

2019 RESIDENTS' SURVEY RESULTS

August 2019

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Introduction

This report details the results of the 2019 Central Otago District Council Residents' Survey which was carried out between 20 May and 17 June 2019.

Council carries out an annual survey to:

- Measure its performance with respect to the services it provides during the year
- Identify issues for the coming year
- Identify priorities for the coming year

This year was the fourth year Council has conducted its survey online.

To ensure the sample was representative of our population, it was important that every household had access to the survey and that those who wanted to complete the survey had the chance to do so.

The survey was promoted via:

- A postcard distributed to all households in the district with personal invite from the CEO to give feedback (a copy of the postcard is included as appendix two)
- Community newspaper and news bulletin advertising
- Local radio advertising
- Promotion on Council's website
- CODC Facebook page
- App-vertising on The Central App
- Email signature banner on all external CODC emails
- Onelan screen promotion at our libraries, visitor centres and swim centres.

A print version was available for those without internet access. Four (4) people completed and returned a paper copy. To guard against multiple completions from a single source, which may skew the results, the survey software allowed only one completion per IP address.

We had 845 people take the survey and 693 respondents fully complete all the mandatory questions. This was a completion rate of 82%.

The following is an analysis of this year's survey results based on the 693 completed surveys.

How representative is this survey?

The following tables compare the demographics of this year's survey sample to the 2016, 2017 and 2018 surveys and against Census 2013 and electoral roll population statistics. Census 2013 data is being used because Census 2018 data has not yet been released.

Please note we have not attempted to weight the survey to population parameters or to select a random sample of residents.

Q1. Gender

The table below shows that once again the sample is skewed towards women. There is a slight increase in the percentage of men completing the survey compared to the three previous years. It is a common characteristic of un-weighted surveys to be skewed towards women, especially those that limit participation to one entry per IP address.

	2019 sample %	2018 sample %	2017 sample %	2016 sample %	2013 Census counts %
Male	35	34	34	33	49.9
Female	65	66	66	67	50.1

Q2. Age

There is a decreasing trend in the number of respondents in the under 40 age bracket since 2016, and this age bracket is significantly under-represented in the 2019 survey sample. Respondents in the 40-49 age bracket have also decreased over the past four years from 25% in 2016 to 14% in 2019, though this lower percentage is consistent with age splits reported in 2013 Census data for the District.

Both the 50-59 and 60 and over age brackets are over-represented in the 2019 sample. The 60 and over age bracket make up nearly half of all respondents and this has increased from 37% in 2018.

	2019 sample %	2018 sample %	2017 sample %	2016 sample %	2013 Census counts %
Under 40	16	23	23	34	40
40-49	14	18	18	25	14
50-59	23	22	20	20	16
60 and over	47	37	39	21	30

Q3. Ward

The 2019 survey sample is representative of the district with Alexandra slightly over represented when compared to the 2016 electoral roll percentages.

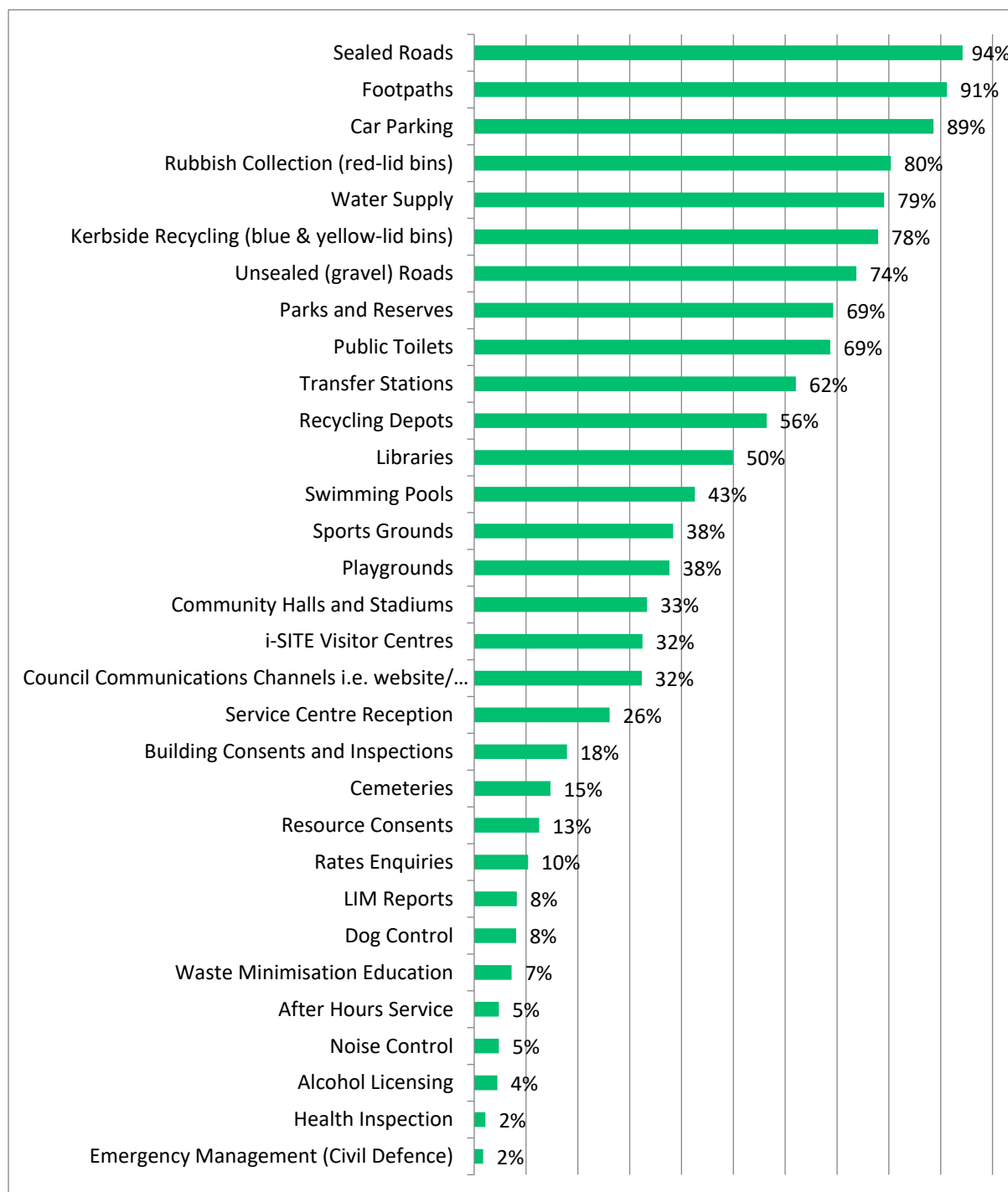
	2019 sample %	2018 sample %	2017 sample %	2016 sample %	% of district population by ward based on electoral roll
Alexandra	37	41	34	40	31.0
Cromwell	33	31	38	30	33.7
Earnsclough/Manuherikia	17	17	15	14	18.4
Maniototo	7	5	7	7	8.5
Teviot Valley	5	5	5	7	8.4
None of these	1	1	1	2	-

Q4. Services and amenities used or experienced in the last 12 months

Respondents were asked to select which of Council's services and amenities they had used or experienced in the last 12 months.

The next question then showed each respondent a list containing only those services and amenities they selected and asked them to indicate whether or not they were satisfied with them.

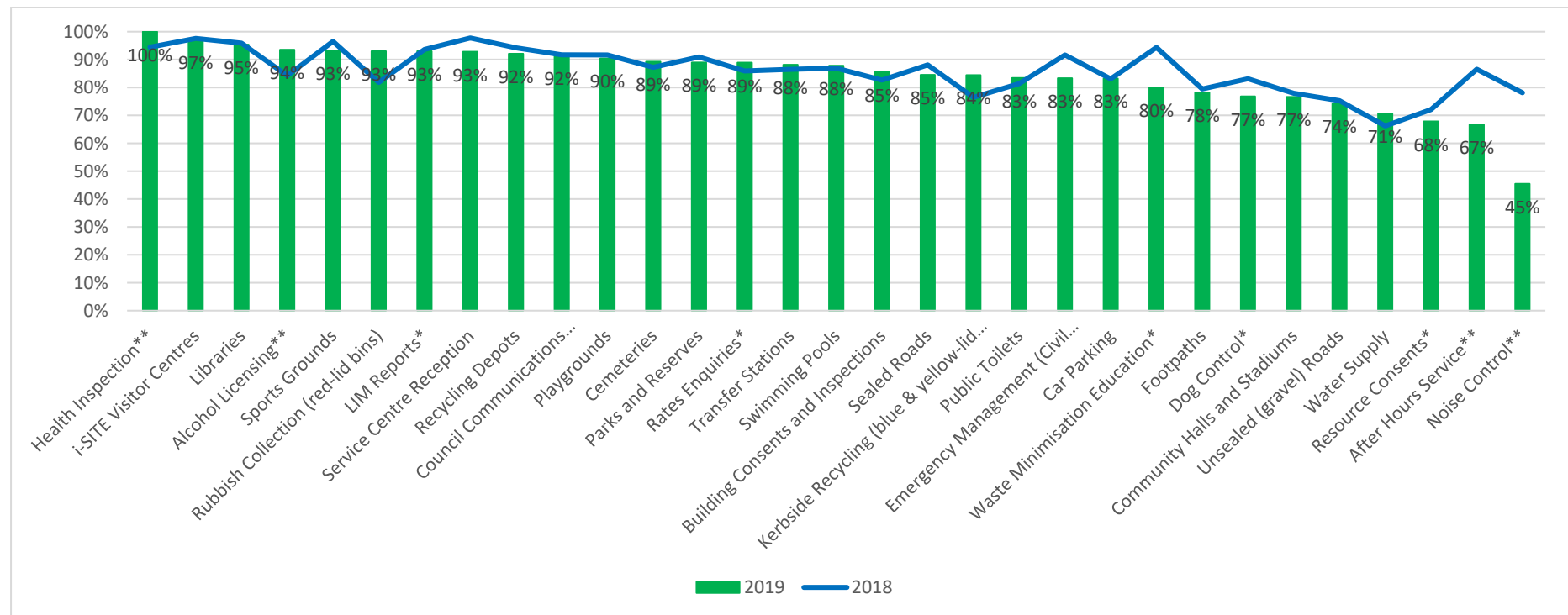
The graph below shows the percentage of respondents who have used or experienced each service or amenity.



Q5. Satisfaction with services and amenities

The graph below shows the 2019 results compared to the results from 2018. Of note, satisfaction with rubbish collection (red-lid bins) increased from 84% in 2018 to 93% in 2019. Kerbside recycling (blue and yellow-lid bins) also increased from 76% to 84%. Water supply had a rise in satisfaction from 66% in 2018 to 71% in 2019. Satisfaction with health inspections and alcohol licensing also increased, however these were very low sample sizes.

Satisfaction with service centre reception decreased from 98% in 2018 to 93% in 2019. Waste minimisation education had a decrease in satisfaction from 94% to 80%. After hours service (22 respondents) and noise control (15 respondents) both had significant decreases in satisfaction, though it is worth noting the small sample sizes.



*Low sample size between 50 – 100 respondents

**Very low sample size 49 or fewer respondents

Q6. Positive experiences with Council

Respondents were asked, *'Have you had a great experience with Council in the past 12 months that you'd like to tell us about?'* There were 214 comments made and the most commonly mentioned themes are detailed below.

'No' (63) – 63 comments simply said no, they hadn't had a positive experience they'd like to share.

Customer Services (38 comments) – the majority of these comments mentioned knowledgeable, friendly and helpful staff, in particular front reception staff across all four service centres. Many mentioned quick and timely responses to inquiries.

Planning – building control, LIMs (22 comments) – a number of these comments mentioned prompt and efficient service from building inspectors; customer friendly building consent process; very helpful planning staff; and fast turnaround on LIMs.

Parks and Reserves (14 comments) – prompt responses to inquiries and service requests (particularly tree removal/maintenance); staff are helpful and easy to work with and making positive change.

Positive General Comments (14 comments) – these comments either simply said 'Yes' they had had a positive experience with Council but did not elaborate or were general comments such as, 'I am super happy to live in such an amazing place with such awesome facilities', 'All great thanks'.

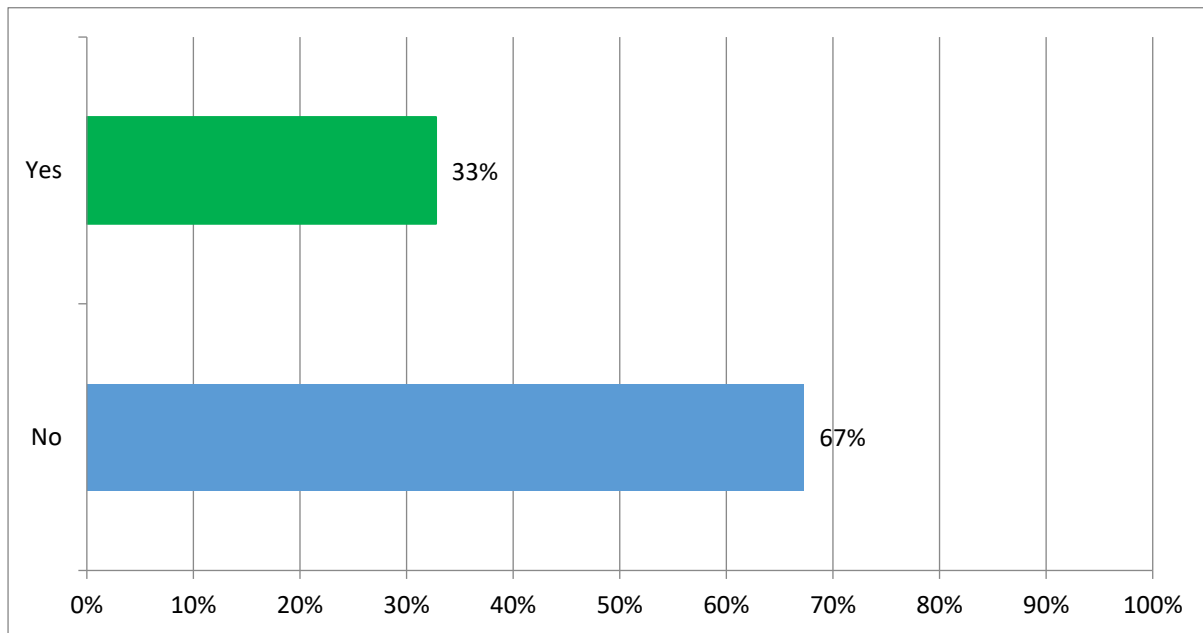
Communication and Engagement (11 comments) – professional Facebook updates and responses, appreciation for the opportunity to provide feedback e.g. Clyde Museum, Cromwell Masterplan and Central Stories consultation all mentioned.

Libraries (10 comments) – welcoming and helpful staff; libraries are great facilities.

Q7. Issues/problems with services or amenities

Respondents were asked 'In the past 12 months have you personally experienced any issues or problems with any of Council services or amenities?' Thirty-three percent of people said yes, slightly fewer than in 2018 (35%).

Answering in the affirmative brought up question 8 for this group asking more detail about their issue or problem.



Q8. Problems faced

The main problems experienced by residents fell into the following categories. The information below describes the most commonly mentioned themes in each category:

Roading (69 comments) – safety issues with footpaths, in particular no footpaths on some roads and broken and uneven footpaths; roads in poor condition and being badly maintained i.e. pot hole repairs; dissatisfaction with gravel roads not being maintained to a decent standard i.e. grading and corrugations; a lack of car parking with particular reference to Cromwell; issues with street lights being out and taking a long time to be replaced and street lights being located on the opposite side of the road to the footpaths.

Waste (52 comments) – the most commonly mentioned issue was waste and recycling collection not being frequent enough, particularly blue-lid bins which can be heavy to shift and red-lid bins during the summer months; not enough public rubbish bins and issues with them being overfilled and messy; more education required around what can be recycled and a few respondents expressed their disappointment in glass not being recycled and going to landfill.

Parks and Recreation (33 comments) – inadequate maintenance of gardens, greenways and reserves i.e. lack of mowing and tree trimming; paths blocked by overgrown plants and trees; more natives need to be planted in parks and reserves; broken playground equipment.

Water Services (21 comments) – water quality – lime scale most commonly referred to, some respondents commented that they were pleased that the new pipeline works was underway; slow responses to water issues i.e. leaks; some respondents complained about water charges.

Planning – including Building Consents, Resource Consents and LIMs (14 comments) – taking too long to get a building consent; perceived inconsistencies with building consents; difficult resource consent process.

Public Toilets (12 comments) – lack of public toilet facilities around the district; toilets not cleaned often enough during busy periods particularly Lode Lane Cromwell and in Alexandra.

Swimming Pools (12 comments) – issues with pool temperature; changing rooms unclean and need to be updated/renovated; issues with cost of swims; unhelpful staff; pools being closed without notice.

Q9. How could the Council improve services?

Respondents were asked, *"In your opinion, how could Council improve services?"* The information below outlines the areas in which respondents felt Council could improve services as well as the most commonly mentioned themes in each area. The majority of comments did not provide the 'how', but more so the 'what'.

Roading (152 comments) – footpaths to be kept in good condition i.e. repair uneven surfaces, clear overhanging trees; footpaths on both sides of the street; repair sealed roads faster and to a higher standard i.e. potholes; improve road side drain clearing; consider wider streets in new sub-divisions; maintain gravel roads – regular grading to a higher standard; monitor and enforce time restricted parking areas; more car parks particularly in Cromwell, Clyde and Alexandra; more street lighting in Clyde and Cromwell greenways, ensure street lights are on both sides of the street. A few respondents mentioned reducing speed limits particularly past schools and past Molyneux Estate.

Waste (93 comments) – many people said they felt the waste collection schedule needed to be revisited with suggestions that the blue-lid bin needs to be collected more frequently and the red-lid bin needs to be picked up weekly (particularly during summer); more education/information about different recyclables and how best to recycle each; more public rubbish bins, emptied more often and at more locations (lake edge, walking trails); provide options for disposing of greenwaste; some felt greenwaste should not be charged at transfer stations; there were some comments regarding rubbish collection services extended in Maniototo, Letts Gully, Cairnmuir Road and Waipiata.

Water Services (47 comments) – the majority of these comments were about removing lime from the water supply and dissatisfaction with the quality of the water; some respondents mentioned the water charges are too high.

Parks & Recreation (39 comments) – more communication and consultation around park and reserve development; planting in parks and reserves should be better planned and use natives; suggestions to upgrade playground equipment to cater for different age groups and include bench seats.

Planning – *including building consents, building inspections and resource consents* (35 comments) – faster decision making process when approving developments (particular reference to Alexandra); faster and more simplified resource and building consent processes; more resources i.e. more building inspectors; consistency across resource consents.

Communications and engagement (25 comments) – listen to the community and involve them in decision making; engage with the community in ways that work for them i.e. evening drop-in sessions; more communication from elected members; regular, proactive communication to keep community up-to-date on Council activities and projects; more information online - easier to navigate website.

Q10. Priority Issues

Respondents were asked to tick up to four priority issues that they considered Council should give high priority in the next one to three years.

2019 Ranking	Answer Choices	Responses (%)	Actual Count	2018 ranking
1	Water Supply	33%	230	1
2	Footpaths	19%	129	5
3	Community Planning	17%	116	2
4	Walking/Cycling Tracks	16%	110	10
5	Economic Development	15%	104	7
6	Sewerage System	14%	99	3
7	Unsealed (gravel) Roads	14%	95	14
8	Sealed Roads	13%	93	17
9	Community Halls and Stadiums	12%	85	13
10	Litter Bins	12%	84	4

Water remains the top priority for our district at large. Footpaths and community planning are also high priorities for respondents, as they were in 2018.

Walking/cycling tracks, unsealed (gravel) roads and sealed roads are all identified by respondents as higher priorities in 2019 than they were in 2018.

Top Priorities by Year

The table below shows the priorities identified in 2019 compared with the previous three years.

Ranking	2019 Priorities	2018 Priorities	2017 Priorities	2016 Priorities
1	Water Supply	Water Supply	Water Supply	Water quality
2	Footpaths	Community Planning	Community Planning	Tourism promotion
3	Community Planning	Sewerage System	Public Toilets	Economic development
4	Walking / Cycling Tracks	Litter Bins	Community Halls	Elderly persons' housing
5	Economic Development	Footpaths	Footpaths	Rubbish collection
6	Sewerage System	Public Toilets	Litter Bins	Public Toilets

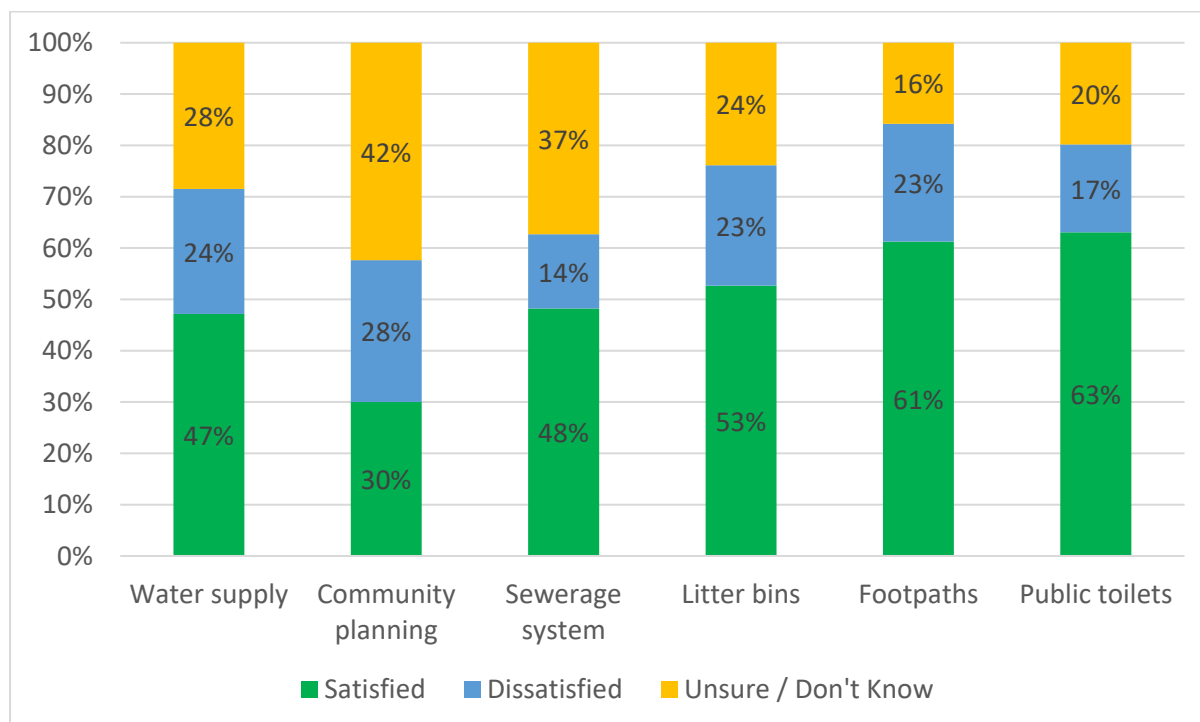
Top Priorities by Ward

The following issues had greater significance to particular wards. They are listed in priority order for that ward. The table compares ward priorities between 2019 and 2018.

Ward	2019	2018
Alexandra	<ol style="list-style-type: none"> 1. water supply 2. footpaths 3. economic development 	<ol style="list-style-type: none"> 1. water supply 2. litter bins 3. public toilets & walking tracks
Cromwell	<ol style="list-style-type: none"> 1. community halls and stadiums 2. community planning 3. walking / cycling tracks 	<ol style="list-style-type: none"> 1. community planning 2. community halls 3. water supply
Earnsclough/ Manuherikia	<ol style="list-style-type: none"> 1. water supply 2. sewerage system 3. footpaths, unsealed (gravel) roads 	<ol style="list-style-type: none"> 1. water supply 2. sewerage system 3. public toilets
Maniototo	<ol style="list-style-type: none"> 1. unsealed (gravel) roads 2. sealed roads 3. footpaths 	<ol style="list-style-type: none"> 1. unsealed roads 2. economic development 3. community planning
Teviot Valley	<ol style="list-style-type: none"> 1. footpaths 2. water supply 3. sealed roads, unsealed roads, stormwater 	<ol style="list-style-type: none"> 1. sealed roads & unsealed roads 2. stormwater, public toilets, swimming pools, economic development

Q11. Satisfaction with Council's efforts on priority issues during the last year

Respondents were asked 'Please indicate how satisfied you are with the Council's efforts on these issues during the last year'. There were three options to choose from: satisfied, dissatisfied, unsure/don't know.

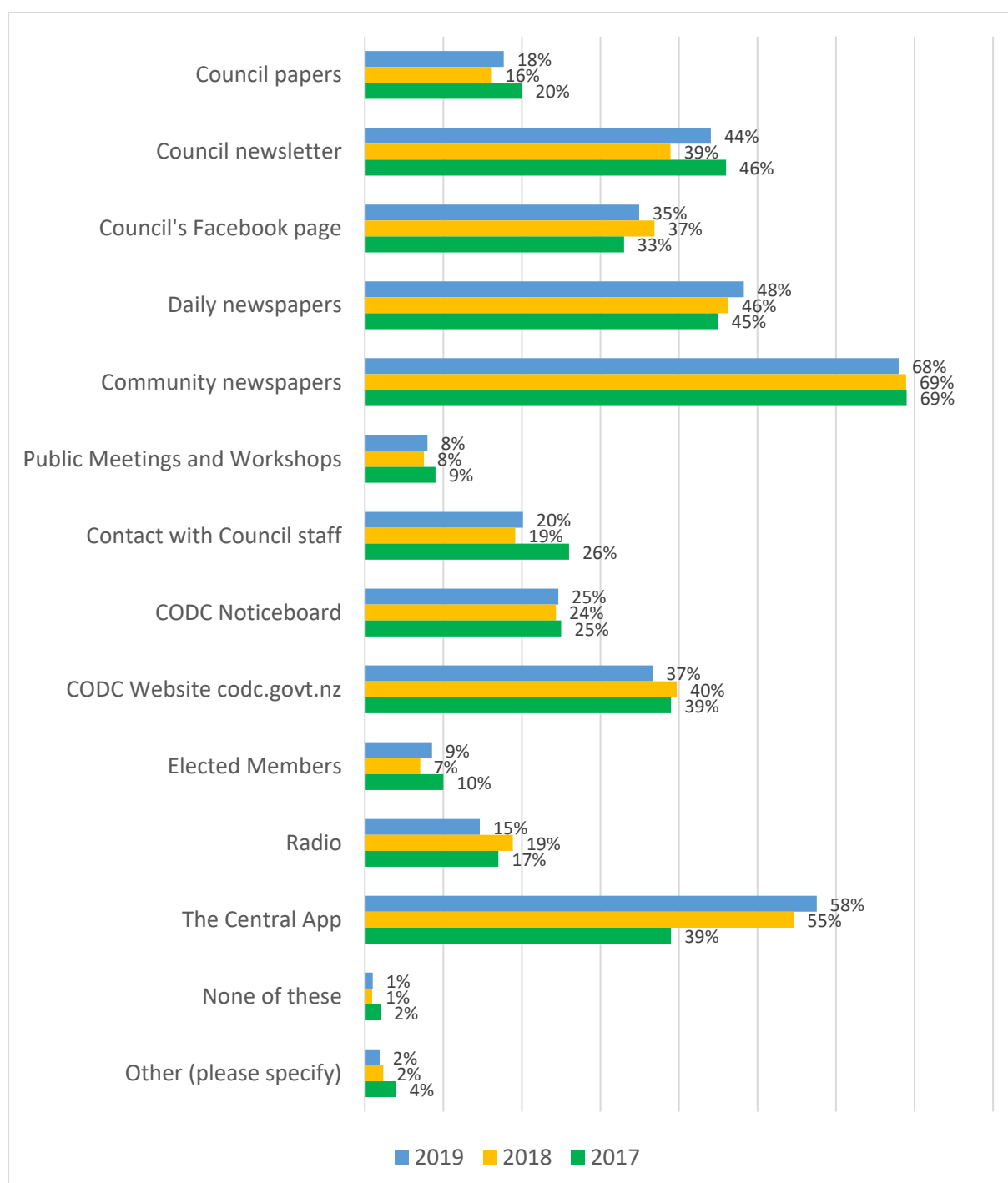


Q12. Where do you obtain Council information?

The graph below compares the results from 2019 with 2018 and 2017.

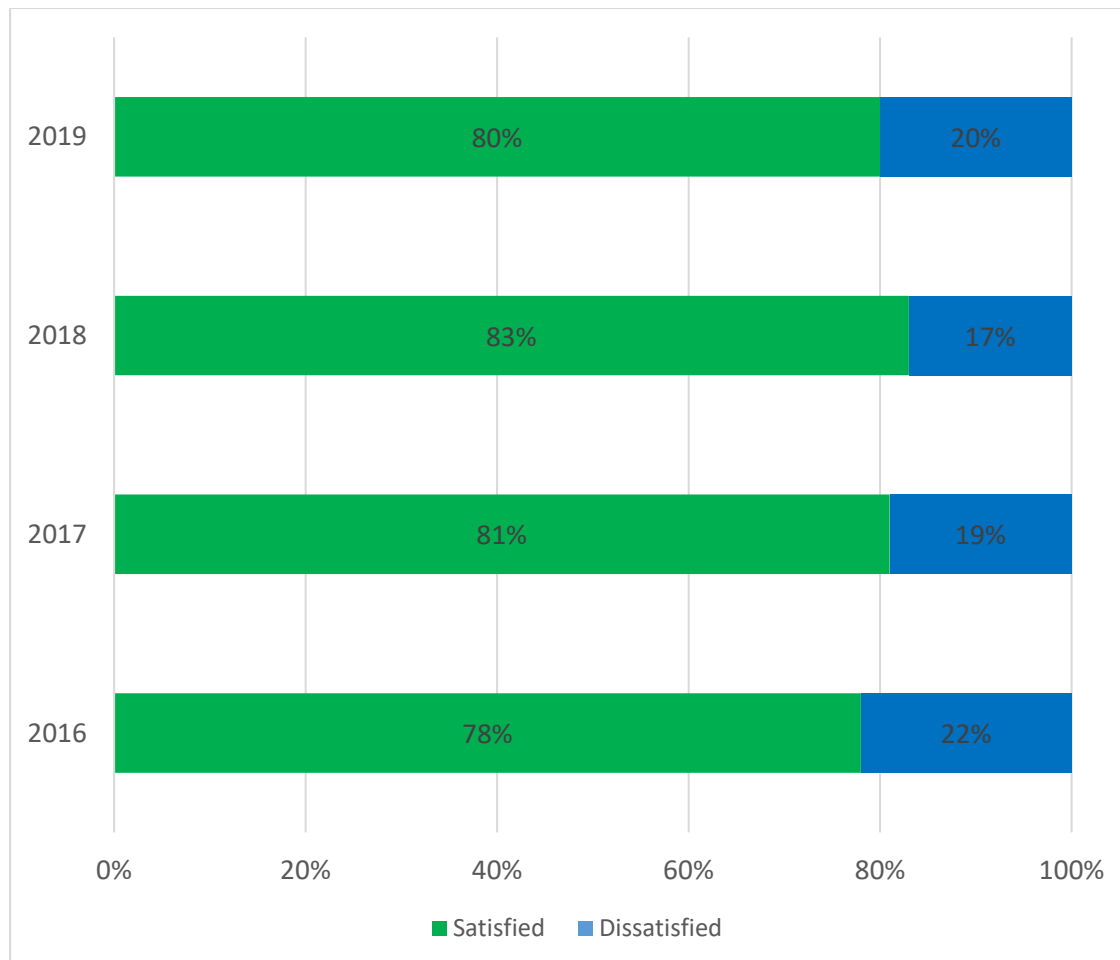
Community newspapers (68%) remain the most common source of Council information for respondents. It's interesting to note the number of respondents getting Council information via print media; daily newspapers (48%), Council newsletter (44%). However this may relate to the survey sample being over represented in the 60 and over age bracket.

The number of respondents getting Council information from The Central App has increased slightly from 55% to 58%, however the year-on-year difference is not statistically significant.



Q13. Satisfaction with level of information from Council

There has been a slight decrease in residents' satisfaction with how well they have been kept informed by Council, from 83% in 2018 to 80% in 2019. Based on the number of respondents each year over the four year period this decrease is not statistically significant.

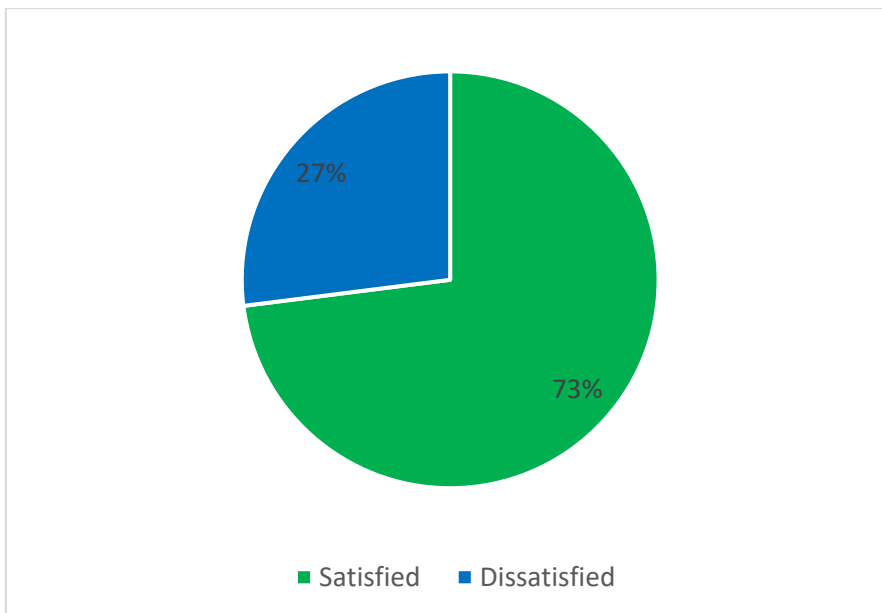


Q15-16. Elected Member Performance

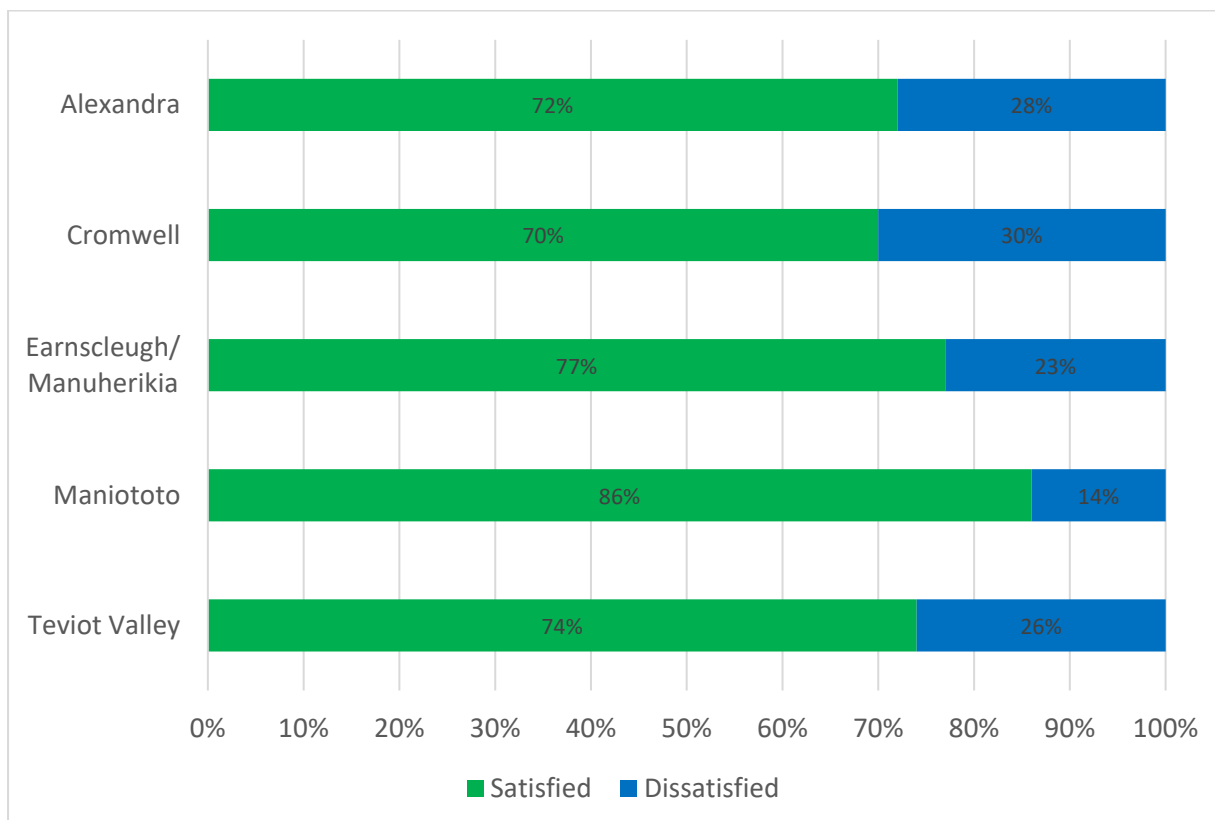
Performance of Councillors

Respondents were asked, 'Please indicate how you feel about the performance of your elected Councillors in the past 12 months?'

District Level



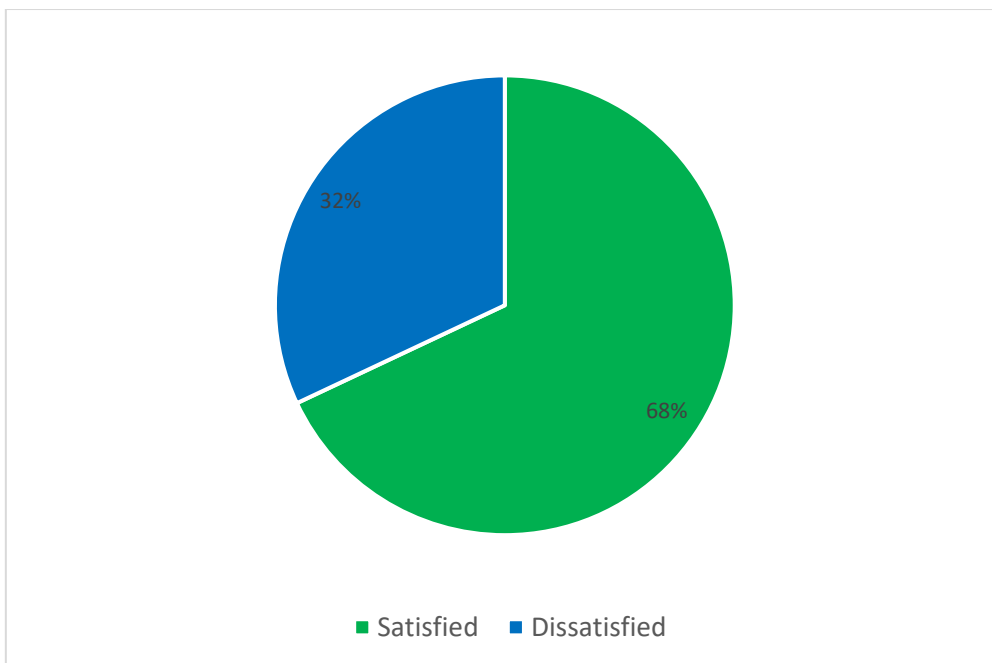
By Ward



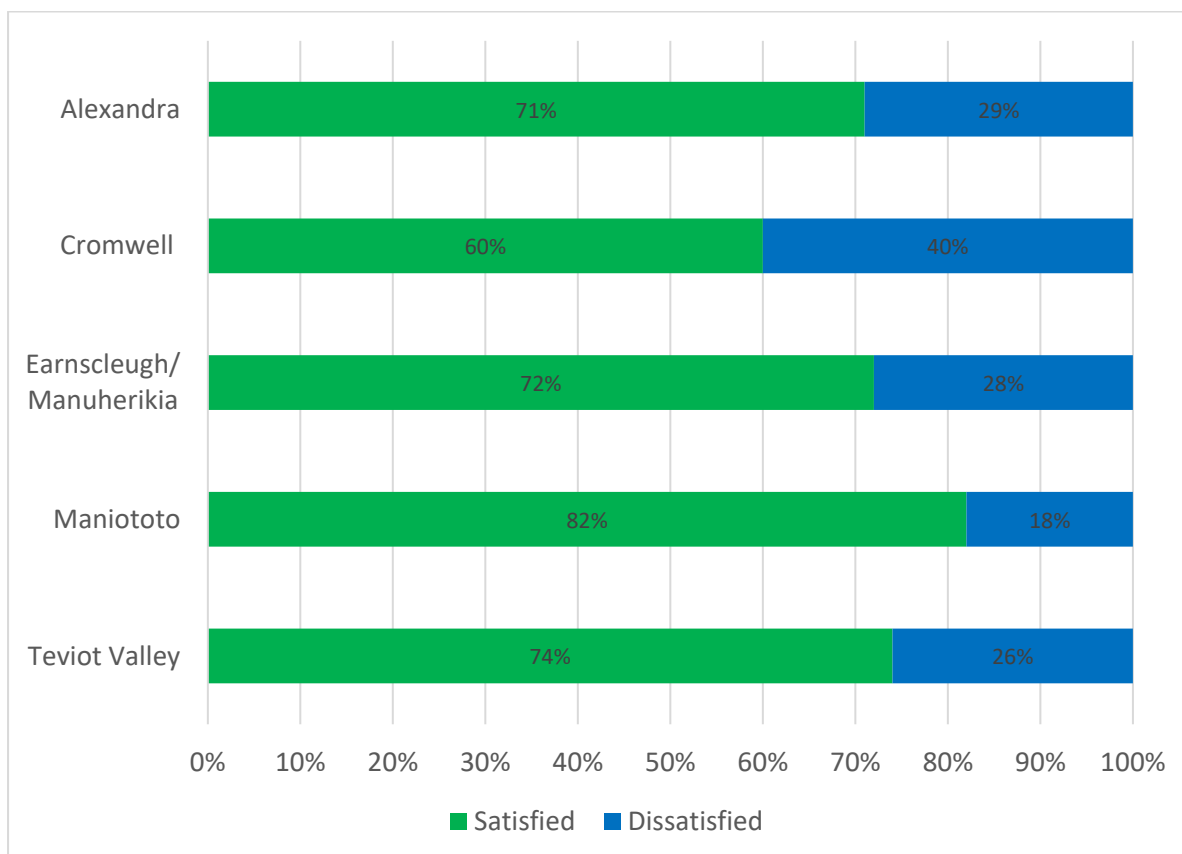
Performance of Community Board Members

Respondents were asked, 'Please indicate how you feel about the performance of your local community board in the past 12 months?'

District Level



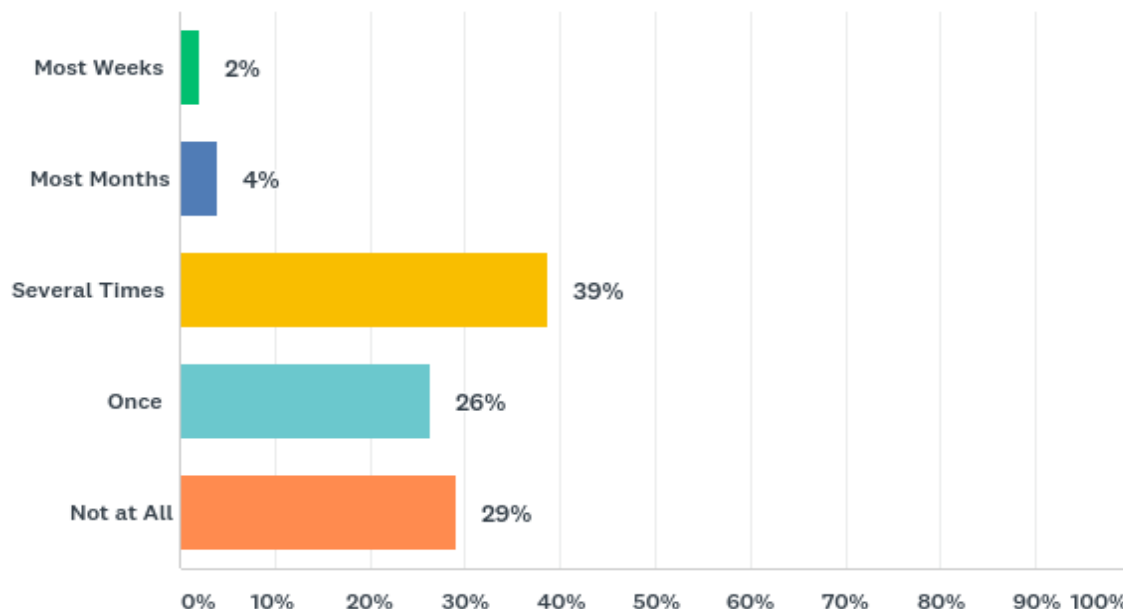
By Ward



Q17-20. Contact with Council

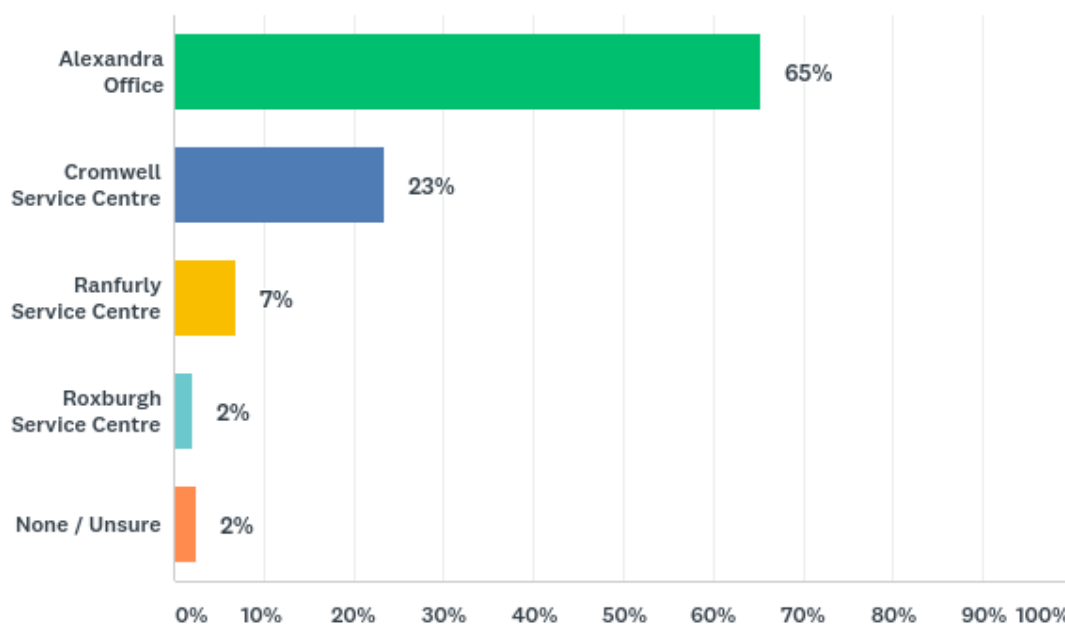
How often have you contacted Council in the last 12 months?

71% of respondents had contacted Council at least once in the last 12 months and just under half of the sample (45%) had been in contact multiple times. 29% of respondents had not contacted Council at all in the last 12 months.

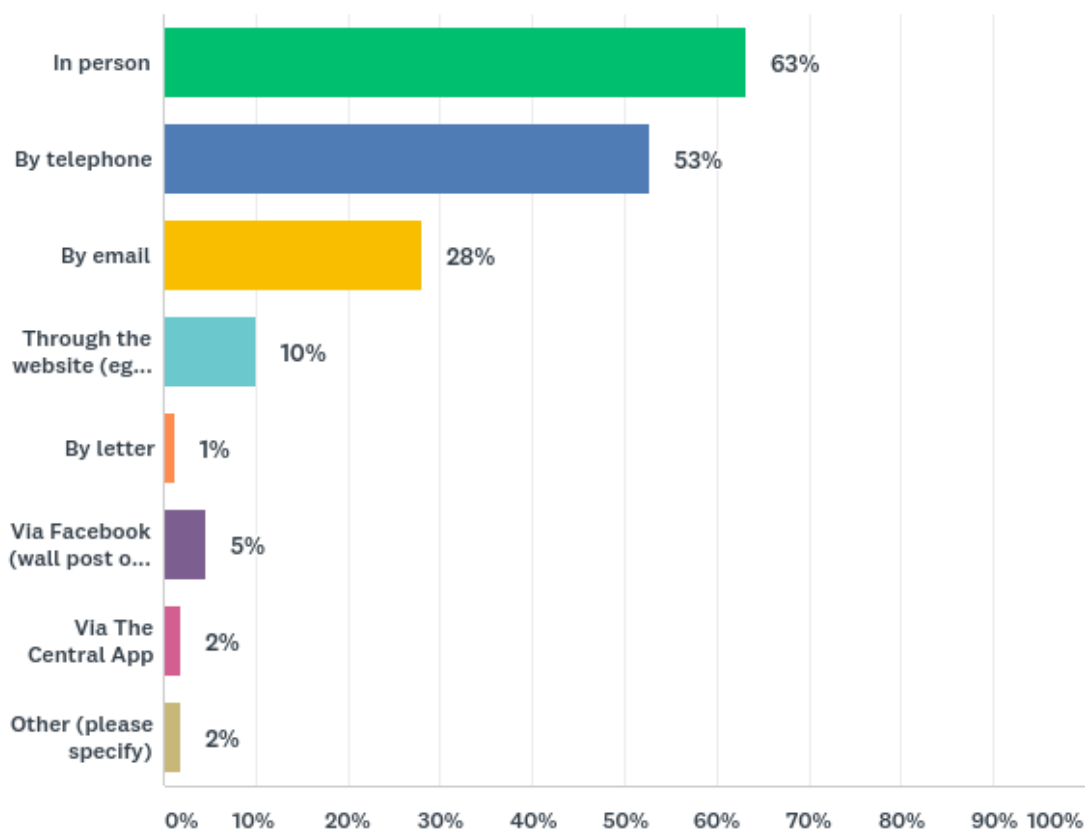


Which CODC office did you have most contact with in the last 12 months?

The vast majority of respondents had had most of their contact with Council through the Alexandra office (65%) and the Cromwell office (23%).

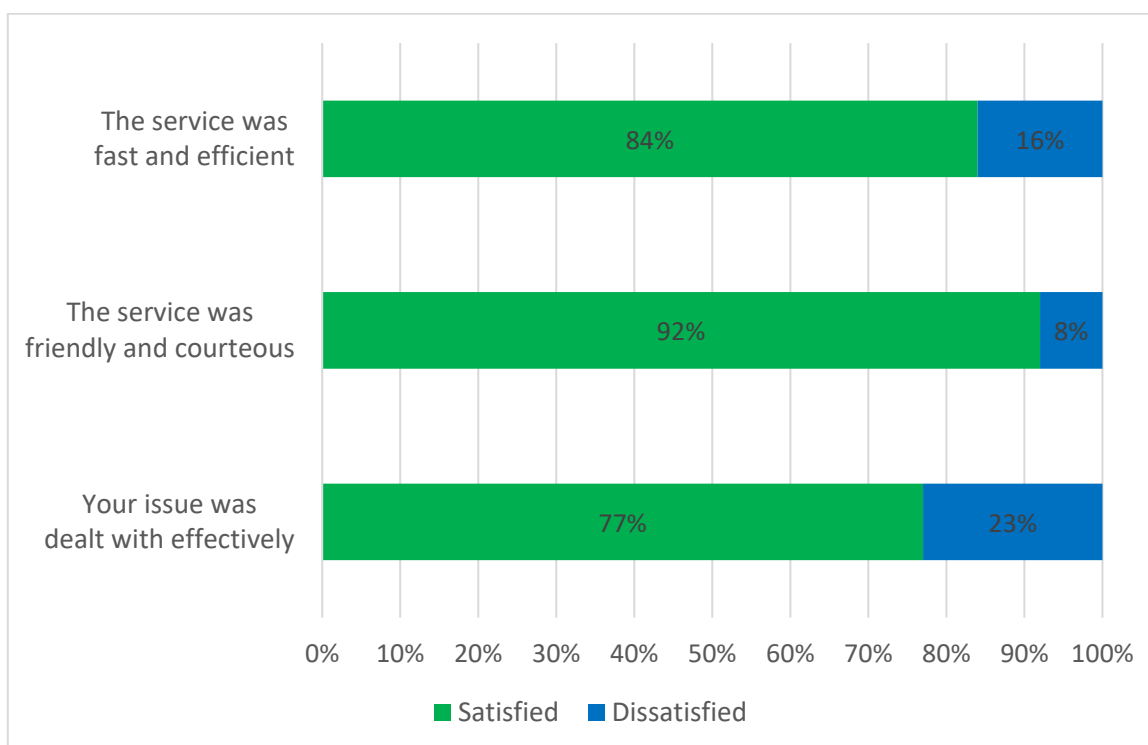


How did you make contact?



Thinking of the initial contact or response you received, how satisfied were you with the following...

In the majority of cases respondents felt that their contact with Council was a positive experience, even though for 23% of respondents the issue was not or could not be dealt with effectively.



Q21. Other comments/thoughts about CODC services or amenities

Comments in this question followed similar themes to those in Q8. *What issues or problems have you faced?* and Q9. *How could Council improve services?* These included roading (17), parks and reserves (17), waste (15) and water services (9).

Some new themes that were raised included elected members (19) with a number of comments encouraging elected members to keep community views in mind when making decisions; some respondents felt decision making was slow; and there was a lack of understanding of the role of community boards. Economic development (11), the majority of these comments were regarding developing commercial and business opportunities in Alexandra and encouraging growth in the township; general positive comments (10), such as "All good", "Overall doing a pretty sound job, keep it up", "You are doing a great job".

Seven respondents provided feedback on the survey itself with comments suggesting the survey should have more open ended questions rather than just the options to choose 'yes' & 'no' and 'satisfied' & 'dissatisfied'.

APPENDIX ONE

COPY OF THE SURVEY

Introduction

Welcome to the Central Otago District Council's 2019 Residents' Opinion Survey.

This is the printed version of our online survey. Please complete it and return in the envelope provided.

This is a confidential survey so please feel free to express your opinions about Council services and amenities.

The survey will take 5 to 10 minutes. Everyone who completes the survey can choose to go in the draw for one of six \$50 supermarket vouchers - a total value of \$300 in prizes.

About You

* 1. Are you **(please tick one)**

- Male
- Female

* 2. Which of the following age groups do you belong to? **(please tick one)**

- Under 20
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70 and over

* 3. What ward of the district do you live in?**(please tick one)**

- Alexandra
- Cromwell
- Earnscliffe/ Manuherikia
- Maniototo
- Teviot Valley
- None of These

Use of Council Services

* 4. Please tick the boxes to indicate which of the following services and amenities you have used or experienced in the last twelve months and indicate (just for the ones you have used or experienced) whether you are currently satisfied or dissatisfied with them.

	Used in last 12 months	Satisfied	Dissatisfied
Footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sealed Roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsealed (gravel) Roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water Supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish Collection (red-lid bins)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer Stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kerbside Recycling (blue & yellow-lid bins)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling Depots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste Minimisation Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Consents and Inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resource Consents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIM Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol Licensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Management (Civil Defence)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Halls and Stadiums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and Reserves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Used in last 12 months	Satisfied	Dissatisfied
Playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports Grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swimming Pools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i-SITE Visitor Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rates Enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Centre Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After Hours Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Communications Channels i.e. website/Facebook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Have you had a great experience with Council in the past 12 months that you'd like to tell us about?

Issues, Problems, Improvements

* 6. In the past 12 months have you personally experienced any issues or problems with any of Council services or amenities? **(please tick one)**

- Yes **(Please answer Q7 below, then go to Q8)**
- No **(Please answer only Q8)**

7. IF YES: What issues or problems have you faced?**(please be as specific as possible)**

8. In your opinion, how could Council improve services?**(please indicate the service you are referring to)**

2019-22 Priorities

* 9. Please tick up to four **Priority Issues** that you consider the Council should give high priority to in the next one to three years.

- | | | |
|--|---|--|
| <input type="checkbox"/> Footpaths | <input type="checkbox"/> Building Consents and Inspections | <input type="checkbox"/> Playgrounds |
| <input type="checkbox"/> Sealed Roads | <input type="checkbox"/> Resource Consents | <input type="checkbox"/> Public Toilets |
| <input type="checkbox"/> Unsealed (gravel) Roads | <input type="checkbox"/> LIM Reports | <input type="checkbox"/> Sports Grounds |
| <input type="checkbox"/> Car Parking | <input type="checkbox"/> Health Inspection | <input type="checkbox"/> Swimming Pools |
| <input type="checkbox"/> Water Supply | <input type="checkbox"/> Alcohol Licensing | <input type="checkbox"/> Walking/Cycling Tracks |
| <input type="checkbox"/> Sewerage System | <input type="checkbox"/> Noise Control | <input type="checkbox"/> Economic Development |
| <input type="checkbox"/> Stormwater | <input type="checkbox"/> Dog Control | <input type="checkbox"/> Community Planning |
| <input type="checkbox"/> Rubbish Collection (red-lid bin) | <input type="checkbox"/> Emergency Management (Civil Defence) | <input type="checkbox"/> Regional Identity – World of Difference |
| <input type="checkbox"/> Transfer Stations | <input type="checkbox"/> Cemeteries | <input type="checkbox"/> Tourism Marketing and Development |
| <input type="checkbox"/> Kerbside Recycling (blue & yellow-lid bins) | <input type="checkbox"/> Community Halls and Stadiums | <input type="checkbox"/> i-SITE Visitor Centres |
| <input type="checkbox"/> Recycling Depots | <input type="checkbox"/> Council's Elderly Persons' Housing units | <input type="checkbox"/> After Hours Answer Service |
| <input type="checkbox"/> Waste Minimisation Education | <input type="checkbox"/> Libraries | <input type="checkbox"/> Council Communications |
| <input type="checkbox"/> Litter Bins | <input type="checkbox"/> Parks and Reserves | <input type="checkbox"/> None of These |
| <input type="checkbox"/> Other (please specify) | | |

2018-19 Priorities

* 10. Last year's survey highlighted the following issues the Council needed to give priority to. Please tick one box per issue to indicate how satisfied you are with the Council's efforts on these issues during the last year.

	Satisfied	Dissatisfied	Unsure / Don't Know
Water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewerage system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Litter bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Council Communications

11. Where do you obtain information about/from Council? **(please tick those you most often refer to)**

- Council papers/documents
- Council newsletter (The FlipSide) delivered to your mailbox
- Council's Facebook page
- Daily newspapers (Otago Daily Times / Southland Times)
- Community newspapers (eg The News)
- Public Meetings and Workshops
- Contact with Council staff
- CODC Noticeboard (page 5 The News)
- CODC Website - www.codc.govt.nz
- Local Community Boards/Elected Members
- Radio
- The Central App
- None of These
- Other (please specify)

12. Please indicate whether or not you are satisfied with how well you have been kept informed by Council

- Satisfied
- Dissatisfied

13. Comments

Elected Member Performance

14. Please indicate how you feel about the performance of your elected councillors in the past 12 months?

- Satisfied
- Dissatisfied

15. Please indicate how you feel about the performance of your local community board in the past 12 months?

- Satisfied
- Dissatisfied

Contact with Council

16. How often have you contacted the Council in the last 12 months?(**please tick one**)

- Most Weeks
- Most Months
- Several Times
- Once
- Not at All (**Please go to Q18**)

17. Which CODC office did you have most contact with in the last 12 months?(**please tick one**)

- Alexandra Office
- Cromwell Service Centre
- Ranfurly Service Centre
- Roxburgh Service Centre
- None / Unsure (**Please go to Q18**)

18. And how did you make contact?(**please tick all that apply**)

- In person
- By telephone
- By email
- Through the website (eg online feedback or service request forms)
- By letter
- Via Facebook (wall post or private message)
- Via The Central App
- Other (please specify)

19. Thinking of the initial contact or response you received, how satisfied were you with the following. . .
(please tick one per row)

	Satisfied	Dissatisfied
The service was fast and efficient	<input type="radio"/>	<input type="radio"/>
The service was friendly and courteous	<input type="radio"/>	<input type="radio"/>
Your issue was dealt with effectively	<input type="radio"/>	<input type="radio"/>

Any Other Issues

20. If you have any other comments or thoughts about CODC's services or amenities, please provide detail below.

Go In the Draw

Thank you for completing the 2019 CODC Residents' Opinion Survey. If you would like to go in the draw for one of six supermarket vouchers, each valued at \$50, please complete your name, address and phone number below.

The contents of this survey will remain confidential

21. Please complete your name, address and phone number, if you would like to go in the draw for the \$50 supermarket voucher

Name

Address

Town

Phone

APPENDIX TWO

POSTCARD SENT TO ALL HOUSEHOLDS

TELL US WHAT YOU THINK



 2019 RESIDENTS' SURVEY


CENTRAL OTAGO
DISTRICT COUNCIL

Kia ora

As CEO of your district council I am proud to lead a team that wishes to be of service to you, our residents. Part of that role is always looking to where we can make improvements.

I see Council as an extension of the community we serve. What you need and want from us should help guide our direction and be part of our shared vision.

For our staff to deliver the services that matter to you, we need to understand your thoughts and views on the services and facilities that Council offers.

It's easy. Jump online and go to www.surveymonkey.com/r/codc2019 to complete the 2019 CODC Residents' Survey. It should only take 10 minutes.

We really want to hear what you have to say. If you don't have internet access, you can still be involved. Surveys can be picked up at council service centres in Alexandra, Cromwell, Ranfurly and Roxburgh or phone our customer services team on 03 440 0056 to have one posted out.



Nā mihi nui

Sanchia Jacobs

Sanchia Jacobs

Chief Executive - Central Otago District Council

