



**Grey District Council**  
**Resident Satisfaction Survey 2020**  
**Report**

**9<sup>th</sup> February 2021**

**Reference: 4292**



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# Executive Summary



# Executive Summary

## Introduction

- The objective of this research is to measure community satisfaction with Grey District Council and its services to inform and enhance Council performance long term in line with community outcomes in the Council's Long Term Plan (LTP). 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 2020 are presented and where applicable, comparisons are made with earlier findings.
- In 2020, interviews were conducted late October to early December, post the general election, among a representative sample of 350 Grey District residents aged 18 and over.
- In previous years, interviews were conducted by telephone. Since 2019, a hybrid online self-completion and telephone interviewer administered approach has been employed. This change in methodology has been introduced given the advent of cost-effective electronic interviewing options and a reduction in landline presence within the community.
- The move to a hybrid methodology for data collection in 2019 has resulted in some difference in satisfaction levels with the Council being recorded. These relate primarily to a change in methodology rather than a shift in satisfaction levels with the Council. In many instances participants who took part online express less satisfaction but the reduction in satisfaction is not always matched by an increase in dissatisfaction, instead there is often an increase in don't know responses. In 2020, compared with 2019, the online participants responses were more aligned to those of the telephone interview participants.



# Executive Summary continued

## Key insights

- Overall, satisfaction with the performance of the Mayor, Councillors and Council has improved in 2020, compared with 2019. It is at its highest level since 2016.
- Reasons for satisfaction focus on the Mayor being proactive, visible, good social media updates, doing or having done a good job. And, on the good performance of the Council overall with moving forward and getting things done e.g. tidying up Greymouth town centre, demolishing old buildings, introducing new initiatives and the Council offering good support, communication, consultation and being approachable.
- Satisfaction with many of the services and facilities provided by Council has improved marginally in 2020.
- Of note, satisfaction with Council facilities and services in 2019 and 2020 is often lower than in earlier years, this difference is in part, related to the methodology change; those participating online typically rated services lower, especially in 2019.
- There has been an improvement in the sense of the District being a great place to live and more felt a sense of pride in the way their District looks and feels in 2020, compared with 2019.



# Executive Summary continued

## Overall satisfaction with Council performance

- Over four fifths (81%) expressed satisfaction with the **overall performance of Council in the last 12 months**, this is significantly higher than 2019 (63%) and the highest level since 2016 (83%). Dissatisfaction (10%) in 2020 is the lowest it has been since 2011 (9%).
- Given a change in methodology in 2019, to a hybrid telephone and online methodology, it is worth noting those responding online were less satisfied than those taking part by telephone, although this difference was less in 2020 than 2019.
- Reasons for satisfaction focus on the Mayor doing or having done a good job; the good performance of the Council overall; the Council moving forward and getting things done and the Council offering good support, communication, consultation and being approachable (28%, 22%, 13% and 8% of comments, respectively).
- Satisfaction with the **performance of the Mayor and Councillors** (82%) is significantly higher than in 2019. It is the highest it has been since 2016 (86%). Again, those who responded to the survey online are less satisfied than those who took part by telephone but this difference is also less than in 2019.

## Satisfaction with communications

- 63% had **contacted Grey District Council** in the last 12 months, this proportion is similar to previous years. Those who responded to the survey online were more likely to have been in contact in 2019, but this was not the case in 2020.



# Executive Summary continued

- Over three quarters expressed satisfaction (78%) with the overall service from the Council Offices. Satisfaction is marginally higher than in 2019 (76%) and marginally lower than in earlier years (81 – 88%).
- Satisfaction is lowest in relation to the handling of complaints and enquiries about sewerage, roading issues and stormwater or flooding, although the number responding is small meaning these findings are indicative only. Their reasons for dissatisfaction centred around inaction to resolving a problem.
- Satisfaction (78%) with the **information received from Council** in 2020 is similar to previous years (77 – 85%). It is lowest in Kaiata/ Dobson/ Taylorville/ Stillwater (59%) and reflects their marginally lower level of satisfaction with many aspects of the Council services they receive, including unused land management, roading and safety, stormwater drainage, rubbish and recycling services, public toilets and the state of Greymouth CBD and other rundown buildings in the district.
- In 2020, 64% of residents expressed satisfaction that the **Council consults with residents on important issues**, while 24% are dissatisfied and 12% do not know. Satisfaction is significantly higher than in 2019 (52%) and is similar to years prior (58 – 66%). Satisfaction is lower among those completing the survey online. It has also been identified to be marginally lower among those living in rural environments, males and those aged 25 – 64. Overall, there is a need to continue to work on improving levels of engagement.



# Executive Summary continued

- Residents' **preferred method for receiving information** continues to move in 2020 towards digital forms, except for the Council quarterly newsletter (sent to ratepayers) which has regained popularity with 52% preferring it. This is well ahead in preference to all electronic options: social media 33%, email 28% and website 19%. There continues to be a decline in preference for letter/bulk mail out (32% prefer) and newspaper (15%) and radio (9%).
- Of note, those responding to the survey online are more likely to prefer electronic options and those responding by telephone (who are more likely aged 65 or over) are more likely to prefer the Council quarterly newsletter.

## Use and satisfaction with Council services

- Of all Council services, residents are **most likely to have used or visited** a public toilet/rest room (69%), a rubbish dump/recycling facility (66%) and a park or reserve (67%) in the last 12 months.
- In 2020, **satisfaction with Council facilities and services** is highest for parks and reserves including, walking tracks (82%) followed by the roading network (77%), cemeteries (75%), the provision of essential emergency air services at Greymouth aerodrome (74%) and libraries (73%).
- Dissatisfaction is greatest with the overall maintenance of footpaths (43% dissatisfied), the overall maintenance of roads (36%), availability of public parking (27%) and the roading network for the district (22%). Whilst dissatisfaction with roading remains an issue, there has been an improvement in satisfaction with the roading network, overall maintenance of roads and footpaths in the last 12 months.





# Executive Summary continued

- Also attracting a higher level of dissatisfaction than other services are public toilets and restrooms (16%), stormwater system (16%) and water supply (13%). Although, there have again been marginal increases in satisfaction with most of these services in 2020.
- There are differences in satisfaction with Council services by location indicating localised issues exist that need to be addressed.
- **Satisfaction with Council facilities and services** in 2019 and 2020 is often lower than in previous years, this difference at least in part relates to the methodology change as those participating online typically rate services lower. Of note, whilst there is lower satisfaction in 2019 and 2020 for a number of facilities this is often not matched by a higher level of dissatisfaction, instead there are a greater number of don't know responses.
- Satisfaction with the library service among users (37% of participants) is high (97% satisfied) and their reasons primarily revolve around service from staff. Library users are identified, in 2020, to have a bias towards females and those living outside of the greater Greymouth area.
- Satisfaction with the Westland Recreation Centre among users (41% of participants) is high (90%). While there are many positive comments about service from staff there are some comments that suggest more staff training would be beneficial.
- 48% of residents are satisfied and 24% dissatisfied with **Council's regulation of land use throughout the District** in 2020, this level of satisfaction is a marginal improvement on 2019.



# Executive Summary continued

- 89% have a Council supplied household waste collection service. Nearly all (94%) continue to be satisfied that their **household rubbish/recycling is collected on time**.
- Just over three quarters (77%) are satisfied with the **household recycling collection service in general**, this is lower than previous years (80 – 96%). There are dissatisfaction issues primarily in Kaiata/ Dobson/ Taylorville/ Stillwater and Grey Valley/ Blackball/ Lake Brunner.
- Consistent with recent years, 77% are satisfied with **Council litter bins, recycling centre and recycling stations being kept clean and tidy**.
- Overall, insight from this research identifies a **desire for rubbish and recycling services to be improved**.
- In 2019 and 2020, less than two thirds of participants' homes (62% and 61%, respectively) are on a **Council water supply** and 1% and 2%, respectively are on both a Council and private water supply, this proportion is lower than in previous years.
- 79% of residents on a Council water supply are satisfied with the **water's appearance and taste** in 2020, this proportion has marginally increased since 2019. 88% are satisfied with the **water pressure and flow**, similar to previous years (85 – 94%).
- In 2020, 51% of participants live in a town and 49% in a rural environment. The proportion living in a town is lower than in previous years (57 – 71%). Those living in rural environments expressed marginally less satisfaction with a number of Council services including, regulation of land use, safety on local roads, rubbish and recycling services and water pressure and flow.
- 75% of residents living in a town are satisfied with the **way their property drains stormwater** in 2020, this is a slight increase on 2019 and is similar to previous years (73 – 80%). There appears to be some localised issues with drainage.

# Executive Summary continued

## Quality of Life

- Over four fifths of participants (88%) agree the **District is a great place to live**, this is an improvement on 2019 (77%) and is similar to earlier years (86 – 94%). Those who responded to the survey online are significantly less likely to consider the district a great place to live.
- Reasons for it being a great place to live focused around it being friendly/ sense of community, a good lifestyle/ relaxed/ quiet/ like living here and its beauty/ natural/ unspoilt outdoor nature.
- 49% agree they **feel a sense of pride in the way their District looks and feels**. This proportion is higher than in 2019 (41%) and similar to earlier years (51 – 65%). Those living in the greater Greymouth area, males and those aged 50 and over have the greatest sense of pride. Those who responded to the survey online are significantly less likely to feel a sense of pride.
- Those who do not feel a sense of pride primarily mentioned 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** (86%), has significantly improved since 2019 (73%) and is similar to earlier years (83 – 91%). Although, it is lower in rural areas.

# 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 2020, additional questions were added to assess satisfaction with contact with Grey District Council offices, the library and Westland Recreation Centre.
- ⌘ This report presents the main findings of the research in 2020 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

- ⑧ To measure community satisfaction with Grey District Council and its services to inform and enhance Council performance long term.

## Specific objectives

- ⑧ Measure and monitor over time community satisfaction with Council performance and the services it provides.
- ⑧ Gain an understanding and insight into aspects of services for improvement.
- ⑧ Determine Council performance in relation to the community outcomes which form part of the Council's Long Term Plan (LTP).
- ⑧ Provide a measure of perception of quality of life, in line with the Community Economic Development Strategy.



# Research Methodology

- ⌘ Each survey consists of a representative sample of 350 Grey District residents aged 18+, based on the latest Census data.
- ⌘ Prior to 2019, interviews were conducted by telephone. Since 2019, a hybrid online self-completion and telephone interviewer administered approach has been 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 and 2020, 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.



# Research Methodology continued

- ⌘ In 2020, 200 interviews were conducted by telephone and 273 surveys were completed online.
- ⌘ 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 and a random selection of online surveys to achieve a total sample size of 350. Quotas were set for age, gender and area according to Census 2018.
- ⌘ Telephone interviewing took place from 30<sup>th</sup> October – 8<sup>th</sup> December and the online survey was available from 2<sup>nd</sup> November – 7<sup>th</sup> December.
- ⌘ The 2020 questionnaire was based on previous questionnaires with new questions added to assess contact with Grey District Council offices by reason for contact, and contact with the 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 2019 or other locations combined are highlighted as:  or ↑
  - ⌘ Findings that are statistically lower compared with 2019 or other locations combined are highlighted as:  or ↓



# Benchmark Data

- ⌘ Benchmark data have been provided for some key performance measures for comparative purposes.
- ⌘ This benchmark data is indicative only. The surveys from which the data were obtained differ slightly in the methodologies used, such as:
  - ⌘ Differences in data collection method used, for example telephone, postal, face to face.
  - ⌘ Minor differences in sample sizes.
  - ⌘ Minor differences in the wording of questions and the scales used.
- ⌘ Survey years are recorded on the graphs. The most recent data available has been used, although this is not necessarily 2020.



## Sample Structure: 2019 & 2020

		Census 2018  %	Sample n=350			
			2019		2020	
			n	%	n	%
Age	18-24	9	33	9	32	9
	25-49	37	126	36	131	37
	50-64	30	106	30	104	30
	65+	24	85	24	83	24
Gender	Male	50	174	50	175	50
	Female	50	176	50	175	50
Area	Greater Greymouth	34	120	34	120	34
	Karoro - Camerons	18	62	18	62	18
	Kaiata/Dobson/Taylorville/ Stillwater	6	22	6	22	6
	Grey Valley/ Blackball/Lake Brunner	25	88	25	88	25
	Runanga/ Rapahoe/Coast Road	17	58	17	58	17
Methodology	Telephone	-	145	41	200	57
	Online	-	205	59	150	43



# Sample Structure: 2011 – 2018

		Census 2013	Sample n=350													
			2011		2013		2014		2015		2016		2017		2018	
			%	n	%	n	%	n	%	n	%	n	%	n	%	n
Age	18-24	11	50	14	43	12	44	13	41	12	37	11	34	10	34	10
	25-49	40	148	42	140	40	150	43	147	42	140	40	135	39	139	40
	50-64	29	102	29	106	30	104	30	108	31	105	30	106	30	103	29
	65+	21	50	14	61	17	52	15	54	15	68	19	75	21	74	21
Gender	Male	49	165	47	168	48	177	51	171	49	172	49	172	49	172	49
	Female	51	185	53	182	52	173	49	179	51	178	51	178	51	178	51
Area	Greater Greymouth	60	208	59	197	56	212	61	206	59	216	62	208	59	209	60
	Karoro - Camerons	12	38	11	46	13	41	12	42	12	43	12	41	12	42	12
	Kaiata/Dobson/ Taylorville/ Stillwater	9	30	9	31	9	26	7	31	9	26	7	30	9	28	8
	Grey Valley/ Blackball/ Lake Brunner	11	41	12	39	11	37	11	38	11	37	11	37	11	37	11
	Runanga/ Rapahoe/ Coast Road	10	33	9	37	11	34	10	33	9	27	8	34	10	34	10
Method- ology	Telephone	-	350	100	350	100	350	100	350	100	350	100	350	100	350	100
	Online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



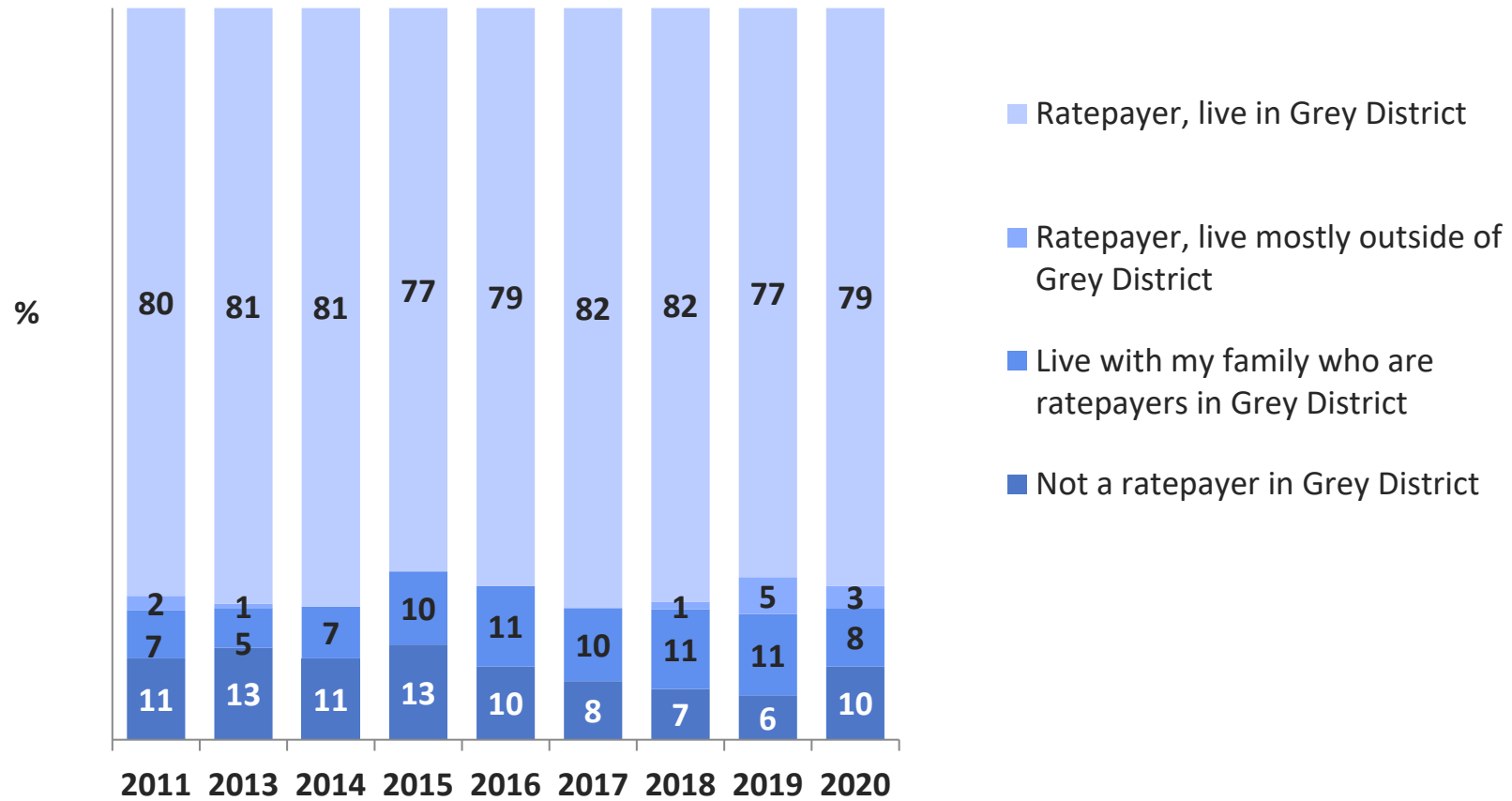
# Sample Profile – Demographics

	2020 (350) %
<b>Dependent Children</b>	
Participant is dependent child	2
No dependent children	64
Youngest aged under 5	7
Youngest aged 5-15	19
Youngest aged over 15	7
<b>Life Stage</b>	
Younger, no dependents	18
Has dependents	34
Older, no dependents	48

	2020 (350) %
<b>Employment Status</b>	
In full time paid employment	43
In part time paid employment	20
Not in paid employment/seeking/beneficiary	4
Retired	20
Home executive	5
School student	1
Tertiary student	1
Other	6
<b>Ethnicity</b>	
European	91
Maori	7
Pacific peoples	1
Asian	1
Middle Eastern/Latin American/African	-
New Zealander	6
Other	1



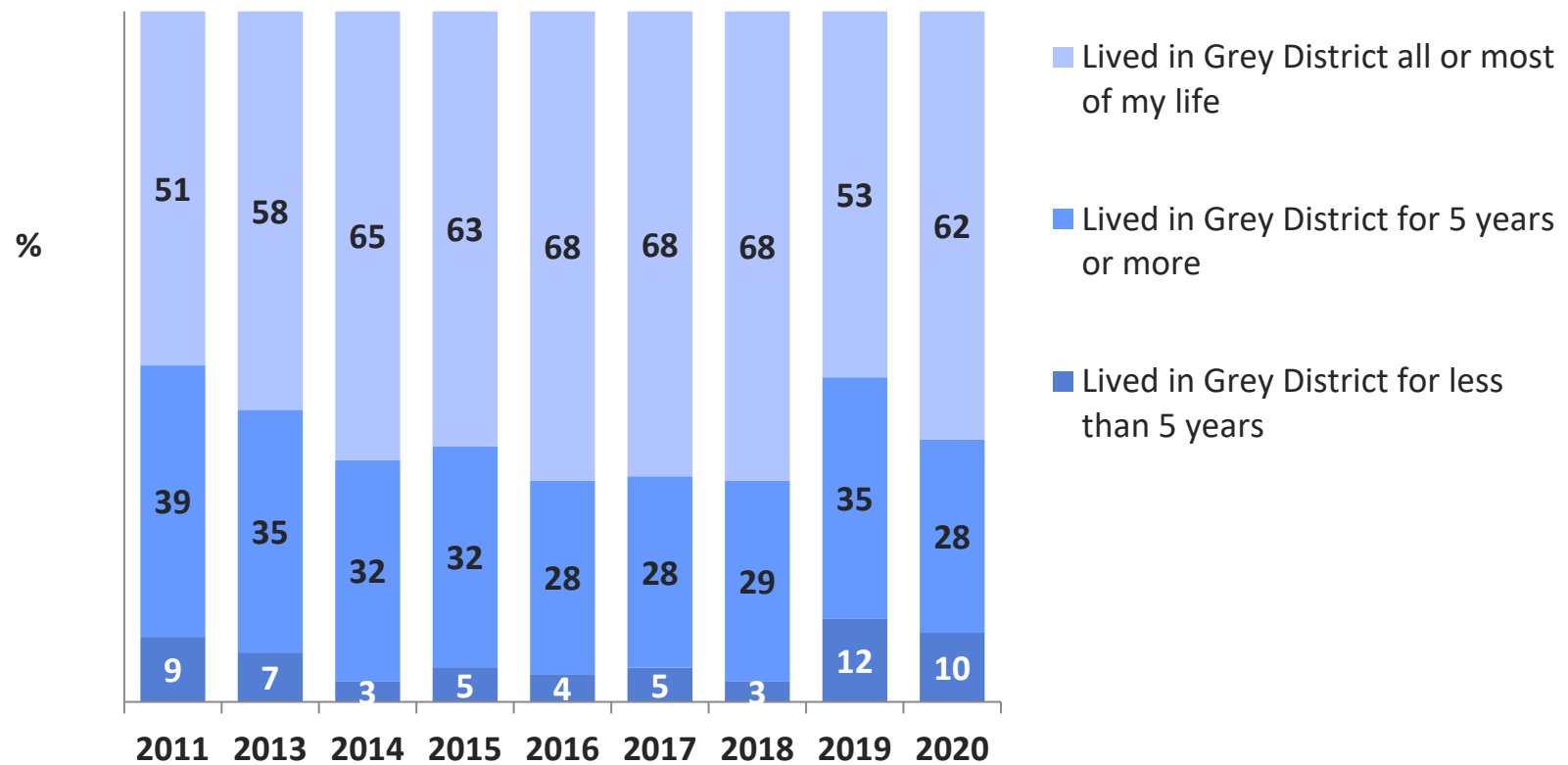
# Sample Profile: Ratepayer Status



Total sample: 350



# Sample Profile: Length of Time Living in Grey District



Total sample: 350



# Key Findings



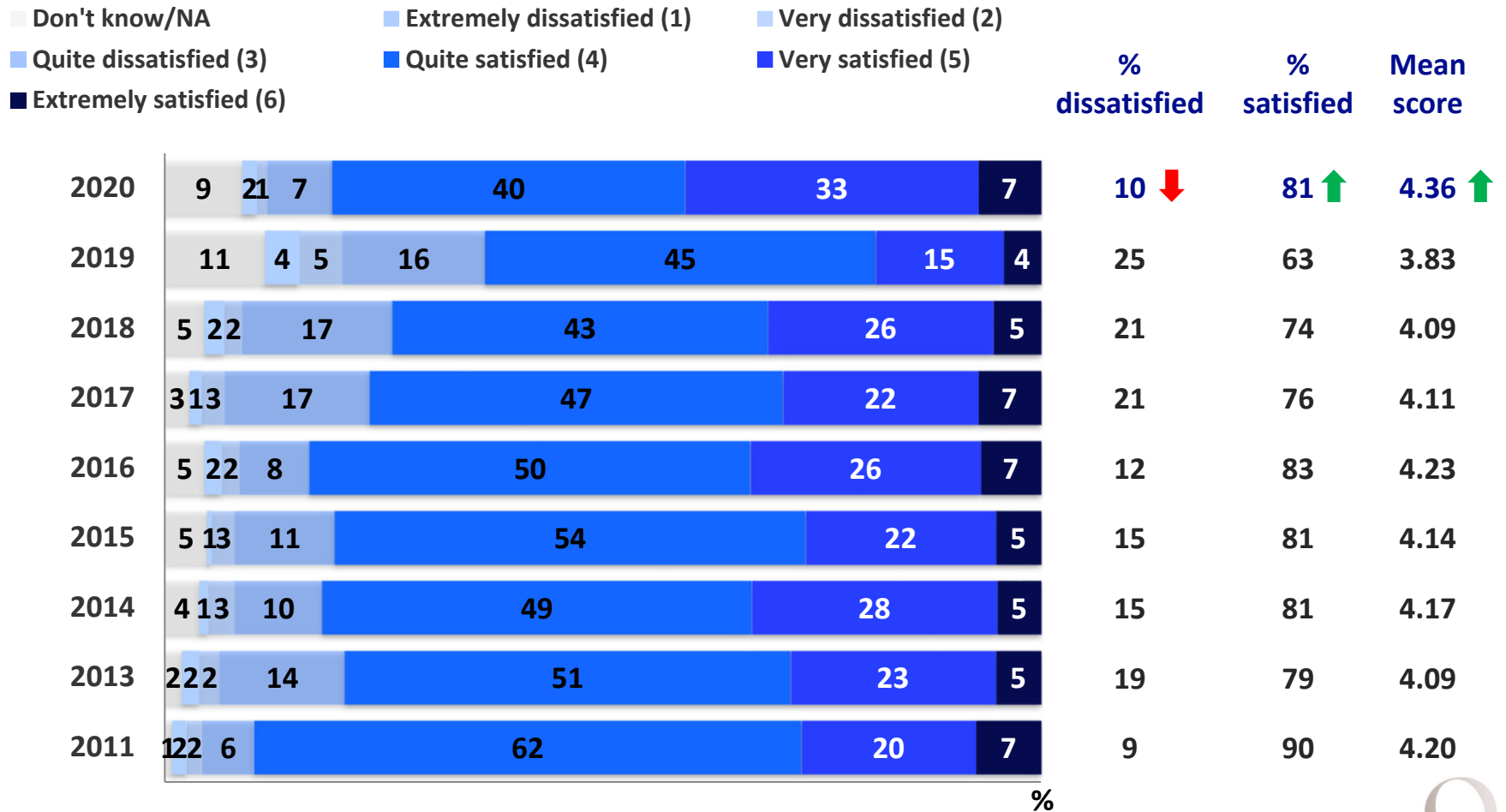


# Performance of Grey District Council



# 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?

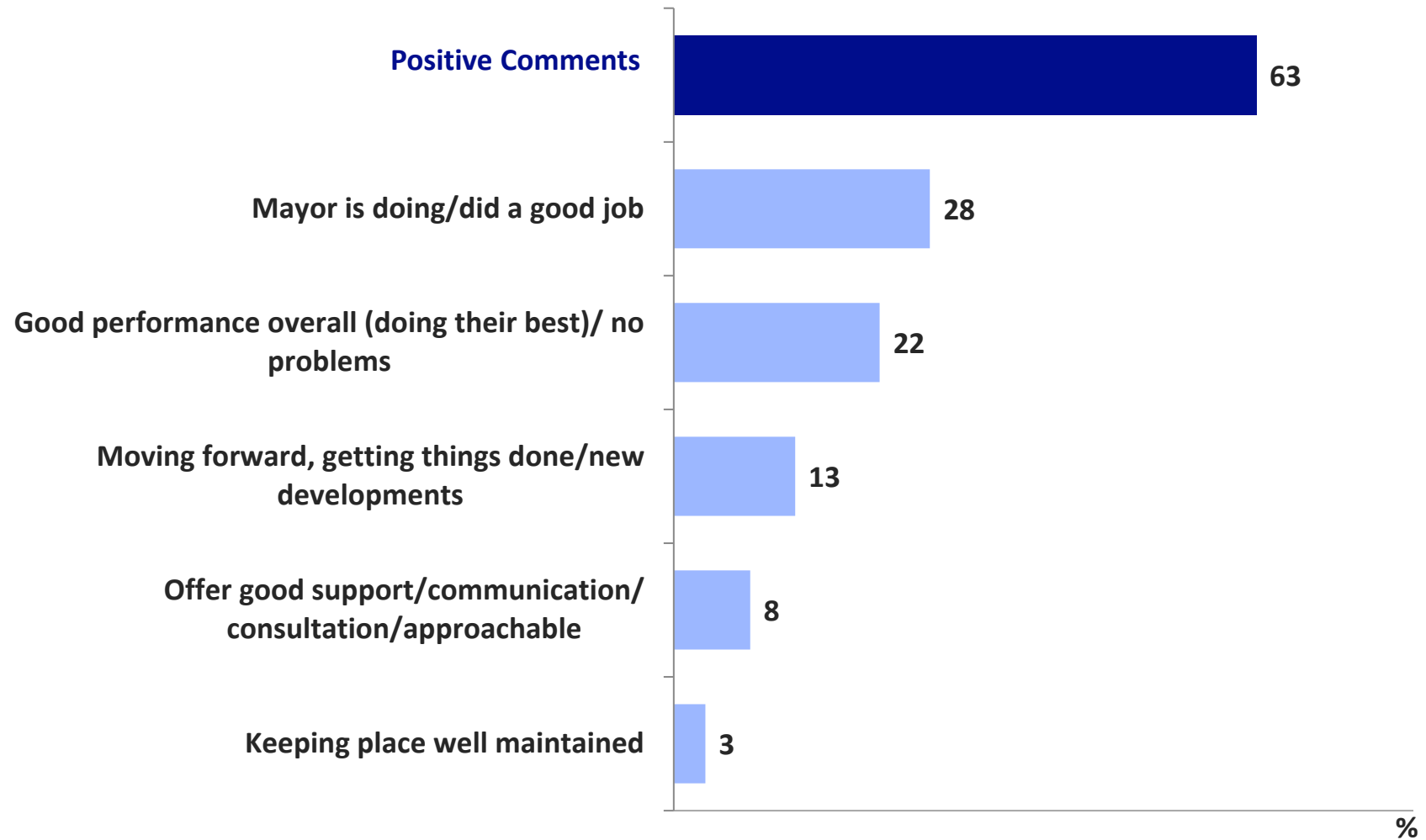


Sample: 350



# Reasons for Level of Satisfaction with Performance of Grey District Council over Last 12 Months, 2020

Q. Why do you say that?



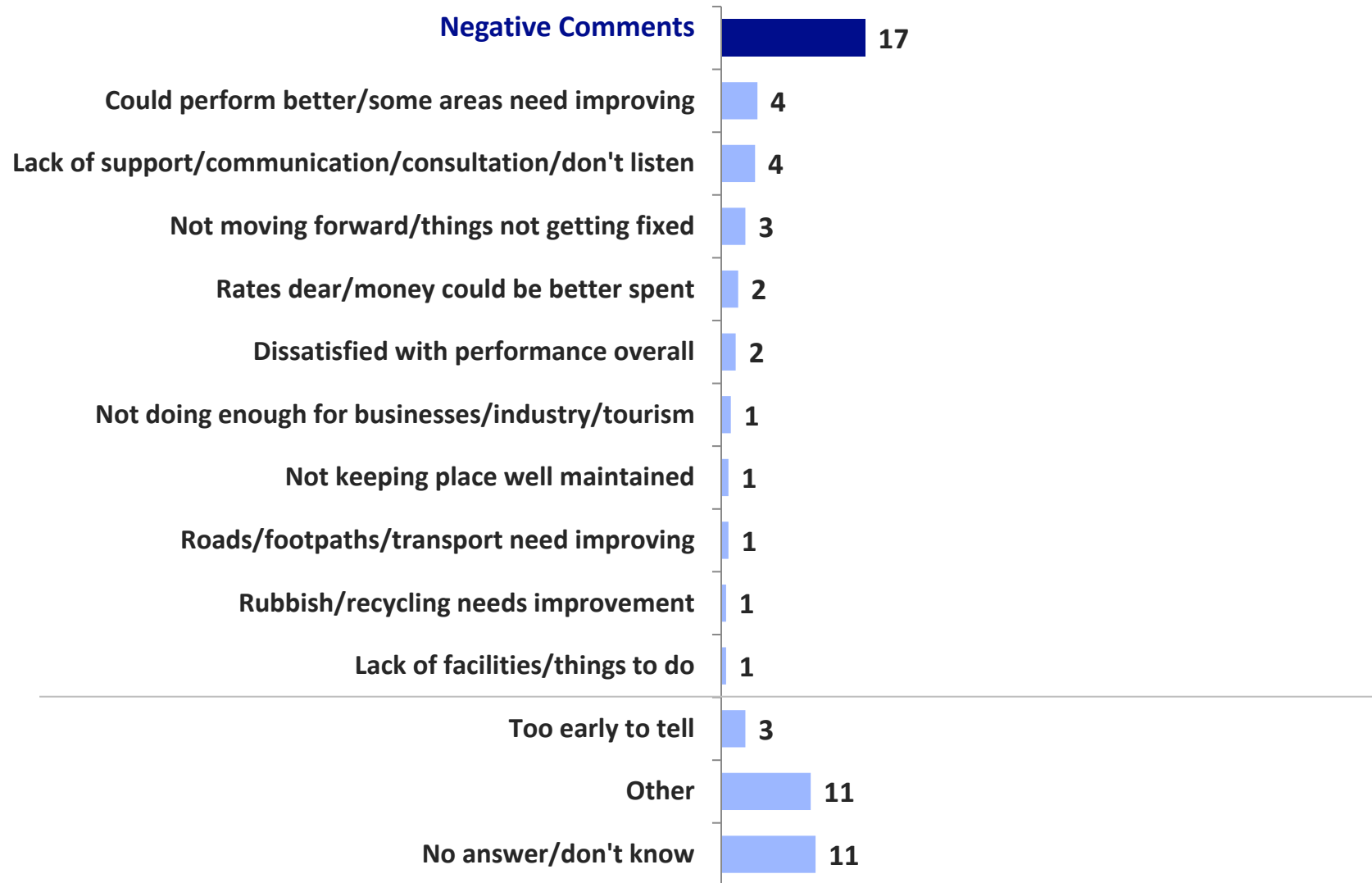
Total sample: 350

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# Reasons for Level of Satisfaction with Performance of Grey District Council over Last 12 Months, 2020 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) %	2020 (350) %
Positive Comments	72	65	65	66	56	54	38	63
Mayor is doing/did a good job	5	10	8	5	10	13	6	28
Good performance overall (doing their best)/ no problems	51	40	41	36	29	31	22	22
Moving forward, getting things done/new developments	7	17	15	17	16	11	6	13
Offer good support/communication/consultation/approachable	8	8	9	9	6	5	4	8
Keeping place well maintained	5	3	2	4	3	3	1	3
Dealt with challenges, eg mines, floods, etc	8	3	1	1	-	-	2	-
They keep rates down	4	2	2	1	-	-	1	-
Create job opportunities	1	1	-	1	1	-	-	-

Total sample: 350

Note: question was not asked in 2011

*Continued on next slide*



# 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) %	2020 (350) %
<b>Negative Comments</b>	30	32	29	22	41	39	35	17
Could perform better/some areas need improving	7	10	10	6	8	11	5	4
Lack of support/communication/consultation/don't listen	5	9	4	5	7	10	7	4
Not moving forward/things not getting fixed	4	7	5	3	4	3	6	3
Rates dear/money could be better spent	5	5	7	3	5	8	7	2
Dissatisfied with performance overall	2	2	-	1	2	3	1	2
Not doing enough for businesses/industry/tourism	-	-	-	1	1	2	2	1
Not keeping place well maintained	2	2	-	1	2	3	3	1
Roads/footpaths/transport need improving	8	7	3	-	7	2	3	1
Rubbish/recycling needs improvement	3	2	3	1	4	2	3	1
Lack of facilities/things to do	-	-	2	-	1	1	1	1
Concerns about the new town centre/square	-	-	-	1	8	6	4	-
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	3
Looking forward to new Mayor/Council/change	-	-	-	-	-	-	4	-
Other	4	4	6	8	10	12	16	11
No answer/don't know	-	9	9	8	6	7	13	11

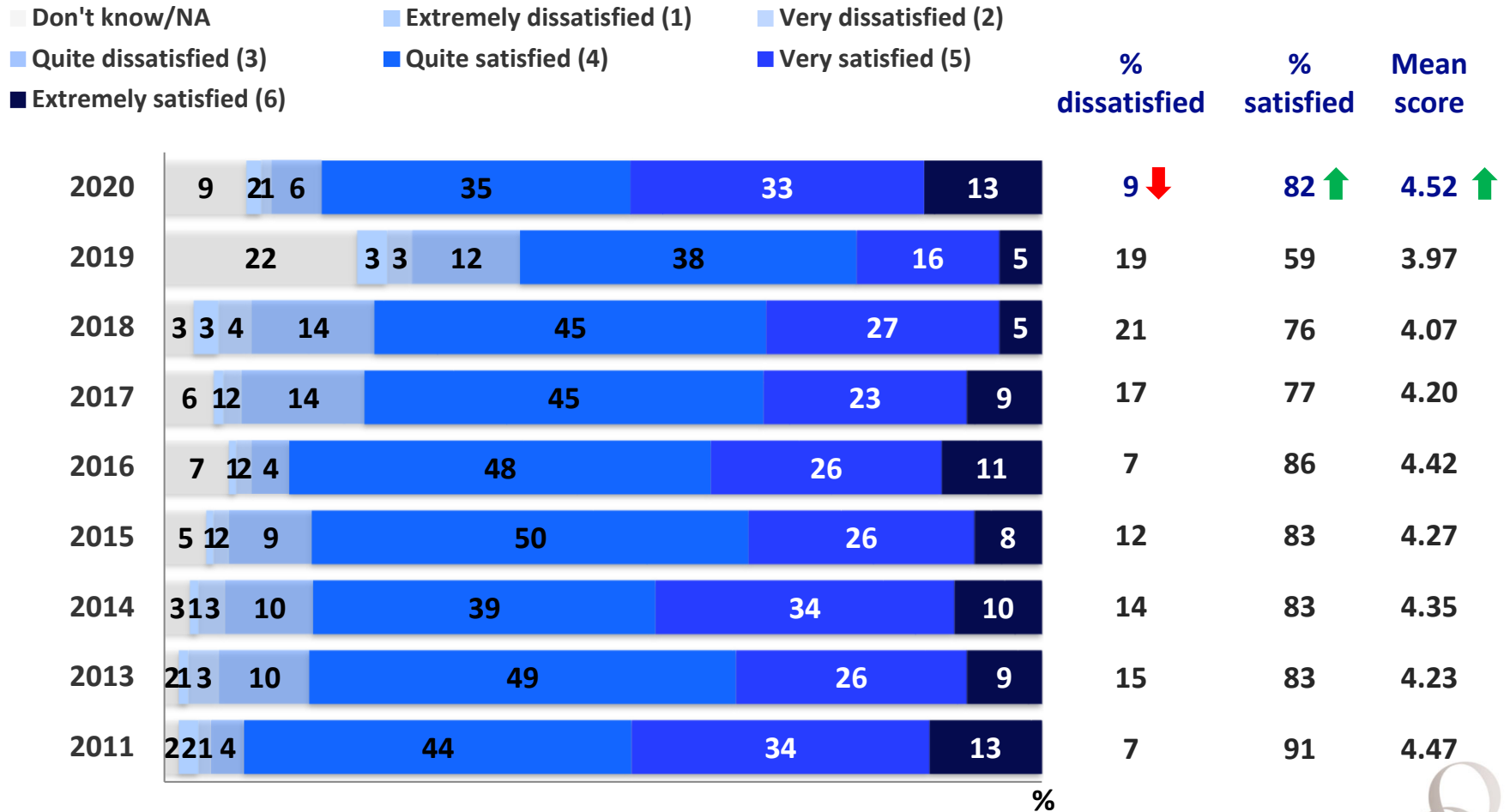
Total sample: 350

Note: question was not asked in 2011



# 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?*

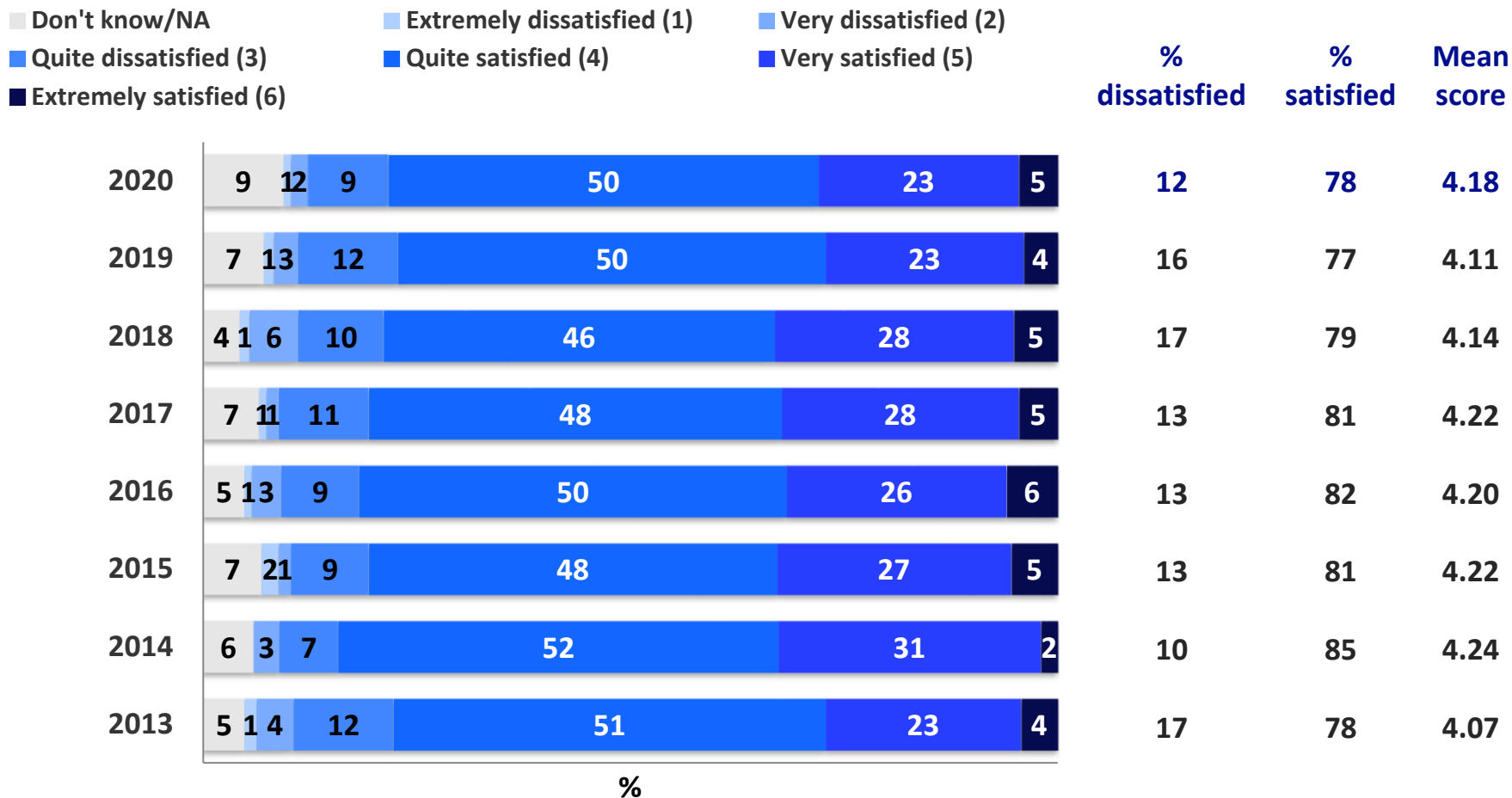


Sample: 350



# 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, 2020

	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	5	10	3	-	1	2
Very satisfied	23	24	27	5	26	21
Quite satisfied	50	43	50	55	56	55
Quite dissatisfied	9	8	8	27	7	12
Very dissatisfied	2	1	3	5	2	2
Extremely dissatisfied	1	2	-	-	1	-
Don't know	9	13	8	9	7	9
<b>SATISFIED</b>	<b>78</b>	<b>78</b>	<b>81</b>	<b>59</b>	<b>83</b>	<b>78</b>
<b>DISSATISFIED</b>	<b>12</b>	<b>10</b>	<b>11</b>	<b>32</b>	<b>10</b>	<b>14</b>
Mean	4.18	4.34	4.21	3.65	4.15	4.09

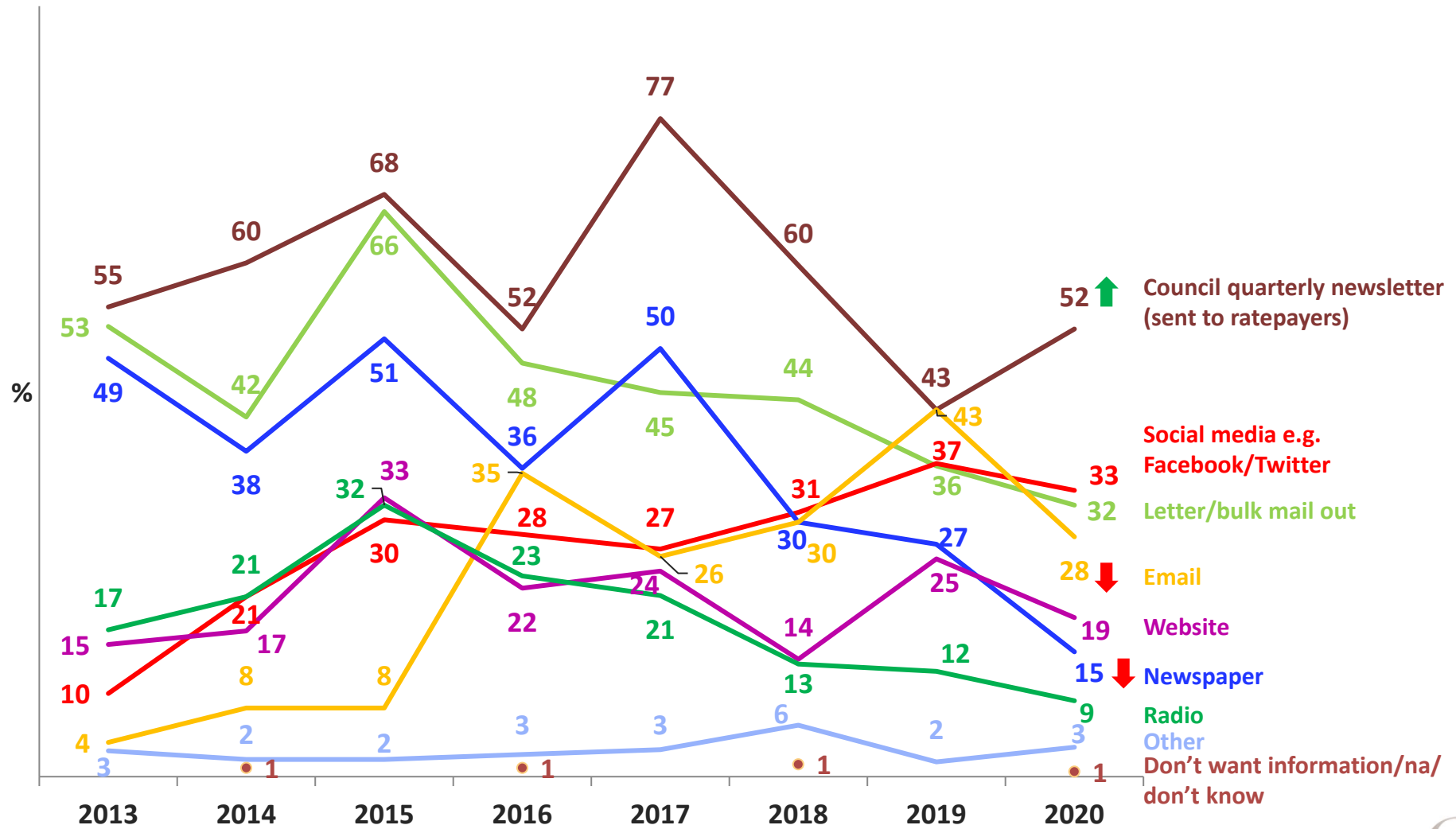
Sample: refer to ()

\*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, 2020

	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).	52	48	58	50	56	50
Social media e.g. Facebook/Twitter	33	48	37	32	17	26
Letter/bulk mail out	32	37	26	45	24	34
Email	28	33	24	32	24	26
Website	19	27	15	23	11	16
Newspaper	15	18	16	9	13	12
Radio	9	12	6	5	7	10
Other	3	2	8	-	5	2
Don't want information/na	1	1	-	-	-	2

Sample: refer to ()

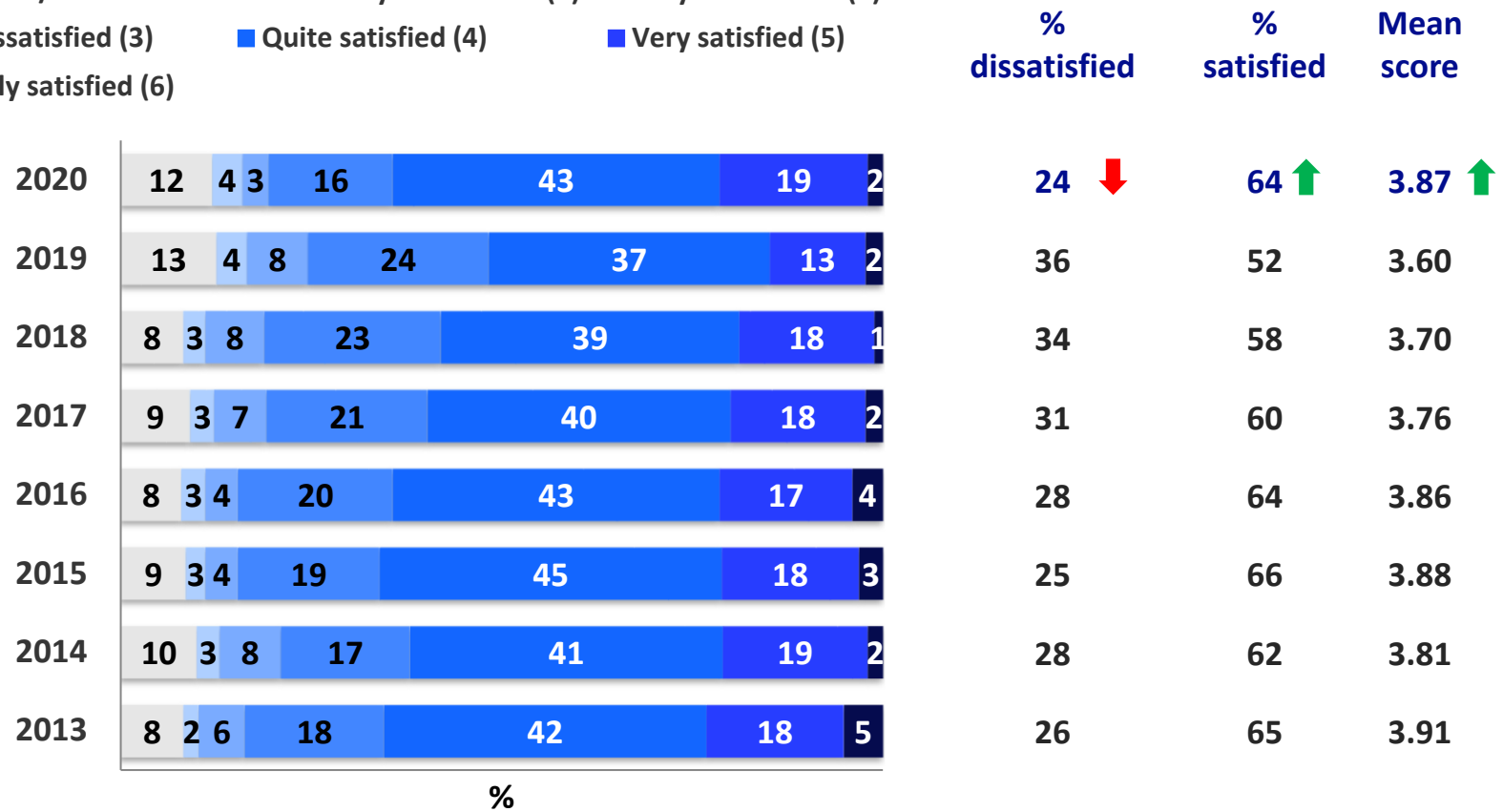
\*Small sample size – results indicative only



# 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?

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



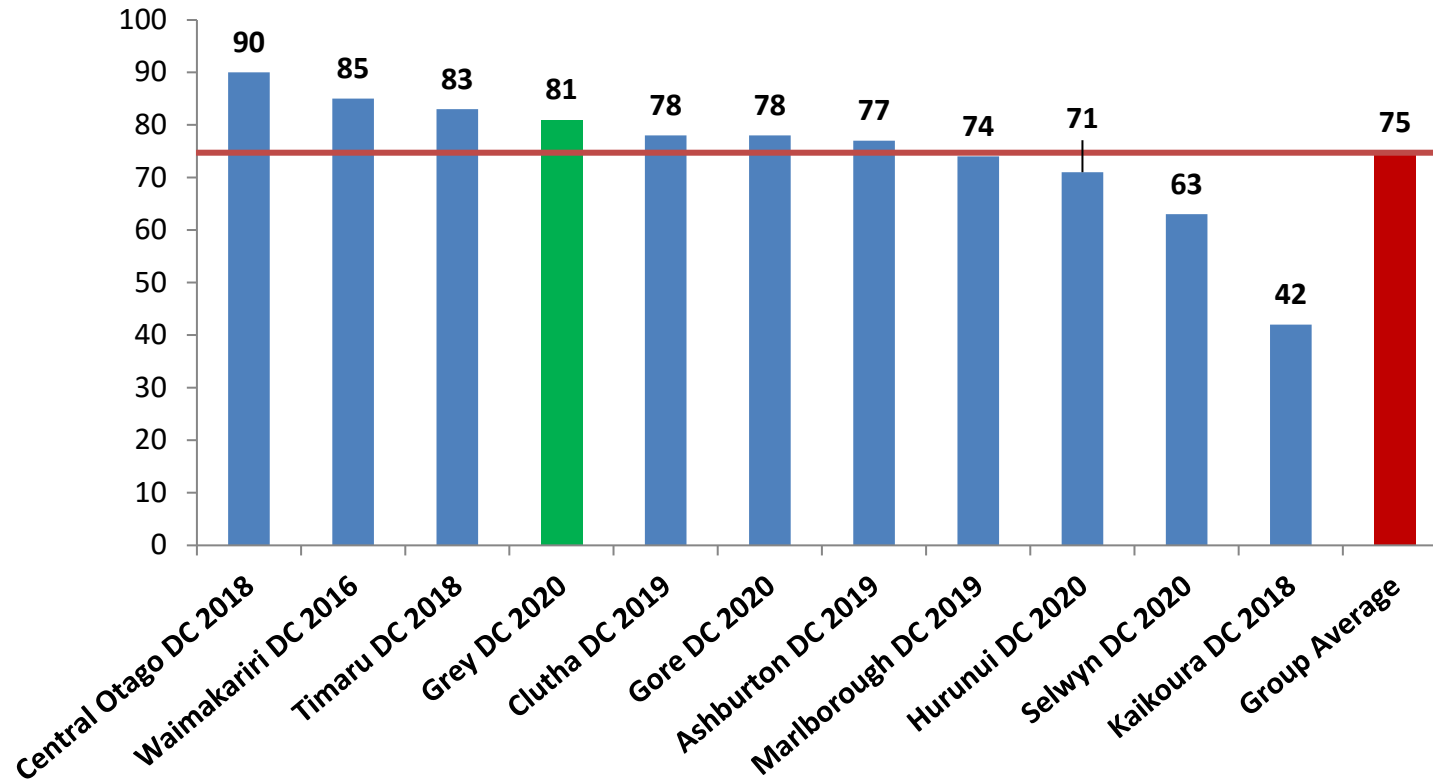
Total sample: 350



# Council Comparison Benchmark Data



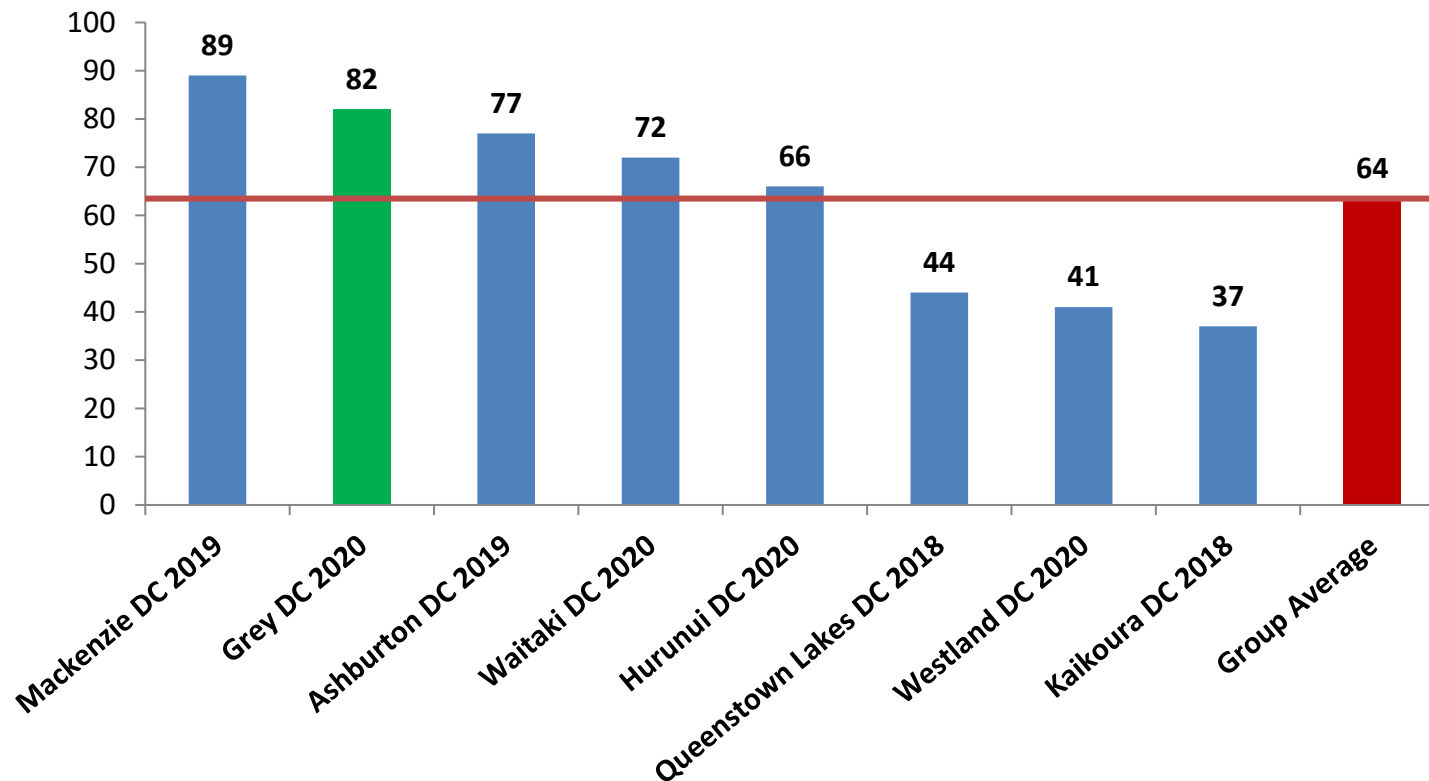
# Overall Satisfaction with Performance of Council



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.



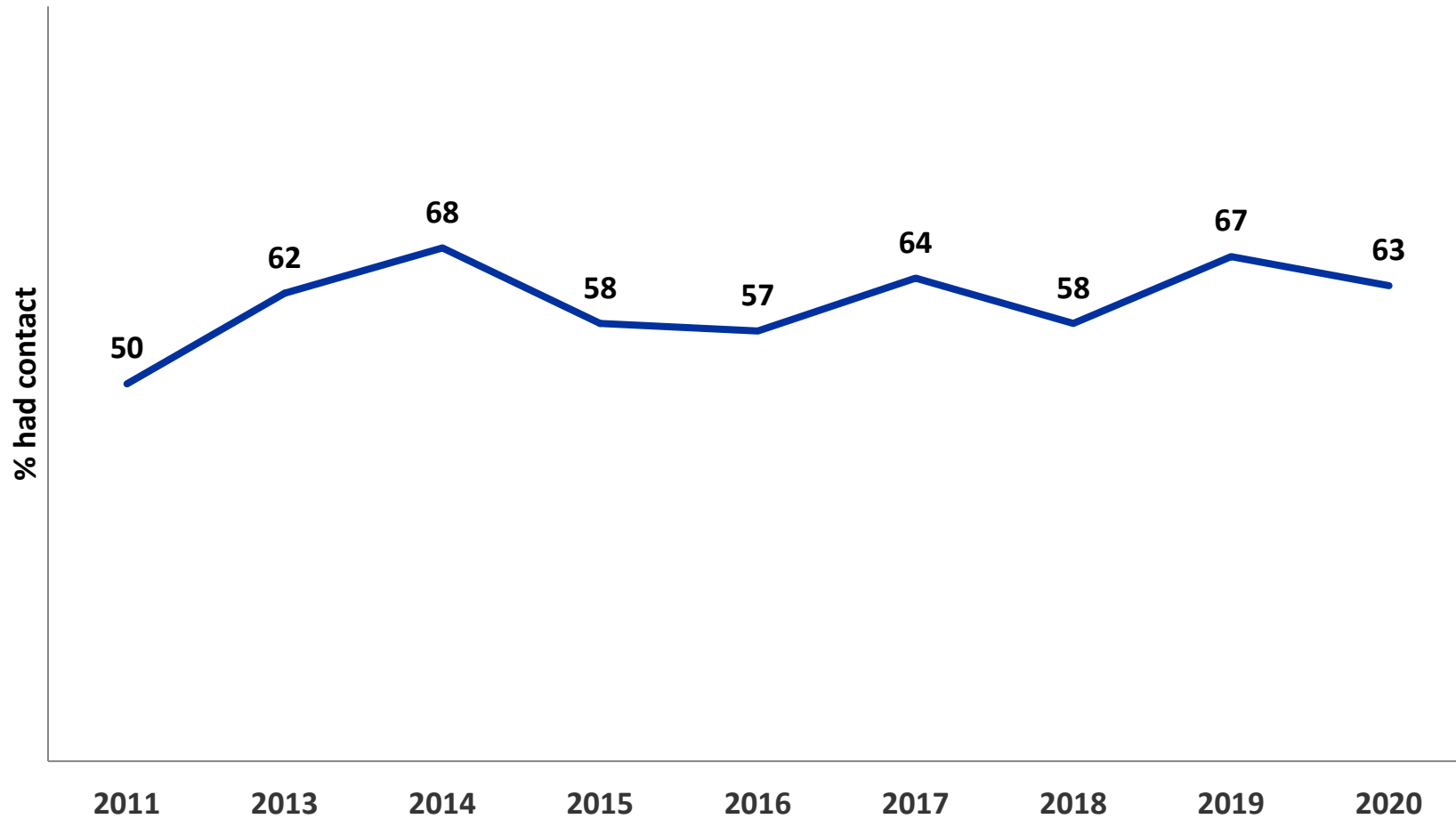
# **Contact with Grey District Council, Library and Westland Recreation Centre**





# 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?*

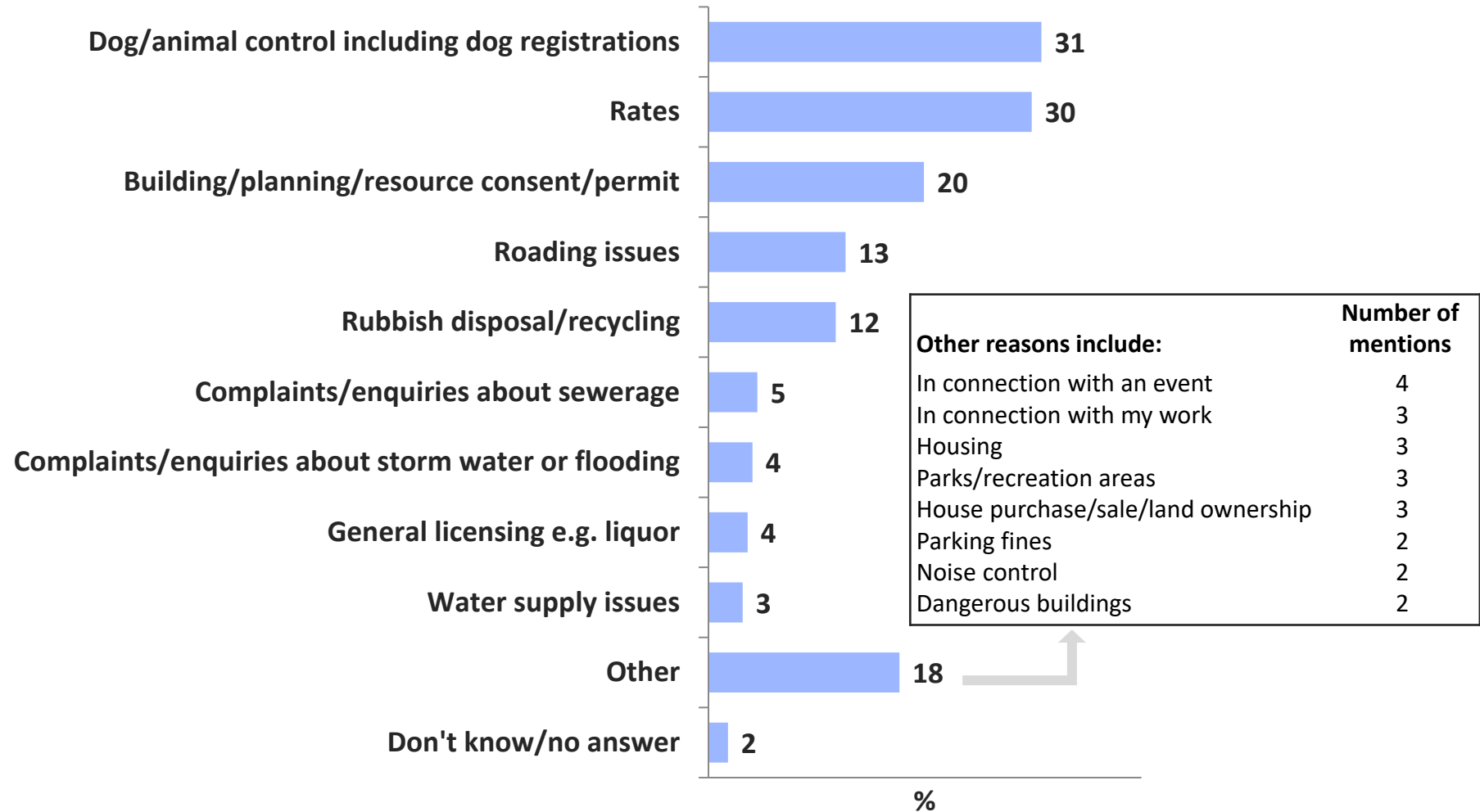


Sample: 350



# Reasons for Contacting Council Offices, 2020

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



Sample: those who contacted Council in last 12 months: 221



# Reasons for Contacting Council Offices – Trend Data

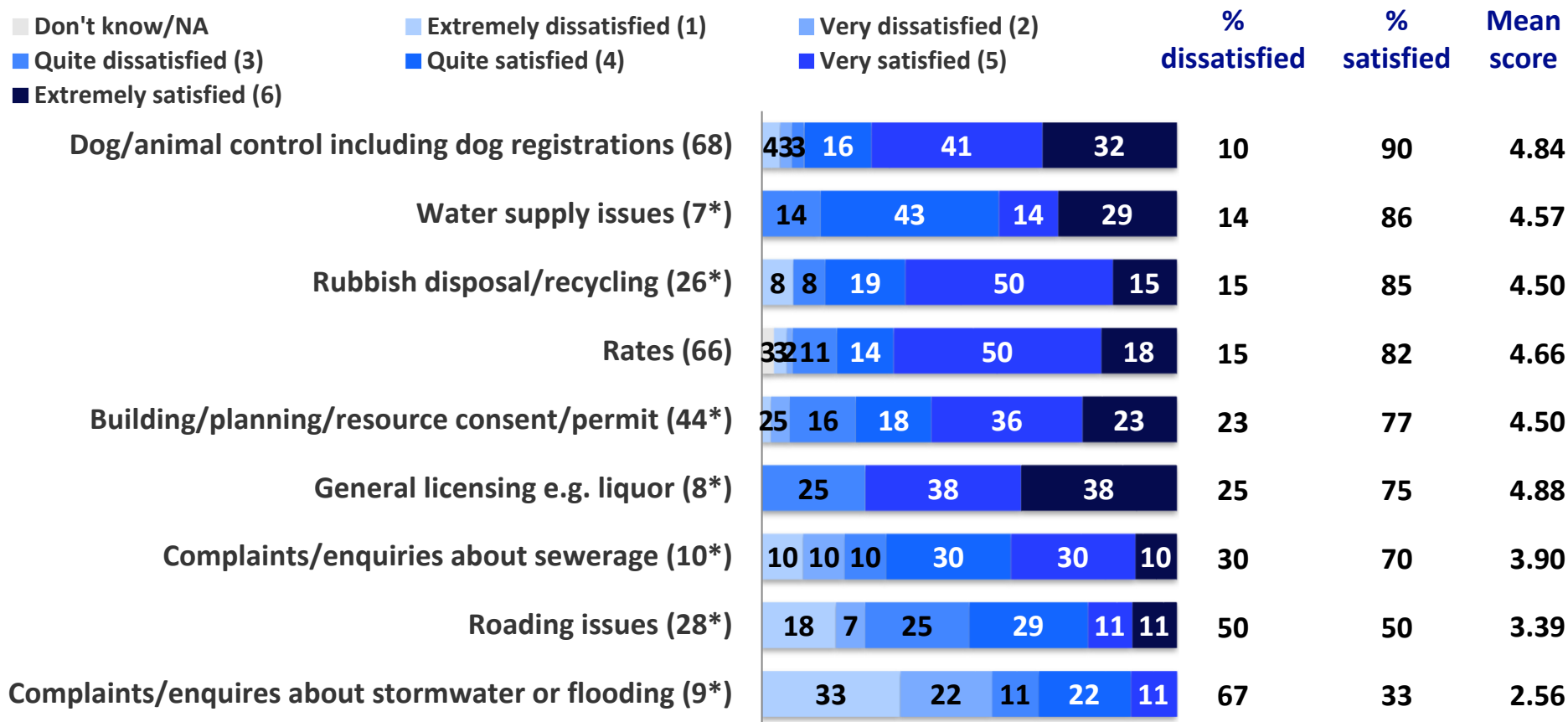
	2011 (175) %	2013 (217) %	2014 (238) %	2015 (203) %	2016 (198) %	2017 (224) %	2018 (204) %	2019 (234) %	2020 (221) %
Dog/animal control including dog registrations	15	32	24	34	33	29	26	26	31
Rates	33	23	26	24	22	28	25	24	30
Building/planning/resource consent/permit	26	30	22	24	23	23	20	12	20
Roading issues	7	9	9	6	5	8	7	11	13
Rubbish disposal/recycling	5	6	5	5	5	8	9	8	12
Complaints/enquiries about sewerage	4	3	3	3	2	2	3	3	5
Complaints/enquiries about storm water or flooding	5	6	5	5	8	8	4	8	4
General licensing e.g. liquor	2	1	1	1	1	2	-	2	4
Water supply issues	6	4	7	4	3	-	4	6	3
Other	18	21	23	33	25	21	26	36	18
Don't know/no answer	-	-	9	-	1	-	-	-	2

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



# Satisfaction with Service from Council Offices by Reason for Contacting Council, 2020

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



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

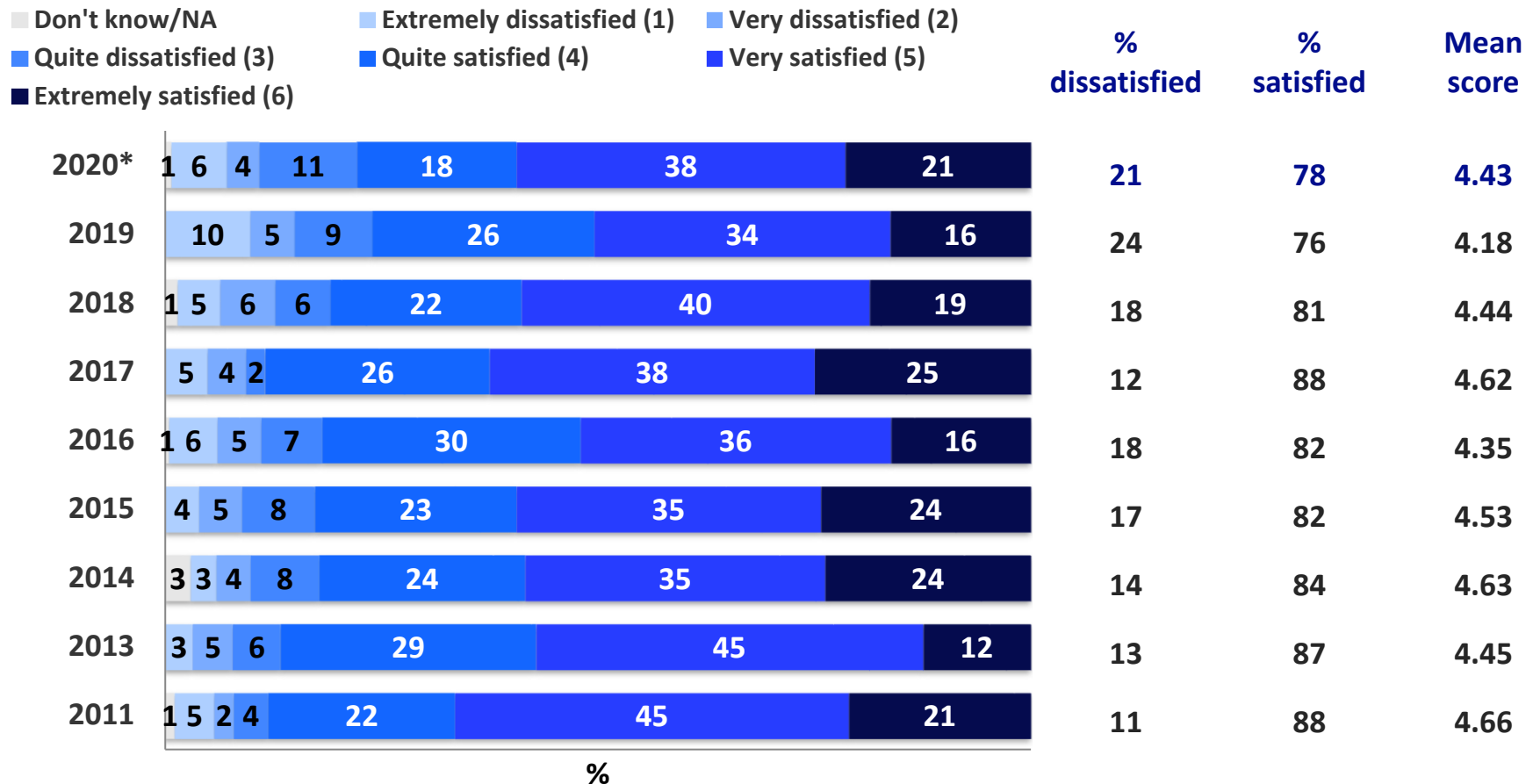
Note: this question was not asked prior to 2020

\*Small sample size – results indicative only

Reasons for level of satisfaction and what made the service great or could have been better are shown on the following slides for services contacted by more than 10 respondents.

# Satisfaction with Overall Service from Council Offices – Trend Data

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



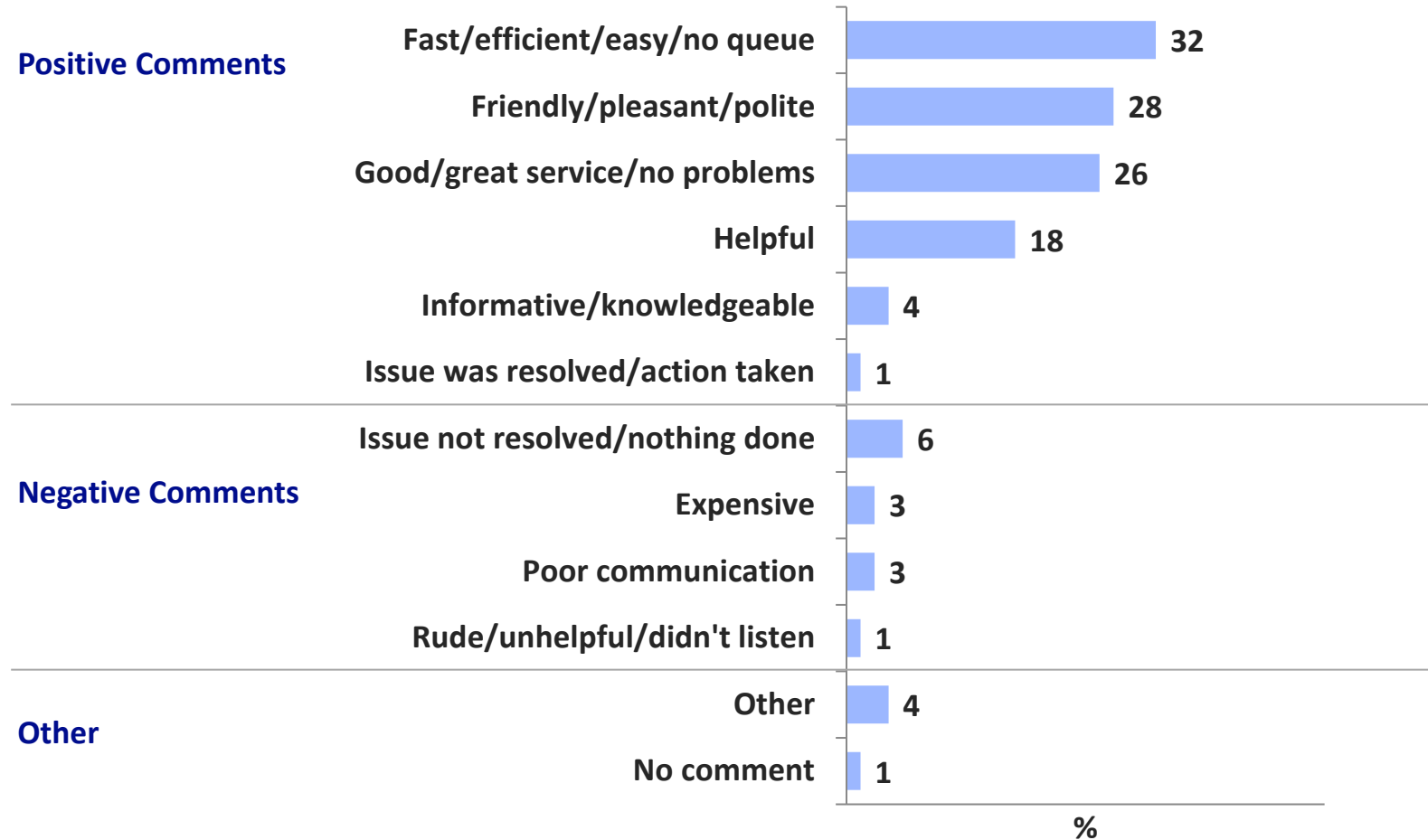
Sample: those who contacted the Council: 2011: 175; 2013: 217; 2014: 238; 2015: 203; 2016: 198; 2017: 224; 2018: 204; 2019: 234

\*2020: Based on all ratings of service from Council Offices rated by those contacting Council offices for any of the reasons shown on the previous page (266 contacts rated by 178 residents)



# Reasons for Level of Satisfaction with Service from Council Offices – Dog Registration/Animal Control, 2020

Q. Why do you say that?



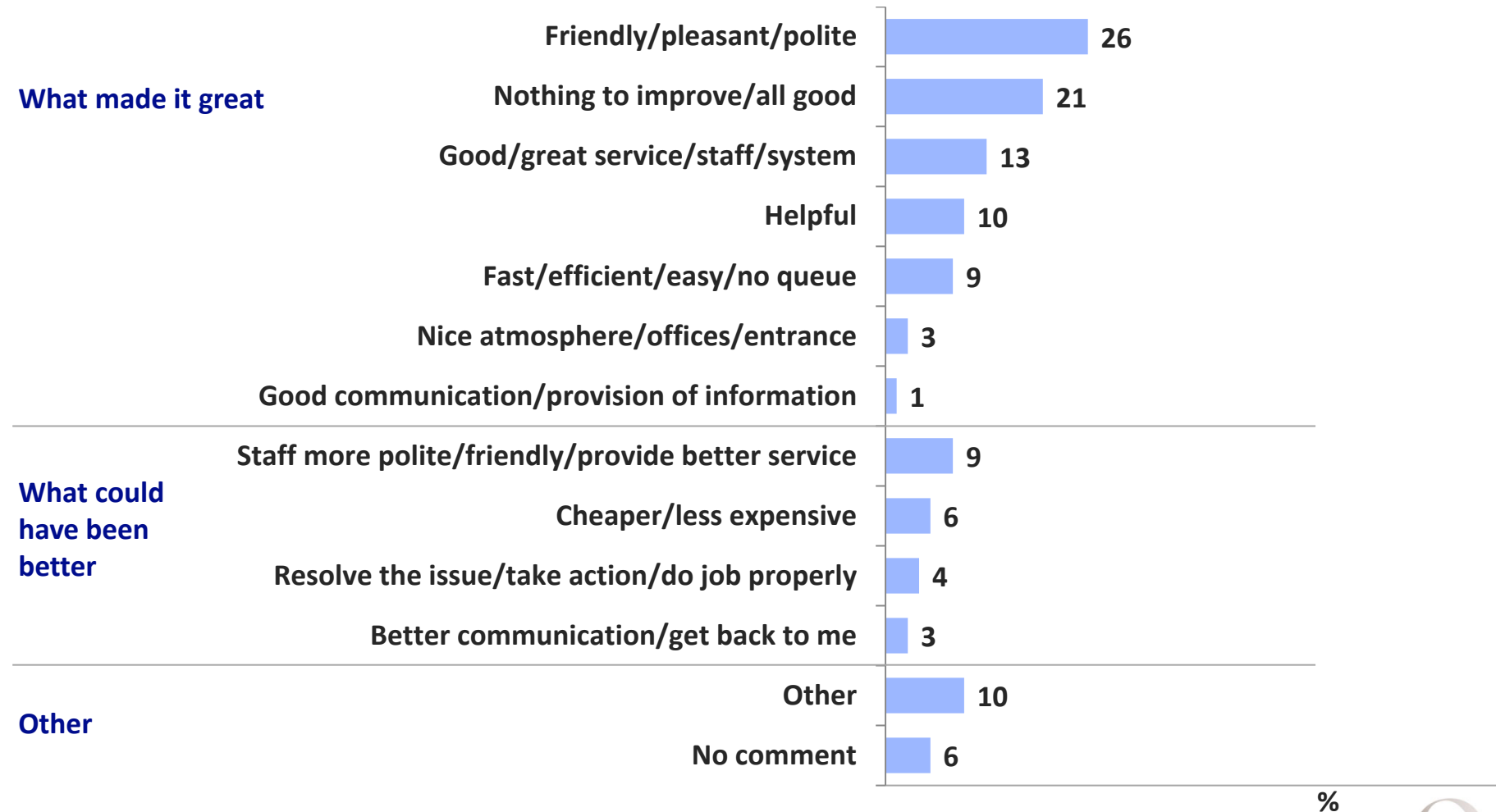
Sample: those who contacted the Council about dog registration/animal control (68)

Note: this question was not asked prior to 2020



# Aspects of Service that Made it Great or Could Have Been Better – Dog Registration/Animal Control, 2020

Q. And what could have been better or what made it great?



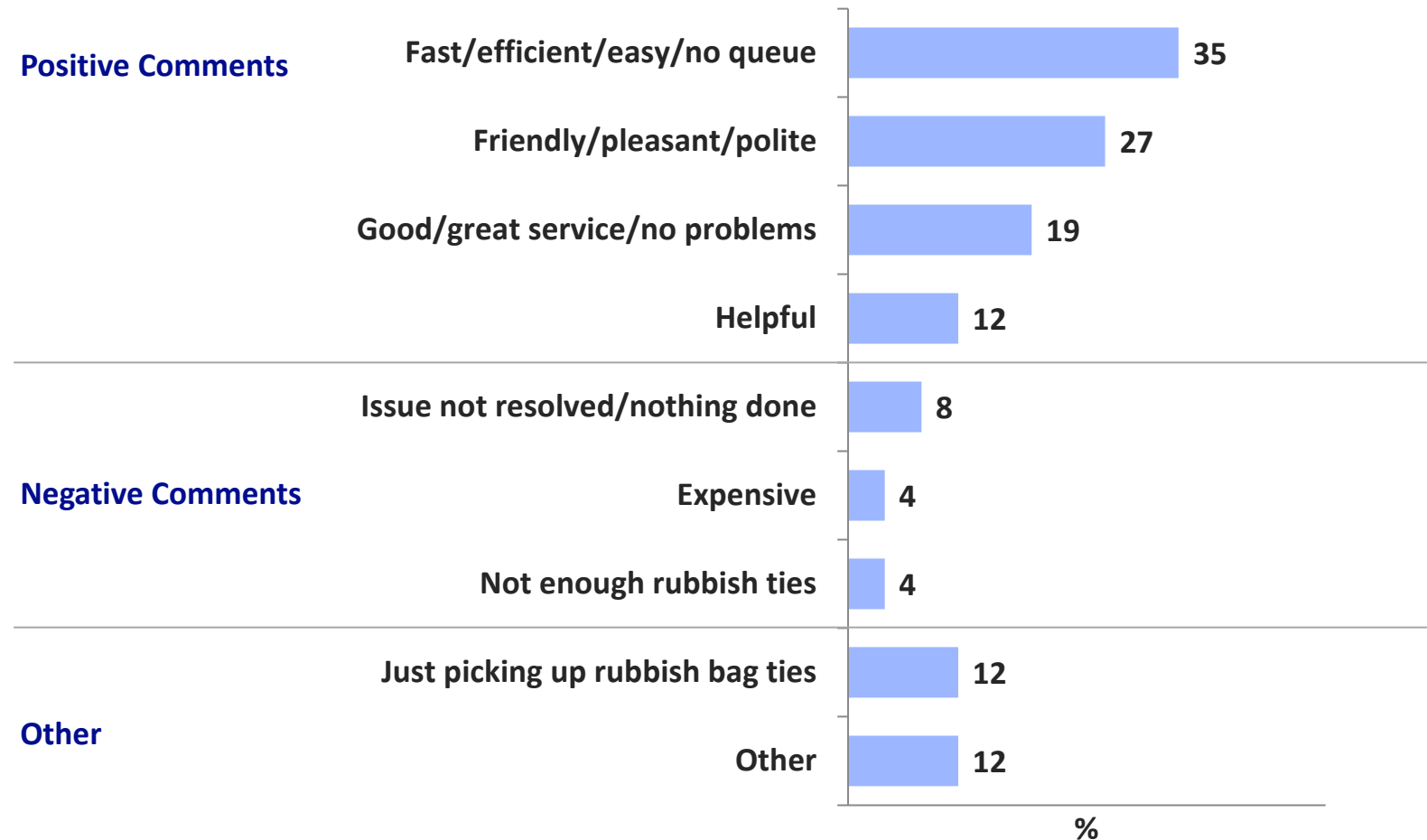
Sample: those who contacted the Council about dog registration/animal control (68)

Note: this question was not asked prior to 2020



# Reasons for Level of Satisfaction with Service from Council Offices – Rubbish Disposal/Recycling, 2020

Q. Why do you say that?



Sample: those who contacted the Council about rubbish disposal/recycling (26\*)

\*Small sample size – results indicative only

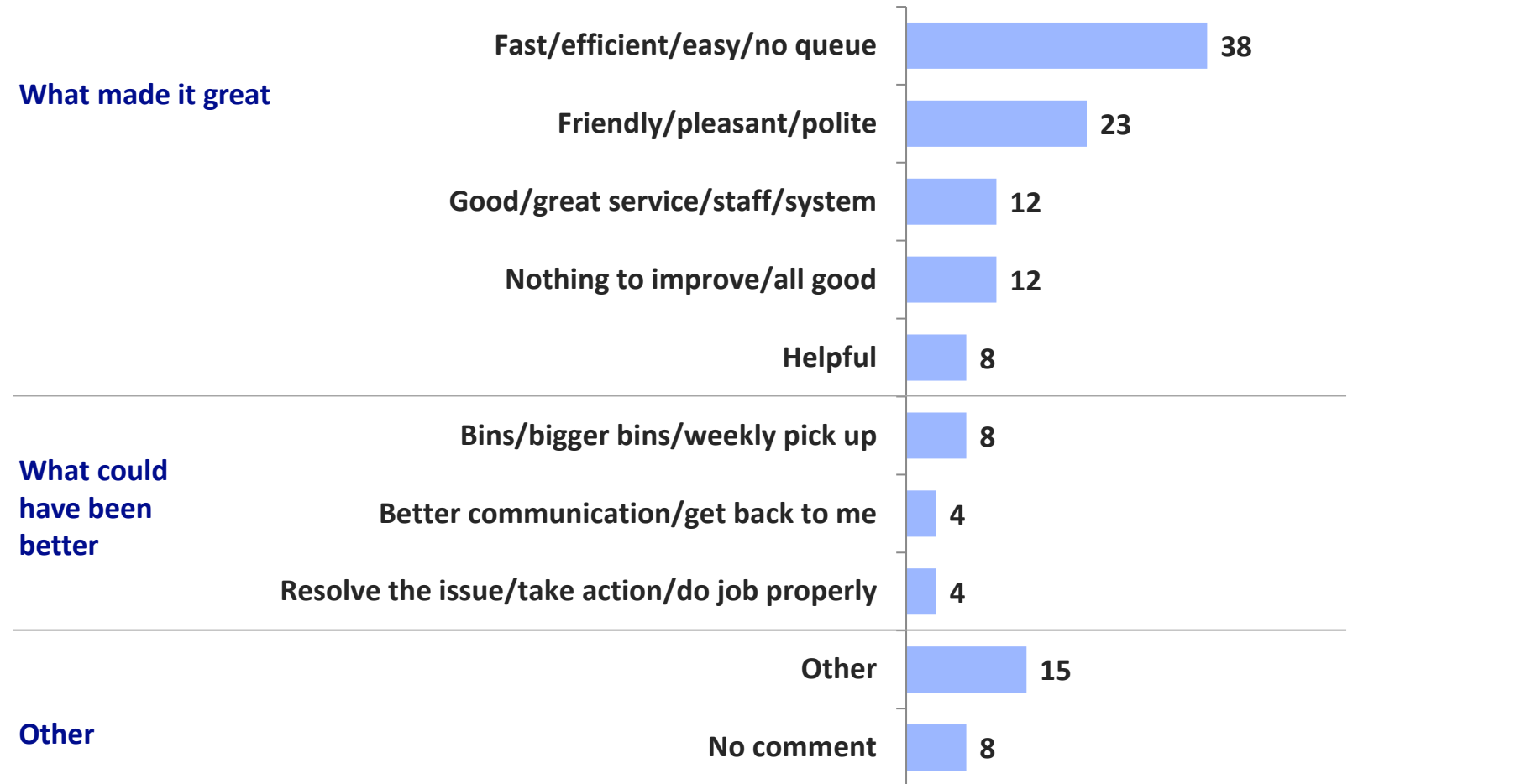
Note: this question was not asked prior to 2020





# Aspects of Service that Made it Great or Could Have Been Better – Rubbish Disposal/Recycling, 2020

Q. And what could have been better or what made it great?



Sample: those who contacted the Council about rubbish disposal/recycling (26\*)

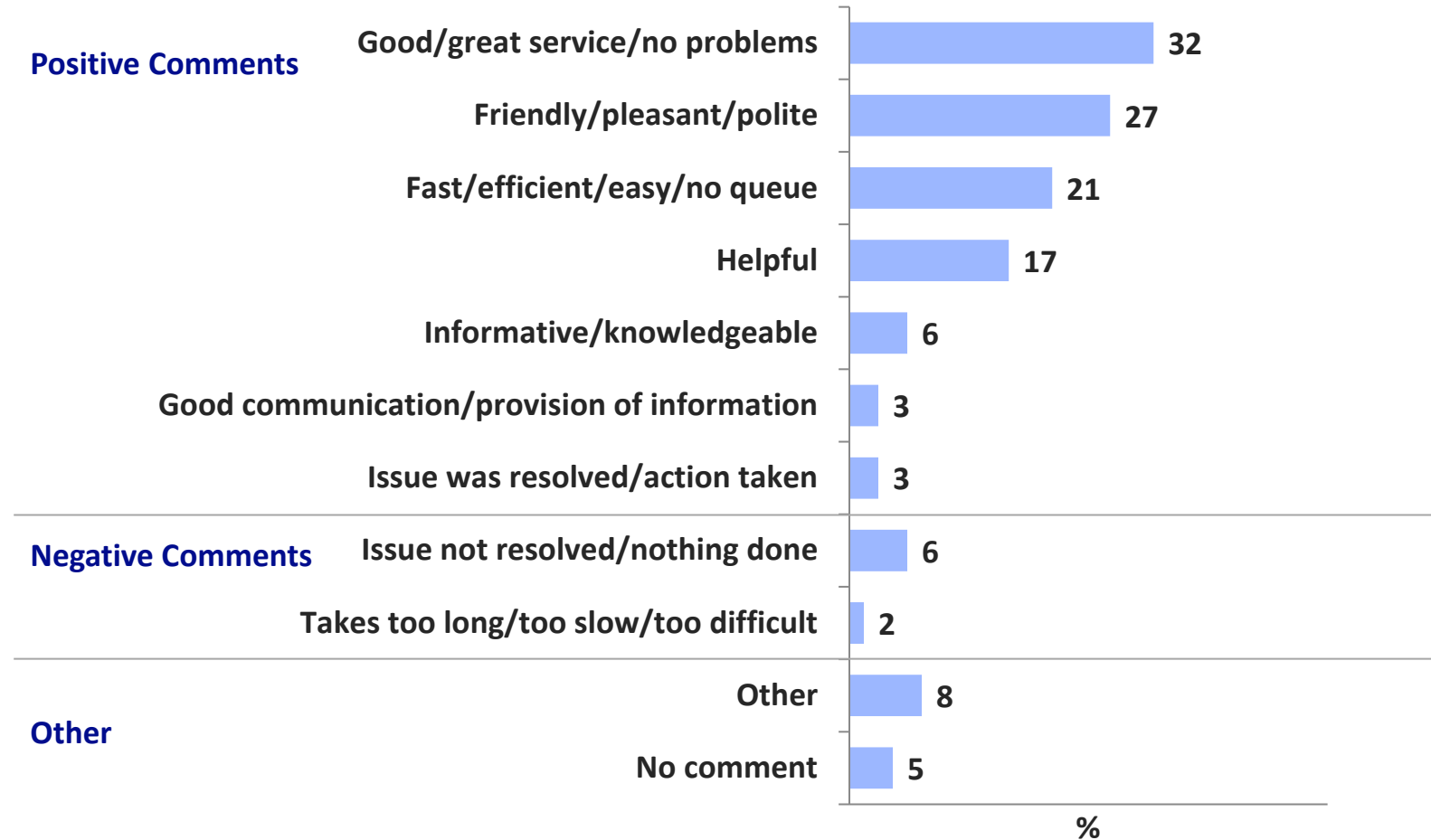
\*Small sample size – results indicative only

Note: this question was not asked prior to 2020



# Reasons for Level of Satisfaction with Service from Council Offices – Rates, 2020

Q. Why do you say that?



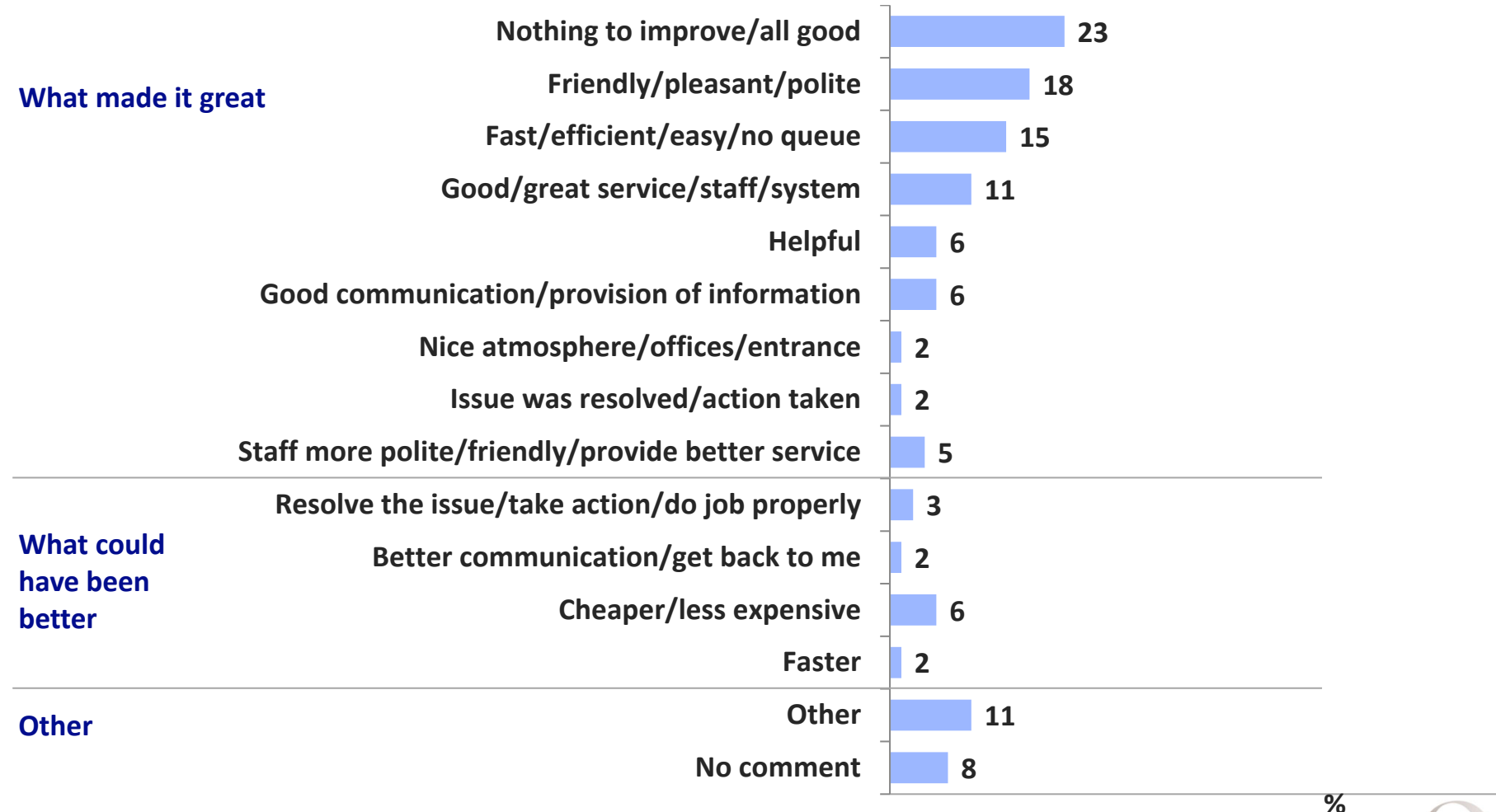
Sample: those who contacted the Council about rates (66)

Note: this question was not asked prior to 2020



# Aspects of Service that Made it Great or Could Have Been Better – Rates, 2020

Q. And what could have been better or what made it great?



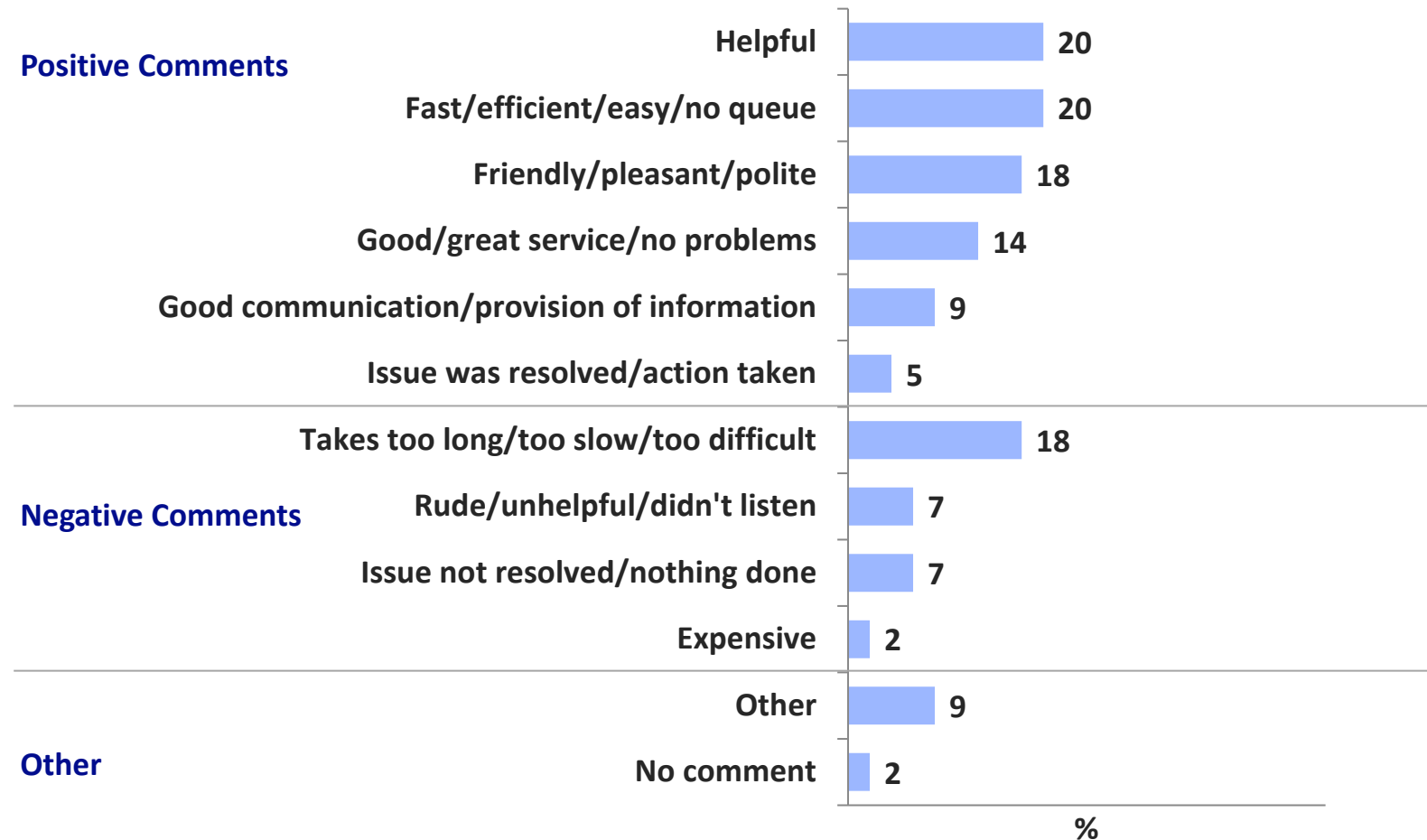
Sample: those who contacted the Council about rates (66)

Note: this question was not asked prior to 2020



# Reasons for Level of Satisfaction with Service from Council Offices – Building/Planning/Resource Consent/Permit, 2020

Q. Why do you say that?



Sample: those who contacted the Council about building/planning/resource consent/permits (44\*)

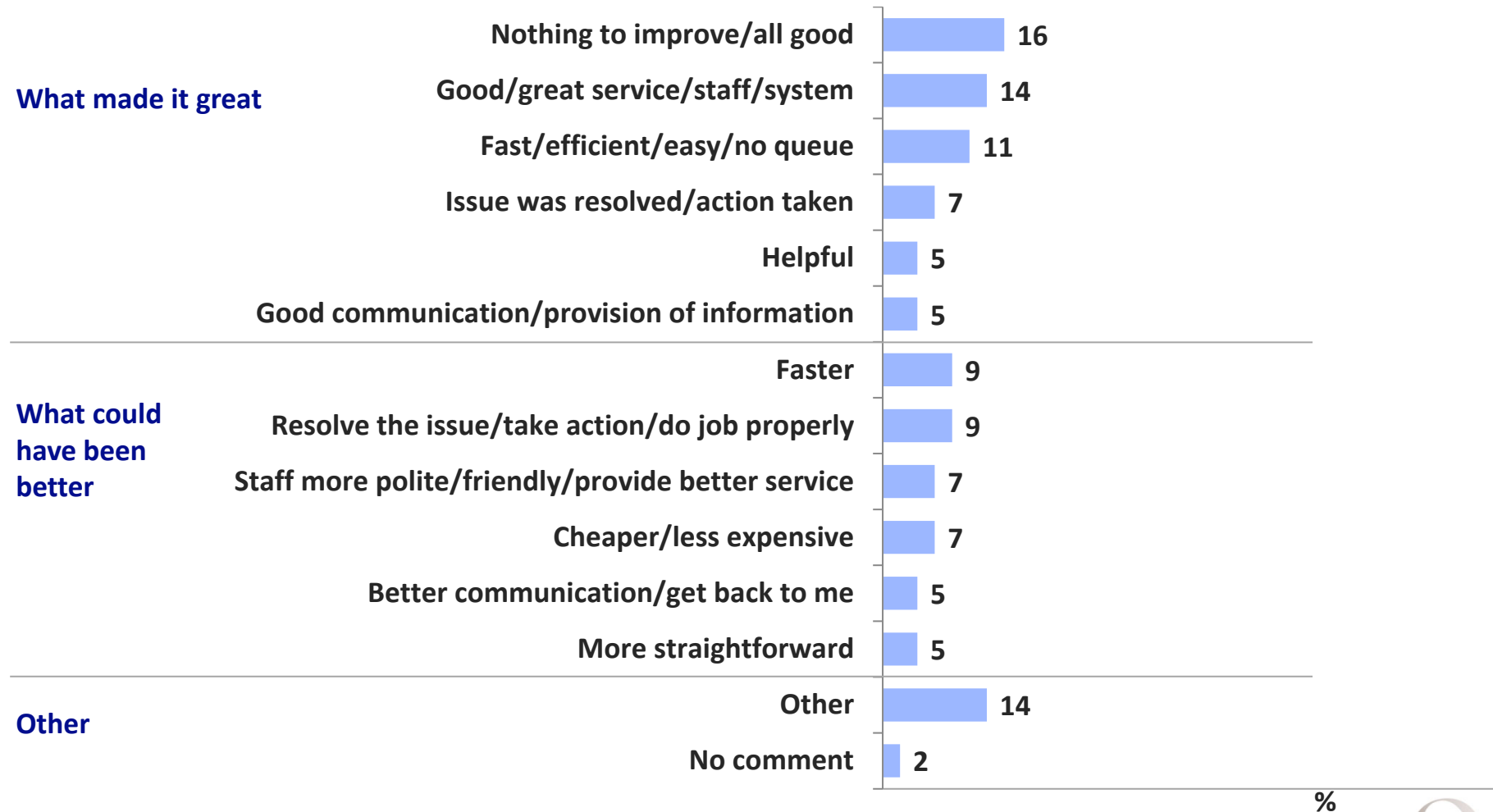
\*Small sample size – results indicative only

Note: this question was not asked prior to 2020



# Aspects of Service that Made it Great or Could Have Been Better – Building/Planning/Resource Consent/Permit, 2020

Q. And what could have been better or what made it great?



Sample: those who contacted the Council about building/planning/resource consent/permits (44\*)

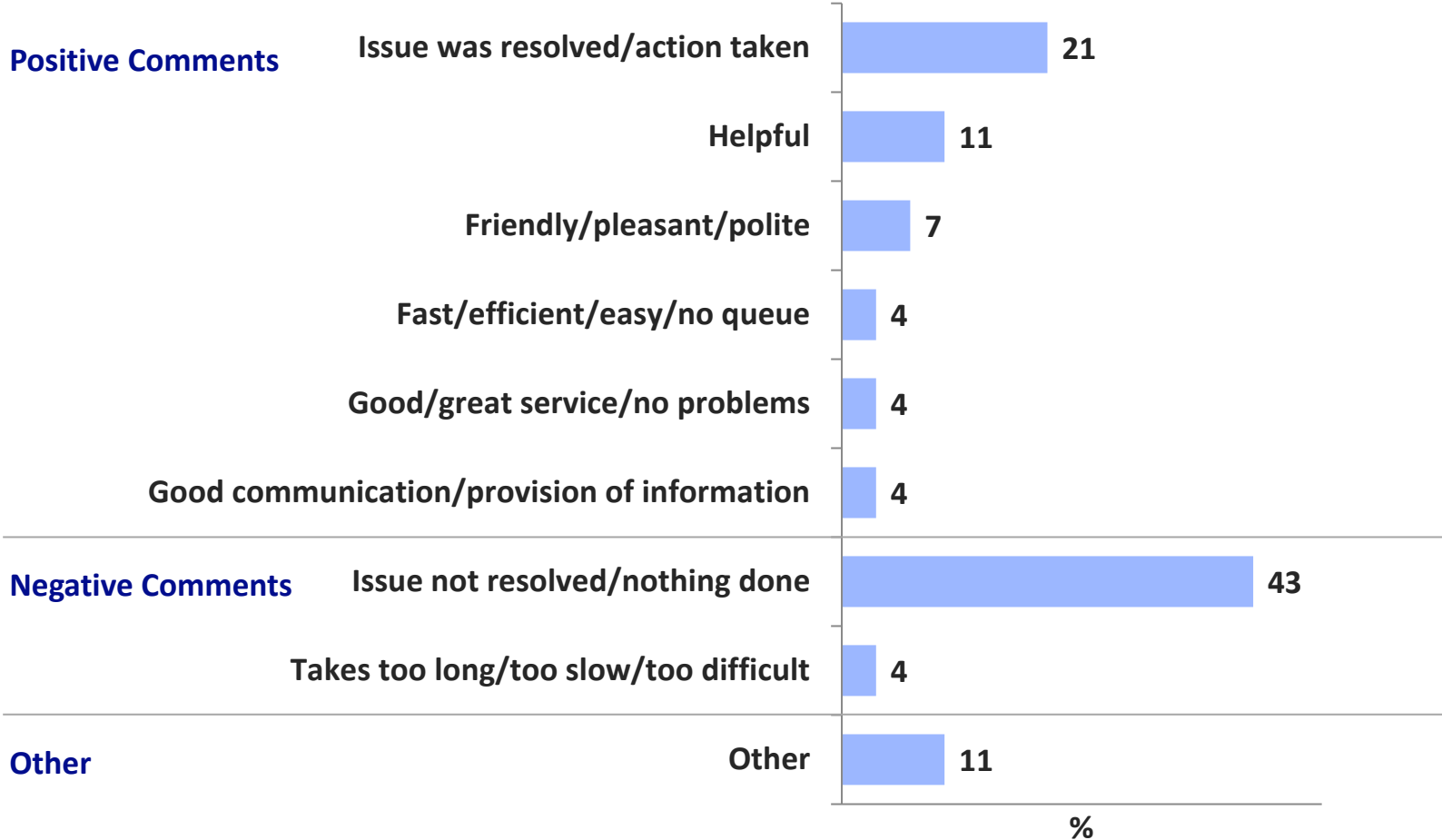
\*Small sample size – results indicative only

Note: this question was not asked prior to 2020



# Reasons for Level of Satisfaction with Service from Council Offices – Roading, 2020

Q. Why do you say that?



Sample: those who contacted the Council about roading (28\*)

\*Small sample size – results indicative only

Note: this question was not asked prior to 2020



# Aspects of Service that Made it Great or Could Have Been Better – Roding, 2020

Q. And what could have been better or what made it great?



%

Sample: those who contacted the Council about roading (28\*)

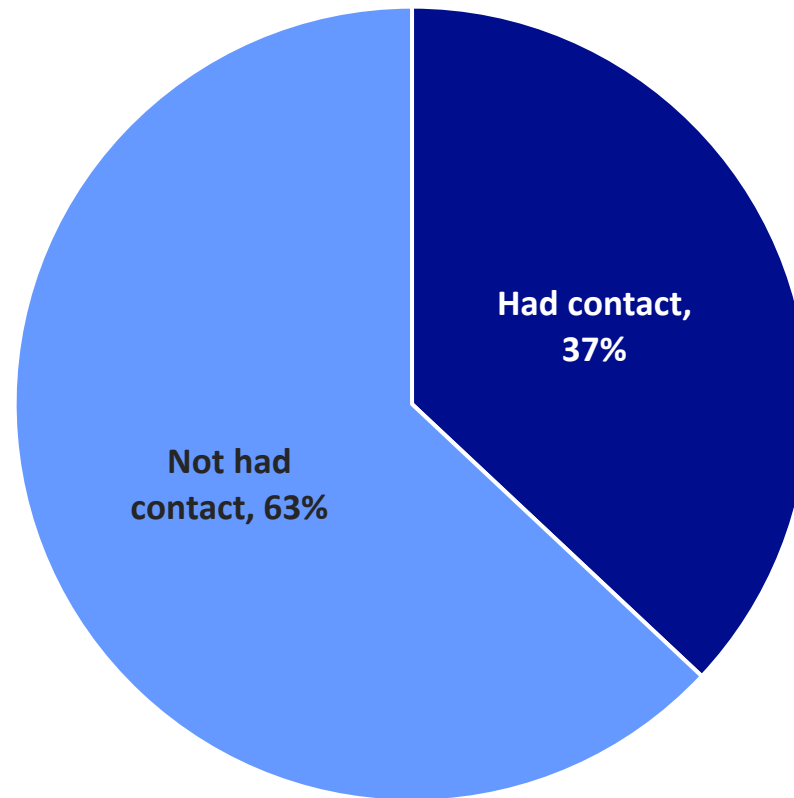
\*Small sample size – results indicative only

Note: this question was not asked prior to 2020



# Contact with the Library, 2020

*Q. Have you contacted the library in the last 12 months, either in person or by phone or email?*



Sample: 350

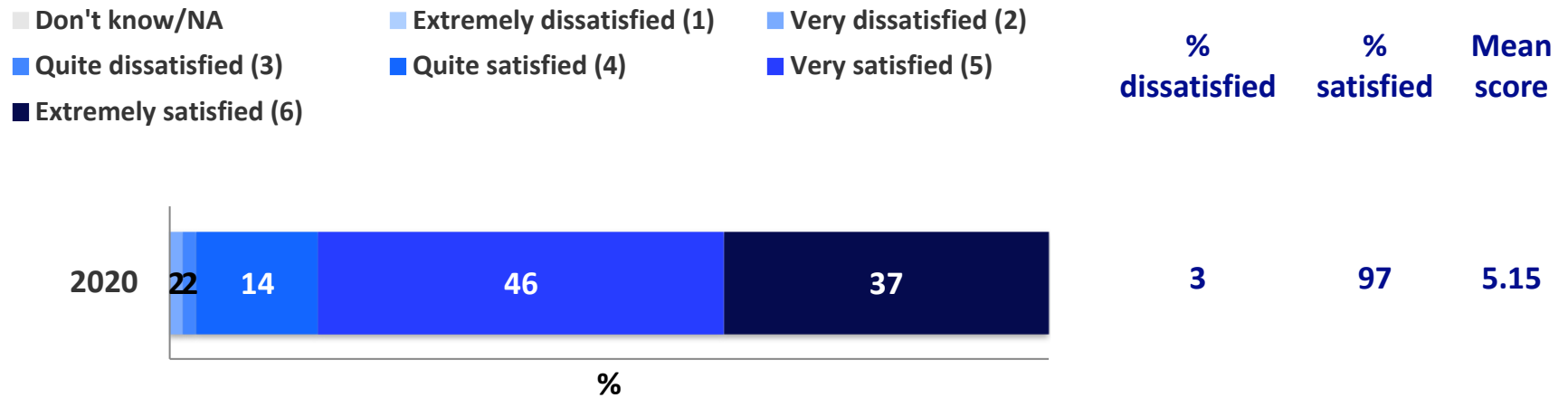
Note: this question was not asked prior to 2020





# Satisfaction with Service Received from Library, 2020

Q. How satisfied were you with the overall service you received?



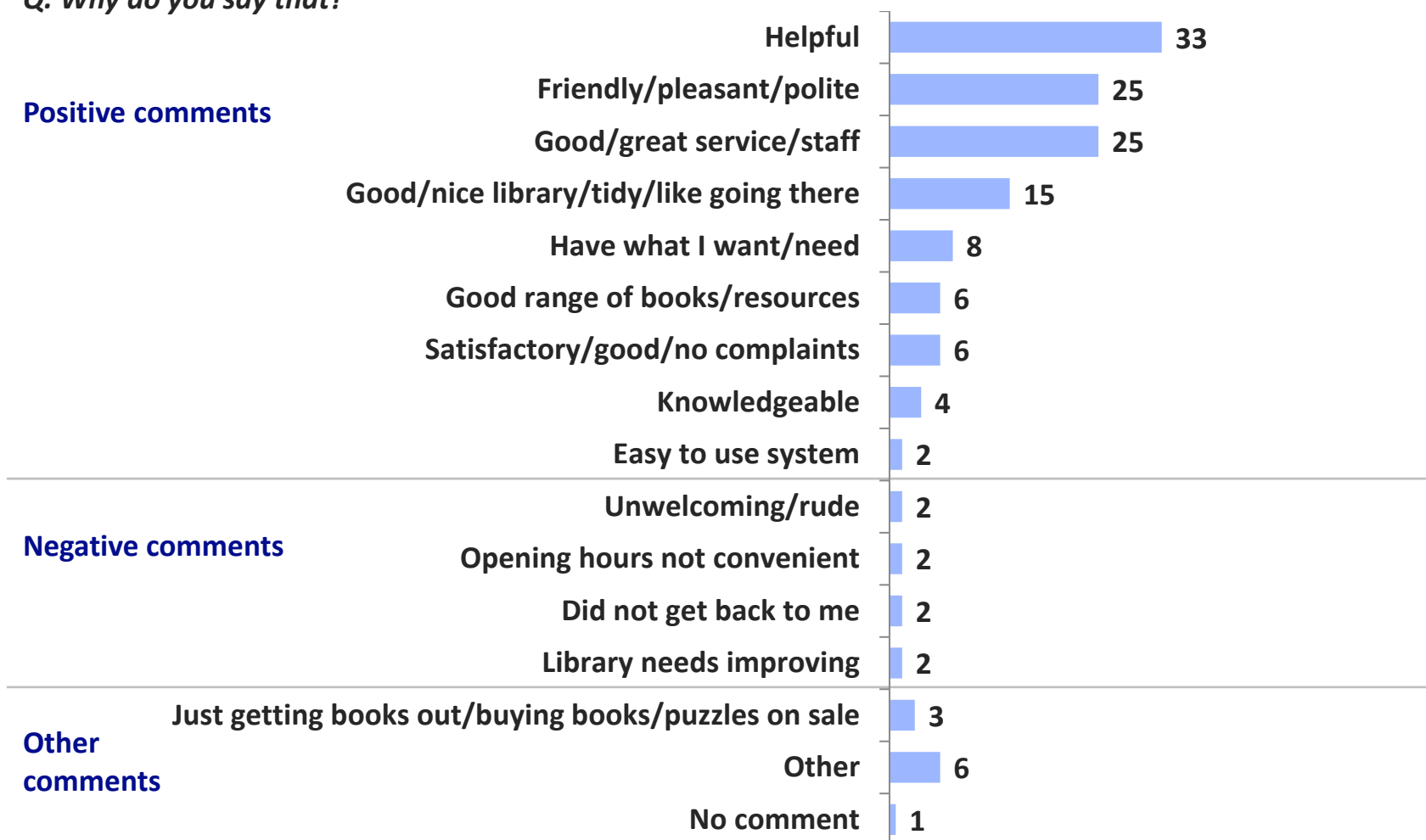
Sample: those who have contacted the library in the last 12 months: 130

Note: this question was not asked prior to 2020



# Reasons for Level of Satisfaction with Service from Library, 2020

Q. Why do you say that?



%

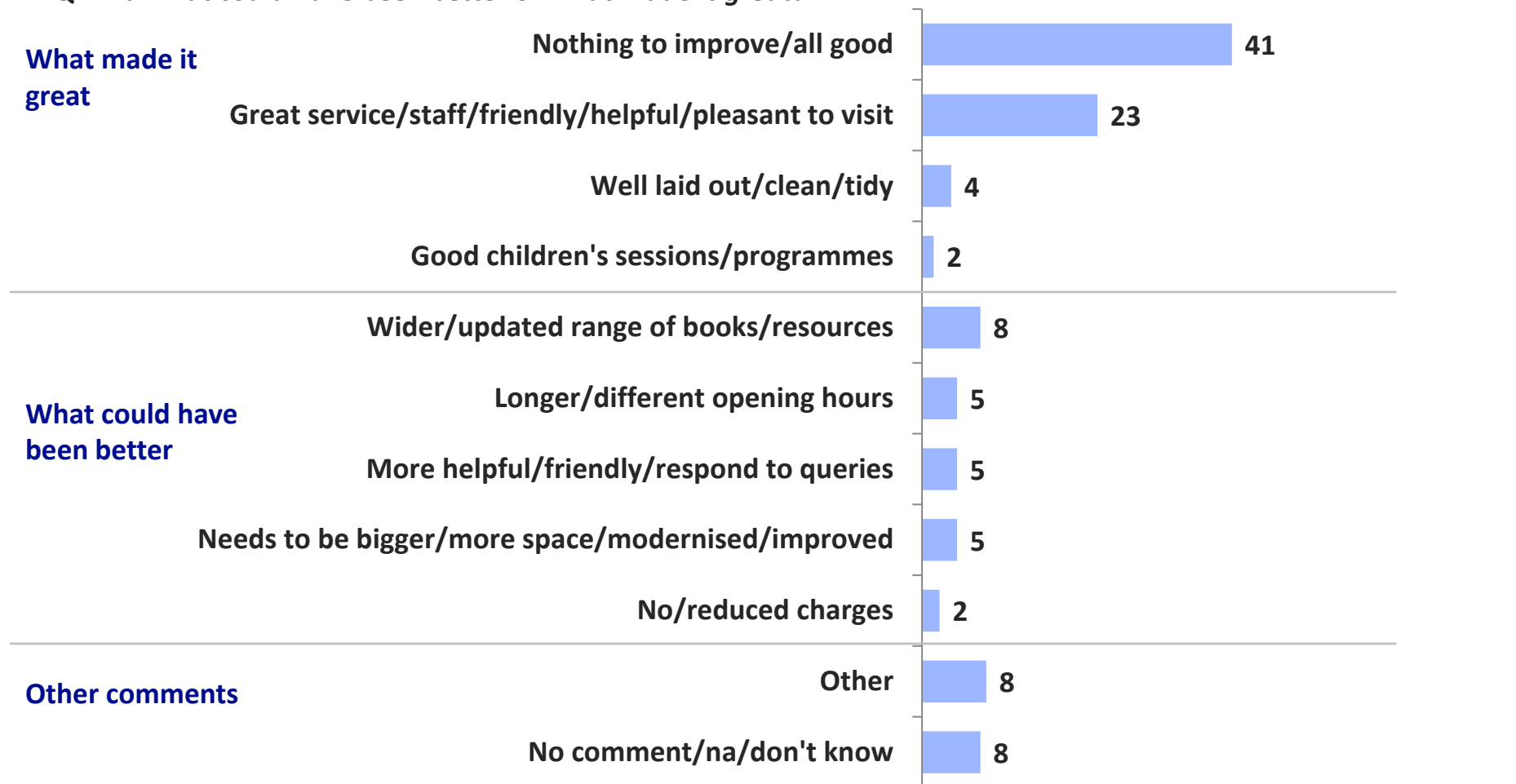
Sample: those who have contacted the library in the last 12 months: 130

Note: this question was not asked prior to 2020



# Aspects of Service From Library that Made it Great or Could Have Been Better, 2020

Q. And what could have been better or what made it great?



%

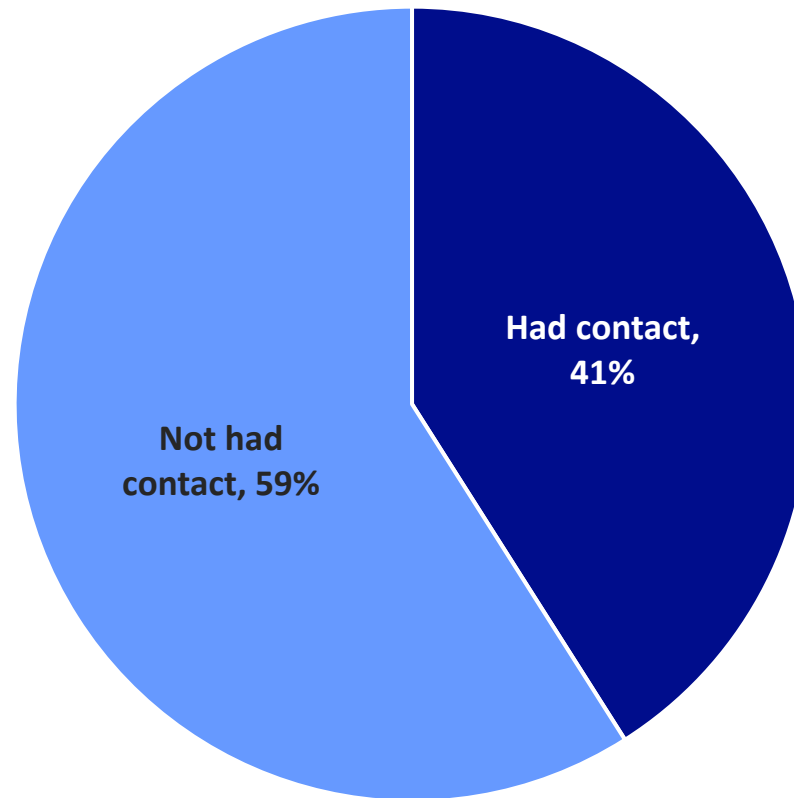
Sample: those who have contacted the library in the last 12 months: 130

Note: this question was not asked prior to 2020



# Contact with Westland Recreation Centre, 2020

*Q. Have you contacted Westland Recreation Centre in the last 12 months, either in person or by phone or email?*



Sample: 350

Note: this question was not asked prior to 2020



## Contact with Westland Recreation Centre by Location, 2020

	Total (350) %					
		Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
% Had contact	41	50	56	32	24	36
% Not had contact	59	50	44	68	76	64

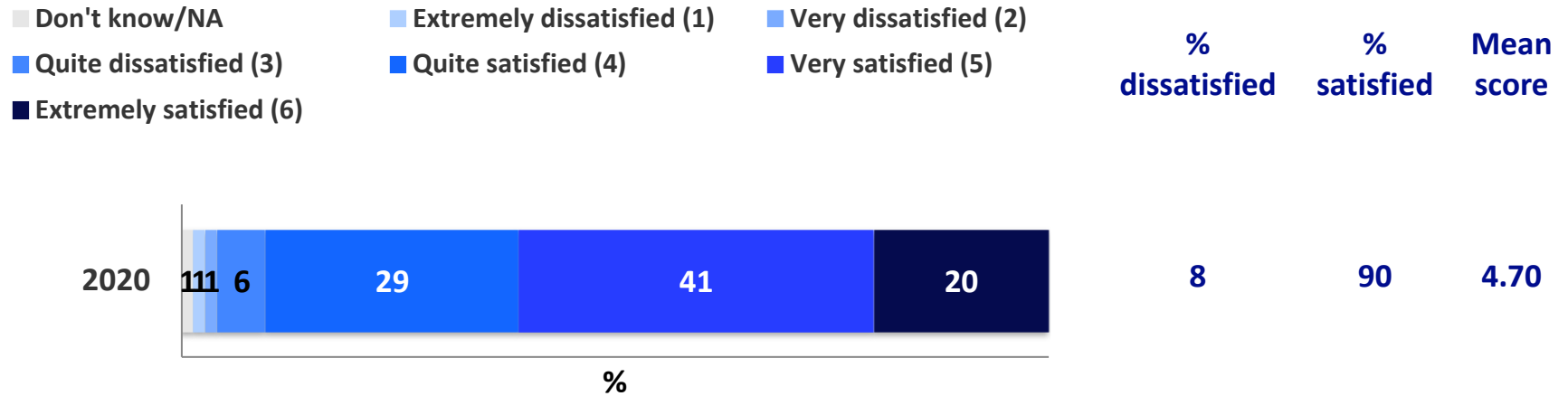
Sample: 350

\*Small sample size – results indicative only



# Satisfaction with Service Received from Westland Recreation Centre, 2020

Q. How satisfied were you with the overall service you received?

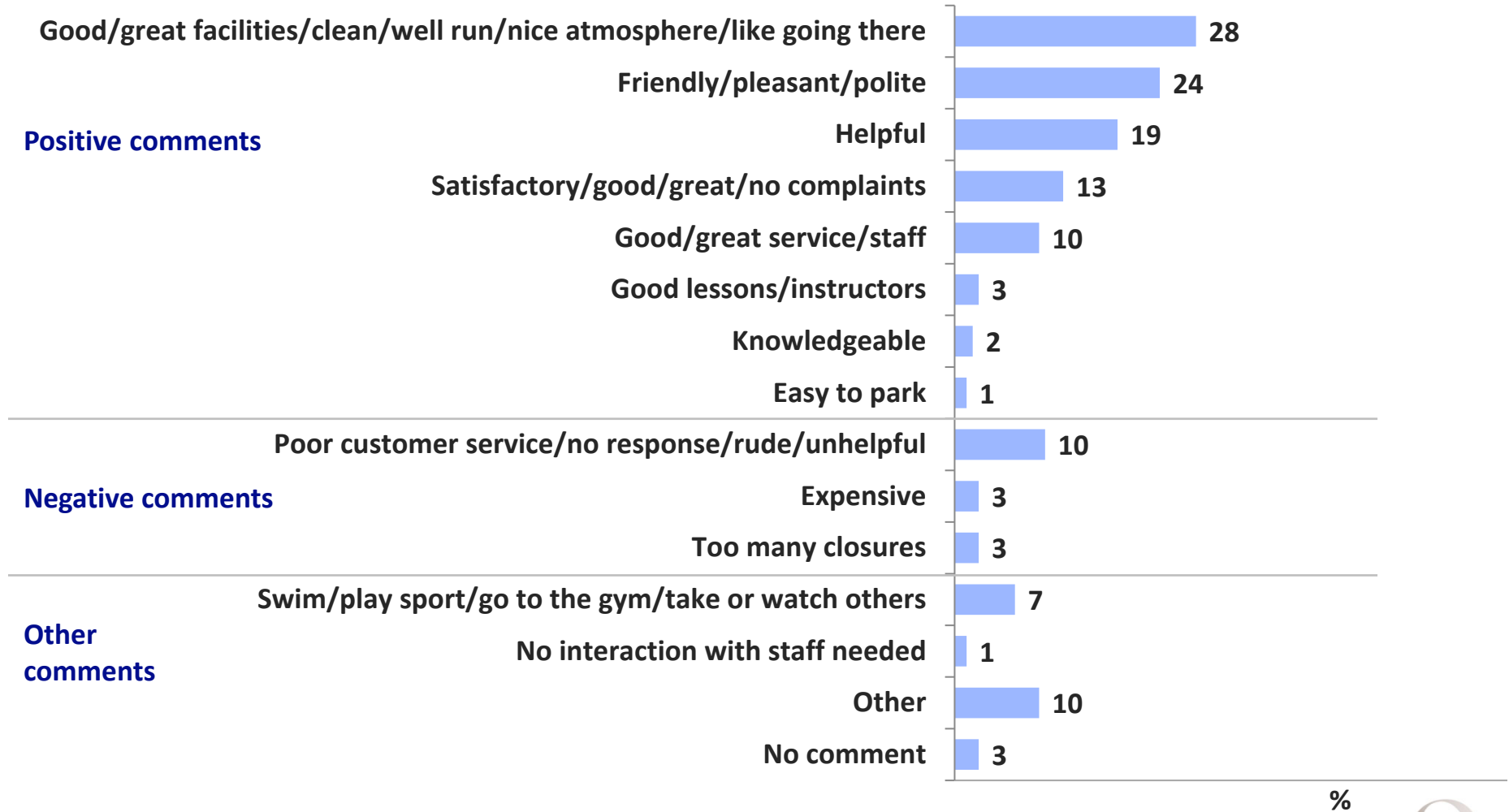


Sample: those who have contacted Westland Recreation Centre in the last 12 months: 144  
 Note: this question was not asked prior to 2020



# Reasons for Level of Satisfaction with Service from Westland Recreation Centre, 2020

Q. Why do you say that?



Sample: those who have contacted Westland Recreation Centre in the last 12 months: 144

Note: this question was not asked prior to 2020



# Aspects of Service From Westland Recreation Centre that Made it Great or Could Have Been Better, 2020

Q. And what could have been better or what made it great?



Sample: those who have contacted Westland Recreation Centre in the last 12 months: 144

Note: this question was not asked prior to 2020



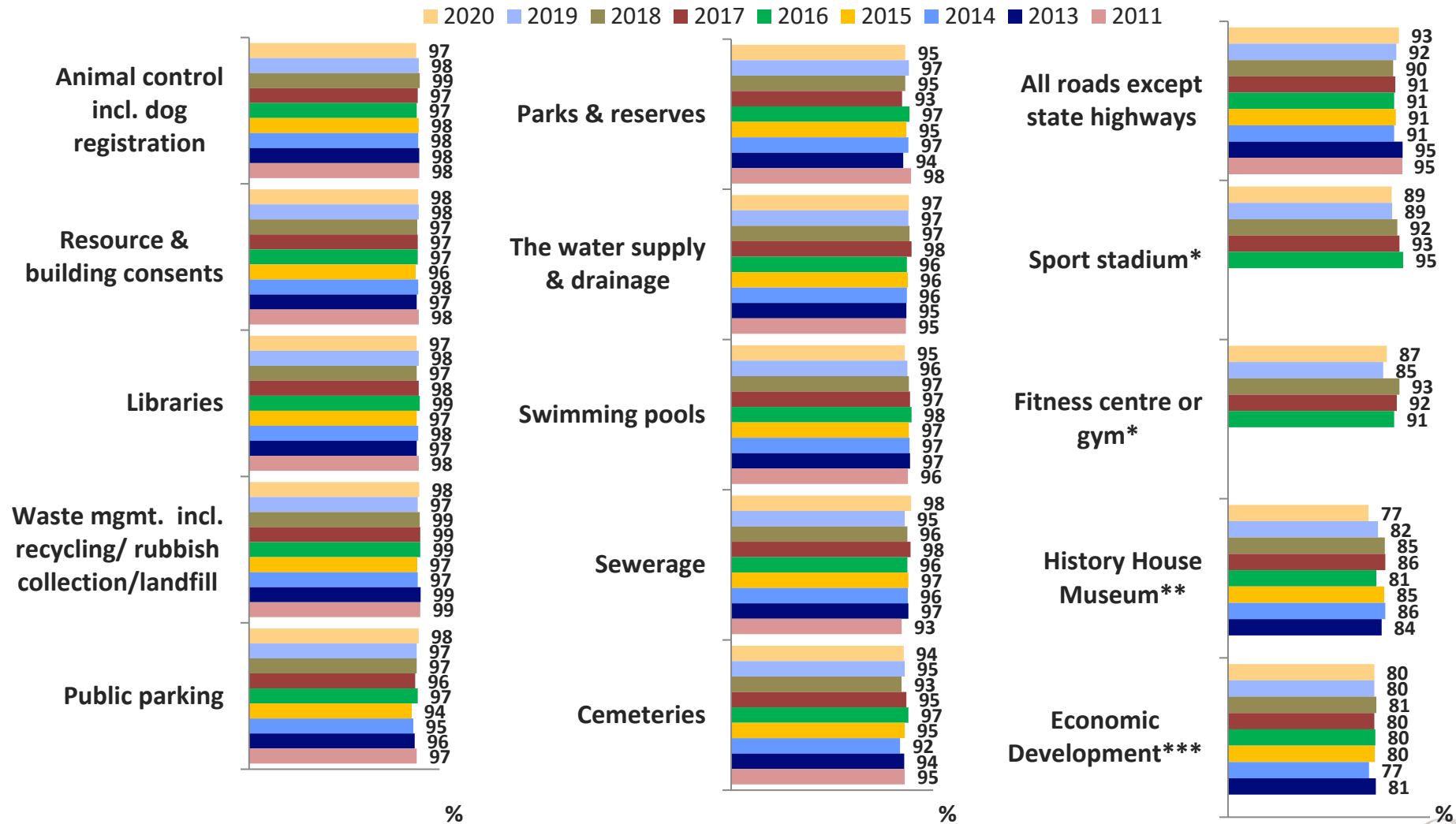


# **Awareness, Use of and Satisfaction with Council Facilities and Services**



# 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

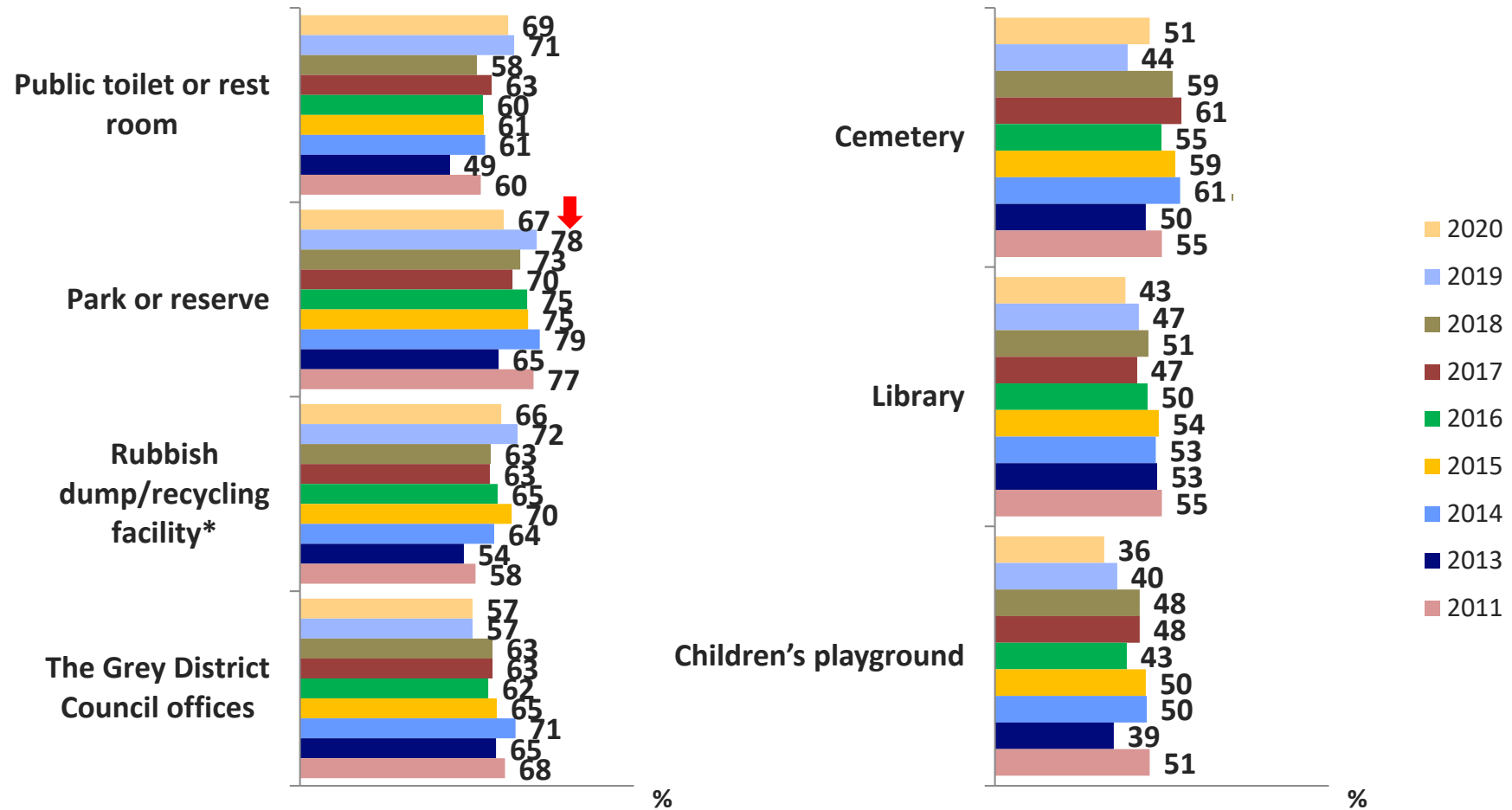
\*\* Museum in 2014, Heritage in 2013, not asked in 2011

\*\*\* Not asked in 2011



# 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

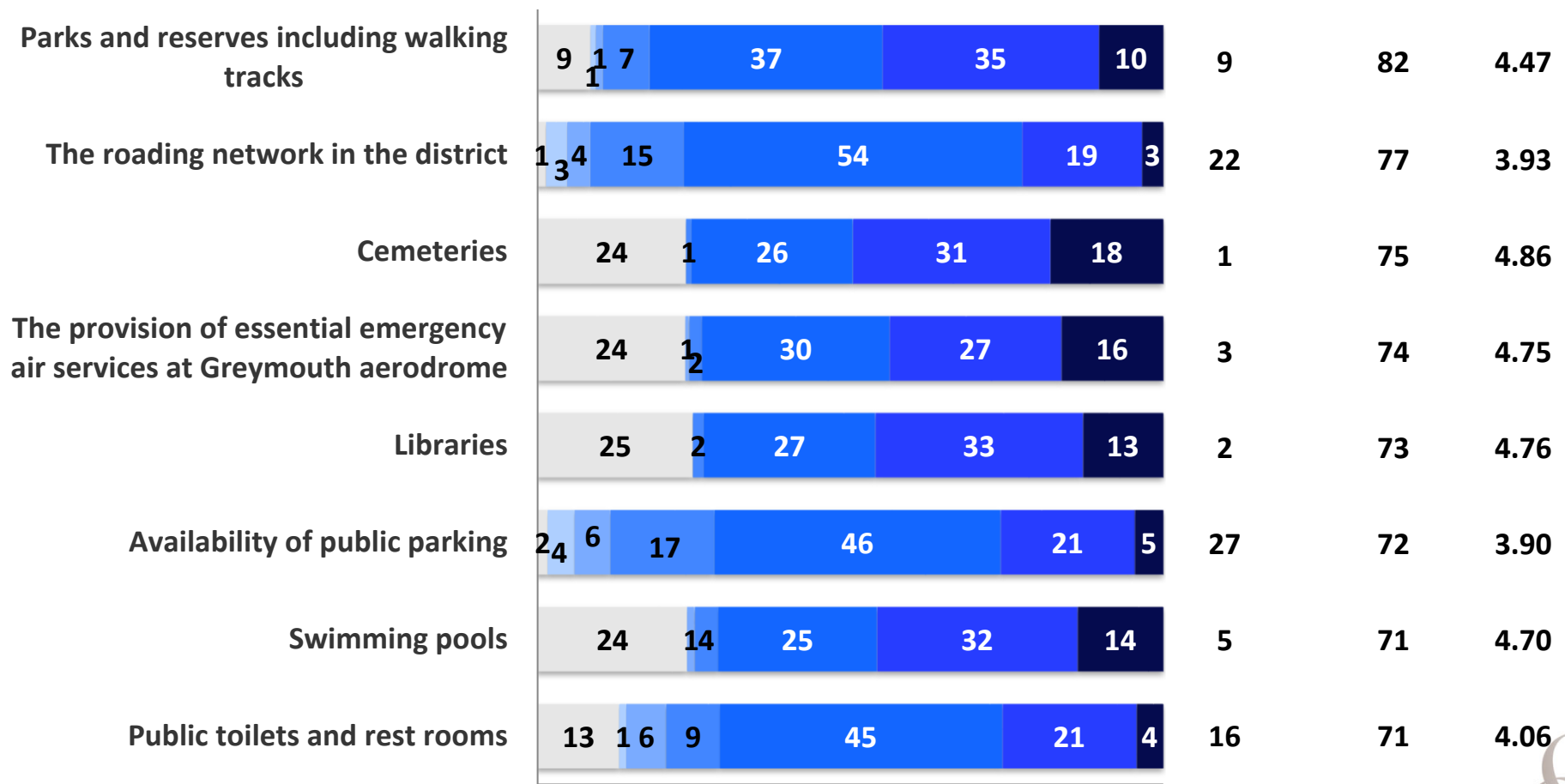
\* Note: question wording differed slightly in 2011 and didn't include 'recycling facility'



# Satisfaction with Council Facilities and Services, 2020

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

68 %

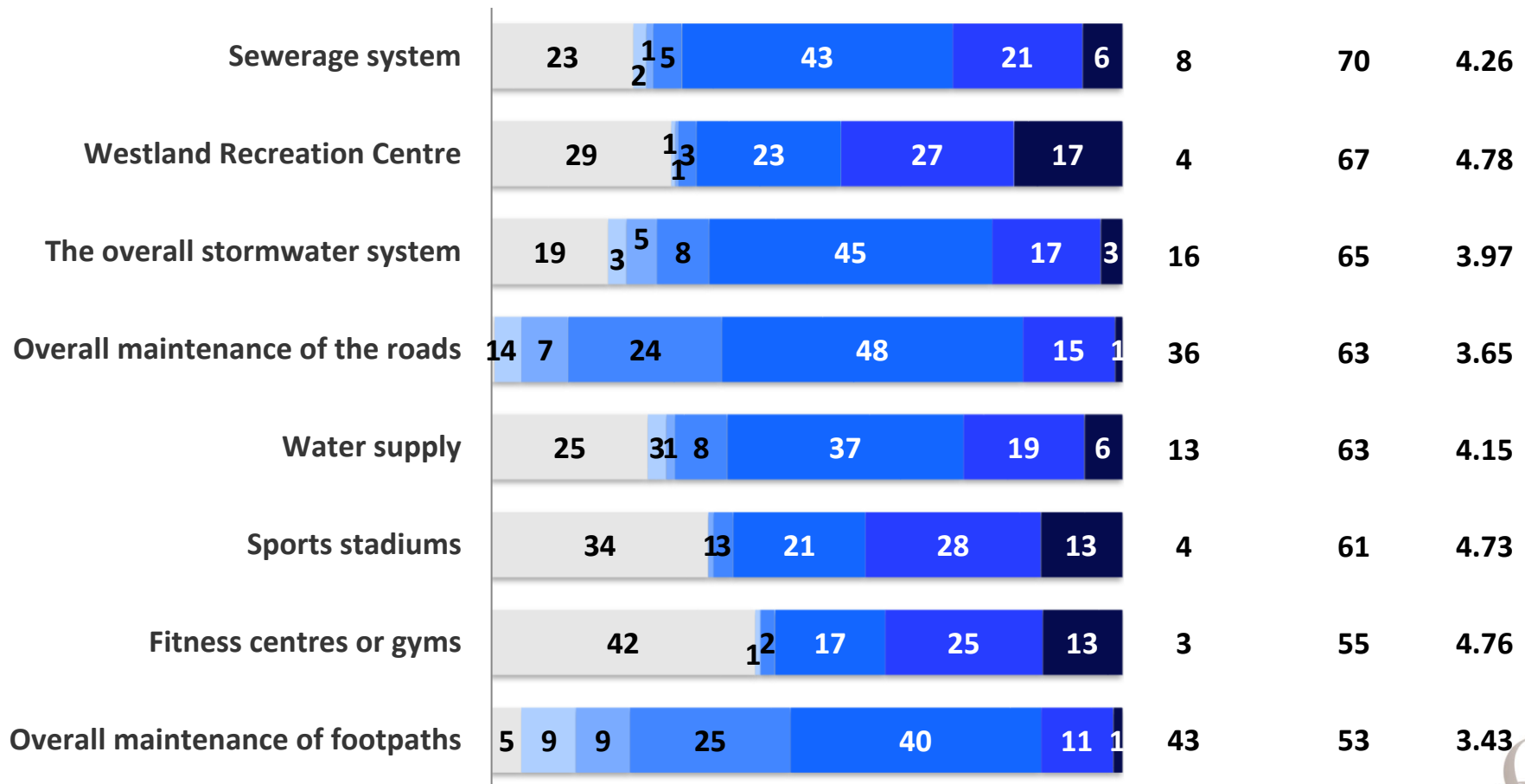
Continued on next slide



# Satisfaction with Council Facilities and Services, 2020 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)      dissatisfied      %  
 ■ Extremely satisfied (6)                     satisfied      Mean score



Total sample: 350

69 %



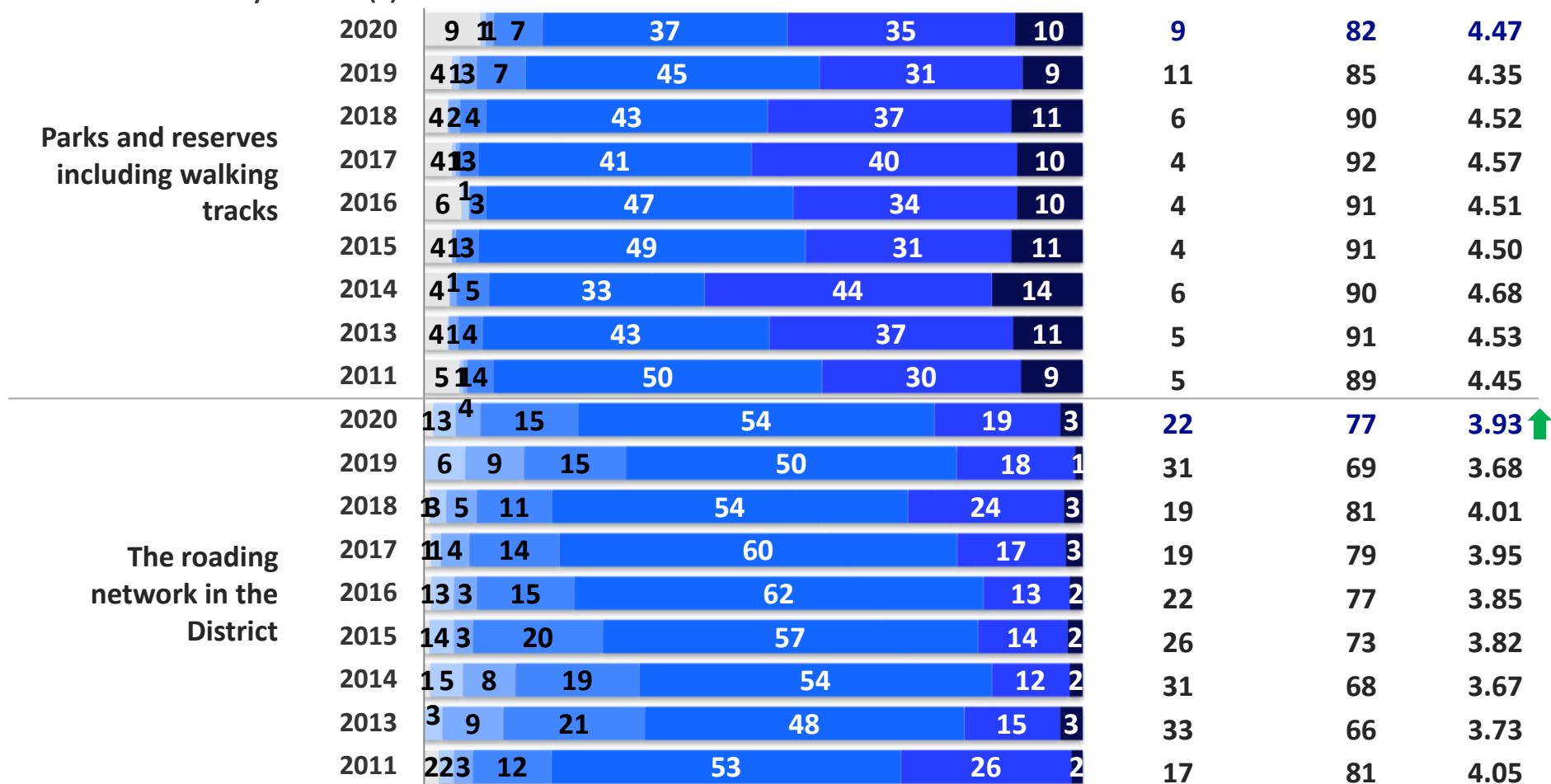
# Satisfaction with Council Facilities and Services – Trend Data

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
- Quite dissatisfied (3)
- Extremely satisfied (6)

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

%  
dissatisfied      %  
satisfied      Mean  
score

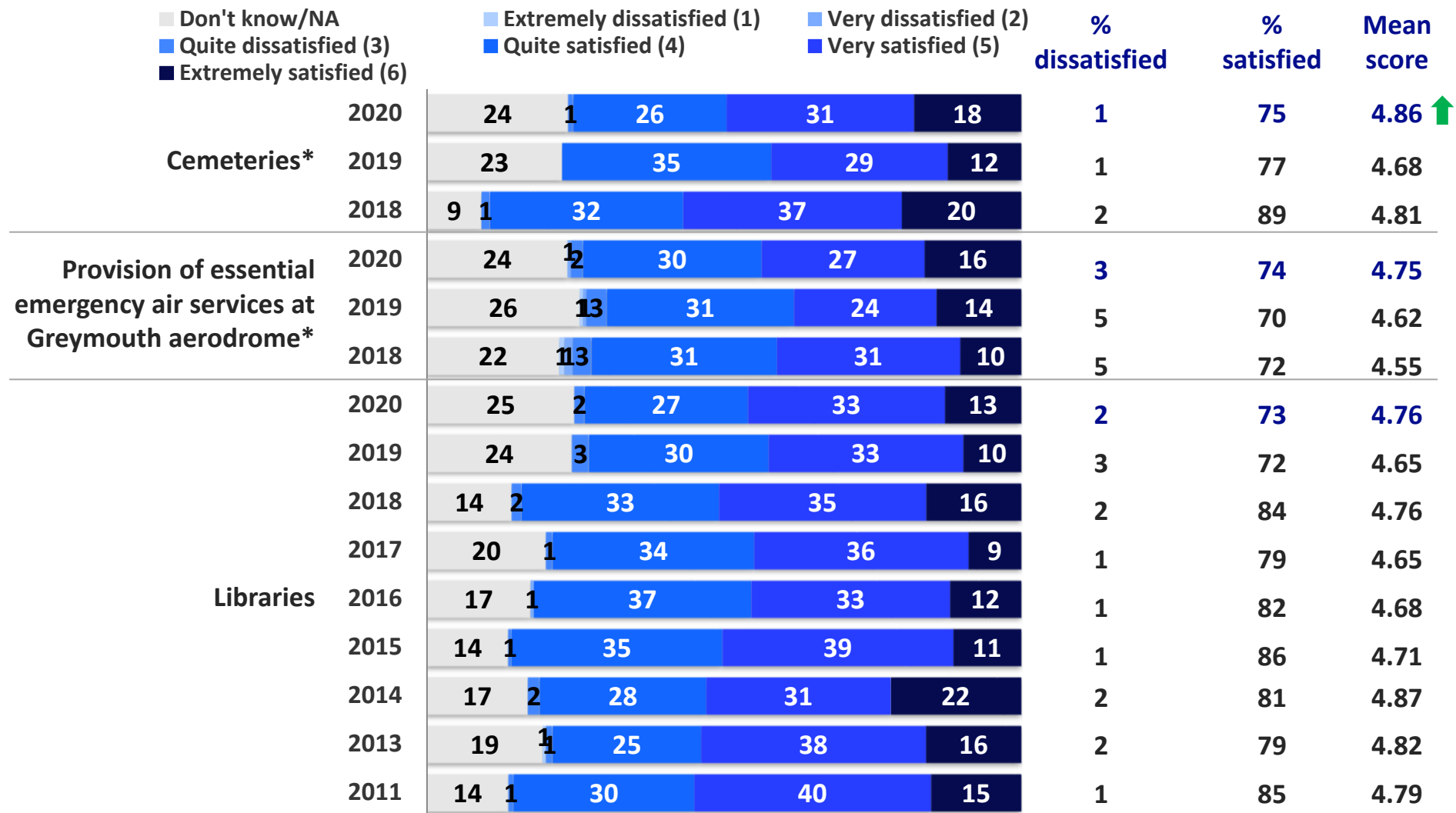


Total sample: 350

%

# Satisfaction with Council Facilities and Services – Trend Data

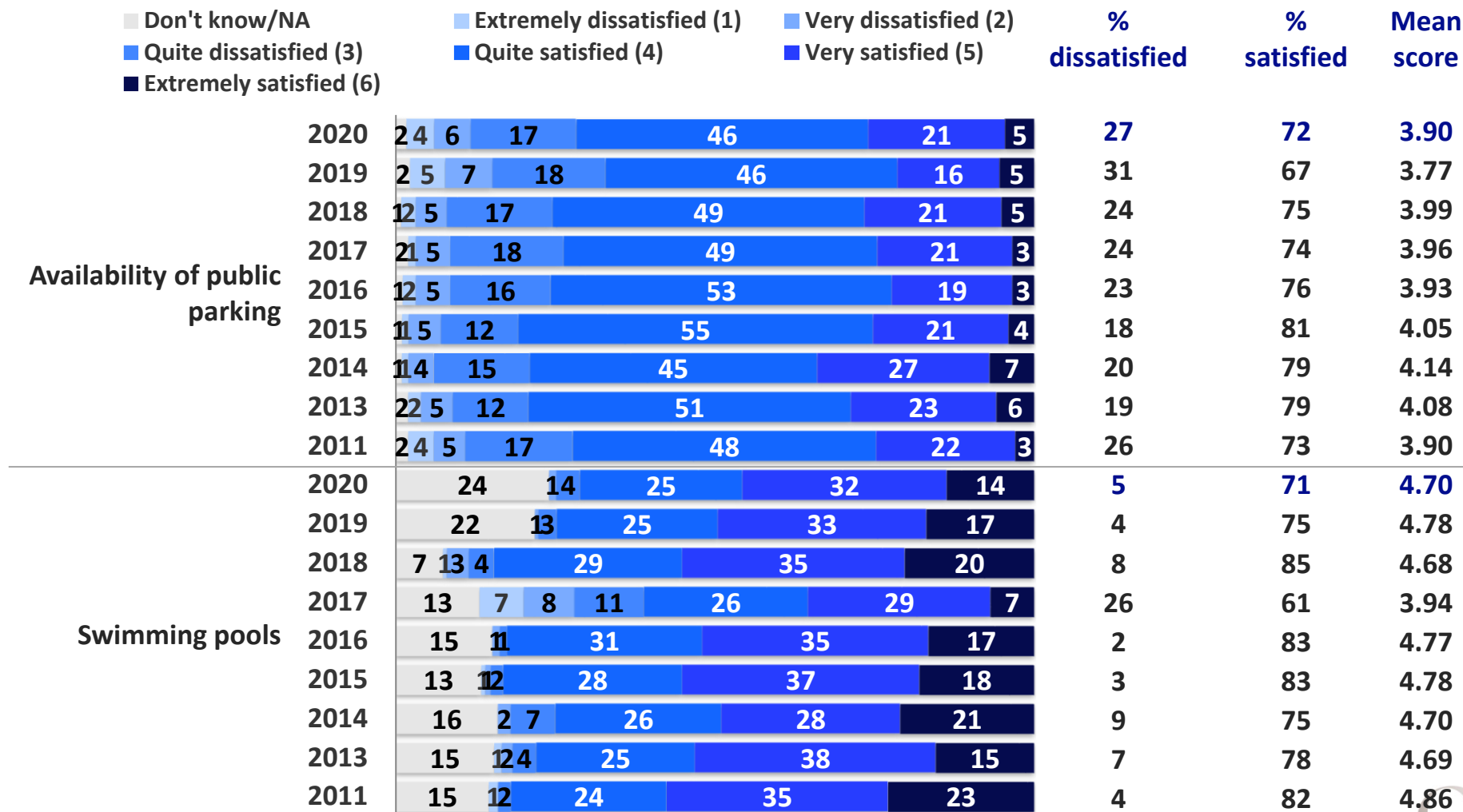
Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 350 \*Not asked prior to 2018

# Satisfaction with Council Facilities and Services – Trend cont.

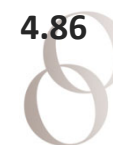
Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 350

%

72





# 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 satisfied (5)  
 Very dissatisfied (2)

							% dissatisfied	% satisfied	Mean score			
Public toilets and rest rooms	2020	13	1	6	9	45	21	4	16	71	4.06	
	2019	10	3	4	12	44	23	3	19	71	4.01	
	2018	15	3	5	7	45	19	5	15	70	4.06	
	2017	16	2	4	10	42	22	4	16	68	4.06	
	2016	17	12	11		46	20	3	14	70	4.10	
	2015	15	3	3	9	47	20	3	15	69	4.01	
	2014	17	15	8		41	23	5	14	69	4.16	
	2013	15	3	4	9	42	24	3	15	69	4.06	
	2011	17	2	1	6	46	25	4	8	75	4.24	
Sewerage System	2020	23			2	15	43	21	6	8	70	4.26
	2019	23		3	3	7	39	19	5	14	63	4.08
	2018	20	4	4	4	6	39	20	8	14	66	4.11
	2017	17	2	3	8	43	22	5	13	70	4.14	
	2016	22	2	2	7	45	20	3	11	68	4.12	
	2015	19			2	13	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	

%

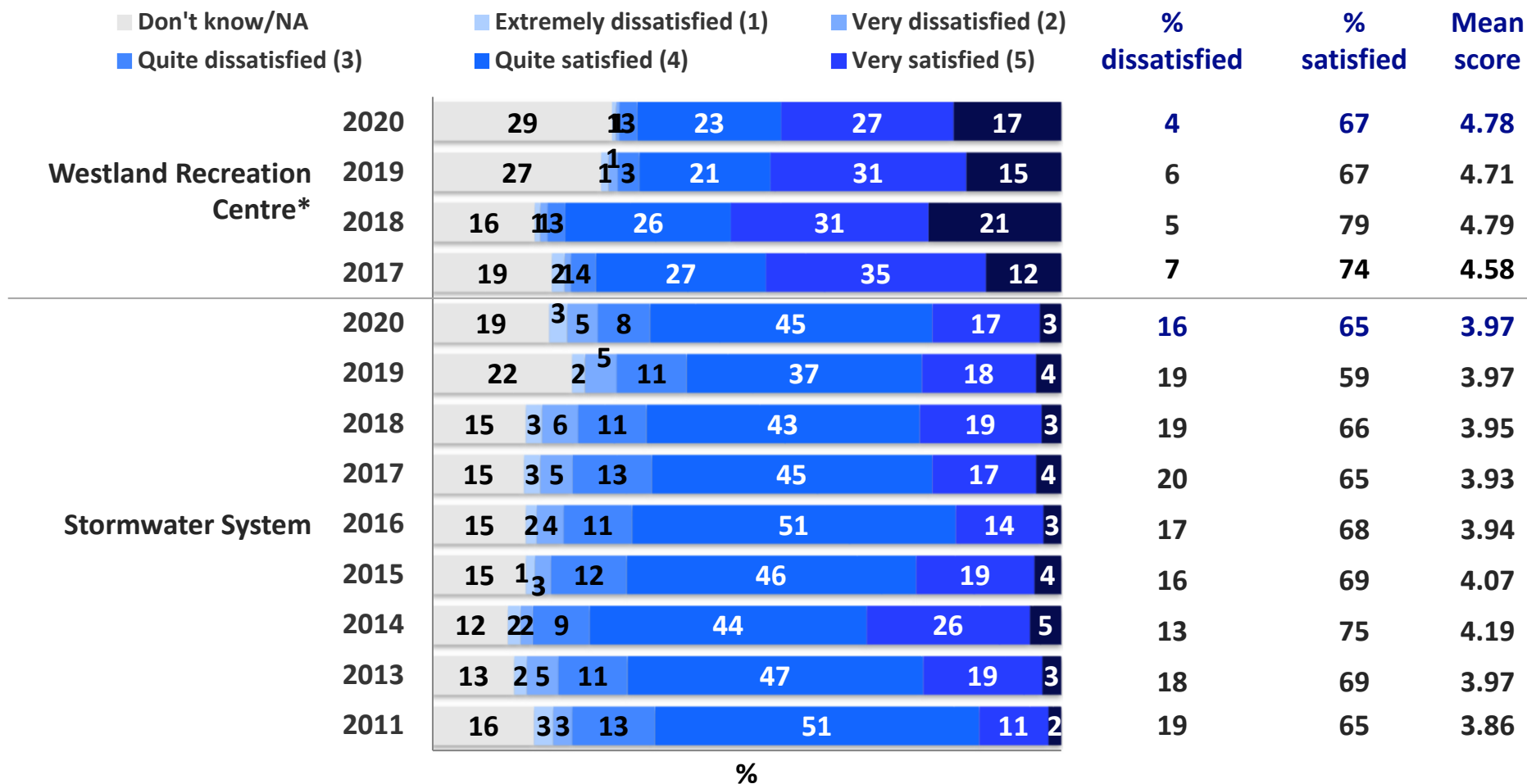
Total sample: 350

73



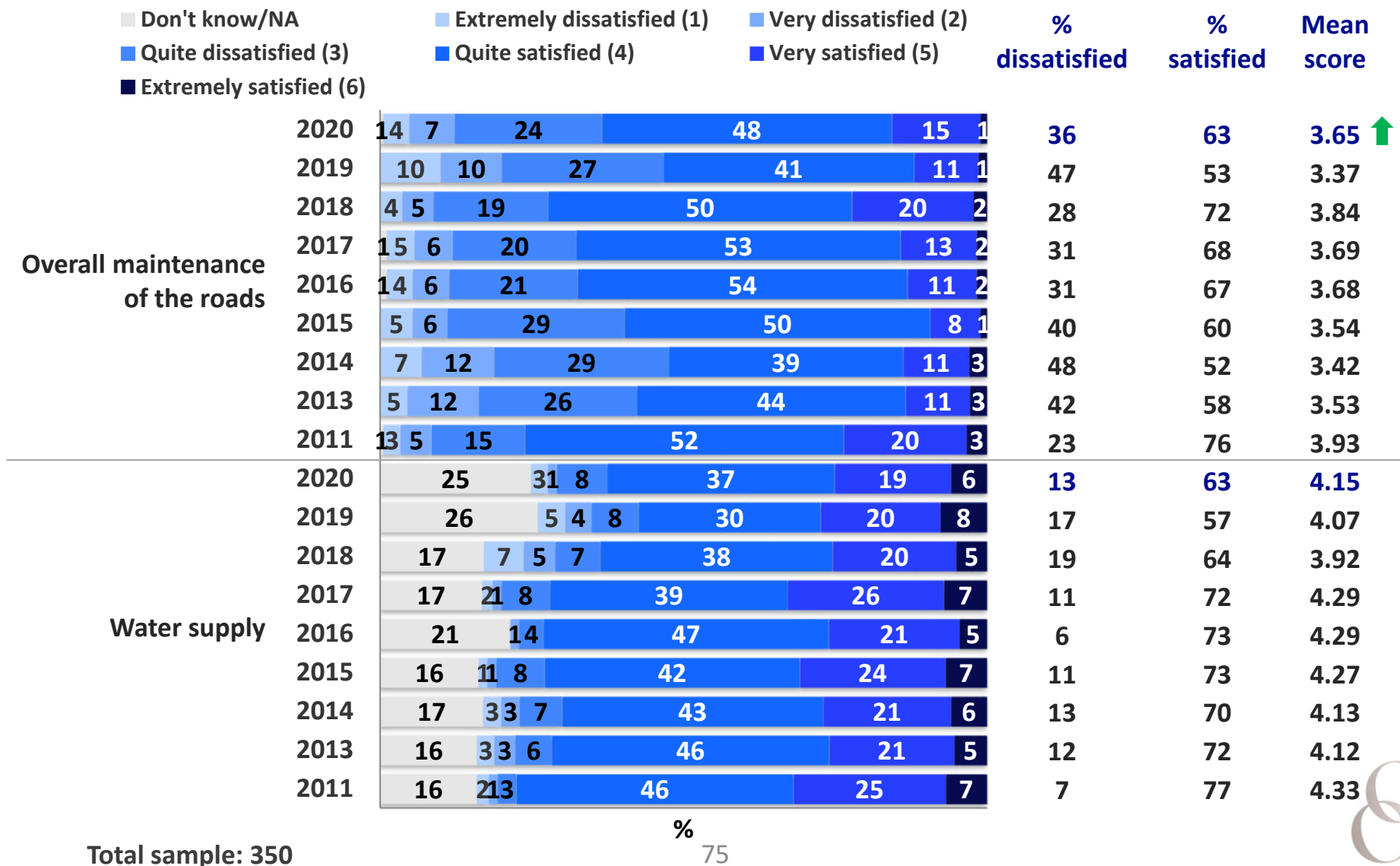
# Satisfaction with Council Facilities and Services – Trend cont.

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 Council Facilities and Services – Trend cont.

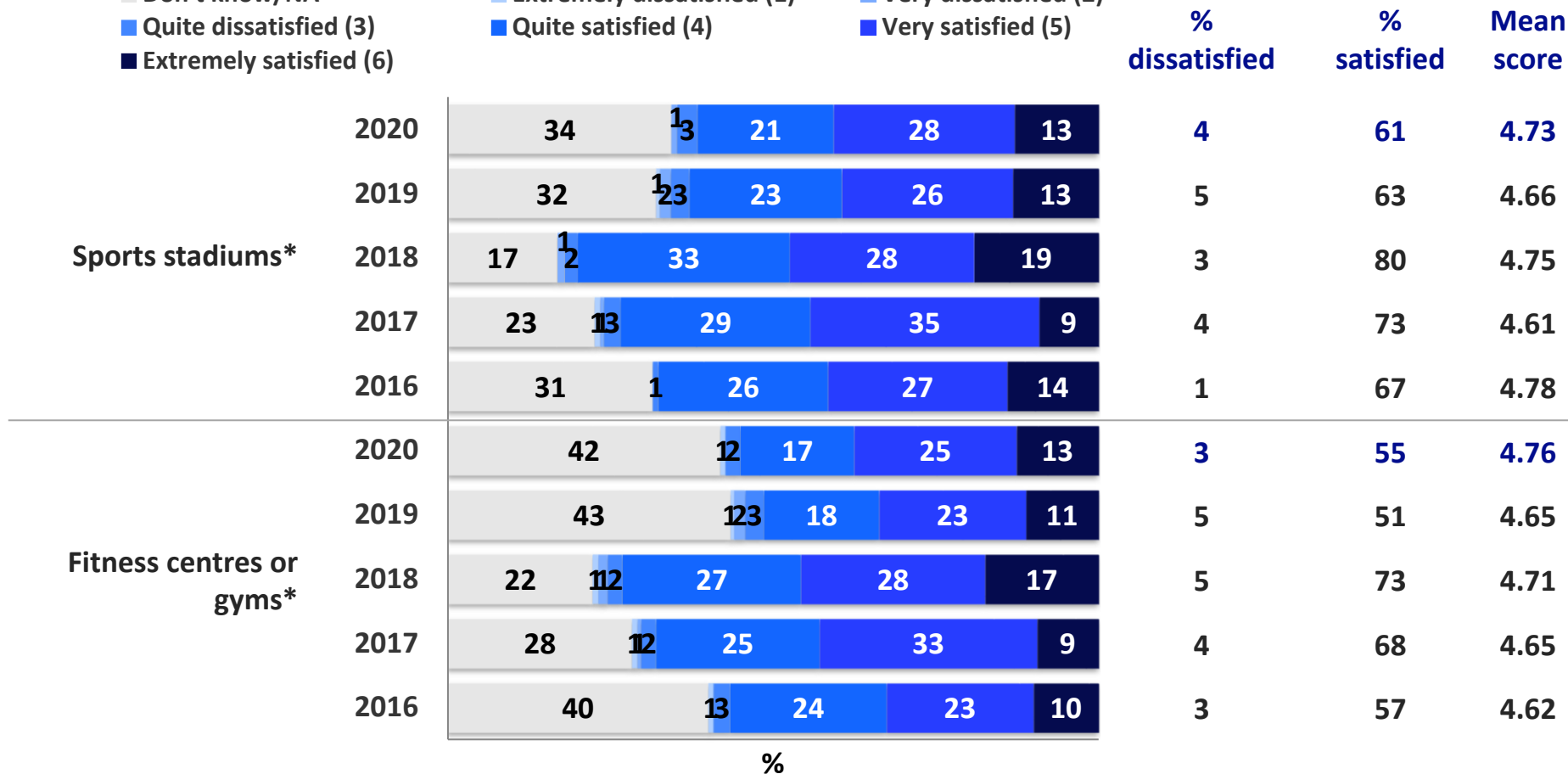
Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



# Satisfaction with 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)

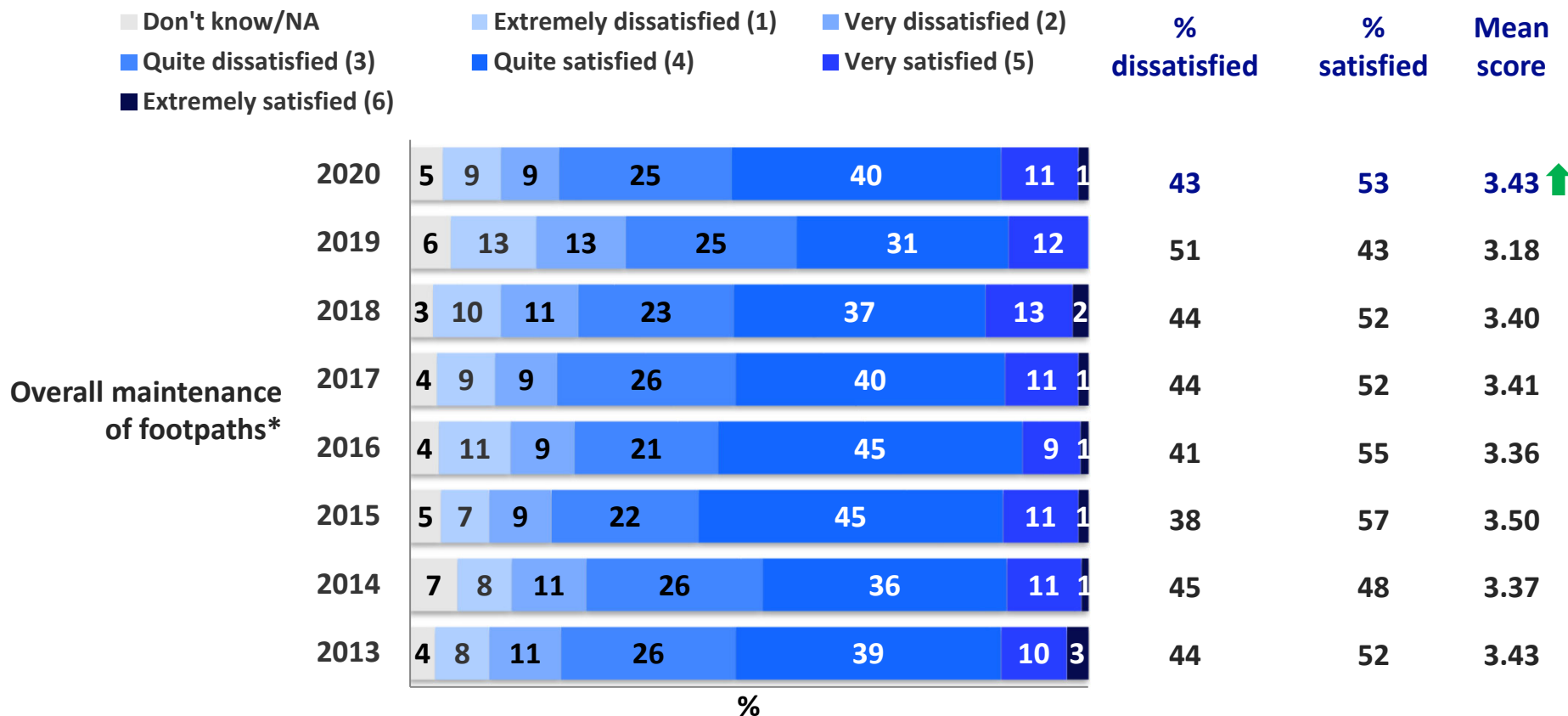


Total sample: 350 \*Not asked prior to 2016



# 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, 2020

	% Dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %	Total (350) %	Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Parks and reserves including walking tracks	9	12	5	9	9	10	82	83	85	82	78	83
The roading network in the district	22	22	19	41	26	12	77	78	79	59	73	84
Cemeteries	1	2	-	-	2	-	75	80	82	73	64	76
The provision of essential emergency air services at Greymouth aerodrome	3	3	2	5	3	2	74	71	76	64	70	86
Libraries	2	1	5	-	2	-	73	79	69	77	63	81
Availability of public parking	27	33	19	45	22	22	72	66	81	55	76	74
Swimming pools	5	9	6	-	2	-	71	77	76	64	59	76
Public toilets and rest rooms	16	16	13	27	16	16	71	69	74	64	69	76

Sample: refer to ()

\*Small sample size – results indicative only

*Continued on next slide*



# Satisfaction with Council Facilities & Services by Location, 2020 continued

	% Dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %	Total (350) %	Greater Greymouth (120) %	Karoro – Camerons (62) %	Kaiata/Dobson/ Taylorville/ Stillwater (22*) %	Grey Valley/ Blackball/ Lake Brunner (88) %	Runanga/ Rapahoe/ Coast Road (58) %
Sewerage system	8	9	6	5	5	12	70	83	69	64	57	66
Westland Recreation Centre	4	8	3	5	1	2	67	76	77	68	48	69
The overall stormwater system	16	19	8	27	15	16	65	72	69	55	55	69
Overall maintenance of the roads	36	37	29	73	39	24	63	63	71	27	61	74
Water supply	13	8	8	32	14	19	63	85	66	45	36	59
Sports stadiums	4	8	3	5	3	-	61	72	73	45	41	66
Fitness centres or gyms	3	7	5	-	-	2	55	64	66	45	33	60
Overall maintenance of footpaths	43	54	37	55	38	28	53	45	61	45	50	66

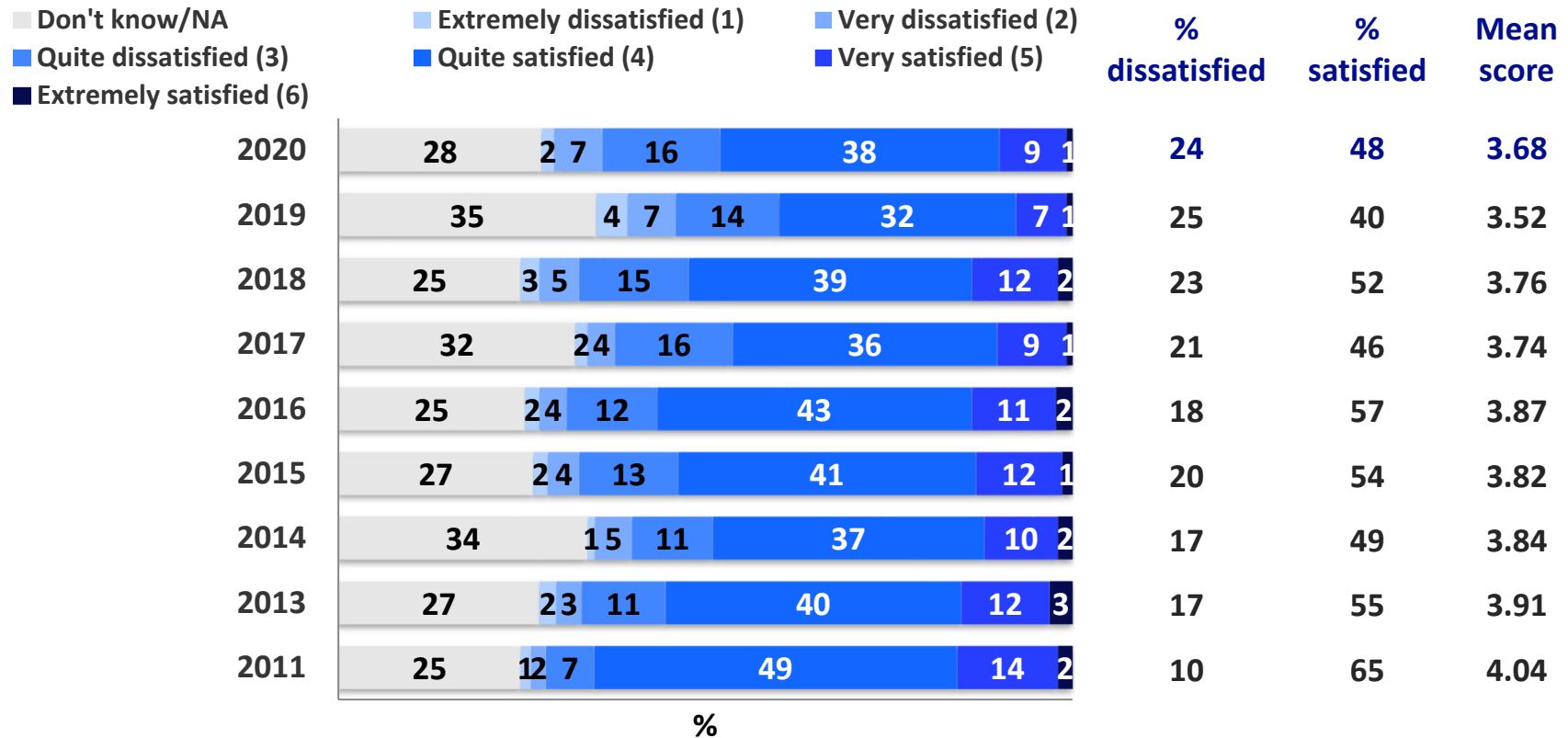
Sample: refer to ()

\*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.

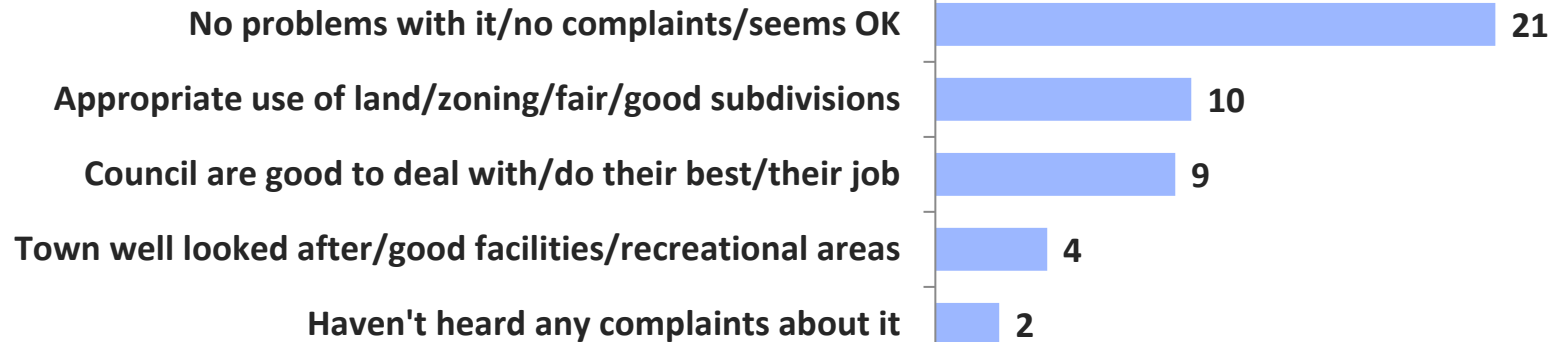




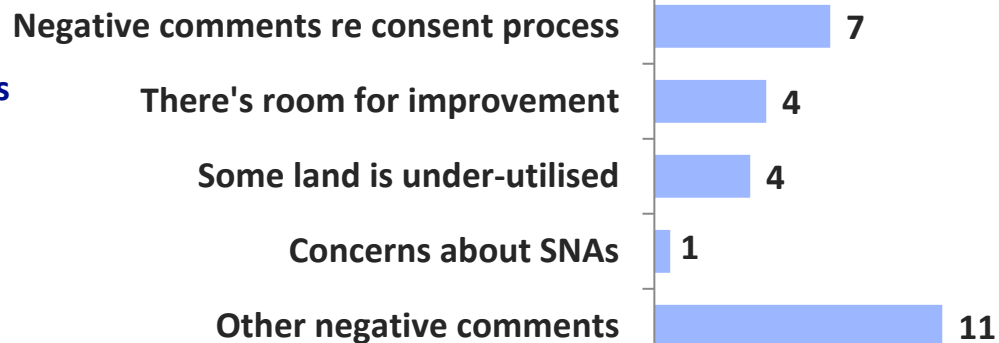
# Reasons For Satisfaction with Council's Regulation of Land Use, 2020

*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: 168



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

		2015 (188) %	2016 (198) %	2017 (162) %	2018 (183) %	2019 (140) %	2020 (168) %
Positive Comments	No problems with it/no complaints/seems OK	37	29	35	26	32	21
	Appropriate use of land/zoning/fair/good subdivisions	10	21	9	9	9	10
	Council are good to deal with/do their best/their job	19	11	14	14	11	9
	Town well looked after/good facilities/recreational areas	3	5	5	1	1	4
	Haven't heard any complaints about it	5	3	6	10	6	2
Negative Comments	Negative comments re consent process	5	3	7	8	5	7
	There's room for improvement	-	1	1	4	4	4
	Some land is under-utilised	-	1	2	2	4	4
	Concerns about SNAs	-	-	-	-	2	1
	Other negative comments	4	8	10	16	4	11
Other	Other	8	10	4	7	6	10
	Don't know/no comment	15	13	13	9	19	21

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 by Location, 2020

		Total (168) %	Location				
			Greater Grey- mouth (61) %	Karoro – Camerons (34*) %	Kaiata/Dobson/ Taylorville/ Stillwater (7*) %	Grey Valley/ Blackball/ Lake Brunner (40*) %	Runanga/ Rapahoe/ Coast Road (26*) %
Positive Comments	No problems with it/no complaints/seems OK	21	13	12	57	35	19
	Appropriate use of land/zoning/fair/good subdivs.	10	20	6	-	3	4
	Council are good to deal with/do their best/their job	9	3	15	-	15	8
	Town well looked after/good facilities/rec. areas	4	7	6	-	-	4
	Haven't heard complaints	2	3	-	-	5	-
Negative Comments	Negative comments re consent process	7	2	12	-	3	19
	Room for improvement	4	3	9	-	-	8
	Some land is under-utilised	4	3	3	14	3	4
	Concerns about SNAs	1	-	-	-	-	4
	Other negative comments	11	7	12	-	23	4
Other	Other	10	15	6	14	5	12
	Don't know/no comment	21	26	24	14	10	23

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

\*Small sample size – results indicative only



# Reasons For Dissatisfaction with Council's Regulation of Land Use, 2020

*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: 85



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

	2015 (69) %	2016 (63) %	2017 (75) %	2018 (80) %	2019 (87) %	2020 (85) %
Too much bureaucracy/red tape/rules & regulations/takes too long	49	32	44	28	26	36
Issues with unused land/leases/iwi/DOC land ownership	4	11	11	4	10	14
Plan not comprehensive/cohesive/inappropriate land use/outdated	3	8	13	6	18	9
Consent process too expensive	16	10	7	10	11	8
Not doing a good job/some issues not handled well	4	6	13	13	11	6
Lack of consultation/informing public	6	2	3	6	-	6
Need to tidy up the town	3	2	1	4	5	4
Inconsistent application of the rules	3	2	1	5	5	2
Rates high/lack of facilities/services	-	6	-	-	2	2
Communication issues/hard to get answers	9	3	9	9	3	1
Problems haven't been fixed	3	5	1	-	2	1
Not helping businesses/need to attract more businesses	6	2	4	1	-	1
Disagree with location of industrial area	3	2	1	-	-	1
Disagree with some of the things they are doing/decisions	9	13	8	15	11	- ↓
Other	7	10	3	8	14	21
No problems/seem to be doing a good job	-	2	4	5	1	-
Don't know	3	2	-	5	2	8

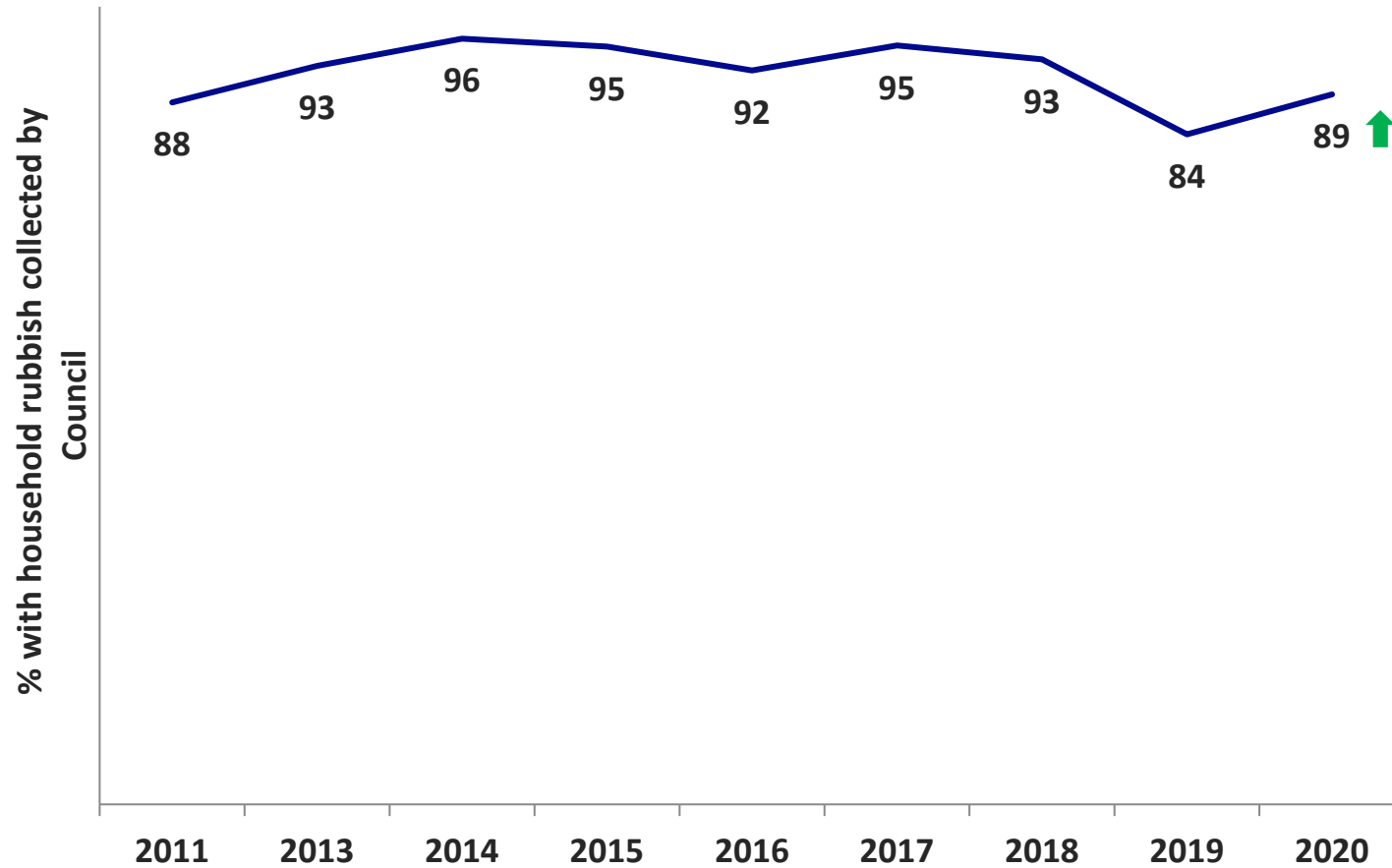
Sample: those dissatisfied with Council's regulation of land use: refer to ()

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

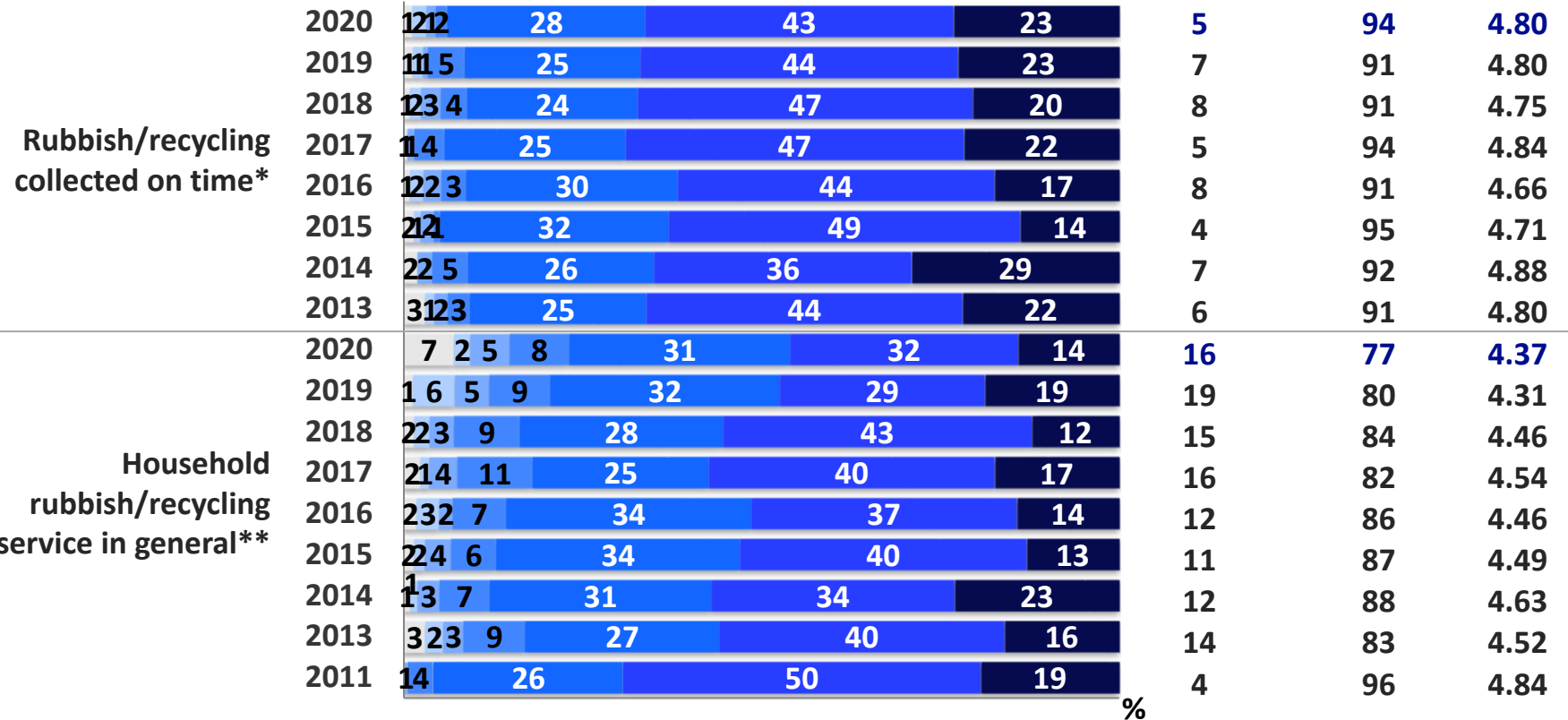
Q. How satisfied are you that your household rubbish and/or recycling is collected on time?

Q. How satisfied are you in general with the household rubbish and/or recycling collection service provided by the Council?

Don't know/NA  
 Extremely dissatisfied (1)  
 Quite dissatisfied (3)  
 Extremely satisfied (6)

Very dissatisfied (2)  
 Quite satisfied (4)  
 Very satisfied (5)

% dissatisfied      % satisfied      Mean score



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

\*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 Service by Location, 2020

	Total (311) %	Location				
		Greater Greymouth (117) %	Karoro – Camerons (60) %	Kaiata/Dobson/ Taylorville/ Stillwater (20*) %	Grey Valley/Blackball/ Lake Brunner (61*) %	Runanga/ Rapahoe/ Coast Road (53*) %
<b>Rubbish/recycling collected on time</b>						
% Satisfied	94	98	95	80	90	92
% Dissatisfied	5	1	5	15	7	8
<b>Household rubbish/recycling service in general</b>						
% Satisfied	77	90	83	45	54	79
% Dissatisfied	16	9	10	45	26	17

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

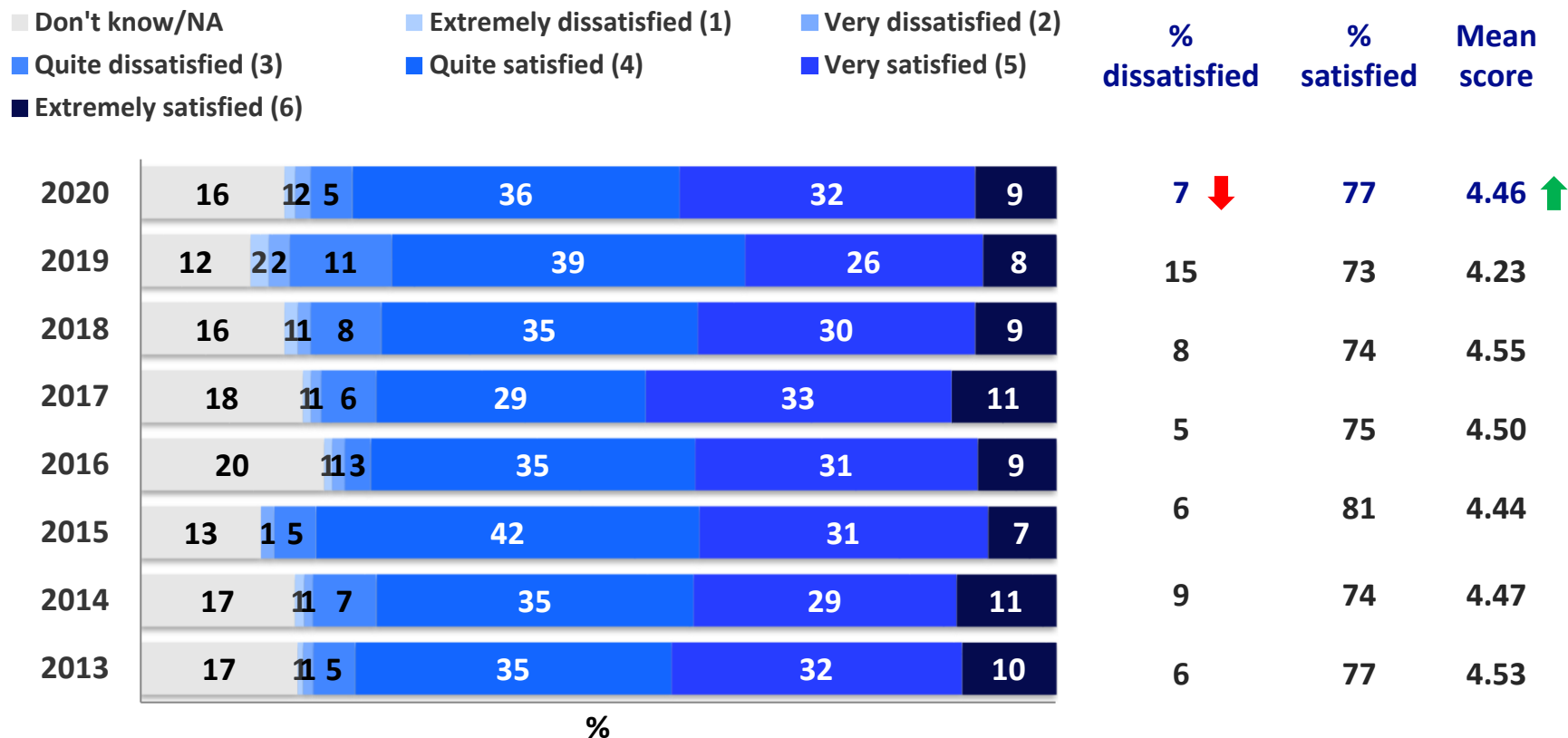
\*Small sample size – results indicative only





# 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?



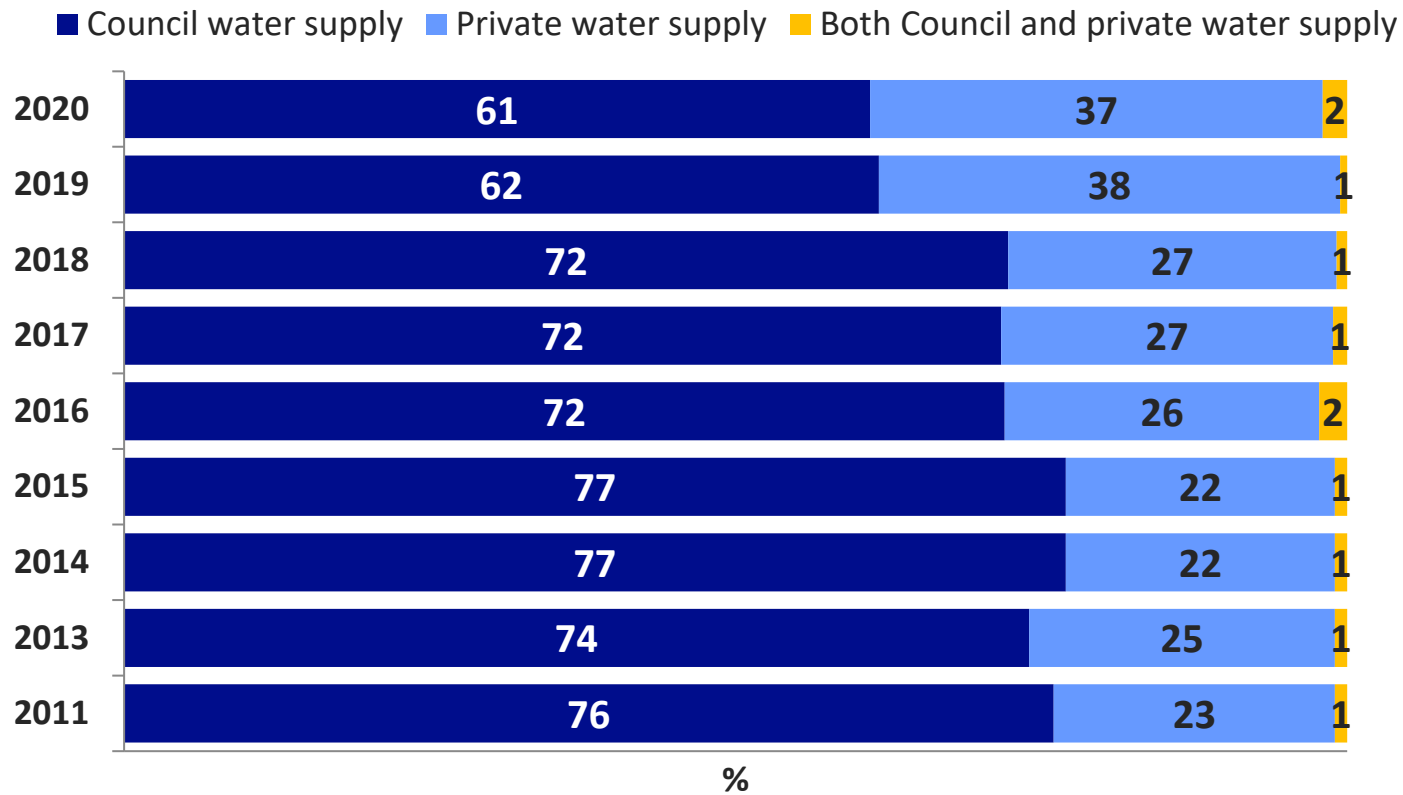
Total sample: 350

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?

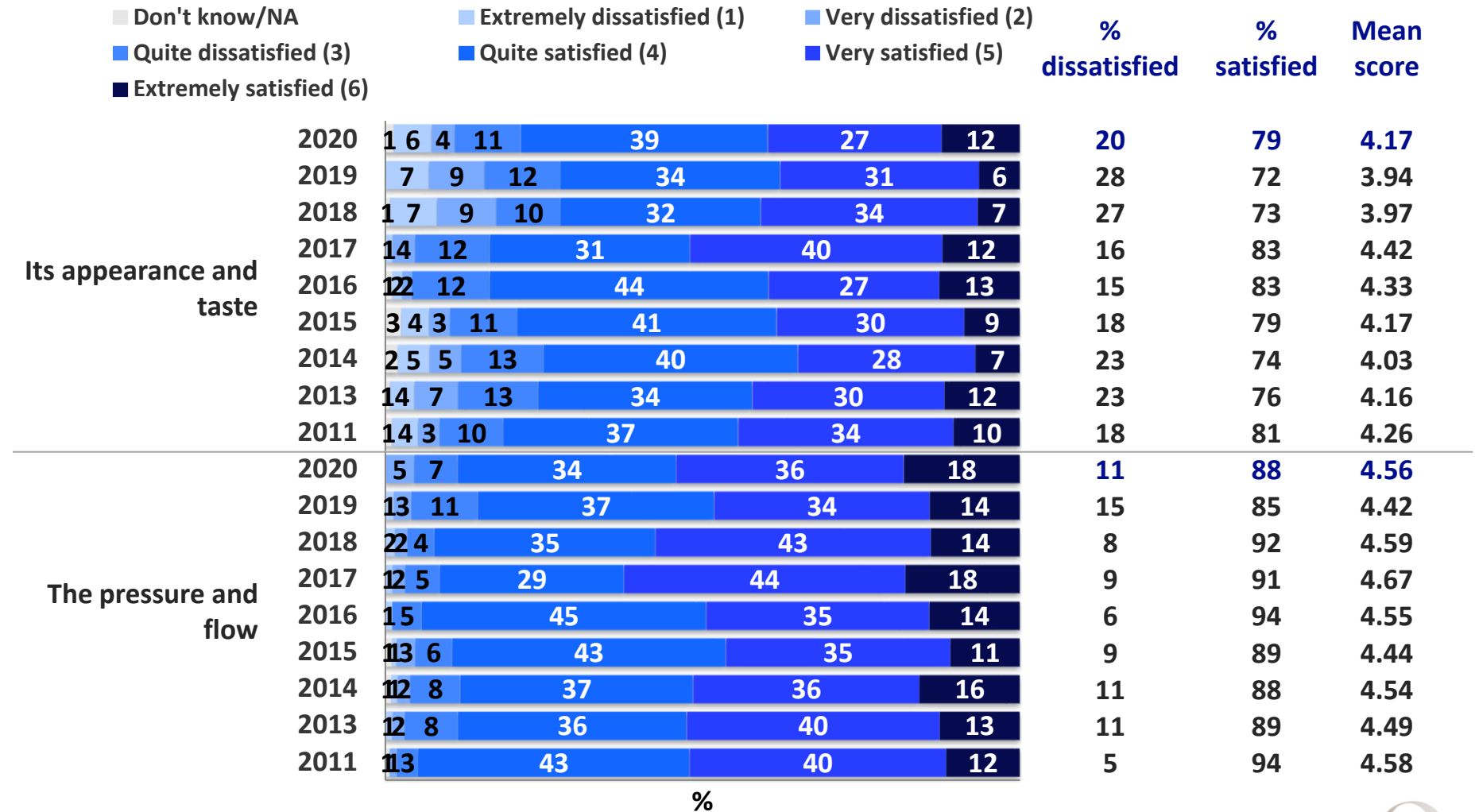


Total sample: 350



# 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...?

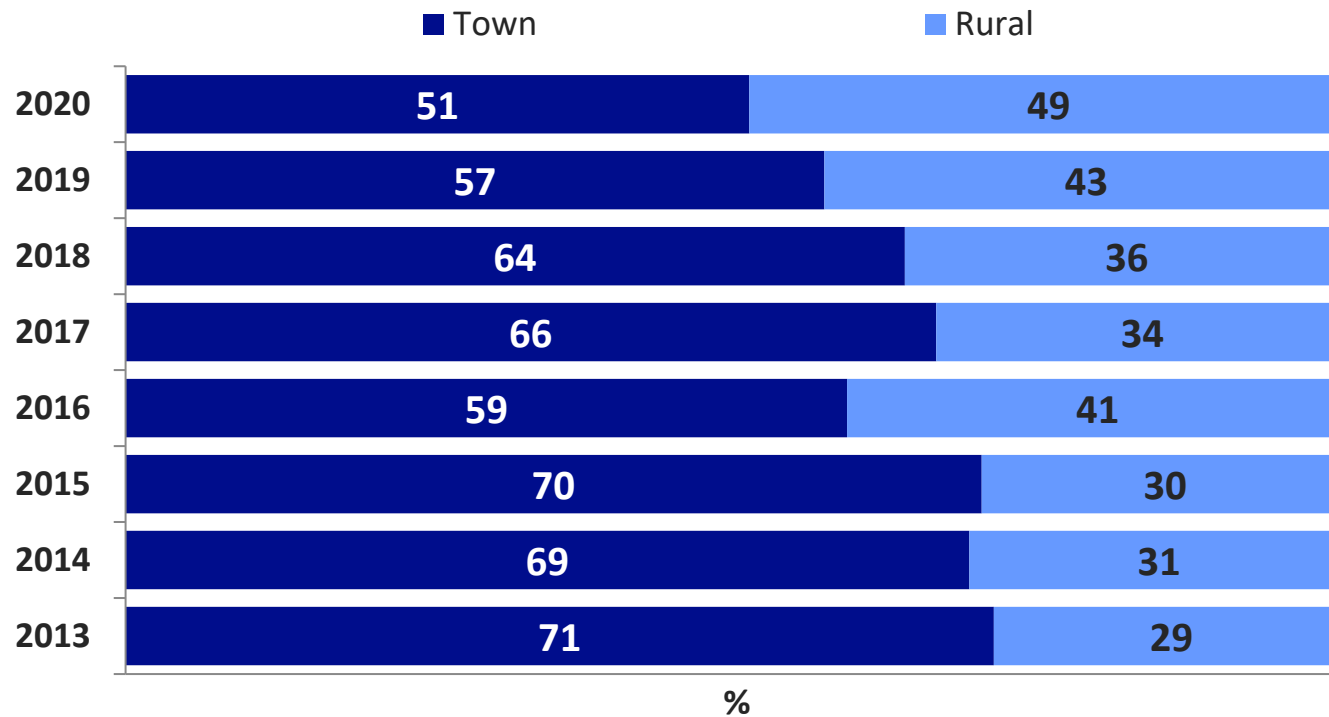


Sample: those who have a Council water supply: 2011: 269; 2013: 261; 2014: 273; 2015: 274; 2016: 260; 2017: 255; 2018: 256; 2019: 218; 2020: 219



# Whether Live in Town or Rural Area

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



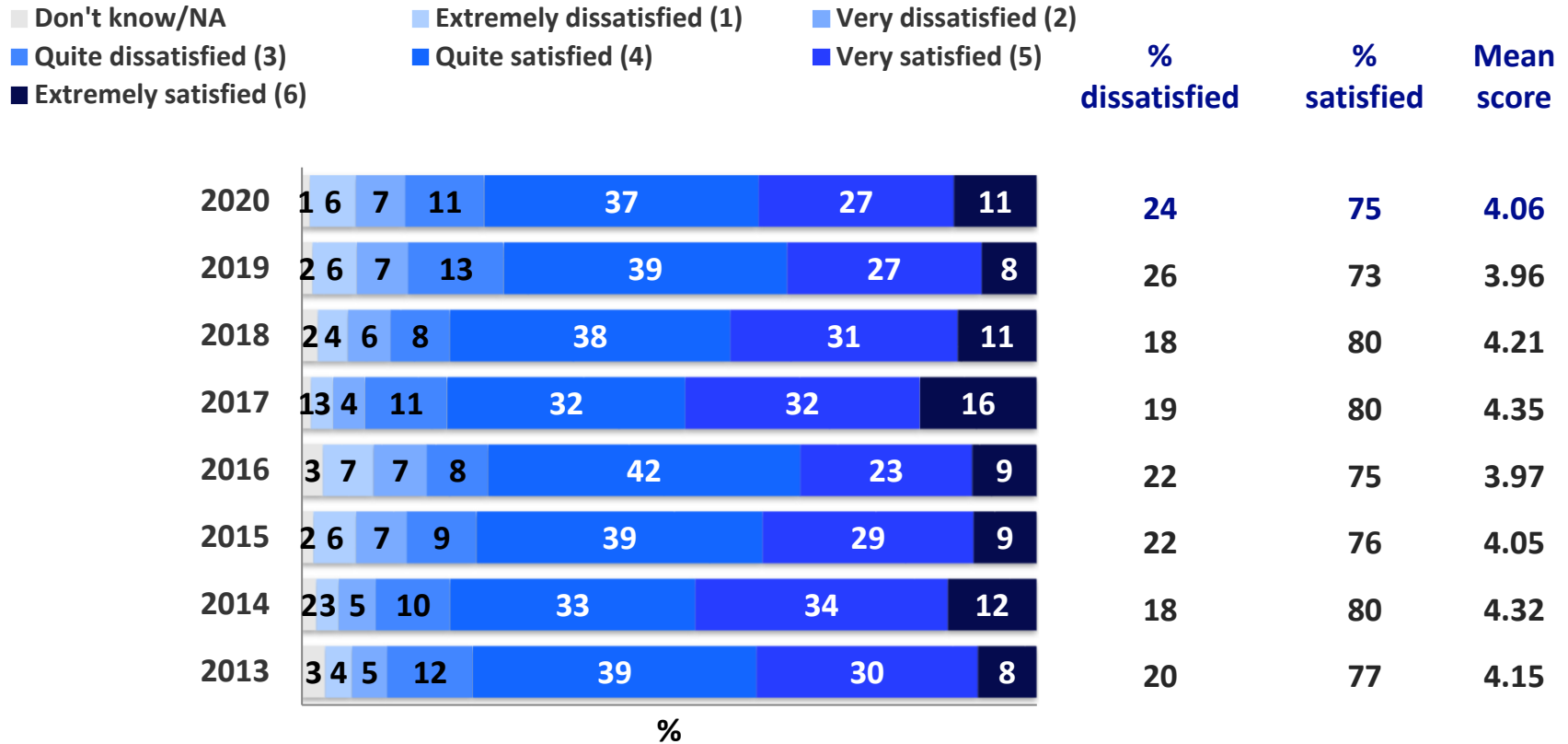
Total sample: 350

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; 2020: 177

Note: this question was not asked in 2011



# Satisfaction with Stormwater Drainage by Location, 2020

	Total (177) %	Location				
		Greater Greymouth (102) %	Karoro – Camerons (33*) %	Kaiata/Dobson/ Taylorville/ Stillwater (6*) %	Grey Valley/ Blackball/ Lake Brunner (16*) %	Runanga/ Rapahoe/ Coast Road (20*) %
Extremely satisfied	11	10	24	-	13	-
Very satisfied	27	27	30	50	6	25
Quite satisfied	37	36	33	17	50	45
Quite dissatisfied	11	12	3	-	19	15
Very dissatisfied	7	7	9	17	6	-
Extremely dissatisfied	6	7	-	17	-	15
Don't know	1	1	-	-	6	-
<b>SATISFIED</b>	<b>75</b>	<b>74</b>	<b>88</b>	<b>67</b>	<b>69</b>	<b>70</b>
<b>DISSATISFIED</b>	<b>24</b>	<b>25</b>	<b>12</b>	<b>33</b>	<b>25</b>	<b>30</b>
<b>Mean</b>	<b>4.06</b>	<b>4.01</b>	<b>4.58</b>	<b>3.67</b>	<b>4.00</b>	<b>3.65</b>

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

\*Small sample size – results indicative only



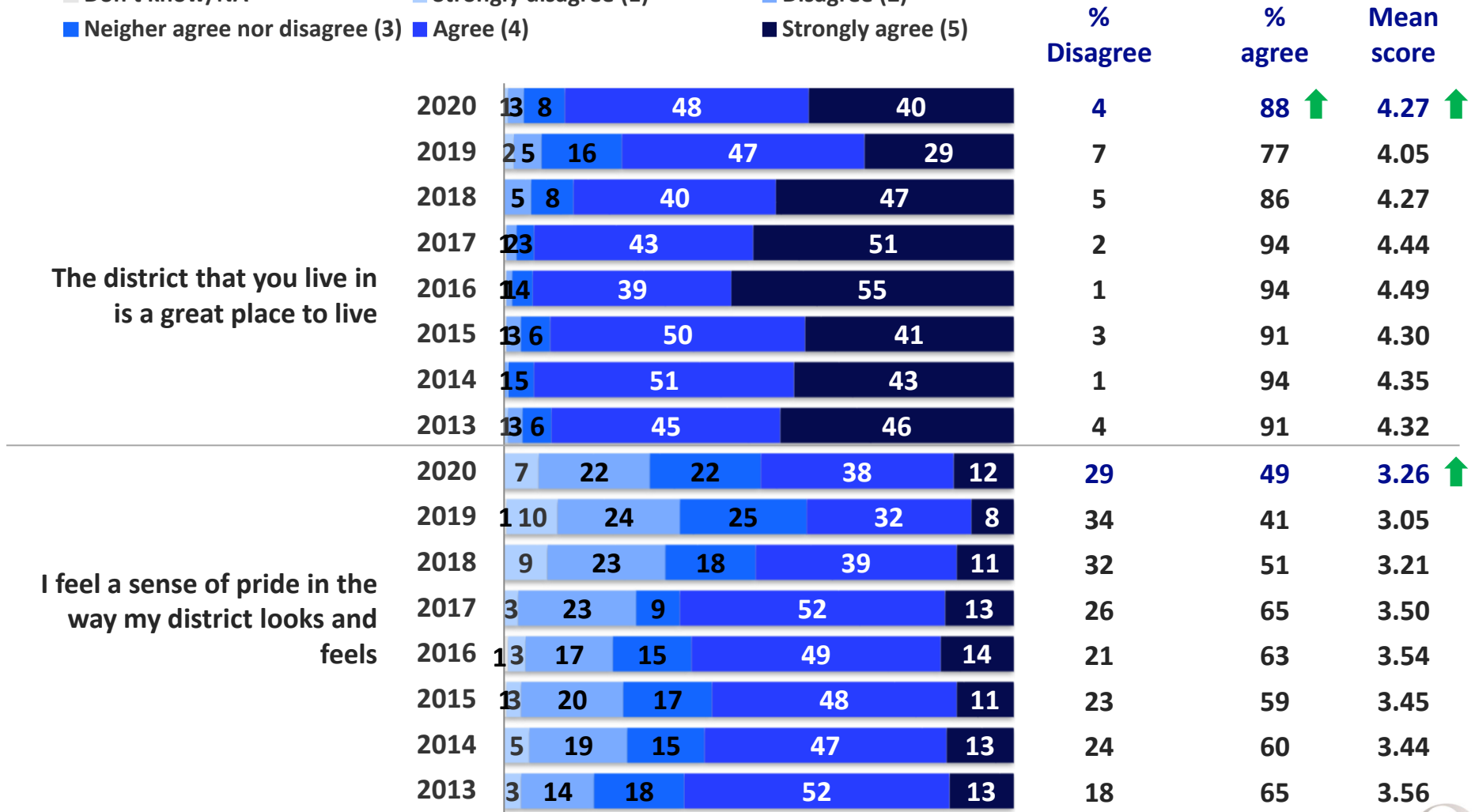
# Perception of Quality of Life



# 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)



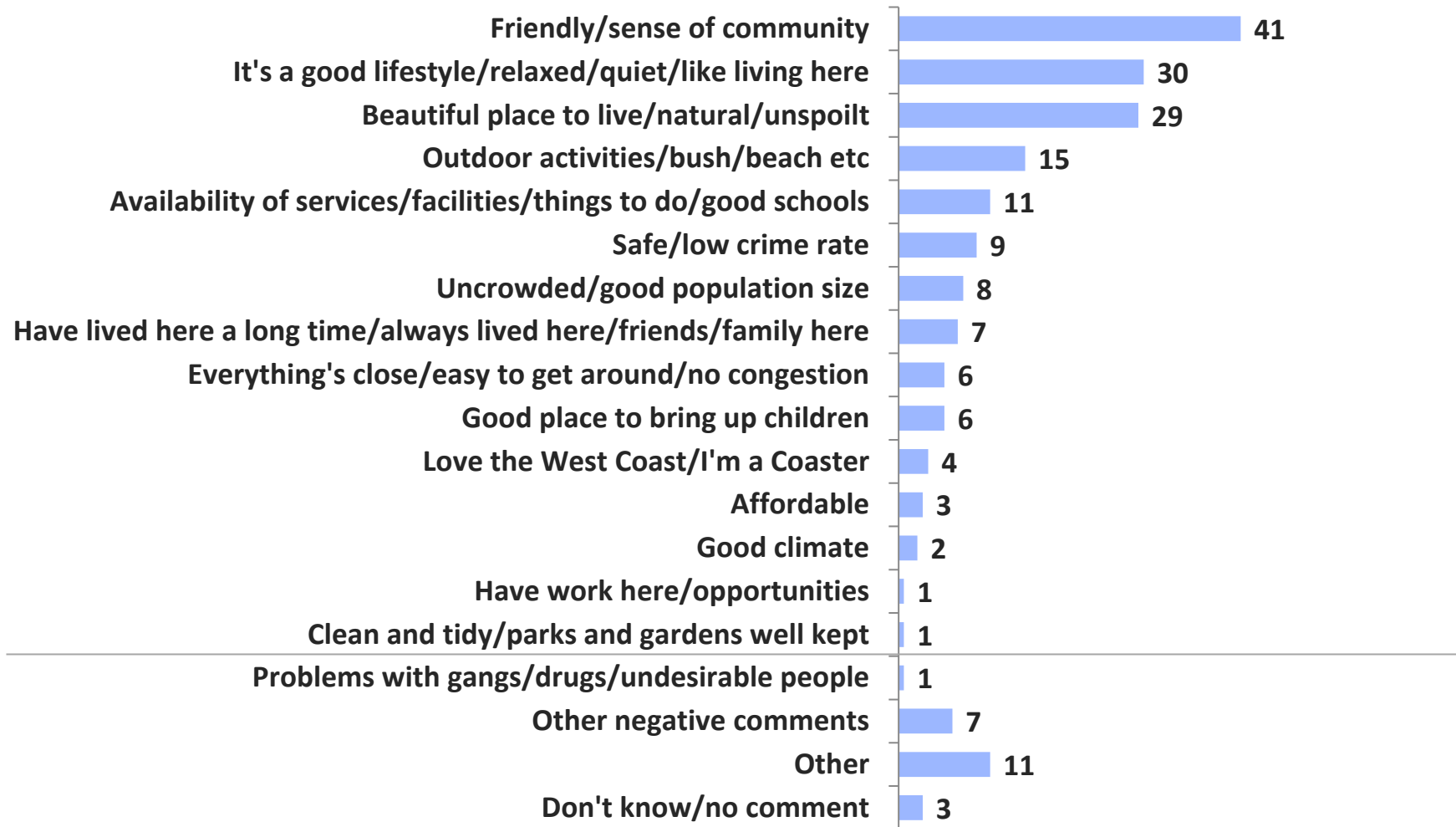
Total sample: 350 Note: these questions were not asked in 2011





# Reasons for Feeling the District is a Great Place to Live, 2020

*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: 307



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

	2015 (318) %	2016 (329) %	2017 (328) %	2018 (302) %	2019 (268) %	2020 (307) %
Friendly/sense of community	30	35	39	36	35	41
It's a good lifestyle/relaxed/quiet/like living here	24	27	42	33	27	30
Beautiful place to live/natural/unspoilt	16	13	17	22	28	29
Outdoor activities/bush/beach etc	19	16	14	17	18	15
Availability of services/facilities/things to do/good schools	11	7	8	9	9	11
Safe/low crime rate	19	11	20	15	9	9
Uncrowded/good population size	9	7	8	9	10	8
Have lived here a long time/always lived here/friends/family here	12	11	12	10	8	7
Everything's close/easy to get around/no congestion	14	8	10	9	9	6
Good place to bring up children	14	11	10	9	9	6
Love the West Coast/I'm a Coaster	5	4	4	3	3	4
Affordable	3	-	2	1	3	3
Good climate	2	4	7	3	2	2
Have work here/opportunities	2	1	4	1	3	1
Clean and tidy/parks and gardens well kept	2	2	5	3	1	1
Problems with gangs/drugs/undesirable people	-	-	-	-	2	1
Need more jobs	3	2	3	1	1	-
Other negative comments	3	4	8	6	3	7
Other	10	9	4	10	13	11
Don't know/no comment	1	1	-	1	1	3

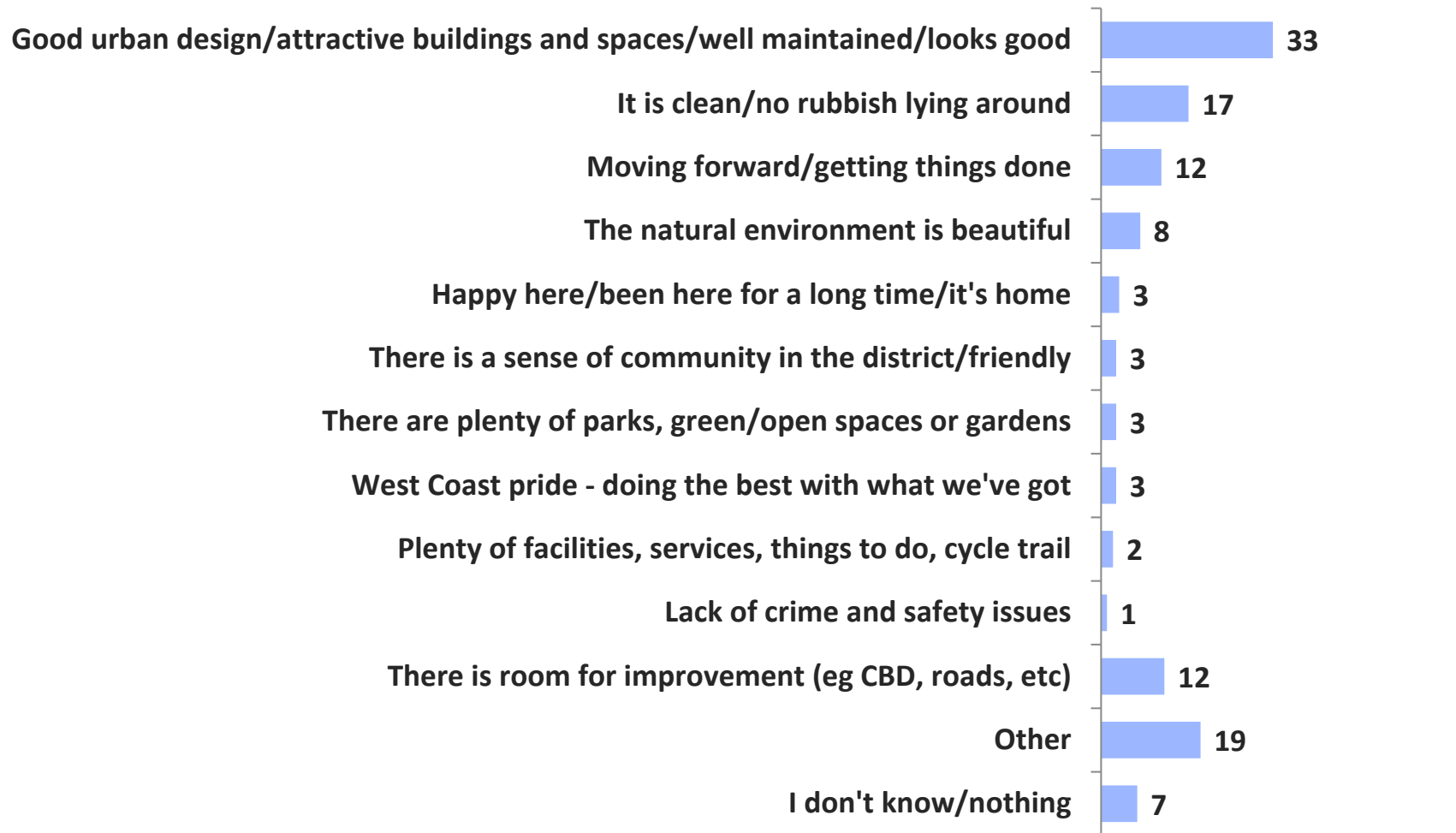
Sample: those who feel the District is a great place to live: refer to ()

Note: this question was not asked prior to 2015



# Reasons for Feeling a Sense of Pride in the Way the District Looks and Feels, 2020

*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: 173



# Reasons for Feeling a Sense of Pride in the Way the District Looks and Feels – Trend Data

	2013 (226) %	2014 (211) %	2015 (207) %	2016 (221) %	2017 (229) %	2018 (177) %	2019 (142) %	2020 (173) %
Good urban design/attractive buildings and spaces/well maintained/looks good	52	29	49	41	36	28	27	33
It is clean/no rubbish lying around	28	22	16	15	26	22	23	17
Moving forward/getting things done	-	23	13	9	16	15	11	12
The natural environment is beautiful	6	7	8	7	10	10	14	8
Happy here/been here for a long time/it's home		13	13	10	10	5	5	3
There is a sense of community in the district/friendly	23	13	11	8	10	8	8	3
There are plenty of parks, green/open spaces or gardens	12	10	5	1	6	2	1	3
West Coast pride - doing the best with what we've got	-	10	2	-	8	1	7	3
Plenty of facilities, services, things to do, cycle trail	8		4	4	7	3	6	2
Lack of crime and safety issues	3	2	1	-	1	1	1	1
Provides a good overall lifestyle	10	4	1	1	2	1	3	-
Good population size	4	2	2	-	2	2	2	-
Presence of road transport system that works well	2	-	-	-	1	1	1	-
There is room for improvement (eg CBD, roads, etc)	-	15	11	8	13	21	18	12
Other	15	13	12	14	14	16	20	19
I don't know/nothing	-	4	3	6	2	5	4	7

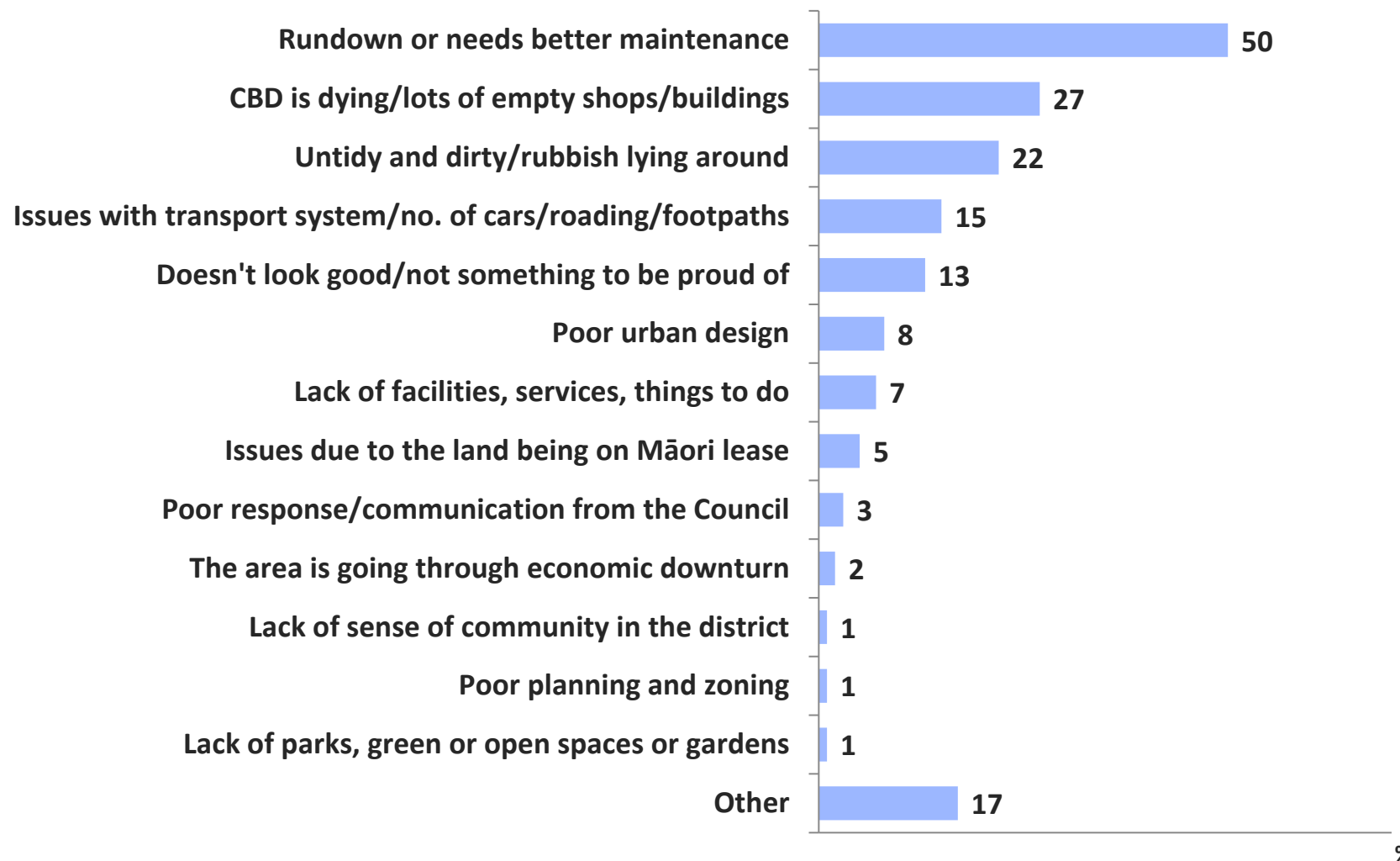
Sample: those who feel a sense of pride in the way the District looks and feels: refer to ()

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, 2020

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: 100



# Reasons for Not Feeling a Sense of Pride in the Way the District Looks and Feels – Trend Data

	2013 (62) %	2014 (84) %	2015 (80) %	2016 (72) %	2017 (91) %	2018 (111) %	2019 (119) %	2020 (100) %
Rundown or needs better maintenance	45	56	48	49	48	57	60	50
CBD is dying/lots of empty shops/buildings	-	21	18	13	11	19	19	27
Untidy and dirty/rubbish lying around	11	12	15	10	20	11	18	22
Issues with transport system/no. of cars/roading/footpaths	27	12	14	4	11	4	16	15
Doesn't look good/not something to be proud of	-	2	-	11	30	15	20	13
Poor urban design	31	2	5	3	9	1	3	8
Lack of facilities, services, things to do	6	6	3	7	8	2	8	7
Issues due to the land being on Māori lease	-	6	3	1	1	4	4	5
Poor response/communication from the Council	-	21	9	1	1	5	1	3
The area is going through economic downturn	-	7	13	8	7	2	1	2
Lack of sense of community in the district	8	2	1	-	1	-	1	1
Poor planning and zoning	2	1	1	-	3	2	3	1
Lack of parks, green or open spaces or gardens	5	1	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	-	-
Does not provide a good overall lifestyle	2	-	-	-	1	-	-	-
Lack of access to medical services	2	-	-	-		-	-	-
Other	6	4	10	13	16	17	22	17
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

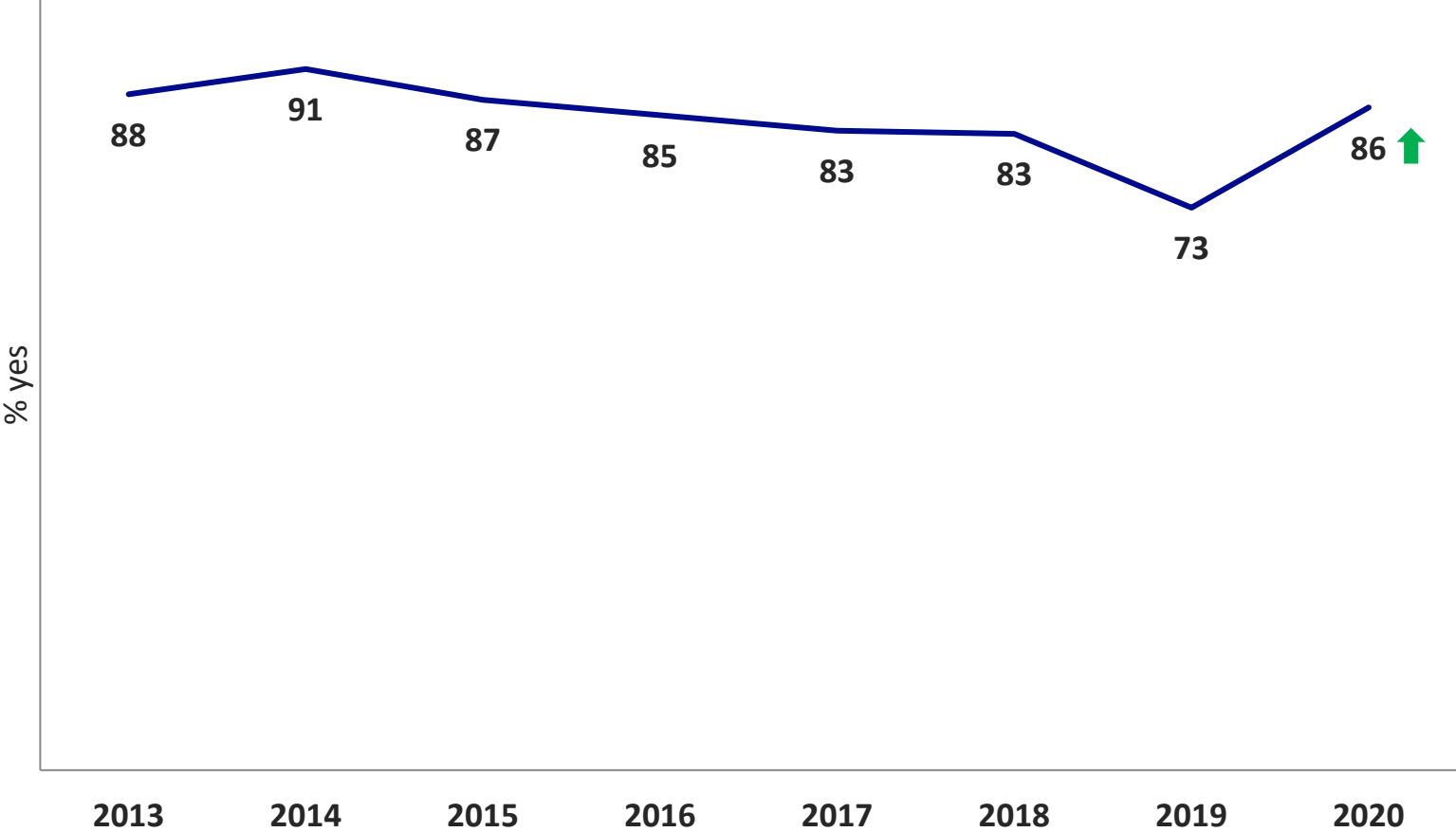


# Perception of Safety on Local Roads



# 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







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

