

# Taupō District Council

User Survey Report  
July 2021



# Executive Summary

Taupō District Council (Council) is the local authority for the Taupō area and includes the townships of Mangakino, Turangi, and Taupō. As part of their commitment to improving the services and facilities provided to residents, Council completes an annual satisfaction survey of users in the area. A survey of n=469 respondents was completed between the 21<sup>st</sup> of June and 19<sup>th</sup> of July. This utilised a combination of online and telephone interviewing, with specific actions to target younger respondents (those aged 14-17). The results from the 2021 survey are outlined below.

## Outdoor Facilities

Use of outdoor facilities has stayed relatively similar to 2020, with walkways and biking trails the most used facility (80%). This was followed by parks (67%) and open spaces (66%) which have declined slightly since 2020 (73%). Sportsgrounds, open spaces, parks, walking and biking trails were the facilities that are used most frequently, while playgrounds appeared to be used less frequently. Satisfaction measures for the outdoor facilities have remained consistent this year with very low levels of dissatisfaction observed amongst users. The main improvements this year relate to maintenance and upkeep (17%) and/or auxiliary facilities, e.g., seating, playgrounds, rubbish bins, dog bag facilities.

## Aquatic Facilities

Use of the aquatic facilities is similar to that seen in 2020 with 44% of respondents indicating they had used a pool in the district. The most commonly used pool was AC Baths (41%), followed by Turtle Pools (4%), and then Mangakino Pool (1%). Satisfaction with aquatic facilities has increased this year with 82% of respondents indicating that they were satisfied or very satisfied with the aquatic facilities (compared to 66% in 2020). This result is similar to that seen in 2019. The main improvements for the facilities related to the water temperature, increasing the number of pools, changing rooms, or maintenance.

## Arts and Cultural Facilities

Use of arts and cultural facilities has declined this year with 30% of respondents stating that they had not used any of these facilities. Libraries were the most used facility (48%), followed by the Great Lake Centre (44%), Taupō Museum (31%), and Taupō Events Centre (18%).

Libraries and the Taupō Events Centre are the most frequently used arts and cultural facilities, with the museum and the Great Lake Centre used less frequently. Satisfaction amongst users with these facilities has remained similar to that seen in 2020 with most users indicating that there are minimal improvements needed to the facilities. The exception to this is the Taupō Museum whereby 19% of users indicated that the building needed expanding, and 10% indicated that it needed more local history.

## Other Facilities

Satisfaction with Council's public conveniences has increased slightly this year (77%, up from 71% in 2020), while satisfaction with Council's cemeteries remains similar to last year. User's satisfaction with the refuse and recycling service provided by Council has increased this year with 80% of users satisfied with this service. This result has increased steadily since 2019 and there has been a concurrent decrease in the proportion of dissatisfied users.

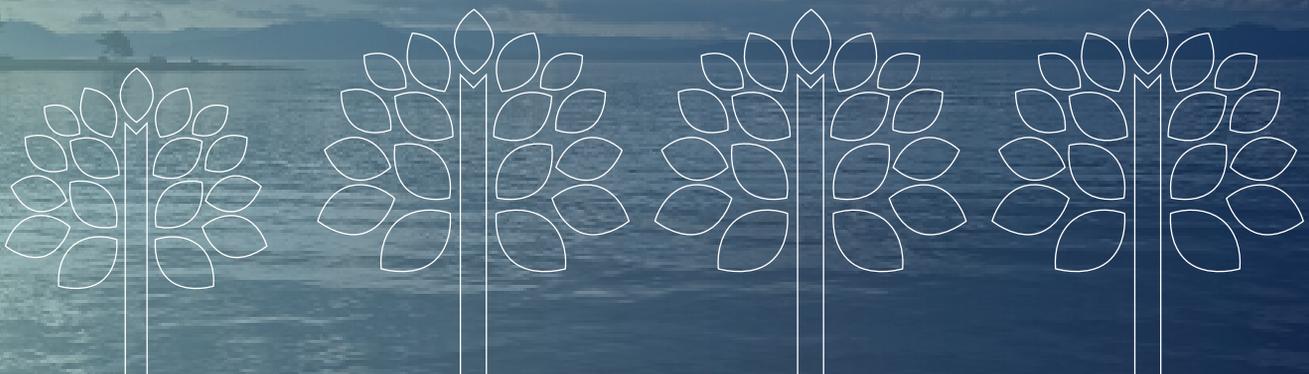
# Table of Contents

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Background and Method	4
Results	8
Outdoor Facilities	9
Aquatic Facilities	17
Arts and Cultural Facilities	20
Other Facilities	30
Age Group Profiles	34
Appendices	44

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# Background and Method



# Project Scope

## Background

Taupō District Council is the local government authority for the Taupō area. As part of this role Council is responsible for the delivery and maintenance of key public facilities within the district. In a commitment to ongoing improvement, Council completes a survey of users of these facilities each year. The results of this work are then used to monitor delivery and address improvements that are desired by the community.

## Key Performance Indicators

Key performance indicators are used to measure how well Taupō District Council are achieving certain objectives. Taupō District Council chose the current KPIs 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	2020	2021	Year on Year Change
Current availability of Council open spaces	86%	83%	86%	+3%
Quality of Council-owned parks and open spaces	77%	82%	83%	+1%
Council playgrounds	64%	63%	67%	+4%
Council sportsgrounds	83%	71%	73%	+2%
Range of facilities at the AC Baths, the Turtle Pools, and the Mangakino Pools	80%	66%	82%	+16%
Council's public conveniences	73%	71%	77%	+6%
Appearance and accessibility of Council cemeteries	84%	86%	87%	+1%
The range of services and variety of collection at the libraries	89%	93%	92%	-1%
Great Lake Centre	81%	86%	86%	-
Taupō Museum	73%	75%	78%	+3%
Taupō Events Centre Stadium and Function Rooms	85%	83%	82%	-1%
Refuse and recycling services	66%	72%	80%	+8%

## Questionnaire

The questionnaire for Taupō District User 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 and this has remained consistent for the past two years.

Taupō District Council was provided a link to 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 21<sup>st</sup> of June and the 19<sup>th</sup> of July 2021 and yielded a sample size of n=469 respondents. This sample size results in a margin of error +/- 4.53% at the 95% confidence interval. This means that if an observed result of the total sample (n=469) is 50% (point of maximum margin of error), then there is a probability that the true answer lies between 45.47% and 54.53%.

## 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 2020 results; significance testing has been applied to these results. A black box around the 2021 result on the chart indicates this year's result is significantly different from the result in 2020. Within the text, significant differences are referred to using 'cf. 2020' meaning compared with the 2020 result.

# Project Scope

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

## Demographics: Gender

Gender	2019	2020	2021
Male	25%	44%	48%
Female	72%	53%	50%
Gender diverse			1%
Prefer Not to Say	3%	3%	1%

## Demographics: Age

	2019	2020	2021
14-34*	13%	4%	8%
35-50	38%	16%	18%
51-69	29%	51%	46%
70 and over	19%	26%	25%
Prefer Not to Say	1%	3%	3%

## Demographics: Residency

	2019	2020	2021
Resident of Taupō District	94%	86%	83%
Visitor of Taupō District	1%	1%	1%
Own a holiday home in Taupō District	4%	14%	17%

\*This year includes data from those aged 14+. The above total includes 2% of respondents aged 14-17 years and 6% of respondents aged 18-34 years.

# Results



# Outdoor Facilities

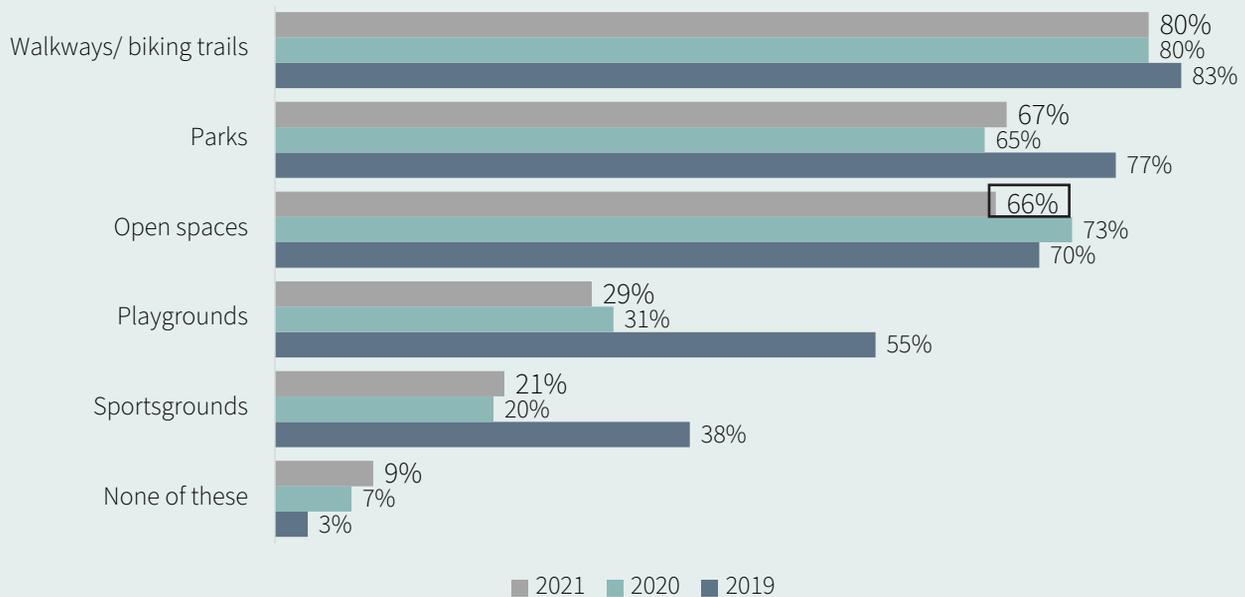


# Facilities Use

Overall 80% of respondents have used a walkway or biking trail. Sixty-seven per cent have used a park and 66% have used an open space. At a lower level 29% of respondents have used a playground and 21% have used a sportsground in the past 12 months. Only 9% of respondents had not used any of these facilities.

Year on year results appear similar however there has been a significant decrease in the proportion of respondents who have used an open space in the district.

## 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, 2021 n=469

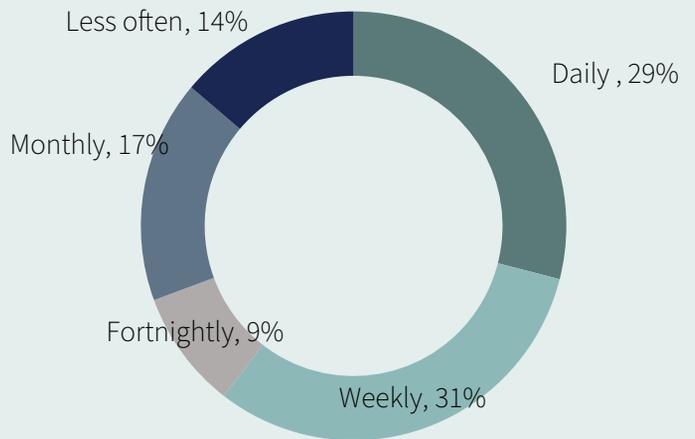
# Walkways/ Biking Trail Facilities

Just under one third (29%) of walkways or bike trail users used a trail daily. A further 31% used walkways or bike trails weekly, and 9% used them fortnightly.

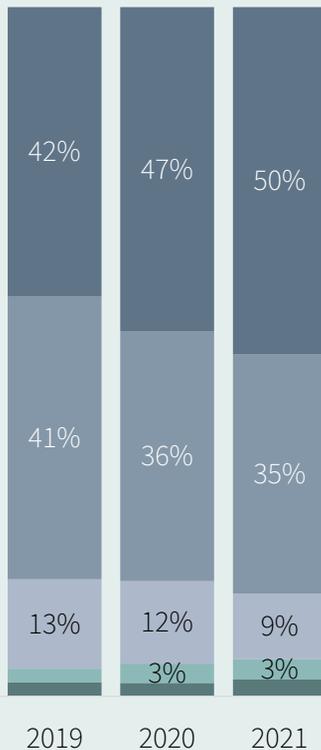
Eighty-five per cent of walkway or bike trail users were satisfied with the quality of the trails and 86% were satisfied with the availability of the trails. Overall, 83% of walkway and trail users were satisfied with the trails.

While total satisfaction has remained similar over time, the proportion of very satisfied respondents has increased across all measures since 2019.

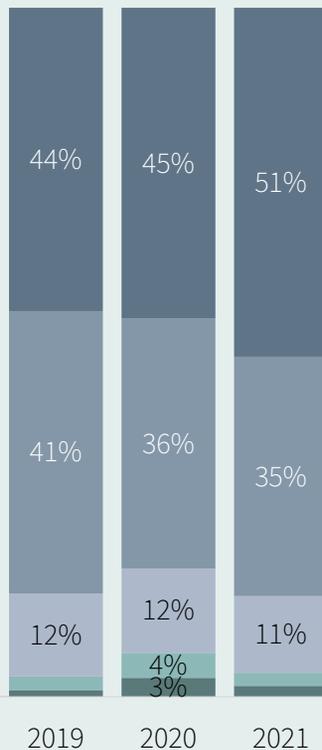
Frequency of Use



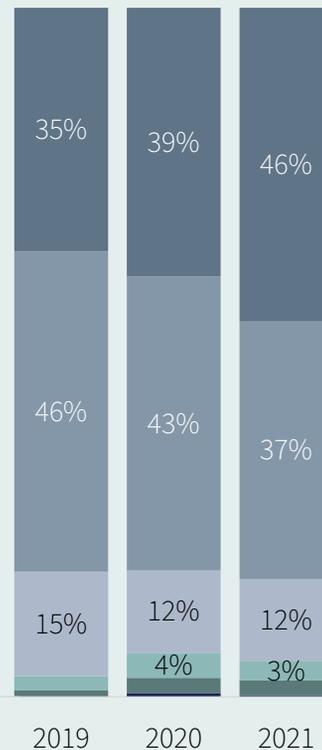
Satisfaction with Quality



Satisfaction with Availability



Overall Satisfaction



- Very satisfied
- Satisfied
- Somewhat satisfied
- Dissatisfied
- Very dissatisfied
- Don't know

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....

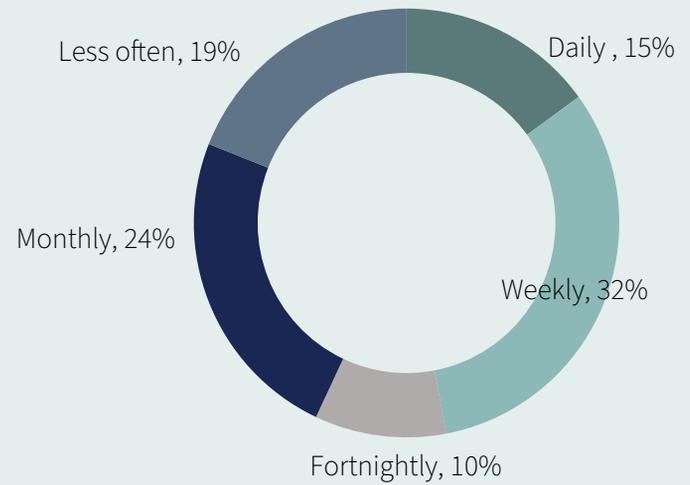
Base 2019 n=407, 2020 n=359, 2021 n=369

# Park Facilities

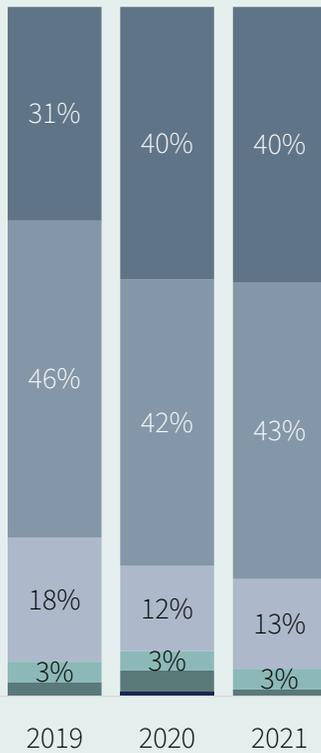
Fifteen per cent of respondents who use parks visited these daily. A further 32% visit a park weekly, and 10% indicated they visit a park fortnightly.

Amongst park users, 83% were satisfied with the quality of the park facilities and 84% were satisfied with the availability of the park facilities. Overall, 83% of park users were satisfied with the park facilities, this result was the same as that seen in 2020.

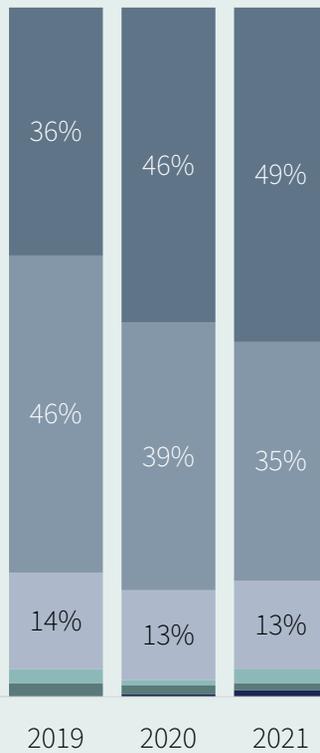
Frequency of Use



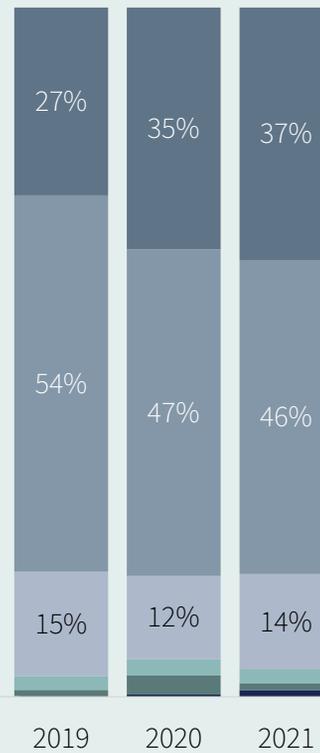
Satisfaction with Quality



Satisfaction with Availability



Overall Satisfaction



- Very satisfied
- Satisfied
- Somewhat satisfied
- Dissatisfied
- Very dissatisfied
- Don't know

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, 2021 n=312

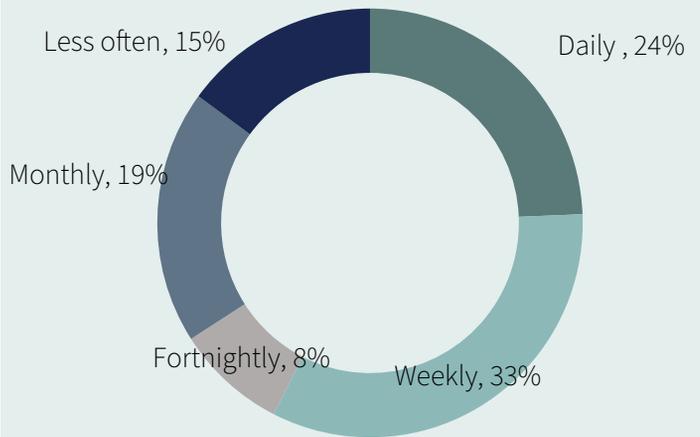
# Open Spaces Facilities

Twenty-four per cent of respondents who have used an open space use these daily. A further 33% stated they used open spaces weekly, and 8% used these fortnightly.

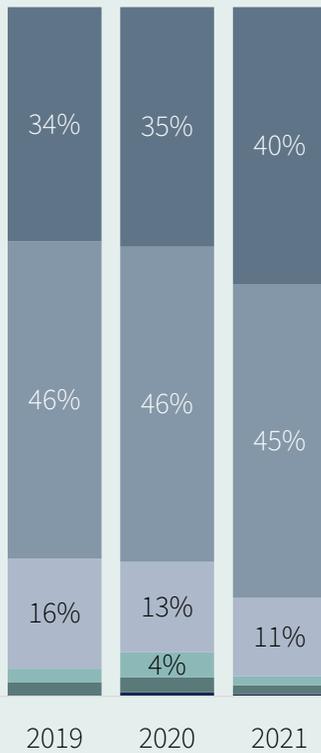
Eighty-five per cent of open space users were satisfied with the quality of the open spaces; this has increased 4% since 2020. Eighty-six per cent of users were satisfied with the availability of the open spaces, with a total of 84% of users satisfied with the district's open spaces overall.

The results for open spaces have remained relatively stable over the past three years.

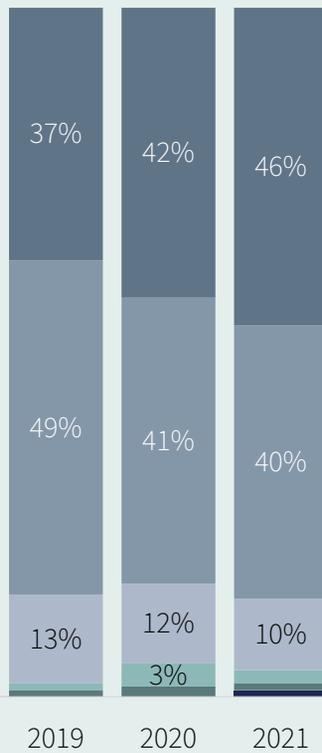
Frequency of Use



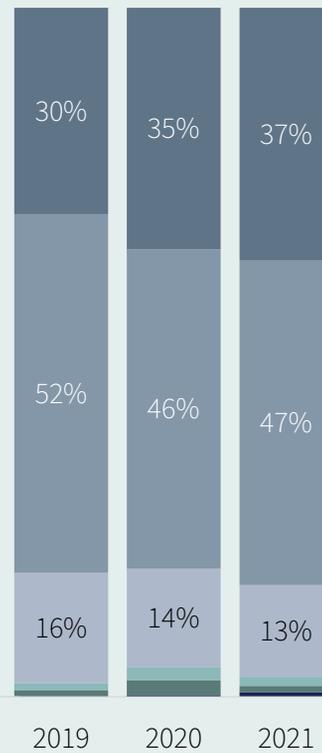
Satisfaction with Quality



Satisfaction with Availability



Overall Satisfaction



- Very satisfied
- Satisfied
- Somewhat satisfied
- Dissatisfied
- Very dissatisfied
- Don't know

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, 2021 n=308

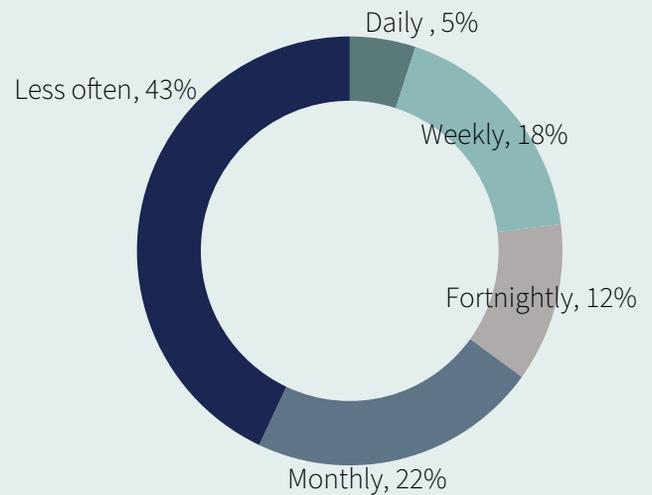
# Playground Facilities

Five per cent of those who use playgrounds have used these on a daily basis. A further 18% used a playground weekly, and 12% used a playground fortnightly. Sixty-five per cent of those who use playgrounds used these on a less frequent basis.

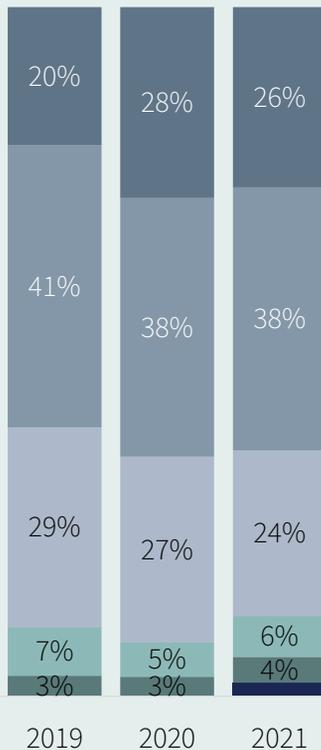
Sixty-four per cent of those who use playgrounds were satisfied with the quality of the playgrounds, while 77% were satisfied with the availability of the playgrounds. Overall, 67% of those who use playgrounds were satisfied with the playgrounds.

There has been a slight increase in the proportion of dissatisfied playground users since 2020 (c.f. 2020, 4% and 2021, 8%), and a simultaneous decrease in the proportion of somewhat satisfied respondents (c.f. 2020, 28%).

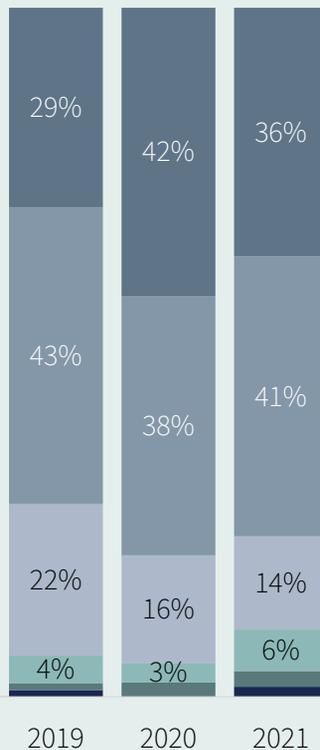
Frequency of Use



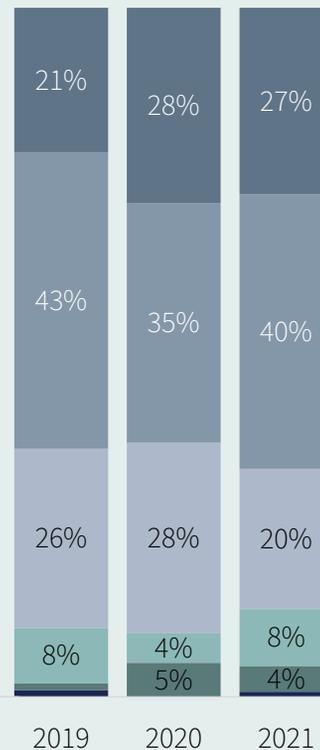
Satisfaction with Quality



Satisfaction with Availability



Overall Satisfaction



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

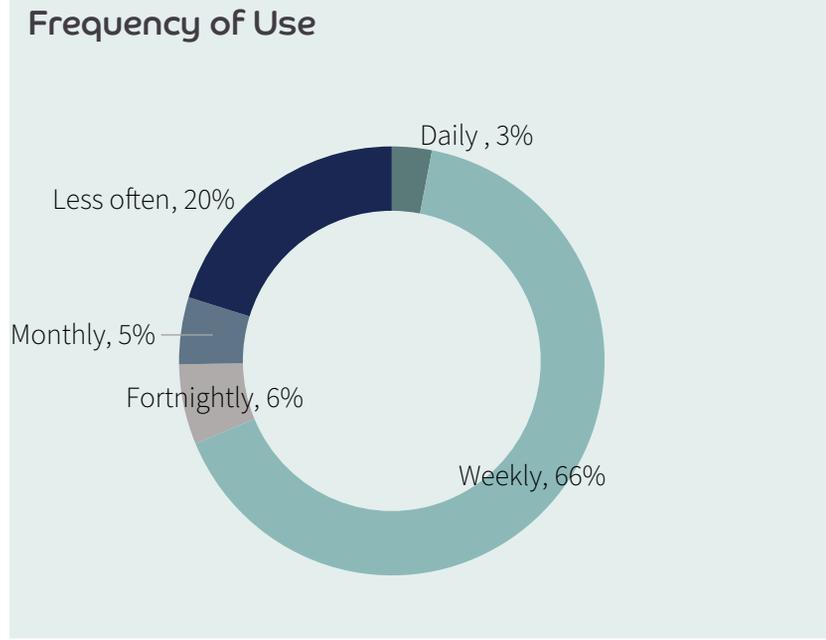
Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how are satisfied are you with the.....

Base 2019 n=268, 2020 n=141, 2021 n=133

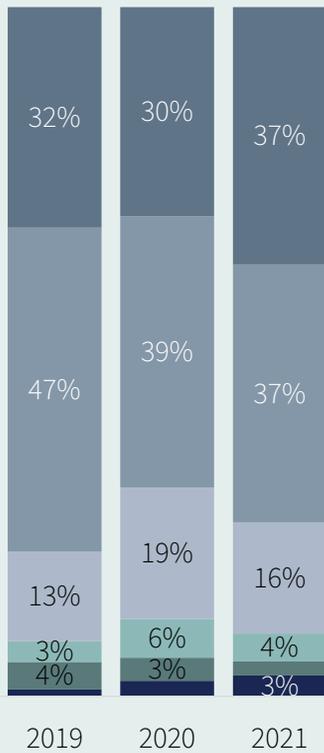
# Sportsgrounds

Three per cent of respondents who use sportsgrounds indicated that they visited sportsgrounds daily. A further 66% of users mentioned they used sportsgrounds weekly and 6% used sportsgrounds fortnightly.

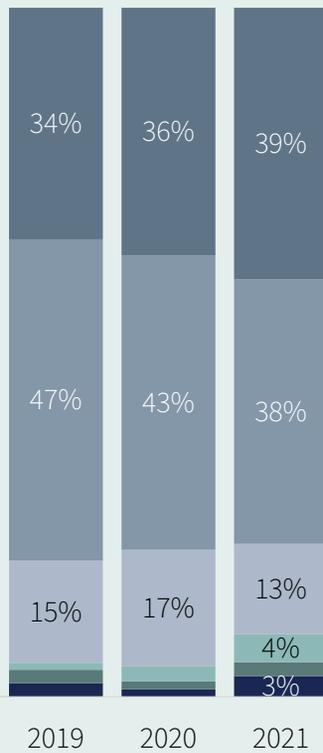
Seventy-four per cent of sportsgrounds users were satisfied with the quality of the sportsgrounds, while 77% were satisfied with the availability of the sportsgrounds. Overall 73% of sportsgrounds users were satisfied with the sportsgrounds, which was a slight increase from 2020's result (71%).



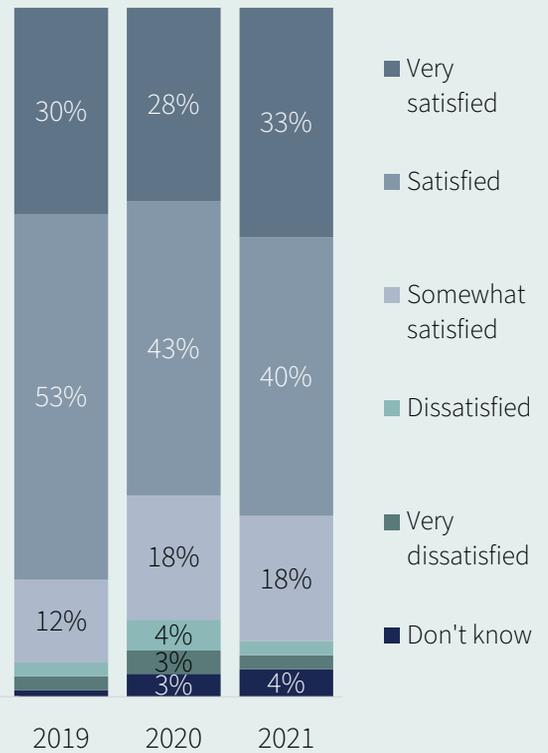
Satisfaction with Quality



Satisfaction with Availability



Overall Satisfaction



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

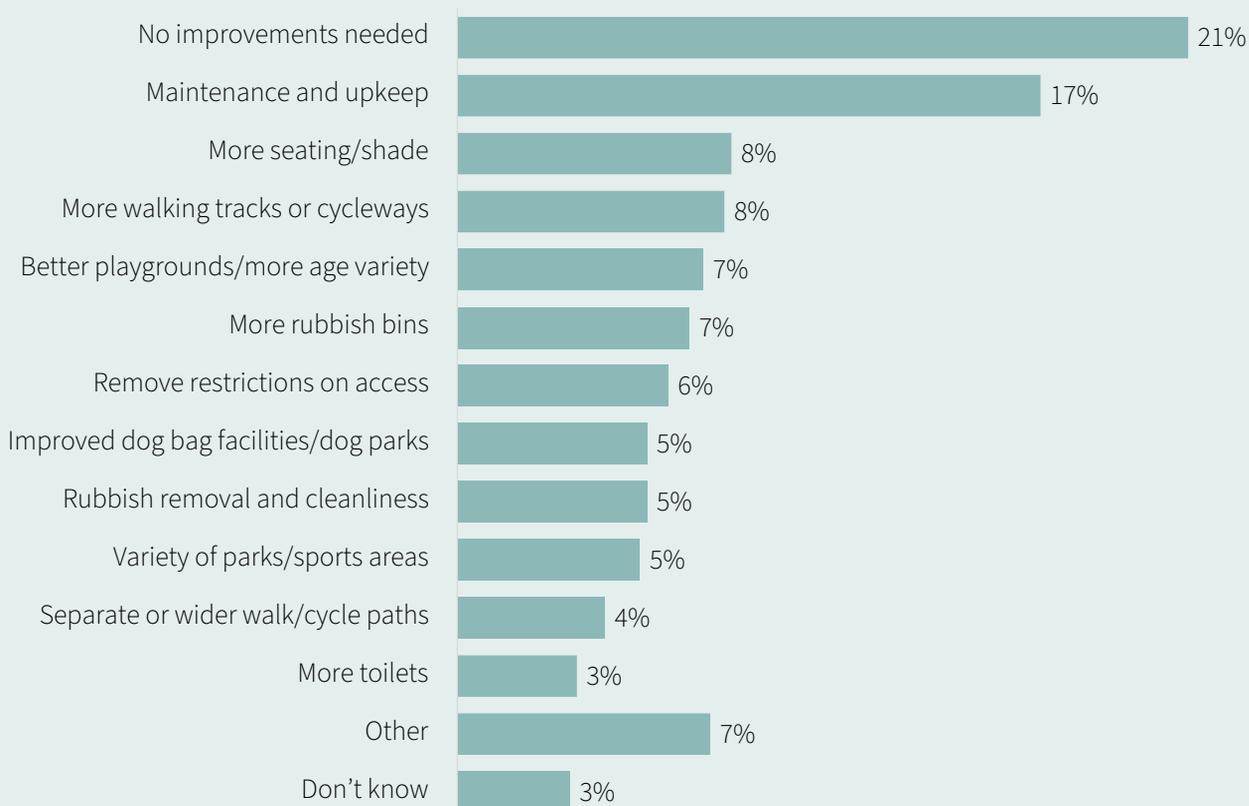
Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how are satisfied are you with the....

Base 2019 n=187, 2020 n=89, 2021 n=99

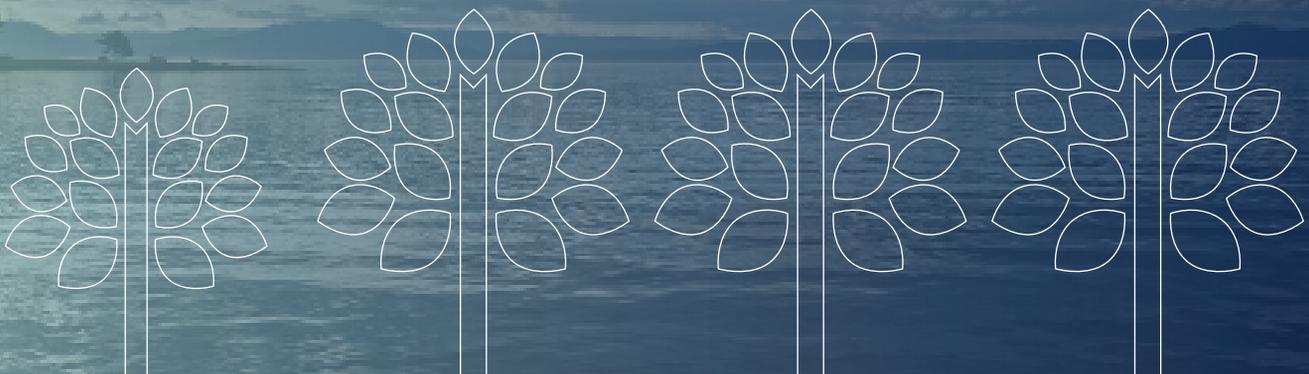
# Facility Improvements

Users were asked about the improvements they would like seen made to the district's outdoor facilities. Twenty-one per cent of users indicated that there were no improvements needed, while 17% suggested that the maintenance and upkeep of the facilities could be addressed. Further to this 8%, each, suggested more seating or shade and/or more walking tracks and cycleways. Seven per cent of users suggested better playgrounds and/or more rubbish bins could be considered.

### Improvements to Outdoor Facilities



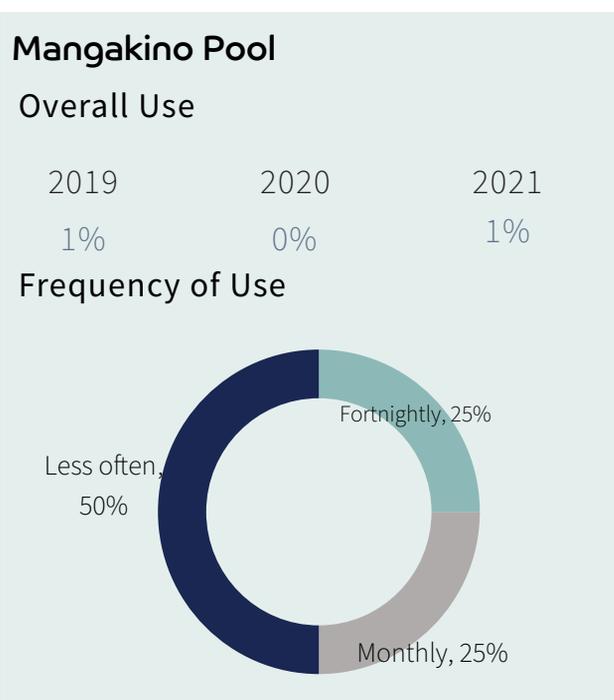
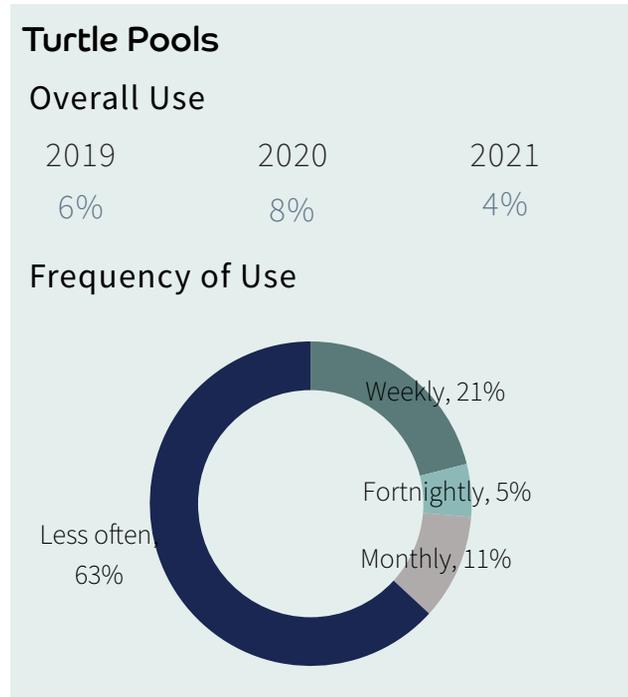
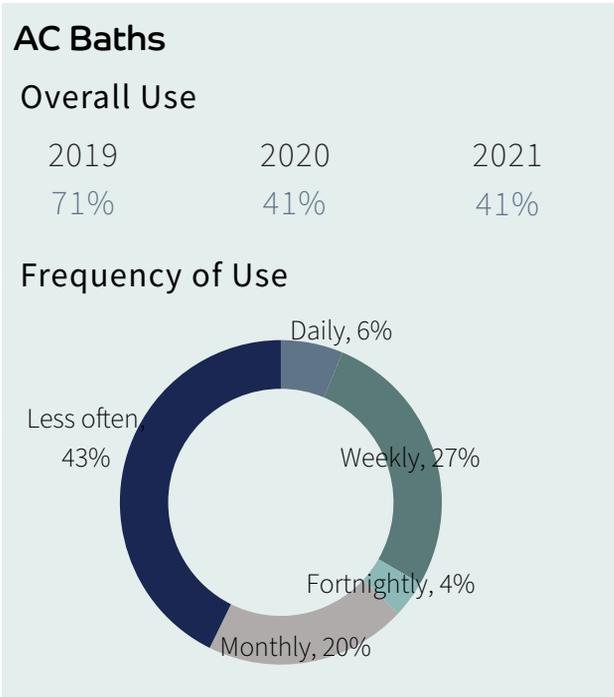
# Aquatic Facilities



# Aquatic Facilities Use

When looking at aquatic facilities in the district, 56% of respondents indicated that they had not used an aquatic facility; this is a similar result to that seen in 2020 (55%). As with previous years, AC Baths was the most frequented aquatic facility, with 41% of respondents indicating they had used AC Baths in the past 12 months, this is the same result as that which was seen in 2020. Similarly, 4% of respondents had used Turtle Pools in the past 12 months (a decrease from 8% in 2020), and 1% had 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.

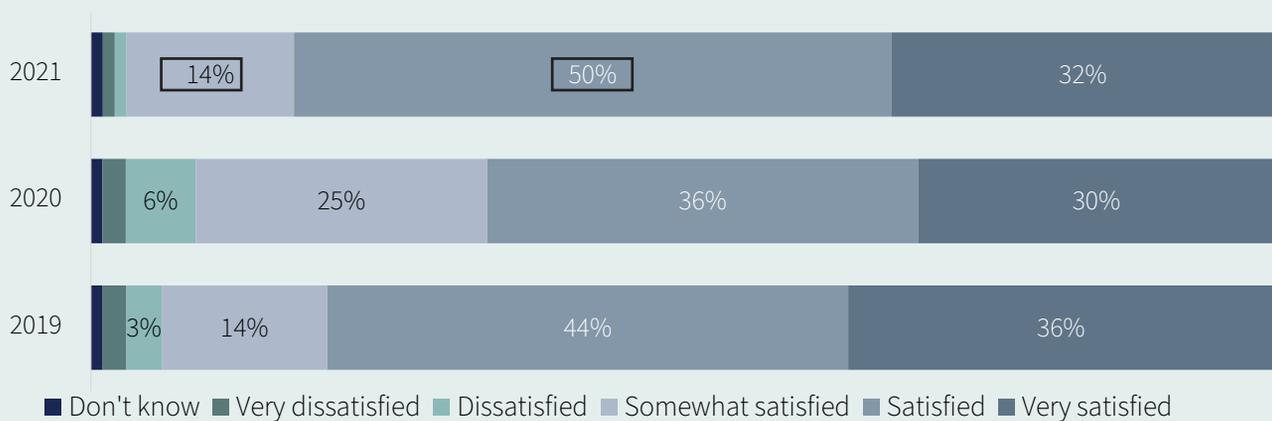
Q. Please indicate how often you use the following facilities? Base size AC Baths 2021 n=191, Turtle Pools 2021 n=19, Mangakino Pools 2021 n=4

# Aquatic Facilities

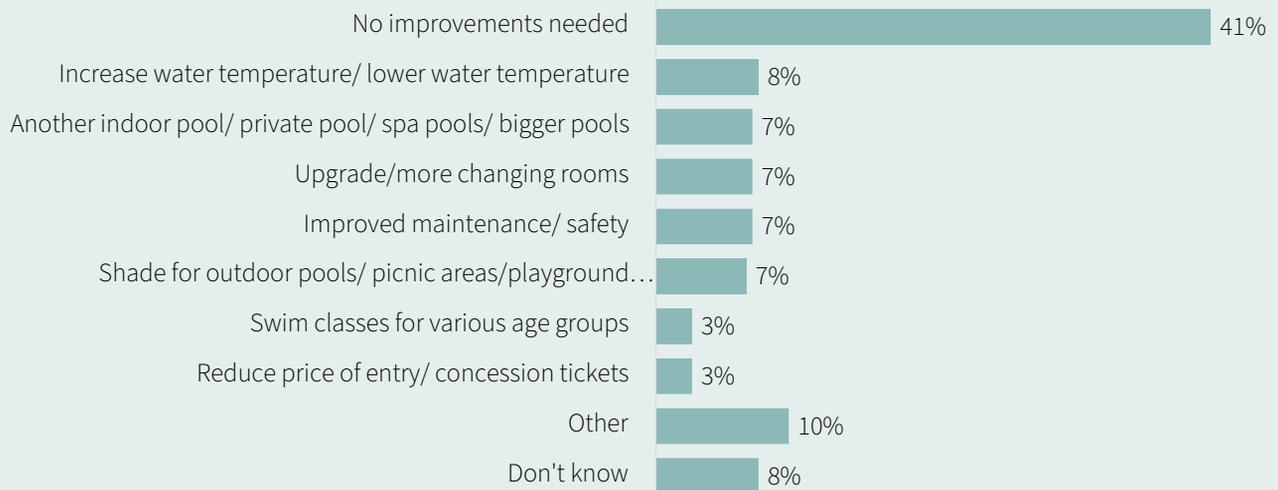
Overall, 82% of pool users were satisfied with the range of aquatic facilities at the aquatic centres. This is a significant increase from the 2020 results (66%), and is similar to those seen in 2019 (80%).

When asked about improvements to the aquatic facilities, 41% of users indicated that there were no improvements needed. At a lower level, 8% of users suggested the water temperature could be increased and 7% each indicated that they would like another pool, upgraded changing rooms, improved maintenance, and/or amendments made to the outdoor areas at the aquatic facilities.

## Satisfaction with Range of Aquatic Facilities



## Aquatic Facility Improvements



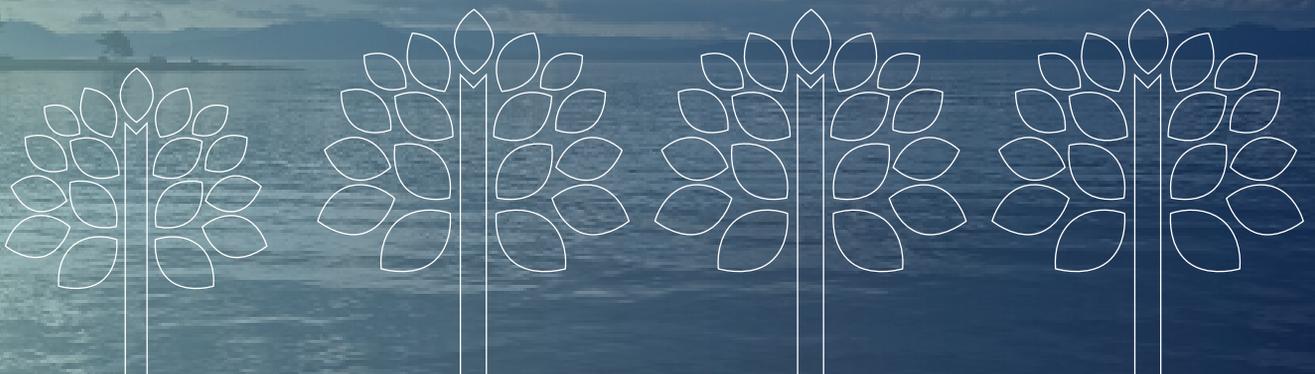
Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how are satisfied are you with the....

Base 2019 n=361, 2020 n=203, 2021 n=202

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

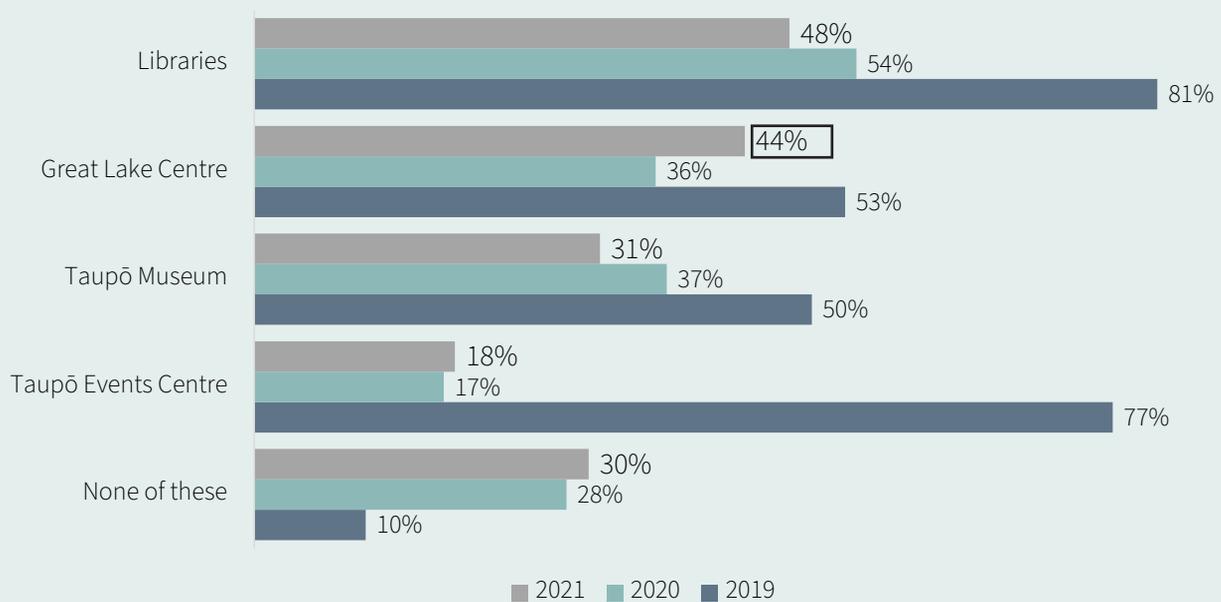
# Arts and Cultural Facilities



# Facilities Use

The most used facility was the library with 48% of respondents indicating that they used this facility; this is a decrease from the 2020 result of 54%. There has been an increase in the number of respondents who use the Great Lake Centre with 44% indicating they have used this in the past 12 months (an increase of 8% from 2020). Use of Taupō Museum has declined slightly this year (31% cf. 2020, 37%), while use of Taupō Events Centre (18%) has remained similar to 2020 (17%).

## Arts and Cultural facilities used in past 12 months

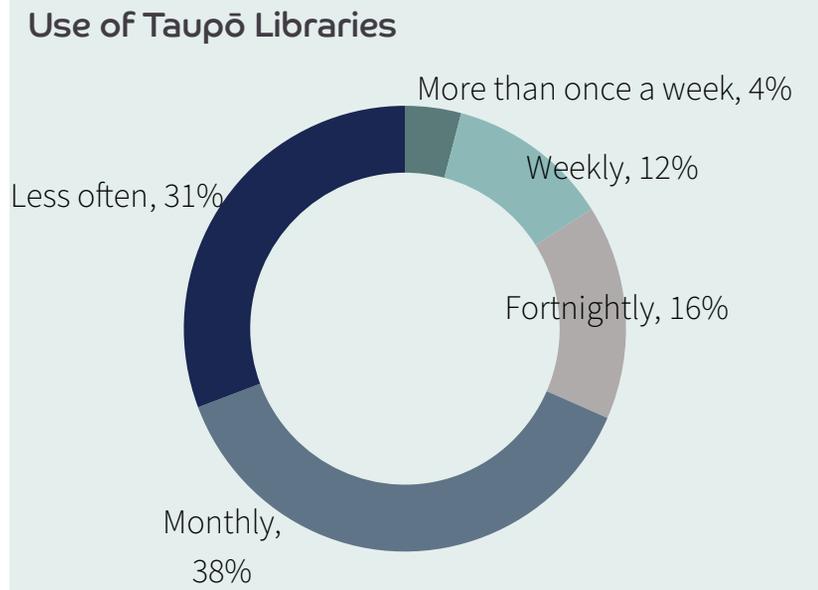


# Taupō Libraries

Four per cent of library users indicated they visited the libraries more than once a week. Following this, 12% of users indicated they use the libraries weekly, and 16% use these fortnightly. The majority of users (69%) visit the library less often.

The majority of users (91%) frequented the Taupō library, while 7% used the Turangi library, and 1% used the Mangakino library.

Ninety-two per cent of users were satisfied with the libraries. Overall satisfaction has remained similar to that seen in 2020 (93%).



## Libraries Used in Past 12 Months

Mangakino

1%

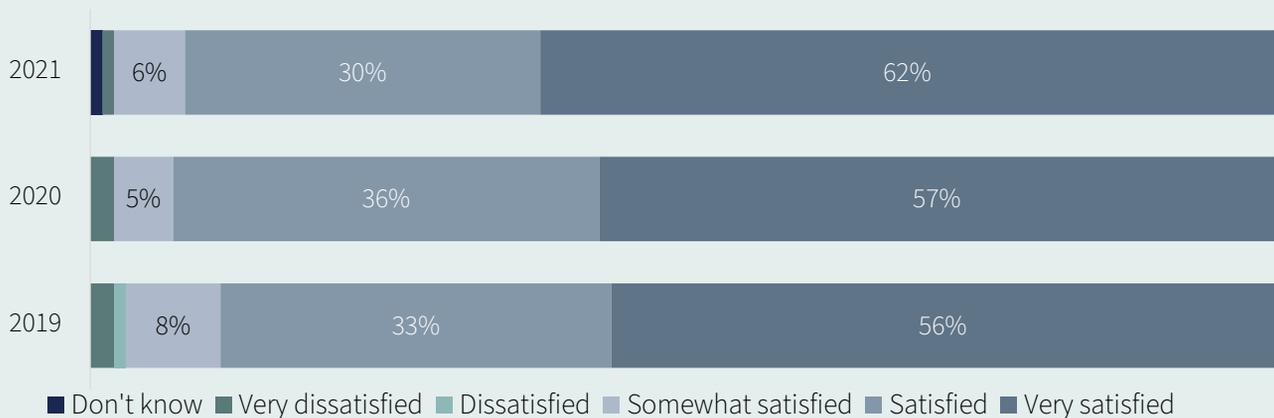
Turangi

7%

Taupō

91%

## Satisfaction with Range and Variety of Collection at Libraries



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

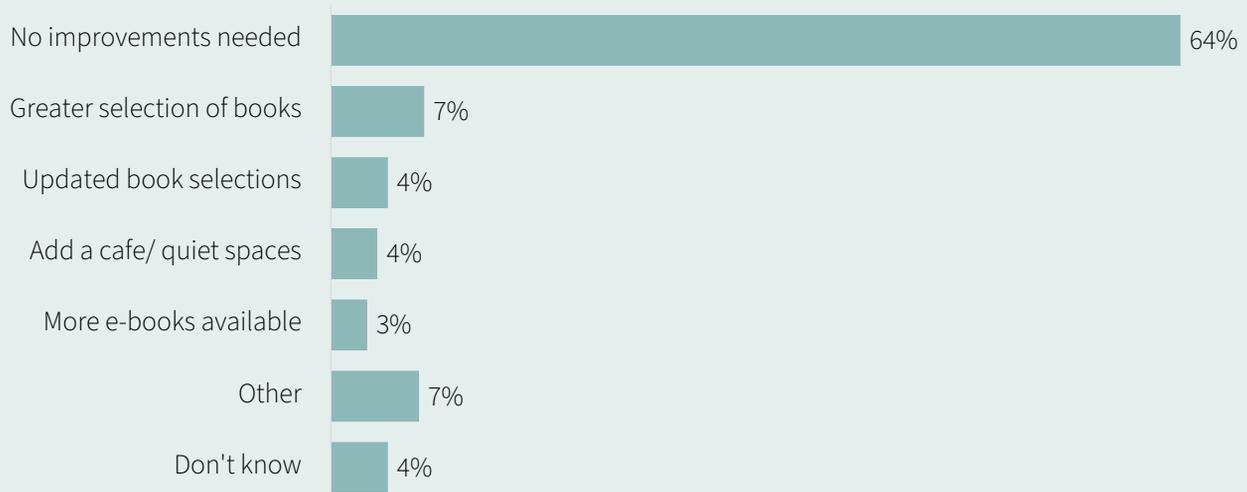
Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the range of services and collection?

Base 2019 n=398, 2020 n=242, 2021 n=222

# Improvements to Libraries

When asked about improvements to the libraries, over half of users (64%) mentioned that there were no improvements needed. Following this, 7% of users would like to see a greater selection of books and 4% would like to see updated book selections. A further 4% of users would like a cafe or quiet space, and 3% would like more e-books.

## Improvements to Libraries

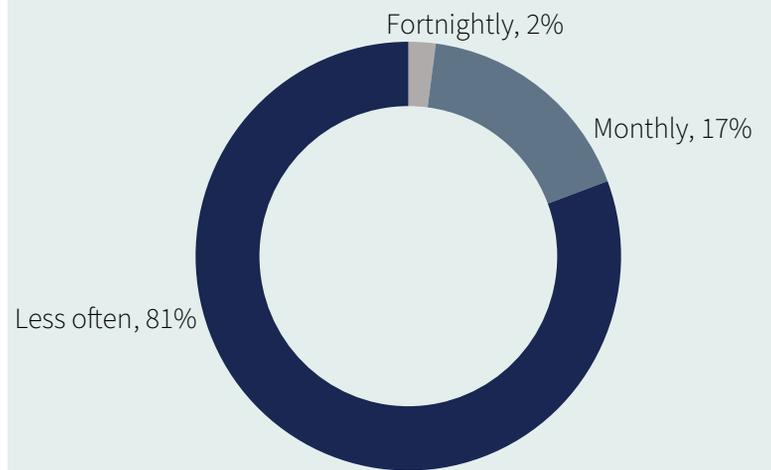


# Taupō Museum

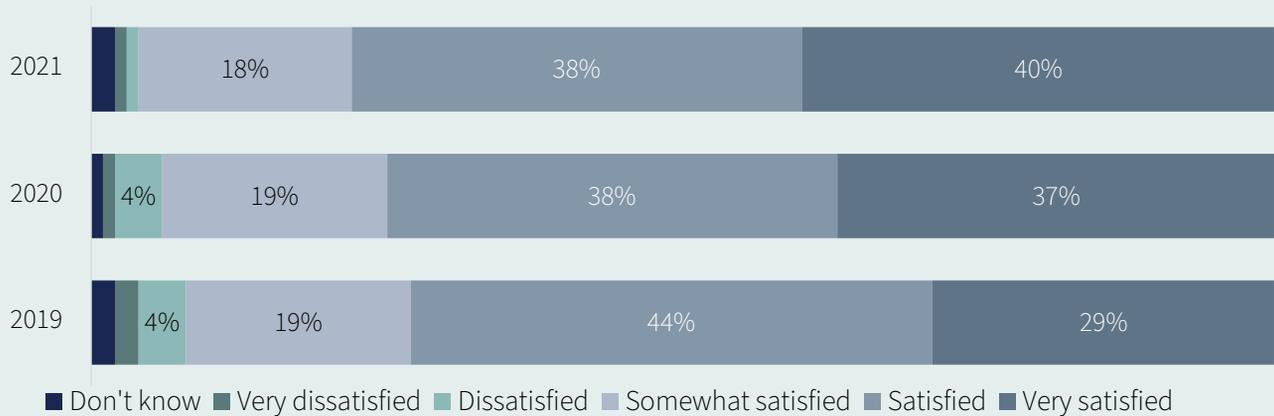
Only 2% of Taupō Museum users indicated that they used the museum fortnightly, while a further 17% used the museum monthly. The majority of Taupō Museum users use the museum less often (81%).

Overall, 78% of users were satisfied with Taupō Museum. The total satisfaction result was similar to that seen in previous years (75% in 2020 and 73% in 2019), however there has been a steady increase in the proportion of users who were very satisfied with Taupō Museum since 2019 (40% in 2021, cf., 29% in 2019).

Use of Taupō Museum



Satisfaction with Taupō Museum



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

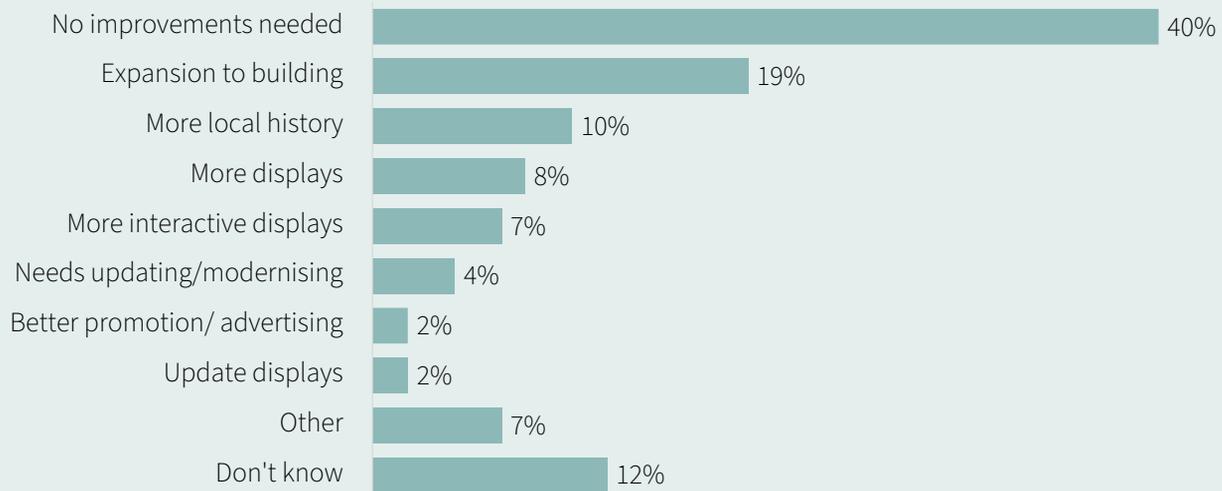
Q. Using a 1-5 satisfaction scale where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the Taupō Museum?

Base 2019 n=243, 2020 n=166, 2021 n=145

# Improvements to Taupō Museum

When asked about improvements to Taupō Museum, 40% of users indicated that there were no improvements needed. Nearly 20% indicated that there was a need to expand the building and 10% suggested displaying more local history. At a lower level, 8% of users suggested more displays while 7% suggested displays with greater interaction would be good to see.

## Improvements to Taupō Museum

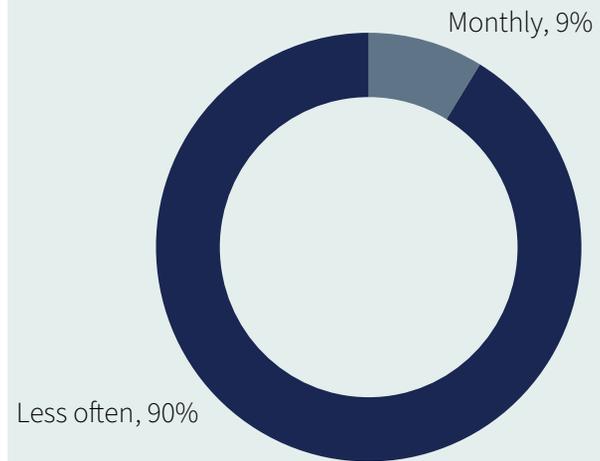


# Great Lake Centre

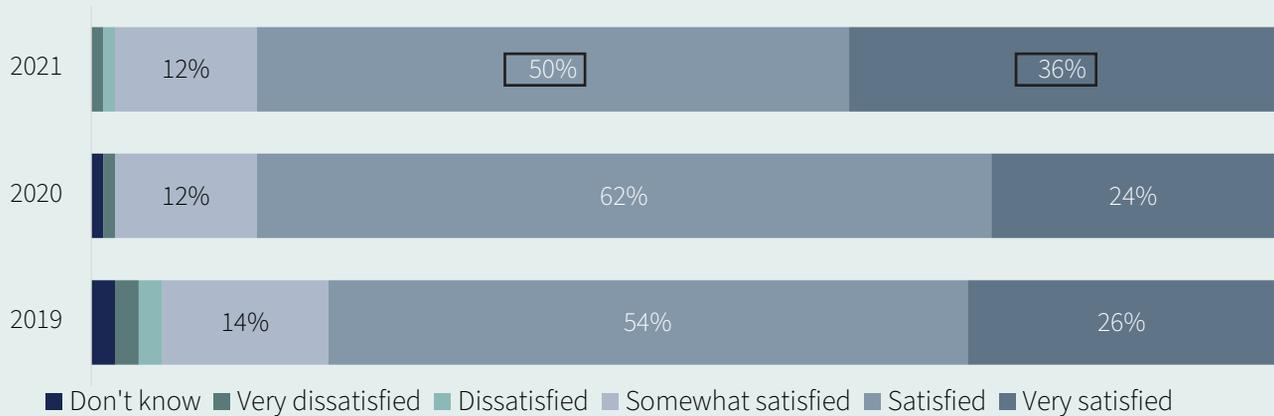
Only 9% of Great Lake Centre users indicated that they used the Great Lake Centre monthly, with the majority indicating that they used the centre less often.

Overall, 86% of users were satisfied with the Great Lake Centre. The satisfaction result was the same as that seen in 2020, however there has been a significant increase in the proportion of users who were very satisfied with the centre (36% in 2021, cf., 24% in 2020).

Use of Great Lake Centre



Satisfaction with Great Lake Centre

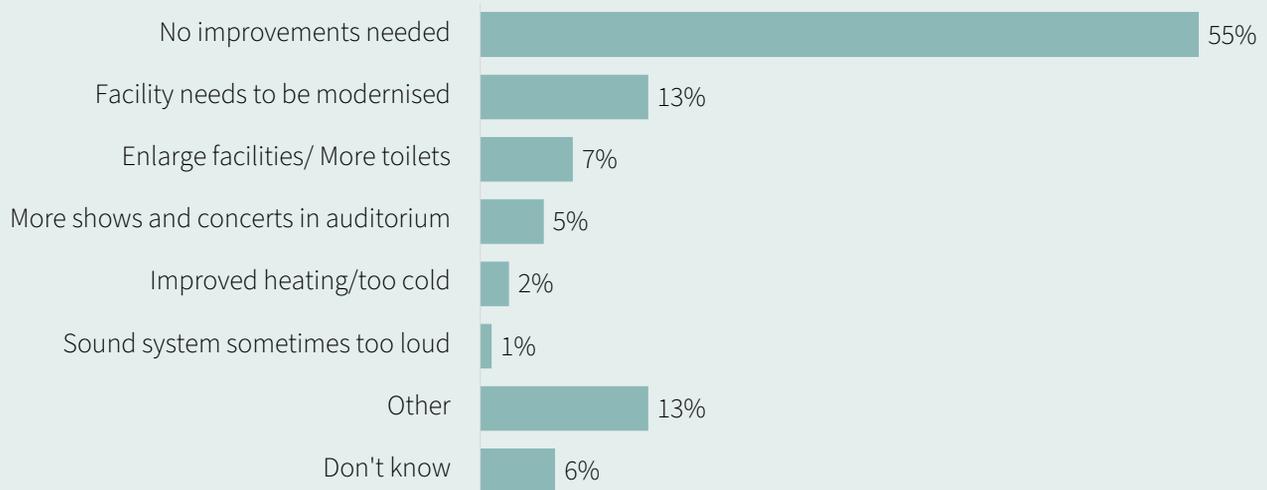


Q. How often do you use the following?  
 Q. Using the 1-5 satisfaction scale, how satisfied are you with the Great Lake Centre?  
 Base 2019 n=258, 2020 n=161, 2021 n=203

# Great Lake Centre

When asked about improvements to the Great Lake Centre, 55% of users suggested that there were no improvements needed, however 13% suggested that the facility needs modernising and 7% would like to see larger facilities.

## Improvements to the Great Lake Centre

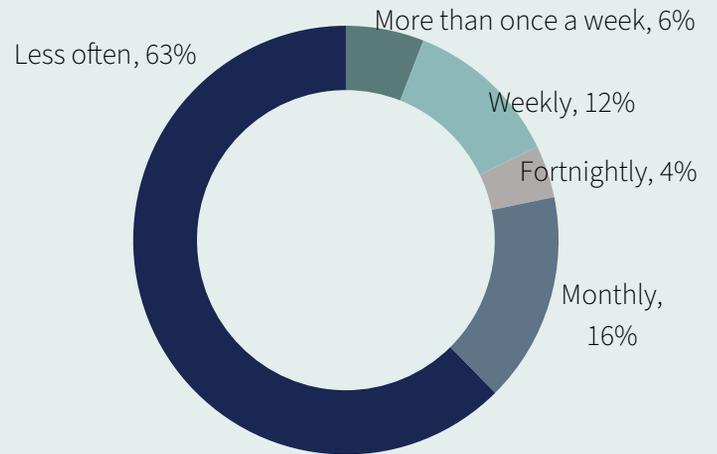


# Taupō Events Centre

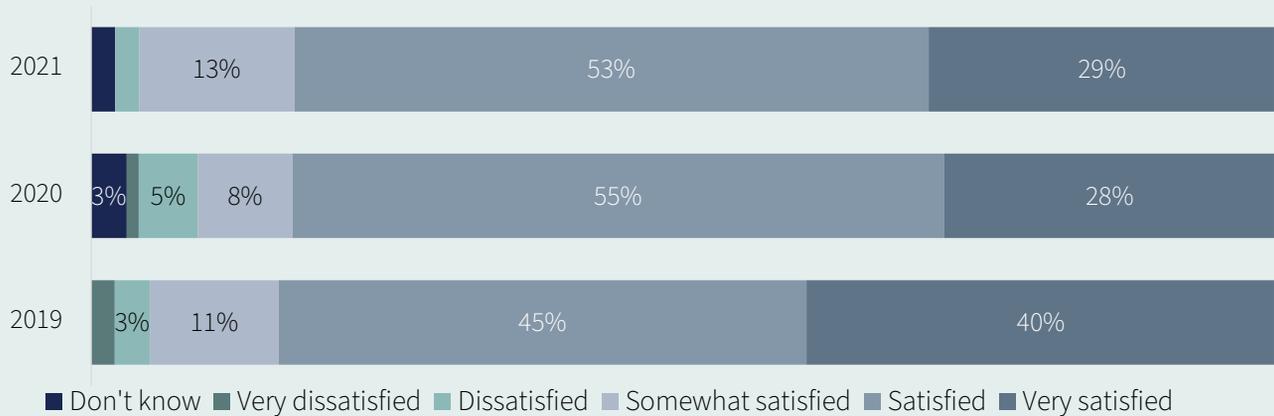
Six per cent of those who used the Taupō Events Centre and Function Rooms indicated that they used these more than once a week. A further 12% indicated that they used these weekly, 4% used the rooms fortnightly, and 16% used these monthly. Just under two-thirds (63%) indicated that they used Taupō Events Centre and Function Rooms less often.

Eighty-two per cent of users were satisfied with Taupō Events Centre and Function Rooms. The results for this year were very similar to those seen in 2020, however there has been a slight increase in the proportion of users who indicated they were somewhat satisfied (13% in 2021, cf., 8% in 2020).

Use of Taupō Events Centre and Function Rooms



Satisfaction with Taupō Events Centre and Function Rooms



Q. How often do you use the following?

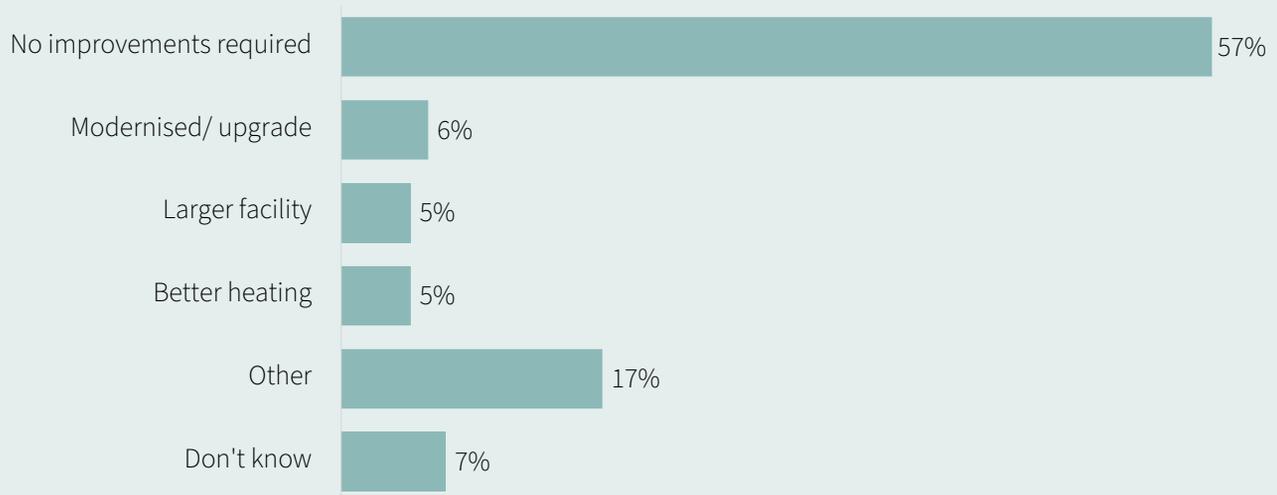
Q. Using the scale below please indicate how satisfied you are with the Taupō Events Centre and Function rooms?

Base 2019 n=198, 2020 n=75, 2021 n=83

# Taupō Events Centre

When asked about improvements to the Taupō Events Centre and Function Rooms, 57% of users indicated that there were no improvements needed to the centre. At a lower level 6% of respondents indicated the centre needed to be modernised or upgraded, while 5%, each, would like to see a larger facility or better heating.

## Improvements to the Taupō Events Centre and Function Rooms



# Other Facilities

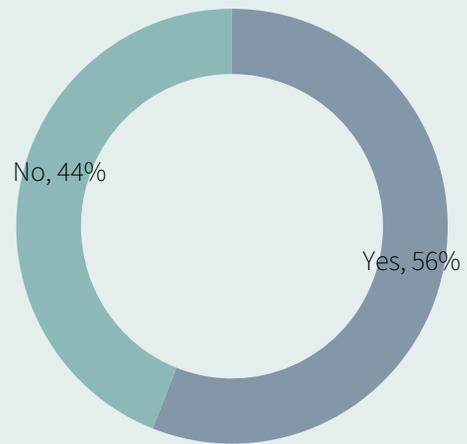


# Council's Public Conveniences

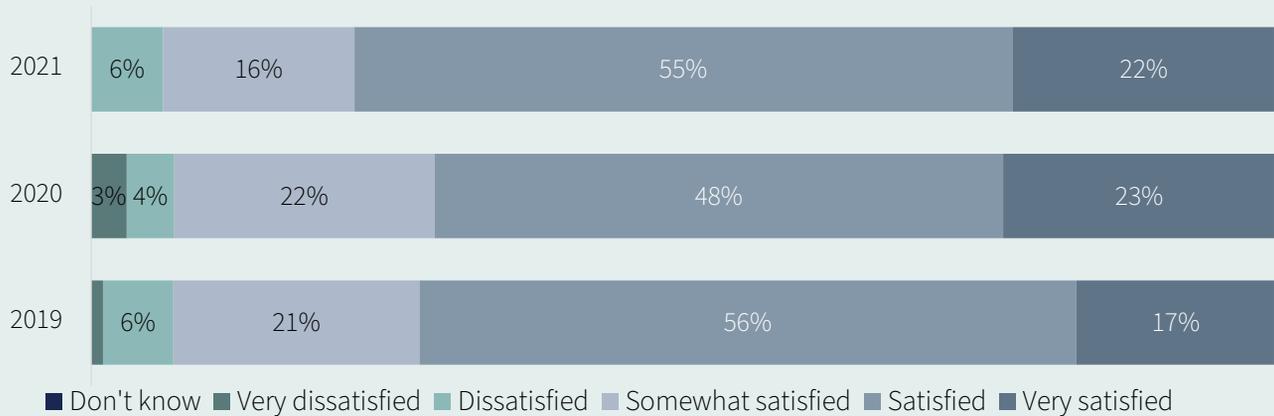
Fifty-six per cent of respondents indicated they have used Council's public conveniences.

Overall, 77% of users were satisfied with Council's public conveniences, this is a slight increase from the results seen in 2020 (71%). There has been a concurrent decrease in the proportion of users who were somewhat satisfied (16% in 2021, cf., 22% in 2020) or very dissatisfied (0% in 2021, cf., 3% in 2020).

Use of Council's Public Conveniences



Satisfaction with Council's Public Conveniences



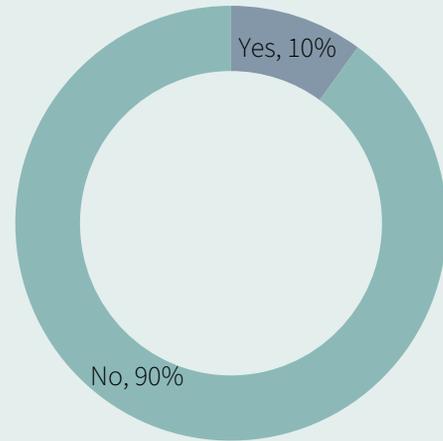
Q. Have you used any of the council's public conveniences in the past 12 months?  
 Q. Using the 1-5 satisfaction scale, how satisfied are you with the council's public conveniences?  
 Base 2019 n=344, 2020 n=282, 2021 n=262

# Council Cemeteries

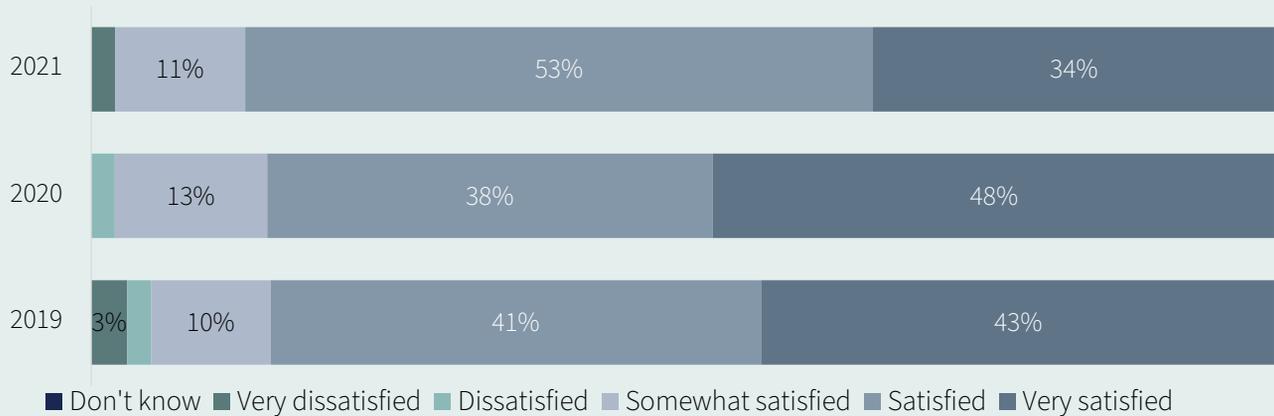
Overall, only 10% of respondents had visited a Council cemetery in the past 12 months.

Eighty-seven per cent of visitors were satisfied with the appearance and accessibility of Council cemeteries. Overall satisfied results were similar to those seen in previous years, however there has been a decrease in the proportion of visitors who were very satisfied with Council cemeteries (34% in 2021, cf., 48% in 2020).

Use of Council Cemeteries



Satisfaction with Appearance and Accessibility of Council Cemeteries



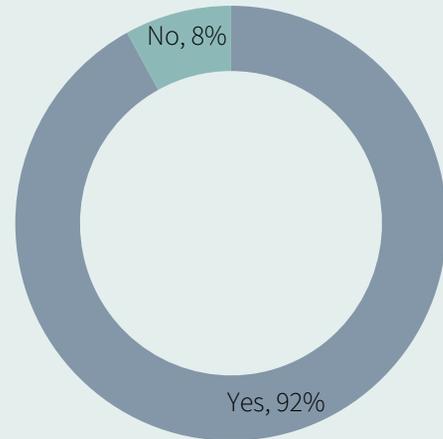
Q. Have you used any of the district's cemeteries in the past 12 months?  
 Q. Using the 1-5 satisfaction scale, how satisfied are you with the appearance and accessibility of the district's cemeteries?  
 Base 2019 n=58, 2020 n=56, 2021 n=47

# Refuse and Recycling Services

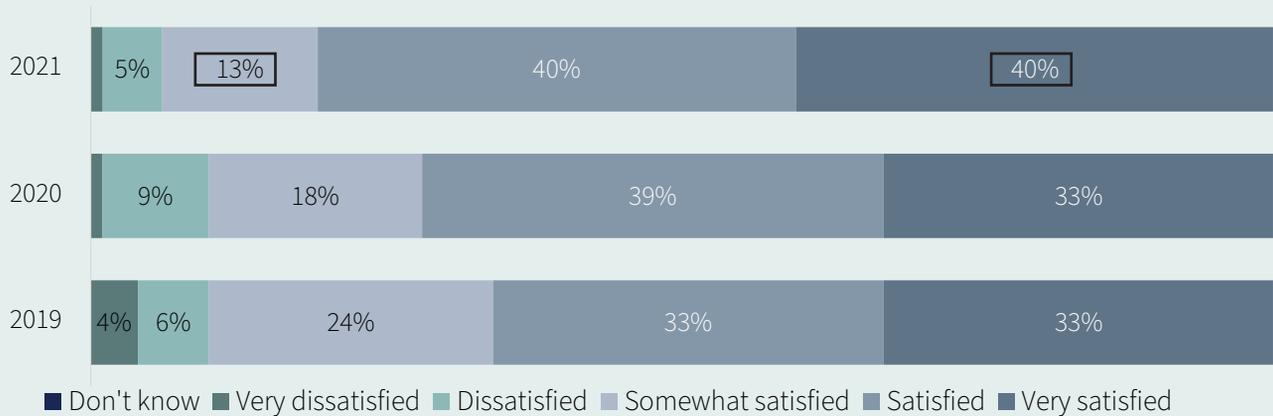
The majority of respondents (92%) have used the refuse and recycling services.

Eighty per cent of those who used the refuse and recycling services were satisfied with the services. Overall satisfaction has increased 8% this year, and has increased 14% since 2019. Concurrently, the proportion of dissatisfied users has also decreased over time (6% in 2021, cf., 10% in 2019).

Use of Refuse and Recycling Services



Satisfaction with Refuse and Recycling Services

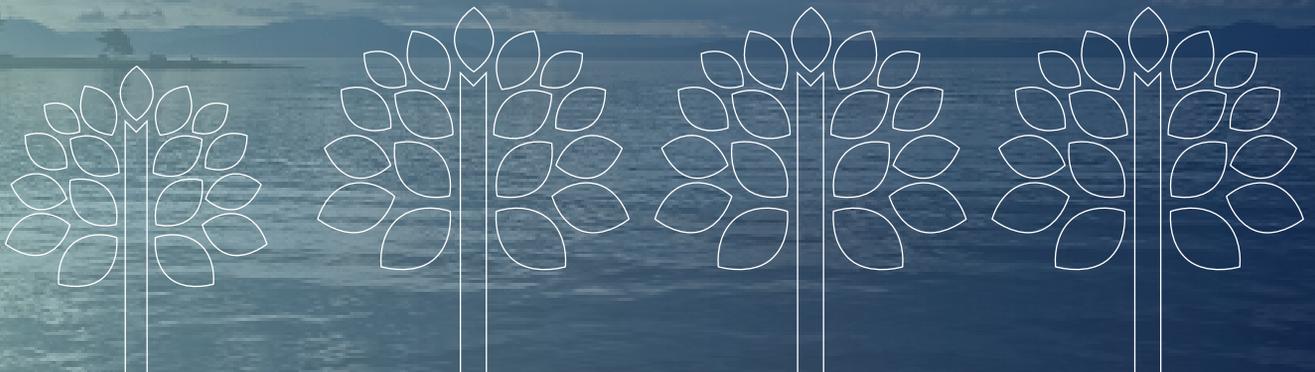


Q. Do you use Council's recycling and refuse services?

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, 2021 n=427

# Age Group Profiles



# Reading These Findings

The following profiles detail results from the four age groups (14-34, 35-50, 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 only.

Significance testing has been applied to these results, this compares 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.

# Under 35 Age Group

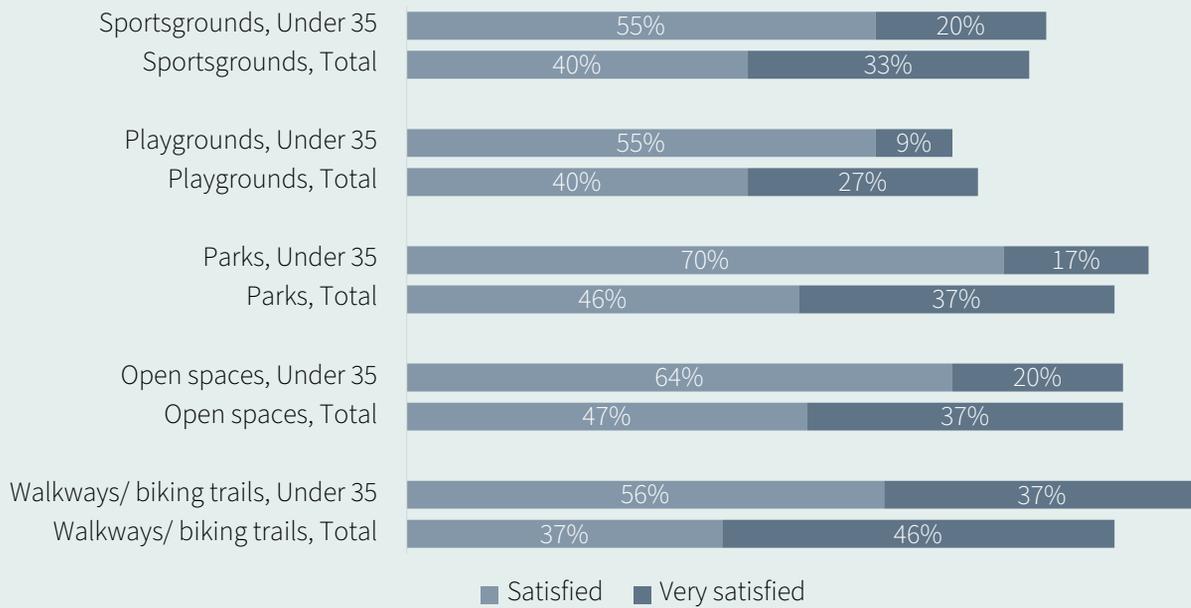
Those aged under 35 reported much higher use of sportsgrounds (54%) and playgrounds (59%), and indicatively had much higher use of all outdoor facilities; only 3% of this age group used none of the outdoor facilities.

This age group displayed slightly greater satisfaction with most of the outdoor facilities, particularly walkways and biking trails. The lowest satisfaction was seen for the playgrounds with verbatim comments suggesting this age group would like to see more variety in the playgrounds and sports areas (this was particularly mentioned by those under 18).

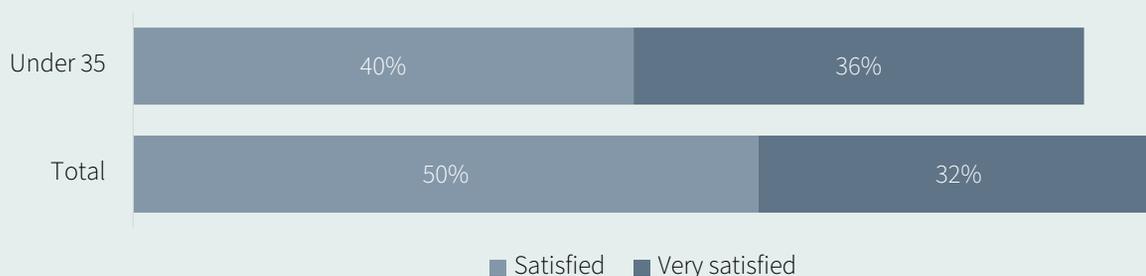
Respondents under 35 years were much more likely to use the district’s aquatic facilities with 68% of this group having used at least one aquatic facility. They were much more likely to use the Mangakino pool facility (5%). This group show slightly lower satisfaction with the aquatic facilities with comments suggesting there should be a focus on improvements relating to shade outside and changing room areas, again this was particularly important for those under 18.

Indicatively this group have lower use of all cultural facilities; 41% have not used the museum, a library, the Great Lake Centre, or the events centre. However, amongst those who have used these facilities the experiences appeared to be positive with slightly higher levels of satisfaction shown across the board. Those who have used the library were keen to see a greater number of school holiday programmes (mentioned by those aged 18-34), and improvements in opening hours and seating (mentioned by those under 18).

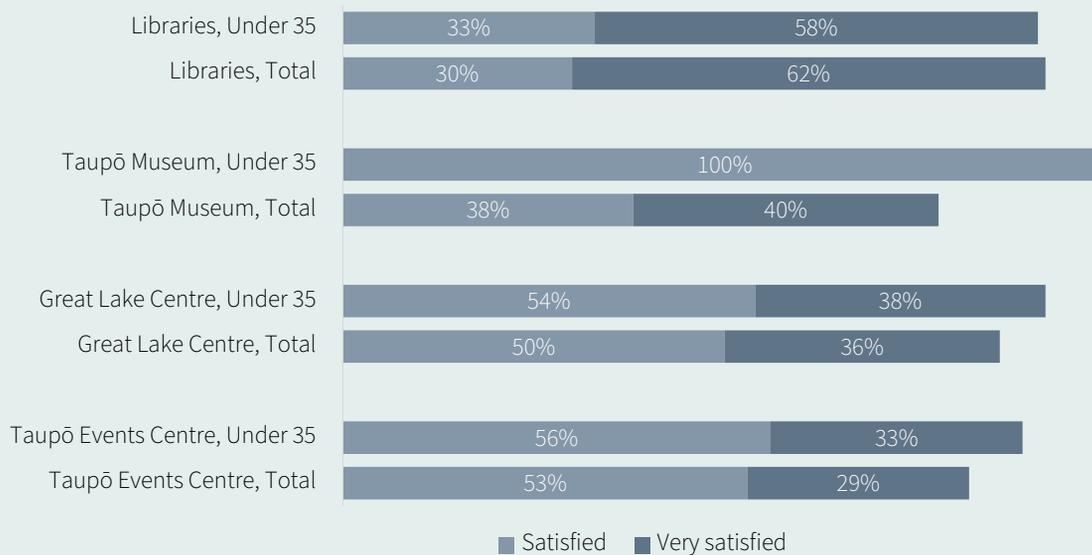
## Satisfaction with Outdoor Facilities



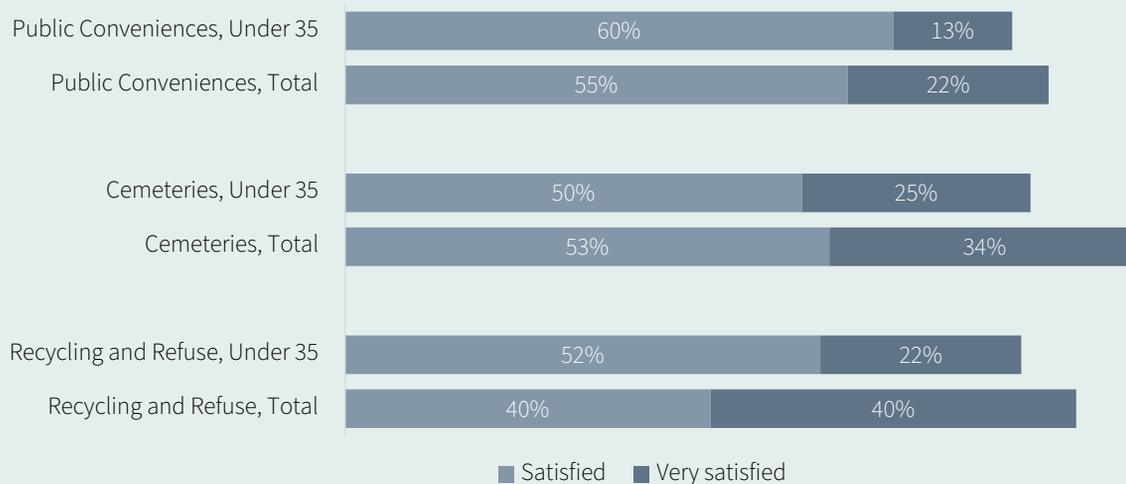
## Satisfaction with Range of Aquatic Facilities



## Satisfaction with Arts and Cultural Facilities



## Satisfaction with Other Facilities



*“More slides. More fun equipment to use in the pools. Nicer changing rooms” - Pool User, Under 18*

*“Redo the sports fields in Turangi. Improve playgrounds/basketball courts in Turangi for older children. Have more, and dedicated, cycle-paths in Turangi. Have more ways to cross the highway. More places for dogs.” - Outdoor Facilities User, 18-34*

# 35-50 Age Group

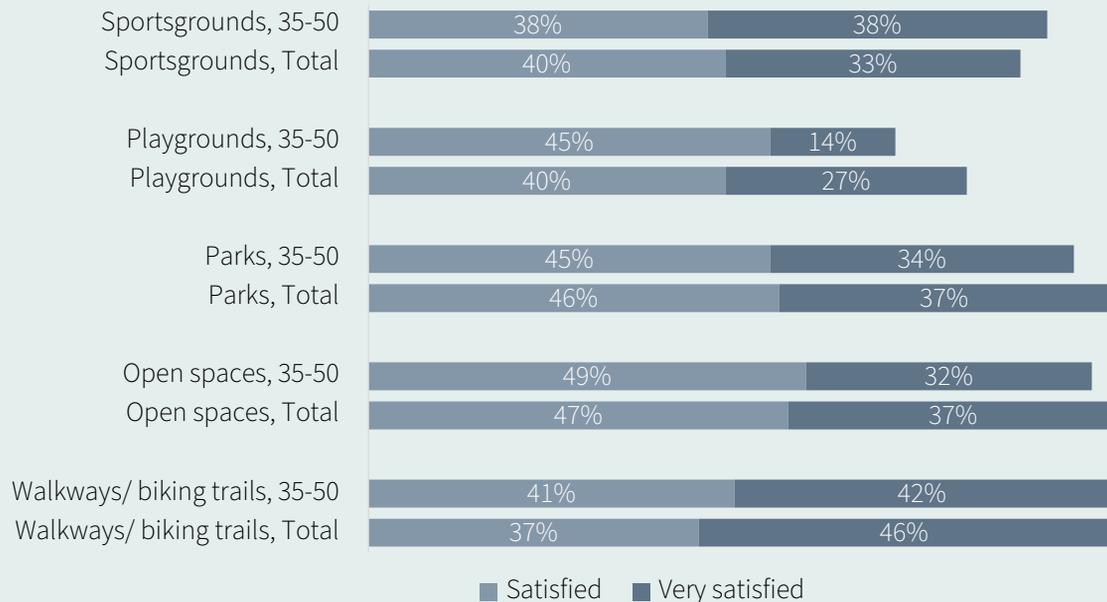
Respondents aged 35-50 were much more likely to have used an outdoor facility (only 6% have used none of the facilities). In particular, this group used sportsgrounds (47%), playgrounds (49%), and parks (79%) within the district. While this group displayed higher satisfaction levels for sportsgrounds, results for other outdoor facilities were slightly lower than the total level results, with the lowest result seen for playgrounds. Improvements amongst this group focus on increasing the variety of playgrounds, general maintenance/upkeep, and increasing the number of walkways and cycleways.

This age group were much more likely to have used aquatic facilities, with 64% having used at least one facility. This group were much more likely to have used AC Baths 64%, however the satisfaction level amongst this age group for aquatic facilities were slightly lower than that of the overall population.

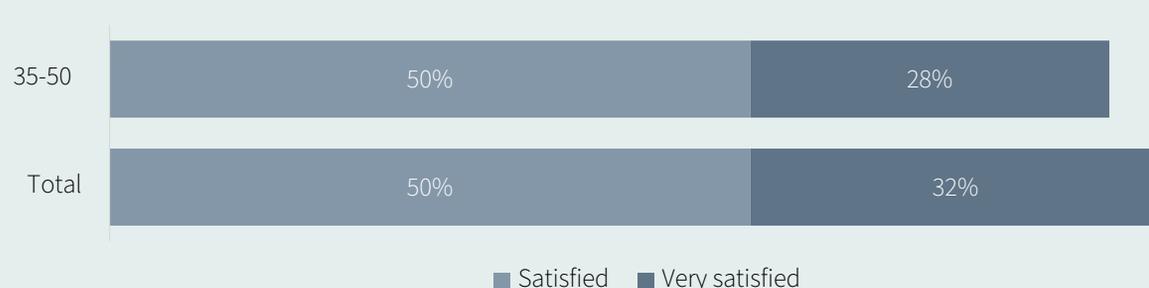
Fifty-three per cent of this age group have used the library and have slightly lower satisfaction with this facility than the overall population. However, users in this age group were more likely to rate Taupō Museum highly, but provided slightly lower satisfaction ratings for the Great Lake Centre.

Satisfaction with the recycling and refuse centre was lower amongst this age group.

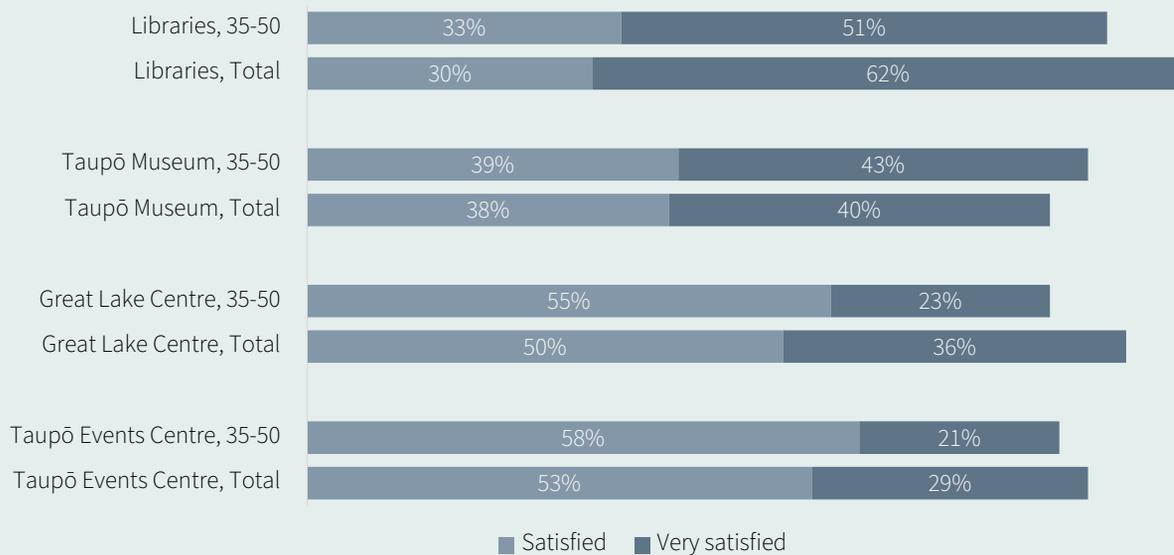
## Satisfaction with Outdoor Facilities



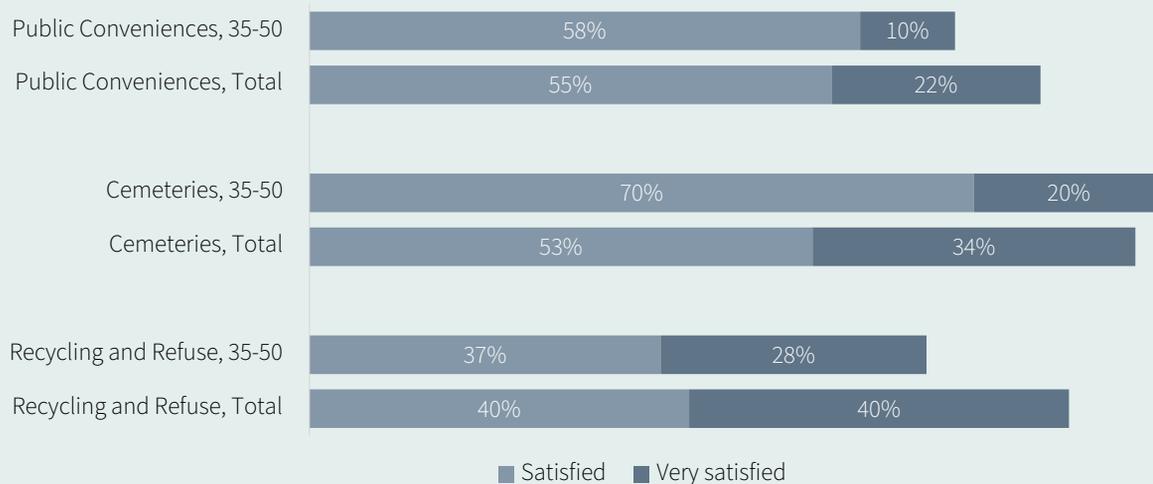
## Satisfaction with Range of Aquatic Facilities



## Satisfaction with Arts and Cultural Facilities



## Satisfaction with Other Facilities



*“Playgrounds/Parks made more accessible for disabled people. Also, there needs to be more basketball hoops like the Brice Street Reserve. This facility gets used almost everyday and it’s very positive to see. More need to be installed at other parks/reserves i.e., Pihanga St.” - Outdoor Facilities User, 35-50*

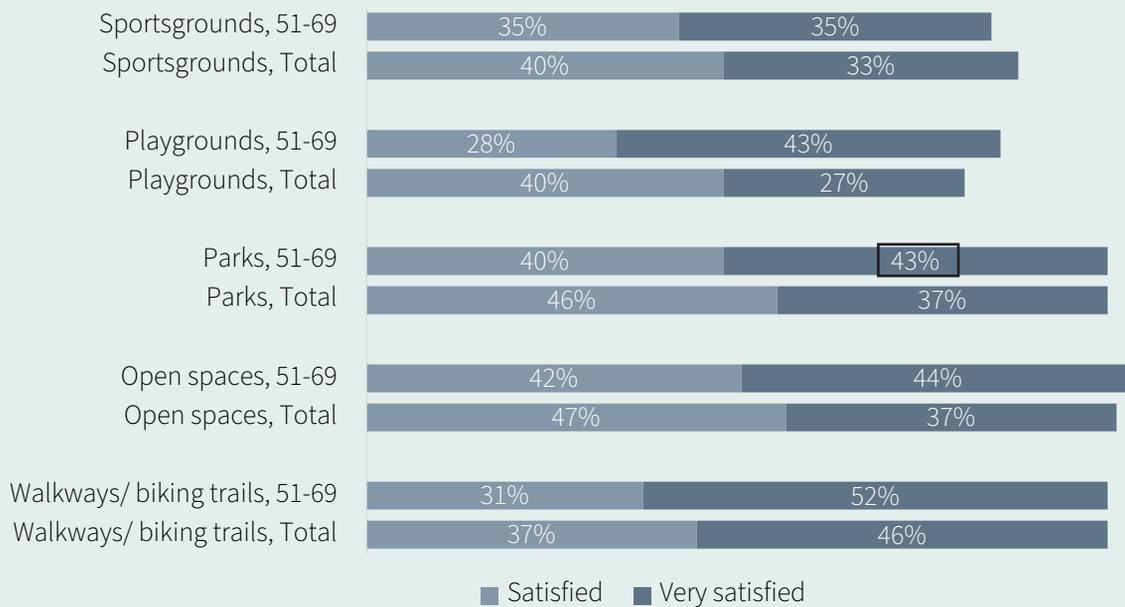
# 51-69 Age Group

This age group had a high level of use of the walking and biking trails (81%) and relatively high use of the open spaces (68%), but much lower use of sportsgrounds (11%). This group’s level of satisfaction with the outdoor facilities was relatively high particularly for open spaces (86%). The primary improvements this group would like made to outdoor facilities related to maintenance and upkeep.

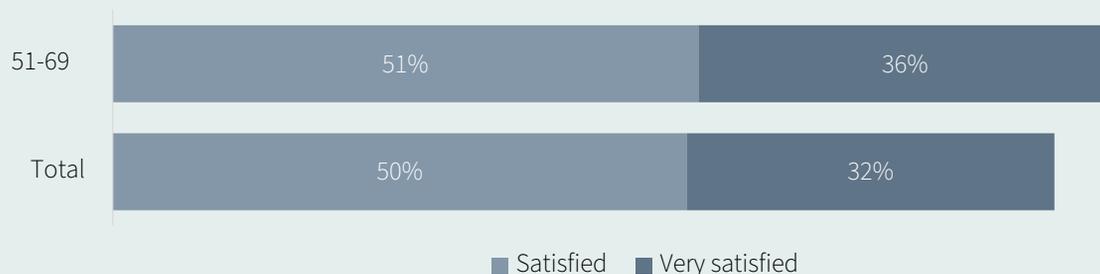
Around 39% of those in the 51-69 age group used an aquatic facility with the most commonly used facility being AC Baths (39%). Users of aquatic facilities in this age group appeared satisfied with 87% rating the facilities positively, and 46% stated that the facilities did not require any further improvements.

This age group appeared to have similar levels of satisfaction with the arts and cultural facilities and other facilities, with results mirroring the results of the total population. The main improvements that this group requested related to expanding the museum and the Great Lake Centre and modernising these facilities.

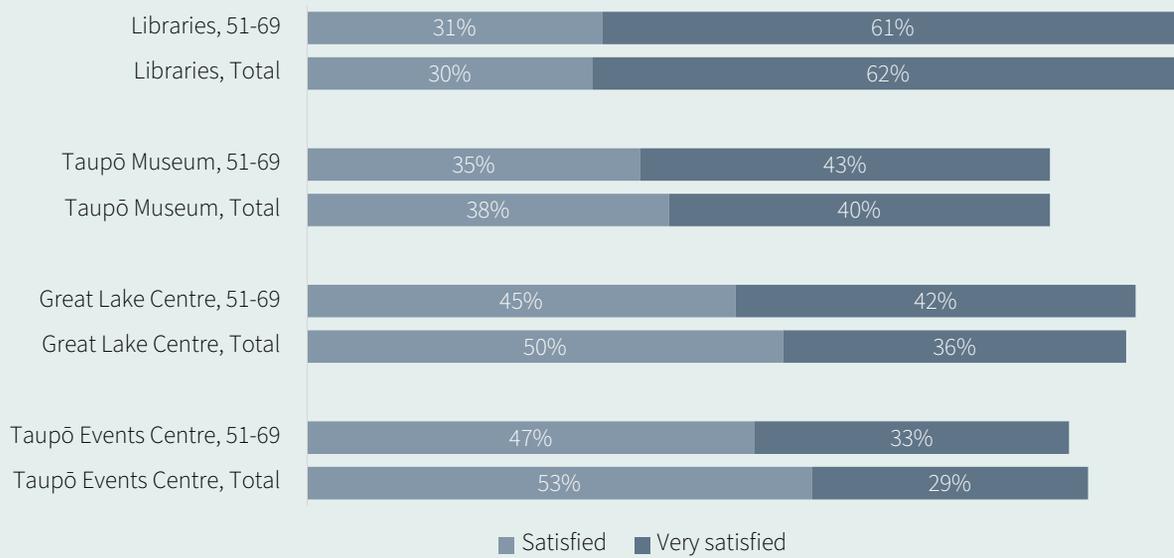
## Satisfaction with Outdoor Facilities



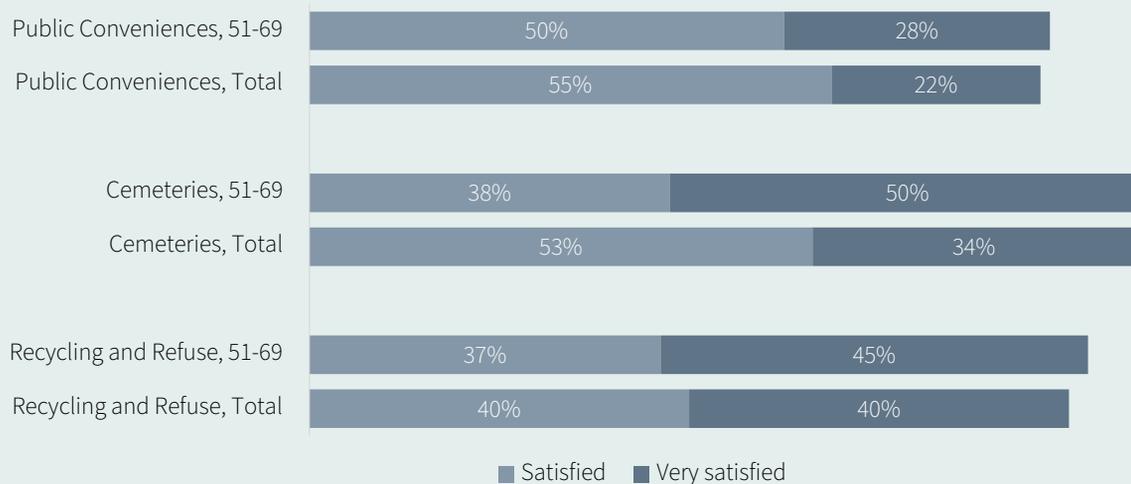
## Satisfaction with Range of Aquatic Facilities



## Satisfaction with Arts and Cultural Facilities



## Satisfaction with Other Facilities



*“I know it’s always a cost issue but I feel the maintenance is a bit slow at times. Also need more forward thinking with planting of small trees for shade in summer.” - Outdoor Facilities User, 50-69*

*“I understand most of the museum hosts permanent displays. Perhaps a section could be dedicated to more local history on a rota basis, i.e., a changing display.” - Museum User, 50-69*

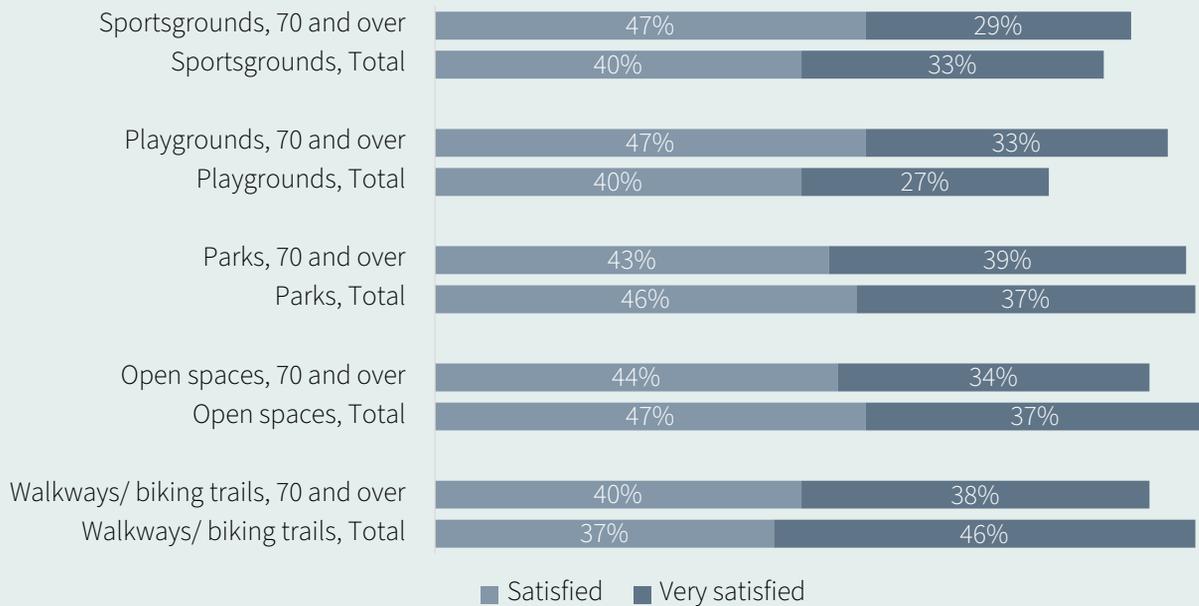
# 70 and Over Age Group

This group were more likely to state that they did not use any of the outdoor facilities (13%), particularly the playgrounds with only 13% of those aged 70 and over using this facility. However, this age group still had relatively high use of walkways/biking trails (73%) and parks (65%). Outdoor facility users within this age group displayed strong satisfaction levels with the district’s outdoor facilities. The main improvements this age group would like made to outdoor facilities related to maintenance and upkeep.

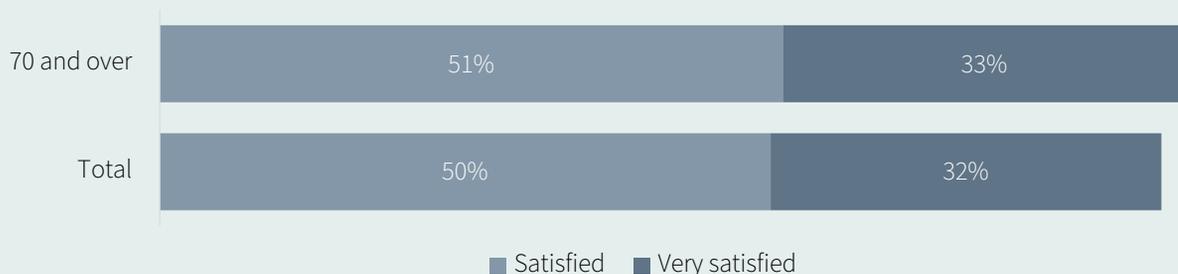
This age group were much less likely to use aquatic facilities (67% had not used any of the aquatic facilities) and they were much less likely to use AC Baths (31%). In saying that, aquatic facility users in this age group had high levels of satisfaction (84%) with the main improvements relating to increased water temperature.

This age group had the highest use of Taupō Museum (39%), libraries (54%), and the Great Lake Centre (51%), but lower use of the Taupō Events Centre (18%). Users’ satisfaction with these facilities was higher than the total population result. The main improvements this age group suggested for cultural facilities were expansions of the current offers.

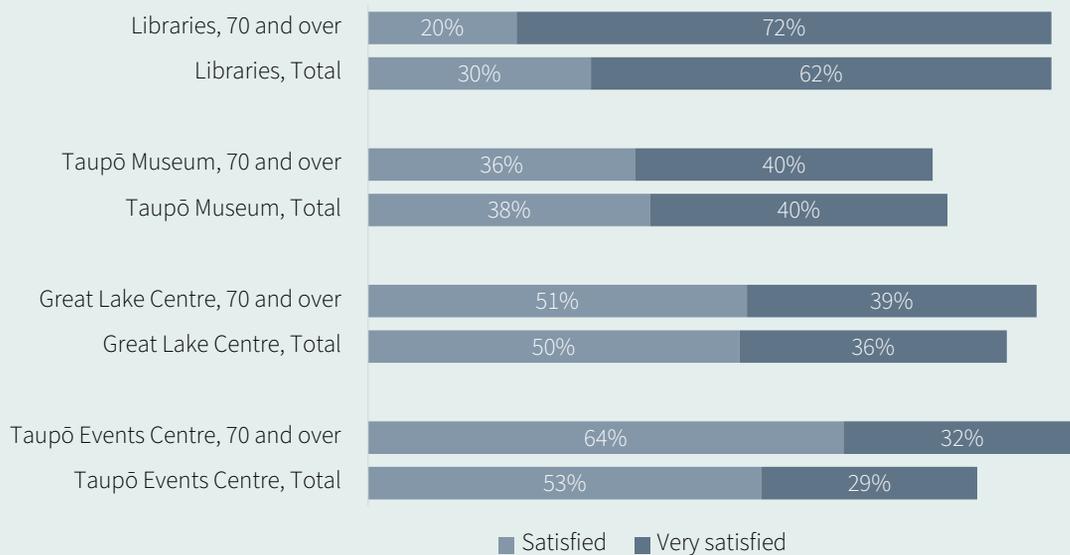
## Satisfaction with Outdoor Facilities



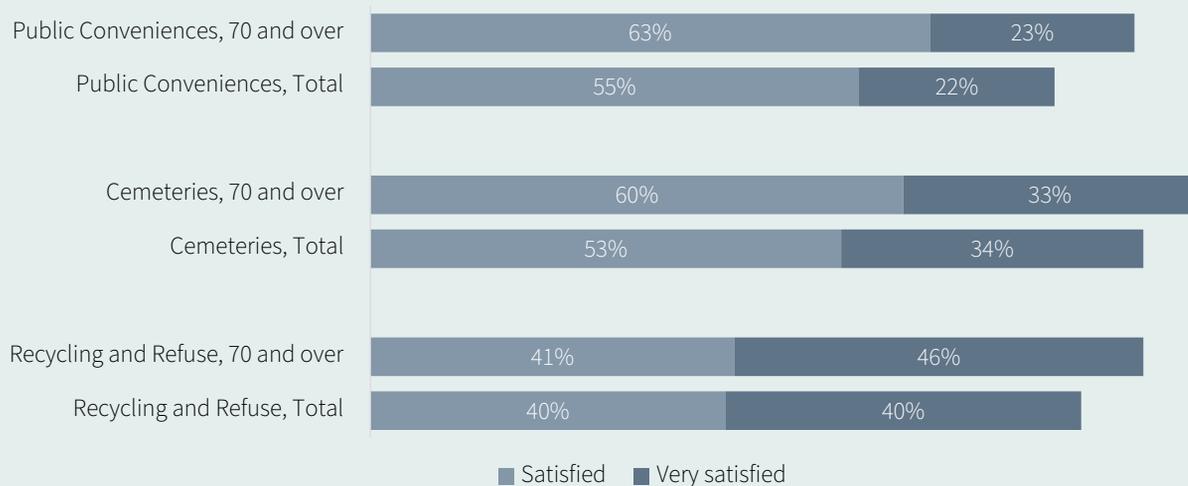
## Satisfaction with Range of Aquatic Facilities



## Satisfaction with Arts and Cultural Facilities



## Satisfaction with Other Facilities



*“I’d like to see a return to the fully closed in entrance into the main leisure pool. It’s extremely cold in the winter getting in and out of the pool, especially for the numerous elderly and disabled people who use this wonderful facility.” - Pool User, 70+*

*“Perfect as they are. Staff at Taupō Library are always positive and welcoming.”- Library User, 70+*

# 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?\*

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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?\*

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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?\*

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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?\*

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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?\*

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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?\*

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# 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?\*

- 14-17  
 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?\*

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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

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# Appendix 2: Sample Profile



## Ethnicity

New Zealand Māori	9%
New Zealand Pakeha	69%
European	16%
Asian	1%
Pacific Islander	1%
Other	9%
Prefer not to say	4%



## Age Bracket

14-17	2%
18-34	6%
35-50	18%
51-69	46%
70 and over	25%
Prefer not to say	3%



## Income

Less than \$40,000	19%
\$40,000 to \$59,000	14%
\$60,000 to \$89,000	17%
\$90,000 to \$119,000	13%
\$120,000 to \$150,000	5%
Over \$150,000	9%
Prefer not to answer	22%



## Gender

Male	48%
Female	50%
Gender Diverse	1%
Prefer not to say	1%



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