



Grey District Council Resident Satisfaction Survey 2022

31st March 2023



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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. This 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 2022 are presented in this report and where applicable, comparisons are made with earlier findings.
- In 2022, interviews were conducted from 1 November 2022 – 23 January 2023, among a sample of 364 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. In 2022 a paper version of the questionnaire was also available. 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.
- Changes to questions have also limited direct comparisons in the findings between surveys.



Executive Summary

- Overall, satisfaction with the performance of the Mayor, Councillors and Council is lower in 2022 than in recent years.
- Primary reasons for satisfaction focus on the Mayor doing a good job, the Council's stand on Three Waters, the Council moving forward/getting things done, and its good performance overall as well as providing good support, communication and consultation.
- Primary reasons for dissatisfaction revolve around rates and how they are spent, the Council not moving forward/not getting things done and a lack of support, communication, consultation and not listening.
- Approximately three quarters are satisfied with the performance of the Mayor but fewer, just over half are satisfied with the Councillors.
- Satisfaction with the information received from Council is significantly lower in 2022, as is satisfaction with the Council consulting with residents on important issues.
- Among those contacting the Council in the last 12 months, overall satisfaction with the service received from the Council Offices is also lower in 2022. While there is often a need for further communication or follow up, this does not always occur.



Executive Summary continued

- **Levels of satisfaction with Council facilities and services are similar to 2021 with the exception of a significant decrease in satisfaction with parks and reserves including walking tracks, the roading network in the district and the overall maintenance of roads.**
- **There is also a reduction in satisfaction, compared with 2021, in relation to the Council's regulation of land use throughout the District.**
- **Just over a third feel a sense of pride in the way their District looks and feels. This proportion is significantly lower than in earlier survey years.**
- **Just under three quarters of participants feel safe on local roads overall. This proportion is higher for those when using a motorised vehicle and lower as a pedestrian or cyclist.**



Key Insights



Key Insights

Overall satisfaction with Council performance

- In 2022, 59% expressed satisfaction with the **overall performance of Council in the last 12 months**, this is significantly lower than in 2021 (70%) and 2020 (81%) and is aligned with 2019 (63%). Reflecting lower levels of satisfaction, dissatisfaction is significantly higher in 2022 (33%) than in 2021 (21%).
- Positive reasons stated for being satisfied with the overall performance of the Council focus on the Mayor doing a good job (46%), the Council's stand on Three Waters (31%), the Council moving forward and getting things done (30%), its good performance overall (28%) and good support, communication and consultation (18%).
- Reasons for dissatisfaction primarily centre around three factors; the rates being dear and money could be better spent (43%), the Council not moving forward and not getting things fixed (30%) and a lack of support, communication, consultation and not listening (27%).
- Just under three quarters (73%) are satisfied with the **performance of the Mayor** and, reflecting this, 21% expressed dissatisfaction.
- Satisfaction with **Councillors** was measured separately in 2022, just over half (55%) expressed satisfaction with the Councillors, and 21% dissatisfaction. A further 23% did not know indicating a lack of Councillor presence in the community.



Key Insights continued

Satisfaction with communications

- Satisfaction with the **information received from Council** is significantly lower in 2022 (68%) than in 2021 (80%) and is lower than in surveys from earlier years (77% - 85%).
- In 2022, 43% of residents expressed satisfaction that the **Council consults with residents on important issues**, while 40% are dissatisfied and 16% do not know. Satisfaction is significantly lower than 2021 (66%). Overall, there is a clear need to improve 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.



Key Insights continued

Contact with Grey District Council

- 63% had **contacted Grey District Council** in the last 12 months, this proportion is similar to previous years. Fewer had walked in and more had contact by phone or email in 2022 compared with 2021.
- Reasons for contacting the Council in the last 12 months are primarily about rates (40%), building/planning/resource consent/permit (32%) and dog/animal control/registration (28%), rubbish disposal/recycling (18%), stormwater or flooding (14%) and roading or footpaths (14%).
- Three fifths (60%) expressed satisfaction with the **overall service from the Council Offices**. Satisfaction is lower than in 2021 (80%) and than in earlier years surveyed (76% - 88%).
- Satisfaction by reason for contact is highest for general licensing e.g. liquor licensing (83%), dog/animal control registration (83%), rates (79%) and events related (70%) although the number responding is small meaning these findings are indicative only.
- Dissatisfaction by reason for contact is greatest in relation to stormwater or flooding (80%), roading and footpaths (72%), parks, reserves, playgrounds, skate parks and walking tracks (66%) and the handling of complaints and enquiries about sewerage (64%). 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.



Key Insights continued

- By means of contact with the Council, satisfaction is highest for walk in contact (68%) followed by phone (51%) and email (42%) and it is lowest for social media (28%). Satisfaction by all types of communication combined is lower in 2022 than in 2021.
- Among those contacting the Council it was identified that in 50% of cases there was a need for further communication or follow up and this proportion is higher than in 2021 (31%). The need for further contact or follow up is more prevalent in some service areas than others e.g. sewerage (90%) and stormwater or flooding (82%) but of concern, this follow up does not always happen with 39% stating follow up had not yet occurred. Furthermore, the extent to which follow up occurred is lower than in 2021. Of note, the extent to which follow up occurs varies by service area.
- It was identified the main areas for improvement with contact with Council relate to staff taking action, fixing the problems including visiting sites with issues (32%), better communication and explanation (24%) and staff responding (22%), listening to concerns and being more understanding (19%), more training and knowledgeable staff (18%) and more friendly and helpful staff with a better attitude (13%).



Key Insights continued

Use and satisfaction with Council services

- Of all Council services, residents are **most likely to have used or visited in the last 12 months** a rubbish dump/recycling facility (68%), a park or reserve (66%) or a public toilet (64%).
- In 2022, **satisfaction with Council facilities and services** is highest for parks and reserves including walking tracks (73%), followed by swimming pools (71%), cemeteries (69%), public toilets and rest rooms (68%), the availability of public parking (66%) and the Westland Recreation Centre (65%).
- **Dissatisfaction** is greatest with the overall maintenance of footpaths (55% dissatisfied), roads (50%), the roading network for the district (36%), availability of public parking (28%) and overall stormwater system (25%).
- Levels of satisfaction with Council facilities and services is similar to 2021 with the exception of **a significant decrease in satisfaction** with parks and reserves including walking tracks, the roading network in the district and the overall maintenance of roads.
- 34% of residents are satisfied, 34% dissatisfied and 32% don't know with **Council's regulation of land use throughout the District** in 2022; this level of satisfaction is significantly lower than in 2021.
- Issues primarily revolve around it taking too long (59%), there being too much bureaucracy/red tape/rules (58%), a lack of consultation/informing the public (58%), disagreement with things the Council is doing/decisions (51%), the consent process being too expensive (51%), communication issues/hard to get answers (50%), concerns about SNAs/creation of wetlands (42%), the need to tidy up the town (38%) and the plan not being comprehensive/cohesive/inappropriate land use/outdated (37%).



Key Insights continued

- 91% 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 the same as 2021 and similar to other recent years.
- 91% are satisfied that their **household rubbish/recycling is collected on time** but there has been an increase in dissatisfaction in 2022.
- Marginally lower than in recent years, 71% are satisfied with **Council litter bins, recycling centre and recycling stations being kept clean and tidy**.
- In 2022 just over two thirds (68%) are on a **Council water supply** and 2% are on both a Council and private water supply.
- 76% of residents on a Council water supply are satisfied with the **water's appearance and taste** in 2022; this proportion is marginally lower than in 2021 (84%). 85% are satisfied with the **water pressure and flow**, which is also marginally lower than in 2021 (90%).
- In 2022, 62% of participants live in a town and 38% in a rural environment. The proportion of participants living in towns is higher in 2022 than it was in 2021 (54%) and equally the proportion living rurally is lower (46%).
- 70% of residents living in a town are satisfied with the **way their property drains stormwater** in 2022, this is similar to 2021 (73%). There are localised issues with drainage, especially in Grey Valley/Blackball/Lake Brunner.

Key Insights continued

Quality of Life

- 34% agree they **feel a sense of pride in the way their District looks and feels**. This proportion is significantly lower than in 2021 and than in earlier survey years (49% - 65%).
- Those who feel a sense of pride are most likely to do so is due to the beautiful natural environment (74%), happy being here/been here for a long time/it is home (60%), the sense of community in the district/friendly (58%), things are moving forward/getting done (54%) and the West Coast pride (53%).
- The reasons people do not feel a sense of pride primarily related to the CBD is dying/lots of empty shops/buildings (80%), the District is run down or needs better maintenance (76%) and doesn't look good/not something to be proud of (63%) as well as a lack of facilities, services and things to do (45%).

Sense of road safety

- Less than three quarters (72%) of participants **feel safe on local roads overall**.
- This proportion increases to 78% feeling safe when using a motorised vehicle and reduces to 64% feeling safe as a pedestrian and 36% feeling safe as a cyclist.

Introduction



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

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



Research Methodology

- ⌘ 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.
- ⌘ Prior to 2014; in 2011 and 2013, biennial surveys were conducted.
- ⌘ In addition, this survey since 2013 measures peoples' perception of quality of life, in line with the Community Economic Development Strategy.
- ⌘ Each survey the questions are adapted to meet current needs. The 2022 questionnaire was based on the 2021 questionnaire, allowing a comparison and tracking of satisfaction over time.
- ⌘ In 2022, a number of the open response questions were converted into pre-coded response questions. Residents' verbatim responses that were not within the pre-coded responses and their responses to open questions are presented in a separate report. Questions about road safety by mode of transport were added; pedestrian, cyclist, motorised vehicle. Satisfaction with the Mayor and Councillors was also separated into two questions in 2022.
- ⌘ The question changes were piloted to ensure that they functioned as designed.
- ⌘ Benchmark data comparing Grey District Council's performance with other South Island District Councils is also included.
- ⌘ This report presents the main findings from the 2022 research and makes comparisons with earlier surveys, where applicable.



Benchmark Data

- ⌘ Overall satisfaction benchmark data for other District Councils has been provided 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 graph. The most recent data available has been reported, although this is not necessarily from 2022.



Sample Structure

- ⌘ A quantitative methodology aligned to that used annually from 2019 to 2021 was employed. This consisted of a hybrid approach encompassing online self-completion, paper surveys and interviewer administered phone interviewing. This approach utilising electronic options for accessing the questionnaire enabled us to reach parts of the community that no longer have a landline.
- ⌘ Note, the move to this hybrid methodology for data collection in 2019 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.
- ⌘ The online survey component was managed by Grey District Council using a number of different strands to promote the survey including newspaper, press releases, flyers physical (Grey District Library, Westland Recreation Centre and in person) and email, networks (Tai Poutini Polytechnic, Schools, District Health Board, sports clubs via Sport Canterbury/West Coast), radio, newsletters, New Coasters, TPP, Facebook and the Grey District Council website.
- ⌘ In 2022, interviews were conducted from 1 November 2022 – 23 January 2023, among a sample of 364 Grey District residents aged 18 and over.



Sample Structure cont.

- ⌘ As in previous years, the goal was to achieve a representative sample of 350 Grey District residents aged 18+ taking part, based on the latest Census data available.
- ⌘ Given the self-selecting sample taking part online in 2022 it was necessary to balance the sample, by weighting the data, in order to match the Census 2018 population in the District in terms of age, gender and location.
- ⌘ To encourage residents to participate, especially those in the demographic groups that are harder to reach, there was a series of prize draws.
- ⌘ The statistical margin of error at a 95% confidence level for the total sample of 350 is $\pm 5.3\%$.
- ⌘ In 2022 a total of 279 interviews were completed online, 57 interviews were completed by phone and 28 interviews were completed on paper. This is a higher number of online and a lower number of phone interviews than in previous years.
- ⌘ 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.



Sample Structure cont.

- ⌘ In 2022, a number of the open response questions were converted into pre-coded response questions as a result the 2022 findings are not directly comparable with those from earlier years. As a result, the findings for these questions in 2022 have not been tested for statistical differences with earlier years.
- ⌘ 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 in 2022 compared with 2021 or other locations combined are highlighted as: ■ or ↑
 - ⌘ Findings that are statistically lower in 2022 compared with 2021 or other locations combined are highlighted as: ■ or ↓



Sample Structure: 2022

		Census 2018	Sample n=364		
			Unweighted		Weighted
			n	%	%
Age	18-24	9	23	6	9
	25-49	37	133	37	37
	50-64	30	113	31	30
	65+	24	95	26	24
Gender	Male	50	155	43	49
	Female	50	206	57	50
	Prefer not to say	-	3	1	1
Area	Greater Greymouth	34	139	38	34
	Karoro - Camerons	18	72	20	18
	Kaiata/Dobson/Taylorville/Stillwater	6	31	9	6
	Grey Valley/Blackball/Lake Brunner	25	67	18	25
	Runanga/Rapahoe/Coast Road	17	55	15	17
Methodology	Online	-	279	77	76
	Telephone	-	57	16	17
	Paper	-	28	8	7



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
Method- ology	Online	-	205	59	150	43	224	64
	Telephone	-	145	41	200	57	126	36



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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



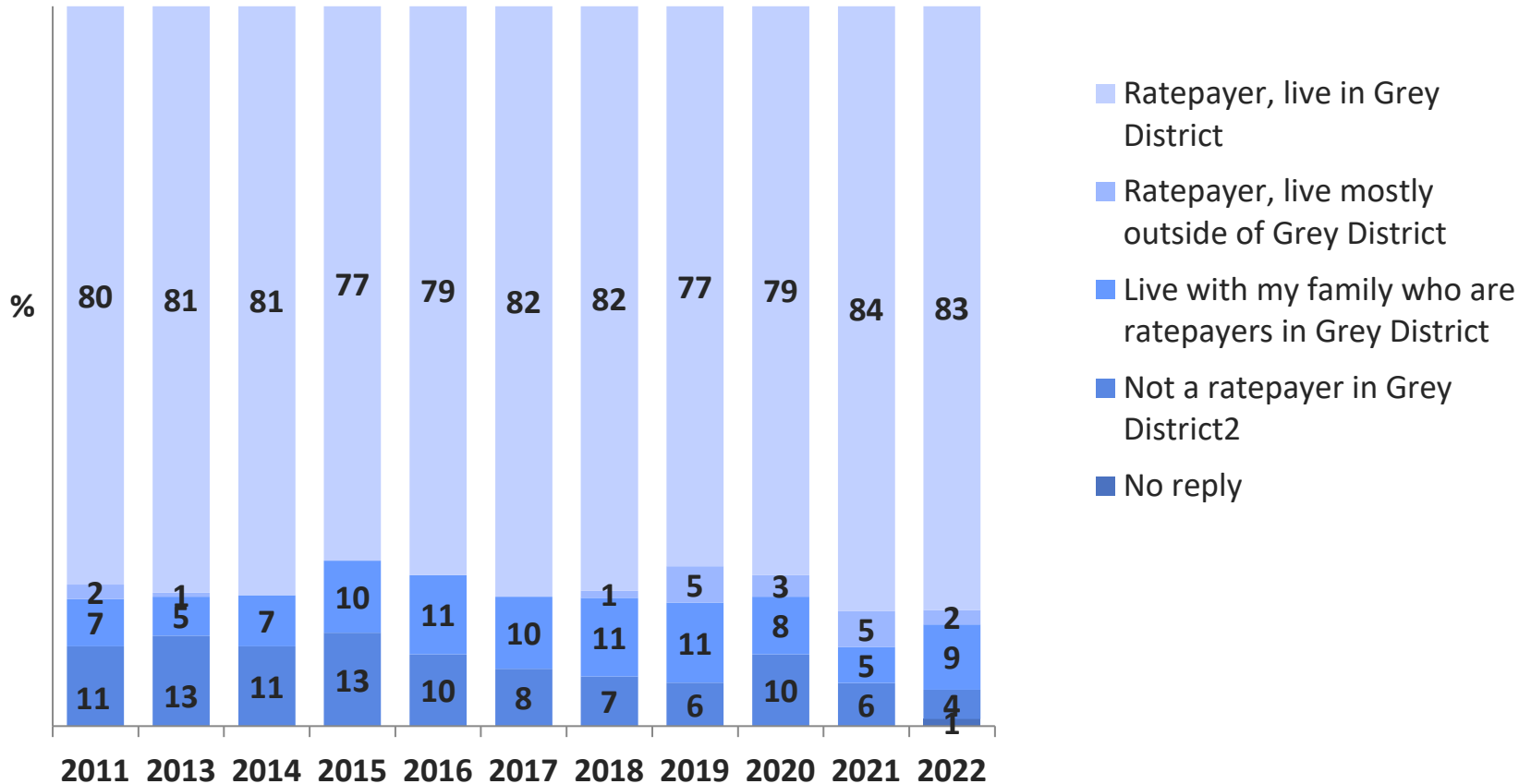
Sample Profile – Demographics

	2022 (364)	
	Un-weighted %	Weighted %
Dependent Children		
No dependent children	66	65
Youngest aged under 5	10	11
Youngest aged 5-15	18	19
Youngest aged over 15	5	6
Life Stage		
Younger, no dependents	16	19
Has dependents	34	35
Older, no dependents	49	46

	2022 (364)	
	Un-weighted %	Weighted %
Employment Status		
In full time paid employment	47	50
In part time paid employment	14	14
Not in paid empl./seeking/beneficiary	3	3
Retired	23	22
Home executive	5	5
School student	-	-
Tertiary student	-	1
Other	6	5
No reply	1	1
Ethnicity		
European	90	90
Maori	6	7
Pacific peoples	1	1
Asian	1	1
Middle Eastern/Latin Am./African	1	1
New Zealander	5	5
Other	2	2
No reply	1	1

Total sample: 364

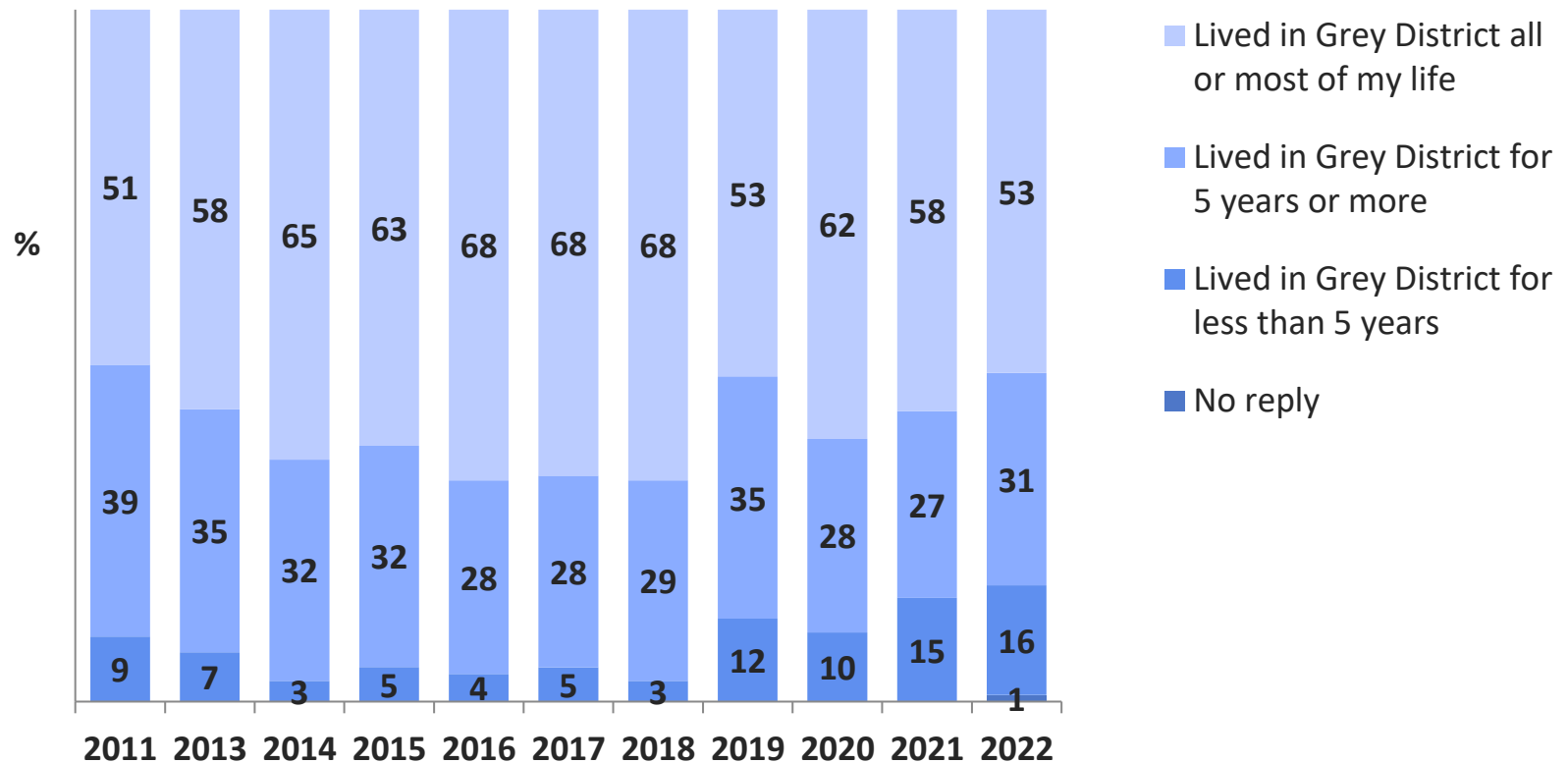
Sample Profile: Ratepayer Status



Total sample: 2011-2021: 350; 2022: 364



Sample Profile: Length of Time Living in Grey District



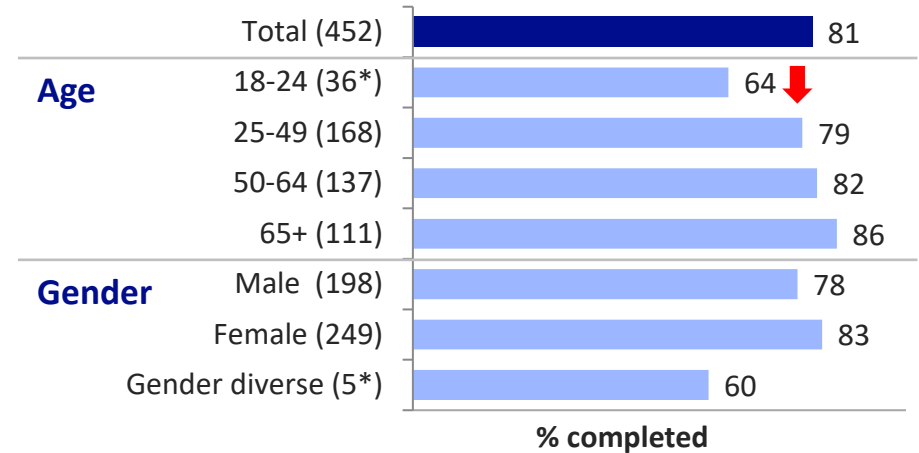
Total sample: 2011-2021: 350; 2022: 364



Survey Completion Rate

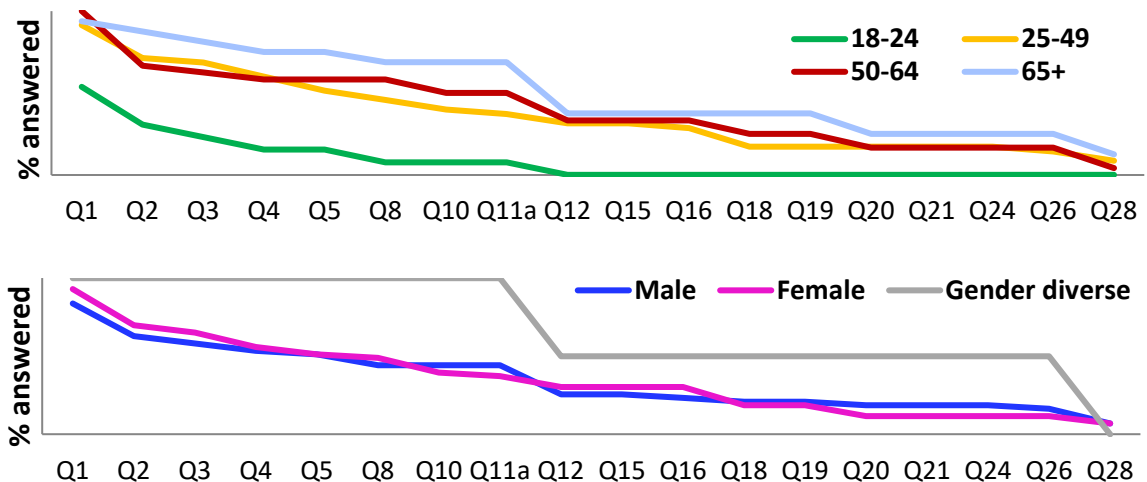
- 81% of the 452 participants who qualified for the survey and completed the questions on gender and age completed all questions.
- Those aged 18-24 who qualified and started the survey were significantly less likely to complete all questions than those aged 25+.

% Who Answered All Questions by Age and Gender



- Those aged 18-24 who partially completed the survey tended to complete fewer questions than those aged 25+.

% Answering Each Question who Did Not Answer All Questions by Age and Gender



Sample: those qualifying and answering the questions on gender and age – refer to ()

*Small sample size – results indicative only



Key Findings

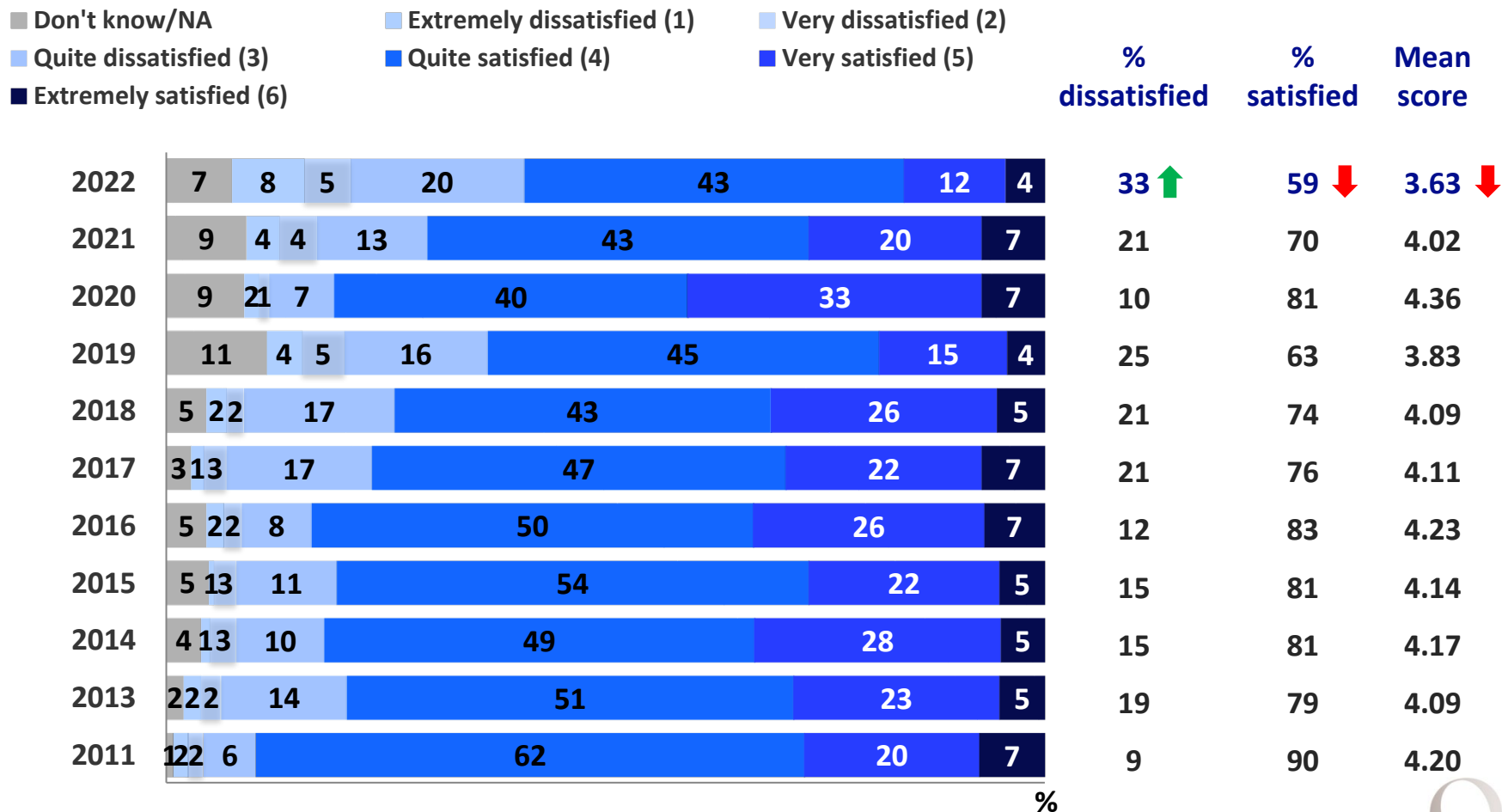


Performance of Grey District Council



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?

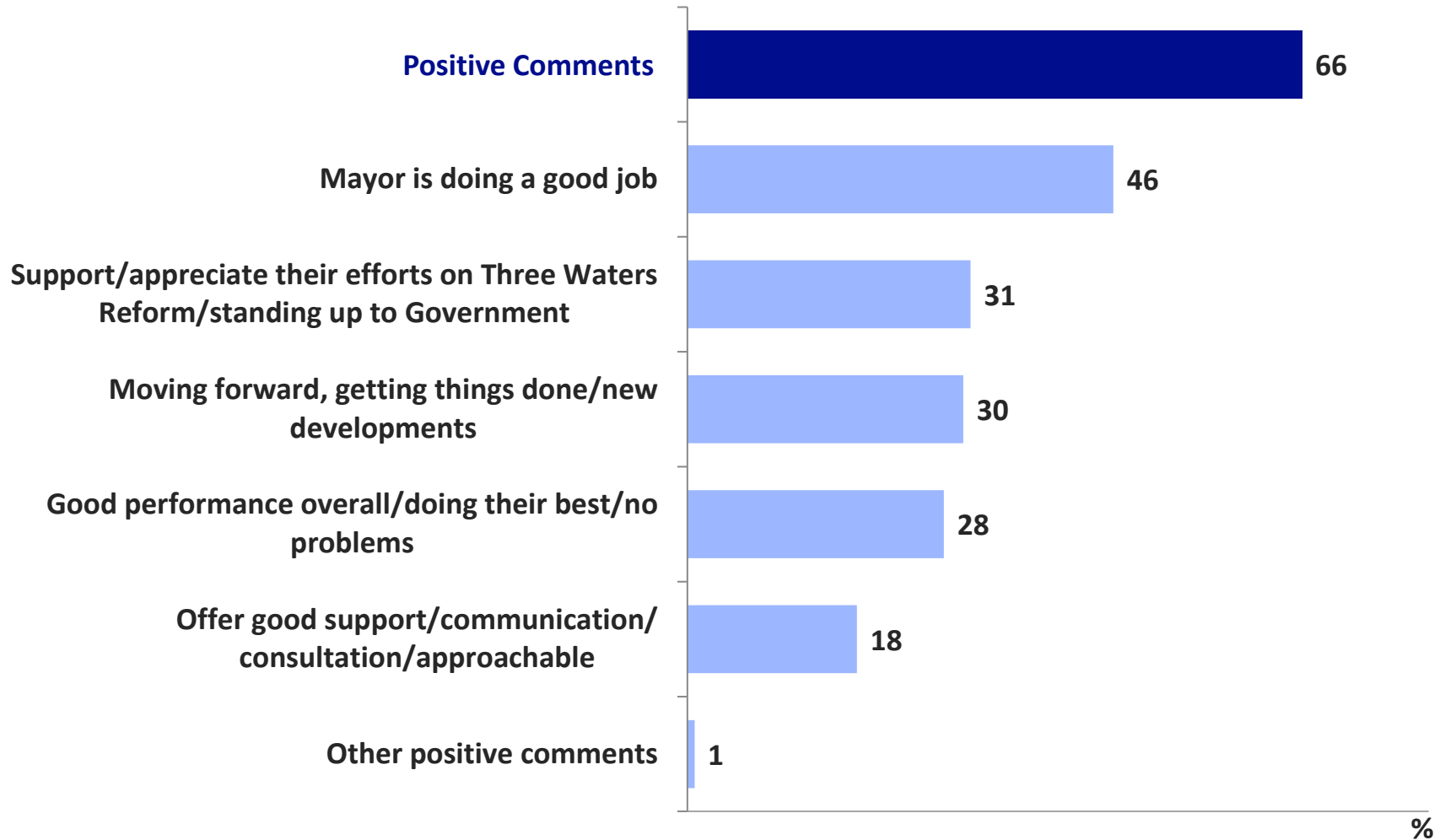


Total sample: 2011-2021: 350; 2022: 364



Reasons for Level of Satisfaction with Council Performance over Last 12 Months, 2022

Q. Why do you say that?



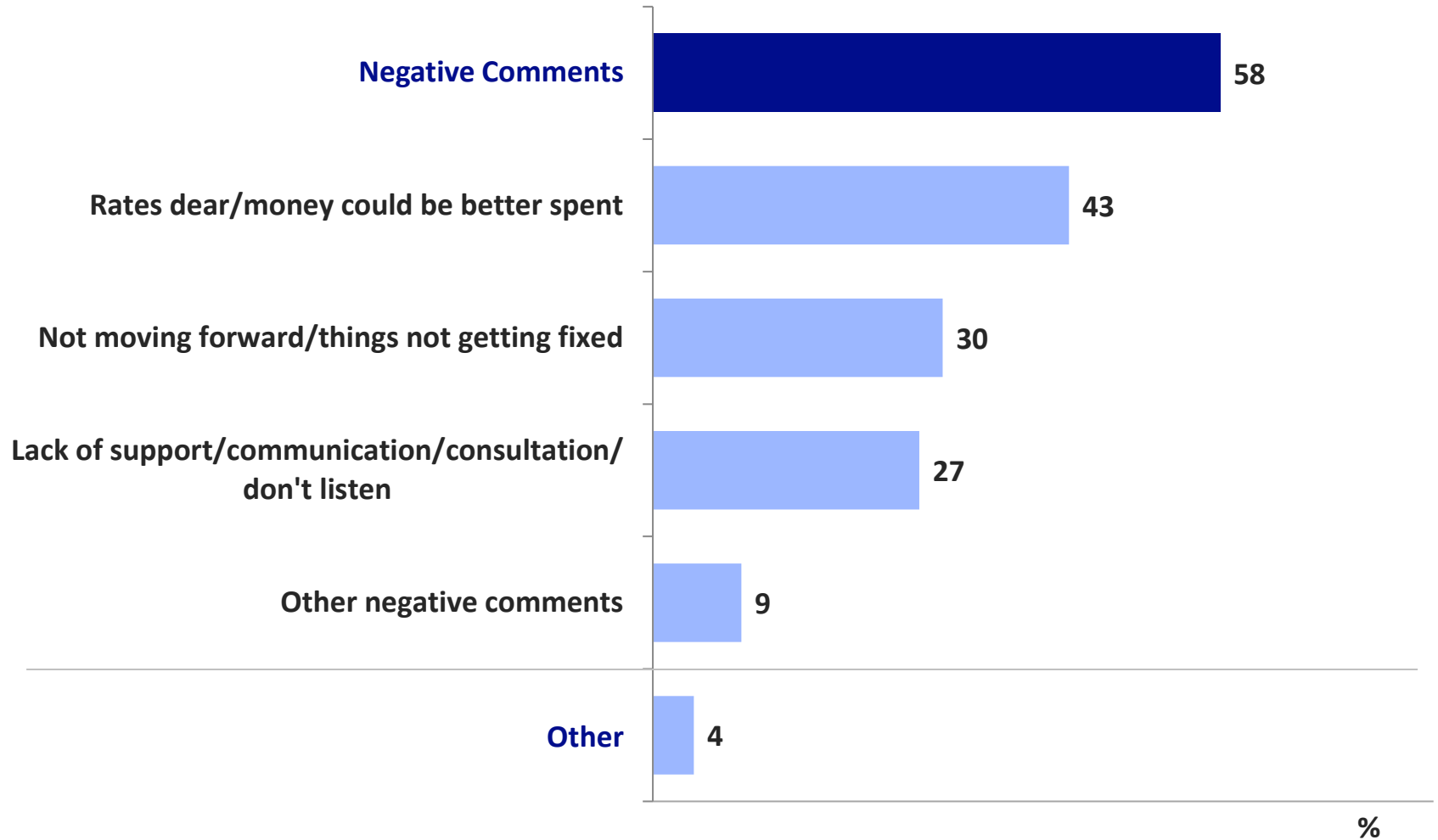
Total sample: 364

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Reasons for Level of Satisfaction with Council Performance over Last 12 Months, 2022 cont.

Q. Why do you say that?



Total sample: 364



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) %	2022 (364) %
Positive Comments	72	65	65	66	56	54	38	63	56	66
Mayor is doing a good job	5	10	8	5	10	13	6	28	15	46
Support/appreciate their efforts on Three Waters Reform/standing up to Government	-	-	-	-	-	-	-	-	4	31
Moving forward, getting things done/ new developments	7	17	15	17	16	11	6	13	7	30
Good performance overall/doing their best/no problems	51	40	41	36	29	31	22	22	27	28
Offer good support/communication/ consultation/approachable	8	8	9	9	6	5	4	8	10	18
Other positive comments**	na	na	4	6	4	3	5	4	1	1

Continued on next slide

Total sample: 2013-2021: 350; 2022: 364

Note: question was not asked in 2011

*2022 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

**Prior to 2022, this excludes responses with few mentions that are included with 'other' on the following slide. Data not available prior to 2015.



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

	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %
Negative Comments	30	32	29	22	41	39	35	17	31	58
Rates dear/money could be better spent	5	5	7	3	5	8	7	2	7	43
Not moving forward/things not getting fixed	4	7	5	3	4	3	6	3	2	30
Lack of support/comm./consultation/don't listen	5	9	4	5	7	10	7	4	9	27
Other negative comments**	na	na	17	12	32	26	19	9	16	9
Other	4	4	6	8	10	12	24	13	11	4
No answer/don't know	-	9	9	8	6	7	13	11	9	-

Total sample: 2013-2021: 350; 2022: 364

Note: question was not asked in 2011

*2022 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

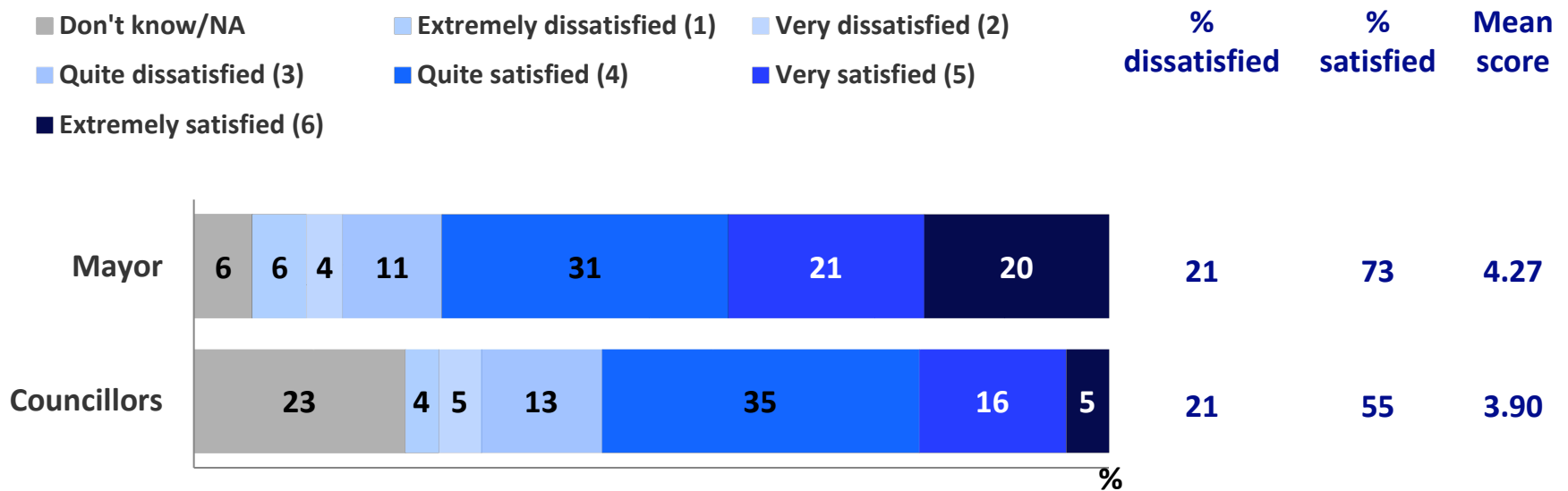
**Prior to 2022, excludes responses with few mentions that are included with 'other'. Data not available prior to 2015.



Satisfaction with Performance of Mayor and Councillors, 2022

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

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

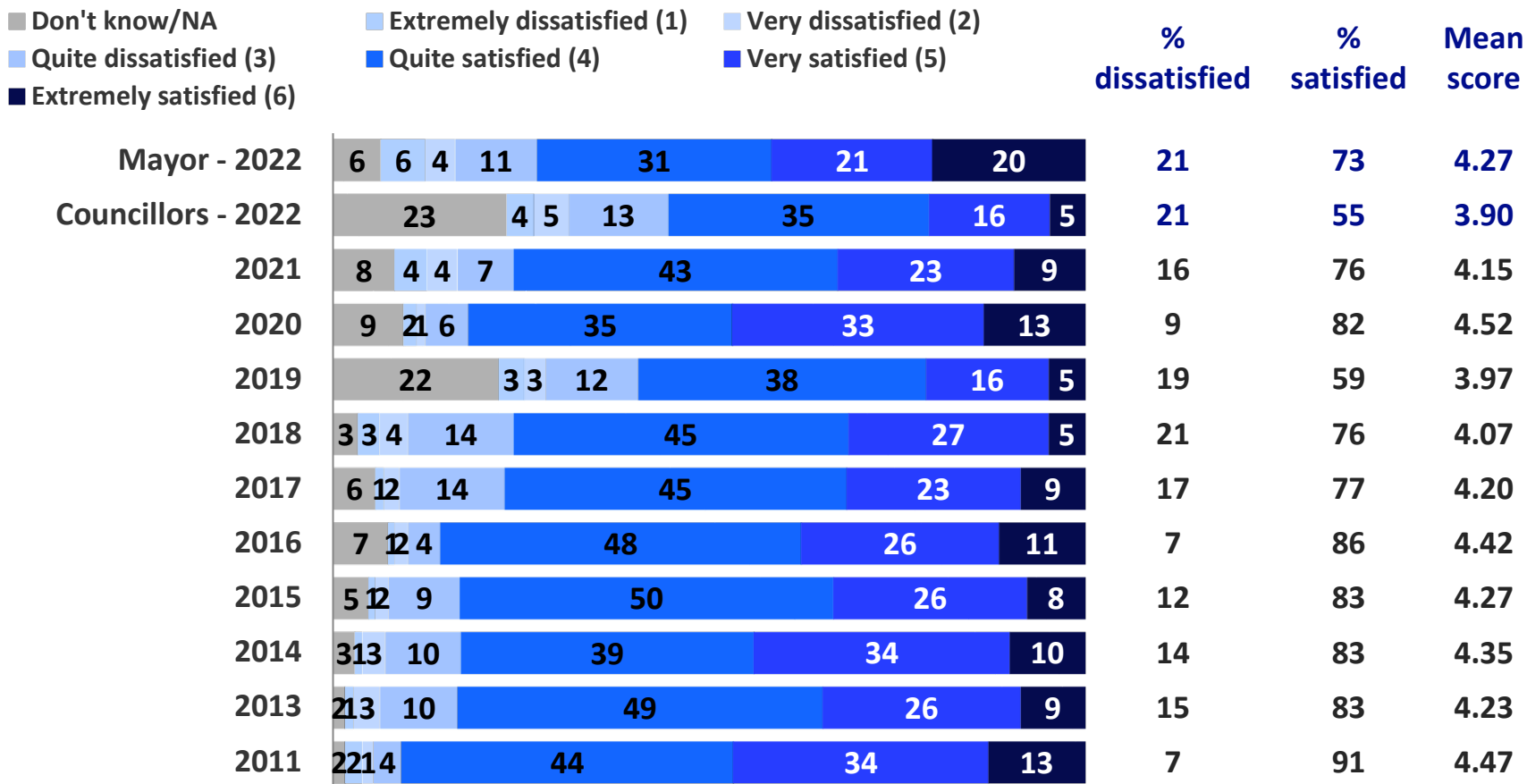


Total sample: 364



Satisfaction with Performance of Mayor and Councillors, 2011 – 2021

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?*



%

Total sample: 350

*Mayor and Councillors not asked separately prior to 2022



Satisfaction with Performance of Councillors by Location, 2022

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

	Total (364) %	Location				
		Greater Greymouth (139) %	Karoro – Camerons (72) %	Kaiata/Dobson/ Taylorville/ Stillwater (31*) %	Grey Valley/ Blackball/ Lake Brunner (67) %	Runanga/ Rapahoe/ Coast Road (55) %
Extremely satisfied	5	2	4	16	4	8
Very satisfied	16	17	20	27	9	17
Quite satisfied	35	33	35	32	37	32
Quite dissatisfied	13	16	7	7	13	17
Very dissatisfied	5	4	-	-	8	8
Extremely dissatisfied	4	4	4	3	3	3
Don't know	23	24	30	16	24	15
No reply	-	-	-	-	1	-
SATISFIED	55	53	59	75	50	57
DISSATISFIED	21	24	11	9	24	28
Mean	3.90	3.81	4.10	4.50	3.72	3.88

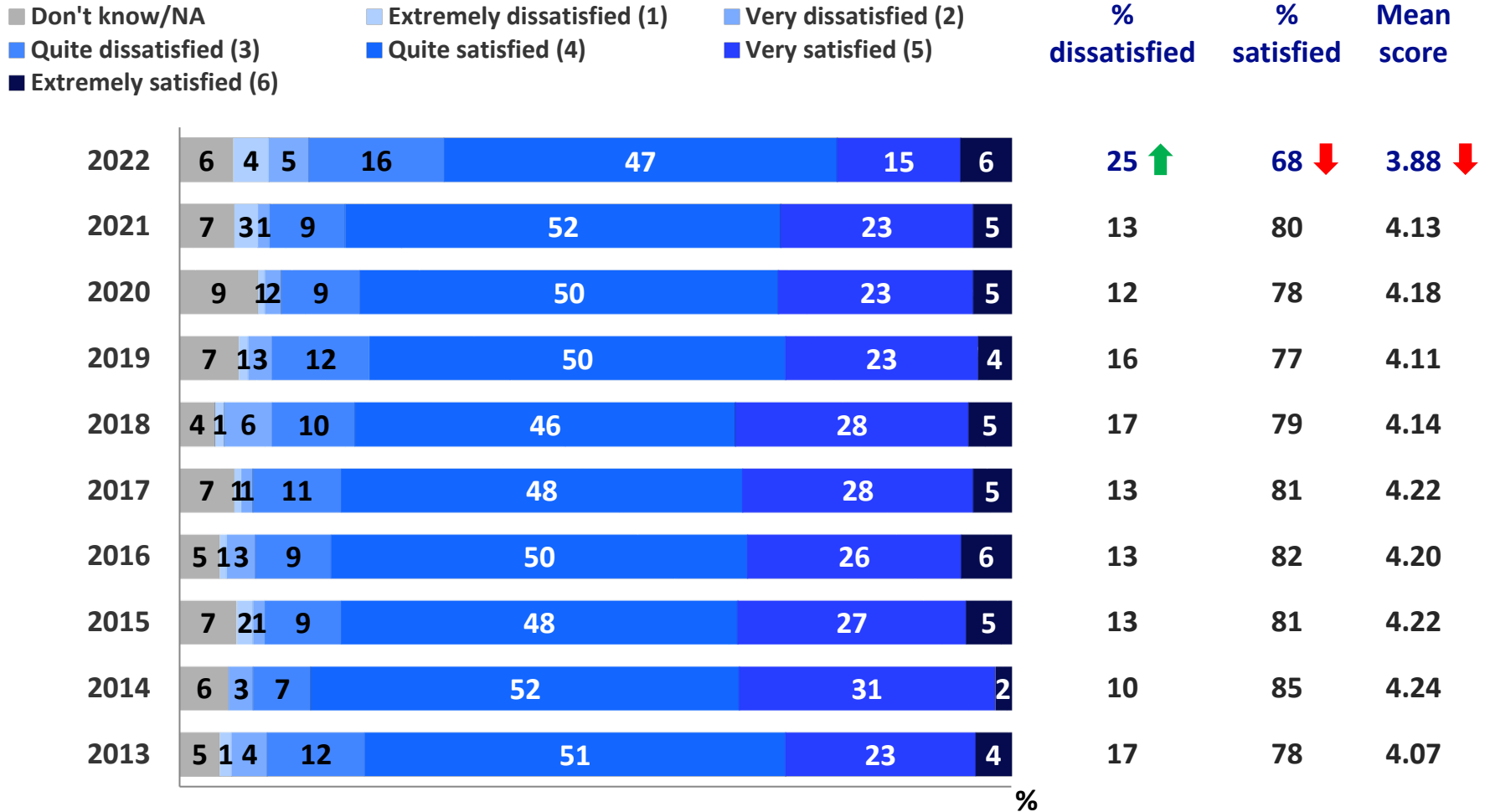
Total sample: 364

*Small sample size – results indicative only



Satisfaction with Information Received from Council

Q. Thinking now about the information you receive from the Council, how satisfied are you with it?

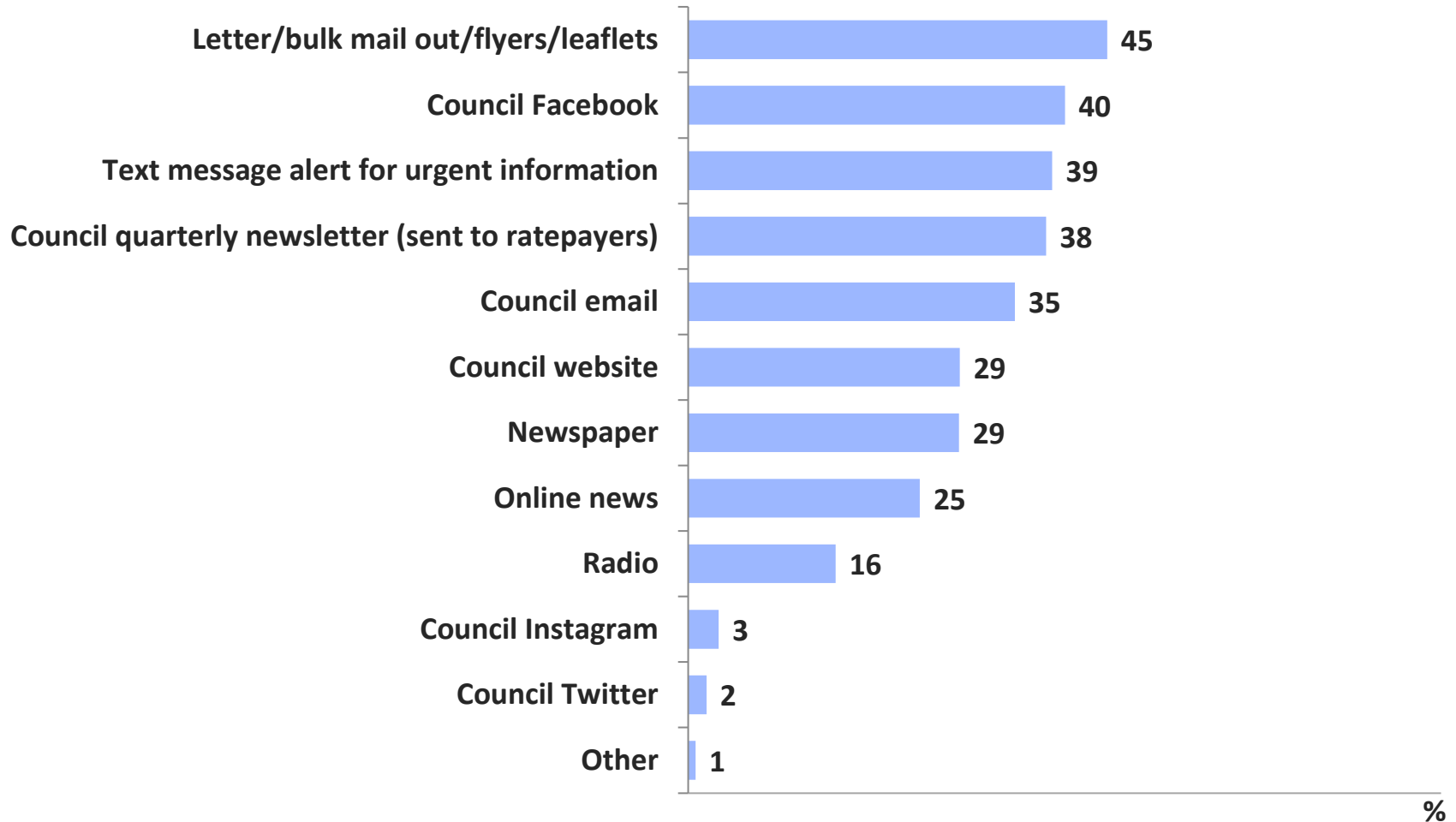


Total sample: 2013-2021: 350; 2022: 364



Preferred Method of Receiving Information From Council, 2022

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



Total sample: 364



Preferred Method of Receiving Information From Council – Trend Data

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

	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %
Letter/bulk mail out/flyers/leaflets*	53	42	66	48	45	44	36	32	32	45
Council Facebook/Instagram/Twitter**	10	21	30	28	27	31	37	33	35	41
Council Facebook†	-	-	-	-	-	-	-	-	-	40
Text message alert for urgent information†	-	-	-	-	-	-	-	-	-	39
Council quart. newsletter (sent to ratepayers)	55	60	68	52	77	60	43	52	55	38
Council email‡	4	8	8	35	26	30	43	28	41	35
Council website‡‡	15	17	33	22	24	14	25	19	23	29
Newspaper	49	38	51	36	50	30	27	15	16	29
Online news†	-	-	-	-	-	-	-	-	-	25
Radio	17	21	32	23	21	13	12	9	8	16
Council Instagram†	-	-	-	-	-	-	-	-	-	3
Council Twitter†	-	-	-	-	-	-	-	-	-	2
Other	3	2	2	3	3	6	2	3	1	1
Don't want information/na	-	1	-	1	-	1	-	1	-	-

Total sample: 2013-2021: 350; 2022: 364

*Letter/bulk mailout prior to 2022

**Social media e.g. Facebook/Twitter prior to 2022

†Not asked prior to 2022

‡Email prior to 2022 ‡‡Website prior to 2022



Preferred Method of Receiving Information From Council, by Age, 2022

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

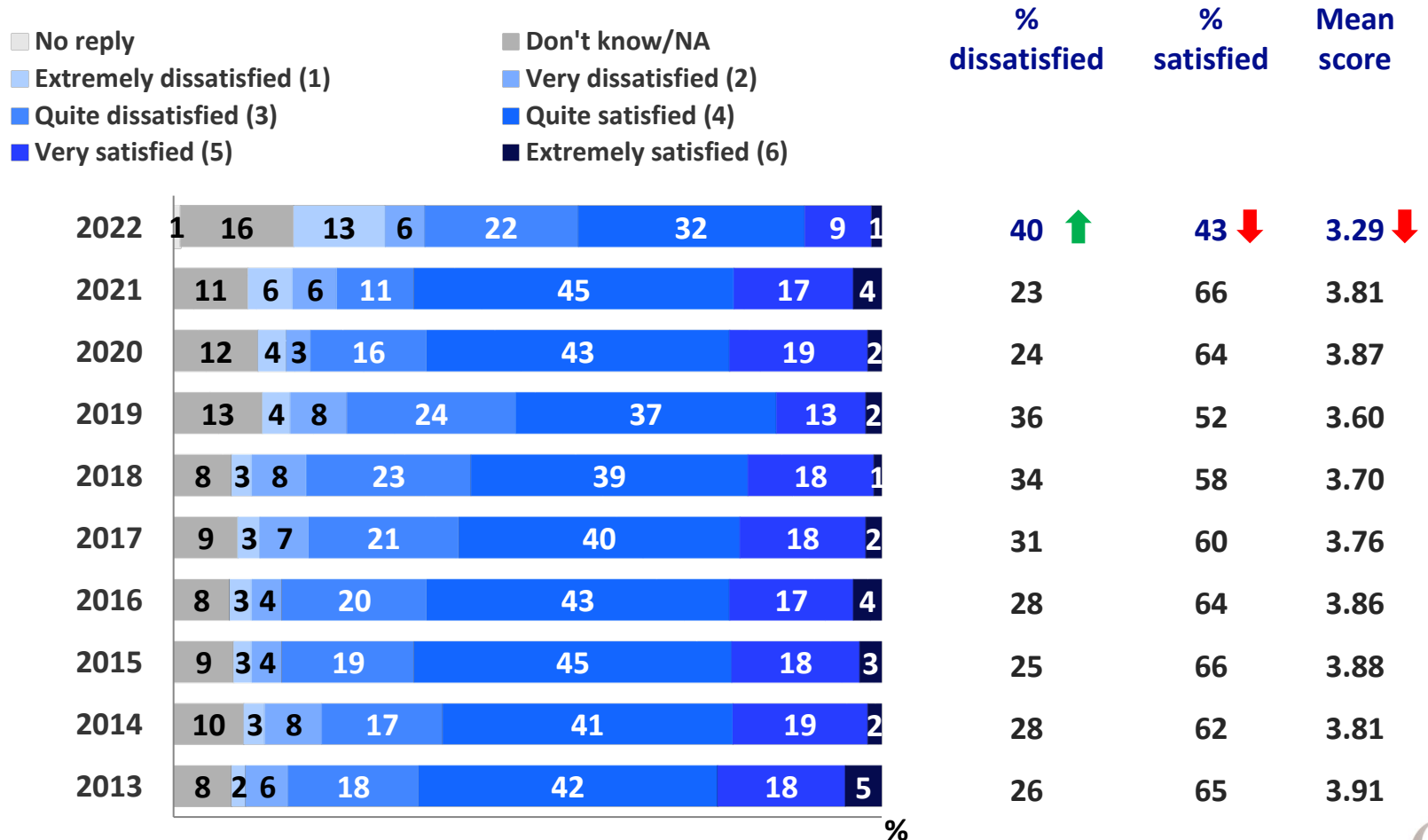
	2022 (364) %	Age			
		18-24 (23*) %	25-49 (133) %	50-64 (113) %	65+ (95) %
Letter/bulk mail out/flyers/leaflets	45	41	40	41	58
Council Facebook	40	48	50	40	21
Text message alert for urgent information	39	32	46	35	34
Council quart. newsletter (sent to ratepayers)	38	19	34	38	52
Council email	35	29	43	31	28
Council website	29	21	29	36	23
Newspaper	29	36	24	28	34
Online news	25	37	26	24	19
Radio	16	41	14	12	14
Council Instagram	3	10	5	1	1
Council Twitter	2	5	1	1	3
Other	1	5	1	1	-

Total sample: refer to ()



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?



Total sample: 2013-2021: 350; 2022: 364



Satisfaction that Council Consults with Residents on Important Issues by Location, 2022

	Total (364) %	Location				
		Greater Greymouth (139) %	Karoro – Camerons (72) %	Kaiata/Dobson/ Taylorville/ Stillwater (31*) %	Grey Valley/ Blackball/ Lake Brunner (67) %	Runanga/ Rapahoe/ Coast Road (55) %
Extremely satisfied	1	1	1	-	1	4
Very satisfied	9	11	4	7	11	12
Quite satisfied	32	41	33	26	18	37
Quite dissatisfied	22	20	21	15	22	28
Very dissatisfied	6	3	3	19	10	2
Extremely dissatisfied	13	8	8	12	22	14
Don't know	16	16	31	21	14	3
No reply	1	1	-	-	1	-
SATISFIED	43	52	38	32	31	53
DISSATISFIED	40	31	32	46	54	44
Mean	3.55	3.73	3.63	3.36	3.25	3.64

Total sample: 364

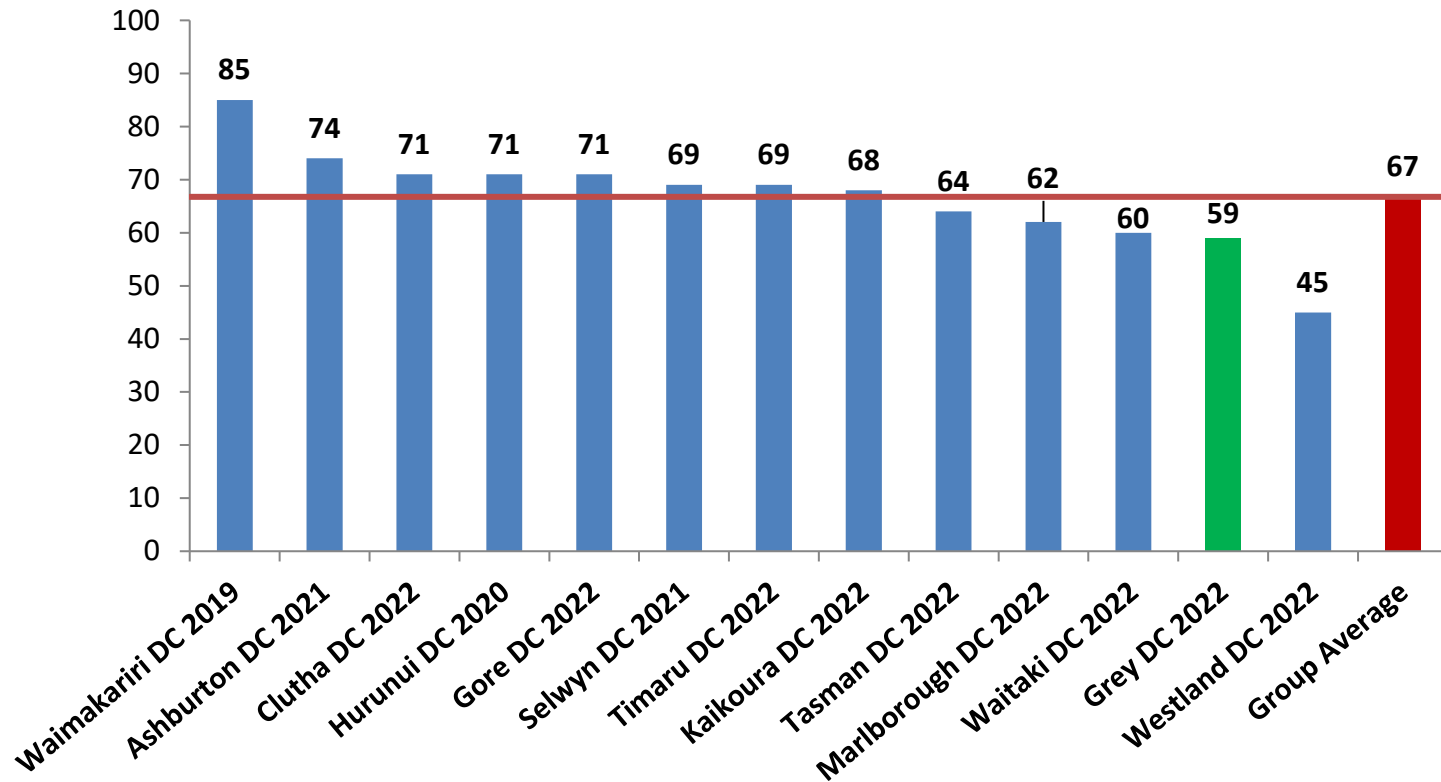
*Small sample size – results indicative only



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

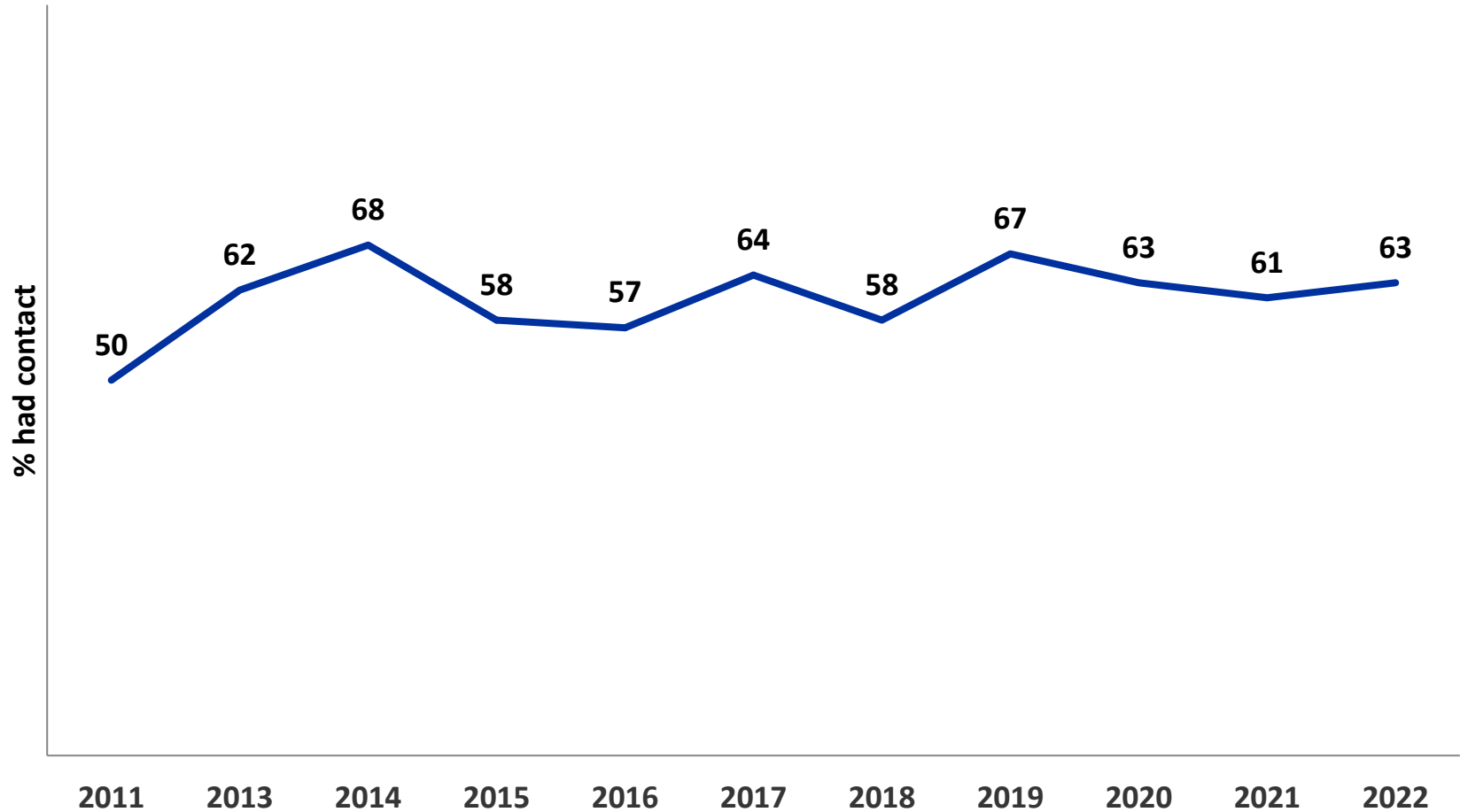


Contact with Grey District Council



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?

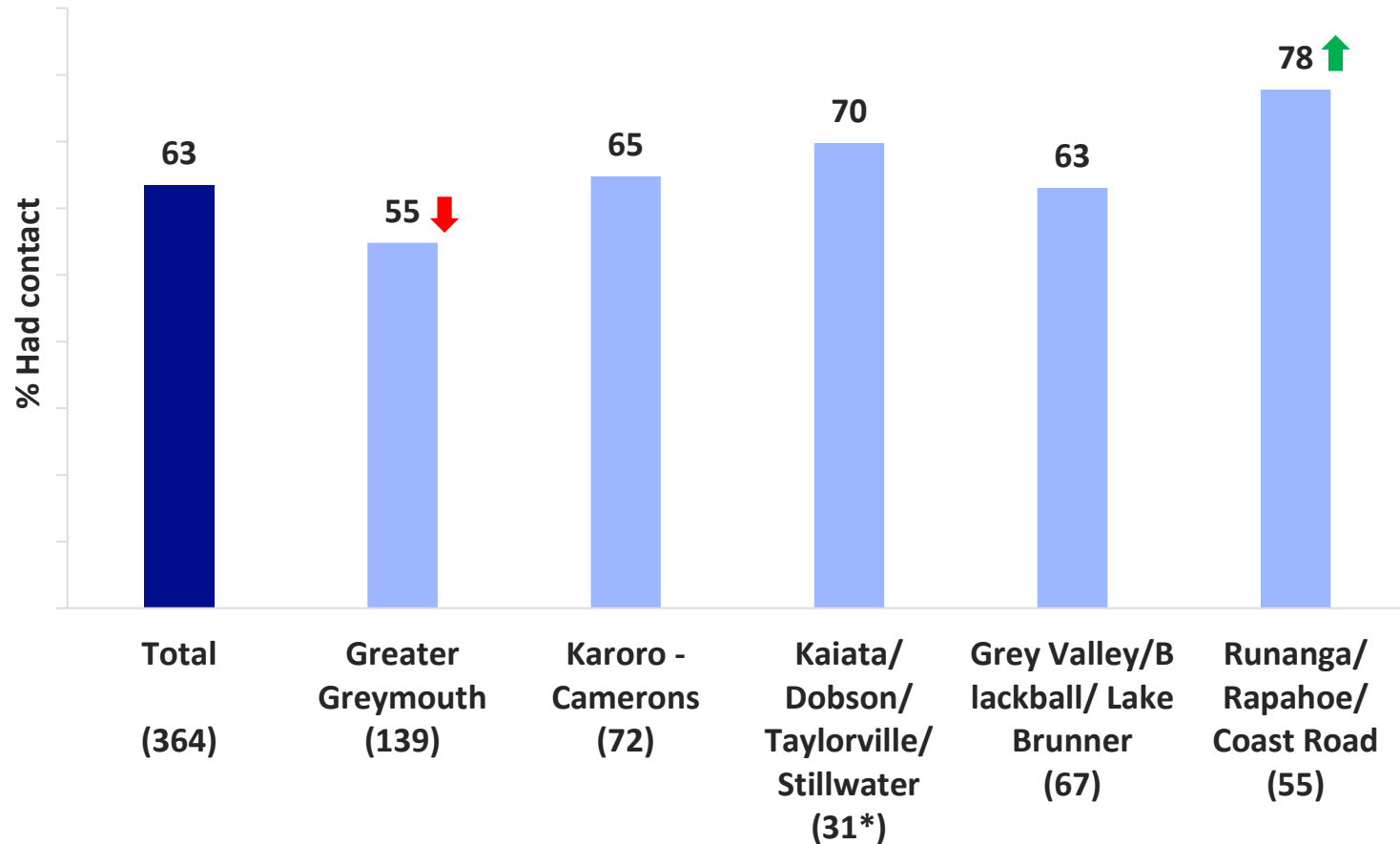


Total sample: 2011-2021: 350; 2022: 364



Contact with Council Offices in Last 12 Months by Location, 2022

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



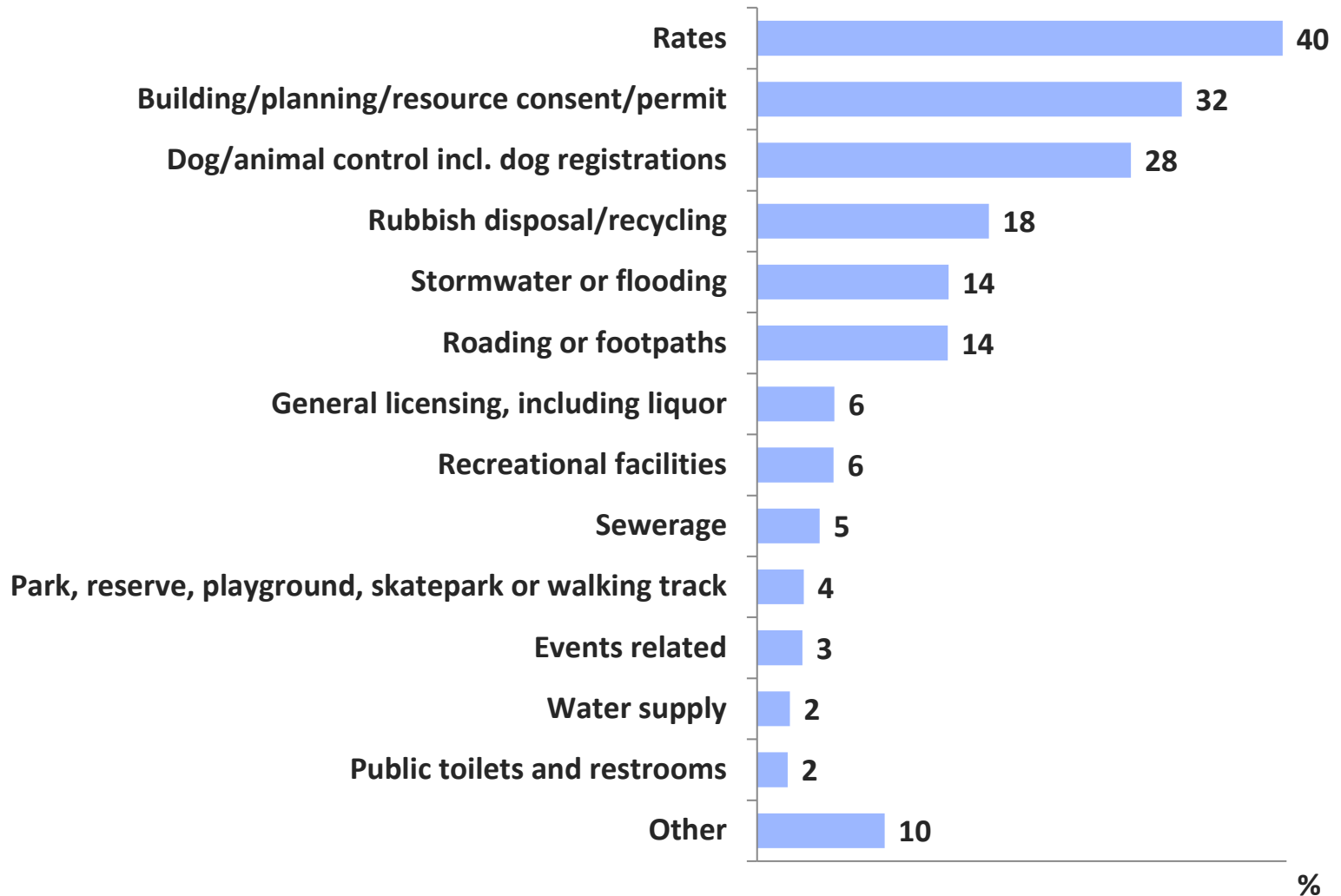
Total sample: 364

*Small sample size – results indicative only



Reasons for Contacting Council Offices, 2022

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



Sample: those who contacted Council in last 12 months: 234



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) %	2022 (234) %
Rates	33	23	26	24	22	28	25	24	30	38	40
Building/planning/resource consent/ permit	26	30	22	24	23	23	20	12	20	30	32
Dog/animal control including dog registrations	15	32	24	34	33	29	26	26	31	37	28
Rubbish disposal/recycling	5	6	5	5	5	8	9	8	12	11	18
Stormwater or flooding	5	6	5	5	8	8	4	8	4	10	14
Roading or footpaths	7	9	9	6	5	8	7	11	13	10	14
General licensing/liquor	2	1	1	1	1	2	-	2	4	1	6
Recreational facilities	-	-	-	-	-	-	-	-	-	3	6
Sewerage	4	3	3	3	2	2	3	3	5	3	5
Park, reserve, playground, skatepark or walking track	-	-	-	-	-	-	-	-	-	2	4
Events related	-	-	-	-	-	-	-	-	-	4	3
Water supply	6	4	7	4	3	-	4	6	3	4	2
Public toilets and restrooms	-	-	-	-	-	-	-	-	-	1	2
Other	18	21	23	33	25	21	26	36	18	15	10
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, 2022

Q. How did you make contact with the Council?

Reason for Contacting Council:	Method of Contact						
	Phone %	Walk-in %	Email %	Social Media %	Letter %	Other %	No reply %
All Contacts (431 contacts made by 234 residents)	48	47	33	6	2	1	-
Rates (91)	33	66	16	4	5	-	-
Building/planning/resource consent/permit (71)	59	53	42	4	1	1	-
Dog/animal control incl. dog registrations (68)	35	65	19	4	-	-	-
Rubbish disposal/recycling (41*)	62	29	24	11	2	-	3
Stormwater or flooding (34*)	66	9	43	18	-	-	2
Roading or footpaths (33*)	56	28	51	8	4	-	-
General licensing/liquor (12*)	23	51	60	-	-	-	-
Recreational facilities (15*)	40	51	35	6	-	6	-
Sewerage (12*)	68	26	49	-	5	6	-
Park, reserve, playground, skatepark or walking track (9*)	100	34	48	-	-	-	-
Events related (9*)	40	41	48	33	-	-	-
Water supply (7*)	87	13	36	-	-	-	-
Public toilets and restrooms (5*)	58	-	38	20	-	-	-
Other (24*)	38	43	42	-	4	-	-

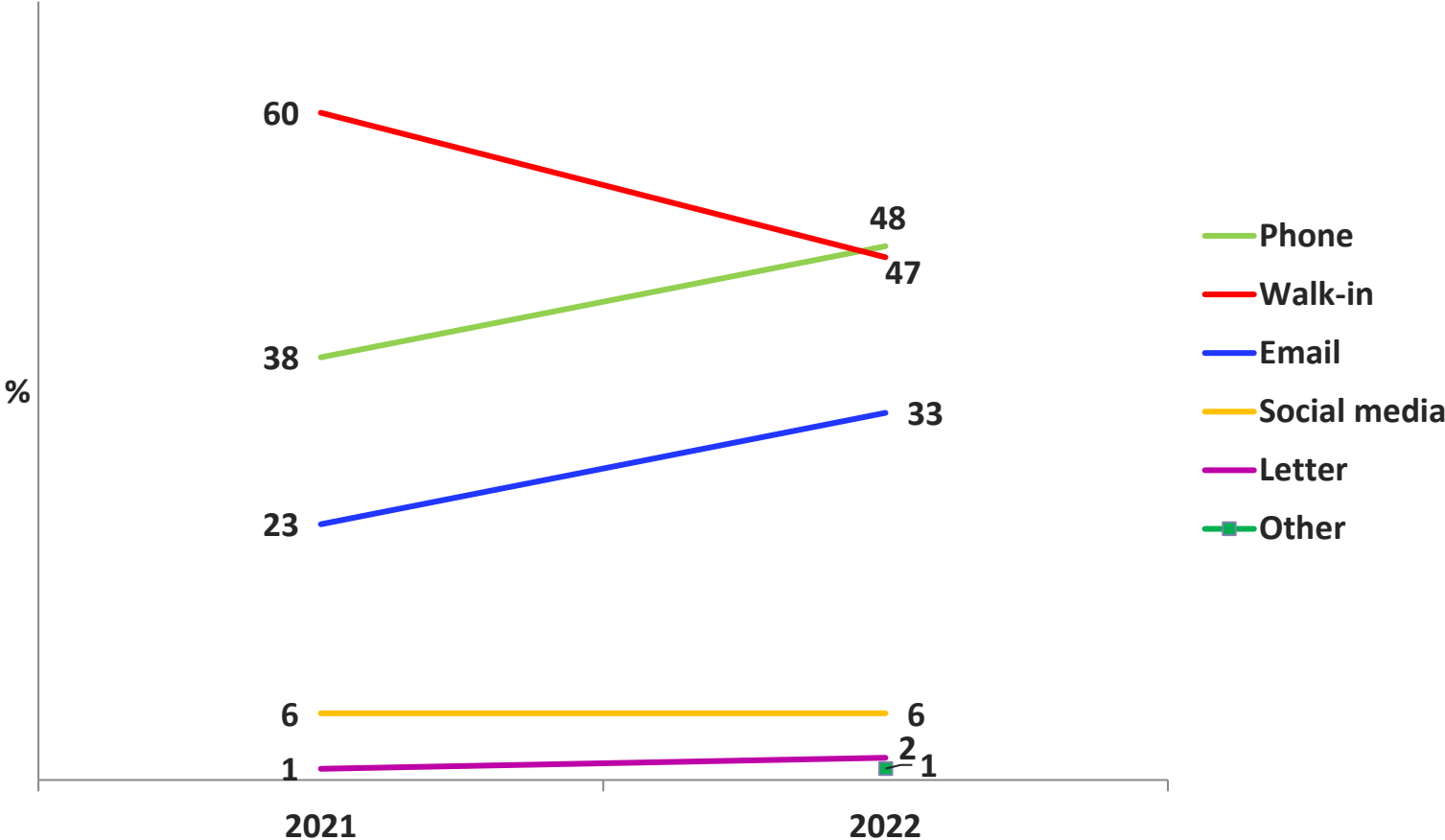
Sample: those who contacted the Council about each: refer to ()

*Small sample size – results indicative only



Method of Contacting Council – Trend Data

Q. How did you make contact with the Council?

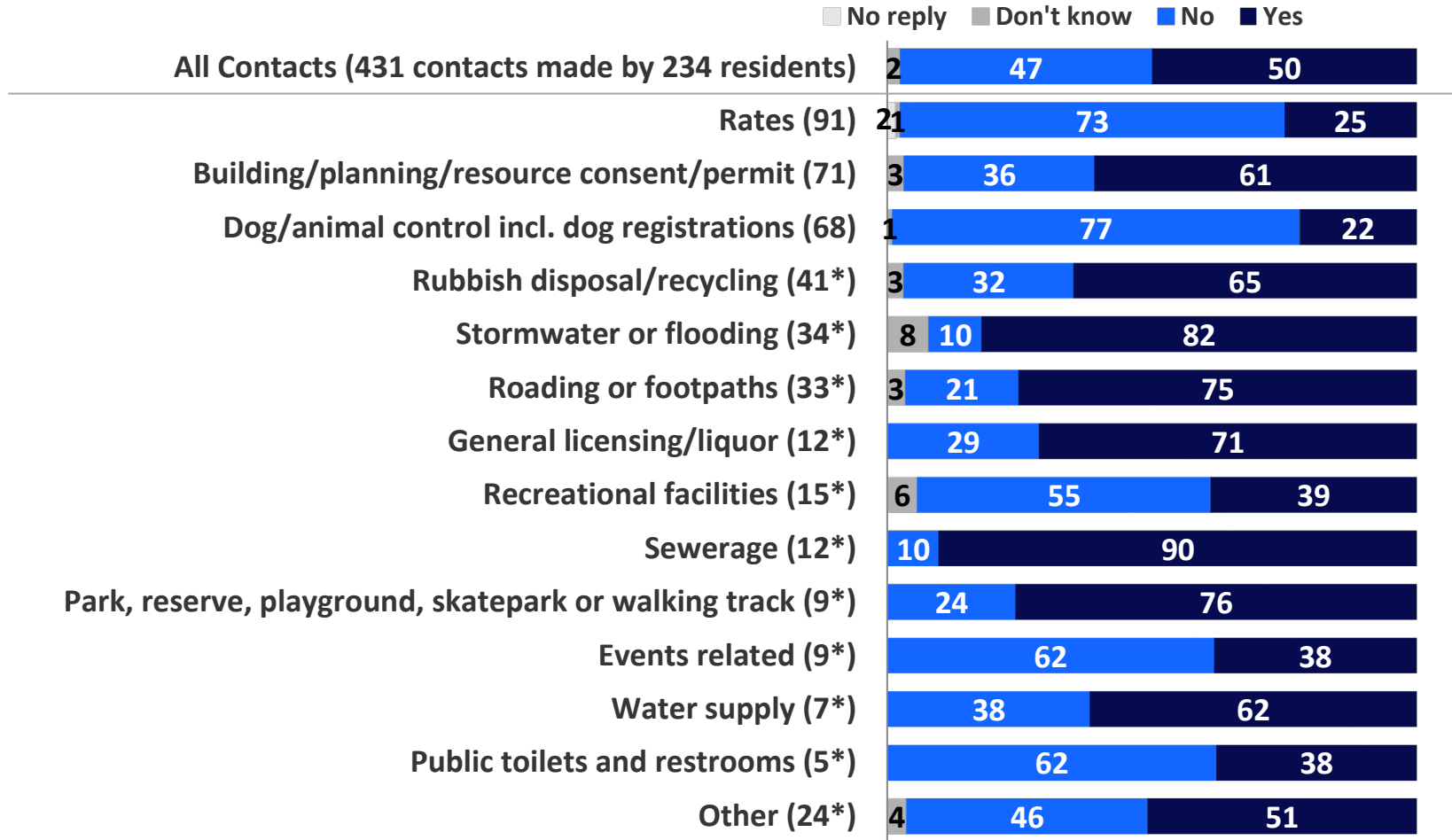


Sample: 2021: 364 contacts made by 214 residents; 2022: 431 contacts made by 234 residents
Note: this question was not asked prior to 2021



Whether Further Communication or Follow up by Council Required, 2022

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



%

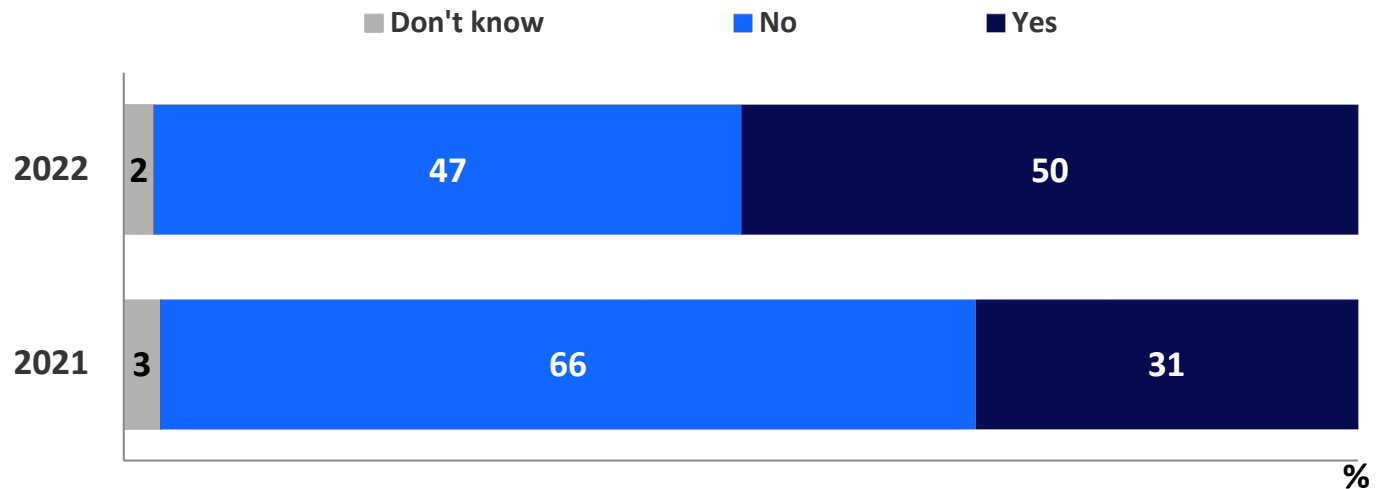
Sample: those who contacted the Council about each: refer to ()

*Small sample size – results indicative only



Whether Further Communication or Follow up by Council Required – Trend Data

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



Sample: 2021: 364 contacts made by 214 residents; 2022: 431 contacts made by 234 residents

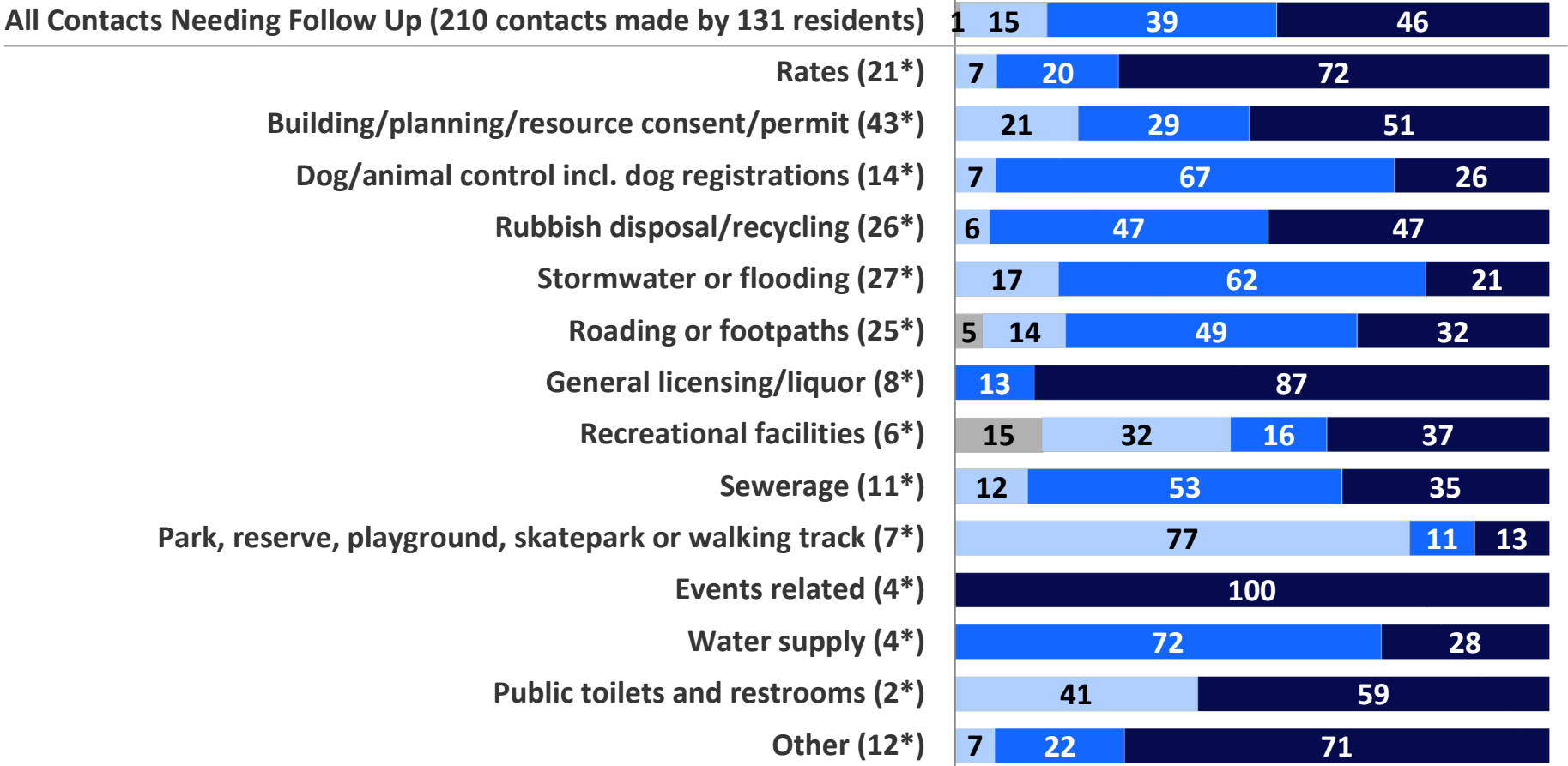
Note: this question was not asked prior to 2021



Whether Required Further Communication or Follow up by Council Occurred, 2022

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

■ Don't know ■ In ongoing communication ■ No ■ Yes



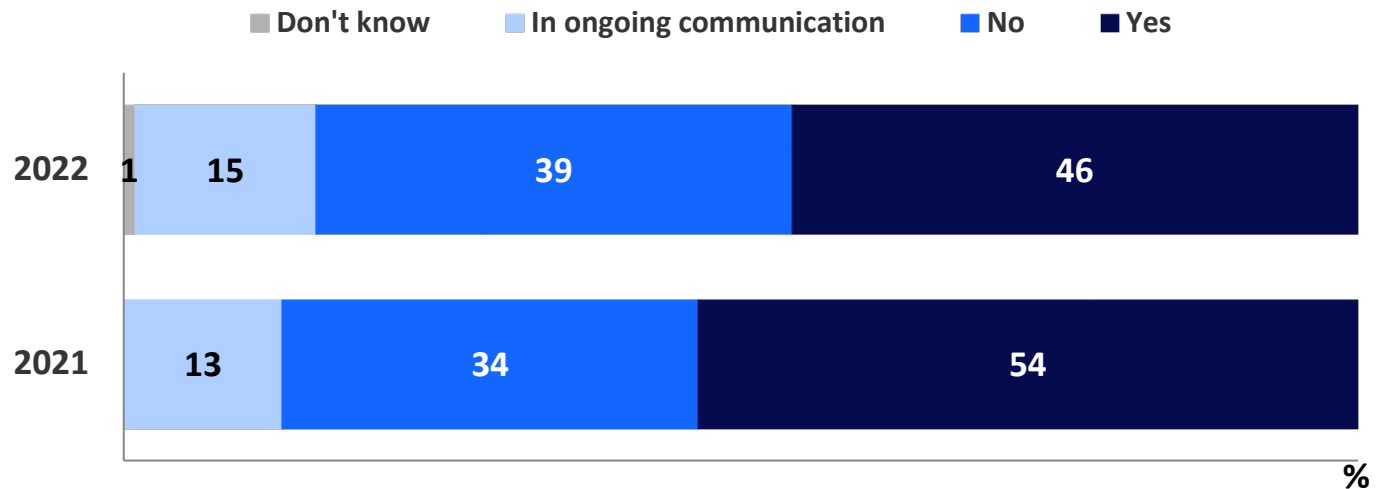
Sample: those who contacted the Council about each requiring follow up: refer to ()

*Small sample size – results indicative only



Whether Required Further Communication or Follow up by Council Occurred – Trend Data

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



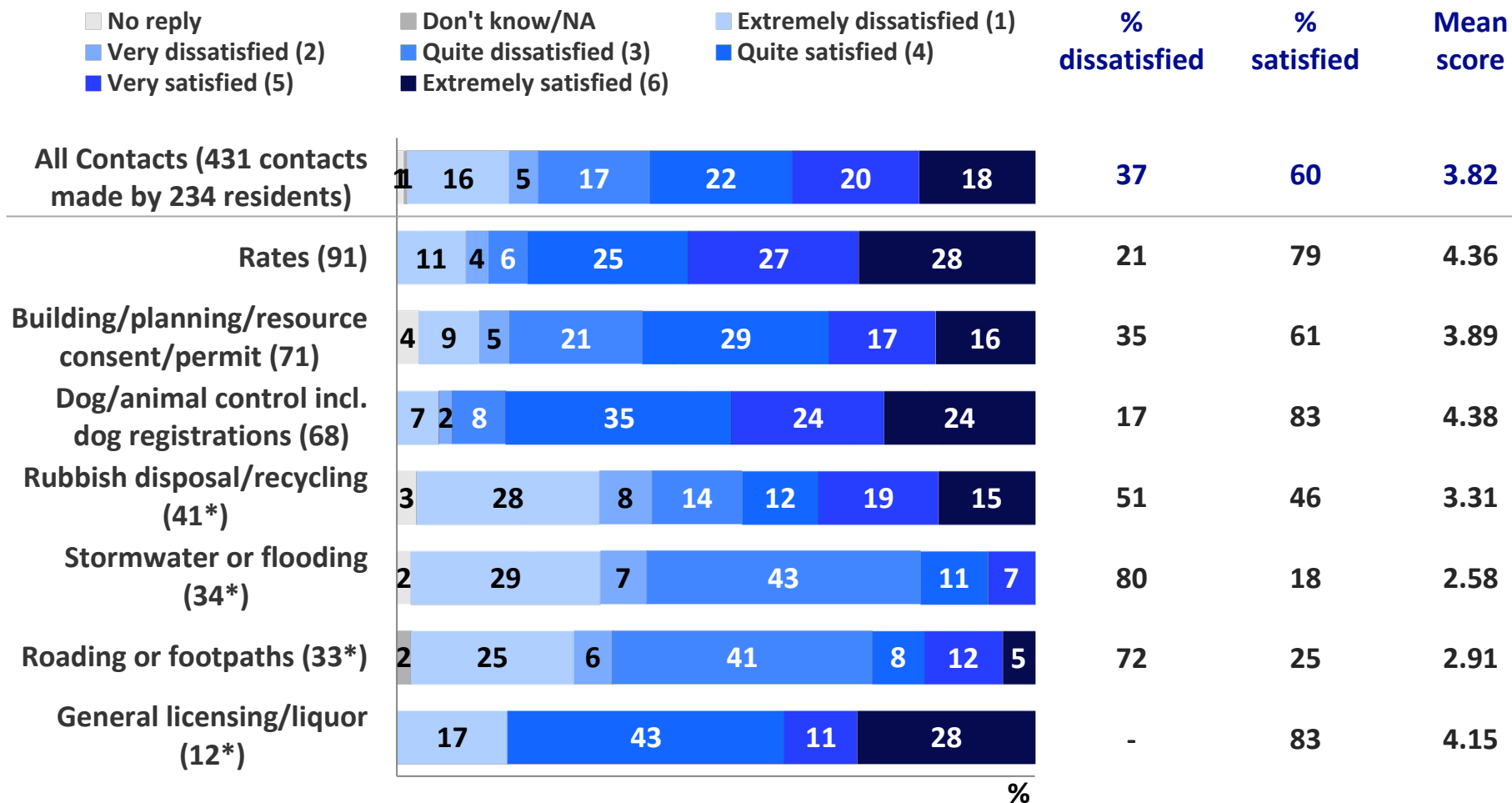
Sample: 2021: 112 contacts made by 84 residents; 2022: 210 contacts made by 131 residents

Note: this question was not asked prior to 2021



Satisfaction with Service from Council Offices by Reason for Contacting Council, 2022

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



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

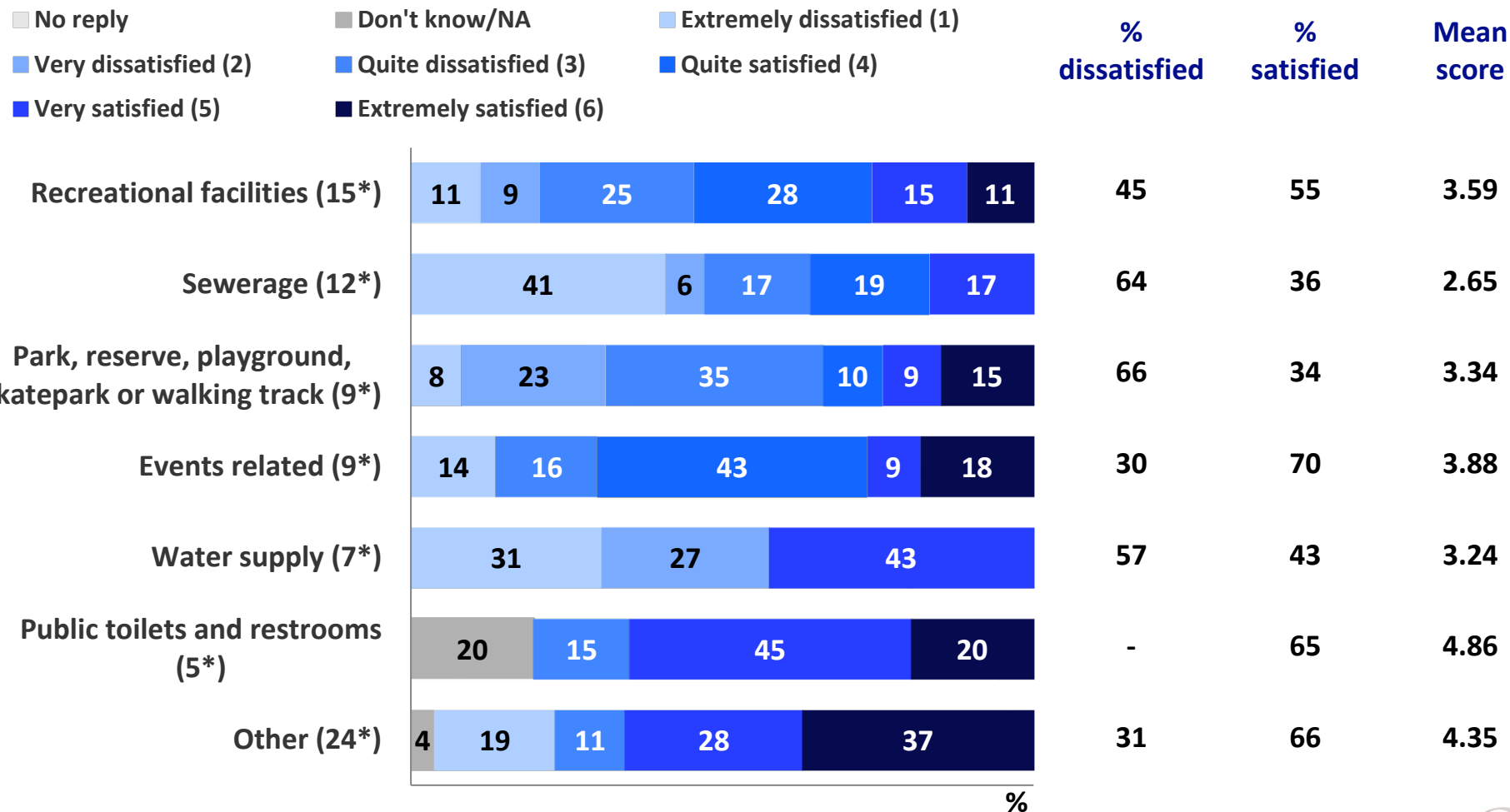
*Small sample size – results indicative only

Continued on next slide



Satisfaction with Service from Council Offices by Reason for Contacting Council, 2022 cont.

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



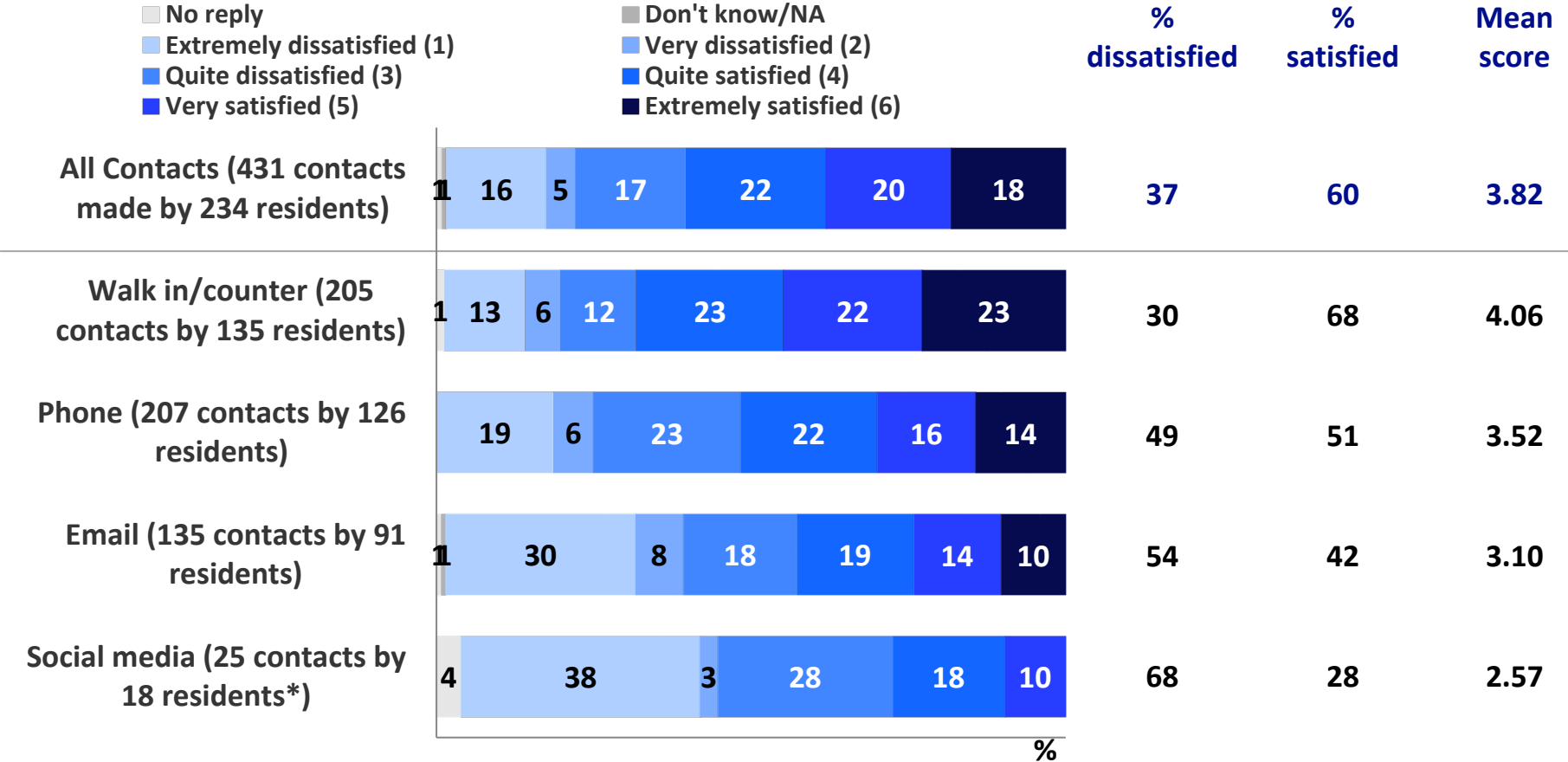
Sample: those who contacted the Council about each – refer to ()

*Small sample size – results indicative only



Satisfaction with Service from Council Offices by Method of Contacting Council, 2022

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



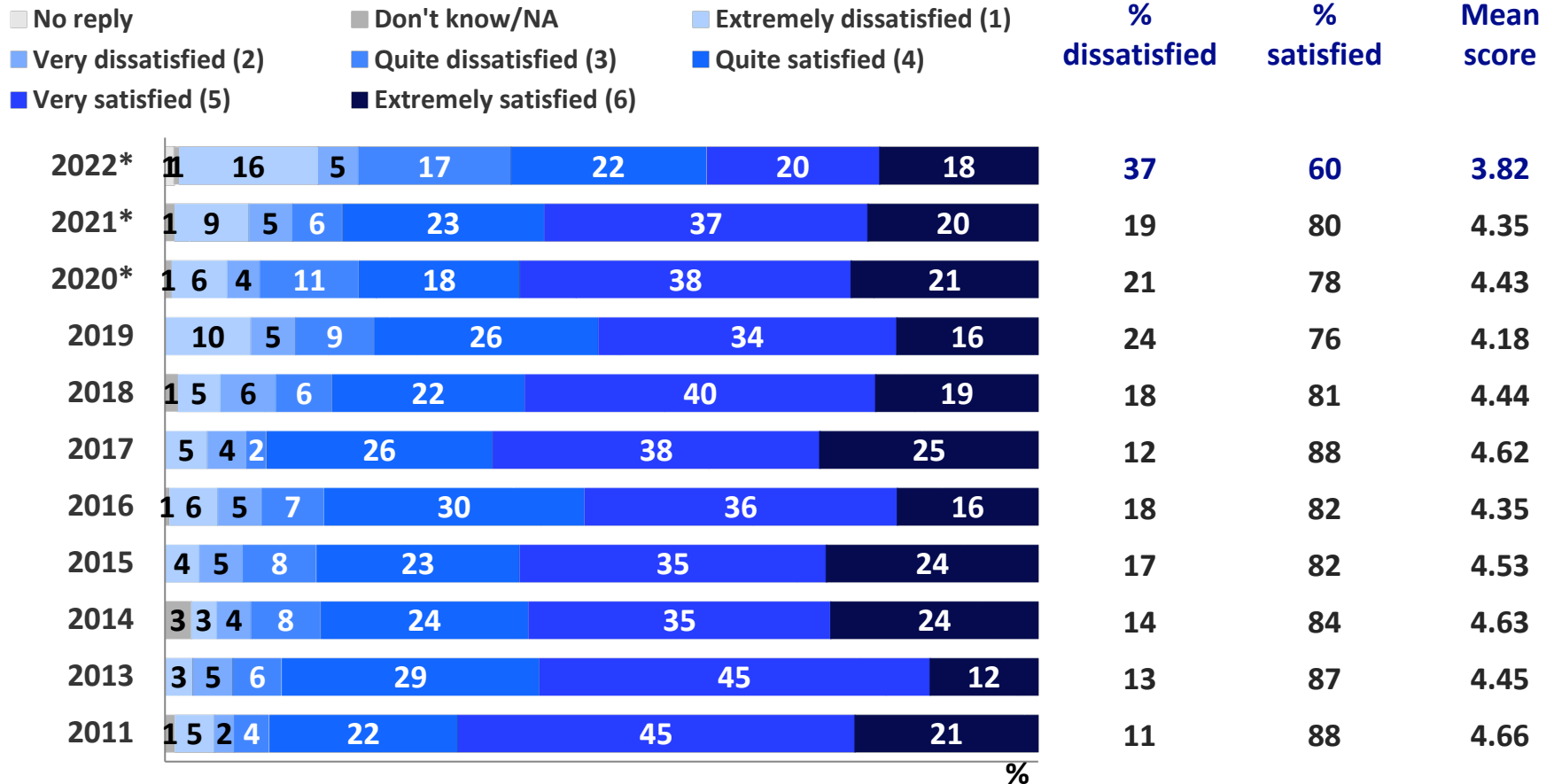
Based on all ratings of service from Council Offices rated by those contacting Council offices for any of the reasons shown on the previous pages: 431 contacts rated by 234 residents)

*Small sample size – results indicative only



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?



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

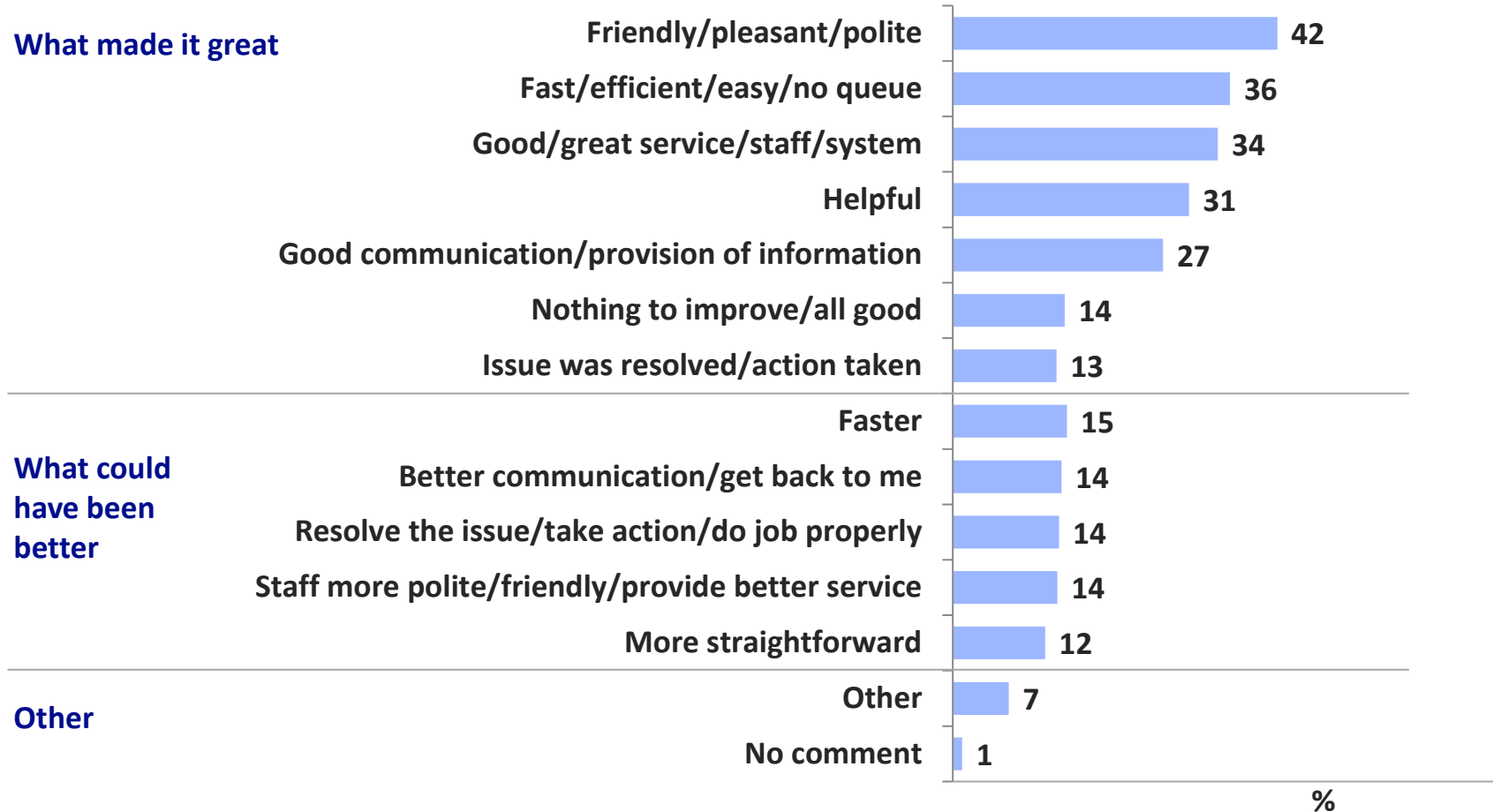
*Based on all ratings of service from Council Offices by those contacting Council offices for any of the reasons shown on the previous page: 2020: 266 contacts rated by 178 residents; 2021: 364 contacts rated by 214 residents; 2022: 431 contacts rated by 234 residents)



Aspects of Service that Made it Great or Could Have Been Better – Rates, 2022

[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 and rated the service received: 91



Aspects of Service that Made it Great or Could Have Been Better – Rates, Trend Data*

[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?†

		2020 (66) %	2021 (82) %	2022 (91) %
What Made it Great	Friendly/pleasant/polite	18	30	42
	Fast/efficient/easy/no queue	15	26	36
	Good/great service/staff/system	11	9	34
	Helpful	6	9	31
	Good communication/provision of information	6	9	27
	Nothing to improve/all good	23	11	14
	Issue was resolved/action taken	2	9	13
What Could Have Been Better	Faster	2	-	15
	Better communication/get back to me	2	2	14
	Resolve the issue/take action/do job properly	3	5	14
	Staff more polite/friendly/provide better service	5	4	14
	More straightforward	-	1	12
Other	Other	18	10	7
	No comment	8	5	1

Sample: those who contacted the Council about rates and rated the service received: refer to ()

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?

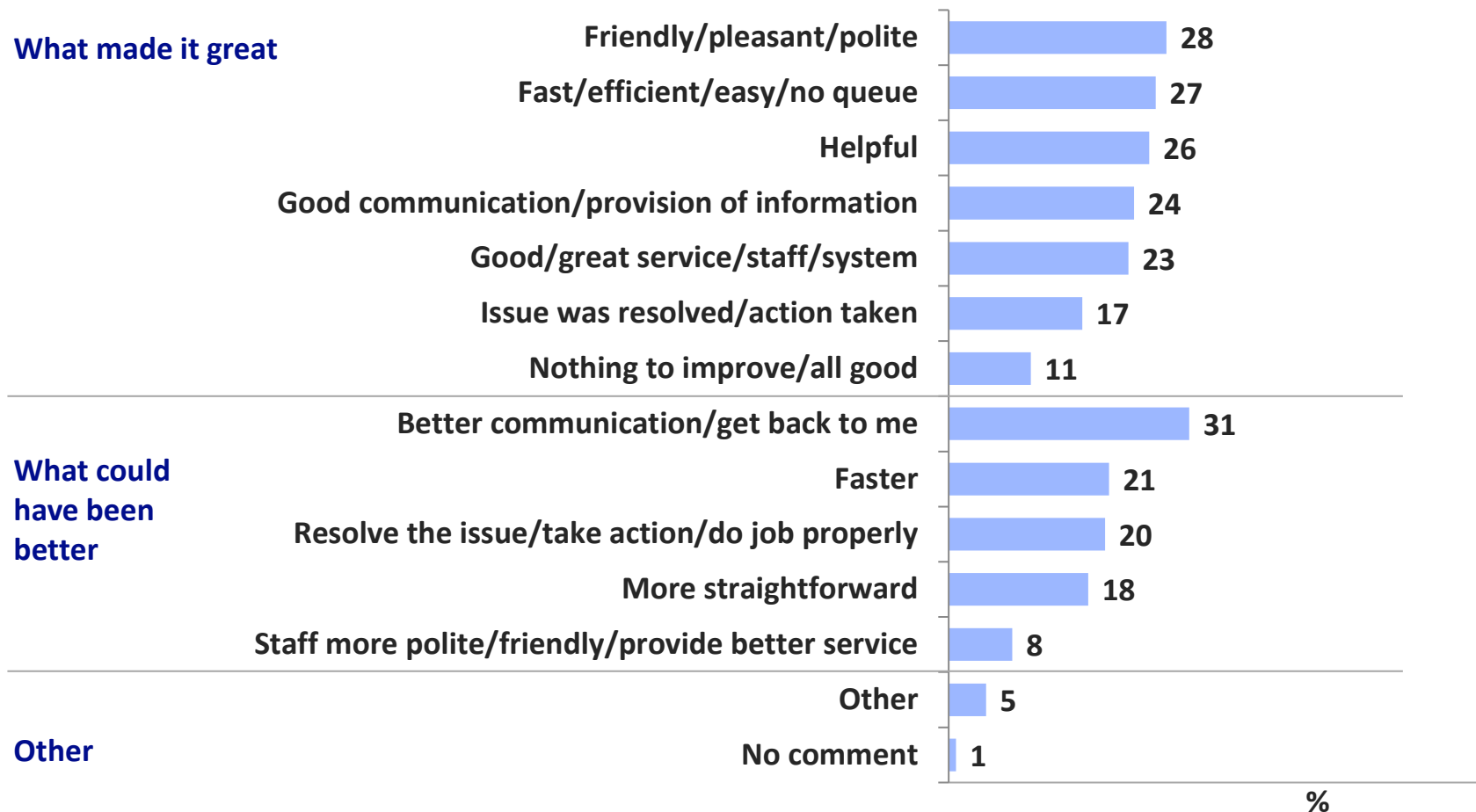
*2022 results are not directly comparable with earlier years as the question was pre-coded in 2022 but asked as an open response question prior to 2022



Aspects of Service that Made it Great or Could Have Been Better – Building/Planning/Resource Consent/Permit, 2022

[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 and rated the service received: 69



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

[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?†

		2020 (44**) %	2021 (63) %	2022 (69) %
What Made it Great	Friendly/pleasant/polite	-	16	28
	Fast/efficient/easy/no queue	11	16	27
	Helpful	5	14	26
	Good communication/provision of information	5	14	24
	Good/great service/staff/system	14	11	23
	Issue was resolved/action taken	7	3	17
	Nothing to improve/all good	16	8	11
What Could Have Been Better	Better communication/get back to me	5	3	31
	Faster	9	5	21
	Resolve the issue/take action/do job properly	9	5	20
	More straightforward	5	3	18
	Staff more polite/friendly/provide better service	7	14	8
Other	Other	18	14	5
	No comment	2	5	1

Sample: those who contacted the Council about building/planning/resource consent/permit and rated the service received: refer to ()

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?

*2022 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

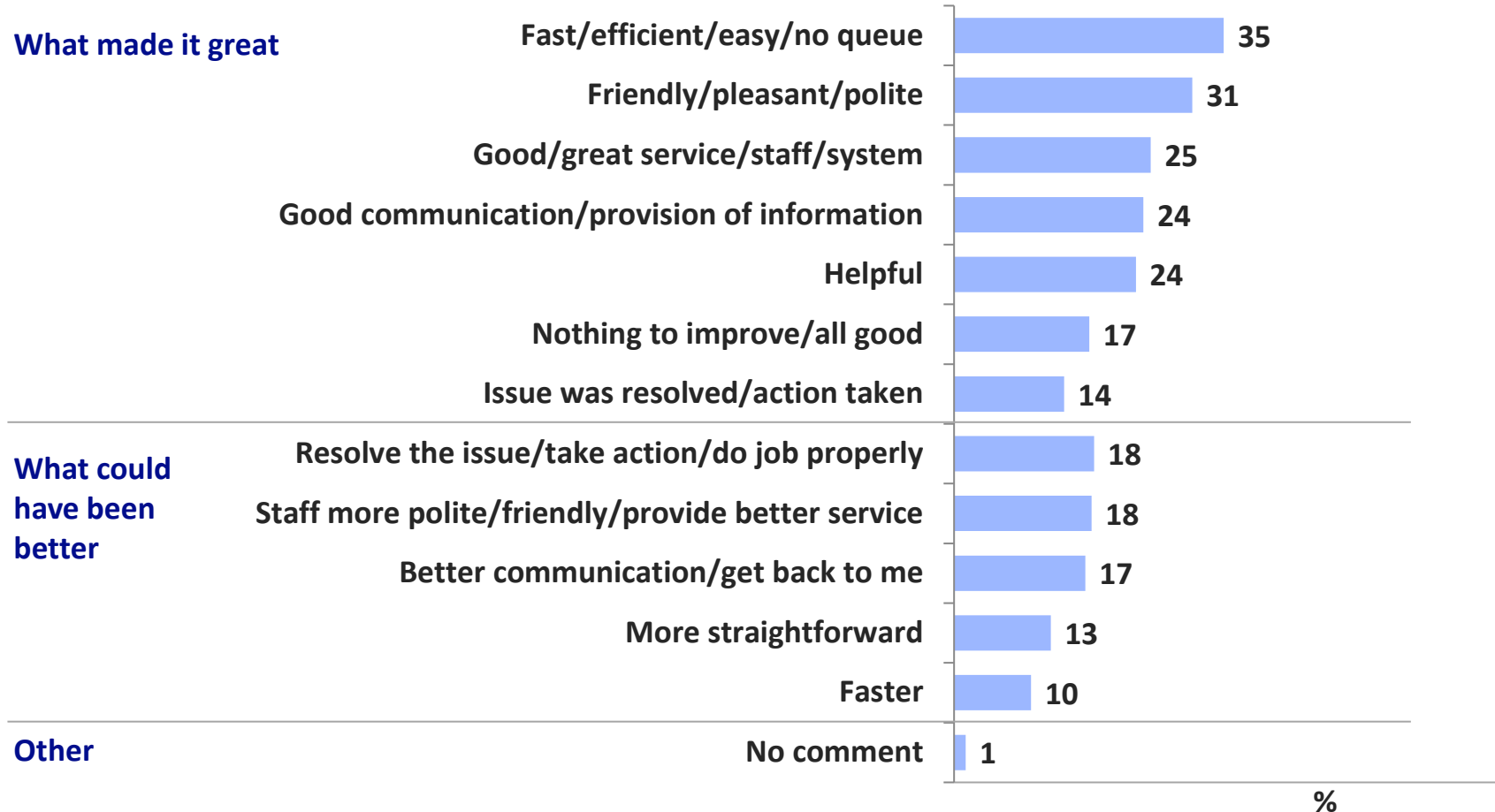
**Small sample size – results indicative only



Aspects of Service that Made it Great or Could Have Been Better – Dog Registration/Animal Control, 2022

[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 and rated the service received: 68



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

[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?†

		2020 (68) %	2021 (80) %	2022 (68) %
What Made it Great	Fast/efficient/easy/no queue	9	26	35
	Friendly/pleasant/polite	26	33	31
	Good/great service/staff/system	13	18	25
	Good communication/provision of information	1	5	24
	Helpful	10	18	24
	Nothing to improve/all good	21	11	17
	Issue was resolved/action taken	-	1	14
What Could Have Been Better	Resolve the issue/take action/do job properly	4	4	18
	Staff more polite/friendly/provide better service	9	1	18
	Better communication/get back to me	3	3	17
	More straightforward	-	1	13
	Faster	-	3	10
Other	Other	18	8	-
	No comment	6	4	1

Sample: those who contacted the Council about dog registration/animal control and rated the service received: refer to ()

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?

*2022 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022



Aspects of Service that Made it Great or Could Have Been Better – Rubbish Disposal/Recycling, 2022

[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 and rated the service received: 40*

*Small sample size – results indicative only



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

[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?†

		2020 (26**)	2021 (23**)	2022 (40**)
		%	%	%
What Made it Great	Helpful	8	9	27
	Friendly/pleasant/polite	23	17	25
	Good communication/provision of information	-	9	22
	Fast/efficient/easy/no queue	38	17	22
	Good/great service/staff/system	12	9	21
	Issue was resolved/action taken	-	4	17
	Nothing to improve/all good	12	17	7
What Could Have Been Better	Resolve the issue/take action/do job properly	4	4	39
	Better communication/get back to me	4	9	32
	More straightforward	-	-	18
	Faster	-	-	12
	Staff more polite/friendly/provide better service	-	4	11
Other	Other	23	9	8
	No comment	8	-	-

Sample: those who contacted the Council about rubbish disposal/recycling and rated the service received: refer to ()

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?

*2022 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

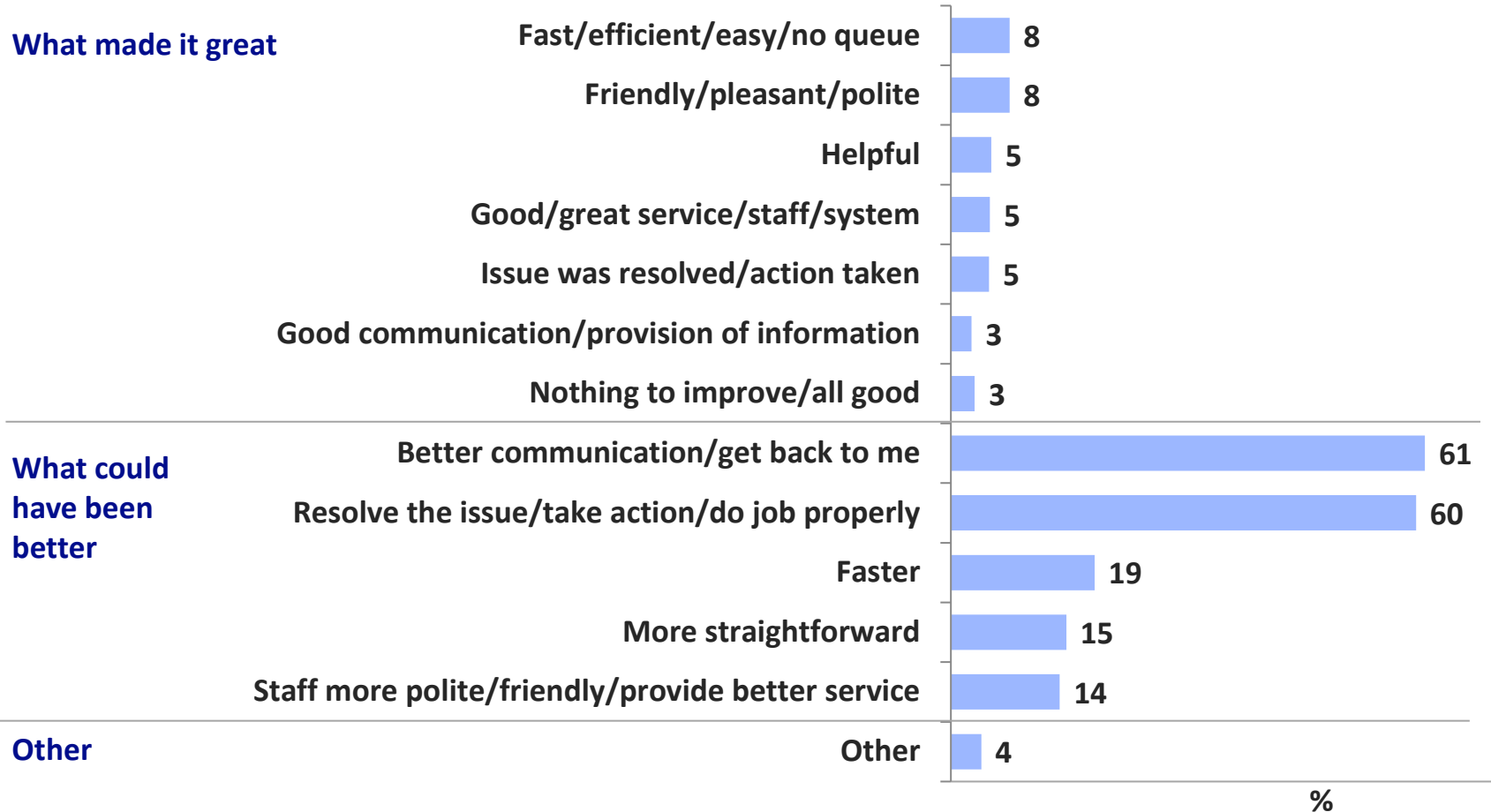
**Small sample size – results indicative only



Aspects of Service that Made it Great or Could Have Been Better – Stormwater or Flooding, 2022

[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 and rated the service received: 33*

*Small sample size – results indicative only



Aspects of Service that Made it Great or Could Have Been Better – Stormwater or Flooding, Trend Data*

[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?†

		2021 (21**)	2022 (33**)
		%	%
What Made it Great	Fast/efficient/easy/no queue	19	8
	Friendly/pleasant/polite	10	8
	Helpful	5	5
	Good/great service/staff/system	-	5
	Issue was resolved/action taken	-	5
	Good communication/provision of information	-	3
	Nothing to improve/all good	5	3
What Could Have Been Better	Better communication/get back to me	24	61
	Resolve the issue/take action/do job properly	48	60
	Faster	5	19
	More straightforward	-	15
	Staff more polite/friendly/provide better service	5	14
Other	Other	5	4
	No comment	-	-

Sample: those who contacted the Council about stormwater or flooding and rated the service received: refer to ()

Note: this question was not asked prior to 2020. 2020 data not shown as service contacted by <10 residents

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

*2022 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

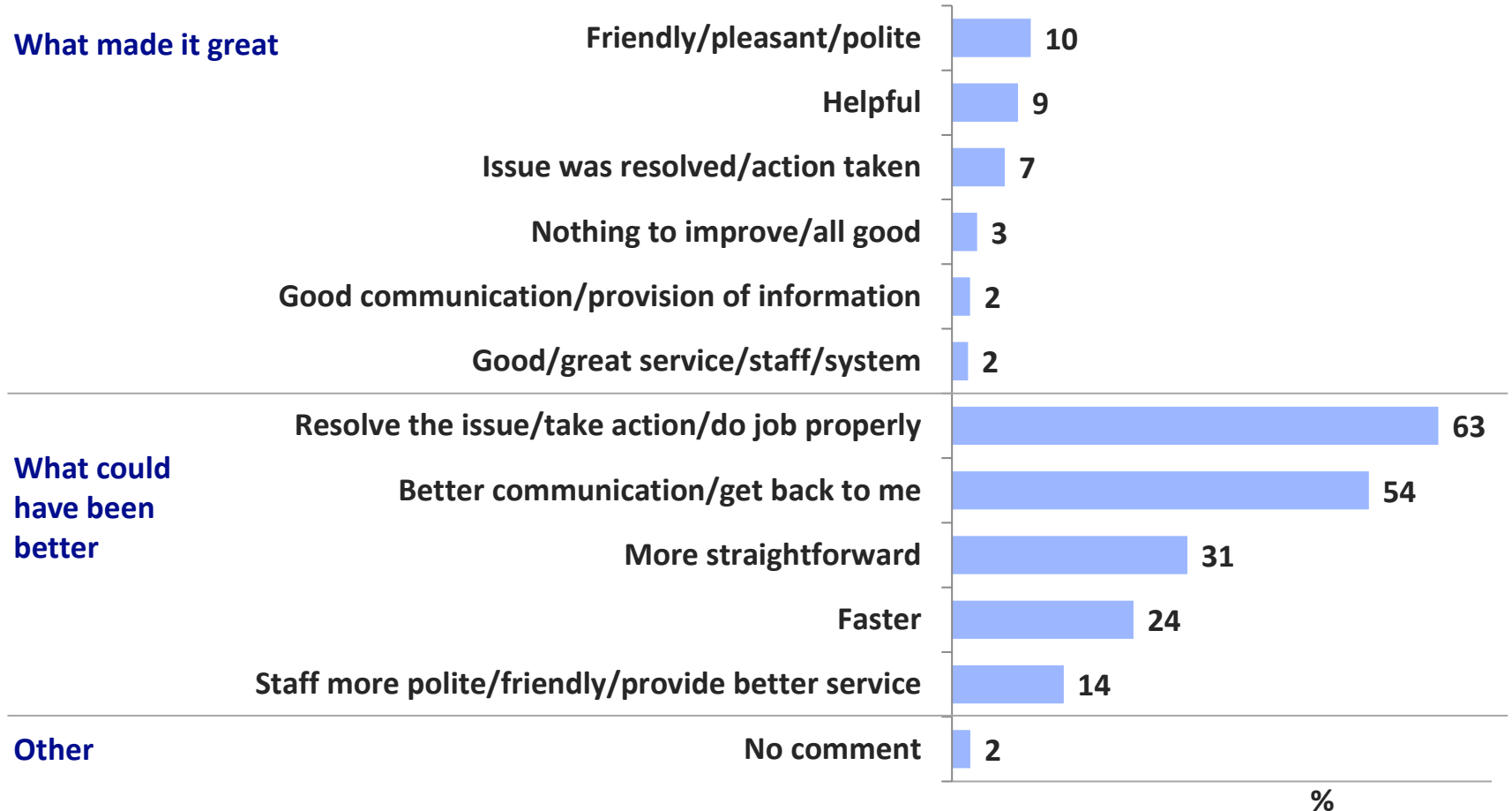
**Small sample size – results indicative only



Aspects of Service that Made it Great or Could Have Been Better – Roading or Footpaths, 2022

[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 or footpaths and rated the service received: 32*

*Small sample size – results indicative only



Aspects of Service that Made it Great or Could Have Been Better – Roading or Footpaths, Trend Data*

[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?†

		2020 (28**)	2021 (20**)	2022 (32**)
		%	%	%
What Made it Great	Friendly/pleasant/polite	-	5	10
	Helpful	7	5	9
	Issue was resolved/action taken	4	20	7
	Nothing to improve/all good	4	5	3
	Good communication/provision of information	-	-	2
	Good/great service/staff/system	7	-	2
	Fast/efficient/easy/no queue	7	10	-
What Could Have Been Better	Resolve the issue/take action/do job properly	39	45	63
	Better communication/get back to me	18	5	54
	More straightforward	-	-	31
	Faster	14	5	24
	Staff more polite/friendly/provide better service	-	-	14
Other	Other	4	20	-
	No comment	4	-	2

Sample: those who contacted the Council about roading or footpaths and rated the service received: refer to ()

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?

*2022 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

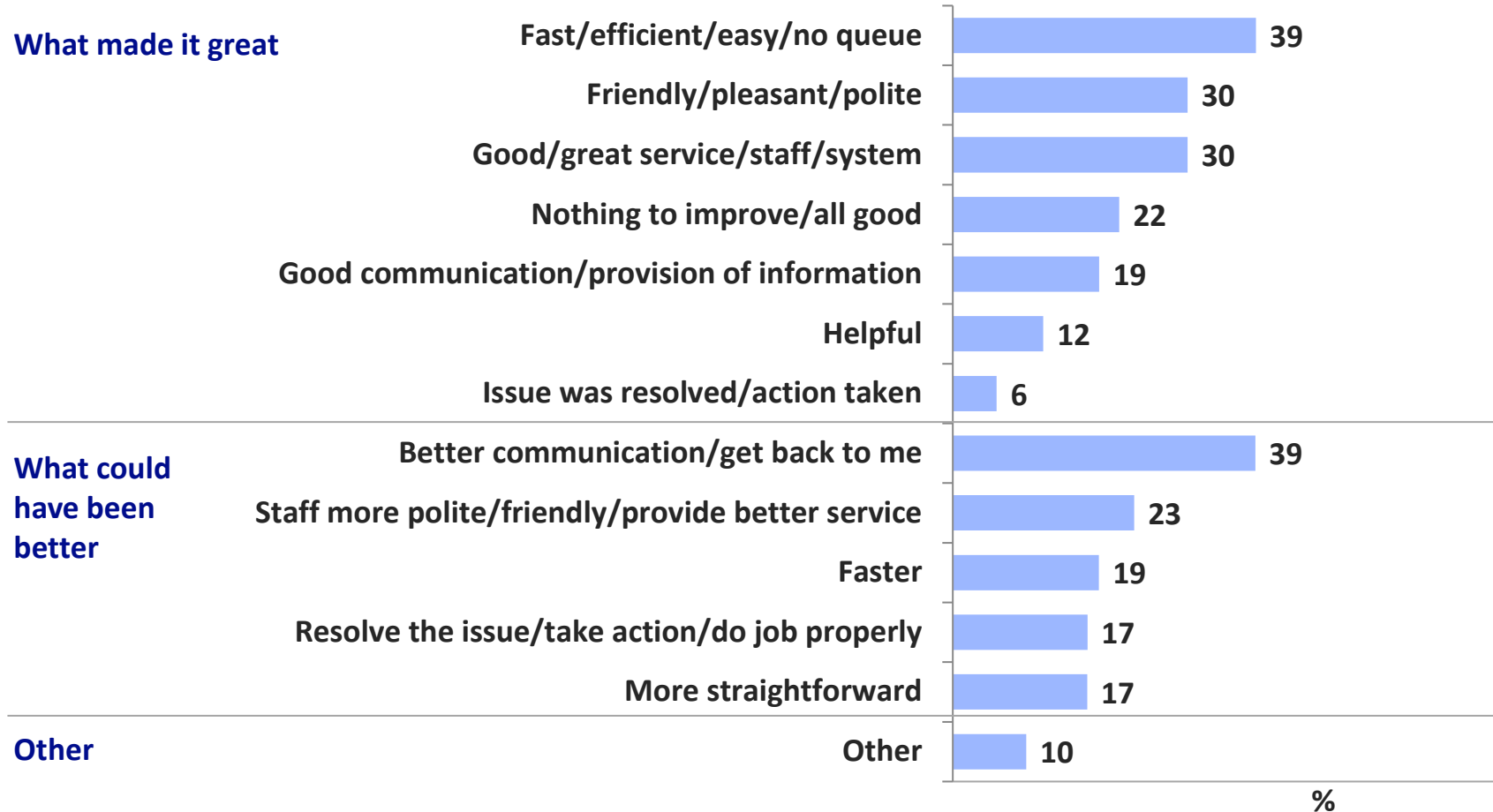
**Small sample size – results indicative only



Aspects of Service that Made it Great or Could Have Been Better – General Licensing/Liquor, 2022

[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 general licensing/liquor and rated the service received: 12*

*Small sample size – results indicative only

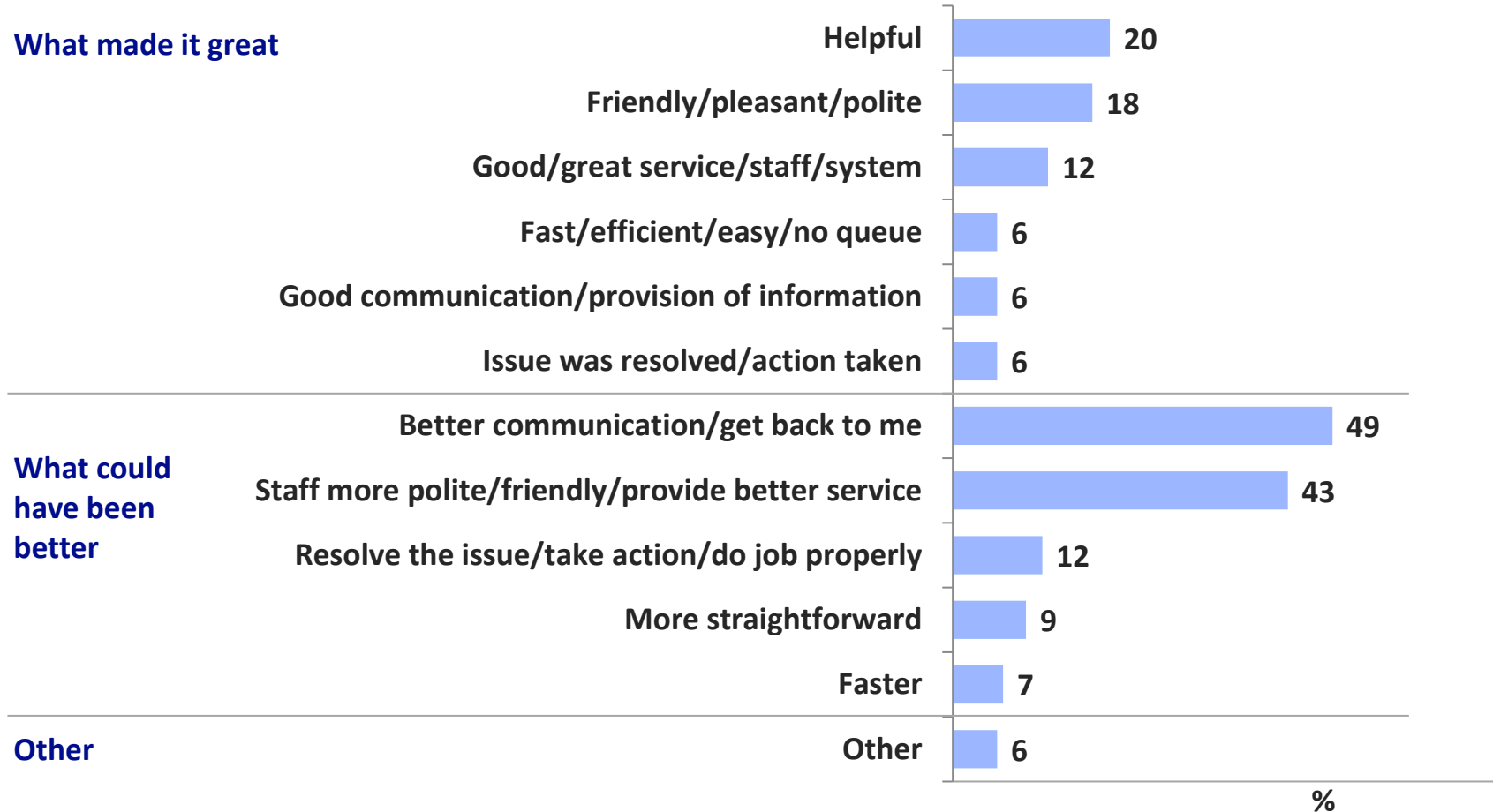
Note: Trend data not shown as service contacted by <10 residents prior to 2022



Aspects of Service that Made it Great or Could Have Been Better – Recreational Facilities, 2022

[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 recreational facilities and rated the service received: 15*

*Small sample size – results indicative only

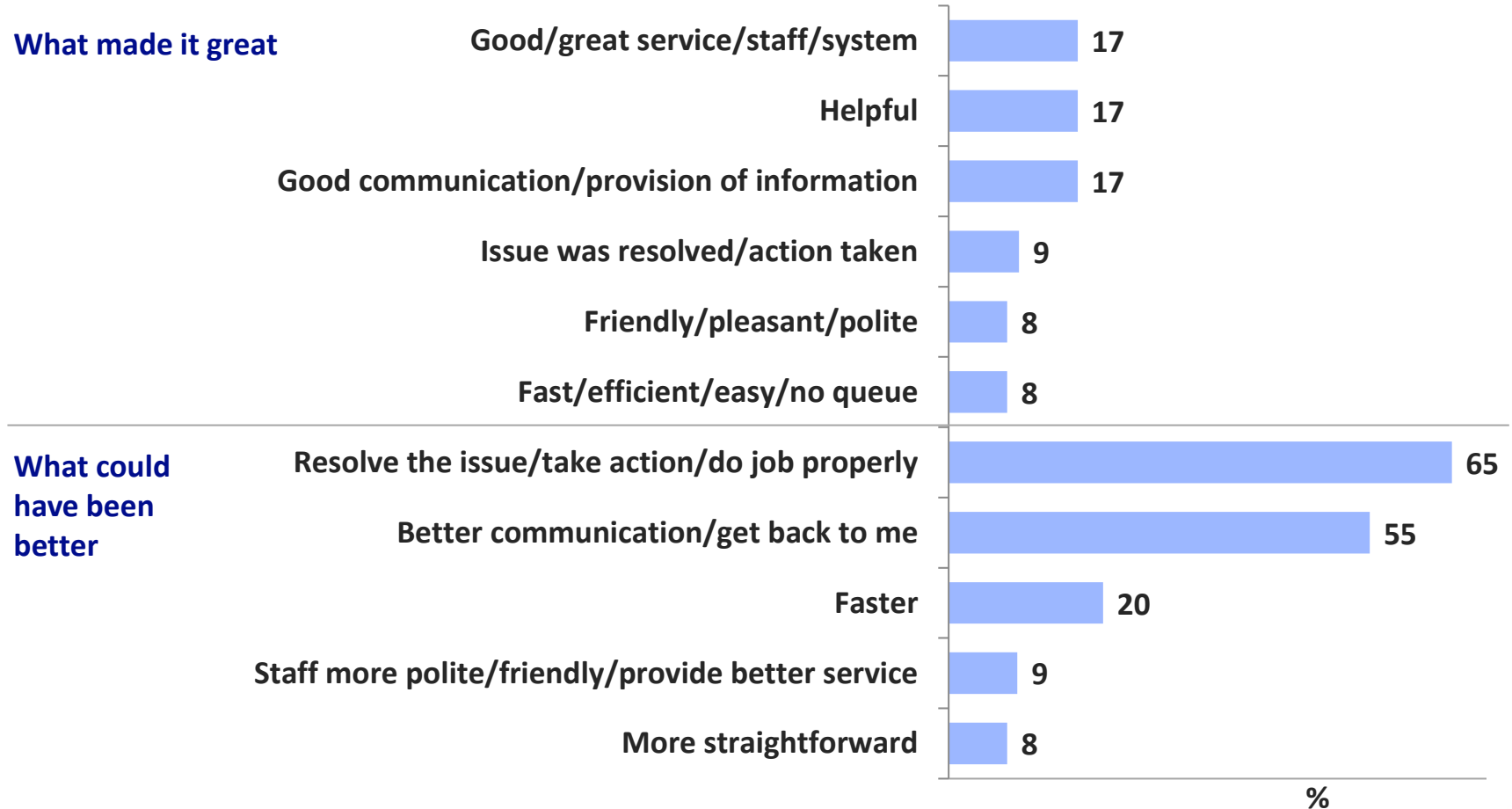
Note: Trend data not shown as service contacted by <10 residents prior to 2022



Aspects of Service that Made it Great or Could Have Been Better – Sewerage, 2022

[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 sewerage and rated the service received: 12*

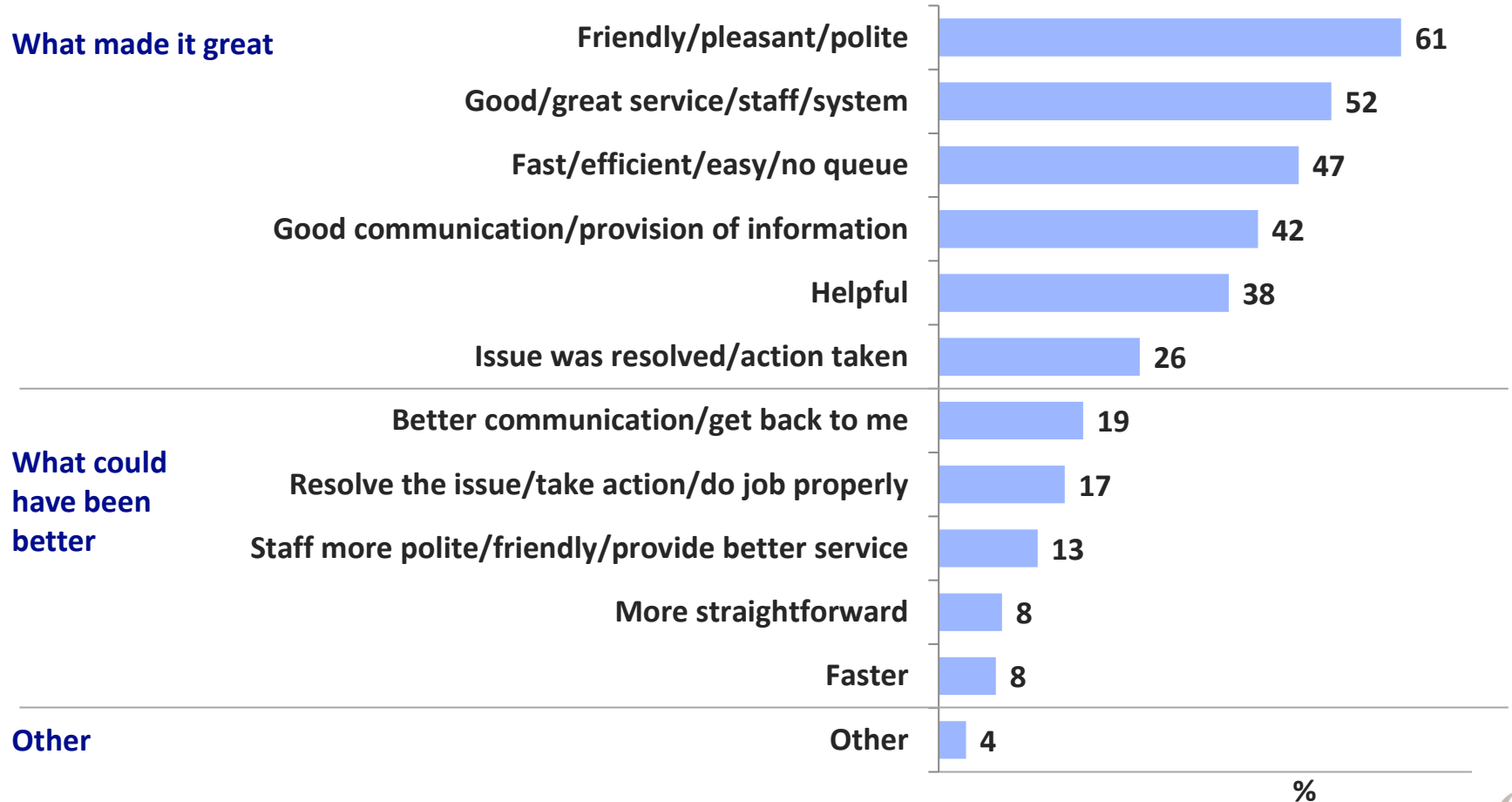
*Small sample size – results indicative only Note: Trend data not shown as service contacted by <10 residents prior to 2022



Aspects of Service that Made it Great or Could Have Been Better – Other Reasons for Contacting, 2022

[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 for other reasons and rated the service received: 23*

*Small sample size – results indicative only



Aspects of Service that Made it Great or Could Have Been Better – Other Reasons for Contacting, Trend Data*

[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?†

		2021 (31**) %	2022 (23**) %
What Made it Great	Friendly/pleasant/polite	26	61
	Good/great service/staff/system	6	52
	Fast/efficient/easy/no queue	13	47
	Good communication/provision of information	10	42
	Helpful	29	38
	Issue was resolved/action taken	3	26
	Nothing to improve/all good	3	-
What Could Have Been Better	Better communication/get back to me	10	19
	Resolve the issue/take action/do job properly	10	17
	Staff more polite/friendly/provide better service	6	13
	More straightforward	-	8
	Faster	3	8
Other	Other	16	4
	No comment	3	-

Sample: those who contacted the Council for other reasons and rated the service received: refer to ()

Note: this question was not asked prior to 2021

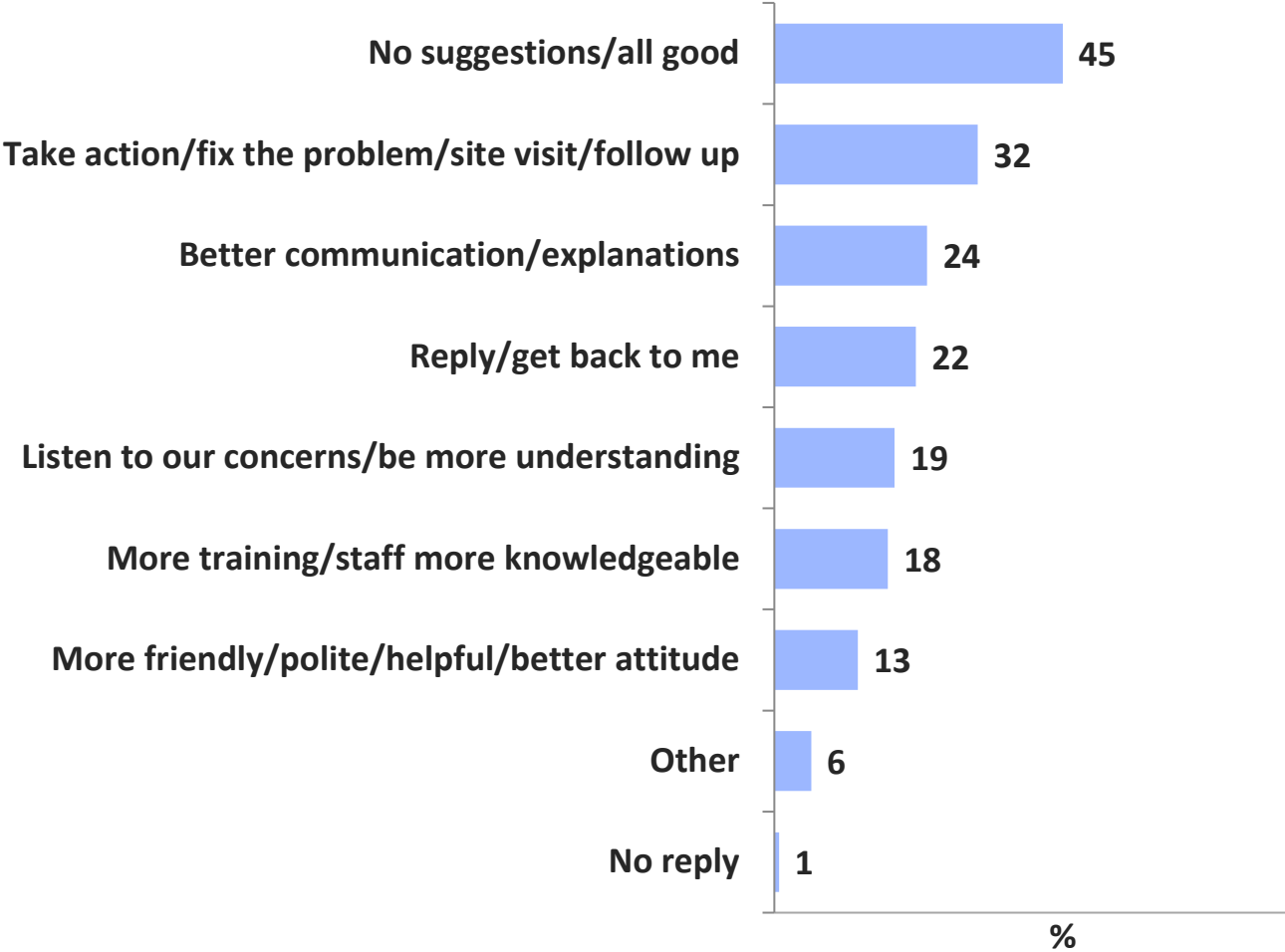
*2022 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

**Small sample size – results indicative only



Suggested Improvements to Council Customer Service, 2022 – All contacts

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



Sample: those contacting Council offices for any reason: 431 contacts by 234 residents



Suggested Improvements to Council Customer Service, Trend Data*

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

	All contacts 2021 %	All contacts 2022 %
No suggestions/all good	62	45
Take action/fix the problem/site visit/follow up	6	32
Better communication/explanations	2	24
Reply/get back to me	7	22
Listen to our concerns/be more understanding	2	19
More training/staff more knowledgeable	2	18
More friendly/polite/helpful/better attitude	3	13

Sample: those contacting Council offices for any reason: 2021: 364 contacts by 214 residents; 2022: 431 contacts by 234 residents

*2022 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

Note: this question was not asked prior to 2021



Suggested Improvements by Reason for Contact, 2022

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

	All contacts† %	Rates (91) %	Building/ planning/ resource consent/ permit (71) %	Dog reg./ animal control (68) %	Rubbish disposal/ recycling (41*) %	Storm- water/ flooding (34*) %	Roading (33*) %	General licensing (12*) %	Rec. facilities (15*) %	Sewerage (12*) *	Other (24*) %
No suggestions/all good	45	59	37	61	37	15	18	61	26	26	77
Take action/fix the problem/ site visit/follow up	32	16	29	19	41	75	63	17	36	38	3
Better communication/ explanations	24	14	35	17	29	34	36	17	30	16	8
Reply/get back to me	22	9	32	12	34	37	34	-	18	50	10
Listen to our concerns/be more understanding	19	11	23	17	18	26	39	9	45	17	5
More training/staff more knowledgeable	18	17	25	13	16	6	26	23	36	6	13
More friendly/polite/helpful/ better attitude	13	15	11	17	12	2	17	23	28	6	5
Other	6	5	11	4	5	-	-	17	17	8	3
No reply	1	1	2	-	-	-	3	-	-	-	-

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: 431 contacts by 234 residents

Note: Only services contacted by >10 residents shown

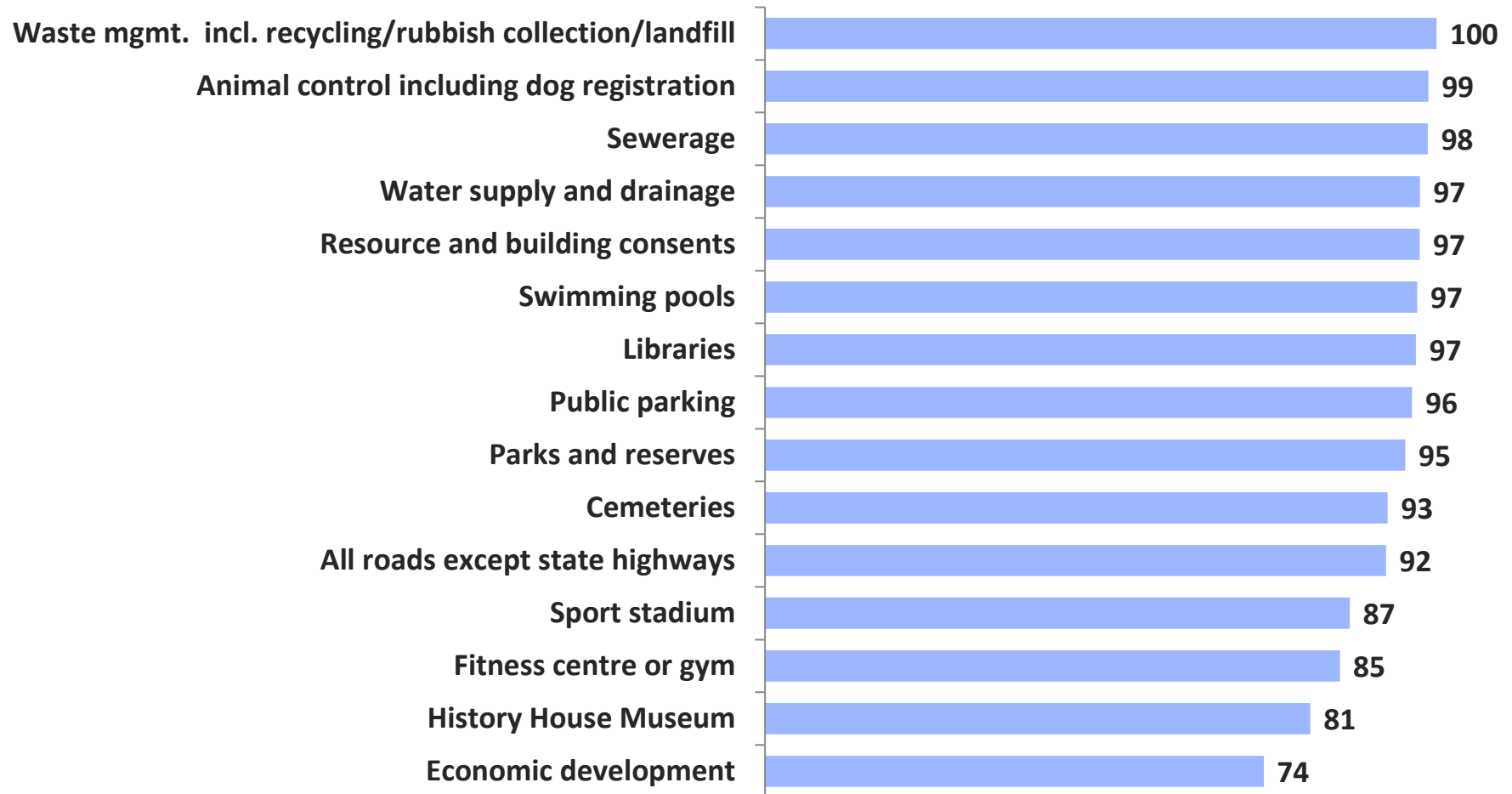


Awareness, Use of and Satisfaction with Council Facilities and Services



Awareness of Council as Provider of Services, 2022

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?



Total sample: 364



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) %	2022 (364) %
Waste mgmt. incl. recycling/rubbish collection/landfill	99	99	97	97	99	99	99	97	98	99	100
Animal control incl. dog registration	98	98	98	98	97	97	99	98	97	98	99
Sewerage	93	97	96	97	96	98	96	95	98	97	98
Water supply & drainage	95	95	96	96	96	98	97	97	97	97	97
Resource & building consents	98	97	98	96	97	97	97	98	98	98	97
Swimming pools	96	97	97	97	98	97	97	96	95	96	97
Libraries	98	97	98	97	99	98	97	98	97	98	97
Public parking	97	96	95	94	97	96	97	97	98	97	96
Parks & reserves	98	94	97	95	97	93	95	97	95	98	95
Cemeteries	95	94	92	95	97	95	93	95	94	95	93
All roads except state highways	95	95	91	91	91	91	90	92	93	92	92
Sport stadium*					95	93	92	89	89	88	87
Fitness centre or gym*					91	92	93	85	87	88	85
History House Museum**		84	86	85	81	86	85	82	77	80	81
Economic Development***		81	77	80	80	80	81	80	80	78	74

Total sample: 2011-2021: 350; 2022: 364

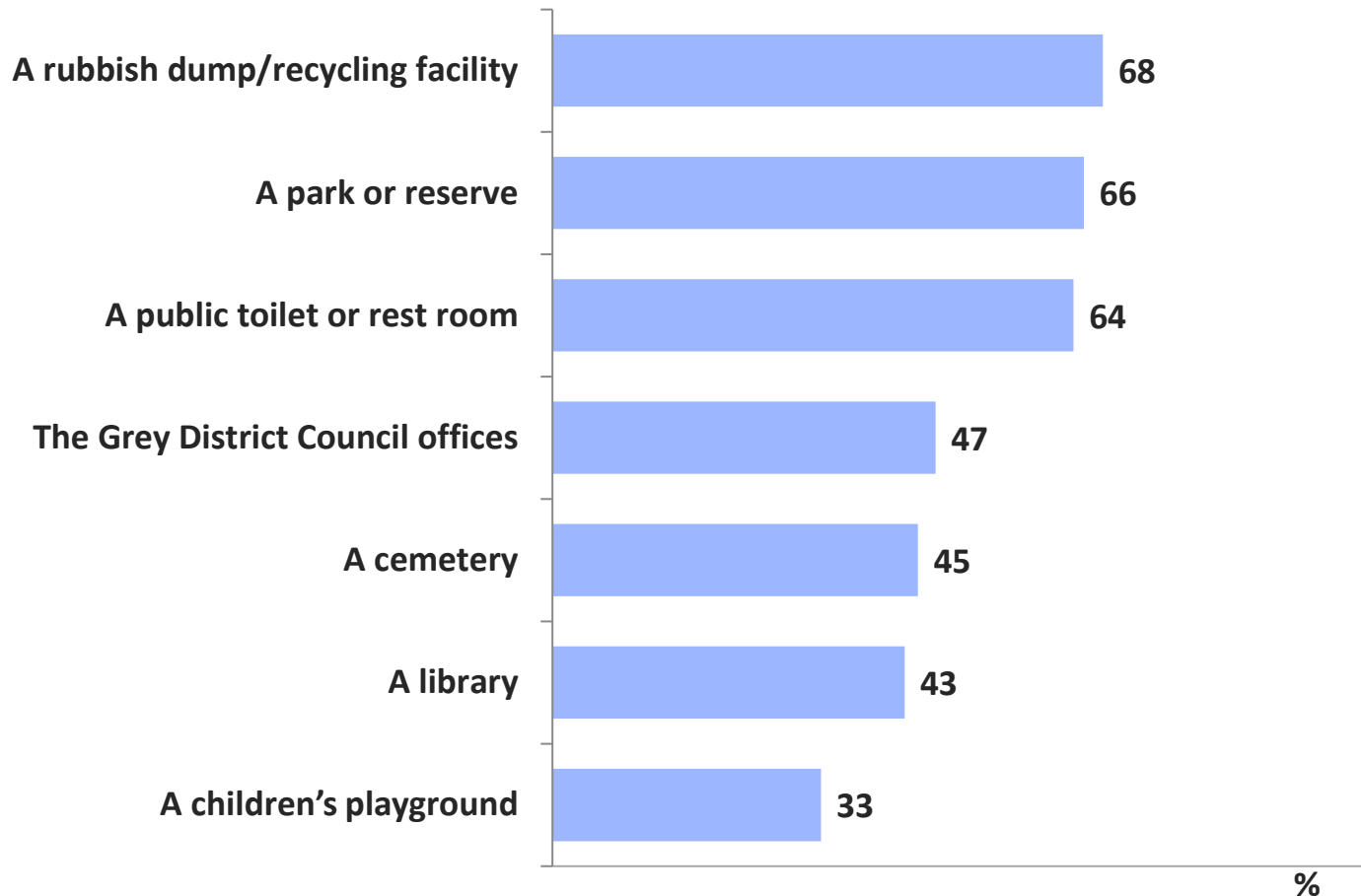
* Not asked prior to 2016 ** Museum in 2014, Heritage in 2013, not asked in 2011

*** Not asked in 2011



Grey District Council Services Used or Visited in Last 12 months, 2022

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



Total sample: 364



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) %	2022 (364) %
Rubbish dump/recycling facility*	58	54	64	70	65	63	63	72	66	74	68
Park or reserve	77	65	79	75	75	70	73	78	67	67	66
Public toilet or rest room	60	49	61	61	60	63	58	71	69	68	64
The Grey District Council offices	68	65	71	65	62	63	63	57	57	54	47
Cemetery	55	50	61	59	55	61	59	44	51	45	45
Library	55	53	53	54	50	47	51	47	43	41	43
Children's playground	51	39	50	50	43	48	48	40	36	33	33

Total sample: 2011-2021: 350; 2022: 364

* 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, 2022

	Total (364) %	Location				
		Greater Greymouth (139) %	Karoro – Camerons (72) %	Kaiata/Dobson/ Taylorville/ Stillwater (31*) %	Grey Valley/ Blackball/ Lake Brunner (67) %	Runanga/ Rapahoe/ Coast Road (55) %
Rubbish dump/recycling facility*	68	70	69	60	62	74
Park or reserve	66	68	72	75	58	62
Public toilet or rest room	64	55	62	92	75	60
The Grey District Council offices	47	45	41	51	45	61
Cemetery	45	50	42	55	41	41
Library	43	39	52	45	35	54
Children's playground	33	34	41	40	28	29

Sample: refer to ()

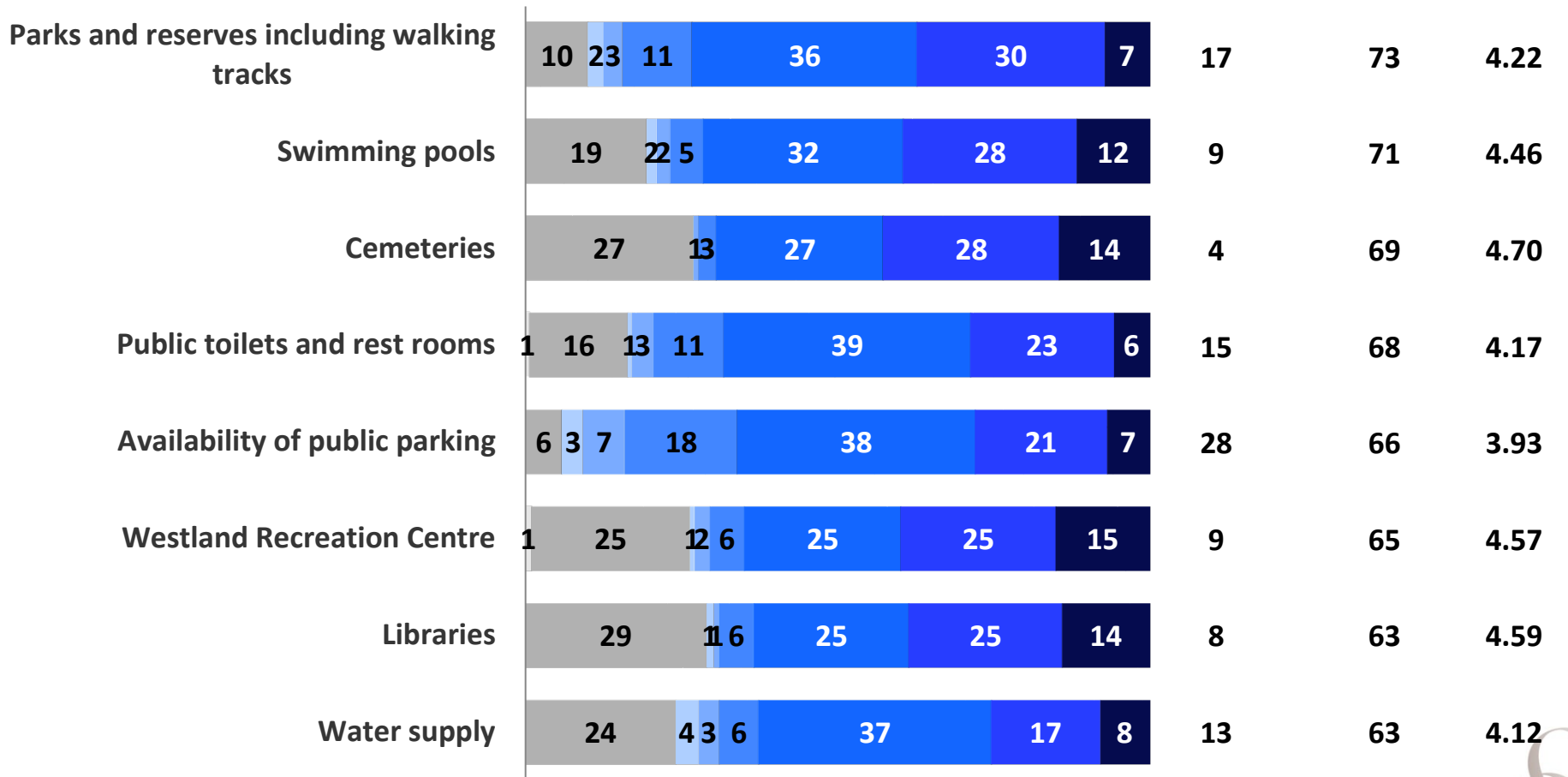
*Small sample size – results indicative only



Satisfaction with Council Facilities and Services, 2022

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

No reply Don't know Extremely dissatisfied (1)
 Very dissatisfied (2) Quite dissatisfied (3) Quite satisfied (4)
 Very satisfied (5) Extremely satisfied (6)

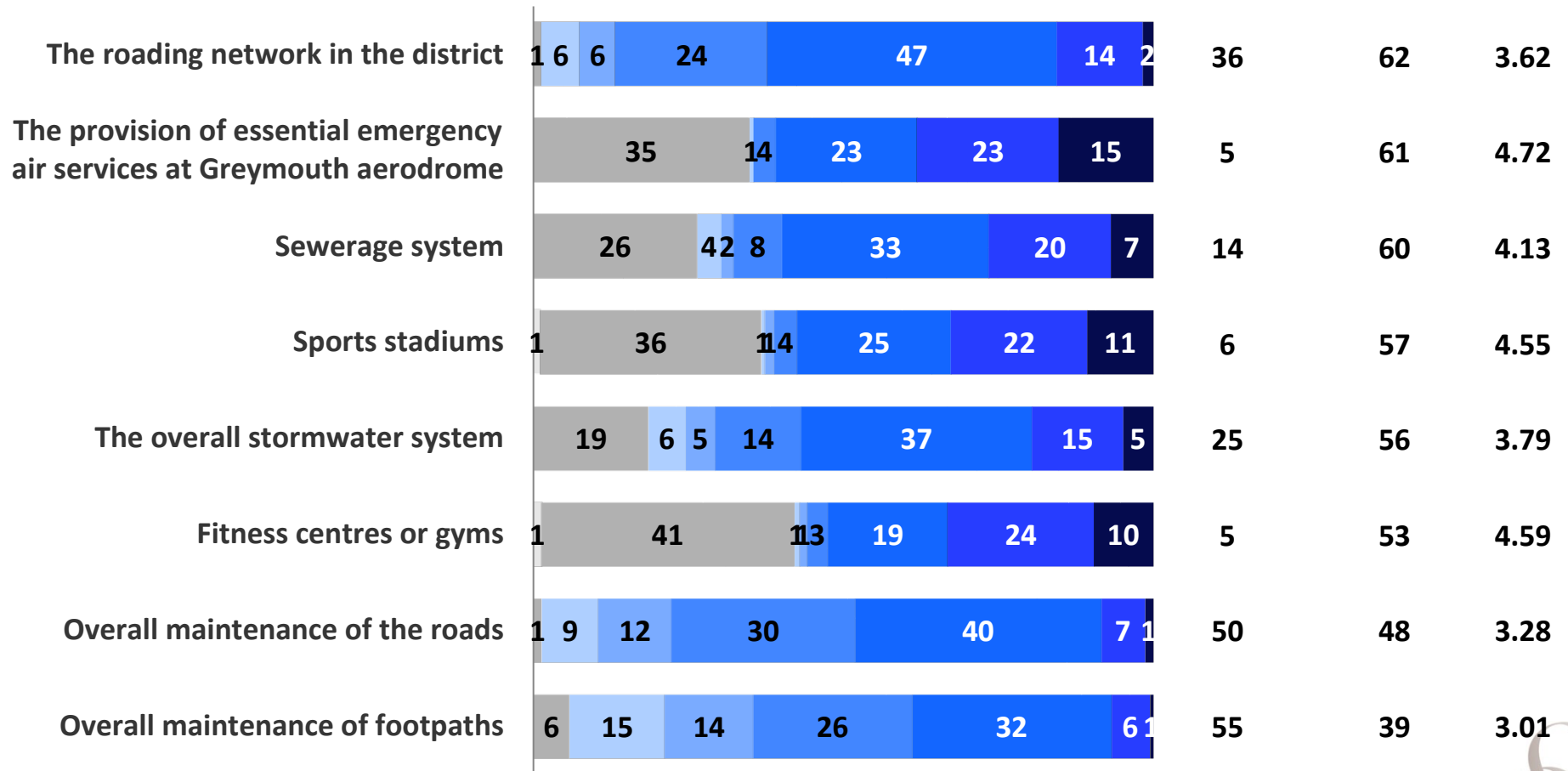


Total sample: 364



Satisfaction with Council Facilities and Services, 2022 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:



Total sample: 364

89

%



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:

- No reply
- 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	2022	10	23	11	36	30	7	17 ↑	73 ↓	4.22		
	2021	7	21	6	43	33	8	9	84	4.38		
	2020	9	11	7	37	35	10	9	82	4.47		
	2019	4	13	7	45	31	9	11	85	4.35		
	2018	4	2	4	43	37	11	6	90	4.52		
	2017	4	1	3	41	40	10	4	92	4.57		
	2016	6	1	3	47	34	10	4	91	4.51		
	2015	4	1	3	49	31	11	4	91	4.50		
	2014	4	1	5	33	44	14	6	90	4.68		
	2013	4	1	4	43	37	11	5	91	4.53		
2011	5	1	4	50	30	9	5	89	4.45			
Swimming pools	2022	19	22	5	32	28	12	9	71	4.46		
	2021	25	11	2	27	32	12	5	70	4.63		
	2020	24	14	4	25	32	14	5	71	4.70		
	2019	22	13	4	25	33	17	4	75	4.78		
	2018	7	13	4	29	35	20	8	85	4.68		
	2017	13	7	7	8	11	26	29	7	26	61	3.94
	2016	15	11	4	31	35	17	2	83	4.77		
	2015	13	11	2	28	37	18	3	83	4.78		
	2014	16	2	7	26	28	21	9	75	4.70		
	2013	15	12	4	25	38	15	7	78	4.69		
2011	15	12	4	24	35	23	4	82	4.86			

Total sample: 2011-2021: 350; 2022: 364

90

%

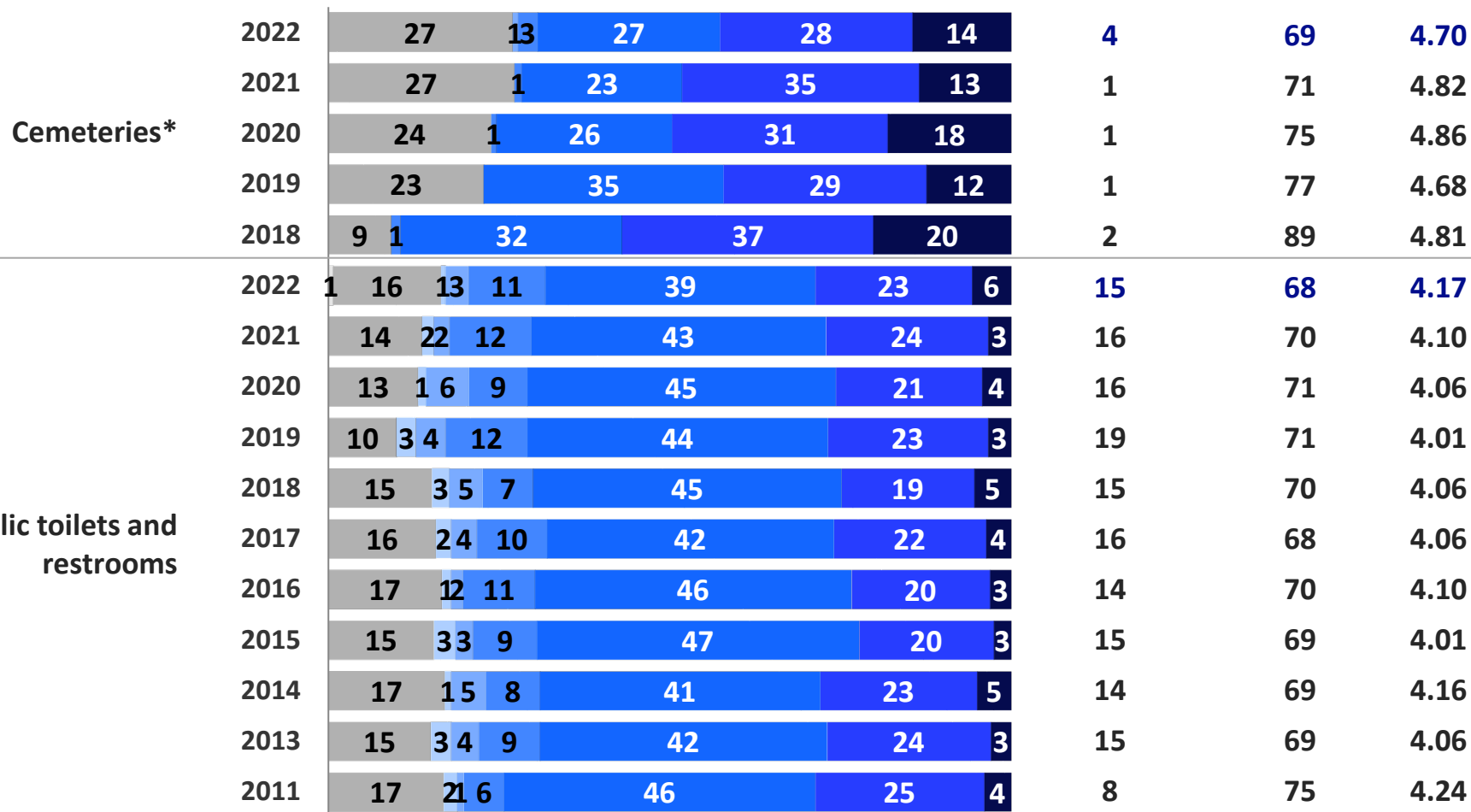
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Satisfaction with Council Facilities & Services – Trend

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:

- No reply
- 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



Total sample: 2011-2021: 350; 2022: 364

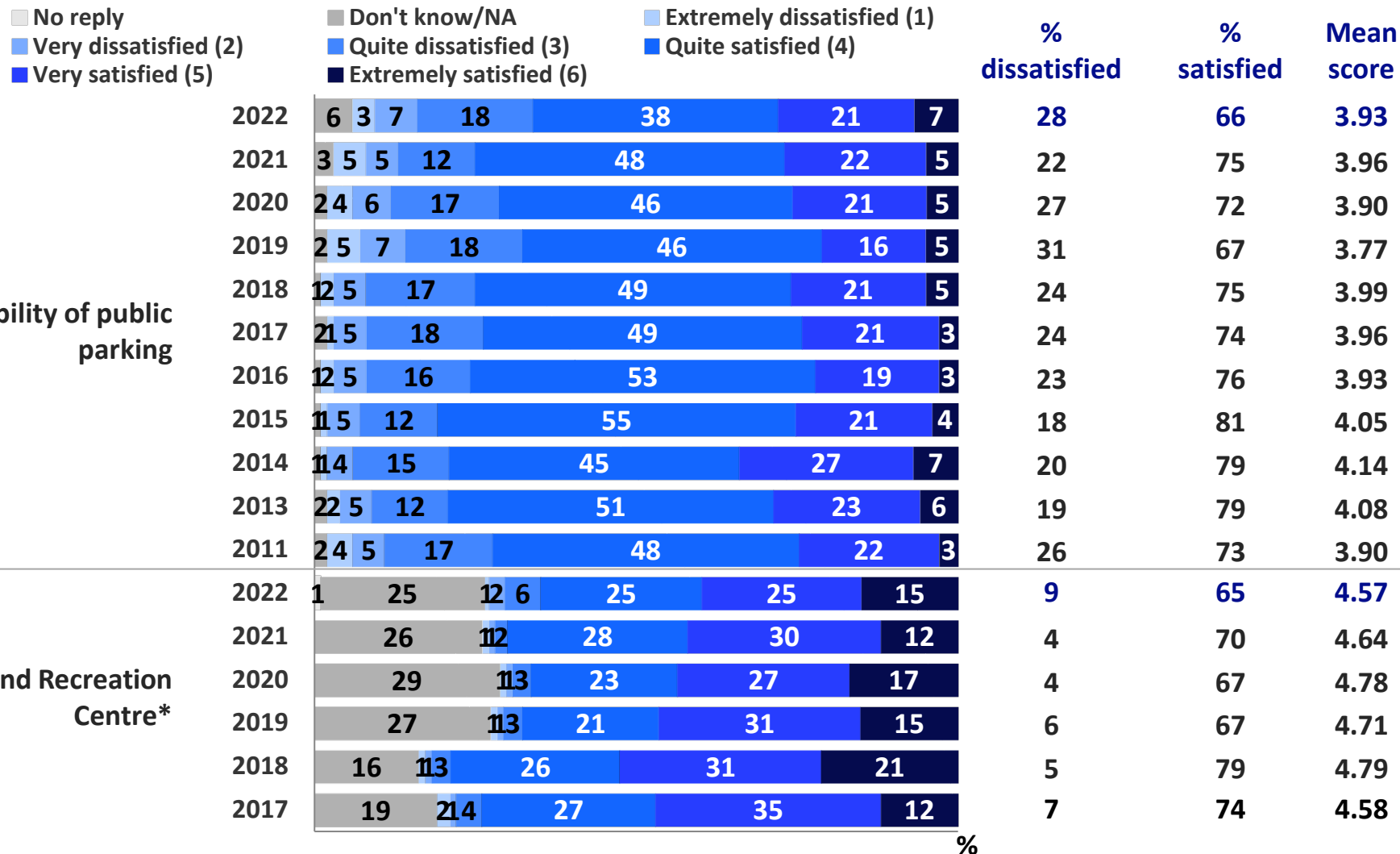
*Not asked prior to 2018

%

Continued on next slide

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:



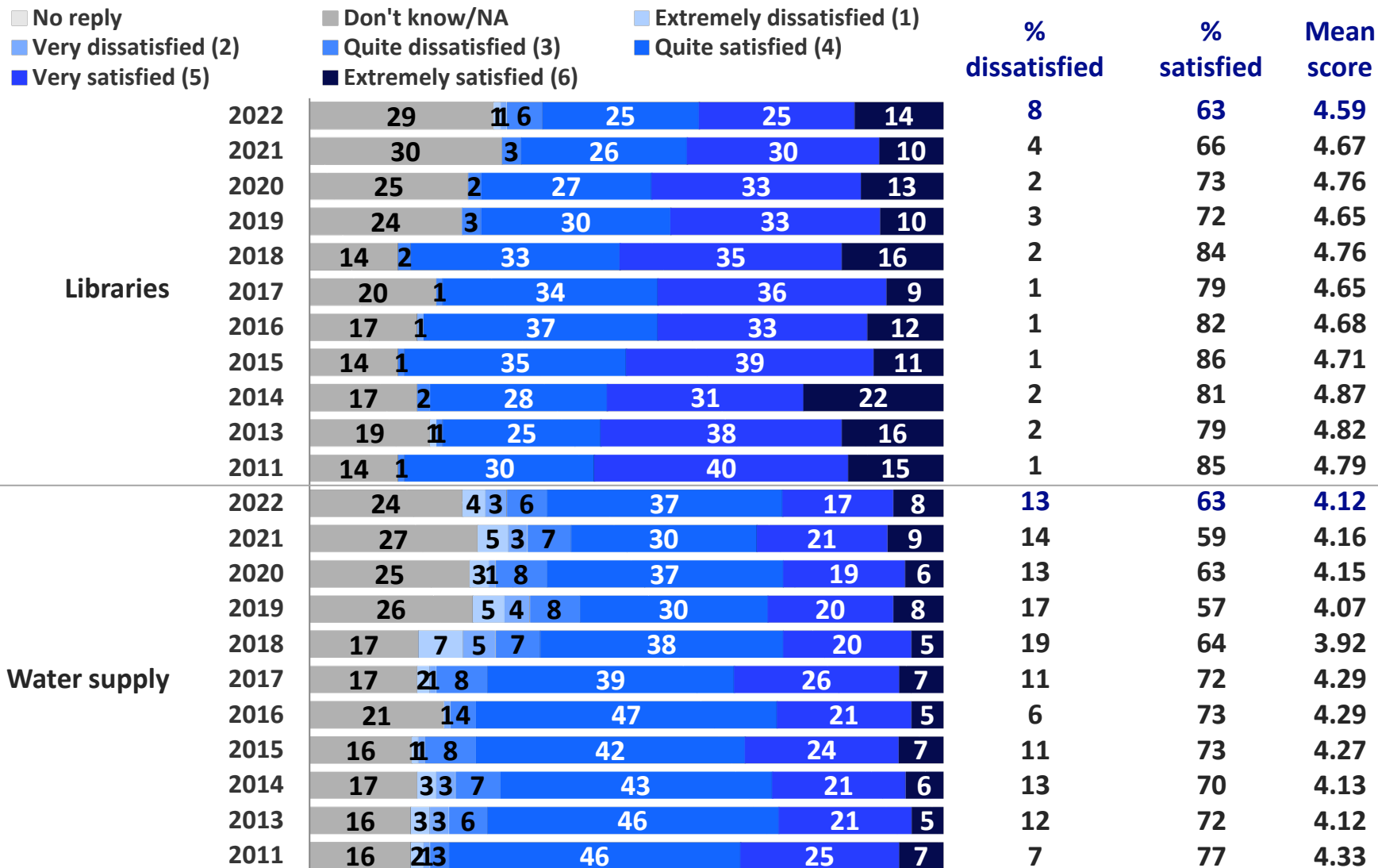
Total sample: 2011-2021: 350; 2022: 364

*Not asked prior to 2017

Continued on next slide

Satisfaction with Council Facilities & Services – Trend

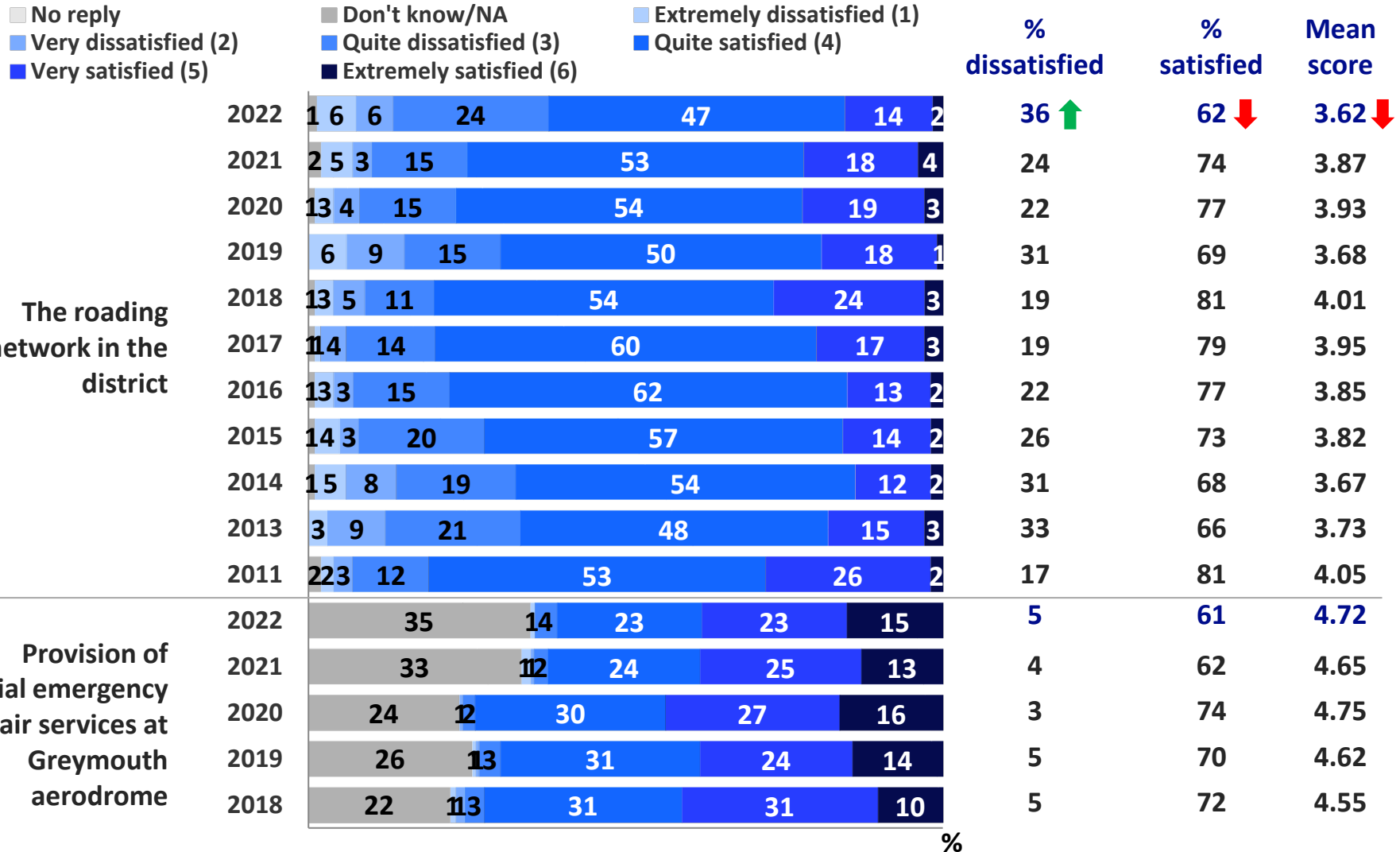
Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 2011-2021: 350; 2022: 364

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:

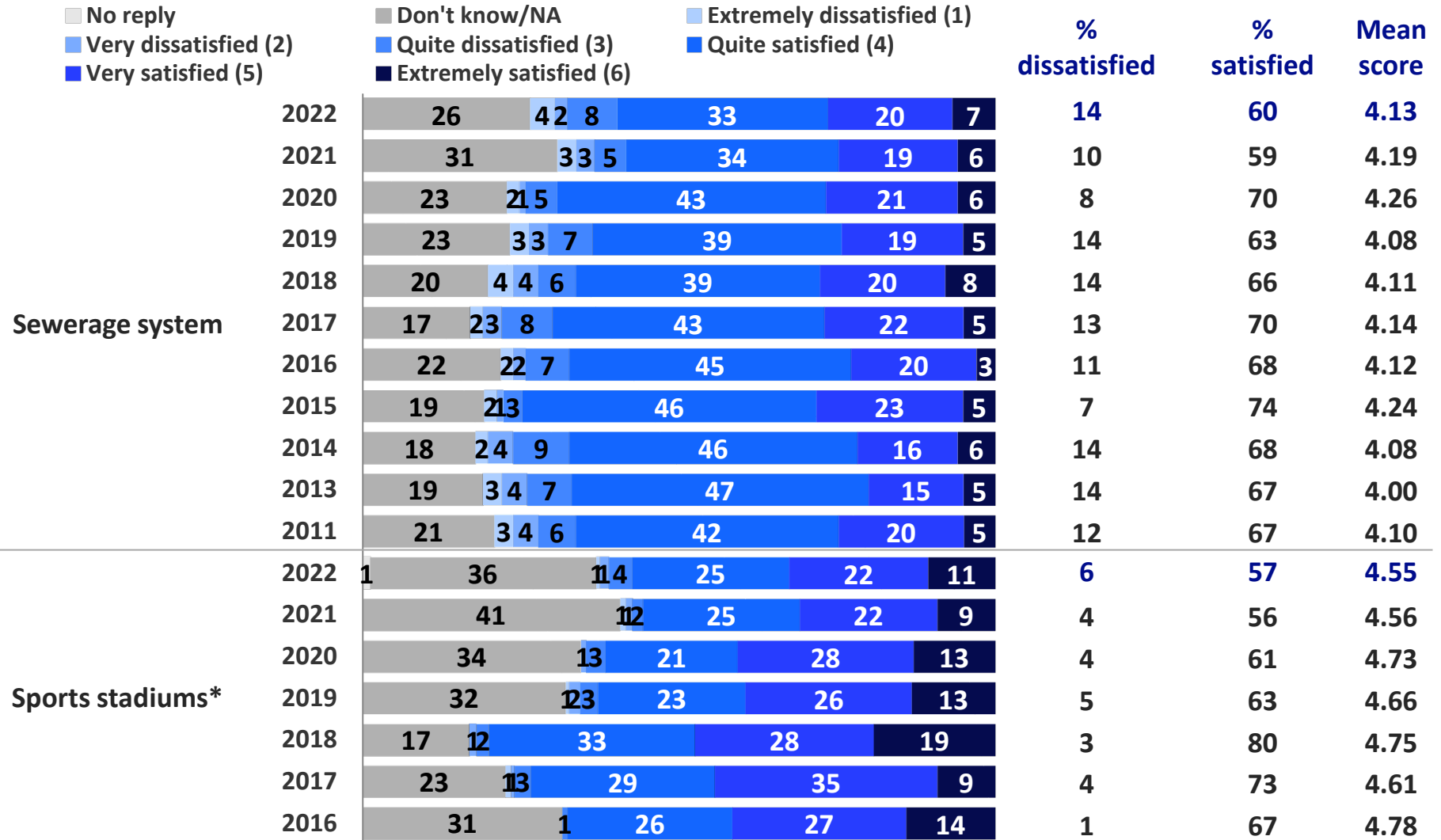


Total sample: 2011-2021: 350; 2022: 364

*Not asked prior to 2018

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:

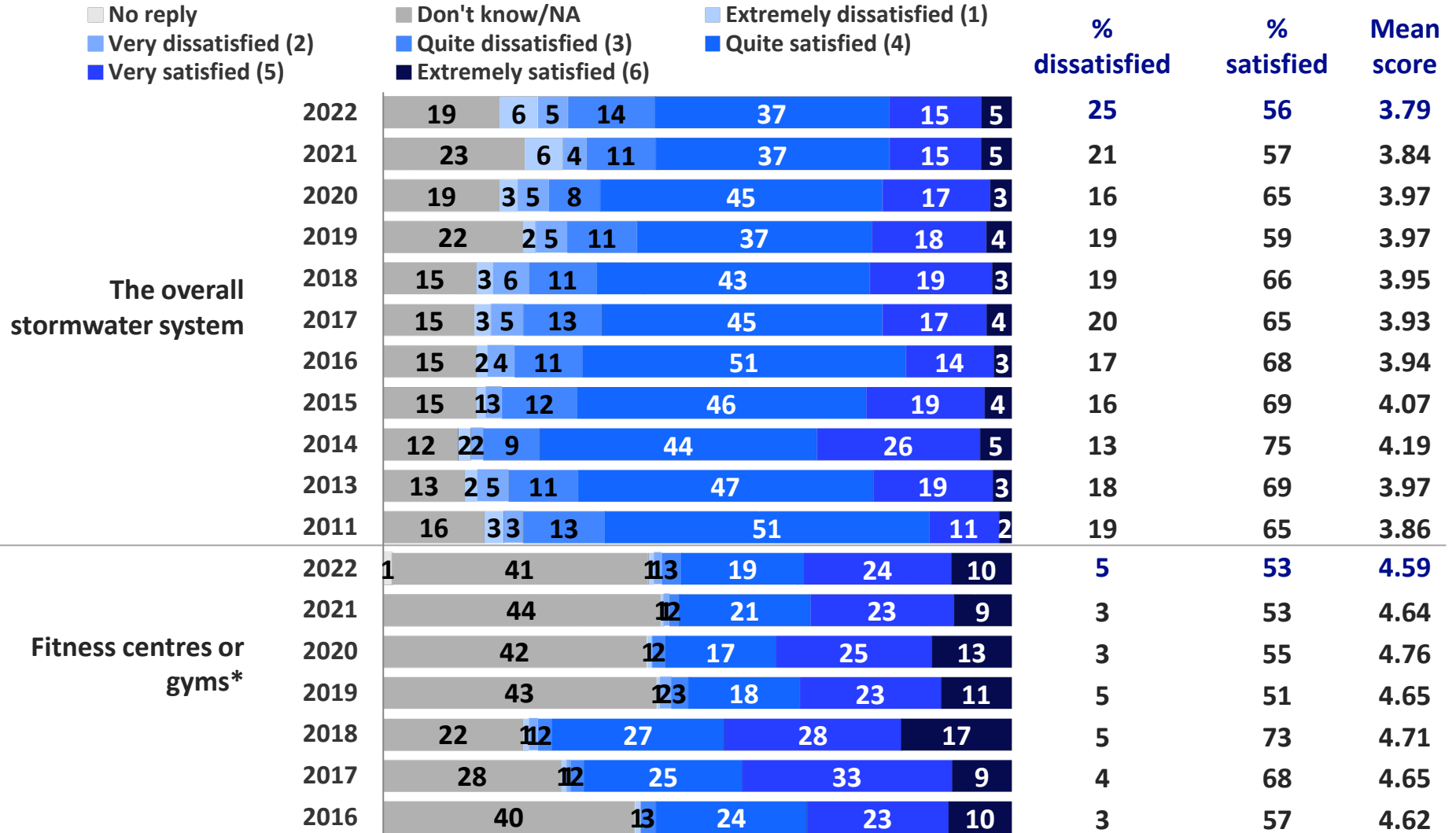


Total sample: 2011-2021: 350; 2022: 364

*Not asked prior to 2016

%

Satisfaction with Council Facilities & Services – Trend



Total sample: 2013-2021: 350; 2022: 364 *Not asked prior to 2016

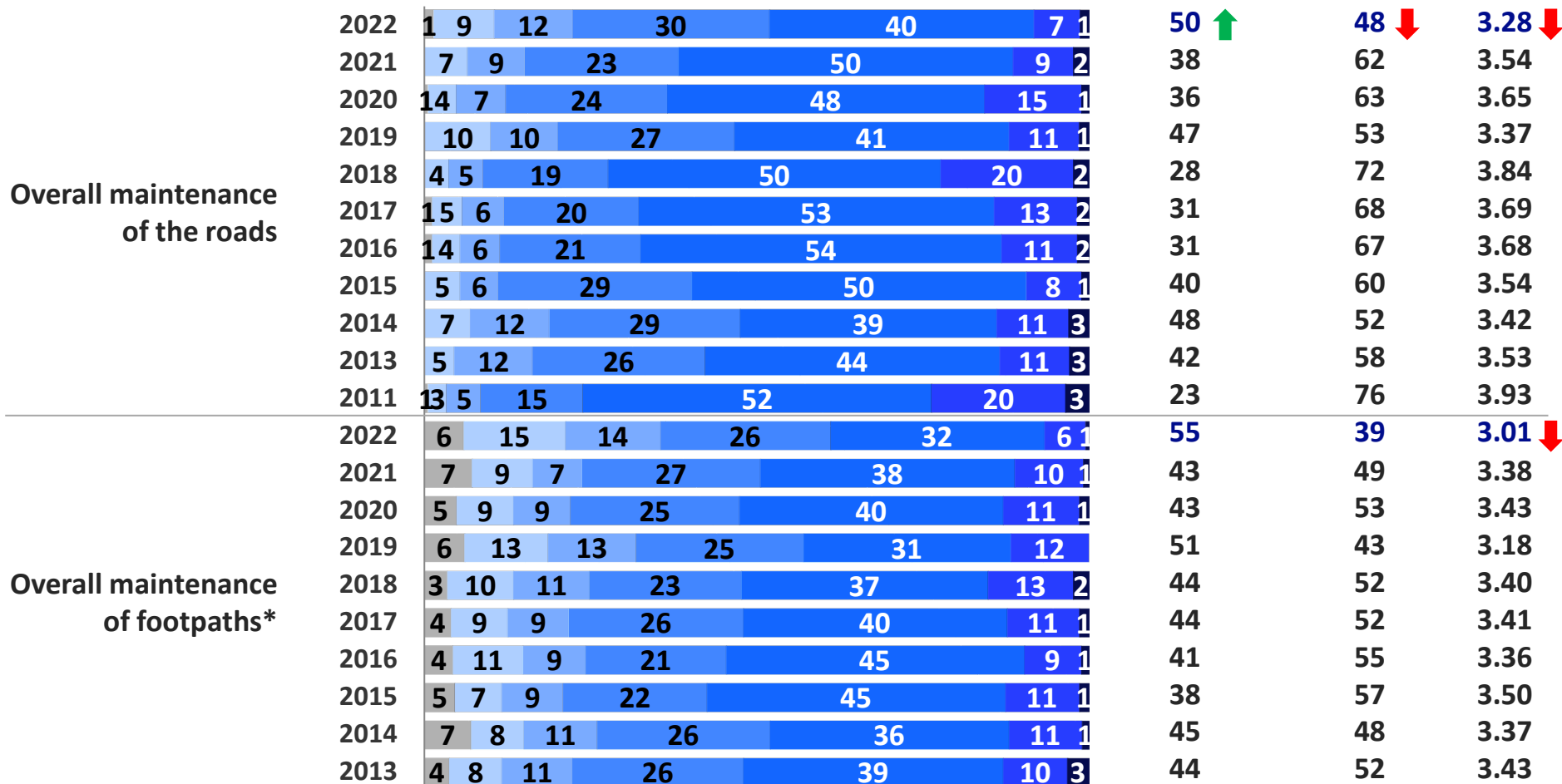
%

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:

- No reply
- Very dissatisfied (2)
- Very satisfied (5)
- Don't know/NA
- Quite dissatisfied (3)
- Extremely satisfied (6)
- Extremely dissatisfied (1)
- Quite satisfied (4)

%
dissatisfied %
satisfied Mean
score



Total sample: 2011-2021: 350; 2022: 364

*Not asked prior to 2013

%

Satisfaction with Council Facilities & Services by Location, 2022

	% Dissatisfied						% Satisfied					
	Total (364) %	Greater Greymouth (139) %	Karoro – Camerons (72) %	Kaiata/Dobson/Taylorville/Stillwater (31*) %	Grey Valley/Blackball/Lake Brunner (67) %	Runanga/Rapahoe/Coast Road (55) %	Total (364) %	Greater Greymouth (139) %	Karoro – Camerons (72) %	Kaiata/Dobson/Taylorville/Stillwater (31*) %	Grey Valley/Blackball/Lake Brunner (67) %	Runanga/Rapahoe/Coast Road (55) %
Parks and reserves including walking tracks	17	18	11	12	15	24	73	75	81	79	66	67
Swimming pools	9	7	10	6	7	15	71	71	86	75	62	71
Cemeteries	4	6	1	-	6	-	69	68	66	73	70	72
Public toilets and rest rooms	15	15	17	22	10	20	68	62	68	73	73	71
Availability of public parking	28	33	28	34	25	21	66	64	71	63	66	66
Westland Recreation Centre	9	11	13	6	3	10	65	63	79	69	58	62
Libraries	8	9	8	8	5	9	63	62	66	57	61	70
Water supply	13	15	6	21	7	25	63	76	66	58	40	67

Continued on next slide

Sample: refer to ()

*Small sample size – results indicative only



Satisfaction with Council Facilities & Services by Location, 2022

	% Dissatisfied						% Satisfied					
	Total (364) %	Greater Greymouth (139) %	Karoro – Camerons (72) %	Kaiata/Dobson/Taylorville/Stillwater (31*) %	Grey Valley/Blackball/Lake Brunner (67) %	Runanga/Rapahoe/Coast Road (55) %	Total (364) %	Greater Greymouth (139) %	Karoro – Camerons (72) %	Kaiata/Dobson/Taylorville/Stillwater (31*) %	Grey Valley/Blackball/Lake Brunner (67) %	Runanga/Rapahoe/Coast Road (55) %
The roading network in the district	36	35	34	43	39	37	62	64	65	55	59	62
The provision of essential emergency air services at Greymouth aerodrome	5	7	7	2	2	1	61	63	67	70	50	62
Sewerage system	14	15	9	16	9	22	60	72	56	67	39	67
Sports stadiums	6	11	6	3	1	4	57	53	72	60	52	57
The overall stormwater system	25	23	12	22	24	43	56	65	67	70	39	51
Fitness centres or gyms	5	7	7	8	1	6	53	52	64	49	47	53
Overall maintenance of the roads	50	51	50	63	47	48	48	45	49	37	51	52
Overall maintenance of footpaths	55	67	50	64	38	59	39	31	48	30	45	40

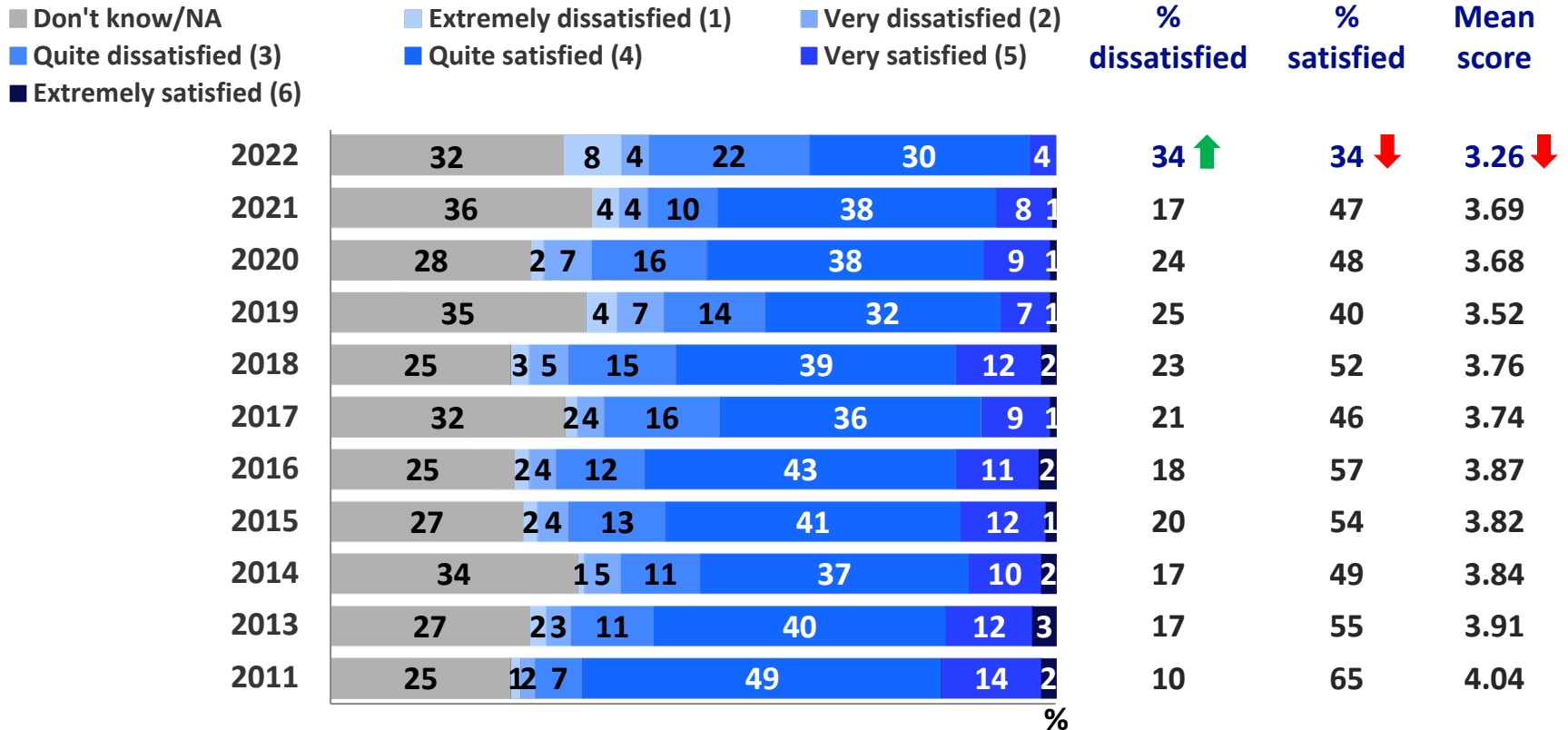
Sample: refer to ()

*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.



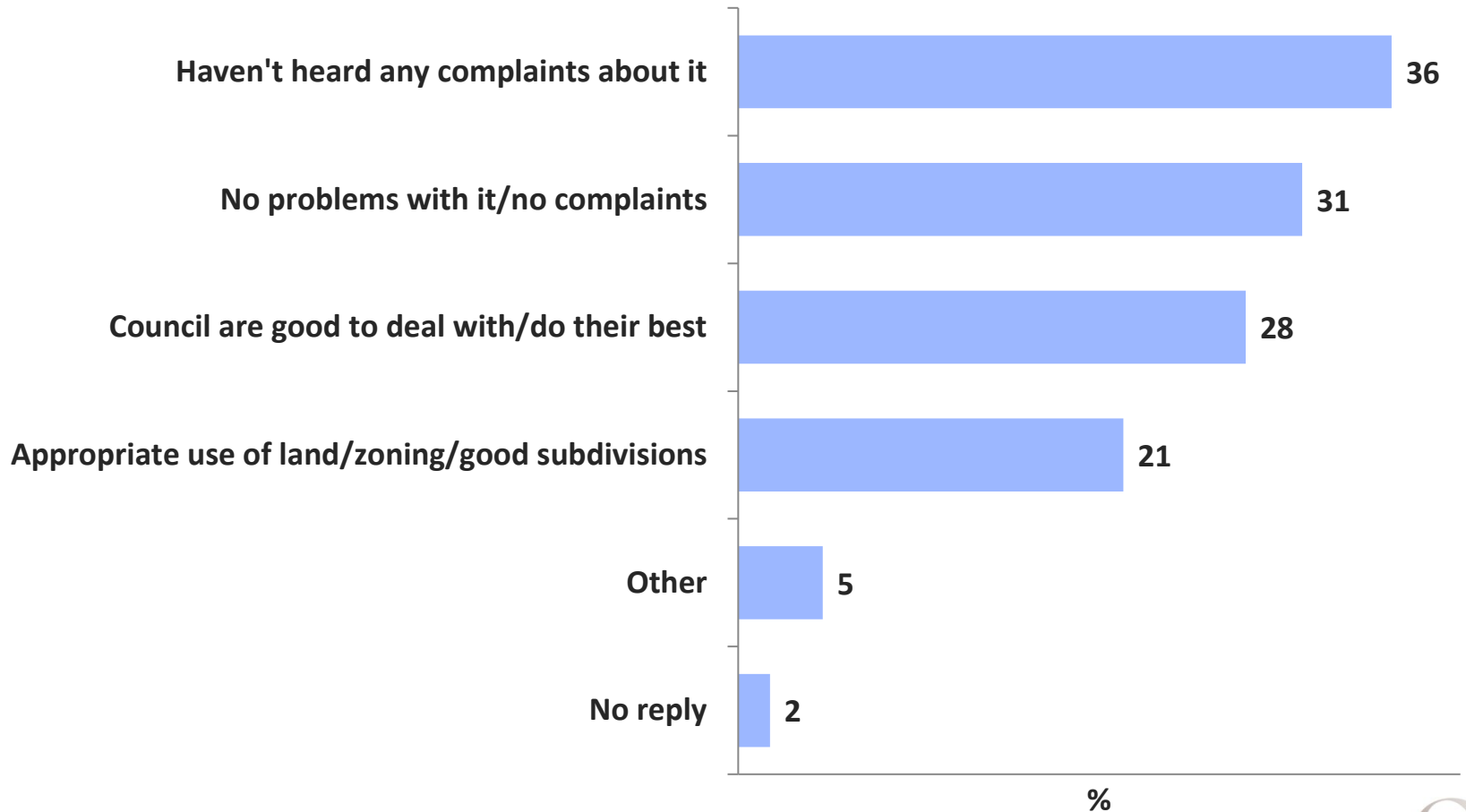
Total sample: 2011-2021: 350; 2022: 364

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, 2022

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: 125



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

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

	2015 (188) %	2016 (198) %	2017 (162) %	2018 (183) %	2019 (140) %	2020 (168) %	2021 (163) %	2022 (125) %
Haven't heard any complaints about it	5	3	6	10	6	2	6	36
No problems with it/no complaints	37	29	35	26	32	21	25	31
Council are good to deal with/do their best	19	11	14	14	11	9	9	28
Appropriate use of land/zoning/good subdivisions	10	21	9	9	9	10	24	21
Other	19	26	30	38	27	39	26	5
Don't know/no comment/no reply	15	13	13	9	19	21	14	2

Sample: those satisfied with Council’s regulation of land use: refer to ()

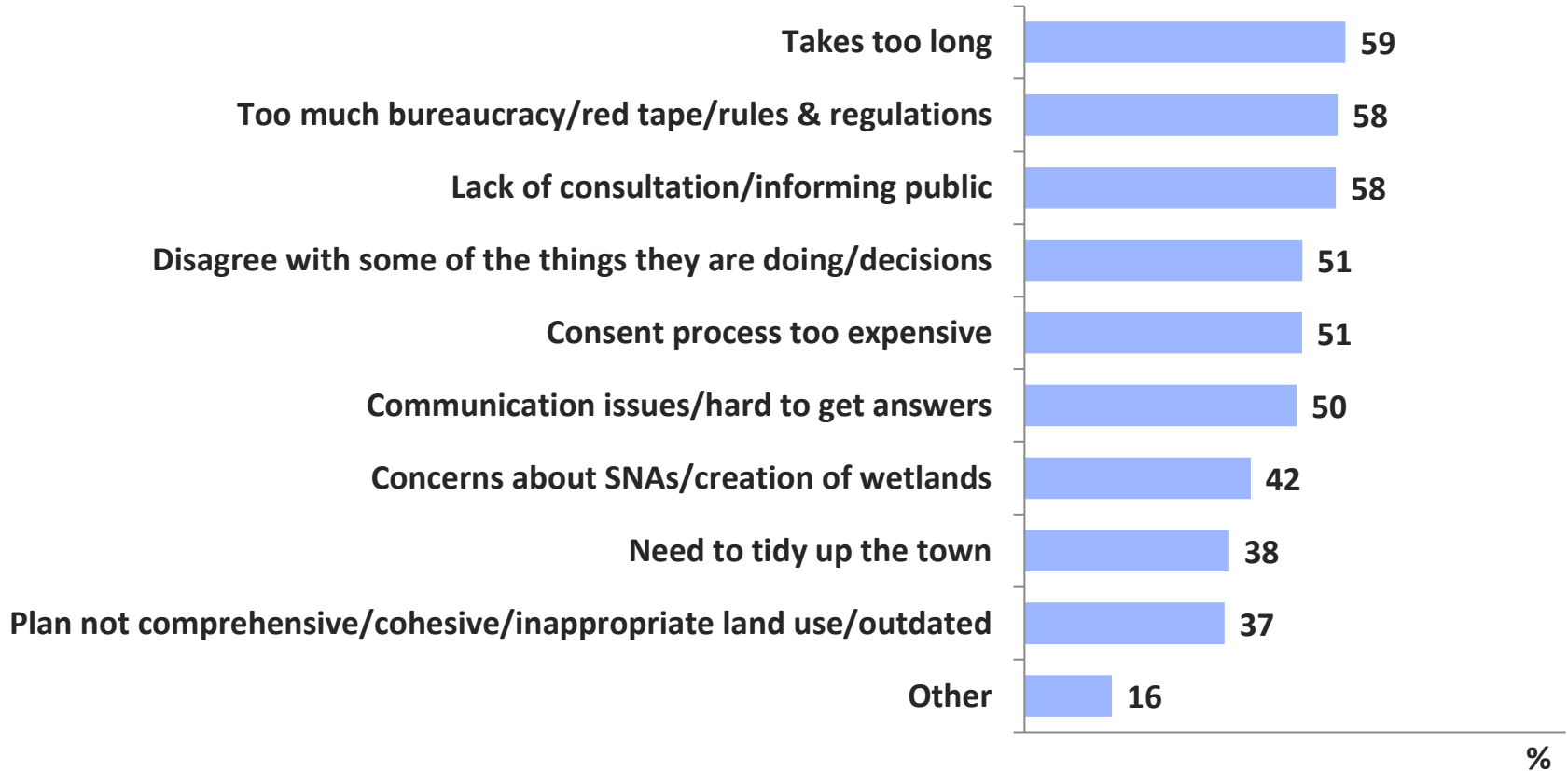
Note: this question was not asked prior to 2015

*2022 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of ‘other’ responses than when asked as an open response question prior to 2022



Reasons For dissatisfaction with Council's Regulation of Land Use, 2022

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: 120



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

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

	2015 (188) %	2016 (198) %	2017 (162) %	2018 (183) %	2019 (140) %	2020 (168) %	2021 (163) %	2022 (120) %
Takes too long**	49	32	44	28	26	36	25	59
Too much bureaucracy/red tape/rules & regulations**								58
Lack of consultation/informing public	6	2	3	6	-	6	15	58
Disagree with some of the things they are doing/decisions	9	13	8	15	11	-	10	51
Consent process too expensive	16	10	7	10	11	8	7	51
Communication issues/hard to get answers	9	3	9	9	3	1	7	50
Concerns about SNAs/creation of wetlands	-	-	-	-	-	-	5	42
Need to tidy up the town	3	2	1	4	5	4	7	38
Plan not comprehensive/cohesive/inappropriate land use/outdated	3	8	13	6	18	9	15	37
Other	28	41	39	35	45	47	31	16
Don't know/no reply	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

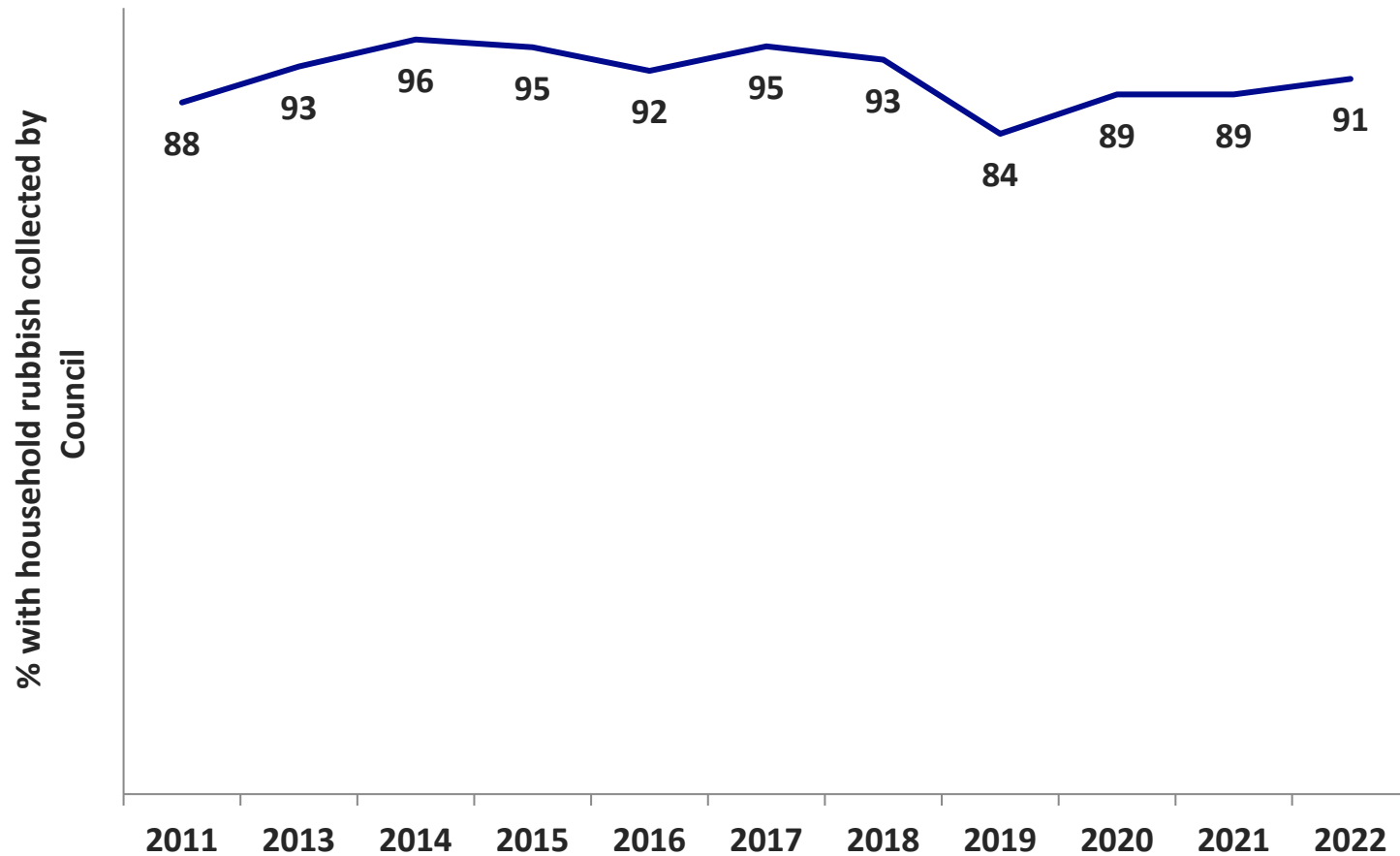
*2022 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

**Data not available separately prior to 2022



Use of Household Waste Collection Service

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

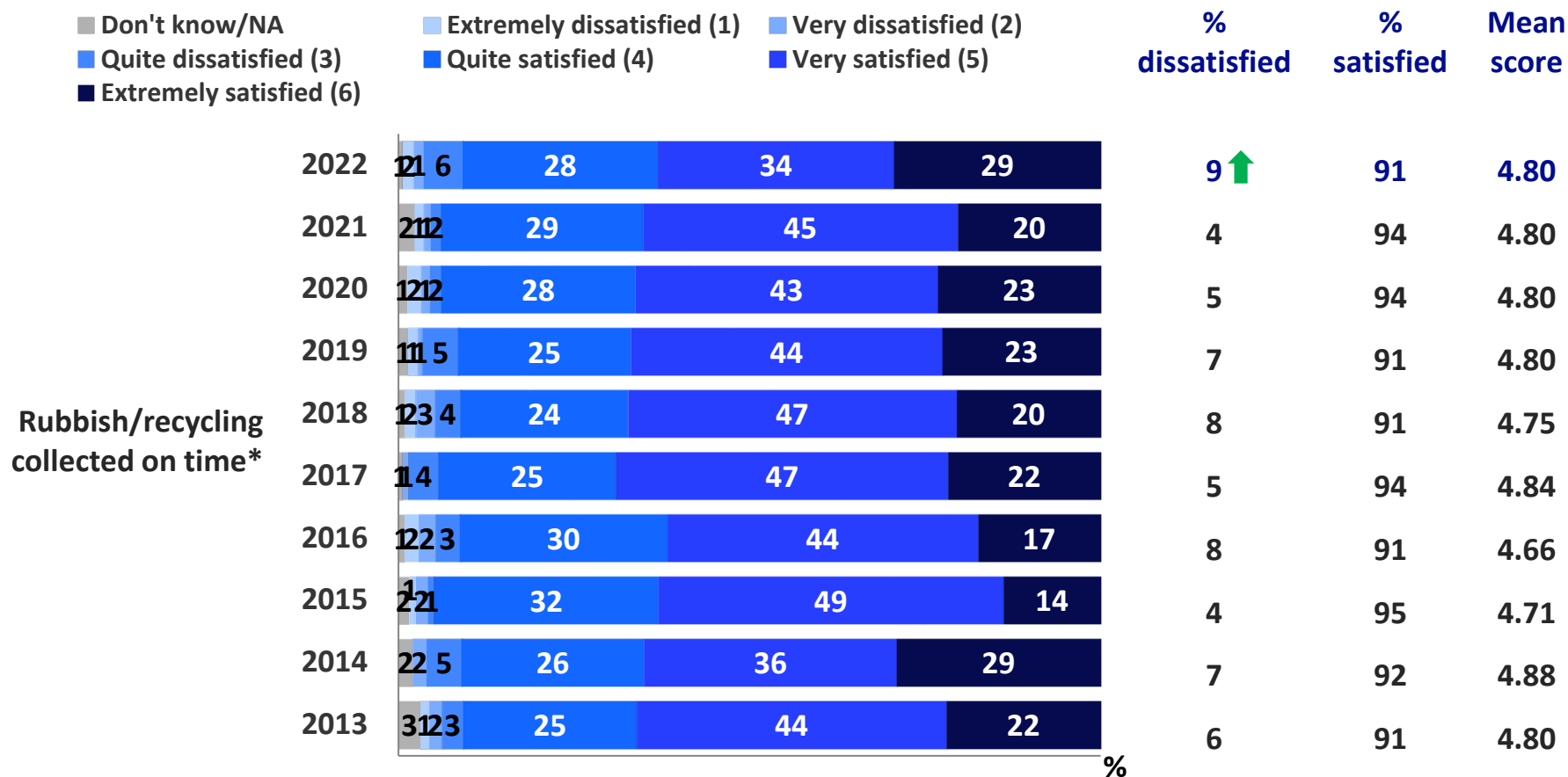


Total sample: 2011-2021: 350; 2022: 364



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?



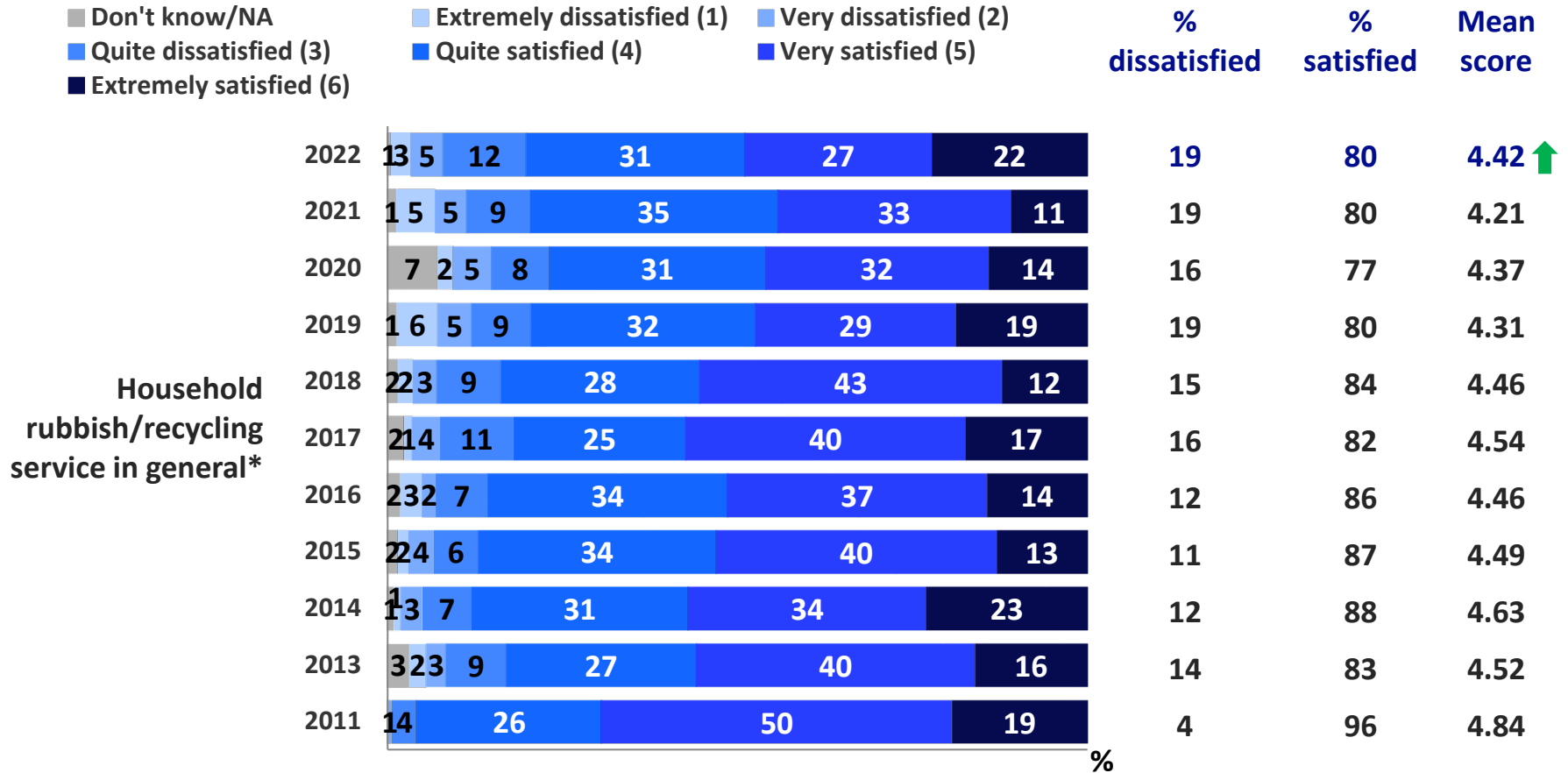
Sample: those who have their rubbish collected by the Council: 2011: 309; 2013: 324; 2014: 336; 2015: 332; 2016: 321; 2017: 333; 2018: 327; 2019: 293; 2020: 311; 2021: 310; 2022: 336

*Not asked in 2011



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?



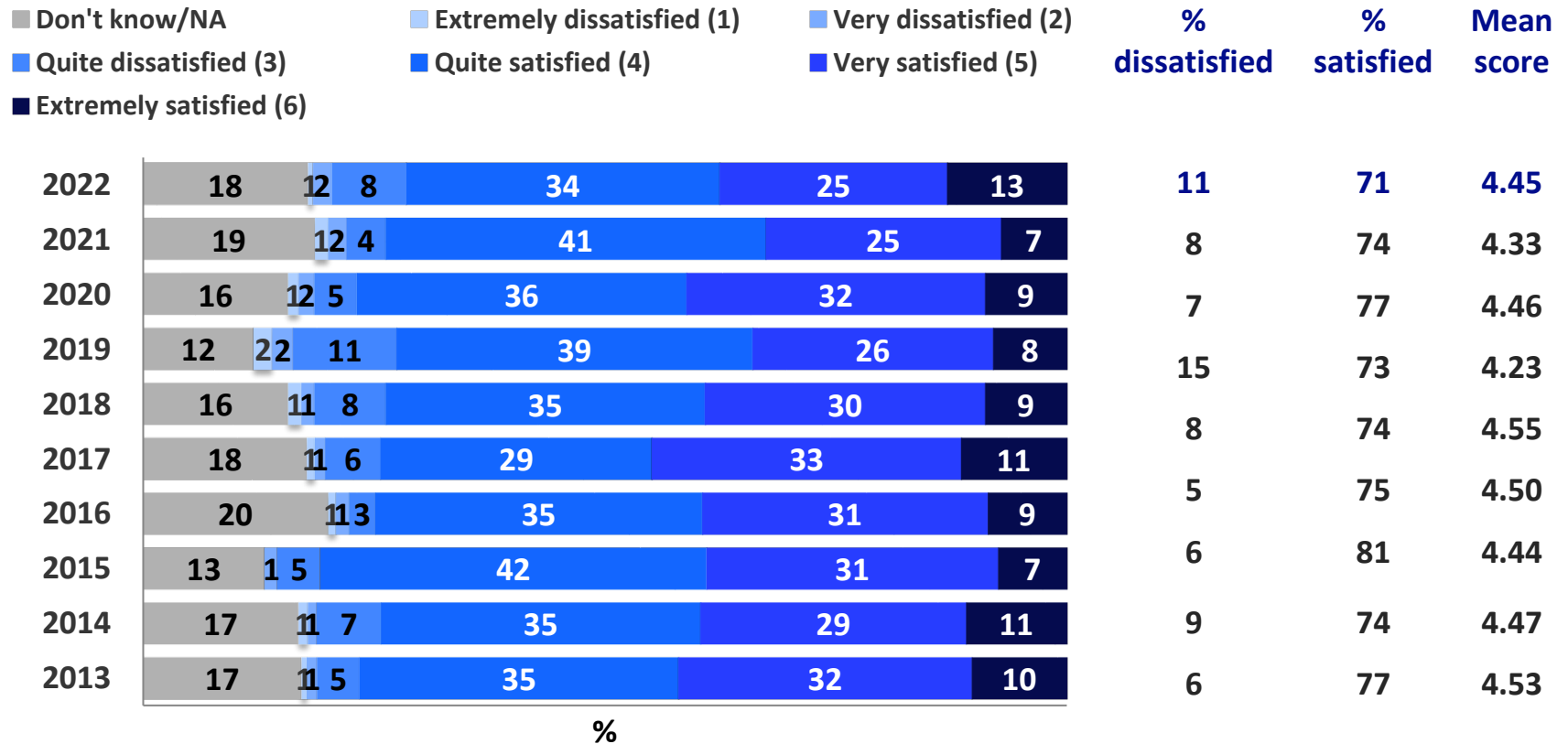
Sample: those who have their rubbish collected by the Council: 2011: 309; 2013: 324; 2014: 336; 2015: 332; 2016: 321; 2017: 333; 2018: 327; 2019: 293; 2020: 311; 2021: 310; 2022: 336

**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?



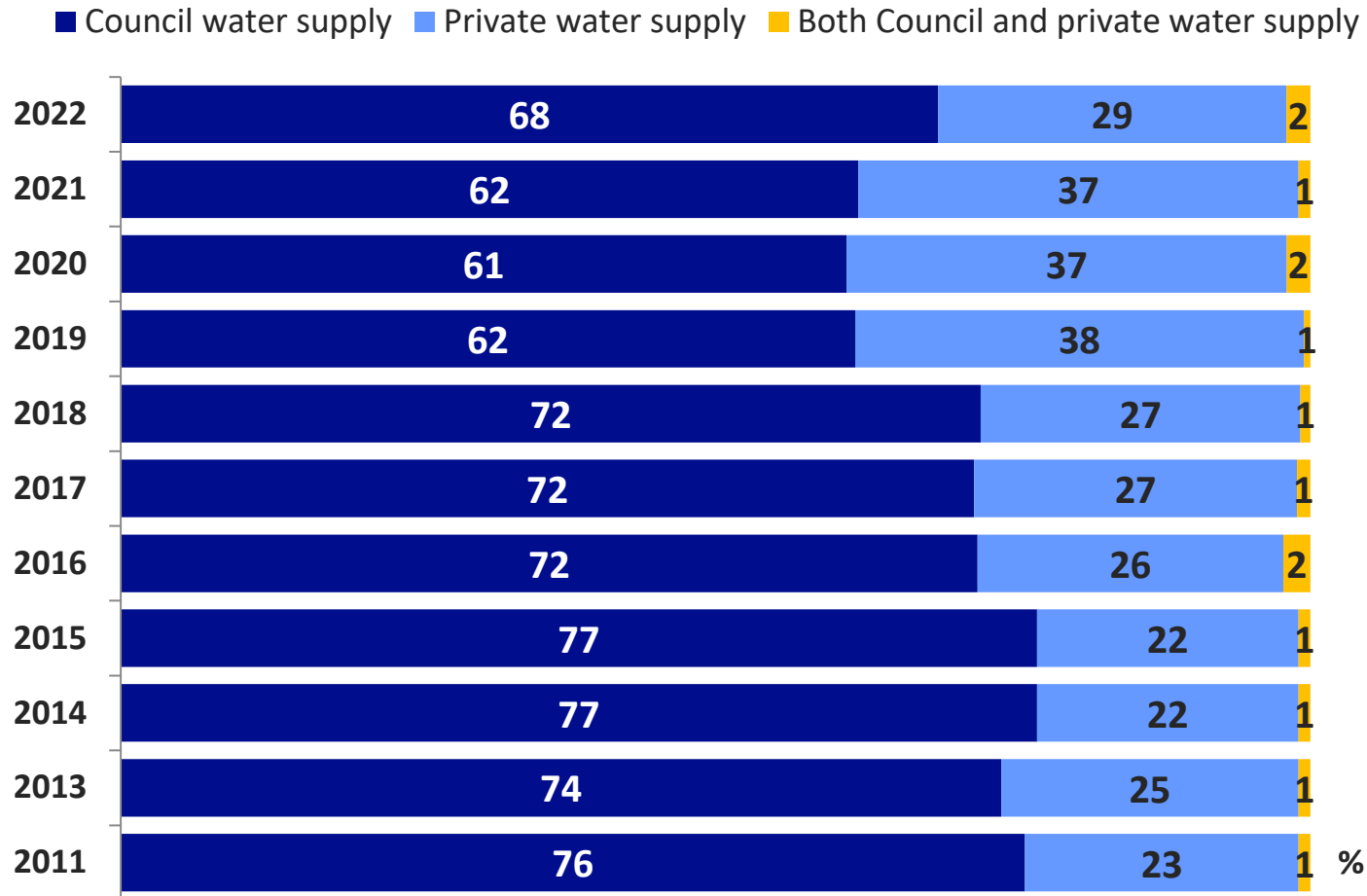
Total sample: 2013-2021: 350; 2022: 364

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?

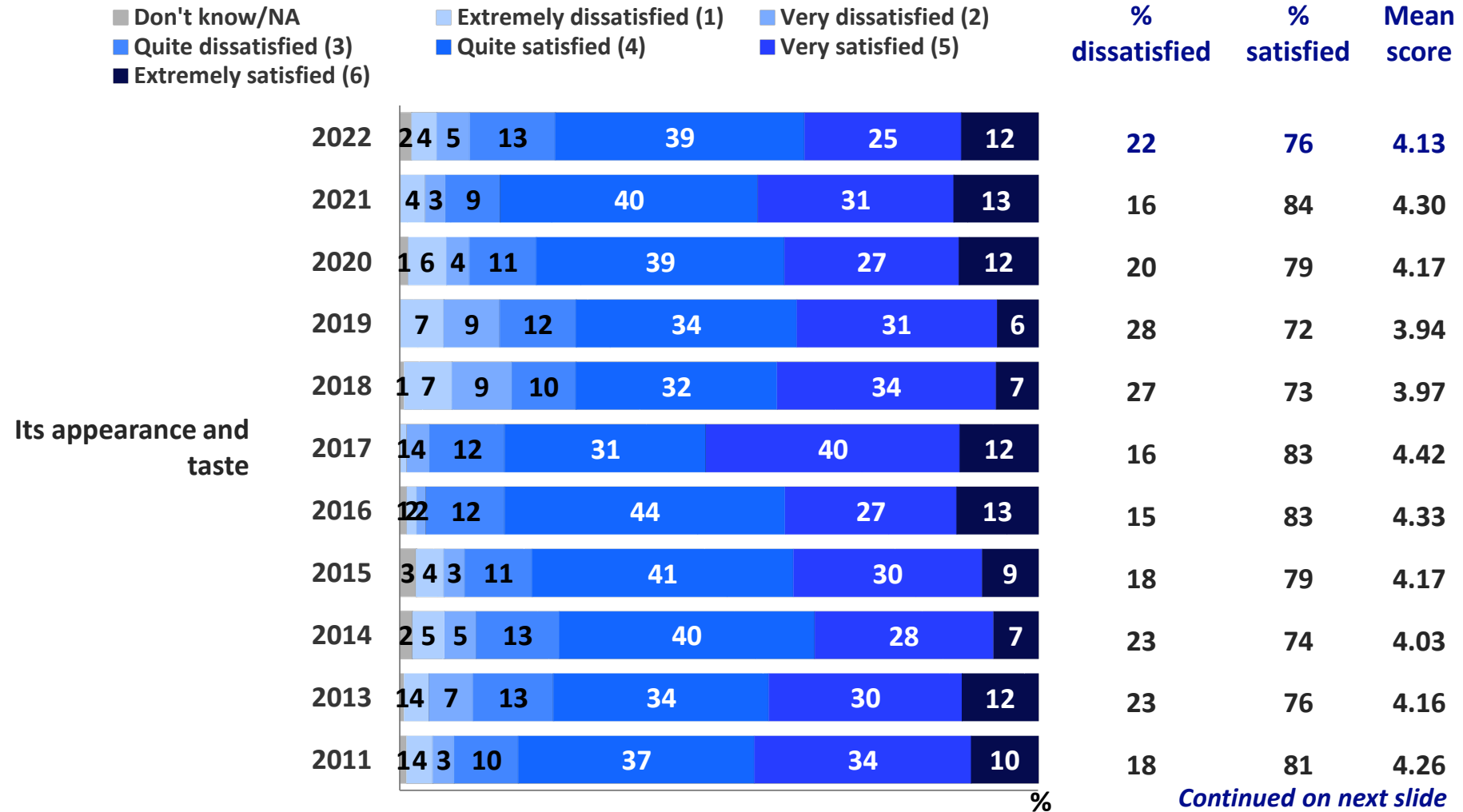


Total sample: 2011-2021: 350; 2022: 364



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...?



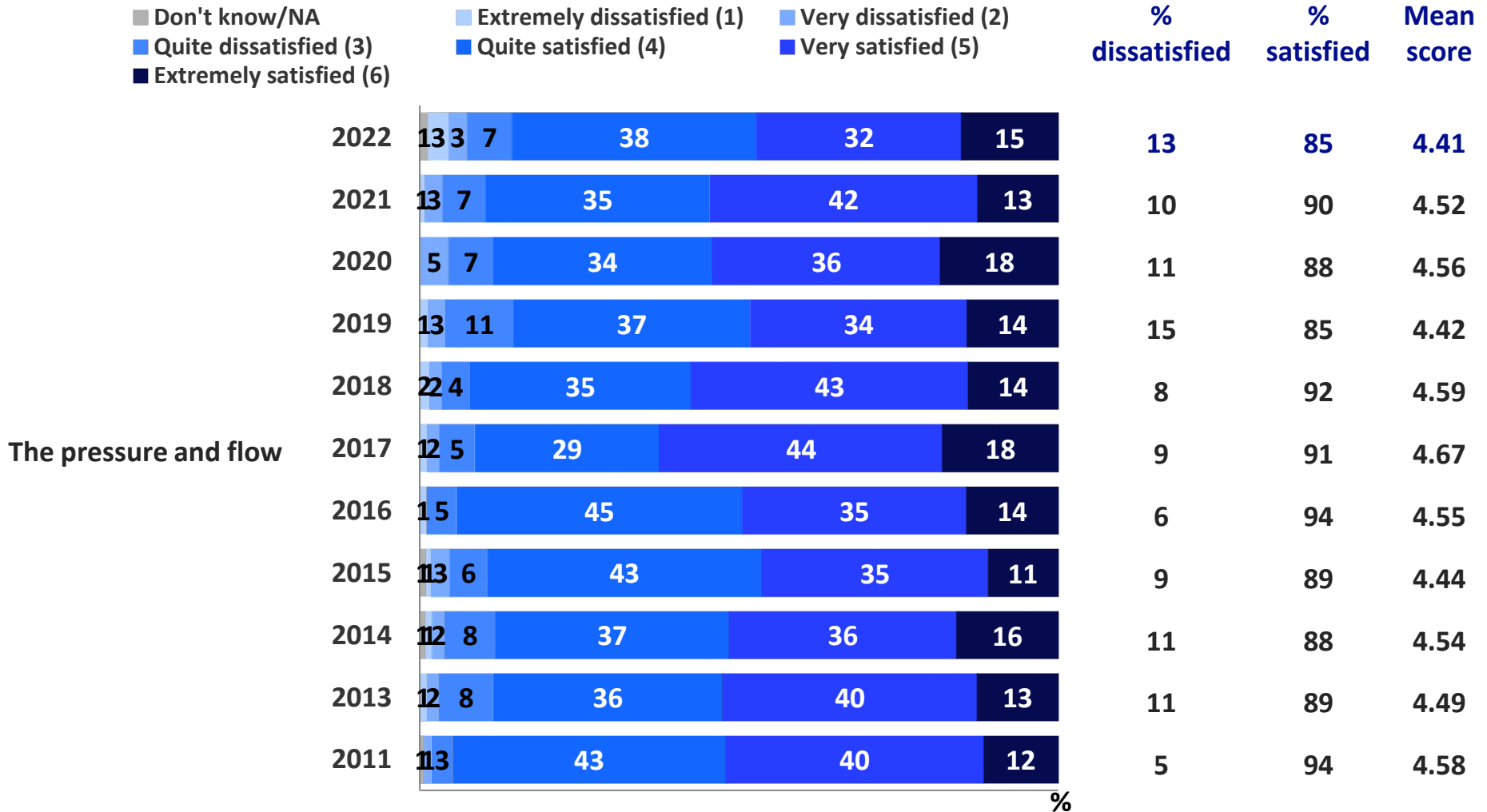
Continued on next slide

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; 2022: 270



Satisfaction with Water Supply cont.

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



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; 2022: 270



Satisfaction with Water Supply Pressure and Flow by Location, 2022

	Total (270) %	Location				
		Greater Greymouth (132) %	Karoro – Camerons (49*) %	Kaiata/Dobson/ Taylorville/ Stillwater (20*) %	Grey Valley/ Blackball/ Lake Brunner (21*) %	Runanga/ Rapahoe/ Coast Road (48*) %
Extremely satisfied	15	14	21	10	13	15
Very satisfied	32	29	38	37	47	24
Quite satisfied	38	42	35	40	36	32
Quite dissatisfied	7	6	2	10	4	14
Very dissatisfied	3	1	-	4	-	11
Extremely dissatisfied	3	5	-	-	-	4
Don't know	1	1	4	-	-	-
No reply	-	1	-	-	-	-
SATISFIED	85	86	94	87	96	71
DISSATISFIED	13	12	2	13	4	29
Mean	4.41	4.36	4.81	4.40	4.69	4.04

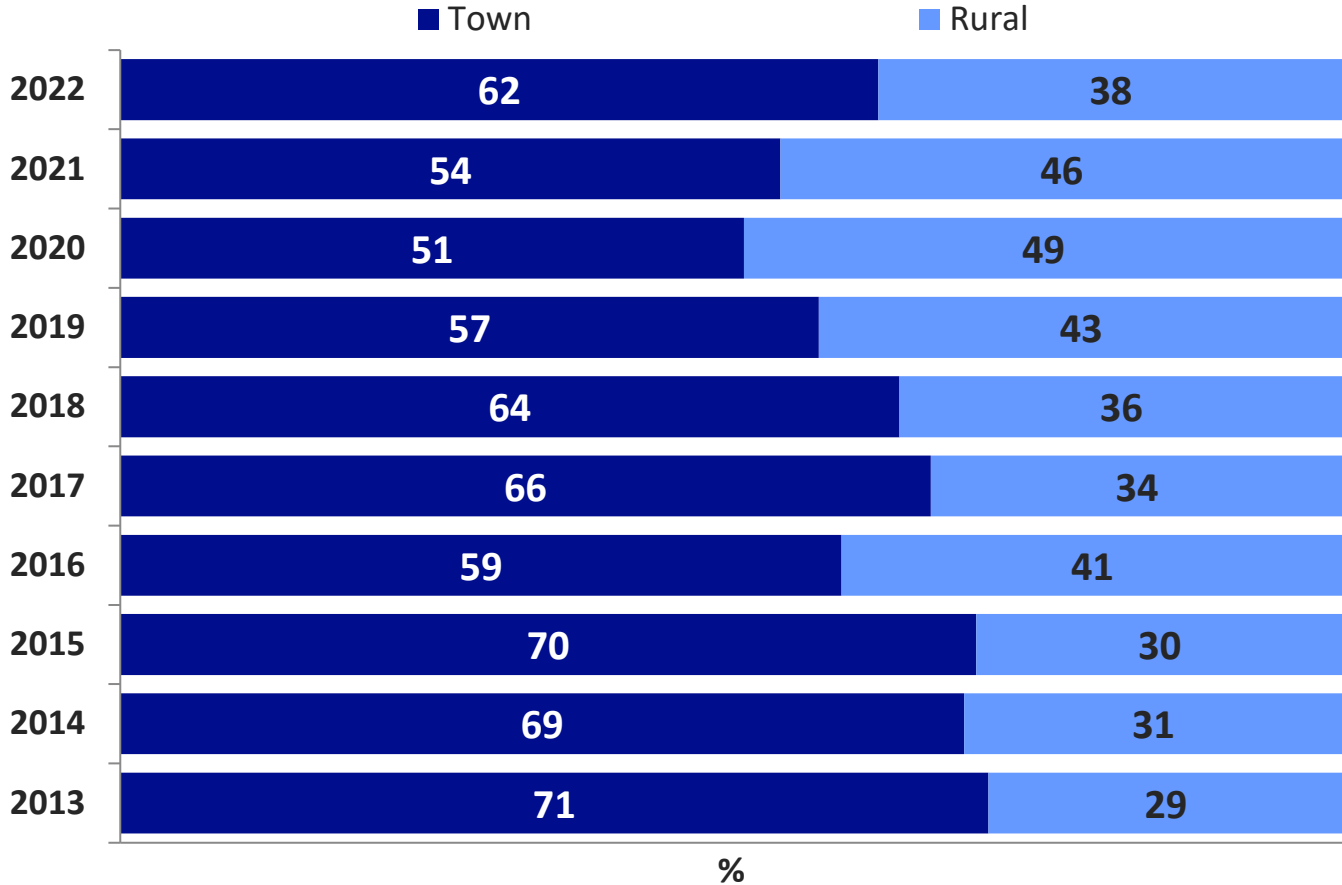
Total sample: 364

*Small sample size – results indicative only



Whether Live in Town or Rural Area

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

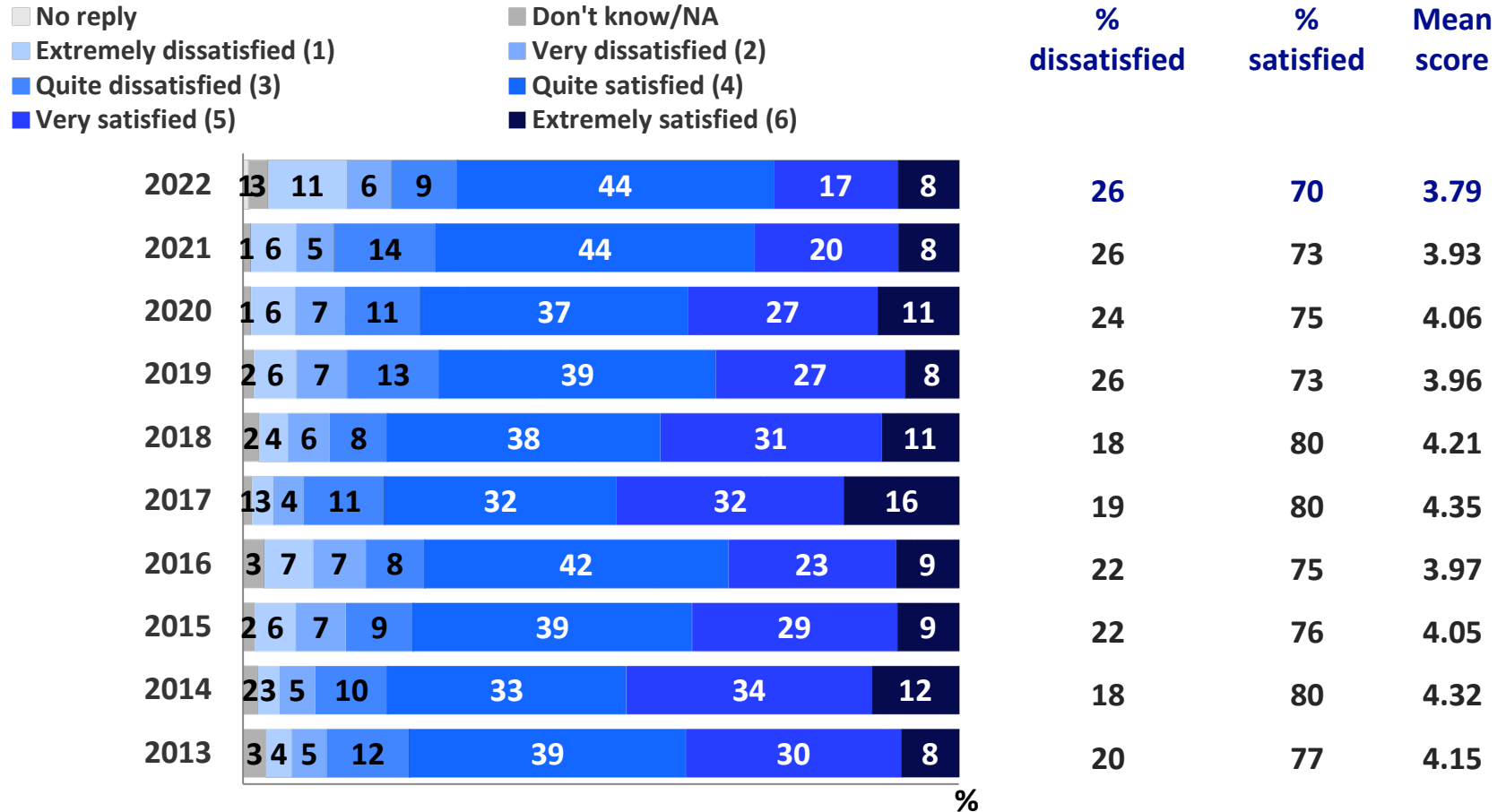


Total sample: 2013-2021: 350; 2022: 364 Note: this question was not asked in 2011



Satisfaction with Stormwater Drainage

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



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; 2022: 237

Note: this question was not asked in 2011



Satisfaction with Stormwater Drainage by Location, 2022

	Total (237) %	Location				
		Greater Greymouth (129) %	Karoro – Camerons (43*) %	Kaiata/Dobson/ Taylorville/ Stillwater (11*) %	Grey Valley/ Blackball/ Lake Brunner (21*) %	Runanga/ Rapahoe/ Coast Road (33*) %
Extremely satisfied	8	8	16	-	6	6
Very satisfied	17	16	23	46	5	21
Quite satisfied	44	47	46	21	46	38
Quite dissatisfied	9	11	5	24	-	12
Very dissatisfied	6	3	4	-	22	8
Extremely dissatisfied	11	11	3	9	18	16
Don't know	3	4	4	-	-	-
No reply	1	1	-	-	4	-
SATISFIED	70	71	84	67	57	64
DISSATISFIED	26	25	12	33	40	36
Mean	3.79	3.82	4.35	3.95	3.16	3.56

Sample: those who live in a town: refer to ()

*Small sample size – results indicative only

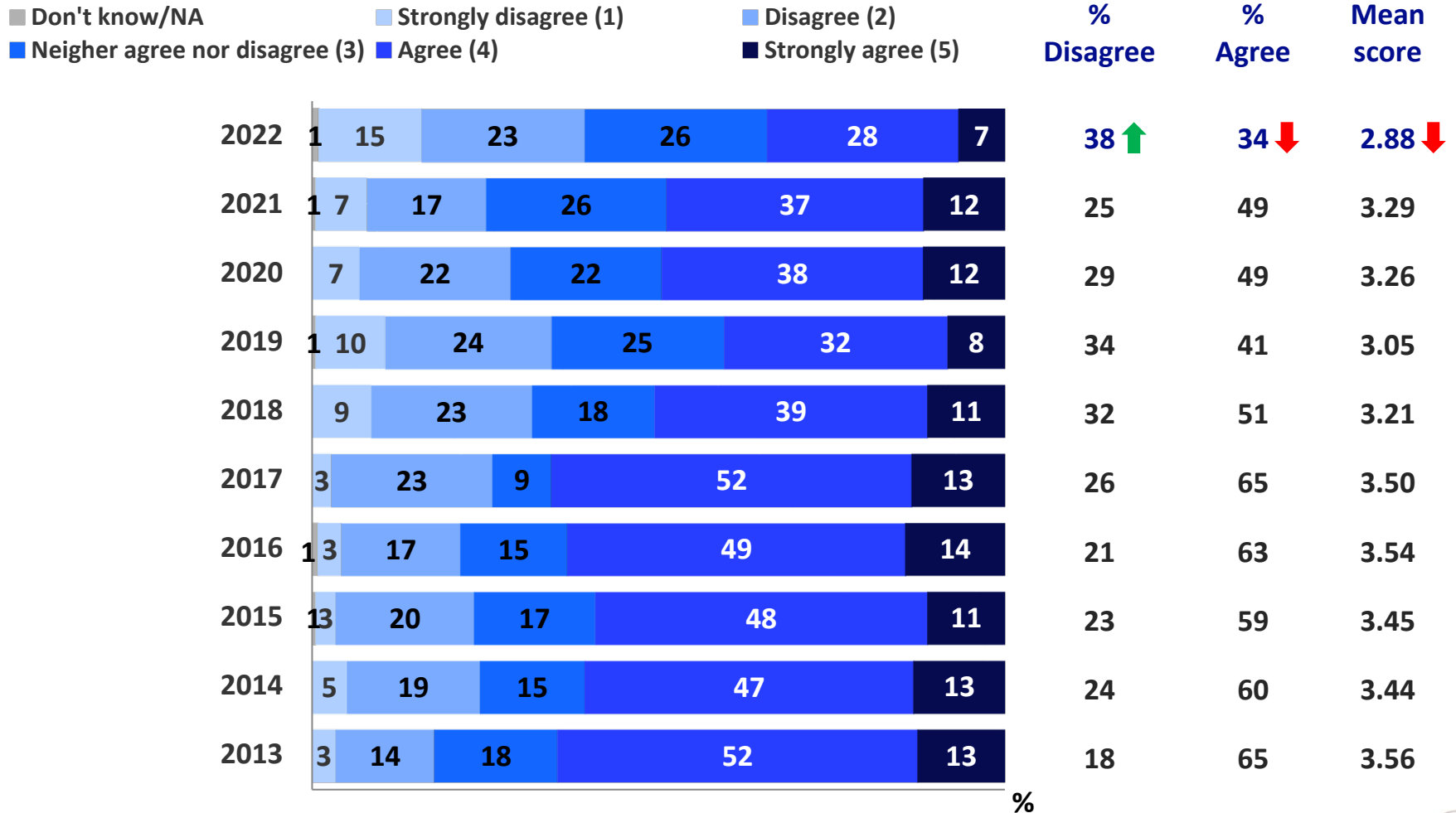


Perception of Quality of Life



Perception of Quality of Life

Q. How much do you agree or disagree with the following statement: *I feel a sense of pride in the way my district looks and feels?*



Total sample: 2013-2021: 350; 2022: 364 Note: these questions were not asked in 2011



Reasons for Feeling a Sense of Pride in the Way the District Looks and Feels, 2022

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: 121



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) %	2022 (121) %
The natural environment is beautiful	6	7	8	7	10	10	14	8	13	74
Happy here/been here for a long time/it's home	-	13	13	10	10	5	5	3	10	60
There is a sense of community in the district/friendly	23	13	11	8	10	8	8	3	8	58
Moving forward/getting things done	-	23	13	9	16	15	11	12	13	54
West Coast pride - doing the best with what we've got	-	10	2	-	8	1	7	3	5	53
There are plenty of parks, green/open spaces or gardens	12	10	5	1	6	2	1	3	2	46
Plenty of facilities, services, things to do, cycle trail	8		4	4	7	3	6	2	2	43
It is clean/no rubbish lying around	28	22	16	15	26	22	23	17	11	42
Good urban design/attractive buildings and spaces/well maintained/looks good	52	29	49	41	36	28	27	33	39	17
Other	na	na	26	24	31	41	41	32	30	6
I don't know/nothing/no reply	-	4	3	6	2	5	4	7	2	1

Sample: those who feel a sense of pride in the way the District looks and feels: refer to ()

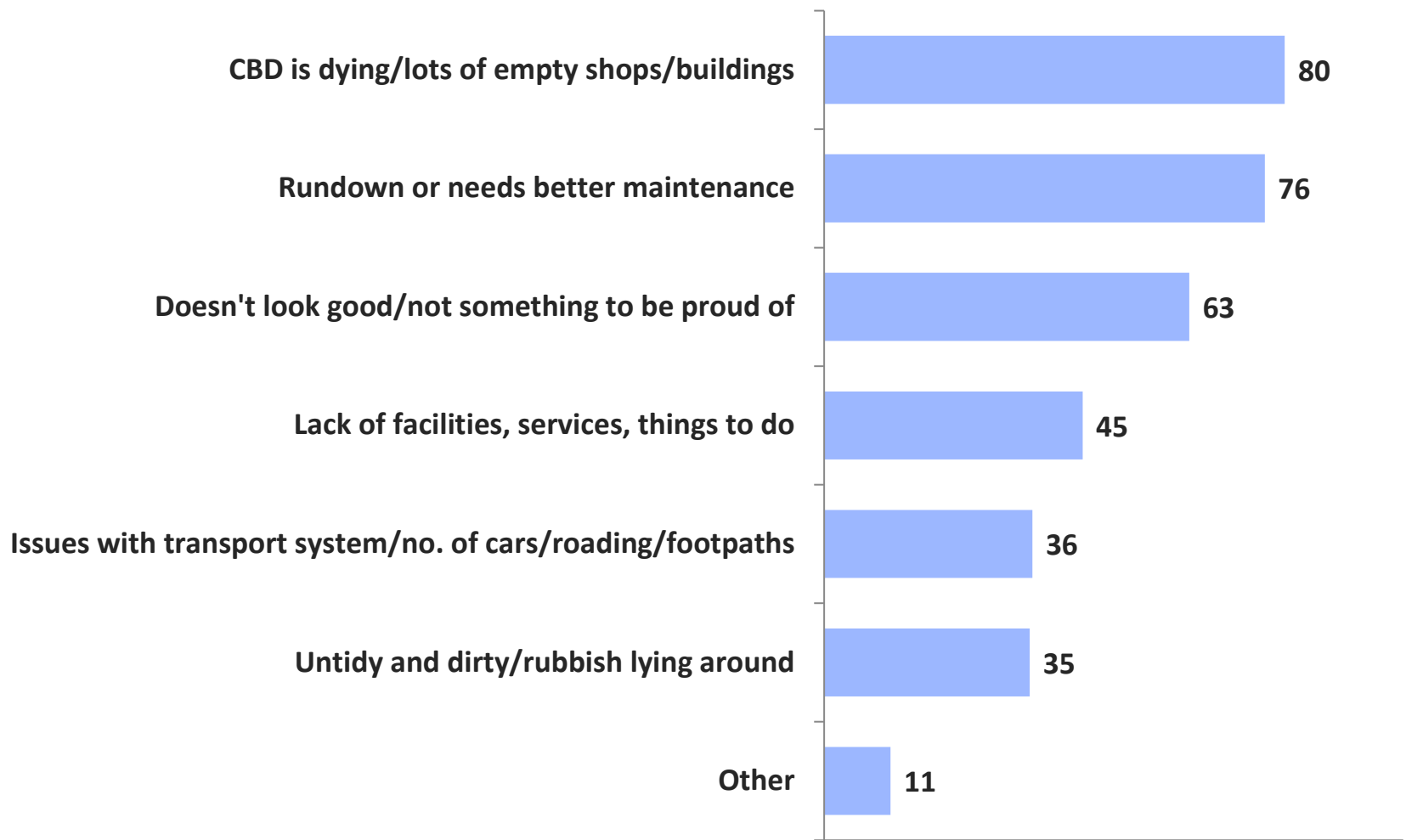
Note: this question was not asked prior to 2013

*2022 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022



Reasons for Not Feeling a Sense of Pride in the Way the District Looks and Feels, 2022

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: 140



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) %	2022 (140) %
CBD is dying/lots of empty shops/buildings	-	21	18	13	11	19	19	27	15	80
Rundown or needs better maintenance	45	56	48	49	48	57	60	50	56	76
Doesn't look good/not something to be proud of	-	2	-	11	30	15	20	13	21	63
Lack of facilities, services, things to do	6	6	3	7	8	2	8	7	3	45
Issues with transport system/no. of cars/roading/ footpaths	27	12	14	4	11	4	16	15	19	36
Untidy and dirty/rubbish lying around	11	12	15	10	20	11	18	22	10	35
Other	na	na	34	25	37	30	31	35	27	11
Don't know/no comment/no reply	-	-	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

*2022 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022



Perception of Safety on Local Roads



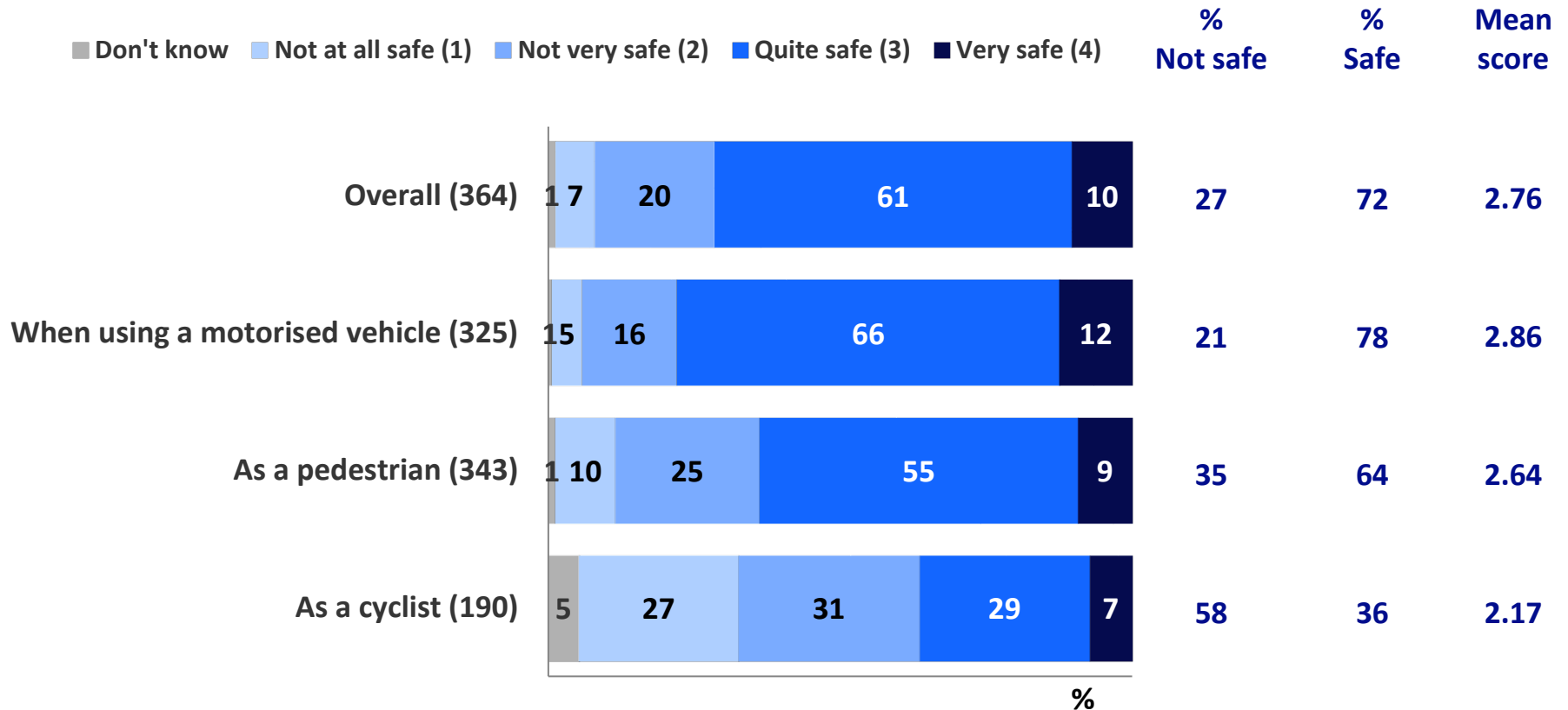
Perception of Safety on Local Roads, 2022

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

Q. And, how safe do you feel on local roads as a pedestrian?

Q. And, how safe do you feel on local roads as a cyclist?

Q. And, how safe do you feel on local roads when using a motorised vehicle?

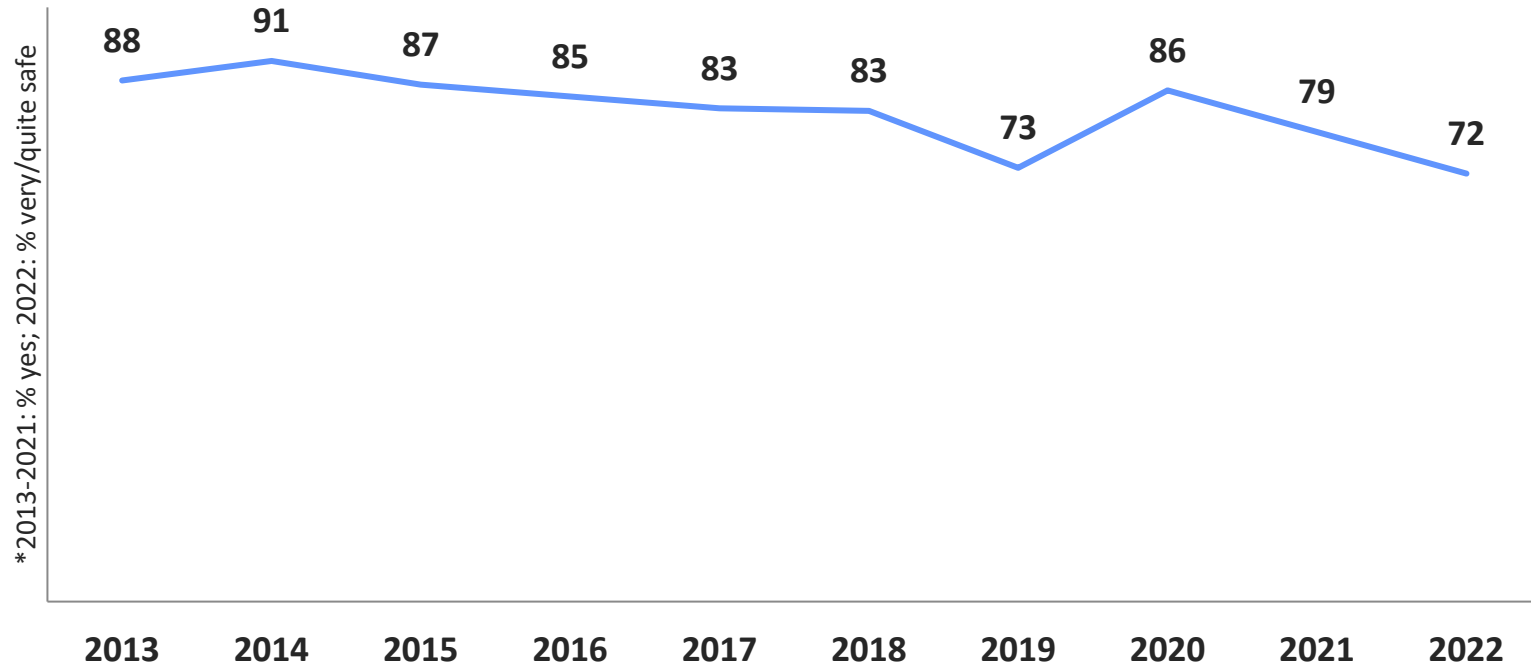


Total sample, excl. not applicable – refer to ()



Perception of Safety on Local Roads – Trend Data

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



Total sample: 2013-2021: 350; 2022: 364

Note: this question was not asked in 2011

*Question worded differently prior to 2022: Thinking about safety, do you feel safe on local roads? Chart shows % very/quite safe for 2022 and % yes for prior years. Difference between 2021 and 2022 findings not tested for statistically significant difference due to the change in the way the question was asked

Note: perceptions of safety when using a motorised vehicle, as a pedestrian and as a cyclist not asked prior to 2022





***...ensuring decisions are informed by the
best research evidence***

