

**Invercargill City Council  
Residents Survey  
Quarter 3, 2024/25**



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## About the research

The Invercargill City Council Residents Survey is conducted on an ongoing basis throughout the year, with quarterly promotion and reporting. This provides a tool to the Council for ongoing engagement with the community, while minimising the influence of seasonal and one-off events. Data collection is undertaken using an online survey design, with printed copies of the survey available to those who may be interested in taking part who are not comfortable using online data entry.



The survey questionnaire includes core questions about factors that the Council has identified as being Key Performance Indicators (KPIs). These are measured on an ongoing basis. In addition, in most quarterly data collection periods, non-core questions are included that relate to specific issues or initiatives that the Council is looking to undertake. In Quarter Three, most of the questions posed in previous quarters were included. In addition, respondents were asked to identify their preferences regarding the levels of service provided by the Council across various key services. A question regarding pride in Invercargill and Bluff was not included in Quarter Three.

Prior to 2022 the Residents Survey was conducted using a telephone survey design. As relatively few households now have landline telephones, this design was discontinued in 2022 due to the risk of significant bias. Data from surveys prior to 2022 are not included in the trend analysis due to the change in sampling design.

Since 2022, various tools have been used to engage residents. This has included invitations circulated through direct mail to households within the Invercargill city boundaries, advertising using traditional and social media, promotion of the survey through community groups and the Council's website, and notifications incorporated into emails sent by the Council to people who have provided their email addresses to the Council for use in various contact databases. In Quarter Three, the survey has been publicised through the Council's Let's Talk website, and direct mail to all Invercargill District ratepayers. In Quarter One, 230 responses were received; in Quarter Two, 237 responses; and in Quarter Three, 376 were received. This report therefore includes responses from 843 people and provides data with a margin of error of +/-3.4%.

Responses were analysed based on demographics of age, gender and ethnicity, and the proportion of responses were contrasted with the Invercargill population data from the 2023 Census. The analysis of demographic responses indicated a balanced sample based on gender. However, when analysed based on age the data set included a higher proportion of residents aged over 65. As a result, the data have been weighted based on the age of the respondents.

## Research & Analysis

The sampling process for the 2024/25 data collection has been generally aligned with the design used in the previous three years, and results have been contrasted with the results from those years.

Over the past decade many New Zealand LGAs have made similar changes in data collection processes for their resident surveys. While the process used in this survey has been structured to minimise the risk of bias, an inherent aspect of self-selected response surveys is that respondents are more likely to engage if they feel that they have something to contribute to the outcome. As a result, there tend to be more 'negative' respondents than 'positive'.



There has been an increasing trend in recent resident surveying, nationally, to use data collection processes similar to the design used for Invercargill City. Whenever a data collection process is amended, there is a risk of the results showing a distinct change from the previous sampling method. When compared to the previous computer assisted telephone design, results in general have shown a decline in satisfaction with Council performance of around 10%. As these alternate sampling processes have become standard, the ongoing results can reasonably be contrasted with those of the preceding years.

A further complicating factor is the impact of sentiment related to ongoing rate rises on resident perceptions of all services provided by any council. As has been previously noted, Research First Ltd investigated this in 2021, finding that nationwide, New Zealanders believe that rates have been increasing too quickly and were too high. Since that time, year-on-year rate increases have continued to be common in many LGAs. This has been publicised on an ongoing basis in the media, and appears to have resulted in lower sentiment scores regarding Council expenditure.

Finally, responses from the mail-out survey to all ratepayers in Invercargill in Quarter Three resulted in a higher proportion of male respondents than had previously been the case. For some questions, males have a different perception to that of females. As a result, there have been variations in some of the metrics measured in this survey. The combined effect of these factors may impact on the results for some KPIs within the Council.

## Levels of Service – Council Services

Once every three years the Council includes a series of questions related to the community's priorities and preferences for the provision of key services. For each service, residents are asked to rate the relative importance of a wide range of services, then asked to identify their preference for various levels of investment. The services measured were:

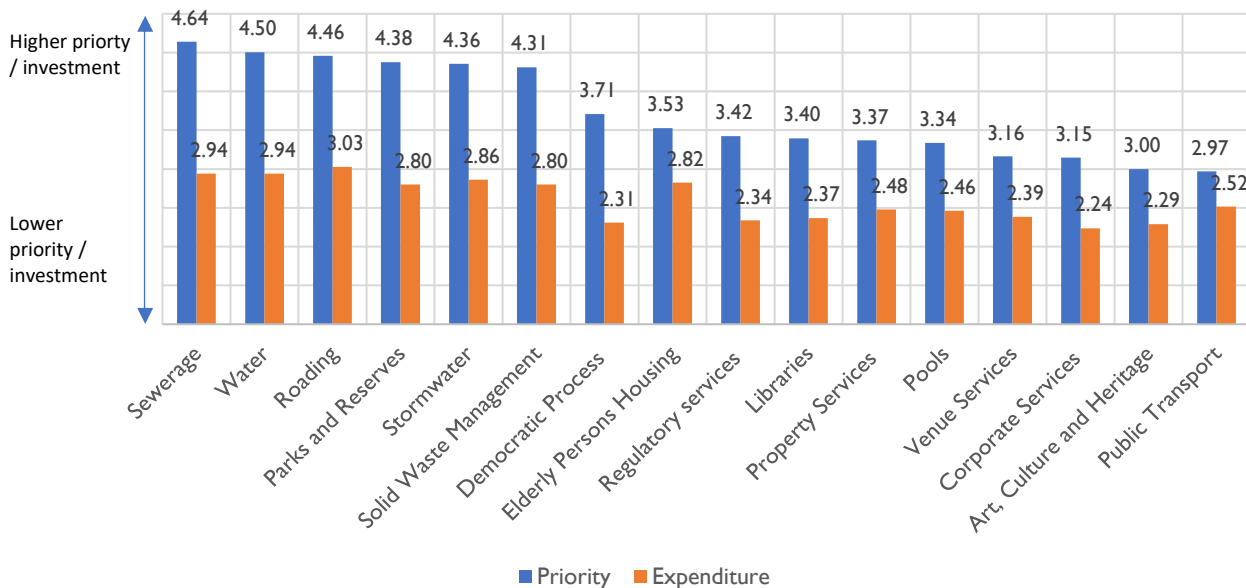
- Water
- Stormwater
- Sewerage
- Roding
- Solid Waste Management
- Parks and Reserves
- Libraries
- Pools
- Art, Culture and Heritage (including He Waka Tuia, heritage storage and the future Te Unua – Museum of Southland)
- Venue Services (including Civic Theatre, Scottish Hall, Rugby Park)
- Public Transport (Invercargill buses and Total Mobility scheme)
- Elderly Persons Housing
- Regulatory services (including Animal Services, Building Services, Compliance, Environmental Health and Resource Management)
- Democratic Process (including elections, support for governance, consultations and community engagement)
- Corporate Services (including customer services, financial management, IT, information management, procurement, people and culture, communications and quality assurance.)
- Property Services (including building maintenance)

For each service, respondents were asked:

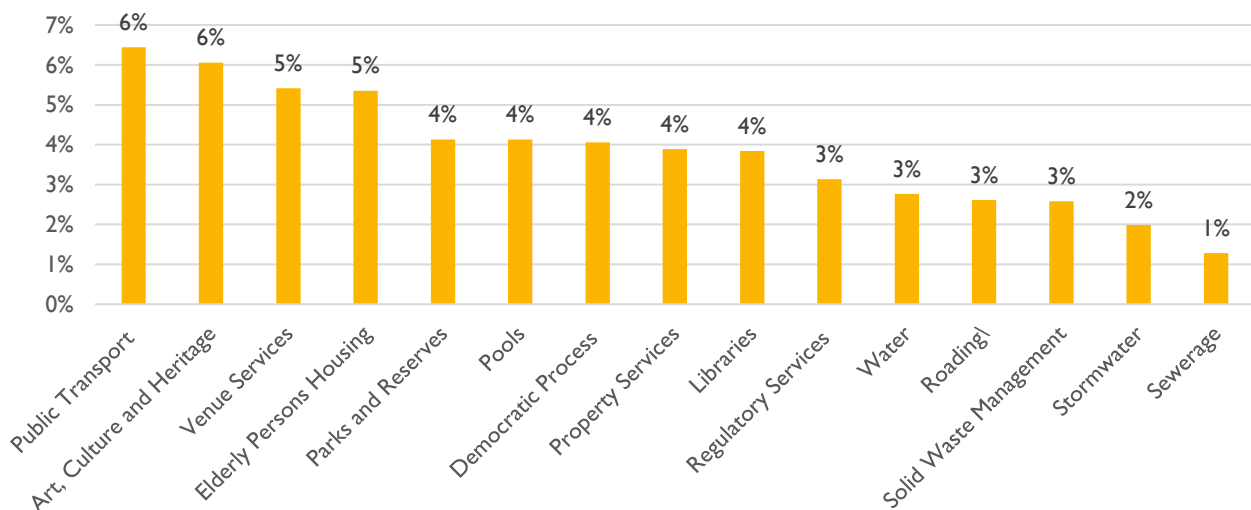
- The Invercargill City Council provides a range of services to help create a safe, vibrant, resilient and innovative city. How important is the provision of these services to you? Please rate each of the following services on a scale from 1 to 5, where 1 = not very important to 5 = very important.
- For each of these services, do you think ICC should:
  - (1) Pay less and accept lower levels of service;
  - (2) Pay the same and accept that service levels will be slightly lower;
  - (3) Pay a little more to maintain the level of service,
  - (4) Pay more for a higher level of service,
  - (5) Council no longer deliver the service at all

When the results were analysed in order of priority, there were six services that the residents identified as being priorities: sewerage, water, roading, stormwater, solid waste management, and parks and reserves. In contrast, the two services that were considered to be the lowest priority were public transport and arts, culture and heritage, and were the least highly rated, with an average importance of approximately 3.0.

The responses regarding the preferred expenditure have been presented in line with the prioritisation. Noting that the mid-point rating of 3.0 would imply paying a little more to maintain the level of service, the service with the highest score was roading, the only service where residents overall had a rating of more than 3.0. Other areas where expenditure was prioritised were sewerage, water, stormwater, and elderly housing. In contrast, the services where residents looked to see the least investment were corporate services, arts and culture, and democratic processes.



Residents could identify that they did not believe that Council should offer any given service. For each service, a small proportion of respondents indicated that this was the case. The services that were most likely to be identified as offered by Council were Public Transport, Art, Culture, and Heritage, Venue Services, and Housing for the Elderly.



Residents were asked to provide details regarding their preferences for expenditure<sup>1</sup>. These have been grouped according to common themes, as follows:

### 3 Waters

Do you have any feedback or comments about opportunities for Water, Stormwater and/or Sewerage Services where you would be willing to accept a lower level of service to make savings?

|                                                        | # of responses |
|--------------------------------------------------------|----------------|
| Find and use alternate water sources                   | 23             |
| There is no water service in my area                   | 18             |
| Council should promote or subsidise water tanks        | 14             |
| Stop increasing rates                                  | 14             |
| Non-elected people have too much say                   | 12             |
| Work within the budget                                 | 11             |
| Install water meters                                   | 10             |
| Improve regular maintenance                            | 7              |
| All water services are essential, should be a priority | 6              |
| Don't install water meters                             | 2              |
| Would pay more to maintain service                     | 2              |
| Other                                                  | 5              |

The most frequent comments related to integrating an additional water source into the ICC water system. Sources identified included Lake Hauroko, the Aparima River, and aquifers. Many people suggested that water supplies could be augmented by people having water tanks to capture water on their properties, with people suggesting that Council subsidies for tanks could be a cost-effective option for increasing available water supplies. Several people suggested installing water meters and having a user-pays system. 'Other' comments included having central government support water costs, collaborating with SDC to provide water services, providing greater transparency in the cost of water and addressing sewerage discharge into the New River Estuary.

### Roading

Do you have any feedback or comments about opportunities for Roothing services where you would be willing to accept a lower level of service to make savings?

|                                        | # of responses |
|----------------------------------------|----------------|
| Don't pay more, manage spending better | 33             |
| Road maintenance needs better planning | 32             |
| Issues cited with specific roads       | 28             |
| Roads need better maintenance          | 23             |
| Manage roadside planting better        | 18             |
| Roads are currently fine               | 16             |
| Roads are already very poor            | 15             |
| Footpaths need maintenance             | 12             |
| No more cycleways                      | 9              |
| Comments about road signs              | 8              |
| Worksite traffic management is poor    | 7              |
| Comments about poor driver behaviour   | 7              |
| Restrict heavy vehicle use in city     | 6              |
| More cycleways                         | 3              |
| City needs better public transport     | 2              |
| Other                                  | 19             |

<sup>1</sup> Full details of responses are included in the appendix.

Many people commented about the ability to prioritise road maintenance. These comments were grouped into two categories. Firstly, people raised concerns about the time taken for road maintenance projects, the lack of long-term fixes, and the resultant need to re-address the issue. People perceived that Council is spending more than it needs to in making payments to contactors to provide poor-quality maintenance. The second parallel concern was that due to lack of planning, road works may be required to address various underground services in the same areas, resulting in roads being dug up and re-laid for different reasons within a short period.

Many people expressed concern about the maintenance of plants around the roads. These covered two areas. Firstly, that plants often obstruct visibility, creating risks for drivers. Secondly, that the lack of maintenance of plantings left the city looking run-down.

Another common aspect of peoples comments related to road signs. Some felt that road work maintenance signs were left in place when no work was being undertaken, and as a result, people ignored the warning signs. Others suggested more signs were needed such as more frequent speed limit signs to increase awareness of speed limits, more 'keep left' signs on multi-lane roads, and for signs in Māori to be removed.

'Other' comments included increasing availability of disabled parking, having developers pay for roads and footpaths in new developments, reducing the incidence of crashes, having Council listen to feedback from surveys and implement changes, having more red-light cameras in the city, and having better enforcement of road rules.

## Solid Waste Management

Do you have any feedback or comments about opportunities for Solid Waste Management Services where you would be willing to accept a lower level of service to make savings?

|                                                               | # of responses |
|---------------------------------------------------------------|----------------|
| No waste pick-up in my area                                   | 30             |
| Don't increase costs                                          | 17             |
| Current service is effective, don't add to it                 | 14             |
| Drop-off for various waste is better than multiple pick-ups   | 13             |
| Add a green bin pick up                                       | 12             |
| Don't add a glass pick-up                                     | 11             |
| Don't add a green bin pick up                                 | 11             |
| Need better communication about waste management from Council | 11             |
| Add a glass pick-up                                           | 6              |
| Reduce pickup frequency to minimise costs                     | 6              |
| Other                                                         | 19             |

Community responses regarding waste management related to managing costs. Many identified that they do not have a waste service in their area. The most common response about the service was that it was currently effective and didn't need to be changed. Many suggested that if additional services were required, they should be in the form of drop-off points rather than additional collections.

People responded to the suggestions of adding a green waste and/or a glass pick up service. There were similar numbers who supported a green waste service and who didn't want to see it introduced. More were against having a glass waste bin than supported it. Several suggested that the weekly pick-up service could be cut back to fortnightly to reduce costs. 'Other' comments included greater policing of the recycling service, with fines for people who used it incorrectly, consideration of installing a waste-to-electricity generation system, increasing the areas where pick up services were provided, and adding a soft plastics pick up service.

## Parks and Recreation

Do you have any feedback or comments about any areas of ICC's Parks and Recreation service where you would be willing to accept a lower level of service to make savings?

|                                                 | # of responses |
|-------------------------------------------------|----------------|
| Prioritise Council expenditure more effectively | 22             |
| Spend more on parks and recreation              | 14             |
| Service is already good                         | 13             |
| Comment about landscaping or facilities         | 13             |
| Don't lower service                             | 11             |
| Don't increase expenditure                      | 9              |
| Lower service                                   | 4              |
| Limit increases in expenditure to CPI           | 4              |
| User pays for sports facilities                 | 3              |
| Other                                           | 10             |

Residents' main concern with parks and recreation services was that funding wasn't used effectively. This included issues such as investing in sculptures, planting low-maintenance plants, and selling some under-used parks to help fund better maintenance. Many commented on landscaping or facilities, including increasing the space available for dog parks, increasing native plantings, and making sure toilets and waste bins were present in parks. 'Other' comments included encouraging families to use parks, keeping the golf links, having community working bees to save costs, and running an environmental management programme in a park.

## Splash Palace

Do you have any feedback or comments about any areas of Splash Palace service where you would be willing to accept a lower level of service to make savings?

|                                                                              | # of responses |
|------------------------------------------------------------------------------|----------------|
| Don't lower standards                                                        | 20             |
| Should be more user-pays                                                     | 18             |
| Don't increase rates investment                                              | 7              |
| Good facility                                                                | 7              |
| Lower standards to maintain costs                                            | 7              |
| Currently poorly maintained                                                  | 6              |
| Comment about the facilities (e.g. improve sauna, improve seats for viewers) | 5              |
| Increase investment from rates                                               | 4              |
| Not user-friendly for elderly or disabled                                    | 2              |
| Other                                                                        | 3              |

The responses regarding Splash Palace were mixed, with many suggesting that the level of investment needed to be sufficient to maintain standards, while in contrast, others suggested that those who use the facility should bear a larger part of the costs. There were some comments regarding the quality of the maintenance, and whether the facility had the appropriate infrastructure to meet the needs of some in the community (e.g. viewers, elderly, and disabled). 'Other' comments included suggesting selling the venue, changing the menu in the café, and suggesting that it was in the wrong part of Invercargill to adequately meet community needs.

## Library

Do you have any feedback or comments about any areas of the library service where you would be willing to accept a lower level of service to make savings?

|                                      | # of responses |
|--------------------------------------|----------------|
| Maintain current service             | 15             |
| Libraries are no longer relevant     | 13             |
| Reduce spending                      | 7              |
| Introduce more user-pays             | 6              |
| Don't increase investment            | 5              |
| Increase investment                  | 4              |
| Cut back opening hours to save costs | 4              |
| Don't reduce services                | 4              |
| Other                                | 9              |

While relatively fewer people responded regarding the library, most were in favour of maintaining the current service. In contrast, several suggested that libraries were less relevant in today's digital society, and that as a result, service levels could be lowered. Some suggested reducing the hours of operation to reduce costs. 'Other' comments included seeking businesses to sponsor the library as a method of funding, adding a café, increasing the number of digital publications available, and integrating libraries nationally.

## Arts, Culture, and Venues

Do you have any feedback or comments about any areas of our arts, culture or venues services where you would be willing to accept a lower level of service to make savings?

|                                                           | # of responses |
|-----------------------------------------------------------|----------------|
| Reduce spending in this area                              | 25             |
| City needs a museum and an art gallery                    | 13             |
| Increase level of user-pays to fund this                  | 11             |
| Reduce the level of service                               | 10             |
| Maintain the level of service                             | 8              |
| Reconsider low-quality venues (Scottish Hall, Rugby Park) | 5              |

|                                      |   |
|--------------------------------------|---|
| Increase spending in this area       | 4 |
| Don't know what He Waka Tuia is      | 4 |
| Don't increase spending in this area | 3 |
| Other                                | 9 |

The most common response regarding investment in arts, culture, and venues was that it was a lower priority for expenditure than other services, and as a result, was an area where expenditure could be limited. While many indicated that there was a need for a museum and art gallery, others suggested that there could be a user-pays component to this. 'Other' comments included noting that if there was user pays, people wouldn't be able to afford to use the services, that many couldn't afford them at the moment, or that there should be a separate entity responsible for arts and culture, as is the case in Dunedin.

## Public Transport

The Government is requiring bus users to pay more of the cost of providing the Passenger Transport service. Do you have any feedback or comments about any areas of Passenger Transport service where you would be willing to accept a lower level of service to make savings?

|                              | # of responses |
|------------------------------|----------------|
| Poor timetable and/or routes | 28             |
| Don't use                    | 23             |
| Increase user pays           | 22             |
| Pay more through rates       | 20             |
| Use smaller buses            | 18             |
| Service is underused         | 11             |
| Maintain services            | 7              |
| Reduce expenditure           | 6              |
| Reduce services              | 5              |
| Maintain current costs       | 5              |
| Other                        | 9              |

A common concern with the public transport was that the scheduling and routes didn't meet people's needs. In parallel with this, many identified that they didn't use the service. People suggested that there could be a higher level of user-pays for bus service users, or that smaller buses may be a more economical option for the service. 'Other' comments included limiting the spread of new suburbs to help centralise the population, providing discounts for elderly or people with disabilities, and that the government initiative is short-sighted and not practical at a local level.

## Property Services

Do you have any feedback or comments about any areas of ICC's Property Services (which includes public toilets and building maintenance) where you would be willing to accept a lower level or service to make savings?

|                                                  | # of responses |
|--------------------------------------------------|----------------|
| Maintain current standards                       | 16             |
| Poorly maintained                                | 9              |
| Don't increase expenditure from rates            | 6              |
| Well maintained                                  | 4              |
| User pays – a small fee to use the public toilet | 4              |
| Don't lower standards                            | 3              |
| Not enough public toilets                        | 3              |
| Don't reduce services                            | 2              |
| Increase investment from rates                   | 2              |
| Other                                            | 11             |

Most respondents supported maintaining the current level of service for public toilets. Some suggested that the current investment didn't provide hygienic services, with low quality maintenance and/or cleanliness of facilities. Most 'Other' comments related to rates increases in general (rather than specifically addressing public toilets). Some suggested that building owners could incorporate public toilets in their locations, subsidised by the Council, but available for all.

### Democratic Processes

ICC's Democratic Process activity ensures that the community has the opportunity to be involved in decision-making and understands how the process works. The areas funded by this Activity includes running Local Government Elections, Representation Reviews, supporting elected representatives and providing opportunities for our community to engage with Council.

Do you have any feedback or comments about any areas of ICC's democratic processes services where you would be willing to accept a lower level of service to make savings?

|                                                                       | # of responses |
|-----------------------------------------------------------------------|----------------|
| Dissatisfaction with current Elected Members                          | 28             |
| Poor financial management                                             | 24             |
| Improve Council-community engagement                                  | 11             |
| Stop unelected from having a say                                      | 9              |
| Maintain current level of investment                                  | 8              |
| Reduce Council bureaucracy                                            | 5              |
| Comment regarding specific services (e.g. CCTV and fire safety plans) | 3              |
| Merge with other local councils                                       | 2              |
| Other                                                                 | 3              |

The common theme related to concerns regarding the current councillors, both in terms of their experience and ability to perform their roles and in their ability to provide effective management of the city's finances. Many called for improved engagement between the Council and the community. 'Other' comments included recommending lowering the costs of running the Council, being willing to pay more for better councillors, and suggesting that there should be a permanent Māori seat on Council.

### Regulatory Services

Respondents were asked: Do you have any feedback or comments about any areas of ICC's Regulatory Services (including Animal Services, Building Services, Compliance, Environmental Health and Resource Management) where you would be willing to accept a lower level of service to make savings?

|                                                          | # of responses |
|----------------------------------------------------------|----------------|
| Maintain current levels of service                       | 6              |
| Reduce costs – there is waste in the current bureaucracy | 6              |
| Address animal control issues                            | 2              |
| Parking costs are unreasonable                           | 1              |

Only 15 responses were received. There was a balance between those who felt that the current level of service should be maintained and those who sought to reduce costs without reducing service by addressing bureaucracy.

### Corporate Services

Respondents were then asked: Do you have any feedback or comments about any areas of ICC's Corporate Services (including customer services, financial management, IT, information management, procurement, people

and culture, communications and quality assurance) where you would be willing to accept a lower level of service to make savings?

|                                                       | # of responses |
|-------------------------------------------------------|----------------|
| Don't increase spending/ rates for corporate services | 28             |
| The customer service is already poor                  | 9              |
| Maintain the current level of service                 | 8              |
| ICC's corporate services are bureaucratic             | 7              |
| Customer service is currently good                    | 6              |
| Service is only average now                           | 2              |
| Would pay more for better corporate services          | 2              |
| Current service is well-organised                     | 2              |
| Other                                                 | 7              |

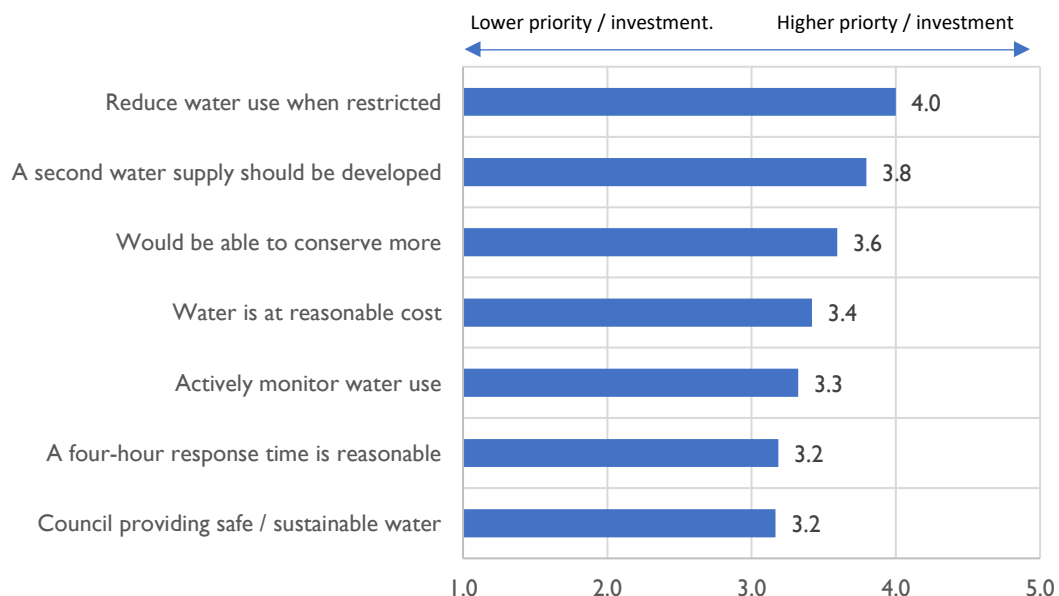
'Other' responses related to parking meters and fines (3), having all property records available online (2), having greater CCTV coverage, and reducing requirements for building consents.

## Water Services

The survey included the statement: Water for Invercargill and Bluff comes from the Oreti River and is a finite resource. Therefore, the Council encourages people to conserve water. Respondents were then asked to rate several factors about their water use on a scale from 1 = strongly disagree to 5 = strongly agree. The statements were:

- I actively monitor my water use
- I reduce my water use when there are water restrictions
- I would be able to conserve more water if required
- The Council is doing enough to provide a safe and sustainable supply of water for Invercargill
- The Council provides water at a reasonable cost
- A four-hour response time for an urgent request regarding water service is reasonable
- Invercargill should develop a second water supply for emergencies in the event of the failure of the only existing scheme (Bransholme)

The statement with the highest level of agreement was that people reduce water use when restrictions are in place, followed by people agreeing that a secondary water supply should be developed. The statement with the lowest level of agreement was that Council is providing safe and sustainable water.



Respondents were then told that some of the in-ground water, stormwater and sewerage infrastructure is nearing the end of its life and needs replacing. They were given a range of choices regarding expenditure. The most preferred option (63%) was that the Council should redistribute rates money to cover renewing the system.

|                                                                                                                                                                        | % of respondents |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Increase and redistribute the rates to cover renewing the system                                                                                                       | 13%              |
| Increase the rates to cover renewing the system                                                                                                                        | 9%               |
| Maintain this infrastructure as well as possible with what's available from the current distribution of rates, keeping in mind that the service will decline over time | 7%               |
| Redistribute how the rates money is spent to cover renewing the system                                                                                                 | 63%              |
| Other - Write In                                                                                                                                                       | 4%               |

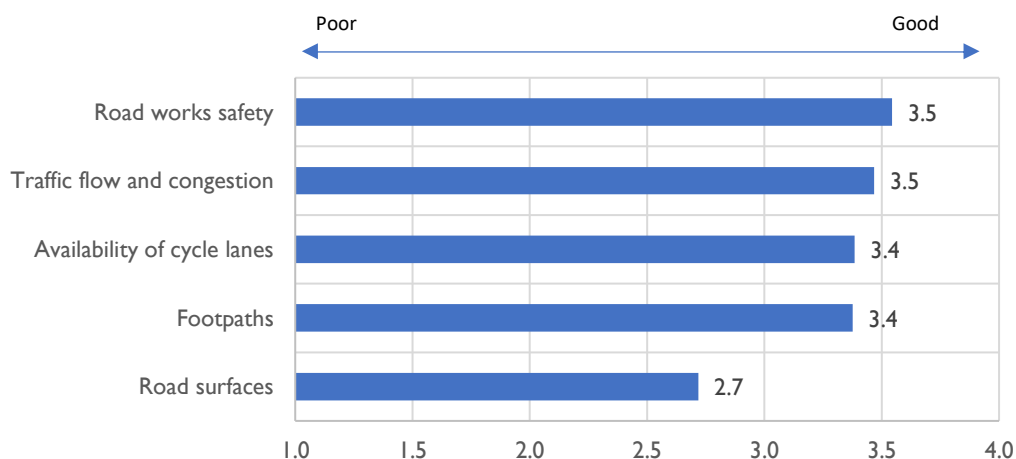
The most common 'Other' responses was not changing rates by re-prioritising expenditure (10 responses), followed by having central government contributed to water (3), using debt funding to pay for infrastructure (2), increase use of water tanks and supply water to a greater number of households (1 each).

## Roading

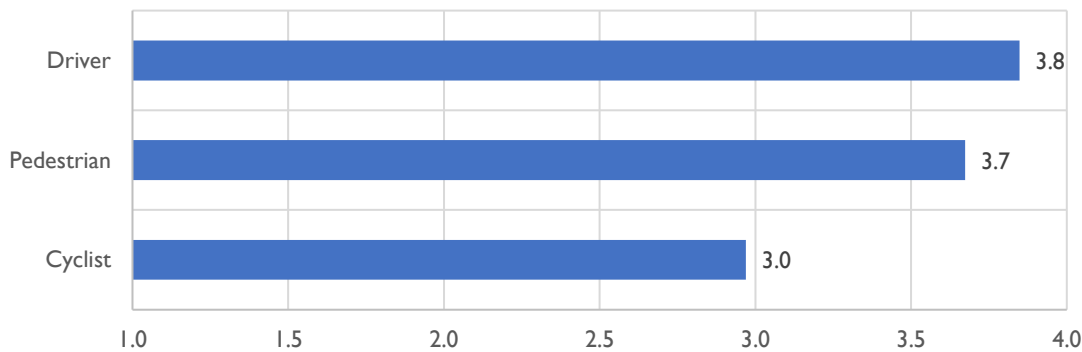
The survey asked respondents to rate their perceptions of several factors associated with roading using a scale from 1 = very poor to 5 = very good. The factors were:

- Traffic flow and congestion
- Footpaths
- Road surfaces
- Availability of cycle lanes
- Road works safety

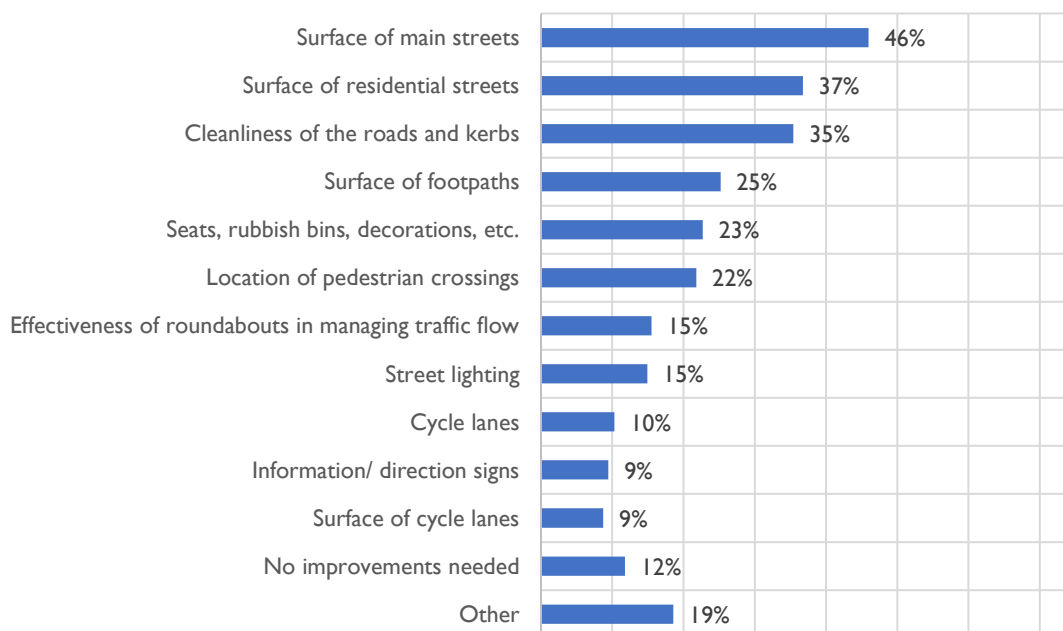
The factor that had the highest overall rating was road works safety, followed by traffic flow and congestion. In contrast, respondents rated road surfaces poorly.



Similarly, respondents were asked to use a five-point scale to rate their perceptions of being safe on Invercargill's roads when they were using them as a driver, pedestrian, or cyclist. Respondents felt safest while driving and least safe while cycling.



In the final question regarding roads, respondents were asked: What, if any, aspects of the city's roading need to be improved? They were presented with a range of options, and were able to select as many as they felt to be relevant. The most identified factor was the surface of the main streets (46%), followed by the surface of residential streets. Only 12% felt that no improvements were needed.



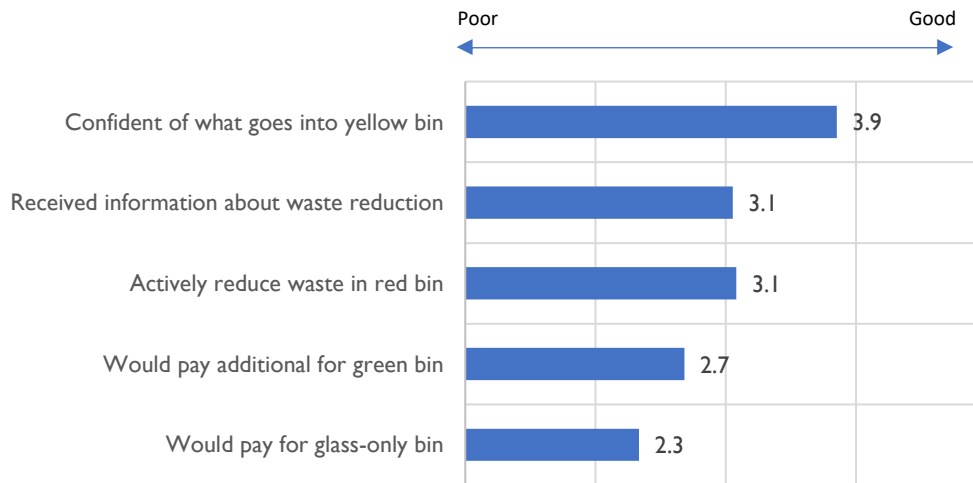
Other responses included the poor management of vegetation around the roads, concerns regarding traffic lights, the condition of rural roads and the State Highway to Bluff, maintenance of residential footpaths, issues regarding speed limits and cycle lanes, and the phasing of traffic lights.

## Solid Waste Management

Respondents were asked to rate a series of statements regarding waste management on a scale from 1 to 5, where 1 = strongly disagree to 5 = strongly agree. The statements were:

- I would be prepared to pay additional costs so that a green waste bin could be provided
- I am confident that I know what can and cannot go into the yellow bin
- I would be prepared to pay additional costs so that a glass-only bin could be provided so that glass could be separated from other waste
- I actively use services which divert waste from my red bin, such as public drop off recycling facilities, soft plastic collection points
- I have received, read or heard material from Invercargill City Council or WasteNet with information on waste reduction or recycling in the past 6 months

Responses showed that most residents agree that they are confident of what goes into a yellow bin. The responses were neutral (i.e. approximately 3) regarding recalling receipt of information about waste reduction in the last six months and that respondents actively reduce waste going into the red bin. When asked about paying additional fees for green bins or glass-only bins, the average response was below 3, indicating residents disagree with introducing these services.

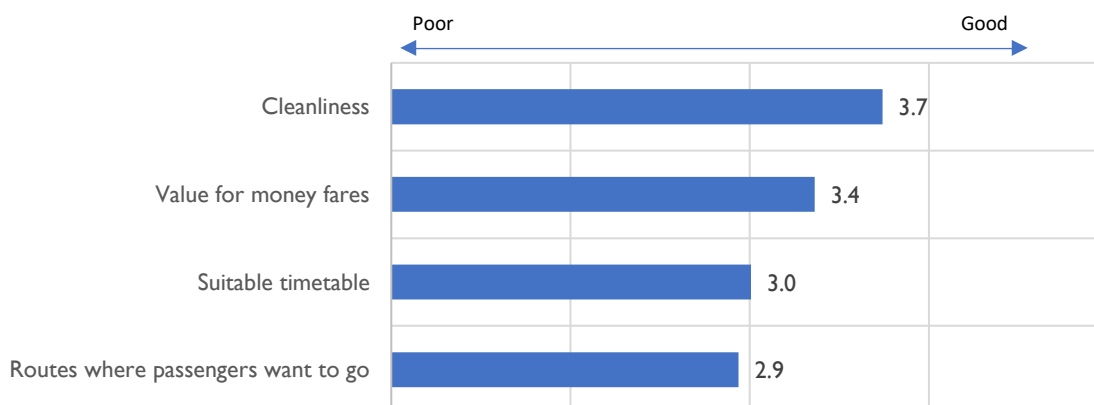


## Public Transport

Respondents were asked to rate their satisfaction with three aspects of public transport in Invercargill using a scale from 1 = very dissatisfied to 5 = very satisfied. The factors were:

- Providing routes where passengers want to go
- Providing a suitable timetable
- Cleanliness of the buses
- Value for money in terms of fare paid

While all four factors were rated in the 2.9 to 3.7 range, the factor with the highest level of satisfaction was the cleanliness of the buses, followed by fares offering value for money, while the lowest rating was that the routes go where passengers want to go.



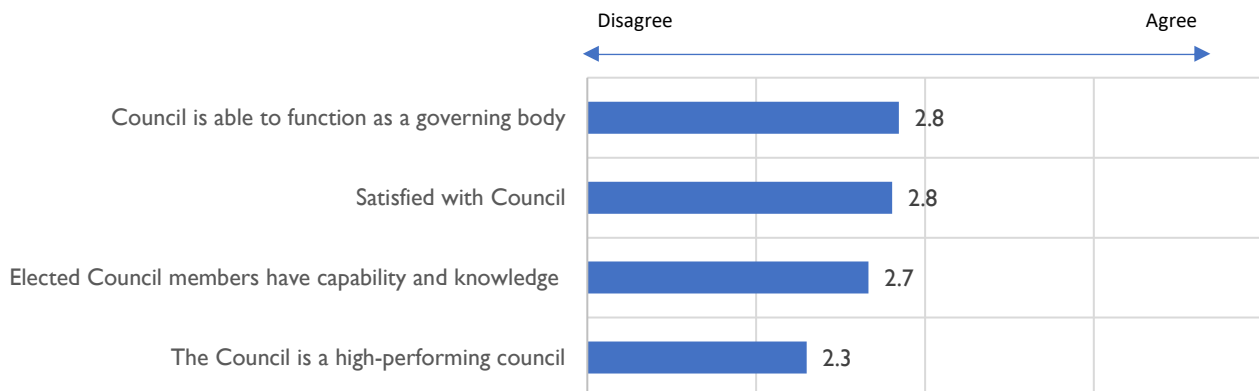
## Democratic Processes

Respondents were asked to consider the democratic processes of Invercargill City Council. They were provided with four statements and asked to rate their agreement with each statement on a scale from 1 = strongly disagree to 5 = strongly agree. The statements were:

- The elected Council is able to function as a governing body
- Elected Council members have the capability and knowledge to make decisions effectively
- Satisfaction with the democratic process of the Council
- The Council is a high-performing council

They were then asked to rate their satisfaction (on a scale from 1 = very dissatisfied to 5 = very satisfied) with the opportunities Council provides for community involvement in decision making.

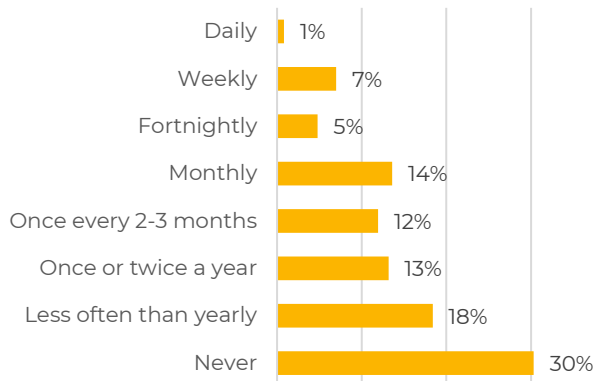
Across all factors, respondents rated the Council lower than the neutral score of 3. The most highly rated factors were that the Council is able to function as a governing body and that people were satisfied with the Council (both 2.8), while the lowest rating was that the Council is a high-performing council (2.3).



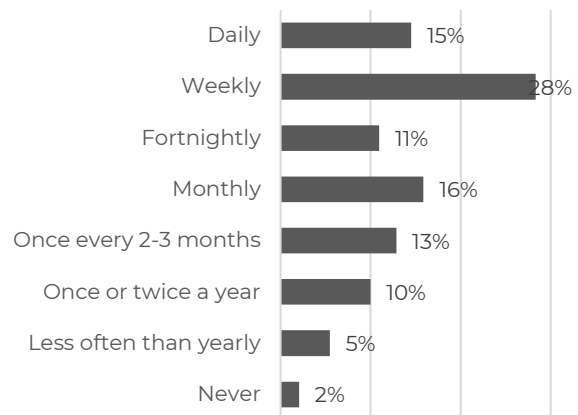
## Frequency of use of Council Facilities and Services

The survey questionnaire asked participants to identify the frequency of their use of various Council facilities and services.

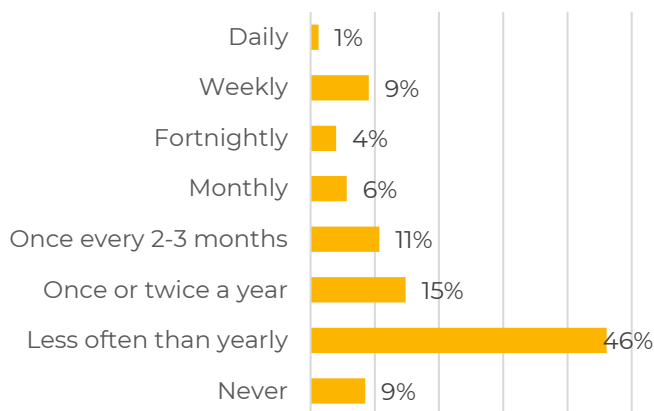
### Library



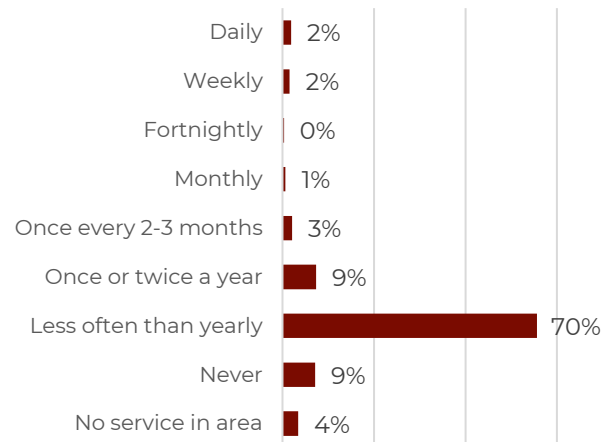
### Parks and Recreation Spaces



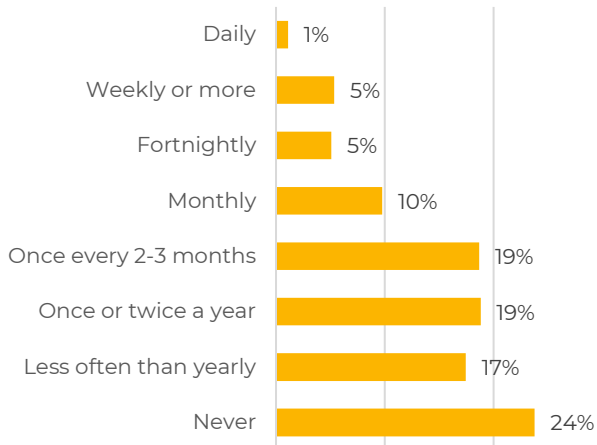
### Splash Palace



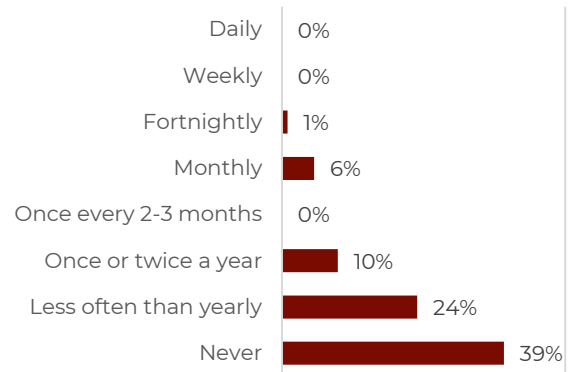
### The Bus Service



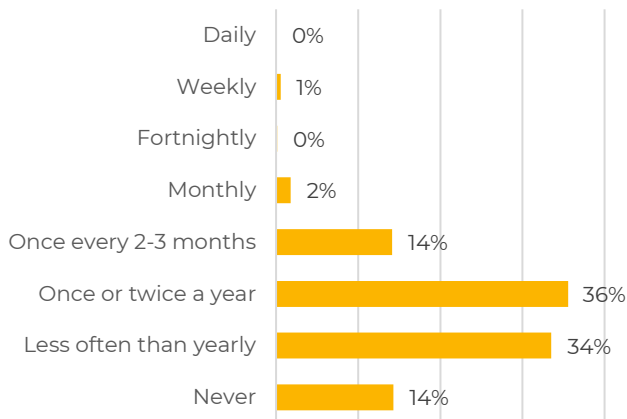
### Public Toilets



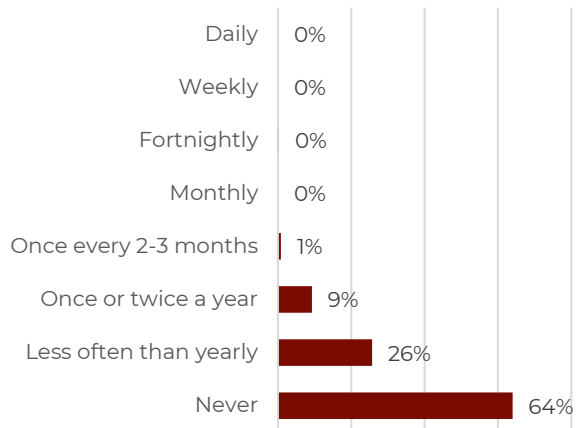
### He Waka Tuia



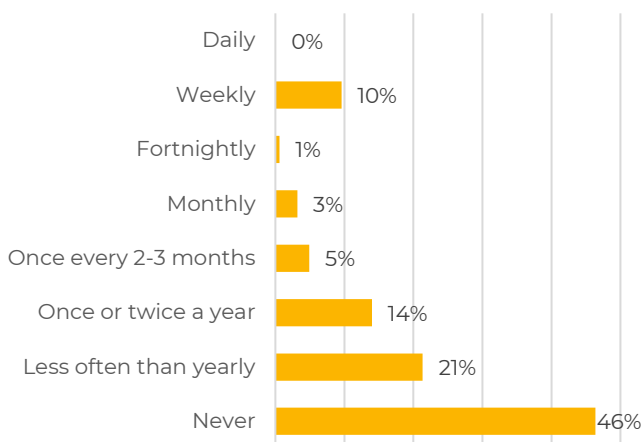
### Civic Theatre



### Scottish Hall



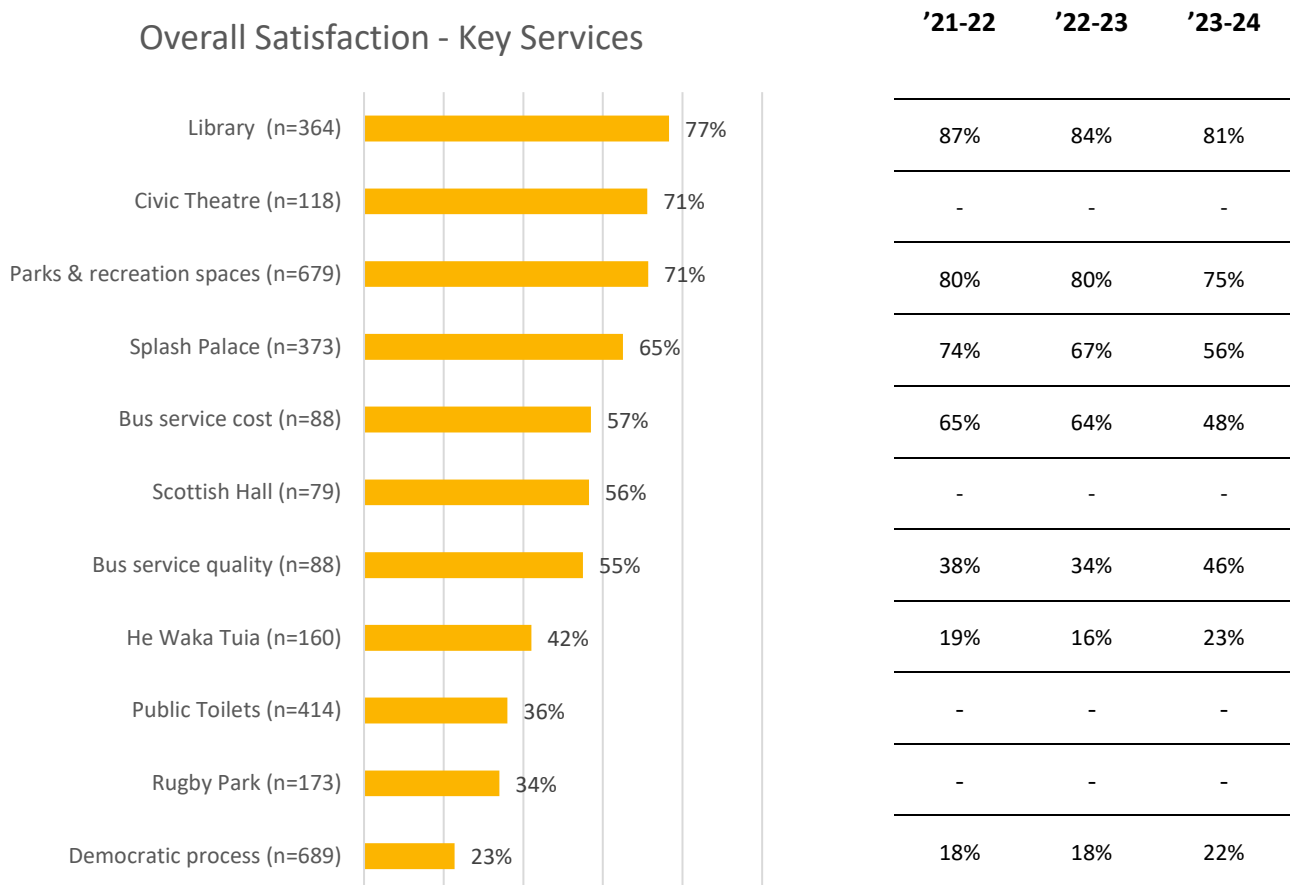
### Rugby Park



## Satisfaction

### Satisfaction with Council services and facilities, Quarters 1, 2 and 3, 2024/25

#### Overall Satisfaction - Key Services



Respondents were screened based on their responses to the 'frequency of use' questions. Only those who had used a Council service or facility were invited to provide an indication of their level of satisfaction. In Quarters One and Two, the highest level of satisfaction was with the Civic Theatre. However, in Quarter Three, satisfaction was higher for the Library (76%), followed by the Civic Theatre (71%). While the library rated highly, this was a small decline in satisfaction compared to previous years. In previous years, satisfaction with all venues was measured on a combined basis. As a result, it is not possible to identify any trend regarding satisfaction with the Civic Theatre.

Responses regarding satisfaction with parks and recreation spaces continued to be significantly lower in the first three quarters of 2024/25 compared to previous data collection periods. The open-ended responses indicate drivers of dissatisfaction included concerns regarding landscaping and low-mow areas, while fewer respondents gave positive ratings based on the parks simply being 'great' or 'amazing'.

Satisfaction with Splash Palace was higher than in the previous two years, returning to the levels of 2022/23. This result may be related to sampling as in Quarter Two, nearly 100 responses regarding Splash Palace were obtained through data collection conducted on-site. The sample obtained from Splash Palace users included a higher proportion of female respondents (74% vs. 56% in the general population) and was relatively younger (average age 27 vs 54 in the general population). These responses were more positive overall regarding Splash Palace than the responses from the general community survey (85% satisfied compared to 69% from the general respondents).

### Satisfaction by Age and Gender

The satisfaction data for the first three quarters of 2024/25 were analysed based on the age and gender of respondents. The results based on gender have some degree of statistical confidence and indicate that females are more satisfied with the library, Splash Palace, the Scottish Hall, and He Waka Tuia, while males are more satisfied with the quality of the bus service.

|                                    | 18-34 | 35-44 | 45-54 | 55-64 | 65+ | Male | Female |
|------------------------------------|-------|-------|-------|-------|-----|------|--------|
| <b>Library</b>                     | 72%   | 89%   | 73%   | 71%   | 77% | 71%  | 82%    |
| <b>Civic Theatre</b>               | 72%   | 79%   | 84%   | 88%   | 84% | 83%  | 83%    |
| <b>Parks and recreation spaces</b> | 67%   | 72%   | 74%   | 74%   | 71% | 71%  | 75%    |
| <b>Splash Palace</b>               | 70%   | 64%   | 67%   | 60%   | 72% | 70%  | 78%    |
| <b>Bus service – cost</b>          | 64%   | 30%   | 45%   | 59%   | 51% | 53%  | 51%    |
| <b>Scottish Hall</b>               | 31%   | 63%   | 38%   | 67%   | 52% | 39%  | 55%    |
| <b>Bus service – quality</b>       | 55%   | 64%   | 67%   | 60%   | 72% | 68%  | 59%    |
| <b>He Waka Tuia</b>                | 43%   | 60%   | 35%   | 44%   | 33% | 27%  | 49%    |
| <b>Public Toilets</b>              | 34%   | 19%   | 36%   | 49%   | 45% | 42%  | 39%    |
| <b>Rugby Park</b>                  | 37%   | 47%   | 24%   | 31%   | 26% | 30%  | 29%    |
| <b>Democratic process</b>          | 22%   | 21%   | 24%   | 20%   | 25% | 23%  | 25%    |

## Comments Regarding Key Services

After rating the various services that they had used, survey participants were asked to provide comments about their rating of the service<sup>2</sup>. Responses have been summarised into categories, as follows. All comments are included in the Appendix to this report.

### Library

Although satisfaction with the library has declined from 87% in 2021/22 to 77% in the first three quarters of the 2024/25 year, the results still show high satisfaction with the library. Overall, there were fewer open-ended responses in the last three data collection periods, resulting in proportionally fewer responses for each factor. The proportions for each factor have therefore declined. The most common responses related to the library being great (or similar comments), while one in five responses related to the helpful library staff. There was an increase in respondents noting that there was no communication regarding programmes and activities, and that there was nothing good for children.

|                                   | 2022/23 | 2023/24 | YTD 2024/25 |
|-----------------------------------|---------|---------|-------------|
| Great                             | 35%     | 35%     | 30%         |
| Helpful staff                     | 12%     | 33%     | 20%         |
| Good programmes / activities      | 7%      | 8%      | 6%          |
| No communication re: activities   | 0%      | 1%      | 6%          |
| Nothing good for kids             | 1%      | 0%      | 5%          |
| Good facility, environment        | 7%      | 8%      | 4%          |
| Good app, digital books           | 0%      | 3%      | 4%          |
| Good range and resources          | 2%      | 21%     | 3%          |
| Limited range                     | 9%      | 5%      | 3%          |
| Longer opening hours              | 1%      | 2%      | 3%          |
| Great for kids                    | 1%      | 7%      | 2%          |
| Online service good               | 1%      | 4%      | 2%          |
| Limited, costly parking           | 1%      | 2%      | 2%          |
| Average/ tired / needs refreshing | 1%      | 3%      | 1%          |
| Good accessibility, parking       | 0%      | 2%      | 1%          |
| Costly                            | 3%      | 0%      | 1%          |
| Disappointed, COVID lock-out      | 1%      | 0%      | 1%          |
| Community hub                     | 0%      | 2%      | 1%          |
| Don't like new open plan          | 2%      | 1%      | 0%          |
| <b>Other</b>                      | 4%      | 10%     | 0%          |

### Parks and recreation spaces

Satisfaction with parks and recreation spaces declined from 80% in 2021/22 to 71% in the first three Quarters of 2024/25. The Quarter Three results (78%) were an improvement over the results from Quarters One (64%) and Two (68%). The open-ended responses provide an insight into factors that have been affecting sentiment regarding the parks and open spaces. Overall commentary continues to highlight a decrease in responses stating that parks and recreation spaces are 'great' and/or 'amazing' (66% in 2023/24, down to 39% in 2024/25), and an increase in responses relating to concerns about low mow areas and landscaping. There were also an increase in the number of respondents indicating that the parks were 'average'.

<sup>2</sup> The structure of open-ended responses changed from 2022/23 to 2023/24. In the earlier data collection, participants were prompted to respond generally to all key services. In 2023/24, they were prompted to respond to each service they had provided a rating for, resulting in a higher rate of response and an increased range of response categories. As a result, the data sets for the two periods cannot be directly contrasted.

|                                      | 2022/23 | 2023/24 | YTD 2024/25 |
|--------------------------------------|---------|---------|-------------|
| Great, amazing                       | 55%     | 66%     | 39%         |
| Well maintained                      | 19%     | 18%     | 23%         |
| Queens Park great                    | 15%     | 15%     | 17%         |
| Poorly maintained                    | 22%     | 11%     | 14%         |
| Low mow areas not good               | 0%      | 6%      | 12%         |
| Landscaping concerns                 | 0%      | 2%      | 4%          |
| Only average                         | 0%      | 1%      | 4%          |
| Need better, improved playgrounds    | 13%     | 5%      | 3%          |
| Need more facilities (toilets, BBQs) | 0%      | 2%      | 3%          |
| Other parks not good                 | 0%      | 1%      | 3%          |
| Safety concerns, vandalism           | 0%      | 2%      | 2%          |
| Better paths needed                  | 0%      | 1%      | 2%          |
| Accessibility, more car parking      | 0%      | 1%      | 1%          |
| More community gardens               | 0%      | 1%      | 1%          |
| Dog parks good                       | 3%      | 1%      | 1%          |
| Comment about visit frequency        | 0%      | 2%      | 0%          |
| Good for families/ children          | 0%      | 2%      | 0%          |
| Need better dog park                 | 0%      | 1%      | 0%          |
| Toilet upkeep, maintenance required  | 0%      | 1%      | 0%          |
| Other                                | 2%      | 5%      | 8%          |

## Splash Palace

As was noted in the 'Satisfaction' section, in Quarter Two, 2025, a stand-alone data collection process was conducted at Splash Palace. Satisfaction with Splash Palace had previously declined from 2021/22 (74%) to 65% in the first three Quarters of 2024/25. The Quarter Two results were more positive than Quarters One and Three, which may be a result of the on-site data collection in Quarter Two.

When the results from the first three quarters of 2024/25 were compared to previous years, the proportion who identified that the facility was 'good' declined, there were more who indicated that Splash Palace was 'good for kids' and that the staff were good, while more respondents expressed their concerns regarding the layout of the changing rooms. In previous years, many people commented on the cost of visiting Splash Palace. This declined in 2024/25.

|                                                        | 2022/23 | 2023/24 | YTD 2024/25 |
|--------------------------------------------------------|---------|---------|-------------|
| • Good                                                 | 45%     | 48%     | 35%         |
| • Changing room /entry layout not good / change issues | 11%     | 11%     | 18%         |
| • Good for kids / families                             | 11%     | 7%      | 14%         |
| • Good staff                                           | 2%      | 3%      | 14%         |
| • Poorly maintained                                    | 17%     | 6%      | 10%         |
| • Overcrowded                                          | 8%      | 12%     | 8%          |
| • Fair/ OK / needs upgrade                             | 8%      | 7%      | 7%          |
| • Well maintained                                      | 3%      | 2%      | 7%          |
| • Expensive                                            | 36%     | 5%      | 6%          |
| • Health and safety concerns                           | 5%      | 3%      | 6%          |
| • Good café                                            | 0%      | 0%      | 5%          |
| • Poorly managed                                       | 7%      | 2%      | 4%          |
| • Poor lifeguard uniforms                              | 0%      | 0%      | 4%          |
| • Nothing for younger kids                             | 1%      | 4%      | 3%          |
| • Poor staff/ instructors/ lifeguards                  | 11%     | 3%      | 3%          |
| • Accessible                                           | 0%      | 1%      | 3%          |
| • Comment related to use                               | 0%      | 1%      | 3%          |
| • Poor lifeguard uniforms                              | 0%      | 0%      | 4%          |
| • Reasonable cost                                      | 0%      | 1%      | 3%          |
| • Opening hours limit visiting                         | 4%      | 1%      | 2%          |
| • Need spaces for people with different capabilities   | 1%      | 1%      | 1%          |
| • Upgrades/ new slides aren't great                    | 9%      | 1%      | 1%          |
| • Other                                                | 11%     | 4%      | 4%          |

## Public Transport

The survey measures two aspects of satisfaction with the bus service – satisfaction with the cost and with the quality. In the last two years, only those who use the bus services in the past year were asked to provide comments, while prior to 2023/24, all respondents were able to comment on the bus service. The proportion of respondents who identified that the bus service was 'good' increased notably, while the proportion who made a comment regarding the poor location of stops and lack of service in some areas and the timetables being poor declined in the first three quarters of 2024/25 compared to previous years. This response may relate to the screening process. There was an increase in the proportion of respondents who indicated that the drivers are good, and in the proportion who suggested that the service times should cover later journeys and weekends.

|                                                         | 2022/23 | 2023/24 | YTD 2024/25 |
|---------------------------------------------------------|---------|---------|-------------|
| • Good                                                  | 10%     | 9%      | 31%         |
| • Buses don't cover all areas / stops at poor locations | 30%     | 27%     | 19%         |
| • Not convenient (late/weekends)                        | 9%      | 7%      | 19%         |
| • Drivers are good                                      | 1%      | 2%      | 17%         |
| • Bus timetables poor / inconvenient / infrequent       | 22%     | 15%     | 12%         |
| • Not used/ empty buses                                 | 5%      | 3%      | 8%          |
| • Timetable information not available/ poor website     | 2%      | 1%      | 8%          |
| • Poor                                                  | 6%      | 4%      | 7%          |
| • Cheap                                                 | 0%      | 0%      | 3%          |
| • Average                                               | 6%      | 3%      | 2%          |
| • Waste of money/ rates                                 | 1%      | 2%      | 2%          |
| • Need bus shelters                                     | 6%      | 1%      | 2%          |
| • Drivers are poor                                      | 1%      | 1%      | 2%          |
| • Expensive                                             | 5%      | 3%      | 0%          |
| • OK for kids                                           | 3%      | 1%      | 0%          |
| • Other                                                 | 3%      | 4%      | 10%         |

## Public Toilets

Respondents were asked to rate and comment on public toilets for the first time in the Quarter One 2024/25 survey. The data from the first three quarters indicate that 36% were satisfied. Those who were satisfied indicated that the toilets were 'good' and 'clean'. Causes of dissatisfaction included there not being enough toilets in some areas of the city, a lack of cleanliness, and vandalism.

|                         | YTD 2024/25 |
|-------------------------|-------------|
| • Good                  | • 27%       |
| • Clean                 | • 26%       |
| • Average               | • 18%       |
| • Need more             | • 15%       |
| • Poor                  | • 10%       |
| • Unclean               | • 9%        |
| • Vandalised            | • 4%        |
| • Enough                | • 4%        |
| • Driers don't work     | • 1%        |
| • Auto toilets not good | • 1%        |
| • Other                 | • 8%        |

## He Waka Tuia

There was an increase in the proportion of respondents who indicated that He Waka Tuia was a good facility and/or had good exhibitions in the first three quarters of 2024/25, while fewer respondents reported that it wasn't a replacement for the museum.

|                                    | 2022/23 | 2023/24 | YTD 2024/25 |
|------------------------------------|---------|---------|-------------|
| • Good facility, exhibitions       | 19%     | 21%     | 27%         |
| • Small, not enough exhibits       | 29%     | 16%     | 25%         |
| • Not a replacement for the museum | 33%     | 21%     | 14%         |
| • Exhibits not interesting         | 7%      | 13%     | 8%          |
| • Inaccessible / poor parking      | 28%     | 11%     | 7%          |
| • Good staff                       | 5%      | 2%      | 7%          |
| • OK - not great                   | 4%      | 8%      | 6%          |
| • Good children's exhibitions      | 3%      | 5%      | 6%          |
| • Names need to be in English      | 11%     | 11%     | 5%          |
| • Waste of money                   | 2%      | 4%      | 5%          |
| • Poor facility overall            | 1%      | 3%      | 4%          |
| • Other                            | 0%      | 1%      | 3%          |
| • Nothing for children             | 11%     | 1%      | 2%          |
| • Poor staff                       | 2%      | 0%      | 2%          |
| • Too focused on Māori             | 1%      | 1%      | 2%          |
| • Exhibitions not publicised       | 1%      | 2%      | 1%          |
| • Longer opening hours             | 2%      | 1%      | 0%          |
| • Needs interactive displays       | 2%      | 1%      | 0%          |

## The Civic Theatre

In previous iterations of data collection, responses regarding the various venues had been grouped. For the 2024/25 survey, respondents were asked to identify the frequency of their visits to each of three venues (the Civic Theatre, Scottish Hall, and Rugby Park). Of the three venues, the Civic Theatre was the most commonly visited, and there was a high level of satisfaction with the venue (71%). Open ended responses reflected this positive response, with concerns including the venue being expensive and underused.

|                             | YTD 2024/25 |
|-----------------------------|-------------|
| • Good, great               | 83%         |
| • Well maintained           | 8%          |
| • Expensive                 | 5%          |
| • Average only              | 4%          |
| • Underused                 | 4%          |
| • Doesn't care for mobility | 3%          |
| • Seating uncomfortable     | 2%          |
| • Poorly maintained         | 2%          |
| • Other                     | 8%          |

## The Scottish Hall

Satisfaction with the Scottish Hall was relatively positive (56%). The majority of those who commented indicated that the venue was good or great, while the next most common response was that it was 'average'.

|                | YTD 2024/25 |
|----------------|-------------|
| • Good, great  | 57%         |
| • Average only | 29%         |
| • Underused    | 5%          |
| • Other        | 5%          |

## Rugby Park

One in three of those who used Rugby Park were satisfied with the venue (34%). Open ended responses were largely critical. Participants expressed concern regarding the maintenance and management of Rugby Park. Many suggested that the grandstand should be fixed, that the venue was in poor condition, and should be sold.

|                      | YTD 2024/25 |
|----------------------|-------------|
| • Poorly maintained  | 27%         |
| • Poorly managed     | 17%         |
| • Fix the grandstand | 14%         |
| • Poor venue         | 10%         |
| • Should be sold     | 10%         |
| • Good, great        | 9%          |
| • Underused          | 9%          |
| • Allow other sports | 8%          |
| • Average only       | 4%          |
| • Other              | 15%         |

## The Democratic Process

Unlike other 'satisfaction' questions, all respondents were asked to provide ratings regarding the democratic process in Invercargill. The level of satisfaction continued to be low in the first three quarters of 2024/25 (23%), showing minimal change over the past three years. The most common concerns continued to be that the Council goes through a process of consultation but doesn't actually listen to the community or take note of submissions, and that when consultation does take place, the process is poor. Concerns were raised about the level of Council spending. Many respondents continue to think that the Council undertakes consultation simply to 'tick a box' rather than to listen or to take on any feedback. In contrast, there has been a steady level of response among those who think that the current system, while not being great, is acceptable.

|                                                        | 2022/23 | 2023/24 | YTD 2024/25 |
|--------------------------------------------------------|---------|---------|-------------|
| • Council doesn't listen                               | 34%     | 33%     | 36%         |
| • Consultation is poor                                 | 2%      | 7%      | 16%         |
| • Current system/ consultation is effective            | 8%      | 13%     | 13%         |
| • Current system ok - not great                        | 0%      | 6%      | 9%          |
| • Councillors not trained/suitable /poorly behaved     | 1%      | 2%      | 8%          |
| • Engagement opportunities not advertised              | 18%     | 15%     | 6%          |
| • Council doesn't give opportunity for engagement      | 15%     | 9%      | 5%          |
| • Unelected officials have too much say                | 8%      | 2%      | 4%          |
| • Concerns about spending                              | 0%      | 1%      | 4%          |
| • Council doesn't provide feedback                     | 0%      | 2%      | 2%          |
| • Need more surveys to provide input                   | 0%      | 4%      | 2%          |
| • No community involvement                             | 26%     | 4%      | 2%          |
| • No published information on what the Council intends | 0%      | 2%      | 1%          |
| • No co-governance - one person, one vote              | 0%      | 1%      | 1%          |
| • Need to develop new processes to engage community    | 0%      | 0%      | 1%          |
| • Other                                                | 26%     | 11%     | 8%          |

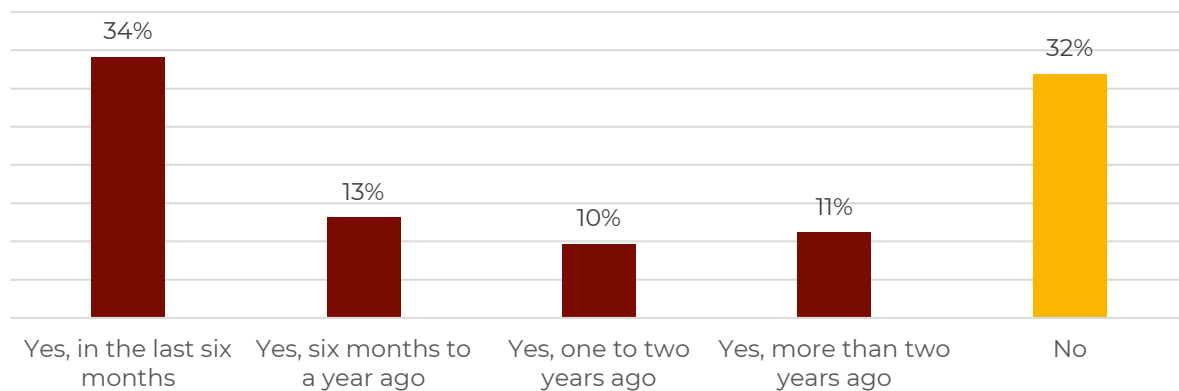
## Engagement with the Council

Commencing in Quarter One, 2024/25, participants have been asked to identify details about their contact with the Council. They were asked to identify how long it had been since they made contact, why and how they had made contact. Those who had made contact were asked whether their contact related to building, planning, and/or property records. If respondents had contacted the Building, Planning, and/or Records Departments, they were asked to identify the specific reason for contacting that department.

Having identified details of contact with the Council, respondents who had made contact were asked to rate their satisfaction with the contact, addressing staff professionalism and satisfaction with the response. In addition, those who had contacted the Building, Planning, and/or Records Departments were asked to rate their satisfaction.

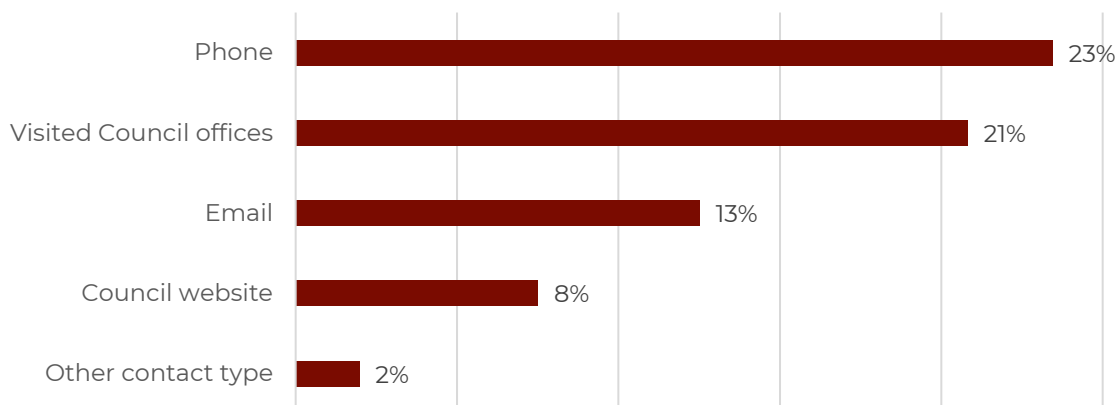
### Time since contacting the Council

Based on the data from Quarters One, Two, and Three, over two out of three respondents (68%) had made contact with the Council at some stage, with 439 of 724 respondents (68%) having made contact in the previous two years.



### Form of contact with the Council

For these three quarters in 2024/25, the most common method of making contact was by phone (23%), followed by visiting the Council's offices (21%).



**Form of contact, by age and gender**

|                         | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ | Male | Female |
|-------------------------|-------|-------|-------|-------|-------|-----|------|--------|
| Phone                   | 24%   | 32%   | 34%   | 40%   | 36%   | 24% | 35%  | 38%    |
| Visited Council offices | 25%   | 20%   | 22%   | 34%   | 39%   | 25% | 31%  | 29%    |
| Email                   | 31%   | 30%   | 29%   | 11%   | 13%   | 31% | 21%  | 17%    |
| Council website         | 16%   | 18%   | 13%   | 12%   | 8%    | 16% | 10%  | 12%    |
| Other                   | 4%    | 0%    | 2%    | 4%    | 3%    | 4%  | 2%   | 4%     |

There were only marginal differences in the way in which people made contact with the council based on their gender, with women being slightly more likely to use the phone, while men were slightly more likely to have used email. Those aged between 45 and 54 were most likely to use the phone, while 45-64 year olds were more likely than others to visit council offices, while being less likely to use email.

## Reason for contacting the Council

Respondents were asked to identify why they had made contact with the Council. The options were open-ended, and have been grouped as shown in the table below. The most common reasons for making contact related to rates and maintenance issues. Verbatim responses are provided in the Appendix.

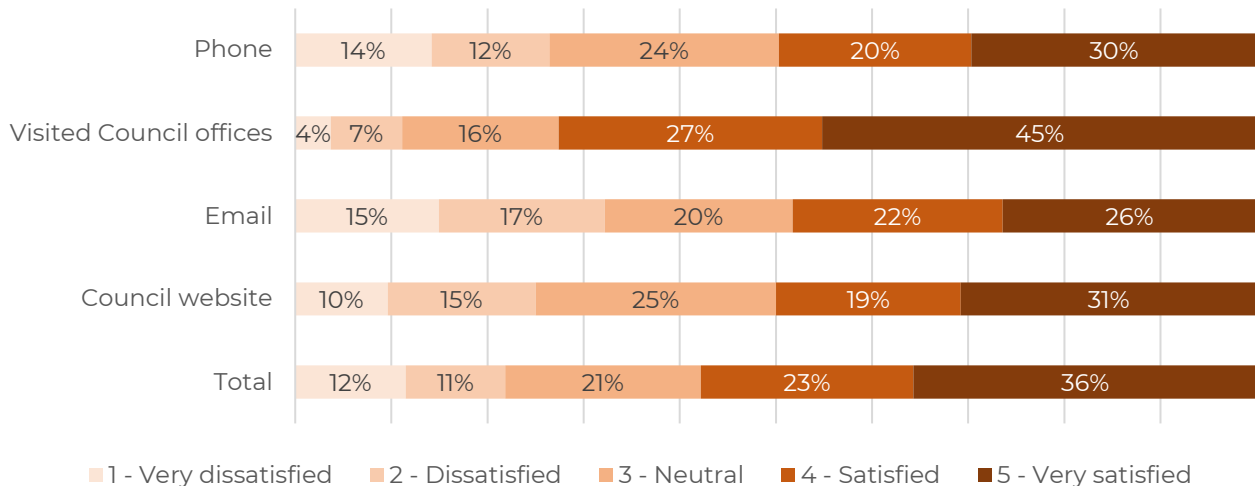
|                          | % of Responses |
|--------------------------|----------------|
| Rates                    | 19%            |
| Maintenance              | 15%            |
| Consents & Building Info | 12%            |
| Animal control           | 8%             |
| Submission               | 8%             |
| Dog registration         | 6%             |
| Information              | 6%             |
| Parking                  | 6%             |
| Bus info                 | 2%             |
| Noise                    | 2%             |
| Other                    | 9%             |

## Satisfaction – contacting the Council

Respondents were asked to rate their satisfaction with the staff response to their enquiry and with the staff professionalism and efficiency. Overall, respondents were satisfied, with 59% indicating that they were satisfied with the Council staff member's professionalism, while 58% were satisfied with the staff member's response to their enquiry.

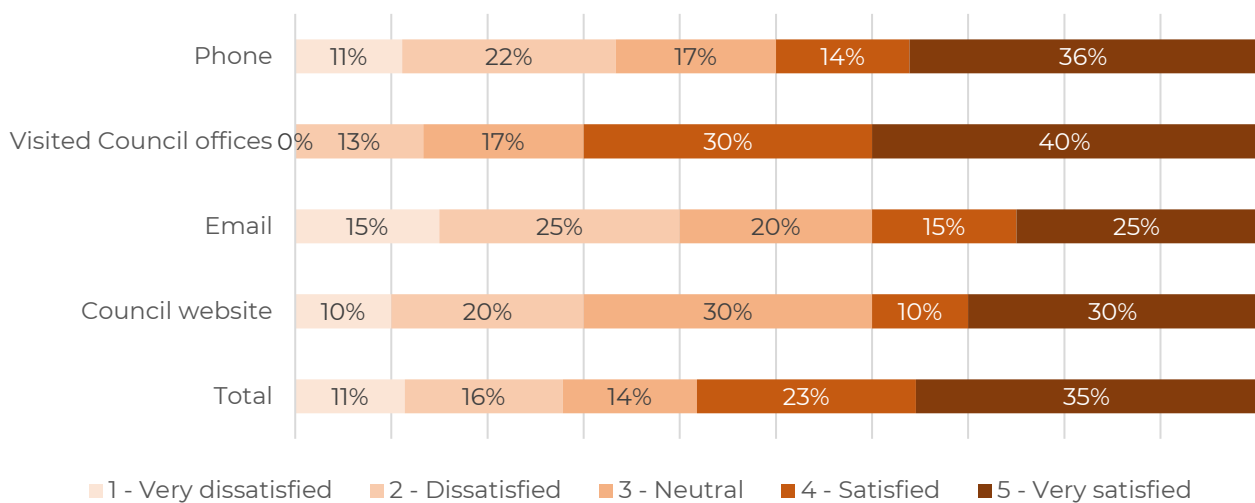
Responses varied considerably based on the form of contact. Nearly three out of four respondents (72%) were satisfied with the Council staff members' professionalism when they visited the Council offices. In contrast only 48% were satisfied with the professionalism of the staff member when they communicated by email.

### Professionalism and efficiency



### Staff response to the enquiry

In line with staff professionalism satisfaction, the majority of respondents (58%) were satisfied with the Council staff members' response to their enquiry. Again, satisfaction was greatest among those who visited the Council offices (70%), and was lowest among those who used email to make contact or used the Council website (both 40%).



**Reasons for responses**

|                    | Phone: | Email: | Council website: | Visited offices: |
|--------------------|--------|--------|------------------|------------------|
| Excellent          | 19     | 11     | 6                | 17               |
| Good staff         | 17     | 6      | 6                | 24               |
| No response        | 10     | 10     | 4                | 2                |
| Poor communication | 5      | 1      | 1                | 3                |
| Rude               | 5      | 2      | 2                | 2                |
| Slow response      | 5      | 4      | 3                | 2                |
| Unhelpful          | 19     | 8      | 5                | 9                |

**Comments regarding contact with the Council**

Survey participants were asked to provide details about their contact with the Council. Some provided details of where or how they had made contact, while others provided details regarding the subject of the contact, the outcome, or all three. Due to this, the total percentage of responses exceeds 100%. Responses were grouped on three factors – the type of engagement, the issue and the outcome. A summary of responses is as follows, while details of responses are include in the Appendix.

**Type of Engagement**

|                                        | YTD 2024/25 |
|----------------------------------------|-------------|
| • Phone                                | 18%         |
| • General enquiry                      | 14%         |
| • In person                            | 14%         |
| • Email/ Written                       | 12%         |
| • Consultation / Feedback / Submission | 9%          |
| • Council meeting                      | 5%          |

**Outcome**

|                          | YTD 2024/25 |
|--------------------------|-------------|
| • Good outcome/ resolved | 34%         |
| • Unresponsive           | 28%         |
| • Inefficient            | 5%          |
| • Average response       | 6%          |

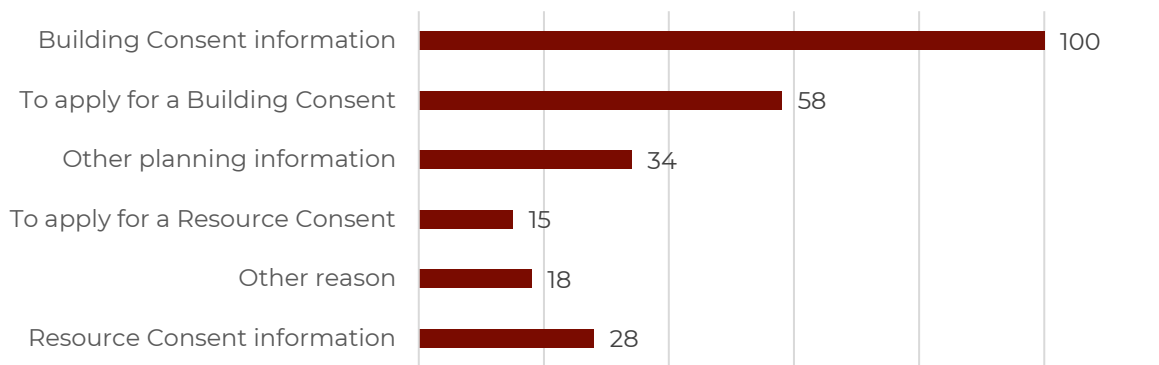
**Issue**

|                           | YTD 2024/25 |
|---------------------------|-------------|
| • Complaint               | 16%         |
| • Rates / Fees / Payments | 9%          |
| • Dog registration        | 5%          |
| • Consent                 | 5%          |
| • Licence renewal         | 2%          |
| • Other                   | 5%          |

**Contact with Building, Planning, and/or Records Departments**

At the end of Quarter Three 2024/25, 184 respondents (22%) had made contact with the Building, Planning, and/or Records Departments. Several had made contact for more than one reason or on more than one occasion.

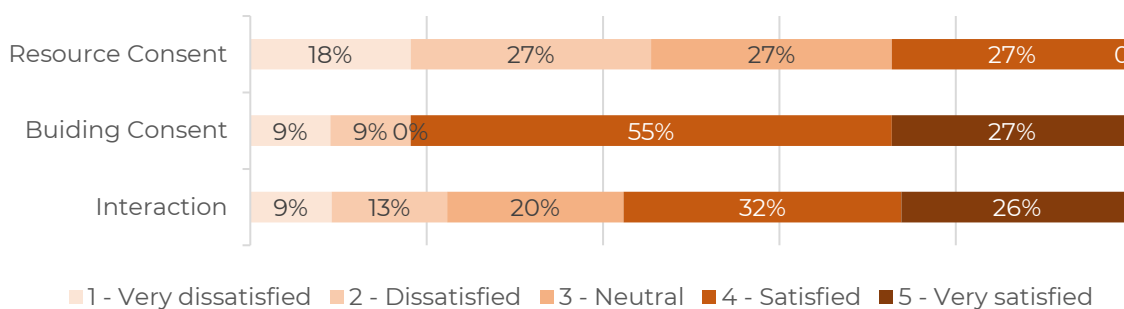
Respondents were able to identify making contact for more than one reason. The most common reason for making contact was to obtain building consent information, followed by applying for a building content.



Satisfaction with the Interaction and Building Consent were positive, while satisfaction was lower for Resource Consent, as follows:

|             | Interaction (130) | Building Consent (n=58) | Resource Consent (n=15) |
|-------------|-------------------|-------------------------|-------------------------|
| % Satisfied | 65%               | 82%                     | 47%                     |

In more detail, Quarter Three responses were as follows:



#### Reasons for responses:

|                            | Interaction | Building Consent | Resource Consent |
|----------------------------|-------------|------------------|------------------|
| Good process               | 17          | 1                | 1                |
| Process as expected        | 17          | 3                | -                |
| Poor process               | 10          | 3                | 1                |
| ICC didn't deliver         | 8           | -                | 1                |
| ICC error                  | 4           | 1                | -                |
| Challenge with contractors | 2           |                  |                  |
| Improved                   | 2           |                  |                  |
| Expensive                  | 1           | 1                | 1                |

## Demographics

A crucial aspect of resident surveys is having confidence that the data are representative of the population based on demographic factors. The response rates for each key demographic factor for the Quarters One and Two, 2024/25 are provided in the following tables. For gender, age, and ethnicity responses did not align with the data from the most recent census. Demographic factors that were under-sampled included gender (under-sampled males). Minor data weightings were applied to the results to measure the impact of these sampling issues. The impact of this weighting generally was no more than +/-1% for any index.

### Age

|          | YTD '25 |
|----------|---------|
| Under 25 | 3%      |
| 25-34    | 10%     |
| 35-44    | 15%     |
| 45-54    | 17%     |
| 55-64    | 18%     |
| 65+      | 33%     |
| Declined | 4%      |

### Gender

|                                 |     |
|---------------------------------|-----|
| Male                            | 42% |
| Female                          | 50% |
| Identify in other way/ declined | 8%  |

### Time in Invercargill

|             |     |
|-------------|-----|
| 0-2 years   | 4%  |
| 3-5 years   | 5%  |
| 6-10 years  | 9%  |
| 11-15 years | 6%  |
| 16-20 years | 5%  |
| 20+ years   | 69% |
| Declined    | 2%  |

### Ethnicity<sup>3</sup>

|                     | YTD '25 |
|---------------------|---------|
| NZ European/ Pakeha | 79%     |
| Māori               | 7%      |
| Asian               | 2%      |
| Pacific Islander    | 2%      |
| Other               | 4%      |
| Declined            | 7%      |

### Residential Status<sup>4</sup>

|                        |      |
|------------------------|------|
| Resident ratepayer     | 83%  |
| Resident non-ratepayer | 5%   |
| Non-resident ratepayer | 3%   |
| SDC Residents          | 0.5% |
| Declined               | 9%   |

### Employment

|               |     |
|---------------|-----|
| Full time     | 33% |
| Part time     | 9%  |
| Retired       | 28% |
| Self-employed | 5%  |
| Beneficiary   | 2%  |
| Student       | 1%  |
| Unemployed    | 2%  |
| Declined      | 19% |

<sup>3</sup> Total exceeds 100%, respondents could choose multiple options

<sup>4</sup> Non-residents of Invercargill whose details were in the Splash Palace database were able to provide responses to the questions relating to Splash Palace

## Appendix 1 – Satisfaction Average (mean) scores

### Forms of Analysis

Many of the core questions in the Invercargill Residents Survey are presented to respondents using a five point (Likert) scale. There are two ways common methods for analysing data from questions of this nature. The first is simply to provide an analysis of the **average** of the responses, then to contrast that average score with other factors being measured.

When an analysis is conducted based on averages there is a chance that two data sets may have the same average, but have notably different responses. For example, many respondents may be highly disinterested in a factor, and therefore have a very high proportion of responses rating that factors as neutral (3). Conversely, the factor may highly polarise the population, with similar proportions of the population rating the factor negatively (1 or 2) and positively (4 or 5).

The alternative analysis, measuring **top boxes** has been used in this report used to analyse the data. In this model, the total proportion who rate a response above the neutral (4 or 5) are added, and that response is presented as a proportion of the total population. Both analytical tools can provide insights into the data, and as a result. The primary report includes percentages only, while the ancillary report provides top box details. Average responses have been included as an Appendix to this report.

#### Satisfaction – Comparison with Previous Periods (1=very dissatisfied to 5=very satisfied)

As noted in the 'form of analysis' section, the responses were also analysed based on the average (mean) score on a scale of one to five. This form of analysis helps to determine the relative levels of 'neutral' and 'negative' responses. Based on mean scores, the apparent decline in satisfaction with the library based on '% satisfied' has been reduced. However, the decline in satisfaction with parks and open spaces has been reinforced.

|                                | '21-22 | '22-23 | '23-24 | YTD '25 |
|--------------------------------|--------|--------|--------|---------|
| Library services / collections | 4.2    | 4.0    | 3.8    | 4.0     |
| Civic Theatre                  |        |        |        | 4.0     |
| Parks and open spaces          | 3.6    | 4.0    | 4.1    | 3.8     |
| Splash Palace                  | 3.3    | 3.8    | 3.1    | 3.7     |
| Scottish Hall                  |        |        |        | 3.7     |
| Bus service - cost             | 3.8    | 3.8    | 4.0    | 3.5     |
| Bus service - quality          | 3.8    | 2.9    | 2.0    | 3.4     |
| He Waka Tuia                   | 2.3    | 3.3    | 2.3    | 3.3     |
| Public Toilets                 |        |        |        | 3.1     |
| Rugby Park                     |        |        |        | 3.0     |
| Democratic process             | 2.3    | 2.4    | 1.9    | 1.7     |

## Appendix 2 – Verbatim Responses, 2024/ 2025

### Levels of Service

#### Water

All of the above essential must always maintain

As I live at Myross Bush I have to maintain my own water and sewage systems

As known from other countries/ Regions, some councils did offer to buy water tanks (1000l) as a bulk (included a rainwater collection kit ) and sell it to homeowners for a reasonable price to have water for their gardens. That would help not only to reduce the water consumption as well as having an increase of people's health with a happy garden...

As Otatara doesn't get water services I won't comment.

Be more time and resource efficient ie not water blasting a museum that was out of service while water restrictions are in place. Silly decisions like this example have lost the community's faith in the ability to manage the rate payers money and local resources.

Bluff is due to renew its sewage. A big call but you wanted bluff in your catchment so it has to be done. We have helped pay the infrastructure in Invercargill so it is our turn.

Businesses should pay per KI used.

Central government needs to help more

Charging for water is common in other local government areas. People need to accept that water is a valuable, precious and finite resource.

Compulsory tank water for new builds for toilet and clothes washing use

Consider a joint maintenance/renewal contract with SDC, to leverage economy of scale.

Continue as you are at present

Control current expenditure before any further rates increase.I can help with this.

Council has foregone an opportunity to collect rain water as a backup water source by not including water storage tanks with the construction of large buildings such as Stadium Southland and Invercargill Central

Council should probably reluctantly ask users to pay something minimum for water - overseas water is metered and the householder pays

Council should sell their investment assets to enable them to continue to fund essential services and infrastructure projects thereby reducing costs to the ratepayers. Further, reduce rates that have sky-rocketed over the past few years to ease the burden on ratepayers who are already under cost of living financial burden.

Cut sending on ridiculous things such as defending Nobby's inflammatory comments, consultation over spends etc to provide adequate services for your rate payers

Decrease library and swimming pool funding.

Decrease the rates and have user pays for water usage

Don't increase the rates

Don't spend \$90 million dollars on a museum and end up with an expensive white elephant while the cities water, storm water and sewerage systems fall apart and become useless.

encourage residents to save rain water for watering gardens.

Encourage use of water tank in city to reduce reliance on city supply

Esk st 'upgrade' a huge waste of money. 'Projects' like that can cease in favour of essential services. Mall=waste of money

Essential critical service ... investment saves in the long run

Failure to do maintenance only increases costs in the future.

Fine as is.

Given our property is not serviced by water or sewerage, no helpful contribution could be made

Have submission hearing.procesd

House holds should be able to provide there own water tanks to collect water in times of need.

How about those that don't pay for water via rates pay a fee too get water from the ICC when their small tanks run out. In times of drought they suck off a lot of water which then reduces the ratepayers water and they have to reduce their water usage. Water can not be charged for but connecting the hose to a tanker on the street can be. It is cheaper for them to pay the tanker driver too

deliver free water from the ICC than pay for a larger tank. 8,000 gallon tanks should be minimum as 3,000 gallon tanks are pathetic. We pay and they use it for free.

I am against pain more. Yeah on year there is an increase in our rates. We need to seriously look at projects to consider which are essential for our city and which are simply nice to have. The expenditure on the current museum is significant. is significant

I do not believe the city council have providing outstanding services. Staff are too complacent and the prevailing attitude being, "we'll just up the rates then". Perhaps what we need is a reassessment and review of current staff abilities. Get rid of the dead wood.

I don't receive water, despite being in ICC area.

I don't understand why we should accept lower level of service as feel rates high enough.

I dont receive any residential service, so no i wouldnt want to pay more.

I live at Ascot Heights and I am on tank water that has never run out, thus the water supply questions don't apply to me. But we need to have very good 3 waters in the city. It's hard to answer this as I am unaware of how well or badly things are at the moment.

I provide all our own water services

I Think is necessary to maintain and renew what we have now

I think levels of service are excellent and the council does a good job of balancing cost and reliability. you never hear of the same issues which plague other cities, so well done

I Think that eventually water meters will be required so we will need to pay for what we use, provided there is a base amount available to all before incurring extra charges. This would enable better monitoring of leakage etc. as well which would help conserve the supply.

I think the current level of service is good, however a catastrophic failure of these services (which is likely if they are not upgraded) would be unacceptable.

I try not to be careless about water use. Don't shower every day, use least for washing machine. Also store bottles of water in garage, thinking about a rain water tank from roof gutters

I would be prepared for a 3% increase in rates to maintain a safe, clear water and sewage system.

I would be very happy if the council stopped adding fluoride to the water. I don't want it!

I would be very happy to have water metered.

I would be willing to m

I would be willing to pay more to ensure our city's streams and the Estuary are protected from contaminated stormwater and sewage discharges.

I would pay more rates

I'm on rainwater collection. Will not pay more.

ICC have enough savings & earning. So, rather than spending money on malls and other projects. These funds should be spent on water, storm water, sewer, road, cctv, etc.

In all honesty, as I am on a lifestyle block, all the above services and operation are my own responsibility. I also cover all costs of operation

In Makarewa we are out of the ICC water and sewage service

Increase rates. If people can't handle rates increases then they should sell their property

Infrastructure really important to maintain. Therefore cost becomes a necessary burden for taxpayers. Maybe a small bed tax on accomodation would be appropriate as well help

Is the sewerage system not long fixed?

It is completely unacceptable that Invercargill discharges into New River Estuary and does little to push Environment Southland to protect Invercargill's drinking water from rural discharges of contaminants.

It would be very short sighted to delay replacement of these services. But I personally can't afford higher rates, and I know I'm not the only one feeling the squeeze. I don't see why we need to pay more rates for a problem that the council knew was coming. Why has the council not been saving up money for these utility upgrades?

Keep drains and water ways clear, which are not where I live.

Lake Hauroko was once an option for fresh water

Less Environment Southland employees

Like stated water is finite supply should be considered before anything else

Luckily not many people in Invercargill are living in apartments with no access to a garden, therefore in time's of water restrictions to water your garden an example from Holland shows how to help property owners to conserve water in bulk buying 1000l water containers and offer them for a reasonable price. Recreation in your garden is one aspect of a healthy population.

Maintain as is

Maintain water, stormwater and/or sewerage services as they are.

More efficient works. The duration of road closures is unacceptable to business and road

More encouragement for rainwater capture.

Need to maintain and increase level of service especially if population increases and happy to have rate increase rather than isolating an area such as water.

Needs to have maintenance and replacement accounted for in yearly plan. Cant ignore like wellington and then need a massive rates increase to fix. Basic service and should be a high priority

Negotiate \$\$\$ contracts with 'contractors' harder and audit their services, dont be afraid to default payment. If you wouldn't spend your own money on some of these substandard businesses, why spend ratepayers money. ICC are a cash cow to them. Reduce middle mgmnt and get out and audit these suppliers. You're getting ripped off.

No ai don't think we should accept a lower level of service than what we have now

No more rates increase find the money elsewhere!!!

No water meters

Not sure

Only charge those who use these systems. Upgrade now. Do not increase rates for those that use their own water supply.

Otatara is on tank water so N/A

Pay ICC rates but do not receive any of these services which I have never understood why I am not part of SDC

Pay more for better quality of water/infasecure of water

Paying more is getting out of reach for slot of people council need to stop wasting money on things that are just feel good

Perhaps look at management restructure to look at cutting costs there.

Prioritize the necessities for a city over the nice extras...

Provide cost break downs and options for public to have their say

Provide incentives for more people to access tank water, which would decrease the burden on water supply especially during peak times/summer

Pursue the opportunity of accessing the water being wasted that pours into the sea from Lake Hauroko.

Quality Water is such a fundamental to life. We only have to look to Queenstown to see how it can all go wrong. This should be a high priority for council spending.

Rates are expensive enough and we and many others are struggling to pay them now, if they were to go up much more we would have to miss out on other essential needs to cover this.

Redistribute how the rates money is spent to cover renewing the system

Redistribute rates from elsewhere to help cover costs

Reduce unnecessary spending on services not everyone uses to help maintain these core necessary services

renew priority for budget

Residential water tanks

Savings can be made by stopping waste in the ICC, at Sandy point we quite often see a lot on council vehicles all with only 1 person in them. Better control needed.

Savings to be made when you see multiple numbers of workers standing around not working

Simply - if they need upgrading then do so. However do not increase the rates for those who do not use the systems.

So far in my house we havent had an issue with water and hopefully stays this way.i am a firm believer that this subject is going too lead too water meters and in very against them in invercargill in existing houses

so far this has ignored people such as myself that are on tank water, also this doesnt include people on septic systems.

Stop asking us to pay higher rate. Work like a business and stop waiting money!

Stop spending money on over priced museums and shopping malls. Back to basics

Stop the Central city Art Gallery Palace Plan and do a combined museum AND Art Gallery

Stop wasting money on investigating council members. Either sack them or move on

Stop wasting rate payers money on irrelevant projects, too many to mention, make "user pay" & stop free services to non rate payers. Rate payments are high enough, in some cases, too high. Get staff & workers who are qualified for thier jobs & make them accountable for thier actions.

Storm water drains need to be maintained regularly especially as global warming gets more aggressive, as farmers lose grazing due to the council contractors not checking or cleaning out culverts to keep the water flowing, the same with town the sumps are that old they can't handle a large influx of rain making for unsafe driving conditions with water ponding from one side to the other. Also the water/sewerage doesn't reach all of your locations so having a questionnaire that links to the people's rates with questions that suit the location of the rates would make a lot more sense

Storm water, Otatara. Open ditches in this day and age?

Summer time could be time to resuce

The previous councils should of planned for either replacing the aging infrastructure or spend more money maintaining it

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS.

there are many aquifers containing very pure water from deep sources under and around Invercargill. In other words, brought on stream there would be no shortage of water in Invercargill and it would be free of contamination. I suggest getting several dowsers to work together to map these water sources and I would be happy to pay more to implement this lasting source. We have plenty of water available very handy to the city. if these were

There should be more attention, and perhaps financial assistance, given to harvesting rainwater at a dwelling level. This water could be used instead of potable water for watering gardens & lawns or even toilet flushing. It could also be used in an emergency for drinking water with the right filtration.

These are essential services and I prioritize them. I cannot see where savings could be made. There may be little choice regarding paying more for renewal or maintenance for these services.

These are essential services and should be prioritized, if I have to pay more for renewal or maintenance then so be it.

These are essential services for people and should be maintained at a high level

These questions are terribly written, to make ICC look OK to increase rates again

They are fundamental services, so extra investment there is fine as long as it's transparent. There is really no instance where a lower level of service would be appropriate

This question is meaningless without knowing costs, timeframes, options etc

This service is essential! I would rather pay more and get a better quality service than pay less and risk a disaster!

This survey is rigged like the council, burn in hell 🗑️

This water, storm and sewerage are the utmost priority. the cost for repairs will only increase and Wellington is an example of that, let alone Otago uni survey that has just released. You have to consider growth for all of these let alone repairs and upgrades.

However accepted the first quote will not do let alone blows we continue to see down here

Those services are essential

Try to plan upgrades and maintenance in coordination with other departments to ensure roads aren't dug up multiple times for different projects.

Water meter user pays

Water metering would save a lot so long as the level of cost is reasonable for the stressed families. Need to encourage water tanks, particularly for industries. ie Alliance at Lornville has a massive roof catchment

Water meters are bollocks. All the major users are already metered, bill them but not unrealistically to offset what private residences pay.

Water should be metered to move towards user pays

Water supply traditionally was from roof into a tank. Rural properties still do this yet city dwellers are forced onto town supply water and have to pay for the privilege of being denied the right to free water. Council should be legislating water tanks again.

Water, Stormwater and Sewerage Services I would pay more for those services.

We are not on ICC town water, sewerage or stormwater but do see the need for reliable and safe systems. Would be more accepting of a rates increase to pay for the infrastructure req

We can't have a lower level of service - water, stormwater and sewerage are essential for the health of the city's residents

We can't NOT upgrade. We'll end up like Wellington! Investment needs to have started yesterday. I think most ratepayers know that increases are coming, you just need to do it smart. Redistribute some costs and increase rates incrementally so that we can cope.

Other areas may miss out and service standards may lower, but it's not permanent or ongoing. As you point out, our Oreti water source is finite. Times are changing. We can't keep using the same set of rules. Upgrade the system.

We cannot expect to maintain or improve without paying more

We have no water supply. On tank water.

We must keep looking forward and any infrastructure should be not only updated but renewed and if this means rate increases so be it.

We need to continually invest in infrastructure.

We shouldn't be wasting money on a new build for the museum when there were other options available, that could have been modified to be do the job.

we supply our own water & sewerage

We use rainwater and therefore don't use council water supply

We would like to see a solid redistribution of current rates. They have risen exponentially over the last 5-10 years and it is becoming unmanageable. We see money being wasted on doing the same thing over again (ie, road repairs, budget blow outs and poor decision making) without a lot of positive, long lasting changes being made.

What constitutes a lower level of service? This is a 'how long is a bit of string question'

What is frustrating is the lack of clear communication as to when the work will be done or delayed for how long - a time frame (that is kept) would be helpful as owners of houses in Myross Bush and Gladstone

Why are there no questions in this survey talking about making better use of the money they already take from rate payers at present.

Why hasn't this been a regular project to maintain and strengthen

Why is there not a tie point between aparima river and oreti river supplies-- where it could be switched between a

Would pay more for sewerage

Would prioritize the above even if it meant a rates increase.

You can't continue to increase rates

You can't keep putting pressure from pervious and current councilors, we are not a never ending money supply, stop the nice haves and get the basics right, which you are failing terribly listen to the people, and stop your ideologies, and using your own personal agendas

Your survey is misleading and should give option of none of the above, example ICC is already actively boring for water at Awarua but survey make it seem like something that is not happing.

### **'Other' responses, feedback on investment in water**

A combination of a small increase in rates and redistribution of spend to help with renewal of the system

Create opportunities for households to catch and use rainfall to tanks.use

Cut wasteful spending and travel, with the savings put towards upgrading the system. ratepayers and business cant handle anymore price hikes

Decrease spending on things like museums and redoing council offices

get Central Government to help out.

Govt should fund this

I believe ICC should spent funds on this kind of required infrastructure rather than building malls.

I pay rates but receive no water service so find it insulting to be asked if I can conserve water if asked as that is my life and pay for water when needed.

Improve on efficiency of current expenditure

Invest more to prepare for the future and spread the cost over multiple decades through debt funding

Only charge those who use these systems. Upgrade now. Do not increase rates for those that use their own water supply.

reduce head of council remuneration as their negligence lead to this problem. their wage should go to the resolution

Spend more on this infrastructure and not so much on nice to have things.re

This should not be out on the tax payer, as it should have people in charge who run it like a business. Things need upgraded not just left to expire with putting it onto the next generation

Thought there was funding for this already set aside over the past decades would be good to know what\'s saved and increase required so not used elsewhere

Update to a new system without a rate increase. Maybe stop wasting rate payers money and stop blowing budgets. Get better at negotiating deal. A quote is a quote don\'t pay double like the water pumps at the airport

### **Roads**

Absolutely not, it's already a low level of service any lower and it would be 3rd world. Better planning wouldn't go astray either.

ACTUALLY STREET SWEEP THE ROADS!

All need to be seriously looked at.

All of the above need to be improved.

All perfectly ok

Am happy enough with roading, but wouldn't like lower levels of service to make savings.I do not want anymore cycle ways.

An essential service that needs long term planning so consistent spending on maintenance and replacement. Seems like same road is dug up multiple times. Why are all works not completed at same time

As in the previous question commented. If more bikelanes were existing and some footpath were in better shape, we could get people of the road, which reduces road damage as well. The public transport in Invercargill is sadly totally inefficient for me because of in need of after hours bus transfer. I guess the city is tor busses

Availability of disabled parking

Be much better at planning ahead so that roads aren't continually being dug up to accommodate different projects,Ä¶.

Best city I have ever lived in congestion wise. Good wide roads. Good flow. I don't mind lower road maintenance but would love to see more investment on footpath maintenance.

Bluff Highway too many huge trucks, need more heavy transport on rail, but this isn't ICC's fault, this is New Zealand government's fault

Bluff road needs resurfaced

Bring back flower gardens

Bushes and trees need to be removed from some intersections and roundabouts so you can clearly see traffic

By keeping the H rated trucks out of the CBD

Communicate with other services to reduce digging up new road

Consider disabled people - when I was injured I used a knee scooter and using ICC footpaths with pavers was painful to scoot over

Corner kerbing is not flat, I had my mum in a wheelchair and almost tipped her out a few times, I suggest council members push each other around their own suburb and try crossing the road sitting in a wheelchair!!

could make savings

Demand more of service providers. Open up tenders to more contractors and increase competition. The current model favours stagnation

Do it once and do it properly. Co ordinate with all services to avoid having to redo sooner than expected

Don't do more footpaths, new subdivisions can have the developers do them..we have a gravel footpath and I'm prepared to live with it to keep rates increases low. There has been a new footpath in Chesney Street that goes no where.

Don't let the city become a mess of ineffective cycle lanes like other major centres.

Don't need bicycles lanes don't spend money there to wet windy fir bikes

Don't pay more, just negotiate harder and audit contracts with suppliers. It's a joke how many men, trucks etc are sent several times to a basic job

Driver attitudes

Driver training, regular monitoring of hotspots for poor driving & parking, especially around vape stores.

Dunns Road is dangerous with the curbing that has been installed

Efficiency

Far too much roadworks being done at a time, surely not all necessary and could be spread out over time. As for noisy roadworks at night which could be done during day and general disruption with lanes changed speed lowered when no work is being done, roadwork systems need to get reviewed, minimised and work completed during the day so we are not kept awake at night for weeks

Feel intersection Martin St and Elles Road would benefit from R turning signals on both sides on Elles Road. Reduced speed makes more likely for people to speed up to get through intersection.

Finish one road at a time

Finish road work improvements in

Fix the tisbury road from tar n feather to past tisbury school. It is like driving a roller-coaster

Footpath in some residential areas are desolate/ high falls rates incl. And more cycl lanes needed as well as PROPER BIKESTANDS where bikes can be safely left. Look over to Europe - Holland and Germany / biking might not only be a time off activity, it could keep more people healthy to bike to and from work

Footpaths and crossings and Park pathways designed for independent wheelchair users

Forget about decorations etc. .and concsntre on importsnt items like damaged road surfacing, overflowing stormwaters and rickety footpaths

From a service perspective it is impossible to get access to Street Parking on Meters e.g. Spey Street, because the new cellphone pay Idea allows people to sit in them all day instead of allowing 'turnover'. Upper Don, and lower Spey and Yarrow have a lot of Service based retailers - and you are too far from any parking building Library or I central. Hopeless, where did all the pocket pay and displays go to...???

Frustrating to see newly paved roads' underground infrastructure failing and results in a patchwork of repairs, completely understand this is inevitable but the cost of doing repairs versus good underground infrastructure which 'less frequently' fails

Generally satisfied, but note the number of " patches" on roads.Cant see where savings could be made without deterioration over time,if I had to pay more then I would insist on heavy vehicle restrictions for obvious reasons.

Generally, the roading in the city is okay. One of the benefits of living here is that congestion does not exist. Maintaining what is done currently would be acceptable

Get more efficient without cost increases

Get rid of the plants on roundabouts so you can see what is coming!!!

Get traffic light timing sorted in Don St intersections of Dee and Kelvin streets. Accidents waiting to happen as drivers run red lights as can wait a whole light cycle and go nowhere pending on pedestrians and wanting to turn. Lights go back to red too quickly

Having nice approaches into the city I would happily pay for for these to be inviting even if it's getting ride of the plantings with waist high weeds as it brings the town down (airport, Bluff, east road and north road). Also the grass verges to be maintained such as Bond street tip end

Higher pedestrian seats.

Highway 1 and 6 through town road to bluff. Bluff most dangerous road in nz make waka kotahi spend more on it

Hold the roading companies to account. Their standard of work is extremely poor.

Honestly most streets could cut costs and are over maintained. Only Bluff Highway needs money poured into it. Most roadworks around Invercargill is a waste patching miniscule wear and tear.

I along with most rate payers cannot keep paying increased rates and getting less and less in services

I don't know what the answer is but there are too many intersection crashes

I don't think we can accept any lower level of service.

I feel rate payers are being taken advantage of with the sheer amount of wasteful spending on road cones and temporary signage. huge room for savings.

I feel we don't get value for what we have to pay in our rates overall

I personally think generally our roads around the city arent bad considering some other cities i have been too latley

I suggest that all services be positioned below a removable foot path. This would enable upgrades and repairs to be carried out without ripping up the road surface.

I think storm water sumps need cleaned regularly Autumn time to prevent flooding during heavy rain events.

I think that some of the safety improvements are excessive ,the Mill Road/Bainfield Road intersection. n

I think there are areas of State highway 1 (Invercargill to Bluff) which are actually appalling. The trucks are just hammering this road. The footpaths around Bluff are overlooked; many are slimy and green and others are overgrown with weeds. I would still be willing to accept this as a status quo as a trade-off to afford water upgrades.

I think we pay enough to maintain our roads already.

I would be willing to pay more to manage roadside ditches in a more environmentally friendly way eg planting one side with native sedges

I wouldn't pay more for any of these things as the rates are dear enough now Where does council think people will get this money from. Pensioners struggle to pay now

I wouldn't want to pay more unless the work was overseen as at the moment I think you are wasting our roading funds

I'd pay more

I'm unsure the quality of road surface as it seems it's often needing repaired and the repair doesn't even last long. I would like to see a good quality road surface that doesn't need to be redone and creating extra spending.

ICC need to let contractors design and build, this would save millions

Id would pay more to have a increased level of service.

If you are going to conduct a survey with input from the community - try following what the community asked for e.g. keep buses out of Wachner Place! Also, stop trying to prevent traffic flow, by reducing lanes and badly timed lights at intersections. Also, disappearing lanes at roundabouts is hazardous for tourists and residents e.g. Tweed and Elles, heading South.

Important to keep standard high but don't increase rates

In general roading is of a good standard. However there are many examples of complex traffic management with large numbers of cones with large numbers of cones confusing

Increase acceptable for speed bumps and other safety around schools

Inner city cycling

Install CCTV cameras to make driver cautious to follow traffic rules

Invercargill has low traffic volumes and virtually no congestion when compared to places elsewhere in nz

Invercargill used to have a high standard of streets and roads but in the pursuit of mediocrity they are now an embarrassment.

Is there any chance of the trucks paying more for the damage they do to our main urban routes?

It's fine as is.

It's great to see some improvements at the moment with the roads. Hopefully this continues, as these have been overdue

Keep kerbside free of weeds

Kelvin Street has a protruding manhole that needs sorted.

less cycle laned, My street cyclists use the footpaths despite cycle lanes both sides !!!

Less cycle lanes

Less cycle lanes

Like an ability to pull over in area where sun strike on bluff road, also could have more lighting in some of the areas closer to invercargill as quite dark from hills and greater blinding from car lights as greater contrast. Where open not so much

LOS with hedges taking over footpaths

Maintain West Plains Roundabout. It's a disgrace as the entrance to our City.

maintaining and improving the accomidations for blind and disabled community members.

Many of the lane markings around traffic lights clearly confuse people as no one seems to know how to use them. The timing on many sets also is off, for example don and kelvin St, fox and Tay St, never enough time to get through them or take too long to change. Esk and kelvin should be a scramble crossing for pedestrians. More humps in the cbd to keep speed to 30kph as sign posted manykerbs not suitable for motor scooters and those with walking frames

Maybe coordination between different services. The amount of times I've seen a road re surfaced and then dug up to put in other line services a month or two later just seems silly.

More red light cameras.

more speed limit signs!

More support from central government

Much of the resealing work that has been completed lately on residential streets has been of below acceptable standard with large areas of chip coming loose after only a few months.

My residential footpath is disgusting. It is still gravel with weeds everywhere, gorse bush and pot holes. When I walk in the mornings I have to walk on the road if it is dark because there are too many holes in the footpath.

Need Keep Left signs

need pedestrian in Windsor very confusing for people

Need to upgrade their game re condition of roads

Negotiating better with contractors. Stop letting them charge what they want. Make them put a warranty period on their work. If things fail within 5 years they need to repair for free. Then watch the work standard rise

No concerns if current level is maintained

No increase spending just better management

no need for all the different language signs

No not interested in paying more rates have already increased enough over time

No one in this city can drive. You need enforcement cameras, like the ones you just put in but aren't using for enforcement.

No the roads in the suburbs is ok

No we should definitely not accept a lower service to what we have now. I'm not sure why so many pedestrian crossings have been removed. Has anyone tried to cross Tweed St as a pedestrian around 7.45 to 8.30 or 4-5pm between Rugby Park & Clyde St? Why have pedestrian crossings been removed? Also at The Crescent it's difficult for pedestrians to cross.

Not sure of what others might need but I'm ok

Omaui needs the Road sealed before there is an accident. There are many other intersections in Invercargill that need roundabouts or lights.

on the road from Bluff to Invercargill there is very little ability to pull over if issues like sunstrike which in a particular corner I have had. Can end up in ditch or get run into by others blinded

Otatara -Bay Rd disgusting even after work done. Hasn't lasted. Do you have anyone over seeing the work

Our road surfaces are rubbish compared to up North! Sometimes the patch-up jobs are substandard, and don't last very long either.

Our roads are in very poor condition. If pipes are being dug up for repair the least that should be done is to repair them to a decent standard. Our roads are often worse after repair!

Pay more for better roads

Perhaps stretching resurfacing scheduling out by a year or two where surface is not in significant decline

Personally, I am a fan of roundabouts at intersections instead of lights. Roundabouts don't need to be large, see bond st / victoria ave, also lower end of fox st. In this day & age, we all need to consider the costs of what are core services. I do feel that the existing contractors have a bit of a monopoly on contracts around city. Good to see another northern company in the mix. We cannot keep raising rates to cover nice to haves & often the timeline between germination of an idea & implementation allows costs to blow out of proportion. Consultant use should also be monitored. Use the inhouse people, if they are not able to do the job they are employed for, then dismiss them for others suitably trained

planning would help, nothing worse than seeing a road or street resurfaced only to be dug up 2 weeks later by another dept. Talk to each other and plan, streets will look better and money saved

Please read foot path comment.

Police support/campaigns re traffic lights, stops, give ways and proper entry to turning lanes

Police visibility in major road specially at night

Poor quality of roads though ICC expects residents to pay more now for poor roads.

Pot hole city

Rates increase looks like the only option if Central Govt won't help.

Really need a north-south bypass to avoid Dee street.

Redistribute rates from elsewhere to cover costs. Cut back on how often roads are being resurfaced when not needed.

Reduce cycle lanes

Reduce the cost of public transport and increase parking charges.

Remove bushes and trees from beside pedestrian crossings, particularly Tay St/Dee St. Anything that obscures drivers visibility of pedestrians increases the odds of an accident

Remove cones when finished and where start should stay till finished

Remove Maori signage

Repairing roads during the night seems to work better than during the day so this should happen more often or all the time.

resealing of roads does not always leave them in a better condition, do it less often but properly, putting another layer on top is usually ineffective

restore speed limits and reduce the amount of non-sensical changes to speed limits that exist (eg 60km limits to 50km limits - bunch of signs and change for negligible benefit)

Resurface Bluff highway!

Review speed restrictions especially tiwai road.

Ridiculous cost when contracting to external providers- needs to be more pressure applied at RFP stage to reduce costs / profit for contractor

Road marking is poor and disappears before the lines on the road are repainted. Spend less on the footpaths and allocate this money to roadmarking.

Road surfaces are important in the Southland climate, I would accept an increase to maintain for safety.

Road work's all over the place but traffic management is over the top

Roads need an overhaul

Roads generally pretty good, not perfect but.. Cycle ways are good and most drivers are very good but some are idiots. Parking halfway into the cycle lane forces cyclists to risk getting hit by traffic in the road lane. Better control at a couple of roundabouts ( Clyde ) Almost hit by an idiot going too fast to get to the roundabout to turn left, Almost run over ( the bike was ) at the regent street roundabout because the driver didn't take proper care to see if anyone was coming. Most drivers are very good.

Roads in southland as a whole including invercargill city are the worst I've seen in the south island.

Roundabout planting terrible especially Lorneville

Rugby Park roundabout needs pedestrian crossings and low level plantings for visibility

Seal on residential streets is awful. Loose stones still over a year after being redone.

Sealing of all gravel roads in the ICC area

Service should be maintained as is with small increase in rates and redistribution of spending. DO NOT put South City, Central City and Windsor back to 50kph - they need to stay at 30kph.

Shrub plantings to be maintained to a reasonable height so you don't nearly get taken out by cars due to lack of visibility, foot paths not being gravel paths with weed all through it aka bainfield road rugby club side

Signage and disability for pedestrian crossing. Its stupid to put patterned glass in tay St pedestrian crossing as harder to see pedestrians

Signs in english please

Some clown put road signage up " Business access only". Says it all about the clowns who run this show. Really.

Some of the garden plots

Some speed requirements are a bit ridiculous - for example, only being allowed to do 60km on Rockdale Road past the housing south of Centre street

Speed bump to slow traffic in Lithgow St, right in front of school entrance

Speed limit monitoring passive and in conjunction with police to actively monitor. Otatara road 60/80kmh is often exceeded

Stop digging the same roads up every six months. Do all maintenance at the same time to save contractors time and us money.

stop going for the cheapest option when it comes to repairs and resurfacing. the civil engineers give you their recommendations, stop ignoring it and asking for minimum standard

Stop patching potholes when you know the patch will only last a few days or weeks.

Stop wasting money on cycleways that in most instances are only used by a small vocal minority.

Surface of main roads

Temporary speed limits when there are no road works in progress create a human behaviour of ignoring signs as most often they are not relevant. This creates an inherent safety issue where road workers are in a less safe environment due to the excessive measures in place when not required

The amount of confusing road cones and signage or lack thereof.

The city at present is very shabby

The dirt road surface for neas road is an indictment of the city.

the footpath outside 162 Princes St is cracking up so much I need to mow it as so many weeds grow in it.

The footpaths are terrible in Invercargill and are narrowed by residents not maintaining hedges and or trees

The futile expense of the gross Maori signs at the Stead st pump station is a classic example of rate money wastage. Should have gone on road maintenance. You are too ready to ask about rates increases.

The ICC is not short of money they just need to not build \$70m museums, and definitely should not project manage in house.

The level of service for roading is good. the ICC managed roads are generally well maintained, especially in contrast to the state highways

The main issue is that the vast majority of Invercargill drivers do not correctly indicate on roundabouts which is dangerous and means traffic does not flow as you can't determine driver intentions. In general there is extremely poor indicating by Invercargill drivers. An education campaign is needed.

The North Road is also being hammered by H rated trucks Is there an alternative route for these

The pedestrian crossing need better locations away from roundabout entries or exits/corners and better highlighting of their locations (flashing orange lights) drivers are often distracted coming into these locations and pedestrians can be obscured by plantings and other infrastructure

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS

The road works time frame seems excessive. Otatara has had years of our roads being affected due to very long projects

The roads are very uneven, contractors leave awful patches that damage vehicles and equipment with no consequence for themselves

The roads seem to be dug up so often, which obviously comes at a huge cost. Can things be better communicated to ensure everything is done at the same time to avoid this?

The roundabout at West Plains Road the entrance to our City is a disgrace and reflects badly on our City. It's an absolute eyesore. .

The service is as low as it can get now.

The weeds that grow near and around the at Clifton needs better

Tidying of roundabout areas and other roadside garden areas

Timing of traffic lights in the CBD, the cycles are far too short

To many road cones. Poor management of our assets the roads.

Traffic lights and green arrow lights needed at many intersections

Transit should be investigating more for State highways. Contractors repairing roads should be proven in abilities to produce effective consistent repairs of quality. Too many unqualified repairers working on contract doing shoddy work.

Use your new cameras to fine everyone blocking the intersections and end up going through a red instead!

Vegetation in roundabouts out of control.

Way less traffic management ie cones etc would save significant costs. One person spraying weeds and one person on safety is overkill

We have over recent years left our roundabouts in a very poor and somewhat untidy state. Our roundabouts in previous times were a beautiful site. Well maintained roundabouts ( the garden aspects ) contribute not only to the beautification of the city but contribute to safer roundabouts.

we have to clean our own gutters;reduce cycle lanes widen streets for vehicles

We seem to have a lower level of on-street marking maintenance now with many lines at intersections and stop signs etc showing signs of significant wear. I would be willing to pay a bit more to improve those.

Weeding and gardening in this town is disgusting

When dark and wet, can't see road markings at all. Need cats eyes in town in the middle of the main roads.

Work smarter not harder

Would like to see more bumps in some residential areas to slow traffic

Would love to see a lot less signage and restoration of common-sense speed limits (60km/h on Curran Road for example is strange). There are areas where speeds move from 60km/h down to 50km/h, a barely noticeable difference but requires more signage, which is becoming too abundant and an eye sore/distraction. Multitude of signage in some areas which is an eyesore (such as the small give way signs at every junction on the Dunns Road foot/cycle path). Also on Dunns Road there are tall reflective markers that don't look nice, are often broken (some cases look like they'd be dangerous to fall on). These could be replaced with smaller cats eye style reflectors

Would not like to see lower level of service, if I did have to pay more I would insist on heavy vehicle restrictions for obvious reasons, especially in residential areas.

Would pay more to have all roads sealed.

You don't need months long assessment time, see a job and do it don't have so many people taking their nit to justify a job

## Waste Management

A green waste bin should be provided - if we want our city to look tidy and clean

A yearly calendar for bin services in mail boxes

Again, solid waste is an area that I deal with myself at my cost. There is no city sponsored bins. They cost extra

Although an ICC rate payer I do not have curbside collection which is annoying. But dealt with through a private firm

Always try to minimise waste going into red bin, but often put green waste into it. Would be open to discussing supply of green bin and costs.

As seen in other countries especially in Europe, it did not work out to have more bins at there property, rather go for several collection point throughout the city with large containers. Do not get discouraged by problems discovered in the beginning.

Big savings can be made here. Simply have one weekly bin that goes straight to the high quality refuse tip at Winton. Recycling is not the answer. The initial packaging is the problem.

Bin visibility in major areas

Bins not in rates. I deliver to station

Burn the waste to make electricity

Could add a foodscraps service. I think ICC should look at dunedins service and try similar

Current tip charges should not be raised above inflation

Currently recycling is a have so why waste money of you are not going to utilise the efforts of those recycling. Everything is all bundled into one waste pile.

Do not want a lower level of service.

Do random checks regularly seen people with cans in red.bins

Don't get collection

Drivers need to to care with waste bins. Banging the edge of bin ends in damage that requires replacement sooner than expected

Fix the recycling dates on the website. I will not download your app.

Four separete bins (waste, recycle, green matter and glass) posed problems for staring them off the street.

Glass bin isn't needed, this isn't Dunedin, and yellow bin would be wasted, just used for cardboard boxes and milk and juice containers. Green bin would be very useful for me as the red bin I'd too small for my garden waste.

Glass should go back to drop-off points like it used to be years ago. Green waste should be monetized to offset costs (like Tim Shadbolt proposed years ago)

Green and compostela waste buns unnecessary

Green bins should be part of the service. I normally take my green waste to the dump.

Happy enough

Happy with the current service.

Happy. Need bin clips like Blenheim.

Having rubbish bins offered in tisbury along with otatara and having them be an opt in service if we wish to have them as we currently pay other companies to do this

Household rubbish needs to remain as a weekly collection for health of residents

i already have to pay for my own bin in Otatara. if the council truely cared they would reduce number of councilors and outsource effective strategies that would see rate payers pay less for a better service

I already pay for a green bin privately. The level of service at the moment is okay.

I already user pay

I am a very reduced waste user. I recycle and compost and try to save the planet

I am doing my best to recycle, compost at home and take my green waste to the recycling centre. I consider I am paying sufficient at the recycling centre to drive there and physically dispose of my green waste.

I certainly DO NOT agree to having more bins on my property or paying for something that I will not use. Not every resident wants or needs these bins

I do not receive kerbside rubbish or recycling despite being in ICC area, and less than 500m from Queens Drive. The boundaries of collection zone needs to be expanded.

I do not recieve any kerbside service, so not willing to pay more.

I don't get rubbish bins

I have my own compost and I take things to the Op Shop. What I notice is that everyone gets their red bins collected every week. I can go 3 weeks without needing to. There needs to be education around how to achieve this. I would be happy to pay more to invest in reducing the problem, not managing it.

I have no kerbside collection.

I live where it is easy to compost our organics, so the greenwaste doesn't help us, but I can see that it could help others. I don't know why you would want to separate glass.

I manage my own recycling and use the transfer Station and recycling centre to dispose of waste

I pay ICC rates and receive no waste or recycling services so it is not relevant

I presently have a green bin pickup on a regular basis at a cost of \$20 each time and have done for 40 years

I think having adds on TV to show which wste is recyclable and what isn't would be helpful, the paper handout is not really helpful

I think that given the amount of recycling that goes to landfill because of contamination by broken glass it would be desirable to have glass separated from the yellow bins as happens in other cities and I would be prepared to pay a bit extra for say a At least once a fortnight collection as happens in areas such as Queenstown Lakes and Dunedin. I don't think we should introduce a green-waste bin

unless it is voluntary, as I compost most of my green-waste and take shrub and tree clippings to the transfer station for composting. There are commercial companies who operate in the green-waste space for those who want such a service.

I try to minimise waste in red bin, but often put green waste in it. Am open to idea of paying more for a green waste only bin. I note Councils minimise

I use the recycling facility in town regularly and I find the setup quite difficult to use. I am a short person and can't easily reach the slots. The wind blows my recycling away sometimes. I would be willing to pay more for a redesigned recycling facility that actually works. I would

I want more effort put into actually recycling the fastest wastestreams in the yellow bin rather than them still ending up in landfill.

I would accept maintaining the status quo on this, if it wasn't feasible to increase the service.

I would like more info on where to drop off batteries, spray cans and polystyrene

I would like to see an increase in payment to provide for green bins.

I would support heavy fines for any breaches

I'm still bemused that Otatara ratepayers don't have recycling & waste collection in our rates, which I am sure would be as dear or dearer than many in town that do have this provided

I would pay more to increase levels of service. A small bin would be good for people to put glass containers in. Green waste should be free for drop offs. Although green waste, like lawn clippings, weeds, and tree branches, rose cuttings, could reduce the red bin, and then the red bin may need emptied in at least once a month time frame.

If a green bin was put in place, the red bin service for my house could go down to at least once a fortnight, offsetting that cost. I'd be very happy with that as an option. A glass bin would be fine also, but again should come with reducing the frequency of pick up.

Is recycling worth the time, effort and cost? Nowadays it's possible to burn cleanly, isn't it.

Is there any point separating glass out? There is no way to re-use/recycle it in NZ, so I have been led to believe. I am already saving with a smaller yellow bin.

It takes only a few seconds to sort and clean recycling material. Those that put rubbish need to be heavily fined. Not ones that make a mistake with some containers but ones that put household rubbish, nappies and such.

Keep existing collection days

Keep sump charges at a reasonable level.

Leave it as it is, NO INCREASE

Lessening service increased costs often result in dumping of rubbish by those who can least afford additional costs

Look at waste incineration for generation

I loved the Wastenet stickers for the bins received thru the community newspaper

Lower cost. Better management

Maintain service

Maintaining the burn costs me at least one trailer load of green waste a year help with this would be good. Help would be appreciated

More area need for reuse & recycle area at the tip area

More education be honest what will end up in landfill, people are kidding themselves they are doing the right thing. Seems like council happy to leave in the dark.

Most "recycling" is dumped anyway so this is a waste of time

Need better advertisement of recycling services options in Invercargill. I would like a flyer/magnet of what can go in yellow bin to put on fridge.

No but I think we need to reuse a lot more and a separate glass bin we used to have would be good

No clarity has been provided about the process followed to recycling plastic waste in red rubbish bins.

No happy the way it is

No. People should have their own compost system.

Not applicable

Not paying more enough is enough

Once again no questions on making better use of ratepayers money, just spend more or cut back.

Once again, look over to other countries in Europe. Glass collection in large containers as well as cardboard and paper containers in multiple designated public places where people can drop their recyclables. Do not get another bin (e.g. glass) for each household. Plastic bottles have a disposable deposit in most European countries, why not here. Stop the fairy tale there is not enough recycling material!

Otatara doesn't have any council waste services and most don't want any

Otatara so I do not get this service. I pay \$628 a year to Wasteco for a bin, but we recycle and reuse as much as possible.

Pay more for Green collection

Pay rates that are high in Otatara and we don't have this service. I don't recycle as I pay enough for rates and then bin. I have a busy life with a young family that being a responsible kiwi for recycling is unreliable in my situation. Would like if my rates reflected a rubbish collection service

Pay the same.

People should be discouraged from putting glass in the yellow bin because it can get broken in transit and make the sorting of the actual recyclable material hazardous. The glass is not recycled in any case because nobody wants it so it should just go to landfill. I understand that selling the paper and plastic only accounts for 10% of the operating cost of the recycling centre so would recommend that ICC looks at recovering the energy content of this material via a waste to energy plant as is the case through much of Europe.

People should pay for their own green waste disposal

Pick up red bin once a fortnight and yellow bin once a month

putting price up at transfer station will encourage fly tipping

Recycling At least once a month. Visit Wanaka re-use station, Invers' needs that style and pricing to keep solid waste from landfill. It's awesome. Invercargill would respond well to it. Needs to be staffed by easy going creative people.

Recycling is fine as long as the effort and recycling results in in the home

Recycling rules have got complicated to the point it easier to use the red bin

Red bin collection could be At least once a fortnight instead of weekly

Redistribute rates from elsewhere to cover additional costs

Reduce collection to once a fortnight and provide a green waste binn

Reduce tip fees to encourage folks to clean up their property.

Reducing what can be recycled is rather rude when the red bin isn't getting any bigger

Residents are having a difficult time and definitely can't afford to pay more for services

Rural no not get bin collection. However our rates are higher than those in town.

service stay same

Shame about the recycling centre changes that were made, ridiculously stupid setup we no longer use it.

Soft plastic recycling please

Sorry live in rural setting Myross Bush

Statistics quo

Status quo

Stop people parking overnight so bin men can actually access bins more easily. NP on road where bins go. I sick of picking up a tipped over bin . Poor drivers trying to access bins too.

Take rubbish straight to browns, instead of going through the transfer station.

The ads on radio where children or adults pretending to be children are ridiculous. Adults do not need children telling them how to behave.

The level of service is good. it's a shame that the council was forced to reduce the types of recycling that could go into the bin, but I understand you need to operate within the constraints of the law

The overall service is good compared to other jurisdictions

The problem is that so much waste comes from food packaging , Almost all my waste comes from that, There should be drop off at the grocery stores for a lot of that waste, ie meat fish trays and veggie and fruit containers can be washed and dropped off at the super markets

The radio ads with children telling adults what to do are totally inappropriate.

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS

There are already excellent green waste services in place. If we were to pay extra for everyone to have a green waste bin, what infrastructure is in place to support this going forward? More cost? I believe changes have recently been made as to what our yellow bins hold, yet the information stuck to the inside of our bins has not. I would be happy for soft recycling to be included in our regular recycling.

There could be drop off places for glass to keep it out of recycling bins.

There is no recycling option for Bluff Highway properties even though it's the same trucks collecting our rubbish, there is also no recycling options in bluff

Those who pay invercargill rates but live outside of town boundary should be exempt from paying for services they do not receive.

Times are tough and your annual rates increases are not sustainable

Use the street sweeper more

Using the dump for green waste could be made cheaper instead of a green bin

Very hard to understand now what can be recycled. A lot of confusion so a lot not bothering and just putting in red bin.

Waste management needs to be provided in otatara, it's ridiculous that we are not classed as urban

We cannot afford to keep paying increases

We do not get that service and have to pay for our own.

We have no waste collection and pay fees at waste transfer station and recycle as much as possible

We pay for a green waste collection for when we need it. We also compost aswell so im my circumstance a user pays system work for me

We pay for our own bins and water in Otatara therefore our rates should be less  
we provide our own waste management

We should be looking at glass recline. Dumping it at Otatara is terrible.

why can the council not recycle soft plastics?

Why does the ICC allow contamination of recycling by glass

Why not user pays based on the weight of the kerbside bins and provide the incentive to reduce waste and recycle so compliant users are not penalised.e

Willing to accept a lower level of service

Yellow bin has become a joke. Don't use it anymore. Red bin's need to be bigger until you sort out yellow bin. Meaning stop been so fussy

You don't have to be very far beyond the city edge to not have access to recycling/yellow bins. I would like this option!

## Parks and Reserves

Accept a lower level of service

Add more landscaping trees, plants to some to lower the area needing to be mowed, it also inceases as

Again current chareges should not exceed inflation

Again, divert money from ridiculous consultation fees, planning that goes on for a year only to be changed, cut this wasteful wonton spending and put it into the things that your community actually want.

All the parks should be created for all ages and have articial grass, or a really nice rubber foam around the playing equipment

Already low service levels with many examples of overgrown areas that are not mowed often enough. This may the result of private contractors failing to complete their obligations rather than council staff who on the whole do a good job especially the young fella who I often see operating the big tractor and mower

Am talking about Queen's Park here, I have no complaints about level of service.Can not see where savings could be made.

Any increase in user pays on sports fields will lower use.

As per pervious comment some things we need to take a bit more pride in rather than lowering standards

Better gardening maintenance

can they get any lower?

Could look at cutting back on plantings especially on road islands to save costs.

Current level

Dog parks with agility equipment

Don't lower the service

Encourage young families to use the park

Far more should be made of the reserve along Otepunu Stream. It is a real opportunity to improve the central city. There is way too much focus on shopping malls.

Good as it is

Grass trimming needs tidying up

Honestly could shave costs slightly. Maybe mowing lawns slightly less often or something like that. Rubbish pickups definitely can't be cut though, rubbish makes a park or garden look ten times worse, even a few pieces.

Honestly, can we stop charging extra please!!!!

How can you lower it any more than you have? Residents look after berms, council should follow suit on the rest.

I believe that the current level is a minimum.

I don't want to pay a high amount but want the park services to remain. Get donations from tourists with scan to donate machines.

I think that the green spaces are kept at an acceptable level now no need for change.

I think the present level & standard of parks is suitable. Maybe a suitable fee could be paid by sporting clubs for use of grounds that are provided if not already doing so

I think they do an excellent job maintaining the parks and teh trails out towards the beach. Very good for walking or biking in safety.  
rks

I would be prepared to pay more to maintain our Queens Park, reserves and walkways that ratepayers enjoy and tourists marvel at.

I would be willing to pay more to have an environmental education programme and facility in one of the parks.

I would hate to lose quality service for these areas, particularly in Queens Park, Anderson Park, and other larger green areas.

I would like to maintain existing levels of service

I would not have the hot house/ conservatory and prefer more non native plantings to beautify invercargill

I would pay more for a higher level of service, and ensure that the employees get paid a decent wage.

I would pay more to assist bluff reserves

I'd be more than happy to pay for native planting because it would be better for our environment and eventually stop the inane practice of paying somebody to sit on a mower to cut a lawn that nobody uses and biodiversity can't generate.

ICC already dropped this to a poor standard

Improve numbers of parks staff.

Is there a private contractor who could possibly do the mowing cheaper?

Just work smarter. I am sure less people used to do more!!

Keep links golf course

Large amount of 'green space' per capital is worth protecting

Leave as is in terms of service and keep paying for that service.

Less specialised garden spaces at queens park and wasting money on s\*\*t sculptures that cost stupid amounts

Lower level of service maintaining gardens in the middle of the road/lanes

Lower service would be fine.

Maintain current service please.

Make sure there are rubbish bins and seating available and check maintenance on equipment eg water play at queens park have not slip matting. Accident waiting to happen

Making all spaces and parks accessible and safe costs what it costs and would

Maybe some parks areas are not being used ie the park along Doon street , Beautiful but not used very much , Also the roundabouts need to have very low plants ie thyme that is easily maintained easy to see all traffic from all directions

Mow and spray less of north invercargill like u do in south invercargill.

Never accept a lower level of service, Invercargill is nice and "green", money can come from other ends of the taxpayers as I have explained in this survey

No I do not want a lower level of service from Parks and Reserves!

No I wouldn't pay more. Just stop putting extra rates money on cultural signage and art. Doesn't need to be plastered everywhere, save money.

No not paying more

No to increases, maintain as you are.

No, do not recommend cutting spending here at all.

No, I'd rather pay more in my rates.

No. This is an important investment for the city. Grounds need to be maintained. It's one of the best things about the city.

NODDY STOP BEEN A TIGHT ARSE LOOKING FOR MORE MONEY

Not doing the job properly now. I would suggest again that the council seeks community involvement to maintain some areas. I personally have offered several times and been rebuffed

Not prepared to pay more

Parks are coming along nicely. Selling off our park areas in Bluff is a terrible idea. Especially the west end park area should be developed a little to allow for some cheaper adventure type play ie logs, log structures. Also considering selling Bluff camp ground is a shocking idea. Just get someone decent in there who has some get up and go to invite people in. No wonder it's not popular atm. And I don't mean the motor home association.

Pay more for centre plots maintenance. If it means removing cabbage trees from some of the plots that's ok too. Invercargill is so lucky that previous councils laid down green belts and parks for future use. We should maintain them properly

Pay more to make even better.

Pay more to reduce the low mow frequency near main transport routes.

People should pay for use of sports fields

Plant appropriate plants in the correct place to minimize maintenance

Plant some areas in wildflowers to reduce upkeep.

Queens Park is lovely but a small area for dogs to run free would be lovely

Queens Park is maintained very well

Reduce number of parks and put more into parks remaining

Replace seasonal plantings with more permanent plants it will reduce costs in the long run

Rugby Southland look after your own space. No more ratepayers money. Utilise Corrections Community Workers to get labour intensive jobs done.

Seeing them actually doing there jobs and not sitting parked up for hours before they even begin to start the jobs or having a calander that tells us when surrounding parks are being mowed so that we as a community can hold the managers accountable if these are not being performed in the week timeframe they should be. Also maybe passing all the roading and or play grounds off to private companies so that these get done and council can focus on the areas that got left to them from predecessors such as Donovan Thompson bush etc

Sell land not needed for long term town plan

Service needs to be maintained and more spent on weed reduction around traffic islands and paths

Some of the disused 'reserve' spaces could be subdivided and sold. There is too much under-utilised reserve space (old tramway line, Mcquarrie street reserve, etc)

Street planting bit variable

Sunday market can held at the park instead..to enjoy the park more

Talking about Queen's Park again,I do not want a lower level of service. Well cared for Public spaces have a therapeutic effect and I would sooner fund them than say an Arts Centre.

The big parks are mainly well looked after, however areas on roadsides should get more attention and presented just more lovely.

The low-mow thing is not ideal for hayfever sufferers. The past two Summers have been horrendous. Would pay more for upkeep to sculpture/ furniture to be repaired/maintained. Broken/damaged things are quite sad to look at. I know vandalism is difficult, but do you have insurance for some of that cost??

The park should be utilised more

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS

There appears to be a current mood to save rates by not maintaining parks, grounds etc. This leaves our parks, reserves etc looking somewhat 'dowdy' and appalling.

There appears to be a newer policy of mowing the grass less frequently.Icant see how this can save as more time and more breakages will occur with each cut.

This department should be a high level regardless as a lot is a safety issue with playground equipment

Toilets, safety fencing and signage at the horse bridleways

Too many people doing very little that I have observed.

use low mow policy

Wasted money on a temporary toilet at queen's park, other one was broken for years. Temporary one lasted 3 months before a new one, who made that call?

We pay enough as it is.

We should not have to accept a lower level of services. Maybe less overseas trips ot lunches or ridiculous consultancy fees.

Weeding and mowing should be prioritised over the frequency of changing flower beds etc. I do not like the 'low mow' strategy. It makes the city look scruffy.

Who services Rugby Park Is it a private contractor is so this needs reviewing

Why are our roundabouts bland we're previously they were colorful with flowers and shrubs

Willing to pay more to maintain current standards

Working bees for community groups to save costs

would be willing to pay more to have recreation areas maintained, ie not cutting down all the trees and bushes on Otepuni ave

Would not pay extra as it certainly wouldn't make any difference

Would pay a little extra to see improvement/upgrading of the playground equipment

Yes decent planting like Gore in the streets

You need to weed the gardens at Queen's park, maybe consider giving volunteers a plot if garden yo weed and look after.

## Splash Palace

Accept a lower level of service

Again this should be at a high standard constantly

Community cost subsidising for limited group of users

Current level but better disability support services

Cut any area of it for savings...

Do actually allow males to pretend they are females re changing rooms?If so this will cost you (us).

Do not go on a lower level ever.

Fine as is.

Great facilities for children

Great facility.

Great for kids and families - needs to remain available.

Great for people to learn to swim maintain

Happy how it is, other than more access to diving boards needed. They're always closed.

Have never used this facility, perhaps it is time it shifted to a user pays model.

Have never used this service, so not really familiar with it's day to day operation. Perhaps users should pay more to help cover costs.

Haven't been since the new water slide but it was pretty good place for the kids and adults alike. I don't go now but was happy with it when I did sporadically.

High standard required here charge more.

How many rate payers really use this?

I don't like pools, but they are important to have.

I think the cost of this should be more user pays.

I used to go more often, cleanliness could be improved, water quality and showers

I would be happy to lower levels of service without any changes to service for swimming clubs, lessons, training - less public use or higher entry fees.

I would love to use Splash Palace but it is not user friendly for elderly. I would love to see a ramp into the swimming section of the pool so I could get in out easily. I am sure there are others like me.

I would still pay more for a higher level of service.

I'd be willing to pay extra if there were swim/gym membership options

I'm glad of notices to say when some space will not be available.

If it was closed during the day when it gets lower use

Improve sauna facilities

Is this really core business?

It doesn't seem a priority at all right now

It is important for children to learn to swim.

It needs to stay the way it is.

It was built in the wrong place for most people who use it.

It was funded by rate payers. Should not cost so much or local Invercargill residents should get discount

It's a good amenity for the city as is. The investment has been made and it just needs to be maintained. If you can do it cheaper, through staffing or otherwise, then great.

Its too expensive

Keep as is if you put the price up poorer people won't be able to go ,it's the same for all these services!

Keep everything how it is now

Led to believe the pool maintenance is very high so making savings here will affect quality and standards - unsure of any savings that could be made?

Lower the fee for locals

Lower the price for year long ticket

Maintain current service. Maybe review hours of operation in winter.

Make it completely user pays. By putting charges into rates it means home owners are paying more than people that don't own a home

Make sure it is self funding.

Maybe you could look to run the pool at a lower temperature to reduce heating costs

Might take grandchildren if visiting but not happy about LGBT people using shared spaces with opposite sex.

Need now seating. Need another pool. This is an awesome facility which is managed really well.

No maintain what we have

No need to cut savings on a pool that is used by majority of the community. Savings could be cut elsewhere especially on cultural aspects that could be funded by there own organizations

No to more costs

NODDY STOP WASTING OUR MONEY ON STUPID S\*\*T OR LEARN TO NEGOTIATE

Off topic but id like too see a more bums on seat approach. Maybe try a well advertised cheaper month too see if it generates more people through the door and would possibly mean more income generated?i know we would be more inclined too use it outside of swim club

Offer meals at your cafe, fresh salads, home-made cakes. The cafe could be pumping. Keep the prices reasonable and sell volume.

Pay no more. Can it be sold?

Possibly a slight entry increase

reduce staff and let natural selection take place  
Reduced fees to get in or days when the hydro slides are open without needing to pay  
Service is needed and needs to be maintained at current level  
Should be maintained. It's important that young people learn to swim competently  
Space palace is incredibly important to school age children & should have regular free admission days for them.  
Splash palace should attempt to orientate towards a user pays model where possible, but I do accept there's a genuine public good in operating a pool and allowing people to exercise and learn to swim  
Stuff you lower level of spending for lower service. Spend our money wisely and have the same spending for better service  
The pool is very expensive for what it has to offer it's not affordable at all for families either  
The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS  
The Wave pools needs to be refurbished again and the cleanliness is terrible.  
The staff must get tired of patrons over taking seating etc I've stopped going. It's often an unpleasant experience.  
Tiles to be repaired in pools. It's embarrassing that we've got the nice blue tiles and then lots of concrete.  
Too much equipment around pool. Lifeguards need to be upskilled  
User pay  
User pay only.  
User pays  
User pays, stop making non user rate payers foot the bill.  
We need an accessible pool so children can learn to swim. This is so important.  
Why do we always have to pay more? The level of service should always be high.  
Yes teaching kids to swim not just survive  
you need to clean pool up and get better staff who can be more professional

## Library

All areas cut for savings  
Any less and it will close  
Anything that encourages reading in children  
Better to add a charge for some services than to cut these services  
Businesses donating toward facilities  
Central government needs to manage taxpayer dollars far better - should be supporting a nation wide system  
Community funding for benefit of few  
Cut back purchasing by 20%. No one will notice.  
Do enjoy the library when I do go and probably don't utilise it enough, am not a big reader too though  
Don't feel the library is such a welcoming space since it was refurbished and adult services put on ground floor.  
Fine as is  
Going to the library the staff there are very helpful  
Great facility  
Happy to receive lower levels of service for savings.  
I access the digital library frequently  
I believe this is an important part of our community particularly for the young and elderly we should not cut costs or services  
I do not use the library, however for some people it might be a good place.  
I do not want a lower service at the Library. I don't really use the programmes they offer but realise that is important for a city library. I would like to see them get a MakerSpace like I saw at Johnsonville Library. So yes I would pay more for a MakerSpace with good equipment  
I got the internet in the mid 1990's which is the world's biggest library so I don't go at all now.  
I think a library is an important community service, I wouldn't want to pay more but even though I don't go in much anymore I don't mind paying for it (at the current level)  
I think they have already made cuts or savings as well as less staff.  
I used to visit more often when I lived in Christchurch. Think partly not know there, also use a community library  
I would like to see spending on the library reduced.  
I would like to see the library become more of a learning institution with more books towards STEM subjects for both kids and adults  
I would love to see a little cafe in there, and some more seating, so that it becomes a destination again!

I would pay more for a higher level of service, and ensure that staff are paid well. Also why is there no taxi rank available outside the library? I have a disability, and access is poor.

I would pay more to maintain the children's section and research services.

I wouldn't lower service standard. Need to encourage more use. Maybe cut some hours back

I'd pay slightly more for library. Some of us don't have computers so rely on going there. Also photocopying. A tool lending library might be useful.

Important for our community to have this access

Important service but not one I use.

Increase the content

It doesn't have what I'm looking for

It's a great hub facility. Central Otago stopped charging for holds many years ago, seems a backward system here

Libraries are extremely important to provide services to those who cannot afford books and for the elderly who use the delivery service. The service for the elderly could do with more resources as it is largely volunteer at the moment.

Library operates 6 days a week close 3pm Saturday save money no high rates hence

Library probably ran at a reasonable cost level

Lower level service make it does not get bigger.

maintain existing levels. The library is important and a great space

Maintain for the people who use the library

Make it user pays

Make sure it is self funding.

Many digital books available but would like to see more of these available as actual books as well.

Maybe could look at reducing hours, midweek even shutting Monday and Tuesday

More visibility awareness in social media for new things in the library

never use it so should also be user pays

Nice high standard of service

No more extra costs

No, would not want to pay more. It's fine where it is and what it offers.

No. Fine just as.

Obtain all literature on line

On line services.

Please continue to fund the library! So essential for development and literacy!

put it in a place that has more free parking

Review hours of operation in winter.

Sadly, the role of library is less relevant to me as I read and get resources on line

Status quo

stay same

The library should be bigger.

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS

Unfortunately libraries are getting taken over by on line e reading,

User pay

User pay only

User pays

Very important service.

We don't need to spend on the library right now. It's not a priority.

We need to maintain services as they are.

When I was a kid I remember school trips to the library all the time. I don't know if my kids have been recently with school but they have the internet at home. but I personally would not like to see the resource gone

Would like to see it all on line. The day of books is rapidly passing. Maintain what you have but all new stuff should be electronic.

This will increase availability and should reduce costs

Would support paying for use of the Public computers and books taken away from Library. Would pay more for printing if required. Would not support funding for Drag Queen's to read stories to children.

Wouldn't pay more

A waste of money

All areas

Anything cultural is a complete and greivous waste of money

Arts always find a way. Money is often wasted in the wrong places in support of art, despite good intentions.

Can't think of any.

Certainly not wanting to pay more

Create activities events

Culrure Art centre close in.Kelvin st hardly used by people often.empty.save on rates

Do not go for lower levels! The Christmas decoration are a shame, nice cosy lites get people into the city and stay for longer. Initiate a Christmas or/and mid-winter lights festival in town and the power bill could be payed easily.

Don't even know what the 1st one was.

dont know what He Waka Tuia is, so wouldnt know anything about it

get cracking and get Anderson House open again with an art gallery and cafe. it is such an asset to our city and why you aren'd utilising it I dont know.

Get more games there

Haven't been too any for several years.

He Waka Turia is a massive waste of money for a facility that is small and displays next to nothing. Why even bother?

I do not see the above as Council responsibilities and would accept a lower level of service.

I miss the museum in Queens Park and do not understand why it doesn't include an art gallery any more.

I think rugby park needs to be a multi purpose venue. We can't have stadium just for rugby! It needs to be self sufficient and house other sports that can contribute to its ongoing costs.

I would like to see the new museum complete. I'm not impressed with the temporary city centre one.

I would pay more for a higher level of service. It is great that we can have shows, art, and culture in Invercargill. I do wish that for the disabled that their was more areas for taxis to drop off and pick up.

I'm not sure the Scottish Hall and Rugby Park are delivering the returns for ratepayers. Either we need to commit to getting Rugby Park up to scratch and getting more events there or just give up on it

icc spends alot of money on Rugby... is it really a good ROI? or should we get rid of it or potentially diverse for other more world wide popular sports

If Rugby Park continues to be used almost exclusively for rugby, it should either have costs covered by Rugby Southland, or sold & the profits used to develop Surrey Park into a better multi-sport complex.

If you make these things user pay people won't go.Ninety percent of people have no spare money

It cist enough to go to some things, you would destroy it for elderly

It's not a high priority area for me, so less investment wouldn't be an issue. Hopefully the new museum means that limited investment will take place over the next decade or so anyway. They are good to have for the city. There was an opportunity lost not moving rugby park to surrey park, next to the stadium and athletics track. It only warrants investment if the maintenance costs for rugby park continue to be high, because of how badly built the grandstand was

Jury still out re huge spend on new museum. Public has no idea what it looks like or how it is to be utilised, cost increase of \$19 million hints at ineffective cost analysis, worrying. But it is needed.

Just because I dont have time to make use of all our facilites does not mean that they are not import to current residents and have value to people being attracted to come and live and work here.

Level of service is great, no need to increase funding other than for maintaining buildings, cleanliness, keeping inventory looked after.

Lower

Lower the level of service if not being used by the majority of the residents in Invercargill

Maintain service. Try and make Rugby Park more freely available for events.

Make sure the council charges a fee to get into new museum. If people won't pay why is the council spending all these millions???

Most no longer reliving.

Need more information

Need the new museum - sell Scottish Hall - reduce rugby park spend - charge more for users

Needs to be like dunedin where a seperate entity manages the venues.

New Museum should be combined with Art Gallery on QPark location. Having two separate competing venues 15min walk apart is silly. Look at Dunedin. They were closing early/not opening at all last winter. Even their increased population to ours could not support two separate institutions. Younger generations are on their devices. Going 'out' is not a priority - even though you may be over spending on the whiz/bang digital offerings in the 'new' museum. If they don't show up after the initial hype, that is wasted money. Gradually introduce later, as required instead. I would pay more for a Museum/Art Gallery that can accept TRAVELLING EXHIBITIONS. Can the new build do this??

New museum waste of money.

No I don't want to accept a lower level of service. There is no question about Andersons Park. This is also a fabulous venue that is being underused.. The low mow areas should not apply to Andersons Park and if so please please collect the grass clippings. Again this is a valuable asset lifted to the city and it must be maintained and used properly. It was fantastic as an art gallery but could be used as a venue for many events

No idea what the venue with the Māori name is?

No money to waste on demolishing/ Past Museum was excellent

No to a lower level of service. We need a proper museum (make out of town visitors pay a small fee to view). The civic is an iconic building and vital to Invercargill arts and identity, it must be maintained.

No we have spent too much already

Not into sport. Didn't know about He Waka Tuia, not had occasion to visit the Civic theatre, esp due to budget watchin

Not my thing so I would probably want to pay less towards these to make savings.

Pay little more for upgrading key assets rugby park and museum

Pay more for upkeep of new full museum.

Pay more to get a quality museum with minimal maintenance required.

Perhaps make some of the smaller halls cheaper to rent so people would utilise them more.

Rugby park should be maintained by Rugby clubs or national Union

Sell off some buildings, council should not hold all the responsibility for local venues.

Should have got the museum built 8 years ago

Since I don't use these venues they would not be top of my list for funding, I guess I'm an infrastructure person first and foremost.

Spend enough on a new museum and art gallery that serves its purpose.

Spending in this area is not a priority right now.

Spending needs to be cut so I would accept lower service across the board.

stay same inflation is reducing

Stopping spending so much on new museum. We don't even need one.

Sure as hell no. These are things that are nice to have. Not things we need

The council already charges on top of the rates way too much for community groups to use these venues

The demolition of the museum was a travesty. It was strengthened in the early 90s when the pyramid was added and during the demolition revealed itself to be a lot stronger than we were led to believe by ICC. Again the closure of Andersons park was another miscarriage. Ratepayers are being financially penalised over some grandiose ideas. Do not rebuild unless it's financially able to stand on its own feet including rebuild costs. Use an existing building instead and recycle and reuse as that applies to you the ICC, as well as the rate payers. You are not elected to unnecessarily spend large sums of money with no possibility of a tangible return.

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS

These should be user pays or gone

They should be funded by the users not rate payers

Think events are well priced

Too much focus on Māori culture in this city.

To the contrary, I think the venues are priced out of market range now and are unaffordable.

too much money spent on arts

Too old now

User pay only.

User pays

User pays

User should

Waiting for the new Museum to open!

We also need to support Whare Taupua which is helping to raise and encourage the art scene

We could forget the obsession with signs /art installations that no one asks for and we can't afford.

What is Hewaka tua?

when the children were younger I went to the museum often, keep this service for families

while it is great to have these places I do not believe it is a priority to be spending our rates money on these services while most people are struggling to pay everyday living costs. These places are not attended by the majority of our population and could be put on hold till we get the basic services updated.

Whilst we are contented to pay for a new Museum which I am not against, we have our heads buried in the sand in regards to other assets e.g. Rugby Park and the Scottish Hall as examples.

Why are we not able to maintain LOS and not have price adjustments?

Will be nice to have a new museum. Current space isn't worth visiting  
Yes to a lower level of service to make savings. User pays for these venues.  
Yes. Build a museum not a heritage / conference centre

## Public Transport

"Ghost buses" as we locals call them. Why not put mini van type buses on runs. They go down my street empty most runs. What a waste of fuel etc  
Again, user pays. Too many times I've seen empty buses wasting fuel & drivers getting paid for driving in circles.  
Agree users should pay their fair share.  
An essential for many people but it needs to be flexible and useable. Empty large buses must be uneconomical?  
An expensive service often underutilized. I understand not everybody has private transport, but users may have to pay more.  
Are buses really the future of transport? Are there alternative sustainable vehicles that could be invested in to run more often and cheaper.  
As a pensioner higher cost less use  
As mentioned above, the timetable is not matching with my needs as a still working retired person.  
Because I cycle most places I don't personally need a bus service - but I believe it is a priority to have a high functioning service. Trust the government to put it back on the ratepayers!  
Big buses waste of time always empty  
bus user pays more to keep rates lower, if possible.  
Bus users should pay more  
Buses should stop directly outside schools, stadium, pubs, shops, McDonald's, KFC, WINZ Council offices, old people homes, funeral parlours, parks. Start doing and thinking differently to fill empty buses if you're gonna keep the service. There's no rugged bus shelters for bad weather days. Don't build shelters using massive glass sheets that get smashed and vandalised.  
Business case needs to be done is it working can downsize it  
Can't use the bus because I would be late for work as I need to walk to another area outside my suburb to catch a bus. The service needs to be available when people work and also when they go home,  
Could lower price by pushing out bus runs from an hour to say hour 15.  
Developers who stretch the city horizontally should contribute to the cost of transport services. Higher density accommodation closer to the CBD makes public transport more cost effective  
Disability accessible  
Discounts for elderly / total mobility  
Does Invercargill really need a bus service? more stats need to be provided to answer this  
Don't think you can get a lower transport system in Invercargill  
Don't use the bus, but it is needed. People should be encouraged to use public transport for the environment, plus not everyone can drive.  
Don't use the service  
Everyone should use bus service. Must be cost effective  
Farm it out  
Feel current service is not adequate but would pay a bit more for more routes, buses, availability.  
Feel fares not too bad but would like to see free travel for e.g. over 65.  
For a bus service to work it must be frequent enough to be of practical use for users. Regrettably to do this will cost more, and in the absence of Government assistance there is no alternative to increased prices  
free for gold card holders after 9 am  
Get rid of it, Uber is a thing.  
Get rid of the big buses that seem to carry around yacht fuel all day and switch to mini vans  
Happy to pay more  
I am not qualified to speak because it's an area I don't use but people have said to me the routes take too long to get into town.  
Sometimes something like buses might run at a loss but a city still needs them  
I believe if buses ran more regularly then people might use them more, e.g. if you have to catch a bus at 7 to drop you at work by 8 and you don't start until 8.30... why would you bother?  
I cannot afford to pay more.  
I do believe there is justification in raising bus fares too the people who can afford it  
I don't need a bus and it is not practical for me, however it is needed for many others i.e. elderly

I don't think bus users should have to pay more toward the cost of providing a Passenger Transport service as it mostly those on low - very low incomes who are using the buses and, therefore, the least able to afford price increases. This would only lead to people use the buses less. Maybe businesses could contribute to the cost of providing buses as they are probably the ones most benefitting from people using the buses.

I don't use it, but it's important for people who need it. Can you use smaller buses? This government are a bunch of clowns, so perhaps tell them to just keep paying for it. They wouldn't know what it's like to have to depend on public transport

I have no opinion on this as I'm not a bus user, but in principle I favour a user pays approach

I have not used a bus since I left school. But back then I had to walk over a km to get a bus from verdon to cbd. So it was poor

I think the current cost for people using the bus system is adequate. More people should be encouraged to use public transport.

I think the government is wrong about this. If we had better services they would be used more often.

I use my own car for transport around the city.

I use my work vehicle or private car which for me are more convenient.

I won't use so can't comment.

I would only pay more for a higher level of service, if the bus routes were more user friendly. I.e., As stated, a bus to get people to the hospital, then also more shuttles. Also a more user friendly app that can help people get to where they want to get to, i.e. hospital, then Windsor, and over to Waikiki, or Glengarry. An orbital bus like Christchurch has. This may encourage people to use the service. People will not wish to pay more for a bus service that has to take two or more bus rides to get to where they are going.

I would pay more if the times the buses ran, suited me.

I'd be happy to pay for decent public transport - either do it properly or ditch it - it's basically unusable with timetable now for so much so why bother with it? 2 hours from Windsor to the Hospital - bloody ridiculous.

I'd pay for a bus to the airport

If the increase is too much then it will be cheaper to drive and park

If there's hardly anybody using the buses, why not use Mini vans.

Invercargill bus service is under utilised. It is used mainly by people who really depend on it. Please don't increase the fares. This may cause the buses to be used even less than they currently are.

It needs to be made easier to use. My one time trying it was a nightmare, the timetable hard to follow, it's not well publicised. Buses are amazing, use in many other cities but the one here too hard

It should be user pays. If that doesn't stack up then can it and let private enterprise do it instead

Keep the current service but keep charges within inflation

Live in Otatara! No bus service

Lived here 19+ years - don't recall using bus service

Make the bus service more accessible and economic to encourage everyone to use it, particularly office workers who don't need to take a car, low income users need this service to be reasonably costed, elderly people often don't use it as the bus stop is too far away and not weather proof

More people need to use the service!

My hours of work are 8am to 5pm. The bus timetable doesn't fit with this which is ridiculous. In every other city in the world this is prime public transport time.

Never use the bus. Everytime I see a bus it has maybe one or two people. What a waste. Must be a better way than using all that diesel.

No comments, but bus service can go

No need for Saturday service.

Not strictly true that there is no bus service but it is expensive and infrequent. I would use it more if it was cheaper and had a couple more buses each way, or at least heading into Invercargill

Of course once again those in need pay more. Some rely on this service it's the only way to get around. Some routes could use smaller buses i.e. minivans

Pay more

People with a Community Services Card should get half price fares.

Poor people need buses, even if don't, maybe vans could replace buses there never seems to be many on them

Provide a bus service in the whole of the Invercargill, and that includes within the whole boundary.

reduce service please

Service pretty minimal now. But public transport is essential for mitigating climate change. It should be affordable for everyone. If more user pays then consider discounted price for low income, beneficiaries.

Should be more geared towards user-pays. Suspect majority of ratepayers do not use bus

Should be user pay system

Should be user pays

Should be user pays.  
Smaller buses more often with better routes.  
Smaller buses would save costs  
Smaller buses/ more on time  
smaller more fuel efficient buses are needed  
The bus route runs along my street and there are only ever a handful of people at most on the bus. Huge waste of money.  
The bus service isn't used because it hasn't fitted people's needs since the last time it was overhauled. Making people pay extra will just make the problem worse.  
The bus system is shocking. I would be happy to pay a reasonable amount for a better service  
The buses are not used. Drop them  
The buses I see always seem to be empty. Perhaps cut them completely.  
The Government is stupid (short sighted, ignorant, and only interested people like them).  
The government should bring back the half price fares for students those with a community service card.  
The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS  
The serviced areas and timetable frequency have been pared back over the past few years so it is difficult to know what savings could be made. There is a point where people don't use buses because they are too hard to get to or they just don't go at suitable times or frequencies. So reducing service levels only exacerbates the problem and people choose other means of transport.  
There needs to be more buses run to make the service usable for more, maybe use smaller cheaper to run buses more often? Can't get at night, weekends or early enough to be an option  
They should  
This service is used by those that are less likely to pay so it would be socially irresponsible to reduce its service or increase costs to users  
Time table aren't appropriate  
Unfair for our poorer community.  
Use smaller buses they never have passengers  
User pay all costs  
User pay only.  
User Pays  
User pays  
User pays  
User pays, simple.  
We don't need it in Invercargill  
We have no access to any bus service  
We shouldn't be subsidising an overseas owned, bad service company- ie. Gobus!!!  
What about smaller buses  
Whilst we do not utilize Public Transport, we should maintain a good practice service for those who do.  
Wi-Fi on a bus is not necessary. We do not need to entertain people on their journey. To be effective routes actually have to be timed to commuter habits, otherwise not attractive. Considering lack of parking in some areas of CBD- might become more attractive, as I will never be riding a BIKE with my shopping in tow in Southland weather. This fixation is driving people out of the CBD..  
Willing to pay extra fare for a trip beyond 5pm  
Willing to pay more to support those who need buses  
Would like to use more  
Would love service of some sort in Otatara  
Wouldn't use. Not regular enough I  
Yes, people should pay more to catch the bus..  
You need to keep the fees affordable for users. Many are already low income and will not have the funds to pay more.

## Public Toilets

Audit the cleanliness.  
Cleaning maintenance could be better  
Council should make older buildings have their facades more presentable.  
Cut councillors salary and tidy our toilets  
Depends, value for money

Don't lower the standards! Public toilets are important!

Don't reduce the standards and safety of public toilets.

Feel loos are almost an inalienable necessity and should be a priority, factored into costs and not wanting to pay more for this.

Good positions for facilities

Have a separate one for lbgtdqwyey+%@ so normal people don't get diseases

Have better areas for them and more tidy.

I appreciate the maintenance that takes place

i don't know where they are.

I don't use a public toilet because the new electronic ones are an awful experience.

I think the services are otherwise satisfactory, just higher seat option please and be aware some people are bigger

I think they are adequate but wouldn't want a lower service.

I would keep services in line with inflation

I would pay more for public toilets and ensure well paid jobs for employees.

I'd be happy with just long drop toilets as long as there is a look at walkway tracks

If it was fast to pay then a small charge per use might be acceptable

If the automated toilet is not functioning - how can we tell? Are some actually locked down after a particular time at night?? I still don't know what was wrong with it? Needs to be easy to assess whether functional or not, (from outside) and even knowing where they all are would be handy. Perhaps each one could have mentioned where the next closest/adjacent toilet is located?

Maintain current service.

Maintain current levels

Move to higher costs

move to self-cleaning units.

need to be maintained to a high standard

No change in cost needed i think the services need to be adjusted to suit the needs though

No gold plating. Usable and serviceable is all that's required

No, the level of service is adequate. perhaps the council could lower costs somewhat here

Not enough and parking to use them.

Not paying more

Not willing to pay more.

Pay more for a higher level of service

People always will need public facilities

Perhaps offer a choice of user pays service with scan to pay machines directed at non-residents.

Present level is fine

Public really sick of the effect that thousands of 'dead' cars on sections have on the general presentation of our city. A bloody eyesore. ICC needs to change rules so that owners of these properties are required to fence off or get rid of these public disgraces. Visitors comment that it makes the areas look like a bomb site. We live with the mess every day. It is wrong.

Put the money your spending on museum to housing the poor

Reducing rates only equates higher rates further down the line with usually less flexibility to choose where the money is spent.

Seem pretty good.

Service needs to be maintained at the very least. Regarding land and buildings, council should sell all interests, that are not being used for council business or services

Status quo

stay same inflation reducing

The availability, location and condition of public toilets make a significant impact on visitors impression of our city.

The city looks like it's falling apart and would be great as a set in a zombie movie

The ICC could refurbish the Admin building like the Menzies building Instead of starting again or renting off developers

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS

These need to be cleaned a lot more often in spring and summer at least twice a day

They need to be cleaned more regularly

They need to be maintained. The one at South City looked like someone was living at it. They need to be maintained.

To be honest apart from say the toilets I don't have enough insight to comment further.

User pays

User pays

Wachner place toilets well positioned and staffed.

We don't need a higher level of service right now. It's not a priority.

Yes council need to hold landlords to account to maintain and upgrade buildings. Many heritage buildings we need to keep are getting so rundown they will end up falling down. It is wrong

You need some public toilets

## Democracy and Council

At the moment just maintain the status quo

Can we make savings by combining councils ? I would not pay more for a higher level of service  
could lower these costs yes

Council positions should have minimum professional qualifications to be elected. Conflicting interests should prohibit election.

Councillors get elected by ratepayers, then how do you get hold of them after that? They just become an entitled bunch at the trough. Cut the catering, sister city visits etc. If there's a council meeting, bring your own lunch like we do in the normal world.

Drop the egos, get out about with the people and make decisions in a timely manner

Elected councillors are only there for three years. They should get on with the job and not worry about personality differences.

Encourage more people to stand for council. Remove unelected councillors

General rate payer apathy. Current council only represents those who voted, which is usually less than 50% of the eligible voters. The public generally don't feel that they are heard.

Get out into the schools to educate our young youth so they are inspired to be future community leaders. Maybe run some fake council sessions with combination of students and councillors at the table ... ensure engagement.

Have less councillor s

have no unelected councillors

Higher level of service? I honestly have no idea what happens in council but red tape is prevalent

How about we lose the mayor whose costing the rate payers because he fits his name. Why should we pay for his mistakes. When people saw Tim in public, you saw excited people and would wanna say hi. Now what a nob and jokes about how bad he is

I believe that a flat (say 5% ) saving could be made if ICC was directed to make that cut. Section leaders would then have to budget within that given amount. The way it seems to work is that each dept put in its wish list, adds a little for inflation and so on . This keeps compounding on an annual basis with elected members being forced to accept annual increments of rate increases.

I do not think that Māori should have special representation on council. At present I believe there is such and unelected Māori representative according to the reports in the Southland Express.

I don't see the diversity of the people in our community reflected in our local council. I would not pay higher for anything.

I don't think the council really needs to consult on everything perhaps

I have a suspicion that paying for higher levels of service would not actually result in higher levels of service.

I hope CCTV will deter poor behavior costing ratepayers.

I support mana whenua to have a vote in council decisions

I think aspects need to be different - not necessarily costing more

I think we need better fire plans. With climate warming and increasing nut cases I think it is better to be prepared with a strong plan on how to tackle different fire situations and also to plan how to control or direct fires before we have them. Fire is like water in that it can be directed, more uphill where water is downhill, but I believe through plantings of fast burn, low burn and attempts to direct fires to easy to fight places that could help. Also fire breaks in peat land ie in ground concrete walls giving breaks to areas

I would pay for a higher level of service, if the public could be more involved with decisions about our city.

ICC doesn't need changes to funding from what I can see

ICC must not lower the service

It would be nice to have more community involvement but in saying this How many is too many communication officers I hear ICC have 17? Is this true

Just pay less as we don't need the amount of councilors as everything is contracted out

Keep the current salaries.

Less local government

Less trips away . Certainly no increase in their stipends

listen to rate payers

Listen, if I have a problem I phone the council. That's it.

Maintain current levels

Maintain service.

Maintaining a democratic process seems to me like an essential thing in a fair society

Mayor R Scott of SDC has floated a very sound idea for amalgamation with resulting cost savings and efficiencies along with a strengthened advocacy with central govt

Money will not get better people rather the absolute opposite.

no need for Māori reps on council who are not elected

No way, council is an "old boys" club, with no back-bone by any elected members to publicly voice their opinion & follow through with election promises. Big changes are coming.

Not paying more

One again more questions about cost and level of service, no questions on making better use of money already taken from rate payers and providing a low level of service.

Only ratepayer elected people should represent and make decisions that spend our rates

Part time politicians shouldn't be paid as much as some of their constituents make in a full time job. I support competitive wages for council staff & a pay freeze for all executive & political positions.

Pay the elected members on a performance basis, not a set rate. E.G. Mayor embarrasses the city = no pay.

Paying for bad behaviour

Previous comments cover this

Previous or current elected council members and their family members business should be ban to provide any services to council

Ratepayers should be asked their opinion more often even if inconvenient to the council

Reduce Councillors to 10

Safety, cameras, police visibility,

Savings can be made by discontinuing the undemocratic unelected practice of Maori representatives. Do this before anymore questions about increases in rates.

Shouldn't have unelected people having a say or vote ie iwi

Strongly opposed to appointees on council, all council members MUST be elected to the position

The council should consider using referenda to ascertain support or otherwise for schemes which will burden the ratepayers for the foreseeable future.

The council surveys but never listens look at wachner place another example of survey but don't listen as big money talks and developers get their own way disgusting

The ICC listen to squeak wheels not majority, as often the majority carry on with no interest in council. The council lowered speed limits to satisfy NZTA rather than satisfy there people

The level of competence is so low I don't think funding affects it.

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS

The services in this city now are the worst I can recall.

There has been money spend looking into the mayors behaviour and conduct - that behaviour was appalling. Honestly it's embarrassing for the region. And that is money that could have spent else where.

There is no transparency. We only hear about the disfunction.

There should be a set of guidelines for appropriate behavior of our voted representatives. I've been very disappointed by the behaviour of some elected officials

They don't represent my views only theirs

Unelected council members should not be paid or have voting rights

unelected councilers should have no say

Unsure what service they are providing

We are getting yearly increases without seeing different levels of service already, There does seem to be waste on issues like consults and investigation of the major;s comments when these comments were used in a particular context. In the paper it mentioned the large number of staff turnovers, Why is this so?

We must be able to achieve a better level of service without always paying more.

we need a reduction in council members. and we need member that actually represent the people

We pay enough.

We pay enough.

We should never accept a lower level of service.

We were very disappointed with Clark's cartel running council.

While the Government is saying councils must concentrate on the "core" activities, they have also mandated much of the consultation to take place, so I can't see where service levels could be reduced much.

Wouldnt matter if I did Mayor would do what he wants

Yes , four yearly election.no mail out,if you want to vote turn up and vote,have polling stations at supermarkets.If we could stop councillors and mayor's bitching at each other ,then getting layers to get worthless apologies we would save a considerable amount.probably drop the number of councillors by 3 or 4

Yes. As previous. Appoint a board, put trust in the council staff and management who run the place, and get rid of councillors

You need people who are capable to run a city and be able to make a profit like a business instead of putting the rates up year after year

### Regulatory Services

Around the same

I don't think we should accept a lower level of service.

Keep service level as it is or charge more for consents

Keep the high standard and promote to other councils

Maintain service.

Status quo is fine

Animal services needs to make sure dogs aren't wandering off properties. I plan on getting a dog, but waiting to save for my back fence is fixed so it can roam in a private space.

More needs to be done about troublesome dogs

Maybe too many managers with little to actually manage

Cost is to high

Not paying more

Once again total Arrogance, Just out to collect the last of rate payers income the council and government haven't already taken.

One council including district & ES updated systems saving \$ in admin

Stop going on about lowering services to make savings.Work harder.

Parking is a necessary evil, generates revenue we don't pay with rates ... would be useful if all the parking had the same rate tariff and could see if you had credit from another space paid prior.

### Corporate Services

a leading organisation within the city

Always found them pleasant and helpful

Around the same

As above.

As I have stated, rates increases larger than inflation every year cannot be sustained. Need full management restructure and minimisation of debt .

Better more prudent management. Better service lower cost.

Big savings to be made here. Downsize the staff, get rid of middle management and get rid of MfAori representation by paying more ,would we get a higher level of service???? havn't in the past

Clearly councils financial management is extremely poor that they need to find more and more ways to extract money form ratepayers and small business.

Contact Numbers are not seen in public to report anything.

Corporate services are not typically customer facing, but they are crucial for Council functioning. Capability needs to be maintained but with increasing cost efficiency.

Cumbersome system that seems geared to fees rather than providing oversight

Customer service is already low. That CSR at front counter is awful, so rude! (lykyk)

Don't increase the rates

Don't know

Get rid of the pencil pushers

Happy with the service

Have been satisfied enough,I don't know where savings could be made assuming Council spends rate payers money astutely.

I don't have the relevant information to be able to comment.

I know from many people that they fear to enter the council, because they themselves have a lack of knowledge and meet admin or council employees who are not very friendly and helpful if they struggle with term and council processes. ICC department mem people I have spoken to felt

I know what these things are but general Joe Blogs would not have a clue what these departments of council do.

I think it's unbelievable that the city manager gets a salary of over \$300,000! Why doesn't NZ the council need so many consultants?? Why are we paying them so much?? Council priorities are all wrong! Why are the salaries of managers so high? The same as the Mayor??

I think staff needed to be treated well including pay and conditions. Make people want to work at ICC and then you'll always have great people there.

I think the level of service is good, not requiring investment.

I would pay for higher level of service, to keep ICC as good as the other cities in NZ. We may be as South of NZ, but we can have pride of being the best city.

I would suggest having the Frontline staff look like they want to be there

I'd like to know how much the ICC pays out on co

ICC corporate services probably okay, I haven't had to deal with them much, but I haven't heard many complaints

Increase in parking enforcement is coming across as revenue gathering

Keep charges low so all can access them.

Look at cost saving

Lower dogs rego

Maintain as much as you can limited increases

Maintain service

make all public property records available online

More services should be on line and progress of applications should be visible to applicants throughout the process

No I don't want to pay more in this area. Contracting positions usually leads to more expense in the long run.

No I wouldn't accept a lower service.

No to higher costs

No, was good service in person

No...required for building consent

Not paying more

not really

Our council has attracted national attention for all the wrong reasons and needs to do better.

Paying more is not an option

Provide the service they accepted by running

Rates are expensive - always big increases.

Rates in the last 3 years have increased almost 700\$ for our property. On every question in this survey we are asked if we would accept lower service, What needs to happen is reassessing all the areas and seeing what needs to be done what is no longer of service to the city, ie Why does the city need to look after Rugby park when that should be maintained by Rugby union and clubs, It is not a core service used and needed by all.

Sewerage, Water and Stormwater pay more.

Should never have to accept a higher level of service for a higher price. I think that's wrong.

Status quo is fine

Stop using external consultants and rates could drop. If nobody in the council is competent enough to do the job there should not be working there.

Systems appear antiquated. Technology has been used to drive down costs in business for decades yet ICC appears to be largely manual and over staffed. Technology should be implemented to reduce labour costs

terrible service still waiting for a returned phone call from 2 years ago.

The new parking building has no where that I know of where you can pay money or use a non pay wave card. it is stupid. I dont have a payWave card and I am not able to use it. Could you please do something to correct this please?

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS

The roadside parking meters are not as easy to navigate as the ICC parking meters.

The staff are paid to do their job...we should not have to accept lower levels of service.

There appears to be a culture which has developed in Local Govt whereby the elected members of council are barely relevant.And the ratepayers who elected them are even less relevant.ICC suffers from this same affliction.There is a superior arrogance that they are definitely not entitled to.However this does not apply to the direct contact staff,ie reception etc.

They are great in the ticketing area

They were very helpful

Typewritten publications telling us all the good things they are doing is a waste of money , advertising in the paper that our rates are due is nuts. , they sent a bill , people know they gotta pay and when.If they have made up their minds on issues don't waste money on consultation,we,Il vote them out next election

Unsure who is responsible but consider vanity costs. Apparently the christmas lights which were very expensive and required staff sent to China and purchased not long ago are now at the end of their life. How do we benefit from sister cities. Seems like unnecessary costs

Useless I T. This survey has just booted me out twice, cant complete what I started on, won't let me go back- what a dog!

We pay enough already for the level of service we get.

Why pay more for the same service, just to line councils or members pockets.

Would be happy if the CCTV network is not extended beyond the CBD and South City.

Yes if necessary for better outcomes for the City.

## Perceptions of Invercargill<sup>5</sup>

10mins to anywhere

5 mins away from everything

7 minutes to anywhere within the city boundary by car and all important facilities are within walking distance

A lot of golf courses

Access to lovely park, friendly people on the whole, new things to look forward to.

Access to the surrounding areas with untouched natural features

Accessibility to everything is easy

Affordability

Affordability of lifestyle and ability to access and participate in a very wide range of things to do.

Affordable and accessible city

Affordable housing. Plenty of green spaces. Close to Fiordland & Central.

As the city is small it is easy to get to shops and other amenities.

Availability of Sandy point as off lead dog area

Beautiful gardens and queens park

Beautiful parks

Being able to get anywhere within 15minutes

Being by the sea.. tight community

cheap(er) cost of living

Cheaper living

Clean, green and superb facilities in close proximity

Close proximity

Close proximity to everything.

Close to amenities

Close to everything

Close to family

Close to free food sources

Close to highway for truck spotting and rail spotting

Close to queens park

close to town, using public amenity

Closeness of everything

Community

Community facilities (library, etc) and parks (Queens Park & Donovan Park)

Compact city handy to facilities

continuing decline in quality of housing and non-compliant residential/commercial properties within the city

Cost of living

Cost of living, size and resource

Council seem to be performing quite well compared with the rest of country

Cycle through queens park

Decent shops

Distance from family and friends

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<sup>5</sup> This question was not included in the Quarter 3 questionnaire

Diversity of residents

Doesn't take long to get to work.

Ease of access to everything- parks and walkways.

Ease of life style, same opportunities as larger cities

Ease of movement

Ease of moving around

Ease of travel in town

Ease of travel, great parks, close to wider Southland community

Easy access to everything

Easy access to most areas of the city (not too happy about the many road-works happening at the moment- right on Christmas time).

Love our city's many open green spaces and parks free for everyone to enjoy.)

Easy access to most things

Easy access to shops, hospital. parks

Easy access to the outdoors, good standard of living.

easy and fast to go everywhere

Easy city to live in and get around (despite a lot of roadworks at the moment)

Easy life style

Easy Living good facilities a safe city excellent facilities ie Splash Palace, stadium etc

Easy to drive around, the new mall

Easy to get around

Easy to get around

Easy to get around

Easy to get around, new mall, Queens park

Easy to get around, Queens park is a winner

Easy to get round.

Easy to live here despite roadworks

Everything

Everything

Everything is accessible and the parks

Everything is easily accessible

Everything is easily accessible

Everything is nearby and easy to get to.

Everything is only 5 min away

Everything. Love the mall.

Familiar

Family

Family

Family

Family connection

Flat terrain

Friendliness

Friendliness, wide open spaces and streets.

Friendly people

Friendly people

Friendly people, queens park, upgraded cbd

Friendly services in shops and bus and taxi !

Go ahead changes

Good access to a wide range of services. Reasonable car parking options. Good retail and dining options. Reasonable rates levy.

Good calm lifestyle

Good economic potential

Good shopping, easy access, a varied selection of cafes

Great amount of facilities for such a small town

Great facilities, beach, park, ease of getting around, motivated, people, summer evenings

Green spaces  
Green spaces  
Green spaces  
Green spaces and wide roads  
greenspaces  
greenspaces and wide streets  
Handy to all amenities.  
Handy to everything  
Have family in this area  
Having family close  
Home town  
How everything is accessible? Pool, stadium, park, mall  
How friendly  
How some of the streets and shops are starting to look modern  
I am born and raised here so I am familiar with the area, I like knowing where everything is.  
I am very happy about the new mall and it's been great for young to have a area to meet, eat, movies etc  
I did like the museum along with my kids but the current museum issues are too much of a cost to rate payers  
I don't  
I feel at home here.  
I feel safe and secure  
I feel safe in my person when out and about, except for parts of South Invercargill  
I like the locals and the ease of getting around - flat and wide streets  
I love ingill because of its lovely city  
I was born and breed here and love our city,  
I'm struggling to positively answer this with such a backward mayor and his lackey councillors  
Invercargill is a city that generally cares for its residents. There is a degree of civic pride that I have found rare elsewhere. Bluff is somewhat neglected but I understand that there are only limited resources and funding  
Invercargill is a friendly city, the streets are wide and well organised.  
Invercargill is a place where new things are always happening.  
It is a safe city for the majority of citizens. All our facilities are nearby and have an ILT to fund projects  
It is a smaller city, flat landscape, were my family is.  
It is familiar, friendly, sensible, suits me completely.  
It is where I belong. Born and breed  
It's a nice friendly city and very easy to get around  
It's a vibrant city thanks to the new city mall and the Esk Street upgrade looks welcoming.  
It's affordable  
It's close to town  
It's close to town, shopping, restaurants etc  
It's easy living, friendly people, reasonably priced real estate  
It's home to me .  
It's home to me, and has been all my life  
It's home. I treasure the space and freedom that goes with the rural disposition of our province. Spring is spectacular this year  
It's my home town and I'm happy of how far my wee town has come over the years  
It's not too big  
It's peaceful  
It's people  
It's potential. Its location.  
It's proximity to Central Otago and Fiordland  
It's quiet  
It's still a quiet place and not too populated  
It's where I was born - It's where I belong  
Its home  
Its proximity to regions of unspoilt nature

Lack of people and straight roads, easy to get around.  
Laid back  
Leaving  
Lifestyle recreation pace of life  
Little travel required  
Live in a great neighbourhood  
Living by the ocean  
living close to town,  
Living in Bluff  
lol  
Lots of smaller green spaces  
Love them small city - big town feel.  
Low population and and to move around city quickly with no much traffic  
Low traffic volume  
Low traffic volume, Queens Park, Library, easy to get around  
Lower crime rate than other cities  
Most of the city is naturally beautiful and tidy. Getting around the town is quick and easy and the new mall is fantastic  
My family is here  
N/A  
Never far from facilities  
New build  
New CBD  
New CBD area, nice library, friendly people  
No better hole in the world then Invercargill ... have been in a few different countries in my time  
No rushing  
No traffic  
Not far to travel to interesting places  
Not having to deal with the ICC  
Not many hills  
Not that much.  
Not the \$70 m museum, someone needs audited, pretty sure the HWR tower only cost about \$23m so museum is sounding a bit like a Chinese garden all over. Someone is lining their pocket  
not the mayor  
Not to much rush and bustle  
Not too big, not too small, ease of getting downtown, public facilities  
Not too busy and nice new central shopping  
Not too busy safe  
Not too large a city,  
Not very impressed with the state of Invercargill at all  
Nothing  
Nothing  
Nothing  
Nothing at this point after 24 years I'd like to leave  
Nothing outstanding.  
Nothing really  
Nothing, Clifton is noisy sonic booms smelly cornmeal dust , nasty people others who leave after 6 months noisy dusty place to be  
Nothing, you promised vibrancy in a new vamp inner city area, well if you call the drab plantings in the inner city I DON'T! They are disgusting with gone to seed parsley plants etc., in the outer city edges gardens too! It's a case of "WHERE HAVE ALL THE FLOWERS GONE!" You have made the inner-city a great place for BOGANS!  
Open spaces  
Otatara  
Pace of life  
Park new mall Esk upgrade

Parks, Invercargill centre shopping mall, Walk ways,  
Peace and tranquillity  
People  
People  
People  
People, shopping, parks  
Plenty of recreational areas  
Plenty of space, gardens. Big enough for decent services, small enough to know people  
Proximity to areas for hunting and fishing  
Proximity to parks and beaches without the hassle of lots of traffic and people  
Proximity to things, shops etc  
Public spaces  
public spaces  
Queens park  
Queens park  
Queens park  
Queens park  
Queens Park  
Queens Park  
Queens park , the new CBD, the wide streets ,  
Queens Park and close to CBD.  
Queens park gardens beautiful  
Queens Park, Sandy Point, Donovan Park, Waihopai walkway etc.  
Queens park.  
Quick commute to work  
Quiet and crime free  
Quiet and easy to get around.  
Quiet and plenty of space and freedom, however I feel this is slowly changing unfortunately.  
Quiet fairly safe. Easy to drive around  
Quiet place to live  
Quietness  
Quite living safe for kids  
Reasonable house prices  
Reasonably quiet. Easy to get around  
Regular rubbish removal  
Relatively laidback lifestyle.  
relaxed atmosphere  
Relaxed lifestyle  
Relaxed, friendly vibe with some good facilities.  
Relaxing  
Rural living with city amenities close by  
Safe  
Safe place to raise family  
Safe, convenient, lots of activities for kids, good job for me  
Sea  
Short commutes to everywhere.  
Short commuting  
Short travelling times  
Shot travel Distances  
Size and availability of amenities  
Size and convenience  
size of the city  
slow pace

Slower pace of life  
Slower pace of life, still not as congested as the bigger cities  
Slower life style to bigger cities  
Small city  
Small friendly city  
Small intimate town  
smog free  
So close to everything.  
Some great development happening e.g. museum, upgrades of the parks  
Space and Quiet lifestyle  
Space, opportunities and lack of people  
splash Palace  
Splash palace  
Still affordable  
TO go for a walk in the park a long side where I live and it is like walking on a farm' Please leave it that way.  
Takes me less than 5 minutes to get to work.  
That Invercargill is modernising ,mall, new hotels etc.  
The people  
The accessibility of the beach  
The amount of outdoor activities  
The atmosphere  
The city is growing and becoming an attractive place to live and visit  
The ease of getting from A2B and it's a great place to live  
The ease we can get around the city Wide streets and a wonderful park in Queens Park  
The easy life style and not too hard to get from a to b. Great for family life and close to the outdoor sports- Bluff, Riverton etc  
The facilities and the ILT And Community Trust  
The friendliness of the people  
The friendliness of the people and the fact that there's not too many people, meaning plenty of space for everyone  
The friendly people  
The gardens and outdoor walking options. They are some of the best on the country.  
The green spaces - reserves and gardens. I also like the way in which the city is developing and becoming more popular as a destination.  
The lack of traffic and the ability to travel anywhere in Invercargill quickly  
The lifestyle  
The mall  
The new mall, but it would be good to see shops upstairs, it's a mall and they are normally two or three floors  
The outdoor spaces, parks, etc  
The park and the mall  
The parks  
The parks that are available to the community  
The peace and quietness.  
The people  
The people  
The people and ease to get around  
The people and the quite  
the people are very nice when i came here it wasn't crowded it is a little now but still far from the busy city life easy driving to locations  
The people that look out for each other makes it good.  
The people, community support and friendly communication  
The people, kind and helpful.  
The people, the local support for Southland and our environment  
The place & the people. Space. Community.  
The population and the ease to get around town

The progress being made to modernise the city  
The relaxed lifestyle and fantastically kept grounds and parks  
The roads are well planned out, affordable housing (and it's almost like it's an underrated city).  
The sea views  
The short time it takes to get around the town  
The size of the city is just right. Doesn't take too long to get anywhere and our streets are flat  
The size, everything is a 15 minute maximum drive away from anything else  
The slow pace of life  
The southern city  
The space around and ability to be close to so much  
The space, the people, the renewal of city central  
The upgrading of the inner city  
The wide streets  
The work done by South Alive in South City  
There are lots of open parks to hang around!  
There is a lot happening, great community and friendly people.  
There is not much to like about Invercargill.  
Too much money being wasted on vanity projects and Māori appeasement "art"  
Uncrowned roads. Accessible to get to places. Pleasant environment despite the weather.  
Unsure  
Upgraded mall and cbd area  
Usually easy to get around, great park.  
Very little  
very nice place to live. easy...  
Walking in Queens Park and walking through the new Inner City and the Mall.  
we are not Auckland  
Weather  
Where I live all facilities etc are no more than 5 to 10 minutes very convenient.  
Wide streets  
Wide streets, not much traffic, slower pace, queens park, seaward bush, dog park,  
Windsor shopping  
You can drive around it to get to other places

## Library

Added to the digital assets like audio books would be fantastic  
Adequate  
Again, great service, love the activities on offer for kids. Also love using the libby app  
Always a great place to visit. Really enjoy going there  
Always find what I require  
Always find what I want  
Always helpful  
Always helpful staff  
always there, lots of options and activities librarians are amazing!  
Always tidy. Friendly staff  
Any less and it would close. Maybe get rid of Noddy or pay him less  
Availability of resources. Digital service could be improved with font size  
Availability works for me  
Avid book reader, great collection and love the hobby books selection.  
awesome set up  
Awful. I have overdue books and won't let me use it for 10 years  
Book collection could be more up to date.  
Central and extensive  
cheerful, knowledge able staff.

Clean tidy difficult to access due to road works, traffic  
Could have wider range of e-books available  
Dislike this American system and lack of decent authors and waiting times  
Don't use the one in invercargill. Bluff one is great but small  
Enjoy the service  
Everything available or available to order that I need  
Excellent  
Excellent  
Excellent  
Excellent - never change  
Excellent book selection, very helpful staff  
Excellent helpful service. Lovely facility  
Excellent library - goes above and beyond  
Excellent service  
Excellent service  
Excellent service and well stocked with up to date reading material  
Excellent service from the librarians and the service provided.  
Excellent service, both in print and online, for all age groups.  
Excellent service.  
Excellent staff & initiatives eg strength and balance class  
Excellent staff, good selection  
Excellent, and they try to get a good variety of literature  
Fabulous friendly helpful staff  
Fantastic library  
Fantastic library for biographies, but needs some more adult nonfiction.  
Fantastic resources and a great place for young children to visit  
Friendly staff, free parking,  
Generally, have only visited to use Public computers and printing services. Staff always friendly and helpful.  
Going to the library the staff there are very helpfull  
Good Library. Pity the childrens mural was painted over. Great childrens programs.  
Good place to go for information  
Good range of books available. Like the check out kiosks.  
Good range of new issues .  
Good range, easy to check in and check out items. They also provide a good range of activities on site.  
Good selection  
Good service  
Good service  
Good service  
Good service and availability of resources  
Good service but nobody is thinking of the future. Why doesn't NZ have a nationally linked catalogue system - a country this size should!  
Good service even if don't use that often  
Good to see a good range of books, games and puzzles for kids.  
Great  
Great activity for children great reference and community focussed  
Great community hub  
Great environment and location  
great for the elderly  
Great helpful staff  
Great knowledgeable staff good book selection  
Great library service! The space was also very tidy and conducive for learning and reading  
Great library. Vibrant  
Great library. Everything you need in there. Great kids programme's, lovely staff

great school holiday programs for kids, free books. The library is a very good service provided by the council!

Great selection

Great selection of books and opening hours

Great service

Great service

Great service - keep the Drag Queens out though

Great service and team who are very helpful

Great service, usually with a smile.

Great space and helpful for eiple

Great staff

great staff

great staff - outdated website

Great Staff & service

Great staff and facility

Great staff, easy access to good books, well displayed.

Have found some staff not very customer focussed and inadequately trained for their role.

helpful staff

Helpful staff, good books,info

helpful, nice staff, waiting for digital resource for first time

I always find friendly help and advice

I am not that fond of the open area and the fact that the walls separating the noisy kids area from the adults area have come down. I like cosy little corners to curl up with a book, and it seems like the recent layout change does not encourage people to linger.

I am very impressed at the library services

I don't use it often enough to have an opinion

I don't visit as frequently as I used to because I no longer drive, and the bus service is such that it takes too much time out of my day to make the effort.

I dont use the libraries service enough.

I feel that there has been a reduction in books compared to previous

I like the extra activities the library provides.

I love reading and enjoy going to the library.

I use the borrow box, don't very often physically use the library.

I use their online digital services all the tke

I volunteer at the library three days a week. Friendly and helpful staff.

it is good, parking is good and they offer plenty of services

It's very good library

Knowlagage

Librarians helpful and an get books if not in stock

Library is my most used public service

Library.open 6 daysba week save rates increase

Like the space and layout of books. The checking out of books is great. More new books would be welcomed. Plus some way to indicate that a book has previously been read .

Lots of activities and services for the public.

Lots of books

Lots offered there as well as books.

Love it, especially love Lyn who comes and reads in our kindy

Love the library, lots of things for kids and babies groups

Love the library, wish there was a way to petition for new books, I often am on my 5th or 6th choice before I find a book they stock

Lovely helpful staff

More use when kids were young,

My only criticism of library services is that there is not a country wide catalogue of ALL LIBRARIES

Nice building, good location

Nice library, helpful staff, great book selection

No issues

NZ needs to have a much better inter-library catalogue and loan system - both are sadly lacking,Ä¶.

Ok

Ok

Ok

Ok

on line has been useful

Open a cafe within the library to sit, sip and read

Organized and friendly

Present service standard seems to be more than adequate

Really like our library. We often have library lyn come to visit the preschool i work at though she has now been reduced to once a term which is sad. The events set up for children etc are great.

Reasonable could do with extra time for the computer instead of the 30 minutes

Satisfied.

Service is excellent ... probably don't use their facility as much as I did our perhaps need to know now about what services they offer.

Since it's redevelopment I have trouble finding things

Staff are very responsive and helpful. Excellent range of services and activities meeting needs of all ages.

Staff knowledge in tracking down books from other libraries

Staff pleasant helpful and knowledgeable

Tend to out their books online as I don't come to town as frequently.

The books are fine but they have gone away from using Pressreader for newspapers and the new platform is clunky and slow to use.

The ODT is not loaded promptly but it's the page turning and accessibility which is an issue

The collection isn't big. Book series often have missing books

The library has good selection of books

The library is a timeless space for all ages and personalities. The staff are amazing and the space is calming.

The library is a wonderful relaxing space

The library is perfectly adequate and enjoyable

The library needs refurbished

The opening up of the library area.Has increased the noise level. A reading room or quite space is needed for seniors

The people are a great asset. Pity Bluff Library doesn't have someone dedicated now. Although the service centre staff do a great job.

The research team are amazing

The staff have always been delightful to deal with

The website needs work

They need more investment as a safe community space for those people who aren't interested in organised sport.

Up to date tech wise, so many things to do, areal community hub!

Usually find good books, check out easy

Usually find what I want

Very good

very good

very helpful and contemporary stock

Very high standards of Books and professional Staff

Very important service

Very professional Team and excellent customer service

Very welcoming place, lots of resources for study and research, and also a lot of community events

Warm welcoming space

We are highly satisfied with the Library more for others than immediately for ourselves - although we can see that it could become even more important to us in the future - in it being a meeting place, a place for valuing books and their contribution to people's well-being and the access to internet as proved invaluable for us recently when we had internet problems.

We have a great library facility with amazing resources & staff

Well lit, well run and good parking.

While I don't visit very often, the library is very welcoming and always very clean.

With the modern world I no longer go to the library for easily accessible information,I do however use the reference area for local texts and archives

Wonderful resource but should be connected electronically to libraries through out the country

Works well. Just don't use much.

You have degraded to service by removing access to digital newspapers. Wasn't a sharp move as do many now don't read newspaper at all and refuse to use facebook.

You provide a good service but as I get older, I don't frequent the library as much as I did.

## Parks and recreation areas

1st

A good job keeping these in order

A lot of roundabouts and gardens need to go back to pretty flowers

Absolutely love but would like to see more colour with annuals etc

All good.

All the parks should be created for all ages and have artificial grass, or a really nice rubber foam around the playing equipment

Allows me to involve in hobby

Almost 2 years after the Sandy Point Domain Management Plan is expired and they still haven't got the next one sorted

Lot of the public garden plots around the town are in a bad state. Special mention is the new round about on Bluff Road - its a weedy overgrown mess. Nothing to be proud of there.

Always great

Always happy and tidy surrounding

Always kept beautiful. Spend all winter at Football grounds, most are great.

Always look good but the golf allowed area at the Waikiwi park needs way more maintenance, keep the grass shorter and the so called putting area is a shambles

Always looks beautiful, this is what makes Invercargill to be proud of

Always very good.

Always we'll kept and free of litter

Always well kept and tidy

Always well maintained clean and a pleasure to walk through

Am talking about Queen's Park here. Tidy, well maintained, a pleasure to visit. Exercise equipment is appreciated and used by me. Errant dog owners bug me, and cyclists ignoring no cycling signs.

Amazing

Amazing gardens, well maintained. Please do not skimp on park services, the beautiful parks are the biggest part of Invercargill's appeal.

Amazing parks in Invercargill

amazing though a toilet in elizabeth park or elles road park would be great :)

Amazing, please never cut the budget on the parks services. I am happy to have my rates go towards keeping Queens Park and other such areas in the amazing condition that they are always in.

Anderson Park driveway needs improving.

Appreciate the work going into keeping the park very beautiful in all seasons.

Are disappearing, council is selling them off

At times, some of the smaller parks and recreation spaces look a bit scruffy.

Awesome Parks and gardens

Beautiful

Beautiful

Beautiful and fits purpose

Beautiful area we are very lucky

Beautiful places - some planted by my family.

Beautiful Queens Park. Other parks not so good eg need public toilets near some of the others. Just basic ones like in Thompsons Bush playground

Beautiful spaces but annoyed Sandy point is going to end up limited to me and dogs.

Beautiful, well laid out

Beautiful! Can look a bit scruffy and unloved (a bit embarrassing) when mowing and weeding are not kept up with. Most people I know have noticed a huge decline in this over the past 5 or so years

Beautiful. No rubbish, clean and cared for

Beautifully kept

Beautifully looked after

Beautifully maintained

Becoming unkempt, mowing appears to be spasmodic in some areas.

BERMS, TRACKS AND CENTRE PLOTS AND GARDENS WITHIN CITY (not queens park) ARE A DISGRACE

Best in the country

Better effort could be applied to leveling fields between sporting calendars. Some of the grounds are in average conditions for cricket, after the rugby season. Low mowing is a joke too - the grass needs to be cut. Areas that aren't used should just be planted, not left with long grass

Beutiful parks

Brilliant facility

Camera security needed and naintance upkeep of paths

Cameras for safety

Clean ad amazing places

Clean and tidy areas. Other countries would charge for what we are able to access for free.

Clean and tidy, plenty of different options

Clean tidy lights good

Clean up Thompsons Bush

Compared to any other city or large town (including Gore), our play facilities are far below par.

Could be better maintained

Council dont respect the comunity and do what they want

Council has the opportunity to make contact via a brief email advising of request for comment or a quick survey but choose not to do so.

Council is creating multi-track and multi-use areas at Sandy Point but not providing education messages or information so all community groups understand the needs of each other. Cyclists hoon along the tracks not slowing down for people walking on them. Dog walkers are in recreational areas with aggressive dogs they can't keep under control. Motorists speeding and hooning all over Sandy Point. Lack of enforcement.

Council staff labour is wasted by mower operators having to pick up cabbage tree leaves prior to mowing grassed areas. Remove the cabbage trees. Overall the Invercargill city has far less colour in its open areas because of the current planting selection.

Cut the grass more and spray some weeds.

Depends what side of town parks on the south side aren't looked after like the north side

Disc golf

Do a good job

Dog Park is a disgrace. Poorly laid gravel gives slap happy apperance. Unregisterd dogs / owners using it. Dog Poo not pickd up. Regular dog fights . Not enough seating / shelter. Trees needing removed and odd times branches breaking off.. In winter due to inadequate drainage its a quagmire

Donavan park needs more maintenance waterways clogged with long grass and weeds also long grass and rubbish in other areas Donovan Park needs attention. The farm trails are overgrown , poorly drained and need attention. Cars use the park as a through way and it is sometimes dangerous for other users. It should be extended, improved and not sold.

dont cut down trees at queens park

dont engae the public

Everything i see the Chinese garden i can't see where the money was spent, makes my blood boil someone should face criminal charges

Excellent facility

Excellent place

excellent spaces

Excellent we just need more.

Excellent, but would like to see more investment in biodiversity corridors, planting of wastelands and any available lands not used, better peat plant management of thomsons bush

Excellent. Well kept. Love the food growing in the park initiative

Excellent. Like queens park

Exceptionalthought planning and maintenance town is just a delight at the moment with all the spring flowers

Exercise increases the health and mental wellbeing.

Forget that lady who talks at council meetings wanting splashes of colour here's look great too , get stead street sorted it's a disgrace, so is using bamboo weed mat accept that making that a bylaw to use it was a flop change said by law stead st shows product is no good here don't do work in a knee jerk reaction to people upset at council meetings follow gores example of makes g

gardens are maintained and pleasant to enjoy, For many it is the only place for exercise and recreation that fits into the household budget,

Generally generally well maintained, although infrequent mowing was a mess, and centre plots have been poorly maintained for some time which a poor look particularly with visitors to town

Generally ok ,but the toilets leave a lot to be desired

Generally very good but sometimes need more maintenance

Generally well maintained, lots of variety, huge asset.

Good

good

Good

Good

Good apart from vandalism

Good for walks & dog walking

Good keep it

Good maintenance

Good numbers of green space areas around the city

Good parks and recreation spaces

Good range. But need to be disability accessible ie wheel chair, wheelchair access to the beach

Good spaces, nice to see the trees and landscaping

good to have green space

Good.

Gore plots and gardens are a joy all year. Ours although a much larger budget and more staff don't even compare

Grass is never cut often and when done is a disgrace

Grass needs more mowing

Grass to long to walk in parks safely. Grass growing around sidewalks & on street/roadways & around street signs. Gardens overgrown & untidy

Great

Great , especially Queens Park

Great dog park

Great facilities. Miss the tulips everywhere though

Great for walks. Well kept. One of the best parks etc in the country.

Great if the mayor would leave them alone and stop talking about selling

Great job done! 🇿🇭🇿🇭🇿🇭

Great outdoor spaces

great parks

Great spaces and well maintained

Great work. Better signage needed regarding safety. I.e, Kristie's track has zero information regarding horses, right of way, dangers ect. 2nd. A huge amount of slash waste laying to rot all over the place.

Great, just need mowed more often

Great, so many spaces always close by. Well maintained

green and recreational spaces are essential for any sort of civilised life in a city.

Grounds are now mowed .

Have noticed deterioration in many parks with less maintenance occurring

Helpful enthusiastic friendly staff

High

I always admire the plots and gardens. They are a joy to see. Our in the main although having a much larger budget and staff don't come near them.

I am happy with the small playground at Newfield School as a community park but the rope on the giraffe needs to be longer. The playground at Queens Park leaves a lot to be desired. I'm told Timaru Playground is the standard that we should be working towards. The castle area at Queens Park could be further developed which would mean the current play area is still kept. I don't mind the low mow areas in the park as much as in the centre plots. The low mow areas make Invercargill look like a ghetto where no one cares what the city looks like. There are certain areas around town that it's SO important for tourists and visitors to feel like Invercargill is a place they want to visit and go away to tell other people about it. We are not getting that at the moment and even the decision to put white stones as the centre puts as you come into Invercargill from State Highway 1 is not a good look. It's not just for tourists - people that live in Invercargill want to be proud of the city. We used to have lovely centre plots and the decision to go to white stones

and low mow is not a good one. There are low maintenance plants that would look more attractive and welcoming.. If you was to go to low mow centre plots then you need to collect the grass clippings and take them away and not leave them all over the grass and road.

I am so disappointed that there is no modern big adventure park for children and families! This is a MUST for families to create a positive community gathering place!!!! Most other cities have fabulous playgrounds check out the Caroline bay playground in Timaru or the Mad Max playground in upper Hutt etc

I didn't like the low mow areas round some of our parks. The grass area over the little bridge in Donovan Park is often just a muddy mess. I like going there on my walk but slip and slide if going that way and it is a trail that is signposted. Farm Trail I believe.

I like going on walkway tracks but there's not enough of them that have a toilet of any kind: even a long drop is acceptable. Elizabeth park has one that is never open. I believe it is only available on BMX race days?

I like seeing the garden but they were more attractive when they flowering plants rather than natives.

I love our parks but feel that our recreation spaces and reserves are not being maintained very well.

I love Queens Park and what the council has done

I pretend that 100% of my rates go towards up keeping queens park as that keeps me from being frustrated by road conditions etc

I really appreciate the work that the Parks and Recreation teams put into providing us with the wonderful variety of plants and trees throughout the city

I ride the bike through many of the parks as well as Q Park. The cycle way from Rockdale rd to the centre of town is a safe quick and easy way of going one way or the other. Lycra cyclists that won't use the cycle lanes and prefer to block traffic on narrow roads need to be heavily fined.

I say that Invercargill has the best parks compared with the rest of NZ.

I think you are doing a great job, keep it up.

I walk in Queens Park weekly

I've noticed the grass is not being kept as neat as previously. If this is a cost cutting exercise then that's misguided! Our parks and reserves should be spaces of beauty AND tidiness and every citizen should be proud of their public spaces ( including centre plots)

ICC Parks and Reserves deserve high commendation for their maintenance of our city's beautification. It is important in the 21st century to have quiet, peaceful and beautiful places for relaxation and safe places for children to play and be in touch with nature.

Invercargill can be proud of its parks

Invercargill has some excellent parks. a true credit to the team that looks after them, particular Queens Park, it's simply incredible. one of the highlights of living in this city

Invercargill should be proud of spaces such as Queens Park and Anderson Park. Maintaining these to a high standard gives pride to the residents and creates a lovely space to relax and unwind in. Also lovely for kids to play.

Invercargill's parks are the jewels in the crown. The ILT Stadium is a fantastic asset for the city as is Splash Palace.

It is kept neat and tidy

It's fine

It's good to have safe and clean places for kids to go and play.

It's not maintained well, grass clippings are left on the lawn and makes it worse

Its more the travelling too or around the parks like foshbender or the floodbanks use too look so nice mowed all the time. But i also understand why they are like that aswell

Just beautiful gardens are so well kept

Keep mowing these spaces, provide more bins, don't build houses at Donovan park. bins

Keep up the great mahi!

Keep up to date with weeding

keep vagabonds out

Lack of mowing maintenance.

Less forestry more native plants

LONG GRASS NO LONGER MOWED MAKES THE PLACE LOOK UNTIDY

Look good

look tidy most of times,centre plots bit untidy at times

Looked great until you decided to have low mow areas that made blues rugby area look like a slum

Looks disgusting and unkept. Even queens park looks scruffy. Difficult to even walk dog in some parks due to either long grass or when cut, large amounts of rotting hay. City once looked colourful and pristine. Now looks scruffy. City needed flower beds and tidy spaces.

Lots of adequate spaces

Lots of staff and \$\$ spent on parks in town but bluff is a poor cousin. No signage and aged facilities. Tall weeds for ages then all of a sudden we see ten workers and it's nice for a couple of months. Bluff lacks park shelters, seating in key areas for a twin with lots of elderly. It's infrequently maintained and stuff is done only after a fit. Look at the cycle way situation,Ä crazy

Love all our outdoor spaces and variety of parks to visit  
Love biking through the green belt and queens park and around the estuary. Parks and reserves staff do a wonderful job. And good on you for growing veggies for public use!  
Love our spaces we have and maintenance done for them, possibly need highlighted more often  
Love queen park, Anderson park  
love Queens Park  
Love Queens Park would like to take my husband to the new tuatara site but it's gravel he has a walker walking through queens park is just wonderful  
Love queens park, go walking through Donovan a lot too,  
Love Queens park, proud of it. Some other spaces could do with planting tidying but progress being made, eg otepuni  
Love Queens Park.  
Love Queenspark, very well kept. Stirling Point reserve lovely. Thompsons bush on the improve  
Love the new changes. Want more  
Love them  
Love walking around the park with the grandkids  
Loved how water area at queens park opens on hot days and parks remain clean  
Lovely  
Lovely open space, well maintained and clean.  
Lovely park I wish you would stop cutting down trees and rond  
Lovely spaces  
Lovely very tidy and well kept  
Low mow zones in the township look scruffy. Need a dog park like Auckland Botanical Gardens. I'd accept a lower standard at Q Park. Offer park services, tree pruning to residential property owners as a service to make money. Keep up the community food gardens, but improve clear signage that says 'help yourself'  
Mainly just green space, nothing special  
Maintained exceptionally well and have excellent variety of activities ... a hub of the community ... just beautiful!  
maintenance has improved  
Maintenance of these areas has fallen to a disgraceful state. Invercargill is a dull city and needs vibrant well cared for public areas. Quality has radically fallen since pandemic.  
Middle of Queens Park needs reseeded with that nice smooth black stuff.  
More seating areas would be good  
More seating in green spaces.  
More value needs to be put into our parks and reserves  
Most are excellent, would like to see better pest plant work in Thomson bush and more of the Donovan park used for recreation  
Most parks good, "low mow" areas look awful  
Most walkways have defined gravel paths  
Mow the grass properly  
Mow weekly not whatever the schedule is now  
My husband and I go weekly to Queens Park and thoroughly enjoy the walks, displays of flowers/trees, seeing families using the playground, seeing the number of events taking place, the cleanliness and maintenance that obviously occurs. Thank you.  
NO ROOM TO PUT WAIT I THINK  
Need another/ or larger skatepark. Leave Sandy Point & Fosbender as natural spaces  
need lawns mowed more often!  
need more freedom camping spots . like at sandy point .  
Need more trees on rental properties they own  
Neutral as I don't pay attention to whether the council has offered an opportunity for the community to be involved.  
New Zealand as a whole has great municipal parks but Queens Park is especially impressive.  
Nice parks and displays, less than happy with "low mow" areas  
Nicely kept  
Nicely maintained!  
Nicely maintained. Well presented.  
No issues  
No toilet facilities at south invercargill playground is disgraceful  
not cared for, long grass, looks shabby

Not enough flowers in beds all natives to cut down staff time but results in a boring city scape. Queens park and Anderson park are gems

Not enough of them

Not great at times due to , 'enviromental' not cutting of grass areas, looks trashy and untidy.

Not well Maintained like they used to be at the like the new Tuatara inclosure have restricted access if you are disabled and on a sunny day you cannot see into it

Not well Maintained like they used to be at the like the new Tuatara inclosure have restricted access if you are disabled and on a sunny day you cannot see into it

Often disappointed when catcher is not been used when cutting grass, especially down south, looks very untidy and like the council doesn't care

Ok

ok now we are getting the grass cut

One of the best gardens in NZ. Well maintained by staff. Can't fault their dedication to maintaining the Gardens.

Only good at QueensPark , Anderson Park and Otatara, everything else awful and underfunded. Russell Square needs a toilet.

Only seem to be mowed when it is raining

Open,clean and plenty of choice

Our Parks and Recreation areas are not being serviced or maintained as well as they were in past years.

Our parks are so boring and stuck in a time warp! Can we have some fresh young innovative ideas for these spaces and try to be ahead of the times or at least keeping up? SDC have a number of fantastic examples as does Gore, Christchurch etc. Well-being has a lot to do with social impacts which then has a big effect on reducing a lot of our other woes.

Our parks are very well maintained and visitors often comment on how nice they are

Our Queens Park is something to be proud of, I like to take any visitors from out of town to see it.

Overall the appearance of parks is very good.

Overall we have wonderful parks and recreation spaces however I do have an issue with the extremely poor maintenance of these areas.

Overgrown, dirty, animal carcasses. Thistles up to my knees. Lovely and hardworking parks staff but emphasis seems to be on titivating flax bushes outside hotel for you tourists. I had to get an inhaler this year because of grass seeds and pollen.

Parks and recreation do an excellent job.

Parks and reserves are not as good compared to 5 years ago.

Parks and spaces are plentiful but do at times look like they need a bit more care

Parks are beautiful although not kept as tidy as they used to be

Parks are not aswell maintained as in the past.I know there is reduced staff and a focus on saving money.Parks and gardens are a large reason why a lot of us choose to live here and we expect better service

Parks are very good, well maintained

Parks are well maintained especially Queens Park

Parks areas are important spaces, I like the addition of community vegetables but am concerned about the weediness of Queens Park

Parks in and Recs Invercargill are great. The main problem is the outright waste of money spent on maintaining and staffing lawns. We don't need all these lawns! They are expensive to maintain. They discourage biodiversity. They are becoming old fashioned and forward-thinking towns are planting lawn spaces out with natives. We need to think different move with the times. We're spending money on things that are bad for our environment and all they do is keep our rates high.

Peaceful

Playgrounds have long grass and equipment looks shabby

poorly maintained,needlessly felling trees,ignored public input into donavan park and wachner place

Queen's park signage being re-written in te lingo, complete waste of ratepayers money

Queen's Park is amazing

Queen's Park is beautiful!

Queens and Anderson very good

Queens apark is great.

Queens park and otepuni gardens are amazing, but many of the other spaces, especially in the poorer part of town are just fields or overgrown, would love to see some attention spent there

Queens Park and other major parks are nice.

Queens park especially is so pristine, well tended lawns and gardens and paths.

Queens park in a great asset to Invercargill, Donovan Park gives a feeling of openness in the area, must not be sold

Queens Park is a jewel in the city

Queens park is amazing  
Queens park is amazing  
Queens Park is an asset to the city and is kept very well ☺☺☺  
Queens park is beautiful  
Queens Park is beautiful and well maintained.  
Queens park is expansive and beautiful  
Queens Park is fantastic  
Queens Park is fantastic and I am very proud of it. But we need similar parks in South Invercargill. I very much enjoy Seaward Bush park.  
Queens park is gem. The children play grounds look very good also  
Queens park is good but seems everything is a low mow area or just not looked after properly  
Queens Park is great  
Queens park is great  
Queens park is great but more maintenance needed at other places like Thompsons bush  
Queens park is great for kids. It would be nice to have more parks and play areas in Invercargill  
Queens Park is Invercargill's greatest asset  
Queens park is kept immaculate but the smaller parks and reserves and run down with weeds everywhere  
Queens park is lovely  
Queens park is lovely well cared for  
Queens Park is maintained very well & accessible to all  
Queens Park is nearby. Good for walking and a handy cafe  
Queens park is one of the best in nz  
Queens Park is outstanding, a real asset.  
Queens Park is still incredibly beautiful.  
Queens Park is the best thing in Invercargill  
Queens Park needs a fabulous childrens play ground. Look at Timaru..what we have is very mediocre. Do something by the unused castle perhaps. The steps on the new museum will not be used. Do not waste our money doing this. Queens Park is beautiful so lets have the park view in the sun. This needs to be seriously looked at. The lawn upkeep is terrible. Long grass lying like a hay paddock at play grounds. Glengarry playground and surrounding area is abysmal. Very disappointed. Roundabouts need a good tidy up and the hospital grounds are a shocker. Shops could be informed to sweep outside. Every day ! How hard would that be?! , for all age gr  
Queens Park is one of the best in NZ  
Queenspark is always clean and tidy and well maintained  
Queenspark is very well maintained and accessible for all. The paving down the centre toward herbert st does need attention but money could be saved by not replacing all the plantings every 6 months in the plots out front and around the band rotunda, etc...  
Really enjoy our green spaces - would be nice if our smaller neighbourhood parks had suitable equipment for all ages.  
Reasonable state.  
Regular mowing of recreation and centre plots sadly lacking.  
Run by people bogged down with woke bulls\*\*t.  
Seems all the south city parks get nice upgrades and north Invercargill is left to rust away and equipment is removed and not replaced. Kildare park is a great example of this. Whirly gig removed 2 years ago and we've had a road cone ever since. Like really??  
Shame they think that the trees will crash into a plane and therefore cut heaps of trees down in Queens Park, but sandy point is an excellent facility  
So attractive areas  
So lucky with so many spaces available. Queens Park is just the jewel in the crown  
Some are better looked after than others; in fact overall the state of our reserves is a long way behind many other areas throughout the country. The 'low now' areas are a disgrace to the eye !!!!  
Some are okay, many smaller parks are getting in need of a refresh  
some are poorly kept  
Some areas of Queens Park, Otepunui park appear overgrown and almost neglected. Happy for low mow areas but not unsafe or rubbish left in bins or lying for days.  
Some have more attention than others  
Some maintenance of spaces needs actioned. Have heard comments about poor image of Invercargill when grass and plants spaces on roadside are not maintained. Not sure who is responsible for this

Some parks are well maintained whereas others are a little neglected. Again these are areas including plants on roadsides (etc.) which are an essential part of wellbeing for the cities residents as well as for tourists. Invercargill should not invest lesser money in these areas!

some parks let down with less mowing of grass

Something to be proud of

Spaces are okay but room for improvement

Staff especially rangers are spread thin. Need more funding priority relative to sports funding as number of users are higher

Such a great large space. So much to explore.

Superb

The 'low mow' policy gives a very poor image of our city

The areas set aside and their maintenance are a taonga for the city

The best park in New Zealand.

The community food & herb garden in Queens Park was a fantastic idea. Low mow areas are also good, but need to be carefully selected.

The fact that trees are coming down because the planes might hit them .. why can't they be topped as when you remove trees you take away protection from other trees and they become in stable and have to come down as it makes them dangerous.. we've won awards and everyone is very proud of our park and now it'll have trees gone and will never be the same. Also massive inaccessibility to the tuatara as I'm not good on my feet and it's too far to walk & then to put loose gravel underfoot ( how bright is that .. it is not rocket science) the fact that you don't put an entranceway close to the carpark is a BIG oversight,Ä¶ hats off to the gardening crew , the gardens are just about the only place in town to see any colour in our city..the staff are soo friendly

The gardens and grass needs to be tended more not just given a quick flick Put catcher back on mowers

The low mow areas that then just grow weed plants not anything beneficial for the wildlife, the lack of care at Thompson bush- we as a community get left these locations from our predecessors but yet we can't keep them in a prestine condition even with all of the modern tool. The reduction of annual bed plantings and just having shrub plantings makes for lack of colour in these areas such as block two in the otepuni gardens which is meant to be at the same rating as Queens Park and Anderson park. The care for the roses in Queenspark these need feed and to have irrigation on them on our warmer days before you end up losing a lot of the heritage roses and not being able to get them. The amount of weeds everywhere not just in one particular area but the whole city. Bond street with the human height grass or the planting that was done at bond st years ago only to be strangled by convolvulse

The low mow looks terrible

The low mow regime was not good

The mowing needs to be maintained. Trying the less mowing areas was adhock. If you want to save the bees do some wildflower planting rather than no mow. That looked seriously shocking just letting grass grow. Even a mowed path in some of the areas may be more appropriate. But downgrading mowing was shocking.

The park was clean and great to stroll around

The parks always look nice. Good idea. Putting in edible gardens instead of just flowers

The parks are great but a bit more lawn mowing and weed control needs to happen in parks and recreational areas and on roadsides.

The parks are Invercargill's greatest asset and need to be as high priority for investment as 3waters.

The parks are wonderful.

The parks within city & at sandy point are very good & an asset to city. Most parks seem well patronised by families, sports & exercise people when weather is suitable

The parks, esp. Queens Park and Donovan Park, are really good

The pool area for kids needs an upgrade, a bike track would be cool, even some in the ground trampolines. Make it more modern like a lot of the bigger cities have just less big

The sad thing is that many of the trees in the parks I frequent daily have been cut down, it's not good enough ! no shelter now, it looks bleak and barren, no need for it at all., let the cars park somewhere else ! please plant some nice trees back along the 'puni' creek in the area covering from Inglewood road to Lindisfarne. Also, please put some park benches in there along the path for us to be able to stop a while and sit and also another dog poop bin at the Lindisfarne entrance to the park.

The spaces are fine. We'll maintained and pleasant to visit. However what was the purpose and cost of the signage in Queens part being written in Maori?

The staff do a great job

The state of our reserves is disgusting. The mowing of our reserves is poo. A recent trip to Fosbender Park showed how terrible tge space looks.

The state of the parks is terrible weeds, dry grass lying everywhere meaning you can't walk or sit on the grass as grass sticks to everything & makes parks etc very untidy

The toilets in queenspark aren't great

There isn't enough public toilets

These are great, we have so many green areas this to our earlier persons when setting the city up. The staff of parks and recreation spaces are to be congratulated. Great places for children to enjoy plus us oldies to also in different capacity

These areas are very much underestimated in people's health and well-being. It is hard to measure or nearly impossible measure the outcome!

These staff do a great job and queens Park is a credit to them

They are well maintained and family friendly. Not quite so easy for a person with restricted mobility

They are a huge asset to Invercargill

They are beautiful have even improved over last 5 years it's all we have left to brag about. Except Bluff please do more there make the port pay they can pay to look pristine

They are beautiful spaces,

They are beautifully designed, and maintained

They are beautifully maintained thank you

They are not as well maintained as they used to be and the do not have the nice colourful plantings that they used to

They are ok

They are situated in convenient locations.

They are usually neat & tidy & you feel safe.

They are well maintained to a high standard.

They do a good job.

They do a great job and council should allow them to take on more private work which would reduce costs to the ratepayer

They do a great job with the resources they have

they have been unkept, not tidied, long grass,

They need better upkeep. And to be looked after better. As well as some updating, more natural shade in some.

This is mostly due to what has been achieved by city forefathers - not so much the current crop. Really - a waiting area/room outside the park? I am not a fan of the ugly mass of concrete (poorly levelled) pavers. A pointless exercise - that has reduced accessibility to Feldwick gate entry. Not even a thought to put in a set-down bay for those who arrive with walking frames/mobility aids. The airport has one. Pools has one. Will the new museum have one???

Tidy, well maintained. Dogs off leashes, and cyclists ignoring no cycling signs bugs me. Much appreciate the exercise apparatus and stunning vistas.

To many workers standing around.

Trees being cut down for no reason. Duck pond in poor disarray properly due to money spent on Illona down of Nursey. Bracing looked good once exposed

Unsure if there is a reason, but I feel our parks are no longer well maintained. If they are, always seem to be North of the train tracks. Disheartening as a ratepayer to see the lack of care.

Update playgrounds in general

very fortunate to have so many

very good

Very good

Very good

Very good

Very good, but not satisfied when Lindsfarm pump fails, sewage all over the sports grounds, this needs high attention now.

Very nice

Very pleased to see active pest control at Sandy Point

Very untidy with not all grass areas mowed and when they eventually are large clumps of dead grass lying around. Flower beds very uninteresting and cheap plants.

Very very poor

Very well looked after, can't think of any issues off the top of my head

Very well maintained Queens Park

Very well maintained. I really enjoy Queens Park and walk in it daily-as the weather permits.

Visitors love to go to park. Central Road needs resurfaced. Gardens are beautiful

visual appearance

Walk dog daily but sometimes not at parks the old links road golf course, sandy point and floodbank are essential for public and animals. Great atmosphere

Walking and exercise

walking the dog

Want to see the maintenance of these areas such as grass cutting continued This is a good investment

We are using these spaces now we have electric scooters, so awesome getting to see our town

We are very fortunate with the number of green spaces and we need to maintain them!

We have beautiful parks and reserves in Invercargill. The care of them sadly has decreased in the past few years. I would not like to sell major parks like Donovan Park

We have enough green spaces for our population to share comfortably, for the time being.

We need to maintain our parks and reserves to the highest standard

We normally play frisbee golf in Queens Park when the weather is nice and its a great outing for our family.

Weeding neglected, rose gardens at QP are an embarrassment

Well cared for.

Well kept apart from those silly low mow areas.

Well kept

Well kept . Friendly staff

Well kept and accessible

Well kept and high standard parks and reserves. Queens Park playground is ageing and getting out of date

Well kept and looked after

Well kept and tidy

Well looked after.

Well maintained

Well maintained

Well maintained

Well maintained and plenty of them. They are amazing

Well maintained facilities

Well maintained now that low mow has been removed.

well maintained, good for mental health

Well maintained.

Well maintained. Good playgrounds.

Well maintained spaces available for all to enjoy. Queens Park is a gem.

When touring Norway I meet someone who had been to Invercargill, and she raved about Queens Park, the best she had seen, they have travelled to weird and wonderful places all over the world. She also mention the water tower and the transport museum. Made me proud to be a Southlander

Where has all the colour gone. We used to have a very pretty city. Now it's just grasses and is so unattractive to visitors. Take a look at places like Gore and Oamaru. They are pretty attractive and appealing places. Our city just looks drab (apart from Queens Park)

Wide variety in and around the city.

Wonderful

Wonderful, a credit to the staff and a space for everyone's interest

Would like to see grass clippings picked up when lawns are mowed

Your parks are awesome, but that low mow idea is nonsense. It saves piss all and makes town untidy.

## Splash Palace

1. Having to go through the changing rooms to enter the pool is not ok! no real privacy for the swimmers and embarrassing for the spectator using room as access. 2. new uniform shirts do not allow lifeguards to stand out from the crowd, now very hard to spot them

A great facility

A great facility that is well utilised

A gym in there would have been good

A wonderful resource for all ages

Accessible, always space, good amenities

Affordable prices, free entry for family members if a child is enrolled

amazing team

Apart from the grumpy red head cleaner, and lack of seating for parents around the wave pool and Northside of big pool, it's good, the flow to enter and exit doesn't make sense

Both my children attend swimming lessons. They are fantastic! As a family we use the pools and are very pleased. All staff are amazing. Only down point is that the hydroslide is not always open. But the upgrade is awesome

Changing area is getting old and dated. Need more family changing areas

changing rooms could be updated, be great to have skills swim classes as part of swim school not just school lessons

Changing rooms need a revamp, family units are terribly run down and mouldy. Other than that good facility

Chemicals I react to

Circulation space is way too small around the pools. No ideal space for a club to set up on their club nights for attendance taking etc.

Would also be great to have a secure dry place to keep a few club items for easy access by committee members and coaches

clean and tidy although school holidays are hectic staff are friendly very economic form of exercise especially with concession card.

Cafe is good value esp. with concession card. These of us who do lane swimming have plenty of space at certain times of the day making for a more enjoyable experience

Clean changing rooms, friendly staff especially Stephen, Bailey and Taylor, helpful pool attendants, world class pool, great coffee and nibbles at the Liquid Cafe and affordable exercise

Clean facilities

Clean facilities, good swimming tutors, cafe reasonably priced and good selection of food, could use more activities/props for young children as other pools in NZ have, would be good if they had childcare

clean, friendly staff, good accessible hours

Cleanliness of changing rooms is very poor. Often buckets, fountains etc aren't turned on in the children's pool

Clubs use up most of the lanes after school resulting in limited lane swimming for public. The new lifeguard uniform makes it hard to distinguish the lifeguards from the public and in an emergency they would be hard to spot immediately, the black may be more fashionable but its less practical

Code Brown. I used to swim, aquarobics 12mths ago but felt our group was constantly moved into a smaller area due to other activities. I did mention it to staff but no one contacted me and nothing changed. I don't use the pool anymore.

Cold water

Colour change of uniform doesn't align with swim safety. Looks nice - why change it? Kids enjoy coming here enjoy the family fun.

Good range of cafe food/drink cater to a wide range of ages. Swimming lessons are fantastic - children's ability has improved and progressed

Cost is exorbitant

Cost of family swim is becoming expensive

Council has the opportunity to make contact via a brief email advising of request for comment or a quick survey but choose not to do so.

Daughter in swim school, instructors are good and supportive. Facilities are safe and clean - nice work

dirty

Disabled access for viewing could be improved, not possible for my Mother to walk through changing areas then back to the pool.

Don't like having to go through changing rooms even as spectator for kids sports, limited food options at cafe, always lots of staff onboard so the kids are safe. Hours not overly friendly for amount of sport options available

Don't like that the old hydroslide was removed and have to pay for the new one. Don't like that everyone has to enter through change rooms (no need and no privacy). Don't like that you no longer get certificate at the end of each swim class as it helps see real-time progress and gives opportunity to improve. Do like the swimming teachers, the ice block at end, the stamps of what kids can do, only get when they pass that class. Do like pool party & free hydroslide days

Don't like the fact that non-swimming ppl only going to watch, have to go through the changing area. Eg if you had a disability or in a wheelchair. Doesn't seem fair to me!

Don't use it now

dysfunctional access through changing room area. Access to pool area with dirty boots straight from the street. S bad hygiene idea

Easy to find a park, friendly staff, adequate seating for spectators. I find it odd that everyone has to enter through the change rooms even if only a spectator. The entrance/cafe area appears to be quite cluttered

easy to navigate, recommended from an app to visit, staff were nice, will be back to visit facilities

easy to use, good facilities, fair price, fundraising available, great seating on southside

Enjoy coming here twice weekly, have met lots of new people. Staff always very helpful and enjoy having a coffee

Enjoy the swim lessons for kids and benefits that comes with

Entrance through changing rooms is inappropriate for those not swimming

Entrance to pool for spectators could be better, maybe a push button entrance into pool area were you pay so don't have to walk past changing rooms. Hydrosides height limit is a bit over the top I have a 6 year old that still can't go. I also have a 8 year old that we don't let go because unfair on 6 year old. But we can go to Dunedin & the kids go on the hydrosides there at any age

Entry for spectators is frustrating going through change rooms

Eventhough I am retired I am still working to make up for the low pension and have not much time to use the facility. However I don't want to miss Splash Palace.

Excellent

Excellent facility

Excellent facility  
 Excellent facility  
 Excellent facility.  
 Excellent place and safe  
 Exit only door for spectators can be a bit of a hassle, particularly if only needing to buy a drink from the cafe then have to walk back through changing rooms to get in maintenance of kids pool ie flooring needs to be improved, change of lifeguard uniform colour to blue makes it difficult to spot them  
 Expensive.  
 Facilities are good. Lifeguards don't always look interested. Good cafe. Clean  
 Fantastic  
 Fantastic asset  
 Fantastic facility! Just needs more regular access to the diving boards!  
 Free hydroslide, update changing rooms, skills session for waterpolo, diving, canoe polo etc  
 Friendly helpful staff. Some issues with the complex. e.g. the lifting of the soft tiles in the wave pool getting worse.  
 Friendly place to come to and make friends. Cafeteria staff particularly friendly and helpful  
 Friendly staff at the counter. Resources available for all swimmers to access & use  
 Friendly staff. Floors in change rooms do look pretty grubby though, tiles coming off pool floor needs fixed, water features often are not on. New uniforms look good but it is hard to spot staff from public. My kids do love to come to the pool  
 Fun for what is available here mostly used in busy period, getting in & out the driveway to go right is challenging. As getting to roundabout is hard  
 Generally well maintained and good overall facility with fair pricing  
 Getting rather dated  
 Good  
 Good  
 Good  
 Good  
 Good  
 Good environment, good swim lessons for the kids, although less kids in swim classes would be good. The swim teacher to kid ration is not great  
 Good facilities and opening hours are good  
 GOOD FACILITIES, CLEAN, BE NICE TO HAVE HEALTHY BREAKFAST/SNACK OPTIONS, MORE CHAIRS & TABLES PLEASE  
 Good facilities.  
 Good facility  
 Good facility  
 Good facility  
 Good facility  
 Good facility. Starting to feel a bit outdated but still good  
 Good keep it  
 Good location, adequate parking. Would like to see more classes/activities/events on  
 Good place to come, staff always polite and welcoming, always clean & tidy, plenty of lifeguards, good levels of coaching  
 Good pool  
 Good pool etc but entry system is strange out of town visitor I took found it very strange that you would walk through change room even if spectator. Cafe doors aren't working either properly  
 Good quality pools, maintained clean, good number of supervising lifeguards, friendly instructors  
 good range of pools for all ages and skill levels. Lots of lifeguards around which helps you feel at ease while swimming  
 Good service - good facilities  
 Good swimming pool  
 good to have in the city  
 Good, but system of wheelchair access to poolside is ludicrous,Ä¶.  
 Great facility  
 Great facility for our city. Will be even better when all the changing rooms have been refreshed. Affordable swimming lessons are great  
 Great facility however getting run down. Tiles peeling from leisure pool floor. Not enough family change rooms for swimming lesson times.

Great for kids and adults, provide equipment and do important for teaching swimming for survival and long distance  
Great fun for the kids for a reasonable price  
Great options/varity, just a bit expensive to visit more often  
Great place for adults and kids  
Great pool family friendly and clean  
Great space!!  
Great staff . Always clean  
Great staff, great facility. We are lucky to have something so good in town. Caters for all ages. Highly recommend to family and friends visiting from out of town.  
Great variety of activities  
Great when you have kids, due to the weather patterns we have here in Invercargill  
Great.  
Grubby.  
H&S is very good, staff are mindful  
Has everything I need  
Hate the entry through the changing rooms for non-swimmers.  
have used the swim school for many years, enjoy the facilities  
Have you made gender neutral separate changing areas yet???  
Haven't visited splash palace since covid 19.. Did do a lot of aqua jogging there and swirl pool  
Havent been there for a couple of years  
Helpful staff  
High regards  
Hydro pool needed.  
I aquajog two or three times a week. Great facilities and great showers!  
I do lengths. Facilities good. No idea why someone changed the spa pool sign from "not recommended for pregnant women to pregnant people.  
I don't swim that often  
I find having to walk through the changing area as a spectator very strange. Couldn't another automated barrier give access directly to the pool area?  
I have not used it much but will be using it more with kids in future.  
I haven't swum for ages but take children who enjoy the space  
I love splash palace but it's rather costly.  
I refuse to use it and take my kids elsewhere. Its disgusting that spectators can just walk through the changing area. Me and my kids don't feel safe there.  
I'm disappointed there are no blow up pool toys for the children, also the diving boards are rarely available for the children with staff always saying there is not enough staff to use them  
In need of a refresh, eg lining of leisure pool coming off  
It is a great venue  
It is an excellent facility  
It is fine  
It is reasonably priced, plenty of parking, and well maintained.  
It urgently needs to be expanded for more pool space to accommodate more water sports and swimming for exercise  
It would be great if it could be open later during the weekend.  
it's a filthy place and stinks  
It's a great place for swimmers.  
It's dark, generally feels tired  
It's fine  
It's fine, happy to take my chn their  
It's frustrating the pool is booked out with school/club swimming from 3.30 to 7.30. Id like to go to the pool regularly but not waiting until that late for pool space  
It's ok grandchildren visit me and sometimes go. Ditching Bluff pool was a terrible idea. Only those that know visit there now. No spontaneous visits from my grandchildren.  
Its a bit small for the community needs. More family change rooms would be great. Wonderful staff & cafe. Lessons are great, both my kids love coming here

Its been good so far for the kids water polo  
 Its great but can sometimes be too busy.  
 Just need to fix up leisure pool  
 Keeps me alive  
 Kids activities - no hydroslide for younger children - height? Higher admission costs now, would prefer lower cost  
 Kids are grown up now, so don't go as much  
 kids love coming to splash palace. I think we could use some additional family change rooms. Two bays under 10 makes it difficult as a mom  
 Kids love the swimming lessons, Great teachers lifeguards can be intimating sometimes with their questions and not believing answers given  
 kids swim competitively, i stopped swimming because the lanes were too busy, its also quite expensive. I emailed them about making their cafeteria healthier, and they did which is pretty awesome  
 Lack of cleanliness and maintenance  
 Lack of family changing rooms especially in lesson time, new uniforms don't make the staff stand out to young children when there's an issue, the red was for more noticable, staff are friendly + always helpful  
 Lack of family toilets/showers and female/male showers with baby change station. Needs general upgrading throughout  
 Lane swimmer.Enjoy facilities  
 Layout at entrance is hampered by food and swimwear stands - wrong place and disrupts flow. Need to togs spinner in changing room  
 Layout of entry & exit causes problems and inconvenience - having to walk through the changing rooms to walk back in is off-putting if you have food. Having to wait for food at the poolside may cause bottlenecks and this is a h&s concern if people are crowding the window  
 Less pool needs to be given to swim school. It's ridiculous the poor service we get. But the facility is very good  
 lifeguards new uniform is terrible, they are not visible. would love if there was no pool space available to them as much of a monopoly in competitive swimming  
 Looking aged, especially the children's pool. Staff not good amateurs in their role especially the ones daily working around the pools in their watching stances  
 Love splash palace a great pool often go myself and with grand children  
 Love the spa pool and nice and clean  
 Main pool too cold. Leisure pool/ baby pool has draft from hydrosides. Not many fun things to do in leisure pool - eg a slide would be fab. Love the new flooring in there and the new shower heads in family change. Heaters for small children would be beneficial in family change, eg Cromwell & Kingston pools. Diving boards are not open enough only a couple times a week  
 Maintenance of wave pool i.e. floor repairs and reliability of services. Water features working, waves working, diving board open. Learn to swim pool open for public to use i.e. quiet place to teach kids to swim ourselves and do some laps. Flow of entry and exit points. Spectators entering through the changing rooms isn't ideal. monitoring sharing of rafts on the hydrosides so the younger children don't miss out. Lifeguard change of colour, hard to spot  
 Make women bathroom, for women only not all genders  
 More family changing room needed as always a big wait to access one after kids lessons. More frequent cleaning of the changing facility. Quite often nappies are left on the ground or clothes from previous users. Overall a great facility that the whole family love to use  
 More family changing rooms needed. Staff are nice, new uniforms look good, cafe food is well stocked and nice  
 more lanes for the childrens swim lessons, more space for Friday night water polo  
 More needs to be added pools seem quite outdated minus the new slides compared to other towns eg wave pools  
 more public lanes between 5 - 7 pm. Only 2 lanes available at times shared between lots of lane swimmers. Free hydroslide sessions  
 My grand daughter & wife are regular users  
 My kids and grandkids like it.  
 need a user pay pool waikiki area  
 Need more disability rooms with clear locks or signage that they are free or being used, without trying the handle  
 Need to be more vigilant about not allowing under 18s to use spa/cold plunge/sauna. More communication between lifeguards - make use of your walkie talkies  
 needs cleaned more often  
 Needs more family changing rooms. Splash Palace provides a great environment for my children to learn to swim as well as having a play. I am loving all the nights and school holiday activities the pool put on for children  
 needs more swimming area for adults, extension of the wellness area, different types of sauna, steam bath etc. I believe we have the community which would utilize this extra wellness opportunities  
 needs more swimming areas, potential to increase wellness area

Needs to be bigger as it gets high use

New Chairs in cafe too low for mature patrons. Floor of wave pool unsafe. Cleaness of areas not best

nice learning environment, overall pleasant experience

Nice place to swim

No issues

Not bad. I have noticed a significant improvement. The changing rooms need a bit of updating. Over all it's pretty good.

Not crowded lane swimming

not enough family changing rooms

Not enough seating in the middle between main pool & wave pool, cleaning times cleaner seems to be cleaning at times when areas need to be used ie. private changing rooms. Entrance and exit into pool is just weird, no flow, staff friendly

Not enough time besides work, eventhough I am retired and still need the money to pay the rates

Not my interest

Not so great, the amenities aren't very clean and the lifeguards have little to no control of unruly public. Last time I was there, I went to use the sauna and apparently walked into a meeting of Mongrel Mob members.

Occasionally we find it "lack of cleanliness". As well as we struggle at time to see who the lifeguards are due to the uniform change. Wondered why there is still sand in the pool after months of it happening. Pool flags need updated as this is something the swimmers rely on for races in the lanes they count strokes from them. Needs more kid friendly spaces. We use this pool for daily use for our children

Ok

Ok

Okay

Only criticism is often lack of lanes for casual swimmers .

Opportunities to meet others is great, incorporates all ages. To improve - steps into the pools for the elderly as it is not accessible and there are safety concerns. Is there opportunity for a ramp access into pool?

Overall good facility, feel that the new lifeguard colours make them harder to spot, the red was more noticeable, they tend to blend into the background, entrance to pool is now tight and congested, spectators = randoms go through the family changing area. It was better through the cafeteria

please please could non-swimmers enter the pool from the cafe instead of walking through the changing rooms. Its inappropriate for the public to be walking through changing rooms. Thank you

Please replace the spongy rubber tiles. We love the pool - the leisure pool, the big pool for jumping in, the spa for relaxing, staff are friendly and helpful, the entrance fee should be increased to enable (a little) the hydroslide to be free for all

Poor safety and control of bullying children

Probs great for kids but I no longer go. I used to go to swim lengths but no longer as people hoiking and blowing snot, with no attendants stopping it. Wont go back

Pros: new signage is great - looks fresh and professional, great cafe - good range of food, good discounts with membership, great to have the variety of pools. CONS: non-swimmers walking through the change rooms is awful (especially visitors from other cities. Also a real nuisance as a mum. Need another pool! Not enough room for everyone!!

Reasonable and easily accessible

Reasonably priced cafe food. Friendly staff. Clean. Sales on swimwear etc are helpful to struggling families. Sales on swim entries are helpful when you are struggling financially. Social media updates about Splash Palace are helpful.

Reduce cost for children

school holiday activity selection. To improve - entry and exit layout. Great coffee and food

Seems quite adequate, some recent maintenance/upgrade over past few years, and a friendly heating system- wood pellets?

should go more often, want to check out the slides

Sometimes cleaning let's them down

Sometimes in the school holidays there is too many people in the pool. The music can be too loud.

Splash palace is a great place to play/hangout with friends. I can do my competitive swimming training here. Lifeguards are friendly/helpful. Great food for after swims

Splash palace staff allowed under 18 yr olds to be in the hot tub, sauna and cold plunge. We asked lifeguard to get the under 18 yr old out but they didn't. Its also very hot - I'm sweating rn

staff are usually helpful and friendly. Lifeguards need to watch the pool! Allowing people who identify as females but born male in the female change area shouldn't be allowed. Pool area is clear and tidy

Staff good with people with disabilities we bring in

Staff is very friendly and efficient

Staff really helpful and friendly

Staff very helpful and friendly. Any questions they are happy to help. Offer healthier food options in cafe. Have a enter door for non-payers (swimmers) instead of going through toilets

Staff very helpful, love aqua jogging meet lots of lovely people. Cafe staff service is excellent. They have our coffees made when we come out. You certainly are getting it right. Excellent facility for all ages

Supportive staff & friendly environment

Swim outside in lakes during summer but grandchildren use regularly

Swim school really good kids have been coming here for a few years. Pools are good, kids love new hydrosides

Swimming lessons are good

take grandchildren

Thankful to be able use the facility.

The debacle with allowing men in the bathrooms kept us away for well over a year

The family changing rooms are good

The kids pool drains into the main pool, yuck.

The main pool flooring is atrocious/a complete joke

The outgate @ cafe is REDICULOUS. so inconvenient carrying food through changing room and so tough trying to monitor small children

The pool entry for non-swimmers (eg parents) is so annoying. Why can't we enter via the door near the cafe? We shouldn't have to go through the kiddy changing rooms. Inappropriate. Otherwise awesome :) Hard to see navy lifeguards

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS

The swim school admin side of things is not great. If a lesson is cancelled you are told you'll get a credit, but this credit only appears on your invoice if you ask them. I've had quite a few cancelled lessons over five years with two kids, and it's up to me to contact them to fix the invoice???? Should it not show on the next terms invoice? That seems to lack transparency, and does seem very legit.

The flow of entry and exits in the reception is awful, there needs to be two clear exits esp to the left if you are entering the pool, by the changing rooms.

The tide is always in.

The Wave pools needs to be refurbished again and the cleanliness is terrible.

There needs to be some system available for people to know what's going on at the pool such as school times for learn to swim then people would know if the lanes are closed or not for personal swimming. Other public pools have a system they update daily so you know if you'll be able to lane swim instead of finding out when you are already in your togs that there aren't enough lanes for you to swim in.

They do an incredible job accommodating ask sports and public needs in a restricted space. Staff are awesome and deal with very complex situations at times.

ticks the box

Tidy, slides are great

To improve - more lanes to be available, the men's changing room changing table position is too low and not accessible

Too crowded and foul language and behaviour

Too dear

too exp[ensive now

Too expensive

Too many code "browns

Too many Code Brown. What can be done about that, should the employees be better trained to recognise a potential offender?

Used to go daily now too expensive

Used to go when kids were younger, now go becyouf school swimming lessons as I'm a teacher

Used to use a lot when the kids were younger.

Usually always clean and a park available. Difficulty getting access to family change areas at peak times. Aqua-jog belts often very wet - would be great if they could be hung somehow rather than stacked wet. There used to be signs with exercises on them near the aqua-jog lanes - do you still have those? Wavepool - flooring is terrible. Could do to update kids area somehow - lazy river, play area/ splash pad. Discounted family rates for 2 or more children for swimming lessons. Limited seating around wave pool. Learner pool too crowded for lessons

very family/kid oriented facility. Great marketing, promos/specials! Quality of swim school instructors is fantastic. Would love to see more amenities for very young users (even Splash Bash for little kids etc) Needs updated family changing facilities (please replace broken change tables, have more unisex/family changing, this is not just a women's changing room need)

Very good

Very happy

Very lucky to have this facility

very poorly run by employees

very well equipt. 4 different options of pools to suite all ages. Life guards usually on point. Love how they have seating, need more seating and better parking

Wave pool is never on. You NEED to put in a community gym and have a gym/swim membership option. Myself and so, so many others would use it in a heartbeat. You are really missing the boat by not having this as an option.

We absolutely love splash palace our children are making memories like we made memories. Also a great place to exercise. The facilities are getting a bit tired + showers aren't always very clean. Overall love it though! Thank you

we come for kids swimming lessons weekly most swim school teachers are good at interacting with children. The kids pick up on the vibe the teacher gives, Positive, fun etc. One thing to improve is the changing room cleanliness. The floors are always average. Bit of rubbish and hair! More family friendly pricing for waterslide use. Such an under used facility at the moment!

We go for swim club so are there weekly but we dont go alot for other times as its too expensive for us

We have a young child learning to get comfortable in the water. The site is relatively well maintained although some of the tiles are lifted at the moment.

Well managed

well managed

Well run

Well run

well run if sometimes congested

Well run, great instructors, clean, staff are great. Unhygienic to have food poolside. Cafe food choices can be improved and to have food/drinks poolside is a h&s concern. ICC should consider health of users when selling food, need to promote healthier food choices

Well set out, great staff and learners pool

Why was a large amount of money spent on rebranding? As a designer my opinion it was completely unnecessary ESPECIALLY when the flooring of the main pool was peeling away and our kids were scrapping knees on the concrete bottom. I haven't been back since that display of such wasteful spending

Wonderful resource!!

Wonderful service

Would be good to have a toilet in family changing rooms, change table in visitor toiler - near cafe would also be helpful, otherwise great facilities

Would love if there would be more privacy in the changing room/ to add more family rooms

young child needed supervision therefore it impacted my experience. Reception didn't inform me of the supervision rules. Food options are good, price is o.k

## The bus service

An absolute mess. The last rejig was an abomination. Areas that were once served were eliminated from the routes, and the idea of having buses run every hour from 9.20am to 3.20pm did not go down at all well. Whoever dreamed up that timetable doesn't live in the world of those who depend on public transport.

Bus times need to be every 30 minutes all day

Buses don't run that frequently

Buses need upgrading as they are noisy and ruff riding

Busses are noisy and not comfortable

do not use this often but if i do very good service provided

Drivers I have encountered are friendly and the amenities are similar to most city public transport I have used in NZ and overseas.

Excellent bus drivers, with generally grest communication skills, but would like to see a more frequent timetable

Excellent considering the bus is usually o ly 10% full

Extend time til 7pm.at least especially on weekdays

Feel website not user friendly to understand routes and timetables. If don't use apps or txt then difficult to know when next bus is.

Find notices inside of shelters useless to understand when next bus is due. Find suburban shelters near useless in a good old Southand shower. Struggle with buses finishing early evening and have often had to make way home from town.

friendly drivers. cost is up there but a good service

Great bus service, would be good if there was a late bus or earlier bus.

Great price and route i need is handy to where i live

handy to use

I am disappointed that not many people use the bus service. I think of the cost of running a bus on the routes, and only one or two passengers. I am disapointed that the bus services do not have easy access to areas accross town. Ie, from the hospital, south city, to Windsor or wiakiwi area,, you would have to catch two busses, and the trip would take one hour approx. Why can we not have an orbital buss that circcumnavigates the city.

I do wonder at times why we run the larger buses, with so few people travelling on them

I don't use them often, but that could increase as I get older

I have a senior bus fare which I appreciate.

I rarely see public busses I thought they didn't exist here. Sad because my kids should use them.

If theres hardly anybody using the buses, why not use Mini vans.

It would be good for buses to start slightly earlier and finish later

Large buses not required

Limited routes and availability. Find the website difficult to navigate. For those who don't use apps this is a barrier to use. Feel signage in bus shelters doesn't help telling when bus actually due next. Find that if buses finish in town on last run frustrating and have been stranded in town several times when had to work late. Feel havng digital timetables at bus shelters would be useful. Find bus shelters (wooden ones) hopeless to keep out liquid sunshine.

Logical bus routes are required. The Clifton Bus route miss the Elles Rd shops. Also, that route needs to run on the same timetable as others.

Modern buses helpful drivers

Much better than some places I have lived.

My husband and myself are very fond of the bus service and ths freindly drivers

Need more busses to fit all suburbs

Neutral

Nothing wrong with it

Prfer a car

Quite adequate.

Really good service. Like that it is quick and direct. The Pulse timetable works well. Increased promotion and services without a price increase could encourage more passengers.

Require buses that can lower boarding step that all work.

Sometimes the buses don't run when I want them to. That is why I use my car so much. I wish I didn't have to.

Terrible, no shelters, terrible routes and times.

The ICC should extend the bus service to Sunday.

The last run of the day is 5.20 pm. t would be great is there was one more run after this.

There are bus drivers who were rude and sometimes the bus doesn't come on the time stated in the trackabus site. There was a time when it was supposed to be scheduled af 1:50 PM but the bus didn't come until 2:50 PM so I had to wait an hour for it.

Think it runs well

Too far to walk to bus stop

Use bus to get to work 3 days a week. Initially found website very hard to navigate + information in bus shelters unhelpful. Imagine route etc. info would be hard for non internet uses or those new to country to navigate. Would push for electronic schedule so know when buses due rather than trying to work out when left hub etc.. Cannot use txt to number to find out when bus due easy and impossible for those without phones.

very good and helpful Driver's

Very low frequency and not appropriate bus stop. The drivers and buses always have great customer service and cleans

What I see of it is great. Sadly I at present don't use it as I try and get a number of things completed with our trip via car. However a daughter uses it a lot, she is always appreciative of drivers and such like. Also the bus routes were managed well when at temporarily bases.. negotiating the invercargill roads for the past number of years with all road works going on plus building of mall etc. So while I at present do not use it enough, feel the company running them with their great staff are an asset to the city. Hopefully it will still be around for us older ones to utilize when needed

Why on earth does the service travel there and back on the same route? It makes no sense. Surely it could travel around a few different streets on the way back to the city. This may encourage more people to use the service as elderly wouldn't have to walk a few streets to catch a bus. The drivers are always friendly and as my elderly neighbour uses a walker they drop her off near her house.

Works for me - could go later at night

Would be good to have a more frequent bus service

Would use more if all busses were all wheelchair friendly, portable ramps are too steep and slippery when wet! ]

## Public Toilets

adequate

Adequate facilities

adequate for the job

All public toilets I've used have been fine.

All seem tidy and clean.  
Always clean and tidy  
Always clean and tidy  
Always difficult to maintain with the tragic way a minority use and abuse them.  
Always find them clean and tidy  
Always have been clean and tidy  
Always neat and clean  
appearance  
are great  
Are ok  
As a senior citizen I have to use various toilets in the city and been always surprised of the cleanliness  
As good as possible.  
Available where required  
Average  
Average  
average cleanliness. Too many wash down toilets  
Basic  
Can be overloaded at times and require more frequent cleaning  
Clean  
Clean  
Clean  
Clean and in excellent conditions.  
Clean and in good condition  
Clean and maintained  
Clean and servicable  
clean, but mistreated. The upgrade to the toilets by Feldwick gates were overdue after being closed for an extended time.  
clean, plentiful locations, well done  
Clean, with exceptions of Bluff Exiloo at times when visiting, try to avoid them  
Clean.  
cleanliness- well done to the person(s) who maintain toilets at Donovan Park and at Sandy Point.  
Could do with an upgrade  
Disgusting  
Don't really use them and if I have its been at Invercargill central - great toilets there.  
Don't seem to be enough toilets away from IC  
Don't take away the wachner place toilets. We need more than the loos in the mall to service a city.  
Don't use much but good availability  
Don't use them but they are needed  
Every time used in a pretty good state  
Excellent  
F\*\*\*\*n dirty and gross, avoided unless absolutely necessary  
Facilities poorly treated / maintained  
Filthy and disgusting, but this isn't the councils fault. Members of the community need to take responsibility for their own cleanliness. Some people are feral  
Fine  
For the usual couple of minutes that I'm there, they're fine.  
Generally clean and available, but I note in Queen's Park there is often a toilet out of commission.  
Generally fine  
Generally good but not well signposted. Hard to find if you don't know where to look for them.  
Generally OK  
good  
Good  
Good  
Good

Good

good

Good - nice and clean mostly

Good but not enough and need to be double units as they are popular

Good facilities, sometimes ruined by idiots and lo-life

Good to use

Good toilets in Queens Park and Wachner Place.

good, just maybe not enough of the.

Gore seems to have more than us

Great

Great job keeping most of them cleaned

Great that South City has public toilets now. Queens Park needs more public toilets.

great toilets we often use the one in riverton or the library etc considering the location pretty clean and tidy so no problem with it

Great well looked after

Great, need more

Hand driers don't work well.

Happy Russel Square is finally getting toilets. Every popular family area should have toilets provided.

Haven't use many, except mall public toilets

I don't use them a lot, but when I do they are adequate.

I have a medical condition, Esk street , No handy parks , Dees street never a park.

I have more need as I get older but some of the toilets are very low. I had a crook leg one time and could hardly get up off the toilet.

My request is that you have at least one higher toilet in public toilets, also for bigger people

I have used a few in different areas. Always seem clean enough and have toilet paper

I only use them if I have to

I said once a week but more often than not they're closed, broken or disgusting so I don't.

I think the toilets are adequate but perhaps some of the users disrespect them by leaving a mess

I wish there were more of them.

ICC public toilets are central, clean and safe.

In a word: s\*\*t. Locals won't use them, tourists can't find them and don't trust them. There are only two in our town and they pale in comparison to the needs of the area.

Lacking cleanliness

Less likely to go there with all the works going on and simply don't want to go to inner city anymore.

Lumsden are great

more needed. ILT should provide toilets in all their carparks

Most of them are really well looked after and maintained

Most probably vandalism is a problem for some not in best shape or functioning at all (oret beach). Some places in the Estuary area are well placed. As a frequent Queenspark user, another toilet could be towards Kelvin Street entrance where the stumps are placed, but if the museum will ever be erected I recon it will have toilets.

Most times I visit a toilet they are clean

Mostly always very clean . Sth City, Q Park by 2 , wackner place and Dee opposite Don street.

Mostly great just a lack of them by southcity playground

Mostly used in the park. Only takes one user though to drop the standard.

My experiences of public toilets have been okay. Wachner Place is very clean, and those in Queens Park seem to be well kept.

Need a good clean and regularly. Audit cleaning!

Need to be better maintained

Needs more

Neutral, not always as clean as they should be

Nice and clean

Nice and clean

Normally use the mall as they're clean

Not always very clean and if cleaned the toilet seats are usually wet.

Not bad

Not enough

Not enough of them are around.

Not enough of them around especially in south Invercargill. Would be better if one at each park that has a walkway track. It for those of us who have tablets / medical issues that we need to go with not a lot of notice or miss out going on the tracks so we don't mess ourselves tha

Not enough public toilets. One stayed broken in queens park for a number of years.

Not enough toilets south of Tay St

Not enough, need to be in safe, lit up areas with adequate parking near by.

Not enough. Yarrow Street where all the Op Shops are have a great need for a toilet nearby. We used to suggest the Museum toilets but of course they're now gone and so many families shop op shops in Yarrow St.

Not in a great state of repair

Not in a great state of repair

Not sure why the newish Windsor toilet closed about 6pm one evening!

Not the best.

Not up to scratch

Ok

Ok

OK

Ok

Ok

Ok

ok

Ok

Ok, but in a lot of countries they are cleaned more regularly , indeed at the busy ones there are people cleaning after you go in  
Ok.

Ones I have used have been clean

Only use if others not available

only used Donovan park recently, tidy enough but no soap or hand drying options

open them early in the morning, they are usually clean

Overall okay but could do better.

People are dirty - toilets most times are okay. Depends on who uses them.

Perfectly fine.

Plenty of them but Quite often not clean enough

poor by world standards,

Pretty good I think. The wachner place one is unexpectedly ecceklent to have a manned toilet .

Pretty good, plenty around the CBD and enough in the suburbs

Pretty good.

Public automated toilet facilities never seem to have been serviced and are in poor condition, for that reason I am unwilling to utilize these services

Public toilets are fine.

Public toilets around the Waihopai River walk

Queensland park is ok

Recently had two experiences. One good - knew where it was, in a car park at South City, so handy, and clean/well maintained.

Second experience, at night after a function, walking back to my car on Don St. Tried to use - did nothing. Wouldn't let me in, ? broken not functioning? Poorly lit, so didn't feel that safe either, Gave up - quick trip home!

Require more regular cleaning and more or bigger blocks

satisfactory

Satisfied.

Seem good

Shocking, have to go to toilet before going into town.

Shocking.

Smelly and dirty and not enough, one should not cost 500k

Some are a bit ick, the one at monowai stinks!!

Some are better than others

Some are better than others.

Some are worse then others with being kept clean or damagd

Some of the toilets are cleaner but the ones in the suburbs need more love  
Some of them are better than others. I try to use the one at the mall if I'm in town  
Some toilets needs updating  
Some toilets would need to be kept cleaner. The sensor for soap, water and dryer is not very well set up as often I'm waving my hands around a while before it activates.  
Sometimes clean, sometimes not  
Sometimes hard to find in town. So many changes  
Sparse  
The ExeLoo at Fedwick gates spends more time broken than operational. Frequent checking would help.  
The ones I have used are fine.  
The public toilets are ok  
The Wachner Place facility well maintained as well as the one at the library.  
There is a lack of public toilets  
There could be a public toilet in every ILT and Council carpark.  
These are generally clean, well equipped amenities, despite the efforts of some, and reasonable well located around the town  
They appear to be clean  
They are a bit few and far between  
They are clean and tidy  
They are good enough when u need one.  
They are ok  
They are usually clean, and accessible to most people, and not too busy.  
They are well kept  
They clean and work, cold in winter but it's a toilet not a coffee shop  
They need to be cleaned more regularly  
They often have fecal matter on in or around the facilities.. they aren't kept clean.  
They ok, well spaced, the ones in Wachner place need upgrade, it generally clean  
tidy  
Toilets in the parks need revamp  
Toilets have always been working properly and cleanliness is acceptable.  
Toilets seem to be ok. Hard to maintain with level of destruction evident in today's society  
Toilets should be double units, not single as now as there are often queues  
Understand problems of vandalism etc. Think things ok  
Unsure how u can avoid vandalism  
Use only when necessary  
User pay.  
Usually clean  
Usually clean and plenty around town.  
Usually clean and supplied  
Usually clean and well maintained  
Usually pretty clean, just need more as it's been highlighted when we are out on scooters Queens Park is the only real place to go  
Usually pretty tidy  
Usually tidy and readily available  
Usually well kept  
Variable  
Very clean and tidy.  
Very good service, hope they aren't removing them for the buses  
Very rarely use them but important to have  
Wachner Place restroom could do with a tidy  
We can do better here surely! Those horrible robot loos seem to be so unreliable. Could we at least make them more visually appealing?  
We may need a couple more but what is there is fine  
Well kept  
Well kept clean and tidy. I reported the one at Sandy Point was blocked and it was fixed quickly

Well kept spaces. Very clean.  
well maintained toilet's  
Well placed always found to be clean  
When you live out of town and have a disability these are important  
Where are they?  
Would like to see more south of our town train tracks please  
Your flash new ones at queens park never work properly, the old ones did

## He Waka Tuia

A location within the cbd ( for our art gallery) is great. And beneficial to the cbd )  
Art displays inconsistently. Subject matter questionable at times  
Attitude of arrogance of employees is very unfortunate  
been there last year been planning to visit but when we were there lots of cool and fun activities for whanau  
Brilliant little space that they've done well with, I recommend it.  
Cool modern space. Small. Play exhibition was awesome, visited multiple times  
Cost of issues about the museum  
Disappointed with the need for it, lack of anything and I feel waste of resources. I'm disgusted how long new museum has taken to be started and pathetic councilors decisions regarding getting everything re the museum in place  
Don't really visit - miss the pyramid  
Don't recognize that name What. Is it  
Don't speak Māori  
dont like where it currently is  
Educational  
English please  
Excessive expenditure  
Fantastic entertainment for elderly  
Fantastic space  
Find the use of Māori words confusing. English names should be first.  
Friendly staff great displays  
Get it open again  
Good people running it, good turn over of art and exhibits, how long with the City's art collection be in a warehouse in Tisbury  
Good to finally have some culture in this red neck town  
Great displays  
Great displays and workshops,  
Great no complaints  
Great space very diverse and lovely people  
Great venue! Lots of interesting things in the school holidays for kids and small concerts and events.  
Hard to find a Mobility park nearby, limits my visits.  
Hardly visit  
Haven't been able to make it to a lot of the good events  
Having a disability access poor. Yet when I get a chance to visit I have enjoyed the exhibits, and the staff are kind.  
He Waka Tuia is very underwhelming.  
I can't read Māori  
I don't often visit but visits are always good with interesting exhibitions  
I found it quite insulting to think that all the PR spin they put on this shizzle was supposed to compensate for the lack of a museum that in all reality wouldn't of fallen on anyone  
I liked the old museum better  
I miss the museum but don't tend to go to new place  
I take my grandchildren to see the exhibitions  
I used to love going to the pyramid but don't find the replacement so enjoyable  
I wish there was more public parking available where it's situated.  
I'm satisfied generally  
I'm sure I shall visit the new museum more often.

I've been once and consider it a waste of money that could have been put towards the museum.

I've been once, I had to Google it and its temp closed to pay for the overpriced new mall that seems like not everyone wanted and are paying too much for

incredibly hard to get parking and not a positive encouragement for visitors as a consequence

Incredibly hard to get parking for visitors - so avoid the risk of finding a distant park and then the possibility of a parking fine

It has improved but the museum rebuild has taken far too long

It has improved considerably, it just needs to be bigger.

It has to be somewhere while we await the new museum.

It is very restricted in space and the ability to put on more than one exhibition at a time. Not somewhere I would take the grandkids too as I did with the museum.

It needs to be relocated so more exhibitions can be displayed.

It's in a location that means I forget about it, or can't get a park nearby when I am in the area and triggered to have a look. Seems to have some great things on but we never end up going due to location

It's okay.

It's pretty lame. Shut it down and save some money. You could use a room in the civic theatre or the Scottish Hall. It's nothing spectacular for the costs.

It's quite small.

It's a great space but very limited with what you can go and see.

Knowledgeable staff

Like exhibitions don't like \*\*\*\* people \*\*\*\*, there are passionate Invercargill people use them 1st, some of the exhibitions are rubbish some are great, like modern items on show some of the items in the collection are rubbish, love the interaction stuff for the kids

Limited time to go, used to enjoy art gallery as part of museum, haven't visited much since it was closed

Location & parking

Lovely

Mainly art, no museum exhibits for children

Mainly lack of interest in exhibitions. The space is too small and restricting for large exhibitions, and children seem to be the main focus.

Need a proper museum, I wasn't quite convinced about the earthquake structural problems with our pyramid

Needs its permanent home

Needs to be divided up into hallways with heaps of nooks and crannies for a huge variety and number of art pieces by category and theme, not a just a few pieces scattered about a big empty room.

Neutral

nice place to visit interest

No idea why what this. As this should include English so people not fluent in Maori know what you are talking about

No need to go there

No place to park

Not enough variety

Not there often enough to comment. But on visit found it very sterile. no atmosphere

Not yet finally established

Neutral

Offers wide range of exhibitions and hands on stuff for kids is great

Ok

Ok

Ok, pretty small

only been once

Over the Council does a great job here. I like the way they think ahead.

Please use English version not Māori thank you

programme changes frequently which keeps it interesting. Friendly and helpful staff.

Ridiculous space for this. Utilise the farmers building.

Size of the facility

Small

Small space so exhibitions change more often and can "pop in"

Small, don't know much about it, looking forward. To getting a museum back. Was unsure when I took child what to do, if it was free,

Such a great space, love the small space and enjoy taking the kids.

terrible, shame it was taken from its previous site. I have been twice and very disappointed

The last exhibition some of the art works didn't have name cards beside them. I have been to children's events and they are excellent

The only thing we have right now. Can only get there on Sundays when parks available. I still believe a combined Museum and Art Gallery should be offered. No fantasy projects for lower Esk st. wind tunnel. As a pop-up only I think He Waka Tuia is all we need in CBD. Keep the combined museum and Art Gallery at Queens Park location.

The staff do well with a very small and limited space

They don't advertise what is happening there.

This is well maintained with interesting displays.

This space was a waste of money

This was complete waste of rate payers money, again think someone is lining pocket

Too small

too small, but what is there is well done

Too small, so much of the local collections are in storage and never seen. Needs to expand, up and along or shift to a bigger venue. ie H and J, s, or Farmers

Too small. The sooner we get our museum built the better

Usually get friendly helpful service.

Very important to have an Art Gallery very disappointing to not have a dedicated area .

Very limited in museum style exhibitions, it all seems to be arts only.

Waiting for the new facility!!

way too small, and where are our local collections

We wanted a museum that is just a display place

Well done. But female focused and could portray more within each display

Went once and there seemed to only be the one exhibition. We need a proper museum again.

went there once, it was boring, left

What a beautiful ambulance

What a disappointment

What is He Waka Tuia? Don't assume I know Māori

## The Civic Theatre

A beautiful heritage building

A beautiful historic building, great stage, back stage big enough to bring big shows to Invercargill and an excellent concert grand Steinway piano.

A facility to be proud of

A fantastic asset

A great asset to the city.

A great facility for the city.

A great venue and community's asset

A real asset to our community.

Again an icon of inv, enjoy it when we can

Always feels like such a special place

Always nice but lacking in mobility parking and seating

Always well kept , amazing friendly accomodating staff cannot fault thanks guys

amazingly well contained but under used

An iconic building, I love it! Needs a bit of painting inside!

Another excellent venue.

Awesome theatre

Awesome venue

Beautiful

Beautiful and clean. A real gem!

Beautiful and well maintained

Beautiful building well maintained and a pleasure to visit.

Beautiful facility.  
Beautiful heritage building, feels like something out of a postcard or a film. Amazing experience to be there  
beautiful its an icon building  
Beautiful place  
Beautiful place. Satisfied  
Beautiful restored theatre providing great venue for many shows.  
Beautiful setting. Gracious and open great acoustics  
Beautiful Theatre  
Beautiful theatre. Very expensive to hire though.  
Best regional facility in NZ. A shame all the qualified techno's have gone  
Bring more shows to invercargill  
Cant afford to go very often  
Civic is beautiful and as an ex performer I love the theatre but just get the opportunity to go as much now. I say bring back the meadow fresh Christmas concerts there as our community should be able to come for a free community show.  
Comfortable and friendly staff  
Could be used a little bit more, but a great community space  
Don't visit enough to comment  
Excellent  
Excellent  
excellent facility  
Excellent for its age/era  
Excellent service  
Excellent venue  
Excellent venue  
Fantastic building and an asset to the city. The Council did well to refurbish it back when they did.  
Fantastic building has moved with the times  
Fantastic facility under utilized  
Fine building  
First class venue.  
For shows  
go to see shows  
good  
Good  
Good  
Good  
Good  
Good  
Good  
Good condition  
Good facilities  
Good facilities  
Good needs more events  
Good space well maintained.  
Good venue for shows etc.  
Good venue, under used  
gorgeous theater, go when ever I can. Would love to see more musical theater and less cover band shows  
Great  
Great  
Great  
Great building and restoration of same.  
Great facilitie  
Great facility  
Great facility

Great place  
great place  
Great place  
Great shows in beautiful old building - with modern infrastructure for shows  
Great space good staff  
Great venue  
Great venue  
Great venue, works well.  
Great venue.  
Great venue/ attractive historic building  
Great.  
High quality theatre with great shows  
I am not a frequent visitor but always impressed  
I am so pleased that the civic theatre is so grand. No taxi ranks nearby. I look forward to be able to see a show one day. ,  
I can't afford the prices of the majority of shows. Anything over \$40 is beyond my capacity to pay  
I go to lots of concerts  
I have visited the theatre once or twice. Nothing stands out  
I love this building-so well maintained -I have been to many shows and prizegiving there.  
Iconic facility  
Incredible staff, great service  
It depends on what is on there  
It provides what is needed  
It was refurbished a few years ago and still looks good.  
It's a beautiful theatre.  
It's a great facility for the most part. Easily accessible with a good range of shows on  
It's a great space. I love it. Maybe some maintenance on the lift for disabled people to access.  
It's a nice building with lots of history  
It's a nice building with lots of history  
It's an awesome facility.  
It's beautiful!  
It's nice, but too expensive for community groups to use.  
It's ok  
It's ok.  
It's only ok  
Just a beautiful proud building  
Keep everything as it is  
Knowing it has been earthquake strengthened is reassuring The acoustics are awesome we have amazing talent in Invercargill  
Lack of parking for those less mobile.  
Looking slightly dated  
looks amazing  
Love catching a show here.  
Love going to the civic, especially for concerts  
Love going to the theatre. Don't love how expensive it is now  
Love it for live acts lovely atmosphere  
Love our Civic Theater.  
Love the Civic Theatre!  
Love the Civic, a venue to be proud of.  
Love the theatre and enjoy going to events there a wonderful historical building we'll worth the investment made  
Love this facility & the shows. Shame it's so expensive though  
Love this place for shows, go multiple times a year  
Love this space for shows and events  
Love this venue  
Lovely

Lovely  
Lovely  
Lovely building and great facility  
Lovely facility  
Lovely historic building and well kept  
Lovely old building  
Lovely old building that serves Invercargill well  
lovely old building with capacity for a good sized crowd  
Lovely very graceful well-kept building  
Modern- comfortable -good sound  
Nice  
Nice  
Nice building  
Nice amenity comfortable. A centre aisle downstairs would be good.  
nice and always looking tidy  
Nice keep preserving our heritage  
Nice place.  
Nice place. Stairs a workout for an old fella  
Nice venue, well maintained  
No issues  
Only age and mobility detract from me using these facilities now.  
Only go once or twice a year, but seems to be maintained.  
Our premier Events Centre. Excellent facilities. Beautiful - love the Heritage. I note that some smaller rooms have been used to screen movies for Anzac. A good idea- could be expanded during other times e.g. burt munro? School holidays. The original SMAG screened movies regularly- especially important over our long winter when not nice to be outdoors.  
Place is amazing and one of the best in NZ ... asset of invercargill.  
Prize giving, events  
Provides a pleasant place to enjoy the variety of shows available. Except for the fact not enough nz ballet shows come to it. Also the configuration of the back stage and other areas is not easy at times, but naturally like that with its age. I was involved with Southland ballet scene many years ago. It's short comings never caused issues however when organizing shows, competitions and competitors..  
seeing shows  
Seems good  
Seems temperature is difficult to control.  
some shows are very costly  
special occasions  
Still looks great but seats are very uncomfortable. At half time, so many people standing up as have sore backs  
Thankful for the beautiful facility to be able to use.  
The bar choices are Ho hum ( panhead panhead beer EVERYWHERE you go ). Scottish hall. Civic. And ALL because the ILT who run your bar have a commercial investment in panhead .  
The Civic is a beautiful theatre and must be maintained. The upgrades to backstage were amazing.  
The Civic is a fabulous asset to Invercargill.  
The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS  
The refurbishment of the Civic was done well and is continuing to be a shining example of money well spent. Long May it continue.  
The seats are quite uncomfortable. Lovely building.  
There's not a lot held here that interests my family. We're not into musicals and there's not much on there besides those  
They need to have an area where people can get up and boogie when they go and see a band. Being on the side you feel lopsided and uncomfortable...in other words the people are boring and very conservative...let people enjoy the experience when paying good money to see some of the shows  
This is a very high class, beautifully presented venue, the envy of many other places, and admired by every visiting performer  
This needs to be funded more to attract more talent  
Tidy warm clean  
Too expensive to hire Pricing itself to a ridiculous level for the public to use such as schools  
Venue is dated but gets some good shows  
Very good

Very good, but desperately in need of backstage technicians and staff. Currently. There is only one staff member working backstage and lacking the schools and knowledge of the previous Theatre technicians.

Very pleased

Very satisfied

Very very good

Well looked after

Well maintained & an asset to Invercargill.

Well maintained historic building. Variety if show genres

Well maintained, well staffed - perfect level of service.

Well maintained.

Well-maintained. Always stuff on

Wonderful, an asset to the city.

Worked there for 49 years. She's a grand old lady.

World class venue

Worthwhile

Would be good to see more younger staff employed at the theatre.

## Scottish Hall

A but dated but cute

A central, cultural centre that can be used by all of the community.

A great small venue

A little bit run-down

A lovely asset that could be more usef

Accurate, but needs a revamp in style & improvement

Because Scotland is the BEST!

Central historical venue

Could be used more too. A great space.

Excellent venue for meetings and venue for special occasions e.g. wedding receptions.

Good

Good for sales/markets

Good simple venue.

Great

Great Hall and needs to be maintained

Had a function there and it is a lovely function space, its central and easy to hire.

Handy venue, good character whilst still being tidy

Has been done up and has improved

I've always enjoyed the performances there

It is a lovely building.

It provides what is needed

It's a hall. A great hall. But halls aren't the best for arts performances in the sense of a bit expansive and non tiered seating. Council lacks a tiered small theatre ( one day please BUY THE LEASE ON CENTRESTAGE THEATRE PLEASE PLEASE ( take it over from SIT).

It's old and needs a revamp.

Look after it it's a heritage of the south

Lovely hall

meh

Needs a revamp

Needs an upgrade at sometime.

Needs updated.

Nice Place

No issues

OK venue

only attend compactions

Only went there for the book sale this year

Reasonable venue

Satisfactory but kitchens and loos in desperate need of an upgrade.

Serviceable

Tartans have been all refurbished. A good size hall for functions - have attended some travelling shows here- that attracted a smaller audience than being put in civic. Long live our travelling Arts on Tour!

The Scottish Hall interior is looking very smart and visitors have commented very positively on it.

The Scottish Hall should also be maintained as a rentable space for events. I think the City Council has an obligation to provide spaces like this.

Valuable asset to the community

Visiting on invitation from friends

## Rugby Park

A big disappointment as a place being showcased for groups that utilize it. From the council and contractors that built the now pretty much useless stands, offices etc. The council and contractors should be liable for how it has become a pathetic excuse of a stadium.. I worked for around 25yrs in a volunteer role for Rugby Southland and the way mgt plus council run is so not a friendly place..

A good venue for its purpose even though stand needs work

A great facility, should get more use by all codes.

A mess

Awful either spend some money on it or pull it down and go to Les George oval

Building structure needs upgrading

Could use public access to drinking water

Disappointed again with issues on its building. This is a common complaint with our council buildings. A waste of money embarrassing seeing a half shut stadium

Enjoy sport and community events

Find ticketing sales at Stadium very awkward compared to Dunedin

Fix the stand it's embarrassing how long it has been the way it is now

Frustrating to have the grandstand unusable and the poor state of the inside of the building otherwise it's a good park for rugby.

Needs to be used for more events

Good

good for rugby, pity half stand closed

Good ground for the scale of Southland Rugby. The repairs on the stand would seem to be a bit of a historical cock up. Would like to see it used for other event, however the purchase by the Council may not have been the smartest decision.

Good venue. Just basic. Not many events.

Good, sort the grandstand though and use it a bit more

Good. Council needs to fix it and make it a multi use venue including functions

GREAT CENTRAL VENUE

Great for games

Great venue to watch the Stags play and is a source of provincial pride.

Has been left to rot. Needed maintenance a decade ago before the council even took over.

Has been poorly maintained, needs to be brought up to standard

I am a broadcast engineer on contract and visit there often. Some of the facilities need some serious attention.

I wish all the facilities were up to code and it was a multi- sport space.

Iconic and vital to Invercargill

If they stop messing around and get the place water tight and all the seating back black mould is treatable get it sprayed and get on with it I could do it myself At no cost

Improvements are underway. It's been a while since the place had some TLC.

Invercargill needs to maintain a central rugby/event ground. It should be maintained and from memory (and I may be wrong) the Council pulled out of maintenance work on the building after contractors had already started maintenance work. Amenities need maintained or we end up paying more. Maybe not in this Council's time but money needs to be spent on maintenance all the time is all u need

It could easily provide an income

It is looking very run down. It is not a credit to the city with the stands being so run down. Decisions made do not seem to be for the best long term management of the space. It has just been about short term money saving not long term asset for the city

It should create income if better utilised

It would be a terrible loss for Invercargill if we loose rugby park.

It's a mess, frankly. The stand is an issue when it can't be fully utilised

It's a white elephant used a half dozen times a year, If the Rugby Union won't shift to a combined facility inside the Athletic Track at Surrey Park, tell them buy Rugby Park back off the council. If the council maintains ownership they should subdivide that land for housing

It's okay

Just needs to become more wheelchair friendly the only place's wheelchairs can get through is the top level of the terraces and a couple of times there has been food caravans parked there blocking the way for wheelchairs to get pass and also blocking the access to the toilet for wheelchair users have sent an email twice to rugby Southland but never a reply

lack of free parking

Layout and facility managed well and easy to access and use.

Long over due reopening west end stand

Love going there but get more events there

Love it, a bit old but does its job

More events

More games would =more money would it not?

must be kept

Need to fix and repair grandstands

Need to fix grandstand

Needs a bit of a tidy up inside. The grounds are in good order and it was great to see the Mitre 10 set up with wonderful activities for school children-we need to keep this resource.

Needs a lot of upgrade

Needs more care

Needs more use by other parties

Needs rebuilt

Needs to be fixed so it can be used.

Needs to be made earthquake safe, the security firm is great to deal with.

Needs upgrades to stands

Neutral

No comments at this time.

Not good

Not used a lot, but essential to have in a city of our size.

Not used enough not multipurpose too.expensice

only attend rugby matches and special events when held

Only for rugby

Poor parking, poor maintenance

poorly worded question, why would you go on a regular basis if there are no events on

Pull it down and go to oreti park

run down

Run down

Sell it

shift it to inside surrey park athletic track

Should be made available to alff codes, not just rugby

should be sold

Should never have been brought by council. Rugby must have been delighted when Council sucked into buying

should've been upgraded the moment council took it over

slow progress on fixing the issue as we need it

Superb

Terrible, an absolute slum being left to rot. Disgustingly expensive for other sports to use, taking away an income stream!

The council was suckered into buying this of rugby southland, and now they don't really use it. Even for the cancer walk they charge

The place looks and is run down. This is the most televised part of invercargill, make it look tidy

The previous Trustees of Rugby Park were derelict in their duty of maintaining maintenance and upgrading etc of Rugby Park. We are now paying for this and unfortunately we need to bite the bullet and maintain/upgrade Rugby Park to a first class venue. Should we

fail to do this, it will result in a terrible loss for future generations. The city will also lose out e.g. if we do not have a facility for national rugby games the cost to the local businesses etc will be high. Noting these businesses contribute to our Rae's.

Tidy it up

Tight legroom

Under used great disappointment with lack of public events held at rugby park

Under utilised and spending too much on it

Under utilized.

Upgrade it totally, this is a big part of invercargill

Very poor, too much money pumped into rugby for few national players

Well kept space.

What a dump - no wonder we don't get any decent fixtures.

Why is the council responsible for a single sports venue. Other sports don't have council support, Riding for the disabled, hockey turfs etc

Would be better if it was all able to be used. Knock it down and start again.

## Democratic Process

A little effort to get involved and read the information to make a informed decision.

A lot of the time this seems to be an opportunity to be ignored

A perception from Wachner Place that community involvement is less important than a hotel

Adequate.

anecdotally, consultation feels a bit like a box ticking exercise rather than a real request for input that will be considered

Any Māori representation/input on council should involve elected officials not appointed unaccountable individuals

Anything they consult on seems like lip service. What spaces are they developing for our rangatahi around town? what is ahppening with the space beside the mall?

Appreciate regular online opportunities for consultation

Are ok, only thing wrong is some of the councilors are, 1 not equipped for their role, 2 invercargill put some of the wrong people into roles they not equipped for, 3 vote for the wrong people as Mayor, but do we really want the mayor's of old in the position. Being too toffy nosed to do what would help as many as poss in city. One problem for me is the fact the councilors are given free tickets to all shows in the civic theatre, when they can afford to buy tickets themselves, give tickets to those who cannot afford to go to show.. I'm sure many that haven't been inside the theatre ever..

Are you listening or not

Ask for comments then ignore feedback.

Average

Average

Average

Average

Been to a couple of meeting too object to possible council moves where evryone had ability to have their say and the council took note and accepted the publics view.

Being able to meet with representatives regularly in an informal discussion

besides this survey I am unaware there are any opportunities

Better than most cities

Big decisions need to go to public referendum eg do we really need a big expensive library where we didn't get a choice on what to call it

Blah blah blah, what do you think? Okay, we'll do what we like anyway

Bunch of dim wits lead by an absolute shocker

By and large the council is elected to run the city for the benefit of the residents, and for the day to day running there should be no need to have any outside input apart from that obtained by Councillors for their own information. Any other method is inevitably expensive and generally ineffective unless it is a full scale referendum - even more expensive with problematic results

Can be difficult to find means to comment

Can't give online feedback - like this ironically

Changes to funding for the likes of the new museum, etc should be relayed to the public before moving ahead.

Community is informed of opportunities to take part. (not notified widely or on'

Consult because they havecto but ot seems like a token gesture at times

Consult often but often don't listen to the feedback.

Consultation provided not sure it is acted upon or genuinely listened to.

Consultations are available but not often well publicised unless you are on the email list for receiving information..

Continue to feel not being listened to.

Could be better

Could be better if our Counsellors didn't squabble like children. It's pathetic

Could be developed

Council appears to entertain public or community involvement based on fact legislation requires them too. Watching on line meetings regularly, it is apparent some councillors have a set agenda regardless of community sentiment. October will tell?

Council don't respect the community and do what they want

Council executive rule as we all know Councilors only usually are endorsing staff recommendations.

Council goes to great trouble to get community involvement which is a time and cost waster. Just get on with the job the council was elected to do

Council has become racist ie people on council that have not been voted in.

Council has the opportunity to make contact via a brief email advising of request for comment or a quick survey but choose not to do so.

Council have already made their decision before the rate payers get to have any say such as Nobby Clark already has in his mind the sale of Donovan Park before he even gets what we as a community want, same with spending our money to pay for all of the code of conducts that are going on within council why should we pay for or even better ask us.

Council have always made a decision for asking rate payers & don't listen to the rate payers

Council have slowly made more engagement but it will take a big effort to regain locals trust.

Council I don't believe listen to there rate payers

Council ignores public views ie washer place, did anyone notice the horrendous wind tunnel effect in Esk street 10 September, will definitely stop people from crossing from mall to other side of street to shop. Don street was fine, Council ignored all public consultation about washer place

council is controlled by Maori and State which is not democratic.

Council provides the opportunities it has to by law, but usually ignores people's opinions.

Council seem to be doing ok. I feel no unelected people should get voting right. They could be advisory but not have a vote

Council seems to be running better this election cycle as not in news and hasn't had to employ mediators. I do query about the training councillors are given as you have people who haven't studied for this role managing a large budget and significant assets

Councillors ignore the ratepayers submissions, e.g. Esk Street West bus access to Dee Street

Councilors have their own agenda and don't work for the community

Councilors have their own agendas. Once in disregard ratepayers.

Decision need to made, if they can manage the budget they need to be replaced. Should need to borrow money

Decision was made to accept non ratepayer elected councillors. Not democratic at all.

Decisions have already been made by council regardless of public opinion.

Decisions seem to be made regardless of community opinion at times. Also feel communication of processes and options is poor.

Despite what the community says, Council staff do what they want

Difficult to judge efficacy

do they listen

Do they? Council provides little opportunity for input

Don't get enough opportunity to say what money is spent on and rates have gone sky high getting really hard to find money to pay them

Don't have enough knowledge of the inside workings of the Council to comment, nor do I know any of the Council members.

Don't know about opportunity

Don't see much of this going on to be honest

Don't take notice of feedback from public, eg wachner place

don't feel listened to

Don't take on what people say just go ahead with what they want

Ease of making on line submissions

Easy enough to have a say, I have made many submissions including verbal over 10 years, yet to see any impact/change from any of these, seems like decisions made behind doors with influential people

Enough - not convinced it makes any difference to Council decision making.

Esk St West consultation results were ignored.

Excellent

Facebook feedback should be rated highly

Feel like bigger projects e.g. tree felling and Southland Museum's demolition were not able to be negotiable.

for them selfs not for rate payers

Further feedback requested to Te Una

General rate payer apathy. Current council only represents those who voted, which is usually less than 50% of the eligible voters.

The public generally don't feel that they are heard.

Get really, the council want little or no involvement of the community in decision making. If two attended to go up against you or for you...its considered a majority vote...get off fantasy Island. The meeting are held at time when people are not able to attend. The executive has to implement what the government required them to meet the obligations of legislation... money spent when the council don't have and expect the rate payers to foot the bill. Things are getting tough all round. Tighten up on your spending don't blow your budget out. So no you do not like the community input

Get rid of nobby

Get rid of of Nobby Clarke

Good

Good

Good

good to get surveys otherwise probably wouldn't bother

Good-but perhaps needs to be more publicly communicated.

Great

Great at involvement but Council never seems to listen

Great opportunity in opening surveys.

great opportunity provided you just have to pause and look and take time to do it

Had a pop up thing at the mall a while back

Hardly any follow up on enquires and consequently nothing happens in most cases.

Have had no approach from the council

Have no idea how this works.

Havent used for sometime

Having put in a submission about Wachner Place ,felt weren't listened to ,the council had decided what they were going to do.most people don't want Wachner Place opened up

Having staff available in person at Otatara regarding Sandy Point plan and at Waikiwi Rugby Grounds regarding Donovan plan was helpful

I appreciate the surveys that come out

I believe that the people are not listened to and the council choose to ignore what the people really want/need

I do not have enough information to provide feedback

I dont know how much oppertunitys are provide for community involvement but i also dont seek it out so may be more then i know of but not well publicised

I feel even when comments are asked for from public they are not listenedctoo.

I feel it's good as they are freely advertised to make people aware they can have a say

I feel public consultation while often solicited is often ignored, e.g. recent museum consultantion

I guess mine starts with covid and lockdowns and vax passes.quick too follow steps others were doing without actualy seeing how the majority of people felt. I knoe the vax pass of kids certain ages too the stadium was madness. As well as allowing the whole changing room thing at splash palace happen. While i understand a need to cater too those people the outcry online was massive while it was still being deliberated. These things make me belive some people have certain agendas and not appreciate the majority of voters who put them into council

I have not had much experience

I have to admit, there are democratic opportunities to have my say and get involved but I haven't used them much. That is the reason for me to tick neutral. Complaining about high rates is easy, finding suitable solutions not so much. I would like to see more young councillors in Invercargill with fresh ideas, do not get stuck in old habits, look what other councils can do.

I just happened to see this at the splash palace had no idea previously

I know they happen but I don't usually both because I don't think much notice is taken from public feedback.

I never feel engaged in council decision making.

I rarely see these opportunities advertised. Need more ways to reach more people maybe a flyer in everyone's mailbox would help.

I rely on the media to know whether the council is functioning well or not. Who knows how accurate that information is!

I think a lot miss out die to so much on digital media

I think like this survey, there should be more opportunity for people to have a say, and more use of communications. Is there email news letters that can improve communication between the rate payers, the tenants, and the council. Not every one can watch the TV, or prodcastes, or radio, or turn up to council meetings. They may be working, or disabled. I was interested, to learn about how to make a submission, and unfortunately I missed out.

I think they're fair

I think we should be able to voice our concerns more openly when it comes to our streets that are nothing but drawstring for the undesirable in our city.

I think you consult widely .i don't ajways know there is consultation however but this is due to scattered ways the public get their news these days. Councils use of august medua is good: perhaps this can be increased please : to include " current submission rounds " eh representation , liquor policy. Maybe even smaller things can go on the community noticeboard as you have a very effective council communicator these days who can likely take " serious subjects " and present that people have their say .

I would have to actively search out information regarding council functioning. Which councillors attended which meeting/how they vote etc is all unknown and maybe should be more publicly addressed - eg reported in Express or similar every month? Maybe more information as to what decisions are upcoming would result in more citizen involvement?

I'll only see opportunities online but to be honest I really don't think it matters what we think.

I'm happy the council is intersecting with social media where they can get a more immediate feel for little issues which can be easily resolved before they allow discontent to fester.

ICC don't listen

ICC is a great council relative to many around the country. Invercargill tidy and well maintained. Museum took too long, would've saved money doing something a decade ago before recent inflation, but at least something is being done now.

ICC makes their own decisions and doesn't listen to what rate payers or citizens want

ICC's councillors are great ... improvement is required communicating what and when to vote and the process/ reasons after the decision has been made.

ie Opening up Esk St West to traffic. Council didn't listen to public feedback.

If only you listened.

If you are not on social media you are out of it. Newspapers, letter drops are past their use by date

In the end they never listen

inadequate

Invest equal amount of funds to beautify south invercargill as much as North invercargill

Involved but not followed

Is non existant

Is there any chance of involvement

It seems decisions are already made before involvement takes place

It seems like there's not a lot of opportunity for involvement and councillors and mayor not very approachable

It's b\*\*\*\*\*, they just go through the motions but plans already decided

It's ok but they don't really listen

Its good having a say, though sometimes more communication needs to happen like for example what is happening with that burnt out briscoes building.

Lack of leadership and disfunction

Like all elections it isn't about the councilors knowledge of how a city runs but a popularity contest. It would be nice to have councilors who have some business building or social worker background

Like the opportunity to have my say.

Limited

Listen to the needs of the people.

Listen to the public. The museum is a classic mess. It should be in the cbd. The old H&J smith or farmers building @ far better option.

Listened to the council meeting when they were discussing the Mayor's behavior at the fireman's conference, very disappointed in his behavior.

Listening , stop being sooo petty , councillors need to xd grow up and. Stop getting offended (grow up) every time something is said .. get on with the job, how long is it going to take to name the airport are you all waiting for sir Tim to die ( I think do) the fact that we showed that man NO respect when he left was appalling and now it seems that still no respect is being shown.. the ratepayers said that they wanted him acknowledged and who listened .. for goodness sake we have songwriters In Town ( use them), and finally thank goodness Nobby and others hav xd e commented on our roundabouts..I made my point about 2 years ago .and got ignored,lastly gore & Winton have the most amazing centre plots they are the prettiest of towns full of colour so well planned while ours are blimmin brown & green and the grasses they have planted show that our town does not have or want to take any Tim, cost or pride in our appearance as a town.. very sad as it used to be lovely & now it's a ugly town .. even our entrance roundabout to our city is colourless and looks terrible .. maybe we could change our billboard signage to ' welcome to invercargill.. devoid of colour

Listening and hearing are two different things

Local democracy is dead. The only people who have time to do such duties are retirees or nutters. The role doesn't pay enough to attract the right people. The costs of them squabbling, wasting time, or paying for their lunches are where the main savings should be made. They do not represent the people, because the regular people of Invercargill have to work and can't afford to give up their jobs to do such a low paying role that demands such time. The council should be governed by a board. Scrap local democracy

Loved the play survey and the actions taken from this.

Lower Esk Street I am still unhappy about. Around 80% of submissions on the consultation on opening up Lower Esk Strret were against it and yet the Council voted to go ahead with it. Council must consult but this Council has decided it doesn't have to listen or give a credible explanation. I'm also worried about the Museum we are getting for the same reason. Credible people have pointed out flaws e.g. ampitheatre facing South, but nothing changes. Im worried Invercargill will get something that is not useable and a complete waste of ratepayers money

Make decisions publicly known a bit more.

Many in the area where I live us complaints and have been totally ignored.

My comments largely reflect my dissatisfaction with the current mayor and the manner in which he treats people, including his councilors. His personality/ego sets the tone and I'm sure once he goes the perceived situation will improve.

My perception is that no matter how much communit consultation there is, the council just goes ahead and does what it wants.

Need better forums for people to actually have their say Seen as a select group with set agendas

Need more publicity about how the councilors are making life more pleasant

Need to listen more and acknowledge too few people write in surveys whereas people happy to talk in informal situations

Neutral

Neutral, I'm not sure what notice council takes of residents feedback

Never heard about plan changes for Sandy point. Send you have to go looking for things like that rather than hearing about them.

Should be advertised more especially something as big as that

Never see results

Never take any notice what rate payers say, just go ahead and do what they want

New museum build is a good example of poor sharing of knowledge, many councillors have little idea of what they are actually building. Public even less. Great if it works out well, if not too late! \$70 plus millions, a huge project.

No idea

No matter what is suggested by the public, council have already made up their minds what action to take. If money is to be paid, involvement, should be rate payer based only. Unless it's "user pays"

No offen enough. If they listen to the public abit more maybe we wouldn't be on some of the situations that arise

No opportunity

No the Council does not listen to the people of Invercargill in any decision making look at the new Museum it is all Māori based when Invercargill was never race based and now the Invercargill people are making fun of it when our Museum was one of a kind now it's just like every other Māori based Museum

no they dont

Nobby and his wee crew that apparently don't vote together, do as they please

Nobby Clark is a distraction and wastes rate payer money

None

Nope they waste money and don't care

Nope they waste money and don't care

Not all council members, but am absolutely sick of the old boys' club that stimy progress or want to spend too much and stop young, diverse councillors from moving the city forward.

Not all councillors are elected. They need to be. Quality of councillors needs to be improved where they have higher business/management skills

not at all well coordinated between LTP and rate setting.

Not bad.

Not enough explanation for general public

Not good in particular museum

Not good. Consultation periods are too short, and falls upon deaf ears. Classic example is the museum rebuild.

Not satisfied council involves community in decisions

Not sure if there is any public consultation. If there is, it's poorly communicated. This survey is the first example of it I've seen

Not sure if they take any notice.

not sure that community involvement gets taken much notice of?s

Not very good council doesn't listen to the people

Often call for feedback (like surveys) then it appears, ignores what public want

Often don't advertise to all audiences

Often get the feeling public input would be ignored and that it is an exercise to check a box.

Ok

Ok

Ok.

Online

Only elected persons should sit on our Council. It's is ratepayers money and they should choose who makes any decisions that impact them and the rates we pay.

Only hear of council matters when they stuff up or disagree, a summary of decisions made in quarterly flyers but too late to comment then?

Opportunities are provided to the community

Opportunities are there if people want to be involved

Opportunities are within the law, but nothing much is listened to, Council just rolls on with whatever they intended to do anyway.

Opportunities available to provide feedback except people dont or feedback doesnt change much.

Opportunities but dont listen to what the people are saying, gave own agenda already sorted, involvement seems only to fulfil obligations

Options provided are poor

Performance of some members is sub par in addition costing dollars that should not otherwise be incurred under a normal functioning council

plenty of consultation just no listening

Poor

POOR

Pretty good

Probably don't persue enough

Provide opportunities to have an input

Rate payers need more of a say when it comes to spending our money. We should be able to hold people accountable for mistakes made and money wasted.

Rates oncreases cant continue as they have been. Internal council costs need to be examined and roles looked at more critically. Cost efficiency & value for \$ should be a priority

Really poor and I don't feel you'll listen anyway

Referendum on Maori wards

Rubbish. They never listen. They do exactly what they want even if the public disagrees. (Wachner place!!!)

Saferu of the community should be one priority. Dont see it

Say one thing do another so why waste time and money trying to be so called democratic and go with or like this survey will give you the outcome you want not the public

Seems to be mostly online

Seldom advertised

so far - so good

So many of the council work is over shadowed by opinions of one person.

So much infighting and back stabbing. Council staff in some cases do their own thing and councilors have no say or that is how it appears

Some decisions seem to go against public opinion. Eg wachner place being destroyed

Some in power have personal agendas they want to push which is terrible. Just to please their opinion. Then move on quickly .hate the thought of selling our assets, parks like Dona an should never be sold or the camping ground in bluff or the playground in Bluff

Sometimes decision are made before asking the community what they would like. Just looks like you are asking the people what they want

Sometimes it is good, but then with things like Donovan Park or the museum it seems the Mayor wants to make the decision without community involvement.

Staff need to understand that the rate payer are the owners of ICC not them (staff)

start and finish it not hesitate during or prior its wasting rate payers money

Such a waste of tax payers money. Too many people involved in the council

Surveys couched in such a way that limits public options.eg do you want a certain project to happen . Yes or no. Not three options that have no merit

Suspect it is token gesture only as nothing changes

Thank you

Thankful for the service they provide

That's a joke. Council pretend to ask and then just do what they want.

The council (not elected members) are the real problem with council performance.

The Council and Executive need to take a long hard look at themselves. They need to be less self-centred and support their staff more, many of whom are extremely competent.

The council commits to huge spending on things without asking the residents what they think. The whole Museum fiasco is a case in point. The council has committed huge sums of money for a small town like Invercargill to build facilities which will never pay for themselves in 100 years.

The council is an old boys club with a bunch of egos getting in the way of making sound decisions in a reasonable tie fr

The council often displays too much infighting and due to this they fail to deliver. Not all may agree but training would ensure a more collaborative approach with improved outcomes. Sometimes council members behave like dicks.

The Council often go to the Public for comment

The decisions are made regardless of public opinions

The elected council is a shambles. Have gone from Tim who stayed too long to the present mayor who is a national embarrassment. Can't wait for the next elections for a major cleanout.

the failure of management to communicate is shocking, as is the use of facebook as a form of feedback or justification of consultation

The information is put out to the public but their responses are ignored

The last few years have been completely embarrassing. I'm quite ashamed to admit to northerners that I live in Invercargill.

The Mayor seems to have his own agenda, and those that were on his ticket during the election support his decisions even it it goes against public wishes (ie: Wachner Place, bus lane for 1 business person)

The meetings are just done to tick the boxes nothing changes

The new museum is a prime example of the council consulting and completely ignoring rate payers bushing us all deep into debt to pay for their ego projects.

The people should be fully consulted at all times

The public are not consulted

The rates increase is now starting to cripple people. Do better with what you have and pay all the councillors LESS

The wasted spending in the past few years on vanity projects and infighting are so incredibly disappointing. So much so it has been the main driver of looking to move out of the region.

There are plenty

There are various ways people can be involved

There if people want to take advantage of opportunities

There is no qualification that proves any level of competence for elected officials. These people are unemployable and are just opinionated

There is nothing

There is scope for making submissions and answering questionnaires

There needs to be more efforts to make the community aware about open consultations

They are their own ideas and decisions

They ask for ideas and opinions but seem to go for what they want. This is the general opinion of ratepayers.

They do consult the community which is good, but I don't know enough about how the council performs

They don't

They don't listen to people anyway

They dont listen anyway.

They good job on their email comms requesting feedback in plenty of time

They make some strange decisions with out thought of how we pay just put the rates up or spend a fortune on museum storage and rebuilding the earth quake prone building that took weeks to knock down stupid

THEY NEVER DO TO MY KNOWLEDGE

They never listen

They only allow participation because it is required law. That doesn't mean they listen or take onboard ideas. They already have made up their mind before submissions

They rarely listen or take on board feedback

They seem more interested in leaving thier mark on Invercargill than looking after it's residents

They seem to do what they want even after the Public have their say.

They seem to offer the opportunity for feedback, but is this just window dressing or do they listen and act.

THEY TAKE NO NOTICE OF PUBLIC REQUESTS AND INPUT

They take no notice of what the community wants

They try hard to engage public, but not sure how successful they are.

This is the first time that I have had the opportunity to share an opinion in 40 years of living in Invercargill

This is what we elect people to run our City for.

This maybe good but have never taken advantage of it. Maybe in the false belief that no one listens or cares what people think.  
this survey

This survey is an example of opportunities given to provide involvement in decision making. I do find council a bit behind the times regarding environment awareness and prioritising compared to other cities.

This survey is good, appreciate opportunities with feedback on museum

This survey is not very accessible to older people. Also very time consuming.

Thought most of their decisions are made by Council ignoring the public

To much happens behind out backs

To much in house fighting

Tokenist submissions to tick boxes

Too many old white men on that council.

Too much happening behind closed doors without the public knowing

Too much influence from mayor and his voting group

Unelected council members

unelected councilors

Unsure, I know there's opportunities but I never really seek them out I guess

Very dissappointed with Wachner Place enagement. Responses from elected members showed they do not appreciate community feedback unless "there are protests".

Very Good

Very good

Very good job at it

Very limited. Decisions from public are a yes or no. No decision on options that they expect the ratepayer to pay for e.g Museum

Very little & when breaches in planning occur no interest in pursuing it

Very poor, currently council has 4 options, there should be a fifth option "none of the above"

Very rarely consulted

We are quite new to Invercargill but do appreciate the possibility to say our needs

we have become the laughing stock with other cities

We need elected people with skills in a variety of trades etc so their advice would surely lower quote prices and hopefully improve work out put.

We seem to attract too many personalities to Council who wish to Grandstand rather than provide good common sense on progressing the Coity Forward.

We seem to get opportunity to consult, but they seem to take little notice of said consultation

We speak they don't listen

What opportunities??? You have no community boards other than Bluff and your Councillors aren't aligned to respective areas in the City. Councillors are a bit anonymous. You one community board and as far as I'm aware you have no structural way to immediately, contact your Council. When is your representational review, are you die one next October?

when does this happen outside of this survey

When it suits them and they don't give a s\*\*t.

when the feed back survey results for changing speed limits in nz the majority of public did NOT want a change and all but 1 councilor voted the way of the people they represent. this is absolutely disgusting and goes completely away from the democratic proccess

When we are asked for our opinion it is usually obvious the council employees are pushing the choices and in some cases have already decided in favour of their choice even if ratepayers vote otherwise

While the council consult there is very little evidence that they listen

Why bother! When and on how money occasions have the council listened to their employers, we the ratepayers

Workshops and hui to explore and be involve in planning for the city. Only disappointment is that often outcomes are not followed through by the final decision makers.

Would prefer more online/email sourced points of contact for gauging feedback as often difficult to get to meetings etc. There appears to be little engagement at times with some outcomes appearing pre-determined (eg speed limits, roundabout "traffic calming", cultural decorations on buildings/roads, etc.

Yes they do give u a voice but council takes no notice as they have preconceived ideas.  
Yes you give us the oppertunity to tell you what we think but some things fall on deaf ears.  
Yet another round of counselor/ mayoral issues costing rate payers.  
You always know that decisions have been made before public consultation and that it is just a waste of time. If you disagree then you are a negative naysayer.  
You definitely do not listen to the people  
You don't exactly listen - major backlash from the change rooms at Splash Palace and you disregarded the publics submission. Family rooms can be Unisex/Gender neutral changes.  
You don't listen  
You don't listen to the community  
You have more opportunities in front of people - but could get out more into the community- the problem is the appearance that this consultation makes zero impact on the outcome (predetermined)  
You need people who are cappable to run a city and be able to make a profit like a business instead of putting the rates up year after year  
You need to keep evolving and doing better around this, show people how their effort and time flows through to a result or impact. Make more effort to hear from those who you don't - not the worried well.  
you need to listen  
Youth do not listen to radii or read newspapers so are often unaware or any consultation/feedback opportunities

## Engagement with Council

A bit clunky  
Abandoned car, Phone, Was attended and sorted by the end if the day  
Actually can't remember so it must have been fine, ,  
Always had a good response to any requirement I have had  
Application for renewal of liquor licence  
Being involved in the Regional Public Transport Hui at Civic Theatre 13.11.2024, Attended in person., We were listened to and updated on the progress being made. Made aware of the many aspects that affect the different sections of our community. Postive directions are being persued.  
Building consent issues , Visited office, Staff helpful  
Building permits , Through agent, Cost way to much for such a small job  
Building services  
Bus pass., Visited office., Very helpful and efficient service.  
Called and finally got someone to organize wheelie bin after a month and a half. She was very nice and apologetic, and made sure to get it sorted before we finished taking.  
COMPLAINT ABOUT STATE OF GREEN SPACES IN THE CITY BOUNDARY, Message, TOLD IT WOULD IMPROVED  
Concern about public safety, By phone then email, Was contacted with an ongoing outcome  
Confused, Visit, Excellent outcome.  
Consent issues regarding a commercial operation in a residential street, causing excessive noise, and dust., Email, Referred to the relevent department for inspection of site and contact of the owners at some point. Was told I would be kept informed of progress.  
Council fix results they dont like  
Council ignore most of public opinion  
Council need to start working for the ratepayers and listening to them.  
Direct debit , Personal , The council ne er bothered to say  
Dog control wandering dog, Phone, Call answered promptly. Polite staff who took my concern seriously  
Dog control, Email and phone, Average  
dog registration  
Dog registration , Went in, Good, got my answer  
Dog Registration, Phone call & In person, Very quick and easy  
Dog registration, Visited office in person , Useful  
Dog registration. Finally got it sorted  
Dogs roaming in cemetary , Phone, Very well received and acted upon. Even received phone call to advise of results etc  
Email  
Email requesting feedback on some policies, I can't remember which, Online submission, Worked fine  
Face to face meeting, Telephone, Somewhat. Positive  
Feedback on social media

Formal complaint , Email , Useless like they didn't care

Giving notice on a house, Phone call, Brilliant communication with the desired result.

Got good help with office on rate rebate forms

Grass mowing on frontage, Phone, Person was pleasant , but won't expect that mowing will happen, can never speak to the right person

Gravel road , Phone , Our road gets the pot holes filled when enough of us report it. It gets graded, but the gravel is not stable, not suitable to use bikes in, is unsafe, not easy to walk on, it extremely dusty(to the point of it being a health hazard) is constantly needing to be fixed. It needs to either be sealed or have proper Dunite put down otherwise it will need to be fixed constantly now that the population on the road has more than doubled

Had to follow up several issues with dog rego. Info that I provided had gone missing and not entered into system second time it happened! Very disappointing

Have my say, Written, Job outcome, did what they wanted

Haven't received replies or comments when approached office re a disabled parking area at Anderson Park.

I called to pay a parking ticket over the phone as I had lost the physical ticket, paid very quickly. I then called with a noise complaint, the noise was found to be above reasonable level and we were contacted by the council via email that the home owners had issued a warning to the tenants.

I emailed about a request and did not have a reply about it. But very good feedback for staff in property file area always very accommodating . No complaints

I emailed Parks re the Stead St weeding or lack of it, Email,

I gave up on a lot as I felt the public were not heard

I have feedback on the latest museum consultation

I met with council representatives at the Pantry. They took my email address but I never got heard from them.

I raised that the building consent process undertaken by the ICC contractors wasn't within the Policy, the managers response is that they are looking to change the policy which indicates that the manager clearly understands that the contractor is working outside the policy, I have asked for an update with no response, I have talked to the director of Building and Planning raising the concern also with no response.

I received satisfied answers.

I supplied feedback via online submissions, the council had already made up their minds though so it was a waste of my time.

I text the council regarding how hard it was to get to the tuataras.. they responded but I knew I was wasting my time .. there priorities are all wrong

I used the my invercargill site

I used the website to check my rubbish collection date - it worked perfectly and gave correct information.

I was pretty disappointed with the result

im about to about donovan park , might be in person , we will see when i open the can of worms

Incorrect rates lodged by input operator

Information , Comms team, Deflected to another department

Inquiry , In person n phone, Good outcome

It was horrible ombudsman involved I tell everyone I can how we were treated

It was horrible ombudsman involved I tell everyone I can how we were treated

It was several years ago and was by phone

looking at on line meetings

Loose dog, Phone, Dunno not actioned heaps of loose dogs everywhere

Made a complaint about the state of the road drains on Janet St and still nothing that was years ago

Made a submission, but public feedback from elected members was that only a few % commented, so it must not be important.

Making a submission takes people time and are passionate about our city. Re the museum. Who gave the council the right to get an architect to design a new one. We all know that a building like that is always going to cost more. All that is needed is a simple building that does the job. After all a museum houses our history. A building that is low on maintenance is required

Most recent experience was through their social media channels and this survey.

Most recent interaction positive

Museum , Community forum, No follow up from meeting

Museum future , Survey , Survey noted

My Bee card wasn't working., In person., Sorted.

Neighbour feeding birds causing nuisance / mess to neighboring homes ., Phone, No council control apparently.

Nil, ,

Noise control , Phone , The first time I was disappointed, the next time a way better response and result

none of the above I went into the Council to discuss my rates payment. I don't even know when the Council meetings are held, I assume they are during the day when anybody who is working can't attend. Typical of Councils in other areas of the Country but just a smidge hopeless

Noxious weeds growing amongst plantings on the Moulson/Scott Street reserve, Via email to Caroline Rain, Very satisfied. I had a follow-up email, then a phone call advising that the elder tree and blackberry bush had been dealt with.

offered my services for free and have been rebuffed 3 times

Ok

Online submission re derelict buildings

only called in to pay dog registration so probably doesn't count

Only pay rates., Personal at desk., All good.

Only the previously mentioned phone call to person who signed letter advising our hedge was overgrown and had to be sorted in 2 weeks.

Other than the wrong number, I required a LIM report, Rang to book the LIM then called in to view, Satisfactory overgrown vegetation blocking view at intersection, website, vegetation was trimmed at the time, but upkeep is certainly not happening

Parking , Phone , I learned your reception staff were just as uncertain about whether you needed enter your number plate in ( P30 parks Esk and Don ) as I was . Comment: I think that Esk and Don streets should not be dead zones for your new pay machines, as many people park , then walk to our "revitalised" "prime" Esk and Don Streets, then discover there are no pay meters . I was told there is the app..but I still think have at least two machines within Esk and Don streets too? That's my thought ,Ä¶

Pay Rates , ,

Permit , In person, Ok but wait times not great

Pretty average.

Quick and easy communication

Rates arrears

Rates change of address , Email , Was confusing and the info on the website was

Rates claiming I should have received rubbish disposal , Email , I think it is unfair, and also your rates bills need updating because it's saying I'm getting a service when I do not

Rates inquiry., phone, a good outcome , satisfactory.

Rates Rebate , In person , Good.

Rates rebate , Went into office , They haven't shifted the threshold pension has gone up so it's past the threshold

Rates rebate , Went into council building , Very pleasant lady on front desk helped me fill in bits I didn't know rates rebate actioned

Rates rebate as live on pension, In person, Good outcome

Rates rebate, In person , All good, no issues and rebate received

Re the new museum, suggest there is FAR TOO MUCH Digital stuff planned. It needs to be a visual of the articles. We have a huge amount of display articles stored why not make use of those. Find it unbelievable that we don't set it up like it was. Let the younger generations see the REAL thing please!!

Receptive but not always pro active - a bit bureaucratic.

Refund parking tickets, Went in, Slow but good

Regarding ability to access funding revenues that the council could provide however choose not to as they feel not enough people have accessed previous product..BUT on the other hand have never advertised the ability of what's available to access. Too much tunnel vision/ views, By phone, I'm still working on it, however can say person spoke with was as helpful as she could be, in a small-minded way

Road sign damage, Phone, Satisfied

Roading , ,

roaming dogs, phone, I held the dog till the owner collected it

Sewage mushroom on our property , Phone, Great, easy and got back to me quickly

Staff are engaging

State of reserves, Phone, No outcome and operator was defensive

Still waiting on a decision on the old Oreti Sands Golf Course while it slowly gets covered in weeds

Submitted against the charges to Wachner place, On line, No feedback

Surveys

The Council front of house staff are great.

The ladies at the front desk lovely when doing rates rebates

The museum, the grass along state Highway 1 , Survey and email, The grass being mowed on state Highway I was told it was my responsibility to mow basically, even though it was always maintained prior to the Kennington sewerage upgrade. Use to be

beautiful 200\$ in spring with the daffodils but now it's looks like crap with broom and other crap growing through, plus rabbits etc love it

They are nice and polite, but it does seem like their minds are made up and just going through the motions they don't listen to the ratepayer unless you have money

They were very professional and quick to respond and kept me update throughout the whole process

To ask if the road resurfacing on Bourke Street met the standard required as the surface started lifting almost as soon as it was laid., Email, Very disappointed that the roading manager thinks it is ok to not answer the questions I put to them. Seems to be a total waste of ratepayer money

Tree planting, email, good

Tried to engage with council via email with an issue I was having. Issue wasn't resolved and I felt frustrated

Trying to find someone to fix the street lights not working in our town that was 3 weeks ago I rang through and they are still not working

Unlawful parking, Telephone , Satisfactory outcome

Very concerned over the 3 water's discussion , Went to a protest meeting , Pleased it got shelved

Very helpful staff

Very negative comments & unrelated responses

Very poor communication shouldn't have to wait weeks to get a response

Via phone, received response expected

Visited the council feedback session regarding the future of Donovan Park. Support the sale of part of the farmland for residential use.

Was great called yesterday re water and was treated well.

Was ok at engagement meeting, not ok with social media feedback as nobody in council takes any notice of what people think.

Watched council meeting , On the web, website based consultation is easy and convenient

What I thought to be health and safety issue, Phone, Acted upon within 24 hours excellent

Wouldn't waste my time

Written submission

## Consents

A difficult process to get to speak to a planner. Response time is useless

Absolutely lovely staff! Incredible hospitality and helpfulness.

All of the over the top requirements and extra costs unnecessary forced on ratepayers always get the property file as requested

Arrogant and condescending to rate payers, they try there best to avoid phone conversations with rate payers.

Aspects of consent process seem overly cautious and beauracatic.

Building inspectors have been helpful

Communication between council and us as owners has definitely improved since our last experience with building and permits

Consent process for small job somewhat heavy in requirements

Contact over the building consent were clear and quick

Doesn't apply

Ease of obtaining copies of digital records.

Efficient, contacted me to explain the process, very easy

File available at the agreed time

Finding sewer

Generally frustrated due to circumstances leading to complaint. Felt it was underhanded that photos had been taken and then sent to us to prove a point without any prior communication.

Going into the council allowed me to have a conversation. I was happy with the outcome

Good service

Grumpy staff member

I had to chase for updates on simple info. I did however have a lovely initial meeting face to face with the building staff - my subdivision consent however cost an extra \$3000 for stipulations that were added - all trades I spoke to in relation had no idea why said stipulations was added.

I wish we could have interacted directly a bit more, are architect/designer was the go-between and we believe he is dishonest ICC have lost there way, do not listen to public

Incredibly unhelpful, lost my request of our lim and property file. Asked for input as to whether we would need resource consent for something and was told that they don't offer that service and to engage a planning company. It's a minor consent issue and we don't want to spend thousands on a planner to be told we can't get consent, whereas it would take half an hour for someone from council to come out and say yes or no as to whether we should bother even asking for consent

Invercargill is one of the best departments in NZ

Made aware of the work and research that goes into the planning and infrastructure etc that happens in our city.

My questions were answered

No phone manner of person I dealt with

Not enough practically skilled inspectors so cannot assist with solutions, only tell you if it is wrong. How do comments which are non-compliant get through the council approval process?

Overall result was fine

Overall very good but only available mornings

People were great - struggled a little with on line Simpli

Person spoken to very knowledgeable and pleasant

polite and efficient. I have a property in SDC and they were not efficient so easy comparison

prompt action by staff to enquiries

Prompt reply and action

prompt. lords work.

Property file request process is now really streamlined.

Quick and helpful

Quick turn around, very surprised at ease of use and response time

Requested records for property number 50 and got sent records for 30! Was quickly fixed though

Resulted in breaching my privacy which resulted in an apology after I laid a formal complaint. Should have resulted in the dismissal of that staff member whom I still have to deal with.

Slow response

Staff very knowledge and efficient.6yyy6

the consent process is brilliant. So is the inspection process but the follow up after is flawed.

The cost of a consent has doubled over the course of one year. This is unacceptable.

the ICC have employed outside contractors and now refer to these people opposed to communicating or enacting the council policy, but the failure to communicate is the biggest issue

The staff were very helpful and I appreciated the additional assistance they gave

The woman I was dealing with was absolutely useless. If she had read the file, she wouldn't have had to inconvenience me and my consent would have been issued in a timely manner

They delivered within the SLA

took nearly a year to get issues sorted and had to keep getting back to see what the delays were about. Different areas in roading/paving kerbs not able to meet and provide solution without multiple conversations to establish who was responsible for sorting issue.

Was dealt with in a good time frame to get permit

We are planning to subdivide in the near future. We are still in the research phase of this. My husband was the one who dealt with them, and it was only enquiries.

We had to make a submission in opposition to neighbours plans. It was in breach of the district plan in many ways and should never have got to the stage of us needing to submit.

Where do I start

You have to plan ahead of time to what you require. The information is not on hand even if things are scanned in on a computer

## Reasons for contacting the Council

Abandoned car

Abandoned car

About a flat

About a temporary walkway that was put up using shipping containers that had fallen apart and not been looked after

About disabilities

About parking

About street surface breaking up

About the lack of colour around the city ,too much grasses and flaxes. Also about mowing part of our frontage that we can't mow due to the rail and ditch.

Actually can't remember so it must have been fine  
already answered  
An empty section of the councils keeps over growing into our section  
Animal control  
Animal Issue  
Around a resource consent  
Ashamed of the state of the garden areas  
Barking dogs  
Barking dogs  
Became involved with making many submissions especially on behalf of the city's disabled community.  
Because I have to pay for my own rubbish disposal, even though on the back of my rates it says it is included in them.  
Being involved in the Regional Public Transport Hui at Civic Theatre 13.11.2024  
Bird nuisance  
Blocked drains on street  
Broken slide  
Building  
Building Consent  
Building consent  
Building consent information  
Building consent issues  
Building consents  
Building issues and sick of excessive roadworks  
Building permits  
Building permits  
Building question  
Bus pass  
Bus pass.  
Bus transport  
Buss card  
Cant rember  
Capital proposal  
Change address, stop rates, submissions  
Chase up an RFS  
Check rates balance owing  
Collapsed gutter on street  
Complain about state of one of the parks  
Complained about the plantings in our roundabouts.. waste of time  
COMPLAINT ABOUT STATE OF GREEN SPACES IN THE CITY BOUNDARY  
Concern about 3 waters  
Concern about public safety  
Concerning the condition of playground equipment at Stadium Southland  
Condition of parks & streets  
Confirm when my rates were due  
Confused  
Consent issues regarding a commercial operation in a residential street, causing excessive noise, and dust.  
Consent related for a new shed  
Consents and boat ramp access  
Consultation  
damage to parking meter  
Damaged footpath and dangerous pothole on Bay Road  
damaged road sign  
Direct debit  
Direct debit payment for rates(council tax)

discuss rising rates of vaping amongst children  
dog  
Dog control  
dog control  
dog control  
Dog control  
Dog control  
Dog control  
Dog control  
Dog control and bin service  
Dog control wandering dog  
Dog registration  
dog registration  
Dog registration  
Dog registration  
dog registration  
Dog registration  
Dog registration  
Dog registration  
Dog registration  
Dog registration  
Dog registration  
Dog registration  
Dog registration  
Dog Registration  
Dog registration  
Dog Registration and building permit  
Dog tags  
Dogs  
Dogs roaming in cemetery  
Drain problem in street  
drains  
drains  
Email requesting feedback on some policies, I can't remember which  
Face to face meeting  
fines refund, through work etc  
For employment queries and bus route information  
For my puppy to get her registered  
For the rate rebate. However I don't qualify, as having served 20 years in the military I received a pension  
Formal complaint  
Formal complaint  
Future planning  
Giving notice on a house  
Graffiti  
Grass mowing on frontage  
Gravel road  
Gravel road that we live in needed attention & trees over growing on Oreti Rd  
Gutter cleaning  
Had a health and Safety Concern for the public in a business in central invercargill  
Had a message to contact the council, I turned out to be the wrong person, which they apologize  
Have my say  
Help to involve the rates debate,application for o/80 free parking.  
I emailed Parks re the Stead St weeding or lack of it  
I wanted updates on Extention of BEE bus Service  
i was wondering who to contact about wanting my toby to be checked for location also for property files

im about to about donovan park  
 in regards to my profession  
 In relation to selling council land  
 Incorrect Rates  
 increase in rates  
 Information  
 Inquiry  
 Inspect building file  
 Intersections  
 Issues  
 Issues with water draining from council land flooding my property  
 It was over my rates bill  
 It was s parking meeting at library  
 Letter received re. overgrown fence. Had put up with person who committed wilful damage to fence for months before complaining to council  
 Library  
 Lim report  
 Lim report  
 Liquor licensing  
 Loose dog  
 Museum  
 Museum future  
 My Bee card wasn't working.  
 My dog lost her registration tag  
 My mother went into council housing  
 Neighbour building a property  
 Neighbour feeding birds causing nuisance / mess to neighboring homes .  
 New dog registration  
 Nil  
 Noise control  
 Noise control  
 Noise control  
 Noise/dust from an industrial operation in a residential area  
 Noxious weeds growing amongst plantings on the Moulson/Scott Street reserve  
 Only pay rates.  
 Other than the wrong number, I required a LIM report  
 OVER CHARGED FRATES  
 overgrown vegetation blocking view at intersection  
 Parking  
 Parking  
 parking fine  
 Parking issues  
 Parking query  
 Parking ticket incorrectly issued  
 Parking tickets & noise complaint  
 Parks and Gardens  
 parks and gardens maintainence  
 Pay Rates  
 Paying rates  
 People driving in cycle lane  
 Permit  
 Permit  
 Permit

personal concerns  
Poor quality of road repairs  
Pot holes, dogs wandering& barking, parking  
Problem with my Bee card  
Problems with drainage ditch  
Property issue  
Property records, about the only thing that ICC can reliably do  
Property search  
Property search  
Query traffic management in northwood estate  
Querying rates information  
QV  
Rates  
rates  
Rates  
rates  
Rates  
Rates  
rates  
Rates  
Rates arrears  
Rates change of address  
Rates change of address,  
Rates claiming I should received rubbish disposal  
rates email being sent to junk  
Rates inquiry.  
Rates payments  
Rates rebate  
Rates rebate  
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Rates Rebate  
Rates rebate as live on pension  
Rates rebate for retirees  
Rates rebate.  
Rates rebate.  
Rates to expensive  
Rates, tickets, dog  
re exemption for parking  
Re queens park swing broken  
Re the Museum  
Refund parking tickets  
Regarding a building consent

Regarding ability to access funding revenues that the council could provide however choose not to as they feel not enough people have accessed previous product..BUT on the other hand have never advertised the ability of what's available to access. Too much tunnel vision/ views

Regarding drivers liscence regulations for 80 year olds .

Regarding seniors rate rebate

Renew bar managers certificate. Also dog complaint in cemetary

Renew my free parking

replacement bin + property file

Report a problem

Road Corridor Works

Road repairs required leading into Andersons Park.

Road sign damage

Roading

Roading

roaming dogs

roaming dogs

Rubbish bin lid needed replaced

Sandy point

Sandy Point Management Plan

Sealing mess

See my house plans

Senior rates rebate application.

Several reasons

Sewage mushroom on our property

Sort dog registration

Sort out a bill

State of our gravel road & trees over hanging Oreti Road

State of reserves

State of the grass verges

Stolen wheelie bin

Stupid parking kiosks

Submission

Submission

Submission to Sandy Point Management Plan

Submissions

Submitted against the chages to wachner place

Survey and submissions

The gravel road I live on had been resurfaced with gravel that made cycle riding impossible

The museum, the grass along state Highway 1

The plots and roundabout plantings,too much flaxes grasses natives,no flowers or colour,,also weeds in some areas,

The state of the taresealing in the area bloody awful

The terrible state of the greenways in the city,Äberms, blke tracks and paths, centre plots ABSOLUTELY DISGUSTING

There is water flowing from road above my property which is impacting on my current major house renovation. Si I called re that. But normally I would not contact council unless there is a problem

There were noxious weeds growing in the Moulson/Scott Street reserve. I also contacted the Council regarding a rates rebate

tickets for shows

To apply for my rates rebate

To ask if the road resurfacing on Bourke Street met the standard required as the surface started lifting almost as soon as it was laid.

To bring attention to an intersection visibility being blocked by overgrown trees

To check my rubbish days

To check where our sewage Mushroom was

To discuss issue with a new build

To enquire about possum control at Sandy Point

To find out about our rights in respect to a neighbours planned house extension  
To find out imfo about permit requirements  
To fix an issue  
To get a parking exemption. Over 80  
To get speed limit signs reinstalled on Retreat Road  
to get the bluff streets swept for the santa parade.  
To have a street tree replaced  
To pay rates and obtain over 80,s free parking.  
To pick up lock straps for my wheelie bin. To find out who was liable for upkeep of walking lane beside my property.  
To raise service requests  
To register my puppy  
To request speed signs be reinstated  
To see who looks after the fence on the public lane beside my property  
To speak on submissions  
Tree planting  
Undergrowth on trees in centre plots Inglewood road to Ascot shops. Safety issue when wanting to change direction to leave town.  
Was delt with quickly.  
Unhappy with the way the parking meters are run  
Unimpressed with parking systems  
Unlawful parking  
Unlawful parking  
Very concerned over the 3 water's discussion  
Wandering dogs  
Watched council meeting  
water  
Water issue  
We live in a leafy area which is lovely but no one ever trims these trees and loose branches and leaves mean spouting maintenance and leaf pickup are expensive and it could at least be discounted at the tip  
What I thought to be health and safety issue  
Wheelie bin issue  
Why the rates have increased so much  
Wood burner  
Work  
Work  
Work  
work  
Work related  
Youth Festival