



people's panel



People's Panel survey – Household battery disposal & Customer service channels

May 2014

1 Table of contents

1	Table of contents	2
2	Key findings	3
3	Background	5
3.1	Survey background	5
3.2	About the People's Panel	5
3.3	Methodology	6
4	Survey results	7
4.1	Household battery use	7
4.2	Household battery disposal	11
4.3	Preferences for contacting Auckland Council	21
4.4	Issues with contacting Auckland Council	24
5	How these results have been used	31
	Appendix I Questionnaire with tables	32
	Appendix II Respondent profile	48

2 Key findings

Key findings

Household battery disposal:

- 97% of panellists used disposable AA, CC and DD type batteries, and many used rechargeable batteries of some sort, especially those in cell phones and digital cameras (74%).
- 97% of these people used a combination of both disposable and rechargeable AA, CC and DD type batteries. Many panellists use both rechargeable and disposable equally (43%), 34% using mostly rechargeable and 20% using mostly disposable.
- The most common reasons for not using rechargeable AA, CC and DD type batteries more were cost, reliability and convenience.
- There was low awareness (8%) of specialist household battery recycling services in Auckland.
- The most common method of disposing of batteries was through the kerbside rubbish collection system (77%), but 22% stockpiled them at home.
- Despite this, 60% felt that batteries should be sent to a specialist battery recycling service for disposal.
- 25% would be prepared to pay to dispose of household batteries, but 41% felt disposal should be free and 28% felt the cost should be built into the purchase price.
- 81% would be more likely to purchase battery brands that took back their batteries for free recycling, and 86% would be more likely to buy batteries from retailers that took back used batteries that were purchased from them.
- The most frequently mentioned comments about battery disposal included the need for battery drop off points to be convenient and accessible, that battery disposal should be free (or at least incur a very small charge), and for more information about battery disposal options to be available.

Customer service channels and contacting the council:

- Panellists preferred to use different contact methods to contact council for different activities and in different situations.
- In many cases, the council website was the preferred channel, particularly for activities like seeking information about council services, accessing property information, applying for registrations and permits, paying rates and booking facilities.
- Email was also a favoured channel for many of these activities, and was the preferred method of contact for 'having my say' on council matters.
- The council call centre was seen as a useful channel, especially for requesting an urgent service, e.g. noise control, discussing matters with a council specialist and requesting a non-urgent service.
- Amongst those who had contacted council last year in the way they prefer, 43% of

panellists reported no issues contacting council using their preferred method over the past year.

- When asked about specific issues related to contacting council, a number of panellists mentioned difficulty reaching the correct person or receiving the correct advice / information over the phone. Some had received no response to their query (via phone or email), or a delayed response from council.

3 Background

3.1 Survey background

Auckland Council is looking to gather information regarding Auckland residents' disposal of household batteries and gauge their views on how the disposal of household batteries should be managed in Auckland.

By household batteries, it is defined as batteries commonly used around the house, including:

- AA, CC and DD-type batteries used in small household things such as toys and torches, these could be either disposable (single-use) or rechargeable
- rechargeable batteries used in cell phones and digital cameras etc
- button batteries used in hearing aids and calculators etc
- power tool batteries.

Furthermore, council is looking for ways to make it easier for Auckland residents to contact council to get things done, by identifying the ways in which panellists would prefer to contact the council in the future and the factors that affect their ability to contact the council.

The following report summarises the key results and comments identified in the survey.

3.2 About the People's Panel

The People's Panel aims to provide an opportunity for Aucklanders to get involved with a range of council issues, giving feedback by regularly completing online surveys and getting involved with focus groups and other activities as needed.

The panel ideally supplements other research, consultation and engagement activities used to provide public perceptions to help inform decision-making processes. Panellists are recruited to be 'typical' members of the public – that is they include members of the public who come from a range of backgrounds and a range of levels of involvement with the council.

At the time of surveying there were 16,780 people registered with the panel, with representation from residents of each local board area and by age group and ethnicity. The People's Panel is not yet representative of the wider Auckland population and further recruitment is under way to improve participation from particular areas, age groups and ethnicities.

For more information about the People's Panel visit

www.aucklandcouncil.govt.nz/peoplespanel

3.3 Methodology

The survey was open from 23 April to 1 May 2014 and one reminder was sent to those who had not responded. In total 3,259 completed surveys were received.

The feedback has been analysed in two ways:

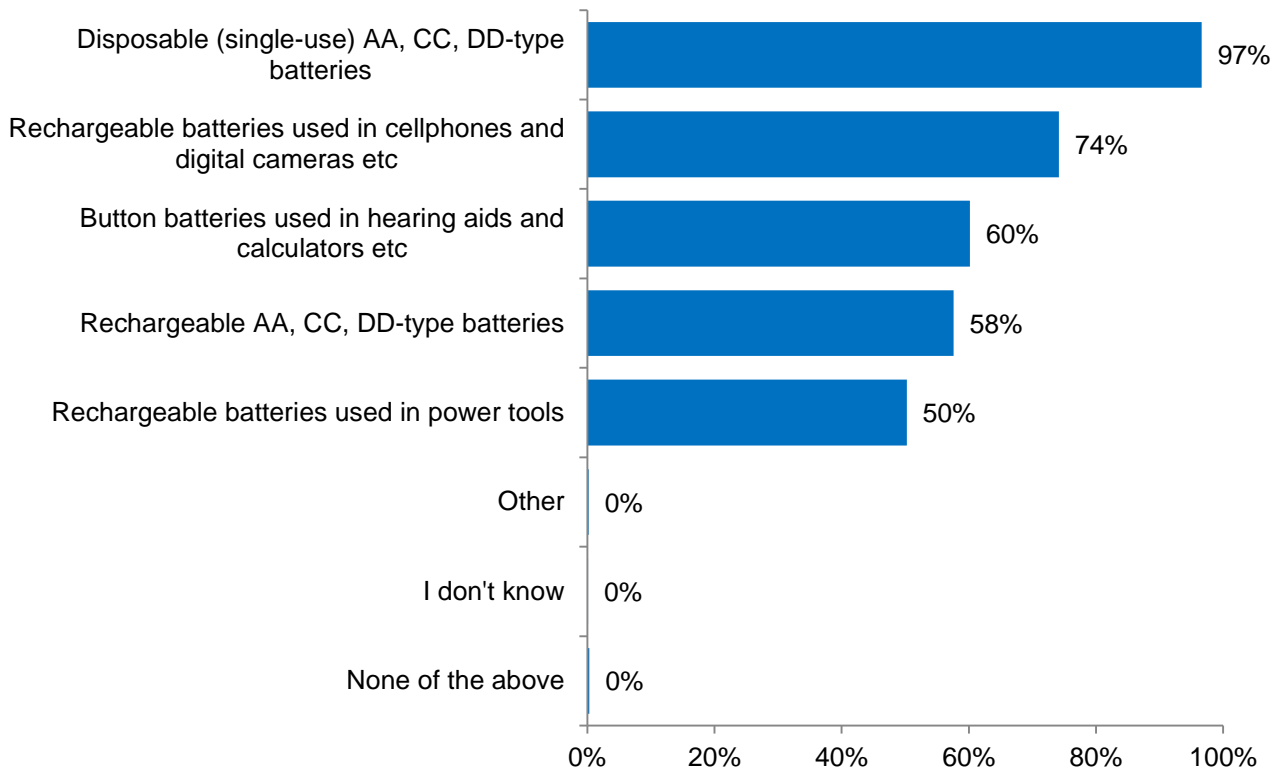
- For the tick box questions, responses to each option have been reported as proportions of the total sample and presented as charts (and tables in the appendix).
- Responses to open-ended questions ranged from one-word answers to lengthy comments with several points and ideas. Key themes from these comments have been identified and ordered by frequency. A selection of comments has been included in the report, to illustrate these themes.

Results in charts and tables presented in this report may not sum to 100% because multiple responses were allowed for some questions and/or as a result of rounding.

4 Survey results

4.1 Household battery use

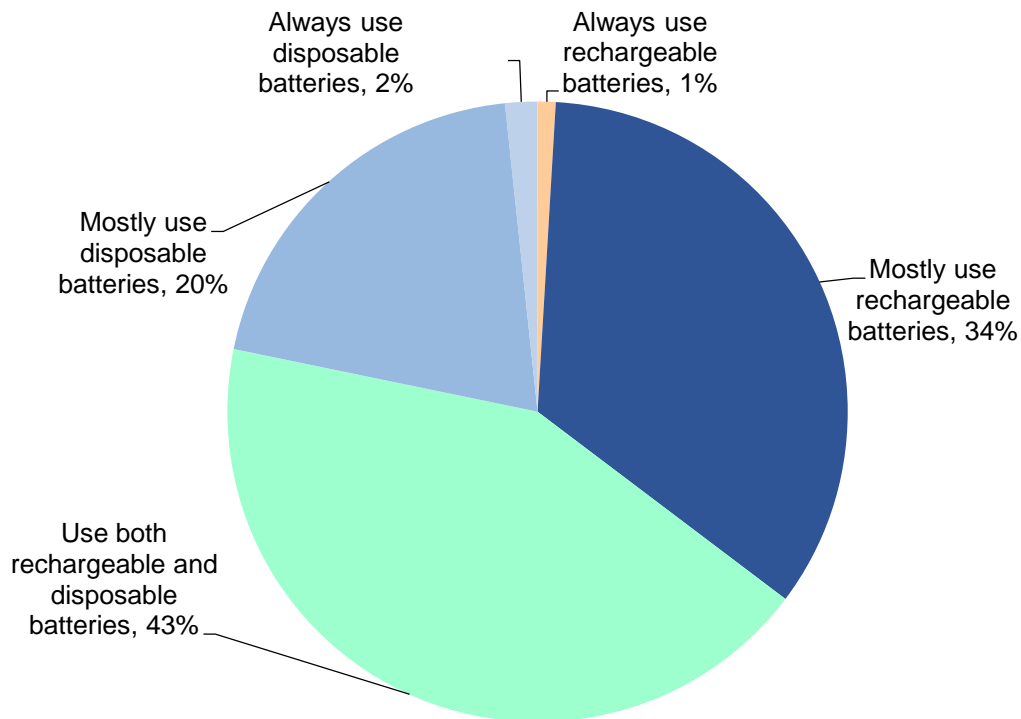
Q1A. In the past 12 months, which types of household batteries have you or your household used?



Base: Panellists participating in survey n=3258. Multiple responses were allowed, responses add to over 100%

A number of household batteries are commonly used, with virtually all panellists using disposable AA, CC and DD type batteries, and many using rechargeable batteries of some sort, especially those in cell phones and digital cameras.

Q2A. Thinking specifically about AA, CC, DD type batteries used in things like toys, remotes and torches, which of the following best describes the type your household usually uses?



Base: Panellists who use AA, CC, DD batteries n=1795.

Only 2% of panellists only use disposable AA, CC and DD type batteries, and 1% only use rechargeable batteries, the remainder (97%) use a combination of both disposable and rechargeable batteries. Many panellists use both rechargeable and disposable equally (43%), a third use mostly rechargeable (34%) and a fifth use mostly disposable batteries (20%).

Q2B. You mentioned you don't use rechargeable batteries very often. Please tell us why this is.

Among those who don't always or mostly use rechargeable batteries, the most frequently given reasons were cost, reliability and convenience. Panellists felt that rechargeable batteries often lost their charge, provided lower quality power, made it harder to have a charged battery available for use when needed, often did not suit specific appliances, and were less convenient in terms of the time required to charge a range of different batteries for different uses.

You mentioned you don't use rechargeable batteries very often. Please tell us why this is.	Number of responses n=994	% of responses
Cost	352	35%
Reliability - don't hold charge, lose power, quality, lower voltage	293	29%
Convenience - what's available when shopping, never charged when needed	183	18%
Compatibility - only suited for some devices/ some devices work better with disposables/ manufacturers recommendations	131	13%
We use them equally/ appropriately	106	11%
Charger issues - don't have one, not always able to charge (camping, different charger units, can't find it, etc)	89	9%
Preference - too much hassle, don't use batteries frequently, prefer disposable	65	7%
Limited numbers - of batteries/chargers/ not enough for all our appliances	64	6%
Use them only in some devices like camera, power tools	64	6%
Habit - forget to buy/charge	61	6%
Comments regarding question structure/ did not say that	44	4%
General positive - they are more economical, better, we mostly recharge/we try	26	3%
Batteries get lost/ thrown out by mistake	21	2%
Size - not available in size I require, don't have size on hand	18	2%
Issues regarding disposal of batteries/ Hazmobile	4	0%
Don't know/haven't thought of it/ not sure	20	2%
Other	12	1%

Selection of comments

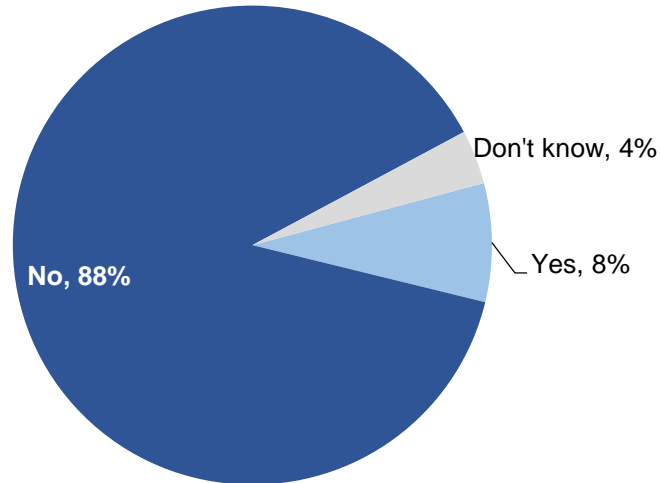
- *“Gradually lose their charge ability and are expensive.”*
- *“Because it is cheaper to buy disposables.”*
- *“Because it is cheaper for what we use. Plus it is more convenient. If electricity prices come down I am happy to consider using more rechargeable batteries.”*
- *“40 pack of alkaline is cheaper than rechargeable in low drain devices like remotes.”*
- *“A combination of the number of appliances in use simultaneously, the cost of supplying each with rechargeable batteries, the time needed to keep them charged, and inertia on our part.”*
- *“My reluctance to use rechargeable batteries exclusively is cost. They quite often deteriorate to unusable at a rate that exceeds the cost of standard*

batteries. That is, we import poor quality goods.”

- *“I don't use rechargeable batteries in all cases for two reasons - 1. They are an expensive initial outlay, which I can't always justify. 2. They are not suited to things like clocks or TV remotes which a) last a long time before they need replacing and b) one uses them until they are completely discharged, which is not good for NiCad or NiMH as they have a 'memory' and are more suited to frequent use and frequent recharging.”*
- *“Most rechargeable batteries don't have 'staying power' (don't retain their charge for too long) and after several recharges, many such rechargeable batteries don't seem to achieve / maintain a full charge, but instead, some lesser level of 'fullness'. So, we use chargeable / single use batteries as appropriate to the appliance being used, and the importance of a reliable charge level for an extended time period.”*
- *“Expense. Experience of batteries that don't hold their charge long. Inconvenience of waiting for recharge.”*
- *“Expense. NiMH rechargeable batteries seem to die after a while. I have tried refreshing in freezer but this had only limited effect.”*
- *“I prefer rechargeable where possible but they tend to lose their charge quicker so are not suitable for many tasks.”*
- *“Inconvenience of needing a large number of rechargeables and constantly having to recharge vs convenience of disposables which can be brought cheaply in bulk (50) packs.”*
- *“In some appliances they don't work. They have to be used constantly or fail to hold their charge and as a result are too expensive.”*
- *“Initial cost for one thing and just the extra hassle of re-charging them instead of popping a new cheap battery in.”*
- *“It depends what the battery is required for as to which we use, e.g. we have found the rechargeable batteries are not very good with our wireless doorbell.”*

4.2 Household battery disposal

Q3A. Do you know of any specialist household battery recycling services in Auckland that you can take used household batteries to?

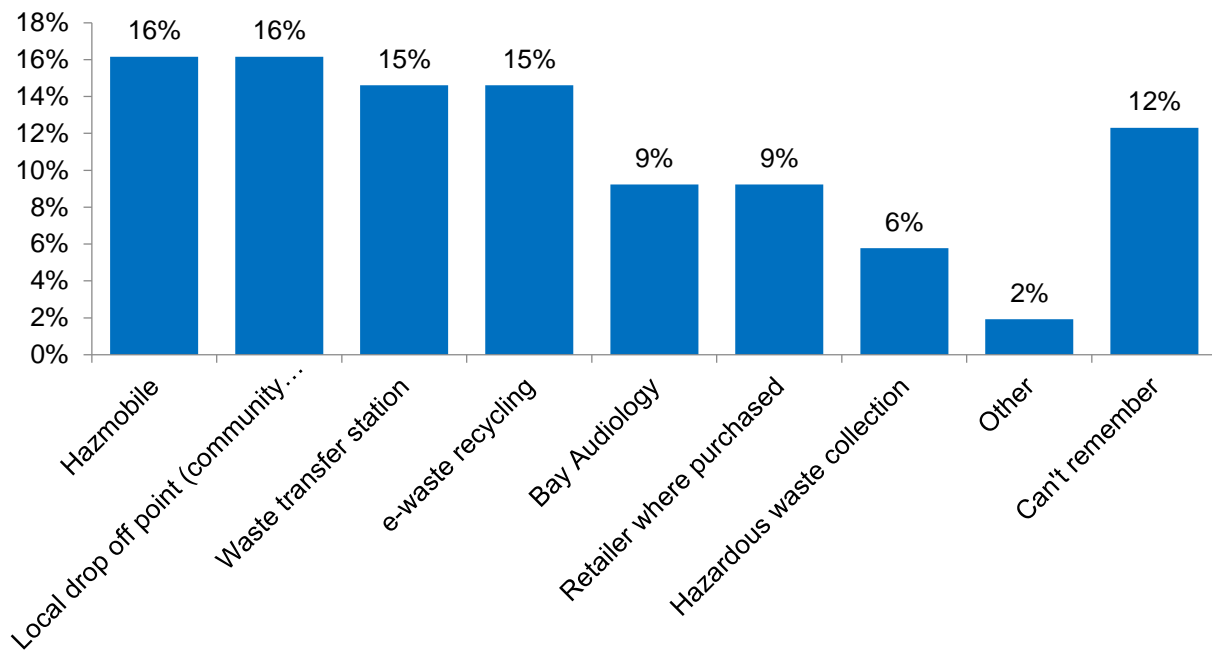


Base: Panellists participating in survey n=3259.

Only 8% of panellists were aware of a battery recycling service.

Panellists from Waiheke Local Board area were the most aware of battery recycling services (29%). There were no other significant differences in awareness by gender, age or ethnicity.

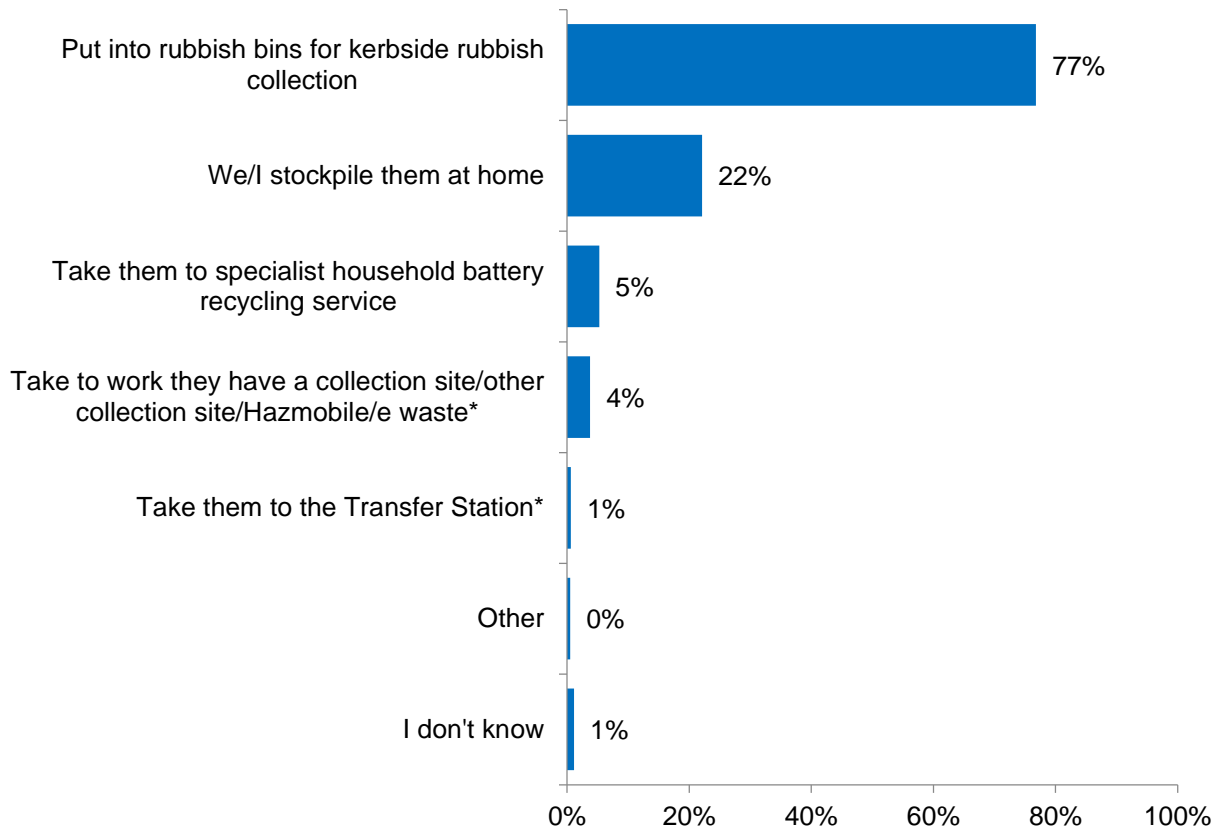
Q3B. Can you tell us the name or briefly describe the household battery recycling service available in Auckland?



Base: Panellists who were aware of such a service n=260.

Among the people who were aware of such a service, panellists mentioned Hazmobile, drop off points such as community centres, waste transfer stations and e-waste recycling services.

Q3C. How does your household currently dispose of household batteries?

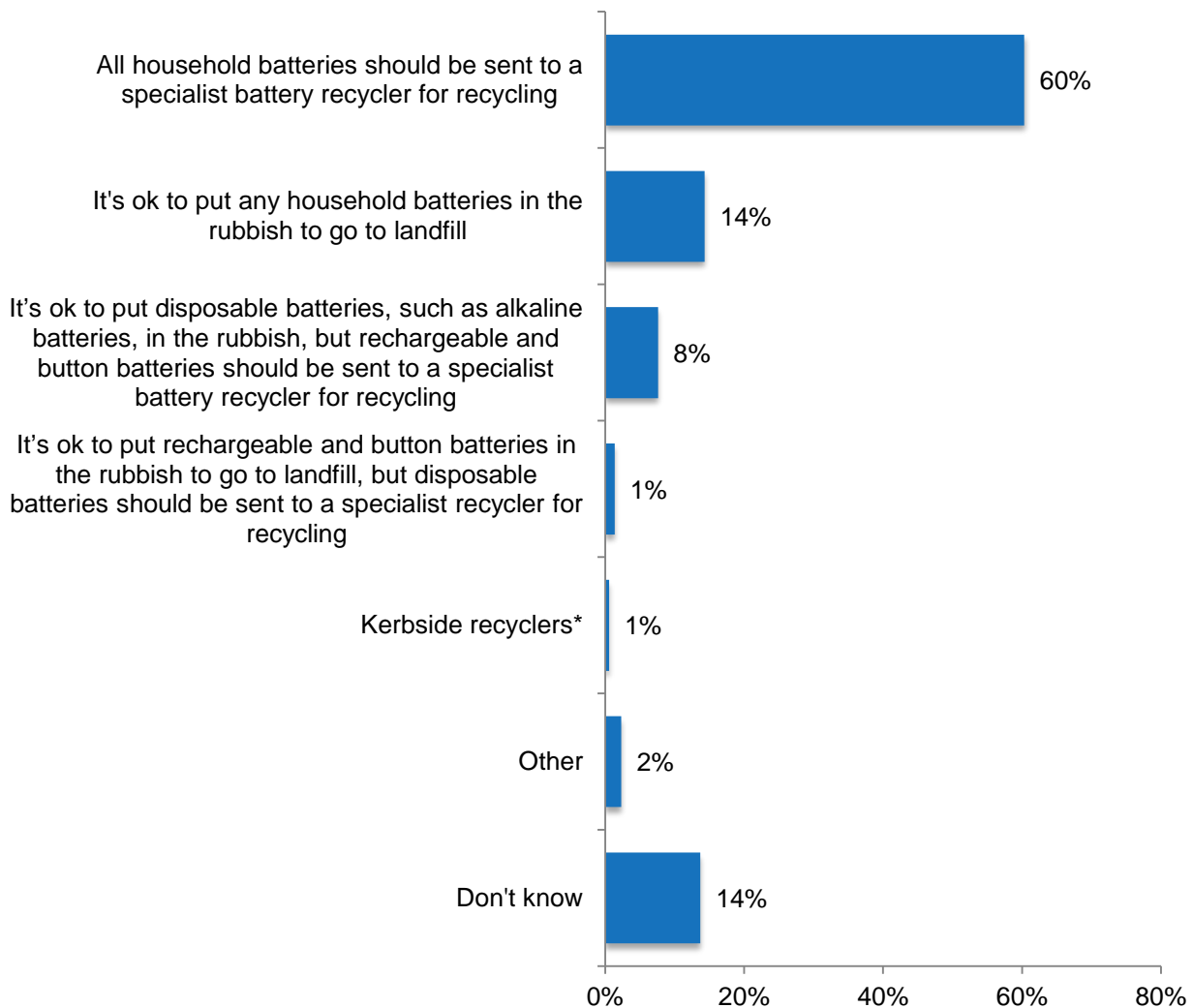


Base: Panellists participating in survey n=3259. Multiple responses were allowed, responses add to over 100%. *These options were derived from "other, specify" comments

The most common method of disposing of batteries was through the kerbside rubbish collection system (77%), but 22% stockpiled them at home. Five per cent used a specialist recycling service and 4% took them to their place of work or other collection sites for a similar service.

Pacific people were the most likely to put used batteries in the kerbside rubbish (89%), while Waiheke Island residents were the most likely to take them to a specialist recycling service (27%) or transfer station (12%).

Q4A. Which of the following best describes how you think household batteries should be disposed of?

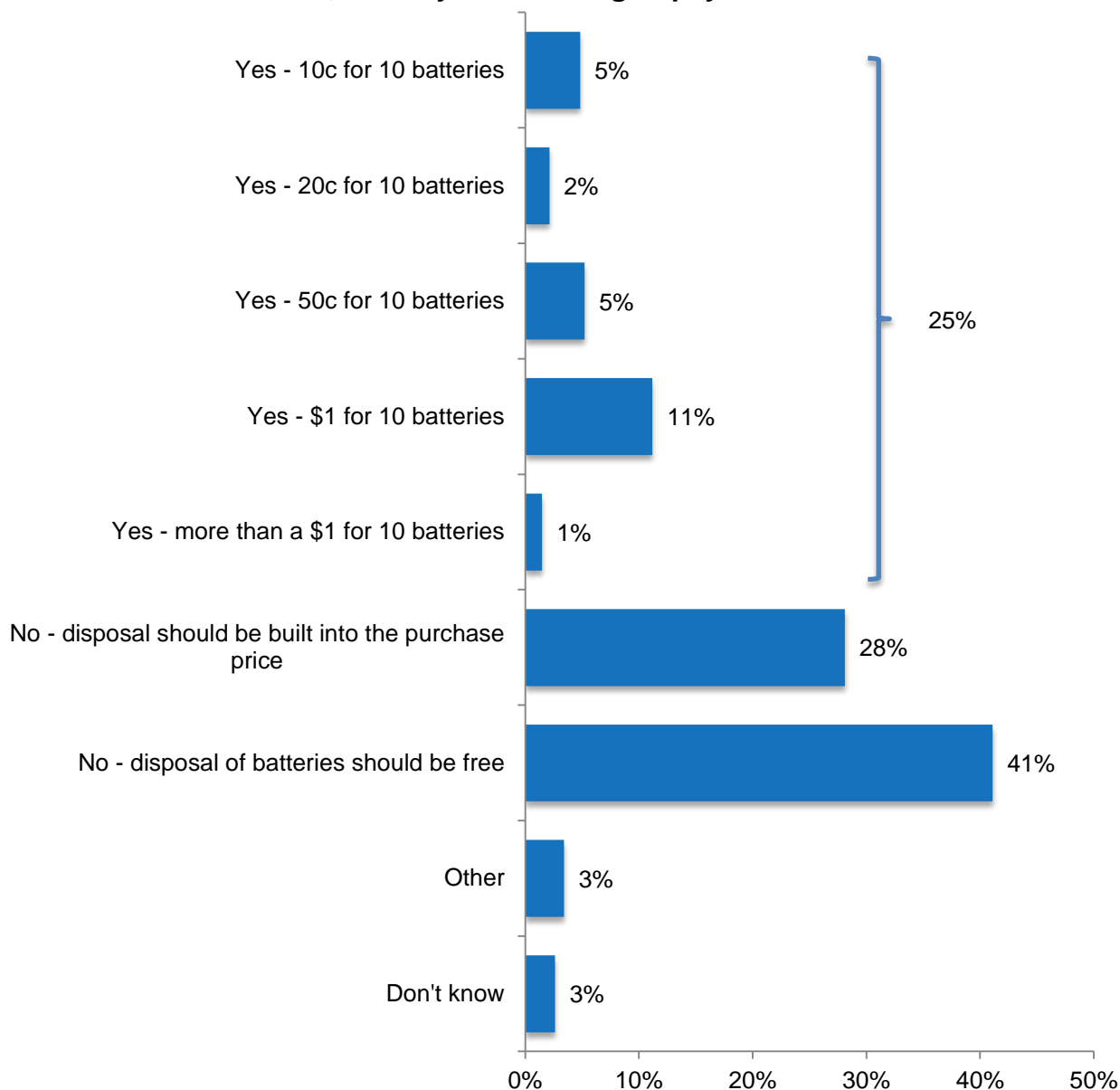


*Base: Panellists participating in survey n=3259. *These options were derived from "other, specify" comments*

Even though most panellists currently dispose of batteries through the kerbside rubbish collection (Q3C above), the majority felt that all batteries should be sent to a specialist battery recycling service for disposal.

Men were more likely than women to say it was OK to put any household batteries in the rubbish to go to landfill (18% vs 12%), but there were no other significant differences by demographic.

Q4B. If there were a conveniently located facility in the Auckland region to take your used household batteries, would you be willing to pay a fee?

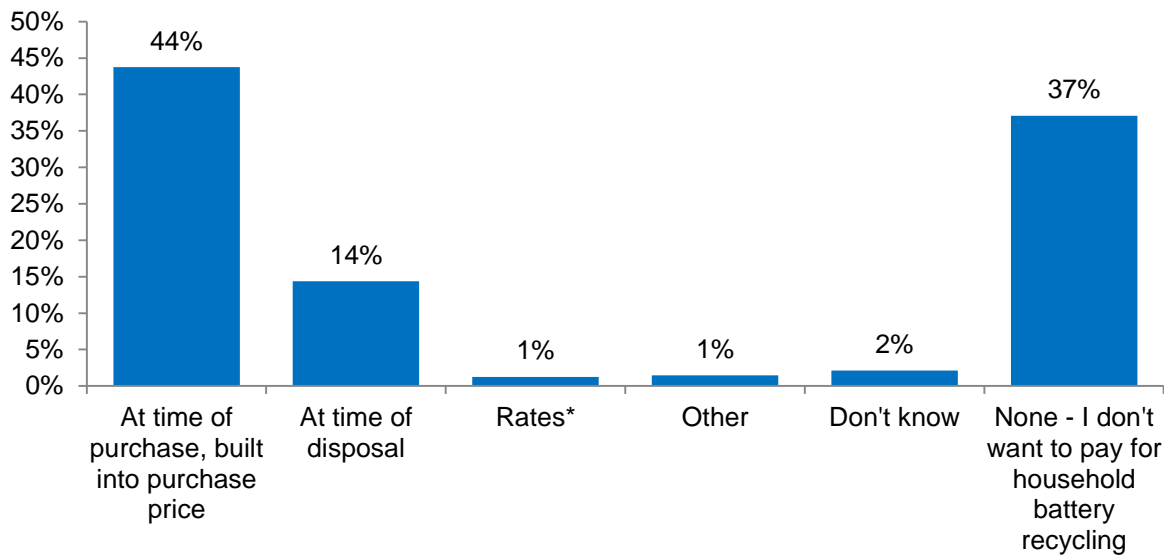


Base: Panellists participating in survey n=3259.

While 25% would be prepared to pay some level of fee to dispose of household batteries, 41% felt disposal should be free and 28% felt the cost should be built into the purchase price.

Men were more likely to feel the cost should be built into the purchase price (31% vs 26% of women), while women were more likely to be prepared to pay \$1 to dispose of 10 batteries (13% vs 9% of men).

Q4C. How would you prefer to pay for recycling of household batteries?



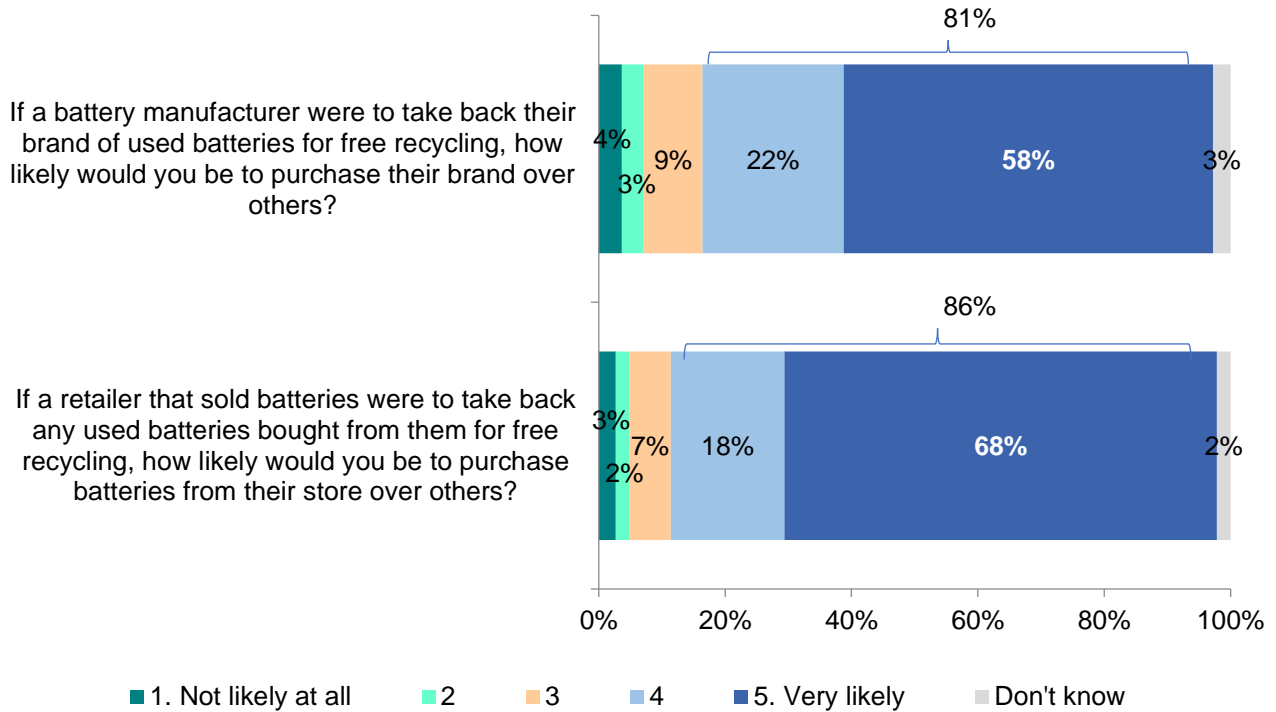
Base: Panellists participating in survey n=3259. *These options were derived from "other, specify" comments

When asked to choose when they would prefer to pay for disposal, 44% felt this should be built into the purchase price and a third (37%) did not want to pay for battery recycling.

Women were more likely than men to say they would pay at the time of disposal (17% vs 11% of men). European participants were more likely to feel the cost should be built into the purchase price (45%, compared to 32% of Asian participants and 27% of Pacific Peoples). Residents of the Waitemata and Albert-Eden local boards were more likely to feel the cost should be built into the purchase price (53% in both cases).

Q5A. If a battery manufacturer were to take back their brand of used batteries for free recycling, how likely would you be to purchase their brand over others?

Q5B. If a retailer that sold batteries were to take back any used batteries bought from them for free recycling, how likely would you be to purchase batteries from their store over others?



Base: Panellists participating in survey n=3259.

Most participants (81%) would be more likely to purchase battery brands that took back their batteries for free recycling, and 86% would be more likely to buy batteries from retailers that took back used batteries.

Women were more likely than men to choose a battery brand (85% vs 76% of men) and a store (90% vs 82% of men) that took back its batteries for free recycling.

Q5C. Do you have any other comments about household batteries, or the disposal of them?

The most frequently mentioned comments included the feeling that to encourage people to dispose of batteries responsibly the drop off points needed to be convenient and accessible, that disposal should be free (or at least attract a very minimal charge), and that more information needed to be communicated about battery disposal options in Auckland.

Do you have any other comments about household batteries, or the disposal of them?	Number of responses n=1540	% of responses
Drop off points need to be more convenient, accessible, local (gas stations, bins at supermarkets, libraries), examples from Europe, US	312	20%
Disposal should be FREE/ inexpensive/ included in rates/ I will not do it if I have to pay/ most people will just dump them	262	17%
Need more info - where to dispose of, more advertising, education	244	16%
Important they don't go into landfill, thank you for addressing this, feel guilty putting them in the rubbish, a more eco-friendly solution is required	232	15%
Recycling - needs to be easy, free, combine with current household recycling, I would like to recycle them	190	12%
Retailers - outlets selling batteries should have a recycling bin/ free of charge/ examples from overseas	137	9%
Comments regarding previous questions/ retail involvement: location of the retailer, cost/quality of goods available, difficulties (mostly to do with Q5A, 5B)	131	9%
Didn't realise this was an issue/ didn't know you could recycle them/ don't know enough to comment	85	6%
Stockpiling at home - inconvenient, unsafe, I don't know what to do with them	80	5%
Disposal cost should be absorbed in purchase price	66	4%
Manufacturers - need to be more involved, levies/labelling, sustainability	65	4%
Incentive based recycling - rebates/ involve charities	56	4%
Comments regarding specific batteries - car, hearing aid, rechargeable, biodegradable	37	2%
Just put them in the landfill/ I don't think this is an issue/ there's no better alternative/ there are more important issues	34	2%
Reinstate the Hazmobile	32	2%
I don't use them enough to warrant it/ too much hassle	30	2%
Complaints about Council services, cost, rates, etc.	30	2%
Combine with other disposal - TVs, toner, inorganic, e-waste, bulbs	27	2%
There should be a free postal bag provided	11	1%
No/ no comment/ NA	94	6%
Other	47	3%

Selection of comments

- *"Has to be very easy to dispose of them to make the system usable/successful."*
- *"I would not remember where I bought the batteries from so would not know where to return them. It would be best to have a place to return all batteries."*
- *"The cost of batteries is my concern. I buy the cheapest. \$2 shop etc. But if there was a drop spot not some weird hazard van 10k away I would happily recycle."*
- *"If it was a convenient store/place I would take them back. It was very convenient the way I used to recycle them. Perhaps you could tell us where we could take them to be recycled, e.g. perhaps a Council office, library, etc."*
- *"In the Netherlands there are convenient battery drop off containers at supermarkets."*
- *"It requires convenient locations and awareness about the need to recycle batteries to ensure this issue is understood. School programmes are usually the best start. How about fundraising for the school who collects the most batteries. Even if I were able to find a recycling place for batteries I would be worried that they are shipped off overseas for unethical disposal in a third world country, that is rumoured to be what happens with our recycling!"*
- *"The big thing is to make people recycle them so a charge (forgive the pun) to do so is not an option. Recycling needs to be easy for the lazy/uninformed or disinterested members of society. So perhaps supermarkets or schools regardless of where you purchased them? Schools could be paid a small sum perhaps by weight?"*
- *"I commend the Council for investigating the matter of battery disposal. However it would not get full support if people are having to pay, even a nominal amount, for disposal. They will go into the rubbish as usual. My suggestion would be to encourage the supermarkets, DIY Mitre10/Bunnings etc to have recycle bins at the door which Council clear on a regular basis. the cost of the process is then chargeable against the rates. Any recycle system, be simple to access, free and well advertised."*
- *"If batteries are to be recycled why not add them as an extra to the glass and metal recycling bin. If you make it easy for people they are more likely to do it. I don't want to store used batteries then have to make a special trip somewhere to get rid of them, and I certainly don't want to pay to do so."*
- *"If recycling is worthwhile, I shouldn't have to pay for it in original price or at time of disposal. If manufacturers or retailers offer free recycling, I would prefer them, but I wouldn't pay more for their batteries. The benefit to them would be greater volume and better word of mouth."*
- *"Please let me know where I can dispose of my current stockpile of old household batteries."*
- *"We need more information about what to do with old batteries. i.e. where to*

dispose of them.”

- *“We used to make an effort to take the batteries to the collection places until they were discontinued and council information was to put them in the rubbish. Perhaps collection bins similar to the clothing bins could be put in town centres for the collection of batteries and old paint tins, it would encourage people to make more of an effort.”*
- *“I understand that the chemicals in batteries are "Hazardous" and as such should NOT be put in the general rubbish which goes to Landfills.”*
- *“It is a disgrace that really easy safe disposal has not been available all these years. In other countries the manufacturers are responsible for providing disposal boxes in supermarkets etc. Such boxes could also be situated in libraries. As people only use a few the temptation is too great to throw the odd one away in their household rubbish that goes to landfill.”*
- *“4A - it depends on how you have to get the batteries back to the manufacturer.”*
- *“4A and 4B do not take into account whether that make may not be the best battery available.”*
- *“All the above answers depend on proximity of retailer and manufacturer - we would not have time to travel half way across Auckland to go to a special place.”*

4.3 Preferences for contacting Auckland Council

Q6A. In the future, which contact method(s) would you most prefer to use for the following activities...

Contact methods	Council website	Email	Council call centre	Council service centres	Mobile app (smartphone/tablet)	By mail/ post	Other	None/ Not applicable
vi. Seeking information about council services, events, facilities or products	76%	36%	34%	20%	18%	5%	1%	1%
v. Accessing information about my property or business (e.g. property valuations, license renewal dates)	65%	42%	31%	27%	15%	8%	1%	3%
ii. Applying for, or renewing registrations, licenses, permits, consents rebates	61%	43%	26%	32%	15%	13%	1%	4%
iv. Accessing updates on existing requests, balances (e.g. rates) or other matters	56%	49%	37%	20%	18%	7%	1%	2%
iii. Having my say on council matters or services	55%	73%	15%	13%	14%	12%	2%	1%
x. Paying rates, penalties, fees, deposits or bonds	55%	29%	16%	26%	17%	19%	11%	3%
i. Booking facilities, services, meetings, or inspections	54%	49%	43%	23%	15%	4%	1%	6%
ix. Requesting a non-urgent service e.g. graffiti removal	44%	54%	53%	18%	15%	2%	1%	1%
viii. Requesting an urgent service e.g. noise control, reporting an aggressive dog	17%	18%	83%	18%	20%	1%	2%	1%
vii. Discussing matters with a council specialist	15%	46%	58%	46%	6%	4%	3%	2%

Base: Panellists participating in survey n=3259. Multiple responses were allowed, responses add to over 100%.

Panellists preferred to use different contact methods to contact council for different activities and in different situations:

- In many cases, the council website was the most preferred contact channel for People's Panel members, particularly for activities such as seeking information about council services, accessing property information, applying for registrations and permits, paying rates and booking facilities.
- Email was also a favoured channel for many of these activities, and was the preferred method of contact for 'having my say' on council matters.
- The council call centre was seen as a useful channel, especially for requesting an urgent service, e.g. noise control, discussing matters with a council specialist and requesting a non-urgent service.
- Council service centres were seen as more of a 'backup' option for many participants, they weren't the preferred option for any of the above activities, but were seen as a useful channel, especially for discussing matters with a council specialist.

Residents of Rodney Local Board were more likely than others to want to use council contact centres for these activities, Kaipātiki residents were more likely to prefer the council website (for activities such as accessing property information, paying rates, and 'having my say'), Maungakiekie-Tāmaki residents were more likely to prefer post (for 'having my say', and booking facilities), while Whau residents were more likely to prefer using a mobile app (for accessing updates and property information).

Women were more likely than men to prefer to call the council call centre for a number of these activities. Those aged under 55 years were generally more likely to want to use the website and mobile apps compared to those aged 55 years and over. Pacific people were also more likely to want to use mobile apps and/or email for several of these activities, as were Asian participants.

With regard to paying rates and other fees, 11% mentioned other contact methods. These included internet banking and direct debit / credit facilities.

Q8A. In the future, which contact method(s) would you most prefer to use in the following situations...

Contact methods	Email	Council call centre	Council website	Council service centres	Mobile app (smartphone/tablet)	By mail/ post	Other	None/ Not applicable
vi. For confirmation that you have completed a transaction (e.g. dog registration)	76%	17%	23%	11%	14%	13%	1%	4%
iv. For things I feel strongly about	61%	45%	34%	32%	8%	10%	4%	1%
viii. To engage with the Council as a community or interest group	52%	23%	45%	32%	8%	8%	6%	7%
v. For answers or processes that vary greatly from customer to customer	45%	58%	18%	42%	5%	6%	3%	2%
i. For complex matters	39%	55%	16%	52%	4%	8%	4%	1%
vii. To learn about or engage with my community or with groups I am interested in	37%	16%	70%	22%	14%	7%	3%	4%
iii. For things I feel unsure about or may be new to me	34%	58%	49%	36%	7%	4%	1%	2%
ii. For urgent matters	23%	79%	13%	32%	12%	2%	2%	1%

Base: Panellists participating in survey n=3259. Multiple responses were allowed, responses add to over 100%.

Email was a preferred channel for a number of the above situations, particularly confirmation of transactions, things people feel strongly about and for engaging with the council as a group. The council call centre was seen as the preferred channel for urgent matters, complex matters, matters which panellists feel unsure about and matters that vary greatly from customer to customer. The website was the preferred channel for learning and engaging with specific communities. “Other” methods for engaging with the council as a community mostly focused on face-to-face meetings and workshops.

Again, women were more likely than men to prefer to call the council call centre in a number of these situations, and people aged under 55 years tended to be more likely to prefer a mobile app and the website compared to older panellists. Asian participants (and Pacific peoples to a somewhat lesser extent) were more likely to prefer to use the website, email or a mobile app, while European participants were more likely to prefer the call centre.

4.4 Issues with contacting Auckland Council

Q10A. In the last year, have you had any issues contacting council in the way you prefer?

Amongst those who had contacted council last year in the way they prefer (n=1380), 43% of panellists had had no issues in contacting the council over the past year, and were generally satisfied. A number of the specific issues raised concerned contacting the council by telephone and having difficulty reaching the correct person or receiving the correct advice / information. Some had received no response to their query, or a delayed response.

In the last year, have you had any issues contacting council in the way you prefer? If so please tell us about the contact method you used or wanted to use and what made it difficult	Number of responses n=1380	% of responses
General positive - no issues, I've been satisfied in my dealings, customer service is great	594	43%
Call centre - slow to answer, hours restricted, customer service not well informed, not able to get through to a real person, voice mail not responded to, rude, greeting in Te Reo	200	14%
No response - repetitive phone calls, emails to get specific action, no callback, too slow	175	13%
Finding who to contact is not always easy, wrong contact details, hard to get through to	122	9%
Online - service not well informed/ website- not enough info re certain services/ wrong info/ not updated/ more could be done via website, apps	113	8%
Contact method used/ issue dealt with	102	7%
Unsatisfactory response in general to email/ phone call	84	6%
Department specific concerns - lack of knowledge (AT, Parks, venue hire...), bad attitude, badly managed service	40	3%
General negative - comments regarding council spending, other complaints (no action taken)	34	2%
Animal control - issues, mobile 0800 number required, not enough info	34	2%
Noise control calls	24	2%
Unsatisfactory procedures- having to give my details, not being able to send attachments, need 0800 number, too costly to call, campsite bookings	17	1%
Dog registration issues	14	1%
Face to face - meeting cancelled, ill informed, hard to organise	9	1%
No comment/NA	27	2%
Other	27	2%

Selection of comments

- *"All contacts with council have been by telephone. Always a timely response.*
- *"Usually I use the phone and/or call personally to the city, and I must say that I have had excellent service."*
- *"Have not had a problem when contacting Council in the last 12 months. Have contacted for noise control of a noisy party, and for trees needing*

attention in the local bush.”

- *“All interactions have been satisfactory. There have been many as I am the co-ordinator for a community action group. OK for paying rates.”*
- *“Generally I call the Service Centre for information and they are always very helpful.”*
- *“Have contacted the council both by email and phone and got satisfaction both times.”*
- *“I rang the call centre regarding recycling and was then contacted later by the relevant person; I think that worked well and the call centre person was helpful and gave me a timeframe, and the person who called back was well informed and gave me the info I needed.”*
- *“I received info by post, this was fine.”*
- *“I have often had reasons to call council as I am a builder. There have been times when I've tried to phone council to make an appointment for a building inspection but have had to wait so long to be answered that I have had to hang up.”*
- *“I live in the Rodney area and have property in other areas of Auckland. When I ring the Auckland City council phone number I get the Rodney office, which just annoys me, as I then have to go through the process of being redirected to the physical area that I want.”*
- *“I looked at the website and a particular page said for more information call AC on 301 0101. I called and the person at the call centre said the request would be like trying to find a needle in a haystack and I should send an email. I went online and filled in the query and it took 2 weeks for Council to get back to me, that was after I had to chase it up. I deal with Council professionally on a frequent basis and sometimes the call centre personnel do not have enough technical knowledge to assist with finding the correct point of contact.”*
- *“I wanted to contact my local board members and phoned their mobiles, got their answerphones and left a message on one and tried to leave a message on the other but the answerphone did not seem to work. Neither member phoned me back. I phoned Council about the same issue and asked to be put through to the local board and the call centre person asked what it was about and said Council could deal with that and did not put me through as I had requested. I did not feel this was good service.”*
- *“It's not so much about sending an email, but waiting for a response. It's not always as prompt as your service manuals say it should be.”*
- *“Using the Council website on-line form. Answer is automatic email, but follow up both by the Council Department staff involved, and the customer service centre staff is either poor or not very well informed. The current complexity of the council departments and their responsibilities needs to be addressed and communicated more clearly - both internally for Council staff and the public.”*
- *“Availability of weed bins. Minimal and out of date information on website. Used email. Received reply. No improvement in service.”*

Q10B. If you were able to complete council related jobs at other places, what would you like those places to be and what would you like to use them for? For example, paying for your rates at the post office.

In terms of other locations and venues, participants mentioned post offices, libraries, banks and council service centres / local board offices, as well as the internet / online. In terms of the specific jobs and transactions mentioned, people mostly talked about paying rates, water rates, bills and fines, and dog registrations. Others preferred to contact the council directly without 'outsourcing' or using a 'middle man'.

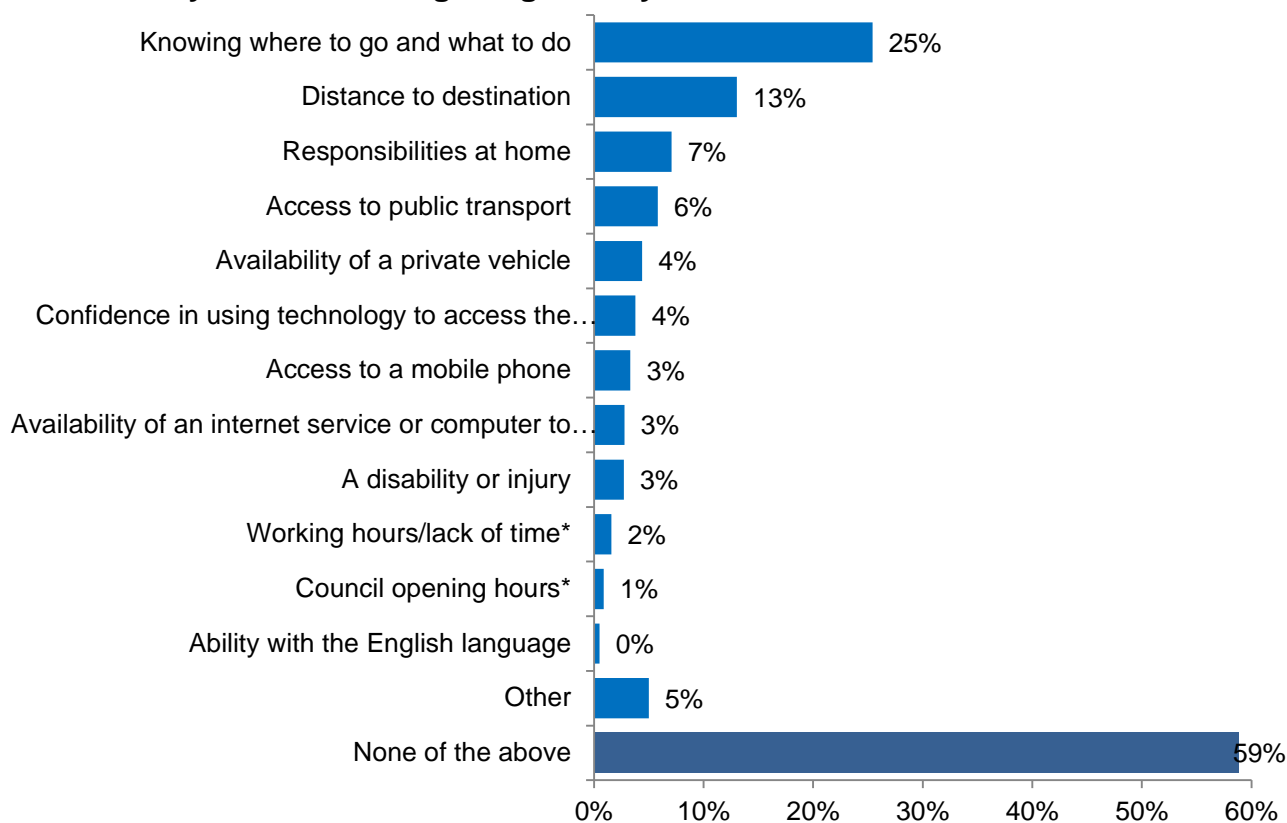
If you were able to complete council related jobs at other places what would you like those places to be and what would you look to use them for?	Number of responses n=1536	% of responses
Places:		
Post Office/ Kiwibank (for elderly, people without internet)	588	38%
Website/ online in general	291	19%
Library	185	12%
Bank	100	7%
Internet banking/ automatic payment/ direct debit/ credit card	98	6%
Suburban specific location/ Service Centres/ Local Board office	91	6%
Happy with current options	63	4%
Anywhere suitable, convenient/ easily accessible (incl supermarkets, dairy, petrol stations)	52	3%
I want to deal with council directly/ at the council office/ no outsourcing	48	3%
I would never use the Post Office/ queues/ too few left	37	2%
Email	23	1%
Apps/ smartphone	23	1%
By phone/ 0800 phone line/ 24h access	21	1%
Good Idea/ OK/ yes	20	1%
Citizen Advice Bureau	17	1%
Community Centres	16	1%
Tasks / transactions:		
For paying rates (incl water rates)	278	18%
For paying bills in general/ fines/ car rego etc	128	8%
For paying dog registration	66	4%
For getting council related information	44	3%
Don't know/ question is unclear	34	2%
N/A/ no comment	186	12%
Other	65	4%

Selection of comments

- *"Paying my quarterly rates at the Post Shop a must."*
- *"Yes probably at NZ Post. Everyone knows where they are. However there are quite a lot of options available now."*
- *"Agree paying rates at Post office good for people with no computers to do internet banking."*
- *"All accounts could be paid at the council offices, local board offices or post office would be good."*
- *"Most of the post offices have been removed! Could have been a good solution though to have combined them, maybe it will help save the last few (a bus ride away and not within easy walking distance). Libraries not a good idea as people don't usually speak much and keep their voices down to a minimum."*
- *"Need easily accessible locations for whole community. Not everyone has access to a computer - many elderly, or low income dont so must have readily available access for all. Post office is a good alternative as most can access."*
- *"Most payments can be paid on line however yes the Post Office would be a good venue to make payments or as said above a Local Board office."*
- *"Need to be convenient and easily accessed before I'd consider using them. I anticipate undertaking the bulk of my transactions remotely (e.g. via phone or internet)."*
- *"No, I like doing everything online."*
- *"No more physical places please, it just puts up costs, and has more people clip the ticket. Spend the time & effort on the main website."*
- *"Not applicable to us as rates are paid by direct debit. For others, i.e. elderly and those with no internet access, I would think this would be limited to paying council related bills, i.e. rates, at Post Offices and Libraries and maybe banks (places reliably open most days)."*
- *"Mobile library (dog licence, community events, possibly pay rates). How about terminals in supermarkets or shopping centres (to pay for car licence, dog licence etc)?"*
- *"LIM reports from the library (looking up the info myself). Website where I can manage my 'account' with council. What rates do I owe? What dog fees? Water meter readings in real time, pay online via credit card without bank fees. Names and numbers of contact people on the website, not just a generic call centre number."*
- *"Local council service centre for all jobs - booking rooms, paying/querying rates or services."*
- *"Local Library or Citizen Advice Bureau, could be used as access point for all council matters; they've already got computers which could be utilised and could have 1 trained/retrained staff member."*

- *“Somewhere convenient - eg. bank or post office or library. Most things can be done on line or be email - but hard copies of draft documents for submissions need to be available at a few different places such as the post office or library. But then - even these can be requested at the call centre and posted out.”*
- *“Nothing - prefer council staff or via internet banking email etc. this way you have the correct information (but not always) and a name to refer back too, not some third or fourth party.”*

Q11A. Do any of the following things limit your access to council services?



Base: Panellists participating in survey n=3258. Multiple responses were allowed, responses add to over 100%. *These options were derived from "other, specify" comments

Over half (59%) of participants had not experienced any of the above limitations when accessing council services. The most frequently mentioned issues were knowing where to go to access the services and the distance to the relevant destination.

Men were more likely than women to say none of the above were issues (63% vs 56%), while women were more likely to say knowing where to go (27%), responsibilities at home (9%) and confidence in using technology (5%) were issues. People aged under 25 years were more likely to mention knowing where to go (47%), distance to destination (26%) and access to a vehicle (19%) as issues, while people aged 65 years and over were more likely to mention confidence in using technology (7%) and a disability or injury (5%).

European participants were more likely to feel that none of the above were issues, while Pacific people and (to a lesser extent) Asian participants were more likely to have issues with knowing where to go (41% and 37% respectively), distance to destination (26% and 18%), responsibilities at home (16% and 13%), access to public transport (13% and 9%), access to a vehicle (12% and 9%), and availability of the internet (11% and 9%). Distance to the destination was more of an issue in Rodney (31%), as was access to public transport (23%). Franklin residents were also more likely to mention public transport access (15%), while Waiheke residents were more likely to mention access to a mobile phone (14%) and confidence in using technology (12%).

Q12A: You said your access to council services was affected by the following... What contact method(s) are most affected?

What contact method(s) are most affected?	Council service centres	Council website	Council call centre	Email	Mobile app (smartphone / tablet)	Post	Other	None/ Not applicable	Sample size
<i>i. Ability with English language*</i>	31%	19%	50%	38%	13%	0%	6%	6%	16
ii. A disability or injury	63%	6%	26%	6%	5%	15%	11%	7%	88
iii. Responsibilities at home	63%	14%	27%	12%	9%	15%	10%	10%	231
iv. Access to a mobile phone	15%	13%	24%	17%	66%	4%	4%	10%	108
v. Availability of an internet service or computer to use	11%	62%	14%	49%	26%	6%	4%	8%	90
vi. Confidence in using technology to access the internet	10%	57%	12%	25%	42%	1%	2%	3%	123
vii. Access to public transport	74%	4%	8%	4%	4%	8%	11%	10%	190
viii. Availability of a private vehicle	73%	2%	7%	7%	4%	16%	5%	10%	142
ix. Distance to destination	81%	2%	7%	3%	3%	8%	9%	5%	425
x. Knowing where to go and what to do	47%	45%	27%	18%	11%	7%	5%	10%	827
Q13Ai. Other	46%	23%	33%	14%	10%	5%	9%	10%	253

*Base: Panellists who had mentioned each factor as an issue, see the sample sizes listed. *Note, small sample associated with English language ability – results are indicative only. Multiple responses were allowed, responses add to over 100%.*

Disabilities and responsibilities at home were most likely to affect people visiting council service centres, and access to a mobile phone was most likely to affect mobile app usage, while distance to the destination, access to public transport and private vehicles were most likely to affect people visiting council service centres. Knowing where to go and what to do however affected a number of council contact channels including service centres, the call centre, the website and email to a lesser extent.

Some of the “other” responses and clarifications included:

- for Q12Aiii “Responsibilities at home”, comments related to people being busy looking after children, elderly parents and other family members
- for Q12Avii “Access to public transport”, comments related to a lack of public transport near where participants live and/or difficulties in getting to the public transport in the area
- for Q12Aix “Distance to destination”, comments mostly mentioned the number of kilometres away the nearest council centre was, and the difficulties associated with reaching it
- for Q13A “Other”, there were a small number of comments only, and no common themes.

5 How these results have been used

The People’s Panel survey on household batteries was requested by a joint Auckland Council, industry and community workgroup investigating the most appropriate end of life options for household batteries. The survey was a follow up from research already commissioned by the group into end of life options, and provided important information on householders perceptions and preferences for end of life options.

The research and the survey results informed and were included in submissions from both Auckland Council, and the battery workgroup, to the Ministry for the Environment in response to their discussion document “Priority waste streams for product stewardship intervention”.

The council wants to make it easier for customers to contact it and to get things done and understand what would make it easier for them. The findings have provided insights into that and helped us to understand Aucklanders’ preferred reasons for using our points of contact.

Appendix I Questionnaire with tables:

Q1A: In the past 12 months, which types of household batteries have you or your household used?	Number of responses n=3259	% of responses
Disposable (single-use) AA, CC, DD-type batteries	3149	97%
Rechargeable AA, CC, DD-type batteries	1877	58%
Rechargeable batteries used in cellphones and digital cameras etc	2417	74%
Rechargeable batteries used in power tools	1637	50%
Button batteries used in hearing aids and calculators etc	1961	60%
None of the above	10	0.3%
I don't know	3	0.1%
Other	7	0.2%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q2A: Thinking specifically about AA, CC, DD type batteries used in things like toys, remotes and torches, which of the following best describes the type your household usually uses?	Number of responses n=1795	% of responses
Always use rechargeable batteries	17	1%
Mostly use rechargeable batteries	614	34%
Use both rechargeable and disposable batteries	767	43%
Mostly use disposable batteries	359	20%
Always use disposable batteries	30	2%
Do not use this type of battery	2	0.1%
Other	6	0.3%

Base: Panellists participating in survey n= 1795

Q2B: You mentioned you don't use rechargeable batteries very often. Please tell us why this is.	Number of responses n=994	% of responses
Open response		

Base: Panellists participating in survey n= 994

Q3A: Do you know of any specialist household battery recycling services in Auckland that you can take used household batteries to?	Number of responses n=3295	% of responses
Yes	260	8%
No	2880	88%
Don't know	119	4%

Base: Panellists participating in survey n= 3259

Q3B: Can you tell us the name or briefly describe the household battery recycling service available in Auckland?	Number of responses n=260	% of responses
Hazmobile	42	16%
Bay Audiology	24	9%
Waste transfer station	38	15%
e-waste recycling	38	15%
Hazardous waste collection	15	6%
Retailer where purchased	24	9%
Local drop off point (community centre, church etc)	42	16%
Can't remember	32	12%
Other	5	2%

Base: Panellists who responded Yes to Q3A n= 260

Q3C: How does your household currently dispose of household batteries?	Number of responses n=3259	% of responses
Put into rubbish bins for kerbside rubbish collection	2503	77%
We/I stockpile them at home	721	22%
Take them to specialist household battery recycling service	172	5%
I don't know	37	1%
Take to work they have a collection site/other collection site/Hazmobile/e waste	123	4%
Take them to the Transfer Station	20	1%
Other	16	0.5%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q4A: Which of the following best describes how you think household batteries should be disposed of?	Number of responses n=3259	% of responses
It's ok to put any household batteries in the rubbish to go to landfill	465	14%
It's ok to put disposable batteries, such as alkaline batteries, in the rubbish, but rechargeable and button batteries should be sent to a specialist battery recycler for recycling	247	8%
It's ok to put rechargeable and button batteries in the rubbish to go to landfill, but disposable batteries should be sent to a specialist recycler for recycling	44	1%

All household batteries should be sent to a specialist battery recycler for recycling	1965	60%
Don't know	445	14%
Kerbside recyclers	18	1%
Other	75	2%

Base: Panellists participating in survey n= 3259

Q4B: If there were a conveniently located facility in the Auckland region to take your used household batteries, would you be willing to pay a fee to take them there for recycling and if so, using 10 batteries of various sizes as a guide, how much are you willing to pay?	Number of responses n=3259	% of responses
Yes - 10c for 10 batteries	157	5%
Yes - 20c for 10 batteries	69	2%
Yes - 50c for 10 batteries	170	5%
Yes - \$1 for 10 batteries	364	11%
Yes - more than a \$1 for 10 batteries	48	1%
No - disposal should be built into the purchase price	916	28%
No - disposal of batteries should be free	1339	41%
Don't know	85	3%
Other	111	3%

Base: Panellists participating in survey n= 3259

Q4C: How would you prefer to pay for recycling of household batteries?	Number of responses n=3259	% of responses
At time of purchase, built into purchase price	1426	44%
At time of disposal	468	14%
Rates	41	1%
Other	47	1%
None - I don't want to pay for household battery recycling	1208	37%
Don't know	69	2%

Base: Panellists participating in survey n= 3259

Q5A: If a battery manufacturer were to take back their brand of used batteries for free recycling, how likely would you be to purchase their brand over others?	Number of responses n=3259	% of responses
1 - Not likely at all	119	4%
2	113	3%
Total not likely (1 & 2)	232	7%
3	303	9%
4	729	22%
5 - Very likely	1904	58%
Total likely (4 & 5)	2633	81%
Unsure / Don't know	91	3%

Base: Panellists participating in survey n= 3259

Q5B: If a retailer that sold batteries were to take back any used batteries bought from them for free recycling, how likely would you be to purchase batteries from their store over others?	Number of responses n=3259	% of responses
1 - Not likely at all	87	3%
2	71	2%
Total not likely (1 & 2)	158	5%
3	213	7%
4	587	18%
5 - Very likely	2230	68%
Total likely (4 & 5)	2817	86%
Unsure / Don't know	71	2%

Base: Panellists participating in survey n= 3259

Q5C: Do you have any other comments about household batteries, or disposal of them?	Number of responses n=1540	% of responses
Open response		

Base: Panellists participating in survey n= 1540

Q6Ai: In the future, which contact method(s) would you most prefer to use for the following activities... Booking facilities, services, meeting, or inspections	Number of responses n=3259	% of responses
Council call centre	1399	43%
Council website	1770	54%
Council service centres	755	23%
Email	1596	49%
Mobile app (smartphone, tablet)	505	15%
By mail/ post	124	4%
Other	20	1%
None/ Not applicable	201	6%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q6Aii: In the future, which contact method(s) would you most prefer to use for the following activities... Applying for, or renewing registrations, licenses, permits, consents rebates	Number of responses n=3259	% of responses
Council call centre	853	26%
Council website	1999	61%
Council service centres	1036	32%
Email	1407	43%
Mobile app (smartphone, tablet)	474	15%
By mail/ post	411	13%
Other	33	1%
None/ Not applicable	139	4%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q6Aiii: In the future, which contact method(s) would you most prefer to use for the following activities... Having my say on council matters or services	Number of responses n=3259	% of responses
Council call centre	480	15%
Council website	1801	55%
Council service centres	412	13%
Email	2390	73%
Mobile app (smartphone, tablet)	465	14%
By mail/ post	375	12%
Other	70	2%
None/ Not applicable	36	1%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q6Aiv: In the future, which contact method(s) would you most prefer to use for the following activities... Accessing updates on existing requests, balances (e.g. rates) or other matters	Number of responses n=3259	% of responses
Council call centre	1211	37%
Council website	1814	56%
Council service centres	639	20%
Email	1611	49%
Mobile app (smartphone, tablet)	594	18%
By mail/ post	216	7%
Other	26	1%
None/ Not applicable	73	2%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q6Av: In the future, which contact method(s) would you most prefer to use for the following activities... Accessing information about my property or business (e.g. property valuations, license renewal dates)	Number of responses n=3259	% of responses
Council call centre	1004	31%
Council website	2107	65%
Council service centres	883	27%
Email	1353	42%
Mobile app (smartphone, tablet)	481	15%
By mail/ post	262	8%
Other	19	1%
None/ Not applicable	109	3%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q6Avi: In the future, which contact method(s) would you most prefer to use for the following activities... Seeking information about council services, events, facilities or products	Number of responses n=3259	% of responses
Council call centre	1111	34%
Council website	2461	76%
Council service centres	656	20%
Email	1179	36%
Mobile app (smartphone, tablet)	592	18%
By mail/ post	175	5%
Other	36	1%
None/ Not applicable	23	1%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q6Avii: In the future, which contact method(s) would you most prefer to use for the following activities... Discussing matters with a council specialist	Number of responses n=3259	% of responses
Council call centre	1884	58%
Council website	485	15%
Council service centres	1495	46%
Email	1501	46%
Mobile app (smartphone, tablet)	180	6%
By mail/ post	131	4%
Other	97	3%
None/ Not applicable	64	2%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q6Aviii: In the future, which contact method(s) would you most prefer to use for the following activities... Requesting an urgent service e.g. noise control, reporting an aggressive dog	Number of responses n=3259	% of responses
Council call centre	2720	83%
Council website	555	17%
Council service centres	599	18%
Email	598	18%
Mobile app (smartphone, tablet)	637	20%
By mail/ post	36	1%
Other	55	2%
None/ Not applicable	21	1%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q6Aix: In the future, which contact method(s) would you most prefer to use for the following activities... Requesting a non-urgent service e.g. graffiti removal	Number of responses n=3259	% of responses
Council call centre	1732	53%
Council website	1441	44%
Council service centres	577	18%
Email	1754	54%
Mobile app (smartphone, tablet)	501	15%
By mail/ post	79	2%
Other	25	1%
None/ Not applicable	45	1%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q6Ax: In the future, which contact method(s) would you most prefer to use for the following activities... Paying rates, penalties, fees, deposits or bonds	Number of responses n=3259	% of responses
Council call centre	526	16%
Council website	1801	55%
Council service centres	853	26%
Email	953	29%
Mobile app (smartphone, tablet)	540	17%
By mail/ post	630	19%
Other	360	11%
None/ Not applicable	102	3%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q8Ai: In the future, which contact method(s) would you most prefer to use in the following situations... For complex matters	Number of responses n=3259	% of responses
Council call centre	1791	55%
Council website	526	16%
Council service centres	1680	52%
Email	1260	39%
Mobile app (smartphone, tablet)	119	4%
By mail/ post	274	8%
Other	132	4%
None/ Not applicable	36	1%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q8Aii: In the future, which contact method(s) would you most prefer to use in the following situations... For urgent matters	Number of responses n=3259	% of responses
Council call centre	2584	79%
Council website	423	13%
Council service centres	1053	32%
Email	764	23%
Mobile app (smartphone, tablet)	406	12%
By mail/ post	56	2%
Other	76	2%
None/ Not applicable	18	1%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q8Aiii: In the future, which contact method(s) would you most prefer to use in the following situations... For things I feel unsure about or may be new to me	Number of responses n=3259	% of responses
Council call centre	1902	58%
Council website	1581	49%
Council service centres	1158	36%
Email	1104	34%
Mobile app (smartphone, tablet)	230	7%
By mail/ post	143	4%
Other	40	1%
None/ Not applicable	50	2%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q8Aiv: In the future, which contact method(s) would you most prefer to use in the following situations... For things I feel strongly about	Number of responses n=3259	% of responses
Council call centre	1471	45%
Council website	1109	34%
Council service centres	1038	32%
Email	1979	61%
Mobile app (smartphone, tablet)	268	8%
By mail/ post	334	10%
Other	124	4%
None/ Not applicable	41	1%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q8Av: In the future, which contact method(s) would you most prefer to use in the following situations... For answers or processes that vary greatly from customer to customer	Number of responses n=3259	% of responses
Council call centre	1906	58%
Council website	578	18%
Council service centres	1366	42%
Email	1480	45%
Mobile app (smartphone, tablet)	159	5%
By mail/ post	209	6%
Other	96	3%
None/ Not applicable	63	2%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q8Avi: In the future, which contact method(s) would you most prefer to use in the following situations... For confirmation that you have completed a transaction (e.g. dog registration)	Number of responses n=3259	% of responses
Council call centre	565	17%
Council website	741	23%
Council service centres	366	11%
Email	2473	76%
Mobile app (smartphone, tablet)	452	14%
By mail/ post	424	13%
Other	27	1%
None/ Not applicable	123	4%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q8Avii: In the future, which contact method(s) would you most prefer to use in the following situations... To learn about or engage with my community or with groups I am interested in	Number of responses n=3259	% of responses
Council call centre	533	16%
Council website	2280	70%
Council service centres	730	22%
Email	1192	37%
Mobile app (smartphone, tablet)	456	14%
By mail/ post	226	7%
Other	113	3%
None/ Not applicable	131	4%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q8Aviii: In the future, which contact method(s) would you most prefer to use in the following situations... To engage with the Council as a community or interest group	Number of responses n=3259	% of responses
Council call centre	765	23%
Council website	1452	45%
Council service centres	1032	32%
Email	1689	52%
Mobile app (smartphone, tablet)	274	8%
By mail/ post	246	8%
Other	180	6%
None/ Not applicable	242	7%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q10A: In the last year, have you ever had any issues contacting council in the way you prefer? If so please tell us about the contact method you used or wanted to use and what made it difficult	Number of responses n=1380	% of responses
Open response		

Base: Panellists participating in survey n= 1380

Q10B: If you were able to complete council related jobs at other places what would you like those places to be and what would you look to use them for?	Number of responses n=1536	% of responses
Open response		

Base: Panellists participating in survey n= 1536

Q11A: Do any of the following limit your access to council services?	Number of responses n=3259	% of responses
Ability with the English language	16	0.5%
A disability or injury	89	3%
Responsibilities at home	231	7%
Access to a mobile phone	108	3%
Availability of an internet service or computer to use it	91	3%
Confidence in using technology to access the internet	123	4%
Access to public transport	190	6%
Availability of a private vehicle	143	4%
Distance to destination	425	13%
Knowing where to go and what to do	828	25%
None of the above	1917	59%
Working hours/Lack of time	52	2%
Council opening hours	29	1%
Other	163	5%

Base: Panellists participating in survey n= 3259 Note this was a multiple response question, so responses add to more than 100%

Q12Ai: You said your access to council services was affected by the following... Ability with the English language. What contact method(s) are most affected?	Number of responses n=16	% of responses
Council call centre	8	50%
Council website	3	19%
Council service centres	5	31%
Email	6	38%
Mobile app (smartphone, tablet)	2	13%
By mail/ post	0	0%
Other	1	6%
None/ Not applicable	1	6%

Base: Panellists participating in survey n= 16 Note this was a multiple response question, so responses add to more than 100%

Q12Aii: You said your access to council services was affected by the following... A disability or injury What contact method(s) are most affected?	Number of responses n=88	% of responses
Council call centre	23	26%
Council website	5	6%
Council service centres	55	63%
Email	5	6%
Mobile app (smartphone, tablet)	4	5%
By mail/ post	13	15%
Other	10	11%
None/ Not applicable	6	7%

Base: Panellists participating in survey n= 88 Note this was a multiple response question, so responses add to more than 100%

Q12Aiii: You said your access to council services was affected by the following...Responsibilities at home What contact method(s) are most affected?	Number of responses n=231	% of responses
Council call centre	62	27%
Council website	32	14%
Council service centres	146	63%
Email	28	12%
Mobile app (smartphone, tablet)	20	9%
By mail/ post	34	15%
Other	22	10%
None/ Not applicable	22	10%

Base: Panellists participating in survey n= 231 Note this was a multiple response question, so responses add to more than 100%

Q12Aiv: You said your access to council services was affected by the following... Access to a mobile phone What contact method(s) are most affected?	Number of responses n=108	% of responses
Council call centre	26	24%
Council website	14	13%
Council service centres	16	15%
Email	18	17%
Mobile app (smartphone, tablet)	71	66%
By mail/ post	4	4%
Other	4	4%
None/ Not applicable	11	10%

Base: Panellists participating in survey n= 108 Note this was a multiple response question, so responses add to more than 100%

Q12Av: You said your access to council services was affected by the following... Availability of an internet service or computer to use. What contact method(s) are most affected?	Number of responses n=90	% of responses
Council call centre	13	14%
Council website	56	62%
Council service centres	10	11%
Email	44	49%
Mobile app (smartphone, tablet)	23	26%
By mail/ post	5	6%
Other	4	4%
None/ Not applicable	7	8%

Base: Panellists participating in survey n= 90 Note this was a multiple response question, so responses add to more than 100%

Q12Avi: You said your access to council services was affected by the following... Confidence in using technology to access the internet. What contact method(s) are most affected?	Number of responses n=123	% of responses
Council call centre	15	12%
Council website	70	57%
Council service centres	12	10%
Email	31	25%
Mobile app (smartphone, tablet)	52	42%
By mail/ post	1	1%
Other	3	2%
None/ Not applicable	4	3%

Base: Panellists participating in survey n= 123 Note this was a multiple response question, so responses add to more than 100%

Q12Avii You said your access to council services was affected by the following... Access to public transport What contact method(s) are most affected?	Number of responses n=190	% of responses
Council call centre	16	8%
Council website	7	4%
Council service centres	140	74%
Email	8	4%
Mobile app (smartphone, tablet)	7	4%
By mail/ post	16	8%
Other	20	11%
None/ Not applicable	19	10%

Base: Panellists participating in survey n= 190 Note this was a multiple response question, so responses add to more than 100%

Q12Aviii: You said your access to council services was affected by the following... Availability of a private vehicle What contact method(s) are most affected?	Number of responses n=142	% of responses
Council call centre	10	7%
Council website	3	2%
Council service centres	103	73%
Email	10	7%
Mobile app (smartphone, tablet)	6	4%
By mail/ post	23	16%
Other	7	5%
None/ Not applicable	14	10%

Base: Panellists participating in survey n= 142 Note this was a multiple response question, so responses add to more than 100%

Q12Aix: You said your access to council services was affected by the following... Distance to destination What contact method(s) are most affected?	Number of responses n=425	% of responses
Council call centre	31	7%
Council website	9	2%
Council service centres	345	81%
Email	12	3%
Mobile app (smartphone, tablet)	13	3%
By mail/ post	36	8%
Other	38	9%
None/ Not applicable	22	5%

Base: Panellists participating in survey n= 425 Note this was a multiple response question, so responses add to more than 100%

Q12Ax: You said your access to council services was affected by the following... Knowing where to go and what to do What contact method(s) are most affected?	Number of responses n=827	% of responses
Council call centre	225	27%
Council website	373	45%
Council service centres	386	47%
Email	149	18%
Mobile app (smartphone, tablet)	95	11%
By mail/ post	60	7%
Other	45	5%
None/ Not applicable	83	10%

Base: Panellists participating in survey n= 827 Note this was a multiple response question, so responses add to more than 100%

Q13A: You said your access to council services was affected by the following... Other What contact method(s) are most affected?	Number of responses n=253	% of responses
Council call centre	83	33%
Council website	59	23%
Council service centres	116	46%
Email	36	14%
Mobile app (smartphone, tablet)	25	10%
By mail/ post	13	5%
Other	24	9%
None/ Not applicable	26	10%

Base: Panellists participating in survey n= 253 Note this was a multiple response question, so responses add to more than 100%

Appendix II Respondent profile

	All respondents n=3259	Percentages (%) n=3259	Statistics NZ Percentages (%) 2013 census data
Gender			
Female	1842	57%	51%
Male	1395	43%	49%
Prefer not to say/Unknown	22	1%	
Age			
15-24 years	58	2%	19%
25-34 years	215	7%	18%
35-44 years	603	19%	18%
45-54 years	679	21%	18%
55-64 years	701	22%	13%
65-74 years	707	22%	9%
75+ years	234	7%	6%
Prefer not to say/Unknown	62	2%	
Ethnicity (<i>Multiple response</i>)			
European	2920	90%	56%
Māori	141	4%	10%
Pacific Peoples	90	3%	14%
Asian	174	5%	18%
Middle Eastern, Latin American, African	33	1%	2%
Other	4	0%	1%
Unknown	52	2%	

	All respondents n=3259	Percentages (%) n=3259	Statistics NZ Percentages (%) 2013 census data
Local Board			
Albert-Eden	303	9%	7%
Devonport-Takapuna	179	5%	4%
Franklin	159	5%	5%
Great Barrier	5	0.2%	0.1%
Henderson-Massey	191	6%	8%
Hibiscus and Bays	240	7%	6%
Howick	226	7%	9%
Kaipātiki	230	7%	6%
Mangere-Otahuhu	71	2%	5%
Manurewa	88	3%	6%
Maungakiekie-Tāmaki	139	4%	5%
Orākei	240	7%	6%
Ōtara-Papatoetoe	55	2%	5%
Papakura	60	2%	3%
Puketāpapa	82	3%	4%
Rodney	176	5%	4%
Upper Harbour	110	3%	4%
Waiheke	49	2%	1%
Waitākere Ranges	191	6%	3%
Waitematā	304	9%	6%
Whau	158	5%	5%
Other/Prefer not to say/Unknown	3	0%	-

Demographics from People's Panel registration information