

Taupō District Council

User Survey Report
July 2020



Executive Summary

Taupō District Council is the local government authority responsible for the four wards within Taupō. As part of a commitment to improving the services and facilities the council has to offer, Taupō District Council commissioned Versus Research to conduct research regarding users' satisfaction towards specific services and facilities. This research was conducted via a quantitative online survey, with a final sample size of n=450 respondents.

Outdoor Facilities

Respondents indicate in the past 12 months they have used walkways or biking tracks (80%), open spaces (73%), parks (65%), playgrounds (31%), or sportsgrounds (20%). Overall use of parks, playgrounds, and sportsgrounds has decreased significantly compared to last year's results while the number of respondents indicating they have not used any of these facilities (7%) has increased significantly.

A third of respondents indicate they use the walkways or bike trails daily and 34% use them weekly. Eighty-three percent of users are satisfied with the quality of walkways or bike trails, 81% are satisfied with the availability of walkways or bike tracks, and 82% are satisfied overall with the facilities.

Thirty percent of respondents use open spaces daily and 36% use the facilities weekly. Eighty-one percent of users are satisfied with the quality of open spaces, 83% are satisfied with the availability, while 81% are satisfied overall with the facilities.

Nineteen percent of respondents indicate they use the parks daily with a further 35% of respondents indicating they use parks weekly. When looking at satisfaction, 82% of users are satisfied with the quality of the parks, 85% of users are satisfied with the availability of parks, and 82% are satisfied overall.

Overall, 4% of respondents indicate they use playgrounds daily, with a further 23% indicating they use them weekly. In terms of satisfaction, 66% of users are satisfied with the quality of playgrounds, 80% of users are satisfied with the availability of playgrounds, and 63% are satisfied overall with playgrounds.

Seven percent of respondents use sportsgrounds daily, with a further 47% indicating they use sportsgrounds weekly. Overall, 69% of users are satisfied with the quality of sportsgrounds, 79% are satisfied with the availability of sportsgrounds, and 71% of users are satisfied overall with the facilities.

Improvements to outdoor facilities primarily pertain to maintenance and upkeep (15%).

Aquatic Facilities

Overall, 41% of respondents indicate they have used the AC Baths in the past twelve months. At a lower level, 6% of respondents have used Turtle Pools and 1% have visited Mangakino Pool. Notably, 55% of respondents have not visited a pool in the past 12 months; this is a significant increase from last year's results (cf. 2019, 24%).

Executive Summary

Overall, 66% of users are satisfied with the range of aquatic facilities available. Improvements to the facilities revolve around increased water temperature (7%), another indoor pool (7%), pool repairs taking too long (7%), and a reduced price of entry (7%).

Arts and Cultural Facilities

Overall, 54% of respondents indicate they have used a library in the past 12 months. A further 37% of respondents have visited the Taupō Museum, 36% the Great Lake Centre, and 17% Taupō Events Centre; significant decreases in usage for all arts and cultural facilities can be seen this year compared to last year's results. Twenty-eight percent of respondents also mention they have not used any of the art and cultural facilities in the past 12 months.

Four percent of respondents use the libraries more than once a week, with a further 14% indicating they visit a library weekly. Taupō is the most frequented library with 87% of users mentioning they have visited this library in the past 12 months. The majority (93%) of users are satisfied with the libraries. At a low level, improvements to the library revolve around a greater selection of books (6%) and upgrades to the facilities or building (5%).

Thirty percent of respondents indicate they visit the Taupō Museum monthly. In terms of satisfaction with the facility, 75% of users mention they are satisfied. Improvements to the Taupō Museum pertain to an expansion to the building (16%) and more displays (14%).

Most respondents (88%) indicate they use the Great Lake Centre less often than monthly. Amongst users, 86% are satisfied with the Great Lake Centre. Improvements to the Great Lake Centre pertain to the facility need modernising (9%) and more shows or concerts in the auditorium (9%).

Five percent of respondents indicate they use Taupō Events Centre more than once a week, with a further 12% mentioning they use the facility weekly. Amongst users, 83% are satisfied with the Events Centre and Function rooms, on a par with results from 2019. At a low level, improvements to the Events Centre and Function rooms pertain to more events (7%), better gym facilities (7%), and modernising or upgrading the facility (7%).

Other Facilities

Sixty-three percent of respondents have used Council's public conveniences in the past 12 months. Amongst users, 71% are satisfied with Council's public conveniences, this is on a par with last year's results.

Overall, 12% of respondents have used Council cemeteries in the past 12 months. Of these users, 86% are satisfied with the appearance and accessibility of the cemeteries, this is on a par with results from 2019.

The majority of respondents (94%) have used Council's refuse and recycling service in the past 12 months. Seventy-two percent of users are satisfied with the refuse and recycling service provided, this is a 6% increase from last year's results.

Table of Contents

Background and Method	5
Results	9
Outdoor Facilities	10
Aquatic Facilities	18
Arts and Cultural Facilities	21
Other Facilities	31
Age Group Profiles	35
Appendices	45

Background and Method



Project Scope

Background

Taupō District Council is the local government authority responsible for the four main wards within Taupō (Turangi-Tongariro, Mangakino-Pouakino, Taupō, and Taupō East Rural) and a small number of residential towns around the Taupō area. As part of a commitment to improving the services and facilities the council has to offer, the Taupō District Council has commissioned Versus Research to conduct research regarding users satisfaction towards specific services and facilities. This work also addresses areas of improvement within these specific services and facilities.

Key Performance Indicators

Key performance indicators are used to measure how well Taupō District Council are achieving certain objectives. Taupō District Council chose these current KPI's to measure users' satisfaction. The key performance indicators focus on user based facilities including: outdoor facilities, aquatic facilities, arts and cultural facilities, public conveniences, and cemeteries.

KPI	2019 Result	2020 Result	Year on Year Change
Current availability of Council open spaces	86%	83%	-3%
Quality of Council-owned parks and open spaces	77%	82%	+5%
Council playgrounds	64%	63%	-1%
Council sportsgrounds	83%	71%	-12%
Range of facilities at the AC Baths, the Turtle Pools, and the Mangakino Pools	80%	66%	-14%
Council's public conveniences	73%	71%	-2%
Appearance and accessibility of Council cemeteries	84%	86%	+2%
The range of services and variety of collection at the libraries	89%	93%	+4%
Great Lake Centre	81%	86%	+5%
Taupō Museum	73%	75%	+2%
Taupō Events Centre stadium and Function rooms	85%	83%	-2%
Refuse and recycle services	66%	72%	+6%

Questionnaire

The questionnaire for Taupō District Council Survey was constructed by Versus Research in conjunction with Council. The questionnaire focuses largely on analysing satisfaction and frequency of use for each facility within service clusters. These service clusters include outdoor facilities, aquatic facilities, arts and cultural facilities, and other facilities provided by Council (including public conveniences, cemeteries, and refuse and recycling). A copy of the questionnaire is available in appendix 1.

Project Scope

Method

Interviewing for Taupō District User Survey was carried out via a quantitative online survey. Versus Research developed the questionnaire in 2019 based off KPIs provided by Council; the questionnaire used this year's is the same as was used last year.

Taupō District Council was provided a link the survey, hosted on Versus' system, to distribute to those on their user database. This database is comprised of those who have used Council's facilities, which includes both residents and non-residents of the district.

Interviewing for this work was completed between the 26th of June and the 12th of July 2020 and gave a sample size of n=450 respondents. This sample size results in a margin of error +/- 4.62% at the 95% confidence interval. This means that if an observed result of the total sample (n=450) is 50% (point of maximum margin of error), then there is a probability that the true answer lies between 45.38% and 54.62%.

Notes on reporting

Labels on charts for small proportions (2% or less) are not shown as they overlap the area allocated to them, making the labels unreadable.

Age profiles have been included at the back of the report.

Significance Testing

Significance testing is used to determine whether the difference between two results is statistically significant or not, i.e., to determine the probability that an observed difference occurred as a result of chance.

Within this report, this year's results have been compared to 2019 results; significant testing has been applied to these results. A black box around the 2020 result on the chart indicates this year's result is significantly different from the result in 2019. Within the text, significant differences are referred to using 'cf. 2019' meaning compared with the 2019 result.

Project Scope

Shown below is the age, gender, and resident status collected within this year's project; comparisons to the sample collected in 2019 has also been included. Further details of the sample collected this year is shown in appendix 2.

Demographics: Gender

Gender	Proportion of Sample 2020	Proportion of Sample 2019
Male	44%	25%
Female	53%	72%
Prefer Not to Say	3%	3%

Demographics: Age

	Proportion of Sample 2020	Proportion of Sample 2019
18-34	4%	13%
35-50	16%	38%
51-69	51%	29%
70 and Over	26%	19%
Prefer Not to Say	3%	1%

Demographics: Residency

	Proportion of Sample 2020	Proportion of Sample 2019
Resident of Taupō District	86%	94%
Visitor of Taupō District	1%	1%
Own a holiday home in Taupō District	14%	4%

Results



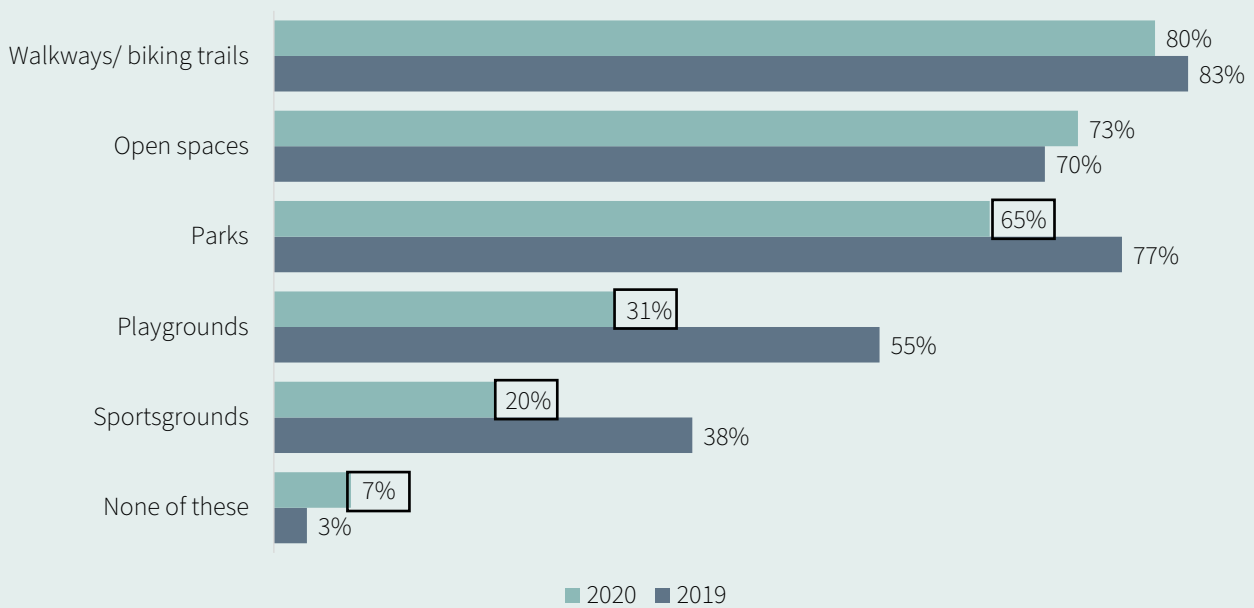
Outdoor Facilities



Facilities Use

Similar to last year, 80% of respondents have used a walkway or biking trail and 73% have used an open space in the past 12 months. This year sees a significant decrease in use of parks (65% cf. 2019, 77%), playgrounds (31% cf. 2019, 55%), and sportsgrounds (20% cf. 2019, 38%). Concurrently there has also been a significant increase in the number of respondents indicating they have not used any outdoor facilities (7% cf. 2019, 3%).

Outdoor Facilities Used in Past 12 Months



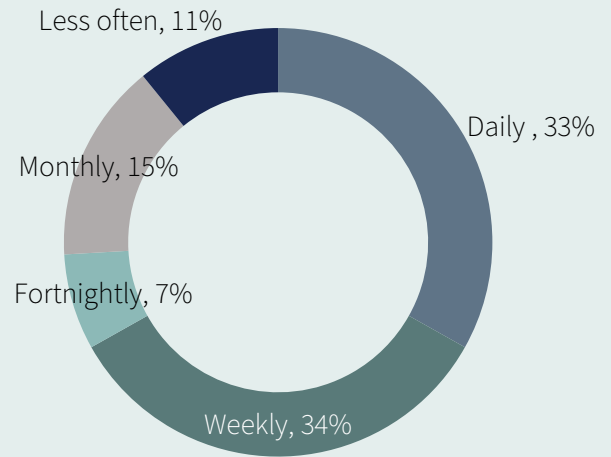
Q. Below is a list of outdoor facilities within the Taupō district. Please select which ones you have personally used in the last 12 months.
 Base 2019 n=490, 2020 n=450

Walkways/ Biking Trail Facilities

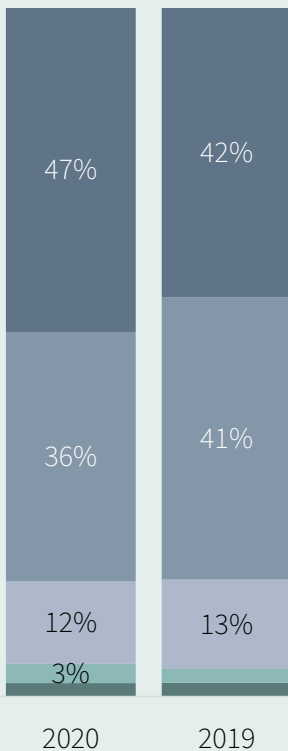
A third (33%) of respondents use walkways or bike trails daily. A further 34% use walkways or bike trails weekly and 7% use them fortnightly.

Eighty-three percent of users are satisfied with the quality of walkways or bike trails, although this is similar to last year's result very satisfied results have increased 5% compared to last year. Eighty-one percent of users are satisfied (36%) or very satisfied (45%) with the availability of walkways or bike tracks, this is a 4% decrease in satisfaction from last year. Overall, 82% of users are satisfied (43%) or very satisfied (39%) with walkways or bike tracks, on a par with results from 2019.

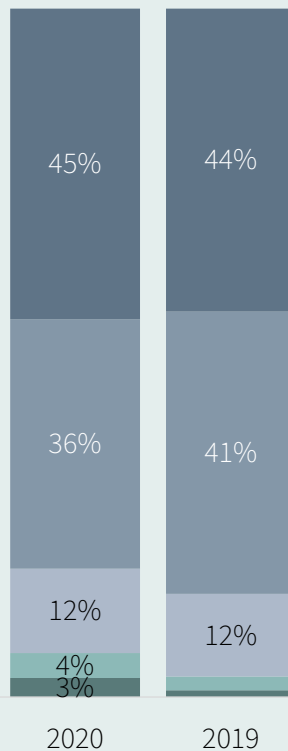
Frequency of Use



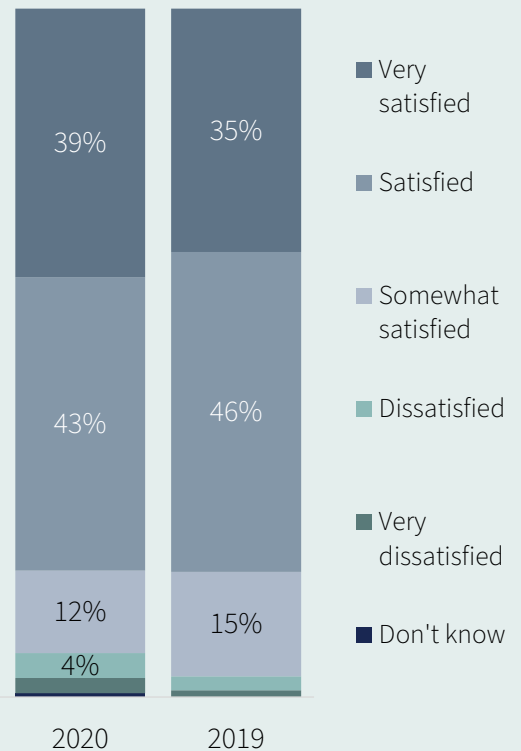
Satisfaction with Quality



Satisfaction with Availability



Overall Satisfaction



Q. Please indicate how often you use the following facilities?

Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how are satisfied are you with the....

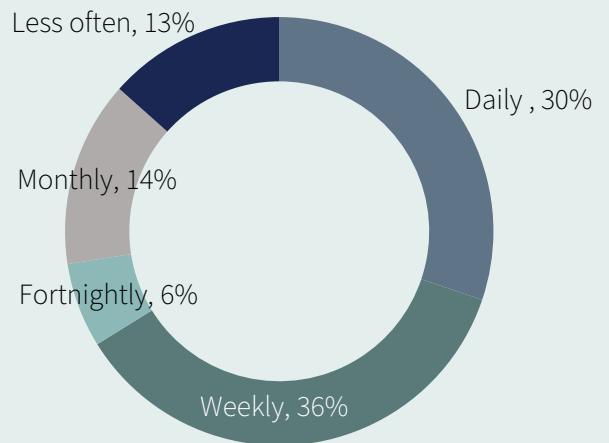
Base 2019 n=407, 2020 n=359

Open Spaces Facilities

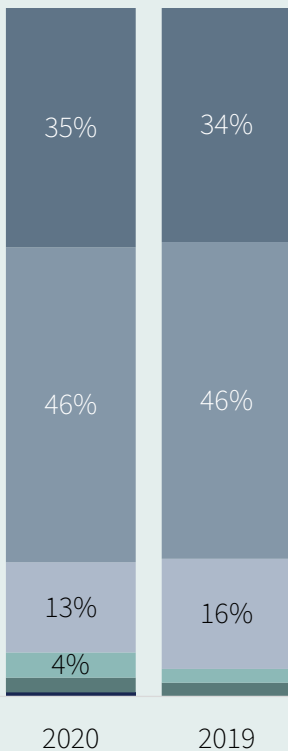
Thirty percent of respondents use open spaces daily. A further 36% of respondents indicate they use open spaces weekly and 6% fortnightly.

Eighty-one percent of users are satisfied (46%) or very satisfied (35%) with the quality of open spaces, this is on a par to last year's results. Eighty-three percent of users are satisfied (41%) or very satisfied (42%) with the availability of open spaces. Notably, satisfied results for the availability of open spaces has decreased significantly this year (41% cf. 2019, 49%) and, although not statistically significant, very satisfied results have increased 5%. Overall, 81% of users are satisfied with open spaces. Although overall satisfied results are on a par with 2019, very satisfied results have increased 5% this year.

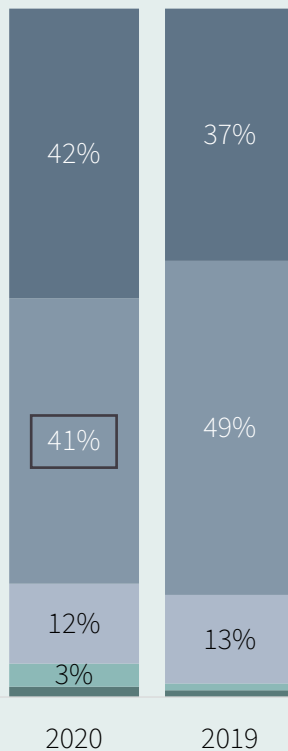
Frequency of Use



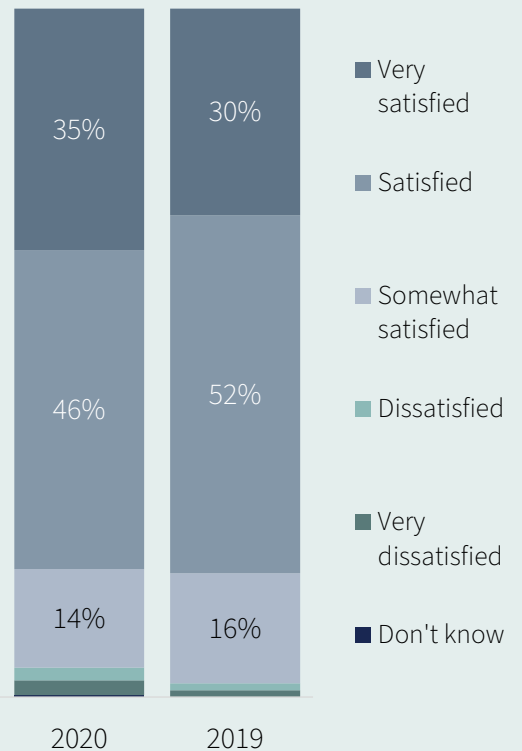
Satisfaction with Quality



Satisfaction with Availability



Overall Satisfaction



Q. Please indicate how often you use the following facilities?

Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how are satisfied are you with the....

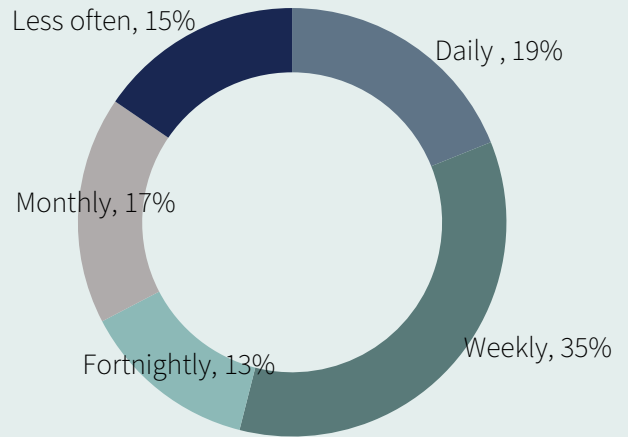
Base 2019 n=341, 2020 n=328

Park Facilities

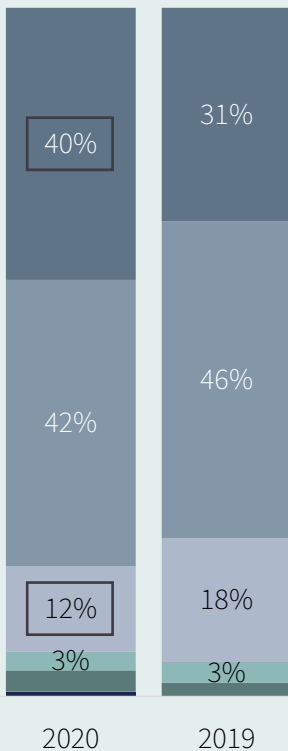
Nineteen percent of residents visit a park daily. A further 35% visit a park weekly and 13% indicate they visit monthly.

Amongst users, respondents indicating they are very satisfied overall and with the quality and availability of park facilities has increased significantly this year. Specifically, 82% of users are satisfied (42%) or very satisfied (40%) with the quality of park facilities this year, this is a 5% increase from 2019's result. Eighty-five percent of users are satisfied (39%) or very satisfied (46%) with the availability of park facilities, this result is a small (3%) increase from last year's result. Overall, 82% of users are satisfied (47%), or very satisfied (35%) with the park facilities, this is similar to last year's result.

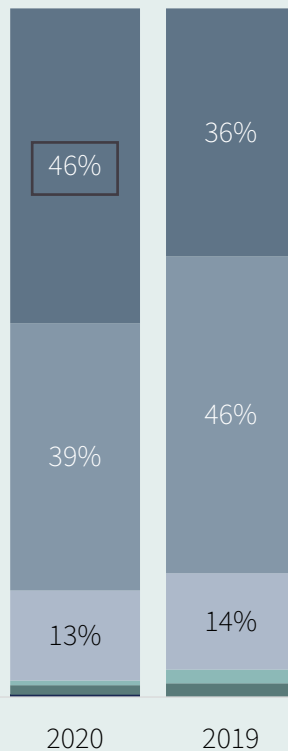
Frequency of Use



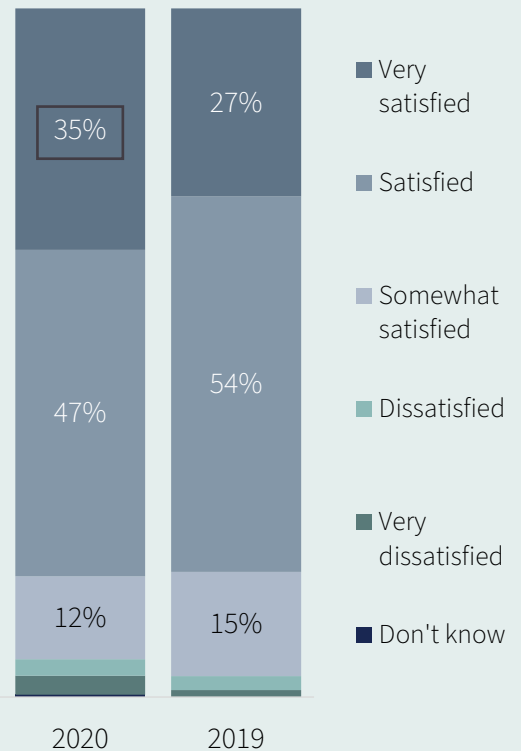
Satisfaction with Quality



Satisfaction with Availability



Overall Satisfaction



Q. Please indicate how often you use the following facilities?

Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how are satisfied are you with the....

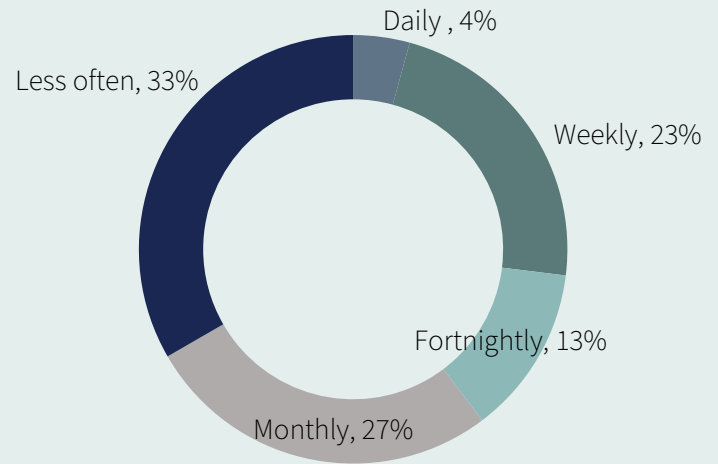
Base 2019 n=376 2020 n=291

Playground Facilities

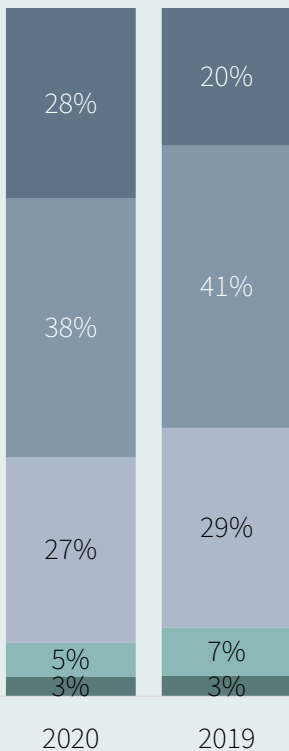
Four percent of respondents indicate they use a playground daily. A further 23% use a playground weekly and 13% use a playground fortnightly.

Sixty-six percent of users are satisfied (38%) or very satisfied (28%) with the quality of playground facilities, this is a 5% increase from last year's result. Eighty percent of users are satisfied (38%) or very satisfied (42%) with the availability of playground facilities, this is an 8% increase from 2019's result. Also of note, very satisfied results for the availability of playground facilities have increased significantly this year (42% cf. 2019, 29%). Overall, 63% of users are satisfied (35%) or very satisfied (28%) with the playground facilities, this is in line with last year's result.

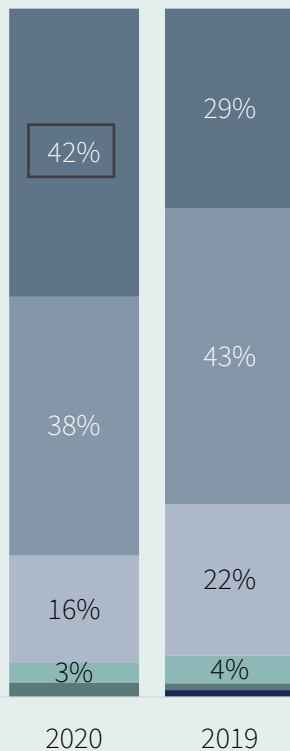
Frequency of Use



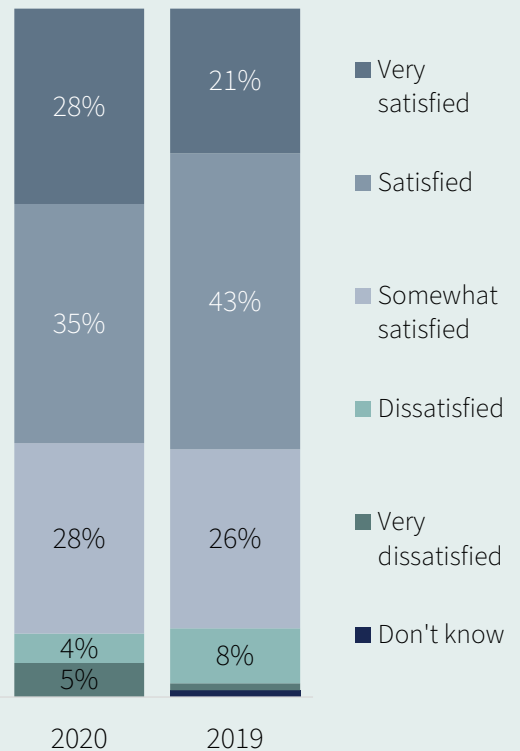
Satisfaction with Quality



Satisfaction with Availability



Overall Satisfaction



Q. Please indicate how often you use the following facilities?

Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how are satisfied are you with the....

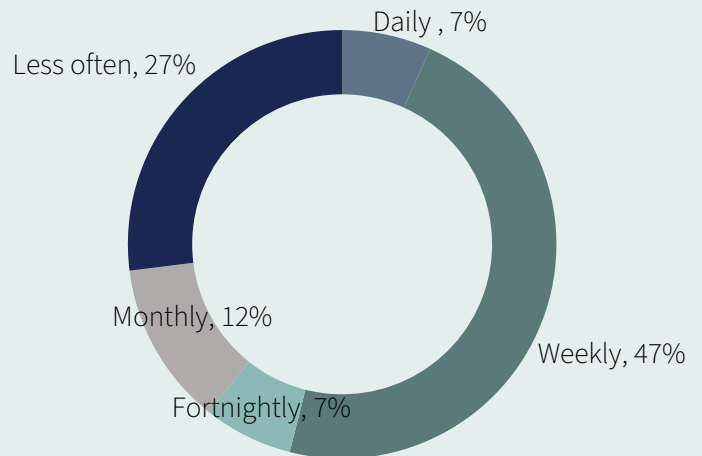
Base 2019 n=268, 2020 n=141

Sportsgrounds

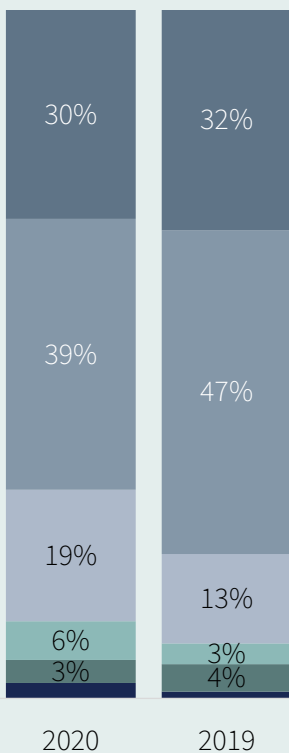
Seven percent of respondents indicate they visit sportsgrounds daily. A further 47% of respondents mention they use sportsgrounds weekly and 7% use sportsgrounds fortnightly.

Sixty-nine percent of users are satisfied (39%) or very satisfied (30%) with the quality of sportsground facilities, this is a 10% decrease in satisfaction from last year's result. A further 79% of users are satisfied (43%) or very satisfied (36%) with the availability of sportsgrounds, this is similar to last year's result. Overall, 71% of users are satisfied (43%) or very satisfied (28%) with the sportsground facilities, this is a 12% decrease from last year's result. It should be noted that while there have been decreases in satisfaction noted, there has been an increase in somewhat satisfied responses not dissatisfied responses.

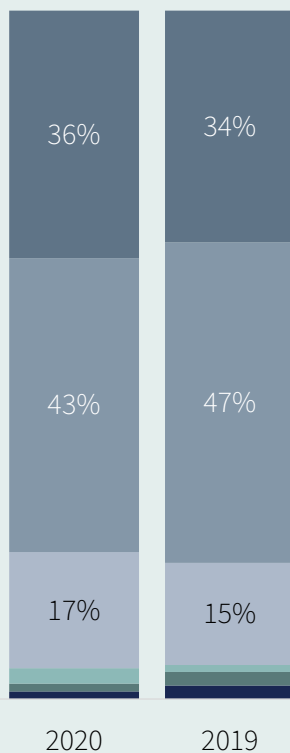
Frequency of Use



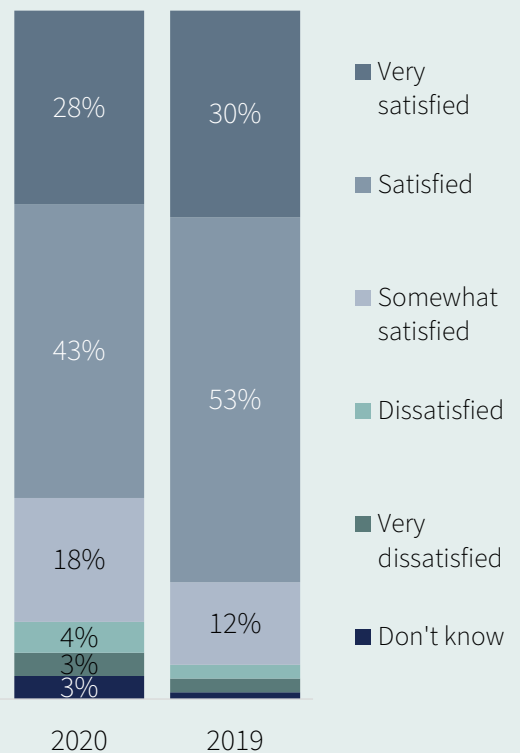
Satisfaction with Quality



Satisfaction with Availability



Overall Satisfaction



Q. Please indicate how often you use the following facilities?

Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how are satisfied are you with the....

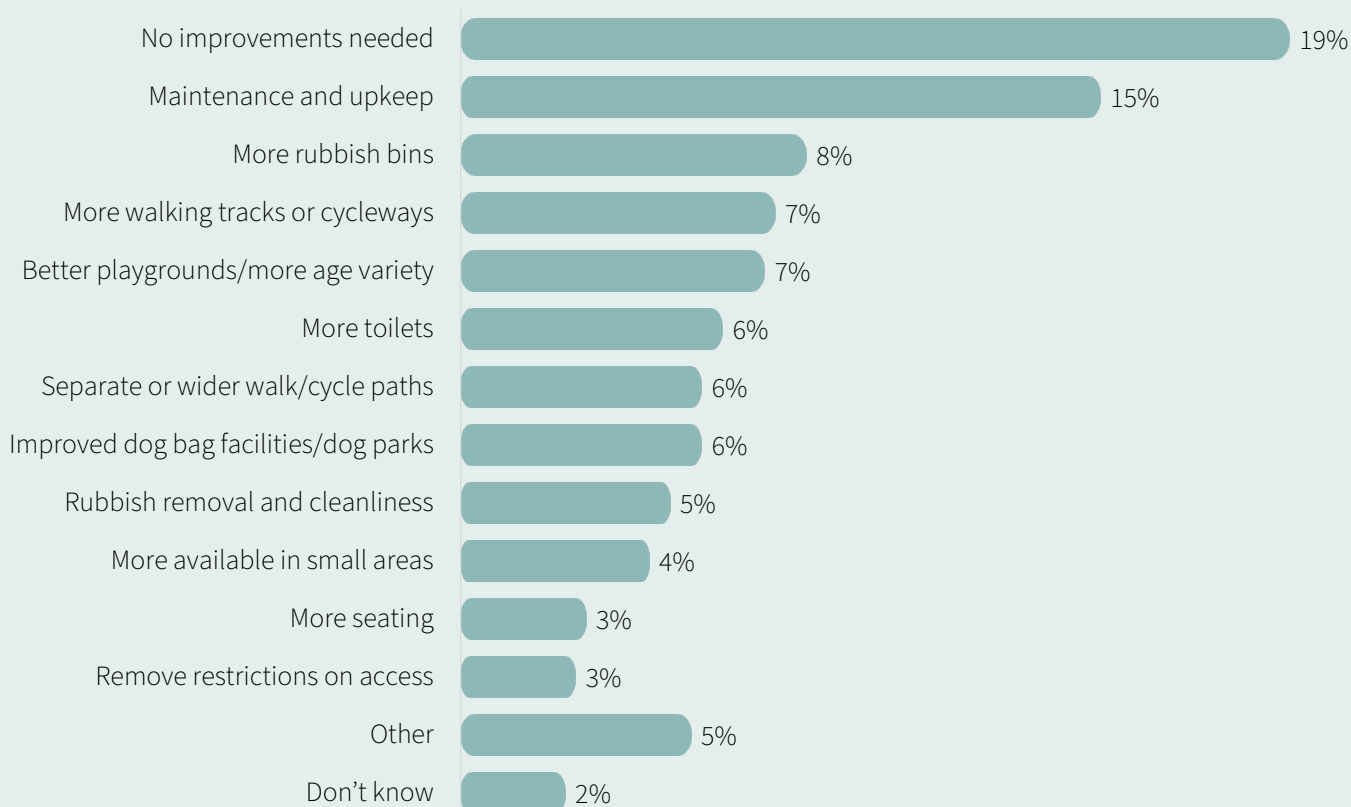
Base 2019 n=187, 2020 n=89

Outdoor

Facility Improvements

When asked about improvements to outdoor facilities, 19% of users mention there is no improvements needed. Fifteen percent of respondents do mention maintenance and upkeep needs improving. At a lower level, users mention the need for more rubbish bins (8%), more walking tracks or cycleways (7%), and better playgrounds (7%).

Improvements to Outdoor Facilities



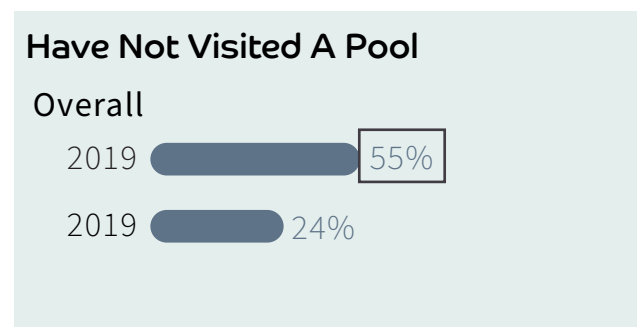
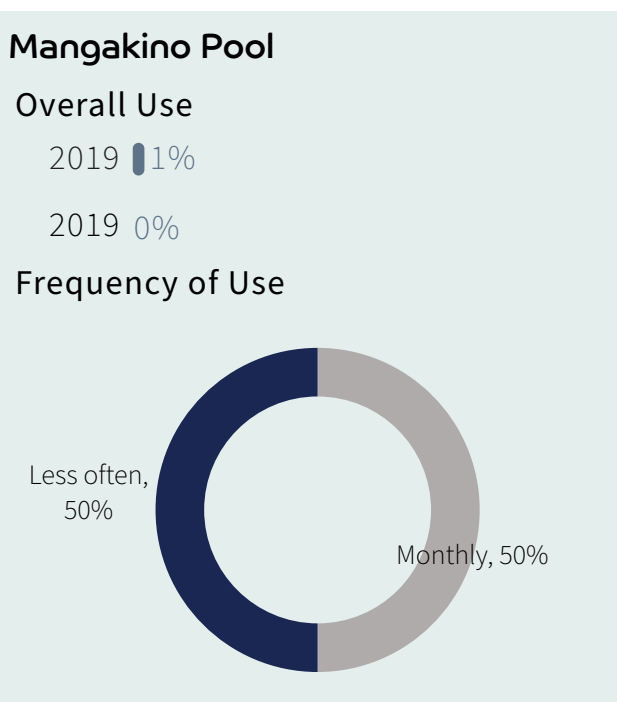
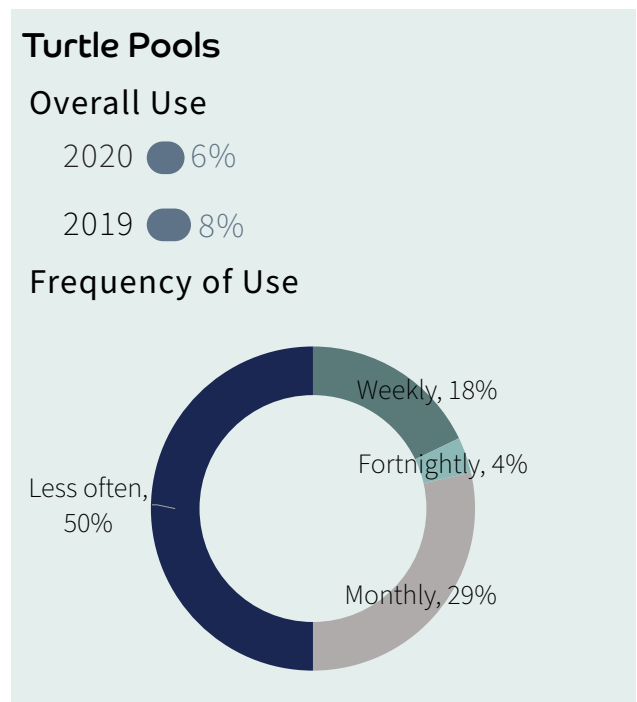
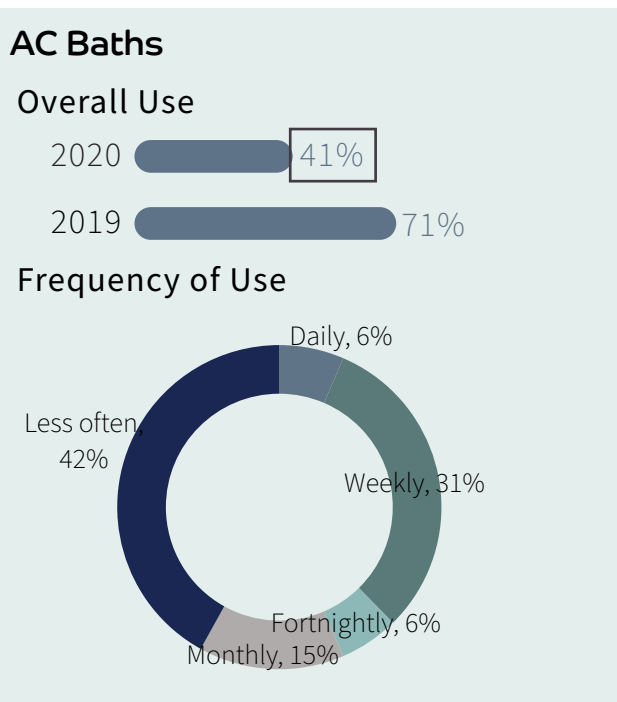
Aquatic Facilities



Aquatic Facilities Use

When looking at specific aquatic facilities used, overall use has decreased this year with 55% of respondents indicating they have not used an aquatic facility this year, this is a significant increase from last year's results (cf. 2019, 24%). AC Baths is the most frequented aquatic facility, with 41% of respondents indicating they have used the AC Baths in the past 12 months, this is a significant decrease from last year's result (cf. 2019, 71%). Similar to last year, 6% of respondents have visited Turtle Pools in the last 12 months and 1% have used Mangakino Pool.

Aquatic Facilities Used in past 12 months and Frequency of Use



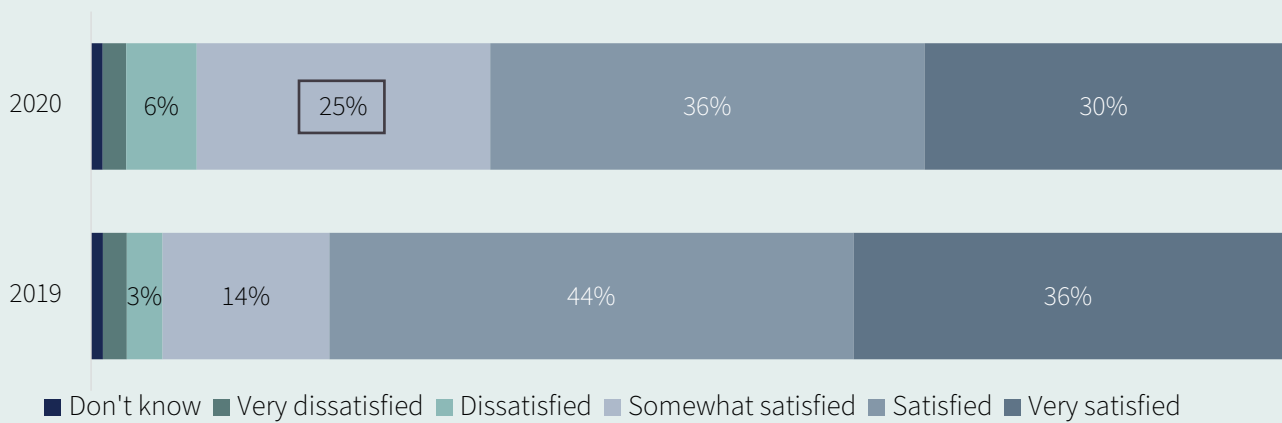
Q. Below is a list of aquatic facilities within the Taupō district. Please indicate which ones you have personally used in the last 12 months.
 Q. Please indicate how often you use the following facilities? Base size AC Baths 2020 n=188, Turtle Pools 2019 n=28, Mangakino Pools 2019 n=4

Aquatic Facility

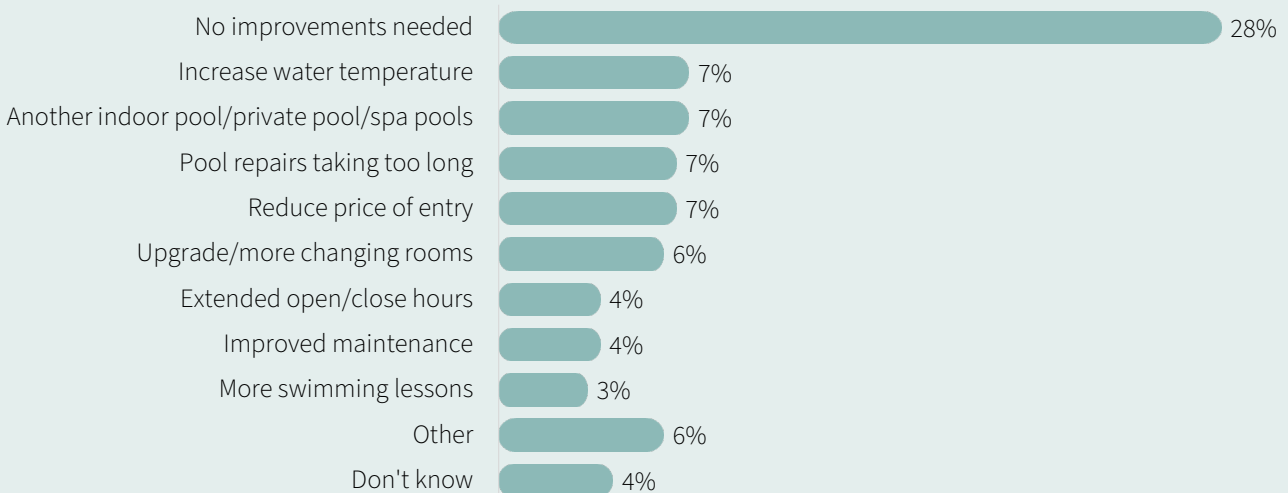
Overall, 66% of users are satisfied with the range of aquatic facilities, this is a 14% decrease from last year's results. Notably, somewhat satisfied results have increased significantly this year (25% cf. 2019, 14%).

When asked about improvements to the aquatic facilities, 28% of users indicate there are no improvements needed to the facilities. At a lower level users indicate improvements pertain to increases in water temperature (7%), another indoor pool or private pools (7%), pool repairs taking too long (7%), and reducing the price of entry (7%).

Satisfaction with Range of Aquatic Facilities



Aquatic facility improvements



Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how are satisfied are you with the....

Base 2019 n=361, 2020 n=203

Q. Thinking about all the aquatic facilities that are available in Taupō, what changes would you like to see made to improve these facilities? - Coded

Base n=203

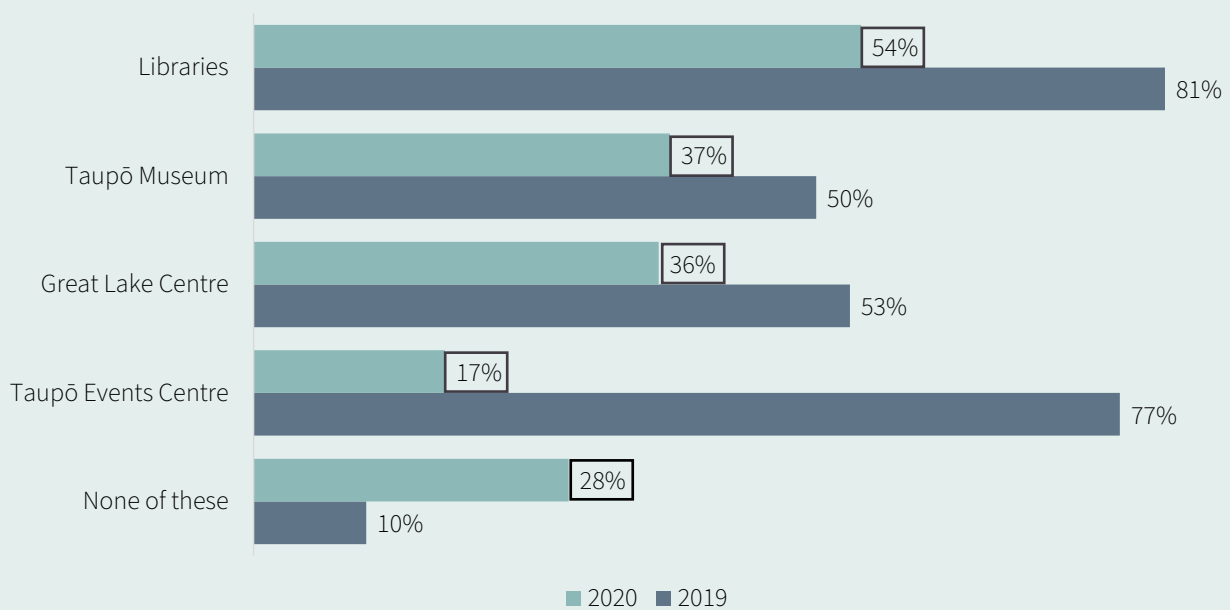
Arts and Cultural Facilities



Facilities Use

Overall, use of art and cultural facilities has decreased significantly this year. Specifically, fewer respondents indicate they have used libraries (54% cf. 2019, 81%), Taupō Museum (37% cf. 2019, 50%), Great Lake Centre (36% cf. 2019, 53%), and Taupō Events Centre (17% cf. 2019, 77%). Overall, 28% of respondents indicate they have not used an art or cultural facility in the past 12 months, this is a significant increase from last year's results (cf. 2019, 10%).

Arts and Cultural facilities used in past 12 months



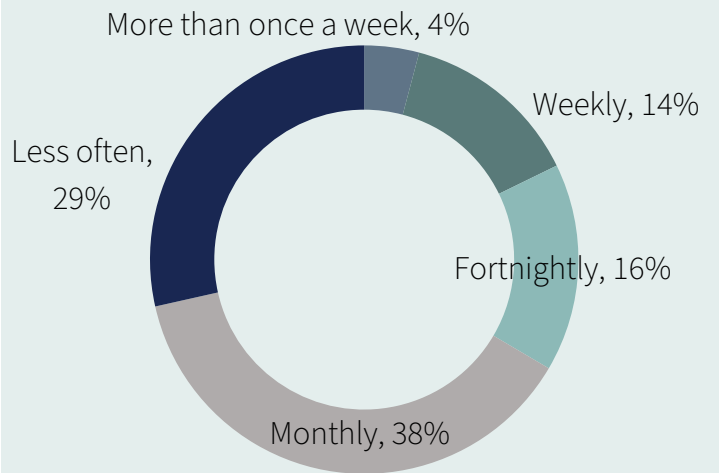
Taupō Libraries

Four percent of respondents indicate they use the libraries more than once a week. Following this, 14% of respondents indicate they use the libraries weekly and 16% use them fortnightly.

The majority of users (87%) indicate they have used the Taupō library in the past 12 months.

Ninety-three percent of users are satisfied (36%) or very satisfied (57%) with the libraries. Overall satisfaction has increased 4% compared to last year's results.

Use of Taupō Libraries



Libraries Used in Past 12 Months

Mangakino

2%

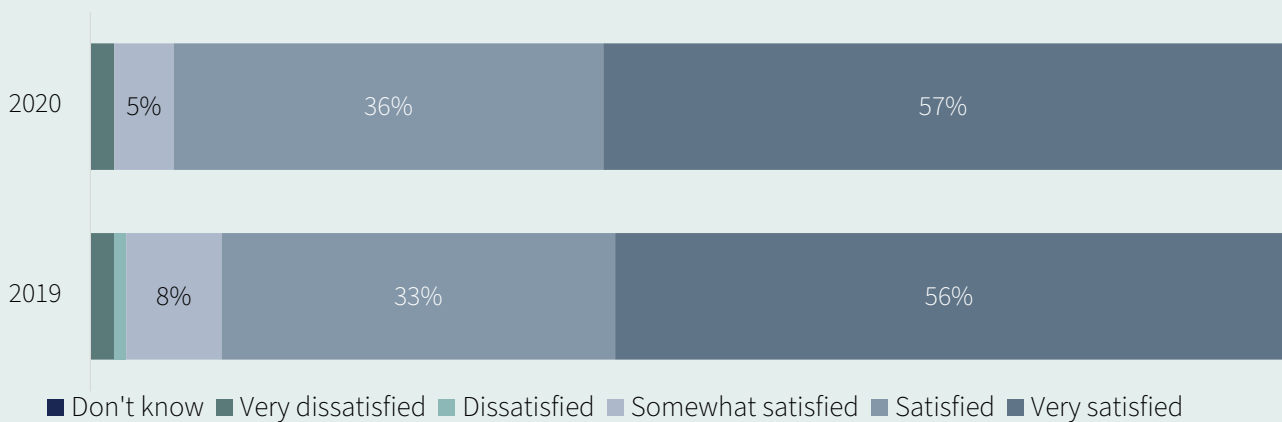
Turangi

11%

Taupō

87%

Satisfaction with Range and Variety of Collection at Libraries



Q. How often do you use the following arts and cultural facilities?

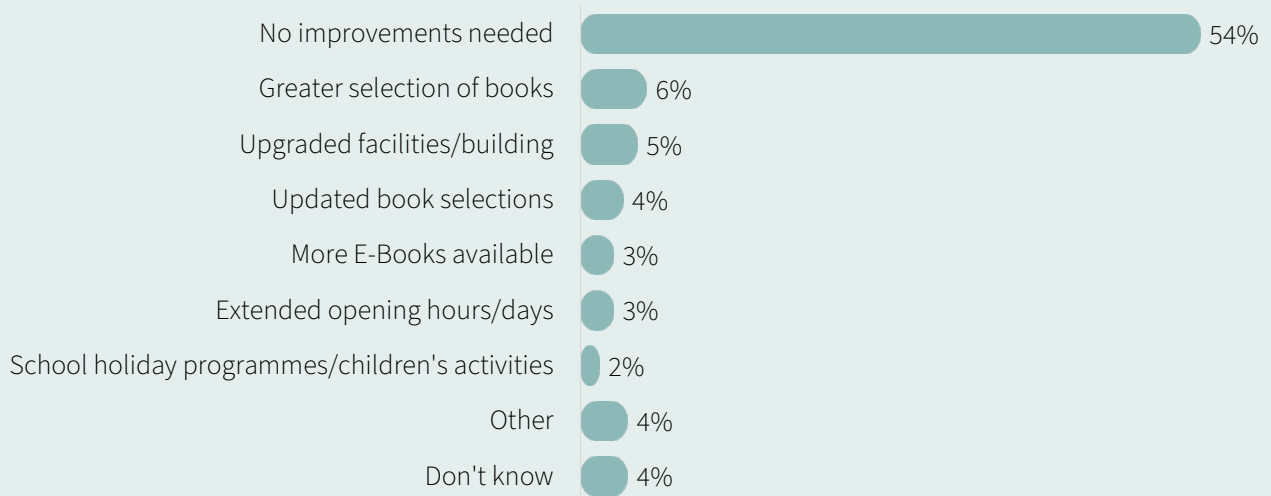
Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the range of services and collection?

Base 2019 n=398, 2020 n=242

Improvements With Libraries

When asked about improvements to the libraries, over half (54%) mention there are no improvements needed. At a lower level users do mention the need for greater book selection (6%), upgrades to facilities and buildings (5%), and an updated book selection (4%).

Improvements with Libraries

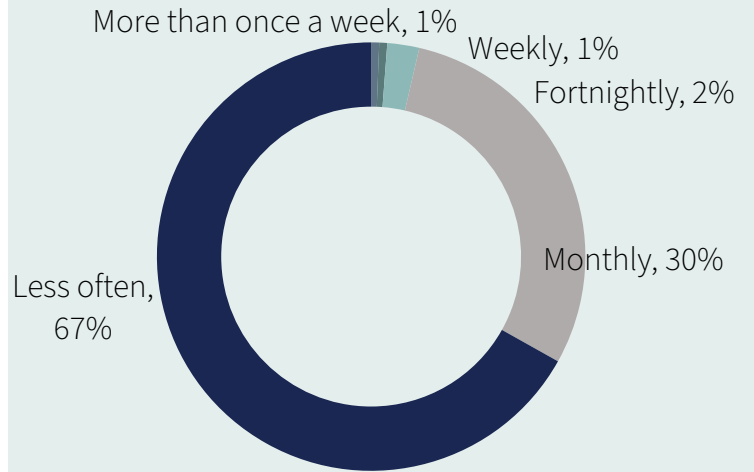


Taupō Museum

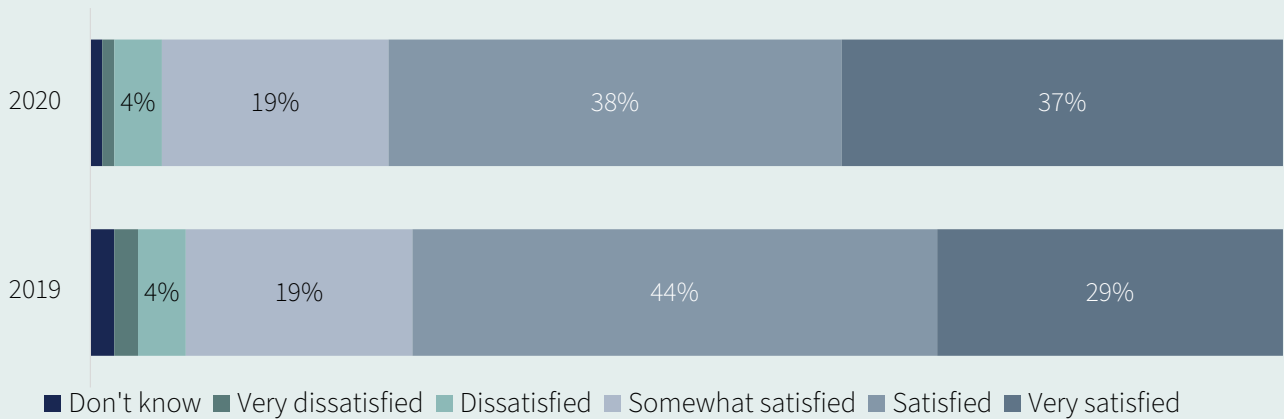
One percent (each) of respondents indicate they visit the Taupō Museum more than once a week or weekly. A further 2% of respondents indicate they visit the Taupō Museum fortnightly and 30% visit monthly.

Overall, 75% of users are satisfied (38%) or very satisfied (37%) with the Taupō Museum. Overall satisfaction is on a par with results from 2019, although very satisfied results have increased 8%.

Use of Taupō Museum



Satisfaction with Taupō museum



Q. How often do you use the following arts and cultural facilities?

Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the Taupō Museum?

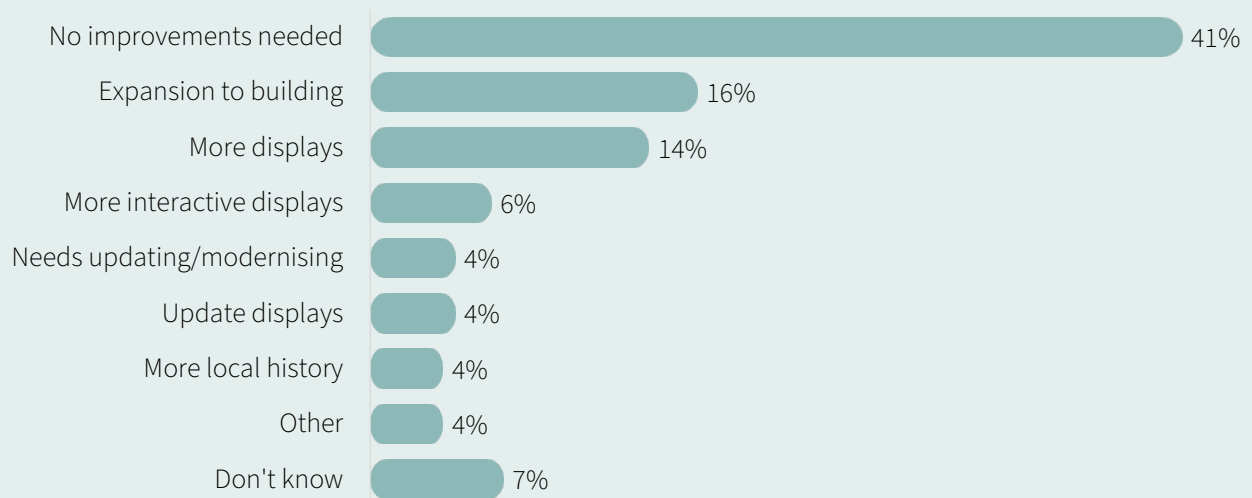
Base 2019 n=243, 2020 n=166

Improvements with Taupō Museum

ART & CULTURAL FACILITIES

When asked about improvements to the Taupō Museum, almost half (41%) of users indicate no improvements are needed. At a lower level, 16% of respondents indicate the building needs expanding and 14% mention there should be more displays.

Improvements with Taupō Museum

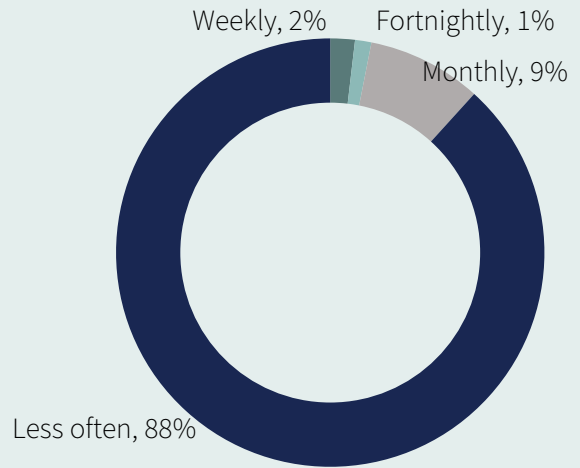


Great Lake Centre

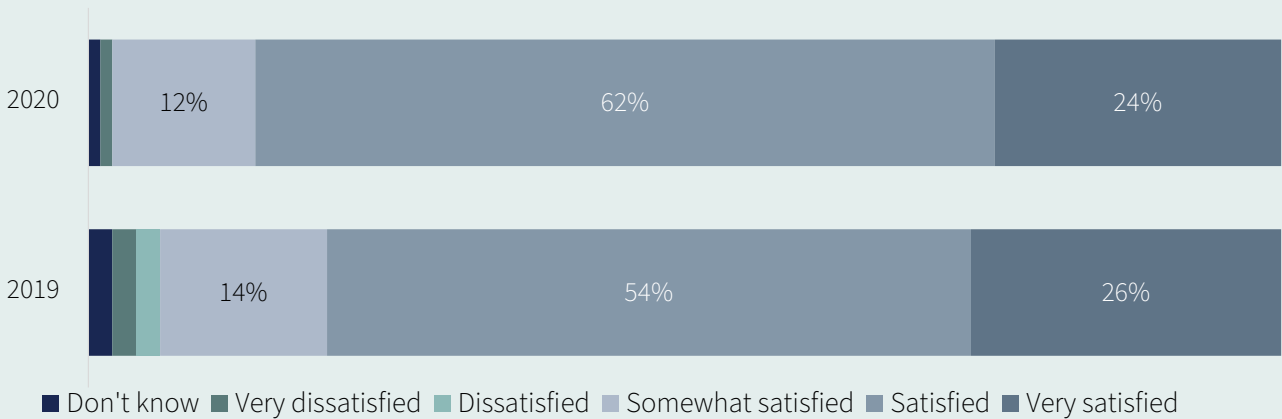
Two percent of respondents indicate they use the Great Lake Centre weekly. A further 1% use the Great Lake Centre fortnightly and 9% indicate they use the centre monthly.

Overall, 86% of users are satisfied (62%) or very satisfied (24%) with the Great Lake Centre. Overall satisfaction has increased 6% compared to last year's result.

Use of Great Lake Centre



Satisfaction with Great Lake Centre

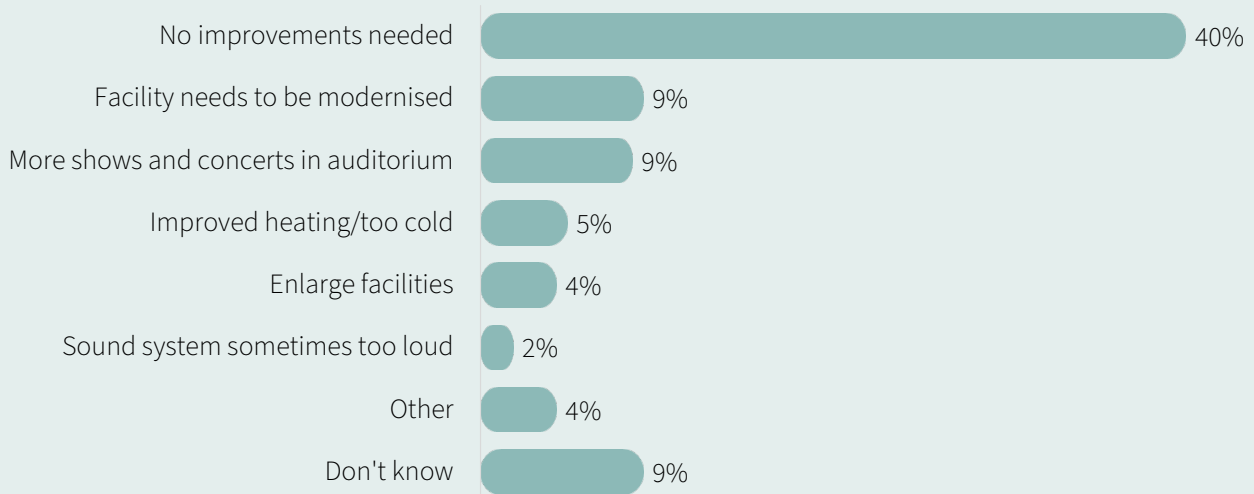


Q. How often do you use the following?
 Q. Using the 1-5 satisfaction scale, how satisfied are you with the Great Lake Centre?
 Base 2019 n=258, 2020 n=161

Great Lake Centre

When asked about improvements to the Great Lake Centre, 40% of users indicate there are no changes necessary. At a lower level, 9% (each) of users indicate the Great Lake Centre needs to be modernised and that there should be more shows and concerts in the auditorium.

Improvements Within the Great Lake Centre

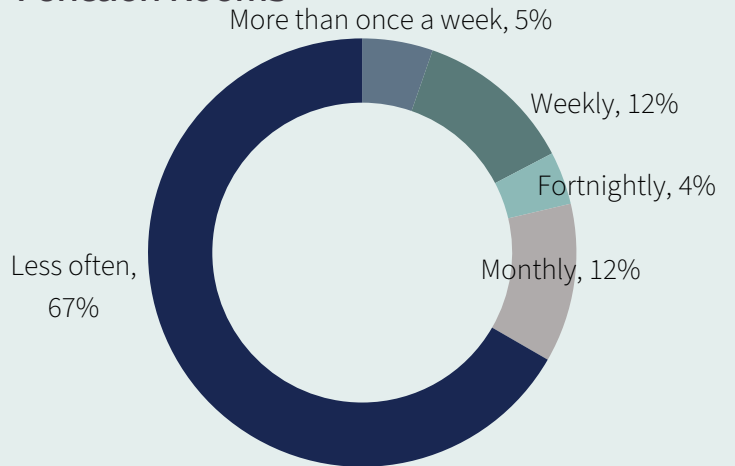


Taupō Events Centre

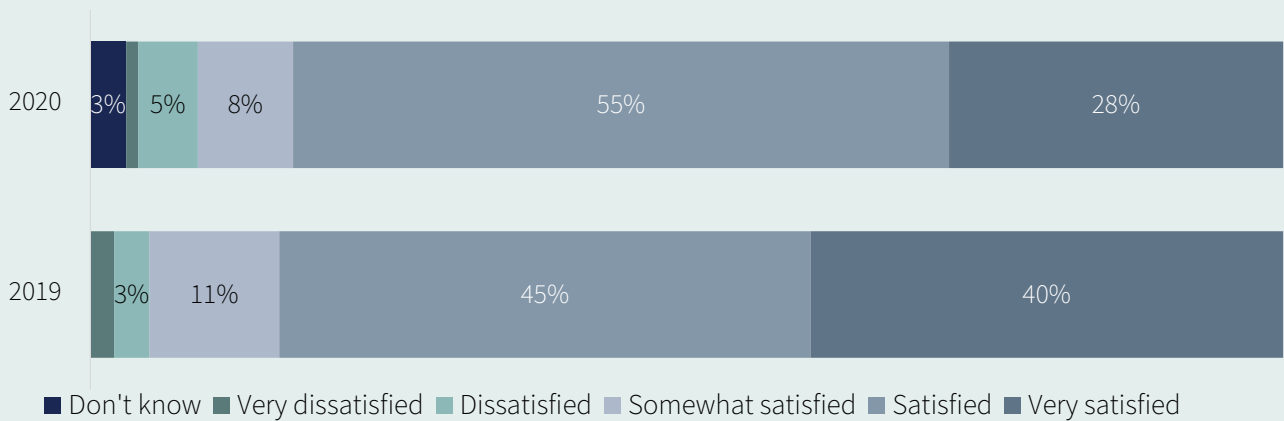
Five percent of respondents indicate they use Taupō Events Centre and Function rooms more than once a week. A further 12% of respondents use Taupō Events Centre and Function rooms weekly and 4% indicate they use the centre fortnightly.

Eighty-three percent of users are satisfied (55%) or very satisfied (28%) with Taupō Events Centre and Function rooms. Overall satisfaction remains on par with last year's result, although satisfied results have increased 10% and very satisfied results have decreased 12%; these changes are not statistically significant.

Use of Taupō Events Centre and Function Rooms



Satisfaction with Taupō Events Centre and Function Rooms



Q. How often do you use the following?

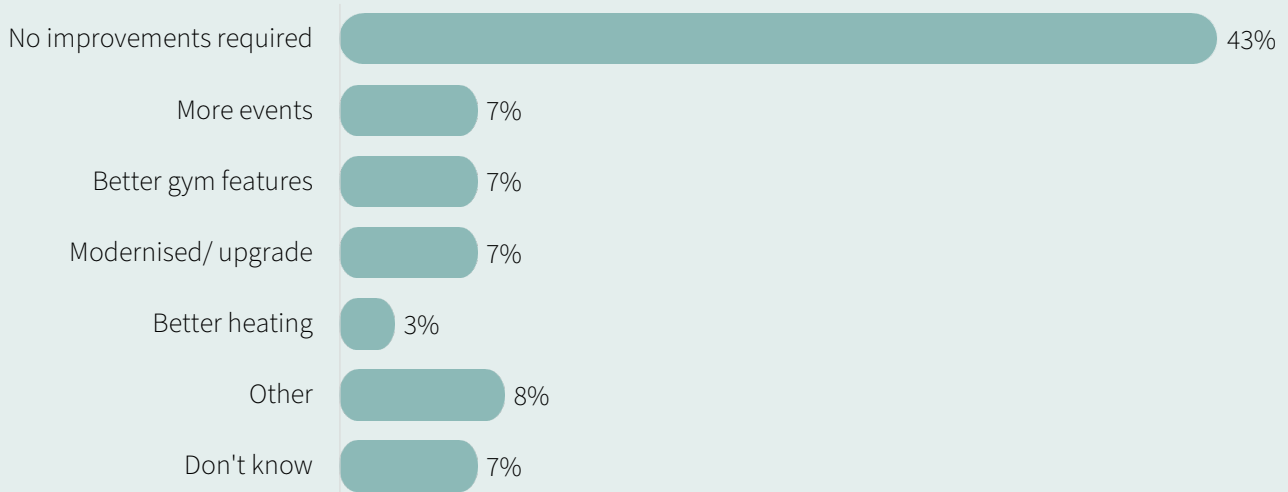
Q. Using the scale below please indicate how satisfied you are with the Taupō Events Centre and Function rooms?

Base 2019 n=198, 2020 n=75

Taupō Events Centre

When asked about improvements to the Taupō Events Centre, 43% of users indicate there are no improvements needed to the Taupō Events Centre. At a lower level 7% (each) of respondents indicate the centre needs more events, better gym features, and to be modernised or upgraded.

Improvements with the Taupō Events Centre



Other Facilities

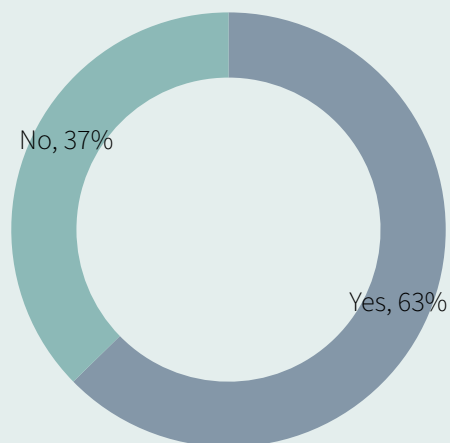


Council's Public Conveniences

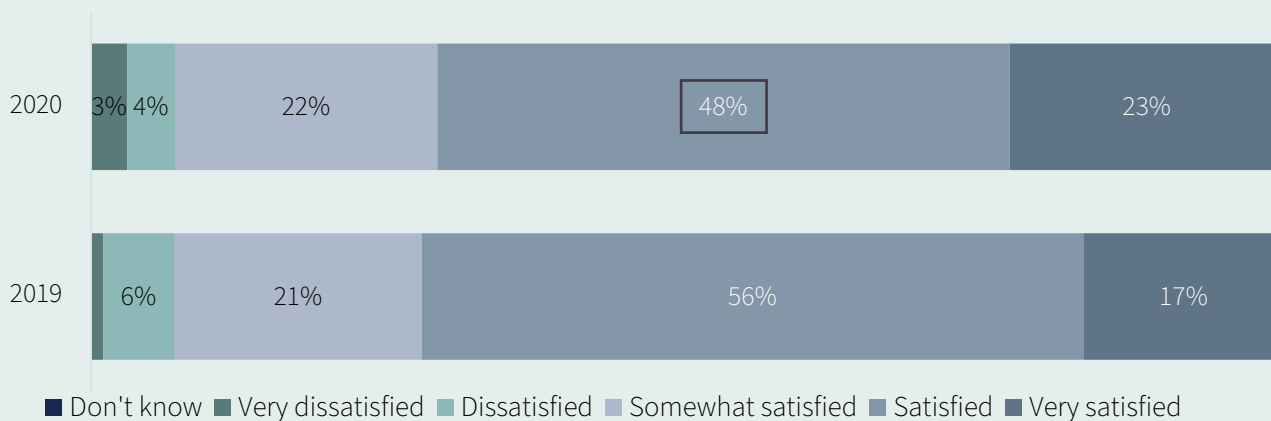
Sixty-three percent of respondents indicate they have used Council's public conveniences.

Overall, 71% of users are satisfied (48%) or very satisfied (23%), this is on a par with overall satisfaction last year. Although, satisfied results have decreased significantly (48% cf. 2019, 56%) this year.

Use of Council's Public Conveniences



Satisfaction with Council's Public Conveniences



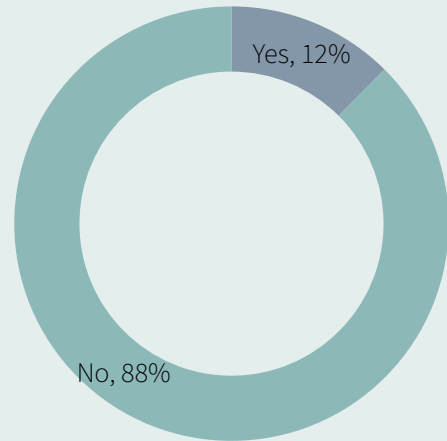
Q. Have you used any of the council's public conveniences in the past 12 months?
 Q. Using the 1-5 satisfaction scale, how satisfied are you with the council's public conveniences?
 Base 2019 n=344, 2020 n=282

Council Cemeteries

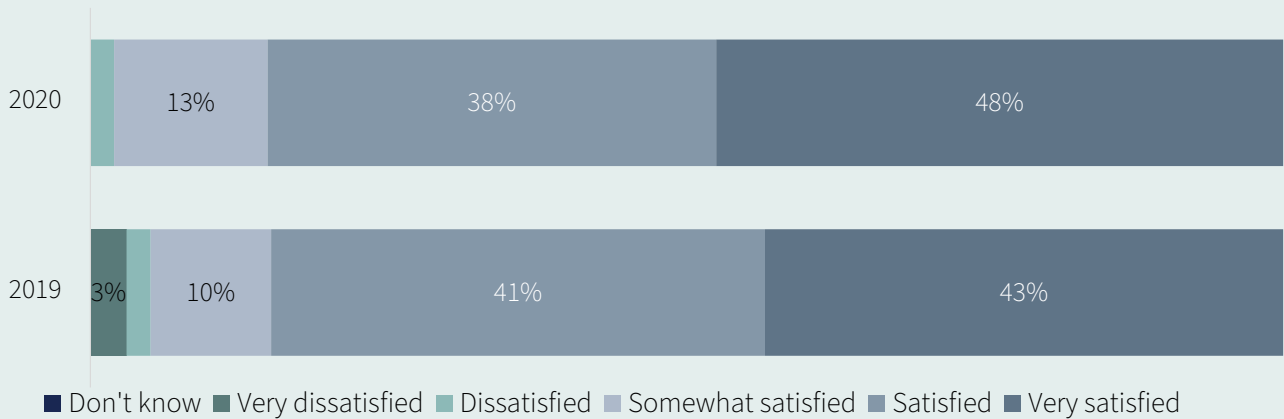
Overall, 12% of respondents have used a Council cemetery in the last 12 months.

Eighty-six percent of users are satisfied (38%) or very satisfied (48%) with the appearance and accessibility of Council cemeteries. Overall satisfied results are on a par with results from 2019.

Use of Council Cemeteries



Satisfaction with Appearance and Accessibility Council Cemeteries



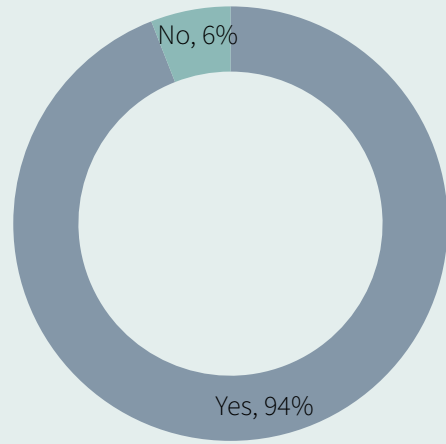
Q. Have you used any of the district's cemeteries in the past 12 months?
 Q. Using the 1-5 satisfaction scale, how satisfied are you with the appearance and accessibility of the district's cemeteries?
 Base 2019 n=58, 2020 n=56

Refuse and Recycling Services

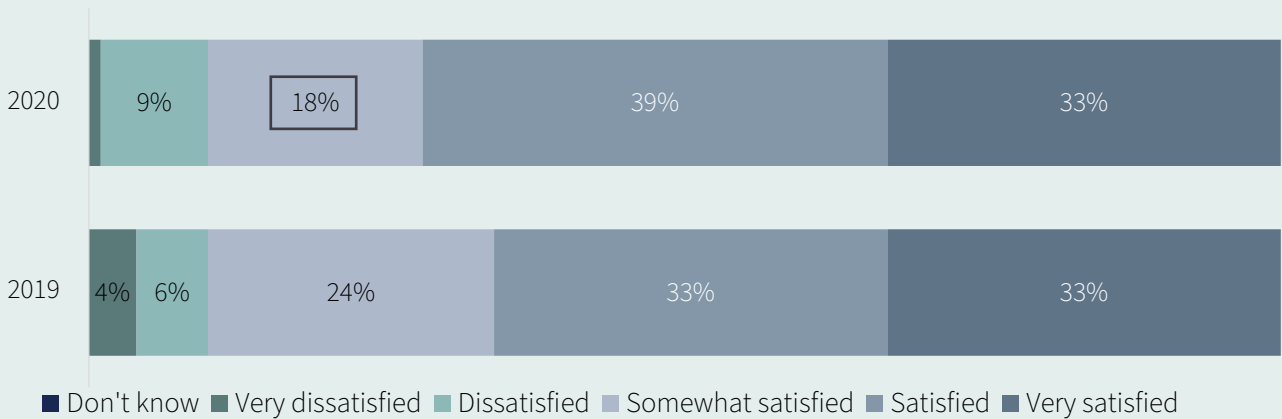
The majority of respondents (94%) use the refuse and recycling services.

Seventy-two percent of respondents are satisfied (39%) or very satisfied (33%) with Council’s refuse and recycling services. Overall satisfaction has increased 6% this year while somewhat satisfied results have decreased significantly (18% cf. 2019, 24%).

Use of Refuse and Recycling Services



Satisfaction with Refuse and Recycling Services



Q. Do you use Council’s recycling and refuse services?
 Q. Using the 1-5 satisfaction scale, please indicate how satisfied you are with Council’s recycling and refuse services?
 Base 2019 n=505, 2020 n=423

Age Group Profiles



Reading These Findings

The following profiles detail results from the four age groups (18-34, 45-50, 51-69, and 70+) collected within this project.

The charts within this section show the total result, which is the total responses collected this year and the result from that particular age group. The results within the charts show the satisfied and very satisfied or good and very good results.

It should be noted that the results within the outdoor facilities section pertain to overall satisfaction.

Significance testing has been applied to these results, this compared the result for the age group to the total result. Significant differences are highlighted within the charts with a black square around the result which is significantly different and is referred to within the text as 'cf. total' meaning compared to the total result.

18-34 Age Group

Respondents aged 18-34 make up 4% of the total sample, with all indicating they are Taupō residents.

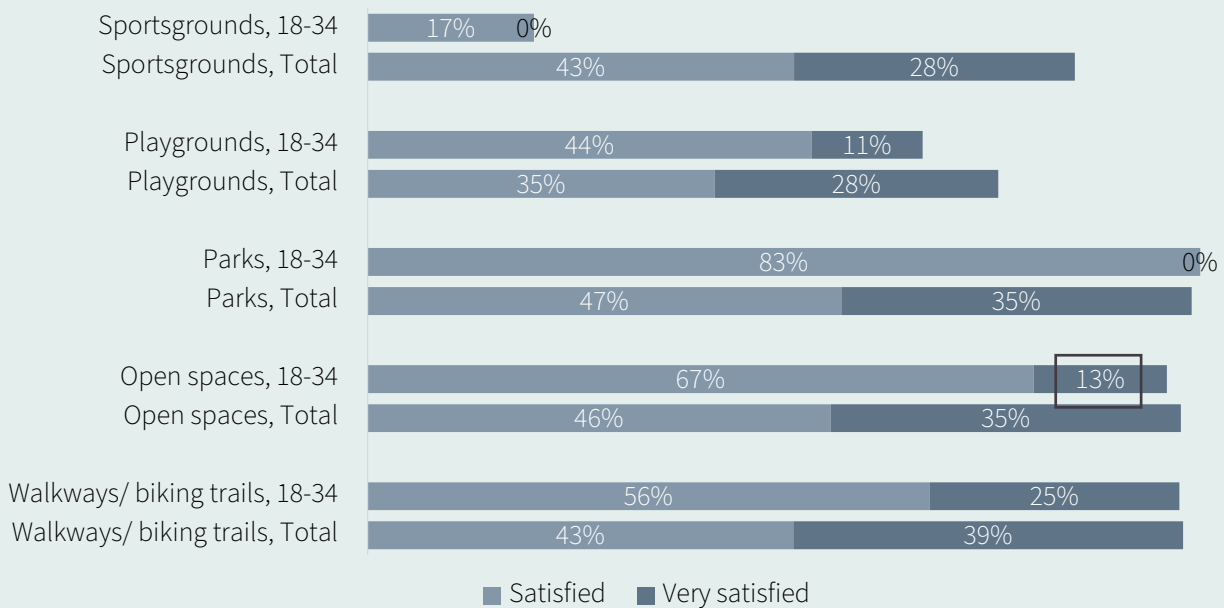
Overall satisfaction with outdoor facilities is on a par with the total level results. Although, satisfaction with sportsgrounds amongst respondents aged 18-34 is significantly lower than the total result (17% cf. total, 71%).

Satisfaction with the range of aquatic facilities amongst those aged 18-34 (79%) is higher than the total result (66%), although this is not a statistically significant result.

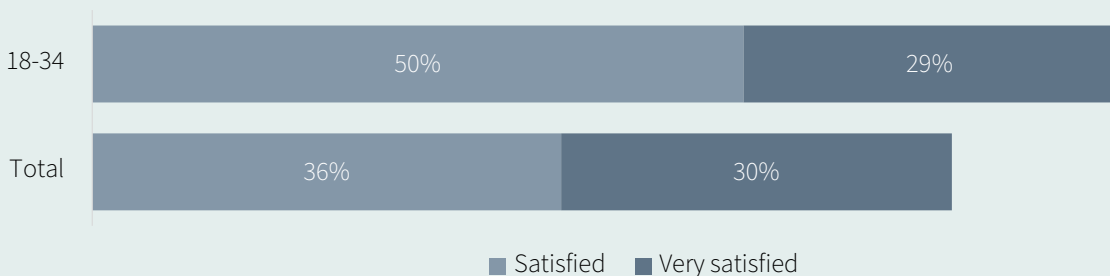
Although not statistically significant, satisfaction with the museum (50%) and libraries (90%) is lower amongst respondents aged 18-34 while satisfaction with the Great Lake Centre and Taupō Events Centre is on a par with the total level results.

Satisfaction with public conveniences (72%) and recycling and refuse (75%) are similar to the total level results. Satisfaction with cemeteries (66%) is lower than the total result, although this is not statistically significant.

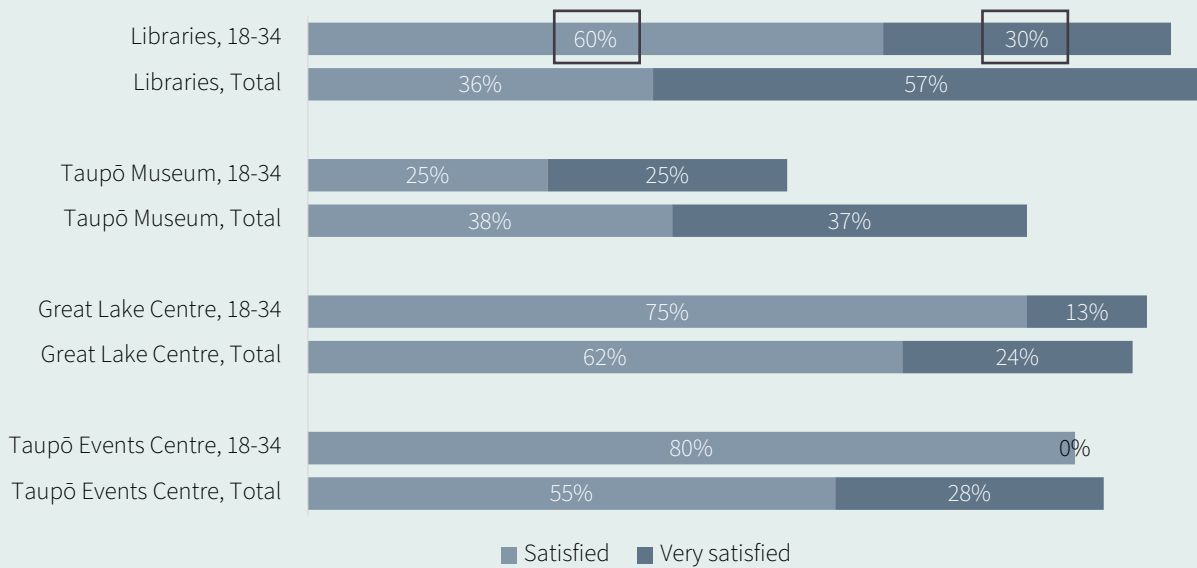
Satisfaction with Outdoor Facilities



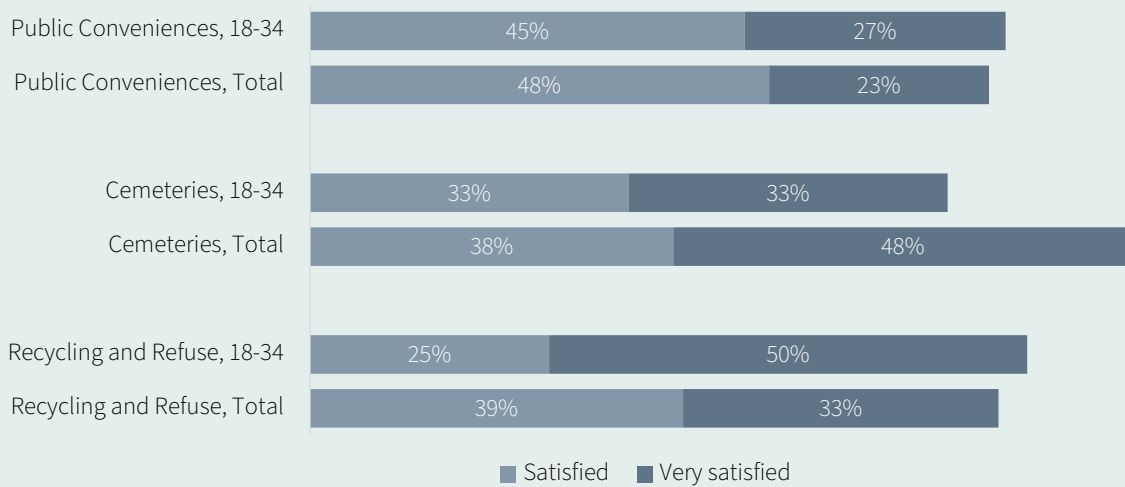
Satisfaction with Range of Aquatic Facilities



Satisfaction with Arts and Cultural Facilities



Satisfaction with Other Facilities



Demographics



Gender

Male	25%
Female	70%
Gender diverse	5%
Prefer not to say	0%



Residency

Resident of Taupō District	100%
Visitor of Taupō District	0%
Own a holiday home	0%

35-50 Age Group

Respondents aged 35-50 make up 16% of the total sample.

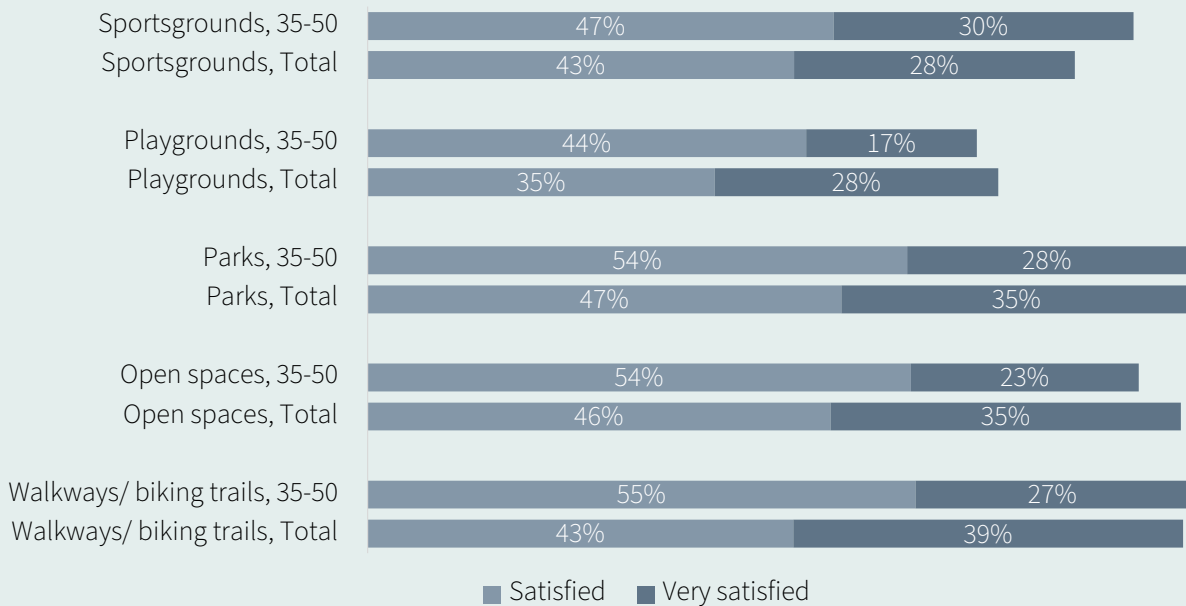
Satisfaction with outdoor facilities amongst respondents aged 35-50 is on a par with the total level results. Although not statistically significant, these respondents appear slightly more satisfied with sportsgrounds and less satisfied with open spaces.

These respondents also appear slightly less satisfied with the range of aquatic facilities available, although this is not statistically significant.

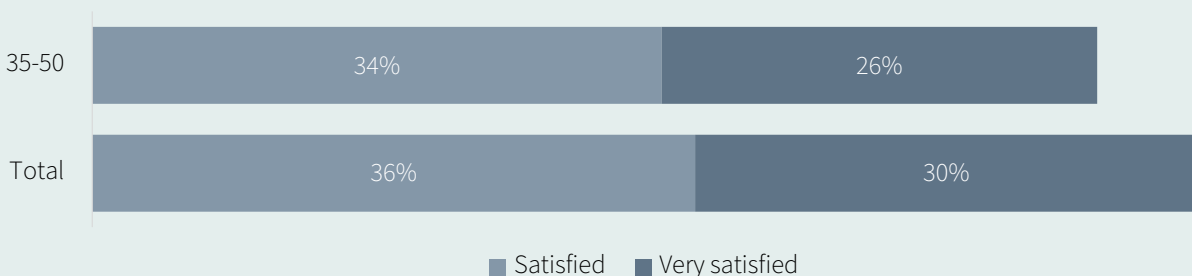
Respondents aged 35-50 are more likely to indicate they are satisfied (65% cf. total, 38%) and less likely to indicate they are very satisfied (13% cf. total, 37%) with the museum. Similarly, these respondents are more likely to indicate they are satisfied (85% cf. total 62%) and less likely to indicate they are very satisfied (10% cf. total, 24%) with the Great Lake Centre.

Although not statistically significant, these respondents appear less satisfied with public conveniences.

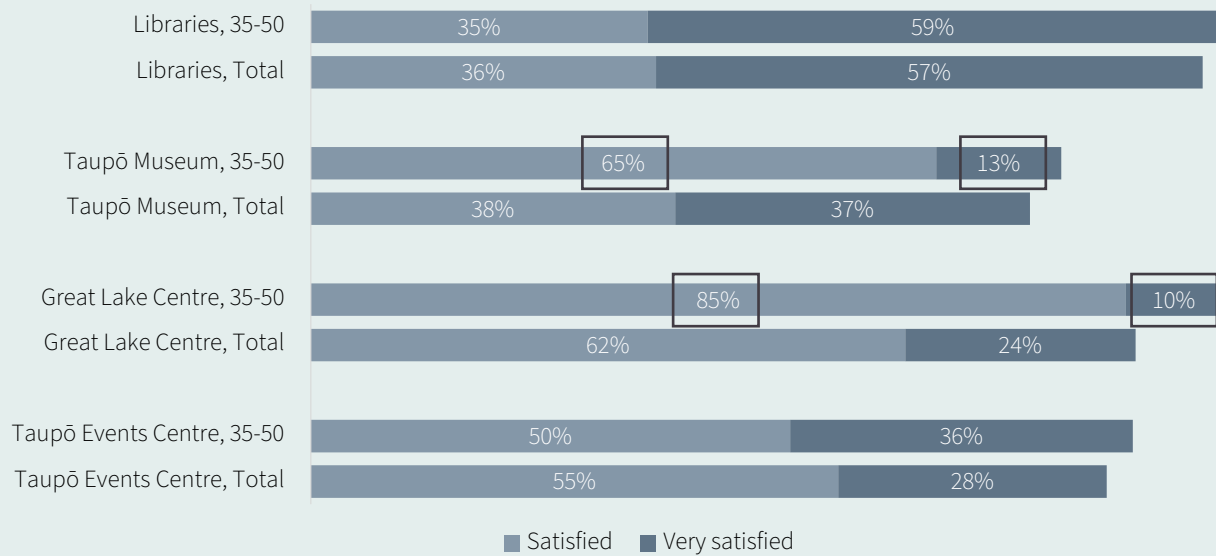
Satisfaction with Outdoor Facilities



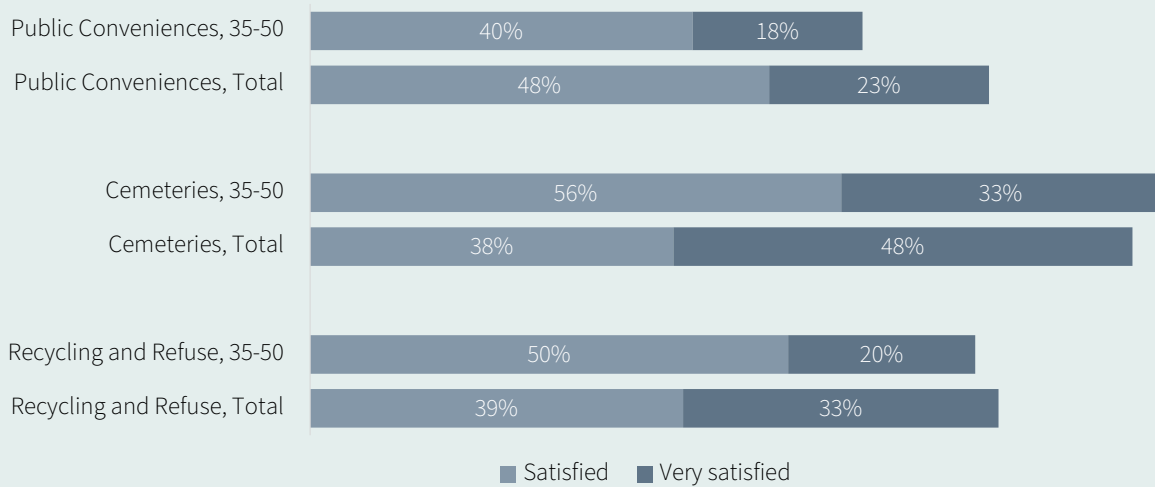
Satisfaction with Range of Aquatic Facilities



Satisfaction with Arts and Cultural Facilities



Satisfaction with Other Facilities



Demographics



Gender

Male	32%
Female	66%
Gender diverse	0%
Prefer not to say	1%



Residency

Resident of Taupō District	87%
Visitor of Taupō District	1%
Own a holiday home	11%

51-69 Age Group

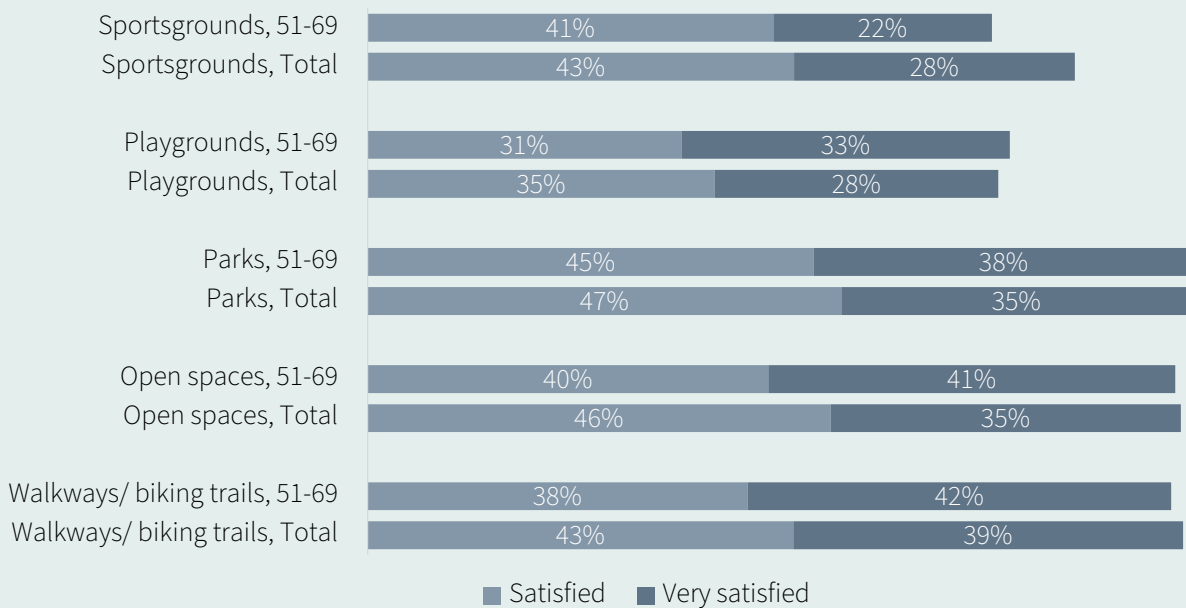
Respondents aged 51-69 make up 51% of the total sample.

Satisfaction with outdoor facilities is on a par with total level results, although these respondents do appear less satisfied with sportsground facilities.

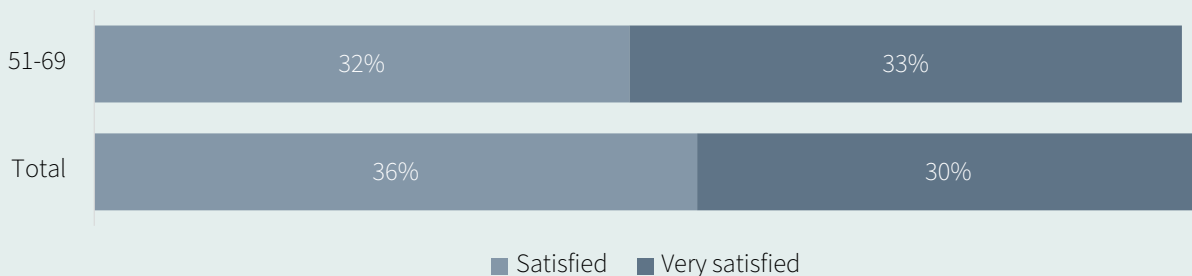
Sixty-five percent of respondents aged 51-69 are satisfied with the range of aquatic facilities, on a par with the total level results.

Satisfaction with arts and cultural facilities and with Council’s other facilities are also on a par with the total level results.

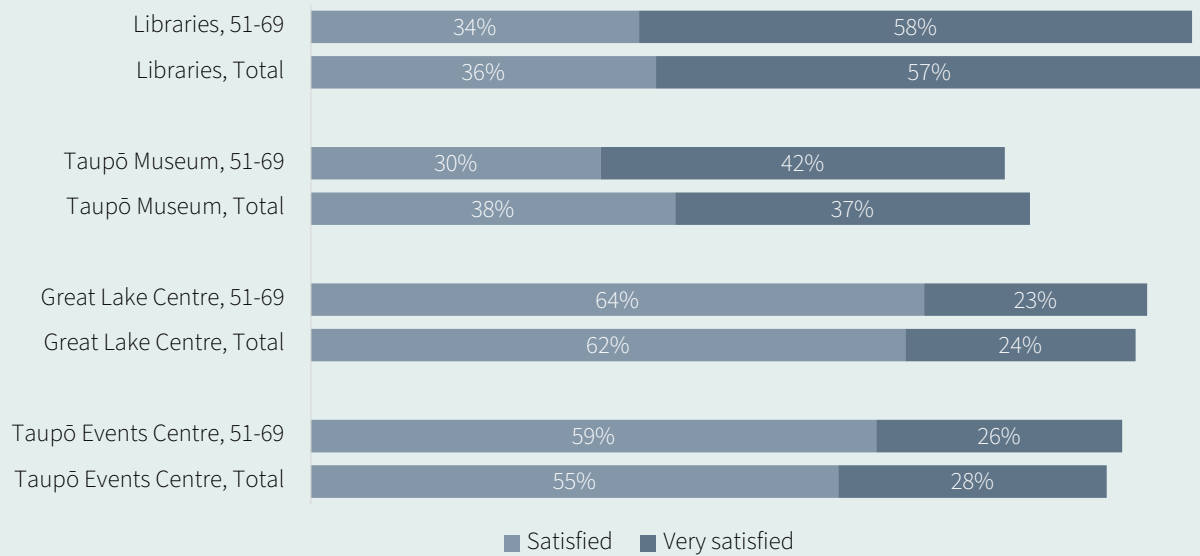
Satisfaction with Outdoor Facilities



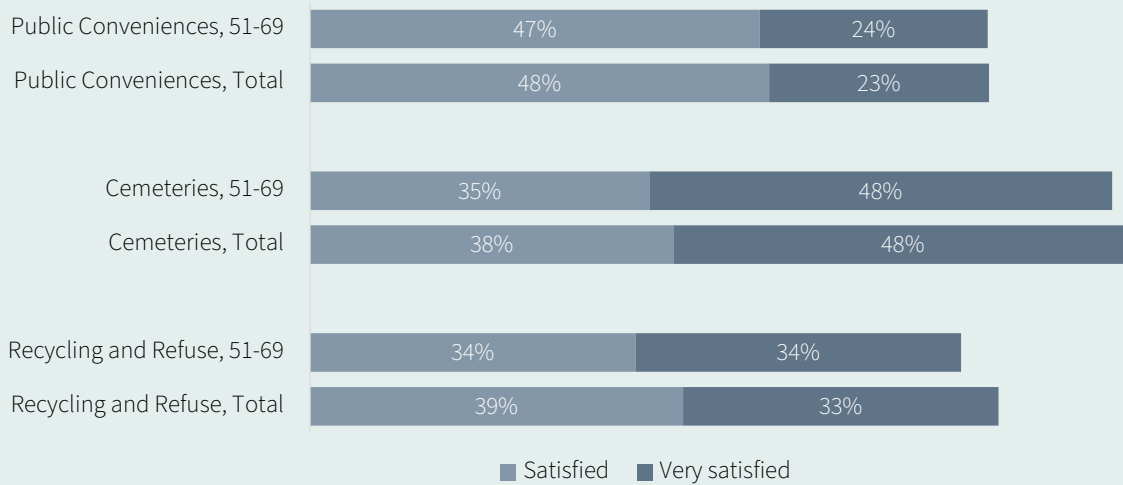
Satisfaction with Range of Aquatic Facilities



Satisfaction with Arts and Cultural Facilities



Satisfaction with Other Facilities



Demographics



Gender

Male	44%
Female	55%
Gender diverse	0%
Prefer not to say	1%



Residency

Resident of Taupō District	82%
Visitor of Taupō District	1%
Own a holiday home	17%

70 and Over Age Group

Respondents aged 70 and over make up 26% of the total sample.

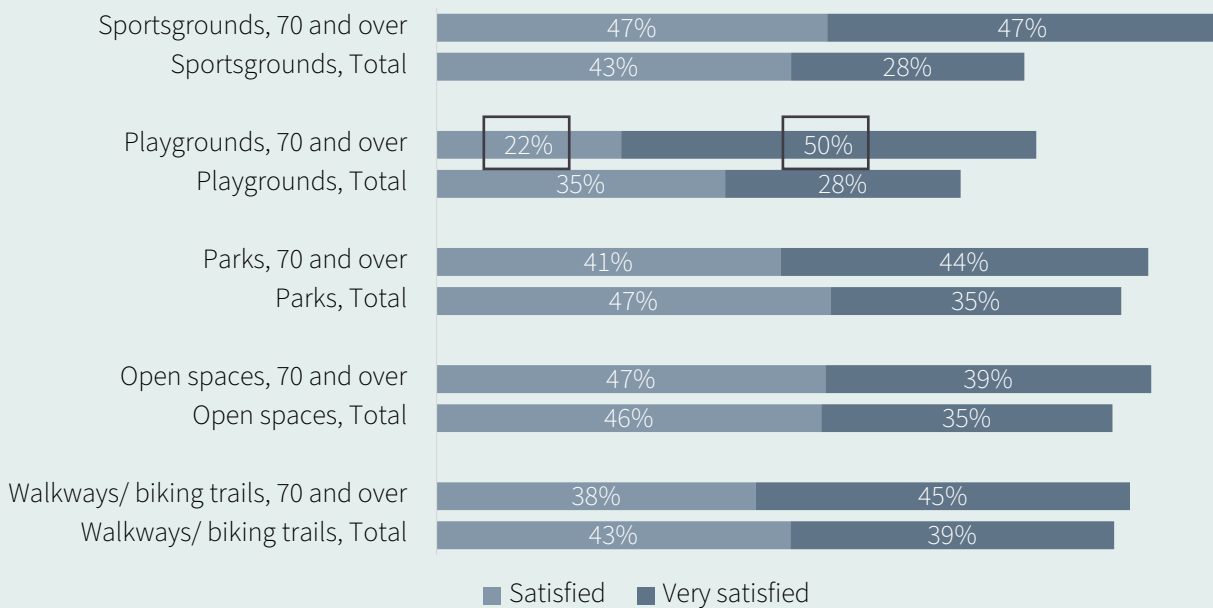
Notably respondents aged 70 and over are more likely to indicate they are very satisfied with playgrounds (50% cf. total, 28%).

Seventy-eight percent of these respondents are satisfied with the range of aquatic facilities, with these respondents more likely to indicate they are satisfied (47% cf. total, 36%).

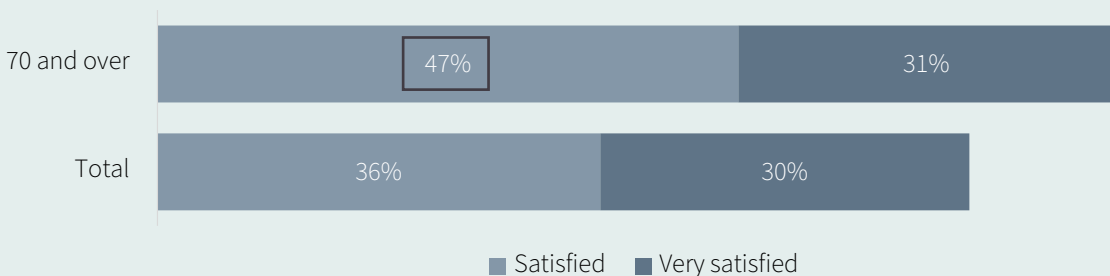
Overall satisfaction with the Great Lake Centre and Taupō Events Centre are on a par with total level results, with these respondents more likely to indicate they are very satisfied with both of these facilities.

Almost all (91%) of these respondents are satisfied with Council cemeteries, with significantly more of these respondents indicating they are very satisfied with the facilities (73% cf. total, 48%).

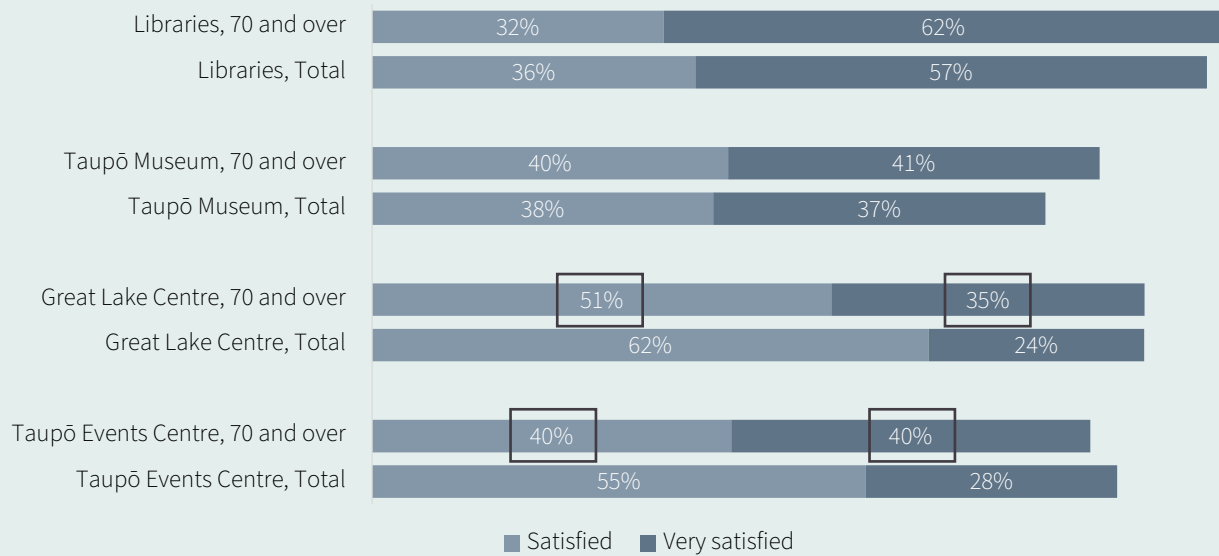
Satisfaction with Outdoor Facilities



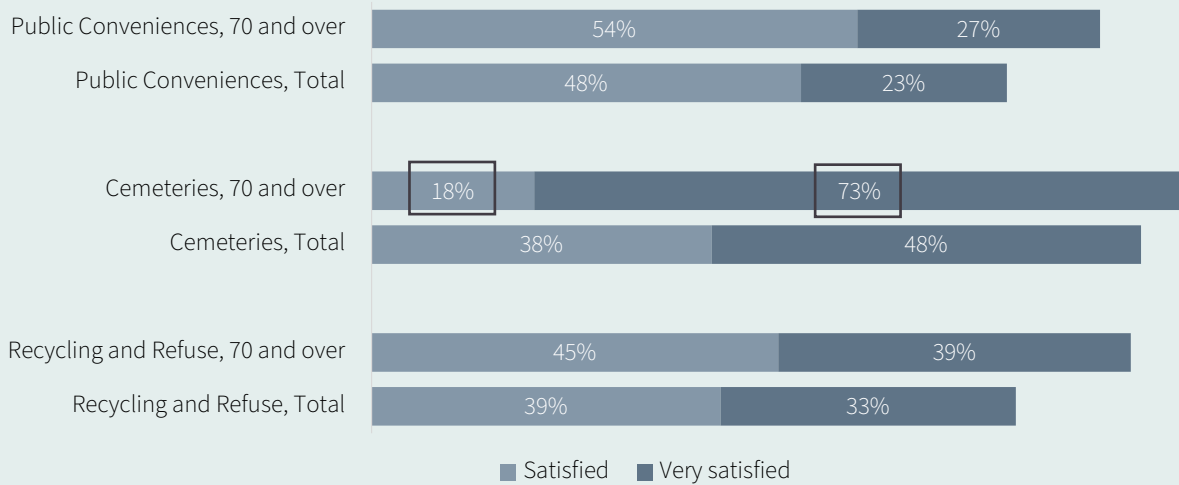
Satisfaction with Range of Aquatic Facilities



Satisfaction with Arts and Cultural Facilities



Satisfaction with Other Facilities



Demographics



Gender

Male	58%
Female	41%
Gender diverse	1%
Prefer not to say	0%



Residency

Resident of Taupō District	87%
Visitor of Taupō District	1%
Own a holiday home	12%

Appendices



Appendix 1: Questionnaire

Below is a list of outdoor facilities within the Taupō district. Please select which ones you have personally used in the last 12 months.*

- Parks
- Playgrounds
- Sportsgrounds
- Open spaces
- Walkways/ biking trails
- None of the above

Please indicate how often you use the following facilities?*

	Daily	Weekly	Fortnightly	Monthly	Less often
Parks	()	()	()	()	()
Playgrounds	()	()	()	()	()
Sportsgrounds	()	()	()	()	()
Open spaces	()	()	()	()	()
Walkways/ biking trails	()	()	()	()	()

Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how are satisfied are you with the quality of the following outdoor facilities?*

	1: Very dissatisfied	2: Dissatisfied	3: Somewhat satisfied	4: Satisfied	5: Very satisfied	6: Don't Know
Parks	()	()	()	()	()	()
Playgrounds	()	()	()	()	()	()
Sportsgrounds	()	()	()	()	()	()
Open spaces	()	()	()	()	()	()
Walkways/ biking trails	()	()	()	()	()	()

Using the same 1-5 satisfaction scale as before, how satisfied are you with the availability of the following?*

	1: Very dissatisfied	2: Dissatisfied	3: Somewhat satisfied	4: Satisfied	5: Very satisfied	6: Don't Know
Parks	()	()	()	()	()	()
Playgrounds	()	()	()	()	()	()
Sportsgrounds	()	()	()	()	()	()
Open spaces	()	()	()	()	()	()
Walkways/ biking trails	()	()	()	()	()	()

Using the same 1-5 satisfaction scale as before, how satisfied overall are you with the following?*

	1: Very dissatisfied	2: Dissatisfied	3: Somewhat satisfied	4: Satisfied	5: Very satisfied	6: Don't Know
Parks	()	()	()	()	()	()
Playgrounds	()	()	()	()	()	()
Sportsgrounds	()	()	()	()	()	()
Open spaces	()	()	()	()	()	()
Walkways/ biking trails	()	()	()	()	()	()

Appendix 1: Questionnaire

Thinking about all the outdoor facilities that are available in Taupō, what changes would you like to see made to improve these facilities?*

Below is a list of aquatic facilities within the Taupō district. Please indicate which ones you have personally used in the last 12 months.*

- AC Baths
 Turtle Pools
 Mangakino Pool
 None of the above

How often do you use the following aquatic facilities?*

	Daily	Weekly	Fortnightly	Monthly	Less often
AC Baths	()	()	()	()	()
Turtle Pools	()	()	()	()	()
Mangakino Pools	()	()	()	()	()

Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the range of facilities at the aquatic centres (AC Baths, the Turtle Pools and the Mangakino Pool)?*

- 1: Very dissatisfied
 2: Dissatisfied
 3: Somewhat satisfied
 4: Satisfied
 5: Very satisfied
 Don't know

Thinking about all the aquatic facilities that are available in Taupō, what changes would you like to see made to improve these facilities?*

Below is a list of arts and cultural facilities within the Taupō district. Please indicate which ones you have personally used in the last 12 months.*

- Taupō Museum
 Libraries
 Great Lake Centre
 None of the above

How often do you use the following arts and cultural facilities?*

	More than once a week	Weekly	Fortnightly	Monthly	Less often
Taupō Museum	()	()	()	()	()
Libraries	()	()	()	()	()
Great Lake Centre	()	()	()	()	()
Taupō Events Centre and Function rooms	()	()	()	()	()

Appendix 1: Questionnaire

Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the Taupō Museum?*

- 1: Very dissatisfied
- 2: Dissatisfied
- 3: Somewhat satisfied
- 4: Satisfied
- 5: Very satisfied
- Don't know

What changes could be made to improve Taupō Museum?*

Using the 1-5 satisfaction scale, how satisfied are you with the range of services and variety of collection at the libraries?*

- 1: Very dissatisfied
- 2: Dissatisfied
- 3: Somewhat satisfied
- 4: Satisfied
- 5: Very satisfied
- Don't know

What changes could be made to improve the libraries in the Taupō district?*

Using the 1-5 satisfaction scale, how satisfied are you with the Great Lake Centre?*

- 1: Very dissatisfied
- 2: Dissatisfied
- 3: Somewhat satisfied
- 4: Satisfied
- 5: Very satisfied
- Don't know

What changes could be made to improve the Great Lake Centre?*

Using the 1-5 satisfaction scale, how satisfied are you with the Taupō Events Centre and Function rooms?*

- 1: Very dissatisfied
- 2: Dissatisfied
- 3: Somewhat satisfied
- 4: Satisfied
- 5: Very satisfied
- Don't know

What changes could be made to improve the Taupō Events Centre and Function rooms?*

Appendix 1: Questionnaire

Have you used any of the council's public conveniences in the past 12 months?*

- Yes
- No

Using the 1-5 satisfaction scale, how satisfied are you with the council's public conveniences?*

- 1: Very dissatisfied
- 2: Dissatisfied
- 3: Somewhat satisfied
- 4: Satisfied
- 5: Very satisfied
- Don't know

Have you used any of the district's cemeteries in the past 12 months?*

- Yes
- No

Using the 1-5 satisfaction scale, how satisfied are you with the appearance and accessibility of the district's cemeteries?*

- 1: Very dissatisfied
- 2: Dissatisfied
- 3: Somewhat satisfied
- 4: Satisfied
- 5: Very satisfied
- Don't know

Have you used any of the council's refuse and recycling service in the past 12 months?*

- Yes
- No

Using the 1-5 satisfaction scale, how satisfied are you with the council's refuse and recycling service?*

- 1: Very dissatisfied
- 2: Dissatisfied
- 3: Somewhat satisfied
- 4: Satisfied
- 5: Very satisfied
- Don't know

The last few questions are just to ensure we get a cross-section of people.

Which of the following do you most identify with?*

- Male
 - Female
 - Gender diverse
 - Prefer not to answer
-

Appendix 1: Questionnaire

Which of the following ethnic groups do you belong to?*

- New Zealand Maori
 - New Zealand Pakeha
 - Pacific Islander
 - Asian
 - European
 - Other - please specify: _____*
 - Prefer not to Answer
-

Which of the following age groups do you belong to?*

- 18-34
 - 35-50
 - 51-69
 - 70 and over
 - Prefer not to answer
-

Which of the following best describes you?*

- I am a resident of the Taupō district
 - I am a visitor to the Taupō district
 - I own a holiday home in the Taupō district
-

Where do you usually live?*

Which of the following income brackets before tax, do you belong to?*

- Less than \$40,000
 - \$40,000 to \$59,000
 - \$60,000 to \$89,000
 - \$90,000 to \$119,000
 - \$120,000 to \$150,000
 - Over \$150,000
 - Prefer not to answer
-

Those are all the questions we have for you today. Thank you for your responses, they are valuable to the district. If you have any final comments, please leave them in the space below

Appendix 2: Sample Profile



Ethnicity

New Zealand Pakeha	75%
New Zealand Māori	6%
European	12%
Asian	1%
Pacific Islander	0%
Other	6%
Prefer not to say	4%



Age Bracket

18-34	4%
35-50	16%
51-69	51%
70 and over	26%
Prefer not to say	3%



Income

Less than \$40,000	18%
\$40,000 to \$59,000	18%
\$60,000 to \$89,000	17%
\$90,000 to \$119,000	12%
\$120,000 to \$150,000	5%
Over \$150,000	9%
Prefer not to answer	22%



Gender

Male	44%
Female	53%
Gender Diverse	1%
Prefer not to say	2%



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