



Mackenzie District Council Community Survey 2020

Research Report | July 2020





Mackenzie District Council

Community Survey 2020

Research Report | July 2020



1	Key Findings	4
2	Research Design	7
	2.1 Context	8
	2.2 Method	9
	2.3 Sampling	10
3	Water supply and quality	11
4	Stormwater and surface flooding	14
5	Sewage treatment and disposal	17
6	Rubbish collection services	20
7	Roading and footpaths	23
	7.1 Roothing	24
	7.2 Footpaths	26
8	Council facilities	28
9	Town centres	34
10	Dog control	37
11	Resource management	40
12	Emergency management	42
13	Tourism and economic development	45
14	Communication	48
15	Performance of council staff, Councillors and Mayor	51
	15.1 Council staff and management	52
	15.2 Councillors and Mayor	54
16	Value for money	56
17	Appendix One: Demographic Profile	59

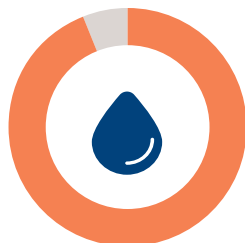
Disclaimer:

Research First notes that the views presented in the report do not necessarily represent the views of Mackenzie District Council. In addition, the information in this report is accurate to the best of the knowledge and belief of Research First Ltd. While Research First Ltd has exercised all reasonable skill and care in the preparation of information in this report, Research First Ltd accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report.

Key Findings

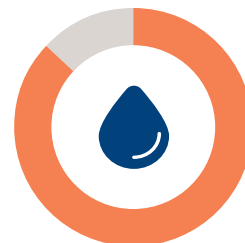


WATER AND WASTE



94%

were satisfied with sewage treatment and disposal service



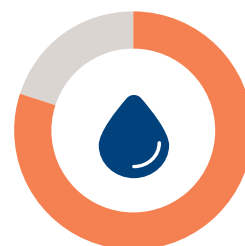
87%

were satisfied with stormwater and surface flooding control



82%

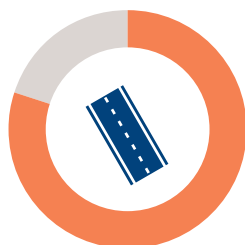
were satisfied with the rubbish collection, recovery and recycling park services



80%

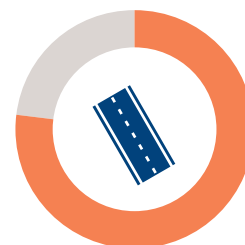
were satisfied with water supply and quality offered by the council

ROADING



80%

were satisfied with footpaths and maintenance



77%

were satisfied with the road conditions, maintenance and signage

COUNCIL FACILITIES



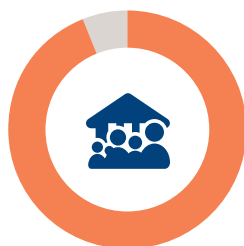
99%

were satisfied with cemeteries and their maintenance



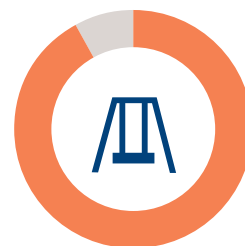
96%

were satisfied with library services



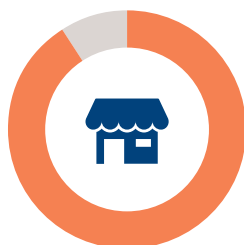
94%

were satisfied with the community halls and buildings



92%

were satisfied with parks, reserves and playground facilities



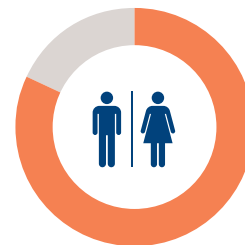
91%

were satisfied with the presentation of town centres



86%

were satisfied with the swimming pool facilities



83%

were satisfied with public toilets in the district

Research Design



2.1 Context

The Mackenzie District Council is interested in understanding its residents' opinions regarding the services the council offers. This report encompasses the results of a survey conducted by Research First that uncovers the perceptions of Mackenzie residents towards the council's operations, goals and the opportunities the district provides.

The key areas analysed in the 2020 survey were:

- Water supply and quality
- Stormwater and surface flooding control
- Sewage treatment and disposal
- Rubbish collection services
- Roothing and footpath maintenance
- Usage of council facilities
- Presentation of town centres
- Dog control
- Resource management
- Emergency management
- Tourism and economic development
- Staff, Councillors and Mayor's performance
- Communications approach
- Value for money

2.2 Method

Telephone surveys are ideally suited to surveying large, geographically dispersed populations. In line with last year, telephone interviews were conducted with resident and non-resident ratepayers that reside in the Mackenzie district.

This year the sample was structured to ensure residents across the following wards were represented in the results in line with population distribution defined by the 2018 Census:

- Twizel
- Fairlie
- Lake Tekapo
- Rural Mackenzie

Results have been shown in tables for each area, and results annotated in the text of the report. It should be noted that sample sizes differ when comparing results and due to small sample sizes for certain areas, results may be indicative only.

In line with previous reports, a 5-point scale that covers responses from 'not satisfied at all' to 'very satisfied' has been used. 'Don't know' responses have been excluded from the results.

Not at all satisfied	Not very satisfied	Just satisfied	Quite satisfied	Very satisfied	Don't know / N/A (don't read out)
1	2	3	4	5	

There was an open-ended question that followed certain satisfaction question where the respondent could clarify an issue that related to one or the other service.

It should also be noted that in this report, figures presented have been rounded into whole numbers. Due to this rounding, some charts, tables and summary measures may not add up precisely to the totals provided or to 100%.

Trend analysis and performance against Key Performance Indicators outlined in the 2018-2028 Long Term Plan have also been included in the report.¹

¹ http://www.mackenzie.govt.nz/Site/documents_and_policy/key_documents/LTP_2018-2028_Adopted.aspx

2.3 Sampling

Data collection was randomised to ensure the sample included a range of respondents based on age, location and gender, with a quota system being used to ensure the sample was representative of the population as per Census 2018 statistics.

277 telephone interviews were conducted between 23rd June and 8th July 2020.

Overall data is accurate to +/- 5.7% at the 95% confidence level (this means that if 50% of respondents stated they were satisfied with a council facility then we could be 95% sure that between 44.3% and 55.7% of the entire population also feel this way).

A full demographic breakdown of the sample is shown in Appendix One.

Water supply and quality



Overall 80% of the residents were satisfied with the water supply and quality provided by the council.

- The performance target of 80% satisfaction was met.
- Satisfaction levels remained similar to last year (83% in 2019).
- Similar satisfaction rates were recorded in all regions.

Concerns causing dissatisfaction highlighted chlorine content, poor taste/appearance/quality content and water supply issues.

“It’s just the chlorine in the water is too strong at times.”

Figure 3.1. Water supply and quality

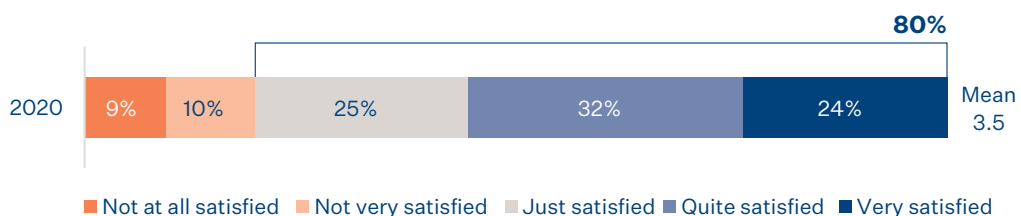


Figure 3.2. Satisfaction with water supply and quality – Trend analysis

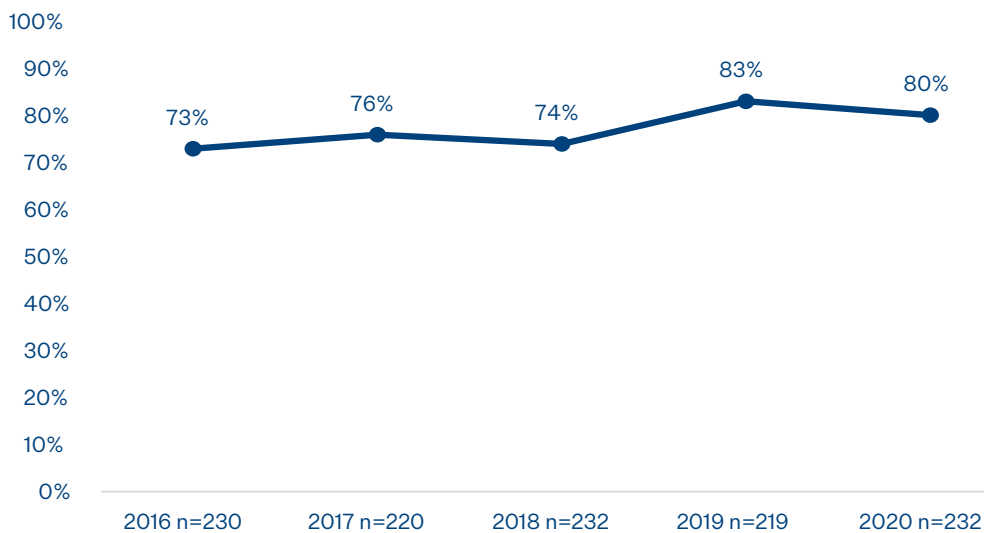


Table 3.3. Satisfaction with water supply and quality – By region

	Satisfied	Mean Score	Total number of respondents
Fairlie	92%	3.8	53
Lake Tekapo	88%	3.8	25
Twizel	76%	3.3	94
Rural Mackenzie	73%	3.4	60

Table 3.4. Reason for dissatisfaction with water supply and quality

	%	Number of respondents
Chlorine content	45%	18
Poor taste/appearance/ quality	33%	13
Supply issues	25%	10
Maintenance/ upgrading	10%	4
Drinking water standards changing/extra cost	8%	3
Wastewater/ runoff pollution	3%	1
Other	5%	2
Total number of dissatisfied respondents providing comments		40

Stormwater and surface flooding



Consistent with the previous year, 87% of respondents were satisfied with the stormwater and surface flooding control provided by the council.

- On average, residents in Lake Tekapo were more satisfied.

Reasons behind dissatisfaction focused primarily on maintenance/upgrading on infrastructure and poor drainage/flooding issues.

“I just don’t think that they clear the street and the gutters enough for those rain events.”

Figure 4.1. Stormwater and surface flooding control

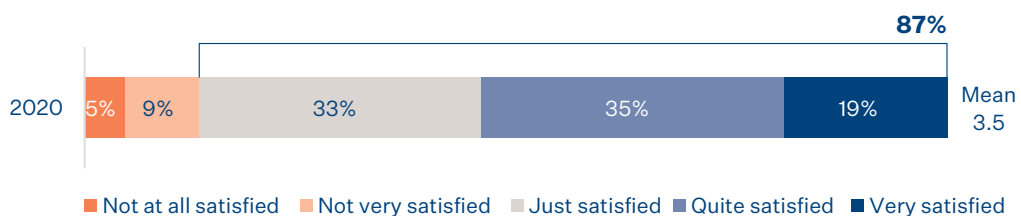


Figure 4.2. Stormwater and surface flooding control – Trend analysis

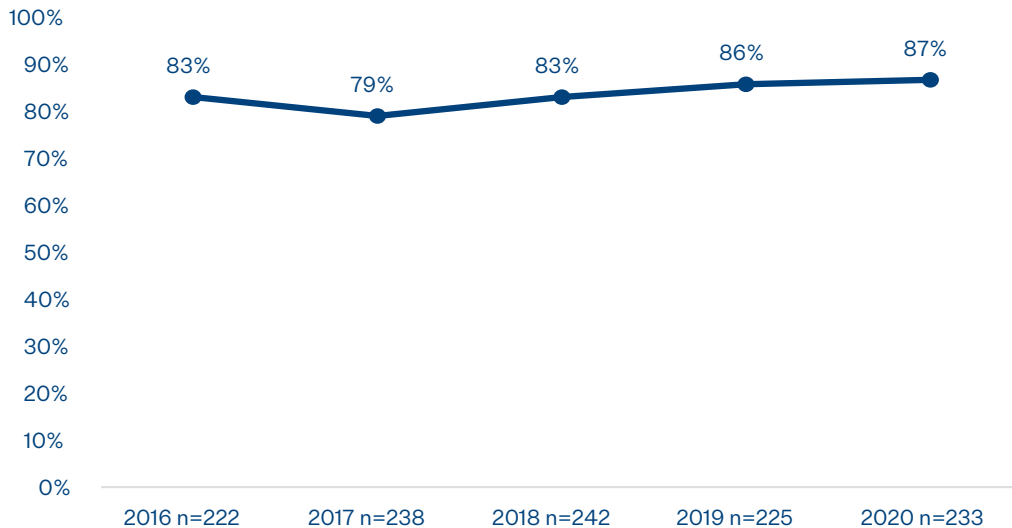


Table 4.3. Stormwater and surface flooding control – By region

	Satisfied	Mean Score	Total number of respondents
Fairlie	90%	3.6	52
Lake Tekapo	96%	4.0	25
Twizel	84%	3.5	92
Rural Mackenzie	84%	3.4	64

Table 4.4. Reason for dissatisfaction with stormwater and surface flooding control

	%	Number of respondents
Maintenance/upgrading/ infrastructure	74%	20
Poor drainage/flooding issues	48%	13
Council inaction	19%	5
Lack of rural drainage	7%	2
Pollution from stormwater	7%	2
Lack of urban drainage	4%	1
Total number of dissatisfied respondents providing comments		27

Sewage treatment and disposal



94% of respondents were satisfied with the sewage treatment and disposal service offered by the council.

- The annual target of 85% has been met.
- Satisfaction has remained consistently high since 2016.
- Similar satisfaction rates were recorded in all regions. This has improved since the two past years when residents from Lake Tekapo tended to be less satisfied.

Only a few people provided reasons for dissatisfaction, with the main comment highlighting the perceived need for maintenance and upgrade of infrastructure.²

“The sewage system cannot cope with the amount of sewage that the town produces.”

Figure 5.1. Satisfaction with sewage treatment and disposal

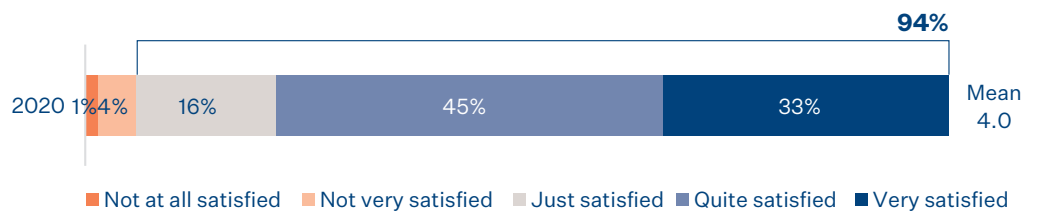
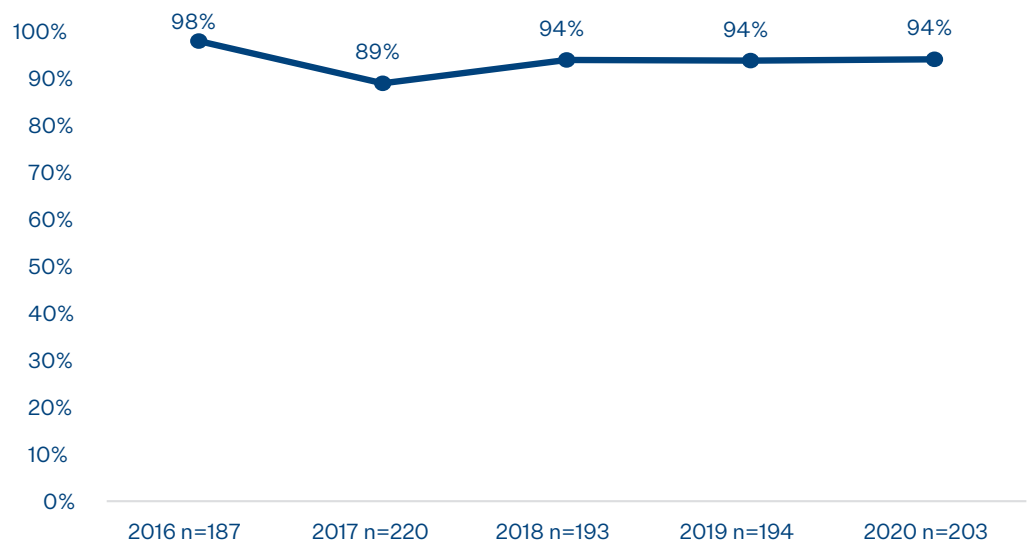


Figure 5.2. Sewage treatment and disposal – Trend analysis



² Note that the number of responses for this question was low and that findings should be treated as indicative only.

Table 5.3. Sewage treatment and disposal – By region

	Satisfied	Mean Score	Total number of respondents
Fairlie	96%	4.2	49
Lake Tekapo	88%	3.9	25
Twizel	96%	4.1	91
Rural Mackenzie	92%	3.9	38

Table 5.4. Reason for dissatisfaction with sewage treatment and disposal

	%	Number of respondents
Maintenance/upgrading/ infrastructure	63%	5
Negative effects of runoff	50%	4
Total number of dissatisfied respondents providing comments		8

Rubbish collection services



82% of respondents were satisfied with rubbish collection, remaining high and stable since 2019.

- The annual target of 80% has been met.
- Residents in Rural Mackenzie were significantly more likely to be less satisfied.

Those in Rural Mackenzie were primarily dissatisfied because they did not have a rubbish collection service (47%).

In other areas, reasons for dissatisfaction included concerns over the cost of the Recovery and Recycling Centre and the state of the services/ centre, a desire for provision of green waste, and issues with the bin collection timing.

“The collection is fine but the cost is too much. No green waste collection and one of the problems is people put green waste in the red bins which goes into the landfill. The council should make it free to take green waste to recovery parks.”

Figure 6.1. Satisfaction with rubbish collection services

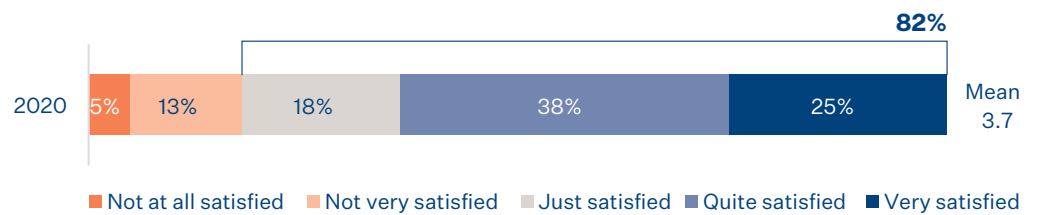


Figure 6.2. Rubbish collection services – Trend analysis

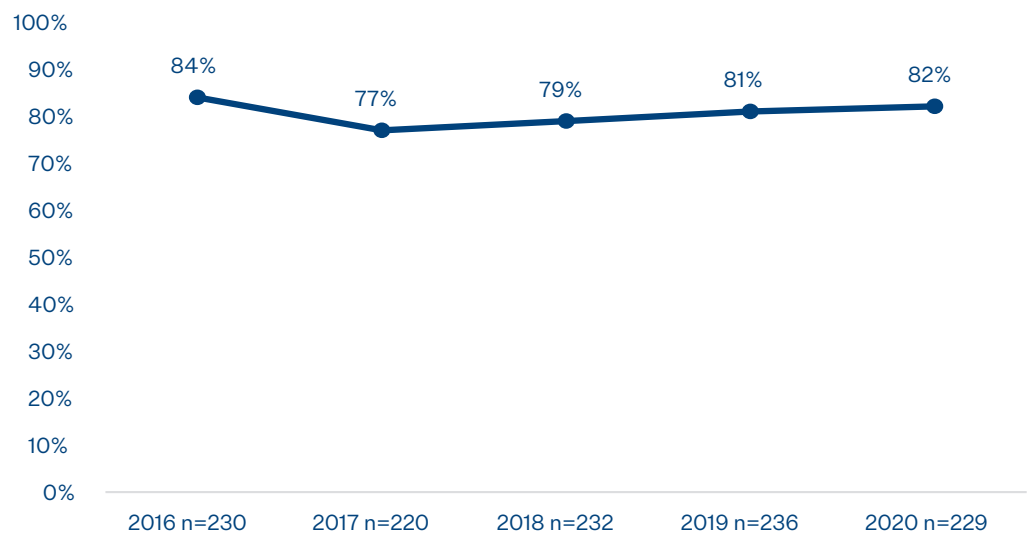


Table 6.3. Rubbish collection – By region

	Satisfied	Mean Score	Total number of respondents
Fairlie	85%	3.7	53
Lake Tekapo	92%	3.8	25
Twizel	87%	3.8	93
Rural Mackenzie	67%	3.3	58

Table 6.4. Reason for dissatisfaction with rubbish collection

	%	Number of respondents
Don't receive this service/extend to rural areas	24%	9
Cost of Recovery & Recycling Park	21%	8
Provide green waste bin/ green waste recycling	16%	6
Poor services/state of the Recovery & Recycling Park	16%	6
Bin collection too infrequent/ poorly timed	13%	5
Insufficient opening hours for Recovery & Recycling Park	11%	4
Unhappy with the bin system/Recycling and glass bottles	11%	4
Not enough bins in public spaces/for tourists	5%	2
Bins not big enough	5%	2
Poor kerbside collection service/workers	5%	2
Unsure of recycling process/if it is being recycled	3%	1
Other	16%	6
Total number of dissatisfied respondents providing comments		38

Roading and footpaths



7.1 Roothing

- 77% of respondents were satisfied with road conditions.
- Satisfaction rates with the road conditions, signage and road maintenance have improved and are trending upwards.
- However, this does not meet the target of 85% user satisfaction (with the roading network).
- Satisfaction in Rural Mackenzie was lower than in other areas (68% satisfied), following a similar pattern as last year.

The reasons for dissatisfaction generally related to the quality of the roads and include maintenance/upgrading/infrastructure, and issues with shingle/unsealed roads.

“Just road maintenance is being allowed to deteriorate. Lack of timely maintenance.”

Figure 7.1.1 Satisfaction with road conditions, signage and road maintenance

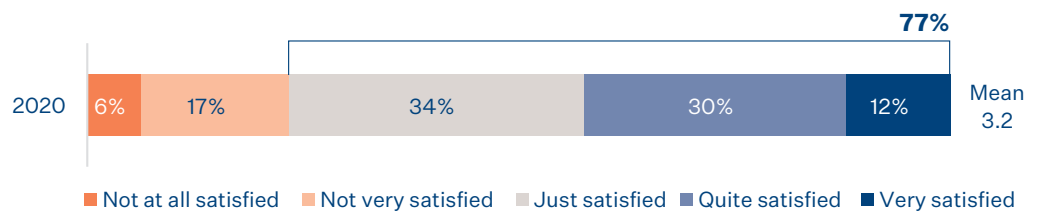


Figure 7.1.2. Road conditions, signage and road maintenance – Trend analysis

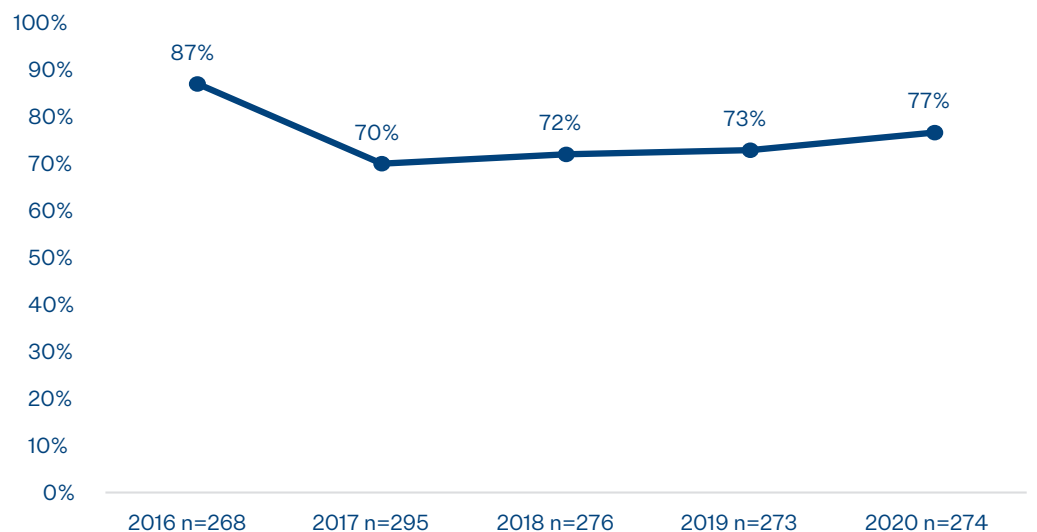


Table 7.1.3. Road conditions, signage and road maintenance – By region

	Satisfied	Mean Score	Total number of respondents
Fairlie	77%	3.1	52
Lake Tekapo	92%	3.9	26
Twizel	82%	3.4	94
Rural Mackenzie	68%	3.0	102

Table 7.1.4. Reason for dissatisfaction with road conditions, signage and road maintenance

	%	Number of respondents
Maintenance/upgrading/ infrastructure	56%	32
Quality of roading in general	33%	19
Issues with shingle/unsealed roads	28%	16
Potholes/roads breaking up	21%	12
Frequency/quality of grading	18%	10
Inadequate signage	5%	3
Lack of consideration for increased/high traffic volume	4%	2
Lack of communication/consultation	2%	1
Other	11%	6
Total number of dissatisfied respondents providing comments		57

7.2 Footpaths

80% of respondents were satisfied with footpaths and maintenance provided by Mackenzie District Council.

- Satisfaction remained stable since last year.
- There were significant differences between regions. Residents in Rural Mackenzie had the highest satisfaction (94%), while those in Twizel and Fairlie had the lowest at 69% and 74% respectively.

The main reasons for dissatisfaction were surfaces not being sealed or uneven making them difficult/unsafe to travel on, or that maintenance was required.

“They need full width footpaths which they don’t have and in some cases none. Some of the edges are falling off the footpaths because they are not full-width paths... The edges sometimes are not very even so older people twist their ankles on them and some sides of the roads don’t even have a footpath.”

Figure 7.2.1 Satisfaction with footpaths

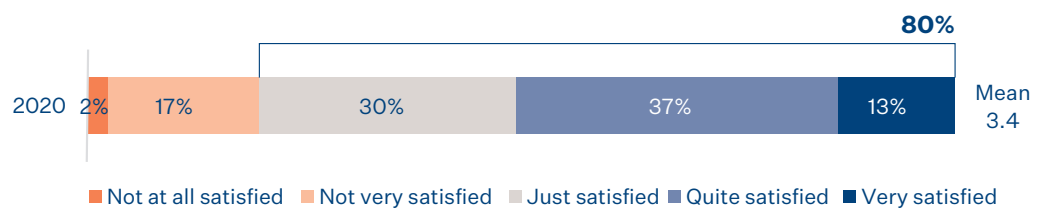


Figure 7.2.2. Footpaths – Trend analysis

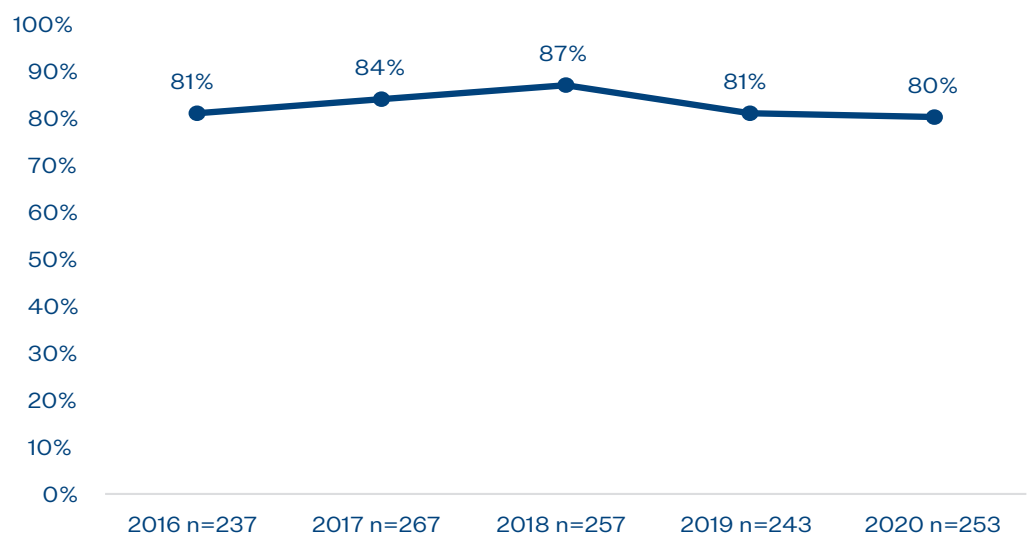


Table 7.2.3. Footpaths – By region

	Satisfied	Mean Score	Total number of respondents
Fairlie	74%	3.1	53
Lake Tekapo	92%	3.8	25
Twizel	69%	3.2	93
Rural Mackenzie	94%	3.8	82

Table 7.2.4. Reason for dissatisfaction with footpaths

	%	Number of respondents
Surface not sealed or uneven/difficult or unsafe to travel on	47%	21
Maintenance/upgrading/ infrastructure	44%	20
Poor footpath availability	27%	12
Kerbs/ barriers poorly demarcated	20%	9
Foopaths breaking up/not repaired quickly enough	13%	6
Contractors/installing fibre/phone	13%	6
Total number of dissatisfied respondents providing comments		45

Council facilities



The most commonly used council services were the walkways or cycleways, and the Fairlie Medical Centre.

- The swimming pool and playgrounds were the least used.

There were high levels of satisfaction across most council services and facilities with an overall satisfaction average of 92%.

- The target of 84% as a combined average level of satisfaction was met.
- Similar to last year, swimming pools (83% satisfied) and public toilets (66% satisfied) were the facilities with the most room for improvement.
- Positively though, while satisfaction with public toilets has fluctuated over the years, this year, satisfaction levels were at their highest.

Figure 8.1. Council services and facilities used in the past 12 months

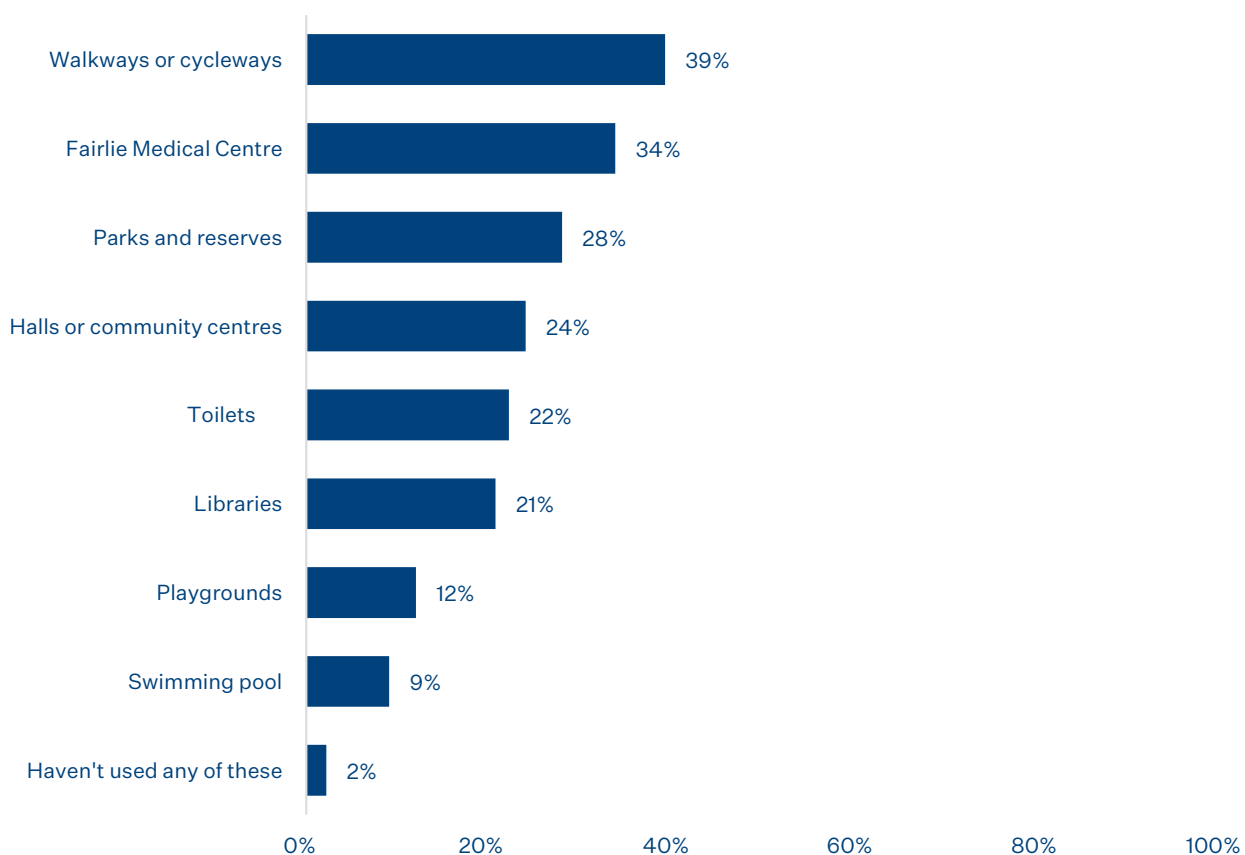


Figure 8.2. Satisfaction with council services and facilities

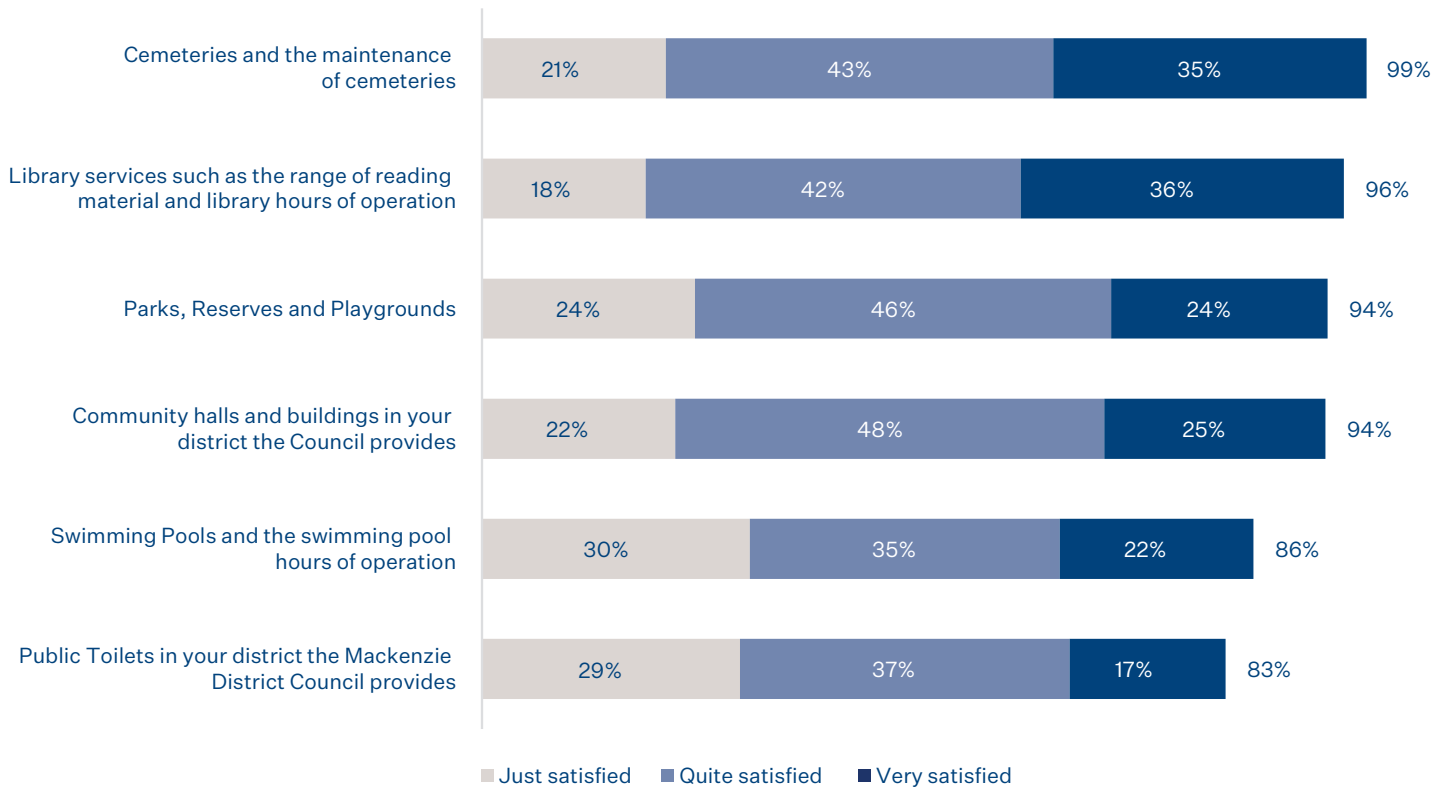


Figure 8.3. Library Services – Trend analysis

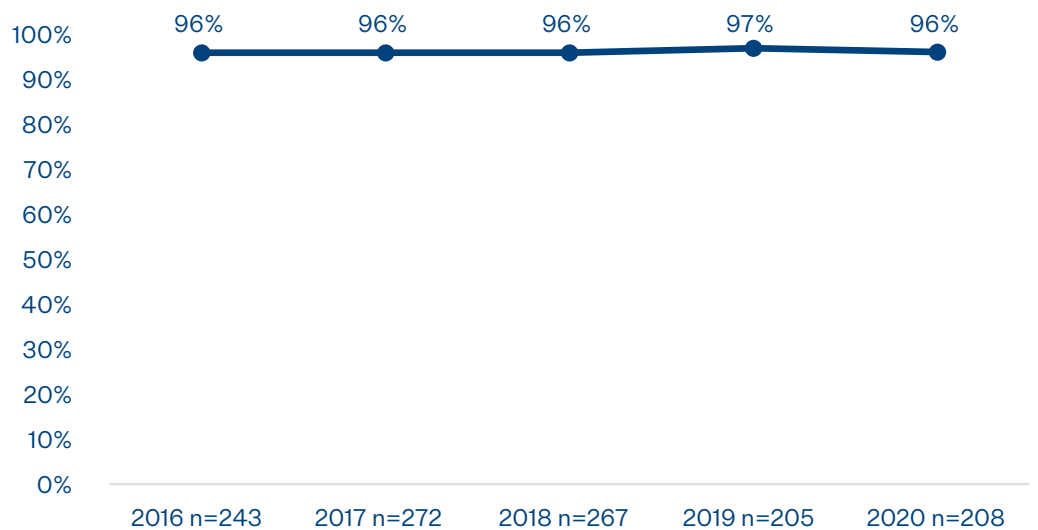


Figure 8.4. Cemeteries – Trend analysis

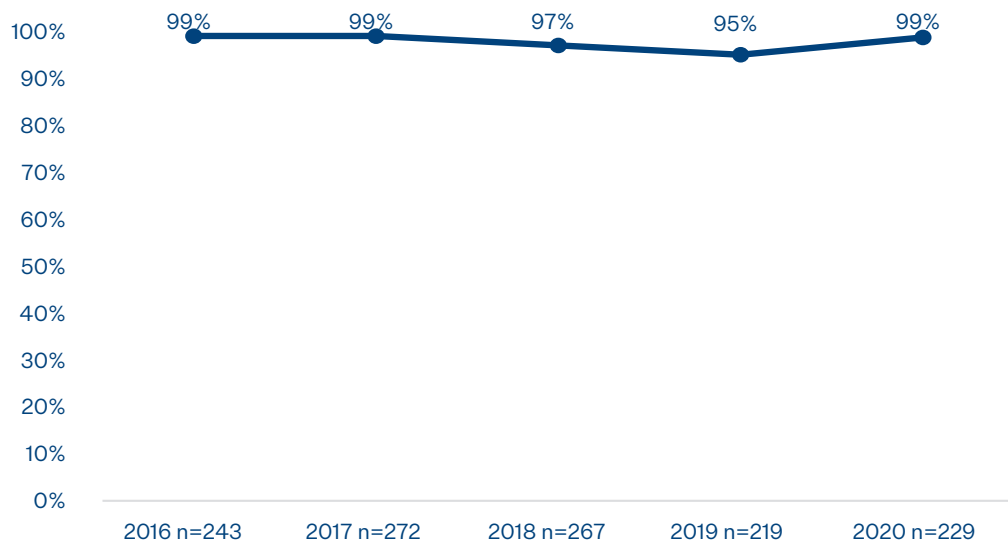


Figure 8.5. Parks, reserves and playgrounds – Trend analysis

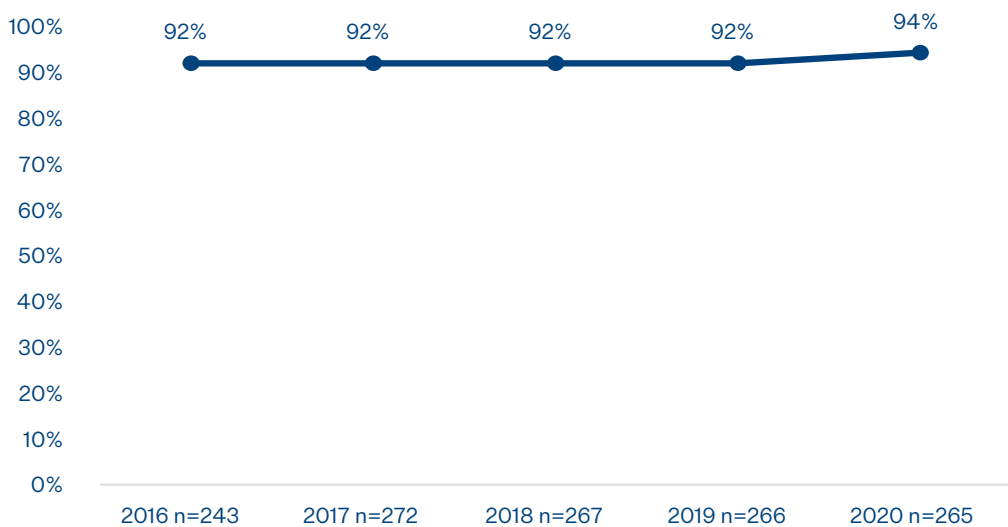


Figure 8.6. Community halls and buildings – Trend analysis

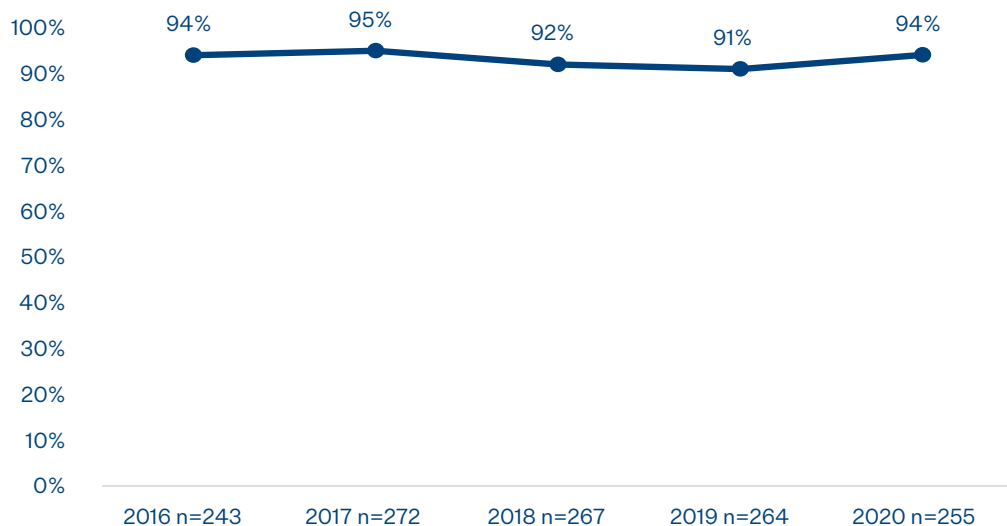


Figure 8.7. Swimming pools – Trend analysis

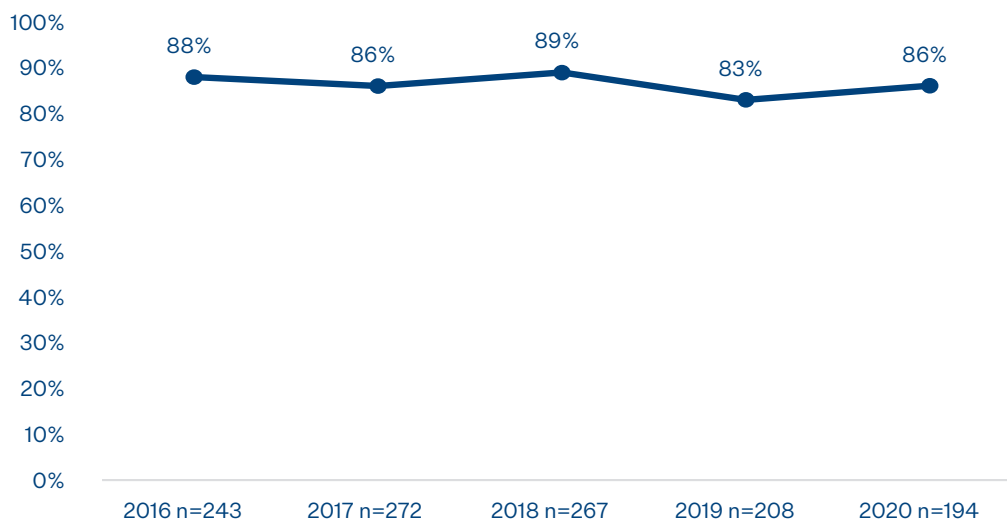
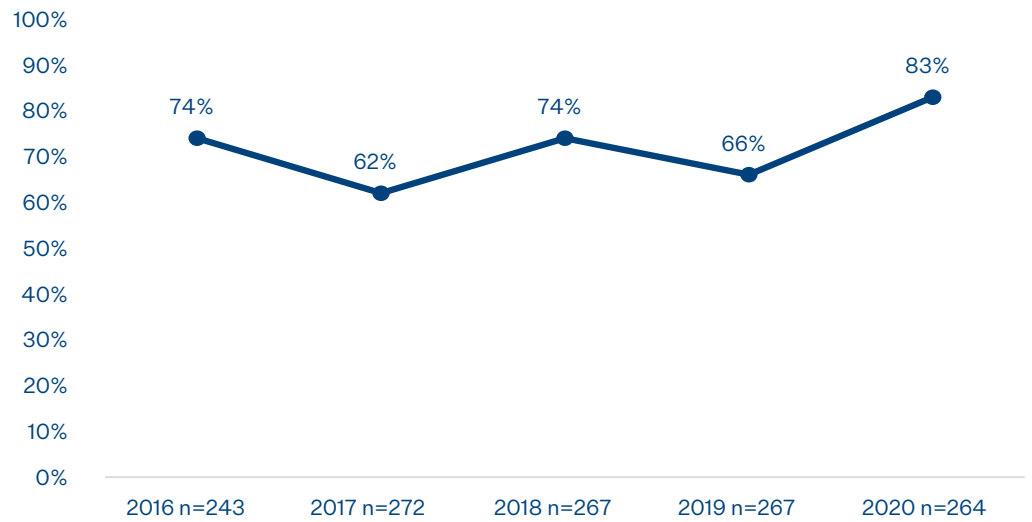


Figure 8.8. Public toilets – Trend analysis



Town centres



91% were satisfied with the presentation of town centres.

- This has remained consistent since 2016.
- The Annual Plan Target of 84% was achieved.
- Residents of Fairlie, Lake Tekapo and Rural Mackenzie all gave satisfaction scores above 90%. Twizel was lower with only 86% satisfied.

The main reasons for dissatisfaction were the features/facilities not being attractive enough or that there was inequity between towns.

“Too aged on the outside of the town.”

Figure 9.1. Satisfaction with presentation of town centres

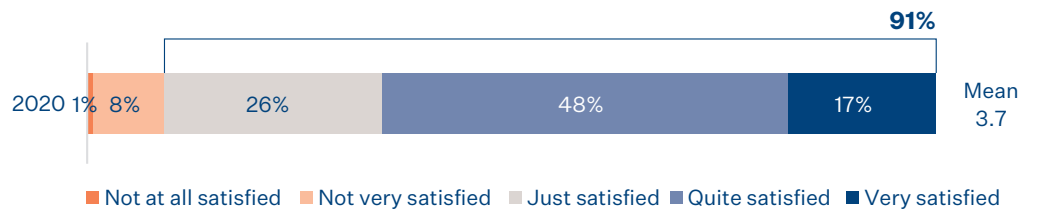


Figure 9.2. Presentation of town centre – Trend analysis

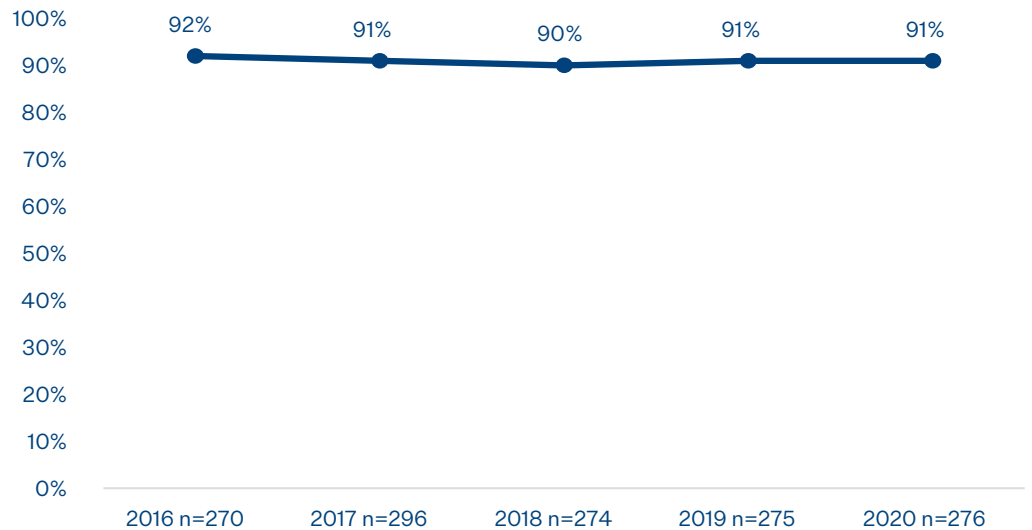


Table 9.3. Presentation of town centres – By region

	Satisfied	Mean Score	Total number of respondents
Fairlie	91%	3.7	53
Lake Tekapo	92%	3.4	25
Twizel	86%	3.6	94
Rural Mackenzie	95%	4.0	104

Table 9.4. Reason for dissatisfaction with presentation of town centres

	%	Number of respondents
Features/facilities not various/attractive enough	52%	12
Inequality between towns	22%	5
Taken too long to develop/projects not finished	13%	3
Poor parking	13%	3
Poor planning/layout	9%	2
Untidy/rubbish issues	9%	2
Total number of dissatisfied respondents providing comments		23

Dog control

10

84% were satisfied with dog control in their neighbourhood or district.

- Satisfaction with dog control has improved since 2019 following its lowest point (from 77% to 84%)
- This brought satisfaction above the Annual Plan Target of 80%.
- Residents in Fairlie were significantly less satisfied with dog control than those in other districts (58%).

Figure 10.1. Satisfaction with dog control

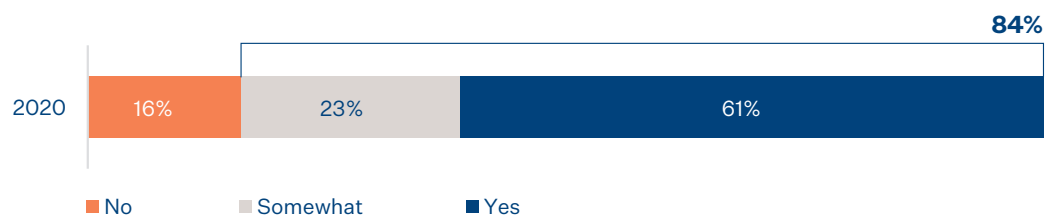


Figure 10.2. Dog control – Trend analysis

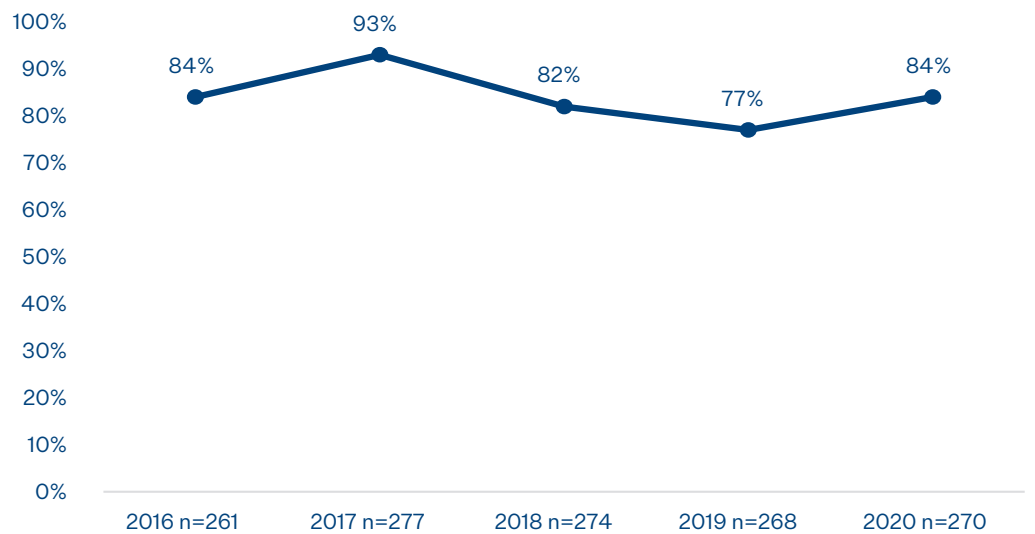


Table 10.3. Dog control – By region

	Satisfied	Total number of respondents
Fairlie	58%	53
Lake Tekapo	88%	26
Twizel	89%	93
Rural Mackenzie	92%	98

Resource management



78% were satisfied with resource management in the district.

- Satisfaction levels remained relatively stable.
- However, this year the satisfaction level did not meet the Annual Plan Target of 80%.
- All the regions have similar satisfaction levels.

Figure 11.1. Satisfaction with resource management

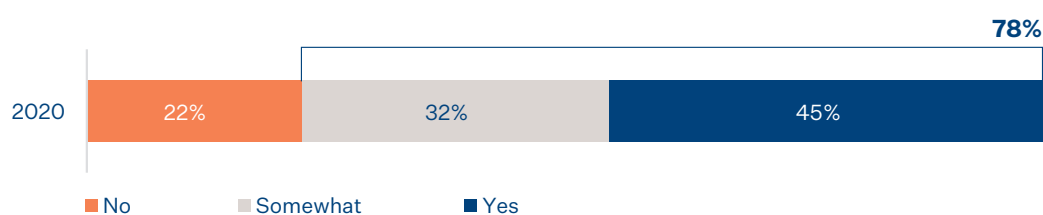


Figure 11.2. Resource management – Trend analysis

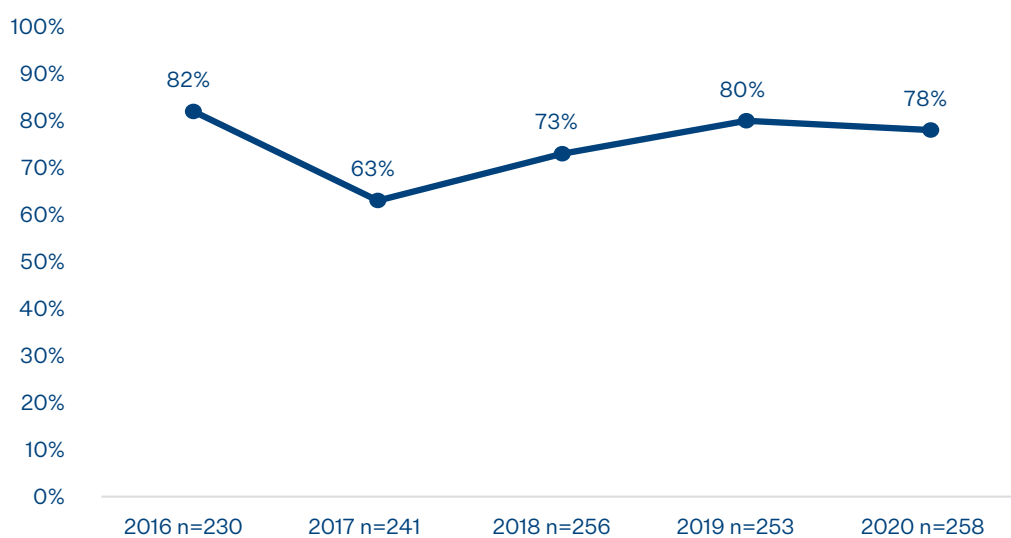


Table 11.3. Resource management – By region

	Satisfied	Total number of respondents
Fairlie	80%	49
Lake Tekapo	84%	25
Twizel	77%	90
Rural Mackenzie	76%	94

Emergency management

12

89% were satisfied with emergency management in the district and 90% felt they were prepared for a civil defence emergency.

- Levels of satisfaction have remained relatively stable over time.
- Confidence in the District being well-prepared for a civil defence emergency level met the Annual Plan Target of 80%.
- All the regions had similar satisfactions level.

Figure 12.1. Emergency management

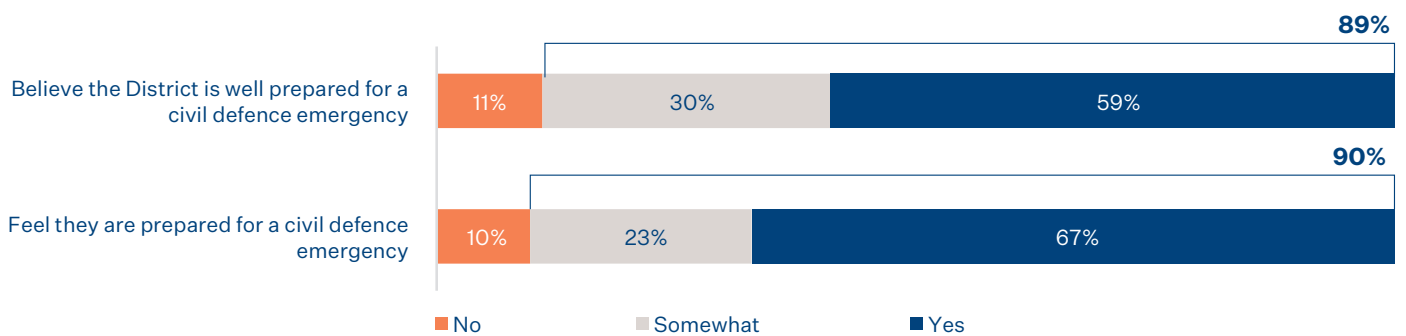


Figure 12.2. District emergency management – Trend analysis

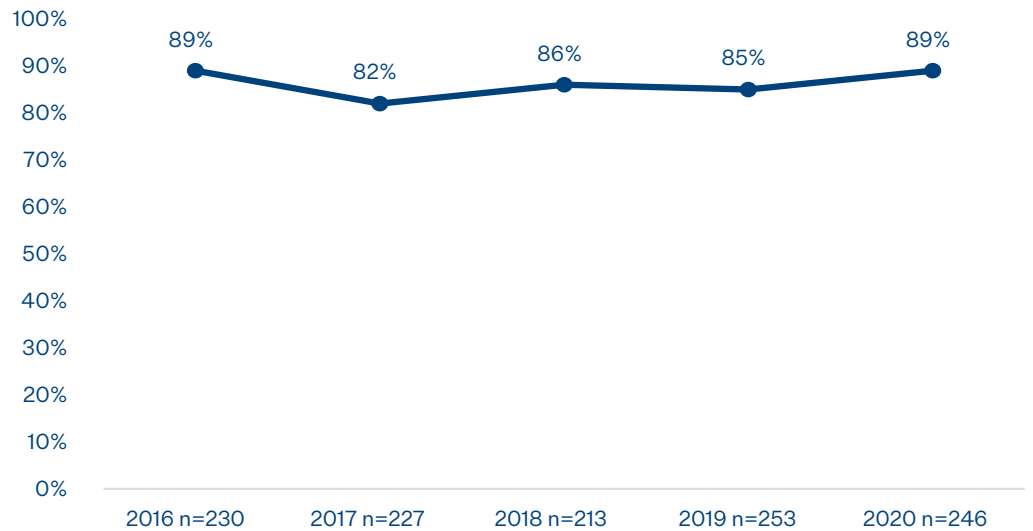


Table 12.3. District emergency management – By region

	Satisfied	Total number of respondents
Fairlie	96%	48
Lake Tekapo	92%	24
Twizel	87%	82
Rural Mackenzie	87%	92

Tourism and economic development

13

84% were satisfied with the council’s tourism promotion and economic development of the district.

- Levels of satisfaction remained stable.
- The Annual Plan Target of 80% has been met.
- Near all residents in Twizel were satisfied with the performance of the Council’s tourism promotion and economic development of the district (92%).

Reasons for dissatisfaction included the perception that there has been inadequate representation/promotion, that there was poor management/governance, inadequate infrastructure/investment for tourism purposes and some felt that too much focus was placed on tourism rather than residents.

“Because it is mainly centered around Tekapo, or focuses mainly on Tekapo.”

Figure 13.1. Satisfaction with Council’s tourism promotion and economic development

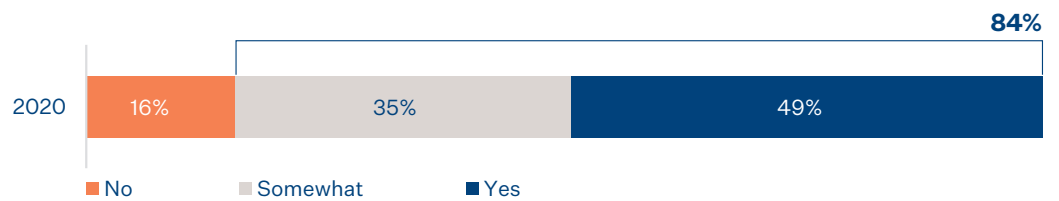


Figure 13.2. Council’s tourism promotion and economic development – Trend analysis

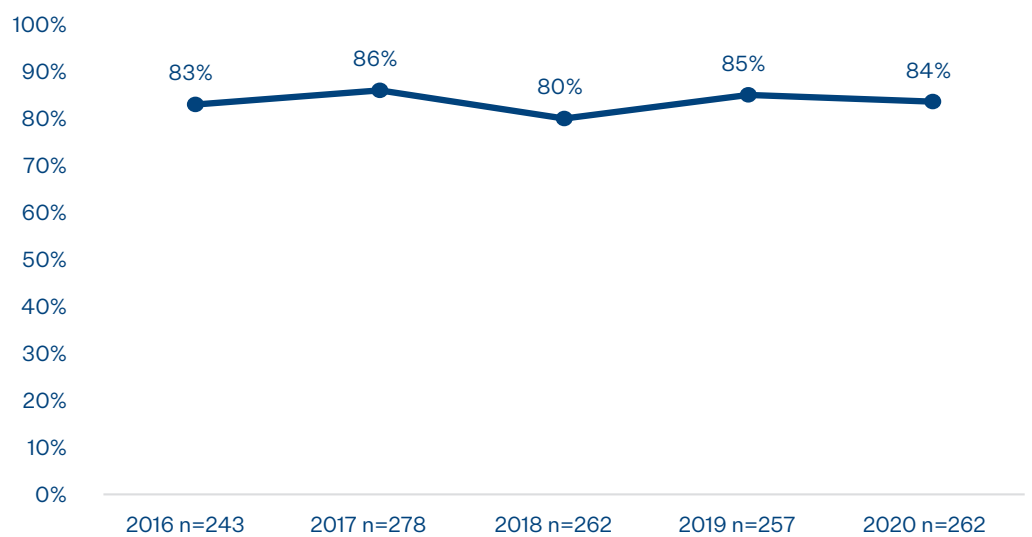


Table 13.3. Council's tourism promotion and economic development – By region

	Satisfied	Total number of respondents
Fairlie	86%	49
Lake Tekapo	71%	24
Twizel	92%	92
Rural Mackenzie	77%	97

Table 13.4. Reason for dissatisfaction with Council's tourism promotion and economic development

	%	Number of respondents
Inadequate representation/promotion	22%	17
Poor management/governance	18%	14
Inadequate infrastructure/investment (tourism)	15%	12
Inadequate care for residents/too much focus on tourism	14%	11
Council expenditure/rates	10%	8
Inadequate communication/consultations	9%	7
Inadequate infrastructure/investment (general)	6%	5
Closing of services and facilities	6%	5
Improvements to cleanliness/upkeep / aesthetics	3%	2
Could improve (general)	3%	2
Other	13%	10
Total number of not satisfied/somewhat satisfied respondents providing comments		78

Communication

14

84% were satisfied with the council’s communication approach, consultation and involvement in community level decision making.

- Satisfaction remained relatively stable.
- Satisfaction levels in Lake Tekapo and Rural Mackenzie were the highest.

Half (53%) had read any of the Council’s strategic documents or plans.

Figure 14.1. Satisfaction with council’s communication approach

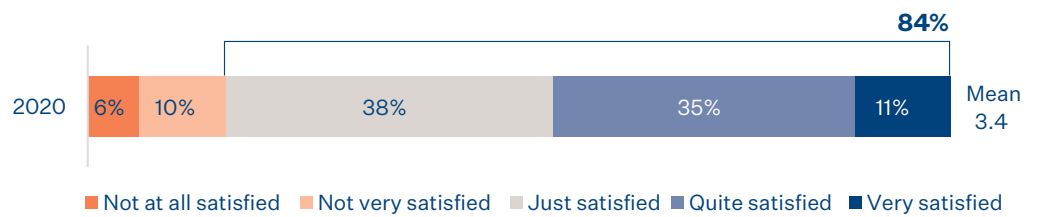


Figure 14.2. Council’s communication approach – Trend analysis

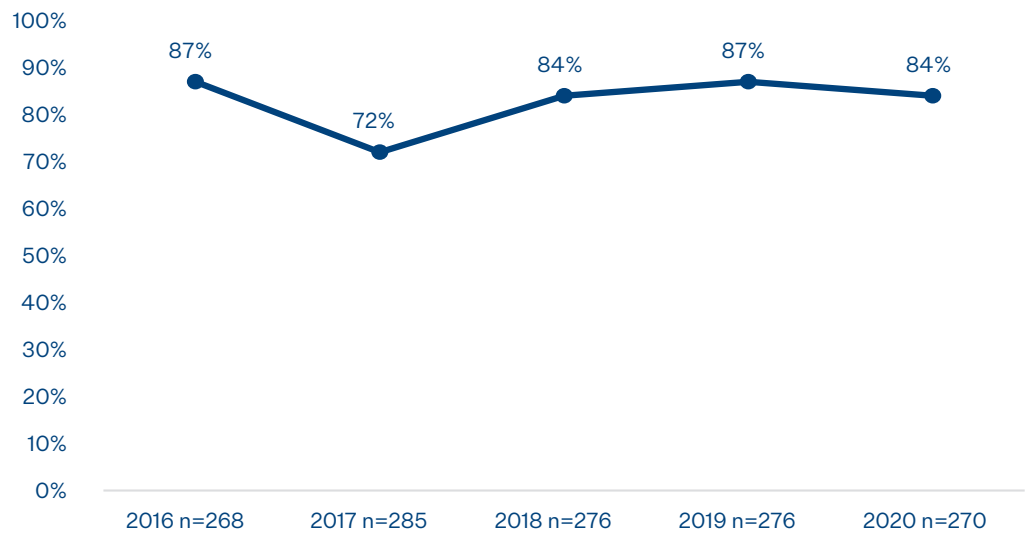


Table 14.3. Council's communication approach – By region

	Mean score	Satisfied	Total number of respondents
Fairlie	3.3	79%	53
Lake Tekapo	3.6	96%	25
Twizel	3.3	78%	93
Rural Mackenzie	3.4	90%	99

Performance of council staff, Councillors and Mayor

15

15.1 Council staff and management

77% were satisfied with Council staff and management. 46% were satisfied and 30% somewhat satisfied.

- Levels of satisfaction decreased slightly since last year.
- While sample sizes were low, results indicated that residents from Lake Tekapo and Rural Mackenzie had higher levels of satisfaction.

Figure 15.1.1. Satisfaction with the performance of Council staff and management

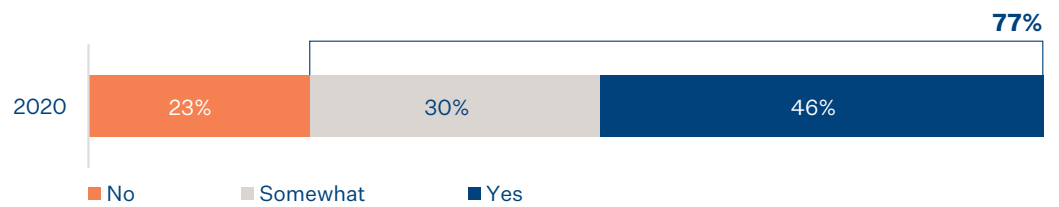


Figure 15.1.2. Council staff and management – Trend analysis

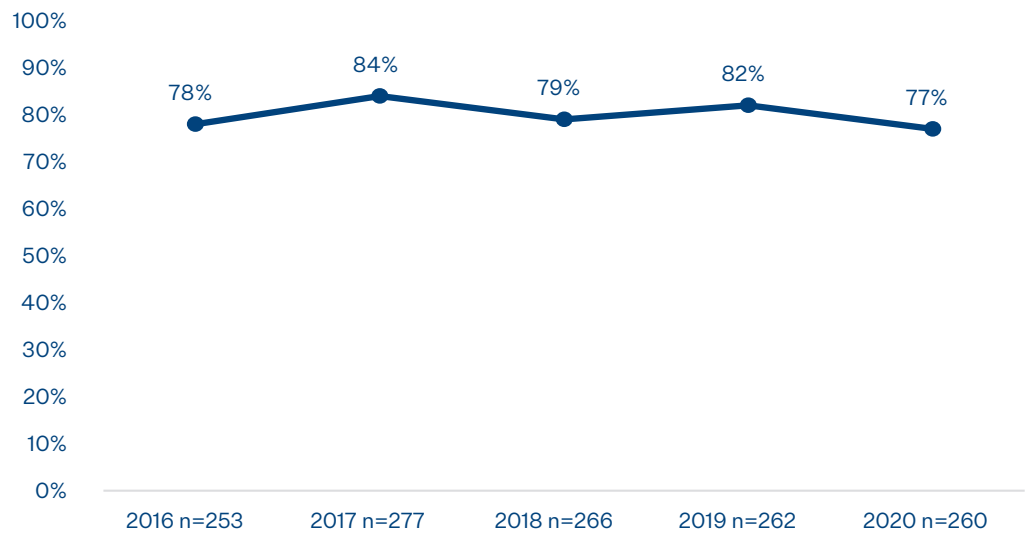


Table 15.1.3. Council staff and management – By region

	Agree or somewhat agree	Total number of respondents
Fairlie	68%	50
Lake Tekapo	84%	25
Twizel	80%	92
Rural Mackenzie	75%	93

15.2 Councillors and Mayor

89% were satisfied with the councillors and mayor.

- Satisfaction has remained stable.
- The Annual Plan Target of 60% or above has been met.
- Overall, satisfaction across regions was similar; however, residents in Fairlie were more likely to only be 'somewhat satisfied'.

Figure 15.2.1. Satisfaction with the performance of Councillors and the mayor

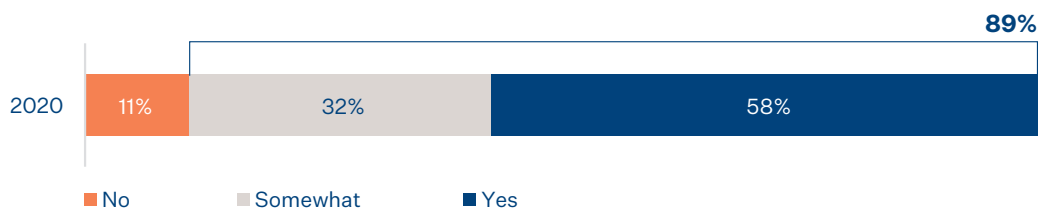


Figure 15.2.2. Councillors and the mayor- Trend analysis

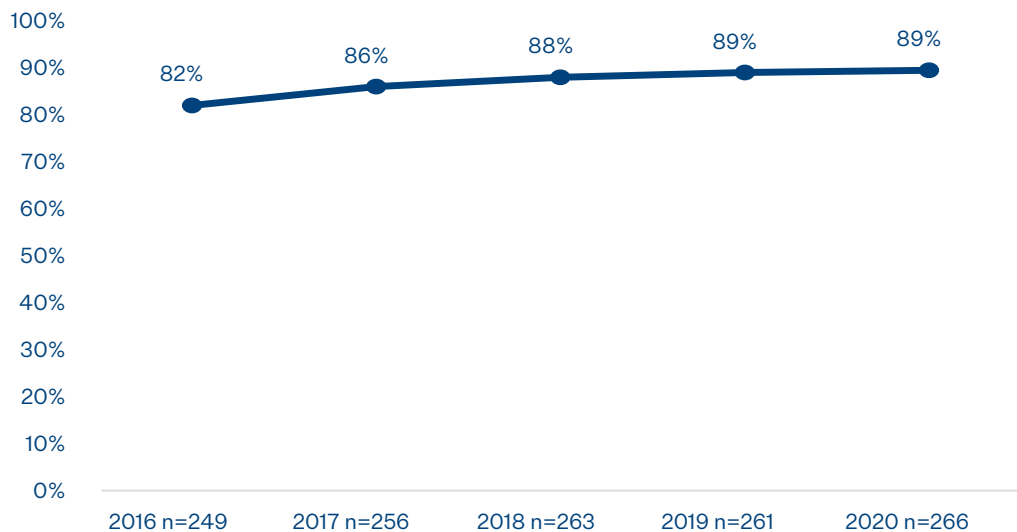


Table 15.2.3. Councillors and the mayor – By region

	Agree or somewhat agree	Total number of respondents
Fairlie	89%	53
Lake Tekapo	84%	25
Twizel	88%	90
Rural Mackenzie	93%	98

Value for money

16

73% believed rates are good, very good or excellent value for money.

- Satisfaction improved since last year.
- Residents in Rural Mackenzie were significantly less likely to feel they received good value for their rates (58%).

Figure 16.1. Value for money perceptions

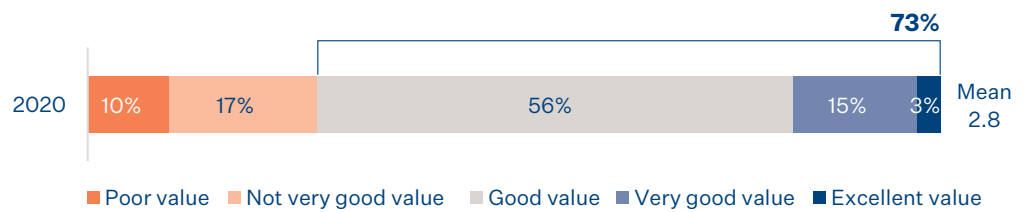


Figure 16.2. Value for money– Trend analysis

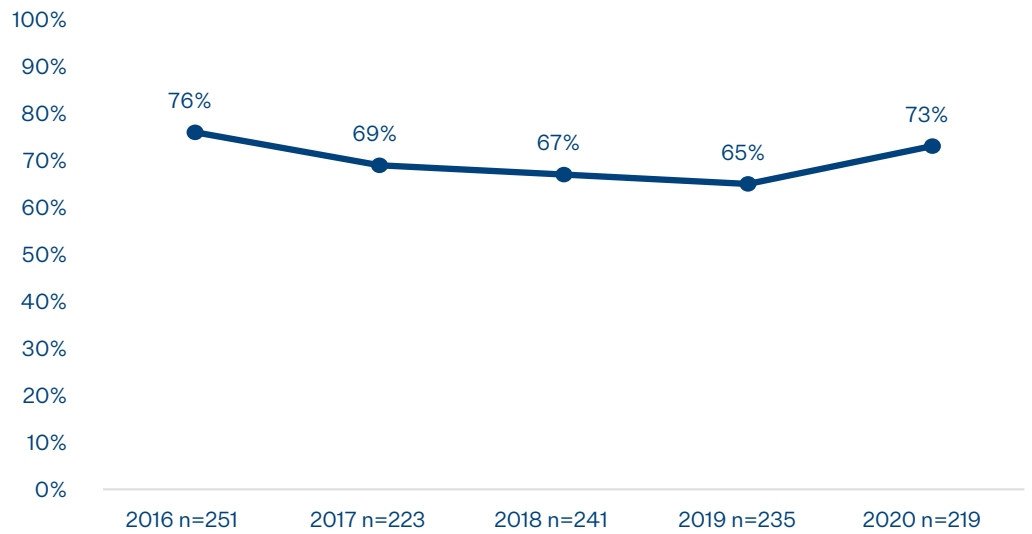


Table 15.3. Value for money – By region

	Mean score	Good, very good or excellent value	Number of respondents
Fairlie	3.1	87%	47
Lake Tekapo	3.0	79%	19
Twizel	3.0	79%	75
Rural Mackenzie	2.5	58%	78

Appendix One: Demographic Profile

17

Table 17.1. Age

	%	Number of respondents
18-29 years	18%	51
30-44 years	22%	60
45-64 years	38%	105
65+ years	22%	61
Total	100%	277

Table 17.2. Gender

	%	Number of respondents
Male	52%	145
Female	48%	130
Total	100%	277

Table 17.3. Location

	%	Number of respondents
Fairlie	19%	53
Lake Tekapo	9%	26
Twizel	34%	94
Rural Mackenzie	38%	104
Total	100%	277

Table 17.4. Ward

	%	Number of respondents
Pukaki Ward	52%	145
Opuha Ward	48%	132
Total	100%	277

Table 17.5. Ratepayer status

	%	Number of respondents
Permanent/resident ratepayer	73%	201
Absentee/ non-resident ratepayer	8%	21
Resident (does not pay rates)	19%	53
Don't know	1%	2
Total	100%	277

Table 17.6. Ratepayer status by age

	18-29 years	30-44 years	45-64 years	65+ years	Number of respondents
Permanent/resident ratepayer	37%	73%	81%	87%	201
Absentee/ non-resident ratepayer	6%	3%	10%	8%	21
Resident (does not pay rates)	53%	23%	9%	5%	53
Don't know	4%	-	-	-	2
Total	51	60	105	61	277



RESEARCH FIRST

Research First Ltd
Level 1, 23 Carlyle Street
Sydenham, Christchurch 8023
New Zealand

0800 101 275
www.researchfirst.co.nz