



Tasman District Council

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# RESIDENT SATISFACTION SURVEY 2022

## APPENDICES 2 AND 3

Research report | June 2022



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Section 1

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# Appendix two: benchmarking

## Benchmarking explanation

Comparisons between results from four other Councils are provided to add context to results. When viewing the results there are a number of factors to bear in mind that may influence recorded results:

- Councils in this group were generally identified as being similar in terms of some key identifiers:
  - Population and district size.
  - Being in a similar area (e.g. coastal area and upper South Island / Lower North Island).
  - Split of urban/rural residential areas, and;
  - Median age.
- While selected for these reasons the districts are very different in other areas that may impact results.
  - Sample sizes differ between Councils.
  - Data collection methods differ between Councils.
  - Question wording, response scales, exclusions and who is classified as a 'satisfied' respondent differ between Councils, and;
  - Topics and questions of interest between Councils differ, meaning that not every aspect measured has a corresponding benchmark in all, or any, other Councils (indicated by the absence of data).

Due to these differences, it is important to view these benchmarks through a qualitative lens as these are not direct like-for-like comparisons.

## Benchmarking satisfaction

### Services and facilities

Libraries- service users	
Tasman District 2022	96%
Nelson 2021	91%
Kāpiti District 2020/21	95%
Marlborough District 2021	85%
New Plymouth DC 2021	83%
Public toilets - service users	
Tasman District 2022	87%
Nelson 2021	-
Kāpiti District 2020/21	84%
Marlborough District 2021	75%
New Plymouth DC 2021	77%
Recreational facilities	
Tasman District 2022	87%
Nelson 2021	80%
Kāpiti District 2020/21	-
Marlborough District 2021	89%
New Plymouth DC 2021	84%
Public halls	
Tasman District 2022	72%
Nelson 2021	-
Kāpiti District 2020/21	-
Marlborough District 2021	80%
New Plymouth DC 2021	84%
Community programmes and events	
Tasman District 2022	60%
Nelson 2021	-
Kāpiti District 2020/21	89%
Marlborough District 2021	70%
New Plymouth DC 2021	84%

Aquatic Centre - service users	
Tasman District 2021	88%
Nelson 2021	-
Kāpiti District 2020/21	95%
Marlborough District 2021	90%
New Plymouth DC 2020	95%

## Roading

Roads	
Tasman District 2022	53%
Nelson 2021	-
Kāpiti District 2020/21	73%
Marlborough District 2021	50%
New Plymouth DC 2021	66%
Footpaths	
Tasman District 2022	63%
Nelson 2021	-
Kāpiti District 2020/21	66%
Marlborough District 2021	58%
New Plymouth DC 2021	77%
Cycle ways	
Tasman District 2022	%
Nelson 2021	-
Kāpiti District 2020/21	%
Marlborough District 2021	%
New Plymouth DC 2021	67%

## Water

Stormwater services	
Tasman District 2022	89%
Nelson 2021	
Kāpiti District 2020/21	77%

Marlborough District 2021	67%
New Plymouth DC 2021	66%
<b>Wastewater / sewage</b>	
Tasman District 2022	95%
Nelson 2021	-
Kāpiti District 2020/21	-
Marlborough District 2021	81%
New Plymouth DC 2021	72%
<b>Water supply</b>	
Tasman District 2022	85%
Nelson 2021	-
Kāpiti District 2020/21	83%
Marlborough District 2021	81%
New Plymouth DC 2021	77%
Palmerston North CC 2021	84%

## Waste

<b>Kerbside rubbish/recycling</b>	
Tasman District 2022	77%
	Prepaid rubbish bags
Tasman District 2021	93%
	Kerbside recycling
Nelson 2021	-
Kāpiti District 2020/21	89%
Marlborough District 2021	67%
New Plymouth DC 2021	78%
<b>Recovery centre/waste transfer station</b>	
Tasman District 2022	88%
Nelson 2021	-
Kāpiti District 2019/20	-
Marlborough District 2021	74%
New Plymouth DC 2021	-
Palmerston North CC 2021	71%

## Council information and communication

Level of information provided is enough/more than enough	
Tasman District 2022	77%
Nelson 2021	42%
Kāpiti District 2020/21	53%
Marlborough District 2021	65%
New Plymouth DC 2021	50%
Contact with Council was dealt with satisfactorily	
Tasman District 2022	75%
Nelson 2021	31% - Councils response to issues raised by community
Kāpiti District 2020/21	-
Marlborough District 2021	44%
New Plymouth DC 2021	83%
Public consultation	
Tasman District 2022	52%
Nelson 2021	47%
Kāpiti District 2020/21	53%
Marlborough District 2021	65%
New Plymouth DC 2021	-

## Rates

The way rates are spent on the services and facilities provided by Council	
Tasman District 2022	55%
Nelson 2021	31%
Kāpiti District 2020/21	53%
Marlborough District 2021	
New Plymouth DC 2021	77%



## Local issues and Council operations

Council's emergency management	
Tasman District 2022	66%
Nelson 2021	47%
Kāpiti District 2020/21	78% - Respondents prepared for emergency event
Marlborough District 2021	87%
New Plymouth DC 2020	-

## Council overall

Reputation	
Tasman District 2022	66%
Nelson 2020	-
Kāpiti District 2020/21	-
Marlborough District 2020	-
New Plymouth DC 2021	65%
Overall Council Performance over the last 12 months	
Tasman District 2022	64%
Nelson 2021	43%
Kāpiti District 2020/21	74%
Marlborough District 2021	68%
New Plymouth DC 2021	-

## Section 2

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# Appendix three: results by age, gender and location

The results from the different locations are shown in the following tables. Statistically significant differences between the groups are highlighted with upward and downward arrows. For example, the following excerpt from the user of services and facilities table shows that a significantly higher proportion of the residents aged 18-44 used the recreational facilities, while a significantly lower proportion of those 65 years or older used them.

% Yes	Age		
	18 to 44 years	45 to 64 years	65 years or over
Recreational facilities	84% ↑	74%	63% ↓

## Services and facilities

### Use of services and facilities

% Yes	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Recreational facilities	84% ↑	75%	63% ↓	70%	79%	100%	85%	70%	78%	63% ↓	79%
Public toilets	78%	75%	68%	70%	78%	100%	83%	77%	78%	74%	69%
A library or the library website	53%	51%	58%	47%	59%	100%	61%	40%	58%	48%	56%
The Aquatic Centre*	59% ↑	31%	19% ↓	36%	38%	n/a	n/a	n/a	30%	n/a	41%

## Satisfaction with services and facilities

% Satisfied/very satisfied	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
<b>A library or the library website - all respondents</b>	82%	76%	83%	76%	84%	100%	80%	60% ↓	87%	72%	86%
<b>A library or the library website - users only</b>	97%	94%	98%	95%	97%	100%	96%	83%	94%	96%	100%
<b>Public toilets - all respondents</b>	58%	75%	74%	74%	65%	100%	76%	70%	69%	70%	67%
<b>Public toilets - users only</b>	64% ↓	85%	84%	84%	72%	100%	85%	78%	77%	78%	75%
<b>Recreational facilities - all respondents</b>	91%	85%	86%	88%	87%	100%	88%	80%	93%	83%	88%
<b>Recreational facilities - users only</b>	95%	93%	94%	94%	94%	100%	94%	86%	99%	89%	95%
<b>Public halls - all respondents</b>	74%	70%	72%	68%	76%	0%	78%	67%	73%	70%	71%
<b>Community programmes or events - all respondents</b>	67%	60%	52%	57%	63%	100%	61%	43%	66%	50%	67%
<b>Aquatic centre - all respondents</b>	78%	72%	59%	66%	75%	n/a	n/a	n/a	61%	n/a	77%
<b>Aquatic centre - users only</b>	84%	96%	83%	87%	89%	n/a	n/a	n/a	85%	n/a	89%

## Roading

### Satisfaction with roading

% Satisfied/very satisfied	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
<b>Roads</b>	54%	52%	51%	48%	57%	100%	51%	43%	48%	59%	53%
<b>Footpaths</b>	74%	60%	57%	66%	61%	0%	39% ↓	53%	67%	65%	69%
<b>Cycle paths</b>	76%	67%	65%	66%	73%	100%	44% ↓	57%	78%	62%	81% ↑

### Safety on roads

% Safe/unsafe	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
<b>When driving</b>	88%	80%	81%	80%	86%	100%	85%	80%	86%	84%	80%
<b>When walking</b>	74%	69%	62%	71%	67%	100%	32% ↓	70%	69%	67%	81% ↑
<b>When cycling</b>	57% ↑	42%	19% ↓	40%	41%	0%	29%	33%	43%	38%	45%

## Water

### Provision of water service

% Yes	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
<b>A piped water supply to your house</b>	58%	51%	64%	59%	54%	100%	15% ↓	47%	63%	29% ↓	89% ↑
<b>A wastewater/sewerage system</b>	63%	51%	61%	63%	52%	100%	32% ↓	40%	52%	43% ↓	84% ↑
<b>A piped stormwater collection</b>	50%	42%	51%	48%	46%	100%	24% ↓	30%	39%	36% ↓	72% ↑

### Satisfaction with water services

% Satisfied/very satisfied	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
<b>Water supply – all respondents</b>	76%	58% ↓	71%	72%	63%	0%	46% ↓	50%	67%	61%	82% ↑
<b>Water supply – service provided</b>	90%	79%	87%	90%	81%	0%	83%	64%	86%	90%	86%
<b>Wastewater/sewerage - all respondents</b>	81%	63%	71%	74%	68%	0%	49% ↓	60%	67%	63%	88% ↑
<b>Wastewater/sewerage - service provided</b>	95%	96%	94%	94%	97%	0%	92%	92%	94%	96%	96%
<b>Stormwater services – all respondents</b>	73% ↑	57%	60%	68%	57%	100%	44%	47%	61%	48% ↓	84% ↑
<b>Stormwater services – service provided</b>	89%	88%	89%	93%	85%	100%	80%	78%	94%	76%	94%

## Waste

### Use and provision of waste services

% Yes	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Used Council's resource recovery centre/ waste transfer station	65%	77%	71%	72%	70%	100%	76%	60%	64%	75%	74%
Provided a regular recycling service	78%	78%	91% ↑	82%	81%	100%	63% ↓	40% ↓	88%	77%	96% ↑
Used Council's kerbside recycling (those provided the service)	92%	90%	93%	90%	93%	100%	85%	75%	94%	93%	92%
Provided Council pre-paid rubbish bag collection service	68%	61%	76%	69%	66%	100%	61%	30% ↓	77%	64%	74%
Used Council's pre-paid rubbish bag collection services (those provided the service)	41% ↓	56%	71% ↑	56%	55%	100%	72%	56%	65%	69% ↑	37% ↓

## Satisfaction with waste services

% Satisfied/very satisfied	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
<b>Kerbside recycling – all respondents</b>	84%	78%	92%	85%	82%	100%	71%	37% ↓	90%	81%	96% ↑
<b>Kerbside recycling – service provided</b>	93%	92%	95%	95%	91%	100%	92%	67% ↓	94%	91%	97%
<b>Kerbside recycling - users provided with service only</b>	94%	94%	95%	96%	93%	100%	95%	67% ↓	96%	92%	97%
<b>Council's prepaid rubbish bag service – all respondents</b>	62%	61%	77%	67%	64%	100%	66%	33% ↓	73%	71%	64%
<b>Council's prepaid rubbish bag service – service provided</b>	69%	75%	88%	79%	75%	100%	80%	78%	80%	85%	69%
<b>Council's prepaid rubbish bag service – users provided with service only</b>	83%	77%	93%	86%	84%	100%	78%	100%	89%	87%	78%
<b>Recovery centre/waste transfer station – all respondents</b>	90%	77%	80%	82%	82%	0%	80%	57% ↓	76%	89%	86%
<b>Recovery centre/waste transfer station – users only</b>	94%	84%	87%	86%	90%	0%	84%	67%	84%	95%	89%



## Council information & communication

### Have seen, read or heard Council information

% Yes	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Yes	70% ↓	81%	91% ↑	77%	83%	100%	85%	73%	82%	74%	83%

### Channels used to see, read, or hear Council information

% Yes	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
<b>Newsline (fortnightly Council publication delivered to households)</b>	44% ↓	75% ↑	71%	70%	61%	0%	57%	73%	64%	69%	65%
<b>Newspapers</b>	20%	31%	40%	31%	31%	0%	49%	23%	23%	32%	31%
<b>Social media</b>	53% ↑	19%	9% ↓	14% ↓	36% ↑	0%	31%	23%	28%	19%	26%
<b>Online news service, e.g. Stuff</b>	11%	9%	13%	14%	8%	0%	11%	5%	9%	10%	13%
<b>The Council's website</b>	7%	7%	11%	8%	9%	0%	3%	9%	12%	8%	8%
<b>Mail (pamphlets, letters)</b>	10%	6%	8%	6%	9%	100%	9%	5%	11%	8%	6%
<b>Radio</b>	7%	1%	4%	5%	2%	0%	6%	0%	1%	4%	4%
<b>Personal contact</b>	3%	4%	3%	3%	4%	0%	3%	9%	4%	4%	2%
<b>From other people hearsay</b>	1%	2%	3%	3%	2%	0%	3%	0%	0%	5%	2%
<b>Public meetings</b>	0%	4%	1%	3%	1%	0%	3%	9%	5%	0%	0%
<b>Other</b>	0%	1%	1%	1%	1%	0%	0%	5%	0%	3%	0%
<b>Not aware of any</b>	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	1%

## Published information seen, read, heard

% Yes	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
<b>Newsline</b>	71% ↓	89%	95% ↑	87%	86%	0%	86%	86%	85%	91%	83%
<b>Council advertisements in newspapers</b>	52%	66%	67%	63%	61%	100%	74%	45%	62%	65%	60%
<b>Consultation Document on Tasman's 10-Year Plan 2021/2031 or Vision 2020</b>	44%	54%	57%	55%	49%	100%	31%	64%	53%	57%	52%
<b>Council meeting agendas and minutes</b>	10%	17%	26%	24%	13%	0%	29%	14%	23%	18%	13%
<b>Information available from Council offices or libraries</b>	51%	44%	56%	50%	48%	100%	60%	32%	55%	47%	47%
<b>Council advertisements on the radio</b>	52% ↑	27%	22%	33%	32%	0%	23%	23%	26%	35%	39%
<b>The Council website</b>	51%	54%	46%	50%	51%	100%	49%	59%	55%	44%	52%
<b>The Council's library website</b>	26%	27%	21%	21%	28%	100%	43%	14%	23%	23%	24%
<b>Council's social media</b>	61% ↑	29%	14% ↓	22% ↓	43% ↑	0%	26%	41%	31%	34%	35%
<b>None of the above</b>	0%	1%	1%	1%	0%	0%	0%	0%	0%	1%	1%

## Contacting Council

### Methods used to contact the Council

% Yes	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
By phone	41%	55%	55%	57%	45%	100%	41%	57%	62%	50%	45%
In person	42%	40%	48%	44%	41%	0%	46%	40%	41%	47%	40%
By email	38%	42%	39%	41%	38%	100%	37%	43%	51%	43%	30%
by online contact form	12%	21%	20%	20%	16%	100%	5%	30%	23%	21%	13%
In writing by post	4%	7%	11%	8%	6%	0%	5%	3%	6%	12%	6%
by social media	10%	5%	5%	6%	7%	0%	5%	10%	4%	10%	5%
via Antenno app	3%	6%	3%	5%	4%	0%	2%	7%	7%	4%	3%
Have not contacted the Council in the last 12 months	33%	22%	21%	25%	26%	0%	27%	23%	14%	25%	33%

### Satisfaction with serviced received when contacting Council

% Satisfied/very satisfied	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Respondents who contacted Council s	81%	68%	80%	78%	72%	100%	63%	78%	73%	76%	80%

## Level of information provided

### Information provided is enough

% Enough/more than enough	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
All respondents	85%	72%	76%	78%	76%	100%	73%	73%	81%	69%	83%

## Public consultation

### Satisfaction with public consultation

% Satisfied/very satisfied	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
All respondents	53%	51%	52%	51%	52%	100%	39%	47%	53%	52%	56%

## Rates

### Satisfaction with rates

% Satisfied/very satisfied	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
All respondents	58%	48%	63%	59%	52%	100%	34%	47%	57%	48%	68% ↑

## Local issues and Council operations

### Aware of Councils role in resource management

% Yes	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Aware	54% ↓	75%	77%	74%	64%	100%	71%	73%	71%	68%	67%

## Satisfaction with resource management

% Satisfied/very satisfied	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
<b>Council's role in resource management - Respondents aware</b>	67%	48%	56%	55%	54%	100%	31%	36%	67%	51%	62%
<b>Council's emergency management – all respondents</b>	84%	75%	77%	82%	75%	100%	66%	77%	84%	71%	84%
<b>Council provided environmental information – all respondents</b>	69%	63%	68%	67%	65%	100%	61%	50%	66%	66%	72%

## Easter Sunday trading

### Satisfaction with overall Council performance

% Yes	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
<b>All respondents</b>	70%	58%	54%	65%	56%	100%	73%	67%	57%	63%	56%

## Council overall

### Perception of Council reputation

% Good/very good	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
All respondents	72%	61%	68%	68%	64%	100%	44%	63%	68%	61%	77%

### Satisfaction with overall Council performance

% Satisfied/very satisfied	Age			Gender			Ward				
	18 to 44 years	45 to 64 years	65 years or over	Male	Female	Gender diverse	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
All respondents	68%	60%	66%	66%	63%	100%	51%	63%	60%	61%	74%



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