

**TASMAN DISTRICT COUNCIL  
COMMUNITRAK™ SURVEY  
MAY 2018**

**COMMUNITRAK™  
SURVEY**

**PUBLIC PERCEPTIONS AND  
INTERPRETATIONS OF  
COUNCIL SERVICES/FACILITIES  
AND REPRESENTATION**

**PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:**

**TASMAN DISTRICT COUNCIL**

**MAY 2018**



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**NB: Please note the following explanations for this report:**

Figures that are comparably lower than percentages for other respondent types.

Figures that are comparably higher than percentages for other respondent types.

Arrows, whenever shown, depict a directional trend.

Please note that unusual or one-off occurrences, such as climatic events, can affect ratings.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

Icons used in this report made by Freepik from [www.flaticon.com](http://www.flaticon.com)

## A. SITUATION AND OBJECTIVES

The mission statement for Tasman District Council reads ...

*To enhance community wellbeing and quality of life.*

Council has engaged a variety of approaches, both to seeking public opinion and to communicating its decisions and programmes to the people resident in the area. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in October 1996, in September 1999, in October 2002, in October 2005, in June/July 2008, July/August 2009, June 2010, May/June 2011, May/June 2012, May 2013, May 2014, May 2015, May 2016, May 2017 and now again in May 2018.

Communitrak™ determines how well Council is performing in terms of services/facilities offered and representation given to its citizens.

The advantages and benefits are that Council has the National Average and Peer Group Average comparisons against which to analyse perceived performance in Tasman District, as well as the results from the previous Communitrak™ surveys.

\* \* \* \* \*

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## B. COMMUNITRAK™ SPECIFICATIONS

### Sample Size

This Communitrak™ survey was conducted with 401 residents of the Tasman District.

The survey is framed on the basis of the Wards, as the elected representatives are associated with a particular Ward.

Interviews were spread across the five Wards as follows:

Lakes-Murchison	40
Golden Bay	40
Motueka	105
Moutere-Waimea	95
Richmond	121
Total	401

### Interview Type

All interviewing was conducted by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

### Sample Selection

The white pages of the telephone directory were used as the sample source, with every "xth" number being selected; that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

A door-to-door sample of 40 residents was conducted this year. This was targeted at those aged 18 to 44 as this age group in particular, is increasingly difficult to contact by phone. Residents in the Richmond, Motueka and Moutere-Waimea Wards were selected.

Quota sampling was used to ensure an even balance of male and female respondents, with the sample also stratified according to Ward. Sample sizes for each Ward were predetermined to ensure a sufficient number of respondents within each Ward, so that analysis could be conducted on a Ward-by-Ward basis.

A target of interviewing 100 residents aged 18 to 44 years was also set.

Households were screened to ensure they fell within the Tasman District Council's geographical boundaries.

### Respondent Selection

Respondent selection within the household was also randomised, with the eligible person being the man/woman normally resident in the household, aged 18 years or over, who had the last birthday.

### Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

### Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender and age group proportions in the area as determined by Statistics New Zealand 2013 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Tasman District. Bases for subsamples are shown in the Appendix.

Where we specify a "base", we are referring to the actual number of respondents interviewed.

### Survey Dates

All interviews were conducted from Friday 4th May to Sunday 13th May 2018.

### Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all of New Zealand as a whole (National Average) and with similarly constituted Local Authorities (Peer Group Average), through a National Survey of 1,000 residents carried out in July 2016.

The Communitrak™ service provides ...

- comparisons with a national sample of 1,000 interviews conducted in July 2016 (the National Average),
- comparisons with other provincial Council norms (the Peer Group Average).

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each socio-economic group, and not between each socio-economic group and the total.

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2013 Census data.

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### Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and/or National Average results from the July 2016 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 400 residents:

above/below	±7% or more
slightly above/below	±5% to 6%
on par with	±3% to 4%
similar to	±1% to 2%

### Margin Of Error

The survey is a quota sample, designed to cover the important variables within the population. Therefore, we are making the assumption that it is appropriate to use the error estimates that would apply to a simple random sample of the population.

The following margins of error are based on a simple random sample. The maximum likely error limits occur when a reported percentage is 50%, but more often than not the reported percentage is different, and margins of error for other reported percentages are shown below. The margin of error approaches 0% as a reported percentage approaches either 100% or 0%.

Margins of error rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and reported percentages are:

Sample Size	Reported Percentage				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	±4%	±4%	±4%	±4%	±3%
450	±4%	±4%	±4%	±4%	±3%
400	±5%	±5%	±5%	±4%	±3%
300	±6%	±6%	±5%	±5%	±3%
200	±7%	±7%	±6%	±6%	±4%

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 400 respondents, at a reported percentage of 50%, is plus or minus 5%.

### Response Rate

The response rate for the 2018 Tasman District Council was **61%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.



**Significant Difference**

This is a test to determine if the difference in a result between two separate surveys is significant. Significant differences rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and midpoints are:

Sample Size	Midpoint				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	6%	6%	6%	5%	4%
450	7%	7%	6%	6%	4%
400	7%	7%	6%	6%	4%
300	8%	8%	7%	6%	5%
200	10%	10%	9%	8%	6%

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 400 respondents is 7%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

**Please note that while the Communitrak™ survey report is, of course, available to residents, the Mayor and Councillors, and Council staff, it is not available to research or other companies to use or leverage in any way for commercial purposes.**

\* \* \* \* \*



## C. EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Tasman District Council residents, to the services provided for them by their Council and their elected representatives.

The Tasman District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' opinions and needs will allow Council to be more responsive towards its citizens.

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted Local Authorities, and to Local Authorities on average throughout New Zealand.

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SNAPSHOT



**84% of residents are satisfied with recreational facilities, such as playing fields and neighbourhood reserves.**



**While, 32% of residents are not very satisfied with roads (excluding State Highways).**



**75% of residents feel there is more than enough/enough information supplied by Council.**

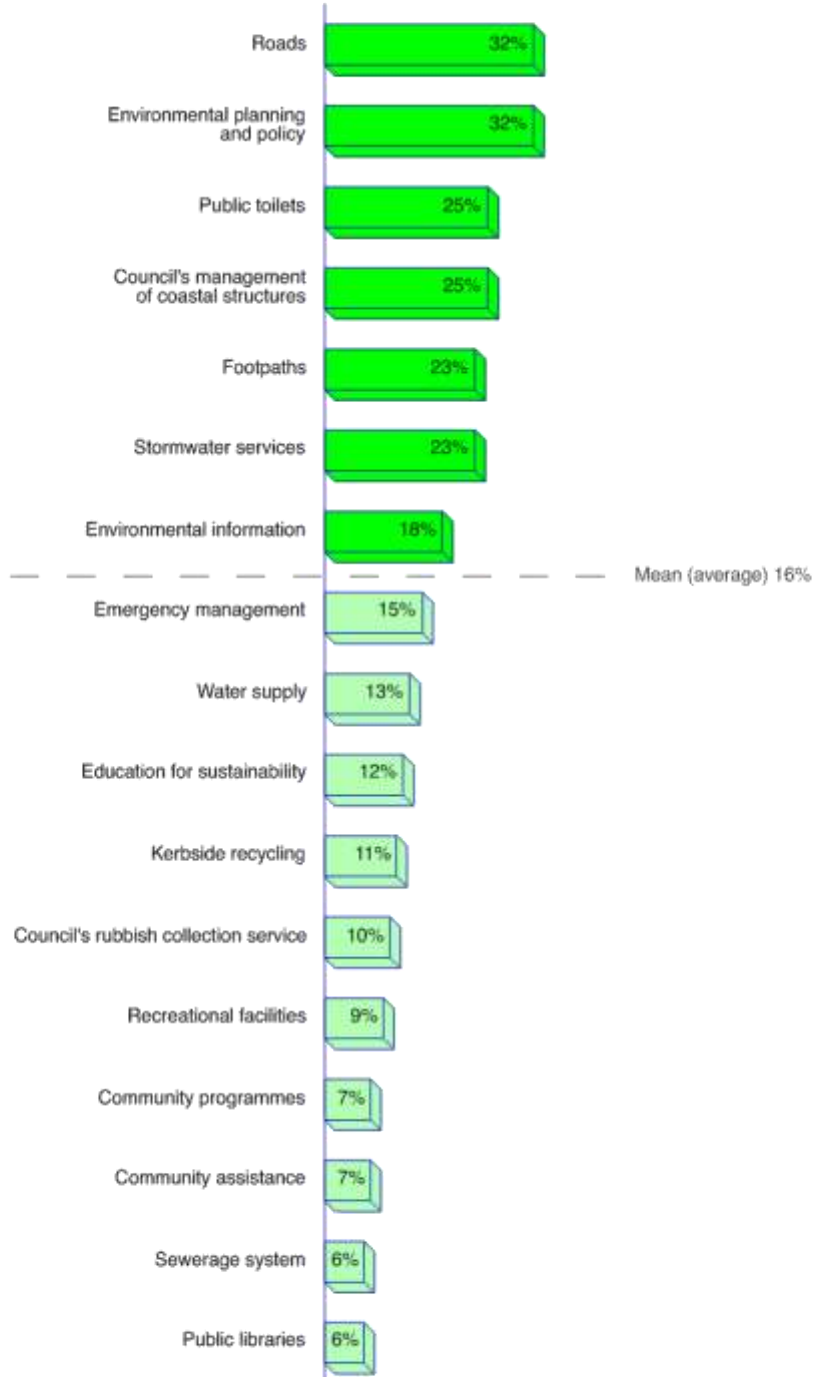


**Overall, 75% of residents feel Tasman District Council has a very good/good reputation.**

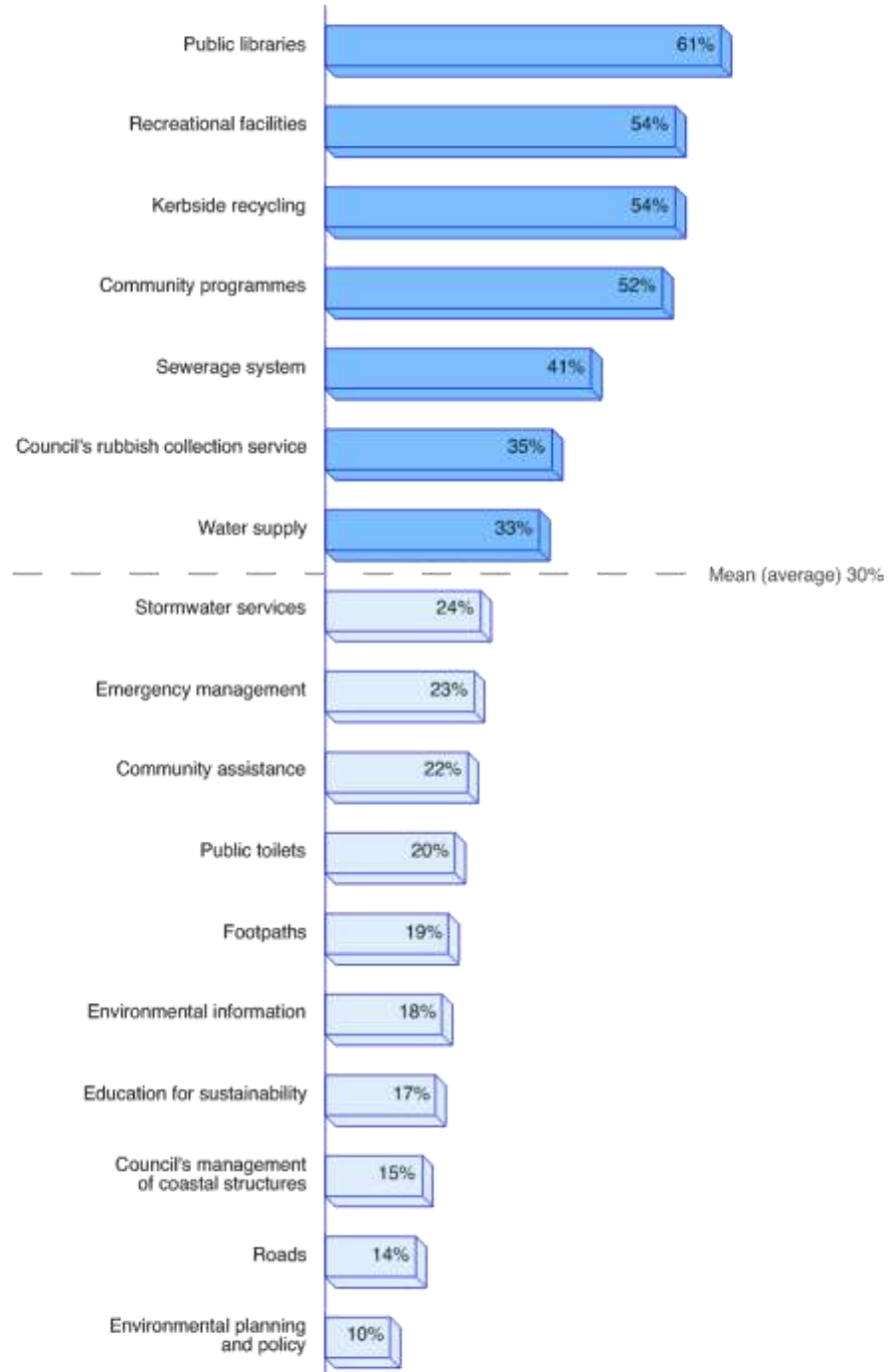
8

COUNCIL SERVICES/FACILITIES

Percent Saying They Are Not Very Satisfied With ...



**Percent Saying They Are Very Satisfied With ...**



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The percent not very satisfied in Tasman District is higher / slightly higher than the Peer Group and/or National Averages for ...

	Tasman 2018 %	Peer Group %	National Average %
• roads	32	23	25
• public toilets	25	18	17
• stormwater services	23	17	14
• emergency management	15	7	7

The comparison for the following show Tasman **on par** with both the Peer Group and National Average ...

• footpaths	23	27	23
• water supply	13	14	9
• kerbside recycling	11	*12	*14
• Council's rubbish collection service	10	13	9
• recreational facilities	9	*5	*5
• community assistance	7	8	7
• sewerage system	6	5	6
• public libraries	6	3	3

There are no comparative Peer Group and National Averages for environmental planning and policy, environmental information, education for sustainability, management of coastal structures and community programmes.

<sup>†</sup> these percentages are the readings for recycling in general

<sup>\*</sup> these percentages are the **averaged** readings for sportsfields and playgrounds **and** parks and reserves, as these were asked separately in the 2016 National Communitrak™ Survey

**Comparison Table: Satisfaction With Services/Facilities - Residents Overall**

	Tasman 2018		Tasman 2017	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Recreational facilities	84 =	9 =	87	7
Kerbside recycling	76 ↓	11 =	81	10
Public libraries	76 =	6 =	78	7
Footpaths	68 ↓	23 =	74	21
Roads	67 ↓	32 ↑	76	24
Environmental information	61 ↓	18 ↑	70	12
Sewerage system	61 =	6 =	63	4
Emergency management	59 =	15 =	57	12
Public toilets	58 ↓	25 ↑	63	18
Water supply*	56 =	13 =	55	12
Council's rubbish collection service	53 ↓	10 =	60	9
Stormwater services*	52 =	23 =	54	19
Environmental planning and policy	51 ↓	32 ↑	59	23

\* the don't know reading is above the 2017 result

Key: = similar / on par to 2017 reading  
 ↑ above 2017 reading  
 ↓ below / slightly below 2017 reading

### Frequency Of Use - Council Services And Facilities

	Usage In The Last Year		
	3 times or more %	Once or twice %	Not at all %
Recreational facilities (ie, playing fields and neighbourhood reserves)	76	11	13
Council's kerbside recycling service	82	2	16
Public toilets	52	22	26
Public library / library website	62	11	27
Council's rubbish collection service	51	4	45

% read across

Recreational facilities, 87%, and

Council's kerbside recycling service, 84%,

... are the facilities or services surveyed which have been most frequently used by residents, or members of their household, in the last year.



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**COUNCIL POLICY AND DIRECTION**

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction. Rather, through understanding where people's opinions and attitudes lie, Council is able to embark on information, education, persuasion and / or communication strategies on particular topics on which it is felt necessary to **lead** the public, to fulfil Council's legitimate community leadership role.

43% of Tasman District have in mind a recent Council action, decision or management they **approve** of (40% in 2017). This is similar to the Peer Group Average and on par with the National Average.

The main actions / decisions mentioned are ...

- upgrade of Richmond / Queen Street, mentioned by 9% of all residents,
- good consultation / information / they listen, 6%,
- quick response / support after Cyclone Gita, 5%.

52% of residents have in mind a recent Council action, decision or management they **disapprove** of (49% in 2017). This is above the Peer Group Average and slightly above the National Average.

The main actions / decisions mentioned are ...

- dam issues, mentioned by 14% of all residents,
- Council spending / overspending / debt / priorities wrong, 8%,
- lack of consultation / information / not listening, 7%.

## CONTACT WITH COUNCIL

### Type Of Contact

39% of residents have contacted the Council offices in the last 12 months by phone (39% in 2017), with 38% contacting the Council offices in person (44% in 2017) and 8% contacting the Council offices in writing (8% in 2017). 18% of residents have contacted Council offices by email (18% in 2017). 6% have contacted them by online contact form (5% in 2017) and 3% by social media (na in 2017).

Overall, 61% of residents have contacted the Council offices in the last 12 months (62% in 2017).

### Satisfaction With Service Received When Contacted The Council Offices

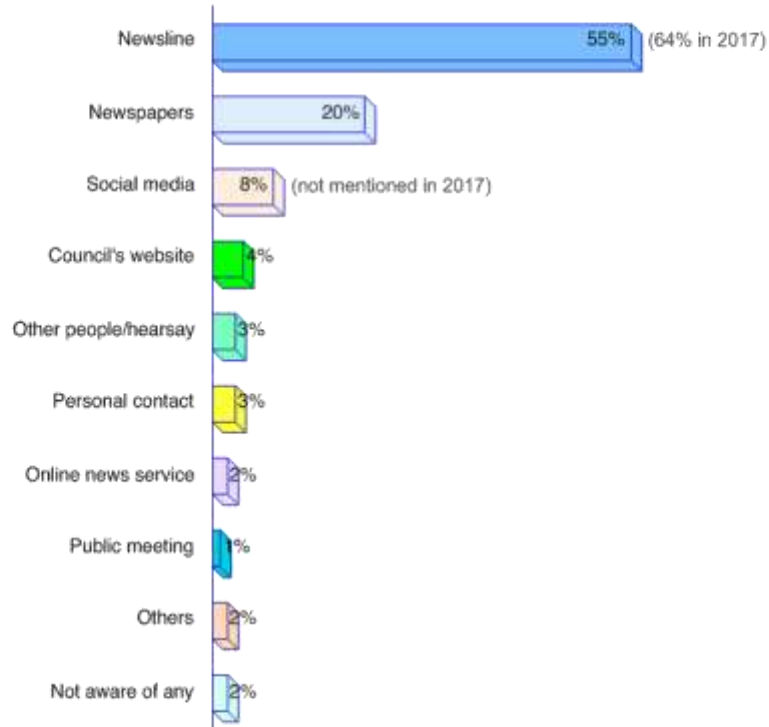
Very satisfied	40%	of residents contacting Council in the last 12 months (50% in 2017)
Fairly satisfied	40%	(40% in 2017)
Not very satisfied	20%	(10% in 2017)
Don't know	0%	(0% in 2017)

Base = 246

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INFORMATION

**Main Source Of Information About Council**



(Does not add to 100% due to rounding)

### Seen, Read Or Heard Information From Council

92% of residents who are aware of information about Council say they have seen, read or heard information from the Council, specifically for the community, in the last 12 months (95% in 2017) in the form of ...

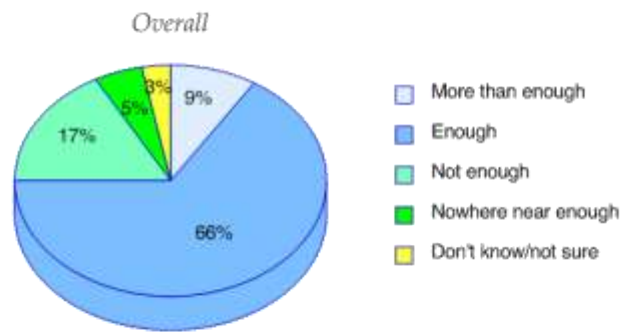
Newline - Fortnightly Council Publication	90%	of these residents <sup>f</sup> (94% in 2017)
Council advertisements in newspapers	71%	(67% in 2017)
Long-Term Plan	51%	(49% in 2017)
The Annual Plan or the Annual Plan Summary	49%	(43% in 2017)*
Council website	46%	(52% in 2017)
Information available from the Council offices or libraries	41%	(36% in 2017)
Council advertisements on the radio	38%	(28% in 2017)
Council's library website	25%	(28% in 2017)
Council's social media	17%	(NA in 2017)

<sup>f</sup>Base = 354 (residents who have seen/read/heard information from the Council)  
\* 2017 related to draft Annual Plan/Draft Annual Plan Summary

### Satisfaction With Recreation Publications

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Other community publications	33	29	62	1	37
Walking and cycling pathways maps/ Great Taste Trail maps	36	22	58	3	39

**Sufficiency Of Information Supplied By Council**



Tasman District residents are more likely to feel there is enough/more than enough information supplied to the community, than Peer Group residents and residents nationwide.

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**LOCAL ISSUES****Words Associated With Tasman District Council**

When asked to say what words\* they would associate with the Council, 36% had positive word associations and 40% had negative word associations.

The main positive word associations related to the following groupings ...

- good / do a good job, mentioned by 11% of residents,
- efficient / competent, 6%,
- friendly / approachable, 5%,
- communicate well / they listen, 5%.

The main negative word associations related to these groupings ...

- inefficient / ineffective / useless, mentioned by 9% of residents,
- expensive / charge too much / rates issues, 6%,
- incompetent / under-handed, 5%,
- bureaucratic, 5%,
- poor management / planning / no confidence in them, 5%.

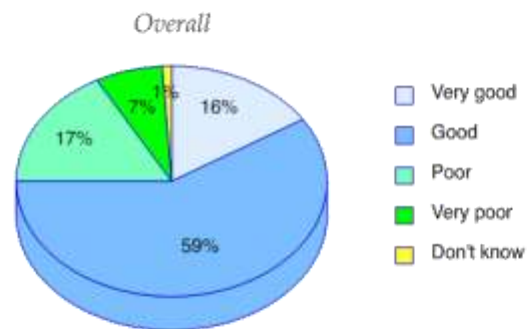
\* multiple responses allowed

**Level Of Agreement Regarding The Following Statements**

	Mean	1 Strongly disagree %	2 %	3 %	4 %	5 %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
Tasman District Council leads on matters of importance to its communities†	6	4	3	7	6	23	14	20	12	3	5	2
Overall Tasman District Council makes the right decisions†	5	6	7	5	8	26	15	18	11	1	3	1
Mayor and Councillors display sound and effective leadership	6	6	4	6	9	23	15	19	9	3	3	3
Tasman District Council listens and acts on the needs of residents	5	11	5	9	9	19	13	18	6	2	3	5
Council managers and staff are competent†	6	5	3	3	5	21	10	23	14	6	5	6
Tasman District Council is effective	6	4	1	4	7	20	15	21	16	6	5	1
Tasman District Council provides good value for rates dollars spent	5	9	8	8	13	20	11	15	7	3	2	4

† does not add to 100% due to rounding

### Rating Tasman District Council's Reputation



### Most Preferred Housing

Thinking of their current housing needs and housing budget, which of the following housing types would residents most prefer to live in ...

- a lifestyle property, 43% of all residents,
- a stand-alone house bigger than 150sqm, in a township, 24%,
- a stand-alone house smaller than 150sqm, in a township, 22%,
- a unit or townhouse, located in a township, 5%,
- rural property / farm / house in country, 3%,
- a unit in a retirement village, 2%,
- by the beach, 1%,
- other, 1%.

(Does not add to 100% due to rounding)

\* \* \* \* \*





## D. MAIN FINDINGS

Throughout this Communitrak™ report comparisons are made with figures for the National Average of Local Authorities and the Peer Group of similar Local Authorities, where appropriate.

For Tasman District Council, this Peer Group of similar Local Authorities are those comprising a rural area, together with a town(s) or urban component.

NRB has defined the **Rural Peer Group** as those Territorial Authorities where less than 66% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

In this group are ...

Buller District Council  
 Carterton District Council  
 Central Hawke's Bay District Council  
 Central Otago District Council  
 Clutha District Council  
 Far North District Council  
 Hauraki District Council  
 Hurunui District Council  
 Kaikoura District Council  
 Kaipara District Council  
 MacKenzie District Council  
 Manawatu District Council  
 Matamata-Piako District Council  
 Opotiki District Council  
 Otorohanga District Council  
 Rangitikei District Council

Ruapehu District Council  
 Selwyn District Council  
 South Taranaki District Council  
 South Wairarapa District Council  
 Southland District Council  
 Stratford District Council  
 Tararua District Council  
 Waikato District Council  
 Waimakariri District Council  
 Waimate District Council  
 Wairoa District Council  
 Waitaki District Council  
 Waitomo District Council  
 Western Bay of Plenty District Council  
 Westland District Council



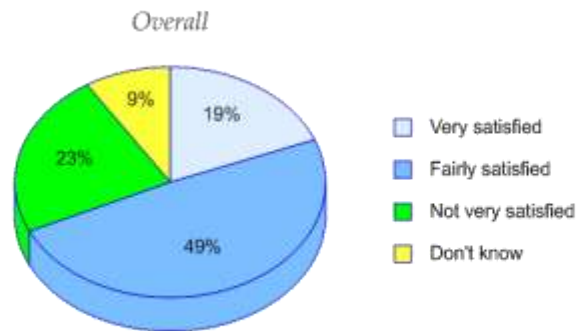
1. COUNCIL SERVICES/FACILITIES

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### A. SATISFACTION WITH COUNCIL SERVICES AND FACILITIES

Residents were read out seventeen Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service or facility. Those residents not very satisfied were asked to say why they feel this way.

#### i. Footpaths



68% of Tasman residents are satisfied with footpaths in their District (74% in 2017), while 23% are not very satisfied.

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average and the 2017 reading.

Residents more likely to be not very satisfied with footpaths are ...

- women,
- ratepayers.

## Satisfaction With Footpaths

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District 2018	19	49	68	23	9
2017	19	55	74	21	5
2016	22	49	71	22	7
2015	24	49	73	19	8
2014	19	51	70	23	7
2013	19	57	76	19	5
2012	17	54	71	22	7
2011	20	51	71	20	9
2010	16	56	72	23	5
2009	20	57	77	17	6
2008	18	53	71	21	8
2005	16	55	71	22	7
2002	15	56	71	18	11
1999	9	59	68	24	8
1996	17	47	64	25	11
<b>Comparison</b>					
Peer Group (Rural)	16	44	60	27	13
National Average	23	49	72	23	5
<b>Ward</b>					
Lakes-Murchison	20	41	61	16	23
Golden Bay	2	45	47	23	30
Motueka†	15	52	67	31	3
Moutere-Waimea	18	44	62	29	9
Richmond	29	54	83	14	3
<b>Gender</b>					
Male	22	49	71	19	10
Female	16	49	65	27	8
<b>Ratepayer?†</b>					
Ratepayer	17	50	67	25	9
Non-ratepayer	35	45	80	11	8

% read across

† does not add to 100% due to rounding

25

The main reasons given for being not very satisfied are ...

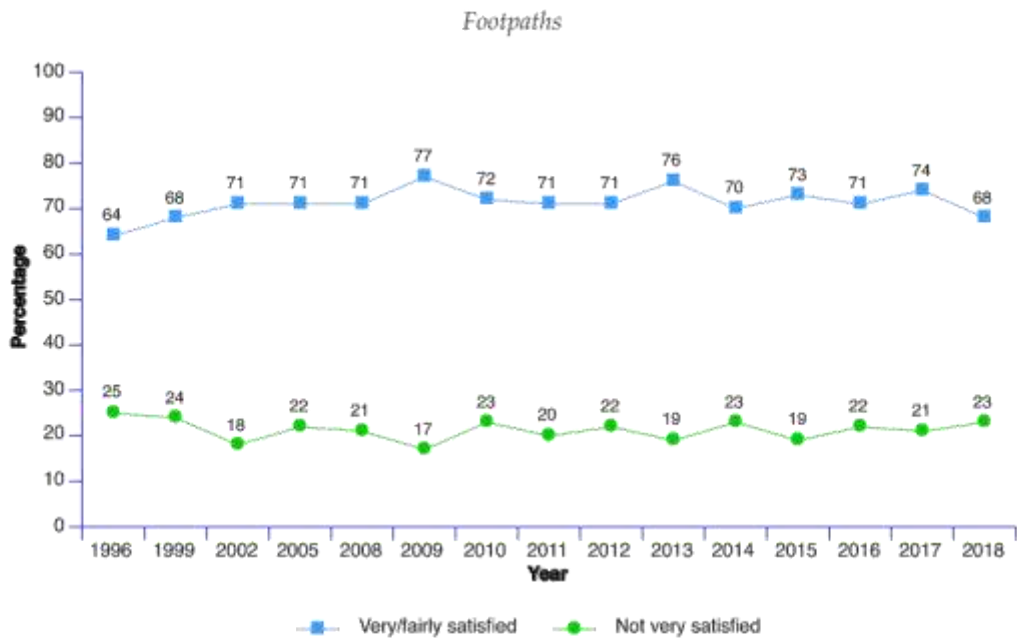
- no footpaths/lack of footpaths/only on one side,
- uneven/cracked/rough/broken/bumpy/potholes,
- poor condition/need maintenance/upgrading.

**Summary Table: Main Reasons\* For Being Not Very Satisfied With Footpaths**

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
No footpaths/lack of footpaths/only on one side	9	4	19	10	13	4
Uneven/cracked/rough/broken/bumpy/potholes	9	4	7	16	11	5
Poor condition/need maintenance/upgrading	6	7	4	8	6	4

\* multiple responses allowed

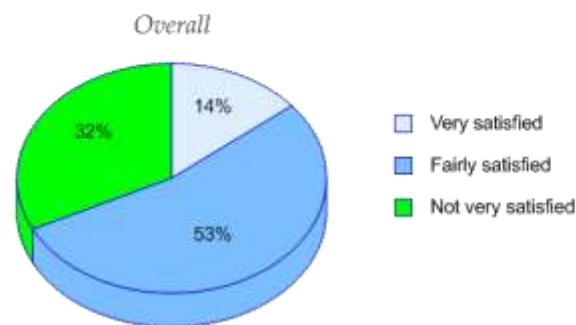
NB: no other reason is mentioned by more than 4% of all residents



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 68%

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ii. *Roads, Excluding State Highways (eg, High Street, Motueka, Commercial Street, Takaka, Main Road, Hope/Appleby Highway and Waller Street, Murchison)*



67% of residents are satisfied with roading in the District (76% in 2017), while 32% are not very satisfied with this aspect of the District.

The percent not very satisfied is above the Peer Group and National Averages and the 2017 reading (24% in 2017).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with roads. However, it appears that residents aged 45 to 64 years are slightly more likely to feel this way, than other age groups.

## Satisfaction With Roads, Excluding State Highways

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District 2018*	14	53	67	32	-
2017	14	62	76	24	-
2016	15	60	75	24	1
2015	19	56	75	24	1
2014	21	49	70	30	-
2013**	16	63	79	20	-
2012	17	61	78	22	-
2011	18	63	81	18	1
2010	8	56	64	36	-
2009	11	62	73	27	-
2008	16	60	76	23	1
2005	12	64	76	24	-
2002	10	54	64	35	1
1999	9	61	70	30	-
1996	14	51	65	35	-
<b>Comparison</b>					
Peer Group (Rural)	17	59	76	23	1
National Average	21	54	75	25	-
<b>Ward</b>					
Lakes-Murchison	8	63	71	28	1
Golden Bay	10	52	62	38	-
Motueka†	10	53	63	38	-
Moutere-Waimea	19	51	70	30	-
Richmond	16	54	70	29	1
<b>Age</b>					
18-44 years	16	55	71	29	-
45-64 years	12	50	62	38	-
65+ years†	14	57	71	28	2

% read across

\* readings prior to 2013 do not exclude State Highways

† does not add to 100% due to rounding



29

The main reasons residents are not very satisfied with roads in the District are ...

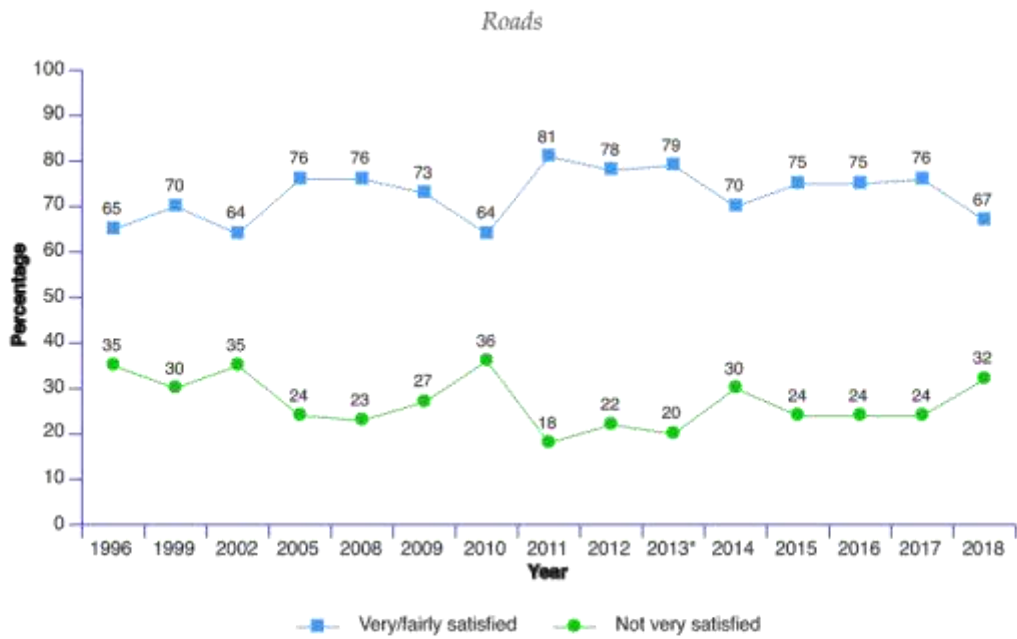
- potholes / uneven / rough / bumpy,
- poor quality of work / materials used / patching / unfinished,
- lack of maintenance / slow to maintain,
- narrow / windy roads / dangerous corners / bad camber.

#### Summary Table: Main Reasons\* For Being Not Very Satisfied With Roads

	Total District 2017 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Potholes / uneven / rough / bumpy	10	11	16	13	9	7
Poor quality of work / materials used / patching / unfinished	10	-	6	9	10	14
Lack of maintenance / slow to maintain	6	9	7	12	4	1
Narrow / windy roads / dangerous corners / bad camber	6	-	9	6	6	5

\* multiple responses allowed

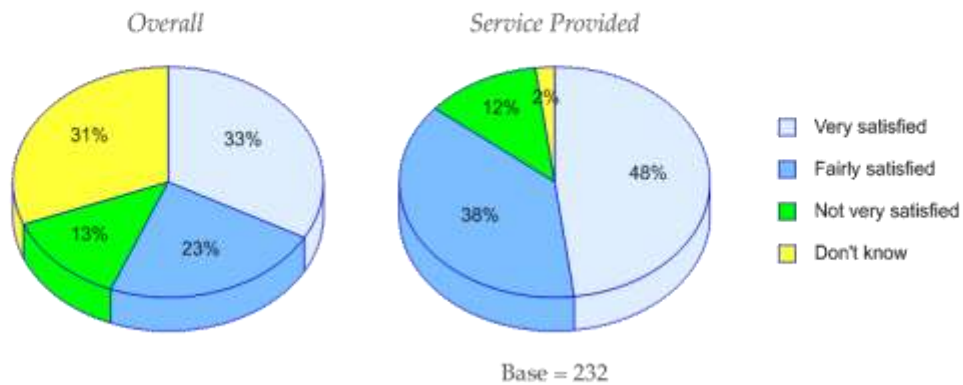
NB: no other reason is mentioned by 4% of all residents



\* readings prior to 2013 do not exclude State Highways

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 67%

**iii. Water Supply**



56% of residents are satisfied with the water supply, including 33% who are very satisfied (23% in 2017), while 13% are not very satisfied and 31% are unable to comment.

Tasman District residents are similar to their Peer Group counterparts, and the 2017 reading, and on par with residents nationwide, with regards to the percent not very satisfied with the water supply.

58% of residents receive a piped supply. Of these, 86% are satisfied and 12% are not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the water supply.

## Satisfaction With Water Supply

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District 2018	33	23	56	13	31
2017	23	32	55	12	33
2016†	27	35	62	15	22
2015	28	26	54	13	33
2014	28	26	54	15	31
2013	31	27	58	11	31
2012	32	30	62	10	28
2011†	25	32	57	11	33
2010	32	35	67	8	25
2009	27	38	65	9	26
2008	23	33	56	15	29
2005	22	41	63	15	22
2002	25	30	55	9	36
1999	19	35	54	15	31
1996	23	29	52	14	34
Service Provided	48	38	86	12	2
<b>Comparison</b>					
Peer Group (Rural)	29	29	58	14	28
National Average	50	31	81	9	10
<b>Ward</b>					
Lakes-Murchison	19	12	31	5	64
Golden Bay	5	9	14	-	86
Motueka	24	20	44	16	40
Moutere-Waimea	30	20	50	21	29
Richmond†	55	36	91	10	-

% read across

† does not add to 100% due to rounding

33

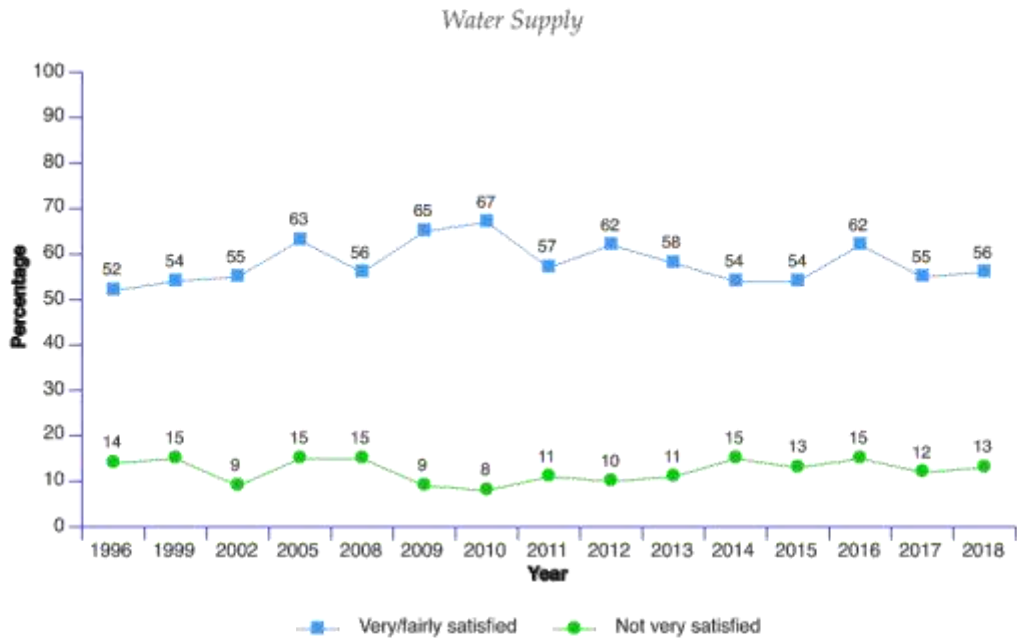
The main reasons residents are not very satisfied with the water supply in Tasman District are ...

- cost issues / too expensive / paying for water we don't use,
- too much chlorine,
- poor quality of water / substandard,
- no water supply / own supply.

**Summary Table: Main Reasons\* For Being Not Very Satisfied With Water Supply**

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Cost issues / too expensive / paying for water we don't use	2	-	-	2	6	-
Too much chlorine	2	3	-	-	-	6
Poor quality of water / substandard	2	2	-	7	-	1
No water supply / own supply	2	-	-	2	4	-

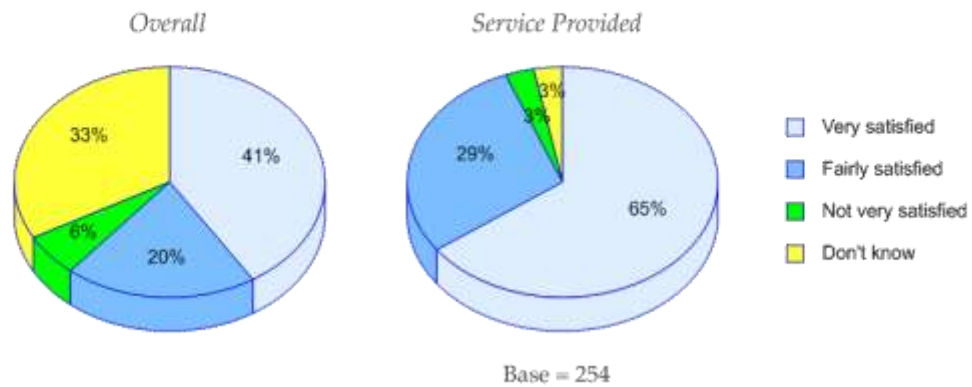
\* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:

Total District	= 56%
Receivers of Service	= 86%

*iv. Sewerage System*



61% of residents are satisfied with the District's sewerage system, including 41% who are very satisfied (30% in 2017). 6% are not very satisfied, while 33% are unable to comment.

The percent not very satisfied (6%) is similar to the Peer Group and National Averages and the 2017 reading.

61% of residents are provided with a sewerage system. Of these, 94% are satisfied and 3% are not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are not very satisfied with the sewerage system.

## Satisfaction With Sewerage System

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018	41	20	61	6	33
2017†	32	31	63	4	34
2016	38	33	71	5	24
2015	43	22	65	2	33
2014	34	33	67	7	26
2013	42	24	66	6	28
2012†	47	27	74	3	24
2011	38	26	64	5	31
2010†	42	28	70	5	24
2009	35	38	73	5	22
2008	29	37	66	6	28
2005	25	41	66	9	25
2002	25	36	61	7	32
Service Provided	65	29	94	3	3
<b>Comparison</b>					
Peer Group (Rural)	32	30	62	5	33
National Average	48	33	81	6	13
<b>Ward</b>					
Lakes-Murchison	17	16	33	-	67
Golden Bay	1	20	21	2	77
Motueka	39	27	66	11	23
Moutere-Waimea	30	14	44	11	45
Richmond	69	21	90	1	9

% read across

\* not asked in 1996 and 1999

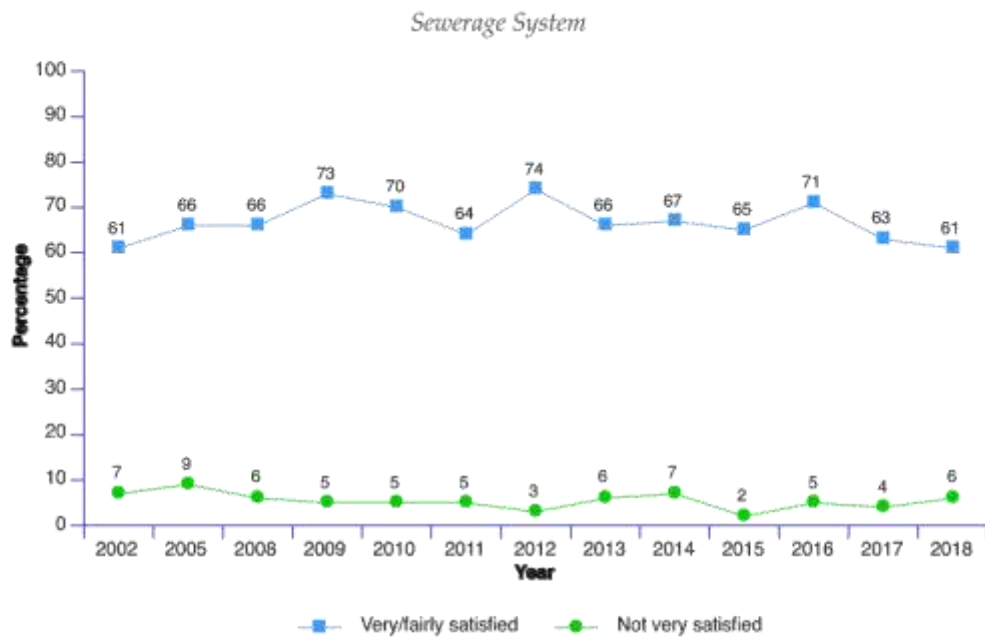
† does not add to 100% due to rounding



The main reasons\* residents are not very satisfied with the sewerage system are ...

- inadequate system/blockages/overflows, mentioned by 3% of all residents,
- no sewerage, 2%.

\* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 61%  
 Receivers of Service = 94%

38

v. *Stormwater Services*



52% of residents are satisfied with the stormwater services, while 23% are not very satisfied (19% in 2017) and 25% are unable to comment.

The percent not very satisfied (23%) is slightly above the Peer Group Average and above the National Average.

58% of residents are provided with a piped stormwater collection (55% in 2017) and, of these, 78% are satisfied and 19% not very satisfied.

Motueka Ward residents are **more** likely to be not very satisfied with the stormwater services, than other Ward residents.

## Satisfaction With The Stormwater Services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018	24	28	52	23	25
2017	20	34	54	19	27
2016	26	35	61	19	20
2015	29	28	57	15	28
2014	21	36	57	27	16
2013†	17	38	55	26	18
2012	30	35	65	13	22
2011	22	37	59	13	28
2010*	30	31	61	17	23
2009	26	41	67	14	19
2008	22	41	63	11	26
2005	20	41	61	15	24
Service Provided	40	38	78	19	3
<b>Comparison</b>					
Peer Group (Rural)	20	35	55	17	28
National Average	36	39	75	14	11
<b>Ward</b>					
Lakes-Murchison†	12	15	27	15	59
Golden Bay	-	20	20	1	79
Motueka†	16	33	49	44	8
Moutere-Waimea	15	21	36	27	37
Richmond	49	36	85	13	2

% read across

\* not asked prior to 2005

† does not add to 100% due to rounding

40

The main reasons residents are not very satisfied with the stormwater services are ...

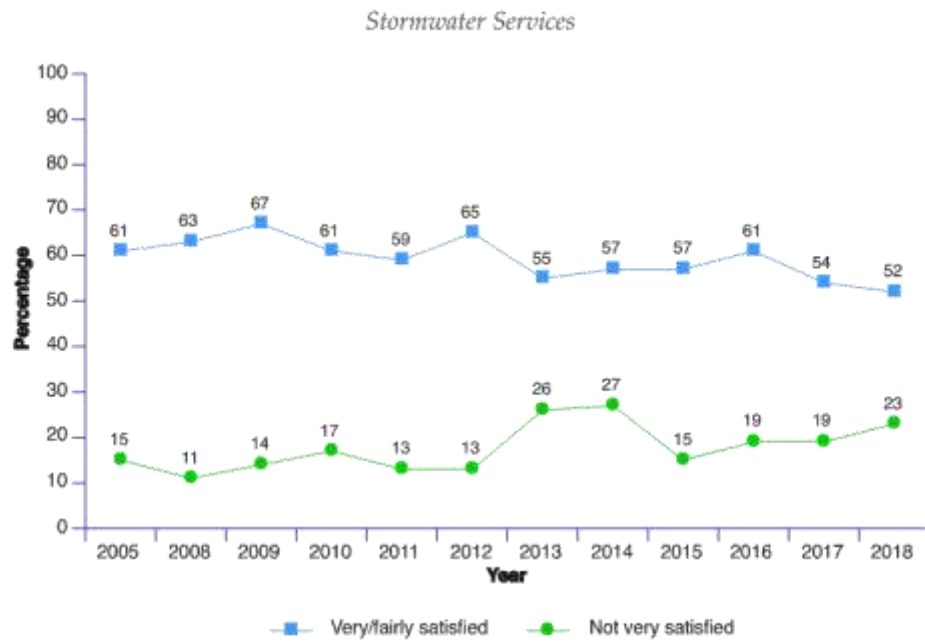
- flooding in street/area/surface flooding,
- drains/culverts blocked/need cleaning,
- poor drainage/inadequate system/needs upgrading.

**Summary Table:**  
**Main Reasons\* For Being Not Very Satisfied With The Stormwater Services**

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Flooding in street/area/surface flooding	8	7	-	20	5	3
Drains/culverts blocked/need cleaning	7	4	-	12	11	4
Poor drainage/inadequate system/needs upgrading	4	-	-	11	4	2

\* multiple responses allowed

NB: no other reason is mentioned by more than 2% of all residents

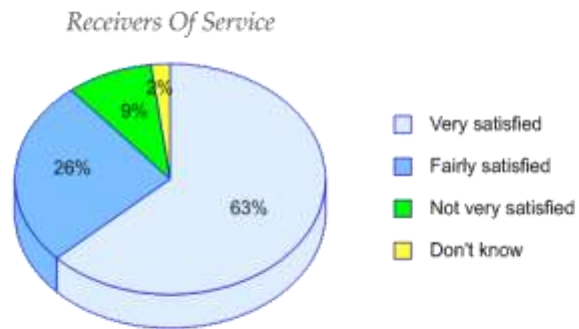
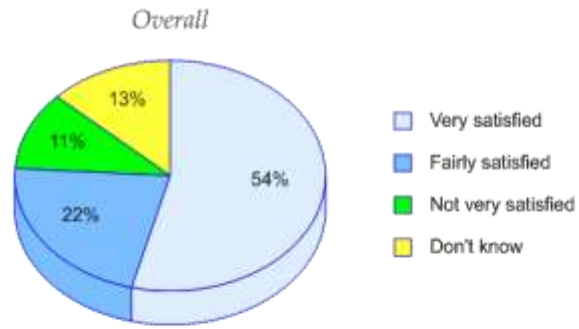


Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	52%
Service Provided	=	78%

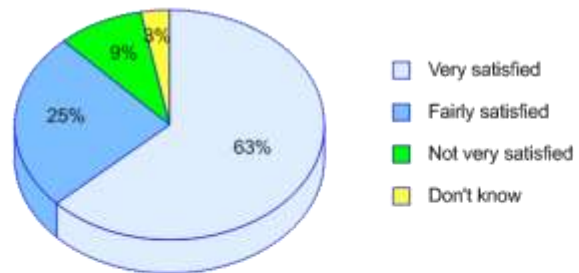
42

*vi. Kerbside Recycling*



Base = 339

*Used Council's Kerbside Recycling Service*



Base = 333

76% of residents are satisfied with kerbside recycling (81% in 2017), including 54% who are very satisfied (58% in 2017). 11% are not very satisfied and 13% are unable to comment (9% in 2017).

The percent not very satisfied (11%) is similar to the Peer Group and National Averages<sup>†</sup> and the 2017 result.

85% of residents say that where they live, Council provides a regular recycling service. Of these 89% are satisfied and 9% not very satisfied.

84% of households have used the Council's kerbside recycling services in the last 12 months. Of these 'users', 88% are satisfied and 9% are not very satisfied.

Non-ratepayers are more likely to be not very satisfied with kerbside recycling, than ratepayers.

<sup>†</sup> the Peer Group and National Averages refer to ratings for recycling in general

44

**Satisfaction With Kerbside Recycling**

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District 2018	54	22	76	11	13
2017	58	23	81	10	9
2016	51	31	82	7	11
2015	54	25	79	8	13
2014	48	30	78	7	15
2013 <sup>†</sup>	62	19	81	8	12
2012 <sup>†</sup>	54	24	78	8	13
2011 <sup>†*</sup>	53	24	77	9	13
2010	51	24	75	14	11
2009	43	32	75	16	9
2008	39	30	69	17	14
2005	32	29	61	29	10
2002*	15	56	71	18	11
Receivers of kerbside recycling service	63	26	89	9	2
Users of kerbside recycling service	63	25	88	9	3
<b>Comparison**</b>					
Peer Group (Rural)	45	30	75	12	13
National Average	53	28	81	14	5
<b>Ward</b>					
Lakes-Murchison	33	2	35	11	54
Golden Bay	38	23	61	6	33
Motueka	54	24	78	17	5
Moutere-Waimea	53	22	75	13	12
Richmond	64	26	90	7	3
<b>Ratepayer?<sup>†</sup></b>					
Ratepayer	54	24	78	10	11
Non-ratepayer	48	9	57	22	20

% read across

\* 2002 readings refer to recycling only

\*\* Peer Group and National Averages refer to ratings for recycling in general

<sup>†</sup> readings prior to 2011 refer to rubbish collection and kerbside recycling

<sup>†</sup> does not add to 100% due to rounding



The main reasons residents are not very satisfied with kerbside recycling are ...

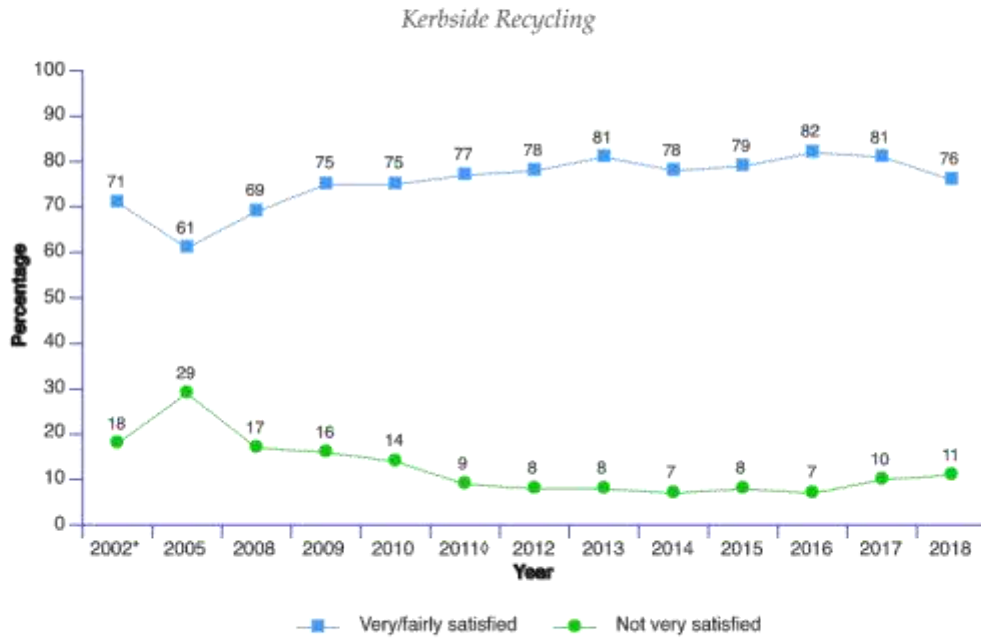
- no kerbside recycling / our road not on route,
- collectors do not take everything / leave a mess / miss collection.

#### Summary Table: Main Reasons\* For Being Not Very Satisfied With Kerbside Recycling

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
No kerbside recycling / our road not on route	3	9	-	4	4	-
Collectors do not take everything / leave a mess / miss collection	3	-	1	5	1	3

\* multiple responses allowed

NB: no other reason is mentioned by more than 1% of all residents



\* 2002 readings refer to recycling only

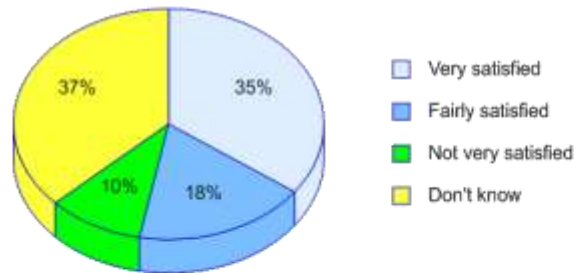
<sup>o</sup> readings prior to 2011 refer to rubbish collection and kerbside recycling

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 76%
Receivers of kerbside recycling service	= 89%
Users of kerbside recycling service	= 88%

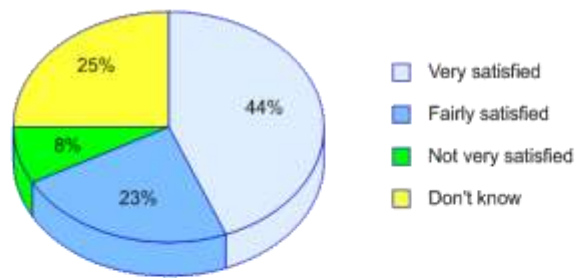
47

*vii. Council's Rubbish Collection Service*

*Overall*

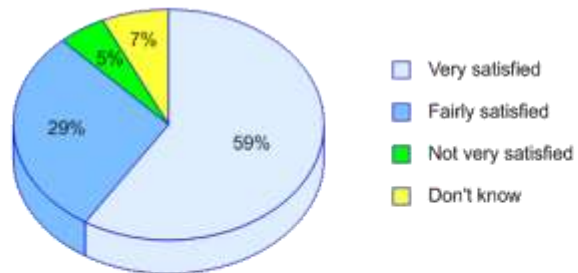


*Service Provided*



Base = 314

*Users*



Base = 236

53% of residents are satisfied with the Council's rubbish collection service (60% in 2017), including 35% who are very satisfied (40% in 2017). 10% are not very satisfied and a large percentage (37%) are unable to comment (32% in 2017).

The percent not very satisfied (10%) is on par with the Peer Group Average and similar to the National Average and the 2017 reading.

79% of residents say they are provided with a regular rubbish collection by Council, with 67% being satisfied with rubbish collection (73% in 2017) and 8% not very satisfied.

55% of residents say they, or a member of their household, have used Council's rubbish collection services, in the last 12 months (59% in 2017). Of these, 88% are satisfied and 5% not very satisfied.

Residents more likely to be not very satisfied with Council's rubbish collection service are ...

- women,
- shorter term residents, those residing in the District 10 years or less.

49

**Satisfaction With Council's Rubbish Collection Service**

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District 2018	35	18	53	10	37
2017 <sup>†</sup>	40	20	60	9	32
2016	35	24	59	8	33
2015	36	17	53	6	41
2014	32	22	54	7	39
2013	39	17	56	7	37
2012 <sup>**</sup>	40	21	61	8	31
2011 <sup>°</sup>	40	17	57	8	35
2010	51	24	75	14	11
2009	43	32	75	16	9
2008	39	30	69	17	14
2005	32	29	61	29	10
2002 <sup>*</sup>	15	56	71	18	11
Service Provided	44	23	67	8	25
Users	59	29	88	5	7
<b>Comparison</b>					
Peer Group (Rural) <sup>†</sup>	39	27	66	13	20
National Average	52	28	80	9	11
<b>Ward</b>					
Lakes-Murchison	15	7	22	14	64
Golden Bay	42	24	66	1	33
Motueka	37	21	58	8	34
Moutere-Waimea	31	15	46	11	43
Richmond	40	19	59	13	28
<b>Gender</b>					
Male <sup>†</sup>	38	22	60	6	35
Female	33	15	48	14	38
<b>Length of Residence</b>					
Lived there 10 years or less	36	19	55	20	25
Lived there more than 10 years	35	18	53	7	40

% read across

\* 2002 readings refer to recycling only

\*\* 2012 readings refer to rubbish collection

° readings prior to 2011 refer to rubbish collection and kerbside recycling

† does not add to 100% due to rounding

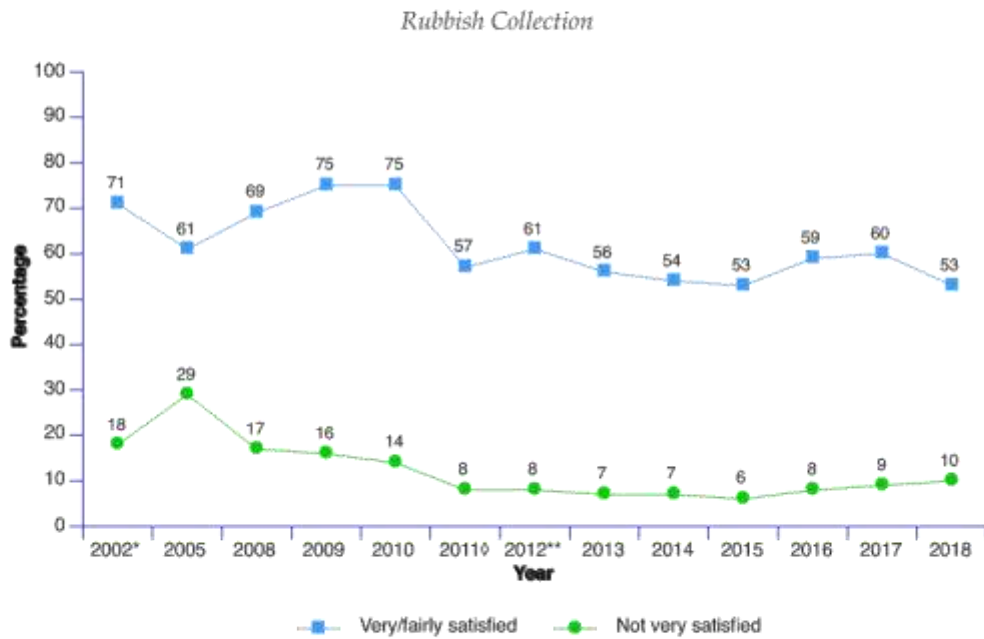
The main reasons residents are not very satisfied with Council's rubbish collection service are ...

- no collection service,
- prefer bins/bags not suitable,
- have to pay / too expensive.

**Summary Table: Main Reasons\* For Being Not Very Satisfied With Rubbish Collection**

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
No collection service	2	9	-	3	4	-
Prefer bins/bags not suitable	2	-	-	-	-	6
Have to pay / too expensive	2	3	-	3	-	2

\* multiple responses allowed



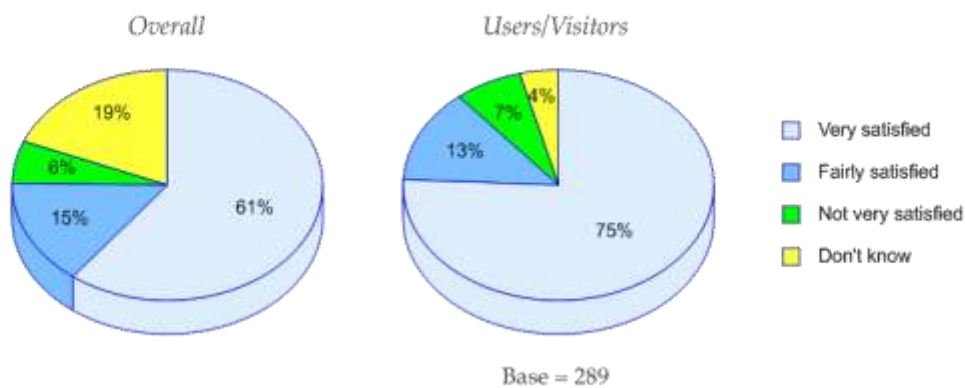
\* 2002 readings refer to recycling only

\*\* 2012 readings refer to rubbish collection

† readings prior to 2011 refer to rubbish collection and kerbside recycling

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 53%
Service Provided	= 67%
Users	= 88%

52

*viii. Public Libraries*

76% of residents are satisfied with the District's public libraries, including 61% who are very satisfied. 6% are not very satisfied and 19% are unable to comment (15% in 2017).

The percent not very satisfied is on par with the Peer Group and National Averages and similar to the 2017 result.

73% of households have used/visited a public library or library website in the last 12 months (77% in 2017). Of these, 88% are satisfied and 7% not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those not very satisfied with public libraries.



**Satisfaction With Public Libraries**

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018†	61	15	76	6	19
2017	62	16	78	7	15
2016	59	20	79	7	14
2015	65	16	81	4	15
2014	64	18	82	4	14
2013	67	16	83	4	13
2012	67	19	86	3	11
2011	68	14	82	5	13
2010	66	18	84	3	13
2009	60	24	84	1	15
2008	52	30	82	4	14
2005	53	29	82	4	14
2002	55	31	86	5	9
Users/Visitors†	75	13	88	7	4
<b>Comparison</b>					
Peer Group (Rural)	57	23	80	3	17
National Average	69	17	86	3	11
<b>Ward</b>					
Lakes-Murchison	43	30	73	7	20
Golden Bay	88	3	91	-	9
Motueka	47	21	68	11	21
Moutere-Waimea	57	13	70	5	25
Richmond	69	12	81	4	15

% read across

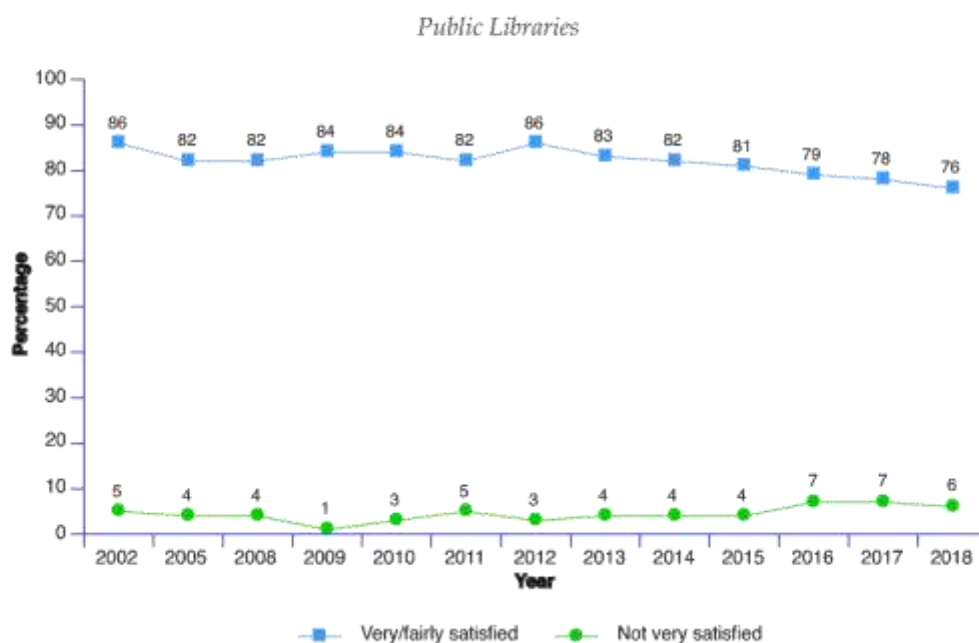
\* not asked in 1996 or 1999

† does not add to 100% due to rounding

The main reasons\* residents are not very satisfied with public libraries are ...

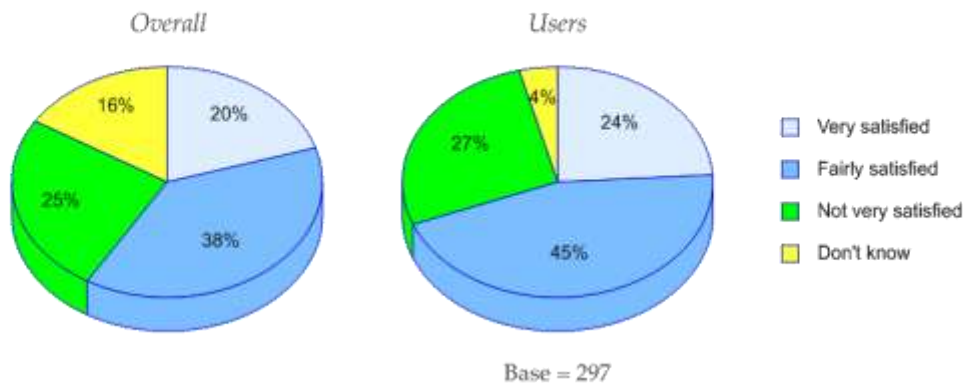
- needs upgrading/needs a new library, mentioned by 2% of all residents,
- issues with free wifi access /visitors should be charged, 1%,
- too small, 1%,
- have to pay / charges, 1%.

\* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 76%  
 Users/Visitors = 88%

*ix. Public Toilets*



58% of residents are satisfied with public toilets in the District (68% in 2017). 25% are not very satisfied (18% in 2017) and 16% are unable to comment (19% in 2017).

The percent not very satisfied is above the Peer Group and National Averages.

74% of households have used a public toilet in the last 12 months. Of these, 69% are satisfied (76% in 2017) and 27% are not very satisfied (19% in 2017).

Residents more likely to be not very satisfied with public toilets are ...

- Motueka Ward residents,
- women.

## Satisfaction With Public Toilets

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018 <sup>†</sup>	20	38	58	25	16
2017	20	43	63	18	19
2016 <sup>†</sup>	23	45	68	15	18
2015	29	43	72	13	15
2014 <sup>†</sup>	29	47	76	14	9
2013 <sup>†</sup>	24	44	68	13	18
2012	24	45	69	15	16
2011	27	41	68	12	20
2010	26	41	67	14	19
2009	21	46	67	16	17
2008	23	45	68	13	19
2005	26	36	62	14	24
2002	17	48	65	18	17
Users	24	45	69	27	4
<b>Comparison</b>					
Peer Group (Rural)	32	36	68	18	14
National Average	26	41	67	17	16
<b>Ward</b>					
Lakes-Murchison	35	33	68	16	16
Golden Bay	35	43	78	15	7
Motueka	12	29	41	47	12
Moutere-Waimea	21	44	65	19	16
Richmond <sup>†</sup>	16	41	57	20	24
<b>Gender</b>					
Male	21	40	61	19	20
Female	18	37	55	31	14

% read across

\* not asked in 1996 or 1997

† does not add to 100% due to rounding

57

The main reasons residents are not very satisfied with public toilets are ...

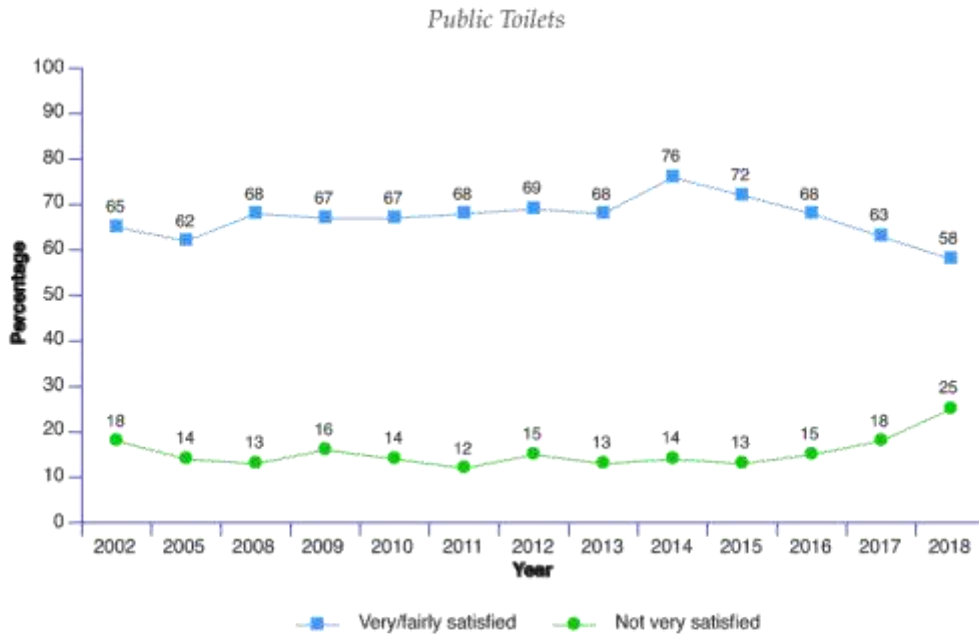
- need more toilets/not enough,
- dirty/disgusting/smell/need cleaning more often,
- used/abused by freedom campers/others
- grotty/not very inviting/need upgrading/maintenance.

**Summary Table: Main Reasons\* For Being Not Very Satisfied With Public Toilets**

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<b>Percent Who Mention ...</b>						
Need more toilets/not enough	<b>10</b>	3	15	14	7	9
Dirty/disgusting/smell/need cleaning more often	<b>7</b>	7	-	13	8	2
Used/abused by freedom campers/others	<b>5</b>	-	-	18	3	-
Grotty/not very inviting/need upgrading/maintenance	<b>5</b>	3	1	10	2	5

\* multiple responses allowed

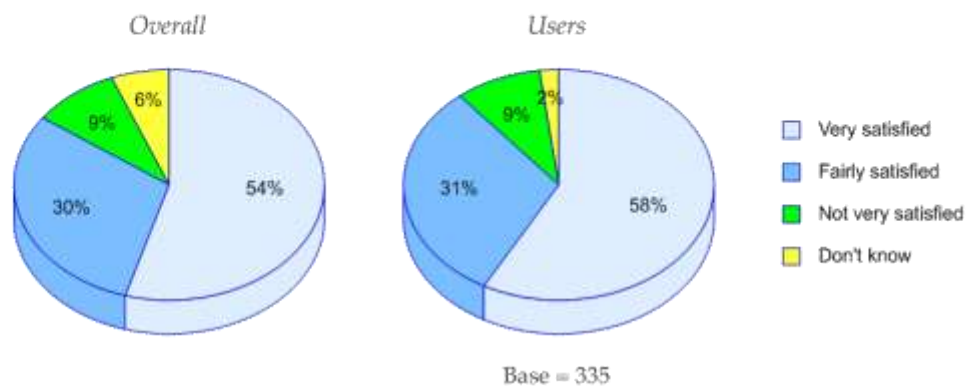
NB: no other reason mentioned by more than 1% of all residents



Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	58%
Users	=	69%

**x. Recreational Facilities (such as playing fields and neighbourhood reserves)**



84% of residents overall are satisfied with the District's recreational facilities (87% in 2017), including 54% who are very satisfied (61% in 2017), with 9% being not very satisfied. 6% are unable to comment.

The percent not very satisfied is on par with the **averaged** Peer Group and the **averaged** National readings for **sportsfields and playgrounds and parks and reserves**.

87% of households have used recreational facilities in the District in the last 12 months (84% in 2017). Of these residents, 89% are satisfied with these facilities and 9% are not very satisfied.

Golden Bay Ward residents are more likely to be not very satisfied with recreational facilities, than other Ward residents. It also appears that residents who live in other multiple person households are slightly more likely to feel this way, than other household compositions.

## Satisfaction With Recreational Facilities

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018†	54	30	84	9	6
2017	61	26	87	7	6
2016	59	33	92	5	3
2015†	61	29	90	6	5
2014	53	34	87	7	6
2013	65	26	91	5	4
2012	65	28	93	4	3
2011	61	30	91	5	4
2010	66	27	93	4	3
2009	59	36	95	3	2
2008	35	41	76	16	8
2005	36	42	78	12	10
Users	58	31	89	9	2
<b>Comparison**</b>					
Peer Group (Rural)	53	35	88	5	7
National Average	58	33	91	5	4
<b>Ward</b>					
Lakes-Murchison†	52	33	85	7	9
Golden Bay	12	42	54	27	19
Motueka	58	31	89	6	5
Moutere-Waimea†	62	24	86	9	4
Richmond†	60	30	90	5	4
<b>Household Size</b>					
1 person†	55	28	83	1	15
Couple, no children†	51	34	85	9	7
1 or 2 parent and children	62	27	89	8	3
Other multiple persons	36	33	69	22	9

† % read across

\* readings prior to 2009 refer to recreational facilities, such as parks, playing fields, community halls and sports complexes. 2009 reading refers to **other** recreational facilities.

\*\* the Peer Group and National Averages are the **averaged** readings for sportsfields and playgrounds **and** parks and reserves and these were asked separately in the 2016 National Communitrak Survey

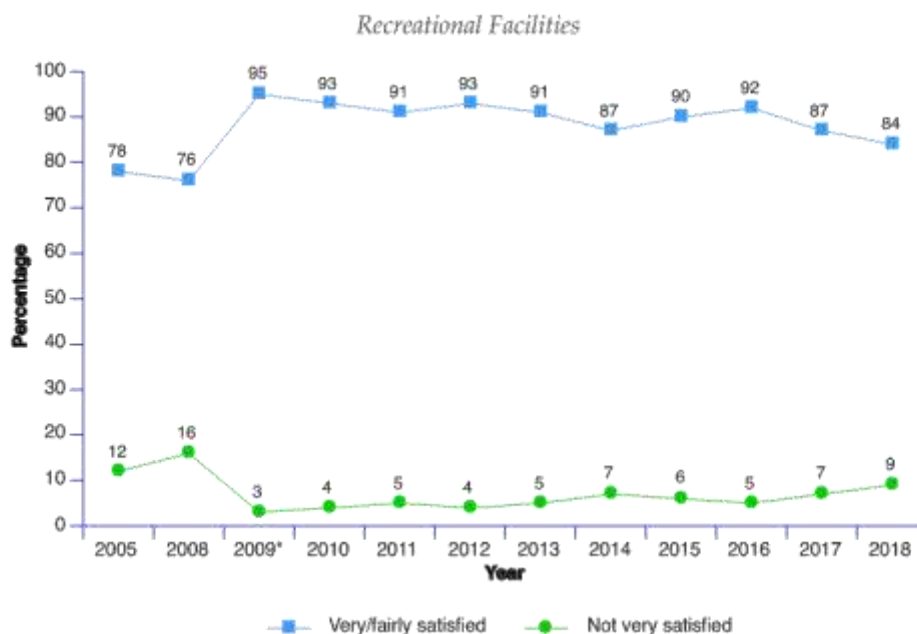
† does not add to 100% due to rounding



The main reasons\* residents are not very satisfied with recreational facilities are ...

- need more recreational facilities, mentioned by 3% of all residents,
- maintenance / upkeep needed, 2%,
- upgrade / improve facilities, 2%,
- handling of Recreation Centre issue, 1%.

\* multiple responses allowed

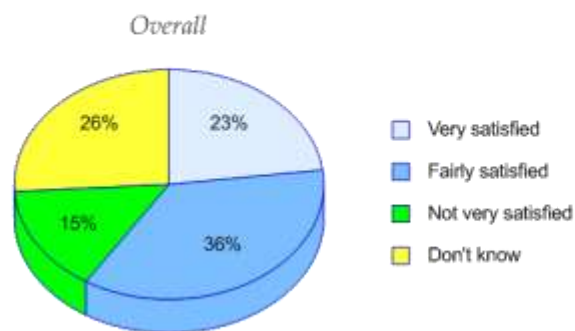


\* readings prior to 2009 refer to recreational facilities, such as parks, playing fields, community halls and sports complexes. 2009 reading refers to **other** recreational facilities. (In 2009 residents were also asked satisfaction with swimming pools).

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 84%
Users	= 89%

62

*xi. Emergency Management (that is education and preparation for a Civil Defence emergency and co-ordinating response after an event)*



59% of Tasman residents are satisfied with emergency management, while 15% are not very satisfied. 26%, are unable to comment (31% in 2017).

The percent not very satisfied is above the Peer Group and National Averages and on par with the 2017 reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with emergency management.

## Satisfaction With Emergency Management

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018	23	36	59	15	26
2017	17	40	57	12	31
2016	21	37	58	12	30
2015	26	34	60	10	30
2014	25	44	69	12	19
2013	22	37	59	14	27
2012 <sup>†</sup>	19	40	59	10	32
2011	20	33	53	11	36
2010 <sup>†</sup>	19	37	56	8	37
2009	18	40	58	10	32
2008	15	35	50	16	34
<b>Comparison</b>					
Peer Group (Rural)	34	31	65	7	28
National Average	29	31	60	7	33
<b>Ward</b>					
Lakes-Murchison	23	30	53	16	31
Golden Bay <sup>†</sup>	23	41	64	20	17
Motueka	17	34	51	24	25
Moutere-Waimea	21	41	62	8	30
Richmond	30	33	63	11	26

% read across

\* not asked prior to 2008

<sup>†</sup> does not add to 100% due to rounding

64

The main reasons residents are not very satisfied with emergency management are ...

- not prepared / organised / delays in response / little help,
- lack of information / not enough publicity / knowledge.

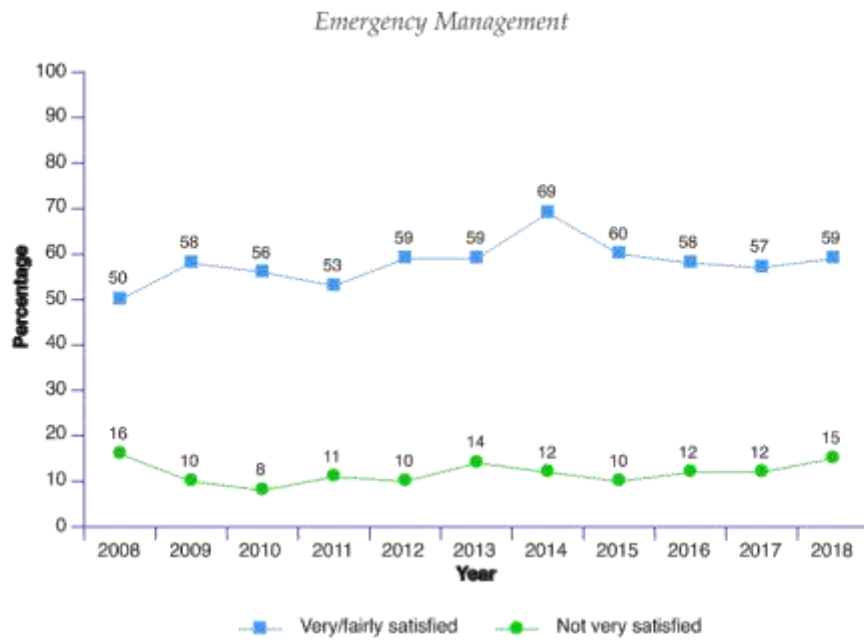
#### Summary Table:

#### Main Reasons\* For Being Not Very Satisfied With Emergency Management

	Total District 2018 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Not prepared / organised / delays in response / little help	8	7	17	13	2	6
Lack of information / not enough publicity / knowledge	7	10	5	11	7	3

\* multiple responses allowed

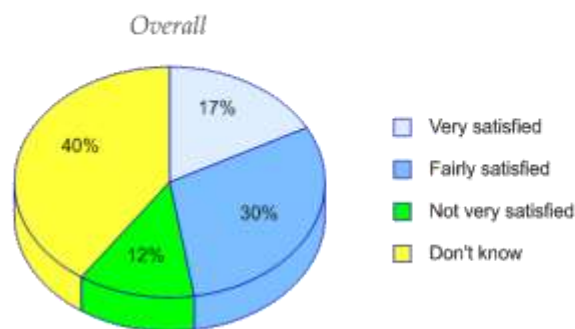
NB: no other reason mentioned by more than 1% of all residents



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 59%

66

*xii. Education For Sustainability, that includes Enviroschools and events like Arbor Day and Secondhand Sunday*



47% of residents are satisfied with education for sustainability (51% in 2015), while 12% are not very satisfied (7% in 2015) and a large percentage, 40% are unable to comment.

There are no comparative Peer Group and National Averages for this reading.

Residents more likely to be not very satisfied with education for sustainability are ...

- residents aged 18 to 64 years,
- shorter term residents, those residing in the District 10 years or less,
- non-ratepayers.

**Satisfaction With Education For Sustainability**

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018 <sup>†</sup>	17	30	47	12	40
2015 <sup>†</sup>	21	30	51	7	41
2014	24	41	65	7	28
2013 <sup>†</sup>	24	38	62	6	33
2012 <sup>†</sup>	26	40	66	5	28
2011	29	39	68	5	27
2010	36	38	74	4	22
2009	33	42	75	4	21
<b>Ward</b>					
Lakes-Murchison	10	11	21	4	75
Golden Bay	10	24	34	18	48
Motueka	10	30	40	15	45
Moutere-Waimea <sup>†</sup>	17	35	52	14	35
Richmond <sup>†</sup>	27	34	61	9	31
<b>Age</b>					
18-44 years	16	25	41	17	42
45-64 years	15	34	49	14	37
65+ years	22	33	55	2	43
<b>Length of Residence</b>					
Lived there 10 years or less <sup>†</sup>	19	25	44	22	35
Lived there more than 10 years	17	32	49	10	41
<b>Ratepayer?</b>					
Ratepayer <sup>†</sup>	17	33	50	10	39
Non-ratepayer	18	7	25	27	48

% read across

\* not asked prior to 2009 and 2016-2017. Readings prior to 2015 refer to Environmental Education.

<sup>†</sup> does not add to 100% due to rounding

68

The main reasons residents are not very satisfied with education for sustainability are ...

- lack of information/publicity/promotion,
- need to do more/more events,
- haven't heard of them/don't know about them,
- could do better/improvement needed.

**Summary Table:**

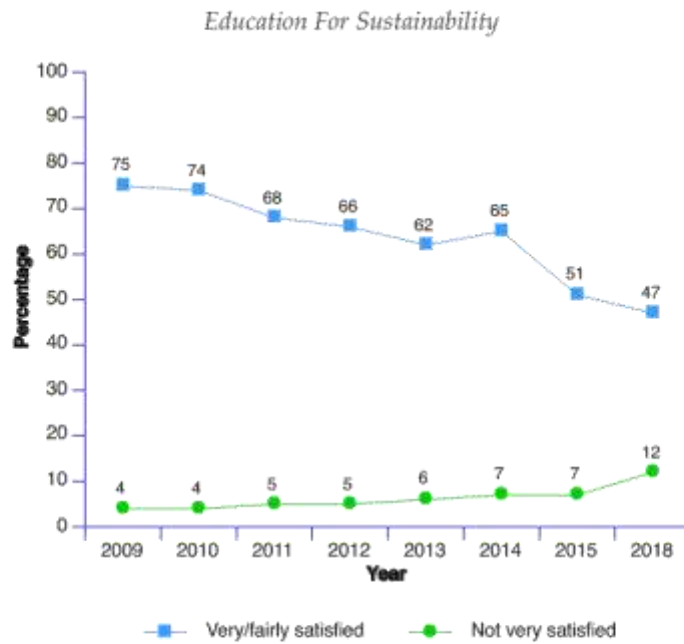
**Main Reasons\* For Being Not Very Satisfied With Education For Sustainability**

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Lack of information/publicity/promotion	4	-	11	2	6	3
Need to do more/more events	4	4	2	8	4	1
Haven't heard of them/don't know about them	3	-	-	2	3	5
Could do better/improvements needed	3	-	4	2	3	2

\* multiple responses allowed

NB: 1% of residents mentioned 'other' reasons



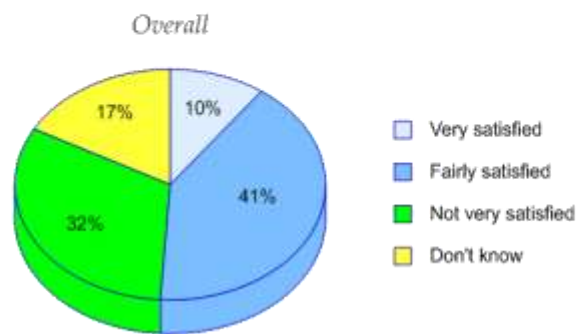


\* not asked prior to 2009 and 2016-2017. Reading prior to 2015 refer to Environmental Education.

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 47%

70

*xiii. Environmental Planning And Policy (that is planning and managing the natural resources like water, air quality, zoning land for various uses - not resource consents)*



51% of Tasman residents are satisfied with environmental planning and policy (59% in 2017), while 32% are not very satisfied and 17% are unable to comment.

There are no comparative Peer Group and National Averages for this reading, but the not very satisfied reading is 9% above the 2017 result.

Residents aged 18 to 44 years are **less** likely to be not very satisfied with environmental planning and policy, than other age groups. It appears that Golden Bay Ward residents are slightly more likely to be not very satisfied, than other Ward residents.

**Satisfaction With Environmental Planning And Policy**

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018	10	41	51	32	17
2017 <sup>†</sup>	10	49	59	23	17
2016 <sup>†</sup>	9	49	58	27	14
2015	13	43	56	22	22
2014	13	50	63	22	15
2013	12	46	58	24	18
2012	13	49	62	20	18
2011	15	43	58	17	25
2010	22	49	71	14	15
2009	19	50	69	20	11
2008	13	49	62	22	16
<b>Ward</b>					
Lakes-Murchison	10	45	55	23	22
Golden Bay <sup>†</sup>	1	26	27	48	24
Motueka	9	37	46	37	17
Moutere-Waimea	12	45	57	34	9
Richmond	13	45	58	24	18
<b>Age</b>					
18-44 years	14	42	56	25	19
45-64 years	7	42	49	36	15
65+ years	10	38	48	37	15

% read across

\* not asked prior to 2008

<sup>†</sup> does not add to 100% due to rounding

72

The main reasons residents are not very satisfied with environmental planning and policy are ...

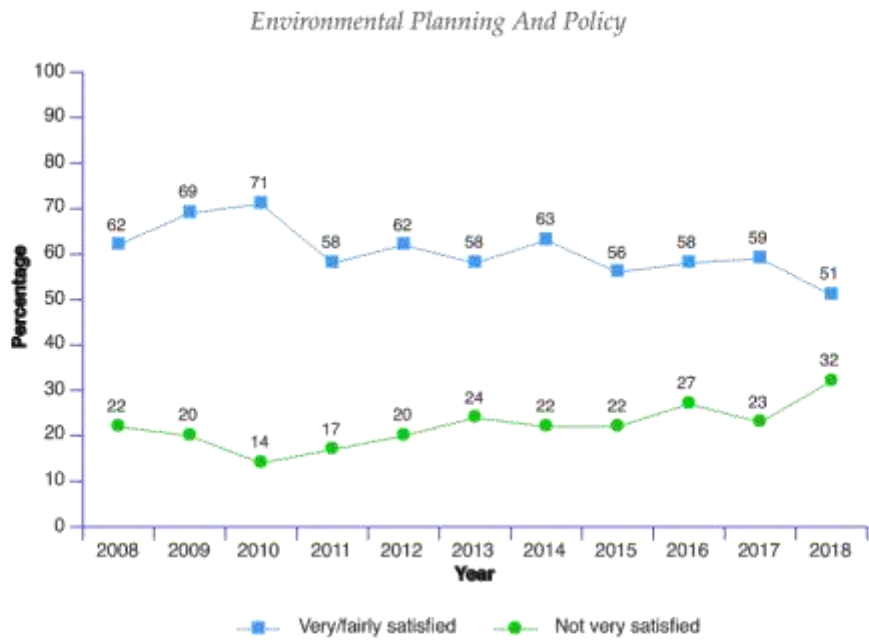
- poor performance / decisions / financial management,
- issues with dams,
- housing developments / too many subdivisions,
- pollution of rivers / streams / poor water quality.

**Summary Table:**

**Main Reasons\* For Being Not Very Satisfied With Environmental Planning And Policy**

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Poor performance / decisions / financial management	8	4	25	13	5	2
Issues with dams	7	-	10	1	14	6
Housing developments / too many subdivisions	6	4	4	2	2	3
Pollution of rivers / streams / poor water quality	4	-	8	4	5	3

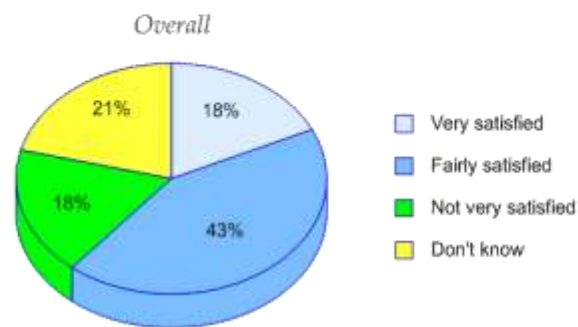
\* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 51%

74

*xiv. Environmental Information (that includes monitoring and providing information on the likes of soil and water quality, and rivers and rainfall)*



61% of Tasman residents are satisfied with environmental information (70% in 2017), while 18% are not very satisfied (12% in 2017) and 21% are unable to comment (18% in 2017).

There are no comparative Peer Group or National Averages for this reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with environmental information. However, it appears that residents who live in a one person household are slightly **less** likely, than other household compositions, to feel this way.

## Satisfaction With Environmental Information

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018	18	43	61	18	21
2017	19	51	70	12	18
2016	20	51	71	11	18
2015	24	42	66	11	23
2014	20	50	70	13	17
2013	20	50	70	13	17
2012	21	49	70	8	22
2011 <sup>†</sup>	22	46	68	9	24
2010	25	47	72	8	20
2009	25	50	75	9	16
2008	20	52	72	8	20
2002	14	49	63	16	21
<b>Ward</b>					
Lakes-Murchison	14	37	51	23	26
Golden Bay	17	30	47	25	28
Motueka	12	41	53	27	20
Moutere-Waimea <sup>†</sup>	21	48	69	11	21
Richmond	20	48	68	14	18
<b>Household Size</b>					
1 person	21	48	69	7	24
Couple, no children <sup>†</sup>	15	42	57	21	21
1 or 2 parent and children	18	45	63	18	19
Other multiple persons	20	33	53	22	25

% read across

\* not asked in 2005 or prior to 2002

<sup>†</sup> does not add to 100% due to rounding

76

The main reasons residents are not very satisfied with environmental information are ...

- lack of information/would like more/haven't seen any,
- more needs to be done/more monitoring,
- no notification/need direct communication.

**Summary Table:**

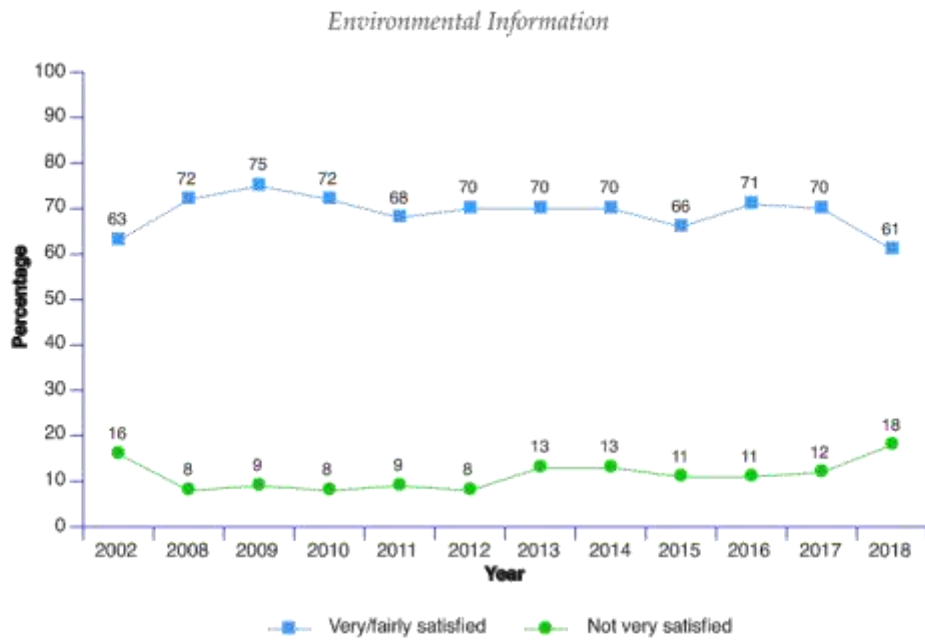
**Main Reasons\* For Being Not Very Satisfied With Environmental Information**

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Lack of information/would like more/haven't seen any	8	12	6	10	5	9
More needs to be done/more monitoring	4	8	11	6	1	2
No notification/need direct communication	4	7	2	8	4	-

\* multiple responses allowed

NB: no other reason mentioned by more than 2% of all residents

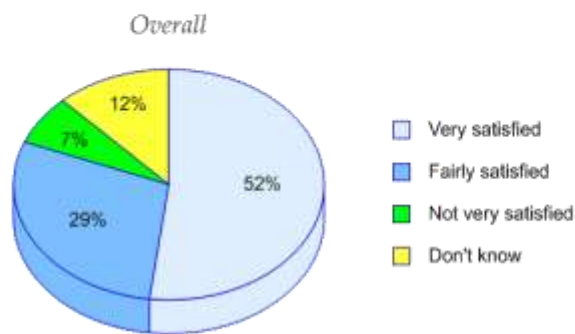




Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 61%

78

xv. *Community Programmes And Events (for example the Positive Ageing programmes, Walk, Run and Cycle programmes, or events like Outdoor Movies, Jazz in the Park, Carols by Candlelight)*



81% of Tasman residents are satisfied with community programmes and events in their District (75% in 2015), including 52% who are very satisfied. 7% are not very satisfied and 12% are unable to comment (18% in 2015).

There are no comparative Peer Group and National Averages for this reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with community programmes and events.

**Satisfaction With Community Programmes And Events**

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018	52	29	81	7	12
2015†	53	22	75	6	18
2012	58	29	87	3	10
2009	39	35	74	3	23
2008	43	38	81	3	16
<b>Ward</b>					
Lakes-Murchison	24	36	60	15	25
Golden Bay	21	40	61	16	23
Motueka	46	43	89	5	6
Moutere-Waimea	53	24	77	8	15
Richmond†	74	16	90	2	7

% read across

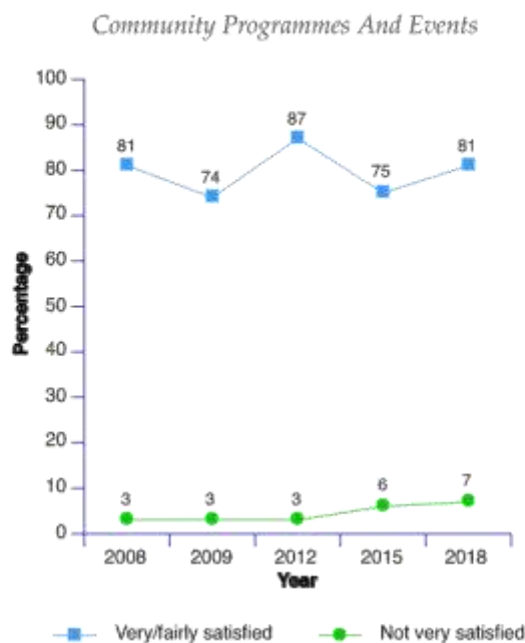
\* not asked prior to 2008, 2010-2011, 2013-2014 and 2016-2017. Readings prior to 2015 refer to recreation programmes and events (for example the school holiday programmes "Way To Go" programmes or events like Carols in the Park).

† does not add to 100% due to rounding

The main reasons\* residents are not very satisfied with community programmes and events are ...

- don't get programmes / would like more, mentioned by 4% of all residents,
- don't know about them, 2%.

\* multiple responses allowed

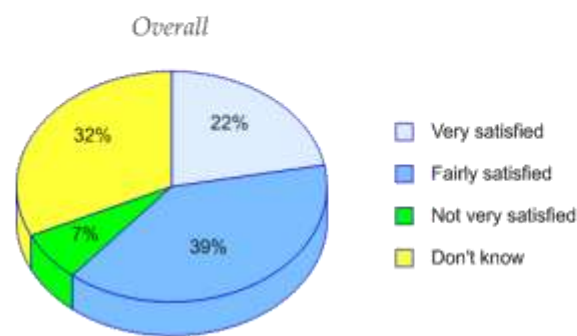


\* not asked prior to 2008, 2010-2011, 2013-2014 and 2016-2017. Readings prior to 2015 refer to recreation programmes and events.

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 81%

81

*xvi. Community Assistance (that is, grants to community organisations and general support to community groups, including assisting service agencies in meeting and identifying community needs)*



61% of Tasman residents are satisfied with community assistance (56% in 2015), while 7% are not very satisfied.

The percent not very satisfied is similar to like Districts and residents nationwide.

A significant percentage (32%) are unable to comment (36% in 2015).

There are no notable differences between Wards and between socio-economic groups in terms of those residents not very satisfied with community assistance.

## Satisfaction With Community Assistance

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018	22	39	<b>61</b>	7	32
2015	24	32	<b>56</b>	8	36
2012†	28	42	<b>70</b>	4	27
2009	23	38	<b>61</b>	4	35
2008	24	44	<b>68</b>	7	25
2005	22	42	<b>64</b>	4	32
2002	17	43	<b>60</b>	5	35
1999	16	41	<b>57</b>	7	36
<b>Comparison†</b>					
Peer Group (Rural)	27	36	<b>63</b>	8	28
National Average	23	38	<b>61</b>	7	31
<b>Ward</b>					
Lakes-Murchison†	13	48	<b>61</b>	12	26
Golden Bay	13	42	<b>55</b>	14	31
Motueka†	21	43	<b>64</b>	9	28
Moutere-Waimea	23	44	<b>67</b>	4	29
Richmond	26	30	<b>56</b>	4	40

% read across

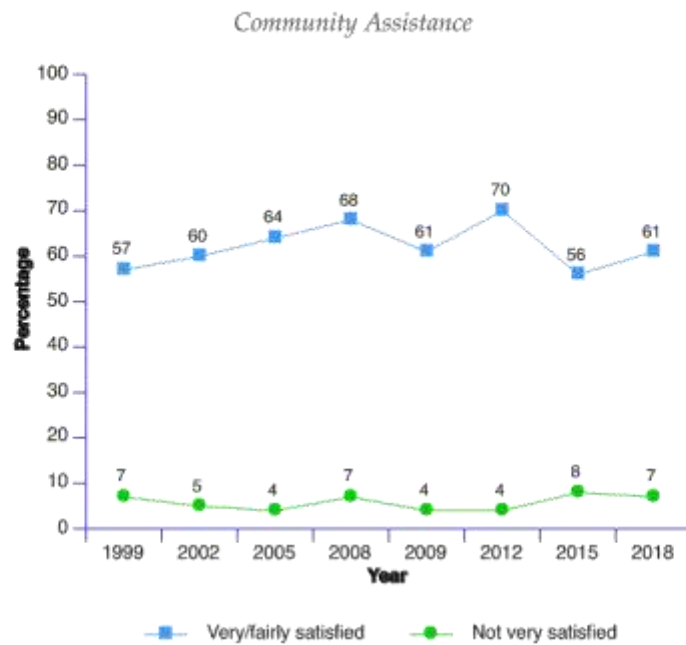
\* not asked in 2001, 2003-2004, 2006-2007, 2010, 2011, 2013, 2014 and 2016-2017

† does not add to 100% due to rounding

The main reasons\* residents are not very satisfied with community assistance are ...

- funding issues/cut back/need more, mentioned by 3% of all residents,
- don't get assistance/would like more, 2%.

\* multiple responses allowed

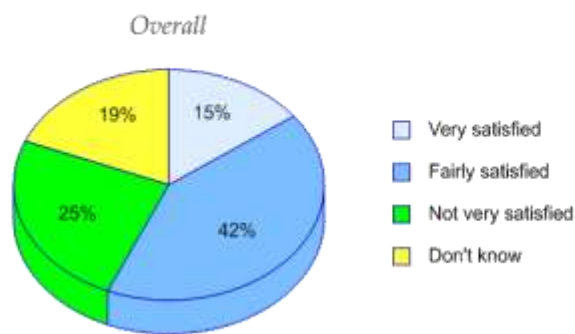


Not asked in 2001, 2003-2004, 2006-2007, 2010, 2011, 2013, 2014 and 2016-2017

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 61%

84

*xvii. Council's Management Of Coastal Structures (eg, ports, wharves, rock protection works)*



57% of Tasman residents are satisfied with Council's management of coastal structures (65% in 2015), while 25% are not very satisfied (14% in 2015) and 19% are unable to comment.

There are no comparative Peer Group and National Averages.

Residents more likely to be not very satisfied with Council's management of coastal structures are ...

- Golden Bay, Motueka and Moutere-Waimea Ward residents,
- residents aged 45 years or over,
- residents with an annual household income of \$30,000 or more,
- ratepayers.



## Satisfaction With Council's Management Of Coastal Structures

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018†	15	42	57	25	19
2015	23	42	65	14	21
2014†	23	42	65	13	21
<b>Ward</b>					
Lakes-Murchison	9	36	45	9	46
Golden Bay	6	39	45	37	18
Motueka†	11	38	49	36	14
Moutere-Waimea†	11	46	57	28	16
Richmond†	24	44	68	12	19
<b>Age</b>					
18-44 years	22	45	67	14	19
45-64 years	9	41	50	31	19
65+ years	14	39	53	29	18
<b>Household Income</b>					
Less than \$30,000 pa	18	39	57	11	32
\$30,000-\$50,000 pa	15	35	50	30	20
\$50,001-\$100,000 pa	11	47	58	24	18
More than \$100,000 pa	16	47	63	30	7
<b>Ratepayer?</b>					
Ratepayer	13	41	54	26	20
Non-ratepayer	25	53	78	10	12

% read across

\* not asked prior to 2014 and 2016-2017

† does not add to 100% due to rounding

86

The main reasons residents are not very satisfied with Council's management of coastal structures are ...

- coastal protection/foreshore/sea frontages/rock walls,
- needs improvement/not enough being done/take too long,
- erosion issues.

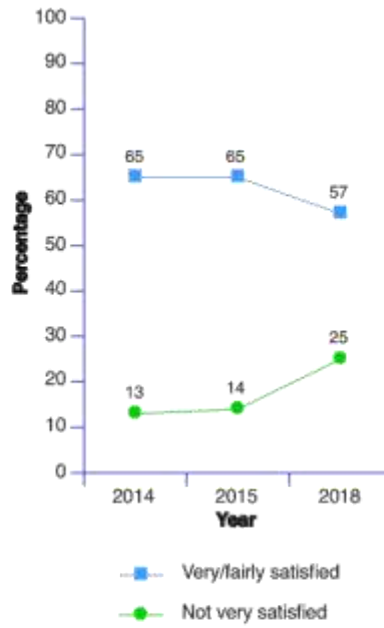
**Summary Table: Main Reasons\* For Being Not Very Satisfied With Council's Management Of Coastal Structures**

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Coastal protection/foreshore/sea frontages/rock walls	10	-	13	13	14	5
Needs improvement/not enough being done/take too long	7	6	17	12	5	3
Erosion issues	4	-	21	3	1	2

\* multiple responses allowed

NB: no other reason mentioned by more than 2% of all residents

*Council's Management Of Coastal Structures*



\* not asked prior to 2014 and 2016-2017

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 57%



## 2. COUNCIL POLICY AND DIRECTION

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction, rather by understanding where people's opinions and attitudes currently lie, Council is able to embark on information, education, persuasion and/or communication strategies on particular topics if it is felt necessary to **lead** the public to fulfil Council's legitimate community leadership role.

89

Residents were asked whether there was any recent Council action, decision or management that they ...

- like or approve of,
- dislike or disapprove of.

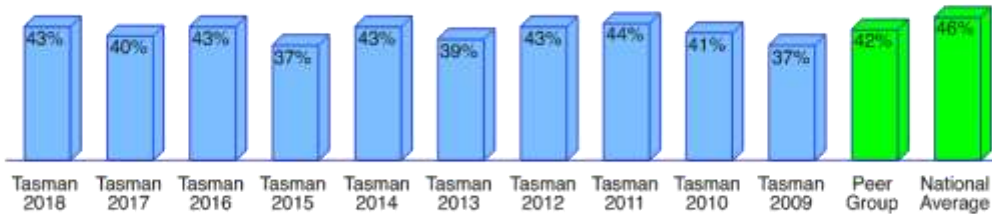
This was asked in order to gauge the level of support Tasman District residents have for Council's actions, decisions and management. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision.

**A. RECENT COUNCIL ACTIONS, DECISIONS OR MANAGEMENT RESIDENTS APPROVE OF**

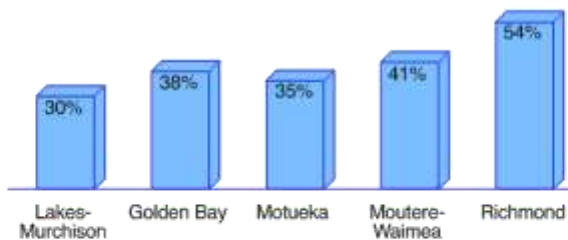
Overall, 43% of Tasman District residents have in mind a recent Council action, decision or management they approve of (40% in 2017). This is similar to the Peer Group Average and on par with the National Average.

Residents with an annual household income of less than \$30,000, are **less likely** to have in mind a Council action, decision or management they approve of, than other income groups. It appears that Richmond Ward residents are slightly more likely, than other Ward residents to do so.

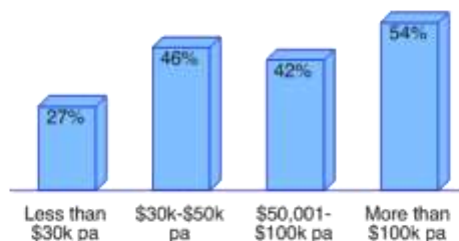
*Percent Approving - Comparison*



*Percent Approving - By Ward*



Percent Approving - Comparing Different Types Of Residents



Main actions/decisions/management residents approve of are ...

- upgrade of Richmond/Queen Street,
- good consultation/information/they listen,
- quick response/support after Cyclone Gita.

**Summary Table: Main Council Actions/Decisions/Management Residents Approve Of**

	Total District 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Upgrade of Richmond/Queen Street*	9	5	-	2	9	18
Good consultation/information/they listen	6	7	3	8	9	5
Quick response/support after Cyclone Gita**	5	2	9	4	9	2

NB: refer to page 93

\* 4% of residents mention "Queen Street upgrade" as an action/decision/management they disapprove of

\*\* 3% of residents mention "Council response/management of cyclone" as an action/decision/management they disapprove of

Other actions / decisions / management finding approval amongst 4% of residents are ...

- provide a good community / events / community liaison,
- do a good job / provide good services / helpful,
- improved roading / footpaths / road safety / traffic,

by 3% ...

- beautification / upkeep of area / parks / reserves / gardens,
- the dam / water scheme issues,

by 2% ...

- cycleways / walkways,
- rubbish / recycling / dump issues,
- good library,
- stormwater upgrade / flood control,

by 1% ...

- environmental issues,
- sports and recreation facilities.

92

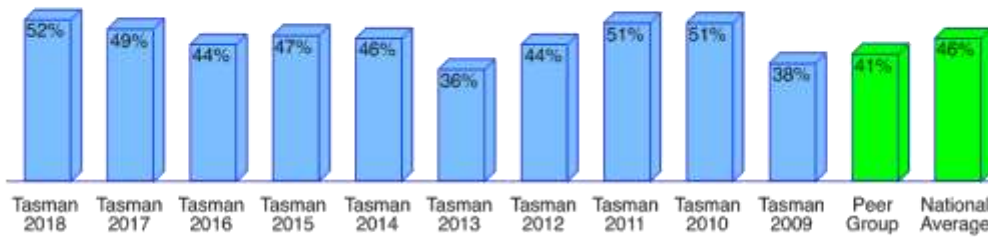
**B. RECENT COUNCIL ACTIONS, DECISIONS OR MANAGEMENT RESIDENTS DISAPPROVE OF**

Overall, 52% of Tasman District residents have in mind a recent Council action, decision or management they disapprove of. This is above the Peer Group Average and slightly above the National Average and on par with the 2017 reading.

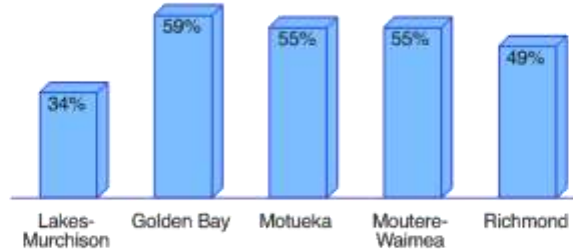
Lakes-Murchison Ward residents are **less** likely to have in mind a recent Council action, decision or management they disapprove of, than other Ward residents.

It appears that men are slightly **more** likely to have in mind a recent action/decision they disapprove of, than women.

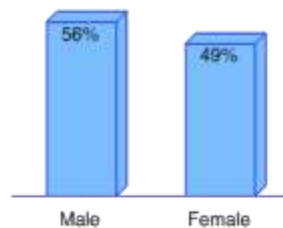
*Percent Disapproving - Comparison*



*Percent Disapproving - By Ward*



*Percent Disapproving - Comparing Different Types Of Residents*





Main actions/ decisions/ management residents disapprove of are ...

- dam issues,
- Council spending/ overspending/ debt/ priorities wrong,
- lack of consultation/ information/ not listening.

**Summary Table:**

**Main Council Actions/Decisions/Management Residents Disapprove Of**

	<b>Total District 2018 %</b>	<b>Lakes- Murchison %</b>	<b>Golden Bay %</b>	<b>Ward</b>		
				<b>Motueka %</b>	<b>Moutere- Waimea %</b>	<b>Richmond %</b>
<b>Percent Who Mention ...</b>						
Dam issues*	<b>14</b>	4	16	9	23	11
Council spending/ overspending/ debt/ priorities wrong	<b>8</b>	6	14	4	6	8
Lack of communication/ information/ not listening**	<b>7</b>	6	14	4	6	8

NB: refer to page 90

\* 3% of residents mention "the dam/ water scheme issues" as an issue they approve of

\*\* 6% of residents mention "good consultation/ communication/ information/ they listen" as an issue they approve of

Other actions/decisions/management finding disapproval among 4% of residents are ...

- rates issues/spending of rates money,
- roading/traffic/road safety/pedestrian facilities (excluding Queen Street),
- town planning/subdivisions/developments,
- Queen Street upgrade,

by 3% ...

- Council response/management of cyclone,
- water supply issues,
- environmental issues,
- problems with freedom camping,

by 2% ...

- Council performance/attitude/poor decisions,
- need tidying/maintenance/beautification/improvement,
- cycleways/need to be made safer,

by 1% ...

- stormwater issues/flooding,
- consent process/slow/expensive,
- grandstand issue,
- public transport.

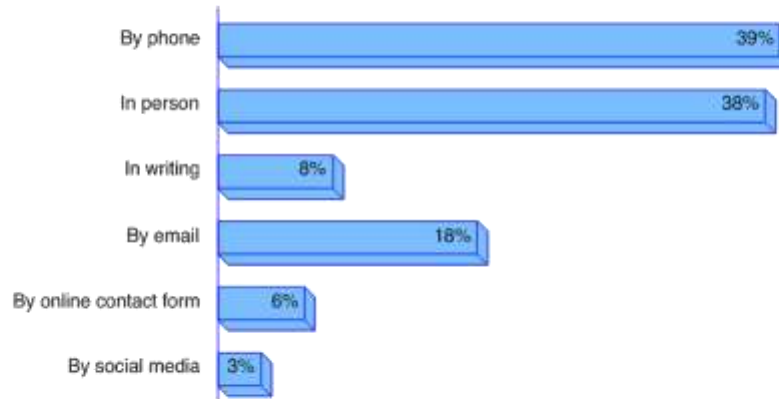


### 3. CONTACT WITH COUNCIL

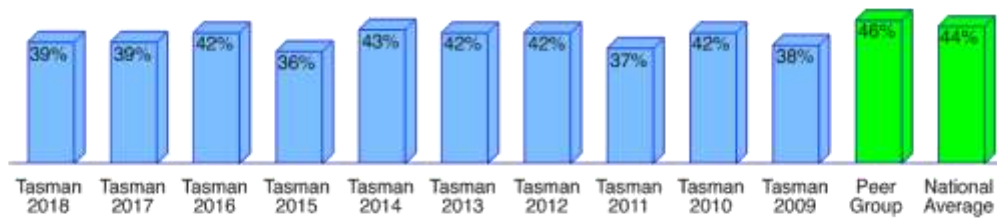
96

**A. LEVELS OF CONTACT**

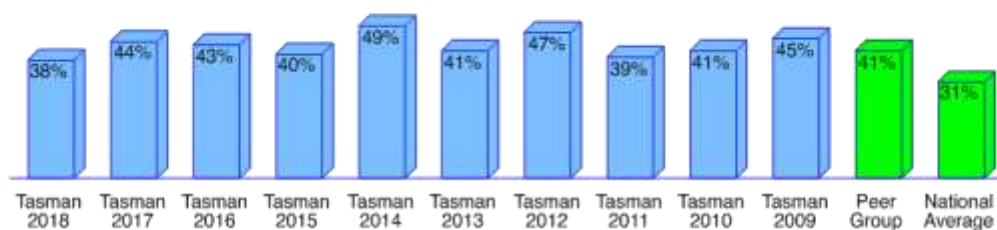
2018 - Yes, Have Contacted Council Offices ...



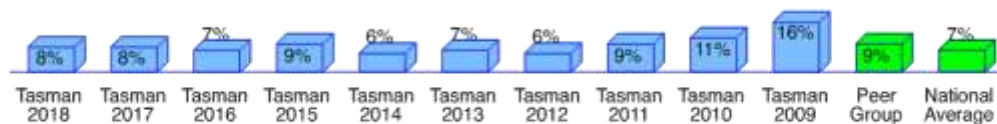
Percent Saying 'Yes - By Phone' - Comparison



Percent Saying 'Yes - In Person' - Comparison



Percent Saying 'Yes - In Writing' - Comparison



*Percent Saying 'Yes - By Email' - Comparison**Percent Saying 'Yes - By Online Contact Form' - Comparison*

39% of residents have contacted Council offices by phone in the last year, while 38% visited a Council office in person (44% in 2017) and 8% contacted Council in writing. 18% have contacted Council offices by email, 6% contacted them by online contact form and 3% by social media.

Residents are below like residents and slightly below residents nationwide to say they have contacted Council offices by phone.

Residents are more likely to say they visited in person, than residents nationwide, and on par with Peer Group residents in this respect.

Tasman District residents are similar to the Peer Group residents and the National Average, in terms of contacting Council in writing and / or by email.

There are no Peer Group and National Averages for contact by online contact form or by social media.

Moutere-Waimea Ward residents are more likely to contact a Council office **by phone**, than other Ward residents.

Men are more likely to have contacted a Council office **in person**, than women.

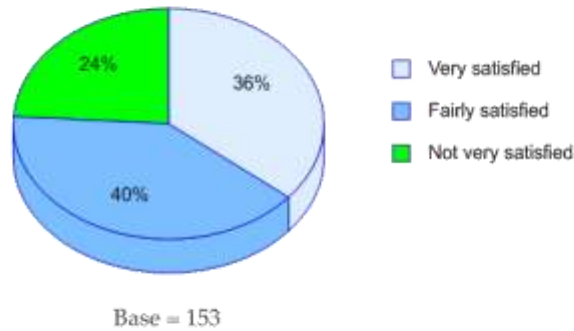
Residents more likely to contact Council **by email** are ...

- Golden Bay Ward residents,
- residents aged 45 to 64 years.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who have contacted Council offices **in writing, by online contact form** and / or **by social media**. However, it appears that ratepayers are slightly more likely to contact Council **in writing**, than non-ratepayers.

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### B. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE



76% of residents contacting the Council Offices by phone in the last 12 months are satisfied, including 36% who are very satisfied (41% in 2017), while 24% are not very satisfied (19% in 2017).

The percent not very satisfied is slightly above the Peer Group and National Averages.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who are not very satisfied.

<sup>†</sup> those residents who have contacted the Council offices by phone (N=153)

The main reasons\* residents contacting Council Offices by phone are not very satisfied are ...

- poor service/efficient/slow, mentioned by 7% of residents contacting Council by phone,
- poor attitude/rude/unhelpful, 4%,
- don't return calls/didn't get back to me, 4%.

\* multiple responses allowed

**Satisfaction When Contacting Council Offices By Phone**

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council Offices By Phone</b>					
2018	36	40	76	24	-
2017 <sup>†</sup>	41	39	80	19	-
2016 <sup>†</sup>	45	36	81	19	1
2015	46	32	78	21	1
2014 <sup>†</sup>	41	40	81	19	1
2013	47	40	87	13	-
2012	44	36	80	20	-
2011	37	40	77	23	-
2010	40	44	84	16	-
2009	38	36	74	26	-
2008	32	42	74	26	-
2005	37	42	79	21	-
2002	32	48	80	20	-
<b>Comparison</b>					
Peer Group (Rural)	51	35	86	14	-
National Average	47	35	82	15	3
<b>Ward</b>					
Lakes-Murchison*	39	19	58	42	-
Golden Bay*	35	48	83	17	-
Motueka	33	39	72	28	-
Moutere-Waimea	38	41	79	20	1
Richmond <sup>†</sup>	35	39	74	25	-

Base = 153

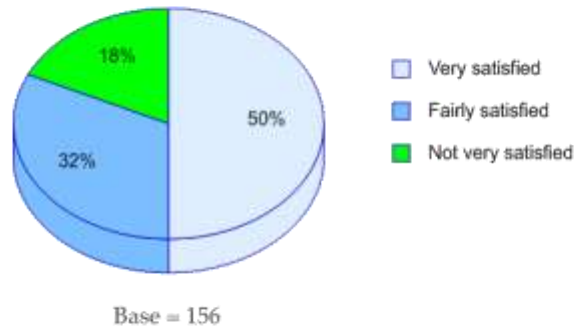
% read across

\* caution: small bases

<sup>†</sup> does not add to 100% due to rounding

100

### C. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN PERSON



82% of residents contacting a Council office in person in the last 12 months are satisfied, including 50% who are very satisfied (57% in 2017).

The percent not very satisfied (18%) is above the Peer Group Average and on par with the National Average and the 2017 reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who are not very satisfied. However, it appears that men<sup>†</sup> are slightly more likely to feel this way, than women<sup>†</sup>.

<sup>†</sup> those residents who have contacted Council offices in person (N=156)

The main reasons\* residents contacting a Council office in person are not very satisfied are ...

- poor service / inefficient, mentioned by 7% of residents who contacted a Council office in person,
- poor attitude / rude / fobbed off / unhelpful, 5%,
- hard to get answers / get the run around, 2%.

\* multiple responses allowed



**Satisfaction When Contacting Council Offices In Person**

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council Offices In Person</b>					
2018	50	32	82	18	-
2017	57	31	88	12	-
2016	54	35	89	11	-
2015	61	28	89	11	-
2014	54	38	92	8	-
2013 <sup>†</sup>	54	30	84	16	1
2012	53	34	87	13	-
2011	47	39	86	14	-
2010 <sup>†</sup>	50	37	87	12	2
2009	48	37	85	15	-
2008	36	43	79	21	-
2005	34	48	82	18	-
2002	34	53	87	12	1
<b>Comparison</b>					
Peer Group (Rural)	65	32	97	3	-
National Average	58	31	89	10	1
<b>Ward</b>					
Lakes-Murchison*	68	18	86	14	-
Golden Bay*	39	43	82	18	-
Motueka	44	36	80	20	-
Moutere-Waimea	50	36	86	13	1
Richmond	57	22	79	21	-
<b>Gender</b>					
Male	46	31	77	22	1
Female <sup>†</sup>	55	34	89	12	-

Base = 156

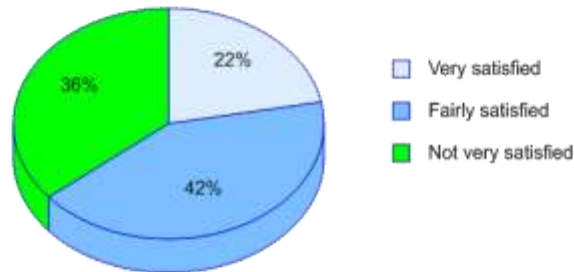
% read across

\* caution: small bases

† does not add to 100% due to rounding

102

#### D. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING



Base = 37  
Margin of error  $\pm 16.1\%$

64% of residents contacting the Council offices in writing in the last 12 months are satisfied and 36% are not very satisfied.

The percent not very satisfied appears to be above the Peer Group Average and similar to the National Average.

As the bases for all Wards and socio-economic groups are small, <30, no comparisons have been made.

The reasons\* residents contacting Council Offices in writing are not very satisfied are ...

- poor service/inefficient/unhelpful, mentioned by 13% of residents contacting Council Offices in writing,
- no reply/slow response, 11%,
- others, 12%.

\* multiple responses allowed

**Satisfaction When Contacting The Council Offices In Writing**

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council Offices In Writing</b>					
2018	22	42	64	36	-
2017	32	30	62	38	-
2016	20	46	66	34	-
2015	32	42	74	26	-
2014*	37	30	67	33	-
2013**	35	42	77	20	4
2012*	32	33	65	31	4
2011	17	57	74	20	6
2010†	21	41	62	34	5
2009	46	29	75	21	4
2008	14	45	59	41	-
2005	20	39	59	37	4
2002	21	49	70	28	2
<b>Comparison</b>					
Peer Group (Rural)	53	27	80	18	2
National Average	30	30	60	38	2
<b>Ward**</b>					
Lakes-Murchison	27	73	100	-	-
Golden Bay	-	15	15	85	-
Motueka	12	58	70	30	-
Moutere-Waimea	37	32	69	31	-
Richmond	21	44	65	35	-

Base = 37

% read across

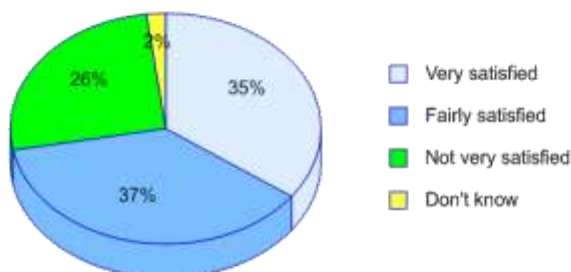
\* caution: small base

\*\* caution: very small bases

† does not add to 100% due to rounding

104

### E. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY EMAIL



Base = 72  
Margin of error  $\pm 11.5\%$

72% of residents contacting the Council offices by email in the last 12 months are satisfied (84% in 2017), while 26% are not very satisfied (13% in 2017).

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average.

As the bases for all Wards and most socio-economic groups are small, <30, no comparisons have been made.

The reasons\* residents contacting Council Offices by email are not very satisfied are ...

- didn't listen / fobbed off / unhelpful / not interested, mentioned by 9% of residents contacting Council offices by email,
- no reply / slow response, 8%,
- poor service / inefficient, 8%,
- others, 2%.

\* multiple responses allowed

**Satisfaction When Contacting The Council Offices By Email**

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council Offices By Email</b>					
2018	35	37	72	26	2
2017 <sup>†</sup>	39	45	84	13	2
2016	47	34	81	19	-
2015	26	43	69	31	-
2014 <sup>†</sup>	47	39	86	15	-
2013	46	35	81	17	2
2012 <sup>†</sup>	38	37	75	20	6
2011	42	38	80	20	-
2010	44	25	69	29	2
2009 <sup>*</sup>	42	37	79	21	-
2008	23	48	71	29	-
<b>Comparison</b>					
Peer Group (Rural)	48	36	84	15	1
National Average <sup>†</sup>	39	31	70	26	5
<b>Ward*</b>					
Lakes-Murchison	23	14	37	63	-
Golden Bay	43	25	68	29	3
Motueka	35	36	71	29	-
Moutere-Waimea	21	57	78	15	7
Richmond	46	33	79	21	-

Base = 72

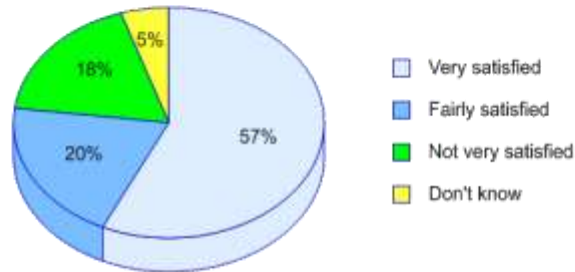
% read across

\* caution: very small / small bases

† does not add to 100% due to rounding

106

**F. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY ONLINE CONTACT FORM**



Base = 24<sup>†</sup>  
 (does not add to 100% due to rounding)  
 Margin of error ±20%

Percent Not Very Satisfied - Comparison<sup>†</sup>



87% of residents contacting the Council offices by online contact form in the last 12 months are satisfied, while 18% are not very satisfied. Caution required as base is **very** small.

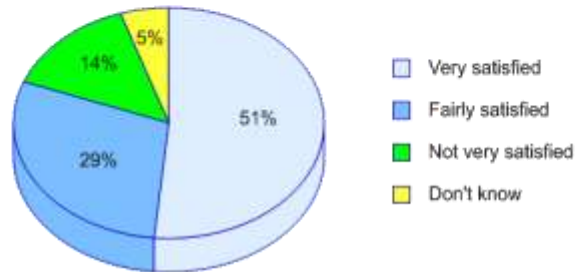
As the bases for all Wards and socio-economic groups are very small, no comparisons have been made.

The reasons\* residents contacting Council offices by online contact form are not very satisfied are ...

- "Not happy regarding issues relating to freedom camping and the dam, and nothing relating to coastal and environmental issues."*
- "I wasn't happy with the lack of information surrounding my submission. I wasn't given any instruction about it and I felt limited by the information given. The process wasn't explained well for a submission. Some information was highlighted but I wasn't sure how to go about submitting it due to my lack of computer skills."*
- "I applied for a permit to build a garage. If you haven't been through their process before it is extremely difficult and they are not very forthcoming with information that an average person can understand. They should not abbreviate things."*

<sup>†</sup> caution: small bases  
 \* multiple responses allowed

**G. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY SOCIAL MEDIA**



Base = 9<sup>†</sup>  
 (does not add to 100% due to rounding)  
 NB: not asked prior to 2018

80% of residents contacting the Council offices by social media in the last 12 months are satisfied, while 14% are not very satisfied. Caution required as base is **very** small.

As the bases for all Wards and socio-economic groups are very small, no comparisons have been made.

The reasons\* residents contacting Council offices by social media are not very satisfied are ...

- *"They are not listening to me."*
- *"They don't listen to us."*

<sup>†</sup> caution: very small base  
 \* multiple responses allowed

108

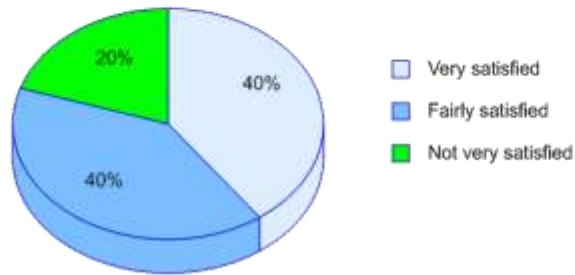
**H. SATISFACTION WITH SERVICE RECEIVED WHEN CONTACTED COUNCIL**

The Council office or service centre residents mainly deal with is the office in their Ward or close to their Ward.

	Had Contact 2018 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Richmond (Queen Street)	70	91	37	22	87	100
Motueka (Hickmott Place)	21	-	-	73	12	-
Takaka (Junction Street/ Commercial Street)	7	-	63	-	-	-
Murchison (Fairfax Street)	1	9	-	-	-	-
Unsure	2	-	-	5	1	-
Total	101	100	100	100	100	100
Base	246	*17	*25	65	71	68

\* caution: small bases  
 † does not add to 100% due to rounding

Contacted A Council Office In Last 12 Months



Base = 246



Of the 61% residents who contacted the Council offices by phone, in person, in writing, by email and / or by online contact form in the last 12 months, 80% are satisfied (90% in 2017), including 40% who are very satisfied (50% in 2017), with 20% being not very satisfied (10% in 2017).

The percent not very satisfied is above the Peer Group Average and on par with the National Average.

70% of residents who have contacted the Council in the last 12 months, have contacted the Richmond Office, while 21% have contacted the Motueka Office.

There are no notable differences between socio-economic groups, in terms of those residents<sup>†</sup> who are not very satisfied. However, it appears that men<sup>†</sup> are slightly more likely, than women<sup>†</sup>, to feel this way.

<sup>†</sup> those residents who have contacted Council in the last 12 months (N=246)

## Satisfaction When Contacting Council

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council</b>					
2018	40	40	80	20	-
2017	50	40	90	10	-
2016	44	41	85	15	-
2015	52	35	87	13	-
2014 <sup>†</sup>	48	39	87	12	-
2013	49	37	86	13	1
2012	47	35	82	17	1
2011	40	42	82	17	1
2010	41	45	86	13	1
2009	42	46	88	12	-
2008	36	47	83	17	-
2005	32	51	83	17	-
2002	35	50	85	14	1
1999	31	53	84	16	-
1996	36	44	80	18	2
<b>Comparison</b>					
Peer Group (Rural)	46	45	91	8	1
National Average	46	39	85	14	1
<b>Ward</b>					
Lakes-Murchison*	55	19	74	26	-
Golden Bay*	19	51	70	30	-
Motueka	38	40	78	22	-
Moutere-Waimea	41	47	88	11	1
Richmond	44	34	78	22	-
<b>Gender</b>					
Male	40	36	76	24	-
Female	39	45	84	16	-

Base = 246

% read across

\* caution: small base

† does not add to 100% due to rounding

## Recommended Satisfaction Measure For Reporting Purposes:

Contacted Council In The Last 12 Months:	=	80%
Contacted By Phone	=	76%
Contacted In Person	=	82%
Contacted In Writing	=	64%
Contacted By Email	=	72%
Contacted By Online Contact Form*	=	87%
Contacted By Social Media*	=	80%

\* caution: very small bases

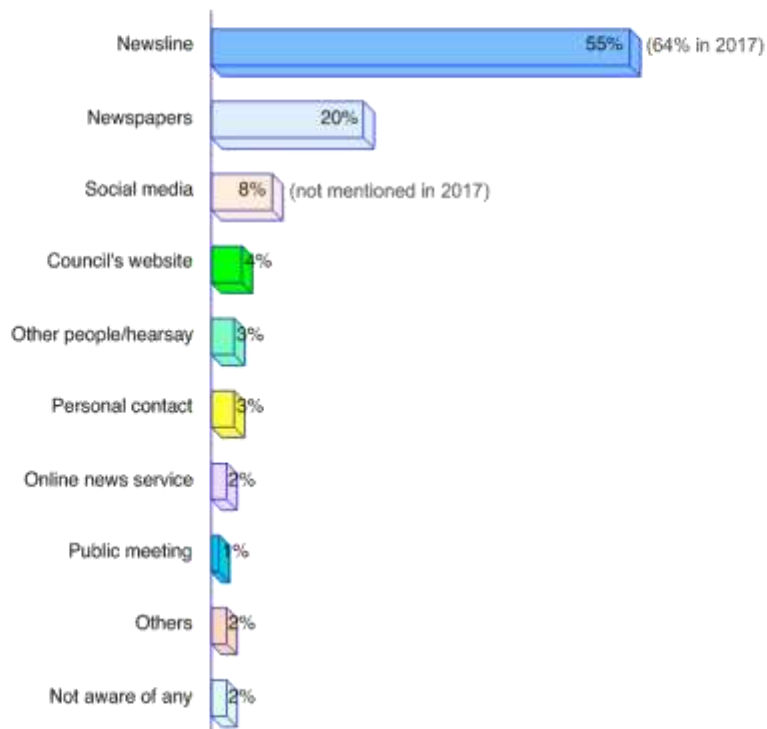


#### 4. INFORMATION

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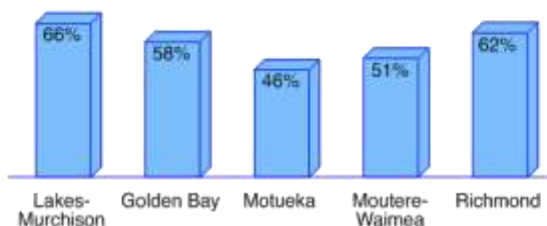
**A. MAIN SOURCE OF INFORMATION ABOUT COUNCIL**

*Where Or From Whom Do You Mainly Get Your Information About Council?*

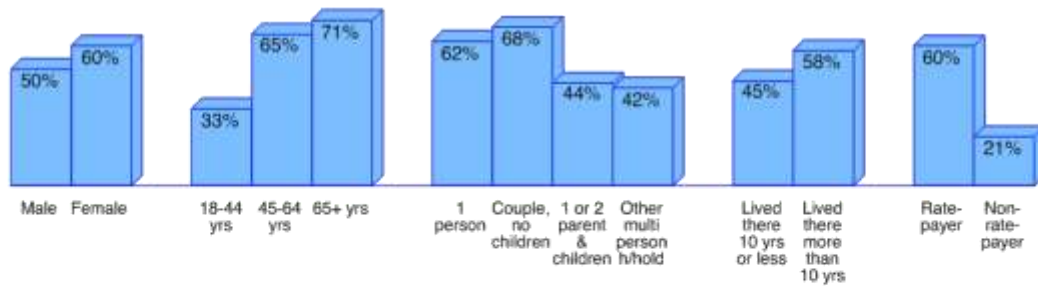


(does not add to 100% due to rounding)

*Percent Saying "Newsline" - By Ward*



*Percent Saying "Newsline" - Comparing Different Types Of Residents*



"Newsline", the fortnightly Council publication delivered to each household in the District, is mentioned by 55% of residents as their main source of information about the Council (64% in 2017), while 20% mention newspapers.

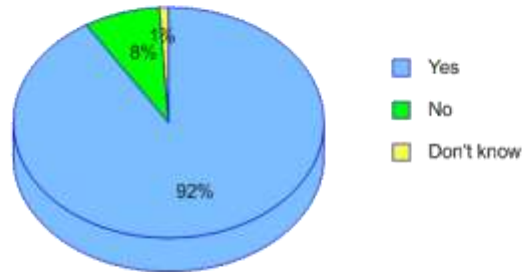
Residents more likely to mention "Newsline" as their main source of information are ...

- women,
- residents aged 45 years or over,
- residents who live in a one person or couple with no children household,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

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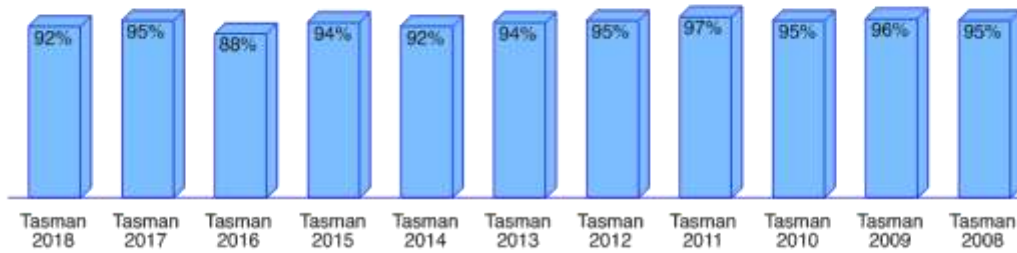
**B. READERSHIP OF PUBLISHED INFORMATION PROVIDED BY COUNCIL**

*Residents Who Are Aware Of Information About Council*

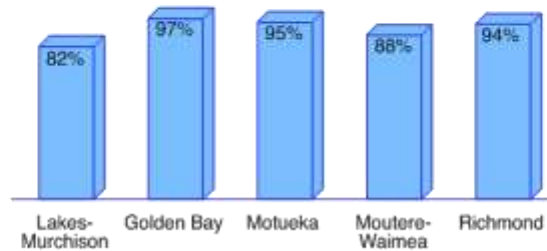


Base = 393

*Percent Saying "Yes" - Comparison<sup>†</sup>*



*Percent Saying "Yes" - By Ward<sup>†</sup>*



<sup>†</sup> residents who are aware of information about Council, N=393

92% of Tasman residents who are aware of information about Council say they have seen, read or heard, in the last 12 months, information Council publishes specifically for the community (95% in 2017).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who have seen, read or heard, in the last 12 months, information Council publishes specifically for the community.

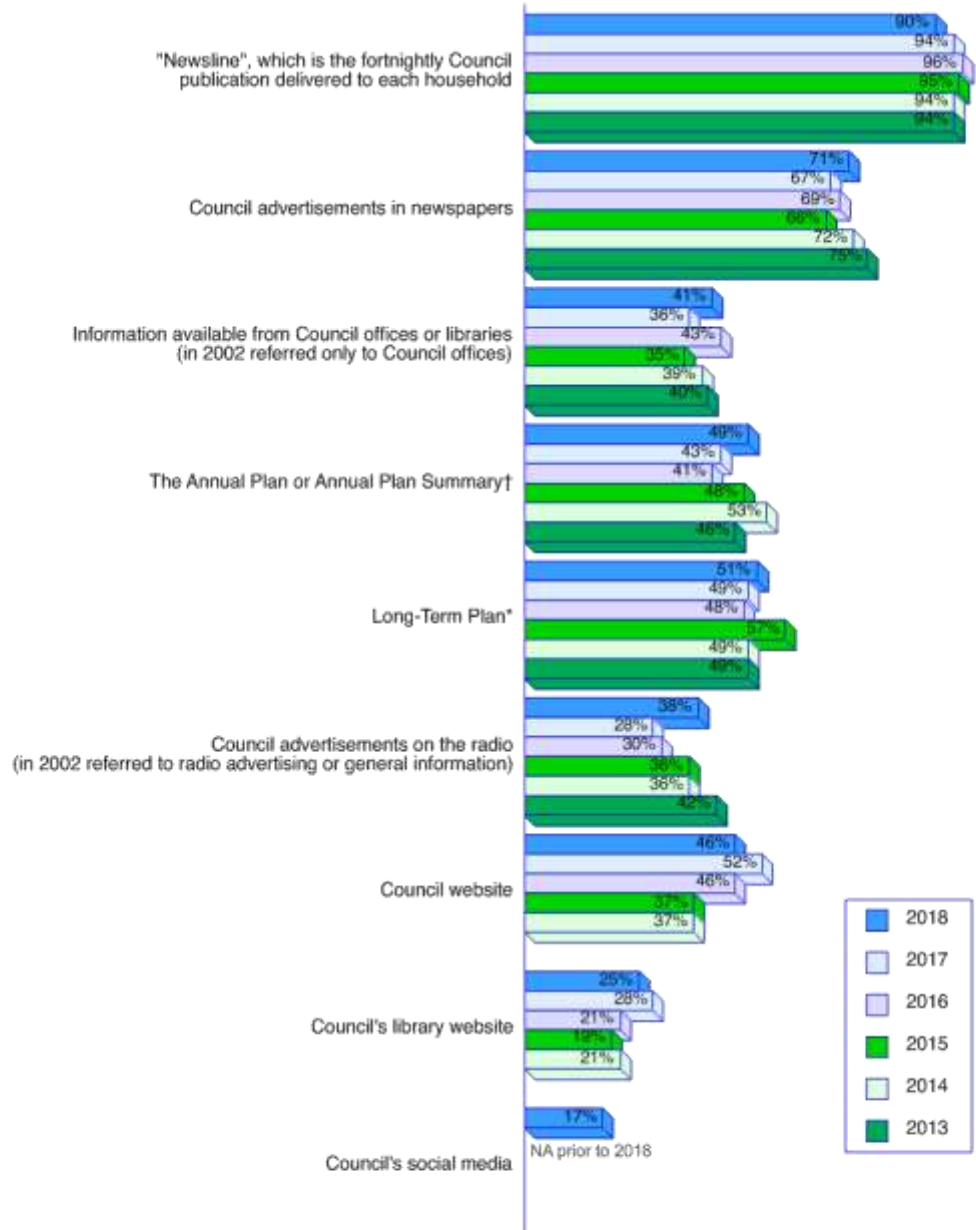
<sup>†</sup> residents who are aware of information about Council, N=393

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**C. TYPES OF PUBLISHED INFORMATION RESIDENTS HAVE SEEN OR READ IN THE LAST 12 MONTHS**

Those residents (N=354) who have seen, read or heard any information, were asked to consider what types these were.

*Yes, Have Seen Or Read - 2018*



Base = 354

\* 2010-2011 readings relate to 'Ten Year Plan' or 'Long-Term Council Community Plan' (LTCCP)

† prior to 2013 readings refer to 'Annual Plan' and readings from 2013-2017 refer to 'Draft Annual Plan or Draft Annual Plan Summary



Of those who have seen, read or heard information produced by Council in the last 12 months, the majority have seen/read "Newslines" (90%) and/or Council advertisements in newspapers (71%).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents' who have seen or read "**Newslines**".

Residents' more likely to have seen or read **Council advertisements in newspapers** are ...

- Motueka Ward residents,
- residents with an annual household income of \$100,001 or more.

Residents' more likely to have heard **Council advertisements on the radio** are ...

- men,
- residents aged 18 to 64 years.

Residents' more likely to have seen or read the **Long-term Plan** are ...

- residents aged 45 years or over,
- residents who live in a one person household or a couple with no children household,
- ratepayers.

Residents' more likely to have seen or read **Council's website** are ...

- residents aged 18 to 64 years,
- residents who live in a one or two parent and children household or other multi person household,
- residents with an annual household income of \$30,000 or more.

† residents who have seen, read or heard information produced by Council, N=354

Residents<sup>†</sup> **more** likely to have seen or read the **information available from the Council offices or libraries** are ...

- all Ward residents, except Lakes Murchison Ward residents,
- women,
- shorter term residents, those residing in the District 10 years or less.

Residents<sup>†</sup> more likely to have seen or read **Annual Plan** or **Annual Plan Summary** are ...

- residents aged 45 years or over,
- residents who live in a one person household or couple with no children household,
- ratepayers.

Residents<sup>†</sup> **more** likely to have seen or read the **Council's library website** are ...

- all Ward residents, except Lakes Murchison Ward residents,
- women.

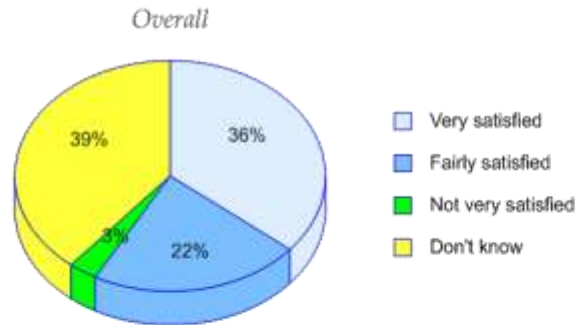
Residents<sup>†</sup> aged 18 to 44 years are **more** likely to have seen or read **Council's social media**, than other age groups<sup>†</sup>.

<sup>†</sup> residents who have seen, read or heard information published or broadcast by Council N=354

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#### D. SATISFACTION WITH RECREATION PUBLICATIONS

##### i. Walking And Cycling Pathways Maps/Great Taste Trail Maps



58% of residents are satisfied with the recreation publications 'Walking And Cycling Pathways Maps/Great Taste Trail Maps' (66% in 2015), while 3% are not very satisfied. 39% of residents are unable to comment (31% in 2015).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with these publications.

The main reasons\* residents are not very satisfied are ...

- waste of money, mentioned by 1% of residents,
- haven't seen them/ didn't know they existed, 1%.

\* multiple responses allowed

### Level Of Satisfaction With "Walking And Cycling Pathways Maps/Great Taste Trail Maps"

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018	36	22	58	3	39
2015	46	20	66	3	31
2012	36	31	67	3	30
<b>Ward</b>					
Lakes-Murchison	15	23	38	2	60
Golden Bay	8	21	29	2	69
Motueka	44	24	68	5	27
Moutere-Waimea	37	18	55	4	41
Richmond	43	25	68	2	30

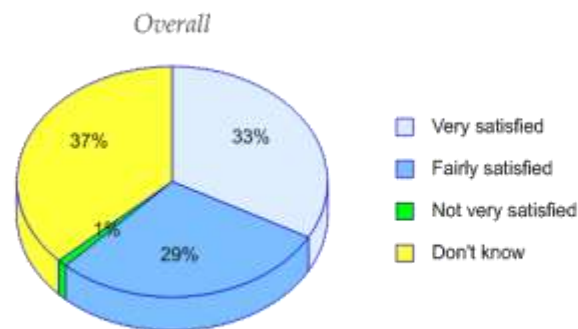
% read across

\* not asked prior to 2012. 2012 reading refers to "Walk or Bike Tasman" publication. Not asked 2013 and 2014 and 2016-2017.

† does not add to 100% due to rounding

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**ii. Other Community Publications, eg, Mud Cakes And Roses, Boredom Busters, Summer In Tasman Guide**



62% of residents are satisfied with other recreation publications, such as Mud Cakes and Roses, Boredom Busters, Summer in Tasman Guide, (70% in 2015), including 33% who are very satisfied (45% in 2015). 1% are not very satisfied and 37% are unable to comment (27% in 2015).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied.

The reasons\* residents are not very satisfied with other community publications are ...

*"Waste of time."*

*"Should not be funded with rates money."*

*"Needs to be more guides more often that cover just 3-4 months at a time and all year round."*

*"Too much information."*

\* multiple responses allowed

### Level Of Satisfaction With Other Community Publications

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District 2018	33	29	62	1	37
2015 <sup>†</sup>	45	25	70	2	27
2012 <sup>†</sup>	31	33	64	3	34
<b>Ward</b>					
Lakes-Murchison	11	29	40	-	60
Golden Bay	13	30	43	-	57
Motueka	27	37	64	3	33
Moutere-Waimea	31	26	57	1	42
Richmond	53	25	78	-	22

% read across

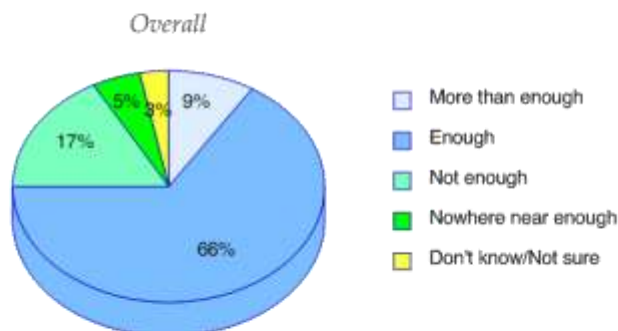
\* not asked prior to 2012. 2012 reading refers to recreation publications. Not asked 2013 and 2014.

<sup>†</sup> does not add to 100% due to rounding

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**E. THE SUFFICIENCY OF THE INFORMATION SUPPLIED**

All residents were asked whether they considered the information supplied by Council to be sufficient.



Summary Table: Comparisons

	Total District 2018 %	Total District 2017 %	Peer Group %	National Average %	Ward				
					Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mentioned ...									
More than enough	9	6	10	9	-	7	6	9	14
Enough	66	74	54	57	77	52	69	65	67
Not enough	17	12	22	23	9	17	17	23	13
Nowhere near enough	5	4	9	8	8	13	5	2	4
Don't know/ Not sure	3	4	5	3	6	11	2	1	2
Total	100	100	100	100	100	100	99	100	100

† does not add to 100% due to rounding

75% of residents feel that there is more than/enough information supplied (80% in 2017), while 22% feel there is not enough/nowhere near enough information supplied (16% in 2017).

Tasman District residents are more likely to feel there is enough/more than enough information supplied to the community, than like residents and residents nationwide.

Residents more likely to say there is enough/more than enough information are ...

- all Ward residents, except Golden Bay Ward residents,
- residents aged 18 to 44 years.



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## 5. LOCAL ISSUES

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**A. WORDS ASSOCIATED WITH COUNCIL**

Thinking about Tasman District Council, residents were asked to say which words do they associate with Council.

36% of residents gave positive word associations (43% in 2015), while 40% were negative (37% in 2015).

20% of residents were unable to comment.

Women are more likely to give **positive** word associations, than men.

It also appears that Richmond Ward residents are slightly more likely to do so, than other Ward residents.

There are no notable differences between Ward and between socio-economic groups, in terms of those residing who gave **negative** word associations.

We have grouped the responses as follows:

Full responses are recorded in the separate Verbatim Report.

<b>Positive Associations 36%</b>		<b>Negative Associations 40%</b>	
Good / do a good job	11%	Inefficient / ineffective / useless	9%
Efficient / competent	6%	Expensive / charge too much / rates issues	6%
Friendly / approachable	5%	Incompetent / under-handed	5%
Communicate well / they listen	5%	Bureaucratic	5%
Community minded	4%	Poor management / planning / no confidence in them	5%
Good services	3%	Overpaid / waste money	4%
Helpful	3%	Old fashioned	4%
Innovative / forward thinking	3%	Not approachable	4%
Hardworking / brilliant / great people	3%	Biased to certain areas / some areas miss out	3%
Honest / open	2%	Don't listen	2%
Environmental	2%	Could do better	1%
Proactive	1%	Grandstanding	1%
Other positives	2%	Lack of consultation	1%
		Other negative associations	5%

<b>Okay/average/adequate 8%</b>		<b>General Associations 9%</b>	
Adequate / okay job	3%	Local Body / Governing Body	2%
Average	2%	Other	8%
Fair / alright / quite good	2%		
Satisfactory	1%		

20% of residents were unable to comment.

\* multiple responses allowed

Summary Table: Main Responses Group\*

		Positive comments %	Okay/ Average comments %	General association comments %	Negative %
<b>Total</b>	<b>2018</b>	<b>36</b>	<b>8</b>	<b>9</b>	<b>40</b>
	2015	43	12	9	37
<b>Ward</b>					
Lakes-Murchison		35	6	1	33
Golden Bay		25	5	7	56
Motueka		24	8	11	46
Moutere-Waimea		38	5	9	38
Richmond		49	12	11	32
<b>Gender</b>					
Male		29	8	7	43
Female		43	8	11	37

\* multiple responses allowed (excludes don't know)

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**B. STATEMENTS****i. Tasman District Council Leads On Matters Of Importance To Its Communities**

		1 Strongly disagree %	2 %	3 %	4 %	5 Neither %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
<b>Overall*</b>												
Total District	2018 <sup>†</sup>	4	3	7	6	23	14	20	12	3	5	2
	2017	2	2	5	3	38	19	18	7	2	2	2
	2016 <sup>†</sup>	4	4	4	6	33	20	17	6	2	2	3
	2015 <sup>†</sup>	2	2	3	5	30	20	19	12	1	3	2
<b>Ward</b>												
Lakes-Murchison		8	-	6	4	40	10	17	7	5	-	3
Golden Bay <sup>†</sup>		4	10	30	9	12	8	11	10	5	-	-
Motueka <sup>†</sup>		3	3	7	10	34	11	18	10	-	3	2
Moutere-Waimea <sup>†</sup>		9	4	3	6	20	18	12	12	4	5	5
Richmond <sup>†</sup>		1	1	3	3	17	16	31	17	3	9	-

% read across

\* not asked prior to 2015

† does not add to 100% due to rounding

40% of residents agree (rating 7-10) with the statement 'Tasman District Council leads on matters of importance to its communities' (29% in 2017), while 20% disagree (rating 1-4) (12% in 2017). The average rating is 6.

Residents more likely to **agree** with the statement are ...

- Richmond Ward residents, 60%.

Residents more likely to **disagree** are ...

- Golden Bay Ward residents, 53%.

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*ii. Overall Tasman District Council Makes The Right Decisions*

		1 Strongly disagree %	2 %	3 %	4 %	5 Neither %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
<b>Overall*</b>												
Total District	2018†	6	7	5	8	26	15	18	11	1	3	1
	2017	3	1	9	8	22	14	26	14	1	1	1
	2016	4	3	6	11	27	15	19	11	1	2	1
	2015†	3	4	5	9	21	22	19	13	2	2	2
<b>Ward†</b>												
Lakes-Murchison		2	3	8	10	31	10	16	14	5	-	2
Golden Bay		12	14	11	8	25	12	9	10	-	-	-
Motueka		5	8	7	8	31	16	13	9	-	2	2
Moutere-Waimea		10	11	3	6	24	15	14	10	2	4	2
Richmond		2	1	2	9	23	17	27	11	1	6	-
<b>Gender†</b>												
Male		8	10	4	8	22	15	17	13	1	2	1
Female		4	4	6	8	30	15	19	8	1	4	2

% read across

\* not asked prior to 2015

† does not add to 100% due to rounding

33% of residents agree (rating 7-10) with the statement 'Overall Tasman District Council makes the right decisions' (42% in 2017), while 26% disagree (rating 1-4) (21% in 2017). The mean is 5.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who **agree** with the statement. However, it appears that Richmond Ward residents are **slightly more** likely to agree with this statement (45%), than other Ward residents.

Residents more likely to **disagree** are ...

- Golden Bay Ward residents, 45%,
- men, 30%.

### iii. Mayor And Councillors Display Sound And Effective Leadership

		1 Strongly disagree %	2 %	3 %	4 %	[5 6] Neither % %	7 %	8 %	9 %	10 Strongly agree %	Don't know %	
<b>Overall*</b>												
Total District	2018	6	4	6	9	23	15	19	9	3	3	3
	2017 <sup>†</sup>	4	4	6	8	21	18	20	11	2	1	4
	2016	6	3	5	8	27	14	17	12	3	2	3
<b>Ward</b>												
Lakes-Murchison <sup>†</sup>		5	-	3	12	17	20	15	12	9	-	8
Golden Bay		13	7	10	12	17	13	23	-	-	-	5
Motueka <sup>†</sup>		5	4	5	12	26	13	25	8	-	-	3
Moutere-Waimea <sup>†</sup>		6	5	11	3	28	16	8	10	3	4	5
Richmond <sup>†</sup>		3	2	2	8	20	16	24	12	4	7	1
<b>Age</b>												
18-44 years		1	2	5	12	25	13	26	6	2	3	5
45-64 years		10	6	7	9	16	20	14	9	3	3	3
65+ years <sup>‡</sup>		6	1	7	4	31	9	18	15	4	4	2

% read across

\* not asked prior to 2016

<sup>†</sup> does not add to 100% due to rounding

34% of residents agree (rating 7-10) with the statement 'Mayor and Councillors display sound and effective leadership', while 25% disagree (rating 1-4). The mean is 6. These readings are similar to/on par with the 2017 results.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who **agree** with the statement. However, it appears that Richmond Ward residents are **slightly more** likely to agree with this statement (47%), than other Ward residents.

Residents more likely to **disagree** with the statement are ...

- Golden Bay Ward residents, 42%,
- residents aged 45 to 64 years, 32%.



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*iv. Tasman District Council Listens And Acts To The Needs Of Residents*

		1 Strongly disagree %	2 %	3 %	4 %	5 Neither %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
<b>Overall*</b>												
Total District	2018	11	5	9	9	19	13	18	6	2	3	5
	2017	5	5	10	13	17	16	20	11	1	-	2
	2016	7	5	8	10	23	13	20	7	2	2	3
	2015	5	4	5	11	24	20	17	8	2	2	2
<b>Ward</b>												
	Lakes-Murchison†	8	7	15	17	7	16	20	9	-	-	2
	Golden Bay†	16	16	9	14	14	15	10	1	-	1	5
	Motueka	11	8	11	9	20	7	19	8	2	1	4
	Moutere-Waimea†	16	4	9	10	20	7	18	3	2	5	7
	Richmond	7	1	6	3	22	21	22	7	2	5	4
<b>Gender</b>												
	Male	18	5	7	9	15	10	23	5	2	2	4
	Female†	5	6	11	8	23	16	14	6	1	4	5

% read across

\* not asked prior to 2015, in 2015 statement read "Tasman District council listens to the needs of residents"

† does not add to 100% due to rounding

29% of residents agree (rating 7-10) with the statement 'Tasman District Council listens and acts on the needs of residents' (32% in 2017), while 34% disagree (rating 1-4). The mean is 5.

Residents **less** likely to **agree** with the statement are ...

- Golden Bay Ward residents, 12%.

Residents **less** likely to **disagree** are ...

- Richmond Ward residents, 17%,
- women, 30%.

v. *Council Managers And Staff Are Competent*

		1 Strongly disagree %	2 %	3 %	4 %	5 %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
<b>Overall*</b>												
Total District	2018†	5	3	3	5	21	10	23	14	6	5	6
	2017†	2	3	3	7	22	15	22	15	2	2	5
	2016†	4	4	4	7	22	13	20	15	5	3	4
	2015	1	2	3	6	15	18	22	19	4	6	4
<b>Ward</b>												
Lakes-Murchison‡		2	4	2	5	17	21	21	10	7	6	6
Golden Bay†		10	6	4	4	19	14	18	14	6	-	6
Motueka†		4	1	8	6	23	12	17	20	3	1	6
Moutere-Waimea		7	1	3	9	19	5	32	8	8	4	4
Richmond†		3	3	1	2	21	11	21	15	6	10	8
<b>Gender†</b>												
Male		8	3	4	4	22	12	20	13	4	5	6
Female		2	2	3	6	19	9	25	15	7	5	6

% read across

\* not asked prior to 2015, in 2015 statement read "Council managers and staff do a good job"

† does not add to 100% due to rounding

48% of residents agree (rating 7-10) with the statement 'Council managers and staff are competent' (41% in 2017), while 16% disagree (rating 1-4). The mean is 6.

Women, 52%, are more likely to **agree** with the statement, than men, 42%.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who **disagree** with the statement.

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*vi. Tasman District Council Is Effective*

		1 Strongly disagree %	2 %	3 %	4 %	5 Neither %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
<b>Overall*</b>												
Total District	2018	4	1	4	7	20	15	21	16	6	5	1
	2017	2	2	3	6	22	18	25	16	3	2	1
	2016	2	2	4	7	20	16	23	18	4	2	2
	2015†	1	3	2	7	20	16	24	18	4	3	3
<b>Ward</b>												
Lakes-Murchison†		5	4	-	1	20	19	27	10	6	6	3
Golden Bay†		6	-	8	20	20	16	16	3	5	-	5
Motueka		5	2	9	6	17	19	18	16	5	2	1
Moutere-Waimea†		3	-	4	4	27	17	17	16	4	6	1
Richmond		2	-	-	5	16	10	27	23	9	7	1
<b>Ratepayer?</b>												
Ratepayer		4	1	4	8	20	14	22	17	5	4	1
Non-ratepayer†		-	-	3	-	17	23	15	13	15	12	1

% read across

\* not asked prior to 2015

† does not add to 100% due to rounding

48% of residents agree (rating 7-10) with the statement 'Tasman District Council is effective', while 16% disagree (rating 1-4) (13% in 2017). The mean is 6.

Richmond Ward residents, 66%, are more likely to **agree** with the statement, than other Ward residents.

Ratepayers, 17%, are more likely to **disagree** with the statement, than non-ratepayers, 3%.

It also appears that Golden Bay Ward residents, 34%, are slightly more likely, than other Ward residents to feel this way.

*vii. Tasman District Council Provides Good Value For Rates Dollars Spent*

		1 Strongly disagree %	2 %	3 %	4 %	5 %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
<b>Overall<sup>††</sup></b>												
Total District	2018 <sup>†</sup>	9	8	8	13	20	10	15	7	3	2	4
	2017	6	3	7	12	19	15	19	12	3	1	3
	2016 <sup>†</sup>	9	7	9	11	20	16	14	7	3	1	4
	2015	8	8	7	12	17	17	20	6	2	1	3
<b>Ward<sup>†</sup></b>												
Lakes-Murchison		8	9	3	14	22	24	11	4	-	-	6
Golden Bay		16	9	8	13	27	4	13	3	-	-	6
Motueka		9	15	11	11	15	11	17	5	4	1	2
Moutere-Waimea		14	5	8	13	22	12	10	5	2	3	5
Richmond		3	4	7	14	19	8	20	12	5	5	4
<b>Age</b>												
18-44 years		6	7	7	10	22	10	19	6	4	2	7
45-64 years <sup>†</sup>		12	10	10	16	17	13	11	4	3	3	2
65+ years <sup>†</sup>		9	7	7	11	22	8	16	14	2	2	3
<b>Ratepayer?<sup>†</sup></b>												
Ratepayer		10	8	9	14	19	10	16	8	3	2	2
Non-ratepayer		-	8	4	8	29	16	11	3	-	6	16

% read across

<sup>†</sup> not asked prior to 2015

<sup>†</sup> does not add to 100% due to rounding

27% of residents agree (rating 7-10) with the statement 'Tasman District Council provides good value for rates dollars spent' (35% in 2017), while 38% disagree (rating 1-4) (28% in 2017). The mean is 5.

Residents more likely to **agree** with the statement are ...

- Richmond Ward residents, 42%.

Residents more likely to **disagree** with the statement are ...

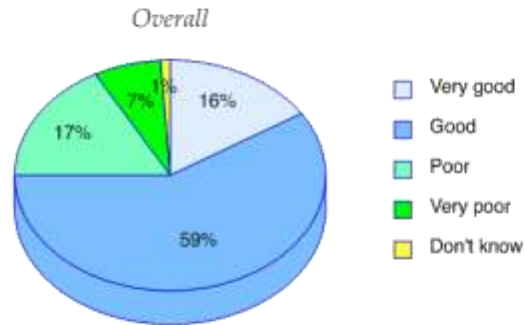
- residents aged 45 to 64 years, 48%,
- ratepayers, 41%.

**viii. Summary Table: Level Of Agreement Regarding The Following Statements**

	Mean	1 Strongly disagree %	2 %	3 %	4 %	5 %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
Tasman District Council leads on matters of importance to its communities†	6	4	3	7	6	23	14	20	12	3	5	2
Overall Tasman District Council makes the right decisions†	5	6	7	5	8	26	15	18	11	1	3	1
Mayor and Councillors display sound and effective leadership	6	6	4	6	9	23	15	19	9	3	3	3
Tasman District Council listens and acts on the needs of residents	5	11	5	9	9	19	13	18	6	2	3	5
Council managers and staff are competent†	6	5	3	3	5	21	10	23	14	6	5	6
Tasman District Council is effective	6	4	1	4	7	20	15	21	16	6	5	1
Tasman District Council provides good value for rates dollars spent	5	9	8	8	13	20	11	15	7	3	2	4

† does not add to 100% due to rounding

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**C. RATING TASMAN DISTRICT COUNCIL'S REPUTATION**

75% of residents feel Tasman District Council has a very good/good reputation, while 24% feel it is poor/very poor.

Residents more likely to say very good/good are ...

- all Ward residents, except Golden Bay Ward residents,
- women,
- residents aged 18 to 44 years or 65 years or over.

**Rating Tasman District Council's Reputation**

	Very good %	Good %	Very good/Good %	Poor %	Very poor %	Poor/Very poor %	Don't know %
<b>Overall</b>							
Total District 2018†	16	59	75	17	7	24	1
<b>Ward</b>							
Lakes-Murchison	24	58	82	16	-	16	2
Golden Bay	-	50	50	28	22	50	-
Motueka†	8	62	70	19	11	30	1
Moutere-Waimea†	15	57	73	19	6	25	2
Richmond	27	62	89	11	-	11	-
<b>Gender</b>							
Male	16	54	70	21	8	29	1
Female	17	64	81	13	5	18	1
<b>Age</b>							
18-44 years	17	66	83	10	5	15	2
45-64 years	16	51	67	23	10	33	-
65+ years	15	63	78	17	4	21	1

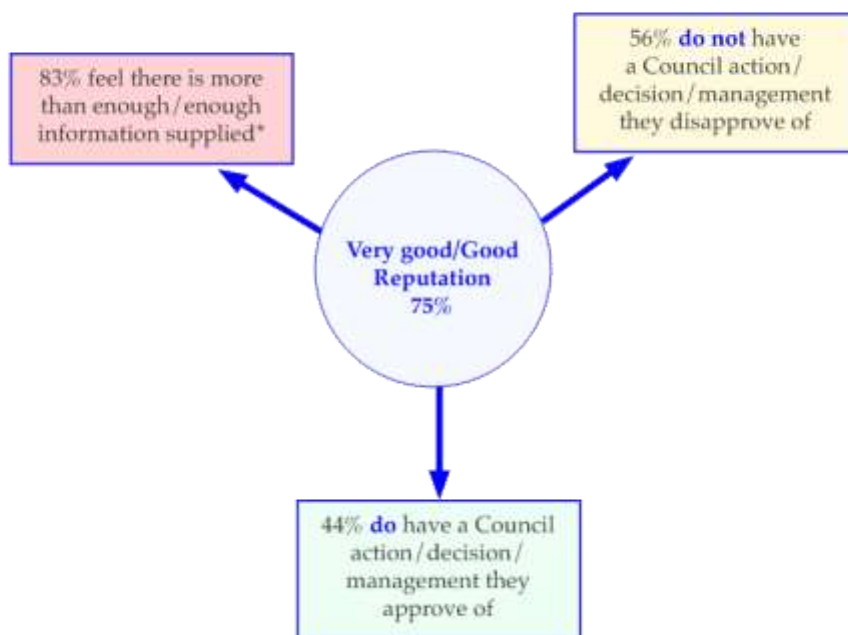
† does not add to 100% due to rounding

**Do Residents Feel Tasman District Council Has A Good Reputation?**

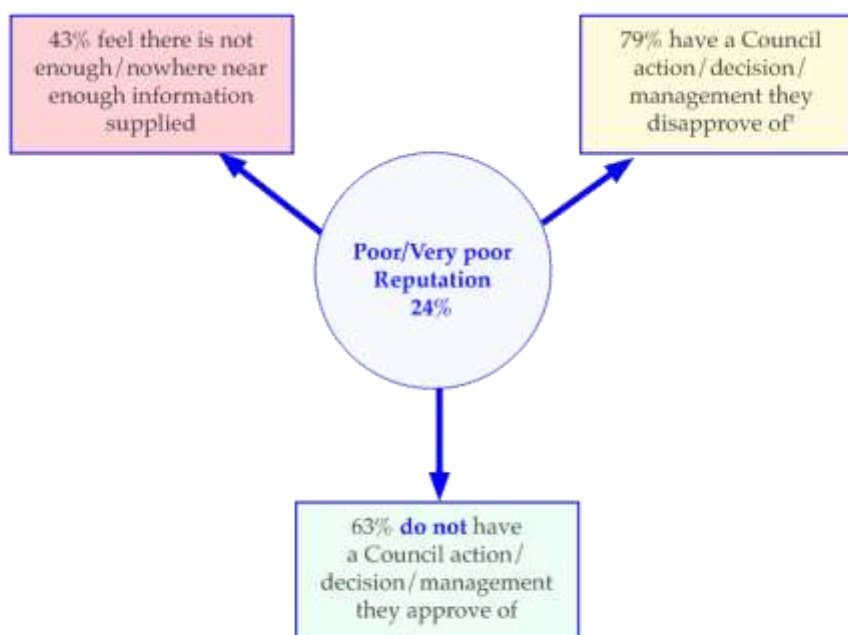
	Yes %	No %	Don't know %
<b>Overall</b> 2017	69	22	9
2016	62	26	12

140

**Correlation Between Reputation And Other Key Questions**



\* of those residents who say Tasman District Council has a good reputation, 83% feel there is more than enough/enough information supplied



† of those residents who say Tasman District Council does not have a good reputation, 79% have a Council action/decision/management they disapprove of



The main reasons\* residents† feel Tasman District has a very good/good reputation are ...

- doing a good job/people are happy with what they do/get things done, mentioned by 18% of residents†,
- provide good services/facilities/infrastructure, 11%,
- good to deal with/approachable/helpful/accessible, 14%,
- never hear negatives/complaints against them/no real issues, 13%,
- read/hear good things about Council, 11%.

\* multiple responses allowed

† residents who feel Tasman District Council has a good reputation, N=252

Main reasons\* residents† feel Tasman District has a poor/very poor reputation are ...

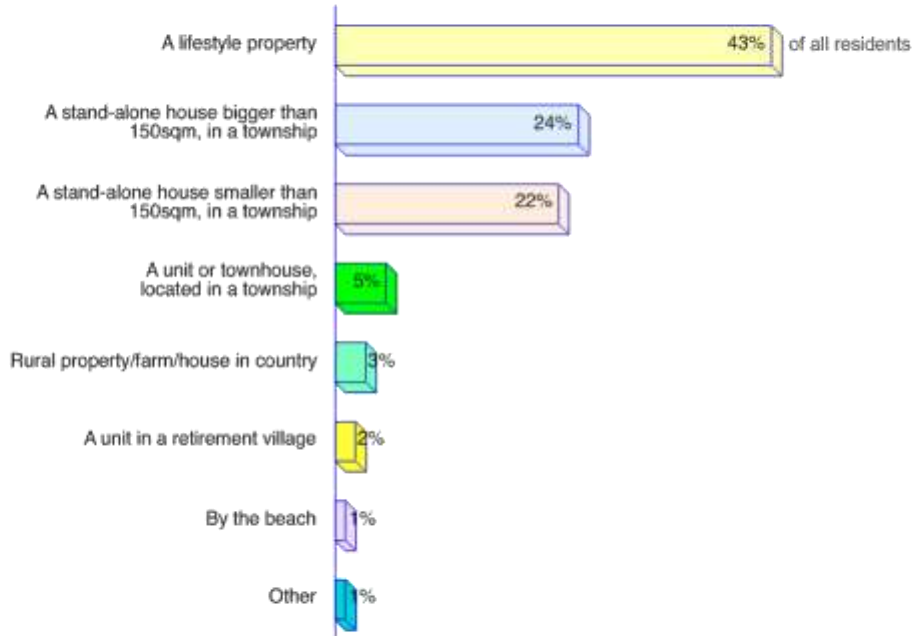
- heard/read negative things about Council, mentioned by 15% of residents†,
- high rates/not value for money/everything is expensive, 13%,
- personal experience/difficult to deal with, 13%,
- don't listen/people are ignored/not included, 12%,
- the Waimea Dam, 12%.

\* multiple responses allowed

† residents who feel Tasman District Council does not have a good reputation, N=137

**D. MOST PREFERRED HOUSING TYPE**

Residents were asked to say which of the following housing type they would most prefer to live in, given their current housing needs and housing budget.



**Summary Table: Most Preferred Housing Type**

	Lifestyle property %	Stand -alone bigger than 150m <sup>2</sup> %	Stand -alone smaller than 150m <sup>2</sup> %	A unit or town-house %	Rural property %	Unit in retirement village %	By beach %	Other %
<b>Overall*</b>								
Total District 2018 <sup>†</sup>	43	24	22	5	3	2	1	1
<b>Ward</b>								
Lakes-Murchison	65	3	11	2	16	3	-	-
Golden Bay	63	1	16	6	7	-	4	3
Motueka <sup>†</sup>	34	34	26	4	1	1	-	1
Moutere-Waimea	62	19	11	2	3	-	1	2
Richmond	22	32	31	9	1	4	-	1
<b>Age</b>								
18-44 years	48	26	19	3	4	-	-	-
45-64 years <sup>†</sup>	54	22	16	4	3	-	1	2
65+ years <sup>†</sup>	17	24	36	10	3	7	1	3
<b>Household Size</b>								
1 person	18	10	41	15	7	7	-	2
Couple, no children <sup>†</sup>	43	23	20	7	2	2	2	2
1 or 2 parents & children	53	25	17	1	4	-	-	-
Other multiple persons	34	38	24	1	-	-	-	3

\* not asked prior to 2018

† does not add to 100% due to rounding

43% of all residents most preferred type of housing is a lifestyle property, while 24% favour a stand-alone house, bigger than 150 square metres.

Residents more likely to prefer a lifestyle property are ...

- Lakes Murchison, Golden Bay and Moutere-Waimea Ward residents,
- residents aged 18 to 64 years,
- residents who live in all but a one person household.

\* \* \* \* \*

## E. APPENDIX

### Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
<b>Ward</b>	Lakes-Murchison	40	30
	Golden Bay	40	44
	Motueka	105	99
	Moutere-Waimea	95	103
	Richmond	121	126
<b>Gender</b>	Male	199	194
	Female	202	207
<b>Age</b>	18 - 44 years	100	143
	45 - 64 years	123	163
	65+ years	178	95

\* Interviews are intentionally conducted to give a relatively robust sample base within each Ward. Post-stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also refer to pages 2 to 4.

\* \* \* \* \*