

2021-22 Residents' Satisfaction Survey

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Background, objectives and methodology

Introduction

The Waitaki District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council, and to prioritise improvement opportunities that will be valued by the community. Key Research has developed a comprehensive mechanism for providing this service.

Research Objectives

- To provide a robust measure of satisfaction with Council's performance in relation to services and Council assets
- To determine performance drivers and assist Council to identify the best opportunities to further improve satisfaction
- To measure how Council's reputation is evaluated by its residents
- To assess changes in satisfaction over time and measure progress against the Long-Term Plan

Method

- The methodology involved a telephone survey measuring the performance of Waitaki District Council with an achieved sample of n=380 residents.
- Council was considering a shift in methodology for data collection, so during the 2021/22 surveying period an additional data collection via paper to online method took place during the same time as telephone interviewing.
- Telephone: data collection was managed to defined quota targets based on age, gender, ward and ethnicity, landlines vs. cell phones. The latter was steady with an average of 62% for landline and 38% for cell phones.
- Paper to online: A paper invitation along with a hard copy questionnaire for those aged over 65 years was sent quarterly to a random selection of residents from the Electoral Roll. Each quarter the mail out was adjusted to ensure a good representation across all demographics. Annual sample achieved was n=513 residents.
- Post data collection for both methods the sample was weighted so it is exactly representative of key population demographics based on the 2018 Census
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of $\pm 4.28\%$ - 4.92% .
- Data collection was conducted in four waves: 14 October to 25 November 2021, 17 January to 24 February 2022, 24 March to 28 April 2022, and 20 May to 24 June 2022.

Notes:

- Due to rounding, percentages may add to just over or under (+/- 1%) totals.
- This year's report (results from 2021-22) is based on the results from the telephone interviews. This allows more accurate comparison with the previous years.
- All demographic results, verbatim comments and marked significance are in relation to the telephone interviews.
- Results from the 'paper to online' data collection method is presented separately and marked as '2022 paper to online'.



Executive summary

Key Findings

1. The Omicron outbreak has impacted Council’s services across the district. Staffing shortages (both Council staff and contractors) affected delivery across services such as (but not limited to) requests for services (for example, front of house enquiries and animal control), roading maintenance and rubbish collection.
2. Vaccine mandates and different alert level / traffic lights system limited resident’s capabilities to avail of Council’s services and facilities.
3. Most Council’s across New Zealand that we conduct Annual Residents’ Satisfaction surveys for have recorded decreases in overall satisfaction, perceptions of services and facilities as well as image and reputation measures.

Overall, perception of Waitaki District Council remains on par with the previous reporting period 12 months ago. While there has been a slight decline across most measures, satisfaction with Council’s performance slightly declined year on year (from 66% in 2021 to 60% in 2021). The decline over 24 months is significant (-9%). The two KPI’s that we have recorded a significant year-on-year decline are reputation (Overall reputation and Value for money (Overall value for money, How rates are spent on services and facilities and Rates being fair and reasonable).

The Waitaki District Council has an acceptable overall reputation benchmark score of +77, which is a slight decline from an excellent benchmark of +81 in 2021. Close to half of the residents (49%) are Council’s Champions that have a good level of trust and support Council’s decisions.

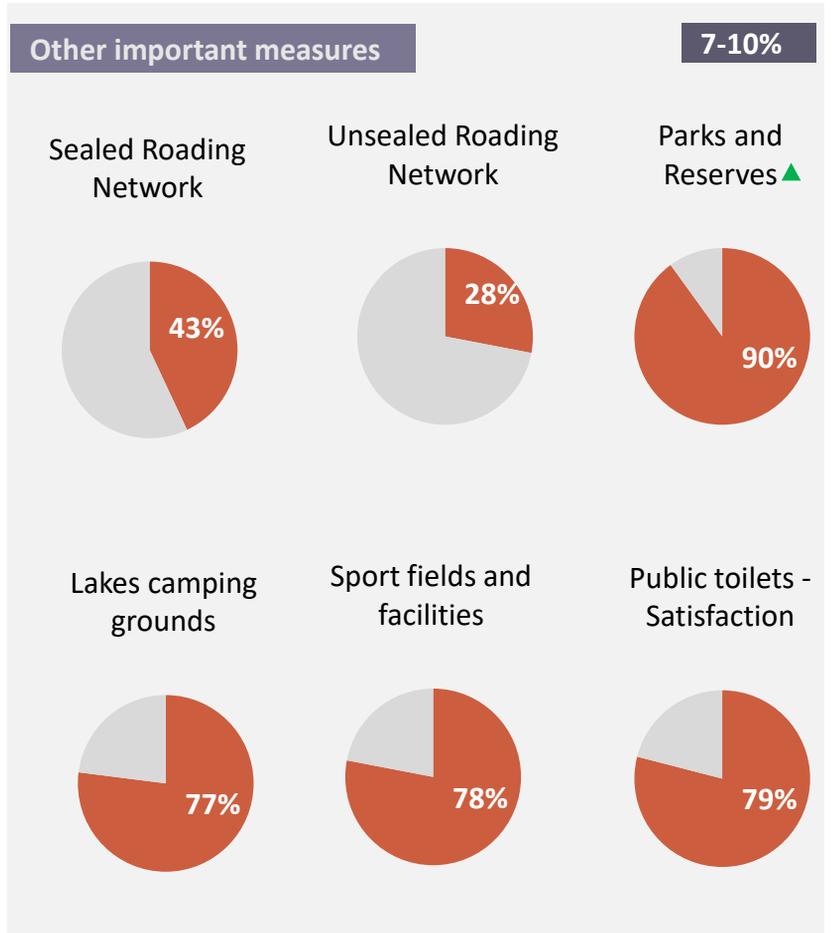
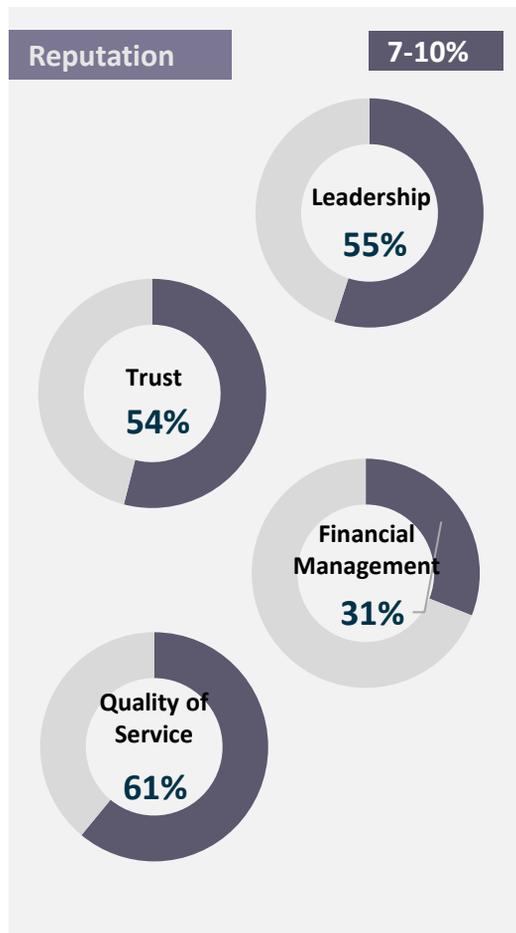
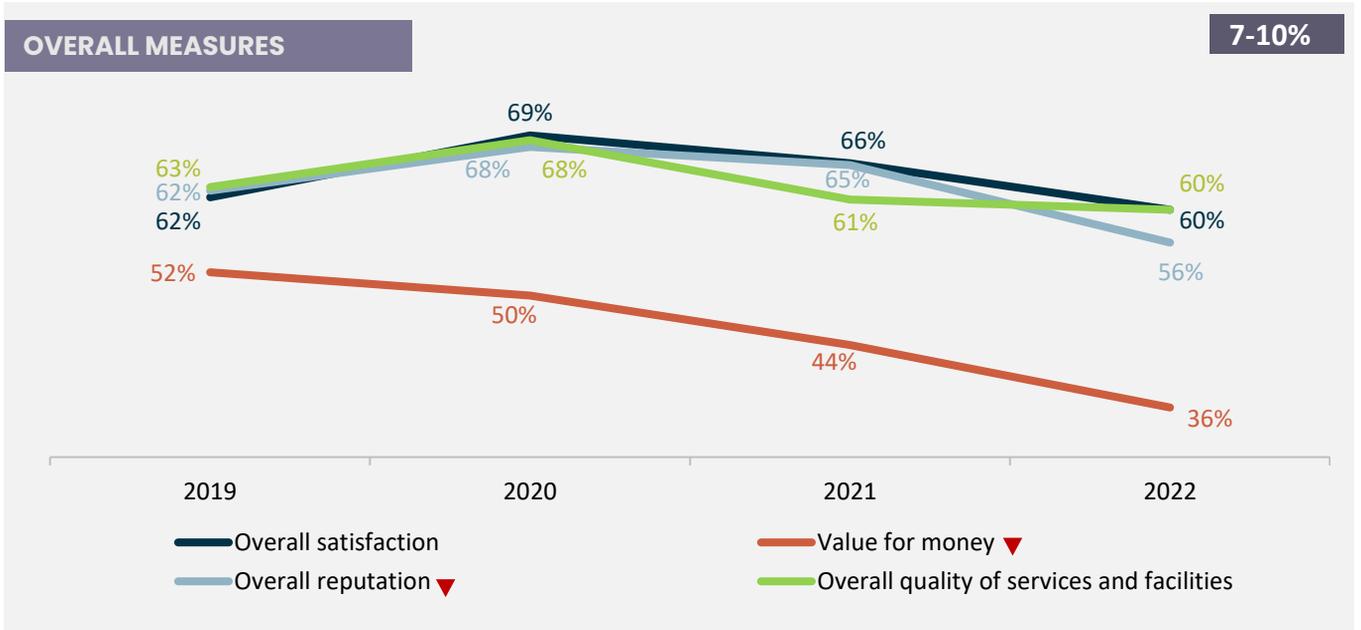
The key priorities for improving overall perceptions of Council’s performance are:

Perception of Leadership. Leadership is perceived as Council’s commitment to creating a great district, promoting economic development, being in touch with the community and setting clear direction. While there is great support towards elected members and community boards, a number of comments have been made that pointed towards a lack of communication and consultation from the Council, as well as a lack of visibility.

How rates are spent on services and facilities. Residents’ satisfaction with this area has significantly decreased since 2021. There is lack of awareness on how rates are spent and residents wanting to have more information regarding how their money is spent. This area is closely connected with another priority - *Rates being fair and reasonable.* Residents would like to see more services to be included in the rates, as well as rates spent on the core infrastructure first (such as roading).



Summary of Key Performance Indicators



Year-on-year
▲ Significantly higher
▼ Significantly lower

Overall Measures-Satisfied/Very satisfied (%7-10) – Including ‘Don’t know’ results

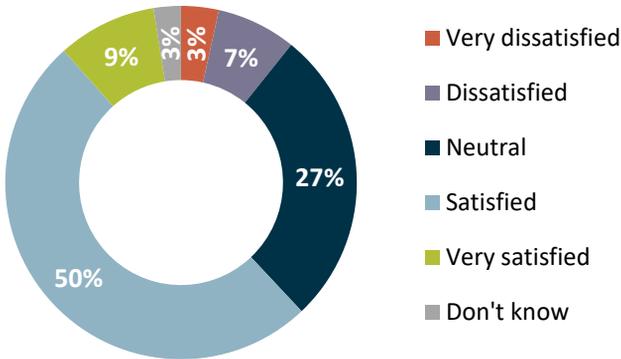
The table below lists the 2019 to 2022 results for all identified key performance measures in the survey.

Q	Performance indicators	% point increase / decrease (2022-2021)	Percentage of respondents satisfied, or very satisfied				
			2022 telephone	2022 paper to online	2021	2020	2019
@13A	Satisfied with the quality of the Council-owned Lakes camping grounds	+14%	77%	57%	63%	77%	71%
Q5	Satisfied with unsealed roading network	+6%	28%	25%	22%	33%	28%
@10A	Satisfied with library services	+5%	92%	83%	87%	88%	89%
@12A	Satisfied with parks and reserves	+5%	90%	77%	85%	87%	84%
@16A	Satisfied with the public toilets	+2%	79%	63%	77%	77%	74%
@22	Satisfied with Council’s consultation with the community	+2%	44%	39%	42%	51%	47%
@9B	Importance of library to you and your family/whanau	NEW	82%	77%	-	-	-
@23B	Satisfied with contact with Council	NEW	66%	59%	-	-	-
@26B	Satisfied with the communication from Council	NEW	67%	56%	-	-	-
@11B	Satisfied with the Opera House	-1%	93%	92%	94%	97%	96%
Q4	Satisfied with sealed roading network	-1%	43%	29%	44%	46%	41%
REP4	Overall quality of the services	-1%	60%	43%	61%	68%	63%
REP1	Overall leadership	-2%	55%	43%	57%	67%	60%
@21	Satisfied with the performance of Waihemo Community Board members	-2%	40%	21%	42%	54%	39%
@7A	Satisfied with Waitaki Resource Recovery Park	-2%	86%	81%	88%	75%	84%
VM1_3	Fees for other services being fair and reasonable	-2%	41%	24%	43%	47%	48%
REP2	Overall faith and trust	-3%	54%	41%	57%	60%	53%
@6A	Satisfied with water supply	-3%	83%	76%	86%	85%	86%
Q8	Satisfied with Waitaki District is generally a safe place	-4%	82%	70%	86%	88%	85%
@18A	Satisfied with cemeteries	-5%	81%	71%	86%	80%	82%
@19	Satisfied with the performance of the Mayor and Councillors	-5%	52%	44%	57%	72%	64%
REP3	Overall financial management	-6%	31%	31%	37%	46%	43%
OVERALL	Overall performance	-6%	60%	45%	66%	69%	62%
@15A	Satisfied with Waitaki's sports fields and facilities	-7%	78%	70%	85%	82%	80%
@17A	Satisfied with the Aquatic Centre	-7%	78%	74%	85%	81%	77%
VM2	Overall value for the money	-8%	36%	29%	44%	50%	52%
REP5	Overall reputation	-9%	56%	46%	65%	68%	62%
VM1_1	How rates are spent on services and facilities	-9%	32%	28%	41%	48%	46%
VM1_2	Rates being fair and reasonable	-9%	33%	26%	42%	43%	43%
@20	Satisfied with the performance of Ahuriri Community Board members	-14%	31%	57%	45%	38%	55%

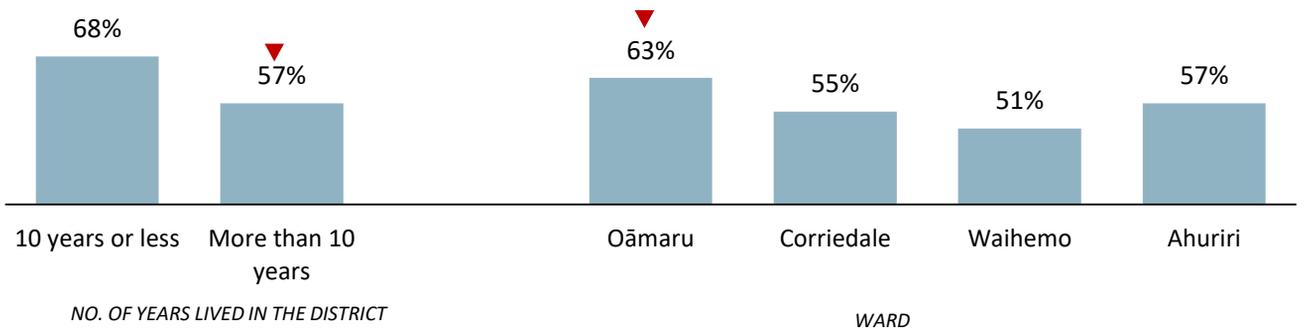
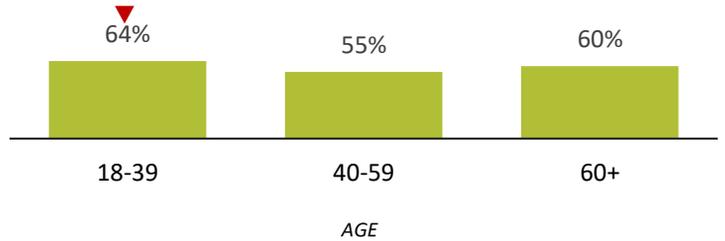
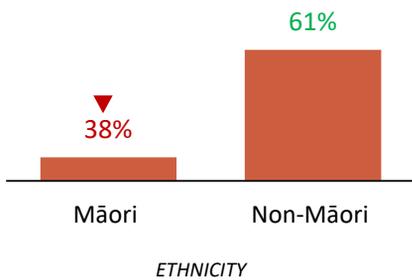
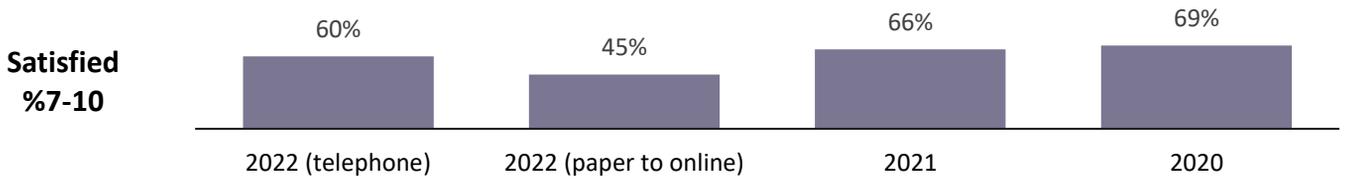


Overall satisfaction with Waitaki District Council

Overall Performance



- Satisfaction with Council's performance slightly declined year on year (from 66% in 2021 to 60% in 2022). The decline over 24 months is significant (-9%).
- Residents from the younger age group are more likely to be satisfied with Council's performance than older residents. However, the proportion of those aged under 40 years who are satisfied has significantly declined year-on-year.
- Other groups that contributed to year-on-year decline in perception include those who identify as Māori, those from Oāmaru and those who have lived in the district over 10 years.



NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. OVERALL: Now considering everything we have covered with regard to the Waitaki District Council; all the services they provide, their reputation and value for money, how satisfied are you with the overall performance of the Council?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

General Comments

	Telephone	Paper to online
Maintenance of roads / footpaths / road safety /carparking and meters / lighting	13%	17%
Rates too high / the way rates money is spent / user pays / rebates	11%	18%
Rubbish collection extended / issues with recycling / included in the rates	10%	15%
Better communication /more consultation / be more transparent / more information	8%	8%
Happy with what you are doing / continue as you are	6%	9%
Improve infrastructure / storm water / address flooding	4%	3%
Tidy up and maintain outdoor spaces (e.g. parks, cemeteries, road verges)	4%	4%
Upgrade facilities / new facilities (e.g pool, hospital, museum, stadium, airport)	3%	6%
Council needs to be more accountable / know that it is working for the people	3%	5%
Feel forgotten about / rural community / lack attention	3%	6%
More toilets / better maintained	2%	2%
Bigger swimming pool/ cleaner / better lesson times and availability / chlorine	2%	1%
Too much bureaucracy / lack skills, training or experience	2%	4%
Too many staff	2%	4%
More for youth to do / movie theatre / zipline	2%	1%
Problems with building process and consents / too expensive / district plan	1%	4%
Climate change / sprays / water quality / use of land / pest control	1%	5%
Three Waters response	1%	2%
Support local businesses / attract new business / help to create employment	1%	2%
Contractors are not doing a good job / not happy with the choice of contractors	1%	4%
I like living here. Safe, peaceful, Council are doing a good job / staff are excellent	1%	4%
More public transport options	1%	2%
Geopark needs to be closed down / unhappy with it /waste of money	1%	2%
Not happy with the Council	1%	4%
Don't feel safe / petty crime / gangs / drugs	1%	2%
Spend more on essential services / community safety / better internet access	1%	6%
Other	10%	18%
No comment / Nothing	41%	5%



- *The rates keep going up. We have been paying for the wharf for the past 15 years and they haven't yet fixed it. The roads are terrible. The road is like a patch work. The contractors who are hired to fix the roads don't do a good job.*
- *I think with the growth we are having they should encourage people to come to the area, but they are not.*
- *My storm water drain needs attention. For items like library, swimming pool and harbor should be user pays rather than everyone paying as some people don't use them.*
- *Follow through with what they say. Don't get rid of the reserve walks. Make the sports hub happen sooner.*

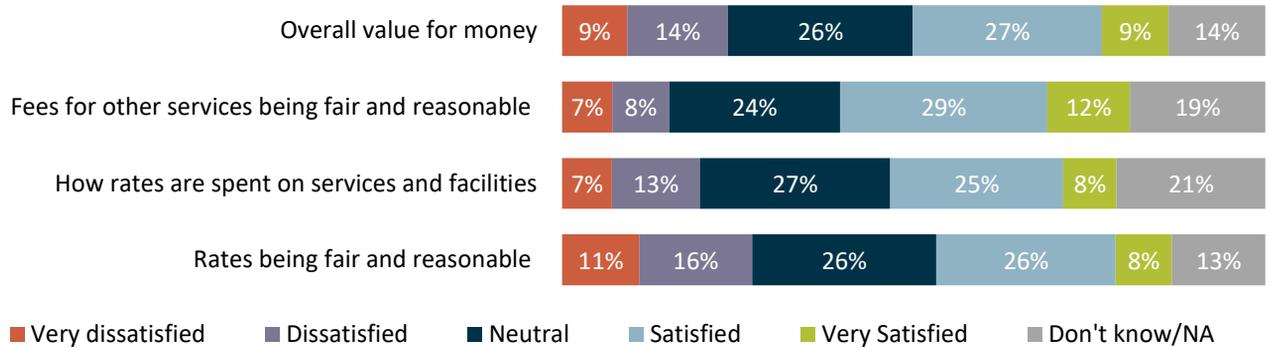


- *I am happy with the services.*
- *I think they do an amazing job especially during the covid year.*
- *They are subject to Govt charges and direction which are unavoidable such as 3 waters and SNAs. They spend well for what they are left to deal with. The Council is getting left with precious little to make decisions on.*
- *I think Council is well led by a good man. A good Mayor and a good Deputy.*
- *Museum. I found the museum was cooperative and really good. Archives people were really good.*

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. GEN: Are there any other comments that you would like to make about the Waitaki District Council? **telephone =371, paper to online =224**
3. Results with less than 1% are not shown.

Value for Money



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Overall value for money	36% ▼	29%	44%	50%
How rates are spent on services and facilities	32% ▼	28%	41%	48%
Rates being fair and reasonable	33% ▼	26%	42%	43%
Fees for other services being fair and reasonable	41%	24%	43%	47%

Scores with % 7-10	18-39	40-59	60+
Overall value for money	25% ▼	34%	47%
How rates are spent on services and facilities	21% ▼	33%	40%
Rates being fair and reasonable	18% ▼	35%	43%
Fees for other services being fair and reasonable	38%	41%	43%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Overall value for money	39% ▼	37%	30%	27%
How rates are spent on services and facilities	33% ▼	39%	22%	20%
Rates being fair and reasonable	35% ▼	38%	22%	26%
Fees for other services being fair and reasonable	39%	45%	46%	40%

- Satisfaction with *Value for money* has declined across all attributes with *How rates are spent on services and facilities* having the highest percentage point decrease (-9%) and *Rates being fair and reasonable* (-9%).
- Satisfaction is consistent across wards. Older residents are more likely to be satisfied with the *Value they get for the rates they pay* than younger residents.
- Perception of residents living in the Oāmaru ward has significantly declined year-on-year in relation to *Value for money*.

NOTES:

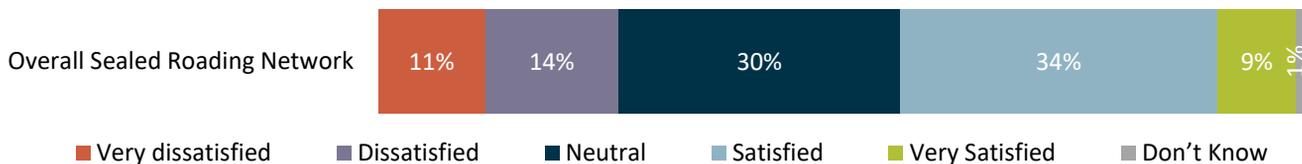
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. VM1: How would you rate the satisfaction with the Council for?
5. VM2: Considering all the services and facilities that the Council provides. Overall, how satisfied are you that you receive good value for the money you spend in rates and other fees?

▲	Year-on-year Significantly higher	▲	Between demographics Significantly higher
▼	Significantly lower	▼	Significantly lower



Satisfaction with services provided

Sealed roading network



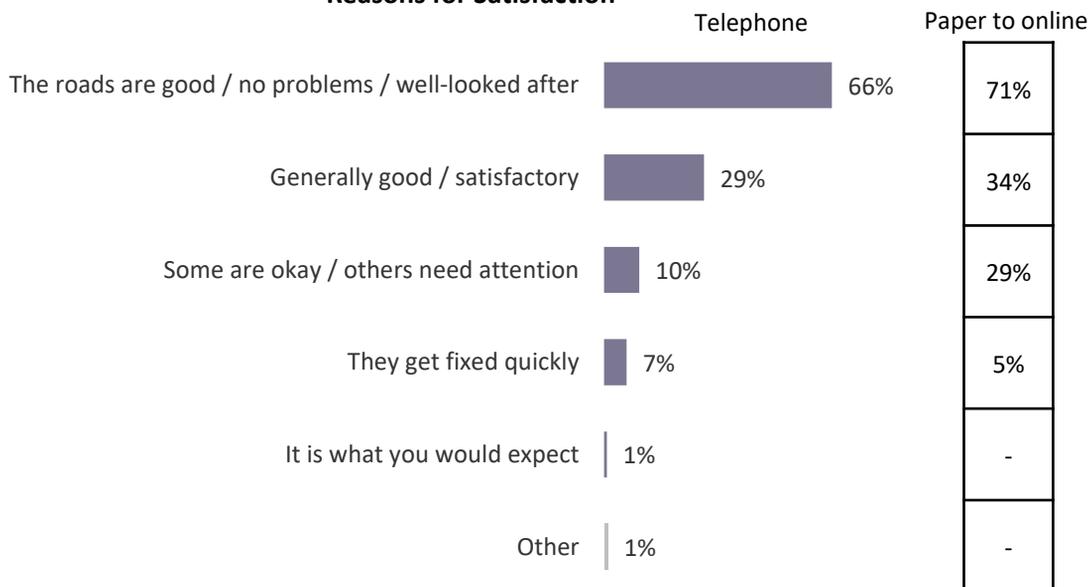
Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Sealed roading network	43%	29%	44%	46%

Scores with % 7-10	18-39	40-59	60+
Sealed roading network	53%	30%	46%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Sealed roading network	46%	42%	29%	36%

- More than four in ten residents (43%) are satisfied with the *Sealed roading network* in the district. This percentage is consistent with 2021 (43%).
- Younger residents and those over 65 years are significantly more likely to be satisfied with the *Sealed roading network* than residents in the 40-59 age group.
- Those residing in Waihemo ward have recorded the lowest satisfaction with the sealed roading network compared with other wards.

Reasons for Satisfaction



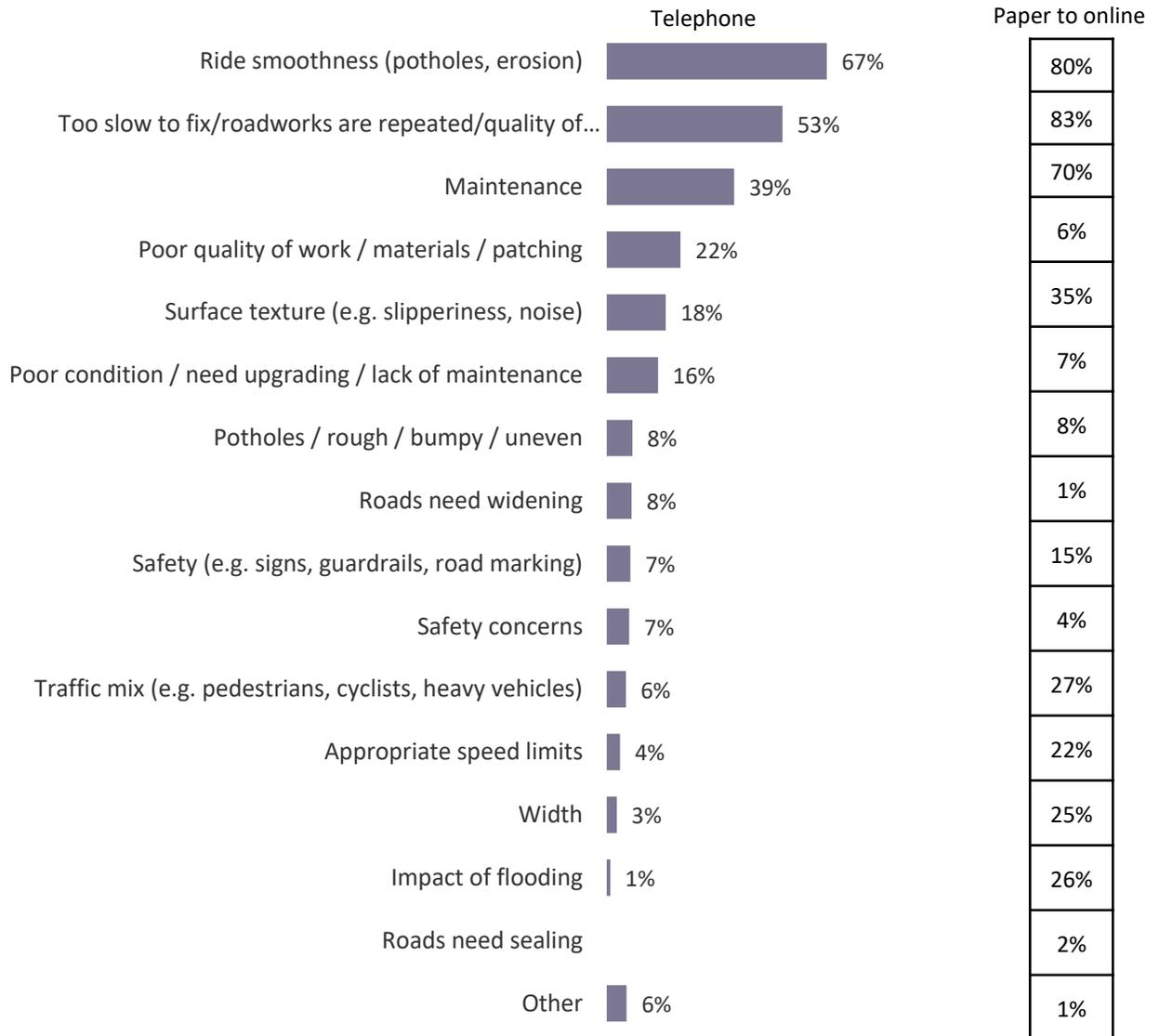
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Q4: Using a scale of 1-10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the sealed roading network in the Waitaki District?
5. Q4a: If satisfied, why is that? telephone =91, paper to online =70

Between demographics
Significantly higher
Significantly lower

Sealed roading network (Dissatisfaction)

Reasons for Dissatisfaction



Ride smoothness is the top reason for dissatisfaction with *the Sealed roading network*, followed by *Too slow to fix/roadworks are repeated/quality of repairs* .

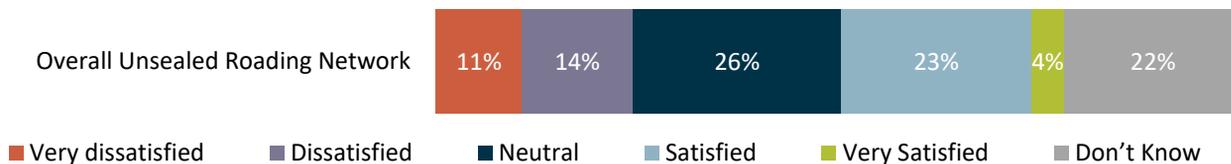
Other reasons include:

- *Roads being better in other Councils' areas*
- *Lack of money spent on the roads*
- *Lack of maintenance of footpaths*

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ;
2. Q4b: If dissatisfied, why is that? **telephone =79, paper to online =148**

Unsealed roading network



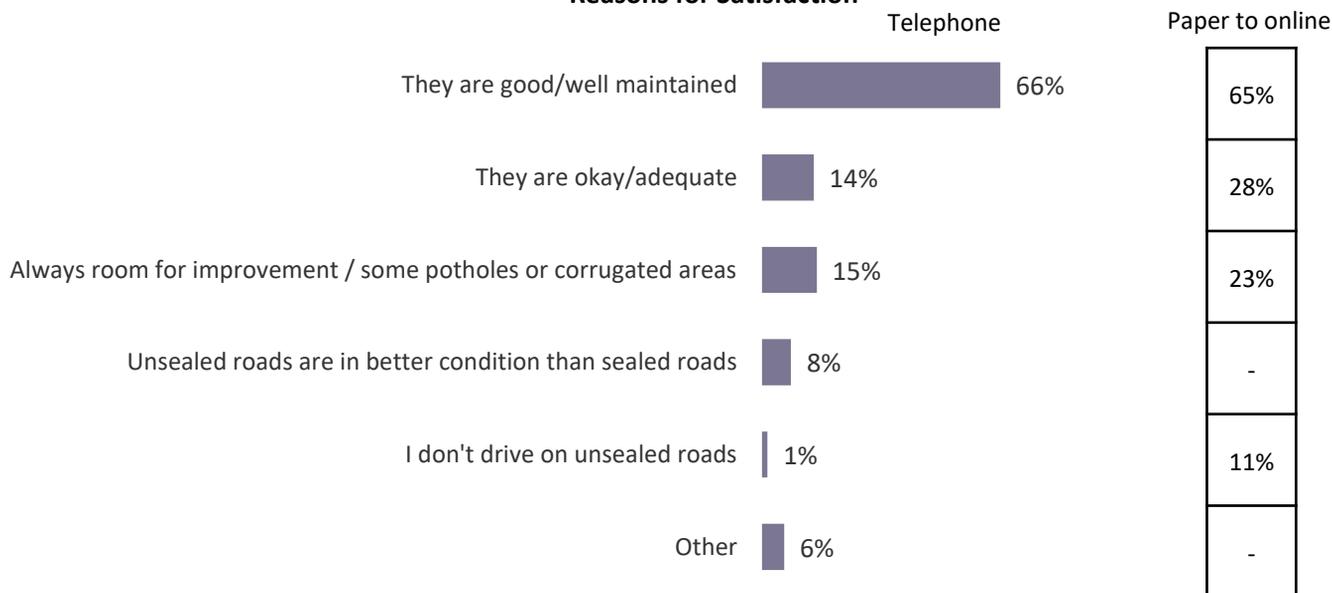
Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Unsealed roading network	28%	25%	22%	33%

Scores with % 7-10	18-39	40-59	60+
Unsealed roading network	39%	27%	20%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Unsealed roading network	32%	24%	13%	27%

- There is a 6% increase in satisfaction with the *Unsealed roading network* with 28% of the residents satisfied (22% in 2021).
- Younger residents and those residing in the Oāmaru ward are more likely to be satisfied with the *Unsealed roading network* than other residents.

Reasons for Satisfaction



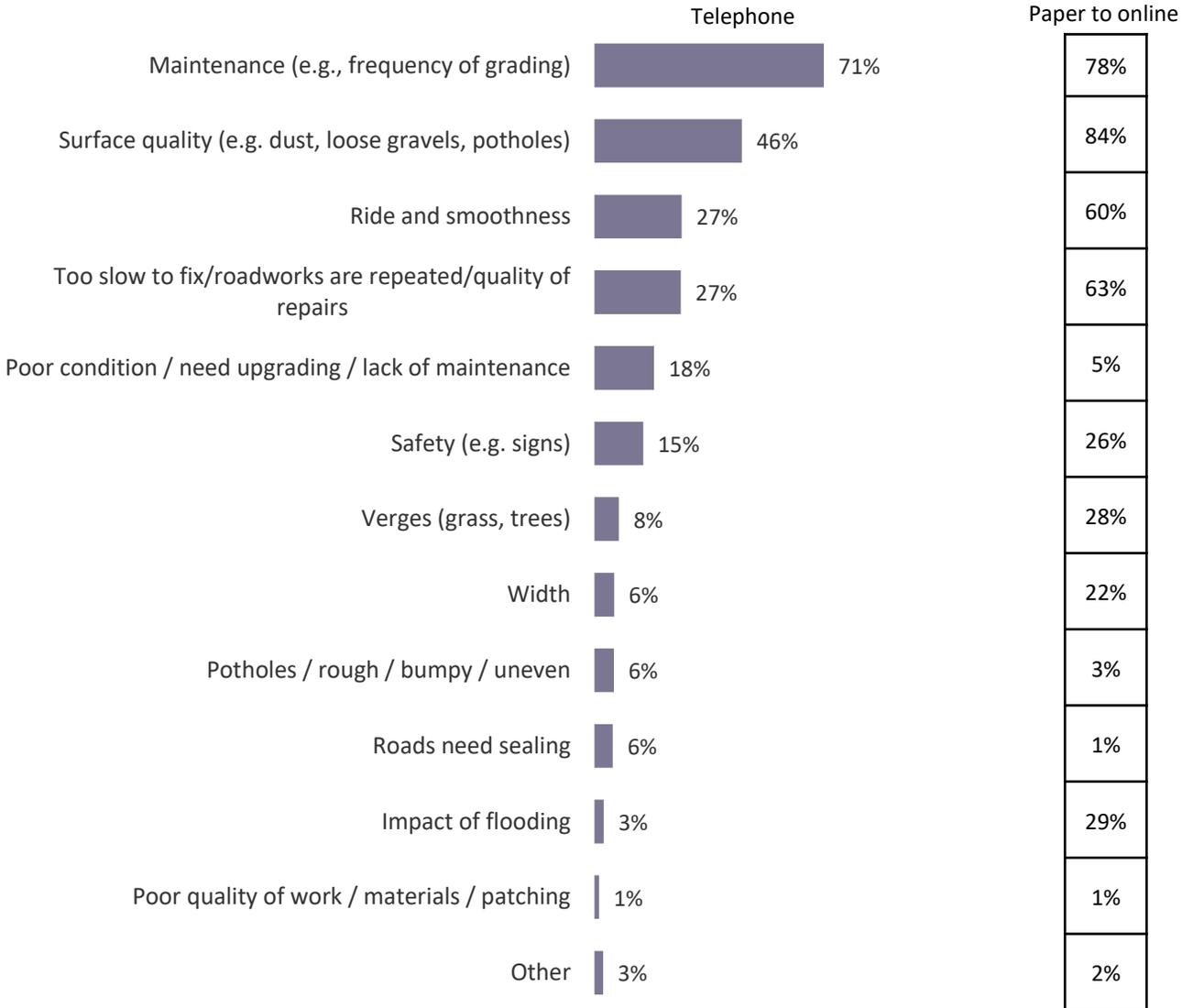
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Q5: Using the same 1-10 scale, how satisfied are you with the unsealed roading network in the Waitaki District?
5. Q5a: If satisfied, why is that? telephone =48, paper to online =30

Between demographics
Significantly higher
Significantly lower

Unsealed roading network (Dissatisfaction)

Reasons for Dissatisfaction



Maintenance is the main reason for dissatisfaction with *Unsealed roading network*, followed by *Surface quality*.

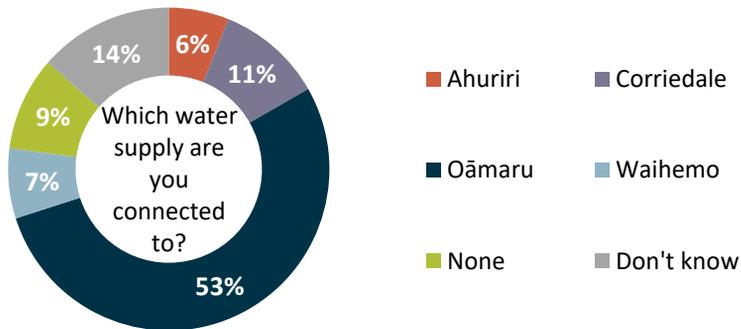
Other reasons include:

- *Corrugation on the roads*
- *Damages to vehicles while driving on roads*
- *More roads need sealing in the district*

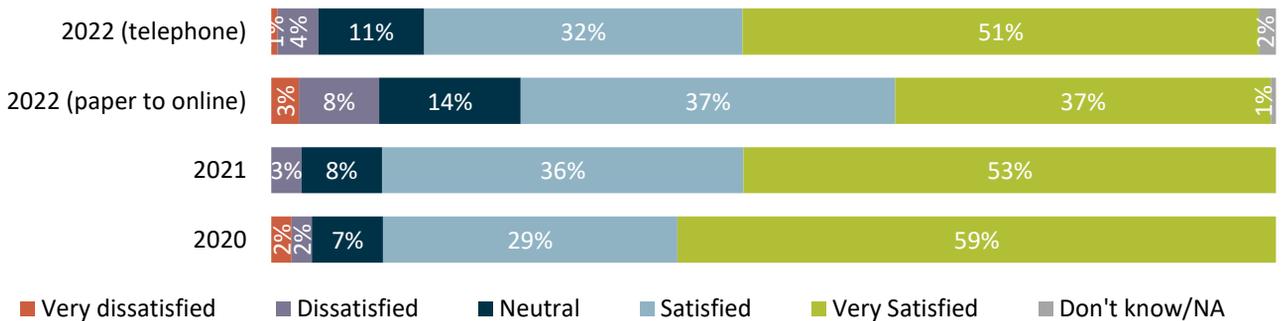
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ;
2. Q5b: If dissatisfied, why is that? **telephone =70, paper to online =90**

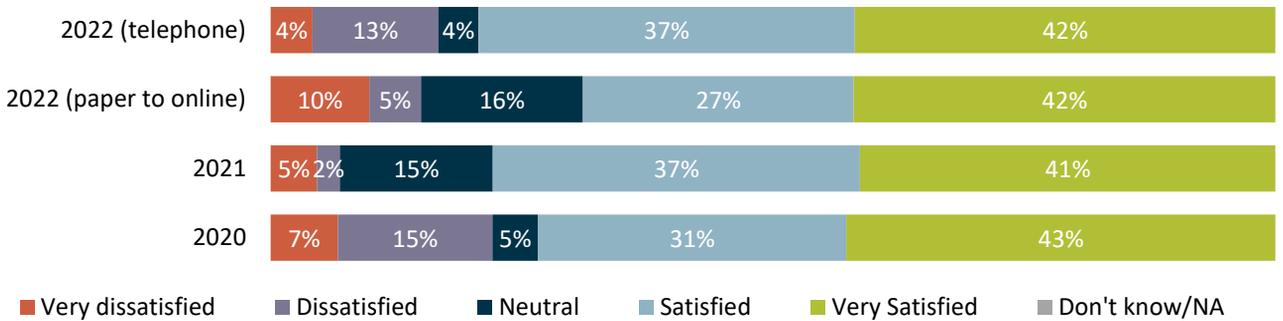
Water Supply



Satisfaction with Oamaru water supply



Satisfaction with Waihemo water supply



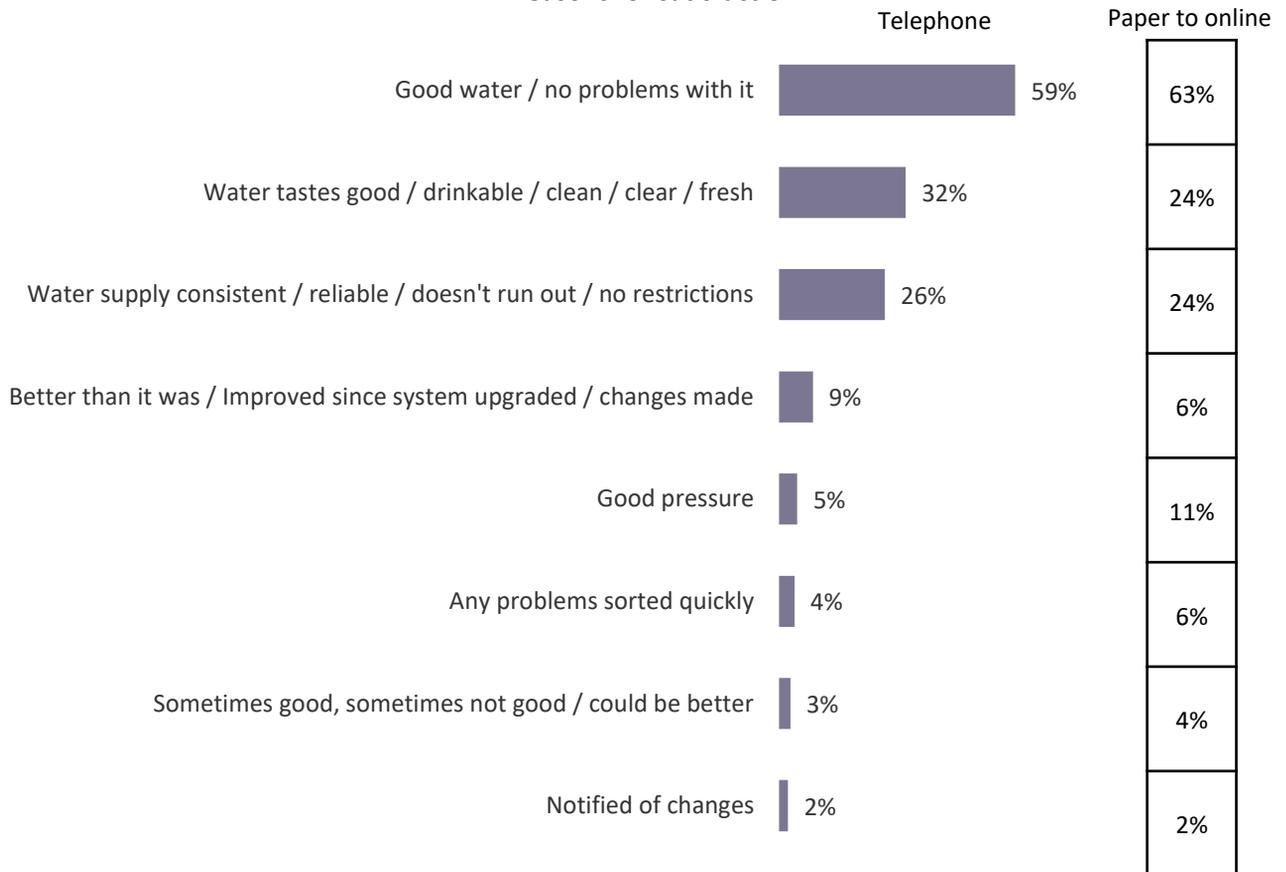
• Perceptions of the Oamaru and Waihemo *Water supply connection* remain at similar levels when compared with the results in 2021.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. Q6: Which water supply are you connected to?
3. Oamaru telephone =168, paper to online =274
4. Waihemo telephone =26, paper to online =48
5. Q6a: How satisfied are you with the water supply provided by the Waitaki District Council?

Reasons for satisfaction and dissatisfaction with water supply

Reasons for satisfaction



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Poor quality of water / substandard	1	7
Low water pressure / can't always get supply / not notified when supply is turned off	-	8
Tastes bad	5	10
Dirty / discoloured water	1	3
Other	3	8

NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
- Q6b. If satisfied, why is that? **telephone =172, paper to online =229**
- Q6c. If very dissatisfied, why is that **telephone =6, paper to online 29**

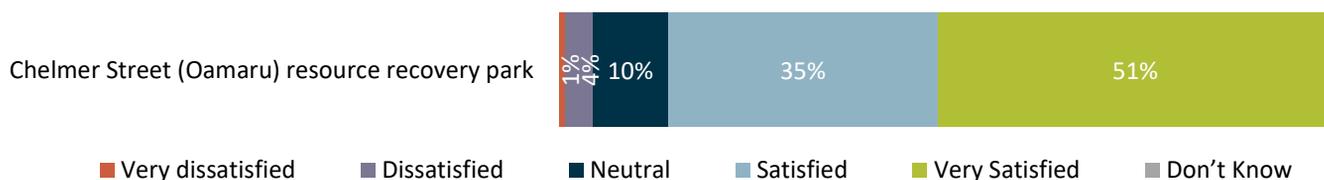
Waitaki Resource Recovery Park



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Waitaki Resource Recovery Park	56%	64%	54%	57%

% Visited	18-39	40-59	60+
Waitaki Resource Recovery Park	48%	59%	58%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Waitaki Resource Recovery Park	64%	65%	20%	18%



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Waitaki Resource Recovery Park	86%	81%	88%	75%

Scores with % 7-10	18-39	40-59	60+
Waitaki Resource Recovery Park	83%	87%	87%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Waitaki Resource Recovery Park	85%	92%	76%	69%

- Visitor satisfaction with the *Waitaki Resource Recovery Park* remains consistent over the past 12 months (88% in 2021 vs. 86% in 2022).
- There is no significant difference in satisfaction by age and ward.

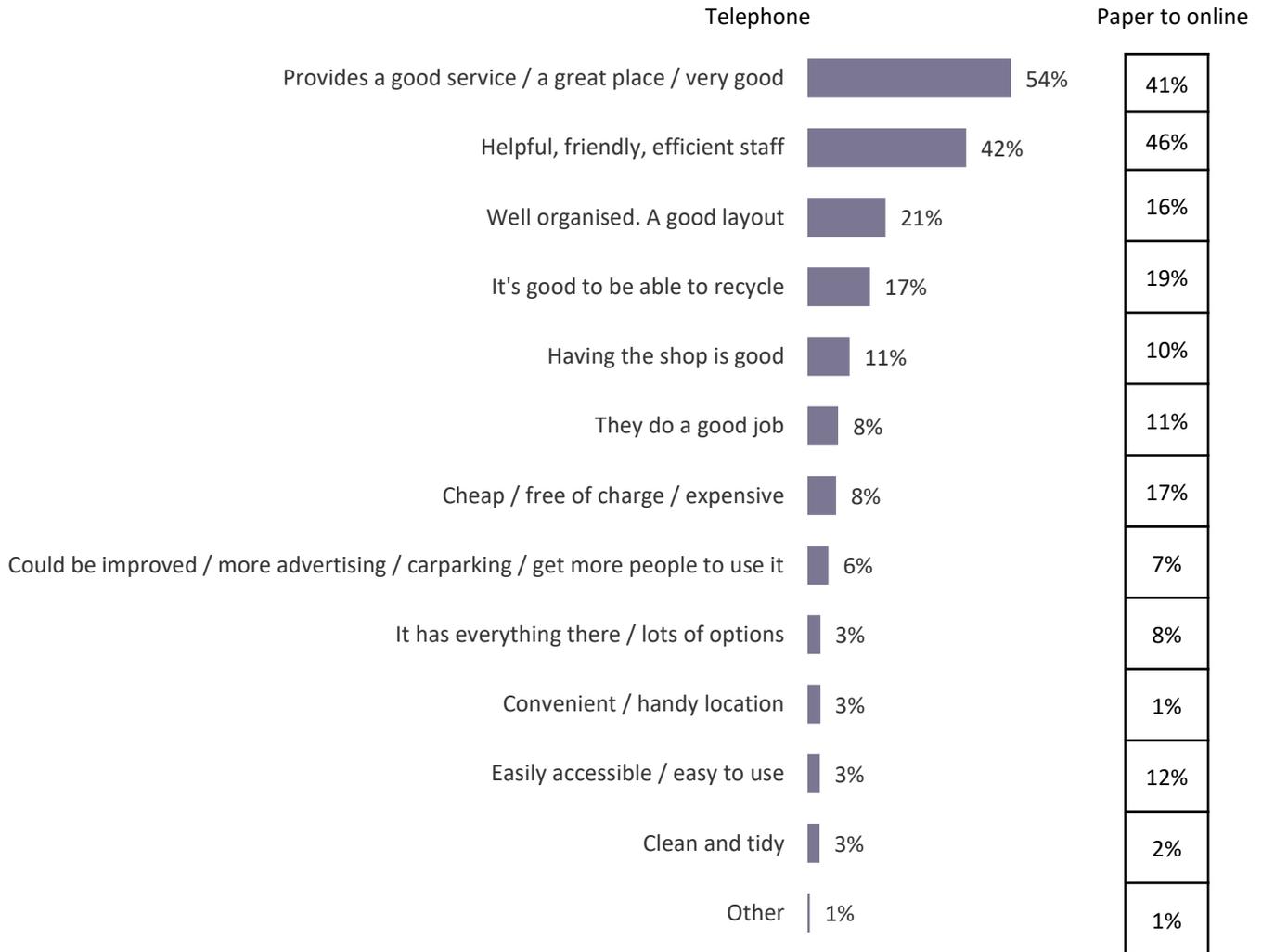
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Q7: Have you used the Chelmer Street (Oāmaru) resource recovery park in the past 12 months?
5. Visitors: telephone =211, paper to online =323
6. Q7a: How satisfied are you with the resource recovery park?

Between demographics
Significantly higher
Significantly lower

Waitaki Resource Recovery Park

Reasons for satisfaction



Residents think that the *Waitaki Resource Recovery Park Provides good service* (54%) and has *Helpful, friendly, and efficient staff* (42%).

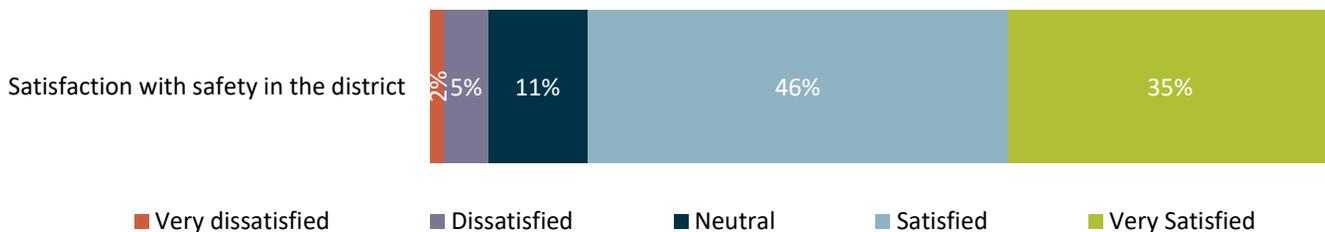
Reasons for dissatisfaction (n=4):

- It needs more maintenance and upkeep.
- Staff are nice but the park needs improvement (infrastructure needs to be lifted up, like the entrance and the exit needs improvement)
- A bit expensive. No wonder people dump rubbish in country places.
- About the ability to recycle which is out of control for the plant.

NOTES:

1. Total Sample 2021 n=401
2. Q7b: If satisfied (with the Chelmer Street resource recovery park), why is that? **telephone =160, paper to online =203**
3. Q7c: If dissatisfied, why is that? **telephone =4, paper to online =11**

Waitaki District as a safe place to be



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with safety in the district	82%	70%	86%	88%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with safety in the district	82%	82%	81%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with safety in the district	82%	82%	73%	90%

- Satisfaction with *Safety* in the district has slightly declined by a further four percentage points from 86% in 2021 to 82% in 2022.
- There is no significant difference in perception of safety among different age groups or wards.

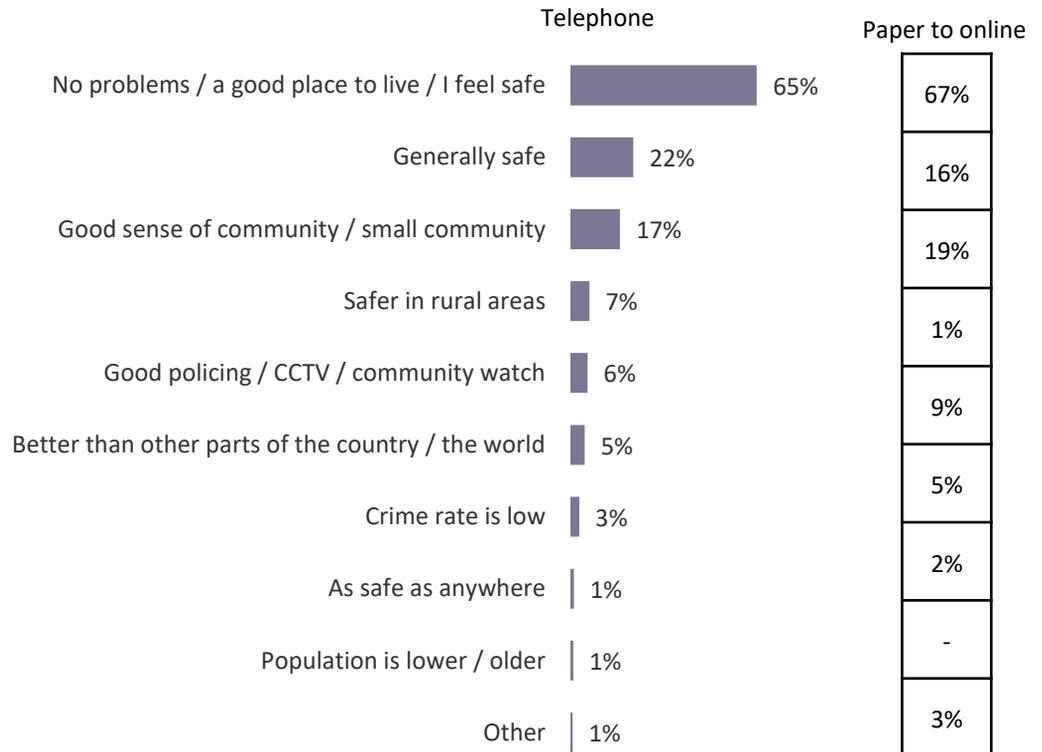
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Q8: How satisfied are you that the Waitaki district is generally a safe place to be?

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Reasons for satisfaction and dissatisfaction with safety

Reasons for satisfaction



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Crime taking place / damage to property	3	19
Not as safe as it used to be / not safe at night	1	19
Common trend/hear things that are of concern	-	14
Rough people	3	13
Not safe for children	-	9

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q8a: If satisfied, why is that? **telephone =236, paper to online =195**
3. Q8a: If dissatisfied, why is that? **telephone =8, paper to online =35**

Libraries



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Libraries	43% ▲	48%	34%	48%

% Visited	18-39	40-59	60+
Libraries	46% ▲	39%	45%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Libraries	46% ▲	32%	55%	36%

- The usage of *Library* services has increased significantly in the last 12 months from 34% in 2021 to 43% in 2022.
- *Borrowing books, magazines, newspapers and other reading materials* is the main reason why residents visit a library (86%), followed by *Internet/computer use/printing/photocopying* (17%) then *Social gatherings/meetings/Justice of the Peace/school visits/book launch* (8%).

Purpose for visiting the library

	Telephone	Paper to online
Borrow books, magazines, newspapers / reading / browsing	86%	85%
Internet / computer use / printing / photocopying	17%	9%
Social gatherings / meetings / JP / Group meetings / School visits / book launch	8%	13%
Research / Council information	4%	6%
Rates / dog registration	4%	2%
Borrow CD's / DVD's	2%	6%
To use the toilet	2%	3%
Volunteering	1%	1%
Other	1%	1%

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Q9: Have you visited any of the libraries in the Waitaki District in the past 12 months?
5. Visited: **telephone =165, paper to online =266**
6. Q9a: What was the purpose of your purpose of your visit to the library? **telephone =165, paper to online =261**

▲ **Year-on-year** Significantly higher
▼ Significantly lower

▲ **Between demographics** Significantly higher
▼ Significantly lower

Importance of libraries*



■ Not important at all ■ Somewhat not important ■ Neutral ■ Somewhat important ■ Very important ■ Don't Know

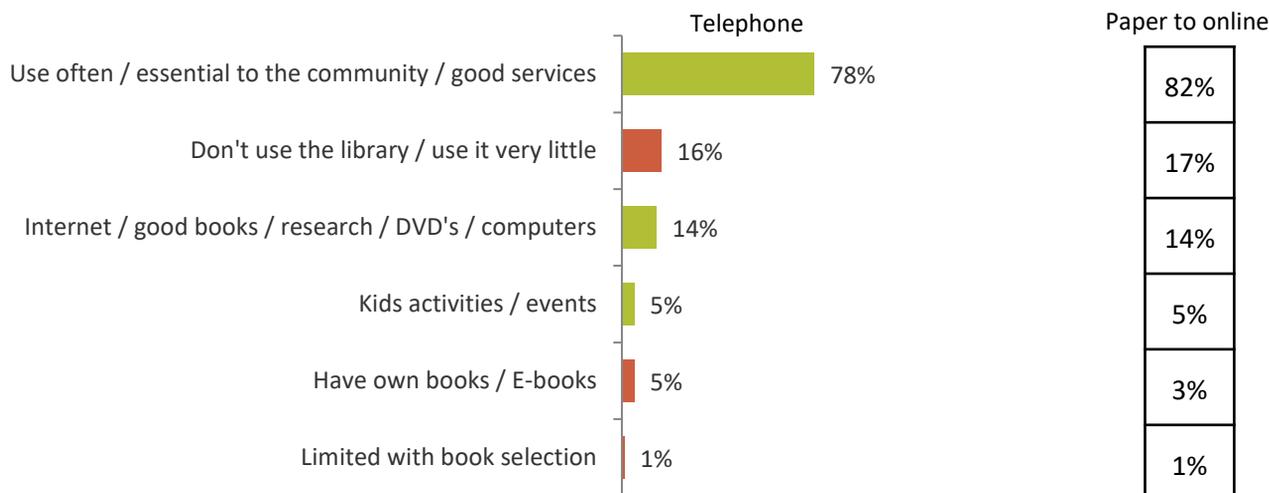
Scores with % 7-10	2022 (telephone)	2022 (paper to online)
Importance to whanau	82%	77%

Scores with % 7-10	18-39	40-59	60+
Importance to whanau	86%	78%	83%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Importance to whanau	80%	83%	95%	75%

- When it comes to how important the libraries are for the residents, 82% overall consider them to be 'somewhat important' or 'very important'.
- Those who feel that libraries are of a great importance for whanau, mention that they are essential to the community (78%), as well as they allow usage of the internet, computers and research.

Reasons behind the scores Note: green – important, red – not important



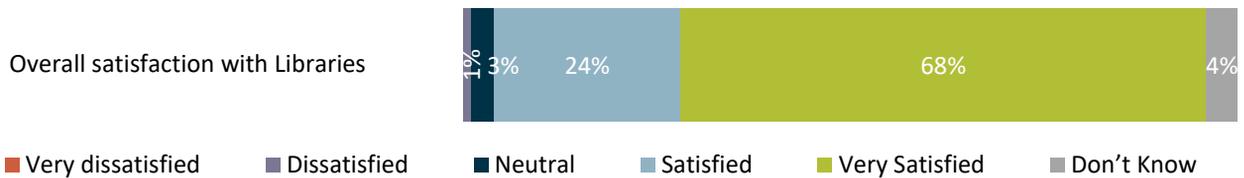
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
 2. 18-39 n=84; 40-59 n=136; 60+ n=160;
 3. Māori n=21; All Others n=359;
 4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
 5. Visited: **telephone =165, paper to online =266**
 6. Q9b. How important is the library to you and your whanau?
 7. 9c. Can you please tell us why you gave that score/rating? **telephone =165, paper to online =239**
- * New question added in 2021/2022. No historical comparison available

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Satisfaction with libraries



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with libraries	92%	83%	87%	88%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with libraries	98% ▲	83%	94%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with libraries	95%	90%	84%	84%

- Satisfaction with *Libraries* has increased by 5% from last year's result to 92% *satisfied*.
- Satisfaction amongst younger residents aged 18-34 has increased significantly year-on-year to 98%.
- Residents in this age group are now significantly more *satisfied* with the *district's libraries* than residents aged 40-59 years.

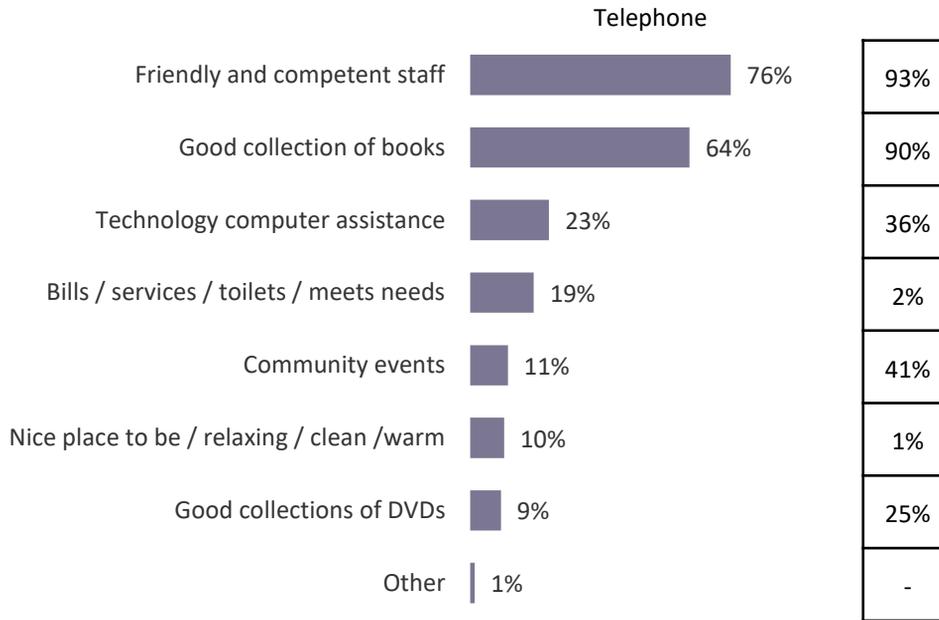
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Visited: **telephone =165, paper to online =266**
5. Q10: How satisfied are you with the library services in the Waitaki district?

▲	Year-on-year Significantly higher	▲	Between demographics Significantly higher
▼	Significantly lower	▼	Significantly lower

Reasons for satisfaction and dissatisfaction with libraries

Reasons for satisfaction



Reasons for dissatisfaction

Note: No one who participated in the survey via telephone left a response regarding the reasons for dissatisfaction with the libraries.

Reasons for dissatisfaction	Count paper to online
Collections need updating / better selection	3
Opening hours	1
Other	4

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q10a: If satisfied, why is that? **telephone =140, paper to online =193**
3. Q10b: If dissatisfied, why is that? **telephone =0, paper to online =10**

Oāmaru Opera House

% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Oāmaru Opera House	32%	31%	38%	47%

% Visited	18-39	40-59	60+
Oāmaru Opera House	28%	36%	70%

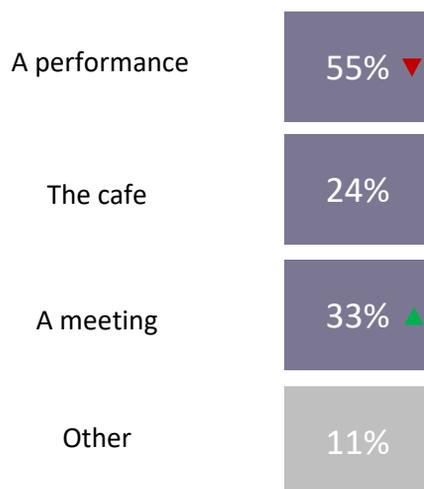
% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Oāmaru Opera House	30% ▼	48%	15%	21%

% Visited	Male	Female	Māori	Non-Māori
Oāmaru Opera House	31%	33%	22%	32%

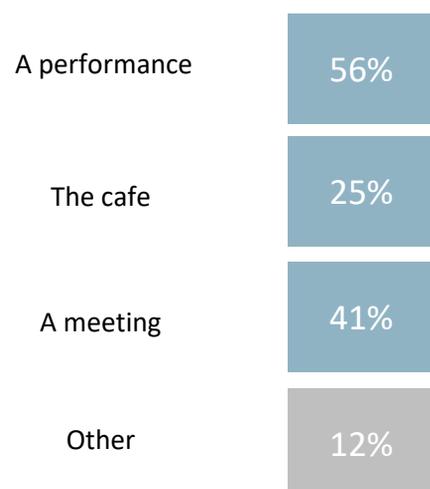


- In 2022, the percentage of residents who have visited the *Oāmaru Opera House* has declined 6% to 32% from 38% in 2021.
- The proportion of residents who visit to *Watch a performance* has decreased significantly year-on-year while the proportion who visit for *a meeting* has increased significantly.

Reason for visiting the Oāmaru Opera House Telephone



Reason for visiting the Oāmaru Opera House Paper to online

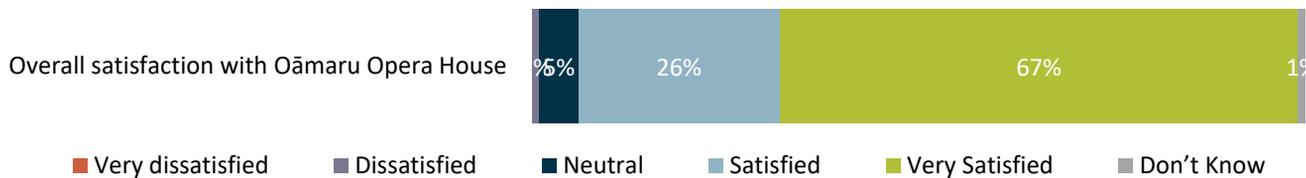


NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q11: Have you visited the Oāmaru Opera House in the last 12 months?
6. Visited: telephone =122, paper to online =157
7. Q11a: What was the reason for visiting the Oāmaru Opera House?

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Satisfaction with Oāmaru Opera House



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with Oāmaru Opera House	93%	92%	94%	97%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with Oāmaru Opera House	97%	92%	92%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with Oāmaru Opera House	94%	98%	51%	89%

Scores with % 7-10	Male	Female	Māori	Non-Māori
Satisfaction with Oāmaru Opera House	92%	94%	100%	93%

- Satisfaction with the *Oāmaru Opera House* continues to be at a very high level (93%).
- Visitors from the Oāmaru and Corriedale wards are more likely to be satisfied with the facility than those from the Waihemo ward.

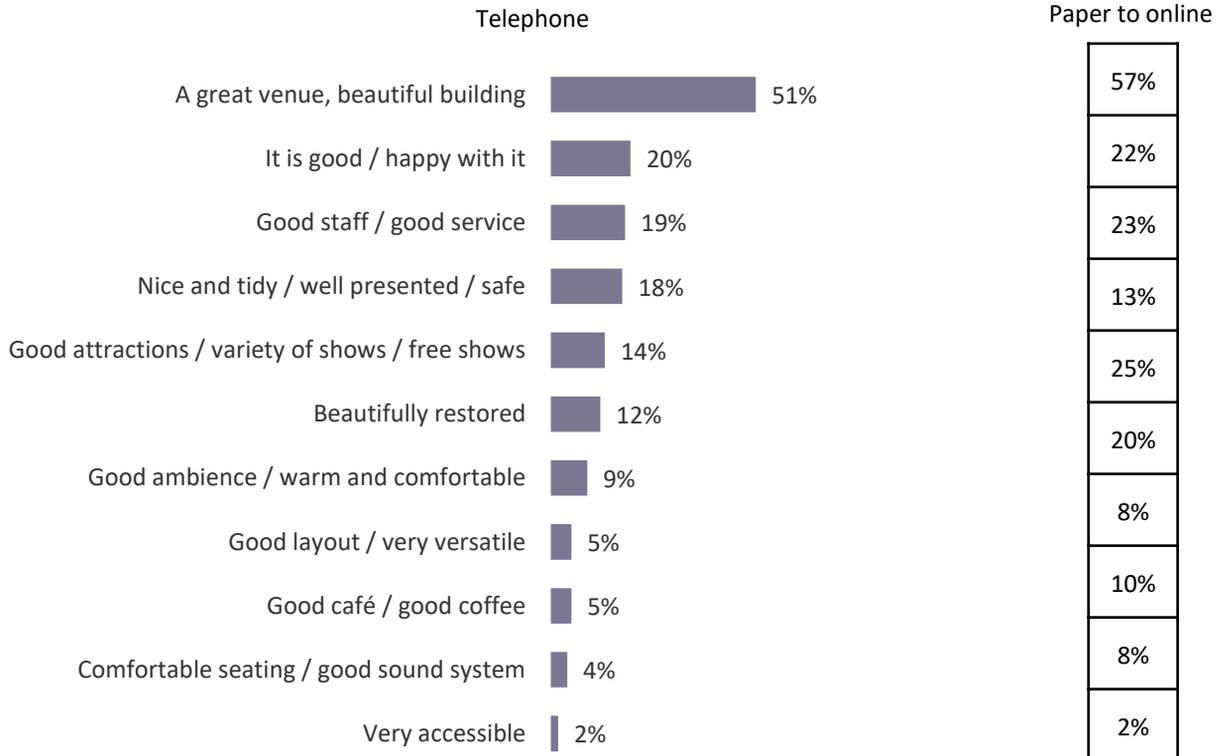
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Visited: **telephone =122, paper to online =157**
6. Q11b: How satisfied are you with the Oāmaru Opera House?

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Reasons for satisfaction and dissatisfaction with Oāmaru Opera House

Reasons for satisfaction



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Staff service	-	2
Quality of facilities	-	1
Lack of awareness of the Opera House as a common facility	-	2
Price of performances	-	4
Other	1	4

NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513
- Q11c: If satisfied, why is that? **telephone =108, paper to online =109**
- Q11d: If dissatisfied, why is that? **telephone =1, paper to online =5**

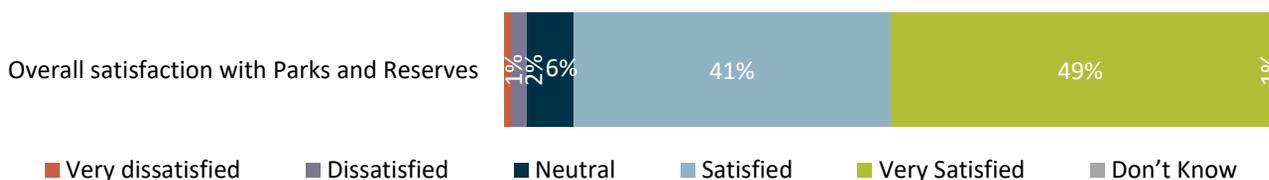
Parks and reserves



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Parks and reserves	69%	71%	72%	72%

% Visited	18-39	40-59	60+
Parks and reserves	77% ▼	73%	58%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Parks and reserves	73%	72%	52%	48%



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with parks and reserves	90% ▲	77%	85%	87%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with parks and reserves	92% ▲	89%	89%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with parks and reserves	91%	94%	85%	77%

- The proportion of residents who have visited *Parks and reserves* has declined slightly to 69%. Residents aged 18-39 and 40-59 and Oāmaru and Corriedale ward residents are more likely to have visited a park or reserve in the district than other residents.
- There is a significant increase in visitor satisfaction for *Parks and reserves* (85% in 2021 to 90% in 2022) with residents aged 18-39 being slightly more likely to be satisfied than older residents.

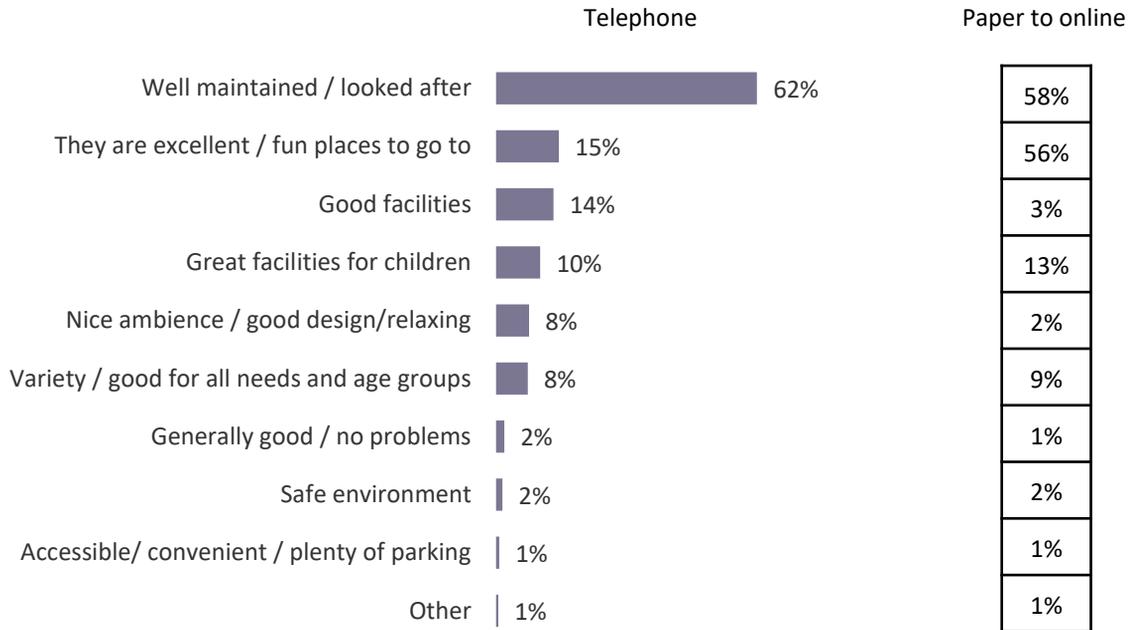
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q12: Have you used any of the parks or reserves in the Waitaki district in the past 12 months?
6. Visited: **telephone =257, paper to online =331**
7. Q12a: How satisfied are you with parks and reserves in the Waitaki District?

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Reasons for satisfaction and dissatisfaction with parks and reserves

Reasons for satisfaction



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Poor upkeep / untidy / improvements needed	3	5
Too many parks and reserves	-	-
Not enough parks and reserves	-	3
Other	3	5

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q12b: If satisfied, why is that? **telephone =198, paper to online =192**
3. Q12c: If dissatisfied, why is that? **telephone =4, paper to online =10**

Lakes Camping Grounds



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Lakes Camping Grounds	7%	14%	9%	15%

% Visited	18-39	40-59	60+
Lakes Camping Grounds	10%	9%	2%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Lakes Camping Grounds	6%	6%	14%	3%

Overall satisfaction with Lakes Camping Grounds



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfied
 ■ Don't Know

Scores with % 7-10	2022 (telephone)*	2022 (paper to online)	2021	2020
Satisfaction with Lakes Camping Grounds	77%	57%	63%	77%

Scores with % 7-10	18-39*	40-59*	60+*
Satisfaction with Lakes Camping Grounds	89%	61%	100%

Scores with % 7-10	Oāmaru*	Corriedale*	Waihemo*	Ahuriri*
Satisfaction with Lakes Camping Grounds	73%	79%	80%	100%

- Council-owned Lakes Camping Grounds have been visited by fewer people in 2022 than in the past 24 months with younger residents being more likely to have visited these facilities than older residents.
- Out of all those who have visited and used the Council-owned Lakes Camping Grounds, close to eight in ten (77%) are satisfied with these facilities.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q13. Have you used the Council-owned Lakes camping grounds over the past 12 months?
6. Visited: telephone =25, paper to online =56
7. Q13a. How satisfied are you with the quality of the Council-owned Lakes camping grounds?

* Caution: Small sample. Results should be treated as indicative only.

Year-on-year
▲ Significantly higher
▼ Significantly lower
Between demographics
▲ Significantly higher
▼ Significantly lower

Reasons for satisfaction and dissatisfaction with lakes camping grounds

Reasons for satisfaction



- *It does the job.*
- *Because they have upgraded the facilities. Toilets are clean. No rubbish. We go as a family and very safe for the kids.*
- *The toilets were good. The grass was well maintained. No rubbish lying around.*
- *It was good where we were.*
- *They provide good facilities, their toilets are clean, it's always a nice place to be.*
- *It was maintained and had a high toilet block.*
- *They're just well looked after.*
- *They are generally well managed. There is a variety of choices.*
- *It is freedom camping, so I am not expecting a high range of services. I don't like the anxiety it causes at the start of the season - it is quite tense finding a spot. But we have running water and a toilet so that is fine - Lochlaird.*

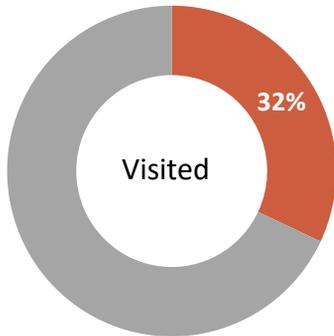
Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Management of the facility	1	3
Fees	1	9
Cleanliness / condition of facility	-	5
Other	4	6

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q13b: If satisfied, why is that? **telephone =16, paper to online =19**
3. Q13c: If dissatisfied, why is that? **telephone =4, paper to online =17**

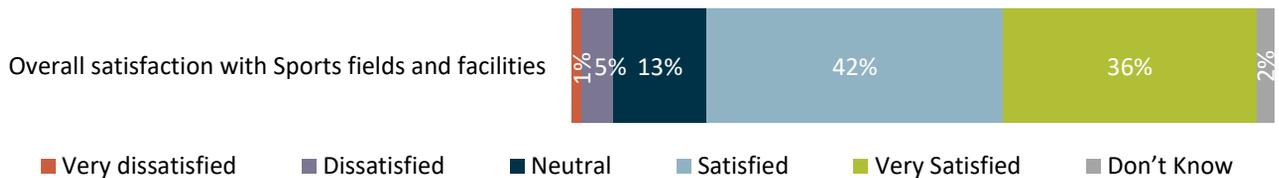
Sports fields and facilities



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Sports fields and facilities	32% ▼	27%	40%	31%

% Visited	18-39	40-59	60+
Sports fields and facilities	44%	37%	19%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Sports fields and facilities	29%	41%	28%	39%



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with sports fields and facilities	78%	70%	85%	82%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with sports fields and facilities	76%	83%	74%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with sports fields and facilities	79%	84%	74%	63%

- Significantly less residents have visited or used Sports fields and facilities in 2022 than in the previous year.
- There are more users from the younger age groups than from the older age group.
- Just under eight in ten users (78%) are satisfied with the district's Sports fields and facilities. This is a slight decline from last year's proportion of satisfied users (85%).

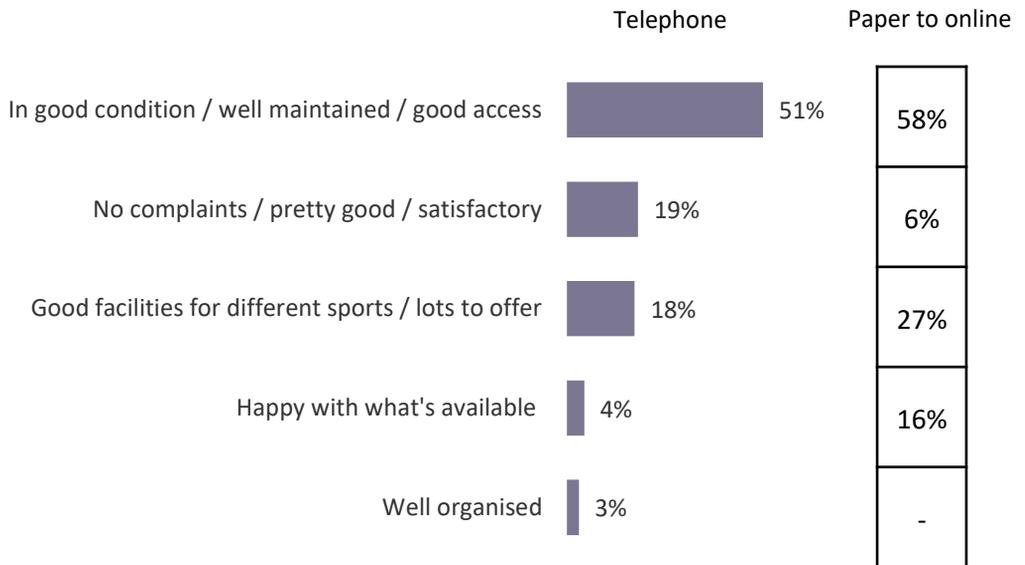
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q14. Have you used any Waitaki District sports fields or facility in the past 12 months?
6. Visited: **telephone =120, paper to online =108**
7. Q15a. How satisfied are you with Waitaki's sports fields and facilities?

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Reasons for satisfaction and dissatisfaction with sports fields and facilities

Reasons for satisfaction



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Poor condition / need upgrading / lack of maintenance	3	4
Lack of awareness of sportsfields	-	2
Cost	-	-
Other	3	2

NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513
- Q15b: If satisfied, why is that? **telephone =78, paper to online =48**
- Q15c: If dissatisfied, why is that? **telephone =4, paper to online =9**

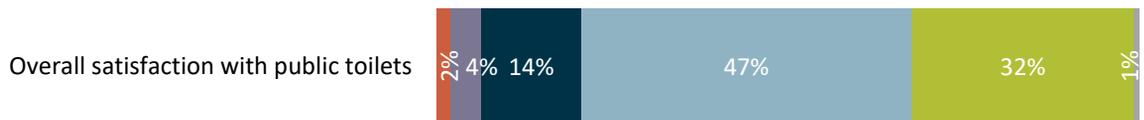
Public toilets



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Public toilets	68% ▲	73%	61%	67%

% Visited	18-39	40-59	60+
Public toilets	72% ▲	69%	64%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Public toilets	61%	80%	76%	78%



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfied
 ■ Don't Know

Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with public toilets	79%	63%	77%	77%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with public toilets	77%	82%	77%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with public toilets	77%	84%	80%	72%

- Close to seven in ten residents (68%) have used a Public toilet in the last 12 months which is a significant increase year-on-year compared with 61% in 2021.
- Younger residents being more likely to have used this facility than older residents.
- Satisfaction with Public toilets are at similar levels compared with 2021 and is consistent across different wards and age groups.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q16. Have you used a public toilet in the past 12 months?
6. Visited: **telephone =257, paper to online =369**
7. Q16a. If yes, how satisfied are you with the public toilets?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Reasons for satisfaction and dissatisfaction with public toilets

Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Lack or poor access (i.e. wheel chair or push chair access)	-	2
Cleanliness/ dirtiness (including smell)	7	27
Condition (i.e. needs upgrading/improving)	3	28
Other	4	16



- *Small cubicals.*
- *Lots of tagging - toilet paper is always clogged up in the toilet - sometimes there is no soap, and the hand driers don't work.*
- *No way to dry hands in some places. Kurow water pressure is too high, and it blows water all over you, so you look like you've wet yourself.*
- *Run down needs TLC.*

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q16b: If dissatisfied, why is that? **telephone =9, paper to online =39**

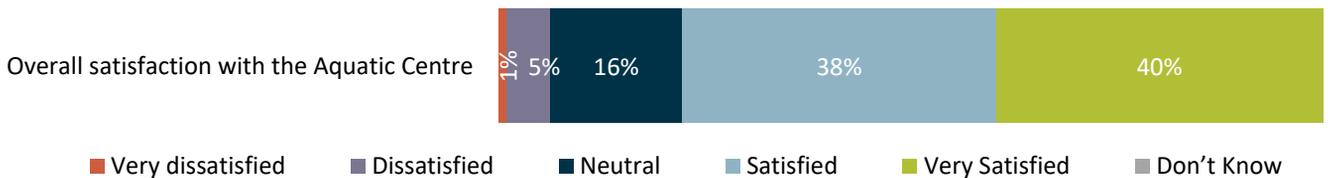
Aquatic Centre



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Aquatic Centre	28%	25%	32%	34%

% Visited	18-39	40-59	60+
Aquatic Centre	45%	26%	17%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Aquatic Centre	33%	28%	8%	13%



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with Aquatic Centre	78%	74%	85%	81%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with Aquatic Centre	70%	77%	92%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with Aquatic Centre	75%	87%	65%	79%

- Fewer than three in ten residents (28%) have used or visited the Aquatic Centre in the past year. Younger residents are more likely to have visited the centre than older residents.
- User perceptions of the Aquatic Centre has slightly decreased and is at the same level as it was 24 months prior. Almost all users from the older age group (92%) are satisfied.

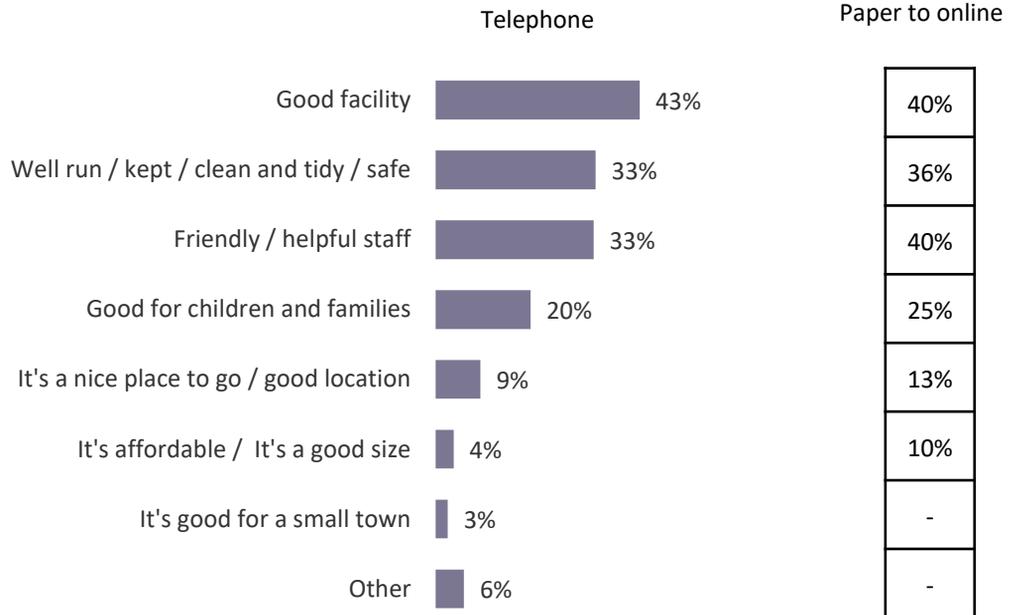
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q17. Have you used or visited the Aquatic Centre in the past 12 months?
6. Visited: **telephone =101, paper to online =108**
7. Q17a. How satisfied are you with the Aquatic Centre

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Reasons for satisfaction and dissatisfaction with Aquatic centre

Reasons for satisfaction



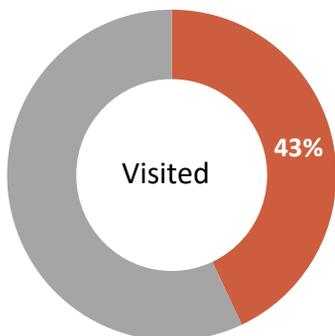
Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Functionality or range of activities	1	4
Timetable or opening hours	1	3
Entry costs	2	2
Access (for instance wheelchair or pushchair access)	-	1
Staff service	-	1
Other	2	6

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q17b: If satisfied, why is that? **telephone =65, paper to online =51**
3. Q17c: If dissatisfied, why is that? **telephone =3, paper to online =13**

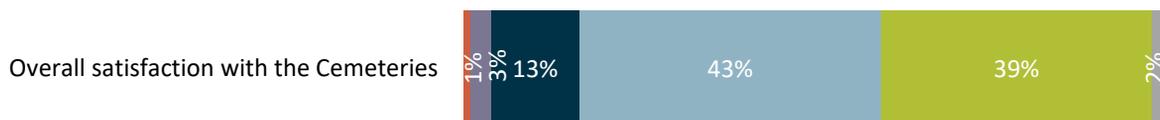
Cemeteries



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Cemeteries	43%	37%	43%	47%

% Visited	18-39	40-59	60+
Cemeteries	25%	47%	52%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Cemeteries	45%	37%	42%	42%



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfied
 ■ Don't Know

Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with cemeteries	81%	71%	86%	80%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with cemeteries	89%	85%	76%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with cemeteries	83%	91%	62%	69%

- A similar proportion of residents have visited a Cemetery in the last year when compared with 2021 with older residents being more likely to have visited this facility than younger residents.
- Perceptions of the district's Cemeteries remained high over the last 12 months with over eight in ten users (81%) satisfied.
- Visitors from Oāmaru and Corriedale wards are more likely to be satisfied with these facilities than users from Waihemo and Ahuriri wards.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q18. Have you visited a cemetery in the Waitaki District in the past 12 months?
6. Visited: **telephone =169, paper to online =204**
7. Q18a. How satisfied are you with cemeteries in the Waitaki District?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Reasons for satisfaction and dissatisfaction with cemeteries

Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Poor condition / need upgrading / lack of maintenance	4	15
Lack of rubbish removal facilities	1	10
Cost	-	6
Other	3	5

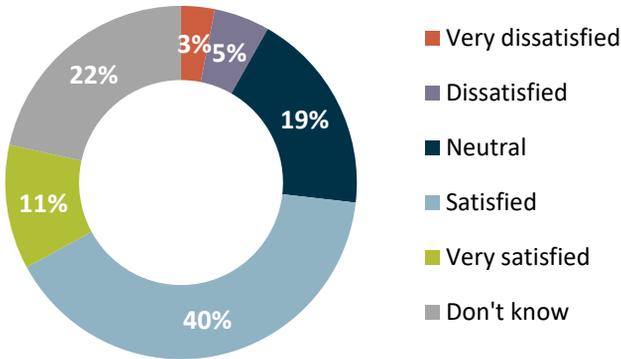


- *Headstones are falling over. The only tidy one is the RSA.*
- *I went to see a friends' grave site and I nearly fell into a hole which had grass on it, and you thought it was level. I thought it was a path that you walk on, but it was actually a gravesite. It wasn't just one it was probably 10.*
- *Overgrown and not maintained, sunken graves, a bit of an embarrassment, really.*

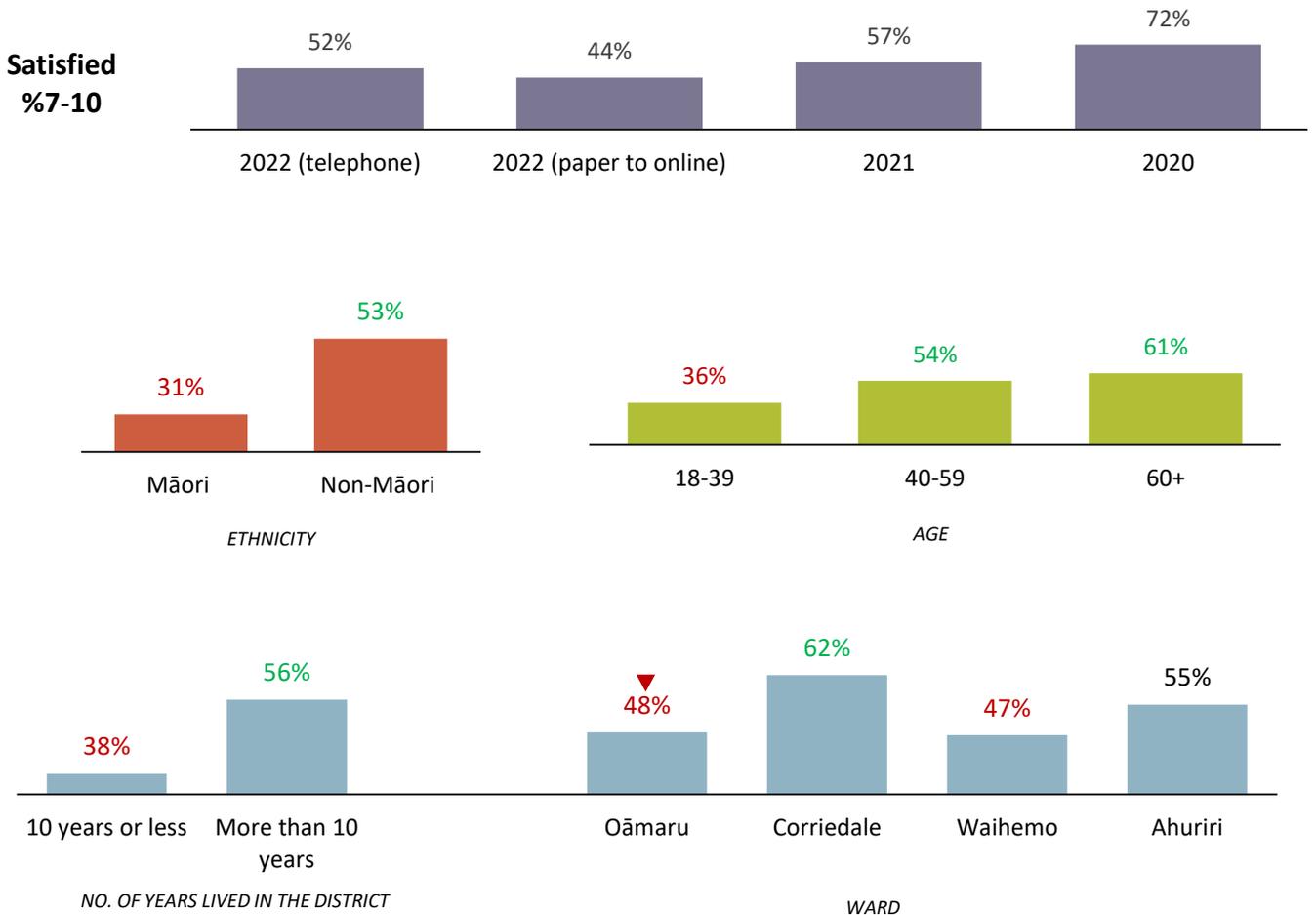
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q18b: If dissatisfied, why is that? **telephone =3, paper to online =22**

Performance of the Mayor and Councillors



- Overall satisfaction with the Performance of the Mayor and Councillors has slightly declined to 52% satisfied.
- Corriedale residents are more likely to have favourable perceptions of the Performance of the Mayor and Councillors than other residents.
- Those who identify as Māori and those who stayed in the district for less than 10 years are less likely to be satisfied with the performance of the leadership team.



NOTES:

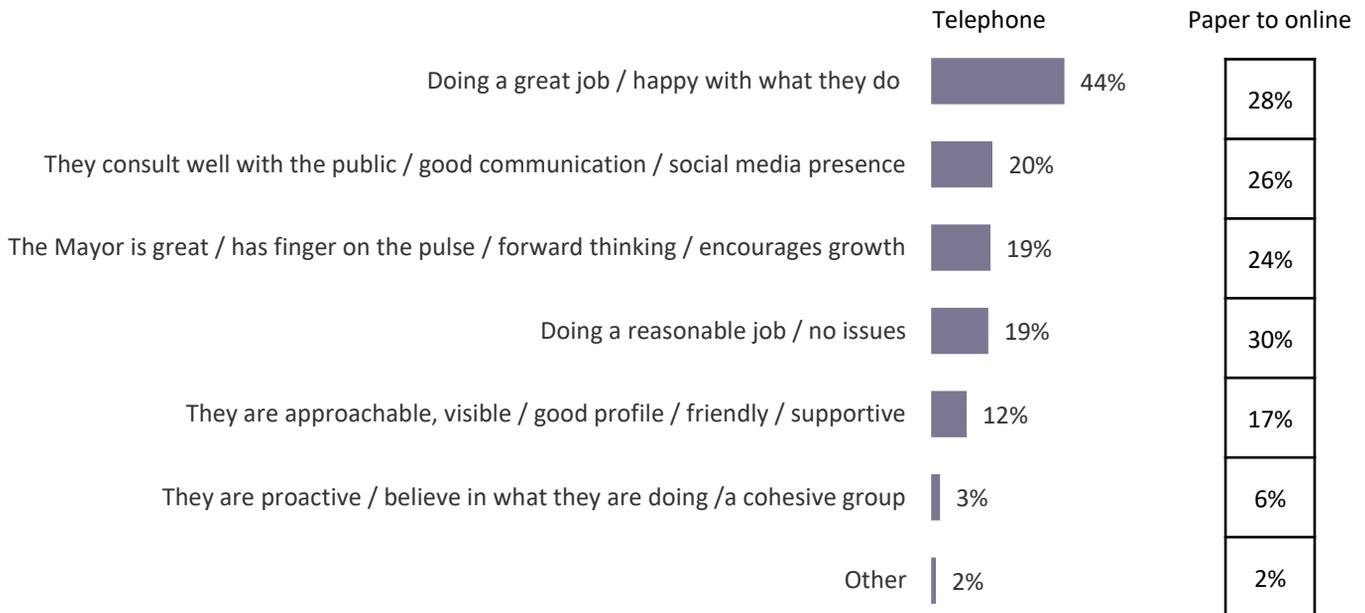
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q19.How satisfied are you with the performance of the Mayor and Councillors over the last 12-month period?

Year-on-year
▲ Significantly higher
▼ Significantly lower

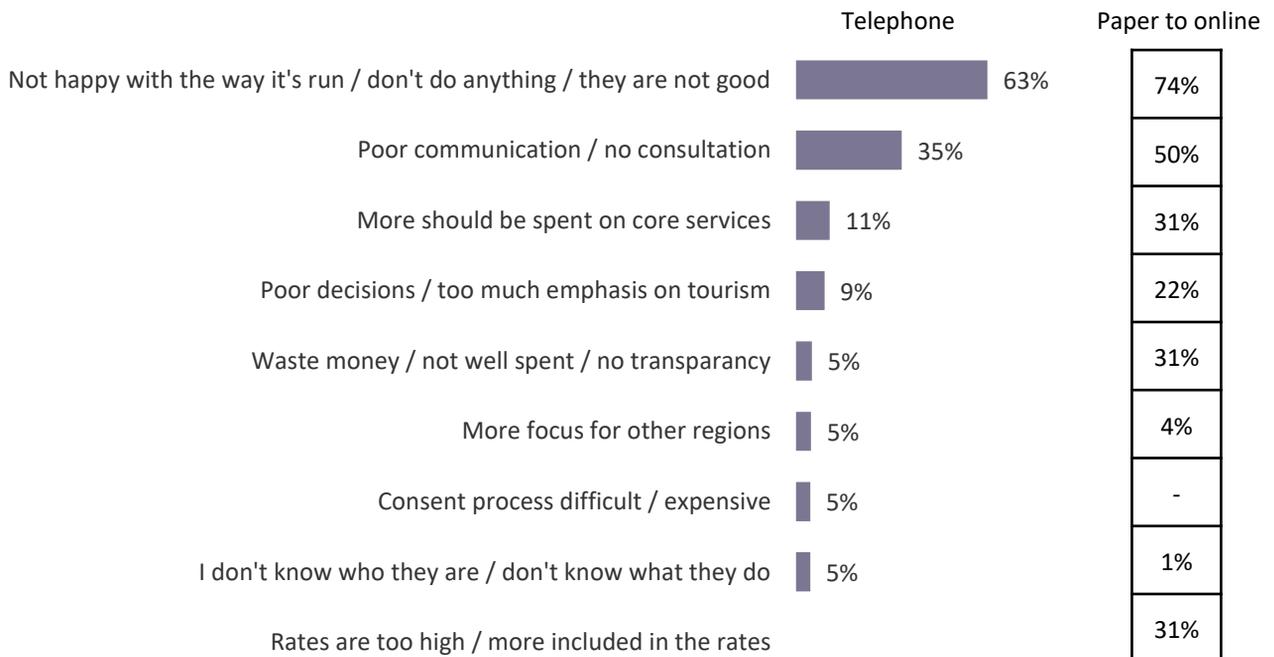
Between demographics
▲ Significantly higher
▼ Significantly lower

Reasons for satisfaction and dissatisfaction with Performance of the Mayor and Councillors

Reasons for satisfaction



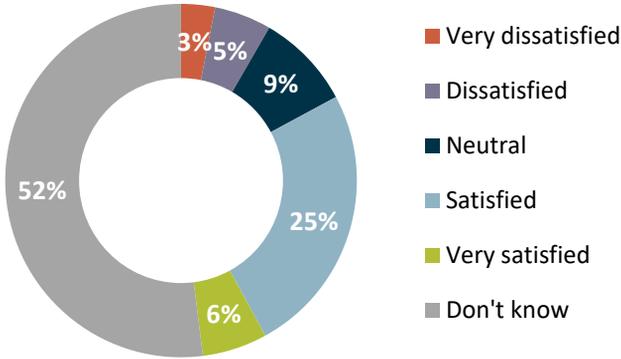
Reasons for dissatisfaction



NOTES:

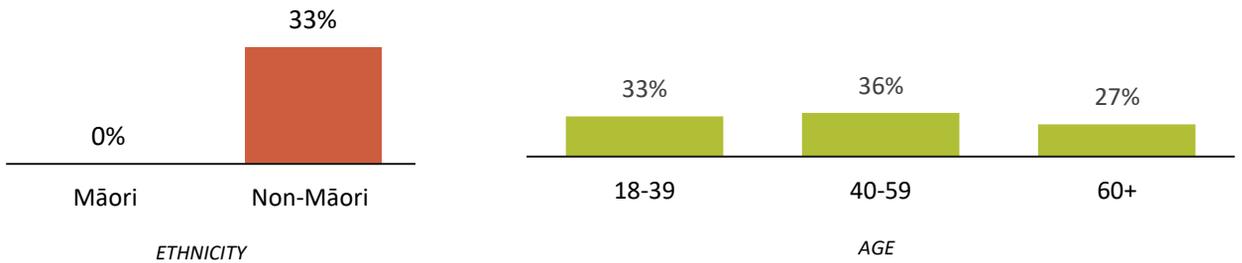
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q19a: If satisfied, why is that? **telephone =129, paper to online =114**
3. Q19b: If dissatisfied, why is that? **telephone =17, paper to online =33**

Performance Ahuriri Community Board members



• Satisfaction with the Ahuriri Community Board members has decreased from 45% satisfied residents in 2021 to 31% satisfied residents in 2022.

Satisfied %7-10



NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
- 18-39 n=84; 40-59 n=136; 60+ n=160;
- Māori n=21; All Others n=359;
- Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
- Q20. How satisfied are you with the performance of Ahuriri Community Board members? **telephone =32, paper to online =49**

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Reasons for satisfaction and dissatisfaction with Performance of Ahuriri Community Board members

Reasons for satisfaction



- *From what I have seen the things that need to be done are done.*
- *There's probably a lot of time and effort put into their different meetings. It's more voluntary than lucrative I would say.*
- *I have a fair bit to do with them and they have been very helpful.*
- *Very good, I attend meetings and they keep us informed and send emails and advocate for us.*
- *There is always room for improvement. Very happy with them generally. I view them favourably and they do their best.*
- *Haven't had any dealings with them but I am aware of them in the community.*

Reasons for dissatisfaction

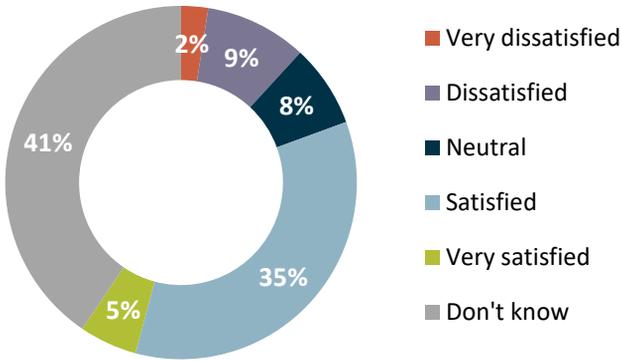


- *I do not know who they are, and I can think of nothing they have done that helped me. Changing wards is not good.*

NOTES:

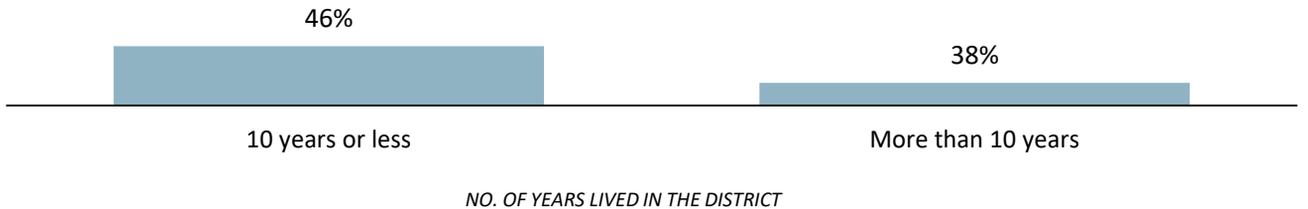
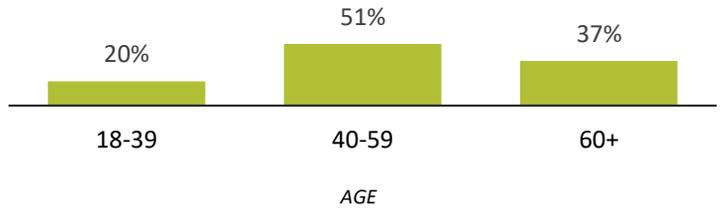
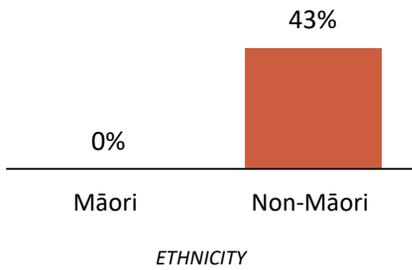
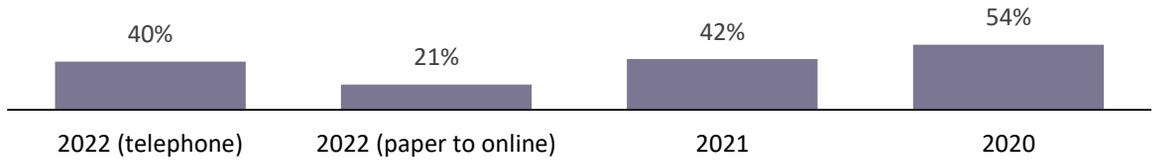
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q20a: If satisfied, why is that? **telephone =6, paper to online =13**
3. Q20b: If dissatisfied, why is that? **telephone =1, paper to online =3**

Performance Waihemo Community Board members



• Satisfaction with the Waihemo Community Board members has remained at the same level as in 2021 at 40% satisfied.

Satisfied %7-10



NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
- 18-39 n=84; 40-59 n=136; 60+ n=160;
- Māori n=21; All Others n=359;
- Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
- Q21.How satisfied are you with the performance of Waihemo Community Board members? **telephone =40, paper to online =65**

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Reasons for satisfaction and dissatisfaction with Performance of Waihemo Community Board members

Reasons for satisfaction



- *They do things well for us.*
- *They do a good job, but they do get held back by Council on what they want to do.*
- *I think because I don't get involved I don't see as much, but from what I see, they seem to be well run and approachable.*
- *Good job and their hands are tied.*
- *I can not see any problems.*
- *Because I know some of them and I know they try really hard.*
- *I have not heard anything from them this whole year.*

Reasons for dissatisfaction

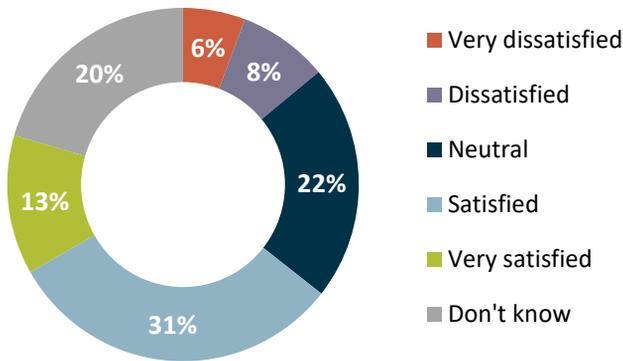


- *The community board are a waste of time. Nothing gets done. Information doesn't get passed on. I believe that they are not doing their job properly.*
- *Roading is poor other than they do their part.*
- *They're not performing either. None of them are performing. They are an utter disgrace.*

NOTES:

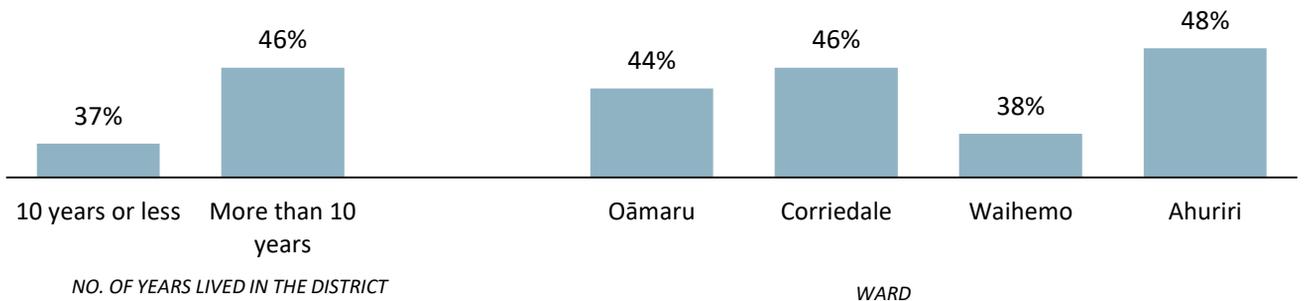
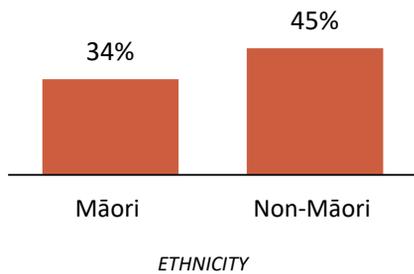
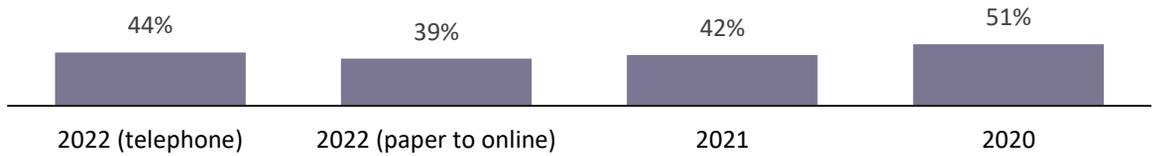
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q21a: If satisfied, why is that? **telephone =8, paper to online =10**
3. Q21b: If dissatisfied, why is that? **telephone =3, paper to online =5**

Consultation with the community



- In 2022, 44% of residents were satisfied with Council's community consultation.
- Waihemo ward residents are less likely to be satisfied than other residents.
- There is no significant difference in satisfaction amongst age groups or ethnicities.

Satisfied %7-10



NOTES:

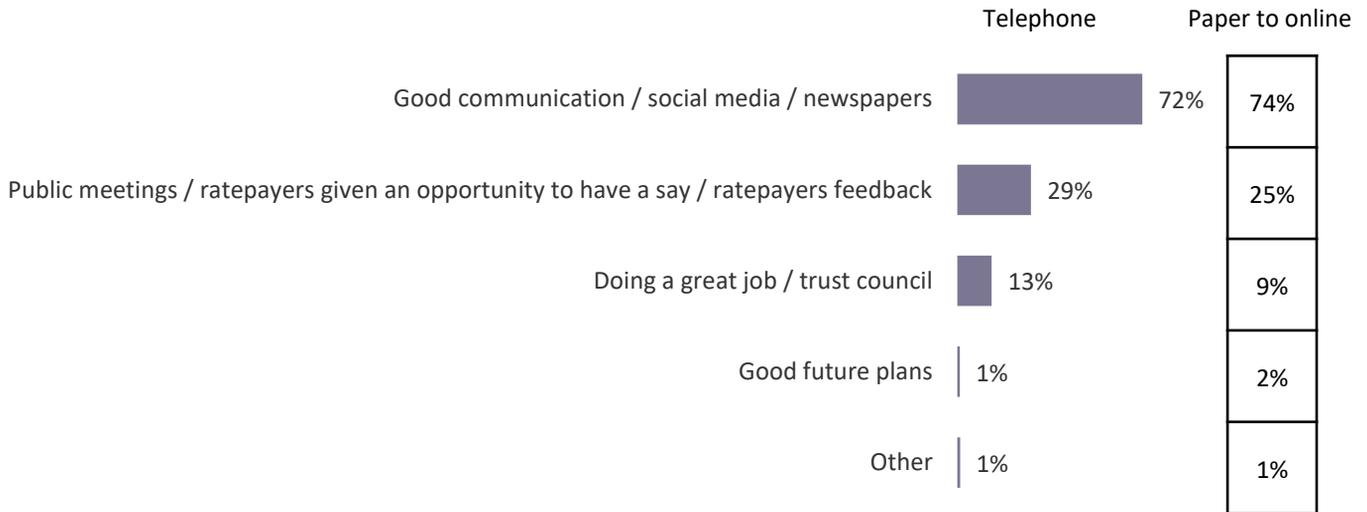
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q22. How satisfied are you with Council's consultation with the community?

Year-on-year
▲ Significantly higher
▼ Significantly lower

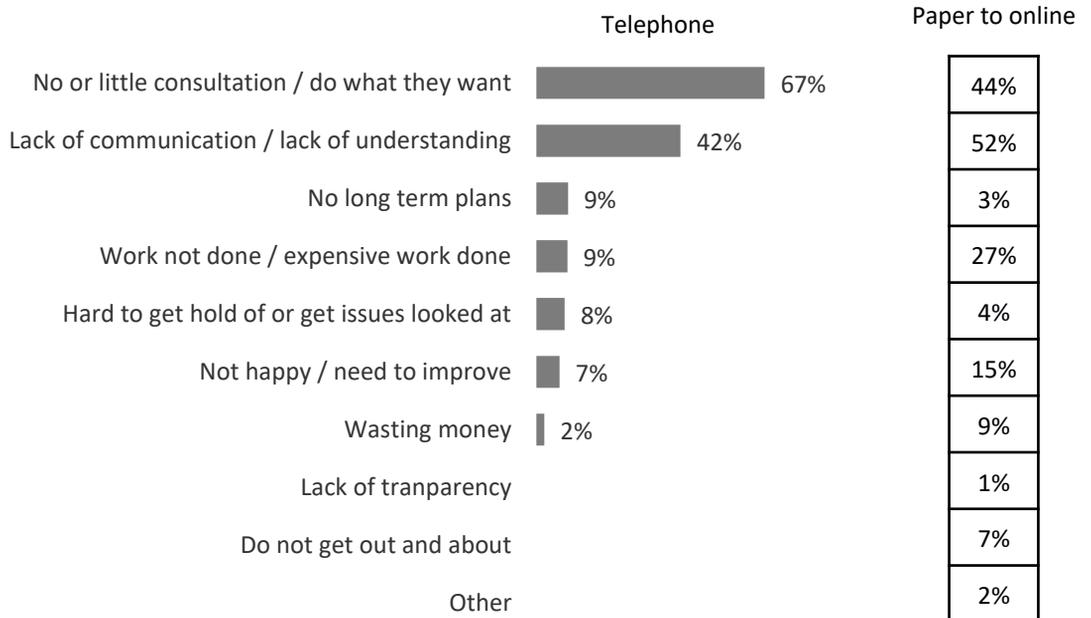
Between demographics
▲ Significantly higher
▼ Significantly lower

Reasons for satisfaction and dissatisfaction with Consultation with the community

Reasons for satisfaction



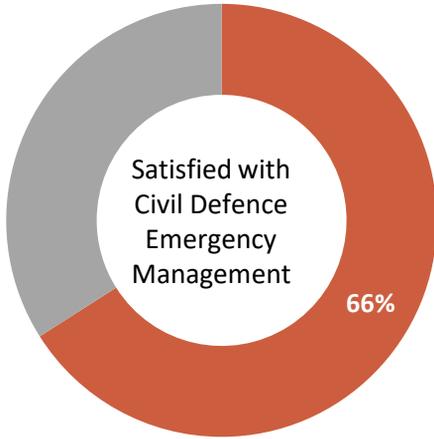
Reasons for dissatisfaction



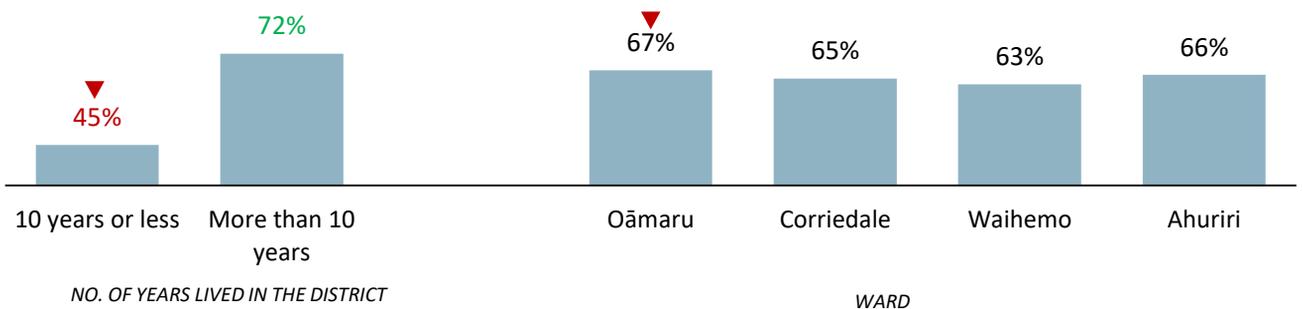
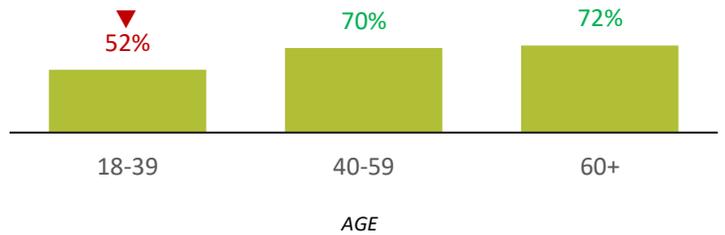
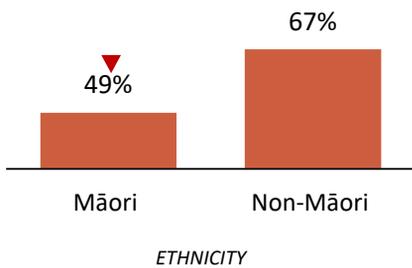
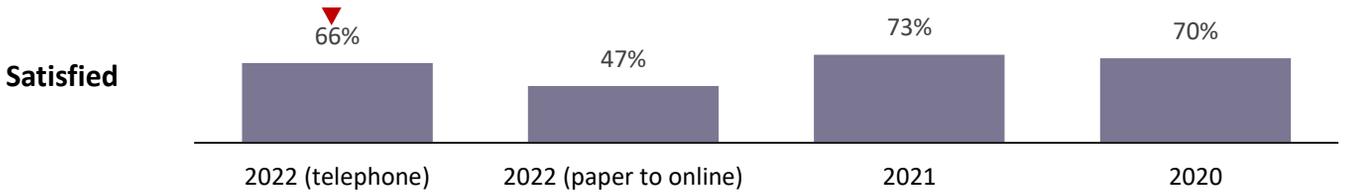
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q22a: If satisfied, why is that? **telephone =103, paper to online =75**
3. Q22b: If dissatisfied, why is that? **telephone =36, paper to online =47**

Civil Defence Emergency Management



- Perceptions of Council’s Civil Defence Emergency Management have significantly declined year-on-year.
- This decline is most likely impacted by shift in perception among those who identify as Māori, those residing in Oāmaru and those aged between 18 and 39 years.



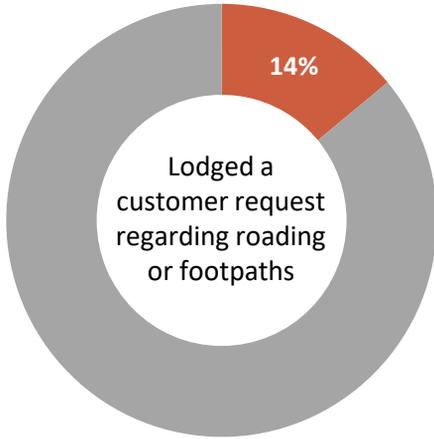
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. 8c. Are you satisfied with Civil Defence Emergency Management?

Year-on-year
▲ Significantly higher
▼ Significantly lower

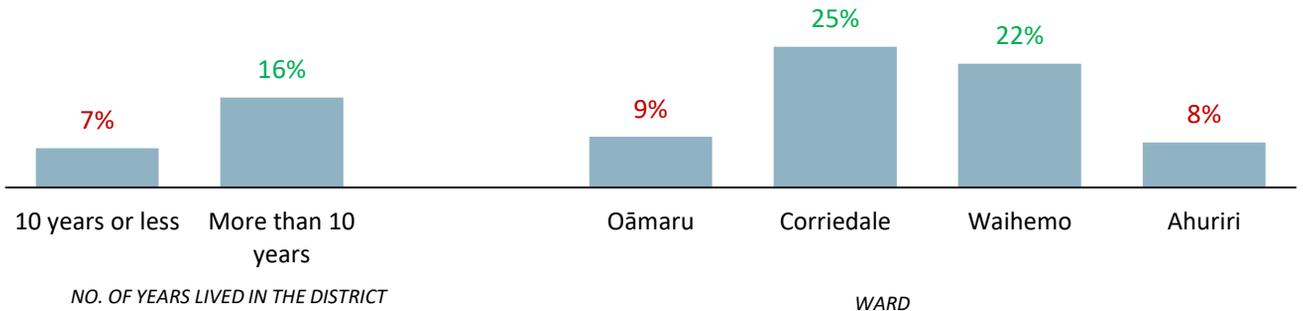
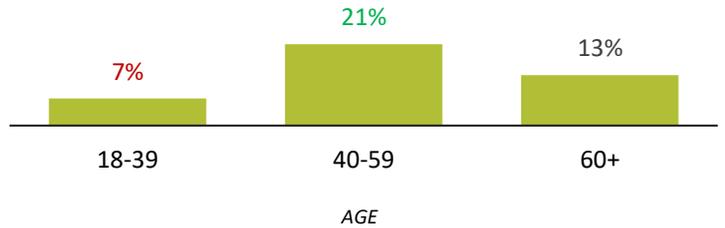
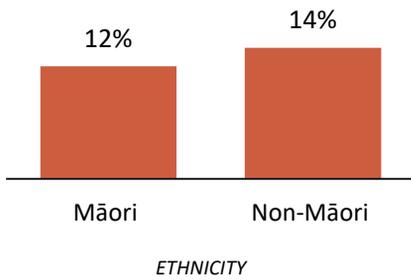
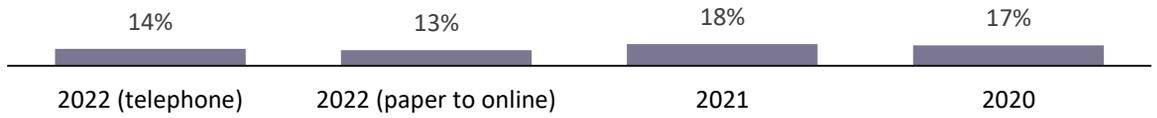
Between demographics
▲ Significantly higher
▼ Significantly lower

Lodged a customer request regarding roading or footpaths



- In 2022, just over one in ten residents (14%) have lodged a customer request to Council regarding roads or footpaths.

Lodged a request



NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
- 18-39 n=84; 40-59 n=136; 60+ n=160;
- Māori n=21; All Others n=359;
- Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
- 5c. Have you lodged a customer request to Council over the past 12 months regarding roads or footpaths?

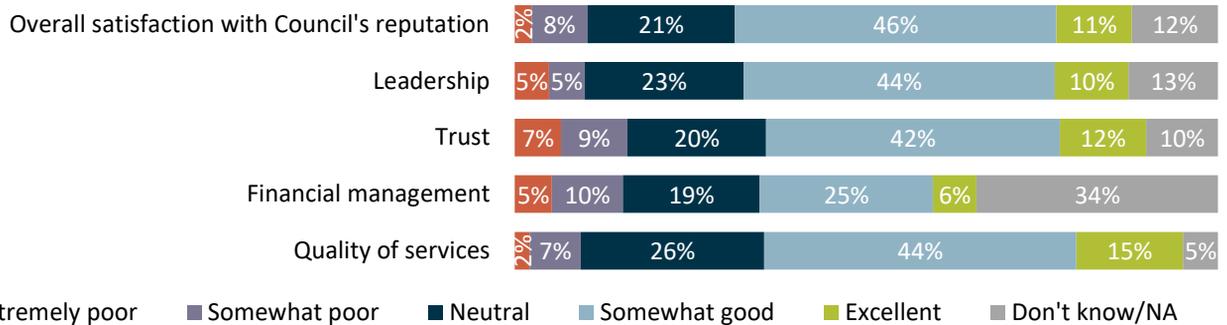
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Understanding Reputation

Image and reputation



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Overall reputation	56% ▼	46%	65%	68%
Leadership	55%	43%	57%	67%
Trust	54%	41%	57%	60%
Financial management	31%	31%	37%	46%
Quality of services	60%	43%	61%	68%

Scores with % 7-10	18-39	40-59	60+
Overall reputation	55% ▼	55%	59%
Leadership	47% ▼	56%	60%
Trust	51%	56%	54%
Financial management	24%	32%	35%
Quality of services	65%	57%	58%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Overall reputation	57% ▼	55%	53%	59%
Leadership	57%	58%	43%	48%
Trust	55%	54%	46%	56%
Financial management	30% ▼	36%	27%	25%
Quality of services	62%	59%	53%	52%

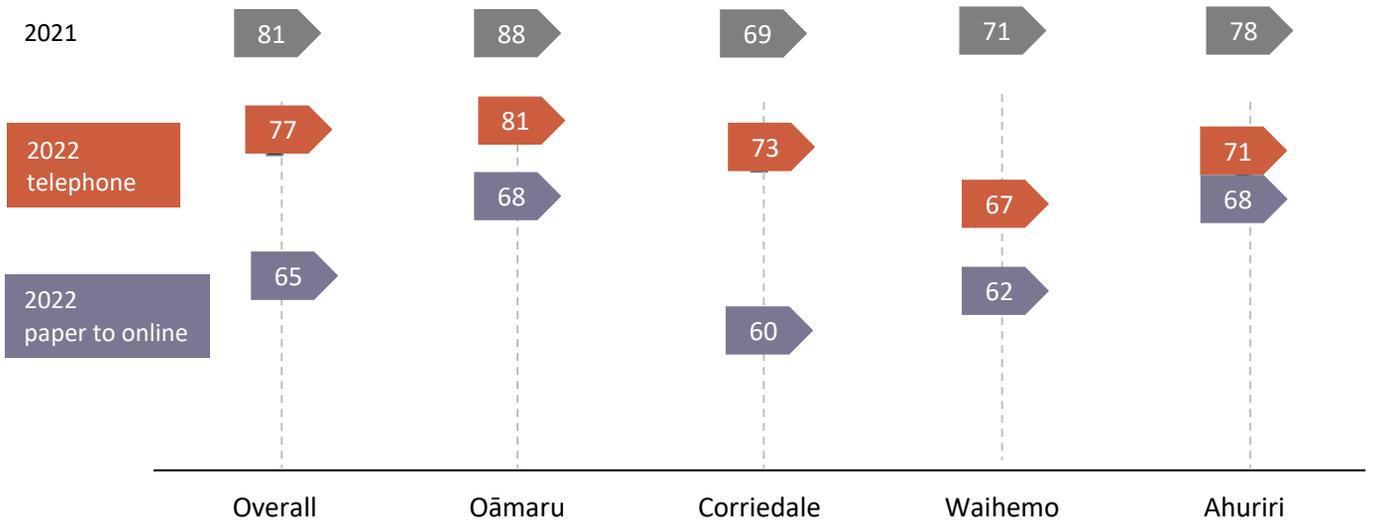
- Satisfaction with *Overall reputation* and its attributes has declined compared with 2021.
- Over half of the residents (56%) are satisfied with *Overall reputation*.
- There are significant declines in satisfaction regarding *Leadership* among those aged between 18 and 39 years, as well as significant decline in satisfaction regarding *Financial management* among those residing in Oāmaru ward.

NOTES:

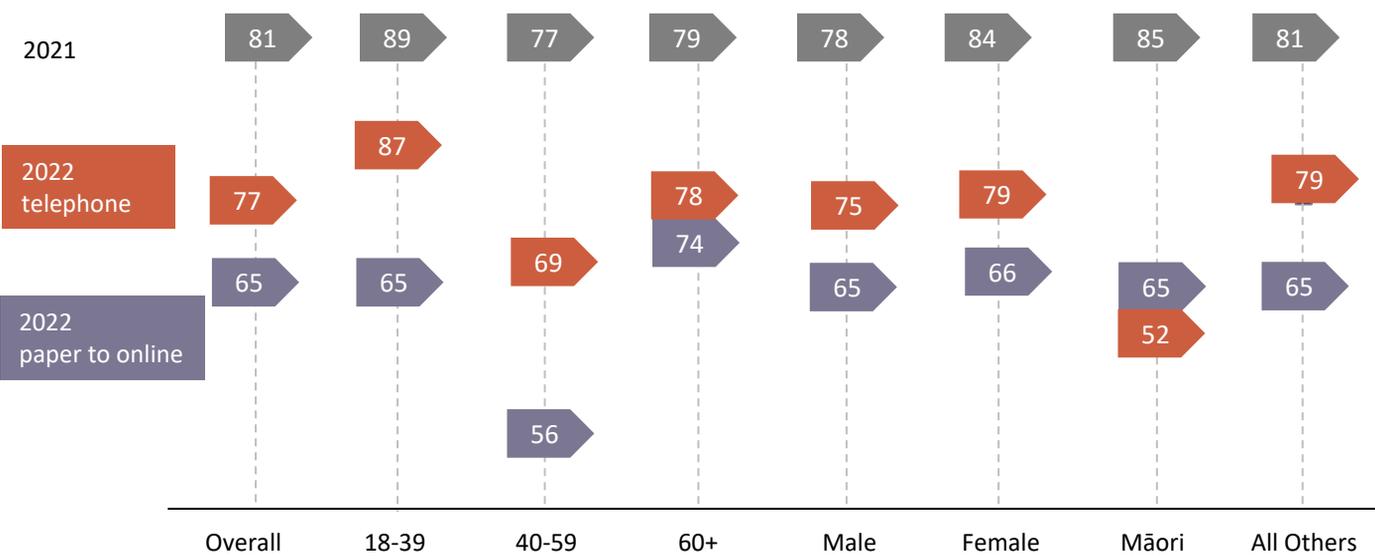
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. REP1. How would you rate the Council for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction; Overall, how would you rate the Council for its LEADERSHIP?
6. REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the FAITH and TRUST you have in them?
7. REP3. Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending -, how would you rate the Council overall for its FINANCIAL MANAGEMENT? n=300
8. REP4. When you think about everything that Council does, how would you rate the Council for the QUALITY OF THE SERVICES and FACILITIES it provides the Waitaki District?
9. REP5. So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate Waitaki District Council for its OVERALL REPUTATION?

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Reputation Benchmarks



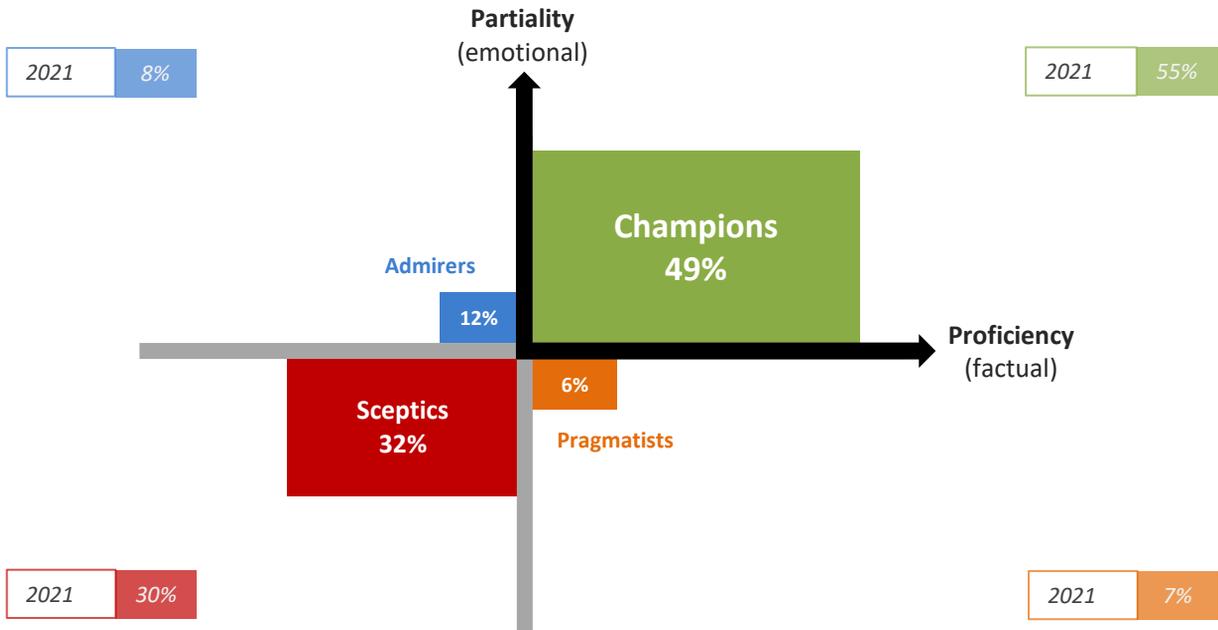
Key:
 >80 Excellent reputation
 60-79 Acceptable reputation
 <60 Poor reputation
 150 Maximum score



- The Waitaki District Council has an *acceptable overall reputation benchmark score* of +77, which is a slight decline from an excellent benchmark of +81 in 2021.
- Residents in the Oāmaru ward and those in the younger age group have more positive views of Council’s reputation than the other residents.

NOTES:
 1. Total sample: 2022 n=380
 2. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

Reputation Profile



- *Admirers* of the Council include residents that have a positive emotional connection to the Council but believe performance could be better.
- Residents who identify as Māori (32%), as well as those from Waihemo ward (16%) were far more likely to be found among this group.

- *Sceptics* of the Council include residents that do not value or recognise the performance of the Council and have doubts or a lack of faith in the Council’s abilities.
- Residents of the Ahuriri (37%) and Corriedale (36%) wards were more likely to be found in this category than any other demographic.

- *Champions* of the Council include residents that view the Council as competent and have a positive emotional connection to the Council. 2022 sees a positive increase in the proportion of residents in this category.
- Residents of the Oāmaru ward (52%) and residents aged 65+ years (56%) were far more likely to be members of this group than residents of other wards or age groups.

- *Pragmatists* of the Council include residents that are more fact based and less emotional in their connection to the Council, they typically rate performance favourably but trust and leadership poorly.
- Residents who identify as Māori (0%) were far less likely to be found in this category than other ethnicities.

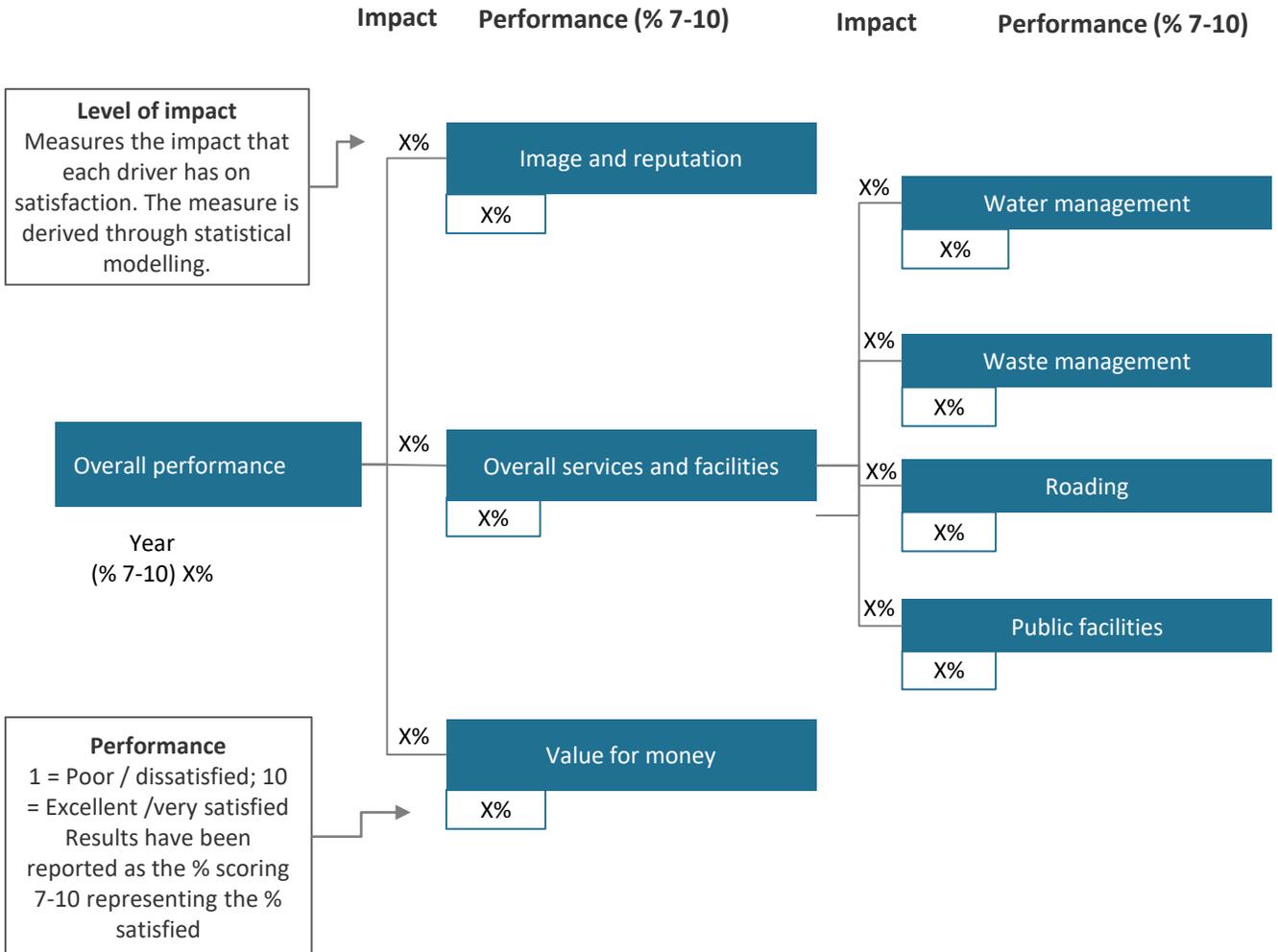
NOTES:

1. Sample: 2022 telephone n=380 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. REP1. How would you rate the Council for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction; Overall, how would you rate the Council for its LEADERSHIP?
6. REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the FAITH and TRUST you have in them?
7. REP3. Now thinking about the Council’s financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending -, how would you rate the Council overall for its FINANCIAL MANAGEMENT? n=300
8. REP4. When you think about everything that Council does, how would you rate the Council for the QUALITY OF THE SERVICES and FACILITIES it provides the Waitaki District?
9. REP5. So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate Waitaki District Council for its OVERALL REPUTATION?



Drivers of Overall Satisfaction

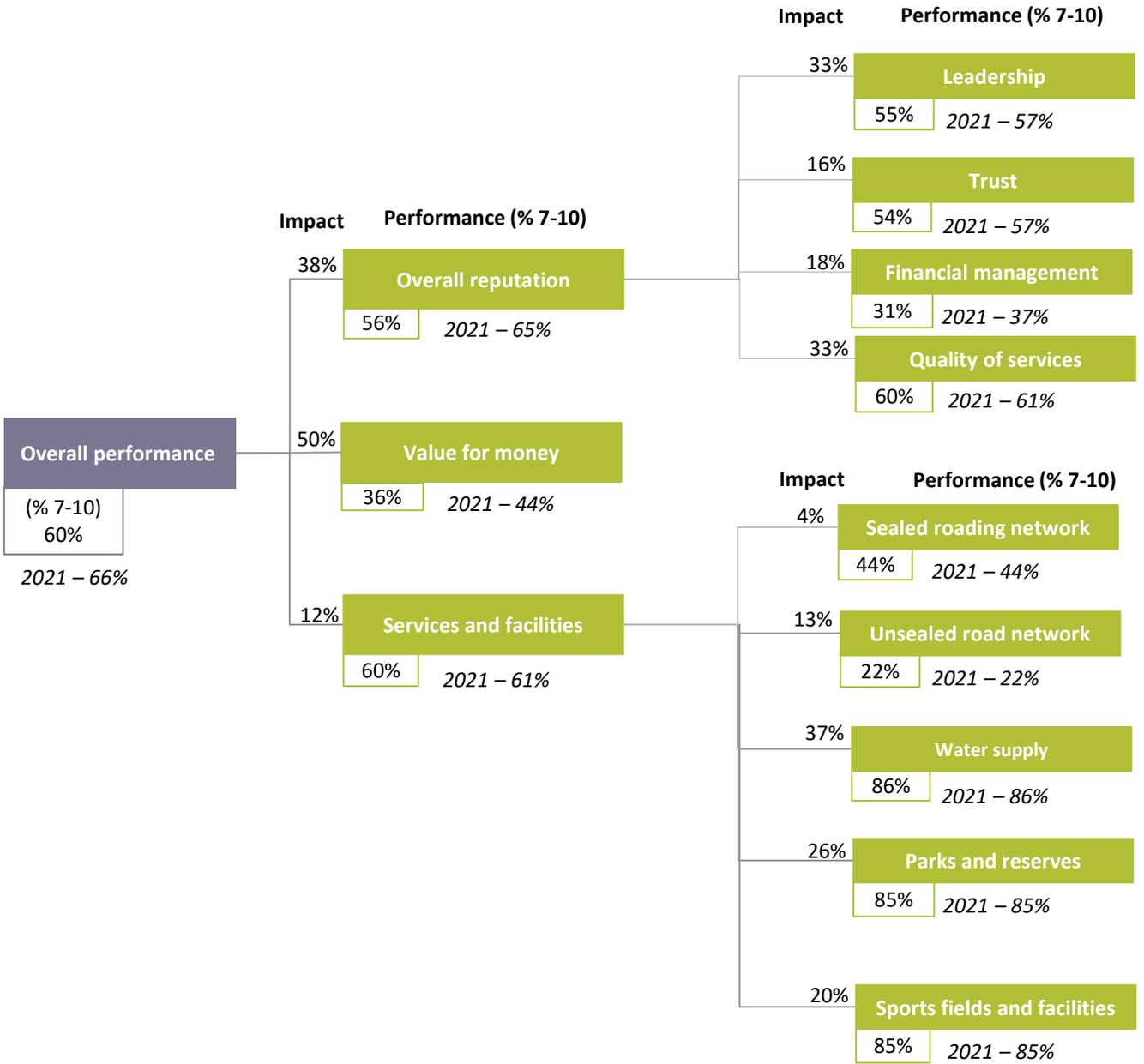
Introduction to the CVM driver model



Overview of our driver model

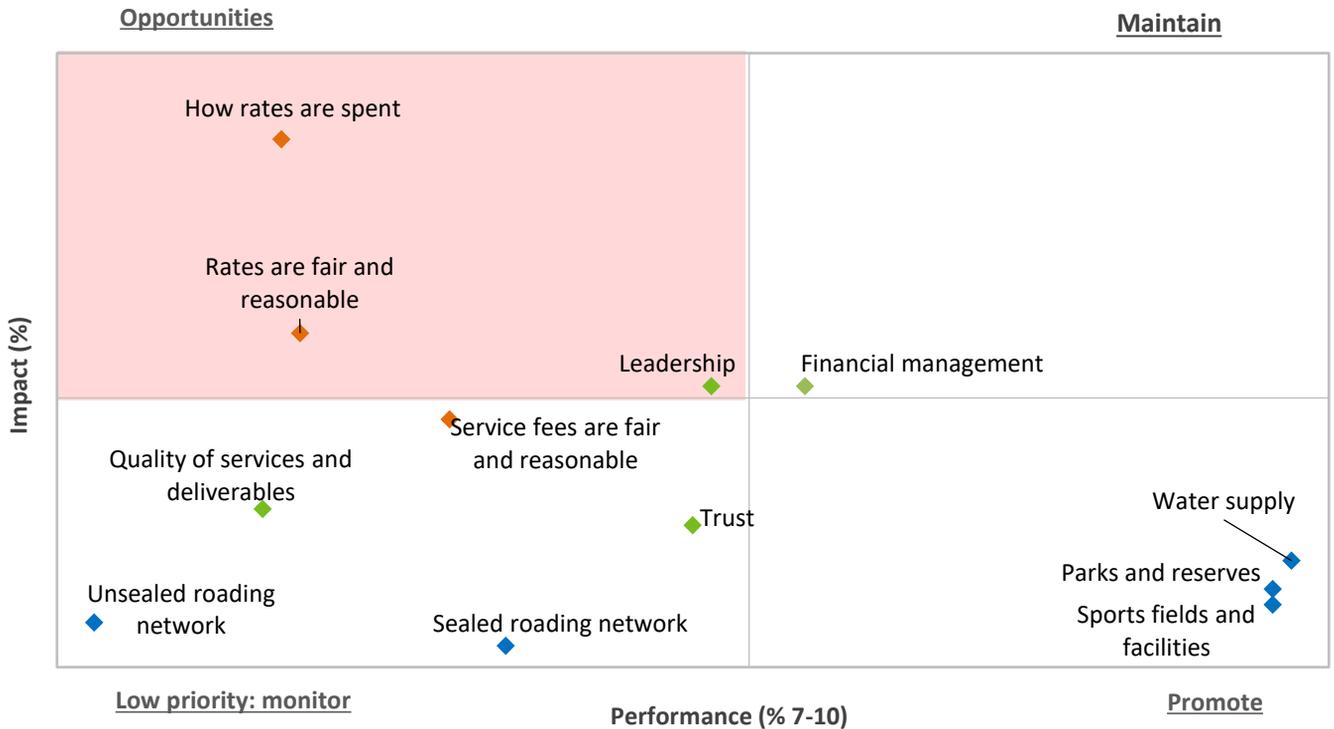
- Residents are asked to rate their perceptions of Council’s performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable
- We use multiple regression analysis to identify how much different areas of services provided by Council impact overall perception. Impact scores represent how strong the connection is.
- For example, if impact score for one of the KPI’s is 50%, it means that increasing residents’ perception in this area by 4% will increase perception of Overall performance by 2%, given all other factors remain unchanged.

Drivers of Perceptions



- Overall Value for money drives overall satisfaction with Council's performance, followed by Reputation.
- Services and facilities has the least influence on perceptions.

Priorities and opportunities

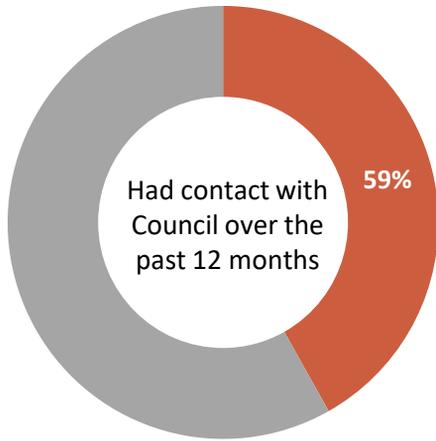


- The key priorities for improving overall perceptions of Council’s performance are:
- *Perception of Leadership.* Leadership is perceived as Council’s commitment to creating a great district, promoting economic development, being in touch with the community and setting clear direction. While there is a great support towards elected members and community boards, a number of comments have been made that pointed towards a lack of communication and consultation from the Council, as well as a lack of visibility.
- *How rates are spent on services and facilities.* Residents’ satisfaction with this area has significantly decreased since 2021. There is lack of awareness on how rates are spent and residents wanting to have more information regarding how their money is spent. This area is closely connected with another priority - *Rates being fair and reasonable.* Residents would like to see more services to be included in the rates, as well as rates spent on the core infrastructure first (such as roading).



Contact and with Council

Contact with Council Over the past 12 months*



Reasons for contact



%	2022 (telephone)	2022 (paper to online)
Had contact with Council	59%	49%

%	18-39	40-59	60+
Had contact with Council	47%	72%	57%

%	Oāmaru	Corriedale	Waihemo	Ahuriri
Had contact with Council	54%	68%	64%	68%

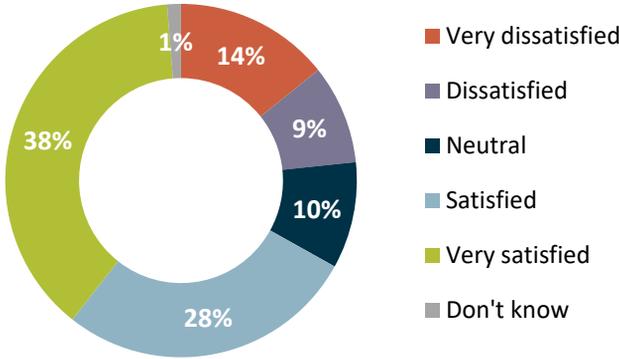
%	Māori	Non-Māori
Had contact with Council	72%	59%

- Close to six in ten residents (59%) had contact with the Council in the past 12 months. A third of enquires (30% and 29% respectively) were in relation to *rates, rate rebates* and *dog registration*.
- Those from Corriedale and Ahuriri were more likely to have contact with Council than residents from other wards.

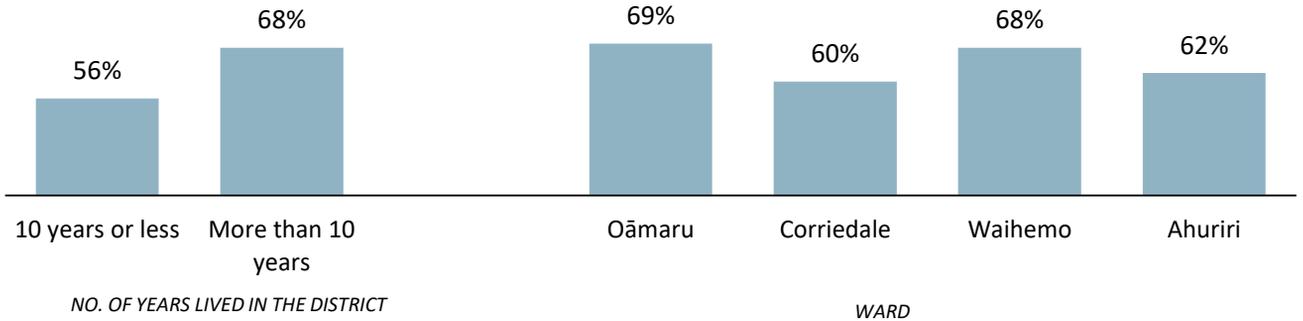
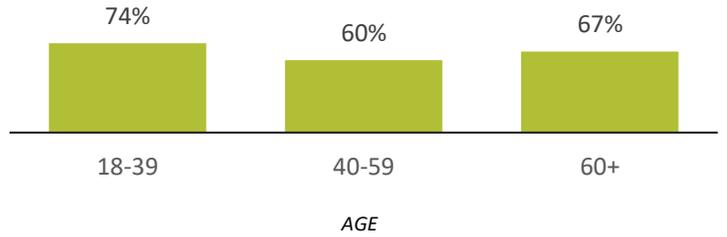
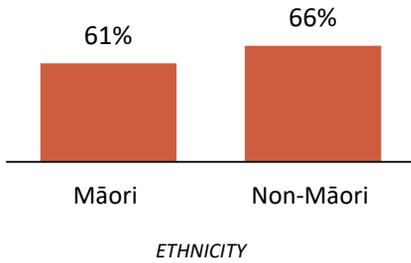
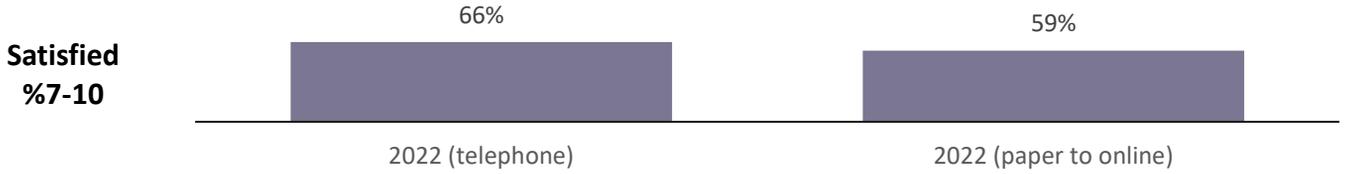
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q23. Have you had any contact with Council over the past 12 months?
6. Had contact with Council: **telephone =228, paper to online =251**
7. Q23a. If yes, what was the reason for this contact?
8. * New question added in 2021/2022. No historical comparison available

Satisfaction with the contact*



- Two thirds of those who had contact with Council over the past 12 months (66%) were satisfied with that contact.
- Satisfaction is consistent across different age groups, ethnicities and wards.



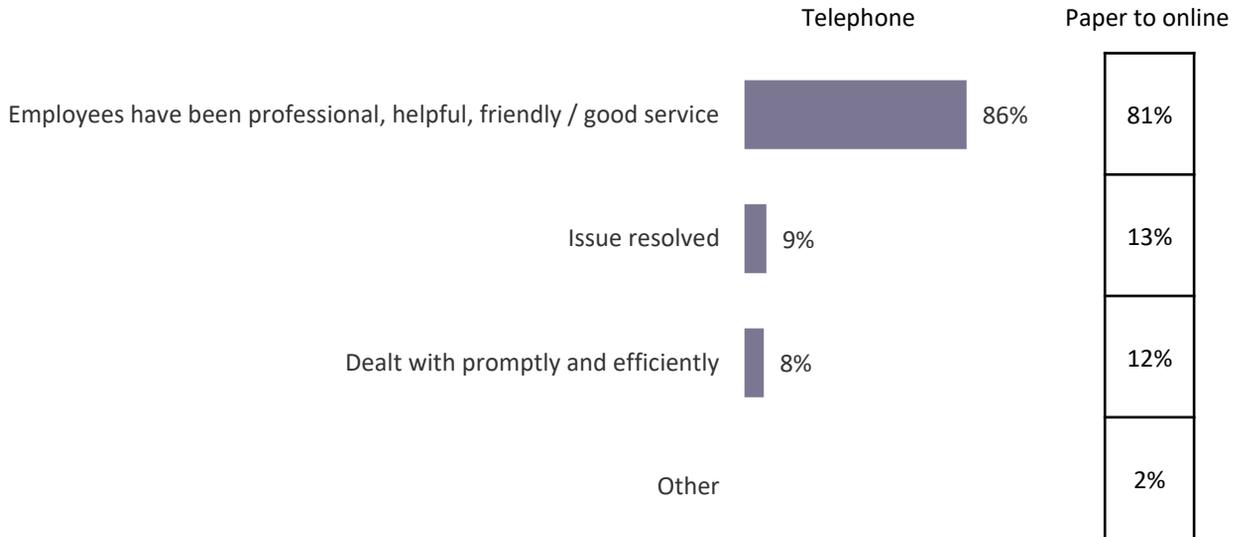
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Had contact with Council: **telephone =228, paper to online =251**
6. 23b. How satisfied were you with this contact?
7. * New question added in 2021/2022. No historical comparison available

Year-on-year **Between demographics**
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Reasons for satisfaction and dissatisfaction with contact

Reasons for satisfaction



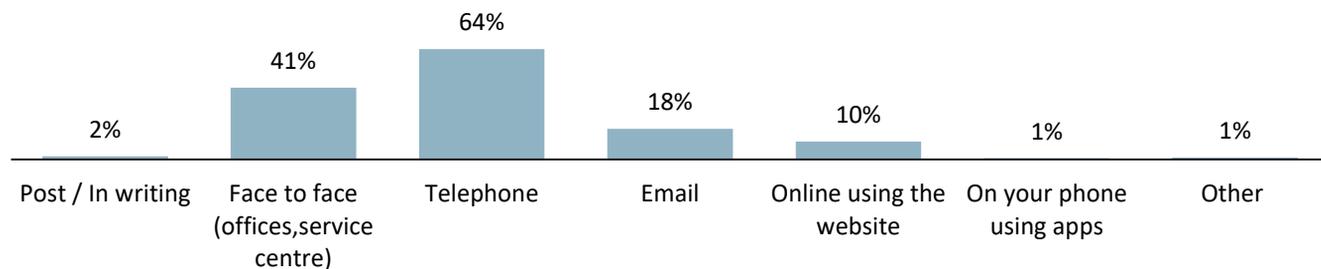
Reasons for dissatisfaction



NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q23c: If satisfied, why is that? **telephone =127, paper to online =116**
3. Q23d: If dissatisfied, why is that? **telephone =39, paper to online =44**

Current way that residents engage with the Council*



%	2022 (telephone)	2022 (paper to online)
Post / In writing	2%	7%
Face to face – visiting the offices / service centre	41%	50%
Telephone	64%	60%
Email	18%	35%
Online using the website	10%	27%
On your phone using apps	1%	7%
Other	1%	-

%	Māori	Non-Māori	18-39	40-59	60+
Post / In writing	4%	2%	-	1%	4%
Face to face – visiting the offices / service centre	46%	41%	42%	35%	47%
Telephone	50%	65%	50%	75%	63%
Email	22%	17%	25%	17%	12%
Online using the website	4%	11%	10%	14%	7%
On your phone using apps	-	1%	1%	1%	-
Other	-	1%	1%	1%	1%

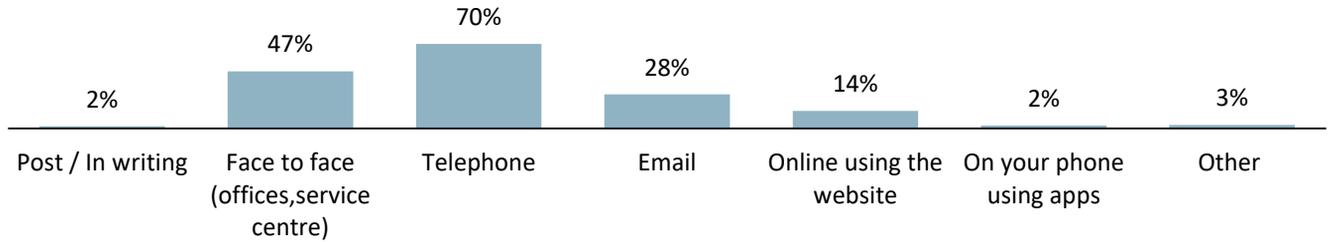
%	Oāmaru	Corriedale	Waihemo	Ahuriri
Post / In writing	-	2%	-	13%
Face to face – visiting the offices / service centre	42%	40%	35%	46%
Telephone	61%	68%	70%	65%
Email	20%	16%	10%	18%
Online using the website	9%	17%	8%	8%
On your phone using apps	-	-	-	5%
Other	-	4%	-	-

- Telephone is the most common way of engaging with council (64%), followed by face-to-face at the Council offices and service centres.
- Telephone remains the most common way of contact across all demographics.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q24. How do you currently engage with the Council when you need a service? Please select all that apply.
6. * New question added in 2021/2022. No historical comparison available

Preferred way residents would like to engage with the Council*



%	2022 (telephone)	2022 (paper to online)
Post / In writing	2%	10%
Face to face – visiting the offices / service centre	47%	52%
Telephone	70%	59%
Email	28%	49%
Online using the website	14%	35%
On your phone using apps	2%	18%
Other	3%	2%

%	Māori	Non-Māori	18-39	40-59	60+
Post / In writing	-	2%	-	1%	4%
Face to face – visiting the offices / service centre	61%	46%	47%	40%	54%
Telephone	53%	71%	65%	74%	69%
Email	22%	28%	45%	27%	17%
Online using the website	11%	15%	16%	18%	10%
On your phone using apps	7%	2%	5%	4%	-
Other	-	3%	5%	3%	1%

%	Oāmaru	Corriedale	Waihemo	Ahuriri
Post / In writing	1%	-	5%	5%
Face to face – visiting the offices / service centre	50%	46%	35%	43%
Telephone	69%	69%	72%	71%
Email	32%	22%	22%	26%
Online using the website	14%	19%	13%	9%
On your phone using apps	3%	3%	-	3%
Other	3%	3%	2%	2%

- Preferred way of future communication for the residents include telephone (70%), face-to-face (47%) and email (28%).

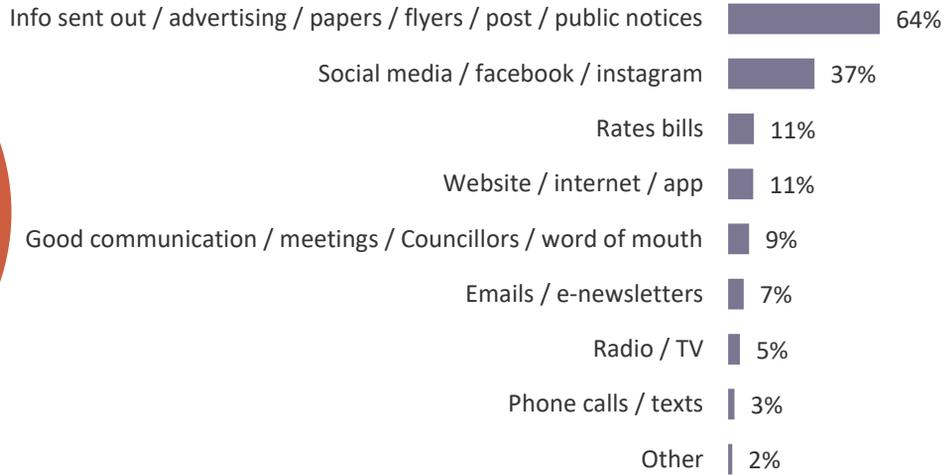
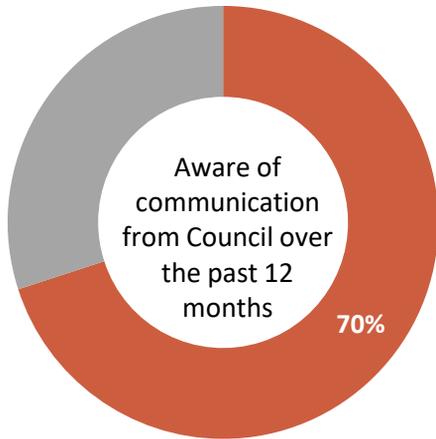
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q25. In the future, how would you prefer to engage with the Council? Please select all that apply.
6. * New question added in 2021/2022. No historical comparison available



Communication from Council

Awareness of communication from Council over the past 12 months*



%	2022 (telephone)	2022 (paper to online)
Aware of communication from Council over the past 12 months	70%	60%

%	18-39	40-59	60+
Aware of communication from Council over the past 12 months	51%	81%	73%

%	Oāmaru	Corriedale	Waihemo	Ahuriri
Aware of communication from Council over the past 12 months	68%	82%	55%	72%

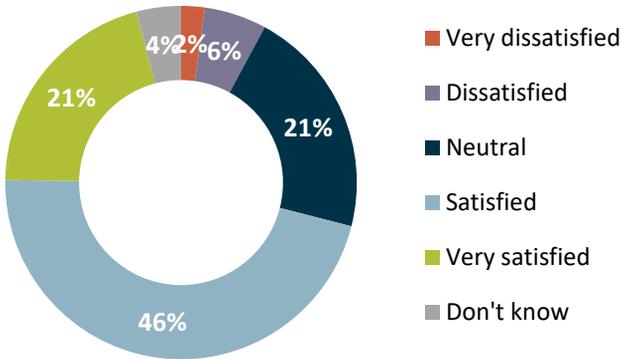
%	Māori	Non-Māori
Aware of communication from Council over the past 12 months	68%	70%

- Seven in ten residents are aware of communication from the Council over the past 12 months.
- 64% are aware of the mail outs that included papers and flyers, while a further 37% have been following news on Social media.

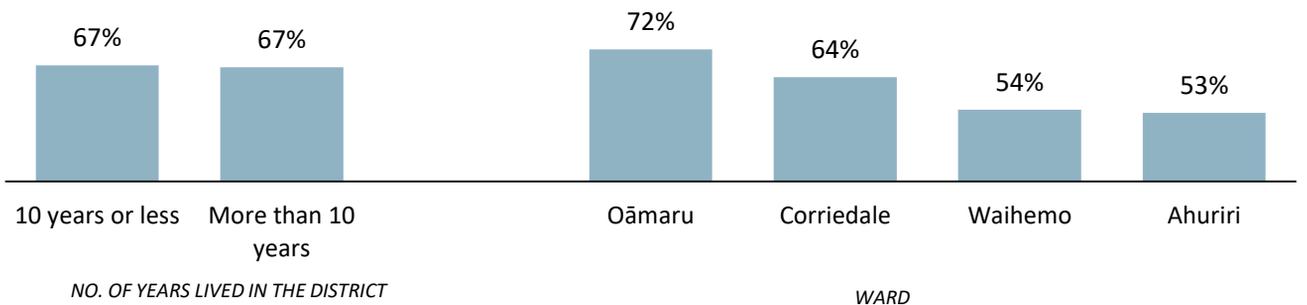
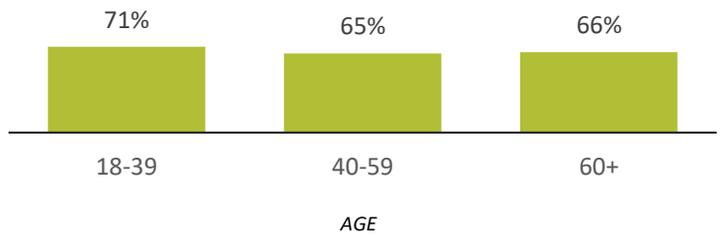
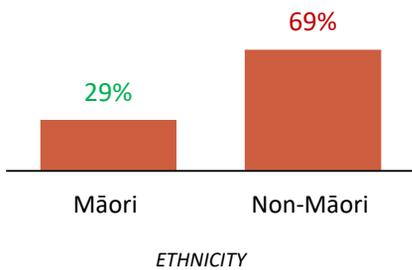
NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q26. Are you aware of any communication from Council over the past 12 months?Q23a. If yes, what was the reason for this contact?
6. Were aware of communication from Council: **telephone =273, paper to online =304**
7. 26a. What communication are you aware of from Council? Please list all that you are aware of.
8. * New question added in 2021/2022. No historical comparison available

Satisfaction with the communication*



- Satisfaction with communication is relatively high with close to seven in ten residents (67%) satisfied.
- Satisfaction with communication is consistent across all demographics.



NOTES:

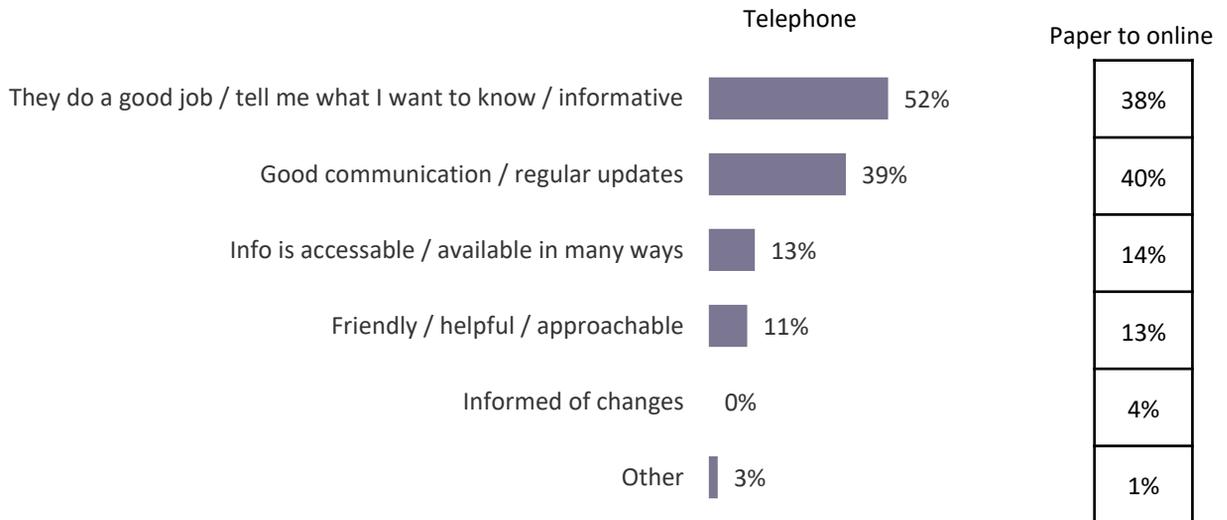
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Aware of communication from Council: **telephone =273, paper to online =304**
6. 26b. How satisfied were you with communication from Council?
7. * New question added in 2021/2022. No historical comparison available

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Reasons for satisfaction and dissatisfaction with communication

Reasons for satisfaction



Reasons for dissatisfaction



- We are getting so many different stories and angles regarding three waters. Council needs to be transparent.
- Too many gaps in my knowledge.
- I feel that if they emailed me directly, I would take more notice.
- I think the council should have email lists for different topics that I can register an interest in.
- They communicate information but don't follow through on promises.
- Myself and other associates had a face to face with a councillor. The information later on is different.
- Because they didn't communicate with us as the owners of what they were doing with the bridge and now it is almost unusable for us as farmers. Bottom line was, they didn't consult with us before they did something which was really bad.
- They can be very vague at times.
- They're not telling us anything of any value, they're just telling lies.
- I don't get a newspaper and don't get any notifications about meetings etc at least in our mailbox as we pay rates.

NOTES:

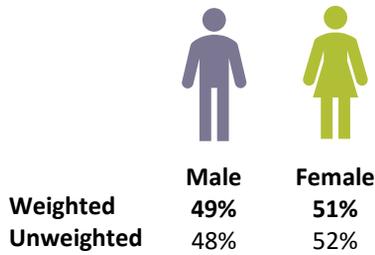
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q26c: If satisfied, why is that? **telephone =121, paper to online =84**
3. Q26d: If dissatisfied, why is that? **telephone =11, paper to online =13**



Sample profile

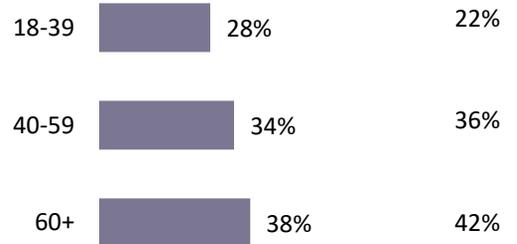
Sample profile - telephone

Gender



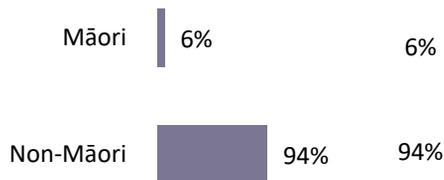
Age (weighted)

Unweighted



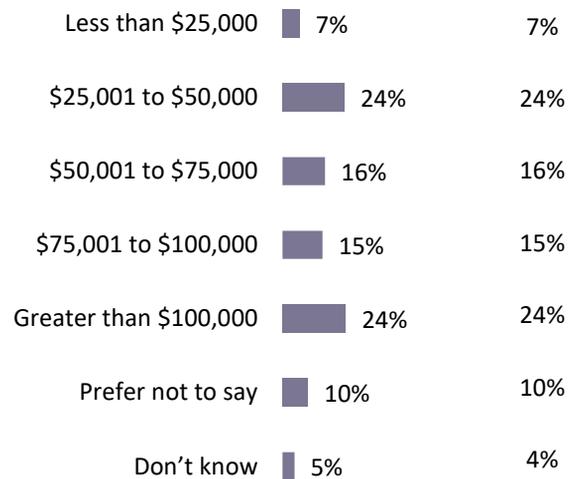
Ethnicity (weighted)

Unweighted



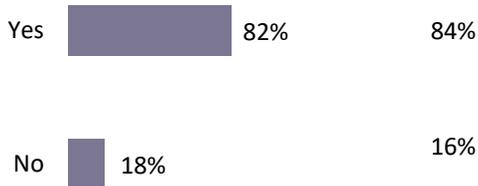
Annual household income (weighted)

Unweighted



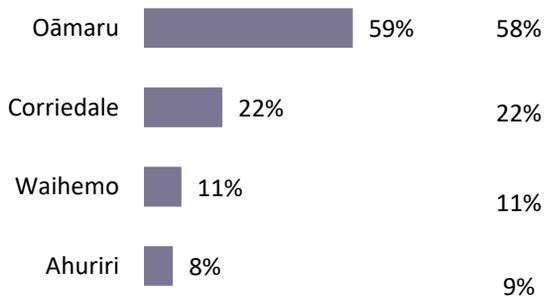
Ratepayer (weighted)

Unweighted



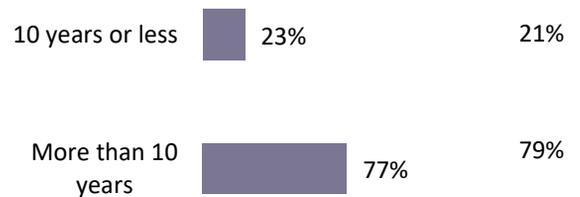
Ward (weighted)

Unweighted



lived in the Waitaki District (weighted)

Unweighted



NOTES:

1. Total sample: n=380

Demographics (counts) - telephone

Male	184
Female	196

Māori	21
Non-Māori	359

Oāmaru	220
Corriedale	85
Waihemo	40
Ahuriri	35

18 to 39 years	84
40 to 59 years	136
60 years or over	160

10 years or less	78
More than 10 years	302

Pay rates	320
Don't pay rates	60

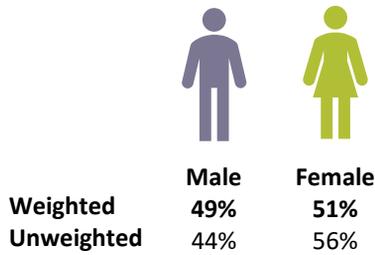
Less than \$25,000	25
\$25,001 to \$50,000	93
\$50,001 to \$75,000	60
\$75,001 to \$100,000	56
Greater than \$100,000	91
Prefer not to say	38
Don't know	17

NOTES:

1. Total sample: n=380

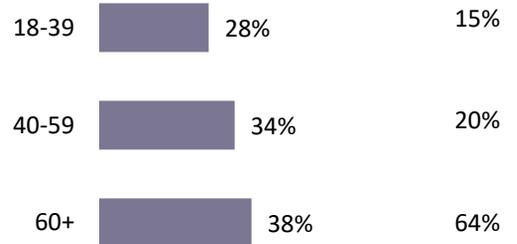
Sample profile – paper to online

Gender



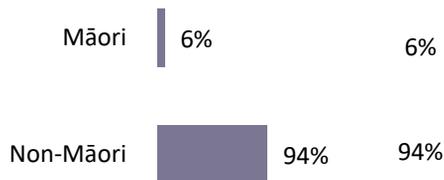
Age (weighted)

Unweighted



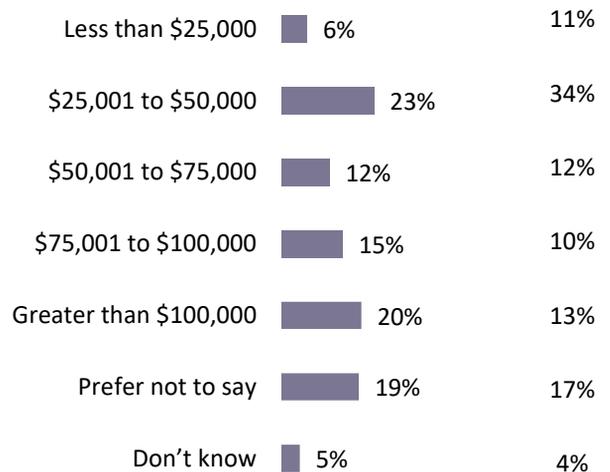
Ethnicity (weighted)

Unweighted



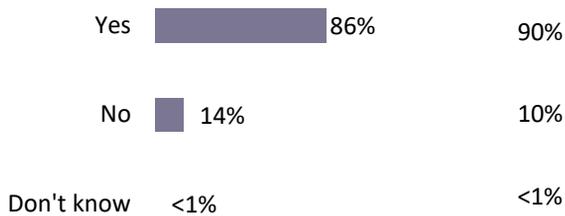
Annual household income (weighted)

Unweighted



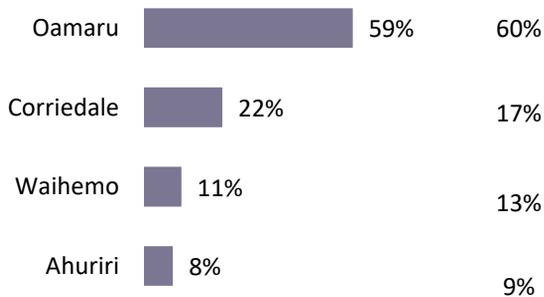
Ratepayer (weighted)

Unweighted



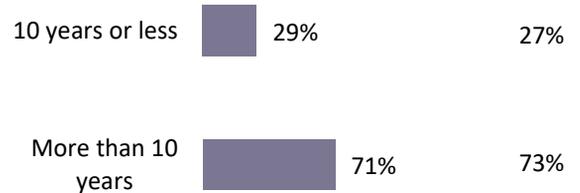
Ward (weighted)

Unweighted



lived in the Waitaki District (weighted)

Unweighted



NOTES:

1. Total sample: n=513

Demographics (counts) – mail to online

Male	225
Female	288

Māori	30
Non-Māori	483

Oāmaru	310
Corriedale	89
Waihemo	66
Ahuriri	48

18 to 39 years	79
40 to 59 years	105
60 years or over	329

10 years or less	133
More than 10 years	362

Pay rates	425
Don't pay rates	71

Less than \$25,000	53
\$25,001 to \$50,000	168
\$50,001 to \$75,000	58
\$75,001 to \$100,000	50
Greater than \$100,000	63
Prefer not to say	87
Don't know	21

NOTES:

1. Total sample: n=513

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