



Grey District Community Satisfaction Survey 2016

Report

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Executive summary



Executive summary

Introduction

- This research was conducted in November/ early December 2016 among a representative sample of 350 Grey District residents aged 18 and over. It provides a measure of community satisfaction with the Council and its services. The findings are utilised to inform and enhance Council performance long term.

Overall satisfaction with Council performance

- Satisfaction with **overall performance of Grey District Council** over the last 12 months (83% extremely, very or quite satisfied) is consistent with 2014 and 2015 (both 81%) and 2013 (79%). It remains lower than in 2011 (90%).
 - **Lower satisfaction is most commonly related to:**
 - **dissatisfaction with support/ communication**
 - **things not moving forward**
 - **and the cost of rates/how rates money is spent.**
- Satisfaction with the **performance of the Mayor and Councillors** (86% extremely, very or quite satisfied) is marginally higher than in 2013-2015 (all 83%), but remains lower than in 2011 (91%).



Executive summary

Satisfaction with communications

- 57% of residents **contacted Grey District Council** in the last 12 months. Among these people, 82% are satisfied with the overall service they received. This level of satisfaction is similar to recent years.
- Satisfaction with **information residents receive from Council** (82%) is marginally lower than in 2014 (85%) but is consistent with 2015 (81%) and remains higher than in 2013 (78%).
- 64% of residents are satisfied that the **Council consults with residents on important issues**, similar to previous years.
- A shift is evident towards digital communications for **receiving information from the Council**. There has been a reduction in preference for via a Council quarterly newsletter (52%, down from 68% in 2015), letter/bulk mail out (48%, down from 66%), in the newspaper (36%, down from 51%). At the same time, there has been an increase in preference for communications via email (35%, up from 8%), social media (28%), radio (23%) and websites (22%).
 - **Younger residents aged 18-24 years prefer to receive information via social media (54%).**
 - **Residents aged 65+ prefer to receive it via the Council quarterly newsletter (68%).**



Executive summary continued

Use and satisfaction with Council services

- Of all Council services, residents are **most likely to have** visited a park or reserve (75%), used the rubbish dump/recycling facility (65%), the Council offices (62%) or a public toilet or restroom (60%) and **least likely to have used** a fitness centre/gym (23%) in the last 12 months.
- **Satisfaction with Council facilities and services in 2016 is generally similar to 2015.**
 - **Satisfaction is highest for parks and reserves (91%), followed by swimming pools (83%) and libraries (82%). Satisfaction is lowest for the efficiency with which the Greymouth Aerodrome is run (48%, although 47% did not rate this service).**
 - **Satisfaction is higher in 2016 than in 2015 for the efficiency with which the Greymouth Aerodrome is run (48% vs. 43%), the roading network in the District (77% vs. 73%) and overall maintenance of the roads (67% vs. 60%).**
 - **Levels of satisfaction are lower in 2016 than in 2015 for libraries (82% vs. 86%), public parking (76% vs. 81%) and the sewerage system (68% vs. 74%).**
- **75% of residents are satisfied that the Council litter bins, recycling centre and recycling stations are kept clean and tidy, down from 81% in 2015 but similar to 2014 (74%) and 2013 (77%).**



Executive summary continued

- 91% of residents who have their **rubbish collected** by the Council are satisfied that their rubbish/recycling is collected on time, lower than 95% in 2015 but similar to in 2013 and 2014 (91% - 92%). 86% are satisfied with the household rubbish/ recycling service in general, similar to in 2015 (87%) but lower than 96% in 2011.
- 83% of residents on a Council **water supply** are satisfied with the water's appearance and taste and 94% are satisfied with the pressure and flow. This is an increase from 79% and 89% respectively in 2015) and similar to in 2011 (81% and 94% respectively).
- 75% of residents living in a town are satisfied with the way their **property drains stormwater**, similar to in 2015 (76%).
- 57% of residents are satisfied with the Council's **regulation of land use** throughout the District. Satisfaction has continued to increase since 2014 (49%) but remains lower than in 2011 (65%).
 - **The most common reasons for dissatisfaction relate to the consent process and the amount of bureaucracy/red tape/rules and regulations/time it takes (32%).**
- Of the 9% of residents who have visited the **History House Museum** in the last 12 months, 97% are satisfied with the overall service they received.



Executive summary continued

Sense of pride in the District

- 63% agree they feel a sense of pride in the way their District looks and feels, while 20% disagree. The level of agreement is similar to previous years.
 - **The most common reason for not feeling a sense of pride is because it is run down or needs better maintenance (49% of those who did not feel a sense of pride).**
- The majority of residents (94% vs 91% in 2015) agree that the District is a great place to live, with 55% agreeing strongly (an increase from 41% in 2015).

Sense of road safety

- The majority (85%) of residents stated they feel safe on local roads, slightly lower than in previous years (87%-91%).

State of preparedness for an emergency event

- Overall 77% feel prepared; 26% state they feel very well prepared for an emergency event (a reduction from 35% in 2011). 51% feel quite well prepared, while 20% feel not very well prepared and 3% feel not at all well prepared. These results are similar to 2013 – 2015 but lower than in 2011. Grey District residents are more likely than New Zealand residents nationally in 2015 to feel prepared (61%).

Executive summary continued

Mobile phone coverage and internet use

- Most (89%) stated they have mobile phone cover at home.
- Most (88%) with a place of business or work have broadband cover at their place of work or business.
 - Those in the Runanga/Rapahoe/Coast Road area were the least likely to have mobile phone cover (64%) or broadband cover at their place of work or business (50%).
- 84% of residents use the internet for private use.
- Of those who work full or part time, 48% use it for business or work use from home and 26% use it for business or work use at their place of business or work.
 - Internet use decreases with age, from 100% of those aged 18 - 24 to 57% of those aged 65+ using it for either private or business/work use.
- Residents who use the internet for private use most commonly use it for email (94%), researching (89%), online banking (78%), online shopping (75%) and social media (74%).
- Those who use it for business or work most commonly use it for email (90%), researching (84%) and sending/receiving data or files (74%).



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 – 2016 surveys also provide a measure of peoples' perception of quality of life, in line with the Community Economic Development Strategy.
- § Questions were added in 2016 to assess internet use, in line with the Digital Enablement Action Plan.
- § This report presents the main findings of the research in 2016 and makes comparisons with earlier surveys.
- § 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 internet use, in line with the Digital Enablement Action Plan.





Research methodology

- ⌘ A quantitative telephone methodology was employed.
- ⌘ Each survey, a representative sample of 350 Grey District residents aged 18+ have 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 2016 questionnaire is based on the 2015 questionnaire with new questions added to measure mobile phone coverage and internet use.
- ⌘ In 2016, interviewing took place from 9th November – 10th December post the local body elections.
- ⌘ Interviewing commenced prior to the Kaikoura earthquake series. It was halted after the 14th November until the 16th November.



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 gender, age, life stage, ratepayer status, area and length of time in Grey District.
- ⌘ Findings of interest have been highlighted as follows:
 - ⌘ Findings that are statistically higher versus 2015 or other demographic subgroups are highlighted as: 
 - ⌘ Findings that are statistically lower versus 2015 or other demographic subgroups are highlighted as: 



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 2016.



Sample structure

		Census 2013	Sample n=350									
			2011		2013		2014		2015		2016	
			%	n	%	n	%	n	%	n	%	n
Age	18-24	11	50	14	43	12	44	13	41	12	37	11
	25-49	40	148	42	140	40	150	43	147	42	140	40
	50-64	29	102	29	106	30	104	30	108	31	105	30
	65+	21	50	14	61	17	52	15	54	15	68	19
Gender	Male	49	165	47	168	48	177	51	171	49	172	49
	Female	51	185	53	182	52	173	49	179	51	178	51
Area	Greater Greymouth	60	208	59	197	56	212	61	206	59	216	62
	Karoro - Camerons	12	38	11	46	13	41	12	42	12	43	12
	Kaiata/Dobson/ Taylorville/Stillwater	9	30	9	31	9	26	7	31	9	26	7
	Grey Valley/ Blackball/ Lake Brunner	11	41	12	39	11	37	11	38	11	37	11
	Runganga/Rapahoe/ Coast Road	10	33	9	37	11	34	10	33	9	27	8



Sample profile – demographics

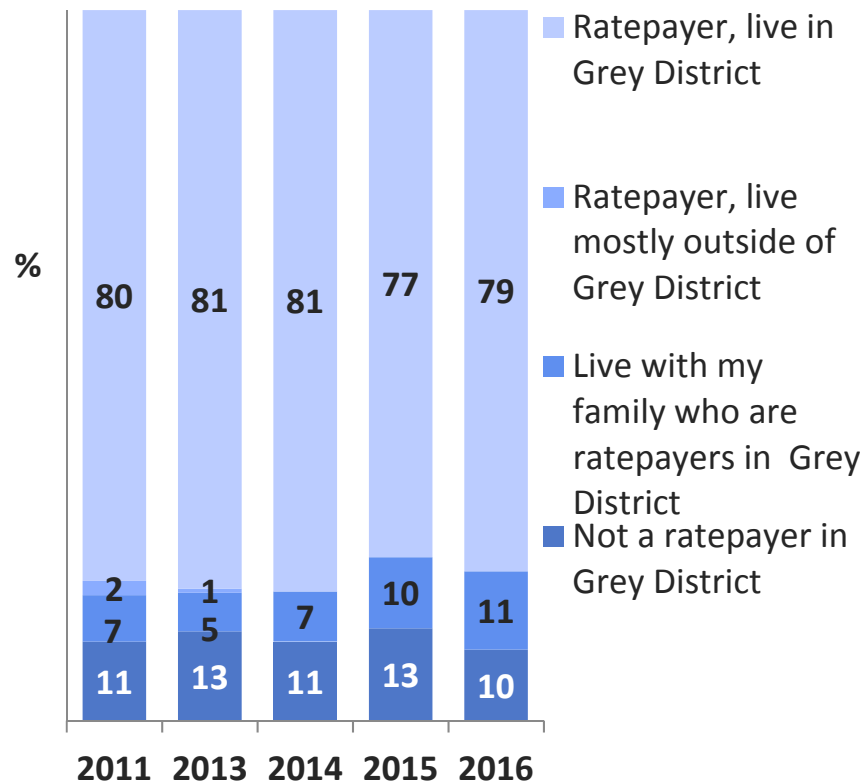
	2016 (350) %
Dependent Children	
Participant is dependent child	3
No dependent children	60
Youngest aged under 5	6
Youngest aged 5-15	22
Youngest aged over 15	9
Life Stage	
Younger, no dependents	20
Has dependents	37
Older, no dependents	43

	2016 (350) %
Employment Status	
In full time paid employment	50
In part time paid employment	19
Not in paid employment/seeking/beneficiary	7
Retired	17
Home executive	3
School student	1
Tertiary student	1
Other	2
Ethnicity	
NZ European	92
Maori	6
Pacific Islander	-
Asian	-
Middle Eastern/Latin American/African	-
Other	5

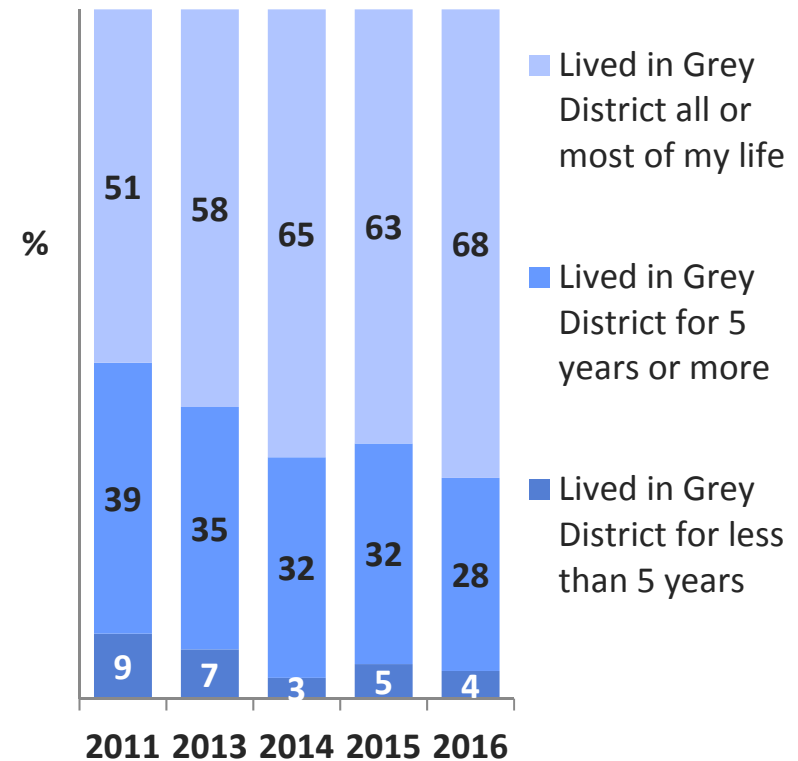


Sample profile: ratepayer status and length of time in Grey District

Ratepayers



Length of Time living in Grey District



Key findings



Performance of Grey District Council



Satisfaction with overall performance of Grey District Council over last 12 months

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

	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	
2016 Total sample (350)	5	2	8		50	26	7	12	83	4.23	
2015 Total sample (350)	5	1	3	11	54	22	5	15	81	4.14	
2014 Total sample (350)	4	1	3	10	49	28	5	15	81	4.17	
2013 Total sample (350)	2	2	14		51	23	5	19	79	4.09	
2011 Total sample (350)	1	2	6		62	20	7	9	90	4.20	
2016	Aged: 18-24 (37*)	1	1		43	32	14	-	89	4.67	
	25-49 (140)	2	2	1	10	55	23	6	14	84	4.17
	50-64 (105)	7	3	4	10	51	22	3	17	76	4.01
	65+ (68)	3	1	1	4	43	37	10	7	90	4.47

Satisfaction (83% extremely/very/quite satisfied) is slightly higher than in 2013 and 2014 (both 81%) but remains lower than 2011 (90%).

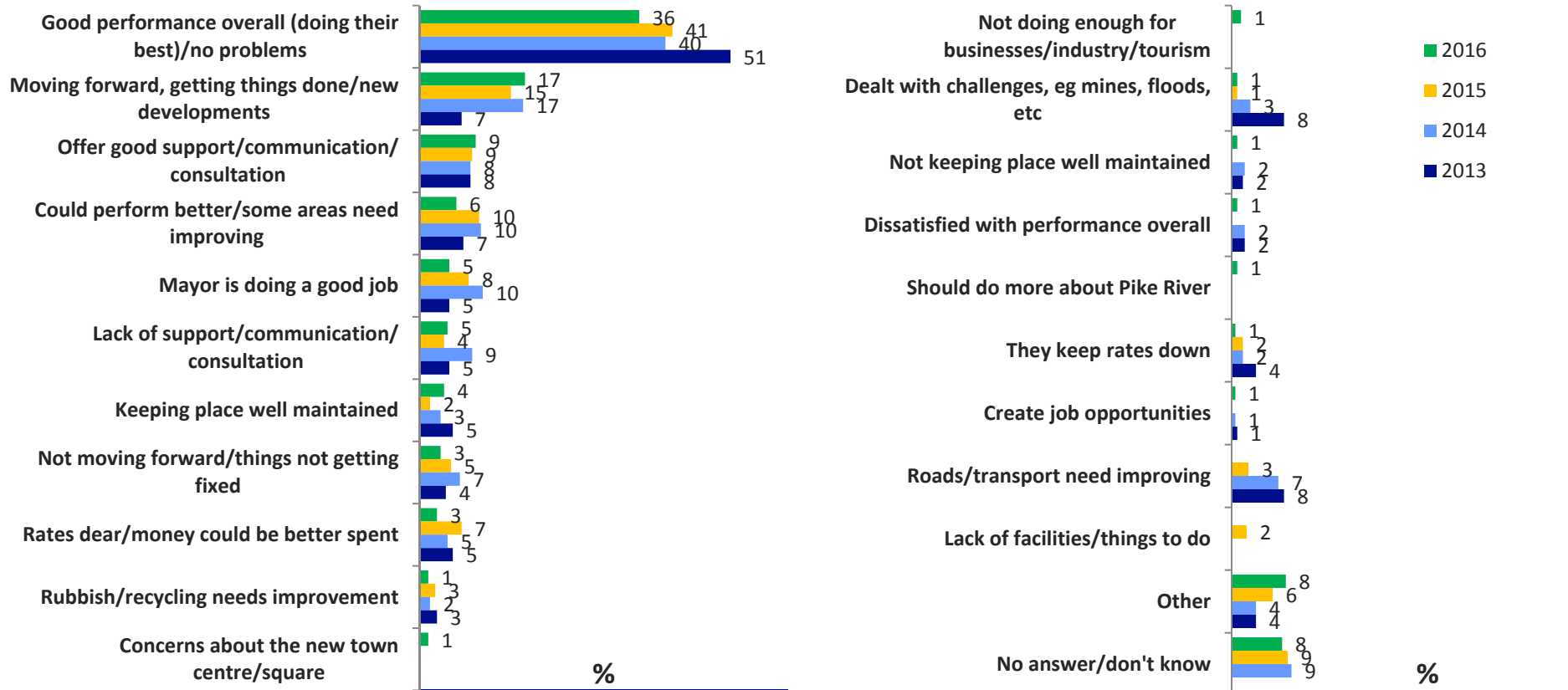
Satisfaction (76%) is marginally lower among 50 – 64 year olds.

Sample: refer to () * Note: small sample size – results indicative only



Reasons for satisfaction or dissatisfaction with performance of Grey District Council over last 12 months

Q. Why do you say that?



Across all participants, most comments about Council performance are positive; 36% of residents in 2016 stated the Council shows 'good performance overall' and is 'doing its best' as well as 17% saying they are moving forwards and getting things done.

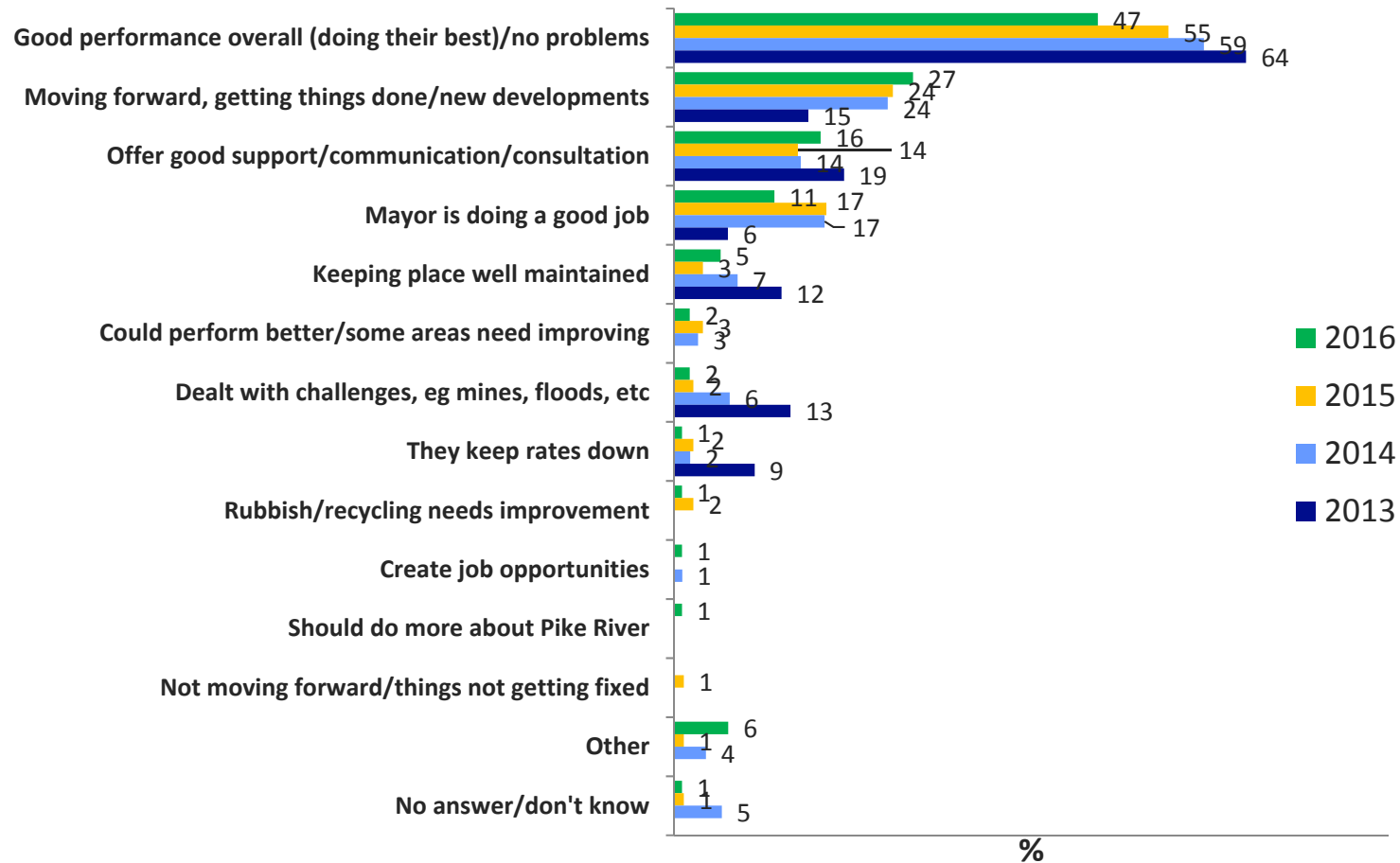
Total sample: 350

Note: this question was not asked in 2011



Reasons why extremely or very satisfied with performance of Grey District Council over last 12 months

Q. Why do you say that?



In 2016, reasons most commonly given by those who are extremely or very satisfied with performance is that it has been good overall (47%) and is moving forward, getting things done (27%).

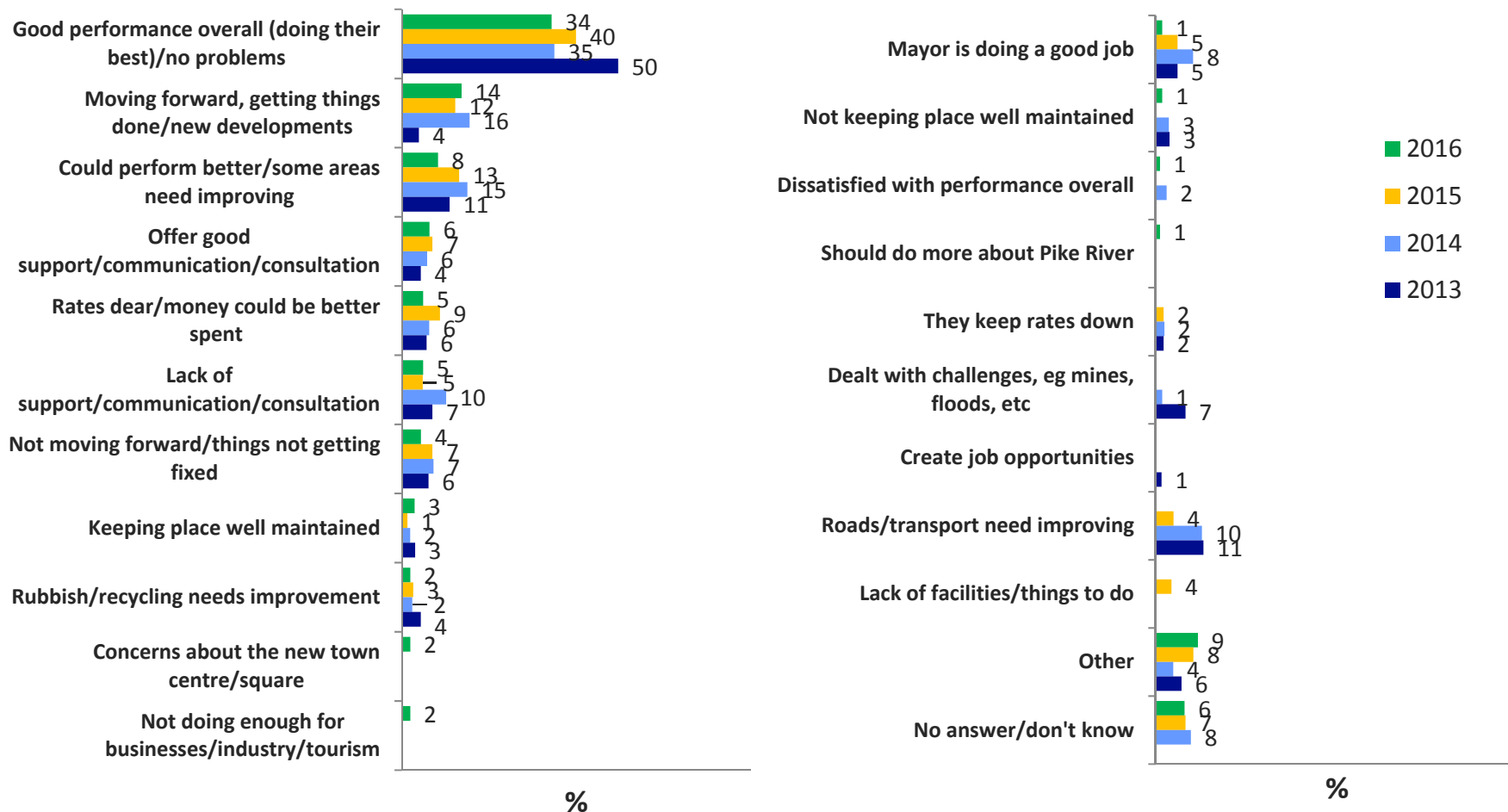
Sample: those extremely or very satisfied with performance: 2013: 100; 2014: 113; 2015: 94; 2016: 116

Note: this question was not asked in 2011



Reasons why quite satisfied or quite dissatisfied with performance of Grey District Council over last 12 months

Q. Why do you say that?



Reason most stated by those quite satisfied/dissatisfied with Council is good performance overall (34%) as well as could perform better/ areas need improving (8%), rates dear/ money better spent (5%) and lack of support/ communication/ consultation (5%).

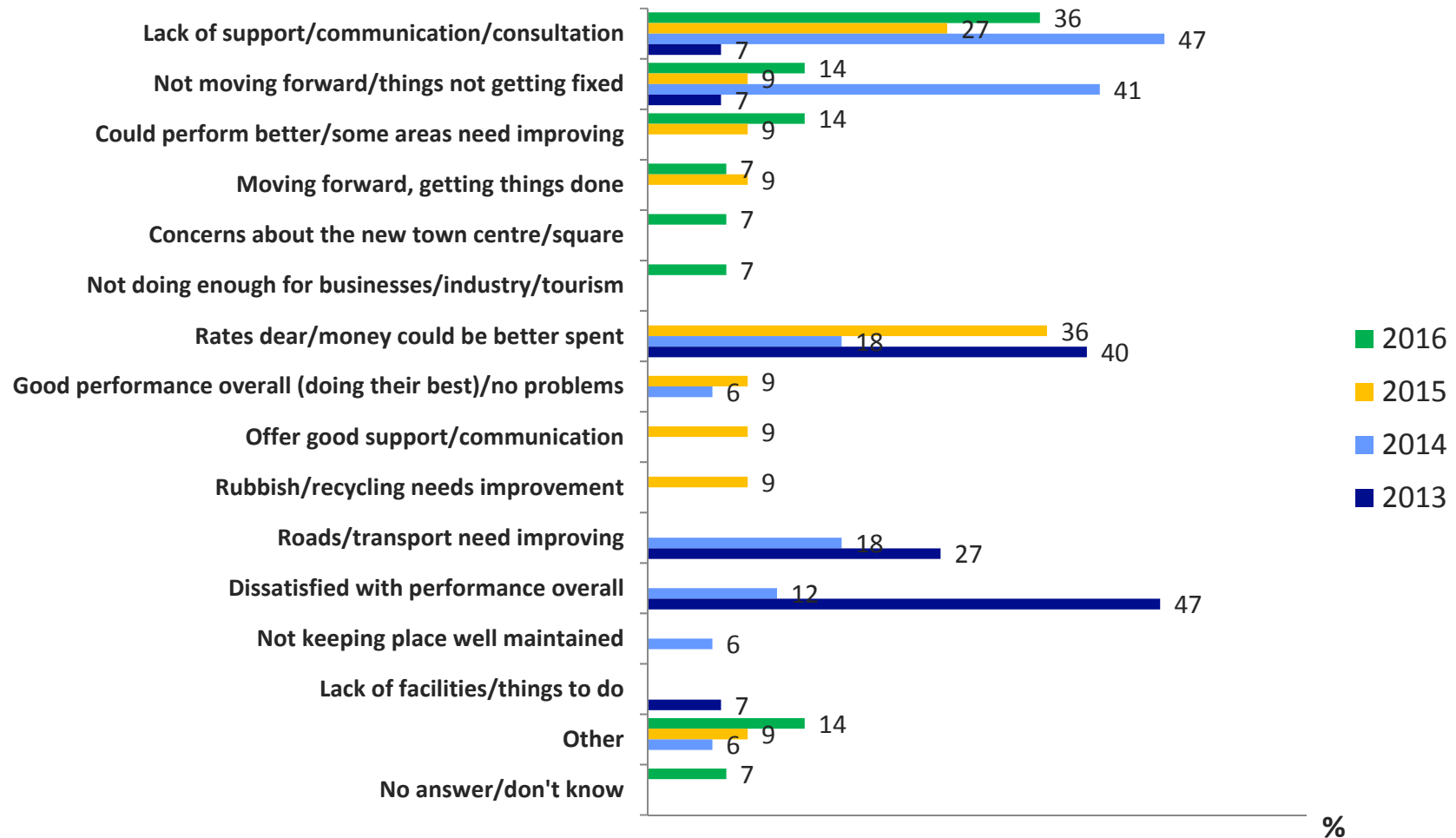
Sample: those quite satisfied or quite dissatisfied with performance: 2013: 228; 2014: 206; 2015: 228; 2016: 204

Note: this question was not asked in 2011



Reasons why very or extremely dissatisfied with performance of Grey District Council over last 12 months

Q. Why do you say that?



In 2016, most common reason for being very or extremely dissatisfied with performance was the lack of support/ communication/ consultation (36%).

Sample: those extremely or very dissatisfied with performance: 2013: 15*; 2014: 17*; 2015: 11*; 2016: 14*

* Note: small sample size – results indicative only

Note: this question was not asked in 2011



Satisfaction with performance of Mayor and Councillors

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

	Don't know/NA	Extremely dissatisfied (1)	Quite dissatisfied (3)	Very dissatisfied (2)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score	
2016 Total sample (350)	7	12	4	48	26	11		7	86	4.42	
2015 Total sample (350)	5	12	9	50	26	8		12	83	4.27	
2014 Total sample (350)	3	13	10	39	34	10		14	83	4.35	
2013 Total sample (350)	2	13	10	49	26	9		15	83	4.23	
2011 Total sample (350)	2	2	14	44	34	13		7	91	4.47	
2016	Aged: 18-24 (37*)		5	57	24	14		-	95	4.54	
	25-49 (140)		5	14	56	24	10	5	90	4.40	
	50-64 (105)		10	23	8	48	22	8	12	77	4.20
	65+ (68)		9	11	3	28	38	19	6	85	4.73

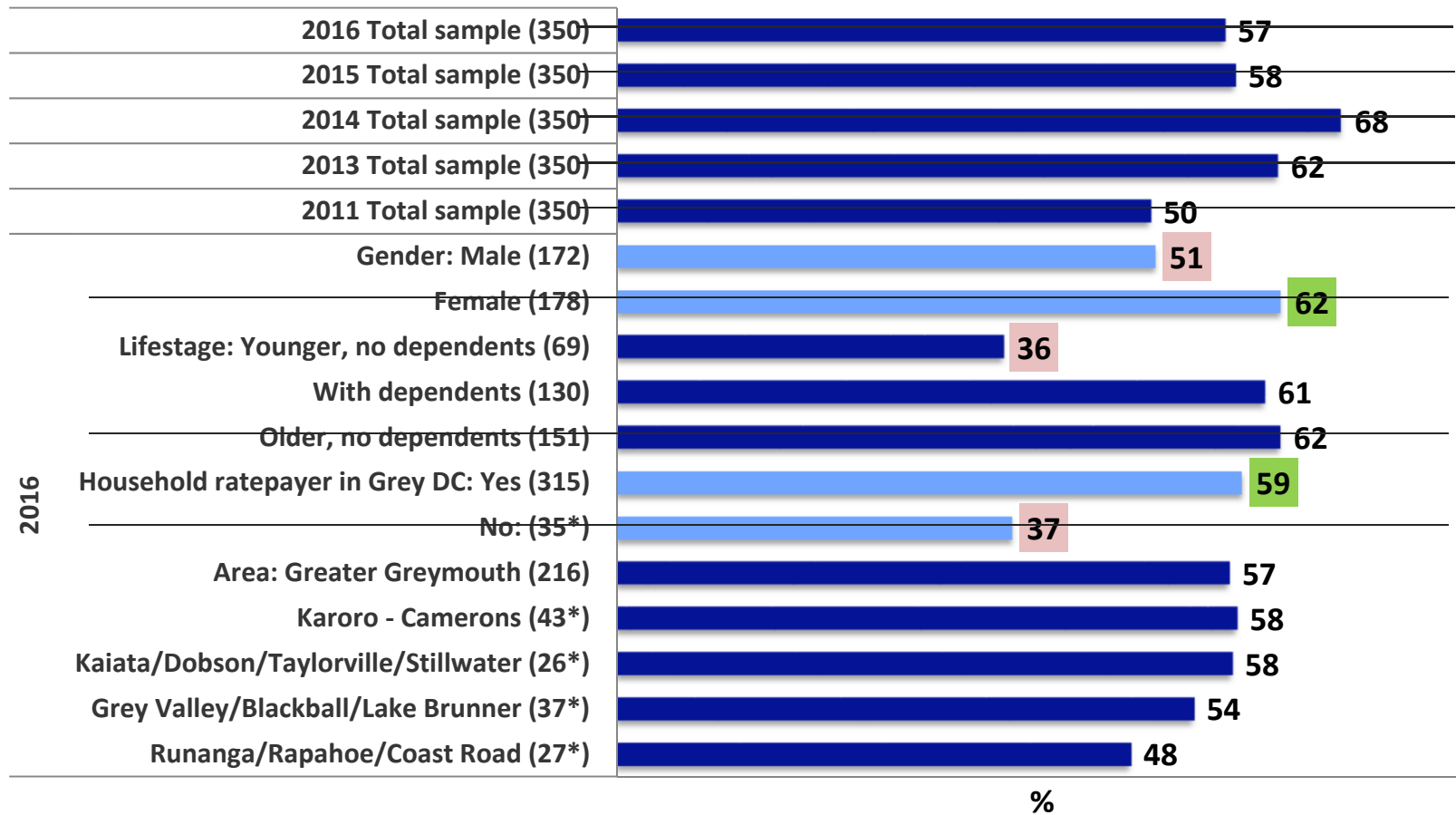
Satisfaction with performance of Mayor and Councillors (86%) is marginally higher than 2013 – 2015 (83% extremely/ very/ quite satisfied) but remains lower than in 2011 (91%).

Total sample: 350



Contact with Council offices in last 12 months

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



Residents were less likely to have contacted the Council offices in last 12 months in 2016 (57%) and 2015 (58%) than in 2013 (62%) and 2014 (68%).

Males (51%), younger people with no dependents (36%) and non-ratepayers (37%) least likely to have had contact.

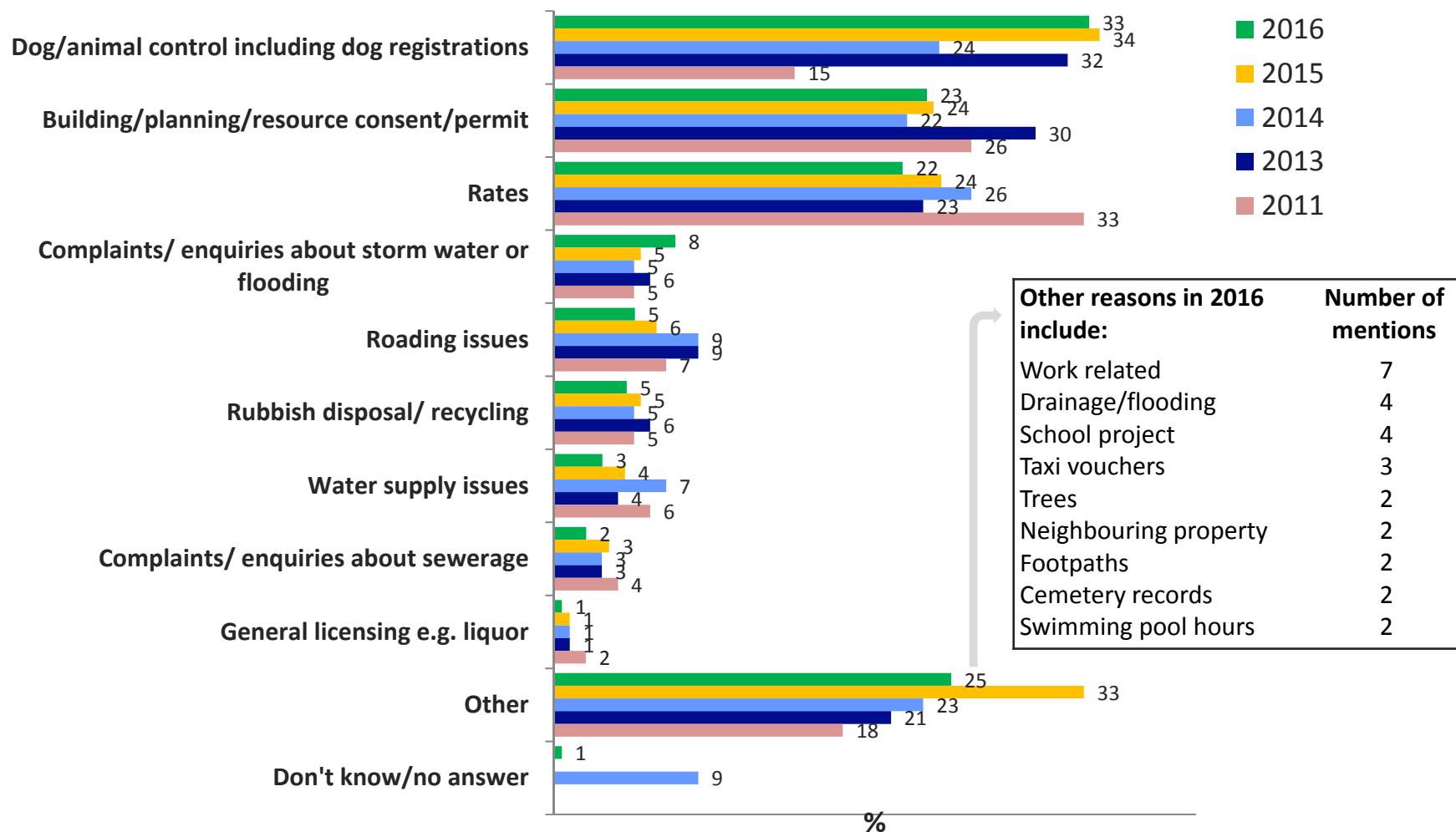
Runanga/Rapahoe/Coast Road residents were the least likely to have had contact (48% compared with 54%-58% of residents in other areas), although these differences are indicative only.

Sample: refer to () * Note: small sample size – results indicative only



Reasons for contacting Council offices

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



Consistent with previous years, the three most common reasons for contacting Council offices were dog/ animal control/ dog registrations (33%), building/ planning/ resource consent/ permits (23%) and rates (22%).

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



Reasons for contacting Council offices by area, 2016

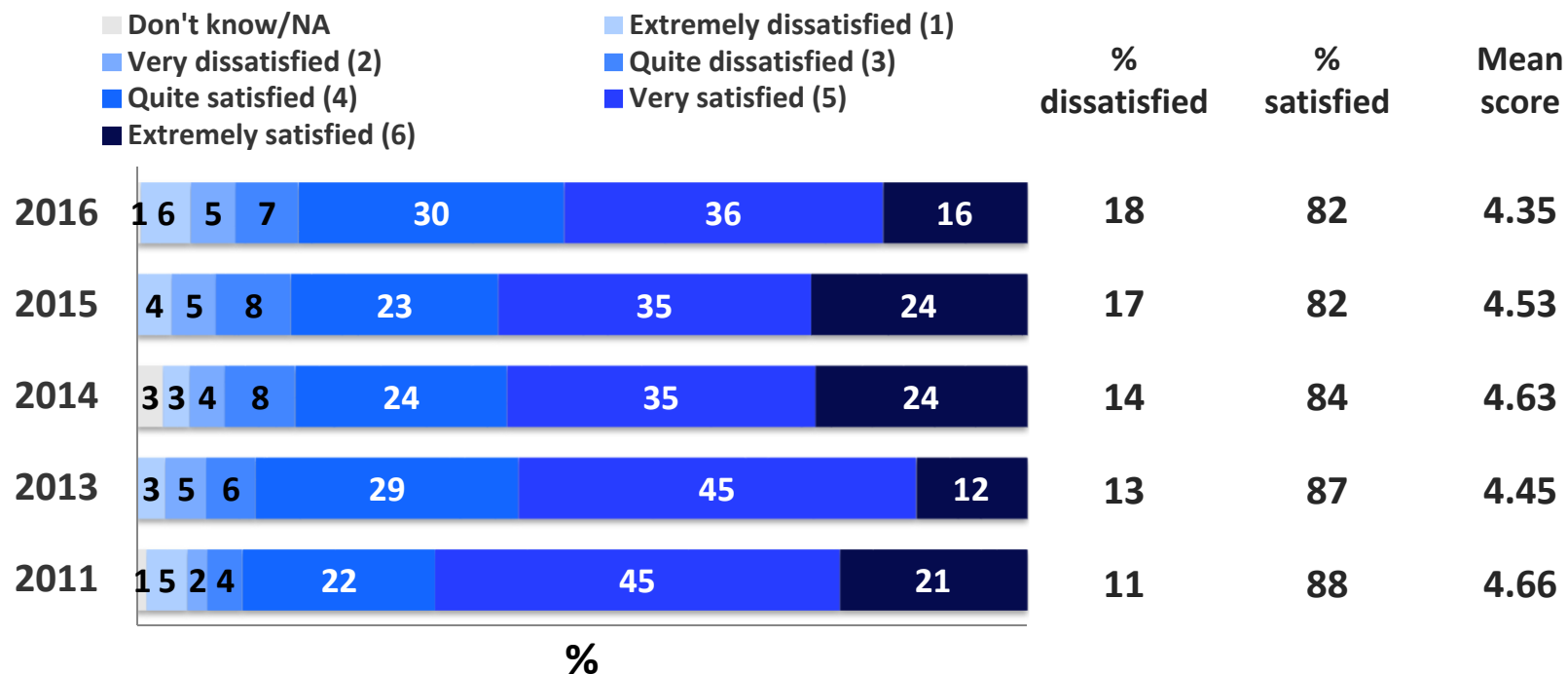
	Total (198) %	Area				
		Greater Grey- mouth (124) %	Karoro – Camerons (25*) %	Kaiata/Dobson/ Taylorville/ Stillwater (15*) %	Grey Valley/ Blackball/Lake Brunner (20*) %	Runanga/ Rapahoe/ Coast Road (13*) %
Dog/animal control including dog registrations	33	29	40	60	30	31
Building/planning/resource consent/permit	23	19	20	27	40	38
Rates	22	23	28	13	20	15
Complaints/enquiries about storm water or flooding	8	11	4	-	-	-
Roading issues	5	6	4	7	-	-
Rubbish disposal/ recycling	5	-	8	20	10	15
Water supply issues	3	4	-	7	-	-
Complaints/enquiries about sewerage	2	2	-	7	-	-
General licensing e.g. liquor	1	1	-	-	-	-
Other	25	27	40	13	5	15

Sample sizes are small and findings indicative only aby area.



Satisfaction with overall service from Council offices

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



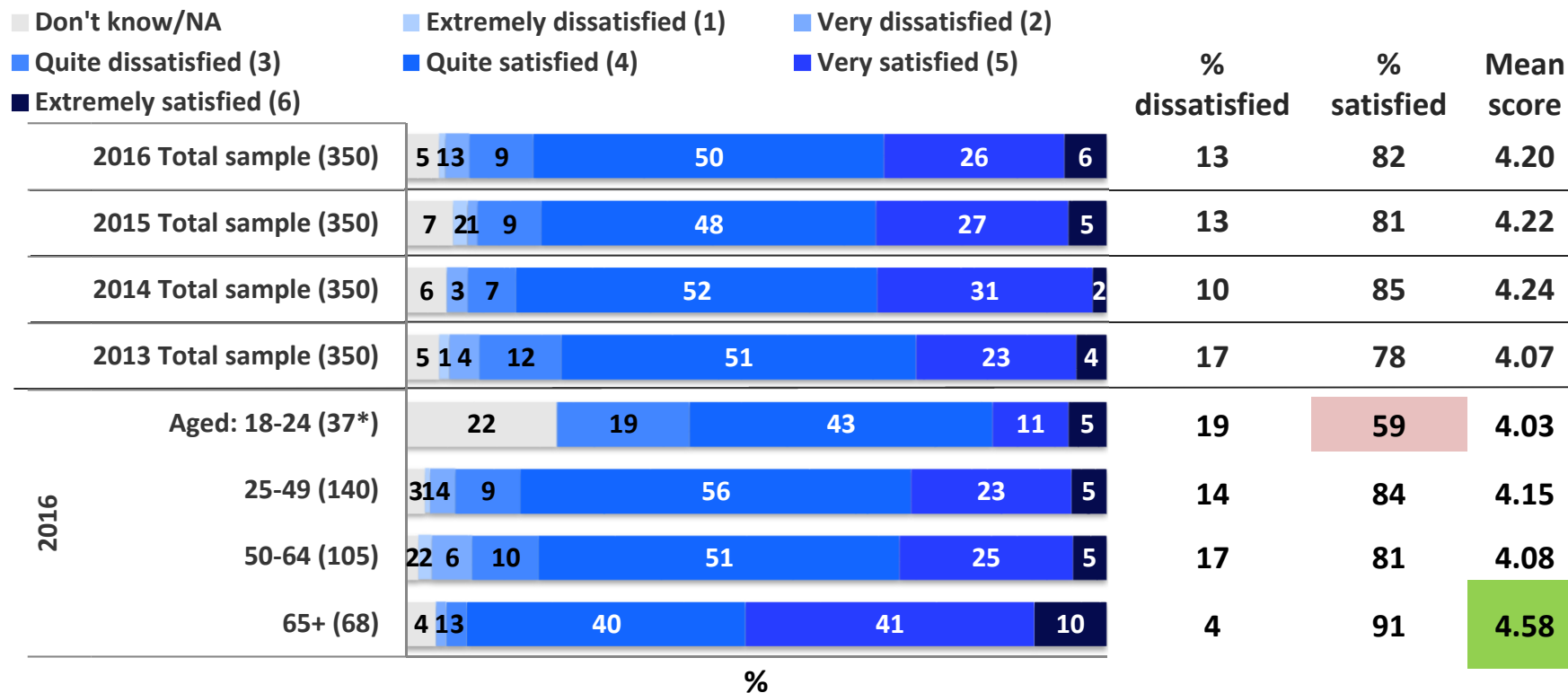
Similar to previous years, 82% of those who contacted the Council offices are satisfied with the overall service they received.

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



Satisfaction with information received from the Council

Q. How satisfied are you with the information you receive from the Council?



82% of residents in 2016 were satisfied with the information they received, with 26% very and 6% extremely satisfied. Satisfaction remains marginally lower than in 2014 (85%) but higher than in 2013 (78%).

Satisfaction is lowest for residents aged 18-24 (59%) but many stated they don't know (22%).

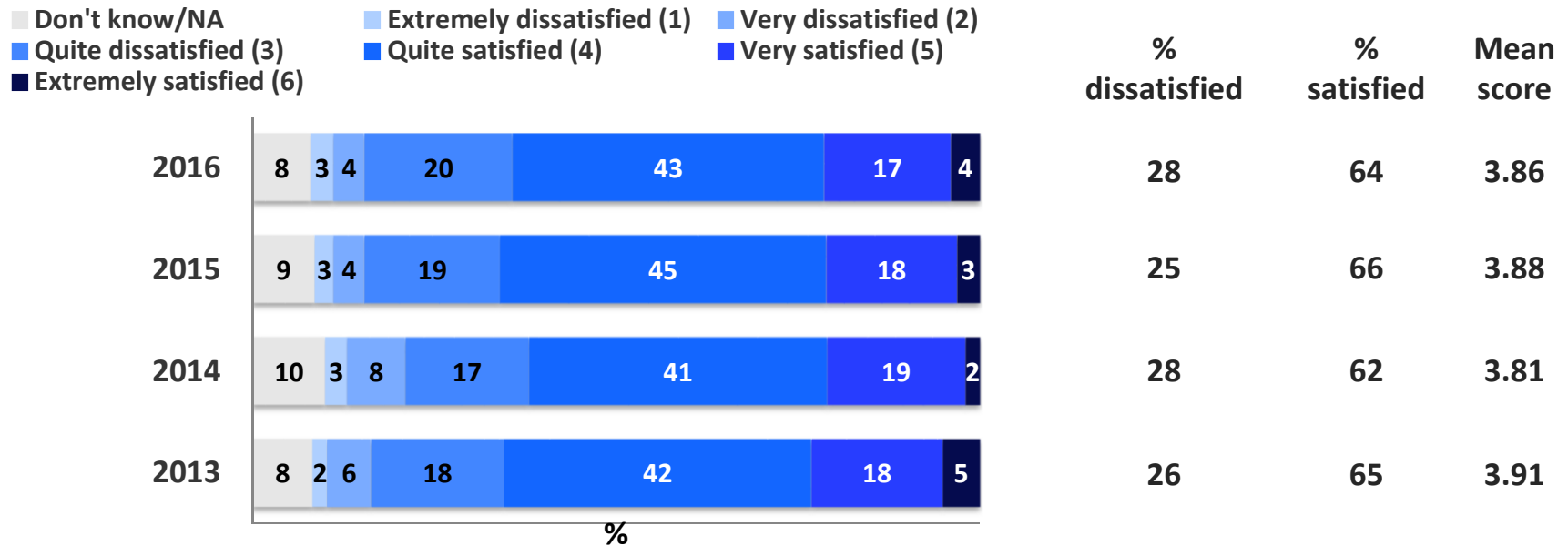
Sample: refer to () * Note: small sample size – results indicative only

This question was not asked in 2011



Satisfaction that the Council consults with residents on important issues

Q. How satisfied are you that Council consults with residents on important issues?



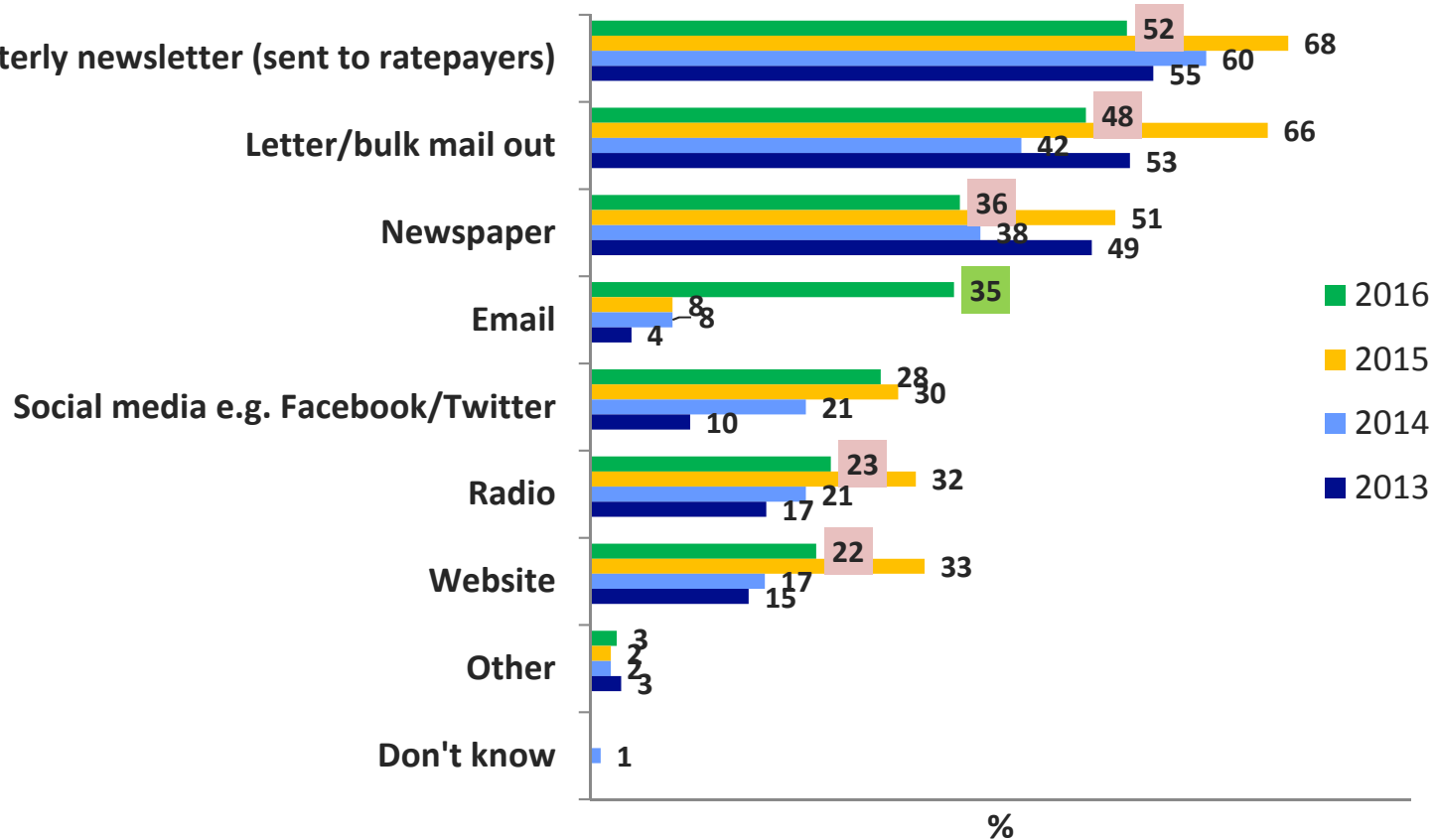
64% of residents state they are satisfied that the Council consults with residents on important issues, while 28% are dissatisfied. This result is similar to in previous years and indicates there is an opportunity for improvement.

Total sample: 350



Preferred method of receiving information from the Council

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



Residents' most preferred option for receiving information is a quarterly newsletter sent to ratepayers (52%), followed by a letter/bulk mail out (48%), newspaper (36%) and via email (35%).

Of note, email is significantly more popular in 2016 than previously (4%-8%), and quarterly newsletter, letter/bulk mail outs and newspapers significantly less than 2015 (68%, 66% and 51% respectively).

Total sample: 350



Preferred method of receiving information from the Council by age, 2016

	Total (350) %	Age				Ratepayer in Grey DC	
		18-24 (37*) %	25-49 (140) %	50-64 (105) %	65+ (68) %	Yes (315) %	No (35*) %
Council quarterly newsletter (sent to ratepayers)	52	24	46	60	68	55	31
Letter/bulk mail out	48	46	44	51	53	48	54
Newspaper	36	24	35	35	46	35	43
Email	35	43	49	25	19	37	26
Social media e.g. Facebook/Twitter	28	54	40	19	4	28	34
Radio	23	30	29	18	18	23	31
Website	22	32	26	22	9	21	29

Residents aged 18-24 and 25-49 are significantly more likely than older residents to prefer receiving information from the Council via social media (54% and 40% respectively compared with 19% of 50-64 year olds and 4% of those aged 65+).

25-49 are significantly more likely than those 50-64 or 65+ to prefer email (49%, 25% and 19% respectively).

Those 18-24 (24%) are least likely and those 65+ most likely (68%) to prefer a quarterly newsletter.

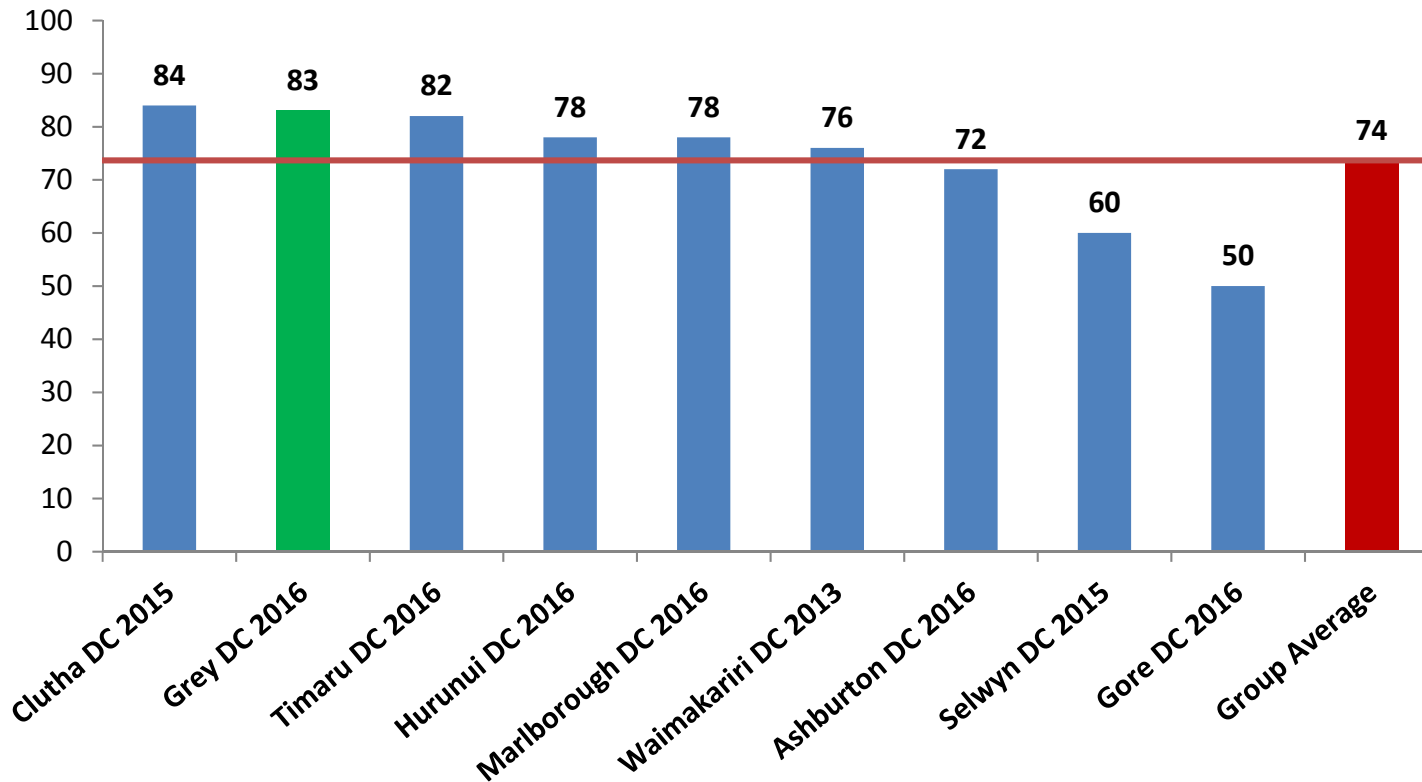
Sample: refer to () * Note: small sample size – results indicative only



Council comparison benchmark data



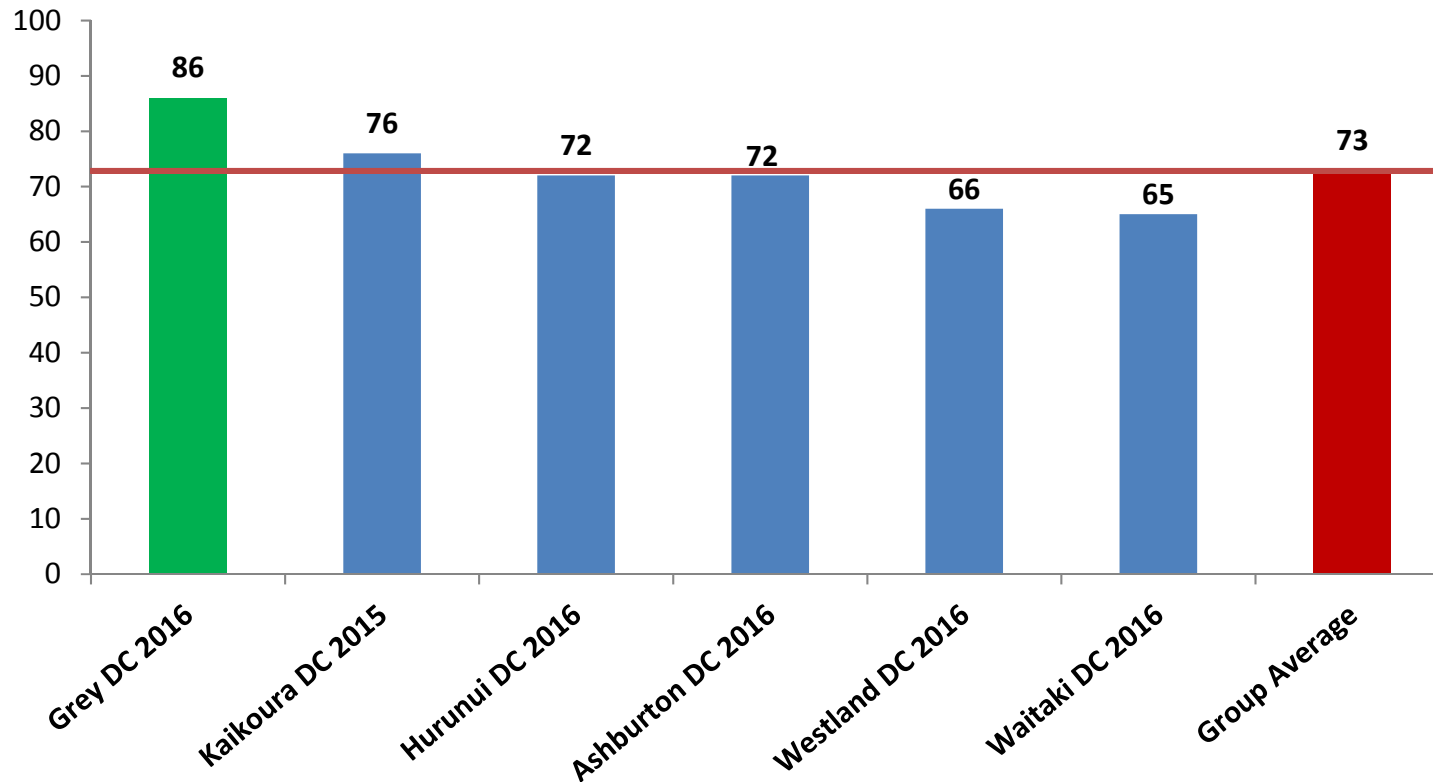
Overall satisfaction with performance of the Council



Overall satisfaction with Grey District Council's performance is higher than for the group of Councils on average.



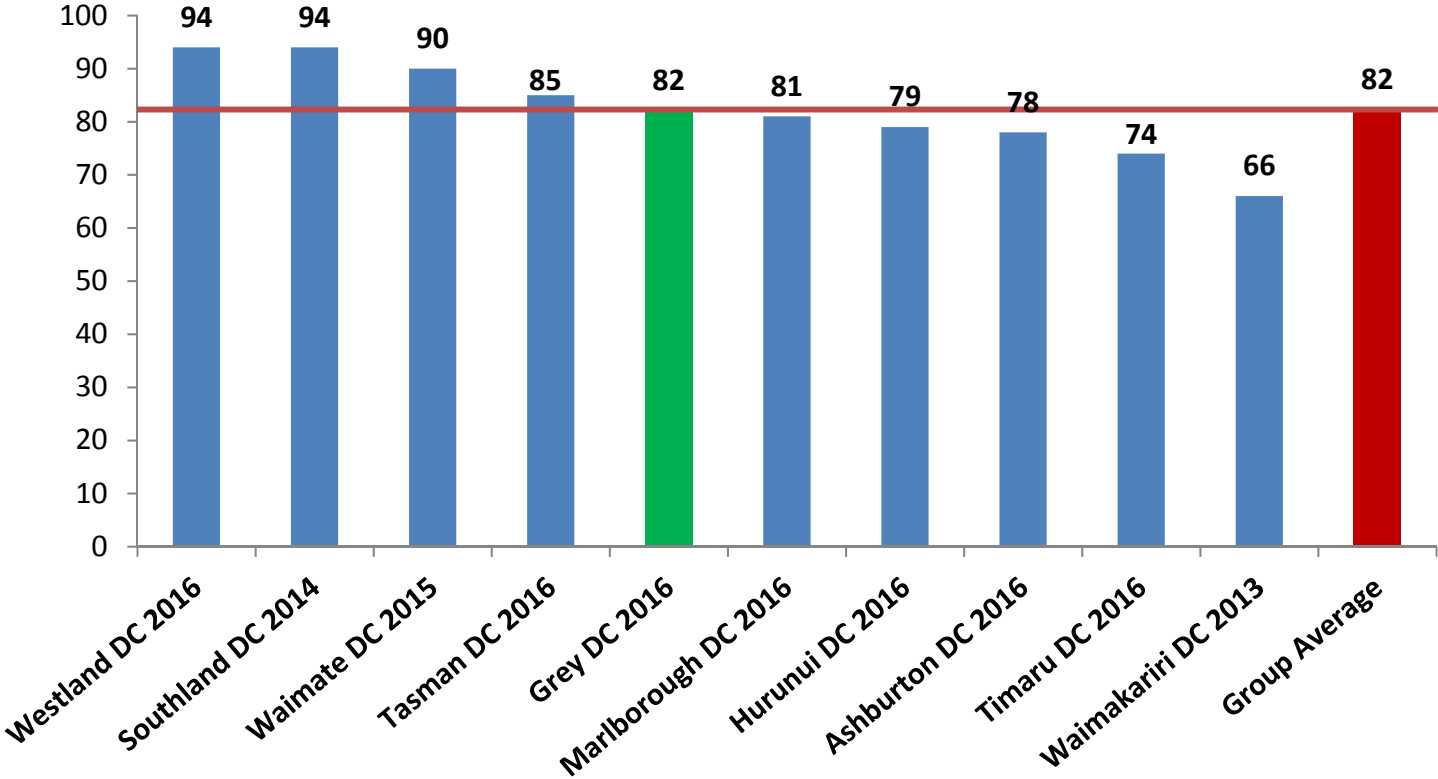
Satisfaction with the performance of the Mayor and Councillors



Satisfaction with the performance of Grey District Council's Mayor and Councillors is also higher than for the group of Councils on average.



Satisfaction with the overall service received from Council offices



The level of satisfaction with the overall service received from Grey District Council's offices is on par with the average for the group of Councils.

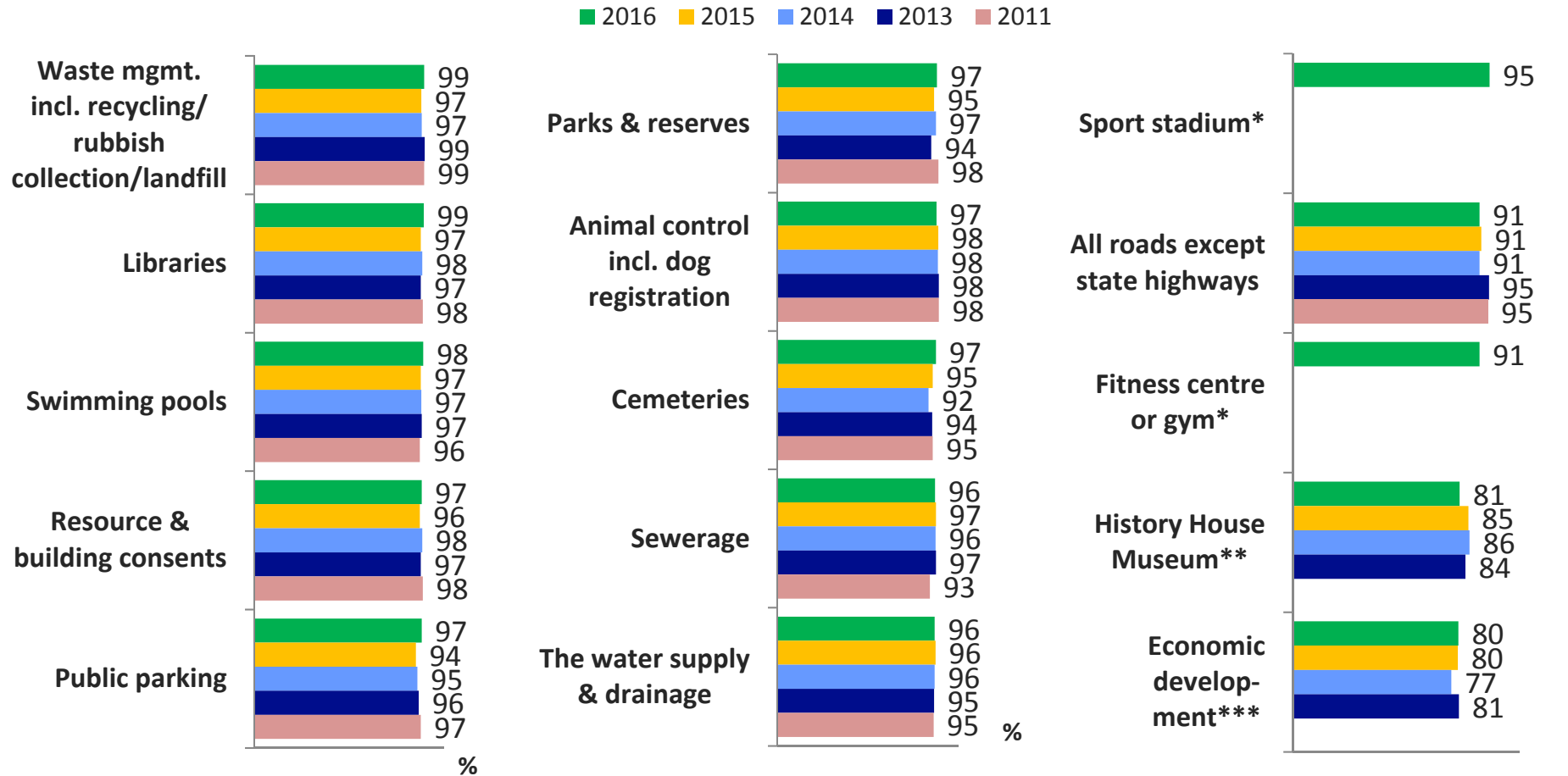


Awareness, use of and satisfaction with Council facilities and services



Awareness of Council as a provider of services

Q. Grey District Council is the provider of a number of services and activities in the area. Please tell me if you are aware that Grey District Council is responsible for administering the following services?



Awareness of Council provided services is high. It was lowest for History House Museum (81%) and Council's economic development services (80%).

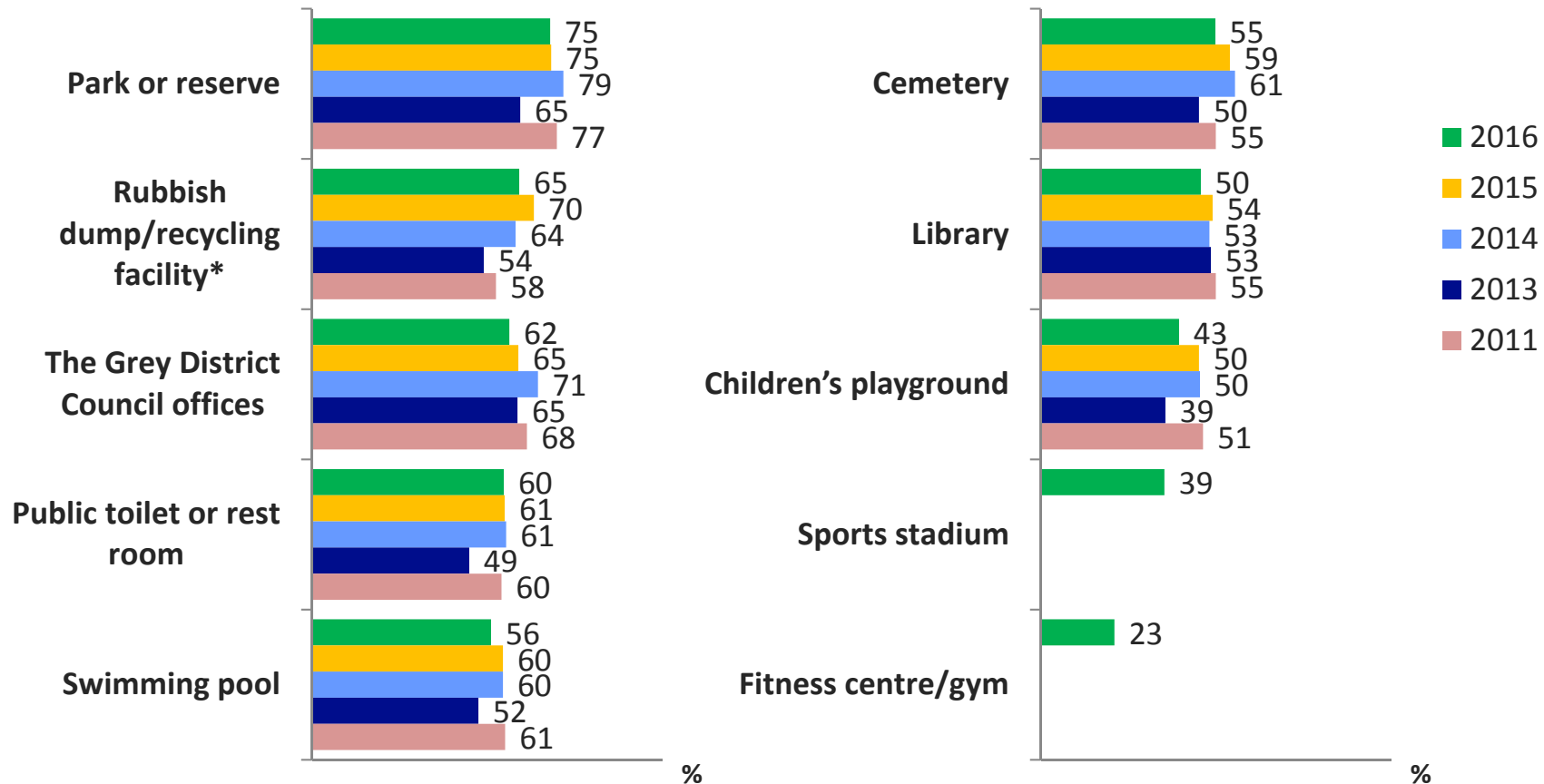
Total sample: 350

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



Grey District Council services used or visited in the last 12 months

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



Residents in 2016 are most likely to have used or visited a park or reserve (75%), followed by the rubbish dump/recycling facility (65%) and the Council offices (62%) 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 the last 12 months by gender and life stage, 2016

	Total (350) %	Gender		Life Stage		
		Male (172) %	Female (178) %	Younger, no dependents (69) %	With dependents (130) %	Older, no dependents (151) %
Park or reserve	75	72	78	75	92	60
Rubbish dump/recycling facility*	65	74	57	55	73	63
The Grey District Council offices	62	54	70	43	65	68
Public toilet or rest room	60	59	62	54	65	60
Swimming pool	56	51	62	57	77	38
Cemetery	55	46	63	39	51	66
Library	50	40	61	51	53	48
Children's playground	43	38	49	33	65	30
Sports stadium	39	40	38	55	50	22
Fitness centre/gym	23	20	26	30	29	15

Females were significantly more likely to have visited Council offices (70% vs. 54%), a cemetery (63% vs. 46%) and a library (61% vs. 40%) and less likely a rubbish dump/recycling facility (57% vs. 74%) in the last 12 months.

Those with dependents were significantly more likely to have visited a park or reserve (92%), rubbish dump/recycling facility (73%), swimming pool (77%) or children's playground (65%).

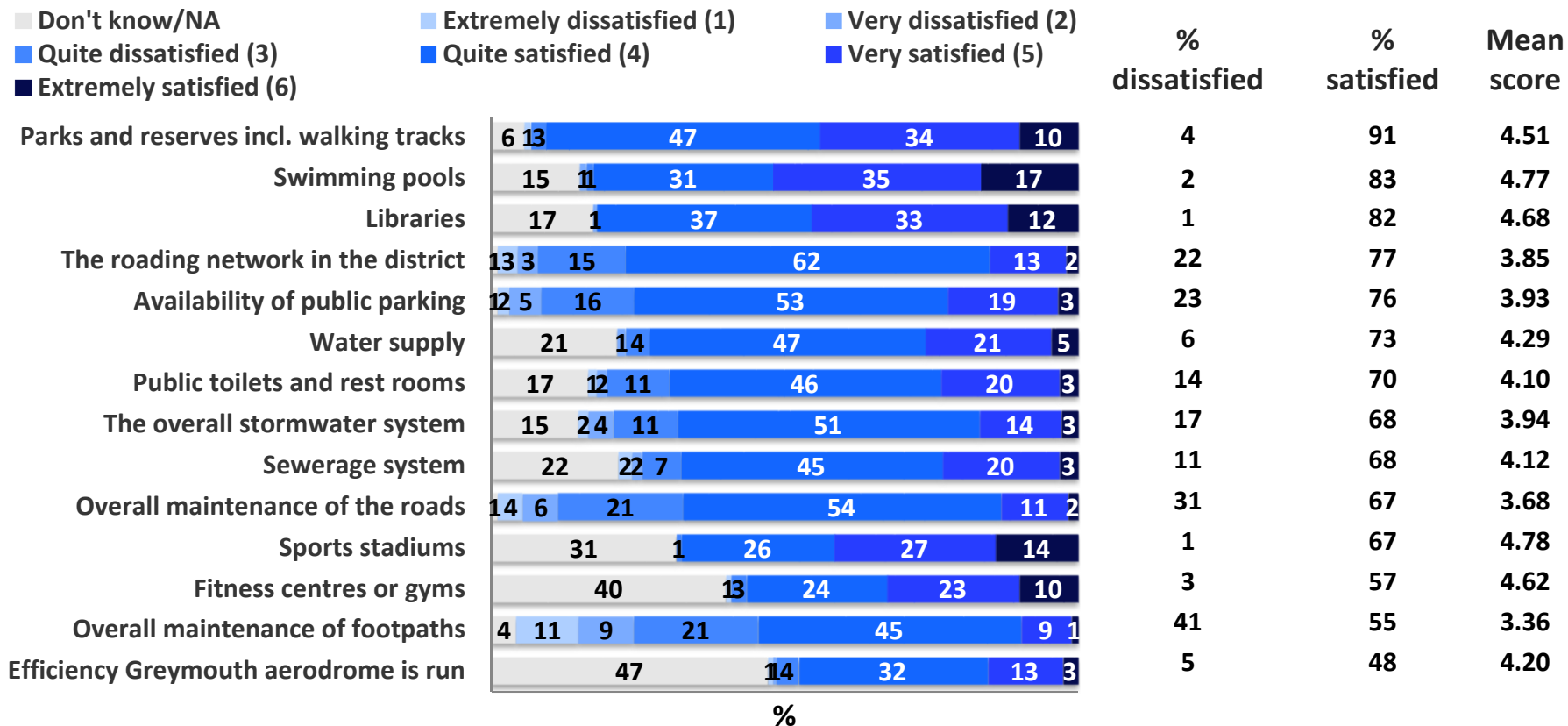
Older people were significantly less likely to have visited a sports stadium (22% vs. 55% of younger people and 50% of those with dependents) and significantly more likely to have visited a cemetery (66%).

Sample: refer to ()



Satisfaction with Council facilities and services, 2016

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:



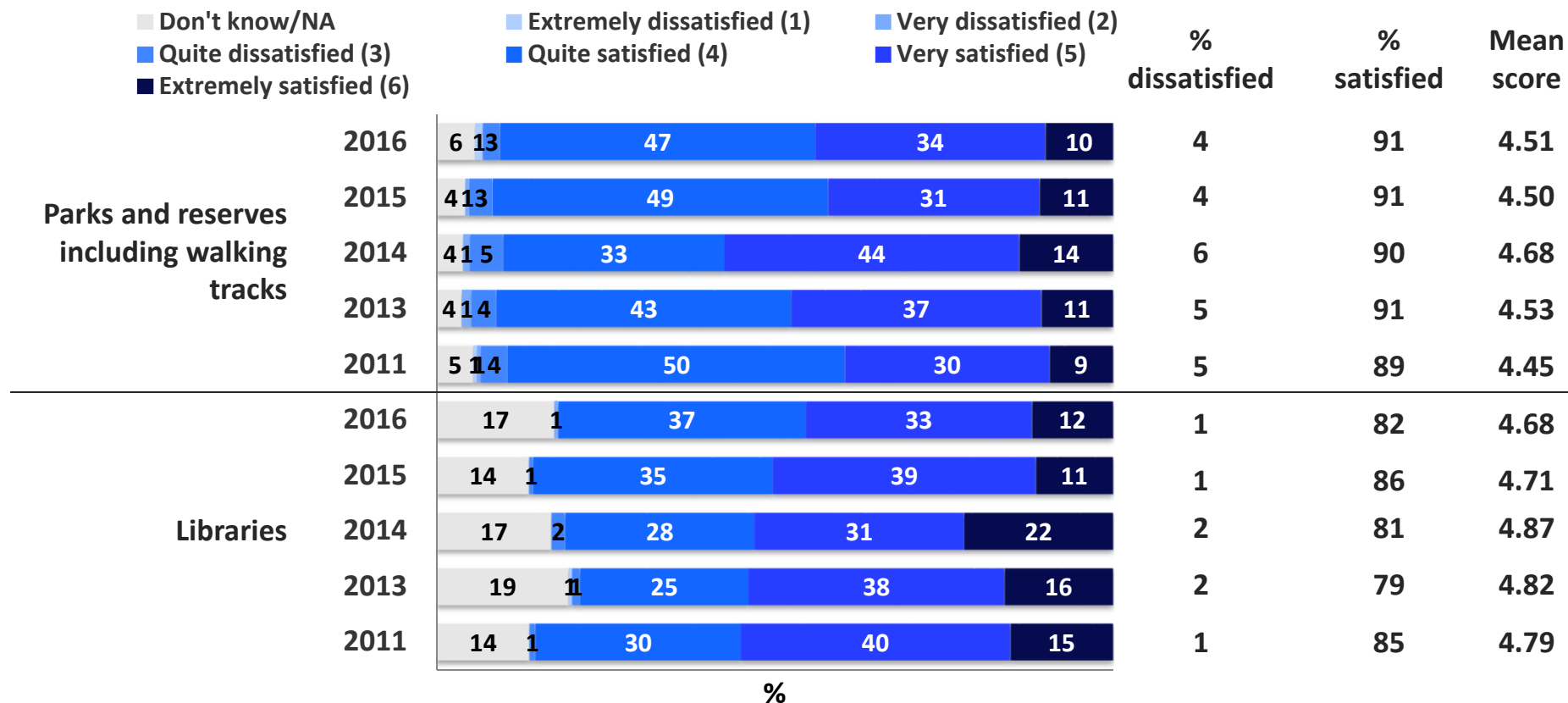
Parks and reserves have the highest satisfaction rating (91%) satisfied, followed by swimming pools (83%) and libraries (82%).

It is lowest for overall maintenance of footpaths (55%) and also fitness centres or gyms (57%), and aerodrome efficiency (48%), although high proportions did not rate these two facilities (40% and 47% respectively).



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:



Of all the Council services, parks and reserves have the highest satisfaction rating, with 91% stating they are extremely, very or quite satisfied. This is similar to previous years.

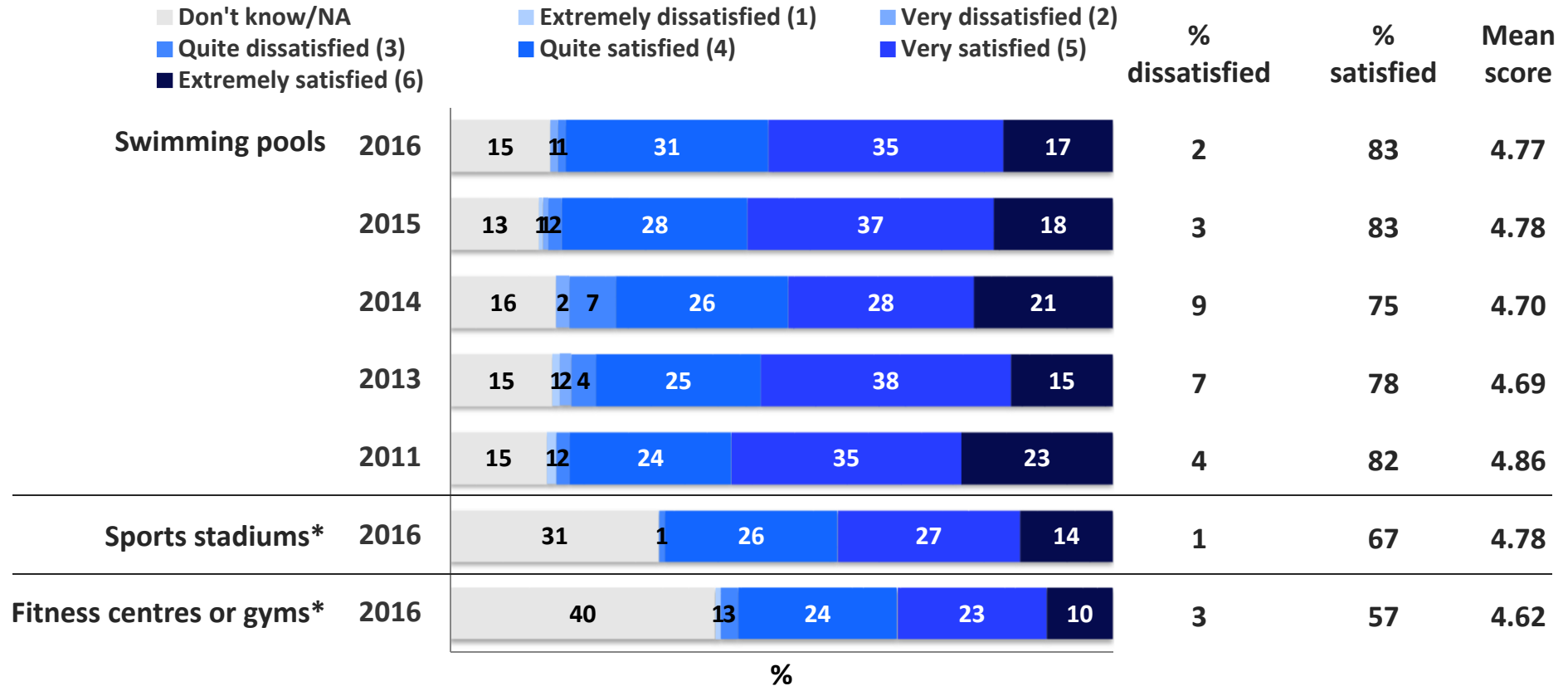
The proportion satisfied with libraries (82%) is down marginally since 2015 (86%) and is similar to in 2014 (81%).

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:



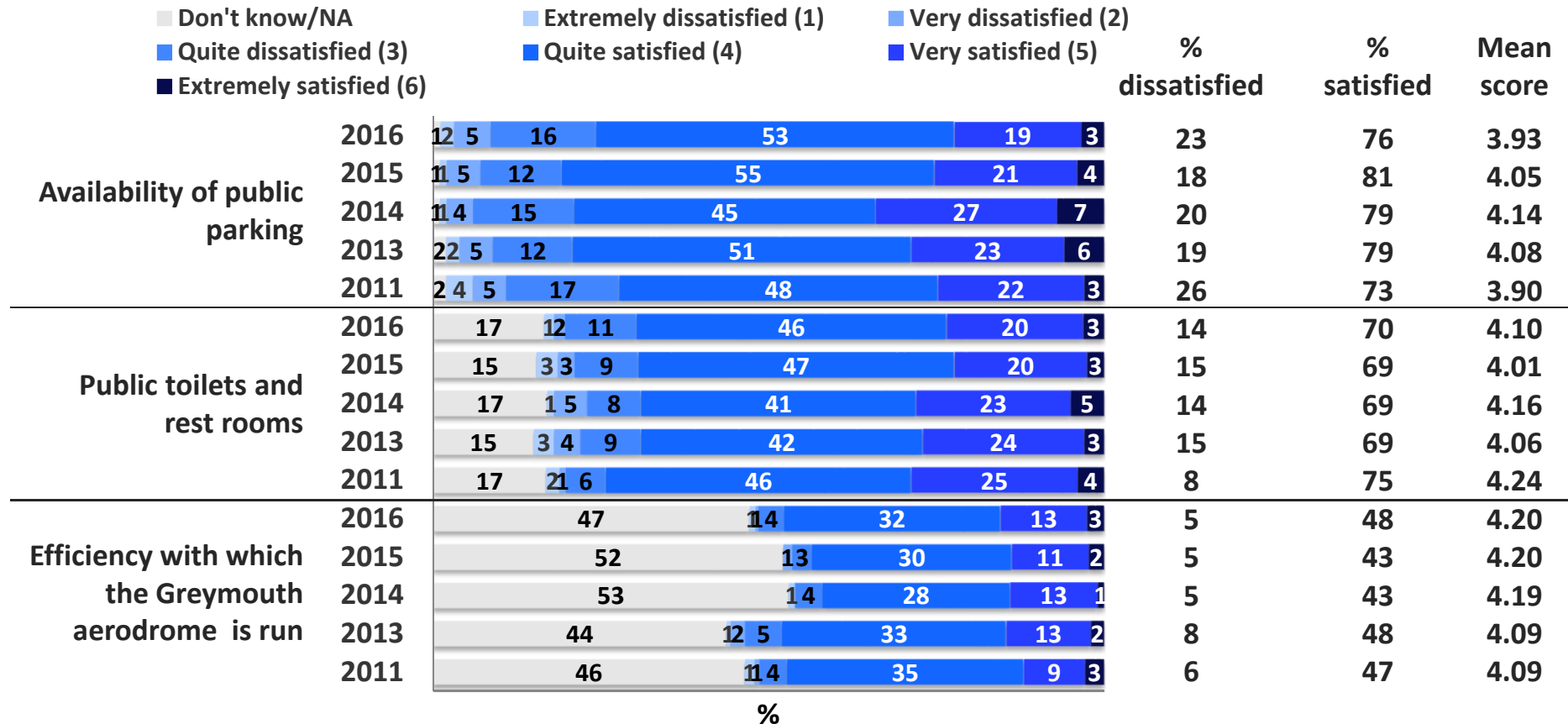
The majority are satisfied with swimming pools (83%) this is higher than in 2014 (75%).

While satisfaction with sports stadiums and fitness centres or gyms is lower (67% and 57% respectively), relatively high proportions are unable to rate their satisfaction with these facilities (31% and 40% respectively) and very few (1% and 3% respectively) state they are dissatisfied.



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:



Most are satisfied with availability of public parking (76%) and 70% are satisfied with the public toilets and restrooms. Satisfaction with public parking is marginally lower than in 2015 (81%).

Similar to previous years, almost half (48%) are satisfied with the efficiency with which the aerodrome is run, and 5% are dissatisfied, with the remainder stated 'don't know'.



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
Sewerage system	2016	22	22	7	45	20	3		11	68	4.12
	2015	19	21	3	46	23	5		7	74	4.24
	2014	18	2	4	9	46	16	6	14	68	4.08
	2013	19	3	4	7	47	15	5	14	67	4.00
	2011	21	3	4	6	42	20	5	12	67	4.10
Water supply	2016	21	14		47	21	5		6	73	4.29
	2015	16	11	8	42	24	7		11	73	4.27
	2014	17	3	3	7	43	21	6	13	70	4.13
	2013	16	3	3	6	46	21	5	12	72	4.12
	2011	16	21	3		46	25	7	7	77	4.33
Stormwater system	2016	15	2	4	11	51	14	3	17	68	3.94
	2015	15	13	12		46	19	4	16	69	4.07
	2014	12	22	9		44	26	5	13	75	4.19
	2013	13	2	5	11	47	19	3	18	69	3.97
	2011	16	3	3	13	51	11	2	19	65	3.86

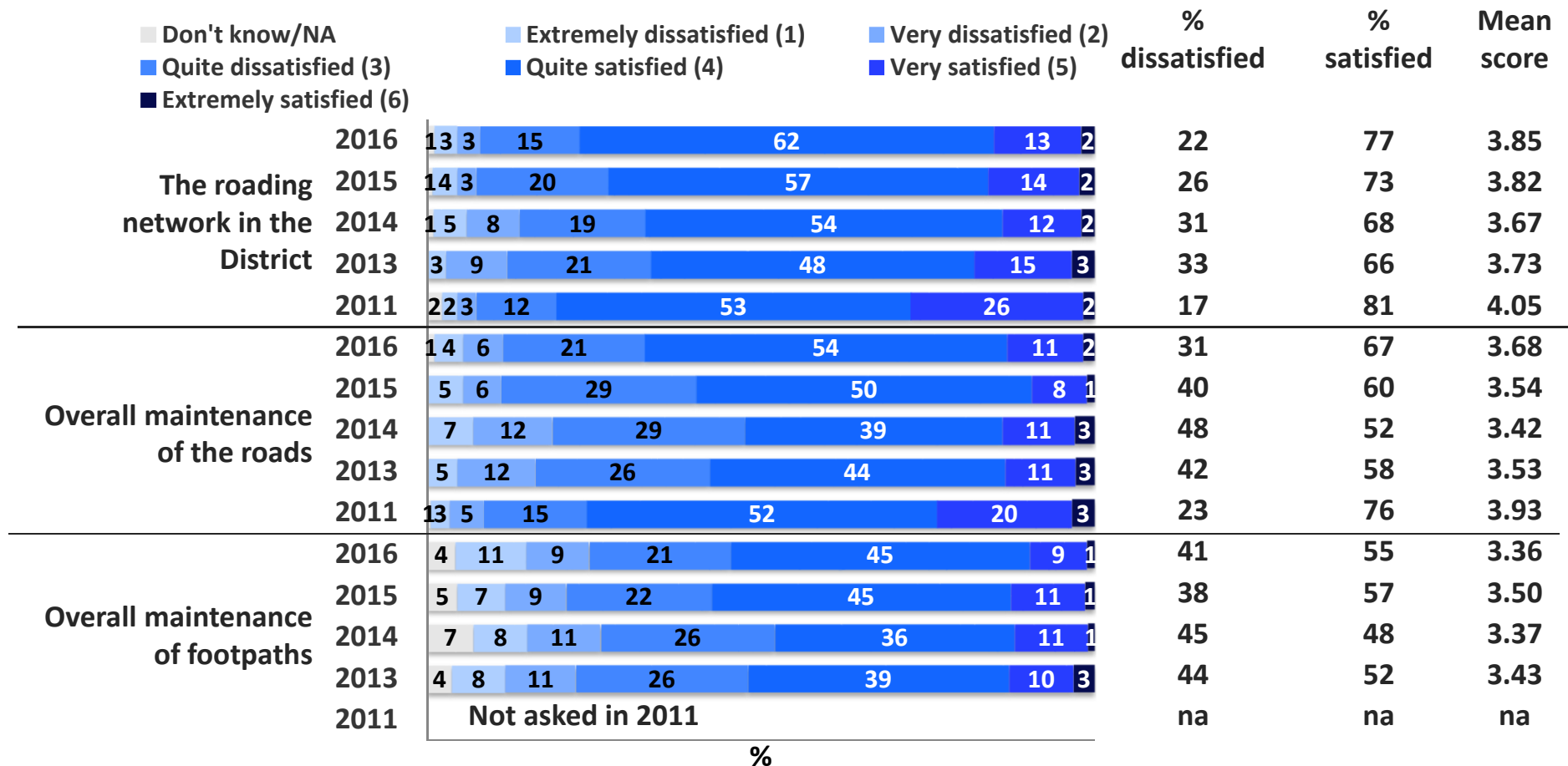
Two thirds (68%) are satisfied with the sewerage system in 2016, 73% with the water supply and 68% with the stormwater system. Satisfaction with the water supply and stormwater system is similar to in 2015 (73% and 69% respectively), while satisfaction with the sewerage system is down from 74% and at a similar level to prior to 2015.

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:



Satisfaction with the roading network (77%) and overall maintenance of the roads (67%) has continued to increase since 2014 (68% and 52% respectively), but remains lower than in 2011 (81% and 76% respectively).

Satisfaction with footpath maintenance (55%) is similar to in 2015 (57%) and higher than in 2014 (48%).



Satisfaction with Council facilities and services by gender and life stage, 2016

	% Dissatisfied						% Satisfied					
	Total (350) %	Gender		Life Stage			Total (350) %	Gender		Life Stage		
		Male (172) %	Female (178) %	Younger, no dependents (69) %	Has dependents (130) %	Older, no dependents (151) %		Male (172) %	Female (178) %	Younger, no dependents (69) %	Has dependents (130) %	Older, no dependents (151) %
Parks and reserves including walking tracks	4	5	3	6	5	2	91	90	91	93	93	87
Swimming pools	2	3	2	-	3	3	83	80	85	84	93	73
Libraries	1	-	1	-	-	1	82	76	88	83	83	81
The roading network in the district	22	24	19	17	28	18	77	75	79	83	70	81
Availability of public parking	23	19	27	26	24	21	76	80	72	74	75	77
Water supply	6	6	5	4	5	7	73	75	71	83	74	68
Public toilets and rest rooms	14	13	15	13	19	9	70	74	65	72	66	72
The overall stormwater system	17	19	15	13	20	16	68	68	69	75	65	68
Sewerage system	11	13	8	9	14	9	68	70	66	74	63	69
Overall maintenance of the roads	31	31	32	20	45	25	67	69	66	78	54	74
Sports stadiums	1	1	2	-	2	1	67	68	67	75	74	58
Fitness centres or gyms	3	2	4	1	3	5	57	56	57	68	62	46
Overall maintenance of footpaths	41	31	51	19	47	46	55	65	44	78	52	46
Efficiency with which the Greymouth aerodrome is run	5	6	4	7	8	1	48	49	46	52	42	50

Sample: refer to () *Caution small sample size – results indicative only



Satisfaction with Council facilities and services by area, 2016

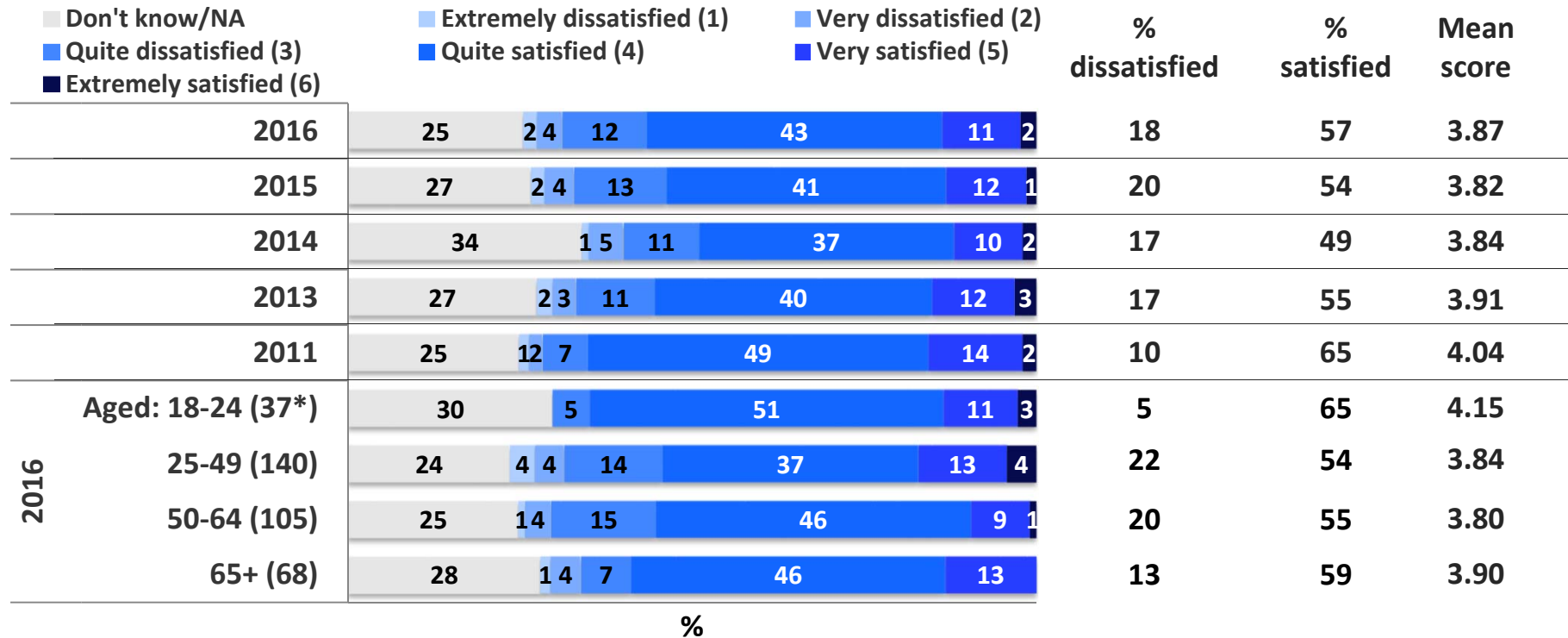
	% Dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (216) %	Karoro – Camerons (43*) %	Kaiata/Dobson/ Taylorville/ Stillwater (26*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runganga/ Rapahoe/ Coast Road (27*) %	Total (350) %	Greater Greymouth (216) %	Karoro – Camerons (43*) %	Kaiata/Dobson/ Taylorville/ Stillwater (26*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runganga/ Rapahoe/ Coast Road (27*) %
Parks and reserves including walking tracks	4	2	5	8	5	7	91	91	91	88	92	85
Swimming pools	2	3	-	-	3	-	83	82	84	85	78	85
Libraries	1	1	-	-	-	-	82	81	88	65	92	78
The roading network in the district	22	22	26	4	32	15	77	76	72	96	68	85
Availability of public parking	23	21	35	23	27	15	76	78	60	77	73	81
Water supply	6	4	5	19	-	19	73	88	53	69	22	59
Public toilets and rest rooms	14	14	12	12	14	15	70	65	72	77	86	74
The overall stormwater system	17	17	14	31	14	11	68	76	53	58	38	78
Sewerage system	11	12	7	23	-	7	68	79	51	62	22	74
Overall maintenance of the roads	31	31	30	23	41	30	67	67	70	77	59	70
Sports stadiums	1	1	2	-	-	-	67	71	70	50	51	70
Fitness centres or gyms	3	5	5	-	-	-	57	60	58	46	49	48
Overall maintenance of footpaths	41	46	28	23	35	48	55	51	63	65	59	48
Efficiency with which the Greymouth aerodrome is run	5	6	2	8	3	4	48	52	40	35	46	37

Sample: refer to () *Caution 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.



57% of residents are satisfied with Council's regulation of land use throughout the District in 2016. Satisfaction has continued to increase since 2014 (49%) but remains lower than in 2011 (65%).

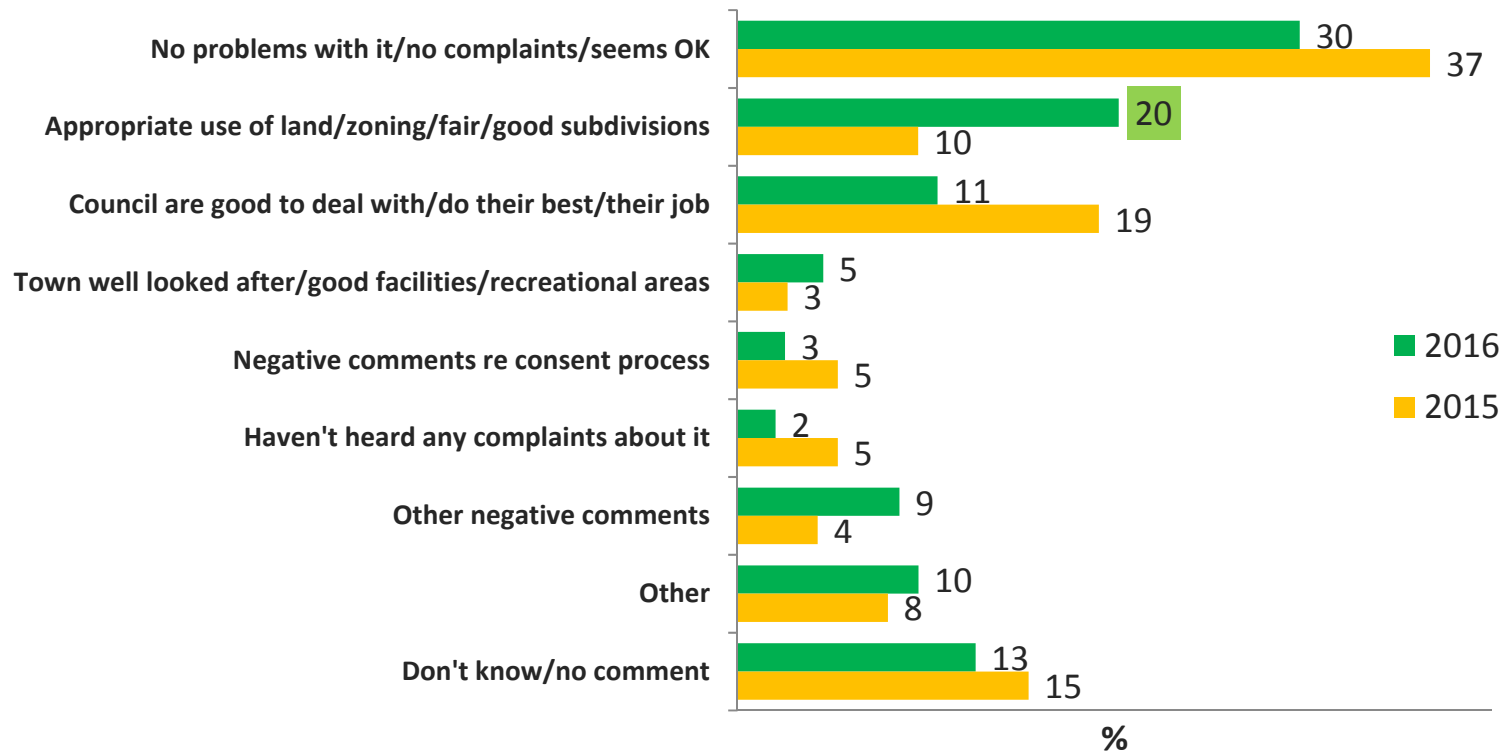
Total sample: 350

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 why satisfied 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?



The most commonly stated reasons for satisfaction with land use were that they have no problems with it/ no complaints/ seems OK (30%), followed by the appropriate use of land/ zoning/ fair/ good subdivisions (20%, up from 10% in 2015) and that the Council are good to deal with/ do their best/ their job (11%).

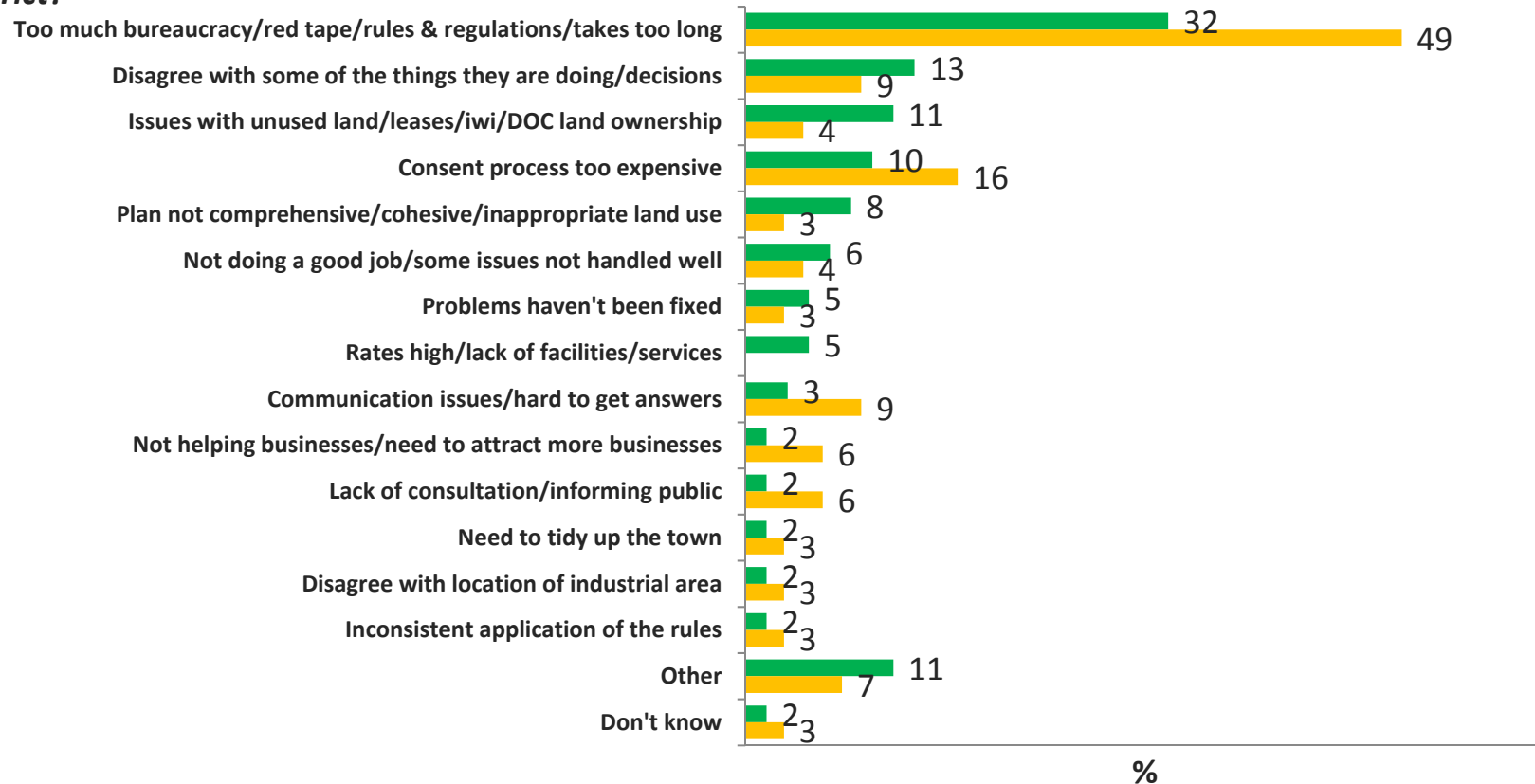
Sample: those satisfied with Council's regulation of land use: 2015: 188; 2016: 198

Note: this question was not asked prior to 2015



Reasons why dissatisfied 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?



The most common reasons for dissatisfaction with the regulation of land use relate to the consent process; that there is too much bureaucracy/ red tape/ rules and regulations/ takes too long (32%).

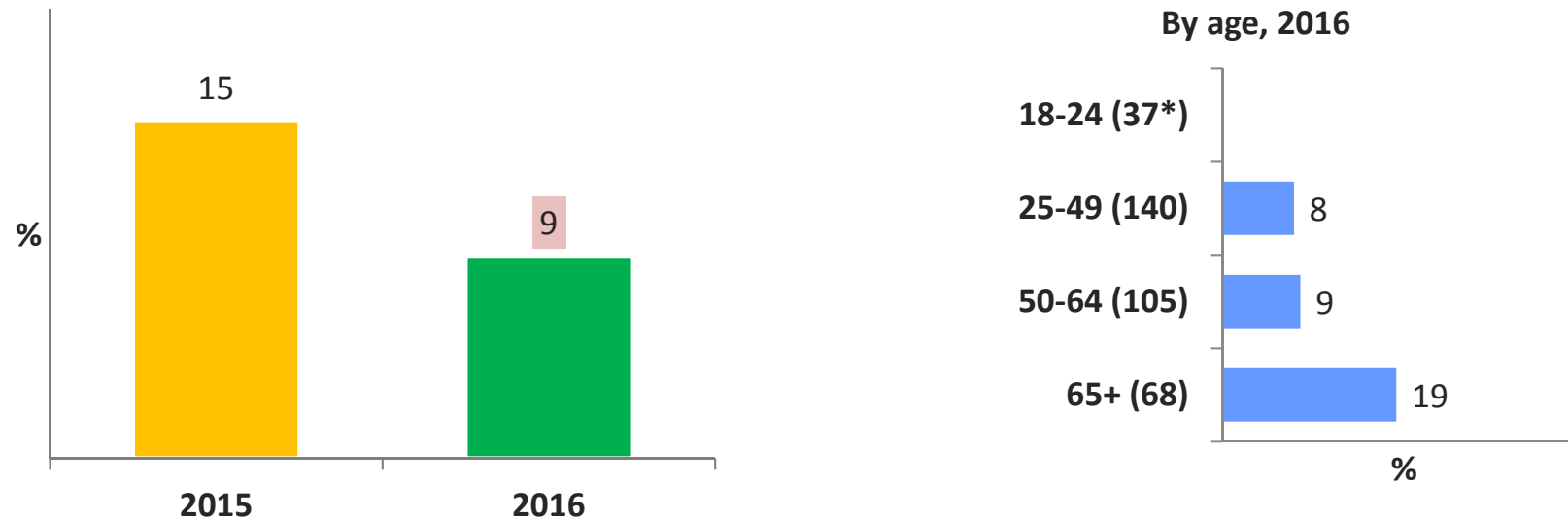
Sample: those dissatisfied with Council's regulation of land use: 2015: 69; 2016: 63

Note: this question was not asked prior to 2015



Whether visited the History House Museum in the last 12 months

Q. Have you visited the History House Museum in the last 12 months?



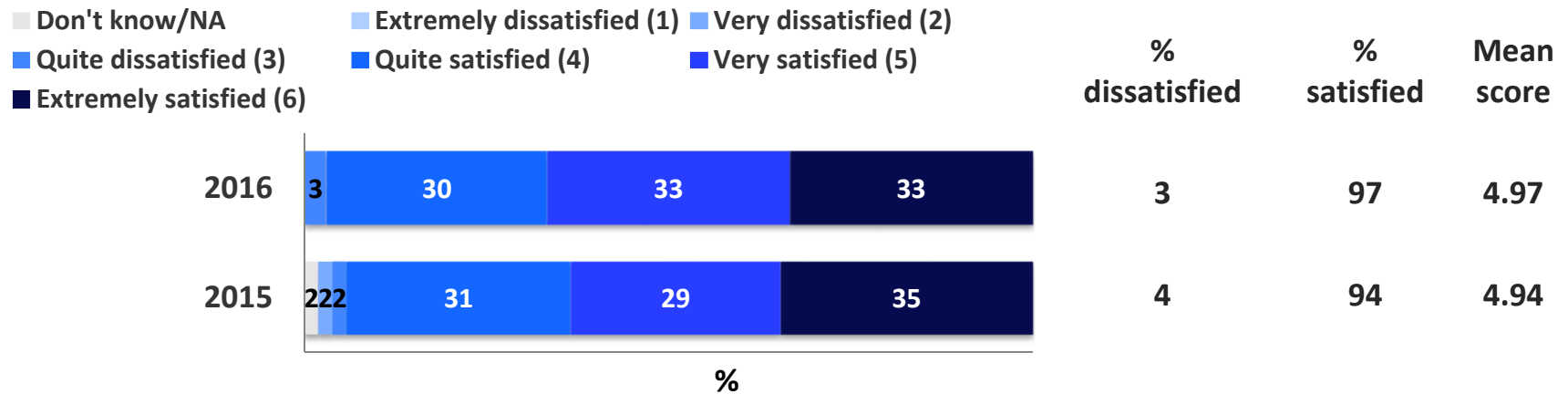
9% claimed to have visited the History House Museum in the last twelve months in 2016, significantly fewer than in 2015 (15%). None of those aged 18-24 had visited in the last 12 months.

Total sample: 350 * Small sample size – results indicative only Note: this question was not asked prior to 2015



Satisfaction with the History House Museum

Q. How satisfied are you with the overall service you received when you visited the History House Museum?



Almost all residents who have visited the History House Museum in the last 12 months are satisfied with the overall service they received (97%), with 33% stating they are extremely satisfied. This is similar to in 2015.

Sample: those who visited the History House Museum in the last 12 months: 2015: 52; 2016: 33*

* Small sample size – results indicative only

Note: this question was not prior to 2015



Household waste collection service use

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



Overall, 92% of participants in 2016 had their rubbish collected by the Council. This is down slightly from 2014 (96%) but remains slightly higher than in 2011 (88%).

This change in proportion is, at least in part, likely to be related to the proportion of the participants living in rural and urban areas.

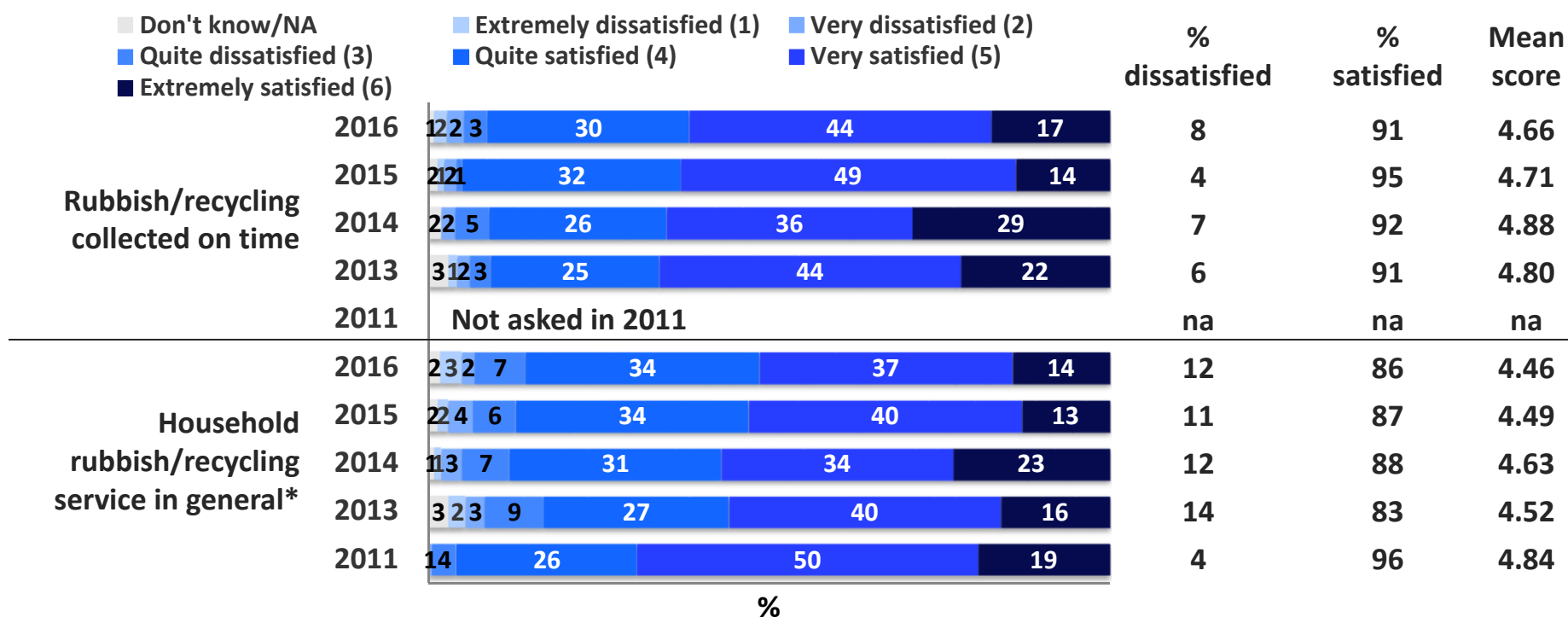
Total sample: 350



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?



Nearly all (91%) are satisfied that their household rubbish/recycling is collected on time. This is slightly lower than 2015 (95%) but similar to 2013 (91%) and 2014 (92%).

The majority (86%) are also satisfied with the household rubbish/recycling service in general, similar to in 2014 (88%) and 2015 (87%) but lower than 2011 (96%).

Sample: those who have their rubbish collected by the Council: 2011: 309; 2013: 324; 2014: 336; 2015: 332; 2016: 321

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



Satisfaction household rubbish collection by area, 2016

	% satisfied rubbish/ recycling collected on time	% satisfied in general with rubbish/recycling collection service
Those who have their rubbish collected by Council (331)	91	86
AREA		
Greater Greymouth (208)	94	93
Karoro - Camerons (42*)	95	76
Kaiata/Dobson/Taylorville/Stillwater (25*)	68	72
Grey Valley/Blackball/Lake Brunner (19*)	95	63
Runganga/Rapahoe/Coast Road (26*)	88	73

Greater Greymouth residents are most likely to be satisfied with the rubbish and recycling collection service (93%).

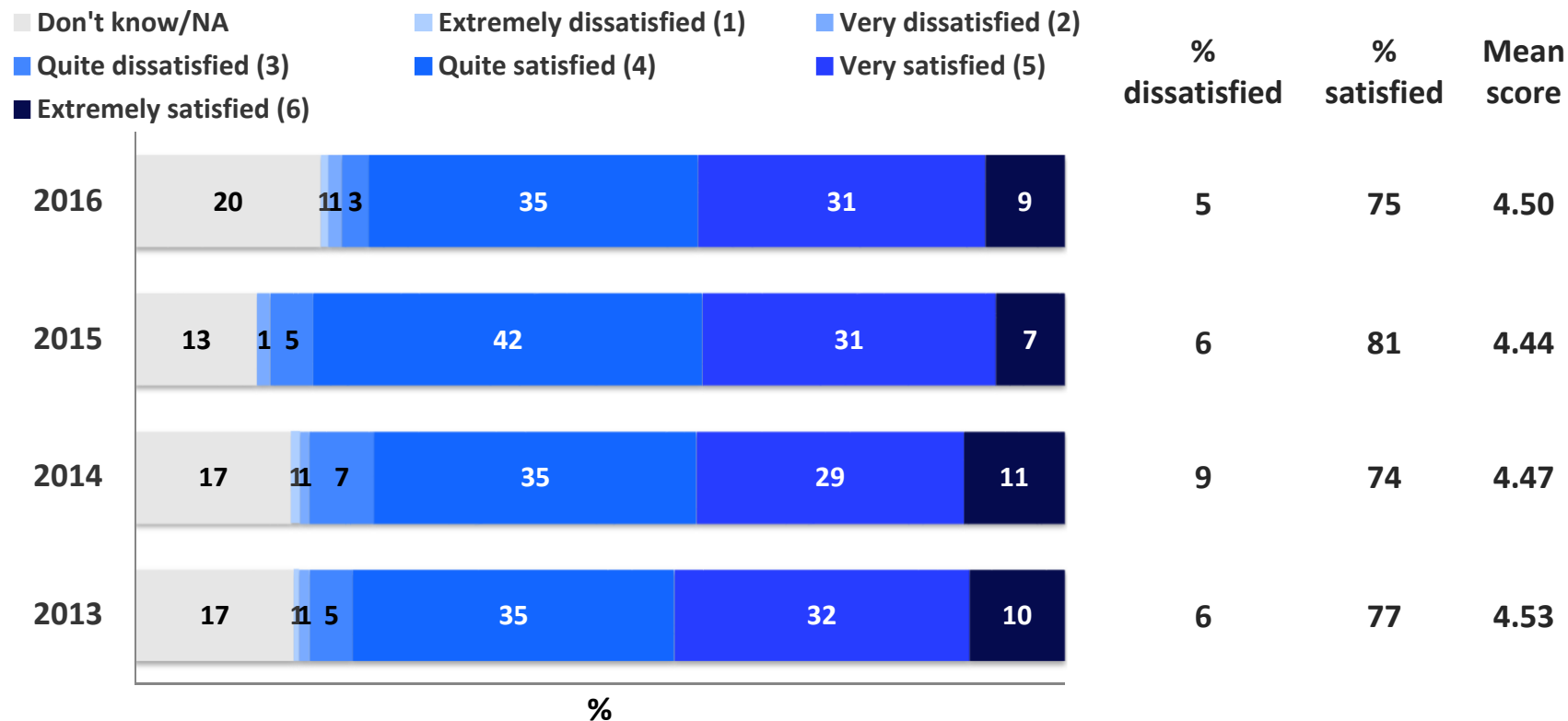
Kaiata/ Dobson/Taylorville/Stillwater residents (68%) are the least likely to be satisfied that rubbish/ recycling is collected on time.

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?



75% are satisfied with Council litter bins, recycling centre and recycling stations being kept clean and tidy. This is lower than in 2015 (81%) but similar to 2014 (74%) and 2013 (77%).

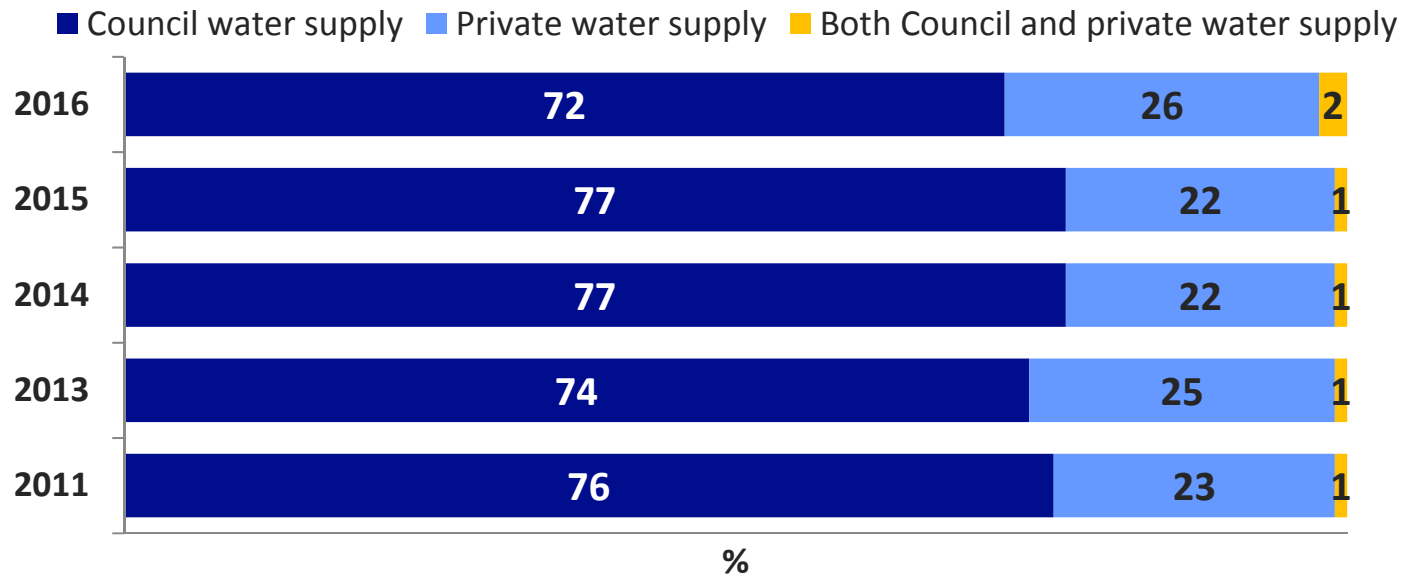
Total sample: 350

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?



In 2016, nearly three quarters of participants' homes (72%) are on a Council water supply and 2% are on both a Council and private water supply.

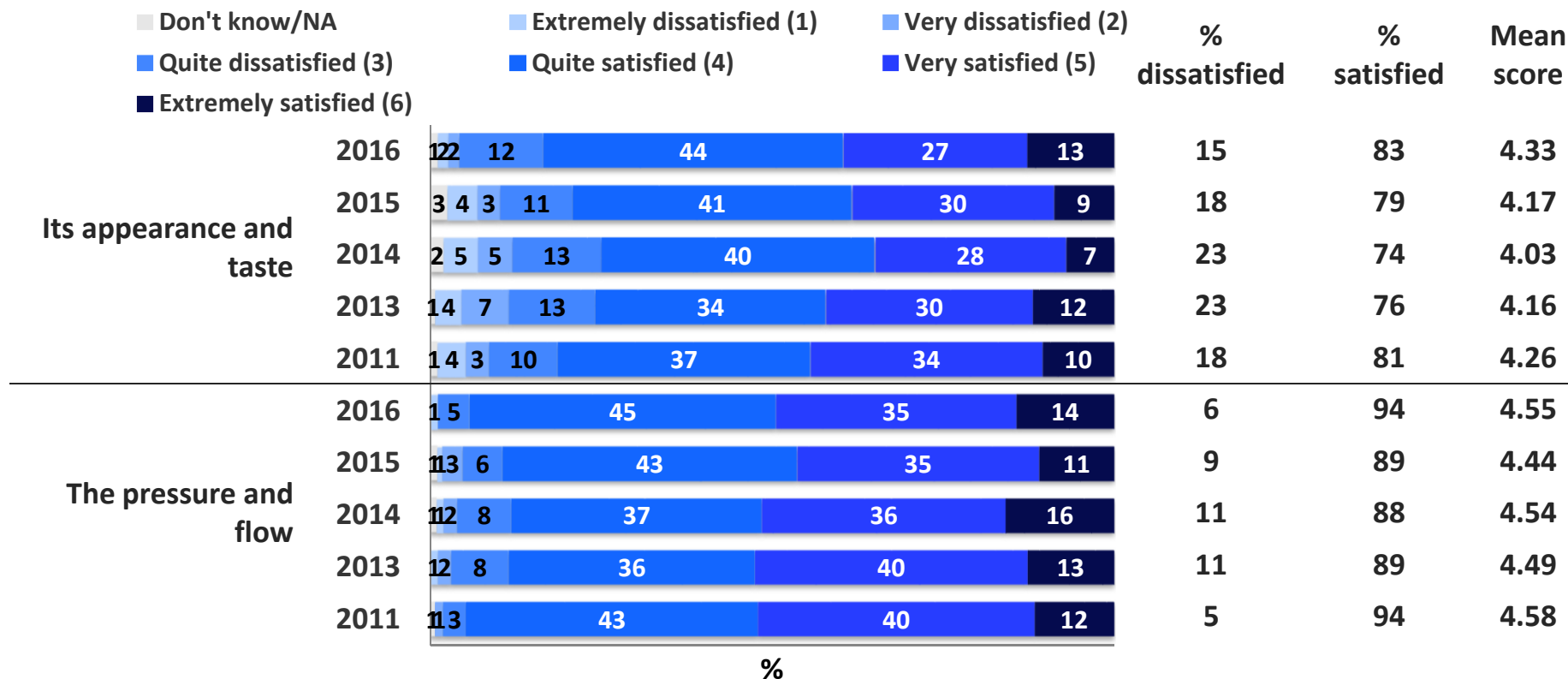
This change in proportion is, at least in part, likely to be related to the proportion of the participants living in rural and urban areas.

Total sample: 350



Satisfaction with the 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...?



83% of residents on a Council water supply are satisfied with the water's appearance and taste in 2016 and 94% are satisfied with the pressure and flow.

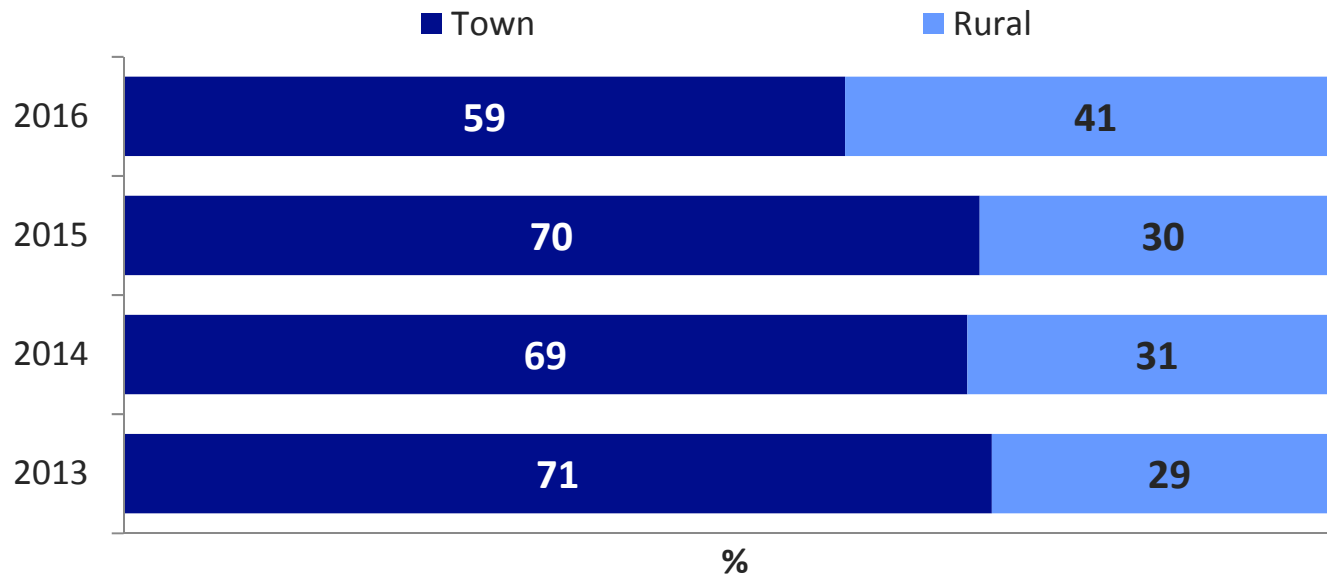
Satisfaction with both aspects is higher than in 2015 (79% and 89% respectively) and similar to in 2011 (81% and 94% respectively).

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



Whether live in town or rural area

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



59% of participants in 2016 stated they live in a town rather than in a more rural area. This proportion is higher than in previous years.

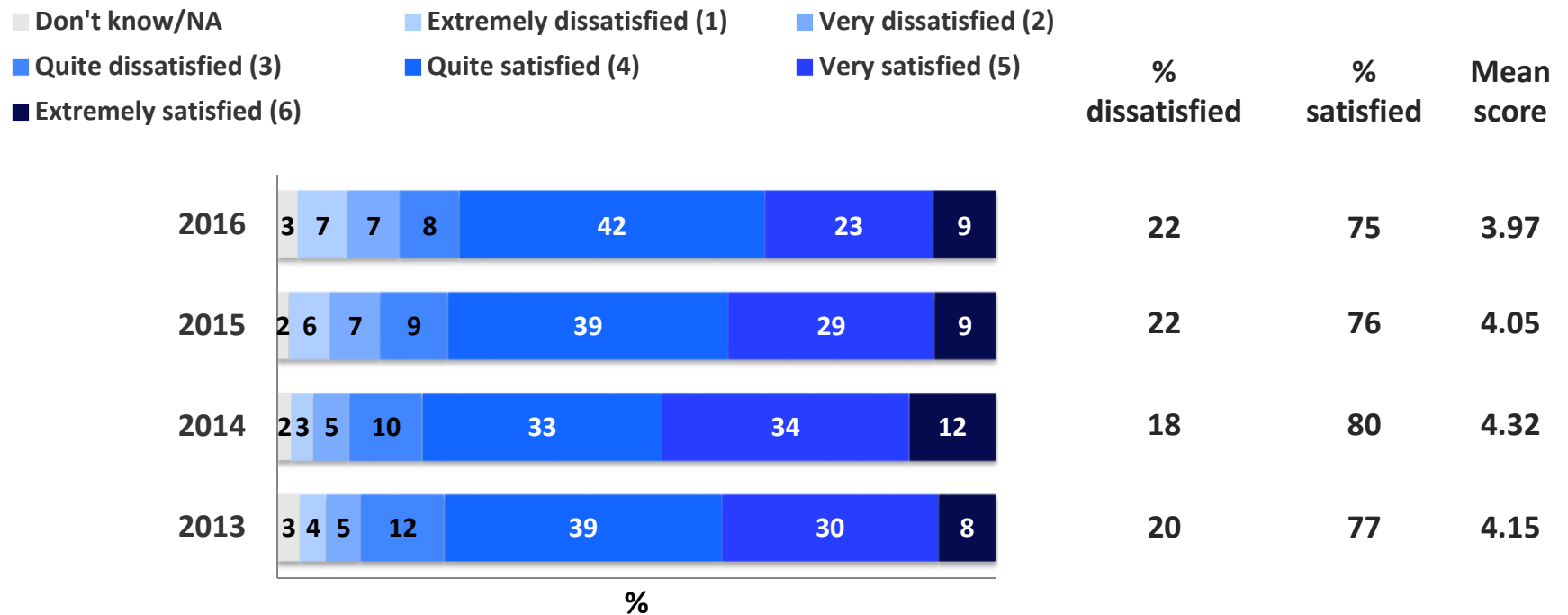
This lower proportion explains the lower proportion of those on a town water supply and who have a Council rubbish and recycling collection service.

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?



75% of residents living in a town are satisfied with the way their property drains stormwater in 2016, similar to in 2015 (76%).

Sample: those who live in a town: 2013: 249; 2014: 242; 2015: 244; 2016: 205

Note: this question was not asked in 2011

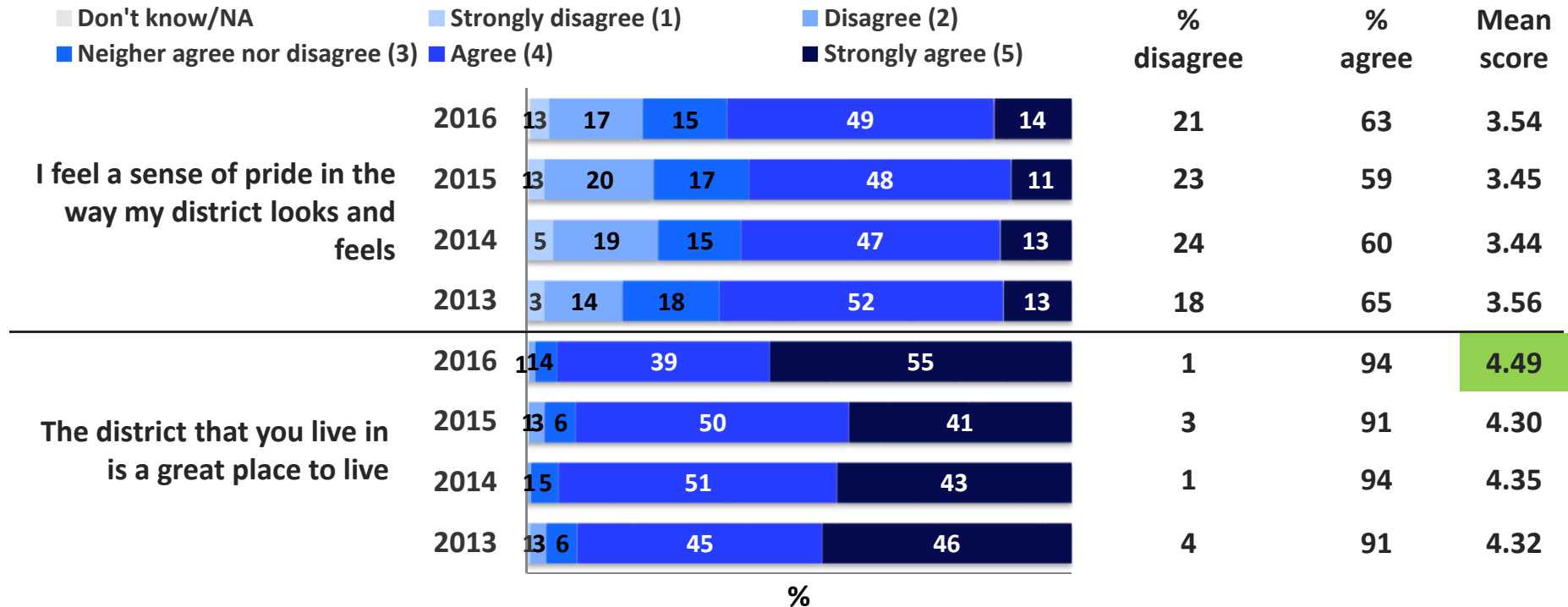


Perception of quality of life



Perception of quality of life

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



Almost two-thirds (63%) of participants agree they feel a sense of pride in the way their District looks and feels, with 14% agreeing strongly. This is marginally more positive than in 2015 (59% agree) and 2014 (60%).

The majority of participants (94%) agree that the District is a great place to live, with 55% agreeing strongly, an increase from 41% in 2015.

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



Perception of quality of life by age, 2016

	Total (350) %	Age			
		18-24 (37*) %	25-49 (140) %	50-64 (105) %	65+ (68) %
I feel a sense of pride in the way the District looks and feels:					
% agree	63	73	61	56	72
% disagree	21	8	24	26	13
The District is a great place to live:					
% agree	94	84	96	93	96
% disagree	1	-	-	4	1

Those aged 18 – 24 or 65+ are more likely than those aged 25 – 49 or 50 – 64 to state they feel a sense of pride (73% and 72% vs. 61% and 56% respectively).

Those aged 18 – 24 are less likely than more mature residents to agree that the District is a great place to live (84% vs. 93% - 96%).

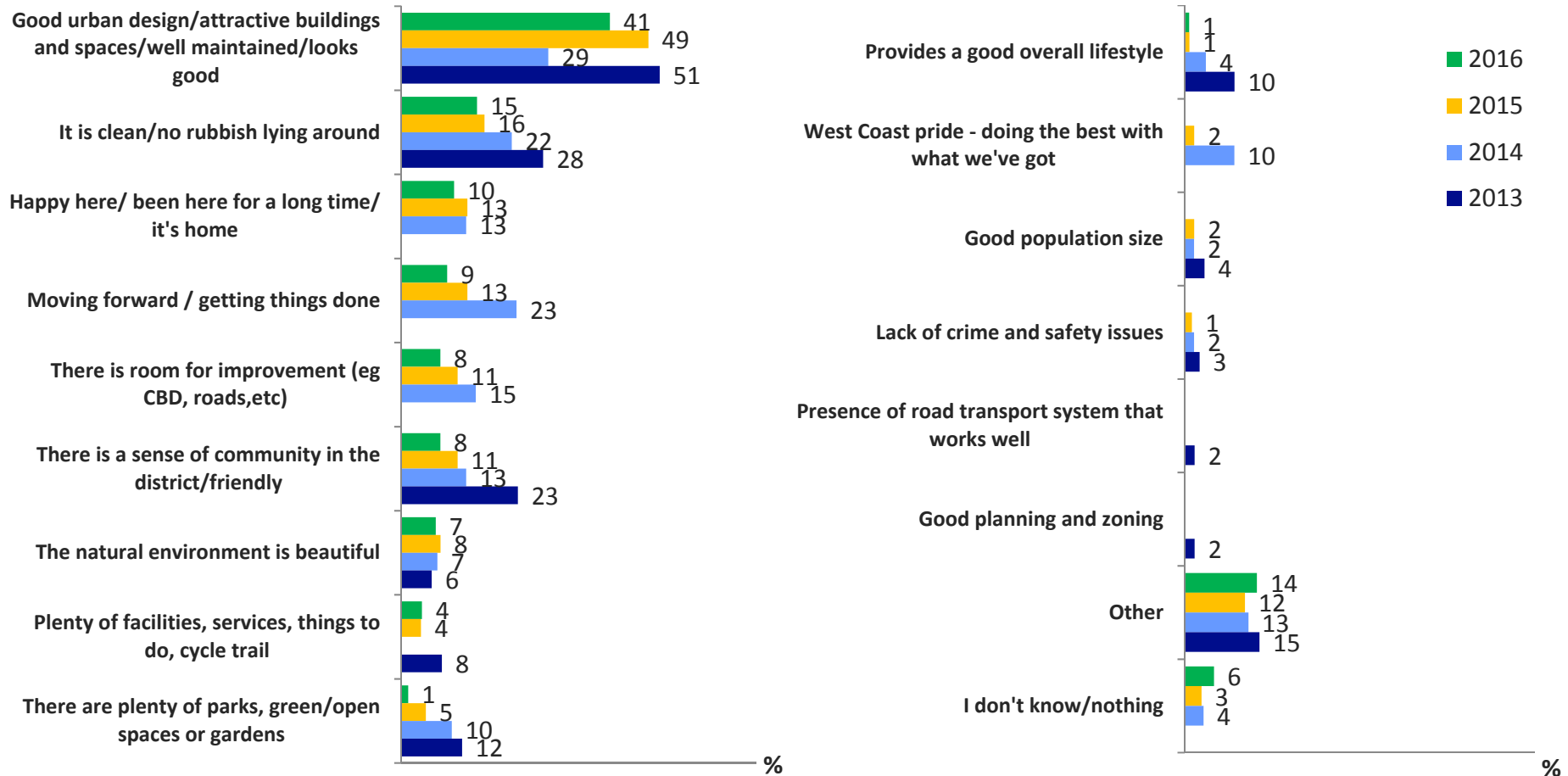
Although these differences are not statistically significant and are indicative only, the pattern of response is generally similar to in 2013 – 2015.

Sample: refer to () *Note: small sample size – results indicative only



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?



In 2016, the reason most commonly stated for feeling a sense of pride is good urban design/ attractive buildings and spaces/ well maintained/ looks good (41%), followed by it is clean/ no rubbish lying around (15%).

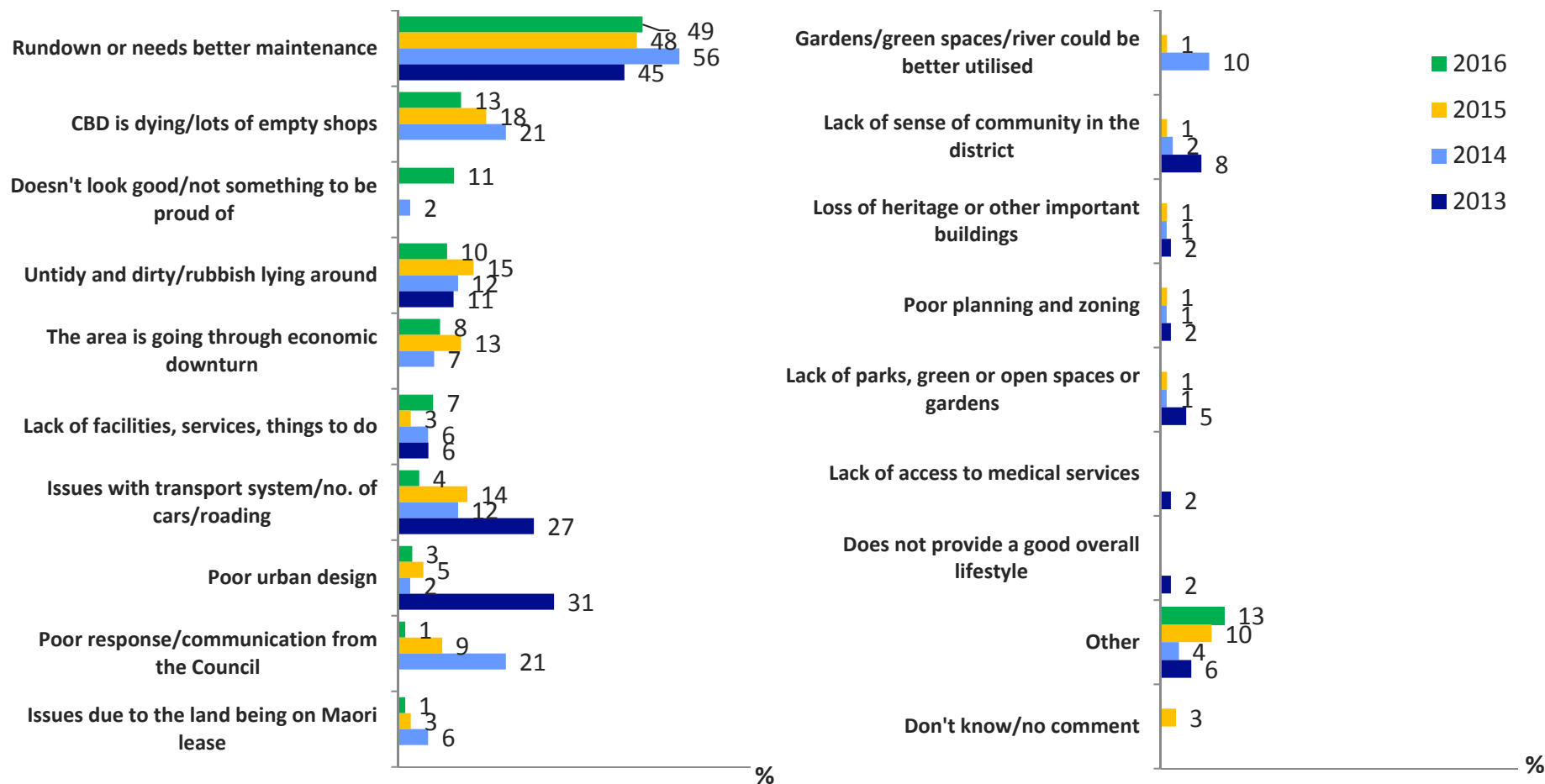
Sample: those who feel a sense of pride in the way the District looks and feels: 2013: 226; 2014: 211; 2015: 207; 2016: 221

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?



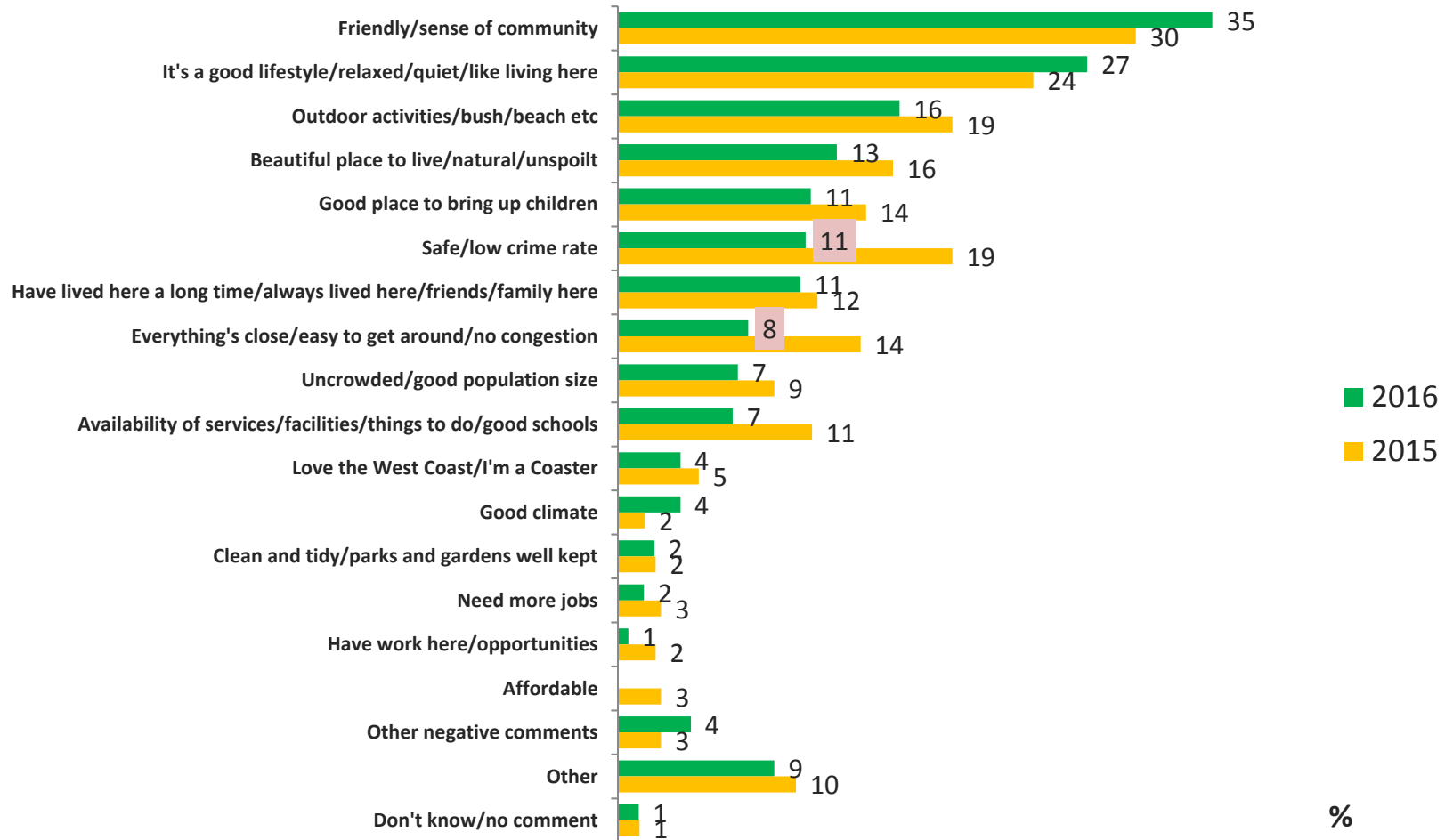
In 2016, the most common reason given for not feeling a sense of pride is that it is rundown or needs better maintenance (49%), followed by the CBD is dying/ lots of empty shops (13%).

Sample: those who do not feel a sense of pride in the way the District looks and feels: 2013: 62; 2014: 84; 2015: 80; 2016: 72
 Note: this question was not asked in 2011



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?



Participants who agree that the District is a great place to live most commonly state friendly/sense of community (35%) and it's a good lifestyle/relaxed/quiet/like living here (27%) as the reasons why.

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

Note: this question was not asked prior to 2015

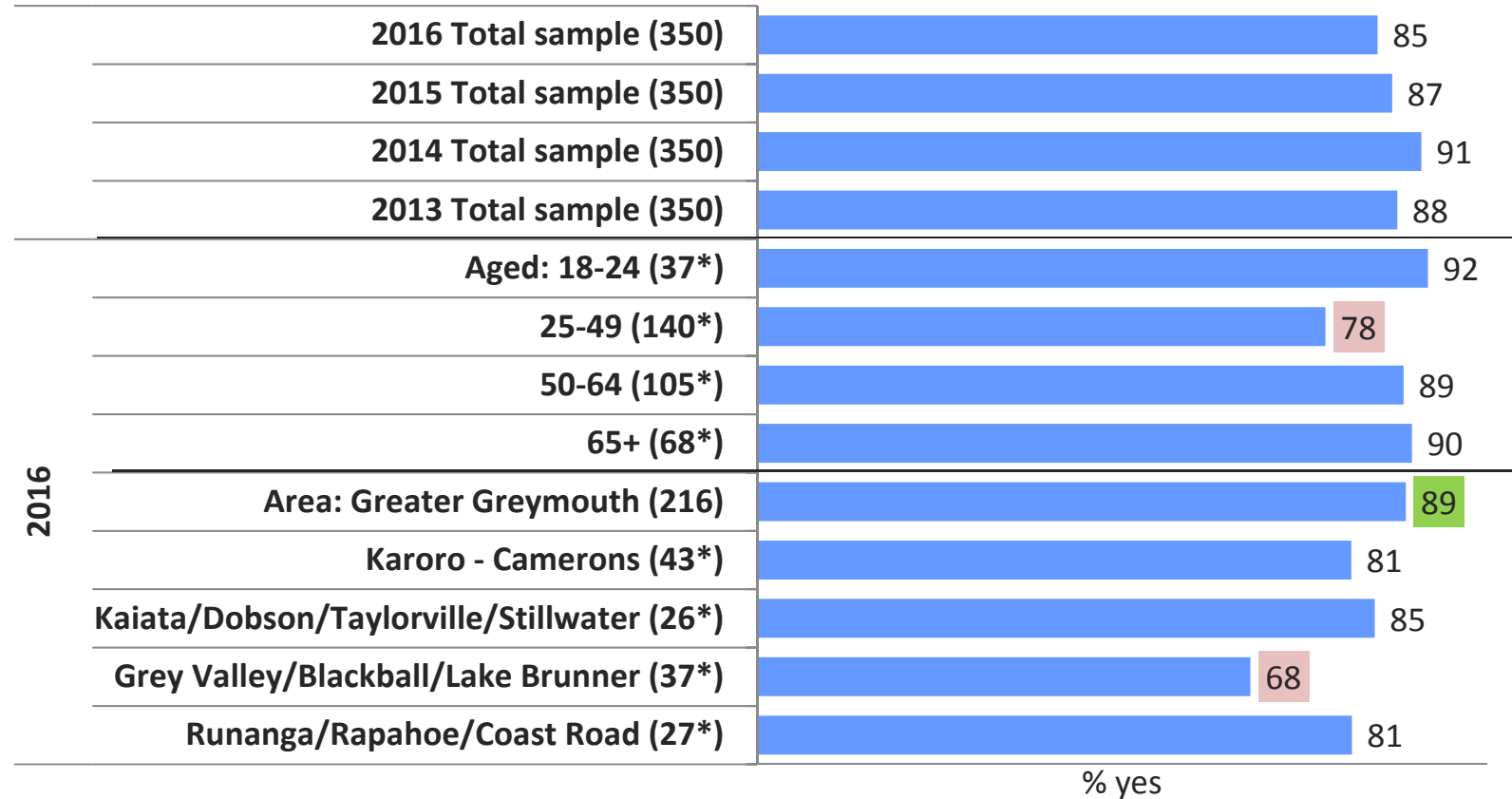


Feeling safe on local roads



Feeling of safety on local roads

Q. Do you feel safe on local roads?



Most stated they feel safe on local roads (85%), slightly lower than in previous years (87%-91%).

Residents aged 25 – 49 (78%) and those in the Grey Valley/ Blackball/ Lake Brunner area (68%) are the least likely to feel safe.

Sample: refer to ()

Note: this question was not asked in 2011

*Note: small sample size – results indicative only

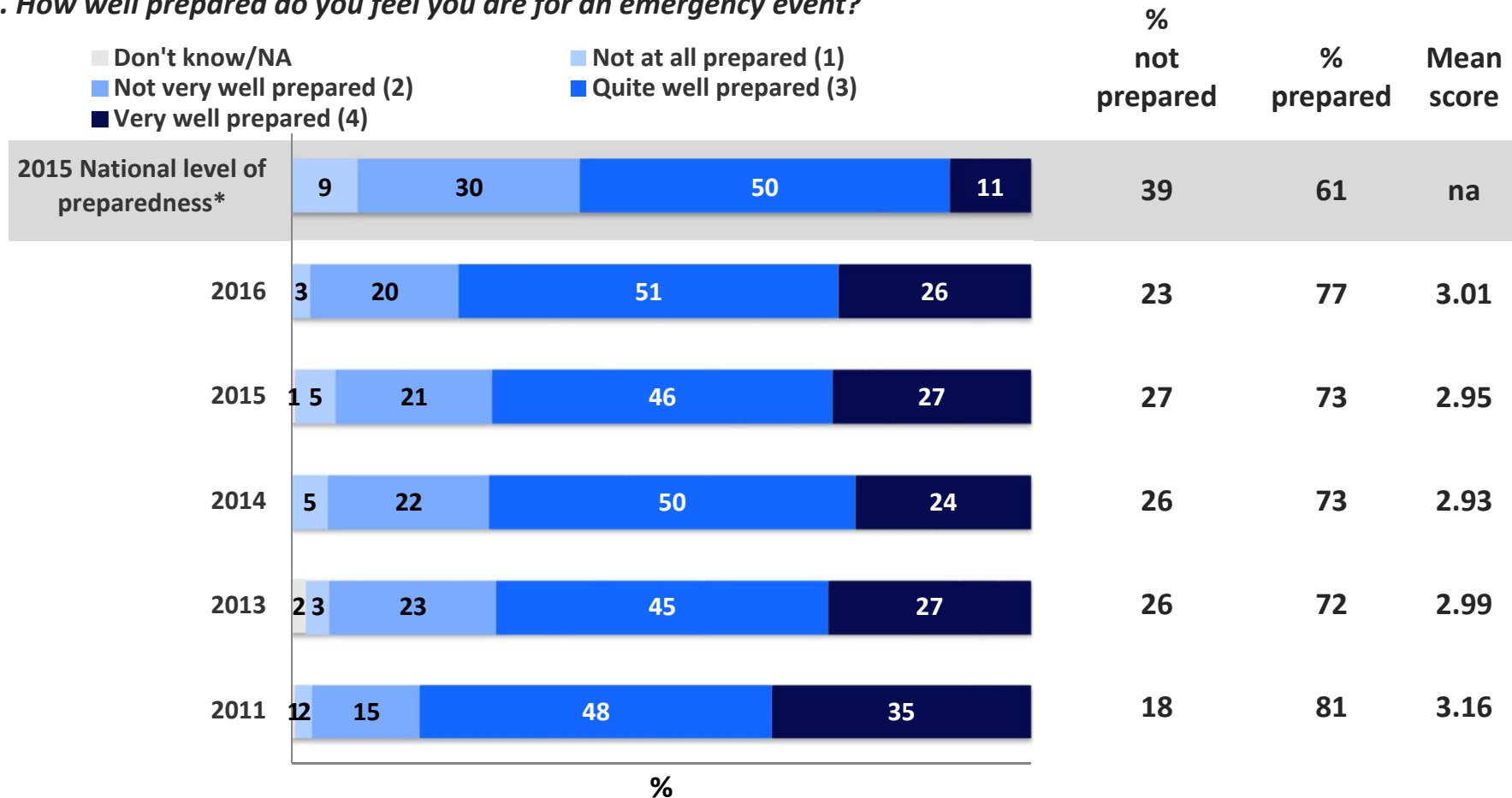


Household emergency preparedness



Household emergency preparedness

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



Grey District residents are more likely than New Zealanders nationally in 2015 to feel prepared (77% vs. 61%), with 26% stating they feel very well prepared for an emergency and 51% quite well prepared.

The proportion very well prepared has declined from 35% in 2011 but remains similar to in 2013 – 2015. The proportion not very well prepared (20%) has increased from 15% in 2011 but remains similar to in 2013 – 2015.

Given the close timing of this survey with the Kaikoura earthquake series it is likely the findings to this question have been affected and may have shifted.

Total sample: 350 *Source: GET READY GET THRU Survey 2015 (sample size: 1,000)

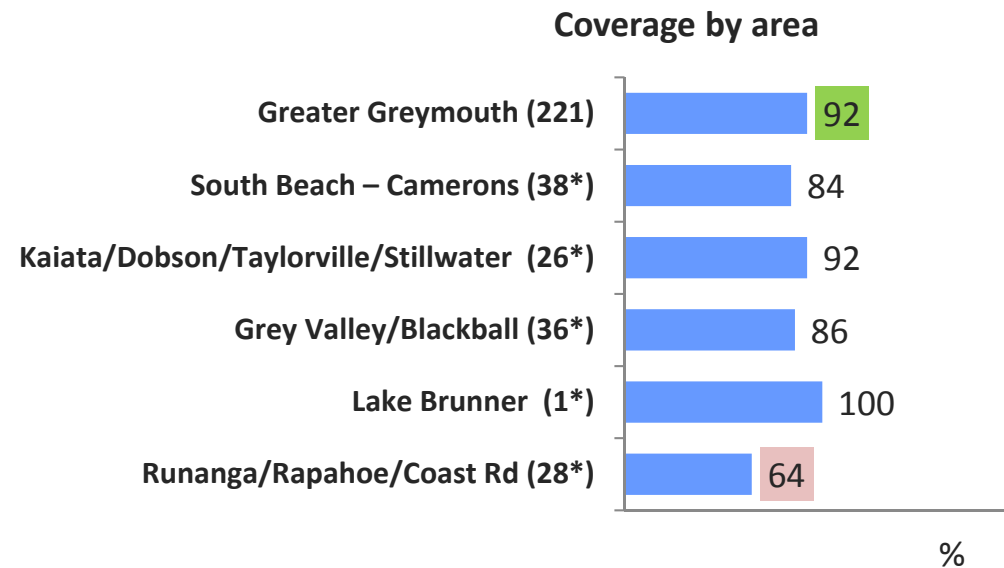
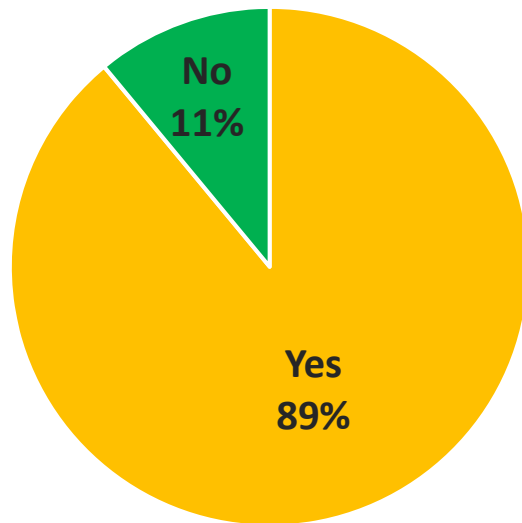


Mobile phone coverage and internet use



Mobile phone coverage at home, 2016

Q. Do you have mobile phone coverage at home?



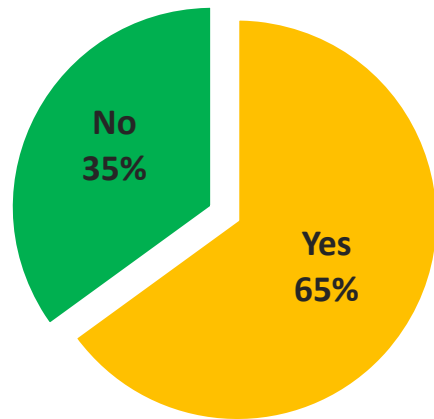
The majority (89%) stated they have mobile phone coverage at home. Those in the Runanga/ Rapahoe/ Coast Road area were the least likely to do so (64%).

Total sample: 350 * Small sample size – results indicative only Note: this question was not asked prior to 2016



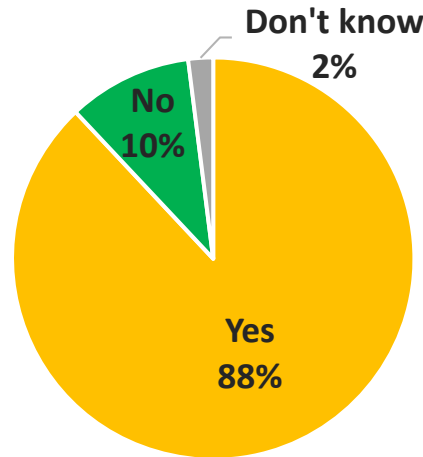
Broadband coverage at place of business or work, 2016

Q. Do you have a place of business or work?

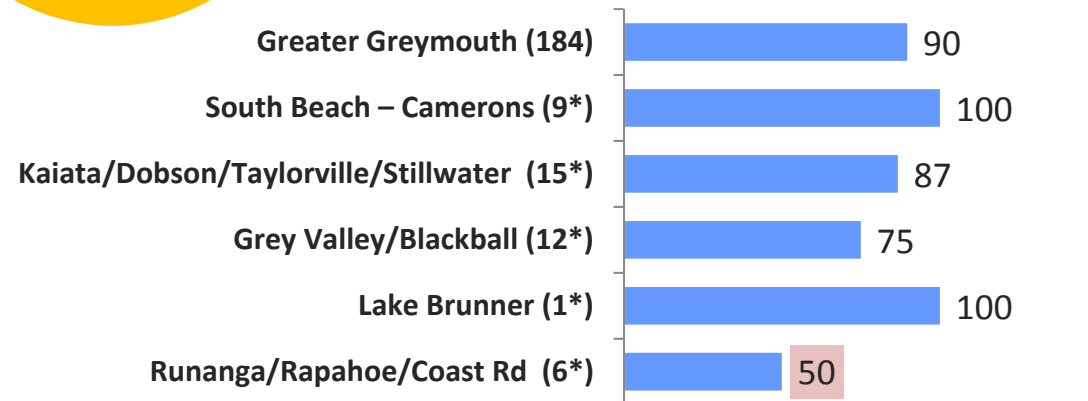


Total sample: 350

Q. Do you have broadband coverage at your place of business or work?



Coverage by area



Sample: have place of business or work: 2016: 227. By area – refer to () %

* Small sample size – results indicative only

Two thirds (65%) of participants have a place of business or work, of these, 88% have broadband coverage.

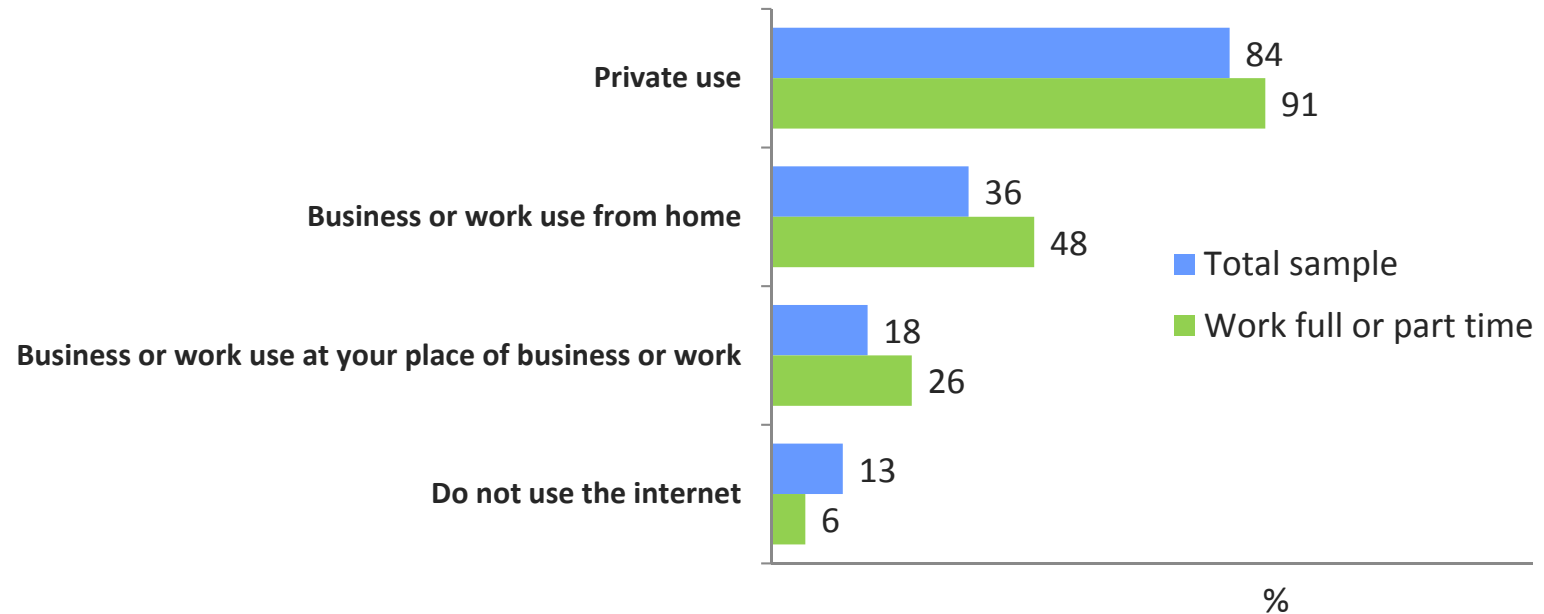
Those whose place of business or work was in the Runanga/ Rapahoe/ Coast Road area were the least likely to have coverage, although sample sizes are small and results are indicative only.

Note: this question was not asked prior to 2016



Internet use, 2016

Q. Do you use the internet for ...?



The majority (84%) stated they use the internet for private use.

Some 36% of all participants, and 48% of those who work, use it for business or work use from home.

Some 18% of participants, and 26% of those who work, use it for business or work use at their place of business or work.

Total sample: 350; work full or part time: 240

Note: this question was not asked prior to 2016



Internet use by gender and age, 2016

Q. Do you use the internet for ...?

	Total (350) %	Gender		Age			
		Male (172) %	Female (178) %	18-24 (37*) %	25-49 (140) %	50-64 (105) %	65+ (68) %
Private use	84	85	84	100	94	85	56
Business or work use from home	36	39	34	11	57	36	7
Business or work use at your place of business or work	18	23	12	24	33	7	-
Do not use the internet	13	13	13	-	4	10	43

Residents aged 18 – 24 and 25 - 49 (100% and 94% respectively) were significantly more likely than those aged 65+ (56%) to use the internet for private use.

Males were more likely than females to use the internet for business or work use at their place of business or work (23% vs 12%).

Those aged 25-49 were more likely than other age groups to use it for business or work use from home (57%) or at their place of business or work (33%).

Sample: refer to ()

* Small sample size – results indicative only



Internet use by area, 2016

Q. Do you use the internet for ...?

	Total (350) %	Area					
		Greater Greymouth (221) %	South Beach – Camerons (38*) %	Kaiata/Dobson/ Taylorville/ Stillwater (26*) %	Grey Valley/ Blackball (36*) %	Lake Brunner (1*) %	Runanga/ Rapahoe/ Coast Road (28*) %
Private use	84	84	95	81	78	100	82
Business or work use from home	36	35	50	38	42	-	21
Business or work use at your place of business or work	18	23	3	27	-	-	11
Do not use the internet	13	13	5	15	19	-	18

Residents in the Greater Greymouth area were the most likely to use the internet for business or work use at their place of business or work (23%) while those in the Grey Valley/Blackball area were significantly less likely than those in other areas to do so (0%).

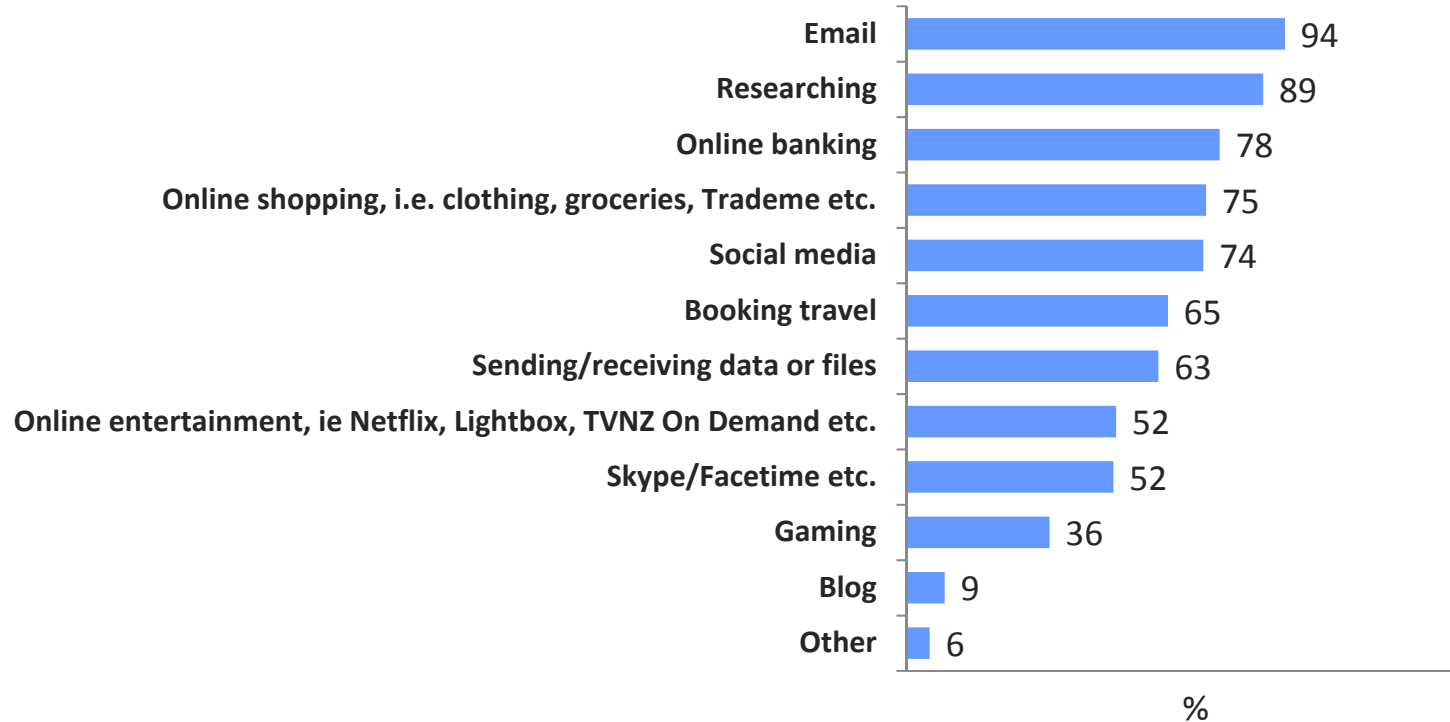
Sample: refer to ()

* Small sample size – results indicative only



Private internet use, 2016

Q. How are you using the internet nowadays for private use?



Residents who use the internet for private use most commonly use it for email (94%), researching (89%), online banking (78%), online shopping (75%) and social media (74%).

They are least likely to use it for online entertainment (52%), Skype/Facetime etc. (52%), gaming (36%) and blogging (9%).

Sample: those who use the internet for private use: 295

Note: this question was not asked prior to 2016



Private internet use by gender and age, 2016

Q. How are you using the internet nowadays for private use?

	Total (295) %	Gender		Age			
		Male (146) %	Female (149) %	18-24 (37*) %	25-49 (131) %	50-64 (89) %	65+ (38*) %
Email	94	92	96	97	93	94	95
Researching	89	89	89	92	92	84	84
Online banking	78	77	79	84	88	75	45
Online shopping, i.e. clothing, groceries, Trademe etc.	75	77	72	92	82	67	50
Social media	74	73	74	97	82	61	53
Booking travel	65	63	67	76	75	55	45
Sending/receiving data or files	63	68	57	78	69	57	37
Online entertainment, ie Netflix, Lightbox, TVNZ On Demand etc.	52	55	49	92	59	37	26
Skype/Facetime etc.	52	51	52	68	55	47	34
Gaming	36	36	36	68	38	26	18
Blog	9	10	9	11	13	8	-
Other	6	5	7	5	5	6	8

Use decreases with age for most of types of private use, and residents aged 65+ are more limited in their use except for email and researching.

Those aged 18-24 are significantly more likely to use it for online shopping (92%), social media (97%), online entertainment (92%) and gaming (68%). Those aged 25-49 are more likely than older residents to use it for online banking (88%), social media (82%) and booking travel (75%).

Sample: those who use the internet for private use: refer to ()

* Small sample size – results indicative only



Private internet use by area, 2016

Q. How are you using the internet nowadays for private use?

	Total (295) %	Area					
		Greater Greymouth (186) %	South Beach – Camerons (36*) %	Kaiata/Dobson/ Taylorville/ Stillwater (21*) %	Grey Valley/ Blackball (28*) %	Lake Brunner (1*) %	Runanga/ Rapahoe/ Coast Road (23*) %
Email	94	91	100	95	100	100	100
Researching	89	89	89	90	79	100	96
Online banking	78	76	78	71	86	100	87
Online shopping	75	74	83	71	71	-	74
Social media	74	74	72	76	61	100	87
Booking travel	65	66	72	48	61	-	70
Sending/receiving data or files	63	65	72	57	50	-	52
Online entertainment	52	57	42	62	36	100	39
Skype/Facetime etc.	52	53	50	52	54	-	43
Gaming	36	37	31	52	25	100	30
Blog	9	12	14	-	-	-	4
Other	6	6	8	5	-	-	4

The pattern of use is broadly similar across the areas; sample sizes are small and results are indicative only.

Sample: those who use the internet for private use: refer to ()

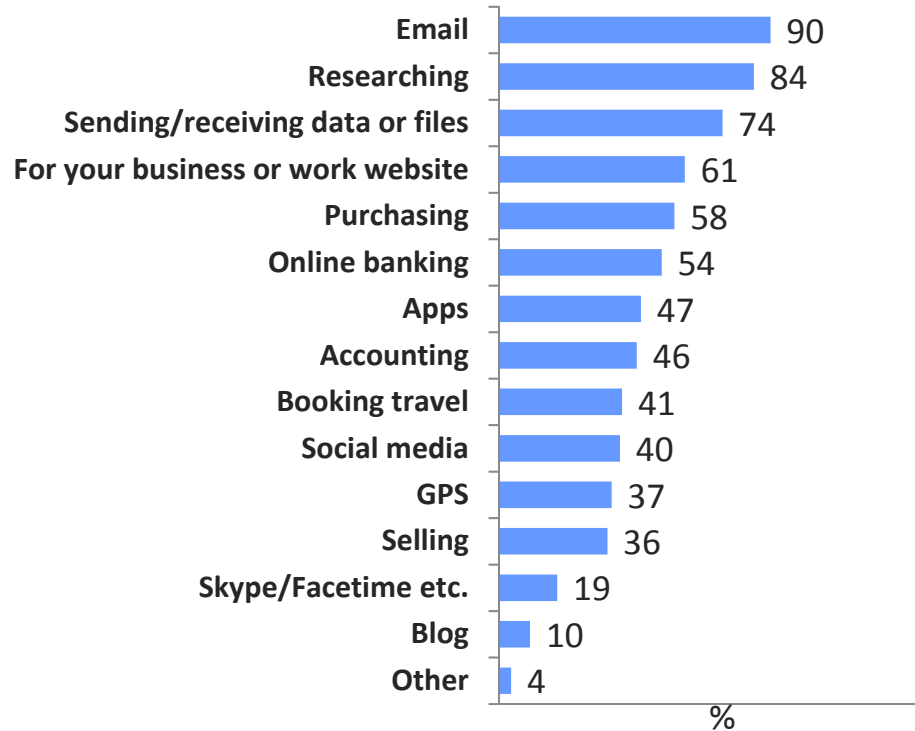
* Small sample size – results indicative only



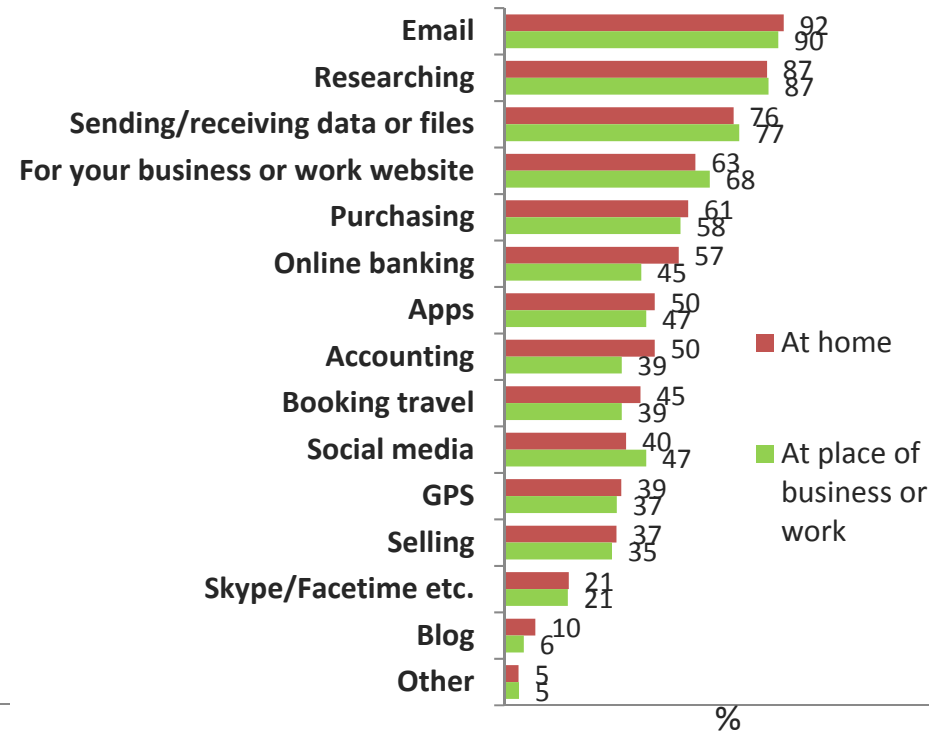
Business or work internet use, 2016

Q. How are you using the internet nowadays for business or work use?

All using internet for business or work use



By where use internet for business or work use



Residents who use the internet for business or work use most commonly use it for email (90%), researching (84%) and sending/receiving data or files (74%).

They are least likely to use it for Skype/Facetime etc. (19%) and blogging (10%). The pattern of use is broadly similar among those using it at home and those using it at their place of business or work.

Sample: those who use the internet for business or work use: total: 145; at home: 127; at place of work or business: 62

Note: this question was not asked prior to 2016



Business or work internet use by gender and age, 2016

Q. How are you using the internet nowadays for business or work use?

	Total (145) %	Gender		Age			
		Male (77) %	Female (68) %	18-24 (12*) %	25-49 (89) %	50-64 (39*) %	65+ (5*) %
Email	90	88	91	67	94	87	80
Researching	84	84	84	67	87	87	60
Sending/receiving data or files	74	66	82	42	75	79	80
For your business or work website	61	58	65	33	69	56	40
Purchasing	58	57	59	33	60	62	60
Online banking	54	49	59	25	58	54	40
Apps	47	47	47	42	51	46	-
Accounting	46	39	53	25	54	36	20
Booking travel	41	40	41	17	43	41	60
Social media	40	38	43	67	46	21	20
GPS	37	42	32	25	43	33	-
Selling	36	34	38	25	40	31	20
Skype/Facetime etc.	19	22	16	17	24	13	-
Blog	10	6	15	17	10	10	-
Other	4	3	6	-	3	8	-

Those aged 25-49 or 50-64 who use the internet for business or work use are more likely to use the internet in most of the ways asked about than those aged 18-24 or 65+. The most notable exception is social media, which is most likely to be used by those aged 18-24. However, sample sizes are small so results are indicative only.

Sample: those who use the internet for private use: refer to ()

* Small sample size – results indicative only



Business or work internet use by area, 2016: those who use the internet for business or work use from home

Q. How are you using the internet nowadays for business or work use?

	Total (127) %	Area where live					
		Greater Greymouth (77) %	South Beach – Camerons (19*) %	Kaiata/Dobson/ Taylorville/ Stillwater (10*) %	Grey Valley/ Blackball (15*) %	Lake Brunner (0) %	Runanga/ Rapahoe/ Coast Road (6*) %
Email	92	91	89	100	93	-	100
Researching	87	86	84	100	80	-	100
Sending/receiving data or files	76	79	63	70	73	-	83
For your business or work website	63	66	68	60	40	-	67
Purchasing	61	66	47	40	60	-	67
Online banking	57	57	47	50	67	-	83
Apps	50	48	53	60	47	-	50
Accounting	50	49	47	30	67	-	50
Booking travel	45	49	37	30	33	-	67
Social media	40	40	42	40	33	-	50
GPS	39	34	47	50	47	-	33
Selling	37	36	32	30	40	-	67
Skype/Facetime etc.	21	26	21	10	7	-	17
Blog	10	10	21	-	7	-	-
Other	5	5	5	-	7	-	-

The pattern of use is broadly similar across the areas. Sample sizes are small and results are indicative only.

Sample: those who use the internet for business or work use from home: refer to ()

* Small sample size – results indicative only



Business or work internet use by area, 2016: those who use the internet for business or work use at place of work or business

Q. How are you using the internet nowadays for business or work use?

	Total (62) %	Location of place of business or work					
		Greater Greymouth (53) %	South Beach – Camerons (1*) %	Kaiata/Dobson/ Taylorville/ Stillwater (5*) %	Grey Valley/ Blackball (0) %	Lake Brunner (1*) %	Runanga/ Rapahoe/ Coast Road (2*) %
Email	90	91	100	80	-	100	100
Researching	87	87	100	80	-	100	100
Sending/receiving data or files	77	77	100	80	-	100	50
For your business or work website	68	68	100	40	-	100	100
Purchasing	58	58	100	40	-	-	100
Online banking	45	45	-	60	-	-	50
Apps	47	47	-	60	-	-	50
Accounting	39	42	-	-	-	100	50
Booking travel	39	42	-	20	-	100	-
Social media	47	47	-	60	-	-	50
GPS	37	40	-	40	-	-	-
Selling	35	38	100	20	-	-	-
Skype/Facetime etc.	21	21	-	20	-	100	-
Blog	6	8	-	-	-	-	-
Other	5	6	-	-	-	-	-

Sample: those who use the internet for business or work use from home: refer to ()

* Small sample size – results indicative only





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

