

Tasman District Council

---

# RESIDENT SATISFACTION SURVEY 2023

## APPENDICES 2 AND 3

Research report | June 2023



# Contents

---

<b>Appendix Two: Benchmarking</b>	<b>3</b>
<b>Appendix Three: Results by Age, Gender and Location</b>	<b>12</b>

---

**Disclaimer:**

Research First Ltd notes that the views presented in the report do not necessarily represent the views of Tasman District Council. In addition, the information in this report is accurate to the best of the knowledge and belief of Research First Ltd. While Research First Ltd has exercised all reasonable skill and care in the preparation of information in this report, Research First Ltd accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report. Please note that due to rounding, some totals may not correspond with the sum of the separate figures.

Section 1

---

# 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

<b>Libraries- service users</b>	
Tasman District 2023	100%
Nelson 2021	91%
Kāpiti District 2022	94%
Marlborough District 2021	85%
New Plymouth DC 2023	81%
<b>Public toilets - service users</b>	
Tasman District 2023	77%
Nelson 2021	-
Kāpiti District 2022	83%
Marlborough District 2021	75%
New Plymouth DC 2021	77%
<b>Recreational facilities</b>	
Tasman District 2023	92%
Nelson 2021	80%
Kāpiti District 2020/21	-
Marlborough District 2021	89%
New Plymouth DC 2021	84%
<b>Public halls</b>	
Tasman District 2023	78%
Nelson 2021	-
Kāpiti District 2020/21	-
Marlborough District 2021	80%
New Plymouth DC 2021	84%
<b>Community programmes and events</b>	
Tasman District 2023	65%
Nelson 2021	-
Kāpiti District 2022	89%
Marlborough District 2021	70%
New Plymouth DC 2021	84%

Aquatic Centre - service users	
Tasman District 2023	95%
Nelson 2021	-
Kāpiti District 2022	93%
Marlborough District 2021	90%
New Plymouth DC 2020	95%

## Roading

Roads	
Tasman District 2023	45%
Nelson 2021	-
Kāpiti District 2022	66%
Marlborough District 2021	50%
New Plymouth DC 2023	50%
Footpaths	
Tasman District 2023	68%
Nelson 2021	-
Kāpiti District 2022	66%
Marlborough District 2021	58%
New Plymouth DC 2023	77%
Cycle ways	
Tasman District 2023	68%
Nelson 2021	-
Kāpiti District 2022	84%
Marlborough District 2021	%
New Plymouth DC 2023	63%

## Water

<b>Stormwater services</b>	
Tasman District 2023	82%
Nelson 2021	
Kāpiti District 2020/21	77%
Marlborough District 2021	67%
New Plymouth DC 2023	71%
<b>Wastewater / sewage</b>	
Tasman District 2023	92%
Nelson 2021	-
Kāpiti District 2020/21	-
Marlborough District 2021	81%
New Plymouth DC 2023	81%
<b>Water supply</b>	
Tasman District 2023	85%
Nelson 2021	
Kāpiti District 2022	85%
Marlborough District 2021	81%
New Plymouth DC 2023	87%
Palmerston North CC 2021	84%

## Waste

<b>Kerbside rubbish/recycling</b>	
Tasman District 2023	76% - Prepaid rubbish bags
Tasman District 2023	92% - Kerbside recycling
Nelson 2021	-
Kāpiti District 2022	89%
Marlborough District 2021	67%
New Plymouth DC 2023	84%
<b>Recovery centre/waste transfer station</b>	
Tasman District 2022 (not measured in 2023 survey)	88%
Nelson 2021	-
Kāpiti District 2019/20	-
Marlborough District 2021	74%
New Plymouth DC 2021	-
Palmerston North CC 2021	71%



### Council information and communication

<b>Level of information provided is enough/more than enough</b>	
Tasman District 2023	71%
Nelson 2021	42%
Kāpiti District 2020/21	53%
Marlborough District 2021	65%
New Plymouth DC 2021	50%
<b>Contact with Council was dealt with satisfactorily</b>	
Tasman District 2023	82%
Nelson 2021	31% - Councils response to issues raised by community
Kāpiti District 2020/21	-
Marlborough District 2021	44%
New Plymouth DC 2023	85%
<b>Public consultation</b>	
Tasman District 2023	53%
Nelson 2021	47%
Kāpiti District 2020/21	53%
Marlborough District 2021	65%
New Plymouth DC 2021	-

### Local issues and Council operations

<b>The way rates are spent on the services and facilities provided by Council</b>	
Tasman District 2023	57%
Nelson 2021	31%
Kāpiti District 2020/21	53%
Marlborough District 2021	
New Plymouth DC 2023	63%

Council's role in resource management - Respondents aware	
Tasman District 2023	61%
Kāpiti District 2019/20	
Marlborough District 2020/21	51%
New Plymouth DC 2019	

Council's emergency management	
Tasman District 2023	79%
Nelson 2021	47%
Kāpiti District 2022	67% - Respondents prepared for emergency event
Marlborough District 2021	87%
New Plymouth DC 2020	-

Council provided environmental information – all respondents Respondents aware	
Tasman District 2023	69%
Nelson 2020	
Kāpiti District 2020/19	59%
Napier City 2019	
Marlborough District 2019	
New Plymouth DC 2019	

## Council overall

<b>Reputation</b>	
Tasman District 2023	72%
Nelson 2020	-
Kāpiti District 2020/21	-
Marlborough District 2020	-
New Plymouth DC 2023	65%
<b>Overall Council Performance over the last 12 months</b>	
Tasman District 2023	73%
Nelson 2021	43%
Kāpiti District 2022	70%
Marlborough District 2021	68%
New Plymouth DC 2021	-

Section 2

---

# 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.

	Age		
% Yes	18 to 44 years	45 to 64 years	65 years or over
Recreational facilities	87% ↑	76%	55% ↓

## Services and Facilities

### Use of services and facilities

	Age			Gender			Ward				
% Yes	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
A library or the library website	63%	53%	58%	55%	59%	0%	48%	39%	54%	67%	58%
Recreational facilities	87% ↑	76%	55% ↓	75%	73%	0%	64%	61%	77%	75%	77%
Public toilets	84% ↑	72%	60% ↓	70%	75%	0%	75%	77%	80%	69%	67%
The Aquatic Centre*	64% ↑	30%	13% ↓	36%	33%	n/a	n/a	n/a	32%	n/a	37%

### 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
A library or the library website - all respondents	90%	82%	87%	85%	87%	100%	86%	81%	82%	86%	89%
A library or the library website - users only	99%	100%	100%	99%	100%	n/a	100%	100%	100%	100%	99%
Public toilets - all respondents	67%	68%	71%	66%	72%	0%	75%	74%	71%	64%	68%
Public toilets - users only	72%	82%	78%	77%	78%		82%	79%	73%	72%	84%
Recreational facilities - all respondents	90%	89%	83%	85%	91%	100%	82%	90%	89%	87%	89%
Recreational facilities - users only	91%	92%	92%	89%	95%		82%	95%	94%	93%	92%
Public halls - all respondents	84%	75%	77%	76%	81%	100%	82%	90%	72%	80%	77%
Community programmes or events - all respondents	69%	66%	61%	56% ↓	74% ↑	0%	50%	58%	63%	56%	81% ↑
Aquatic centre - all respondents	86%	74%	66%	72%	79%	n/a	n/a	n/a	73%	n/a	77%
Aquatic centre - users only	95%	96%	89%	98%	91%	n/a	n/a	n/a	97%	n/a	94%

## Roading

### Satisfaction with roading

	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>% Satisfied/very satisfied</b>												
<b>Roads</b>	52%	38%	49%	43%	47%	100%	45%	45%	37%	46%	50%	
<b>Footpaths</b>	79%	58% ↓	71%	69%	66%	100%	50%	68%	67%	68%	74%	
<b>Cycle paths</b>	76%	63%	65%	67%	68%	100%	39% ↓	68%	75%	67%	73%	

### Safety on roads

	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>% Safe/unsafe</b>											
<b>When driving</b>	84%	82%	83%	80%	86%	100%	86%	94%	83%	78%	84%
<b>When walking</b>	82% ↑	67%	68%	72%	71%	100%	52% ↓	65%	67%	66%	87% ↑
<b>When cycling</b>	57%	43%	39%	48%	45%	100%	36%	42%	43%	47%	52%

## 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>	55%	55%	61%	60%	53%	100%	16% ↓	52%	64%	28% ↓	89% ↑
<b>A wastewater/ sewerage system</b>	58%	57%	61%	60%	57%	0%	43%	48%	45% ↓	48% ↓	85% ↑
<b>A piped stormwater collection</b>	50%	48%	49%	50%	47%	0%	39%	32%	35% ↓	35% ↓	77% ↑

### 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>	66%	61%	68%	67%	62%	100%	50%	61%	65%	46% ↓	85% ↑
<b>Water supply – service provided</b>	85%	83%	88%	84%	86%	100%	71%	88%	81%	77%	90%
<b>Wastewater/ sewerage - all respondents</b>	70%	68%	68%	71%	67%	0%	68%	65%	59%	54% ↓	89% ↑
<b>Wastewater/ sewerage - service provided</b>	89%	96%	89%	95%	89%		100%	87%	93%	80% ↓	96%
<b>Stormwater services – all respondents</b>	62%	53%	61%	60%	55%	100%	57%	42%	52%	41% ↓	79% ↑
<b>Stormwater services – service provided</b>	78%	80%	89%	82%	81%		82%	70%	84%	59% ↓	90%



## 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
Provided a regular recycling service	82%	83%	90%	86%	83%	100%	77%	48% ↓	86%	84%	95% ↑
Used Council's kerbside recycling (those provided the service)	87%	94%	87%	90%	91%	0%	85%	53% ↓	92%	89%	95%
Provided Council pre-paid rubbish bag collection service	64%	61%	65%	65%	61%	0%	66%	39% ↓	67%	64%	64%
Used Council's pre-paid rubbish bag collection services (those provided the service)	35%	42%	59% ↑	42%	46%		66%	58%	44%	44%	36%

### 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
Kerbside recycling – all respondents	82%	80%	85%	83%	81%	100%	73%	48% ↓	78%	84%	94% ↑
Kerbside recycling – service provided	94%	92%	91%	92%	92%	100%	88%	80%	85%	94%	97%
Kerbside recycling - users provided with service only	94%	93%	93%	93%	93%		90%	100%	85%	95%	97%
Council's prepaid rubbish bag service – all respondents	62%	59%	63%	57%	64%	100%	66%	52%	62%	60%	61%
Council's prepaid rubbish bag service – service provided	75%	75%	82%	72%	81%		83%	100%	74%	72%	76%
Council's prepaid rubbish bag service – users provided with service only	85%	84%	88%	86%	86%		89%	100%	81%	80%	90%

## 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	68% ↓	82%	85%	81%	77%	0%	70%	81%	80%	75%	82%

### 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
Newsline (fortnightly Council publication delivered to households)	48% ↓	68%	78% ↑	67%	63%		71%	44%	58%	70%	70%
Newspapers	23%	19%	43% ↑	25%	29%		29%	12%	23%	29%	31%
Social media	40% ↑	22%	12% ↓	15% ↓	32% ↑		10%	44%	31%	23%	19%
Online news service, e.g. Stuff	6%	14%	14%	12%	12%		10%	8%	11%	13%	14%
The Council's website	6%	11%	14%	9%	13%		0%	12%	14%	9%	13%
Mail (pamphlets, letters)	2%	2%	0%	1%	2%		3%	0%	0%	4%	1%
Radio	4%	4%	4%	6%	3%		0%	0%	5%	3%	6%
Personal contact	2%	5%	0%	3%	3%		3%	8%	0%	1%	5%
From other people hearsay	4%	3%	5%	6%	3%		3%	4%	5%	3%	5%
Public meetings	0%	1%	4%	3%	1%		0%	0%	5%	3%	0%
Others – specify + Email	5%	9%	9%	7%	8%		13%	20%	5%	5%	7%
Antenno app	0%	4%	3%	2%	3%		0%	0%	4%	3%	4%
With the rates	1%	0%	3%	1%	1%		0%	0%	3%	1%	1%
Television	1%	0%	1%	1%	0%		0%	0%	1%	1%	0%
Online/ internet (general/ not specified)	1%	1%	0%	1%	1%		0%	0%	1%	1%	0%

### 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>	76% ↓	86%	94%	85%	86%		90%	72%	81%	85%	91%
<b>Council advertisements in newspapers</b>	45%	49%	63%	55%	49%		55%	16% ↓	50%	55%	58%
<b>Consultation Document on Tasman's 10-Year Plan 2021/2031 or Vision 2020</b>	34%	46%	54%	47%	45%		35%	44%	49%	43%	49%
<b>Council meeting agendas and minutes</b>	13%	8%	20%	15%	11%		19%	16%	15%	8%	13%
<b>Information available from Council offices or libraries</b>	40%	29%	42%	34%	37%		35%	12%	36%	40%	38%
<b>Council advertisements on the radio</b>	55% ↑	28%	19% ↓	31%	34%		29%	20%	36%	29%	36%
<b>The Council website</b>	66%	60%	37% ↓	45% ↓	64% ↑		39%	64%	57%	56%	54%
<b>The Council's library website</b>	30%	25%	17%	18%	30%		29%	8%	19%	23%	31%
<b>Council's social media</b>	57% ↑	39%	20% ↓	30% ↓	48% ↑		32%	48%	45%	40%	33%
<b>None of the above</b>	1%	1%	1%	1%	1%		3%	4%	1%	1%	0%

## Contacting Council

### Methods used to contact the Council

	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>% Yes</b>												
<b>By phone</b>	40%	52%	50%	51%	45%	0%	43%	55%	54%	44%	47%	
<b>In person</b>	32%	42%	48%	46%	36%	0%	48%	45%	40%	36%	42%	
<b>By email</b>	31%	38%	31%	38%	30%	0%	39%	48%	39%	32%	27%	
<b>by online contact form</b>	7%	21%	13%	18%	12%	0%	16%	23%	18%	14%	11%	
<b>In writing by post</b>	2%	4%	6%	5%	2%	0%	5%	6%	3%	2%	5%	
<b>by social media</b>	4%	7%	6%	7%	5%	0%	5%	6%	4%	7%	8%	
<b>via Antenno app</b>	0%	9% ↑	4%	5%	4%	0%	2%	3%	7%	6%	5%	
<b>Have not contacted the Council in the last 12 months</b>	39%	26%	28%	26%	34%	100%	27%	23%	23%	38%	32%	

### Satisfaction with serviced received when contacting Council

	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>% Satisfied/very satisfied</b>												
<b>Respondents who contacted Council s</b>	88%	82%	75%	78%	86%		84%	83%	82%	76%	84%	

## Level of Information Provided

### Information provided is 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	
<b>% Enough/more than enough</b>												
<b>All respondents</b>	70%	70%	74%	71%	71%	100%	68%	71%	68%	64%	79%	

## Public Consultation

### Satisfaction with public consultation

	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
% Satisfied/very satisfied	55%	52%	54%	51%	55%	0%	34%	45%	60%	44%	65% ↑
All respondents	55%	52%	54%	51%	55%	0%	34%	45%	60%	44%	65% ↑

## Rates

### Satisfaction with rates

	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
% Satisfied/very satisfied	53%	57%	61%	59%	55%	0%	43%	32%	60%	52%	69% ↑
All respondents	53%	57%	61%	59%	55%	0%	43%	32%	60%	52%	69% ↑

## Local Issues and Council Operations

### Aware of Councils role in resource management

	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	56% ↓	69%	79% ↑	75% ↑	61% ↓	0%	59%	65%	73%	61%	74%
Aware	56% ↓	69%	79% ↑	75% ↑	61% ↓	0%	59%	65%	73%	61%	74%

### 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
Council's role in resource management - Respondents aware	66%	59%	62%	60%	63%		46%	75%	60%	52%	70%
Council's emergency management – all respondents	83%	75%	80%	76%	81%	100%	77%	71%	87%	65% ↓	85%
Council provided environmental information – all respondents	74%	64%	72%	70%	69%	100%	52%	77%	73%	57% ↓	81% ↑

## 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	78%	70%	69%	66%	78%	100%	50% ↓	71%	75%	65%	83% ↑

### 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	78%	68%	75%	70%	75%	100%	55%	71%	76%	65%	83%



Research First Ltd  
Level 1, 23 Carlyle Street  
Sydenham, Christchurch 8023  
New Zealand  
0800 101 275  
[www.researchfirst.co.nz](http://www.researchfirst.co.nz)