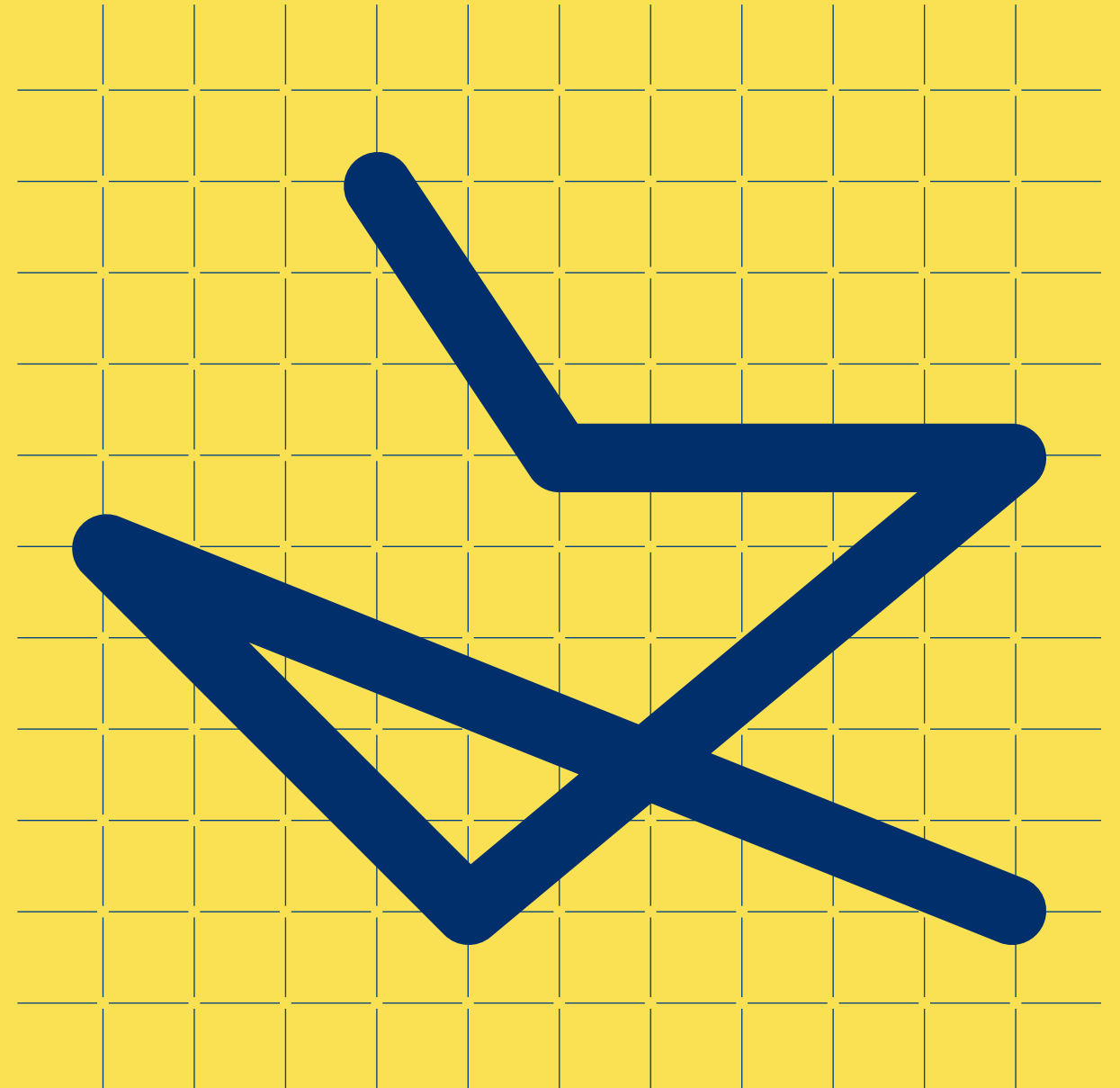
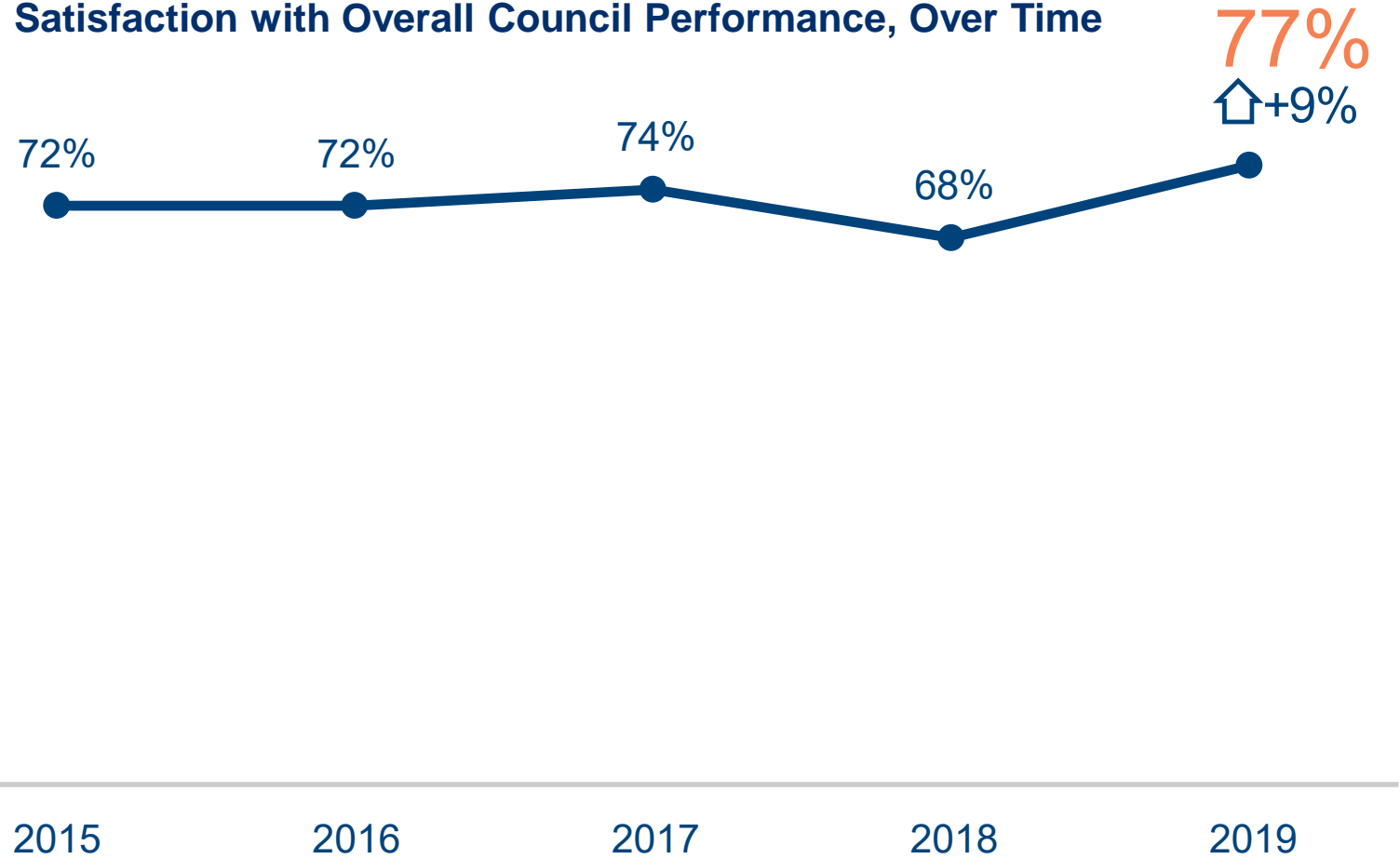


Annual Residents' Survey Results 2019

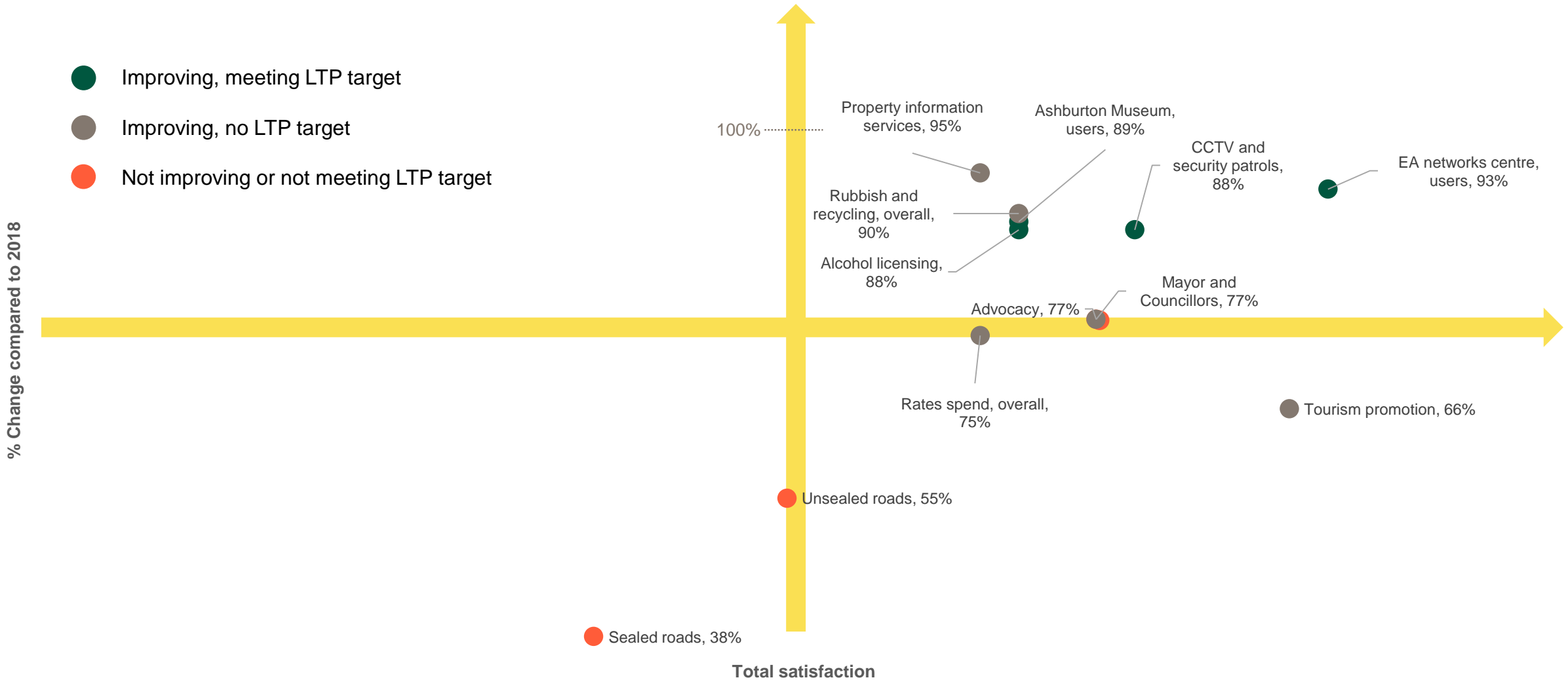


2019 has seen a large improvement in overall satisfaction with the Council

Satisfaction with Overall Council Performance, Over Time

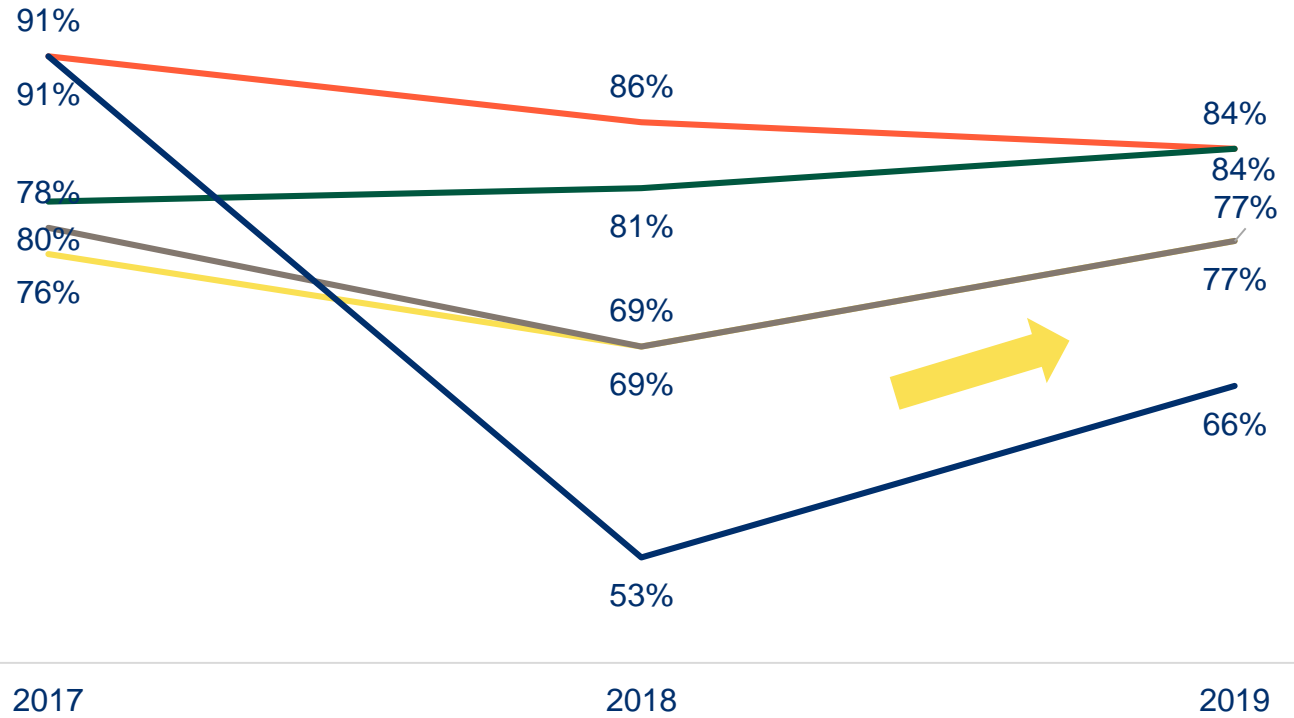


Ten measures have seen significant (>5%) improvement since 2018



Public services and advocacy are the biggest overall improvement areas, in the eyes of residents

Satisfaction with selected Public Services, 2017-2019



- Mayor and Councillors
 Council Staff
 Advocacy Role
- Economic Development
 Tourism Promotion

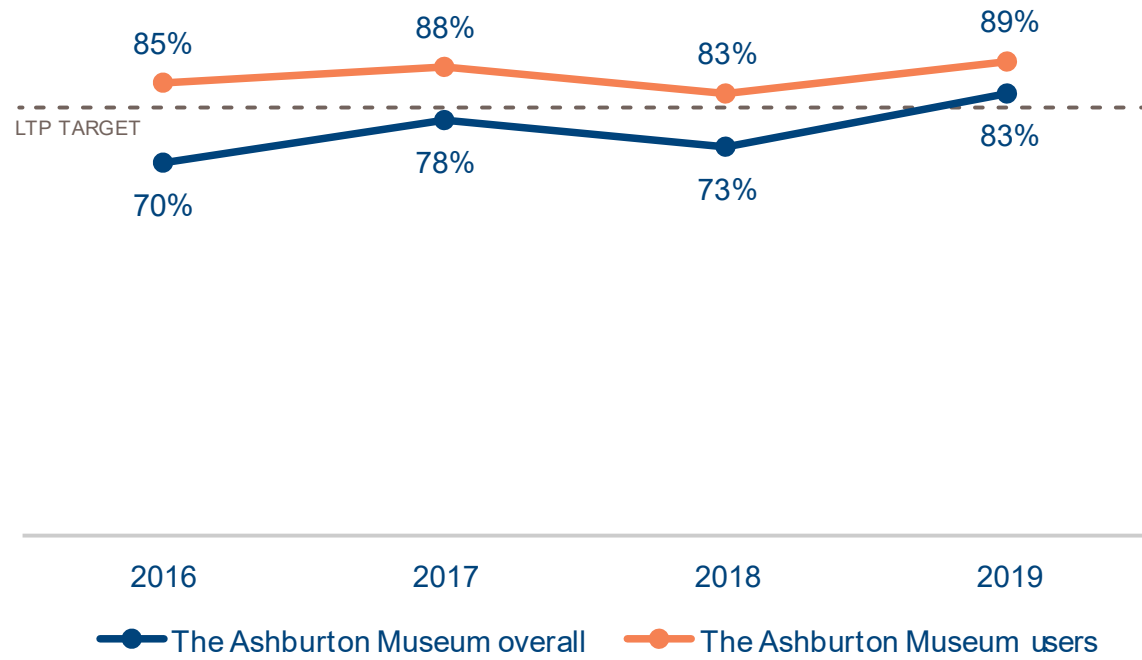
2018 criticisms focused on what the Council was doing; in 2019 the focus is on what they are not doing

Top five reasons for dissatisfaction with Mayor and Councillors	2018 mentions	2019 mentions
Poor decision-making	56	23
Serve own agendas/business interests	38	13
Don't listen to the community	22	20
Unhappy about I-SITE closure	15	4
Poor performance/not doing much	14	20

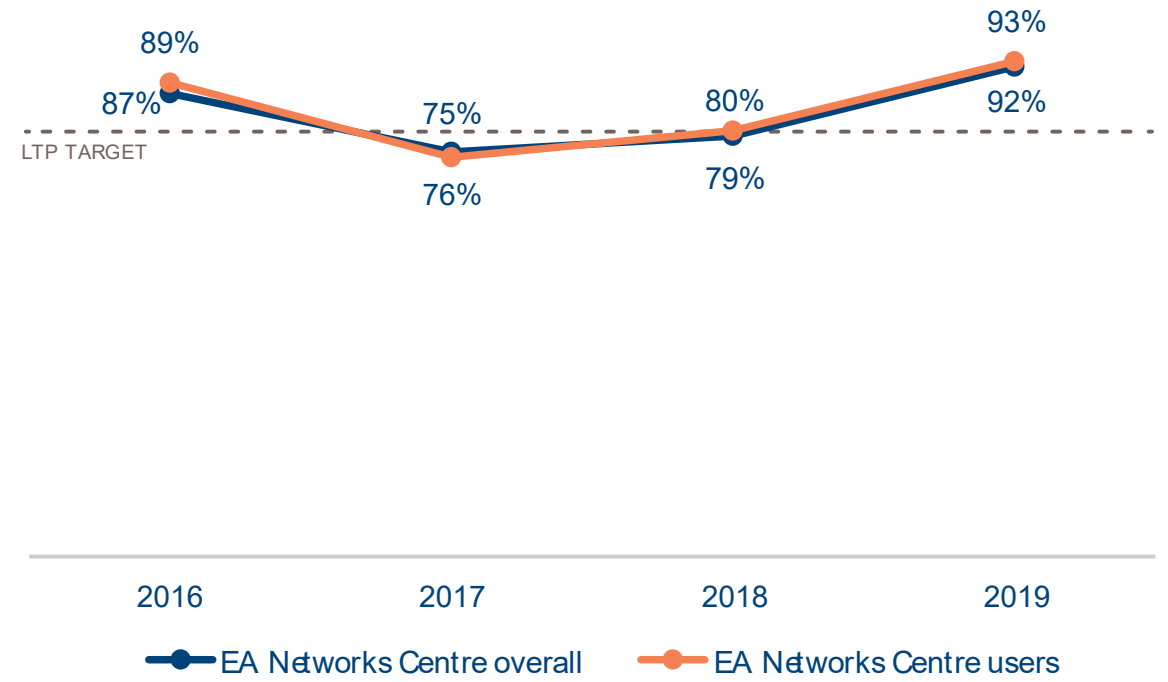
Top three reasons for dissatisfaction with the Council's advocacy role	2018 mentions	2019 mentions
Ineffective lobbying	-	31
Too little money spent	-	30
Lack of transparency/communication on the issues	-	8

The Ashburton Museum and EA Networks centre have seen some of the largest increases in satisfaction

Satisfaction with Ashburton Museum, Over Time



Satisfaction with EA Networks Centre, Over Time



Funding the arts remains polarising; many believe these funds might be better directed at improving roading

**Main Areas Council Should Decrease Spend
(>2% mentioned)**

	Percentage of Respondents
Art Gallery/art in general	16%
Museum	8%
Council staff/wages	3%
Unwanted buildings/projects in general	3%
Council building	3%
EA Networks centre	3%
Nothing/don't know	69%
Total	400

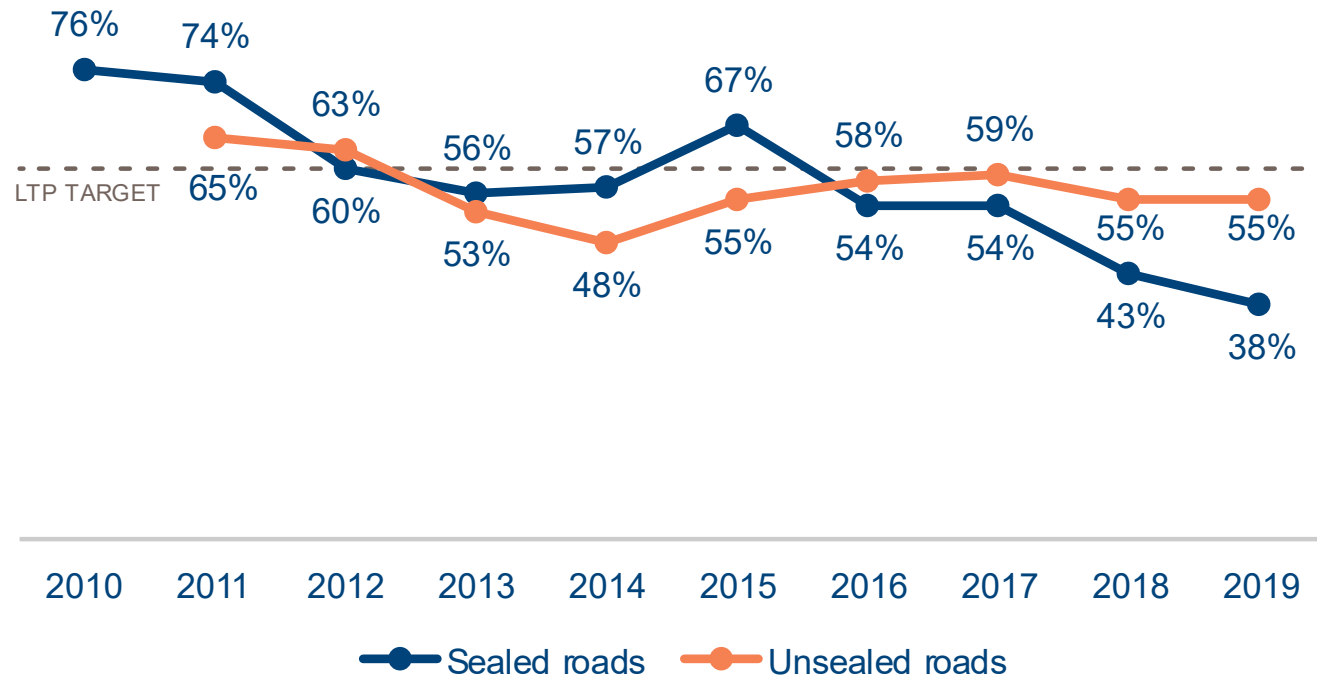
**Main Areas Council Should Increase Spend
(>2% mentioned)**

	Percentage of Respondents
Roading/roads	34%
Social/community services	6%
EA Networks Centre	5%
Waste management/recycling	5%
Playgrounds/parks/reserves	4%
Footpaths	4%
General maintenance	3%
Nothing/don't know	42%
Total	400

Road condition remains the number one challenge for the Council going forward, especially in rural areas

Satisfaction with...	Urban residents	Rural residents
...unsealed roads	64%	42%
...sealed roads	45%	28%

Satisfaction with Transportation, Over Time



Other notable challenges and successes

Challenges

- More residents are mentioning chlorine in the water than seen previously
- Satisfaction with drinking water supply, and kerbside collection, remains significantly lower amongst rural residents than urban ones

Satisfaction with...	Urban residents	Rural residents
...drinking water	85%	65%
...kerbside collection service	96%	46%

Successes

- The public largely feels safe, with significant increases in satisfaction for alcohol licensing (+6%) and CCTV and security patrols (+9%)
- All regulatory services maintained a high level of satisfaction
- Satisfaction with rubbish and recycling services increased 6% and now sits at 90%
- 90% of those who contact the Council are also satisfied with the response

Overall, residents view the Council as effective, trustworthy and transparent, taking the district in the right direction

They seek above all else a Council who will continue to work on behalf of the district to drive growth.

	2018	2019
Satisfaction with rates spend, overall	70%	75%
Agree: You're clear about what Council does, and the services and facilities it offers	90%	91%
Agree: You're confident that Ashburton District is going in the right direction	85%	88%
Agree: You trust Council to do the right thing for the district and its communities	78%	83%
Satisfaction with new resident support	-	94%

Thank you