

Buller District Council

HOW WELL IS THE COUNCIL PERFORMING?

Customer Satisfaction Survey | May 2023



Contents

How do the residents rate The Buller District Council for their customer service?	3
What are the main interaction avenues used by the residents?	6
How satisfied are customers with Council's customer service and, communication and consultation?	9
How satisfied are the residents with Council's communication/consultation?	17
The Council's upgraded website and the newsletter "Connect"	22
Appendices	27







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Section 1

How do the residents rate the Buller District Council for their customer service?

Buller District Council conducted a survey with the residents who had interacted with them in the last twelve months to understand levels of satisfaction and to identify opportunities to improve its services and facilities. The survey was made available online and through hard copies between the 1st and 31st of March 2023. A total of 244 respondents participated in the survey this year. The findings of the research are summarised below.

Seventy-one percent of the residents said that they were satisfied with the customer service received from the Council.		
	<ul style="list-style-type: none"> • 71% were satisfied with the customer service. • 18% decrease from 2021 	<p>Results revealed that the types of interactions residents had with the Buller District Council (BDC) influenced the rating of their experience. Those who made a complaint or reported an issue about a Council service were found to be less satisfied (48%).</p>
	<ul style="list-style-type: none"> • 61% agreed their matter was dealt with in an acceptable timeframe. • Higher agreement (71%) amongst those who had applied for a consent or a licence. • Significantly lower agreement (39%) amongst those who had reported an issue/complaint. • 26% decrease from 2021. 	
	<ul style="list-style-type: none"> • 60% said that they visited Council’s upgraded website. • 82% agreed that they found the upgraded website easy to navigate. 	
	<ul style="list-style-type: none"> • 79% received the Council’s newsletter “Connect” and • 80% of residents who received the newsletter, read it. 	
	<ul style="list-style-type: none"> • 52% were satisfied with the level of information received. • 30% decrease from 2021. 	
	<ul style="list-style-type: none"> • 42% were satisfied that Council consults with them on important issues. • 28% decrease from 2021. 	

<p>Residents say that the staff who work for the Council or at Council facilities, are great.</p>		
	<ul style="list-style-type: none"> • 43% specifically mention the staff in a positive light. 	<p>“ Staff are personable, caring, solution-focused and willing to go the extra mile.”</p>

<p>However, there is room for improvement in the areas of communication/consultation.</p>		
	<ul style="list-style-type: none"> • 26% mention that communication/consultation methods can be improved 5% increase from 2021 	<p>“ Provide media updates not just through social media but through other means that actively engages the community members that are not on social media.”</p>

Section 2

What are the main interaction avenues used by the residents?

Interaction with the Council in the past 12 months

On average, respondents had 2.0 types of interactions with the Council over the past 12 months. The main interactions residents had with the Council were

- making a payment, an enquiry, or seeking information – this continue to be the major reason why residents interact with the Council (65 percent);
- attending a movie, show, or an event (45 percent); and
- using a library service or a library event (34 percent).

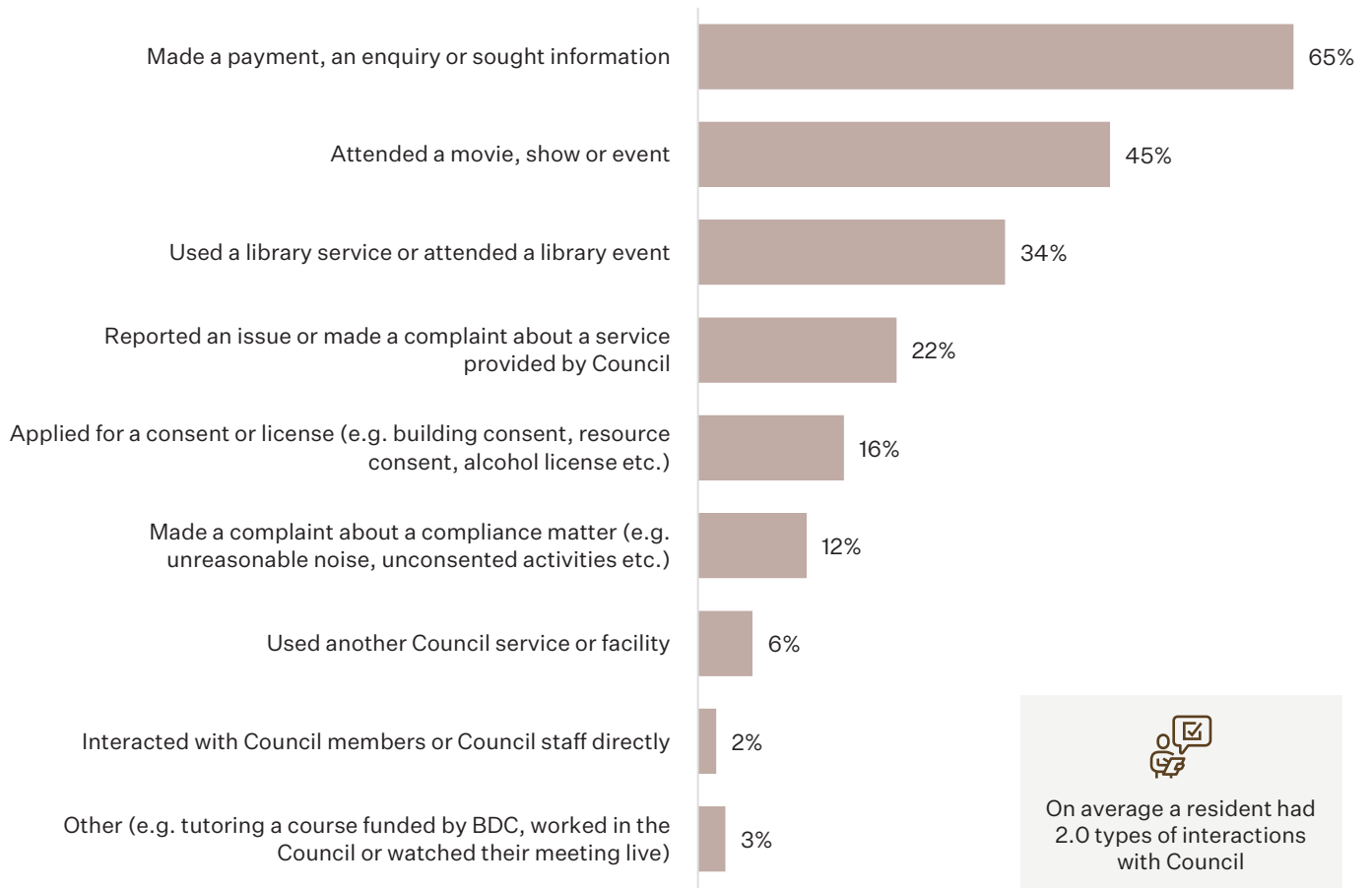
Interactions were found to vary across wards and age groups. The key differences noticed by demographics were:

- Residents located in the Inangahua Ward were significantly higher in interactions pertaining to making a payment or an enquiry, or seeking information (85 percent), compared to other wards.
- Residents aged 26 to 35 were more likely to have applied for a consent or a licence (34 percent), as compared to other age groups.

The type of interactions that the respondents have had with the Council was found to influence the customer experience and satisfaction ratings, as would be revealed in the following sections.

Also, worth noting is that over the years the residents continue to interact with the Council for the same reasons with no significant differences found in the type of interactions they had.

Figure 1: Interaction with the Council in past 12 months



Q. In the last 12 months, which, if any, of the following have you done with Buller District Council?

Base: All respondents excluding missing responses (n=243)

Section 3

How satisfied are customers with Council's customer service, communication, and consultation?

Satisfaction with customer service

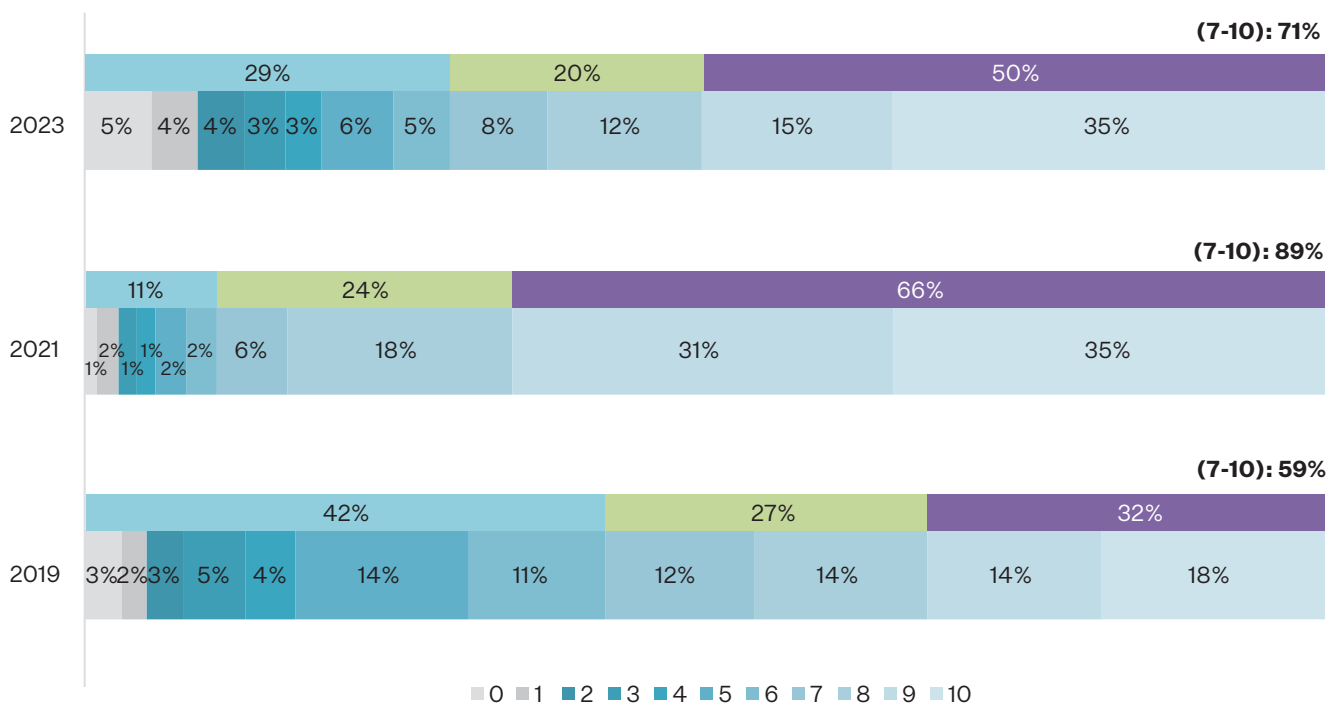
Seventy-one percent of the respondents said that they were satisfied (i.e., gave a rating of 7 to 10) with the customer service they received from the Council. In comparison with 2021, the percentage of respondents who were satisfied with the customer service has dropped by 18 percent.

This can be attributed to the decline in the percentage of respondents who were very satisfied with the Council’s customer service in 2023 i.e., gave it a 9 or a 10.

- Those who attended a movie, show or an event, or used the library service, were more satisfied (82 percent) than those who interacted for other reasons.
- Those who complained about a compliance matter or reported an issue to the Council were significantly lower on satisfaction i.e., only 42 percent of them gave a rating of 7 to 10, compared to other interaction type groups.

No significant difference was observed in the satisfaction ratings given across wards.

Figure 2: Satisfaction rating for customer service



Q. (2019/2021/2023). Please rate the customer service you received from Buller District Council: 0 = Poor, 10 = Excellent.

Base 2023: All respondents excluding missing responses (n=241)

What the Council does well?

Table 1 summarizes the key themes that emerged from an open-ended question about what the Council does well, based on residents' experiences with customer service. The verbatims suggest that residents experience friendly, helpful staff, and good service.

The residents felt that the staff at the Council are friendly and helpful (39 percent). The staff at the libraries, airport and theatres were reportedly helpful and cordial. The verbatims had special mentions of various staff members suggesting the importance of customer service to the residents.

“ Excellent staff. **** has a wonderful manner with customers. **** is very efficient and **** brings a sense of humour to her responses”.

Sixteen percent felt that the Council offers good service.

“ The Customer Services team, when you come to the council to pay, the ladies are always so friendly and lovely. They make the process so easy. I prefer to come and do this face to face instead of online”.

Although communication as a whole was identified as an area for concern in latter sections of this report, eight percent of residents highlighted receiving good communication from the building consents unit.

“ The communication from the building unit is excellent. I do hope council appreciate the experience that the senior members of the BCA provide”.

Table 1: What the Council does well with customer service?

	Percentage	Number of respondents
Friendly/helpful/good staff	39%	93
Good service	16%	37
Communication	8%	18
Services and facilities	7%	17
Fast/prompt response/resolution	6%	14
Informative/knowledgeable	5%	12
Positive comment (undefined)	3%	6
Cleanliness/maintenance/appearance	2%	4
Other	1%	2
Don't know	1%	3
Nothing/NA	8%	18
Total respondents		236

*Q. Based on your experiences of customer service from Council, what would you say Council does well? – Coded.
Base: All respondents excluding missing responses (n = 236)*

How can the Council improve customer service?

Residents were asked about ways in which the Council could improve its customer service. The most common suggestion (26 percent) was to improve communication and consultation, particularly around roading and water issues.

“ I sent an email regarding a dangerous roading issue and never heard back, and I am aware that other people have had the same treatment with other issues”.

Other suggestions included hiring more and better-quality staff (19 percent), improving services and facilities (8 percent), and meeting commitments around response times (9 percent).

“ Library needs another computer for staff to process books/help with printouts”.

“ Work at a snail pace. No one appears to be able to make a decision. too much C.Y.A.”

Eighteen percent of the responding residents had no suggestions for the Council to improve their customer service.

Table 2: Suggested improvements for customer service by the Council¹

	Percentage	Number of respondents
Lack of/need to improve communication/consultation	26%	60
Better staff/more good staff	19%	43
Lack of/need to improve response/timeliness	9%	21
Lack of/need to improve services and facilities	8%	18
Reduce rates/fees	4%	9
Lack of/need to improve information	4%	9
Lack of/need to improve processes	3%	8
Lack of/need to improve cleanliness/maintenance/appearance	3%	7
Lack of/need to improve online services	1%	3
Other	1%	3
Don't know	6%	15
Nothing/NA	18%	41
Total respondents		232

Q. What could Council do to improve customer service?

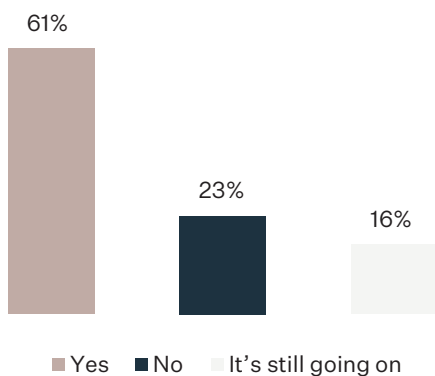
Base: All respondents excluding missing responses (n=232)

¹ Please see Appendix D for verbatims

Matter being dealt with in an acceptable timeframe

The proportion of respondents who felt that their matter was dealt with in an acceptable timeframe was 61 percent, which represents a decline on this KPI from 87 percent in 2021 and 66 percent in 2019.

Figure 3: Was your matter dealt with in the timeframe?



Q. Did you feel that your matter was dealt with in an acceptable timeframe?

Base: All respondents excluding missing responses (n=194)

Satisfaction with the timeframe varied by type of interaction:

- Those who reported an issue or made a complaint about a service provided by the Council were less likely to feel that their matter was dealt with in a timely manner (44 percent).
- Those who applied for a consent, or a licence were more likely to agree (71 percent) that the matter was dealt with in an appropriate manner.
- Those who used recreational services such as the library, shows, movies or events had an agreement proportion of slightly over 70 percent.

Across wards, no significant difference was observed in the agreement proportion.

Other comments, feedback, or suggestions on Council's customer service

Forty-five percent of the residents had no further comment or feedback to provide on Council's customer service.

The remaining residents have further emphasised the need to improve communication (16 percent), services, and facilities provided by the Council (5 percent) and have a more efficient information providing system in place (3 percent).

- “ More transparency and better communication. Would be good to know who is who and what goes on behind closed doors”.
- “ Good on-site airport parking is appreciated”.
- “ No information about changes to Reefton Library, public deserves updates on what is happening on a regular basis. Not just in your newsletter”.

Eight percent of them gave negative feedback about the staff and said that there's room for improvement.

- “ Don't be rude. Get rid of the attitude”.

Communication was more important as an area of improvement for those who had made a complaint, reported an issue, or applied for consent with the Council; compared to others who used the Council for recreational purposes such as for the library or movies.²

² Please see Appendix C for details.

Table 3: Additional feedback and comments on the Council’s customer service³

	Percentage	Number of respondents
No/nothing	45%	100
Lack of/need to improve communication/ consultation	16%	35
Staff positive	9%	19
Staff negative/room for improvement	8%	17
Good service	6%	13
Lack of/need to improve services and facilities	5%	12
Positive comment (general)	4%	8
Lack of/need to improve service	4%	8
Lack of/need to improve information	3%	6
Rates	3%	6
Lack of/need to improve response/timeliness	2%	4
Good services and facilities	1%	2
Other	2%	4
Total respondents		223

Q. Do you have any other comments/ feedback/ suggestions on Council’s customer service? – Coded

Base: All respondents excluding missing responses (n=223)

³ Please see Appendix D for verbatims

Section 4

How satisfied are the residents with Council's communication and consultation?

Satisfaction with communication

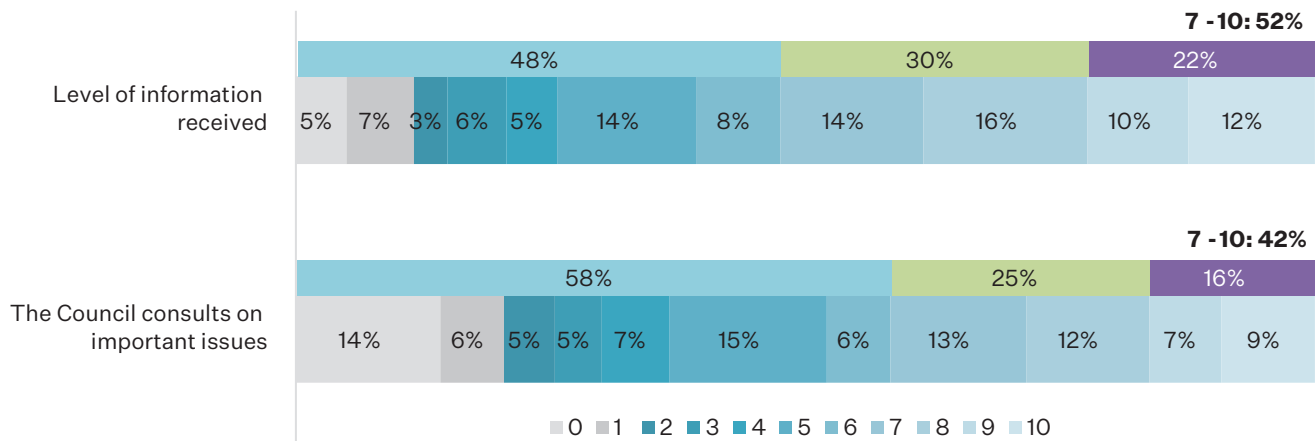
Residents were asked to state their satisfaction with two aspects referring to communication, this identified that

- 52 percent of residents were satisfied with the level of information received from the Council; and
- 42 percent stated that the Council consulted with them on important issues.

These scores are substantially below what was achieved in 2021 (82 percent and 70 percent respectively).

Interestingly, our data suggests that residents who reported a compliance matter (62 percent) or an issue with a Council service (50 percent) were more likely to be dissatisfied with the information they received from the Council. Additionally, residents between the ages of 26–35 were more satisfied than other age groups, while seniors above the age of 65 were less satisfied on both measures. Finally, residents of Inangahua Ward were consistently less satisfied than residents of other wards.

Figure 4: Satisfaction with level of information received and consultation



Q. How satisfied are you with the level of information you receive from Council? 0 = Very dissatisfied, 10 = Very satisfied.

Q. Do you think Council consults with you on important issues? 0 = Very poorly, 10 = Very well.

Base: All respondents excluding missing responses (n=240)

What the Council could improve upon, in terms of the level of information provided and consulting with the residents?

While a substantial proportion of respondents (45 percent) said that they had no suggestions for the Council, others mainly recommended that the Council needed to improve on its communication and consultation with the residents.

“ Council needs to reply in a timely matter to requests and to follow the laws, regulations and acts that council say and advertise on their website”.

Twenty-three percent of the respondents felt that there has been no consultation at all, and others felt that not enough consultation is being done about concerning issues.

“ There has been no consultation that I can recall, in the five years I have been living back in town”.

Residents suggested that the consultations need to be honest and regular. The residents of some places (Reefton for example) were particularly frustrated with the lack of communication and the extent to which the residents were being consulted by the Council on matters of importance to them.

“ Reefton is definitely the poor cousin to Westport it would be good to see more services in Reefton like dog and noise control and more rate payer’s money spent here, a walking/cycling path from Buller Ed to the cemetery and maybe beyond would be great”.

The respondents also feel the need to have more information from the Council regarding issues such as water supply, changes to landfill, or the library being moved (12 percent).

“ The water pipeline project has been poorly communicated”.

Consulting early in the process was also a key recommendation. Having a team focussed on environmental/scientific matters, as is seen with other Councils, was also recommended.

“ Would also like to see council prioritize environmental protection. it has been embarrassing and upsetting in the past to see Mayors like Gary Howard take action”.

Table 4: Suggestions on the level of information and consultation⁴

	Percentage	Number of respondents
Nothing	45%	103
Lack of/need to improve communication/ consultation	23%	53
Lack of/need to improve information	12%	27
Staff negative/room for improvement	7%	17
Lack of/need to improve services and facilities	5%	11
Rates	4%	8
Lack of/need to improve response/timeliness	3%	6
Improve online services	2%	4
Positive comment (general)	1%	3
Staff positive	1%	3
Good communication/consultation	1%	2
Other	2%	4
Don't know	1%	3
Total respondents		227

Q. Do you have any other comments/ feedback/ suggestions on the level of information and consultation the Council provides?

Base: All respondents excluding missing responses (n = 227)

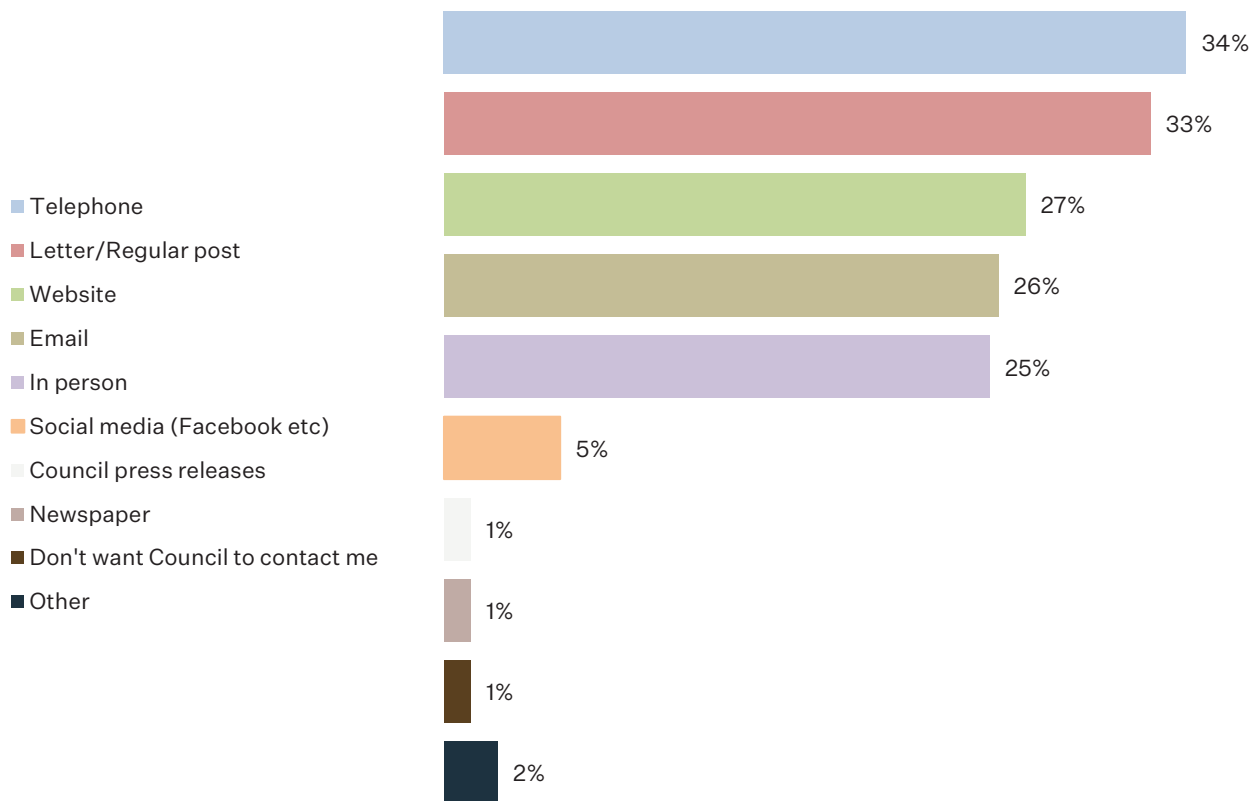
⁴ Please see Appendix D for verbatims

Channels to communicate with residents

As observed in 2021, respondents expressed a desire for a variety of communication channels from the Council, indicating a need for a multi-pronged approach. As highlighted earlier, residents are less interested in social media and prefer traditional communication channels. Notable insights include:

- Telephone and letter/post are the most preferred channels.
- Twenty-seven percent preferred being contacted through the website, email, or in person.
- Fifty percent of residents aged 16 to 35 preferred contact through the website.
- Social media was the least preferred medium for those above 46 years of age (preferred by about 1 percent)
 - Whereas residents aged 36–45 years old were more likely to prefer social media (26 percent).
- Those residing in Inangahua Ward had relatively more preference for traditional channels of communication (letter/telephone/in-person), than that for electronic media (website/email) in comparison to other wards.

Figure 5: Preferred channel of communication



Q. Q.What is the best way for Council to communicate with you? Base: All respondents excluding missing responses (n = 241)

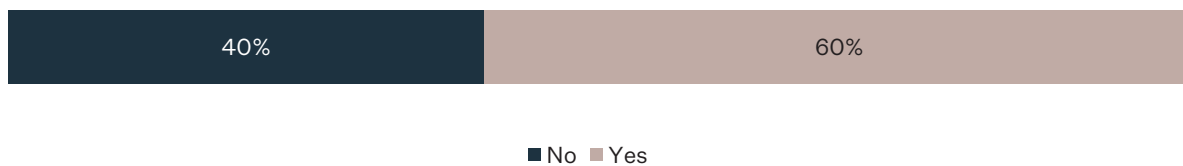
The Council's upgraded website and the newsletter “Connect”

Council’s upgraded website

Overall, sixty percent of the respondents said that they had visited Council’s upgraded website.

- The respondents from Inangahua Ward were significantly less likely to have visited the Council’s upgraded website (39 percent).
- Also, a significantly lower adoption rate was observed amongst those above 65 years of age, where only about half (46 percent) had accessed the website.
- The website was mostly used by the residents for finding information or keeping themselves up to date (30 percent), whereas some of them used it for waste management services (13 percent).
- Some were intrigued and accessed it to look through (11 percent). In Seddon Ward one in five had looked for work on the website.
- To learn about rates (6 percent), Council’s meeting dates (6 percent), water services (5 percent), building consents (5 percent) and Council facility timings (5 percent) are other reasons that took the residents to the upgraded website.
- Most of the residents (82 percent) stated that they found the upgraded website easy to navigate. No significant difference was observed across wards. Above 65s were relatively low in agreement (69 percent) than other groups.

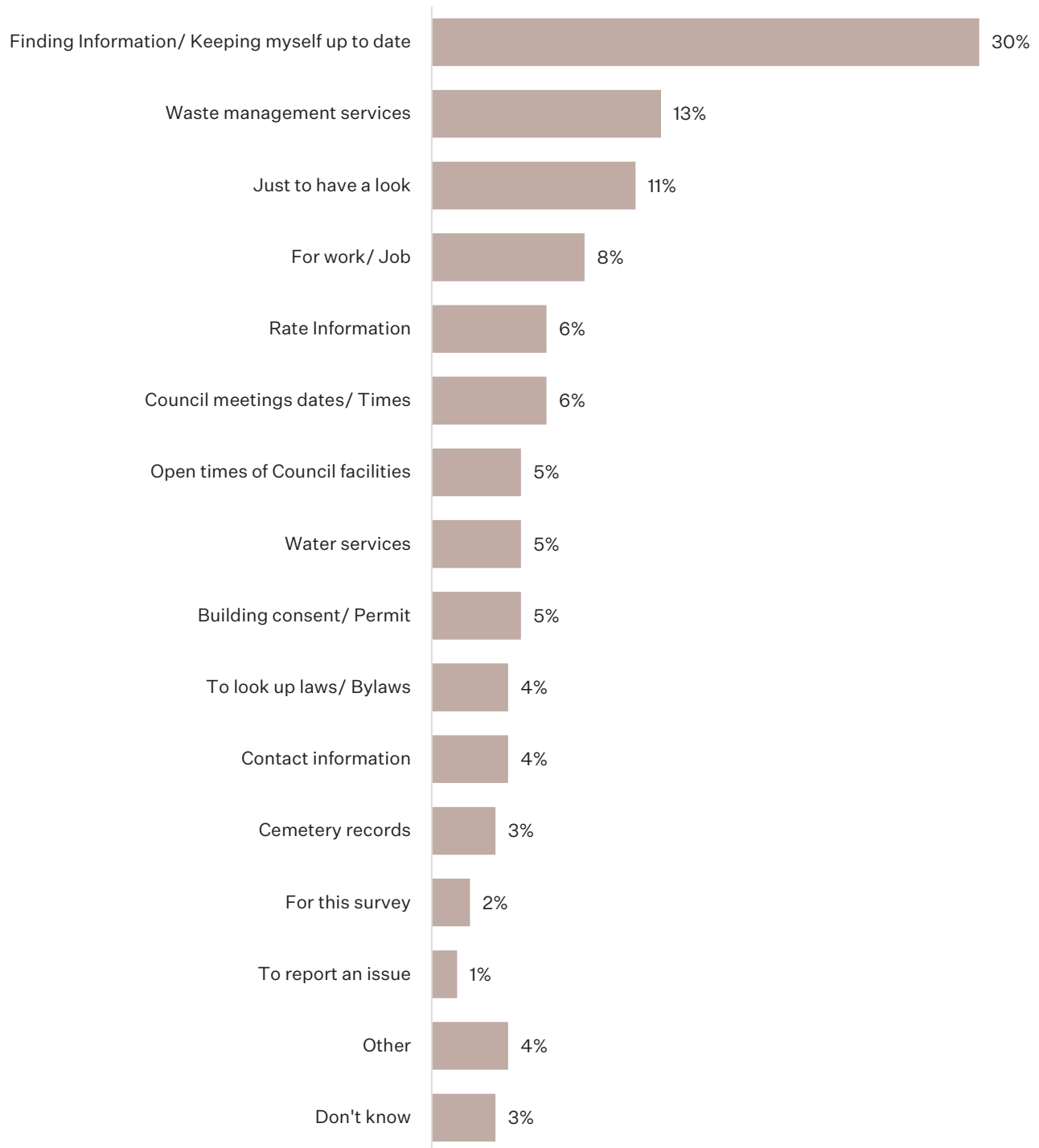
Figure 6: Have the residents visited the Council’s upgraded website?



Q. Have you visited Council’s upgraded website?

Base: All respondents excluding missing responses (n = 242)

Figure 7: What was the website used for?



Q. What purpose did you use it for? – Coded.

Base: All respondents who visited Council's upgraded website excluding missing responses (n = 144)

Table 5. Was the upgraded website easy to navigate?

	%	n
Yes	82%	118
No	18%	26
NET	100%	144

Q. Did you find it easy to navigate?

Base: All respondents who visited Council's upgraded website excluding missing responses (n = 144)

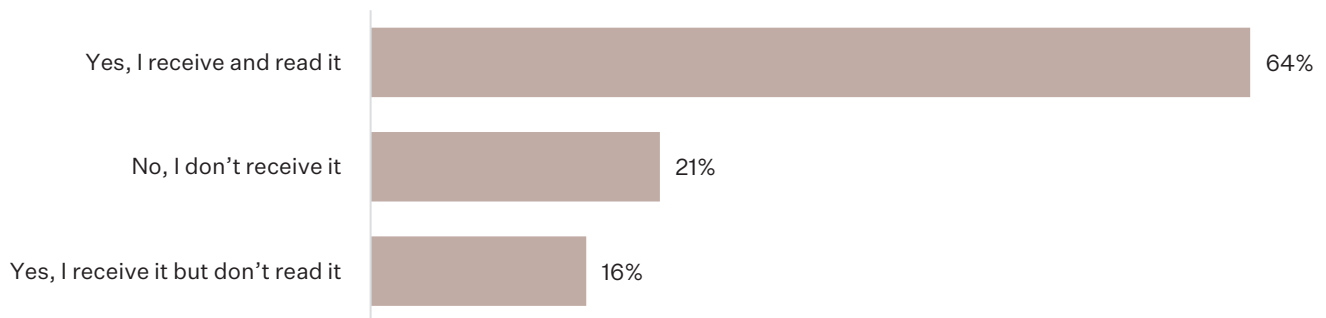
Receiving and/or reading Council’s newsletter “Connect”

When asked, 79 percent of respondents stated they had received the Connect newsletter, of which 80 percent reported reading it.

The remaining 21 percent did not receive the newsletter. No significant difference was observed across wards.

Residents aged about 65 were significantly more likely (83 percent) than other age groups to have received and read the Connect newsletter. While residents aged between 26 and 35 were significantly more likely to have received the Connect newsletter and not read it (39 percent).

Figure 8: Have you received the newsletter “Connect” regularly and do you read it?



Q. Council publishes a 'Connect' newsletter four times per year. Have you received this regularly and do you read it?

Base: All respondents excluding missing (n = 244)

Section 5

Appendices

Appendix A. About this research

CONTEXT

Buller District Council conducts customer service satisfaction research with the residents that fall within the purview of the Council. The survey was done in 2019 and 2021 and was repeated in 2023.

The key objective of these surveys was to gather insights to enable the Council to measure customer satisfaction with service and identify opportunities for improvement.

To this end, research was conducted with residents who had interacted with the Council in the previous 12 months and was used to deliver insight on:

- The types of Council/service interactions
- Residents' perceptions of customer service
- Residents' perceptions of communication and consultation with the Council
- Residents' perception of Council's website and newsletter

The surveys were available online to anyone who wished to participate in them, and a hard paper copy was also made available at various locations in the Buller District.

In early 2023, Buller District Council is looking to employ the same approach again to gather insight on resident satisfaction but would like to take the opportunity to review the survey content and re-design where appropriate.

METHOD

In line with 2021, the 2023 survey was conducted using a mixed method where the survey was available online and through hard/paper copies. The open link was available via Buller District Council's webpage and on social media pages and paper copies could be found at various locations in the Buller District.

The survey was also advertised online on the Council's webpage, on social media, in local publications, on radio, and by some Council staff who approached residents at various locations.

The survey was open for a month and was available between March 1st and March 31st, 2023. A total of 244 surveys were completed – 209 through the online link and 35 by filling out the paper copies.

PROFILE OF RESPONDENTS

The survey was open to any resident over 15 years of age. Fourteen respondents who chose to participate, did not live in the area. These have been included in the analysis as the feedback provided was still deemed to be valid. The rest of the survey respondents vary in age, gender, and ethnicity and reside in the three different wards. However, as quotas were not put in place, the sample skewed towards those aged 46 years or older (70 percent) and reside in the Westport Ward (58 percent). A similar pattern was observed with the survey done in 2021 which saw more participation from the same age group and the same ward as in 2023.

A full demographic breakdown of the sample is shown in Appendix B.

Respondents predominantly self-selected to participate; it is important to acknowledge that self-selecting respondents tend to be different from those approached through a quota managed by a random sampling basis, where respondents are invited to take part. Self-selecting respondents may have characteristics and opinions that are not consistent with the general population.

DATA ANALYSIS

Frequency analysis

Proportions for each response have been presented individually in the charts and often responses have been combined to provide clarity. Generally, results excluded missing responses when respondents chose to not answer a question/skip a question.⁵

The survey had several open-ended questions that were analysed by reading the answers and placing them into similar themes, with results analysed by frequency of mention. Verbatim comments have been provided in the appendix.

It should be noted that not all percentages shown add up to 100 percent. This is due to rounding or allowing multiple selections.

Comparisons

To provide more detailed analysis of the results and understand commonalities by subgroups within an area, results have also been analysed against past performance and by demographics where relevant and possible.

Where relevant, significant differences have been noted.

⁵ Non-responses came from hard-copy surveys where there was no way of making responses mandatory.

Appendix B. Profile of respondents

Age

	%	n
15 or younger	0%	0
16 to 25	2%	5
26 to 35	16%	38
36 to 45	13%	31
46 to 65	40%	98
65+	30%	72
NET	100%	244

D2. Which of the following age groups do you belong to?

Ward

	%	n
Inangahua Ward	25%	61
Seddon Ward	11%	27
Westport Ward	58%	142
I don't live in Buller	6%	14
NET	100%	244

D1. Which area of Buller do you live in?

Appendix C. Additional tables by type of interaction

Customer service experience by type of interaction

%	Made a payment, an enquiry, or sought information	Applied for a consent or license	Made a complaint about a compliance matter	Reported an issue or made a complaint about a service provided by Council	Attended a movie, show, or event	Used a library service or attended a library event	Other	NET
0-6	28%	31%	52%	62%	18%	17%	30%	29%
7-8	21%	38%	28%	13%	28%	20%	11%	20%
9-10	51%	31%	21%	25%	53%	63%	59%	50%
7-10	72%	69%	48%	38%	82%	83%	70%	71%
NET	158	39	29	53	109	82	8	244

Total sample; Unweighted; base n = 241; total n = 244; 3 missing

Q2. Please rate the customer service you received? by Q1. In the last 12 months, which, if any, of the following have you done with Buller District Council?

Level of information received by type of interaction

	Made a payment, an enquiry or sought information	Applied for a consent or license	Made a complaint about a compliance matter	Reported an issue or made a complaint about a service provided by Council	Attended a movie, show or event	Used a library service or attended a library event	Other	NET
0-6	47%	38%	62%	60%	46%	42%	46%	48%
7-8	28%	44%	31%	25%	31%	26%	29%	30%
9-10	25%	18%	7%	15%	22%	32%	25%	22%
7-10	53%	62%	38%	40%	54%	58%	54%	52%
NET	158	39	29	53	109	82	8	244

Total sample; Unweighted; base n = 241; total n = 244; 3 missing

Q9. How satisfied are you with the level of information you receive from Council? by Q1. In the last 12 months, which, if any, of the following have you done with Buller District Council?

Matter being dealt with in an acceptable timeframe – by type of interaction

	Made a payment, an enquiry, or sought information	Applied for a consent or license	Made a complaint about a compliance matter	Reported an issue or made a complaint about a service provided by Council	Attended a movie, show, or event	Used a library service or attended a library event	Other	NET
Yes	62%	71%	44%	39%	68%	71%	50%	61%
No	23%	18%	37%	35%	18%	14%	17%	23%
It's still going on	15%	11%	19%	27%	14%	14%	33%	16%
NET	135	38	27	49	85	63	6	190

Total sample; Unweighted; base n = 237; total n = 244; 7 missing, 40 Not applicable

Q5. Did you feel that your matter was dealt with in an acceptable timeframe? by Q1. In the last 12 months, which, if any, of the following have you done with Buller District Council?

Feedback on customer service by type of interaction in last 12 months

Column %	Made a payment, an enquiry, or sought information	Applied for a consent or license	Made a complaint about a compliance matter	Reported an issue or made a complaint about a service provided by Council	Attended a movie, show, or event	Used a library service or attended a library event	Other	NET
No/nothing/NA	41%	44%	37%	31%	47%	46%	41%	45%
Not a valid answer	1%	3%	0%	4%	3%	3%	4%	4%
Positive comment (general)	3%	3%	0%	2%	2%	3%	11%	4%
Neutral/negative response	1%	0%	0%	0%	0%	0%	0%	0%
Staff positive	11%	11%	7%	6%	9%	11%	11%	9%
Staff negative/room for improvement	8%	6%	19%	15%	4%	6%	7%	8%
Good communication/consultation	0%	0%	0%	0%	0%	0%	0%	0%
Lack of/need to improve communication/consultation	16%	19%	19%	27%	15%	14%	4%	16%
Lack of/need to improve information	4%	3%	0%	0%	3%	3%	4%	3%
Engage with/provide for the youth	0%	0%	0%	0%	0%	0%	0%	0%
More Maori/cultural involvement/representation	0%	0%	0%	0%	0%	0%	0%	0%
Rates	4%	0%	4%	4%	5%	3%	0%	3%
CEO positive	0%	0%	0%	0%	0%	0%	0%	0%
Good service	6%	3%	4%	6%	7%	6%	7%	6%
Lack of/need to improve service	4%	8%	0%	4%	3%	4%	7%	4%
Lack of/need to improve online services	1%	0%	0%	0%	0%	0%	0%	0%
Good services and facilities	1%	0%	0%	0%	0%	0%	4%	1%
Lack of/need to improve services and facilities	6%	3%	4%	10%	8%	8%	7%	5%
Good response/timeliness	0%	0%	0%	0%	0%	0%	0%	0%
Lack of/need to improve response/timeliness	3%	6%	0%	6%	2%	1%	0%	2%

Column %	Made a payment, an enquiry, or sought information	Applied for a consent or license	Made a complaint about a compliance matter	Reported an issue or made a complaint about a service provided by Council	Attended a movie, show, or event	Used a library service or attended a library event	Other	NET
Lack of/need to improve events/ activities	0%	0%	0%	0%	0%	0%	0%	0%
Lack of/need to improve environmental response	0%	0%	0%	0%	0%	0%	0%	0%
Good cleanliness/ maintenance/ appearance	0%	0%	0%	0%	2%	0%	0%	1%
Reduced fees	1%	0%	4%	0%	1%	0%	0%	0%
Don't know	1%	0%	4%	0%	0%	0%	0%	0%
Other	2%	3%	4%	2%	1%	0%	0%	2%
NET	158	39	29	53	109	82	8	244

Q6. Do you have any other comments/ feedback/ suggestions on Council's customer service? - Coded by Q1. In the last 12 months, which, if any, of the following have you done with Buller District Council?

Satisfaction on level of information received from Council (by ward and age)

Column %	D1. Which area of Buller do you live in?					D2. Which of the following age groups do you belong to?					
	Inangahua Ward	Seddon Ward	Westport Ward	I don't live in Buller	NET	16 to 25	26 to 35	36 to 45	46 to 65	65+	NET
0-6	59%	37%	44%	50%	48%	60%	16%	52%	46%	64%	48%
7-8	27%	41%	31%	14%	30%	40%	39%	23%	35%	21%	30%
9-10	14%	22%	25%	36%	22%	0%	45%	26%	19%	14%	22%
7-10	41%	63%	56%	50%	52%	40%	84%	48%	54%	36%	52%
NET	61	27	142	14	244	5	38	31	98	72	244

Q9. How satisfied are you with the level of information you receive from Council? by Banner 1: Ward and Age; base n = 242; total n = 244; 2 missing

Satisfaction with consultation (by ward and age)

Column %	D1. Which area of Buller do you live in?					D2. Which of the following age groups do you belong to?					
	Inangahua Ward	Seddon Ward	Westport Ward	I don't live in Buller	NET	16 to 25	26 to 35	36 to 45	46 to 65	65+	NET
0-6	72%	48%	55%	57%	58%	60%	29%	55%	62%	71%	58%
7-8	14%	37%	28%	21%	25%	20%	32%	26%	28%	19%	25%
9-10	14%	15%	17%	21%	16%	20%	39%	19%	10%	10%	16%
7-10	28%	52%	45%	43%	42%	40%	71%	45%	38%	29%	42%
NET	61	27	142	14	244	5	38	31	98	72	244

Q10. Do you think Council consults with you on important issues? by Banner 1: Ward and Age
base n = 240; total n = 244; 4 missing



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