



Grey District Community Satisfaction Survey 2018

Report

15th January 2019

Reference: 4259



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Executive Summary



Executive Summary

Introduction

- The objective of this research is to provide a measure of community satisfaction with Grey District Council and its services that will inform and enhance Council performance long term in line with community outcomes in the Council's Long Term Community Outcomes Plan (LTCOP).
- The research also provides a measure of perception of quality of life, in line with the Community Economic Development Strategy.
- This research commenced biennially in 2011, and became annual in 2014. Presented in this report are findings for 2018. Where applicable, comparisons are made with earlier findings.
- In 2018, interviews were conducted mid-October to early December 2018 among a representative sample of 350 Grey District residents aged 18 and over.

Overall satisfaction with Council performance

- Three quarters (74%) expressed satisfaction with the **overall performance of Council in the last 12 months**, this is similar to 2017 (76%) and marginally lower than earlier years (79 – 90%).
- Dissatisfaction (21%) in 2018 is similar to 2017. This is higher than in earlier years, (9 – 19%). The greatest change is in the proportion who are 'quite' dissatisfied.
- Satisfaction with the **performance of the Mayor and Councillors** (76%) is also similar to 2017 (77%) but lower than in earlier years (83 – 91%).

Satisfaction with communications

- 58% **contacted Grey District Council** in the last 12 months, and over four fifths expressed satisfaction (81%) with the overall service from Council Offices. These findings are similar to earlier years (82 – 88%).



Executive Summary

- Satisfaction (79%) with the **information received from Council** in 2018, is at a similar level to earlier years. It was highest in Greater Greymouth (83%) and lowest in Kaiata/ Dobson/ Taylorville/ Stillwater (57%).
- In 2018, 58% of residents expressed satisfaction that the **Council consults with residents on important issues**, while 34% are dissatisfied and 8% do not know. Satisfaction with consultation on important issues is marginally lower than in previous years and indicates there is an opportunity for improvement. Satisfaction is highest in Greater Greymouth (64%) and lowest in Grey Valley/ Blackball/ Lake Brunner (51%), Kaiata/ Dobson/ Taylorville/ Stillwater (46%) and, especially in Runanga/ Rapahoe/ Coast Road (41%).
- Residents' **preferred option for receiving information** is fragmented; a quarterly newsletter sent to ratepayers (60%), followed by a letter/bulk mail out (44%), via social media (31%), email (30%) and newspaper (30%) among other means.

Use and satisfaction with Council services

- Of all Council services, residents are **most likely to have used or visited** a park or reserve (73%), followed by the Council offices (63%), a rubbish dump/recycling facility (63%), a cemetery (59%) or a public toilet/rest room (58%) in the last 12 months.
- **Satisfaction with Council facilities and services** in 2018, is similar to 2017, except it is higher in 2018 for swimming pools and lower for the water supply. There are some differences in satisfaction with Council services by location indicating there are localised issues to be addressed. In 2018, satisfaction is lowest for overall maintenance of footpaths (52% satisfied).



Executive Summary continued

- 52% of residents are satisfied with **Council's regulation of land use throughout the District** in 2018, this level of satisfaction is similar to earlier years (46 – 65%).
- Nearly all (91%) are satisfied that their **household rubbish/recycling is collected on time**. This is marginally lower than in 2017 (94%) but similar to earlier years (91 – 95%).
- More than four fifths (84%) are also satisfied with the **household rubbish/recycling service in general**, this is consistent with previous years (82 – 96%). Satisfaction is lower in Runanga/ Rapahoe and the Coast Road (69%).
- Consistent with 2017, 74% are satisfied with **Council litter bins, recycling centre and recycling stations being kept clean and tidy**. Satisfaction is lower in Kaiata/ Dobson/ Taylorville/ Stillwater (50%) and in Grey Valley/ Blackball/ Lake Brunner (51%).
- In 2018, nearly three quarters of participants' homes (72%) are on a **Council water supply** and 1% are on both a Council and private water supply, similar to previous years.
- 73% of residents on a Council water supply are satisfied with the **water's appearance and taste** in 2018, this proportion is significantly lower than in 2017 (83%). Satisfaction is significantly higher in Greater Greymouth (78%) and lower in Runanga/ Rapahoe and the Coast Road areas (30%).
- 92% are satisfied with the **water pressure and flow**, similar to previous years. Satisfaction is lowest in Kaiata/ Dobson/ Taylorville/ Stillwater (74%).



Executive Summary continued

- 80% of residents living in a town are satisfied with the **way their property drains stormwater** in 2018, similar to previous years (75 – 80%). Satisfaction is lowest in Grey Valley/ Blackball/ Lake Brunner (75%) and Runanga/ Rapahoe/ Coast Road (60%).

Quality of Life

- Most participants (86%) agree the **District is a great place to live**, however, this proportion is significantly lower than in previous years (91 – 94%).
- Half (51%) agree they **feel a sense of pride in the way their District looks and feels**. This proportion is also significantly lower than in previous years (59 – 65%). It appears that this shift in perception is primarily related to a sense that the District is run down, untidy and in need of better maintenance and that the CBD is dying with lots of empty shops.

Sense of road safety

- Most **feel safe on local roads** (83%), this is the same proportion as 2017 but marginally fewer than previously (85% - 91%). It is lowest in Grey Valley/ Blackball/ Lake Brunner and Runanga/ Rapahoe and the Coast Road (68%).

Use of Greymouth Town Square

- 82% have visited or spent time in **Greymouth Town Square** since it was opened December 2017.

Interest in Events

- In terms of the **types of events people would like to see more of**, a wide range of event types including Family, Fun based & Music concerts and Festivals were popular.
- 57% have attended an event in the Grey District community in the past 12 months.

Introduction



Introduction

- § In 2011 and 2013, Opinions Market Research conducted a Community Satisfaction Survey on behalf of Grey District Council to measure community satisfaction with the Council and its services.
- § In 2014, the survey was changed to an annual survey format. The annual 2014 – 2018 surveys also provide a measure of peoples' perception of quality of life, in line with the Community Economic Development Strategy.
- § In 2018, questions were added to assess the use of Greymouth Town Square, attendance at events and types of events residents would like to more of.
- § This report presents the main findings of the research in 2018 and makes comparisons with earlier surveys where applicable.
- § Benchmark data comparing Grey District Council's performance with other South Island District Councils is also included.
- § Residents' verbatim comments to open questions are presented in a separate report.



Research Objectives

Overall objective

- ⌘ To 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 objectives

- ⌘ Measure and monitor over time community satisfaction with Council performance and the services it provides.
- ⌘ Gain an understanding and insight into aspects of services for improvement.
- ⌘ Determine Council performance in relation to the community outcomes which form part of the Council's Long Term Community Outcomes Plan (LTCOP).
- ⌘ Provide a measure of perception of quality of life, in line with the Community Economic Development Strategy.
- ⌘ Assess the use of Greymouth Town Square, attendance at events and types of events residents would like to see more of in Grey District.







Research Methodology

- ⌘ A quantitative telephone methodology was employed.
- ⌘ Each survey, a representative sample of 350 Grey District residents aged 18+, has taken part.
- ⌘ 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 2013 Census.
- ⌘ The statistical margin of error at a 95% confidence level for the total sample of 350 is $\pm 5.3\%$.
- ⌘ The 2018 questionnaire was based on previous questionnaires with new questions added to assess use of the Town Square and types of events residents would like to see more of.
- ⌘ In 2018, interviewing took place from 16th October – 6th December.



Research Methodology continued

- ⌘ All percentages are shown as whole numbers.
- ⌘ Where total percentage satisfied and dissatisfied scores are given these are calculated from the precise, non-rounded data for accuracy. These totals may therefore differ from the sum of categories as shown in the graphs.
- ⌘ Demographic sub-group analysis has been conducted based on location, and findings are included in the report where there are significant differences.
- ⌘ Demographic sub-group analysis based on location, gender, age, life stage, ratepayer status, length of time in Grey District, occupation, ethnicity, and satisfaction with the overall performance of Council, with the Mayor and Councillors, with information received and with consultation is provided in a separate report.
- ⌘ Findings of interest have been highlighted as follows:
 - ⌘ Findings that are statistically higher compared with 2017 or other locations combined are highlighted as:  or 
 - ⌘ Findings that are statistically lower compared with 2017 or other locations combined are highlighted as:  or 



Benchmark Data

- ⌘ Benchmark data have been provided for some key performance measures for comparative purposes.
- ⌘ These benchmark data are indicative only. The surveys from which the data were obtained differ slightly in the methodologies used, such as:
 - ⌘ Differences in data collection method used, for example telephone, postal, face to face.
 - ⌘ Minor differences in sample sizes.
 - ⌘ Minor differences in the wording of questions and the scales used.
- ⌘ Survey years are recorded on the graphs. The most recent data available has been used, though this is not necessarily 2018.



Sample Structure

		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



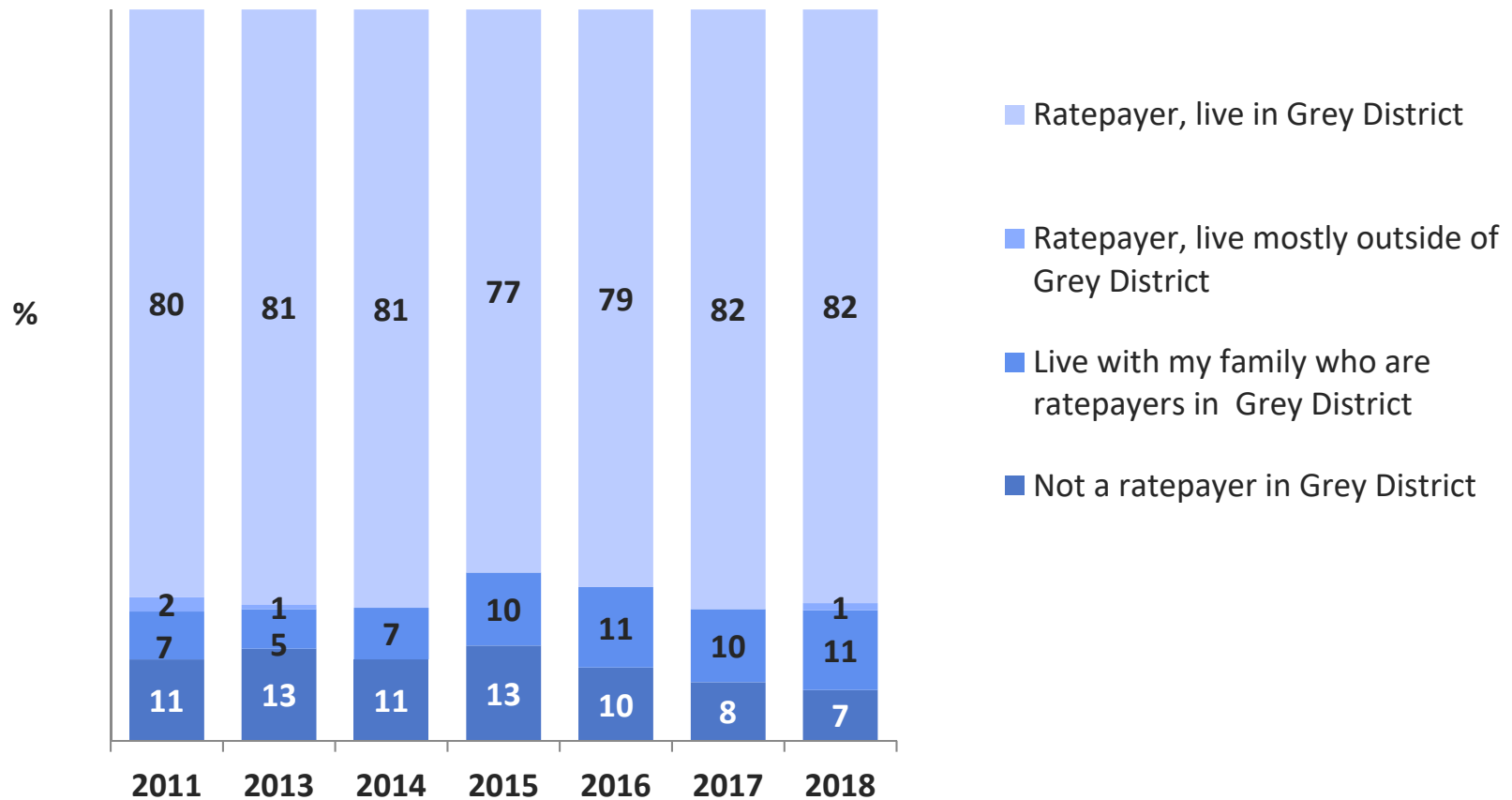
Sample Profile – Demographics

	2018 (350) %
Dependent Children	
Participant is dependent child	1
No dependent children	64
Youngest aged under 5	4
Youngest aged 5-15	24
Youngest aged over 15	7
Life Stage	
Younger, no dependents	20
Has dependents	35
Older, no dependents	45

	2018 (350) %
Employment Status	
In full time paid employment	51
In part time paid employment	18
Not in paid employment/seeking/beneficiary	4
Retired	19
Home executive	3
School student	1
Tertiary student	1
Other	4
Ethnicity	
European	95
Maori	6
Pacific peoples	-
Asian	1
Middle Eastern/Latin American/African	-
New Zealander	2
Other	-



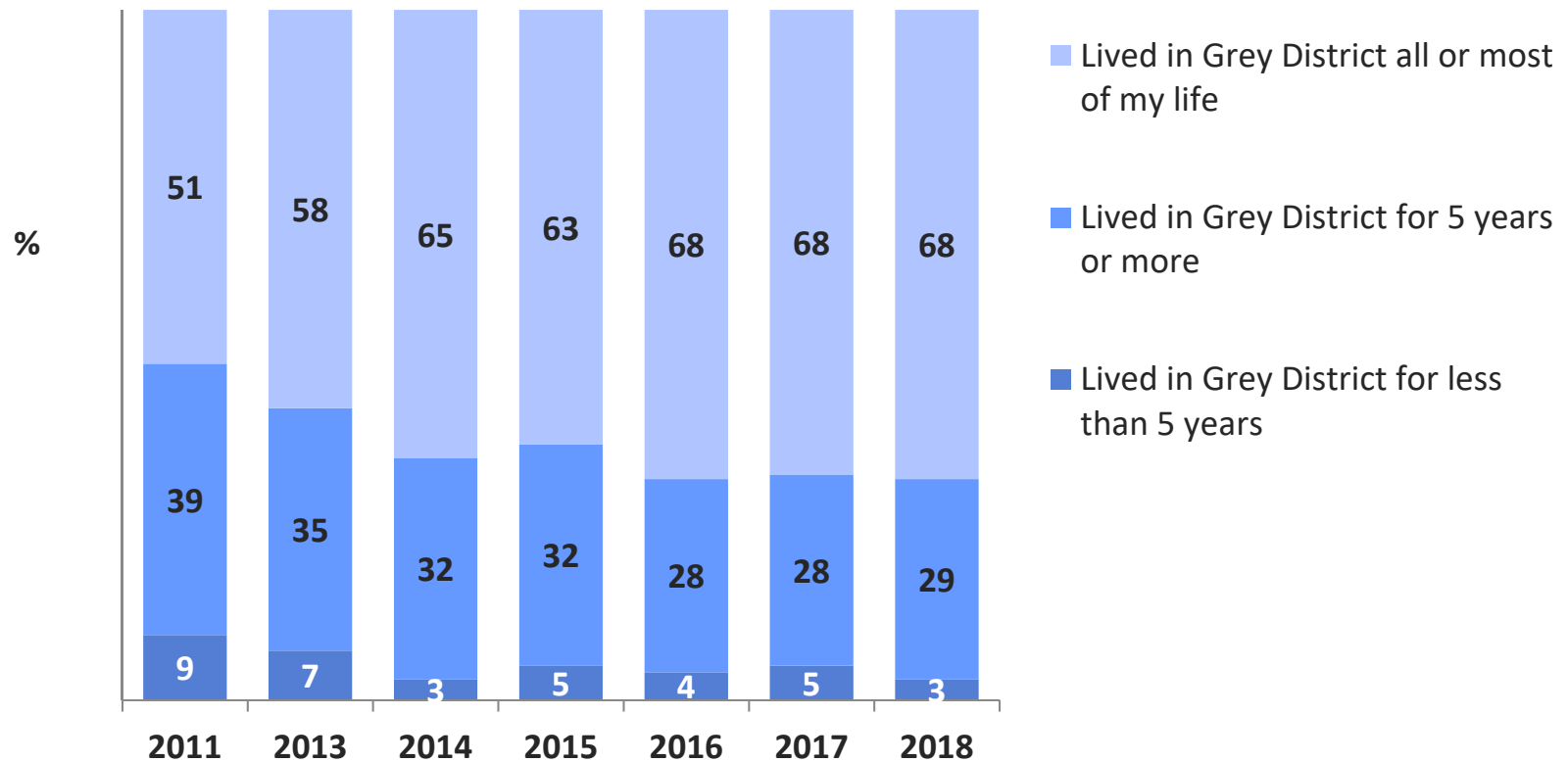
Sample Profile: Ratepayer Status



Total sample: 350



Sample Profile: Length of Time Living in Grey District



Total sample: 350



Key Findings

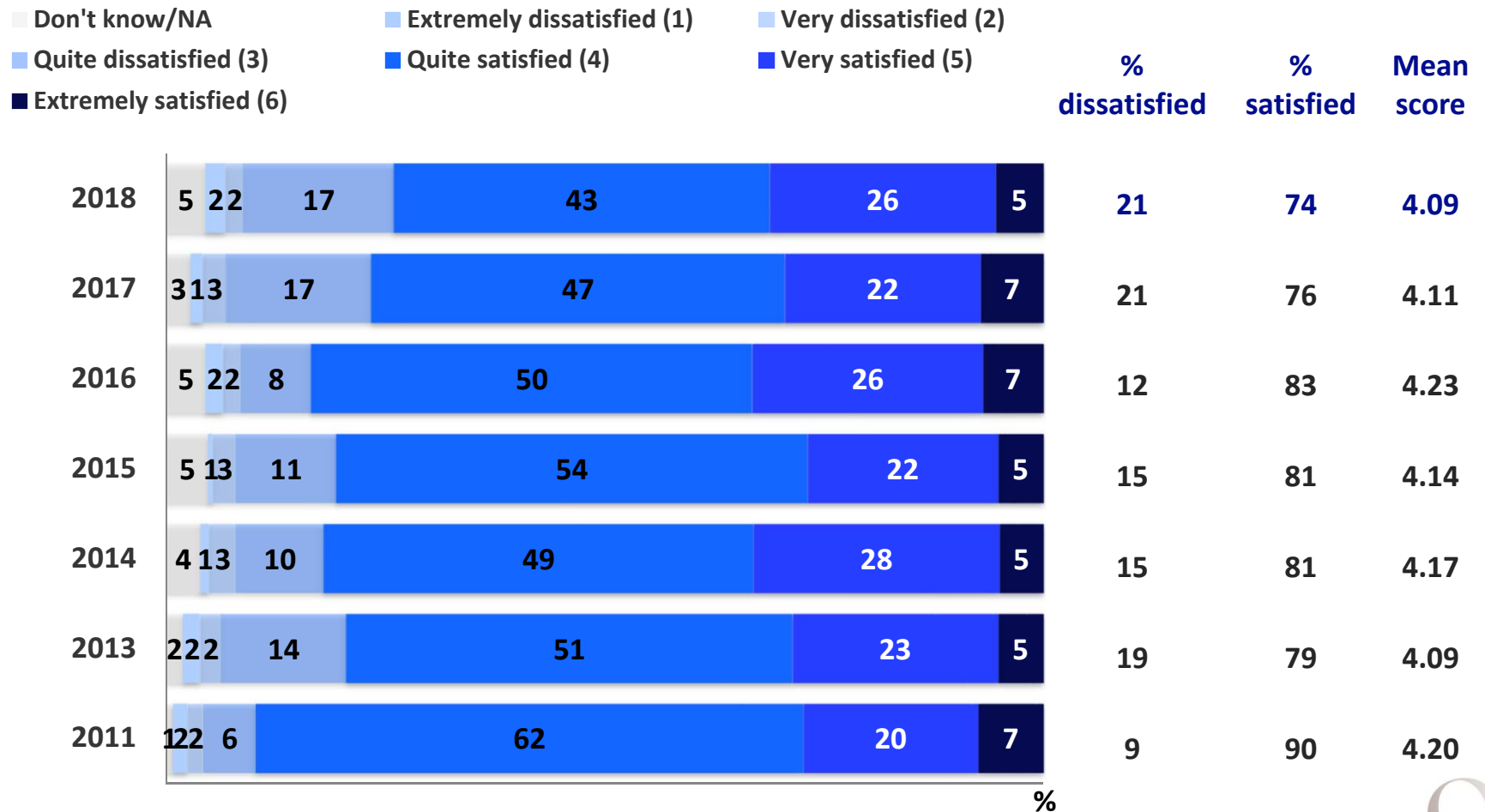


Performance of Grey District Council



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

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

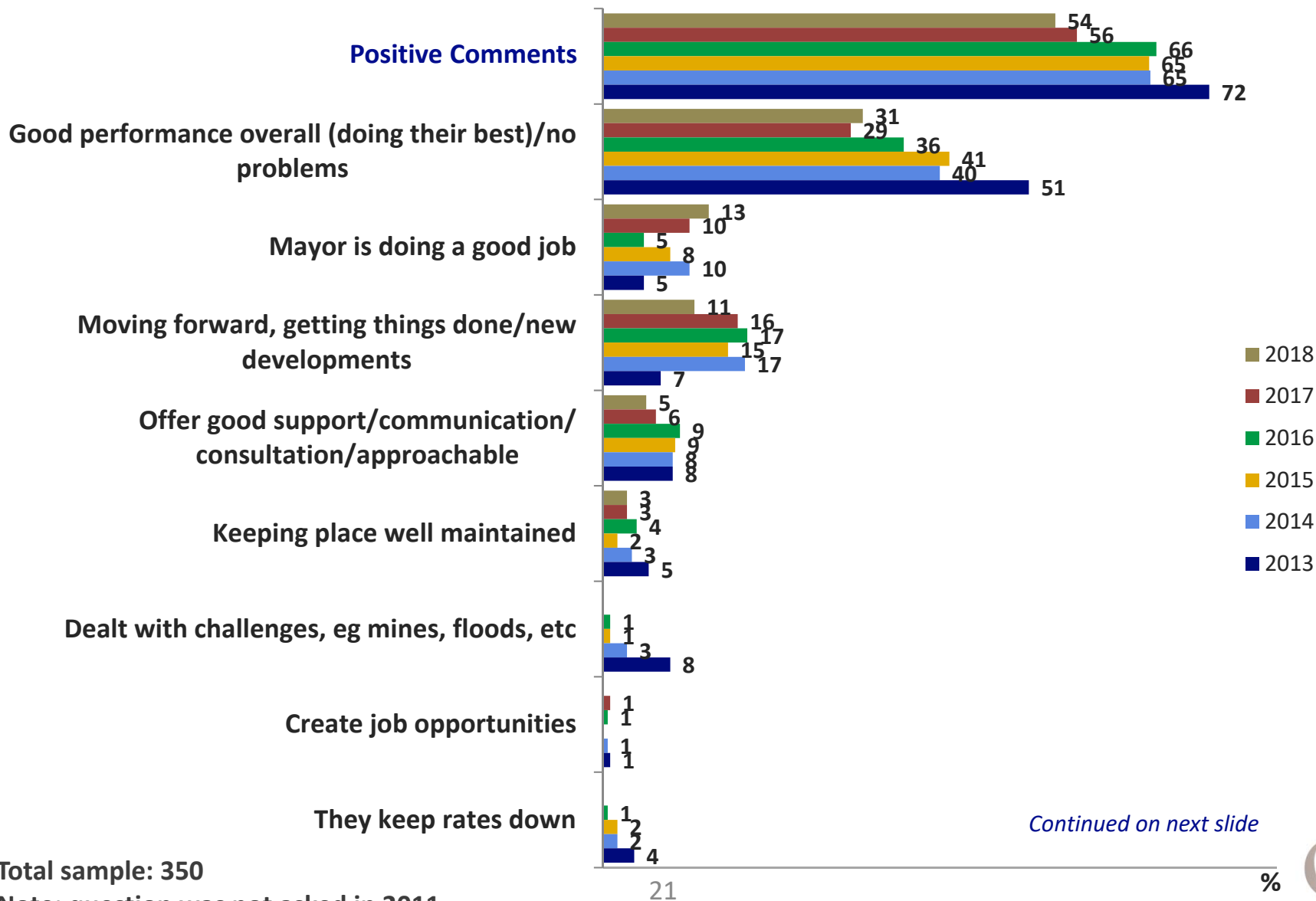


Sample: 350



Reasons for Level of Satisfaction with Performance of Grey District Council over Last 12 Months

Q. Why do you say that?



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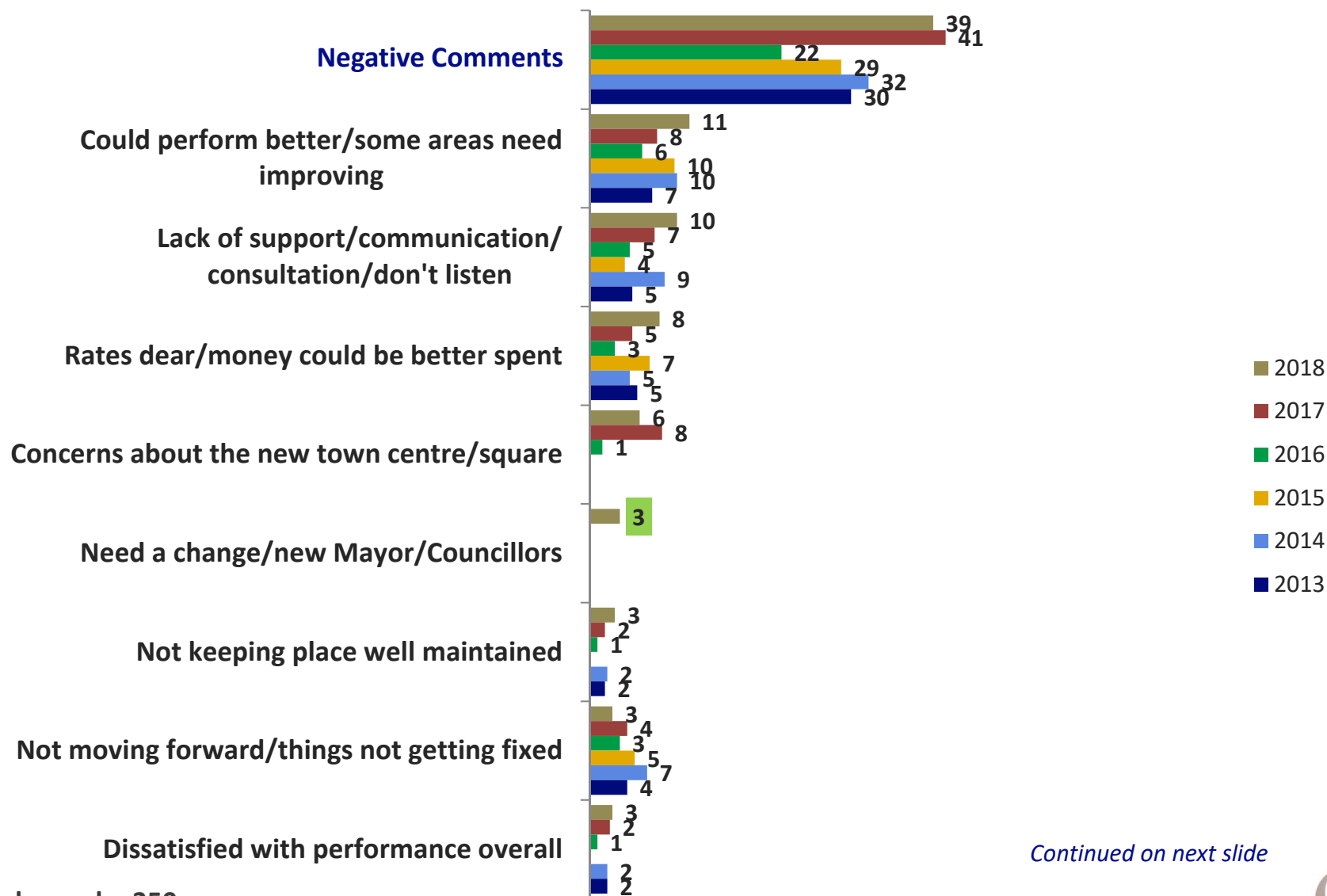
Total sample: 350

Note: question was not asked in 2011



Reasons for Level of Satisfaction with Performance of Grey District Council over Last 12 Months continued

Q. Why do you say that?



Continued on next slide

Total sample: 350

Note: question was not asked in 2011



Reasons for Level of Satisfaction with Performance of Grey District Council over Last 12 Months continued

Q. Why do you say that?



Total sample: 350

Note: question was not asked in 2011

23

%



Reasons for Level of Satisfaction by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
Positive Comments	54	56	50	50	51	53
Good performance overall (doing their best)/no problems	31	31	29	21	41	32
Mayor is doing a good job	13	16	7	7	3	15
Moving forward, getting things done/new developments	11	12	12	14	5	6
Offer good support/ communication/consultation /approachable	5	5	7	4	5	6
Keeping place well maintained	3	3	5	7	-	-

Continued on next slide

Sample: refer to ()

*Small sample size – results indicative only



Reasons for Level of Satisfaction by Location, 2018 continued

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
Negative Comments	39	37	40	43	35	56
Could perform better/some areas need improving	11	10	2	11	16	26
Lack of support/communication/consultation/don't listen	10	9	14	18	5	12
Rates dear/money could be better spent	8	8	7	-	11	12
Concerns about the new town centre/square	6	6	7	4	-	12
Need a change/new Mayor/ Councillors	3	3	5	-	-	9
Not keeping place well maintained	3	3	-	4	3	3
Not moving forward/things not getting fixed	3	2	7	-	-	3
Dissatisfied with performance overall	3	3	-	4	5	-
Roads/footpaths/transport need improving	2	2	-	4	-	6
Rubbish/recycling needs improvement	2	1	-	-	-	12
Not doing enough for businesses/industry/tourism	2	2	-	4	-	3

Sample: refer to ()

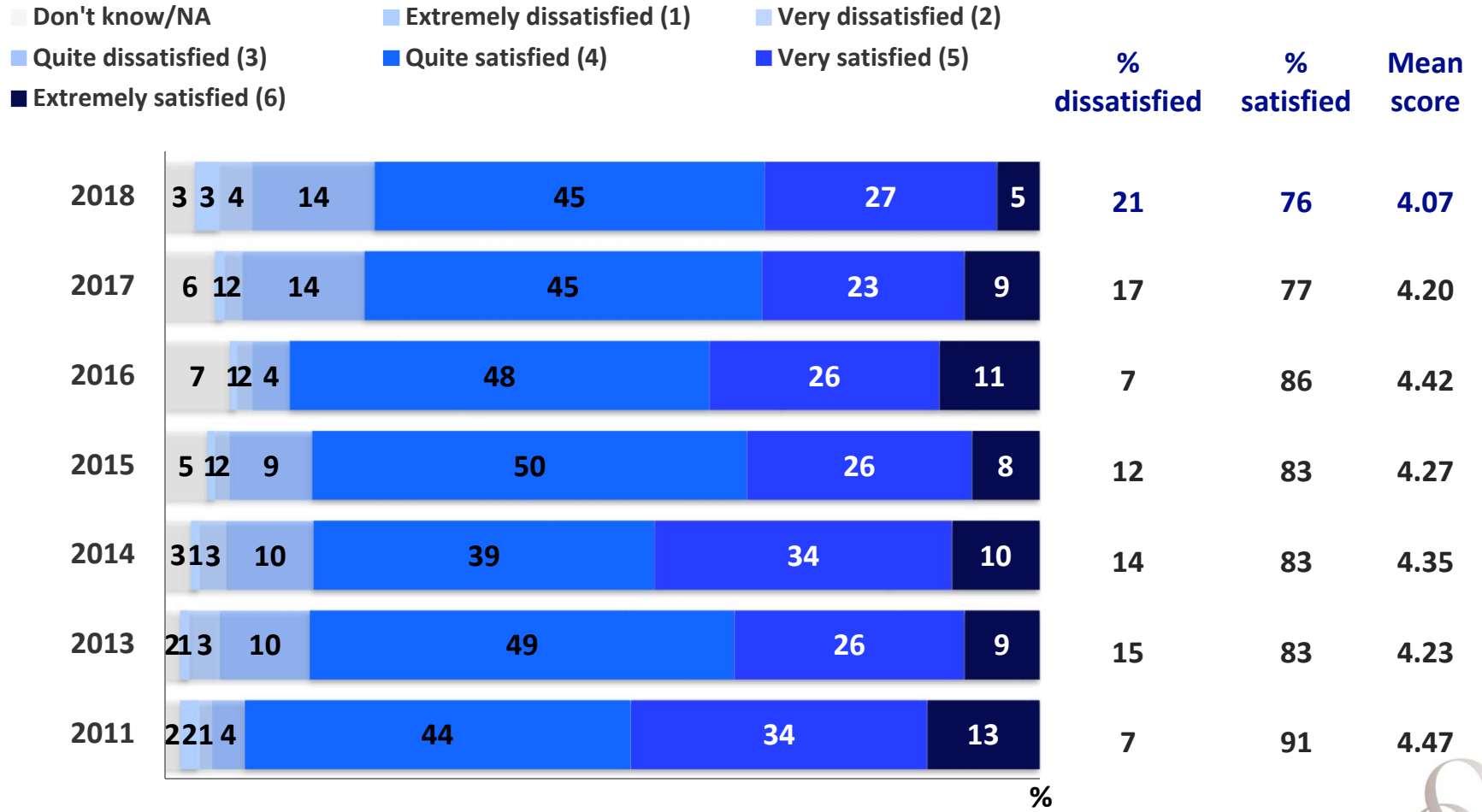
*Small sample size – results indicative only

Note: only reasons given by 2% or more participants shown



Satisfaction with Performance of Mayor and Councillors

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

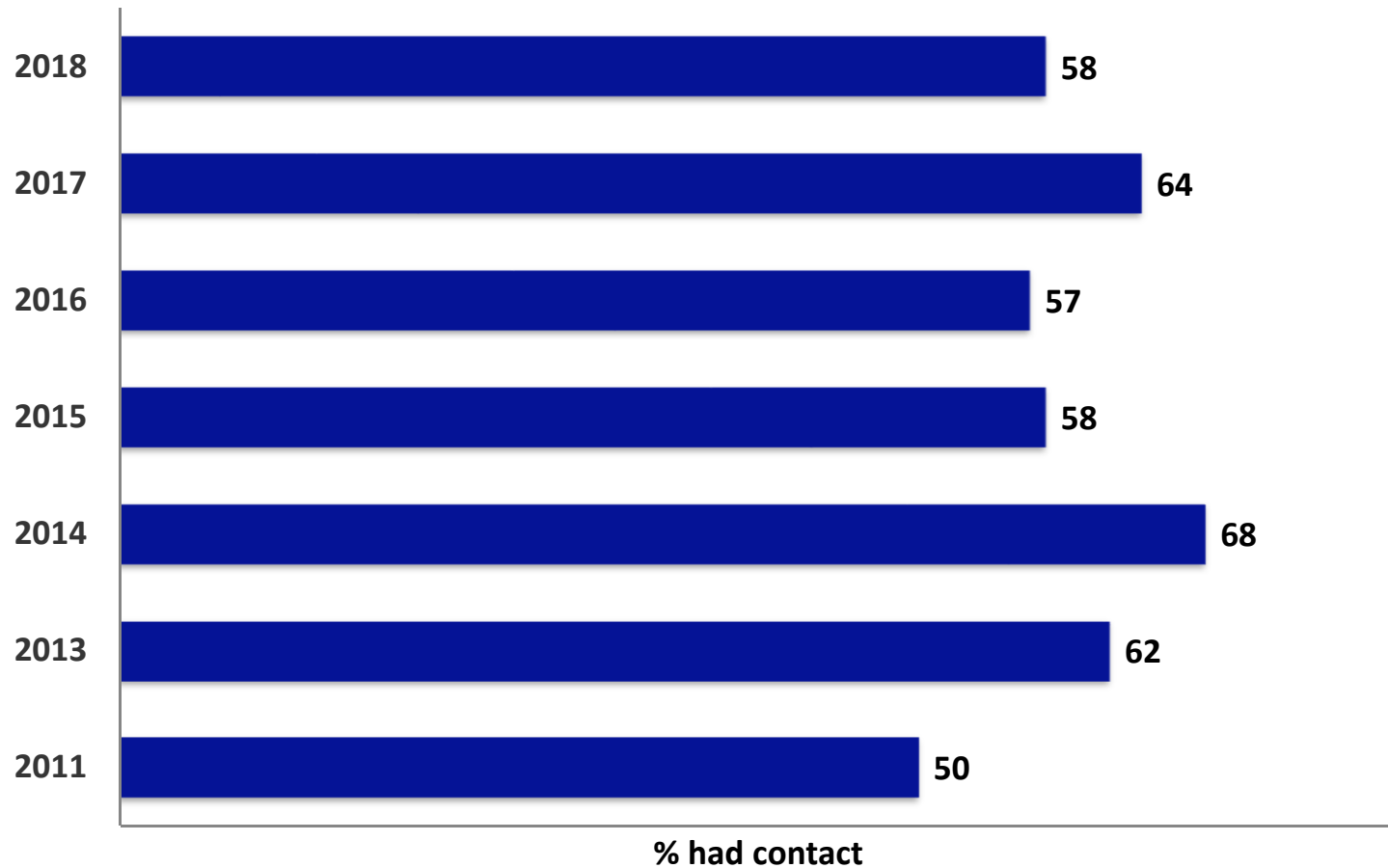


Sample: 350



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?

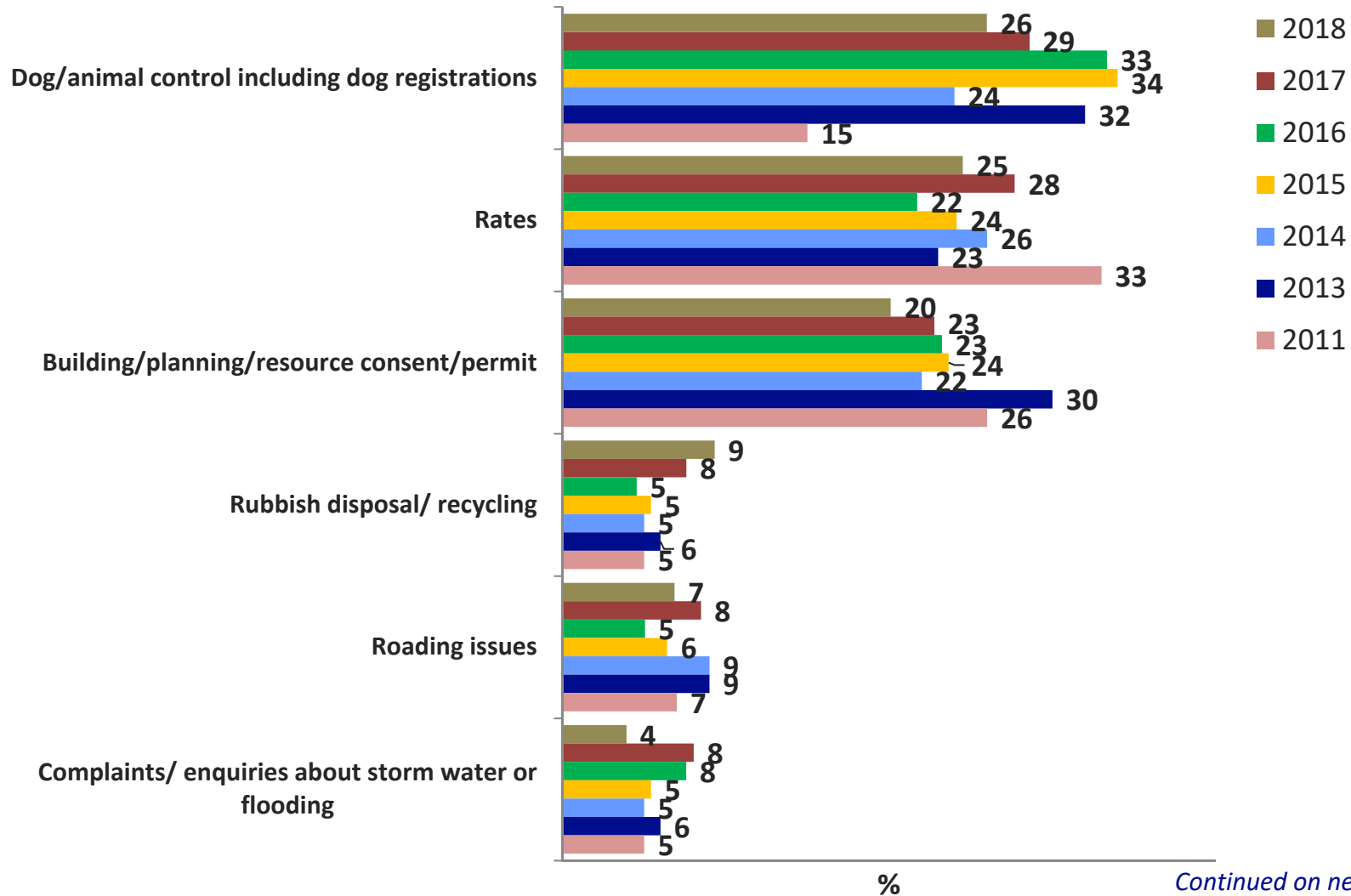


Sample: 350



Reasons for Contacting Council Offices

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



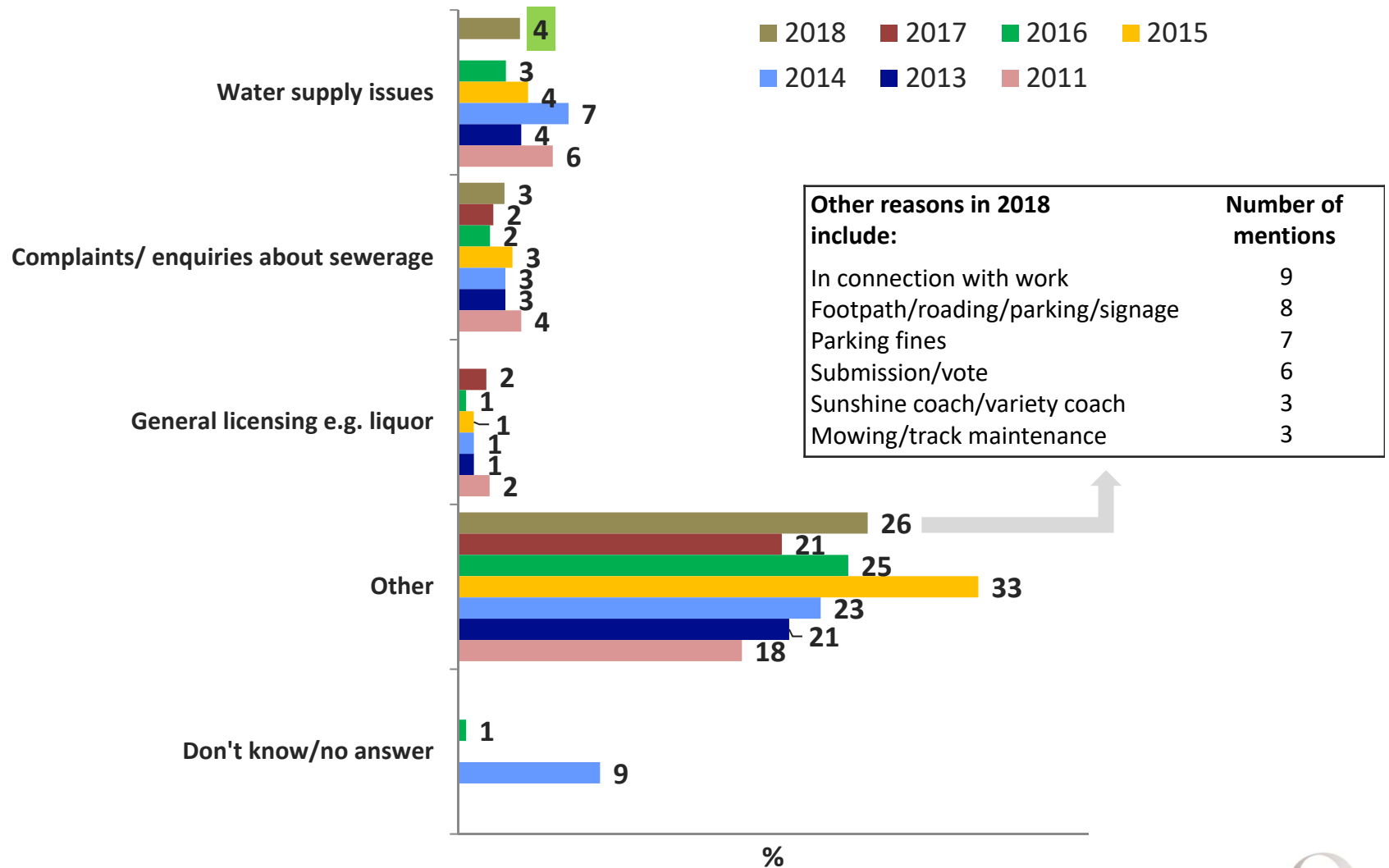
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Sample: those who contacted the Council: 2011: 175; 2013: 217; 2014: 238; 2015: 203; 2016: 198; 2017: 224; 2018: 204



Reasons for Contacting Council Offices continued

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



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



Reasons for Contacting Council Offices by Location, 2018

	Total (204) %	Location				
		Greater Greymouth (121) %	Karoro – Camerons (23*) %	Kaiata/Dobson/ Taylorville/ Stillwater (18*) %	Grey Valley/ Blackball/ Lake Brunner (21*) %	Runanga/ Rapahoe/ Coast Road (21*) %
Dog/animal control including dog registrations	26	26	13	33	33	24
Rates	25	26	26	39	14	14
Building/planning/resource consent/permit	20	19	30	33	19	5
Rubbish disposal/recycling	9	2	13	22	10	33
Roading issues	7	8	-	6	10	5
Complaints/enquiries about storm water or flooding	4	3	4	11	-	5
Water supply issues	4	5	4	-	-	5
Complaints/enquiries about sewerage	3	2	-	6	-	10
General licensing e.g. liquor	-	1	-	-	-	-
Other	26	29	17	17	33	19

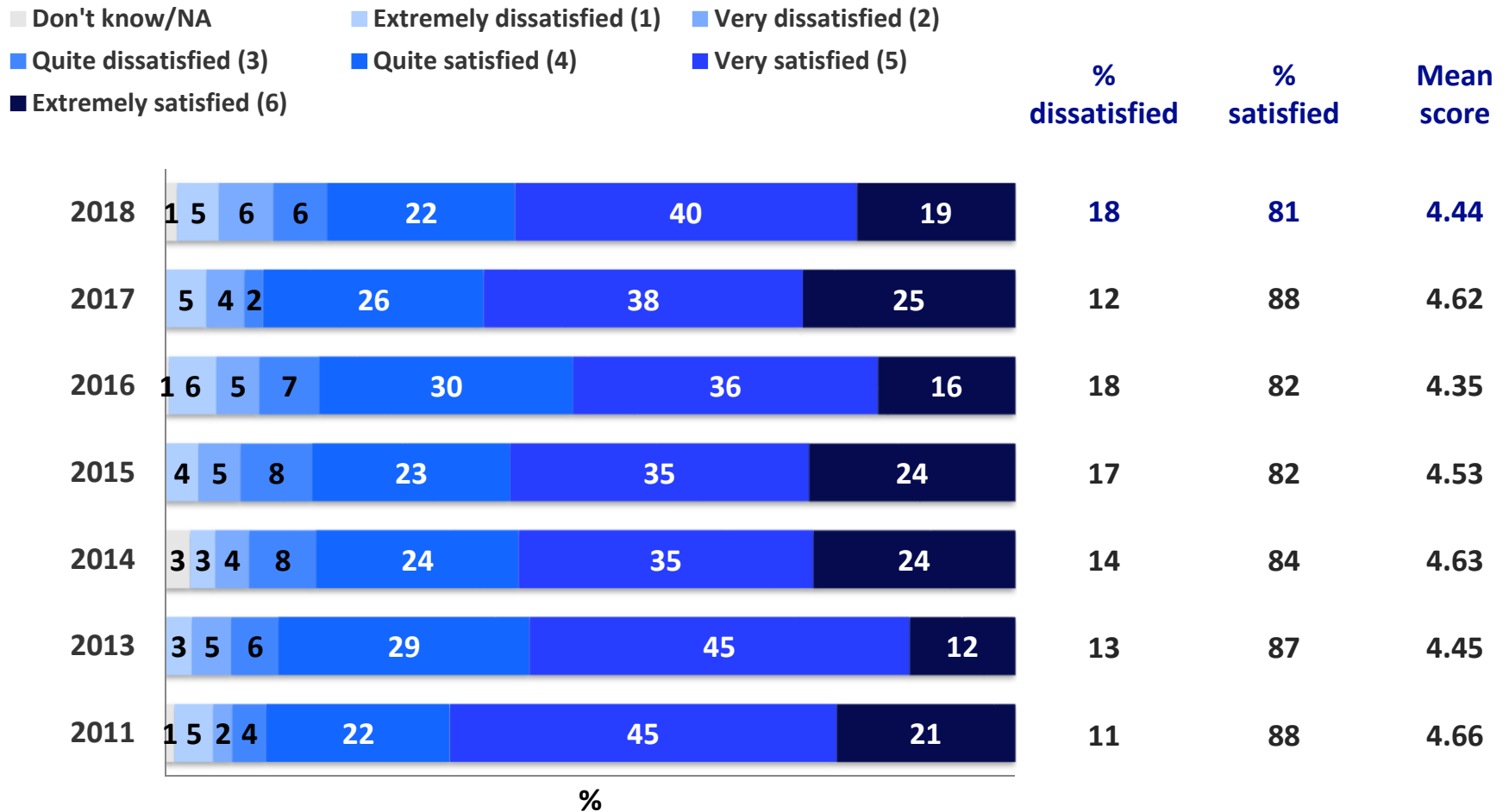
Sample: those who contacted the Council: refer to ()

*Note: small sample size – results indicative only



Satisfaction with Overall Service from Council Offices

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

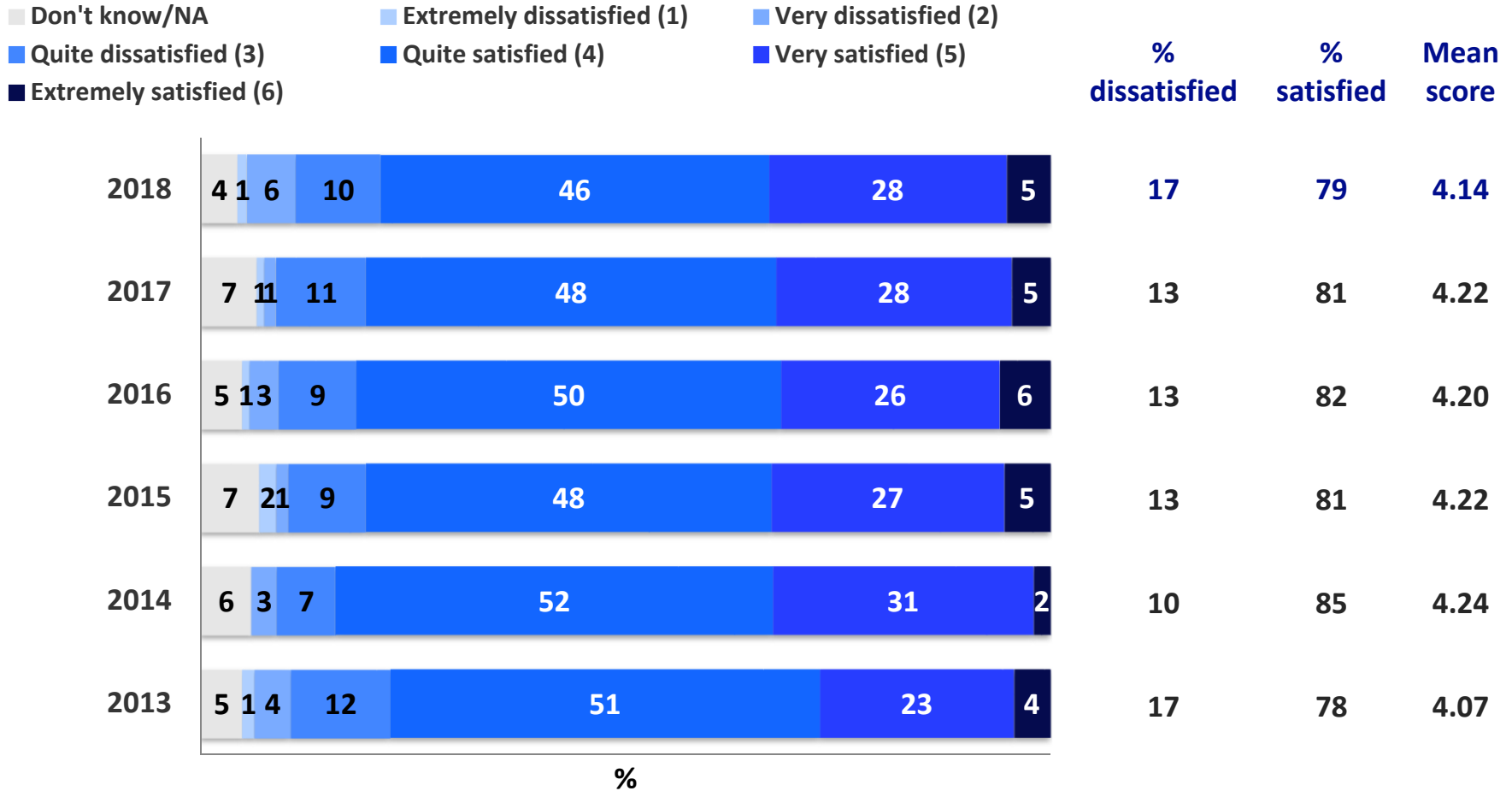


Sample: those who contacted the Council: 2011: 175; 2013: 217; 2014: 238; 2015: 203; 2016: 198; 2017: 224; 2018: 204



Satisfaction with Information Received from Council

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



Sample: 350



Satisfaction with Information Received by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
Extremely satisfied	5	7	5	-	3	3
Very satisfied	28	31	31	11	22	26
Quite satisfied	46	45	48	46	57	32
Quite dissatisfied	10	9	5	21	11	15
Very dissatisfied	6	5	5	11	3	12
Extremely dissatisfied	1	1	-	-	5	-
Don't know	4	2	7	11	-	12
SATISFIED	79	83	83	57	81	62
DISSATISFIED	17	14	10	32	19	26
Mean	4.14	4.24	4.28	3.64	3.95	3.93

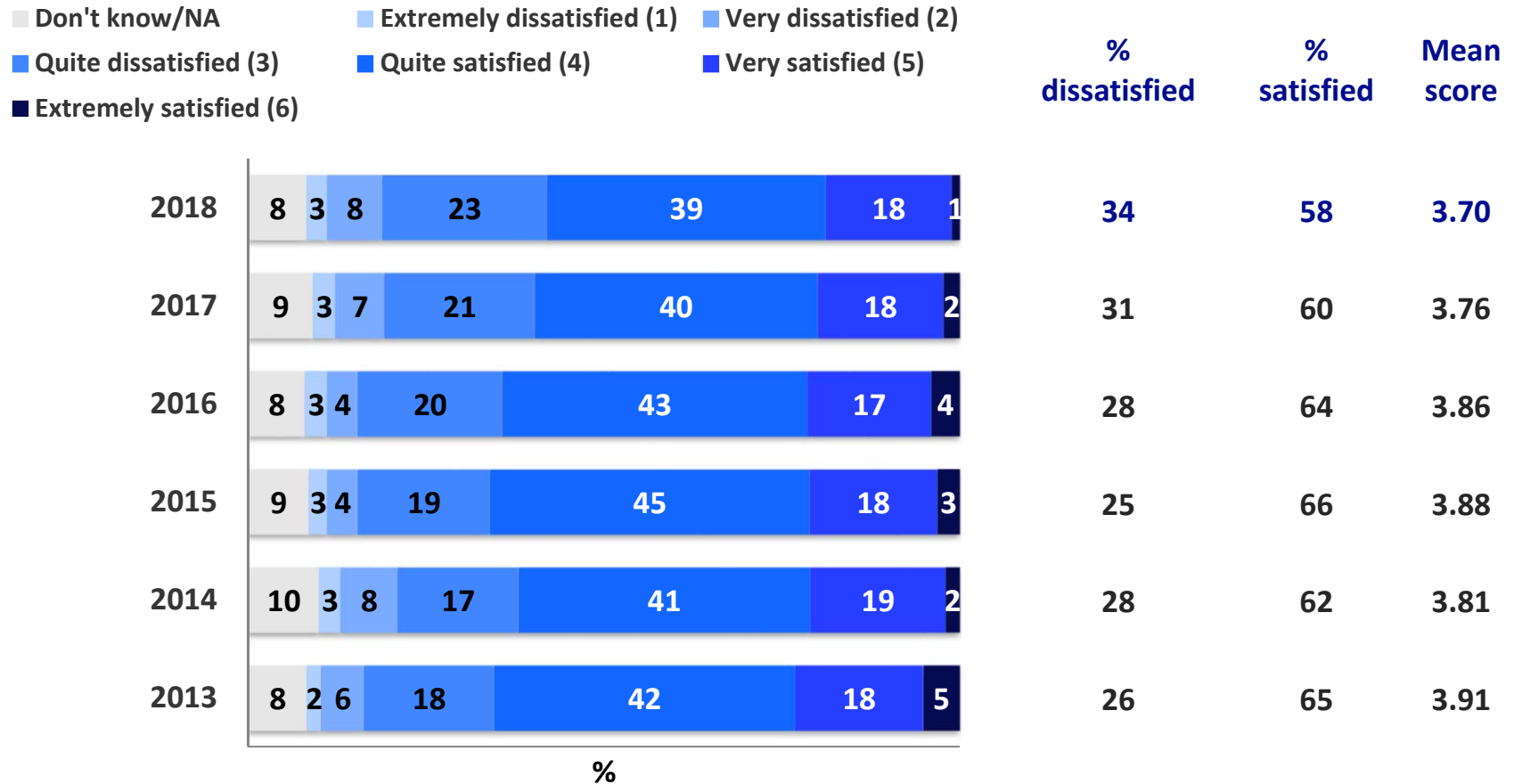
Sample: refer to ()

*Small sample size – results indicative only



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: 350



Satisfaction Council Consults with Residents on Important Issues by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
Extremely satisfied	1	1	2	-	-	-
Very satisfied	18	22	19	-	11	15
Quite satisfied	39	41	36	46	41	26
Quite dissatisfied	23	22	21	32	19	26
Very dissatisfied	8	7	2	7	16	12
Extremely dissatisfied	3	2	5	7	-	6
Don't know	8	5	14	7	14	15
SATISFIED	58	64	57	46	51	41
DISSATISFIED	34	31	29	46	35	44
Mean	3.70	3.82	3.81	3.27	3.53	3.38

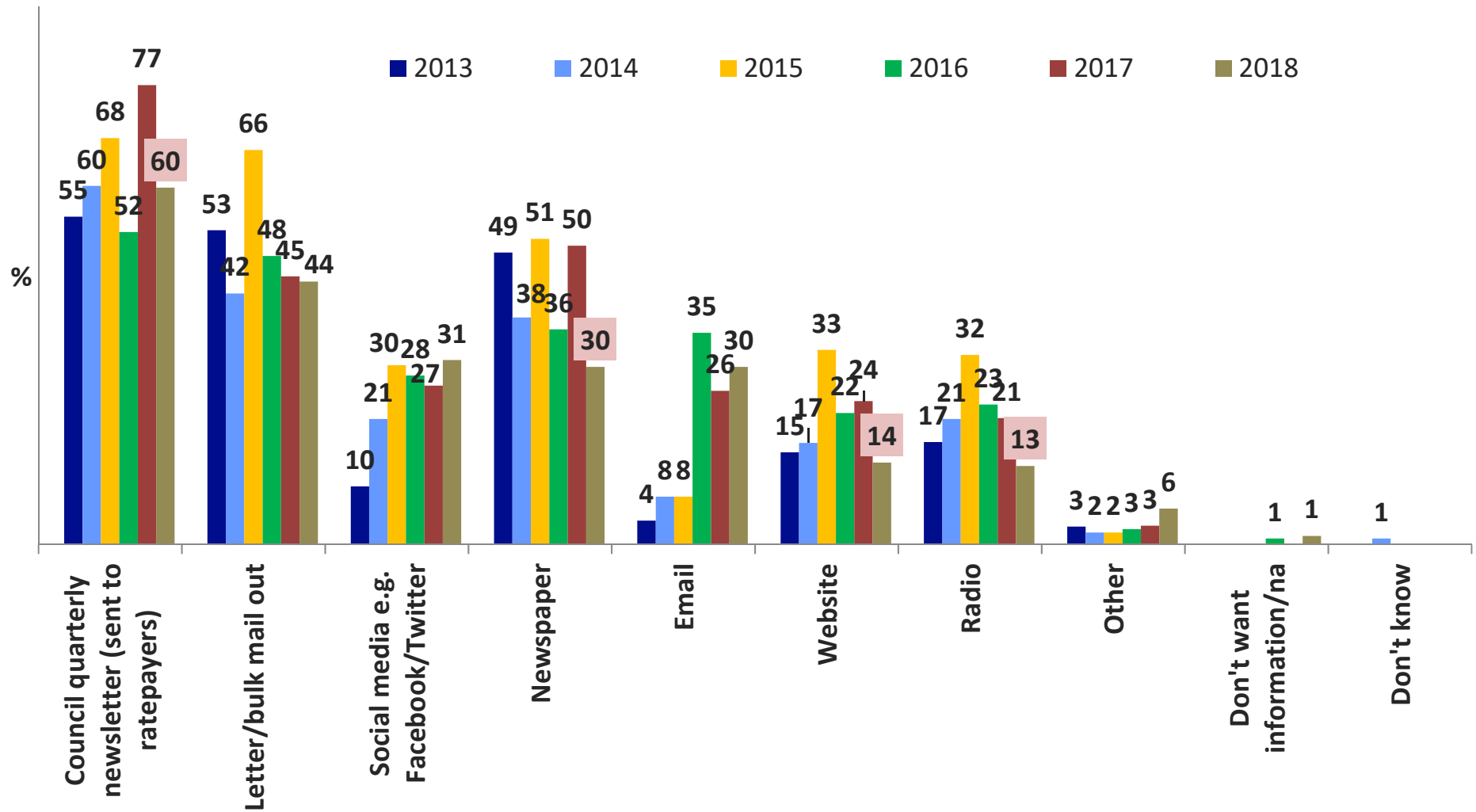
Sample: refer to ()

*Small sample size – results indicative only



Preferred Method of Receiving Information From Council

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



Total sample: 350



Preferred Method of Receiving Information From Council by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
Council quarterly newsletter (sent to ratepayers)	60	59	50	68	65	65
Letter/bulk mail out	44	41	40	50	32	74
Social media e.g. Facebook/Twitter	31	35	33	25	11	29
Newspaper	30	32	17	29	27	38
Email	30	30	29	25	30	32
Website	14	14	12	7	8	24
Radio	13	14	7	18	5	18
Other	6	7	5	14	3	-
Don't want information/na	1	1	2	-	-	6

Sample: refer to ()

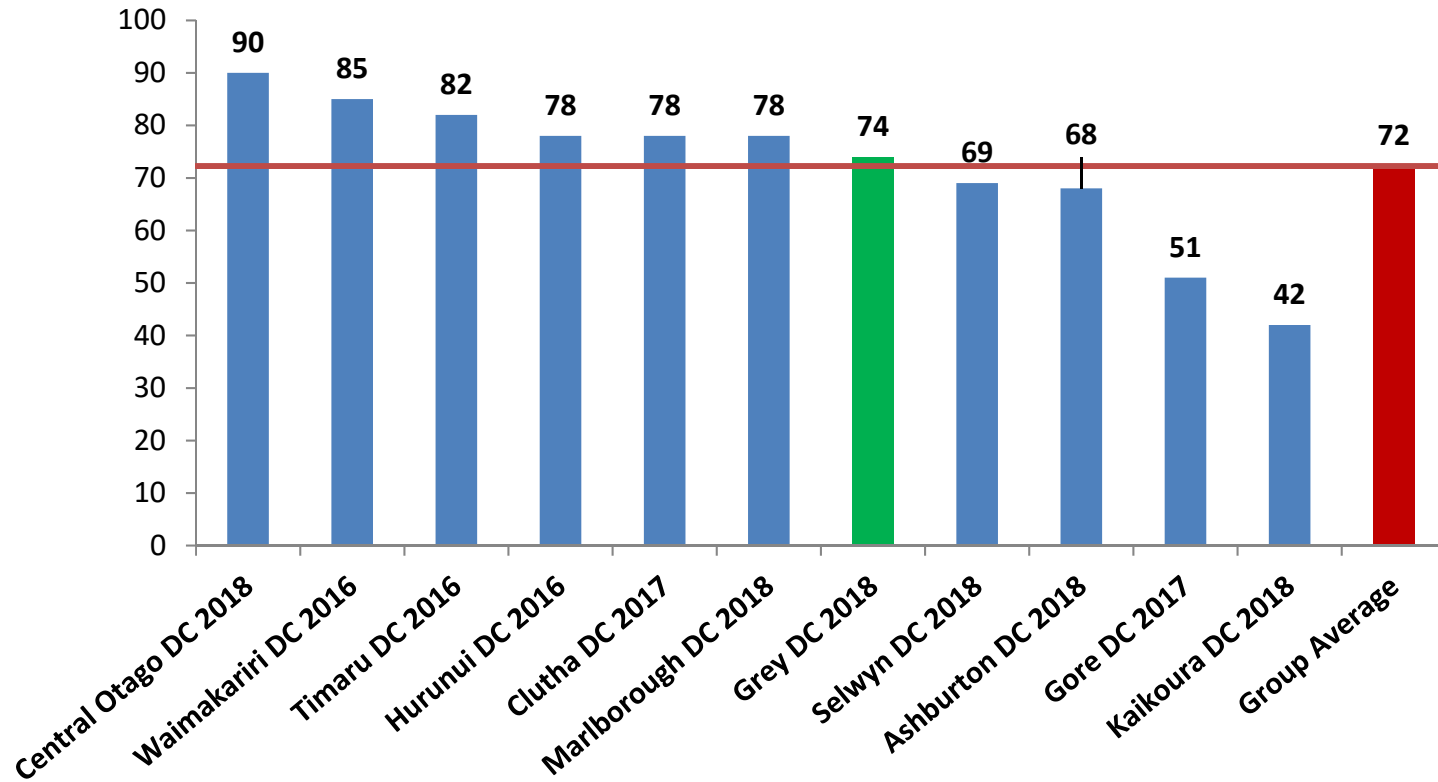
*Small sample size – results indicative only



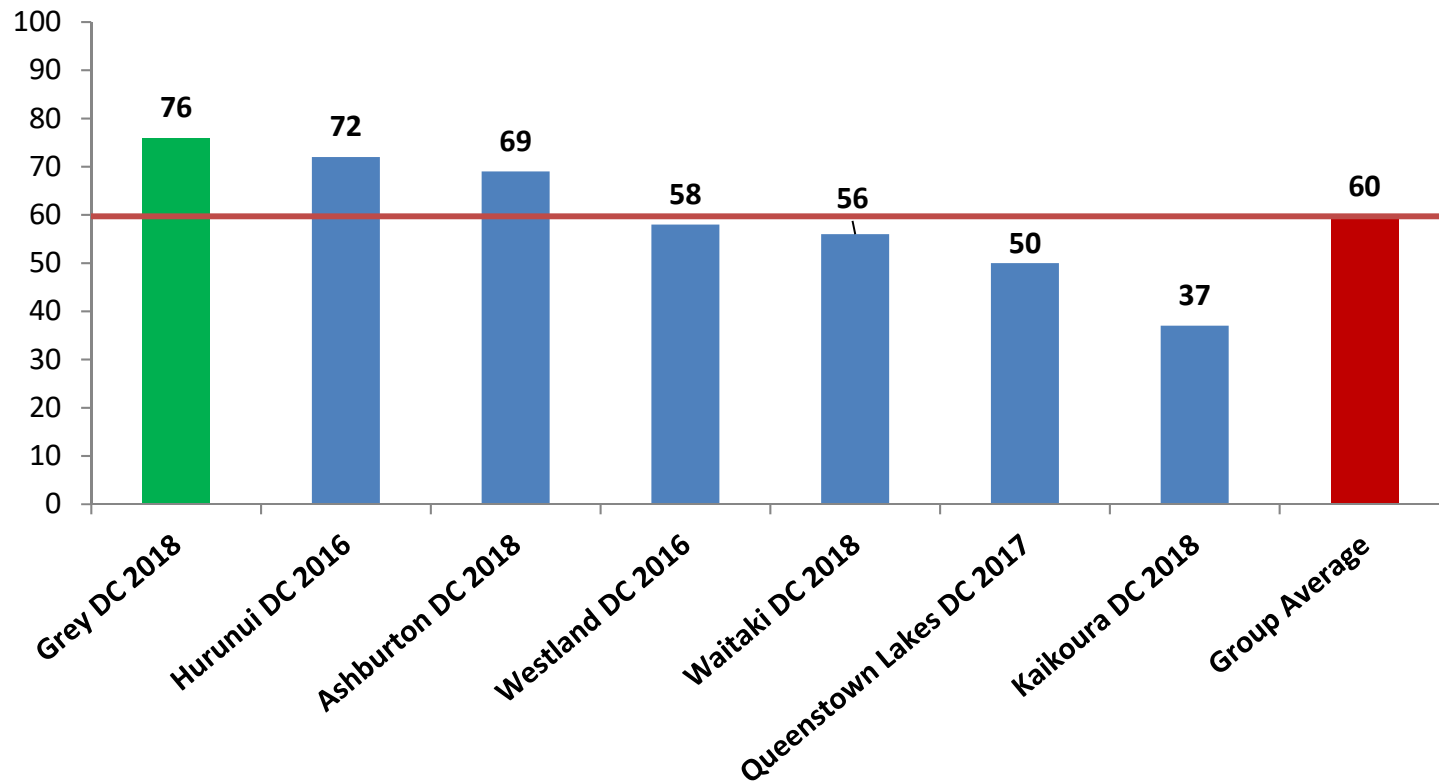
Council Comparison Benchmark Data



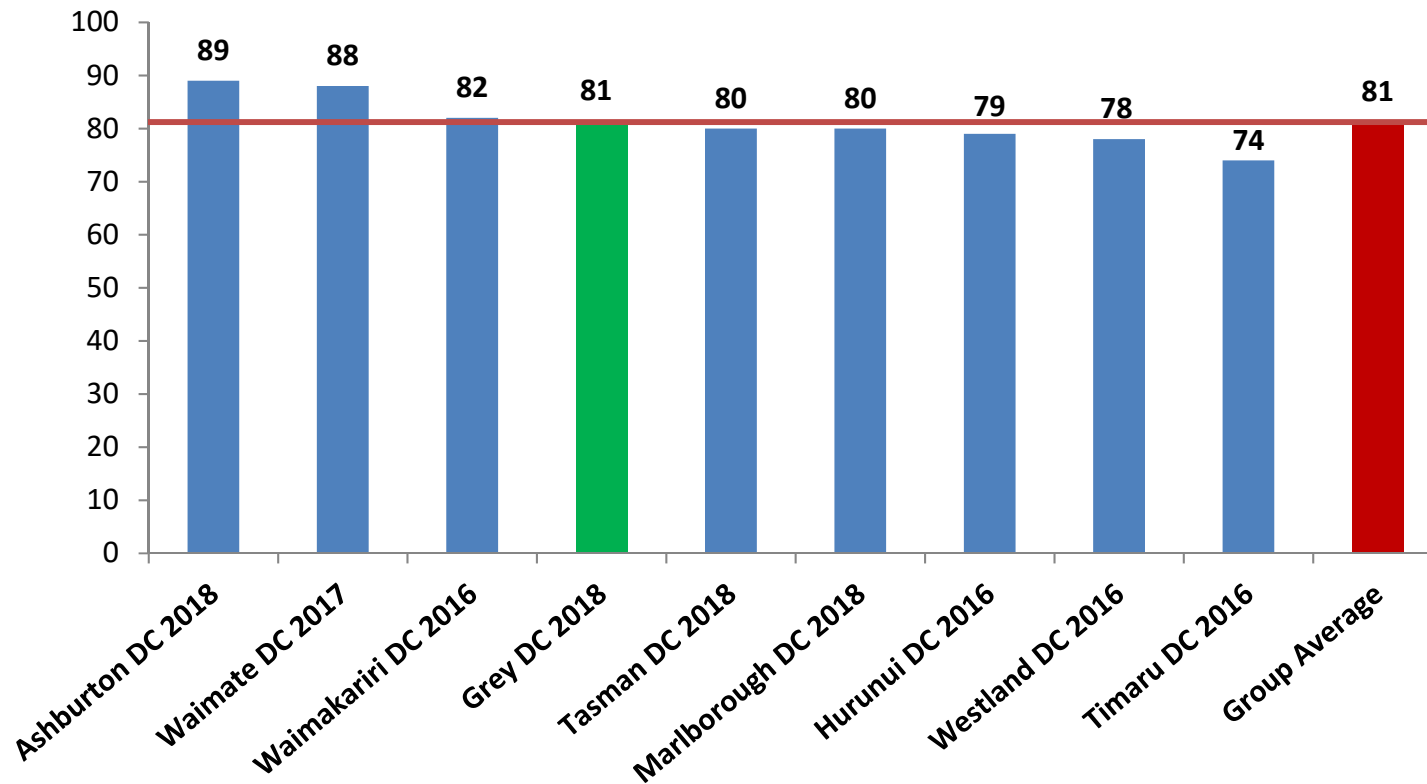
Overall Satisfaction with Performance of Council



Satisfaction with Performance of Mayor and Councillors



Satisfaction with Overall Service Received from Council Offices

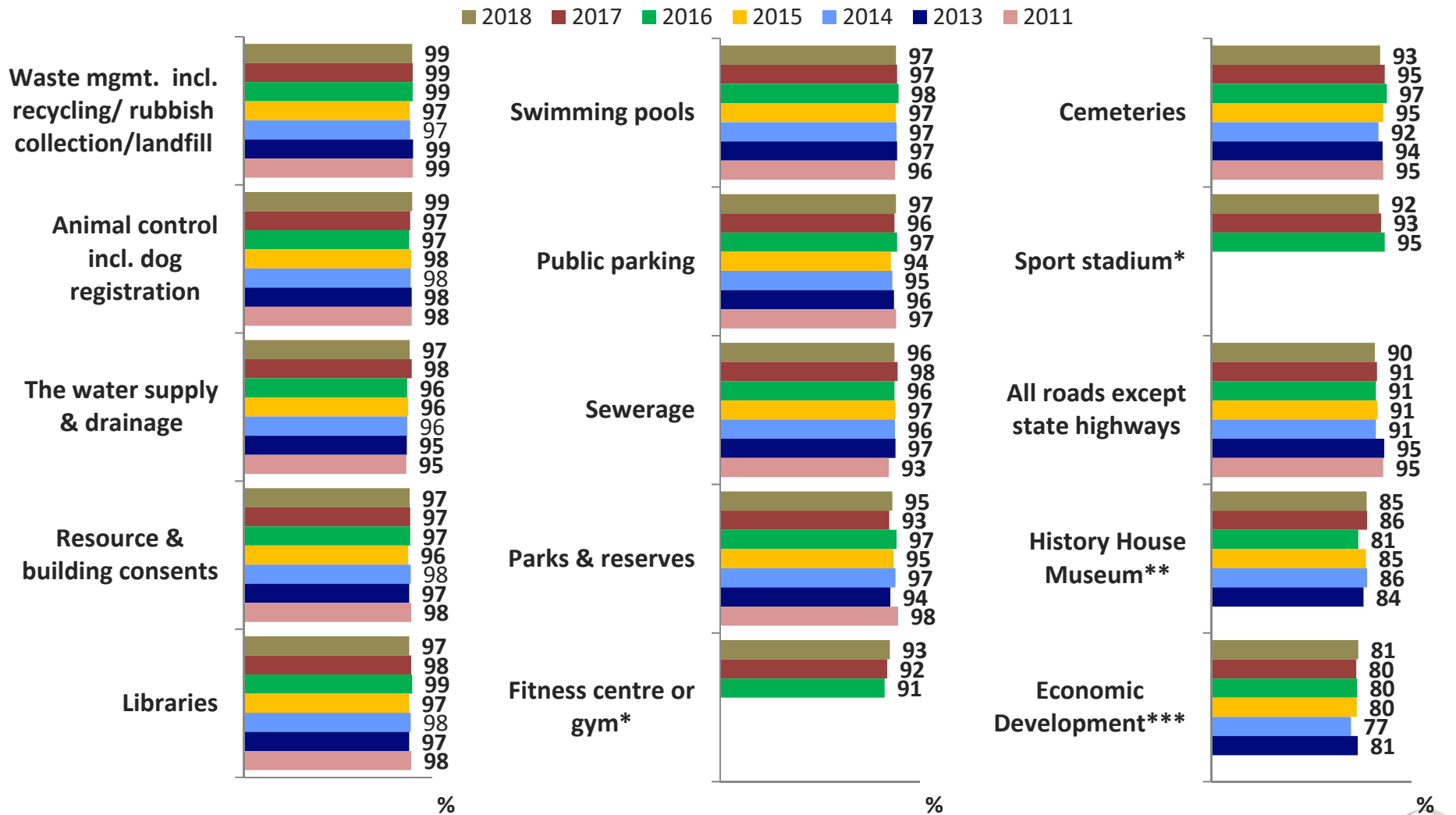


Awareness, Use of and Satisfaction with Council Facilities and Services



Awareness of Council as 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?



Total sample: 350

* Not asked prior to 2016

** Museum in 2014, Heritage in 2013, not asked in 2011

*** Not asked in 2011



Awareness of Council as Provider of Services by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
Waste management incl. recycling, rubbish col. & landfill	99	99	98	100	97	97
Animal control including dog reg.	99	99	95	100	100	100
Water supply and drainage	97	99	100	96	86	97
Resource and building consents	97	98	100	96	97	88
Libraries	97	96	100	93	97	100
Swimming pools	97	97	100	100	89	100
Public parking	97	96	100	96	95	100
Sewerage	96	98	95	93	89	94
Parks and reserves	95	95	93	93	97	94
Fitness centre or gym	93	96	98	79	92	88
Cemeteries	93	92	95	93	95	91
Sport stadium	92	92	95	93	95	85
All roads except state highways	90	90	88	93	95	82
History House Museum	85	88	83	75	92	76
Economic development	81	84	83	71	89	59

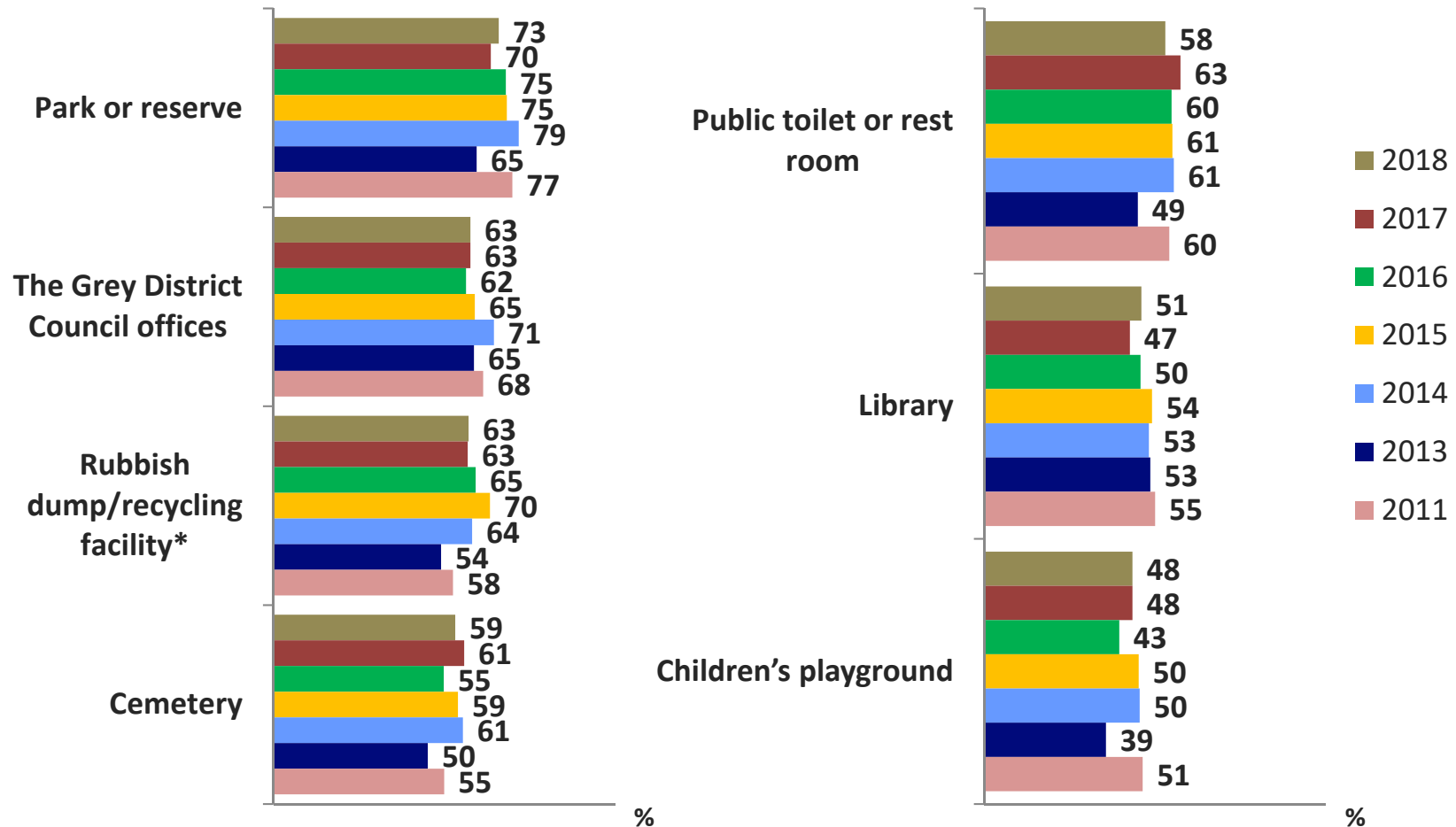
Sample: refer to ()

*Small sample size – results indicative only



Grey District Council Services Used or Visited in Last 12 months

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



Total sample: 350

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



Grey District Council Services Used or Visited in Last 12 months by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
A park or reserve	73	75	83	71	49	74
The Grey District Council offices	63	65	67	57	65	53
A rubbish dump/recycling facility	63	66	64	43	46	76
A cemetery	59	61	67	57	41	53
A public toilet or rest room	58	54	62	68	62	68
A library	51	52	50	36	51	53
A children's playground	48	49	60	54	32	38

Sample: refer to ()

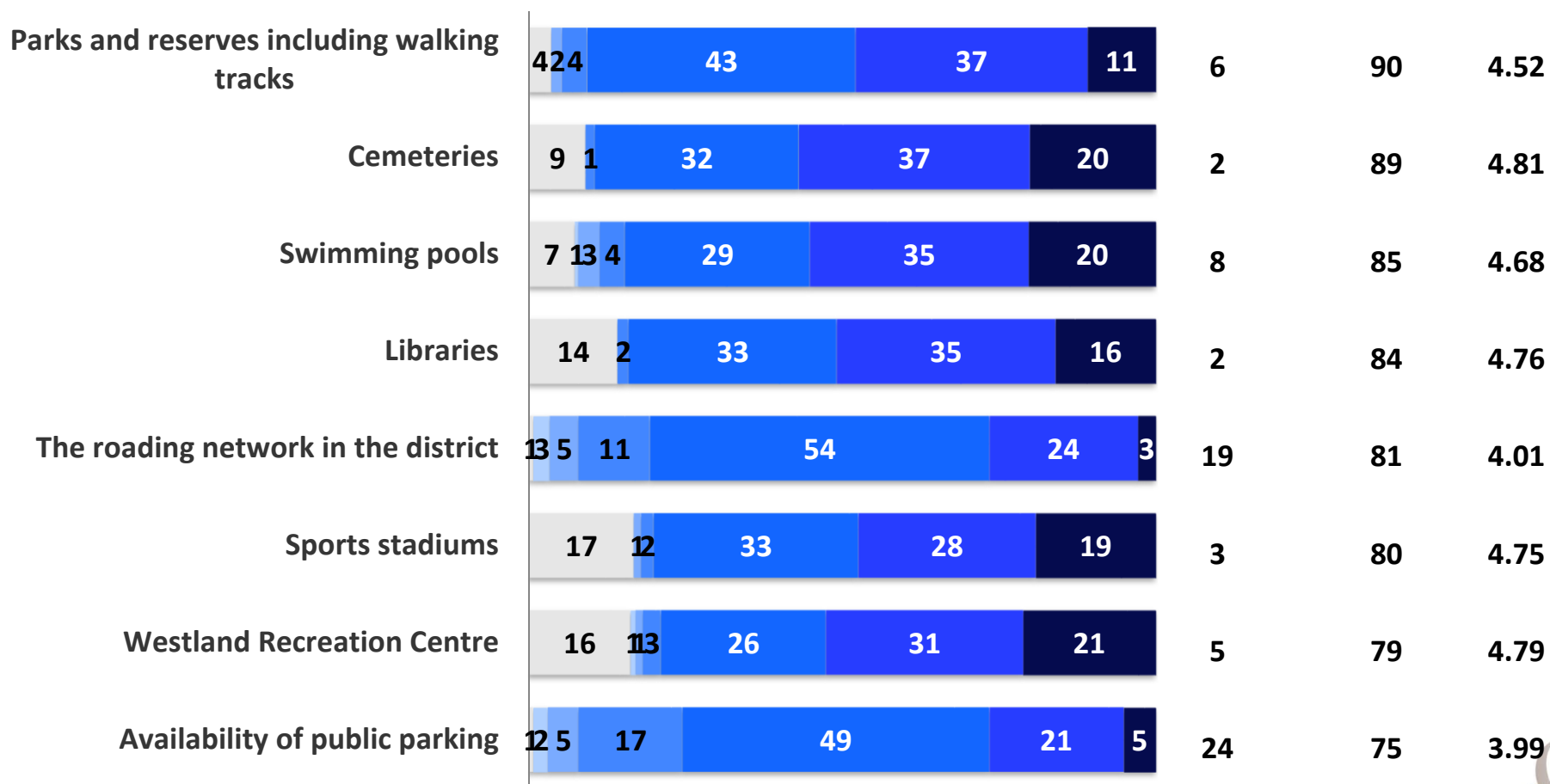
*Small sample size – results indicative only



Satisfaction with Council Facilities and Services, 2018

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

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



Total sample: 350

47 %

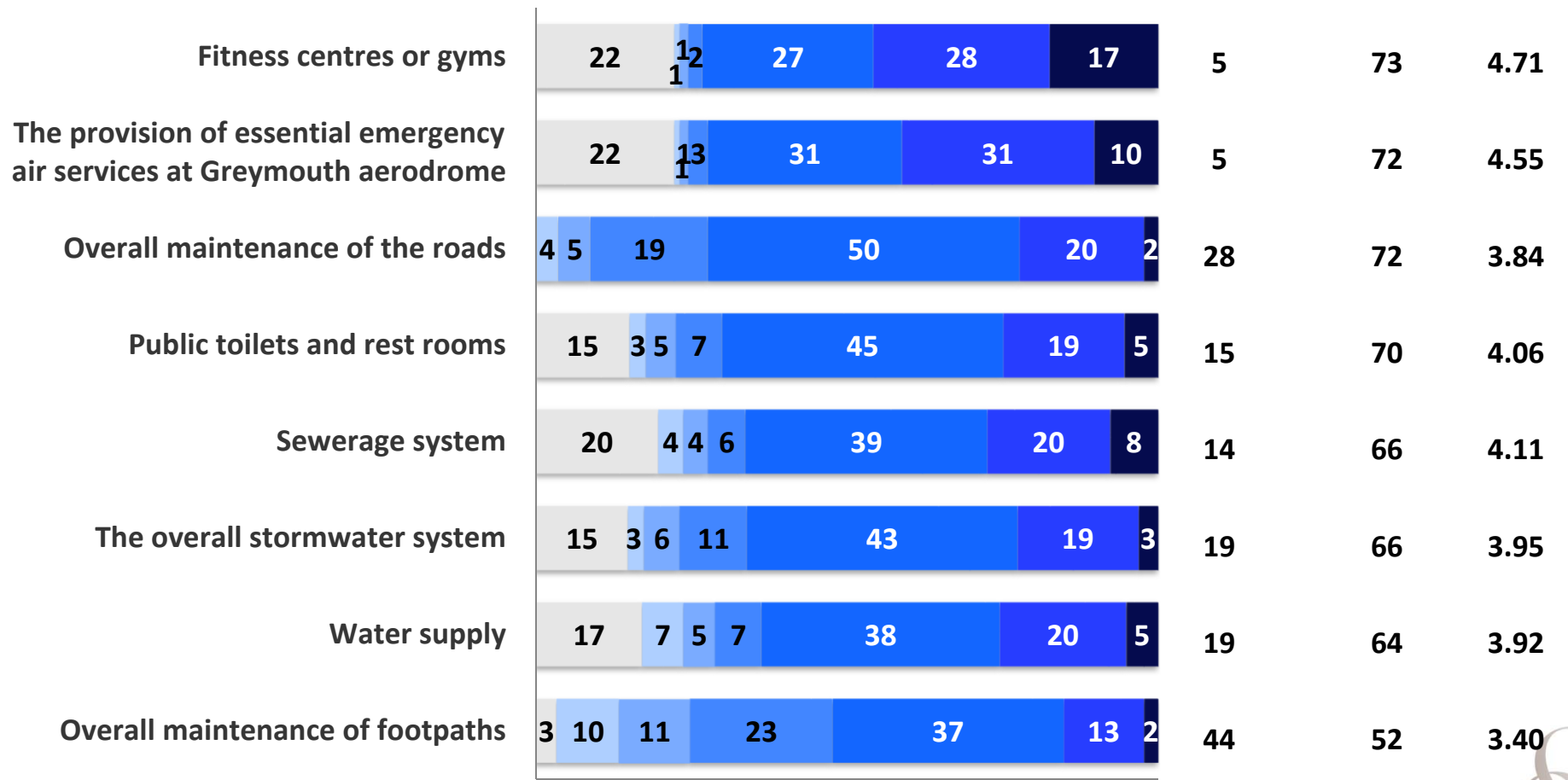
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Satisfaction with Council Facilities and Services, 2018 continued

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

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



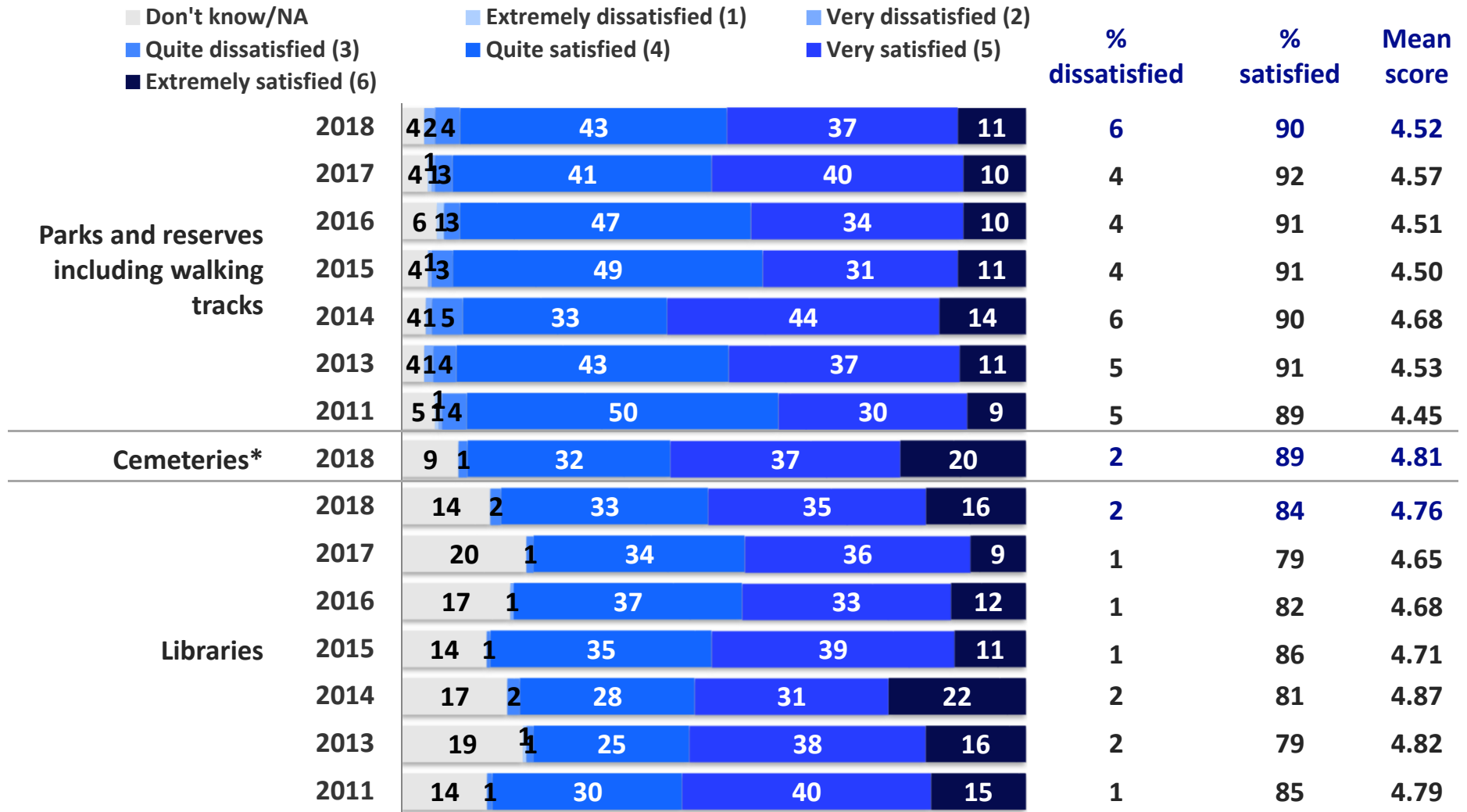
Total sample: 350

48 %



Satisfaction with Council Facilities and 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: 350 *Not asked prior to 2018

Satisfaction with Council Facilities and Services – Trend cont.

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

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

							% dissatisfied	% satisfied	Mean score		
Swimming pools	2018	7	13	4	29	35	20	8	85 ↑	4.68 ↑	
	2017	13	7	8	11	26	29	7	26	61	3.94
	2016	15	11		31	35	17	2	83	4.77	
	2015	13	1	2	28	37	18	3	83	4.78	
	2014	16	2	7	26	28	21	9	75	4.70	
	2013	15	1	2	25	38	15	7	78	4.69	
	2011	15	1	2	24	35	23	4	82	4.86	
Sports stadiums*	2018	17	1	2	33	28	19	3	80	4.75	
	2017	23	1	3	29	35	9	4	73	4.61	
	2016	31	1		26	27	14	1	67	4.78	
Westland Recreation Centre**	2018	16	1	3	26	31	21	5	79	4.79	
	2017	19	2	1	27	35	12	7	74	4.58	
Fitness centres or gyms*	2018	22	1	2	27	28	17	5	73	4.71	
	2017	28	1	2	25	33	9	4	68	4.65	
	2016	40	1	3	24	23	10	3	57	4.62	

%

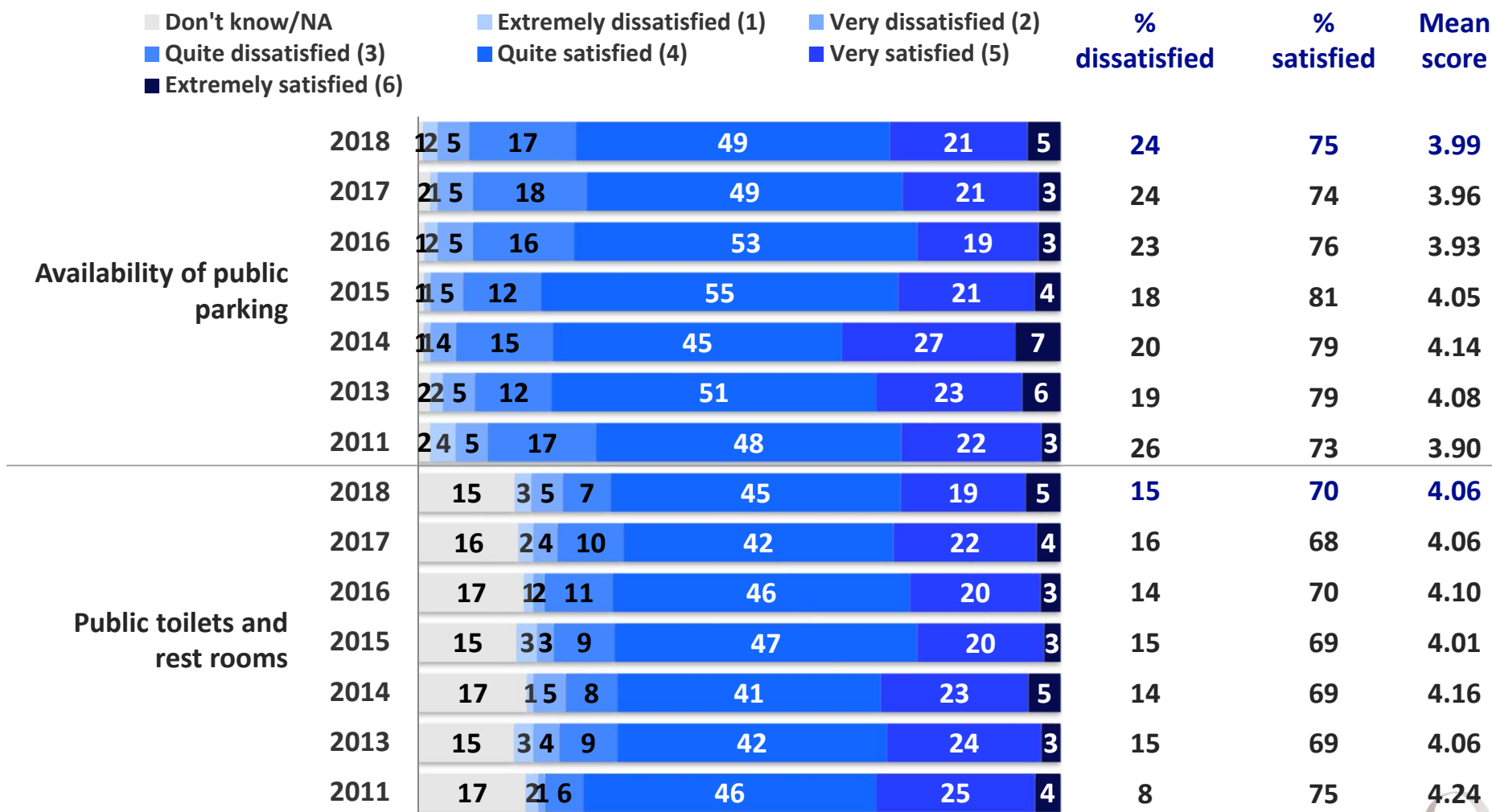
50

Total sample: 350 *Not asked prior to 2016 **Not asked prior to 2017



Satisfaction with Council Facilities and Services – Trend cont.

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



Total sample: 350

%

51



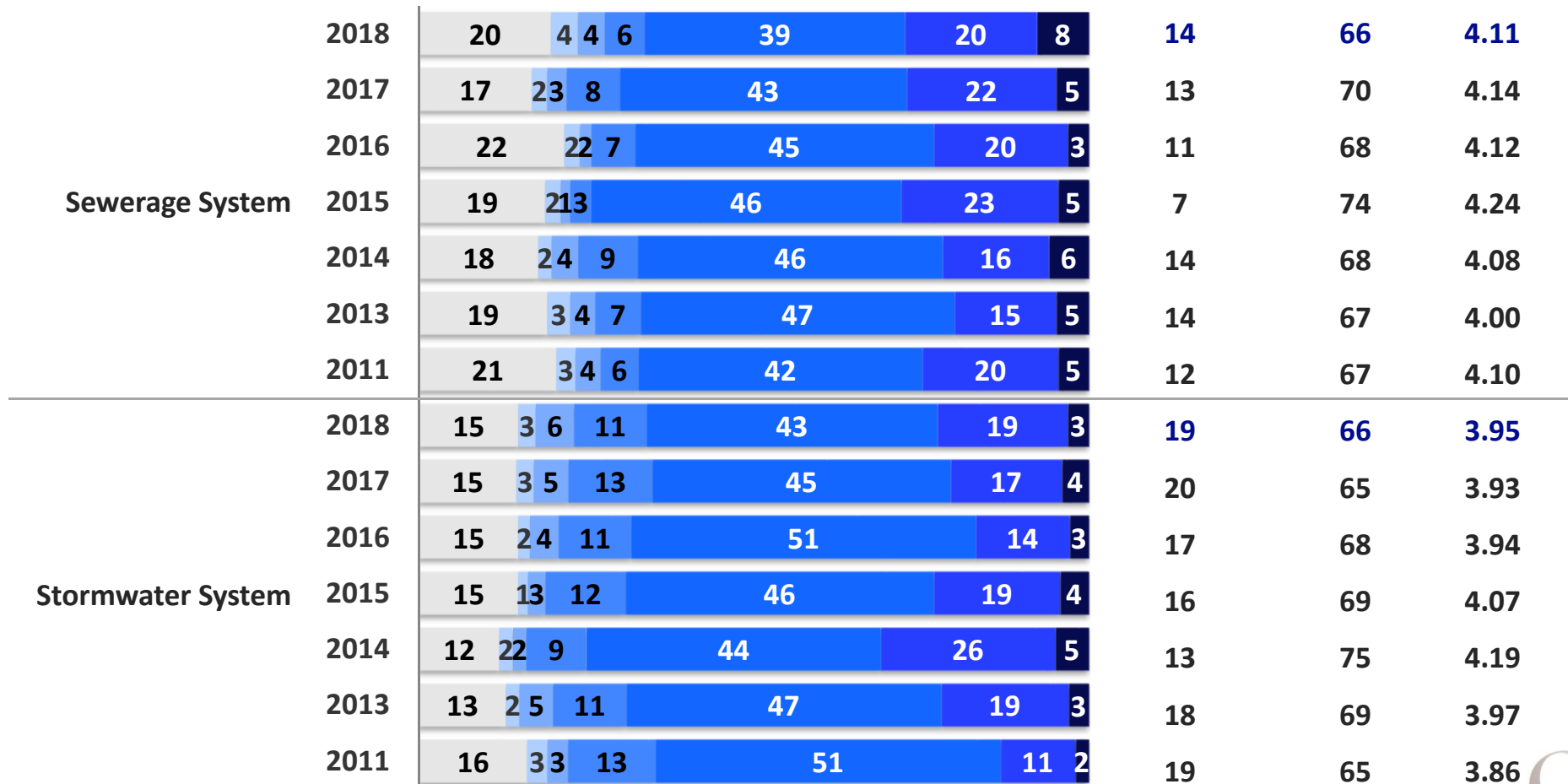
Satisfaction with Council Facilities and Services – Trend cont.

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

- Don't know/NA
- Quite dissatisfied (3)
- Extremely satisfied (6)

- Extremely dissatisfied (1)
- Quite satisfied (4)
- Very dissatisfied (2)
- Very satisfied (5)

%
dissatisfied %
satisfied Mean
score



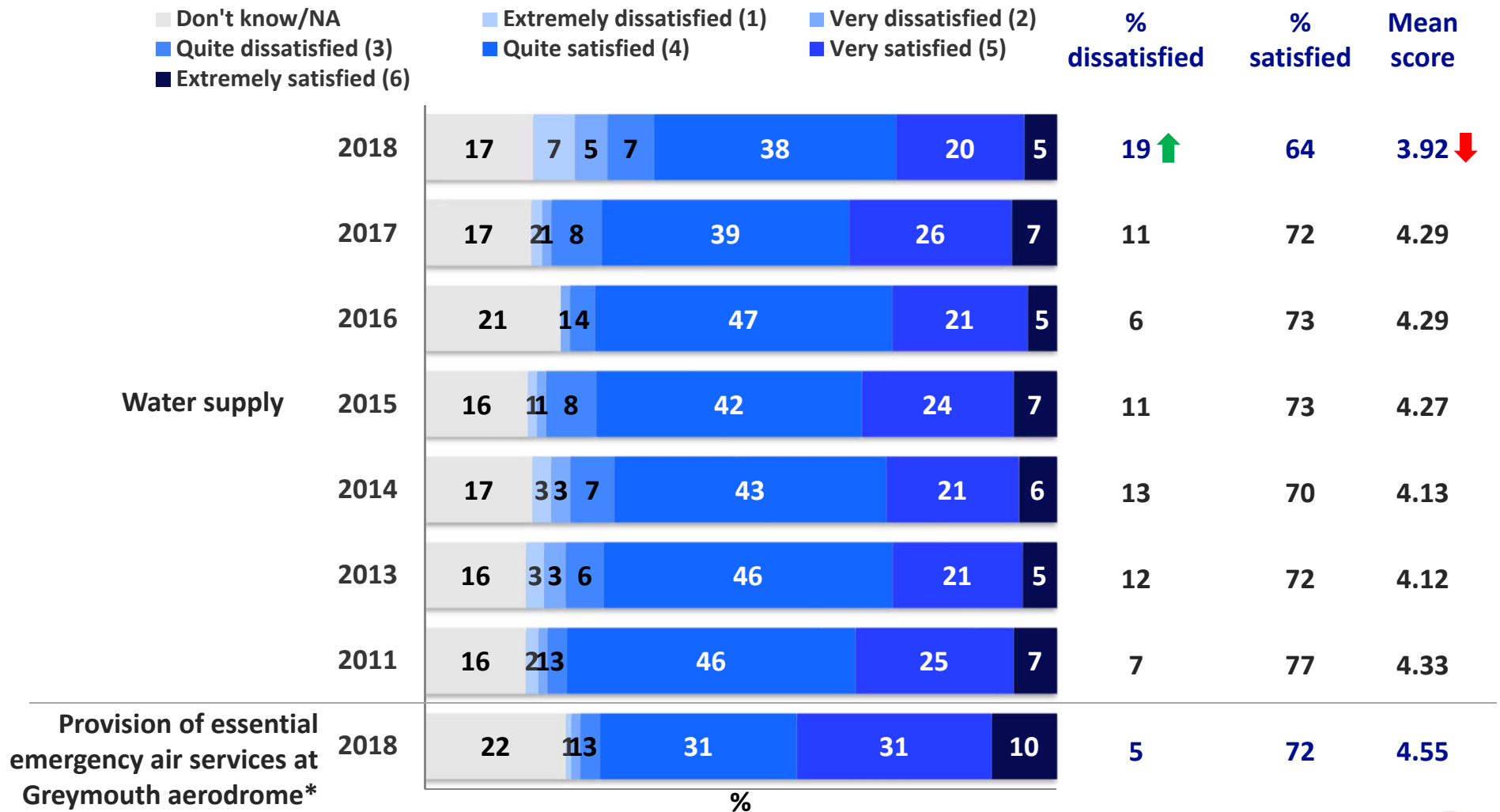
%

Total sample: 350



Satisfaction with Council Facilities and Services – Trend cont.

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



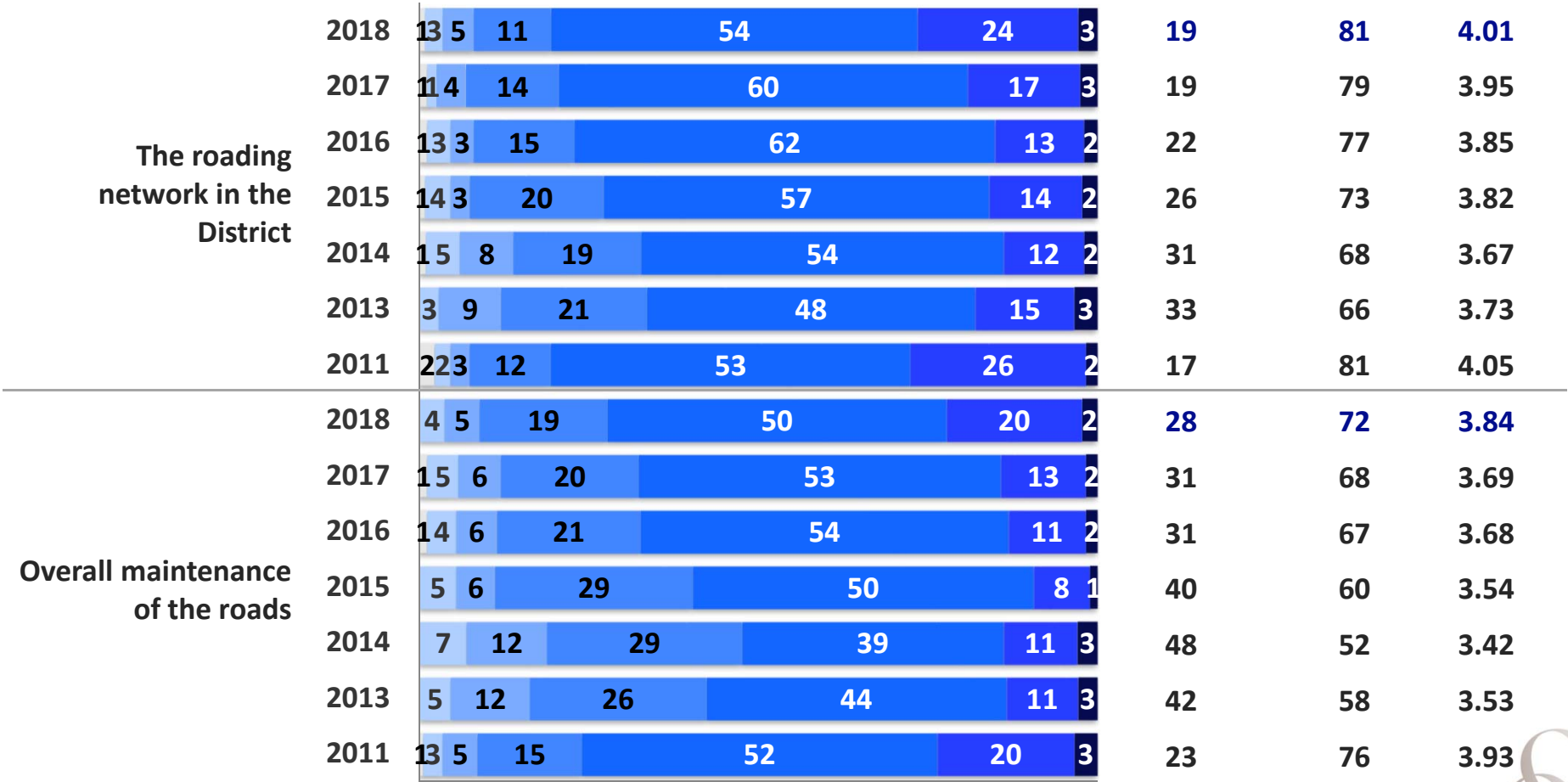
Total sample: 350 *Not asked prior to 2018



Satisfaction with Council Facilities and Services – Trend cont.

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

■ Don't know/NA ■ Extremely dissatisfied (1) ■ Very dissatisfied (2) % % Mean
 ■ Quite dissatisfied (3) ■ Quite satisfied (4) ■ Very satisfied (5) dissatisfied satisfied score
 ■ Extremely satisfied (6)



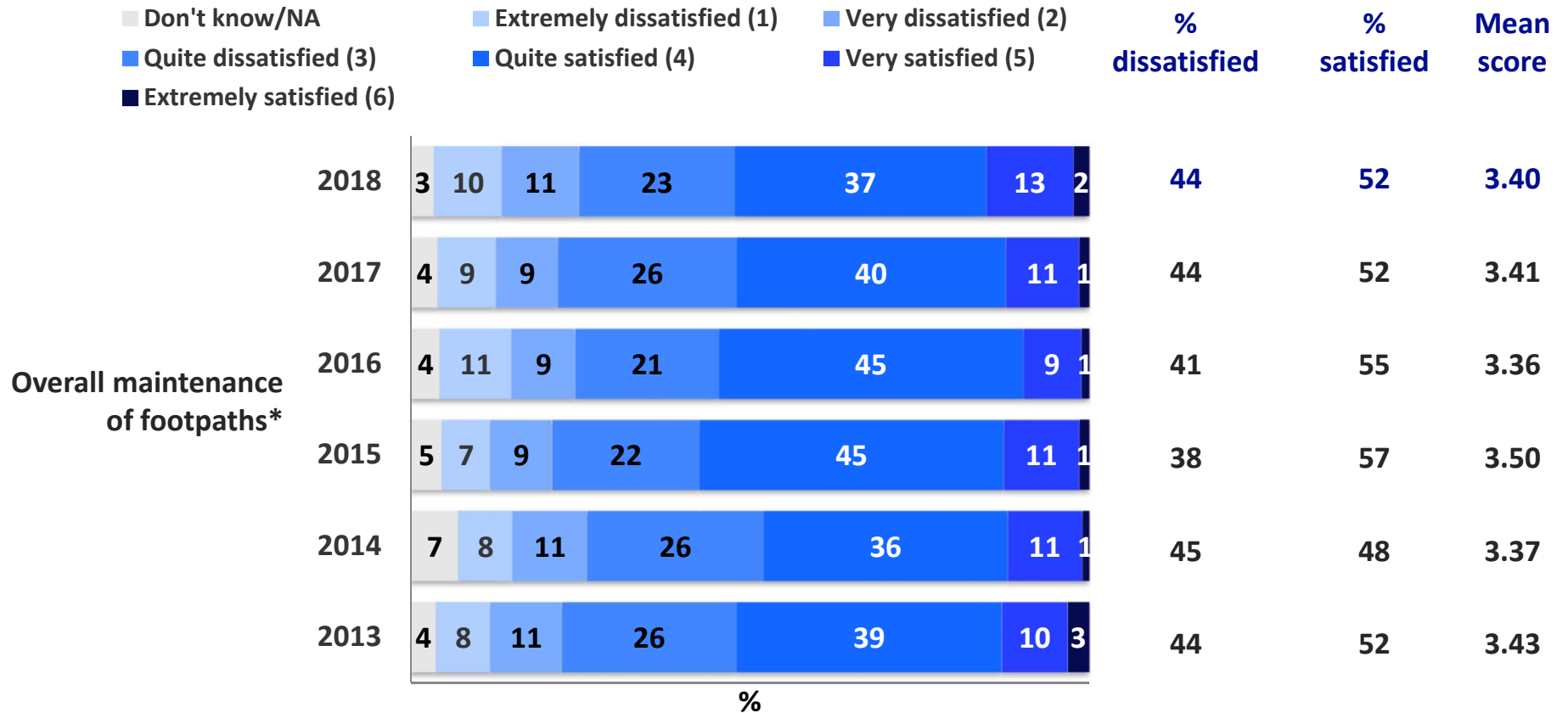
Total sample: 350

%
54



Satisfaction with Council Facilities and Services – Trend cont.

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



Total sample: 350 *Not asked in 2011



Satisfaction with Council Facilities & Services by Location, 2018

	% Dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runganga/ Rapahoe/ Coast Road (34*) %	Total (350) %	Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (36*) %	Runganga/ Rapahoe/ Coast Road (34*) %
Parks and reserves including walking tracks	6	9	-	-	3	6	90	89	98	82	95	94
Cemeteries	2	3	-	4	-	-	89	91	86	82	97	74
Libraries	2	1	2	4	3	-	84	85	79	71	95	82
Swimming pools	8	9	5	11	3	12	85	84	88	68	97	85
Sports stadiums	3	4	-	7	-	3	80	83	79	50	95	71
Westland Recreation Centre	5	7	-	4	-	6	79	81	86	50	89	71
Fitness centres or gyms	5	6	-	7	-	3	73	76	74	32	95	65
Availability of public parking	24	27	19	18	14	26	75	72	81	79	86	74
Public toilets and rest rooms	15	16	17	25	8	6	70	66	64	64	92	85

Continued on next slide

Sample: refer to ()

*Small sample size – results indicative only



Satisfaction with Council Facilities & Services by Location, 2018 continued

	% Dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runganga/ Rapahoe/ Coast Road (34*) %	Total (350) %	Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runganga/ Rapahoe/ Coast Road (34*) %
Sewerage system	14	15	5	21	8	18	66	75	64	57	24	71
The overall stormwater system	19	18	17	29	8	32	66	76	64	54	27	59
Water supply	19	17	7	25	11	53	64	77	60	64	19	35
The provision of essential emergency air services at Greymouth aerodrome	5	4	5	14	8	3	72	75	67	61	78	65
The roading network in the district	19	19	14	36	19	9	81	80	86	64	81	91
Overall maintenance of the roads	28	26	21	50	24	29	72	74	79	50	74	71
Overall maintenance of footpaths	44	44	36	64	30	56	52	55	62	25	54	44

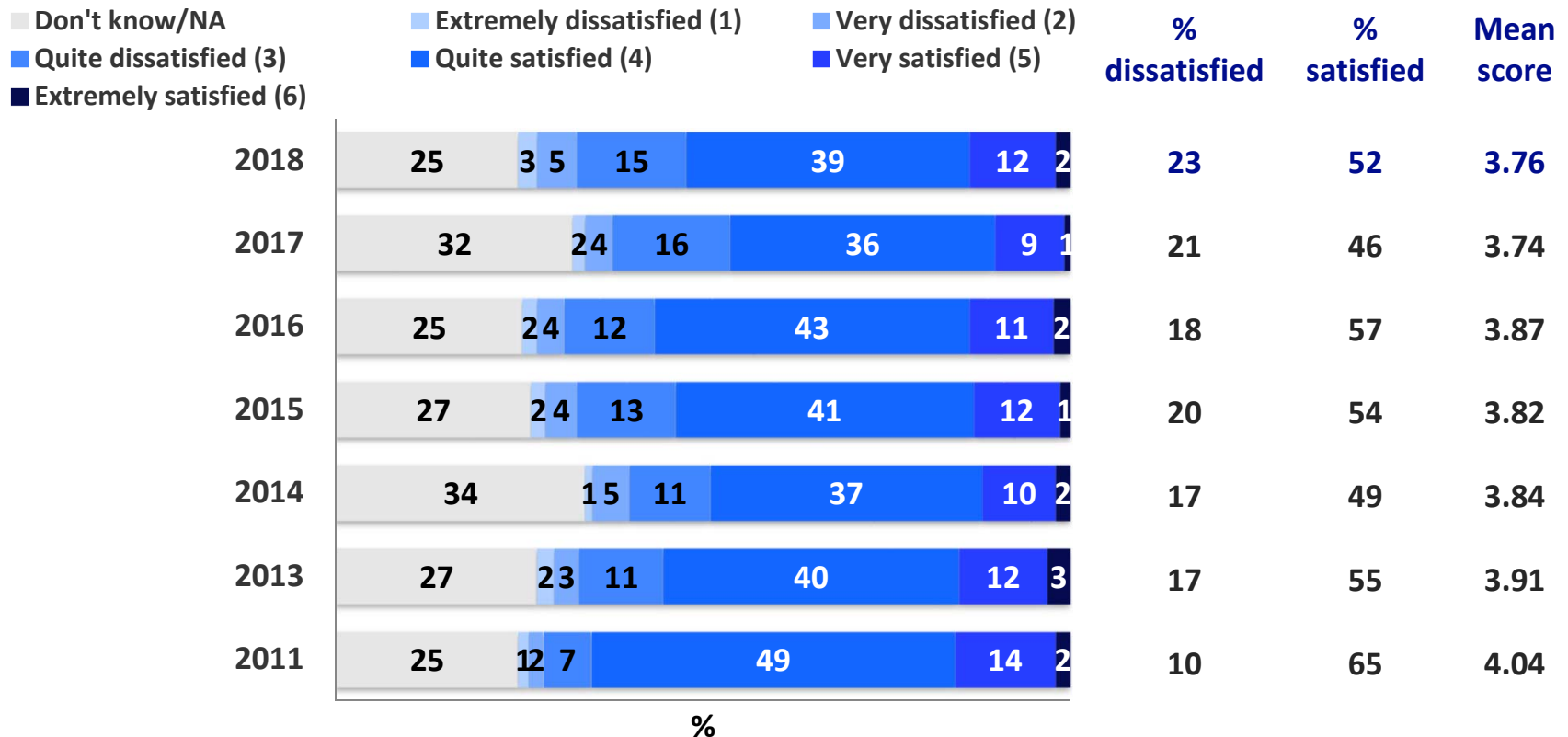
Sample: refer to ()

*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.



Sample: 350

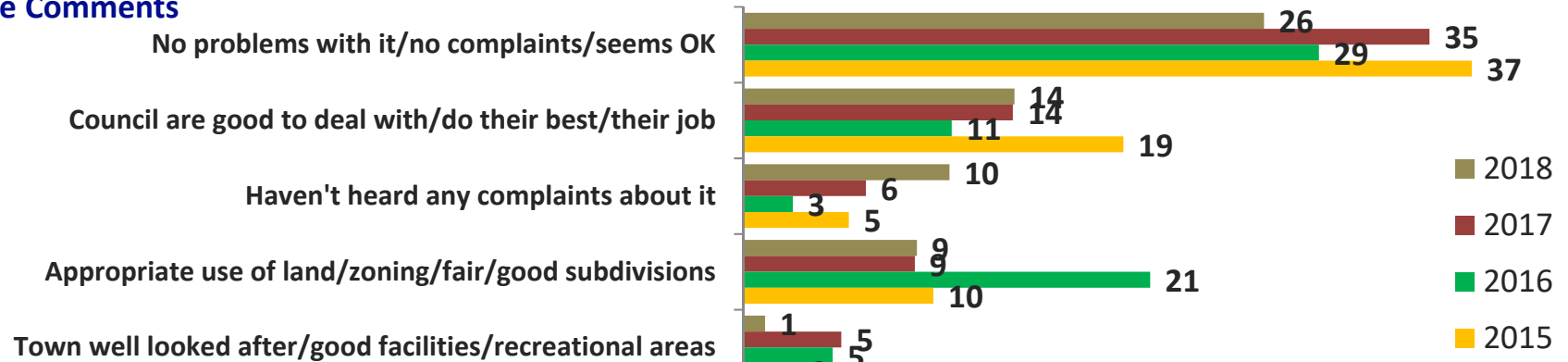
Note: In 2015 the clarification was worded slightly differently: By this we mean Council policy including requirement of permits and codes created to ensure private use of land resources are aligned with policy standards. Some forms of land use regulations including housing codes, regulations for subdivisions,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



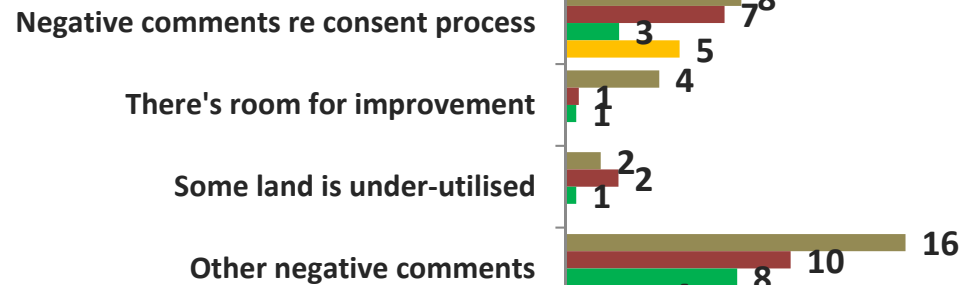
Reasons For Satisfaction with Council's Regulation of Land Use

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

Positive Comments



Negative Comments



Other



%

Sample: those satisfied with Council's regulation of land use: 2015: 188; 2016: 198; 2017: 162; 2018: 183

Note: this question was not asked prior to 2015



Reasons For Satisfaction with Council's Regulation of Land Use by Location, 2018

	Total (183) %	Location				
		Greater Greymouth (109) %	Karoro – Camerons (22*) %	Kaiata/Dobson/ Taylorville/ Stillwater (9*) %	Grey Valley/ Blackball/ Lake Brunner (25*) %	Runanga/ Rapahoe/ Coast Road (18*) %
No problems with it/no complaints/seems OK	26	26	32	22	28	22
Council are good to deal with/do their best/their job	14	12	5	56	16	11
Haven't heard any complaints about it	10	10	9	11	4	22
Appropriate use of land/zoning/fair/good subdivisions	9	12	9	-	-	6
Town well looked after/good facilities/recreational areas	1	1	-	-	4	-
Negative comments re consent process	8	7	9	-	8	17
There's room for improvement	4	3	-	-	20	-
Some land is under-utilised	2	1	5	-	-	6
Other negative comments	16	17	18	11	8	22
Other	7	10	5	-	4	-
Don't know/no comment	9	8	14	-	16	-

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

*Small sample size – results indicative only



Reasons For Satisfaction with Council's Regulation of Land Use by Location, 2018

	Total (183) %	Location				
		Greater Greymouth (109) %	Karoro – Camerons (22*) %	Kaiata/Dobson/ Taylorville/ Stillwater (9*) %	Grey Valley/ Blackball/ Lake Brunner (25*) %	Runanga/ Rapahoe/ Coast Road (18*) %
No problems with it/no complaints/seems OK	26	26	32	22	28	22
Council are good to deal with/do their best/their job	14	12	5	56	16	11
Haven't heard any complaints about it	10	10	9	11	4	22
Appropriate use of land/zoning/fair/good subdivisions	9	12	9	-	-	6
Town well looked after/good facilities/recreational areas	1	1	-	-	4	-
Negative comments re consent process	8	7	9	-	8	17
Some land is under-utilised	2	1	5	-	-	6
There's room for improvement	4	3	-	-	20	-
Other negative comments	16	17	18	11	8	22
Other	7	10	5	-	4	-
Don't know/no comment	9	8	14	-	16	-

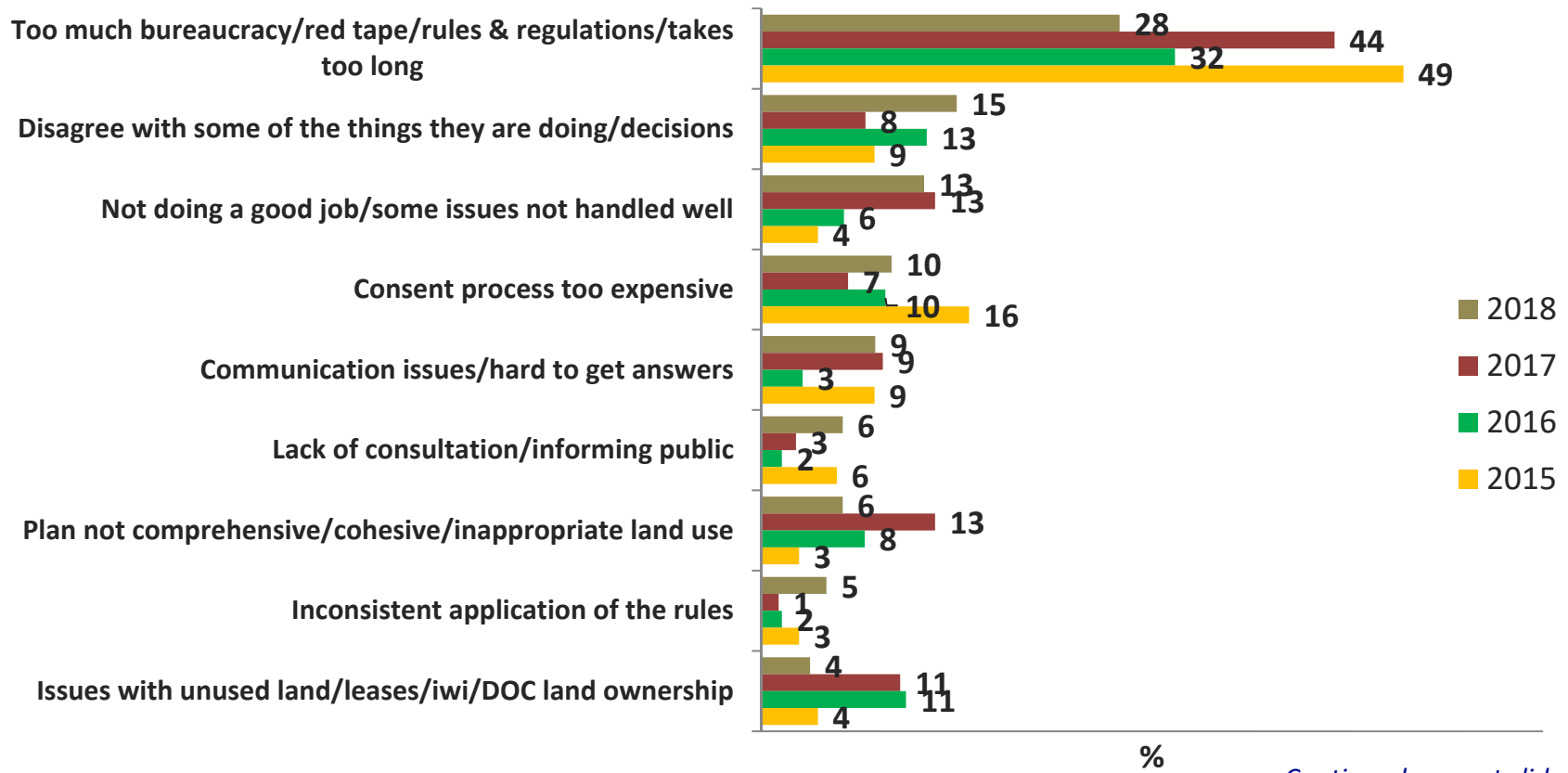
Sample: those satisfied with Council's regulation of land use: refer to ()

*Small sample size – results indicative only



Reasons For Dissatisfaction with Council's Regulation of Land Use

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



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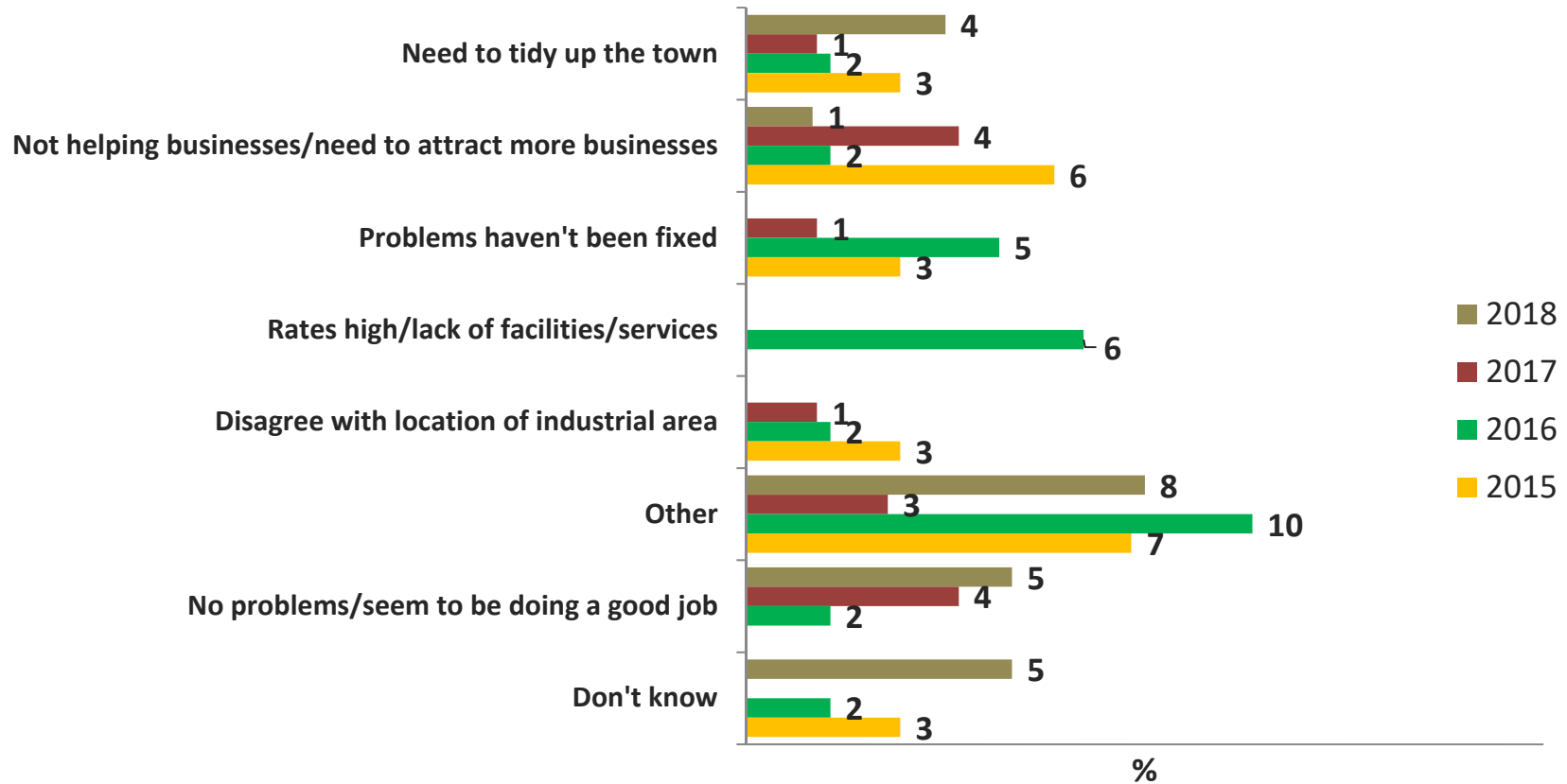
Sample: those dissatisfied with Council's regulation of land use: 2015: 69; 2016: 63; 2017: 75; 2018: 80

Note: this question was not asked prior to 2015



Reasons For Dissatisfaction with Council's Regulation of Land Use continued

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



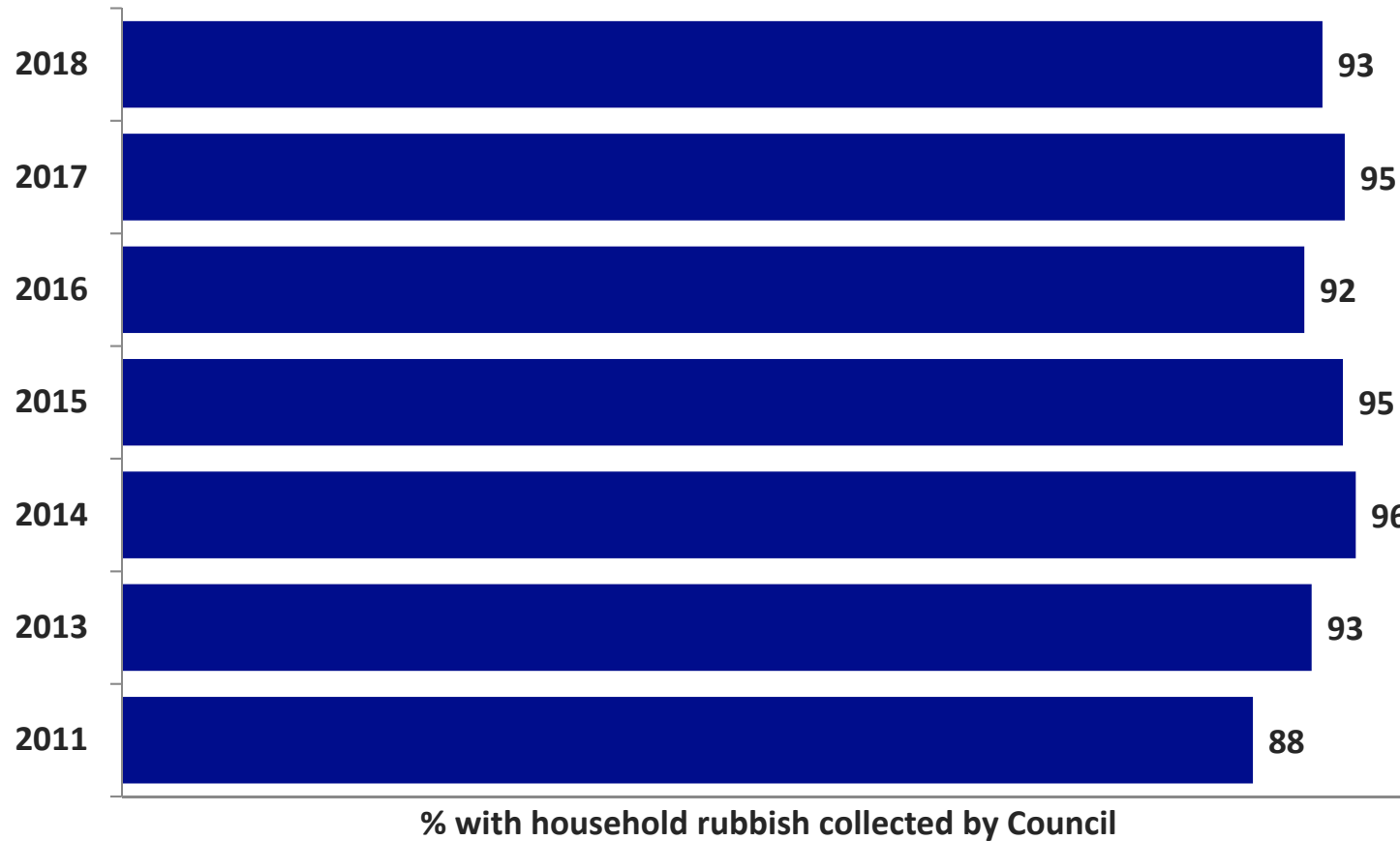
Sample: those dissatisfied with Council's regulation of land use: 2015: 69; 2016: 63; 2017: 75; 2018: 80

Note: this question was not asked prior to 2015



Use of Household Waste Collection Service

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



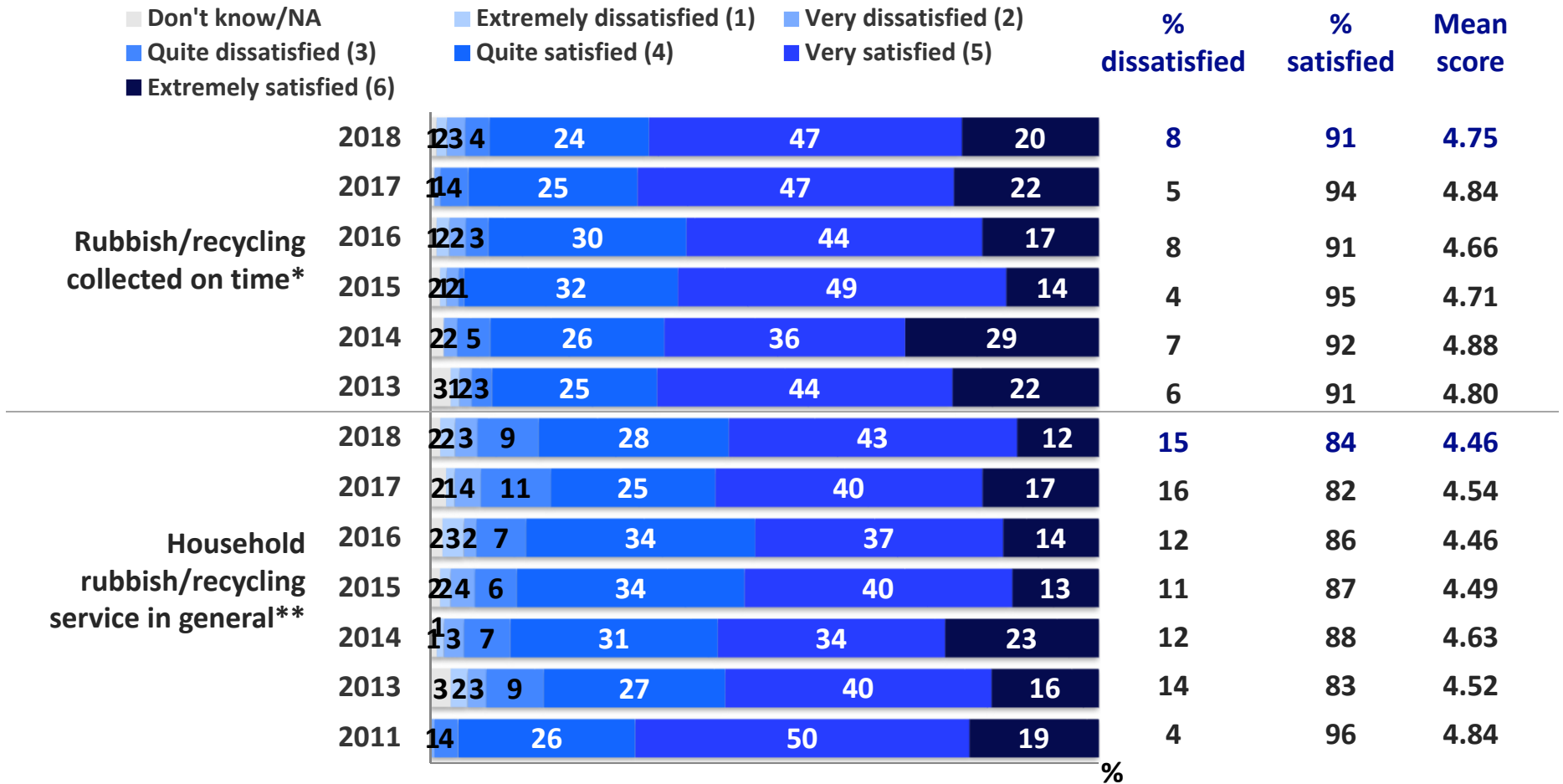
Total sample: 350



Satisfaction with Household Rubbish Collection Service

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

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

*Not asked in 2011

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



Satisfaction with Household Rubbish Collection by Location, 2018

	Total (327) %	Location				
		Greater Greymouth (203) %	Karoro – Camerons (41*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (23*) %	Runanga/ Rapahoe/ Coast Road (32*) %
% satisfied rubbish/ recycling collected on time	91	94	95	82	100	69
% satisfied in general with rubbish/recycling collection service	84	88	88	75	70	69

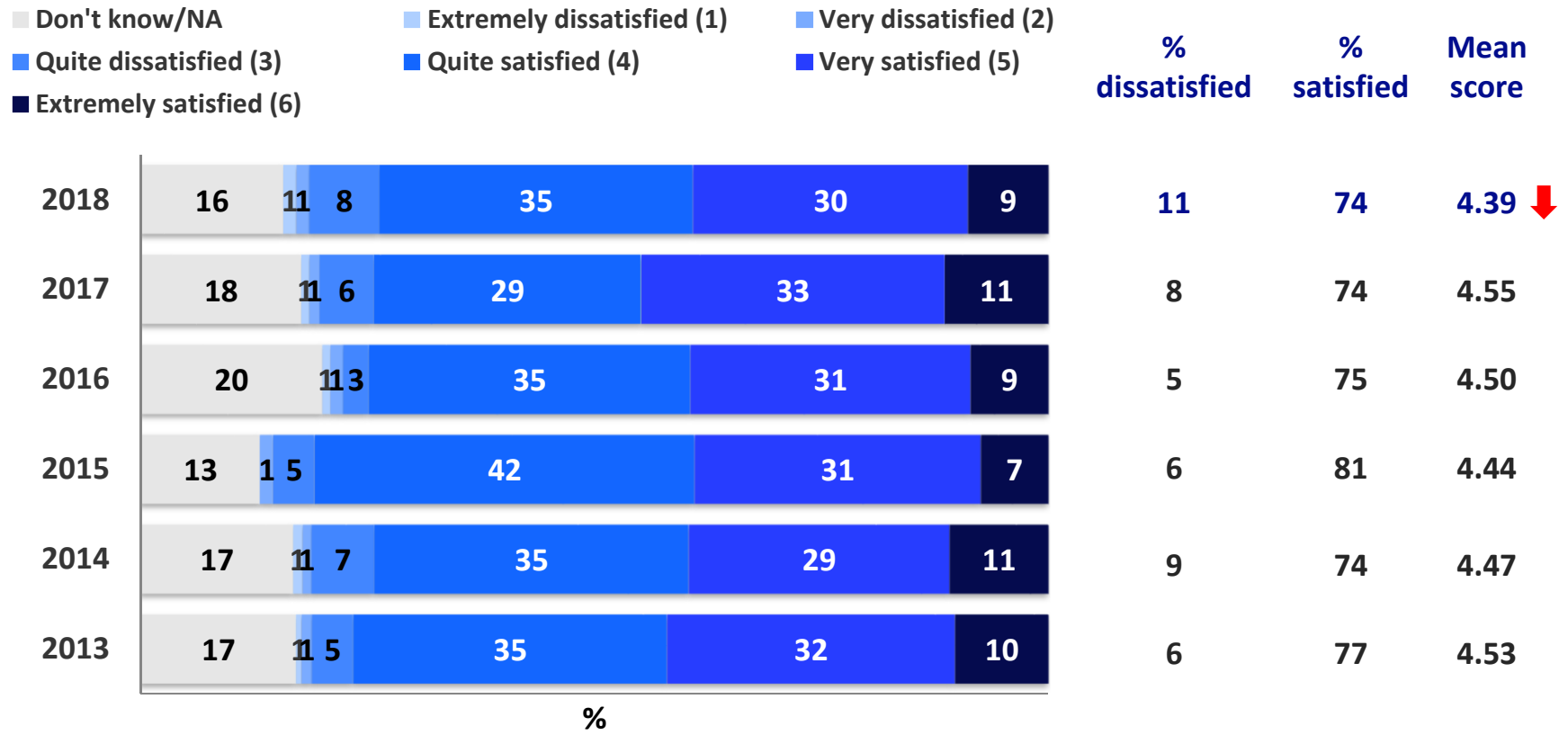
Sample: those who have their rubbish collected by the Council: refer to ()

*Note: small sample size – results indicative only



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: 350

Note: this question was not asked in 2011



Satisfaction with Council Litter Bins, Recycling Centre and Recycling Stations by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
Extremely satisfied	9	12	-	4	3	9
Very satisfied	30	29	40	7	32	44
Quite satisfied	35	36	40	39	16	35
Quite dissatisfied	8	9	7	4	11	3
Very dissatisfied	1	2	-	4	-	-
Extremely dissatisfied	1	1	-	-	5	3
Don't know	16	11	12	43	32	6
SATISFIED	74	77	81	50	51	88
DISSATISFIED	11	11	7	7	16	6
Mean	4.36	4.43	4.38	4.06	4.16	4.53

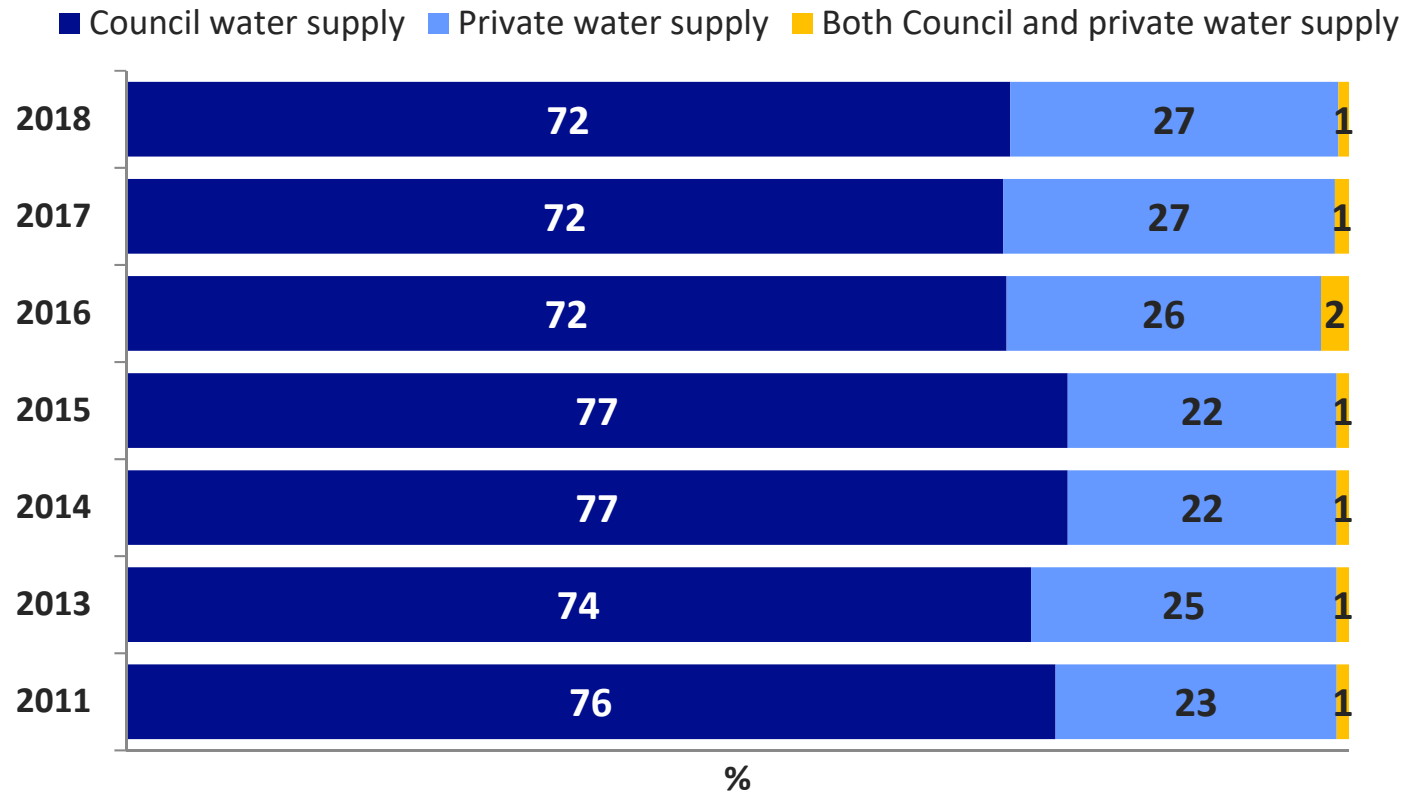
Sample: refer to ()

*Small sample size – results indicative only



Water Supply Source

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

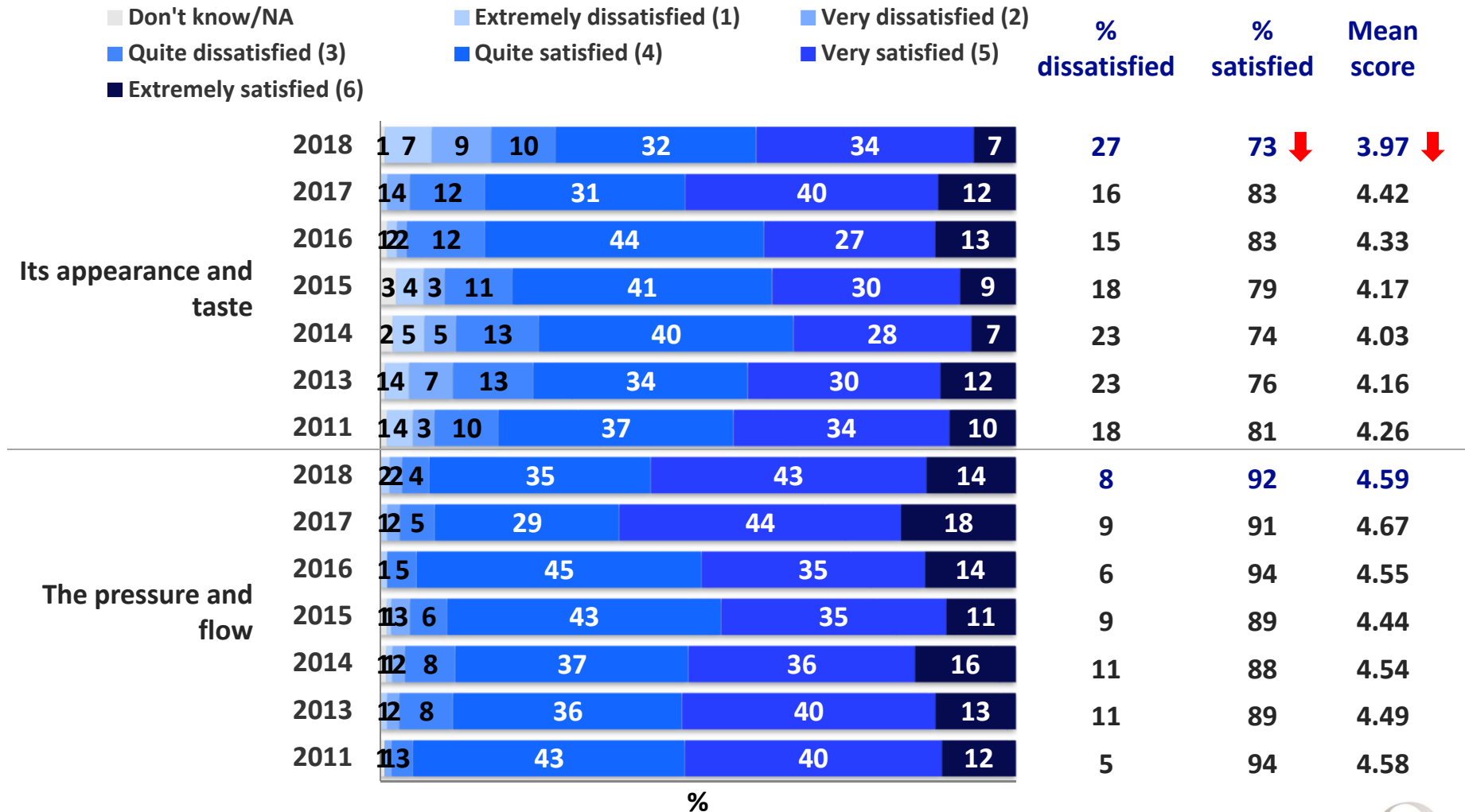


Total sample: 350



Satisfaction with Water Supply

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



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



Satisfaction with Water Supply by Location, 2018

	Total (256) %	Location				
		Greater Greymouth (184) %	Karoro – Camerons (20*) %	Kaiata/Dobson/ Taylorville/ Stillwater (23*) %	Grey Valley/ Blackball/ Lake Brunner (2*) %	Runanga/ Rapahoe/ Coast Road (27*) %
% satisfied with its appearance and taste	73	78	85	65	100	30
% satisfied with the pressure and flow	92	95	100	74	100	81

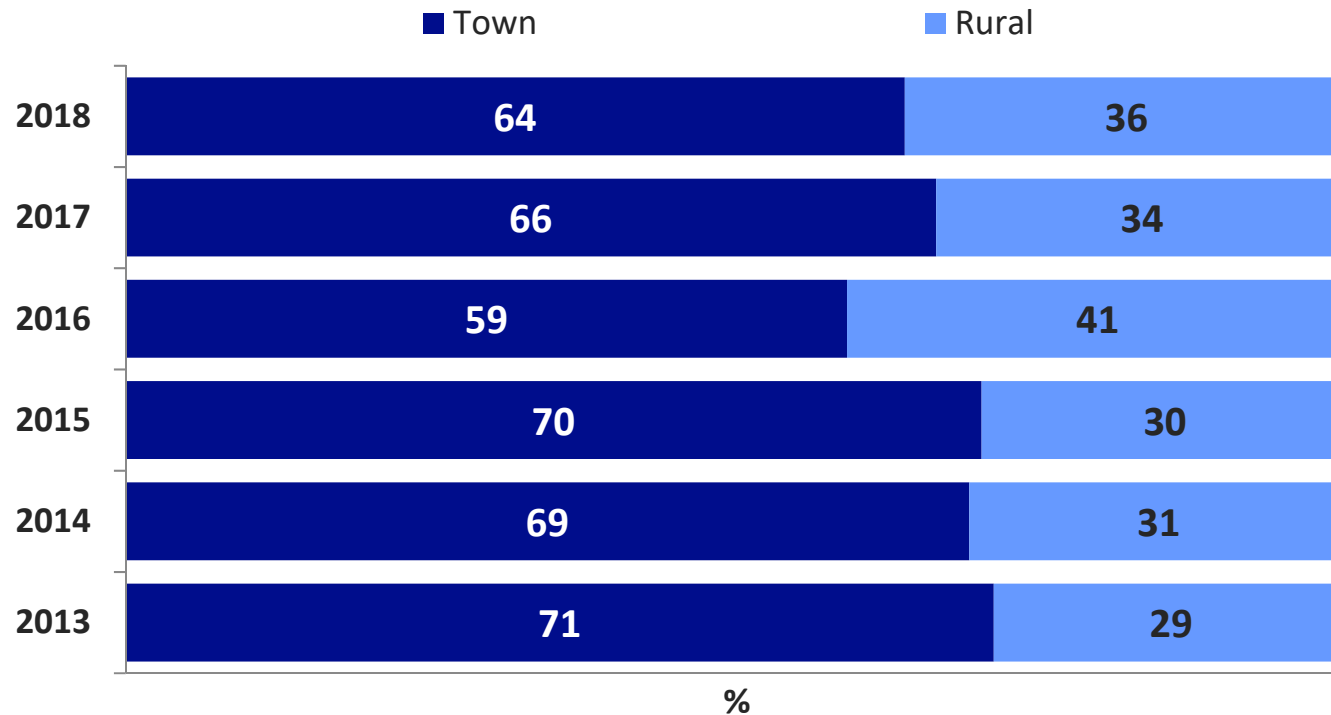
Sample: those who have a Council water supply: refer to ()

*Small sample size – results indicative only



Whether Live in Town or Rural Area

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



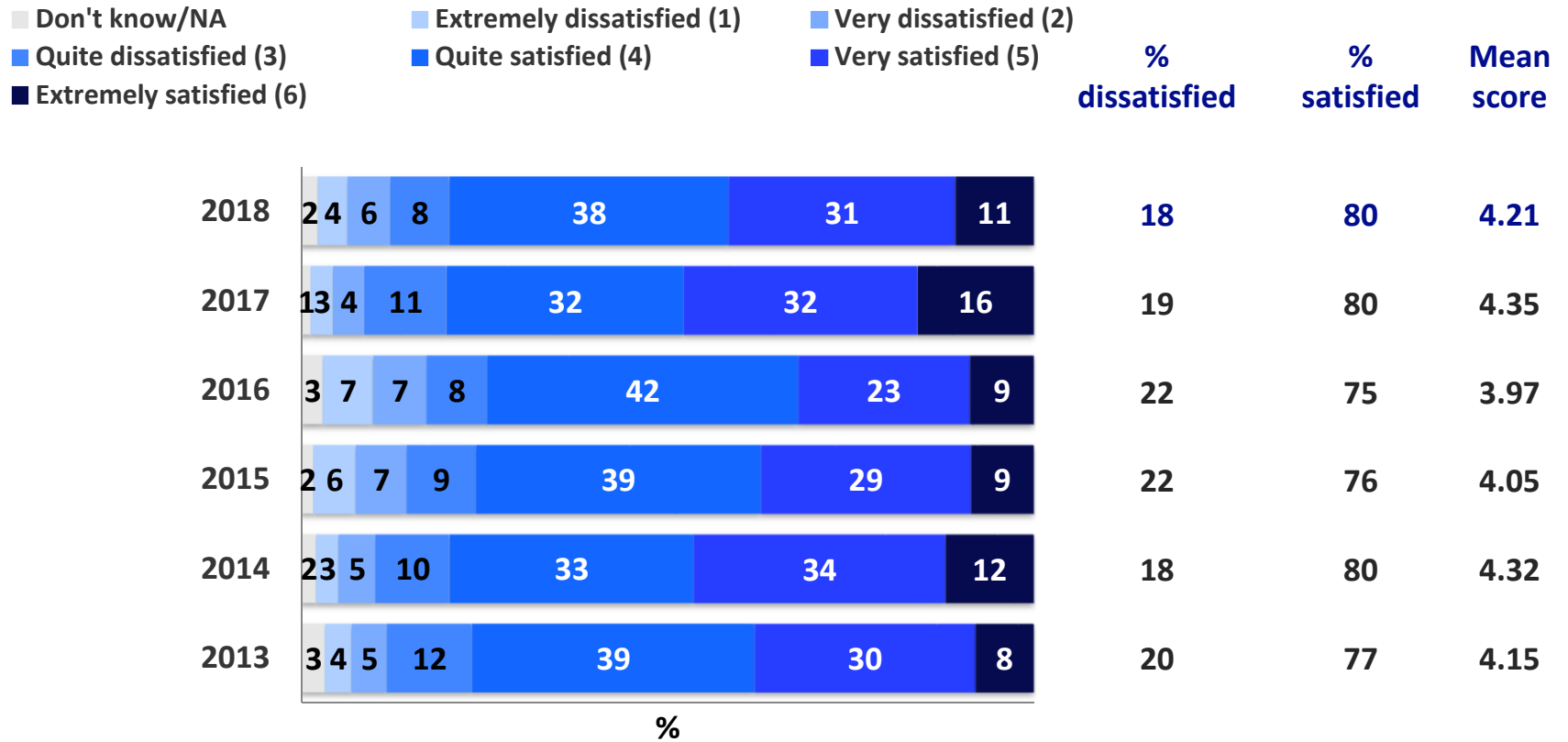
Total sample: 350

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

Note: this question was not asked in 2011



Satisfaction with Stormwater Drainage by Location, 2018

	Total (223) %	Location				
		Greater Greymouth (171) %	Karoro – Camerons (12*) %	Kaiata/Dobson/ Taylorville/ Stillwater (16*) %	Grey Valley/ Blackball/ Lake Brunner (4*) %	Runanga/ Rapahoe/ Coast Road (20*) %
Extremely satisfied	11	13	8	-	25	-
Very satisfied	31	32	33	19	-	40
Quite satisfied	38	36	42	75	50	20
Quite dissatisfied	8	8	-	-	-	25
Very dissatisfied	6	5	8	6	-	10
Extremely dissatisfied	4	4	8	-	-	5
Don't know	2	2	-	-	25	-
SATISFIED	80	81	83	94	75	60
DISSATISFIED	18	17	17	6	-	40
Mean	4.21	4.28	4.08	4.06	4.67	3.80

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

*Small sample size – results indicative only



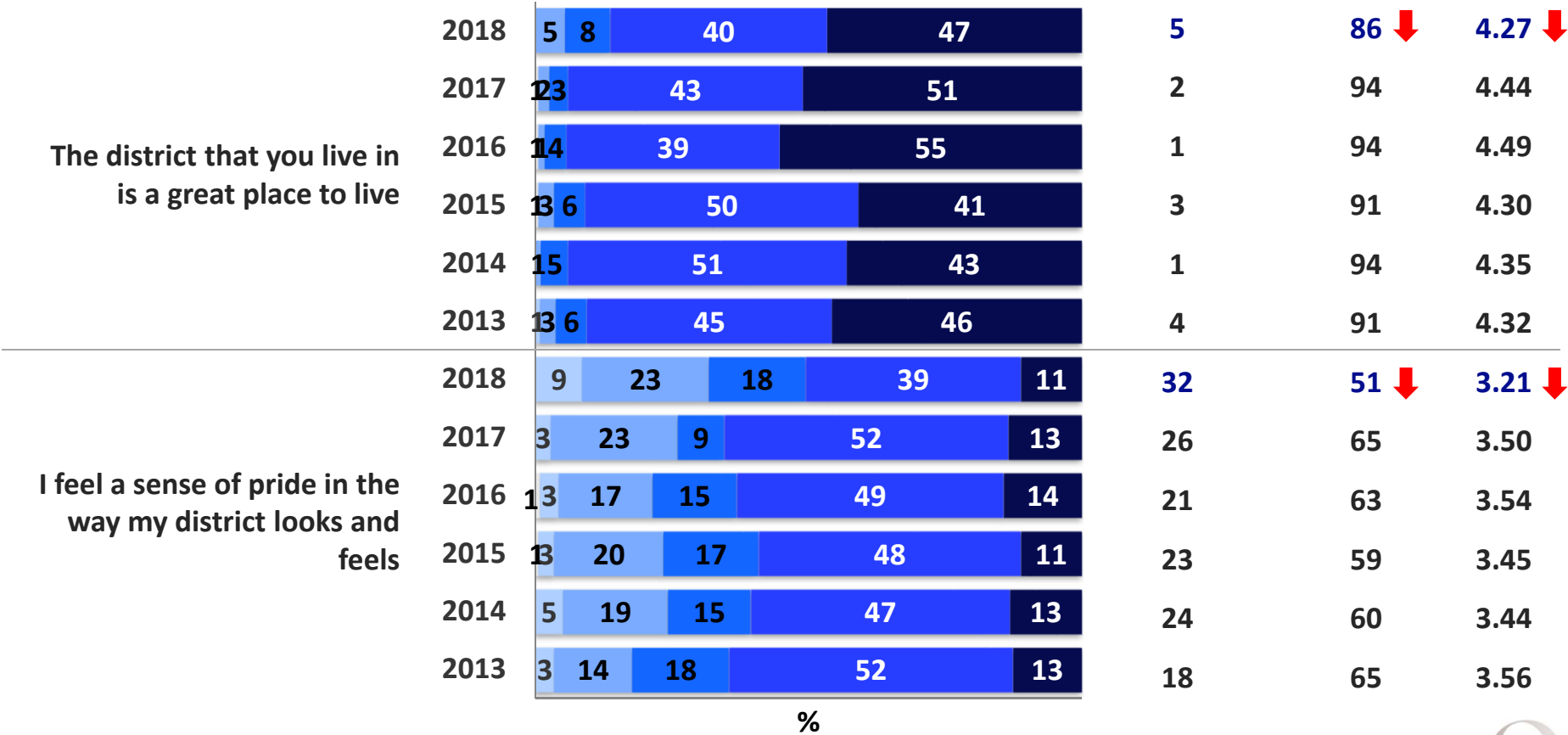
Perception of Quality of Life



Perception of Quality of Life

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

■ Don't know/NA
 ■ Strongly disagree (1)
 ■ Disagree (2)
 % disagree
 % agree
 Mean score
■ Neither agree nor disagree (3)
■ Agree (4)
■ Strongly agree (5)



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



Sense of Pride by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
Strongly agree	11	8	14	11	27	9
Agree	39	41	40	43	19	47
Neither agree nor disagree	18	17	12	21	38	3
Disagree	23	25	26	11	8	32
Strongly disagree	9	8	7	14	8	9
Don't know	-	-	-	-	-	-
AGREE	51	49	55	54	46	56
DISAGREE	32	33	33	25	16	41
Mean	3.36	3.36	3.37	3.29	3.56	3.15

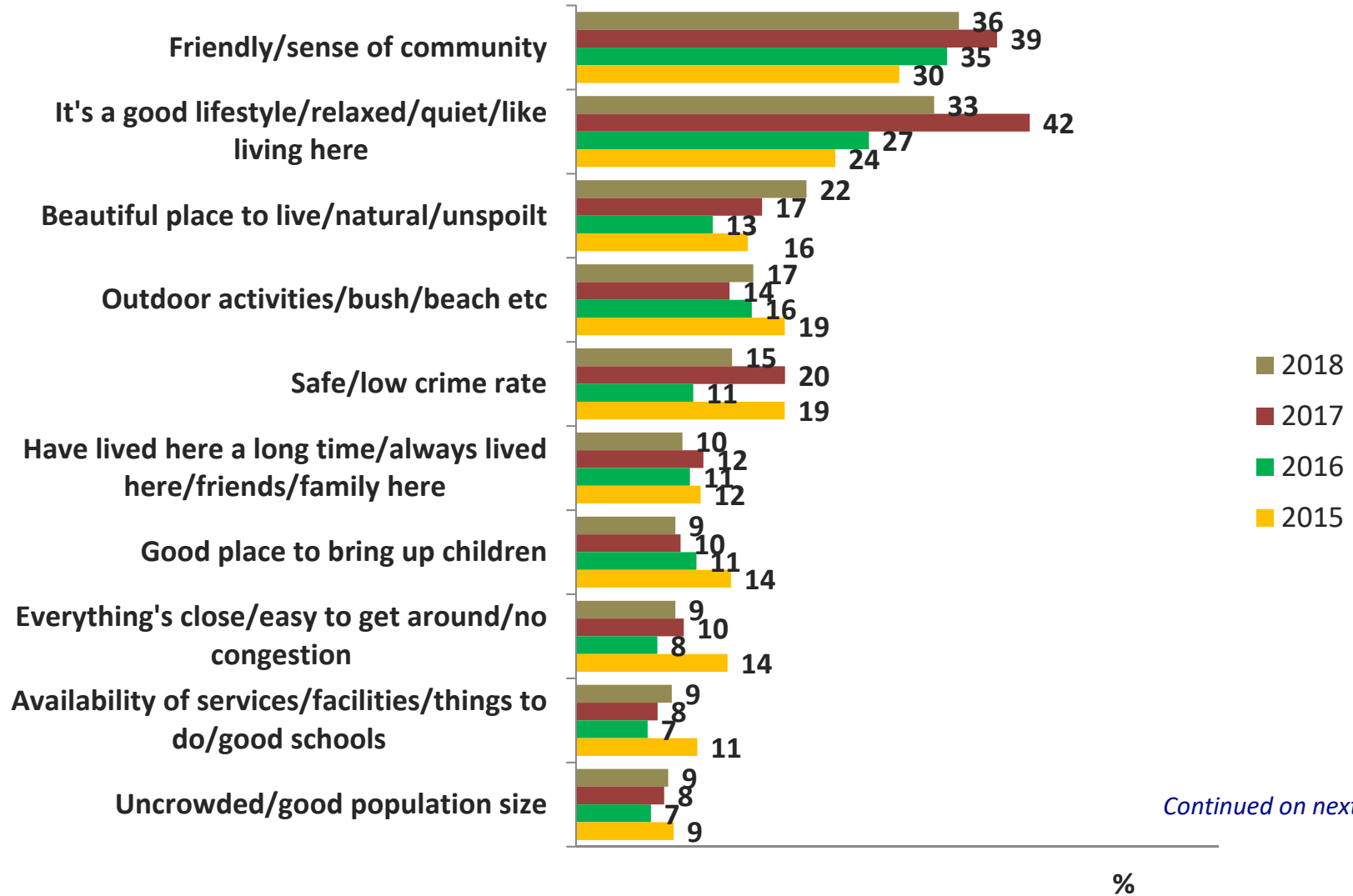
Sample: refer to ()

*Small sample size – results indicative only



Reasons for Feeling the District is a Great Place to Live

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



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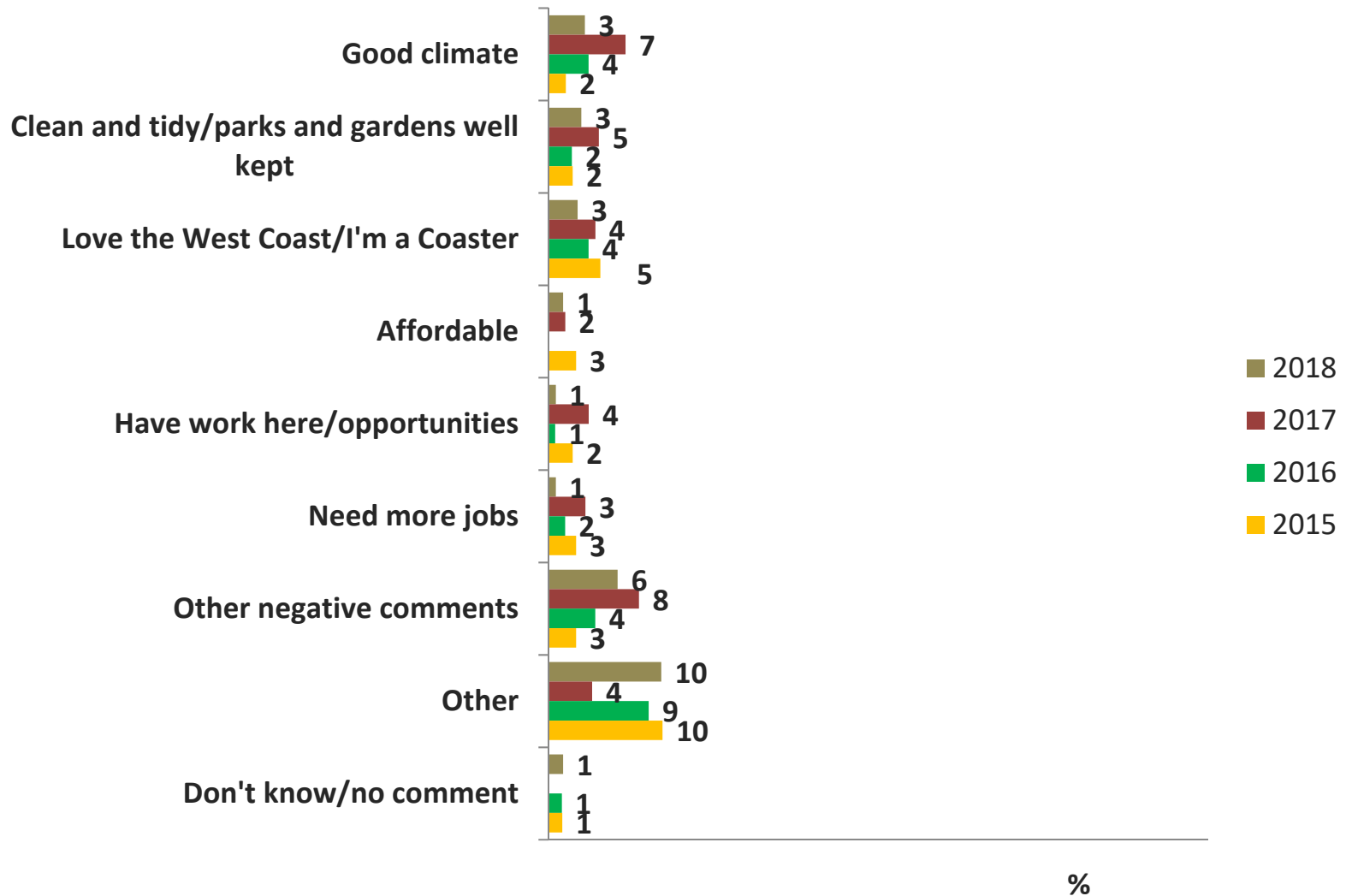
Sample: those who feel the District is a great place to live: 2015: 318; 2016: 329; 2017:328; 2018: 302

Note: this question was not asked prior to 2015



Reasons for Feeling the District is a Great Place to Live continued

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

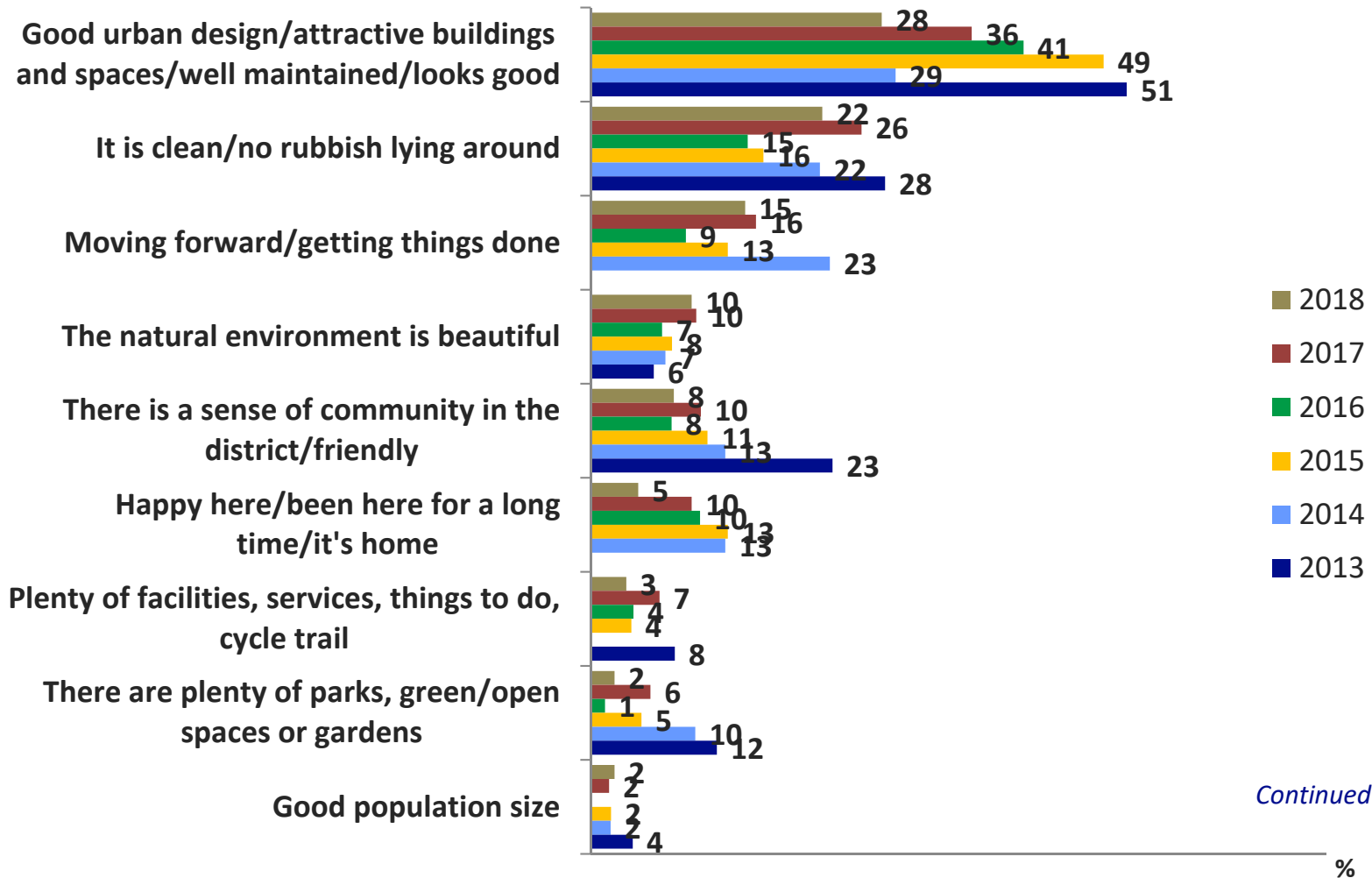


Sample: those who feel the District is a great place to live: 2015: 318; 2016: 329; 2017:328; 2018: 302
 Note: this question was not asked prior to 2015



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

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



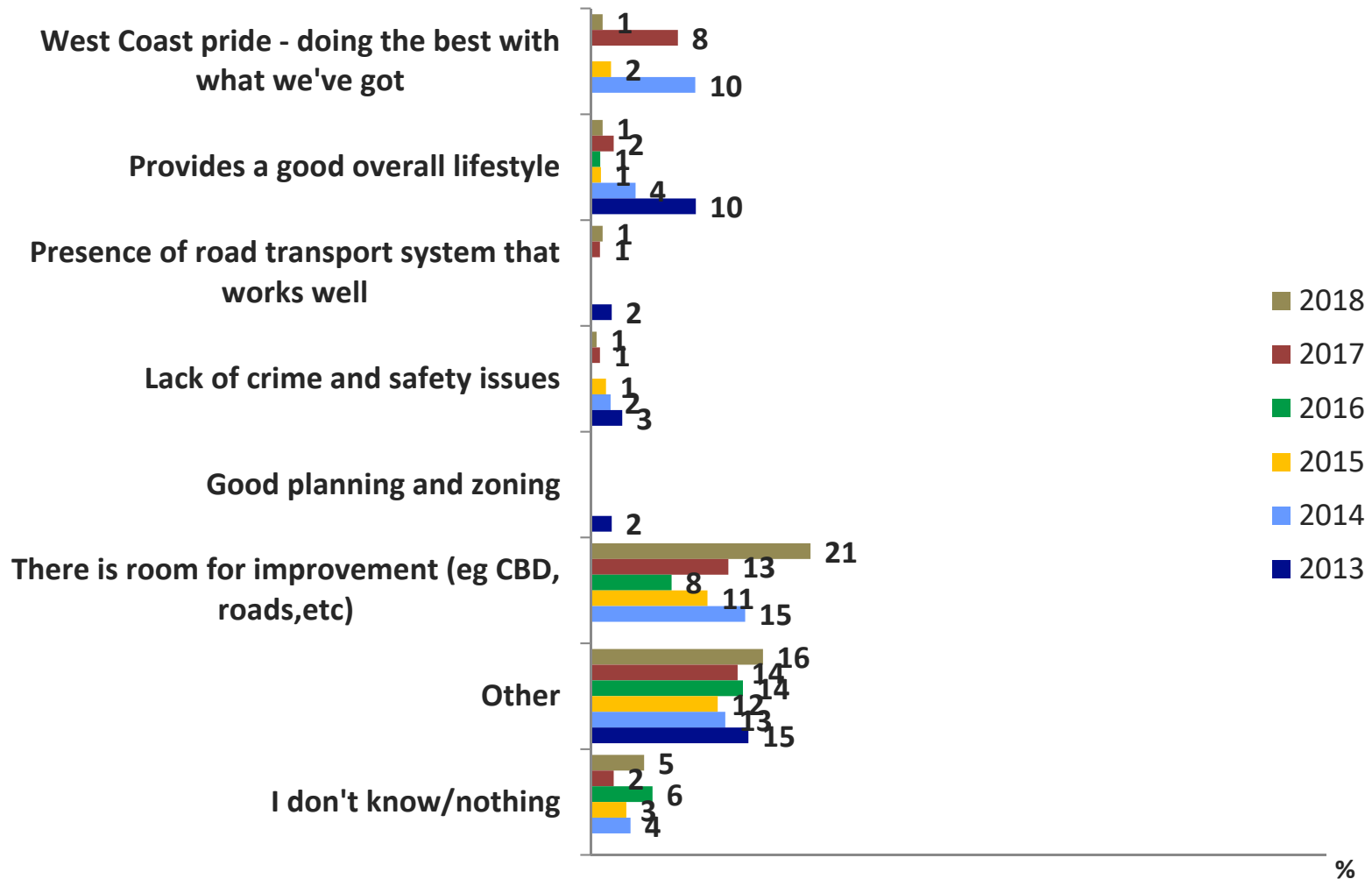
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Sample: those who feel a sense of pride in the way the District looks and feels: 2013: 226; 2014: 211; 2015: 207; 2016: 221; 2017: 229; 2018: 177 Note: this question was not asked in 2011



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

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

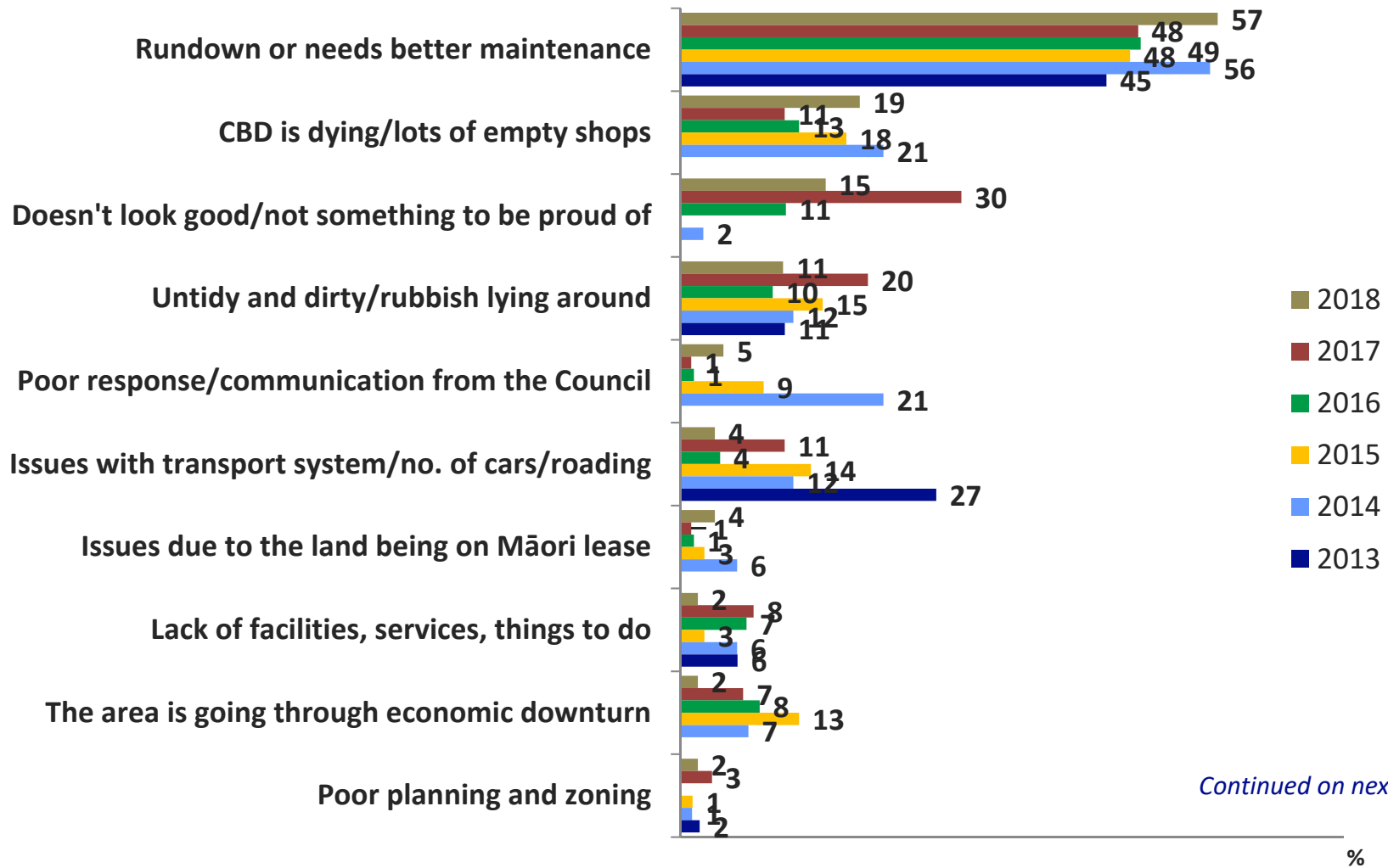


Sample: those who feel a sense of pride in the way the District looks and feels: 2013: 226; 2014: 211; 2015: 207; 2016: 221; 2017: 229; 2018: 177 Note: this question was not asked in 2011



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

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



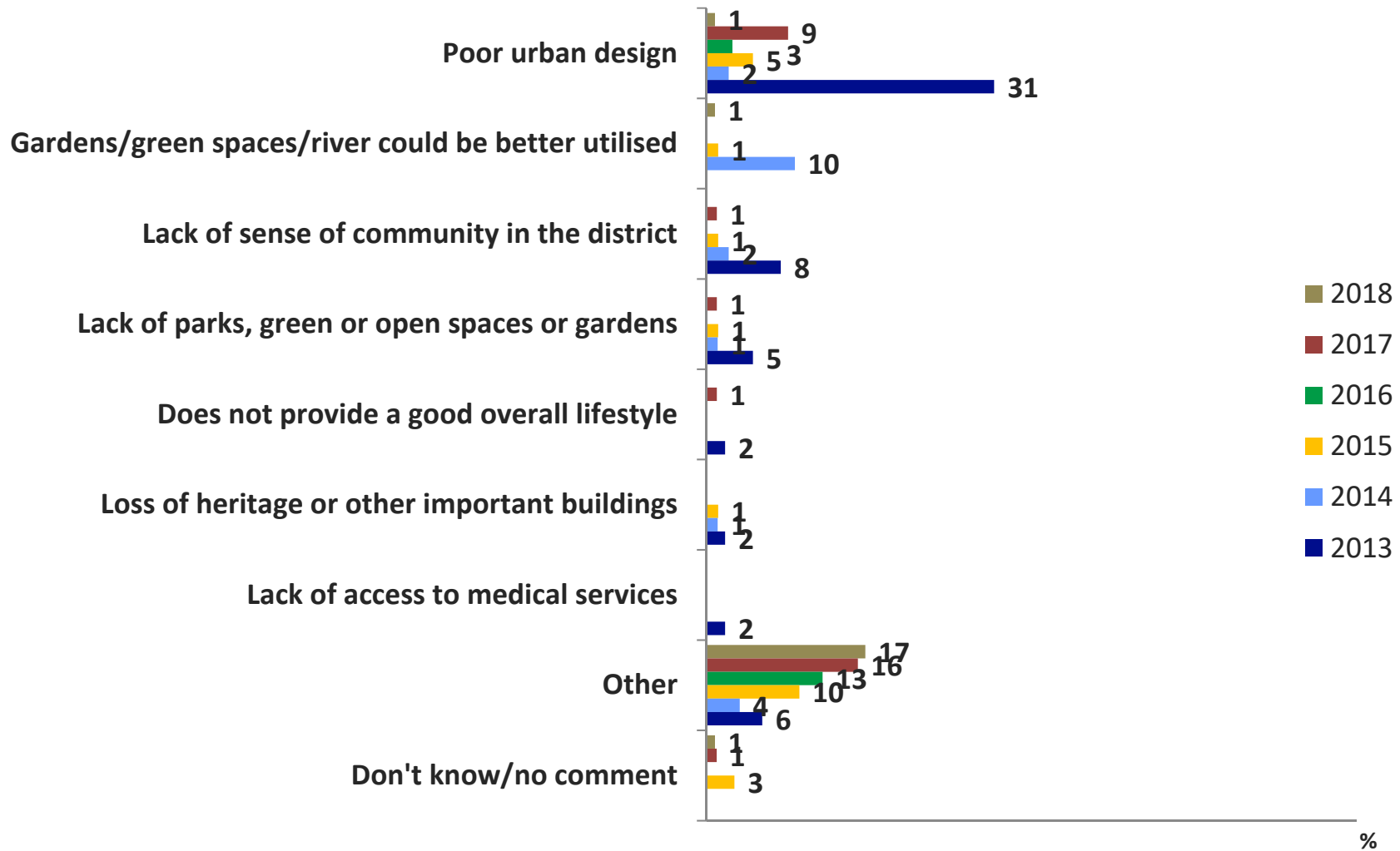
Continued on next slide

Sample: those who do not feel a sense of pride in the look and feel: 2013: 62; 2014: 84; 2015: 80; 2016: 72; 2017: 91; 2018: 111 Note: this question was not asked in 2011



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

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: 2013: 62; 2014: 84; 2015: 80; 2016: 72; 2017: 91; 2018: 111 Note: this question was not asked in 2011

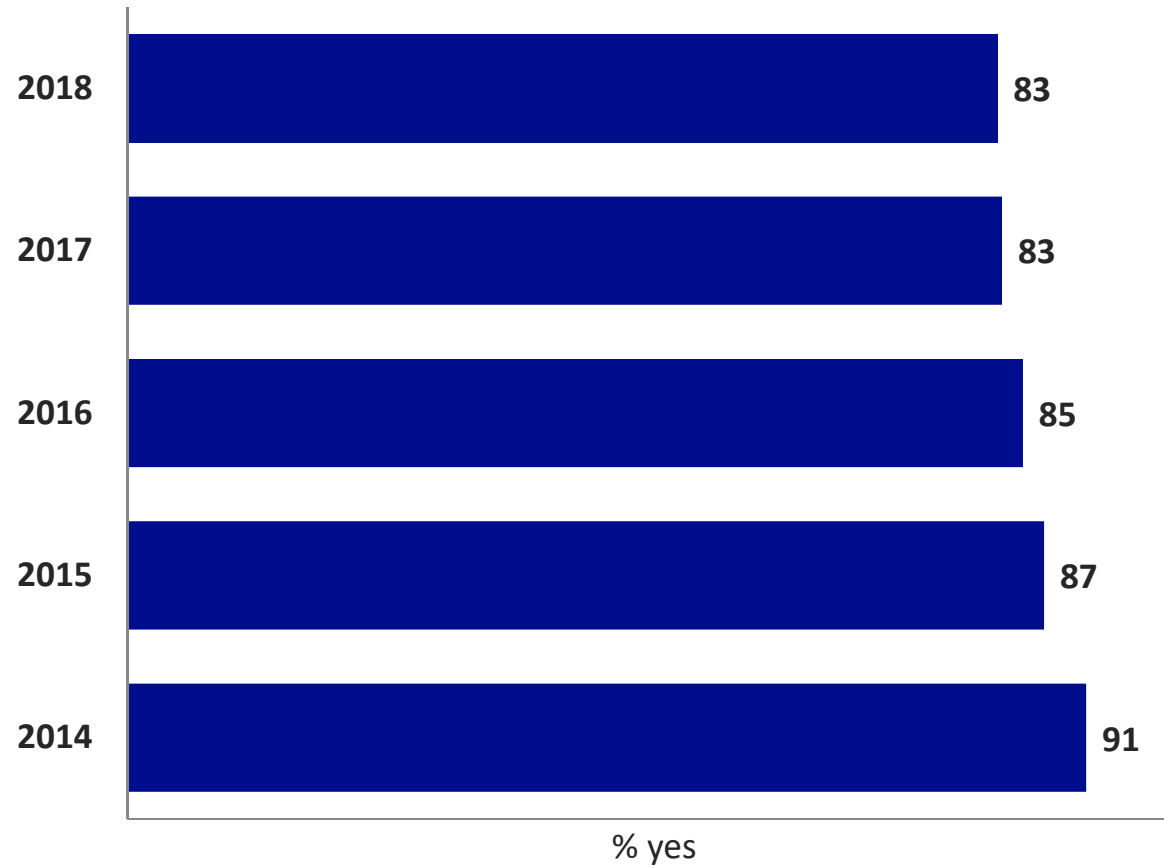


Perception of Safety on Local Roads



Perception of Safety on Local Roads

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



Sample: 350

Note: this question was not asked in 2011



Perception of Safety on Local Roads by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
% feel safe	83	88	83	79	68	71

Sample: refer to ()

*Note: small sample size – results indicative only

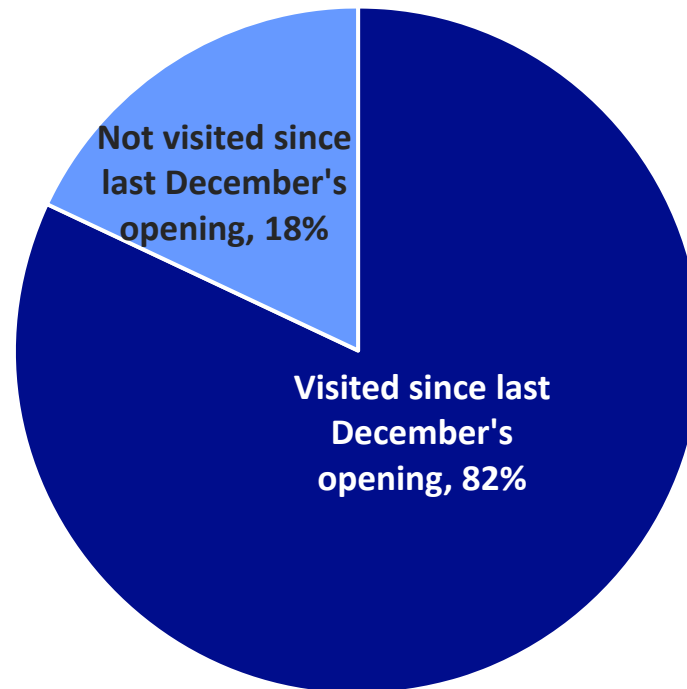


Visits to Greymouth Town Square



Visits to Greymouth Town Square, 2018

Q. Last year the Greymouth Town Square was completed. Have you visited or spent time in the Town Square since it was opened in December last year?



Sample: 350

Note: this question was not asked prior to 2018



Visits to Greymouth Town Square by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
% have visited Greymouth Town Square since last December's opening	82	85	95	79	54	76

Sample: refer to ()

*Note: small sample size – results indicative only

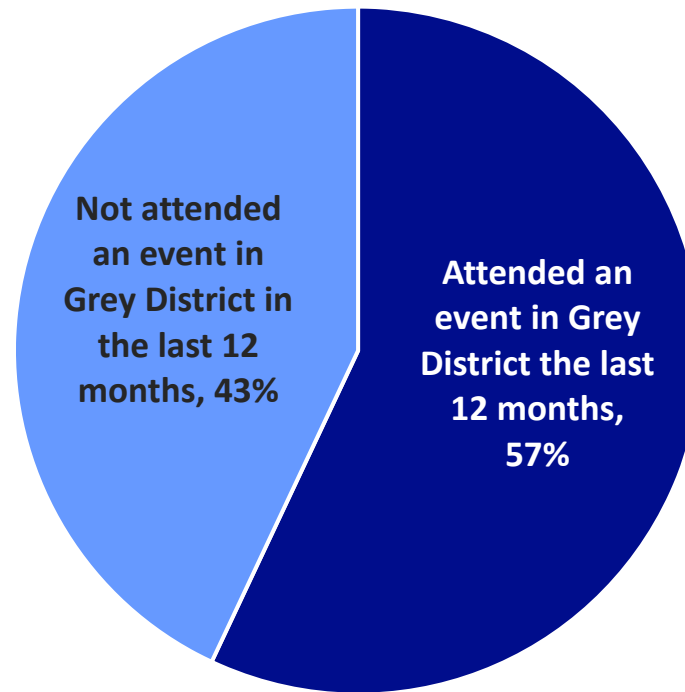


Events in Grey District



Attendance at Events in Grey District, 2018

Q. Council is working to employ a community & events facilitator to coordinate and promote events in the Grey District. Have you attended an event in the Grey District community in the past 12 months? Examples of events are the Waitangi Day Community Picnic, Rotary Street Fare, MS Craft Fair, Concert and Show, Christmas Carnival and AgFest.



Sample: 350

Note: this question was not asked prior to 2018



Attendance at Events in Grey District by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
% have attended an event in Grey District in last 12 months	57	60	69	61	32	53

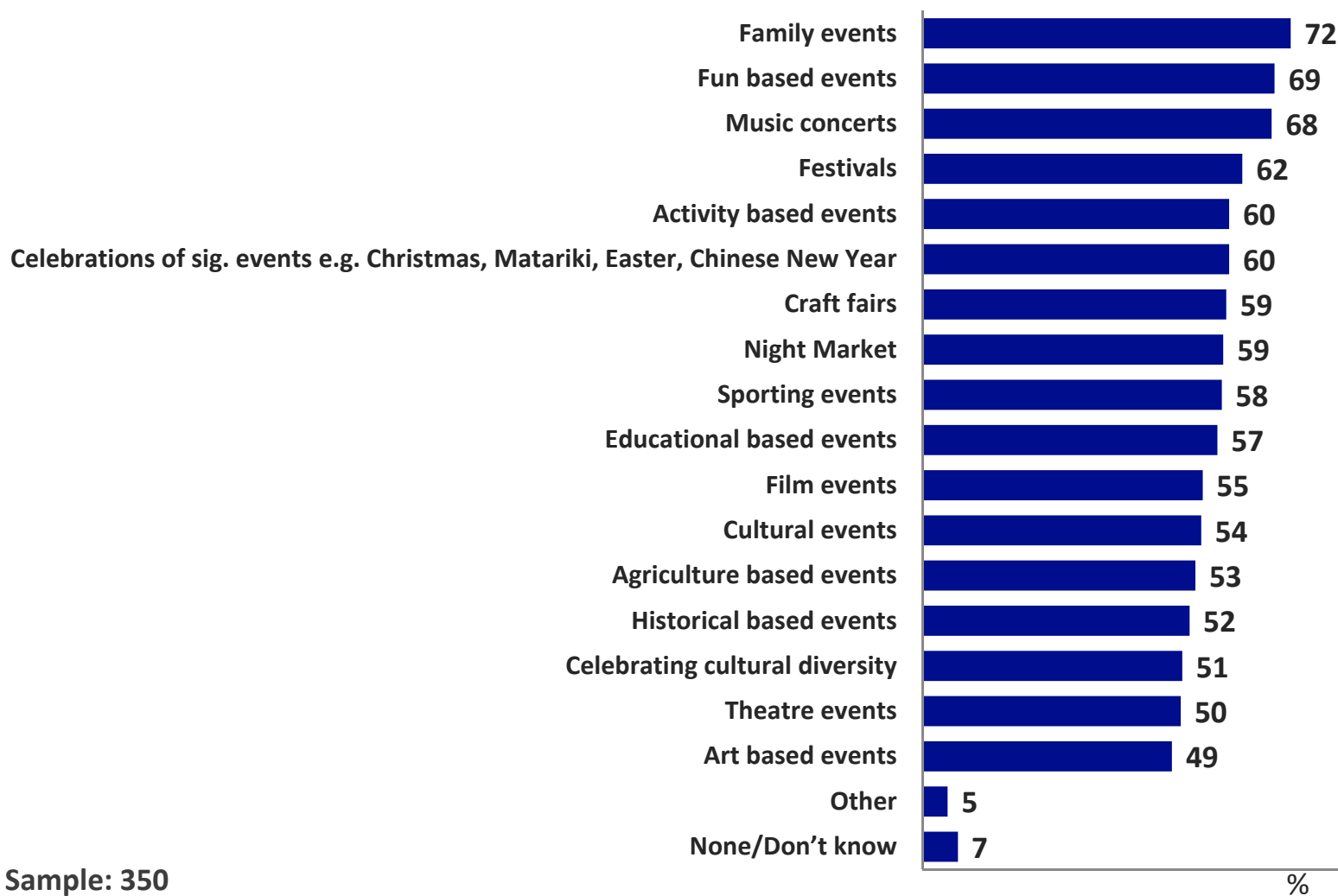
Sample: refer to ()

*Note: small sample size – results indicative only



Events & Types of Events Would Like to See More of in Grey District, 2018

Q. Which of the following types of events or events would you like to see more of in the Grey District?



Sample: 350

Note: this question was not asked prior to 2018



Events & Types of Events Would Like to See More of In Grey District by Location, 2018

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
Family events	72	71	90	64	46	85
Fun based events	69	73	79	54	32	82
Music concerts	68	70	86	61	35	76
Festivals	62	63	71	57	38	76
Activity based events	60	64	64	43	32	74
Celebrations of significant events such as Christmas, Matariki, Easter, Chinese New Year	60	63	79	64	16	59
Craft fairs	59	61	67	54	27	76
Night Market	59	62	67	61	19	71

Continued on next slide

Sample: refer to ()

*Small sample size – results indicative only



Events & Types of Events Would Like to see More of by Location, 2018 continued

	Total (350) %	Location				
		Greater Greymouth (209) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (28*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runanga/ Rapahoe/ Coast Road (34*) %
Sporting events	58	61	71	46	43	50
Educational based events	57	58	69	57	32	68
Film events	55	58	62	46	30	56
Cultural events	54	58	67	32	32	56
Agriculture based events	53	53	64	79	24	50
Historical based events	52	54	71	46	24	53
Celebrating cultural diversity	51	55	69	43	14	50
Theatre events	50	56	62	36	19	50
Art based events	49	52	60	36	27	50
Other	5	5	2	-	11	6
None/Don't know	7	7	2	11	14	3

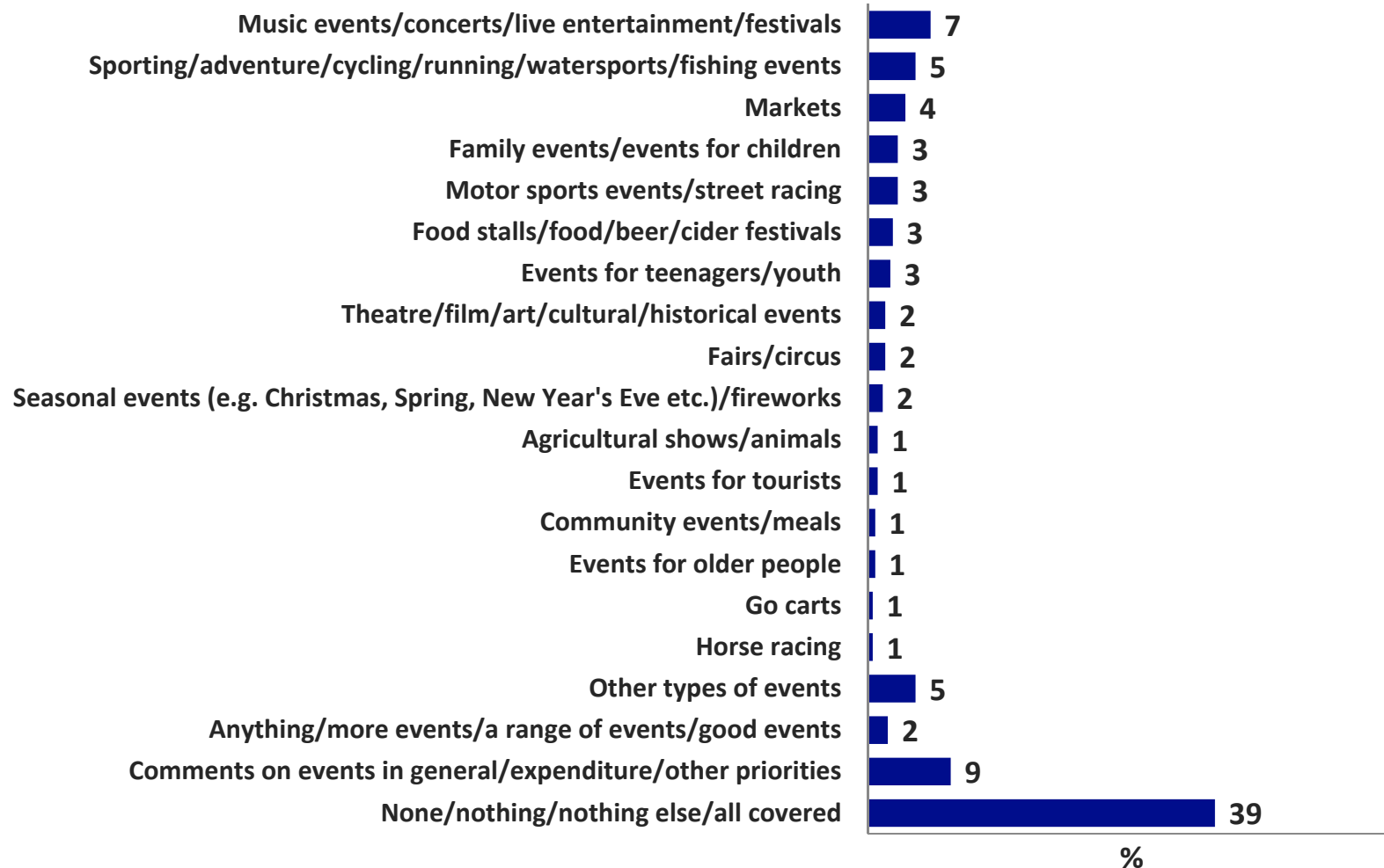
Sample: refer to ()

*Small sample size – results indicative only



Other Types of Events Would Like to See More of in Grey District, 2018

Q. And, what other types of events would you like to see more of in Grey District?



Sample: 350

Note: this question was not asked prior to 2018





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

