

SUPPORT SERVICES

1. P/6: Grey District Resident Satisfaction Survey- Outcome

OUTCOME SOUGHT

- Council noting the outcome of the recent resident satisfaction survey (supplementary to Agenda).
- Council giving direction regarding areas of concern.

BACKGROUND

Council, through Opinions Market Research Limited, conducted a Resident Satisfaction Survey. The survey report, including the questions used in a telephone survey, is attached to this report.

The survey not only provides a representative indication of Council's performance in relation to key activities, but this, as the first such survey, also represents a benchmark against which future performance can be measured.

The outcome can be summarised as follows:

- **Performance of GDC**
With a 90% satisfaction rating, the outcome is most favourable. The mean score of 4.2 out of 6 is high. In future, the focus should be on changing the views of the 9% dissatisfied and lifting the mean score of 4.2 out of 6.
- **Performance of Mayor and Councillors**
With a 91% satisfaction rating and a mean score of 4.5 out of 6, the Mayor and Council have every reason to be proud. The future focus will be on attending to the 7% that are dissatisfied.
- **Overall Service When Contacting Council Offices**
With an 88% satisfaction rating and mean score of 4.7 out of 6, Council's Administration has done well. The focus will certainly be on the 11% dissatisfaction rating.
- **Rates Spend on Services and Facilities**
At 77% satisfaction, Council is generally doing well but 16% are dissatisfied with Council's performance. This is not a high percentage but certainly leaves room for improvement.

- **Satisfaction with Council's Facilities and Services**

- a) Civil Defence and Emergency Management

- With 73% satisfied and only 5% dissatisfied, the service is in good shape. The core result to focus on is the reasonably significant "did not know" response which, in any emergency, is a potential threat.

- b) Availability of Public Parking (*Refer to in-depth survey later herein*)

- At 73% satisfaction, the service does well. It is however important to note that 26% of residents are dissatisfied, which makes it a focus for improvement. It may be valuable to determine exactly why people are dissatisfied.

- c) Sewerage Scheme

- With 67% of respondents satisfied, and only 12% dissatisfied, the focus is on the 21% "do not know" response. This may well have been in respect of areas that do not have sewerage.

- d) Stormwater System

- At 65% satisfaction, the system is doing well and the current Greymouth stormwater upgrade phase 1 will further assist. The 19% dissatisfaction rating should be a focus into the future.

- e) Running of Aerodrome

- Whilst the 47% satisfaction rating is low, the key statistic is the 46% "do not know" group. At only 6% dissatisfied ratepayers, the service is in reasonable shape.

- f) Running of the Port

- At 41% satisfaction rating, the service is not performing well. This has to, however, be seen against the background that 45% of respondents "did not know". The key statistic is the 13% of respondents that are not happy.

Council is well aware of the serious concerns within Council's Administration regarding the lack of a Port Manager and Harbour Master and the current minimalistic approach to the Port as a means of trying to keep the operational deficit in check.

- g) Parks and Reserves

- At only 5% dissatisfaction, the service does well. There is still room for improvement though.

- h) Refuse Collection

- At 85% satisfaction, the service does surprisingly well given the lack of recycling. *Refer to the more in-depth discussion later in the report regarding household refuse.*

- i) Roading

- Whilst at 81% satisfaction the service does well, there is a 17% dissatisfaction rating which deserves ongoing attention. This may well be in relation to rural areas without sealed roads.

j) Water Supply

With only 7% of residents dissatisfied, the service is generally doing well. *Refer to the in-depth focus on the service later in the report.*

k) Road Maintenance

The key statistic here is 23% of respondents being of the view that our roads are not being maintained well. It should be an area for further investigation to determine why people hold that view.

l) Public Toilets/Rest Rooms

At 75% satisfaction and only 8% dissatisfaction, the survey outcome is surprisingly good given a number of older facilities around.

- **Household Rubbish Collection**

With a 96% satisfaction rating, the outcome is surprising given the lack of recycling. The contents of pages 33 and 34 of the survey report regarding recycling is, however, interesting.

- **Water Supply**

a) Pressure

Whilst 81% of residents are satisfied with water pressure, the fact that 18% are not is cause for further investigation and action where possible.

b) Taste/Appearance

With such a high satisfaction rating and only 5% dissatisfied, the service is good. The dissatisfaction rating may well relate to known problem areas, i.e. Stillwater.

- **Civil Defence in the Household**

With 18% of our community not prepared, it does provide room for improvement to get the message out there. It needs to be investigated whether it is due to a "she'll be right" attitude or a potential lack of us getting the message out.

General

The survey confirmed a high general resident satisfaction with Council and its services. As indicated, there are areas for improvement and we will "drill down" to get a clear feel for the reasons why reasonable numbers of residents are dissatisfied with some services and will address these within existing budgets or as part of the next Annual Plan/Long Term Plan.

The customary format issues are not discussed further.

SUGGESTED RECOMMENDATION

That –

1. Council notes the outcome with interest and ask the CEO to further investigate areas where reasonable public dissatisfaction levels have been recorded with a view to implementing further improvements.
2. Council records its thanks to:
 - a. All residents who have participated in the survey.
 - b. Opinions Market Research Limited for a clear, concise report.

RECOMMENDATION: (His Worship)