

**From:** Grace Ockwell  
**To:** ["Simon Cantem"](#)  
**Subject:** LGOIMA request - Rollout of UHB  
**Date:** Thursday, 5 March 2015 02:49:41 p.m.  
**Attachments:** [ODS\\_Survey\\_Results.pdf](#)  
[UFB\\_Dunedin\\_Surveyv2.pdf](#)  
[UFB\\_Prioritisation.msg](#)

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Dear Simon,

Thank you for your email requesting information the DCC provided Chorus to assist in determining the order of the UFB deployment within the city, in particular any information regarding the university precinct including Opoho.

The DCC did not provide any information to Chorus as described, however the Dunedin Digital Office conducted a survey with respect to UFB deployment, the results of which were provided to Chorus. The DCC facilitated conducting this survey for the Dunedin Digital Office by hosting the survey on our website. The results of that survey are attached.

I trust this answers your query; if you require any further information please contact me

Grace Ockwell

Governance Support Officer

**Dunedin City Council**

50 The Octagon, Dunedin; PO Box 5045, Moray Place, Dunedin 9058, New Zealand

Telephone: 03 474 3487, Fax: 03 474 3594

Email: [grace.ockwell@dcc.govt.nz](mailto:grace.ockwell@dcc.govt.nz); [www.dunedin.govt.nz](http://www.dunedin.govt.nz)



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**From:** Grace Ockwell  
**Sent:** Monday, 23 February 2015 4:51 p.m.  
**To:** 'Simon Cantem'  
**Subject:** RE: Confirmation of receipt of LGOIMA request - 478047

Hi Simon,

My apologies – I completely overlooked this request.

I have forwarded your request to appropriate staff and will be back in touch shortly.

Kind regards,

Grace Ockwell

Governance Support Officer

**Dunedin City Council**

50 The Octagon, Dunedin; PO Box 5045, Moray Place, Dunedin 9058, New Zealand

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**From:** Simon Cantem [REDACTED]  
**Sent:** Monday, 23 February 2015 2:52 p.m.  
**To:** [official.information@dcc.govt.nz](mailto:official.information@dcc.govt.nz)  
**Subject:** Re: Confirmation of receipt of LGOIMA request - 478047

Hi,

Could I please get an update on this, it's been a lot more than 20 working days since I made this request.

Regards,  
Simon

On 3/12/2014 9:30 a.m., [officialinformation@dcc.govt.nz](mailto:officialinformation@dcc.govt.nz) wrote:

Dear Simon

Thank you for your request for information. A response will be provided as soon as practicable but in any event within 20 working days.

If you have any questions about your request, please email [officialinformation@dcc.govt.nz](mailto:officialinformation@dcc.govt.nz) and quote reference number: 478047

Grace Ockwell  
Governance Support Officer

Below are the details of the request

**Your request:**

I've recently been advised by Kathy Milne, Communications and Stakeholder Manager at Chorus, that when the UFB deployment schedule for Dunedin was being devised by Chorus that they "consulted with Dunedin City Council to help understand its citizens" to assist them in determining the order of the UFB deployment within the city. Can you please provide me with details of what information the DCC provided Chorus to assist, in particular any information regarding the university precinct including Opoho.

**File attachment**

No file uploaded



Five of Otago's councils have agreed the time is right to develop a Digital Strategy for Otago

The strategy is in the final stages of development (*to be completed by March 2013*)

*The aim of our strategy is to define a vision to help Otago residents benefit from digital services*

## What is a Digital Strategy?

Every Digital Strategy is different, the Otago Digital Strategy will be a document which outlines;

- the **digital challenges** our community is facing
- a **plan of action** to deal with these challenges



The first step was to **understand** the **digital challenges** Otago communities and local businesses are facing

*Digital challenges – these tend to be things that prevent you from connecting to the Internet or using technology, like not knowing how, or not having access to technology at home*

## Understanding the Challenges

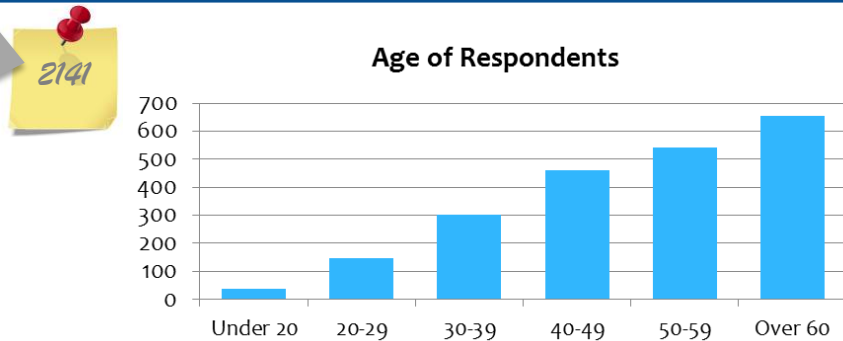
We did this in a number of ways:

- Received **submissions**, emails, phone calls (**still accepting input until 28 Feb 2013**)
- Talked to **the people on the street** in each district
- Ran targeted **workshops**
- A simple **survey** (now closed)



Survey results will be published as part of the strategy however, this document displays key findings

*The post-it note indicates the number who answered the survey question e.g. 2141 respondents selected their age range.*



- Good response from the more mature sector of our population
- Input from under 20's was obtained by visiting a number of Otago schools (they didn't complete the survey)



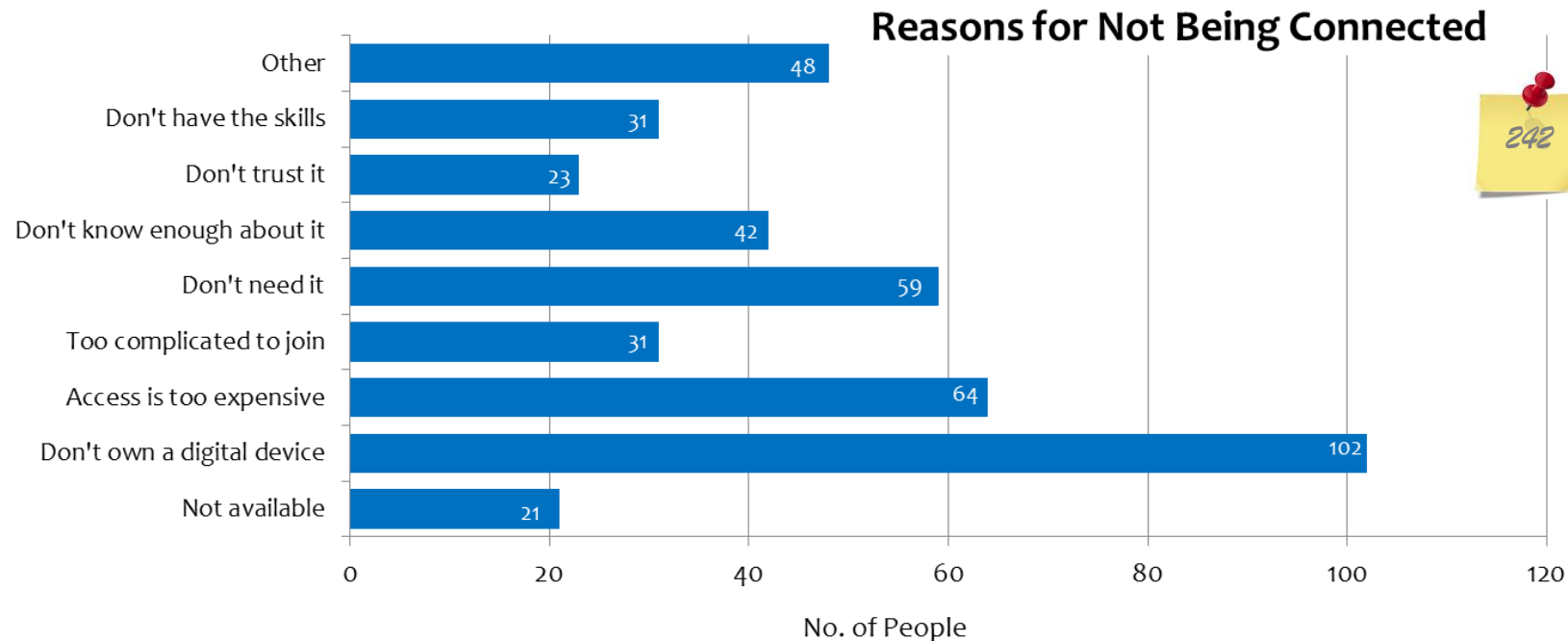
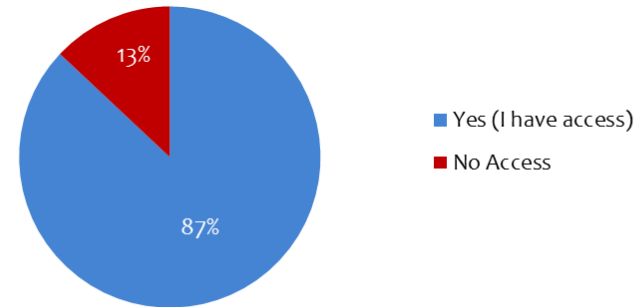
**2156** participated in the survey

- 48% male, 52% female
- Survey was available **online** or in **hardcopy** from libraries, council offices, road-shows and mail-outs
- Approx. **45%** of responses were in hardcopy (i.e. on paper)

# Survey Results



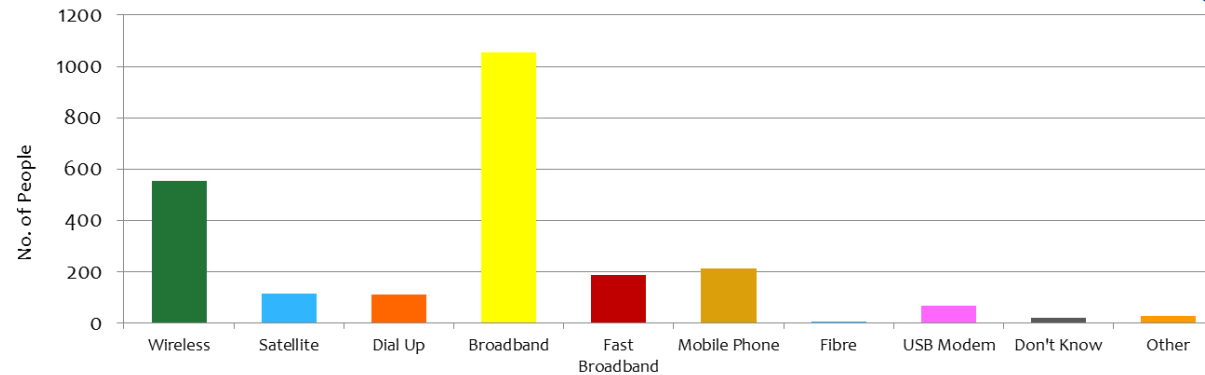
13% of those surveyed **don't have access** to the Internet at home



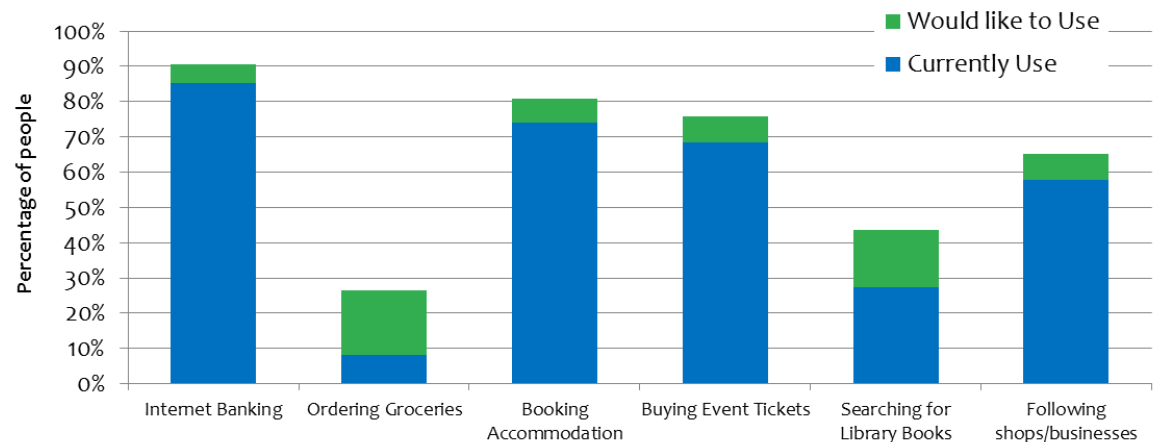


## Access at Home

Of those who have access to the Internet at home, broadband & wireless were the most popular ways of connecting



Majority with Internet at home use it for purchasing goods/services, following businesses & managing finances





## Access at Work

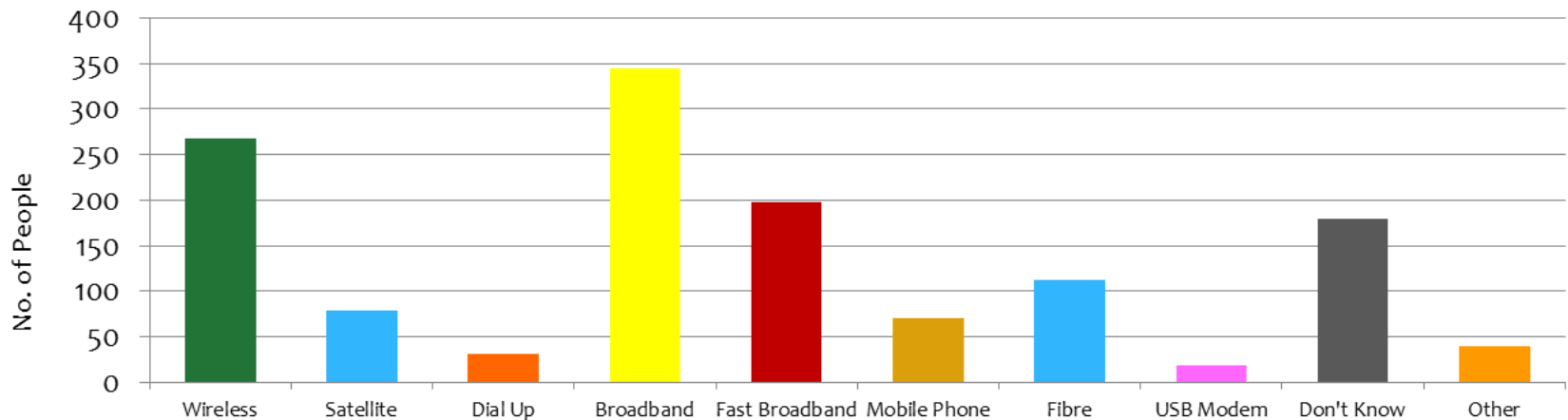
26% of those surveyed **worked from home**



87% had access to the Internet at work



Broadband & wireless were the most popular ways of connecting at work





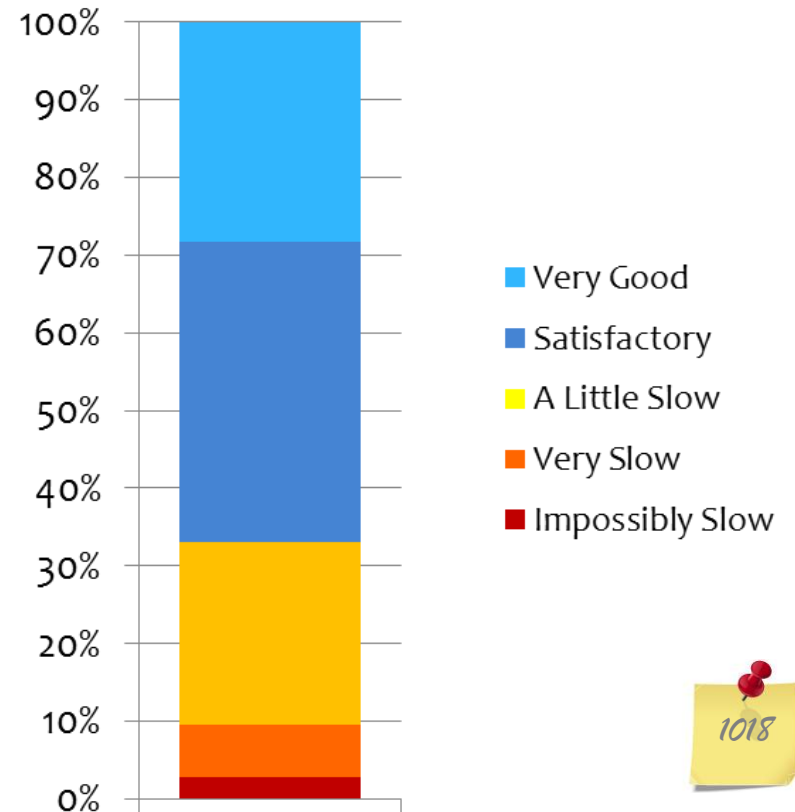


## Internet Speed at Work

10% of staff rated Internet speed at work as 'Impossibly Slow' or 'Very Slow'

A further 24% rated it as 'A Little Slow'

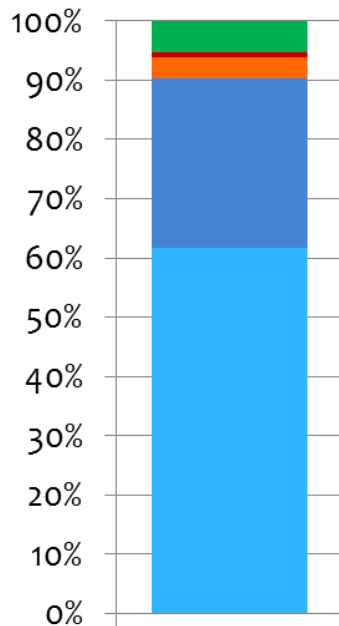
This suggests approx. one third of Otago residents are not satisfied with their Internet connection at work





Of the **Otago businesses** surveyed...

- 87% agreed that fast Internet access is critical for their business to **succeed**



- 80% said that fast Internet is important in their choice of **business location**



- 90% agreed that customers and/or suppliers will have business expectations that required faster Internet access

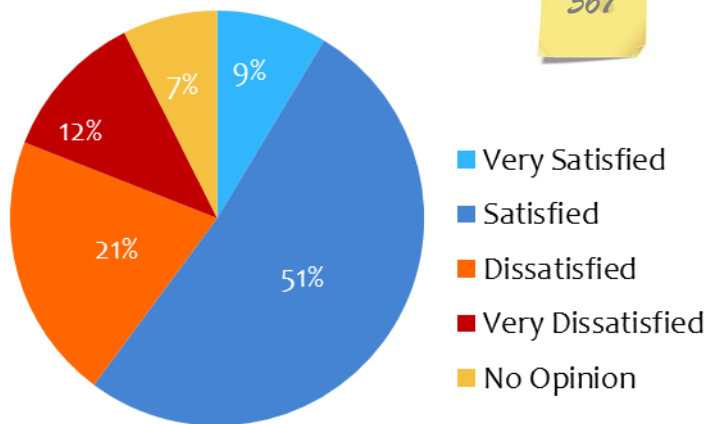




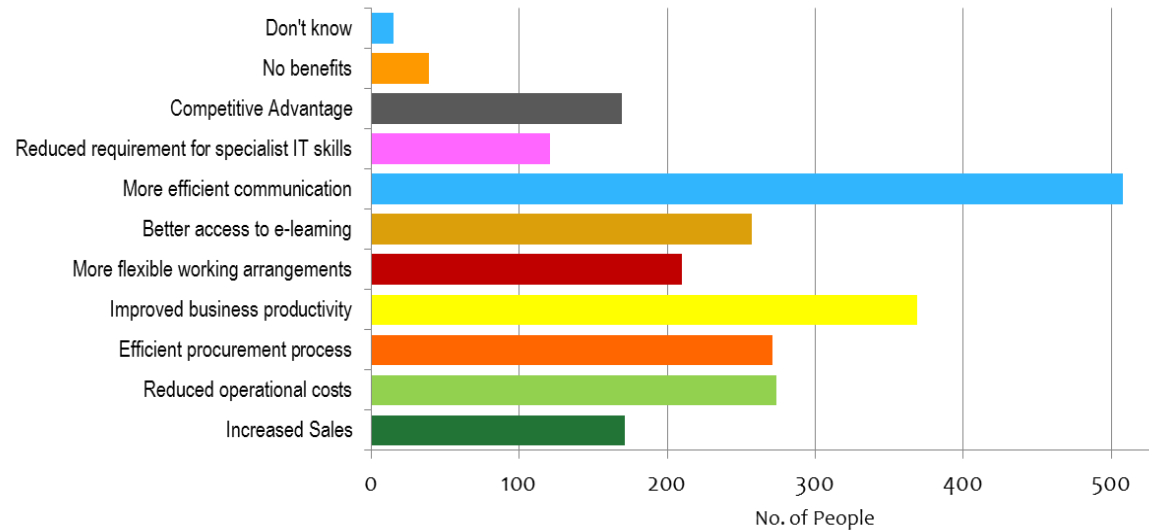
**651 respondents** were business owners/managers

94% had less than 20 staff

33% were **dissatisfied** with their businesses current Internet connection



They listed more efficient **communication** & improved **productivity** as key benefits of fast Internet access



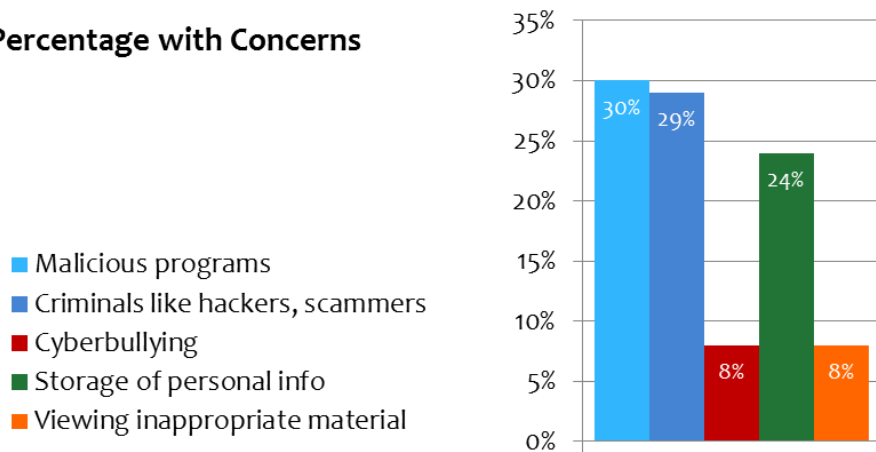
# Survey Results



Approx. a quarter of those surveyed had concerns about malicious programs (like viruses, worms), Internet criminals and storage of personal information



Percentage with Concerns

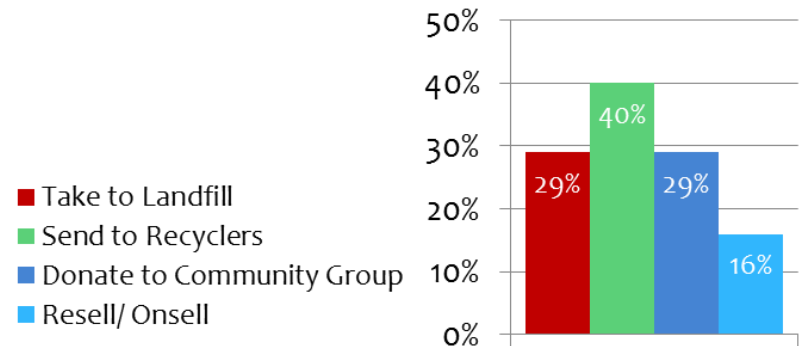


Almost 30% of those surveyed use landfills to dispose of unwanted or broken digital devices

Many indicated they have devices in storage as they don't know what to do with them



Percentage that Use Disposal Option





If you would like more information on:

- The survey and the figures behind the results
- The Otago Digital Strategy

Or, you would like to provide us with input into the strategy

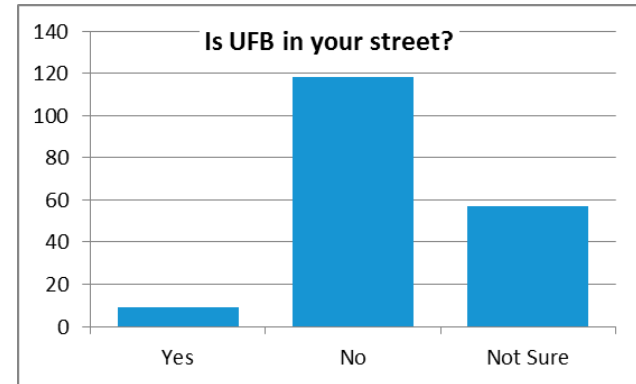
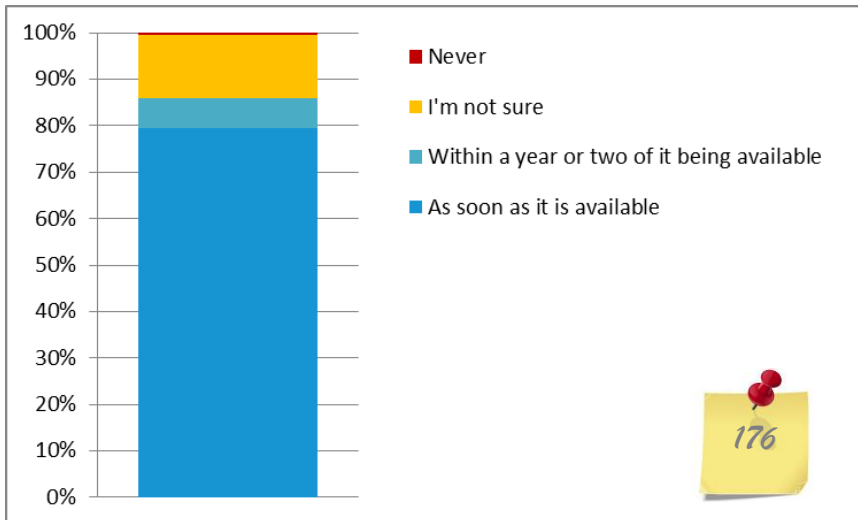
Then please contact the Digital Office [email: \*\*stuart@digitaloffice.co.nz\*\*](mailto:stuart@digitaloffice.co.nz)

The strategy is currently being finalised and will be presented at the **Otago Mayoral Forum on 15 March 2013.**



**185** participated in the survey

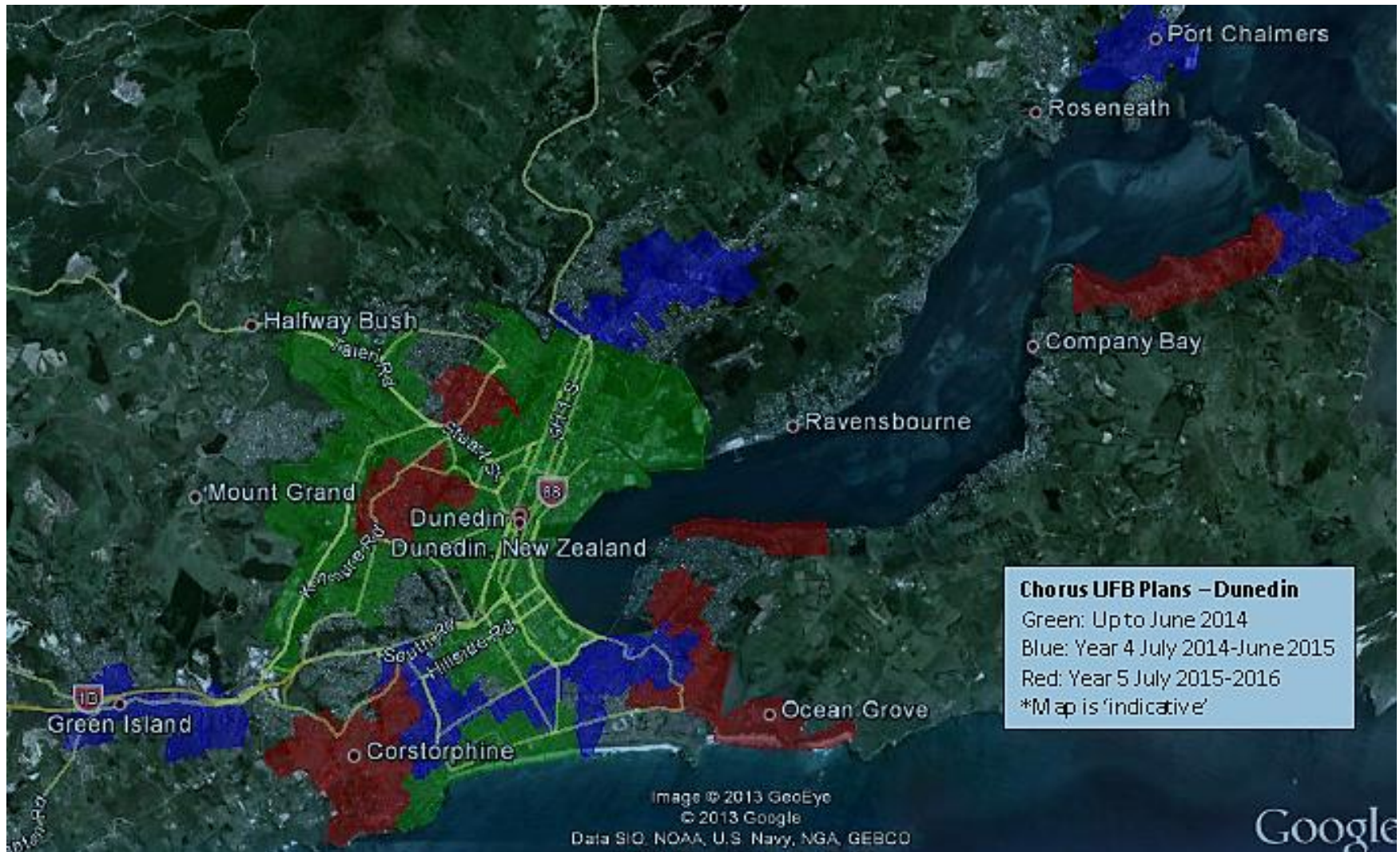
- 80% of those surveyed would use UFB immediately if it was available



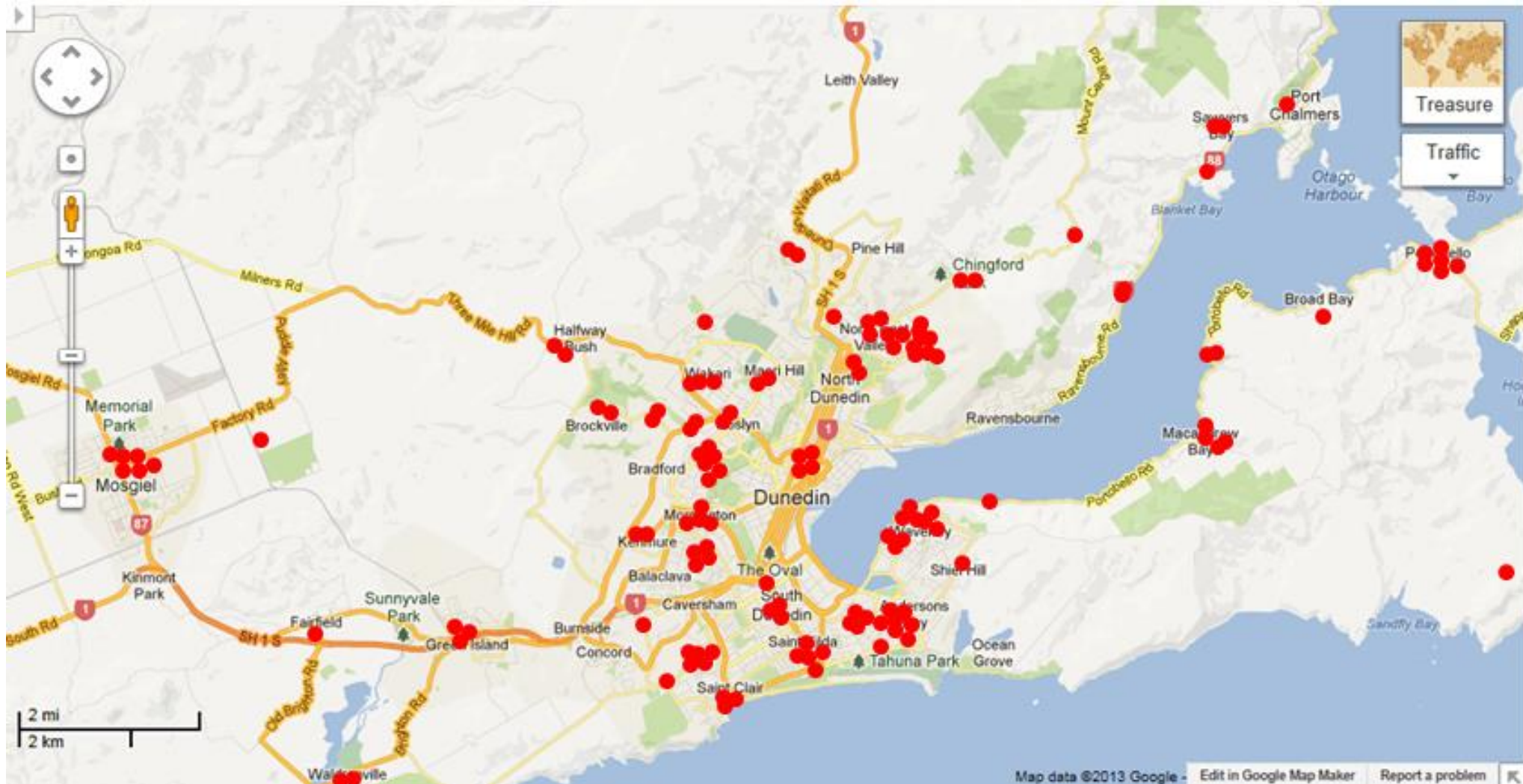
- 64% of those surveyed don't have access to UFB at home
- Almost **one third** were unsure if it was available in their street



# Chorus Indicative Map



# 'Hotspots' – Areas of Demand





# Recommendations based on Feedback Received



## Year 4

- Belleknowes and Roslyn areas (currently indicated as year 5), prioritise to be in Year 4
- Recommend Maryhill be included in year 4

## Year 5

- Results indicated stronger preference for Macandrew Bay area over Broadbay
- Results also indicated stronger preference for Waverley over Portobello Road (The Cove area)
- Ideally Macandrew Bay and Waverley added to Year 5 plans



## Experience with UFB at Home

- Although a very small number of respondents had UFB at home, Orcon was the most popular service provider
- The majority of respondents were satisfied with their connection

## Not Using UFB at Home

- Of those survey respondents who knew they had UFB in their street, 50% were not using it
- The main reason given for not using UFB was cost

## Reasons for UFB

- The most popular reason cited for wanting UFB was working from home and business use, including remote access, automating offsite backups and large file transfer
- Other reasons included, streaming media, communications such as Skype and video conferencing,

**From:** [Digital Office](#)  
**To:** [Sean Lee](#)  
**Subject:** UFB Prioritisation

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Sean,

Can you please add this info to the DCC website – important that we get the feedback from Dunedin residents.  
Plus tweet please.

cheers

### Which areas should get Ultra-Fast Broadband next?

Chorus is currently planning the year 4/5 (Aug 2014 to Jul 2016) rollout of Ultra-Fast Broadband (UFB). The Digital Office has an opportunity to influence the plans for Dunedin. We would like to prioritise the installation to those areas that need it the most. **To help we need Dunedin residents to complete this 2 minute [survey](https://www.surveymonkey.com/s/UFBdunedin)** (<https://www.surveymonkey.com/s/UFBdunedin>)

We will use the survey results to provide feedback to Chorus as to which areas have the highest demand for UFB. Chorus will consider this feedback and together with Crown Fibre Holdings will come up with a plan that strikes the right balance given the complex demand and build considerations.