2022 sample: those who typically use the Oxford Transfer Station: 50

2019 sample: those that nominated waste handling facilities: 360*

*Data not available for individual waste handling facilities



Oxford Transfer Station Satisfaction, 2022

Q. How satisfied are you with the following aspects of the Oxford Transfer Station?

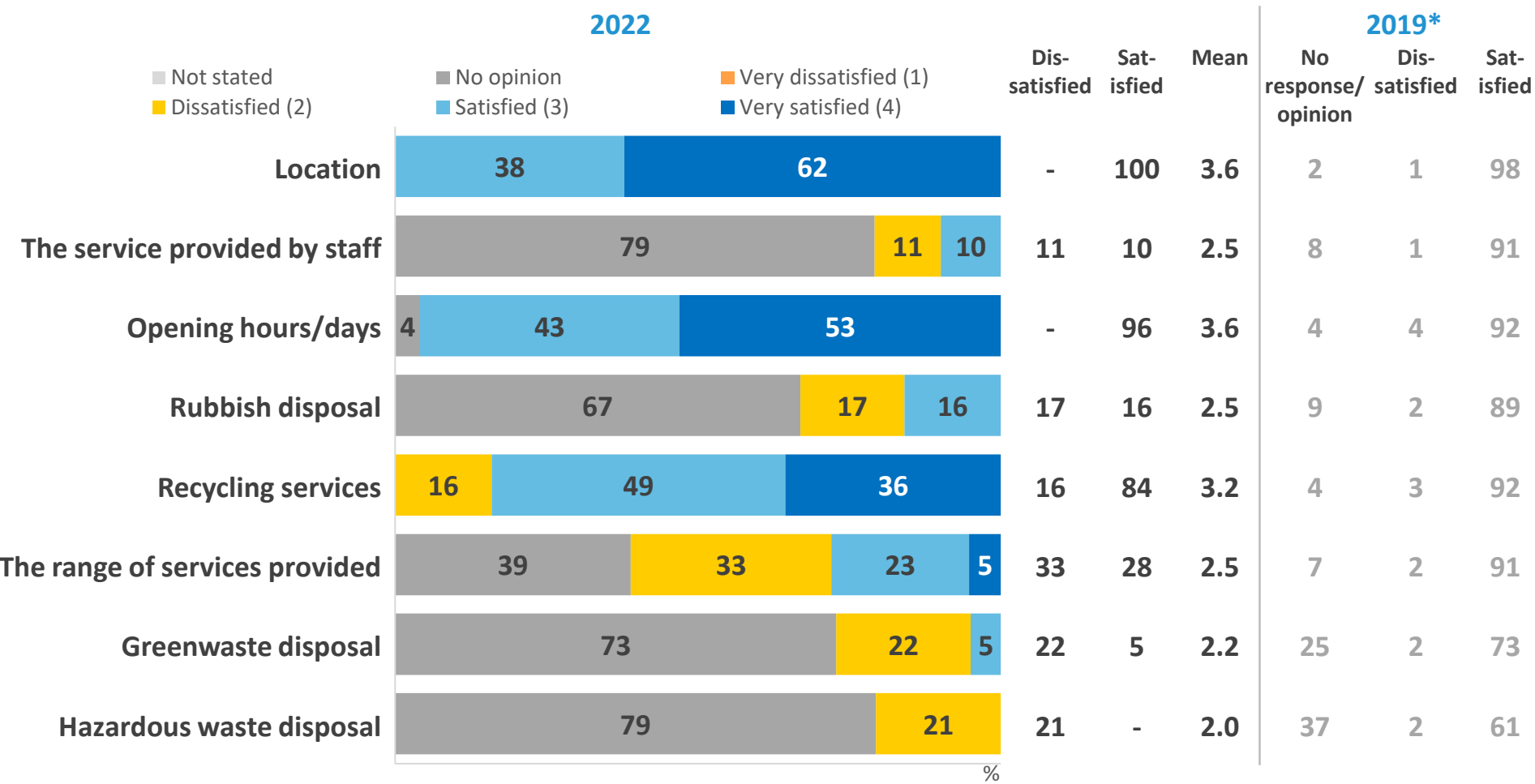
2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Location	-	2% (1)	3% (2)	1% (1)	60% (33)	33% (18)
The service provided by staff	-	2% (1)	-	5% (3)	57% (31)	37% (20)
Opening hours/days	-	2% (1)	9% (5)	39% (22)	38% (21)	12% (7)
Rubbish disposal	-	4% (2)	1% (1)	1% (1)	64% (35)	29% (16)
Recycling services	-	9% (5)	1% (1)	10% (6)	54% (30)	25% (14)
The range of services provided	-	12% (6)	5% (3)	11% (6)	63% (34)	10% (5)
Greenwaste disposal	-	42% (23)	5% (3)	4% (2)	31% (17)	18% (10)
Hazardous waste disposal	-	46% (25)	-	4% (2)	36% (20)	14% (8)

2022 sample: those who typically use the Oxford Transfer Station: 50
 N=Weighted number of participants



Cust Rural Recycling Facility Satisfaction

Q. How satisfied are you with the following aspects of the Cust Rural Recycling Facility?



2022 sample: those who typically use the Cust Rural Recycling Facility: 18†
 2019 sample: those that nominated waste handing facilities: 360*

†Small sample size – results indicative only
 *Data not available for individual waste handing facilities



Cust Rural Recycling Facility Satisfaction, 2022

Q. How satisfied are you with the following aspects of the Cust Rural Recycling Facility?

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Location	-	-	-	-	38% (6)	62% (10)
The service provided by staff	-	79% (13)	-	11% (2)	10% (2)	-
Opening hours/days	-	4% (1)	-	-	43% (7)	53% (9)
Rubbish disposal	-	67% (11)	-	17% (3)	16% (3)	-
Recycling services	-	-	-	16% (3)	49% (8)	36% (6)
The range of services provided	-	39% (6)	-	33% (5)	23% (4)	5% (1)
Greenwaste disposal	-	73% (12)	-	22% (4)	5% (1)	-
Hazardous waste disposal	-	79% (13)	-	21% (3)	-	-

2022 sample: those who typically use the Cust Rural Recycling Facility: 18†

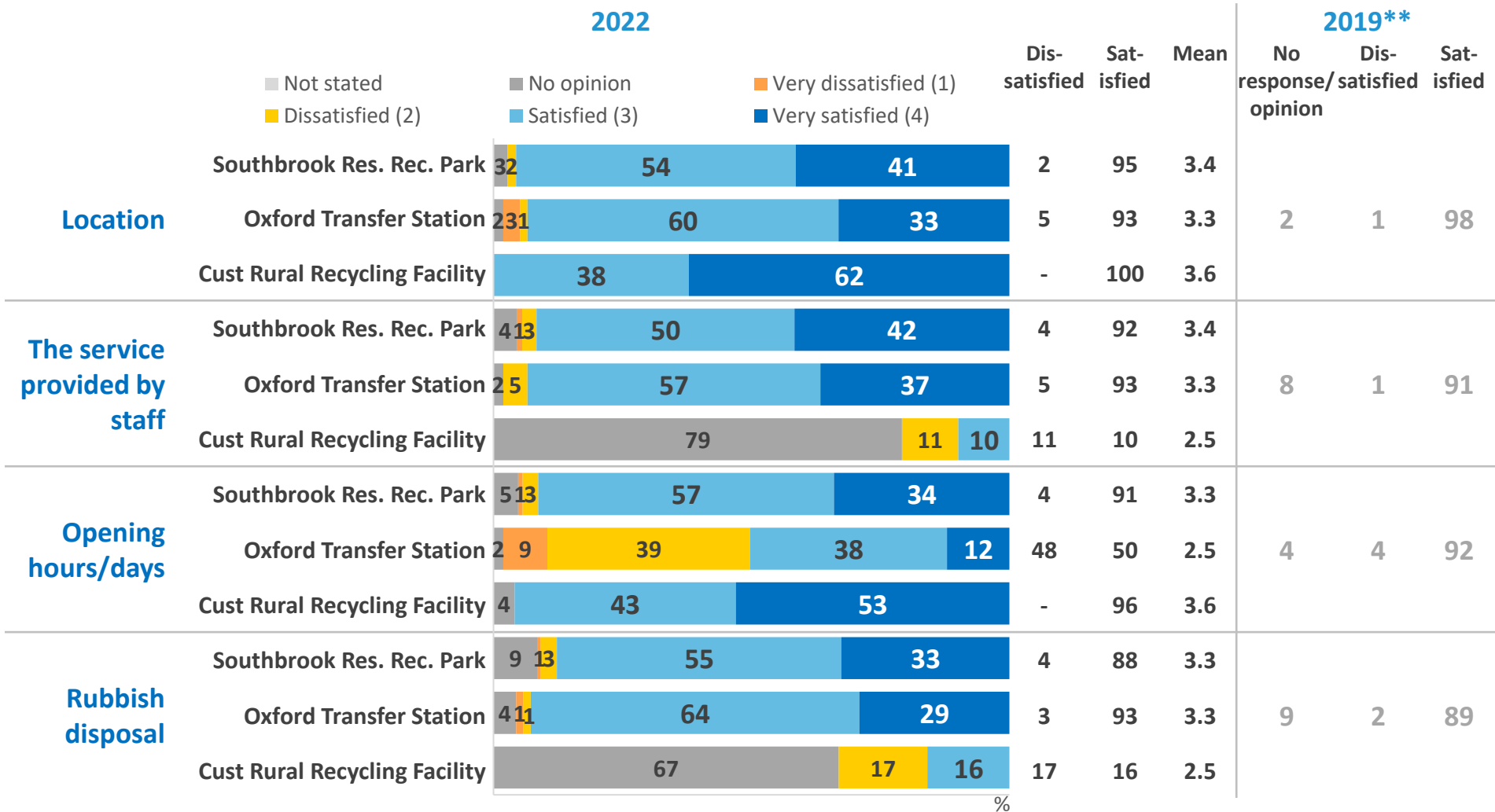
†Small sample size – results indicative only

N=Weighted number of participants



Comparison of Waste Handling Facility Satisfaction

Q. How satisfied are you with the following aspects of the Southbrook Resource Recovery Park/Oxford Transfer Station/Cust Rural Recycling Facility?



2022 sample: those who typically use the facility: Southbrook Resource Recovery Park: 618; Oxford Transfer Station: 50; Cust Rural Recycling Facility: 18*

2019 sample: those that nominated waste handling facilities: 360**

*Small sample size – results indicative only

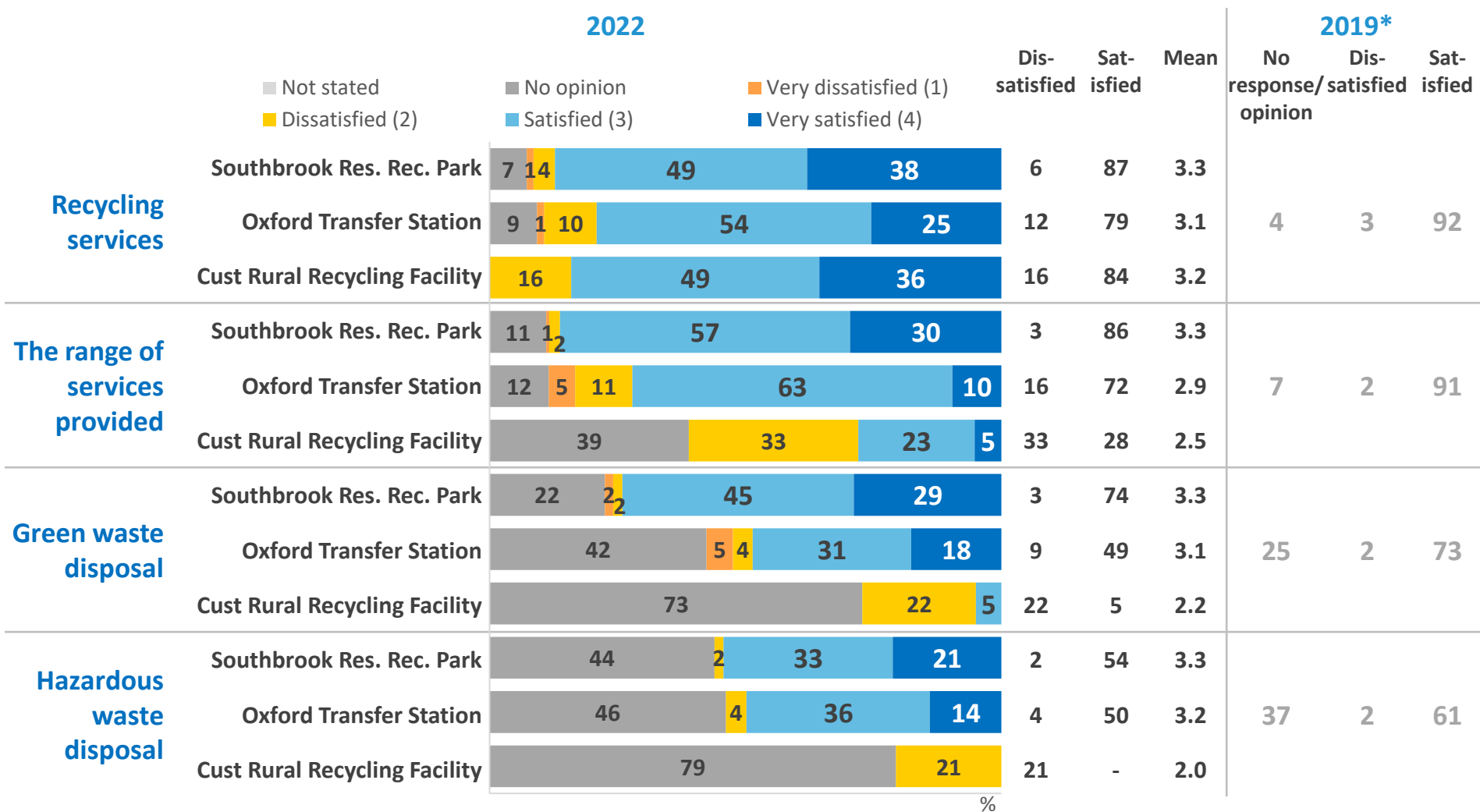
**Data not available for individual waste handling facilities

Continued on next slide



Comparison of Waste Handling Facility Satisf. cont.

Q. How satisfied are you with the following aspects of the Southbrook Resource Recovery Park/Oxford Transfer Station/Cust Rural Recycling Facility?



%

2022 sample: those who typically use the facility: Southbrook Resource Recovery Park: 618; Oxford Transfer Station: 50; Cust Rural Recycling Facility: 18*

2019 sample: those that nominated waste handling facilities: 360**

*Small sample size – results indicative only

**Data not available for individual waste handling facilities



Waste Handling Facilities – Comments

Q. Do you have any comments you would like to make about any aspects of the waste handling facilities provided by the Council?

2022 % (N)	Southbrook Resource Recovery Park (n=772) %	Oxford Transfer Station (n=772) %	Cust Rural Recycling Facility (n=772) %
Service Level	10% (75)	2% (12)	-
Staff friendly/helpful/appreciate the dog treats	6% (49)	1% (5)	-
Staff rude/unhelpful/unfriendly	2% (14)	-	-
Should be open longer hours/more days	1% (11)	1% (7)	-
Need better signage/clearer information	1% (5)	-	-
Facility Provision	7% (57)	1% (9)	-
Good facility/well run/easy to use/clean and tidy/comprehensive	4% (35)	1% (5)	-
Needs to be bigger//better set up/too cramped/long queues	2% (14)	-	-
Should be able to recycle more things	1% (8)	-	-
Cost	2% (18)	1% (4)	-
Should be cheaper/too expensive	2% (13)	1% (4)	-
Green waste should be free	1% (5)	-	-
Other	4% (32)	1% (10)	1% (7)
No comment	82% (630)	97% (747)	99% (761)

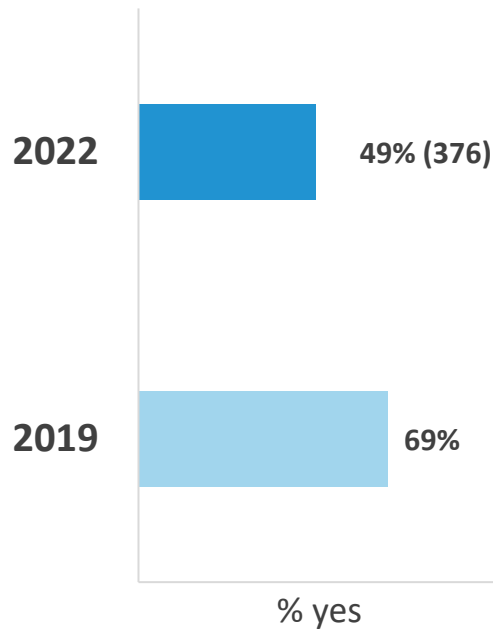
Total sample: 2022: 772
N=Weighted number of participants



Satisfaction with Library Services



Q. Have you used a Waimakariri Library in the past 12 months?*

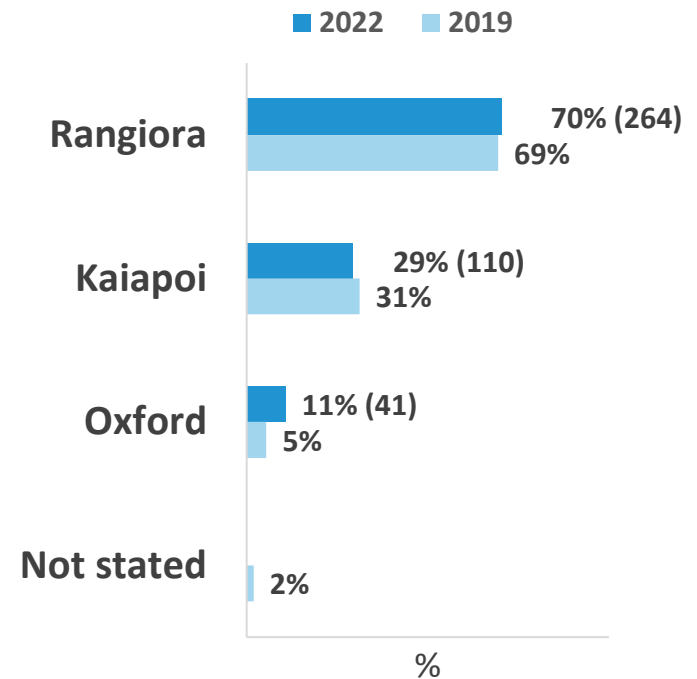


Total sample: 2022: 772; 2019: 453

*Question was asked differently in 2019: How frequently, if at all, have members of your household in the following age groups used the Waimakariri Libraries in the past 12 months?

N=Weighted number of participants

Q. Which of the Waimakariri libraries do you mainly use?



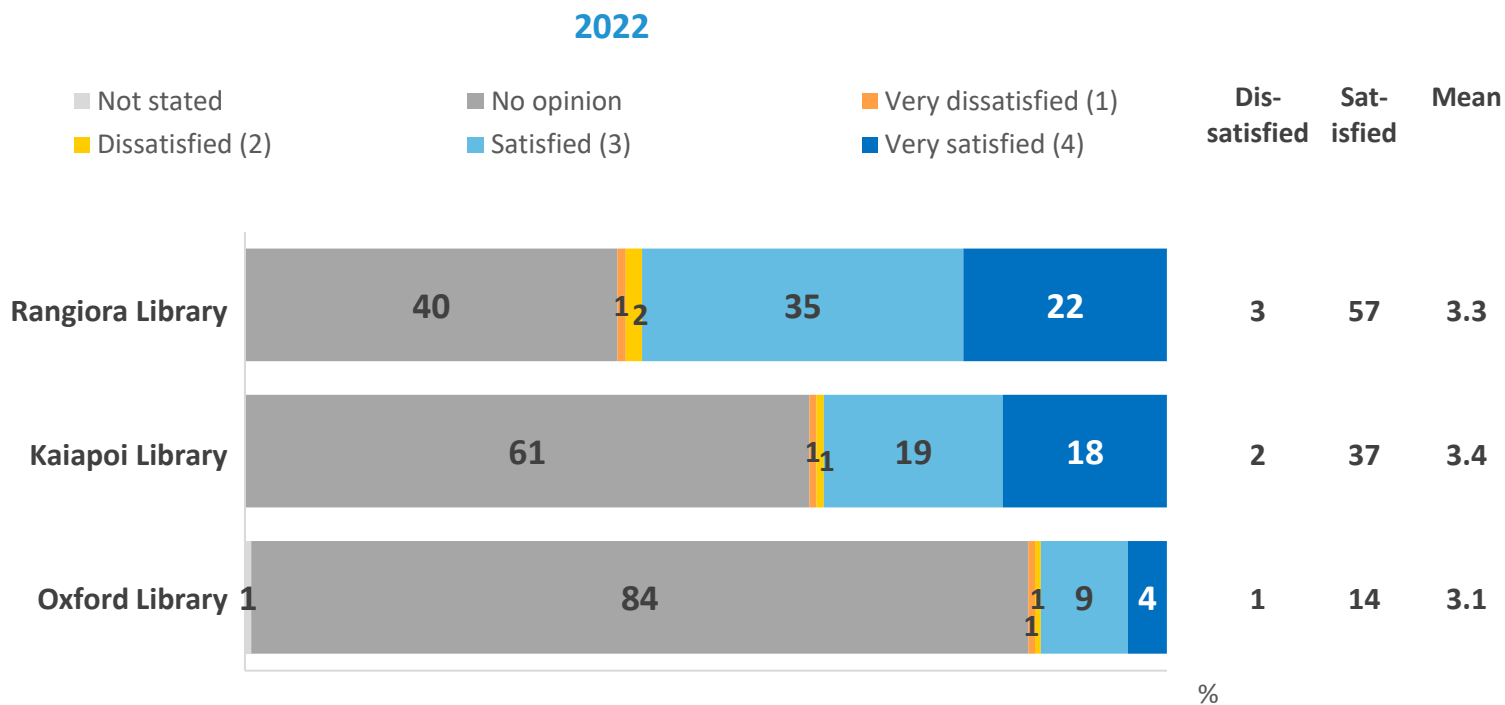
Those who have used a Waimakariri library in the past 12 months: 2022: 395; 2019: 314

N=Weighted number of participants



Library Satisfaction by Library

Q. How satisfied are you overall with each of the following libraries?*



Sample: total sample: 2022: 772

*This question was not asked in 2019

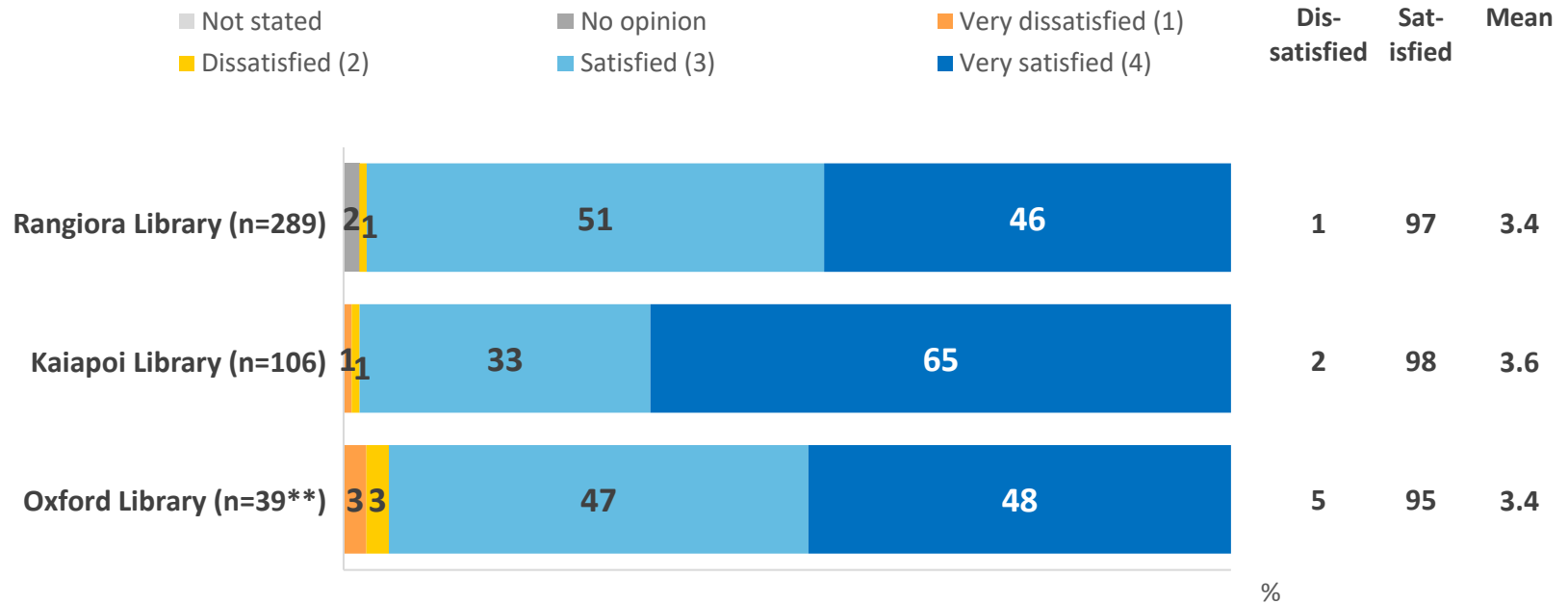


Library Satisfaction by Library

Among Those Who Mainly Use Each library

Q. How satisfied are you overall with each of the following libraries?*

2022



Sample: those who mainly use each – refer to (n=)

*This question was not asked in 2019

**Small sample size – results indicative only



Library Satisfaction by Library, 2022

Among All and Among Those Who Mainly Use Each

Q. How satisfied are you overall with each of the following libraries?

All participants

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Rangiora library	-	40% (310)	1% (7)	2% (13)	35% (268)	22% (170)
Kaiapoi library	-	61% (471)	1% (6)	1% (6)	19% (149)	18% (137)
Oxford library	1% (5)	84% (651)	1% (6)	1% (5)	9% (73)	4% (33)

Among those who mainly use each library*

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Rangiora library (n=289)	-	2% (5)	-	1% (2)	51% (136)	46% (121)
Kaiapoi library (n=106)	-	-	1% (1)	1% (1)	33% (36)	65% (72)
Oxford library (n=39**)	-	-	3% (1)	3% (1)	47% (19)	48% (19)

Sample: total sample: 2022: 772

*Sample: those that mainly use each library: refer to (n=)

N=Weighed number of participants

**Small sample size – results indicative only



Libraries – Comments by Library

Q. Do you have any comments you would like to make about any aspects of the Waimakariri libraries provided by the Council?

2022 % (N)	Rangiora Library (n=772) %	Kaiapoi Library (n=772) %	Oxford Library (n=772) %
Facility	7% (54)	5% (38)	1% (9)
Good library/enjoy going there/like the museum/gallery	5% (37)	5% (35)	1% (5)
Noisy/needs to be bigger/needs refurbishing	2% (13)	-	-
Libraries no longer needed	1% (5)	-	-
Staff service	5% (37)	3% (22)	1% (7)
Helpful/friendly staff/good service	5% (37)	3% (22)	1% (7)
Services	5% (37)	2% (16)	1% (5)
Need a better range/selection/newer titles/all books in a series	2% (17)	1% (9)	1% (4)
Good selection/range of books/resources/services/can find what I need	2% (17)	1% (7)	-
Would like to be able to use Christchurch library too	1% (4)	-	-
Other	6% (48)	4% (34)	6% (46)
Concerns about cost to ratepayers/users should pay	1% (4)	-	-
Discriminatory re vaccine passes	1% (6)	-	-
Haven't been there/used it/rarely use it/haven't been for a long time	1% (8)	1% (8)	4% (31)
Other	4% (31)	3% (22)	2% (13)
No comment	81% (625)	88% (683)	93% (716)

Total sample: 2022: 772

N=Weighted number of participants



Libraries – Comments by Library

Among Those Using a Waimakariri District Library in the Last 12 Months

Q. Do you have any comments you would like to make about any aspects of the Waimakariri libraries provided by the Council?

2022 % (N)	Rangiora Library (n=395) %	Kaiapoi Library (n=395) %	Oxford Library (n=395) %
Facility			
Good library/enjoy going there/like the museum/gallery	10% (38)	8% (29)	2% (6)
Noisy/needs to be bigger/needs refurbishing	8% (29)	8% (29)	1% (5)
Libraries no longer needed	2% (9)	-	-
	-	-	-
Staff service			
Helpful/friendly staff/good service	9% (33)	5% (19)	2% (7)
	9% (33)	5% (19)	2% (7)
Services			
Need a better range/selection/newer titles/all books in a series	7% (27)	3% (13)	1% (5)
Good selection/range of books/resources/services/can find what I need	3% (12)	2% (7)	1% (4)
Would like to be able to use Christchurch library too	4% (14)	2% (6)	-
	1% (2)	-	-
Other			
Concerns about cost to ratepayers/users should pay	8% (29)	5% (20)	8% (31)
Discriminatory re vaccine passes	1% (3)	-	-
Haven't been there/used it/rarely use it/haven't been for a long time	-	-	-
	1% (2)	1% (5)	5% (20)
Other	6% (23)	4% (14)	3% (11)
No comment	73% (275)	83% (313)	90% (337)

Sample: those that have used a Waimakariri library in the last 12 months: 2022: 395

N=Weighed number of participants



Libraries – Comments by Library

Among Those Who Mainly Use Each library

Q. Do you have any comments you would like to make about any aspects of the Waimakariri libraries provided by the Council?

2022 % (N)	Rangiora Library (n=289) %	Kaiapoi Library (n=106) %	Oxford Library (n=39*) %
Facility			
Good library/enjoy going there/like the museum/gallery	11% (30)	20% (22)	11% (4)
Noisy/needs to be bigger/needs refurbishing	9% (24)	20% (22)	8% (3)
Libraries no longer needed	2% (6)	-	3% (1)
	-	-	-
Staff service			
Helpful/friendly staff/good service	12% (31)	14% (16)	13% (5)
	12% (31)	14% (16)	13% (5)
Services			
Need a better range/selection/newer titles/all books in a series	10% (27)	7% (8)	12% (5)
Good selection/range of books/resources/services/can find what I need	5% (12)	4% (5)	10% (4)
Would like to be able to use Christchurch library too	5% (14)	3% (3)	2% (1)
	1% (2)	-	-
Other			
Concerns about cost to ratepayers/users should pay	9% (24)	10% (11)	26% (10)
Discriminatory re vaccine passes	1% (3)	-	-
Haven't been there/used it/rarely use it/haven't been for a long time	-	1% (1)	-
	-	-	-
Other	8% (20)	9% (10)	26% (10)
No comment			
	68% (179)	61% (67)	59% (24)

Sample: those that have used a Waimakariri library in the last 12 months: 2022: 395

N=Weighed number of participants

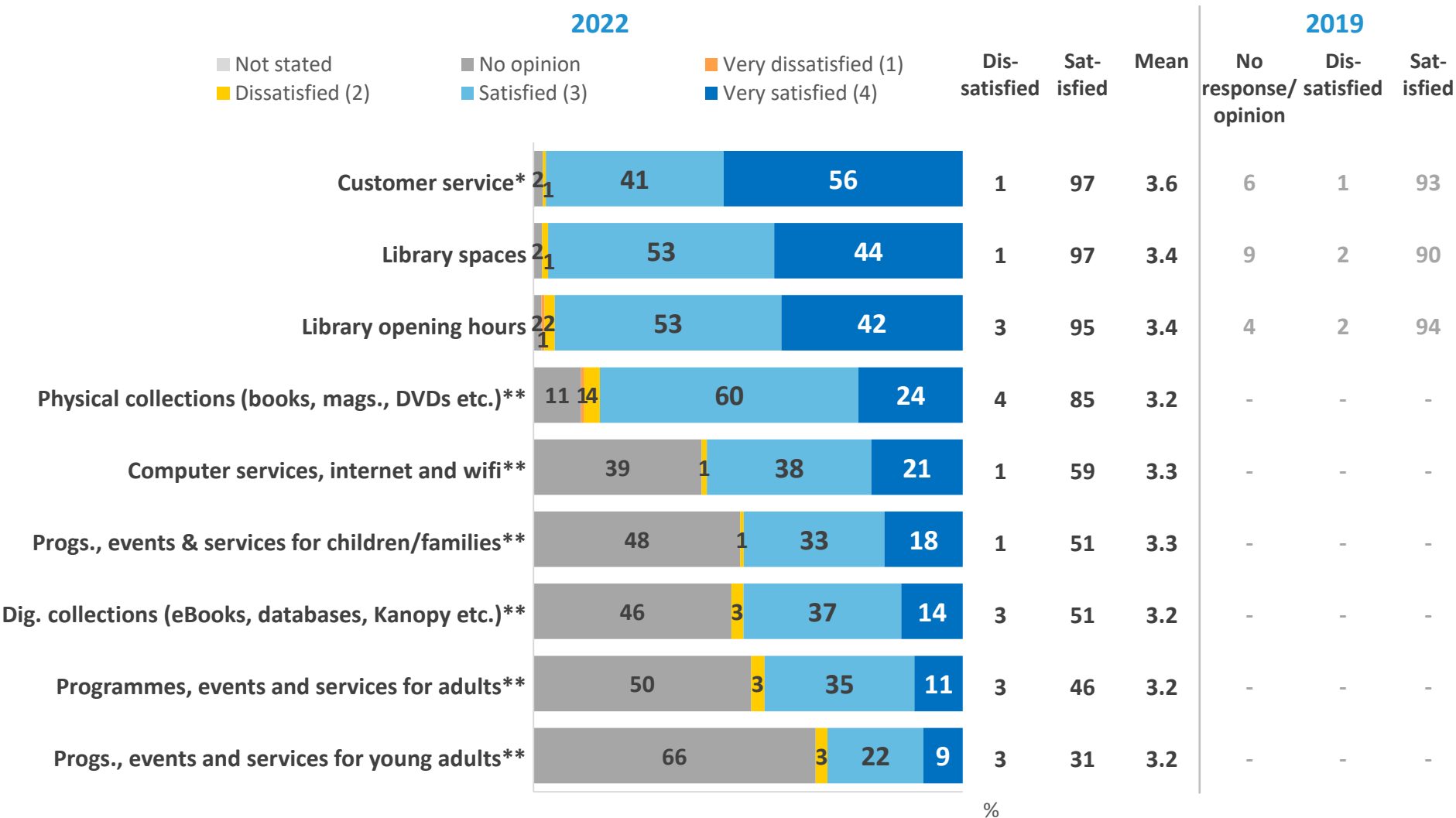
*Small sample size – results indicative only



Library Satisfaction

Among Those Using a Waimakariri District Library in the Last 12 Months

Q. How satisfied are you with the following services/facilities provided by the Waimakariri libraries?



Sample: those that have used a Waimakariri library in the last 12 months: 2022: 395; 2019: 314

*Worded differently in 2019: The service provided by staff

**Not asked in 2019



Library Satisfaction, 2022

Among Those Using a Waimakariri District Library in the Last 12 Months

Q. How satisfied are you with the following services/facilities provided by the Waimakariri libraries?

2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Customer service	-	2% (8)	-	1% (2)	41% (155)	56% (209)
Library spaces	-	2% (8)	-	1% (5)	53% (198)	44% (165)
Library opening hours	-	2% (7)	1% (3)	2% (9)	53% (198)	42% (159)
Physical collections	-	11% (42)	1% (3)	4% (14)	60% (226)	24% (91)
Computer services, internet and wifi	-	39% (147)	-	1% (5)	38% (144)	21% (80)
Programmes, events and services for children and families	-	48% (181)	-	1% (3)	33% (123)	18% (68)
Digital collections	-	46% (172)	-	3% (11)	37% (137)	14% (53)
Programmes, events and services for adults	-	50% (189)	-	3% (12)	35% (130)	11% (42)
Programmes, events and services for young adults	-	66% (247)	-	3% (10)	22% (84)	9% (34)

Sample: those that have used a Waimakariri library in the last 12 months: 2022: 395

N=Weighed number of participants

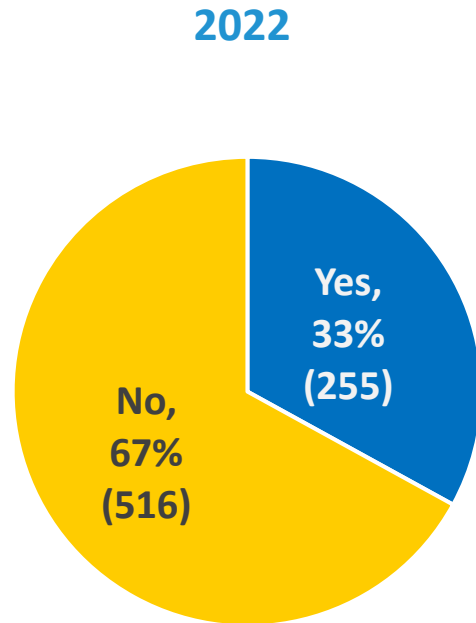


Satisfaction with Swimming Pool Facilities



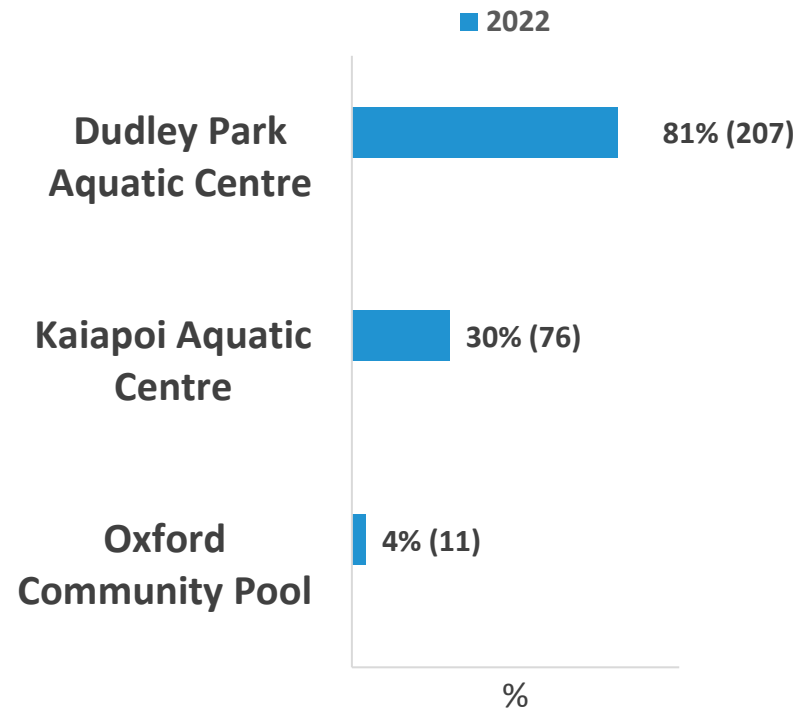
Swimming Pool Use

Q. Have you used the Council-operated swimming pools in the District during the last 12 months?



Total sample: 2022: 772
N=Weighted number of participants

Q. Which of the Council-operated swimming pools in the District do you mainly use?

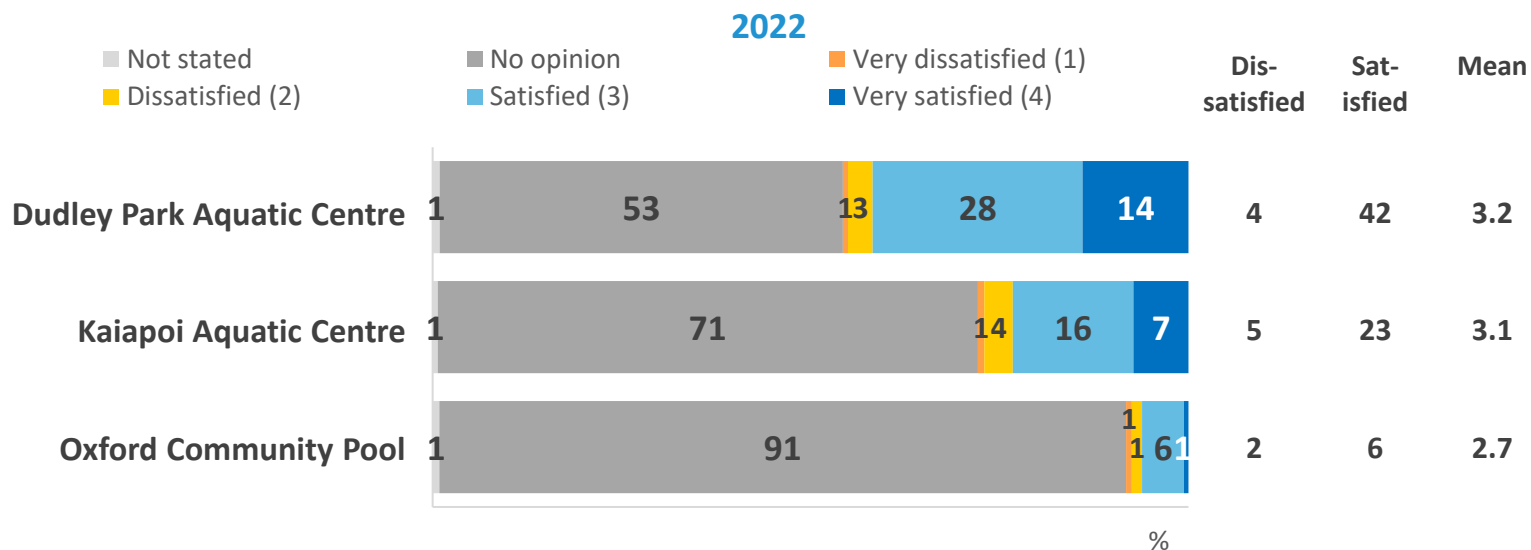


Those who have used a Council-operated swimming pool in the District in the past 12 months: 2022: 243
N=Weighted number of participants



Swimming Pool Satisfaction

Q. How satisfied are you overall with each of the following pools?*



2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Dudley Park Aquatic Centre	1% (7)	53% (412)	1% (5)	3% (25)	28% (214)	14% (108)
Kaiapoi Aquatic Centre	1% (5)	71% (551)	1% (7)	4% (29)	16% (123)	7% (56)
Oxford Community Pool	1% (7)	91% (701)	1% (6)	1% (10)	6% (43)	1% (5)

Total sample: 2022: 772

*Not asked in 2019

N=Weighted number of participants



Swimming Pools – Comments

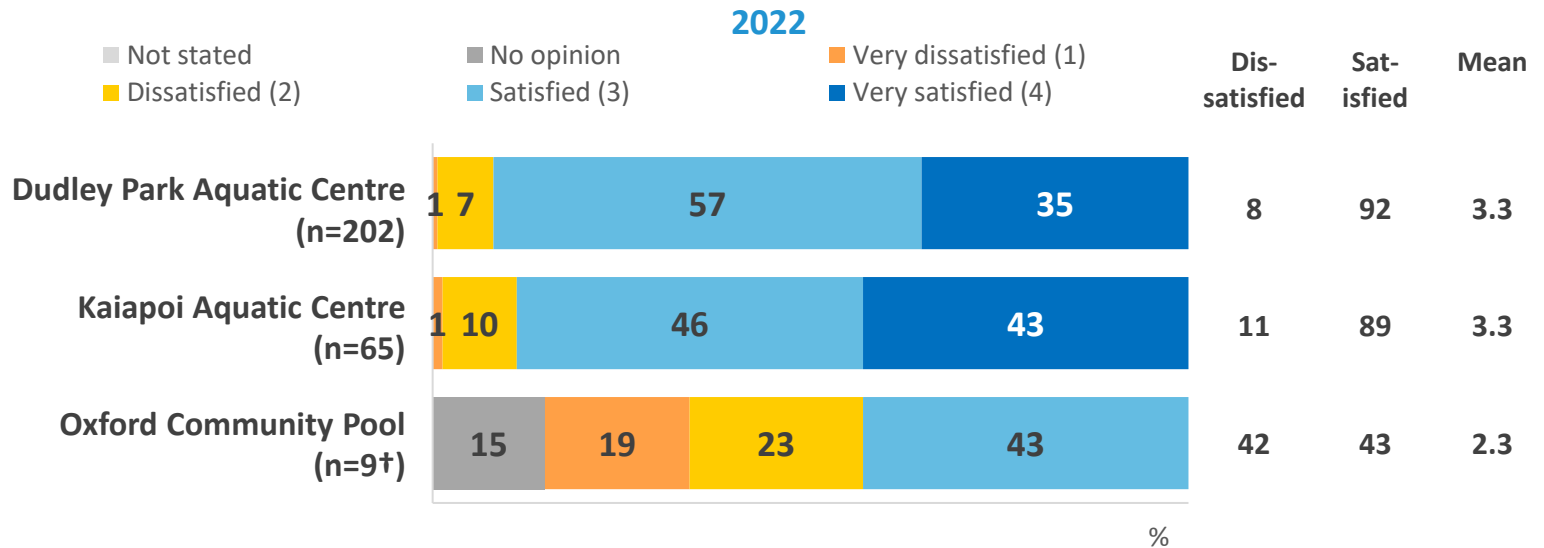
Q. Do you have any comments you would like to make about any aspects of the Council-operated swimming pools in the District?

2022 % (N)	Dudley Park Aquatic Centre (n=772) %	Kaiapoi Aquatic Centre (n=772) %	Oxford Community Pool (n=772) %
Services	5% (39)	5% (36)	-
Needs to be bigger/more leisure space/needs another pool/gets crowded	2% (17)	2% (18)	-
Needs a spa/sauna/hydrotherapy pool	-	1% (6)	-
Changing rooms dirty/cold/need upgrading/need more/not communal ones	2% (13)	-	-
Needs more for the kids to do/play areas/slides etc.	1% (7)	1% (7)	-
Often being used for events/swimming lessons/swimming club	1% (5)	1% (8)	-
Facility	5% (35)	2% (13)	1% (11)
Good/great pool/facilities/enjoy it	5% (35)	2% (13)	-
Needs to be covered	-	-	1% (8)
Staff service	2% (15)	1% (7)	-
Great staff/service	2% (12)	1% (6)	-
Clean/well maintained	1% (4)	-	-
Cost	3% (20)	-	-
Too expensive	2% (14)	-	-
Should be user pays/not ratepayer funded/costs ratepayers too much	1% (6)	-	-
Other	6% (45)	3% (24)	4% (30)
Needs to be open longer hours/at better times	-	-	1% (6)
Haven't been there/used it/haven't been for a while/since covid	1% (6)	1% (7)	2% (17)
Other	5% (38)	2% (17)	1% (7)
No comment	83% (641)	90% (697)	95% (733)

Swimming Pool Satisfaction

Among Those Who Mainly Use Each Pool

Q. How satisfied are you overall with each of the following pools?*



2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Dudley Park Aquatic Centre (n=202)	-	-	1% (1)	7% (15)	57% (117)	35% (73)
Kaiapoi Aquatic Centre (n=65)	-	-	1% (1)	10% (8)	46% (35)	43% (33)
Oxford Community Pool (n=9†)	-	15% (2)	19% (2)	23% (2)	43% (5)	-

Sample: those who mainly use the pool – refer to (n=)

*Not asked in 2019

†Small sample size – results indicative only

N=Weighted number of participants



Swimming Pools – Comments

Among Those Who Mainly Use Each Pool

Q. Do you have any comments you would like to make about any aspects of the Council-operated swimming pools in the District?

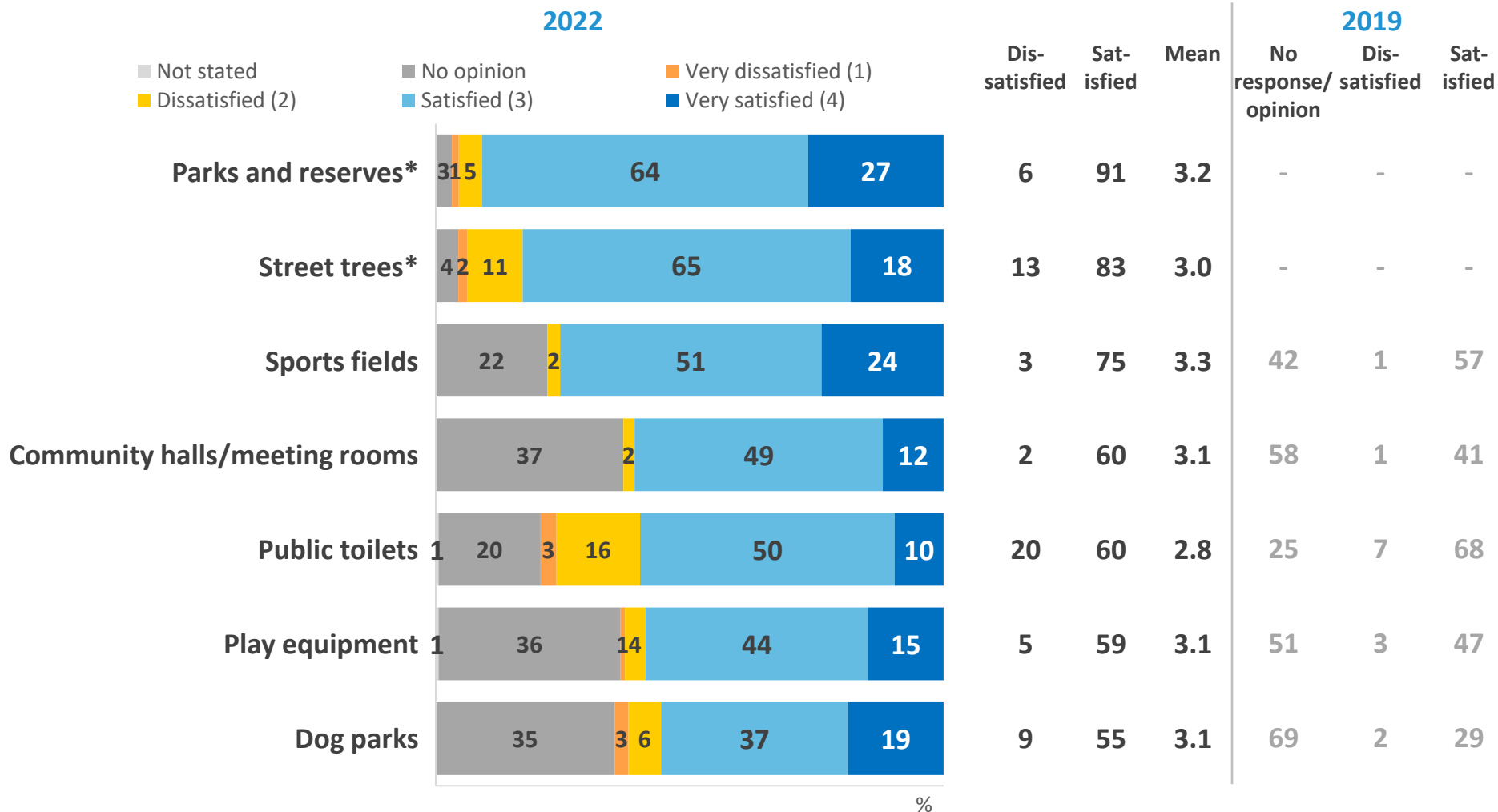
2022 % (N)	Dudley Park Aquatic Centre (n=202) %	Kaiapoi Aquatic Centre (n=65) %	Oxford Community Pool (n=9*) %
Services	15% (32)	16% (12)	-
Needs to be bigger/more leisure space/needs another pool/gets crowded	7% (13)	5% (4)	-
Needs a spa/sauna/hydrotherapy pool	1% (3)	4% (3)	-
Changing rooms dirty/cold/need upgrading/need more/not communal ones	5% (10)	-	-
Needs more for the kids to do/play areas/slides etc.	4% (7)	4% (3)	-
Often being used for events/swimming lessons/swimming club	2% (4)	5% (4)	-
Facility	13% (27)	9% (7)	23% (2)
Good/great pool/facilities/enjoy it	13% (27)	9% (7)	-
Needs to be covered	-	-	23% (2)
Staff service	6% (12)	9% (7)	-
Great staff/service	5% (9)	7% (6)	-
Clean/well maintained	2% (4)	2% (1)	-
Cost	5% (9)	-	-
Too expensive	5% (9)	-	-
Should be user pays/not ratepayer funded/costs ratepayers too much	-	-	-
Other	10% (21)	11% (8)	57% (6)
Needs to be open longer hours/at better times	-	-	47% (5)
Haven't been there/used it/haven't been for a while/since covid	-	-	-
Other	10% (21)	11% (8)	10% (1)
No comment	60% (123)	64% (49)	43% (5)

Satisfaction with Green Spaces & Community Buildings



Green Space & Community Buildings Satisfaction

Q. How satisfied are you with the overall quality of the following green spaces and community buildings managed by the Council?



Total sample: 2022: 772; 2019: 453

*Not asked in 2019



Green Space & Community Buildings Satisfaction, 2022

Q. How satisfied are you with the overall quality of the following green spaces and community buildings managed by the Council?

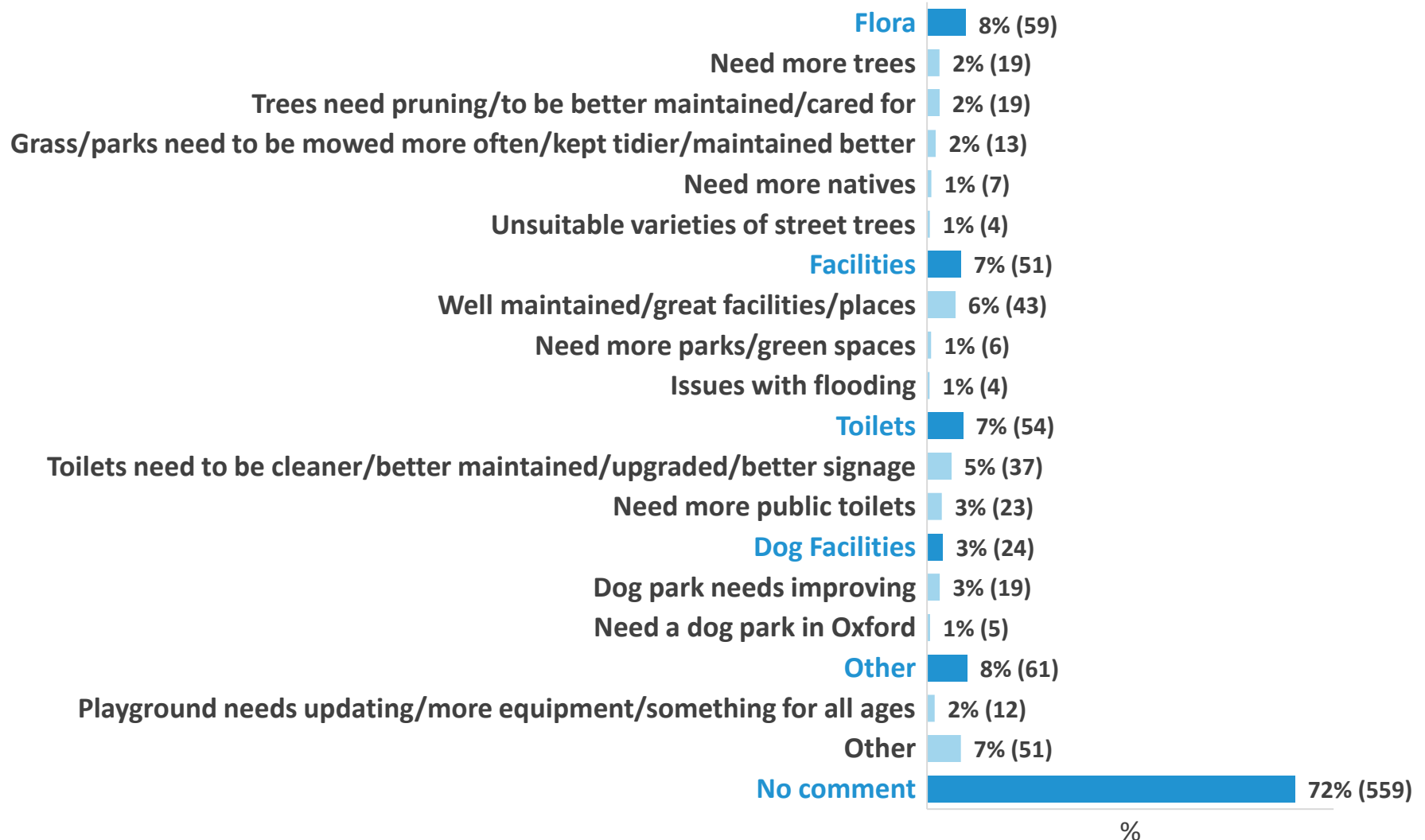
2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Parks and reserves	-	3% (24)	1% (11)	5% (35)	64% (495)	27% (206)
Street trees	-	4% (34)	2% (14)	11% (84)	65% (498)	18% (141)
Sports fields	-	22% (169)	-	2% (19)	51% (396)	24% (185)
Community halls/meeting rooms	-	37% (283)	-	2% (17)	49% (375)	12% (92)
Public toilets	1% (4)	20% (155)	3% (24)	16% (127)	50% (387)	10% (74)
Play equipment	1% (4)	36% (277)	1% (6)	4% (32)	44% (338)	15% (114)
Dog parks	-	35% (271)	3% (21)	6% (49)	37% (284)	19% (145)

Total sample: 2022: 772
 N=Weighted number of participants



Green Space & Community Buildings – Comments

Q. Do you have any comments you would like to make about any aspects of parks and/or community buildings provided by the Council?



Total sample: 2022: 772
 N=Weighted number of participants



Satisfaction with Cemeteries



Cemeteries Satisfaction & Comments

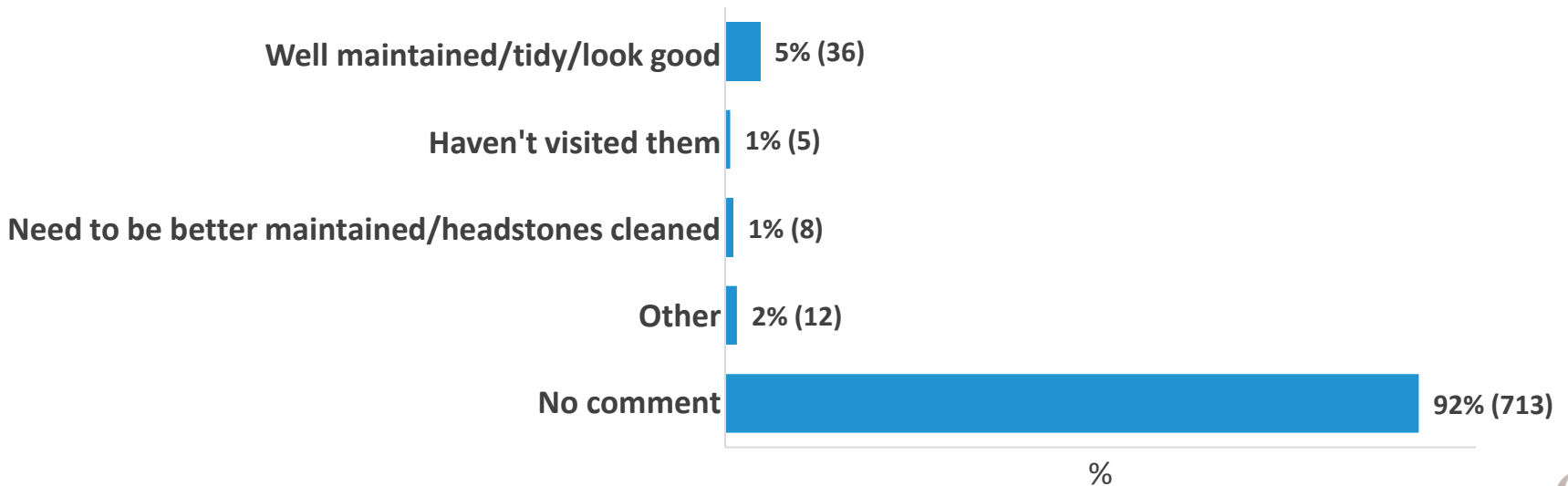
Q. How satisfied are you with the overall quality of the cemeteries managed by the Council?*

2022



2022 % (N)	Not stated	No opinion	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Overall quality of cemeteries	-	56% (431)	-	1% (7)	30% (228)	14% (105)

Q. Do you have any comments you would like to make about any aspects of cemeteries managed by the Council?



Total sample: 2022: 772

*Not asked in 2019





...Evidence Based Insight