Grey District Council
Resident Satisfaction Survey 2021

Draft Report

31st March 2022

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Executive Summary

Executive Summary

Introduction

- The objective of this research is to measure community satisfaction with Grey District Council and its services to inform and enhance Council performance long term in line with community outcomes in the Council's Long Term Plan. The research also provides a measure of perception of quality of life, in line with the Community Economic Development Strategy.
- This research commenced biennially in 2011 and became annual in 2014. The findings from 2021 are presented in this report and where applicable, comparisons are made with earlier findings.
- In 2021, interviews were conducted late November 2021 – early March 2022, among a representative sample of 350 Grey District residents aged 18 and over.
- Prior to 2019, interviews were conducted by telephone. Since 2019, a hybrid online self-completion and telephone interviewer administered approach has been employed. This change in methodology has been introduced given the advent of cost-effective electronic interviewing options and a reduction in landline presence within the community.
- The move to a hybrid methodology for data collection in 2019 has resulted in some difference in satisfaction levels with the Council being recorded. These relate primarily to a change in methodology rather than a shift in satisfaction levels with the Council. However, the 2020 and 2021, compared with 2019, online participants responses are more aligned to those of the telephone interview participants.

Executive Summary continued

Key insights

- **Overall, satisfaction with the performance of the Mayor, Councillors and Council is lower in 2021 than 2020, but higher than 2019.**
- **A significant rates increase, and for some, a lack of effective communication justifying the increase are likely to have affected satisfaction in 2022.**
- **Most consider Council to be actively working for the District, doing a good job, moving forward and getting things done. There are a large number of favourable comments about the performance and leadership by the Mayor, in particular, and to a lesser extent, the Councillors and many Council departments.**
- **The Mayor, is widely praised for her commitment to the community, high level of visibility, ability to listen and respond to residents needs. However, there is a minority who are looking for more engagement.**
- **Councillors are often considered to be doing a good job but they have lower community visibility and engagement than many would like to experience.**
- **Satisfaction with the Mayor and Councillors is highest among females, non-ratepayers and those who have lived all or most of their life in the District.**

Executive Summary continued

Key insights continued

- **The Council is also described as offering good support, communication, consultation and is considered approachable and committed to the community. However, these are also aspects of Council performance that a minority criticise. Overall, this indicates there is a need to listen and engage more with the community, and in particular, with those residents with unresolved issues.**

- **Satisfaction with a number of aspects of Council, in 2022, have been identified to be interconnected, these include:**
  - **Level of satisfaction with the performance of the Council, the Mayor and Councillors**
  - **Information provided/received and Council consultation**
  - **Satisfaction with the service received when the Council was contacted in the last 12 months**
  - **Being satisfied with Council services**
  - **Feeling safe on local roads**
  - **Having a sense of pride in the District and it being considered a great place to live.**

Executive Summary continued

Overall satisfaction with Council performance

- Some 70% expressed satisfaction with the **overall performance of Council in the last 12 months,** this is significantly lower than in 2020 (81%) but significantly higher than in 2019 (63%). Dissatisfaction (21%) in 2021 is higher than in 2020 (10%) but at a lower level than 2019 (25%).

- Main reasons for satisfaction focus on the good performance of the Council overall; the Mayor doing or having done a good job; the Council offering good support, communication, consultation and being approachable and the Council moving forward and getting things done (27%, 15%, 10% and 7% of comments, respectively). Reasons for dissatisfaction centre around a lack of support/communication/ consultation/don't listen, the rates being dear/money could be better spent and dissatisfaction with Council performance overall (9%, 7%, and 5%, respectively).

- Over three quarters (76%) are satisfied with the **performance of the Mayor and Councillors**. This level of satisfaction is marginally lower than 2020 (82%) but higher than in 2019 (59%). Dissatisfaction in 2021 (16%) is higher than in 2020 (9%) but lower than in 2019 (19%).

Executive Summary continued

Satisfaction with communications

- Satisfaction (80%) with the **information received from Council** is marginally higher than in 2020 (78%) and 2019 (77%).
- In 2021, 66% of residents expressed satisfaction that the **Council consults with residents on important issues,** while 23% are dissatisfied and 11% do not know. Satisfaction is marginally higher than 2020 (64%) and higher than 2019 (52%). Overall, there is a need to continue to work on improving levels of engagement and consultation with residents.
- Residents' **preferred method for receiving information** varies indicating the importance of using a range of communication means to effectively reach residents.
  - Most popular, especially among those aged 65+ and ratepayers, is the Council quarterly newsletter (55%)
  - This is followed by email communication, most preferred by 25 – 49 year olds (41%)
  - And, social media (35%), most preferred by 18 – 49 year olds and females and those living in towns
  - Preferred next is a letter or bulk mail out, preferred by 32%
  - The Council website is a preferred method for just under a quarter (23%) and most preferred by females and those living in towns
  - Newspapers is a preferred means for 16%
  - And, radio is preferred by 8%.

Executive Summary continued

Contact with Grey District Council

- 61% had **contacted Grey District Council** in the last 12 months, this proportion is similar to previous years.
- Four fifths (80%) expressed satisfaction with the **overall service from the Council Offices**. Satisfaction is marginally higher than in 2020 (78%) and than in 2019 (76%).
- Reasons for contacting the Council in the last 12 months are primarily about rates (38%), dog/animal control/registration (37%) and building/planning/resource consent/permit (30%).
- Satisfaction by reason for contact, is highest for general licensing e.g. liquor licensing (100%), dog/animal control registration (94%), rates (90%), events related (88%), building/planning/ resource consent/permit (83%) and park/reserve/playground/skatepark and walking track (80%).
- Dissatisfaction by reason for contact, is greatest in relation to stormwater or flooding (71%), public toilets and restrooms (50%), the handling of complaints and enquiries about sewerage (43%) and roading issues (43%). Although a word of caution, the number responding is small meaning these findings are indicative only. Reasons for dissatisfaction centre around the Council not replying and inaction with resolving a problem.
- By means of contact, satisfaction is highest for walk in contact (91%) followed by phone (71%) and email (65%) and it is lowest for social media (48%). Those who walked in are more likely to be elderly and those who phoned are more likely to have dependent children. Of note, reason for contact did vary by method of contact.

Executive Summary continued

Use and satisfaction with Council services

- Of all Council services, residents are **most likely to have used or visited** a rubbish dump/recycling facility (74%), a public toilet/rest room (68%), and a park or reserve (67%) in the last 12 months.
- In 2021, **satisfaction with Council facilities and services** is highest for parks and reserves including, walking tracks (84%) followed by the availability of public parking (75%), roading network (74%), cemeteries (71%), swimming pools (70%), public toilets and rest rooms (70%), the Westland Recreation Centre (70%) and libraries (66%).
- **Dissatisfaction** is greatest with the overall maintenance of footpaths (43% dissatisfied), and roads (38%), the roading network for the district (24%), availability of public parking (22%) and overall stormwater system (21%).
- 47% of residents are satisfied, 17% dissatisfied and 36% don't know with **Council's regulation of land use throughout the District** in 2021, this level of satisfaction has marginally improved since 2019.
- Issues primarily revolve around there being too much bureaucracy/red tape/rules and regulations/takes too long, the plan not being comprehensive/cohesive/inappropriate land use/outdated and a lack of consultation/informing the public.

Executive Summary continued

- 89% have a Council supplied household waste collection service. Four fifths (80%) are satisfied with the **household recycling collection service in general**, this level of satisfaction is similar to 2020 (77%) and 2019 (80%).
- Nearly all (94%) continue to be satisfied that their **household rubbish/recycling is collected on time.**
- Consistent with recent years, 74% are satisfied with **Council litter bins, recycling centre and recycling stations being kept clean and tidy**.
- Since 2019, less than two thirds of participants' homes (61 - 62%) are on a **Council water supply** and 1 - 2%, are on both a Council and private water supply.
- 84% of residents on a Council water supply are satisfied with the **water's appearance and taste** in 2021, this proportion has increased since 2019 (72%). 90% are satisfied with the **water pressure and flow,** which is a marginal increase since 2019 (85%).
- In 2021, 54% of participants live in a town and 46% in a rural environment.
- 73% of residents living in a town are satisfied with the **way their property drains stormwater** in 2021, this is similar to 2020 (75%) and 2019 (73%). There do appear to be localised issues with drainage.

Executive Summary continued

Quality of Life

- Four fifths of participants (80%) agree the **District is a great place to live,** this is a decline from 2020 (88%) but it is a slight improvement on 2019 (77%). Participants aged 65+ and those who have lived in the District all or nearly all of their lives are more likely to consider the district a great place to live.
- Reasons for it being a great place to live focus around it being friendly/sense of community, its beauty/natural/unspoilt outdoor nature and a good lifestyle/relaxed/ quiet/like living here as well as outdoor activities/bush/beach.
- 49% agree they **feel a sense of pride in the way their District looks and feels**. This proportion is the same as in 2020 and higher than in 2019 (41%). Those living in a town rather than rural environment are significantly less likely to feel a sense of pride. Participants aged 65+ and those who have lived in the District all or nearly all of their lives are more likely to feel a sense of pride.
- Those who do not feel a sense of pride primarily mentioned the District is run down, untidy and in need of better maintenance as well as issues with the transport system and roading and the CBD dying with lots of empty shops.

Sense of road safety

- **Feeling safe on local roads** (79%), this proportion has significantly declined since 2020 (86%). It is lowest in Kaiata/Dobson/Taylorville/Stillwater and also lower in Grey Valley/ Blackball/Lake Brunner.

Introduction

Background

- Since 2014, Opinions Market Research has conducted an annual Community Satisfaction Survey on behalf of Grey District Council to measure community satisfaction with the Council and its services.
- In addition, this survey measures peoples' perception of quality of life, in line with the Community Economic Development Strategy.
- Prior to 2014, in 2011 and 2013, biennial surveys were conducted.
- Each survey the questions are adapted to meet current needs. In 2020 and 2021, additional questions were added to assess satisfaction with contact with Grey District Council offices.
- This report presents the main findings of the research in 2021 and makes comparisons with earlier surveys, where applicable.
- Benchmark data comparing Grey District Council's performance with other South Island District Councils is also included.
- Residents' verbatim comments to open questions are presented in a separate report.

Research Objectives

Overall objective

- To measure community satisfaction with Grey District Council and its services to inform and enhance Council performance long term.

Specific objectives

- Measure and monitor over time community satisfaction with Council performance and the services it provides.
- Gain an understanding and insight into aspects of services for improvement.
- Determine Council performance in relation to the community outcomes which form part of the Council's Long Term Plan (LTP).
- Provide a measure of perception of quality of life, in line with the Community Economic Development Strategy.

Research Methodology

- Each survey consists of a representative sample of 350 Grey District residents aged 18+, based on the latest Census data.
- Prior to 2019, interviews were conducted by telephone. Since 2019, a hybrid online self-completion and telephone interviewer administered approach has been employed. This change in methodology was introduced given the advent of cost effective electronic options and a reduction in landline presence within the community.
- Note, the move to a hybrid methodology for data collection in 2019 has resulted in some difference in satisfaction levels being recorded that relate primarily to a change in methodology rather than a shift in satisfaction levels with the Council.
- For the online survey component, Grey District Council used a number of different strands to promote the survey including newspaper, press releases, flyers physical (Grey District Library, Westland Recreation Centre and potentially in person) and email, networks (Tai Poutini Polytechnic, Schools, District Health Board, community organisations, local committees and sports clubs via Sport Canterbury/West Coast), radio, newsletters, New Coasters, TPP, Facebook and the Grey District Council website.

Research Methodology continued

- In 2021, 126 interviews were conducted by telephone and 251 surveys were completed online.
- As the online sample was self-selecting, the sample profile was balanced in terms of age, gender and location as far as possible within budget constraints, using the telephone interviewer administered component. Between the phone and online components the total sample size of 350 was achieved. Quotas were set for age, gender and area according to Census 2018.
- Online and telephone interviewing took place from 4th November 2021 – 7th March 2022.
- The 2021 questionnaire was based on previous questionnaires with the addition of questions to assess contact with Grey District Council offices.
- The statistical margin of error at a 95% confidence level for the total sample of 350 is ± 5.3%.

Research Methodology continued

- All percentages are shown as whole numbers.
- Where total percentage satisfied and dissatisfied scores are given these are calculated from the precise, non-rounded data for accuracy. These totals may therefore differ from the sum of categories as shown in the graphs.
- Demographic sub-group analysis has been conducted based on location, and findings are included in the report where there are significant differences.
- Sub-group analysis based on location, gender, age, life stage, ratepayer status, length of time in Grey District, occupation, ethnicity, and satisfaction with the overall performance of Council, with the Mayor and Councillors, with information received and with consultation is provided in a separate report.
- Findings of interest have been highlighted as follows:
  - Findings that are statistically higher compared with 2020 or other locations combined are highlighted as: or ↑
  - Findings that are statistically lower compared with 2020 or other locations combined are highlighted as: or ↓

Benchmark Data

- Benchmark data have been provided for some key performance measures for comparative purposes.
- This benchmark data is indicative only. The surveys from which the data were obtained differ slightly in the methodologies used, such as:
  - Differences in data collection method used, for example telephone, postal, face to face.
  - Minor differences in sample sizes.
  - Minor differences in the wording of questions and the scales used.
- Survey years are recorded on the graphs. The most recent data available has been reported, although this is not necessarily 2021.

Sample Structure: 2019 – 2021

		Census 2018	Sample n=350					
			2019		2020		2021	
		%	n	%	n	%	n	%
Age	18-24	9	33	9	32	9	23	7
	25-49	37	126	36	131	37	145	41
	50-64	30	106	30	104	30	97	28
	65+	24	85	24	83	24	85	24
Gender	Male	50	174	50	175	50	175	50
	Female	50	176	50	175	50	175	50
Area	Greater Greymouth	34	120	34	120	34	121	35
	Karoro - Camerons	18	62	18	62	18	63	18
	Kaiata/Dobson/Taylorville/ Stillwater	6	22	6	22	6	22	6
	Grey Valley/ Blackball/Lake Brunner	25	88	25	88	25	86	25
	Runanga/ Rapahoe/Coast Road	17	58	17	58	17	58	17
Methodology	Telephone	-	145	41	200	57	126	36
	Online	-	205	59	150	43	224	64

Sample Structure: 2011 – 2018

		Census 2013	Sample n=350													
			2011		2013		2014		2015		2016		2017		2018	
		%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Age	18-24	11	50	14	43	12	44	13	41	12	37	11	34	10	34	10
	25-49	40	148	42	140	40	150	43	147	42	140	40	135	39	139	40
	50-64	29	102	29	106	30	104	30	108	31	105	30	106	30	103	29
	65+	21	50	14	61	17	52	15	54	15	68	19	75	21	74	21
Gender	Male	49	165	47	168	48	177	51	171	49	172	49	172	49	172	49
	Female	51	185	53	182	52	173	49	179	51	178	51	178	51	178	51
Area	Greater Greymouth	60	208	59	197	56	212	61	206	59	216	62	208	59	209	60
	Karoro - Camerons	12	38	11	46	13	41	12	42	12	43	12	41	12	42	12
	Kaiata/Dobson/ Taylorville/ Stillwater	9	30	9	31	9	26	7	31	9	26	7	30	9	28	8
	Grey Valley/ Blackball/ Lake Brunner	11	41	12	39	11	37	11	38	11	37	11	37	11	37	11
	Runanga/ Rapahoe/ Coast Road	10	33	9	37	11	34	10	33	9	27	8	34	10	34	10
Method-ology	Telephone	-	350	100	350	100	350	100	350	100	350	100	350	100	350	100
	Online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

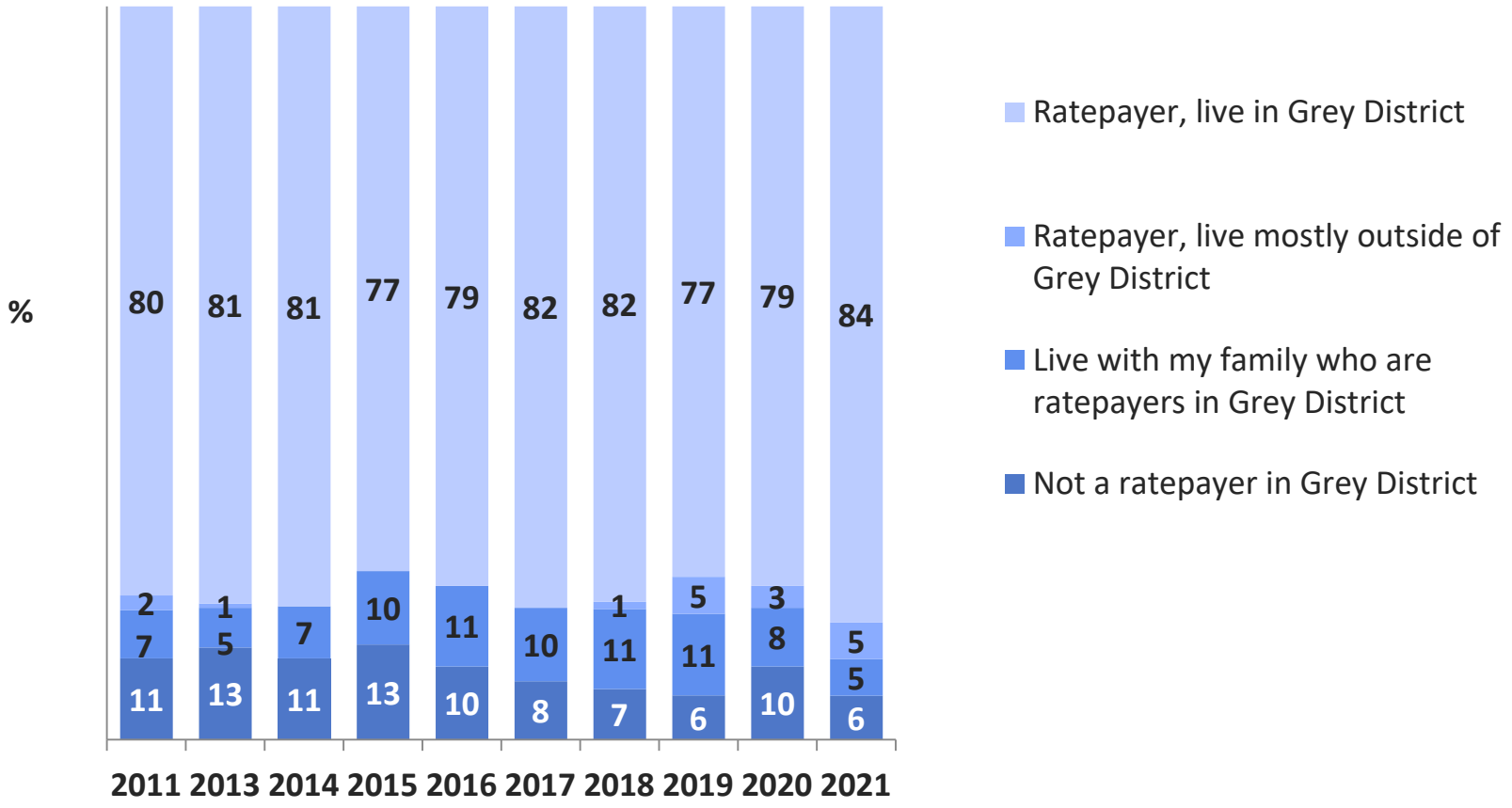
Sample Profile – Demographics

	2021 (350) %
Dependent Children	
No dependent children	67
Youngest aged under 5	9
Youngest aged 5-15	20
Youngest aged over 15	4
Life Stage	
Younger, no dependents	21
Has dependents	33
Older, no dependents	46

	2021 (350) %
Employment Status	
In full time paid employment	58
In part time paid employment	12
Not in paid employment/seeking/beneficiary	3
Retired	17
Home executive	4
School student	-
Tertiary student	-
Other	6
Ethnicity	
European	95
Maori	6
Pacific peoples	-
Asian	1
Middle Eastern/Latin American/African	-
New Zealander	1
Other	1

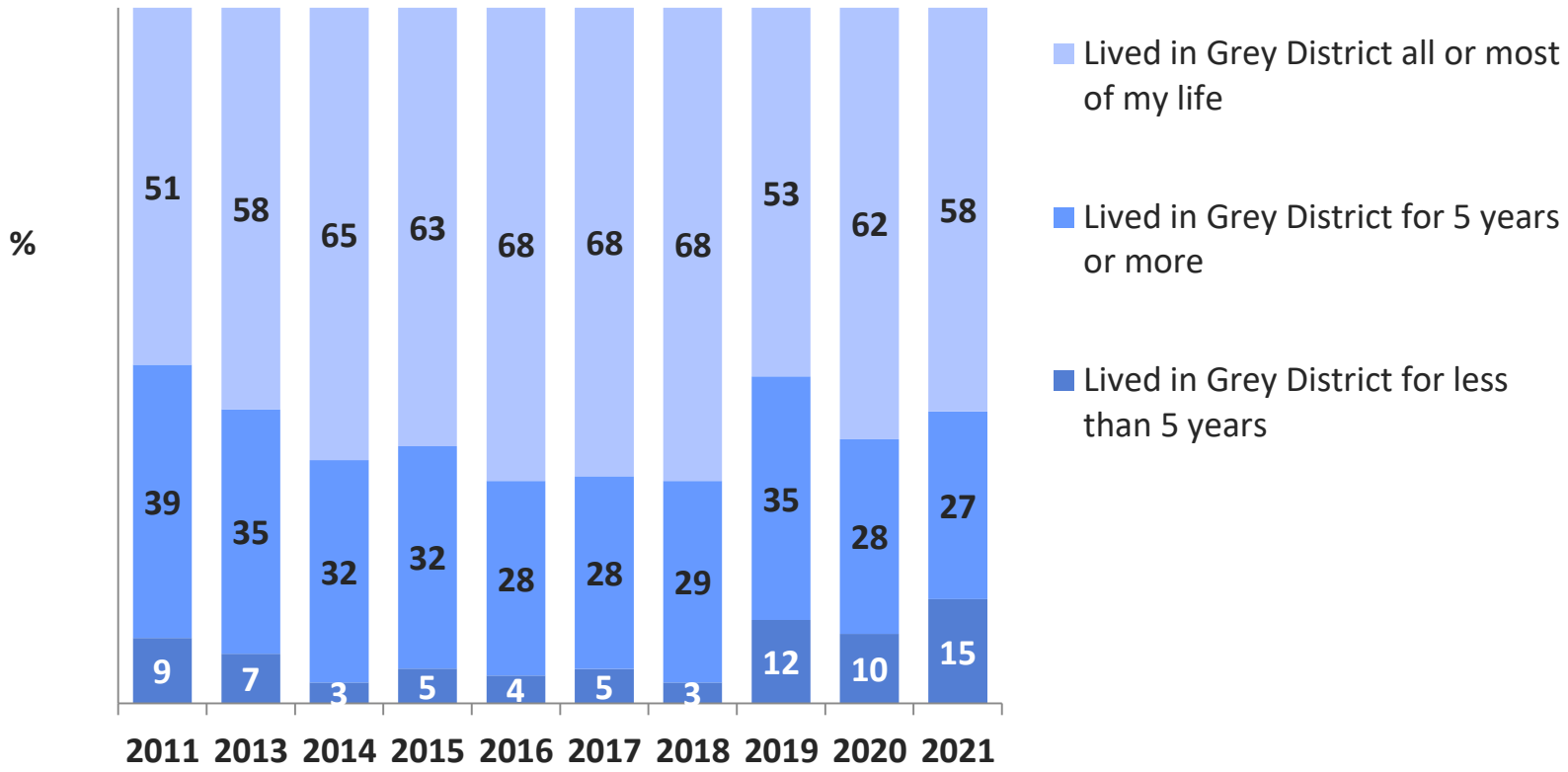
Total sample: 350

Sample Profile: Ratepayer Status



Total sample: 350

Sample Profile: Length of Time Living in Grey District



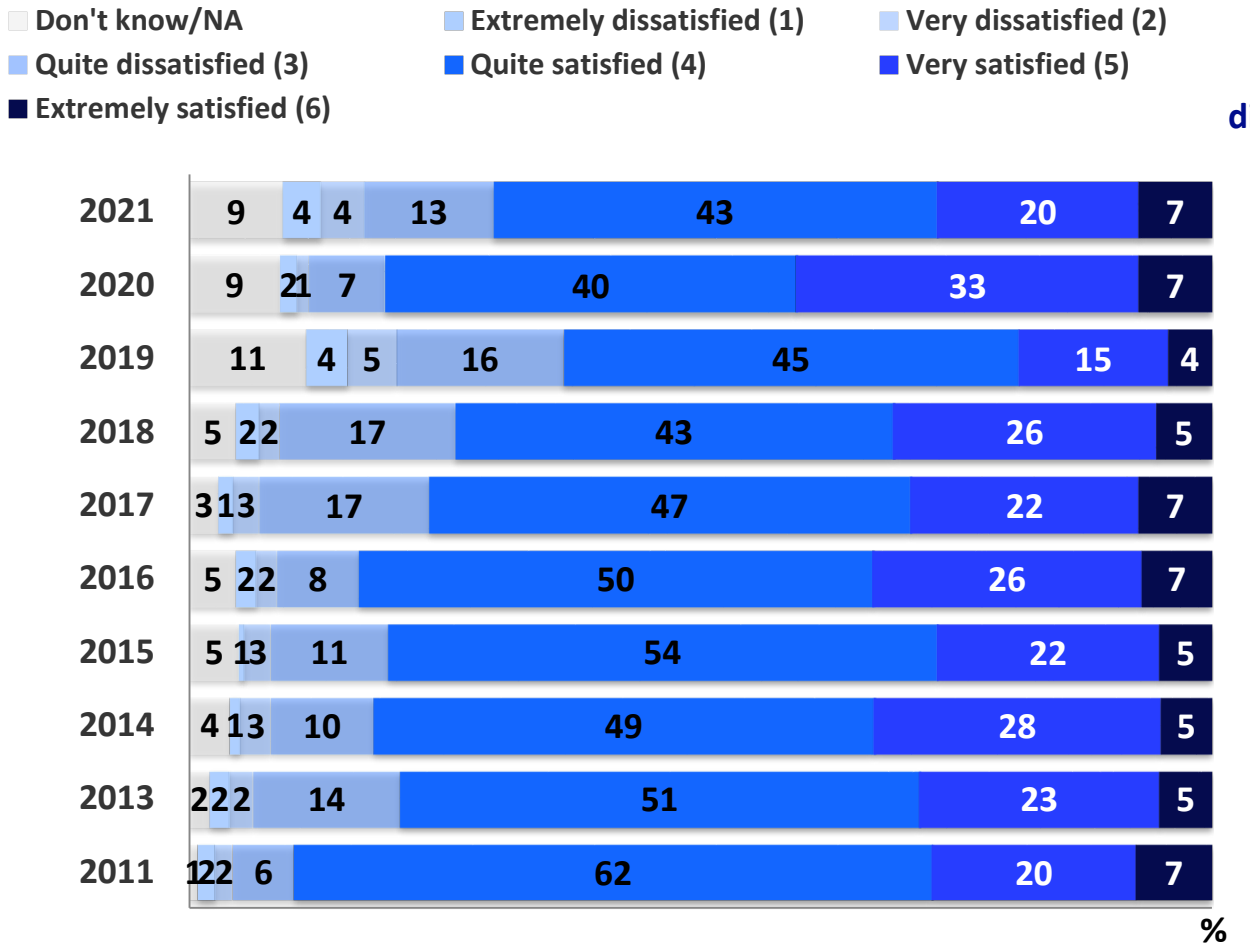
Total sample: 350

Key Findings

Performance of Grey District Council

Satisfaction with Overall Performance of Grey District Council over Last 12 Months

Q. And, overall, how satisfied or dissatisfied would you say you are with the overall performance of Grey District Council over the last 12 months?

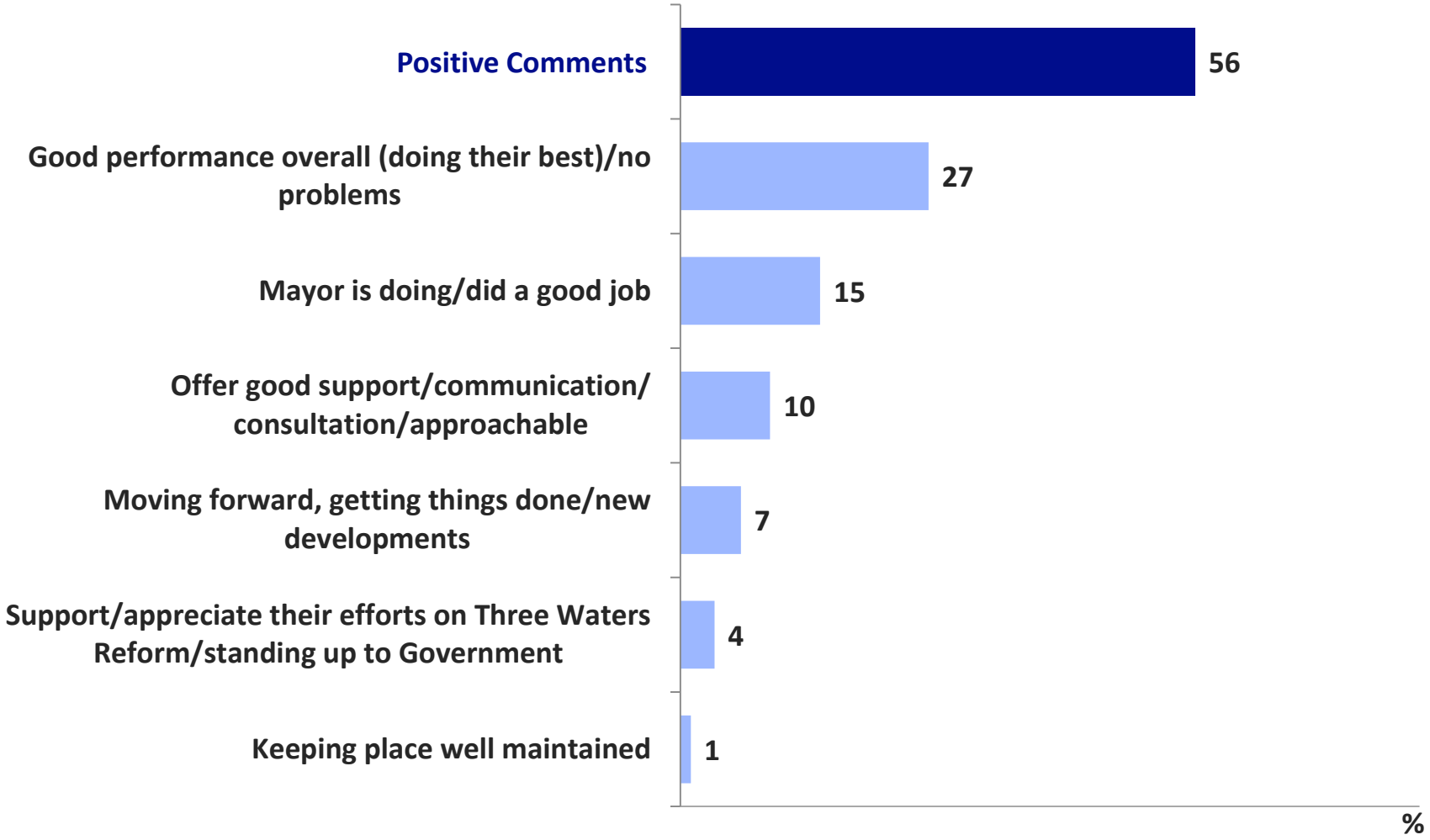


	% dissatisfied	% satisfied	Mean score
2021	21 ↑	70 ↓	4.02 ↓
2020	10	81	4.36
2019	25	63	3.83
2018	21	74	4.09
2017	21	76	4.11
2016	12	83	4.23
2015	15	81	4.14
2014	15	81	4.17
2013	19	79	4.09
2011	9	90	4.20

Sample: 350

Reasons for Level of Satisfaction with Council Performance over Last 12 Months, 2021

Q. Why do you say that?



Sample: 350

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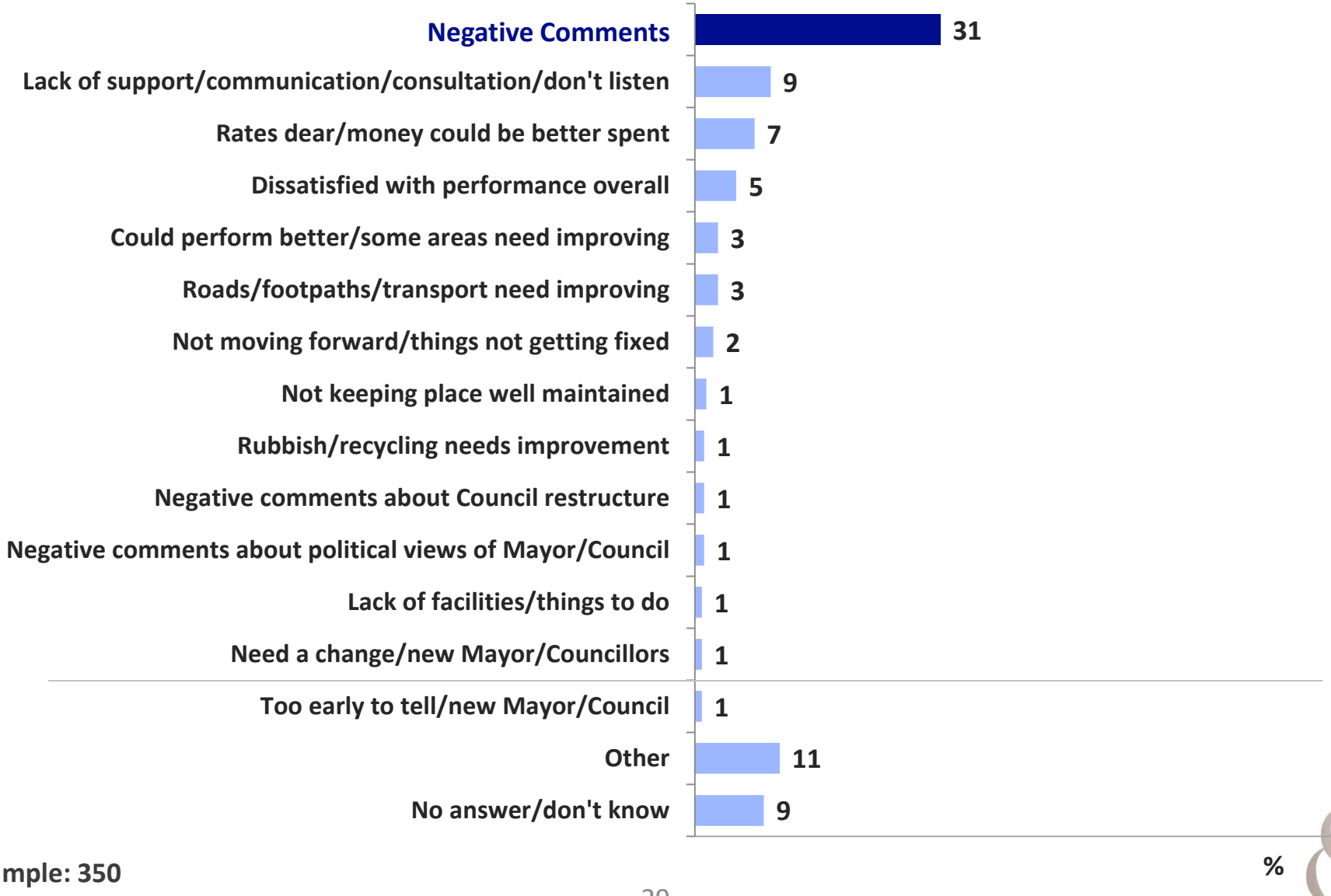
Reasons for Level of Satisfaction with Council Performance over Last 12 Months, 2021 continued

Q. Why do you say that?



Sample: 350

Reasons for Level of Satisfaction with Council Performance over Last 12 Months – Trend Data

	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %
Positive Comments	72	65	65	66	56	54	38	63	56
Good performance overall (doing their best)/no problems	51	40	41	36	29	31	22	22	27
Mayor is doing/did a good job	5	10	8	5	10	13	6	28	15
Offer good support/communication/ consultation/approachable	8	8	9	9	6	5	4	8	10
Moving forward, getting things done/ new developments	7	17	15	17	16	11	6	13	7
Support/appreciate their efforts on Three Waters Reform/standing up to Government	-	-	-	-	-	-	-	-	4
Keeping place well maintained	5	3	2	4	3	3	1	3	1
Dealt with challenges, eg mines, floods, etc	8	3	1	1	-	-	2	-	-
They keep rates down	4	2	2	1	-	-	1	-	-
Create job opportunities	1	1	-	1	1	-	-	-	-

Total sample: 350
Note: question was not asked in 2011

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Reasons for Level of Satisfaction with Council Performance over Last 12 Months – Trend Data continued

	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %
Negative Comments	30	32	29	22	41	39	35	17	31
Lack of support/comm./consultation/don't listen	5	9	4	5	7	10	7	4	9
Rates dear/money could be better spent	5	5	7	3	5	8	7	2	7
Dissatisfied with performance overall	2	2	-	1	2	3	1	2	5
Could perform better/some areas need improving	7	10	10	6	8	11	5	4	3
Roads/footpaths/transport need improving	8	7	3		7	2	3	1	3
Not moving forward/things not getting fixed	4	7	5	3	4	3	6	3	2
Not keeping place well maintained	2	2		1	2	3	3	1	1
Rubbish/recycling needs improvement	3	2	3	1	4	2	3	1	1
Negative comments about Council restructure	-	-	-	-	-	-	-	-	1
Neg. comments on political views of Mayor/Council	-	-	-	-	-	-	-	-	1
Lack of facilities/things to do	-	-	2		1	1	1	1	1
Need a change/new Mayor/Councillors	-	-	-	-	-	3	-	-	1
Not doing enough for businesses/industry/tourism			-	1	1	2	2	1	-
Concerns about the new town centre/square				1	8	6	4	-	-
Problems with the swimming pool/recreation centre	-	-	-	-	9	1	-	-	-
Not enough parking	-	-	-	-	2	-	1	-	-
Should do more about Pike River	-	-	-	1	-	-	-	-	-
Too early to tell	-	-	-	-	-	-	4	3	1
Looking forward to new Mayor/Council/change	-	-	-	-	-	-	4	-	-
Other	4	4	6	8	10	12	16	11	11
No answer/don't know	-	9	9	8	6	7	13	11	9

Total sample: 350
Note: question was not asked in 2011

Reasons for Level of Satisfaction with Council Performance over Last 12 Months by Location, 2021

	Total (350) %	Location				
		Greater Greymouth (121) %	Karoro – Camerons (63) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (86) %	Runanga/ Rapahoe/ Coast Road (58) %
Positive Comments	56	60	54	50	55	52
Good performance overall (doing their best)/no problems	27	24	27	18	26	38
Mayor is doing/did a good job	15	20	14	18	13	9
Offer good support/communication/ consultation/approachable	10	8	6	14	13	10
Moving forward, getting things done/ new developments	7	10	5	5	6	3
Support/appreciate their efforts on Three Waters Reform/standing up to Government	4	5	6	-	2	2
Keeping place well maintained	1	2	3	-	-	-

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Sample: refer to ()
*Small sample size – results indicative only

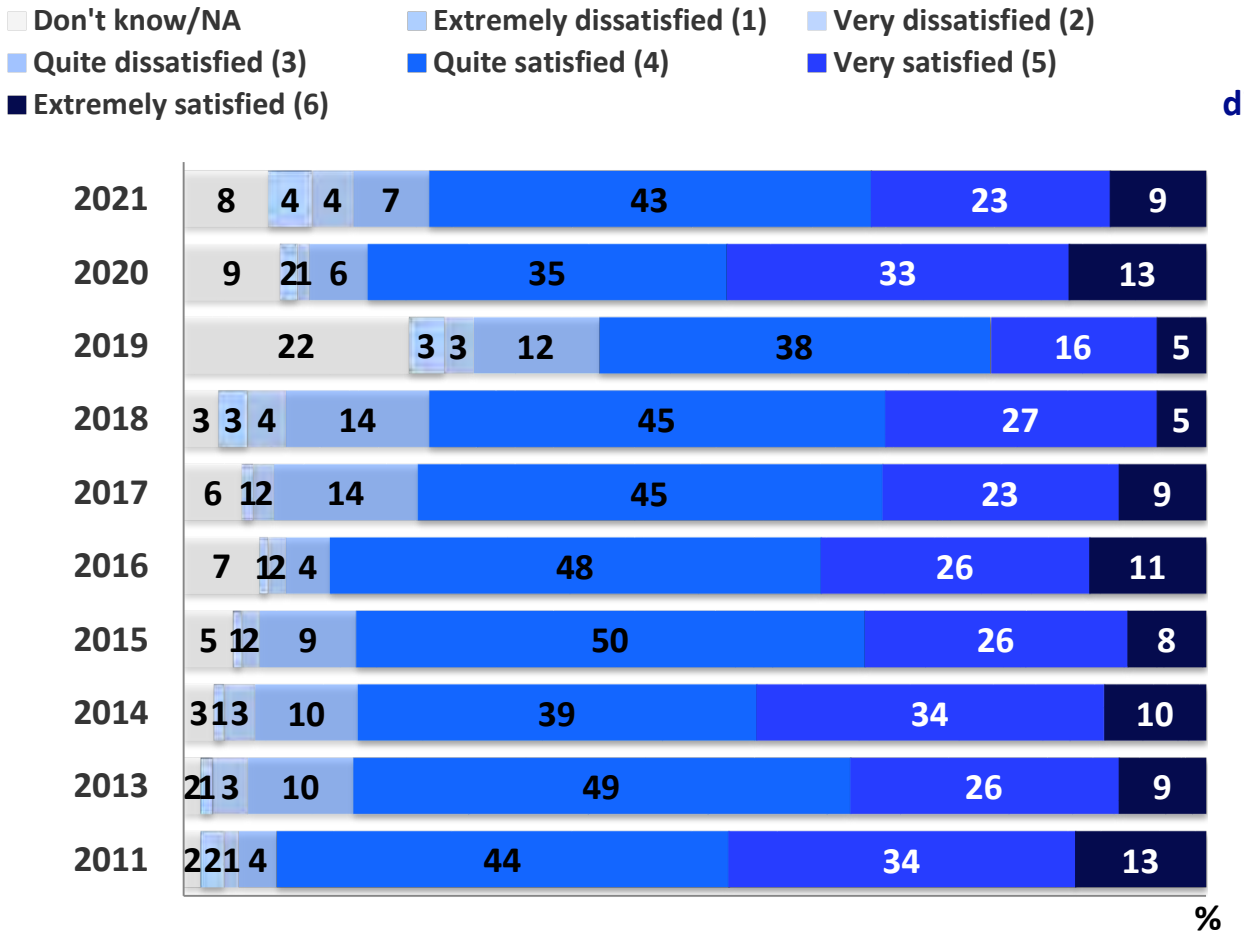
Reasons for Level of Satisfaction with Council Performance over Last 12 Months by Location, 2021 cont.

	Total (350) %	Location				
		Greater Greymouth (121) %	Karoro – Camerons (63) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (86) %	Runanga/ Rapahoe/ Coast Road (58) %
Negative Comments	31	27	27	36	36	31
Lack of support/comm./consultation/don't listen	9	8	10	5	10	12
Rates dear/money could be better spent	7	5	11	5	10	5
Dissatisfied with performance overall	5	6	5	9	3	5
Could perform better/some areas need improving	3	2	2	-	3	5
Roads/footpaths/transport need improving	3	4	-	-	6	-
Not moving forward/things not getting fixed	2	-	2	14	3	2
Not keeping place well maintained	1	1	-	-	3	2
Rubbish/recycling needs improvement	1	1	3	-	1	-
Negative comments about Council restructure	1	1	2	-	1	2
Neg. comments on political views of Mayor/Council	1	1	3	-	1	-
Lack of facilities/things to do	1	2	-	5	-	-
Need a change/new Mayor/Councillors	1	2	-	5	-	-

Sample: refer to ()
*Small sample size – results indicative only

Satisfaction with Performance of Mayor and Councillors

Q. Thinking now about the Grey District Council's Mayor and Councillors. How satisfied are you with the overall performance of Grey District Council's Mayor and Councillors?

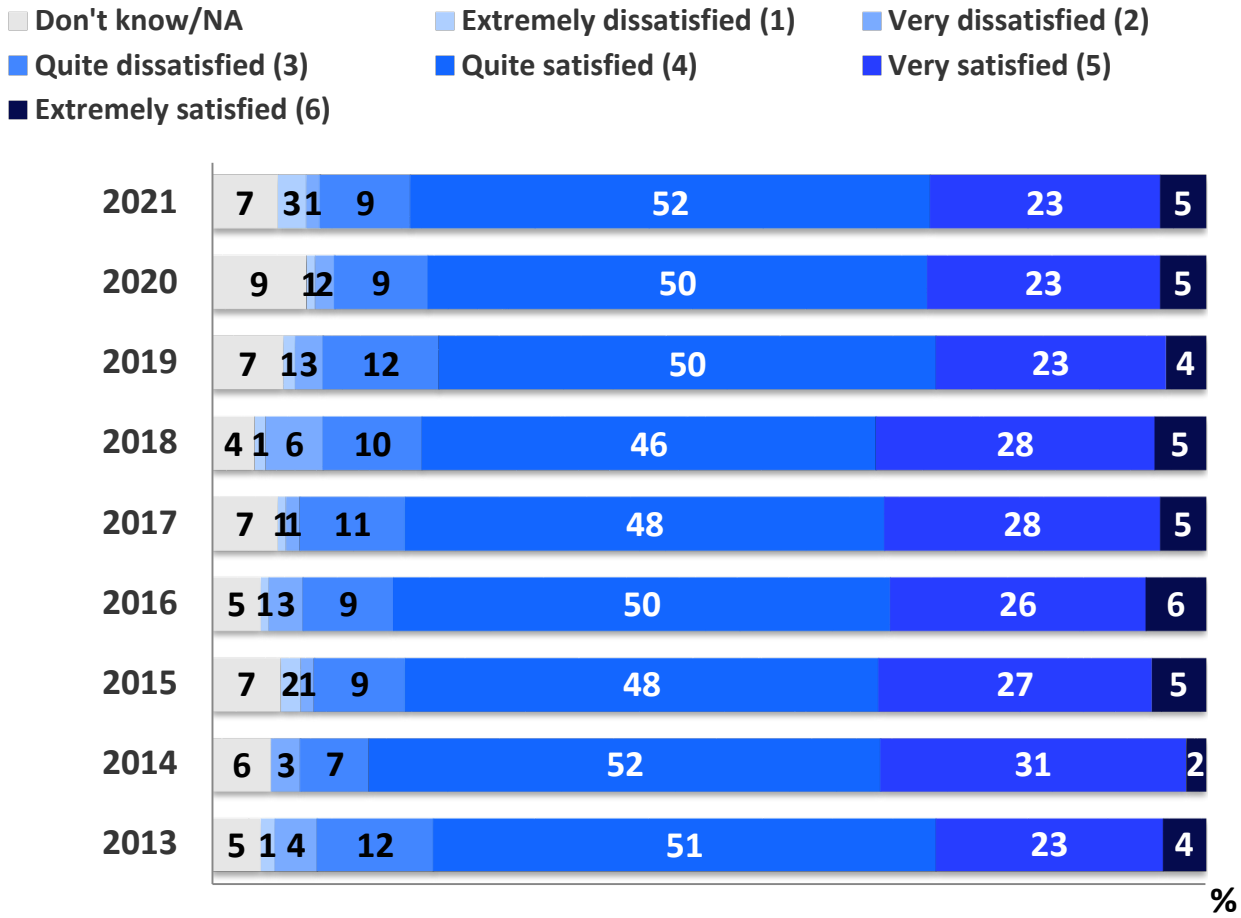


	Don't know/NA	Extremely dissatisfied (1)	Very dissatisfied (2)	Quite dissatisfied (3)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
2021	8	4	4	7	43	23	9	16 ↑	76	4.15 ↓
2020	9	2	1	6	35	33	13	9	82	4.52
2019	22	3	3	12	38	16	5	19	59	3.97
2018	3	3	4	14	45	27	5	21	76	4.07
2017	6	1	2	14	45	23	9	17	77	4.20
2016	7	1	2	4	48	26	11	7	86	4.42
2015	5	1	2	9	50	26	8	12	83	4.27
2014	3	1	3	10	39	34	10	14	83	4.35
2013	2	1	3	10	49	26	9	15	83	4.23
2011	2	2	1	4	44	34	13	7	91	4.47

Sample: 350

Satisfaction with Information Received from Council

Q. Changing the subject and thinking now about the information you received from Council, how satisfied are you with the information you receive from the Council?

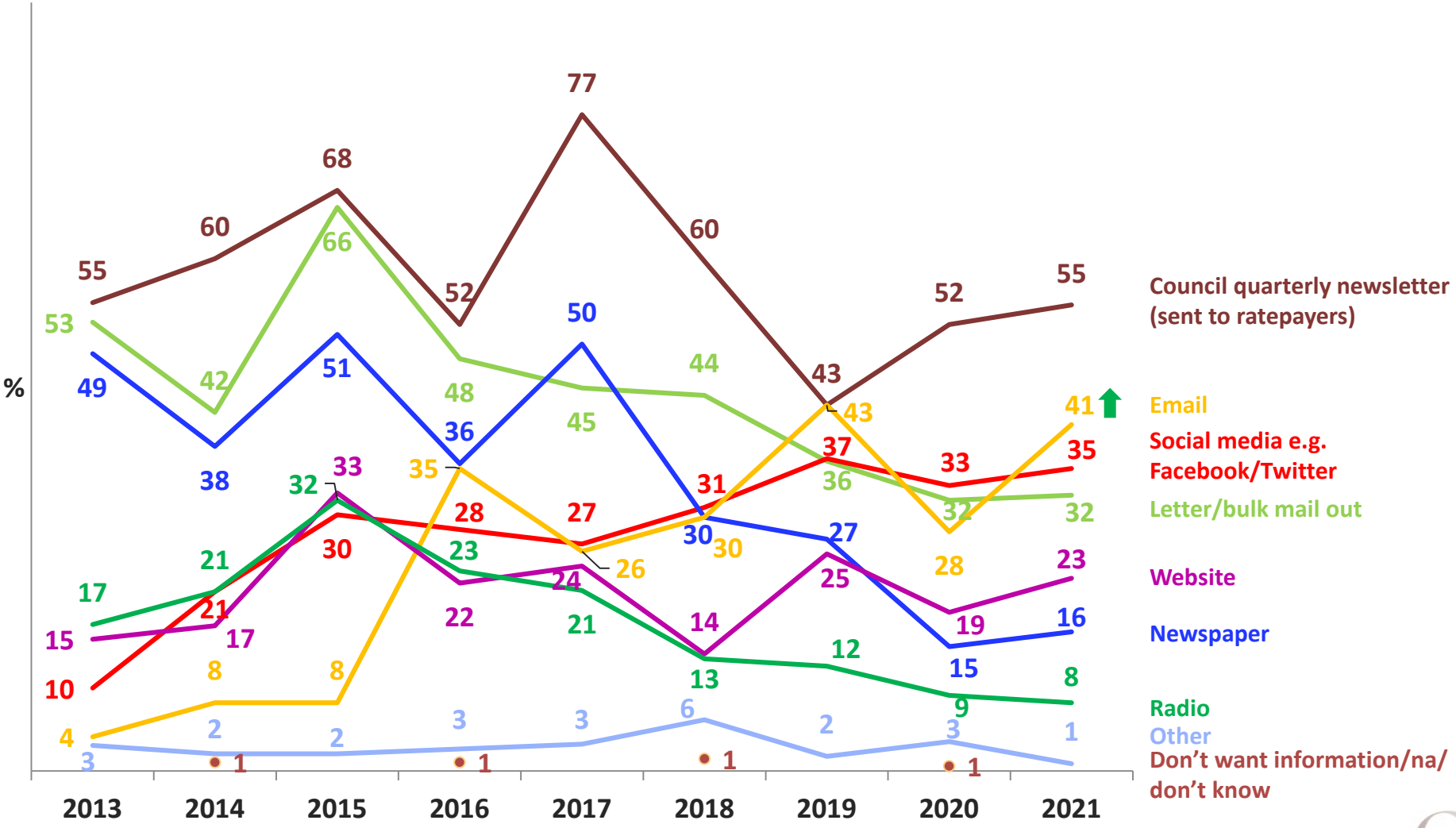


	% dissatisfied	% satisfied	Mean score
2021	13	80	4.13
2020	12	78	4.18
2019	16	77	4.11
2018	17	79	4.14
2017	13	81	4.22
2016	13	82	4.20
2015	13	81	4.22
2014	10	85	4.24
2013	17	78	4.07

Sample: 350

Preferred Method of Receiving Information From Council

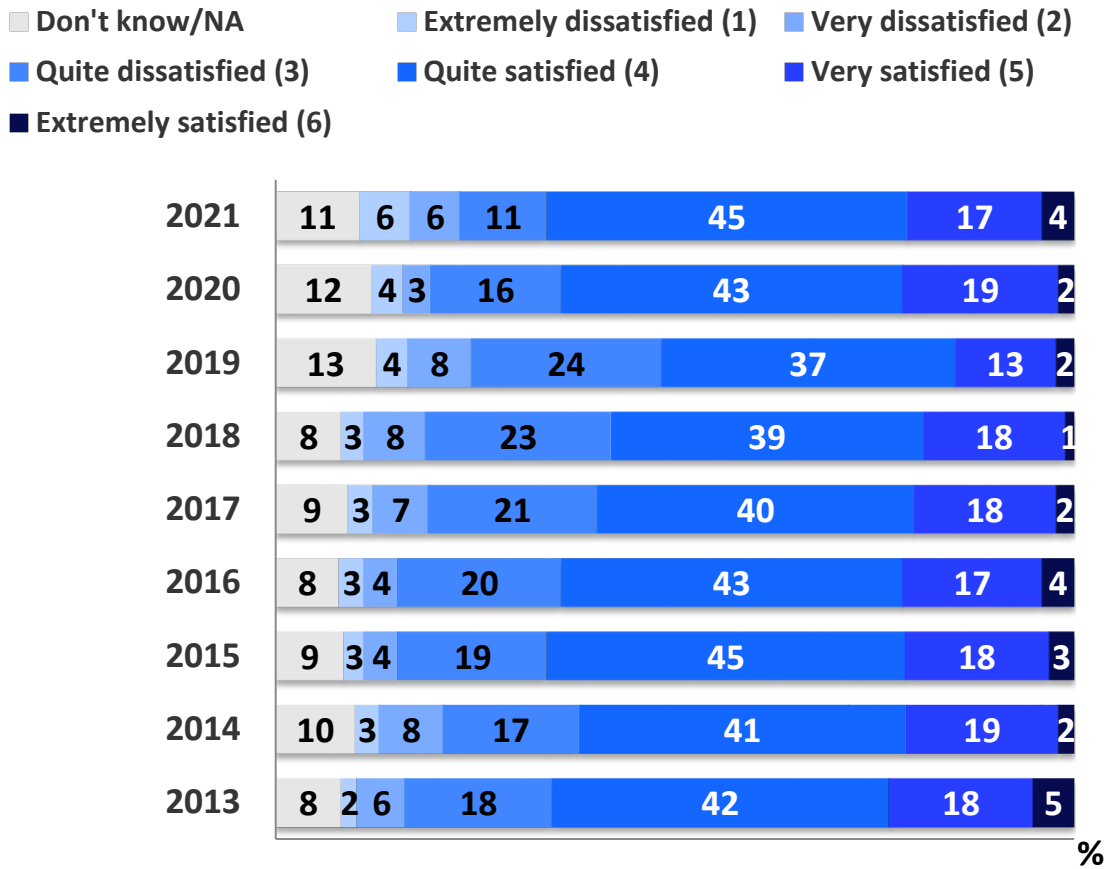
Q. How would you prefer to receive information from the Council?



Sample: 350

Satisfaction that Council Consults with Residents on Important Issues

Q. Thinking now about consultation, how satisfied are you that Council consults with residents on important issues?

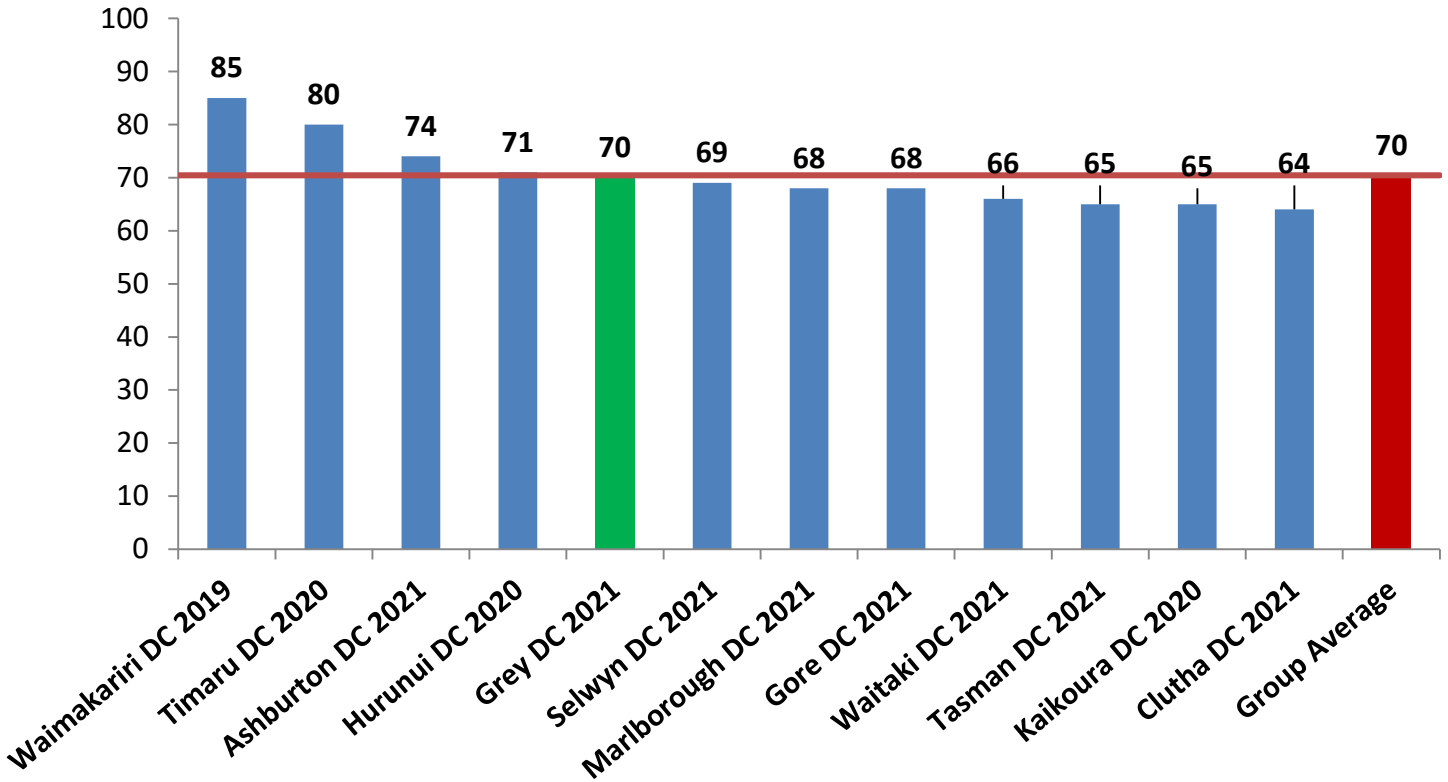


	% dissatisfied	% satisfied	Mean score
2021	23	66	3.81
2020	24	64	3.87
2019	36	52	3.60
2018	34	58	3.70
2017	31	60	3.76
2016	28	64	3.86
2015	25	66	3.88
2014	28	62	3.81
2013	26	65	3.91

Sample: 350

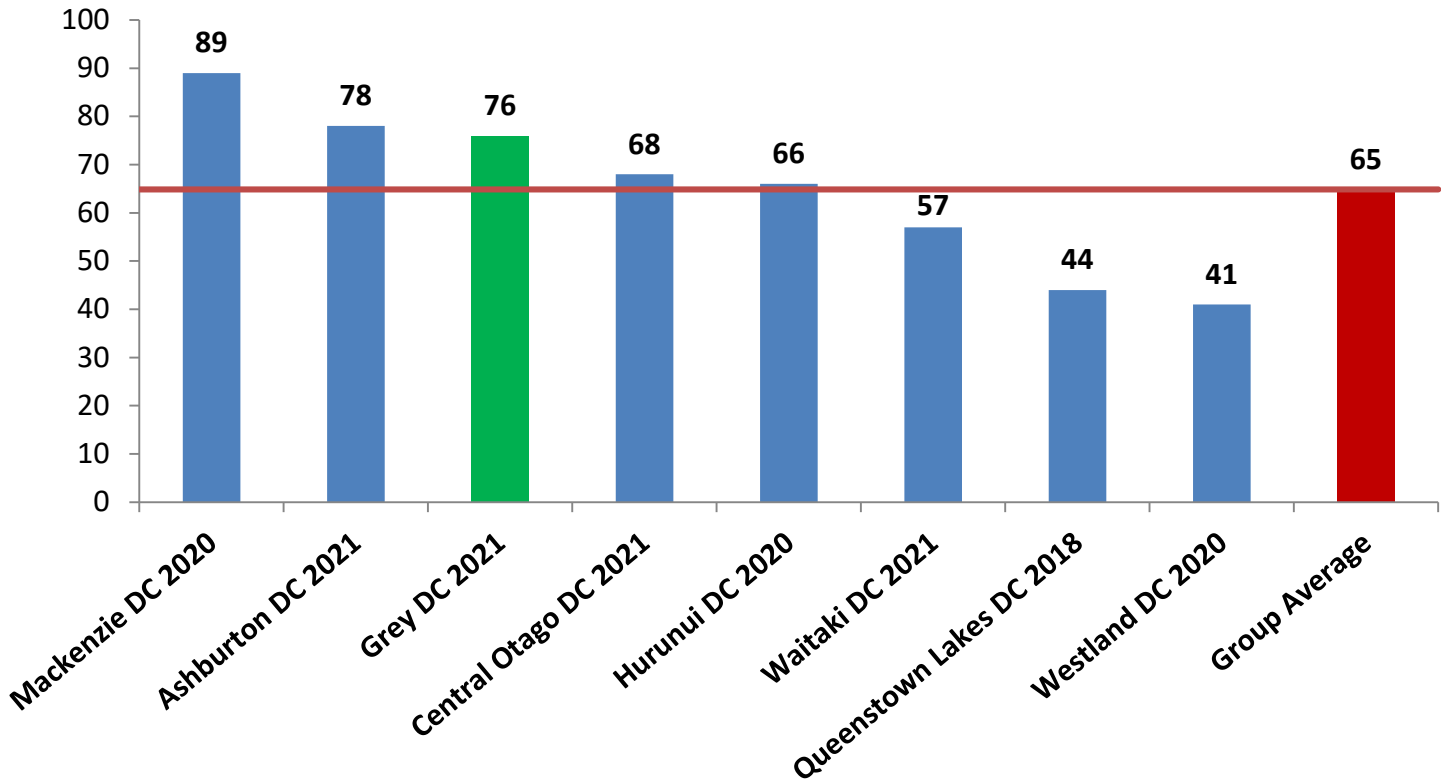
Council Comparison Benchmark Data

Overall Satisfaction with Performance of Council



Note: Benchmark data is indicative only as the surveys from which the data were obtained differ in sample structure, methodology, question wording and year of surveying.

Satisfaction with Performance of Mayor and Councillors

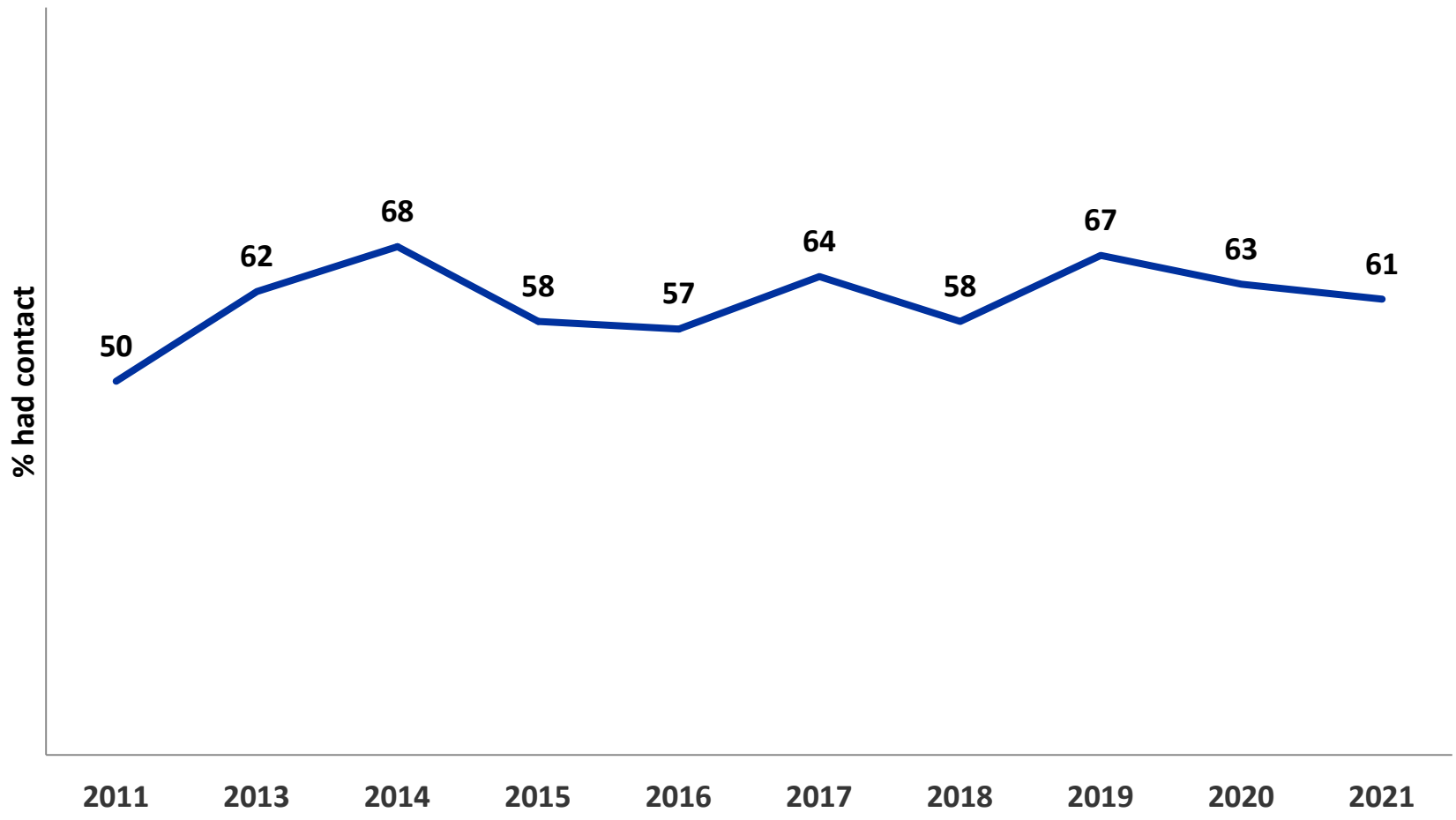


Note: Benchmark data is indicative only as the surveys from which the data were obtained differ in sample structure, methodology, question wording and year of surveying.

Contact with Grey District Council

Contact with Council Offices in Last 12 Months

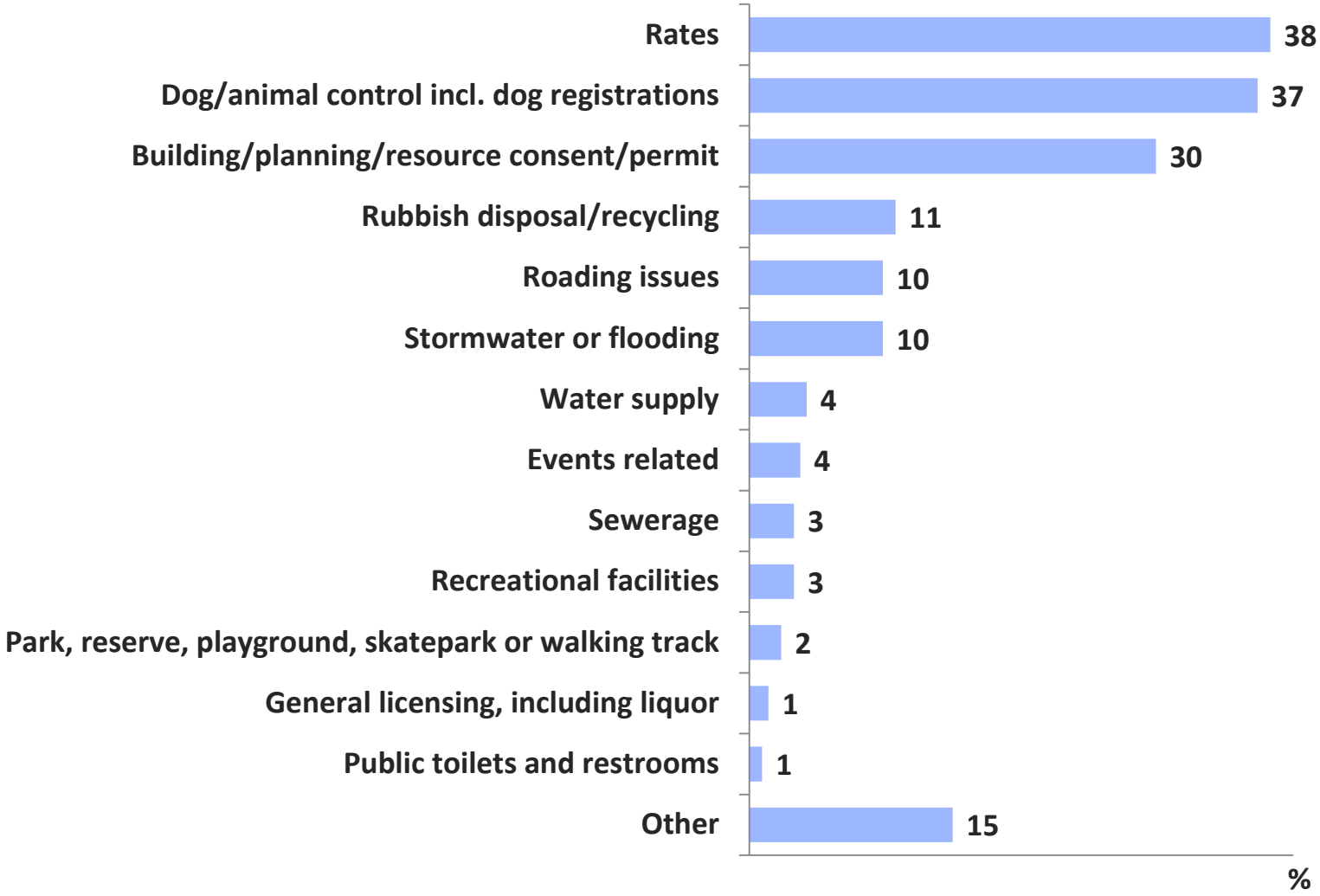
Q. Have you contacted the Grey District Council offices in the last 12 months, either in person or by phone or email?



Sample: 350

Reasons for Contacting Council Offices, 2021

Q. For what reason did you contact the Council Offices?



Sample: those who contacted Council in last 12 months: 214

Reasons for Contacting Council Offices – Trend Data

	2011 (175) %	2013 (217) %	2014 (238) %	2015 (203) %	2016 (198) %	2017 (224) %	2018 (204) %	2019 (234) %	2020 (221) %	2021 (214) %
Rates	33	23	26	24	22	28	25	24	30	38
Dog/animal control incl. dog registrations	15	32	24	34	33	29	26	26	31	37
Building/planning/resource consent/permit	26	30	22	24	23	23	20	12	20	30
Rubbish disposal/recycling	5	6	5	5	5	8	9	8	12	11
Roading issues	7	9	9	6	5	8	7	11	13	10
Stormwater or flooding	5	6	5	5	8	8	4	8	4	10
Water supply	6	4	7	4	3	-	4	6	3	4
Events related	-	-	-	-	-	-	-	-	-	4
Sewerage	4	3	3	3	2	2	3	3	5	3
Recreational facilities	-	-	-	-	-	-	-	-	-	3
Park, reserve, playground, skatepark or walking track	-	-	-	-	-	-	-	-	-	2
General licensing, including liquor	2	1	1	1	1	2	-	2	4	1
Public toilets and restrooms	-	-	-	-	-	-	-	-	-	1
Other	18	21	23	33	25	21	26	36	18	15
Don't know/no answer	-	-	9	-	1	-	-	-	2	-

Sample: those who contacted Council in last 12 months: refer to ()

Method of Contacting Council by Reason for Contacting, 2021

Q. How did you make contact with the Council?

Reason for Contacting Council:	Method of Contact					
	Walk-in %	Phone %	Email %	Social Media %	Letter %	Other %
All Contacts (364 contacts made by 214 residents)	60	38	23	6	1	-
Rates (82)	68	33	12	1	1	-
Dog/animal control incl. dog registrations (80)	86	20	8	-	-	-
Building/planning/resource consent/permit (64)	77	47	38	5	2	-
Rubbish disposal/recycling (23*)	39	39	9	17	-	-
Roading issues (21*)	14	57	19	10	5	-
Stormwater or flooding (21*)	29	43	48	14	-	-
Water supply (9*)	22	44	33	22	11	-
Events related (8*)	50	38	63	25	-	-
Sewerage (7*)	43	43	43	-	-	-
Recreational facilities (7*)	29	71	29	14	-	-
Park, reserve, playground, skatepark or walking track (5*)	20	60	60	-	-	-
General licensing, including liquor (3*)	33	33	100	-	-	-
Public toilets and restrooms (2*)	-	50	-	50	-	-
Other (32*)	41	44	28	6	-	3

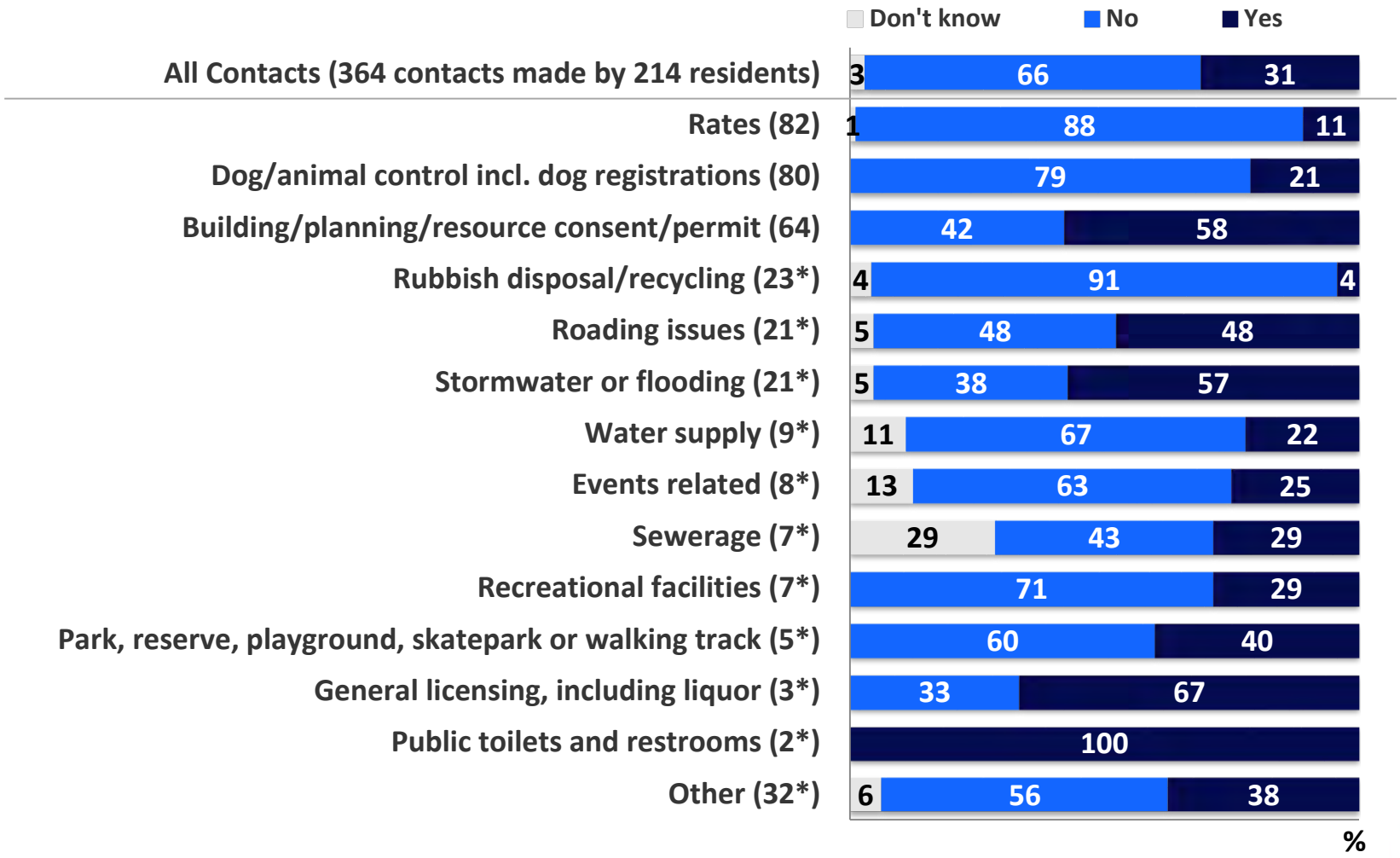
Sample: those who contacted the Council about each: refer to ()

*Small sample size – results indicative only

Note: this question was not asked prior to 2021

Whether Further Communication or Follow up by Council Required, 2021

Q. Was there a need for further communication or follow up by the Council after the initial contact?



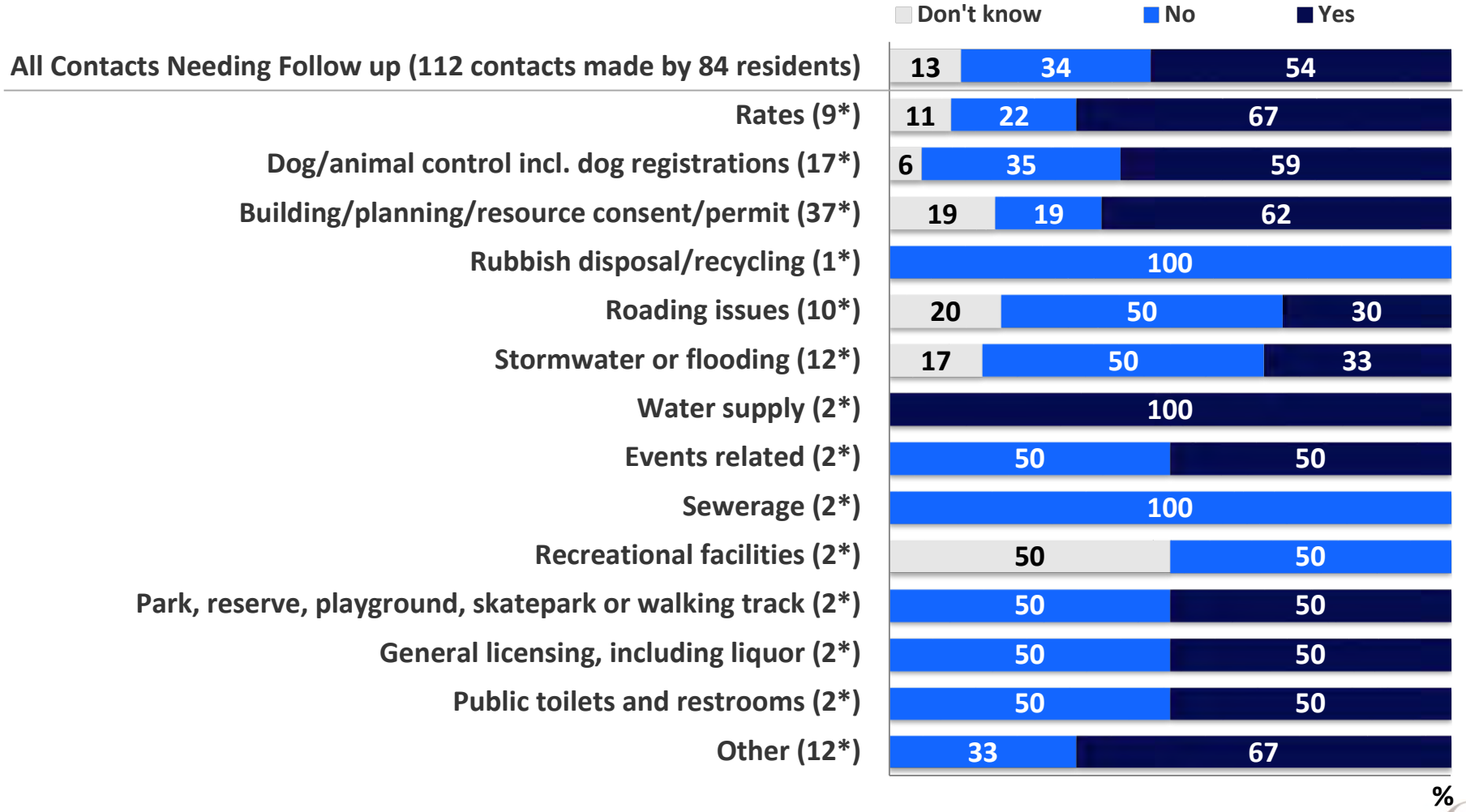
Sample: those who contacted the Council about each: refer to ()

*Small sample size – results indicative only

Note: this question was not asked prior to 2021

Whether Required Further Communication or Follow up by Council Occurred, 2021

Q. Did this further communication or follow up by the Council happen?



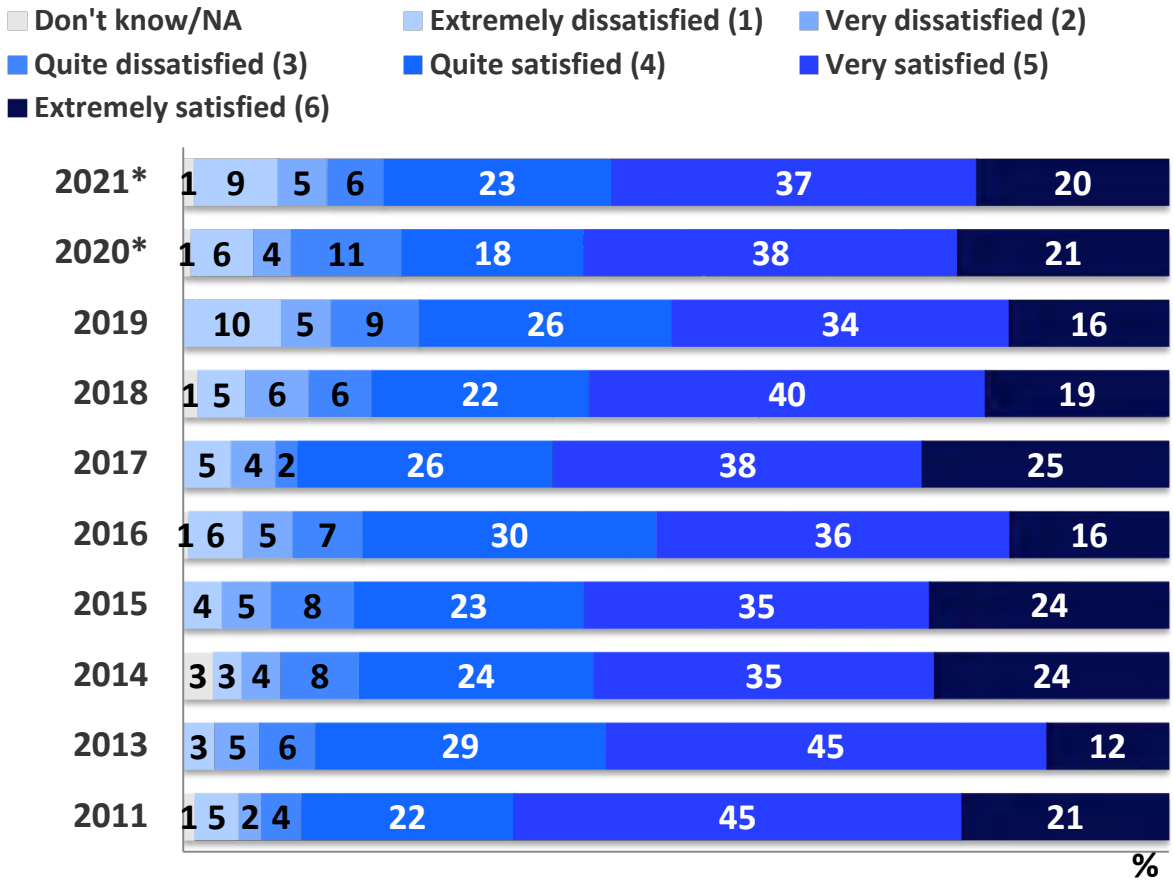
Sample: those who contacted the Council about each: refer to ()

*Small sample size – results indicative only

Note: this question was not asked prior to 2021

Satisfaction with Overall Service from Council Offices – Trend Data

Q. How satisfied were you with the overall service you received when you contacted the Council offices?



	% dissatisfied	% satisfied	Mean score
2021*	19	80	4.35
2020*	21	78	4.43
2019	24	76	4.18
2018	18	81	4.44
2017	12	88	4.62
2016	18	82	4.35
2015	17	82	4.53
2014	14	84	4.63
2013	13	87	4.45
2011	11	88	4.66

Sample: those who contacted the Council: 2011: 175; 2013: 217; 2014: 238; 2015: 203; 2016: 198; 2017: 224; 2018: 204; 2019: 234

*Based on all ratings of service from Council Offices by those contacting Council offices for any of the reasons shown on the previous page: 2020: 266 contacts rated by 178 residents; 2021: 364 contacts rated by 214 residents)

Satisfaction with Service from Council Offices by Reason for Contacting Council

Q. How satisfied were you with the overall service you received when you contacted the Council offices about …?

Don't know/NA; Extremely dissatisfied (1); Very dissatisfied (2); Quite dissatisfied (3); Quite satisfied (4); Very satisfied (5); Extremely satisfied (6)

			% Dis-satisfied	% Sat-isfied	Mean score
General licensing, incl. liquor	2021 (3*)	33, 67	-	100	5.33
	2020 (8*)	25, 38, 38	25	75	4.88
Dog/animal control including dog registrations	2021 (80)	3, 13, 21, 43, 30	6	94	4.90
	2020 (68)	4, 3, 3, 16, 41, 32	10	90	4.84
Rates	2021 (82)	5, 14, 28, 43, 20	10	90	4.61
	2020 (66)	3, 3, 2, 11, 14, 50, 18	15	82	4.66
Events related	2021 (8*)	13, 38, 50	13	88	4.13
		Not asked in 2020	-	-	-
Building/planning/resource consent/permit	2021 (64)	2, 3, 5, 8, 33, 27, 23	16	83	4.48
	2020 (44*)	2, 5, 16, 18, 36, 23	23	77	4.50
Park, reserve, playground, skatepark or walking track	2021 (5*)	20, 20, 40, 20	20	80	4.20
		Not asked in 2020	-	-	-
Rubbish disposal/recycling	2021 (23*)	13, 4, 9, 13, 48, 13	26	74	4.17
	2020 (26*)	8, 8, 19, 50, 15	15	85	4.50

%

Sample: those who contacted the Council about each – refer to ()
Note: this question was not asked prior to 2020
*Small sample size – results indicative only

Continued on next slide

Satisfaction with Service from Council Offices by Reason for Contacting Council continued

Q. How satisfied were you with the overall service you received when you contacted the Council offices about …?

Don't know/NA | Extremely dissatisfied (1) | Very dissatisfied (2) | Quite dissatisfied (3) | Quite satisfied (4) | Very satisfied (5) | Extremely satisfied (6)

			% Dis-satisfied	% Sat-isfied	Mean score
Recreational facilities	2021 (7*)	14 14 14 29 29	29	71	4.43
		Not asked in 2020	-	-	-
Water supply	2021 (9*)	11 22 11 44 11	33	67	4.11
	2020 (7*)	14 43 14 29	14	86	4.57
Roading issues	2021 (21*)	5 19 19 5 24 24 5	43	52	3.30
	2020 (28*)	18 7 25 29 11 11	50	50	3.39
Public toilets and restrooms	2021 (2*)	50 50	50	50	3.50
		Not asked in 2020	-	-	-
Sewerage	2021 (7*)	14 29 14 29 14	43	43	3.33
	2020 (10*)	10 10 10 30 30 10	30	70	3.90
Stormwater or flooding	2021 (21*)	38 19 14 14 14	71	29	2.48
	2020 (9*)	33 22 11 22 11	67	33	2.56
Other	2021 (32*)	3 6 6 6 16 50 13	19	78	4.39
		Not asked in 2020	-	-	-

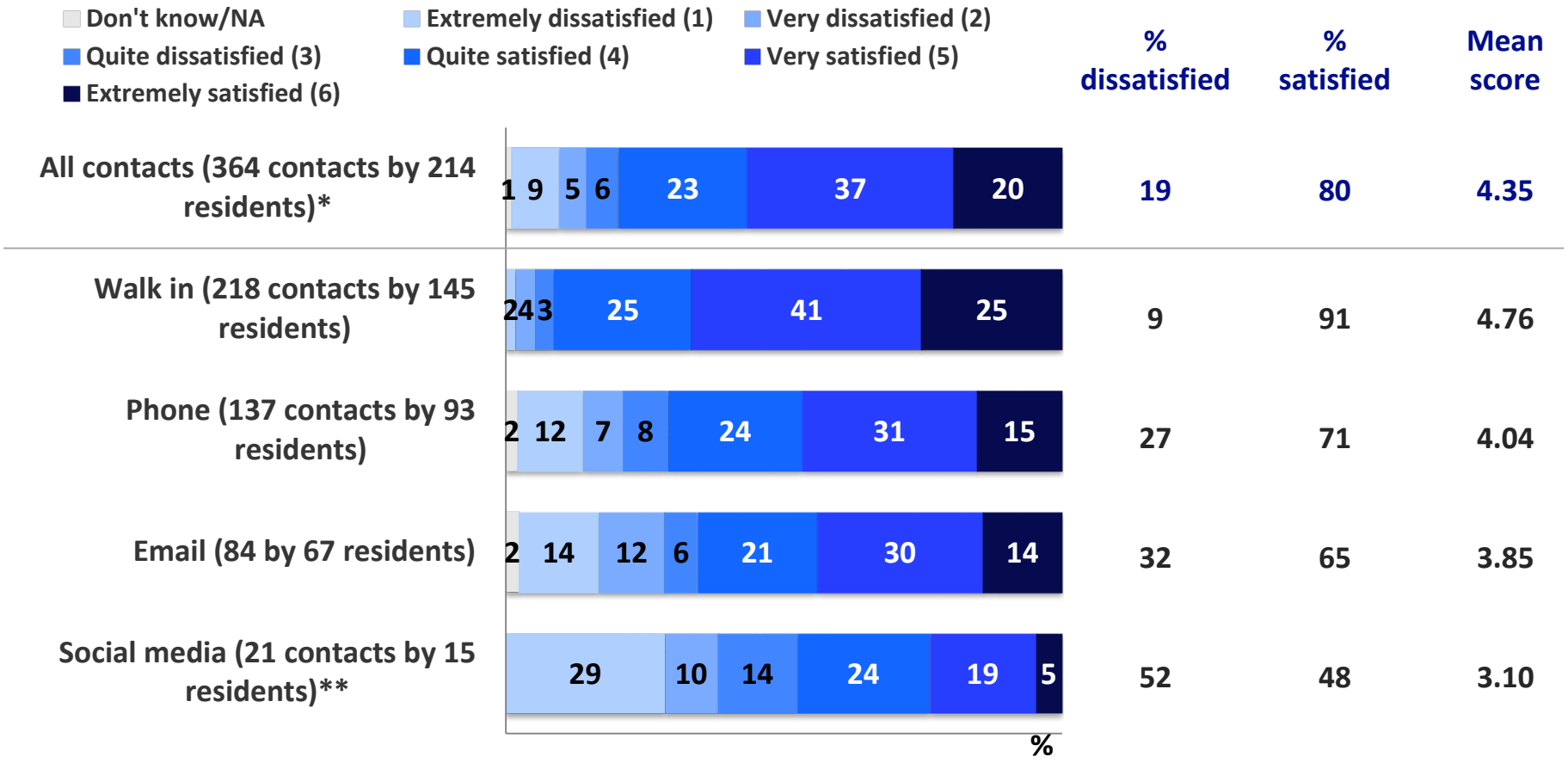
%

What made the service great or could have been better are shown on the following slides for services contacted by more than 10 respondents.

Sample: those who contacted the Council about each – refer to ()
Note: this question was not asked prior to 2020
*Small sample size – results indicative only

Satisfaction with Service from Council Offices by Method of Contacting Council, 2021

Q. How satisfied were you with the overall service you received when you contacted the Council offices about …?



*Based on all ratings of service from Council Offices rated by those contacting Council offices for any of the reasons shown on the previous pages: 2021: 364 contacts rated by 214 residents)

**Small sample size – results indicative only

Aspects of Service that Made it Great or Could Have Been Better – Dog Registration/Animal Control

[If extremely or very satisfied with service received] ***Q. And what made it great?†***

[If quite satisfied or quite/very/extremely dissatisfied with service received] ***Q. And what could have been better?†***

Sample: those who contacted the Council about dog registration/animal control: 2020: 68; 2021: 80

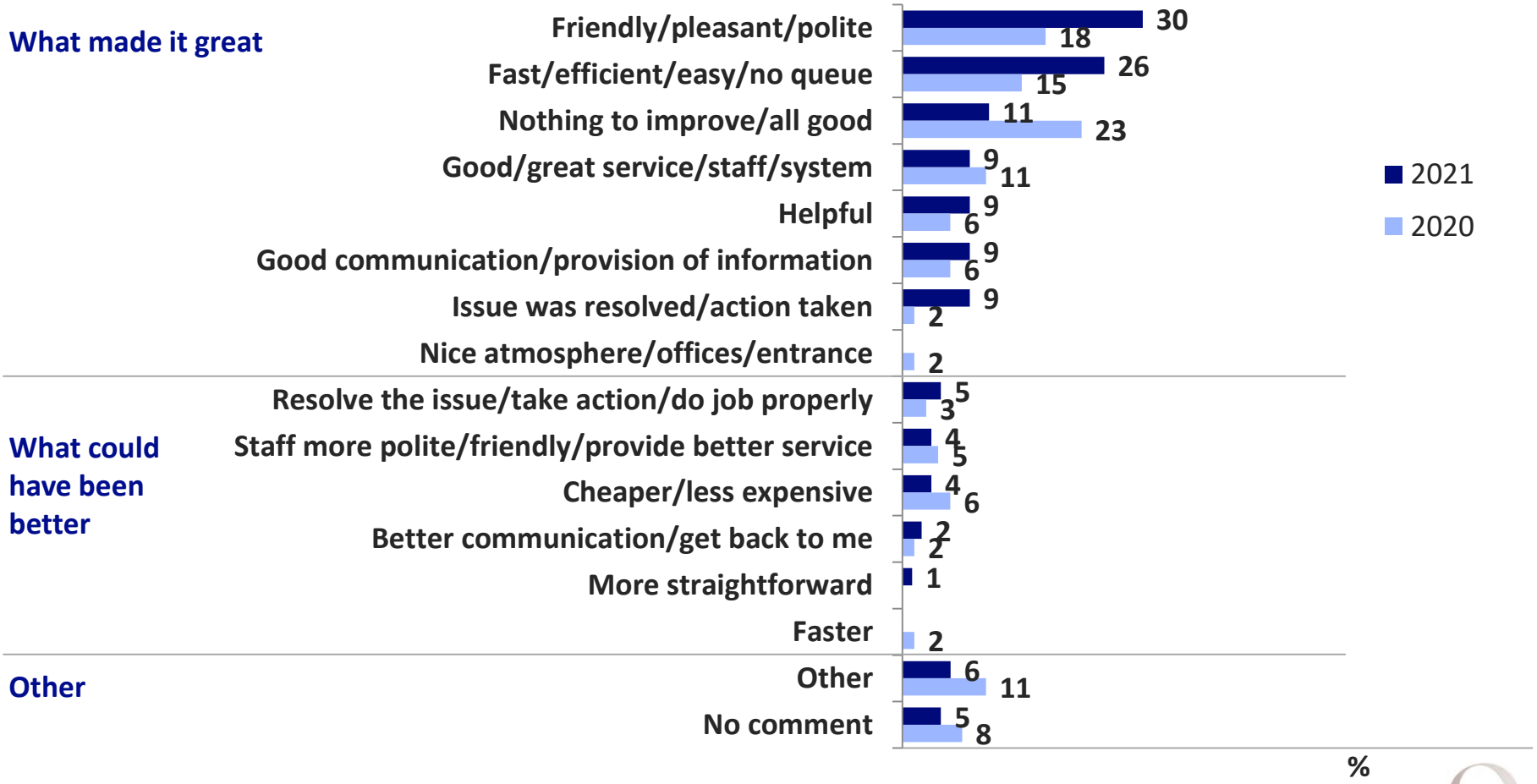
Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

Aspects of Service that Made it Great or Could Have Been Better – Rates

[If extremely or very satisfied with service received] ***Q. And what made it great?†***

[If quite satisfied or quite/very/extremely dissatisfied with service received] ***Q. And what could have been better?†***



Sample: those who contacted the Council about rates: 2020: 66; 2021: 82

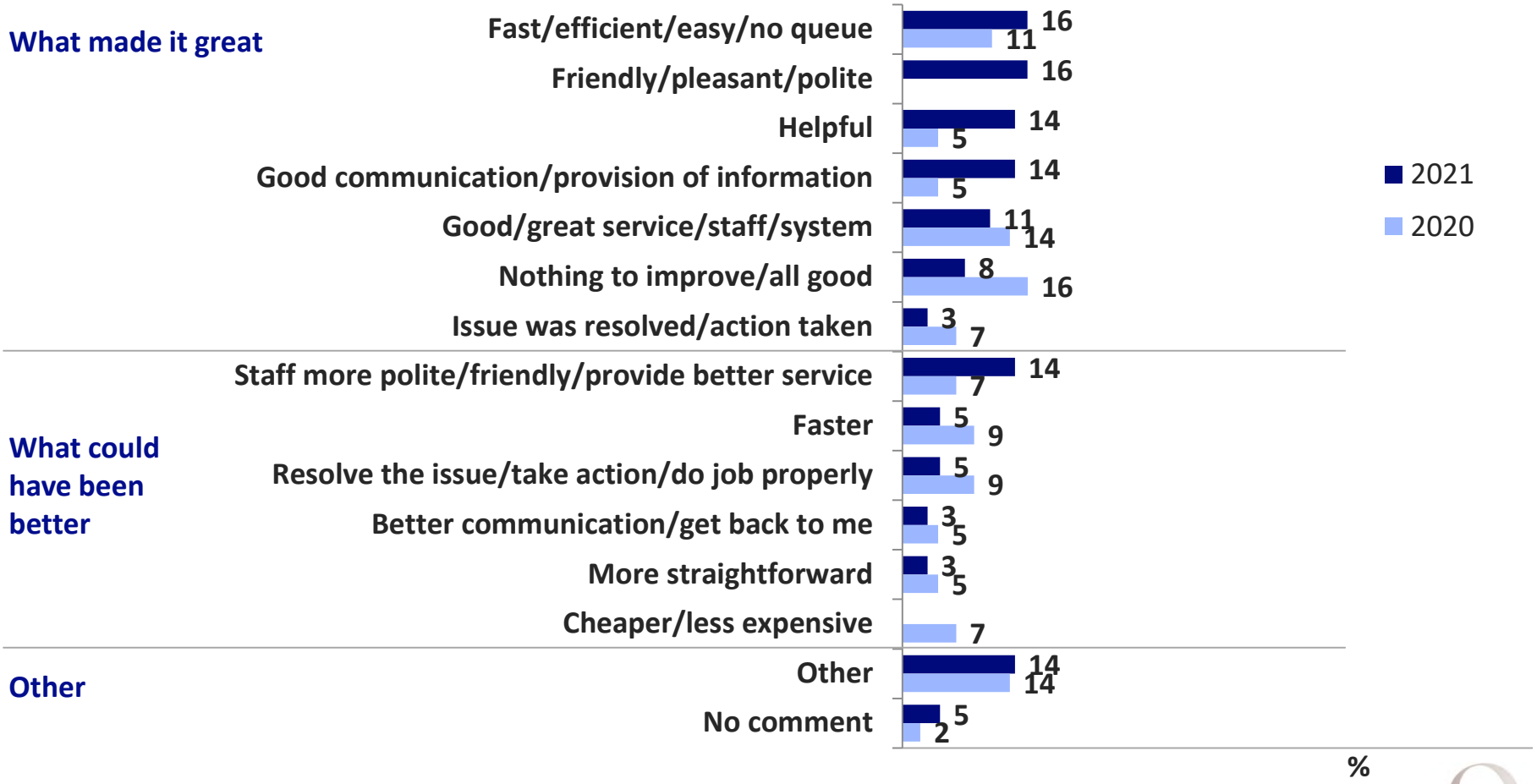
Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

Aspects of Service that Made it Great or Could Have Been Better – Building/Planning/Resource Consent/Permit

[If extremely or very satisfied with service received] ***Q. And what made it great?†***

[If quite satisfied or quite/very/extremely dissatisfied with service received] ***Q. And what could have been better?†***



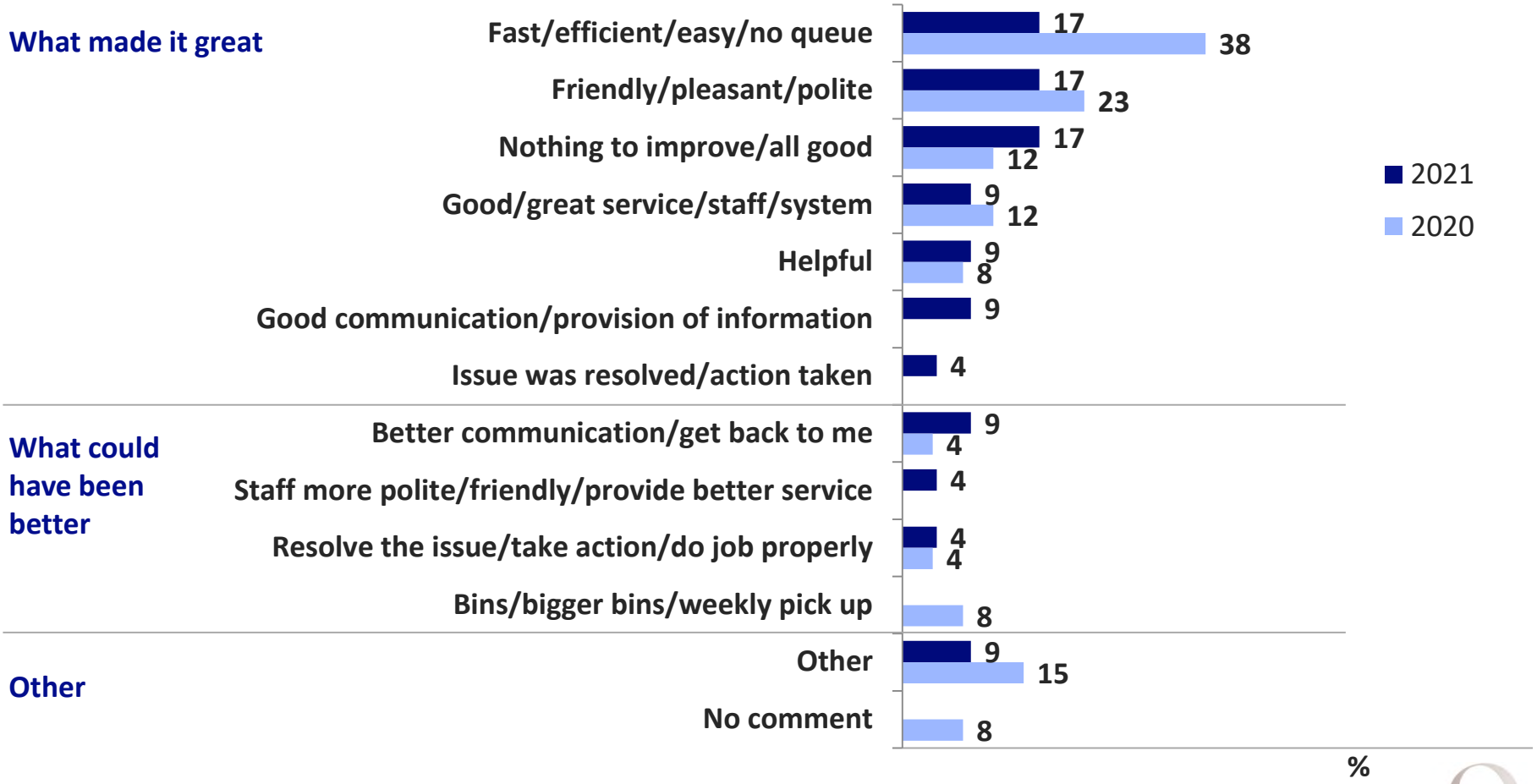
Sample: those who contacted the Council about building/planning/resource consent/permit: 2020: 44*; 2021: 63 *Small sample size – results indicative only Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

Aspects of Service that Made it Great or Could Have Been Better – Rubbish Disposal/Recycling

[If extremely or very satisfied with service received] ***Q. And what made it great?†***

[If quite satisfied or quite/very/extremely dissatisfied with service received] ***Q. And what could have been better?†***



Sample: those who contacted the Council about rubbish disposal/recycling: 2020: 26*; 2021: 23*

*Small sample size – results indicative only

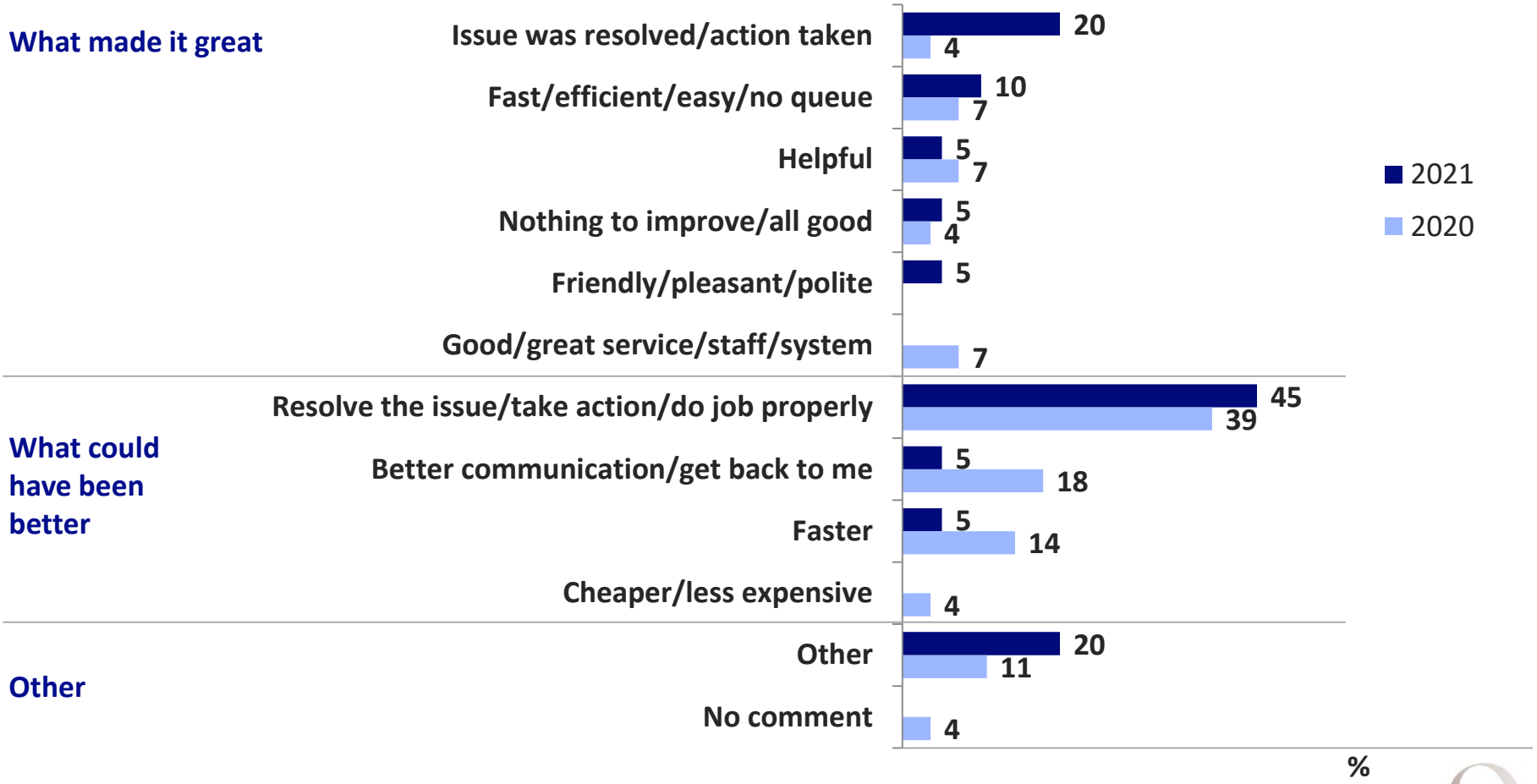
Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

Aspects of Service that Made it Great or Could Have Been Better – Roading

[If extremely or very satisfied with service received] *Q. And what made it great?†*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?†*



Sample: those who contacted the Council about roading: 2020: 28*; 2021: 20*

*Small sample size – results indicative only

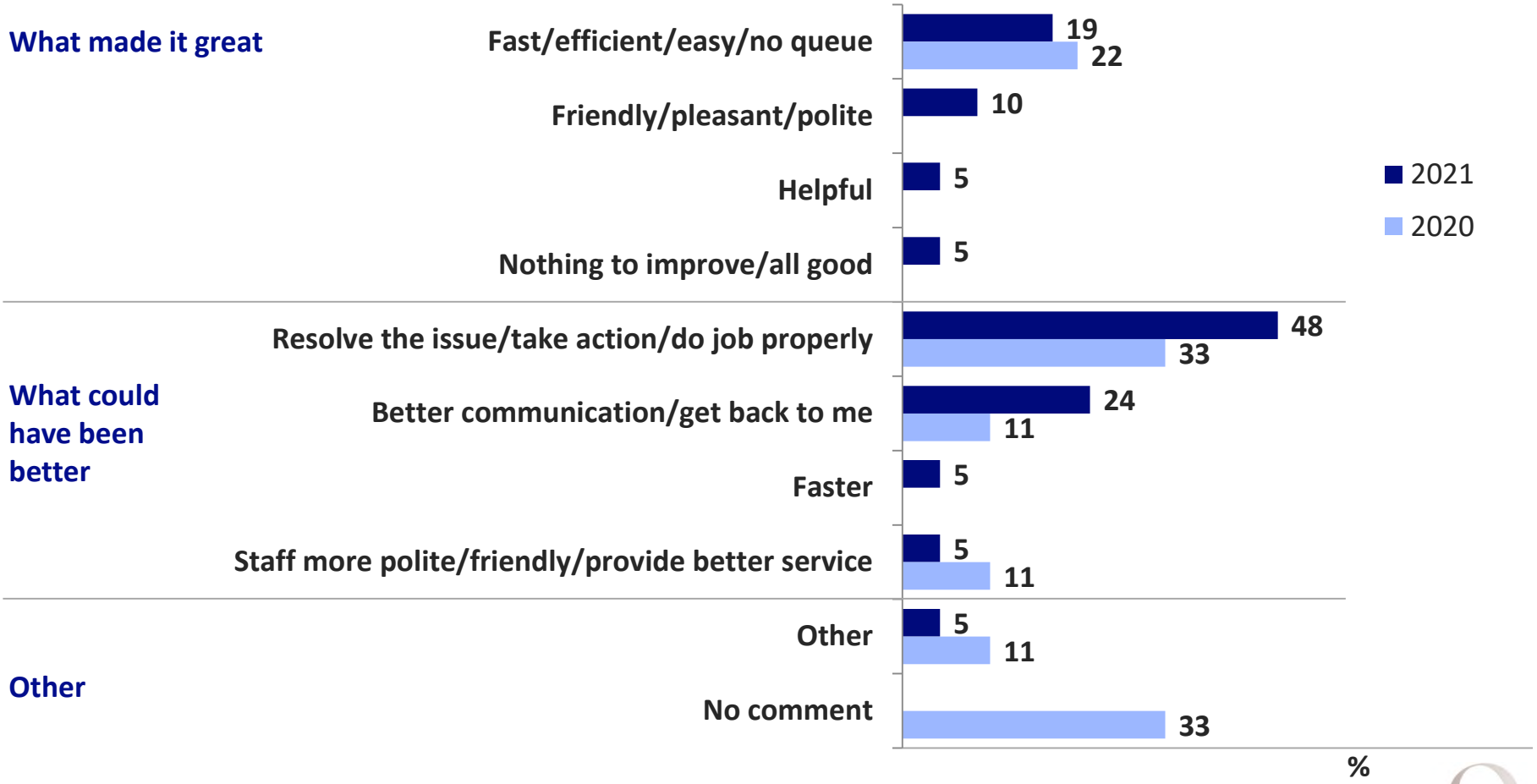
Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

Aspects of Service that Made it Great or Could Have Been Better – Stormwater or Flooding

[If extremely or very satisfied with service received] ***Q. And what made it great?†***

[If quite satisfied or quite/very/extremely dissatisfied with service received] ***Q. And what could have been better?†***



Sample: those who contacted the Council about stormwater or flooding: 2020: 9*; 2021: 21*

*Small sample size – results indicative only

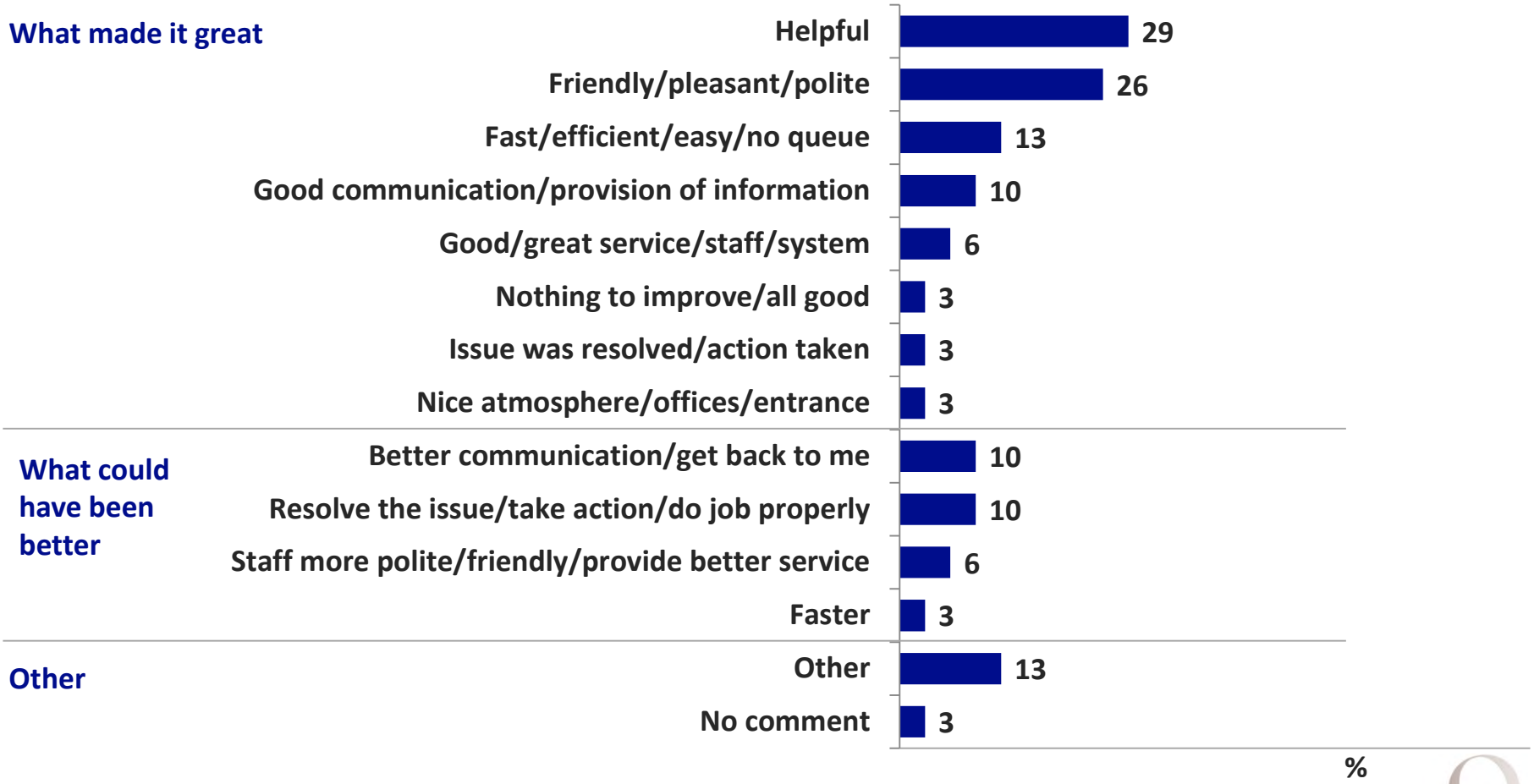
Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

Aspects of Service that Made it Great or Could Have Been Better – Other reasons for contacting

[If extremely or very satisfied with service received] ***Q. And what made it great?†***

[If quite satisfied or quite/very/extremely dissatisfied with service received] ***Q. And what could have been better?†***



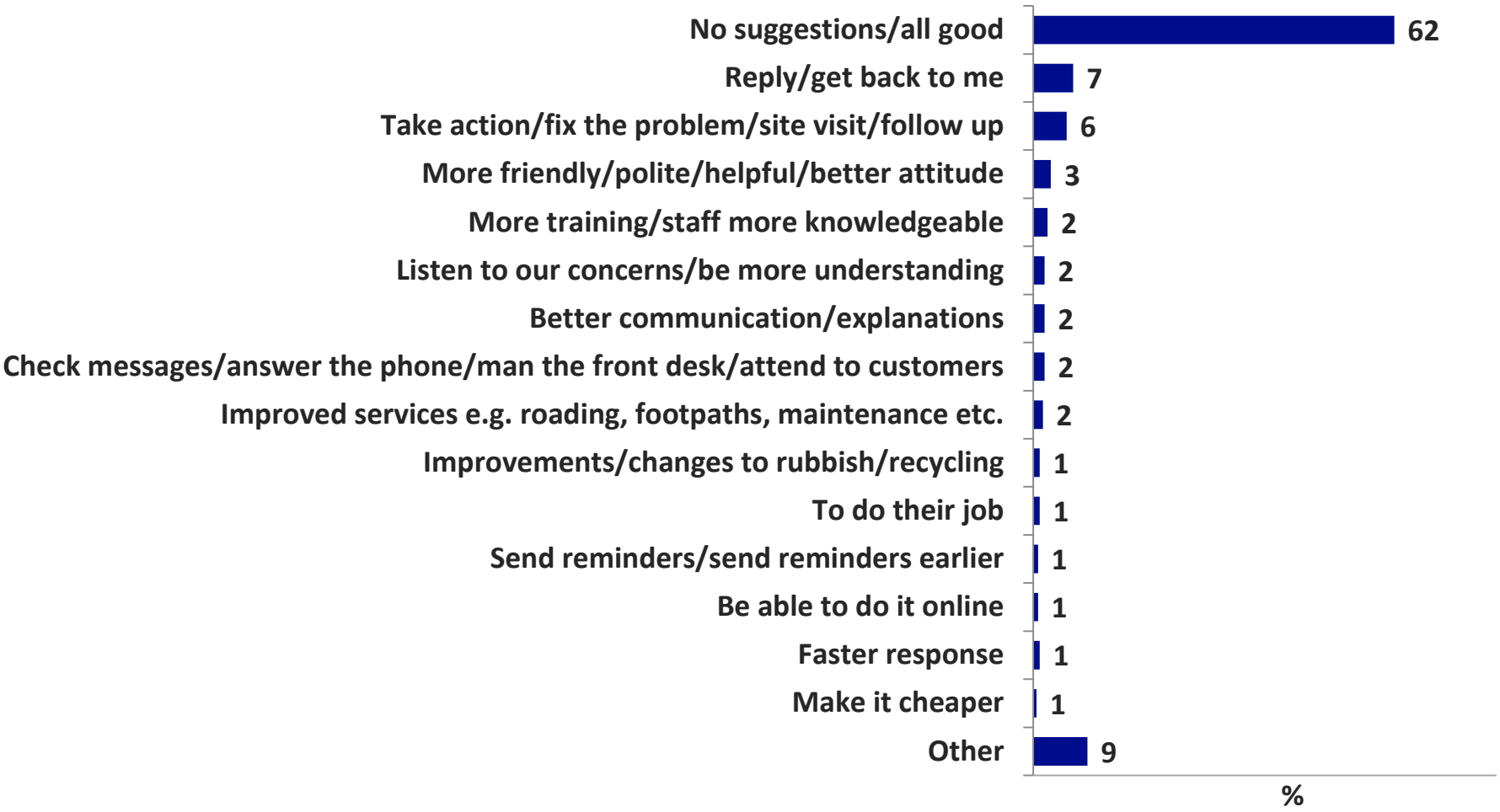
Sample: those who contacted the Council about other matters: 2021: 31*

*Small sample size – results indicative only

Note: this question was not asked prior to 2021

Suggested Improvements to Council Customer Service, 2021 – All contacts

Q. What suggestions do you have to improve the Council customer service you received?



Sample: those contacting Council offices for any reason: 364 contacts by 214 residents
Note: this question was not asked prior to 2021

Suggested Improvements by Reason for Contact, 2021

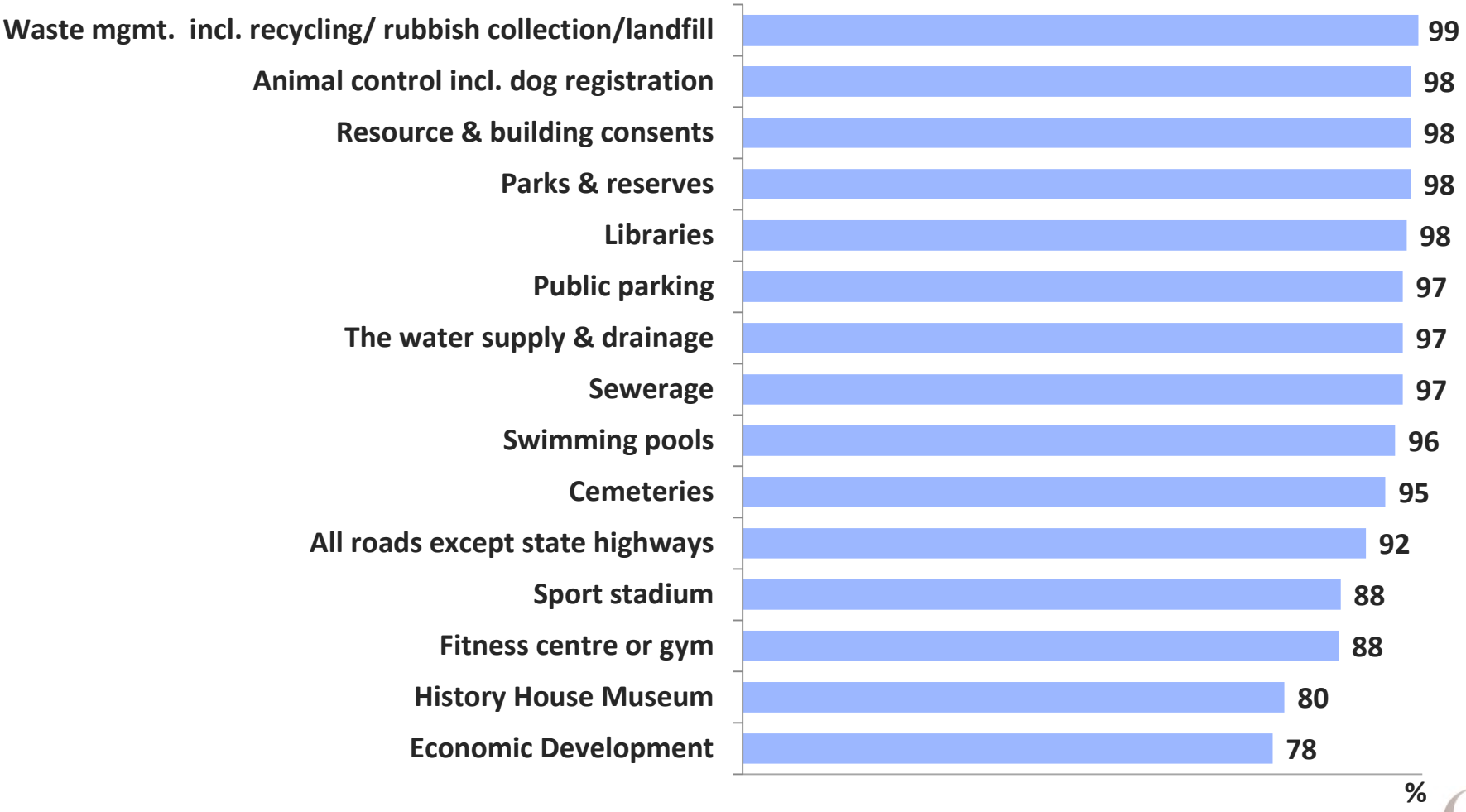
	All contacts† %	Rates (82) %	Dog reg./ animal control (80) %	Building/ planning/ resource consent/ permit (64) %	Rubbish disposal/ recycling (23*) %	Roading (21*) %	Storm-water/ flooding (21*) %	Other (32*) %
No suggestions/all good	62	79	79	52	65	19	24	66
Reply/get back to me	7	1	1	3	4	19	33	13
Take action/fix the problem/site visit/follow up	6	1	3	2	-	33	29	3
More friendly/polite/helpful/better attitude	3	4	1	9	-	-	-	-
More training/staff more knowledgeable	2	1	1	9	-	-	-	-
Listen to our concerns/be more understanding	2	-	-	2	9	-	5	6
Better communication/explanations	2	-	-	6	9	-	-	-
Check messages/answer the phone/man the front desk/attend to customers	2	4	3	-	-	5	5	-
Improved services e.g. roading, footpaths, maintenance etc.	2	2	1	-	-	10	-	-
Improvements/changes to rubbish/recycling	1	1	-	-	13	-	-	-
To do their job	1	-	-	2	-	5	5	-
Send reminders/send reminders earlier	1	1	1	-	-	-	-	-
Be able to do it online	1	-	4	-	-	-	-	-
Faster response	1	-	-	3	-	5	5	-
Make it cheaper	1	-	3	-	-	-	-	-
Other	9	5	4	19	4	10	10	16

Sample: those contacting the Council offices for each – refer to () *Small sample size – results indicative only
†Based on those contacting Council offices for any reason: 364 contacts by 214 residents
Note: this question was not asked prior to 2021 Only services contacted by >10 residents shown

Awareness, Use of and Satisfaction with Council Facilities and Services

Awareness of Council as Provider of Services, 2021

Q. Grey District Council is the provider of a number of services and activities in the area. Please tell me if you are aware that Grey District Council is responsible for administering the following services?



Sample: 350

Awareness of Council as Provider of Services – Trend Data

Q. Grey District Council is the provider of a number of services and activities in the area. Please tell me if you are aware that Grey District Council is responsible for administering the following services?

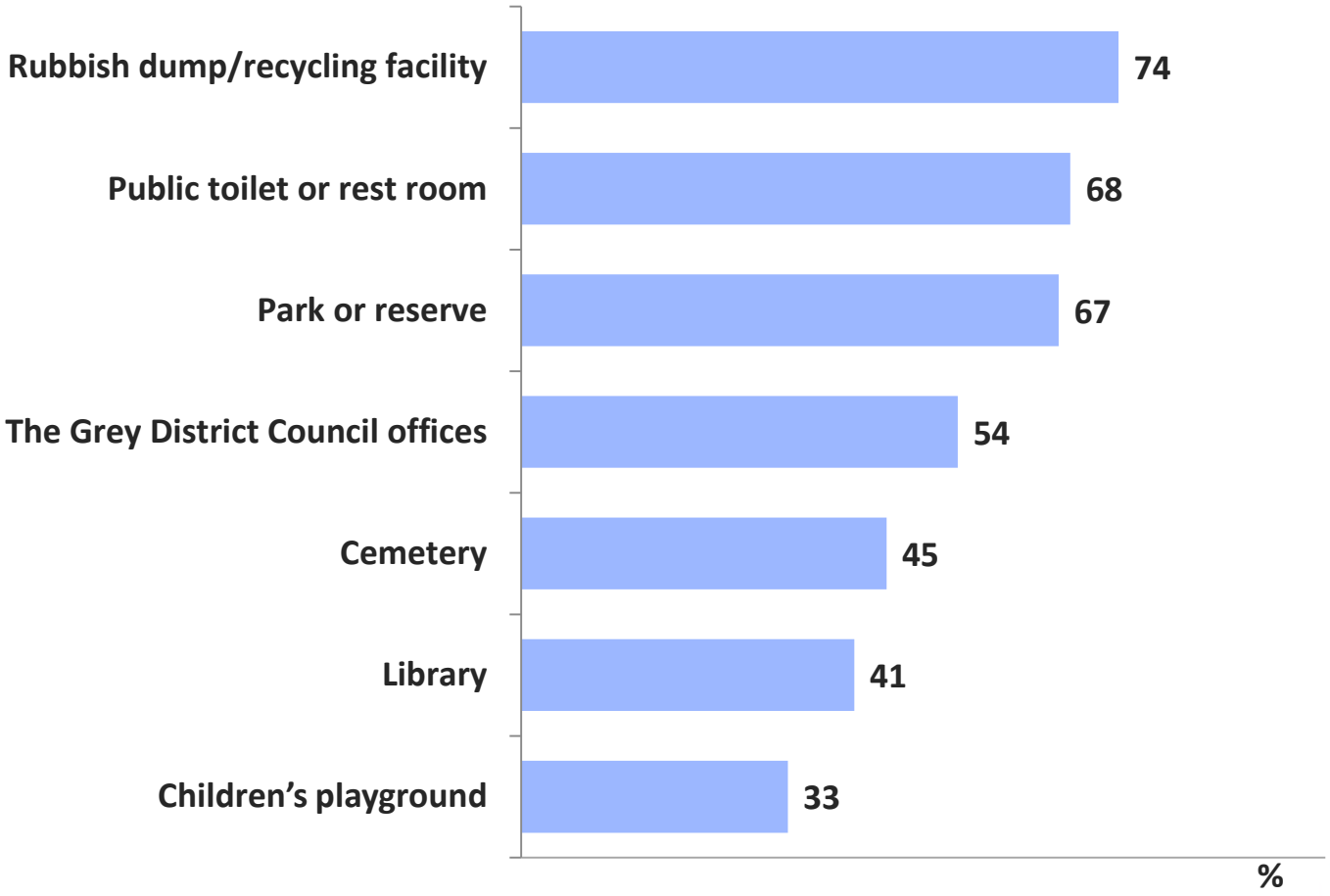
	2011 (350) %	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %
Waste mgmt. incl. recycling/rubbish collection/landfill	99	99	97	97	99	99	99	97	98	99
Animal control incl. dog registration	98	98	98	98	97	97	99	98	97	98
Resource & building consents	98	97	98	96	97	97	97	98	98	98
Parks & reserves	98	94	97	95	97	93	95	97	95	98
Libraries	98	97	98	97	99	98	97	98	97	98
Public parking	97	96	95	94	97	96	97	97	98	97
The water supply & drainage	95	95	96	96	96	98	97	97	97	97
Sewerage	93	97	96	97	96	98	96	95	98	97
Swimming pools	96	97	97	97	98	97	97	96	95	96
Cemeteries	95	94	92	95	97	95	93	95	94	95
All roads except state highways	95	95	91	91	91	91	90	92	93	92
Sport stadium*	-	-	-	-	95	93	92	89	89	88
Fitness centre or gym*	-	-	-	-	91	92	93	85	87	88
History House Museum**	-	84	86	85	81	86	85	82	77	80
Economic Development***	-	81	77	80	80	80	81	80	80	78

Total sample: 350

* Not asked prior to 2016 ** Museum in 2014, Heritage in 2013, not asked in 2011 *** Not asked in 2011

Grey District Council Services Used or Visited in Last 12 months, 2021

Q. Within Grey District, which of the following services have you used or visited in the last 12 months?



Sample: 350

Grey District Council Services Used or Visited in Last 12 months – Trend Data

Q. Within Grey District, which of the following services have you used or visited in the last 12 months?

	2011 (350) %	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %
Rubbish dump/recycling facility*	58	54	64	70	65	63	63	72	66	74
Public toilet or rest room	60	49	61	61	60	63	58	71	69	68
Park or reserve	77	65	79	75	75	70	73	78	67	67
The Grey District Council offices	68	65	71	65	62	63	63	57	57	54
Cemetery	55	50	61	59	55	61	59	44	51	45
Library	55	53	53	54	50	47	51	47	43	41
Children's playground	51	39	50	50	43	48	48	40	36	33

Total sample: 350

* Note: question wording differed slightly in 2011 and didn't include 'recycling facility'

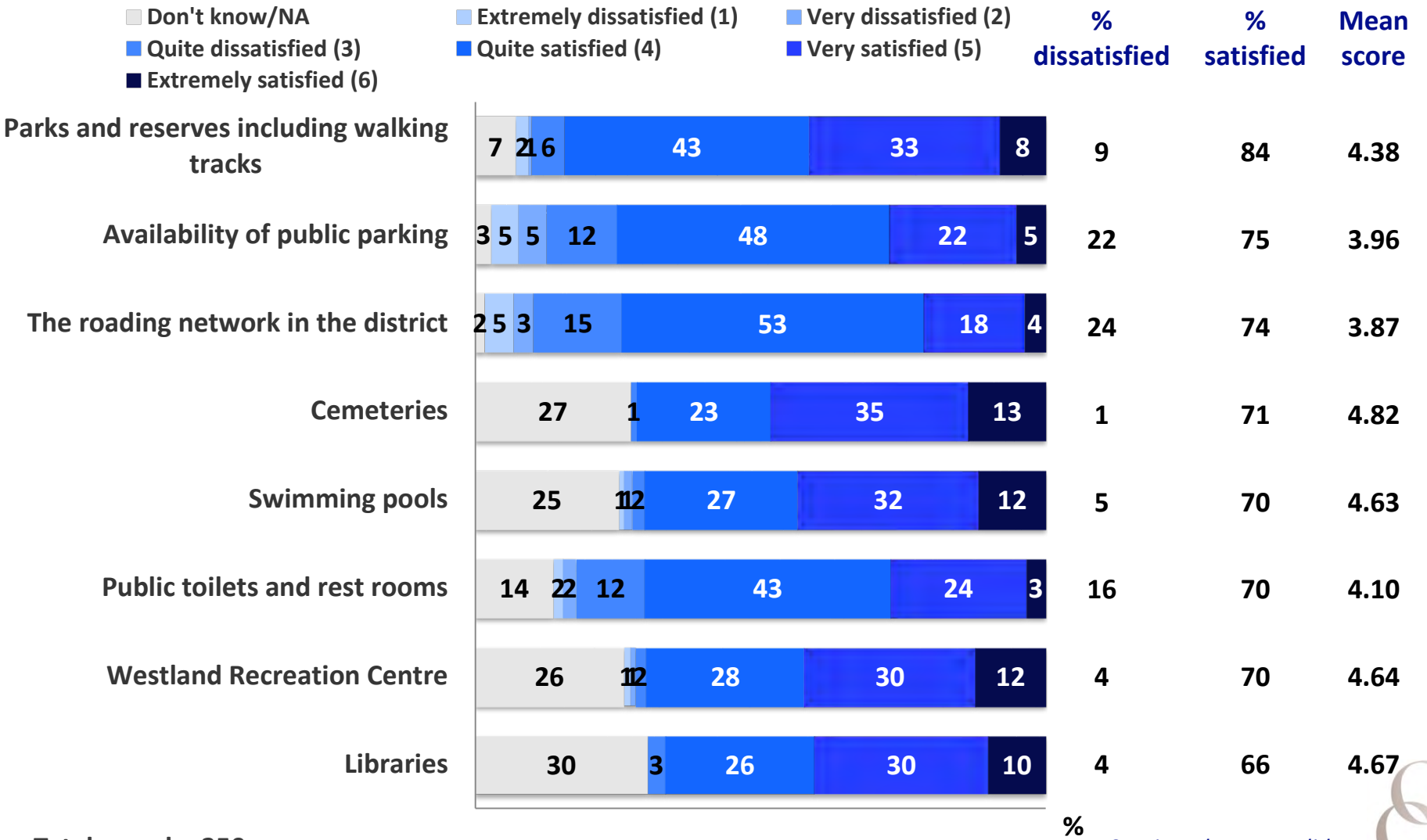
Grey District Council Services Used or Visited in Last 12 months by Location, 2021

	Total (350) %	Location				
		Greater Greymouth (121) %	Karoro – Camerons (63) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (86) %	Runanga/ Rapahoe/ Coast Road (58) %
A rubbish dump/recycling facility	74	70	81	73	69	84
A public toilet or rest room	68	61	57	64	83	76
A park or reserve	67	73	63	73	63	62
The Grey District Council offices	54	58	59	45	51	50
A cemetery	45	45	56	50	48	31
A library	41	42	41	41	40	43
A children's playground	33	42	25	27	31	28

Sample: refer to ()
*Small sample size – results indicative only

Satisfaction with Council Facilities and Services, 2021

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

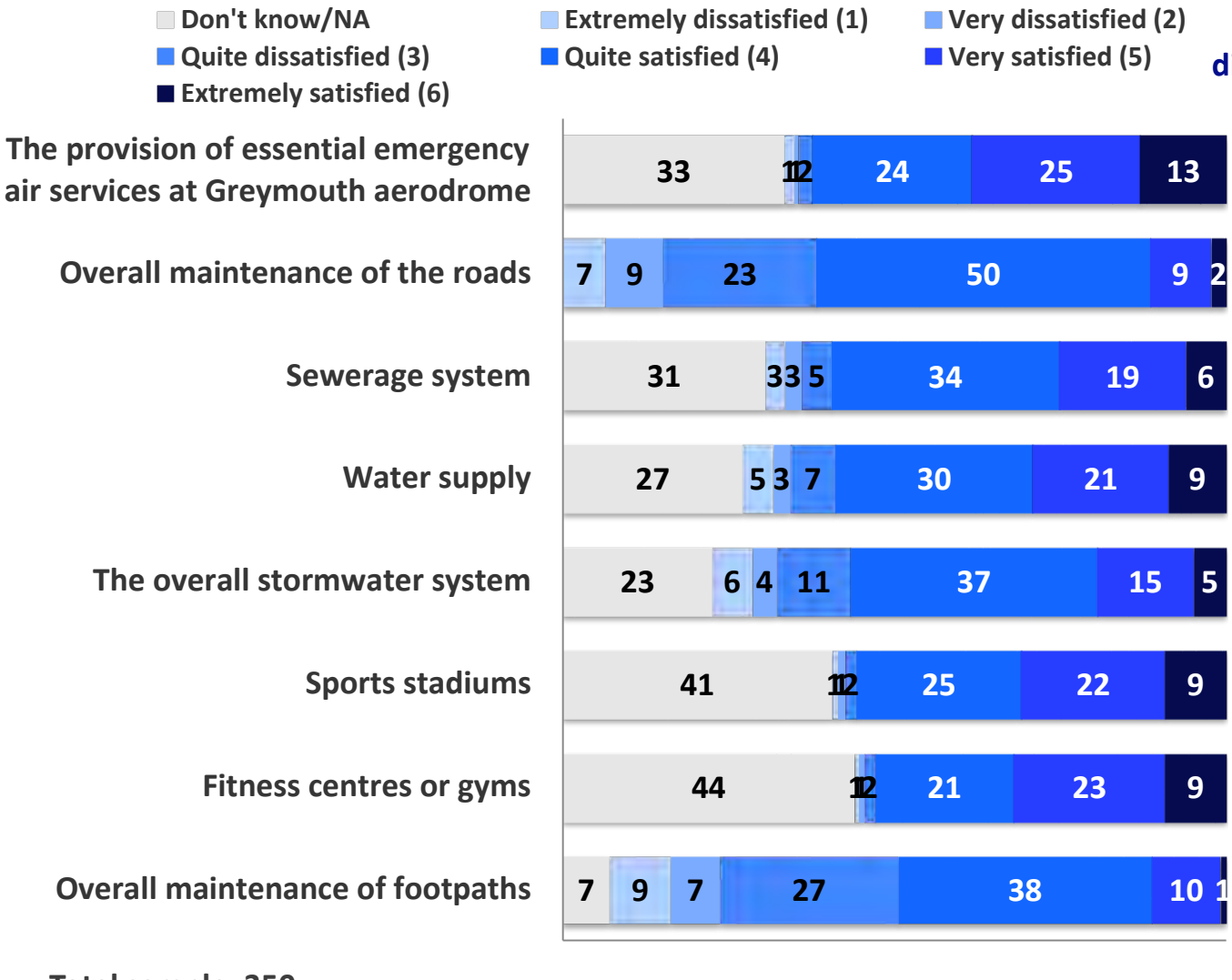


Total sample: 350

Continued on next slide

Satisfaction with Council Facilities and Services, 2021 cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



	% dissatisfied	% satisfied	Mean score
The provision of essential emergency air services at Greymouth aerodrome	4	62	4.65
Overall maintenance of the roads	38	62	3.54
Sewerage system	10	59	4.19
Water supply	14	59	4.16
The overall stormwater system	21	57	3.84
Sports stadiums	4	56	4.56
Fitness centres or gyms	3	53	4.64
Overall maintenance of footpaths	43	49	3.38

Total sample: 350

Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

Don't know/NA | Extremely dissatisfied (1) | Very dissatisfied (2) | Quite dissatisfied (3) | Quite satisfied (4) | Very satisfied (5) | Extremely satisfied (6)

		% dissatisfied	% satisfied	Mean score
Parks and reserves including walking tracks	2021	9	84	4.38
	2020	9	82	4.47
	2019	11	85	4.35
	2018	6	90	4.52
	2017	4	92	4.57
	2016	4	91	4.51
	2015	4	91	4.50
	2014	6	90	4.68
	2013	5	91	4.53
	2011	5	89	4.45
Availability of public parking	2021	22	75	3.96
	2020	27	72	3.90
	2019	31	67	3.77
	2018	24	75	3.99
	2017	24	74	3.96
	2016	23	76	3.93
	2015	18	81	4.05
	2014	20	79	4.14
	2013	19	79	4.08
	2011	26	73	3.90

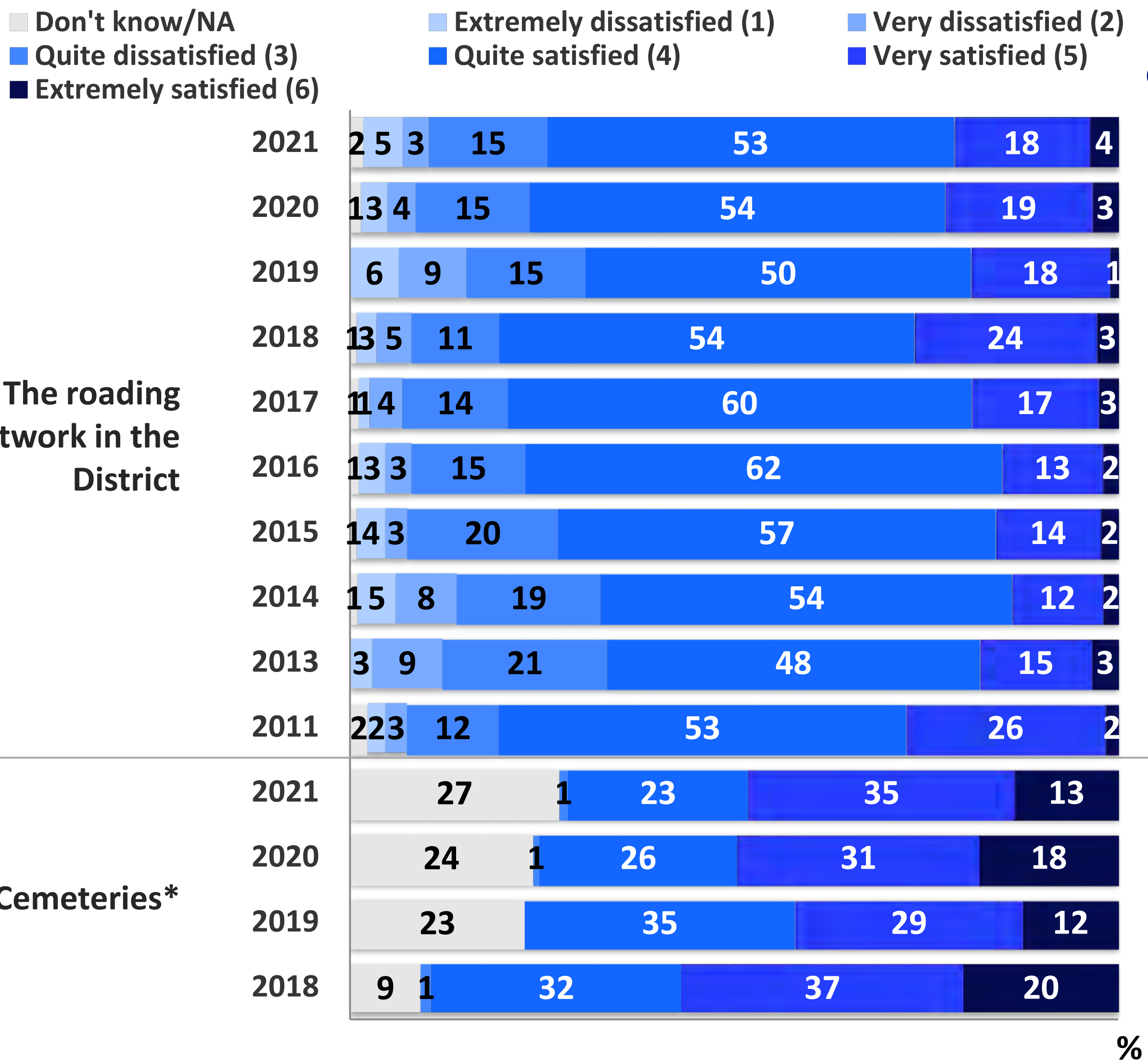
%

Total sample: 350

Continued on next slide

Satisfaction with Council Facilities & Services – Trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



		% dissatisfied	% satisfied	Mean score
The roading network in the District	2021	24	74	3.87
	2020	22	77	3.93
	2019	31	69	3.68
	2018	19	81	4.01
	2017	19	79	3.95
	2016	22	77	3.85
	2015	26	73	3.82
	2014	31	68	3.67
	2013	33	66	3.73
	2011	17	81	4.05
Cemeteries*	2021	1	71	4.82
	2020	1	75	4.86
	2019	1	77	4.68
	2018	2	89	4.81

Total sample: 350 *Not asked prior to 2018

Satisfaction with Council Facilities & Services – Trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

Don't know/NA | Extremely dissatisfied (1) | Very dissatisfied (2) | Quite dissatisfied (3) | Quite satisfied (4) | Very satisfied (5) | Extremely satisfied (6)

		Don't know/NA	Extremely dissatisfied (1)	Very dissatisfied (2)	Quite dissatisfied (3)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
Swimming pools	2021	25	1	1	2	27	32	12	16	70	4.63
	2020	24		1	4	25	32	14	5	71	4.70
	2019	22		1	3	25	33	17	4	75	4.78
	2018	7	1	3	4	29	35	20	8	85	4.68
	2017	13		7	8	11	26	29	7	26	61	3.94
	2016	15		1	1	31	35	17	2	83	4.77
	2015	13	1	1	2	28	37	18	3	83	4.78
	2014	16		2	7	26	28	21	9	75	4.70
	2013	15		1	2	4	25	38	15	7	78	4.69
	2011	15		1	2	24	35	23	4	82	4.86
Public toilets and rest rooms	2021	14		2	2	12	43	24	3	16	70	4.10
	2020	13		1	6	9	45	21	4	16	71	4.06
	2019	10		3	4	12	44	23	3	19	71	4.01
	2018	15		3	5	7	45	19	5	15	70	4.06
	2017	16		2	4	10	42	22	4	16	68	4.06
	2016	17		1	2	11	46	20	3	14	70	4.10
	2015	15		3	3	9	47	20	3	15	69	4.01
	2014	17		1	5	8	41	23	5	14	69	4.16
	2013	15		3	4	9	42	24	3	15	69	4.06
	2011	17		2	1	6	46	25	4	8	75	4.24

%

Total sample: 350

Satisfaction with Council Facilities & Services – Trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

Don't know/NA | Extremely dissatisfied (1) | Very dissatisfied (2) | Quite dissatisfied (3) | Quite satisfied (4) | Very satisfied (5) | Extremely satisfied (6)

		Don't know/NA	Extremely dissatisfied (1)	Very dissatisfied (2)	Quite dissatisfied (3)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
Westland Recreation Centre*	2021	26	1	2		28	30	12	4	70	4.64
	2020	29	1	3		23	27	17	4	67	4.78
	2019	27	1	3		21	31	15	6	67	4.71
	2018	16	1	3		26	31	21	5	79	4.79
	2017	19	2	4		27	35	12	7	74	4.58
Libraries	2021	30		3		26	30	10	4	66	4.67
	2020	25		2		27	33	13	2	73	4.76
	2019	24		3		30	33	10	3	72	4.65
	2018	14		2		33	35	16	2	84	4.76
	2017	20		1		34	36	9	1	79	4.65
	2016	17		1		37	33	12	1	82	4.68
	2015	14		1		35	39	11	1	86	4.71
	2014	17		2		28	31	22	2	81	4.87
	2013	19		1		25	38	16	2	79	4.82
	2011	14		1		30	40	15	1	85	4.79

%

Total sample: 350 *Not asked prior to 2017

Satisfaction with Council Facilities & Services – Trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

Don't know/NA | Extremely dissatisfied (1) | Very dissatisfied (2) | Quite dissatisfied (3) | Quite satisfied (4) | Very satisfied (5) | Extremely satisfied (6)

		Don't know/NA	Extremely dissatisfied (1)	Very dissatisfied (2)	Quite dissatisfied (3)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
Provision of essential emergency air services at Greymouth aerodrome*	2021	33	1	2	24	25	13		4	62	4.65
	2020	24	1	2	30	27	16		3	74	4.75
	2019	26	1	3	31	24	14		5	70	4.62
	2018	22	1	3	31	31	10		5	72	4.55
Overall maintenance of the roads	2021	7	9	23	50	9	2		38	62	3.54
	2020	14	7	24	48	15	1		36	63	3.65
	2019	10	10	27	41	11	1		47	53	3.37
	2018	4	5	19	50	20	2		28	72	3.84
	2017	15	6	20	53	13	2		31	68	3.69
	2016	14	6	21	54	11	2		31	67	3.68
	2015	5	6	29	50	8	1		40	60	3.54
	2014	7	12	29	39	11	3		48	52	3.42
	2013	5	12	26	44	11	3		42	58	3.53
	2011	13	5	15	52	20	3		23	76	3.93

%

Total sample: 350 *Not asked prior to 2018

Satisfaction with Council Facilities & Services – Trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

Don't know/NA | Extremely dissatisfied (1) | Very dissatisfied (2) | Quite dissatisfied (3) | Quite satisfied (4) | Very satisfied (5) | Extremely satisfied (6)

		% dissatisfied	% satisfied	Mean score
Sewerage System	2021	10	59	4.19
	2020	8	70	4.26
	2019	14	63	4.08
	2018	14	66	4.11
	2017	13	70	4.14
	2016	11	68	4.12
	2015	7	74	4.24
	2014	14	68	4.08
	2013	14	67	4.00
	2011	12	67	4.10
Water supply	2021	14	59	4.16
	2020	13	63	4.15
	2019	17	57	4.07
	2018	19	64	3.92
	2017	11	72	4.29
	2016	6	73	4.29
	2015	11	73	4.27
	2014	13	70	4.13
	2013	12	72	4.12
	2011	7	77	4.33

%

Total sample: 350

Satisfaction with Council Facilities & Services – Trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

Don't know/NA | Extremely dissatisfied (1) | Very dissatisfied (2) | Quite dissatisfied (3) | Quite satisfied (4) | Very satisfied (5) | Extremely satisfied (6)

		Don't know/NA	Extremely dissatisfied (1)	Very dissatisfied (2)	Quite dissatisfied (3)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
Stormwater system	2021	23	6	4	11	37	15	5	21	57	3.84
	2020	19	3	5	8	45	17	3	16	65	3.97
	2019	22	2	5	11	37	18	4	19	59	3.97
	2018	15	3	6	11	43	19	3	19	66	3.95
	2017	15	3	5	13	45	17	4	20	65	3.93
	2016	15	2	4	11	51	14	3	17	68	3.94
	2015	15	1	3	12	46	19	4	16	69	4.07
	2014	12	2	2	9	44	26	5	13	75	4.19
	2013	13	2	5	11	47	19	3	18	69	3.97
	2011	16	3	3	13	51	11	2	19	65	3.86
Sports stadiums*	2021	41	1	1	2	25	22	9	4	56	4.56
	2020	34	1	3	21	28	13		4	61	4.73
	2019	32	1	2	3	23	26	13	5	63	4.66
	2018	17	1	2	33	28	19		3	80	4.75
	2017	23	1	1	3	29	35	9	4	73	4.61
	2016	31	1		26	27	14		1	67	4.78

%

Total sample: 350 *Not asked prior to 2016

Satisfaction with Council Facilities & Services – Trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

Don't know/NA | Extremely dissatisfied (1) | Very dissatisfied (2) | Quite dissatisfied (3) | Quite satisfied (4) | Very satisfied (5) | Extremely satisfied (6)

		Don't know/NA	Extremely dissatisfied (1)	Very dissatisfied (2)	Quite dissatisfied (3)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
Fitness centres or gyms*	2021	44	1	2	21	23	9		3	53	4.64
	2020	42	1	2	17	25	13		3	55	4.76
	2019	43	1	2	3	18	23	11	5	51	4.65
	2018	22	1	1	2	27	28	17	5	73	4.71
	2017	28	1	1	2	25	33	9	4	68	4.65
	2016	40	1	3	24	23	10		3	57	4.62
Overall maintenance of footpaths**	2021	7	9	7	27	38	10	1	43	49	3.38
	2020	5	9	9	25	40	11	1	43	53	3.43
	2019	6	13	13	25	31	12		51	43	3.18
	2018	3	10	11	23	37	13	2	44	52	3.40
	2017	4	9	9	26	40	11	1	44	52	3.41
	2016	4	11	9	21	45	9	1	41	55	3.36
	2015	5	7	9	22	45	11	1	38	57	3.50
	2014	7	8	11	26	36	11	1	45	48	3.37
	2013	4	8	11	26	39	10	3	44	52	3.43

%

Total sample: 350 *Not asked prior to 2016 **Not asked prior to 2013

Satisfaction with Council Facilities & Services by Location, 2021

	% Dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (121) %	Karoro – Camerons (63) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (86) %	Runanga/ Rapahoe/ Coast Road (58) %	Total (350) %	Greater Greymouth (121) %	Karoro – Camerons (63) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (86) %	Runanga/ Rapahoe/ Coast Road (58) %
Parks and reserves including walking tracks	9	9	6	23	9	3	84	86	87	73	80	88
Availability of public parking	22	23	17	41	22	17	75	76	78	59	71	83
The roading network in the district	24	21	19	45	33	14	74	75	81	55	67	83
Cemeteries	1	1	2	5	2	-	71	79	78	73	65	59
Swimming pools	5	5	5	-	5	5	70	76	73	64	60	72
Public toilets and rest rooms	16	13	11	27	17	21	70	72	68	55	71	74
Westland Recreation Centre	4	5	5	-	5	2	70	79	70	77	52	74
Libraries	4	4	2	-	6	3	66	74	67	68	55	67

Continued on next slide

Sample: refer to ()
*Small sample size – results indicative only

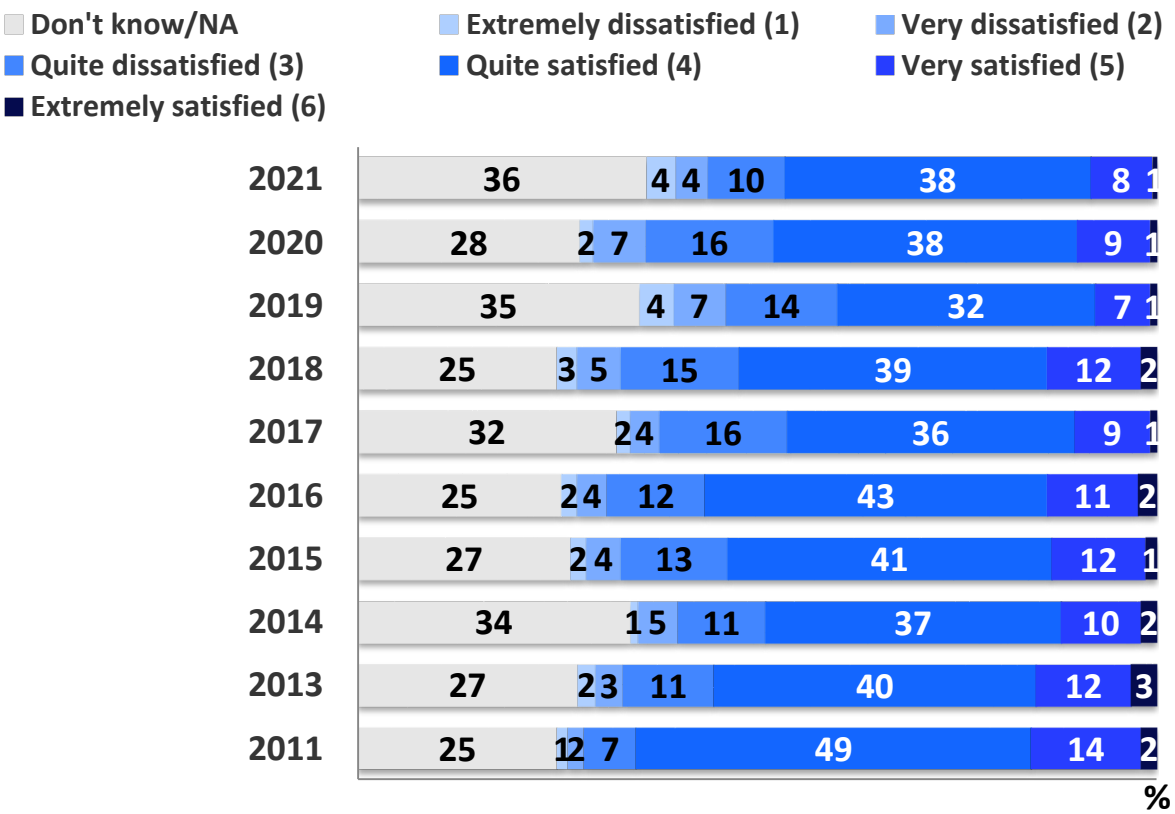
Satisfaction with Council Facilities & Services by Location, 2021

	% Dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (121) %	Karoro – Camerons (63) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (86) %	Runanga/ Rapahoe/ Coast Road (58) %	Total (350) %	Greater Greymouth (121) %	Karoro – Camerons (63) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (86) %	Runanga/ Rapahoe/ Coast Road (58) %
The provision of essential emergency air services at Greymouth aerodrome	4	5	2	5	7	2	62	73	65	59	52	53
Overall maintenance of the roads	38	40	37	59	48	16	62	60	63	41	52	84
Sewerage system	10	9	2	9	12	19	59	80	63	55	34	52
Water supply	14	12	10	9	13	28	59	83	54	73	28	55
The overall stormwater system	21	19	21	32	20	22	57	73	56	50	36	57
Sports stadiums	4	3	6	5	3	2	56	64	59	55	45	50
Fitness centres or gyms	3	3	3	-	5	2	53	61	57	64	42	43
Overall maintenance of footpaths	43	55	38	55	36	33	49	42	56	36	55	55

Sample: refer to ()
*Small sample size – results indicative only

Satisfaction with Council's Regulation of Land Use

Q. How satisfied are you with Council's regulation of land use throughout the District? By this we mean Council's policies including the District Plan and resource management processes and whether the development within the District is aligned with these policies. Some forms of land use regulations under these policies include regulations for subdivisions, land use and building development and the zoning of land.



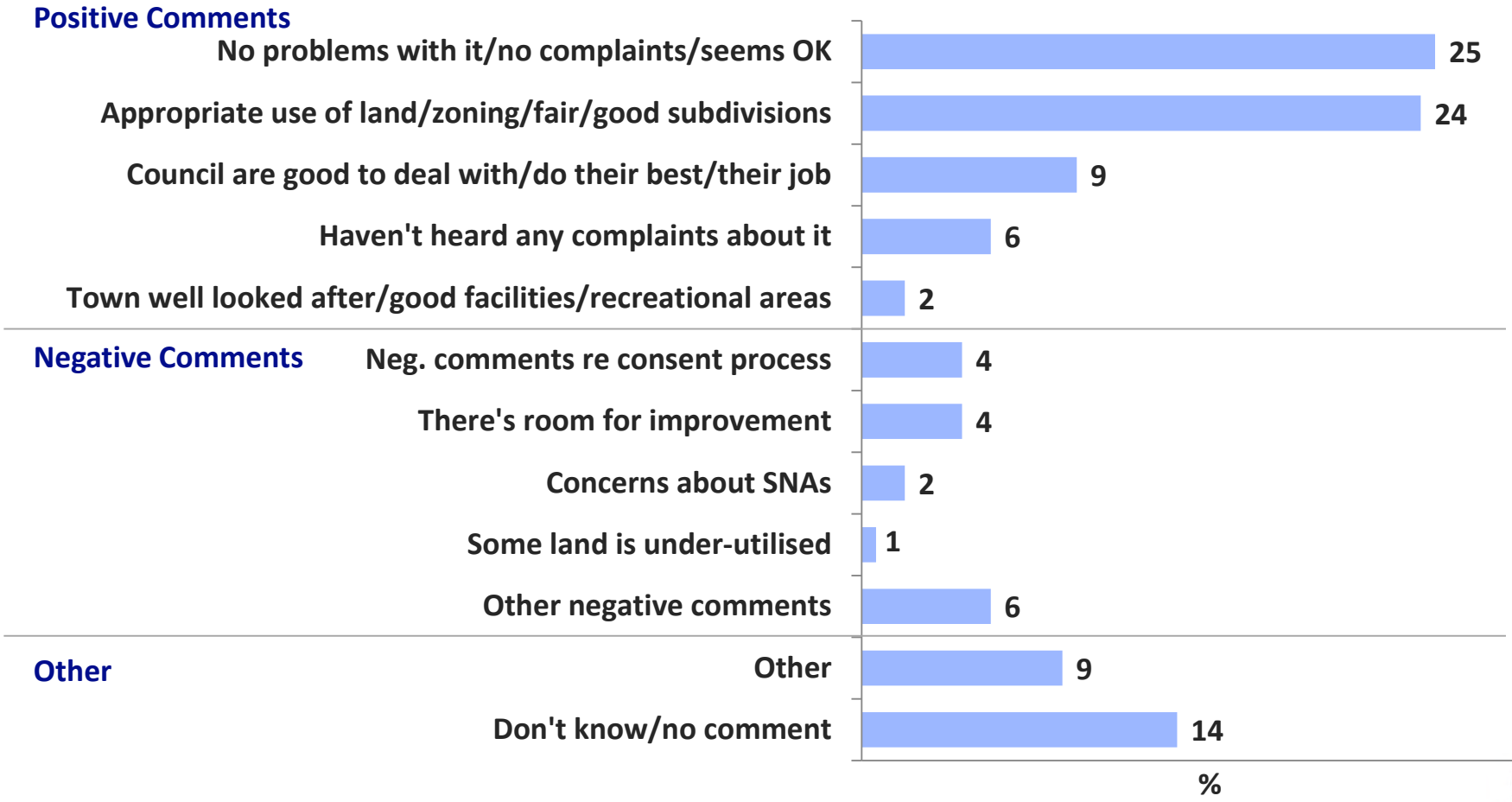
	% dissatisfied	% satisfied	Mean score
2021	17	47	3.69
2020	24	48	3.68
2019	25	40	3.52
2018	23	52	3.76
2017	21	46	3.74
2016	18	57	3.87
2015	20	54	3.82
2014	17	49	3.84
2013	17	55	3.91
2011	10	65	4.04

Sample: 350

Note: In 2015 the clarification was worded slightly differently: By this we mean Council policy including requirement of permits and codes created to ensure private use of land resources are aligned with policy standards. Some forms of land use regulations including housing codes, regulations for subdivisions, zoning ordinances, and building codes.

Reasons For Satisfaction with Council's Regulation of Land Use, 2021

Q. What is the main reason, or reasons, for feeling satisfied with Council's regulation of land use throughout the District?



Sample: those satisfied with Council's regulation of land use: 163

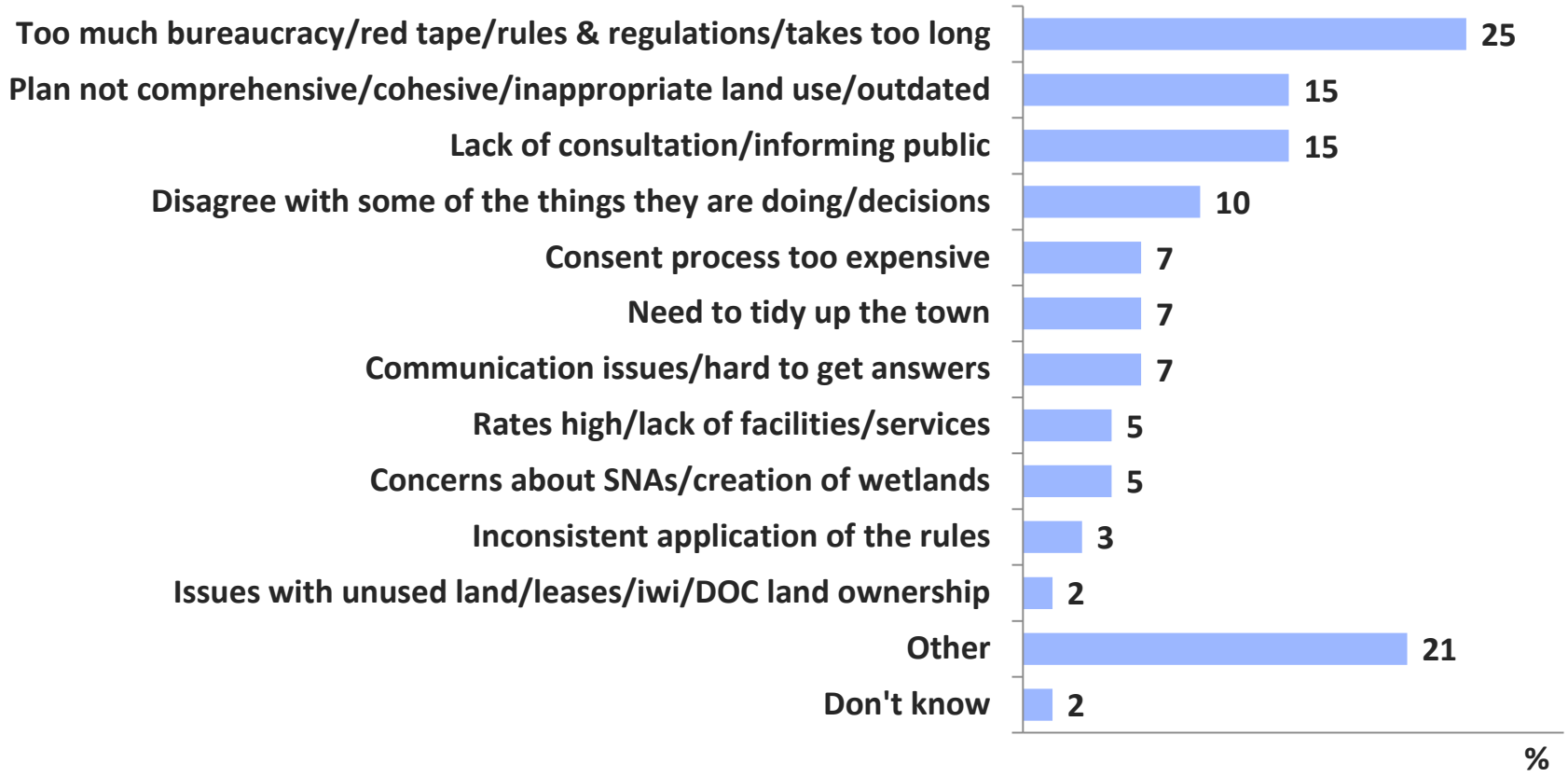
Reasons For Satisfaction with Council's Regulation of Land Use – Trend Data

		2015 (188) %	2016 (198) %	2017 (162) %	2018 (183) %	2019 (140) %	2020 (168) %	2021 (163) %
Positive Comments	No problems with it/no complaints/seems OK	37	29	35	26	32	21	25
	Appropriate use of land/zoning/fair/good subdivisions	10	21	9	9	9	10	24
	Council are good to deal with/do their best/their job	19	11	14	14	11	9	9
	Haven't heard any complaints about it	5	3	6	10	6	2	6
	Town well looked after/good facilities/recreational areas	3	5	5	1	1	4	2
Negative Comments	Negative comments re consent process	5	3	7	8	5	7	4
	There's room for improvement	-	1	1	4	4	4	4
	Concerns about SNAs	-	-	-	-	2	1	2
	Some land is under-utilised	-	1	2	2	4	4	1
	Other negative comments	4	8	10	16	4	11	6
Other	Other	8	10	4	7	6	10	9
	Don't know/no comment	15	13	13	9	19	21	14

Sample: those satisfied with Council's regulation of land use: refer to ()
Note: this question was not asked prior to 2015

Reasons For Dissatisfaction with Council's Regulation of Land Use, 2021

Q. What is the main reason, or reasons, for feeling dissatisfied with Council's regulation of land use throughout the District?



Sample: those dissatisfied with Council's regulation of land use: 61

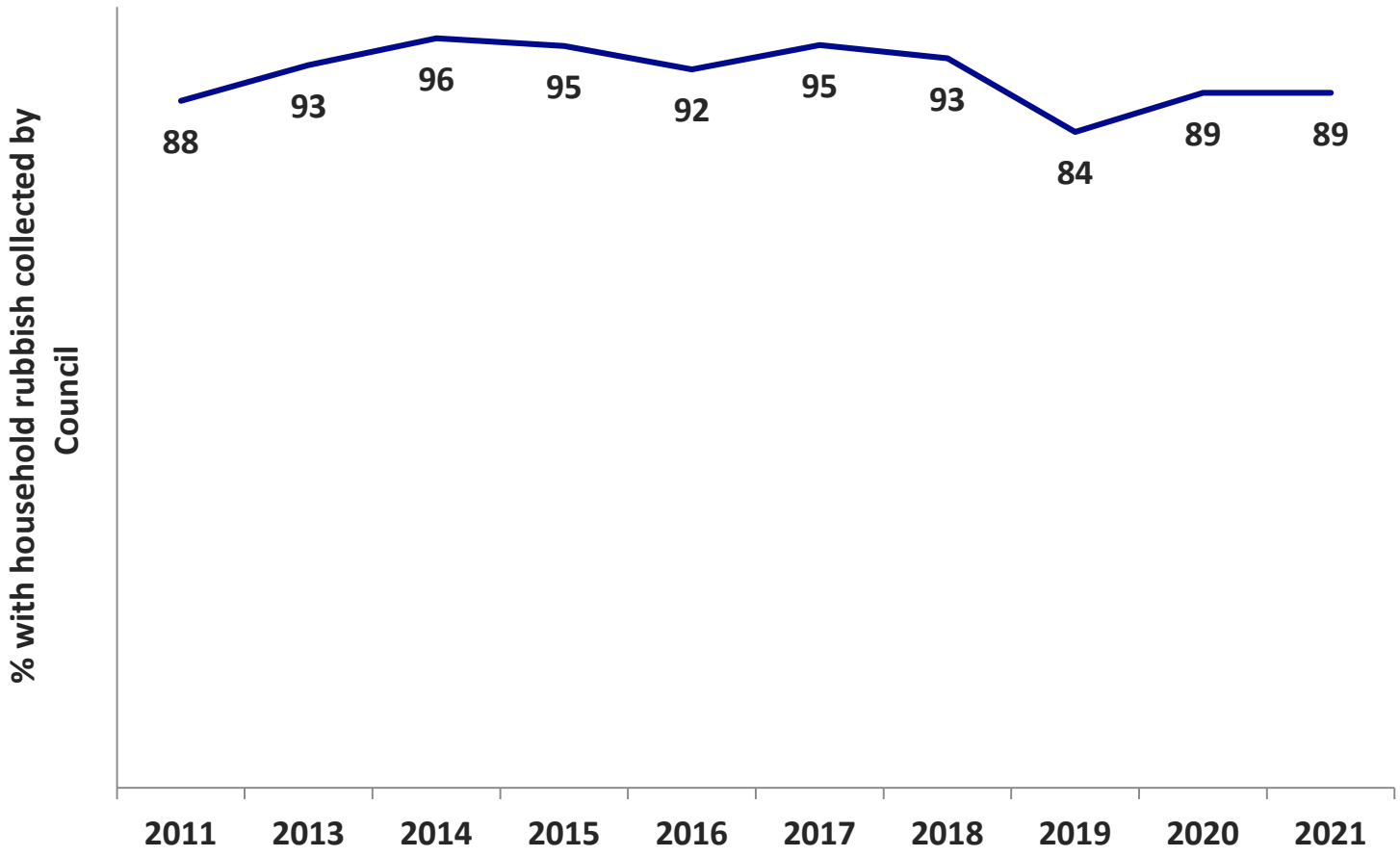
Reasons For Dissatisfaction with Council's Regulation of Land Use – Trend Data

	2015 (69) %	2016 (63) %	2017 (75) %	2018 (80) %	2019 (87) %	2020 (85) %	2021 (61) %
Too much bureaucracy/red tape/rules & regulations/takes too long	49	32	44	28	26	36	25
Plan not comprehensive/cohesive/inappropriate land use/outdated	3	8	13	6	18	9	15
Lack of consultation/informing public	6	2	3	6	-	6	15
Disagree with some of the things they are doing/decisions	9	13	8	15	11	-	10
Consent process too expensive	16	10	7	10	11	8	7
Need to tidy up the town	3	2	1	4	5	4	7
Communication issues/hard to get answers	9	3	9	9	3	1	7
Rates high/lack of facilities/services	-	6	-	-	2	2	5
Concerns about SNAs/creation of wetlands	-	-	-	-	-	-	5
Inconsistent application of the rules	3	2	1	5	5	2	3
Issues with unused land/leases/iwi/DOC land ownership	4	11	11	4	10	14	2
Not doing a good job/some issues not handled well	4	6	13	13	11	6	-
Problems haven't been fixed	3	5	1	-	2	1	-
Not helping businesses/need to attract more businesses	6	2	4	1	-	1	-
Disagree with location of industrial area	3	2	1	-	-	1	-
Other	7	10	3	8	14	21	21
No problems/seem to be doing a good job	-	2	4	5	1	-	-
Don't know	3	2	-	5	2	8	2

Sample: those dissatisfied with Council's regulation of land use: refer to ()
Note: this question was not asked prior to 2015

Use of Household Waste Collection Service

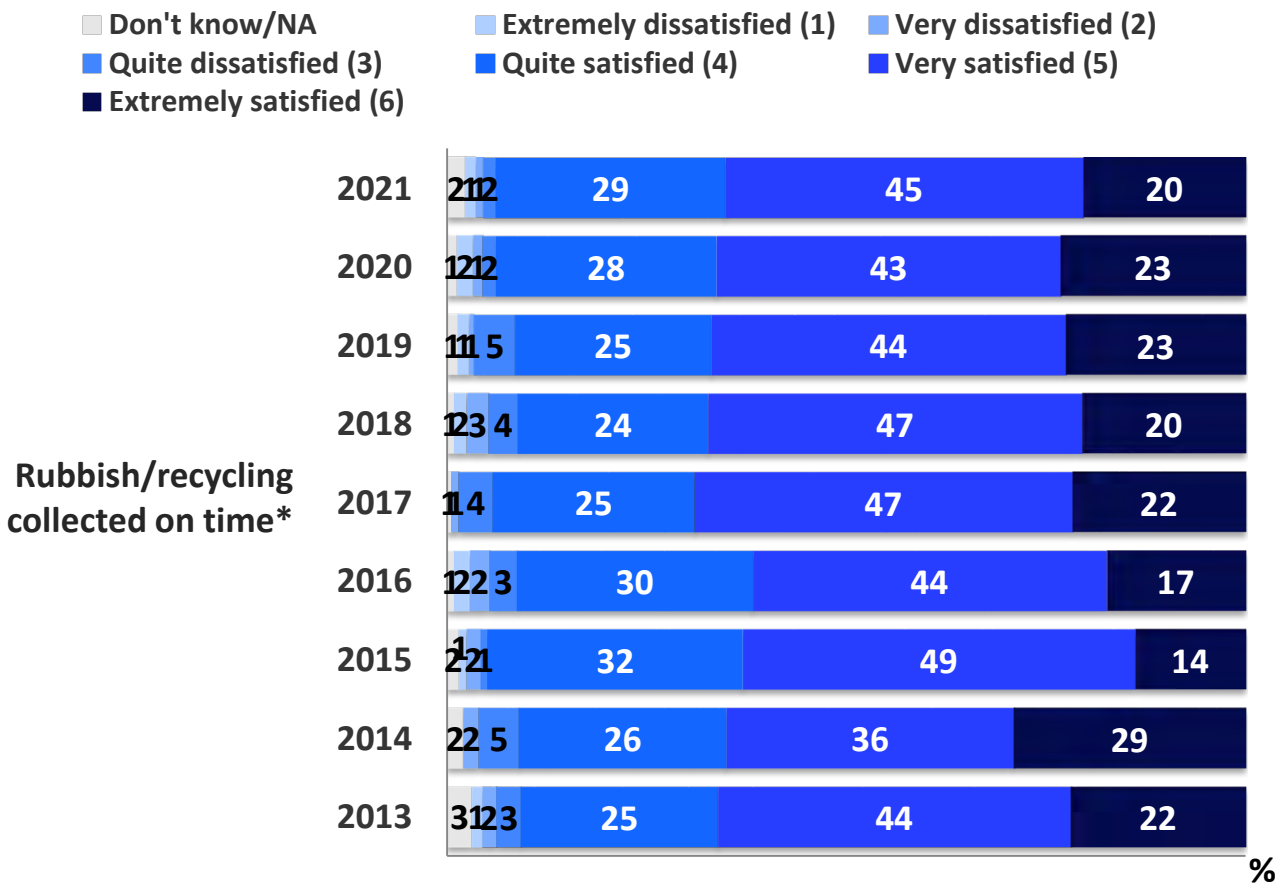
Q. Do you have your household rubbish collected by the Council?



Total sample: 350

Satisfaction that Household Rubbish and/or Recycling is Collected on Time

Q. How satisfied are you that your household rubbish and/or recycling is collected on time?



	% dissatisfied	% satisfied	Mean score
2021	4	94	4.80
2020	5	94	4.80
2019	7	91	4.80
2018	8	91	4.75
2017	5	94	4.84
2016	8	91	4.66
2015	4	95	4.71
2014	7	92	4.88
2013	6	91	4.80

Sample: those who have their rubbish collected by the Council: 2011: 309; 2013: 324; 2014: 336; 2015: 332; 2016: 321; 2017: 333; 2018: 327; 2019: 293; 2020: 311; 2021: 310

*Not asked in 2011

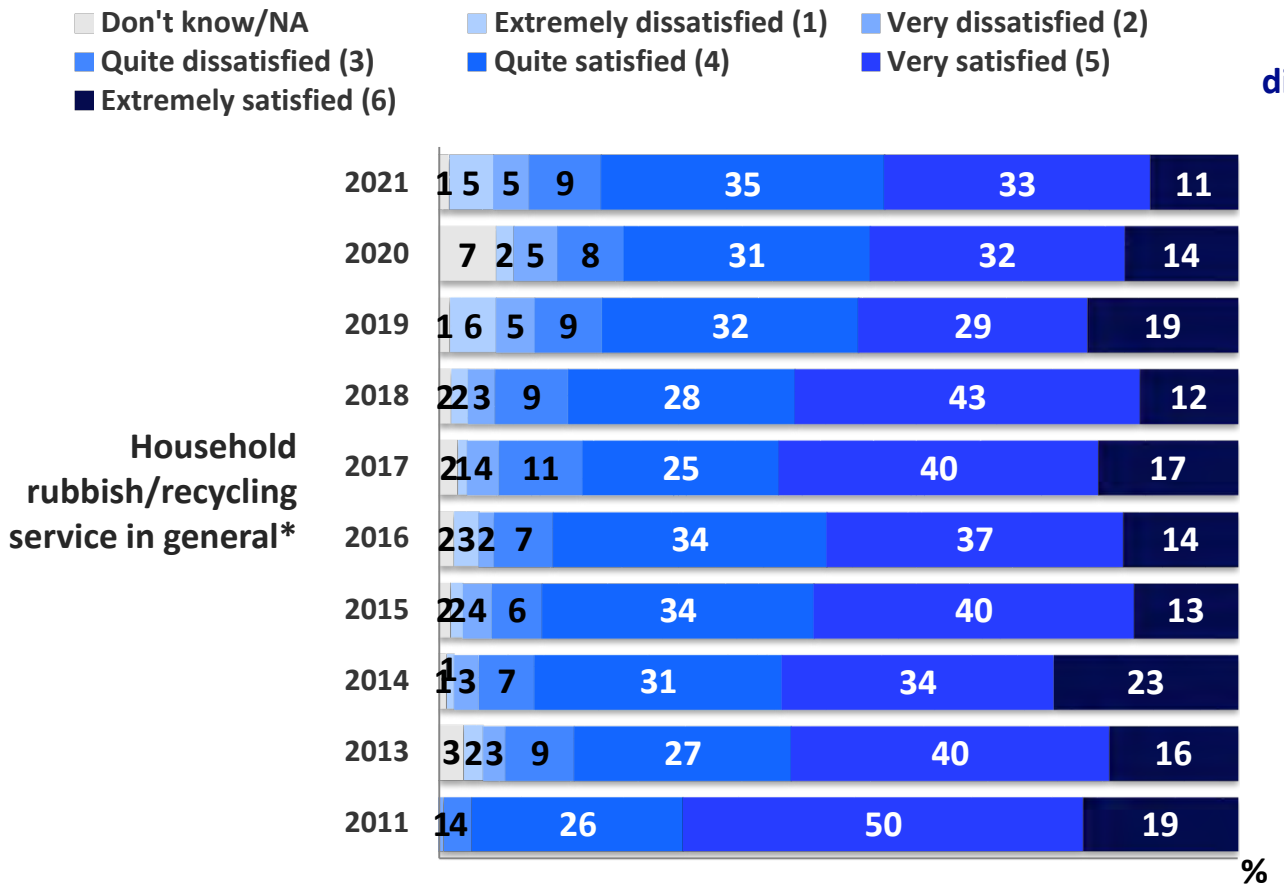
Satisfaction that Household Rubbish and/or Recycling is Collected on Time by Location, 2021

	Total (310) %	Location				
		Greater Greymouth (118) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (19*) %	Grey Valley/ Blackball/ Lake Brunner (58) %	Runanga/ Rapahoe/ Coast Road (53) %
Extremely satisfied	20	24	19	26	21	11
Very satisfied	45	46	45	47	47	40
Quite satisfied	29	26	29	16	26	42
Quite dissatisfied	2	2	2	-	2	2
Very dissatisfied	1	-	3	-	2	-
Extremely dissatisfied	1	1	-	11	-	2
Don't know	2	2	2	-	3	4
SATISFIED	94	96	94	89	93	92
DISSATISFIED	4	3	5	11	3	4
Mean	4.80	4.91	4.77	4.68	4.86	4.57

Sample: refer to ()
*Small sample size – results indicative only

Satisfaction with Household Rubbish Collection and/or Recycling Service in General

Q. How satisfied are you in general with the household rubbish and/or recycling collection service provided by the Council?



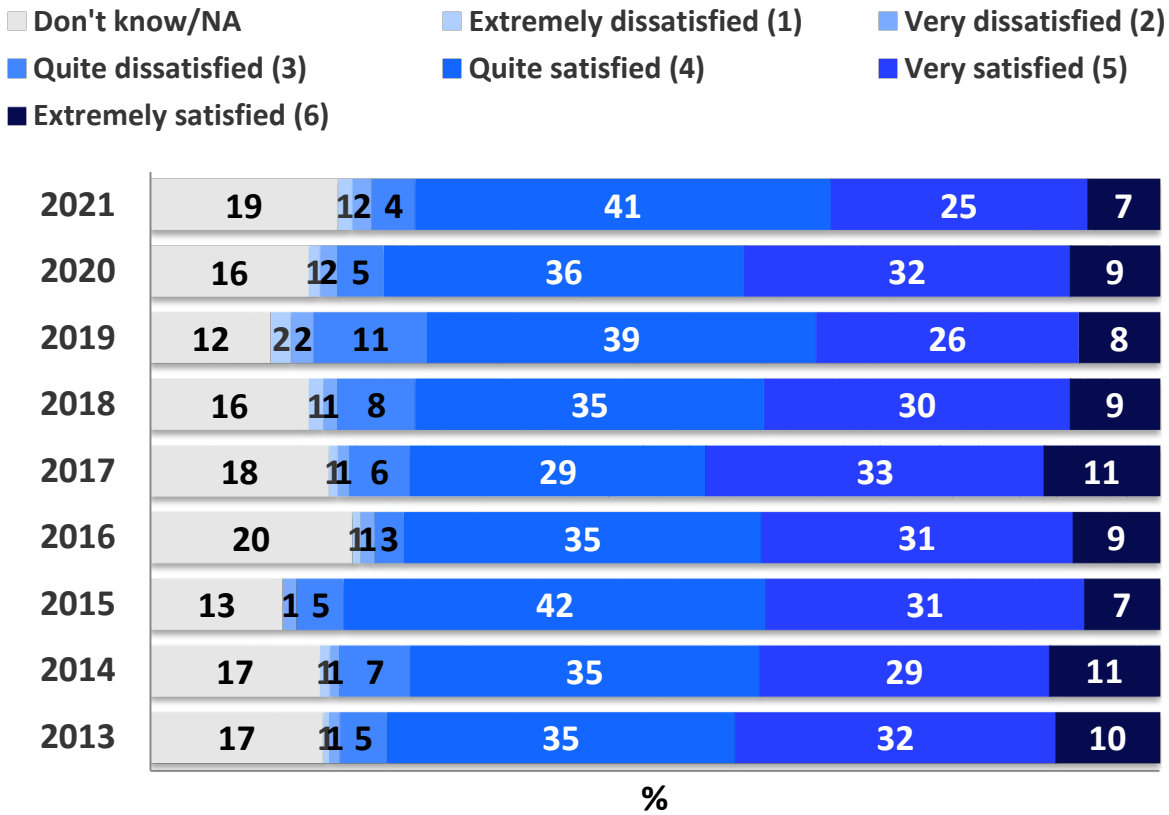
	% dissatisfied	% satisfied	Mean score
2021	19	80	4.21
2020	16	77	4.37
2019	19	80	4.31
2018	15	84	4.46
2017	16	82	4.54
2016	12	86	4.46
2015	11	87	4.49
2014	12	88	4.63
2013	14	83	4.52
2011	4	96	4.84

Sample: those who have their rubbish collected by the Council: 2011: 309; 2013: 324; 2014: 336; 2015: 332; 2016: 321; 2017: 333; 2018: 327; 2019: 293; 2020: 311; 2021: 310

**Note: in 2011 the question wording differed slightly: How satisfied are you with the household rubbish collection service?

Satisfaction with Council Litter Bins, Recycling Centre and Recycling Stations

Q. How satisfied are you that Council litter bins, recycling centre and recycling stations are kept clean and tidy?

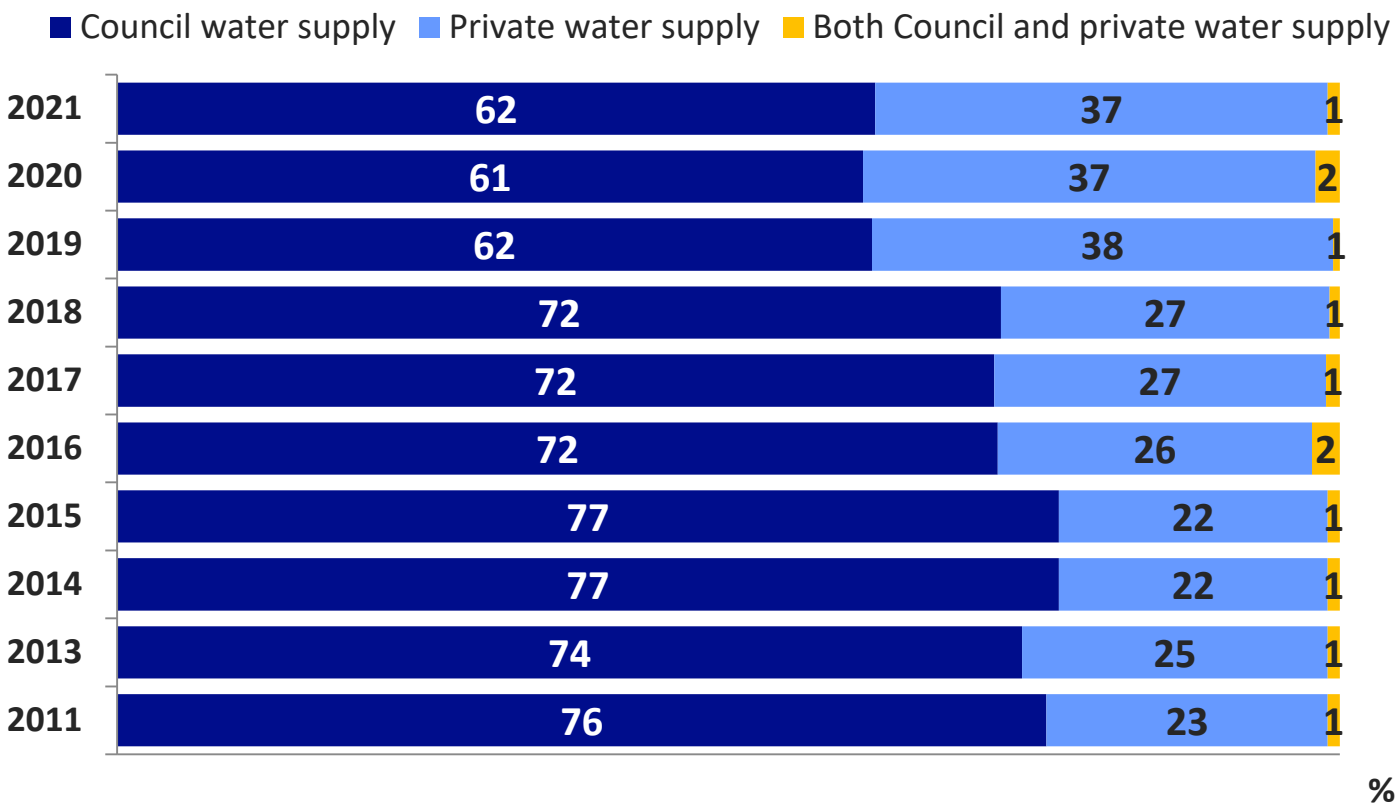


	% dissatisfied	% satisfied	Mean score
2021	8	74	4.33
2020	7	77	4.46
2019	15	73	4.23
2018	8	74	4.55
2017	5	75	4.50
2016	6	81	4.44
2015	9	74	4.47
2014	6	77	4.53
2013			

Total sample: 350
Note: this question was not asked in 2011

Water Supply Source

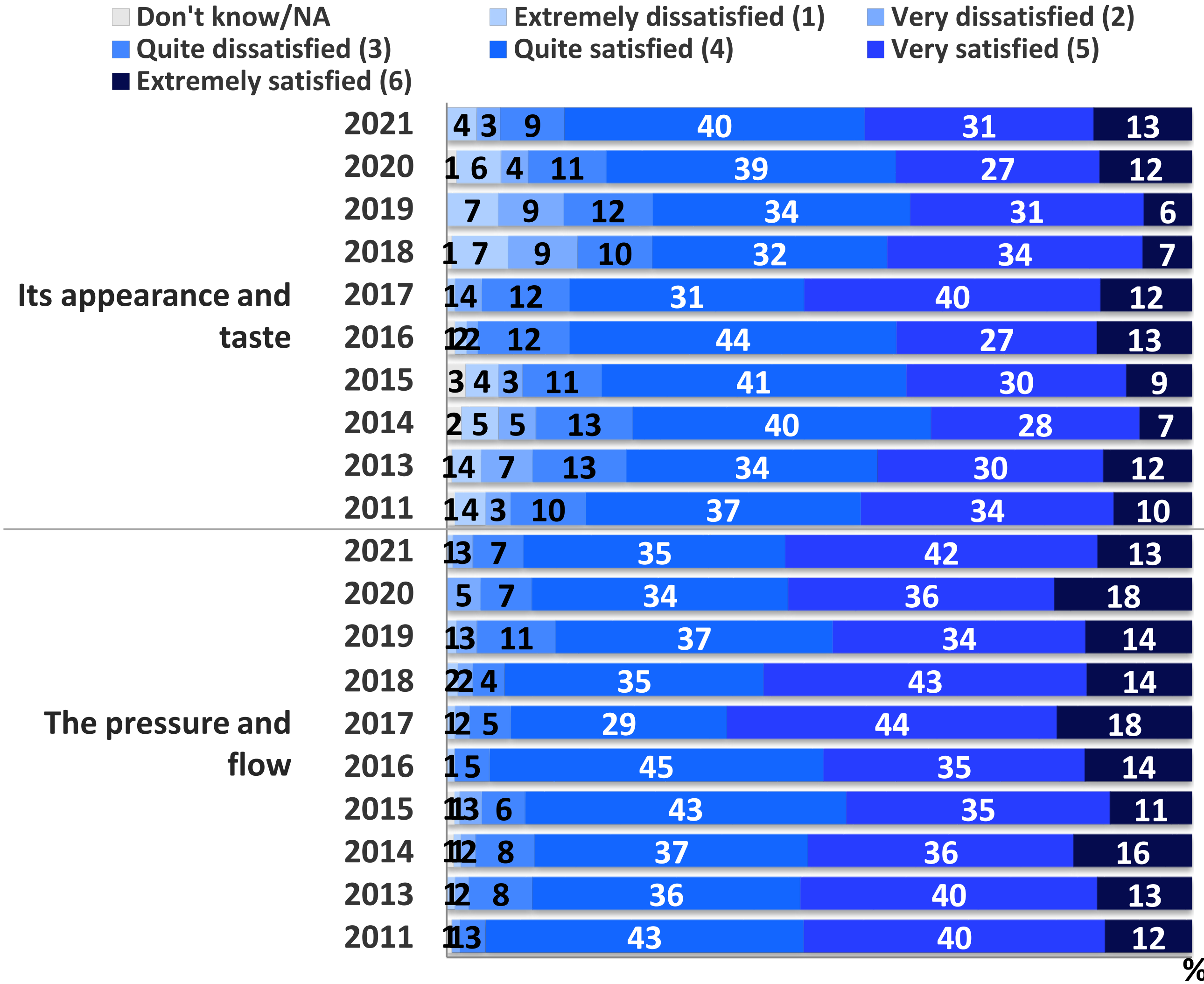
Q. Is your home on a Council water supply as opposed to a private supply such as tank water?



Total sample: 350

Satisfaction with Water Supply

Q. Thinking about the water supply supplied to you by the Council, how satisfied are you with the following aspects of the water…?

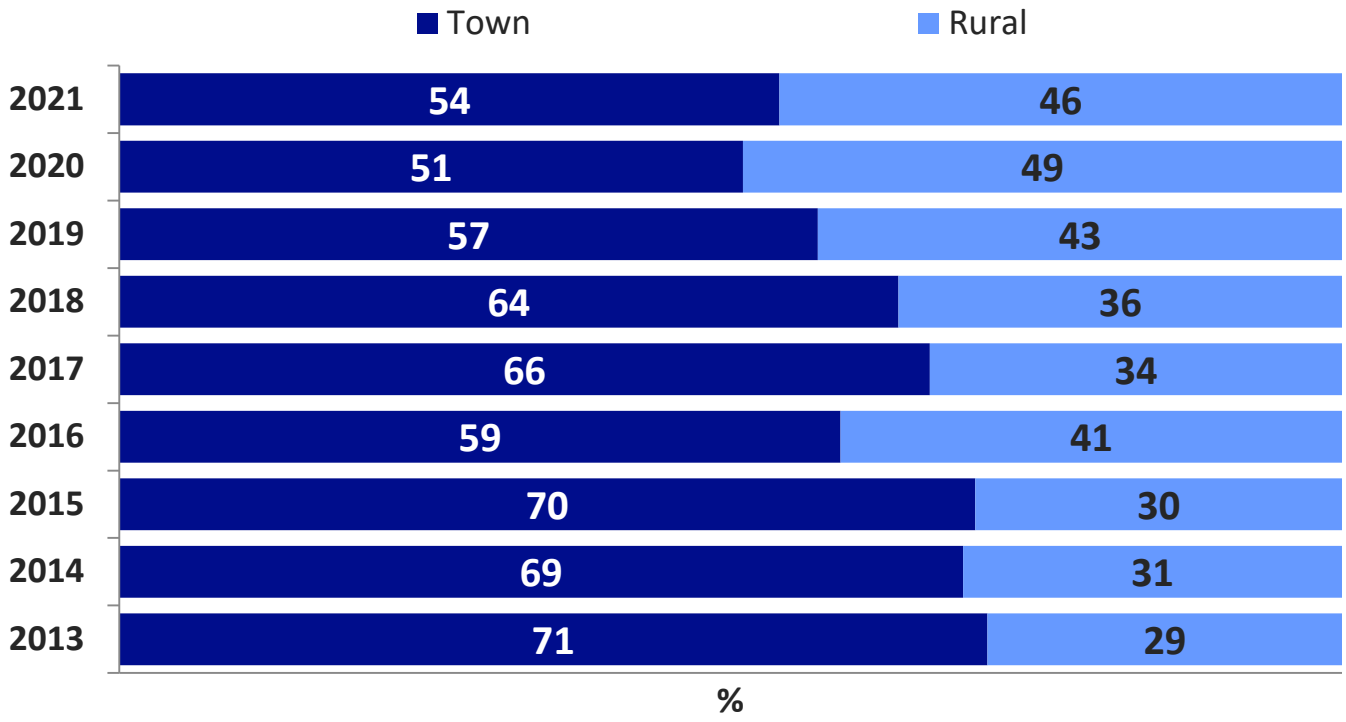


Aspect	Year	% dissatisfied	% satisfied	Mean score
Its appearance and taste	2021	**16**	**84**	**4.30**
	2020	20	79	4.17
	2019	28	72	3.94
	2018	27	73	3.97
	2017	16	83	4.42
	2016	15	83	4.33
	2015	18	79	4.17
	2014	23	74	4.03
	2013	23	76	4.16
	2011	18	81	4.26
The pressure and flow	2021	**10**	**90**	**4.52**
	2020	11	88	4.56
	2019	15	85	4.42
	2018	8	92	4.59
	2017	9	91	4.67
	2016	6	94	4.55
	2015	9	89	4.44
	2014	11	88	4.54
	2013	11	89	4.49
	2011	5	94	4.58

Sample: those who have a Council water supply: 2011: 269; 2013: 261; 2014: 273; 2015: 274; 2016: 260; 2017: 255; 2018: 256; 2019: 218; 2020: 219; 2021: 222

Whether Live in Town or Rural Area

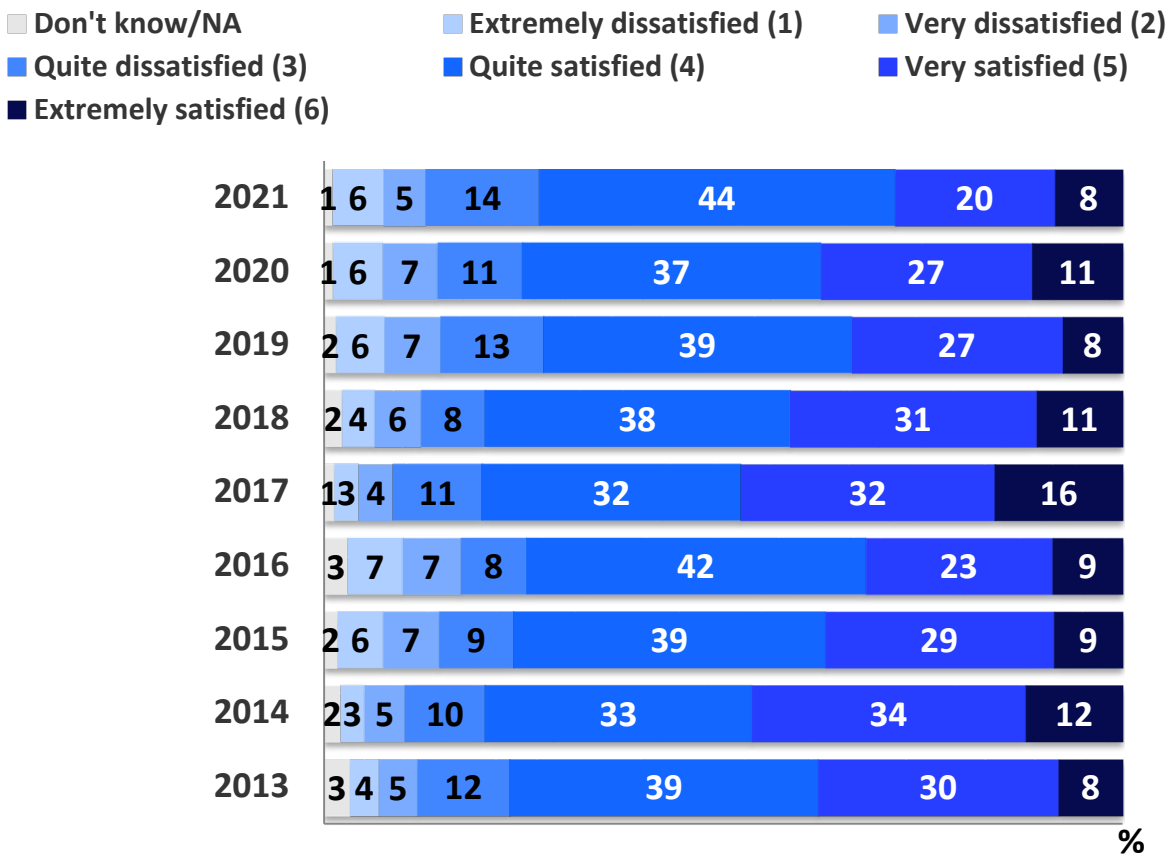
Q. Do you live in a town or more rural area?



Total sample: 350 **Note: this question was not asked in 2011**

Satisfaction with Stormwater Drainage

Q. How satisfied are you with how your property drains stormwater?



	% dissatisfied	% satisfied	Mean score
2021	26	73	3.93
2020	24	75	4.06
2019	26	73	3.96
2018	18	80	4.21
2017	19	80	4.35
2016	22	75	3.97
2015	22	76	4.05
2014	18	80	4.32
2013	20	77	4.15

Sample: those who live in a town: 2013: 249; 2014: 242; 2015: 244; 2016: 205; 2017: 232; 2018: 223; 2019: 200; 2020: 177; 2021: 189

Note: this question was not asked in 2011

Satisfaction with Stormwater Drainage by Location, 2021

	Total (189) %	Location				
		Greater Greymouth (112) %	Karoro – Camerons (28*) %	Kaiata/Dobson/ Taylorville/ Stillwater (8*) %	Grey Valley/ Blackball/ Lake Brunner (19*) %	Runanga/ Rapahoe/ Coast Road (22*) %
Extremely satisfied	8	13	4	-	-	5
Very satisfied	20	21	25	13	26	9
Quite satisfied	44	45	39	63	42	45
Quite dissatisfied	14	12	21	13	16	18
Very dissatisfied	5	5	4	13	0	9
Extremely dissatisfied	6	4	7	-	16	14
Don't know	1	2	-	-	-	-
SATISFIED	73	78	68	75	68	59
DISSATISFIED	26	21	32	25	32	41
Mean	3.93	4.13	3.82	3.75	3.63	3.41

Sample: those who live in a town: refer to ()
*Small sample size – results indicative only

Perception of Quality of Life

Perception of Quality of Life

Q. How much do you agree or disagree with the following statements…?

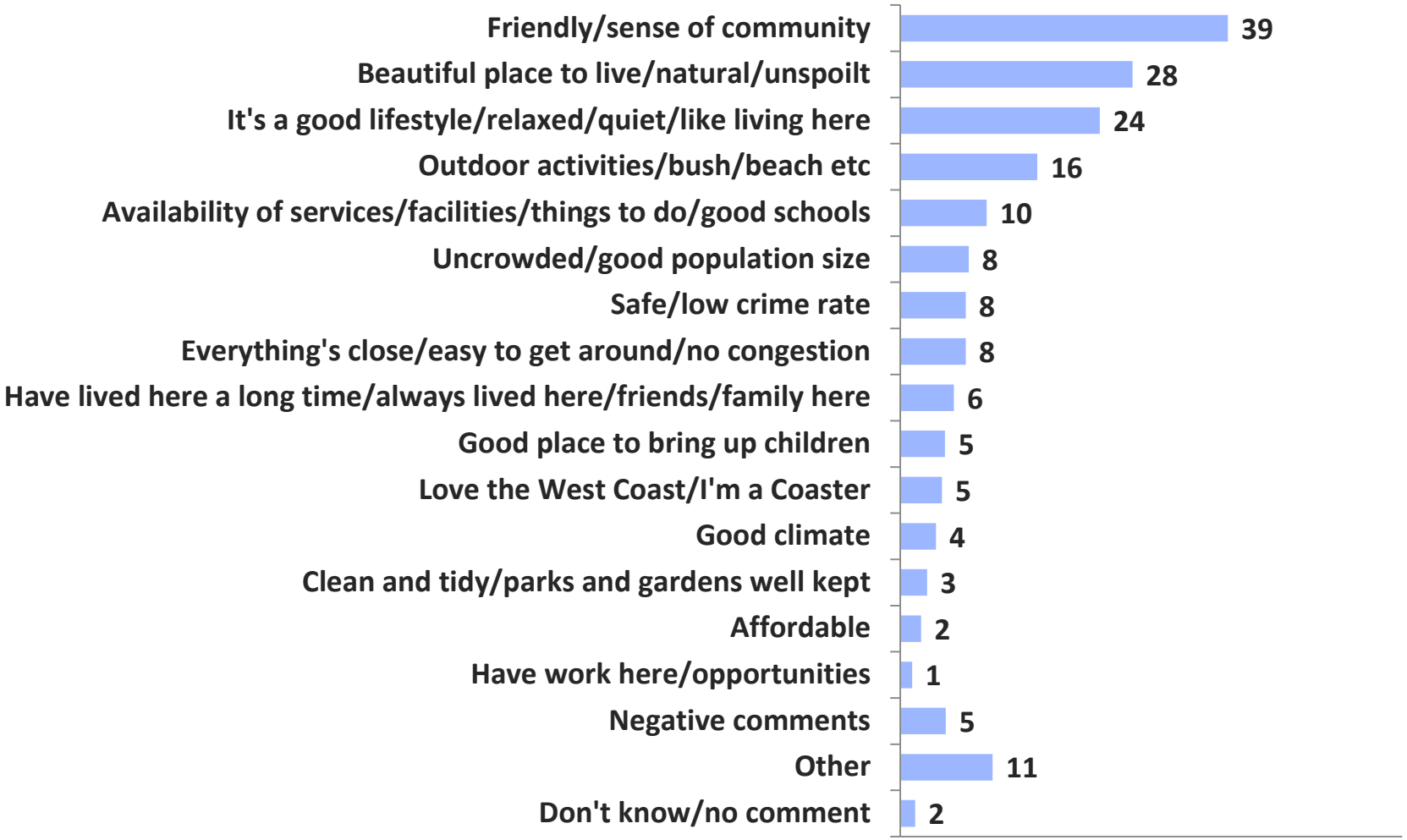
Don't know/NA | Strongly disagree (1) | Disagree (2) | Neigher agree nor disagree (3) | Agree (4) | Strongly agree (5)

		% Disagree	% Agree	Mean score
The district that you live in is a great place to live	2021	5	80 ↓	4.17
	2020	4	88	4.27
	2019	7	77	4.05
	2018	5	86	4.27
	2017	2	94	4.44
	2016	1	94	4.49
	2015	3	91	4.30
	2014	1	94	4.35
	2013	4	91	4.32
I feel a sense of pride in the way my district looks and feels	2021	25	49	3.29
	2020	29	49	3.26
	2019	34	41	3.05
	2018	32	51	3.21
	2017	26	65	3.50
	2016	21	63	3.54
	2015	23	59	3.45
	2014	24	60	3.44
	2013	18	65	3.56

Total sample: 350 Note: these questions were not asked in 2011

Reasons for Feeling the District is a Great Place to Live, 2021

Q. What is the main reason, or reasons, for feeling that the District you live in is a great place to live?



Sample: those who feel the District is a great place to live: 281

Reasons for Feeling the District is a Great Place to Live – Trend Data

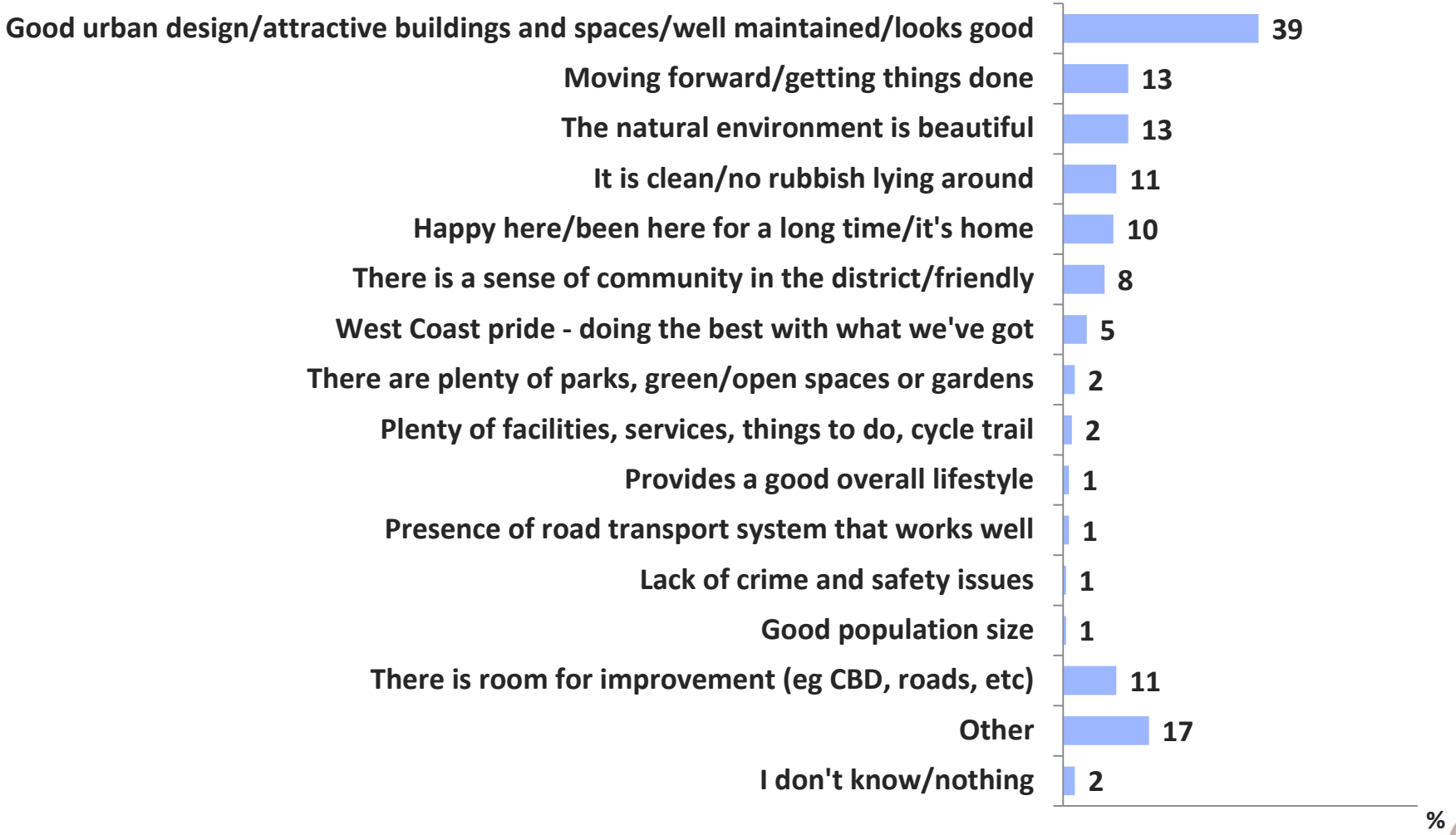
	2015 (318) %	2016 (329) %	2017 (328) %	2018 (302) %	2019 (268) %	2020 (307) %	2021 (281) %
Friendly/sense of community	30	35	39	36	35	41	39
Beautiful place to live/natural/unspoilt	16	13	17	22	28	29	28
It's a good lifestyle/relaxed/quiet/like living here	24	27	42	33	27	30	24
Outdoor activities/bush/beach etc	19	16	14	17	18	15	16
Availability of services/facilities/things to do/good schools	11	7	8	9	9	11	10
Uncrowded/good population size	9	7	8	9	10	8	8
Safe/low crime rate	19	11	20	15	9	9	8
Everything's close/easy to get around/no congestion	14	8	10	9	9	6	8
Have lived here a long time/always lived here/friends/family here	12	11	12	10	8	7	6
Good place to bring up children	14	11	10	9	9	6	5
Love the West Coast/I'm a Coaster	5	4	4	3	3	4	5
Good climate	2	4	7	3	2	2	4
Clean and tidy/parks and gardens well kept	2	2	5	3	1	1	3
Affordable	3	-	2	1	3	3	2
Have work here/opportunities	2	1	4	1	3	1	1
Problems with gangs/drugs/undesirable people	-	-	-	-	2	1	-
Need more jobs	3	2	3	1	1	-	-
Other negative comments	3	4	8	6	3	7	4
Other	10	9	4	10	13	11	11
Don't know/no comment	1	1	-	1	1	3	2

Sample: those who feel the District is a great place to live: refer to ()

Note: this question was not asked prior to 2015

Reasons for Feeling a Sense of Pride in the Way the District Looks and Feels, 2021

Q. What is the main reason, or reasons, for feeling a sense of pride in the way your district looks and feels?



Sample: those who feel a sense of pride in the way the District looks and feels: 171

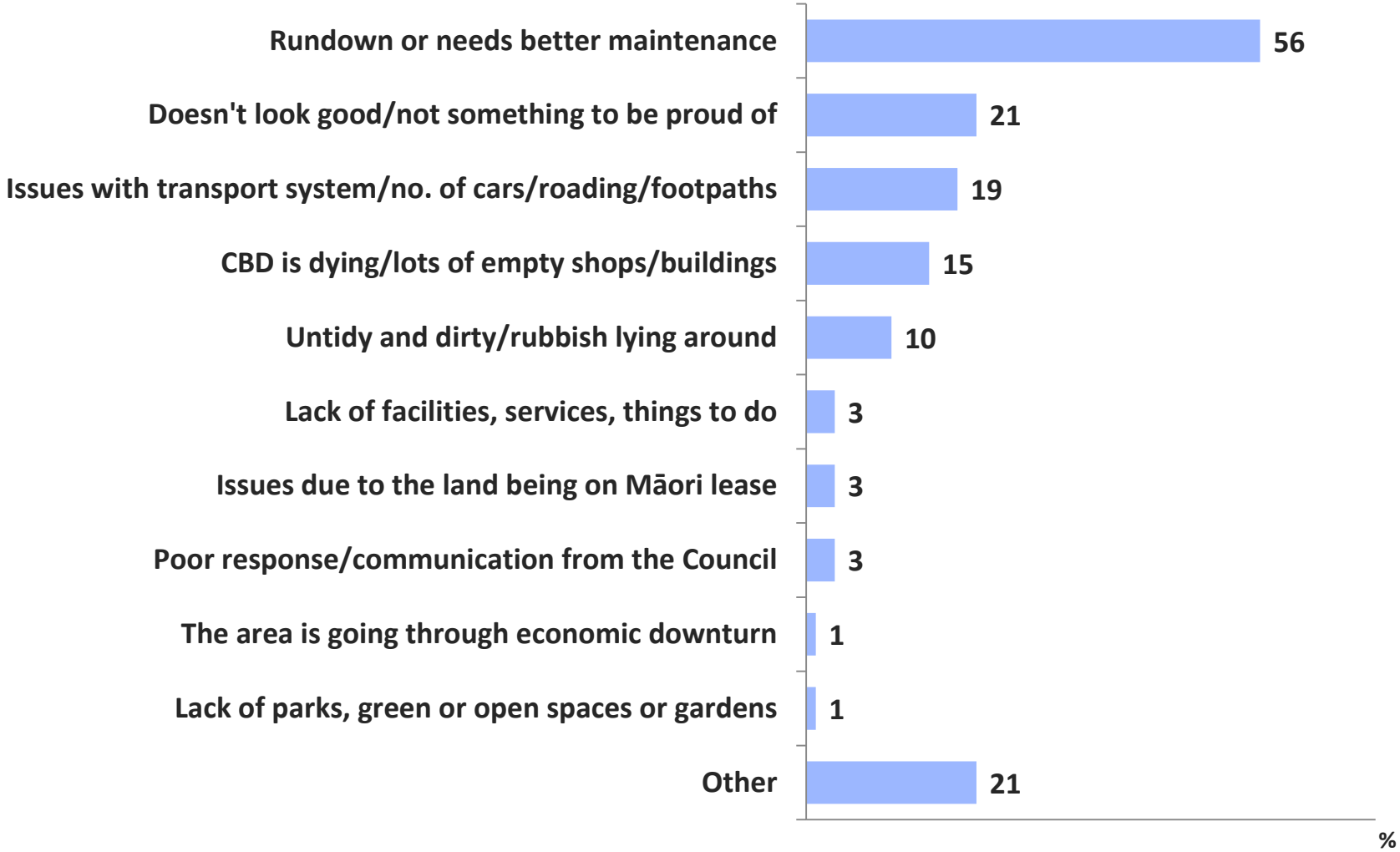
Reasons for Feeling a Sense of Pride in the Way the District Looks and Feels – Trend Data

	2013 (226) %	2014 (211) %	2015 (207) %	2016 (221) %	2017 (229) %	2018 (177) %	2019 (142) %	2020 (173) %	2021 (171) %
Good urban design/attractive buildings and spaces/well maintained/looks good	52	29	49	41	36	28	27	33	39
Moving forward/getting things done	-	23	13	9	16	15	11	12	13
The natural environment is beautiful	6	7	8	7	10	10	14	8	13
It is clean/no rubbish lying around	28	22	16	15	26	22	23	17	11
Happy here/been here for a long time/it's home		13	13	10	10	5	5	3	10
There is a sense of community in the district/friendly	23	13	11	8	10	8	8	3	8
West Coast pride - doing the best with what we've got	-	10	2	-	8	1	7	3	5
There are plenty of parks, green/open spaces or gardens	12	10	5	1	6	2	1	3	2
Plenty of facilities, services, things to do, cycle trail	8		4	4	7	3	6	2	2
Provides a good overall lifestyle	10	4	1	1	2	1	3	-	1
Presence of road transport system that works well	2	-	-	-	1	1	1	-	1
Lack of crime and safety issues	3	2	1	-	1	1	1	1	1
Good population size	4	2	2	-	2	2	2	-	1
There is room for improvement (eg CBD, roads, etc)	-	15	11	8	13	21	18	12	11
Other	15	13	12	14	14	16	20	19	17
I don't know/nothing	-	4	3	6	2	5	4	7	2

Sample: those who feel a sense of pride in the way the District looks and feels: refer to ()
Note: this question was not asked prior to 2013

Reasons for Not Feeling a Sense of Pride in the Way the District Looks and Feels, 2021

Q. What is the main reason, or reasons, for not feeling a sense of pride in the way your district looks and feels?



Sample: those who do not feel a sense of pride in the look and feel: 86

Reasons for Not Feeling a Sense of Pride in the Way the District Looks and Feels – Trend Data

	2013 (62) %	2014 (84) %	2015 (80) %	2016 (72) %	2017 (91) %	2018 (111) %	2019 (119) %	2020 (100) %	2021 (86) %
Rundown or needs better maintenance	45	56	48	49	48	57	60	50	56
Doesn't look good/not something to be proud of	-	2	-	11	30	15	20	13	21
Issues with transport system/no. of cars/roading/ footpaths	27	12	14	4	11	4	16	15	19
CBD is dying/lots of empty shops/buildings	-	21	18	13	11	19	19	27	15
Untidy and dirty/rubbish lying around	11	12	15	10	20	11	18	22	10
Lack of facilities, services, things to do	6	6	3	7	8	2	8	7	3
Issues due to the land being on Māori lease	-	6	3	1	1	4	4	5	3
Poor response/communication from the Council	-	21	9	1	1	5	1	3	3
The area is going through economic downturn	-	7	13	8	7	2	1	2	1
Lack of parks, green or open spaces or gardens	5	1	1	-	1	-	-	1	1
Poor urban design	31	2	5	3	9	1	3	8	-
Lack of sense of community in the district	8	2	1	-	1	-	1	1	-
Poor planning and zoning	2	1	1		3	2	3	1	-
Loss of heritage or other important buildings	2	1	1	-	-	-	1	-	-
Gardens/green spaces/river could be better utilised	-	10	1	-	-	1	-	-	-
Does not provide a good overall lifestyle	2	-	-	-	1	-	-	-	-
Lack of access to medical services	2	-	-	-		-	-	-	-
Other	6	4	10	13	16	17	22	17	21
Don't know/no comment	-	-	3		1	1	-	-	-

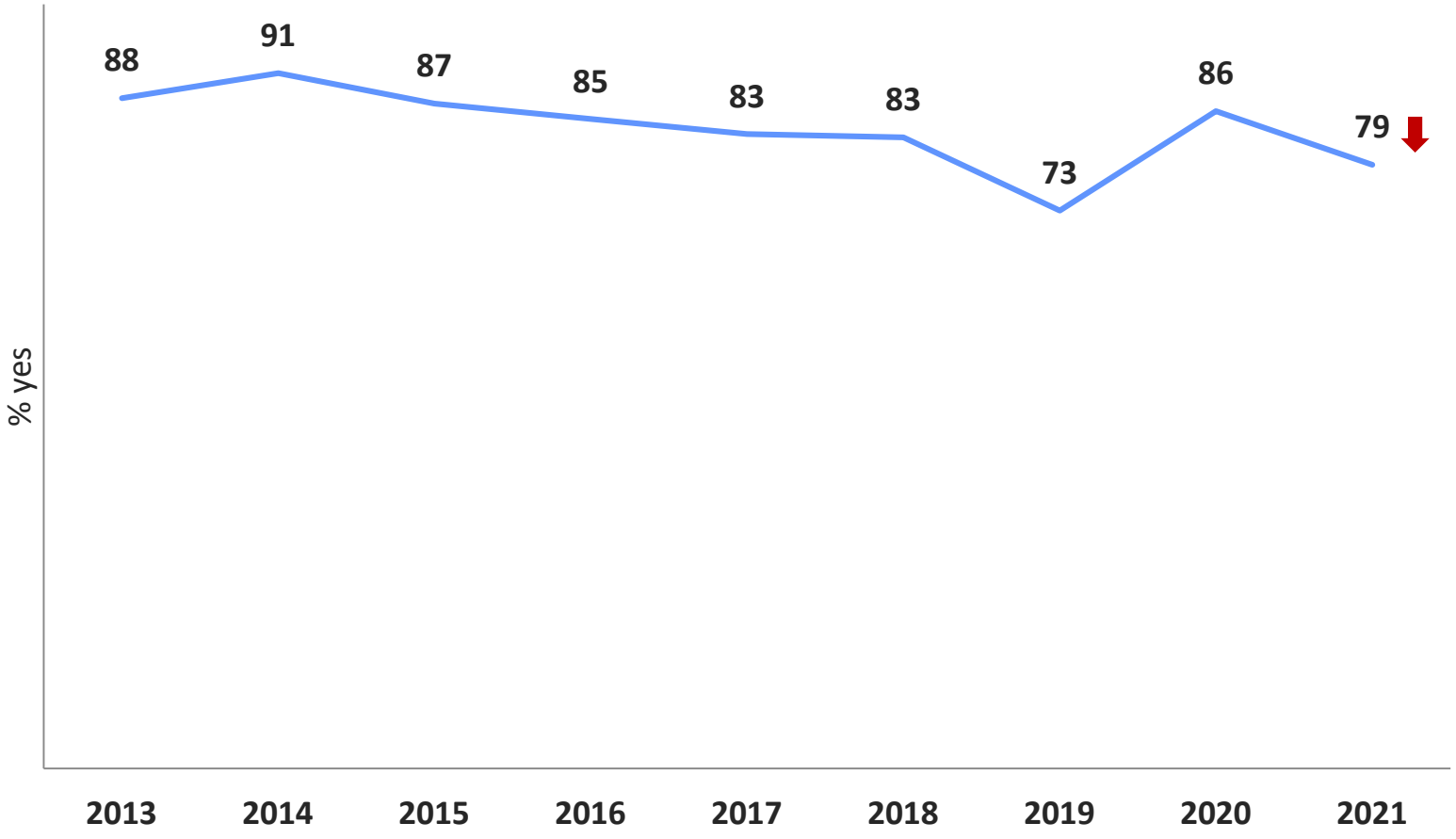
Sample: those who do not feel a sense of pride in the way the District looks and feels: refer to ()

Note: this question was not asked prior to 2013

Perception of Safety on Local Roads

Perception of Safety on Local Roads

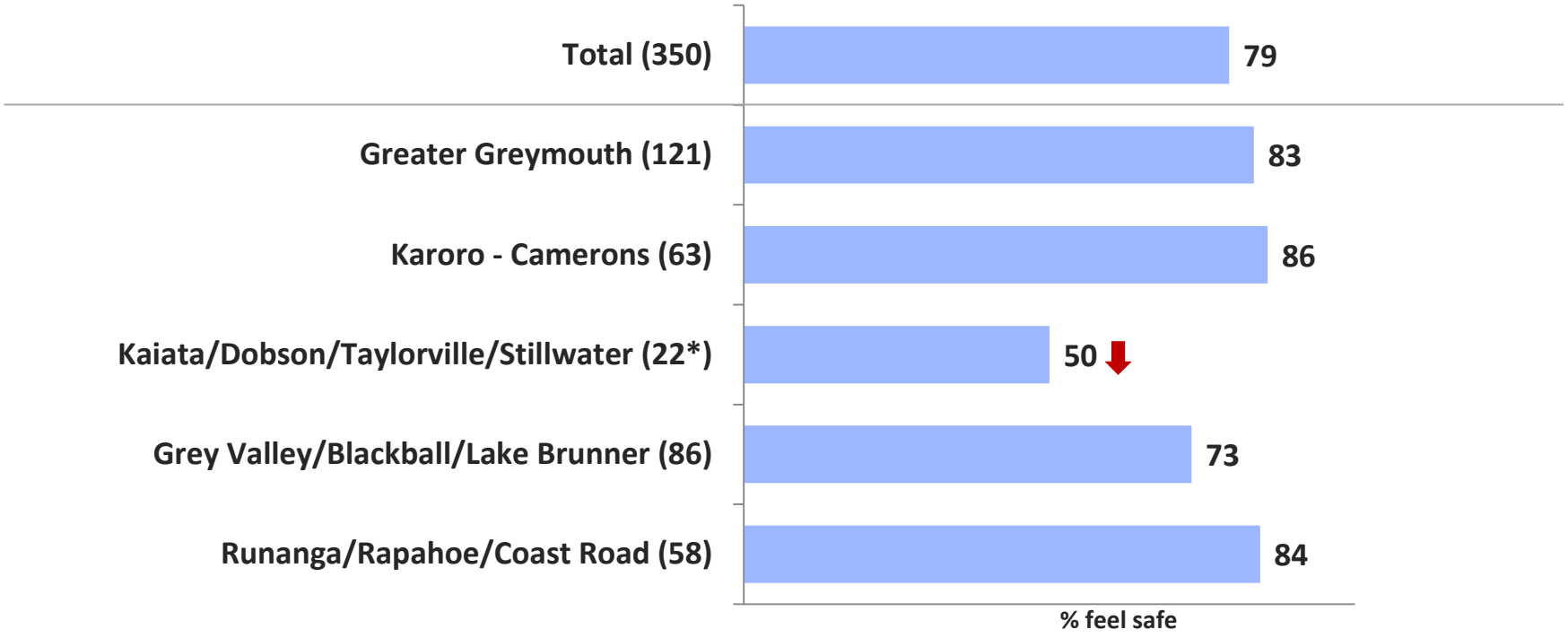
Q. Thinking about safety, do you feel safe on local roads?



Sample: 350
Note: this question was not asked in 2011

Perception of Safety on Local Roads, by Location

Q. Thinking about safety, do you feel safe on local roads?



Sample: refer to ()
*Small sample size – results indicative only

OPINIONS
MARKET RESEARCH LTD

Ensuring decisions are informed by the best research evidence…