

**TASMAN DISTRICT COUNCIL  
COMMUNITRAK™ SURVEY  
JULY / AUGUST 2009**

# **COMMUNITRAK™ SURVEY**

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

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

**TASMAN DISTRICT COUNCIL**

**JULY / AUGUST 2009**



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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 strategies that advance the Tasman District.
Objective 2:	To ensure sustainable management of natural and physical resources and security of environmental standards.
Objective 3:	To sustainably manage infrastructural assets relating to Tasman District.
Objective 4:	To enhance community development and the social, 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, in June/July 2008 and now again in July/ August 2009.

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 401 residents of the Tasman District.

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

Interviews were spread across the five Wards as follows:

Lakes-Murchison	40
Golden Bay	41
Motueka	101
Moutere-Waimea	94
Richmond	125
Total	<u>401</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.

A target of interviewing 90 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 Ward, 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 24th July to Sunday 2nd August 2009.

### **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 1,004 interviews conducted in December 2008 (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

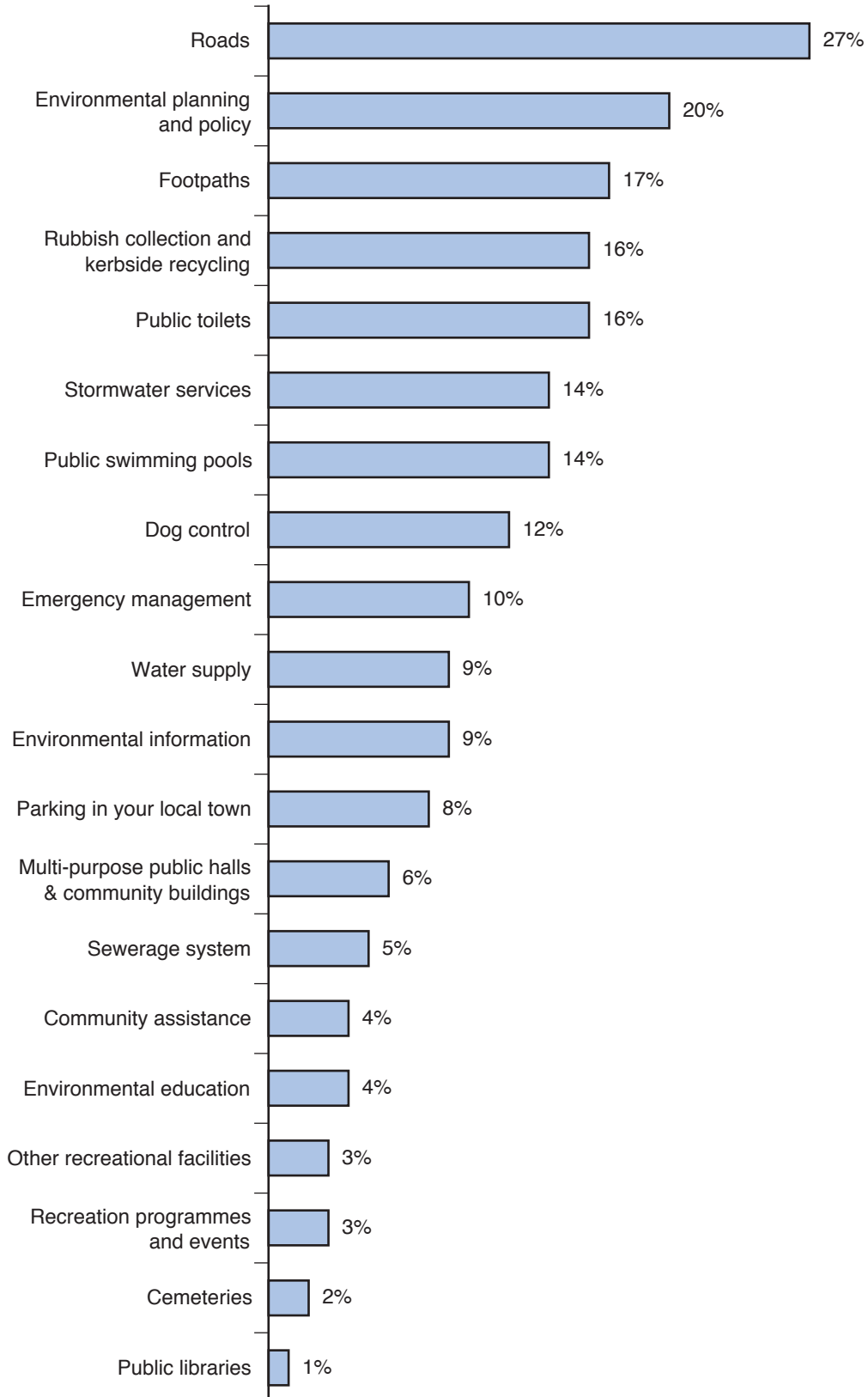
This report summarises the opinions and attitudes of Tasman District Council residents, to the services provided for them by their Council and their elected representatives.

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 ...



There are no instances where the percent not very satisfied in Tasman District is higher / slightly higher than the Peer Group and /or National Average.

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	17%	26%	25%
• public toilets	16%	23%	25%
• dog control	12%	21%	19%
• water supply	9%	17%	10%
• parking in your local town	8%	22%	30%
• community assistance	4%	10%	9%

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	27%	*26%	*24%
• rubbish collection & kerbside recycling	16%	†15%	†12%
• public swimming pools	14%	14%	10%
• stormwater services	14%	14%	14%
• emergency management	10%	6%	6%
• multi-purpose public halls & community buildings	6%	††9%	††6%
• sewerage system	5%	7%	7%
• other recreational facilities	3%	**5%	**5%
• cemeteries	2%	3%	4%
• public libraries	1%	3%	3%

There are no comparative Peer Group and National Averages for recreation programmes and events, environmental planning and policy, environmental information and environmental education.

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

\*\* these percentages are the averaged readings for sportsfields and playgrounds and parks and reserves, as these were asked separately in the 2008 National Communitrak™ Survey

† these percentages are the averaged readings for rubbish collection and recycling, as these were asked separately in the 2008 National Communitrak™ Survey

†† these percentages are the readings for public halls only

### 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	75	8	17
Council's kerbside recycling service	78	1	21
Public library	69	9	22
Public toilets	53	22	25
Public hall or community building	37	26	37
Cemetery	31	25	44
Public swimming pool	35	14	51
Local museums	6	35	59
Dog control	4	15	81

% read across

Other recreational facilities, 83%,

Council's kerbside recycling service, 79% (75% in 2008) and

Public libraries, 78%,

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

37% of Tasman District have in mind a recent Council action, decision or management they **approve** of (40% in 2008). This is similar to the Peer Group and National Averages.

The main actions/decisions mentioned are ...

- improved roading/traffic flow/road safety, mentioned by 7% of all residents,
- beautification/town centre upgrade, 4%,
- do a good job/good financial management/good service, 4%,
- environmental issues, 3%,
- rubbish collection/recycling issues, 3%,
- good consultation/keep us informed/they listen, 3%.

38% of residents have in mind a recent Council action, decision or management they **disapprove** of (54% in 2008). This is below the Peer Group and National Averages.

The main actions/decisions mentioned are ...

- rates increases/rates too high/rates issues, mentioned by 5% of all residents,
- roading, 5%,
- traffic issues/traffic lights, 4%,
- environmental issues, 4%,
- water supply issues, 4%,
- rubbish/recycling issues, 3%,
- amalgamation issues, 3%,
- money spent/overspending/money wasted, 3%.

### **Rates Issues**

Overall, 72% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council, while 23% are not very satisfied (27% in 2008).

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

### **Contact With Council**

Residents are likely to contact Council offices or staff (84%) first if they have a matter to raise with Council (82% in 2008). 7% of residents would make contact with a Councillor (10% in 2008).

38% of residents have contacted the Council offices in the last 12 months by phone (43% in 2008), with 45% visiting them in person (50% in 2008) and 16% contacting Council in writing (11% in 2008). 6% have contacted the Council offices by email (8% in 2008) and 1% contacted them by Fix-O-Gram.

74% of residents who contacted the Council by phone in the last 12 months are satisfied with the service they received, with 85% of residents visiting a Council office in person (79% in 2008) and 75% of residents contacting a Council office in writing being satisfied (59% in 2008). 79% of residents contacting a Council office by email are satisfied. Of the two respondents who contacted Council by Fix-O-Gram, one was satisfied.

Of the 61% of residents who have contacted Council in the last 12 months (67% in 2008), 88% are satisfied with the service they received (83% in 2008).

## Information

### Main source of information about the Council

Newsline - The Mag	55% of all residents
Newspapers	35%
Personal contact	4%
The Council's website	1%
From other people / hearsay	1%
Radio	1%
Public meetings	0%
Others	1%
Not aware of any	2%

### Seen, read or heard information from Council

96% of residents who are aware of information about Council say they have seen, read or heard information Council publishes, specifically for the community, in the last 12 months in the form of:

Newsline - The Mag	94% of these residents <sup>†</sup>
The Annual Plan	49% (44% in 2008)
Council advertisements in newspapers	81%
'Ten Year Plan' or The Long-Term Council Community Plan	59%
Information sent with the rates demand	64%
Council advertisements on the radio	44%
Information available from the Council offices or libraries	44% (49% in 2008)
The Council's website	29% (21% in 2008)

<sup>†</sup>Base = 381 (residents who have seen, read or heard information published by Council)

Sufficiency of information supplied by Council

More than enough	11% of all residents
Enough	70%
Not enough	14%
Nowhere near enough	1%
Don't know / not sure	4%

Yes, have seen or read recreation publications

Mud Cakes and Roses	37% of all residents (32% in 2008)
Jam	13%
Boredom Busters	57%
Hummin' in Tasman	36% (47% in 2008)
Walk or Bus Tasman	50% (61% in 2008)

Satisfaction with recreational publications

Very satisfied	44% of residents who have seen or read at least one of the recreation publications in the last 12 months <sup>†</sup> (33% in 2008)
Fairly satisfied	53% (62% in 2008)
Not very satisfied	2%
Don't know	1%

<sup>†</sup>Base = 330



## LOCAL ISSUES

### Internet Access

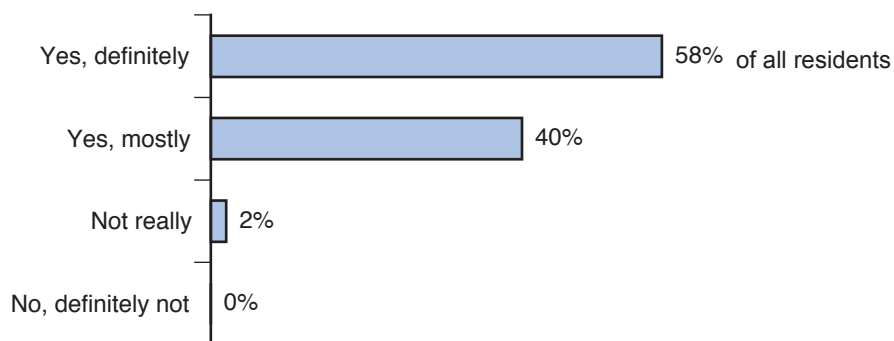
86% of residents say they have access to the Internet (84% in 2008).

### Place to Live

42% of residents think Tasman District is better, as a place to live, than it was three years ago (36% in 2008), while 46% feel it is the same (52% in 2008) and 4% say it is worse. 8% are unable to comment.

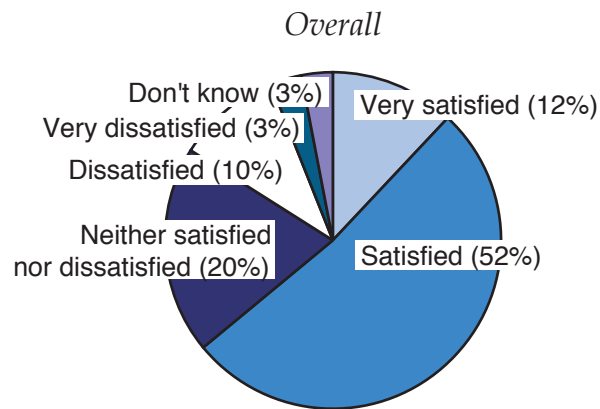
### Perception of Safety

Is Tasman District generally a safe place to live?



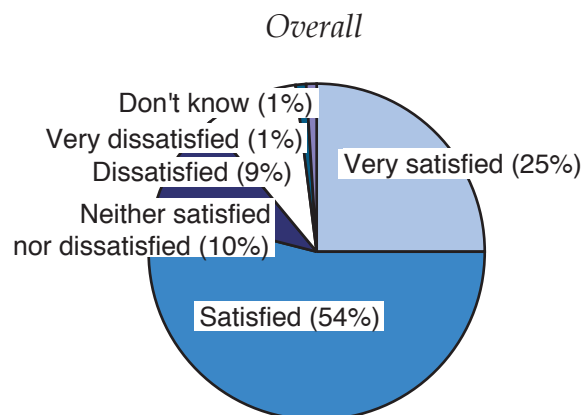
## Council Consultation and Community Involvement

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

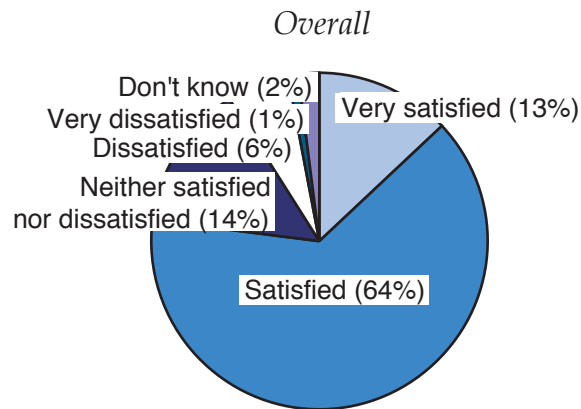


## Natural Environment

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



**Built Or Urban Environment**



**Connection To The Community**

Residents were asked to say how connected they feel to their community, in terms of their sense of belonging or sense of place ...

Very connected	32% of all residents
Well connected	48%
Neither well nor poorly connected	16%
Poorly connected	3%
Very poorly connected	0%
Don't know	1%

\* \* \* \* \*



## 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 66% of meshblocks belong within an urban area, as classified by Statistics New Zealand's 2006 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

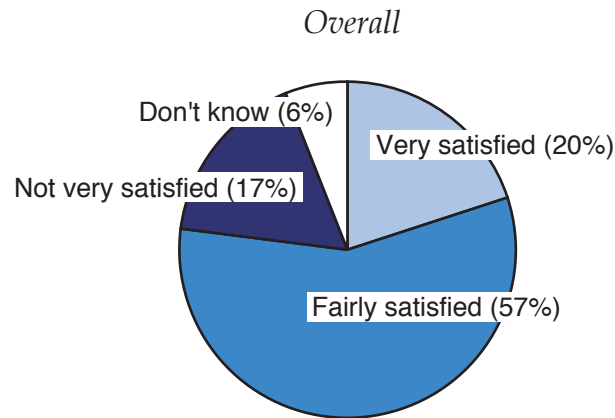


## **1. Council Services/Facilities**

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



77% of Tasman residents are satisfied with footpaths in their District (71% in 2008), while 17% are not very satisfied.

The percent not very satisfied is below the Peer Group and National Averages and on par with the 2008 reading.

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

## Satisfaction With Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall</u></b>					
Total District 2009	20	57	<b>77</b>	17	6
2008	18	53	<b>71</b>	21	8
2005	16	55	<b>71</b>	22	7
2002	15	56	<b>71</b>	18	11
1999	9	59	<b>68</b>	24	8
1996	17	47	<b>64</b>	25	11
<b><u>Comparison</u></b>					
Peer Group (Rural)	17	46	<b>63</b>	26	11
National Average	20	51	<b>71</b>	25	4
<b><u>Ward</u></b>					
Lakes-Murchison	20	51	<b>71</b>	8	21
Golden Bay	19	48	<b>67</b>	27	6
Motueka	17	64	<b>81</b>	17	2
Moutere-Waimea <sup>†</sup>	26	47	<b>73</b>	14	12
Richmond <sup>†</sup>	19	62	<b>81</b>	17	1

% read across

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

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

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

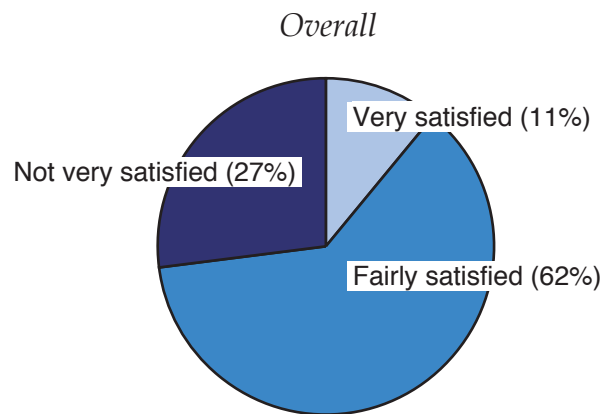
### Summary Table: Main Reasons\* For Being Not Very Satisfied With Footpaths

	Total District 2009 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
No footpaths/lack of footpaths	6	3	15	7	6	2
Uneven/cracked/rough/ bumpy/potholes	5	2	-	4	4	9
Poor condition/need maintenance/ upgrading	4	2	3	3	7	3
Poor design/too narrow/poor access	2	5	5	2	-	3

\* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 77%</p>
------------------------------------------------------------------------------------------



*ii. Roads*

73% of residents are satisfied with roading in the District (76% in 2008), while 27% are not very satisfied with this aspect of the District.

The percent not very satisfied is similar to the Peer Group Average, and on par with the National Average and the 2008 reading.

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

- all Ward residents, except Richmond Ward residents,
- women.

## Satisfaction With Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %	
<b><u>Overall</u></b>						
Total District	2009	11	62	73	27	-
	2008	16	60	76	23	1
	2005	12	64	76	24	-
	2002	10	54	64	35	1
	1999	9	61	70	30	-
	1996	14	51	65	35	-
<b><u>Comparison*</u></b>						
Peer Group (Rural)		17	57	74	26	-
National Average		18	58	76	24	-
<b><u>Ward</u></b>						
Lakes-Murchison		5	60	65	35	-
Golden Bay		4	62	66	34	-
Motueka		8	61	69	31	-
Moutere-Waimea		18	53	71	29	-
Richmond <sup>†</sup>		13	69	82	16	1
<b><u>Gender</u></b>						
Male <sup>†</sup>		12	64	76	23	-
Female		11	59	70	30	-

% read across

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

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

The 106 residents who say they are not very satisfied with roading, give the following main reasons ...

- potholes/rough/uneven/bumpy,
- lack of maintenance,
- roadworks - ongoing/take too long,
- gravel roads/need tarsealing,
- poor quality of work/patching/don't clean up afterwards,
- poor condition/need upgrading.

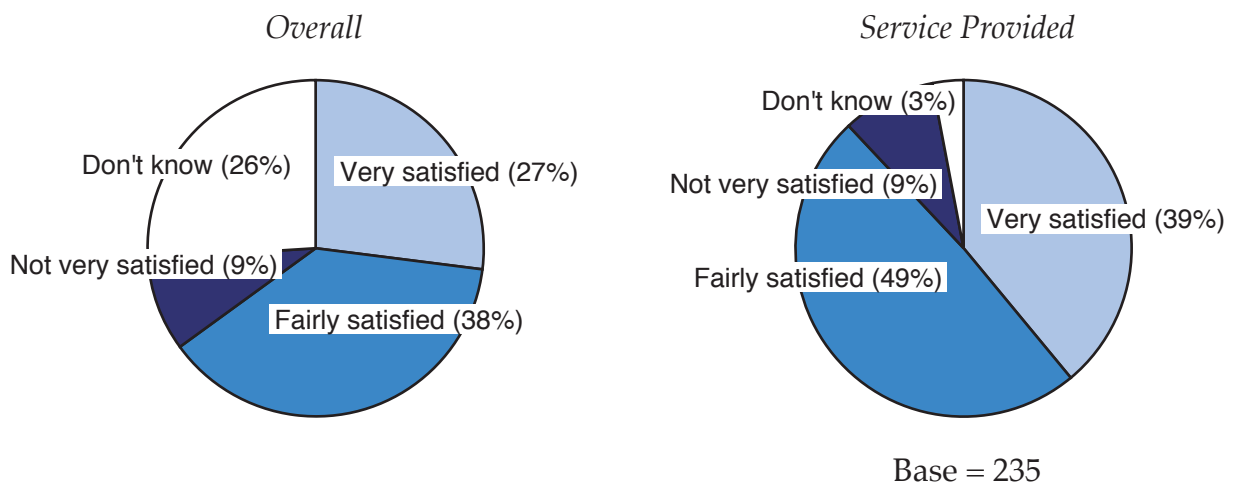
### Summary Table: Main Reasons\* For Being Not Very Satisfied With Roads

	Total District 2009 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Potholes/rough/uneven/bumpy	8	2	5	11	13	3
Lack of maintenance	5	8	7	6	7	-
Roadworks - ongoing/take too long	4	2	-	7	3	5
Gravel roads/need tarsealing	4	17	4	6	3	2
Poor quality of work/patching/ don't clean up afterwards	4	6	-	8	4	1
Poor condition/need upgrading	4	2	8	4	6	-

\* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 73%</p>
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iii. Water Supply



65% of residents are satisfied with the water supply (56% in 2008), including 27% who are very satisfied (23% in 2008). 9% are not very satisfied and 26% are unable to comment (29% in 2008).

Tasman District residents are below their Peer Group counterparts, similar to residents nationwide, and 6% below the 2008 reading, with regards to the percent not very satisfied with the water supply.

60% of residents receive a piped supply (56% in 2008). Of these, 88% are satisfied and 9% are not very satisfied.

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

## Satisfaction With Water Supply

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall</u></b>					
Total District 2009	27	38	65	9	26
2008	23	33	56	15	29
2005	22	41	63	15	22
2002	25	30	55	9	36
1999	19	35	54	15	31
1996	23	29	52	14	34
Service Provided	39	49	88	9	3
<b><u>Comparison</u></b>					
Peer Group (Rural)	25	34	59	17	24
National Average	39	43	82	10	8
<b><u>Ward</u></b>					
Lakes-Murchison	19	26	45	5	50
Golden Bay	23	12	35	10	55
Motueka	18	33	51	8	41
Moutere-Waimea <sup>†</sup>	29	34	63	14	22
Richmond	36	56	92	7	1

% read across

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

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

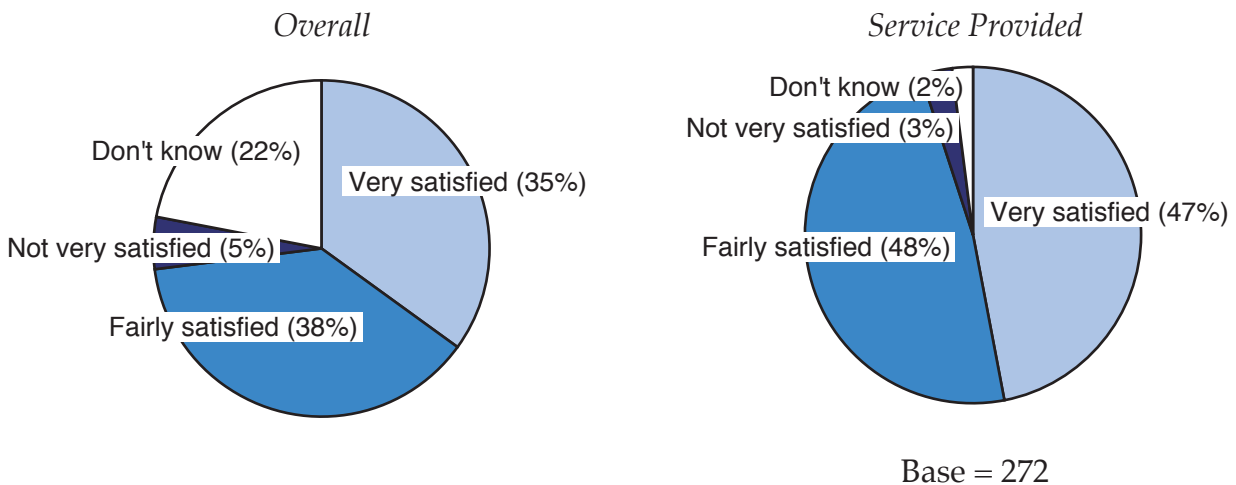
- poor quality of water / bad taste, mentioned by 2% of all residents,
- inadequate supply / restrictions, 2%,
- cost involved / expensive / paying for other areas, 2%,
- not on town supply, 2%.

\* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	65%
Receivers of Service	=	88%

iv. Sewerage System



73% of residents are satisfied with the District's sewerage system (66% in 2008), including 35% who are very satisfied (29% in 2008). 5% are not very satisfied, while 22% are unable to comment.

The percent not very satisfied (5%) is similar to the Peer Group and National Averages and the 2008 reading.

69% of residents are provided with a sewerage system. Of these, 95% are satisfied and 3% are not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are not very satisfied with the sewerage system. However, it appears that Golden Bay Ward residents are slightly more likely, than other Ward residents, to feel this way.

### Satisfaction With Sewerage System

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	35	38	<b>73</b>	5	22
2008	29	37	<b>66</b>	6	28
2005	25	41	<b>66</b>	9	25
2002	25	36	<b>61</b>	7	32
Service Provided	47	48	<b>95</b>	3	2
<b><u>Comparison</u></b>					
Peer Group (Rural)	30	33	<b>63</b>	7	30
National Average	40	42	<b>82</b>	7	11
<b><u>Ward</u></b>					
Lakes-Murchison <sup>†</sup>	30	23	<b>53</b>	3	43
Golden Bay <sup>†</sup>	23	25	<b>48</b>	17	34
Motueka	40	43	<b>83</b>	1	16
Moutere-Waimea	29	29	<b>58</b>	6	36
Richmond	41	48	<b>89</b>	4	7

% read across

\* not asked in 1996 and 1999

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



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

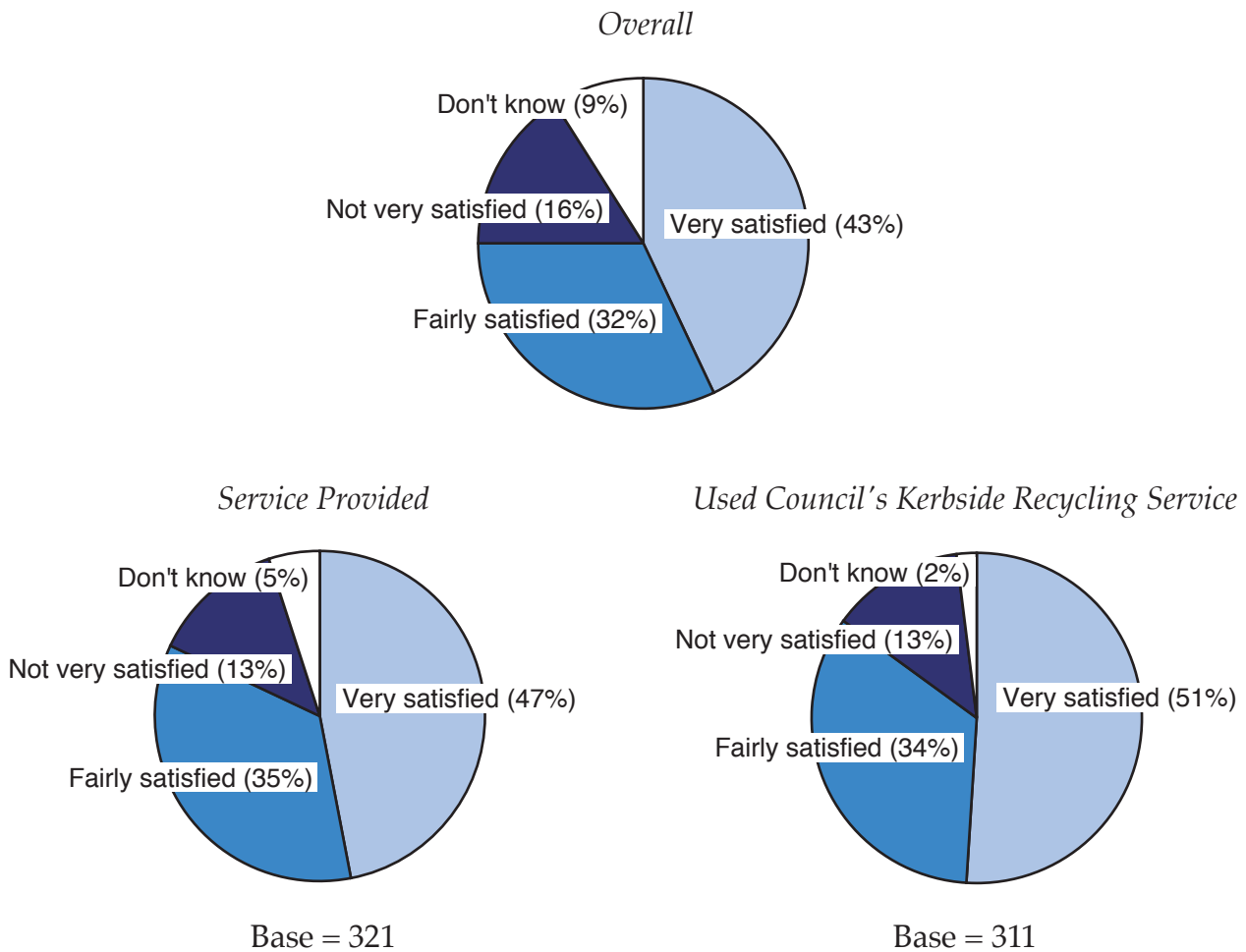
- no sewerage/ pay for it but no sewerage/ on septic tank, mentioned by 3% of all residents,
- inadequate system/ needs improving, 1%,
- cost issues/ too expensive, 1%.

\* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	73%
Receivers of Service	=	95%

v. Rubbish Collection & Kerbside Recycling



75% of residents are satisfied with rubbish collection and kerbside recycling (69% in 2008), including 43% who are very satisfied (39% in 2008). 16% are not very satisfied and 9% are unable to comment (14% in 2008).

The percent not very satisfied (16%) is similar to the Peer Group Average and on par with the National Average readings (the Peer Group and National Averages are the averaged readings for rubbish collection and recycling).

79% of households have used the Council's kerbside recycling services in the last 12 months (75% in 2008). Of these 'users', 85% are satisfied and 13% are not very satisfied.

81% of residents say they are provided with a regular rubbish collection (75% in 2008), with 82% being satisfied with rubbish collection and kerbside recycling and 13% not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are not very satisfied with rubbish collection and kerbside recycling.

### Satisfaction With Rubbish Collection & Kerbside Recycling

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall</u></b>					
Total District 2009	43	32	<b>75</b>	16	9
2008	39	30	<b>69</b>	17	14
2005	32	29	<b>61</b>	29	10
2002 <sup>†</sup>	15	56	<b>71</b>	18	11
Service Provided	47	35	<b>82</b>	13	5
Users of kerbside recycling service	51	34	<b>85</b>	13	2
<b><u>Comparison*</u></b>					
Peer Group (Rural)	39	33	<b>72</b>	15	13
National Average	43	41	<b>84</b>	12	4
<b><u>Ward</u></b>					
Lakes-Murchison	36	27	<b>63</b>	24	13
Golden Bay	50	32	<b>82</b>	14	4
Motueka	45	38	<b>83</b>	11	6
Moutere-Waimea <sup>††</sup>	35	28	<b>63</b>	18	18
Richmond <sup>††</sup>	47	32	<b>79</b>	16	6

% read across

<sup>†</sup> 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 2008 National Communitrak Survey

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

The 63 residents who are not very satisfied with rubbish collection and kerbside recycling give the following main reasons for feeling this way ...

- too expensive / not value for money / extra costs and rates,
- no rubbish collection / kerbside recycling,
- use private contractor / pay for own / private wheelie bins,
- more effort into recycling / need more / bigger bins.

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

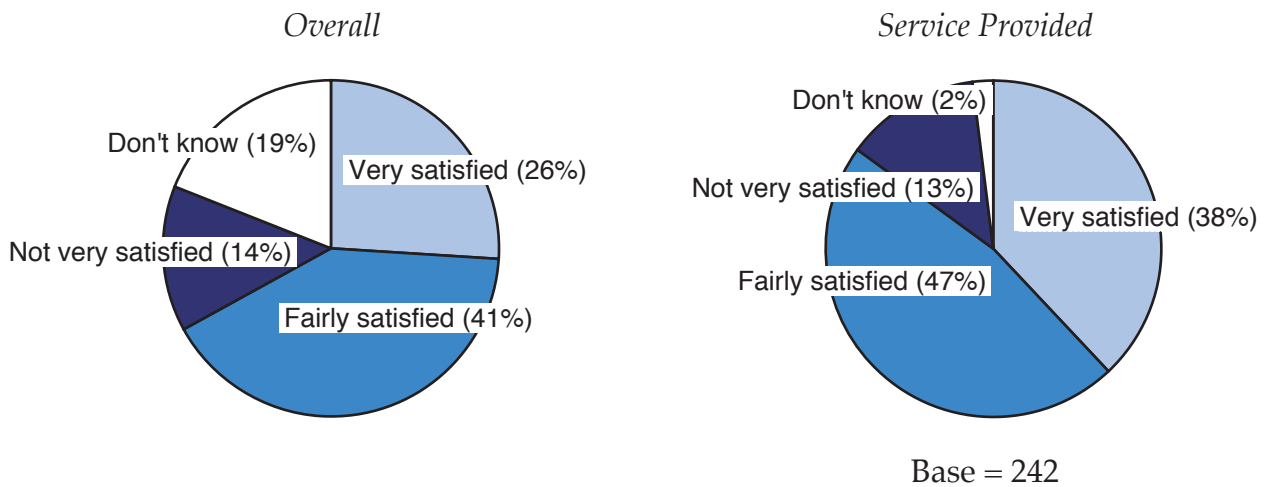
	<b>Total District 2009 %</b>	Lakes-Murchison %	Golden Bay %	Ward Motueka %	Moutere-Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Too expensive / not value for money / extra costs and rates	<b>5</b>	-	3	5	6	6
No rubbish collection / kerbside recycling	<b>4</b>	15	12	2	5	-
Use private contractor / pay for own / private wheelie bins	<b>3</b>	5	3	6	3	4
More effort into recycling / need more / bigger bins	<b>3</b>	-	4	2	4	3

\* multiple responses allowed

**Recommended Satisfaction Measure For Reporting Purposes:**

Total District	= 75%
Service Provided	= 82%
Users of kerbside recycling service	= 85%

vi. Stormwater Services



67% of residents are satisfied with stormwater services (63% in 2008), including 26% who are very satisfied (22% in 2008). 14% are not very satisfied and 19% are unable to comment (26% in 2008).

The percent not very satisfied (14%) is similar to the Peer Group and National Averages and on par with the 2008 reading.

62% of residents are provided with a piped stormwater collection and, of these, 85% are satisfied and 13% not very satisfied.

Golden Bay Ward residents are more likely to be not very satisfied with stormwater services, than other Ward residents.

### Satisfaction With Stormwater Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	26	41	<b>67</b>	14	19
2008	22	41	<b>63</b>	11	26
2005	20	41	<b>61</b>	15	24
Service Provided	38	47	<b>85</b>	13	2
<b><u>Comparison</u></b>					
Peer Group (Rural)	22	42	<b>64</b>	14	22
National Average	28	49	<b>77</b>	14	9
<b><u>Ward</u></b>					
Lakes-Murchison	18	45	<b>63</b>	7	30
Golden Bay <sup>†</sup>	8	20	28	47	26
Motueka <sup>†</sup>	29	41	<b>70</b>	12	17
Moutere-Waimea <sup>†</sup>	17	39	<b>56</b>	11	32
Richmond <sup>†</sup>	36	49	85	9	5

% read across

\* not asked prior to 2005

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

The 58 residents who are not very satisfied with stormwater services give the following main reasons ...

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

**Summary Table:**

**Main Reasons\* For Being Not Very Satisfied With Stormwater Services**

	<b>Total District 2009 %</b>	<b>Ward</b>				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Flooding/surface flooding	<b>7</b>	5	22	6	4	5
Inadequate system/needs upgrading	<b>3</b>	2	14	1	1	2
No stormwater service	<b>3</b>	5	5	3	5	-
Drains/grates blocked/need cleaning	<b>3</b>	-	2	5	-	4

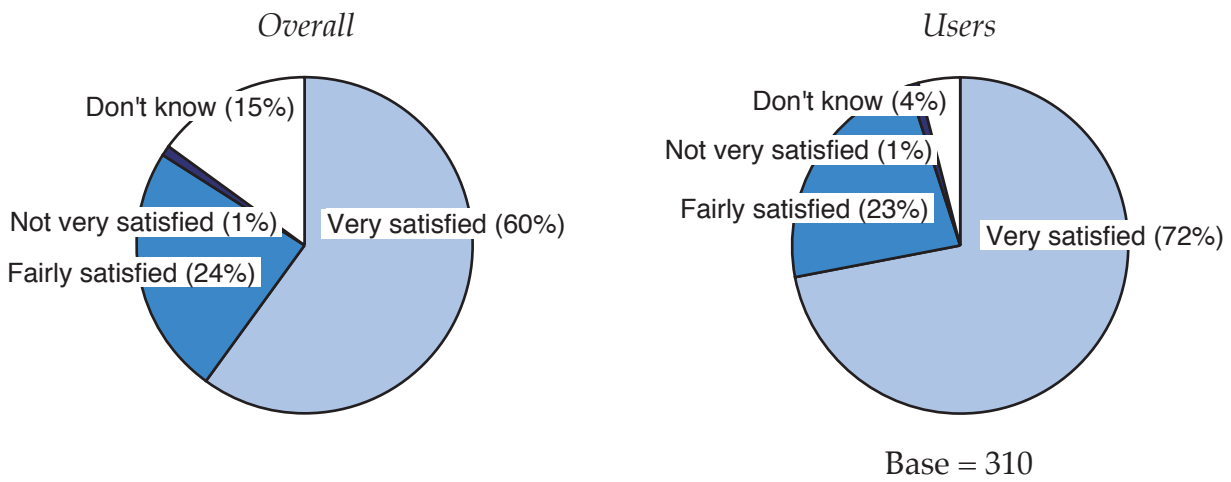
\* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 67%

Service Provided = 85%

vii. Public Libraries



84% of residents are satisfied with the District's public libraries, including 60% who are very satisfied (52% in 2008). 1% are not very satisfied and 15% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages and on par with the 2008 reading.

78% of households have used a public library in the last 12 months. Of these, 95% are satisfied and 1% not very satisfied.

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



## Satisfaction With Public Libraries

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	60	24	<b>84</b>	1	15
2008	52	30	<b>82</b>	4	14
2005	53	29	<b>82</b>	4	14
2002	55	31	<b>86</b>	5	9
Users	72	23	<b>95</b>	1	4
<b><u>Comparison</u></b>					
Peer Group (Rural)	61	27	<b>88</b>	3	9
National Average	60	29	<b>89</b>	3	8
<b><u>Ward</u></b>					
Lakes-Murchison	55	26	<b>81</b>	1	18
Golden Bay	86	11	<b>97</b>	-	3
Motueka	52	30	<b>82</b>	1	17
Moutere-Waimea	56	20	<b>76</b>	1	23
Richmond	63	25	<b>88</b>	2	10

\* not asked in 1996 or 1999

% read across

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

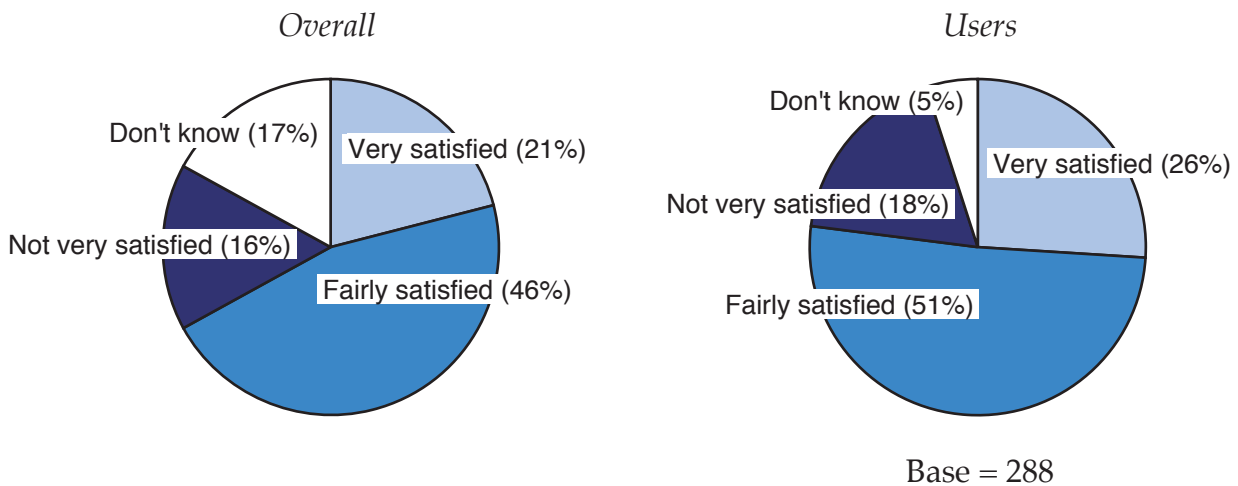
- need larger selection/ more books, mentioned by 1% of all residents,
- others, 1%.

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 84%

Users = 95%

viii. Public Toilets



67% of residents are satisfied with public toilets in the District. 16% are not very satisfied (13% in 2008) and 17% are unable to comment.

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

75% of households have used a public toilet in the last 12 months. Of these, 77% are satisfied and 18% are not very satisfied.

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

- women,
- residents aged 18 to 39 years,
- residents who live in a three or more person household.

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

## Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	21	46	67	16	17
2008	23	45	68	13	19
2005	26	36	62	14	24
2002	17	48	65	18	17
Users	26	51	77	18	5
<b><u>Comparison</u></b>					
Peer Group (Rural)	25	39	64	23	13
National Average	18	41	59	25	16
<b><u>Ward</u></b>					
Lakes-Murchison†	34	48	82	7	10
Golden Bay	34	57	91	3	6
Motueka†	21	54	75	10	16
Moutere-Waimea	19	49	68	16	16
Richmond	14	35	49	27	24
<b><u>Gender</u></b>					
Male	18	52	70	12	18
Female	23	41	64	20	16
<b><u>Age</u></b>					
18-39 years	19	46	65	28	7
40-59 years	18	52	70	10	20
60+ years	27	39	66	9	25
<b><u>Household Size</u></b>					
1-2 person household	20	45	65	12	23
3+ person household	22	48	70	19	11

% read across

\* not asked in 1996 or 1997

† does not add to 100% due to rounding

The 63 residents who are not very satisfied with public toilets give the following main reasons for feeling this way ...

- unclean/dirty/need cleaning more often,
- need more toilets/not enough,
- in poor condition/untidy/not maintained.

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

	<b>Total District 2009 %</b>	<b>Ward</b>				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Unclean/dirty/ need cleaning more often	<b>9</b>	7	-	2	10	19
Need more toilets/not enough	<b>4</b>	-	-	4	4	7
In poor condition/untidy/ not maintained	<b>4</b>	4	-	2	5	6

\* multiple responses allowed

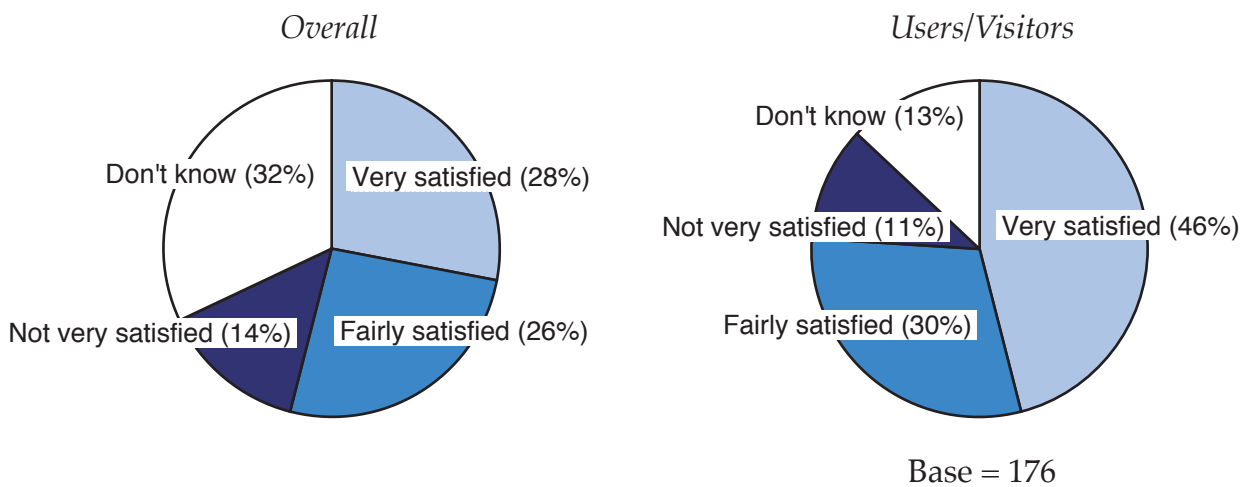
NB: no other reason is mentioned by more than 1% of all residents

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 67%

Users = 77%

ix. Public Swimming Pools



54% of residents are satisfied with public swimming pools in the District (including 28% who are very satisfied). 14% are not very satisfied.

The percent not very satisfied (14%) is similar to the Peer Group Average and on par with the National Average.

A large percentage (32%) are unable to comment and this is probably due to 51% of residents saying they, or a member of their household, had not used/or visited a public swimming pool in the last 12 months. Of those households who have used/visited a swimming pool in the last 12 months, 76% are satisfied and 11% are not very satisfied.

Women are more likely to be not very satisfied with public swimming pools, than men.

### Satisfaction With Public Swimming Pools

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	28	26	<b>54</b>	14	32
Users/Visitors	46	30	<b>76</b>	11	13
<b><u>Comparison</u></b>					
Peer Group (Rural)	33	28	<b>61</b>	14	25
National Average	32	38	<b>70</b>	10	20
<b><u>Ward</u></b>					
Lakes-Murchison <sup>†</sup>	22	(43)	(65)	6	28
Golden Bay	12	19	<b>31</b>	21	(48)
Motueka	8	28	<b>36</b>	20	(44)
Moutere-Waimea	(38)	21	(59)	13	28
Richmond	(43)	26	(69)	10	21
<b><u>Gender</u></b>					
Male <sup>†</sup>	27	26	<b>53</b>	11	(37)
Female	30	25	<b>55</b>	(18)	27

% read across

\* not asked prior to 2009

† does not add to 100% due to rounding

The 58 residents who are not very satisfied with public swimming pools give the following main reasons for feeling this way ...

- no swimming pool/ too far away / need a pool,
- too much chlorine/ too strong.

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

	<b>Total District 2009 %</b>	<b>Ward</b>				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
No swimming pool/ too far away / need a pool	<b>8</b>	5	16	18	5	1
Too much chlorine/ too strong	<b>2</b>	2	-	1	2	4

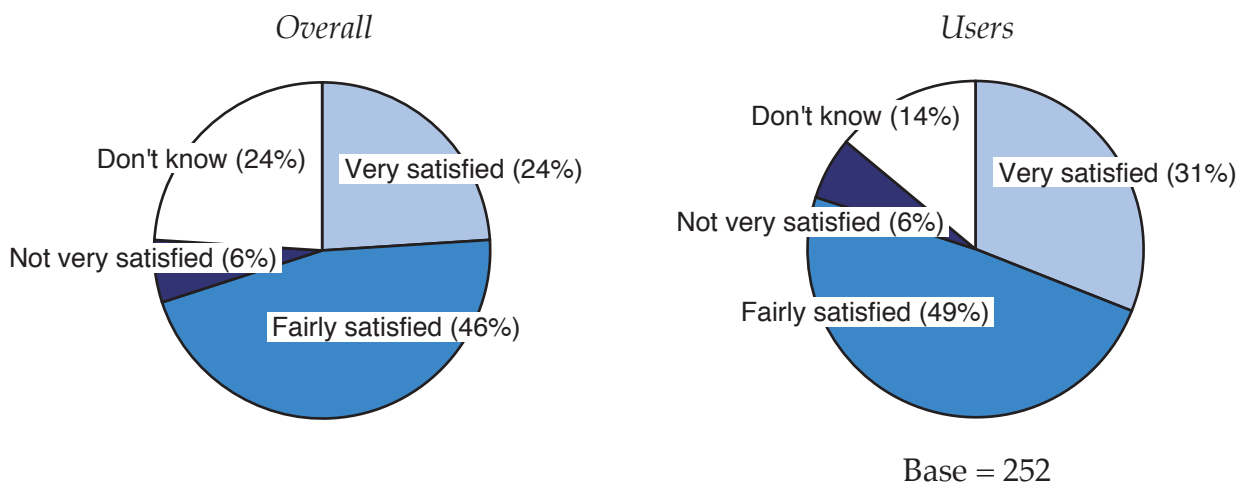
\* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 54%

Users/Visitors = 76%

x. Multi-Purpose Public Halls And Community Buildings



70% of residents are satisfied with multi-purpose public halls and community buildings in the District, while 6% are not very satisfied and 24% are unable to comment.

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

63% of households have used a public hall or community building in the last 12 months. Of these, 80% are satisfied and 6% are not very satisfied.

Residents with an annual household income of more than \$100,000 are more likely to be not very satisfied with these facilities, than other income groups.



### Satisfaction With Multi-Purpose Public Halls And Community Buildings

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	24	46	<b>70</b>	6	24
Users	31	49	<b>80</b>	6	14
<b><u>Comparison**</u></b>					
Peer Group (Rural)	31	44	<b>75</b>	9	16
National Average	22	41	<b>63</b>	6	31
<b><u>Ward</u></b>					
Lakes-Murchison	59	26	<b>85</b>	-	15
Golden Bay	40	41	<b>81</b>	4	15
Motueka <sup>†</sup>	16	62	<b>78</b>	4	19
Moutere-Waimea	31	46	<b>77</b>	7	16
Richmond	12	38	<b>50</b>	11	39
<b><u>Household Income</u></b>					
Less than \$30,000 pa	26	42	<b>68</b>	8	24
\$30,000 pa - \$50,000 pa	22	49	<b>71</b>	3	26
\$50,001 pa - \$100,000 pa	26	44	<b>70</b>	5	25
More than \$100,000 pa <sup>†</sup>	20	38	<b>58</b>	24	17

% read across

\* not asked prior to 2009

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

\*\* the Peer Group and National Averages relate to ratings of public halls only

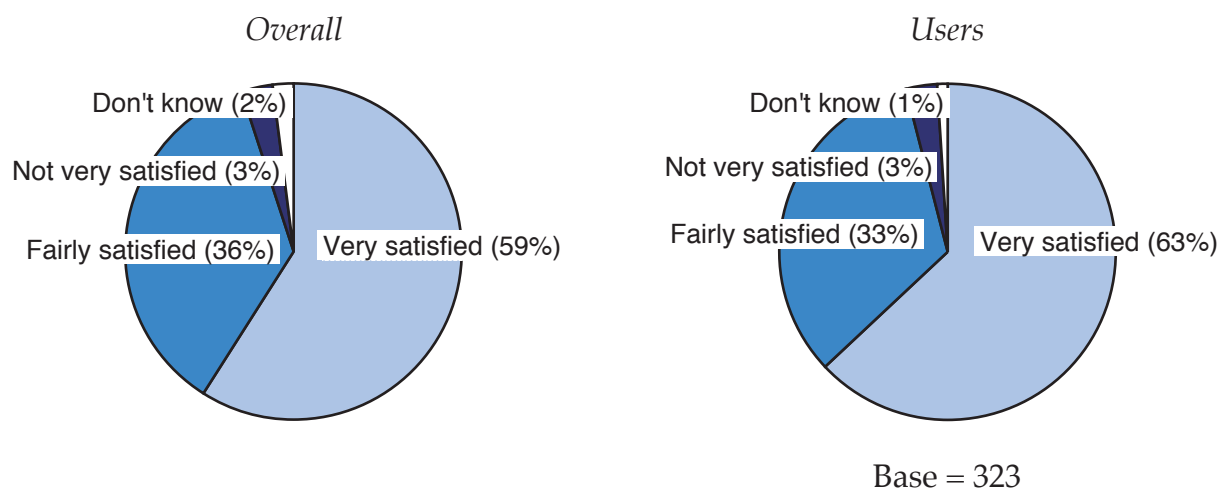
The 26 residents who are not very satisfied with multi-purpose public halls and community buildings give the following main reasons\* for feeling this way ...

- poor facilities/ need upgrading/ improvements, mentioned by 3% of all residents,
- no facilities/ lack of facilities/ need more, 2%,
- not big enough/ inadequate for community needs, 1%.

\* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	70%
Users	=	80%

xi. Other Recreational Facilities  
(such as playing fields and neighbourhood reserves)



95% of residents overall are satisfied with the District's other recreational facilities, including 59% who are very satisfied, with 3% being not very satisfied. 2% are unable to comment.

The percent not very satisfied is similar to the averaged Peer Group and National readings for sportsfields and playgrounds and parks and reserves.

83% of households have used other recreational facilities in the District in the last 12 months. Of these residents, 95% are satisfied with these facilities and 3% are not very satisfied.

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

## Satisfaction With Other Recreational Facilities

	Very Satisfied %	Fairly Satisfied %	<b>Very/Fairly Satisfied</b> %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	59	36	<b>95</b>	3	2
2008	35	41	<b>76</b>	16	8
2005	36	42	<b>78</b>	12	10
Users	63	33	<b>96</b>	3	1
<b><u>Comparison**</u></b>					
Peer Group (Rural)	45	45	<b>90</b>	5	5
National Average	52	40	<b>92</b>	5	3
<b><u>Ward</u></b>					
Lakes-Murchison†	46	48	<b>94</b>	5	2
Golden Bay	52	37	<b>89</b>	8	3
Motueka†	52	45	<b>97</b>	3	1
Moutere-Waimea	69	26	<b>95</b>	-	5
Richmond	61	35	<b>96</b>	3	1

% read across

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

† does not add to 100% due to rounding

\*\* the Peer Group and National Averages are the averaged readings for sportsfields and playgrounds and parks and reserves and these were asked separately in the 2008 National Communitrak Survey

The reasons\* given by the 11 residents not very satisfied with the District's other recreational facilities are ...

- lack of facilities / need more / improved facilities, mentioned by 2% of residents,
- others, 1%.

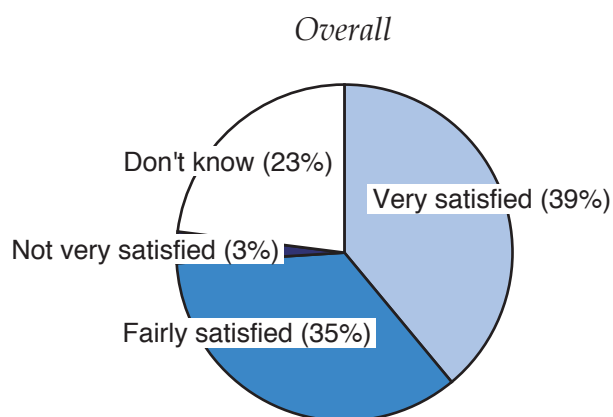
\* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 95%

Users = 96%

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



74% of Tasman residents are satisfied with recreation programmes and events in their District (81% in 2008), including 39% who are very satisfied (43% in 2008). 3% are not very satisfied and 23% are unable to comment (16% in 2008).

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

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

### Satisfaction With Recreation Programmes And Events

	Very Satisfied %	Fairly Satisfied %	<b>Very/Fairly Satisfied</b> %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	39	35	<b>74</b>	3	23
2008	43	38	<b>81</b>	3	16
<b><u>Ward</u></b>					
Lakes-Murchison	39	39	<b>78</b>	2	20
Golden Bay	39	28	<b>67</b>	-	33
Motueka	38	41	<b>79</b>	-	21
Moutere-Waimea <sup>†</sup>	41	29	<b>70</b>	5	26
Richmond	40	36	<b>76</b>	5	19

% read across

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

\* not asked prior to 2008

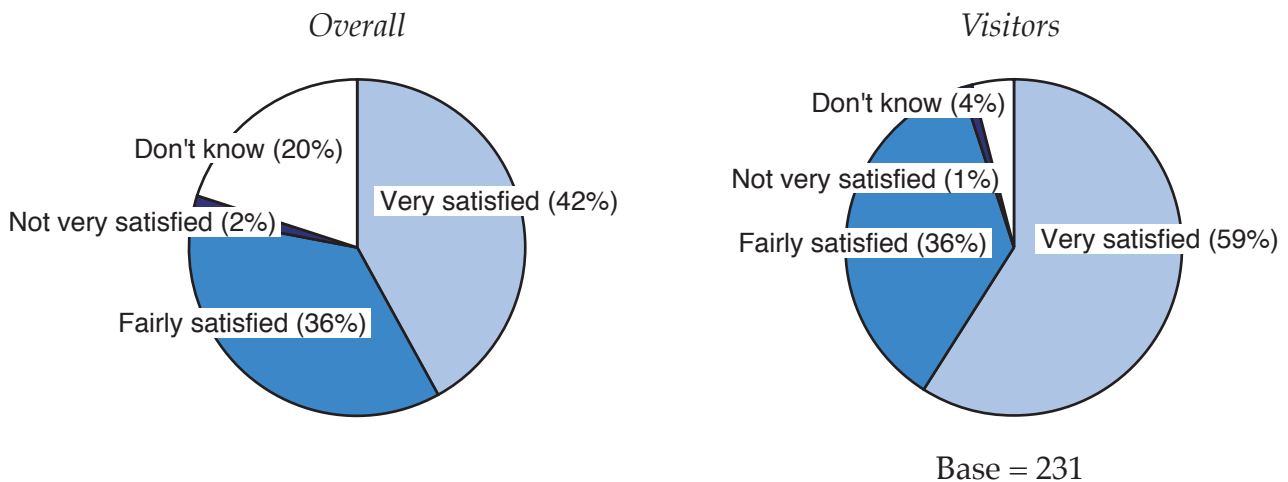
The 11 residents not very satisfied with recreation programmes and events give the following reasons\* ...

- not Council responsibility, mentioned by 1% of all residents,
- others, 2%.

\* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 74%</p>
------------------------------------------------------------------------------------------

*xiii. Cemeteries*



78% of residents are satisfied with cemeteries in the District, including 42% who are very satisfied. 2% are not very satisfied and 20% are unable to comment.

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

56% of households have visited a cemetery in the last 12 months. Of these, 95% are satisfied and 1% are not very satisfied.

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

### Satisfaction With Cemeteries

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	42	36	<b>78</b>	2	20
Visitors	59	36	<b>95</b>	1	4
<b><u>Comparison</u></b>					
Peer Group (Rural)	43	39	<b>82</b>	3	15
National Average	34	40	<b>74</b>	4	22
<b><u>Ward</u></b>					
Lakes-Murchison	57	28	<b>85</b>	3	12
Golden Bay	54	33	<b>87</b>	-	13
Motueka	34	47	<b>81</b>	2	17
Moutere-Waimea†	38	37	<b>75</b>	2	24
Richmond	46	29	<b>75</b>	2	23

% read across

\* not asked prior to 2009

† does not add to 100% due to rounding



Nine residents are not very satisfied with cemeteries and give the following reasons\* for feeling this way ...

*"Can't locate grandmother's grave, got the plan but still couldn't locate it, Richmond."*

*"Looked after by a local club because Council didn't maintain it, Tapawera area."*

*"More can be done to fix it up, height for putting plants on graves and some benching for sitting."*

*"At a funeral earlier this year, cemetery staff getting ready to fill in the grave when interment still in progress, not very nice at all."*

*"Subdivision proposal – to take away the known and access entry, especially water on one side, Maori want subdivision to the estuary."*

*"Would like to see the Marsden one cleaned up, grass around the headstones, many can't be read because it's so overgrown."*

*"Would like to be buried locally near St Arnaud."*

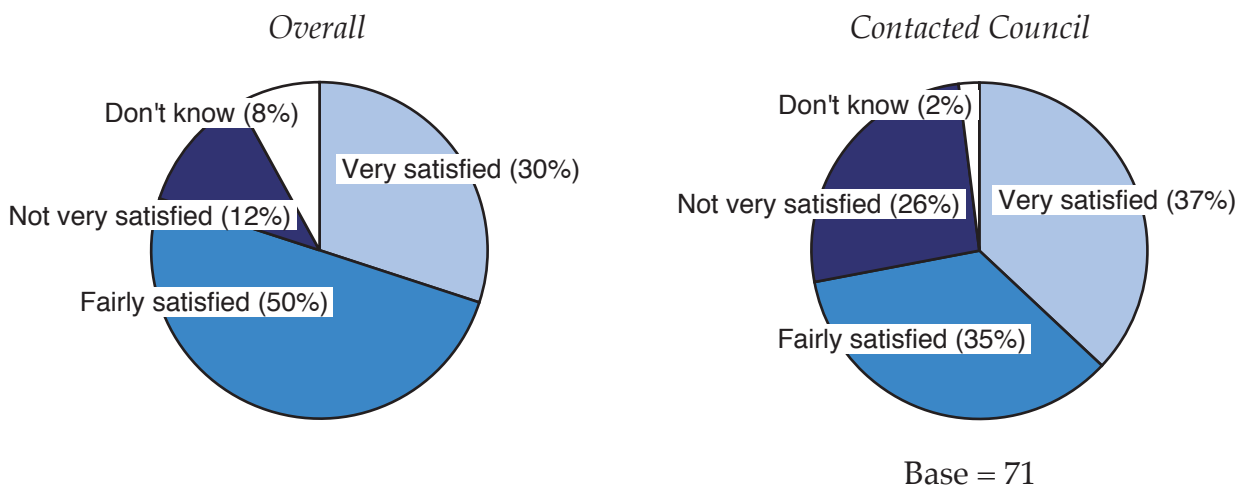
*"Should create memorial park for people to plant trees as an alternative, you can't scatter ashes around now."*

*"The lack of a crematorium facility is shocking, Council has just declined an opportunity to build one, lack of thought."*

\* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	78%
Visitors	=	95%

*xiv. Dog Control*



80% of Tasman District residents express satisfaction with the Council's efforts in controlling dogs (75% in 2008), including 30% who are very satisfied (36% in 2008). 12% are not very satisfied and 8% are unable to comment (13% in 2008).

The percent not very satisfied compares favourably with both the Peer Group and National Averages and is similar to the 2008 reading.

19% of households have contacted the Council about dog control (23% in 2008). Of these, 72% are satisfied and 26% are not very satisfied.

Shorter term residents, those residing in the District 10 years or less, are more likely to say they are not very satisfied with the control of dogs, than longer term residents.

## Satisfaction With Dog Control

	Very Satisfied %	Fairly Satisfied %	<b>Very/Fairly Satisfied</b> %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	30	50	<b>80</b>	12	8
2008	36	39	<b>75</b>	12	13
2005	26	47	<b>73</b>	12	15
Contacted Council	37	35	<b>72</b>	26	2
<b><u>Comparison</u></b>					
Peer Group (Rural)	35	39	<b>74</b>	21	5
National Average	31	46	<b>77</b>	19	4
<b><u>Ward</u></b>					
Lakes-Murchison	28	57	<b>85</b>	7	8
Golden Bay <sup>†</sup>	30	62	<b>92</b>	9	-
Motueka	30	55	<b>85</b>	10	5
Moutere-Waimea	28	48	<b>76</b>	11	13
Richmond	31	44	<b>75</b>	15	10
<b><u>Length of Residence</u></b>					
Lived there 10 years or less	30	41	<b>71</b>	(18)	11
Lived there more than 10 years	30	(55)	(85)	8	7

% read across

\* not asked prior to 2005

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

The 46 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.

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

	<b>Total District 2009 %</b>	<b>Ward</b>				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Too many roaming/uncontrolled dogs	<b>5</b>	5	-	5	6	5
Need more control/more enforcement	<b>3</b>	5	1	1	6	3

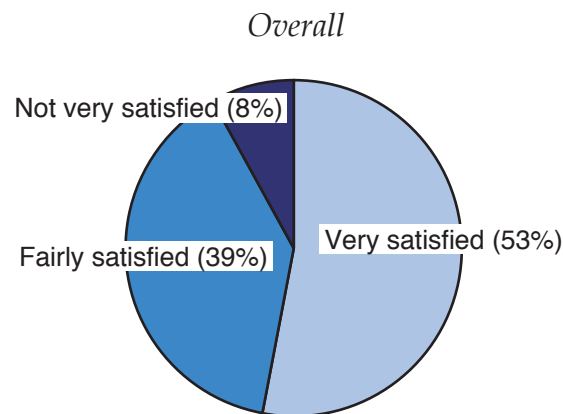
\* multiple responses allowed

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

**Recommended Satisfaction Measure For Reporting Purposes:**

Total District = 80%  
Contacted Council = 72%

xv. Parking In Your Local Town



92% of residents are satisfied with parking in their local town (89% in 2008), including 53% who are very satisfied (49% in 2008). 8% are not very satisfied.

The percent not very satisfied is below the Peer Group and National Averages and similar to last year's reading.

There are no notable differences between Wards and between 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 %
<b><u>Overall*</u></b>					
Total District 2009	53	39	<b>92</b>	8	-
2008	49	40	<b>89</b>	10	1
2005	38	47	<b>85</b>	14	1
<b><u>Comparison</u></b>					
Peer Group (Rural)	40	35	<b>75</b>	22	3
National Average	25	42	<b>67</b>	30	3
<b><u>Ward</u></b>					
Lakes-Murchison	64	36	<b>100</b>	-	-
Golden Bay	34	53	<b>87</b>	13	-
Motueka	37	54	<b>91</b>	9	-
Moutere-Waimea	55	34	<b>89</b>	11	-
Richmond	67	28	<b>95</b>	5	-
<b><u>Length of Residence</u></b>					
Lived there 10 years or less	60	36	<b>96</b>	4	-
Lived there more than 10 years	49	41	<b>90</b>	10	-

% read across

\* not asked in prior to 2005

The 32 residents not very satisfied with parking in their local town give the following main reasons ...

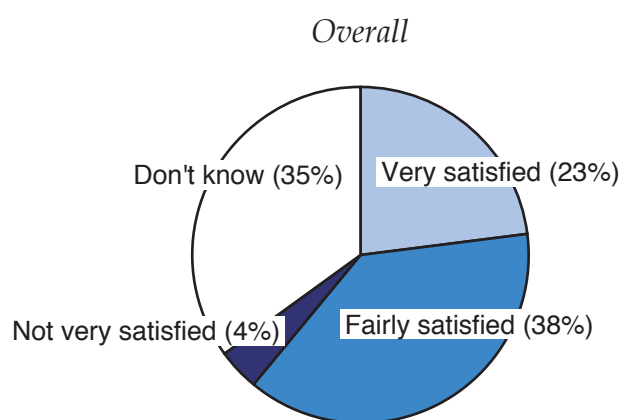
- not enough parking / need more, mentioned by 6% of all residents,
- narrow roads, 2%.

\* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 92%</p>
------------------------------------------------------------------------------------------

*xvi. Community Assistance*

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



61% of Tasman residents are satisfied with community assistance (68% in 2008), while 4% are not very satisfied. The percent not very satisfied is slightly below like Districts and residents nationwide and on par with the 2008 reading.

A significant percentage (35%) are unable to comment (25% in 2008).

There are no notable differences between Wards and between 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 %
<b><u>Overall*</u></b>					
Total District 2009	23	38	<b>61</b>	4	35
2008	24	44	<b>68</b>	7	25
2005	22	42	<b>64</b>	4	32
2002	17	43	<b>60</b>	5	35
1999	16	41	<b>57</b>	7	36
<b><u>Comparison</u></b>					
Peer Group (Rural)	26	36	<b>62</b>	10	28
National Average	20	43	<b>63</b>	9	28
<b><u>Ward</u></b>					
Lakes-Murchison	38	41	<b>79</b>	3	18
Golden Bay	23	44	<b>67</b>	10	23
Motueka	14	53	<b>67</b>	2	31
Moutere-Waimea	30	22	<b>52</b>	4	44
Richmond	21	36	<b>57</b>	4	39

% read across

\* not asked in 1996

The 16 residents not very satisfied with community assistance give the following main reasons\* ...

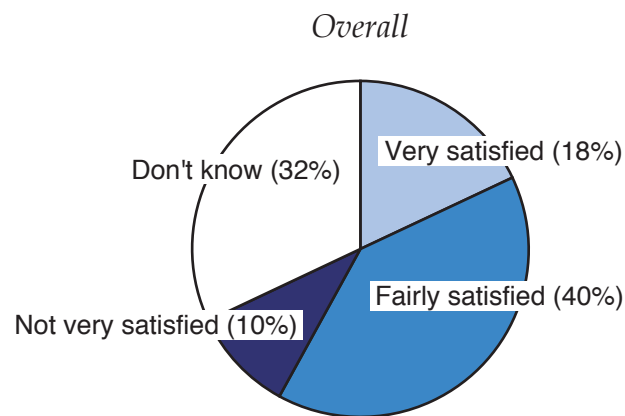
- grants to wrong organisations/biased/deserving groups miss out, mentioned by 1% of all residents,
- not Council function/increases rates, 1%,
- could do more/more help/financial assistance, 1%.

\* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 61%</p>
------------------------------------------------------------------------------------------



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



58% of Tasman residents are satisfied with emergency management (50% in 2008), while 10% are not very satisfied. A large percentage, 32%, are unable to comment.

The percent not very satisfied is on par with the Peer Group and National Averages and 6% below the 2008 reading.

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

### Satisfaction With Emergency Management

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	18	40	<b>58</b>	10	32
2008	15	35	<b>50</b>	16	34
<b><u>Comparison</u></b>					
Peer Group (Rural)	28	32	<b>60</b>	6	34
National Average	21	36	<b>57</b>	6	37
<b><u>Ward</u></b>					
Lakes-Murchison	43	38	<b>81</b>	5	14
Golden Bay	25	45	<b>70</b>	17	13
Motueka	15	42	<b>57</b>	6	37
Moutere-Waimea	14	32	<b>46</b>	12	42
Richmond	16	42	<b>58</b>	9	33

% read across

\* not asked prior to 2008

The 38 residents not very satisfied with emergency management give the following main reasons ...

- lack of information/ not enough publicity,
- non-existent/ not aware of any emergency plan,
- lack of communication,
- need more education,
- needs improving/ need to be more prepared.

**Summary Table:**

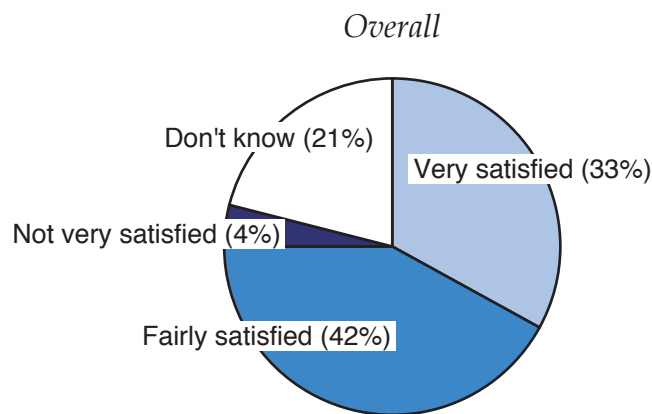
**Main Reasons\* For Being Not Very Satisfied With Emergency Management**

	<b>Total District 2009 %</b>	<b>Ward</b>				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Lack of information/ not enough publicity	<b>3</b>	2	6	2	4	4
Non-existent/ not aware of any emergency plan	<b>3</b>	2	-	1	6	3
Lack of communication	<b>2</b>	-	10	-	2	2
Need more education	<b>2</b>	-	4	2	-	2
Needs improving/ need to be more prepared	<b>1</b>	-	2	1	2	-

\* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 58%</p>
------------------------------------------------------------------------------------------

*xviii. Environmental Education (that includes running Ecofest and Arbor Day events and the environment awards)*



75% of residents are satisfied with environmental education, including 33% who are very satisfied. 4% are not very satisfied and 21% are unable to comment.

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

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

### Satisfaction With Environmental Education

	Very Satisfied %	Fairly Satisfied %	<b>Very/Fairly Satisfied</b> %	Not Very Satisfied %	Don't Know %
<b><u>Overall*</u></b>					
Total District 2009	33	42	<b>75</b>	4	21
<b><u>Ward</u></b>					
Lakes-Murchison	40	45	<b>85</b>	7	8
Golden Bay	40	35	<b>75</b>	5	20
Motueka	25	44	<b>69</b>	3	28
Moutere-Waimea	34	32	<b>66</b>	9	25
Richmond	35	49	<b>84</b>	1	15

% read across

\* not asked prior to 2009

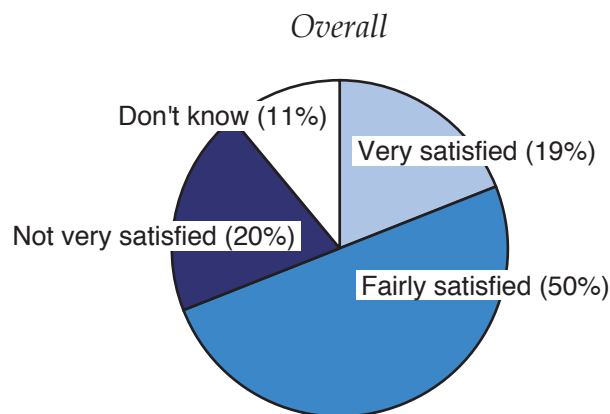
The 18 residents who are not very satisfied with environmental education give the following main reasons\* for feeling this way ...

- waste of time/money/not Council function, mentioned by 1% of all residents,
- not enough education/need more/more publicity, 1%.

\* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 75%</p>
------------------------------------------------------------------------------------------

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



69% of Tasman residents are satisfied with environmental planning and policy (62% in 2008), while 20% are not very satisfied and 11% are unable to comment (16% in 2008).

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

Residents more likely to be not very satisfied with environmental planning and policy are ...

- Golden Bay Ward residents,
- residents who live in a one or two person household.

### Satisfaction With Environmental Planning And Policy

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2009	19	50	<b>69</b>	20	11
2008	13	49	<b>62</b>	22	16
<b>Ward</b>					
Lakes-Murchison	21	53	<b>74</b>	18	8
Golden Bay	15	39	<b>54</b>	<b>40</b>	6
Motueka <sup>†</sup>	15	54	<b>68</b>	17	14
Moutere-Waimea	16	48	<b>64</b>	23	13
Richmond	25	52	<b>77</b>	14	9
<b>Household Size</b>					
1-2 person household	17	45	<b>62</b>	<b>24</b>	14
3+ person household	20	<b>55</b>	<b>75</b>	17	8

% read across

\* not asked prior to 2008

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

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

- over regulated / inflexible / biased / inconsistent,
- poor planning / management / could be improved,
- water supply / management / allocation,
- clean air policies / fireplace use / burning rubbish.

**Summary Table:**

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

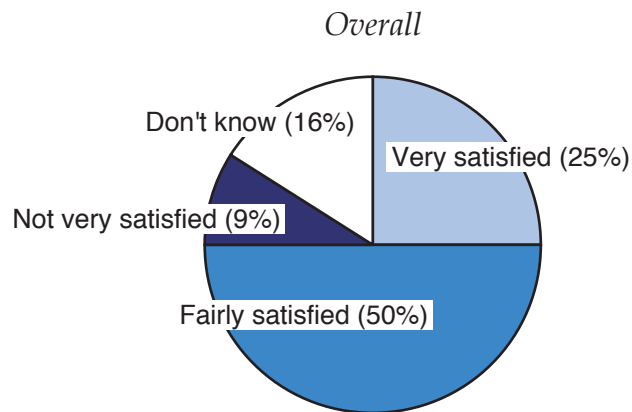
	Total District 2009 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Over regulated / inflexible / biased / inconsistent	4	2	19	1	3	3
Poor planning / management / could be improved	4	4	5	6	4	1
Water supply / management / allocation	3	-	-	8	-	2
Clean air policies / fireplace use / burning rubbish	2	-	-	-	6	3

\* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 69%</p>
------------------------------------------------------------------------------------------



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



75% of Tasman residents are satisfied with environmental information (72% in 2008), including 25% who are very satisfied (20% in 2008). 9% are not very satisfied and 16% are unable to comment (20% in 2008).

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

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

### Satisfaction With Environmental Information

	Very Satisfied %	Fairly Satisfied %	<b>Very/Fairly Satisfied</b> %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2009	25	50	<b>75</b>	9	16
2008	20	52	<b>72</b>	8	20
2002	14	49	<b>63</b>	16	21
<b>Ward</b>					
Lakes-Murchison	24	60	<b>84</b>	3	13
Golden Bay	17	55	<b>72</b>	12	16
Motueka	14	58	<b>72</b>	5	23
Moutere-Waimea <sup>†</sup>	29	45	<b>74</b>	14	13
Richmond	33	44	<b>77</b>	9	14

% read across

\* not asked in 2005 or prior to 2002

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

The 36 residents not very satisfied with environmental information give the following main reasons\* ...

- lack of information/communication, mentioned by 3% of all residents,
- water quality, 2%,
- water supply/management, 1%,
- better monitoring/need to be more vigilant, 1%.

\* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 75%</p>
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## **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.

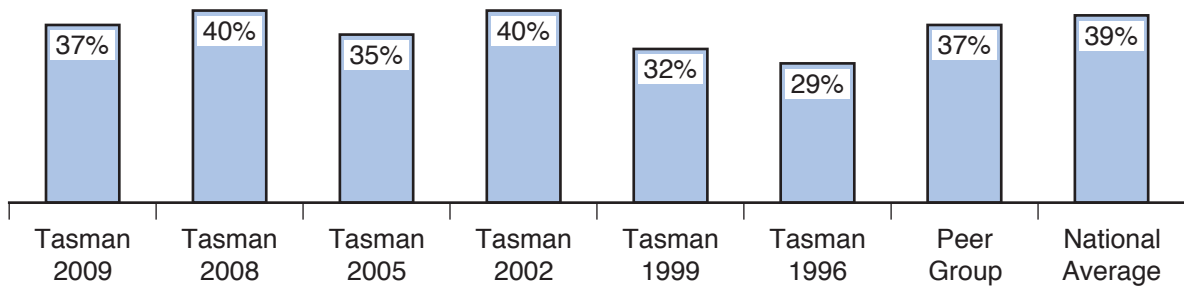
This was asked in order to gauge the level of support Tasman District residents have for Council's actions, decisions and management. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision.

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

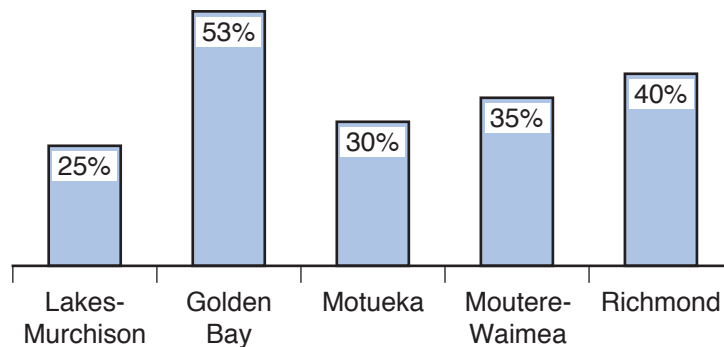
Overall, 37% of Tasman District residents have in mind a recent Council action, decision or management they approve of (40% in 2008). This is similar to the Peer Group and National Averages.

Golden Bay Ward residents are more likely to have in mind a Council action, decision or management they approve of, than other Ward residents.

*Percent Approving - Comparison*



*Percent Approving - By Ward*



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

- improved roading/traffic flow/road safety,
- beautification/town centre upgrade,
- do a good job/good financial management/good service,
- environmental issues,
- rubbish collection/recycling issues,
- good consultation/keep us informed/they listen.

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

	Total District 2009 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Improved roading/traffic flow/ road safety	7	-	14	1	13	7
Beautification/town centre upgrade	4	-	4	3	4	7
Do a good job/good financial management/good service	4	5	3	7	1	5
Environmental issues	3	-	2	4	5	3
Rubbish collection/recycling issues	3	5	7	3	-	5
Good consultation/keep us informed/ they listen <sup>†</sup>	3	-	5	2	2	5

NB: refer to page 76

<sup>†</sup> 2% of residents mention "lack of communication/consultation/don't listen" as an issue they disapprove of

Other actions or decisions finding approval amongst 2% or less of residents are ...

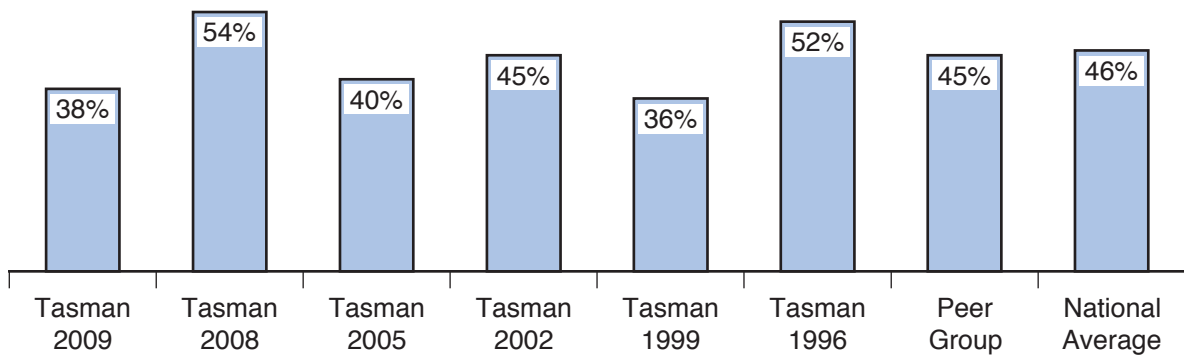
- Sundial Square,
- cycleways,
- sports and recreation facilities,
- stance on amalgamation with Nelson,
- improved footpaths / walkways,
- library facilities,
- community involvement / events / financial support.

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

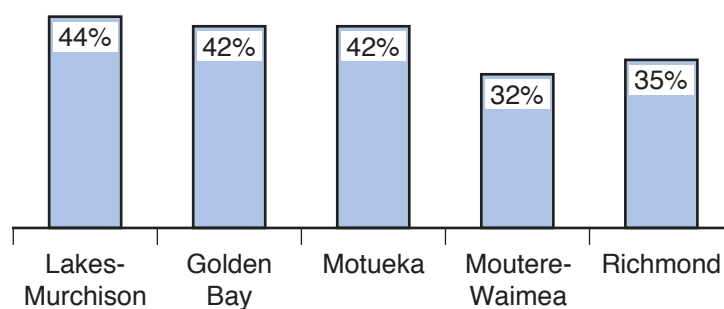
Overall, 38% of Tasman District residents have in mind a recent Council action, decision or management they disapprove of (54% in 2008). This is below the Peer Group and National Averages.

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

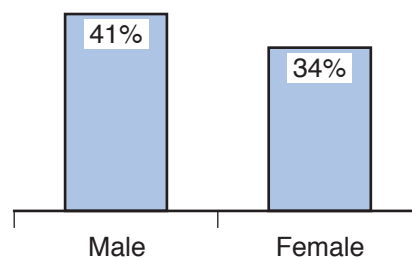
*Percent Disapproving - Comparison*



*Percent Disapproving - By Ward*



*Percent Disapproving - Comparing Different Types Of Residents*



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

- rates increases / rates too high / rates issues,
- roading,
- traffic issues / traffic lights,
- environmental issues,
- water supply issues,
- rubbish / recycling issues,
- amalgamation issue,
- money spent / overspending / money wasted,

### Summary Table:

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

	Total District 2009 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Rates increases / rates too high / rates issues	5	9	6	7	5	3
Roading <sup>†</sup>	5	3	5	3	6	5
Traffic issues / traffic lights	4	-	1	2	4	7
Environmental issues*	4	5	-	6	7	1
Water supply issues	4	-	-	12	-	2
Rubbish / recycling issues <sup>††</sup>	3	2	-	5	2	4
Amalgamation issue <sup>**</sup>	3	-	-	2	3	5
Money spent / overspending / money wasted <sup>◊</sup>	3	2	-	2	1	5

NB: refer to page 73

<sup>†</sup> 7% of residents mention "improved roading / traffic flows / road safety" as an issue they approve of

\* 3% of residents mention "environmental issues" as an issue they approve of

<sup>††</sup> 3% of residents mention "rubbish collection / recycling issues" as an issue they approve of

<sup>\*\*</sup> 2% of residents mention "stance on amalgamation with Nelson" as an issue they approve of

<sup>◊</sup> 4% of residents mention "do a good job / good financial management / good service" as an issue they approve of



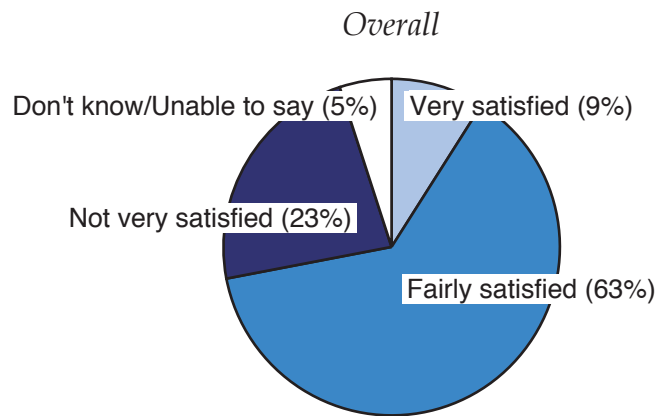
Other actions or decisions finding disapproval among 2% or less of residents are ...

- consent and permit process/slow/too many rules/bureaucracy,
- planning/decision making/10 Year Plan,
- targeted rates for Community Board/retain Community Board,
- lack of communication/consultation/don't listen,
- stormwater drainage,
- crematorium application turned down,
- Motueka swimming pool.



### 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 %
<b><u>Overall</u></b>					
Total District 2009	9	63	<b>72</b>	23	5
2008	9	61	<b>70</b>	27	3
2005	9	62	<b>71</b>	22	7
2002	6	68	<b>74</b>	21	5
1999	4	62	<b>66</b>	27	7
1996	6	58	<b>64</b>	25	11
<b><u>Comparison</u></b>					
Peer Group (Rural)	8	58	<b>66</b>	29	5
National Average	8	63	<b>71</b>	24	5
<b><u>Ward</u></b>					
Lakes-Murchison	2	65	<b>67</b>	26	7
Golden Bay	8	57	<b>65</b>	29	6
Motueka	3	67	<b>70</b>	22	8
Moutere-Waimea	7	63	<b>70</b>	28	2
Richmond	18	62	<b>80</b>	16	4
<b><u>Length of Residence</u></b>					
Lived there 10 years or less <sup>†</sup>	14	62	<b>76</b>	16	9
Lived there more than 10 years	7	63	<b>70</b>	(26)	4

% read across

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

Overall, 72% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council, while 23% are not very satisfied.

The percent not very satisfied is slightly below the Peer Group Average, similar to the National Average and on par with the 2008 reading.

Longer term residents, those residing in the District more than 10 years, are more likely to be not very satisfied with the way rates are spent on services and facilities provided by Council, than shorter term residents.

The 90 residents who are not very satisfied give the following main reasons ...

- rates too high/increases/too high for services received,
- money wasted/not spent wisely/excessive expenditure,
- unfair allocation/some areas neglected,
- water supply issues.

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

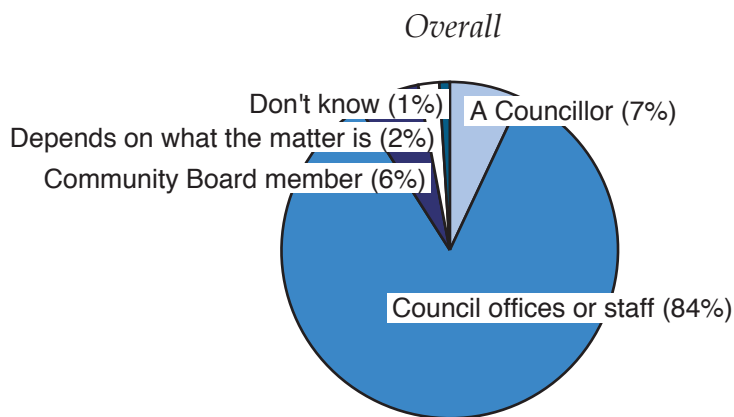
	Total District 2009 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Rates too high/increases/too high for services received	13	15	20	14	14	9
Money wasted/not spent wisely/excessive expenditure	4	-	9	1	6	4
Unfair allocation/some areas neglected	2	4	1	4	-	1
Water supply issues	2	3	-	3	2	1

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 72%



#### 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 2009 %	Total District 2008 %	Ward				
			Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<u>Percent Who Mention ...</u>							
The Council offices or staff	<b>84</b>	82	75	74	76	89	91
A Councillor	<b>7</b>	10	21	5	6	9	4
A Community Board member*	<b>6</b>	5	3	18	11	2	1
Depends on what the matter is	<b>2</b>	1	-	-	4	-	2
The Mayor	-	-	-	-	-	-	1
Don't know	<b>1</b>	2	1	3	3	-	1
Total	100	100	100	100	100	100	100

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

84% of residents would contact Council offices or staff first if they had a matter to raise with Council, followed by a Councillor (7%, 10% in 2008).

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

- Moutere-Waimea and Richmond Ward residents,
- shorter term residents, those residing in the District 10 years or less.

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

*"Rubbish in a trout fishing stream (Motueka)."*

*"About people, town or area."*

*"Subdivision issues."*

*"For advice on consent."*

#### Contact The Offices

*"Generally."*

*"Parks and reserves."*

*"Problem with roads."*

*"General issues, overgrown boundary."*

*"House, titles, sections."*

*"Follow up contacts regarding issues and standard applications."*

*"Helicopter spraying nearby."*

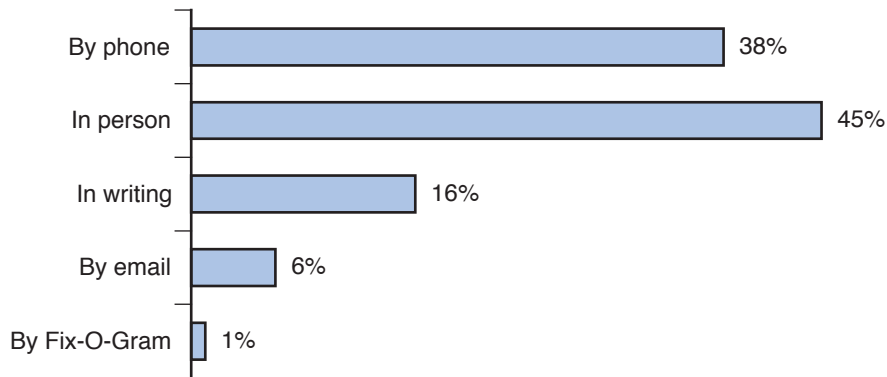
#### Contact A Community Board member

*"Anything needing clarification, anything we might be concerned about eg, Subdivision."*

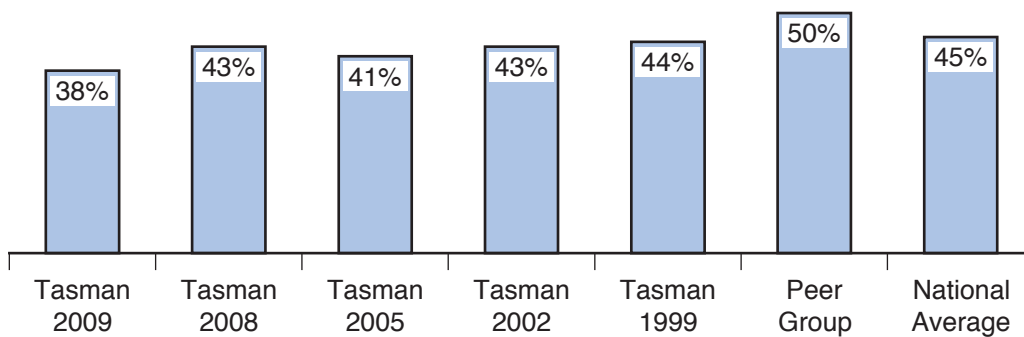


**b. Levels Of Contact**

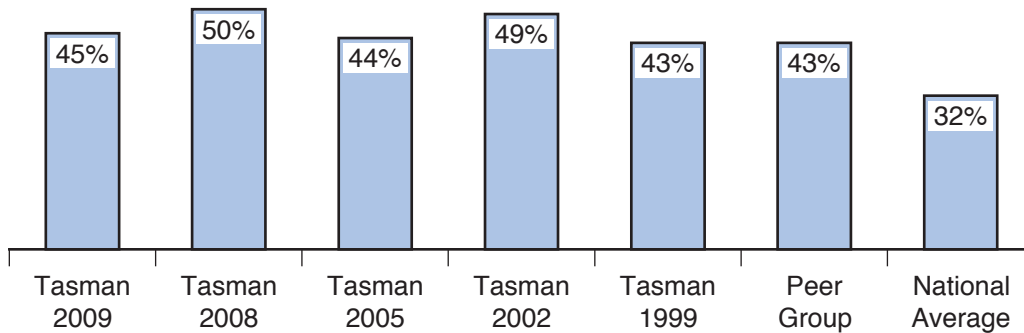
*2009 - Yes, Have Contacted Council Offices ...*



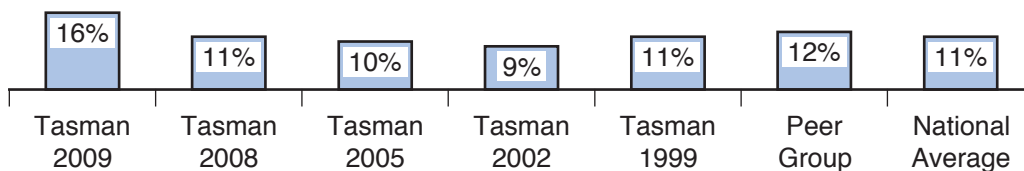
*Percent Saying 'Yes - By Phone' - Comparison*



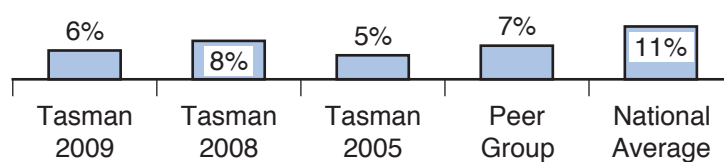
*Percent Saying 'Yes - In Person' - Comparison*



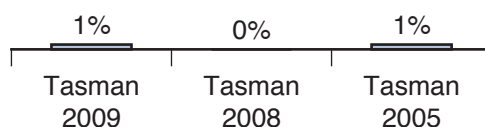
*Percent Saying 'Yes - In Writing' - Comparison*



*Percent Saying 'Yes - By Email' - Comparison*



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



38% of residents have contacted Council offices by phone in the last year (43% in 2008), while 45% visited a Council office in person (50% in 2008) and 16% contacted Council in writing (11% in 2008). 6% have contacted Council offices by email and 1% contacted them by Fix-O-Gram.

Residents are less likely than like residents and 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 similar to Peer Group residents in this respect.

Tasman District residents are on par with the Peer Group Average and slightly above the National Average, in terms of contacting Council in writing, while being similar to the Peer Group Average and slightly below the National Average in terms of email contact.

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 with an annual household income of more than \$100,000,
- shorter term residents, those residing in the District 10 years or less.

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

- Golden Bay Ward residents.

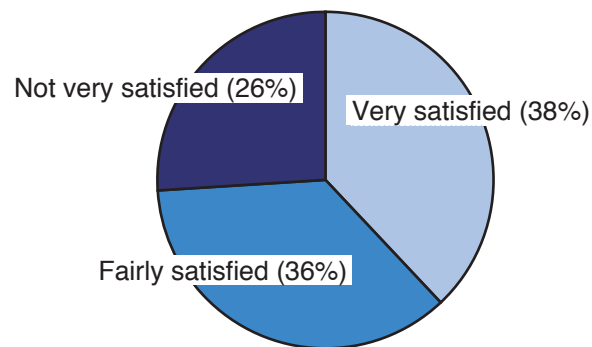
Residents more likely to contact Council in writing are ...

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

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

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who have contacted Council offices by email or Fix-O-Gram.

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



Base = 149

**Satisfaction When Contacting Council Offices By Phone**

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Contacted Council Offices By Phone</u></b>					
2009	38	36	<b>74</b>	26	-
2008	32	42	<b>74</b>	26	-
2005	37	42	<b>79</b>	21	-
2002	32	48	<b>80</b>	20	-
<b><u>Comparison</u></b>					
Peer Group (Rural)	37	39	<b>76</b>	23	1
National Average	44	40	<b>84</b>	16	-
<b><u>Ward</u></b>					
Lakes-Murchison*	50	31	<b>81</b>	19	-
Golden Bay*	61	29	<b>90</b>	10	-
Motueka	37	40	<b>77</b>	23	-
Moutere-Waimea	37	29	<b>66</b>	34	-
Richmond	27	44	<b>71</b>	29	-

Base = 149

% read across

\* caution: small bases

74% of residents contacting the Council Offices by phone in the last 12 months are satisfied, including 38% who are very satisfied (32% in 2008), while 26% are not very satisfied.

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

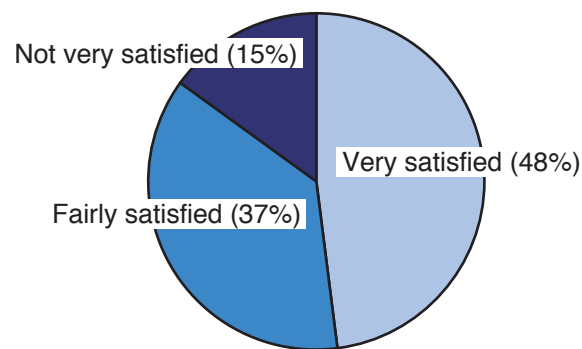
There are no notable differences between Wards and between socio-economic groups in terms of those residents<sup>†</sup> not very satisfied.

<sup>†</sup> those residents who have contacted the Council offices by phone (N = 149)

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

- poor service/inefficient/slow, mentioned by 8% of residents contacting Council by phone (12 respondents),
- don't return calls/didn't get back to me, 5% (7 respondents),
- unhelpful/poor attitude, 4% (6 respondents),
- unsatisfactory outcome, 4% (5 respondents).

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



Base = 179

#### Satisfaction When Contacting Council Offices In Person

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Contacted Council Offices In Person</u></b>					
2009	48	37	85	15	-
2008	36	43	79	21	-
2005	34	48	82	18	-
2002	34	53	87	12	1
<b><u>Comparison</u></b>					
Peer Group (Rural)	53	35	88	12	-
National Average	49	39	88	12	-
<b><u>Ward</u></b>					
Lakes-Murchison*	70	19	89	11	-
Golden Bay*	55	36	91	9	-
Motueka	38	48	86	14	-
Moutere-Waimea	32	42	74	26	-
Richmond	60	29	89	11	-

Base = 179

% read across

\* caution: small bases

85% of residents contacting a Council office in person in the last 12 months are satisfied (79% in 2008), including 48% who are very satisfied (36% in 2008).

The percent not very satisfied is similar to the Peer Group and National Averages and on par with the 2008 reading.

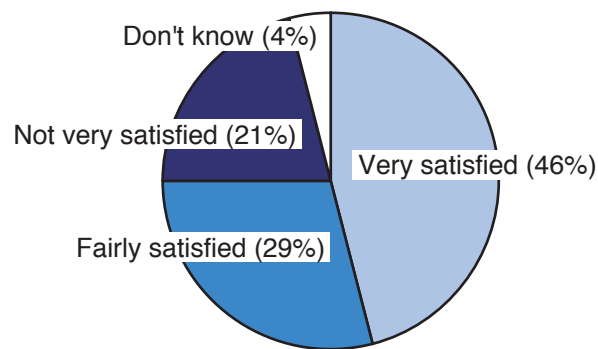
There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> not very satisfied.

<sup>†</sup> those residents who have contacted Council offices in person (N = 179)

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

- poor service/inefficient/slow, mentioned by 6% of residents who contacted a Council office in person (11 respondents),
- poor attitude/unfriendly/unhelpful, 6% (11 respondents),
- don't get back to you, 3% (5 respondents).

e. Satisfaction When Contacting The Council Offices In Writing



Base = 70

75% of residents contacting the Council offices in writing in the last 12 months are satisfied (59% in 2008), including 46% who are very satisfied (14% in 2008) and 4% are unable to comment.

The percent not very satisfied is below 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 %	<b>Very/Fairly Satisfied</b> %	Not Very Satisfied %	Don't Know %
<b><u>Contacted Council Offices In Writing</u></b>					
2009	46	29	<b>75</b>	21	4
2008	14	45	<b>59</b>	41	-
2005	20	39	<b>59</b>	37	4
2002	21	49	<b>70</b>	28	2
<b><u>Comparison</u></b>					
Peer Group (Rural)	20	32	<b>52</b>	43	5
National Average	31	28	<b>59</b>	36	5
<b><u>Ward*</u></b>					
Lakes-Murchison	44	40	<b>84</b>	16	-
Golden Bay	50	29	<b>79</b>	21	-
Motueka	42	28	<b>70</b>	24	6
Moutere-Waimea <sup>†</sup>	37	42	<b>79</b>	20	-
Richmond <sup>†</sup>	55	13	<b>68</b>	21	10

Base = 70

% read across

\* caution: small/very small bases

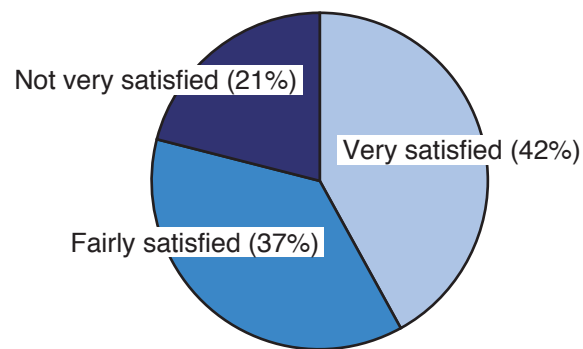
† does not add to 100% due to rounding

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

- poor service/slow, mentioned by 9% of residents contacting Council Offices in writing (5 respondents),
- unsatisfactory outcome / matter not resolved, 7% (4 respondents),
- no reply / no response / not heard back, 5% (3 respondents).



f. Satisfaction When Contacting The Council Offices By Email



Base = 26\*  
Caution: small base  
Margin of error  $\pm 19.2\%$

79% of residents contacting the Council offices by email in the last 12 months are satisfied, while 21% are not very satisfied.

As the bases for all Wards and socio-economic groups are small, <17, no comparisons have been made.

### Satisfaction When Contacting The Council Offices By Email

	Very Satisfied %	Fairly Satisfied %	<b>Very/Fairly Satisfied</b> %	Not Very Satisfied %	Don't Know %
<b><u>Contacted Council Offices By Email</u></b>					
2009	42	37	<b>79</b>	21	-
2008	23	48	<b>71</b>	29	-
<b><u>Comparison</u></b>					
Peer Group (Rural)	44	37	<b>81</b>	19	-
National Average	49	37	<b>86</b>	13	1

Base = 26

% read across

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

- no response/ no reply, mentioned by 15% of residents contacting Council offices by email (4 respondents),
- others, 6% (1 respondent).

\* 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 very satisfied and one resident is not very satisfied.

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

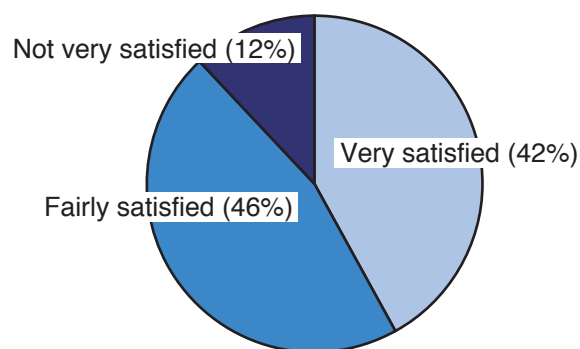
## h. Satisfaction With Service Received When Contacted Council

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

	Had Contact 2009 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<u>Percent Who Mention ...</u>						
Richmond	65	64	14	21	92	98
Motueka	20	-	-	79	8	1
Takaka	12	-	83	-	-	-
Murchison	3	36	-	-	-	1
Unsure	-	-	3	-	-	-
Total	100	100	100	100	100	100
Base	248	*24	31	55	63	75

\* caution: small base

### *Contacted A Council Office In Last 12 Months*



Base = 248

Of the 61% residents who contacted the Council offices by phone, in person, in writing, by email or by Fix-O-Gram in the last 12 months (67% in 2008), 88% are satisfied (83% in 2008), including 42% who are very satisfied (36% in 2008), with 12% being not very satisfied.

The percent not very satisfied is slightly below the Peer Group Average and on par with the National Average and 2008 reading.

65% of residents who have contacted the Council in the last 12 months, have contacted the Richmond Office, while 20% have contacted the Motueka Office.

Residents<sup>†</sup> 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<sup>†</sup>.

<sup>†</sup> those residents who have contacted Council in the last 12 months (N=248)

## Satisfaction When Contacting Council

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b><u>Contacted Council</u></b>					
2009	42	46	<b>88</b>	12	-
2008	36	47	<b>83</b>	17	-
2005	32	51	<b>83</b>	17	-
2002	35	50	<b>85</b>	14	1
1999	31	53	<b>84</b>	16	-
1996	36	44	<b>80</b>	18	2
<b><u>Comparison</u></b>					
Peer Group (Rural)	38	42	<b>90</b>	19	1
National Average	37	47	<b>84</b>	16	-
<b><u>Ward</u></b>					
Lakes-Murchison*	54	34	<b>88</b>	12	-
Golden Bay	59	38	<b>97</b>	3	-
Motueka	28	58	<b>86</b>	14	-
Moutere-Waimea	38	46	<b>84</b>	15	1
Richmond	46	41	<b>87</b>	13	-
<b><u>Household Size</u></b>					
1-2 person household	36	47	<b>83</b>	17	-
3+ person household	47	45	<b>92</b>	8	-

Base = 248

% read across

\* caution: small base

### Recommended Satisfaction Measure For Reporting Purposes:

Contacted Council In The Last 12 Months	=	88%
Contacted By Phone	=	74%
Contacted In Person	=	85%
Contacted In Writing	=	75%
Contacted By Email*	=	79%
Contacted by Fix-O-Gram**	=	30%

\* caution: small base

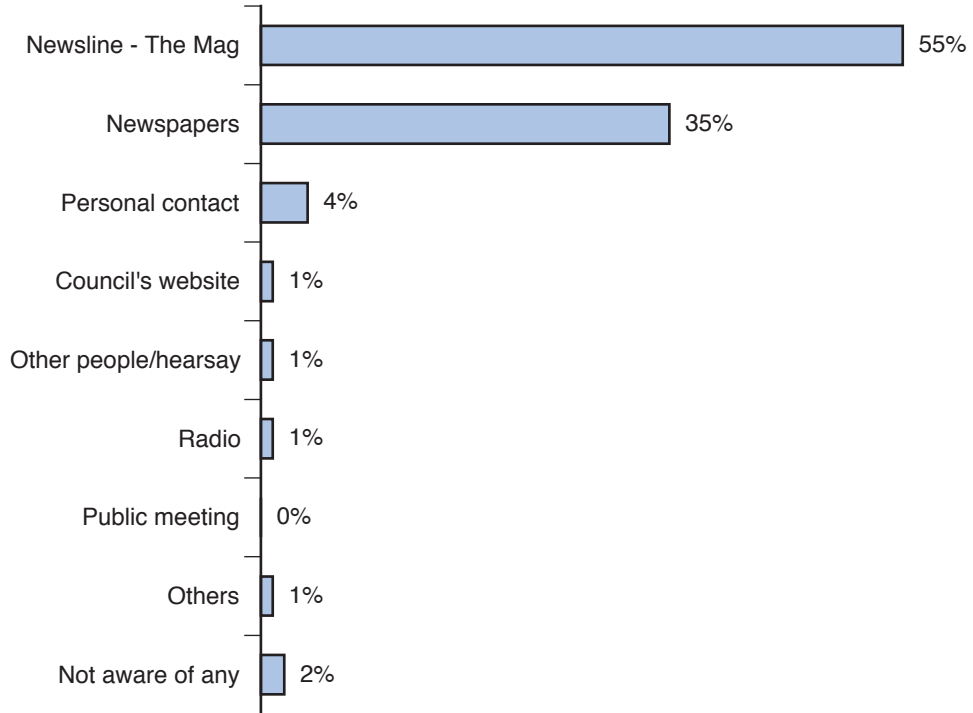
\*\* caution: very small base (N=2)



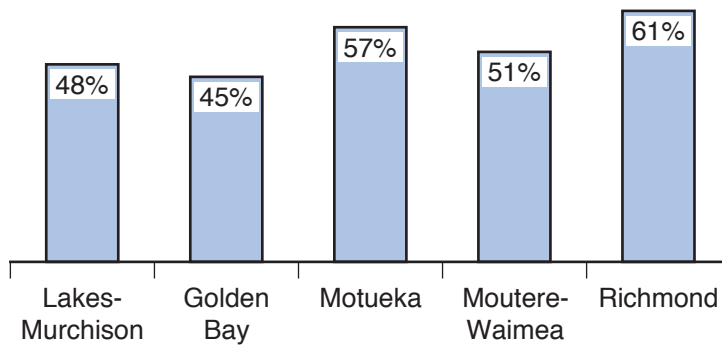
## 5. Information

**a. Main Source of Information About Council**

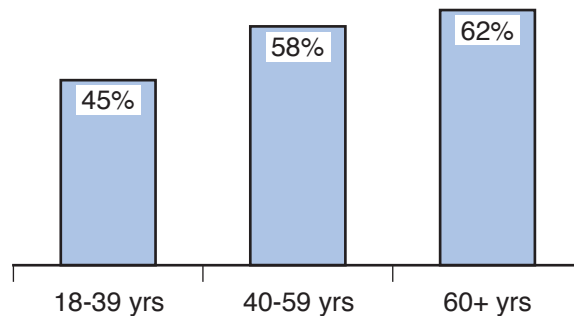
*Where Or From Whom Do You Mainly Get Your Information About Council?*



*Percent Saying "Newsline - The Mag" - By Ward*



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



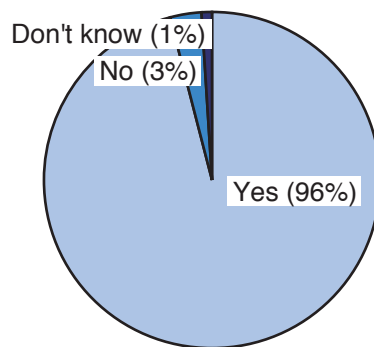


"Newsline - The Mag" is mentioned by 55% of residents as their main source of information about the Council (52% in 2008), while 35% mention newspapers (38% in 2008).

Residents aged 18 to 39 years are less likely to see "Newsline - The Mag" as their main source of information, than other age groups.

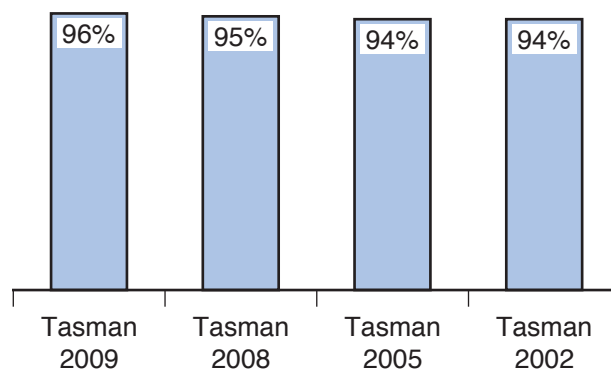
## b. Readership Of Published Information Provided By Council

*Residents Who Are Aware Of Information About Council*

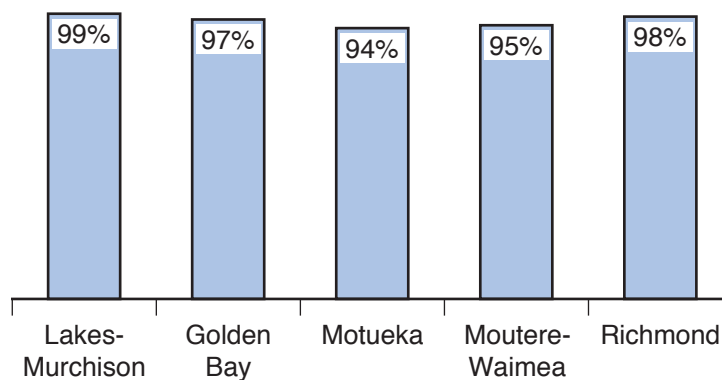


Base = 395

*Percent Saying "Yes" - Comparison*



*Percent Saying "Yes" - By Ward*



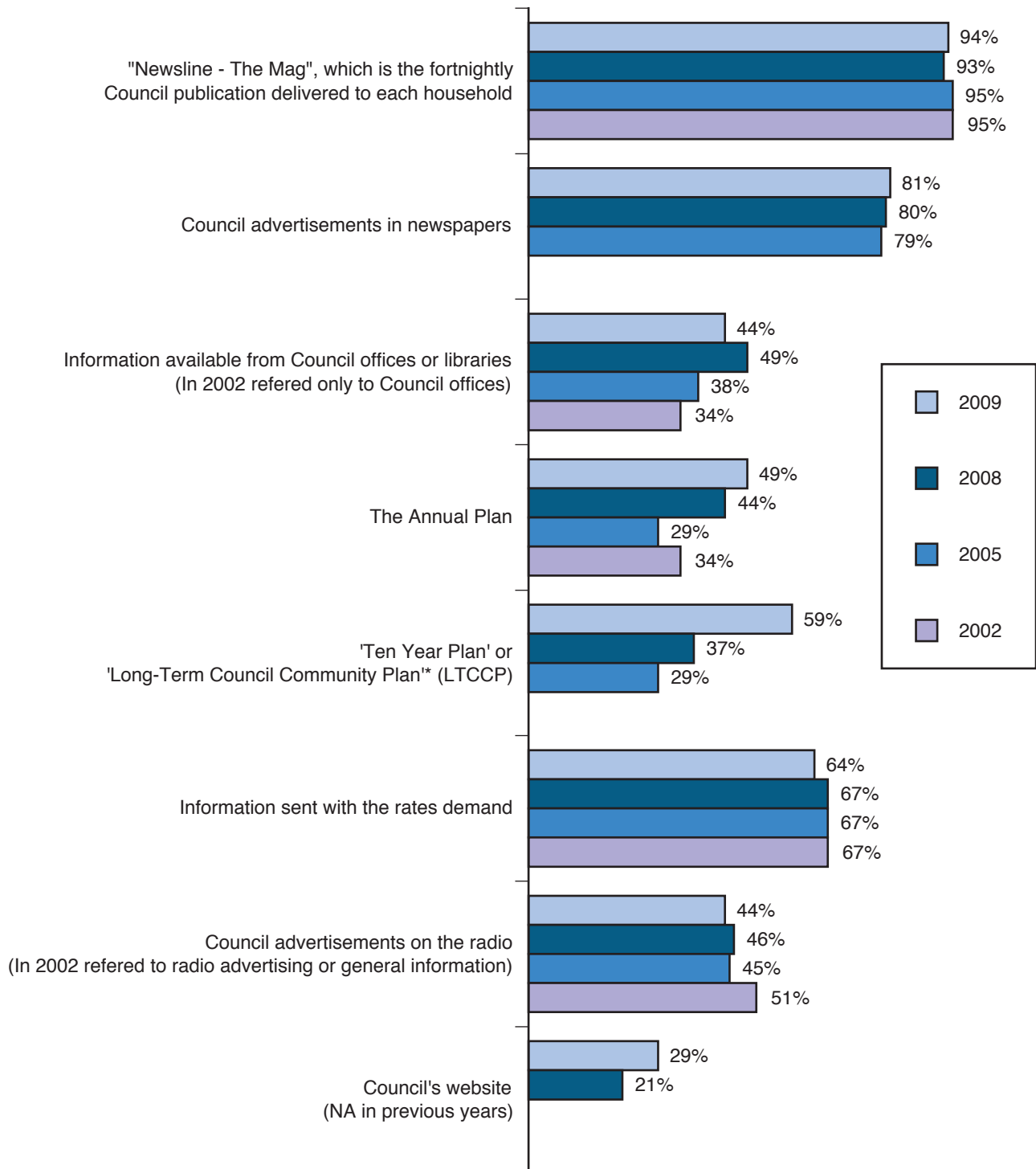
96% of Tasman residents who are aware of information about Council say they have seen, read or heard, in the last 12 months, information Council publishes specifically for the community. This is similar to the 2008 results.

There are no notable differences between Wards and between 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 (N=381) who have seen, read or heard any information, were asked to consider what types these were.

*Yes, Have Seen Or Read - 2009*



Base = 381

\* prior to 2009 readings refer to 'The Long-Term Council Community Plan' only

Of those who have seen, read or heard information produced by Council in the last 12 months, the majority have seen/read "Newslines - The Mag" (94%), Council advertisements in newspapers (81%) and/or information sent with the rates demand (64%).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who have seen or read "Newslines - The Mag".

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

Residents<sup>†</sup> more likely to have seen or read the information sent with the rates demand are ...

- men,
- residents aged 40 years or over,
- residents who live in a one or two person household,
- longer term residents, those residing in the District more than 10 years.

Residents<sup>†</sup> more likely to have heard Council advertisements on the radio are ...

- all Ward residents, except Golden Bay Ward residents,
- men,
- residents aged 18 to 59 years, in particular those aged 18 to 39 years,
- residents with an annual household income of \$50,001 to \$100,000,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

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

- men,
- residents aged 60 years or over,
- residents with an annual household income of more than \$100,000.

Residents<sup>†</sup> with an annual household income of more than \$100,000, are more likely to have seen or read information available from Council offices and libraries, than other income groups.

Residents<sup>†</sup> more likely to have seen or read the 'Ten Year Plan' or LTCCP ...

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

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

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

- all Ward residents, except Lakes-Murchison Ward residents,
- residents aged 18 to 59 years, in particular those aged 40 to 59 years,
- residents who live in a three or more person household.

<sup>†</sup> residents who have seen, read or heard information published by Council N=381



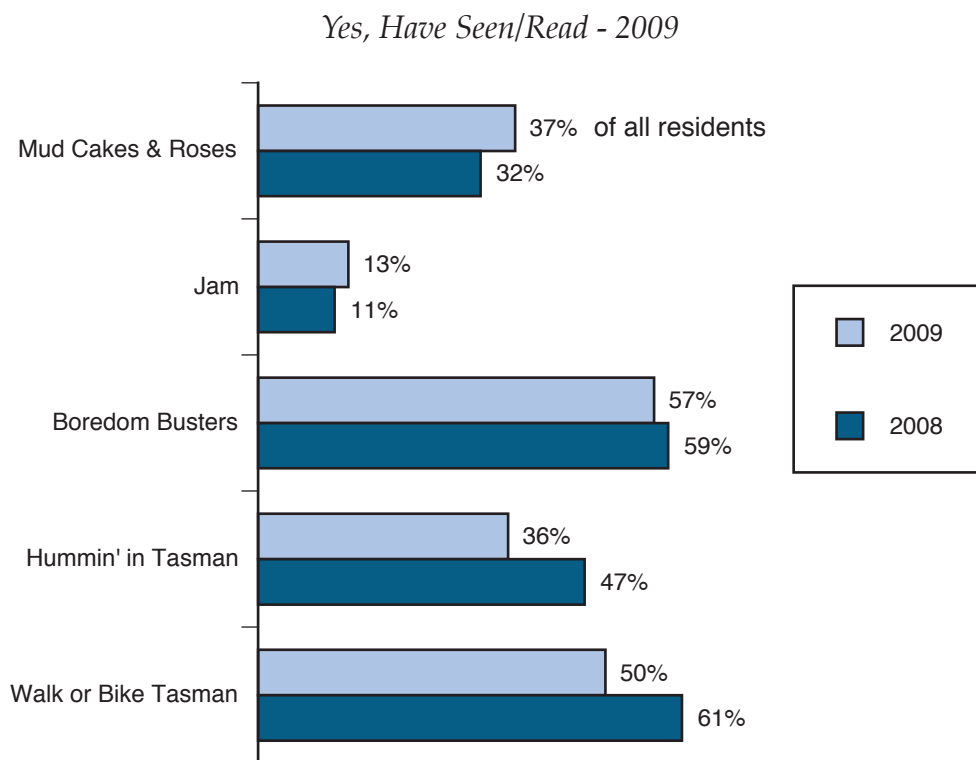
81% of residents feel that there is more than/enough information supplied, while 15% feel there is not enough/nowhere near enough information supplied. These readings are similar to the 2008 results.

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 between socio-economic groups, in terms of those residents who say there is enough/more than enough information. However, it appears that the following residents are slightly more likely to feel this way ...

- residents aged 60 years or over,
- longer term residents, those residing in the District more than 10 years.

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



57% of residents have seen or read, in the last 12 months, 'Boredom Busters' while 50% have seen/ read 'Walk or Bike Tasman' (61% in 2008).

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

- residents aged 18 to 59 years, in particular those aged 18 to 39 years,
- residents with an annual household income of \$30,00 or more,
- residents who live in a three or more person household.

It also appears that Lakes Murchison and Golden Bay Ward residents are slightly more likely to have done so, than other Ward residents.



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

- women,
- residents who live in a three or more person household,
- residents with an annual household income of \$30,000 or more.

It also appears that 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 Mud Cakes and Roses are ...

- women,
- residents aged 60 years or over,
- residents with an annual household income of less than \$30,000,
- residents who live in a one or two person household,
- longer term residents, those residing in the District more than 10 years.

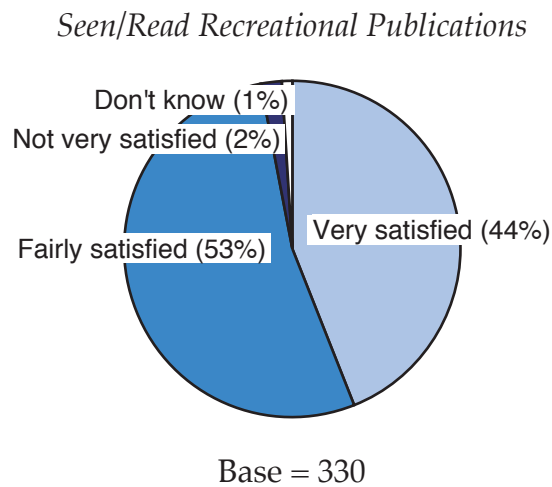
Residents more likely to have seen or read Hummin' in Tasman are ...

- Golden Bay and Richmond Ward residents,
- women,
- residents with an annual household income of \$50,001 to \$100,000,
- shorter term residents, those residing in the District 10 years or less.

Residents more likely to have seen or read Jam are ...

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

f. **Satisfaction With Recreational Publications?**



97% 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 44% who are very satisfied (33% in 2008). 2% are not very satisfied and 1% are unable to comment.

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

<sup>†</sup> those residents who have seen/read one or more of the recreational publications, N = 330

### Satisfaction With Recreational Publications

	Very Satisfied %	Fairly Satisfied %	<b>Very/Fairly Satisfied</b> %	Not Very Satisfied %	Don't Know %
<b><u>Residents Who Have Read/Seen Any Recreational Publications*</u></b>					
2009	44	53	<b>97</b>	2	1
2008	33	62	<b>95</b>	2	3
<b><u>Ward</u></b>					
Lakes-Murchison	35	59	<b>94</b>	2	4
Golden Bay	47	51	<b>98</b>	2	-
Motueka	38	59	<b>97</b>	1	2
Moutere-Waimea†	46	50	<b>96</b>	3	2
Richmond	47	50	<b>97</b>	2	1

Base = 330

% read across

\* not asked prior to 2008

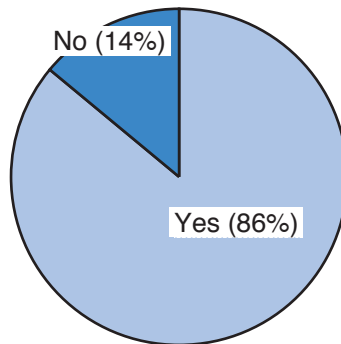
† does not add to 100% due to rounding



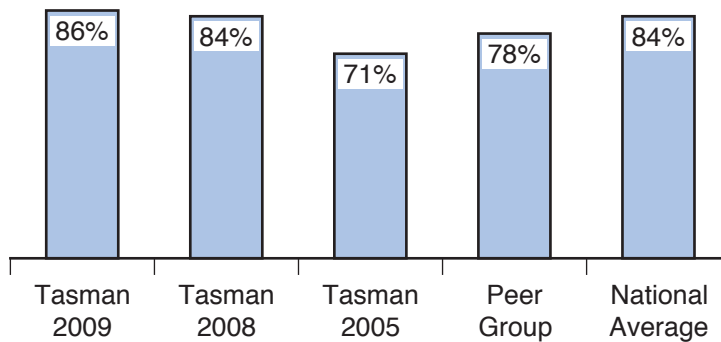
**6. Local Issues**

a. Internet Access

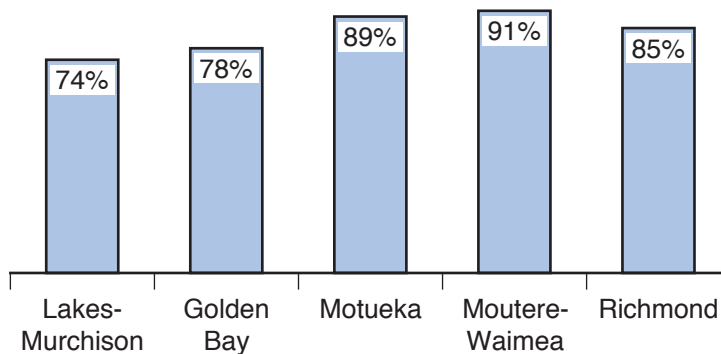
*Overall*



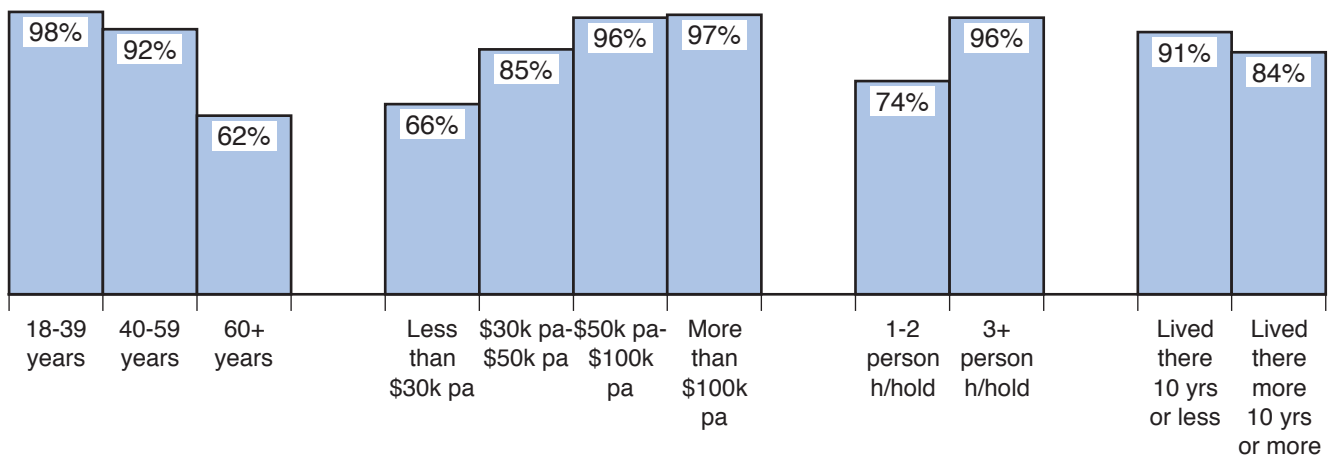
*Percent Saying 'Yes' - Comparison*



*Percent Saying 'Yes' - By Ward*



*Percent Saying 'Yes' - Comparing Different Types Of Residents*



86% of Tasman District residents say they have access to the Internet. This is above the Peer Group Average and similar to the National Average and the 2008 reading.

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

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

## b. 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 %
<b><u>Overall*</u></b>				
Total District <b>2009</b>	<b>42</b>	<b>46</b>	<b>4</b>	<b>8</b>
2008	36	52	5	7
2005	38	48	6	8
<b><u>Comparison</u></b>				
Peer Group Average (Rural)	36	52	7	5
National Average	37	53	6	4
<b><u>Ward</u></b>				
Lakes-Murchison <sup>†</sup>	42	59	-	-
Golden Bay	28	59	4	9
Motueka	41	52	1	6
Moutere-Waimea	38	41	10	11
Richmond <sup>†</sup>	51	37	4	7
<b><u>Household Size</u></b>				
1-2 person household	38	52	4	6
3+ person household	46	40	5	9

% read across

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

\* not asked prior to 2005

42% of residents think their District is better, as a place to live, than it was three years ago (36% in 2008), 46% feel it is the same (52% in 2008) and 4% say it is worse. 8% are unable to comment.

The percent saying better (42%) is slightly above the Peer Group and National Averages.

Residents who live in a three or more person household are more likely to feel their District is better than it was three years ago, than residents who live in a one or two person household.

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



### c. Perception Of Safety

#### Is Tasman District Generally A Safe Place To Live?

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely not %	Don't know %
<b><u>Overall*</u></b>					
Total District 2009	58	40	2	-	-
<b><u>Comparison</u></b>					
Peer Group (Rural)	32	62	5	1	-
National Average	27	62	10	1	-
<b><u>Ward</u></b>					
Lakes-Murchison	58	42	-	-	-
Golden Bay	59	36	5	-	-
Motueka	52	48	-	-	-
Moutere-Waimea <sup>†</sup>	64	33	1	-	1
Richmond	57	40	2	1	-
<b><u>Gender</u></b>					
Male <sup>†</sup>	62	36	1	-	-
Female	54	43	2	-	1
<b><u>Age</u></b>					
18-39 years	66	34	-	-	-
40-59 years	54	42	2	1	1
60+ years	55	43	2	-	-
<b><u>Household Size</u></b>					
1-2 person household <sup>†</sup>	54	43	2	1	1
3+ person household	62	37	1	-	-
<b><u>Length of Residence</u></b>					
Lived there 10 years or less	64	34	2	-	-
Lived there more than 10 years	55	42	2	-	1

% read across

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

58% of residents feel that generally Tasman District is definitely a safe place to live, 40% say it is mostly and 2% of residents think the District is not really a safe place to live.

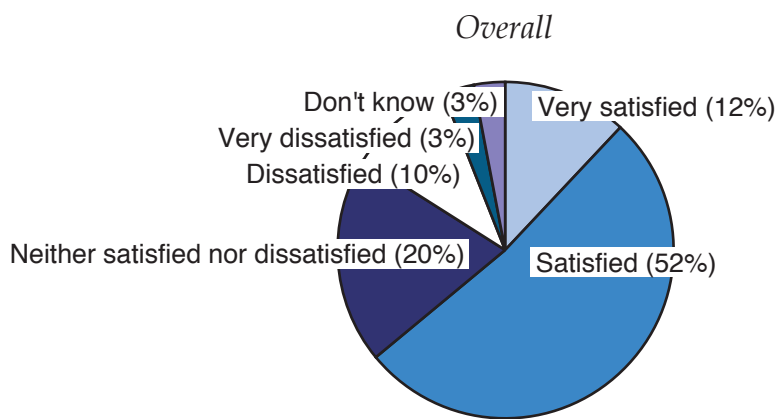
The percent saying 'yes, definitely' (58%) is above the Peer Group and National Averages.

Residents more likely to feel that Tasman District is definitely a safe place to live are ...

- men,
- residents aged 18 to 39 years,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

#### d. Council Consultation & Community Involvement

*Satisfaction with the way Council consults the public in the decisions it makes:*



64% of residents are very satisfied/satisfied with the way Council consults the public in the decisions it makes, while 13% are dissatisfied/very dissatisfied. 20% are neither satisfied nor dissatisfied and 3% are unable to comment.

The very satisfied/satisfied reading (64%) is above the Peer Group and National Averages. The latter readings refer to satisfaction with the way Council involves the public.

Residents who live in a three or more person household are more likely to be very satisfied/satisfied, than those who live in a one or two person household.

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

	Very satisfied/ satisfied %	Neither satisfied, nor dissatisfied %	Dissatisfied/ very dissatisfied %	Don't know %
<b><u>Overall*</u></b>				
Total District <b>2009</b>	<b>64</b>	<b>20</b>	<b>13</b>	<b>3</b>
2008**	53	24	20	3
2005	61	21	15	3
<b><u>Comparison**</u></b>				
Peer Group (Rural)	50	23	17	10
National Average	45	31	20	4
<b><u>Ward</u></b>				
Lakes-Murchison	70	20	10	-
Golden Bay	57	11	29	3
Motueka	61	25	11	3
Moutere-Waimea†	66	15	18	-
Richmond†	64	23	6	6
<b><u>Household Size</u></b>				
1-2 person household†	60	19	16	4
3+ person household	67	21	10	2

% read across

\* not asked prior to 2005

† does not add to 100% due to rounding

\*\* Peer Group and National Average readings and readings prior to 2009 refer to satisfaction with the way Council involves the public in the decision it makes

## e. 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 %	<b>Very satisfied/ Satisfied</b> %	Neither Satisfied nor Dissatisfied %	Dis- satisfied %	Very dissatisfied %	<b>Dissatisfied/ Very dissatisfied</b> %	Don't know %
<b><u>Overall*</u></b>								
Total District								
2009	25	54	<b>79</b>	10	9	1	<b>10</b>	1
2008	19	56	<b>75</b>	13	10	1	<b>11</b>	1
2005	17	59	<b>76</b>	11	9	3	<b>12</b>	1
<b><u>Comparison</u></b>								
Peer Group	20	47	<b>67</b>	16	13	3	<b>16</b>	1
National Average	21	50	<b>71</b>	14	11	2	<b>13</b>	2
<b><u>Ward</u></b>								
Lakes-Murchison	37	53	<b>90</b>	7	3	-	<b>3</b>	-
Golden Bay	31	47	<b>78</b>	5	16	1	<b>17</b>	-
Motueka	14	63	<b>77</b>	10	10	1	<b>11</b>	2
Moutere-Waimea	28	52	<b>80</b>	9	8	3	<b>11</b>	-
Richmond	28	51	<b>79</b>	13	7	1	<b>8</b>	-
<b><u>Age</u></b>								
18-39 years	35	52	<b>87</b>	8	5	-	<b>5</b>	-
40-59 years	19	56	<b>75</b>	11	11	2	<b>13</b>	1
60+ years	24	53	<b>77</b>	11	10	1	<b>11</b>	1
<b><u>Length of Residence</u></b>								
Lived there 10 years or less	28	45	<b>73</b>	16	8	2	<b>10</b>	1
Lived there more than 10 yrs <sup>†</sup>	24	58	<b>82</b>	7	9	1	<b>10</b>	-

% read across

\* not asked prior to 2005

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

79% of residents are very satisfied/satisfied that the natural environment in the Tasman District is being preserved and sustained for future generations (75% in 2008). This is above the Peer Group and National Averages.

10% are dissatisfied/very dissatisfied, while 10% are neither satisfied nor dissatisfied (13% in 2008).

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

- residents aged 18 to 39 years,
- longer term residents, those residing in the District more than 10 years.

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

**f. Built Or Urban Environment**

*i. How Satisfied Are Residents With The Built Or Urban Environment In The Tasman District?*

	Very satisfied %	Satisfied %	<b>Very satisfied/ Satisfied</b> %	Neither Satisfied nor Dissatisfied %	Dis-satisfied %	Very dissatisfied %	<b>Dissatisfied/ Very dissatisfied</b> %	Don't know %
<b><u>Overall*</u></b>								
Total District								
2009	13	64	<b>77</b>	14	6	1	<b>7</b>	2
<b><u>Ward</u></b>								
Lakes-Murchison	9	62	<b>71</b>	20	6	-	<b>6</b>	3
Golden Bay	12	56	<b>68</b>	26	6	-	<b>6</b>	-
Motueka	8	72	<b>80</b>	10	6	-	<b>6</b>	4
Moutere-Waimea	13	65	<b>78</b>	11	5	3	<b>8</b>	3
Richmond	17	60	<b>77</b>	13	6	1	<b>7</b>	3
<b><u>Gender</u></b>								
Male	9	72	<b>81</b>	12	4	1	<b>5</b>	2
Female	16	57	<b>73</b>	15	8	1	<b>9</b>	3
<b><u>Age</u></b>								
18-39 years	21	63	<b>84</b>	11	4	-	<b>4</b>	1
40-59 years	10	60	<b>70</b>	17	7	2	<b>9</b>	4
60+ years	8	72	<b>80</b>	11	6	-	<b>6</b>	3

% read across

\* not asked prior to 2009

77% of residents are very satisfied/satisfied with the built or urban environment in Tasman District.

7% are dissatisfied/very dissatisfied, while 14% are neither satisfied nor dissatisfied.

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

- men,
- residents aged 18 to 39 years or 60 years or over.



g. **How Connected Do Residents Feel To Their Community (in terms of their sense of belonging or sense of place)?**

	Very connected %	Well connected %	<b>Very connected/ well connected %</b>	Neither well nor poorly connected %	Poorly connected %	Very poorly connected %	<b>Poorly/ very poorly connected %</b>	Don't know %
<b><u>Overall*</u></b>								
Total District 2009	32	48	<b>80</b>	16	3	-	<b>3</b>	1
<b><u>Ward</u></b>								
Lakes- Murchison	33	41	<b>74</b>	21	4	-	<b>4</b>	1
Golden Bay	(58)	36	<b>94</b>	6	-	-	<b>-</b>	-
Motueka	22	58	<b>80</b>	16	3	-	<b>3</b>	1
Moutere- Waimea	39	48	<b>87</b>	18	5	-	<b>5</b>	-
Richmond	25	46	<b>71</b>	26	3	-	<b>2</b>	1

% read across

\* not asked prior to 2009

80% of residents feel very connected/well connected to their community, while 3% feel poorly connected. 10% think they are neither well nor poorly connected and 1% are unable to comment.

There are no notable differences between Wards and between socio-economic groups in terms of those residents who feel very connected/well connected.

\* \* \* \* \*

## E. APPENDIX

### Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
<u>Ward</u>	Lakes-Murchison	40	30
	Golden Bay	41	44
	Motueka	101	99
	Moutere-Waimea	94	100
	Richmond	125	128
<u>Gender</u>	Male	200	196
	Female	201	205
<u>Age</u>	18 - 39 years	88	128
	40 - 59 years	148	169
	60+ years	165	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.

\* \* \* \* \*