

Buller District Council

2025 Residents' Survey

Background, Objectives and Methods

Background

Buller District Council has an ongoing need to measure how satisfied residents are with the resources, facilities and services provided by the Council, and to prioritise improvement opportunities that will be valued by the community. Key Research has developed a comprehensive mechanism to meet this research need, through provision of an annual residents' survey.

Research Objectives

- Assess satisfaction among residents in relation to the services, facilities and other activities provided by the Council.
- Determine changes in performance over time and to facilitate measurement of progress against the Long-Term Plan.
- Assess Council performance on communication and community engagement with residents.
- Identify and prioritise opportunities for improvement that will be valued by residents.

Method

- A mixed method approach to data collection, consisting of a postal invitation to an online survey. Invites were sent to a random selection of 4,800 residents aged 18 years or older across the Buller District.
- A sample of n=411 responses was collected between 5 September and 12 October 2025, a response rate of 8.6%.
- The questionnaire was designed in consultation with Buller District Council and was structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance.
- Post data collection, the sample has been weighted so it is exactly representative of key population demographics based on the 2023 Census.
- At an aggregate level, the survey has an expected 95% confidence interval (margin of error) of +/- 4.83%.
- The margins of error associated with subgroups will be larger than this as the results become less precise as the sample size shrinks. Thus, results associated with particularly small sample sizes should be interpreted with caution.

The responses were given scores on a scale of 1 to 10, which were grouped as follows:

1-2 Very dissatisfied/Very poor

3-4 Dissatisfied/Poor

5-6 Neutral/Neither

7-8 Satisfied/Good

9-10 Very satisfied/Excellent

Notes

- Due to rounding, percentages may add to just over or under (+/- 1%) totals.
- %7-10: proportion of respondents who are satisfied (rated 7-10 out of 10).

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Executive Summary

DRAFT

- Satisfaction with **Overall core services** is relatively high, with nearly half of respondents satisfied (47%), reflecting positive perceptions of many service areas.
- However, satisfaction with **Overall performance** is relatively low (28%), largely driven by low satisfaction with **Value for money** (21%), which has the strongest influence on residents' overall perception of the Council. Results highlight that value for money and property rates are aspects of concern for residents, with **Rates are too high / lower rates / do not increase rates** being the most prevalent general comments provided by respondents (36%).
- Measures related to **Value for money** were identified as aspects for improvement, particularly **Annual property rates being fair and reasonable**, in addition to **Water management** and **Roads and footpaths**.
- **Parks, reserves, open green spaces** (70%) and **Public facilities** (73%) are the highest-rated aspects of Council services.
- Across other key metrics, 73% of residents rate their **Quality of life** as 'Good' or 'Excellent,' while one third (33%) believe that the **District is going in the right direction**.

Key Performance Measures

Trends in Satisfaction (%7-10)

Proportion of respondents who are satisfied

		2025
PF2_6	Sue Thompson Memorial Library (Westport)	91%
PF2_1	NBS Theatre	90%
PF2_3	Pulse Energy Recreation Centre (PERC Westport)	88%
PF2_2	Reefton Theatre	88%
PRO2_4	Cemeteries	81%
PRO2_2	Sports fields	79%
TW4_1	The reliability of the sewage system	77%
G1_1	Overall quality of your life	73%
PF3_1	Overall satisfaction with the Buller District public facilities	73%
PF2_4	Reefton swimming pool	70%
PRO2_5	Overall District's parks, reserves and open green spaces	70%
PRO2_1	Reserves, parks and open green spaces	70%
TW2_1	The reliability of the water supply	69%
PRO2_3	Playgrounds	69%
PF2_7	Public toilets	67%
CSERV3_1	How easy it was to make your enquiry or request	66%
CSERV3_4	How well Council staff understood your request and how they communicated with you	65%
CSERV3_3	The information provided being accurate	65%
TW2_5	The pressure or flow of the water	63%
PF2_5	The Inangahua County Library (Reefton Visitors and Service Centre)	61%
CSERV3_5	The resolution or outcome achieved	61%
CSERV3_6	How would you rate Council overall for how well they handled your enquiry	59%
RC2_1	Overall satisfaction with Council's rubbish bag and recycling kerbside collection service	57%
VM2_2	Invoicing is clear and correct	56%
TW2_3	The clarity of the water	56%

Trends in Satisfaction (%7-10)

Proportion of respondents who are satisfied

		2025
TW4_2	How the Buller District Council manages, treats and disposes of sewage	56%
CSERV3_2	How long it took to resolve the matter	54%
CD2_1	Satisfaction with the Council promoting being prepared in the event of an emergency	53%
PF5_1	Overall Core Services	47%
RF1_2	The safety of the roads	45%
TW2_4	The odour of the water	42%
RF1_3	The availability of footpaths	41%
ENG3_1	Satisfaction with the opportunities to engage with Council	41%
COM4_1	Satisfaction with how Council keeps residents informed	41%
RF1_1	How well the roads are maintained	38%
RF1_5	The safety of footpaths	34%
G2_1	Confident that the District is going in the right direction	33%
TW2_2	The taste of the water	32%
RF2_1	Overall satisfaction with the roads and footpaths in Buller District	32%
RF1_4	How well footpaths are maintained	29%
OV1_1	Overall satisfaction with Buller District Council	28%
TW9_1	Overall water management	25%
TW8_1	Ability to protect your property from flooding	25%
VM2_3	Know how rates are spent	23%
VM3_1	Value for money	21%
TW8_2	Keeping roads and footpaths free of flooding	21%
TW8_3	How well the stormwater system is maintained	20%
VM2_1	Annual property rates are fair and reasonable	19%
TW7_1	Council response to stormwater issues	10%

Key Performance Measures

Overall Satisfaction

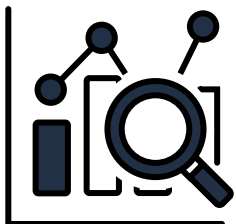
- Nearly three in ten residents (28%) are satisfied with the **Council's overall performance**, while half (50%) are dissatisfied.
- Satisfaction is significantly lower among residents in the Seddon ward (21%) compared to those in the Westport ward (33%).

Overall Core Services

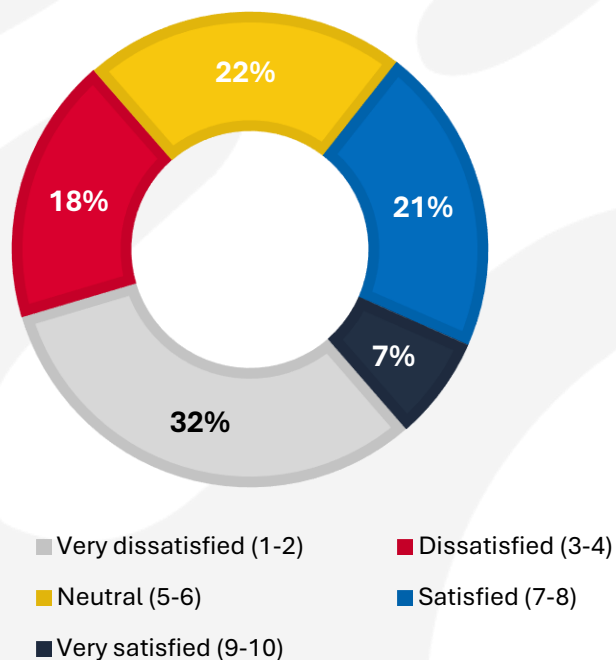
- Nearly half of residents (47%) rate the **Council's core services** 'Good' or 'Excellent'. Satisfaction is significantly higher among residents in the Westport ward (56%), compared with those in other wards.

Value for Money

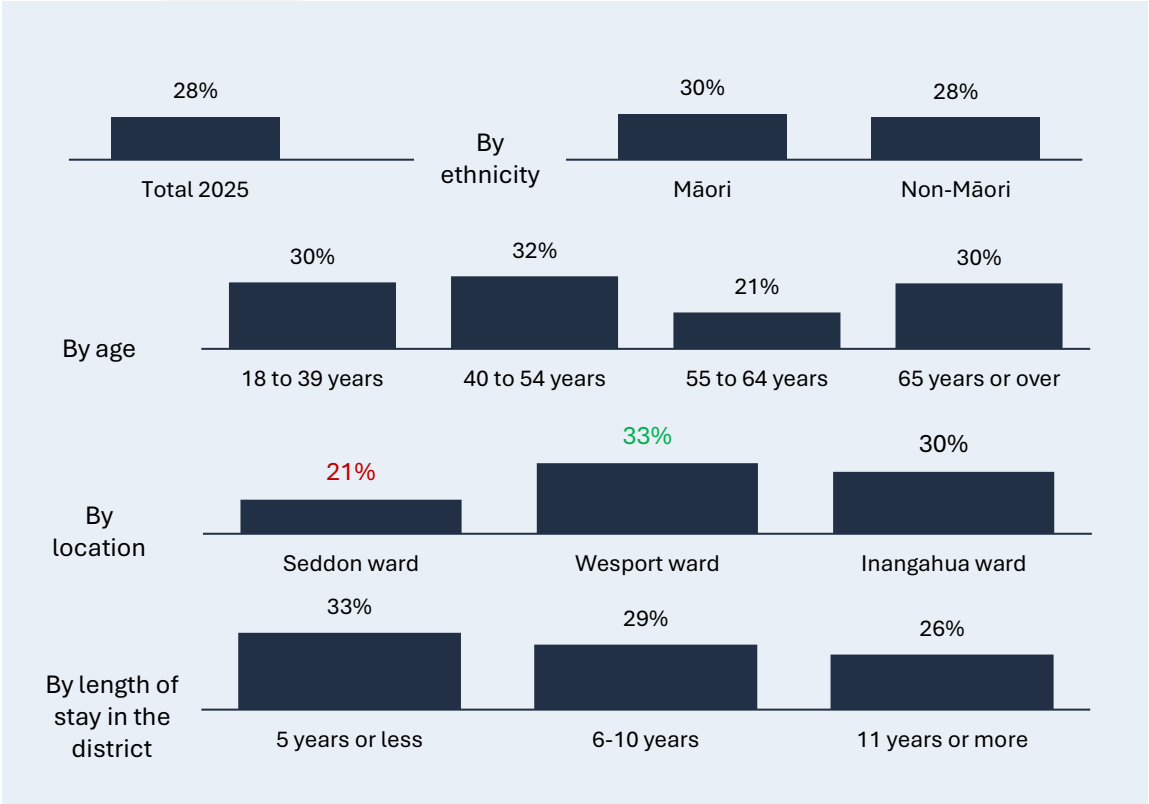
- Most residents (89%) report that they pay rates on a property in the Buller District. Among them, 21% are satisfied with how the Council spends rates on services and facilities, and with the value for money they receive.
- Among related measures, satisfaction is highest with **Invoicing is clear and correct** (56%), while **Annual property rates are fair and reasonable** received the lowest satisfaction score (19%).
- Concerns about rates and financial management are the most prevalent among residents, with 36% mentioning that **Rates are too high / lower rates / do not increase rates**. One third of residents (33%) raised concerns about **Council transparency and performance**, while another 33% mentioned that the Council should **Stop wasting money / focus on core services**. (See page 6).



Overall Satisfaction



Satisfied (% 7-10)

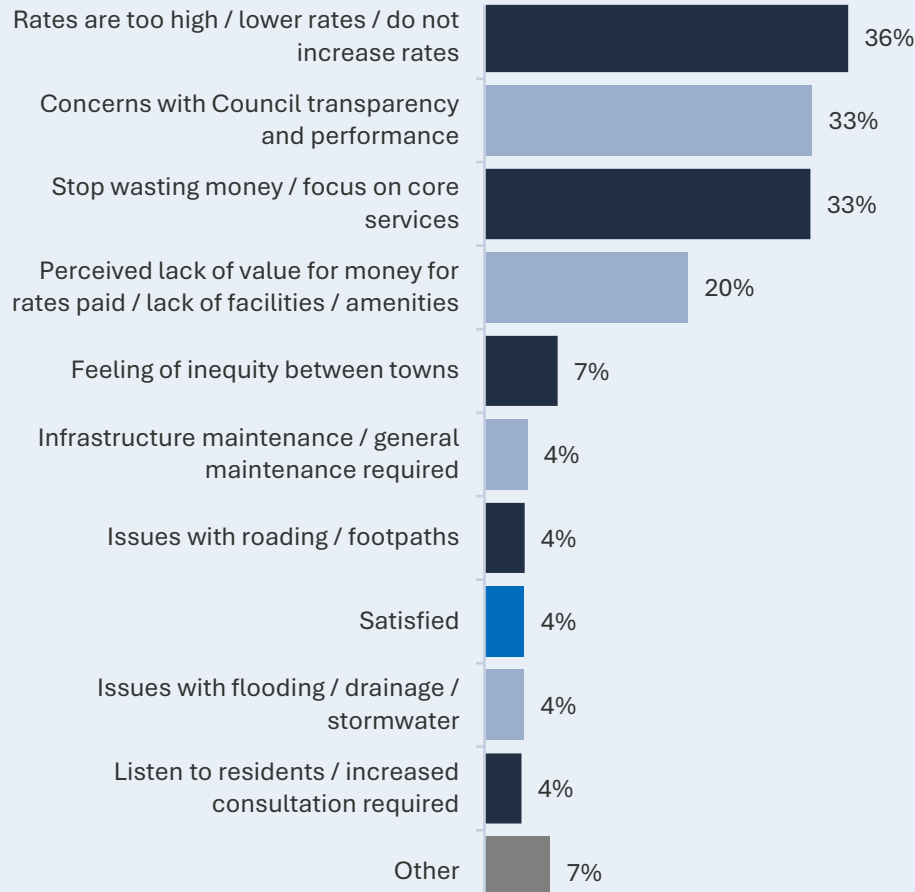


Between demographics

Significantly higher
Significantly lower

NOTES:
1. OV1. When you think about the Council overall, the services and facilities they provide, the rates they charge, and fees that you pay, overall, how satisfied are you with Buller District Council? n=404

General Comments about the Council



NOTES:

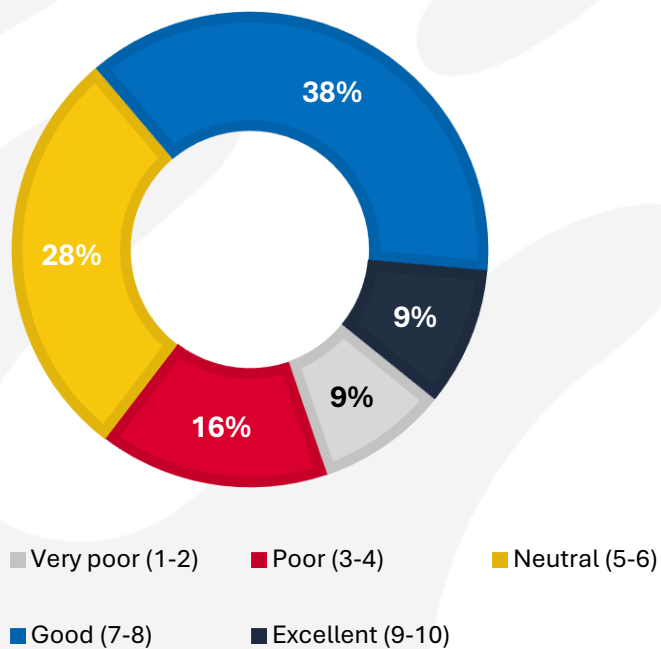
1. OV2. Are there any other comments you would like to make about Buller District Council? n=170

Selection of verbatim comments:

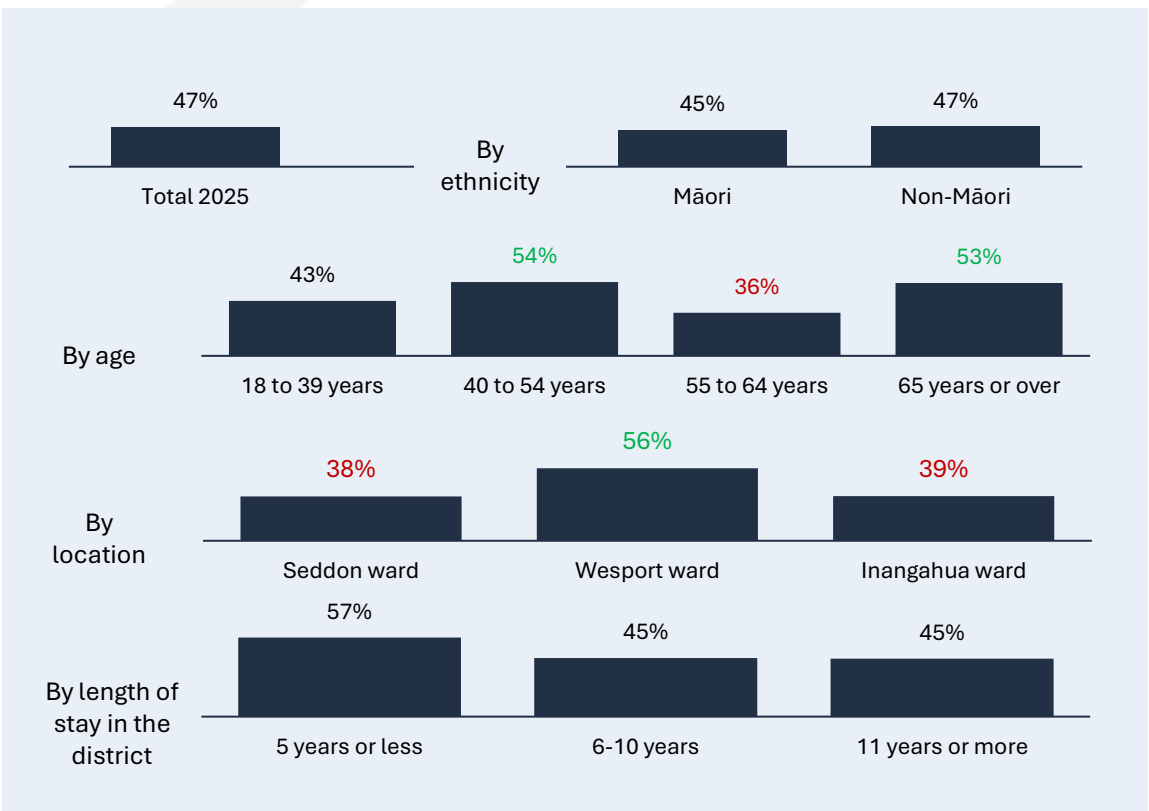
- *We pay one of the highest rates in the country for nothing. Now the rates are almost going to double adding water rates.*
 - *Rates are inordinately high considering how little is reinvested in Reefton, and what is spent here is not well targeted. Grossly overpriced public toilet building for example.*
 - *Rates are too high for the value received.*
 - *Please keep working to minimise rates increases and sort out our rubbish bag issue.*
 - *The total rates and fees we pay for our property are too expensive for us. Council needs to manage its finances properly and be far more transparent about it.*
 - *More transparency. Stop closed meetings.*
 - *Transparency is not being provided by Council, have no idea where our rate money goes except on giving our Councillors a pay raise for doing nothing.*
 - *I don't have much faith in Councils operating efficiently.*
 - *There is too much focus on building monuments and the nice to haves instead of focusing on providing effective and functional core services.*
-
- *The facilities we have on offer are fantastic.*
 - *As we are on a rural property, I feel our rates are very affordable compared to residential or commercial.*
 - *It seems to be doing a very good job given the extraordinary challenges the District faces, and despite the disparaging comments from Central Government.*
 - *I'm a believer that my rates are beneficial towards creating a better Buller District.*
 - *Overall, I feel Council staff do a good job. It's hard to please everyone and the public sometimes don't appreciate the work that is done by Council.*



Overall Core Services



Good (% 7-10)



Between demographics

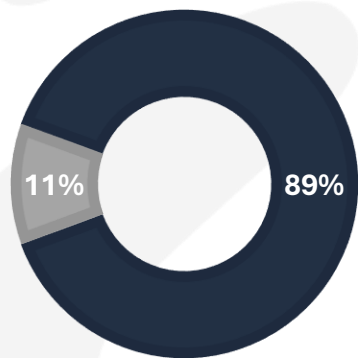
Significantly higher
Significantly lower

NOTES:

1. PF5. Everything considered, water management, roads, footpaths, rubbish and recycling collection, park reserves and open green spaces, and public facilities provided, how would you rate the Buller District Council for its overall services and facilities? n=404

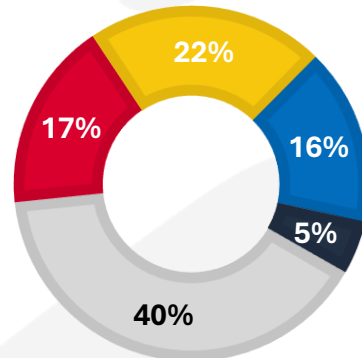
Value for Money

Ratepayers



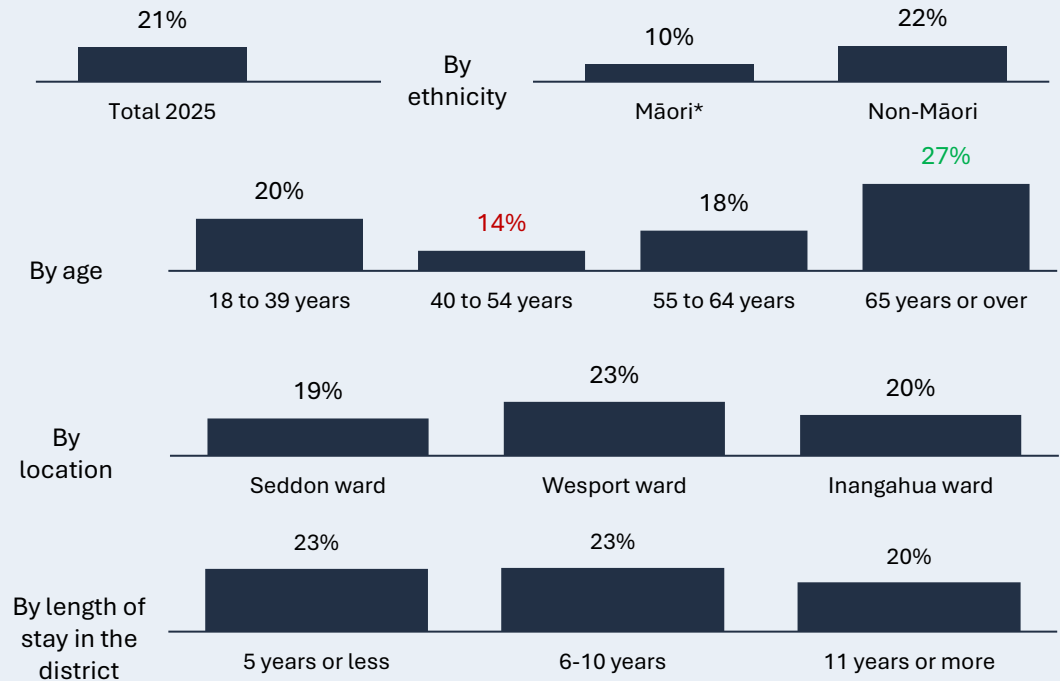
■ Pay rates
■ Do not pay rates

Satisfaction



■ Very poor (1-2)
■ Poor (3-4)
■ Neutral (5-6)
■ Good (7-8)
■ Excellent (9-10)

Good (% 7-10)



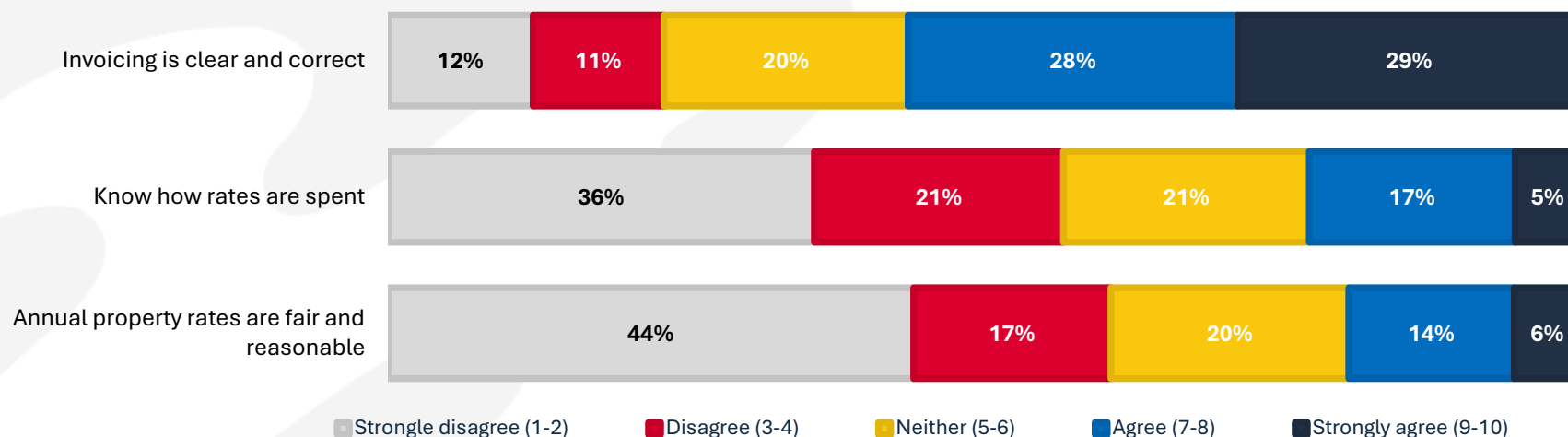
Between demographics

Significantly higher
Significantly lower

NOTES:

1. VM1. Do you pay rates on a property in the Buller District? n=411; Yes n=372
2. VM3. Thinking about everything Buller District Council has done over the past twelve months and what you have experienced of its services and facilities, how satisfied are you with how rates are spent on services and facilities provided by Council, and the value for money you get for your rates? n=357
3. *Caution: Small sample size (n<30). Results are indicative only.

Measures Related to Value for Money



Scores with 7-10 (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Total	Māori*	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
Invoicing is clear and correct	56%	49%	57%	59%	49%	54%	61%	54%	59%	54%	69%	48%	54%
Know how rates are spent	23%	22%	23%	14%	19%	27%	26%	21%	24%	24%	19%	27%	23%
Annual property rates are fair and reasonable	19%	10%	20%	11%	13%	17%	30%	24%	17%	15%	23%	16%	19%

NOTES:

Between demographics

Significantly higher
Significantly lower

- VM2. How strongly do you agree or disagree with the following statements?
 - Annual property rates are fair and reasonable n=365
 - Invoicing is clear and correct n=365
 - I know how my rates are spent n=359
- *Caution: Small sample size (n<30). Results are indicative only.

Satisfaction with Services and Infrastructure

Water related Infrastructure



Overall Water Management

- One quarter of residents (25%) are satisfied overall with the Council's **Water management**.
- Satisfaction is significantly higher among residents in the Westport (30%) and Inangahua (33%) wards compared to those in the Seddon ward (14%).

Water Supply

- Among connected residents, nearly seven in ten (69%) are satisfied with **The reliability of the water supply**.
- Residents aged 65 or over are significantly more likely to be satisfied with all aspects related to the water supply than respondents aged 18-39 years.

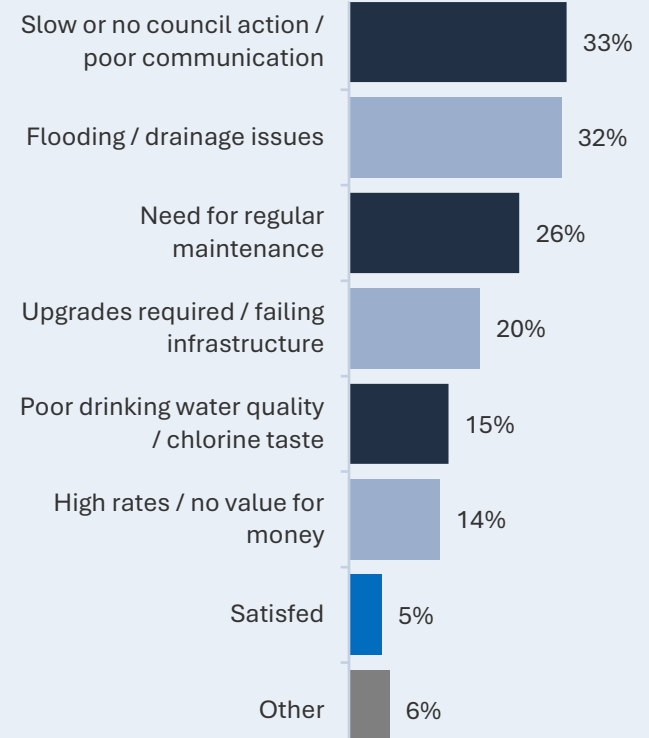
Sewerage System

- 77% of residents are satisfied with **The reliability of the sewerage system**. This perception is consistent across all subgroups.

Stormwater Services

- Nearly two in ten residents have experienced flooding in the last 12 months (18%), while 40% had issues with stormwater drainage in the last 12 months. Among them, 10% are satisfied with the **Council's response to stormwater issues**.
- 25% are satisfied with the **Ability to protect their property from flooding**, 21% are satisfied with **Keeping roads and footpaths free of flooding**, while 20% are satisfied with **How well the stormwater system is maintained**.

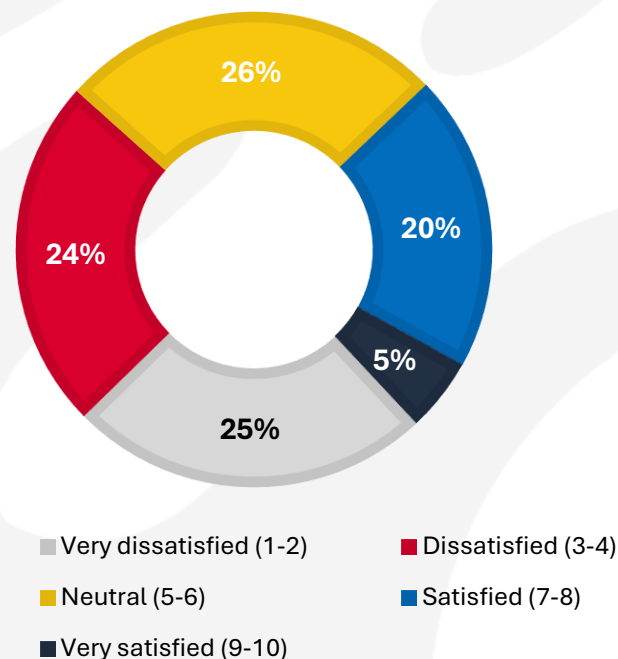
Comments on Council's Water Management



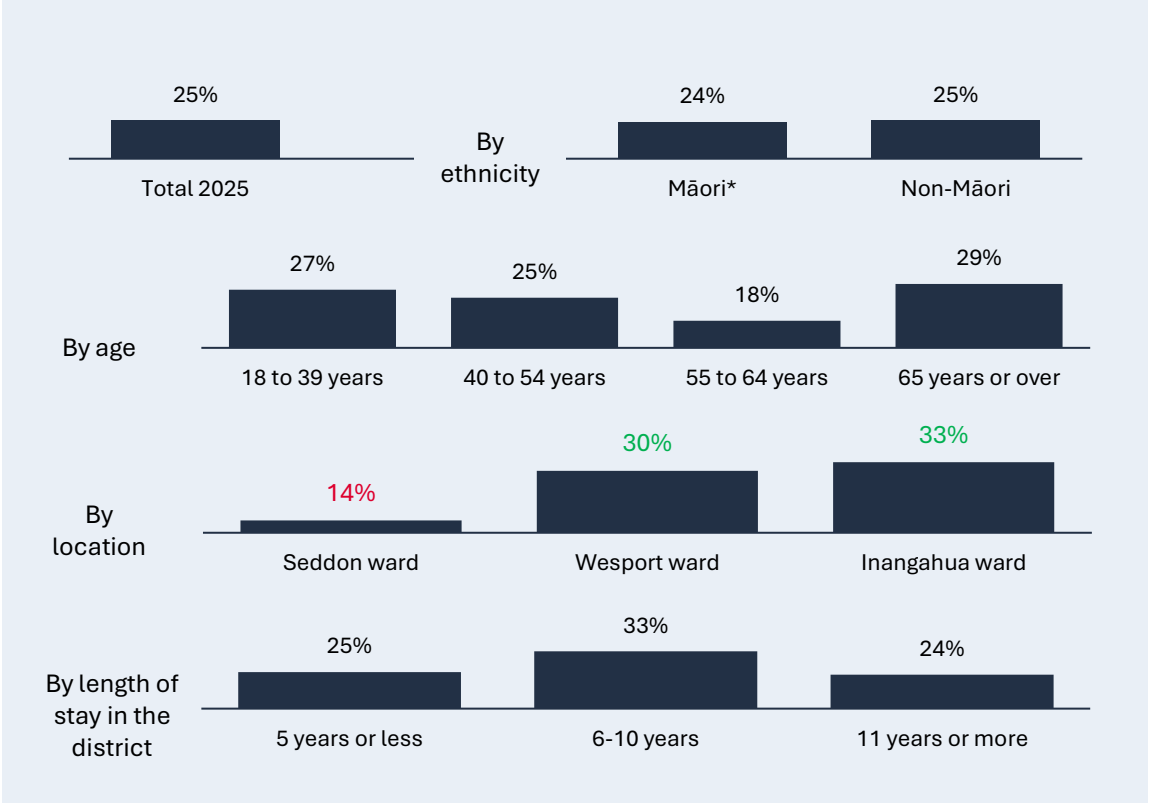
NOTES:

1. TW10. Are there comments you would like to make about the Council's water management? n=193

Overall Water Management



Satisfied (% 7-10)



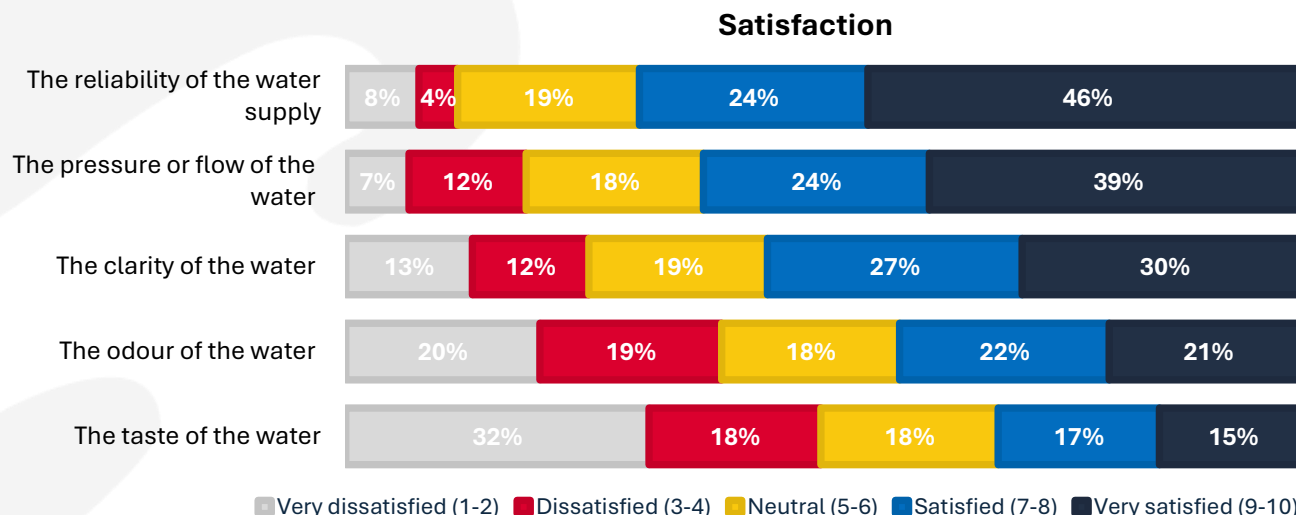
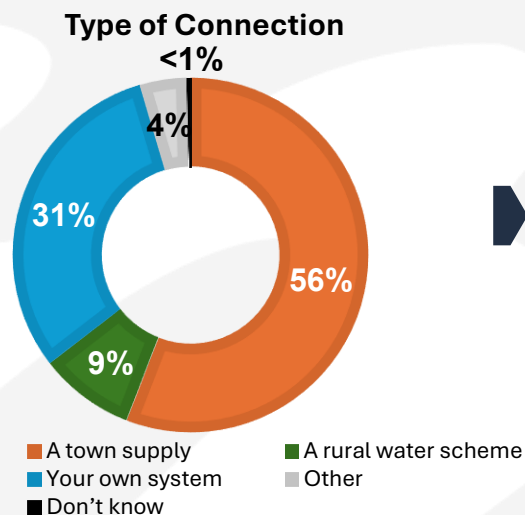
Between demographics

Significantly higher
Significantly lower

NOTES:

1. TW9. When you think about the supply of water, the management and disposal of stormwater and of wastewater, how would you rate your satisfaction with Council overall for its management of water in the Buller District? n=378
2. *Caution: Small sample size (n<30). Results are indicative only.

Measures Related to Water Supply



Scores with 7-10 (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Total	Māori*	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward*	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
The reliability of the water supply	69%	62%	70%	59%	70%	71%	80%	57%	71%	73%	66%	78%	69%
The pressure or flow of the water	63%	44%	65%	53%	60%	64%	76%	59%	63%	66%	55%	68%	64%
The clarity of the water	56%	27%	60%	44%	52%	67%	66%	52%	56%	59%	47%	54%	59%
The odour of the water	42%	31%	44%	35%	37%	45%	54%	55%	42%	36%	55%	44%	38%
The taste of the water	32%	13%	35%	22%	25%	44%	42%	52%	30%	25%	29%	33%	33%

NOTES:

1. TW1. Which of the following best describes your water supply connection? n=411
2. TW2. Using a scale of 1 to 10 where 1 means 'Very dissatisfied' and 10 means 'Very satisfied', how would you rate your satisfaction with each of the following?
 - a. The reliability of the water supply n=295
 - b. The taste of the water n=295
 - c. The clarity of the water n=292
 - d. The odour of the water n=288
 - e. The pressure or flow of the water n=295
3. *Caution: Small sample size (n<30). Results are indicative only.

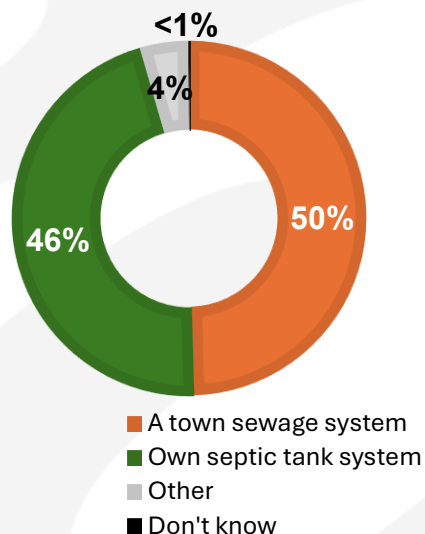
Between demographics

Significantly higher

Significantly lower

Measures Related to Sewage System

Type of Connection



Satisfaction

The reliability of the sewage system



How the Buller District Council manages, treats and disposes of sewage



Very dissatisfied (1-2) Dissatisfied (3-4) Neutral (5-6) Satisfied (7-8) Very satisfied (9-10)

Scores with 7-10 (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Total	Māori*	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
The reliability of the sewage system	77%	61%	80%	70%	78%	81%	83%	76%	79%	81%	70%	77%
How the Buller District Council manages, treats and disposes of sewage	55%	37%	58%	46%	54%	58%	66%	55%	56%	45%*	49%*	58%

NOTES:

1. TW3. Which of the following best describes the sewage system that your property is connected to? n=411; A town sewerage system n=252
2. TW4. How would you rate your satisfaction with each of the following?
 - a. The reliability of the sewage system n=247
 - b. How the Buller District Council manages, treats and disposes of sewage n=205
3. *Caution: Small sample size (n<30). Results are indicative only.

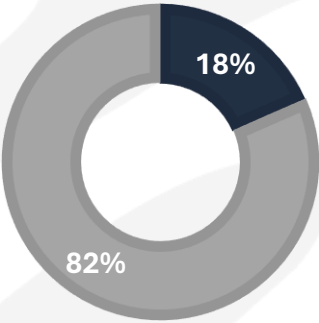
Between demographics

Significantly higher

Significantly lower

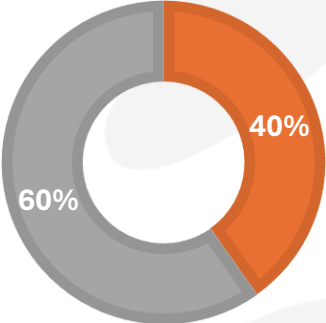
Stormwater Issues

Flooding Experience



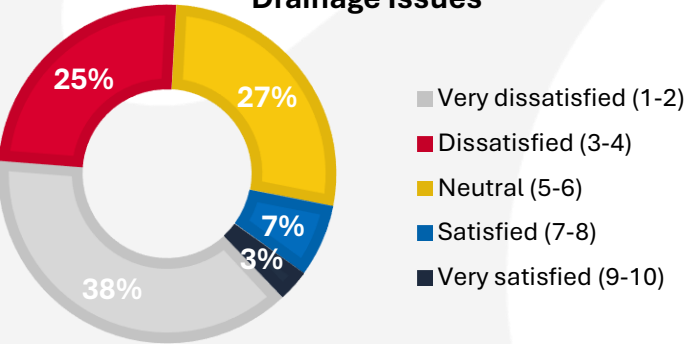
■ Have experience flooding in the last 12 months

Stormwater Drainage Issues



■ Had issues with stormwater drainage in the last 12 months

Satisfaction with Council Response to Stormwater Drainage Issues

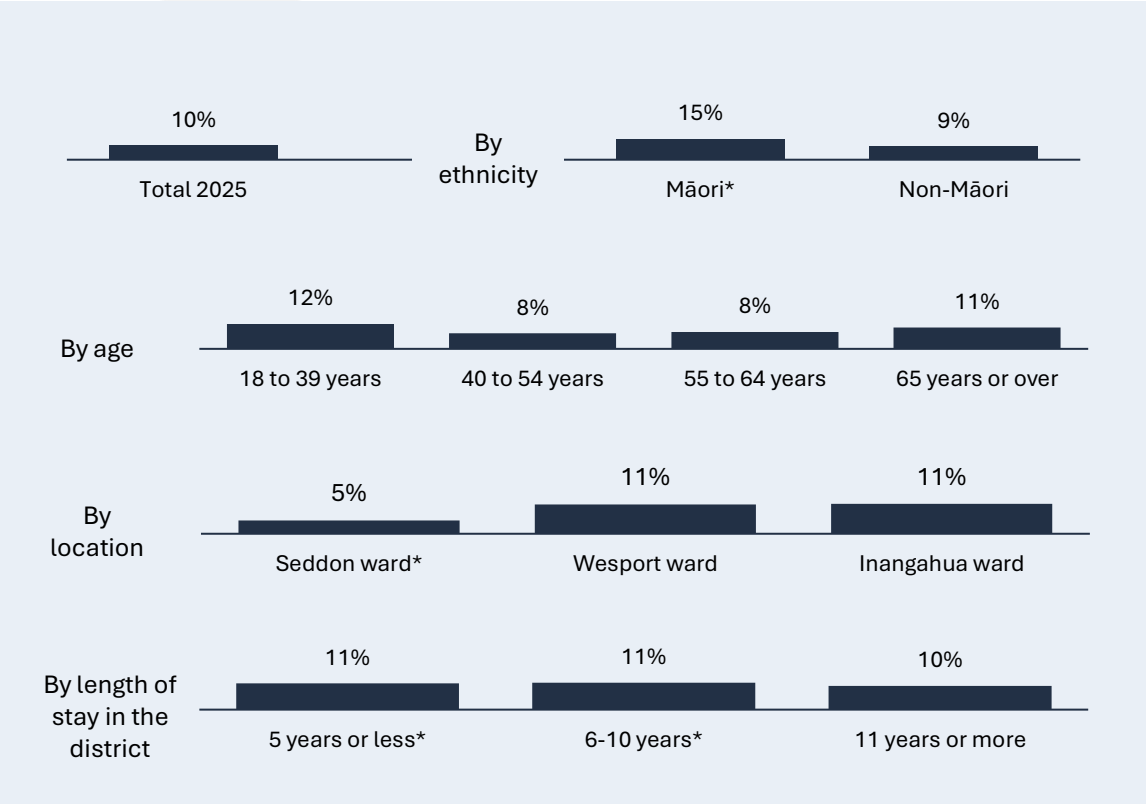


Between demographics

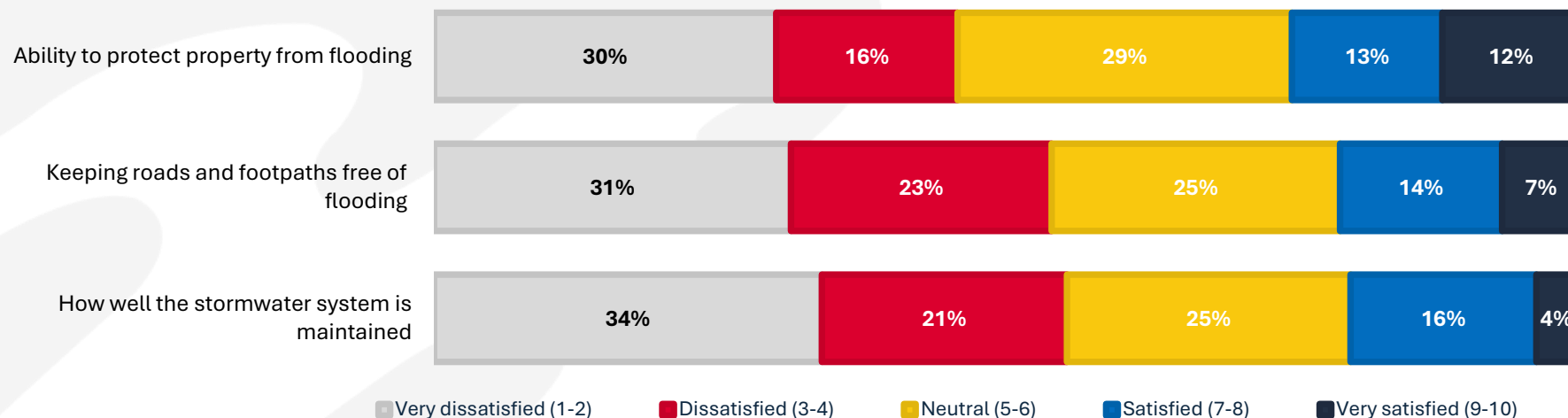
Significantly higher
Significantly lower

- NOTES:
1. TW5. Have you experienced flooding in your property in the last 12 months? n=411; Yes n=79
 2. TW6. Have you experienced issues with stormwater drainage in your area in the last 12 months? n=411; Yes n=175
 3. TW7. How would you rate the Council's response to these issues? n=174
 4. *Caution: Small sample size (n<30). Results are indicative only.

Satisfied (% 7-10)



Measures Related to Stormwater



Scores with 7-10 (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Total	Māori*	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
Ability to protect property from flooding	25%	30%	24%	22%	26%	25%	28%	13%	29%	34%	21%	36%	24%
Keeping roads and footpaths free of flooding	21%	17%	21%	9%	20%	21%	30%	22%	19%	24%	18%	29%	20%
How well the stormwater system is maintained	20%	23%	20%	14%	19%	21%	25%	22%	19%	20%	19%	25%	19%

NOTES:

- TW8. How would you rate your satisfaction with Council's management of the stormwater system in terms of the following?
 - Ability to protect your property from flooding n=346
 - Keeping roads and footpaths free of flooding n=387
 - How well the stormwater system is maintained n=335
- *Caution: Small sample size (n<30). Results are indicative only.

Between demographics

Significantly higher

Significantly lower

Roading Infrastructure

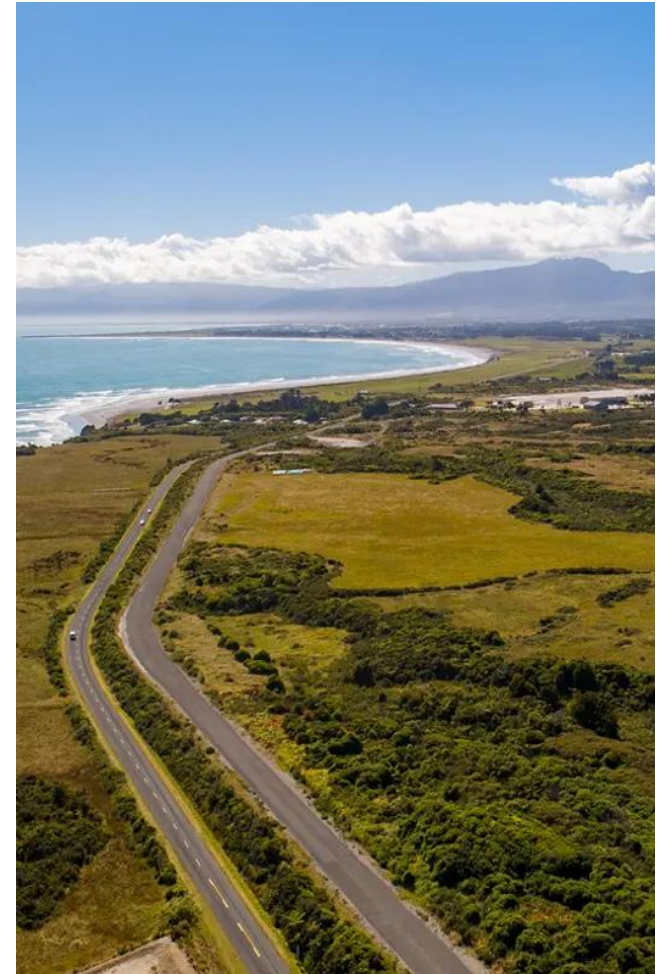


Overall Roads and Footpaths

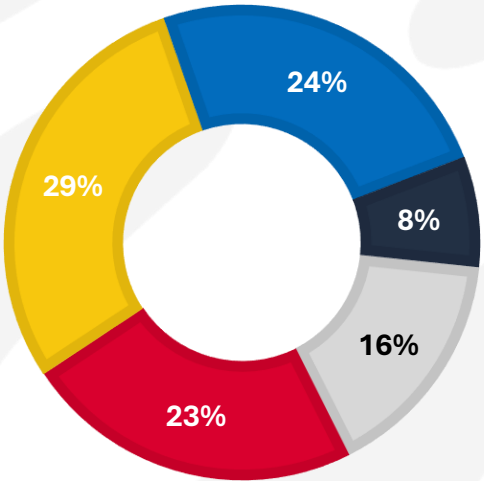
- Over three in ten residents (32%) are satisfied with **Roads and footpaths** in Buller District.
- Newer residents (those living in the district for five years or less) report higher satisfaction with **Roads and footpaths** (47%) compared to long-term residents (11 years or more) at 27%.

Related Measures

- Satisfaction with all measures related to roading infrastructure are the highest among residents in the Westport ward when compared to those in other wards.
- **The safety of the roads** recorded the highest satisfaction rating of 45%, followed by **The availability of footpaths** at 41%.
- In contrast, **How well footpaths are maintained** received the lowest satisfaction rating at 29%. This aligns with residents' comments in regard to the roading network in the district, with 45% mentioning that **Footpath maintenance is required** or that they are **Poor quality**. (See page 53)



Overall Roads and Footpaths

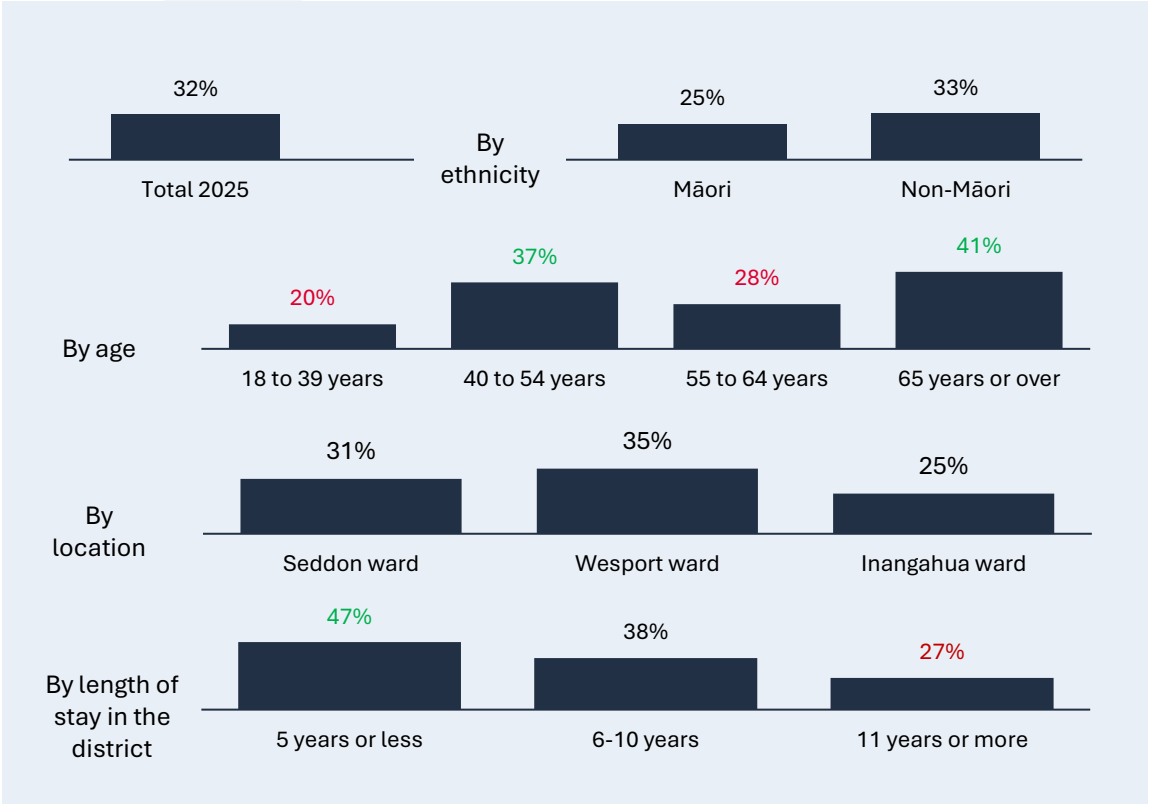


Very dissatisfied (1-2)
 Dissatisfied (3-4)

Neutral (5-6)
 Satisfied (7-8)

Very satisfied (9-10)

Satisfied (% 7-10)

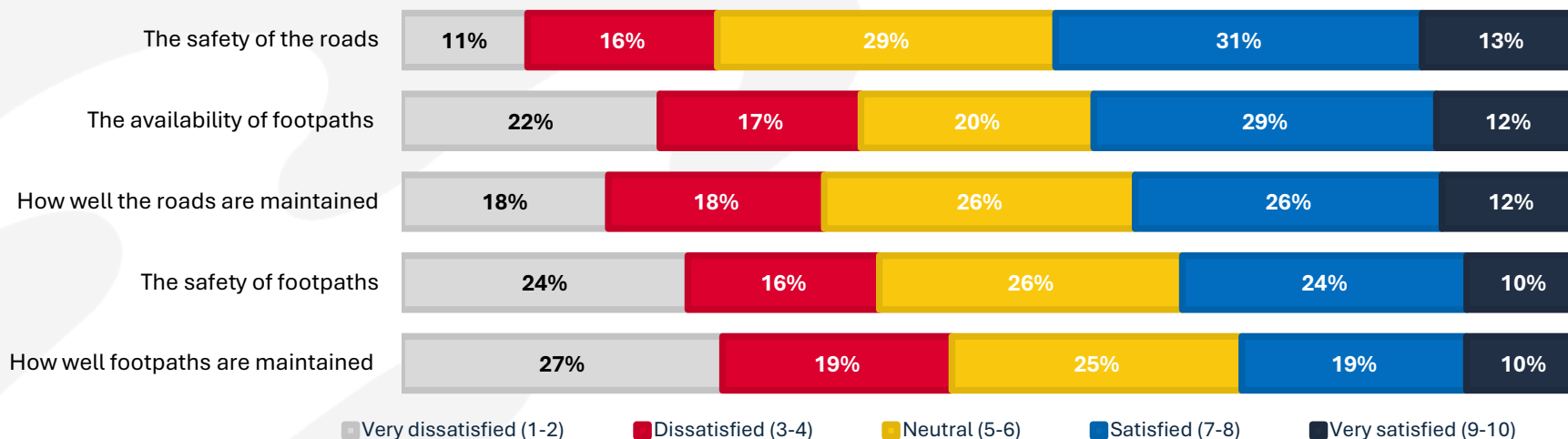


Between demographics

Significantly higher
Significantly lower

NOTES:
1. RF2. Overall, how satisfied are you with the roads and footpaths in Buller District? n=405

Measures Related to Roads and Footpaths



Scores with 7-10 (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Total	Māori	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
The safety of the roads	45%	42%	45%	26%	48%	52%	50%	43%	48%	37%	54%	47%	42%
The availability of footpaths	41%	27%*	43%	35%	60%	33%	40%	35%	54%	20%	43%	51%	39%
How well the roads are maintained	38%	35%	38%	24%	41%	37%	46%	35%	44%	26%	52%	42%	33%
The safety of footpaths	34%	23%	35%	24%	42%	28%	40%	33%	39%	22%	45%	40%	30%
How well footpaths are maintained	29%	21%*	30%	18%	36%	21%	38%	30%	31%	21%	46%	34%	23%

NOTES:

1. RF1. Thinking about local roads provided by Buller District Council (excluding State Highways which are not Council managed roads), how satisfied are you with the following:

- How well the roads are maintained n=404
- The safety of the roads n=402
- The availability of footpaths n=398
- How well footpaths are maintained n=395
- The safety of footpaths n=392

2. *Caution: Small sample size (n<30). Results are indicative only.

Between demographics

Significantly higher
Significantly lower

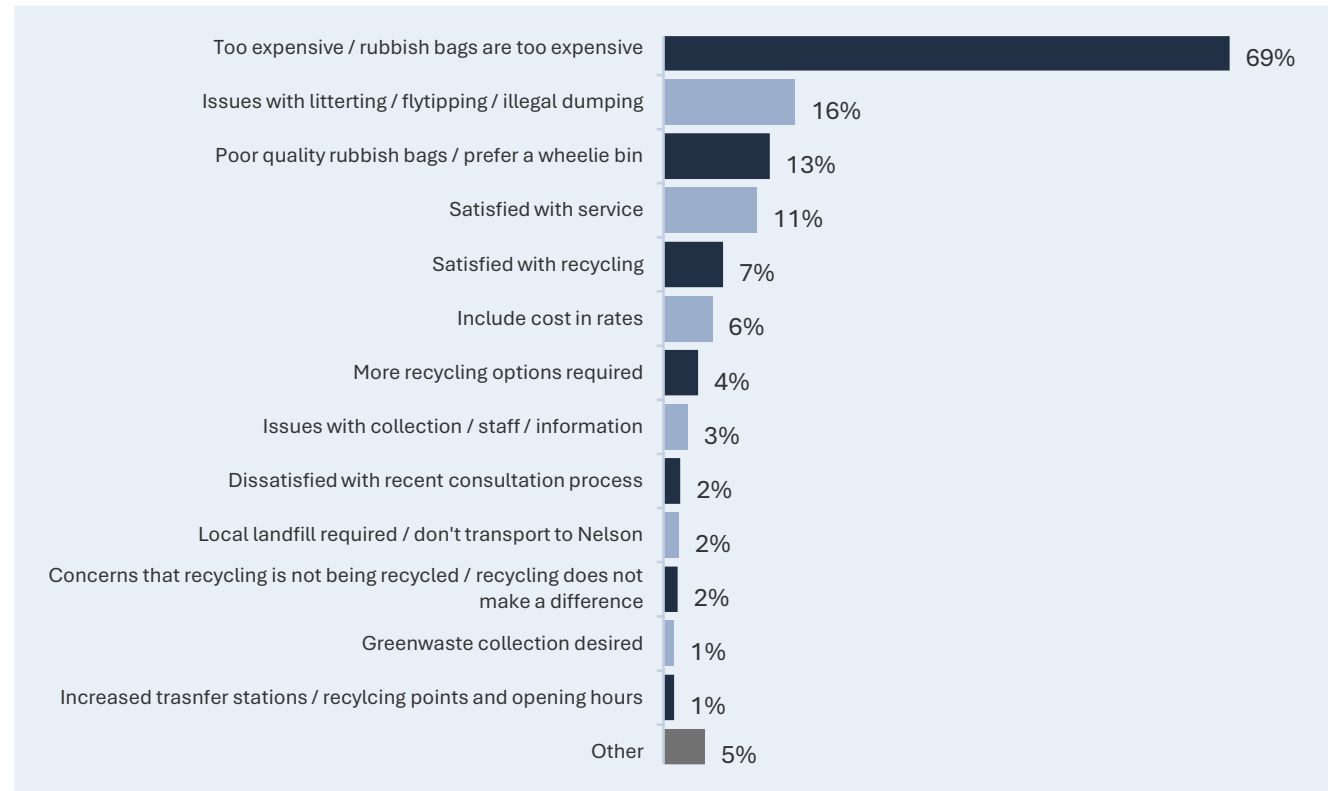
Rubbish and Recycling Services



Rubbish and Recycling Services

- The majority of Buller District residents (84%) **Receive Council rubbish bag and recycling kerbside collection service.**
- Among them, 57% are satisfied with the service they receive.
- Nearly seven in ten respondents (69%) mentioned that the service is **Too expensive, or rubbish bags are too expensive.**

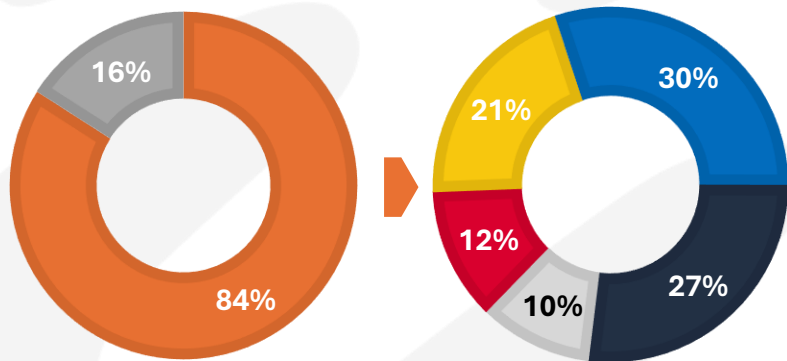
Comments on Rubbish and Recycling Services



NOTES:

1. RC3. Are there comments you would like to make about the Council's rubbish bag and recycling collection service? n=251

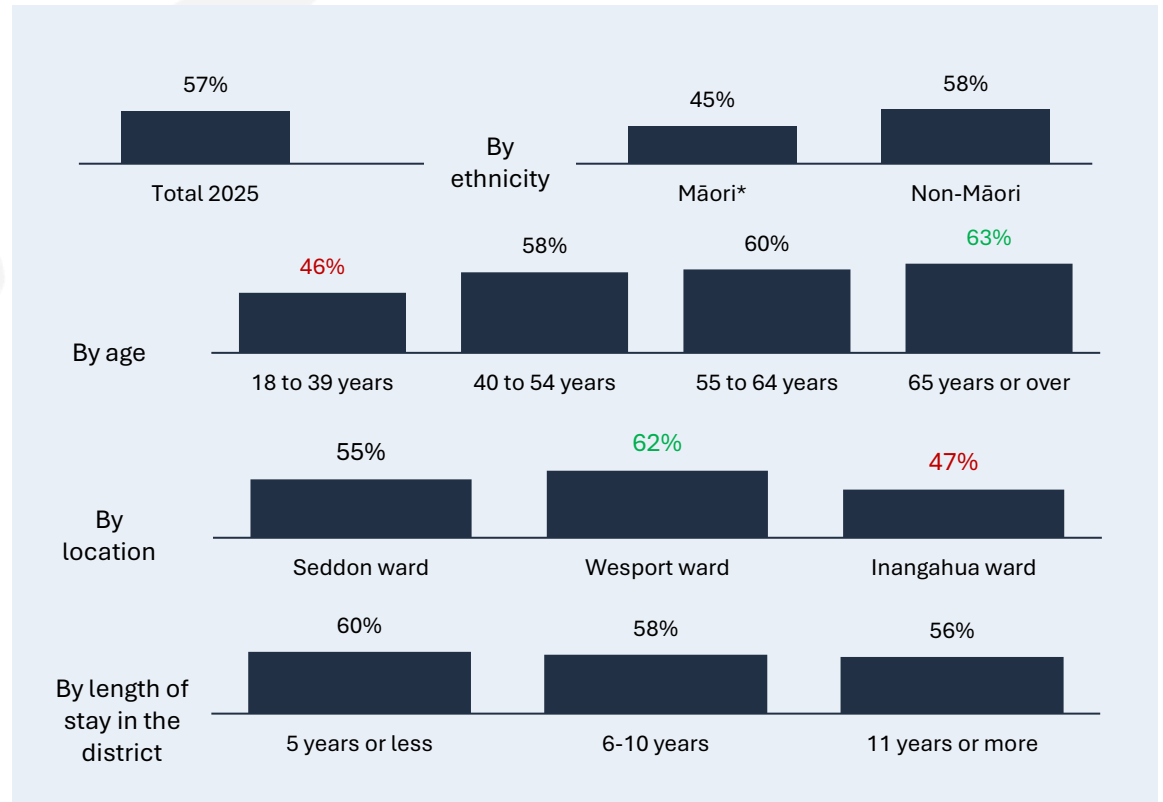
Rubbish and Recycling Services



Receives Council rubbish bag and recycling kerbside collection service

Very dissatisfied (1-2)
Dissatisfied (3-4)
Neutral (5-6)
Satisfied (7-8)
Very satisfied (9-10)

Satisfied (% 7-10)



Between demographics

Significantly higher
Significantly lower

NOTES:

1. RC1. Is your property receiving the Council rubbish bag and recycling kerbside collection service? n=411; Yes n=365
2. RC2. Overall, how satisfied are you with Council's rubbish bag and recycling kerbside collection service? n=360
3. *Caution: Small sample size (n<30). Results are indicative only.

Satisfaction with Parks, Reserves, and Open Green Spaces and Other Public Facilities

Parks, Reserves and Open Spaces



Overall District's Parks, Reserves and Open Green Spaces

- Most residents have visited **Reserves, parks, and open green spaces** in the district (75%).
- Satisfaction with the **Overall District's parks, reserves and open green spaces** is high at 70%.

Cemeteries

- Just over four in ten residents (41%) visited **Cemeteries** in the past year. 83% of visitors are satisfied with its use and maintenance, and is one of the highest rated facilities among all parks, reserves and open green spaces.

Sports fields

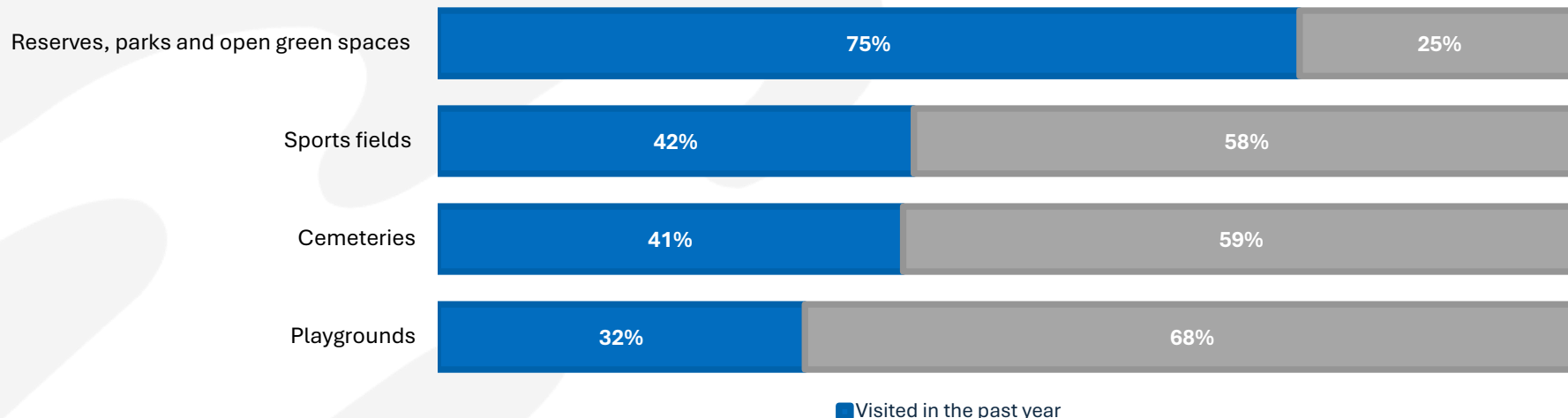
- Satisfaction is high for **Sports fields**, with 83% of visitors satisfied with their use and maintenance. Satisfaction is significantly higher among residents aged 18 to 39 (88%) and 40 to 54 (91%) compared to those aged 65 and over (70%).

Playgrounds

- **Playgrounds** have the lowest visitation, with 32% of residents having visited in the past year. Despite this, satisfaction is high at 73%.



Parks, Reserves and Open Spaces: Visitation



Visited (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Māori	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
Reserves, parks and open green spaces	74%	76%	79%	73%	76%	75%	69%	80%	75%	77%	81%	74%
Sports fields	44%	41%	54%	54%	29%	34%	26%	56%	34%	22%	33%	48%
Cemeteries	28%	42%	47%	28%	39%	47%	36%	43%	44%	16%	39%	48%
Playgrounds	39%	31%	54%	44%	19%	19%	15%	39%	47%	19%	24%	37%

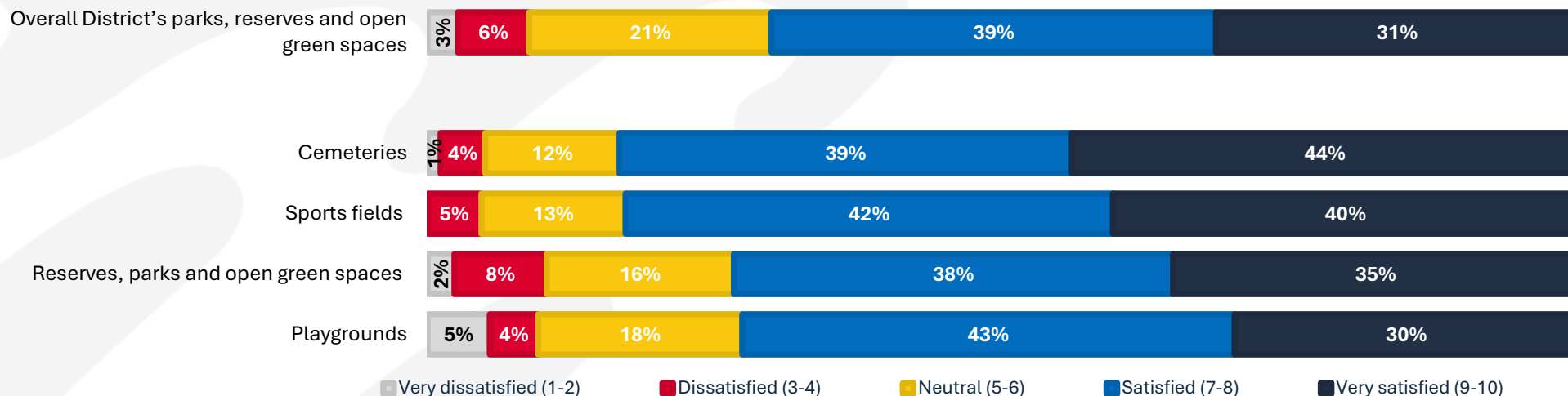
Between demographics

Significantly higher
Significantly lower

NOTES:

1. PRO1. Which of the following reserves, parks and open green spaces have you used or visited in the past year? Please select all that apply. n=411

Parks, Reserves and Open Spaces: Satisfaction (Users only)



Scores with 7-10 (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Total	Māori*	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport Ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
Overall District's parks, reserves and open green spaces	70%	67%	70%	61%	84%	67%	71%	56%	81%	64%	60%	73%	72%
Cemeteries	83%	80%	84%	83%*	100%*	76%	82%	81%*	87%	77%	67%*	83%*	85%
Sports fields	83%	74%	84%	88%	91%	79%	70%	70%*	87%	84%*	73%*	82%*	84%
Reserves, parks and open green spaces	73%	71%	74%	70%	81%	71%	73%	68%	77%	72%	63%	68%	77%
Playgrounds	73%	75%	72%	65%	82%	68%*	77%	73%*	79%	59%*	46%*	78%*	76%

NOTES:

1. PRO2. How satisfied are you with the use and maintenance each of the following?

- Reserves, parks and open green spaces n=318
- Sports fields n=178
- Playgrounds n=134
- Cemeteries n=180
- Everything considered, how satisfied are you with the District's parks, reserves and open green spaces, including how these are managed and maintained? n=373

Between demographics

Significantly higher
Significantly lower

2. *Caution: Small sample size (n<30). Results are indicative only.

Public Facilities



Overall Public Facilities

- Among visitors to a public facility, 73% are satisfied with **Overall Buller District public facilities**.

Public Toilets

- Among all public facilities, **Public toilets** have the highest visitation rate of 67%.
- Of those who have used the facility, 67% are satisfied.

District's Libraries (Sue Thompson Memorial and The Inangahua County Library)

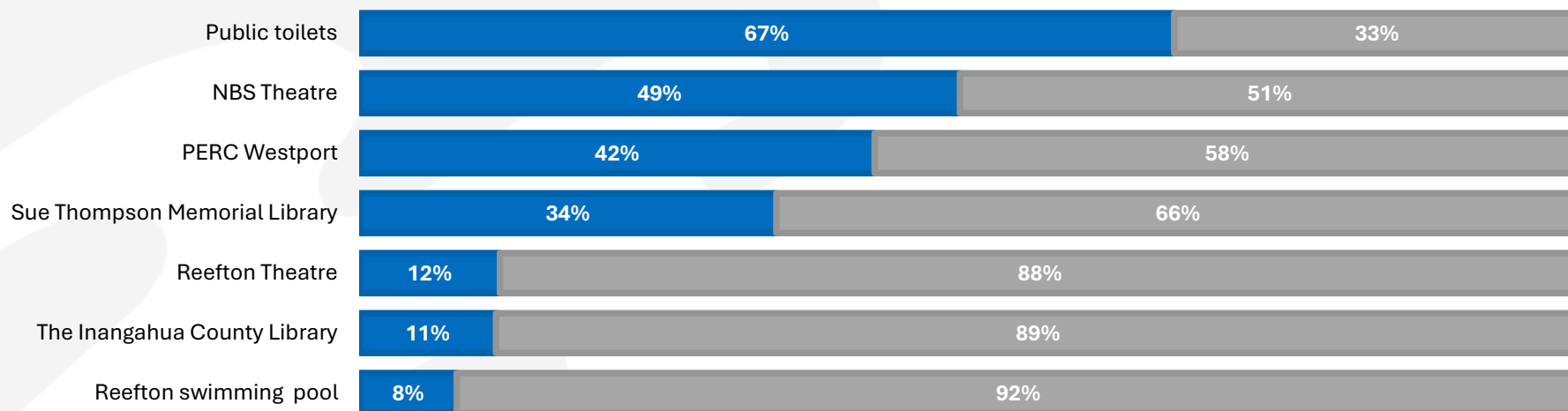
- Despite a relatively low visitation rate (34%), the **Sue Thompson Memorial Library** received the highest satisfaction rating (91%) among all public facilities.
- Satisfaction is significantly higher among residents from the Westport ward (98%) compared to those in the Seddon ward (85%).
- In contrast, the **Inangahua County Library** received the lowest satisfaction rating (61%) among all district public facilities.

District Theatres (NBS and Reefton)

- The district theatres also received high satisfaction ratings, with the **NBS Theatre** at 90%, followed by the **Reefton Theatre** at 88%.



Public Facilities: Visitation



Visited (% of respondents)

■ Visited in the past year

Ethnicity, Age, Location, Length of stay in the district	Māori	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport ward	Inangahua Ward	5 yrs or less	6-10 yrs	11+ yrs
Public toilets	69%	67%	60%	64%	71%	70%	87%	54%	62%	72%	79%	63%
NBS Theatre	46%	50%	46%	59%	49%	45%	43%	70%	6%	46%	36%	53%
PERC Westport	55%	41%	50%	59%	31%	33%	28%	63%	15%	36%	24%	47%
Sue Thompson Memorial Library	36%	34%	27%	32%	29%	45%	43%	39%	6%	34%	40%	33%
Reefton Theatre	14%	11%	11%	14%	8%	13%	2%	1%	58%	9%	17%	11%
The Inangahua County Library	14%	11%	15%	4%	11%	14%	-	1%	60%	11%	10%	12%
Reefton swimming pool	8%	8%	15%	6%	5%	7%	-	1%	41%	7%	10%	8%

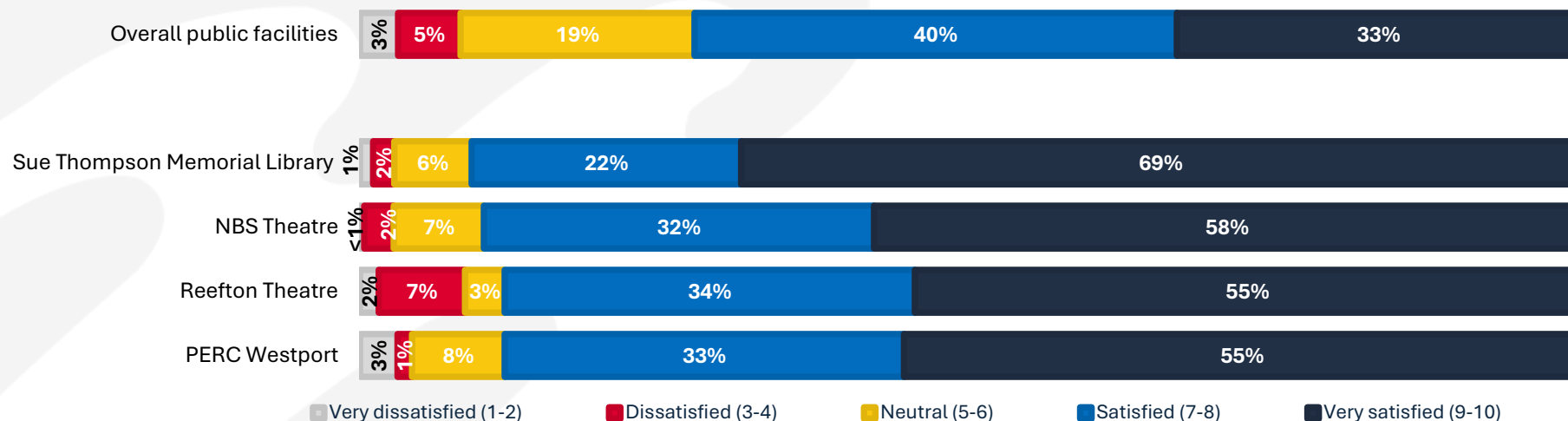
Between demographics

Significantly higher
Significantly lower

NOTES:

1. PF1. Which of the following public facilities have you used or visited in the past year? Please select all that apply. n=411

Public Facilities: Satisfaction (Users only)



Scores with 7-10 (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Total	Māori*	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
Overall public facilities	73%	66%	73%	67%	84%	73%	69%	61%	80%	75%	77%	71%	72%
Sue Thompson Memorial Library	91%	85%	92%	90%*	97%	85%*	91%	85%	98%	49%*	93%*	80%*	93%
NBS Theatre	90%	100%	89%	88%	94%	89%	88%	82%	93%	100%*	89%	91%	90%
Reefton Theatre	88%	100%	86%	79%*	91%*	89%*	91%*	100%*	100%*	87%	100%*	88%*	86%
PERC Westport	88%	82%	89%	87%	86%	89%	92%	91%*	86%	100%*	93%*	93%*	87%

NOTES:

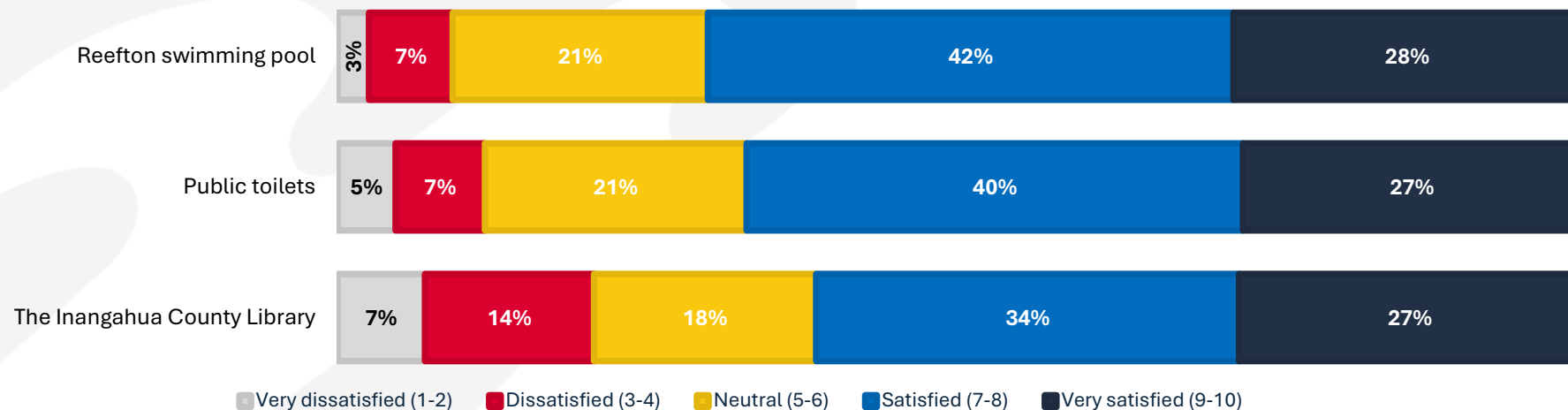
1. PF3. Overall, how satisfied are you with the Buller District public facilities? n=352
2. PF2. Based on your experience, how would you rate your overall satisfaction with each of the following facilities?
 - a. NBS Theatre n=227
 - b. Reefton Theatre n=45
 - c. PERC Westport n=193
 - d. Reefton swimming pool n=28
3. *Caution: Small sample size (n<30). Results are indicative only.

Between demographics

Significantly higher

Significantly lower

Public Facilities: Satisfaction (Users only, continued)



Scores with 7-10 (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Total	Māori	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
Reefton swimming pool*	70%	33%	75%	54%	100%	60%	83%	-	100%	69%	100%	85%	59%
Public toilets	67%	66%	67%	58%	73%	63%	72%	55%	71%	88%	74%	54%	68%
The Inangahua County Library	61%	20%	68%	50%*	69%*	73%*	63%*	-	100%	61%	76%*	85%*	54%

NOTES:

1. PF2. Based on your experience, how would you rate your overall satisfaction with each of the following facilities?

- a. The Inangahua County n=28
- b. Sue Thompson Memorial Library n=44
- c. Public toilets n=249

2. *Caution: Small sample size (n<30). Results are indicative only.

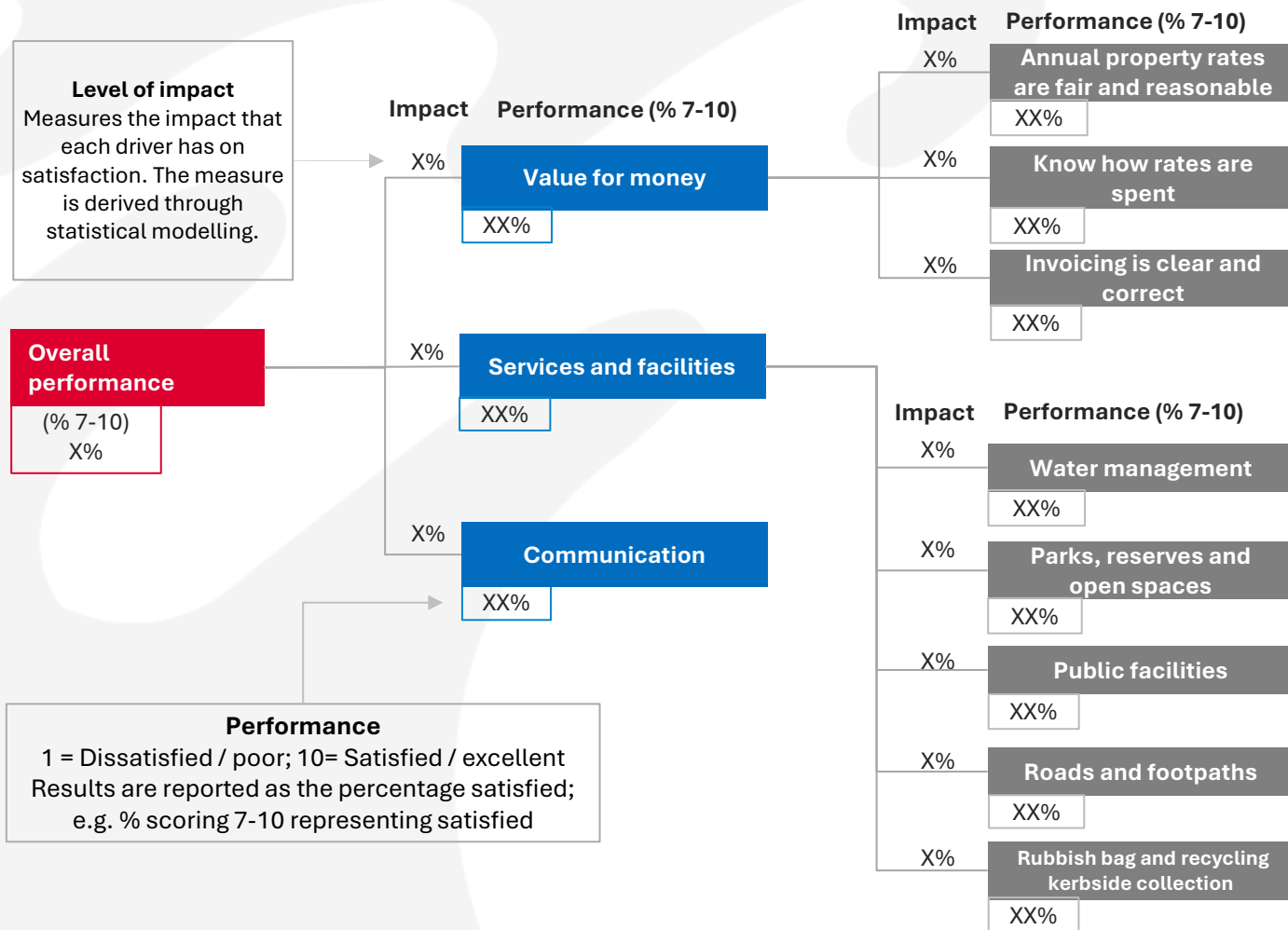
Between demographics

Significantly higher

Significantly lower

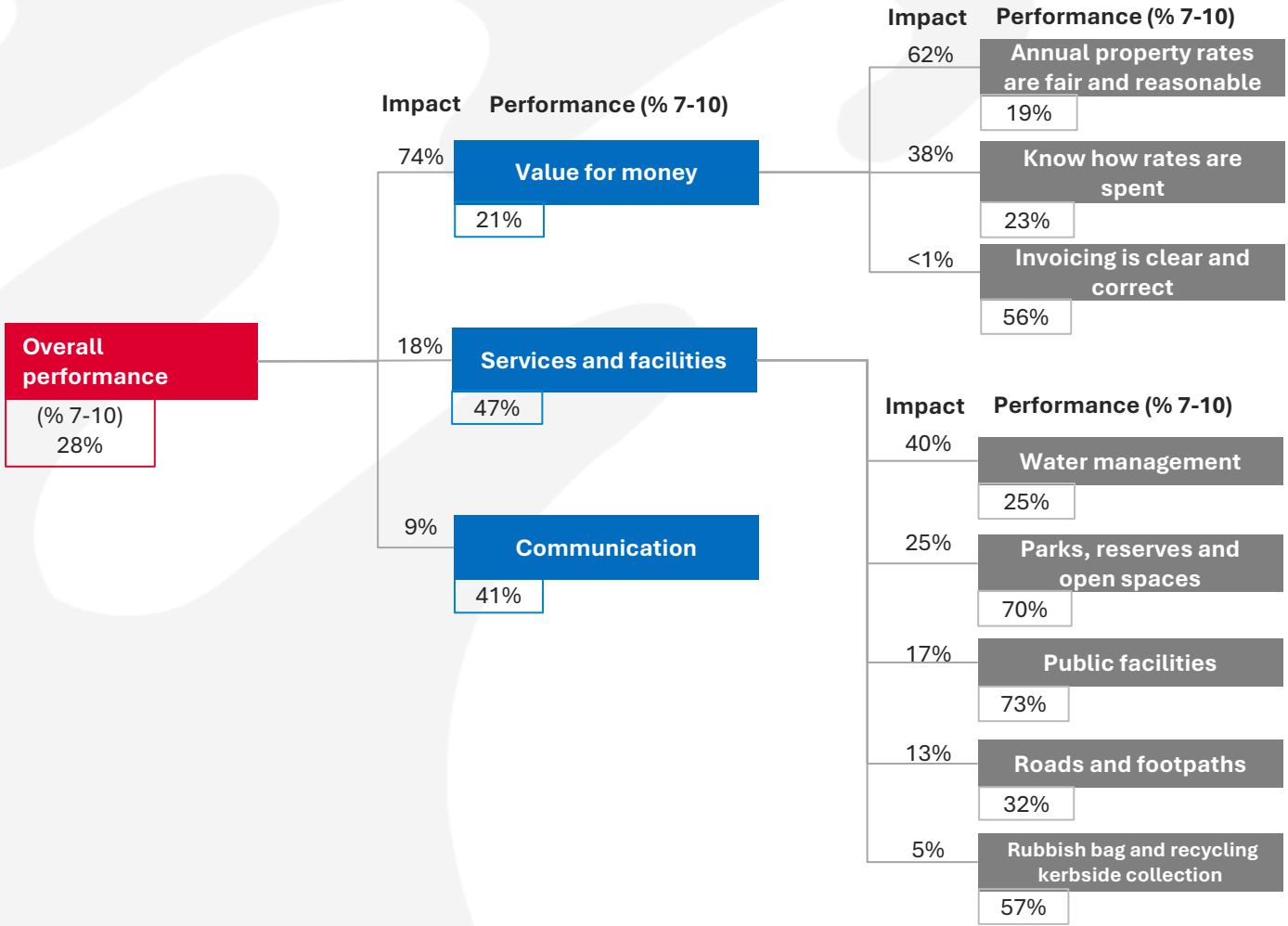
Priorities and Opportunities

Introduction to the Driver Model



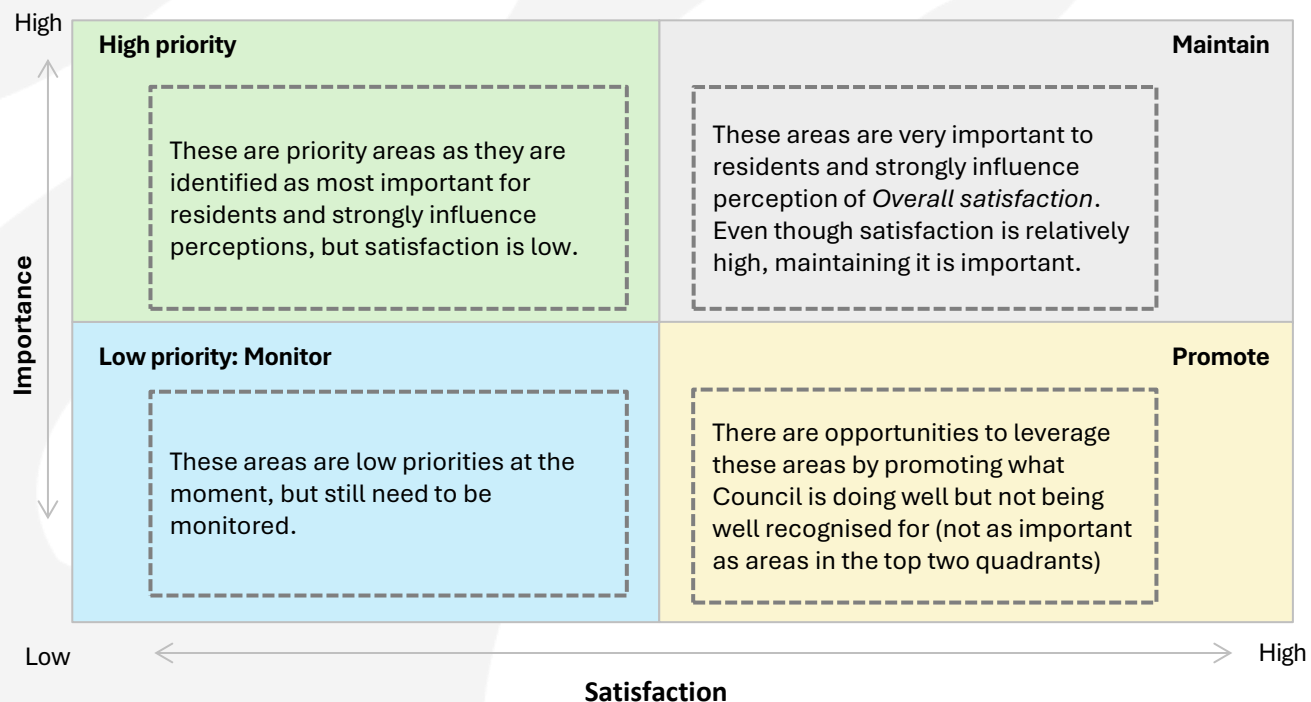
- Residents are asked to rate their perceptions of Council's performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable
- We use multiple regression analysis to identify how much different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

Drivers of Perceptions of Buller District Council's Performance



- **Value for money** is the strongest driver of overall satisfaction (74%).
- Satisfaction with this measure is low (21%), contributing to the relatively low satisfaction score of the Councils **Overall performance** (28%).

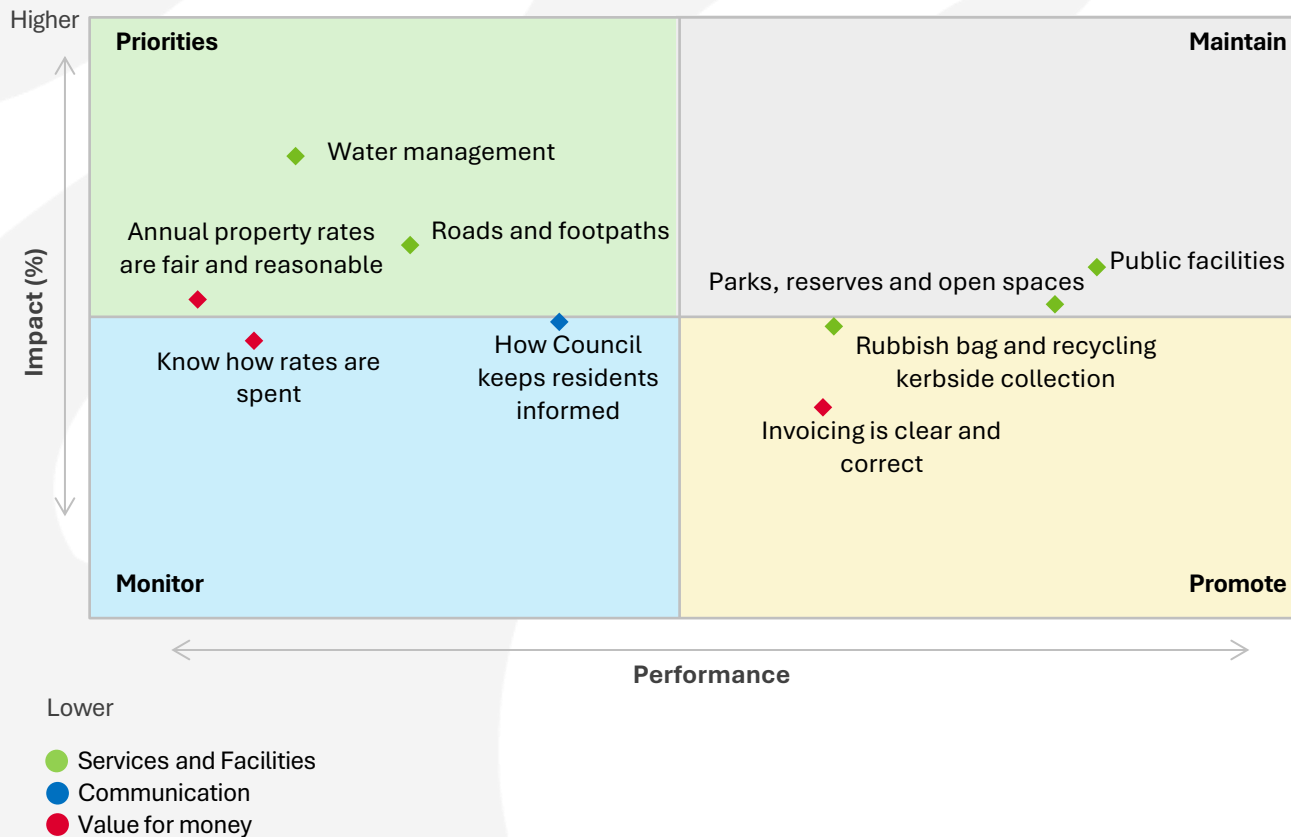
Establishing Priorities - Matrix



'Importance' vs 'Satisfaction' analysis helps to establish priorities and opportunities for Council to improve overall satisfaction.

Using the importance and satisfaction scores, we are able to position each area of performance on two axis. Below is a brief explanation of what it means if the measure is located in each of the quadrants.

Opportunities and Priorities



With **Value for money** being the strongest driver of **Overall satisfaction**, the key aspects for improvement reflect this, and are aligned with residents' main concerns, particularly:

- *Annual property rates are fair and reasonable*
- *Water management*
- *Roads and footpaths*

Communication and Engagement

Communication and Engagement



Overall Communication

- Over four in ten residents (41%) are satisfied with ***How the Council keeps residents informed.***
- Satisfaction is significantly higher among residents in the Westport ward (48%) compared with those in other wards.

Sources of Information and Preferred Way to Keep Up to Date with the Council

- The ***Council's Facebook page*** and ***Website*** serve as the primary sources of information for residents, with 43% having seen, read, or heard information about the Council through either of these platforms, followed by ***Westport News*** at 41%.

Awareness of Where to Get Council Information

- 86% of residents are aware of where to get Council information when needed.

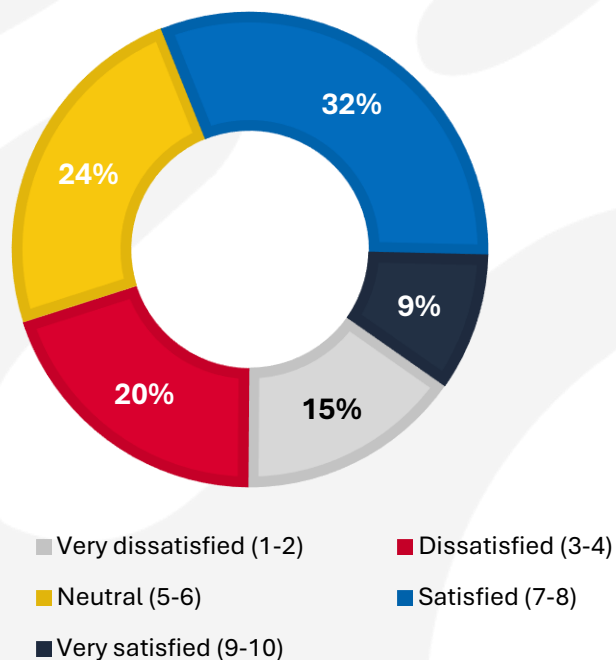
Involvement in Council Activities in the Last 12 months

- Just over two in ten residents (21%) have engaged with the Council in the past 12 months.
- Engagement is highest among residents aged 65 years or over (31%) and those in the Seddon ward (27%).

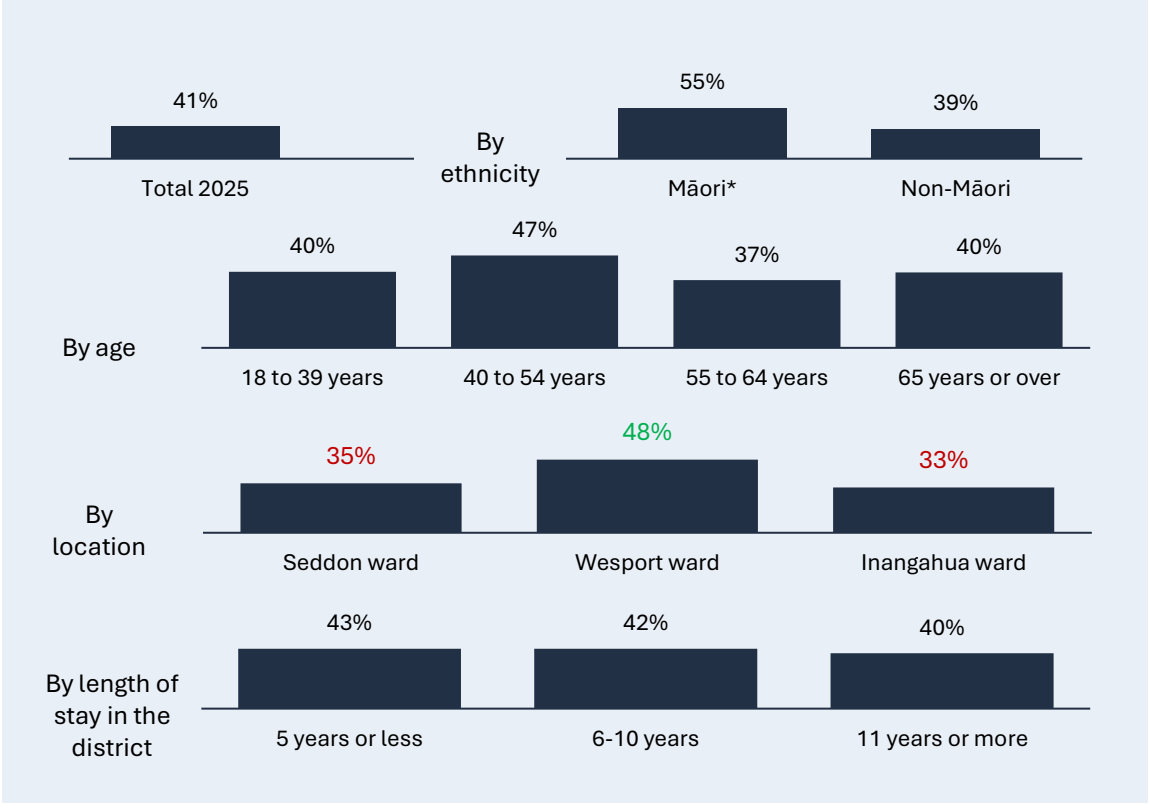
Engagement with Council Decisions and Projects

- Most residents (64%) prefer to have a say on Council decisions and projects through online surveys or submission forms (Let's Talk Buller).
- When asked about barriers to engagement, just over half of residents (51%) feel that taking part ***Will not make a difference***, while 38% are ***Not aware of when engagement opportunities are happening.***
- Just over four in ten residents (41%) are satisfied with the ***Opportunities to engage with Council.***

Overall Communication



Satisfied (% 7-10)



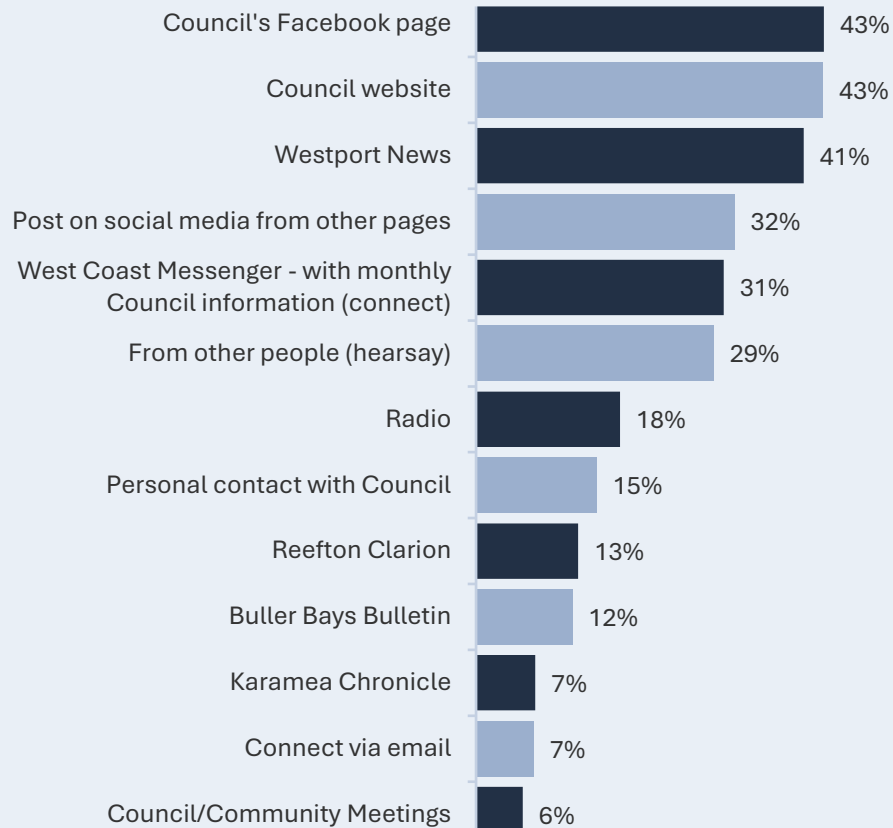
Between demographics

Significantly higher
Significantly lower

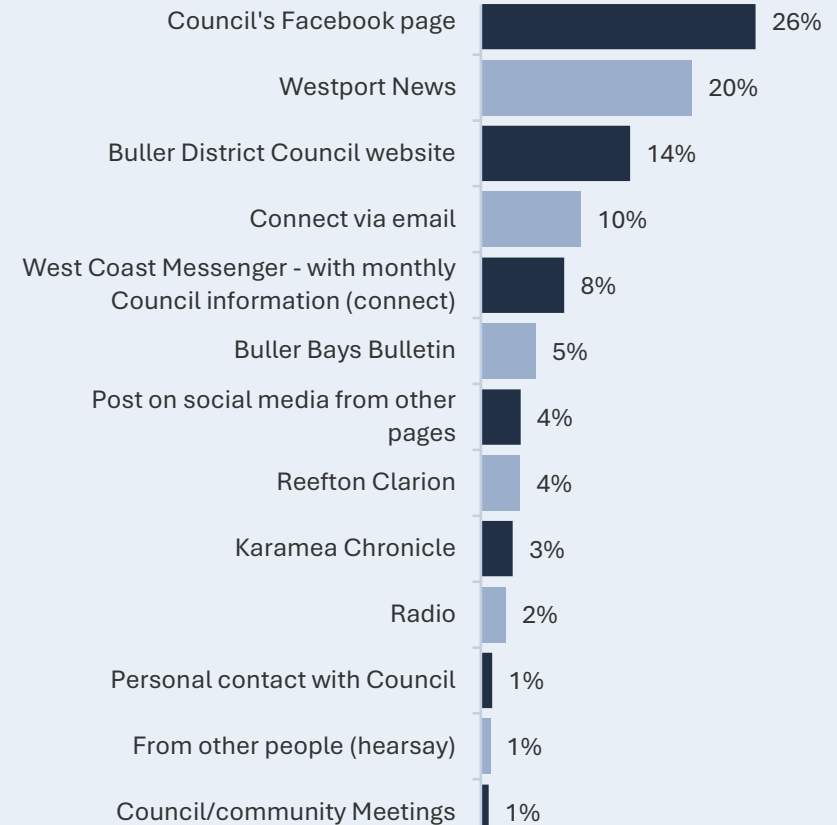
- NOTES:
1. COM4. How satisfied are you with how Council keeps you informed? n=398
 2. *Caution: Small sample size (n<30). Results are indicative only.

Sources of Information and Preferred Way to Keep Up to Date

Sources of Information about the Council



Preferred Way to Keep Up to Date with the Council



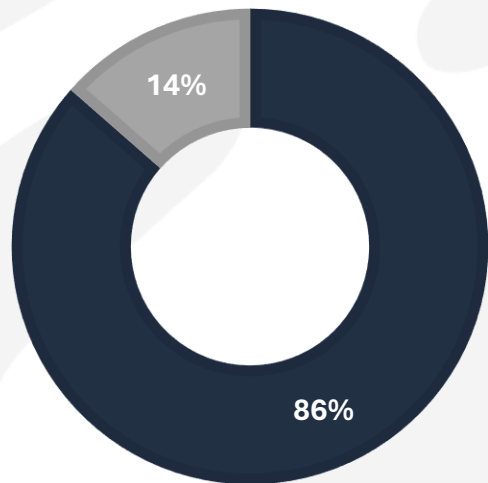
Between demographics

Significantly higher
Significantly lower

NOTES:

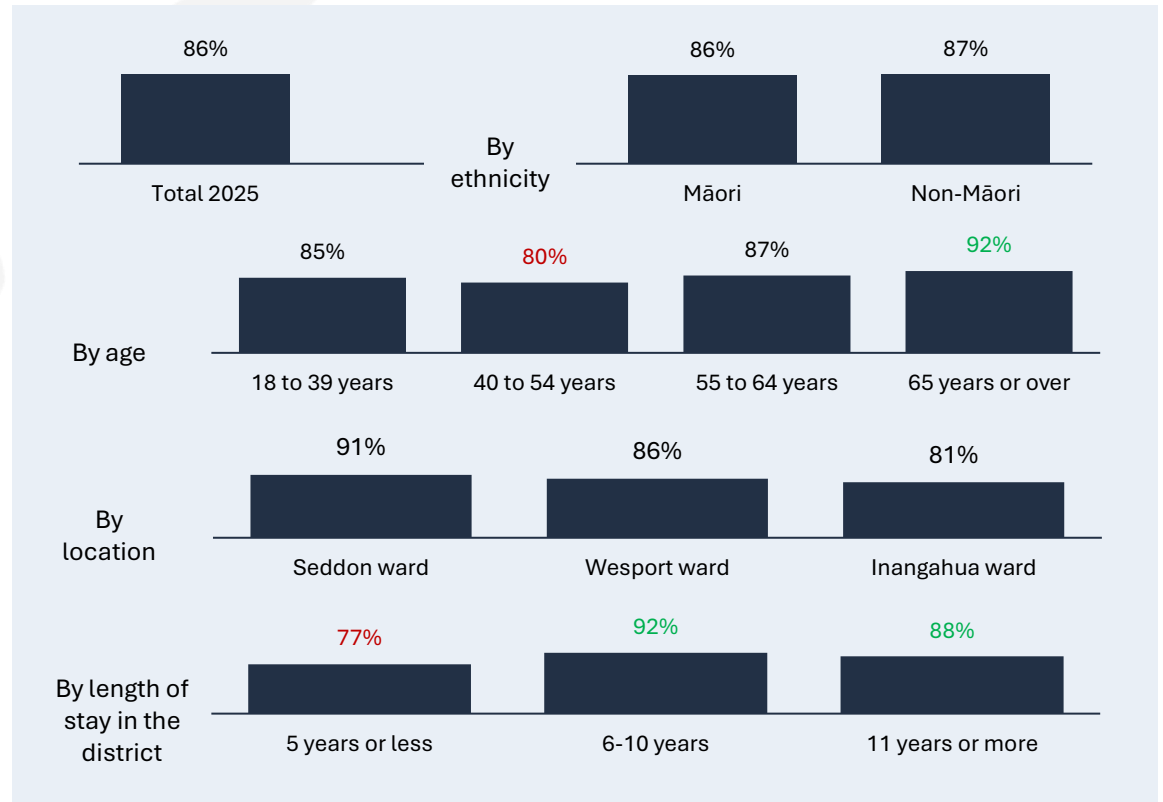
1. COM2. Where do you mainly see, read, or hear information about the Council? Please select all that apply. n=411
2. COM3. What would be your preferred way to keep up to date with what Buller District Council is doing? (Please select one.) n=411
3. Sources selected by 4% or fewer residents are not shown.

Awareness of Where to get Council Information



■ Know where to get Council information

Know where to get Council Information (%)



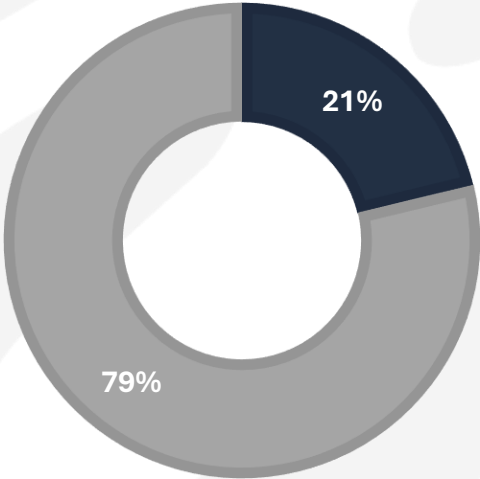
Between demographics

Significantly higher
Significantly lower

NOTES:

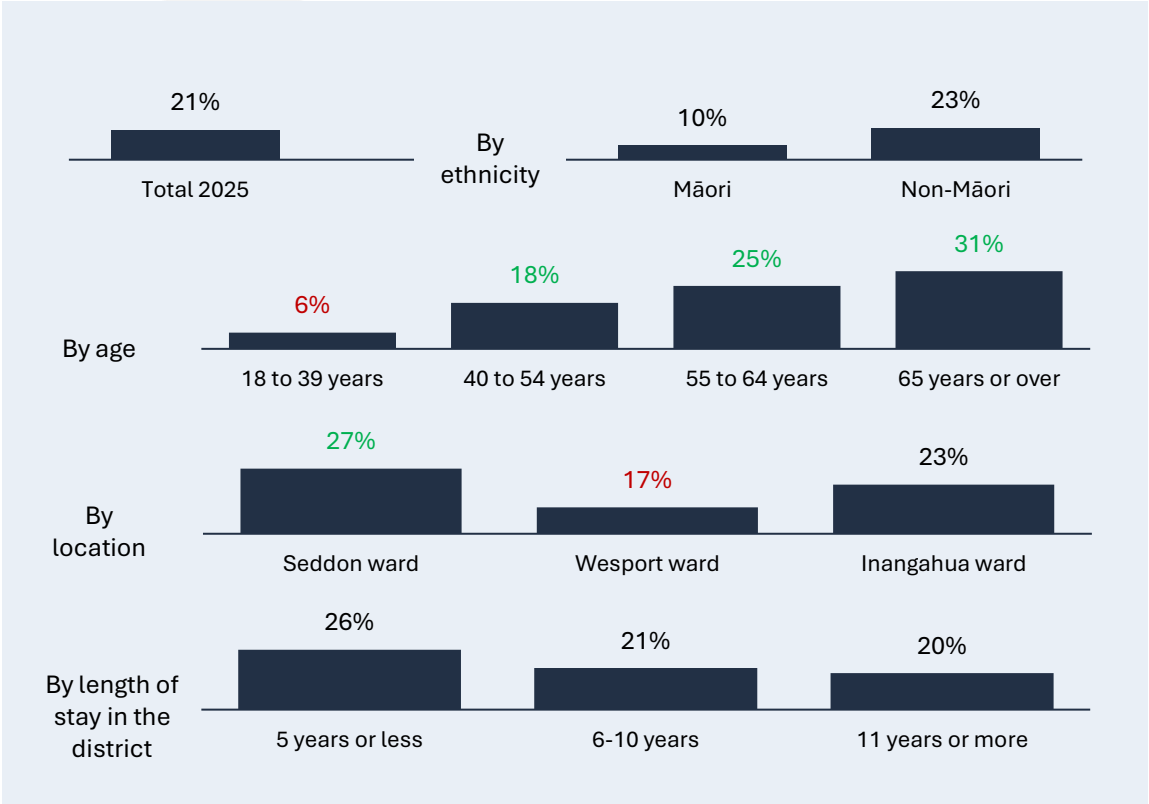
1. COM1. Do you know where to get Buller District Council information if you want it? n=411; Yes n=357

Involvement in Council Activities in the Last 12 Months



■ Involved in Council activities in the last 12 months

Involved in Council Activities in the Last 12 Months (%)



Between demographics

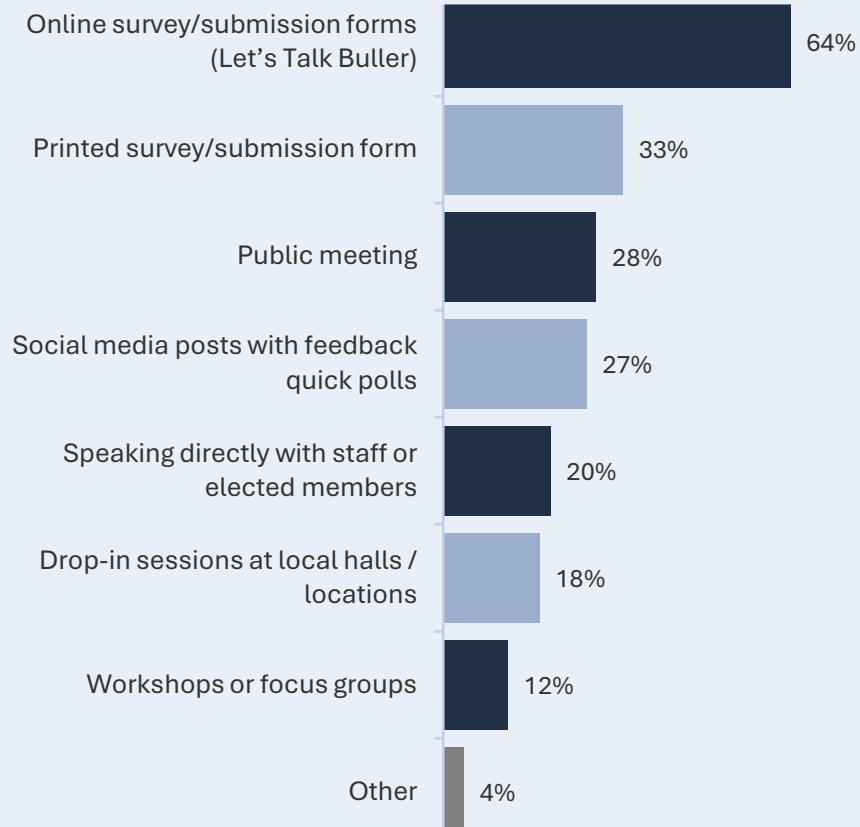
Significantly higher
Significantly lower

NOTES:

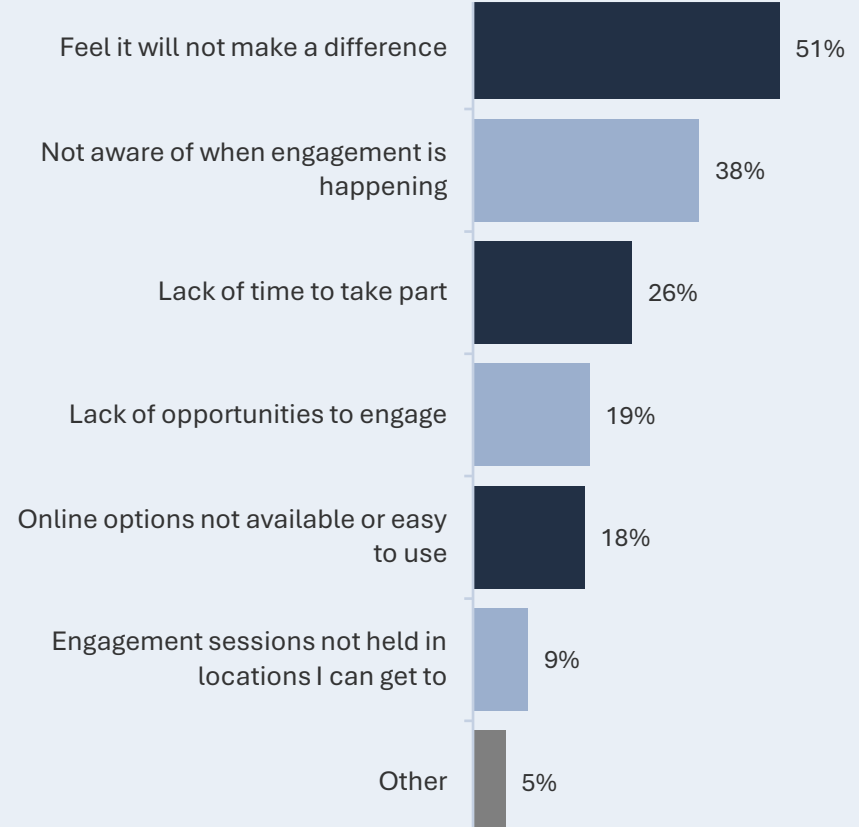
1. ENG1. Have you ever taken part in a Council consultation, meeting, or a feedback opportunity in the last 12 months? n=411; Yes n=91

Engagement with Council Decisions and Projects

Preferred Ways to Have a Say on Council Decisions and Projects



Barriers to Council Engagement



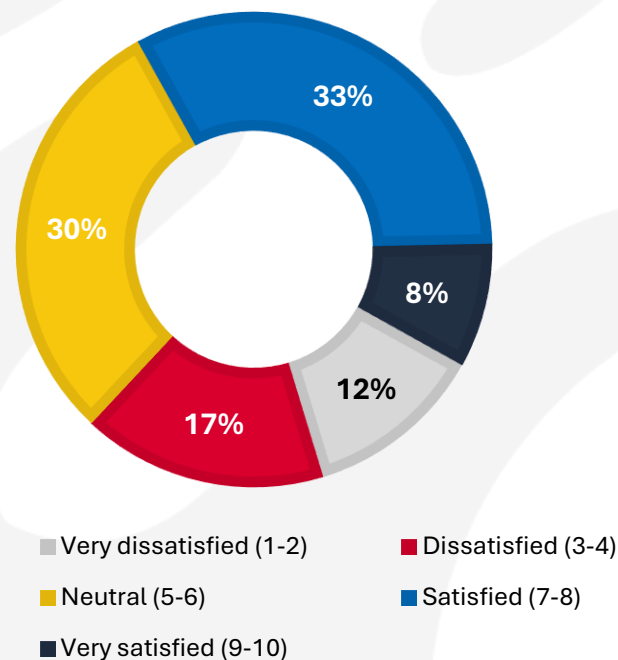
Between demographics

Significantly higher
Significantly lower

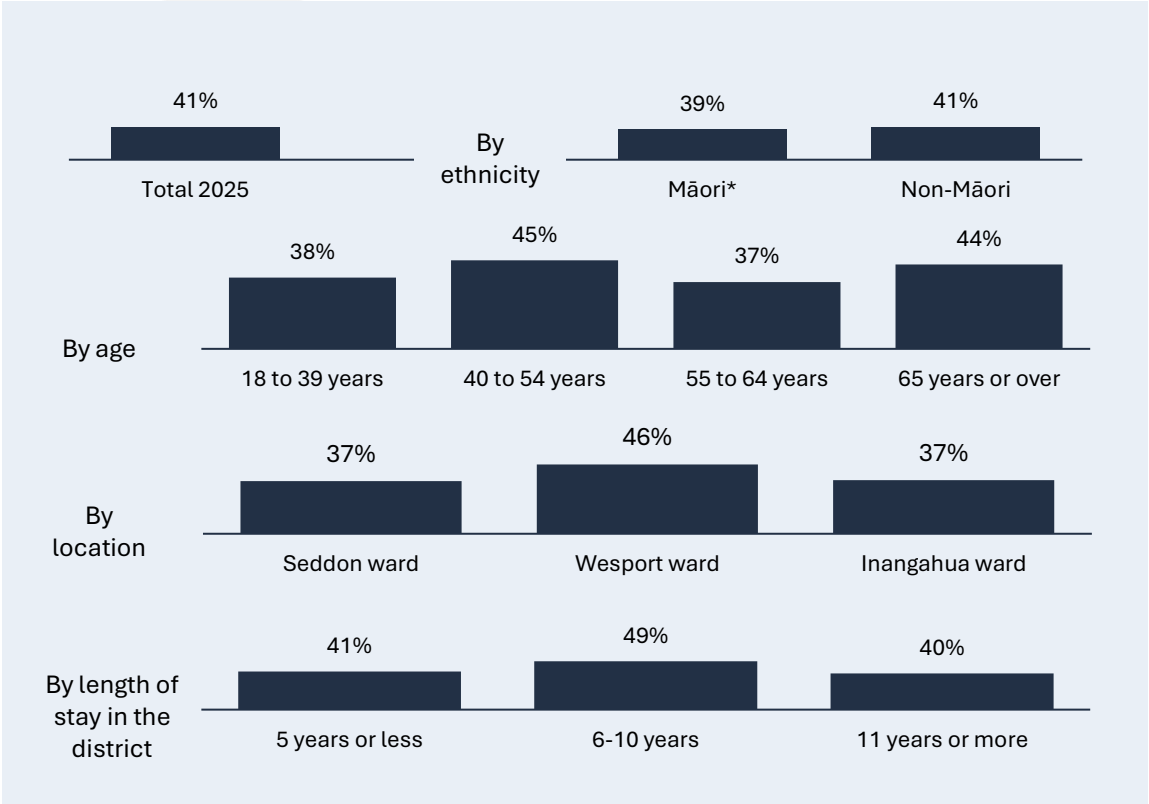
NOTES:

1. ENG2. How would you prefer to have your say on Council decisions and projects? Please select all that apply. n=411
2. ENG4. What do you see as the main barriers to engaging with Council? Please select all that apply. n=411

Opportunities to Engage with Council



Satisfied (% 7-10)

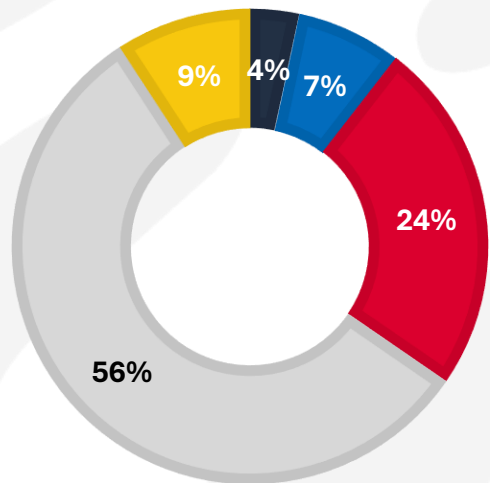


Between demographics

Significantly higher
Significantly lower

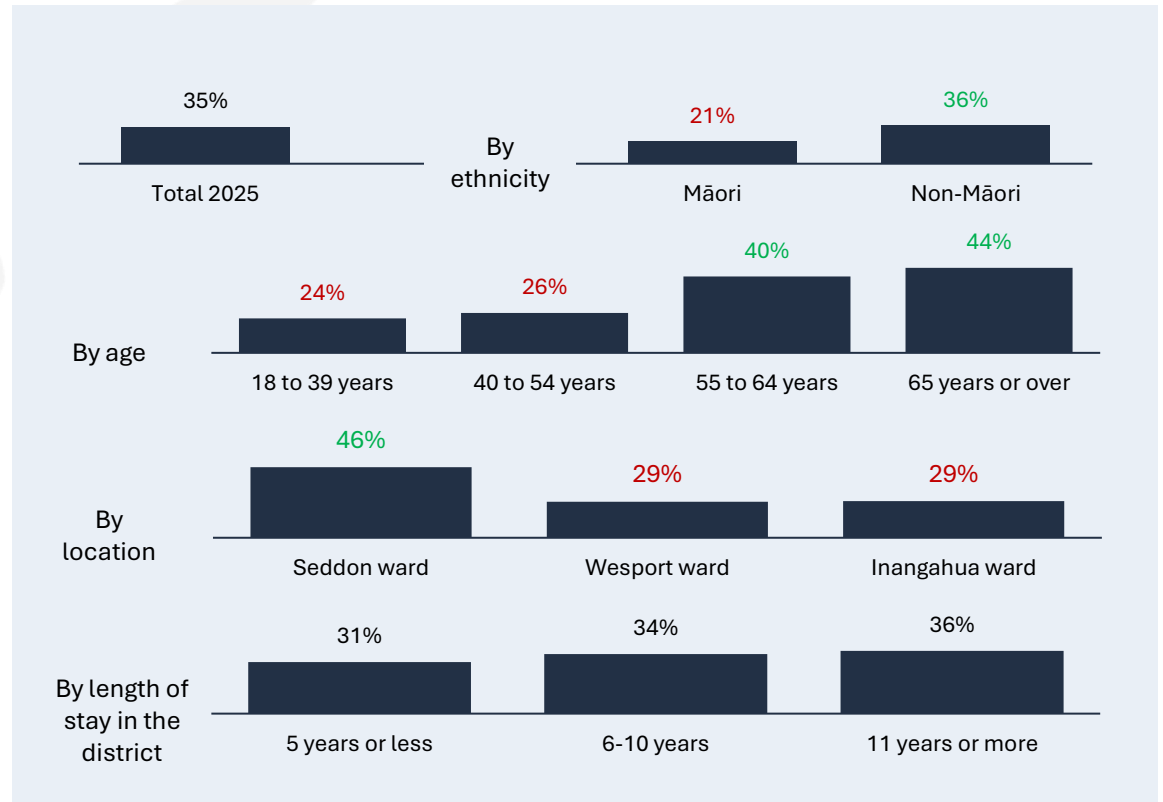
- NOTES:
- 1. ENG3. How satisfied are you with the opportunities you have to engage with Council? n=366
 - 2. *Caution: Small sample size (n<30). Results are indicative only.

Awareness and Participation in Council Community Outreach



■ I have attended one and found it useful
 ■ I have attended and did not find it useful
 ■ I am aware, but am not interested
 ■ I have not heard about them
 ■ Other

Have attended / Aware (%)



Between demographics

Significantly higher
 Significantly lower

NOTES:

1. ENG6. Have you attended or are you aware of the council's community outreach days we run across the district? n=411

Customer Service

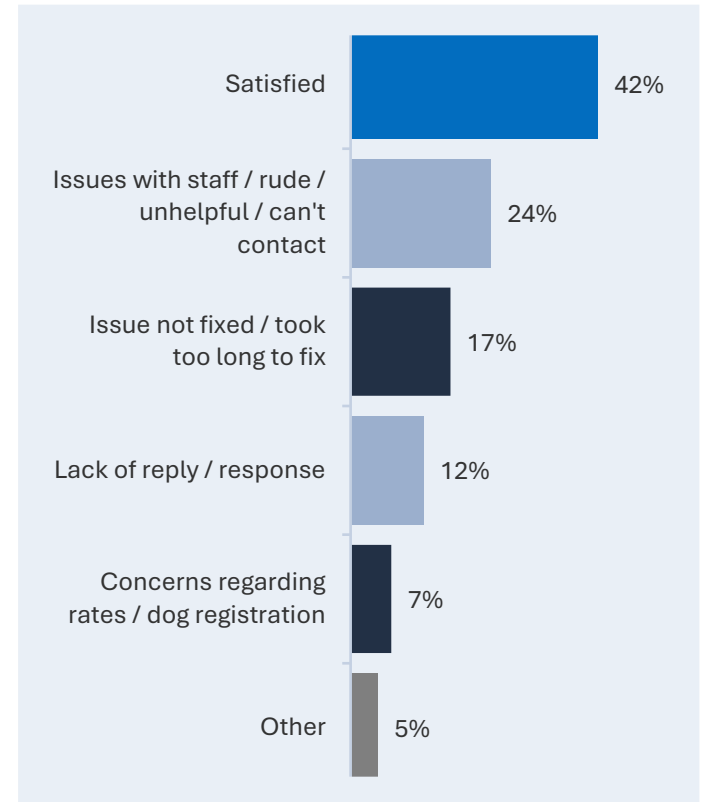


Overall Handling of Enquiry

- Nearly half of residents (48%) have contacted the Council in the past year.
- Among them, 59% are satisfied with the **Overall handling of enquiry**. Satisfaction levels are consistent across all subgroups.

Related Measures

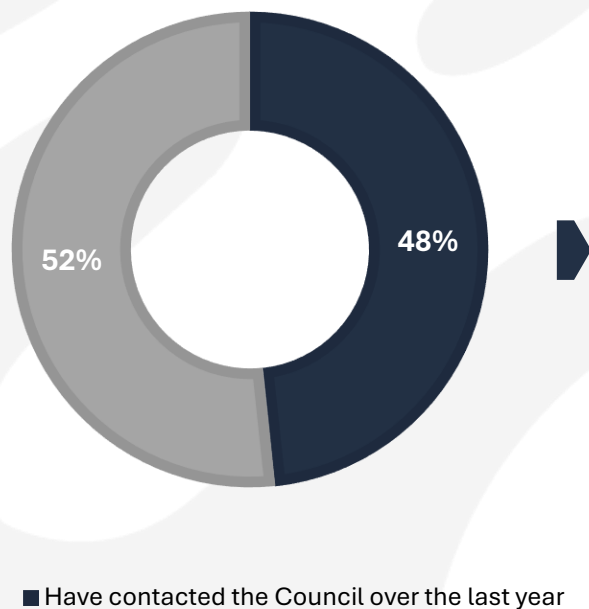
- **Ease of making an enquiry or request** received the highest satisfaction rating (66%), followed closely by **Staff understanding and communication**, and **Accuracy of information provided** (both at 65%).
- In contrast, **Time taken to resolve the matter** received the lowest satisfaction rating (54%), with 17% of those who provided a comment mentioning that the **Issue was not fixed or took too long to fix**.



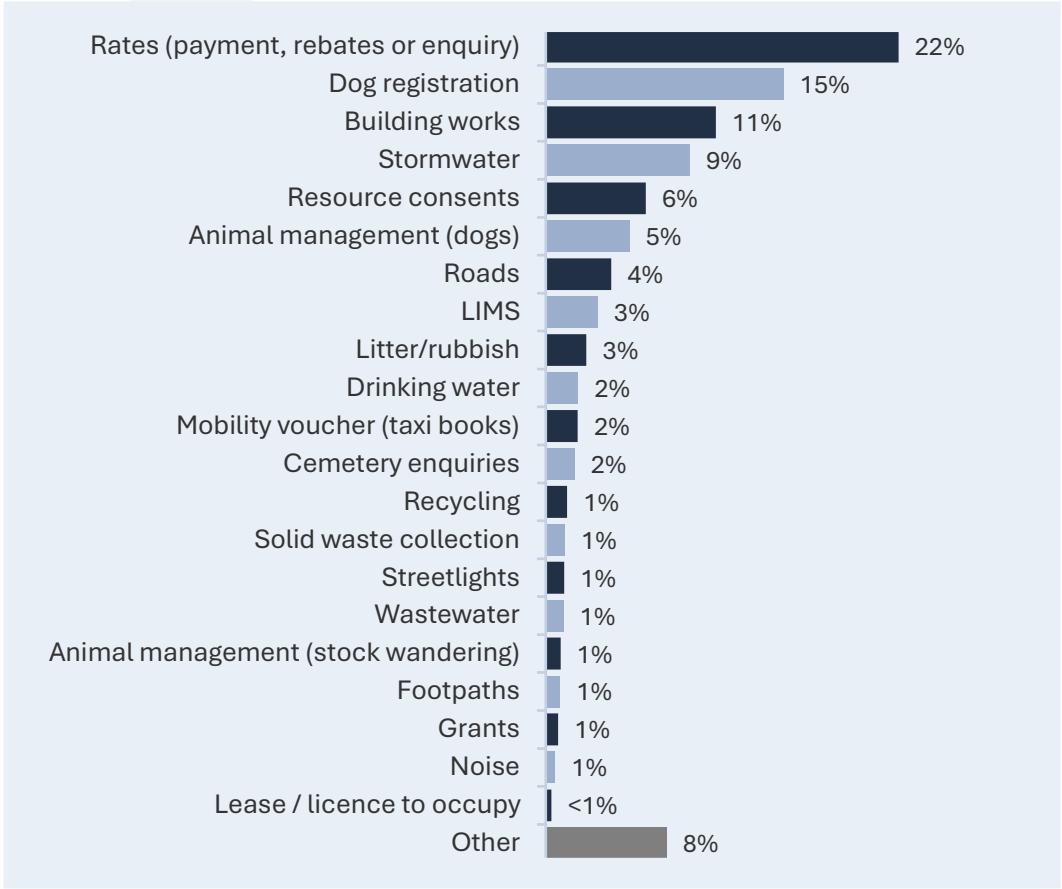
NOTES:

1. CSERV4. Are there comments you would like to make about customer service?
n=103

Contact with Council



Reason for Most Recent Contact with Council Customer Service



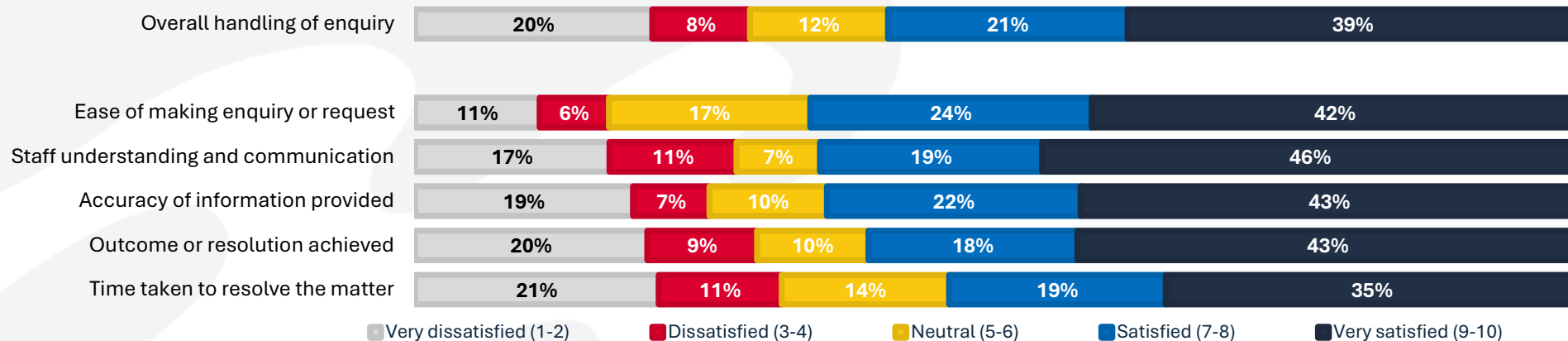
Between demographics

Significantly higher
Significantly lower

NOTES:

1. CSERV1. Have you contacted Council's customer service offices in Westport or Reefton over the last year? n=411; Yes n=208
2. CSERV2. Thinking about your most recent contact with customer service, what did it relate to? n=208

Recent Customer Service Experience



Scores with 7-10 (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Total	Māori*	Non-Māori	18-39 yrs*	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs*	11+ yrs
Overall handling of enquiry	59%	52%	60%	63%	63%	63%	53%	56%	65%	51%	61%	71%	56%
Ease of making enquiry or request	66%	70%	66%	70%	76%	64%	60%	57%	75%	61%	51%	80%	66%
Staff understanding and communication	65%	71%	65%	70%	63%	70%	60%	62%	69%	62%	66%	71%	64%
Accuracy of information provided	65%	71%	64%	63%	68%	70%	59%	64%	69%	56%	65%	74%	62%
Outcome or resolution achieved	61%	63%	61%	62%	61%	64%	58%	58%	66%	55%	60%	63%	61%
Time taken to resolve the matter	54%	53%	54%	58%	53%	57%	50%	54%	60%	41%	50%	52%	55%

NOTES:

- CSERV3. Thinking back to your most recent contact with customer service, how would you rate your satisfaction with each of the following?
 - How easy it was to make your enquiry or request n=205
 - How long it took to resolve the matter n=198
 - The information provided being accurate n=195
 - How well Council staff understood your request and how they communicated with you n=205
 - The resolution or outcome achieved n=197
 - How would you rate Council overall for how well they handled your enquiry? n=204
- *Caution: Small sample size (n<30). Results are indicative only.

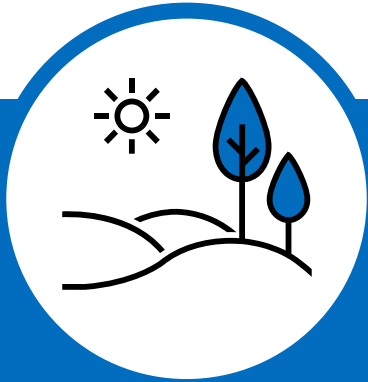
Between demographics

Significantly higher

Significantly lower

Satisfaction with Civil Defence and Quality of Life

Civil Defence and Quality of Life



Emergency Preparedness

- Just over half of residents (54%) ***Have seen or heard emergency preparedness messages from the Council*** in the past 12 months.
- In addition, a high proportion of respondents (70%) say they ***Know what to do in an emergency.***

Council Promotion of Emergency Preparedness

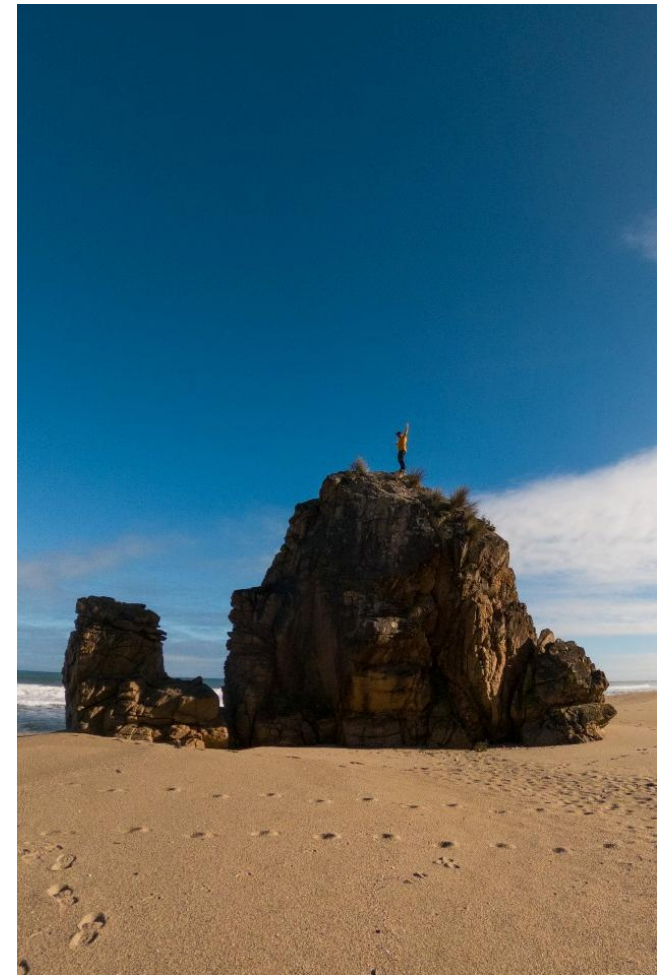
- 53% of residents are satisfied with how the Council promotes being prepared in the event of an emergency.
- Residents in the Westport ward (62%) are significantly more likely to be satisfied with this aspect of the Council than those in other wards.

Quality of Life

- Residents' perception of their ***Quality of life*** is high, at 73%.
- This perception is significantly higher among residents aged 55 years and over (78%) compared with younger residents, particularly those aged 18-39 (62%).

District going in the Right Direction

- One third of residents (33%) believe that the ***District is going in the right direction.***



Awareness and Preparedness for Emergencies

Have seen/heard emergency preparedness messages from Council

54%

46%

Know what to do in an emergency

71%

29%

■ Yes

Yes (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Māori	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
Have seen/heard emergency preparedness messages from Council	48%	55%	53%	52%	60%	53%	55%	62%	31%	43%	42%	60%
Know what to do in an emergency	70%	71%	75%	68%	70%	72%	74%	73%	62%	58%	66%	76%

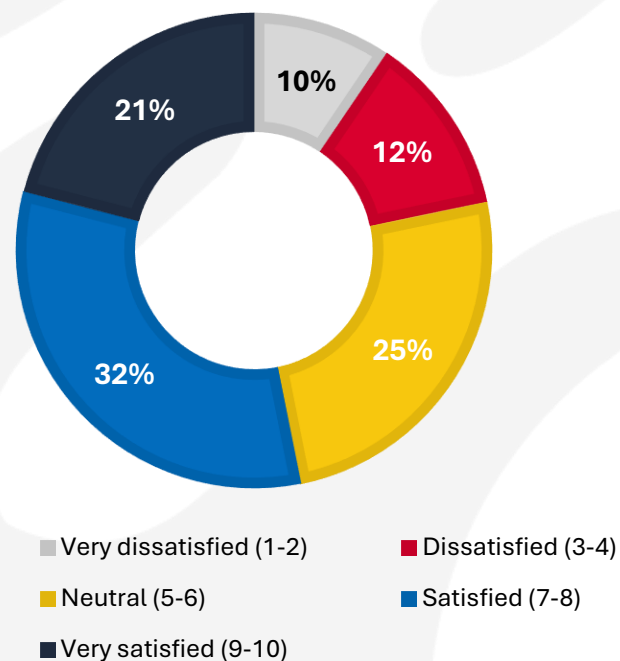
Between demographics

Significantly higher
Significantly lower

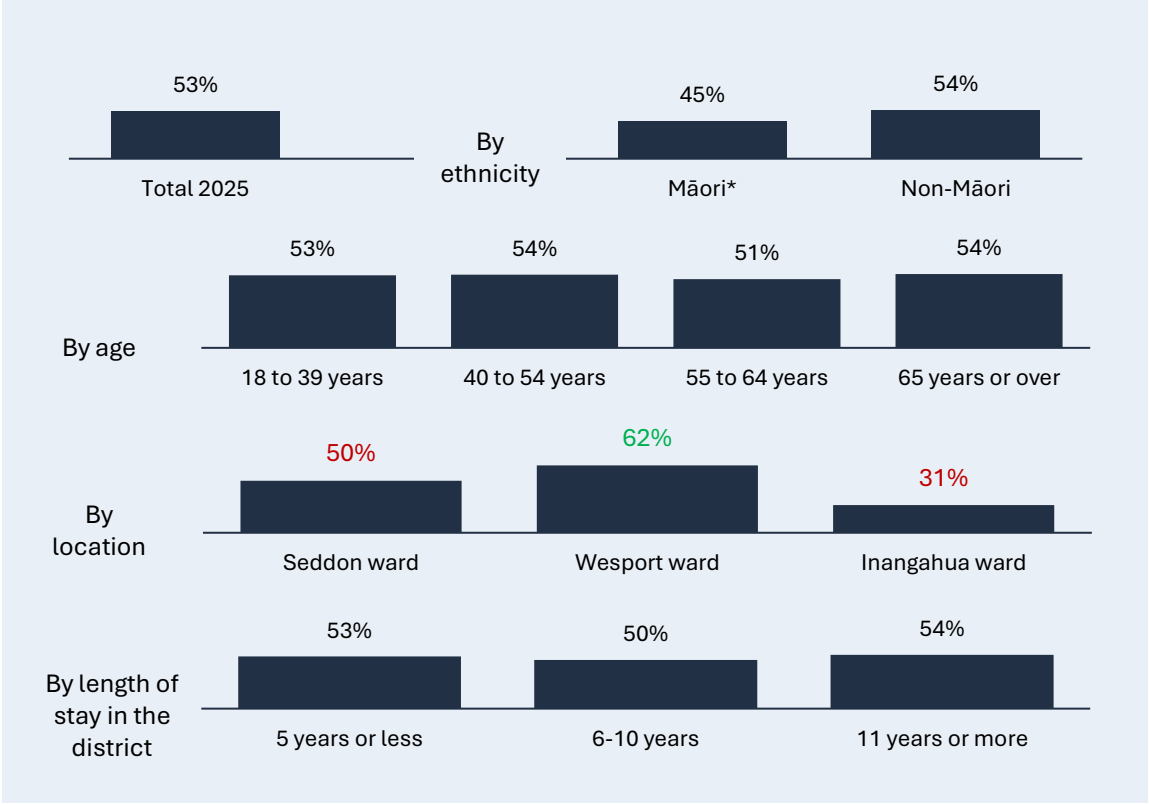
NOTES:

1. CD1. Have you seen or heard any emergency preparedness messages from the Council for the past 12 months? n=411; Yes n=234
2. CD3. Do you know where to go or what to do in the event of an emergency? n=411; Yes n=292

Council Promotion of Emergency Preparedness



Satisfied (% 7-10)



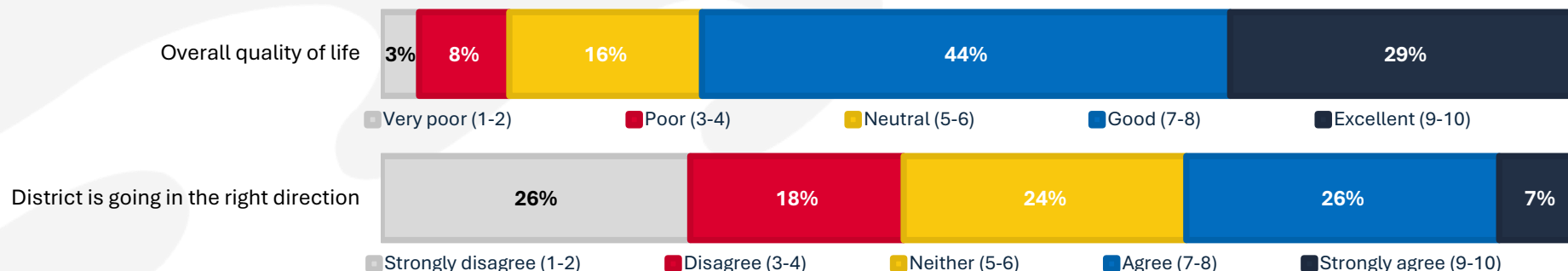
Between demographics

Significantly higher
Significantly lower

NOTES:

1. CD2. How would you rate your satisfaction with the Council promoting being prepared in the event of an emergency? n=360
2. *Caution: Small sample size (n<30). Results are indicative only.

Quality of Life and Perception of Direction of the District



Scores with 7-10 (% of respondents)

Ethnicity, Age, Location, Length of stay in the district	Total	Māori*	Non-Māori	18-39 yrs	40-54 yrs	55-64 yrs	65+ yrs	Seddon ward	Westport ward	Inangahua ward	5 yrs or less	6-10 yrs	11+ yrs
Overall quality of life	73%	56%	75%	62%	74%	78%	78%	73%	73%	74%	76%	87%	70%
District is going in the right direction	33%	32%	33%	28%	37%	24%	40%	24%	37%	39%	41%	33%	31%

Between demographics

Significantly higher
Significantly lower

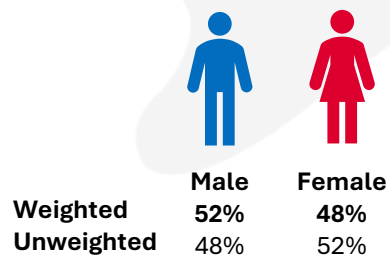
NOTES:

1. G1. How would you rate the overall quality of your life? (We ask this question to understand how you feel about the overall quality of life in the community). n=404
2. G2. How strongly do you agree or disagree with the following statement about the District? n=384
3. *Caution: Small sample size (n<30). Results are indicative only.

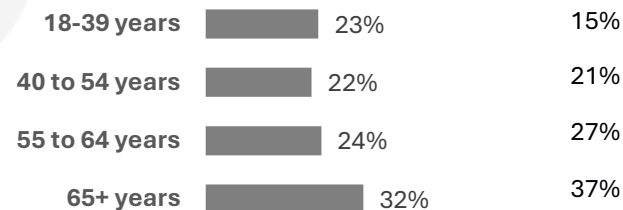
Sample Profile

Sample Profile (n=411)

Gender



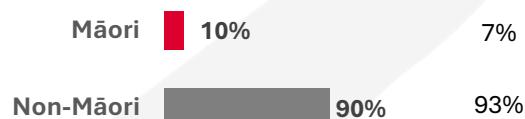
Age (weighted)



Ethnicity (weighted)

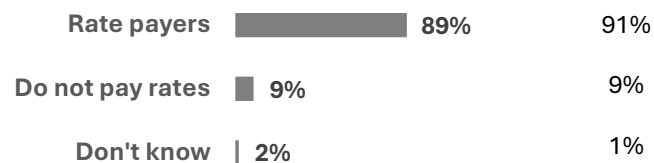
Unweighted

*Multiple response



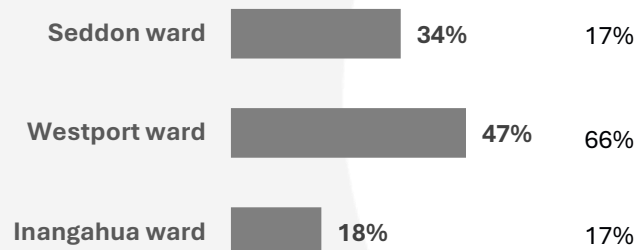
Paying rates (weighted)

Unweighted



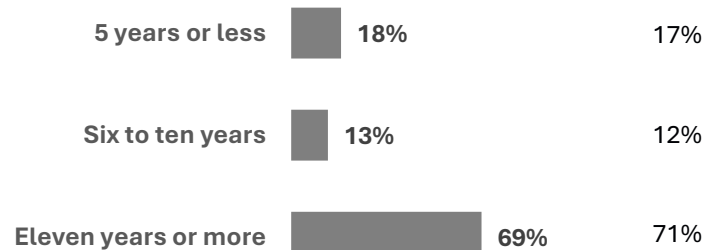
Location (weighted)

Unweighted



How long lived in Buller District (weighted)

Unweighted



Appendices

Comments on Roding Network in the District	%
Footpath maintenance required / poor quality	45%
Roding maintenance required	24%
More footpaths required	19%
Satisfied / no concerns	14%
Vegetation control required	13%
Poor quality repairs / concerns with roding contractor performance	12%
Issues with road signage / road layout	10%
Potholes / poor road quality	8%
Drainage / flooding issues	5%
Speed limits too high	4%
Rural roding neglect / concerns	4%
Other	3%

NOTES:

1. RF3. Are there comments you would like to make about the roding network in the District? n=199

Comments on District's Reserves, Parks and Open Green Spaces	%
Satisfied / well maintained / no concerns	36%
Maintenance required / weeding / mowing	22%
Council input required / areas maintained by volunteers / investment required	16%
More plants / trees / natives	8%
More / updated green spaces / parks / fields required	7%
More rubbish bins required / increase emptying	6%
Dog parks required	5%
More public toilets	3%
Flooding / drainage issues	2%
Dog control / roaming dogs	1%
Other	11%

Comments on Public Facilities	%
Public toilet maintenance / cleanliness more required	25%
Satisfied / no concerns	25%
Facility maintenance / upgrades required / more facilities	25%
Swimming pool temperature / all-year access / cleanliness	7%
Service centre concerns / upgrades required	6%
Theatre concerns / upgrades required / lack of patronage / movie selection	5%
Too expensive to use / cost prohibitive	5%
High rates / spending money on wrong things	4%
Library concerns / upgrades required / opening hours / book stock	2%
Other	9%

NOTES:

1. PRO3. Do you have any comments about the district's reserves, parks and open green spaces? n=117
2. PF4. Are there comments you would like to make about Buller District public facilities? n=140

Comments on Council Communication	%
Increased transparency / accountability	35%
Increased communication / information	32%
Information provided in non-electronic form / newsletters / post / flyers	19%
Information provided electronically / email / online / social media / website / Antenno	15%
Listen to residents / work in the best interest of residents	8%
Satisfied / no concerns	2%
Other	9%

Comments on How Council Involve Residents in Decision Making	%
Increase consultation / engagement / increase meeting accessibility	35%
Do not feel that consultation makes a difference / presumption of predetermined decisions made	26%
Listen to the community / all residents	26%
Transparency / honesty / accountability required	10%
Increased communication / information provided	8%
Satisfied / no concerns	7%
Inequality between towns / uneven investment	4%
Increase Councillor visibility	3%
Other	7%

NOTES:

1. COM5. Are there comments you would like to make about the communications provided by Buller District Council? n=126
2. ENG5. Are there comments you would like to make about how Council involves residents in decision-making? n=116



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