



Grey District Council Resident Satisfaction Survey 2019

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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 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. The findings from 2019 are presented in this report and where applicable, comparisons are made with earlier findings.
- In 2019, interviews were conducted late October to late November, post local body elections, among a representative sample of 350 Grey District residents aged 18 and over.
- In previous years, interviews were conducted by telephone. In 2019, a hybrid online self-completion and telephone interviewer administered approach was employed. This change in methodology was 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. In many instances a reduction in satisfaction is not matched by an increase in dissatisfaction but rather an increase in don't know responses.



Executive Summary continued

Overall satisfaction with Council performance

- Just under two thirds (63%) expressed satisfaction with the **overall performance of Council in the last 12 months**, this is lower than in 2018 (74%) and lower than earlier years (76 – 90%).
- Those who responded to the survey online were less satisfied than those who took part in a phone interview.
- Dissatisfaction (25%) in 2019 is similar to 2017 and 2018 (21% each year) but higher than in earlier years (9 – 19%).
- The main change in satisfaction rating in 2019 is the proportion who don't know how satisfied they are, this increase in don't know responses may be related to the changes in elected members, including the Mayor, brought about by the recent local body elections.
- Satisfaction with the **performance of the Mayor and Councillors** (59%) is lower than in 2017 and 2018 (77% and 76%, respectively), which in turn is lower than in 2011 – 2016 (83 – 91%).
- Those who responded to the survey online were less satisfied than those who took part in a phone interview.
- The level of dissatisfaction with the Mayor and Councillors (19%) is marginally lower than last year (21%). The main change in this level of satisfaction is an increase in the proportion stating don't know. As with the rating of overall satisfaction with the Council, this increase in don't know responses may be related to changes brought about by the recent local body elections.
- Participants who were dissatisfied with the Councils' performance were also more likely to be dissatisfied with the performance of the Mayor and Councillors and Council provided services.



Executive Summary continued

Satisfaction with communications

- 67% had **contacted Grey District Council** in the last 12 months, this proportion is higher than in 2018 (58%) as those who responded to the survey online were more likely to have been in contact. Over three quarters expressed satisfaction (76%) with the overall service from Council Offices. Satisfaction is marginally lower than in earlier years (81 – 88%).
- Satisfaction (77%) with the **information received from Council** in 2019 is marginally lower than earlier years (78 – 85%). It was highest in Greater Greymouth (81%) and lowest in Kaiata/ Dobson/ Taylorville/ Stillwater (55%).
- In 2019, 52% of residents expressed satisfaction that the **Council consults with residents on important issues**, while 36% are dissatisfied and 13% do not know. Satisfaction is marginally lower than in previous years, especially among those completing the survey online, and indicates an opportunity for improvement.
- Residents' **preferred option for receiving information** has continued to change in 2019 towards digital forms with email becoming more popular (43%) and now equal as a preferred option to a quarterly newsletter sent out to ratepayers . The next most often preferred option is social media (37%) and letter/bulk mail out (36%). Preference for newspapers (27%) has continued to decline and website is now at a similar level (25%). Radio has continued to decline to 12% as a preferred option in 2019. Of note, those responding to the survey online were more likely to prefer email and website options.



Executive Summary continued

Use and satisfaction with Council services

- Of all Council services, residents are **most likely to have used or visited** a park or reserve (78%), followed by a rubbish dump/recycling facility (72%) and a public toilet/rest room (71%) in the last 12 months.
- **Satisfaction with Council facilities and services** in 2019 is often lower than in previous years, this difference in part, related to the methodology change as those participating online typically rated services lower.
- Of note, whilst there is lower satisfaction in 2019 for a number of facilities this is not in all cases matched by a higher level of dissatisfaction with the exception of roading, footpath and parking related services where dissatisfaction is higher.
- In 2019, satisfaction is highest for parks and reserves including walking tracks (85%) followed by cemeteries (77%) and swimming pools (75%). Equally dissatisfaction is highest for overall maintenance of footpaths (51% dissatisfied) and of roads (47% dissatisfied) followed by the roading network (31% dissatisfied) and availability of parking (31% dissatisfied).
- There are some differences in satisfaction with Council services by location indicating there are localised issues to be addressed.
- 40% of residents are satisfied and 25% dissatisfied with **Council's regulation of land use throughout the District** in 2019, this level of satisfaction is lower than earlier years (46 – 65%) and satisfaction is lower among those who responded to the survey online.



Executive Summary continued

- Nearly all (91%) continue to be satisfied that their **household rubbish/recycling is collected on time**. This is similar to earlier years (91 – 95%). Satisfaction is lowest in Kaiata/ Dobson/ Taylorville/ Stillwater.
- Four fifths (80%) are also satisfied with the **household rubbish/recycling service in general**, this is consistent with previous years (82 – 96%). Those who responded online were less likely to be satisfied. Satisfaction is lowest in Kaiata/ Dobson/ Taylorville/ Stillwater.
- Consistent with recent years, 73% are satisfied with **Council litter bins, recycling centre and recycling stations being kept clean and tidy**.
- In 2019, less than two thirds of participants' homes (62%) are on a **Council water supply** and 1% are on both a Council and private water supply, this proportion is lower than in previous years.
- 72% of residents on a Council water supply are satisfied with the **water's appearance and taste** in 2019, this proportion is similar to 2018 but significantly lower than in 2017 (83%).
- 85% are satisfied with the **water pressure and flow**, slightly fewer than previous years (88 – 94%).
- 73% of residents living in a town are satisfied with the **way their property drains stormwater** in 2019, this is lower than in previous years (75 – 80%). There appears to be some localised issues with drainage.

Executive Summary continued

Quality of Life

- Over three quarters of participants (77%) agree the **District is a great place to live**, however, this proportion is significantly lower than in previous years (86 – 94%) and those who responded to the survey online were significantly less likely to consider the district a great place to live.
- 41% agree they **feel a sense of pride in the way their District looks and feels**. This proportion is significantly lower than in previous years (51 – 65%) and those who responded to the survey online were significantly less likely to feel a sense of pride. 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, that the CBD is dying with lots of empty shops and that there are issues with the transport system and roading.

Sense of road safety

- **Feeling safe on local roads** (73%), has dropped significantly in 2019 from earlier years (83 – 91%). It is lowest in Kaiata/ Dobson/ Taylorville/ Stillwater (50%), Runanga/ Rapahoe and the Coast Road (62%) and Grey Valley/ Blackball/ Lake Brunner (63%).

Executive Summary continued

Greymouth Town Square

- 81% have visited or spent time in **Greymouth Town Square** in the last 12 months. Reasons for visiting revolved primarily around attending events/ functions/ concerts/ entertainment/ rallies/ gatherings, for food and beverage, the market and walking around or passing through.
- Having events/ entertainment/ concerts/ activities/ music/ buskers/ markets and making the Square more sheltered/ protected from the wind/rain/ sun and closing to traffic were the main reasons stated to encourage use.

Grey District Library

- 47% had visited **Grey District Library** in the last 12 months, primarily to borrow books but also for a range of other reasons too. People having more time, more books being available, events and activities and changes to the premises would encourage more use.

Westland Recreation Centre

- 59% had visited **Westland Recreation Centre** in the last 12 months, Greater Greymouth residents were the most likely. Reasons for visiting revolved around swimming, playing or watching sport, a children related activity or going to the gym. To encourage greater use, lower prices or a free trial and having more time available were the main reasons stated.

Introduction



Introduction

- ⌘ Since 2014, Opinions Market Research has conducted an annual Community Satisfaction Survey on behalf of Grey District Council to measure community satisfaction with the Council and its services.
- ⌘ In addition, this survey measures peoples' perception of quality of life, in line with the Community Economic Development Strategy.
- ⌘ Prior to 2014, in 2011 and 2013, biennial surveys were conducted.
- ⌘ Each survey the questions are adapted to meet current needs, in 2019, questions were added to assess the use of, reasons for use and how to encourage use of Greymouth Town Square, Grey District Library and Westland Recreation Centre.
- ⌘ This report presents the main findings of the research in 2019 and makes comparisons with earlier surveys, where applicable.
- ⌘ Benchmark data comparing Grey District Council's performance with other South Island District Councils is also included.
- ⌘ Residents' verbatim comments to open questions are presented in a separate report.



Research Objectives

Overall objective

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

Specific objectives

- ⌘ Measure and monitor over time community satisfaction with Council performance and the services it provides.
- ⌘ Gain an understanding and insight into aspects of services for improvement.
- ⌘ Determine Council performance in relation to the community outcomes which form part of the Council's Long Term Community Outcomes Plan (LTCOP).
- ⌘ Provide a measure of perception of quality of life, in line with the Community Economic Development Strategy.
- ⌘ Assess use of, reasons for use and how to encourage use of Greymouth Town Square, Grey District Library and Westland Recreation Centre.



Research Methodology

- ⌘ Each survey consists of a representative sample of 350 Grey District residents aged 18+, based on the latest Census data.
- ⌘ In previous years, interviews were conducted by telephone. In 2019, a hybrid online self-completion and telephone interviewer administered approach was employed. This change in methodology was introduced given the advent of cost effective electronic options and a reduction in landline presence within the community.
- ⌘ Note, the move to a hybrid methodology for data collection in 2019 has resulted in some difference in satisfaction levels being recorded that relate primarily to a change in methodology rather than a shift in satisfaction levels with the Council.
- ⌘ For the online survey component in 2019, Grey District Council used a number of different strands to promote the survey including newspaper, press releases, flyers physical (Grey District Library, Westland Recreation Centre and potentially in person) and email, networks (Tai Poutini Polytechnic, Schools, District Health Board, sports clubs via Sport Canterbury/West Coast), radio, newsletters, New Coasters, TPP, Facebook and the Grey District Council website.
- ⌘ As the online sample was self-selecting, the sample profile was balanced in terms of age, gender and location using the telephone interviewer administered component. Quotas were set for age, gender and area according to Census 2018.







Research Methodology continued

- ⌘ In 2019, 145 interviews were conducted by telephone and 205 surveys were completed online.
- ⌘ Telephone interviewing took place from 30th October – 25th November and the online survey was available from 21th October – 25th November.
- ⌘ The 2019 questionnaire was based on previous questionnaires with new questions added to assess the use of, reasons for use and how to encourage use of Greymouth Town Square, Grey District Library and Westland Recreation Centre.
- ⌘ The statistical margin of error at a 95% confidence level for the total sample of 350 is $\pm 5.3\%$.



Research Methodology continued

- ⌘ All percentages are shown as whole numbers.
- ⌘ Where total percentage satisfied and dissatisfied scores are given these are calculated from the precise, non-rounded data for accuracy. These totals may therefore differ from the sum of categories as shown in the graphs.
- ⌘ Demographic sub-group analysis has been conducted based on location, and findings are included in the report where there are significant differences.
- ⌘ Sub-group analysis based on location, gender, age, life stage, ratepayer status, length of time in Grey District, occupation, ethnicity, and satisfaction with the overall performance of Council, with the Mayor and Councillors, with information received and with consultation is provided in a separate report.
- ⌘ Findings of interest have been highlighted as follows:
 - ⌘ Findings that are statistically higher compared with 2018 or other locations combined are highlighted as:  or 
 - ⌘ Findings that are statistically lower compared with 2018 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, although this is not necessarily 2019.



Sample Structure

		Census 2013	Sample n=350														Census 2018	Sample n=350	
			2011		2013		2014		2015		2016		2017		2018			2019	
			n	%	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	9	33	9
	25-49	40	148	42	140	40	150	43	147	42	140	40	135	39	139	40	37	126	36
	50-64	29	102	29	106	30	104	30	108	31	105	30	106	30	103	29	30	106	30
	65+	21	50	14	61	17	52	15	54	15	68	19	75	21	74	21	24	85	24
Gender	Male	49	165	47	168	48	177	51	171	49	172	49	172	49	172	49	50	174	50
	Female	51	185	53	182	52	173	49	179	51	178	51	178	51	178	51	50	176	50
Area	Greater Greymouth	60	208	59	197	56	212	61	206	59	216	62	208	59	209	60	34	120	34
	Karoro - Camerons	12	38	11	46	13	41	12	42	12	43	12	41	12	42	12	18	62	18
	Kaiata/Dobson/ Taylorville/ Stillwater	9	30	9	31	9	26	7	31	9	26	7	30	9	28	8	6	22	6
	Grey Valley/ Blackball/ Lake Brunner	11	41	12	39	11	37	11	38	11	37	11	37	11	37	11	25	88	25
	Runanga/Rapahoe/ Coast Road	10	33	9	37	11	34	10	33	9	27	8	34	10	34	10	17	58	17



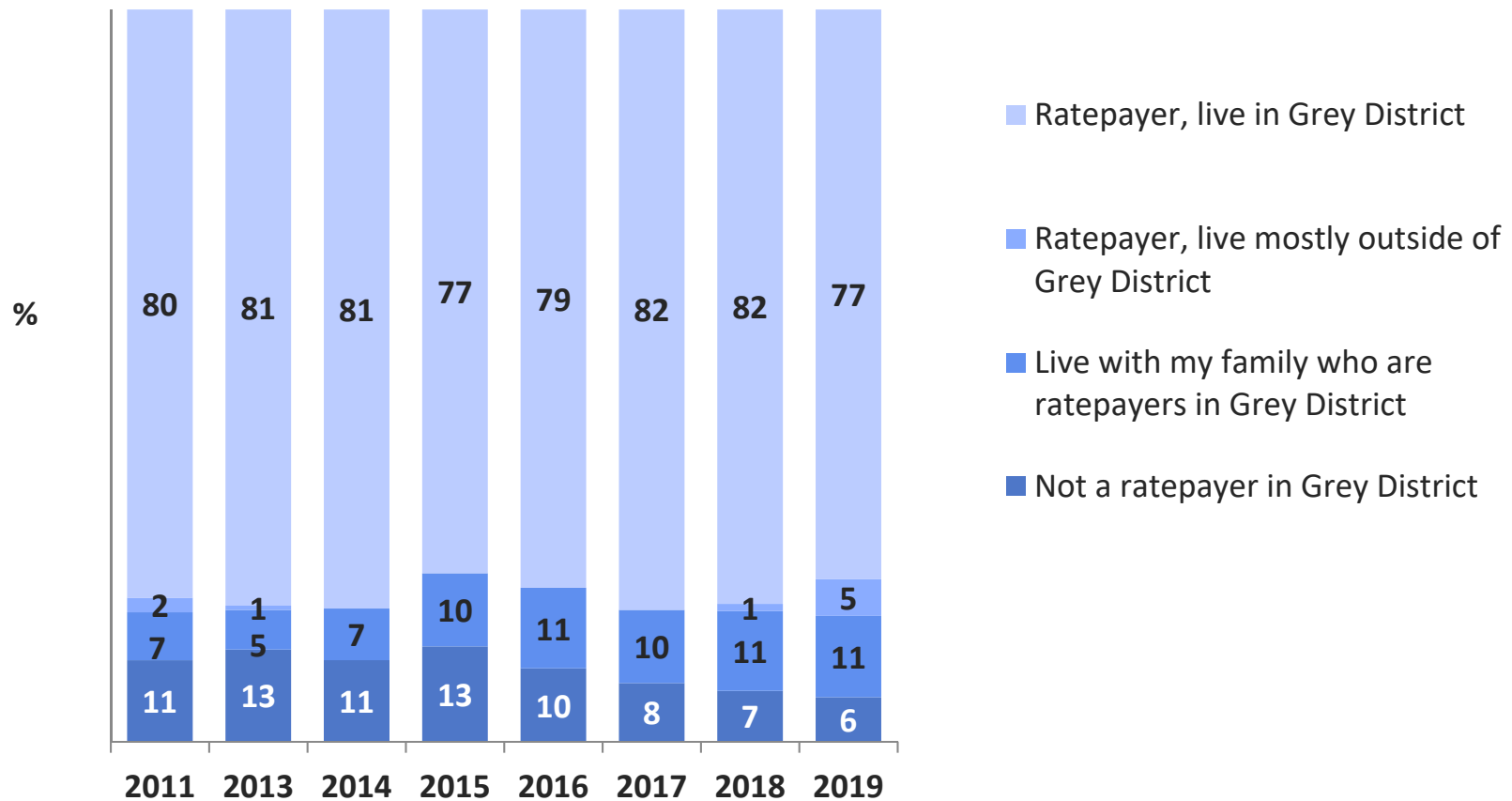
Sample Profile – Demographics

	2019 (350) %
Dependent Children	
Participant is dependent child	-
No dependent children	63
Youngest aged under 5	6
Youngest aged 5-15	23
Youngest aged over 15	7
Life Stage	
Younger, no dependents	17
Has dependents	36
Older, no dependents	47

	2019 (350) %
Employment Status	
In full time paid employment	53
In part time paid employment	15
Not in paid employment/seeking/beneficiary	2
Retired	19
Home executive	3
School student	2
Tertiary student	1
Other	6
Ethnicity	
European	93
Maori	7
Pacific peoples	1
Asian	1
Middle Eastern/Latin American/African	-
New Zealander	3
Other	1



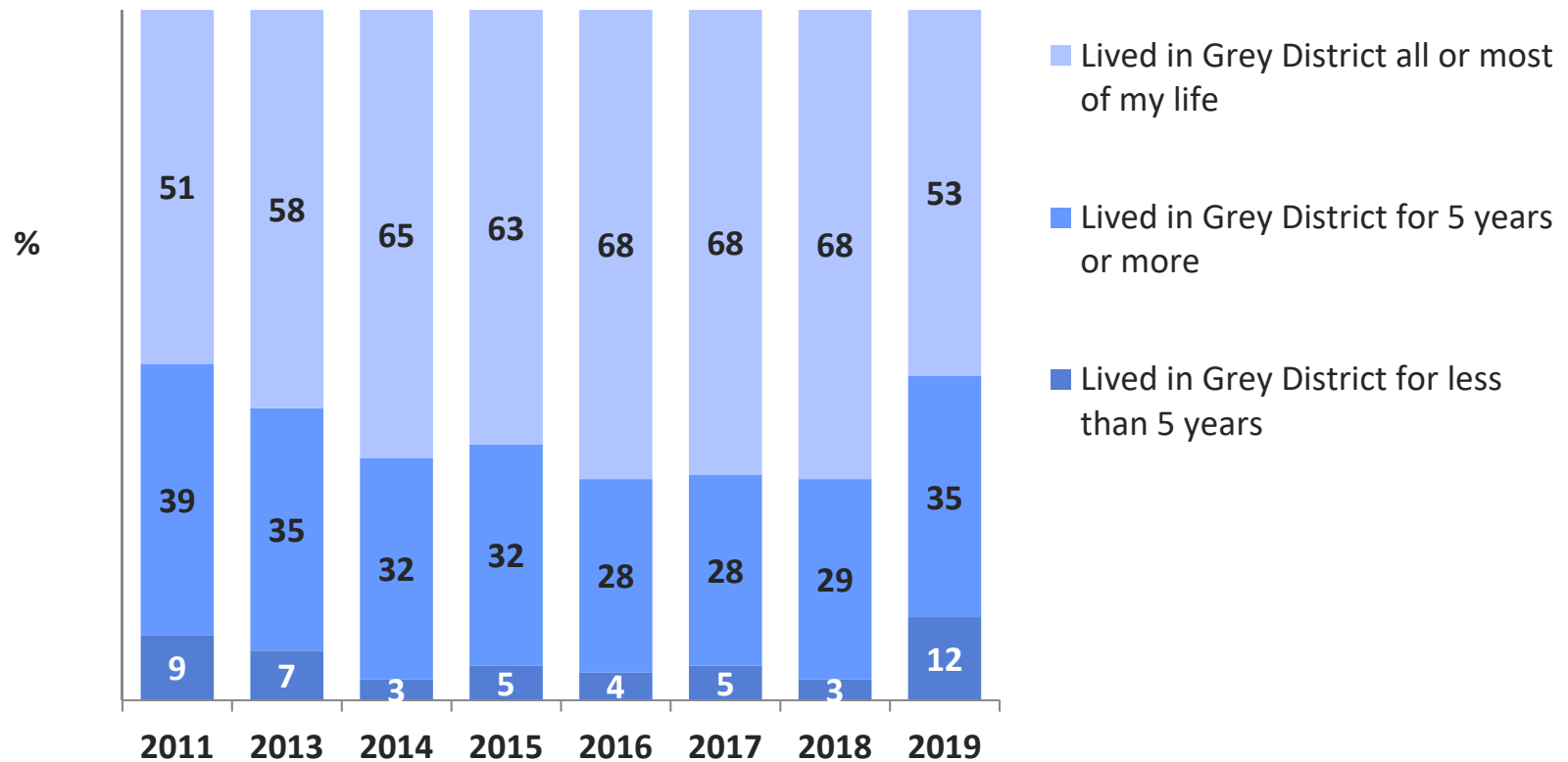
Sample Profile: Ratepayer Status



Total sample: 350



Sample Profile: Length of Time Living in Grey District



Total sample: 350



Key Findings

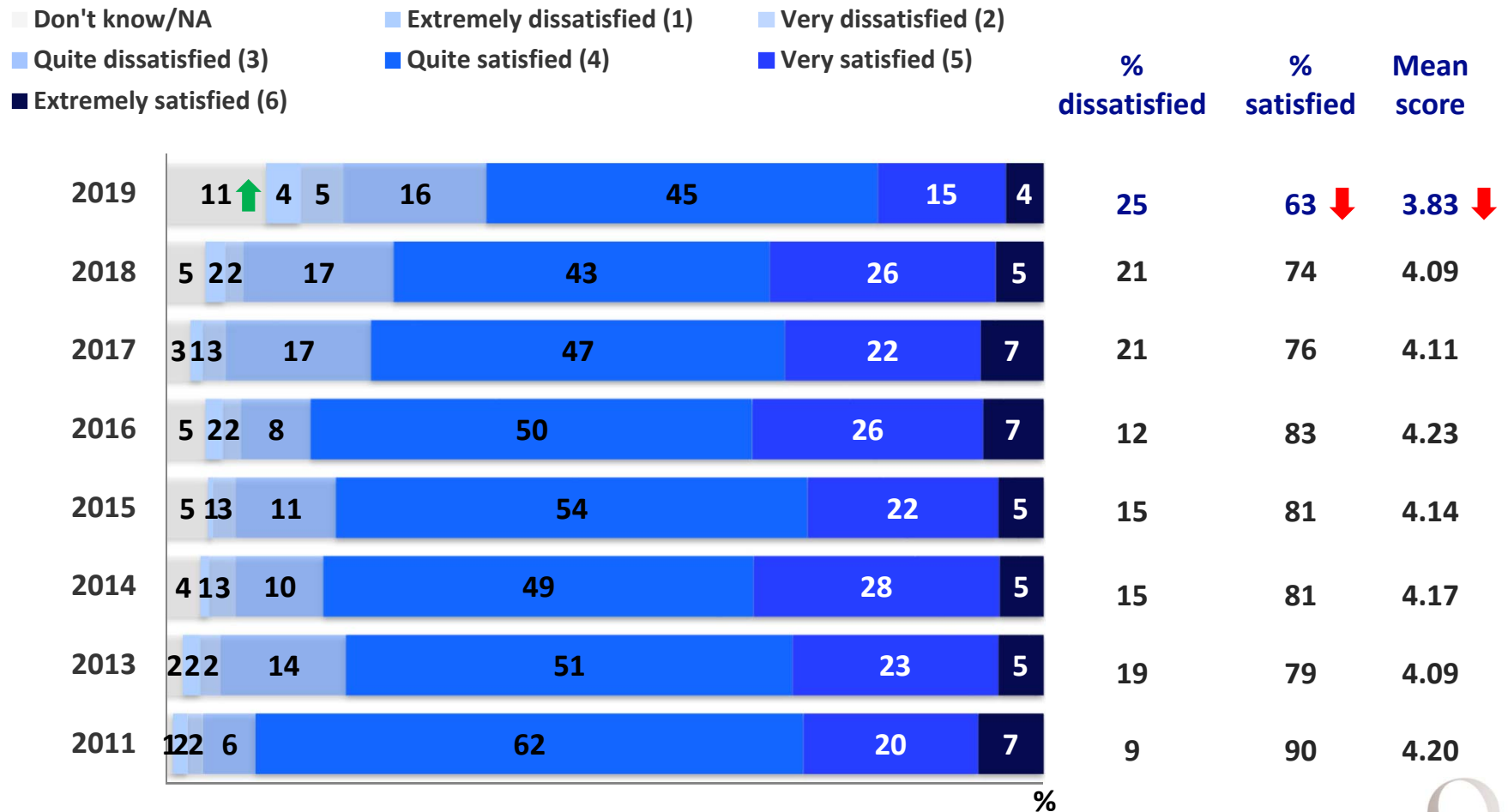


Performance of Grey District Council



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



Satisfaction with Overall Performance of Grey District Council over Last 12 Months by Location, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Extremely satisfied	4	6	5	-	5	2
Very satisfied	15	15	21	-	10	19
Quite satisfied	45	41	44	36	51	47
Quite dissatisfied	16	20	13	32	10	16
Very dissatisfied	5	7	3	5	5	3
Extremely dissatisfied	4	3	2	9	6	3
Don't know	11	8	13	18	14	10
SATISFIED	63	62	69	36	66	67
DISSATISFIED	25	30	18	45	20	22
Mean	3.83	3.82	4.07	3.17	3.80	3.88

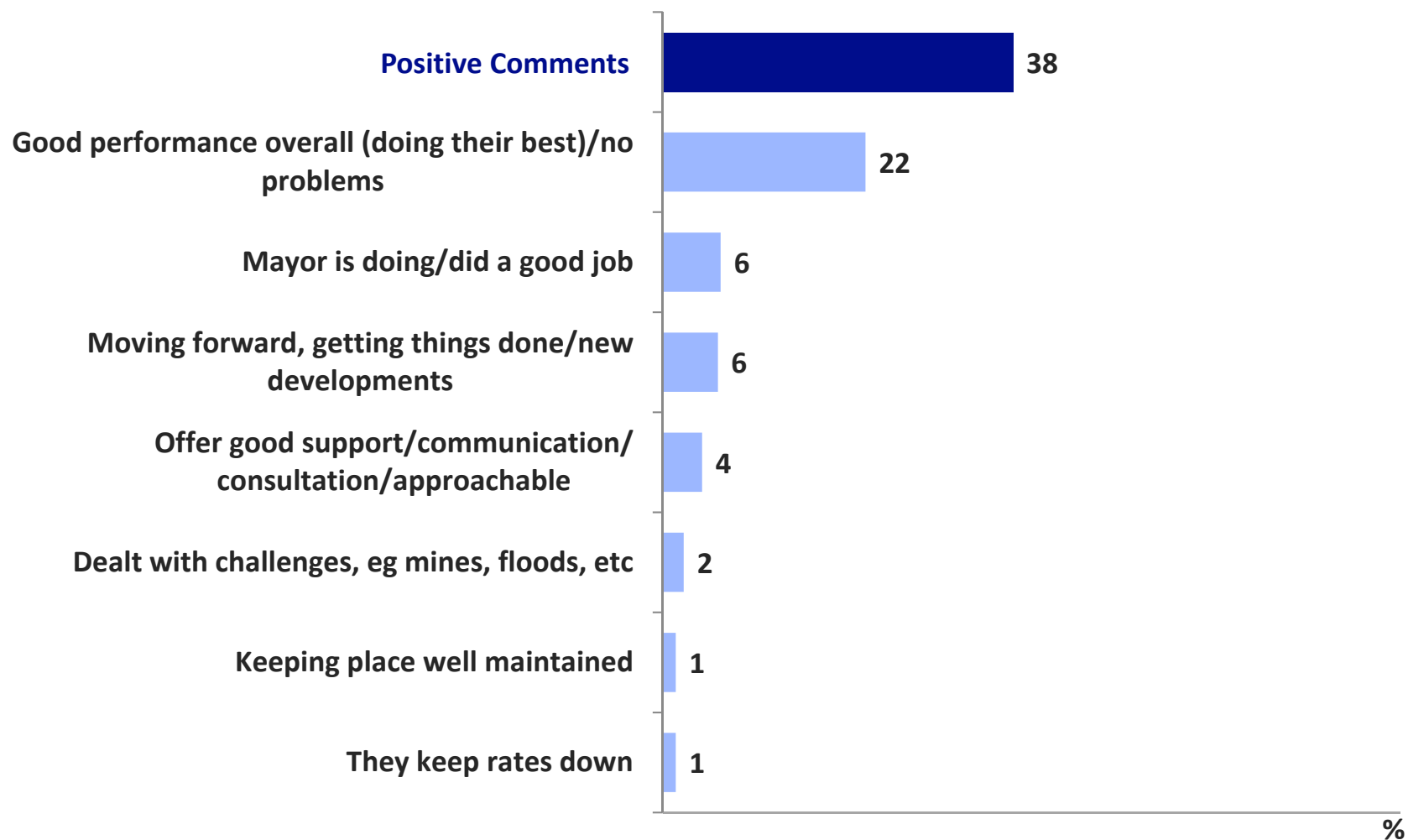
Sample: refer to ()

*Small sample size – results indicative only



Reasons for Level of Satisfaction with Performance of Grey District Council over Last 12 Months, 2019

Q. Why do you say that?



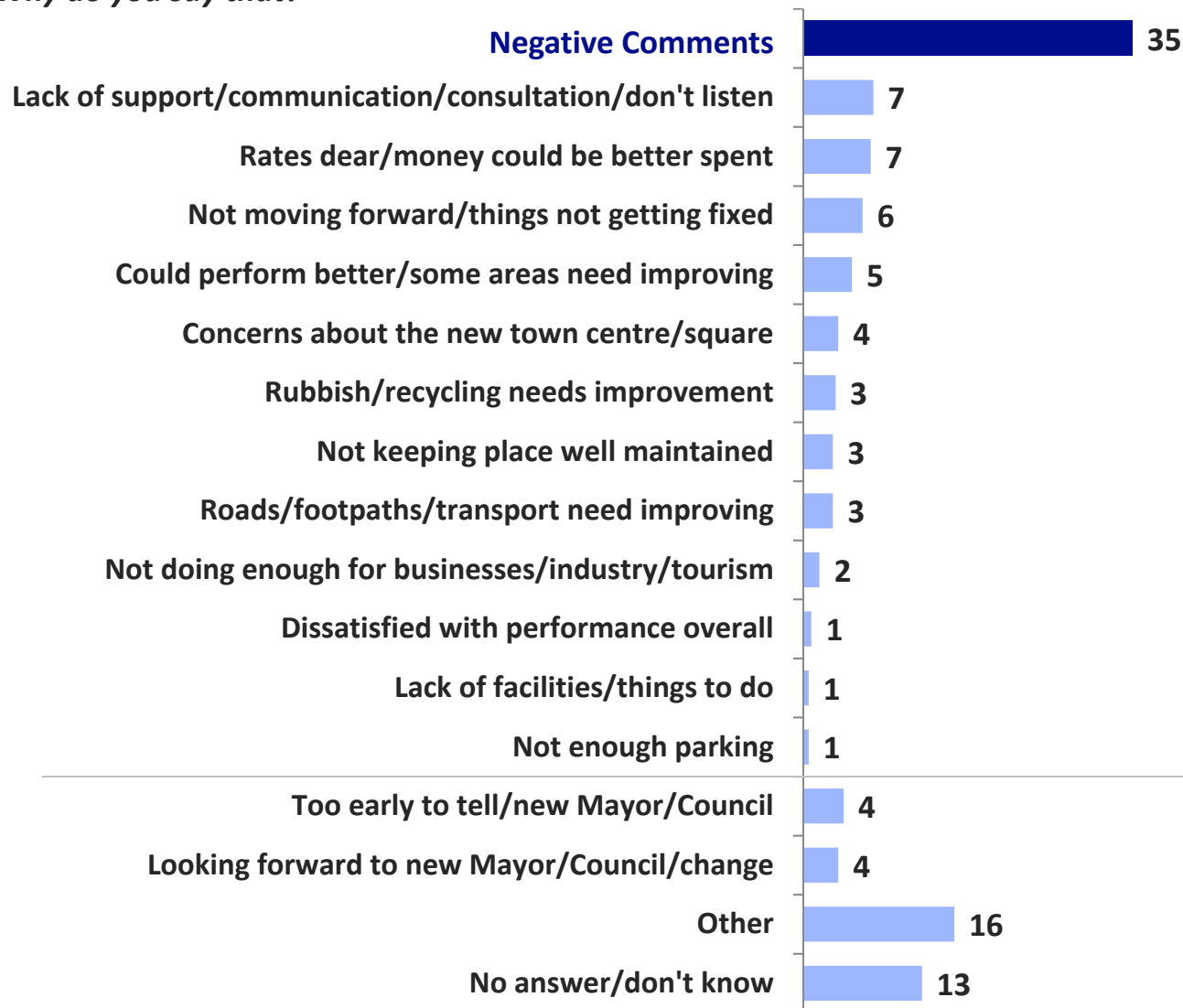
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Total sample: 350



Reasons for Level of Satisfaction with Performance of Grey District Council over Last 12 Months, 2019 continued

Q. Why do you say that?



Total sample: 350



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

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

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 – Trend Data continued

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

Total sample: 350

Note: question was not asked in 2011



Reasons for Level of Satisfaction by Location, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Cameron's (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Positive Comments	38	36	40	23	41	41
Good performance overall (doing their best)/no problems	22	19	27	9	26	21
Mayor is doing/did a good job	6	4	6	-	10	7
Moving forward, getting things done/new developments	6	4	6	14	2	12
Offer good support/ communication/consultation/ approachable	4	6	2	-	2	9
Dealt with challenges, eg mines, floods, etc	2	2	2	-	2	5
Keeping place well maintained	1	2	2	-	1	2
They keep rates down	1	1	-	-	1	5

Sample: refer to ()

*Small sample size – results indicative only



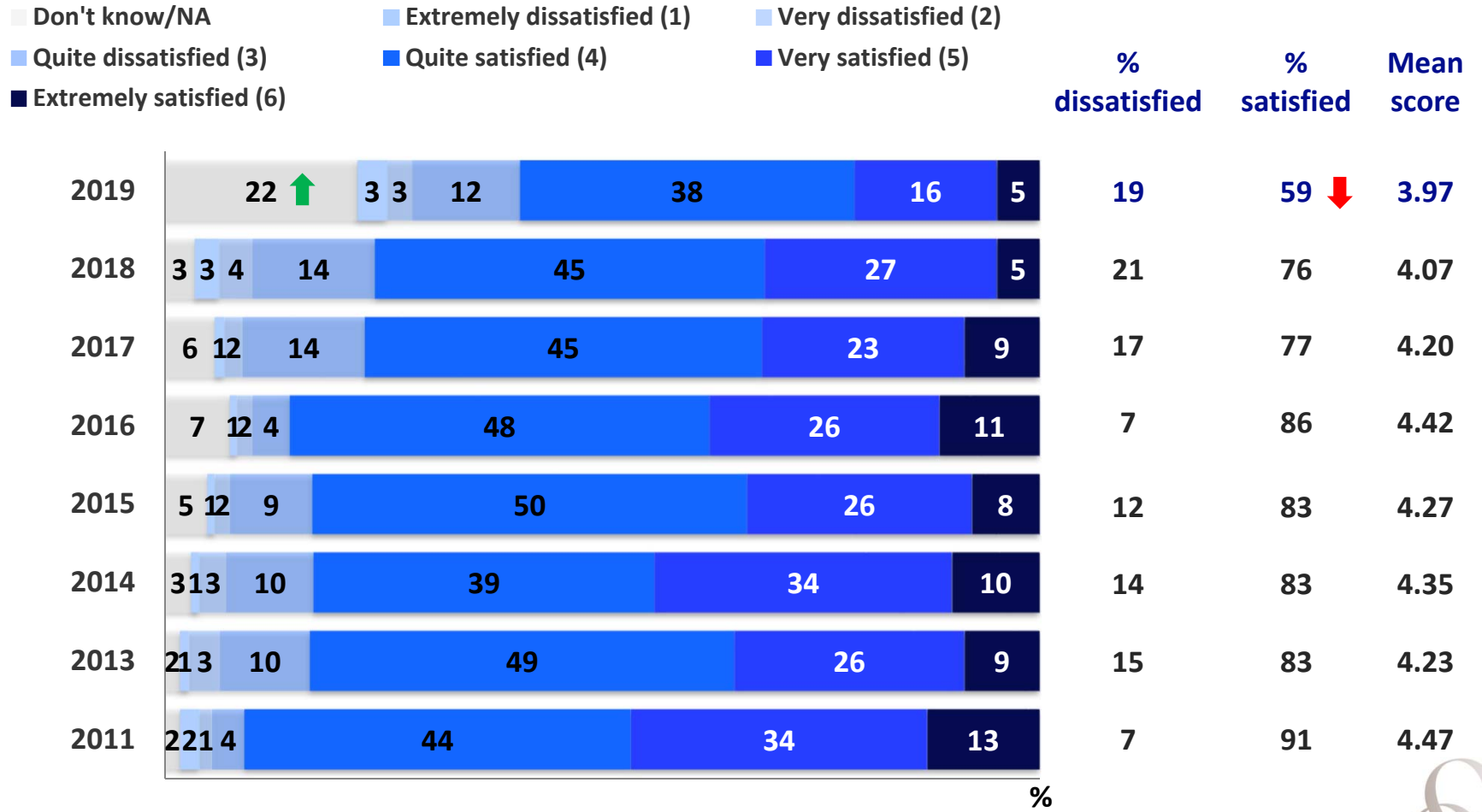
Reasons for Level of Satisfaction by Location, 2019 continued

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Negative Comments	35	36	34	64	23	41
Lack of support/communication/ consultation/don't listen	7	7	10	14	3	10
Rates dear/money could be better spent	7	7	5	14	6	10
Not moving forward/things not getting fixed	6	9	2	14	6	3
Could perform better/some areas need improving	5	6	3	5	2	10
Concerns about the new town centre/square	4	3	-	5	6	5
Rubbish/recycling needs improvement	3	2	3	9	2	7
Not keeping place well maintained	3	4	5	-	2	2
Roads/footpaths/transport need improving	3	3	-	18	2	2
Not doing enough for businesses/industry/ tourism	2	2	2	5	1	2
Dissatisfied with performance overall	1	1	3	-	-	-
Lack of facilities/things to do	1	-	2	5	-	-
Not enough parking	1	-	-	9	-	-
Too early to tell	4	4	5	5	3	5
Looking forward to new Mayor/Council/change	4	3	5	5	3	3
Other	16	12	13	14	16	29
No answer/don't know	13	14	11	9	16	7

*Small sample size – results indicative only

Satisfaction with Performance of Mayor and Councillors

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

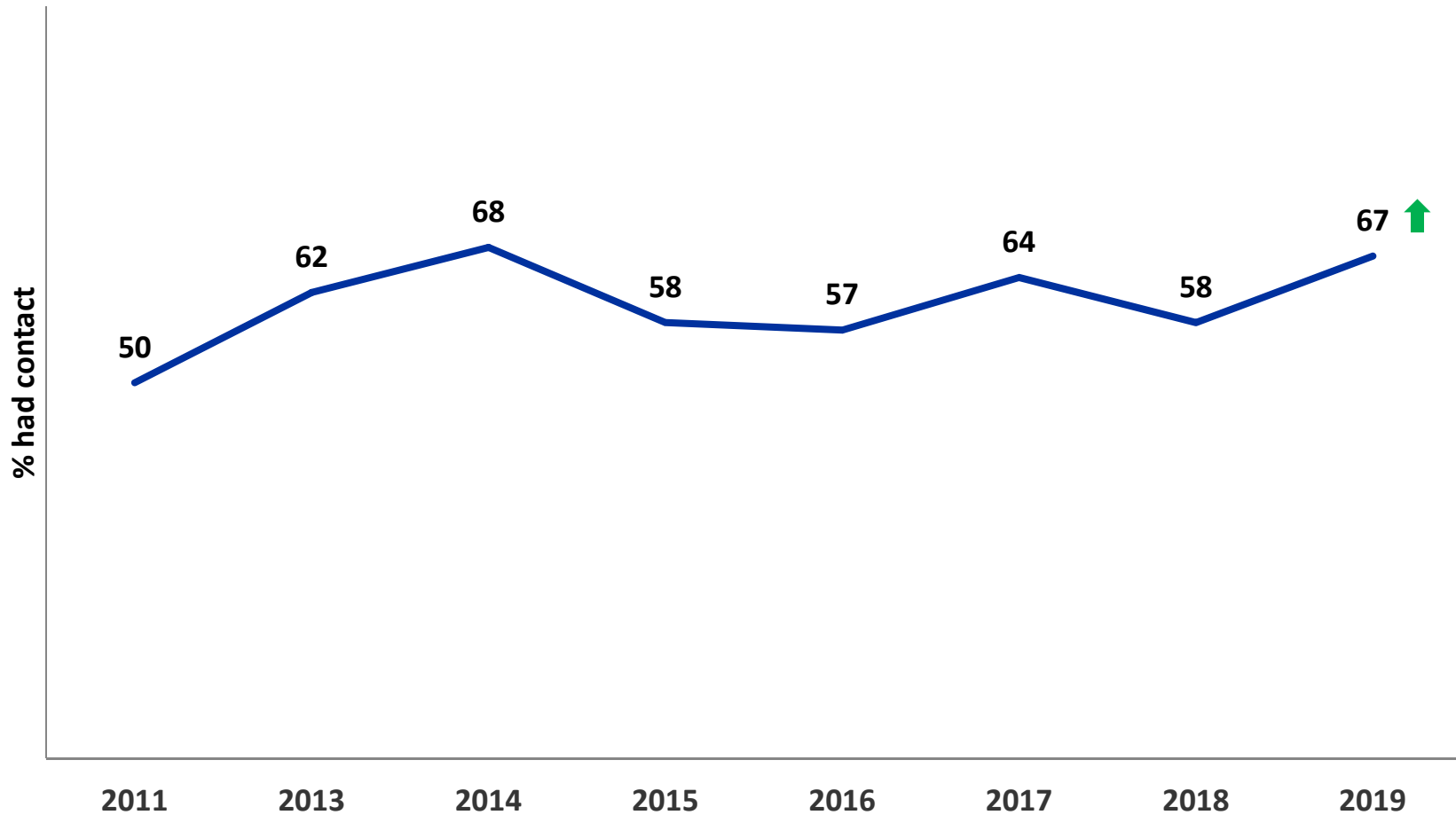


Sample: 350



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?

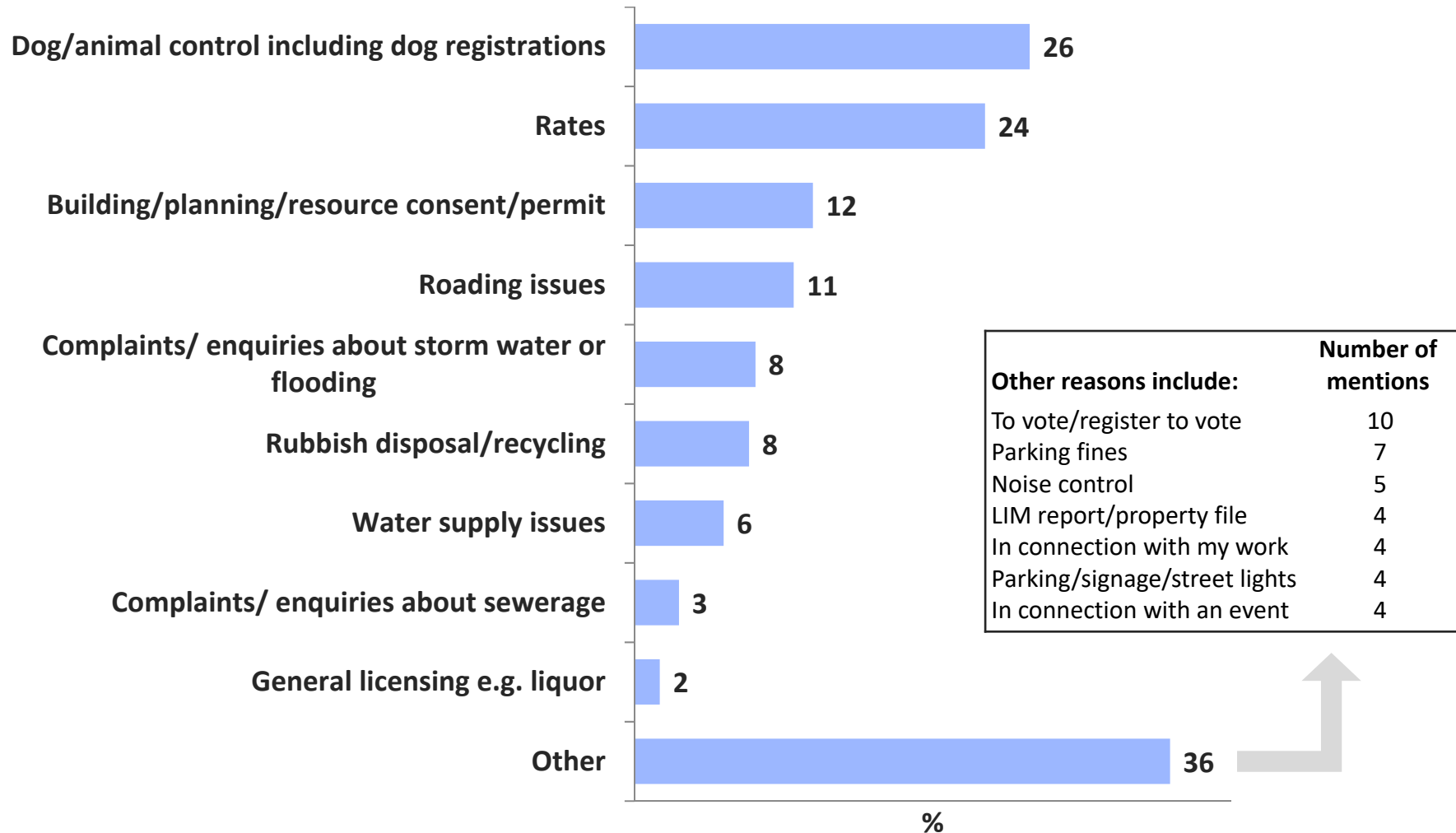


Sample: 350



Reasons for Contacting Council Offices, 2019

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) %
Dog/animal control including dog registrations	15	32	24	34	33	29	26	26
Rates	33	23	26	24	22	28	25	24
Building/planning/resource consent/permit	26	30	22	24	23	23	20	12
Roading issues	7	9	9	6	5	8	7	11
Complaints/enquiries about storm water or flooding	5	6	5	5	8	8	4	8
Rubbish disposal/recycling	5	6	5	5	5	8	9	8
Water supply issues	6	4	7	4	3		4	6
Complaints/ enquiries about sewerage	4	3	3	3	2	2	3	3
General licensing e.g. liquor	2	1	1	1	1	2		2
Other	18	21	23	33	25	21	26	36
Don't know/no answer	-	-	9	-	1	-	-	-

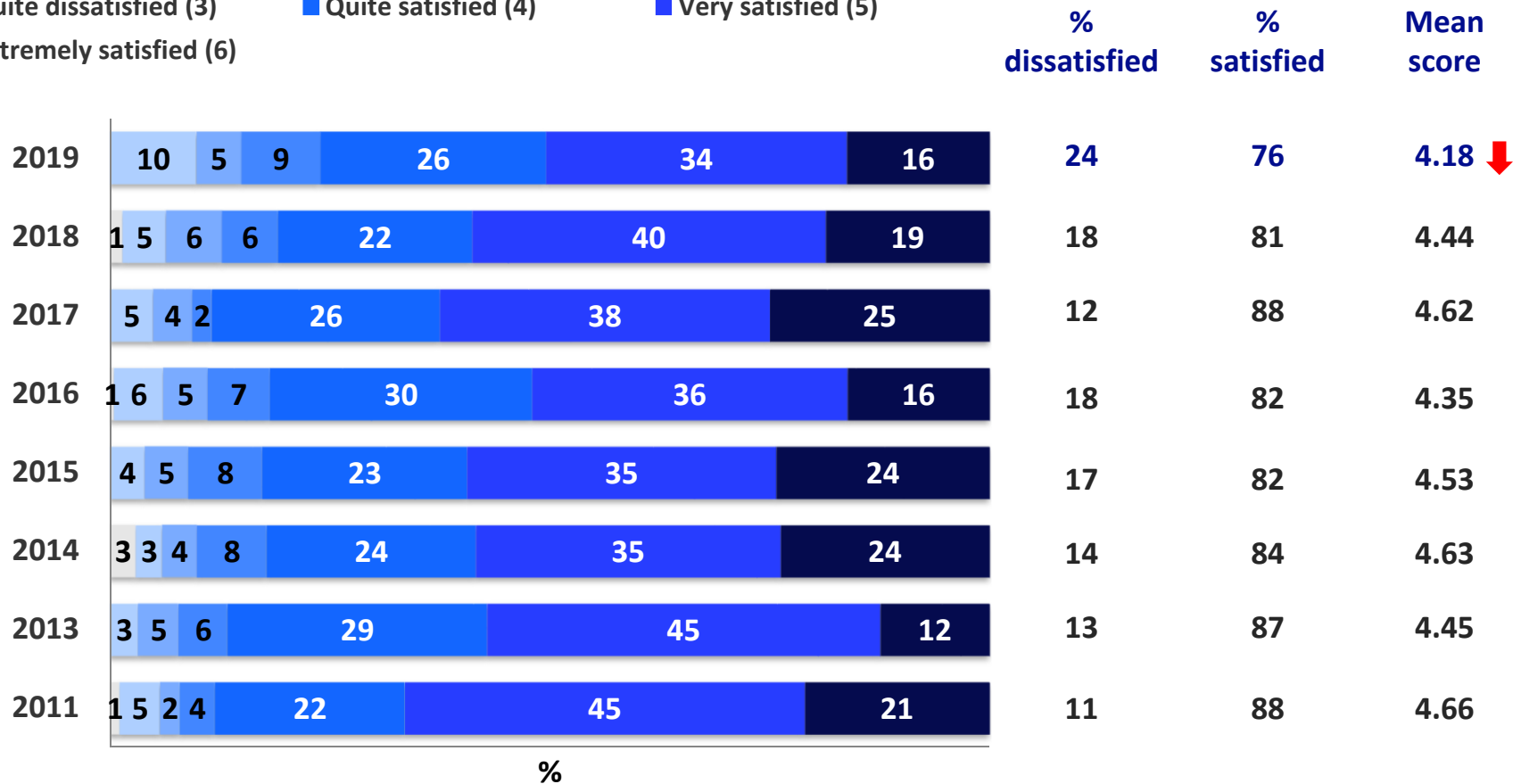
Sample: those who contacted Council in last 12 months: refer to ()



Satisfaction with Overall Service from Council Offices

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

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



Sample: those who contacted the Council: 2011: 175; 2013: 217; 2014: 238; 2015: 203; 2016: 198; 2017: 224; 2018: 204; 2019: 237



Satisfaction with Overall Service from Council Offices by Location, 2019

	Total (234) %	Location				
		Greater Greymouth (90) %	Karoro – Camerons (36*) %	Kaiata/Dobson/ Taylorville/ Stillwater (15*) %	Grey Valley/ Blackball/ Lake Brunner (57) %	Runanga/ Rapahoe/ Coast Road (36*) %
Extremely satisfied	16	19	17	7	19	8
Very satisfied	34	39	36	-	33	36
Quite satisfied	25	22	22	60	30	17
Quite dissatisfied	9	6	14	20	5	14
Very dissatisfied	5	2	6	-	4	17
Extremely dissatisfied	10	12	6	13	9	8
Don't know	1	-	-	-	-	-
SATISFIED	75	80	75	67	82	61
DISSATISFIED	24	20	25	33	18	39
Mean	4.18	4.30	4.28	3.53	4.33	3.81

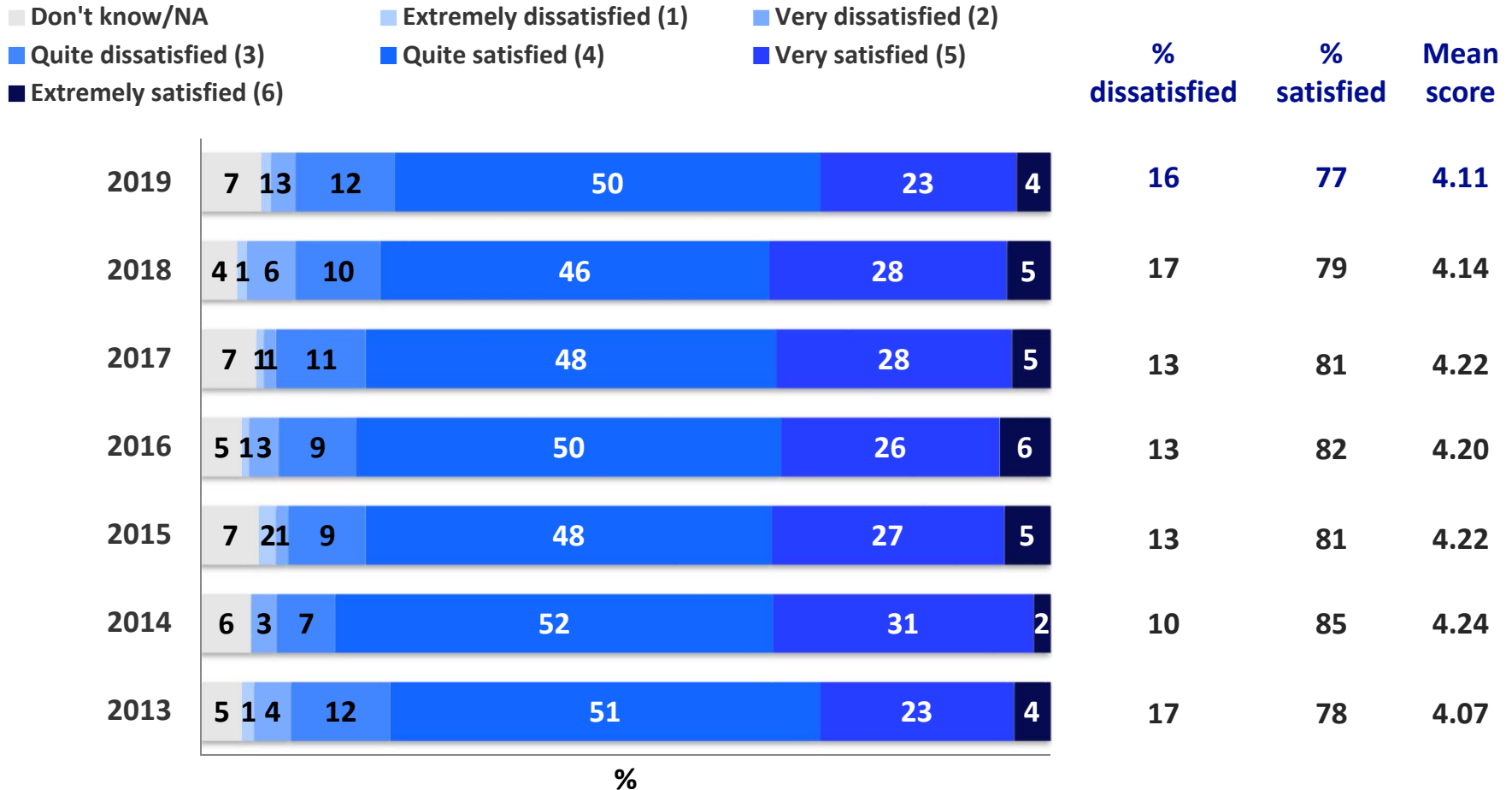
Sample: those who contacted the Council - refer to ()

*Small sample size – results indicative only



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, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Extremely satisfied	4	6	3	-	5	2
Very satisfied	23	20	26	5	24	33
Quite satisfied	50	55	50	50	48	43
Quite dissatisfied	12	12	10	27	9	12
Very dissatisfied	3	1	-	-	8	3
Extremely dissatisfied	1	3	-	-	-	2
Don't know	7	4	11	18	7	5
SATISFIED	77	81	79	55	76	78
DISSATISFIED	16	15	10	27	17	17
Mean	4.11	4.11	4.25	3.72	4.09	4.13

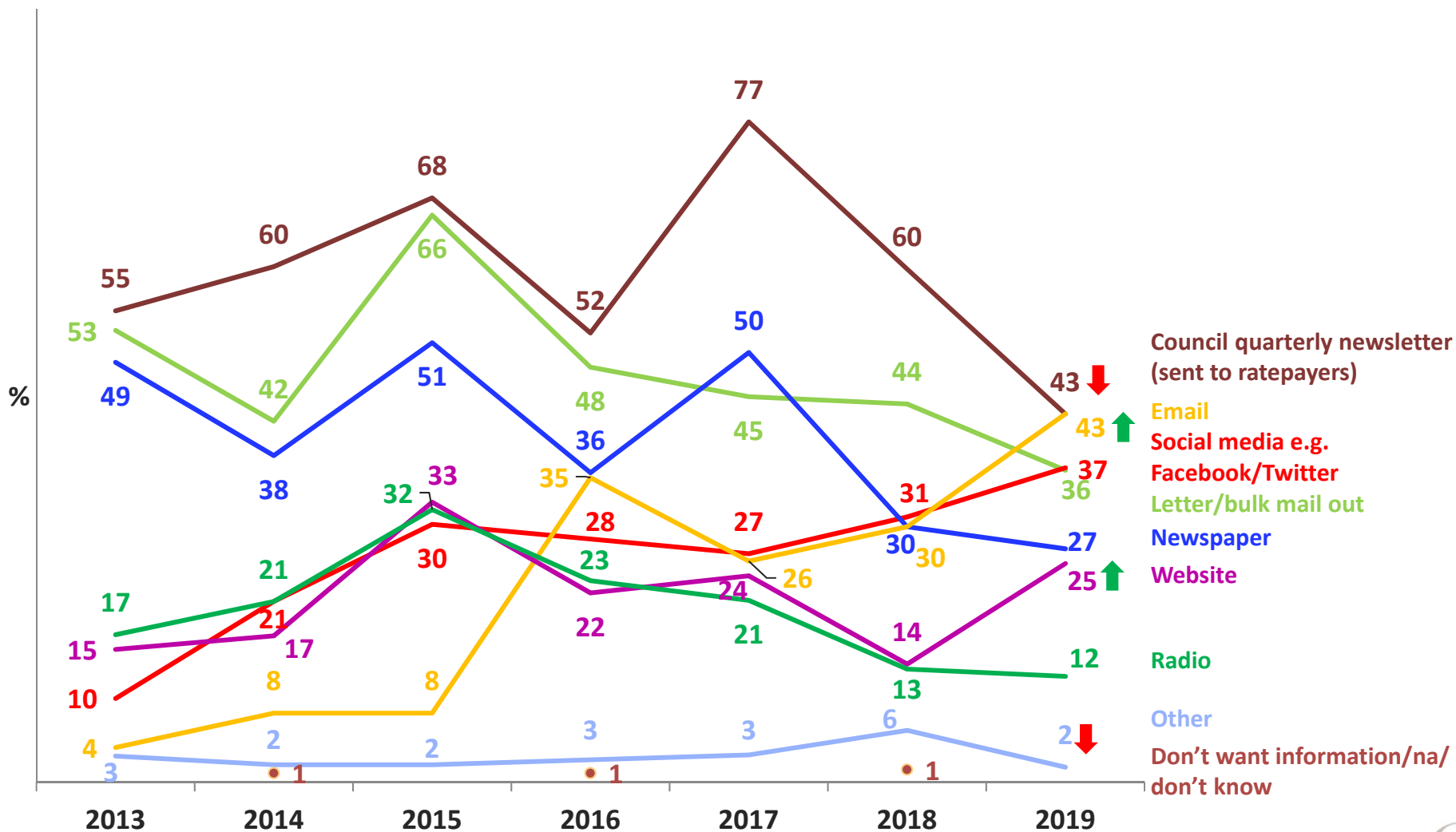
Sample: refer to ()

*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, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Council quarterly newsletter (sent to ratepayers)	43	39	50	32	44	45
Email	43	45	47	27	43	40
Social media e.g. Facebook/ Twitter	37	49	44	27	22	29
Letter/bulk mail out	36	35	34	50	35	38
Newspaper	27	28	40	18	19	26
Website	25	30	31	18	16	28
Radio	12	14	21	9	6	10
Other	2	2	6	-	-	-
Don't want information/na	-	-	-	-	-	2

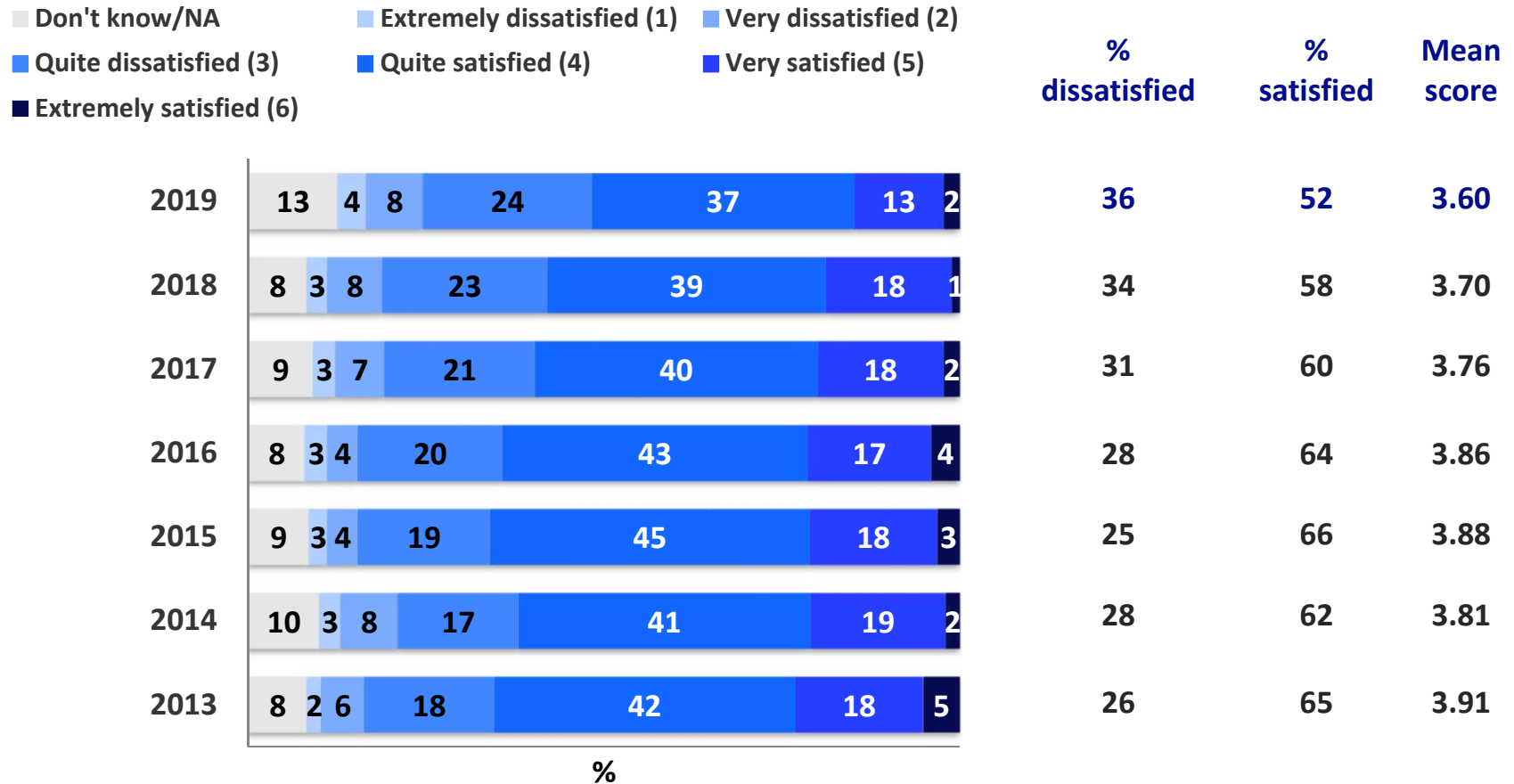
Sample: refer to ()

*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?



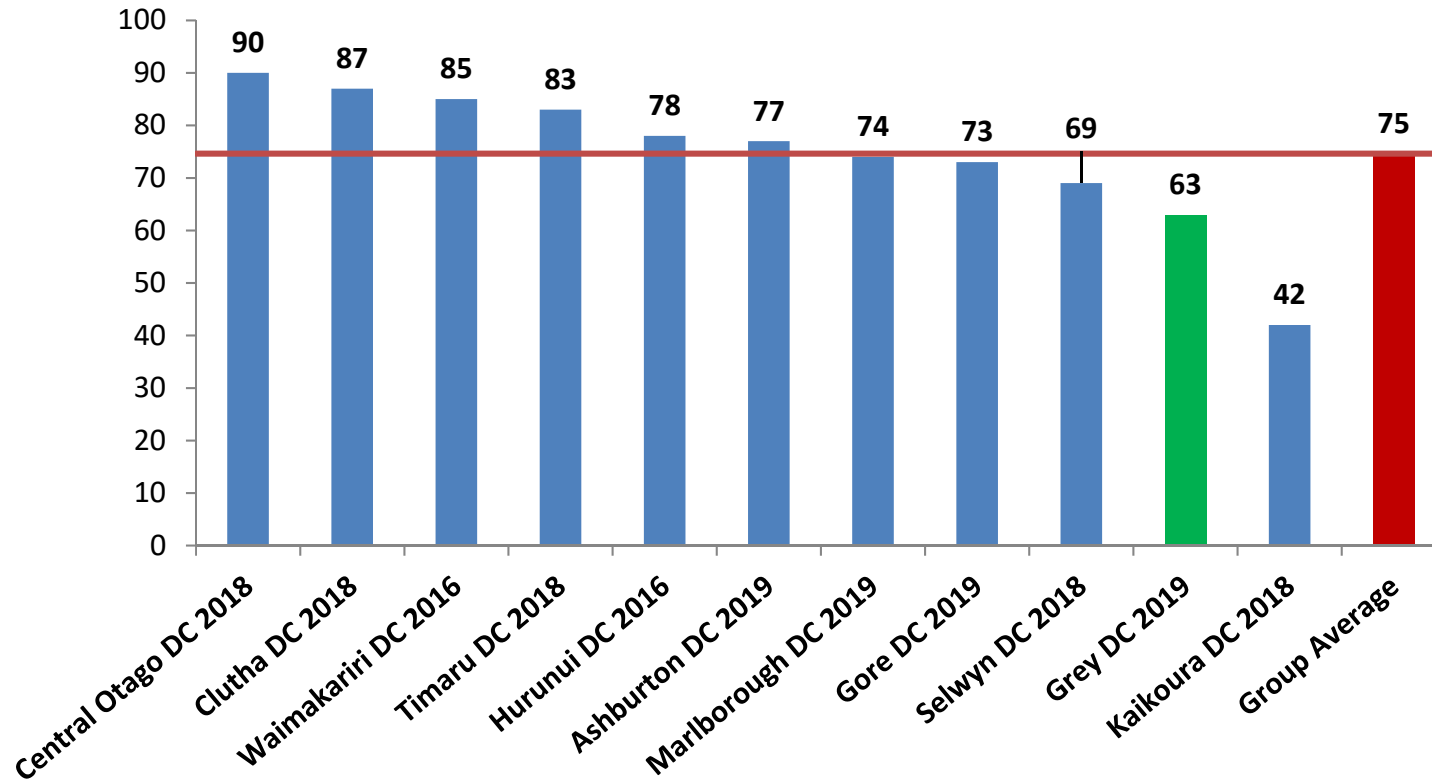
Total sample: 350



Council Comparison Benchmark Data



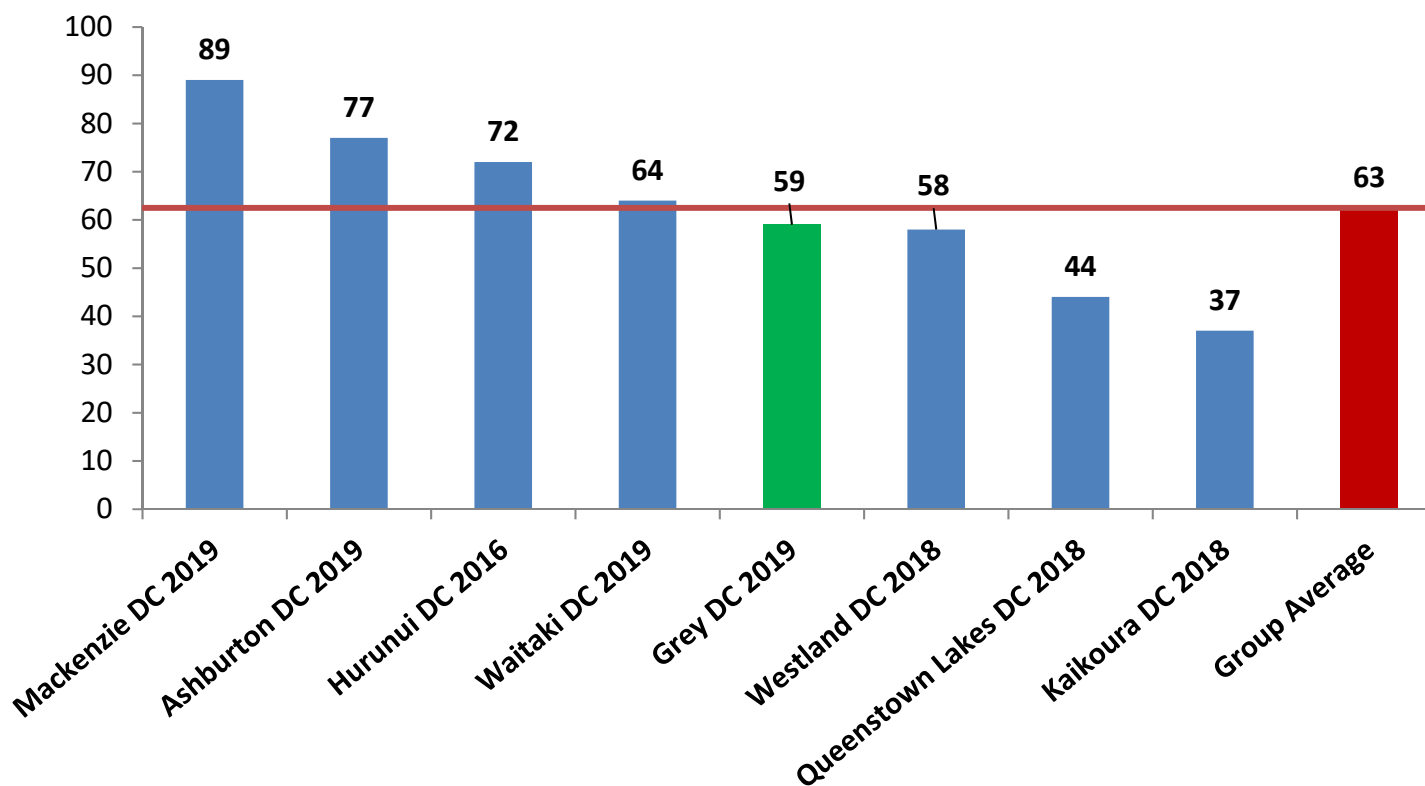
Overall Satisfaction with Performance of Council



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



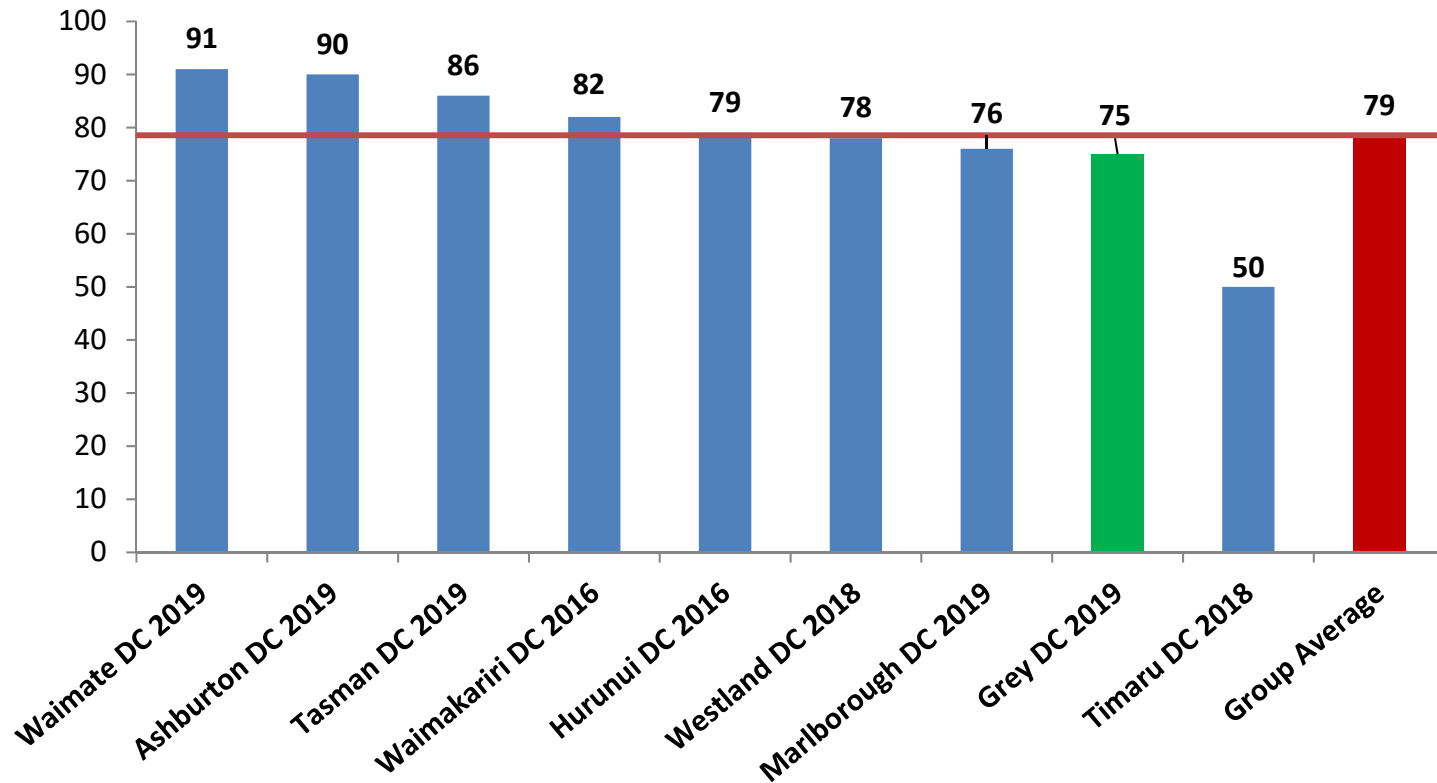
Satisfaction with Performance of Mayor and Councillors



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



Satisfaction with Overall Service Received from Council Offices



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.

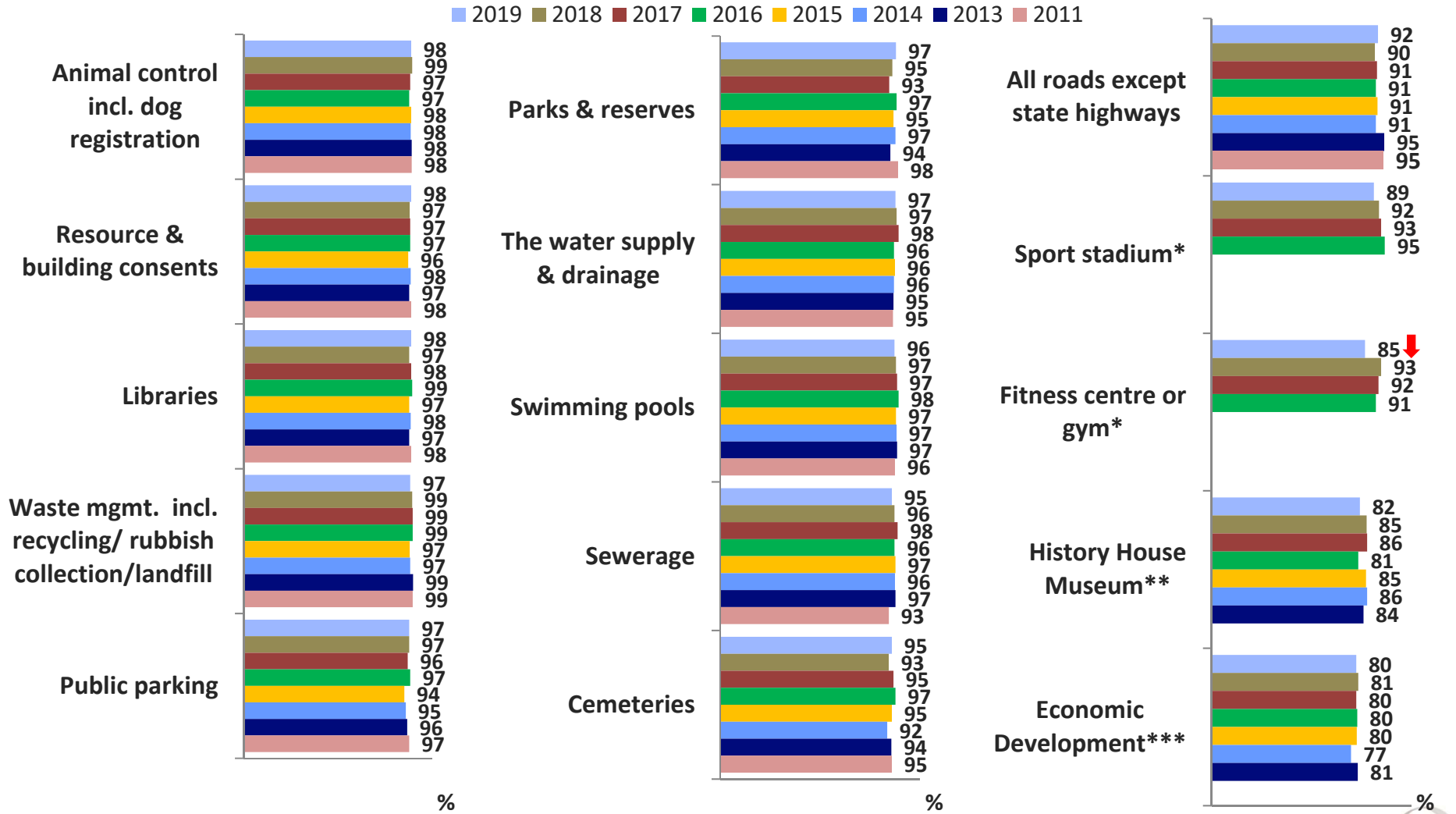


Awareness, Use of and Satisfaction with Council Facilities and Services



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, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Animal control incl. dog reg.	98	98	100	100	95	100
Resource and building consents	98	98	98	95	99	98
Libraries	98	98	100	95	98	98
Waste mgmt. incl. recycling and rubbish collection and landfill	97	99	98	100	94	97
Public parking	97	98	97	95	94	98
Parks and reserves	97	98	98	91	94	98
Water supply and drainage	97	99	98	91	91	100
Swimming pools	96	98	100	86	92	98
Sewerage	95	96	98	91	88	100
Cemeteries	95	93	97	86	93	100
All roads except state highways	92	92	92	91	90	95
Sport stadium	89	91	94	86	85	90
Fitness centre or gym	85	88	94	95	72	84
History House Museum	82	86	85	82	72	84
Economic development	80	84	87	59	72	83

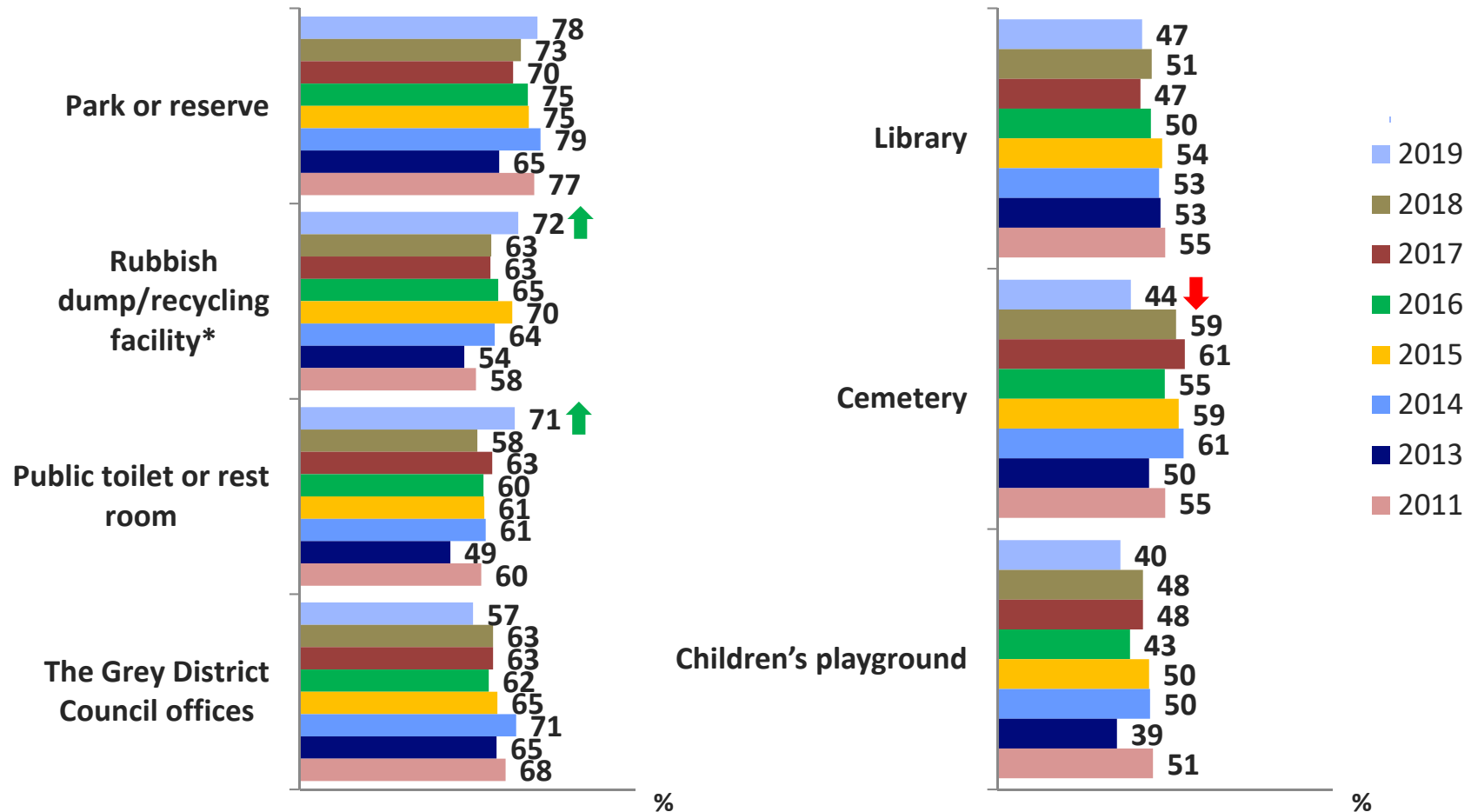
Sample: refer to ()

*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, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
A park or reserve	78	86	81	73	74	67
A rubbish dump/recycling facility	72	68	69	73	66	90
A public toilet or rest room	71	70	58	73	78	72
The Grey District Council offices	57	61	48	64	50	66
A library	47	57	47	36	35	52
A cemetery	44	45	52	55	32	47
A children's playground	40	46	40	36	35	38

Sample: refer to ()

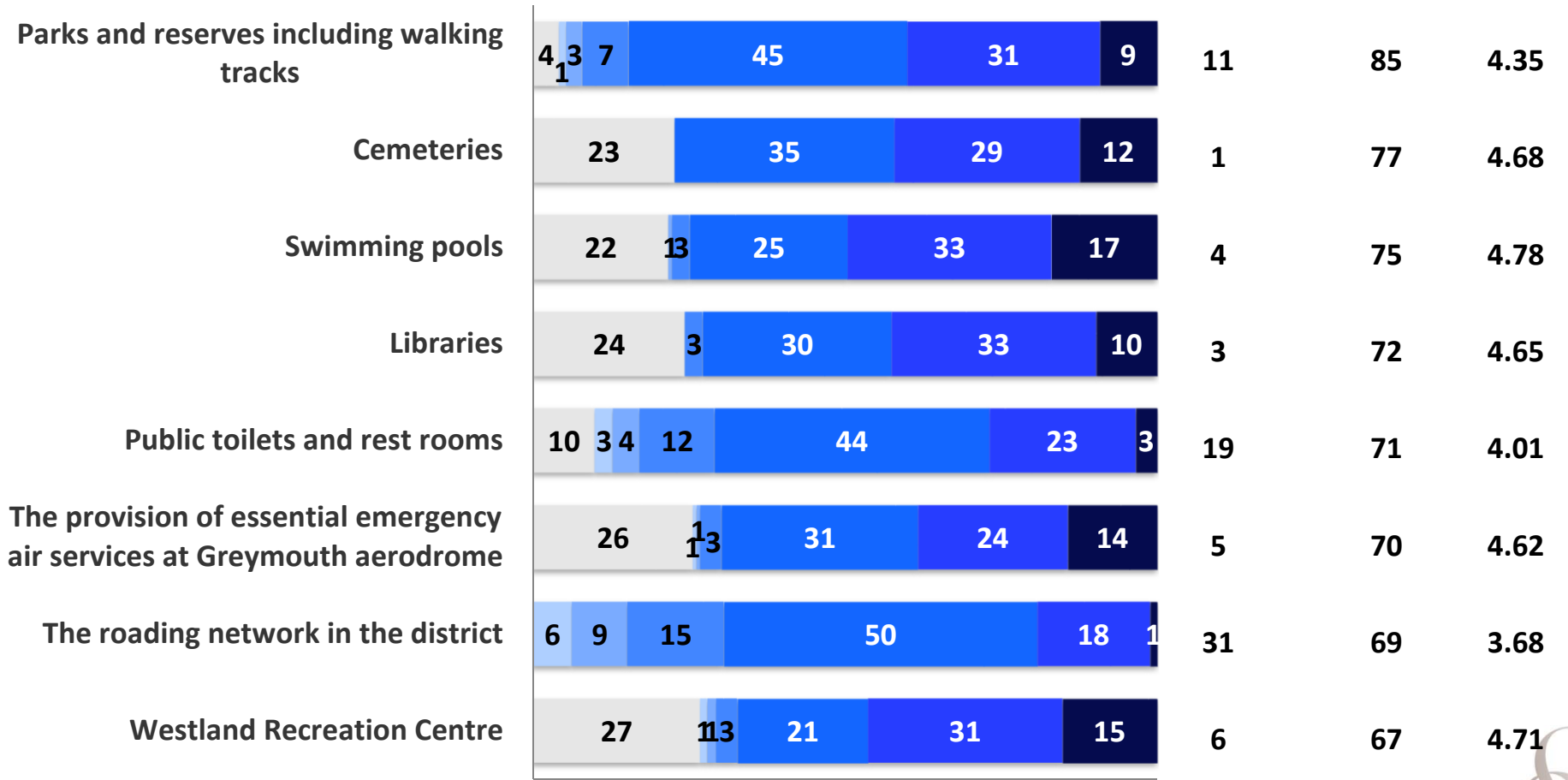
*Small sample size – results indicative only



Satisfaction with Council Facilities and Services, 2019

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

52 %

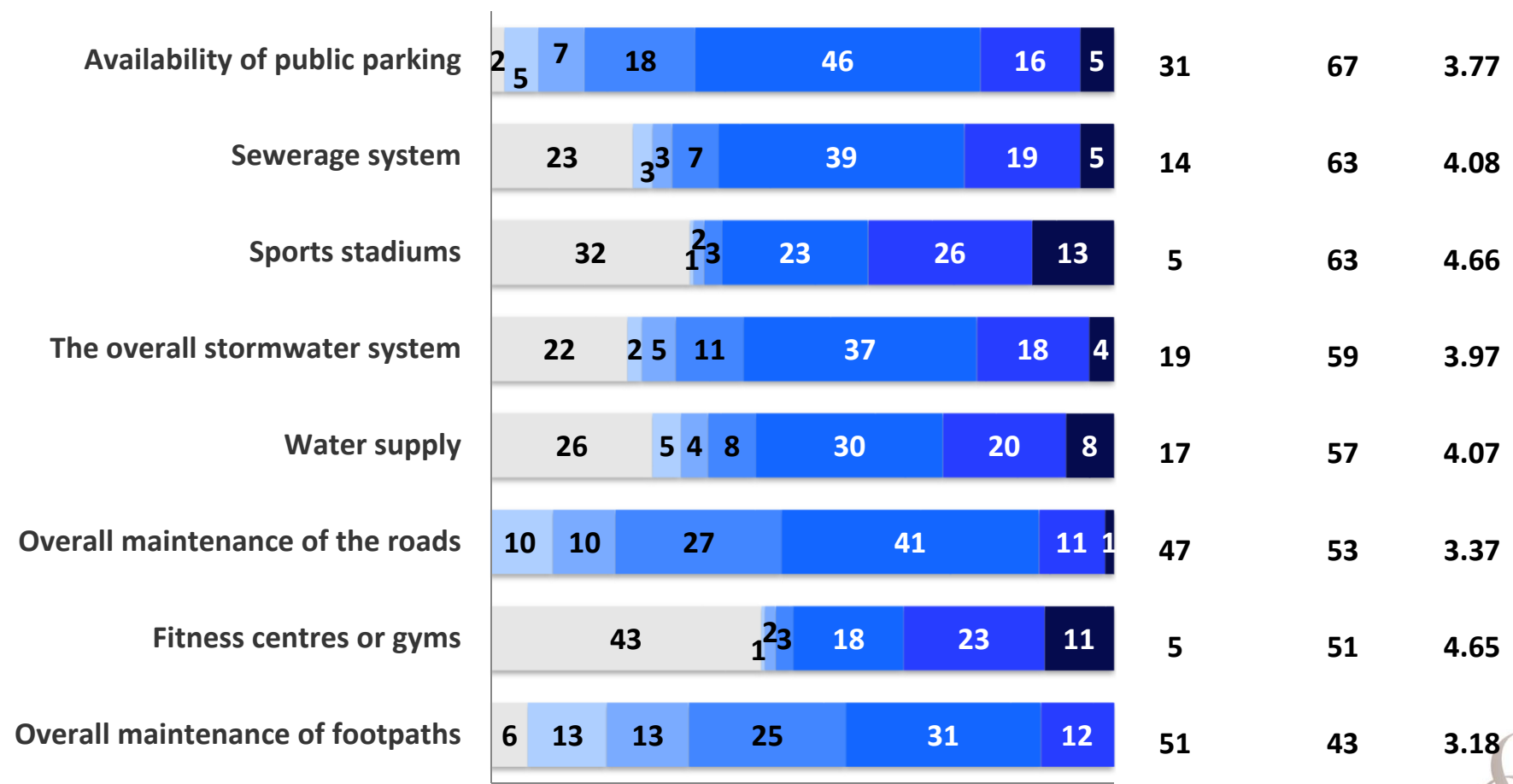
Continued on next slide



Satisfaction with Council Facilities and Services, 2019 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

53 %



Satisfaction with Council Facilities and Services – Trend Data

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

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

						% dissatisfied	% satisfied	Mean score			
Parks and reserves including walking tracks	2019	4	13	7	45	31	9	11	85	4.35 ↓	
	2018	4	24	43	37	11	6	90	4.52		
	2017	4	13	41	40	10	4	92	4.57		
	2016	6	13	47	34	10	4	91	4.51		
	2015	4	13	49	31	11	4	91	4.50		
	2014	4	15	33	44	14	6	90	4.68		
	2013	4	14	43	37	11	5	91	4.53		
	2011	5	14	50	30	9	5	89	4.45		
Cemeteries*	2019	23	↑	35	29	12	1	77	↓	4.68	
	2018	9	1	32	37	20	2	89	4.81		
Libraries	2019	24	↑	3	30	33	10	3	72	↓	4.65
	2018	14	2	33	35	16	2	84	4.76		
	2017	20	1	34	36	9	1	79	4.65		
	2016	17	1	37	33	12	1	82	4.68		
	2015	14	1	35	39	11	1	86	4.71		
	2014	17	2	28	31	22	2	81	4.87		
	2013	19	1	25	38	16	2	79	4.82		
	2011	14	1	30	40	15	1	85	4.79		

%

Total sample: 350 *Not asked prior to 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
- Quite dissatisfied (3)
- Extremely satisfied (6)

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

%
dissatisfied %
satisfied Mean
score

Facility	Year	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	2019	22	13	25	33	17			4	75	4.78
	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	12	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	24	35	23			4	82	4.86
Westland Recreation Centre**	2019	27	13	21	31	15			6	67	4.71
	2018	16	13	26	31	21			5	79	4.79
	2017	19	14	27	35	12			7	74	4.58
Sports stadiums*	2019	32	13	23	26	13			5	63	4.66
	2018	17	12	33	28	19			3	80	4.75
	2017	23	13	29	35	9			4	73	4.61
	2016	31	1	26	27	14			1	67	4.78
Fitness centres or gyms*	2019	43	13	18	23	11			5	51	4.65
	2018	22	12	27	28	17			5	73	4.71
	2017	28	12	25	33	9			4	68	4.65
	2016	40	13	24	23	10			3	57	4.62

%

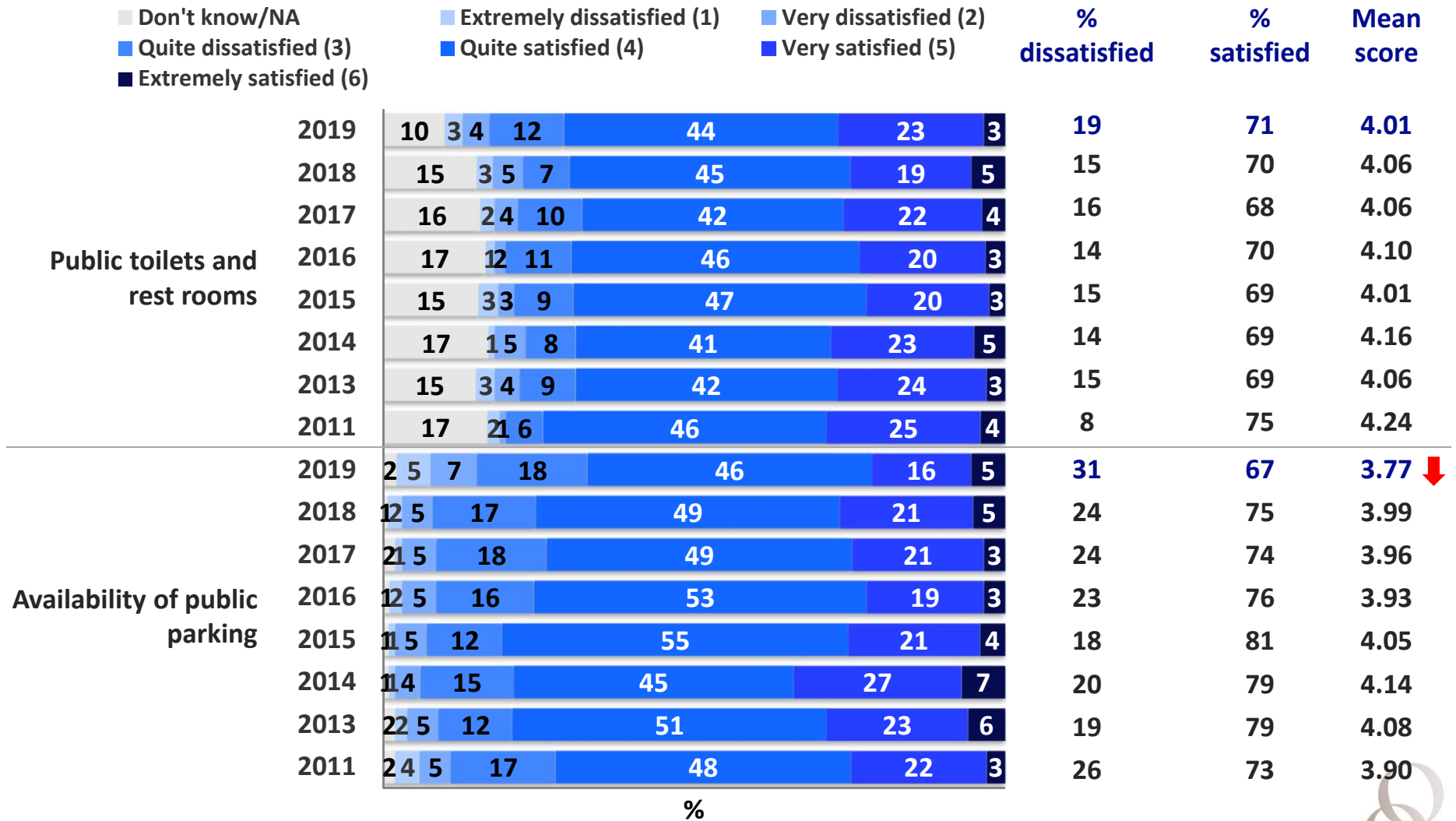
55

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

%



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)
 % dissatisfied
 Quite satisfied (4)
 Very satisfied (5)
 % satisfied
 Mean score
 Extremely satisfied (6)

	2019	2018	2017	2016	2015	2014	2013	2011	% dissatisfied	% satisfied	Mean score
Sewerage System	23	4 4 6	23 8	22 7	19 213	18 24 9	19 3 4 7	21 3 4 6	14	63	4.08
	20	4 4 6	23 8	22 7	19 213	18 24 9	19 3 4 7	21 3 4 6	14	66	4.11
	17	4 4 6	23 8	22 7	19 213	18 24 9	19 3 4 7	21 3 4 6	13	70	4.14
	22	4 4 6	23 8	22 7	19 213	18 24 9	19 3 4 7	21 3 4 6	11	68	4.12
	19	4 4 6	23 8	22 7	19 213	18 24 9	19 3 4 7	21 3 4 6	7	74	4.24
	18	4 4 6	23 8	22 7	19 213	18 24 9	19 3 4 7	21 3 4 6	14	68	4.08
	19	4 4 6	23 8	22 7	19 213	18 24 9	19 3 4 7	21 3 4 6	14	67	4.00
	21	4 4 6	23 8	22 7	19 213	18 24 9	19 3 4 7	21 3 4 6	12	67	4.10
Stormwater System	22	2 5 11	15 3 6 11	15 3 5 13	15 2 4 11	15 13 12	12 22 9	13 2 5 11	19	59	3.97
	15	2 5 11	15 3 6 11	15 3 5 13	15 2 4 11	15 13 12	12 22 9	13 2 5 11	19	66	3.95
	15	2 5 11	15 3 6 11	15 3 5 13	15 2 4 11	15 13 12	12 22 9	13 2 5 11	20	65	3.93
	15	2 5 11	15 3 6 11	15 3 5 13	15 2 4 11	15 13 12	12 22 9	13 2 5 11	17	68	3.94
	15	2 5 11	15 3 6 11	15 3 5 13	15 2 4 11	15 13 12	12 22 9	13 2 5 11	16	69	4.07
	12	2 5 11	15 3 6 11	15 3 5 13	15 2 4 11	15 13 12	12 22 9	13 2 5 11	13	75	4.19
	13	2 5 11	15 3 6 11	15 3 5 13	15 2 4 11	15 13 12	12 22 9	13 2 5 11	18	69	3.97
	16	2 5 11	15 3 6 11	15 3 5 13	15 2 4 11	15 13 12	12 22 9	13 2 5 11	19	65	3.86

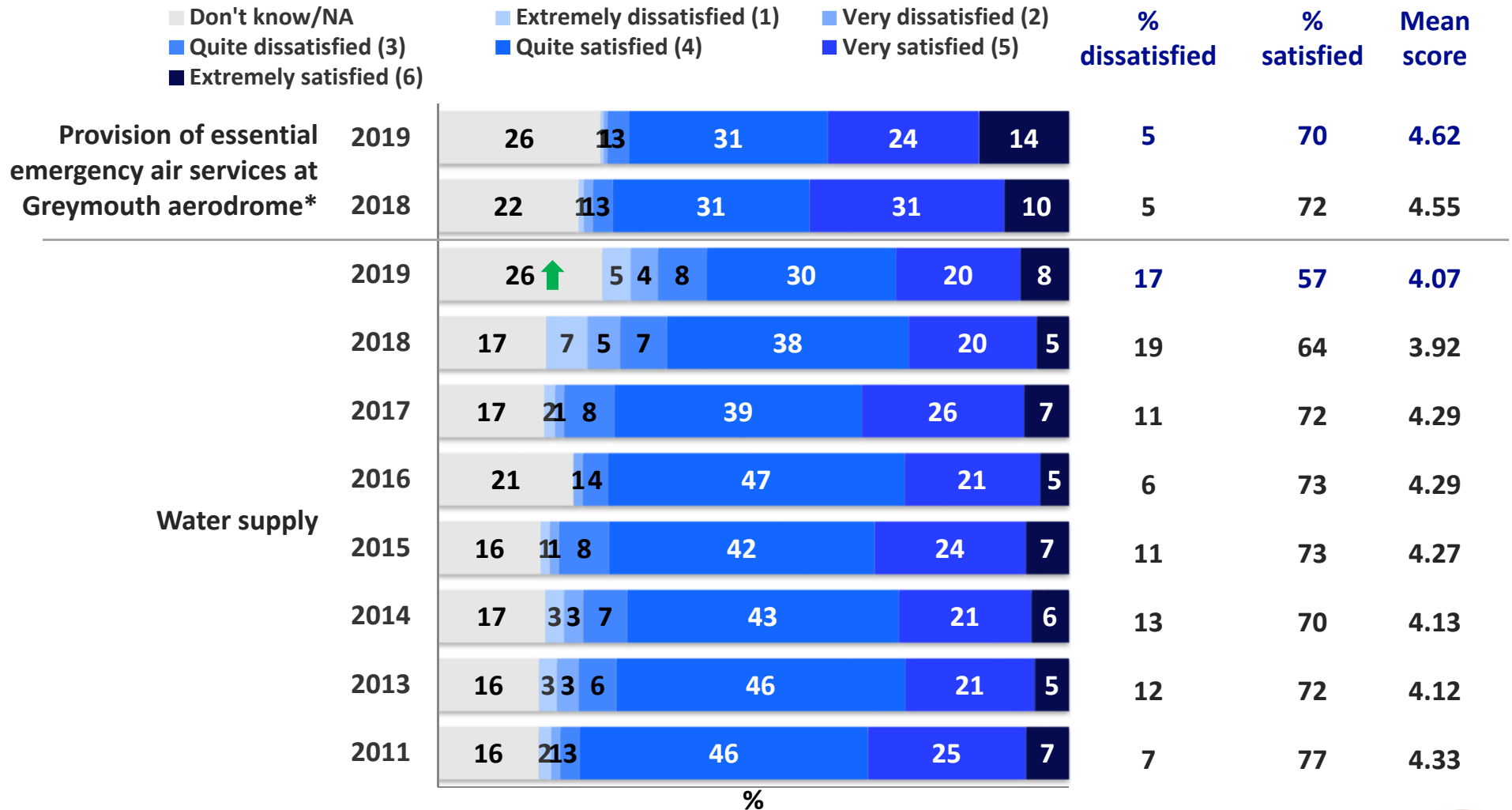
%

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

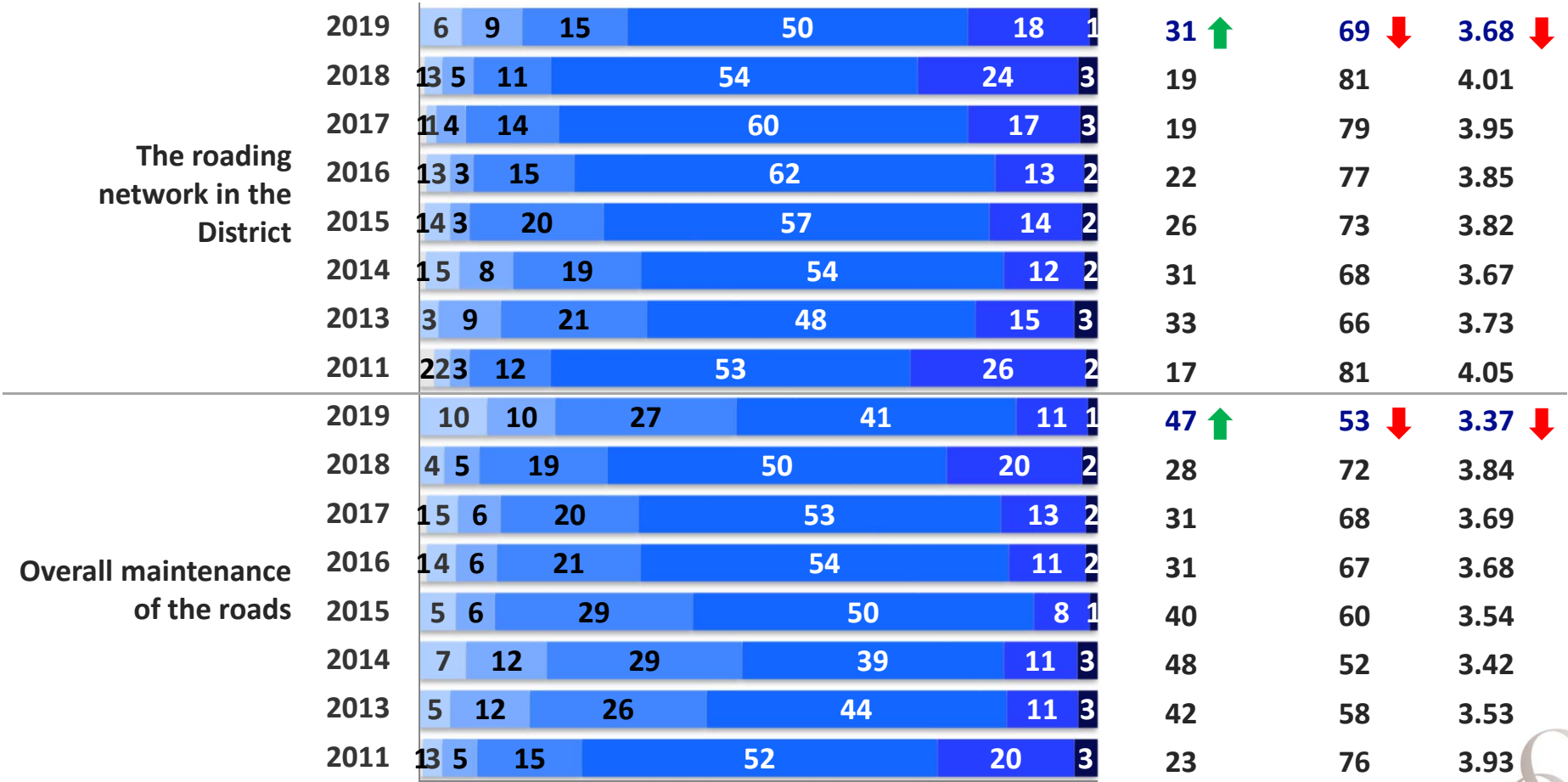


Satisfaction with Council Facilities and Services – Trend cont.

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)
 Quite dissatisfied (3)
 Quite satisfied (4)
 Very satisfied (5)
 Extremely satisfied (6)
 %
%
Mean

dissatisfied
satisfied
score



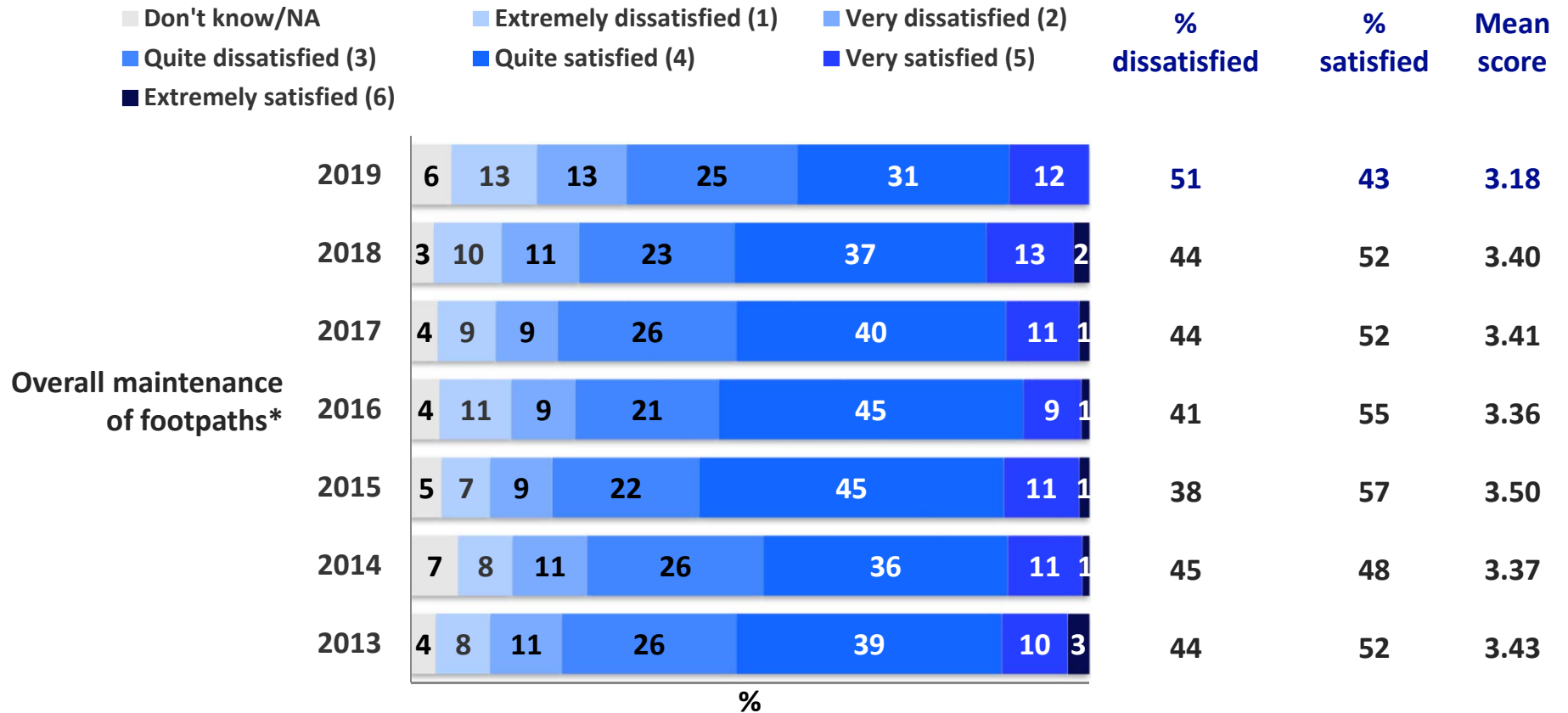
Total sample: 350

% 59



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, 2019

	% Dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runganga/ Rapahoe/ Coast Road (58) %	Total (350) %	Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runganga/ Rapahoe/ Coast Road (58) %
Parks and reserves including walking tracks	11	17	3	14	9	10	85	83	92	73	85	83
Cemeteries	1	-	-	5	2	-	77	81	85	73	66	76
Swimming pools	4	7	-	-	3	3	75	82	79	68	61	78
Libraries	3	5	-	-	5	3	72	78	76	64	63	76
Public toilets and rest rooms	19	21	16	14	19	21	71	69	69	68	74	72
The provision of essential emergency air services at Greymouth aerodrome	5	4	8	14	3	-	70	74	69	59	60	79
The roading network in the district	31	35	19	50	33	22	69	65	79	50	67	78
Westland Recreation Centre	6	11	-	9	5	3	67	78	76	64	51	62

Sample: refer to ()

*Small sample size – results indicative only

Continued on next slide



Satisfaction with Council Facilities & Services by Location, 2019 continued

	% Dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runganga/ Rapahoe/ Coast Road (58) %	Total (350) %	Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runganga/ Rapahoe/ Coast Road (58) %
Availability of public parking	31	35	27	55	25	24	67	64	71	41	72	72
Sewerage system	14	18	6	18	13	12	63	74	73	55	41	69
Sports stadiums	5	12	-	14	1	-	63	65	77	45	56	60
The overall stormwater system	19	22	16	27	13	21	59	72	66	50	38	64
Water supply	17	14	11	27	11	31	57	81	66	41	27	52
Overall maintenance of the roads	47	51	40	73	43	40	53	49	60	27	56	60
Fitness centres or gyms	5	11	-	5	1	5	51	56	66	50	38	48
Overall maintenance of footpaths	51	62	42	64	34	59	43	38	53	27	52	34

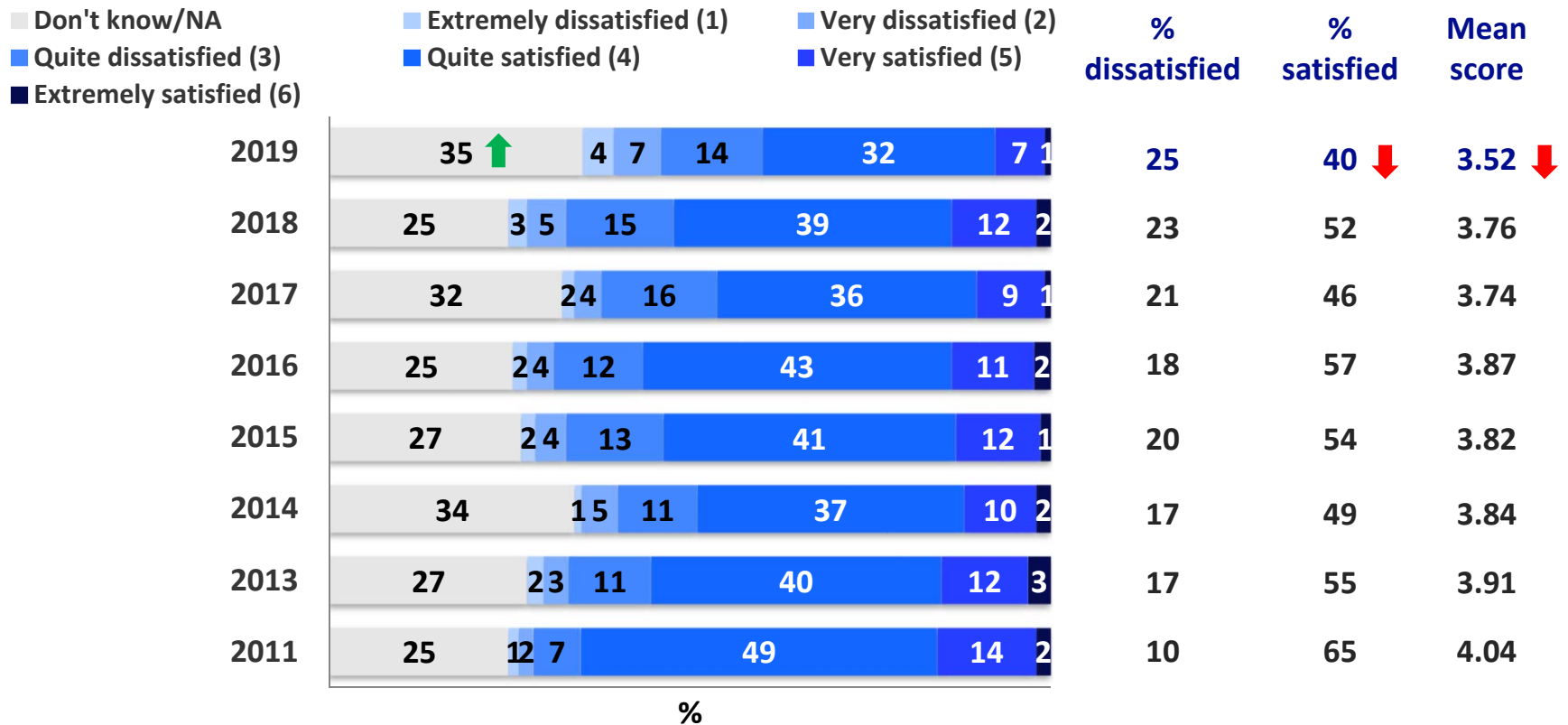
Sample: refer to ()

*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

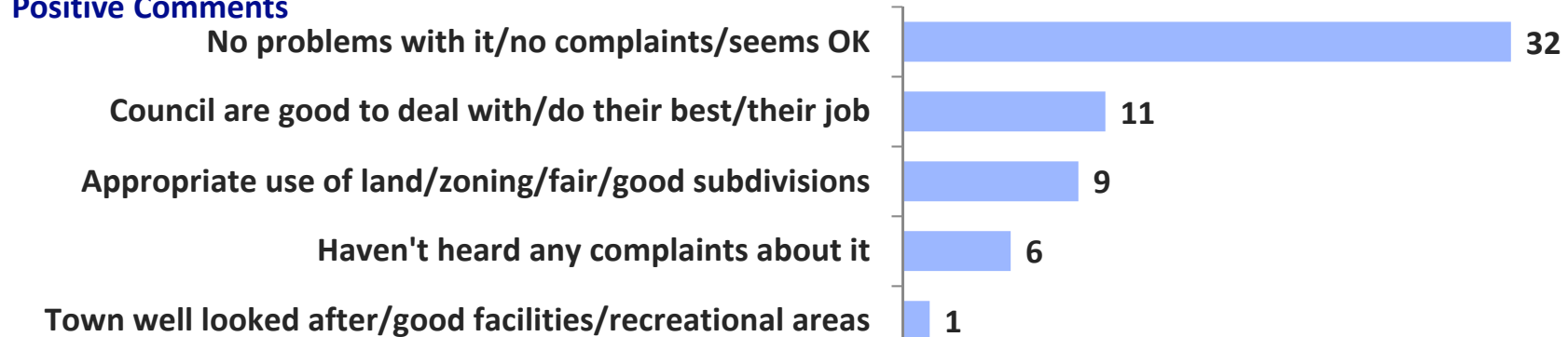
Note: In 2015 the clarification was worded slightly differently: By this we mean Council policy including requirement of permits and codes created to ensure private use of land resources are aligned with policy standards. Some forms of land use regulations including housing codes, regulations for subdivisions,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



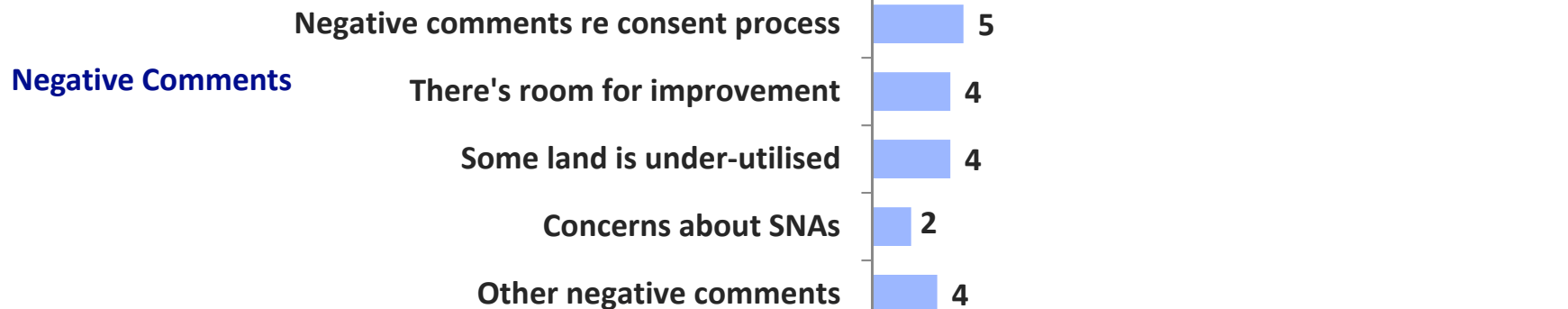
Reasons For Satisfaction with Council's Regulation of Land Use, 2019

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

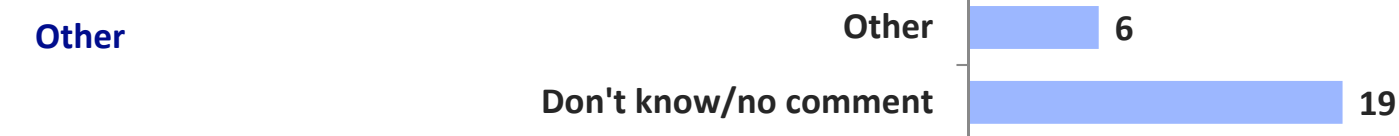
Positive Comments



Negative Comments



Other



%

Sample: those satisfied with Council's regulation of land use: 140



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

		2015 (203) %	2016 (198) %	2017 (224) %	2018 (204) %	2019 (234) %
Positive Comments	No problems with it/no complaints/seems OK	37	29	35	26	32
	Council are good to deal with/do their best/their job	19	11	14	14	11
	Appropriate use of land/zoning/fair/good subdivisions	10	21	9	9	9
	Haven't heard any complaints about it	5	3	6	10	6
Negative Comments	Negative comments re consent process	5	3	7	8	5
	There's room for improvement	-	1	1	4	4
	Some land is under-utilised	-	1	2	2	4
	Concerns about SNAs	-	-	-	-	2
	Town well looked after/good facilities/recreational areas	3	5	5	1	1
	Other negative comments	4	8	10	16	4
Other	Other	8	10	4	7	6
	Don't know/no comment	15	13	13	9	19

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

Note: this question was not asked prior to 2015



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

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

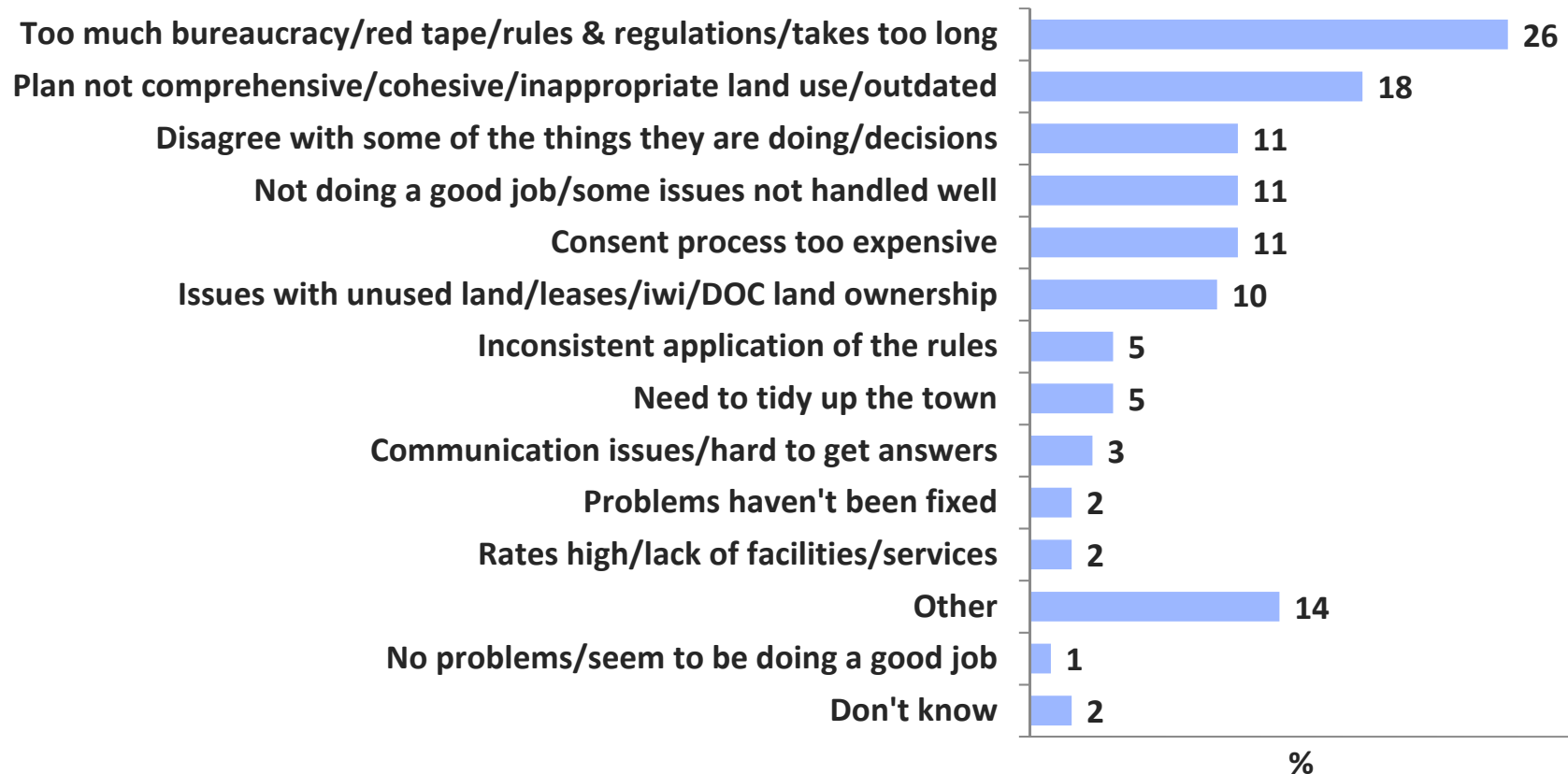
Sample: those satisfied with Council's regulation of land use: refer to ()

Note: this question was not asked prior to 2015



Reasons For Dissatisfaction with Council's Regulation of Land Use, 2019

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: 87



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

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

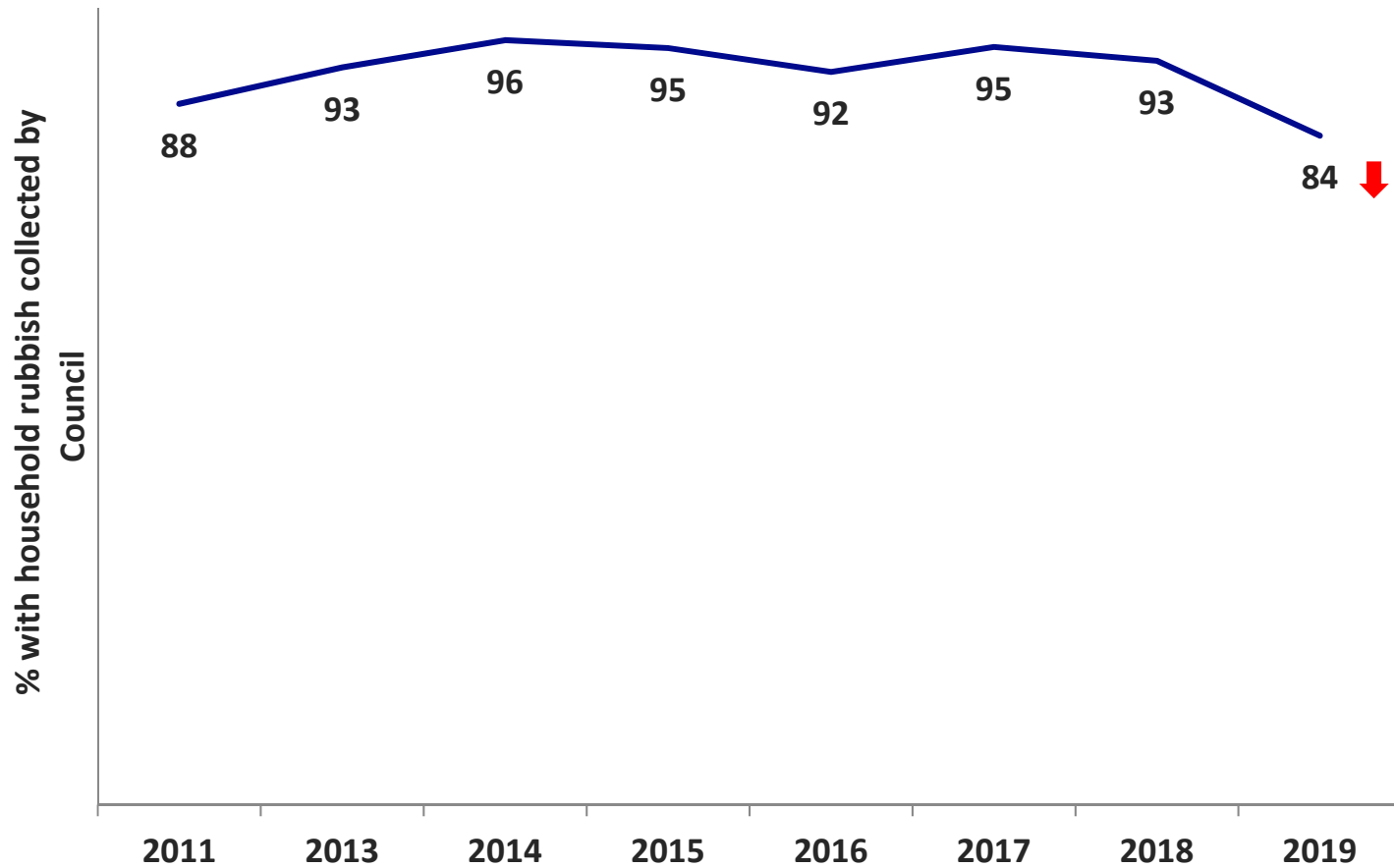
Sample: those dissatisfied with Council's regulation of land use: refer to ()

Note: this question was not asked prior to 2015



Use of Household Waste Collection Service

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



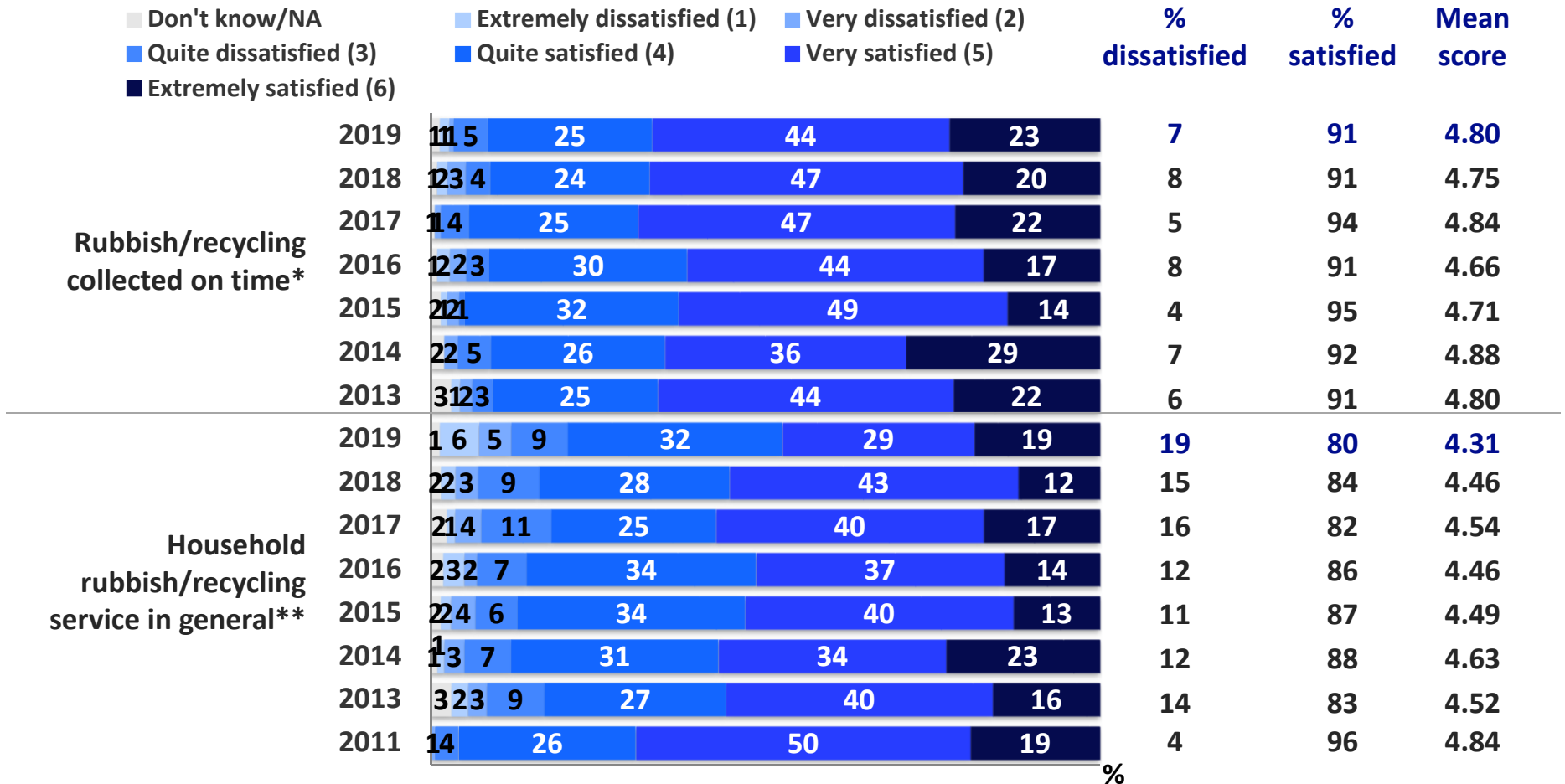
Total sample: 350



Satisfaction 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; 2019: 293

*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, 2019

	Total (293) %	Location				
		Greater Greymouth (117) %	Karoro – Camerons (57) %	Kaiata/Dobson/ Taylorville/ Stillwater (20*) %	Grey Valley/ Blackball/ Lake Brunner (48*) %	Runanga/ Rapahoe/ Coast Road (51) %
% satisfied rubbish/ recycling collected on time	91	95	91	70	92	92
% satisfied in general with rubbish/recycling collection service	80	87	84	55	77	69

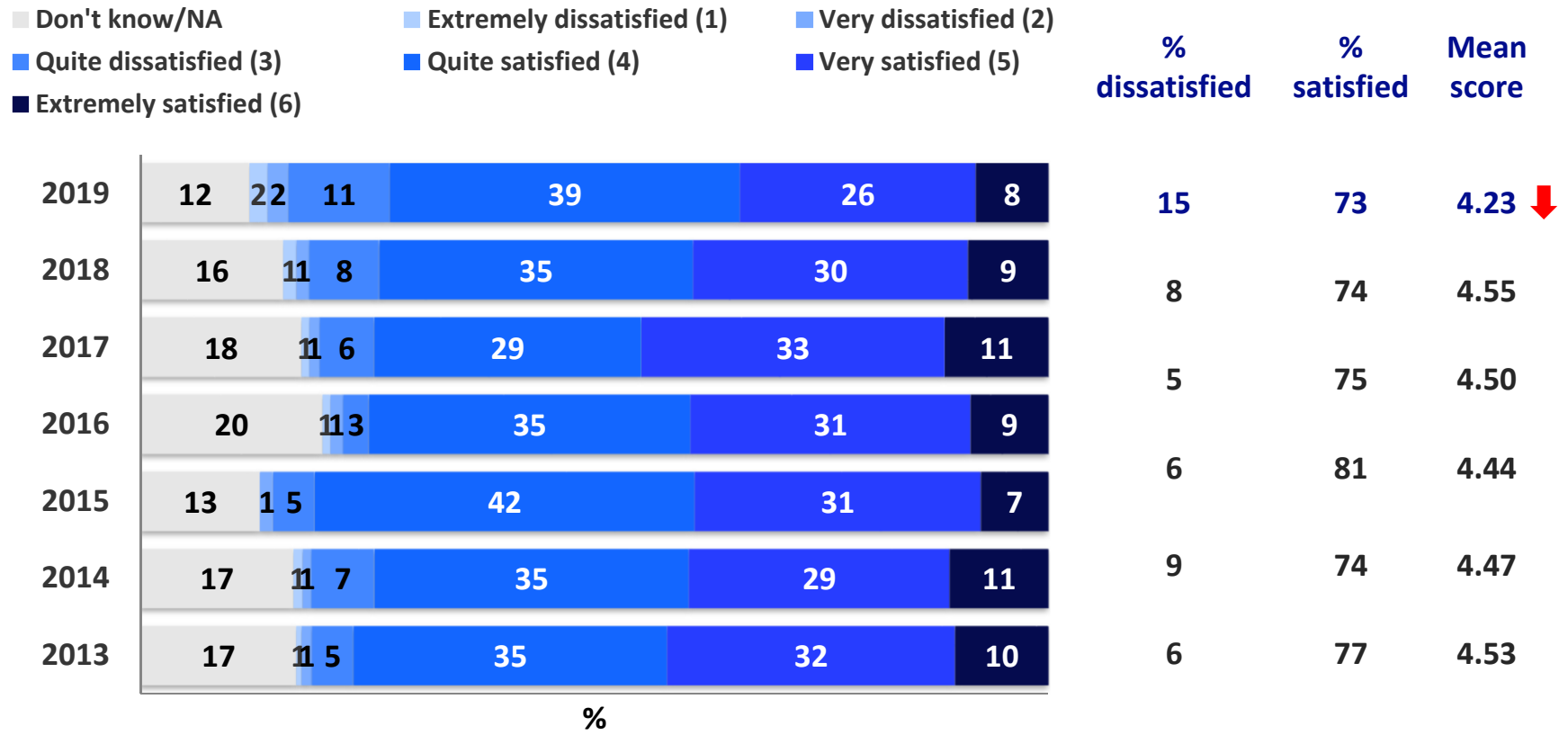
Sample: those who have their rubbish collected by the Council: refer to ()

*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?



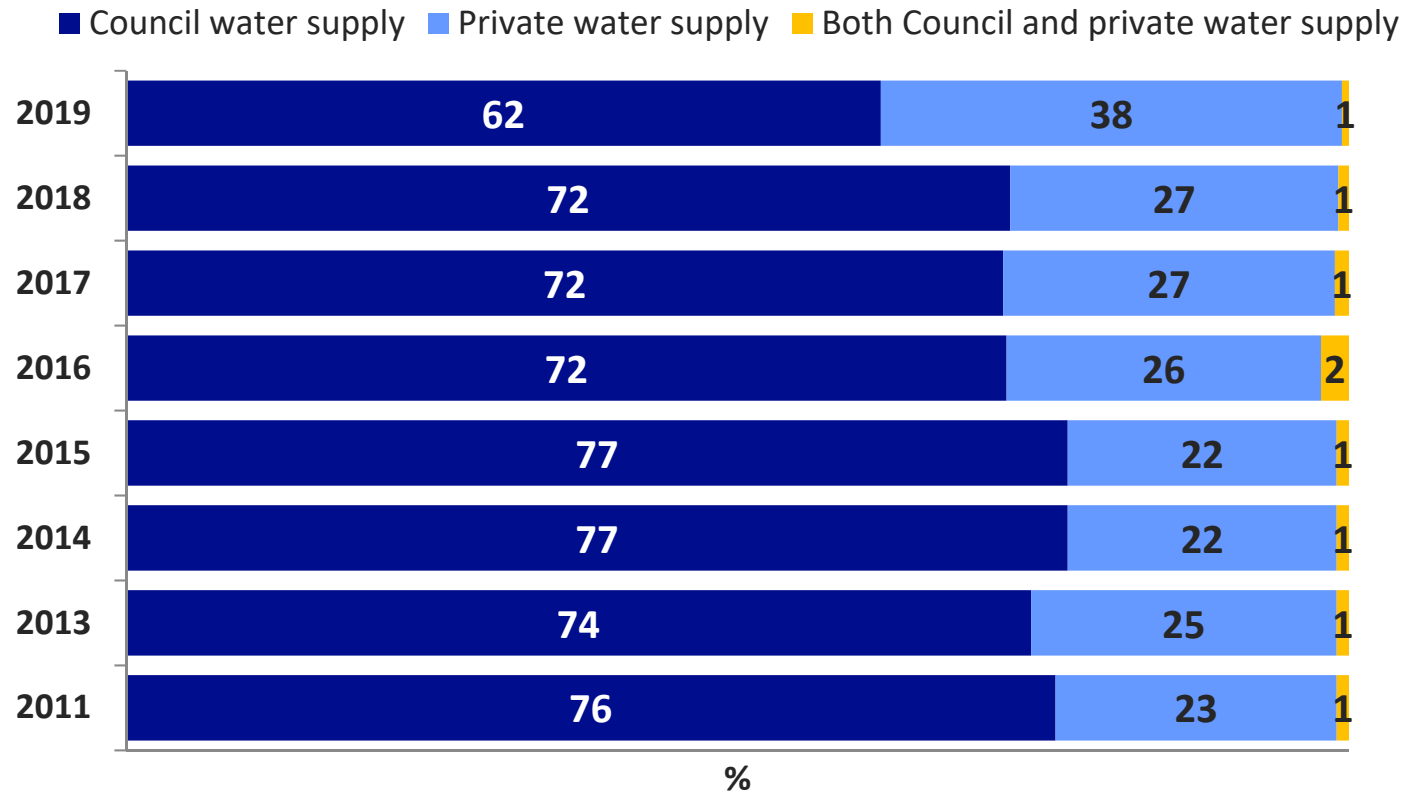
Total sample: 350

Note: this question was not asked in 2011



Water Supply Source

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

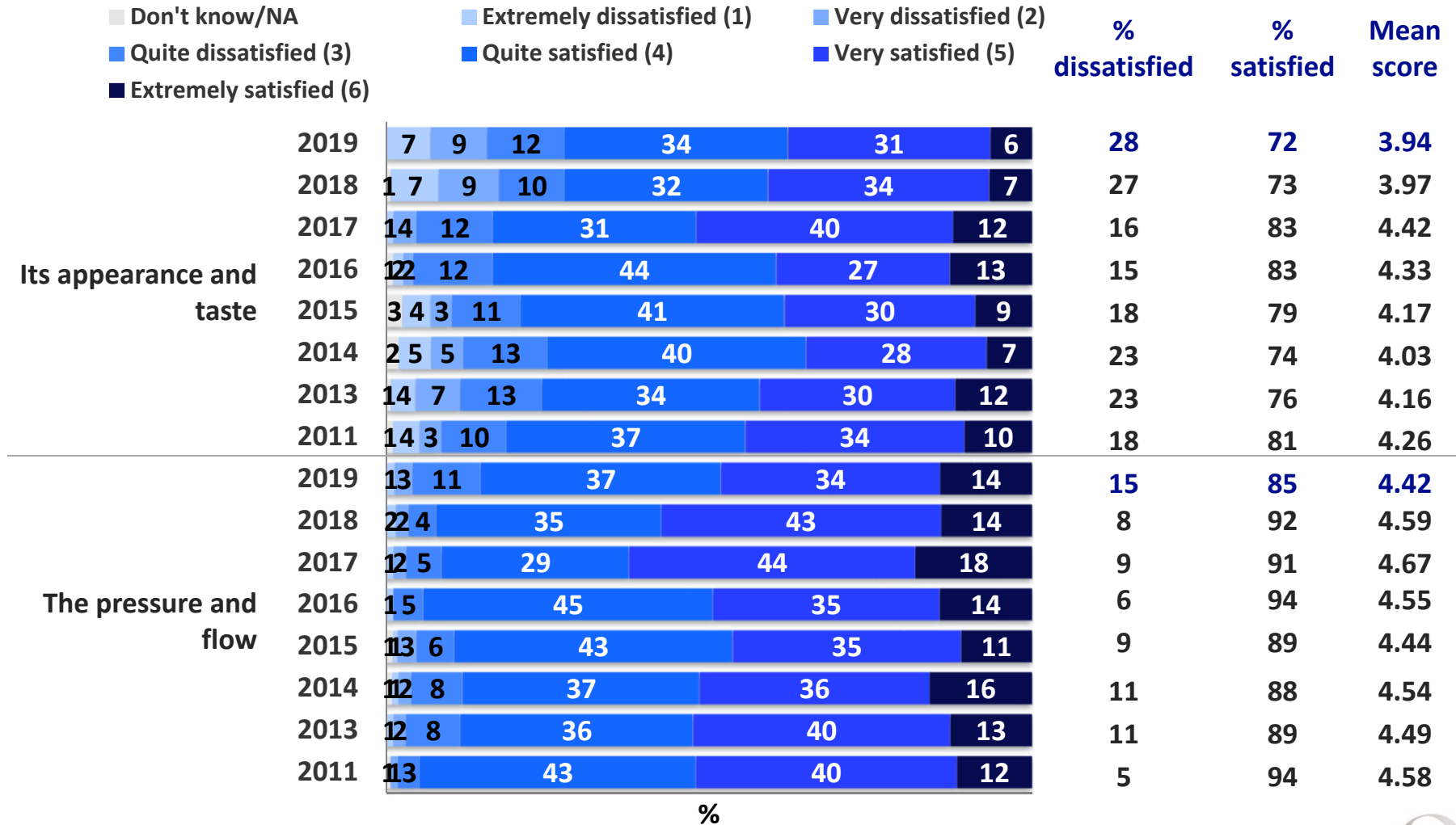


Total sample: 350



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...?

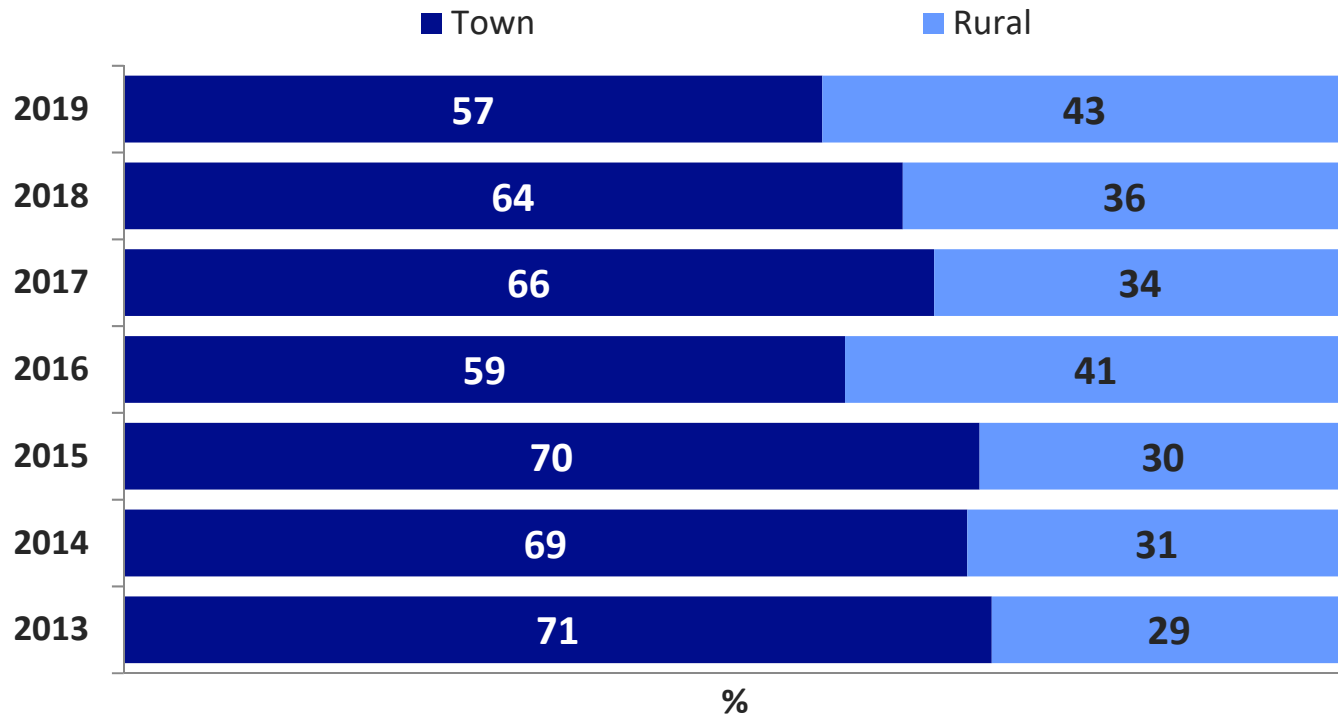


Sample: those who have a Council water supply: 2011: 269; 2013: 261; 2014: 273; 2015: 274; 2016: 260; 2017: 255; 2018: 256; 2019: 218



Whether Live in Town or Rural Area

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

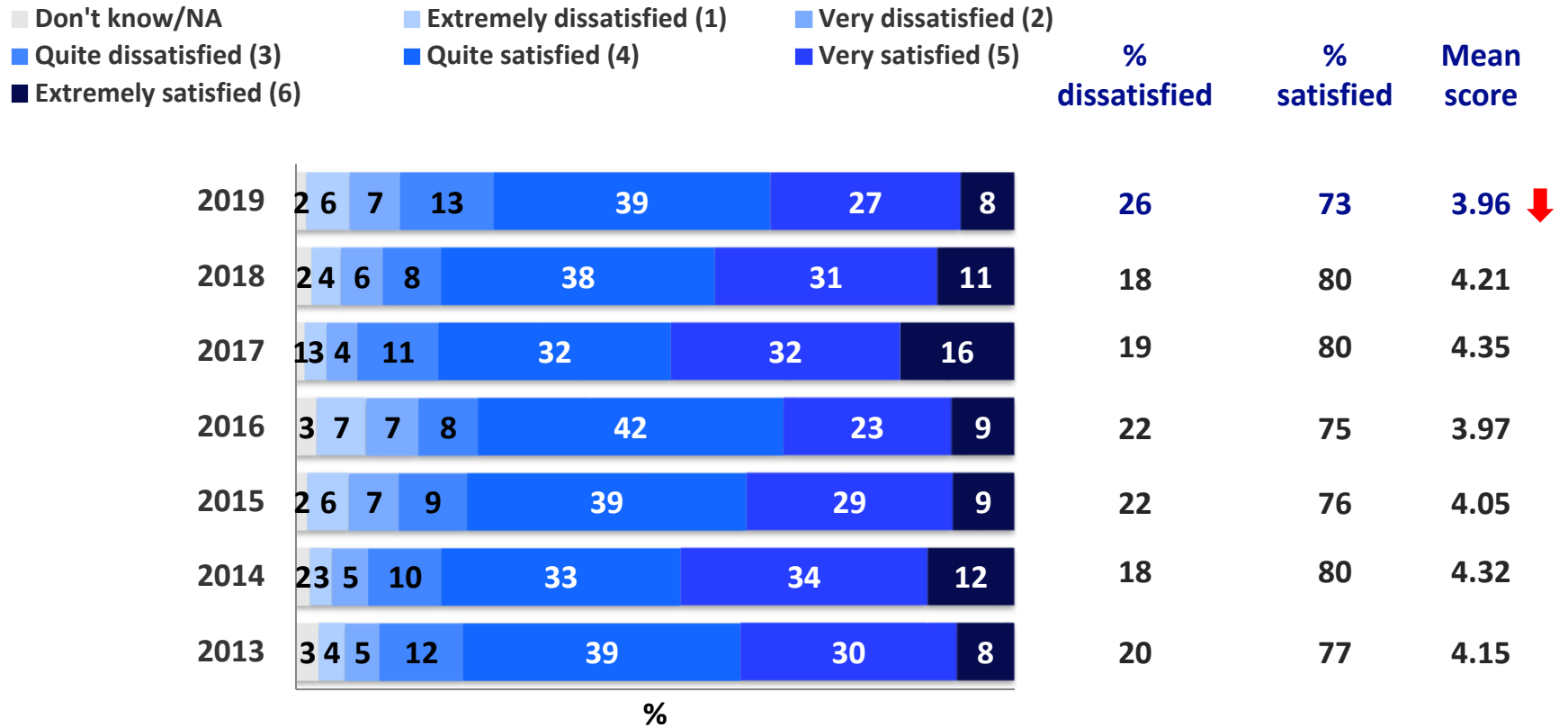


Total sample: 350 Note: this question was not asked in 2011



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; 2019: 200

Note: this question was not asked in 2011



Satisfaction with Stormwater Drainage by Location, 2019

	Total (200) %	Location				
		Greater Greymouth (111) %	Karoro – Camerons (34*) %	Kaiata/Dobson/ Taylorville/ Stillwater (6*) %	Grey Valley/ Blackball/ Lake Brunner (17*) %	Runanga/ Rapahoe/ Coast Road (32*) %
Extremely satisfied	8	6	15	-	6	6
Very satisfied	27	24	24	-	35	38
Quite satisfied	39	40	44	33	41	28
Quite dissatisfied	13	13	12	67	6	9
Very dissatisfied	7	8	-	-	-	16
Extremely dissatisfied	6	7	6	-	12	-
Don't know	2	2	-	-	-	3
SATISFIED	73	70	82	33	82	72
DISSATISFIED	26	28	18	67	18	25
Mean	3.96	3.86	4.24	3.33	4.06	4.10

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

*Small sample size – results indicative only



Perception of Quality of Life

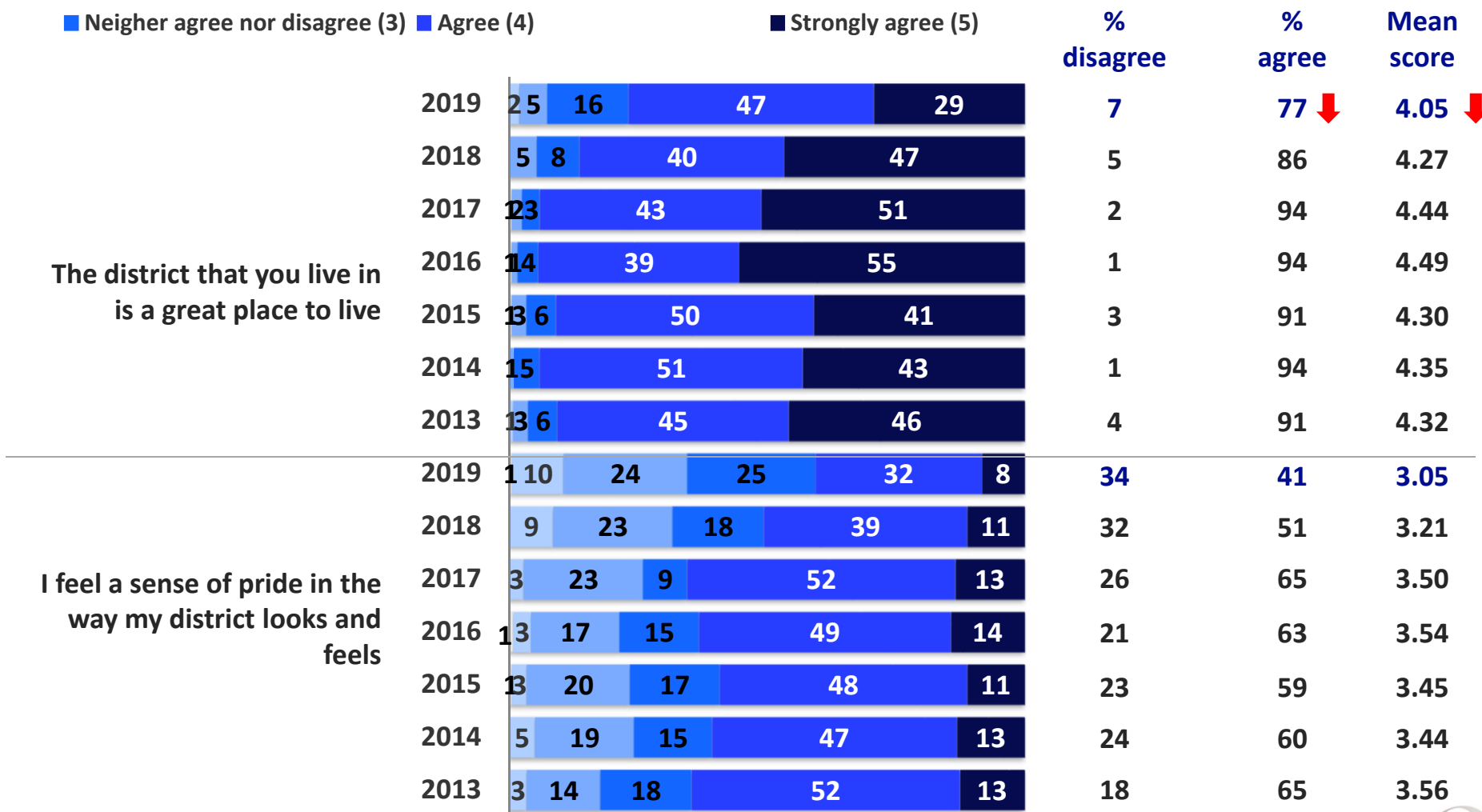


Perception of Quality of Life

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

■ Don't know/NA
 ■ Strongly disagree (1)
 ■ Disagree (2)

■ 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, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Strongly agree	8	4	10	9	16	3
Agree	32	28	39	27	39	26
Neither agree nor disagree	25	28	24	18	20	28
Disagree	24	23	23	36	19	31
Strongly disagree	10	15	5	9	6	12
Don't know	1	2	-	-	-	-
AGREE	41	33	48	36	55	29
DISAGREE	34	38	27	45	25	43
Mean	3.13	3.04	3.27	3.10	3.42	2.91

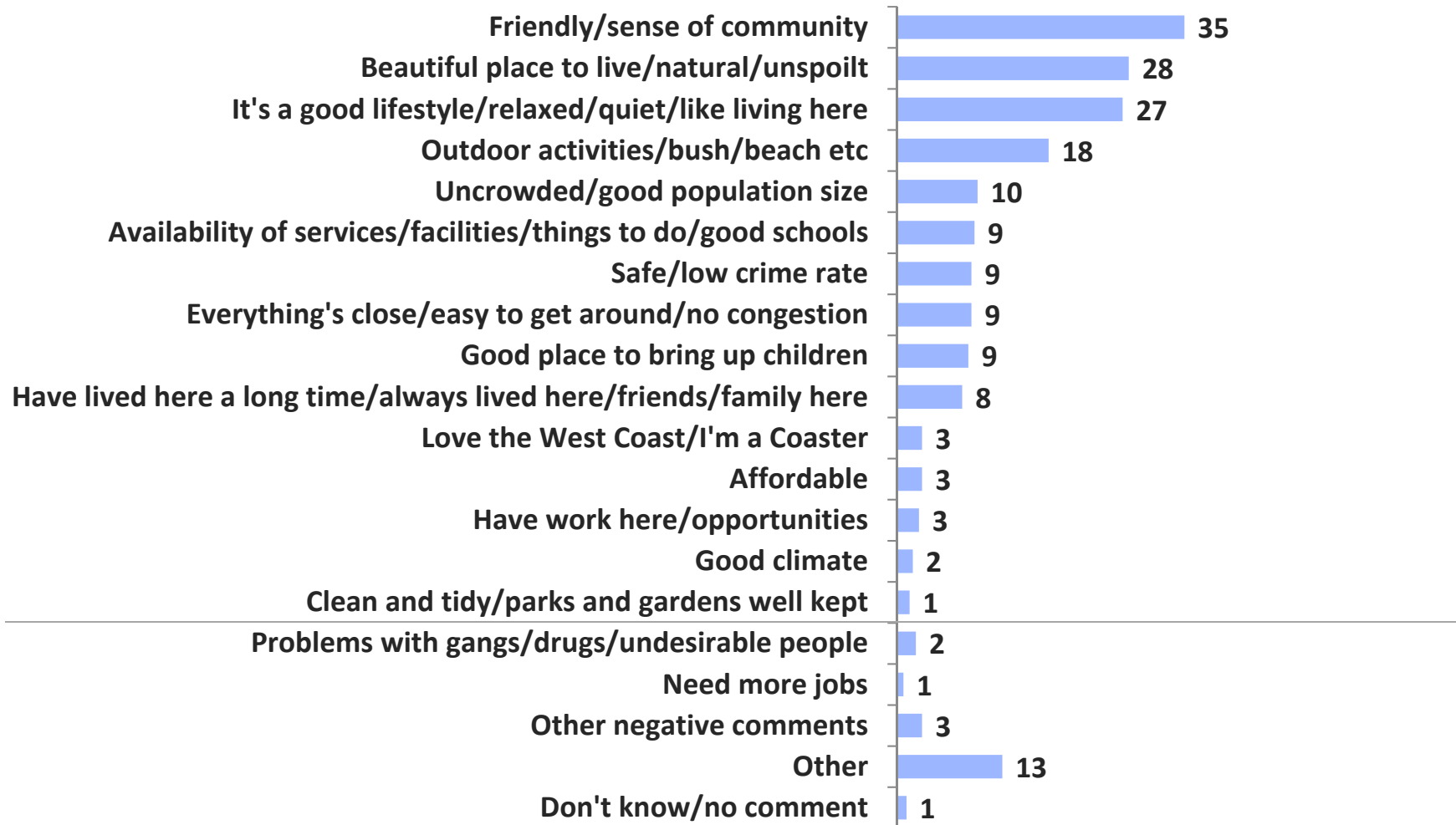
Sample: refer to ()

*Small sample size – results indicative only



Reasons for Feeling the District is a Great Place to Live, 2019

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: 268



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

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

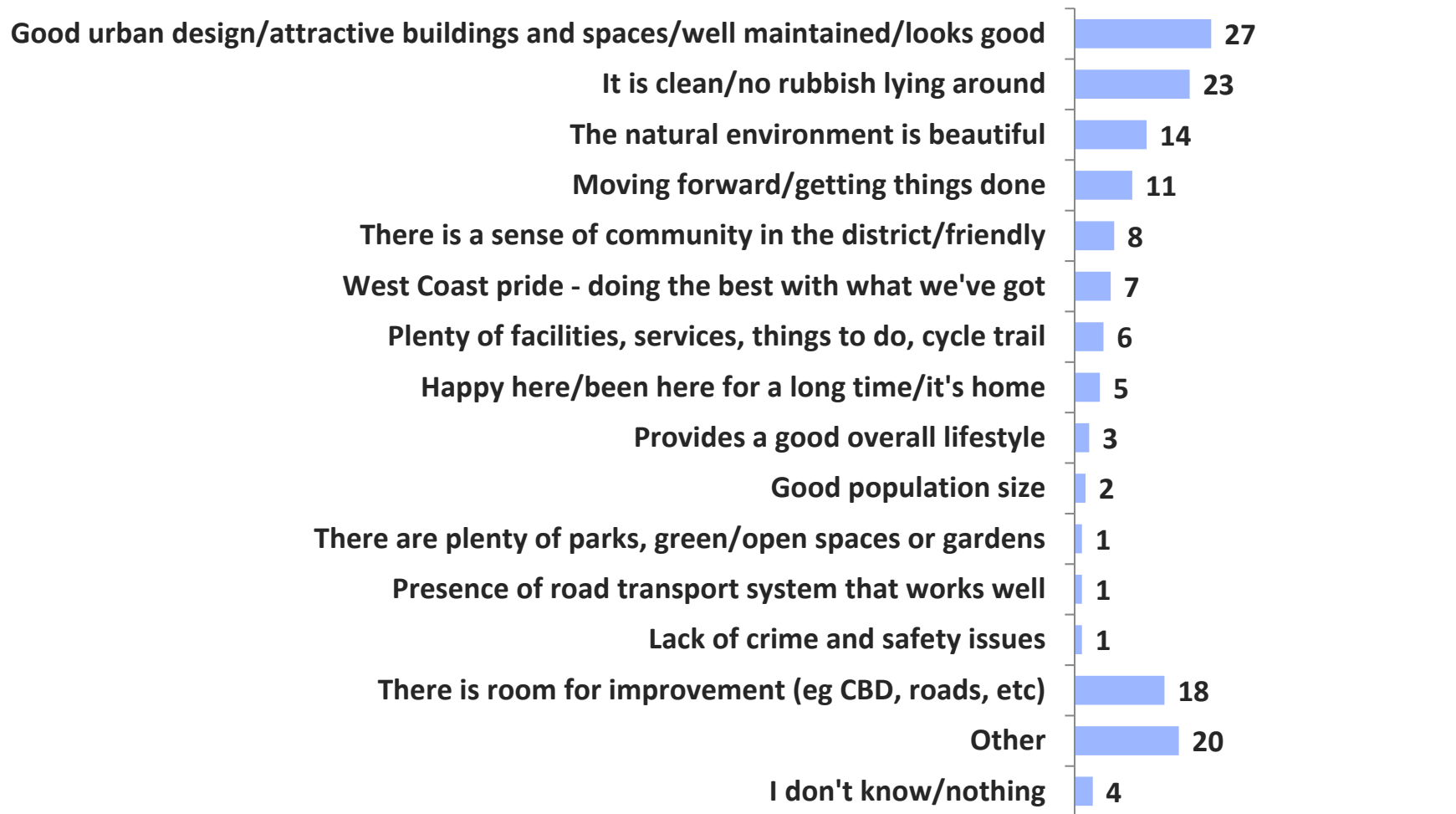
Sample: those who feel the District is a great place to live: refer to ()

Note: this question was not asked prior to 2015



Reasons for Feeling a Sense of Pride in the Way the District Looks and Feels, 2019

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: 2019: 142



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

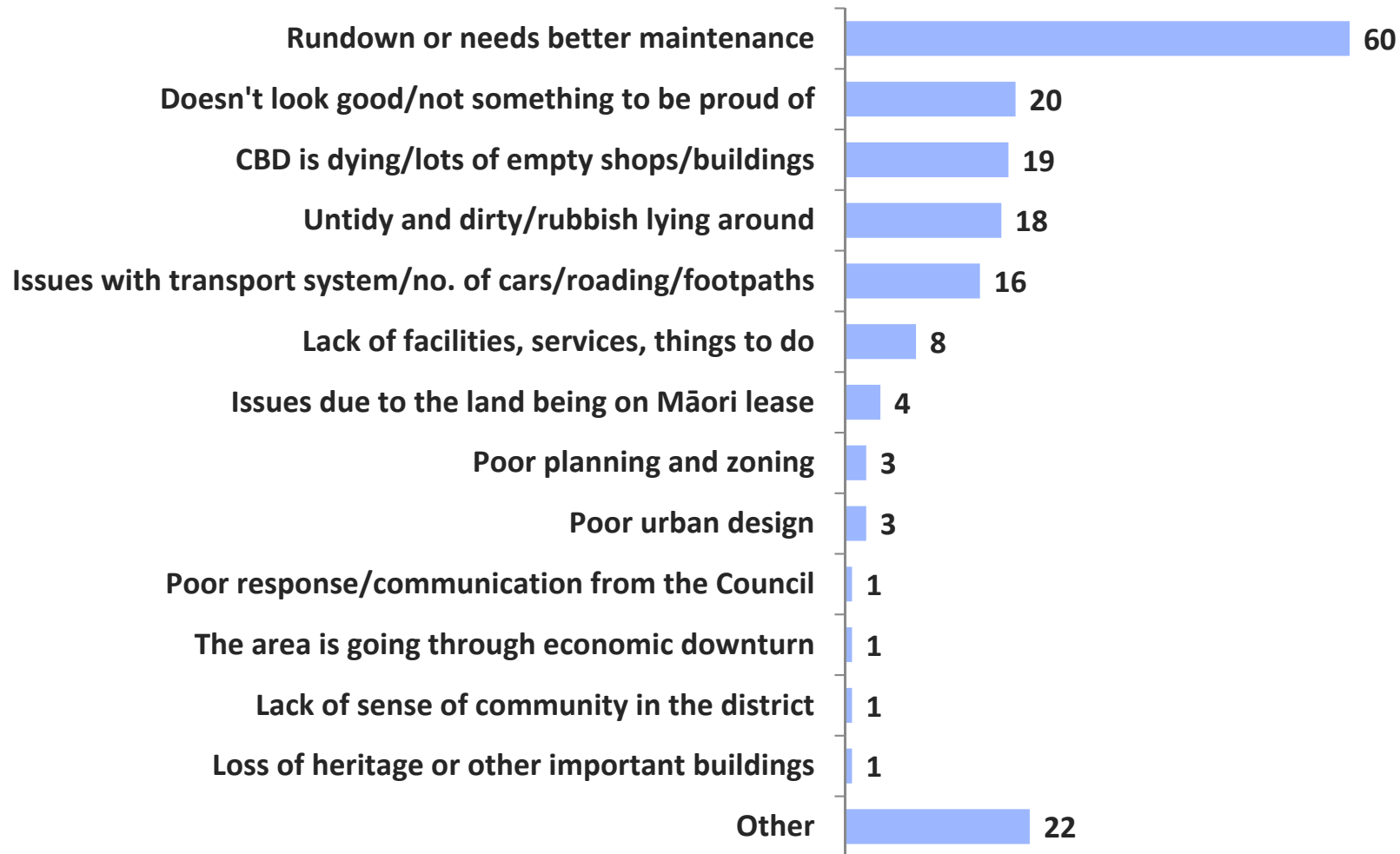
Sample: those who feel a sense of pride in the way the District looks and feels: refer to ()

Note: this question was not asked prior to 2013



Reasons for Not Feeling a Sense of Pride in the Way the District Looks and Feels, 2019

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: 2019: 119



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

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

Note: this question was not asked prior to 2013

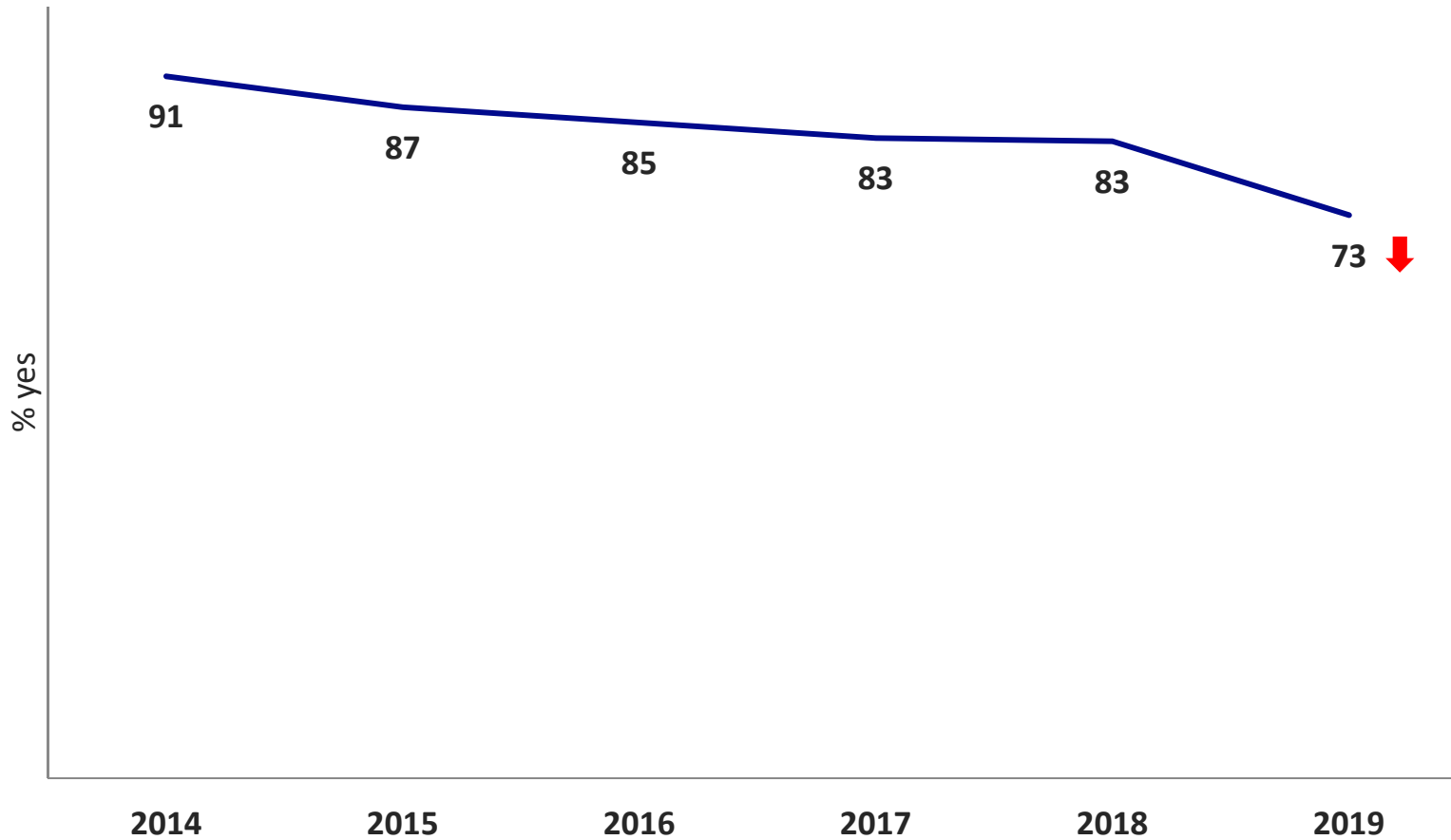


Perception of Safety on Local Roads



Perception of Safety on Local Roads

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



Sample: 350

Note: this question was not asked in 2011



Perception of Safety on Local Roads by Location, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
% feel safe	73	83	89	50	63	62

Sample: refer to ()

*Note: small sample size – results indicative only

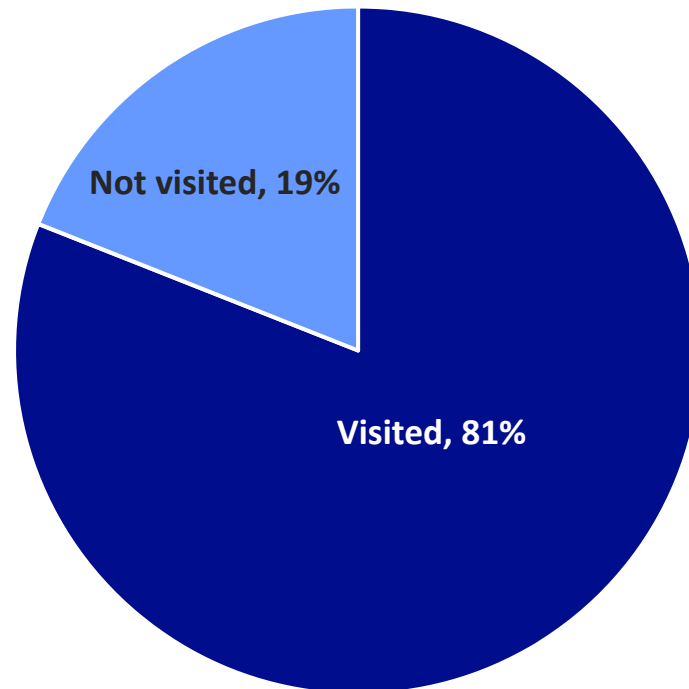


Use of Greymouth Town Square



Visits to Greymouth Town Square, 2019

Q. In the last 12 months, have you visited Greymouth Town Square?



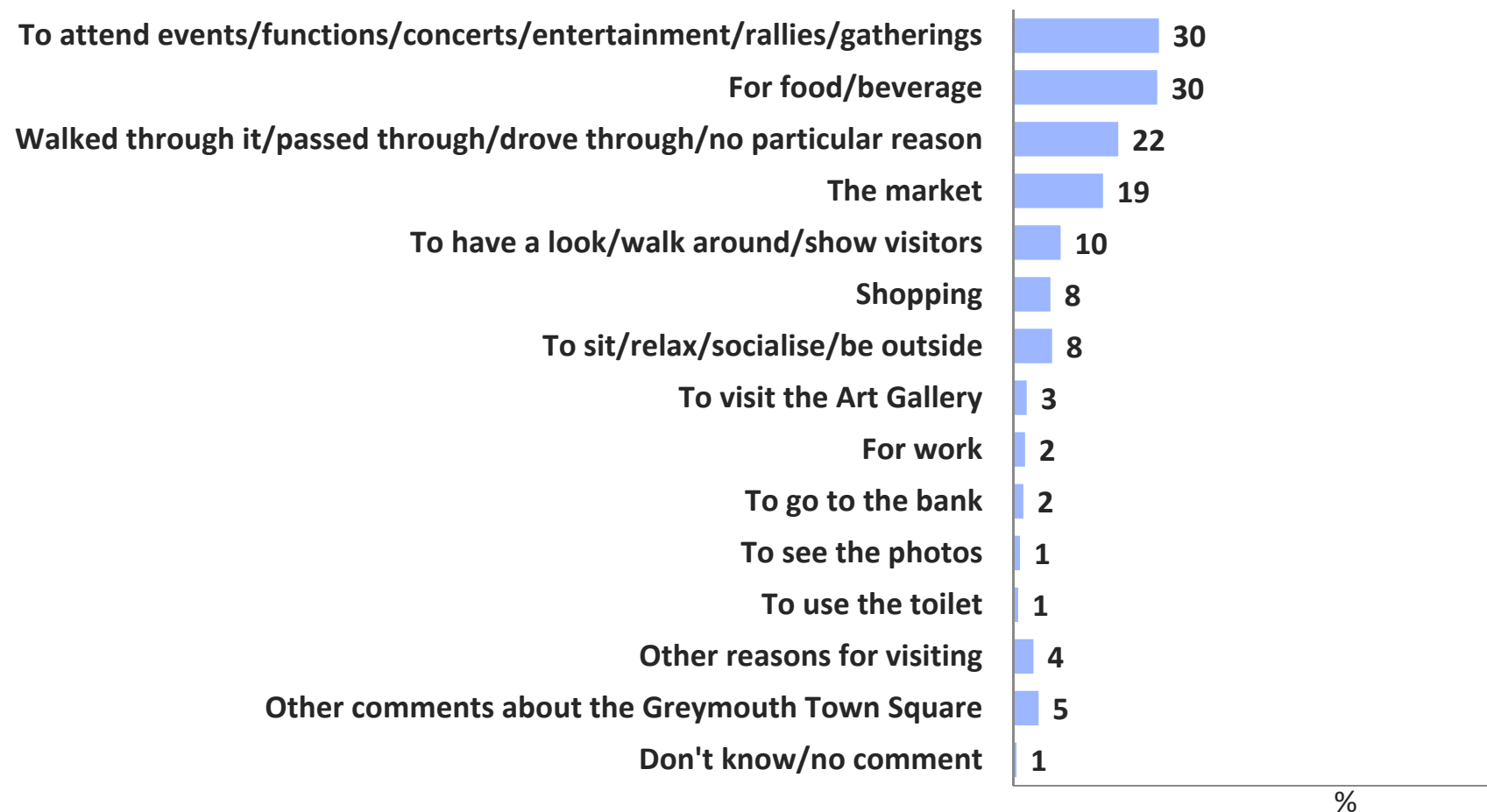
Sample: 350

Note: this question was not asked prior to 2019



Reasons for visiting Greymouth Town Square in Last 12 Months, 2019

Q. What were your reasons for visiting Greymouth Town Square in the last 12 months?



Sample: those who have visited Greymouth Town Square in the last 12 months: 285

Note: this question was not asked prior to 2019



Reasons for visiting Greymouth Town Square in Last 12 Months – By Location, 2019

	Total (285) %	Location				
		Greater Greymouth (104) %	Karoro – Camerons (50) %	Kaiata/Dobson/ Taylorville/ Stillwater (16*) %	Grey Valley/ Blackball/ Lake Brunner (69) %	Runanga/ Rapahoe/ Coast Road (46) %
To attend events/functions/concerts/ entertainment/rallies/gatherings	30	39	28	25	14	37
For food/beverage	30	26	44	38	25	28
Walked through it/passed through/drove through/no particular reason	22	20	26	19	26	15
The market	19	26	24	13	7	15
To have a look/walk around/show visitors	10	7	18	-	10	11
Shopping	8	3	0	-	19	13
To sit/relax/socialise/be outside	8	11	6	-	7	9
To visit the Art Gallery	3	3	-	-	1	9
For work	2	2	-	6	4	2
To go to the bank	2	1	2	-	3	4
To see the photos	1	1	4	-	-	2
To use the toilet	1	-	2	-	1	2
Other reasons for visiting	4	3	-	-	9	7
Other comments about the Greymouth Town Square	5	8	2	6	1	9
Don't know/no comment	1	2	-	-	-	-

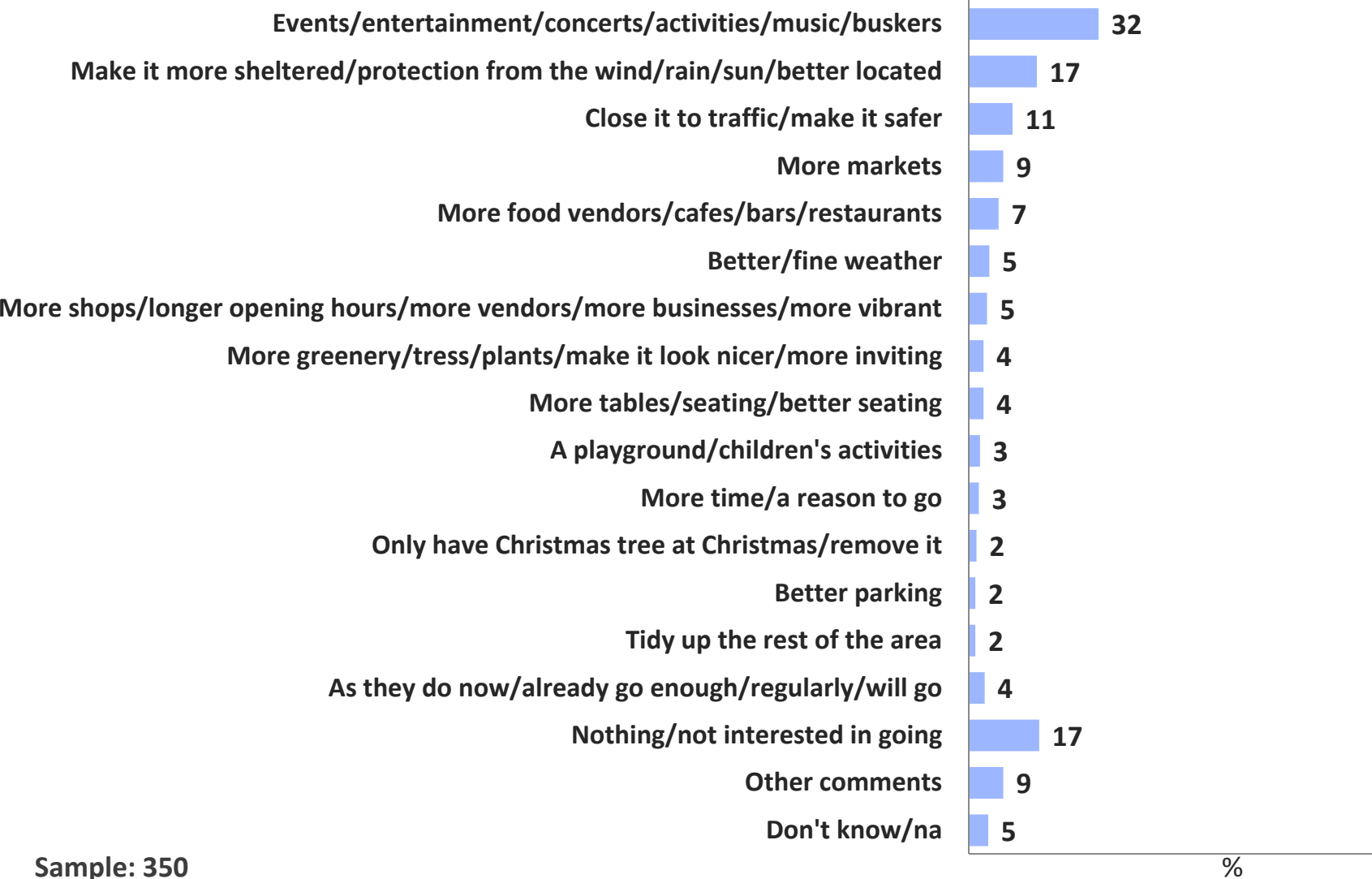
Sample: those who have visited Greymouth Town Square in the last 12 months: refer to ()

*Small sample size – results indicative only



Encouraging More Visits to Greymouth Town Square, 2019

Q. What would encourage you to visit Greymouth Town Square more often than you do?



Sample: 350

Note: this question was not asked prior to 2018



Encouraging More Visits to Greymouth Town Square – By Location, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Events/entertainment/concerts/activities/music/buskers	32	38	39	18	17	40
Make it more sheltered/protection from the wind/rain/ sun/better located	17	19	16	9	14	21
Close it to traffic/make it safer	11	17	15	-	6	7
More markets	9	8	10	-	7	16
More food vendors/cafes/bars/restaurants	7	8	8	5	10	3
Better/fine weather	5	4	10	5	1	9
More shops/longer opening hours/more vendors/more businesses/more vibrant	5	5	3	-	8	2
More greenery/tress/plants/make it look nicer/more inviting	4	4	2	5	1	9
More tables/seating/better seating	4	6	2	-	3	3
A playground/children's activities	3	2	3	5	5	2
More time/a reason to go	3	2	2	5	3	3

Sample: refer to ()

Note: aspects mentioned by fewer than 3% of participants not shown

*Small sample size – results indicative only

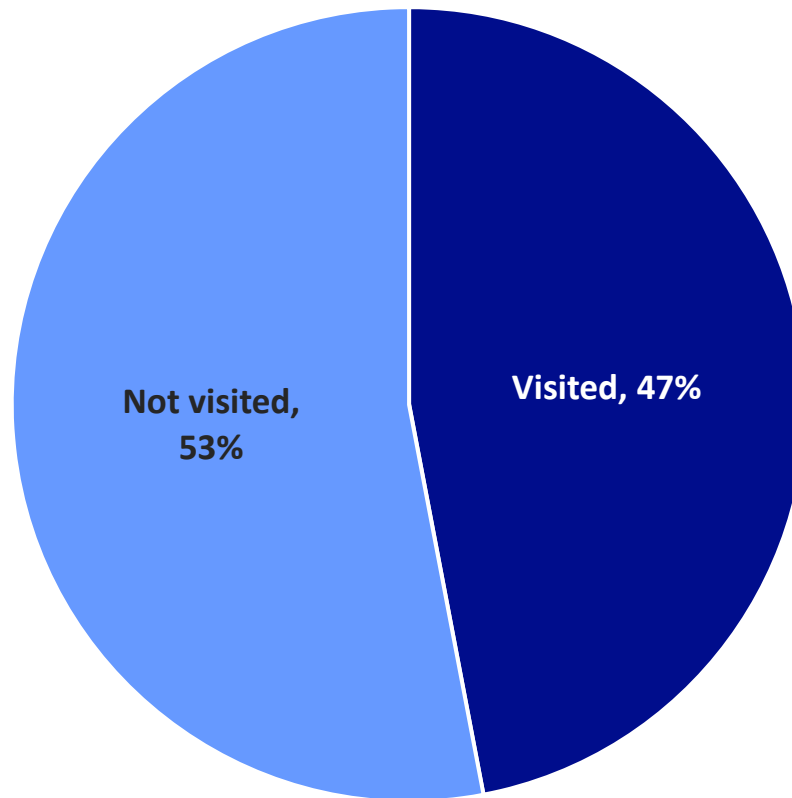


Use of Grey District Library



Visits to Grey District Library, 2019

Q. Thinking now about Grey District Library, in the last 12 months, have you visited Grey District Library?



Sample: 350

Note: this question was not asked prior to 2019



Visits to Grey District Library by Location, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
% have visited Grey District Library in last 12 months	47	58	42	32	39	50

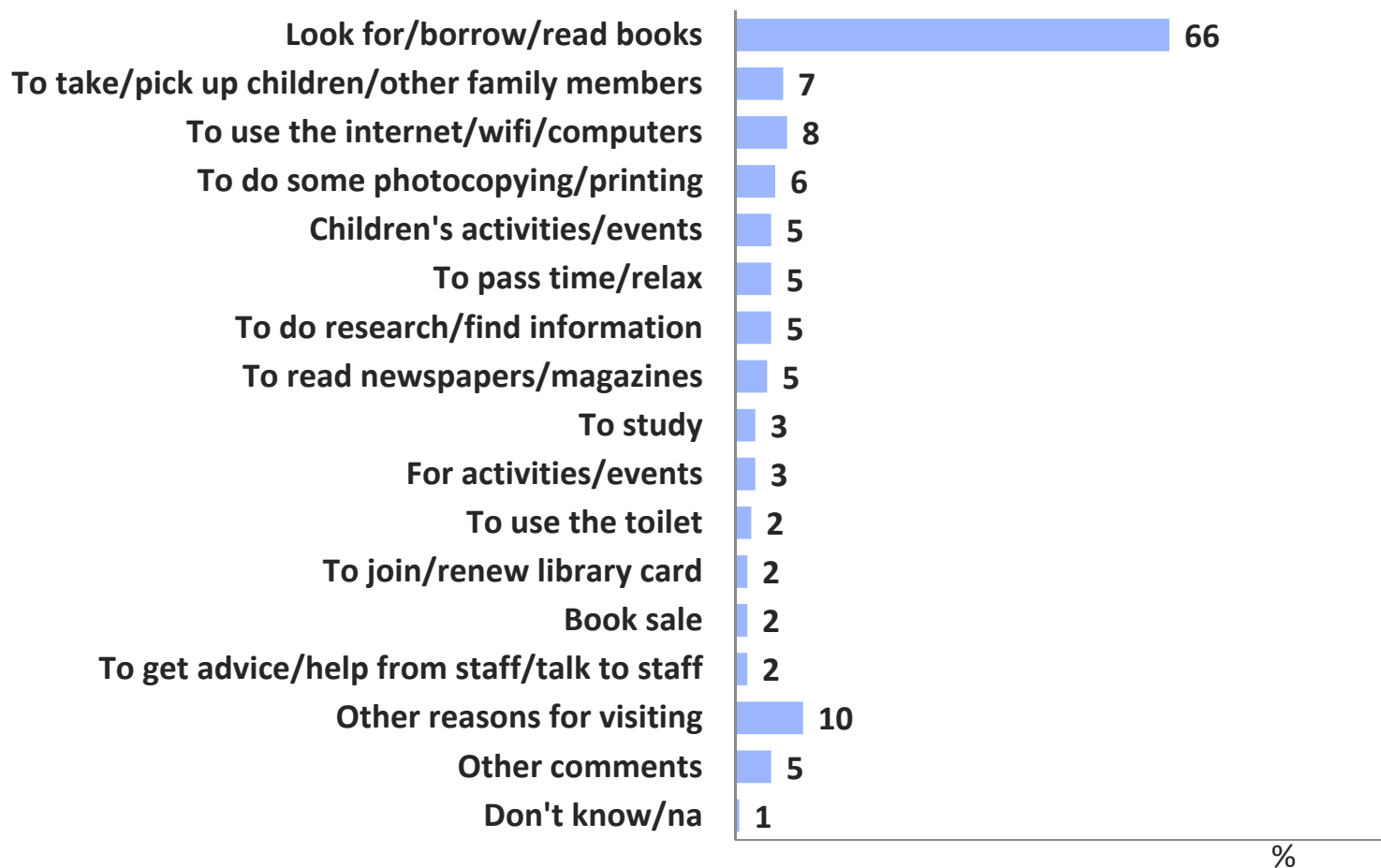
Sample: refer to ()

*Note: small sample size – results indicative only



Reasons for visiting Grey District Library in Last 12 Months, 2019

Q. What were your reasons for visiting Grey District Library in the last 12 months?



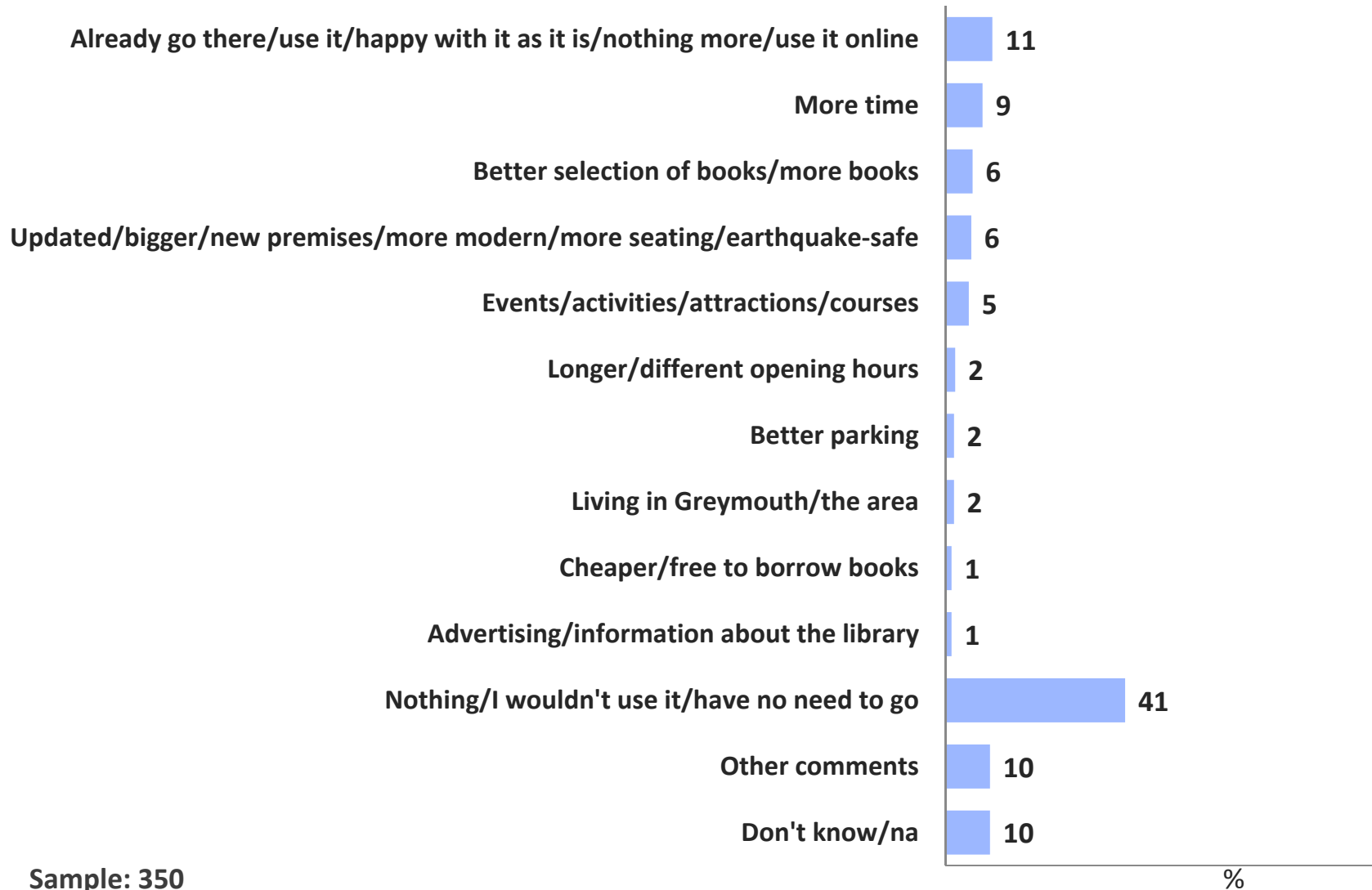
Sample: those who have visited Grey District Library in the last 12 months: 165

Note: this question was not asked prior to 2019



Encouraging More Visits to Grey District Library, 2019

Q. What would encourage you to visit Grey District Library more often than you do?



Sample: 350

Note: this question was not asked prior to 2019

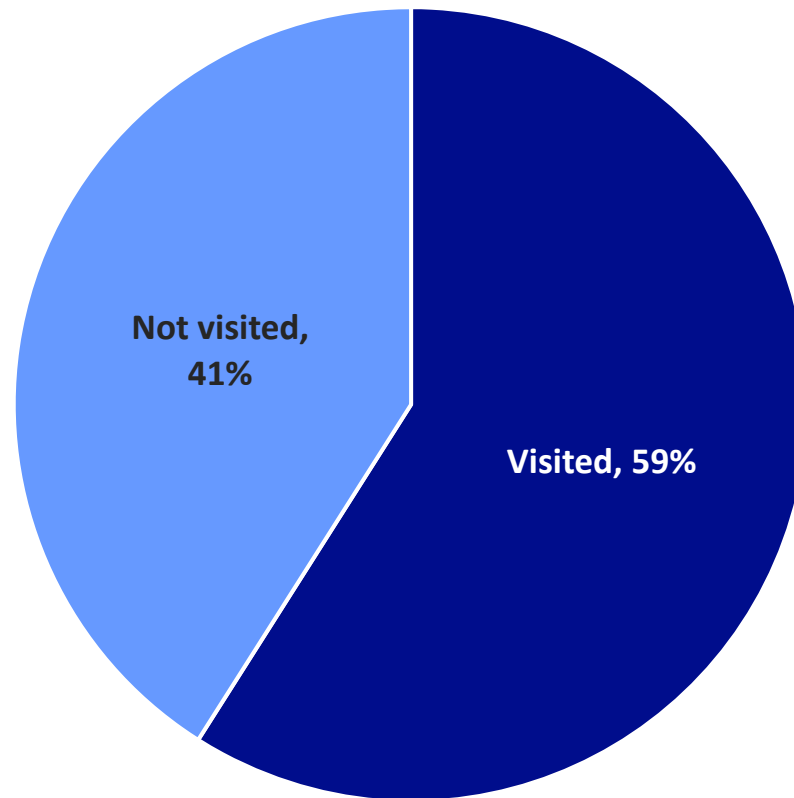


Use of Westland Recreation Centre



Visits to Westland Recreation Centre, 2019

Q. Thinking now about Westland Recreation Centre, in the last 12 months, have you visited Westland Recreation Centre?



Sample: 350

Note: this question was not asked prior to 2019



Visits to Westland Recreation Centre by Location, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
% have visited Westland Recreation Centre in last 12 months	59	76	53	59	42	57

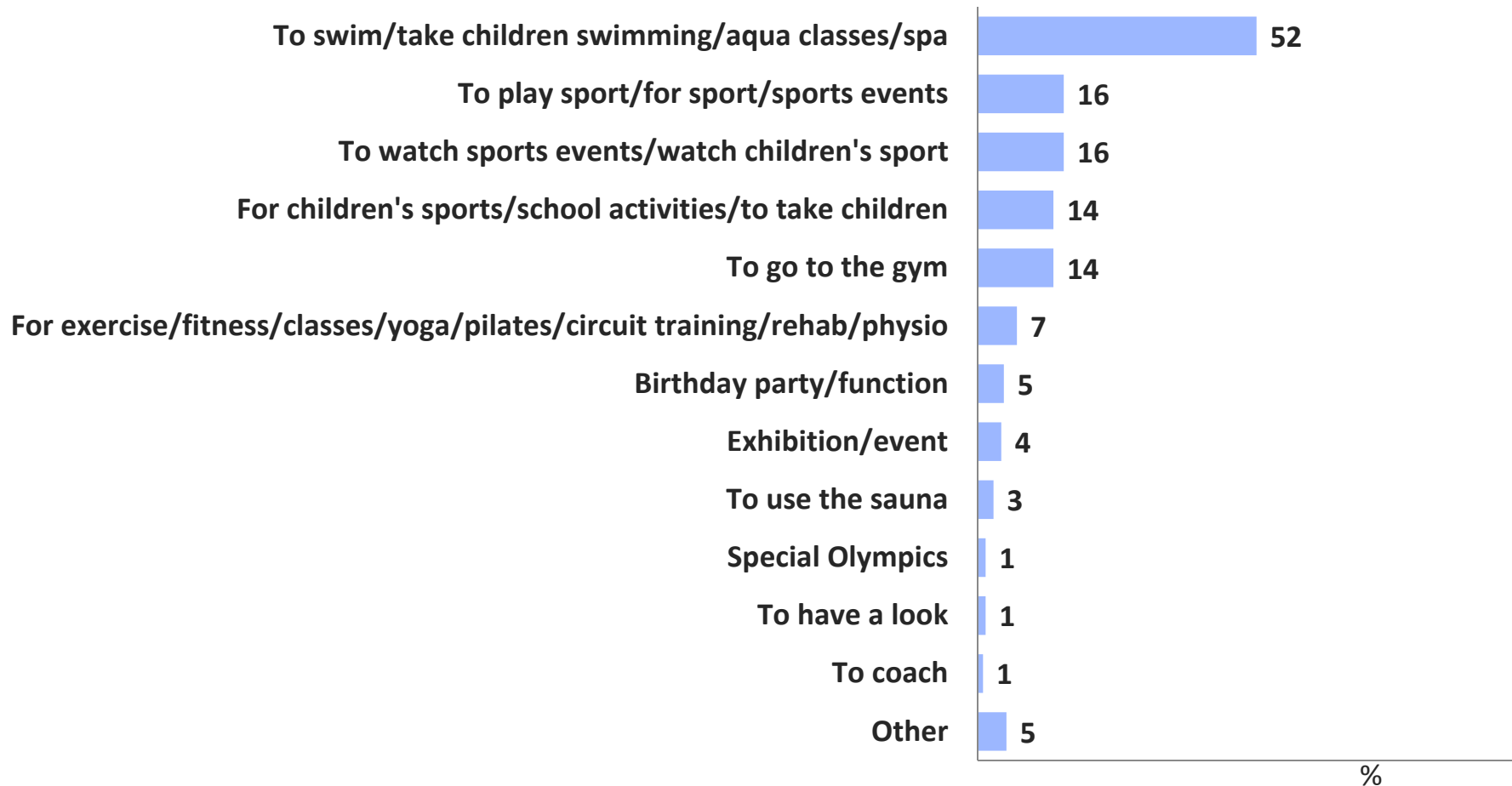
Sample: refer to ()

*Note: small sample size – results indicative only



Reasons for visiting Westland Recreation Centre in Last 12 Months, 2019

Q. What were your reasons for visiting Westland Recreation Centre in the last 12 months?



Sample: those who have visited Westland Recreation Centre in the last 12 months: 207

Note: this question was not asked prior to 2019



Encouraging More Visits to Westland Recreation Centre, 2019

Q. What would encourage you to visit Westland Recreation Centre more often than you do?



Sample: 350

Note: this question was not asked prior to 2019



Encouraging More Visits to Westland Recreation Centre – By Location, 2019

	Total (350) %	Location				
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Cheaper prices/discounts/free or cheaper trial	14	23	13	14	5	12
Already go/go enough/may go/go more in future	8	5	11	14	10	5
More time	5	4	2	9	9	-
Events/functions/exhibitions (non-sport or unspecified)	3	2	3	5	-	9
Don't know much/anything about it/what's on/need more information	3	3	2	-	7	-
To take/watch children/family/school activities	3	2	5	-	3	3
Sports games/events/competitions	3	4	5	-	1	2
Longer opening hours/pool closed less often	3	4	2	-	2	2
If I lived in Greymouth/closer	2	-	3	5	5	-
Motivation/the need to exercise/get fit/lose weight	2	1	3	-	3	-
A cafe	2	3	-	-	-	3
More/different classes/offer classes at different times	2	3	2	-	-	3

Sample: refer to ()

Note: aspects mentioned by fewer than 2% of participants not shown

*Small sample size – results indicative only





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

