Grey District Council
Resident Satisfaction Survey 2023

Draft Report

11th March 2024

Contents

Executive Summary

Executive Summary

Introduction

- The objective of this research is to measure community satisfaction with Grey District Council and its services to inform and enhance Council performance long term in line with community outcomes in the Council's Long Term Plan. This research also provides a measure of perception of quality of life, in line with the Community Economic Development Strategy.

- This research commenced biennially in 2011 and became annual in 2014. The findings from 2023 are presented in this report and where applicable, comparisons are made with earlier findings.

- In 2023, interviews were conducted from 6 November 2023 – 13 February 2024, among a sample of 359 Grey District residents aged 18 and over.

- Prior to 2019, interviews were conducted by telephone. Since 2019, a hybrid online self-completion and telephone interviewer administered approach has been employed. In 2022 and 2023 a paper version of the questionnaire was also available. This change in methodology has been introduced given the advent of cost-effective electronic interviewing options and a reduction in landline presence within the community.

- The move to a hybrid methodology for data collection in 2019 has resulted in some difference in satisfaction levels with the Council being recorded. These relate primarily to a change in methodology rather than a shift in satisfaction levels with the Council.

- Changes to questions have also limited direct comparisons in the findings between surveys.

Executive Summary

- Overall, satisfaction with the performance of the Mayor, Councillors and Council in the 2023 survey is at a similar level to 2022. It is lower than in the preceding years.

- Primary reasons for satisfaction, similarly to 2022, focus on the Mayor doing a good job, the Council's good performance overall, that it's moving forward/getting things done, its stand on Three Waters/standing up to the government, as well as providing good support, communication and consultation.

- Primary reasons for dissatisfaction, similarly to 2022, revolve around rates and how they are spent, the Council not moving forward/not getting things done and a lack of support, communication, consultation and not listening.

- Just under three quarters are satisfied with the performance of the Mayor but fewer, just over half, are satisfied with the performance of the Councillors. Dissatisfaction with the Councillors has increased in 2023.

- Less than two thirds are satisfied with the information received from Council. Satisfaction with the information received from Council was significantly lower in 2022 than in 2021 and, in 2023, satisfaction has continued to decline a little further.

- Less than half are satisfied with the Council's consultation on important issues. This level of satisfaction has remained at the same level as 2022.

Executive Summary continued

- Among those contacting the Council in the last 12 months, around three fifths are satisfied with the overall service they received from the Council Offices but around a third are dissatisfied. The most common suggested improvements are to take action/resolve the issue and better communication/getting back to people. While there is often a need for further communication or follow up, this does not always occur.

- Levels of satisfaction with Council facilities and services are similar to 2022 with the main exception of greater dissatisfaction with the water supply in some parts of the District.

- There is a reduction in satisfaction in both 2022 and 2023, compared with 2021, in relation to the Council's regulation of land use throughout the District.

- In 2022 and 2023, just over a third feel a sense of pride in the way their District looks and feels. This proportion is significantly lower than in earlier years.

- Three quarters of participants feel safe on local roads overall. This proportion is higher for those when using a motorised vehicle and lower as a pedestrian or cyclist.

Key Insights

Key Insights

Overall satisfaction with Council performance

- In 2023, 56% expressed satisfaction with the overall performance of Council in the last 12 months, this is similar to 2022 (59%). It is significantly lower than in 2021 (70%) and 2020 (81%) and is aligned with 2019 (63%). Reflecting lower levels of satisfaction, dissatisfaction is significantly higher in 2023 (37%) and 2022 (33%) than in 2021 (21%) and 2020 (10%).

- Aligned with 2022, positive reasons stated for being satisfied with the overall performance of the Council focus on the Mayor doing a good job (45%), the Council's good performance overall (32%), that it's moving forward and getting things done (29%), its stand on Three Waters/ standing up to the government (25%), and its good support, communication and consultation (17%).

- Similar to 2022, reasons for dissatisfaction primarily centre around three factors; the rates being dear and money could be better spent (48%), the Council not moving forward and not getting things fixed (30%) and a lack of support, communication, consultation and not listening (27%).

- Just under three quarters (71%) are satisfied with the performance of the Mayor and, reflecting this, 20% expressed dissatisfaction.

- Only just over half (53%) expressed satisfaction with the Councillors, and 29% dissatisfaction. This level of dissatisfaction has increased from 21% in 2022. A further 18% did not know if they were satisfied or not indicating a lack of Councillor presence in the community, although this proportion has decreased since 2022 (23%).

Key Insights continued

Satisfaction with communications

- Less than two thirds (63%) are satisfied with the **information received from Council.** Satisfaction with the information received from Council was significantly lower in 2022 (68%) than in 2021 (80%) and, in 2023 (63%), satisfaction has continued to decline a little further.

- In 2023, less than half (45%) of residents expressed satisfaction that the **Council consults with residents on important issues,** while just over a third (36%) are dissatisfied and just under one fifth (19%) do not know. Satisfaction in 2023 (45%) and 2022 (43%) is significantly lower than it was in 2021 (66%).

- Residents' **preferred method for receiving information** varies indicating the importance of using a range of communication means to effectively reach residents.

Key Insights continued

Contact with Grey District Council

- **65% have contacted Grey District Council in the last 12 months, this proportion is similar to previous years. Phone is the main means of contact (49%) followed by walking in (43%) and email (35%).**

- **Reasons for contacting the Council in the last 12 months are primarily about rates (41%), dog/animal control/registration (36%), building/planning/resource consent/permit (29%), roading or footpaths (15%), rubbish disposal/recycling (11%), stormwater or flooding (9%) and events related (8%).**

- **Just over three fifths (61%) expressed satisfaction with the overall service from the Council Offices. Satisfaction is similar to 2022 (60%), and lower than in 2021 (80%) and earlier years surveyed (76% - 88%). The most common suggested improvement is to take action/fix the problem/follow up.**

- **Satisfaction by reason for contact is highest for general licensing (100%), events related (80%), public toilets and restrooms (79%), dog/animal control registration (73%), rates (72%) and sewerage (71%), although the number responding is small meaning these findings are indicative only.**

- **Dissatisfaction by reason for contact is greatest in relation to stormwater or flooding (69%), water supply (67%), roading and footpaths (60%) and parks, reserves, playgrounds, skate parks and walking tracks (53%). Although a word of caution, the number responding is small meaning these findings are indicative only. Reasons for dissatisfaction centre around the Council not replying and inaction with resolving a problem.**

Key Insights continued

- By means of contact with the Council, satisfaction is highest for walk in contact (71%) followed by phone (61%) and email (54%) and it is lowest for social media (23%).

- Among those contacting the Council, in 47% of cases there is a need for further communication or follow up. The need for further contact or follow up is more prevalent in some service areas than others e.g. stormwater/flooding (93%), sewerage (76%) and building/planning/resource consent/ permit (70%) are the highest. Of concern, this follow up is not always happening with 34% stating follow up had not yet occurred. Of note, the extent to which follow up occurs varies by service area.

- The main areas for improvement with Council contact relate to staff taking action, fixing the problems including visiting sites with issues (28%), staff responding (20%), better communication and explanation (18%), staff listening to concerns and being more understanding (17%), more training and knowledgeable staff (14%) and more friendly and helpful staff with a better attitude (8%).

Key Insights continued

Use and satisfaction with Council services

- Of all Council services, residents are **most likely to have used or visited in the last 12 months** a public toilet (71%), a rubbish dump/recycling facility (68%) or a park or reserve (66%).

- In 2023, **satisfaction with Council facilities and services** is highest for parks and reserves including walking tracks (75%), public toilets and rest rooms (70%), followed by swimming pools (69%) and roading network (69%), the Westland Recreation Centre (67%), cemeteries (66%) and the availability of public parking (65%).

- **Dissatisfaction** is greatest with the overall maintenance of footpaths (58% dissatisfied) and roads (43%), availability of public parking (33%), the roading network in the District (30%), overall stormwater system (29%) and the water supply (24%).

- Levels of satisfaction with Council facilities and services is similar to 2022, with the exception of **a marginal decrease in satisfaction** with the water supply in some parts of the district and a significant decrease in Grey Valley/Blackball/Lake Brunner.

- With **Council's regulation of land use throughout the District** in 2023, 38% of residents are satisfied, 32% dissatisfied and 29% don't know; this level of satisfaction is similar to 2022 and is significantly lower than in 2021.

- Similar to 2022, issues with the regulation of land use primarily revolve around there being too much bureaucracy/red tape/rules (67%), it taking too long (51%), disagreement with things the Council is doing/decisions (50%), communication issues/hard to get answers (43%), a lack of consultation/informing the public (42%), the consent process being too expensive (41%), the need to tidy up the town (40%), concerns about SNAs/creation of wetlands (36%) and the plan not being comprehensive/cohesive/inappropriate land use/outdated (31%).

Key Insights continued

- 95% have a Council supplied household waste collection service. Over four fifths (84%) are satisfied with the **household recycling collection service in general**; this level of satisfaction is marginally higher than in 2022 and 2021 and similar to years prior to that.

- 91% are satisfied that their **household rubbish/recycling is collected on time.**

- 73% are satisfied with **Council litter bins, recycling centre and recycling stations being kept clean and tidy.** 13% are dissatisfied and 15% don't know.

- In 2023, 70% are on a **Council water supply** and 1% are on both a Council and a private water supply.

- 68% of residents on a Council water supply are satisfied with the **water's appearance and taste** in 2023; this proportion is marginally lower than in 2022 (76%) and 2021 (84%). Similar to 2022 (85%), 83% are satisfied with the **water pressure and flow,** this proportion is marginally lower than in 2021 (90%).

- In 2023, 61% of participants live in a town and 39% in a rural environment. The proportion of participants living in towns is higher in 2023 (61%) and 2022 (62%) compared with 2021 (54%). Equally the proportion living rurally is lower.

- 60% of residents living in a town are satisfied with the **way their property drains stormwater** in 2023. This proportion is marginally lower than in 2022 (70%) and 2021 (73%). These appear to be localised issues with drainage and are most prevalent in Grey Valley/Blackball/Lake Brunner.

Key Insights continued

Quality of Life

- **35% agree they feel a sense of pride in the way their District looks and feels. This proportion is similar to 2022 (34%) and significantly lower than in 2021 and earlier years (41% - 65%).**

- **Those who feel a sense of pride are most likely to do so due to the beautiful natural environment (79%), West Coast pride (69%), the sense of community in the district/ friendly (65%), happy being here/been here for a long time/it is home (65%), plenty of parks/gardens and green spaces (65%), clean/no rubbish around (57%), moving forwards and getting things done (55%) and plenty of facilities and services (50%). The proportions stating many of these reasons have increased marginally in 2023 compared with 2022.**

- **The reasons people do not feel a sense of pride primarily related to the CBD is dying/lots of empty shops/buildings (77%), the District is run down or needs better maintenance (77%) and doesn't look good/not something to be proud of (62%) as well as a lack of facilities, services and things to do (54%).**

Sense of road safety

- **Just over three quarters (76%) of participants feel safe on local roads overall.**

- **This proportion increases to 82% feeling safe when using a motorised vehicle and reduces to 65% feeling safe as a pedestrian and 38% feeling safe as a cyclist.**

Introduction

Research Objectives

Overall objective

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

Specific objectives

§ **To measure and monitor over time community satisfaction with Council performance and the services it provides.**

§ **To gain an understanding and insight into aspects of services for improvement.**

§ **To determine Council performance in relation to the community outcomes which form part of the Council's Long Term Community Outcomes Plan (LTCOP).**

§ **To provide a measure of perception of quality of life, in line with the Community Economic Development Strategy.**

Research Methodology

- Since 2014, Opinions Market Research has conducted an annual Community Satisfaction Survey on behalf of Grey District Council to measure community satisfaction with the Council and its services.

- Prior to 2014, in 2011 and 2013, biennial surveys were conducted.

- In addition, this survey since 2013 measures peoples' perception of quality of life, in line with the Community Economic Development Strategy.

- Each survey the questions are adapted to meet current needs. The 2023 questionnaire was based on the 2022 questionnaire, allowing a comparison and tracking of satisfaction over time.

- In 2022, a number of the open response questions were converted into pre-coded response questions. Residents' verbatim responses that were not within the pre-coded responses and their responses to open questions are presented in a separate report.

- Benchmark data comparing Grey District Council's performance with other South Island District Councils is also included.

- This report presents the main findings from the 2023 research and makes comparisons with earlier surveys, where applicable.

Benchmark Data

§ **Overall satisfaction benchmark data for other District Councils has been provided for comparative purposes.**

§ **This benchmark data is indicative only. The surveys from which the data were obtained differ slightly in the methodologies used, such as:**

  § **Differences in data collection method used, for example telephone, postal, face to face, online.**

  § **Minor differences in sample sizes.**

  § **Minor differences in the wording of questions and the scales used.**

§ **Survey years are recorded on the graph. The most recent data available has been reported, although this is not necessarily from 2023.**

Sample Structure

- A quantitative methodology aligned to that used annually from 2019 to 2022 was employed. This consisted of a hybrid approach encompassing online self-completion, paper surveys and interviewer administered phone interviewing. This approach utilising electronic options for accessing the questionnaire enabled us to reach parts of the community that no longer have a landline.

- Note, the move to this hybrid methodology for data collection in 2019 resulted in some difference in satisfaction levels being recorded that relate primarily to a change in methodology rather than a shift in satisfaction levels with the Council.

- The online survey component was managed by Grey District Council using a number of different strands to promote the survey including newspaper, flyers physical (Grey District Library, Westland Recreation Centre and in person) and email, networks (Tai Poutini Polytechnic, Schools, District Health Board, sports clubs via Sport Canterbury/West Coast), radio, newsletters, New Coasters, TPP, Facebook and the Grey District Council website.

- In 2023, interviews were conducted from 6 November 2023 – 13 February 2024, among a sample of 359 Grey District residents aged 18 and over.

Sample Structure cont.

§ Each survey, the goal has been to achieve a representative sample of 350 Grey District residents aged 18+ taking part, based on the latest Census data available.

§ Given the self-selecting sample taking part online in 2023 it was necessary to balance the sample, by weighting the data, in order to match the Census 2018 population in the District in terms of age, gender and location.

§ To encourage residents to participate, especially those in the demographic groups that are harder to reach, there was a series of prize draws.

§ In 2023 a total of 273 interviews were completed online, 63 interviews were completed by phone and 23 interviews were completed on paper. This is similar to in 2022 and a higher number of online and a lower number of phone interviews than prior to 2022.

§ The statistical margin of error at a 95% confidence level for the total sample of 359 is ± 5.2%.

§ All percentages are shown as whole numbers.

§ Where total percentage satisfied and dissatisfied scores are given these are calculated from the precise, non-rounded data for accuracy. These totals may therefore differ from the sum of categories as shown in the graphs.

Sample Structure cont.

§ **In 2022, a number of the open response questions were converted into pre-coded response questions and as a result the 2022 and 2023 findings are not directly comparable with those from earlier years.**

§ **Demographic sub-group analysis has been conducted based on location, and findings are included in the report where there are significant differences.**

§ **Sub-group analysis based on location, gender, age, life stage, ratepayer status, length of time in Grey District, occupation, ethnicity, and satisfaction with the overall performance of Council, with the Mayor and Councillors, with information received and with consultation is provided in a separate report.**

§ **Findings of interest have been highlighted as follows:**

   §   **Findings that are statistically higher in 2023 compared with 2022 or other locations combined are highlighted as:** ▮ **or** ⬆

   §   **Findings that are statistically lower in 2023 compared with 2022 or other locations combined are highlighted as:** ▮ **or** ⬇

Sample Structure: 2022 – 2023

		Census 2018 %	2022 Sample n=364			2023 Sample n=359		
			Unweighted		Weighted	Unweighted		Weighted
			n	%	%	n	%	%
Age	**18-24**	9	23	6	9	15	4	9
	25-49	37	133	37	37	115	32	37
	50-64	30	113	31	30	120	33	30
	65+	24	95	26	24	109	30	24
Gender	**Male**	50	155	43	49	147	41	49
	Female	50	206	57	50	207	58	49
	Prefer not to say	-	3	1	1	5	1	1
Area	**Greater Greymouth**	34	139	38	34	359	44	34
	Karoro - Camerons	18	72	20	18	159	20	18
	Kaiata/Dobson/Taylorville/Stillwater	6	31	9	6	73	5	6
	Grey Valley/Blackball/Lake Brunner	25	67	18	25	17	14	25
	Runanga/Rapahoe/Coast Road	17	55	15	17	49	17	17
Method-ology	**Online**	-	279	77	76	273	76	73
	Telephone	-	57	16	17	63	18	20
	Paper	-	28	8	7	23	6	8

Sample Structure: 2019 – 2021

		Census 2018 %	Sample n=350					
			2019		2020		2021	
			n	%	n	%	n	%
Age	**18-24**	9	33	9	32	9	23	7
	25-49	37	126	36	131	37	145	41
	50-64	30	106	30	104	30	97	28
	65+	24	85	24	83	24	85	24
Gender	**Male**	50	174	50	175	50	175	50
	Female	50	176	50	175	50	175	50
Area	**Greater Greymouth**	34	120	34	120	34	121	35
	Karoro - Camerons	18	62	18	62	18	63	18
	Kaiata/Dobson/Taylorville/Stillwater	6	22	6	22	6	22	6
	Grey Valley/Blackball/Lake Brunner	25	88	25	88	25	86	25
	Runanga/Rapahoe/Coast Road	17	58	17	58	17	58	17
Method-ology	**Online**	-	205	59	150	43	224	64
	Telephone	-	145	41	200	57	126	36

Sample Structure: 2011 – 2018

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

Sample Profile – Demographics

	2023 (359)	
	Un-weighted %	Weighted %
Employment Status		
In full time paid employment	44	47
In part time paid employment	17	18
Not in paid empl./seeking/beneficiary	3	3
Retired	28	24
Home executive	4	3
School student	-	-
Tertiary student	1	2
Other	3	2
No reply	-	-
Ethnicity		
European	90	89
Māori	9	11
Pacific peoples	1	2
Asian	1	1
Middle Eastern/Latin Am./African	1	1
New Zealander	4	4
Other	-	-
No reply	1	1

	2023 (359)	
	Un-weighted %	Weighted %
Dependent Children		
No dependent children	74	74
Youngest aged under 5	7	8
Youngest aged 5-15	13	13
Youngest aged over 15	5	5
Life Stage		
Younger, no dependents	16	25
Has dependents	26	26
Older, no dependents	58	49

Sample Profile: Ratepayer Status

Legend:
- Ratepayer, live in Grey District
- Ratepayer, live mostly outside of Grey District
- Live with my family who are ratepayers in Grey District
- Not a ratepayer in Grey District
- No reply

	2011	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Ratepayer, live in Grey District	80	81	81	77	79	82	82	77	79	84	83	82
Ratepayer, live mostly outside	2	1		10	11		1	5	3		2	3
Live with family	7	5	7			10	11	11	8	5	9	9
Not a ratepayer	11	13	11	13	10	8	7	6	10	6	4	6
No reply											1	

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

Sample Profile: Length of Time Living in Grey District

Legend:
- Lived in Grey District all or most of my life
- Lived in Grey District for 5 years or more
- Lived in Grey District for less than 5 years
- No reply

Year	All or most of my life	5 years or more	Less than 5 years
2011	51	39	9
2013	58	35	7
2014	65	32	3
2015	63	32	5
2016	68	28	4
2017	68	28	5
2018	68	29	3
2019	53	35	12
2020	62	28	10
2021	58	27	15
2022	53	31	16 / 1
2023	55	25	20
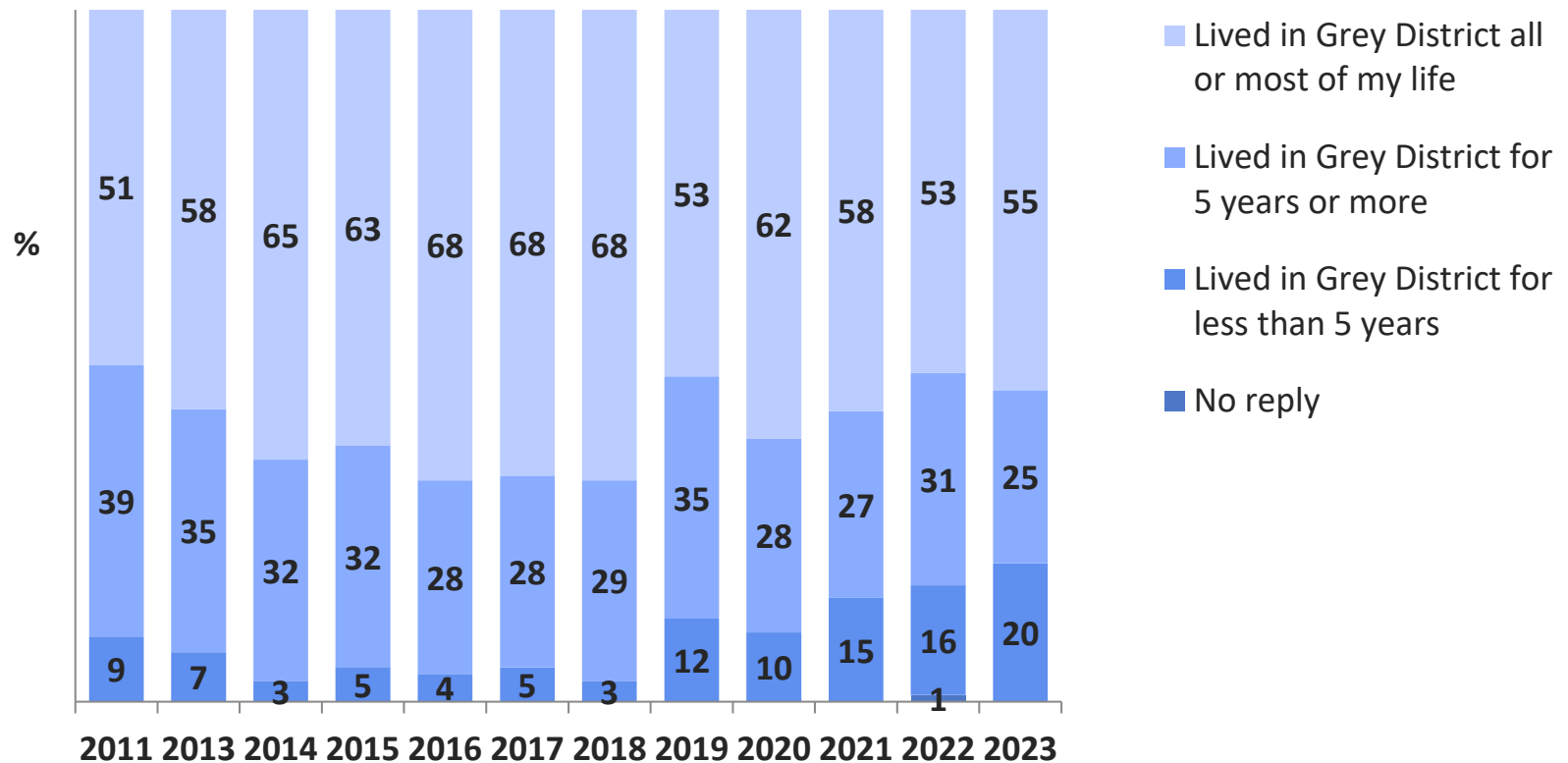
Total sample: 2011-2021: 350; 2022: 364; 2023: 359

Survey Completion Rate

- **76% of the 362 participants who qualified for the online survey and completed the questions on gender and age completed all questions.**

- **There were no differences in the completion rate by age or gender.**

% Who answered all questions by age and gender

		% completed
	Total (362)	76
Age	18-24 (11*)	73
	25-49 (141)	76
	50-64 (133)	76
	65+ (77)	75
Gender	Male (116)	78
	Female (239)	74
	Gender diverse (7*)	86
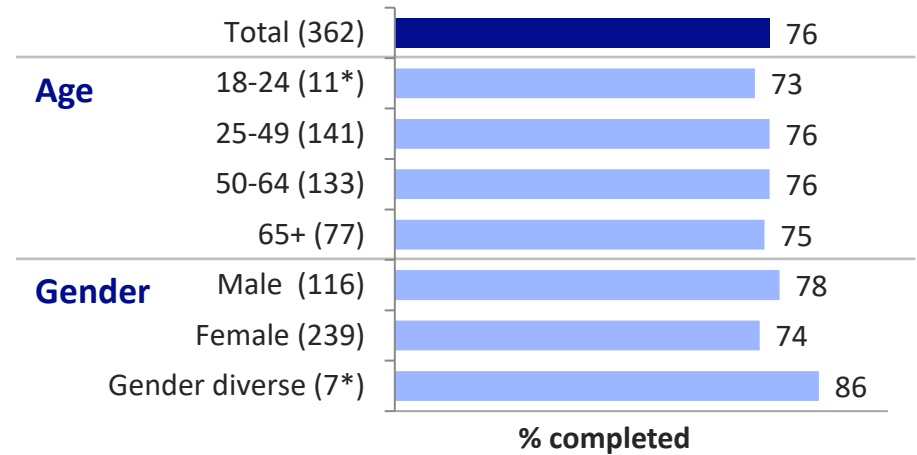
% completed

Sample: those qualifying and answering the questions on gender and age – refer to ()
*Small sample size – results indicative only

- **Those aged 25-49 and females who partially completed the survey tended to complete fewer questions than those in other age groups and males.**

% Answering each question who did not answer all questions by age and gender

Legend: 18-24 (3*), 25-49 (34*), 50-64 (32*), 65+ (19*)

Legend: Male (25*), Female (62)
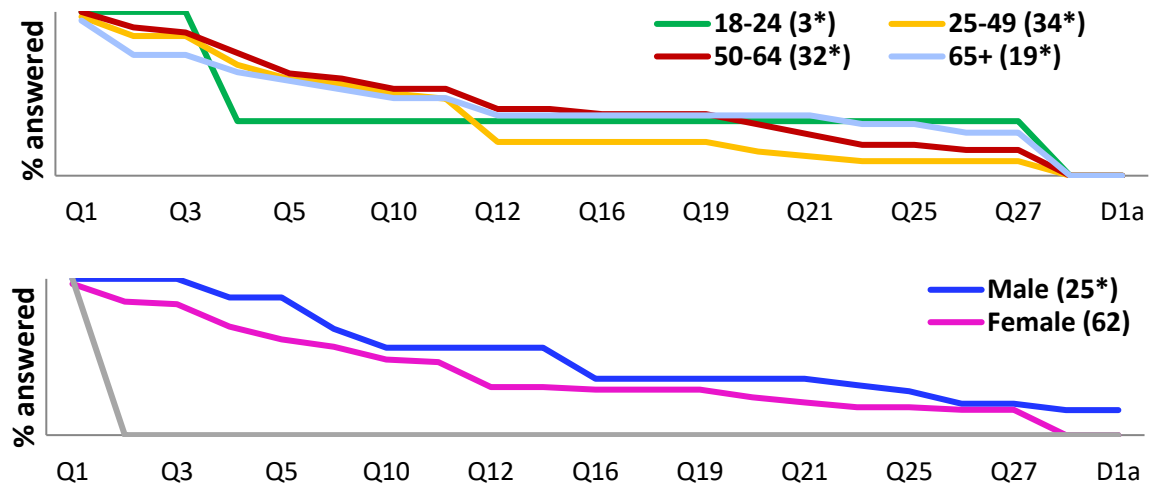
Sample: those qualifying and answering the questions on gender and age who did not answer all questions – refer to ()
*Small sample size – results indicative only

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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?

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

Year	% dissatisfied	% satisfied	Mean score
2023	37	56	3.53
2022	33	59	3.63
2021	21	70	4.02
2020	10	81	4.36
2019	25	63	3.83
2018	21	74	4.09
2017	21	76	4.11
2016	12	83	4.23
2015	15	81	4.14
2014	15	81	4.17
2013	19	79	4.09
2011	9	90	4.20

Bar chart values (Don't know/NA, Extremely dissatisfied, Very dissatisfied, Quite dissatisfied, Quite satisfied, Very satisfied, Extremely satisfied):

- 2023: 7, 9, 7, 21, 41, 12, 3
- 2022: 7, 8, 5, 20, 43, 12, 4
- 2021: 9, 4, 4, 13, 43, 20, 7
- 2020: 9, 2, 1, 7, 40, 33, 7
- 2019: 11, 4, 5, 16, 45, 15, 4
- 2018: 5, 2, 2, 17, 43, 26, 5
- 2017: 3, 1, 3, 17, 47, 22, 7
- 2016: 5, 2, 2, 8, 50, 26, 7
- 2015: 5, 1, 3, 11, 54, 22, 5
- 2014: 4, 1, 3, 10, 49, 28, 5
- 2013: 2, 2, 2, 14, 51, 23, 5
- 2011: 1, 2, 2, 6, 62, 20, 7

%

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

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Reasons for Level of Satisfaction with Council Performance over Last 12 Months, 2023

Q. Why do you say that?
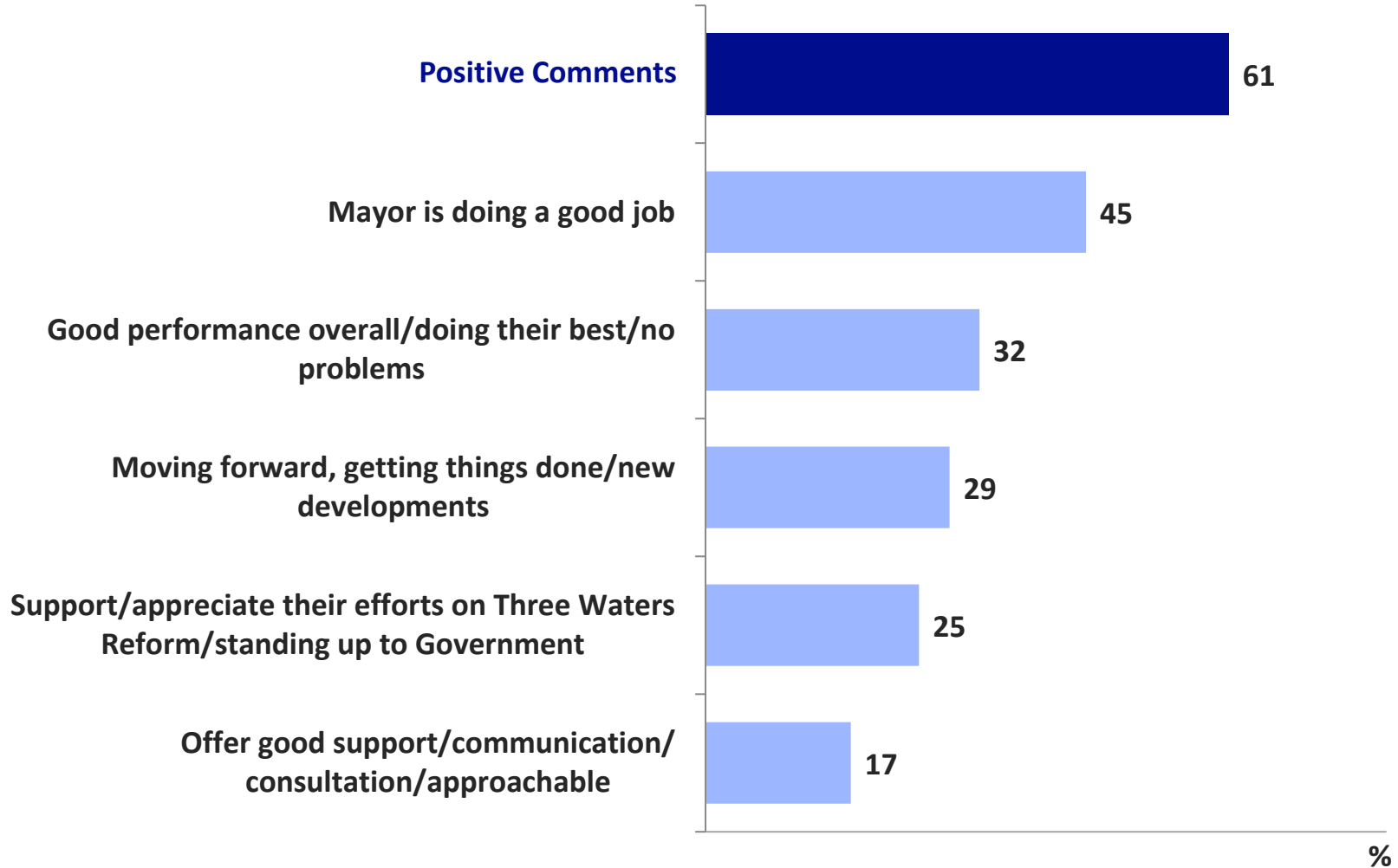
Reason	%
Positive Comments	61
Mayor is doing a good job	45
Good performance overall/doing their best/no problems	32
Moving forward, getting things done/new developments	29
Support/appreciate their efforts on Three Waters Reform/standing up to Government	25
Offer good support/communication/consultation/approachable	17

%

Total sample: 2023: 359

Reasons for Level of Satisfaction with Council Performance over Last 12 Months, 2023 cont.

Q. Why do you say that?
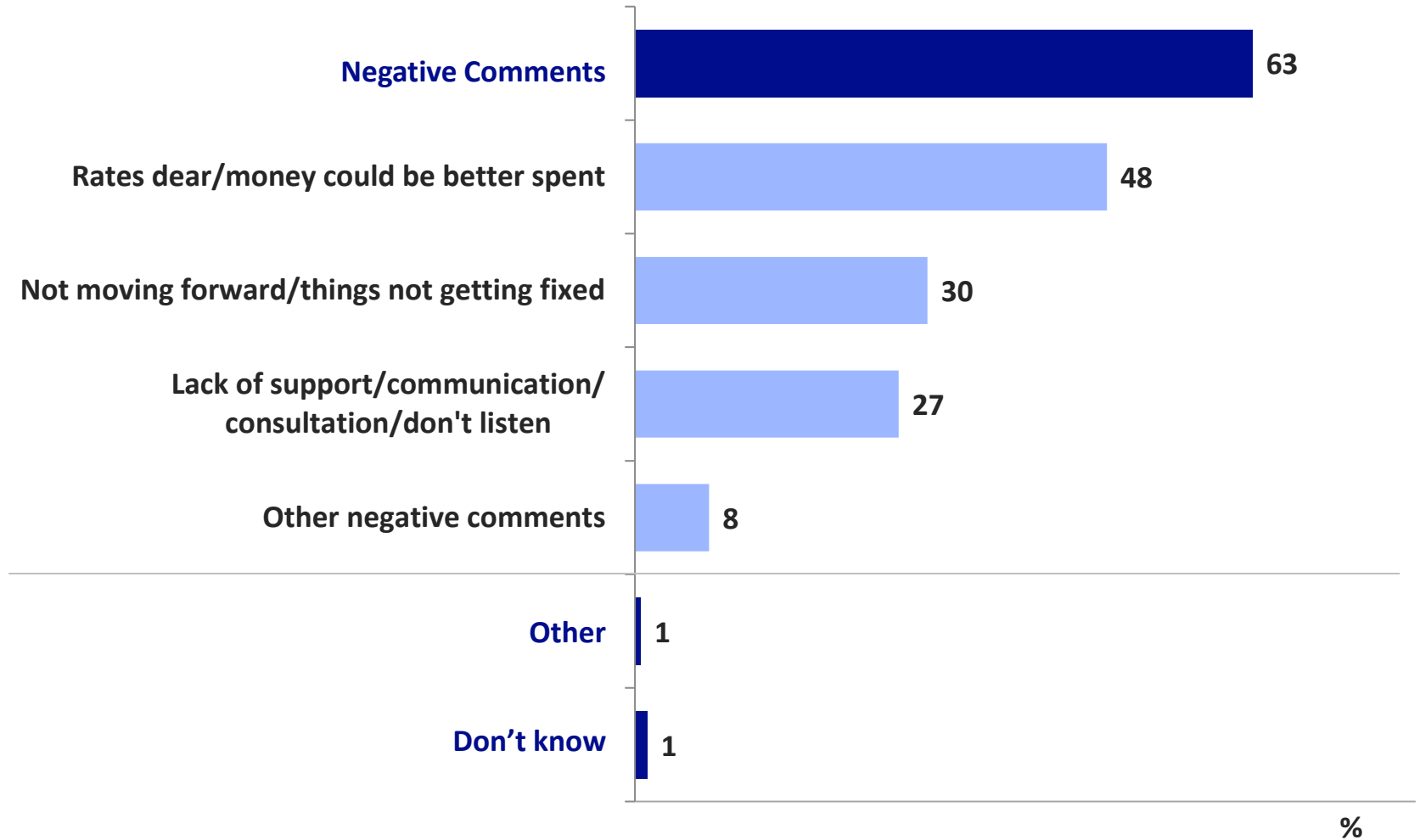
Reason	%
Negative Comments	63
Rates dear/money could be better spent	48
Not moving forward/things not getting fixed	30
Lack of support/communication/consultation/don't listen	27
Other negative comments	8
Other	1
Don't know	1

%

Total sample: 2023: 359

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

	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %	2023 (359) %
Positive Comments	**72**	**65**	**65**	**66**	**56**	**54**	**38**	**63**	**56**	**66**	**61**
Mayor is doing a good job	5	10	8	5	10	13	6	28	15	46	45
Good performance overall/doing their best/no problems	51	40	41	36	29	31	22	22	27	28	32
Moving forward, getting things done/ new developments	7	17	15	17	16	11	6	13	7	30	29
Support/appreciate their efforts on Three Waters Reform/standing up to Government	-	-	-	-	-	-	-	-	4	31	25
Offer good support/communication/ consultation/approachable	8	8	9	9	6	5	4	8	10	18	17
Other positive comments**	na	na	4	6	4	3	5	4	1	1	-

Continued on next slide

Total sample: 2013-2021: 350; 2022: 364; 2023: 359
Note: question was not asked in 2011
*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022
**Prior to 2022, this excludes responses with few mentions that are included with 'other' on the following slide. Data not available prior to 2015.

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

	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %	2023 (359) %
Negative Comments	**30**	**32**	**29**	**22**	**41**	**39**	**35**	**17**	**31**	**58**	**63**
Rates dear/money could be better spent	5	5	7	3	5	8	7	2	7	43	48
Not moving forward/things not getting fixed	4	7	5	3	4	3	6	3	2	30	30
Lack of support/comm./consultation/ don't listen	5	9	4	5	7	10	7	4	9	27	27
Other negative comments**	na	na	17	12	32	26	19	9	16	9	8
Other	**4**	**4**	6	8	10	12	24	13	11	4	1
No answer/don't know	**-**	**9**	**9**	**8**	**6**	**7**	**13**	**11**	**9**	**-**	**1**

Total sample: 2013-2021: 350; 2022: 364; 2023: 359
Note: question was not asked in 2011
*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022
**Prior to 2022, excludes responses with few mentions that are included with 'other'. Data not available prior to 2015.

Satisfaction with Performance of Mayor and Councillors

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

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

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

	Year	Don't know/NA	Ext. dissat. (1)	Very dissat. (2)	Quite dissat. (3)	Quite sat. (4)	Very sat. (5)	Ext. sat. (6)	% dissatisfied	% satisfied	Mean score
Mayor	2023	9	6	2	13	36	18	17	20	71	4.20
	2022	6	6	4	11	31	21	20	21	73	4.27
Councillors	2023	18	7	6	16	38	11	4	29	53	3.66 🔻
	2022	23	4	5	13	35	16	5	21	55	3.90

%
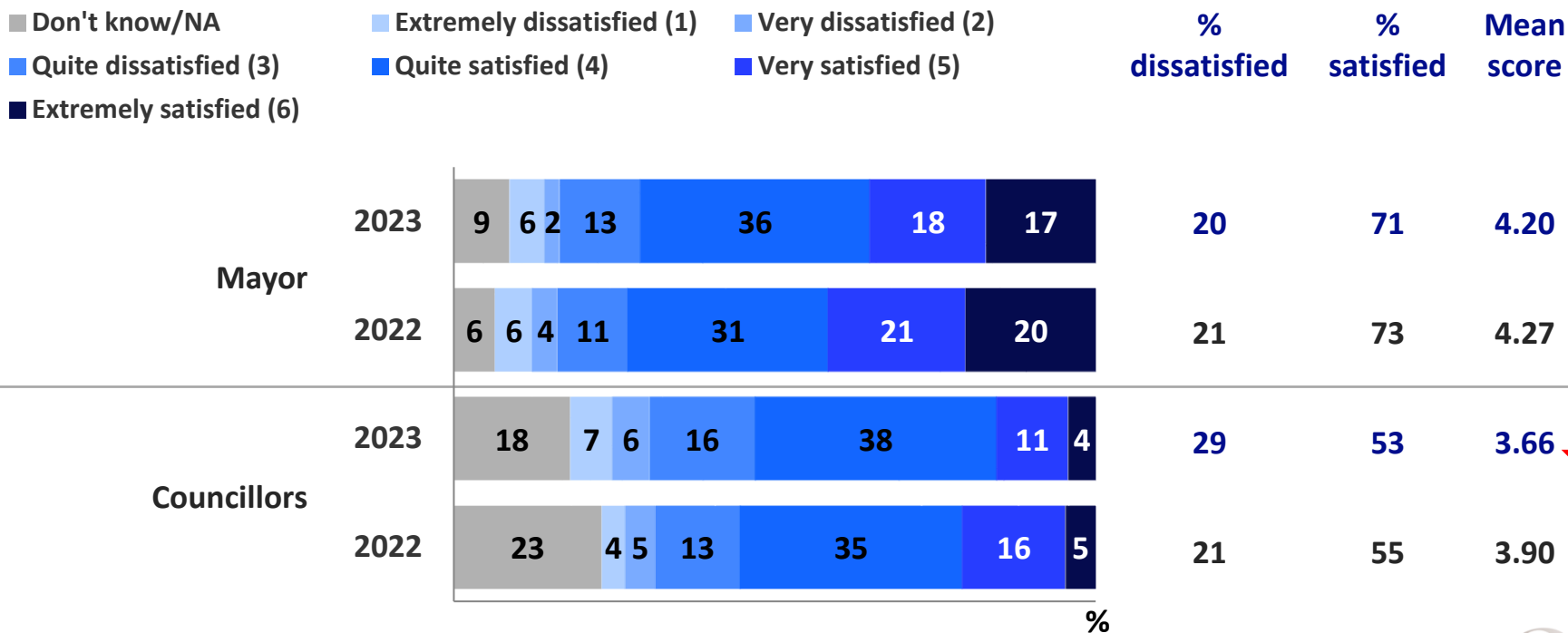
Total sample: 2022: 364; 2023: 359

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Satisfaction with Performance of Mayor and Councillors, 2011 – 2021

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

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

Year	Don't know/NA	Extremely dissatisfied (1)	Very dissatisfied (2)	Quite dissatisfied (3)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
2021	8	4	4	7	43	23	9	16	76	4.15
2020	9	2	1	6	35	33	13	9	82	4.52
2019	22	3	3	12	38	16	5	19	59	3.97
2018	3	3	4	14	45	27	5	21	76	4.07
2017	6	1	2	14	45	23	9	17	77	4.20
2016	7	1	2	4	48	26	11	7	86	4.42
2015	5	1	2	9	50	26	8	12	83	4.27
2014	3	1	3	10	39	34	10	14	83	4.35
2013	2	1	3	10	49	26	9	15	83	4.23
2011	2	2	1	4	44	34	13	7	91	4.47

%

Total sample: 350
*Mayor and Councillors not asked separately prior to 2022

Satisfaction with Information Received from Council

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

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

Year	% dissatisfied	% satisfied	Mean score
2023	27	63	3.73
2022	25	68	3.88
2021	13	80	4.13
2020	12	78	4.18
2019	16	77	4.11
2018	17	79	4.14
2017	13	81	4.22
2016	13	82	4.20
2015	13	81	4.22
2014	10	85	4.24
2013	17	78	4.07

Chart data (stacked bar values by year):

Year								
2023	1	9	4	8	15	45	15	3
2022	6	4	5	16	47	15	6	
2021	7	3	1	9	52	23	5	
2020	9	1	2	9	50	23	5	
2019	7	1	3	12	50	23	4	
2018	4	1	6	10	46	28	5	
2017	7	1	1	11	48	28	5	
2016	5	1	3	9	50	26	6	
2015	7	2	1	9	48	27	5	
2014	6	3	7	52	31	2		
2013	5	1	4	12	51	23	4	

Total sample: 2013-2021: 350; 2022: 364; 2023: 359

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Preferred Method of Receiving Information From Council

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

Method	2023 (%)
Letter/bulk mail out/flyers/leaflets	46
Text message alert for urgent information	45
Council quarterly newsletter (sent to ratepayers)	39
Council Facebook	36
Council email	33
Council website	20
Online news	20
Newspaper	19
Radio	8
Council Instagram	2
Council Twitter	1
Other	2
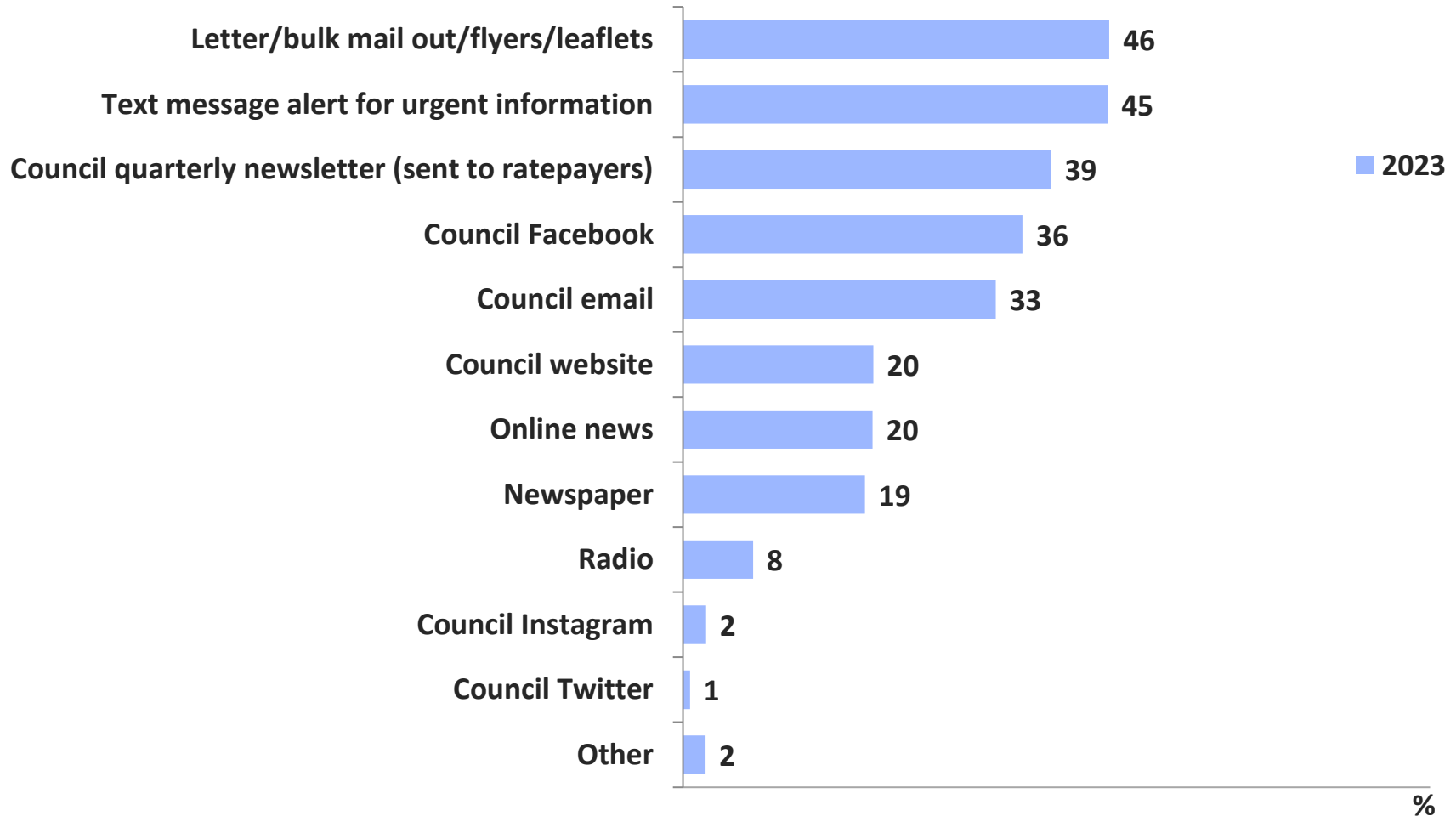
■ 2023

Total sample: 2023: 359

Preferred Method of Receiving Information From Council – Trend Data

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

	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %	2023 (359) %
Letter/bulk mail out/flyers/leaflets*	53	42	66	48	45	44	36	32	32	45	46
Text message alert for urgent information†	-	-	-	-	-	-	-	-	-	39	45
Council quart. newsletter (sent to ratepayers)	55	60	68	52	77	60	43	52	55	38	39
Council Facebook†	-	-	-	-	-	-	-	-	-	40	36
Council Facebook/Instagram/Twitter**	10	21	30	28	27	31	37	33	35	41	36
Council email‡	4	8	8	35	26	30	43	28	41	35	33
Council website‡‡	15	17	33	22	24	14	25	19	23	29	20
Online news†	-	-	-	-	-	-	-	-	-	25	20
Newspaper	49	38	51	36	50	30	27	15	16	29	19
Radio	17	21	32	23	21	13	12	9	8	16	8
Council Instagram†	-	-	-	-	-	-	-	-	-	3	2
Council Twitter†	-	-	-	-	-	-	-	-	-	2	1
Other	3	2	2	3	3	6	2	3	1	1	2
Don't want information/na	-	1	-	1	-	1	-	1	-	-	-

Total sample: 2013-2021: 350; 2022: 364; 2023: 359

*Letter/bulk mailout prior to 2022

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

†Not asked prior to 2022

‡Email prior to 2022   ‡‡Website prior to 2022

Preferred Method of Receiving Information From Council, by Age, 2023

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

	2023 (359) %	Age			
		18-24 (15*) %	25-49 (115) %	50-64 (120) %	65+ (109) %
Letter/bulk mail out/flyers/leaflets	46	34	54	36	50
Text message alert for urgent information	45	39	52	46	37
Council quarterly newsletter (sent to ratepayers)	39	32	31	43	51
Council Facebook	36	43	47	36	19
Council email	33	24	40	40	20
Council website	20	11	23	29	9
Online news	20	14	21	22	19
Newspaper	19	19	17	14	32
Radio	8	6	10	4	9
Council Instagram	2	-	3	4	1
Council Twitter	1	-	-	2	1
Other	2	-	5	-	2

Total sample: refer to ()

Satisfaction that Council Consults with Residents on Important Issues

Q. Thinking now about consultation, how satisfied are you that Council consults with residents on important issues?

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

Year	% dissatisfied	% satisfied	Mean score
2023	36	45	3.35
2022	40	43	3.29
2021	23	66	3.81
2020	24	64	3.87
2019	36	52	3.60
2018	34	58	3.70
2017	31	60	3.76
2016	28	64	3.86
2015	25	66	3.88
2014	28	62	3.81
2013	26	65	3.91

Bar chart values by year:
- 2023: 19, 10, 7, 19, 37, 6, 2
- 2022: 1, 16, 13, 6, 22, 32, 9, 1
- 2021: 11, 6, 6, 11, 45, 17, 4
- 2020: 12, 4, 3, 16, 43, 19, 2
- 2019: 13, 4, 8, 24, 37, 13, 2
- 2018: 8, 3, 8, 23, 39, 18, 1
- 2017: 9, 3, 7, 21, 40, 18, 2
- 2016: 8, 3, 4, 20, 43, 17, 4
- 2015: 9, 3, 4, 19, 45, 18, 3
- 2014: 10, 3, 8, 17, 41, 19, 2
- 2013: 8, 2, 6, 18, 42, 18, 5

%

Total sample: 2013-2021: 350; 2022: 364; 2023: 359

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Council Comparison Benchmark Data

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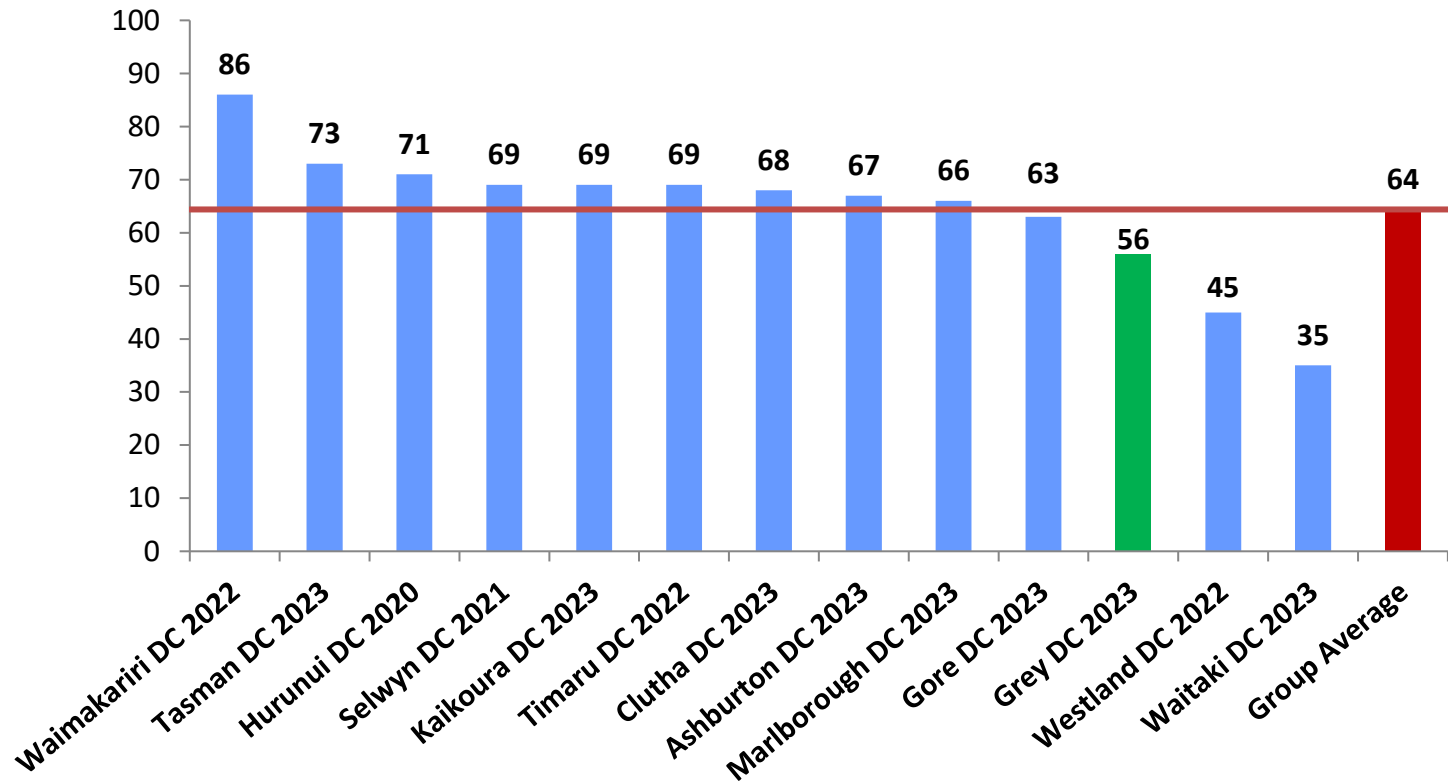
Note: Benchmark data is indicative only as the surveys from which the data were obtained differ in sample structure, methodology, question wording and year of surveying

Contact with Grey District Council

Contact with Council Offices in Last 12 Months

Q. Have you contacted the Grey District Council offices in the last 12 months, either in person or by phone or email?
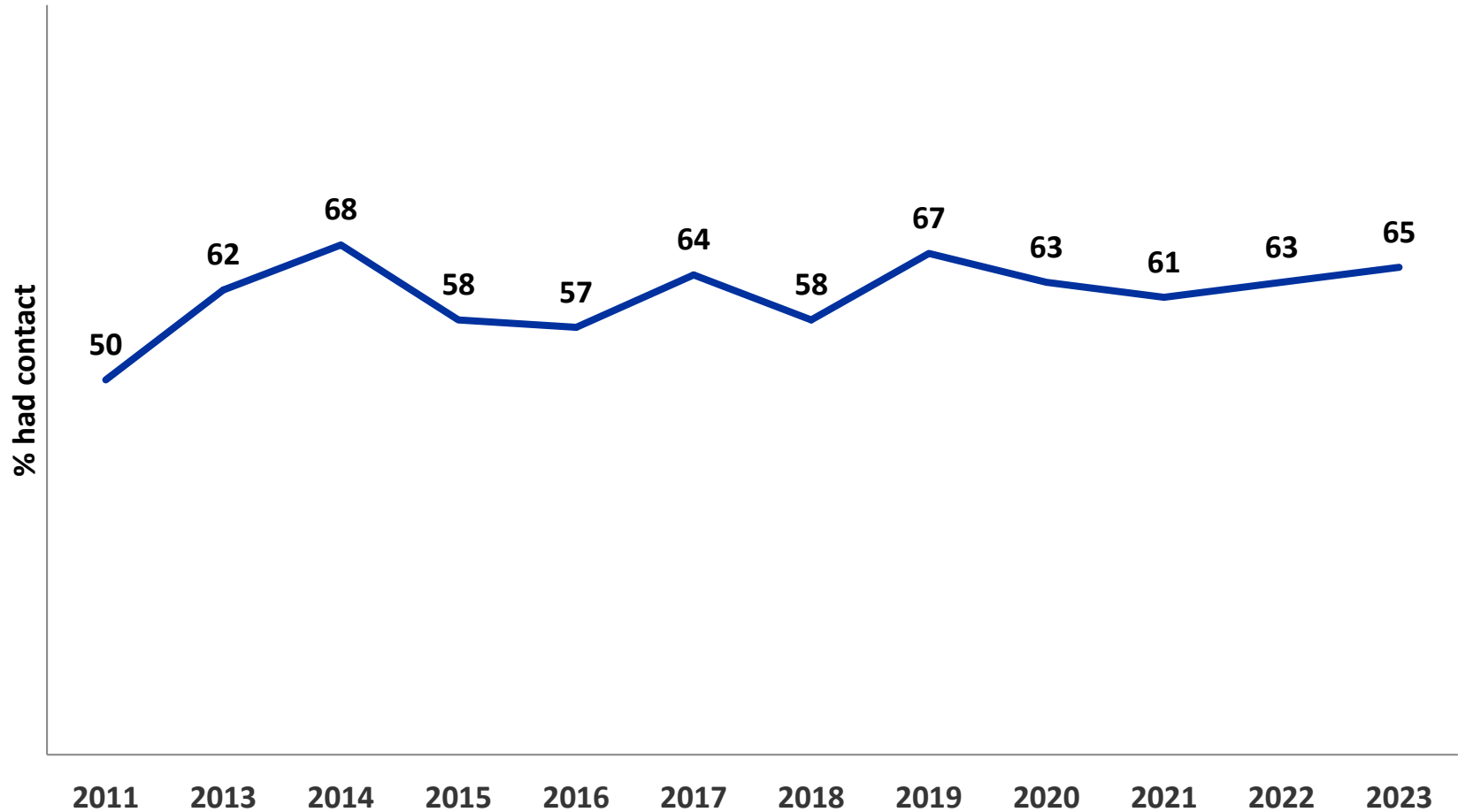
Total sample: 2011-2021: 350; 2022: 364; 2023: 359

Reasons for Contacting Council Offices, 2023

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

Reason	%
Rates	41
Dog/animal control incl. dog registrations	36
Building/planning/resource consent/permit	29
Roading or footpaths	15
Rubbish disposal/recycling	11
Stormwater or flooding	9
Events related	8
General licensing, including liquor	7
Park, reserve, playground, skatepark or walking track	5
Recreational facilities	5
Water supply	5
Sewerage	4
Public toilets and restrooms	3
Another reason	11

%

Sample: those who contacted Council in last 12 months: 2023: 241

Reasons for Contacting Council Offices – Trend Data

	2011 (175) %	2013 (217) %	2014 (238) %	2015 (203) %	2016 (198) %	2017 (224) %	2018 (204) %	2019 (234) %	2020 (221) %	2021 (214) %	2022 (234) %	2023 (241) %
Rates	33	23	26	24	22	28	25	24	30	38	40	41
Dog/animal control including dog registrations	15	32	24	34	33	29	26	26	31	37	28	36
Building/planning/resource consent/ permit	26	30	22	24	23	23	20	12	20	30	32	29
Roading or footpaths	7	9	9	6	5	8	7	11	13	10	14	15
Rubbish disposal/recycling	5	6	5	5	5	8	9	8	12	11	18	11
Stormwater or flooding	5	6	5	5	8	8	4	8	4	10	14	9
Events related	-	-	-	-	-	-	-	-	-	4	3	8
General licensing/liquor	2	1	1	1	1	2	-	2	4	1	6	7
Park, reserve, playground, skatepark or walking track	-	-	-	-	-	-	-	-	-	2	4	5
Recreational facilities	-	-	-	-	-	-	-	-	-	3	6	5
Water supply	6	4	7	4	3	-	4	6	3	4	2	5
Sewerage	4	3	3	3	2	2	3	3	5	3	5	4
Public toilets and restrooms	-	-	-	-	-	-	-	-	-	1	2	3
Other	18	21	23	33	25	21	26	36	18	15	10	11
Don't know/no answer	-	-	9	-	1	-	-	-	2	-	-	-

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

Reasons for Contacting Council Offices – by Location, 2023

	Total (241) %	Location				
		Greater Greymouth (108) %	Karoro – Camerons (48*) %	Kaiata/Dobson/ Taylorville/ Stillwater (13*) %	Grey Valley/ Blackball/ Lake Brunner (33*) %	Runanga/ Rapahoe/ Coast Road (39*) %
Rates	41	36	36	39	47	49
Dog/animal control including dog registrations	36	34	27	50	24	65
Building/planning/resource consent/permit	29	21	33	43	40	18
Roading or footpaths	15	13	13	18	20	15
Rubbish disposal/recycling	11	12	10	14	12	9
Stormwater or flooding	9	10	5	9	7	12
Events related	8	6	11	9	3	14
General licensing, including liquor	7	1	2	-	22	6
Park, reserve, playground, skatepark or walking track	5	7	2	-	6	8
Recreational facilities	5	7	6	-	2	7
Water supply	5	4	2	-	8	7
Sewerage	4	8	4	-	2	0
Public toilets and restrooms	3	2	7	-	4	0
Other	11	13	14	5	15	3

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

*Small sample size – results indicative only

Method of Contacting Council by Reason for Contacting, 2023

Q. How did you make contact with the Council?

Reason for Contacting Council:	Method of Contact						
	Phone %	Walk-in %	Email %	Social Media %	Letter %	Other %	No reply %
All Contacts (455 contacts made by 241 residents)	**49**	**43**	**35**	**5**	**2**	**3**	**2**
Rates (96)	42	49	28	4	2	2	2
Dog/animal control incl. dog registrations (90)	46	66	14	2	3	3	2
Building/planning/resource consent/permit (62)	60	57	57	7	2	1	3
Roading issues (36*)	48	2	32	7	-	13	8
Rubbish disposal/recycling (29*)	64	28	32	-	-	-	-
Stormwater or flooding (22*)	69	13	31	8	-	13	-
Events related (19*)	34	32	74	-	9	-	-
General licensing/liquor (10*)	41	35	62	-	-	-	-
Park, reserve, playground, skatepark or walking track (15*)	74	10	41	5	-	5	-
Recreational facilities (15*)	46	58	47	-	-	-	-
Water supply (12*)	60	17	36	29	-	11	-
Sewerage (13*)	65	18	24	9	-	-	-
Public toilets and restrooms (7*)	19	31	31	19	12	12	-
Other (29*)	30	51	33	-	4	4	-

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

*Small sample size – results indicative only

Method of Contacting Council – Trend Data

Q. How did you make contact with the Council?

Sample: 2021: 364 contacts made by 214 residents; 2022: 431 contacts made by 234 residents; 2023: 455 contacts made by 241 residents
Note: this question was not asked prior to 2021

51

Whether Further Communication or Follow up by Council Required, 2023

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

Legend: No reply | Don't know | No | Yes

Category	No reply	Don't know	No	Yes
All Contacts (455 contacts made by 241 residents)	4	2	46	47
Rates (96)	5	2	60	33
Dog/animal control incl. dog registrations (90)	2	2	72	24
Building/planning/resource consent/permit (62)	3	1	26	70
Roading or footpaths (36*)	8	7	19	66
Rubbish disposal/recycling (29*)	15		49	36
Stormwater or flooding (22*)			7	93
Events related (19*)			42	58
General licensing/liquor (10*)			44	56
Park, reserve, playground, skatepark or walking track (15*)		4	28	68
Recreational facilities (15*)		6	45	48
Water supply (12*)		6	43	51
Sewerage (13*)			24	76
Public toilets and restrooms (7*)		12	77	12
Other (29*)	11	2	46	41

%

Sample: those who contacted the Council about each: refer to ()
*Small sample size – results indicative only

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

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

Legend: No reply | Don't know | No | Yes

2023: No reply 4, Don't know 2, No 46, Yes 47
2022: Don't know 2, No 47, Yes 50
2021: Don't know 3, No 66, Yes 31
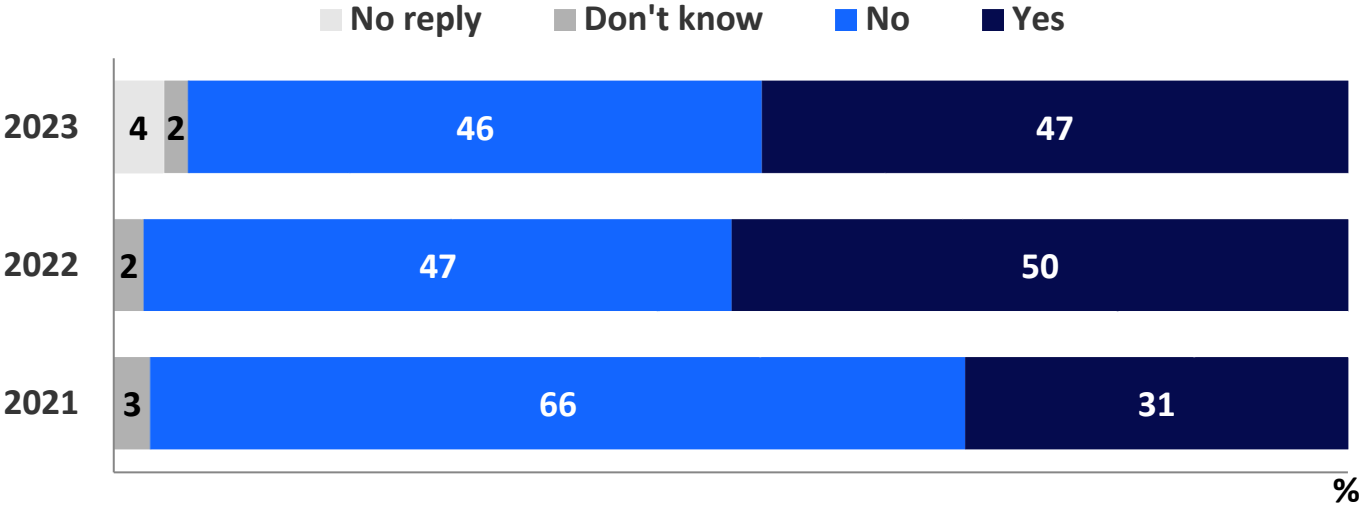
Sample: 2021: 364 contacts made by 214 residents; 2022: 431 contacts made by 234 residents; 2023: 455 contacts made by 241 residents
Note: this question was not asked prior to 2021

Whether Required Further Communication or Follow up by Council Occurred, 2023

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

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

Category	Don't know	In ongoing communication	No	Yes
All Contacts Needing Follow Up (210 contacts made by 131 residents)	2	17	34	47
Rates (27*)	4	8	35	53
Dog/animal control incl. dog registrations (22*)	3	19	36	42
Building/planning/resource consent/permit (44*)		22	27	51
Roading or footpaths (23*)		17	41	42
Rubbish disposal/recycling (10*)		24		76
Stormwater or flooding (20*)	4	10	46	39
Events related (11*)		21	8	71
General licensing/liquor (4*)		60		40
Park, reserve, playground, skatepark or walking track (10*)	14	25	48	14
Recreational facilities (7*)			66	34
Water supply (7*)		11	46	42
Sewerage (11*)		19	31	50
Public toilets and restrooms (1*)				100
Other (13*)	5		51	44

%

Sample: those who contacted the Council about each requiring follow up: refer to ()
*Small sample size – results indicative only

54

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

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

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

Year	Don't know	In ongoing communication	No	Yes
2023	2	17	34	47
2022	1	15	39	46
2021		13	34	54

%
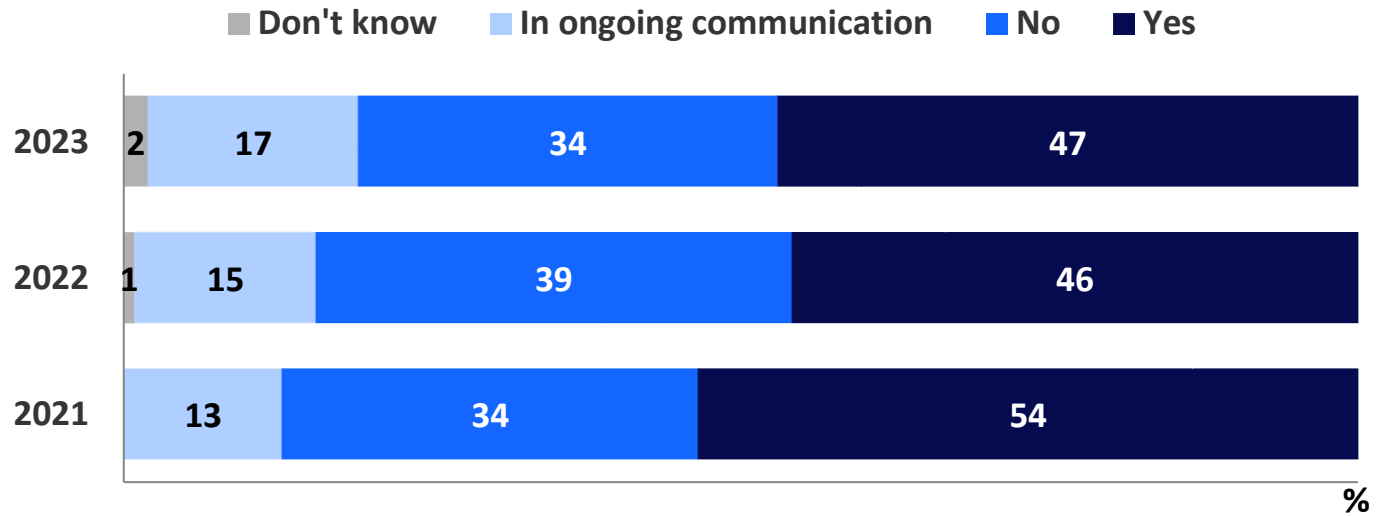
Sample: 2021: 112 contacts made by 84 residents; 2022: 210 contacts made by 131 residents; 2023: 210 contacts made by 131 residents
Note: this question was not asked prior to 2021

Satisfaction with Service from Council Offices by Reason for Contacting Council, 2023

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

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

	% dissatisfied	% satisfied	Mean score
All Contacts (455 contacts made by 241 residents)	34	61	3.79
Rates (96)	24	72	4.12
Dog/animal control incl. dog registrations (90)	23	73	4.15
Building/planning/resource consent/permit (62)	41	56	3.63
Roading issues (36*)	60	28	2.75
Rubbish disposal/recycling (29*)	45	53	3.48
Stormwater or flooding (22*)	69	31	2.74
Events related (19*)	20	80	4.32

Stacked bar values:
- All Contacts: 3 | 1 | 13 | 7 | 14 | 28 | 21 | 13
- Rates: 3 | 1 | 9 | 3 | 12 | 30 | 28 | 14
- Dog/animal control: 3 | 1 | 10 | 4 | 9 | 31 | 21 | 20
- Building/planning: 3 | 10 | 12 | 20 | 27 | 23 | 6
- Roading issues: 10 | 2 | 16 | 24 | 20 | 22 | 4 | 2
- Rubbish disposal/recycling: 2 | 24 | 6 | 15 | 17 | 23 | 13
- Stormwater or flooding: 29 | 10 | 30 | 20 | 11
- Events related: 5 | 11 | 5 | 28 | 31 | 21

%

Sample: those who contacted the Council about each – refer to ()
*Small sample size – results indicative only

Satisfaction with Service from Council Offices by Reason for Contacting Council, 2023 cont.

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

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

Reason	% dissatisfied	% satisfied	Mean score
General licensing/liquor (10*)	-	100	4.60
Park, reserve, playground, skatepark or walking track (15*)	53	47	3.15
Recreational facilities (15*)	32	60	3.63
Water supply (12*)	67	33	2.94
Sewerage (13*)	29	71	3.85
Public toilets and restrooms (7*)	21	79	4.29
Other (29*)	29	60	4.12

Bar chart data (values within bars):
- General licensing/liquor (10*): 69, 3, 28
- Park, reserve, playground, skatepark or walking track (15*): 11, 16, 26, 43, 4
- Recreational facilities (15*): 8, 32, 17, 23, 19
- Water supply (12*): 23, 15, 29, 11, 22
- Sewerage (13*): 9, 20, 44, 21, 5
- Public toilets and restrooms (7*): 9, 12, 29, 31, 19
- Other (29*): 11, 14, 15, 13, 27, 20

%

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

*Small sample size – results indicative only

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Satisfaction with Service from Council Offices by Method of Contacting Council, 2023

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

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

Method	% dissatisfied	% satisfied	Mean score
Walk in/counter (201 contacts by 139 residents)	26	71	4.09
Phone (230 contacts by 132 residents)	38	61	3.77
Email (145 contacts by 95 residents)	45	54	3.50
Letter (8 contacts by 6 residents*)	56	44	3.69
Social media (18 contacts by 13 residents*)	77	23	2.68

Bar chart values:
- Walk in/counter: 2, 9, 6, 12, 27, 30, 15
- Phone: 1, 12, 8, 18, 29, 17, 15
- Email: 2, 19, 9, 17, 25, 16, 13
- Letter: 9, 48, 19, 9, 17
- Social media: 30, 11, 36, 11, 10, 3

%

Based on all ratings of service from Council Offices rated by those contacting Council offices for any of the reasons shown on the previous pages: 455 contacts rated by 251 residents)
*Small sample size – results indicative only

58

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?

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

Year	% dissatisfied	% satisfied	Mean score
2023*	34	61	3.79
2022*	37	60	3.82
2021*	19	80	4.35
2020*	21	78	4.43
2019	24	76	4.18
2018	18	81	4.44
2017	12	88	4.62
2016	18	82	4.35
2015	17	82	4.53
2014	14	84	4.63
2013	13	87	4.45
2011	11	88	4.66

Bar chart data (No reply / Don't know-NA / Extremely dissatisfied (1) / Very dissatisfied (2) / Quite dissatisfied (3) / Quite satisfied (4) / Very satisfied (5) / Extremely satisfied (6)):
- 2023*: 3, 1, 13, 7, 14, 28, 21, 13
- 2022*: 1, 1, 16, 5, 17, 22, 20, 18
- 2021*: 1, 9, 5, 6, 23, 37, 20
- 2020*: 1, 6, 4, 11, 18, 38, 21
- 2019: 10, 5, 9, 26, 34, 16
- 2018: 1, 5, 6, 6, 22, 40, 19
- 2017: 5, 4, 2, 26, 38, 25
- 2016: 1, 6, 5, 7, 30, 36, 16
- 2015: 4, 5, 8, 23, 35, 24
- 2014: 3, 3, 4, 8, 24, 35, 24
- 2013: 3, 5, 6, 29, 45, 12
- 2011: 1, 5, 2, 4, 22, 45, 21

%

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

*Based on all ratings of service from Council Offices by those contacting Council offices for any of the reasons shown on the previous page: 2020: 266 contacts rated by 178 residents; 2021: 364 contacts rated by 214 residents; 2022: 431 contacts rated by 234 residents); 2024: 455 contacts rated by 251 residents

Aspects of Service that Made it Great or Could Have Been Better – All Contacts

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

	2023	2022
Friendly/pleasant/polite	26	28
Fast/efficient/easy/no queue	23	26
Good/great service/staff/system	20	24
Helpful	19	24
Good communication/provision of information	17	21
Issue was resolved/action taken	16	14
Nothing to improve/all good	14	10

What could have been better

	2023	2022
Resolve the issue/take action/do job properly	29	28
Better communication/get back to me	27	30
Faster	12	16
More straightforward	12	15
Staff more polite/friendly/provide better service	7	14

Other

	2023	2022
Other	3	4
No reply	3	1

■ 2023
■ 2022

%
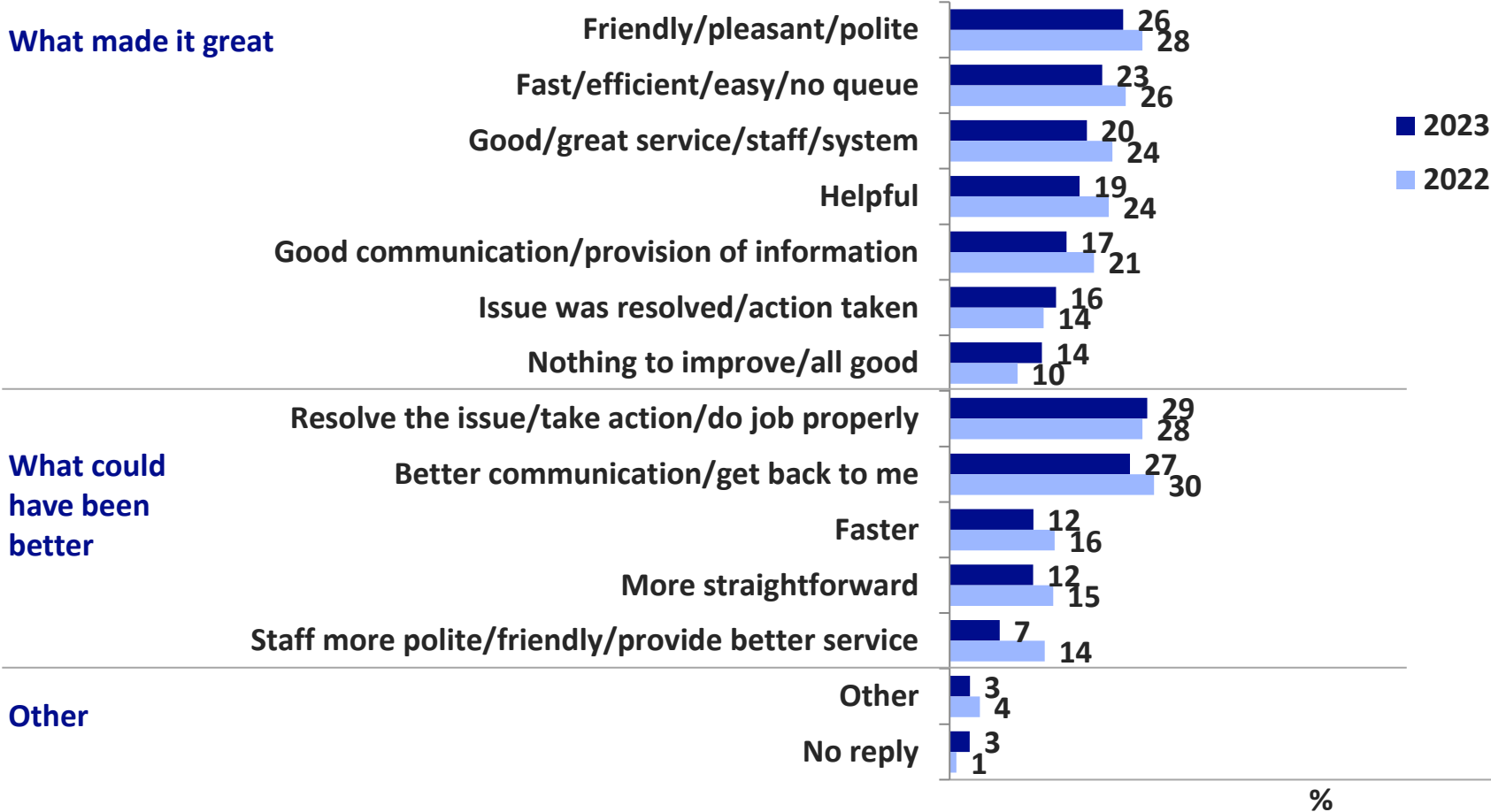
Sample: those who contacted Council about any of the reasons asked about and rated the service received: 2022: 424; 2023: 432
Results prior to 2022 not shown as they are not shown as they are not directly comparable as the question was pre-coded in 2022 but asked as an open response question prior to that

60

Aspects of Service that Made it Great or Could Have Been Better – Rates, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Friendly/pleasant/polite	29
Fast/efficient/easy/no queue	25
Good/great service/staff/system	25
Helpful	23
Issue was resolved/action taken	23
Nothing to improve/all good	22
Good communication/provision of information	20

What could have been better

More straightforward	18
Better communication/get back to me	18
Resolve the issue/take action/do job properly	10
Faster	7
Staff more polite/friendly/provide better service	2

Other

Other	2
No comment	3

%

Sample: those who contacted the Council about rates and rated the service received: 92

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

[If extremely or very satisfied with service received] *Q. And what made it great?*†

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*†

		2020 (66) %	2021 (82) %	2022 (91) %	2023 (92) %
What Made it Great	Friendly/pleasant/polite	18	30	42	29
	Fast/efficient/easy/no queue	15	26	36	25
	Good/great service/staff/system	11	9	34	25
	Helpful	6	9	31	23
	Issue was resolved/action taken	2	9	13	23
	Nothing to improve/all good	23	11	14	22
	Good communication/provision of information	6	9	27	20
What Could Have Been Better	More straightforward	-	1	12	18
	Better communication/get back to me	2	2	14	18
	Resolve the issue/take action/do job properly	3	5	14	10
	Faster	2	-	15	7
	Staff more polite/friendly/provide better service	5	4	14	2
Other	Other	18	10	7	2
	No comment	8	5	1	3

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

Note: this question was not asked prior to 2020

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

*2022-2023 results are not directly comparable with earlier years as the question was pre-coded in 2022 but asked as an open response question prior to 2022

62

Aspects of Service that Made it Great or Could Have Been Better – Dog Registration/Animal Control, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Friendly/pleasant/polite	33
Fast/efficient/easy/no queue	32
Good/great service/staff/system	25
Helpful	16
Good communication/provision of information	16
Issue was resolved/action taken	16
Nothing to improve/all good	13

What could have been better

Resolve the issue/take action/do job properly	27
Better communication/get back to me	14
More straightforward	9
Staff more polite/friendly/provide better service	8
Faster	7

Other

Other	4
No comment	2

%

Sample: those who contacted the Council about dog registration/animal control and rated the service received: 87

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

[If extremely or very satisfied with service received] *Q. And what made it great?*†

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*†

		2020 (68) %	2021 (80) %	2022 (68) %	2023 (87) %
What Made it Great	Friendly/pleasant/polite	26	33	31	33
	Fast/efficient/easy/no queue	9	26	35	32
	Good/great service/staff/system	13	18	25	25
	Helpful	10	18	24	16
	Good communication/provision of information	1	5	24	16
	Issue was resolved/action taken	-	1	14	16
	Nothing to improve/all good	21	11	17	13
What Could Have Been Better	Resolve the issue/take action/do job properly	4	4	18	27
	Better communication/get back to me	3	3	17	14
	More straightforward	-	1	13	9
	Staff more polite/friendly/provide better service	9	1	18	8
	Faster	-	3	10	7
Other	Other	18	8	-	4
	No comment	6	4	1	2

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

Note: this question was not asked prior to 2020

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

*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

64

Aspects of Service that Made it Great or Could Have Been Better – Building/Planning/Resource Consent/Permit, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Friendly/pleasant/polite	27
Helpful	21
Good/great service/staff/system	17
Fast/efficient/easy/no queue	16
Issue was resolved/action taken	16
Good communication/provision of information	15
Nothing to improve/all good	10

What could have been better

Better communication/get back to me	41
Resolve the issue/take action/do job properly	36
More straightforward	27
Faster	18
Staff more polite/friendly/provide better service	13

Other

Other	2
No comment	4

%

Sample: those who contacted the Council about building/planning/resource consent/permit and rated the service received: 61

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

[If extremely or very satisfied with service received] *Q. And what made it great?*†

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*†

		2020 (44**) %	2021 (63) %	2022 (69) %	2023 (61) %
What Made it Great	Friendly/pleasant/polite	-	16	28	27
	Helpful	5	14	26	21
	Good/great service/staff/system	14	11	23	17
	Fast/efficient/easy/no queue	11	16	27	16
	Issue was resolved/action taken	7	3	17	16
	Good communication/provision of information	5	14	24	15
	Nothing to improve/all good	16	8	11	10
What Could Have Been Better	Better communication/get back to me	5	3	31	41
	Resolve the issue/take action/do job properly	9	5	20	36
	More straightforward	5	3	18	27
	Faster	9	5	21	18
	Staff more polite/friendly/provide better service	7	14	8	13
Other	Other	18	14	5	2
	No comment	2	5	1	4

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

Note: this question was not asked prior to 2020

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

*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

**Small sample size – results indicative only

Aspects of Service that Made it Great or Could Have Been Better – Roading or Footpaths, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*
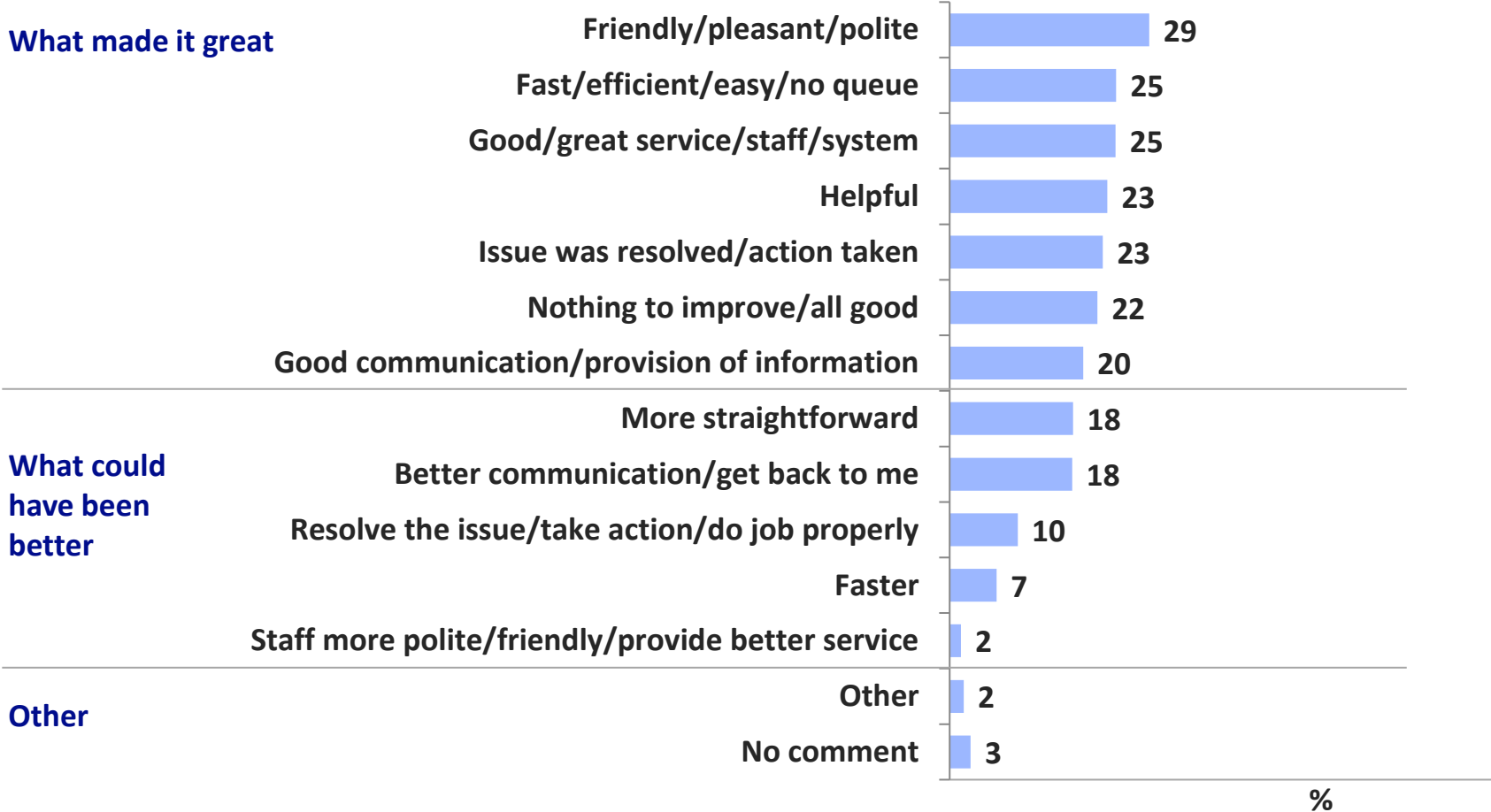
What made it great

Issue was resolved/action taken	6
Fast/efficient/easy/no queue	6
Nothing to improve/all good	5
Friendly/pleasant/polite	4
Helpful	4
Good communication/provision of information	4
Good/great service/staff/system	4

What could have been better

Resolve the issue/take action/do job properly	66
Better communication/get back to me	50
Faster	21
Staff more polite/friendly/provide better service	10
More straightforward	4

Other

Other	5

%
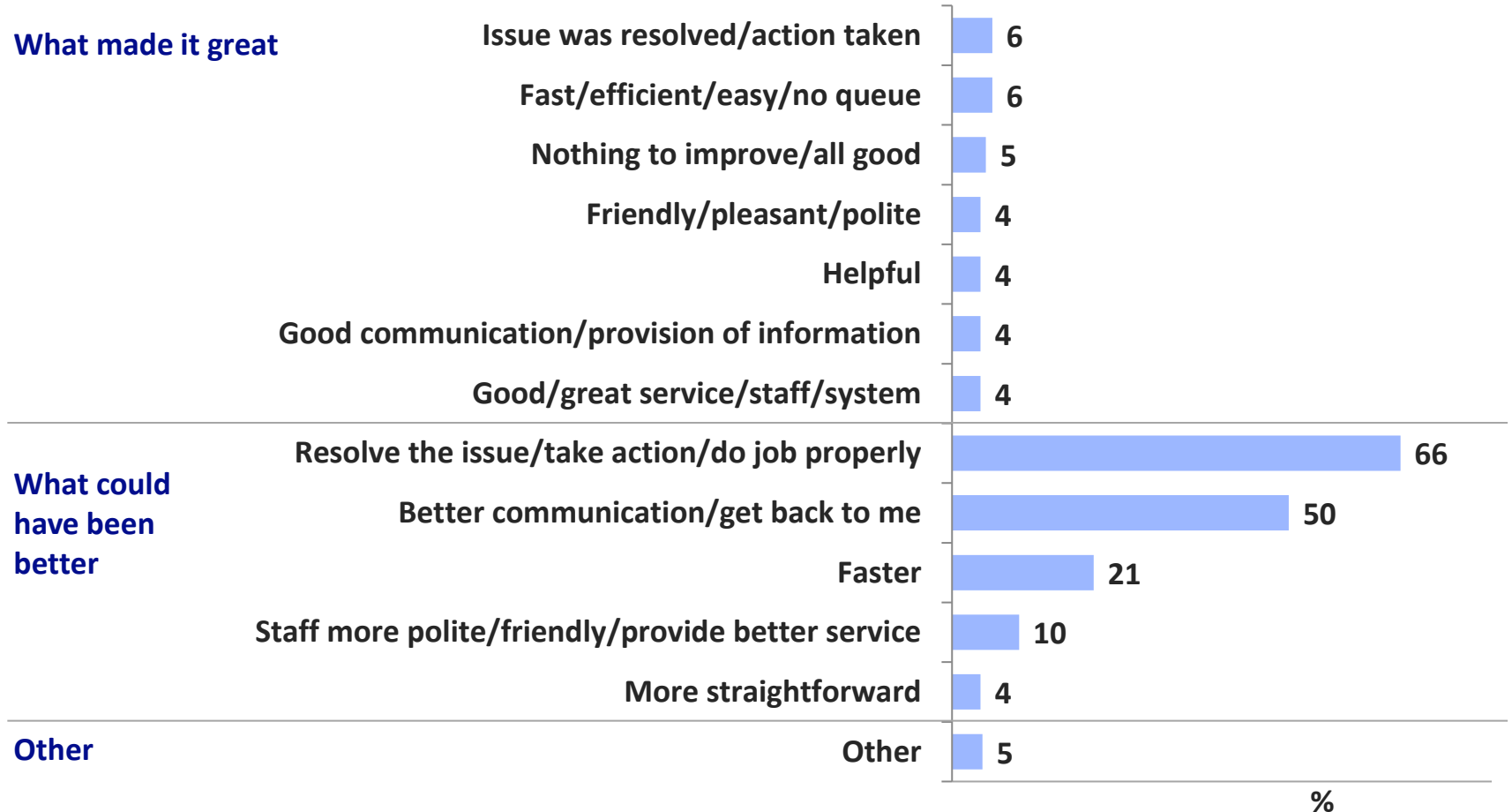
Sample: those who contacted the Council about roading or footpaths and rated the service received: 32*

*Small sample size – results indicative only

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

[If extremely or very satisfied with service received] *Q. And what made it great?*†

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*†

		2020 (28**) %	2021 (20**) %	2022 (32**) %	2023 (32*) %
What Made it Great	Issue was resolved/action taken	4	20	7	6
	Fast/efficient/easy/no queue	7	10	-	6
	Nothing to improve/all good	4	5	3	5
	Friendly/pleasant/polite	-	5	10	4
	Helpful	7	5	9	4
	Good communication/provision of information	-	-	2	4
	Good/great service/staff/system	7	-	2	4
What Could Have Been Better	Resolve the issue/take action/do job properly	39	45	63	66
	Better communication/get back to me	18	5	54	50
	Faster	14	5	24	21
	Staff more polite/friendly/provide better service	-	-	14	10
	More straightforward	-	-	31	4
Other	Other	4	20	-	5
	No comment	4	-	2	-

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

Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?
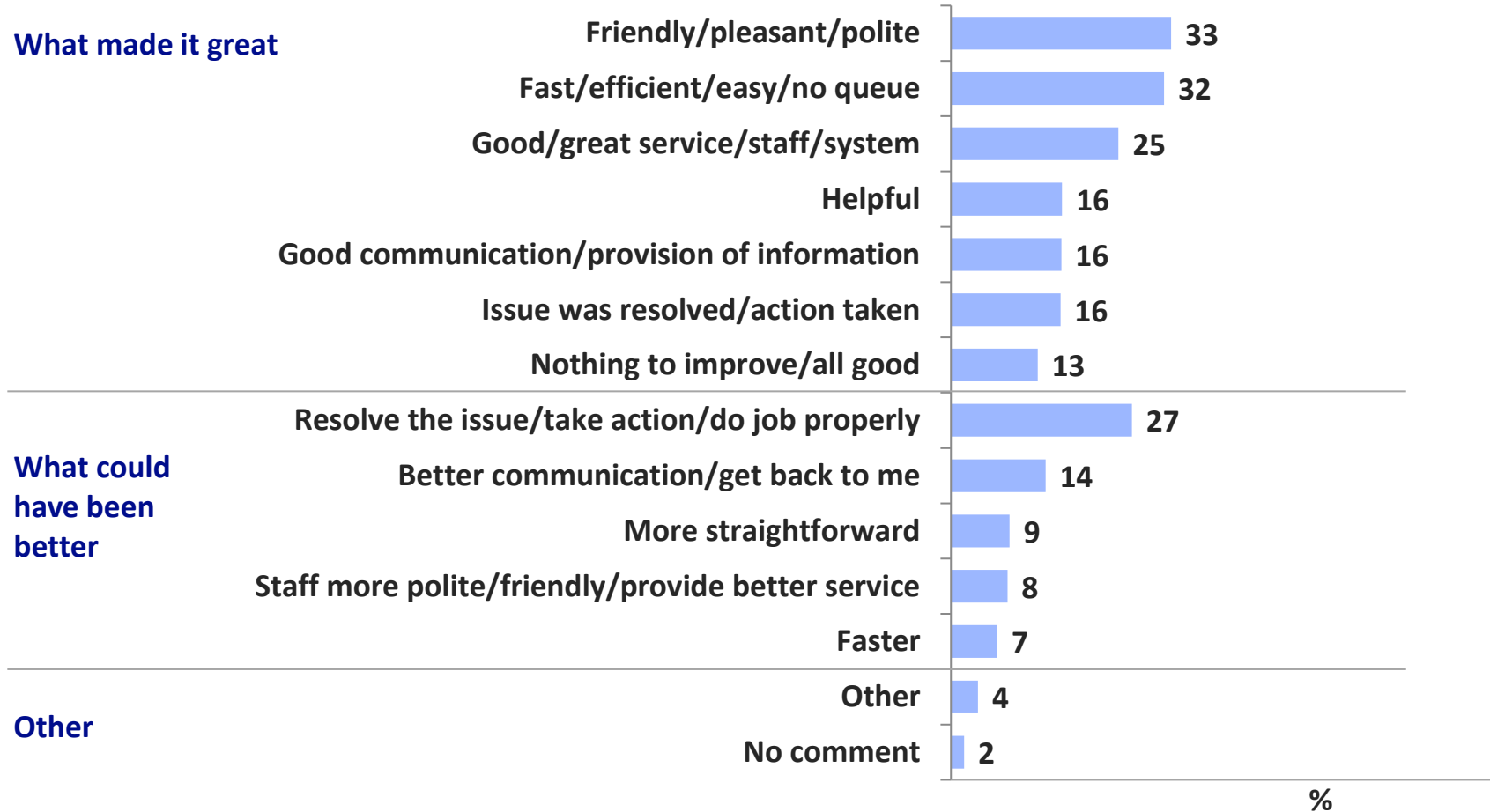
*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

**Small sample size – results indicative only

Aspects of Service that Made it Great or Could Have Been Better – Rubbish Disposal/Recycling, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Helpful	34
Fast/efficient/easy/no queue	27
Friendly/pleasant/polite	26
Good communication/provision of information	26
Good/great service/staff/system	23
Issue was resolved/action taken	17
Nothing to improve/all good	14

What could have been better

Resolve the issue/take action/do job properly	31
Better communication/get back to me	27
Faster	13
Staff more polite/friendly/provide better service	7
More straightforward	4

Other

No comment	15

%

Sample: those who contacted the Council about rubbish disposal/recycling and rated the service received: 28*

*Small sample size – results indicative only

69
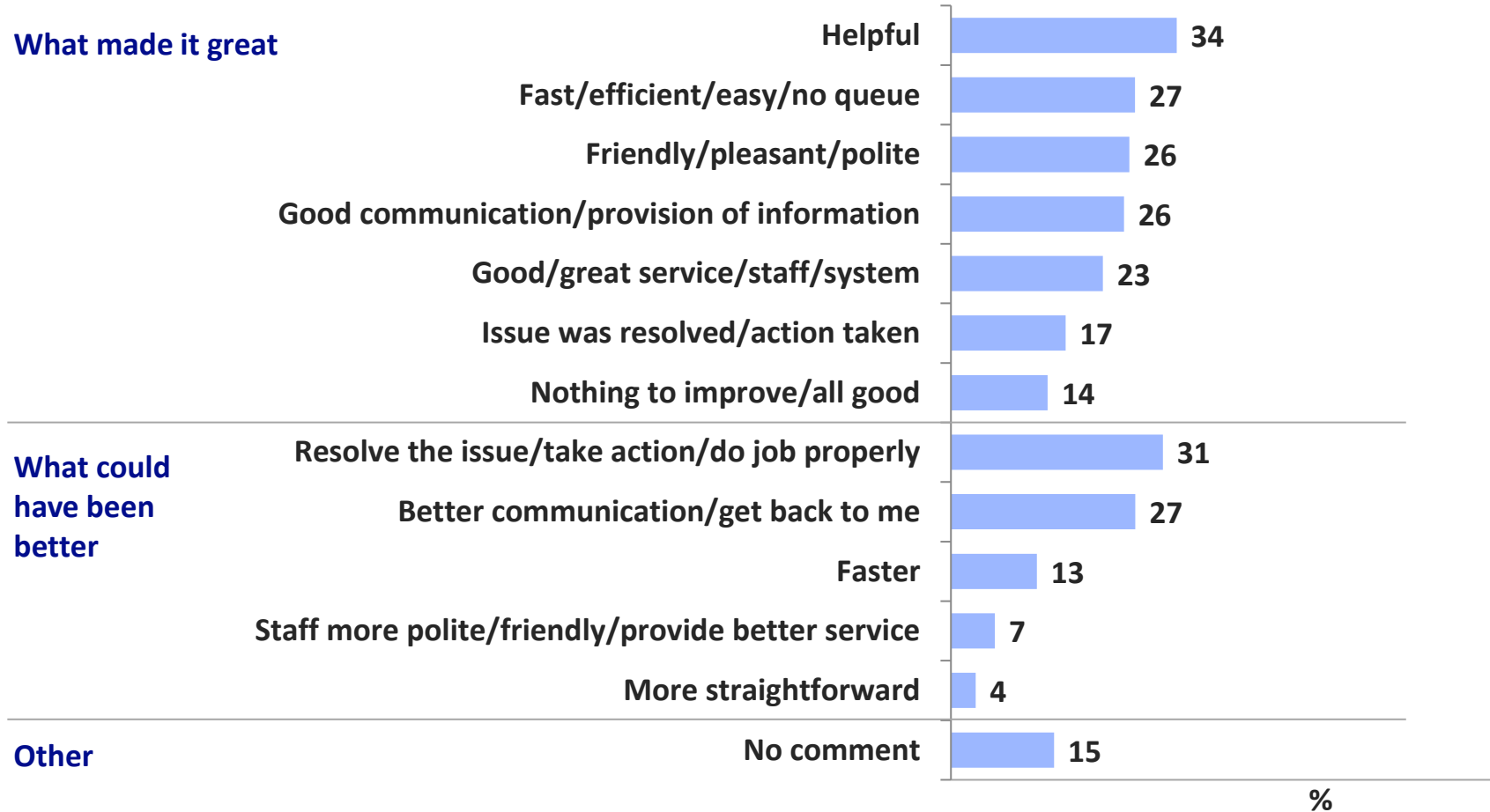
Aspects of Service that Made it Great or Could Have Been Better – Rubbish Disposal/Recycling, Trend Data*

[If extremely or very satisfied with service received] *Q. And what made it great?*†

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*†

		2020 (26**) %	2021 (23**) %	2022 (40**) %	2023 (28*) %
What Made it Great	Helpful	8	9	27	34
	Fast/efficient/easy/no queue	38	17	22	27
	Friendly/pleasant/polite	23	17	25	26
	Good communication/provision of information	-	9	22	26
	Good/great service/staff/system	12	9	21	23
	Issue was resolved/action taken	-	4	17	17
	Nothing to improve/all good	12	17	7	14
What Could Have Been Better	Resolve the issue/take action/do job properly	4	4	39	31
	Better communication/get back to me	4	9	32	27
	Faster	-	-	12	13
	Staff more polite/friendly/provide better service	-	4	11	7
	More straightforward	-	-	18	4
Other	Other	23	9	8	-
	No comment	8	-	-	15

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

Note: this question was not asked prior to 2020

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

*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

**Small sample size – results indicative only

Aspects of Service that Made it Great or Could Have Been Better – Stormwater or Flooding, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Helpful	11
Friendly/pleasant/polite	4
Good/great service/staff/system	4
Good communication/provision of information	4

What could have been better

Resolve the issue/take action/do job properly	76
Better communication/get back to me	31
Staff more polite/friendly/provide better service	20
Faster	18
More straightforward	12

%

Sample: those who contacted the Council about stormwater or flooding and rated the service received: 22*
*Small sample size – results indicative only

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

[If extremely or very satisfied with service received] *Q. And what made it great?*†

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*†

		2021 (21**) %	2022 (33**) %	2023 (22*) %
What Made it Great	Helpful	5	5	11
	Friendly/pleasant/polite	10	8	4
	Good/great service/staff/system	-	5	4
	Good communication/provision of information	-	3	4
	Fast/efficient/easy/no queue	19	8	-
	Issue was resolved/action taken	-	5	-
	Nothing to improve/all good	5	3	-
What Could Have Been Better	Resolve the issue/take action/do job properly	48	60	76
	Better communication/get back to me	24	61	31
	Staff more polite/friendly/provide better service	5	14	20
	Faster	5	19	18
	More straightforward	-	15	12
Other	Other	5	4	-
	No comment	-	-	-

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

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

†Question wording differed in 2020: And what could have been better or what made it great?
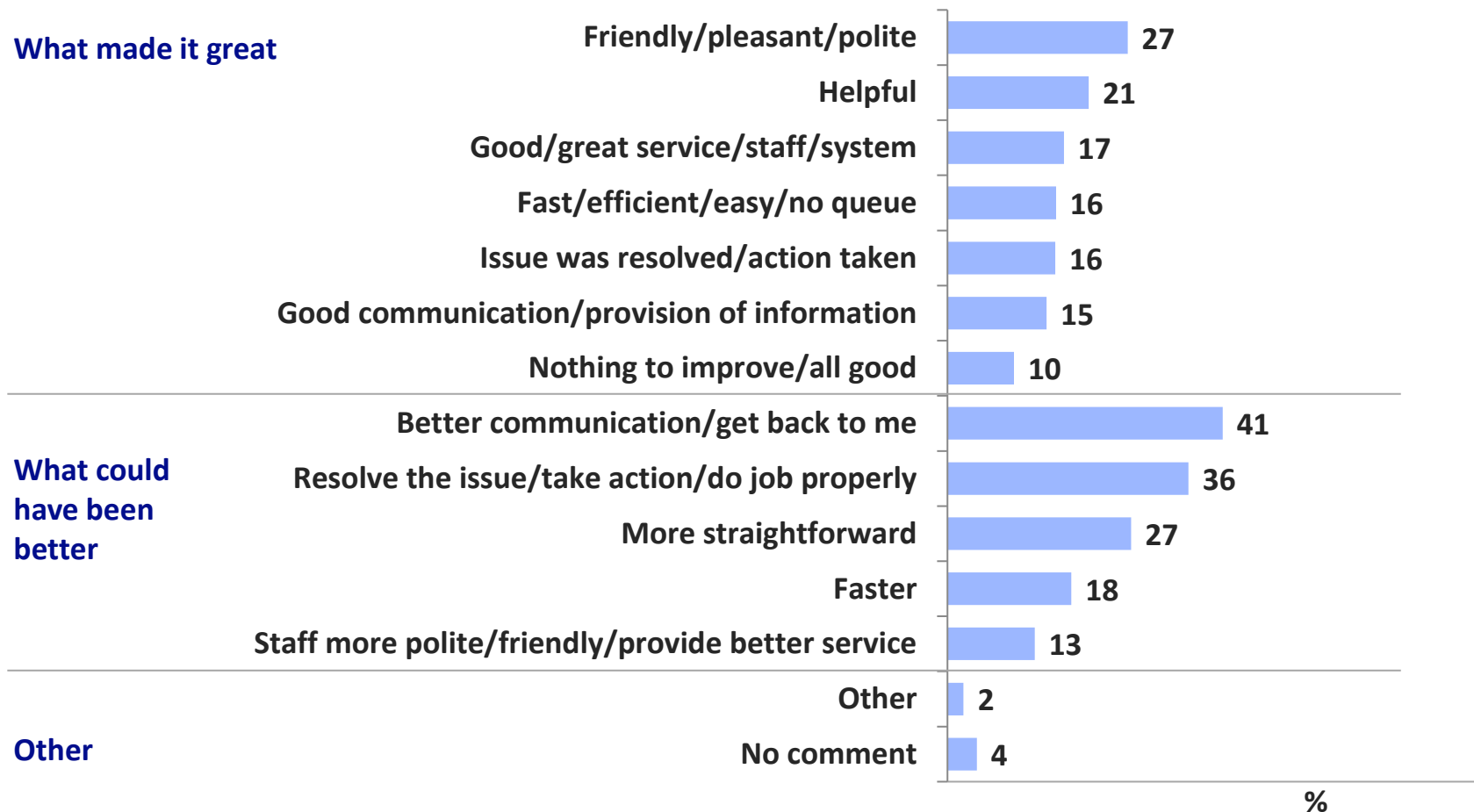
*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

**Small sample size – results indicative only

Aspects of Service that Made it Great or Could Have Been Better – General Licensing/Liquor, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Nothing to improve/all good	46
Good/great service/staff/system	25
Fast/efficient/easy/no queue	20
Friendly/pleasant/polite	17
Good communication/provision of information	17
Helpful	17
Issue was resolved/action taken	13

What could have been better

Better communication/get back to me	17
Staff more polite/friendly/provide better service	6

%

Aspects of Service that Made it Great or Could Have Been Better – Events Related, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Aspect	%
Good communication/provision of information	32
Friendly/pleasant/polite	32
Good/great service/staff/system	28
Fast/efficient/easy/no queue	26
Helpful	22
Nothing to improve/all good	19
Issue was resolved/action taken	14

What could have been better

Aspect	%
Resolve the issue/take action/do job properly	10
Faster	9
Better communication/get back to me	5

Other

Aspect	%
Other	16

%
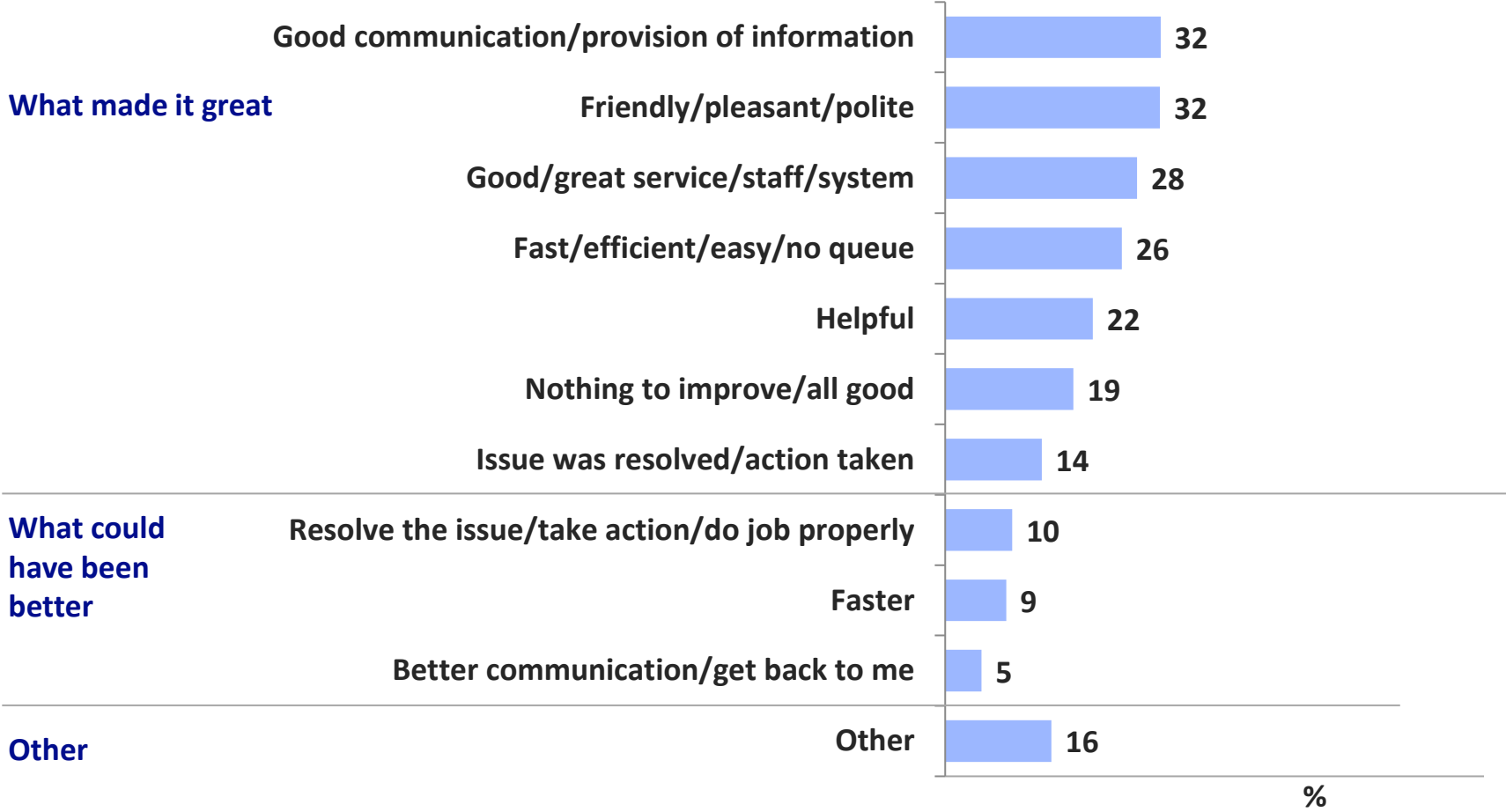
Sample: those who contacted Council about events and rated the service received: 19*

*Small sample size – results indicative only   Note: Trend data not shown as service contacted by <20 residents

74

Aspects of Service that Made it Great or Could Have Been Better – Park, Reserve, Playground, Skatepark or Walking Track, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Aspect	%
Friendly/pleasant/polite	4
Helpful	4
Good communication/provision of information	4
Nothing to improve/all good	4

What could have been better

Aspect	%
Better communication/get back to me	64
Resolve the issue/take action/do job properly	58
Faster	51
Staff more polite/friendly/provide better service	6

Other

Aspect	%
Other	6

%
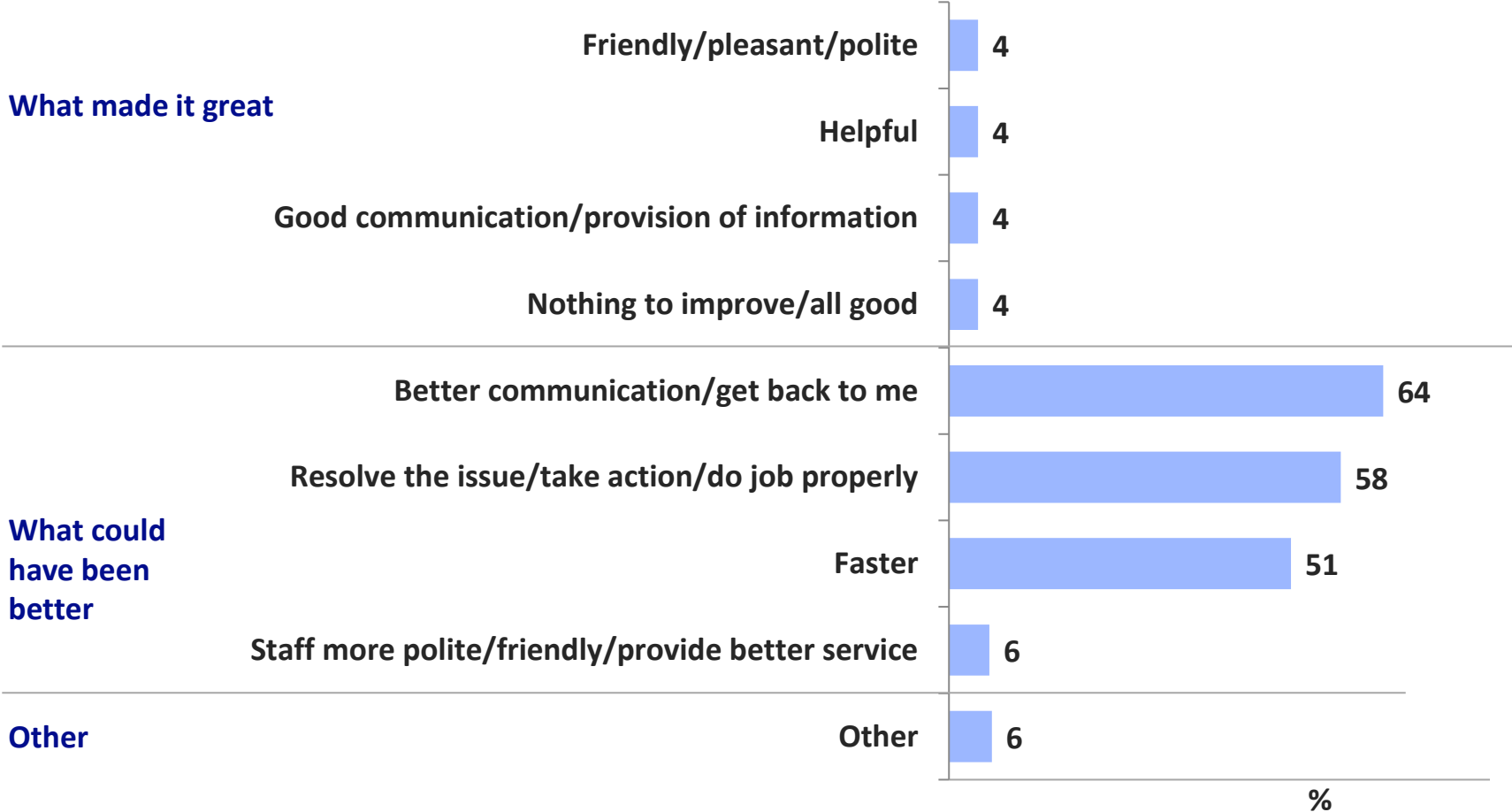
Sample: those who contacted Council about a park/playground/skatepark/walking track and rated the service received: 15*

*Small sample size – results indicative only   Note: Trend data not shown as service contacted by <20 residents

Aspects of Service that Made it Great or Could Have Been Better – Recreational Facilities, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

	%
Good/great service/staff/system	34
Friendly/pleasant/polite	29
Helpful	24
Good communication/provision of information	22
Fast/efficient/easy/no queue	17
Issue was resolved/action taken	10
Nothing to improve/all good	7

What could have been better

	%
Better communication/get back to me	24
Resolve the issue/take action/do job properly	13
More straightforward	11
Faster	11
Staff more polite/friendly/provide better service	10

Other

	%
No reply	10

%
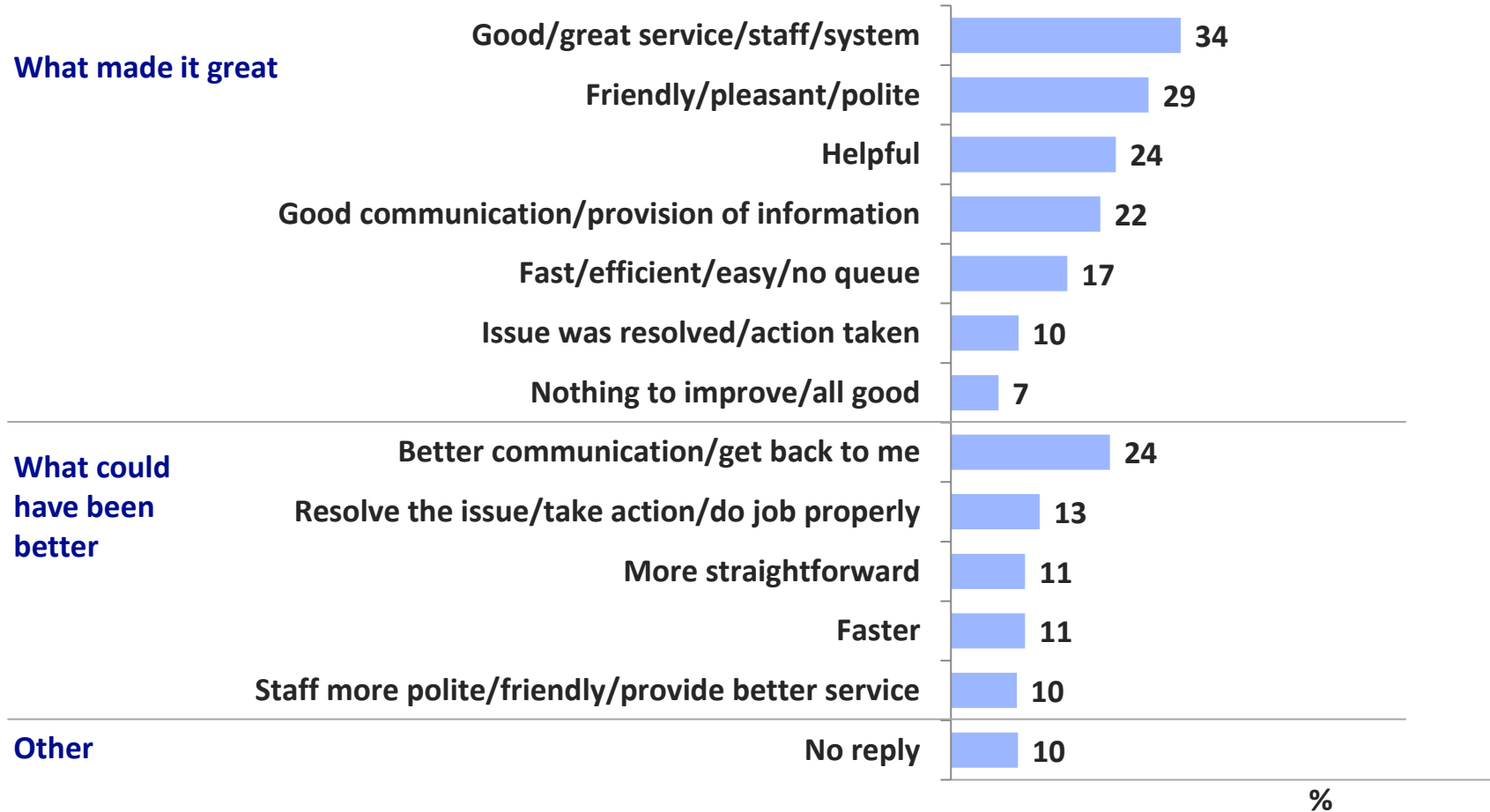
Sample: those who contacted the Council about recreational facilities and rated the service received: 14*

*Small sample size – results indicative only   Note: Trend data not shown as service contacted by <20 residents

Aspects of Service that Made it Great or Could Have Been Better – Water Supply, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Aspect	%
Fast/efficient/easy/no queue	17
Good/great service/staff/system	17
Good communication/provision of information	12
Friendly/pleasant/polite	7
Helpful	7
Issue was resolved/action taken	7
Nothing to improve/all good	5

What could have been better

Aspect	%
Better communication/get back to me	54
Resolve the issue/take action/do job properly	37
Faster	24
More straightforward	19

Other

Aspect	%
Other	7

%
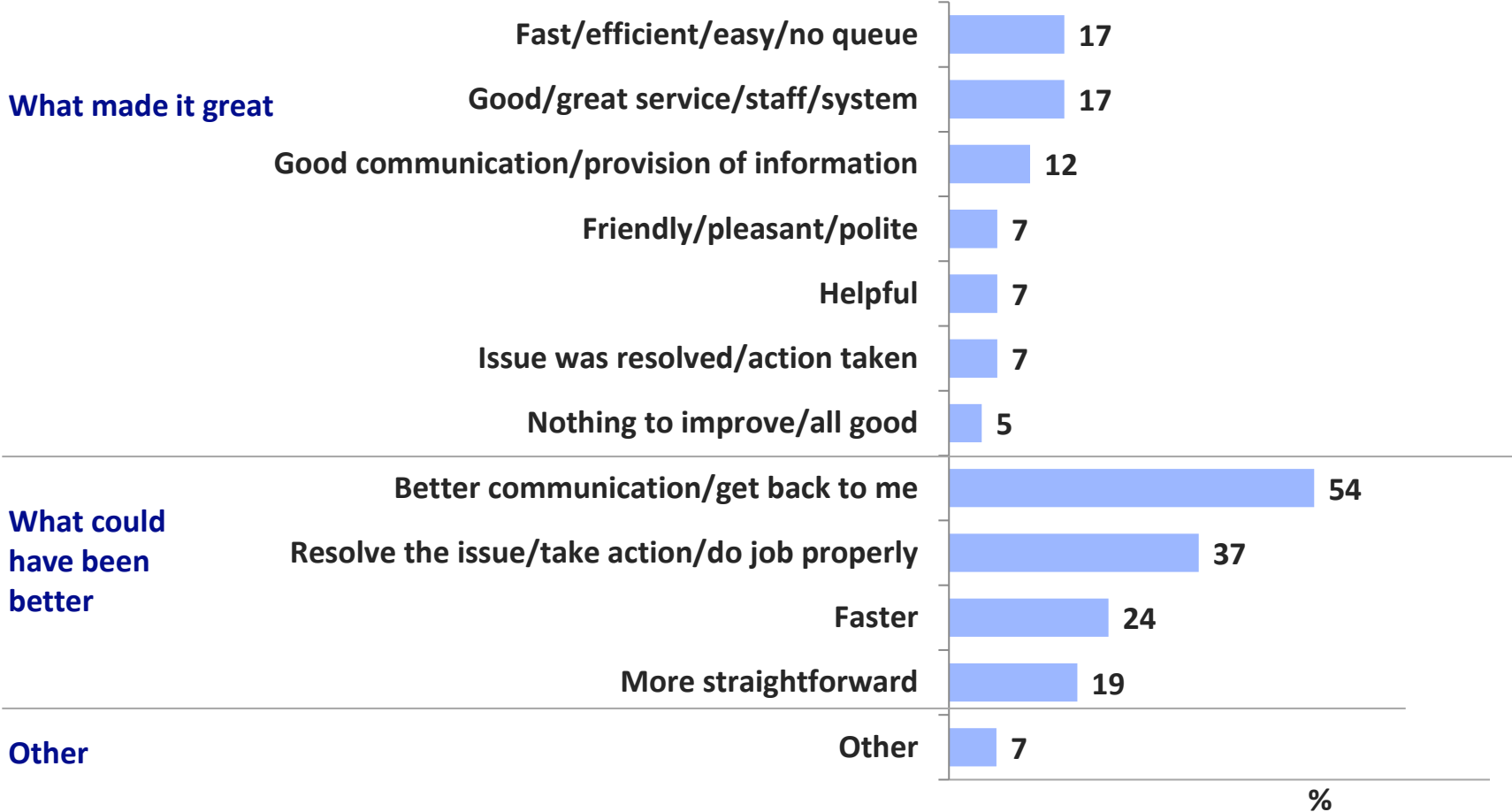
Sample: those who contacted Council about events and rated the service received: 12*

*Small sample size – results indicative only   Note: Trend data not shown as service contacted by <20 residents

Aspects of Service that Made it Great or Could Have Been Better – Sewerage, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Good communication/provision of information	20
Issue was resolved/action taken	20
Friendly/pleasant/polite	15
Fast/efficient/easy/no queue	15
Helpful	14
Good/great service/staff/system	9

What could have been better

Better communication/get back to me	40
Resolve the issue/take action/do job properly	35
Faster	14
More straightforward	9

Other

Other	9

%
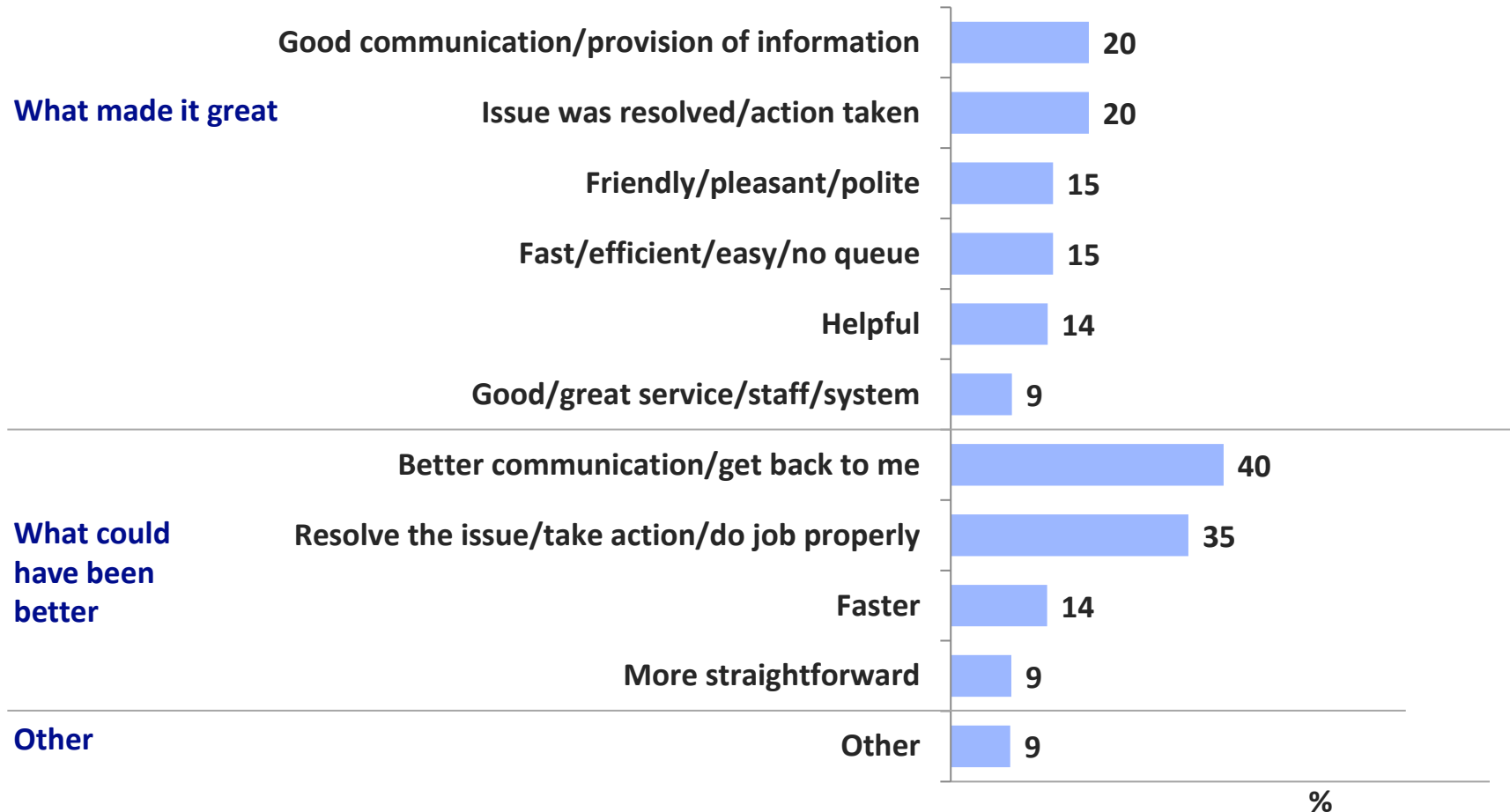
Sample: those who contacted the Council about sewerage and rated the service received: 13*

*Small sample size – results indicative only   Note: Trend data not shown as service contacted by <20 residents

Aspects of Service that Made it Great or Could Have Been Better – Public Toilets and Restrooms, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

Friendly/pleasant/polite	50
Fast/efficient/easy/no queue	50
Good/great service/staff/system	31
Good communication/provision of information	31
Issue was resolved/action taken	12
Nothing to improve/all good	9

What could have been better

Resolve the issue/take action/do job properly	41
Better communication/get back to me	9
Staff more polite/friendly/provide better service	9

%

Sample: those who contacted Council about events and rated the service received: 7*
*Small sample size – results indicative only   Note: Trend data not shown as service contacted by <20 residents

Aspects of Service that Made it Great or Could Have Been Better – Other Reasons for Contacting, 2023

[If extremely or very satisfied with service received] *Q. And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*

What made it great

	%
Fast/efficient/easy/no queue	41
Friendly/pleasant/polite	38
Helpful	31
Good communication/provision of information	23
Issue was resolved/action taken	23
Good/great service/staff/system	20
Nothing to improve/all good	3

What could have been better

	%
Better communication/get back to me	26
Resolve the issue/take action/do job properly	23
More straightforward	6
Faster	6
Staff more polite/friendly/provide better service	3

%

Sample: those who contacted the Council for other reasons and rated the service received: 28*
*Small sample size – results indicative only

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

[If extremely or very satisfied with service received] *Q. And what made it great?*†

[If quite satisfied or quite/very/extremely dissatisfied with service received] *Q. And what could have been better?*†

		2021 (31**) %	2022 (23**) %	2023 (28*) %
What Made it Great	Fast/efficient/easy/no queue	13	47	41
	Friendly/pleasant/polite	26	61	38
	Helpful	29	38	31
	Good communication/provision of information	10	42	23
	Issue was resolved/action taken	3	26	23
	Good/great service/staff/system	6	52	20
	Nothing to improve/all good	3	-	3
What Could Have Been Better	Better communication/get back to me	10	19	26
	Resolve the issue/take action/do job properly	10	17	23
	More straightforward	-	8	6
	Faster	3	8	6
	Staff more polite/friendly/provide better service	6	13	3
Other	Other	16	4	-
	No comment	3	-	-

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

Note: this question was not asked prior to 2021

*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

**Small sample size – results indicative only

Suggested Improvements to Council Customer Service, 2022 – All contacts

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

Suggestion	%
No suggestions/all good	46
Take action/fix the problem/site visit/follow up	28
Reply/get back to me	20
Better communication/explanations	18
Listen to our concerns/be more understanding	17
More training/staff more knowledgeable	14
More friendly/polite/helpful/better attitude	8
Other	4
No reply	2
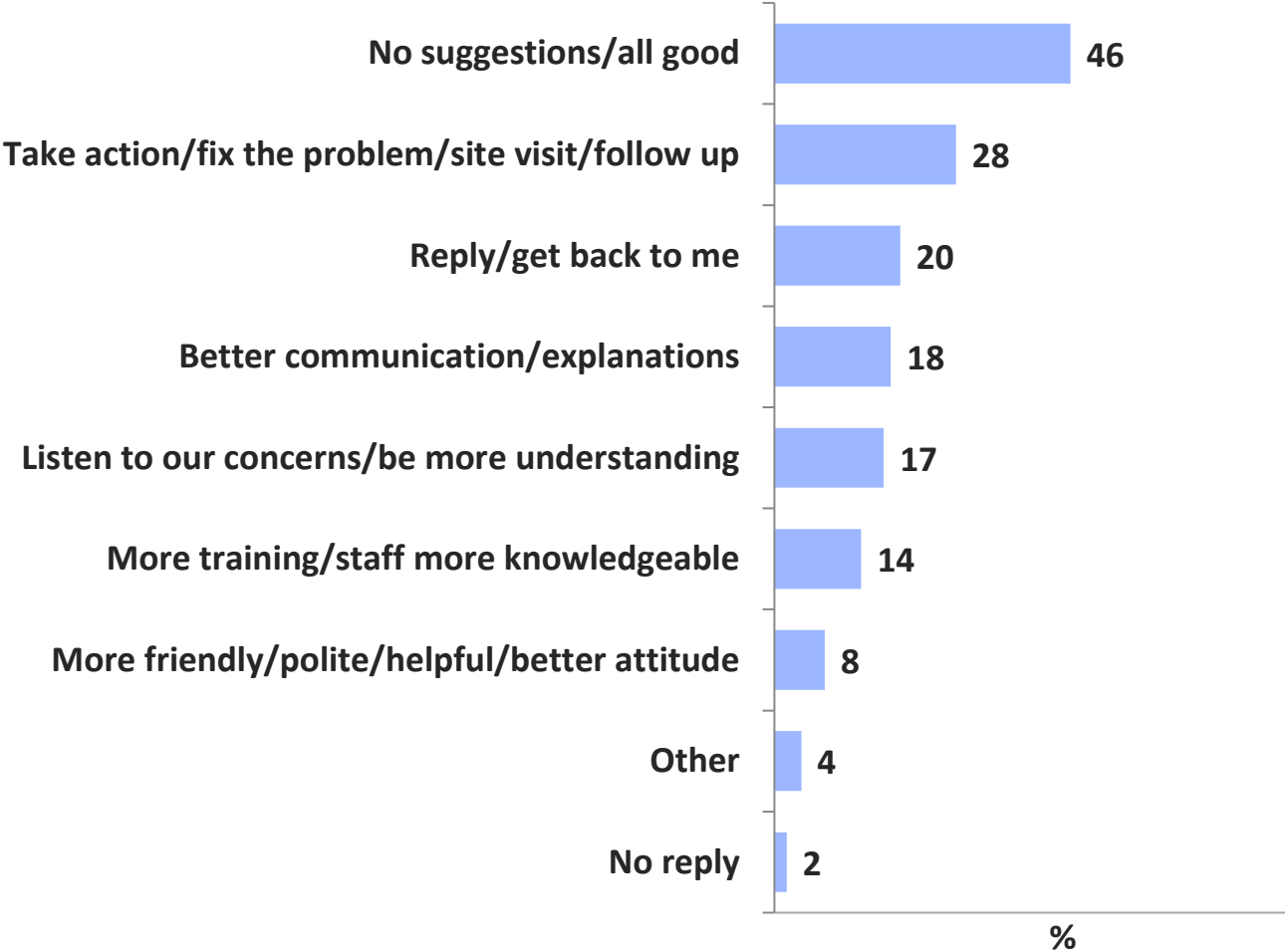
Sample: those contacting Council offices for any reason: 455 contacts by 241 residents

Suggested Improvements to Council Customer Service, Trend Data*

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

	All contacts 2021 %	All contacts 2022 %	All contacts 2023 %
No suggestions/all good	62	45	46
Take action/fix the problem/site visit/follow up	6	32	28
Reply/get back to me	7	22	20
Better communication/explanations	2	24	18
Listen to our concerns/be more understanding	2	19	17
More training/staff more knowledgeable	2	18	14
More friendly/polite/helpful/better attitude	3	13	8

Sample: those contacting Council offices for any reason: 2021: 364 contacts by 214 residents; 2022: 431 contacts by 234 residents; 2023: 455 contacts by 241 residents
*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022
Note: this question was not asked prior to 2021

Suggested Improvements by Reason for Contact, 2023

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

	All contacts† %	Rates (96) %	Dog reg./ animal control (90) %	Bld'g/ plan'g/ resource consent/ permit (62) %	Road-ing (36*) %	Rubbish dis./ recycl'g (29*) %	Storm-water/ flood'g (22*) %	Gen. licen-sing (10*) %	Event related (19*) %	Park/ reserve/ play-ground/ Skatepk/ walking track (15*) %	Rec. fac's (15*) %	Water supply (1*2) %	Sewer-age (13*) %	Other (29*) %
No suggestions/all good	46	62	56	31	9	59	7	78	66	14	46	27	33	59
Take action/fix the problem/ site visit/follow up	28	12	21	37	68	24	76	-	5	60	17	31	38	23
Reply/get back to me	20	13	12	35	31	18	23	-	5	67	4	25	31	15
Better communication/ explanations	18	15	8	33	24	3	16	17	5	52	19	55	28	12
Listen to our concerns/be more understanding	17	12	17	21	25	9	30	-	10	35	24	32	15	9
More training/staff more knowledgeable	14	9	9	31	12	3	9	-	23	27	12	15	9	13
More friendly/polite/ helpful/better attitude	8	3	6	14	14	2	18	6	10	6	10	17	-	3
Other	4	3	7	5	2	4	12	-	-	-	-	-	9	6
No reply	2	2	2	3	8	-	-	-	-	-	-	-	-	-

Sample: those contacting the Council offices for each – refer to ()

*Small sample size – results indicative only

†Based on those contacting Council offices for any reason: 455 contacts by 241 residents

Note: Only services contacted by >10 residents shown

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Awareness, Use of and Satisfaction with Council Facilities and Services

Awareness of Council as Provider of Services, 2023

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?

Service	%
Libraries	99
Waste mgmt. incl. recycling/rubbish collection/landfill	98
Animal control incl. dog registration	97
Public parking	97
Water supply & drainage	97
Sewerage	96
Resource & building consents	96
Parks & reserves	96
Swimming pools	92
Cemeteries	91
All roads except state highways	90
Sport stadium	83
Fitness centre or gym	82
History House Museum	76
Economic Development	74

%

Total sample: 2023: 359

Awareness of Council as Provider of Services – Trend Data

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

	2011 (350) %	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %	2023 (359) %
Libraries	98	97	98	97	99	98	97	98	97	98	97	99
Waste mgmt. incl. recycling/rubbish collection/landfill	99	99	97	97	99	99	99	97	98	99	100	98
Animal control incl. dog registration	98	98	98	98	97	97	99	98	97	98	99	97
Public parking	97	96	95	94	97	96	97	97	98	97	96	97
Water supply & drainage	95	95	96	96	96	98	97	97	97	97	97	97
Sewerage	93	97	96	97	96	98	96	95	98	97	98	96
Resource & building consents	98	97	98	96	97	97	97	98	98	98	97	96
Parks & reserves	98	94	97	95	97	93	95	97	95	98	95	96
Swimming pools	96	97	97	97	98	97	97	96	95	96	97	92
Cemeteries	95	94	92	95	97	95	93	95	94	95	93	91
All roads except state highways	95	95	91	91	91	91	90	92	93	92	92	90
Sport stadium*					95	93	92	89	89	88	87	83
Fitness centre or gym*					91	92	93	85	87	88	85	82
History House Museum**		84	86	85	81	86	85	82	77	80	81	76
Economic Development***		81	77	80	80	80	81	80	80	78	74	74

Total sample: 2011-2021: 350; 2022: 364; 2023: 359
* 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, 2023

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

Service	%
Public toilet or rest room	71
Rubbish dump/recycling facility	68
Park or reserve	66
The Grey District Council offices	48
Library	47
Cemetery	40
Children's playground	32

%
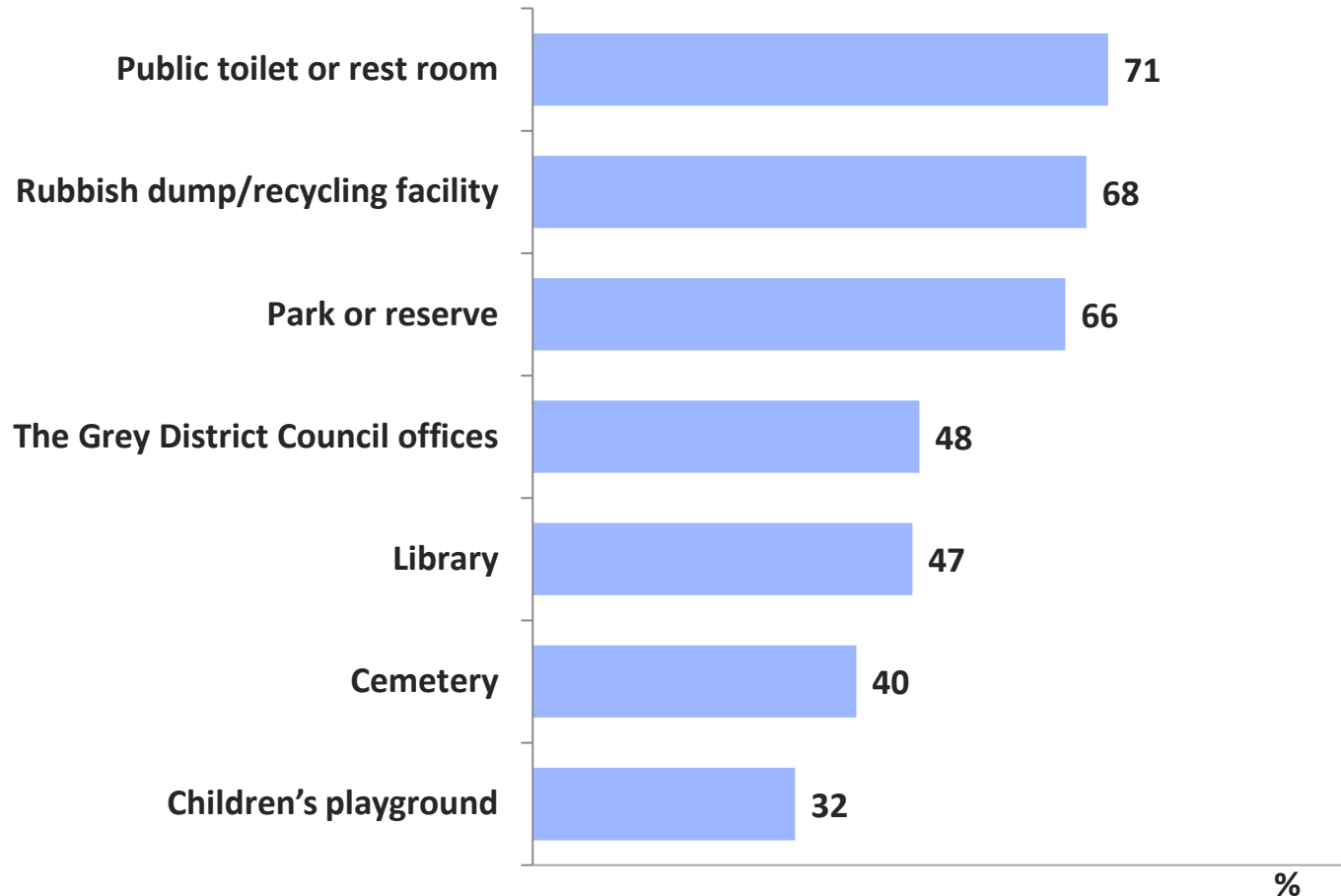
Total sample: 2023: 359

Grey District Council Services Used or Visited in Last 12 months – Trend Data

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

	2011 (350) %	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %	2023 (359) %
Public toilet or rest room	60	49	61	61	60	63	58	71	69	68	64	71
Rubbish dump/recycling facility*	58	54	64	70	65	63	63	72	66	74	68	68
Park or reserve	77	65	79	75	75	70	73	78	67	67	66	66
The Grey District Council offices	68	65	71	65	62	63	63	57	57	54	47	48
Library	55	53	53	54	50	47	51	47	43	41	43	47
Cemetery	55	50	61	59	55	61	59	44	51	45	45	40
Children's playground	51	39	50	50	43	48	48	40	36	33	33	32

Total sample: 2011-2021: 350; 2022: 364; 2023: 359
* Note: question wording differed slightly in 2011 and didn't include 'recycling facility'

Satisfaction with Council Facilities and Services, 2023

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

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

Facility	% dissatisfied	% satisfied	Mean score
Parks and reserves including walking tracks	18	75	4.04
Public toilets and rest rooms	19	70	3.91
Swimming pools	9	69	4.37
The roading network in the district	30	69	3.63
Westland Recreation Centre	8	67	4.41
Cemeteries	4	66	4.60
Availability of public parking	33	65	3.69
Sewerage system	14	62	4.04

Chart data (left to right segments):

- Parks and reserves including walking tracks: 7, 3, 3, 12, 49, 22, 5
- Public toilets and rest rooms: 12, 3, 4, 12, 50, 18, 2
- Swimming pools: 22, 2, 2, 5, 34, 26, 9
- The roading network in the district: 2, 7, 5, 17, 57, 9, 2
- Westland Recreation Centre: 24, 2, 2, 5, 31, 29, 8
- Cemeteries: 1, 30, 1, 3, 31, 25, 10
- Availability of public parking: 2, 6, 8, 19, 46, 16, 3
- Sewerage system: 24, 4, 2, 8, 38, 21, 3

Total sample: 2023: 359

%

Continued on next slide

Satisfaction with Council Facilities and Services, 2023 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:

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

	% dissatisfied	% satisfied	Mean score
Libraries	13	61	4.13
Sports stadiums	8	57	4.35
Water supply	24	56	3.79
The provision of essential emergency air services at Greymouth aerodrome	5	56	4.47
Overall maintenance of the roads	43	55	3.39
Fitness centres or gyms	8	53	4.37
The overall stormwater system	29	51	3.60
Overall maintenance of footpaths	58	34	2.96

Bar chart values (left to right):

- Libraries: 26, 4, 1, 7, 34, 21, 6
- Sports stadiums: 35, 1, 2, 5, 28, 23, 6
- Water supply: 20, 6, 6, 12, 34, 20, 2
- The provision of essential emergency air services at Greymouth aerodrome: 38, 1, 1, 3, 27, 22, 8
- Overall maintenance of the roads: 1, 9, 7, 27, 48, 6, 2
- Fitness centres or gyms: 39, 2, 2, 5, 24, 23, 6
- The overall stormwater system: 20, 6, 9, 14, 36, 13, 2
- Overall maintenance of footpaths: 7, 15, 15, 29, 29, 4, 1

Total sample: 2023: 359

%

Satisfaction with Council Facilities & Services – Trend

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

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

Parks and reserves including walking tracks

Year	% dissatisfied	% satisfied	Mean score
2023	18	75	4.04
2022	17	73	4.22
2021	9	84	4.38
2020	9	82	4.47
2019	11	85	4.35
2018	6	90	4.52
2017	4	92	4.57
2016	4	91	4.51
2015	4	91	4.50
2014	6	90	4.68
2013	5	91	4.53
2011	5	89	4.45

Stacked bar values (No reply/DK, Extremely dissatisfied, Very dissatisfied, Quite dissatisfied, Quite satisfied, Very satisfied, Extremely satisfied):
- 2023: 7, 3, 3, 12, 49, 22, 5
- 2022: 10, 2, 3, 11, 36, 30, 7
- 2021: 7, 2, 1, 6, 43, 33, 8
- 2020: 9, 1, 1, 7, 37, 35, 10
- 2019: 4, 1, 3, 7, 45, 31, 9
- 2018: 4, 2, 4, 43, 37, 11
- 2017: 4, 1, 3, 41, 40, 10
- 2016: 6, 1, 3, 47, 34, 10
- 2015: 4, 1, 3, 49, 31, 11
- 2014: 4, 1, 5, 33, 44, 14
- 2013: 4, 1, 4, 43, 37, 11
- 2011: 5, 1, 4, 50, 30, 9

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

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Satisfaction with Council Facilities & Services – Trend

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

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

Public toilets and restrooms

Year	% dissatisfied	% satisfied	Mean score
2023	19	70	3.91 ↓
2022	15	68	4.17
2021	16	70	4.10
2020	16	71	4.06
2019	19	71	4.01
2018	15	70	4.06
2017	16	68	4.06
2016	14	70	4.10
2015	15	69	4.01
2014	14	69	4.16
2013	15	69	4.06
2011	8	75	4.24

Bar chart data values (No reply / Don't know / Ext. dissatisfied / Very dissatisfied / Quite dissatisfied / Quite satisfied / Very satisfied / Ext. satisfied):

- 2023: 12, 3, 4, 12, 50, 18, 2
- 2022: 1, 16, 13, 11, 39, 23, 6
- 2021: 14, 2, 2, 12, 43, 24, 3
- 2020: 13, 1, 6, 9, 45, 21, 4
- 2019: 10, 3, 4, 12, 44, 23, 3
- 2018: 15, 3, 5, 7, 45, 19, 5
- 2017: 16, 2, 4, 10, 42, 22, 4
- 2016: 17, 1, 2, 11, 46, 20, 3
- 2015: 15, 3, 3, 9, 47, 20, 3
- 2014: 17, 1, 5, 8, 41, 23, 5
- 2013: 15, 3, 4, 9, 42, 24, 3
- 2011: 17, 2, 1, 6, 46, 25, 4

%

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

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Satisfaction with Council Facilities & Services – Trend

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

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

Swimming pools

Year	% dissatisfied	% satisfied	Mean score
2023	9	69	4.37
2022	9	71	4.46
2021	5	70	4.63
2020	5	71	4.70
2019	4	75	4.78
2018	8	85	4.68
2017	26	61	3.94
2016	2	83	4.77
2015	3	83	4.78
2014	9	75	4.70
2013	7	78	4.69
2011	4	82	4.86

Bar chart data (No reply/Don't know, ... Extremely satisfied):
- 2023: 22, 22, 5, 34, 26, 9
- 2022: 19, 22, 5, 32, 28, 12
- 2021: 25, 11, 2, 27, 32, 12
- 2020: 24, 14, 25, 32, 14
- 2019: 22, 13, 25, 33, 17
- 2018: 7, 1, 3, 4, 29, 35, 20
- 2017: 13, 7, 8, 11, 26, 29, 7
- 2016: 15, 1, 1, 31, 35, 17
- 2015: 13, 1, 1, 2, 28, 37, 18
- 2014: 16, 2, 7, 26, 28, 21
- 2013: 15, 1, 2, 4, 25, 38, 15
- 2011: 15, 1, 2, 24, 35, 23

%

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

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Satisfaction with Council Facilities & Services – Trend

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

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

The roading network in the district

Year	% dissatisfied	% satisfied	Mean score
2023	30	69	3.63
2022	36	62	3.62
2021	24	74	3.87
2020	22	77	3.93
2019	31	69	3.68
2018	19	81	4.01
2017	19	79	3.95
2016	22	77	3.85
2015	26	73	3.82
2014	31	68	3.67
2013	33	66	3.73
2011	17	81	4.05

Chart values (by year):
- 2023: 2, 7, 5, 17, 57, 9, 2
- 2022: 1, 6, 6, 24, 47, 14, 2
- 2021: 2, 5, 3, 15, 53, 18, 4
- 2020: 1, 3, 4, 15, 54, 19, 3
- 2019: 6, 9, 15, 50, 18, 1
- 2018: 1, 3, 5, 11, 54, 24, 3
- 2017: 1, 1, 4, 14, 60, 17, 3
- 2016: 1, 3, 3, 15, 62, 13, 2
- 2015: 1, 4, 3, 20, 57, 14, 2
- 2014: 1, 5, 8, 19, 54, 12, 2
- 2013: 3, 9, 21, 48, 15, 3
- 2011: 2, 2, 3, 12, 53, 26, 2

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

Satisfaction with Council Facilities & Services – Trend

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

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

	Year	% dissatisfied	% satisfied	Mean score
Westland Recreation Centre*	2023	8	67	4.41
	2022	9	65	4.57
	2021	4	70	4.64
	2020	4	67	4.78
	2019	6	67	4.71
	2018	5	79	4.79
	2017	7	74	4.58
Cemeteries**	2023	4	66	4.60
	2022	4	69	4.70
	2021	1	71	4.82
	2020	1	75	4.86
	2019	1	77	4.68
	2018	2	89	4.81

Westland Recreation Centre* stacked bar values:
- 2023: 24, 2, 2, 5, 31, 29, 8
- 2022: 1, 25, 1, 2, 6, 25, 25, 15
- 2021: 26, 1, 2, 28, 30, 12
- 2020: 29, 1, 3, 23, 27, 17
- 2019: 27, 1, 3, 21, 31, 15
- 2018: 16, 1, 3, 26, 31, 21
- 2017: 19, 2, 4, 27, 35, 12

Cemeteries** stacked bar values:
- 2023: 1, 30, 3, 31, 25, 10
- 2022: 27, 3, 27, 28, 14
- 2021: 27, 1, 23, 35, 13
- 2020: 24, 1, 26, 31, 18
- 2019: 23, 35, 29, 12
- 2018: 9, 1, 32, 37, 20

%

Total sample: 2017-2021: 350; 2022: 364; 2023: 359
**Not asked prior to 2018

*Not asked prior to 2017

Continued on next slide

Satisfaction with Council Facilities & Services – Trend

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

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

Availability of public parking

Year	% dissatisfied	% satisfied	Mean score
2023	33	65	3.69 🔻
2022	28	66	3.93
2021	22	75	3.96
2020	27	72	3.90
2019	31	67	3.77
2018	24	75	3.99
2017	24	74	3.96
2016	23	76	3.93
2015	18	81	4.05
2014	20	79	4.14
2013	19	79	4.08
2011	26	73	3.90

Bar chart values by year:

- 2023: 2, 6, 8, 19, 46, 16, 3
- 2022: 6, 3, 7, 18, 38, 21, 7
- 2021: 3, 5, 5, 12, 48, 22, 5
- 2020: 2, 4, 6, 17, 46, 21, 5
- 2019: 2, 5, 7, 18, 46, 16, 5
- 2018: 1, 2, 5, 17, 49, 21, 5
- 2017: 2, 1, 5, 18, 49, 21, 3
- 2016: 1, 2, 5, 16, 53, 19, 3
- 2015: 1, 1, 5, 12, 55, 21, 4
- 2014: 1, 1, 4, 15, 45, 27, 7
- 2013: 2, 2, 5, 12, 51, 23, 6
- 2011: 2, 4, 5, 17, 48, 22, 3

%

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

Continued on next slide

Satisfaction with Council Facilities & Services – Trend

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

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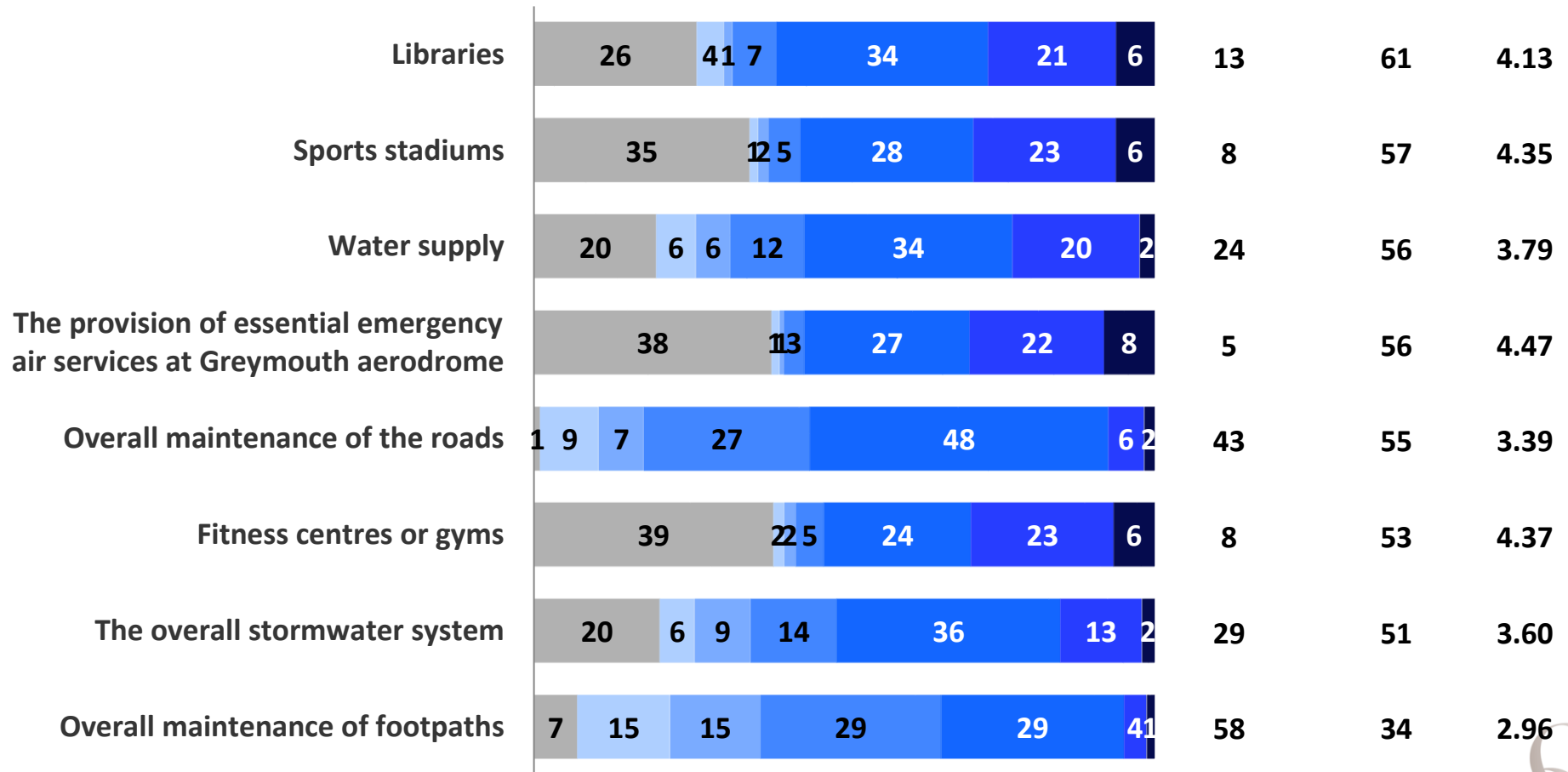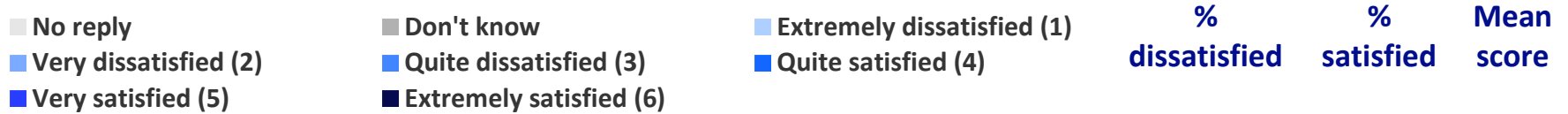- Quite satisfied (4)
- Very satisfied (5)
- Extremely satisfied (6)

Sewerage system

Year	No reply/Don't know	Ext. dissat (1)	Very dissat (2)	Quite dissat (3)	Quite sat (4)	Very sat (5)	Ext. sat (6)	% dissatisfied	% satisfied	Mean score
2023	24	4	2	8	38	21	3	14	62	4.04
2022	26	4	2	8	33	20	7	14	60	4.13
2021	31	3	3	5	34	19	6	10	59	4.19
2020	23	2	1	5	43	21	6	8	70	4.26
2019	23	3	3	7	39	19	5	14	63	4.08
2018	20	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	1	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

%

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

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Continued on next slide

Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:
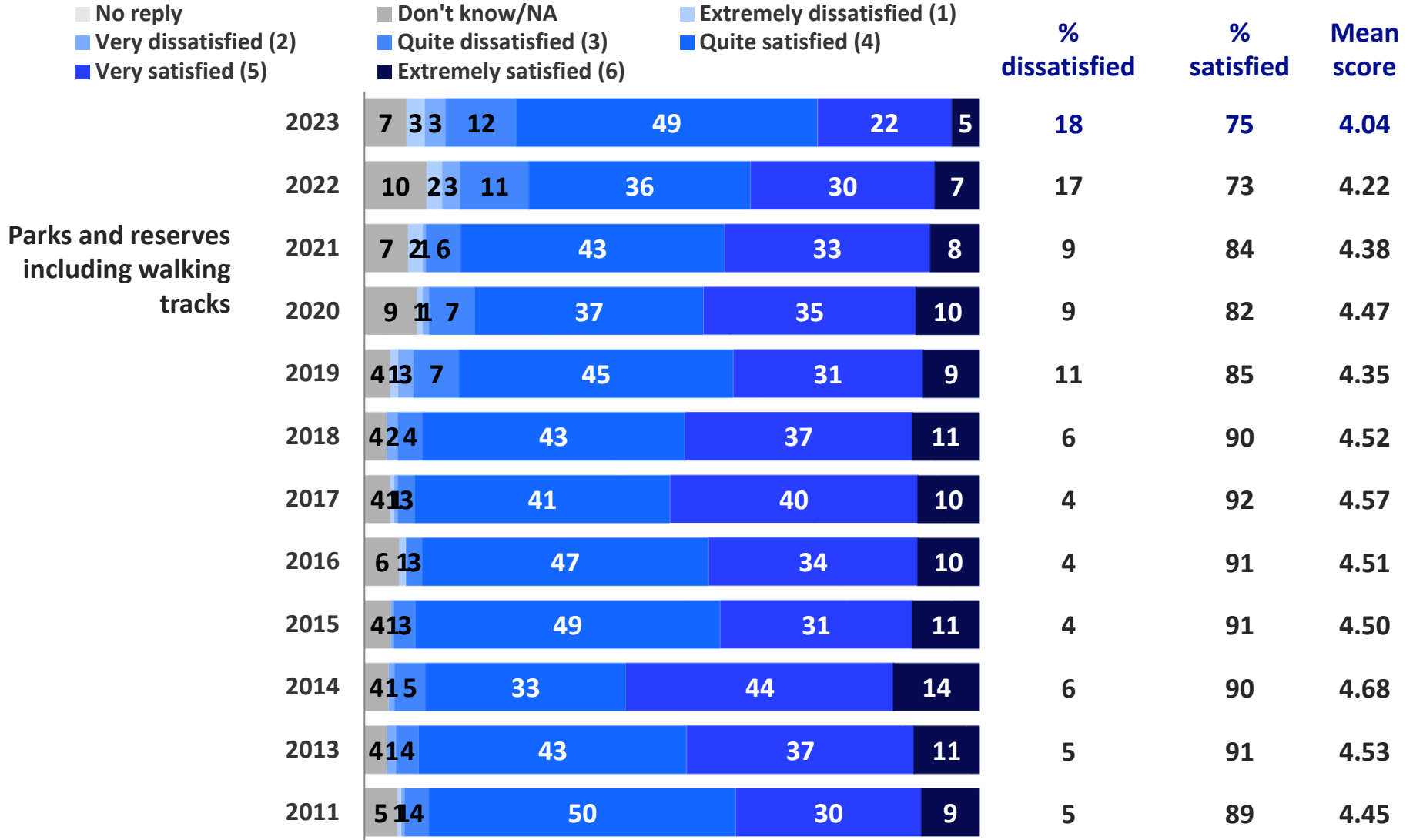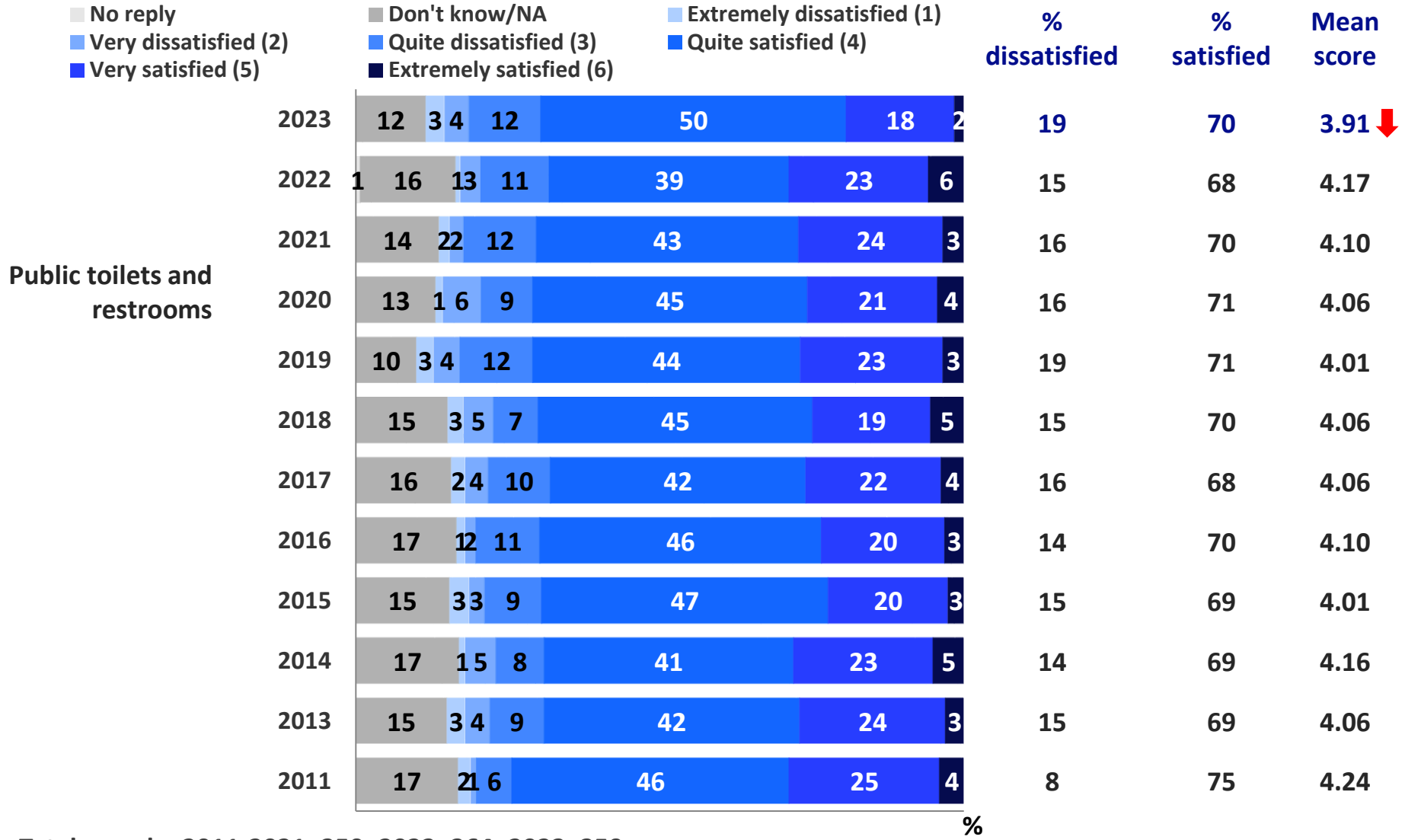
Legend:
- No reply
- Don't know/NA
- Extremely dissatisfied (1)
- Very dissatisfied (2)
- Quite dissatisfied (3)
- Quite satisfied (4)
- Very satisfied (5)
- Extremely satisfied (6)

Libraries

Year	% dissatisfied	% satisfied	Mean score
2023	13	61	4.13 ↓
2022	8	63	4.59
2021	4	66	4.67
2020	2	73	4.76
2019	3	72	4.65
2018	2	84	4.76
2017	1	79	4.65
2016	1	82	4.68
2015	1	86	4.71
2014	2	81	4.87
2013	2	79	4.82
2011	1	85	4.79

Bar chart values:

Year						
2023	26	4 1 7	34	21	6	
2022	29	1 1 6	25	25	14	
2021	30	3	26	30	10	
2020	25	2	27	33	13	
2019	24	3	30	33	10	
2018	14	2	33	35	16	
2017	20	1	34	36	9	
2016	17	1	37	33	12	
2015	14	1	35	39	11	
2014	17	2	28	31	22	
2013	19	1 1	25	38	16	
2011	14	1	30	40	15	

%

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

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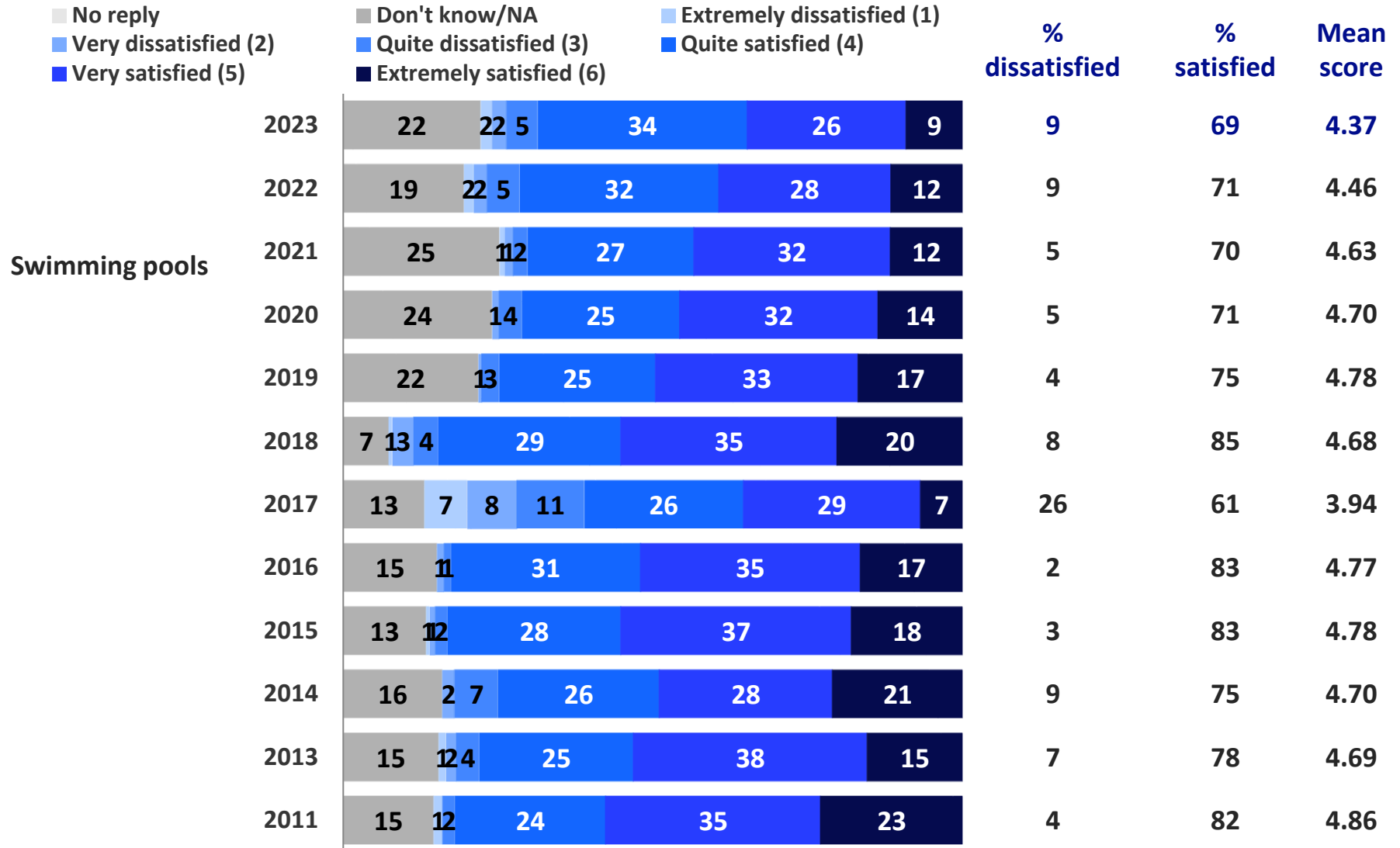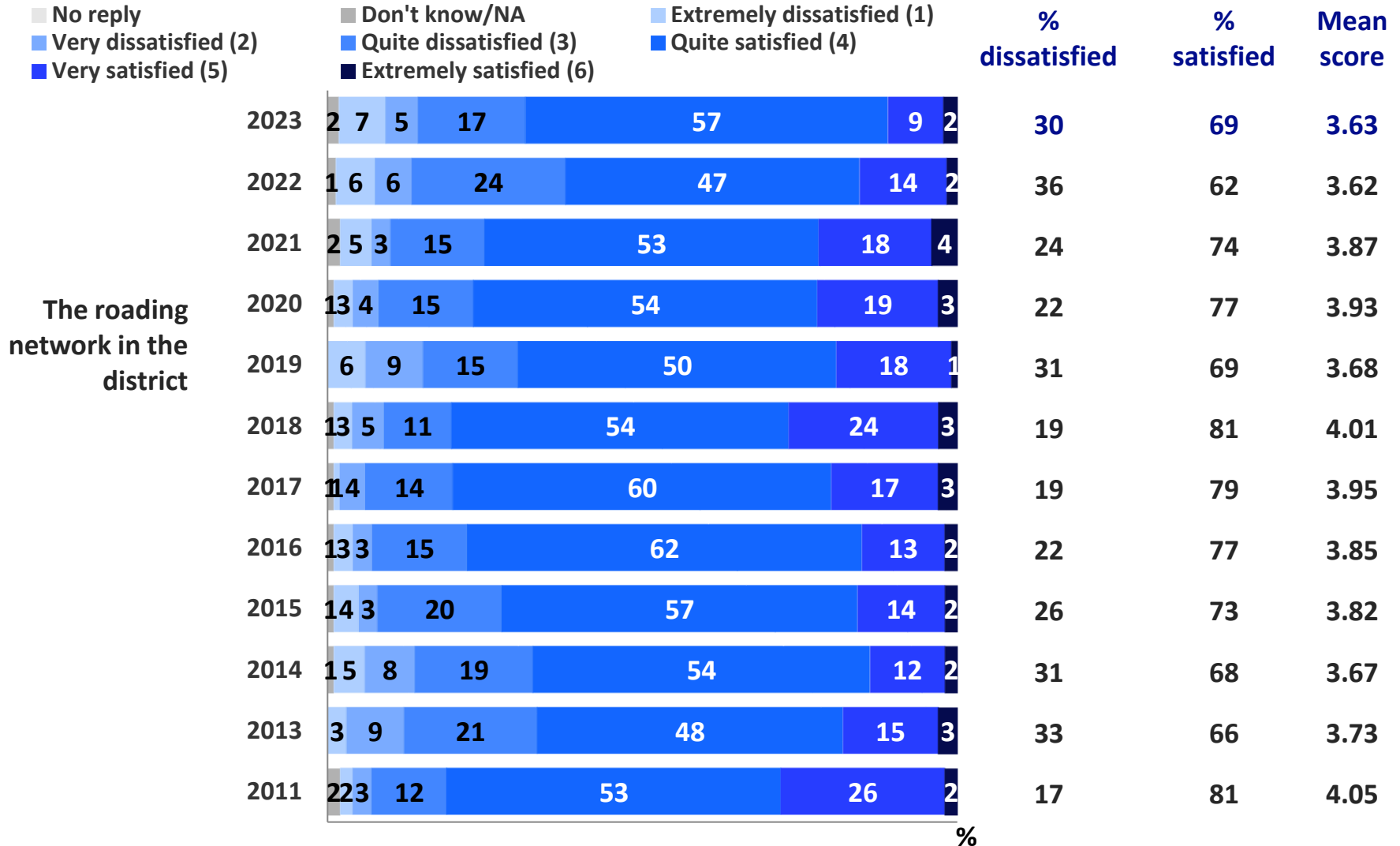# Satisfaction with Council Facilities & Services – Trend

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

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

Sports stadiums*

Year	% dissatisfied	% satisfied	Mean score
2023	8	57	4.35
2022	6	57	4.55
2021	4	56	4.56
2020	4	61	4.73
2019	5	63	4.66
2018	3	80	4.75
2017	4	73	4.61
2016	1	67	4.78

Bar segment values:
- 2023: 35, 1, 2, 5, 28, 23, 6
- 2022: 1, 36, 1, 1, 4, 25, 22, 11
- 2021: 41, 1, 1, 2, 25, 22, 9
- 2020: 34, 1, 3, 21, 28, 13
- 2019: 32, 1, 2, 3, 23, 26, 13
- 2018: 17, 1, 2, 33, 28, 19
- 2017: 23, 1, 3, 29, 35, 9
- 2016: 31, 1, 26, 27, 14

Total sample: 2016-2021: 350; 2022: 364; 2023: 359   *Not asked prior to 2016   %

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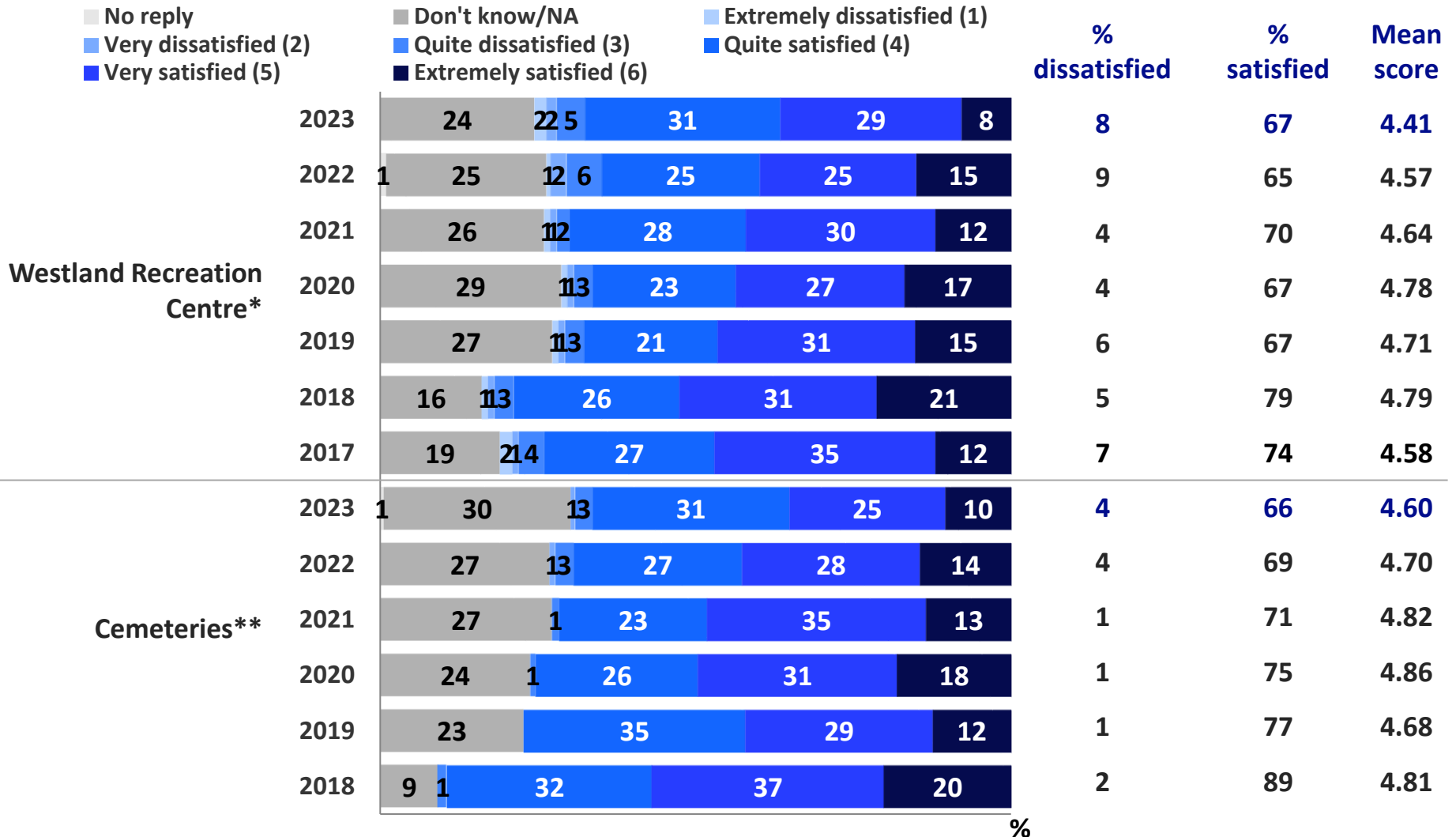# Satisfaction with Council Facilities & Services – Trend

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

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

Water supply

Year	% dissatisfied	% satisfied	Mean score
2023	24 ⬆	56	3.79 ⬇
2022	13	63	4.12
2021	14	59	4.16
2020	13	63	4.15
2019	17	57	4.07
2018	19	64	3.92
2017	11	72	4.29
2016	6	73	4.29
2015	11	73	4.27
2014	13	70	4.13
2013	12	72	4.12
2011	7	77	4.33

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

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Continued on next slide

Satisfaction with Council Facilities & Services – Trend

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

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

Provision of essential emergency air services at Greymouth aerodrome*

Year	Don't know/NA	Values				% dissatisfied	% satisfied	Mean score
2023	38	1 1 3	27	22	8	5	56	4.47 ↓
2022	35	1 4	23	23	15	5	61	4.72
2021	33	1 1 2	24	25	13	4	62	4.65
2020	24	1 2	30	27	16	3	74	4.75
2019	26	1 3	31	24	14	5	70	4.62
2018	22	1 1 3	31	31	10	5	72	4.55

%

Total sample: 2018-2021: 350; 2022: 364; 2023: 359   *Not asked prior to 2018
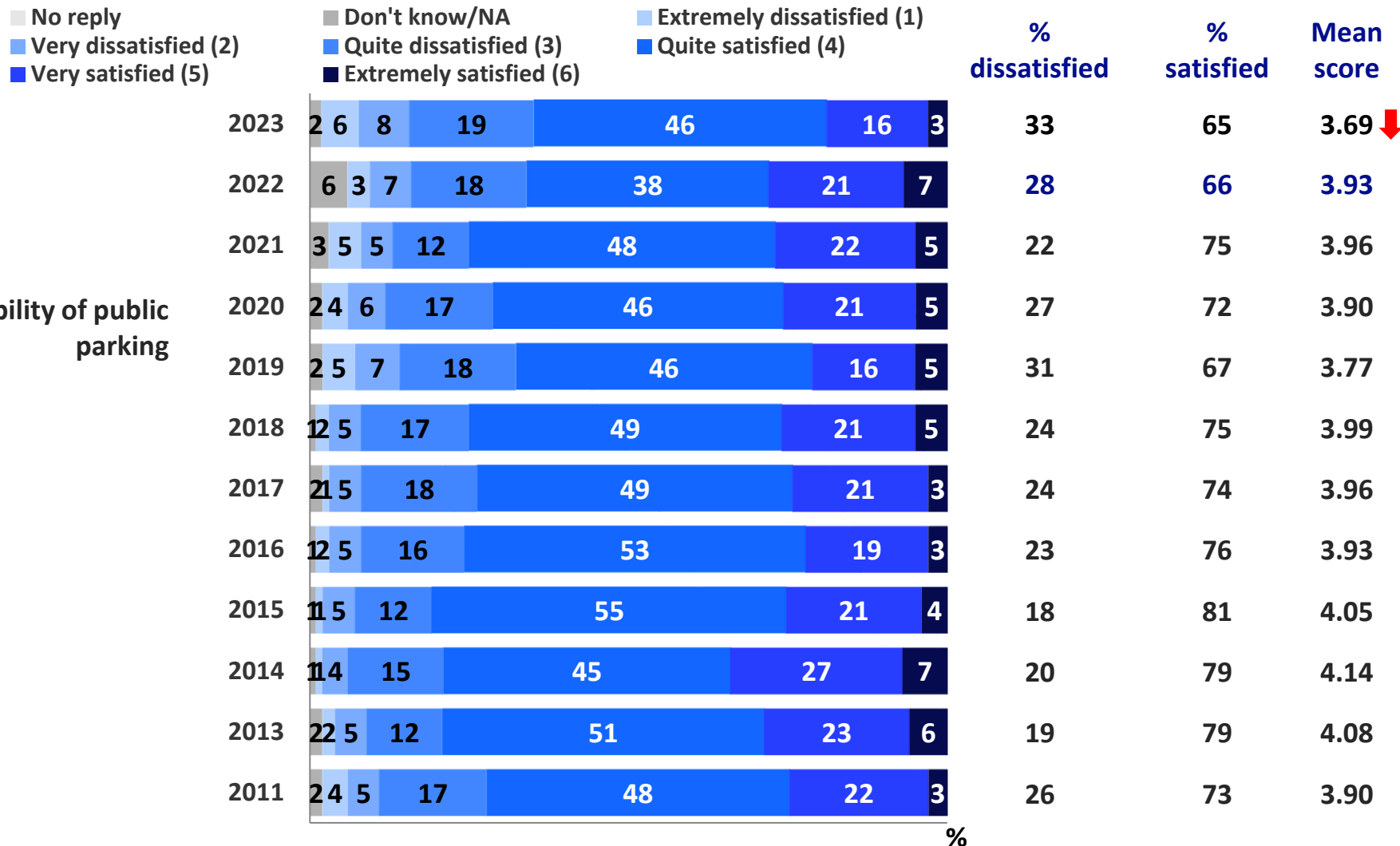
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Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:
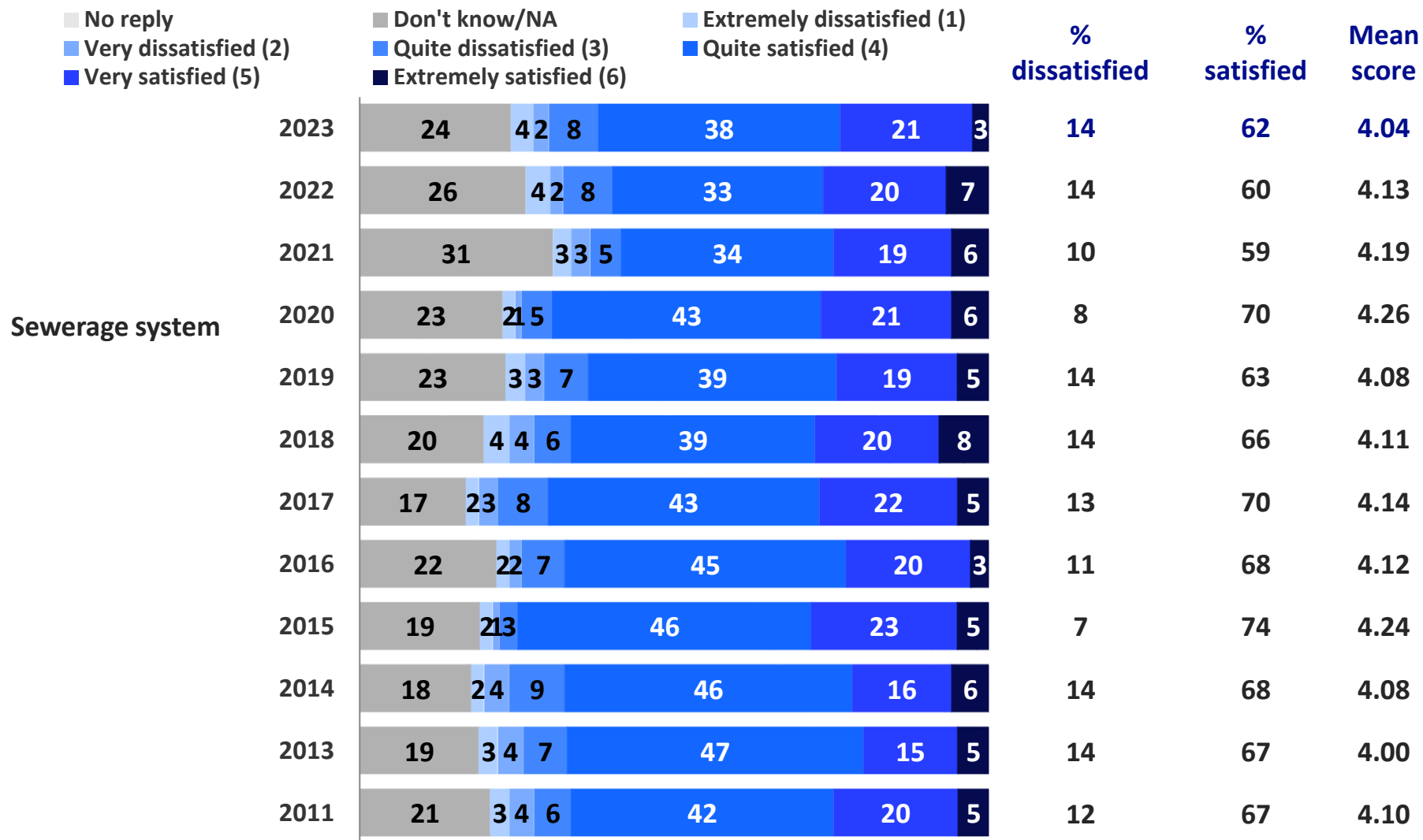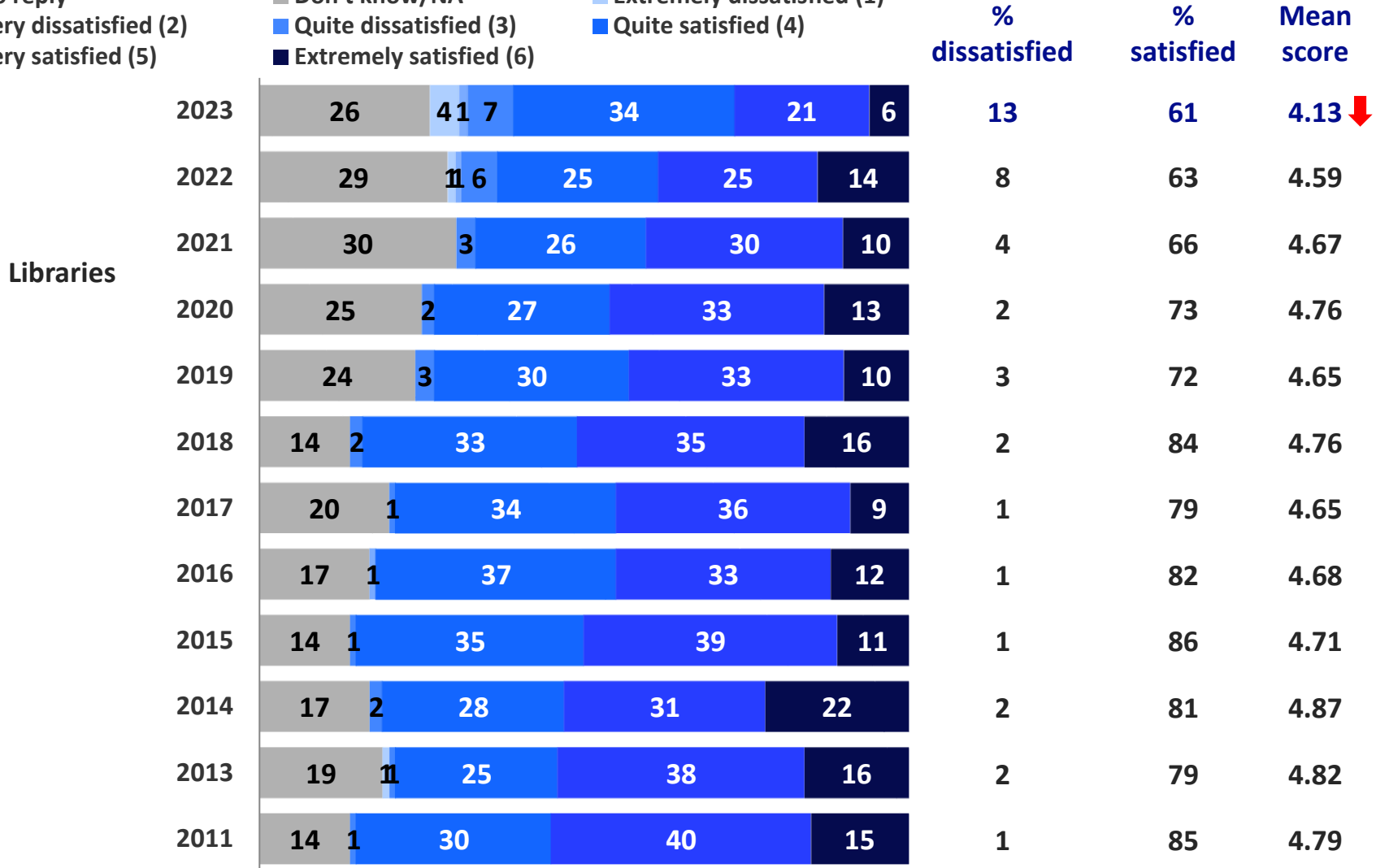
Legend:
- No reply
- Don't know/NA
- Extremely dissatisfied (1)
- Very dissatisfied (2)
- Quite dissatisfied (3)
- Quite satisfied (4)
- Very satisfied (5)
- Extremely satisfied (6)

Overall maintenance of the roads

Year	% dissatisfied	% satisfied	Mean score
2023	43	55	3.39
2022	50	48	3.28
2021	38	62	3.54
2020	36	63	3.65
2019	47	53	3.37
2018	28	72	3.84
2017	31	68	3.69
2016	31	67	3.68
2015	40	60	3.54
2014	48	52	3.42
2013	42	58	3.53
2011	23	76	3.93

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

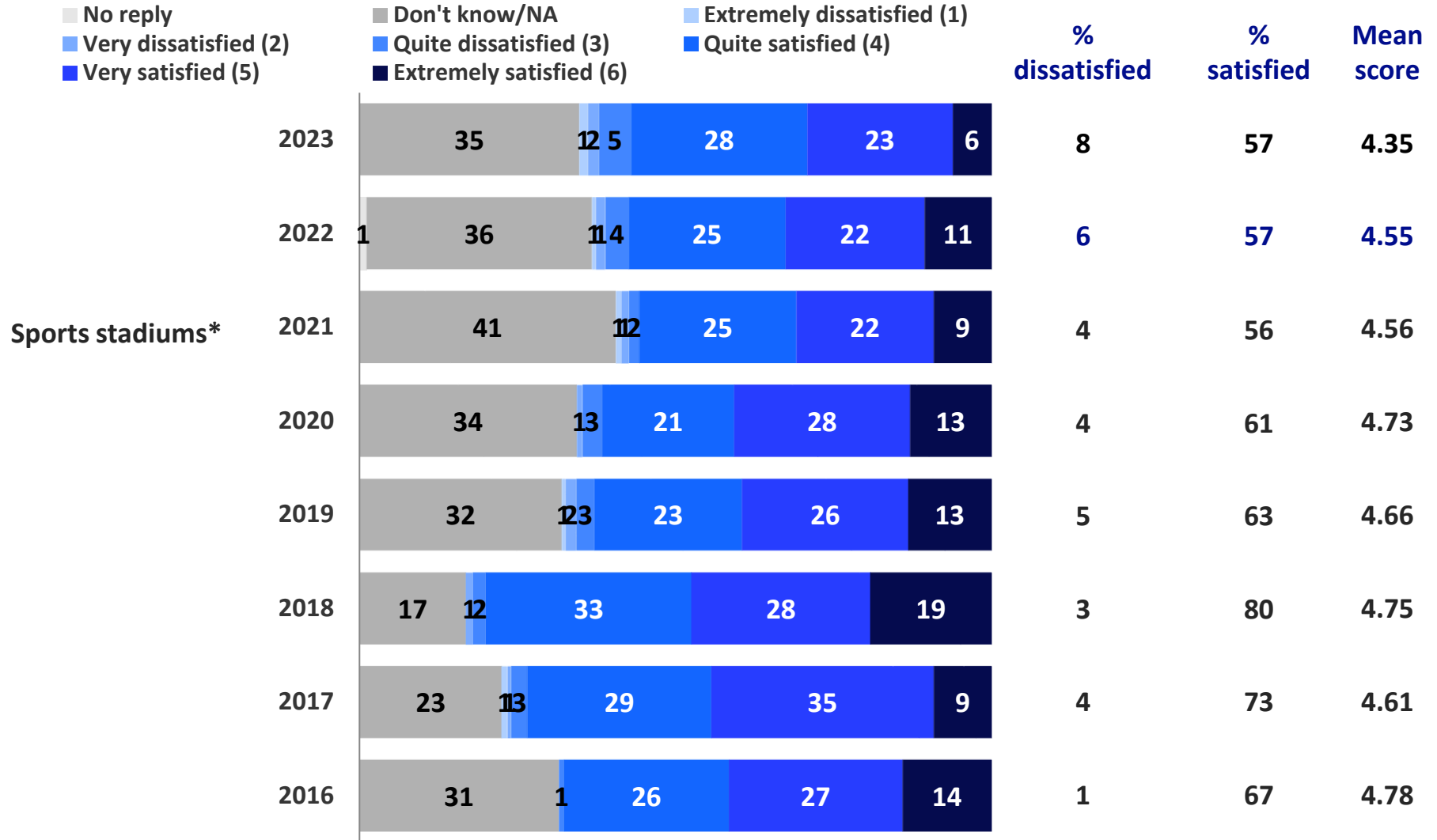# Satisfaction with Council Facilities & Services – Trend

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

Fitness centres or gyms*

Year	Data (left to right)	% dissatisfied	% satisfied	Mean score
2023	39 / 2 / 2 / 5 / 24 / 23 / 6	8	53	4.37
2022	1 / 41 / 1 / 1 / 3 / 19 / 24 / 10	5	53	4.59
2021	44 / 1 / 2 / 21 / 23 / 9	3	53	4.64
2020	42 / 1 / 2 / 17 / 25 / 13	3	55	4.76
2019	43 / 1 / 2 / 3 / 18 / 23 / 11	5	51	4.65
2018	22 / 1 / 1 / 2 / 27 / 28 / 17	5	73	4.71
2017	28 / 1 / 2 / 25 / 33 / 9	4	68	4.65
2016	40 / 1 / 3 / 24 / 23 / 10	3	57	4.62

The overall stormwater system

Year	Data (left to right)	% dissatisfied	% satisfied	Mean score
2023	20 / 6 / 9 / 14 / 36 / 13 / 2	29	51	3.60
2022	19 / 6 / 5 / 14 / 37 / 15 / 5	25	56	3.79
2021	23 / 6 / 4 / 11 / 37 / 15 / 5	21	57	3.84
2020	19 / 3 / 5 / 8 / 45 / 17 / 3	16	65	3.97
2019	22 / 2 / 5 / 11 / 37 / 18 / 4	19	59	3.97
2018	15 / 3 / 6 / 11 / 43 / 19 / 3	19	66	3.95
2017	15 / 3 / 5 / 13 / 45 / 17 / 4	20	65	3.93
2016	15 / 2 / 4 / 11 / 51 / 14 / 3	17	68	3.94
2015	15 / 1 / 3 / 12 / 46 / 19 / 4	16	69	4.07
2014	12 / 2 / 2 / 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

Total sample: 2013-2021: 350; 2022: 364; 2023: 359   *Not asked prior to 2016

%

Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:
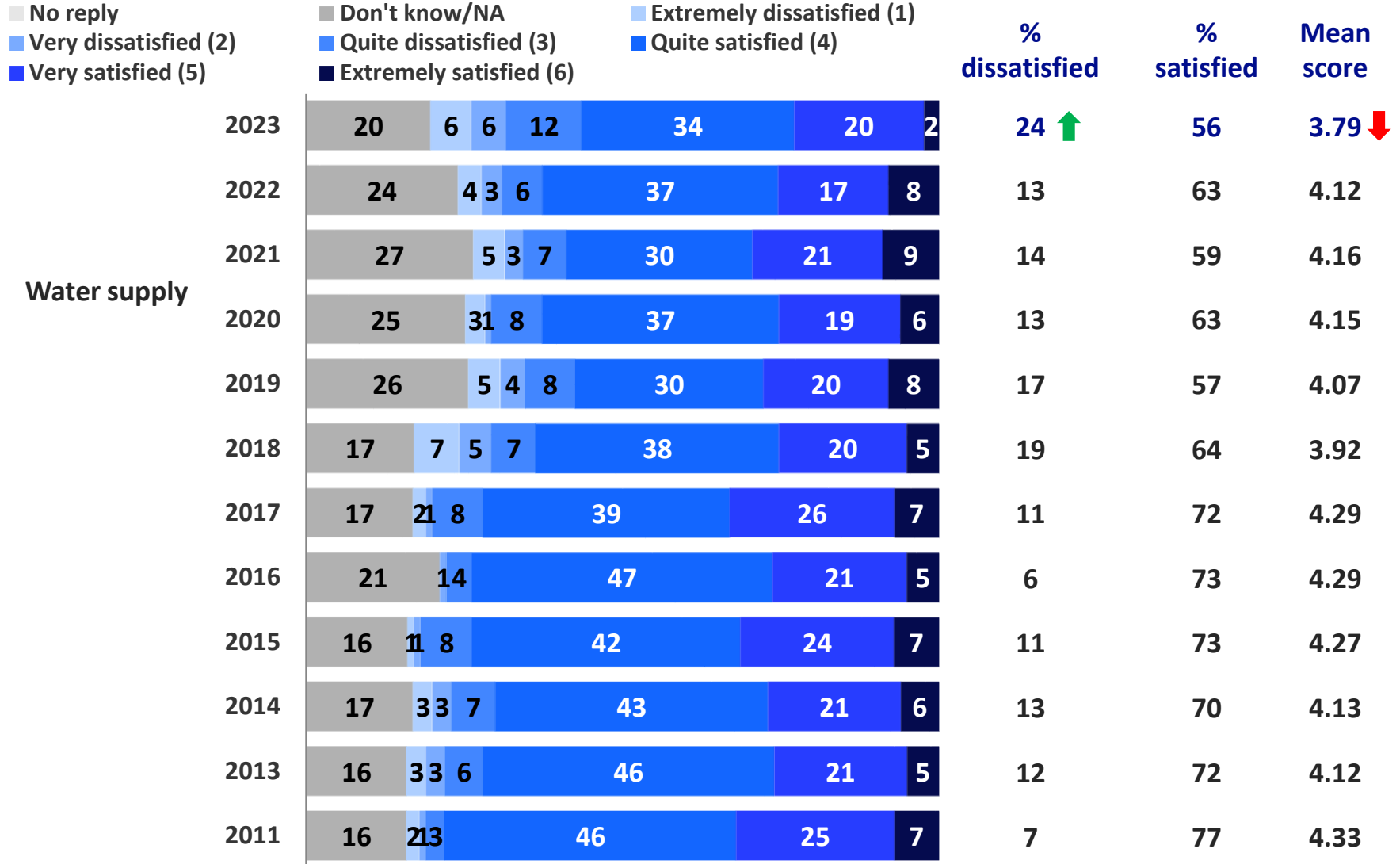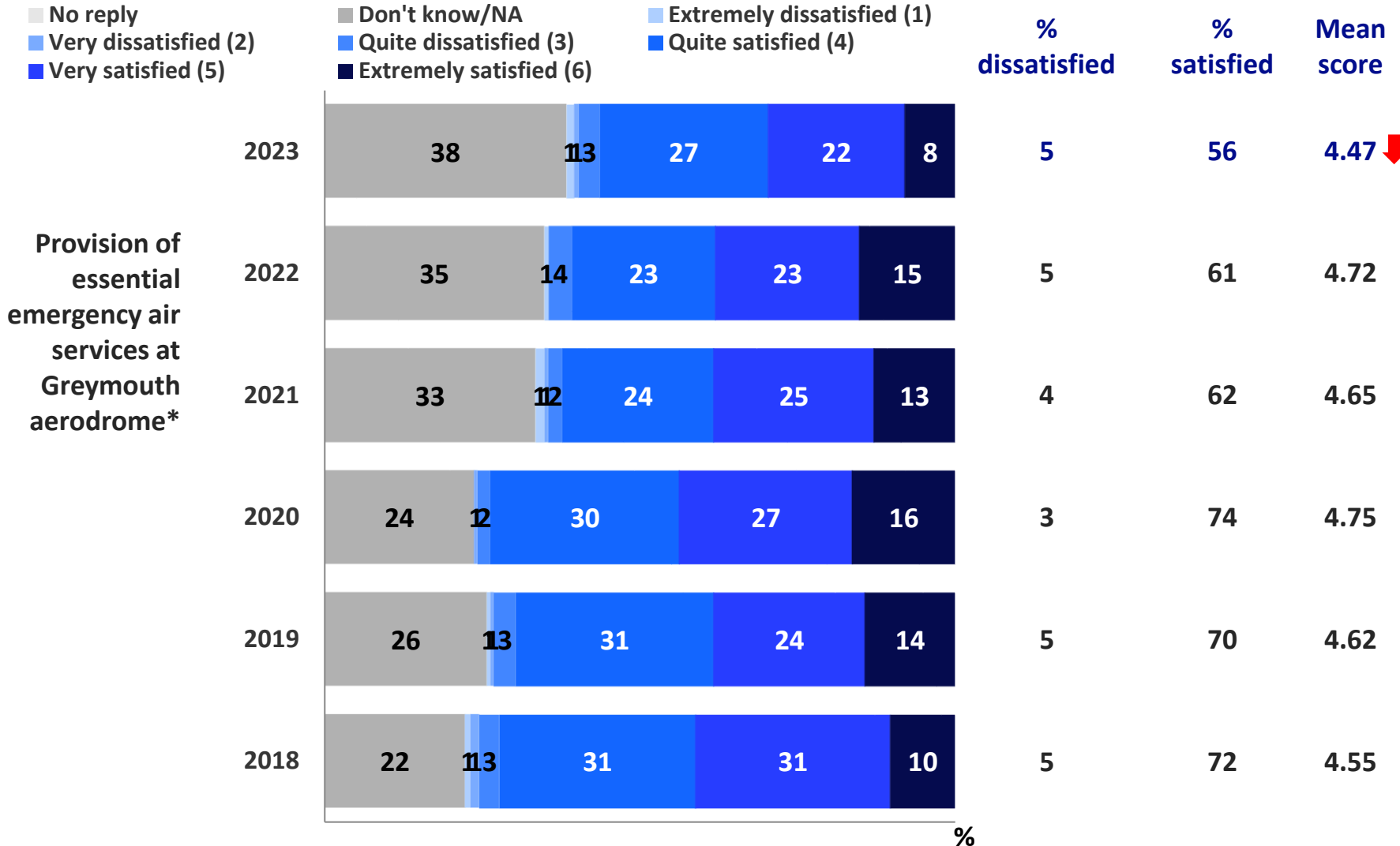
Legend:
- No reply
- Don't know/NA
- Extremely dissatisfied (1)
- Very dissatisfied (2)
- Quite dissatisfied (3)
- Quite satisfied (4)
- Very satisfied (5)
- Extremely satisfied (6)

Overall maintenance of footpaths*

Year	Don't know/NA	Very dissatisfied (2)	Quite dissatisfied (3)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
2023	7	15	15	29	29	41		58	34	2.96
2022	6	15	14	26	32	6	1	55	39	3.01
2021	7	9	7	27	38	10	1	43	49	3.38
2020	5	9	9	25	40	11	1	43	53	3.43
2019	6	13	13	25	31	12		51	43	3.18
2018	3	10	11	23	37	13	2	44	52	3.40
2017	4	9	9	26	40	11	1	44	52	3.41
2016	4	11	9	21	45	9	1	41	55	3.36
2015	5	7	9	22	45	11	1	38	57	3.50
2014	7	8	11	26	36	11	1	45	48	3.37
2013	4	8	11	26	39	10	3	44	52	3.43

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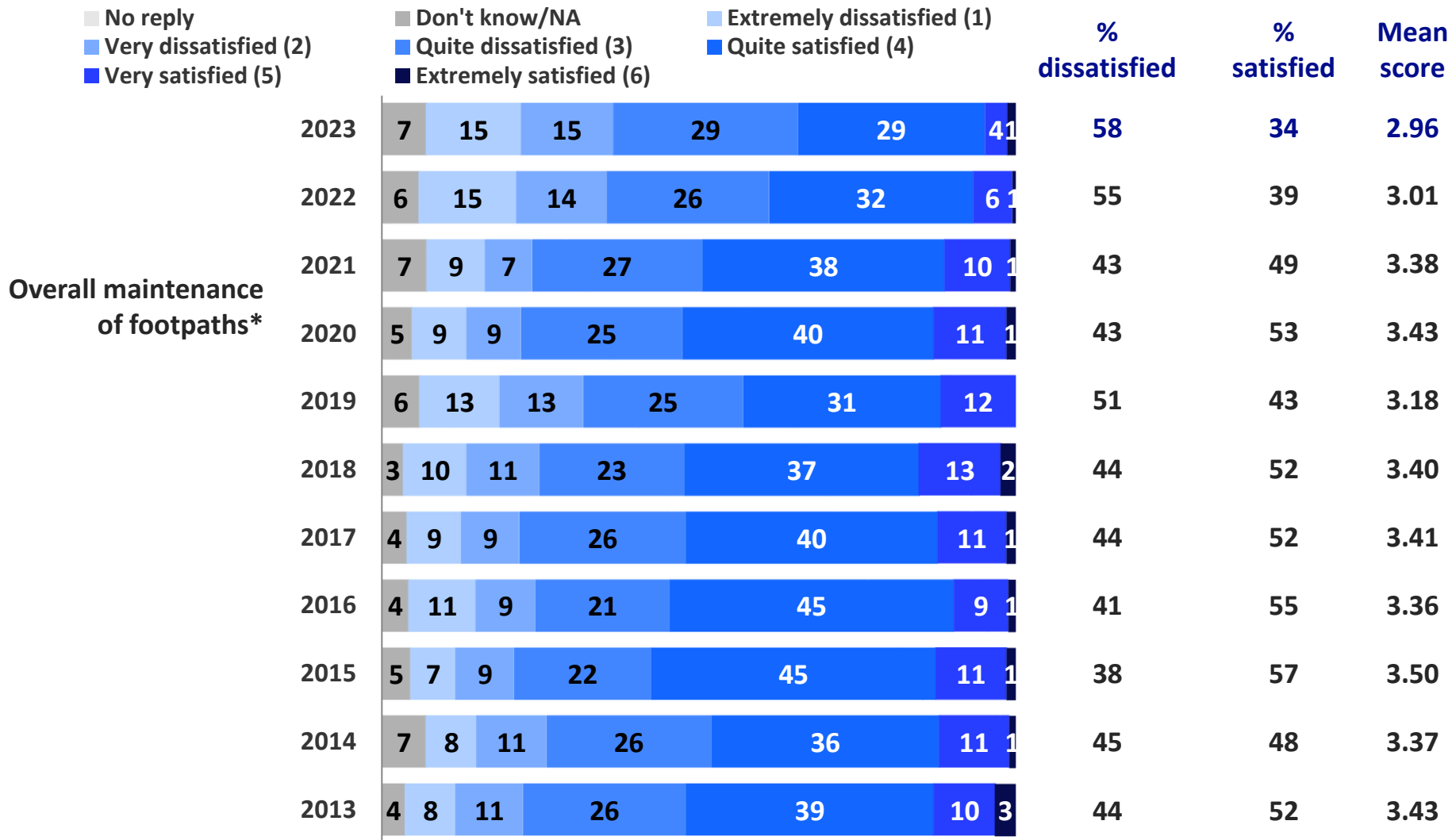
Total sample: 2013-2021: 350; 2022: 364   ***Not asked prior to 2013**

Satisfaction with Council Facilities & Services by Location, 2023

	% Dissatisfied						% Satisfied					
	Total (359) %	Greater Greymouth (159) %	Karoro – Camerons (73) %	Kaiata/Dobson/ Taylorville/ Stillwater (17*) %	Grey Valley/ Blackball/ Lake Brunner (49*) %	Runanga/ Rapahoe/ Coast Road (61) %	Total (359) %	Greater Greymouth (159) %	Karoro – Camerons (73) %	Kaiata/Dobson/ Taylorville/ Stillwater (17*) %	Grey Valley/ Blackball/ Lake Brunner (49*) %	Runanga/ Rapahoe/ Coast Road (61) %
Parks and reserves including walking tracks	18	28	10	-	15	18	75	68	85	94	73	75
Public toilets and rest rooms	19	26	18	24	6	23	70	59	69	71	85	67
Swimming pools	9	15	2	7	8	8	69	66	86	67	62	66
The roading network in the district	30	31	22	14	33	35	69	67	77	86	67	58
Westland Recreation Centre	8	11	9	14	-	11	67	67	79	57	69	58
Cemeteries	4	4	4	13	2	2	66	66	76	71	63	59
Availability of public parking	33	42	24	18	34	30	65	57	75	78	64	67
Sewerage system	14	22	6	-	10	18	62	70	67	78	47	58

Continued on next slide

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

Satisfaction with Council Facilities & Services by Location, 2023

	% Dissatisfied						% Satisfied					
	Total (359) %	Greater Greymouth (159) %	Karoro – Camerons (73) %	Kaiata/Dobson/ Taylorville/ Stillwater (17*) %	Grey Valley/ Blackball/ Lake Brunner (49*) %	Runanga/ Rapahoe/ Coast Road (61) %	Total (359) %	Greater Greymouth (159) %	Karoro – Camerons (73) %	Kaiata/Dobson/ Taylorville/ Stillwater (17*) %	Grey Valley/ Blackball/ Lake Brunner (49*) %	Runanga/ Rapahoe/ Coast Road (61) %
Libraries	13	12	6	24	16	13	61	64	69	60	50	62
Sports stadiums	8	12	7	7	6	6	57	59	71	53	53	45
Water supply	24	18	12	27	34	31	56	78	66	53	24	54
The provision of essential emergency air services at Greymouth aerodrome	5	7	2	7	3	7	56	64	60	59	45	53
Overall maintenance of the roads	43	43	35	33	48	50	55	56	65	67	52	47
Fitness centres or gyms	8	11	7	7	5	9	53	56	64	53	52	39
The overall stormwater system	29	34	22	24	28	26	51	60	63	56	31	50
Overall maintenance of footpaths	58	68	47	58	53	59	34	29	53	30	29	35

Sample: refer to ()

*Small sample size – results indicative only

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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.

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

Year	Segments (No reply / Don't know / 1 / 2 / 3 / 4 / 5 / 6)	% dissatisfied	% satisfied	Mean score
2023	1, 29, 5, 9, 18, 32, 5, 1	32	38	3.41
2022	32, 8, 4, 22, 30, 4	34	34	3.26
2021	36, 4, 4, 10, 38, 8, 1	17	47	3.69
2020	28, 2, 7, 16, 38, 9, 1	24	48	3.68
2019	35, 4, 7, 14, 32, 7, 1	25	40	3.52
2018	25, 3, 5, 15, 39, 12, 2	23	52	3.76
2017	32, 2, 4, 16, 36, 9, 1	21	46	3.74
2016	25, 2, 4, 12, 43, 11, 2	18	57	3.87
2015	27, 2, 4, 13, 41, 12, 1	20	54	3.82
2014	34, 1, 5, 11, 37, 10, 2	17	49	3.84
2013	27, 2, 3, 11, 40, 12, 3	17	55	3.91
2011	25, 1, 2, 7, 49, 14, 2	10	65	4.04

%

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

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, 2023

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

Reason	%
Haven't heard any complaints about it	45
No problems with it/no complaints	31
Appropriate use of land/zoning/good subdivisions	30
Council are good to deal with/do their best	29
Other	2

%
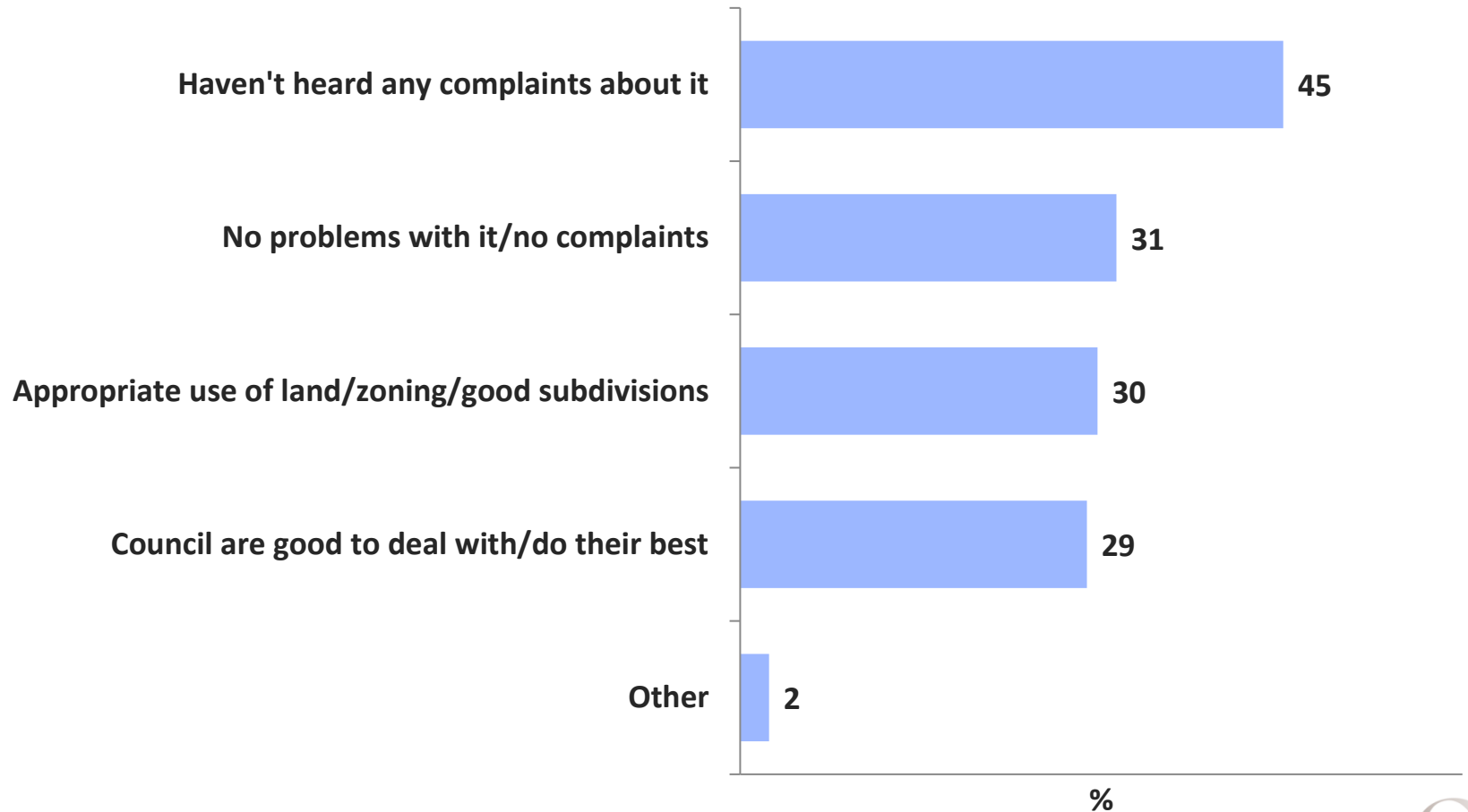
Sample: those satisfied with Council's regulation of land use: 135

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

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

	2015 (188) %	2016 (198) %	2017 (162) %	2018 (183) %	2019 (140) %	2020 (168) %	2021 (163) %	2022 (125) %	2023 (135) %
Haven't heard any complaints about it	5	3	6	10	6	2	6	36	45
No problems with it/no complaints	37	29	35	26	32	21	25	31	31
Appropriate use of land/zoning/good subdivisions	10	21	9	9	9	10	24	21	30
Council are good to deal with/do their best	19	11	14	14	11	9	9	28	29
Other	19	26	30	38	27	39	26	5	2
Don't know/no comment/no reply	15	13	13	9	19	21	14	2	-

Sample: those satisfied with Council's regulation of land use: refer to ()
Note: this question was not asked prior to 2015
*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

Reasons For dissatisfaction with Council's Regulation of Land Use, 2023

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

Reason	%
Too much bureaucracy/red tape/rules & regulations	67
Takes too long	51
Disagree with some of the things they are doing/decisions	50
Communication issues/hard to get answers	43
Lack of consultation/informing public	42
Consent process too expensive	41
Need to tidy up the town	40
Concerns about SNAs/creation of wetlands	36
Plan not comprehensive/cohesive/inappropriate land use/outdated	31
Other	11

Sample: those dissatisfied with Council's regulation of land use: 109

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

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

	2015 (188) %	2016 (198) %	2017 (162) %	2018 (183) %	2019 (140) %	2020 (168) %	2021 (163) %	2022 (120) %	2023 (109) %
Too much bureaucracy/red tape/rules & regulations**	49	32	44	28	26	36	25	58	67
Takes too long**								59	51
Disagree with some of the things they are doing/decisions	9	13	8	15	11	-	10	51	50
Communication issues/hard to get answers	9	3	9	9	3	1	7	50	43
Lack of consultation/informing public	6	2	3	6	-	6	15	58	42
Consent process too expensive	16	10	7	10	11	8	7	51	41
Need to tidy up the town	3	2	1	4	5	4	7	38	40
Concerns about SNAs/creation of wetlands	-	-	-	-	-	-	5	42	36
Plan not comprehensive/cohesive/inappropriate land use/outdated	3	8	13	6	18	9	15	37	31
Other	28	41	39	35	45	47	31	16	11
Don't know/no reply	3	2	-	5	2	8	2	-	-

Sample: those dissatisfied with Council's regulation of land use: refer to ()
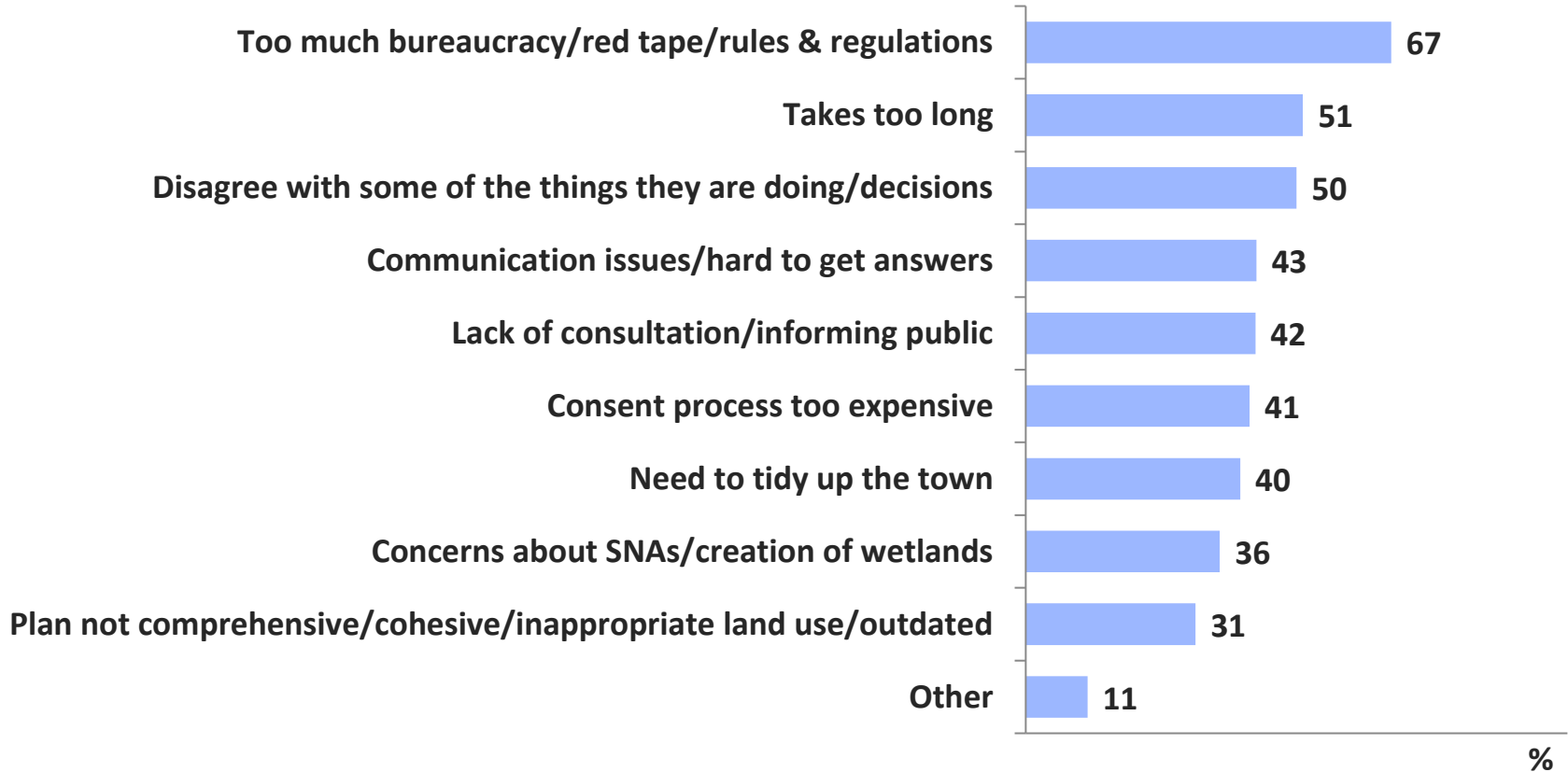
Note: this question was not asked prior to 2015

*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

**Data not available separately prior to 2022

Use of Household Waste Collection Service

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

% with household rubbish collected by Council

2011	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
88	93	96	95	92	95	93	84	89	89	91	95
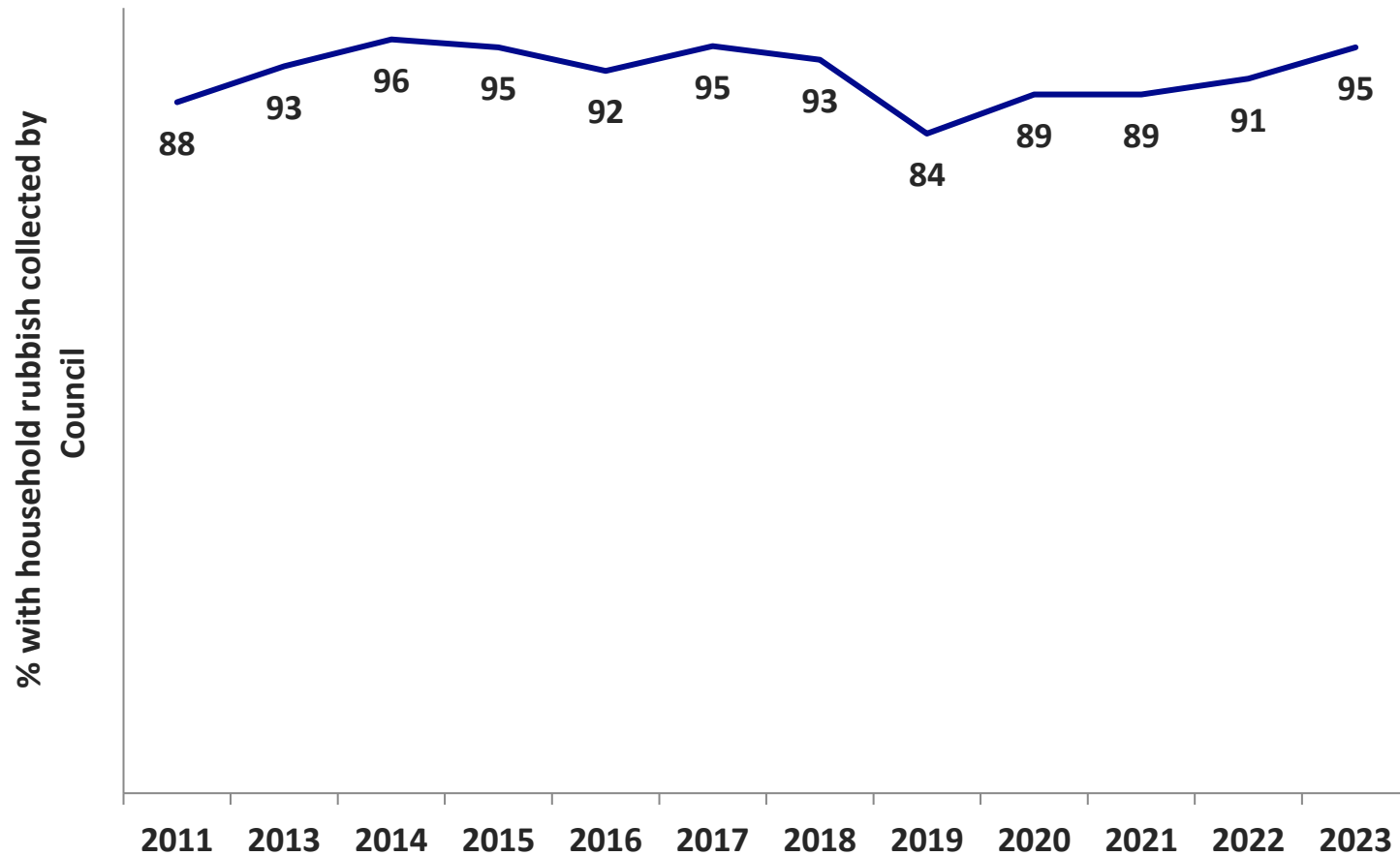
Total sample: 2011-2021: 350; 2022: 364; 2023: 359

Satisfaction that Household Rubbish and/or Recycling is Collected on Time

Q. How satisfied are you that your household rubbish and/or recycling is collected on time?
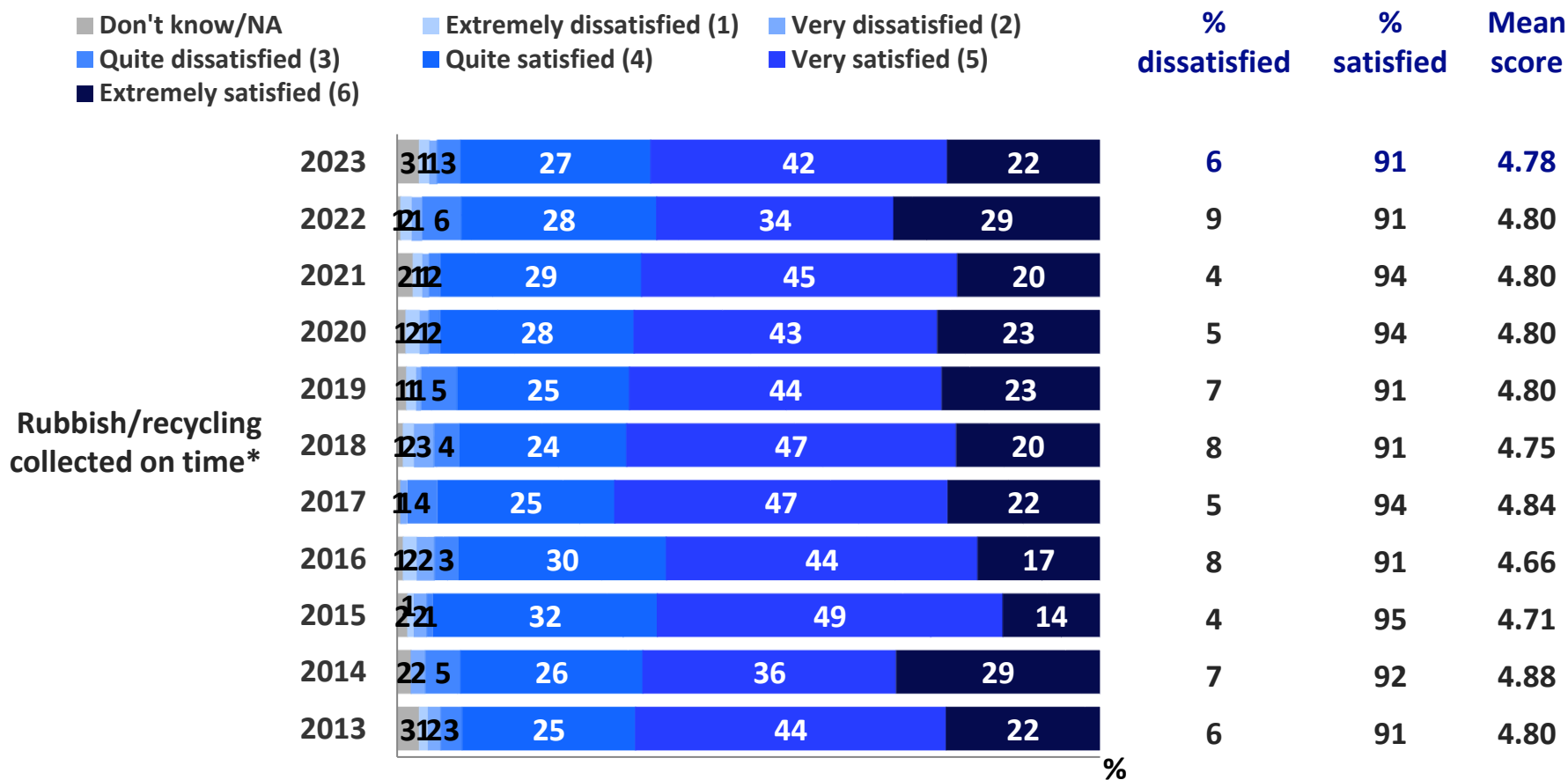
Legend:
- Don't know/NA
- Extremely dissatisfied (1)
- Very dissatisfied (2)
- Quite dissatisfied (3)
- Quite satisfied (4)
- Very satisfied (5)
- Extremely satisfied (6)

Rubbish/recycling collected on time*

Year	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
2023	27	42	22	6	91	4.78
2022	28	34	29	9	91	4.80
2021	29	45	20	4	94	4.80
2020	28	43	23	5	94	4.80
2019	25	44	23	7	91	4.80
2018	24	47	20	8	91	4.75
2017	25	47	22	5	94	4.84
2016	30	44	17	8	91	4.66
2015	32	49	14	4	95	4.71
2014	26	36	29	7	92	4.88
2013	25	44	22	6	91	4.80

%

Sample: those who have their rubbish collected by the Council: 2011: 309; 2013: 324; 2014: 336; 2015: 332; 2016: 321; 2017: 333; 2018: 327; 2019: 293; 2020: 311; 2021: 310; 2022: 336; 2023: 342
*Not asked in 2011

Satisfaction with Household Rubbish Collection and/or Recycling Service in General

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

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

Household rubbish/recycling service in general*

Year	% dissatisfied	% satisfied	Mean score
2023	15	84	4.38
2022	19	80	4.42
2021	19	80	4.21
2020	16	77	4.37
2019	19	80	4.31
2018	15	84	4.46
2017	16	82	4.54
2016	12	86	4.46
2015	11	87	4.49
2014	12	88	4.63
2013	14	83	4.52
2011	4	96	4.84

Stacked bar values (left to right):
- 2023: 1, 4, 4, 7, 35, 34, 15
- 2022: 1, 3, 5, 12, 31, 27, 22
- 2021: 1, 5, 5, 9, 35, 33, 11
- 2020: 7, 2, 5, 8, 31, 32, 14
- 2019: 1, 6, 5, 9, 32, 29, 19
- 2018: 2, 2, 3, 9, 28, 43, 12
- 2017: 2, 1, 4, 11, 25, 40, 17
- 2016: 2, 3, 2, 7, 34, 37, 14
- 2015: 2, 2, 4, 6, 34, 40, 13
- 2014: 1, 1, 3, 7, 31, 34, 23
- 2013: 3, 3, 2, 3, 9, 27, 40, 16
- 2011: 1, 4, 26, 50, 19

Sample: those who have their rubbish collected by the Council: 2011: 309; 2013: 324; 2014: 336; 2015: 332; 2016: 321; 2017: 333; 2018: 327; 2019: 293; 2020: 311; 2021: 310; 2022: 336; 2023: 342

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

Satisfaction with Council Litter Bins, Recycling Centre and Recycling Stations

Q. How satisfied are you that Council litter bins, recycling centre and recycling stations are kept clean and tidy?

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

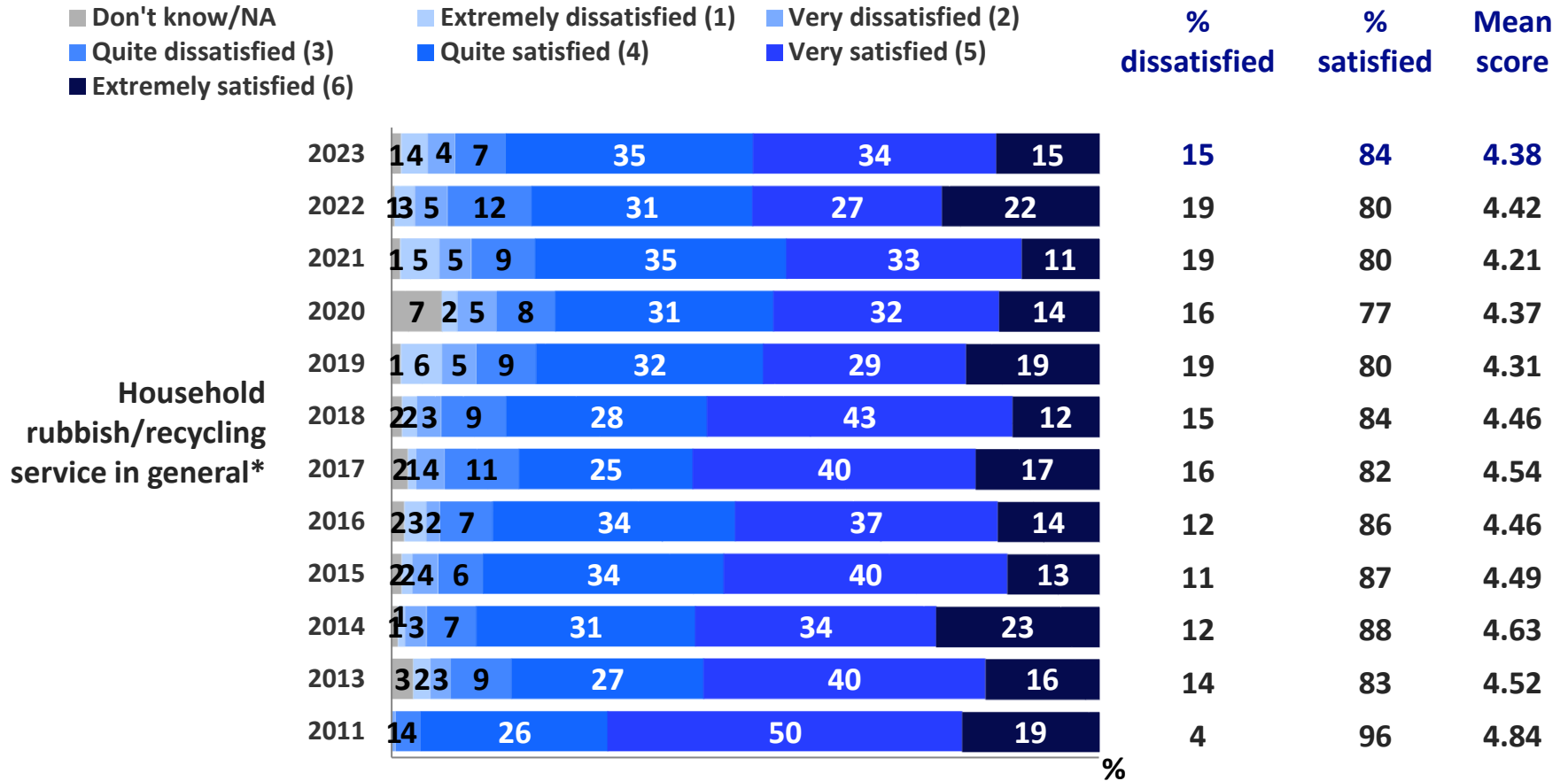| Year	Don't know/NA	Ext. dissat (1)	Very dissat (2)	Quite dissat (3)	Quite satisfied (4)	Very satisfied (5)	Ext. satisfied (6)	% dissatisfied	% satisfied	Mean score
2023	15	2	2	9	44	24	5	13	73	4.17 ↓
2022	18	1	2	8	34	25	13	11	71	4.45
2021	19	1	2	4	41	25	7	8	74	4.33
2020	16	1	2	5	36	32	9	7	77	4.46
2019	12	2	2	11	39	26	8	15	73	4.23
2018	16	1	1	8	35	30	9	11	74	4.39
2017	18	1	1	6	29	33	11	8	74	4.55
2016	20	1	1	3	35	31	9	5	75	4.50
2015	13	1		5	42	31	7	6	81	4.44
2014	17	1	1	7	35	29	11	9	74	4.47
2013	17	1	1	5	35	32	10	6	77	4.53

%

Total sample: 2013-2021: 350; 2022: 364; 2023: 359
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?

■ Council water supply　■ Private water supply　■ Both Council and private water supply

Year	Council water supply	Private water supply	Both Council and private water supply
2023	70	29	1
2022	68	29	2
2021	62	37	1
2020	61	37	2
2019	62	38	1
2018	72	27	1
2017	72	27	1
2016	72	26	2
2015	77	22	1
2014	77	22	1
2013	74	25	1
2011	76	23	1 %
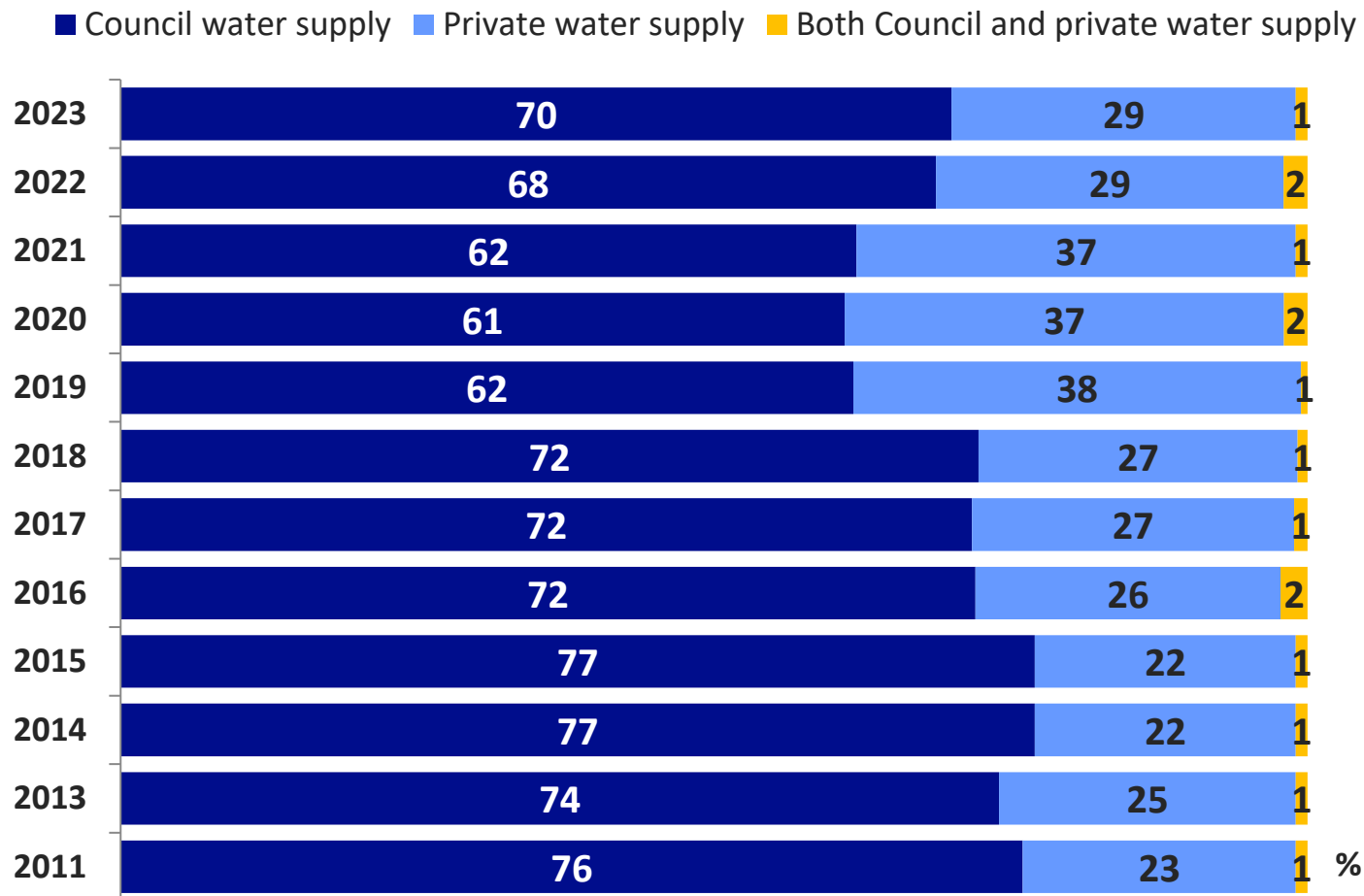
Total sample: 2011-2021: 350; 2022: 364; 2023: 359

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…?

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

Its appearance and taste

Year	Don't know/NA	Extremely dissatisfied (1)	Very dissatisfied (2)	Quite dissatisfied (3)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
2023	1	7	7	16	37	22	9	31	68	3.88
2022	2	4	5	13	39	25	12	22	76	4.13
2021		4	3	9	40	31	13	16	84	4.30
2020	1	6	4	11	39	27	12	20	79	4.17
2019		7	9	12	34	31	6	28	72	3.94
2018	1	7	9	10	32	34	7	27	73	3.97
2017	1	4	12		31	40	12	16	83	4.42
2016	1	2	2	12	44	27	13	15	83	4.33
2015	3	4	3	11	41	30	9	18	79	4.17
2014	2	5	5	13	40	28	7	23	74	4.03
2013	1	4	7	13	34	30	12	23	76	4.16
2011	1	4	3	10	37	34	10	18	81	4.26

%

Continued on next slide

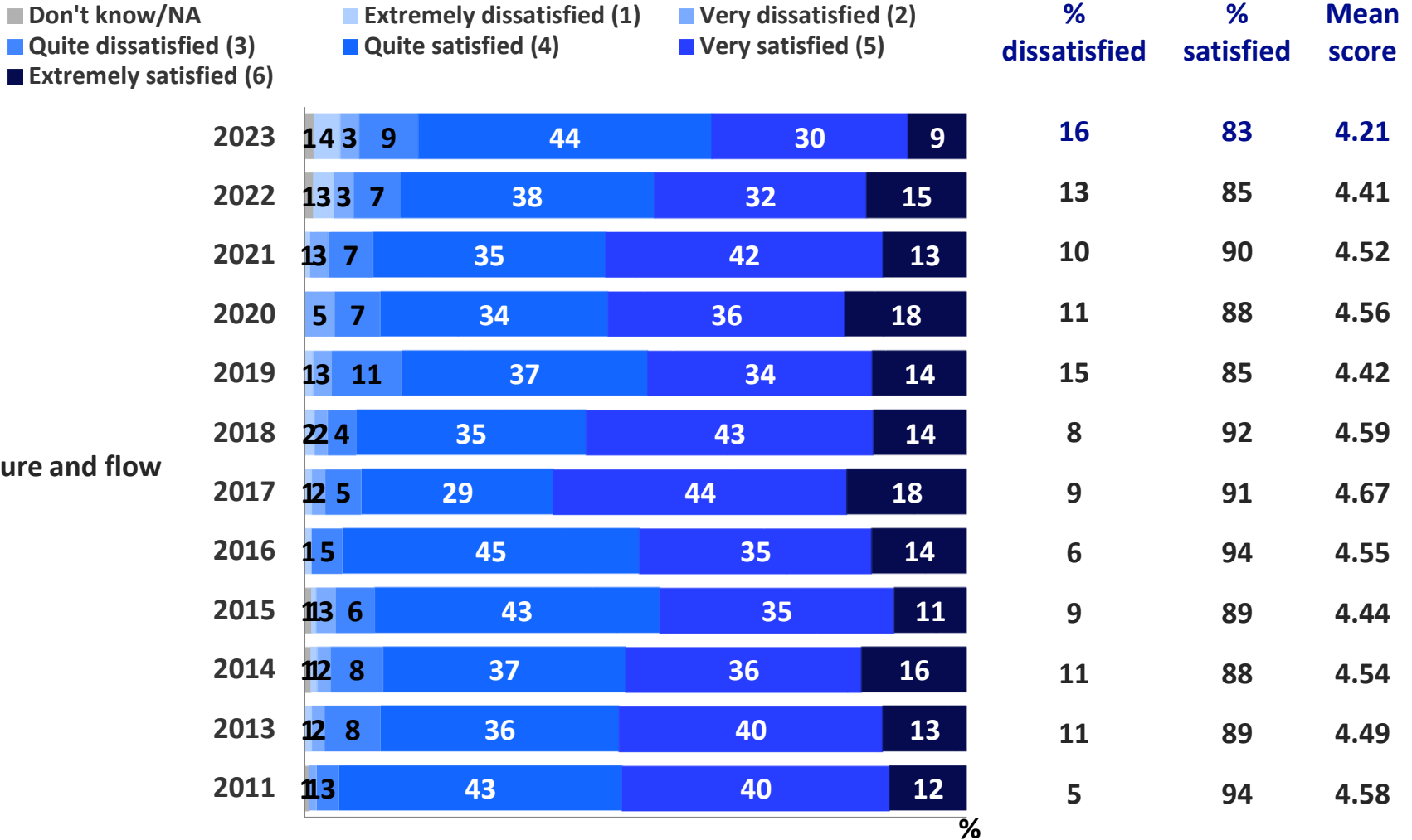**Sample: those who have a Council water supply: 2011: 269; 2013: 261; 2014: 273; 2015: 274; 2016: 260; 2017: 255; 2018: 256; 2019: 218; 2020: 219; 2021: 222; 2022: 270; 2023: 282**

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Satisfaction with Water Supply cont.

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

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

The pressure and flow

Year	% dissatisfied	% satisfied	Mean score
2023	16	83	4.21
2022	13	85	4.41
2021	10	90	4.52
2020	11	88	4.56
2019	15	85	4.42
2018	8	92	4.59
2017	9	91	4.67
2016	6	94	4.55
2015	9	89	4.44
2014	11	88	4.54
2013	11	89	4.49
2011	5	94	4.58

Bar chart values (Don't know/Extremely dissatisfied/Very dissatisfied/Quite dissatisfied/Quite satisfied/Very satisfied/Extremely satisfied):
- 2023: 1, 4, 3, 9, 44, 30, 9
- 2022: 1, 3, 3, 7, 38, 32, 15
- 2021: 1, 3, 7, 35, 42, 13
- 2020: 5, 7, 34, 36, 18
- 2019: 1, 3, 11, 37, 34, 14
- 2018: 2, 2, 4, 35, 43, 14
- 2017: 1, 2, 5, 29, 44, 18
- 2016: 1, 5, 45, 35, 14
- 2015: 1, 1, 3, 6, 43, 35, 11
- 2014: 1, 2, 8, 37, 36, 16
- 2013: 1, 2, 8, 36, 40, 13
- 2011: 1, 1, 3, 43, 40, 12
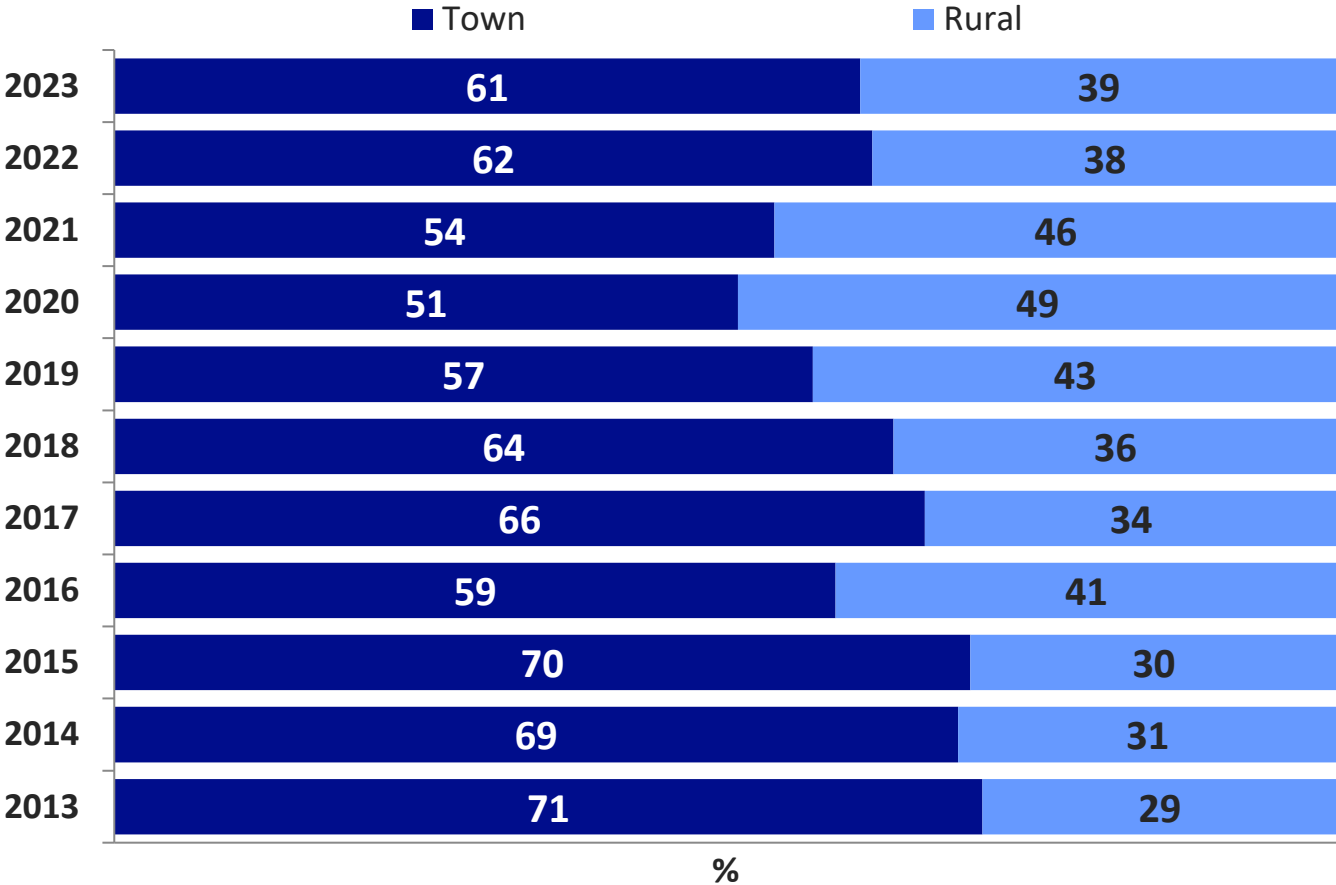
%

Sample: those who have a Council water supply: 2011: 269; 2013: 261; 2014: 273; 2015: 274; 2016: 260; 2017: 255; 2018: 256; 2019: 218; 2020: 219; 2021: 222; 2022: 270; 2023: 282

Whether Live in Town or Rural Area

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

■ Town   ■ Rural

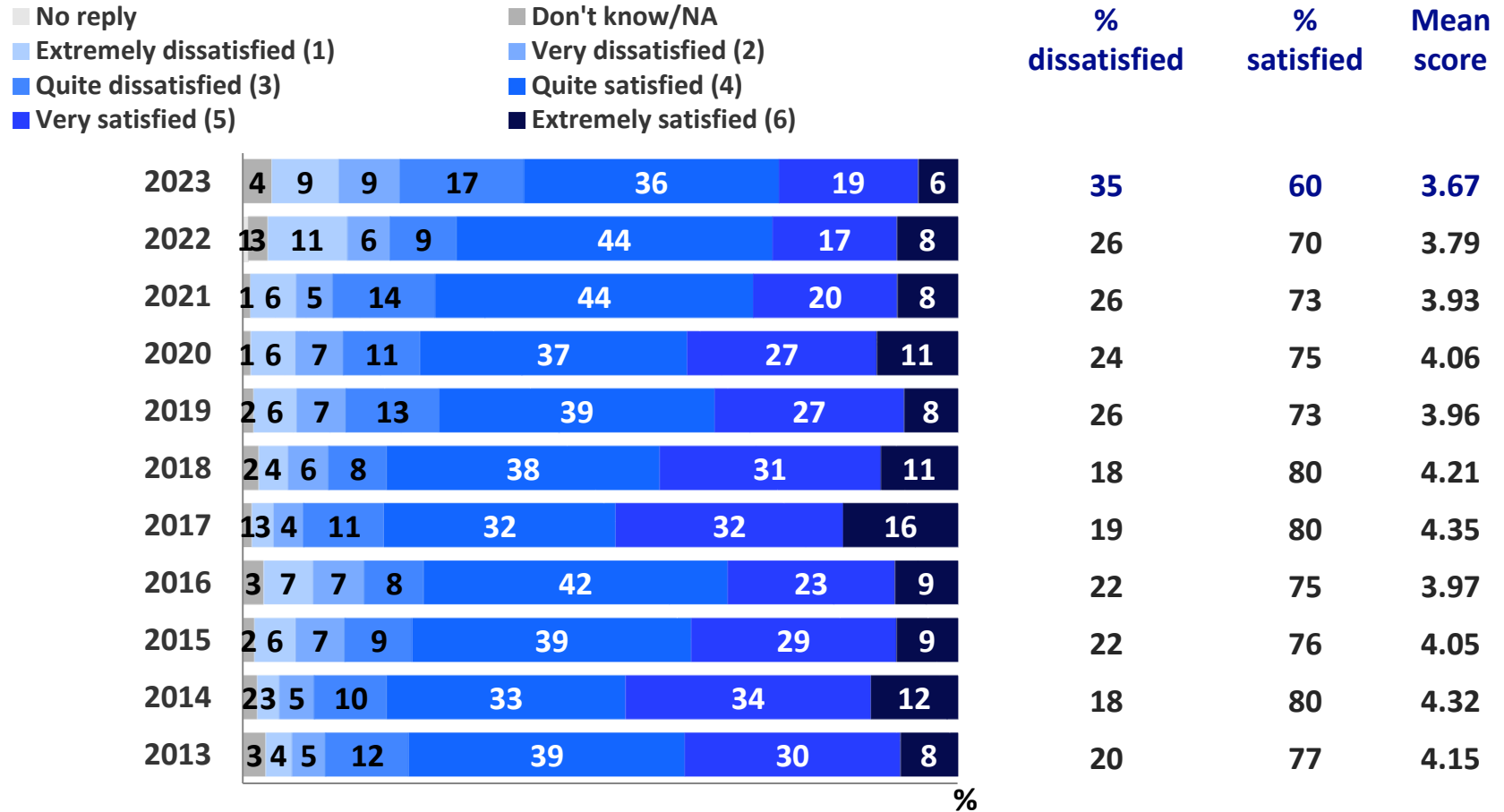| Year	Town	Rural
2023	61	39
2022	62	38
2021	54	46
2020	51	49
2019	57	43
2018	64	36
2017	66	34
2016	59	41
2015	70	30
2014	69	31
2013	71	29

%

Total sample: 2013-2021: 350; 2022: 364; 2023: 359   **Note: this question was not asked in 2011**

Satisfaction with Stormwater Drainage

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

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

Year	% dissatisfied	% satisfied	Mean score
2023	35	60	3.67
2022	26	70	3.79
2021	26	73	3.93
2020	24	75	4.06
2019	26	73	3.96
2018	18	80	4.21
2017	19	80	4.35
2016	22	75	3.97
2015	22	76	4.05
2014	18	80	4.32
2013	20	77	4.15

Bar chart values (left to right segments):
- 2023: 4, 9, 9, 17, 36, 19, 6
- 2022: 1, 3, 11, 6, 9, 44, 17, 8
- 2021: 1, 6, 5, 14, 44, 20, 8
- 2020: 1, 6, 7, 11, 37, 27, 11
- 2019: 2, 6, 7, 13, 39, 27, 8
- 2018: 2, 4, 6, 8, 38, 31, 11
- 2017: 1, 3, 4, 11, 32, 32, 16
- 2016: 3, 7, 7, 8, 42, 23, 9
- 2015: 2, 6, 7, 9, 39, 29, 9
- 2014: 2, 3, 5, 10, 33, 34, 12
- 2013: 3, 4, 5, 12, 39, 30, 8

%

Sample: those who live in a town: 2013: 249; 2014: 242; 2015: 244; 2016: 205; 2017: 232; 2018: 223; 2019: 200; 2020: 177; 2021: 189; 2022: 237; 2023: 247

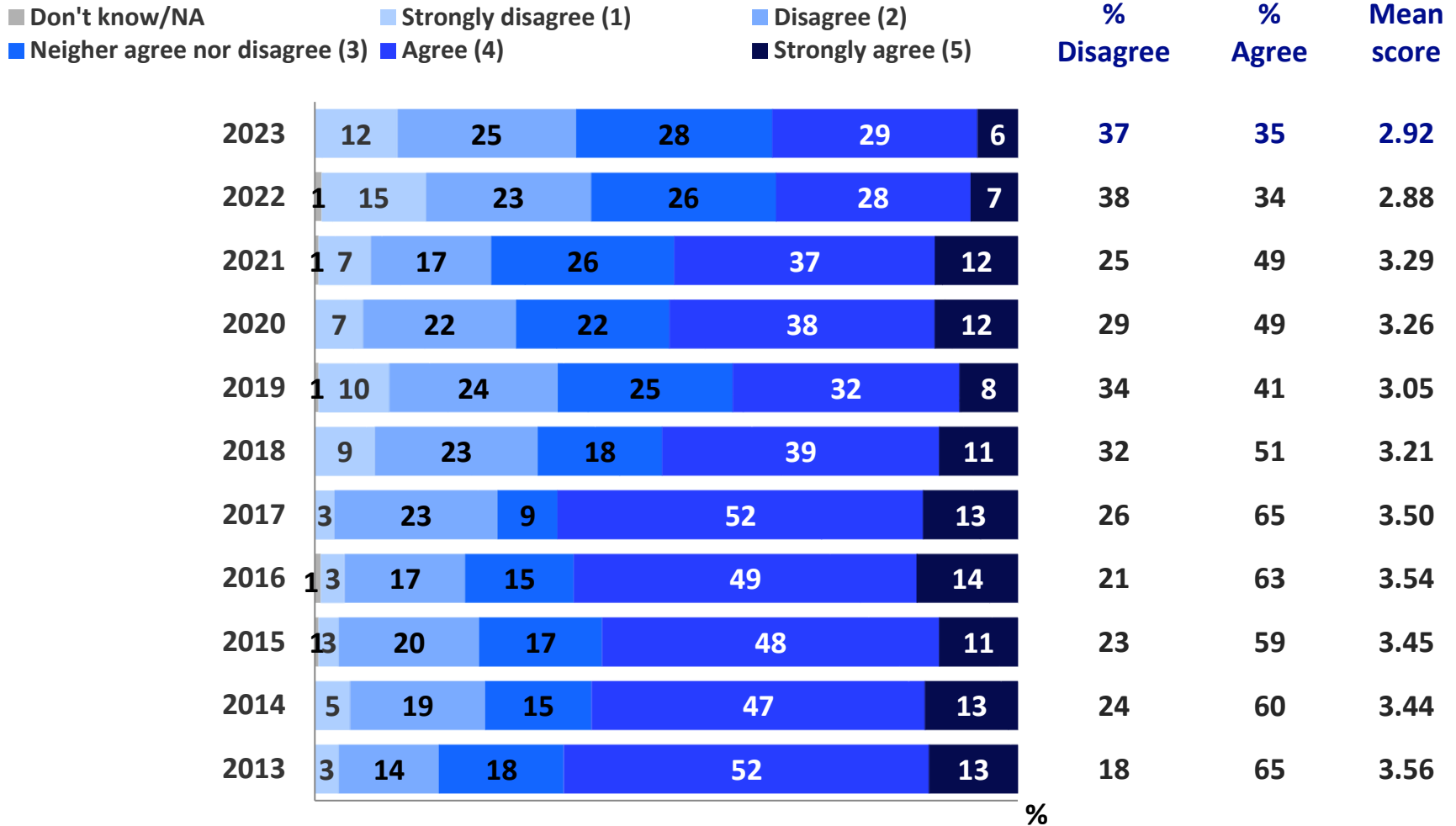**Note: this question was not asked in 2011**

Perception of Quality of Life

Perception of Quality of Life

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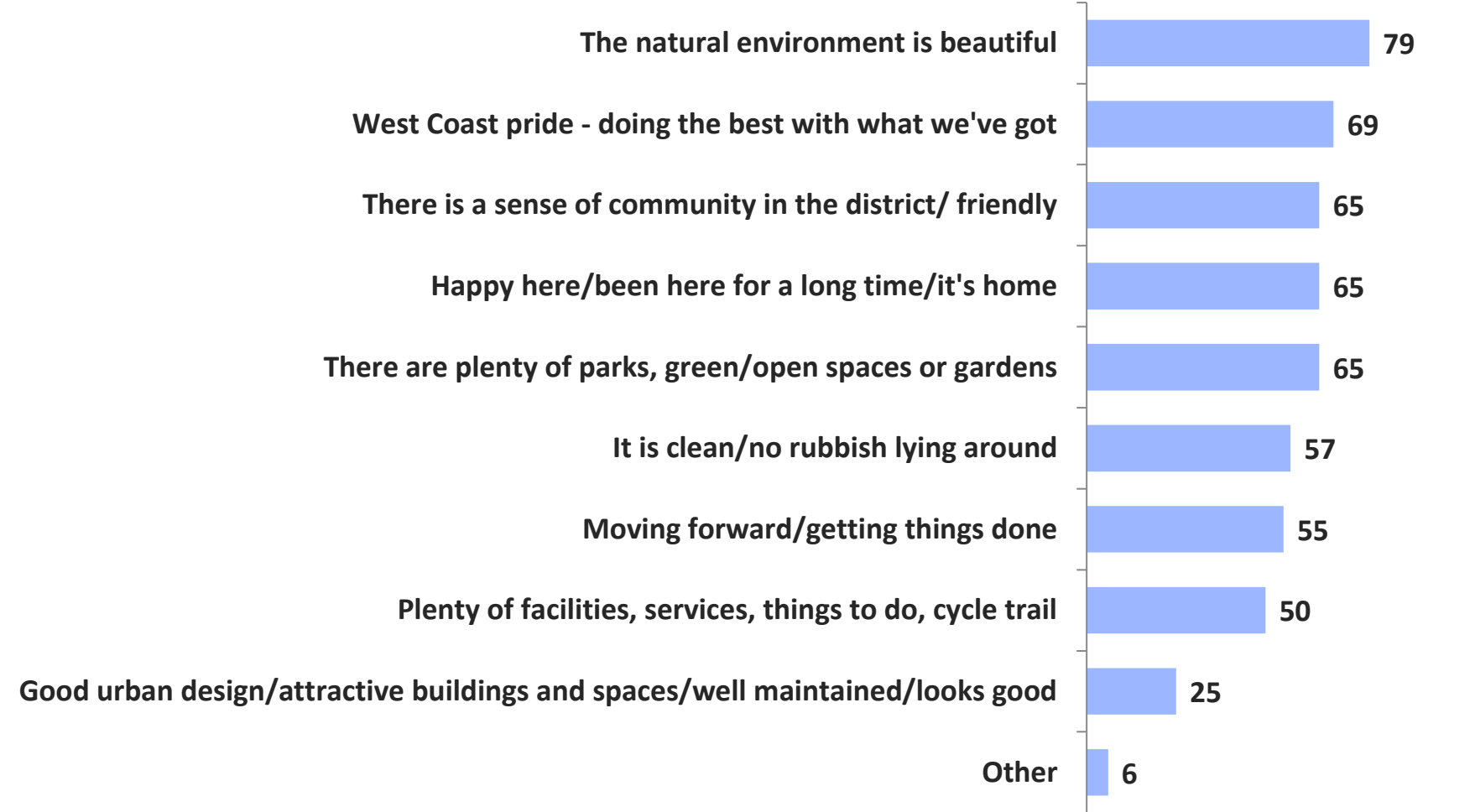

Legend:
- ■ Don't know/NA
- ■ Strongly disagree (1)
- ■ Disagree (2)
- ■ Neigher agree nor disagree (3)
- ■ Agree (4)
- ■ Strongly agree (5)

Year	Strongly disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly agree (5)	% Disagree	% Agree	Mean score
2023	12	25	28	29	6	37	35	2.92
2022	1 15	23	26	28	7	38	34	2.88
2021	1 7	17	26	37	12	25	49	3.29
2020	7	22	22	38	12	29	49	3.26
2019	1 10	24	25	32	8	34	41	3.05
2018	9	23	18	39	11	32	51	3.21
2017	3	23	9	52	13	26	65	3.50
2016	1 3	17	15	49	14	21	63	3.54
2015	1 3	20	17	48	11	23	59	3.45
2014	5	19	15	47	13	24	60	3.44
2013	3	14	18	52	13	18	65	3.56

%

Total sample: 2013-2021: 350; 2022: 364; 2023: 359   Note: these questions were not asked in 2011

Reasons for Feeling a Sense of Pride in the Way the District Looks and Feels, 2023

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

Reason	%
The natural environment is beautiful	79
West Coast pride - doing the best with what we've got	69
There is a sense of community in the district/ friendly	65
Happy here/been here for a long time/it's home	65
There are plenty of parks, green/open spaces or gardens	65
It is clean/no rubbish lying around	57
Moving forward/getting things done	55
Plenty of facilities, services, things to do, cycle trail	50
Good urban design/attractive buildings and spaces/well maintained/looks good	25
Other	6

Sample: those who feel a sense of pride in the way the District looks and feels: 124

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

	2013 (226) %	2014 (211) %	2015 (207) %	2016 (221) %	2017 (229) %	2018 (177) %	2019 (142) %	2020 (173) %	2021 (171) %	2022 (121) %	2023 (124) %
The natural environment is beautiful	6	7	8	7	10	10	14	8	13	74	79
West Coast pride - doing the best with what we've got	-	10	2	-	8	1	7	3	5	53	69
There is a sense of community in the district/ friendly	23	13	11	8	10	8	8	3	8	58	65
Happy here/been here for a long time/it's home	-	13	13	10	10	5	5	3	10	60	65
There are plenty of parks, green/open spaces or gardens	12	10	5	1	6	2	1	3	2	46	65
It is clean/no rubbish lying around	28	22	16	15	26	22	23	17	11	42	57
Moving forward/getting things done	-	23	13	9	16	15	11	12	13	54	55
Plenty of facilities, services, things to do, cycle trail	8		4	4	7	3	6	2	2	43	50
Good urban design/attractive buildings and spaces/well maintained/looks good	52	29	49	41	36	28	27	33	39	17	25
Other	na	na	26	24	31	41	41	32	30	6	6
I don't know/nothing/no reply	-	4	3	6	2	5	4	7	2	1	-

Sample: those who feel a sense of pride in the way the District looks and feels: refer to ()
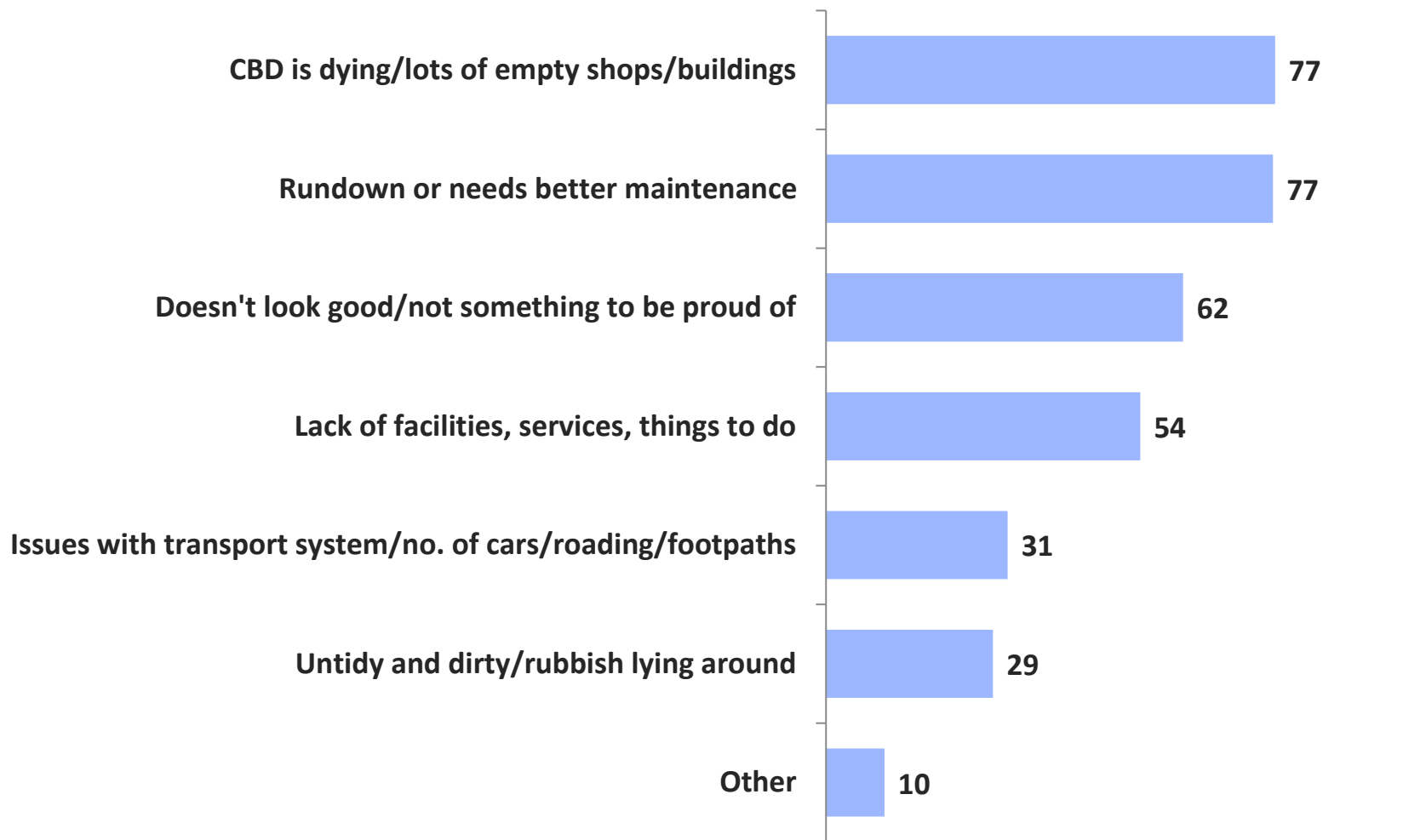
Note: this question was not asked prior to 2013

*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

Reasons for <u>Not</u> Feeling a Sense of Pride in the Way the District Looks and Feels, 2023

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

Reason	%
CBD is dying/lots of empty shops/buildings	77
Rundown or needs better maintenance	77
Doesn't look good/not something to be proud of	62
Lack of facilities, services, things to do	54
Issues with transport system/no. of cars/roading/footpaths	31
Untidy and dirty/rubbish lying around	29
Other	10

%

Sample: those who do not feel a sense of pride in the look and feel: 138

Reasons for <u>Not</u> Feeling a Sense of Pride in the Way the District Looks and Feels – Trend Data*

	2013 (62) %	2014 (84) %	2015 (80) %	2016 (72) %	2017 (91) %	2018 (111) %	2019 (119) %	2020 (100) %	2021 (86) %	2022 (140) %	2023 (138) %
CBD is dying/lots of empty shops/ buildings	-	21	18	13	11	19	19	27	15	80	77
Rundown or needs better maintenance	45	56	48	49	48	57	60	50	56	76	77
Doesn't look good/not something to be proud of	-	2	-	11	30	15	20	13	21	63	62
Lack of facilities, services, things to do	6	6	3	7	8	2	8	7	3	45	54
Issues with transport system/no. of cars/ roading/footpaths	27	12	14	4	11	4	16	15	19	36	31
Untidy and dirty/rubbish lying around	11	12	15	10	20	11	18	22	10	35	29
Other	na	na	34	25	37	30	31	35	27	11	10
Don't know/no comment/no reply	-	-	3		1	1	-	-	-	-	-

Sample: those who do not feel a sense of pride in the way the District looks and feels: refer to ()
Note: this question was not asked prior to 2013
*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

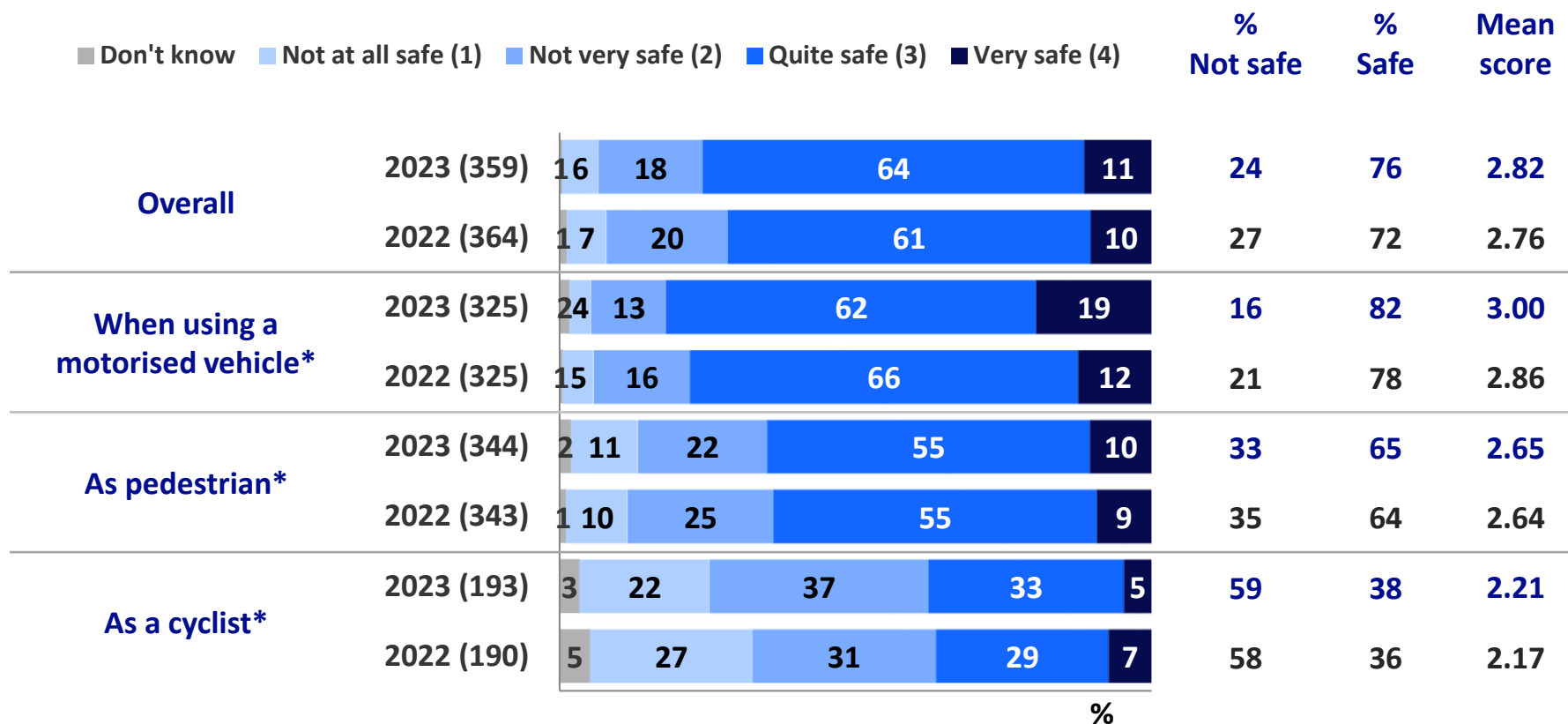# Perception of Safety on Local Roads

Perception of Safety on Local Roads

Q. Thinking about safety, how safe do you feel on local roads overall?
Q. And, how safe do you feel on local roads as a pedestrian?
Q. And, how safe do you feel on local roads as a cyclist?
Q. And, how safe do you feel on local roads when using a motorised vehicle?

Legend: ■ Don't know ■ Not at all safe (1) ■ Not very safe (2) ■ Quite safe (3) ■ Very safe (4)

		% Not safe	% Safe	Mean score
Overall	2023 (359)	24	76	2.82
	2022 (364)	27	72	2.76
When using a motorised vehicle*	2023 (325)	16	82	3.00
	2022 (325)	21	78	2.86
As pedestrian*	2023 (344)	33	65	2.65
	2022 (343)	35	64	2.64
As a cyclist*	2023 (193)	59	38	2.21
	2022 (190)	58	36	2.17

Bar chart values:

- Overall 2023 (359): 1 | 6 | 18 | 64 | 11
- Overall 2022 (364): 1 | 7 | 20 | 61 | 10
- When using a motorised vehicle 2023 (325): 2 | 4 | 13 | 62 | 19
- When using a motorised vehicle 2022 (325): 1 | 5 | 16 | 66 | 12
- As pedestrian 2023 (344): 2 | 11 | 22 | 55 | 10
- As pedestrian 2022 (343): 1 | 10 | 25 | 55 | 9
- As a cyclist 2023 (193): 3 | 22 | 37 | 33 | 5
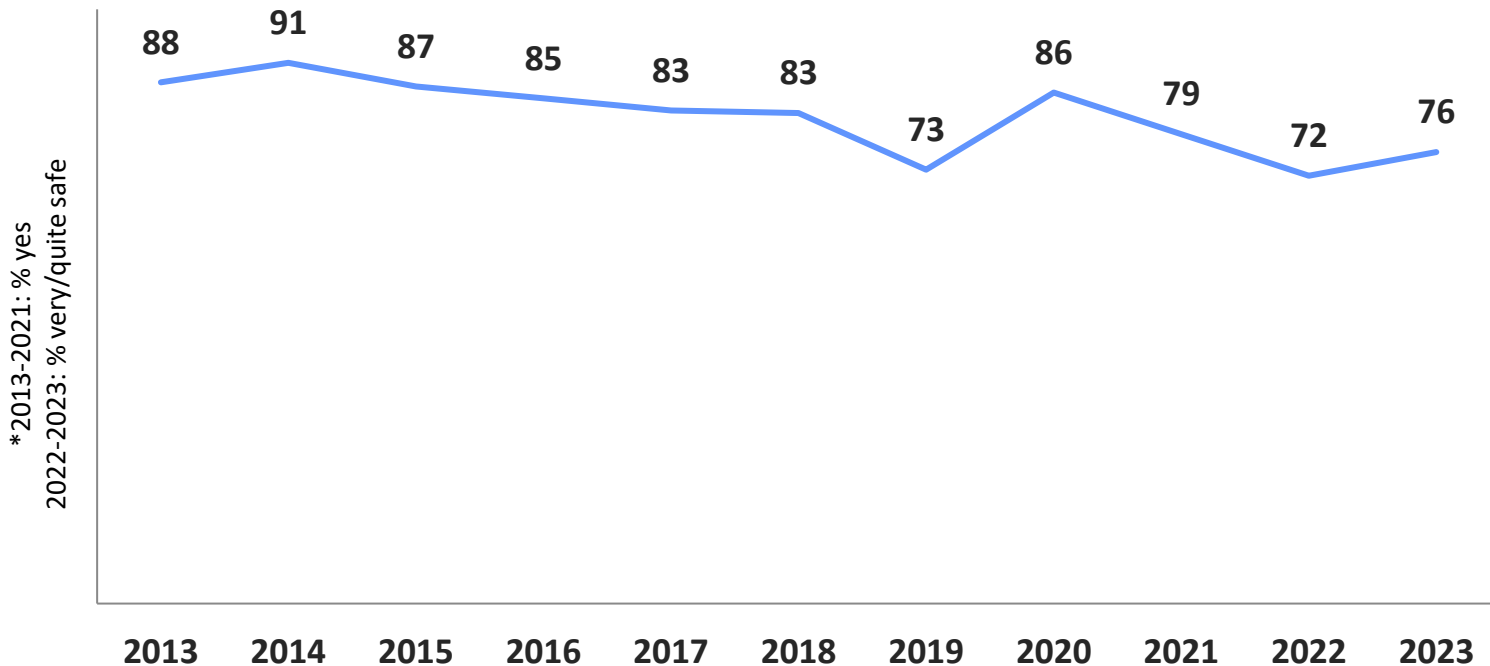- As a cyclist 2022 (190): 5 | 27 | 31 | 29 | 7

%

Total sample, excl. not applicable – refer to ()   *Not asked prior to 2022

Perception of Safety on Local Roads – Trend Data

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

Total sample: 2013-2021: 350; 2022: 364; 2023: 359
Note: this question was not asked in 2011
*Question worded differently prior to 2022: Thinking about safety, do you feel safe on local roads?
Chart shows % very/quite safe for 2022-2023 and % yes for prior years.

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

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