



# Grey District Community Satisfaction Survey 2015

11<sup>th</sup> November 2015  
Reference: 4118



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# Contents

	Page No.
⌘ Introduction	3
⌘ Research objectives	4
⌘ Research methodology	5
⌘ Benchmark data	7
⌘ Sample structure	8
⌘ Sample profile	9
⌘ <b>Executive summary</b>	<b>10</b>
⌘ <b>Key findings</b>	<b>17</b>
⌘ Performance of Grey District Council	18
⌘ Awareness, use of and satisfaction with Council facilities and services	38
⌘ Perception of quality of life	62
⌘ Feeling safe on local roads	68
⌘ Household emergency preparedness	70
⌘ Awareness of Council led economic development initiatives and whether they should continue when DIA funding ends	73



# Introduction

- ⌘ In 2011 and 2013 Opinions Market Research conducted a Community Satisfaction Survey on behalf of Grey District Council to measure community satisfaction with the Council and its services.
- ⌘ In 2014 the survey was changed to an annual survey format.
- ⌘ The 2014 and 2015 surveys also provide a measure of peoples' perception of quality of life, in line with the Community Economic Development Strategy.
- ⌘ Benchmark data comparing Grey District Council with other South Island District Councils is also included to compare performance.
- ⌘ This report presents the main findings of the research in 2015 and makes comparisons with earlier surveys where possible.
- ⌘ Residents' verbatim comments to open questions are presented in a separate report.



# Research objectives

## Overall objective

- ⑧ Provide a measure of community satisfaction with Grey District Council and its services that can be utilised to inform and enhance Council performance long term.

## Specific objectives

- ⑧ Measure and monitor over time community satisfaction with Council performance and the services it provides.
- ⑧ Gain an understanding and insight into aspects of services for improvement.
- ⑧ Determine Council performance in relation to the community outcomes which form part of the Council's Long Term Community Outcomes Plan (LTCOP).
- ⑧ Provide a measure of perception of quality of life, in line with the Community Economic Development Strategy.
- ⑧ Measure awareness of Council led economic development initiatives and attitudes towards Council continuing to lead such initiatives after DIA funding runs out in June 2016.





# Research methodology

- ⌘ Each survey a quantitative telephone survey was conducted among a representative sample of 350 Grey District residents aged 18+.
- ⌘ Interviewing took place from 1<sup>st</sup> – 27<sup>th</sup> September 2015.
- ⌘ Initial random sampling was combined with quota sampling to ensure a representative sample was achieved. Quotas were set for age, gender and area according to the 2013 Census.
- ⌘ The statistical margin of error for the total sample of 350 is  $\pm 5.3\%$  at a 95% confidence level.
- ⌘ The 2015 questionnaire was based on the 2014 questionnaire with new questions added to measure awareness of Council led economic development initiatives and attitudes towards Council continuing to lead such initiatives when DIA funding runs out.



## Research methodology continued

- ⌘ All percentages are shown as whole numbers. Where total percentage satisfied and dissatisfied scores are given these are calculated from the precise, non-rounded data for accuracy. These totals may therefore differ from the sum of categories as shown in the graphs.
- ⌘ Demographic sub-group analysis has been conducted based on gender, age, life stage, ratepayer status, area and length of time in Grey District.
- ⌘ Findings of interest have been highlighted as follows:
  - ⌘ Findings that are statistically higher versus other demographic subgroups are highlighted as: 
  - ⌘ Findings that are statistically lower versus other demographic subgroups are highlighted as: 



# Benchmark data

- ⌘ Benchmark data have been provided for some key performance measures for comparative purposes.
- ⌘ These benchmark data are indicative only. The surveys from which the data were obtained differ slightly in the methodologies used, such as:
  - ⌘ Differences in data collection method used, for example telephone, postal, face to face.
  - ⌘ Minor differences in sample sizes.
  - ⌘ Minor differences in the wording of questions and the scales used.
- ⌘ Survey years are recorded on the graphs. The most recent data available has been used, though this is not necessarily 2015.



# Sample structure

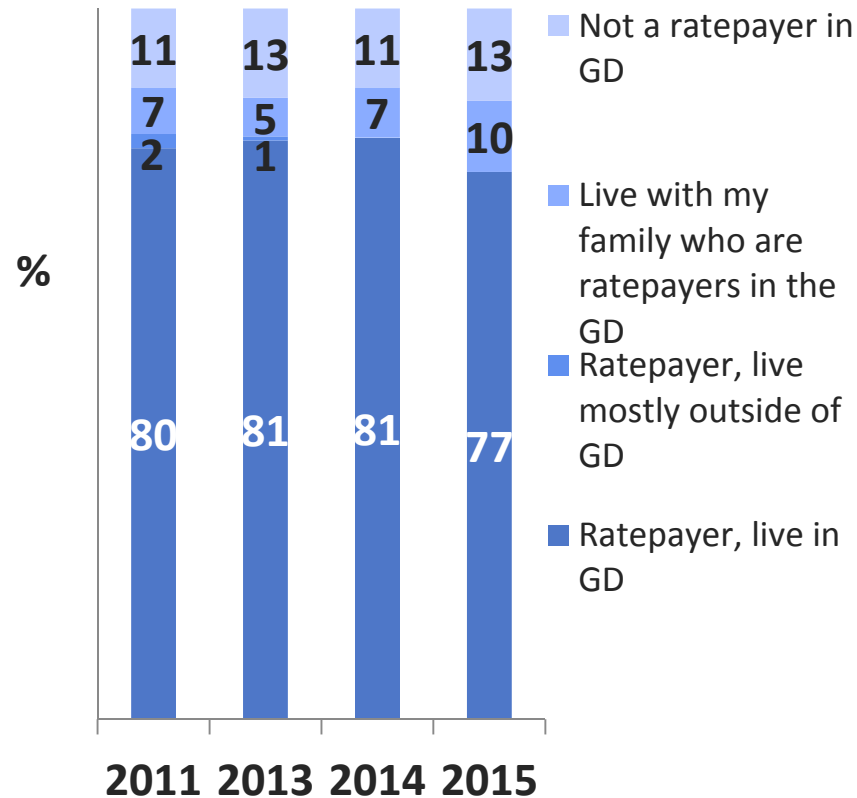
		Census 2013	Sample n=350							
			2011		2013		2014		2015	
			n	%	n	%	n	%	n	%
<b>Age</b>	<b>18-24</b>	14	50	14	43	12	44	13	41	12
	<b>25-49</b>	42	148	42	140	40	150	43	147	42
	<b>50-64</b>	29	102	29	106	30	104	30	108	31
	<b>65+</b>	14	50	14	61	17	52	15	54	15
<b>Gender</b>	<b>Male</b>	50	165	47	168	48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



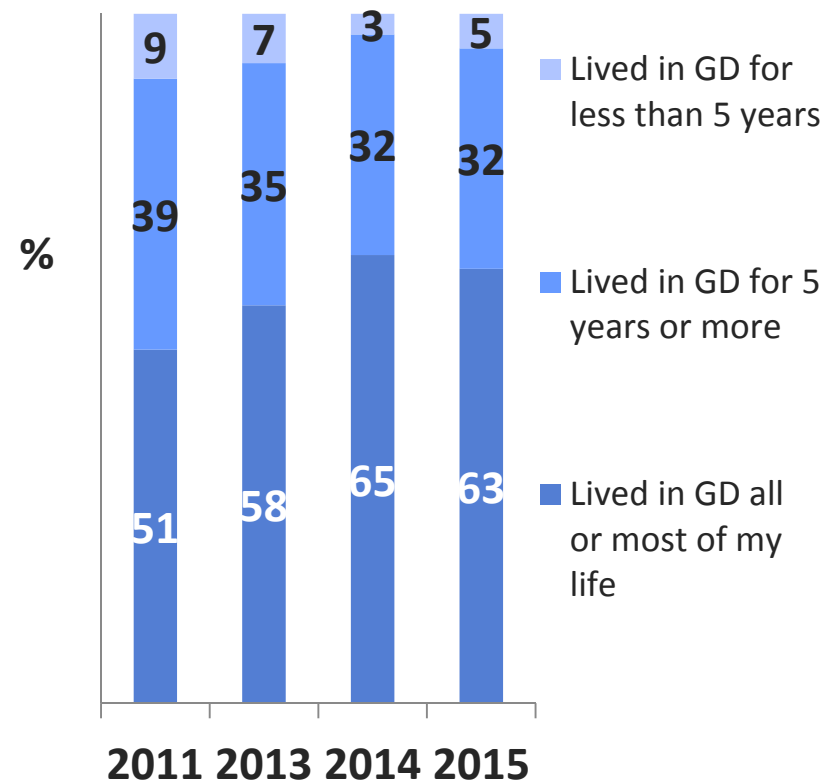


# Sample profile

## Ratepayers



## Length of Time living in Grey District



# Executive summary



# Executive summary

## Overall satisfaction with Council performance

- ⌘ Satisfaction with the **overall performance of Grey District Council** over the last 12 months (81% extremely, very or quite satisfied) is consistent with 2014 findings (81%) and 2013 (79%). It remains lower than in 2011 (90%).
  - ⌘ Lower satisfaction is most commonly related to the cost of rates/how rates money is spent, things not moving forward, dissatisfaction with support/communication, roads/transport and rubbish/recycling and lack of facilities/things to do.
- ⌘ Satisfaction with the **performance of the Mayor and Councillors** (83% extremely, very or quite satisfied) is consistent with 2014 (83%) and 2013 (83%), but remains lower than in 2011 (91%).



# Executive summary

## Satisfaction with communications

- ⌘ 58% of residents have **contacted Grey District Council** in the last 12 months, of whom 82% are satisfied with the overall service they received, a similar level of satisfaction to recent years.
- ⌘ Satisfaction with the **information residents receive from the Council** (81%) is marginally lower than in 2014 (85%) but remains higher than in 2013 (78%).
- ⌘ 66% of residents are satisfied that the **Council consults with residents on important issues**, similar to previous years.
- ⌘ Residents most prefer to **receive information from the Council** via a Council quarterly newsletter (68%), letter/bulk mail out (66%) or in the newspaper (51%).
- ⌘ 33% of residents prefer to receive information via websites, 32% via the radio and 30% via social media.
- ⌘ **Council quarterly newsletter and letter/bulk mail out, website, radio and social media** have all increased significantly as preferred methods in recent years.
  - ⌘ Younger residents aged 18-24 years prefer to receive information via social media (51%) and residents aged 25-49 to prefer to receive via websites (41%).



# Executive summary continued

## Use and satisfaction with Council services

- ⌘ Of the Council services, residents are **most likely to have** visited a park or reserve (75%), the rubbish dump/recycling facility (70%) or the Council offices (65%) and least likely to have used a children's playground (50%) in the last 12 months.
- ⌘ **Satisfaction with Council facilities and services** in 2015 is generally similar to or higher than in 2014.
  - ⌘ Levels of satisfaction with libraries (86% vs. 81% in 2014), swimming pools (83% vs. 75% in 2014), the sewerage system (74% vs. 68% in 2014), the roading network (73% vs. 68% in 2014) and road (60% vs. 52% in 2014) and footpath maintenance (57% vs. 48% in 2014) are higher than in 2014.
  - ⌘ Satisfaction with the stormwater system has declined to 69%, down from 75% in 2014) but remains higher than in 2011 (65%).
- ⌘ **Satisfaction is highest for** parks and reserves (91%), followed by libraries (86%), swimming pools (83%) and the availability of public parking (81%). Satisfaction is lowest for the efficiency with which the Greymouth aerodrome is run (43%, although 52% of residents are unable to rate their satisfaction with this service).
- ⌘ 81% of residents are satisfied that the Council litter bins, recycling centre and recycling stations are kept clean and tidy, up from 74% in 2014.



## Executive summary continued

- 8 95% of residents who have their **rubbish collected** by the Council are satisfied that their rubbish/recycling is collected on time, up from 91% in 2013, and 87% are satisfied with the household rubbish/recycling service in general, down from 96% in 2011.
- 8 79% of residents on a Council **water supply** are satisfied with the water's appearance and taste and 89% are satisfied with the pressure and flow. Satisfaction with the appearance and taste is higher than in 2014 (74%) and almost as high as in 2011 (81%), while satisfaction with the pressure and flow remains lower than in 2011 (94%).
- 8 76% of residents living in a town are satisfied with the way their **property drains stormwater**, slightly lower than in 2014 (80%) and similar to in 2013 (77%).
- 8 54% of residents are satisfied with the Council's **regulation of land use** throughout the District.
  - 8 The most common reasons for dissatisfaction relate to the consent process, either the amount of bureaucracy/red tape/rules and regulations/time it takes (49%) or the cost (16%).
- 8 Of the 15% of residents who have visited the **History House Museum** in the last 12 months, 94% are satisfied with the overall service they received.
- 8 39% of residents have used or visited the **Civic Centre** in the last 12 months, of whom 78% are satisfied with the overall service/facilities.



# Executive summary continued

## Sense of pride in the District

- 8 11% of residents strongly agree and 48% agree that they feel a sense of pride in the way their District looks and feels. On the contrary, 20% disagreed and 3% disagree strongly.
  - 8 The reason most commonly given for not feeling a sense of pride is that it is run down or needs better maintenance (48% of those who did not feel a sense of pride).
- 8 The majority of residents (91%) agree that the District is a great place to live, with 41% agreeing strongly and 50% slightly, only 3% disagree.

## Sense of road safety

- 8 The majority (87%) of residents stated they feel safe on local roads.

## State of preparedness for an emergency event

- 8 Overall 73% feel prepared; 27% state they feel very well prepared for an emergency event (down from 35% in 2011). 46% feel quite well prepared, while 21% feel not very well prepared and 5% feel not at all well prepared. These results are similar to 2013 and 2014 but lower than in 2011. Grey District residents are more likely than New Zealand residents nationally in 2014 to feel prepared (61%).



# Executive summary continued

## Attitude towards Council led economic development initiatives

- 8 59% of residents state they are aware of any Council led economic development initiatives.
  - 8 Awareness is higher among those aged 25 and above (88%). It was higher among ratepayer households (63%) than those non-ratepaying households (31%), and among residents who have lived in Grey District more than 5 years (95%).
- 8 72% of residents aware of Council led economic development initiatives state the Council should continue to fund such initiatives when DIA funding runs out in June 2016.





# Key findings

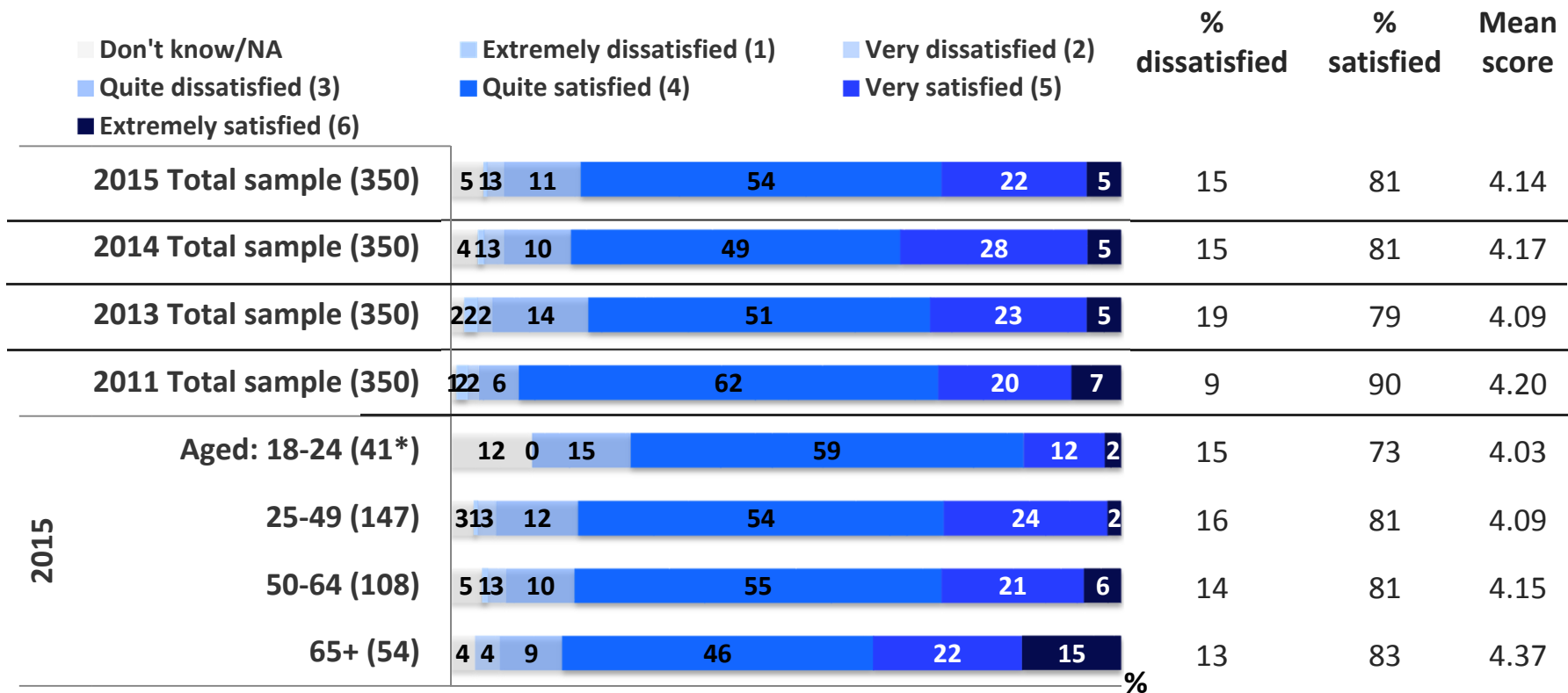


# Performance of Grey District Council



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

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



Satisfaction (81% extremely/very/quite satisfied) remains similar to 2014 and 2013, and lower than 2011 (90%).

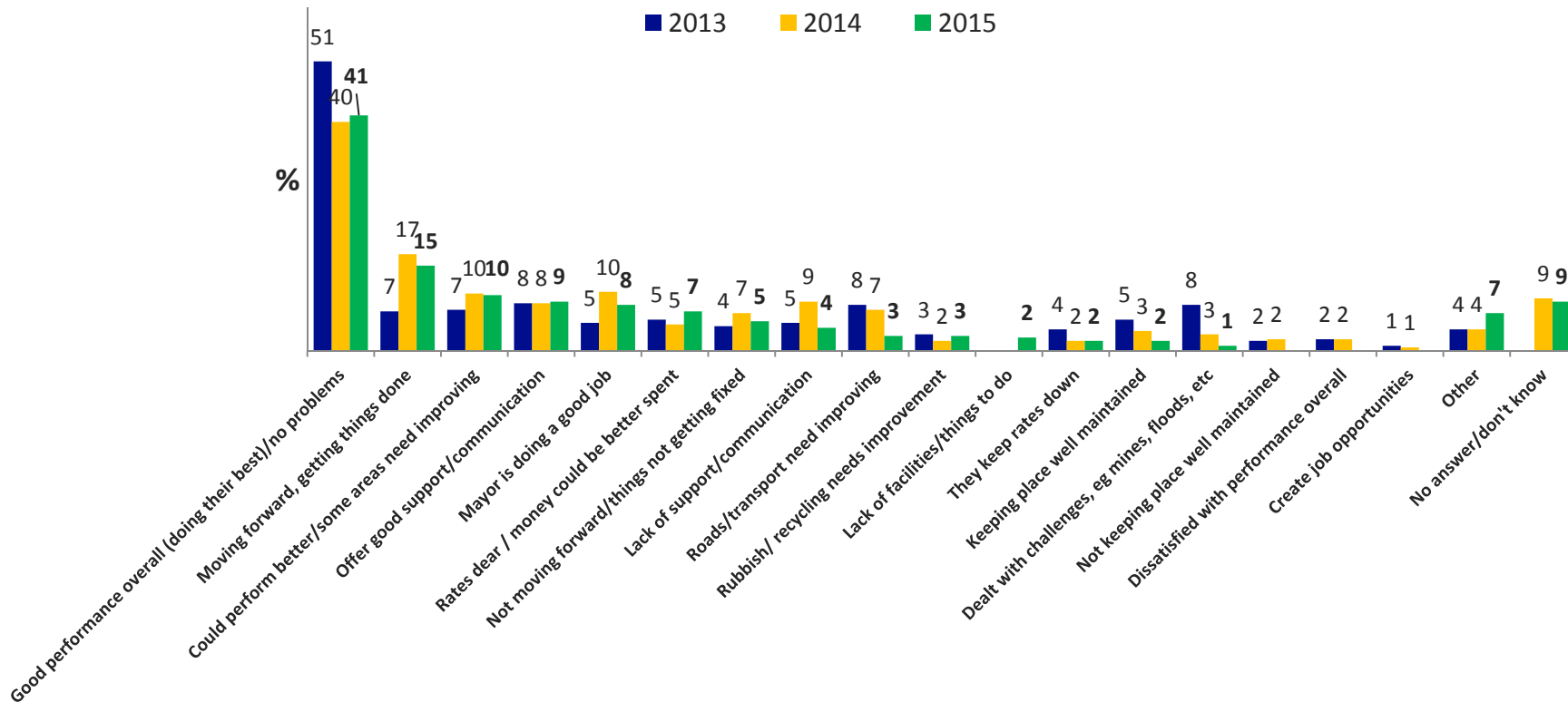
Satisfaction is marginally lower among 18-24 year olds (73%) than among more mature residents (81% - 83%), this difference is not statistically significant.

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



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

Q. Why do you say that?



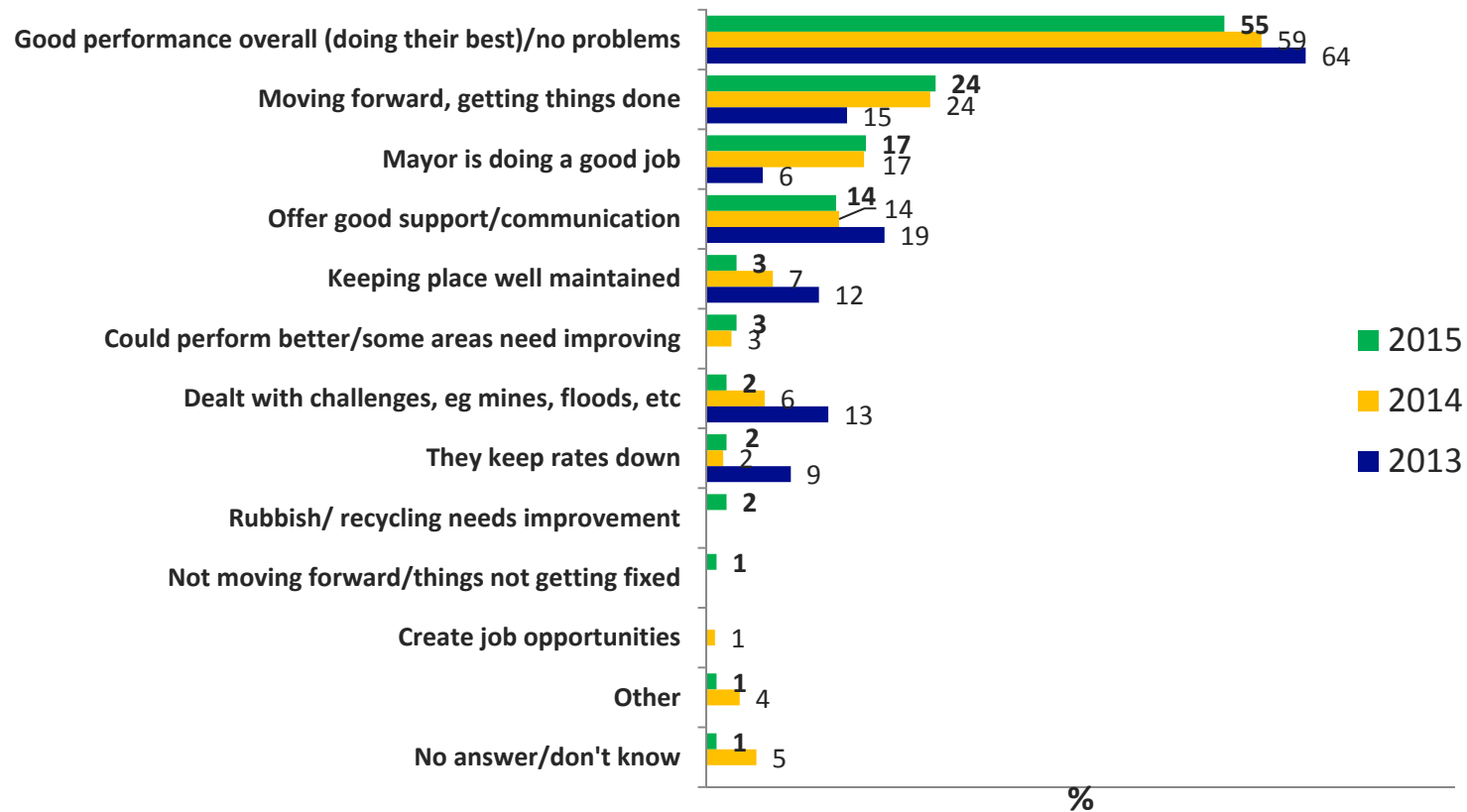
Across all participants, the most frequent comments relating to the performance of Grey District Council over last 12 months continue to be positive; 41% of residents in 2015 stated the Council shows good performance overall and is doing its best.

Sample: total sample: 350



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

Q. Why do you say that?



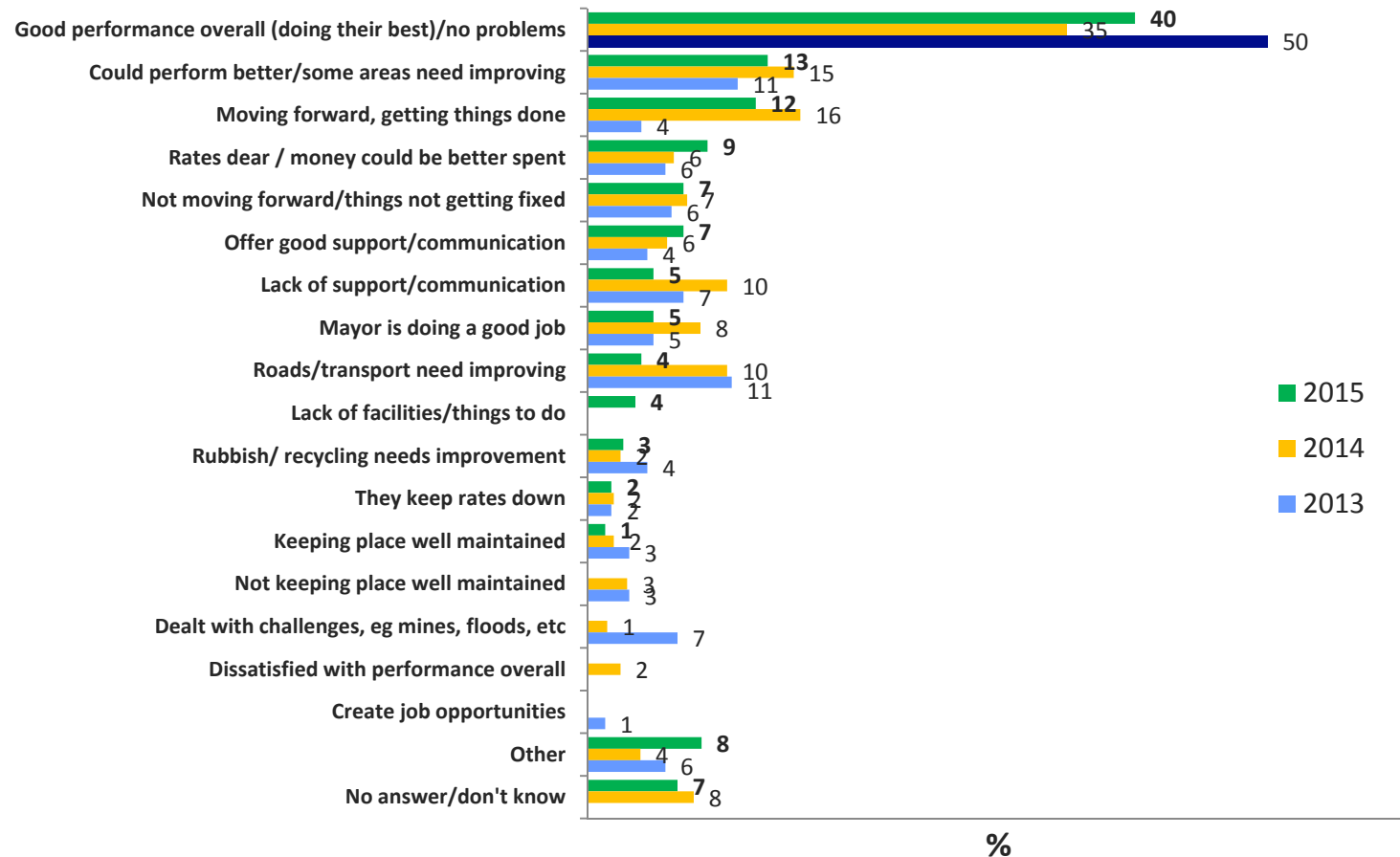
In 2015, the reason most commonly given by those who are extremely or very satisfied with the performance of Grey District Council over the last 12 months is that performance has been good overall (55%), followed by moving forward, getting things done (24%).

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



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

Q. Why do you say that?



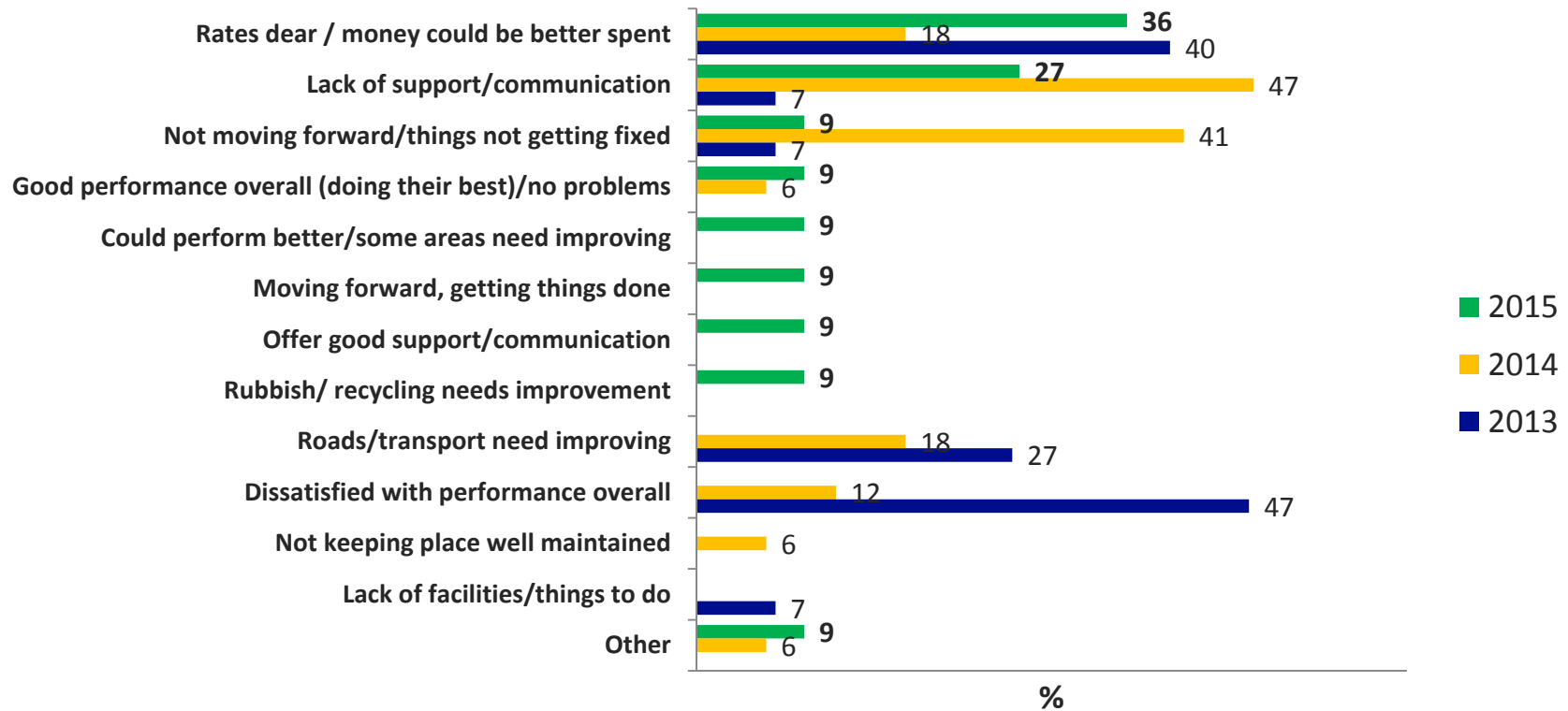
Reasons most commonly stated among those quite satisfied or quite dissatisfied with Grey District Council's performance overall is good performance overall (40%). More common negative comments include could perform better/some areas need improving (13%), rates dear/money could be better spent (9%) and not moving forward/things not getting fixed (7%).

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



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

Q. Why do you say that?



In 2015, the most common reasons given for being very or extremely dissatisfied with the performance of the Council over the last 12 months were that the rates were dear/money could be better spent (36%) and lack of support/communication (27%).

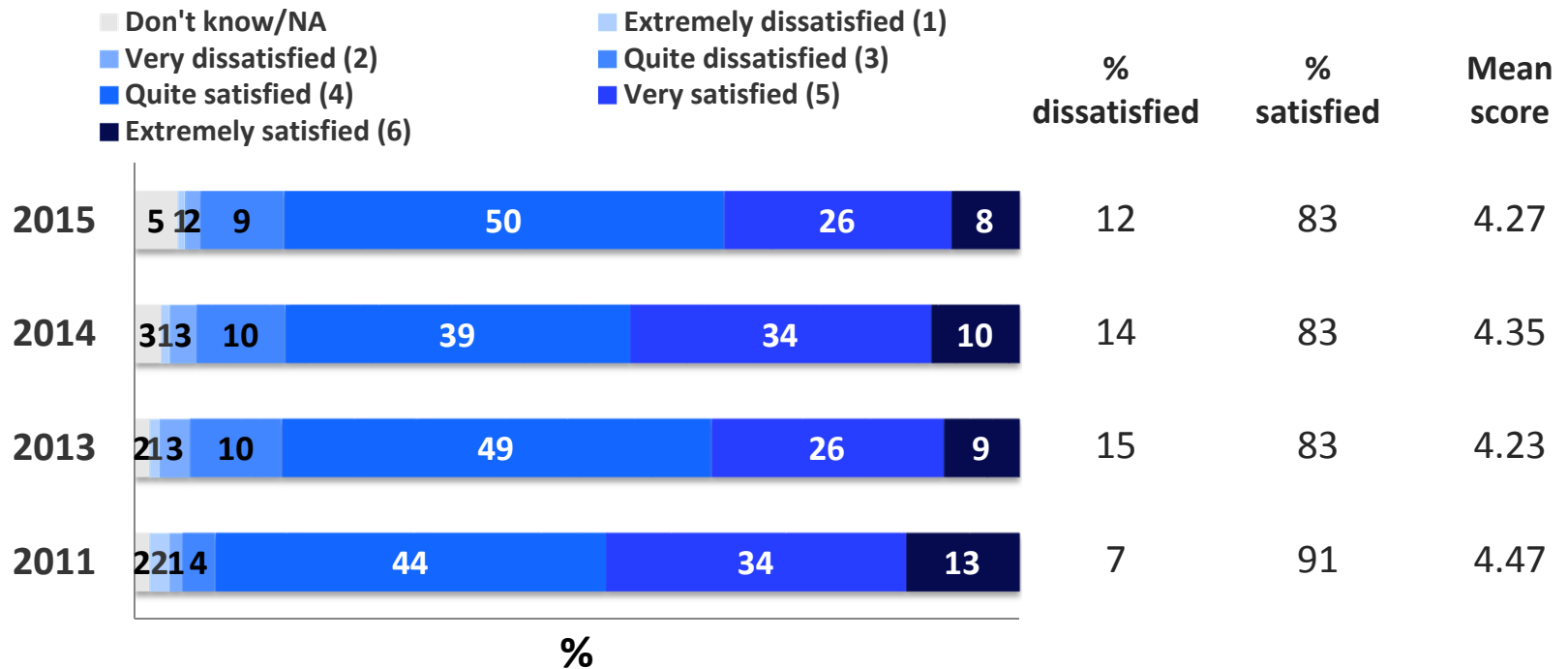
Sample: those extremely or very dissatisfied with performance: 2013: 15\*; 2014: 17\*; 2015: 11\*

\* Note: small sample size – results indicative only



# Satisfaction with performance of Mayor and Councillors

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



Satisfaction with the performance of the Mayor and Councillors remains consistent with 2013 and 2014 (83% extremely/very/quite satisfied) but lower than in 2011 (91%).

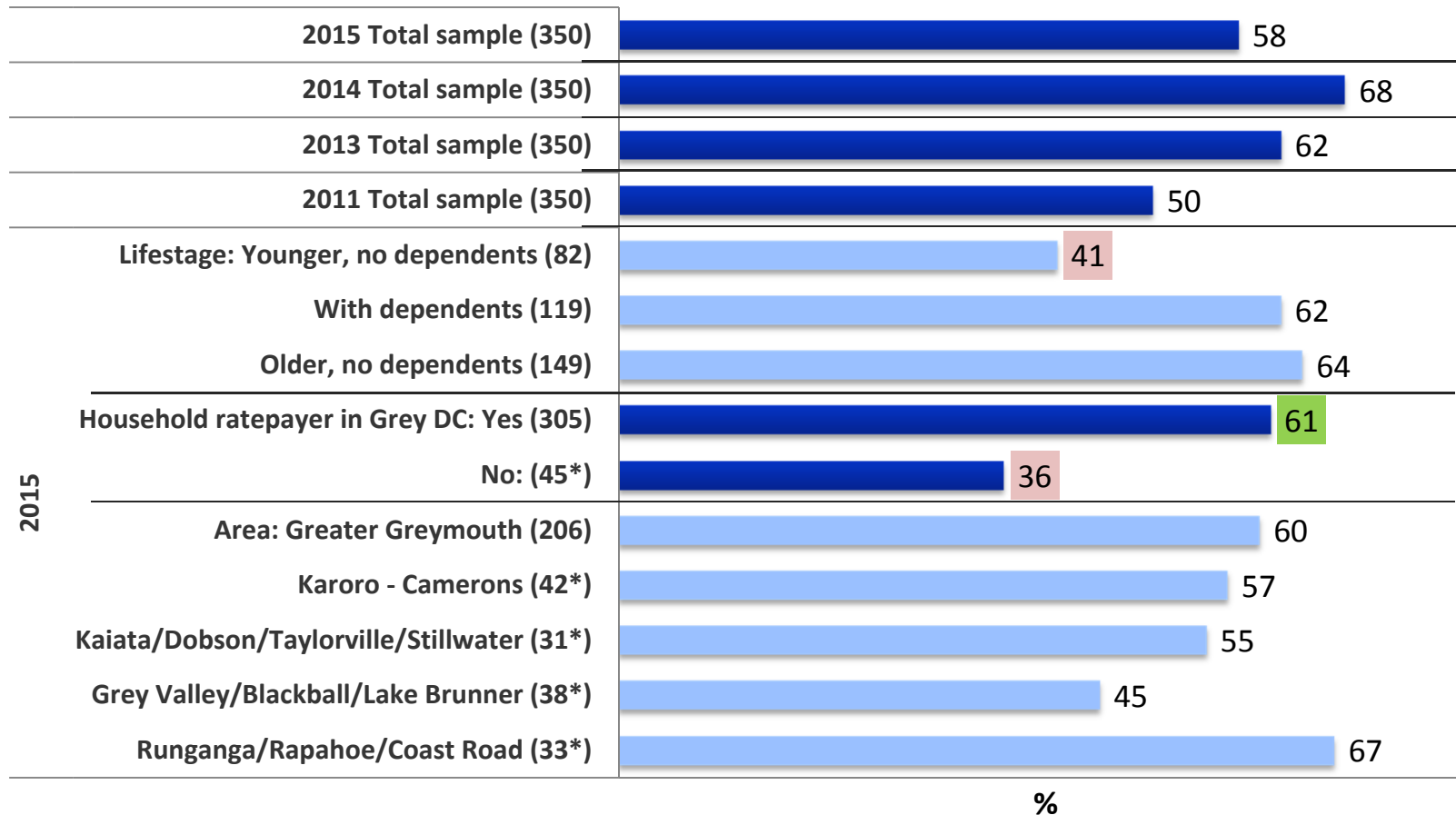
Sample: total sample: 350





# Contact with Council offices in last 12 months

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



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

Younger people with no dependents (41%) and non-ratepayers (36%) are the least likely to have had contact.

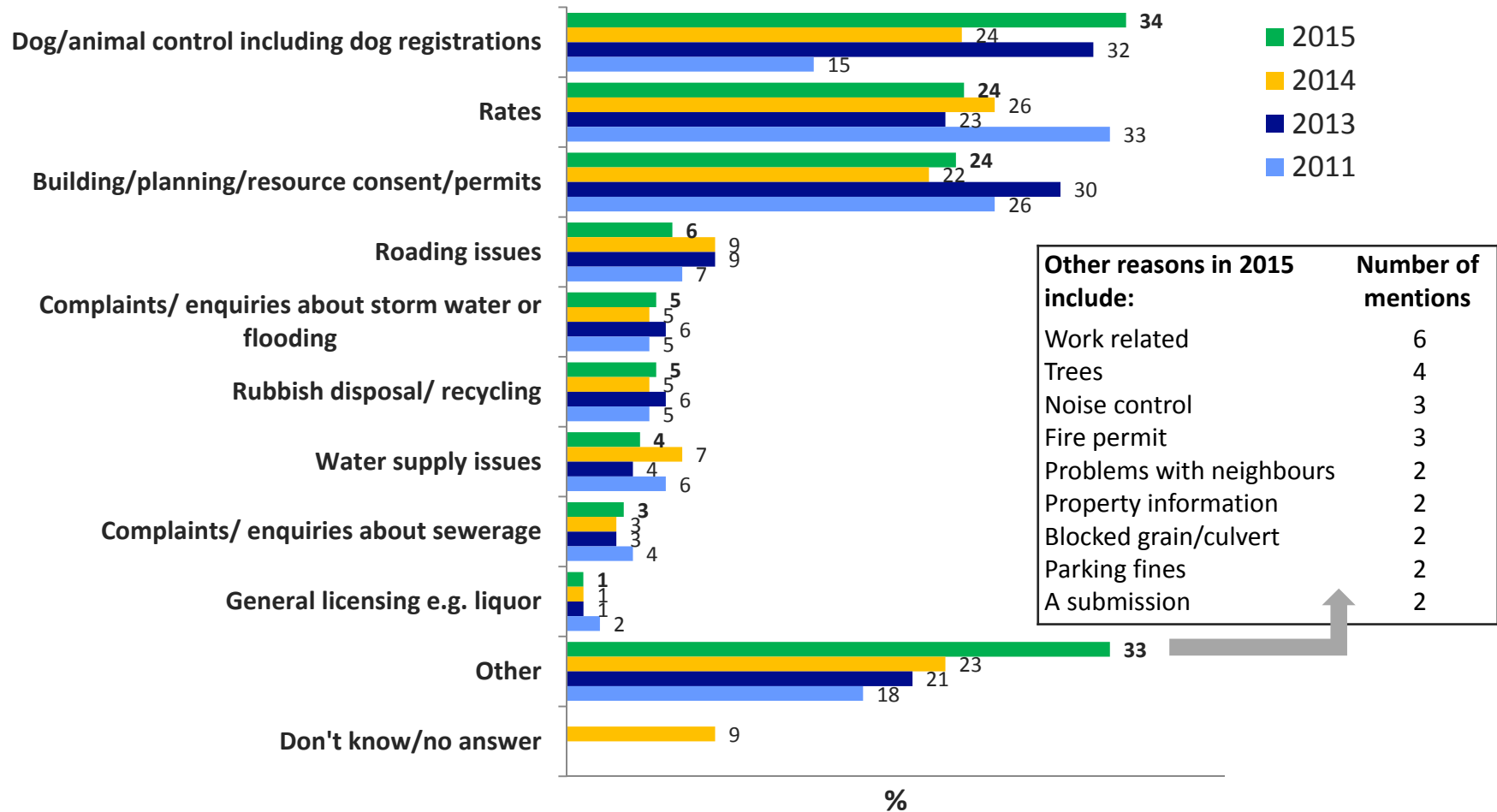
Grey Valley/Blackball/Lake Brunner residents are less likely than others to have had contact (45% compared with 55%-67% of residents in other areas), these results are not significantly different and are indicative only.

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



# Reasons for contacting the Council offices

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



The three most common reasons for contacting the Council in 2015 are dog/animal control/dog registrations (34%), rates (24%), and building/planning/resource consent/permits (24%), as in previous years.

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



## Reasons for contacting the Council offices by area, 2015

	Total (203)	Area				
		Greater Grey- mouth (123)	Karoro – Camerons (24*)	Kaiata/Dobson/ Taylorville/ Stillwater (17*)	Grey Valley/ Blackball/Lake Brunner (17*)	Runanga/ Rapahoe/ Coast Road (22*)
Dog/animal control including dog registrations	34	33	42	47	24	32
Rates	24	24	17	47	6	27
Building/planning/resource consent/permit	24	20	29	35	35	23
Roading issues	6	2	13	6	29	5
Complaints/enquires about stormwater or flooding	5	7	13	-	-	-
Rubbish disposal/recycling	5	4	4	6	12	9
Water supply issues	4	2	4	6	-	18
Complaints/enquiries about sewerage	3	4	-	12	-	-
General licensing e.g. liquor	1	1	-	-	-	5
Other	33	33	38	29	41	23

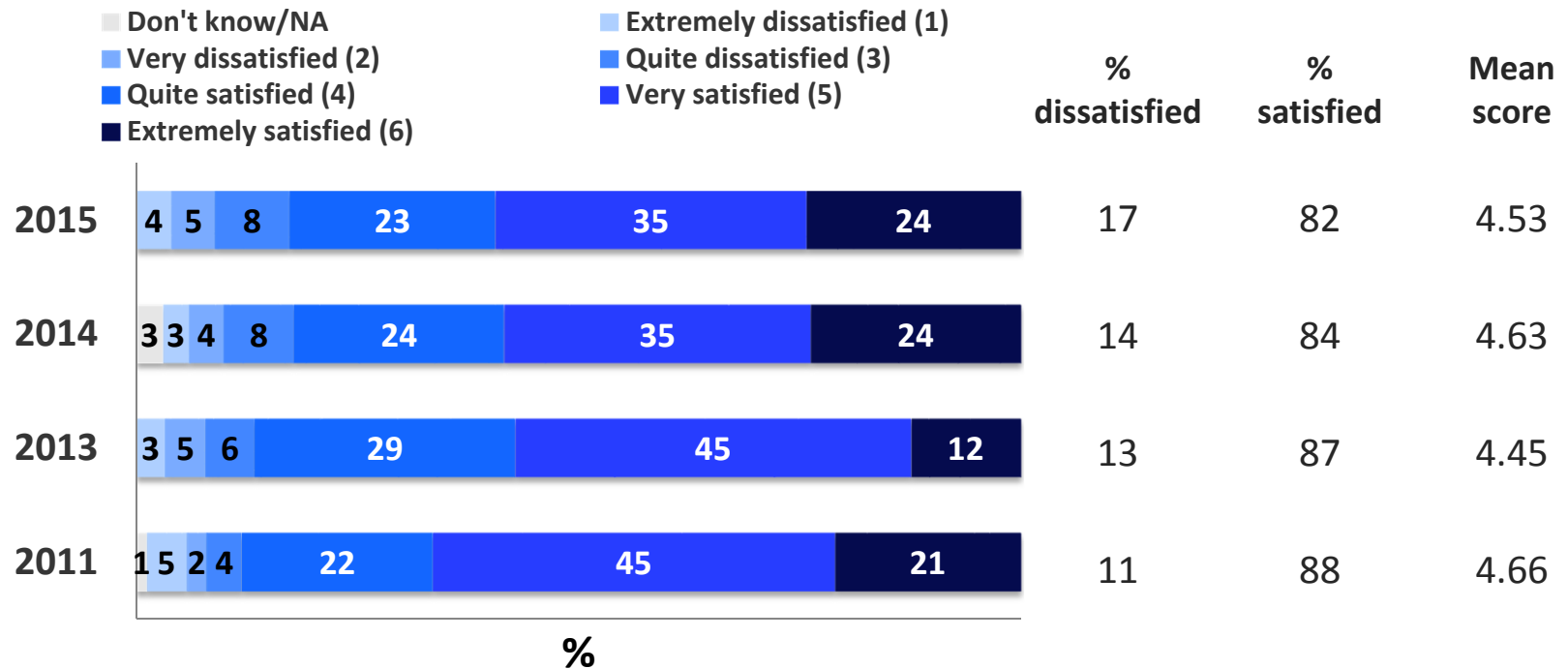
Sample sizes are small but Grey Valley/Blackball/Lake Brunner residents are particularly likely to have contacted the Council about roading issues (29%), while Ranunga/Rapahoe/Coast Road residents are particularly likely to have done so about water supply issues (18%).

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



# Satisfaction with overall service received from Council offices

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



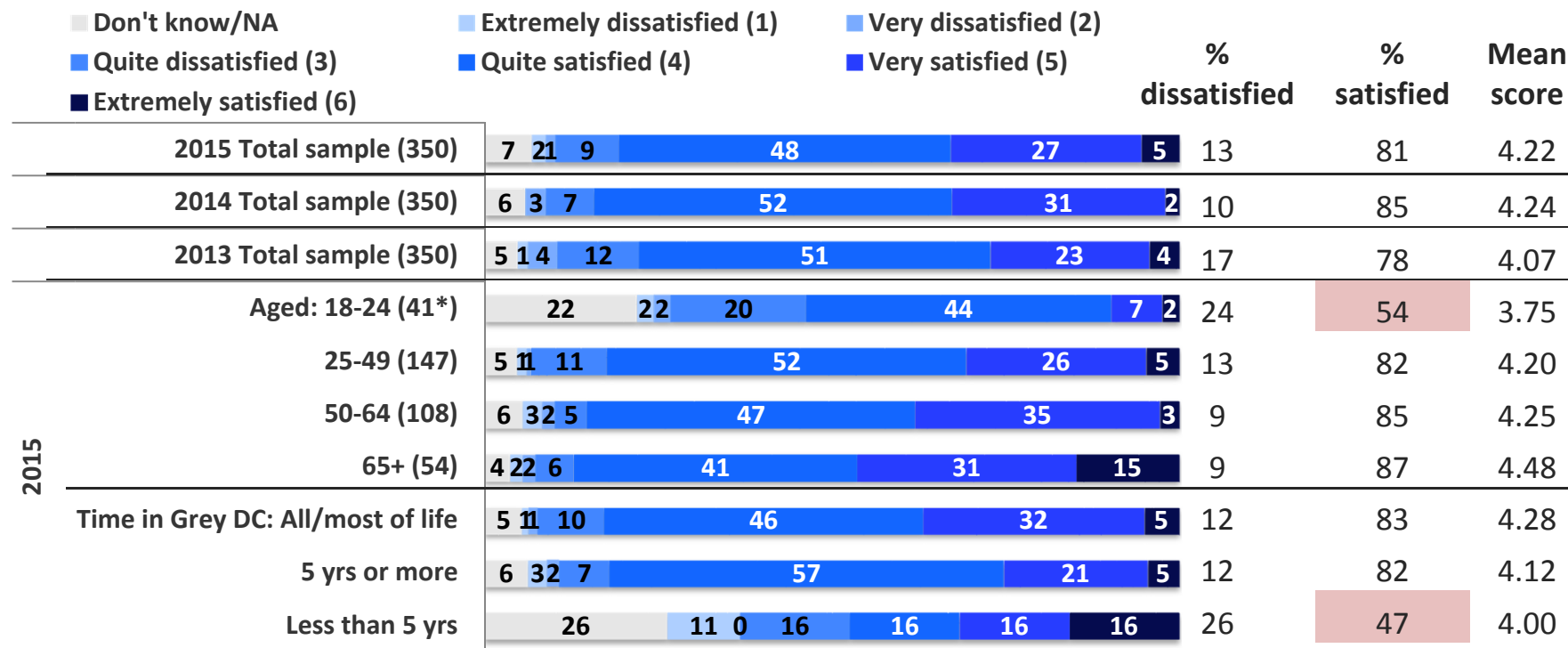
**82% of those who contacted the Council offices are satisfied with the overall service they received, similar to 2014.**

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



# Satisfaction with information received from the Council

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



%

**81% of residents in 2015 are satisfied with the information they receive from the Council, with 27% very satisfied. Satisfaction is lower than in 2014 (85%) but remains higher than in 2013 (78%).**

**Satisfaction is lowest for residents aged 18-24 (54%), and those in the District for less than 5 years (47%), although residents in both these groups are particularly likely to state they don't know (22% and 26% respectively).**

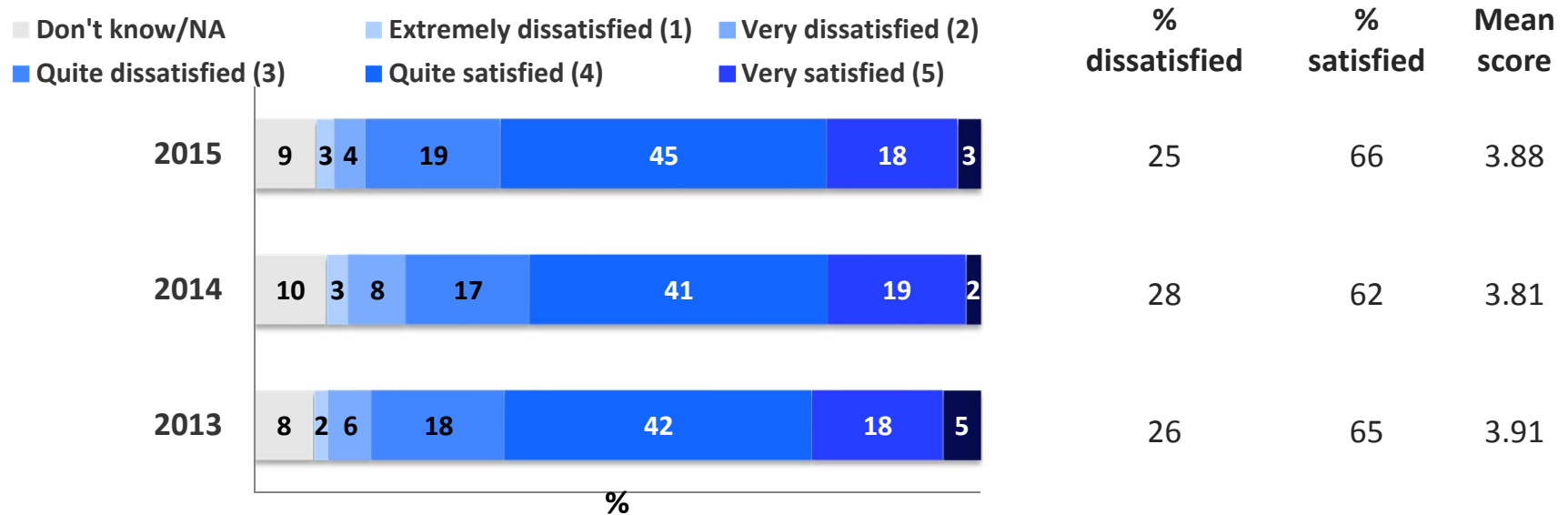
Sample: refer to ( ) \* Note: small sample size – results indicative only

This question was not asked in 2011



# Satisfaction that the Council consults with residents on important issues

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



**66% of residents state they are satisfied that the Council consults with residents on important issues, while 25% are dissatisfied. This result is similar to previous years and indicates there is an opportunity for improvement.**

Sample: total sample: 350

Note: Prior to 2015 satisfaction that the Council consults with residents on important issues was asked about as follows: 'Thinking about some further services 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...?' rather than as the separate question above.



## Satisfaction that the Council consults with residents on important issues by age, ratepayer status and time in Grey District, 2015

	% Dissatisfied	% Satisfied
Total (350)	25	66
<b>AGE</b>		
18-24 (41*)	32	34
25-49 (147)	28	66
50-64 (108)	25	72
65+ (54)	15	78
<b>RATEPAYER STATUS</b>		
Household is a ratepayer in Grey District (305)	25	70
Household is not a ratepayer in Grey District (45*)	27	40
<b>TIME IN GREY DISTRICT</b>		
All or most of my life (220)	23	70
Five years or more (111)	28	65
Less than 5 years (19*)	42	32

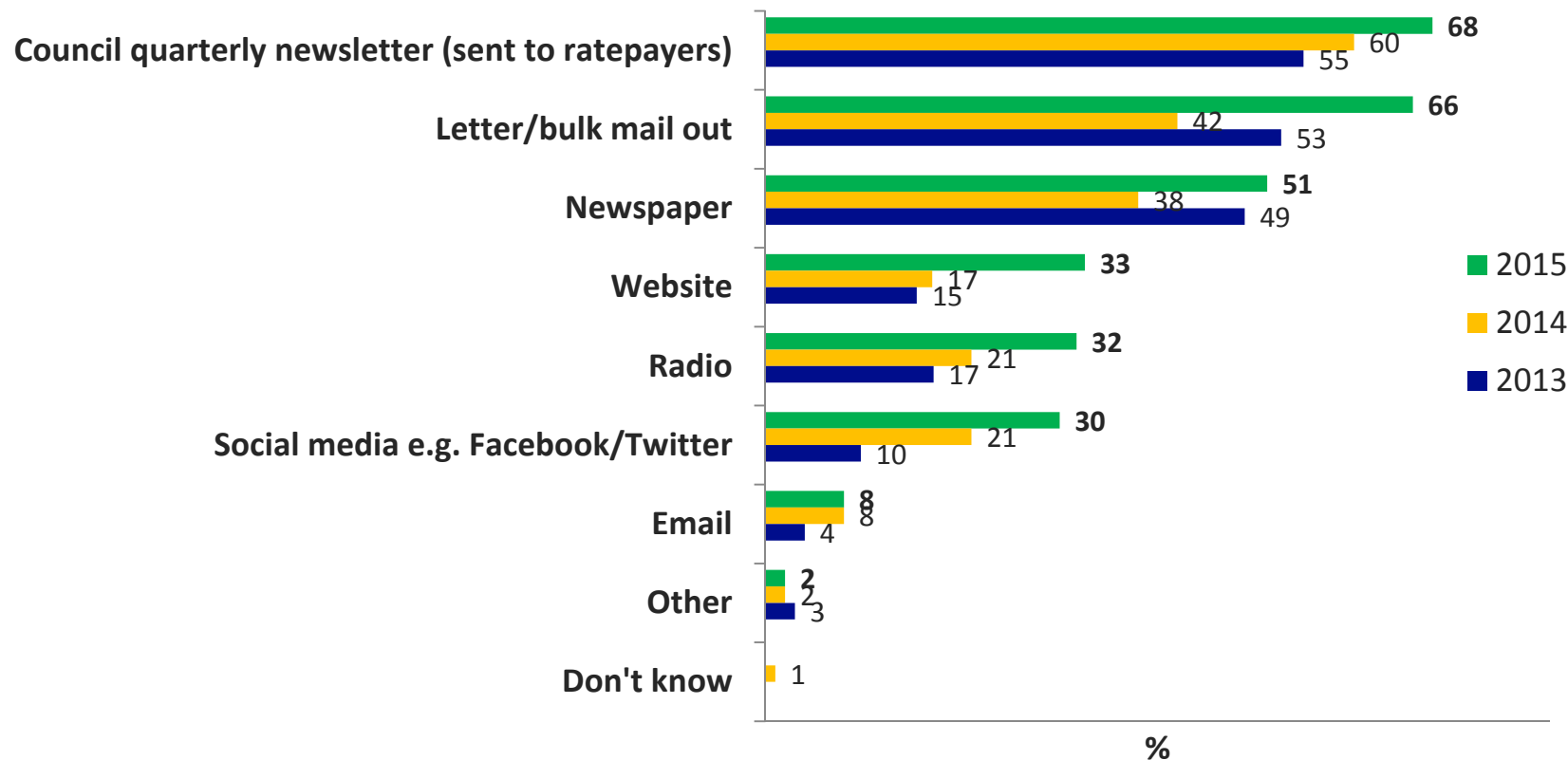
Residents aged 18-24 are less likely than older residents to be satisfied in 2015 (34% vs. 66%-78%), while household ratepayers in Grey District are more likely than those in non-ratepayer households to be satisfied (70% vs. 40%). Those who have lived in the District for less than 5 years are less likely to be satisfied (32%) than those who have lived in the District for longer (65%-70%).

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



# Preferred method of receiving information from the Council

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



Residents' most commonly preferred options for receiving information from the Council are a quarterly newsletter sent to ratepayers (68%) and a letter/bulk mail out (66%), followed by in the newspaper (51%), as in previous years. All methods apart from email are more likely to be mentioned in 2015 than in 2014.

Sample: total sample: 350

Note: this question was worded slightly differently in 2013 and 2014: How do you prefer to receive information from the Council?

This question was not asked in 2011





## Preferred method of receiving information from the Council by age, 2015

	Total (350) %	Age			
		18-24 (41*) %	25-49 (147) %	50-64 (108) %	65+ (54) %
Council quarterly newsletter (sent to ratepayers)	68	27	66	81	80
Letter/Bulk mail out	66	61	63	75	59
Newspaper	51	44	46	56	61
Website	33	24	41	31	19
Radio	32	44	31	31	26
Social media e.g. Facebook/Twitter	30	51	40	19	9
Email	8	5	10	7	6

Residents aged 18-24 and 25-49 are significantly more likely than older residents to prefer receiving information from the Council via social media (51% and 40% respectively compared with 19% of 50-64 year olds and 9% of those aged 65+).

Those aged 25-49 are more likely to prefer to receive information via a website (41%) than other age groups, while older residents are more likely to prefer a quarterly newsletter from the Council (81% of those aged 50-64 and 80% of those aged 65+).

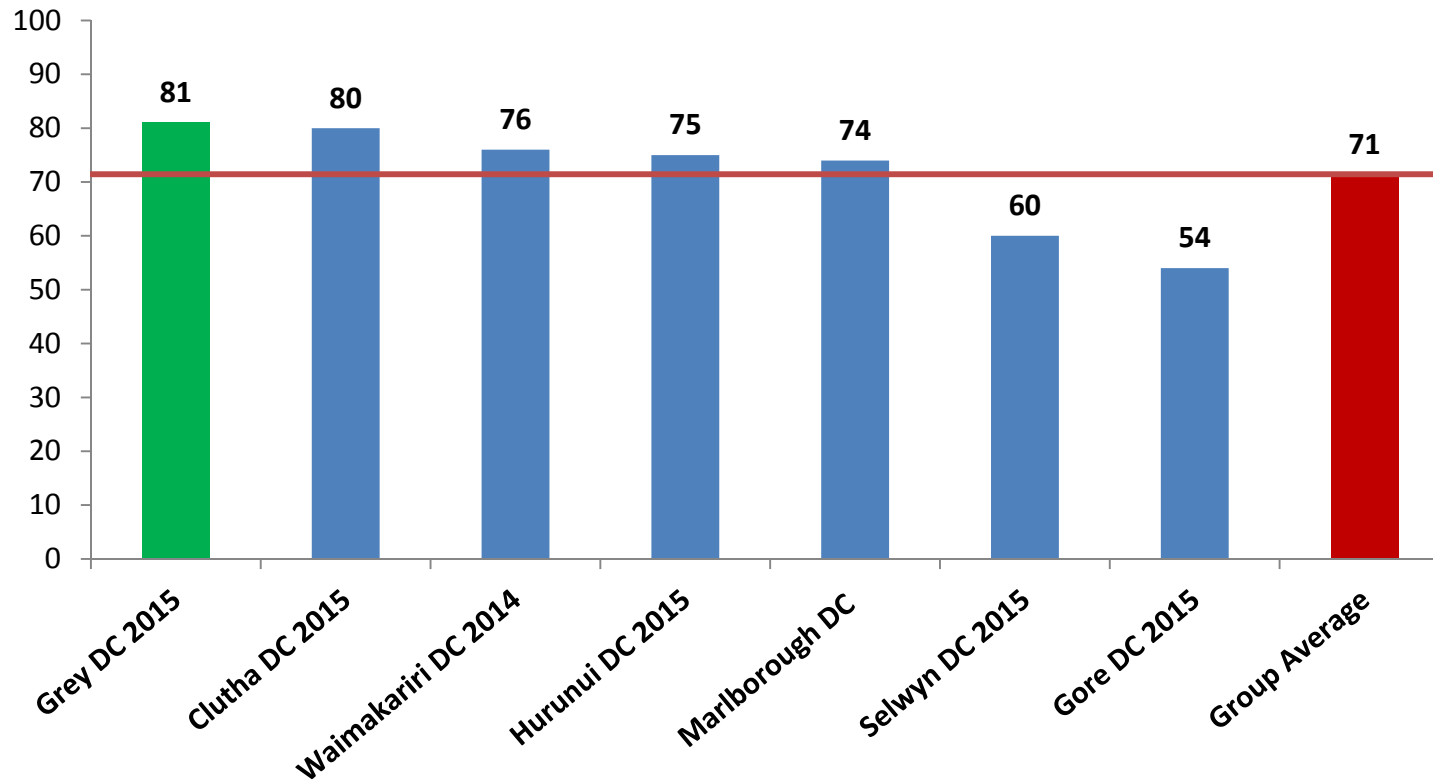
Sample: refer to ()



# Council comparison benchmark data



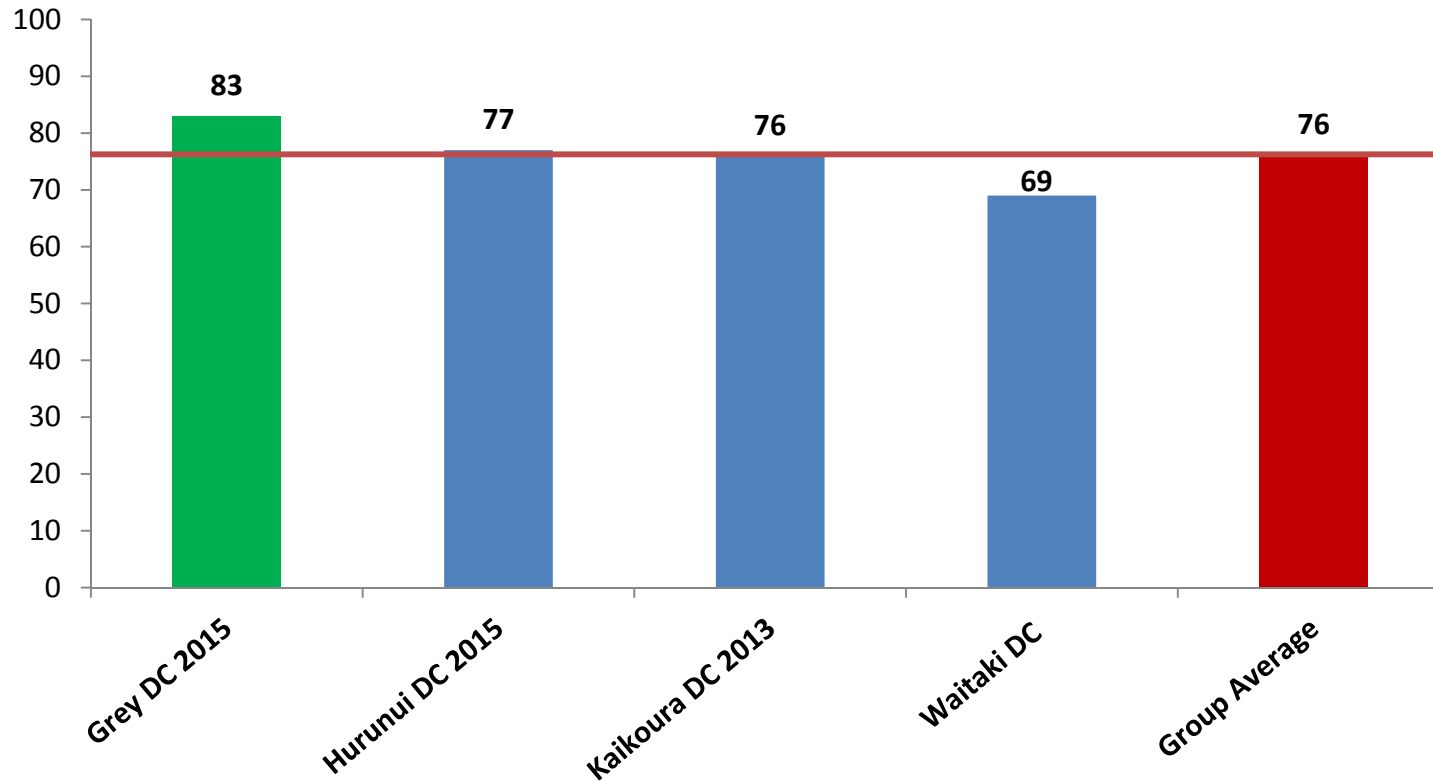
# Overall satisfaction with performance of the Council



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



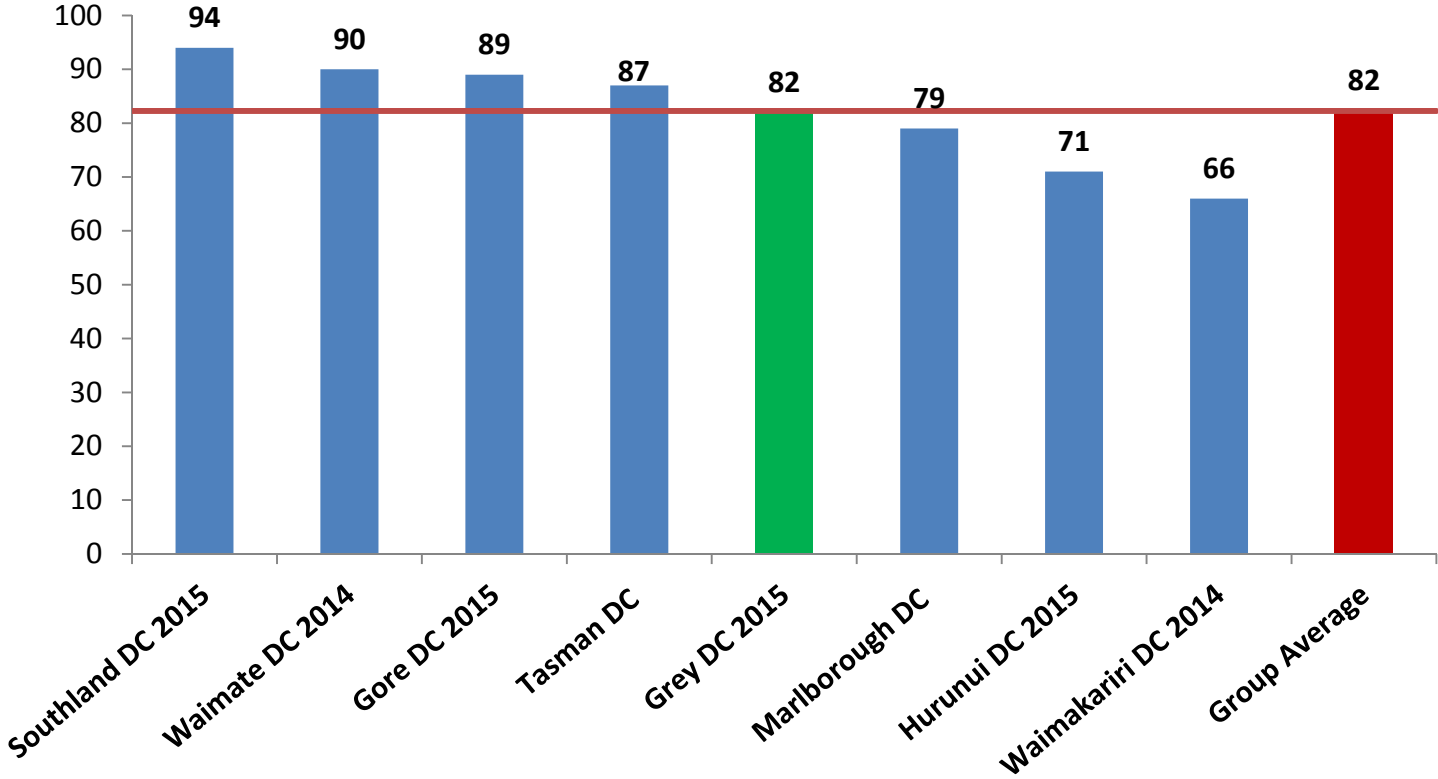
# Satisfaction with the performance of the Mayor and Councillors



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



# Satisfaction with the overall service received from Council offices



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

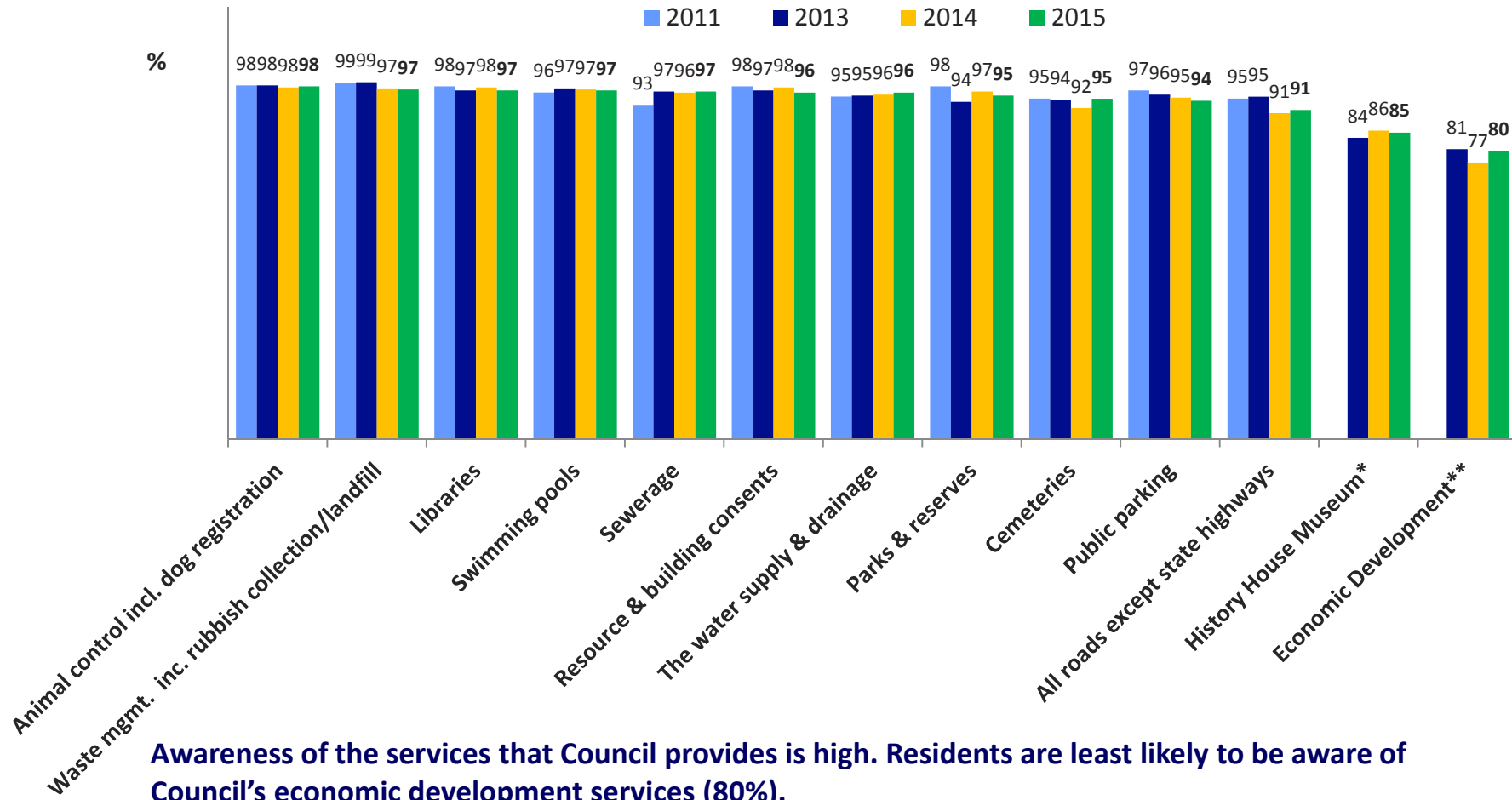


# **Awareness, use of and satisfaction with Council facilities and services**



# Awareness of Council as a provider of services

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

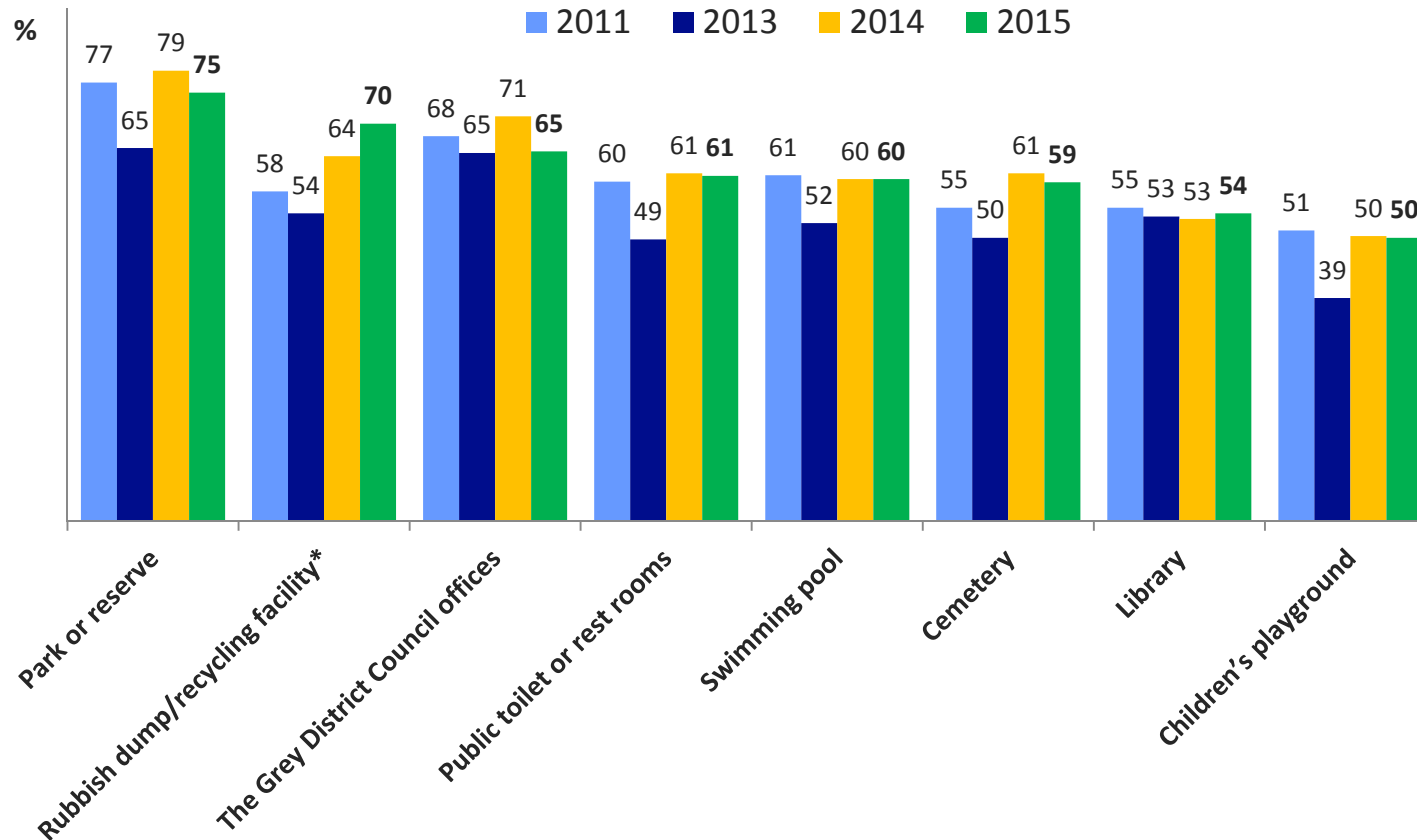


Sample: total sample: 350 \* Museum in 2014, Heritage in 2013, not asked in 2011 \*\* Not asked in 2011



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

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



Residents in 2015 are most likely to have used or visited a park or reserve (75%), followed by the rubbish dump/recycling facility (70%) and the Council offices (65%) in the last 12 months.

Sample: total sample: 350 \* Note: question wording differed slightly in 2011 and didn't include 'recycling facility'





## Grey District Council services used or visited in the last 12 months by gender and life stage, 2015

	Total (350) %	Gender		Life Stage		
		Male (171) %	Female (179) %	Younger, no dependents (82) %	With dependents (119) %	Older, no dependents (149) %
Park or reserve	75	73	78	72	89	66
Rubbish dump/recycling facility*	70	74	66	70	76	65
The Grey District Council offices	65	58	72	35	74	74
Public toilet or rest rooms	61	60	61	63	66	54
Swimming pool	60	54	66	61	87	38
Cemetery	59	56	63	48	60	66
Library	54	48	60	50	66	47
Children's playground	50	38	61	43	74	34

Females are significantly more likely than males to have visited the Council offices (72% vs. 58%) and a children's playground (61% vs. 38%) in the last 12 months in 2015.

Those with dependents are significantly more likely than those without to have visited a park or reserve (89%), swimming pool (87%), library (66%) or children's playground (74%).

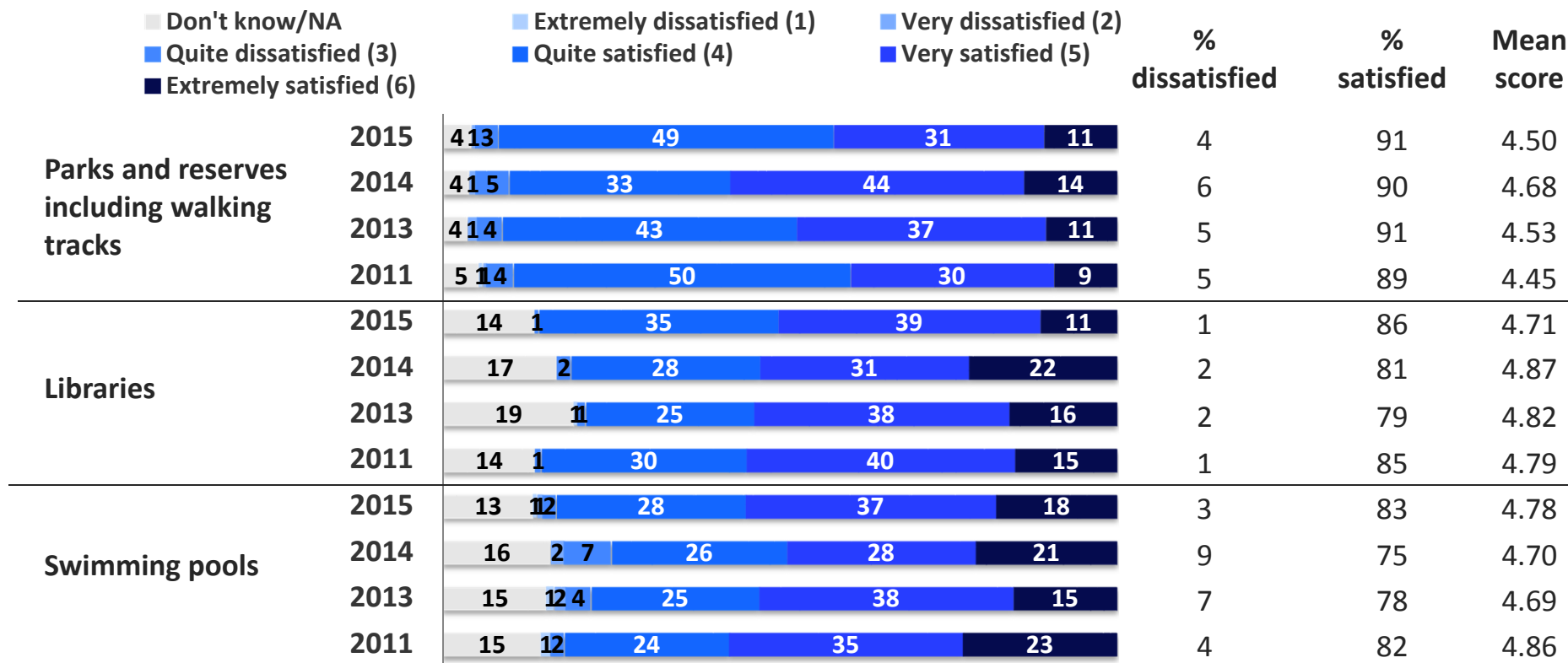
Those who are younger with no dependents are least likely to have visited the Council offices (35%) or a cemetery (48%).

Sample: refer to ()



# Satisfaction with Council facilities and services

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



%

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

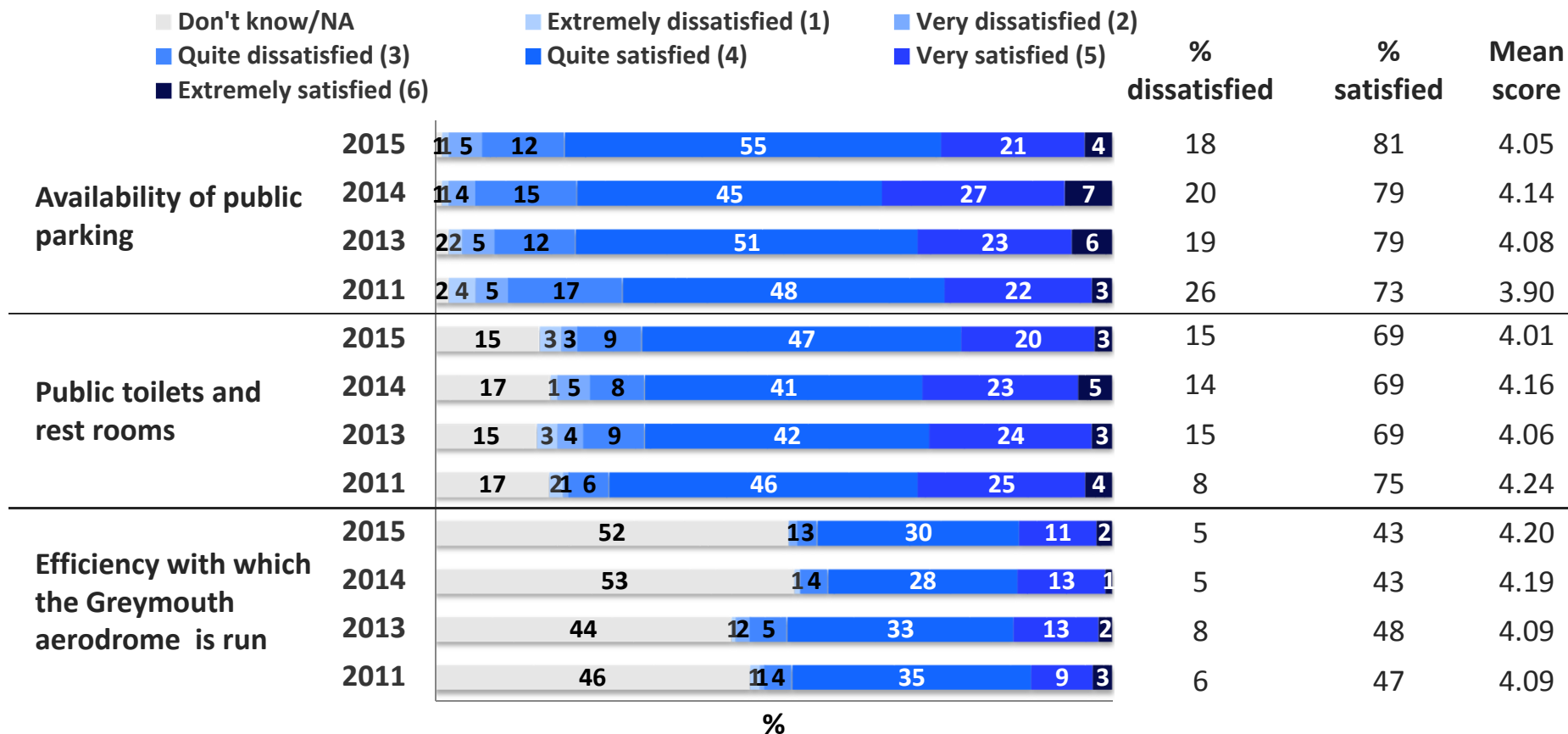
The majority are satisfied with libraries (86%) and swimming pools (83%), both up since 2014 (81% and 75% respectively) and similar to in 2011 (85% and 82% respectively).

Sample: total sample: 350



# Satisfaction with Council facilities and services cont.

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



The majority are satisfied with the availability of public parking (81%) and 69% are satisfied with the public toilets and restrooms. Satisfaction with public parking remains higher than in 2011 (73%) while satisfaction with public toilets and rest rooms remains lower (75%).

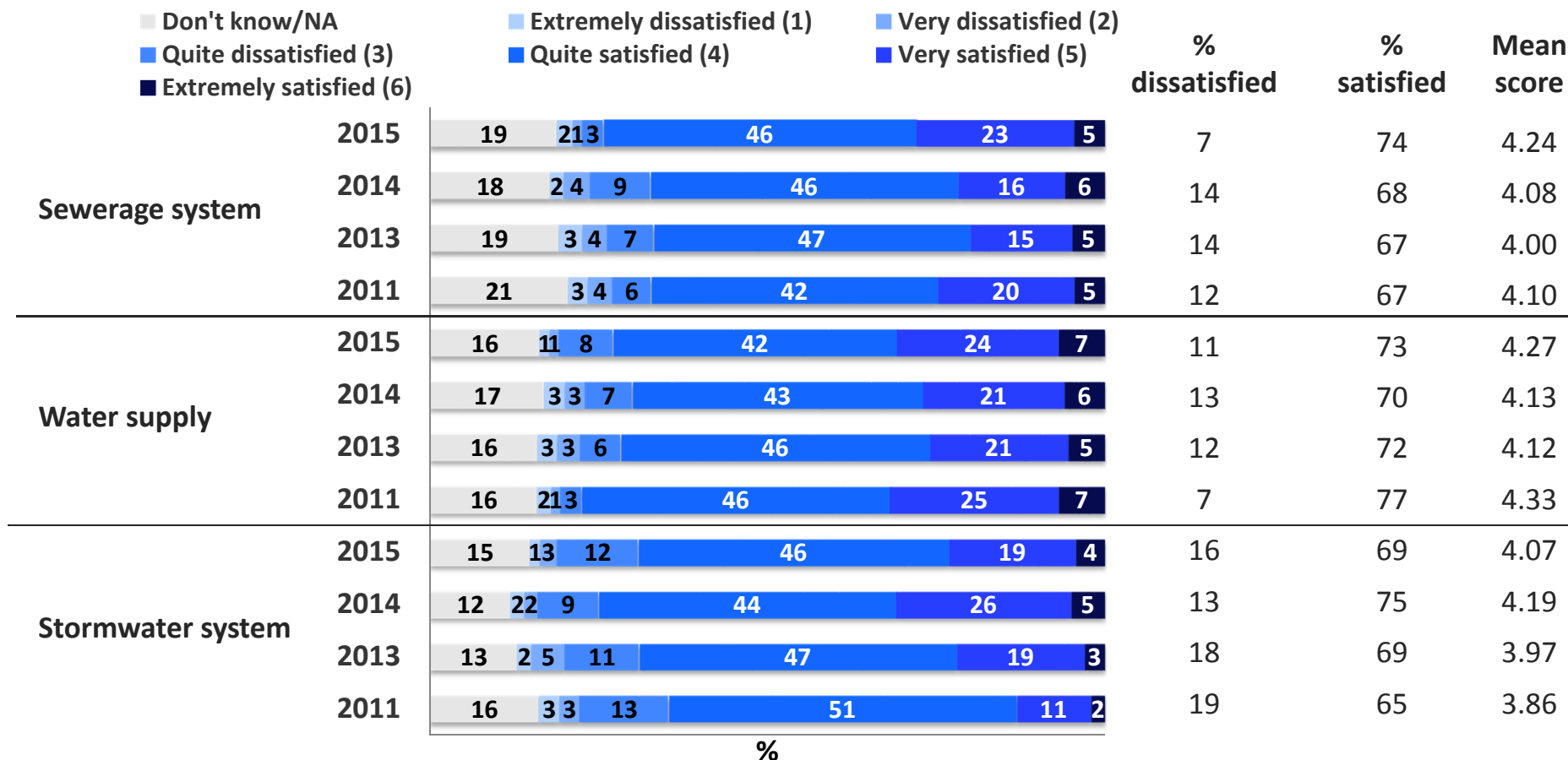
43% of residents are satisfied with the efficiency with which the aerodrome is run, and 5% are dissatisfied, with the remainder stating 'don't know'. These results are similar to in previous years.

Sample: total sample: 350



# Satisfaction with Council facilities and services 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:



74% of residents are satisfied with the sewerage system in 2015, 73% with the water supply and 69% with the stormwater system. Satisfaction with the water supply remains lower than in 2011 (77%), while satisfaction with the sewerage system and stormwater system are higher (up from 67% and 65% respectively in 2011).

Sample: total sample: 350



# Satisfaction with Council facilities and services cont.

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

		Don't know/NA	Extremely dissatisfied (1)	Very dissatisfied (2)	Quite dissatisfied (3)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
The roading network in the District	2015	14	3	20	57	14	2		26	73	3.82
	2014	15	8	19	54	12	2		31	68	3.67
	2013	3	9	21	48	15	3		33	66	3.73
	2011	22	3	12	53	26	2		17	81	4.05
Overall maintenance of the roads	2015	5	6	29	50	8	1		40	60	3.54
	2014	7	12	29	39	11	3		48	52	3.42
	2013	5	12	26	44	11	3		42	58	3.53
	2011	13	5	15	52	20	3		23	76	3.93
Overall maintenance of footpaths	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
	2011	Not asked in 2011							na	na	na

Satisfaction with the roading network (73%), overall maintenance of the roads (60%) and overall maintenance of footpaths (57%) is higher than in 2014 (68%, 52% and 48% respectively).

Satisfaction with the roading network and road maintenance remains lower than in 2011 (81% and 76% respectively) and satisfaction with footpath maintenance remains lower than in 2013 (52%).

Sample: total sample: 350



## Satisfaction with Council facilities and services cont.

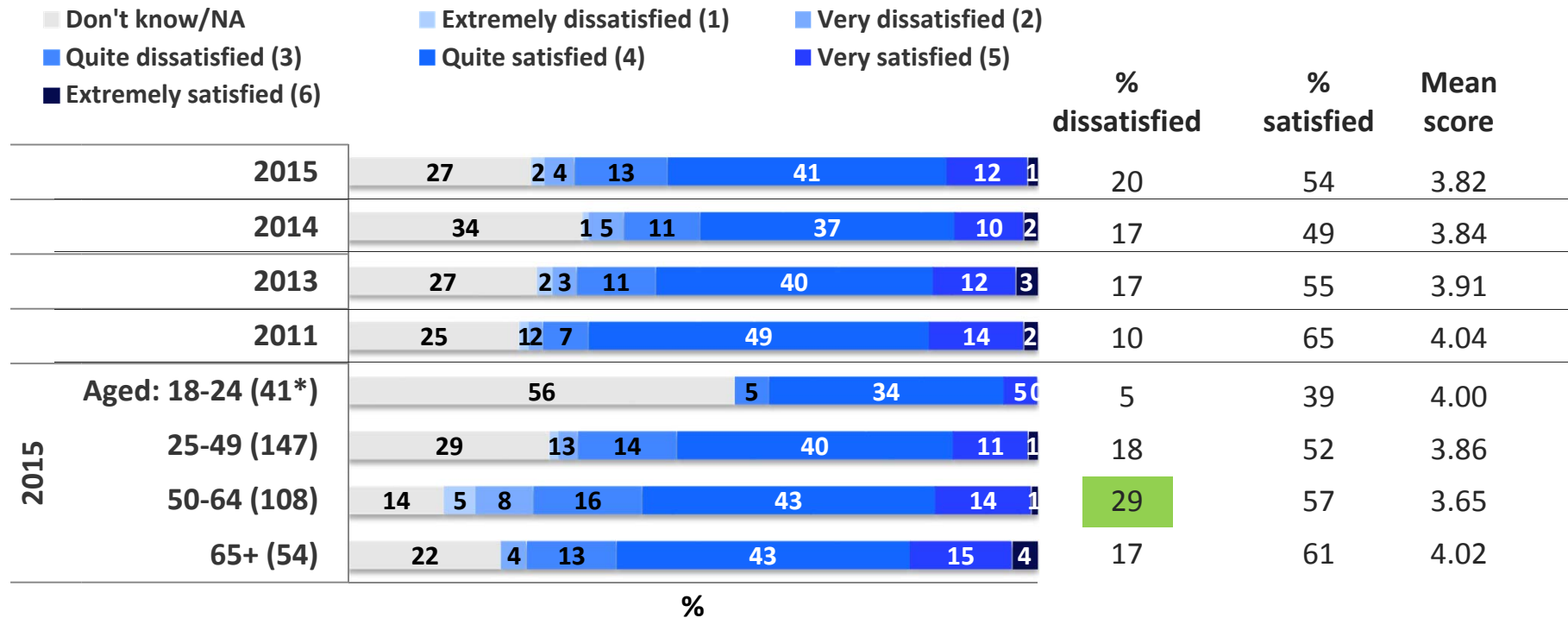
Council Facilities	% dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (206) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (31*) %	Grey Valley/ Blackball/ Lake Brunner (38*) %	Runganga/ Rapahoe/ Coast Road (33*) %	Total (350) %	Greater Greymouth (206) %	Karoro – Camerons (42*) %	Kaiata/Dobson/ Taylorville/ Stillwater (31*) %	Grey Valley/ Blackball/ Lake Brunner (38*) %	Runganga/ Rapahoe/ Coast Road (33*) %
<b>Parks and reserves including walking tracks</b>	<b>4</b>	4	2	3	3	9	<b>91</b>	92	95	94	89	85
<b>Libraries</b>	<b>1</b>	1	0	0	0	0	<b>86</b>	86	86	90	82	82
<b>Swimming pools</b>	<b>3</b>	2	2	10	3	6	<b>83</b>	86	86	81	76	73
<b>Availability of public parking</b>	<b>18</b>	20	17	16	18	9	<b>81</b>	79	83	81	82	91
<b>Public toilets and rest rooms</b>	<b>15</b>	16	12	6	16	24	<b>69</b>	67	67	81	76	70
<b>Efficiency with which the Greymouth aerodrome is run</b>	<b>5</b>	4	7	6	3	3	<b>43</b>	51	43	45	24	15
<b>Sewerage system</b>	<b>7</b>	6	2	16	0	18	<b>74</b>	86	69	58	42	58
<b>Water supply</b>	<b>11</b>	9	10	16	13	18	<b>73</b>	85	62	65	34	64
<b>The overall stormwater system</b>	<b>16</b>	17	12	23	5	24	<b>69</b>	75	69	58	55	58
<b>The roading network in the district</b>	<b>26</b>	29	21	32	18	21	<b>73</b>	70	79	68	79	79
<b>Overall maintenance of the roads</b>	<b>40</b>	40	40	52	37	33	<b>60</b>	60	60	48	63	67
<b>Overall maintenance of footpaths</b>	<b>38</b>	42	24	42	26	42	<b>57</b>	57	69	52	58	52

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



# Satisfaction with Council's regulation of land use

Q. How satisfied are you with Council's regulation of land use throughout the District? By this we mean Council 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.



Approximately half are satisfied with Council's regulation of land use throughout the District (54%), more than in 2014 (49%) but fewer than in 2011 (65%). Those aged 50-64 are more dissatisfied than younger or mature residents (29% vs. 5%-17%).

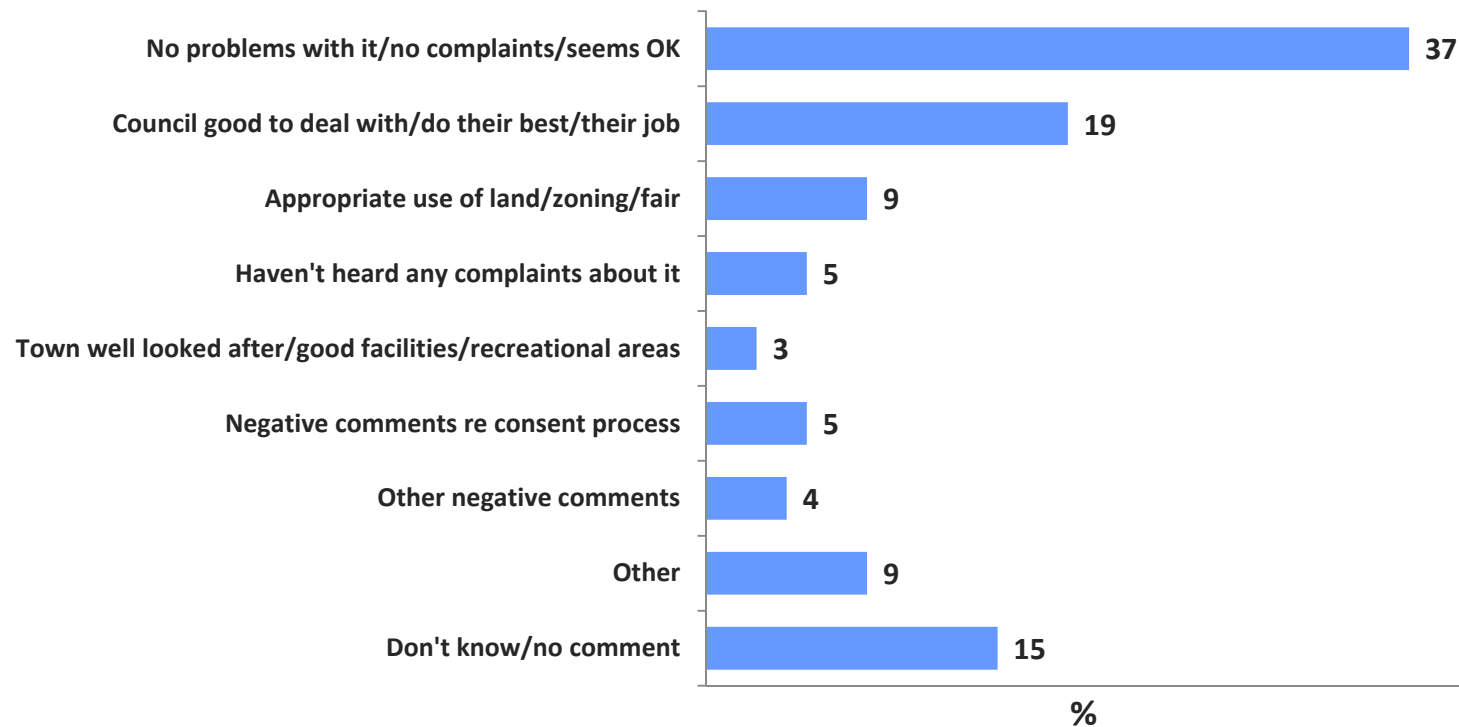
Sample: total sample: 350

Note: Prior to 2015 satisfaction with Council's regulation of land use throughout the District was asked about as follows: 'Thinking about some further services 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...?' and didn't include the above clarification provided to participants in 2015.



# Reasons why satisfied with Council's regulation of land use, 2015

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



The reasons for satisfaction most commonly stated for satisfaction with land use were that they have no problems with it/no complaints/seems OK (37%), followed by the Council are good to deal with/do their best/their job (19%).

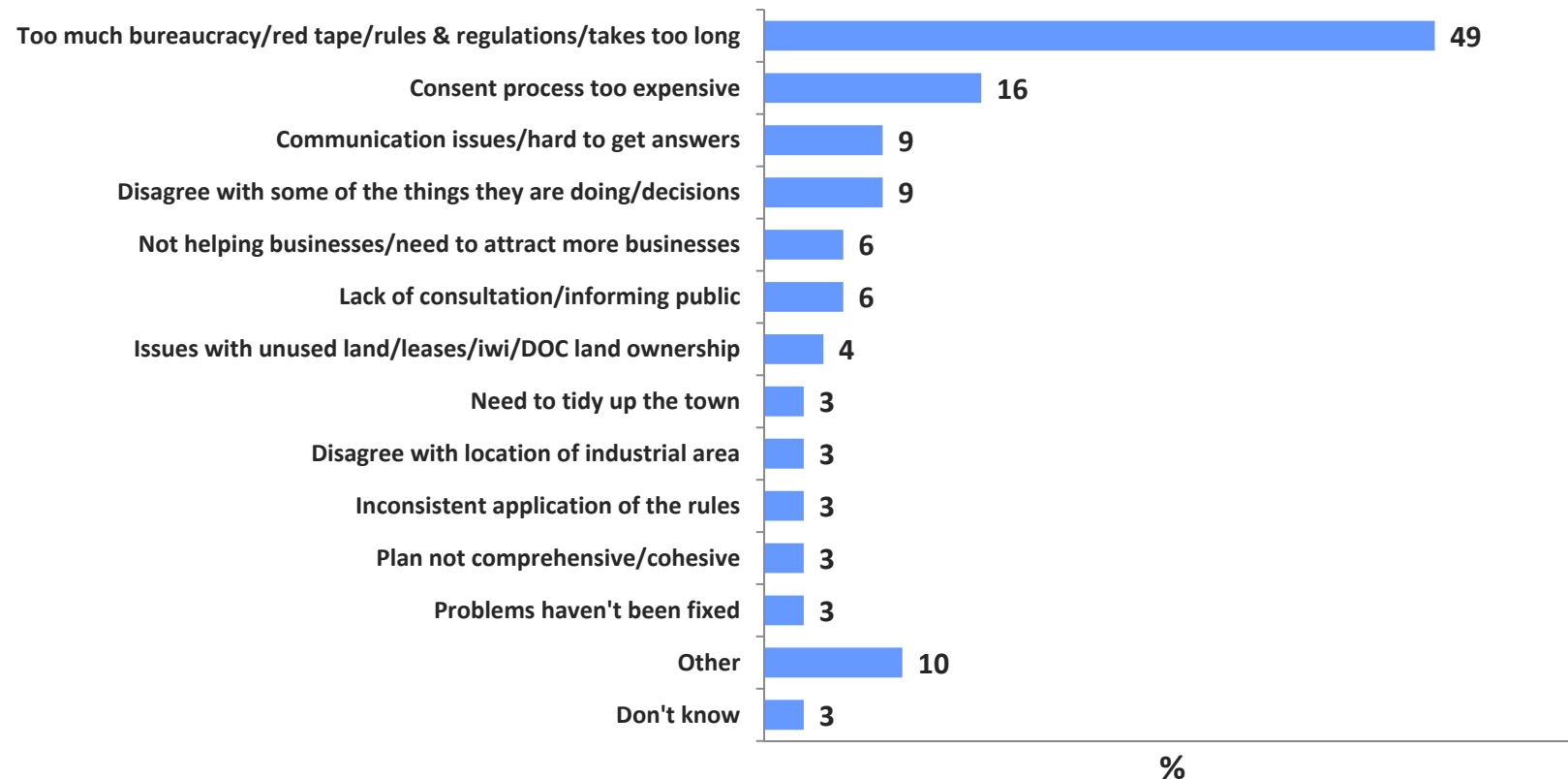
Sample: those satisfied with Council's regulation of land use: 188





# Reasons why dissatisfied with Council's regulation of land use, 2015

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



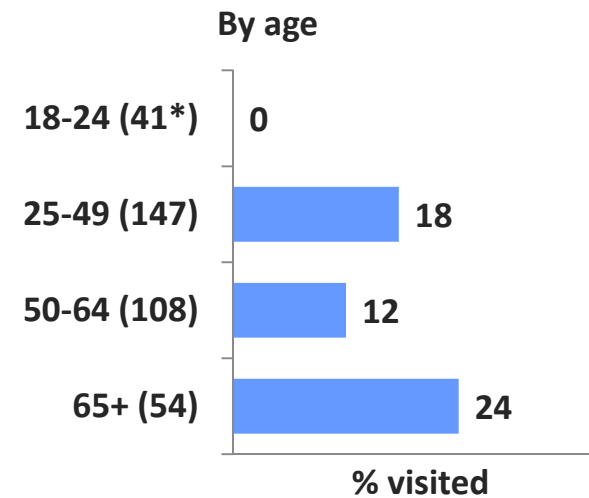
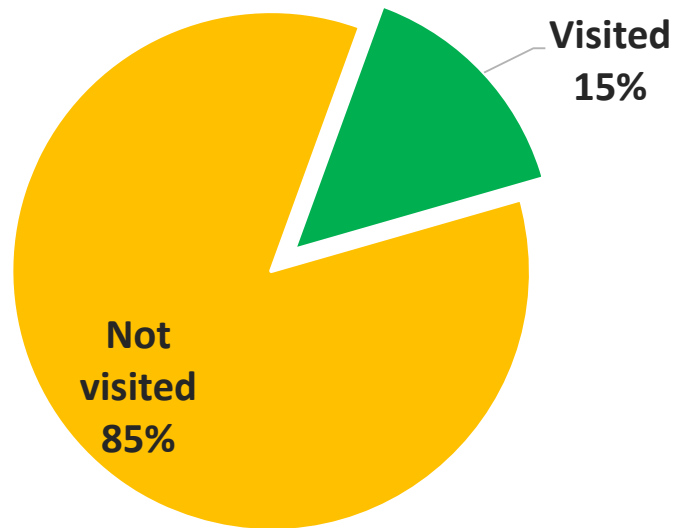
**The most common reasons for dissatisfaction with the regulation of land use relate to the consent process; that there is too much bureaucracy/red tape/rules and regulations/takes too long (49%) and that it is too expensive (16%).**

Sample: those dissatisfied with Council's regulation of land use: 69



# Whether visited the History House Museum in the last 12 months, 2015

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



Some 15% of residents claimed to have visited the History House Museum in the last twelve months in 2015. Those aged 18-24 are the least likely to have done so (0%).

Sample: total sample: 350

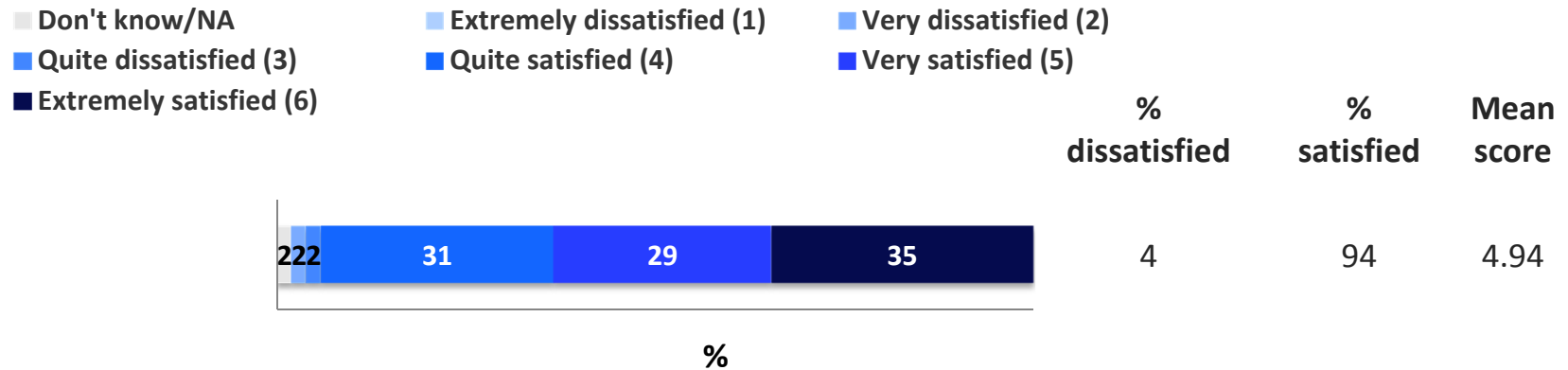
\* Small sample size – results indicative only

Note: this question was not asked prior to 2015



# Satisfaction with the History House Museum

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



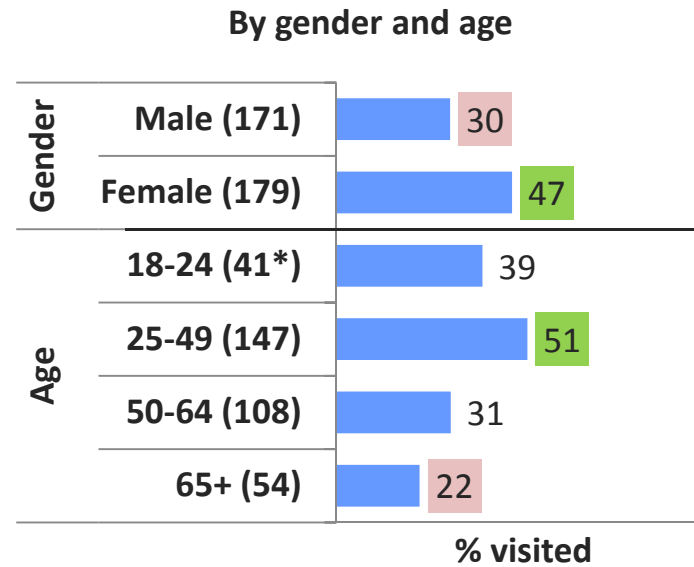
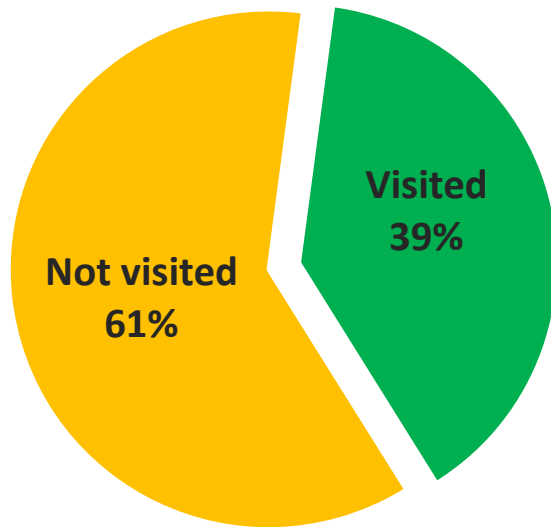
**Almost all residents who have visited the History House Museum in the last 12 months are satisfied with the overall service they received (94%), with 35% stating they are extremely satisfied.**

Sample: those who visited the History House Museum in the last 12 months: 52



# Whether used or visited the Civic Centre in the last 12 months, 2015

Q. Have you used or visited the Civic Centre in the last 12 months?



In 2015, some 39% of residents have used or visited the Civic Centre in the last 12 months.

Females are more likely than males to have done so (47% vs. 30%).

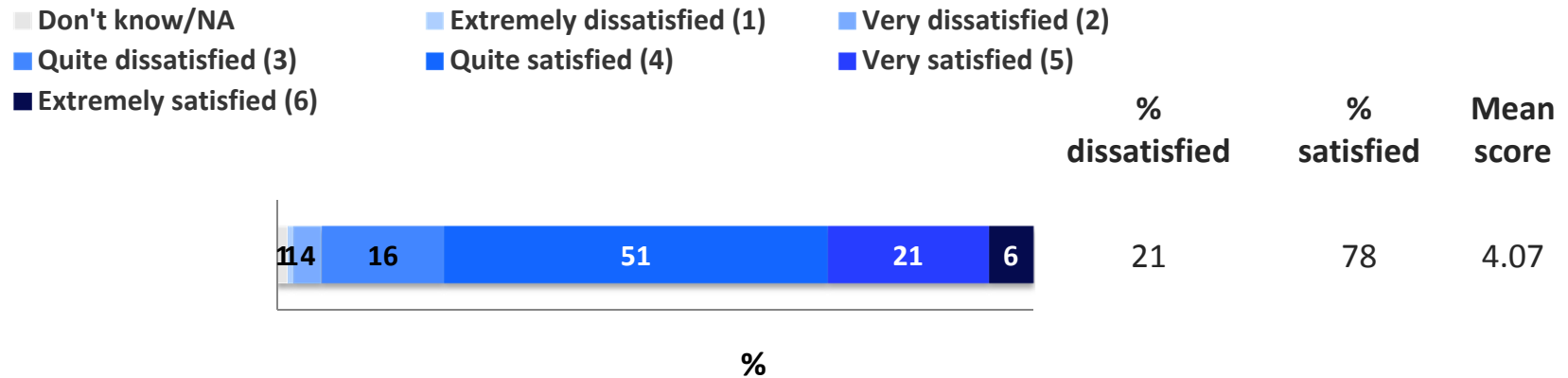
Those aged 25-49 are the more likely (51%) than younger and more mature residents to have visited the Civic Centre, and those aged 65+ are least likely to have done so.

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



# Satisfaction with the Civic Centre

Q. How satisfied are you with the overall service/facilities when you visited the Civic Centre?



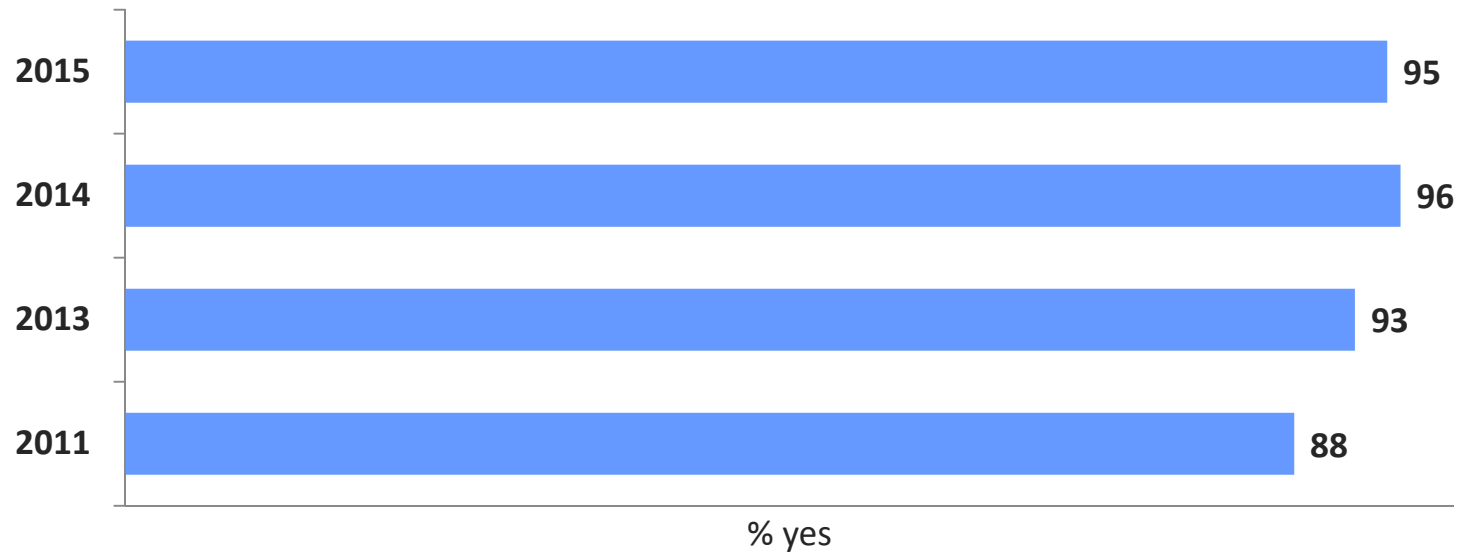
**Some 78% of residents who have used or visited the Civic Centre in the last 12 months are satisfied with the overall service/facilities; 6% stated they are extremely satisfied, 21% very satisfied and 51% quite satisfied.**

Sample: those who visited the Civic Centre in the last 12 months: 136



# Household waste collection service use

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



**Overall, 95% of participants in 2015 had their rubbish collected by the Council, up from 88% in 2011.**

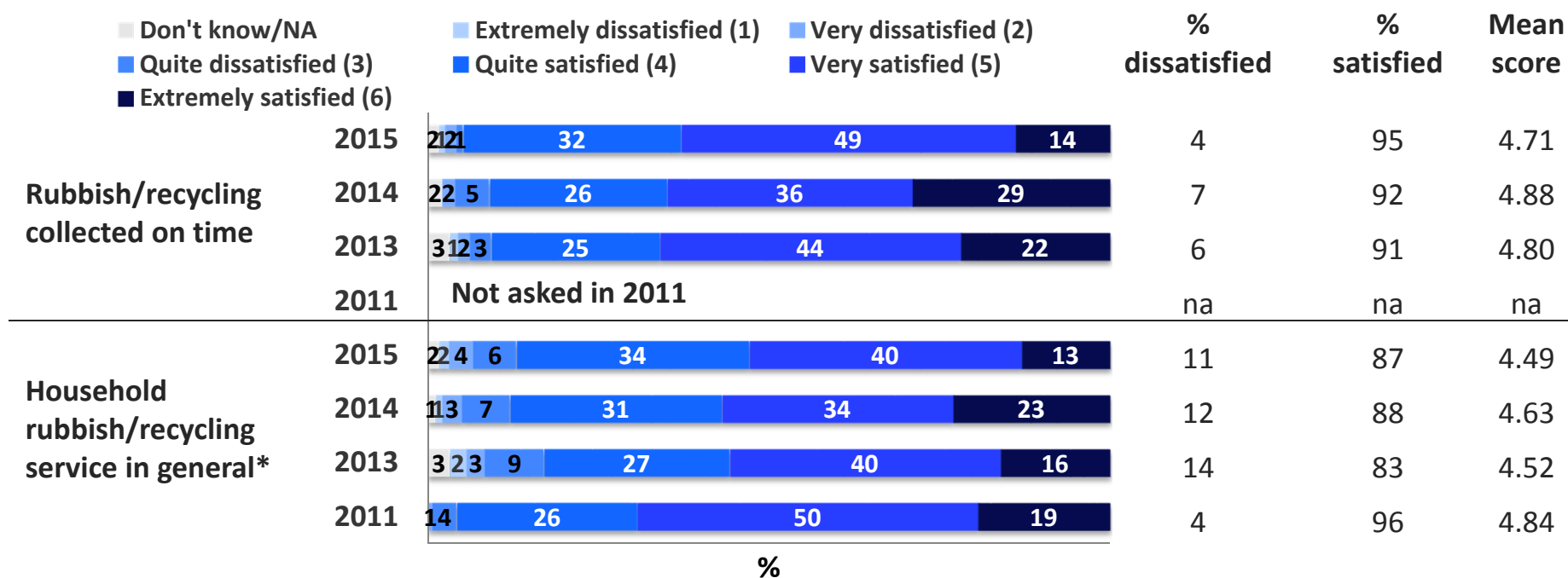
Sample: total sample: 350



# Satisfaction with household rubbish collection service

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

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



The majority of residents (95%) in 2015 are satisfied that their household rubbish/recycling is collected on time, up from 91% in 2013.

87% are satisfied with the household rubbish/recycling service in general, down from 96% in 2011.

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

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



# Satisfaction with household rubbish collection service by ratepayer status and area, 2015

	% satisfied rubbish/recycling collected on time	% satisfied in general with rubbish/recycling collection service
Those who have their rubbish collected by Council (332)	95	87
<b>RATEPAYER STATUS</b>		
Household is a ratepayer in Grey District (288)	97	88
Household is not a ratepayer in Grey District (44*)	84	82
<b>AREA</b>		
Greater Greymouth (203)	95	92
Karoro - Camerons (40*)	98	75
Kaiata/Dobson/Taylorville/Stillwater (30*)	100	93
Grey Valley/Blackball/Lake Brunner (28*)	89	79
Runganga/Rapahoe/Coast Road (31*)	94	71
<b>TIME LIVED IN GREY DISTRICT</b>		
All or most of my life (210)	97	93
Five years or more (103)	91	78
Less than 5 years (19*)	89	68

Rate paying households are more satisfied than non-ratepayers that their household rubbish/recycling is collected on time (97% vs. 84%).

Greater Greymouth residents are particularly likely to be satisfied with the rubbish and recycling collection service in general (92%), as are those who have lived in Grey District all or most of their life (93%).

Satisfaction in general is also high in Kaiata/ Dobson/Taylorville/Stillwater (93%), although the difference is not statistically significant due to the small sample size.

Sample: those who have their rubbish collected by the Council: refer to ( ) \* Note: small sample size – results indicative only





# Satisfaction with Council litter bins, recycling centre and recycling stations

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

		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
2015	2015 Total sample (350)	13	15	42	31	7			6	81	4.44
	2014 Total sample (350)	17	17	35	29	11			9	74	4.47
	2013 Total sample (350)	17	15	35	32	10			6	77	4.53
	Area: Greater Greymouth (206)	10	6	42	31	11			7	83	4.49
	Karoro - Camerons (42*)	10	5	2	33	48	2		7	83	4.45
	Kaiata/Dobson/Taylorville/Stillwater (31*)	6	3	58	29	3			3	90	4.31
	Grey Valley/Blackball/Lake Brunner (38*)	32	33	29	32	3			5	63	4.42
	Runganga/Rapahoe/Coast Road (33*)	24	6	52	15	3			6	70	4.20
	Time in Grey: All or most of life (220)	11	12	40	37	8			4	85	4.53
	Five years or more (111)	18	2	8	47	20	5		10	72	4.23
Less than 5 years (19*)	11	5	11	26	32	16		16	74	4.47	

%

81% are satisfied with Council litter bins, recycling centre and recycling stations being kept clean and tidy, up from 74% in 2014.

Satisfaction appears to be higher in the Kaiata/Dobson/Taylorville/Stillwater area (90%), although due to small sample sizes the results by area are indicative only.

Satisfaction is higher among those who have lived all/ most of their life (85%) than those living a shorter time.

Sample: total sample: 350

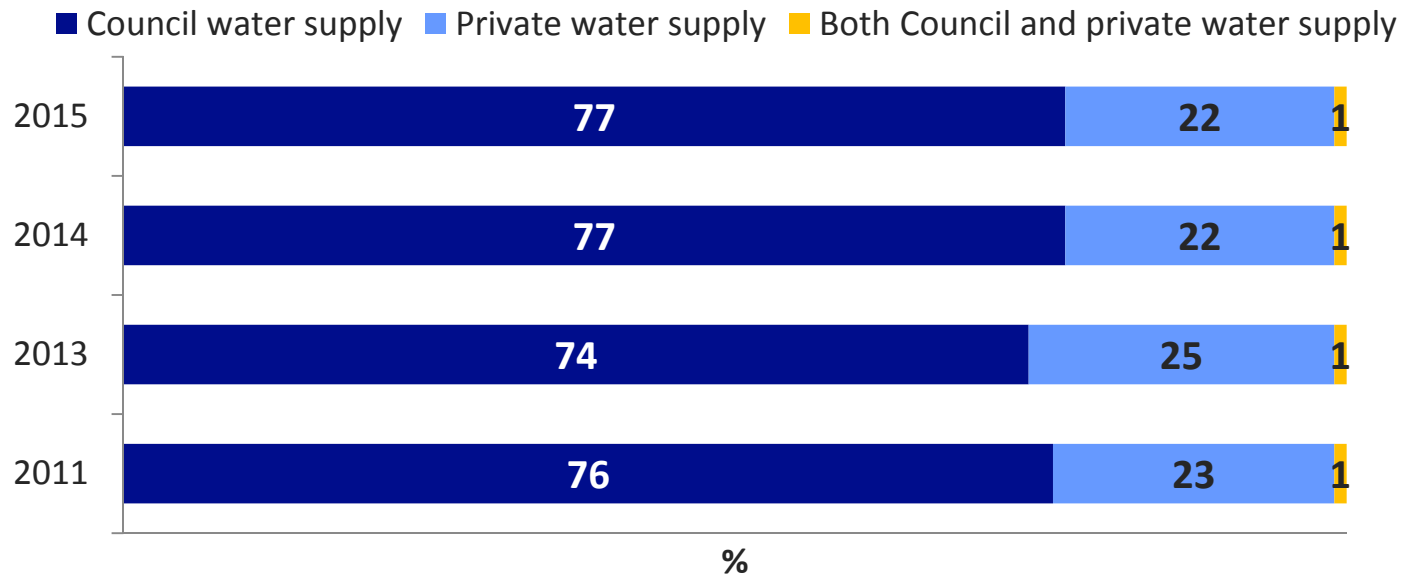
\* Small sample size – results indicative only

Note: this question was not asked in 2011



# Water supply source

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



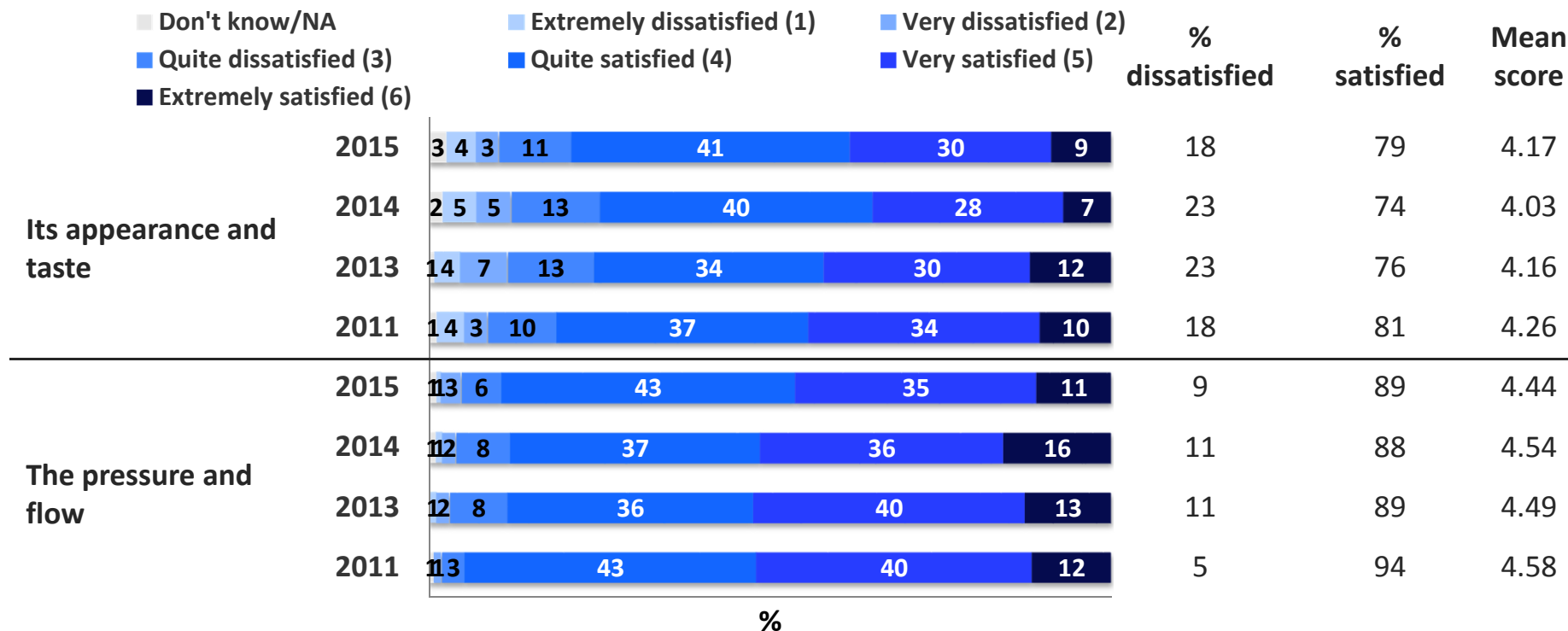
**In 2015, approximately three quarters of participants' homes (77%) are on a Council water supply in 2015 and 1% are on both a Council and private water supply.**

Sample: total sample: 350



# Satisfaction with the water supply

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



**79% of residents on a Council water supply are satisfied with the water’s appearance and taste in 2015 and 89% are satisfied with the pressure and flow.**

**Satisfaction with the appearance and taste is higher than in 2014 (74%) and almost as high as in 2011 (81%), while satisfaction with the pressure and flow remains lower than in 2011 (94%).**

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



# Whether live in town or rural area

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



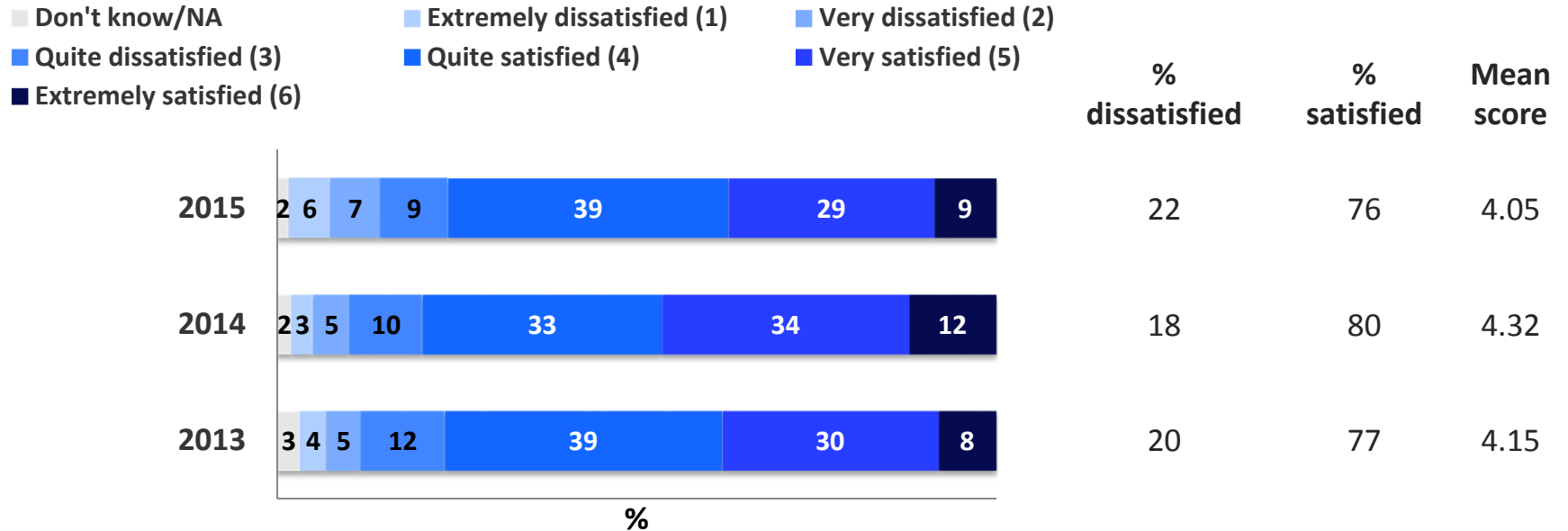
**70% of participants in 2015 stated they live in a town rather than in a more rural area.**

Sample: total sample: 350    Note: this question was not asked in 2011



# Satisfaction with stormwater drainage

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



**76% of residents living in a town are satisfied with the way their property drains stormwater in 2015, slightly lower than in 2014 (80%) and similar to in 2013 (77%).**

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

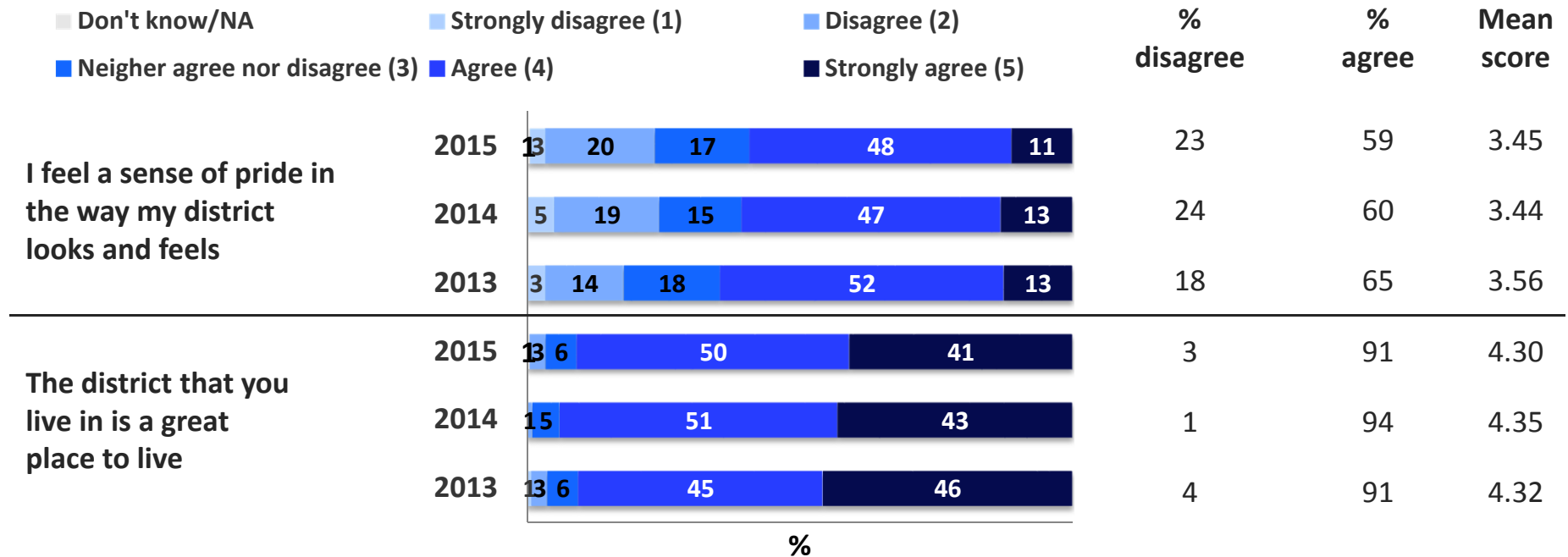


# Perception of quality of life



# Perception of quality of life

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



Some 11% of participants in 2015 strongly agree that they feel a sense of pride in the way their District looks and feels and 48% agree. Only 3% disagree strongly.

The majority in 2015 (91%) agree that the District is a great place to live, with 41% agreeing strongly.

Sample: total sample: 350 Note: these questions were not asked in 2011



# Perception of quality of life by age, 2015

	Age			
	18-24 (41*) %	25-49 (147) %	50-64 (108) %	65+ (54) %
<b>I feel a sense of pride in the way the District looks and feels:</b>				
% agree	59	54	59	72
% disagree	7	29	26	13
<b>The District is a great place to live:</b>				
% agree	80	90	94	96
% disagree	5	5	1	-

Those aged 65+ are more likely than those in the younger age groups to state they feel a sense of pride (72% vs. 54%-59%).

Those aged 18-24 are less likely than more mature residents to agree that the District is a great place to live (80% vs. 90%-96%).

Although these differences are not statistically significant and are indicative only, the pattern of response is similar to in 2013 and 2014.

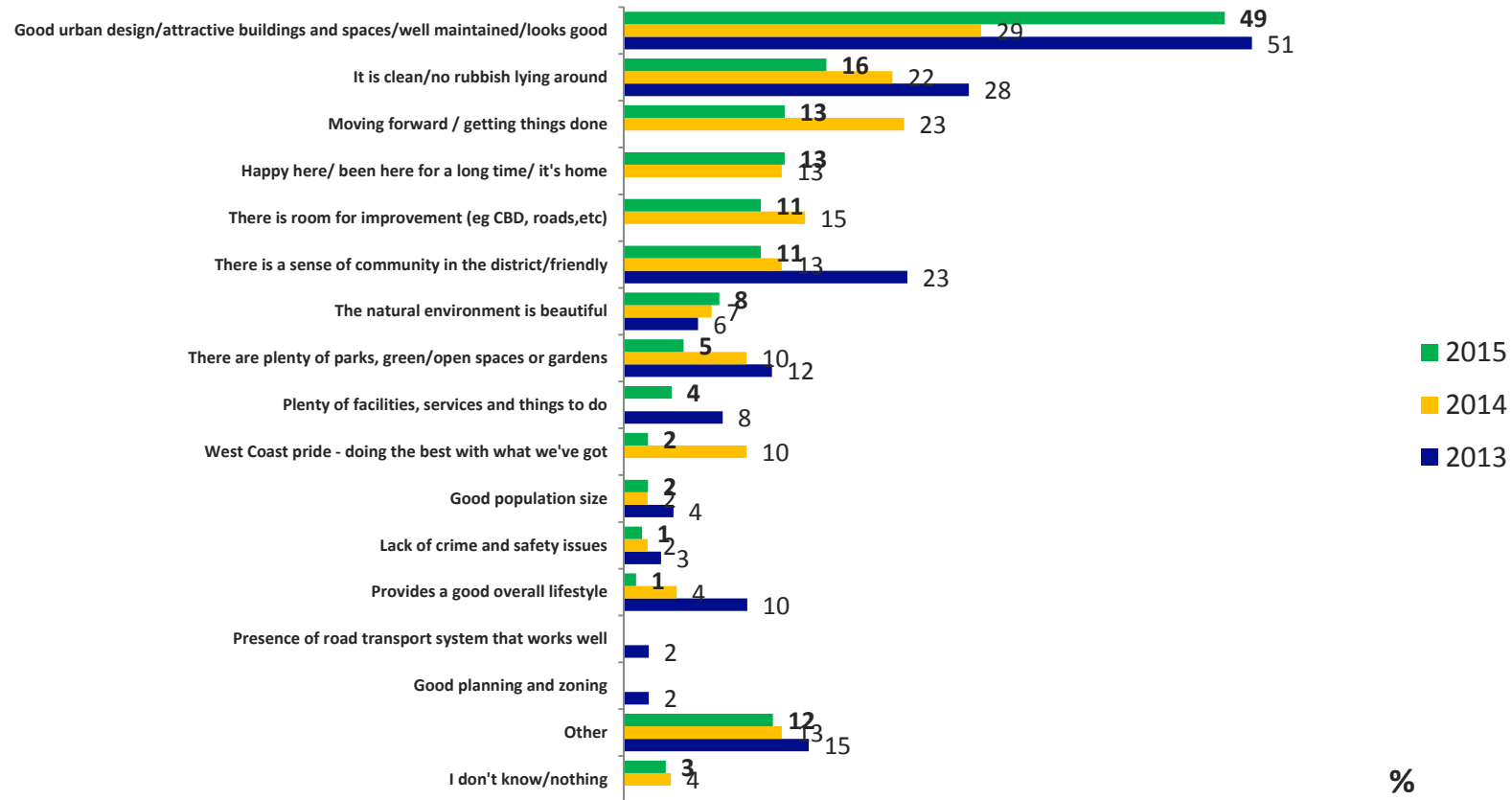
Sample: refer to () \*Note: small sample size – results indicative only





# Reasons for feeling a sense of pride in the way the District looks and feels

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



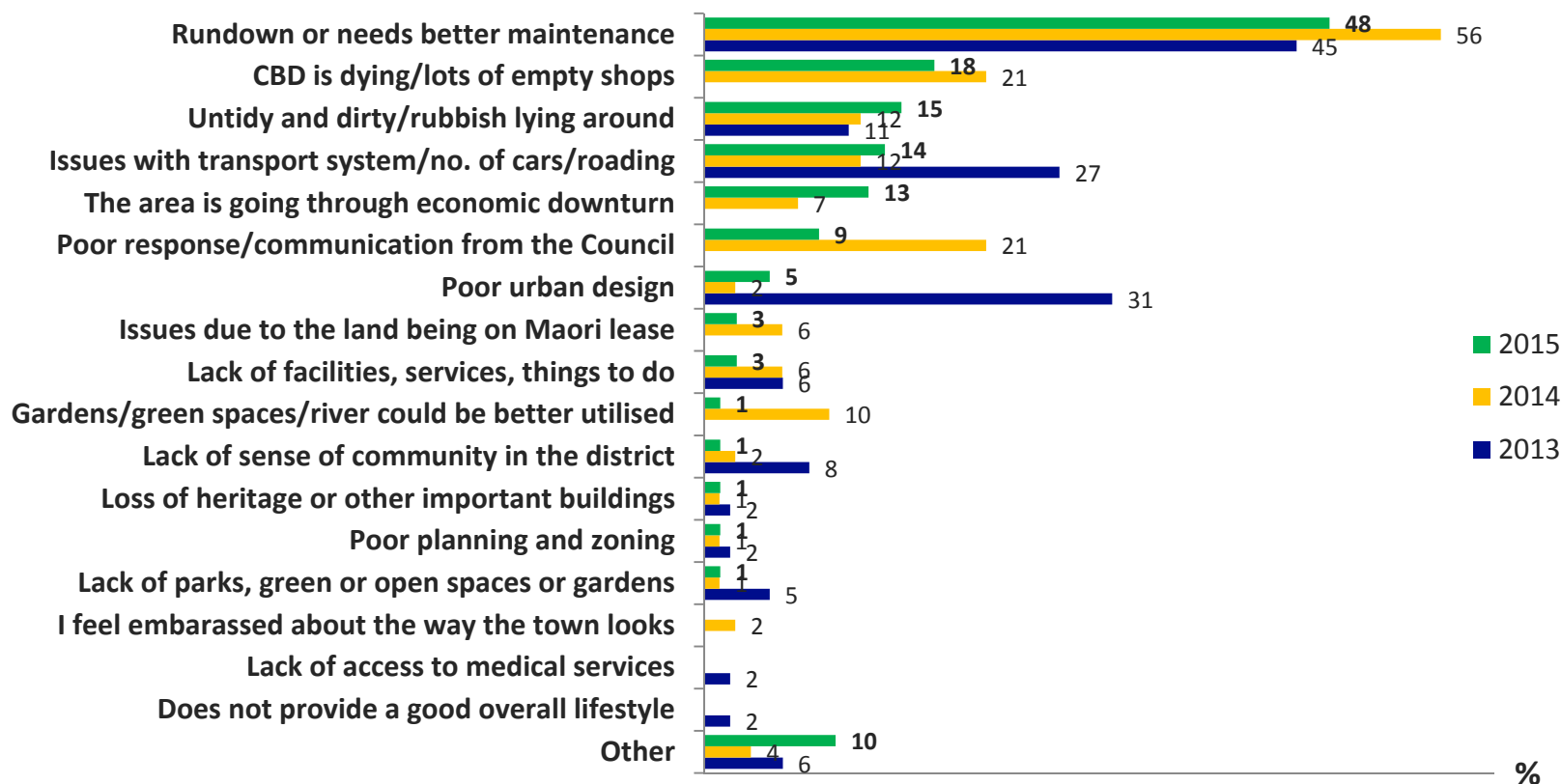
**In 2015, the reason most commonly stated for feeling a sense of pride is good urban design/attractive buildings and spaces/well maintained/looks good (49%), followed by it is clean/no rubbish lying around (16%).**

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



# Reasons for not feeling a sense of pride in the way the District looks and feels

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



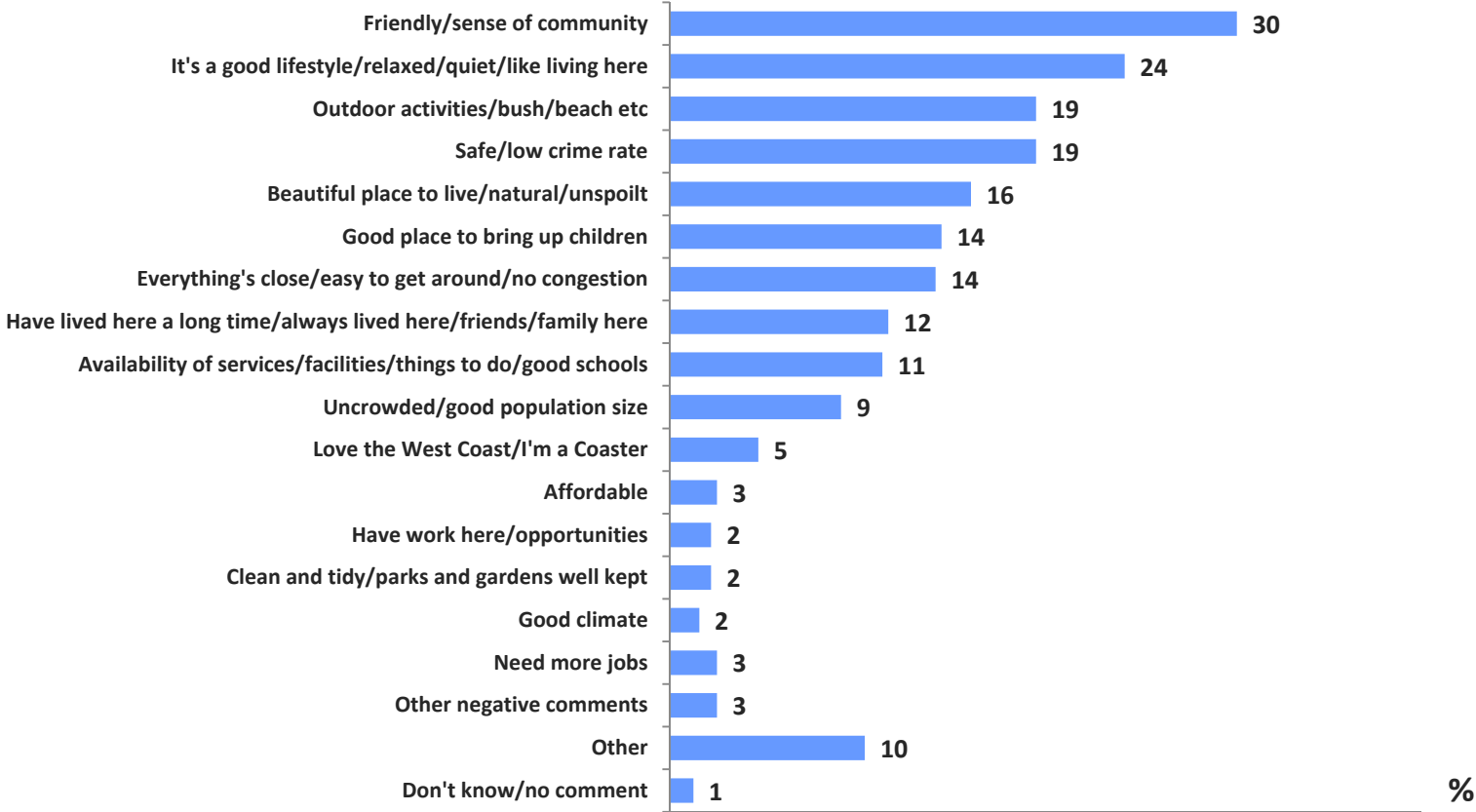
In 2015, the most common reason given for not feeling a sense of pride is that it is rundown or needs better maintenance (48%), followed by the CBD is dying/lots of empty shops (18%).

Sample: those who do not feel a sense of pride in the way the District looks and feels: 2013: 62; 2014: 84; 2015: 80



# Reasons for feeling the District is a great place to live, 2015

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



Participants who agree that the District is a great place to live most commonly state friendly/sense of community (30%) and it's a good lifestyle/relaxed/quiet/like living here (24%) as the reasons why.

Sample: those who feel the District is a great place to live: 318

Note: this question was not asked prior to 2015

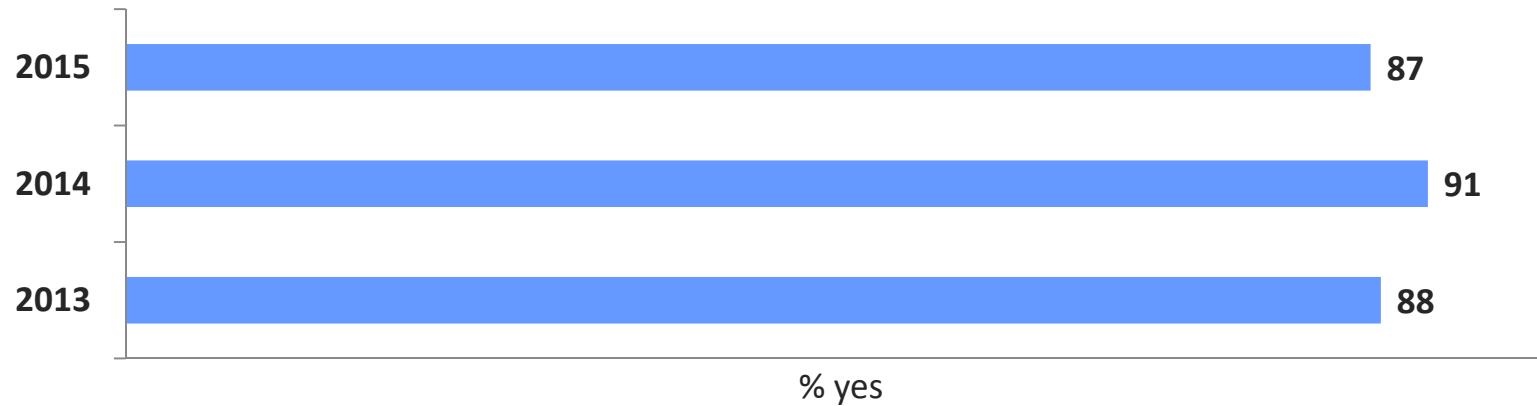


# Feeling safe on local roads



# Feeling of safety on local roads

Q. Do you feel safe on local roads?



**The majority of residents in 2015 stated they feel safe on local roads (87%), slightly lower than in 2014 (91%) and similar to in 2013 (88%).**

Sample: total sample: 350

Note: this question was not asked in 2011



# Household emergency preparedness



# Household emergency preparedness

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

		Don't know/NA	Not at all prepared (1)	Not very well prepared (2)	Quite well prepared (3)	Very well prepared (4)	% not prepared	% prepared	Mean score
2014 National level of preparedness*		10	29	50	11		39	61	Na
2015 Total sample (350)		15	21	46	27		27	73	2.95
2014 Total sample (350)		5	22	50	24		26	73	2.93
2013 Total sample (350)		23	23	45	27		26	72	2.99
2011 Total sample (350)		12	15	48	35		18	81	3.16
2015	Age: 18-24 (41**)	10	44	37	10		54	46	2.46
	25-49 (147)	15	24	46	23		29	69	2.88
	50-64 (108)	6	13	48	33		19	81	3.09
	65+ (54)	2	13	48	37		15	85	3.20
	Household a Grey DC ratepayer: Yes (305)	4	18	48	29		23	77	3.02
No (45**)	2	13	40	31	13	53	44	2.45	

Grey District residents are more likely than New Zealand residents nationally to feel prepared (61%).

27% stated they feel very well prepared for an emergency in 2015 and 46% quite well prepared. The proportion very well prepared has declined from 35% in 2011 but remains similar to 2013 and 2014. The proportion not very well prepared (21%) has increased from 15% in 2011 but remains similar to 2013 and 2014.

Residents aged 18-24 years and households that are non-ratepayers are the most likely to feel unprepared (54% and 53% respectively).

Sample: Refer to ( ) \*Source: GET READY GET THRU Survey 2014 (sample size: 1,264) \*\*Note: small sample size results indicative only



# Household emergency preparedness

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

		Don't know/NA	Not very well prepared (2)	Quite well prepared (3)	Very well prepared (4)	% not prepared	% prepared	Mean score
2015 Total sample (350)		15	21	46	27	27	73	2.95
2014 Total sample (350)		5	22	50	24	26	73	2.93
2013 Total sample (350)		23	23	45	27	26	72	2.99
2011 Total sample (350)		12	15	48	35	18	81	3.16
2015	Age: 18-24 (41*)	10	44	37	10	54	46	2.46
	25-49 (147)	15	24	46	23	29	69	2.88
	50-64 (108)	6	13	48	33	19	81	3.09
	65+ (54)	2	13	48	37	15	85	3.20
	Household a Grey DC ratepayer: Yes (305)	4	18	48	29	23	77	3.02
	No (45*)	2	13	40	31	13	53	44

27% stated they feel very well prepared for an emergency in 2015 and 46% feel quite well prepared. The proportion who feel very well prepared has declined from 35% in 2011 but remains similar to in 2013 and 2014. The proportion who feel not very well prepared (21%) has increased from 15% in 2011 but remains similar to in 2013 and 2014.

Residents aged 18-24 years and households that are non-ratepayers are the most likely to feel unprepared (54% and 53% respectively).

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



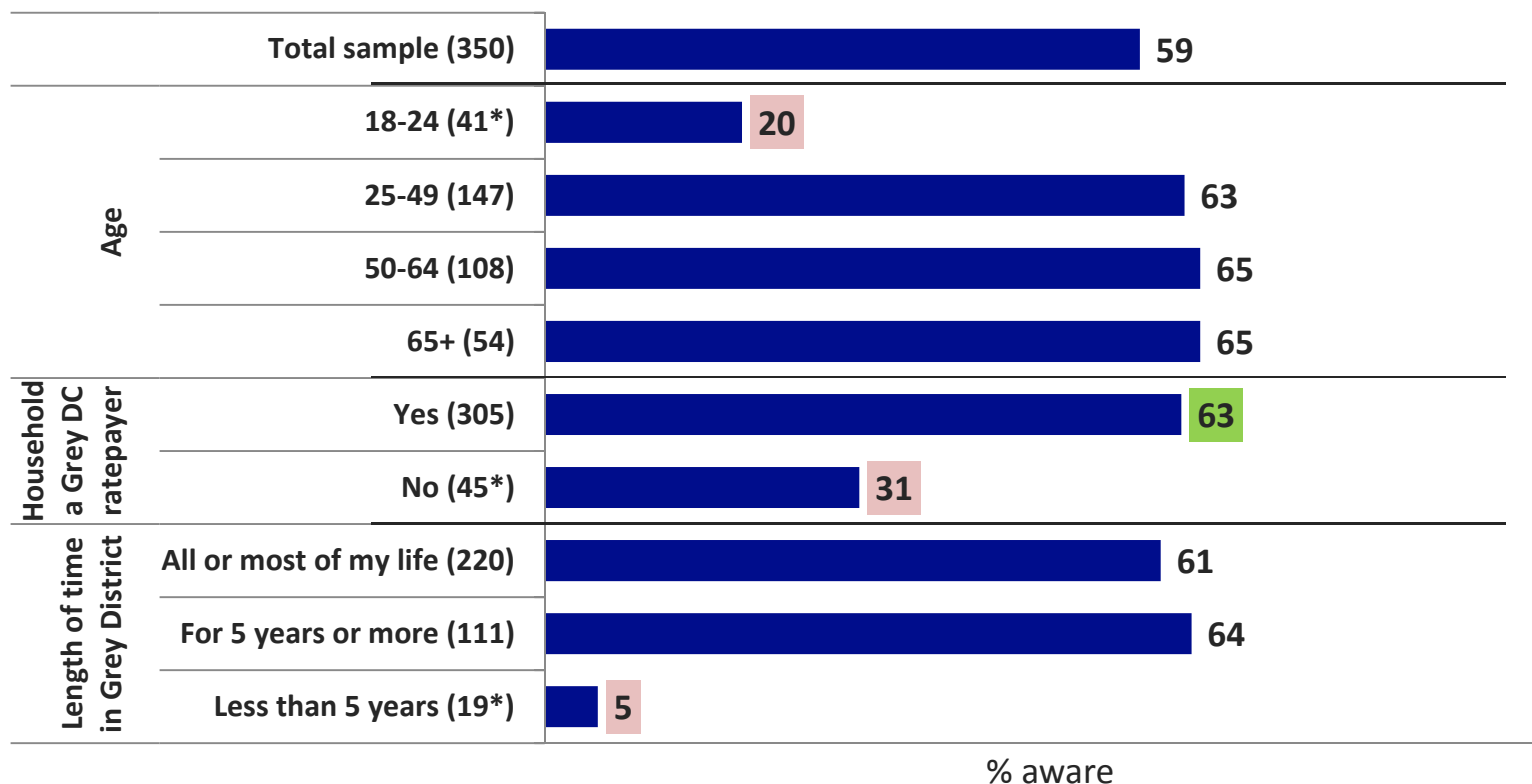


**Awareness of Council led economic development initiatives and whether they should continue when DIA funding ends**



# Awareness of Council led economic development initiatives, 2015

Q. Council has a Community Economic Development Strategy which identifies projects to improve the quality of life and stimulate economic growth in our District, such as initiatives like the Greymouth CBD Renewal and the Discovery Centre-Innovation Hub Concept. Are you aware of any Council led economic development initiatives?



In 2015, 59% stated they are aware of Council led economic development initiatives.

Awareness is higher among those aged 25 and above (88%). It was higher among ratepayer households (63%) than those non-ratepaying households (31%), and among residents who have lived in Grey District more than 5 years (95%).

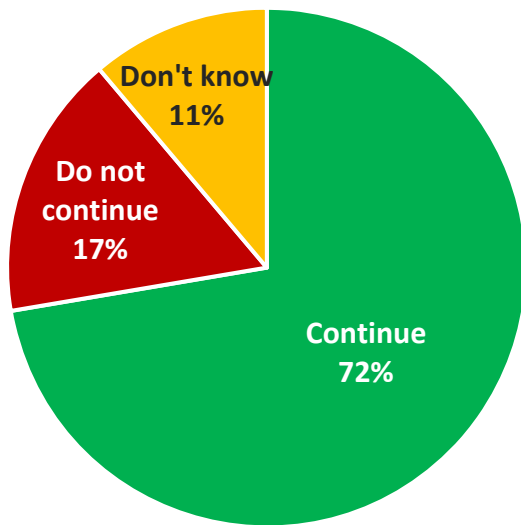
Sample: refer to ( ) \*Small sample size – results indicative only

Note: this question was not asked prior to 2015

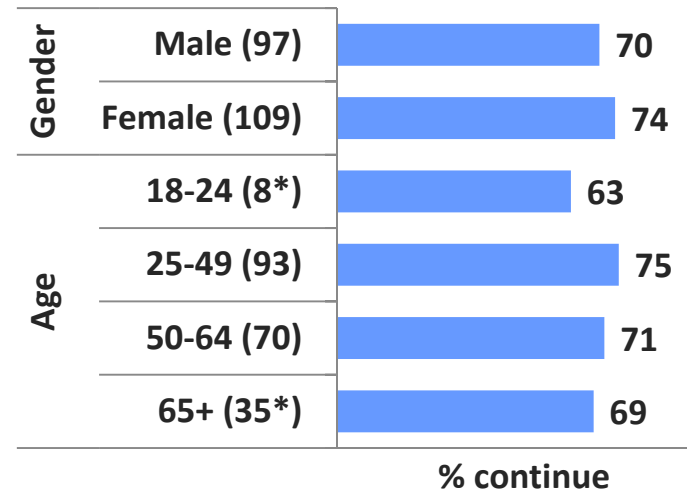


# Whether Council should continue to lead community economic development initiatives after DIA funding ends, 2015

Q. Council receives funding from the Department of Internal Affairs of \$80,000 per year for three years for economic development initiatives. This funding will end in June 2016. Do you think Council should continue to lead community economic development initiatives after June next year when the funding has run out?



By gender and age



Overall, 72% of residents aware of any Council led community economic development initiatives, state the Council should continue to lead such initiatives when DIA funding runs out, while 17% state they should not continue to do so.

Sample: those aware of any Council led economic development initiatives: 206

\*Small sample size – results indicative only

Note: this question was not asked prior to 2015





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

