

**TASMAN DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
JUNE / JULY 2008**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES/FACILITIES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

TASMAN DISTRICT COUNCIL

JUNE / JULY 2008



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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.

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.

A. SITUATION AND OBJECTIVES

The mission statement for Tasman District Council reads:

Enhance community wellbeing and quality of life	
Objective 1:	To implement policies and financial management that will yield competitive advantage to the people of Tasman District.
Objective 2:	To ensure sustainable management of natural and physical resources, security of environmental standards.
Objective 3:	To sustainably manage infrastructural assets relating to Tasman District.
Objective 4:	To enhance community development and the natural, cultural and recreational assets relating to Tasman District.
Objective 5:	To promote sustainable economic development in the Tasman District.

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 and now again in June/July 2008.

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.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 402 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	39
Golden Bay	41
Motueka	100
Moutere-Waimea	101
Richmond	121
Total	<u>402</u>

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.

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.

The boundary change between two Wards, mentioned in the Appendix on page 125, was also taken into account.

A target of interviewing 80 residents aged 18 to 39 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 next 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 gender and age group proportions in the area as determined by the Statistics New Zealand 2006 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 27th June to Sunday 6th July 2008.

Comparison Data

Communitrak™ offers Councils the opportunity to compare their performance with those of Local Authorities across all New Zealand as a whole and with similarly constituted Local Authorities.

The Communitrak™ service includes ...

- comparisons with a national sample of 1,006 interviews conducted in January 2007 (the National Average),
- comparisons with other rural norms (the Peer Group Average).

Comparisons are made with this data, and with previous readings, when applicable.

The survey methodology for the comparison data is similar in every respect to that used for your Council's Communitrak™ reading.

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.

It is important to bear in mind that this is a 'yardstick' only to provide an indication of typical resident perceptions. The performance criteria established by Council are of particular relevance, and thus are the emphasis of the survey.

Margin of Error

The survey is a scientifically prepared service, based on a random probability sample. The maximum likely error limits occur when the sample is split 50/50 on an issue, but often the split is less, and an 80/20 split is shown below, as a comparison. Margins of error, at the 95 percent level of confidence, for different sample sizes are:

	<u>50/50</u>	<u>80/20</u>
n = 500	±4.4%	±3.5%
n = 400	±4.9%	±3.9%
n = 300	±5.7%	±4.5%
n = 200	±6.9%	±5.5%

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. The results in 95 of these samples are most likely to fall close to those obtained in the original survey, but may, with decreasing likelihood, vary by up to plus or minus 4.9%, for a sample of 400.

Significant Difference

Significant differences, at the 95 percent level of confidence, for different sample sizes are:

	<u>Midpoint is 50%</u>	<u>Midpoint is 80% or 20%</u>
n = 500	±6.2%	±4.9%
n = 400	±6.9%	±5.5%
n = 300	±8.0%	±6.4%
n = 200	±9.8%	±7.8%

The significant difference figures above refer to the boundary, above and below a result, whereby one may conclude 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 plus or minus 6.9%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.



C. EXECUTIVE SUMMARY

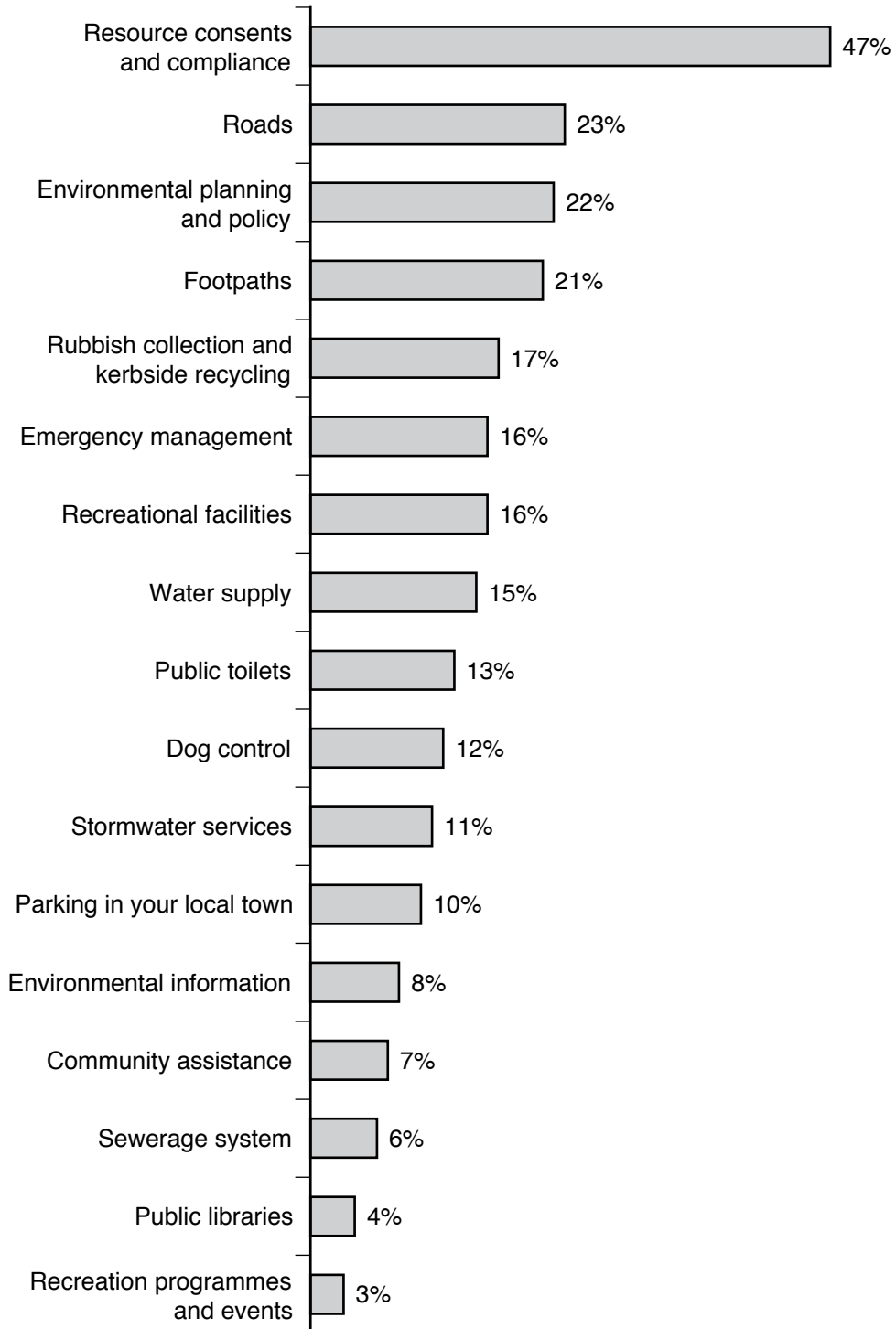
This report summarises the opinions and attitudes of Tasman District Council residents, to the services provided for them by their Council and their elected representatives.

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.

Council Services/Facilities

Percent Saying They Are Not Very Satisfied With ...



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

	<u>Tasman</u>	<u>Peer Group</u>	<u>National Average</u>
• resource consents and compliance	47%	+21%	+24%

† these percentages are the readings for town planning, including planning and inspection services

The percent not very satisfied in Tasman District is lower than the Peer Group and/or National Average for ...

	<u>Tasman</u>	<u>Peer Group</u>	<u>National Average</u>
• footpaths	21%	28%	24%
• water supply [◇]	15%	22%	10%
• public toilets	13%	16%	20%
• dog control	12%	22%	21%
• stormwater services	11%	21%	14%
• parking in your local town	10%	24%	36%
• community assistance	7%	14%	10%
• sewerage system	6%	14%	8%

◇ NB: the not very satisfied reading is slightly above the National Average

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

	<u>Tasman</u>	<u>Peer Group</u>	<u>National Average</u>
• roads	23%	*24%	*22%
• rubbish collection & kerbside recycling	17%	++19%	++14%
• emergency management	16%	13%	15%
• public libraries	4%	2%	2%

There are no comparative Peer Group and National Averages for other recreational facilities, recreation programmes and events, environmental planning and policy and environmental information and monitoring.

* these percentages are the readings for roads, excluding State Highways

++ these percentages are the averaged readings for rubbish collection and recycling, as these were asked separately in the 2007 National Communitytrak™ Survey

Frequency Of Use - Council Services And Facilities

	Usage In The Last Year		
	3 times or more %	Once or twice %	Not at all %
Other recreational facilities	69	13	18
Public library	66	12	22
Council's kerbside recycling service	71	4	25
Public toilets	50	23	27
Local museums	9	30	61
Dog control	5	18	77

% read across

Other recreational facilities, 82% (79% in 2005) and

Public libraries, 78% (81% in 2005),

... are the facilities or services surveyed which have been most frequently used by residents in the last year.

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.

40% of Tasman District have in mind a recent Council action, decision or management they **approve** of (35% in 2005). This is similar to the Peer Group Average and on par with the National Average.

The main actions/decisions mentioned are ...

- beautification/Richmond upgrade, mentioned by 10% of all residents,
- community involvement/events/financial support, 5%,
- improved roading/traffic flow/road safety, 5%,
- do a good job/good service/Mayor does a good job, 4%,
- improved footpaths/walkways, 4%.

54% of residents have in mind a recent Council action, decision or management they **disapprove** of (40% in 2005). This is above the Peer Group and National Averages.

The main actions/decisions mentioned are ...

- object to funding Headingly Centre/Grace Church, mentioned by 7% of all residents,
- rates issues, 7%,
- lack of communication/consultation/don't listen, 6%,
- consents and permit process/slow/expensive/rules overbearing, 6%,
- poor performance/behaviour/poor service, 6%,
- money spent/overspending/money wasted, 5%,
- environmental issues, 4%.

Rates Issues

Overall, 70% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council (71% in 2005), while 27% are not very satisfied.

The percent not very satisfied is slightly below the Peer Group Average, on par with the National Average and 5% above the 2005 reading.

Contact With Council

Residents are likely to contact Council offices or staff (82%) first if they have a matter to raise with Council. 10% of residents would make contact with a Councillor. These readings are similar to the 2005 results.

43% of residents have contacted the Council offices in the last 12 months by phone (41% in 2005), with 50% visiting them in person (44% in 2005) and 11% contacting Council in writing (10% in 2005). 8% have contacted the Council offices by email (5% in 2005) and one respondent contacted them by Fix-O-Gram (1% in 2005).

74% of residents who contacted the Council by phone in the last 12 months are satisfied with the service they received (79% in 2005), with 79% of residents visiting a Council office in person and 59% of residents contacting a Council office in writing being satisfied. 71% of residents contacting a Council office by email are satisfied.

Of the 67% of residents who have contacted Council in the last 12 months (60% in 2005), 83% are satisfied with the service they received.

Information

Main source of information about the Council

Newsline - The Mag	52%
Newspapers	38%
Radio	2%
Personal contact	3%
From other people / hearsay	2%
The Council's website	0%
Public meetings	0%
Others	3%
Not aware of any	0%

Seen, read or heard information from Council

95% of residents say they have seen, read or heard information from the Council, specifically for the community, in the last 12 months in the form of:

Newsline - The Mag	93% of these residents
The Annual Plan	44% (29% in 2005)
Council advertisements in newspapers	80%
The Long-Term Council Community Plan	37%
Information sent with the rates demand	67%
Council advertisements on the radio	46%
Information available from the Council offices or libraries	49% (38% in 2005)
The Council's website	21% (NA in 2005)

Sufficiency of information supplied by Council

More than enough	8% of all residents
Enough	73%
Not enough	11%
Nowhere near enough	5%
Don't know / not sure	3%

Yes, have seen or read recreation publications

Mud Cakes and Roses	32% of all residents
Hubbub	23%
Jam	11%
Boredom Busters	59%
Hummin' in Tasman	47%
Walk or Bus Tasman	61%

Satisfaction with recreational publications

Very satisfied	33% of residents who have seen or read at least one of the recreation publications in the last 12 months
Fairly satisfied	62%
Not very satisfied	2%
Don't know	3%

Base = 345

LOCAL ISSUES

Parks and Reserves

Frequency of usage

Within the last week	45% of all residents
More than a week ago, but in the last month	25%
More than a month ago, but in the last six months	17%
More than six months ago, but in the last year	5%
More than a year ago	6%
Never used or visited a park or reserve	2%

Tourism

What residents think the overall impact tourism has on their region ...

Very good	40% of all residents
Good	47%
Neither good nor bad	9%
Bad	2%
Very bad	-
Don't know	2%

Internet Access

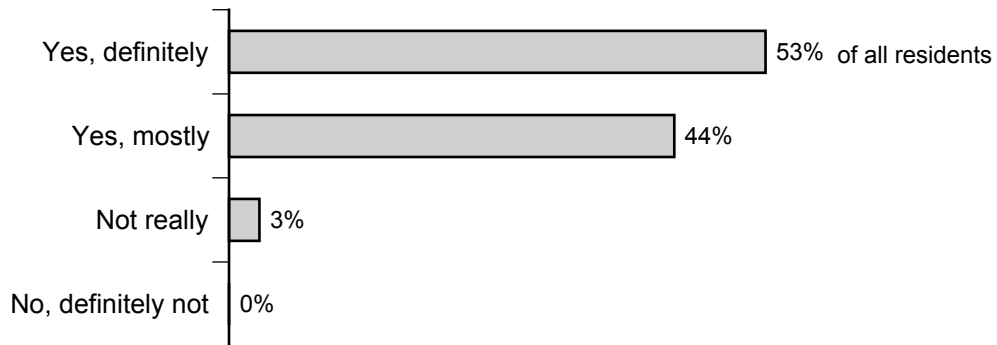
84% of residents say they have access to the Internet (71% in 2005).

Place to Live

36% of residents think Tasman District is better, as a place to live, than it was three years ago, while 52% feel it is the same and 5% say it is worse. 7% are unable to comment.

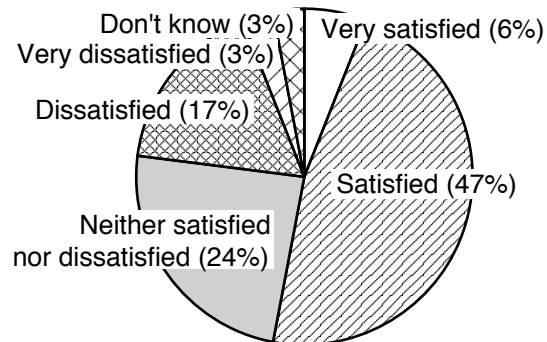
Perception of Safety

Is Tasman District generally a safe place to live?



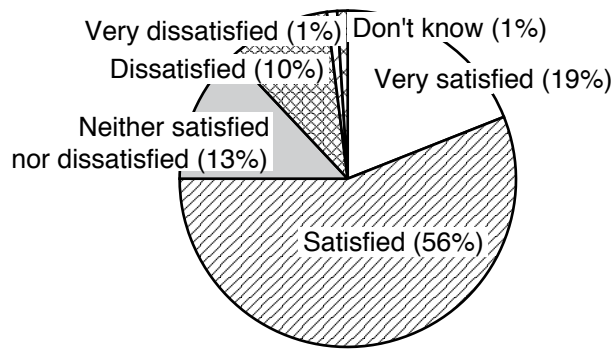
Council Consultation and Community Involvement

Satisfaction with the way Council involves the public in the decisions it makes:



Natural Environment

Satisfaction that the natural environment in the Tasman District is being preserved and sustained for future generations ...



How well or poorly residents think the Council is managing air quality in the District ...

Very well	13%
Well	44%
Neither well nor poorly	22%
Poorly	11%
Very poorly	3%
Don't know	7%

* * * * *



D. MAIN FINDINGS

Throughout this Communitrak™ report comparisons are made with the National Average of all Local Authorities and with the Peer Group of similar Local Authorities.

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

NRB has defined the Rural Peer Group as those Territorial Authorities where less than 68% of meshblocks belong within an urban area, as classified by Statistics New Zealand's 2001 Census data.

In this group are ...

Ashburton District Council	Otorohanga District Council
Banks Peninsula District Council	Rangitikei District Council
Buller District Council	Ruapehu District Council
Carterton District Council	Selwyn District Council
Central Hawke's Bay District Council	Southland District Council
Central Otago District Council	South Taranaki District Council
Clutha District Council	South Wairarapa District Council
Far North District Council	Stratford District Council
Franklin District Council	Tararua District Council
Hauraki District Council	Thames Coromandel District Council
Hurunui District Council	Waimate District Council
Kaikoura District Council	Wairoa District Council
Kaipara District Council	Waitaki District Council
MacKenzie District Council	Waitomo District Council
Manawatu District Council	Western Bay of Plenty District Council
Matamata Piako District Council	Westland District Council
Opotiki District Council	Whakatane District Council

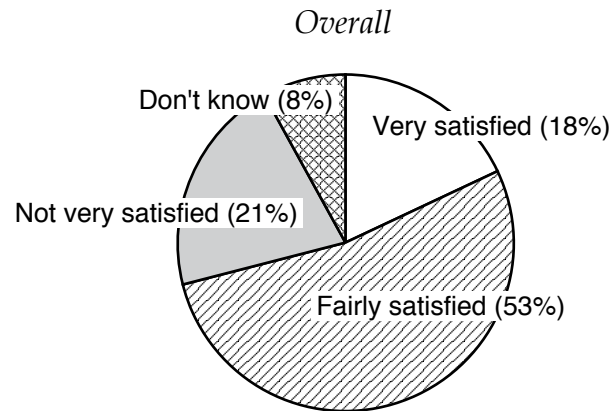


1. Council Services/Facilities

a. **Satisfaction With Council Services/Facilities**

Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service/facility.

i. Footpaths



71% of Tasman residents are satisfied with footpaths in their District, while 21% are not very satisfied. These readings are similar to the 2005 results.

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

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

- Golden Bay and Motueka Ward residents,
- women,
- residents with an annual household income of \$100,000 or less.

Satisfaction With Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 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
<u>Comparison</u>					
Peer Group (Rural)	16	45	61	28	11
National Average	23	50	73	24	3
<u>Ward</u>					
Lakes-Murchison	31	51	82	11	7
Golden Bay	10	49	59	30	11
Motueka	19	43	62	33	5
Moutere-Waimea	16	52	68	14	18
Richmond	19	63	82	16	2
<u>Gender</u>					
Male	19	57	76	16	8
Female	18	48	66	25	9
<u>Household Income</u>					
Less than \$30,000 pa	19	47	66	24	10
\$30,000 - \$50,000 pa	16	45	61	24	15
\$50,001 - \$100,000 pa	18	55	73	21	6
More than \$100,000 pa	28	64	92	6	2

% read across

83 residents are not very satisfied with footpaths. Main reasons given for being not very satisfied are ...

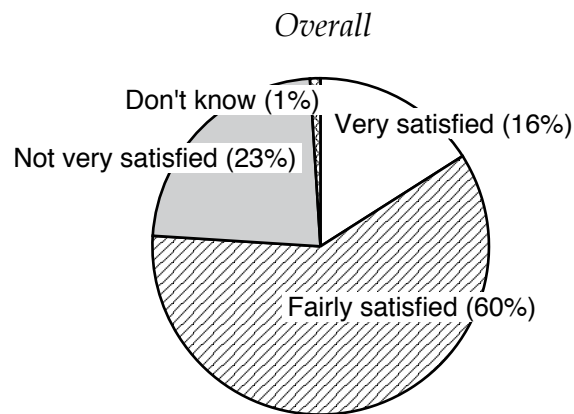
- no footpaths/lack of footpaths,
- uneven/cracked/rough/potholes,
- poor condition/need maintenance/upgrading,
- poor design/poor access.

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

	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
No footpaths/lack of footpaths	8	4	21	10	8	3
Uneven/cracked/rough/potholes	6	2	5	12	3	5
Poor condition/need maintenance/ upgrading	4	2	5	5	4	4
Poor design/poor access	2	-	2	2	1	3

* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 71%</p>
--

ii. Roads

76% of residents are satisfied with roading in the District, while 23% are not very satisfied with this aspect of the District. These readings are similar to the 2005 results.

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

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

Satisfaction With Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 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	-
<u>Comparison</u> [†]					
Peer Group (Rural)	16	60	76	24	-
National Average	21	57	78	22	-
<u>Ward</u>					
Lakes-Murchison	15	64	79	21	-
Golden Bay	13	59	72	28	-
Motueka	13	56	69	30	1
Moutere-Waimea	19	55	74	26	-
Richmond*	19	66	85	13	3

% read across

* does not add to 100% due to rounding

† the Peer Group and National Averages refer to ratings for roads, excluding State Highways

The 91 residents who say they are not very satisfied with roading, give the following main reasons ...

- potholes/rough/uneven,
- poor condition/need upgrading,
- lack of maintenance,
- narrow roads/narrow bridges,
- need cycle lanes/improve facilities for cyclists.

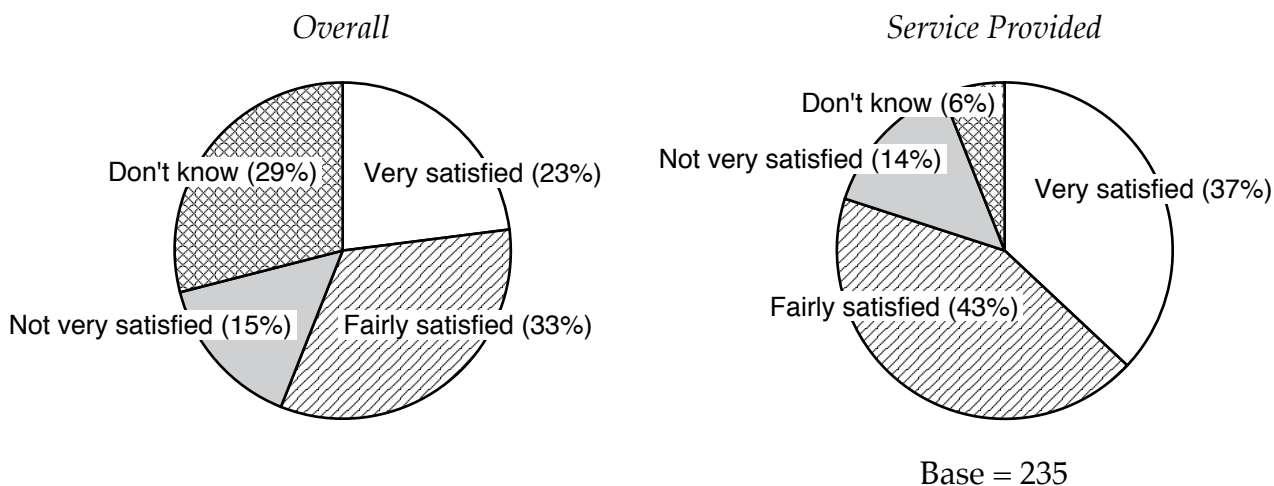
Summary Table: Main Reasons* For Being Not Very Satisfied With Roads

	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Potholes/rough/uneven	5	11	5	6	6	1
Poor condition/need upgrading	5	5	3	7	4	4
Lack of maintenance	4	7	6	5	3	2
Narrow roads/narrow bridges	4	-	5	8	2	2
Need cycle lanes/ improve facilities for cyclists	3	-	9	5	1	1

* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 76%</p>
--

iii. Water Supply



56% of residents are satisfied with the water supply (63% in 2005), while 15% are not very satisfied. 29% are unable to comment (22% in 2005).

Tasman District residents are below their Peer Group counterparts, slightly above the National Average, and similar to the 2005 reading, with regards to the percent not very satisfied with the water supply.

56% of residents receive a piped supply. Of these, 80% are satisfied and 14% are not very satisfied.

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

However, it appears that the following residents are slightly more likely to feel this way ...

- Moutere-Waimea Ward residents,
- men.

Satisfaction With Water Supply

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 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	37	43	80	14	6
<u>Comparison</u>					
Peer Group (Rural)	24	33	57	22	21
National Average	42	40	82	10	8
<u>Ward</u>					
Lakes-Murchison	20	30	50	11	39
Golden Bay	4	24	28	13	59
Motueka	19	28	47	10	43
Moutere-Waimea	24	22	46	24	30
Richmond	32	51	83	14	3
<u>Gender</u>					
Male	22	31	53	18	29
Female	24	35	59	12	29

% read across

60 residents are not very satisfied with the water supply in Tasman District, and the main reasons given for being not very satisfied are ...

- inadequate supply/restrictions,
- poor quality of water/bad taste,
- cost involved/expensive/paying for other areas,
- not on town supply,
- system could be improved.

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

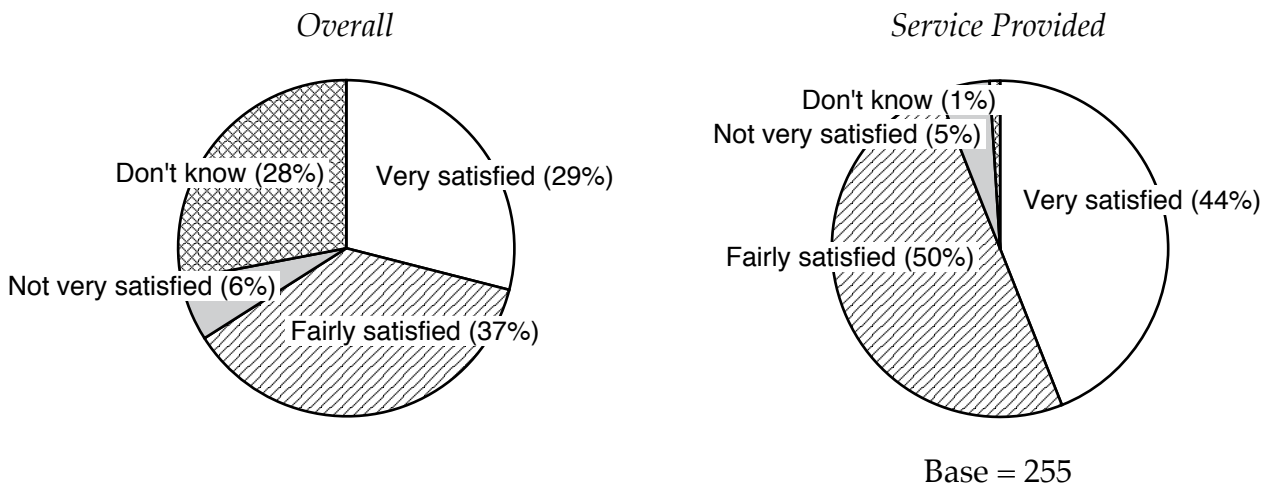
	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Inadequate supply/restrictions	6	2	2	5	10	8
Poor quality of water/bad taste	4	7	4	-	8	3
Cost involved/expensive/ paying for other areas	2	2	4	1	2	4
Not on town supply	2	2	5	3	3	-
System could be improved	2	-	-	-	7	-

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 56%
Receivers of Service = 80%

iv. Sewerage System



66% of residents are satisfied with the District's sewerage system, including 29% who are very satisfied (25% in 2007), while 6% are not very satisfied.

A large percentage (28%) are unable to comment, and this is probably due to 36% of residents saying they are not provided with a sewerage system.

Of those residents who are provided with a sewerage system, 94% are satisfied and 5% are not very satisfied.

The percent not very satisfied (6%) is below the Peer Group Average, similar to the National Average and on par with the 2007 reading.

Golden Bay Ward residents are more likely to feel not very satisfied with the sewerage system, than other Ward residents.

Satisfaction With Sewerage System

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	29	37	66	6	28
2005	25	41	66	9	25
2002	25	36	61	7	32
Service Provided	44	50	94	5	1
<u>Comparison</u>					
Peer Group (Rural)	27	32	59	14	27
National Average	42	40	82	8	10
<u>Ward</u>					
Lakes-Murchison	24	28	52	-	(48)
Golden Bay	7	27	34	(23)	(43)
Motueka	33	35	(68)	10	22
Moutere-Waimea	23	29	52	3	(45)
Richmond	41	(49)	(90)	2	8

% read across

* not asked in 1996 and 1999

24 residents are not very satisfied with the District's sewerage system and give the following main reasons* for feeling this way ...

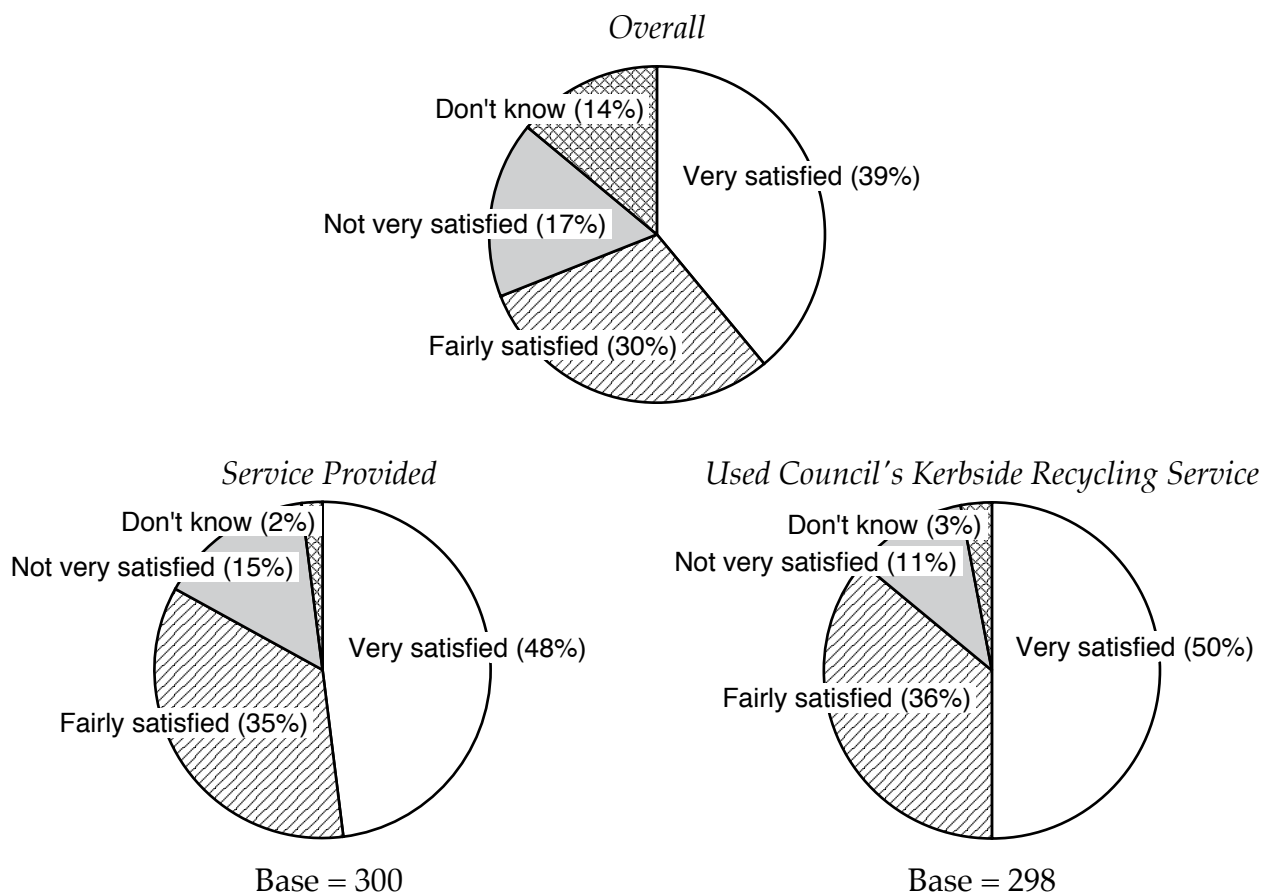
- inadequate system/ needs improving, mentioned by 3% of all residents,
- no sewerage/ pay in rates, but no sewerage system, 1%,
- problems with smell, 1%.

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	66%
Receivers of Service	=	94%

v. *Rubbish Collection & Kerbside Recycling*



69% of residents are satisfied with rubbish collection and kerbside recycling (61% in 2005), including 39% who are very satisfied (32% in 2005). 17% are not very satisfied (29% in 2005) and 14% are unable to comment (10% in 2005).

75% of households have used the Council's kerbside recycling services in the last 12 months. Of these 'users', 86% are satisfied (77% in 2005) and 11% are not very satisfied (21% in 2005).

75% of residents say they are provided with a regular rubbish collection, with 83% being satisfied with rubbish collection and kerbside recycling (74% in 2005) and 15% not very satisfied (23% in 2005).

The percent not very satisfied (17%) is similar to the Peer Group Average and on par with the National Average readings (the Peer Group and National Average are the averaged reading for rubbish collection and recycling).

Residents more likely to be not very satisfied with rubbish collection and kerbside recycling are ...

- residents aged 18 to 59 years,
- residents who live in a three or more person household.

It appears that Motueka and Richmond Ward residents are slightly less likely, than other Ward residents, to feel this way.

Satisfaction With Rubbish Collection & Kerbside Recycling

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	39	30	69	17	14
2005	32	29	61	29	10
2002 [†]	15	56	71	18	11
Service Provided	48	35	83	15	2
Users of kerbside recycling service	50	36	86	11	3
<u>Comparison*</u>					
Peer Group (Rural)	38	29	67	19	14
National Average	48	34	82	14	4
<u>Ward</u>					
Lakes-Murchison	20	24	44	22	34
Golden Bay	39	21	60	24	16
Motueka	38	44	82	12	6
Moutere-Waimea	35	21	56	24	20
Richmond ^{††}	50	31	81	12	6
<u>Age</u>					
18-39 years	37	36	73	20	7
40-59 years	36	26	62	21	17
60+ years	46	30	76	7	17
<u>Household Size</u>					
1-2 person household	41	29	70	14	16
3+ person household	37	32	69	21	10

% read across

[†] 2002 readings refer to recycling only

* Peer Group and National Averages are the averaged readings for rubbish collection and recycling, as these were asked separately in the 2007 National Communitrak Survey

^{††} does not add to 100% due to rounding

The 69 residents who are not very satisfied with rubbish collection and kerbside recycling give the following main reasons for feeling this way ...

- no rubbish collection,
- contractors/service could improve,
- collection not always picked up/inconsistent/late,
- pay for services not received/don't use.

Summary Table: Main Reasons* For Being Not Very Satisfied With Rubbish Collection & Kerbside Recycling

	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
No rubbish collection	5	12	12	2	6	1
Contractors/service could improve	3	-	-	-	6	5
Collection not always picked up/ inconsistent/late	3	-	3	2	2	4
Pay for services not received/don't use	2	-	3	5	2	2

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District	= 69%
Service Provided	= 83%
Users of kerbside recycling service	= 86%

vi. Stormwater Services



63% of residents are satisfied with stormwater services, while 11% are not very satisfied. 26% are unable to comment, and this is probably due to 39% of residents saying they are not provided with a piped stormwater collection (47% in 2005).

The percent not very satisfied (11%) is below the Peer Group Average and on par with the National Average and the 2005 reading.

There are no notable differences between Wards and socio-economic groups, in terms of those residents, not very satisfied with stormwater services. However, it appears that the following residents are slightly more likely to feel this way ...

- residents who live in a one or two person household,
- residents with an annual household income of \$100,000 or less.

Satisfaction With Stormwater Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	22	41	63	11	26
2005	20	41	61	15	24
Service Provided	34	51	85	10	5
<u>Comparison</u>					
Peer Group (Rural)	18	39	57	21	22
National Average	30	46	76	14	10
<u>Ward</u>					
Lakes-Murchison	19	20	39	11	50
Golden Bay	3	24	27	19	54
Motueka	17	48	65	20	15
Moutere-Waimea [†]	23	32	55	4	40
Richmond	31	54	85	8	7
<u>Household Size</u>					
1-2 person household	22	38	60	14	26
3+ person household	22	44	66	8	26
<u>Household Income</u>					
Less than \$30,000 pa	23	41	64	13	23
\$30,000 - \$50,000 pa	16	42	58	10	32
\$50,000 - \$100,000 pa [†]	22	37	59	14	28
More than \$100,000 pa	45	39	84	-	16

* not asked prior to 2005

% read across

[†] does not add to 100% due to rounding

The 45 residents who are not very satisfied with stormwater services give the following main reasons ...

- flooding/surface flooding,
- inadequate system/needs upgrading,
- drains/grates blocked/need clearing,
- no stormwater service.

Summary Table:

Main Reasons* For Being Not Very Satisfied With Stormwater Services

	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Flooding/surface flooding	4	5	4	8	1	2
Inadequate system/needs upgrading	3	-	8	5	2	3
Drains/grates blocked/need clearing	3	-	-	7	-	4
No stormwater service	3	-	11	5	2	-

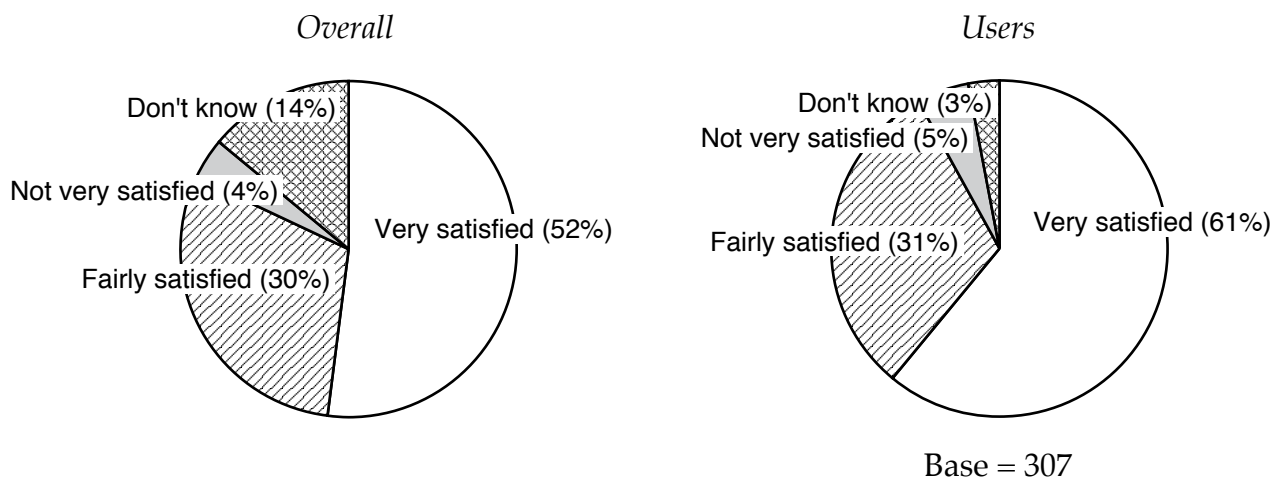
* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 63%

Service Provided = 85%

vii. Public Libraries



82% of residents are satisfied with the District's public libraries, including 52% who are very satisfied. 4% are not very satisfied and 14% are unable to comment. These readings are similar to the 2005 results.

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

78% of households have used a public library in the last 12 months (81% of 2005). Of these, 92% are satisfied and 5% not very satisfied.

There are no notable differences between Wards and 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 %
<u>Overall*</u>					
Total District 2008	52	30	82	4	14
2005	53	29	82	4	14
2002	55	31	86	5	9
Users	61	31	92	5	3
<u>Comparison</u>					
Peer Group (Rural)	54	33	87	2	11
National Average	67	25	92	2	6
<u>Ward</u>					
Lakes-Murchison	53	18	71	11	18
Golden Bay	59	25	84	-	16
Motueka	49	35	84	1	15
Moutere-Waimea	49	29	78	9	13
Richmond	54	31	85	2	13

* not asked in 1996 or 1999

% read across

The 17 residents who are not very satisfied with public libraries give the following main reasons* for feeling this way ...

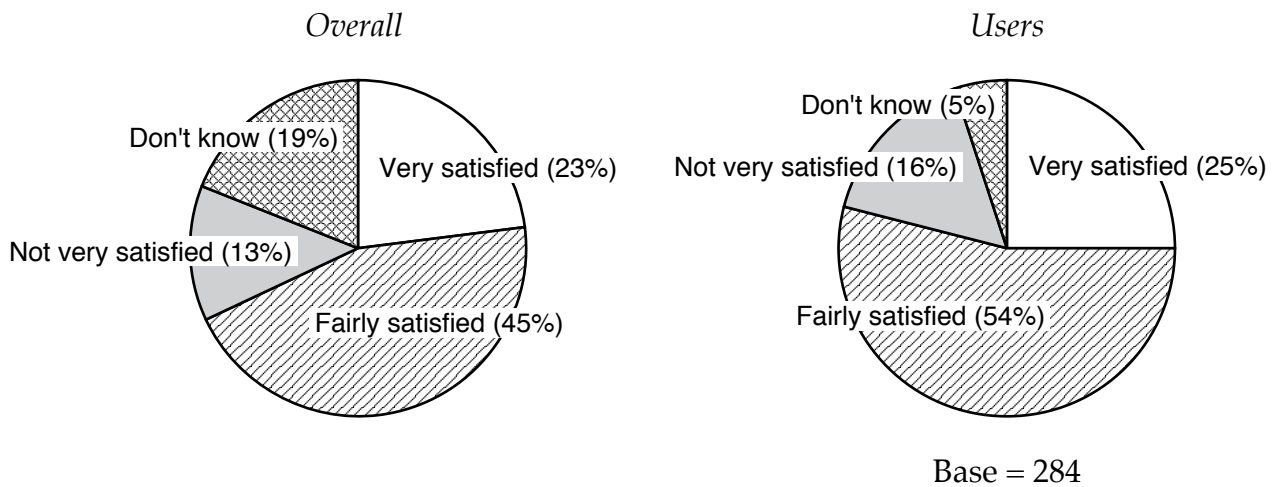
- improve books - larger selection/new books, mentioned by 3% of all residents,
- disapprove of charges for books, 1%.

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 82%

Users = 92%

viii. Public Toilets



68% of residents are satisfied with public toilets in the District (62% in 2005). 13% are not very satisfied and 19% are unable to comment (24% in 2005).

The percent not very satisfied is on par with the Peer Group Average, below the National Average, and similar to the 2005 reading.

73% of households have used a public toilet in the last 12 months (68% in 2005). Of these, 79% are satisfied and 16% are not very satisfied.

Residents who live in a three or more person household are more likely to be not very satisfied with public toilets, than smaller households.

It also appears that Moutere-Waimea Ward residents are slightly more likely to feel this way, than other Ward residents.

Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District	23	45	68	13	19
2008	26	36	62	14	24
2005	17	48	65	18	17
Users	25	54	79	16	5
<u>Comparison</u>					
Peer Group (Rural)	30	43	73	16	11
National Average	22	48	70	20	10
<u>Ward</u>					
Lakes-Murchison	64	21	85	6	9
Golden Bay	24	65	89	3	8
Motueka [†]	20	53	73	11	15
Moutere-Waimea	16	45	61	22	17
Richmond [†]	17	39	56	13	32
<u>Household Size</u>					
1-2 person household	28	44	72	7	21
3+ person household	17	45	62	20	18

* not asked in 1996 or 1997

% read across

[†] does not add to 100% due to rounding

The 53 residents who are not very satisfied with public toilets give the following main reasons for feeling this way ...

- in poor condition/not looked after,
- unclean/dirty,
- need upgrading/improving,
- need more toilets/not enough.

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

	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
In poor condition/not looked after	5	-	-	4	9	5
Unclean/dirty	4	6	-	4	6	3
Need upgrading/improving	3	-	3	3	2	4
Need more toilets/not enough	3	-	-	-	5	4

* multiple responses allowed

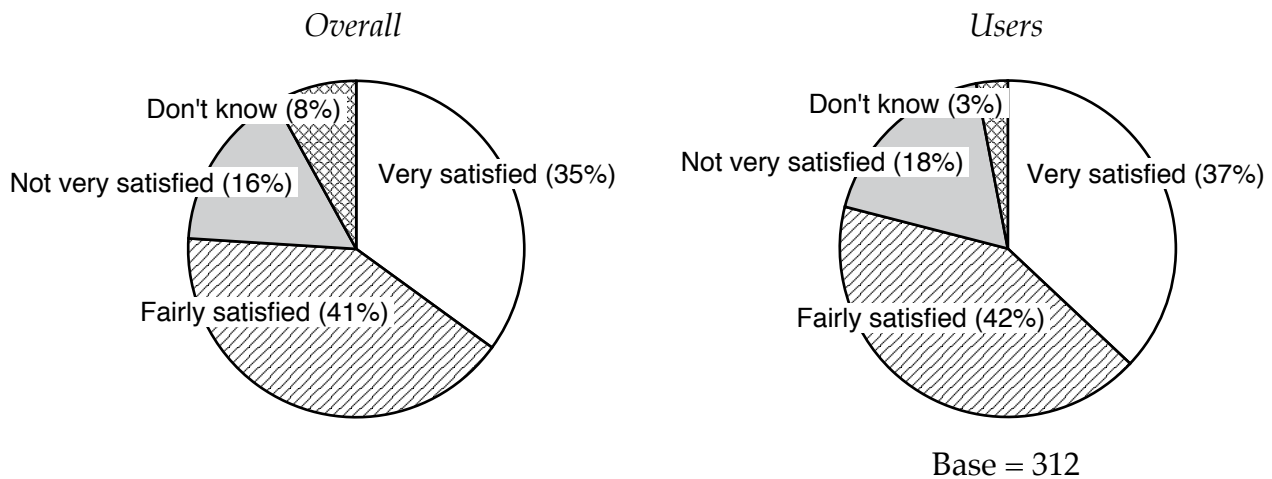
Recommended Satisfaction Measure For Reporting Purposes:

Total District = 68%

Users = 79%

ix. Recreational Facilities

(such as pools, playing fields, community halls and sports complexes)



76% of residents overall are satisfied with the District's recreational facilities, including 35% who are very satisfied, with 16% being not very satisfied (12% in 2005). 8% are unable to comment.

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

82% of households have used other recreational facilities in the District in the last 12 months (79% in 2005). Of these residents, 79% are satisfied with these facilities (83% in 2005) and 18% are not very satisfied (13% in 2005).

Residents more likely to feel not very satisfied with recreational facilities are ...

- women,
- residents aged 18 to 59 years,
- residents who live in a three or more person household.

It appears that Moutere-Waimea Ward residents are slightly more likely, than other Ward residents, to feel this way.

Satisfaction With Recreational Facilities

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	35	41	76	16	8
2005	36	42	78	12	10
Users	37	42	79	18	3
<u>Ward</u>					
Lakes-Murchison	54	31	85	5	10
Golden Bay	15	50	65	16	19
Motueka	26	54	80	15	5
Moutere-Waimea	35	28	63	26	11
Richmond†	41	41	82	13	6
<u>Age</u>					
18-39 years	40	41	81	18	1
40-59 years	32	41	73	20	7
60+ years	33	39	72	8	20
<u>Gender</u>					
Male†	39	42	80	12	7
Female	31	40	71	20	9
<u>Household Size</u>					
1-2 person household	36	38	74	12	14
3+ person household	34	43	77	21	2

* not asked in prior to 2005

% read across

† does not add to 100% due to rounding

The main reasons given by the 65 residents not very satisfied with the District's recreational facilities are ...

- no swimming pool,
- not enough facilities/ could do more (excluding pool),
- dissatisfaction with facilities/ improvements needed (excluding pool),
- dissatisfaction with existing pool,
- need indoor/ heated pool.

Summary Table:

Main Reasons* For Being Not Very Satisfied With The District's Recreational Facilities

	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
No swimming pool	5	-	3	12	6	-
Not enough facilities/ could do more (excluding pool)	5	-	5	-	9	7
Dissatisfaction with facilities/ improvements needed (excluding pool)	3	-	5	1	5	4
Dissatisfaction with existing pool	2	-	-	-	8	2
Need indoor/ heated pool	2	2	2	3	3	-

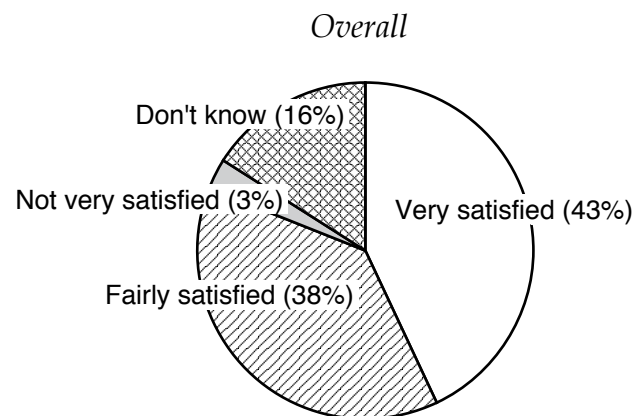
* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 76%

Users = 79%

- x. Recreation Programmes And Events (for example the school holiday programmes, "Way to Go" programmes, or events like Carols in the Park)



81% of Tasman residents are satisfied with recreation programmes and events in their District , including 43% who are very satisfied. 3% are not very satisfied and 16% are unable to comment.

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

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

Satisfaction With Recreation Programmes And Events

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	43	38	81	3	16
<u>Ward</u>					
Lakes-Murchison	52	26	78	-	22
Golden Bay	28	52	80	-	20
Motueka	41	42	83	2	15
Moutere-Waimea	43	30	73	5	22
Richmond [†]	45	40	85	2	12

% read across

[†] does not add to 100% due to rounding

* not asked prior to 2008

The eight residents not very satisfied with recreation programmes and events give the following reasons* ...

"They spend a lot more on this than core facilities such as roads, footpaths, water etc."

"Not impressed with all the money spent bringing Kiri TeKanawa here, over the years had music in park and it was free and everyone went, this time it cost a fortune and few could afford to go and it ran at a loss - only for well off but Opera in the Park used to be open to everyone and a big sportsfield."

"We need a few more community events, family orientated."

"Need an opening for kids 10yrs plus who don't want to go to little kids programmes."

"Holiday programme is only run for one week instead of two. It's the more affordable programme which is good."

"Programmes usually run 9-3. Should have some at different times because of numerous hours people do."

"Lack of facilities for programmes to be held locally."

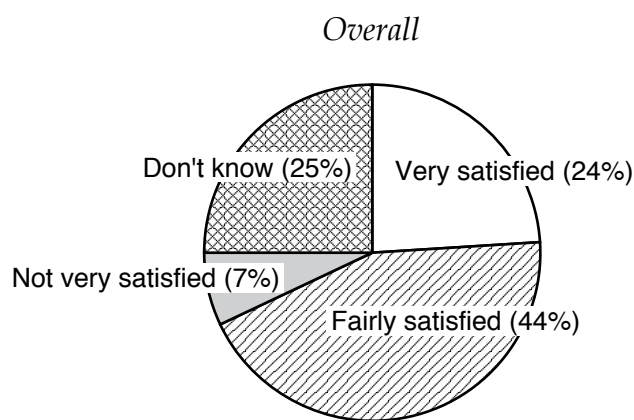
"Don't always know what's going on."

* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 81%</p>
--

xi. Community Assistance

(ie, grants to community organisations and general support to community groups, including assisting service agencies in meeting and identifying community needs)



68% of Tasman residents are satisfied with community assistance (64% in 2005), while 7% are not very satisfied. The percent not very satisfied is below like Districts and on par with the National Average and the 2005 reading.

A significant percentage (25%) are unable to comment (32% in 2005).

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

Satisfaction With Community Assistance

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	24	44	68	7	25
2005	22	42	64	4	32
2002	17	43	60	5	35
1999	16	41	57	7	36
<u>Comparison</u>					
Peer Group (Rural)	20	38	58	14	28
National Average	23	40	63	10	27
<u>Ward</u>					
Lakes-Murchison	43	34	77	7	16
Golden Bay	13	43	56	14	30
Motueka	20	48	68	3	29
Moutere-Waimea [†]	30	42	72	9	20
Richmond	19	45	64	7	29

* not asked in 1996

% read across

[†] does not add to 100% due to rounding

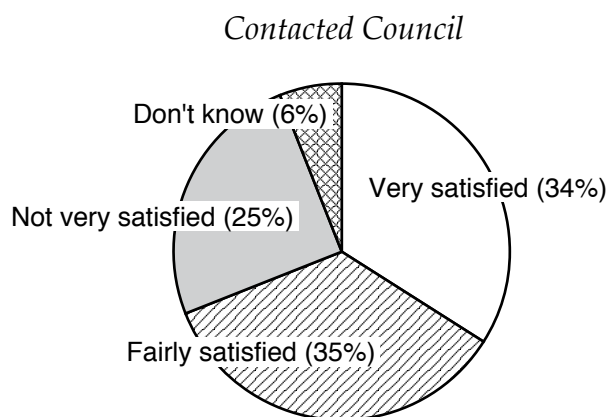
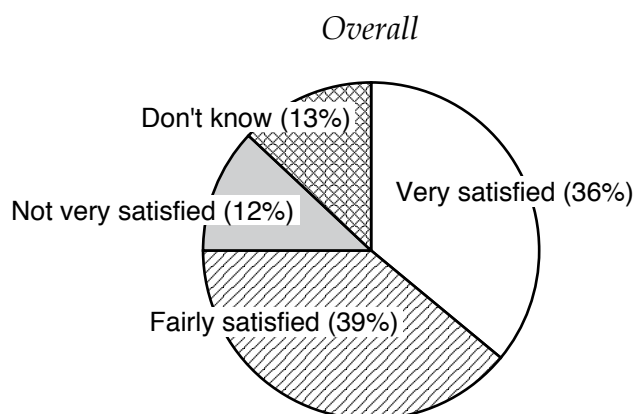
The 29 residents not very satisfied with community assistance give the following main reasons* ...

- could do more / more help / financial assistance, mentioned by 5% of all residents,
- too generous / user pays, 1%.

* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 68%</p>
--

xii. Dog Control



Base = 83

75% of Tasman District residents express satisfaction with the Council's efforts in controlling dogs, including 36% who are very satisfied (26% in 2005). 12% are not very satisfied and 13% are unable to comment.

The percent not very satisfied compares favourably with both the Peer Group and National Averages and is similar to the 2005 reading.

23% of residents have contacted the Council about dog control (14% in 2005). Of these, 69% are satisfied and 25% are not very satisfied (34% in 2005).

Residents more likely to say they are not very satisfied with the control of dogs are ...

- Lakes-Murchison Ward residents,
- residents aged 40 years or over,
- residents with an annual household income of more than \$100,000,
- residents who live in a one or two person household.

Satisfaction With Dog Control

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	36	39	75	12	13
2005	26	47	73	12	15
Contacted Council	34	35	69	25	6
<u>Comparison</u>					
Peer Group (Rural)	29	40	69	22	9
National Average	31	43	74	21	5
<u>Ward</u>					
Lakes-Murchison	39	28	67	31	2
Golden Bay	30	46	76	5	19
Motueka	40	34	74	12	14
Moutere-Waimea	33	48	81	10	9
Richmond	36	38	74	10	16
<u>Age</u>					
18-39 years	45	42	87	4	9
40-59 years	33	38	71	13	16
60+ years	29	39	68	20	12
<u>Household Income</u>					
Less than \$30,000 pa	35	39	74	12	14
\$30,000 - \$50,000 pa [†]	31	39	70	13	16
\$50,001 - \$100,000 pa	39	46	85	7	8
More than \$100,000 pa	40	19	59	26	15
<u>Household Size</u>					
1-2 person household	35	37	72	15	13
3+ person household	38	42	80	8	12

* not asked prior to 2005

% read across

[†] does not add to 100% due to rounding

The 48 residents who are not very satisfied with Tasman District Council's dog control efforts give the following main reasons ...

- too many roaming/uncontrolled dogs,
- need more control/more enforcement,
- dogs barking,
- dogs fouling.

Summary Table: Main Reasons* For Being Not Very Satisfied With Dog Control

	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Too many roaming/uncontrolled dogs	6	17	-	9	4	5
Need more control/more enforcement	4	11	2	4	2	2
Dogs barking	2	9	-	2	1	2
Dogs fouling	2	2	3	2	1	2

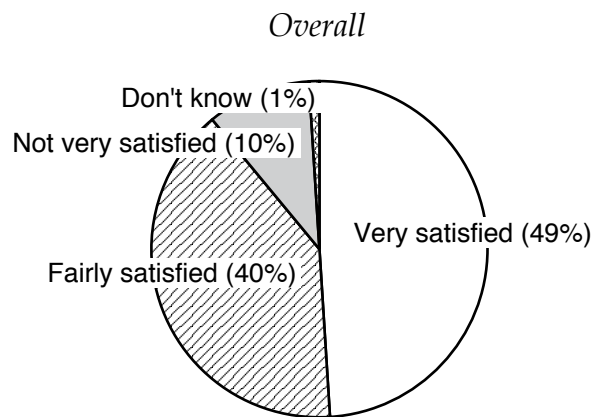
* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 75%

Contacted Council = 69%

xiii. Parking In Your Local Town



89% of residents are satisfied with parking in their local town (85% in 2005), including 49% who are very satisfied (38% in 2005). 10% are not very satisfied.

The percent not very satisfied is below the Peer Group and National Averages and on par with last year's reading.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with parking in their local town. However, it appears that longer term residents, those residing in the District more than 10 years, are slightly more likely to feel this way, than shorter term residents.

Satisfaction With Parking In Your Local Town

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	49	40	89	10	1
2005	38	47	85	14	1
<u>Comparison</u>					
Peer Group (Rural)	38	36	74	24	2
National Average	23	40	63	36	1
<u>Ward</u>					
Lakes-Murchison	44	43	87	13	-
Golden Bay	30	52	82	18	-
Motueka	40	45	85	15	-
Moutere-Waimea	52	42	94	5	1
Richmond	62	29	91	8	1
<u>Length of Residence</u>					
Lived there 10 years or less	51	43	94	6	-
Lived there more than 10 years	49	38	87	12	1

* not asked in prior to 2005

% read across

The 42 residents not very satisfied with parking in their local town give the following main reasons ...

- not enough parking/ need more,
- narrow roads/ difficulty manoeuvring - exiting car parks,
- development in Richmond/ poor design.

Summary Table:

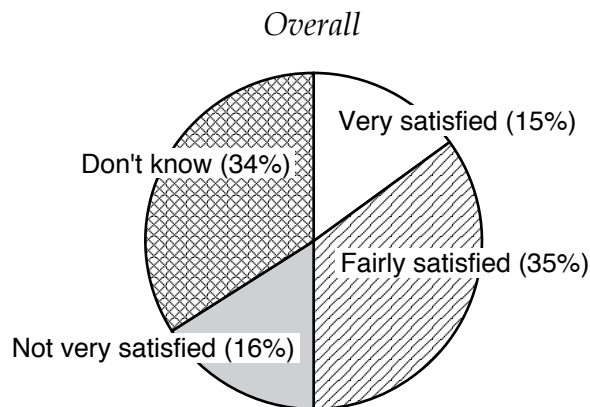
Main Reasons* For Being Not Very Satisfied With Parking In Your Local Town

	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Not enough parking/need more	7	11	15	10	3	3
Narrow roads/ difficulty manoeuvring - exiting car park	2	-	3	5	2	1
Development in Richmond/ poor design	1	-	-	-	1	3

* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 89%</p>
--

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



50% of Tasman residents are satisfied with emergency management, while 16% are not very satisfied. A large percentage, 34%, are unable to comment.

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

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with emergency management. However, it appears that Lakes-Murchison Ward residents, are slightly more likely to feel this way, than other Ward residents.

Satisfaction With Emergency Management

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	15	35	50	16	34
<u>Comparison</u>					
Peer Group (Rural)	20	37	57	13	30
National Average	16	35	51	15	34
<u>Ward</u>					
Lakes-Murchison	19	25	44	29	27
Golden Bay	15	35	50	12	38
Motueka	17	34	51	18	31
Moutere-Waimea	18	32	50	18	32
Richmond [†]	11	41	52	11	38

% read across

* not asked prior to 2008

† does not add to 100% due to rounding

The 65 residents not very satisfied with emergency management give the following main reasons ...

- lack of information/ not enough publicity,
- lack of communication/ hear nothing about it,
- needs improving/ need to be more prepared,
- non-existent/ don't have a Civil Defence anymore.

Summary Table:

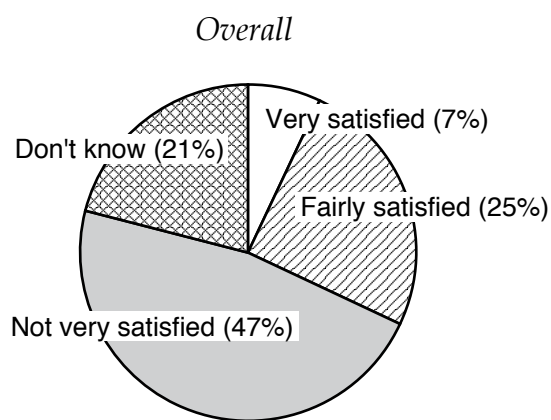
Main Reasons* For Being Not Very Satisfied With Emergency Management

	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Lack of information/ not enough publicity	5	2	3	5	7	5
Lack of communication/ hear nothing about it	4	9	5	1	8	3
Needs improving/ need to be more prepared	3	-	3	9	3	-
Non-existent/ don't have a Civil Defence anymore	3	20	-	1	1	1

* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 50%</p>
--

xv. Resource Consents And Compliance (that is the Consents Council issues under the Resource Management Act and its role enforcing the rules in the Council's planning documents)



32% of Tasman residents are satisfied with resource consents and compliance , while 47% are not very satisfied with resource consents and compliance. 21% are unable to comment.

The percent not very satisfied is above the Peer Group and National Averages for town planning, including planning and inspection services.

Residents more likely to be not very satisfied with resource consents and compliance are ...

- Lakes-Murchison and, in particular, Golden Bay Ward residents,
- men,
- residents aged 40 years or over,
- longer term residents, those residing in the District more than 10 years.

Satisfaction With Resource Consents And Compliance

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	7	25	32	47	21
<u>Comparison†</u>					
Peer Group (Rural)	10	43	53	21	26
National Average	11	40	51	24	25
<u>Ward</u>					
Lakes-Murchison	7	15	22	63	15
Golden Bay	5	11	16	76	8
Motueka	4	26	30	40	30
Moutere-Waimea	13	27	40	46	14
Richmond	6	30	36	39	25
<u>Gender</u>					
Male	6	26	32	51	17
Female	9	24	33	42	25
<u>Age</u>					
18-39 years	14	↑ 34	↑ 48	35	17
40-59 years	5	↑ 25	↑ 30	53	17
60+ years	3	↑ 15	↑ 18	50	32
<u>Length of Residence</u>					
Lived there 10 years or less	10	32	42	37	21
Lived there more than 10 years	6	22	28	51	21

% read across

* not asked prior to 2008

† Peer Group and National Averages refer to reading for town planning, including planning and inspection services

187 residents are not very satisfied with resource consents and compliance. Main reasons given for being not very satisfied are ...

- too slow / time factor / delays,
- too much red tape / bureaucracy / not user friendly,
- cost involved / expensive.

Summary Table:

Main Reasons* For Being Not Very Satisfied With Resource Consents And Compliance

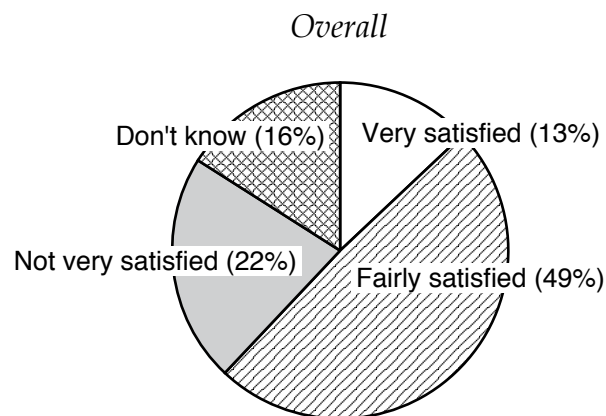
	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Too slow / time factor / delays	26	31	38	26	24	24
Too much red tape / bureaucracy / not user friendly	18	20	23	17	26	11
Cost involved / expensive	18	23	35	18	19	9

* multiple responses allowed

(NB: no other reason is mentioned by more than 3% of all residents)

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 32%</p>
--

xvi. Environmental Planning And Policy (that is planning and managing the natural resources like water, air quality, zoning land for various uses)



62% of Tasman residents are satisfied with environmental planning and policy, while 22% are not very satisfied and 16% are unable to comment.

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

Shorter term residents, those residing in the District 10 years or less, are more likely to be not very satisfied with environmental planning and policy, than longer term residents.

Satisfaction With Environmental Planning And Policy

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	13	49	62	22	16
<u>Ward</u>					
Lakes-Murchison	32	47	79	13	8
Golden Bay	-	54	54	28	18
Motueka	8	50	58	21	21
Moutere-Waimea	10	47	57	26	17
Richmond	16	51	67	20	13
<u>Length of Residence</u>					
Lived there 10 years or less [†]	14	46	60	28	13
Lived there more than 10 years	12	51	63	19	18

% read across

* not asked prior to 2008

† does not add to 100% due to rounding

88 residents are not very satisfied with environmental planning and policy. Main reasons given for being not very satisfied are ...

- more could be done/could be improved,
- smoke/smog,
- inadequate water supply/restrictions/water management,
- development/urban sprawl/planning for growth,
- more consultation/don't listen,
- not user friendly/receive different advice,
- wasting money/cost to ratepayers.

Summary Table:

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

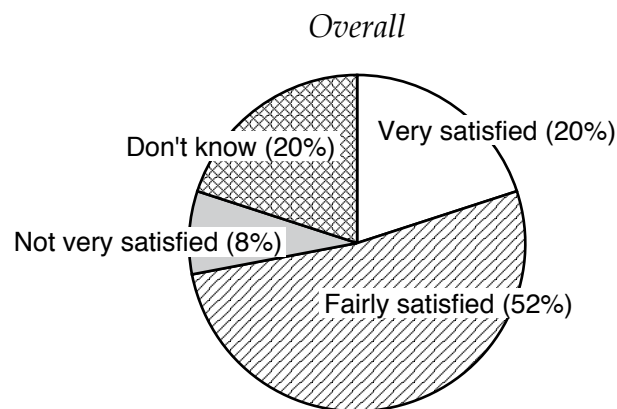
	Total District 2008 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
More could be done/could be improved	3	2	2	2	5	3
Smoke/smog	3	-	-	3	3	4
Inadequate water supply/restrictions/water management	2	-	-	1	4	2
Development/urban sprawl/planning for growth	2	-	-	2	3	3
More consultation/don't listen	2	-	7	2	1	1
Not user friendly/receive different advice	2	2	3	-	1	3
Wasting money/cost to ratepayers	2	5	7	2	-	-

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 62%

xvii. Environmental Information (that includes monitoring and providing information on the state of our natural resources, like water quality)



72% of Tasman residents are satisfied with environmental information, while 8% are not very satisfied and 20% are unable to comment.

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

Shorter term residents, those residing in the District 10 years or less, are more likely to be not very satisfied with environmental information, than longer term residents.

Satisfaction With Environmental Information

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2008	20	52	72	8	20
2002	14	49	63	16	21
<u>Ward</u>					
Lakes-Murchison	28	47	75	10	15
Golden Bay	9	(72)	81	9	10
Motueka	19	50	69	11	20
Moutere-Waimea	17	47	64	5	31
Richmond†	24	53	77	7	17
<u>Length of Residence</u>					
Lived there 10 years or less	(26)	42	68	(14)	18
Lived there more than 10 years	17	(57)	74	5	21

% read across

* not asked in 2005 or prior to 2002

† does not add to 100% due to rounding

The 31 residents not very satisfied with environmental information and monitoring give the following main reasons* ...

- lack of information / publicity / not heard anything, mentioned by 4% of all residents,
- supplying water to Mapua, 1%,
- condition of rivers, 1%,
- contradictory information / advice differs, 1%.

* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 72%</p>
--

b. Spend Emphasis On Services/Facilities

Residents were asked if they would like to see more, about the same, or less spent on each of these services/ facilities, given that the Council cannot spend more on every service or facility, without increasing rates and /or user charges.

Summary Table: Spend Emphasis For Services/Facilities

	More %	About the same %	Less %	Don't know %
Roads	29	64	6	1
Emergency management/ Civil Defence	28	57	1	14
Footpaths	27	64	6	3
Public toilets	24	66	1	9
Sportsfields and playgrounds, parks and reserves	24	67	4	5
Water supply	23	60	3	14
Resource consents and compliance	23	43	22	12
Community assistance	22	64	3	11
Stormwater services	21	63	2	14
Rubbish collection and kerbside recycling	20	70	4	6
Environmental planning and policy	19	61	10	10
Recreation programmes and events	18	68	7	7
Public halls	18	66	7	9
Environment information and monitoring	18	66	7	9
Arts, culture and heritage in general	18	55	19	8
Public libraries	17	74	4	5
Sewerage system	14	68	3	15
Free parking in your local town	11	87	1	1

Summary Table: Five Services/Facilities With The Highest "Spend More" Readings

	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Roads	29	45	39	36	23	21
Emergency management/ Civil Defence	28	47	23	28	34	19
Footpaths	27	22	27	31	28	24
Public toilets	24	17	9	24	31	25
Sportsfields and playgrounds, parks and reserves	24	27	21	25	20	28

c. Spend 'More' - Comparison

	2008 %	2005 %	2002 %	1999 %	1996 %
Roads	29	41	55	50	51
Emergency management/Civil Defence	28	NA	NA	NA	NA
Footpaths	27	34	29	35	33
Public toilets	24	26	34	NA	NA
Sportsfields and playgrounds, parks and reserves	24	**22	**22	**20	NA
Water supply	23	23	24	23	21
Resource consents and compliance	23	NA	NA	NA	NA
Community assistance	22	21	27	32	NA
Stormwater Services	21	18	NA	33	35
Rubbish collection and kerbside recycling	20	19	+60	+64	+65
Environmental planning and policy	19	NA	NA	NA	NA
Recreation programmes and events	18	NA	NA	NA	NA
Public halls	18	10	NA	23	NA
Environmental information and monitoring	18	NA	NA	NA	NA
Arts, culture and heritage in general	18	15	NA	NA	NA
Public libraries	17	15	20	24	21
Sewerage system	14	17	22	33	26
Free parking in your local town	11	14	NA	*25	*21

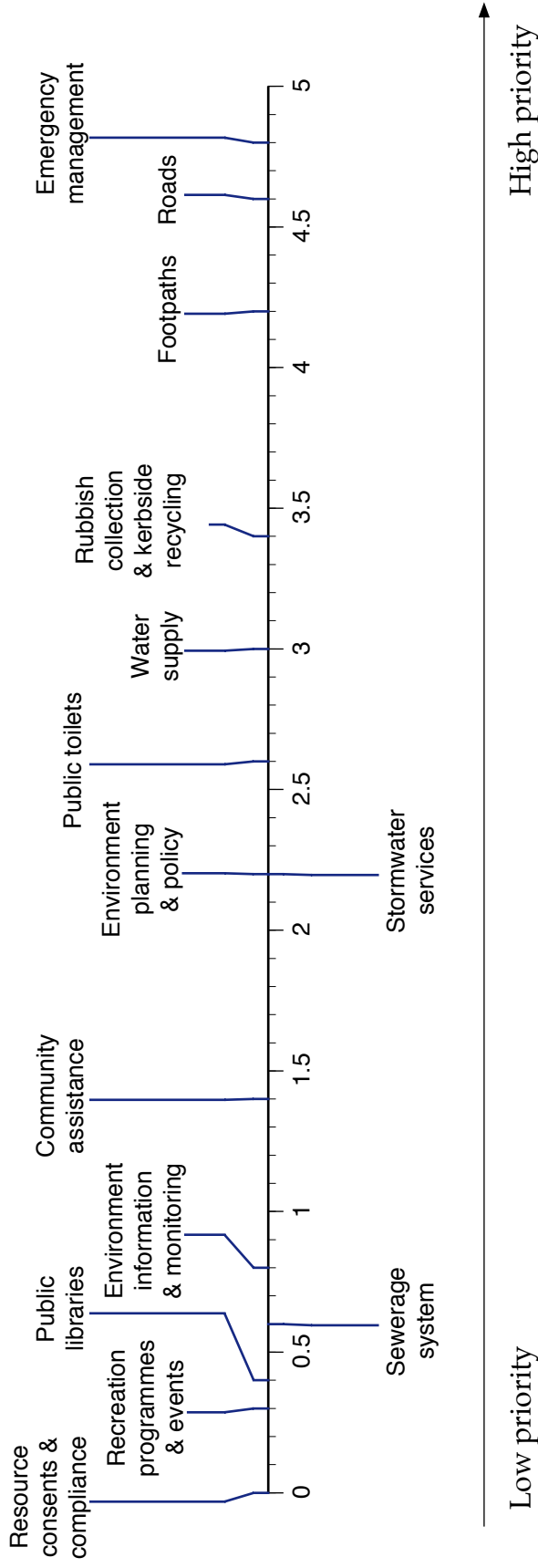
NA: not asked

+ readings refer to recycling only

* readings refer to parking in the District

** readings refer to the averaged readings for sportsfields and playgrounds and parks and reserves as these were asked separately

d. Spend Priority



Spend Priority Factor

(Spend priority = mean spend x percentage not very satisfied)

This graph shows the priorities for spending for Council where **both** the mean spend and not very satisfied readings are available.

The spend priority factor is gained by multiplying the mean spend (where spend more = +1, spend about the same = 0 and spend less = -1) by the percentage not very satisfied.

In 2008, emergency management, roads and footpaths are the top priorities for Council in terms of spend, while resource consents and compliance, recreation programmes and events, public libraries, sewerage system and environmental information and monitoring are the lowest priorities in terms of spend.



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.

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

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

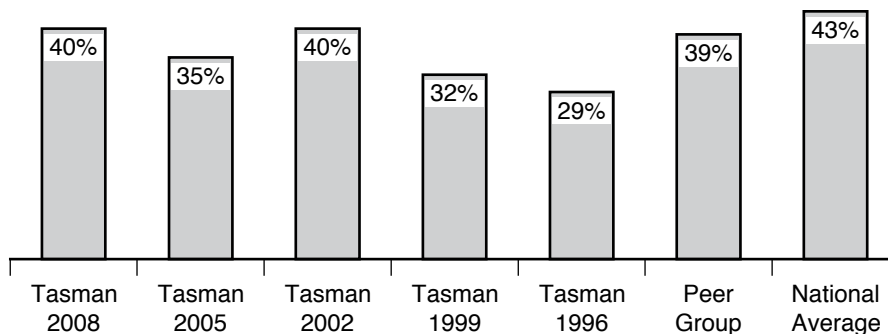
This was asked in order to gauge the level of support Tasman District residents have for Council's actions, decisions and management. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision.

a. Recent Council Actions, Decisions Or Management Residents Approve Of

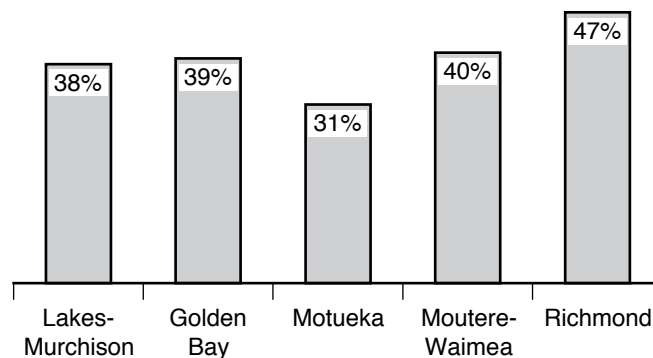
Overall, 40% of Tasman District residents have in mind a recent Council action, decision or management they approve of (35% in 2005). This is similar to the Peer Group Average and on par with the National Average.

Women are more likely to have in mind a Council action, decision or management they approve of, than men.

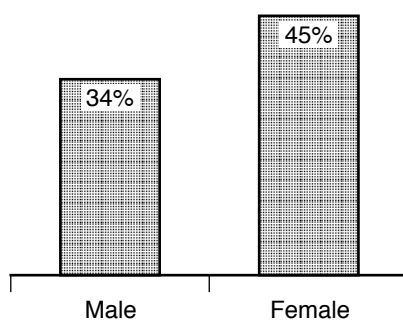
Percent Approving - Comparison



Percent Approving - By Ward



Percent Approving - Comparing Different Types Of Residents



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

- beautification/Richmond upgrade,
- community involvement/events/financial support,
- improved roading/traffic flow/road safety,
- do a good job/good service/Mayor does a good job,
- improved footpaths/walkways.

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

	Total District 2008 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Beautification/Richmond upgrade	10	2	-	4	9	20
Community involvement/events/financial support	5	16	5	2	5	4
Improved roading/traffic flow/road safety [†]	5	-	5	7	6	4
Do a good job/good service/Mayor does a good job	4	11	5	3	1	4
Improved footpaths/walkways [†]	4	-	2	4	4	6

NB: refer to page 75

[†] 3% of residents mention "roading/footpath issues" as an issue they disapprove of.

Other actions or decisions finding approval amongst 3% or less of residents are ...

- maintenance/upkeep is good,
- sportsfields/sports complex/sports facilities,
- recycling/kerbside recycling/rubbish disposal,
- environmental issues,
- cycleways,
- good communication/approachable/listen,
- library facilities,
- Headingly Centre/Grace Church issue,
- rates/keeping rates down,
- swimming pool.

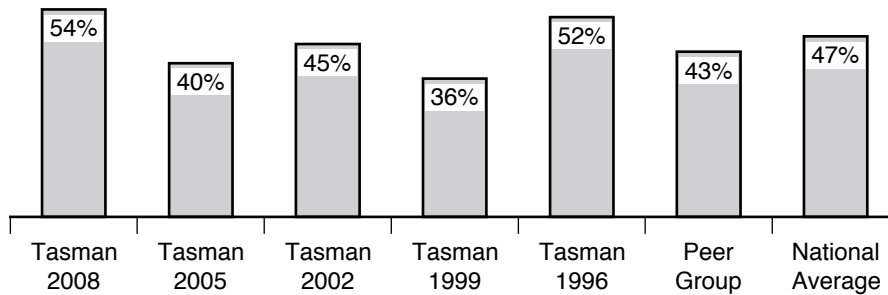
b. Recent Council Actions, Decisions Or Management Residents Disapprove Of

Overall, 54% of Tasman District residents have in mind a recent Council action, decision or management they disapprove of (40% in 2005). This is above the Peer Group and National Averages.

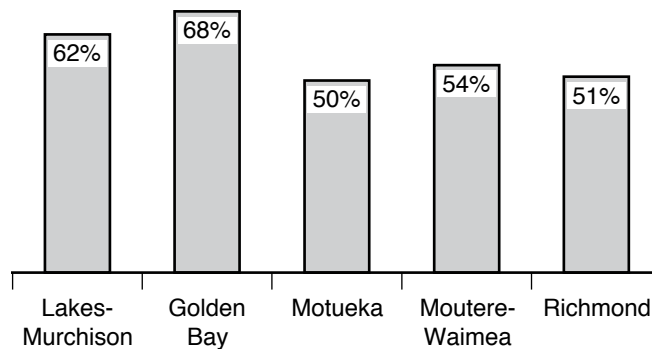
Residents more likely to have in mind a recent Council action, decision or management they disapprove of are ...

- residents aged 40 to 59 years,
- residents with an annual household income of more than \$100,000.

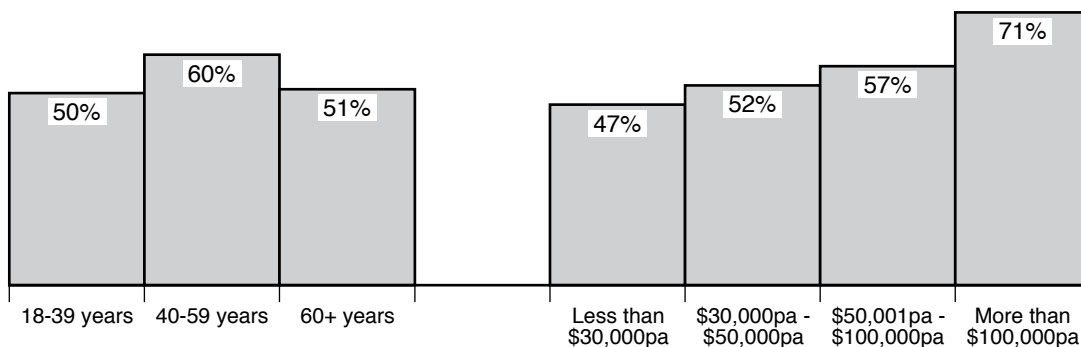
Percent Disapproving - Comparison



Percent Disapproving - By Ward



Percent Disapproving - Comparing Different Types Of Residents



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

- object to funding Headingly Centre/Grace Church,
- rates issues,
- lack of communication/consultation/don't listen,
- consents and permit process/slow/expensive/rules overbearing,
- poor performance/behaviour/poor service,
- money spent/overspending/money wasted,
- environmental issues.

Summary Table:

Main Council Actions/Decisions/Management Residents Disapprove Of

	Total District 2008 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Object to funding Headingly Centre/Grace Church [†]	7	6	7	1	11	10
Rates issues [*]	7	2	22	7	3	8
Lack of communication/consultation/don't listen ^{††}	6	-	10	3	6	10
Consents and permit process/slow/expensive/rules overbearing	6	10	8	7	7	1
Poor performance/behaviour/poor service ^{**}	6	5	9	2	8	6
Money spent/overspending/money wasted	5	9	-	3	4	8
Environmental issues [°]	4	9	3	2	6	3

NB: refer to page 72

[†] 1% of residents mention "Headingly Centre/Grace Church issue" as an issue they approve of.

^{*} 1% of residents mention "rates/keeping rates down" as an issue they approve of.

^{††} 1% of residents mention "good communication/approachable/listen" as an issue they approve of.

^{**} 4% of residents mention "do a good job/good service/Mayor does a good job" as an issue they approve of.

[°] 2% of residents mention "environmental issues" as an issue they approve of.

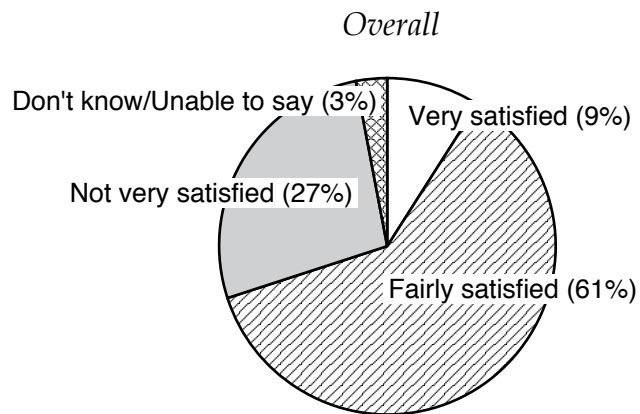
Other actions or decisions finding disapproval among 3% or less of residents are ...

- roading / footpath issues,
- targeted rates for Community Board / retain Community Board,
- traffic issues / speed limits / parking,
- Motueka swimming pool / delay in building,
- need cycle lanes / encourage cycling,
- disappointed funding not approved for Headingly Centre,
- water supply issues,
- too much subdividing / using productive land,
- don't have a representative for Murchison.



3. Rates Issues

a. Satisfaction With The Way Rates Are Spent On Services And Facilities Provided By Council



Satisfaction With The Way Rates Are Spent On Services And Facilities Provided By Council

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	9	61	70	27	3
2005	9	62	71	22	7
2002	6	68	74	21	5
1999	4	62	66	27	7
1996	6	58	64	25	11
<u>Comparison</u>					
Peer Group (Rural)	8	55	63	32	5
National Average	11	59	70	23	7
<u>Ward</u>					
Lakes-Murchison	2	56	58	42	-
Golden Bay	-	52	52	45	3
Motueka	7	58	65	29	6
Moutere-Waimea	13	56	69	27	4
Richmond	11	73	84	13	3
<u>Age</u>					
18-39 years	7	72	79	20	1
40-59 years	10	53	63	32	5
60+ years*	9	60	69	27	5

% read across

* does not add to 100% due to rounding

Overall, 70% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council, while 27% are not very satisfied.

The percent not very satisfied is slightly below the Peer Group Average, on par with the National Average and 5% above the 2005 reading.

Lakes-Murchison and Golden Bay Ward residents are more likely to be not very satisfied with the way rates are spent on services and facilities provided by Council, than other Ward residents.

It appears that residents aged 18 to 39 years are slightly less likely, than other age groups, to feel this way.

The 107 residents who are not very satisfied give the following main reasons ...

- rates too high/ too high for services received,
- money wasted/ not spent wisely/ excessive expenditure,
- unfair allocation/ paying for other areas,
- water supply issues,
- no rubbish collection/ recycling service/ pay for bags now,
- no sewerage/ pan changes.

Summary Table: Main Reasons For Being Not Very Satisfied With The Way Rates Are Spent On Services And Facilities Provided By Council

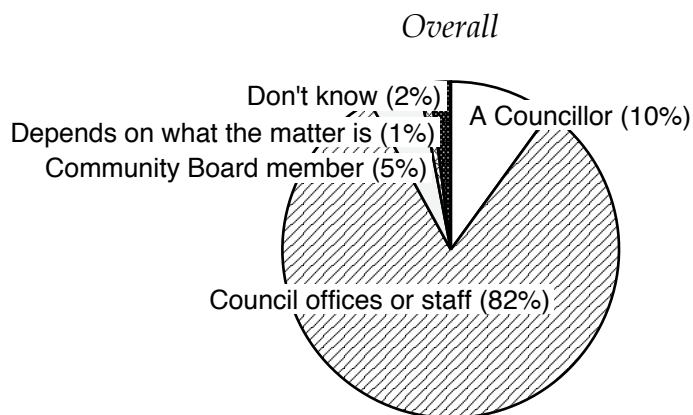
	Total District 2008 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Rates too high/ too high for services received	12	18	24	15	10	6
Money wasted/ not spent wisely/ excessive expenditure	6	2	5	6	6	6
Unfair allocation/ paying for other areas	4	5	17	-	5	2
Water supply issues	3	7	5	2	3	-
No rubbish collection/ recycling service/ pay for bags now	3	10	-	2	3	1
No sewerage/ pan charges	3	8	5	2	3	-

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 70%



4. Contact With Council

a. Who They Approach First If They Have A Matter To Raise With Council



Summary Table:

Who They Approach First If They Have A Matter To Raise With Council

	Total District 2008 %	Total District 2005 %	Ward				
			Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>							
The Council offices or staff	82	80	71	63	79	85	90
A Councillor	10	9	25	22	4	9	6
A Community Board member*	5	2	2	13	13	1	-
Depends on what the matter is	1	2	2	2	1	2	1
The Mayor	-	-	-	-	1	-	-
Don't know	2	7	-	-	2	3	3
Total	100	100	100	100	100	100	100

* only read out to Motueka and Golden Bay Ward residents, one respondent from Lakes-Murchison and one respondent from Moutere-Waimea volunteered this information

82% of residents would contact Council offices or staff first if they had a matter to raise with Council, followed by a Councillor (10%). These readings are similar to the 2005 results.

Residents most likely to contact Council staff and offices are ...

- residents who live in a three or more person household,
- residents with an annual household income of more than \$100,000.

Residents who say it depends on what the matter is, were asked to give examples of what they would contact a Councillor, the offices, or a Community Board member for ...

Contact A Councillor

"Difficulties with a neighbour in relation to enforcement of the bylaws."

"If not satisfied with the office reply."

"When we speak to staff about a problem and nothing is done then we contact a Councillor."

"Probably never."

Contact The Offices

"Building consent."

"When something needs dealing with."

"When don't know the right person to deal with."

"We have a stormwater problem and drains need to be cleared so we need to contact the Council and they get their contractor to come and clean them. I live at Patons Rock."

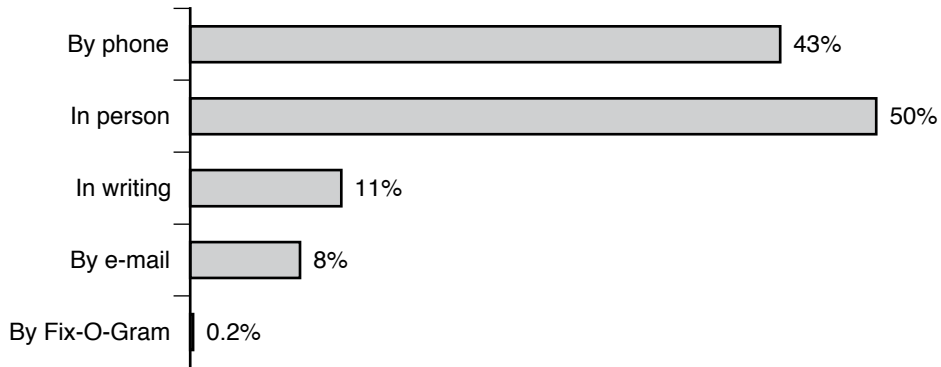
"For information."

Contact A Community Board member

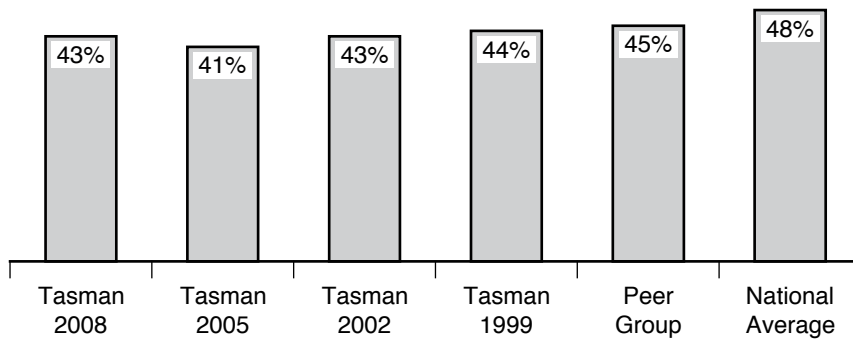
Nothing recorded.

b. Levels Of Contact

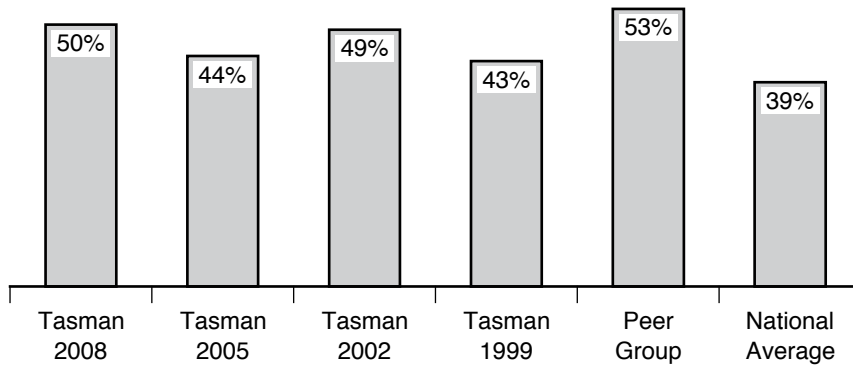
2008 - Yes, Have Contacted Council Offices ...



Percent Saying 'Yes - By Phone' - Comparison



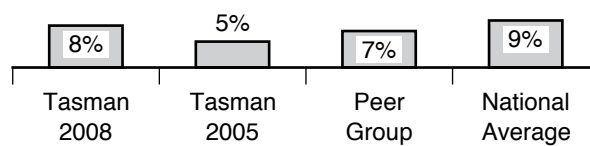
Percent Saying 'Yes - In Person' - Comparison



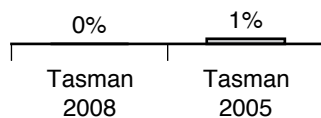
Percent Saying 'Yes - In Writing' - Comparison



Percent Saying 'Yes - By Email' - Comparison



Percent Saying 'Yes - By Fix-O-Gram' - Comparison



43% of residents have contacted Council offices by phone in the last year, while 50% visited a Council office in person (44% in 2005) and 11% contacted Council in writing. 8% have contacted Council offices by email (5% in 2005) and one respondent contacted them by Fix-O-Gram.

Residents on par with like residents and slightly less likely than 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 and National Averages, in terms of contacting Council in writing and/or by email.

There are no Peer Group and National Averages for contact by Fix-O-Gram.

Residents more likely to contact Council offices by phone are ...

- residents living in a three or more person household.

Residents more likely to visit a Council office in person are ...

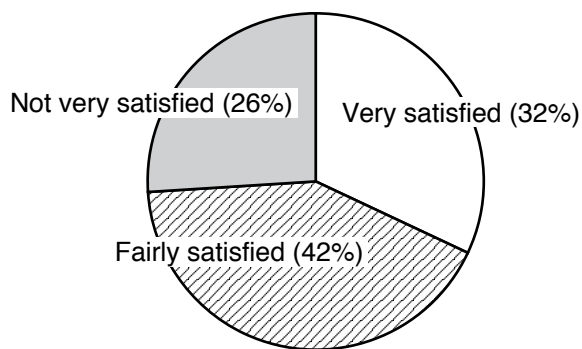
- residents with an annual household income of \$50,001 or more,
- residents who live in a three or more person household.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who say they have contacted Council in writing. However, it appears that the following residents are slightly more likely to feel this way ...

- Golden Bay Ward residents,
- residents with an annual household income of \$50,001 - \$100,000.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who have contacted Council offices by email or Fix-O-Gram. However, it appears that residents who live in a three or more person household are slightly more likely, than those who live in a one or two person household, to have contacted Council offices by email.

c. **Satisfaction When Contacting The Council Offices By Phone**



Base = 172

Satisfaction When Contacting Council Offices By Phone

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council Offices By Phone</u>					
2008	32	42	74	26	-
2005	37	42	79	21	-
2002	32	48	80	20	-
<u>Comparison</u>					
Peer Group (Rural)	35	36	71	28	1
National Average	42	40	82	16	2
<u>Ward</u>					
Lakes-Murchison*	16	50	66	34	-
Golden Bay*	11	45	56	44	-
Motueka	44	41	85	15	-
Moutere-Waimea	35	35	70	30	-
Richmond	34	46	80	20	-
<u>Household Size</u>					
1-2 person household	29	37	66	34	-
3+ person household	33	47	80	20	-

Base = 172

% read across

* caution: small bases

74% of residents contacting the Council Offices by phone in the last 12 months are satisfied (79% in 2005), including 32% who are very satisfied (37% in 2005), while 26% are not very satisfied (21% in 2005).

The percent not very satisfied is similar to the Peer Group Average and slightly above the National Average.

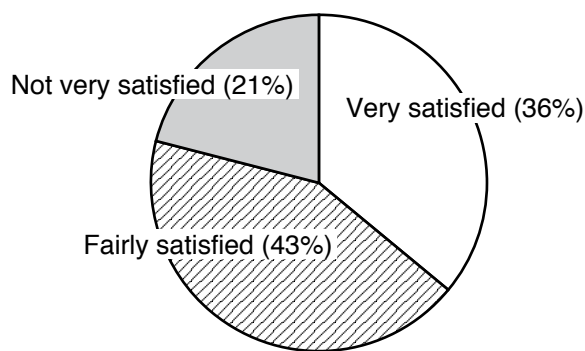
Residents[†] who live in a one or two person household, are more likely to be not very satisfied, than those who live in a three or more person household.

[†] those residents who have contacted the Council offices by phone (N = 172)

46 residents contacting Council Offices by phone are not very satisfied and give the following main reasons ...

- poor service/inefficient/slow, mentioned by 6% of residents contacting Council by phone (10 respondents),
- unhelpful/poor attitude, 5% (9 respondents),
- difficult to contact/answerphones, 5% (8 respondents),
- lack of action, 5% (8 respondents).

d. **Satisfaction When Contacting The Council Offices In Person**



Base = 202

Satisfaction When Contacting Council Offices In Person

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council Offices In Person</u>					
2008	36	43	79	21	-
2005	34	48	82	18	-
2002	34	53	87	12	1
<u>Comparison</u>					
Peer Group (Rural)	44	40	84	16	-
National Average	49	38	87	13	-
<u>Ward</u>					
Lakes-Murchison*	22	46	68	32	-
Golden Bay*	25	53	78	22	-
Motueka	35	40	75	25	-
Moutere-Waimea	37	43	80	20	-
Richmond	46	40	86	14	-
<u>Length of Residents</u>					
Lived there 10 years or less	37	49	86	14	-
Lived there more than 10 years	36	40	76	24	-

Base = 202

% read across

* caution: small bases

79% of residents contacting a Council office in person in the last 12 months are satisfied, including 36% who are very satisfied. 21% are not very satisfied. The readings are similar to the 2005 results.

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

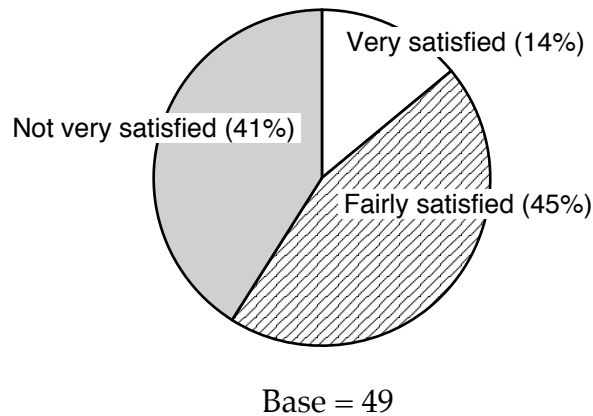
There are no notable differences between Wards and socio-economic groups, in terms of those residents contacting Council in person and being not very satisfied. However, it appears that longer term residents[†], those residing in the District more than 10 years, are slightly more likely, than shorter term residents, to feel this way.

[†] those residents who have contacted Council offices in person (N = 202)

42 residents contacting a Council office in person are not very satisfied, and give the following main reasons ...

- poor service/inefficient/slow, mentioned by 8% of residents who contacted a Council office in person (16 respondents),
- poor attitude/unhelpful, 6% (11 respondents),
- difficult procedure/confusing/unclear, 3% (6 respondents).

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



59% of residents contacting the Council offices in writing in the last 12 months are satisfied, while 41% are not very satisfied. These readings are similar to the 2005 results.

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

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

Satisfaction When Contacting The Council Offices In Writing

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council Offices In Writing</u>					
2008	14	45	59	41	-
2005	20	39	59	37	4
2002	21	49	70	28	2
<u>Comparison</u>					
Peer Group (Rural)	32	26	58	37	5
National Average	32	27	59	39	2
<u>Ward*</u>					
Lakes-Murchison	-	77	77	23	-
Golden Bay	20	36	56	44	-
Motueka	11	48	59	41	-
Moutere-Waimea	-	54	54	46	-
Richmond	32	27	59	41	-

Base = 49

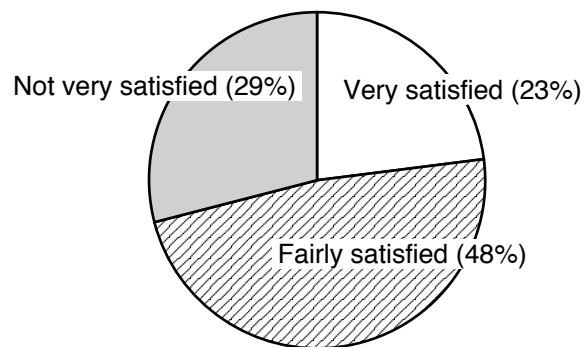
% read across

* caution: small/very small bases

19 residents contacting Council Offices in writing are not very satisfied and give the following main reasons ...

- no reply / slow response / not heard back, mentioned by 15% of residents contacting Council Offices in writing (7 respondents),
- slow response, 7% (3 respondents),
- not listening / do what they want, 6% (3 respondents).

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



Base = 32
Caution: small base

71% of residents contacting the Council offices by email in the last 12 months are satisfied, while 29% are not very satisfied.

As the bases for all Wards and most socio-economic groups are small, <24, no comparisons have been made.

Satisfaction When Contacting The Council Offices In Writing

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council Offices By Email</u> [†]					
2008	23	48	71	29	-
<u>Comparison</u>					
Peer Group (Rural)	30	37	67	33	-
National Average	48	32	80	19	1

Base = 32

% read across

† previous years reading not shown as bases <30

10 residents contacting Council Offices by email are not very satisfied and give the following reasons* ...

- no reply / slow response, mentioned by 15% of residents contacting Council offices by email (5 respondents),
- others, 14% (5 respondents).

* multiple responses allowed

g. Satisfaction When Contacting The Council Offices By Fix-O-Gram

One resident contacting the Council offices by Fix-O-Gram in the last 12 months is fairly satisfied.

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

h. Satisfaction With Service Received When Contacted Council

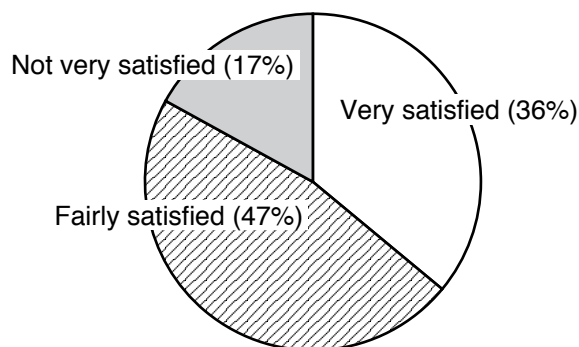
The Council office or service centre residents mainly deal with is the office in their Ward or close to their Ward.

	Had Contact 2008 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Richmond	66	83	22	14	86	98
Motueka	23	-	-	85	13	-
Takaka	9	-	78	1	-	-
Murchison	2	15	-	-	-	-
Unsure	1	2	-	-	1	2
Total	[†] 101	100	100	100	100	100
Base	269	[*] 27	32	61	68	81

* caution: small base

[†] does not add to 100% due to rounding

Contacted A Council Office In Last 12 Months



Base = 269

Of the 67% residents who contacted the Council offices by phone, in person, in writing, by email or by Fix-O-Gram in the last 12 months (60% in 2005), 83% are satisfied, including 36% who are very satisfied, with 17% being not very satisfied.

The percent not very satisfied is similar to the Peer Group Average and the 2005 reading and on par with the National Average.

66% of residents who have contacted the Council in the last 12 months, have contacted the Richmond Office, while 23% have contacted the Motueka Office.

There are no notable differences between Wards and socio-economic groups in terms of those residents[†] who are not very satisfied. However, it appears that residents who live in a one or two person household are slightly more likely to feel this way, than those who live in a three or more person household.

[†] those residents who have contacted Council in the last 12 months

Satisfaction When Contacting Council

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council</u>					
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
<u>Comparison</u>					
Peer Group (Rural)	37	45	82	18	-
National Average	38	48	86	13	1
<u>Ward</u>					
Lakes-Murchison*	25	54	79	21	-
Golden Bay	31	53	84	16	-
Motueka	38	45	83	17	-
Moutere-Waimea	33	46	79	21	-
Richmond	44	42	86	14	-
<u>Household Size</u>					
1-2 person household	41	38	79	21	-
3+ person household	32	54	86	14	-

Base = 269

% read across

* caution: small base

Recommended Satisfaction Measure For Reporting Purposes:	
Contacted Council In The Last 12 Months	= 83%
Contacted By Phone	= 74%
Contacted In Person	= 79%
Contacted In Writing	= 59%
Contacted By Email*	= 71%
Contacted by Fix-O-Gram**	= 100%

* caution: small base

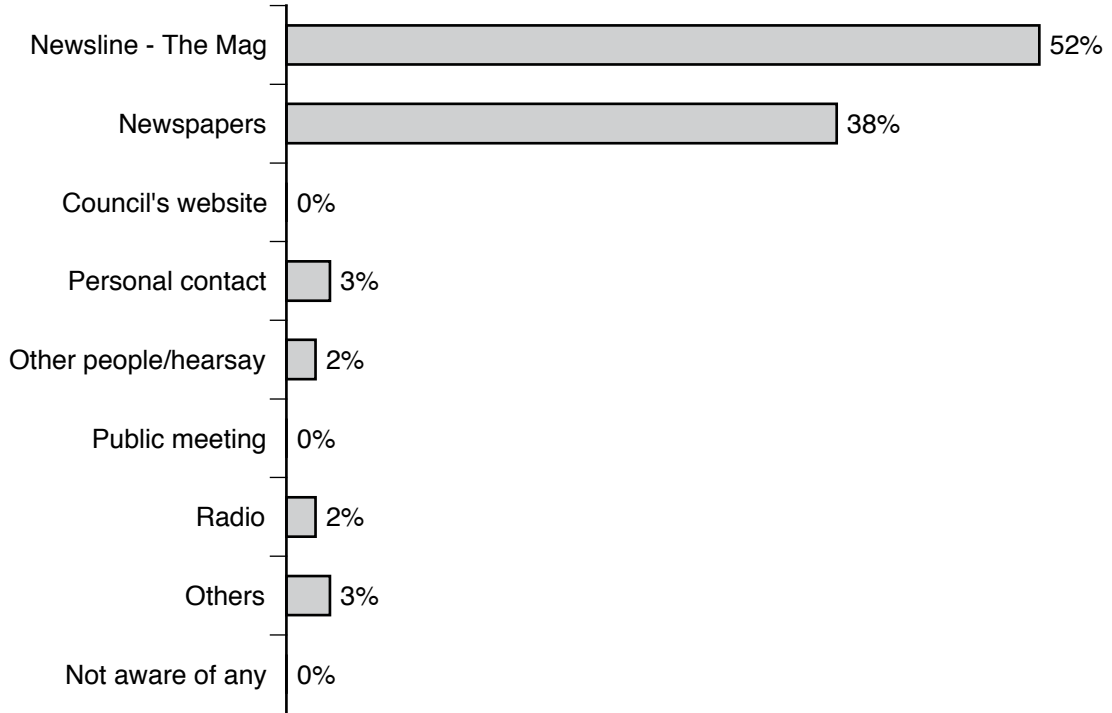
** caution: very small base



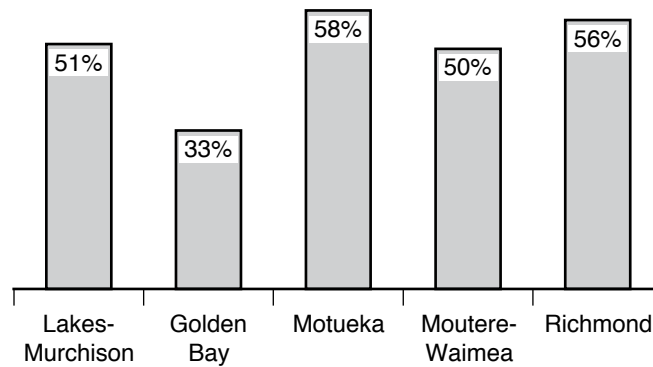
5. Information

a. Main Source of Information About Council

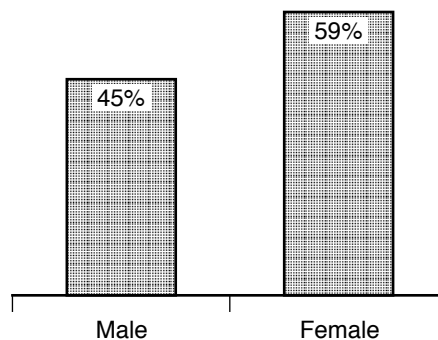
Where Or From Whom Do You Mainly Get Your Information About Council?



Percent Saying "Newsline - The Mag" - By Ward



Percent Saying "Newsline - The Mag" - Comparing Different Types Of Residents



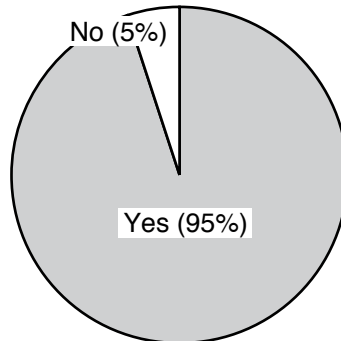
"Newsline - The Mag" is mentioned by 52% of residents as their main source of information about the Council, while 38% mention newspapers.

Residents more likely to see "Newsline - The Mag" as their main source of information are ...

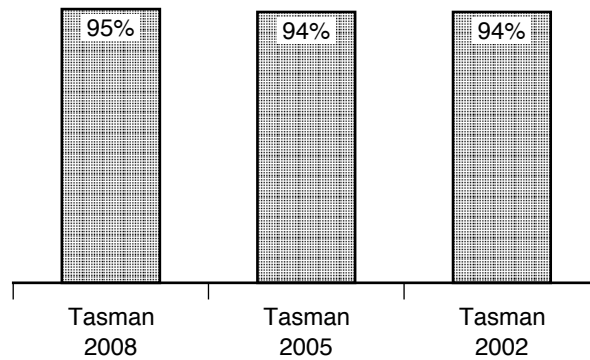
- all Ward residents, except Golden Bay Ward residents,
- women.

b. Readership Of Published Information Provided By Council

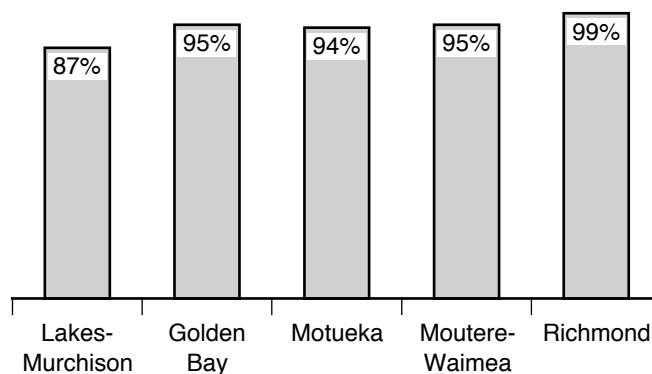
Have Seen/Read/Heard Information From Council



Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Ward



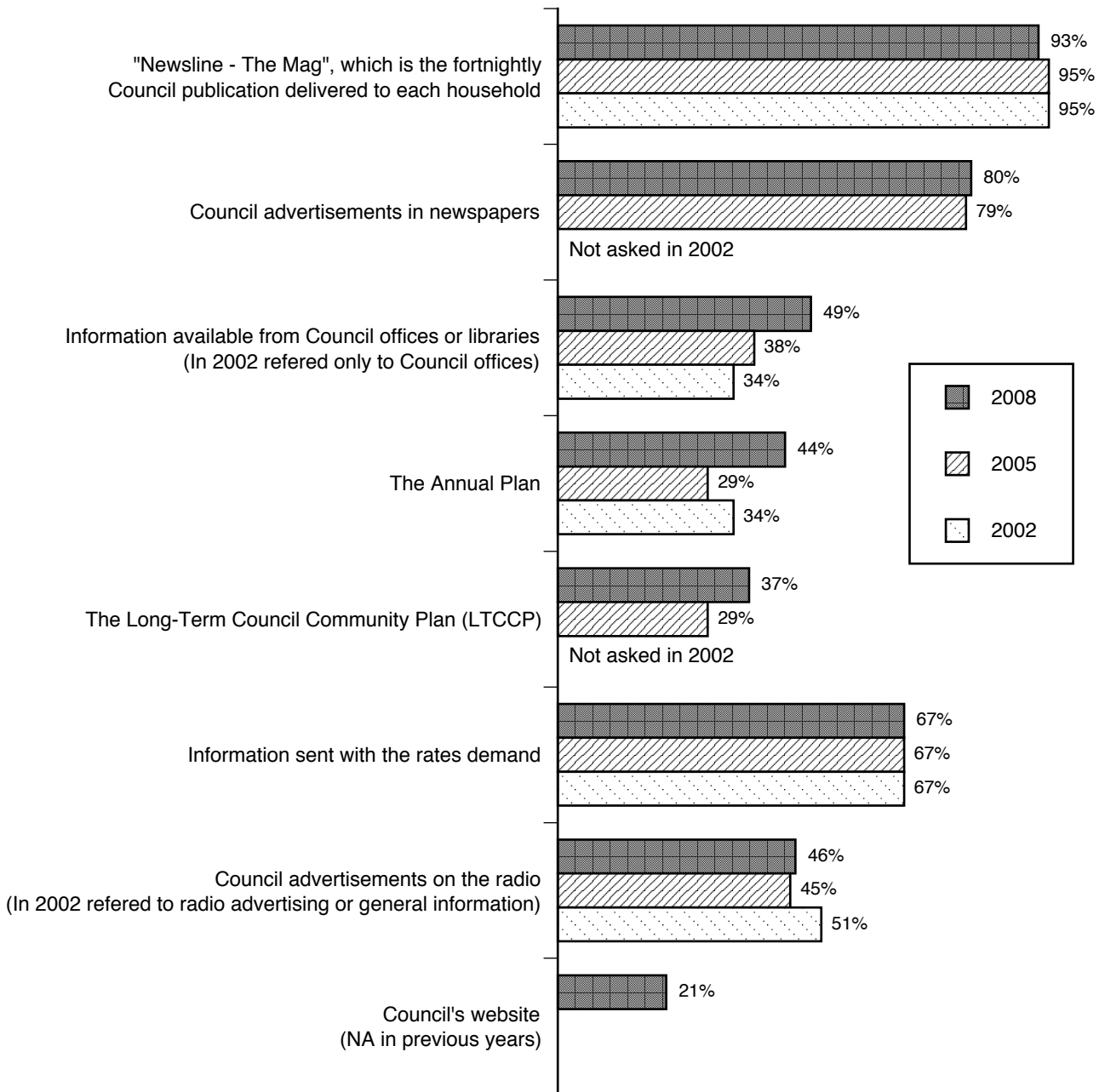
95% of Tasman residents say they have seen, read or heard, in the last 12 months, information Council publishes specifically for the community.

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

c. Types Of Published Information Residents Have Seen Or Read In The Last 12 Months

Those residents (95%) who have seen, read or heard any information, were asked to consider what types these were.

Yes, Have Seen Or Read - 2008



Base = 384

Of those who have seen, read or heard information produced by Council in the last 12 months, the majority have seen/read "Newslite - The Mag" (93%), Council advertisements in newspapers (80%) and/or information sent with the rates demand (67%).

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

There are no notable differences between Wards and socio-economic groups in terms of those residents who have seen or read Council advertisements in newspapers.

Motueka Ward residents are less likely to have seen or read the information sent with the rates demand, than other Ward residents.

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

- all Ward residents, except Golden Bay Ward residents,
- men,
- residents with an annual household income of \$50,001 or more,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

Residents more likely to have seen or read the Annual Plan, are ...

- Lakes Murchison, Golden Bay and Richmond Ward residents,
- residents aged 40 years or over.

Residents aged 40 years or over, are more likely to have seen or read information available from Council offices and libraries, than those aged 18 to 39 years.

Residents more likely to have seen or read the LTCCP ...

- residents aged 40 years or over,
- residents who live in a one or two person household.

It appears that Motueka and Moutere-Waimea Ward residents are slightly less likely to have done so, than other Ward residents.

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

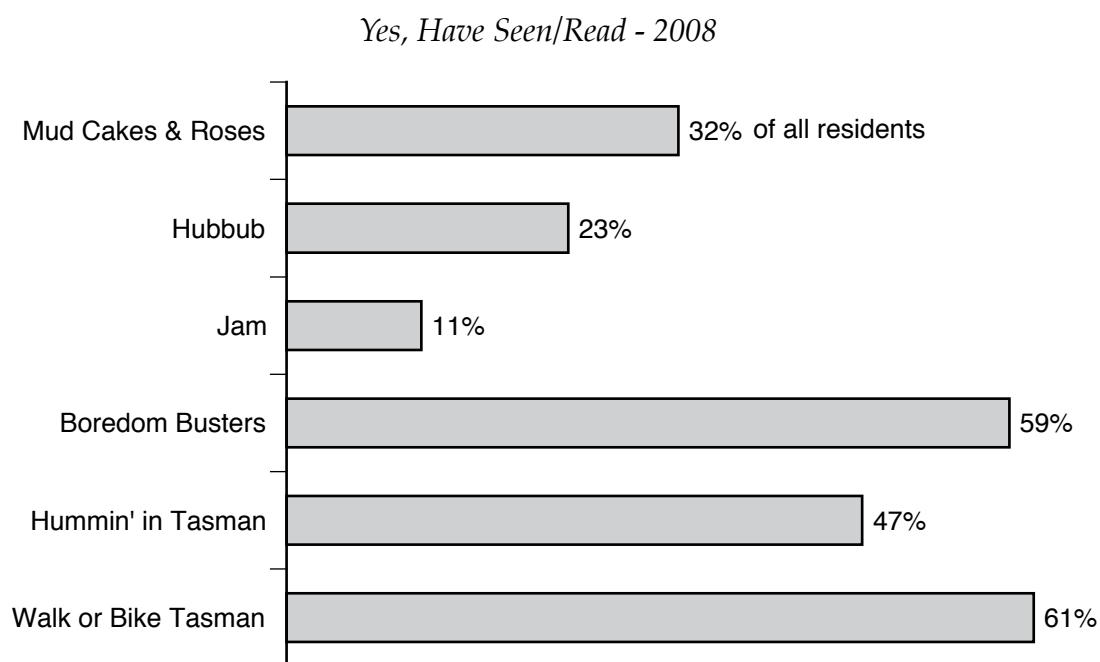
- residents aged 18 to 59 years,
- residents with an annual household income of more than \$100,000,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

81% of residents feel that there is more than/enough information supplied, while 16% feel there is not enough/nowhere near enough information supplied. These readings are similar to the 2005 results.

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.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who say there is enough/more than enough information. However, it appears that Lakes-Murchison and Moutere-Waimea Ward residents are slightly less likely to feel this way, than other Ward residents.

e. **Recreational Publications Residents Have Seen/Read In Last 12 Months**



61% of residents have seen or read, in the last 12 months, 'Walk or Bike Tasman', while 59% have seen/read 'Boredom Busters' and 47% have seen/read 'Hummin' in Tasman'.

Residents more likely to have seen/read Walk or Bike Tasman are ...

- women,
- residents aged 18-59 years,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

It also appears that Moutere-Waimea and Richmond Ward residents are slightly more likely to have seen/read this publication, than other Ward residents.

Residents more likely to have seen or read Boredom Busters are ...

- women,
- residents aged 18 to 59 years,
- residents with an annual household income of \$30,00 or more,
- residents who live in a three or more person household.

Residents more likely to have seen or read Hummin' in Tasman are ...

- all Ward residents, except Lakes-Murchison Ward residents,
- women,
- residents aged 40 to 59 years.

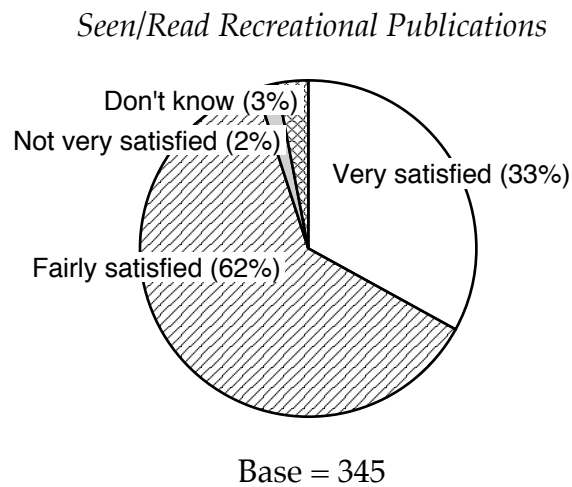
Residents more likely to have seen or read Mud Cakes and Roses are ...

- women,
- residents aged 60 years or over,
- residents who live in a one or two person household.

Richmond Ward residents are more likely to have seen or read Hubbub, than other Ward residents.

Women are more likely, than men, to have seen or read Jam.

f. **Satisfaction With Recreational Publications?**



95% of residents who have seen or read one or more of the recreational publications in the last 12 months are satisfied with the publications, including 33% who are very satisfied. 2% are not very satisfied and 3% are unable to comment.

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

[†] those residents who have seen/read one or more of the recreational publications, N = 345

Satisfaction With Recreational Publications

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Residents Who Have Read/Seen Any Recreational Publications*</u>					
2008	33	62	95	2	3
<u>Ward</u>					
Lakes-Murchison	41	46	87	11	2
Golden Bay	14	84	98	-	2
Motueka	32	67	99	-	1
Moutere-Waimea	32	60	92	2	6
Richmond	37	58	95	2	3

Base = 345

% read across

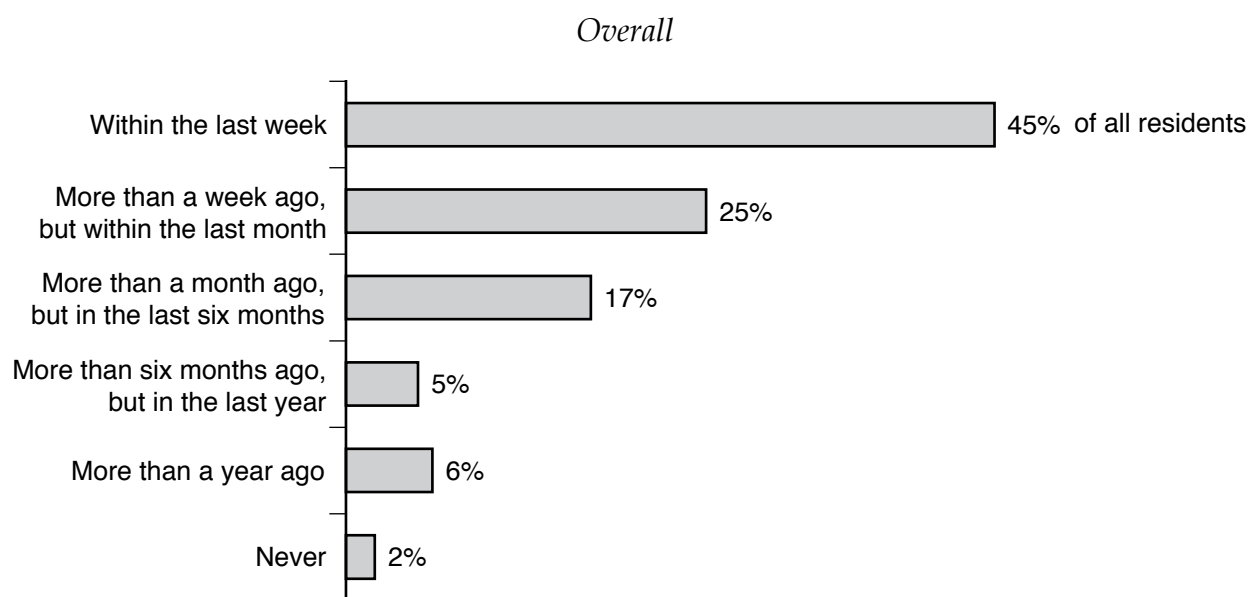
* not asked prior to 2008



6. Local Issues

a. Parks And Reserves

Usage:



92% of Tasman residents say they have used a park or reserve in the last 12 months, with 45% saying they have used/visited a park or reserve in the last week (48% in 2005).

Residents more likely to have used or visited a park or reserve in the last week are ...

- Golden Bay and Richmond Ward residents,
- residents aged 18 to 39 years,
- residents with an annual household income of \$50,001 or more, or less than \$30,000,
- residents who live in a three or more person household.

How Frequently Residents Used Or Visited A Park Or Reserve In The Tasman District

		Frequency						Don't know %
		Within the last week %	More than a week ago, but within the last month %	More than a month ago, but in the last year %	More than 6 months ago, but in the last year %	More than a year ago %	Never %	
Overall*								
Total District	2008	45	25	17	5	6	2	-
	2005	48	24	11	7	5	4	1
Ward								
Lakes-Murchison		36	39	17	-	2	4	2
Golden Bay		54	17	19	10	-	-	-
Motueka		37	28	22	5	5	3	-
Moutere-Waimea		40	29	14	8	7	2	-
Richmond		56	18	15	3	6	2	-
Age								
18-39 years		57	23	14	3	3	-	-
40-59 years [†]		40	30	19	6	3	1	-
60+ years [†]		38	20	17	7	12	6	1
Household Size								
1-2 person household [†]		35	25	21	6	8	4	-
3+ person household		56	26	12	4	2	-	-
Household Income								
Less than \$30,000 pa		46	15	14	6	13	6	-
\$30,000 pa - \$50,000 pa		25	41	25	7	1	1	-
\$50,001 pa - \$100,000 pa		51	22	16	5	5	1	-
More than \$100,000 pa		57	24	9	4	2	2	2

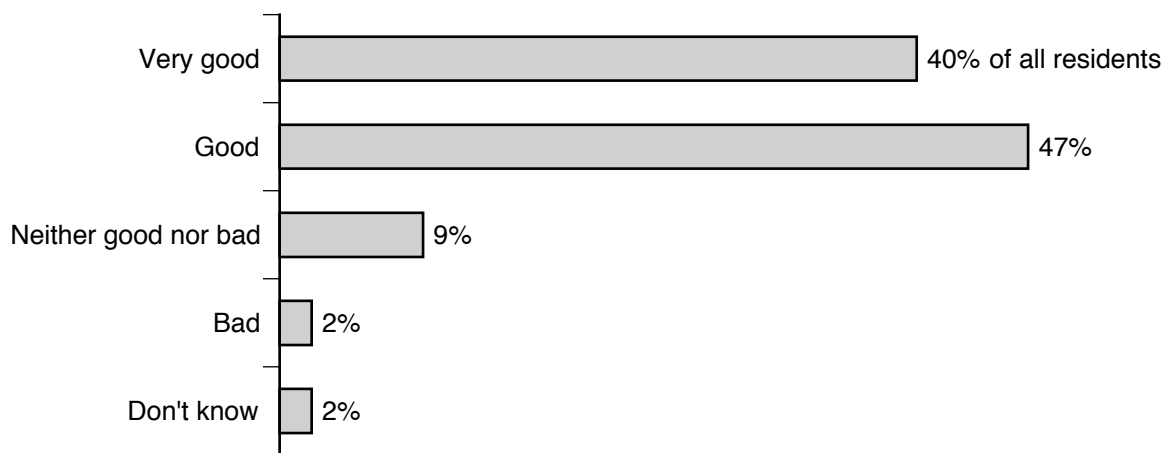
% read across

* not asked prior to 2005

† does not add to 100% due to rounding

b. Tourism

What Do Residents Think The Overall Impact Tourism Has On Their Region



87% of residents think the overall impact tourism has on their region is very good/good, with 40% saying it is very good, while 2% feel it is bad. 9% say the impact is neither good nor bad and 2% are unable to comment.

There are no notable differences between Wards and socio-economic groups, in terms of those residents to think the impact is very good/good. However, it appears that shorter term residents, those residing in the District 10 years or less are slightly more likely to feel this way, than longer term residents.

Summary Table: Overall Impact Tourism Has On The Region

	Very good %	Good %	Very good/ Good %	Neither good nor bad %	Bad %	Very bad %	Bad/ Very bad %	Don't know %
<u>Overall</u>								
Total District 2008	40	47	87	9	2	-	2	2
<u>Ward</u>								
Lakes-Murchison	42	45	87	6	7	-	7	-
Golden Bay	23	52	75	20	2	-	2	3
Motueka	44	47	91	5	2	1	3	1
Moutere-Waimea	37	45	82	11	2	-	2	5
Richmond	45	46	91	7	1	-	1	1
<u>Length of Residence</u>								
Lived there 10 years or less*	45	47	92	7	1	-	1	2
Lived there more than 10 years	39	46	85	10	3	-	3	2

* does not add to 100% due to rounding

Reasons Residents Feel Impact Of Tourism Is Very Good/Good

The main reasons residents feel the impact of tourism is very good/good are ...

- brings money to region/good for local economy, mentioned by 71% of residents who feel the impact of tourism is very good/good,
- creates employment, 17%,
- attracting a lot of tourists, more tourists around, 9%,
- has a lot to offer/lots to do, 9%,
- a beautiful region/nice place to visit, 8%,
- advertising/promotion/puts area on the map, 7%,
- brings a variety of people/more interesting, 7%.

Base = 348

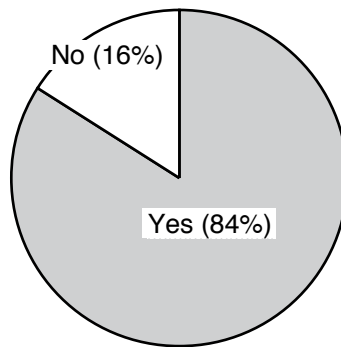
The main reasons residents feel the impact of tourism is bad/very bad are ...

- too many people/overloads infrastructure, mentioned by 67% of residents who feel the impact of tourism is bad/very bad (6 respondents),
- impact on environment/pollution, 44% (4 respondents).

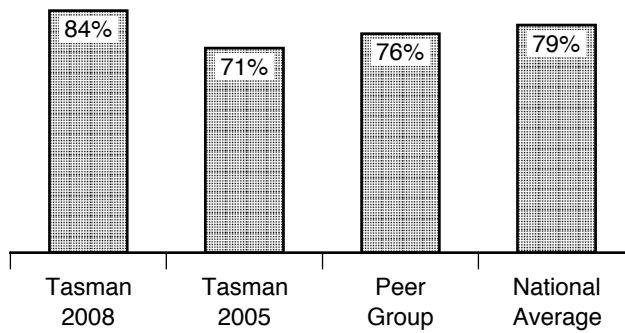
Base = 36

c. Internet Access

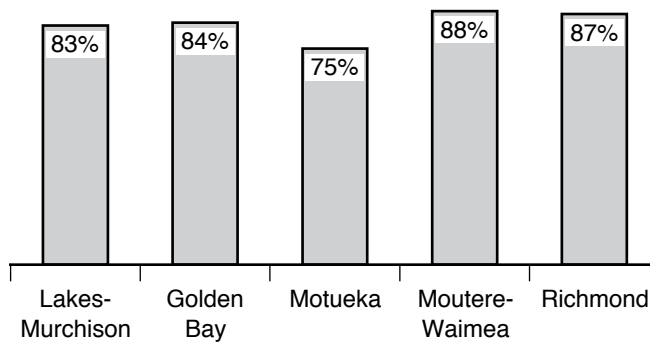
Overall



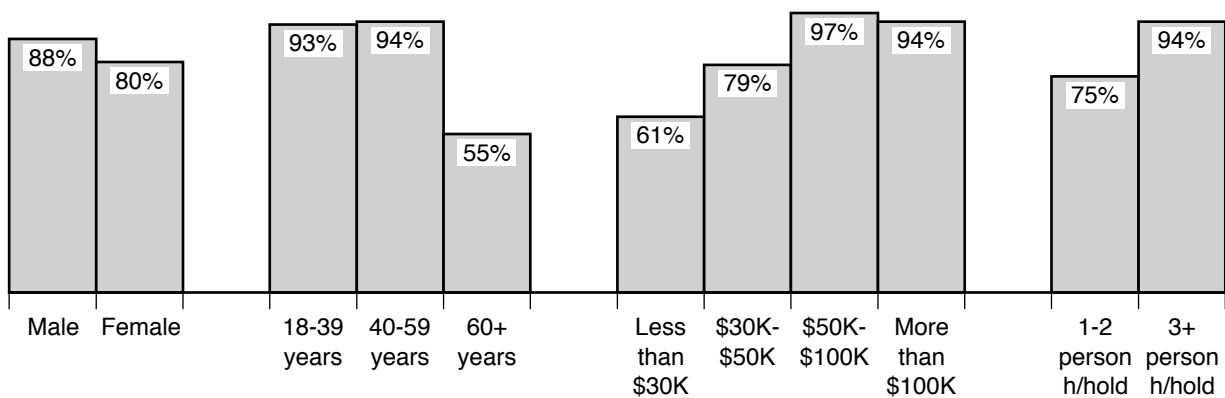
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



84% of Tasman District residents say they have access to the Internet (71% in 2005). This is above the Peer Group Average and slightly above the National Average.

Residents more likely to say 'Yes' are ...

- men,
- residents aged 18 to 59 years,
- residents with an annual household income of \$30,000 or more, in particular, those with an annual household income of \$50,001 or more,
- residents who live in a three or more person household.

d. Place To Live

Residents were asked to think about the range and standard of amenities and activities which Council can influence. With these in mind, they were then asked to say whether they think Tasman District is better, about the same, or worse, as a place to live, than it was three years ago.

	Better %	Same %	Worse %	Unsure %
<u>Overall*</u>				
Total District 2008	36	52	5	7
2005	38	48	6	8
<u>Comparison</u>				
Peer Group Average (Rural)	34	51	9	6
National Average	43	42	8	7
<u>Ward</u>				
Lakes-Murchison	38	47	9	6
Golden Bay	22	58	3	17
Motueka	35	53	5	7
Moutere-Waimea†	37	45	9	8
Richmond	38	56	2	4
<u>Age</u>				
18-39 years	33	57	3	7
40-59 years	33	51	7	9
60+ years	43	46	5	6
<u>Length of Residence</u>				
Lived there 10 years or less*	30	50	2	19
Lived there more than 10 years	39	52	7	2

% read across

† does not add to 100% due to rounding

* not asked prior to 2005

36% of residents think their District is better, as a place to live, than it was three years ago, 52% feel it is the same (48% in 2007) and 5% say it is worse. 7% are unable to comment.

The percent saying better (36%) is similar to the Peer Group and below the National Average.

Residents more likely to feel their District is better than it was three years ago are ...

- all Ward residents, except Golden Bay Ward residents,
- residents aged 60 years or over,
- longer term residents, those residing in the District more than 10 years.

e. Perception Of Safety

Is Tasman District Generally A Safe Place To Live?

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely not %	Don't know %
<u>Overall*</u>					
Total District 2008	53	44	3	-	-
2005	66	33	1	-	-
<u>Comparison</u>					
Peer Group (Rural)	43	52	5	-	-
National Average	30	56	12	2	-
<u>Ward</u>					
Lakes-Murchison	71	24	5	-	-
Golden Bay	45	52	3	-	-
Motueka	41	54	4	1	-
Moutere-Waimea [†]	50	47	4	-	-
Richmond	60	39	1	-	-

% read across

[†] does not add to 100% due to rounding

* not asked prior to 2005

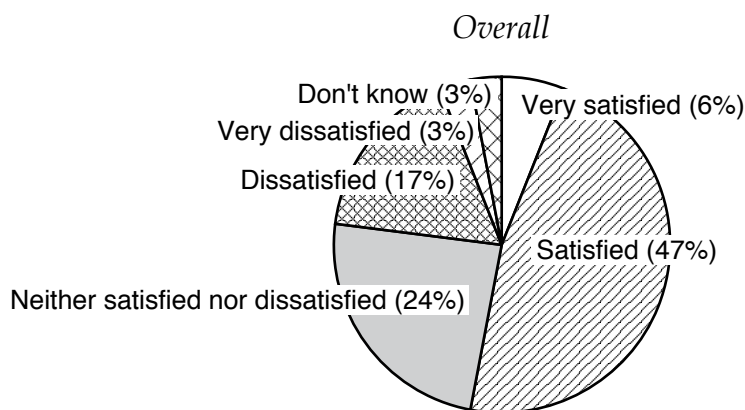
53% of residents feel that generally Tasman District is definitely a safe place to live (66% in 2005) and 44% say it is mostly (33% in 2005). 3% of residents think the District is not really a safe place to live, while none say it is definitely not.

The percent saying 'yes, definitely' (53%) is above the Peer Group and National Averages.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who feel that Tasman District is definitely a safe place to live. However, it appears that Lakes-Murchison Ward residents are slightly more likely to feel this way, than other Ward residents.

f. Council Consultation & Community Involvement

Satisfaction with the way Council involves the public in the decisions it makes:



53% of residents are very satisfied/satisfied with the way Council involves the public in the decisions it makes (61% in 2007), while 20% are dissatisfied/very dissatisfied (15% in 2007). 24% are neither satisfied nor dissatisfied (21% in 2007) and 3% are unable to comment.

The very satisfied/satisfied reading (53%) is slightly above the Peer Group Average and above the National Average.

Residents more likely to be very satisfied/satisfied are ...

- all Ward residents, except Golden Bay Ward residents,
- women,
- longer term residents, those residing in the District more than 10 years,
- residents who live in a one or two person household.

Summary Table: Level Of Satisfaction With The Way Council Involves The Public In The Decisions It Makes

	Very satisfied/ satisfied %	Neither satisfied, nor dissatisfied %	Dissatisfied/ very dissatisfied %	Don't know %
<u>Overall*</u>				
Total District 2008	53	24	20	3
2005	61	21	15	3
<u>Comparison</u>				
Peer Group (Rural)	47	28	22	3
National Average	46	28	22	4
<u>Ward</u>				
Lakes-Murchison [†]	47	29	19	6
Golden Bay	31	22	47	-
Motueka	52	28	19	1
Moutere-Waimea [†]	50	19	24	6
Richmond	64	25	10	1
<u>Gender</u>				
Male	48	22	27	3
Female	57	26	14	3
<u>Household Size</u>				
1-2 person household	58	23	17	2
3+ person household	46	27	24	3
<u>Length of Residence</u>				
Lived there 10 years or less	46	28	22	4
Lived there more than 10 yrs [†]	56	23	20	2

% read across

* not asked prior to 2005

† does not add to 100% due to rounding

g. Natural Environment

i. How Satisfied Are Residents That The Natural Environment Is Being Preserved/Sustained?

Residents were asked to say how satisfied they are that the natural environment in the Tasman District is being preserved and sustained for future generations.

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither Satisfied nor Dissatisfied %	Dis- satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<u>Overall*</u>								
Total District								
2008	19	56	75	13	10	1	11	1
2005	17	59	76	11	9	3	12	1
<u>Comparison</u>								
Peer Group	17	55	72	11	14	2	16	1
National Average	18	54	72	15	11	1	12	1
<u>Ward</u>								
Lakes-Murchison	18	58	76	5	15	2	17	2
Golden Bay	9	71	80	11	9	-	9	-
Motueka	13	61	74	18	6	-	6	2
Moutere-Waimea	27	43	70	14	12	2	14	2
Richmond [†]	19	59	78	10	10	2	12	1
<u>Length of Residence</u>								
Lived there 10 years or less	19	51	70	17	10	1	11	2
Lived there more than 10 years	18	59	77	11	10	1	11	1

% read across

* not asked prior to 2005

[†] does not add to 100% due to rounding

75% of residents are very satisfied/satisfied that the natural environment in the Tasman District is being preserved and sustained for future generations. This is on par with the Peer Group and National Averages.

11% are dissatisfied/very dissatisfied, while 13% are neither satisfied nor dissatisfied.

There are no notable differences, between Wards and socio-economic groups, in terms of those residents very satisfied/satisfied. However, it appears that longer term residents, those residing in the District more than 10 years, are slightly more likely to be very satisfied/satisfied, than shorter term residents.

ii. Rating Council's Management Of Air Quality In The District

	Very well %	Well %	Very well/ Well %	Neither well nor poorly %	Poorly %	Very poorly %	Poorly/ Very poorly %	Don't know %
<u>Overall*</u>								
Total District 2008	13	44	57	22	11	3	14	7
<u>Ward</u>								
Lakes-Murchison	20	45	65	16	11	-	11	8
Golden Bay	17	53	70	9	5	-	5	16
Motueka	13	39	52	26	10	-	10	12
Moutere-Waimea	11	43	54	21	17	4	21	4
Richmond	9	46	55	26	9	6	15	4
<u>Gender</u>								
Male [†]	15	48	63	16	12	3	15	7
Female	10	41	51	27	10	3	13	8

% read across

* not asked prior to 2008

† does not add to 100% due to rounding

57% feel the Council is managing air quality in the District very well/well, while 14% say it is poorly/very poorly managed. 22% think it is neither well nor poorly managed and 7% are unable to comment.

Men are more likely, than women, to think the Council is managing air quality in the District very well/well.

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E. APPENDIX

Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
<u>Ward**</u>	Lakes-Murchison	39	31
	Golden Bay	41	45
	Motueka	100	99
	Moutere-Waimea	101	99
	Richmond	121	128
<u>Gender</u>	Male	201	196
	Female	201	206
<u>Age</u>	18 - 39 years	75	128
	40 - 59 years	174	170
	60+ years	153	104

* 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.

**Expected numbers shown here are based on the 2006 Census Statistics for residents aged 18 or over in each Ward, and includes an adjustment to take into account the boundary change along the Lakes-Murchison and Moutere-Waimea Ward boundaries, which occurred after the March 2006 Census.

NB: no Ward weights were applied - please see pages 2 and 3.

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