



Grey District Community Satisfaction Survey 2011

Prepared for:



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Introduction

This report outlines the findings from the 2011 Grey District Community Satisfaction Survey.



Research Objective

The overall objective of this research is:

- ⑧ To provide a measure of community satisfaction with Grey District Council and its services that can be utilised to inform and enhance Council performance long term.



Specific Research Objectives

To measure and monitor over time:

- ⑧ Community satisfaction with Council performance and the services it provides.
- ⑧ Understanding and insight into aspects of services for improvement.
- ⑧ Council performance in relation to the community outcomes which form part of the Council's Long Term Community Outcomes Plan (LTCOP).



Methodology and Sample Structure

- ⌘ A quantitative telephone survey among a representative sample of 350 Grey District residents aged 18+.
- ⌘ Interviewing took place 23rd May – 6th June 2011.
- ⌘ Initial random sampling was combined with quota sampling to ensure a representative sample was achieved.
- ⌘ Quotas were set for age, gender and area according to the 2006 Census.
- ⌘ The statistical margin of error for the total sample of 350 is $\pm 5\%$ at a 95% confidence level.



Methodology and Sample Structure

Area	Sample		Census 2006
	n	%	%
Greater Greymouth	208	59%	54%
Karoro - Camerons	38	11%	15%
Kaiata/Dobson/Taylorville/Stillwater	30	9%	8%
Grey Valley/Blackball/Lake Brunner	41	12%	11%
Runanga/Rapahoe/Coast Rd	33	9%	13%
Total	350	100	100

Age bracket	Sample		Census 2006
	n	%	%
18-24	50	15%	17%
25-49	148	42%	40%
50-64	102	29%	28%
65+	50	14%	15%

Gender	Sample		Census 2006
	n	%	%
Male	165	47%	50%
Female	185	53%	50%

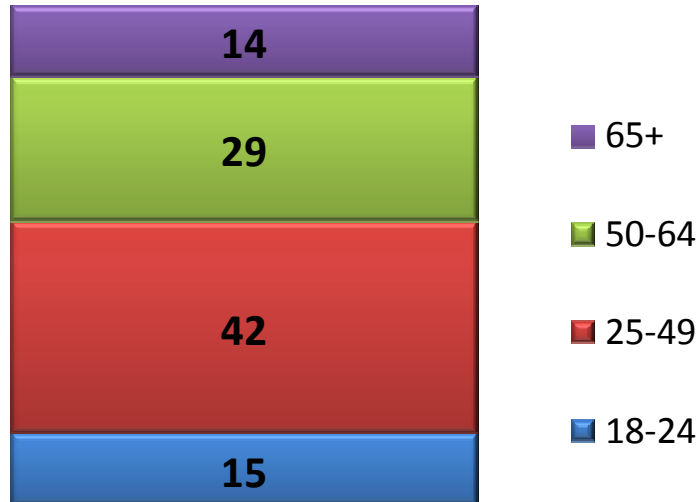


Sample Profile

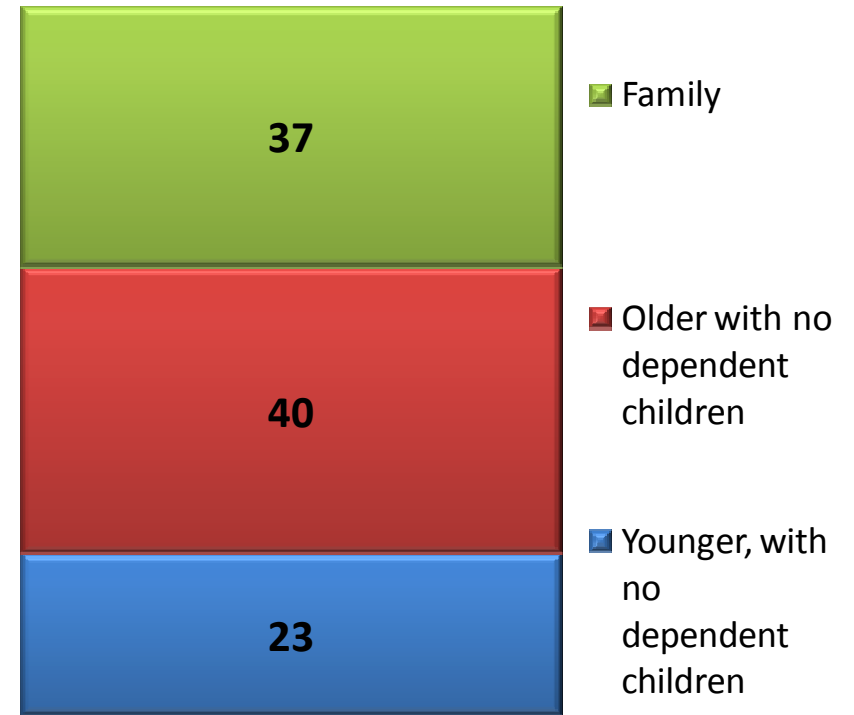


Demographic Profile

Age

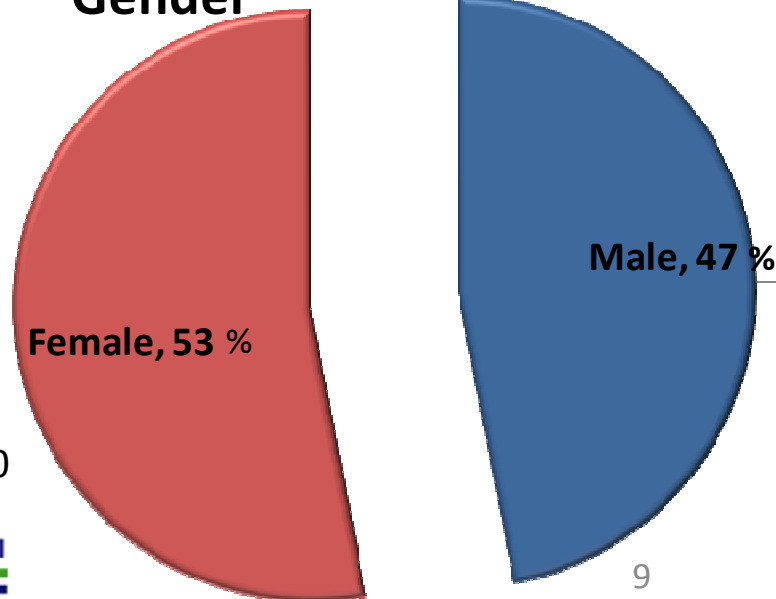


Lifestage



Gender

%



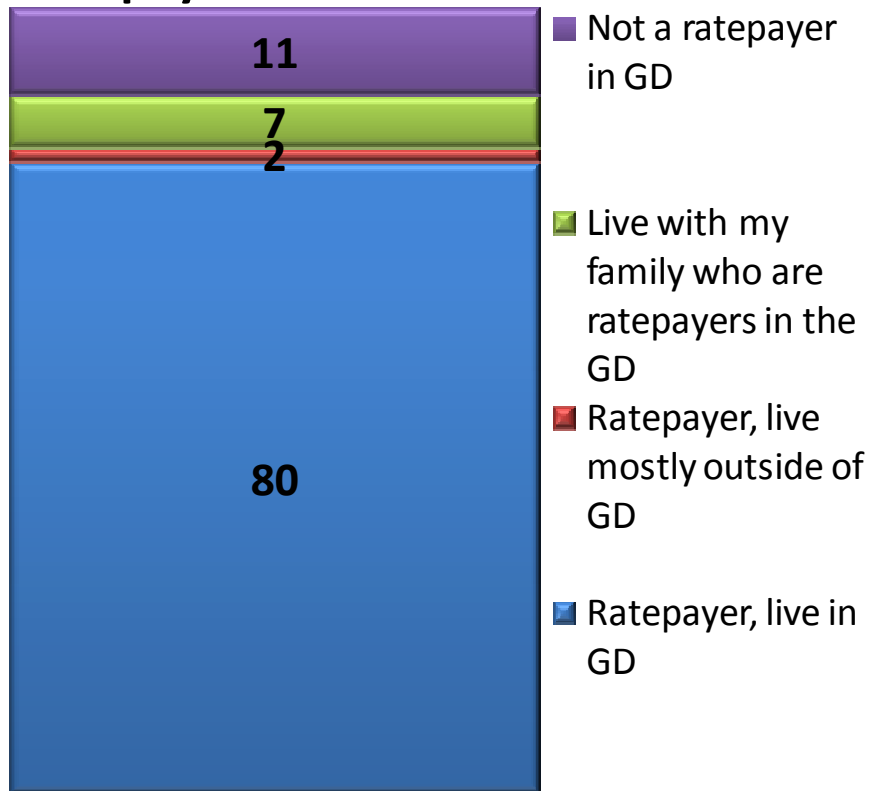
%

Base: Total Sample: 350



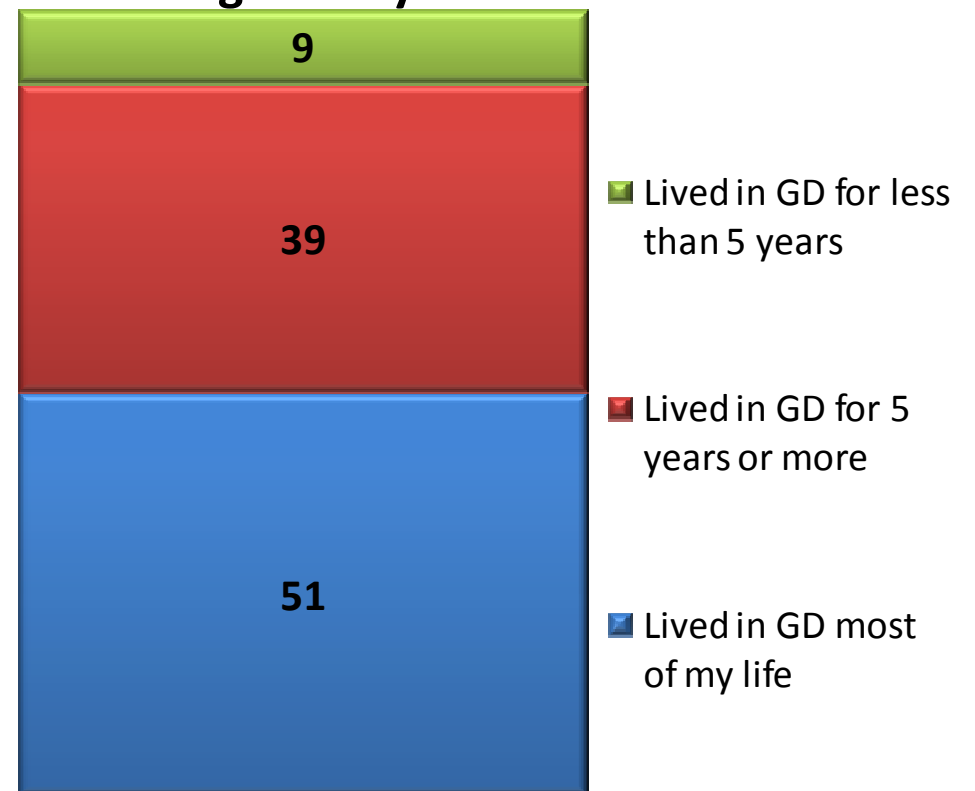
Demographic Profile continued

Ratepayers



%

Time living in Grey District



%

Base: Total Sample: 350



Main Findings

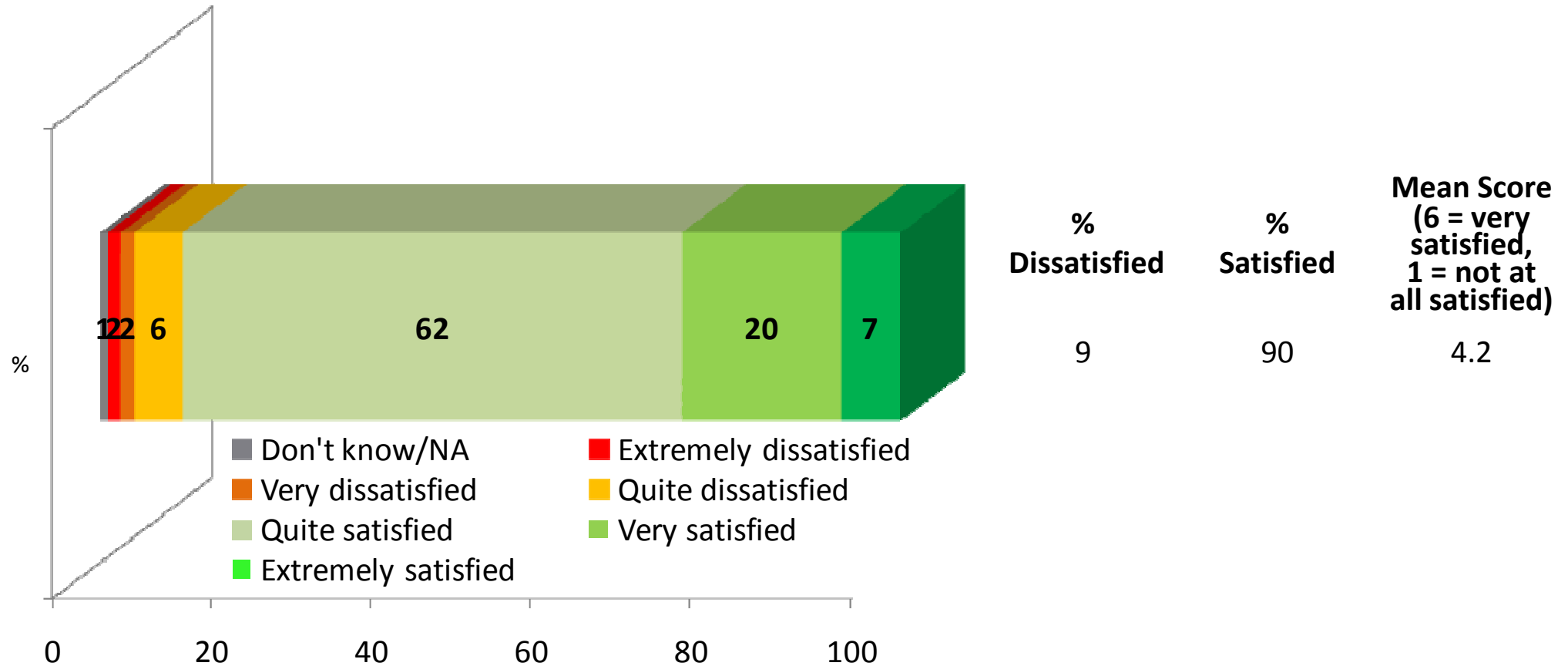


Performance of Grey District Council



Satisfaction with Performance of Grey District Council Over Last 12 Months

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

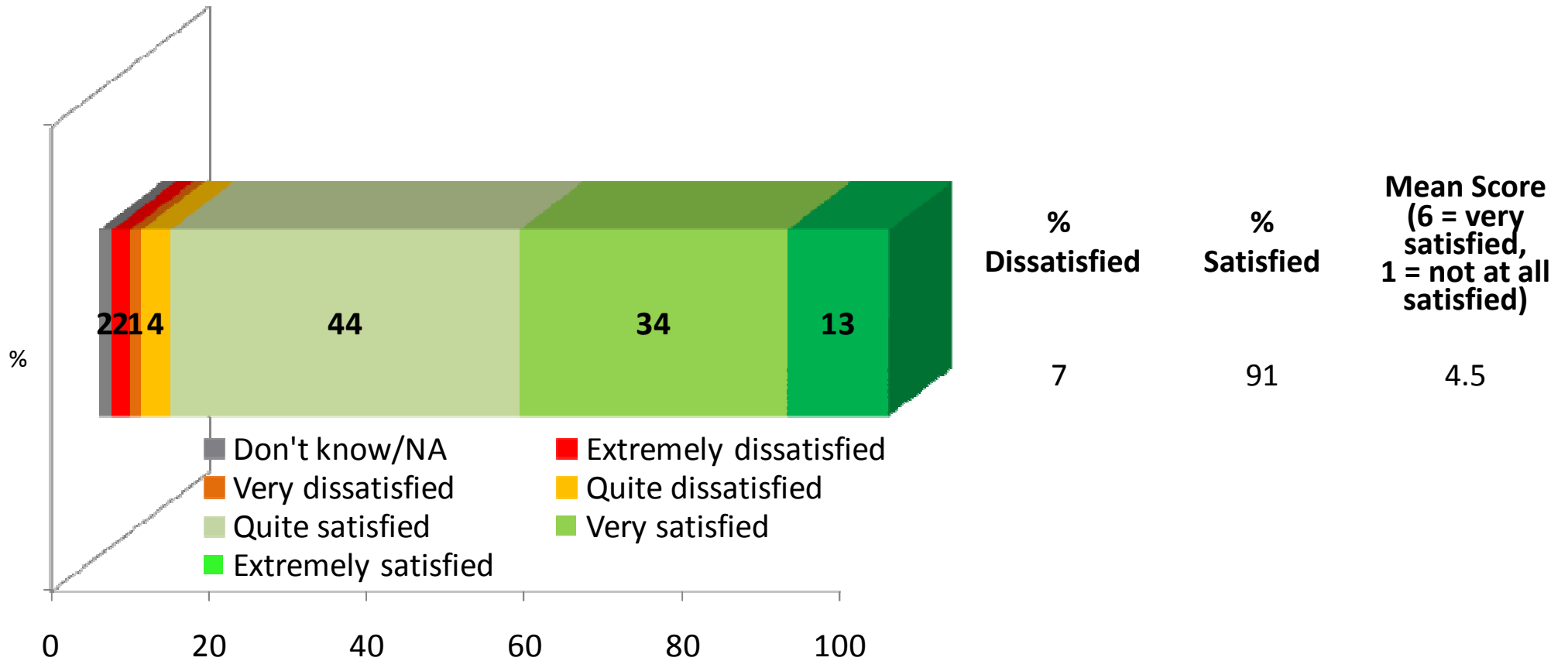


Base: Total Sample: 350



Satisfaction with Performance of Mayor and Councillors

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

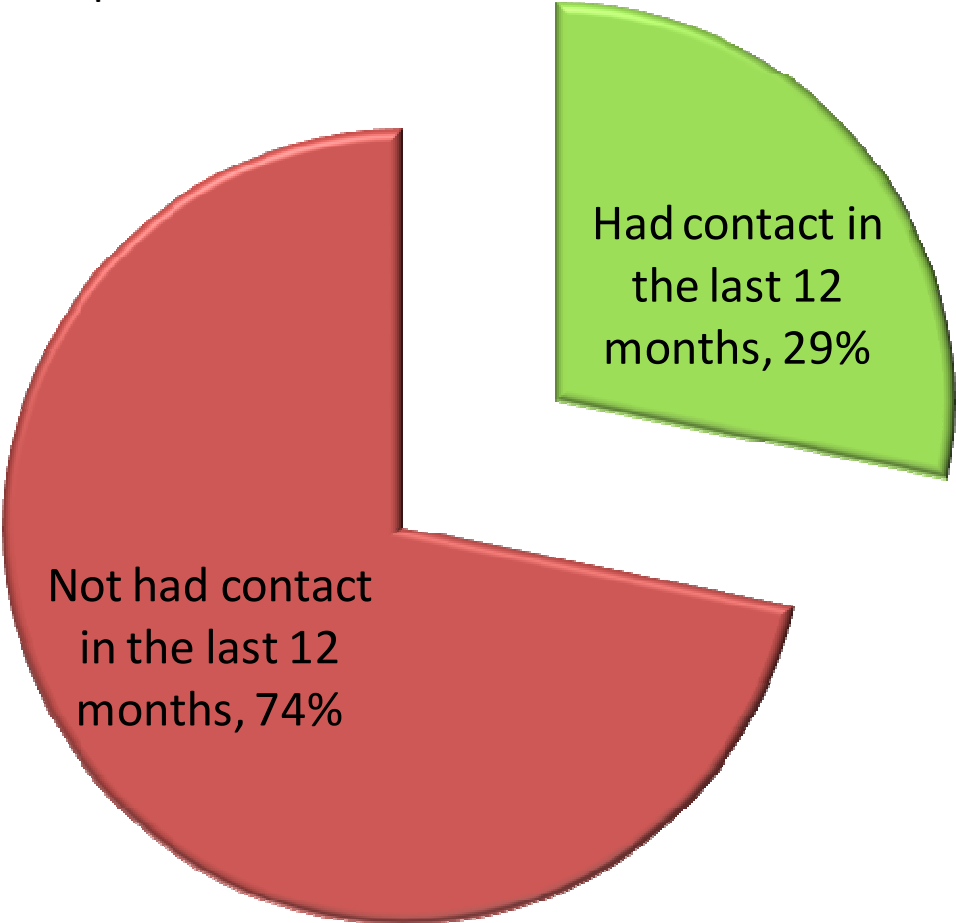


Base: Total Sample: 350



Contact with Mayor or Councillors or Attendance at Council or Committee Meetings in Last 12 Months

Q. Have you spoken to your Mayor or Local Councillor, or attended any Council or Council Committee meetings in the past 12 months?

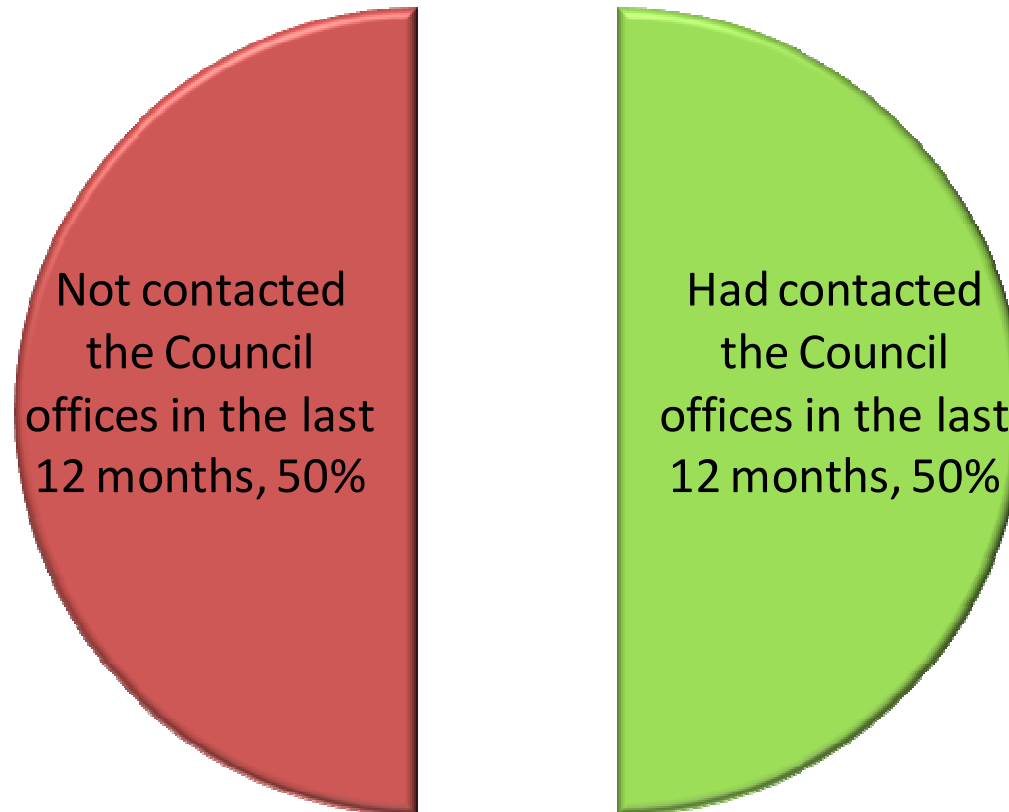


Base: Total Sample: 350



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?

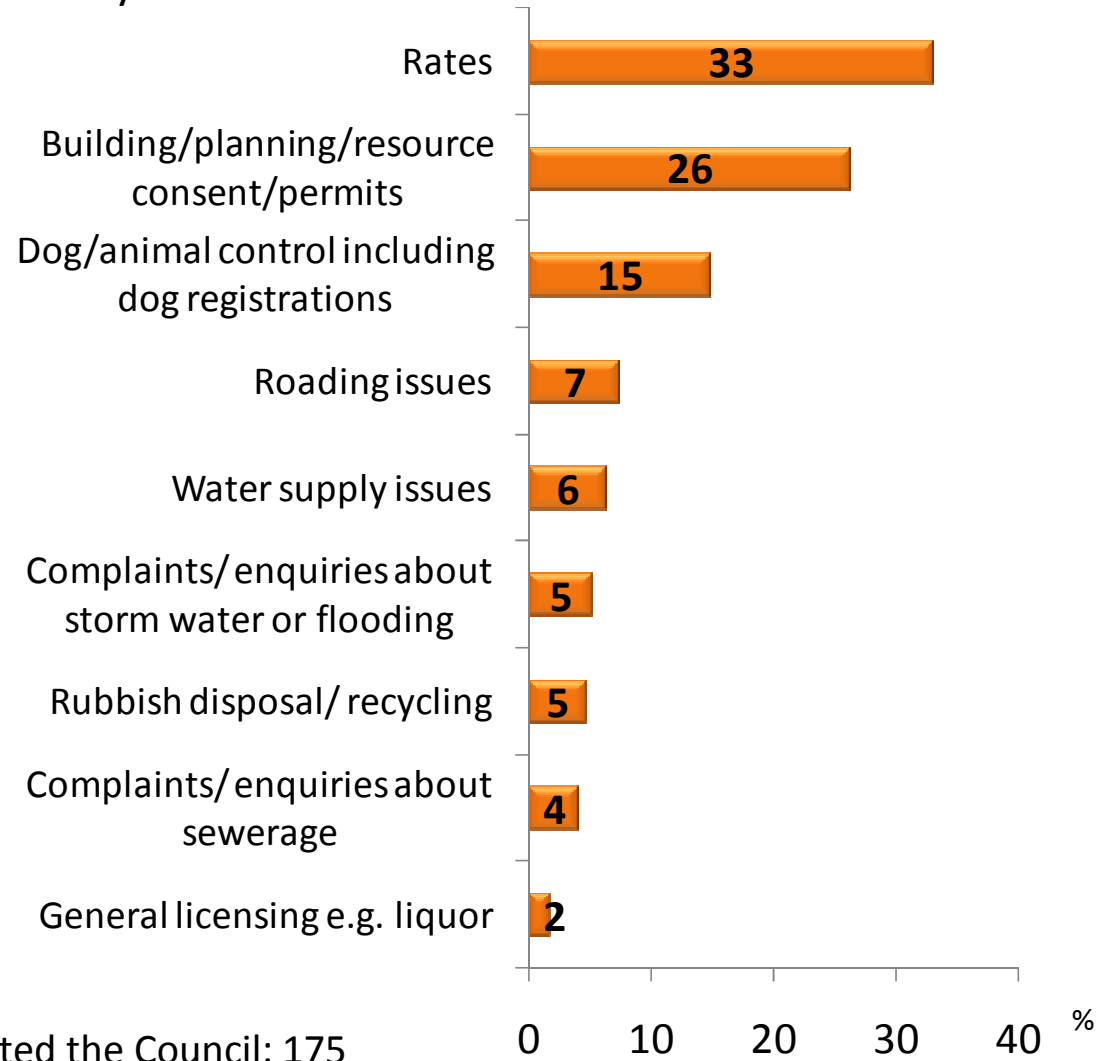


Base: Total Sample: 350



Reason for Contacting the Council Offices

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

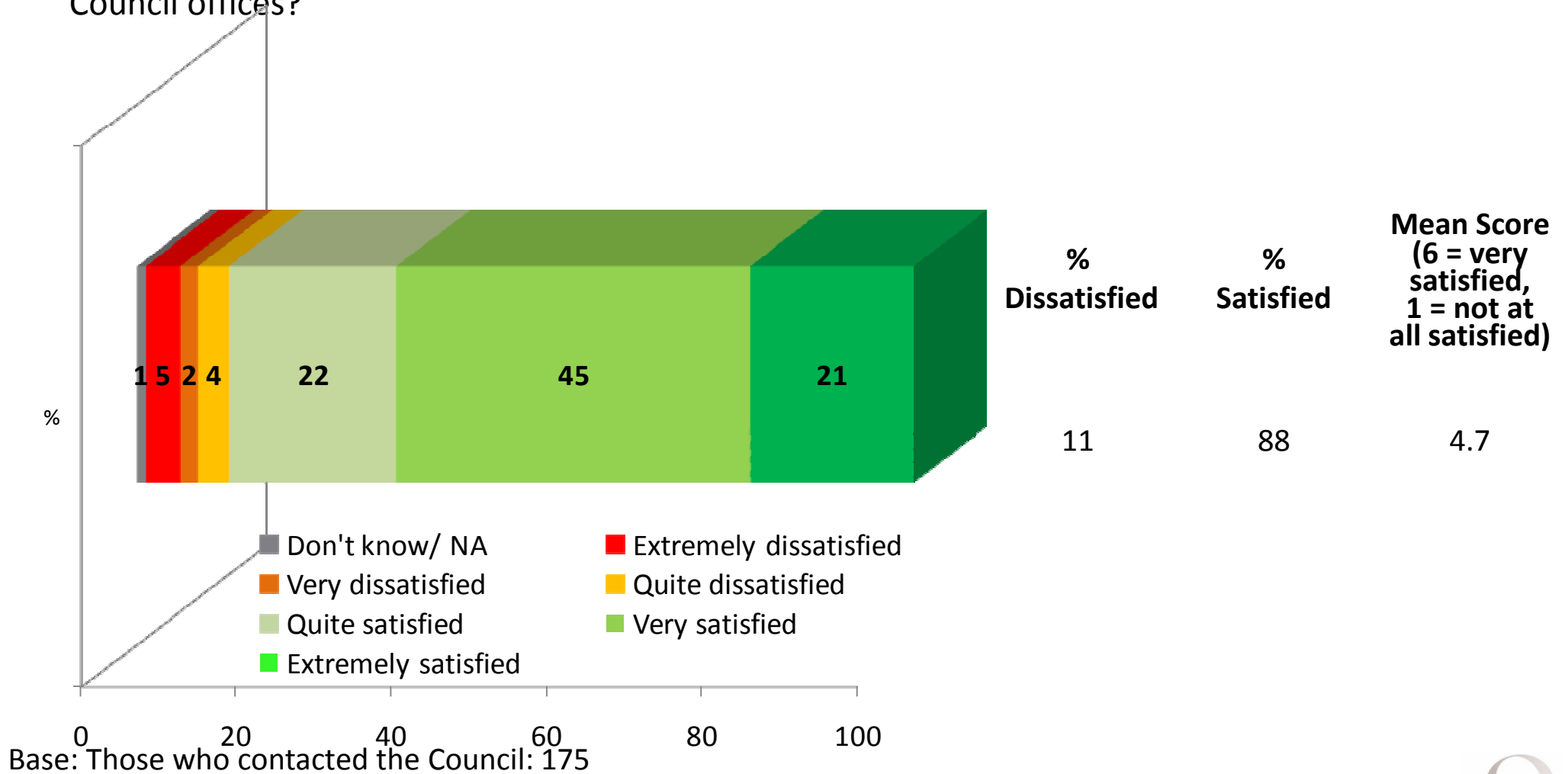


Base: Those who contacted the Council: 175



Satisfaction with Overall Service Received from Council Offices

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

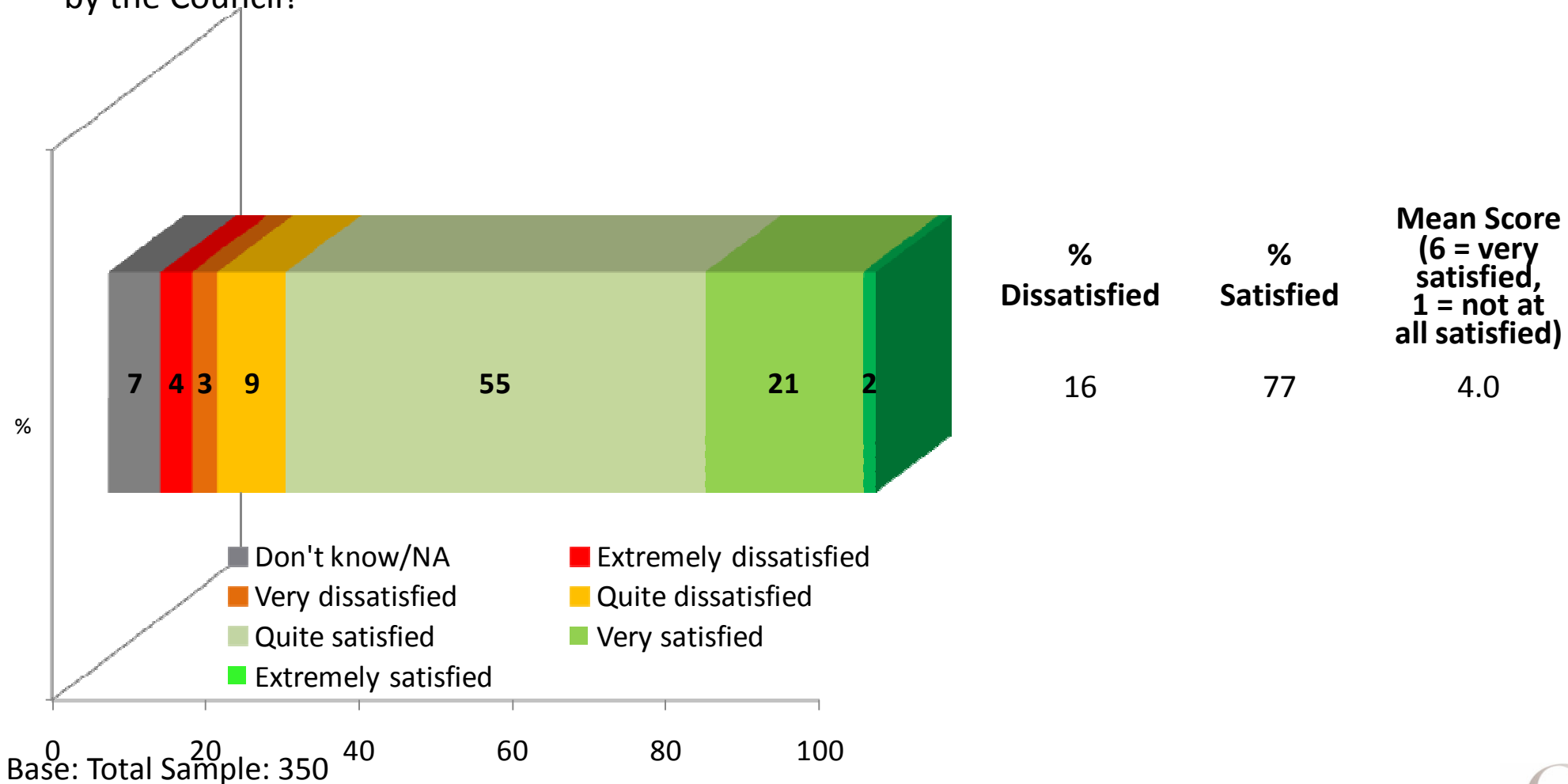


Rates Spend



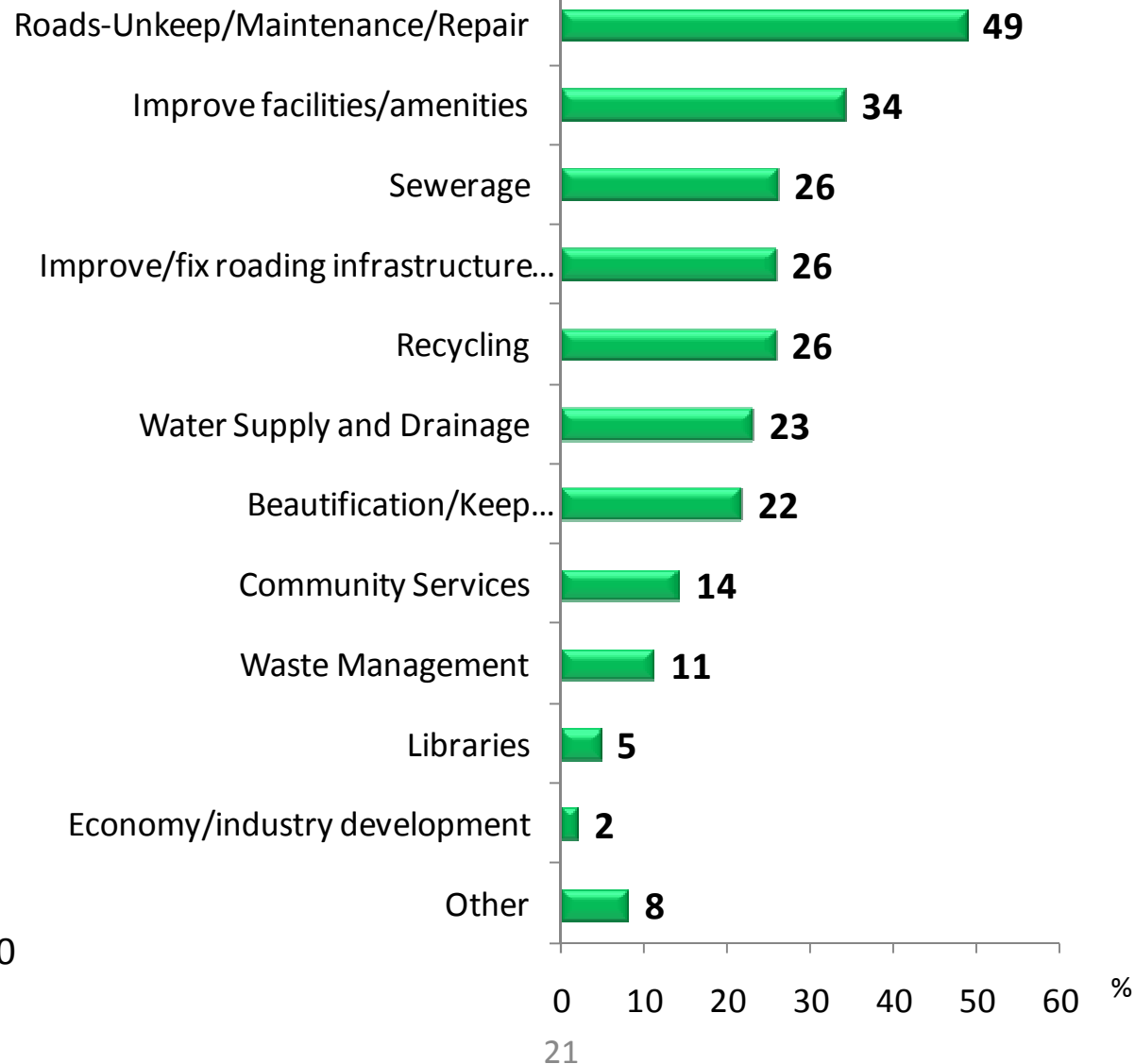
Satisfaction with the Way Rates are Spent

Q. How satisfied were you with the way rates are spent on the services and facilities provided by the Council?



Top Three Priorities for Rates Spend

Q. What do you consider to be the **top three** priorities for rates money to be spent on?



Base: Total Sample: 350



Awareness, Use of and Satisfaction with Council Facilities and Services

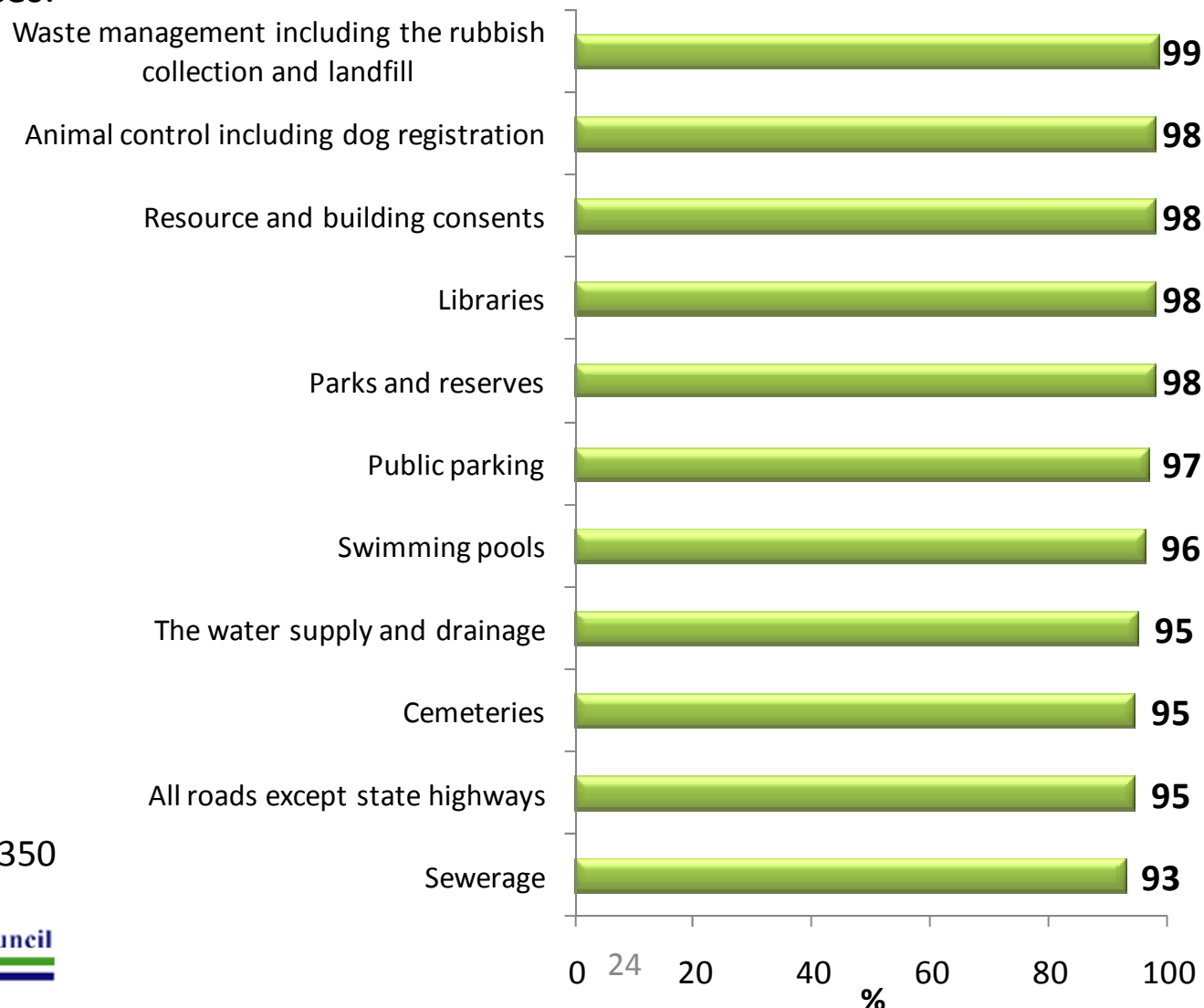


Awareness of Council Services



Awareness of Council as a Provider of Services

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.



Base: Total Sample: 350

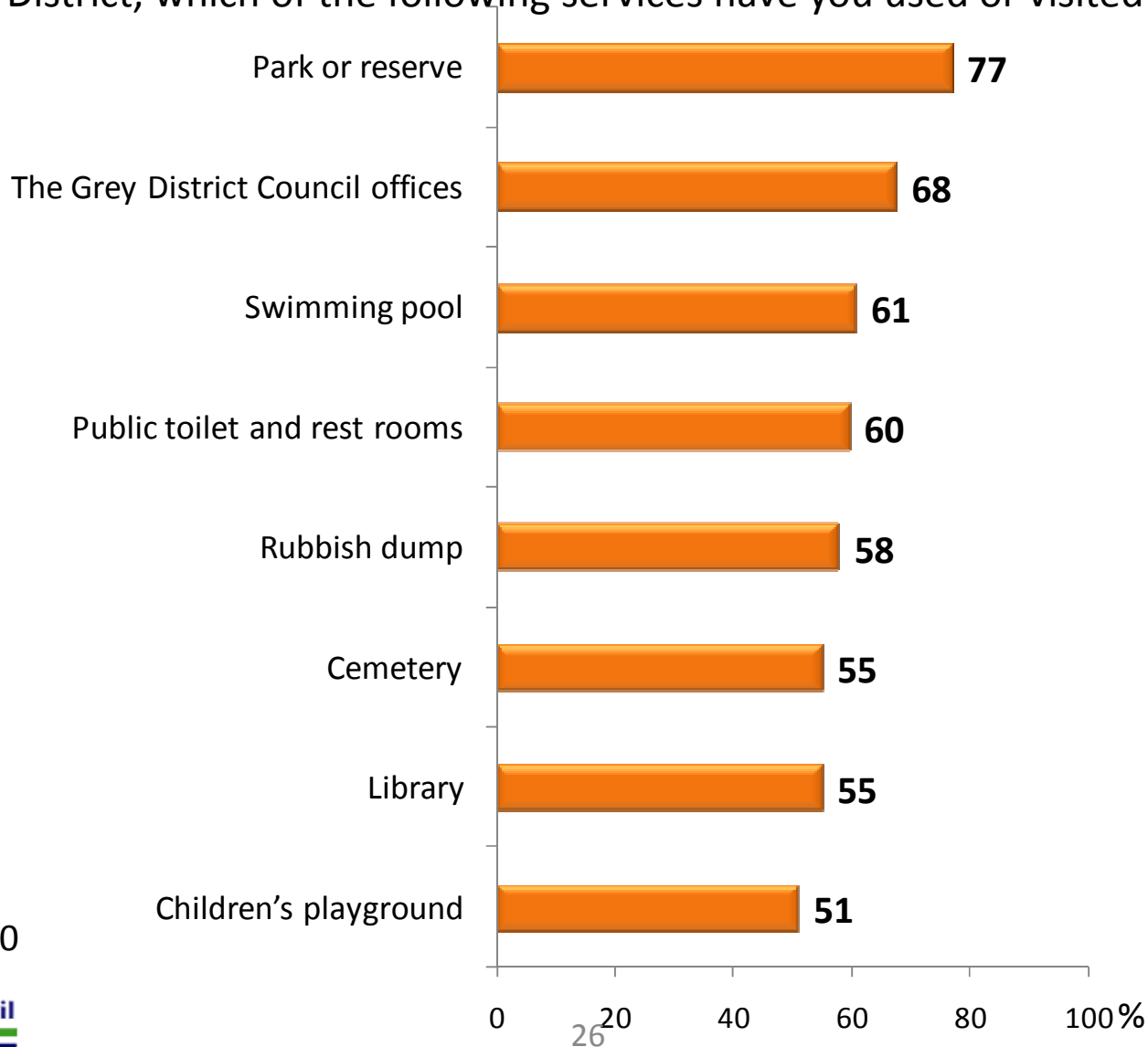


Use of Council Services in Last 12 Months



Grey District Council Services Used or Visited in the Last 12 Months

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



Base: Total Sample: 350

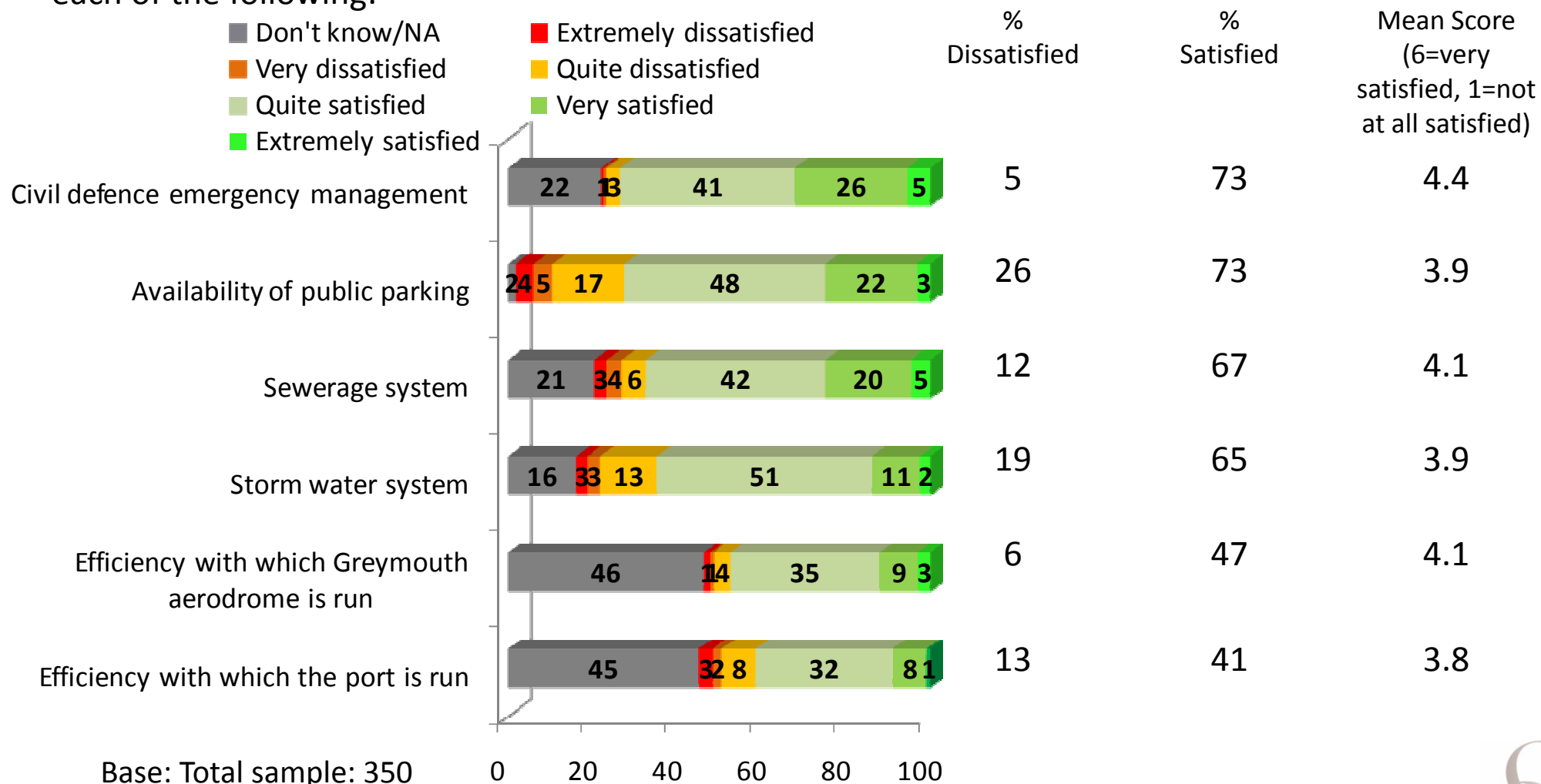


Satisfaction with Council Services



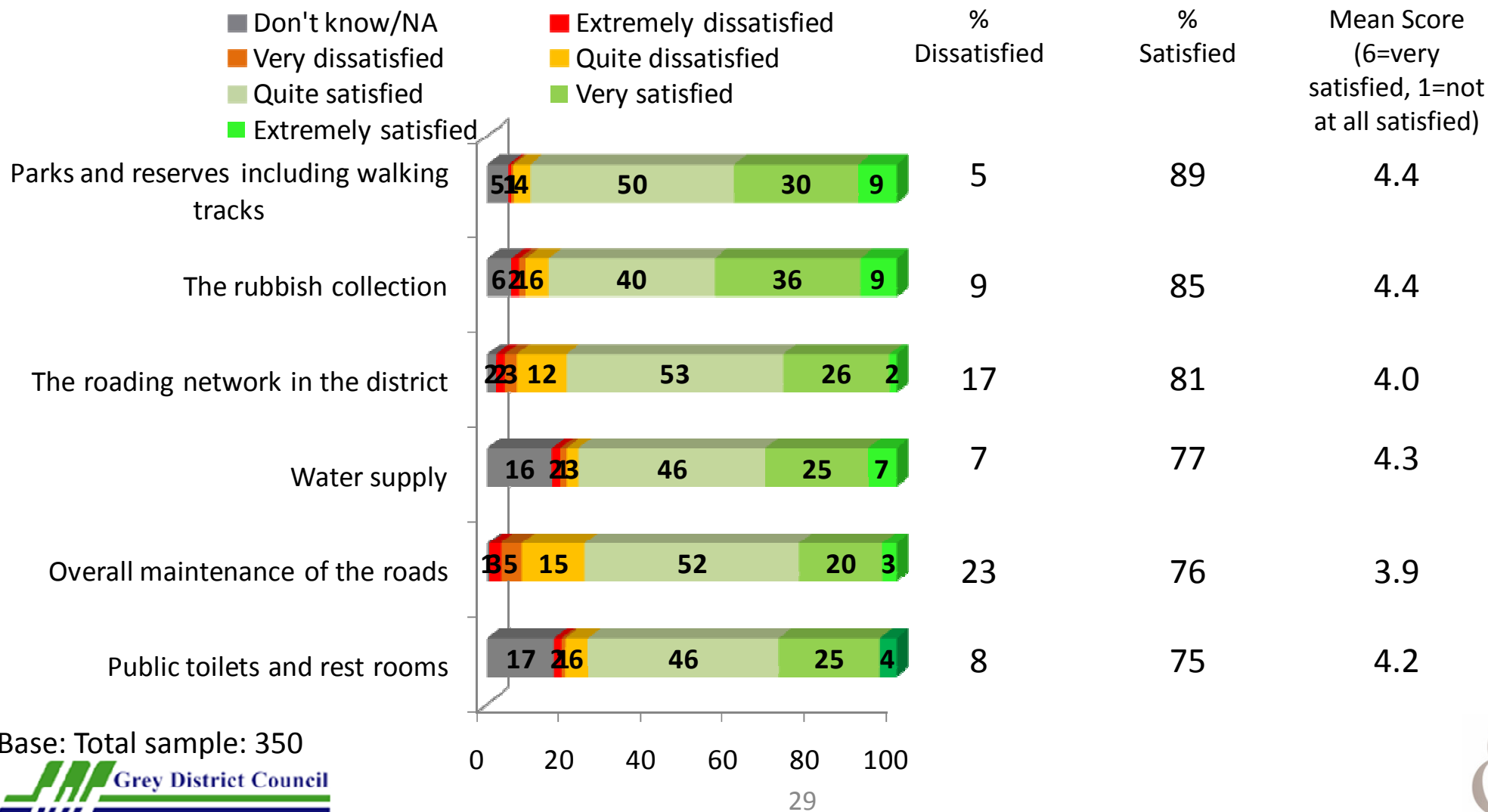
Satisfaction with Council Facilities and Services

Q. Thinking about the services 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:



Satisfaction with Council Facilities and Services (continued)

Q. Thinking about the services 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:

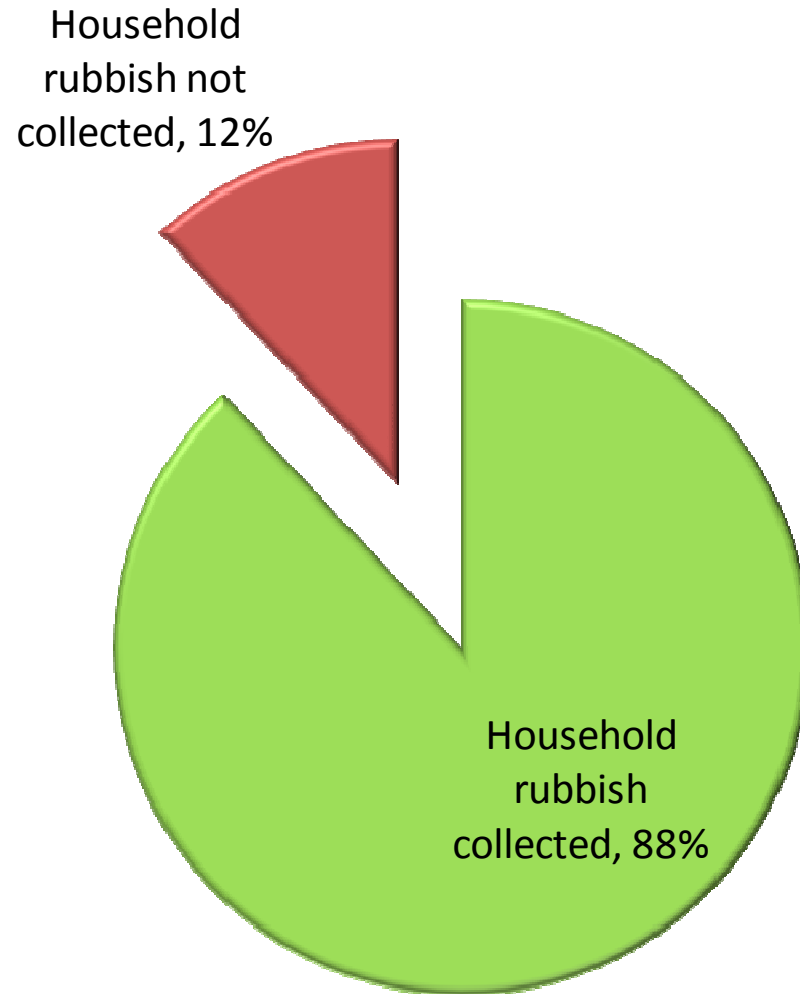


Household Waste Collection Service and Recycling



Household Waste Collection Service Use

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

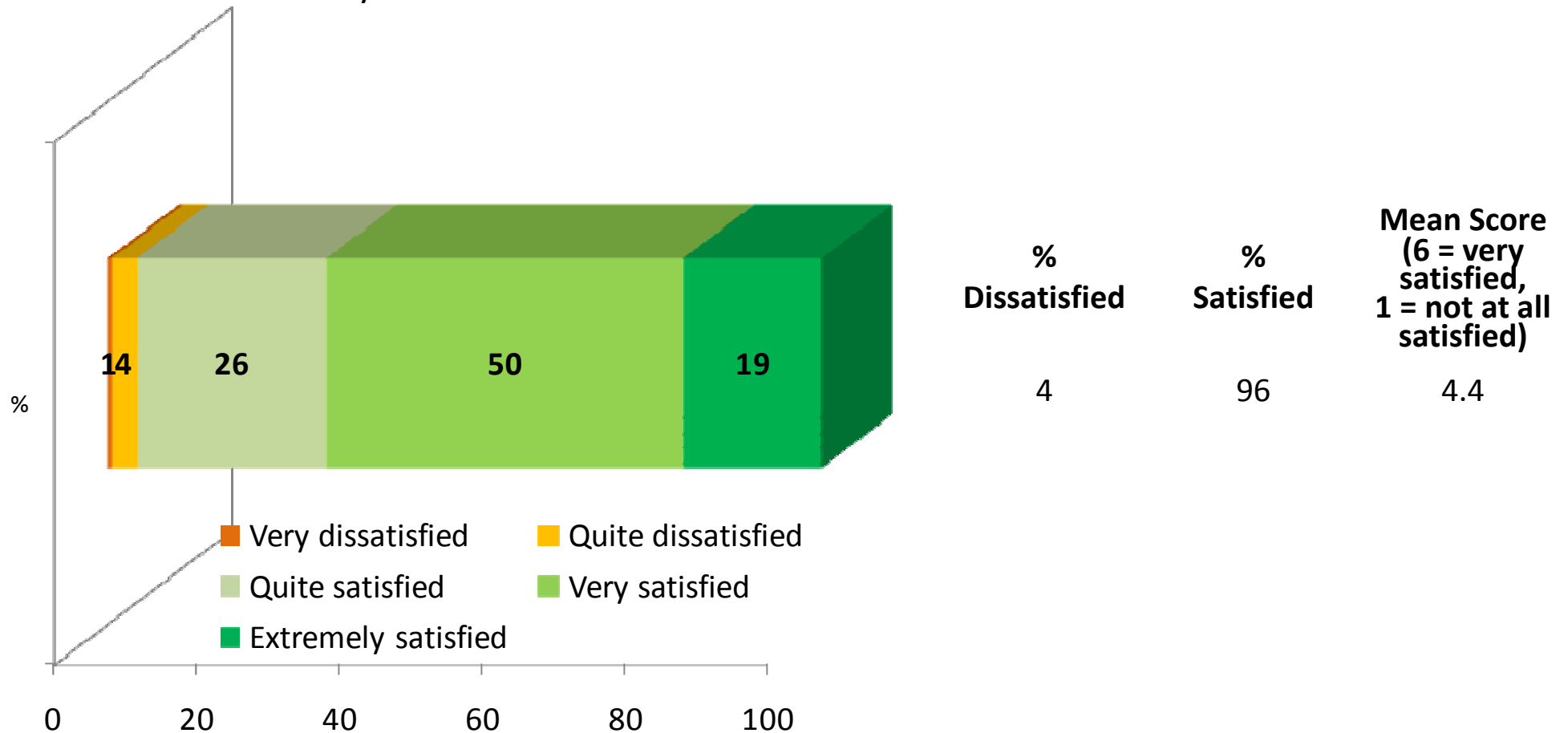


Base: Total Sample: 350



Satisfaction with household rubbish collection service

Q. How satisfied are you with the household rubbish collection service?

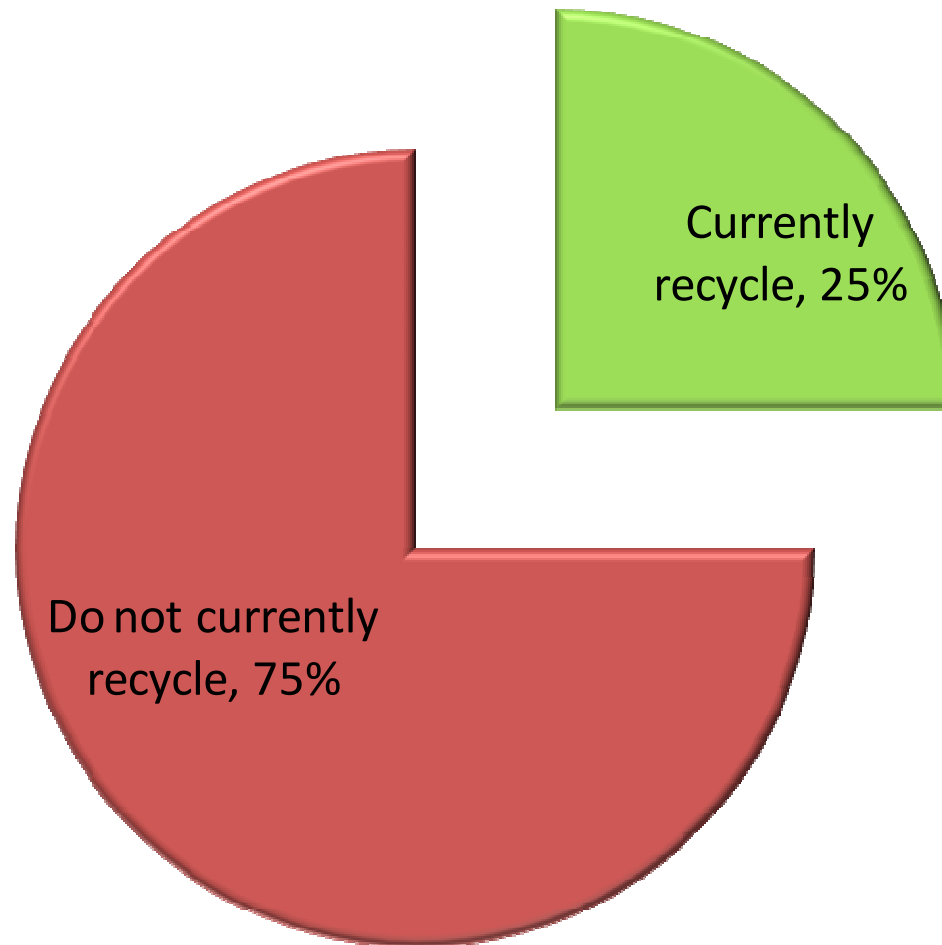


Base: Those who have their rubbish collected by the Council: 309



Household Waste Recycled

Q. Do you currently recycle any of your household rubbish?

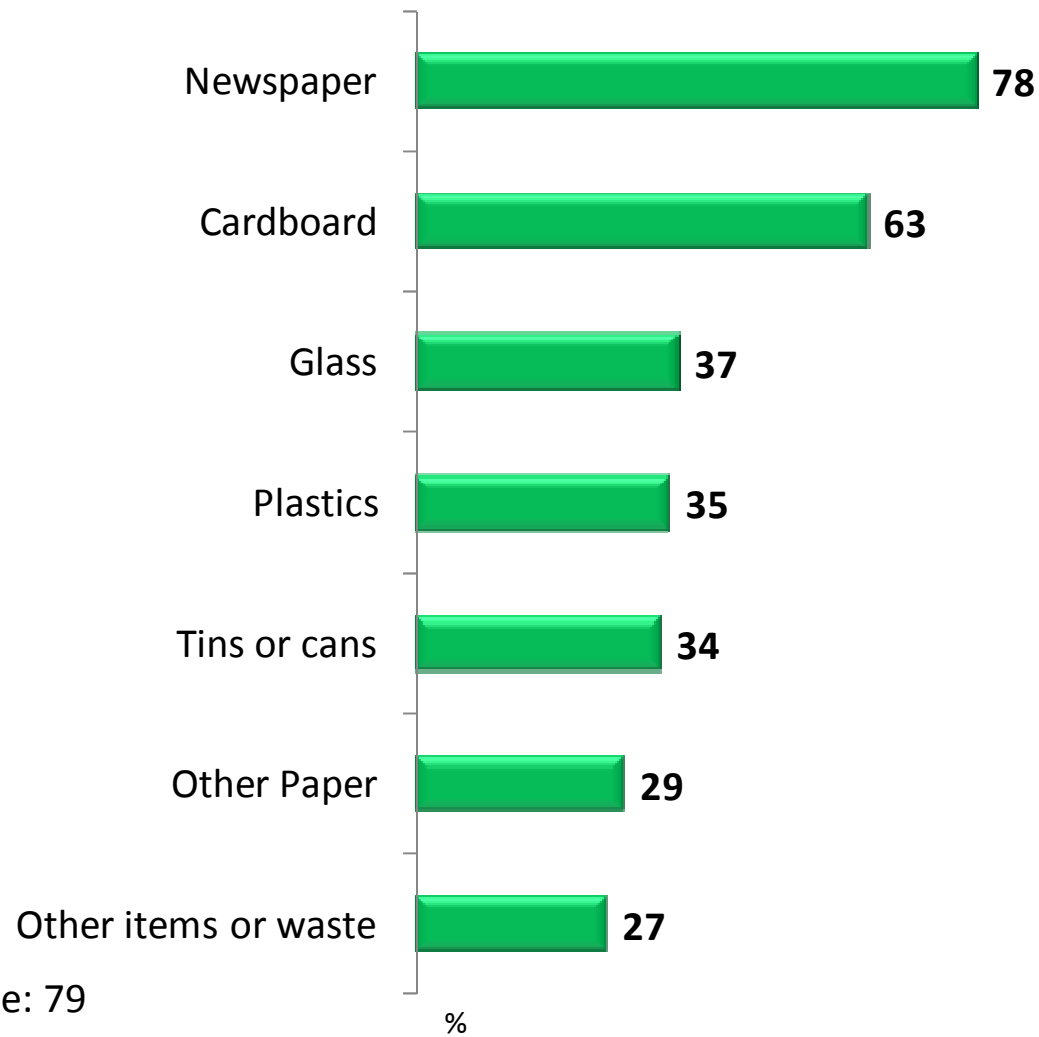


Base: Those who have their rubbish collected by the Council: 309



Household Waste Recycled

Q. What items do you recycle?



Base: Those who recycle: 79

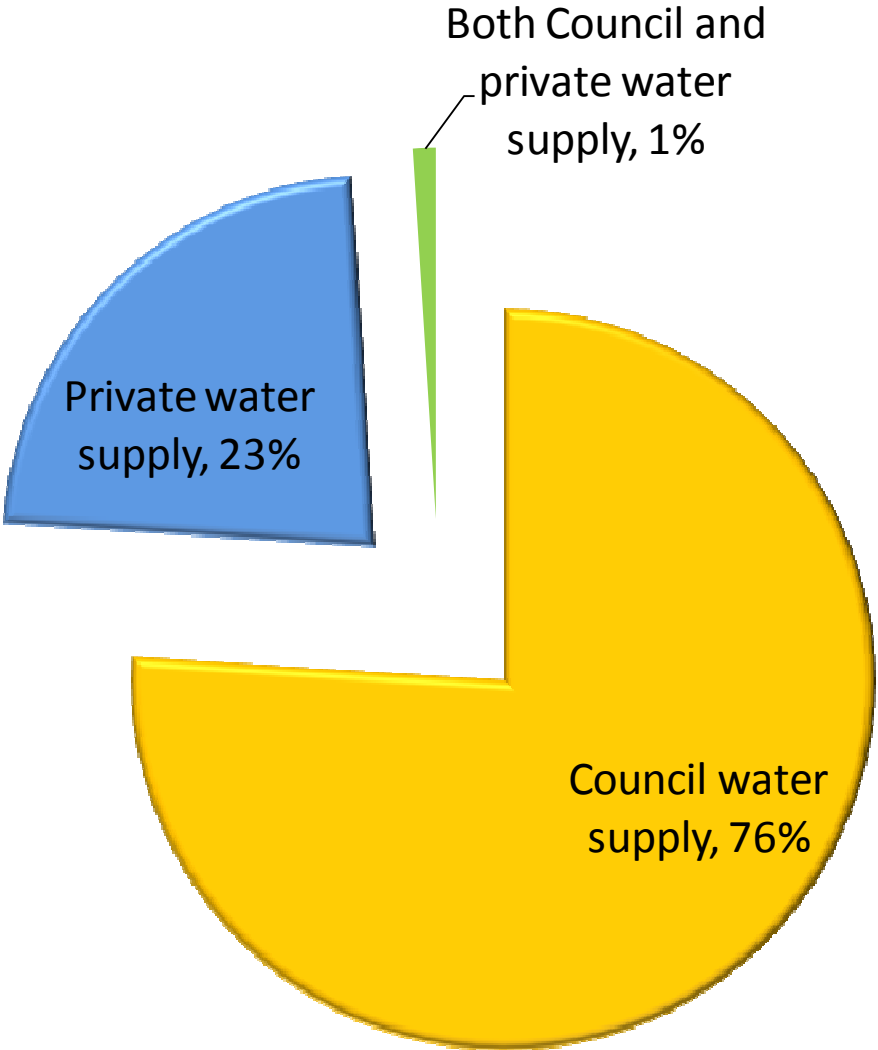


Satisfaction with Council Services - Water Supply



Water Supply Source

Q. Are you on a Council water supply as opposed to a private supply such as tank water?



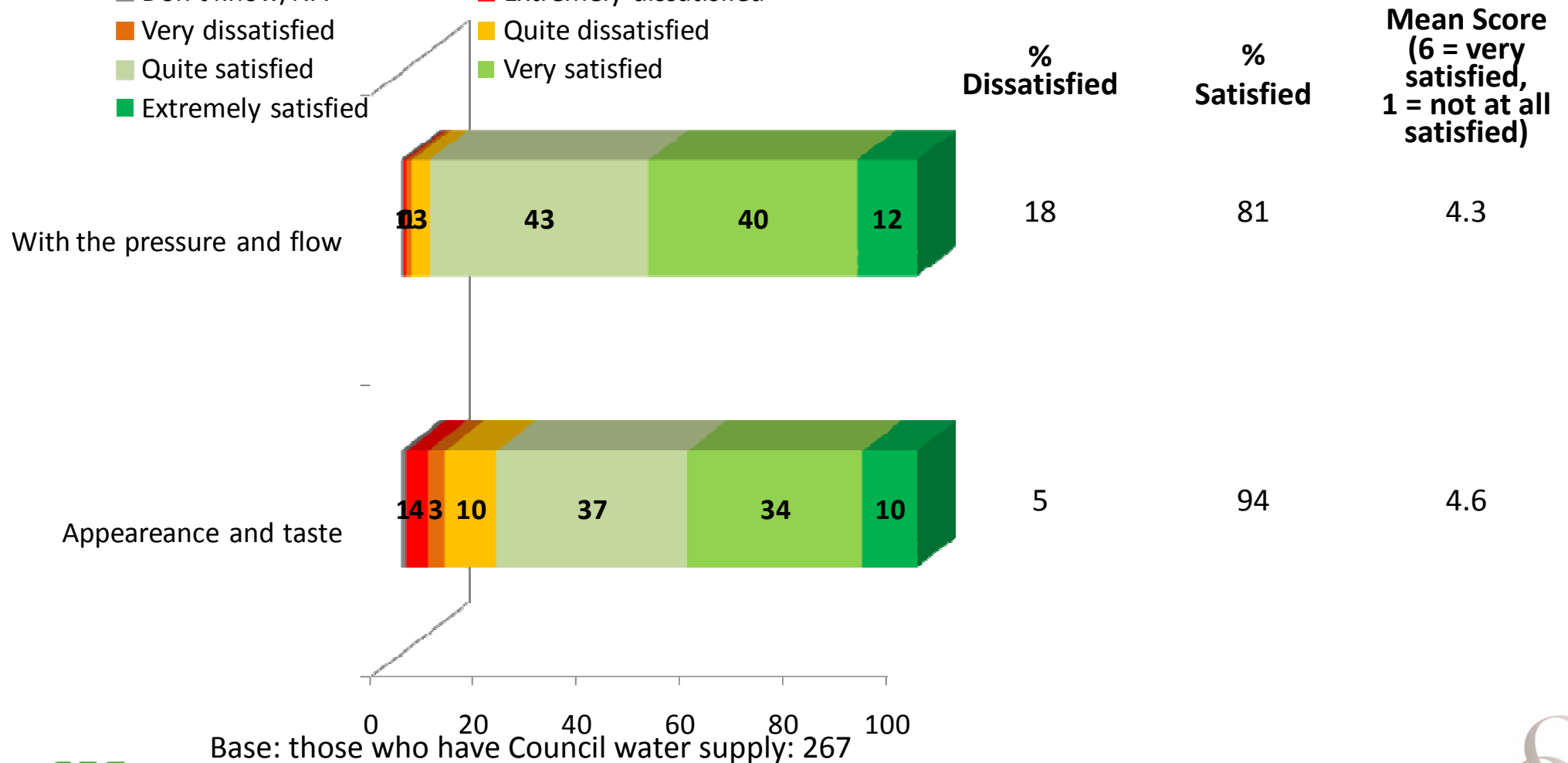
Base: Total Sample: 350



Satisfaction with Council Facilities and Services: 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..

- Don't know/NA
- Very dissatisfied
- Quite satisfied
- Extremely satisfied
- Extremely dissatisfied
- Quite dissatisfied
- Very satisfied

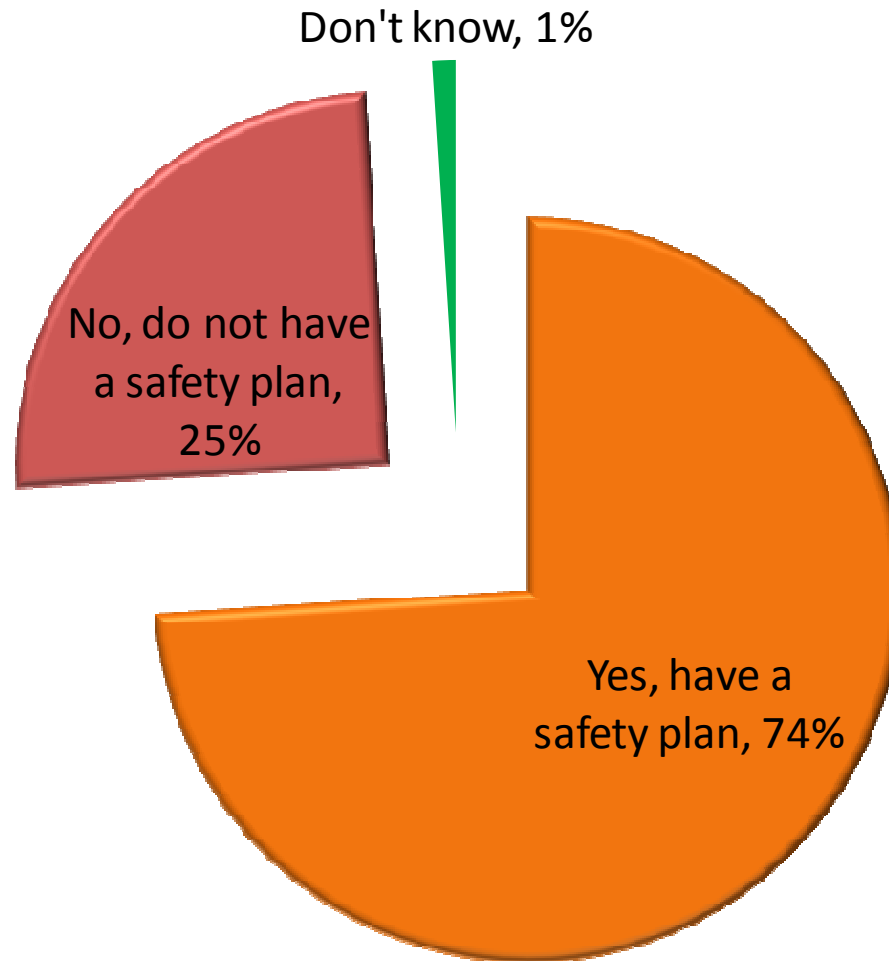


Civil Defence Emergency Management Preparedness



Household Emergency Plan

Q. In the event of a Civil Defence emergency or fire do you have a safety plan for your household?

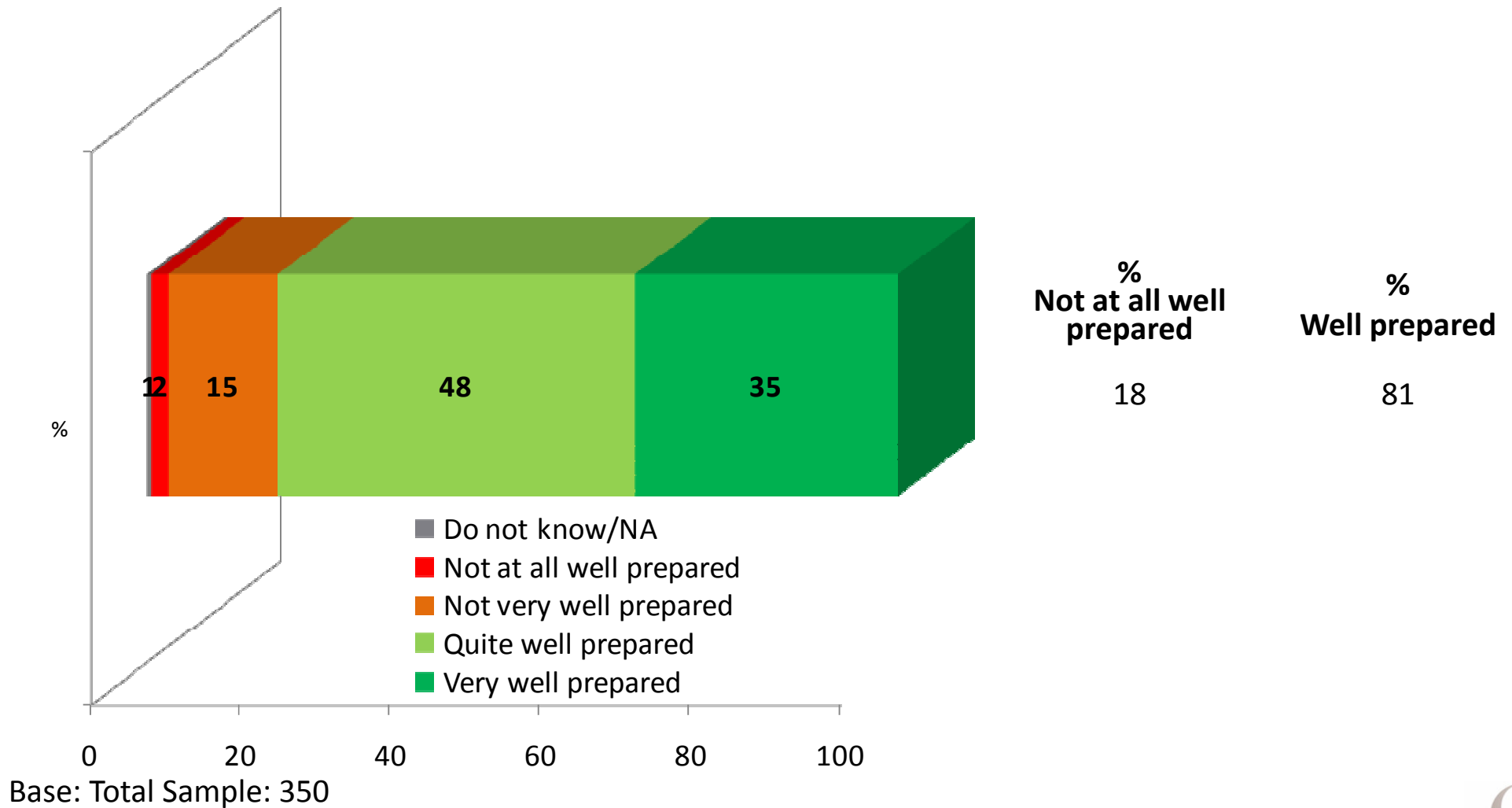


Base: Total Sample: 350



Household Emergency Preparedness

Q. How well prepared do you feel you are for an emergency event?



Appendix: Questionnaire 2011



Q1.Which township do live in, or is the nearest to you?

- Greymouth
- Boddytown
- Cobden
- Blaketown
- Karoro
- South Beach
- Camerons
- Paroa
- Gladstone
- Rutherglen
- Kaiata
- Dobson
- Taylorville
- Stillwater
- Blackball
- Nelson Creek
- Ngahere
- Ahaura
- Haupiri
- Atarau
- Coal Creek
- Runanga
- Rapahoe
- Dunollie
- Barrytown
- Kotoku
- Moana
- Iveagh Bay
- Te Kinga
- Rotomanu
- Inchbonnie

Q2.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.

- All roads except state highways
- Sewerage
- The water supply and drainage
- Animal control including dog registration

Q2 continued ...

- Waste management including the rubbish collection and landfill
- Parks and reserves
- Libraries
- Cemeteries
- Resource and building consents
- Swimming pools
- Public parking

Q3.Within Grey District, which of the following services have you used or visited in the last 12 months?

- The Grey District Council offices
- A library
- A public toilet or rest room
- A park or reserve
- A children's playground
- A cemetery
- A swimming pool
- A rubbish dump
- None of the above



Q4.Overall, how satisfied or dissatisfied would you say you are with the performance of Grey District Council over the last 12 months?

- Extremely satisfied
- Very satisfied
- Quite satisfied
- Quite dissatisfied
- Very dissatisfied
- Extremely dissatisfied
- Don't know/NA

Q5.Have you spoken to your Mayor or local Councillor, or attended any Council meetings in the last 12 months?

- Yes
- No



Q6.How satisfied are you with the overall performance of Grey District Council's Mayor and Councillors?

- Extremely satisfied
- Very satisfied
- Quite satisfied
- Quite dissatisfied
- Very dissatisfied
- Extremely dissatisfied
- Don't know/NA

Q7.Thinking about the services 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...

- The roading network in the district
- Overall maintenance of the roads
- Storm water system
- Sewerage system
- Water supply



Q7 continued...

- Civil defence emergency management
- Efficiency with which Greymouth aerodrome is run
- Efficiency with which the port is run
- Availability of public parking
- Parks and reserves including walking tracks
- Public toilets and rest rooms
- The rubbish collection

Rating:

- Extremely satisfied
- Very satisfied
- Quite satisfied
- Quite dissatisfied
- Very dissatisfied
- Extremely dissatisfied
- Don't know/NA

Q8. Have you contacted the Grey District Council offices in the last 12 months, either in person or by phone or e-mail?

- Yes GO TO Q9
- No SKIP TO Q11



Q9.For what reason did you contact the Council Offices?

- Building/ planning/ resource consent/ permits
- Water supply issues
- Dog/ animal control including dog registrations
- Rates
- Roading issues
- Complaints/ enquiries about sewerage
- Complaints/ enquiries about storm water or flooding
- Rubbish disposal/ recycling
- General licensing e.g. liquor
- Other

Q10.How satisfied were you with the overall service you received when you contacted the Council offices?

- Extremely satisfied
- Very satisfied
- Quite satisfied
- Quite dissatisfied
- Very dissatisfied
- Extremely dissatisfied
- Don't know/NA



Q11.Thinking about some further services 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...

- Libraries
- Swimming pools
- Maintenance of cemeteries
- The way the Council consults residents
- The way the Council communicates with residents
- The Council's regulation of land use throughout the district
- Improving the district by enforcing untidy property owners to clean up their section
- Building control
- Dog control
- Stock control

Rating:

- Extremely satisfied
- Very satisfied
- Quite satisfied
- Quite dissatisfied
- Very dissatisfied
- Extremely dissatisfied
- Don't know/NA



Q12. Do you have your household rubbish collected by the Council?

- yes GO TO Q13
- no SKIP TO Q15

Q13. How satisfied are you with the household rubbish collection service provided by the Council?

- Extremely satisfied
- Very satisfied
- Quite satisfied
- Quite dissatisfied
- Very dissatisfied
- Extremely dissatisfied
- Don't know/NA

Q14a. Do you currently recycle any of your household rubbish?

- yes GO TO Q14b
- No SKIP TO Q15



Q14b. Which of the following do you recycle?

- Newspaper
- Other paper
- Cardboard
- Plastics
- Glass
- Tins or cans
- Other items or waste

Q15.Are you on a Council water supply as opposed to a private supply such as tank water?

- Council water supply GO TO Q16
- Private water supply SKIP TO Q17
- Both Council and private water supply GO TO Q16



Q16.Thinking about the water supply supplied to you by the Council. How satisfied are you with the following aspects of the water..

...with its appearance and taste?

...with the pressure and flow?

Rating:

- Extremely satisfied
- Very satisfied
- Quite satisfied
- Quite dissatisfied
- Very dissatisfied
- Extremely dissatisfied
- Don't know/NA

Q17.In the event of a civil defence emergency or fire, do you have a safety plan for your household?

- Yes, have a safety plan.....
- No, do not have a safety plan
- Don't Know

Q18. How well prepared do you feel you are for an emergency event?

- Very well prepared
- Quite well prepared
- Not very well prepared
- Not at all well prepared
- Don't know/NA

Q19. How satisfied are you with the way rates are spent on the services and facilities provided by the Council?

- Extremely satisfied
- Very satisfied
- Quite satisfied
- Quite dissatisfied
- Very dissatisfied
- Extremely dissatisfied
- Don't know/NA

Q20. What do you consider to be the **top three** priorities for rates money to be spent on?

1. _____
2. _____
3. _____

