

**TASMAN DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
MAY / JUNE 2011**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES/FACILITIES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

TASMAN DISTRICT COUNCIL

MAY / JUNE 2011



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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:

To 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 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, July/August 2009, June 2010 and now again in May/June 2011.

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	42
Motueka	100
Moutere-Waimea	99
Richmond	120
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 27th May to Sunday 8th June 2011.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all of New Zealand as a whole (National Average) and with similarly constituted Local Authorities (Peer Group Average), through a National Survey of 1,003 residents carried out in November 2010.

The Communitrak™ service provides ...

- comparisons with a national sample of 1,003 interviews conducted in November 2010 (the National Average),
- comparisons with other provincial Council norms (the Peer Group Average).

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

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2006 Census data.

Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and/or National Average results from the November 2010 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 400 residents:

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

Margin Of Error

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

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

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

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

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 400 respondents, at a reported percentage of 50%, is plus or minus 4%.

Significant Difference

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

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

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

* * * * *



C. EXECUTIVE SUMMARY

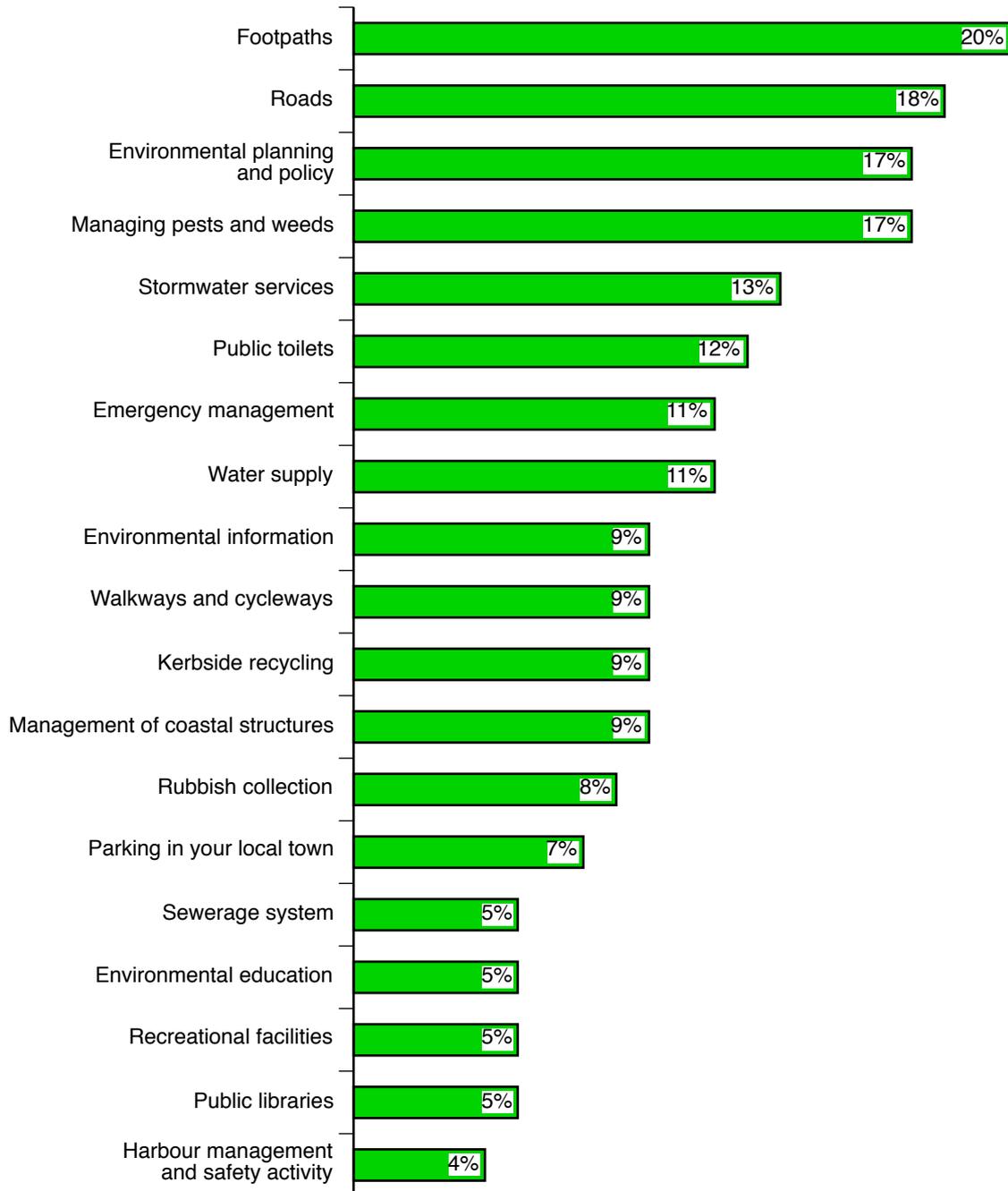
This report summarises the opinions and attitudes of Tasman District Council residents, to the services provided for them by their Council and their elected representatives.

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 than the Peer Group and/or National Averages.

However, the percent not very satisfied for water supply (11%) is below the Peer Group Average (18%) and slightly above the National Average (6%).

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

	Tasman 2011 %	Peer Group %	National Average %
• roads	18	*25	*21
• public toilets	12	16	20
• kerbside recycling	9	†16	†13
• rubbish collection	8	13	10
• parking in your local town	7	15	31

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

• footpaths	20	22	21
• stormwater services	13	11	12
• emergency management	11	9	8
• sewerage system	5	8	7
• recreational facilities	5	**8	**5
• public libraries	5	5	2

There are no comparative Peer Group and National Averages for environmental planning and policy, environmental information, environmental education, harbour management and safety activity and management of coastal structures, walkways and cycleways and managing pests and weeds.

* 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 2010 National Communitrak™ Survey

† these percentages are the readings for recycling in general

Comparison Between 2010 and 2011 (Not Very Satisfied Reading)

Service/Facility	2011 %	2010 %	Comparison
Footpaths	20	23	=
Roads	18	36	↓
Environmental planning and policy	17	14	=
Stormwater services	13	17	=
Public toilets	12	14	=
Emergency management	11	8	=
Water supply	11	8	=
Environmental information	9	8	=
Management of coastal structures	9	6	=
Parking in your local town	7	11	=
Sewerage system	5	5	=
Environmental education	5	4	=
Recreational facilities	5	4	=
Public libraries	5	3	=
Harbour management and safety activity	4	2	=

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

Frequency Of Use - Council Services And Facilities

	Usage In The Last Year		
	3 times or more %	Once or twice %	Not at all %
Recreational facilities	77	8	15
Council's kerbside recycling service [†]	81	2	18
Public library	65	14	21
Public toilets	50	20	30

% read across

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

Recreational facilities, 85% and

Council's kerbside recycling service, 83%,

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

SERVICE OR FACILITY SPEND EMPHASIS

	Spend More On Service Or Facility %
Rivers and flood protection	45
Walkways and cycleways	32
Roads	31
Footpaths	30
Emergency management/ Civil Defence	30
Environmental education	27
Public toilets	26
Managing pests and weeds	25
Public halls and community facilities	21
Stormwater services	20
Water supply	19
Environmental information and monitoring	18
Sportsfields and playgrounds, parks and reserves	17
Management of coastal structures	17
Community assistance and grants	17
Arts, culture and heritage in general	17
Resource consents and compliance	17
Recreation programmes and events	15
Kerbside recycling	15
Environmental planning and policy	15
Free parking in your local town	12
Public libraries	12
Rubbish collection	11
Sewerage system	11
Harbour management and safety activities	7

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.

44% of Tasman District have in mind a recent Council action, decision or management they **approve** of (41% in 2010). This is on par with the Peer Group Average and similar to the National Average.

The main actions/decisions mentioned are ...

- the cycleway/cycleways, mentioned by 11% of all residents,
- beautification/upgrades/upkeep of parks, reserves, public areas, 6%,
- sports and recreation facilities, 5%,
- walkways, 4%,
- do a good job/good service/good leadership, 4%.

51% of residents have in mind a recent Council action, decision or management they **disapprove** of (51% in 2010). This is above the Peer Group and National Averages.

The main actions/decisions mentioned are ...

- relocating hall at Hope Domain/lack of consultation, mentioned by 9% of all residents,
- money spent/overspending/money wasted/spending on themselves, 5%,
- environmental issues, 5%,
- rates increases/rates too high/rates issues, 4%,
- planning issues/zoning/subdivisions, 4%,
- lack of communication/consultation/information/don't listen, 4%,
- water supply issues, 4%.

RATES ISSUES

Overall, 73% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council (76% in 2010), while 22% are not very satisfied (19% in 2010).

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

CONTACT WITH COUNCIL

Who Is Contacted First If Residents Need To Raise A Matter With Council?

A Councillor	10% of all residents
The Council offices / staff	82%
A Community Board member*	3%
Depends on the matter	1%
The Mayor	0%
Don't know	4%

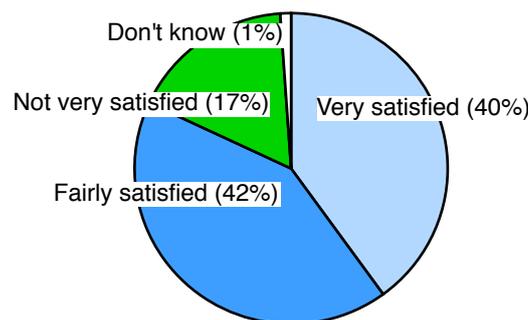
* only read out to Motueka and Golden Bay Ward residents

Type Of Contact

37% of residents have contacted the Council offices in the last 12 months by phone (42% in 2010), with 39% contacting the Council offices in person and 9% contacting the Council offices in writing. 9% of residents have contacted Council offices by email and one resident by Fix-O-Gram.

Overall, 56% of residents have contacted the Council offices in the last 12 months (62% in 2010).

Satisfaction With Service Received When Contacted The Council Offices



Base = 229

INFORMATION

Main Source Of Information About Council

Newsline - The Mag	66%	of all residents
Newspapers	25%	
From other people /hearsay	4%	
Personal contact	2%	
Radio	2%	
The Council's website	1%	
Public meetings	1%	
Not aware of any	1%	
(does not add to 100% due to rounding)		

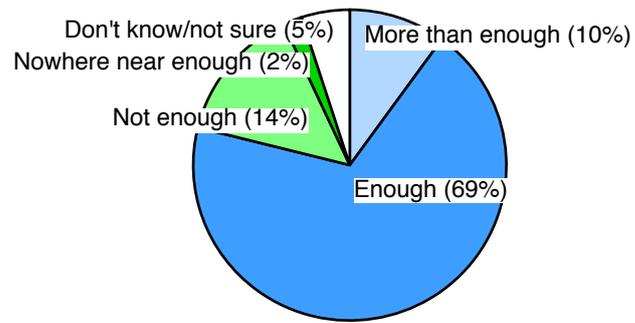
Seen, Read Or Heard Information From Council

97% of residents say they have seen, read or heard information from the Council, specifically for the community, in the last 12 months in the form of:

Newsline - The Mag	95%	of these residents [†] (92% in 2010)
Council advertisements in newspapers	66%	(75% in 2010)
Information sent with the rates demand	51%	(59% in 2010)
'10 Year Plan' or Long-Term Council Community Plan	42%	(56% in 2010)
The Annual Plan	40%	(49% in 2010)
Information available from the Council offices or libraries	40%	(38% in 2010)
Council advertisements on the radio	35%	(43% in 2010)
The Council's website	33%	(26% in 2010)

[†]Base = 384 (residents who have seen/ read or heard information from the Council)

Sufficiency Of Information Supplied By Council



LOCAL ISSUES

Internet Access

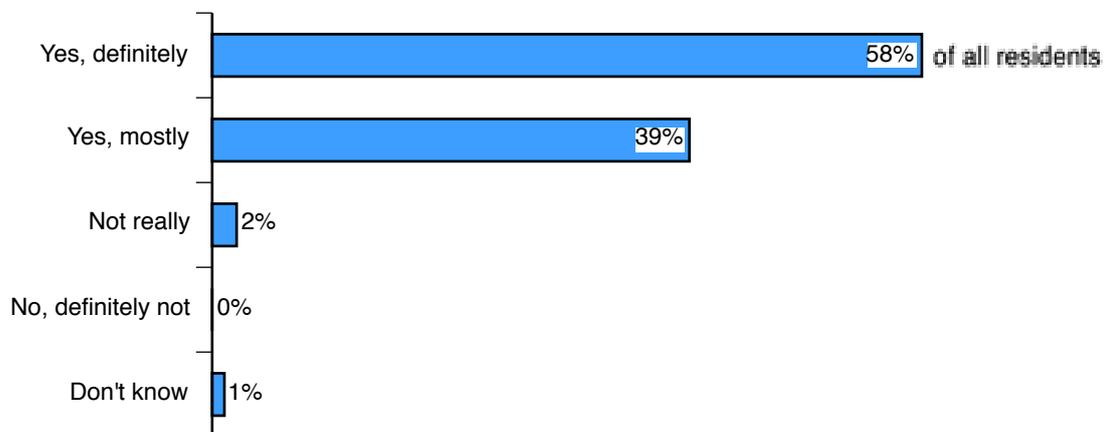
85% of residents say they have access to the Internet.

Place To Live

39% of residents think Tasman District is better, as a place to live, than it was three years ago (42% in 2009), while 50% feel it is the same (46% in 2009) and 7% say it is worse (4% in 2009). 4% are unable to comment (8% in 2009).

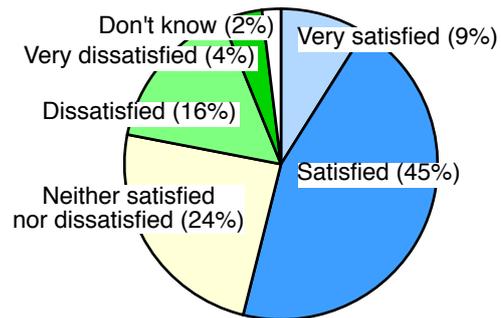
Perception Of Safety

Is Tasman District generally a safe place to live?



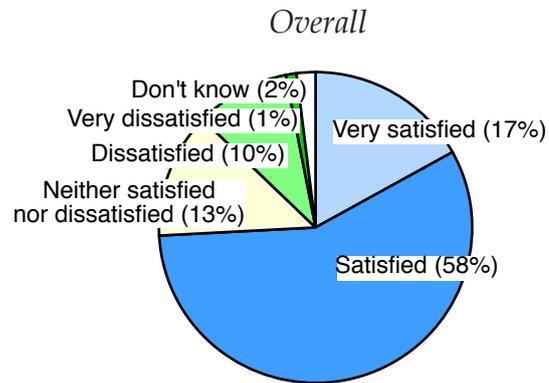
Council Consultation And Community Involvement

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



Natural Environment

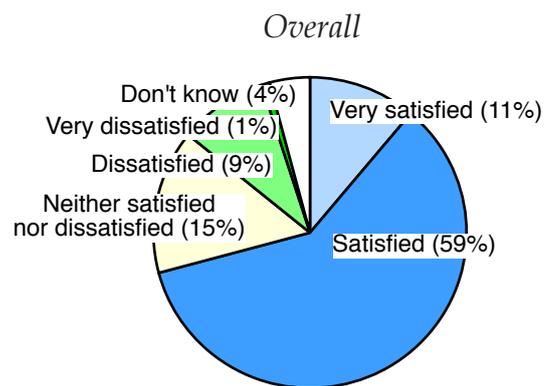
Satisfaction that the natural environment in the Tasman District is being preserved and sustained for future generations ...



(Does not add to 100% due to rounding)

Built Or Urban Environment

Level of satisfaction ...



(Does not add to 100% due to rounding)

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	33%	of all residents
Well connected	49%	
Neither well nor poorly connected	15%	
Poorly connected	2%	
Very poorly connected	0%	
Don't know	1%	

Natural Hazards

How much confidence do residents have that Council is sufficiently researching and understanding the natural hazards that affect us ...

Complete confidence	7%	of all residents
A lot of confidence	21%	
Some confidence	54%	
A little confidence	7%	
Very little confidence	4%	
No confidence	2%	
Don't know	6%	

(Does not add to 100% due to rounding)

* * * * *

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

Otorohanga District Council
 Rangitikei District Council
 Ruapehu District Council
 Selwyn District Council
 Southland District Council
 South Taranaki District Council
 South Wairarapa District Council
 Stratford District Council
 Tararua District Council
 Thames Coromandel District Council
 Waimate District Council
 Wairoa District Council
 Waitaki District Council
 Waitomo District Council
 Western Bay of Plenty District Council
 Westland District Council

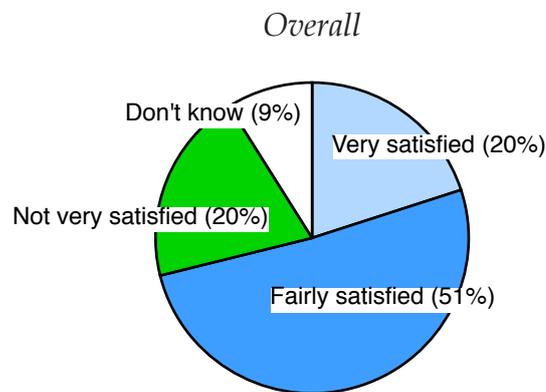


1. Council Services/Facilities

a. Satisfaction With Council Services/Facilities

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

i. Footpaths



71% of Tasman residents are satisfied with footpaths in their District, while 20% are not very satisfied (23% in 2010).

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

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

- all Ward residents, except Lakes-Murchison Ward residents,
- women,
- residents aged 60 years or over,
- residents who live in a one or two person household.

Satisfaction With Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2011	20	51	71	20	9
2010	16	56	72	23	5
2009	20	57	77	17	6
2008	18	53	71	21	8
2005	16	55	71	22	7
2002	15	56	71	18	11
1999	9	59	68	24	8
1996	17	47	64	25	11
Comparison					
Peer Group (Rural)	25	42	67	22	11
National Average	26	49	75	21	4
Ward					
Lakes-Murchison	37	33	70	3	27
Golden Bay	20	41	61	19	20
Motueka	11	59	70	26	4
Moutere-Waimea	14	53	67	19	14
Richmond	29	50	79	20	1
Gender					
Male [†]	19	55	74	16	11
Female	22	47	69	24	7
Age					
18-39 years	25	58	83	14	3
40-59 years	18	52	70	17	13
60+ years	19	41	60	32	8
Household Size[†]					
1-2 person household	24	42	66	25	10
3+ person household	17	60	77	14	8

% read across

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

The 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/difficult for mobility scooters.

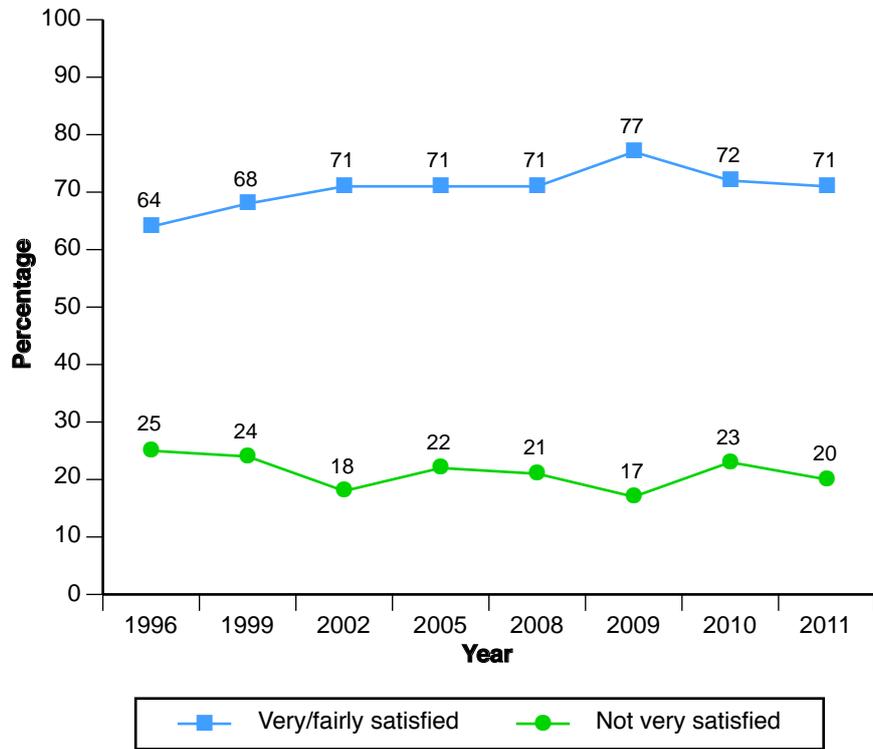
Summary Table: Main Reasons* For Being Not Very Satisfied With Footpaths

	Total District 2011 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
No footpaths/lack of footpaths	6	-	13	7	11	1
Uneven/cracked/rough/ bumpy/potholes	5	-	6	9	3	5
Poor condition/need maintenance/ upgrading	5	-	-	5	5	6
Poor design/too narrow/poor access/ difficult for mobility scooters	4	3	5	4	2	6

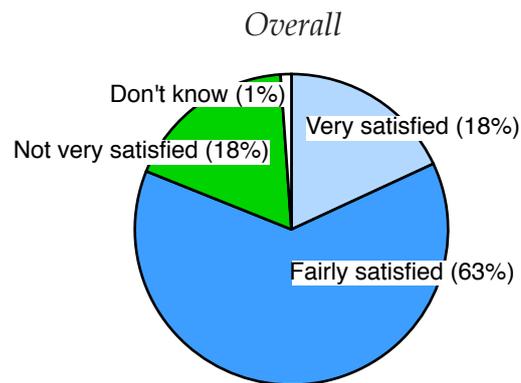
* multiple responses allowed

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

Footpaths



Recommended Satisfaction Measure For Reporting Purposes:
Total District = 71%

ii. Roads

81% of residents are satisfied with roading in the District (64% in 2010), while 18% are not very satisfied with this aspect of the District.

The percent not very satisfied is below the Peer Group Average, on par with the National Average and 18% below the 2010 reading.

Longer term residents, those residing in the District more than 10 years, are more likely to be not very satisfied with roads, than shorter term residents.

Satisfaction With Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2011	18	63	81	18	1
2010	8	56	64	36	-
2009	11	62	73	27	-
2008	16	60	76	23	1
2005	12	64	76	24	-
2002	10	54	64	35	1
1999	9	61	70	30	-
1996	14	51	65	35	-
Comparison*					
Peer Group (Rural)	19	54	73	25	2
National Average	22	57	79	21	-
Ward					
Lakes-Murchison	25	45	70	30	-
Golden Bay	15	62	77	23	-
Motueka	13	67	80	19	1
Moutere-Waimea	15	66	81	19	-
Richmond	25	61	86	13	1
Length of Residence					
Lived there 10 years or less	23	66	89	11	-
Lived there more than 10 years	16	61	77	22	1

% read across

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

The main reasons residents are not very satisfied with roading are ...

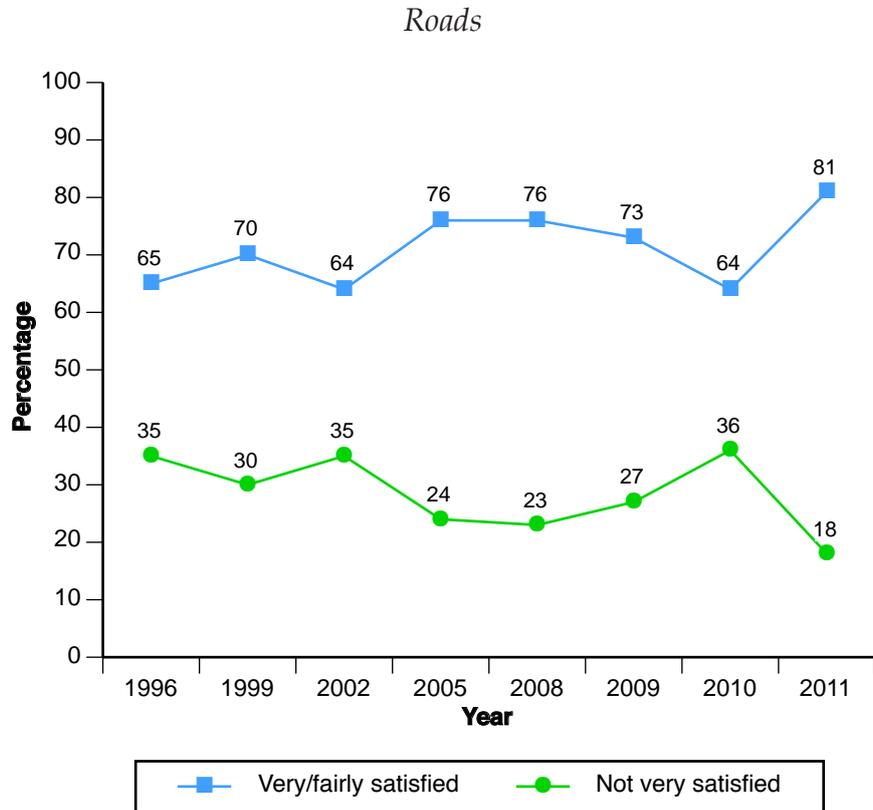
- potholes/uneven/rough/bumpy,
- lack of maintenance,
- poor condition/need upgrading/improving.

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

	Total District 2011 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Potholes/uneven/ rough/bumpy	6	15	-	6	7	6
Lack of maintenance	5	8	6	1	10	5
Poor condition/need upgrading/ improving	4	3	9	5	5	2

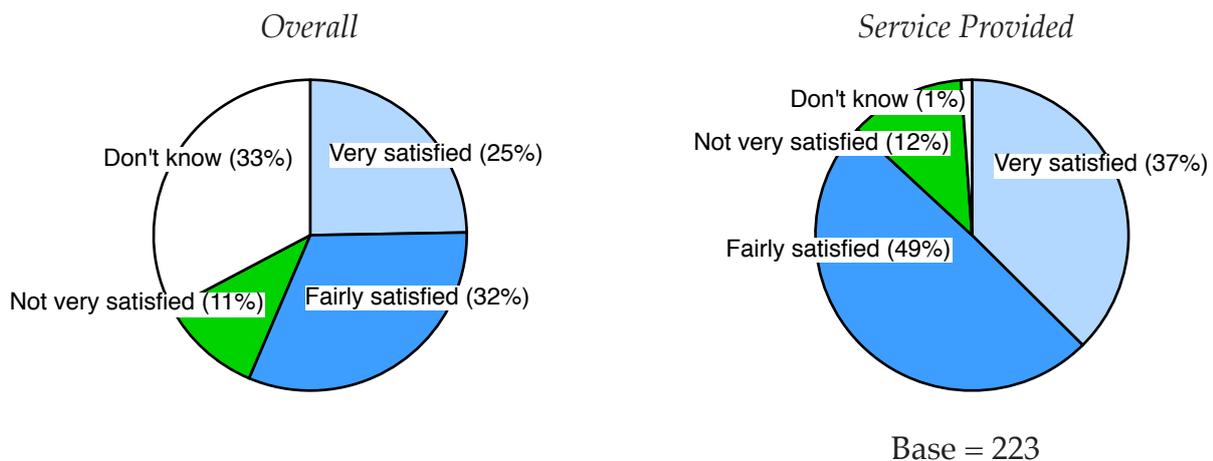
* multiple responses allowed

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



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

iii. Water Supply



57% of residents are satisfied with the water supply (67% in 2010), including 25% who are very satisfied (32% in 2010). 11% are not very satisfied and 33% are unable to comment (25% in 2010).

Tasman District residents are below their Peer Group counterparts, slightly above residents nationwide, and on par with the 2010 reading, with regards to the percent not very satisfied with the water supply.

57% of residents receive a piped supply (61% in 2010). Of these, 86% are satisfied and 12% are not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents 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 %
Overall					
Total District 2011 [†]	25	32	57	11	33
2010	32	35	67	8	25
2009	27	38	65	9	26
2008	23	33	56	15	29
2005	22	41	63	15	22
2002	25	30	55	9	36
1999	19	35	54	15	31
1996	23	29	52	14	34
Service Provided [†]	37	49	86	12	1
Comparison					
Peer Group (Rural)	32	29	61	18	21
National Average	49	36	85	6	9
Ward					
Lakes-Murchison	10	10	20	8	72
Golden Bay	11	11	22	9	69
Motueka	18	22	40	9	51
Moutere-Waimea	26	36	62	17	21
Richmond	38	48	86	9	5

% read across

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

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

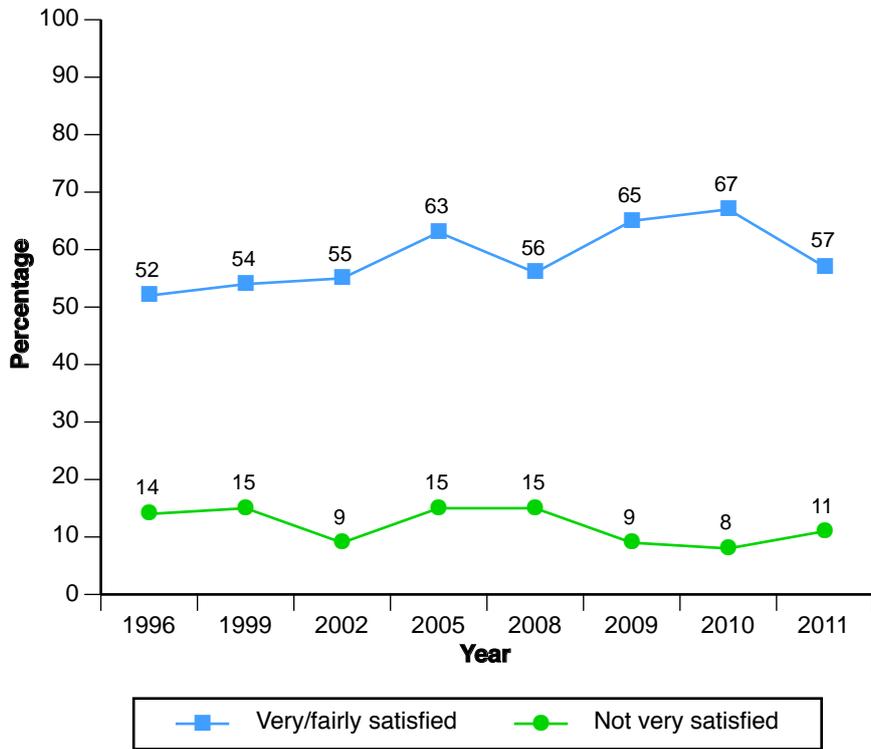
- cost/ too expensive/ increased charges/ paying for other areas,
- not on town piped water supply,
- inadequate supply/ restrictions.

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

	Total District 2011 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Cost/ too expensive/ increased charges/ paying for other areas	6	1	9	3	7	7
Not a town piped water supply	2	1	4	1	4	1
Inadequate supply/ restrictions	2	-	-	1	4	2

* multiple responses allowed

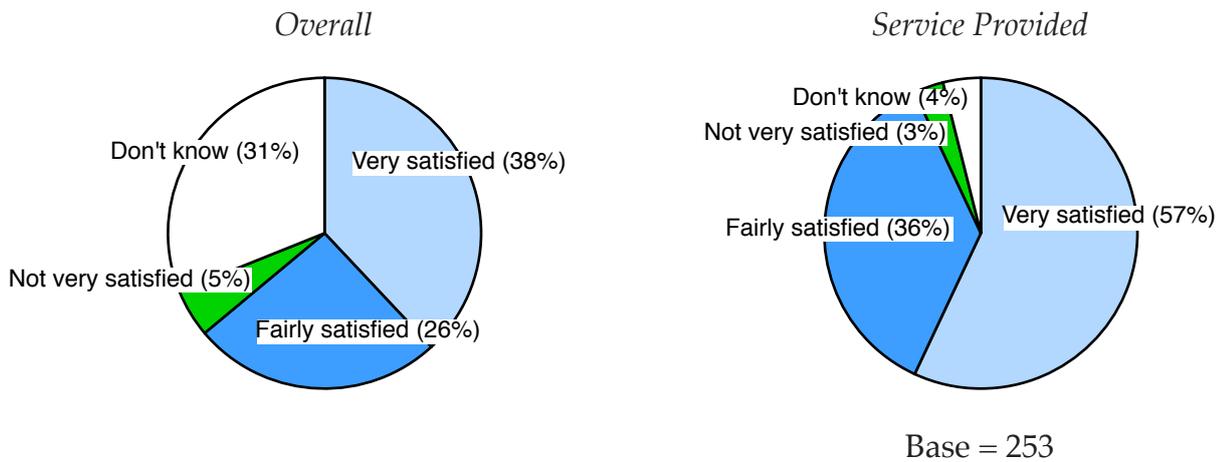
Water Supply



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 57%
 Receivers of Service = 86%

iv. Sewerage System



64% of residents are satisfied with the District's sewerage system (70% in 2010), including 38% who are very satisfied (42% in 2010). 5% are not very satisfied, while 31% are unable to comment (24% in 2010).

The percent not very satisfied (5%) is on par with the Peer Group Average and similar to the National Average and the 2010 reading.

64% of residents are provided with a sewerage system (70% in 2010). Of these, 93% are satisfied and 3% are not very satisfied.

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

Satisfaction With Sewerage System

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011	38	26	64	5	31
2010 [†]	42	28	70	5	24
2009	35	38	73	5	22
2008	29	37	66	6	28
2005	25	41	66	9	25
2002	25	36	61	7	32
Service Provided	57	36	93	3	4
Comparison					
Peer Group (Rural)	36	29	65	8	27
National Average	50	32	82	7	11
Ward					
Lakes-Murchison	16	2	18	1	81
Golden Bay	28	19	47	4	49
Motueka [†]	37	32	69	6	26
Moutere-Waimea	26	24	50	9	41
Richmond	58	30	88	3	9

% read across

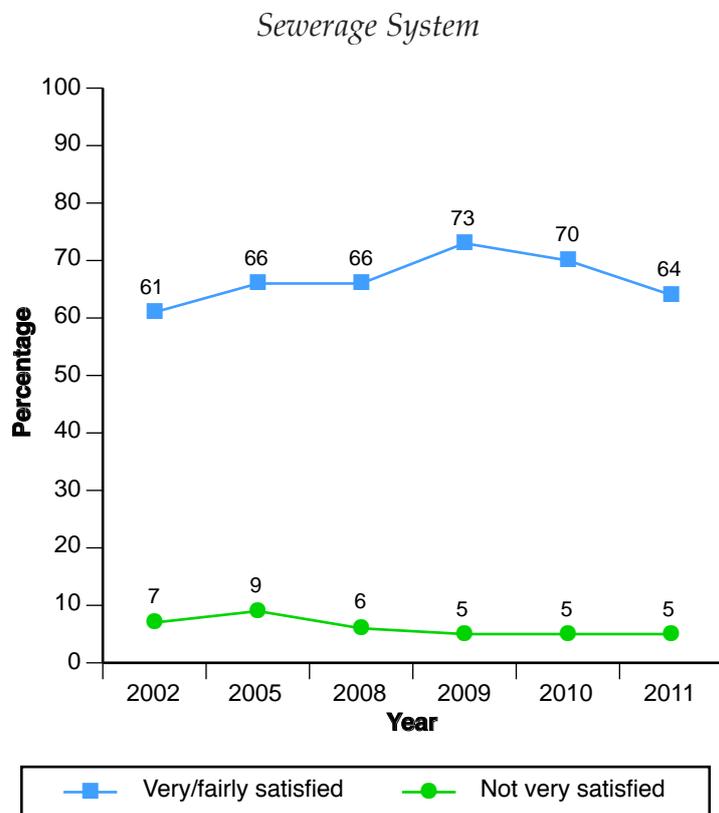
* not asked in 1996 and 1999

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

The main reasons* residents are not very satisfied with the District's sewerage system are ...

- cost issues, mentioned by 1% of all residents,
- problems with smells, 1%,
- no sewerage system, 1%.

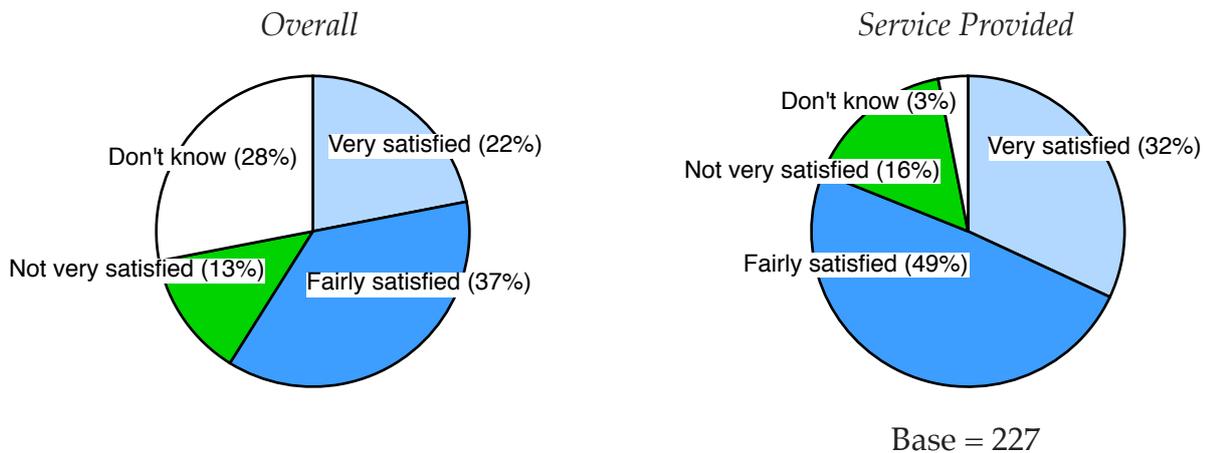
* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 64%
 Receivers of Service = 93%

v. Stormwater Services



59% of residents are satisfied with stormwater services, while 13% are not very satisfied and 28% are unable to comment (23% in 2010).

The percent not very satisfied (13%) is similar to the Peer Group and National Averages and on par with the 2010 reading.

57% of residents are provided with a piped stormwater collection and, of these, 81% are satisfied and 16% not very satisfied.

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

Satisfaction With Stormwater Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011	22	37	59	13	28
2010 [†]	30	31	61	17	23
2009	26	41	67	14	19
2008	22	41	63	11	26
2005	20	41	61	15	24
Service Provided	32	49	81	16	3
Comparison					
Peer Group (Rural)	28	37	65	11	24
National Average	38	40	78	12	10
Ward					
Lakes-Murchison	7	18	25	11	64
Golden Bay	14	34	48	6	46
Motueka [†]	19	41	60	14	25
Moutere-Waimea	16	32	48	12	40
Richmond [†]	36	44	80	14	5

% read across

* not asked prior to 2005

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

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

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

Summary Table:

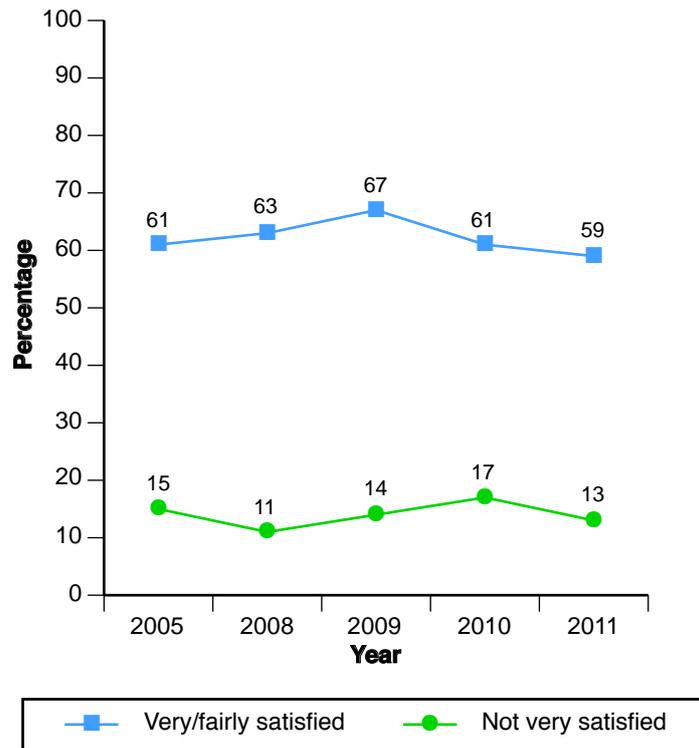
Main Reasons* For Being Not Very Satisfied With Stormwater Services

	Total District 2011 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Flooding / surface flooding	5	1	2	8	5	4
Drains / culverts blocked / need cleaning	5	-	3	3	4	8
Poor drainage / inadequate system / needs upgrading / improving	3	1	-	4	5	1

* multiple responses allowed

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

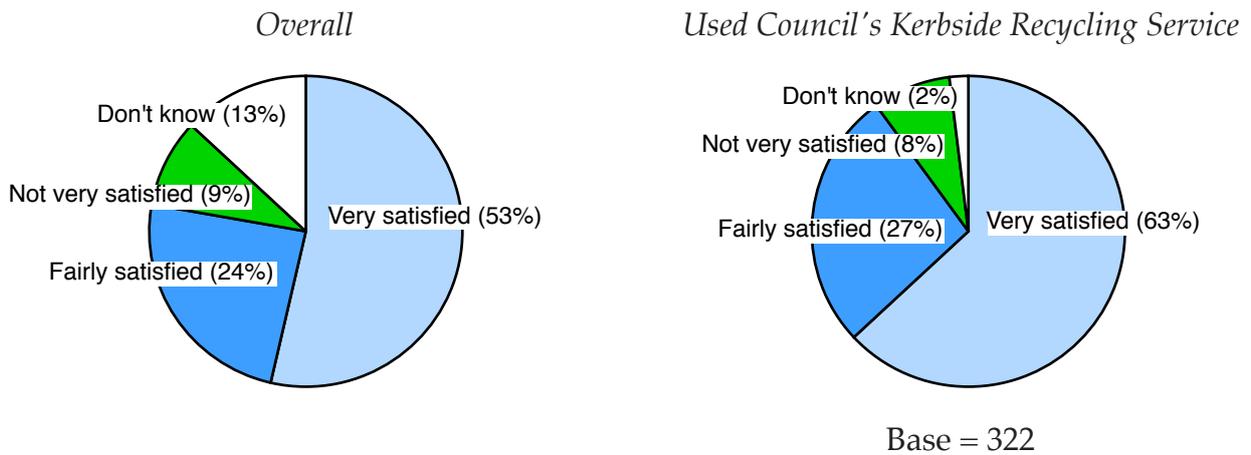
Stormwater Services



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 59%
Service Provided = 81%

vi. Kerbside Recycling



77% of residents are satisfied with kerbside recycling, including 53% who are very satisfied. 9% are not very satisfied and 13% are unable to comment.

The percent not very satisfied (9%) is below the Peer Group Average and on par with the National Average (the Peer Group and National Averages refer to ratings for recycling in general).

83% of households have used the Council's kerbside recycling services in the last 12 months. Of these 'users', 90% are satisfied and 8% 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 kerbside recycling.

Satisfaction With Kerbside Recycling

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2011 ^{***}	53	24	77	9	13
2010	51	24	75	14	11
2009	43	32	75	16	9
2008	39	30	69	17	14
2005	32	29	61	29	10
2002 [†]	15	56	71	18	11
Users of kerbside recycling service	63	27	90	8	2
Comparison**					
Peer Group (Rural)	50	24	74	16	10
National Average	55	29	84	13	3
Ward					
Lakes-Murchison ^{††}	13	25	38	26	35
Golden Bay	50	20	70	11	19
Motueka	53	26	79	7	14
Moutere-Waimea	56	21	77	8	15
Richmond ^{***††}	62	27	88	8	4

% read across

* does not add to 100% due to rounding

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

† 2002 readings refer to recycling only

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

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

- don't take everything/ too selective, mentioned by 2% of all residents,
- no kerbside recycling, 2%,
- bins are too small/need more/better bins, 2%.

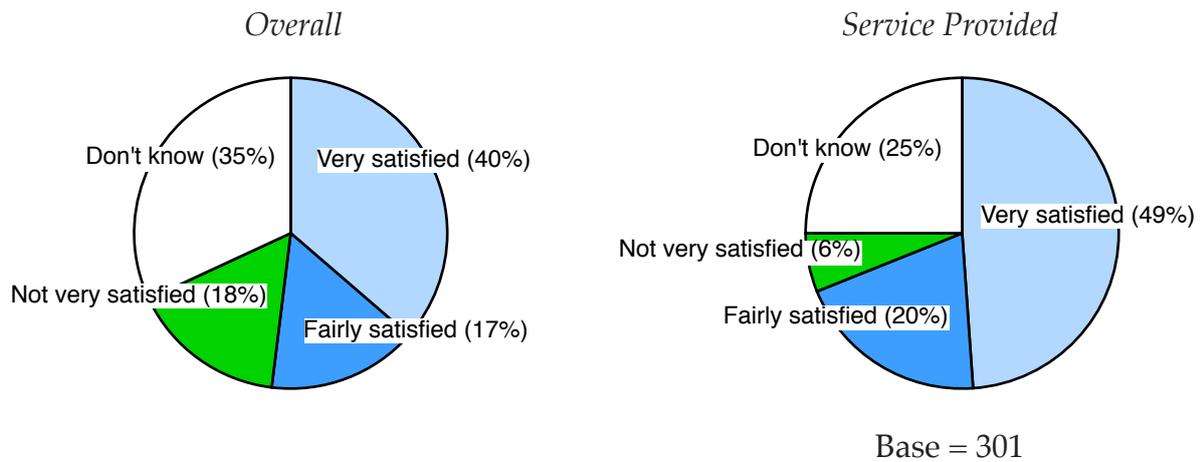
* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 77%

Users of kerbside recycling service = 90%

vii. Rubbish Collection



57% of residents are satisfied with the rubbish collection, including 40% who are very satisfied. 8% are not very satisfied and a large percentage (35%) are unable to comment.

The percent not very satisfied (8%) is slightly below the Peer Group Average and similar to the National Average.

77% of residents say they are provided with a regular rubbish collection, with 69% being satisfied with rubbish collection and 6% 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 rubbish collection.

Satisfaction With Rubbish Collection

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2011**	40	17	57	8	35
2010	51	24	75	14	11
2009	43	32	75	16	9
2008	39	30	69	17	14
2005	32	29	61	29	10
2002 [†]	15	56	71	18	11
Service Provided	49	20	69	6	25
Comparison					
Peer Group (Rural)	45	26	71	13	16
National Average	55	29	84	10	6
Ward					
Lakes-Murchison	17	7	24	17	59
Golden Bay	54	16	70	4	26
Motueka*	37	18	55	6	40
Moutere-Waimea	40	15	55	13	32
Richmond	42	22	64	5	31

% read across

* does not add to 100% due to rounding

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

† 2002 readings refer to recycling only

The main reasons* residents who are not very satisfied with the rubbish collection are ...

- too expensive/extra costs on top of rates, mentioned by 3% of all residents,
- use private contractor/pay for own, 2%.

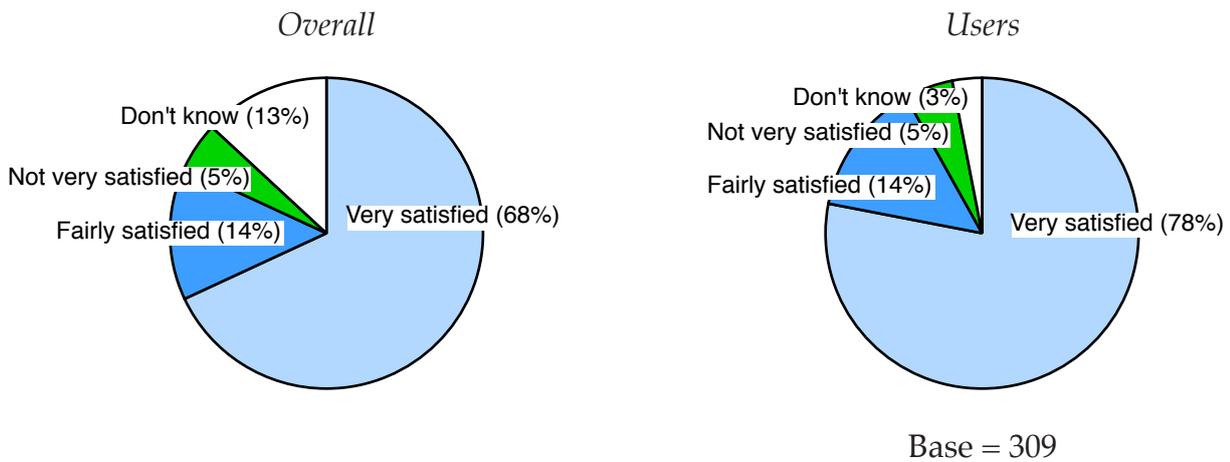
* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 57%

Service Provided = 69%

viii. Public Libraries



82% of residents are satisfied with the District's public libraries, including 68% who are very satisfied. 5% are not very satisfied and 13% are unable to comment. These readings are similar to the 2010 results.

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

79% of households have used a public library in the last 12 months. Of these, 92% are satisfied and 5% 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 %
Overall*					
Total District 2011	68	14	82	5	13
2010	66	18	84	3	13
2009	60	24	84	1	15
2008	52	30	82	4	14
2005	53	29	82	4	14
2002	55	31	86	5	9
Users	78	14	92	5	3
Comparison					
Peer Group (Rural)	62	21	83	5	12
National Average	66	24	90	2	8
Ward					
Lakes-Murchison	59	20	79	1	20
Golden Bay [†]	87	6	93	1	7
Motueka	57	21	78	11	11
Moutere-Waimea	67	10	77	4	19
Richmond	74	11	85	3	12

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

* not asked in 1996 or 1999

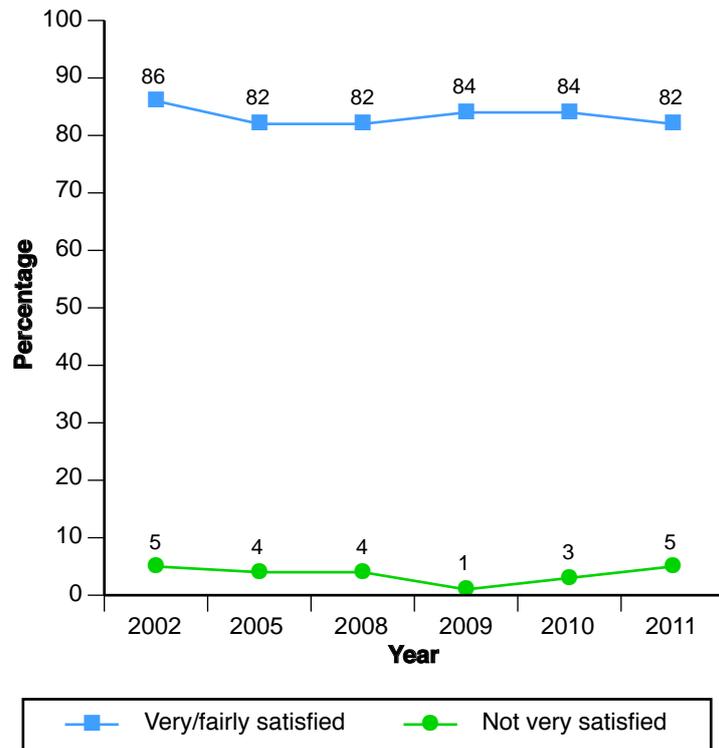
% read across

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

- tourists using free Internet at library, mentioned by 2% of all residents,
- need upgrading/more books/more money spent, 1%,
- charges for books/magazines/should be free, 1%.

* multiple responses allowed

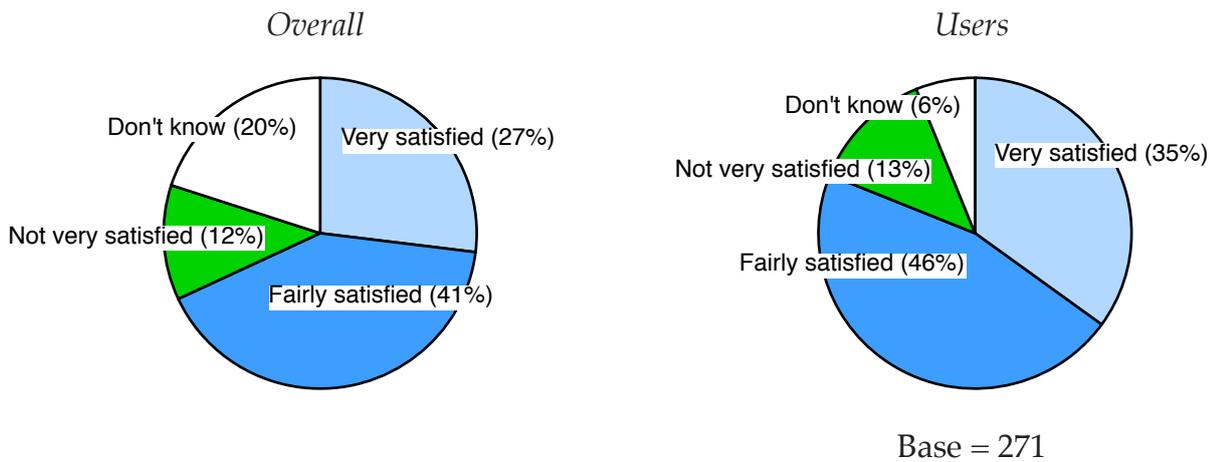
Public Libraries



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 82%
 Users = 92%

ix. Public Toilets



68% of residents are satisfied with public toilets in the District. 12% are not very satisfied and 20% are unable to comment. These readings are similar to the 2010 results.

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

70% of households have used a public toilet in the last 12 months. Of these, 81% are satisfied and 13% 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 public toilets.

However, it appears that residents who live in a three or more person household are slightly more likely to feel this way, than residents who live in a one or two person household.

Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District	27	41	68	12	20
2011	27	41	68	12	20
2010	26	41	67	14	19
2009	21	46	67	16	17
2008	23	45	68	13	19
2005	26	36	62	14	24
2002	17	48	65	18	17
Users	35	46	81	13	6
Comparison					
Peer Group (Rural)	30	39	69	16	15
National Average	21	44	65	20	15
Ward					
Lakes-Murchison	63	28	91	-	9
Golden Bay	35	50	85	5	10
Motueka	17	47	64	17	19
Moutere-Waimea	26	44	70	14	16
Richmond†	25	34	59	12	30
Household Size					
1-2 person household	29	38	67	9	24
3+ person household†	25	44	69	15	15

% read across

* not asked in 1996 or 1997

† does not add to 100% due to rounding

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

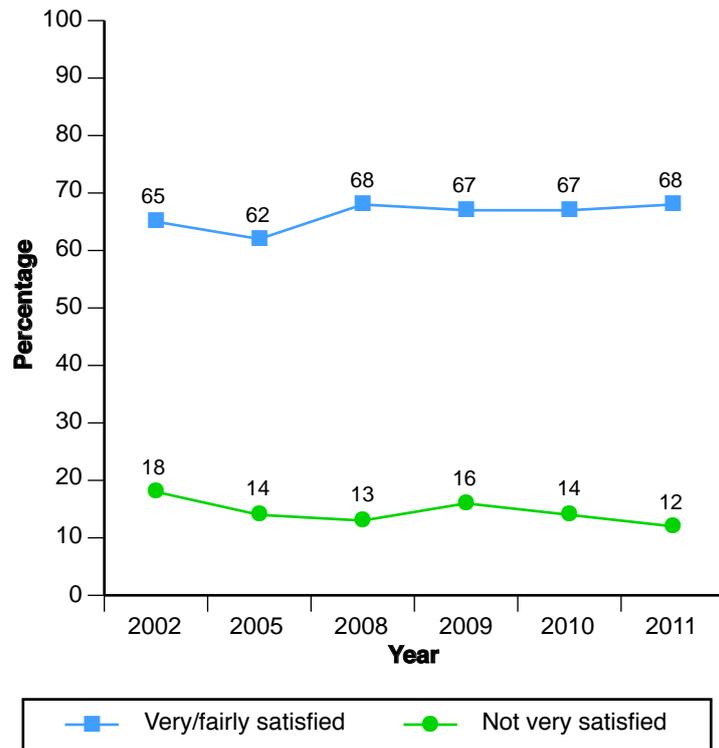
- unclean/dirty/smells/need cleaning more often,
- need more toilets/not enough,
- need upgrading/replacing/improve facilities,
- need maintenance/better servicing.

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

	Total District 2011 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Unclean/dirty/smells/ need cleaning more often	5	-	4	7	7	5
Need more toilets/not enough	3	-	1	7	2	3
Need upgrading/replacing/ improve facilities	3	-	-	6	4	1
Need maintenance/better servicing	2	-	-	1	2	5

* multiple responses allowed

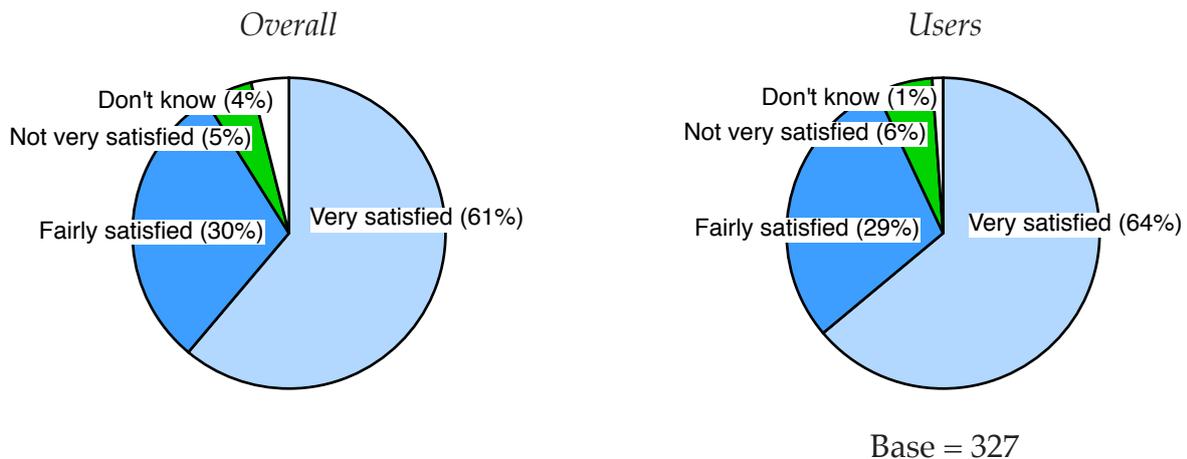
Public Toilets



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 68%
 Users = 81%

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



91% of residents overall are satisfied with the District's recreational facilities, including 61% who are very satisfied (66% in 2010), with 5% being not very satisfied. 4% are unable to comment.

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

85% of households have used recreational facilities in the District in the last 12 months. Of these residents, 93% are satisfied with these facilities and 6% 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 recreational facilities.

Satisfaction With Recreational Facilities

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011	61	30	91	5	4
2010	66	27	93	4	3
2009	59	36	95	3	2
2008	35	41	76	16	8
2005	36	42	78	12	10
Users	64	29	93	6	1
Comparison**					
Peer Group (Rural)	53	32	85	8	7
National Average	56	34	90	5	5
Ward					
Lakes-Murchison†	71	20	91	4	4
Golden Bay	41	36	77	13	10
Motueka	70	27	97	1	2
Moutere-Waimea	60	30	90	4	6
Richmond	60	33	93	6	1

% read across

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

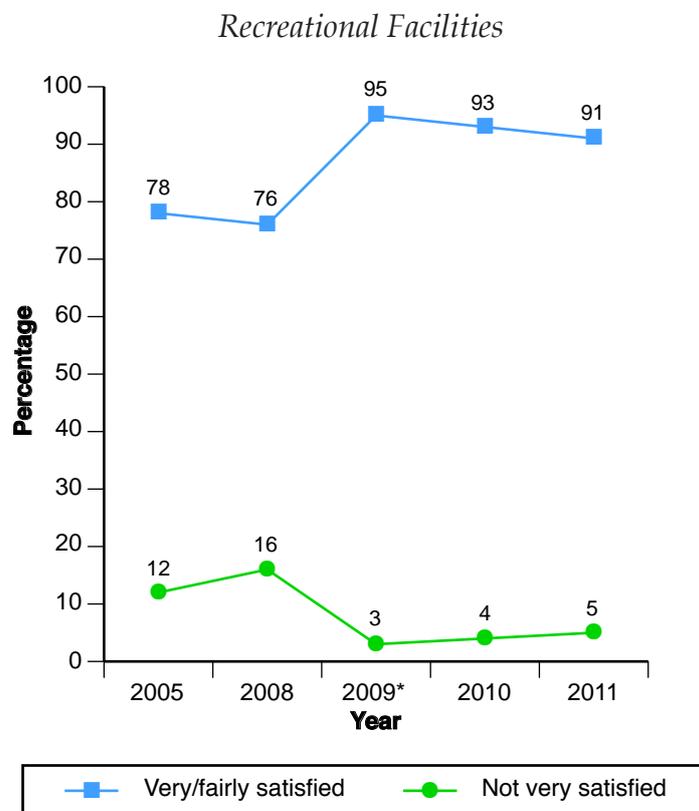
† does not add to 100% due to rounding

** 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 2010 National Communitrak Survey

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

- untidy / rubbish around / need tidying up, mentioned by 1% of residents,
- need more facilities, 1%,
- improve facilities, 1%.

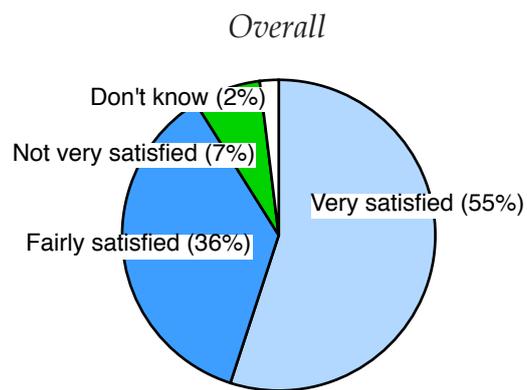
* multiple responses allowed



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

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 91%
 Users = 93%

xi. Parking In Your Local Town

91% of residents are satisfied with parking in their local town (88% in 2010), including 55% who are very satisfied. 7% are not very satisfied.

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

There are no notable differences between Wards and between socio-economic groups in terms of residents not very satisfied with parking in their local town.

Satisfaction With Parking In Your Local Town

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011	55	36	91	7	2
2010	53	35	88	11	1
2009	53	39	92	8	-
2008	49	40	89	10	1
2005	38	47	85	14	1
Comparison					
Peer Group (Rural)	41	42	83	15	2
National Average	23	43	66	31	3
Ward					
Lakes-Murchison	88	12	100	-	-
Golden Bay	46	40	86	14	-
Motueka	43	46	89	10	1
Moutere-Waimea	50	40	90	8	2
Richmond	64	29	93	4	3

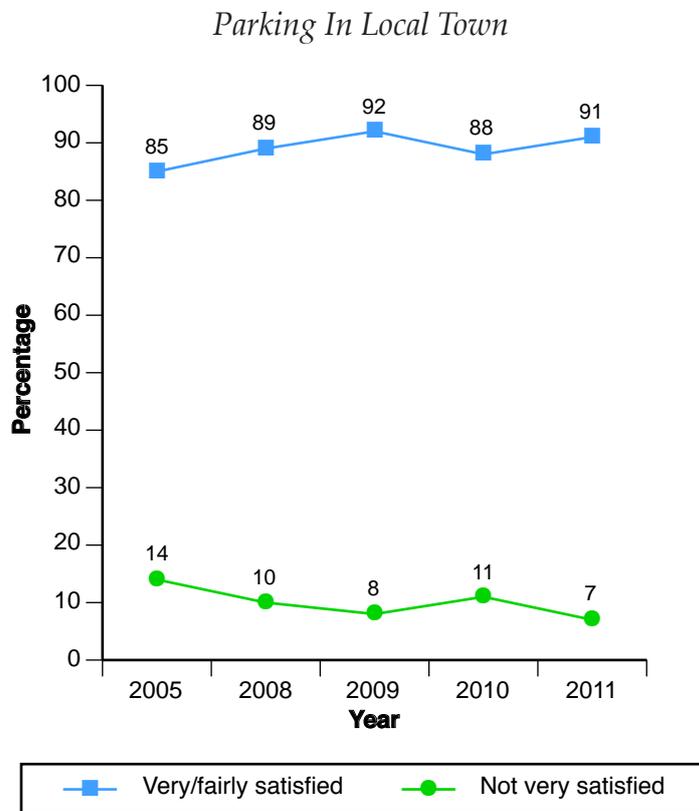
% read across

* not asked in prior to 2005

The main reasons* residents are not very satisfied with parking in their local town are ...

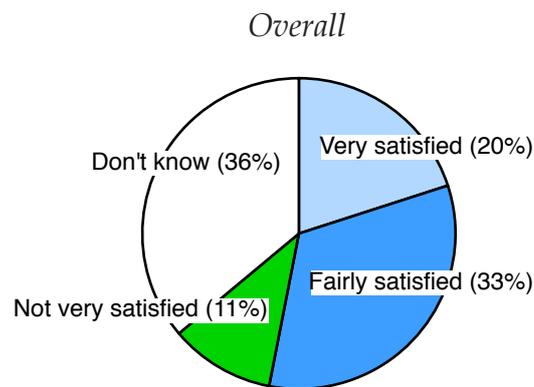
- not enough parking / not enough during summer / need more, mentioned by 5% of all residents,
- narrow roads / congestion / dangerous in main street, 2%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
Total District = 91%

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



53% of Tasman residents are satisfied with emergency management (56% in 2010), while 11% are not very satisfied. A large percentage, 36%, are unable to comment.

The percent not very satisfied is similar to the Peer Group Average and on par with the National Average and the 2010 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 %
Overall*					
Total District 2011	20	33	53	11	36
2010 [†]	19	37	56	8	37
2009	18	40	58	10	32
2008	15	35	50	16	34
Comparison					
Peer Group (Rural)	30	32	62	9	29
National Average	25	33	58	8	34
Ward					
Lakes-Murchison	34	37	71	12	17
Golden Bay	36	31	67	13	20
Motueka	15	40	55	10	35
Moutere-Waimea	15	31	46	12	42
Richmond [†]	20	28	48	9	42

% read across

* not asked prior to 2008

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

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

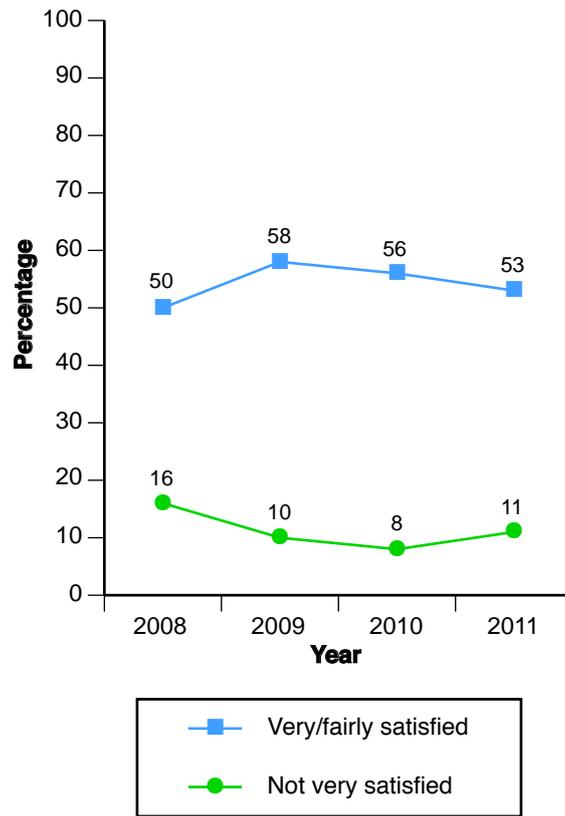
- lack of information/ not enough publicity/ knowledge,
- not prepared/organised/ delays in response/ could be improved,
- non-existent/ not aware of any emergency plan,
- need more education.

Summary Table:

Main Reasons* For Being Not Very Satisfied With Emergency Management

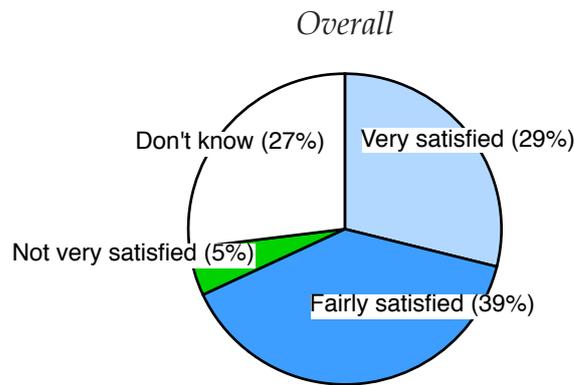
	Total District 2011 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Lack of information/not enough publicity/knowledge	4	10	3	5	5	2
Not prepared/organised/ delays in response/could be improved	4	-	9	6	4	2
Non-existent/not aware of any emergency plan	2	2	1	1	3	2
Need more education	1	-	-	1	-	1

* multiple responses allowed

Emergency Management

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 53%

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



68% of residents are satisfied with environmental education (74% in 2010), including 29% who are very satisfied (36% in 2010). 5% are not very satisfied and 27% are unable to comment (22% in 2010).

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 %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011	29	39	68	5	27
2010	36	38	74	4	22
2009	33	42	75	4	21
Ward					
Lakes-Murchison	32	33	65	-	35
Golden Bay	39	34	73	10	17
Motueka	19	46	65	5	30
Moutere-Waimea [†]	24	40	64	5	32
Richmond	37	37	74	3	23

% read across

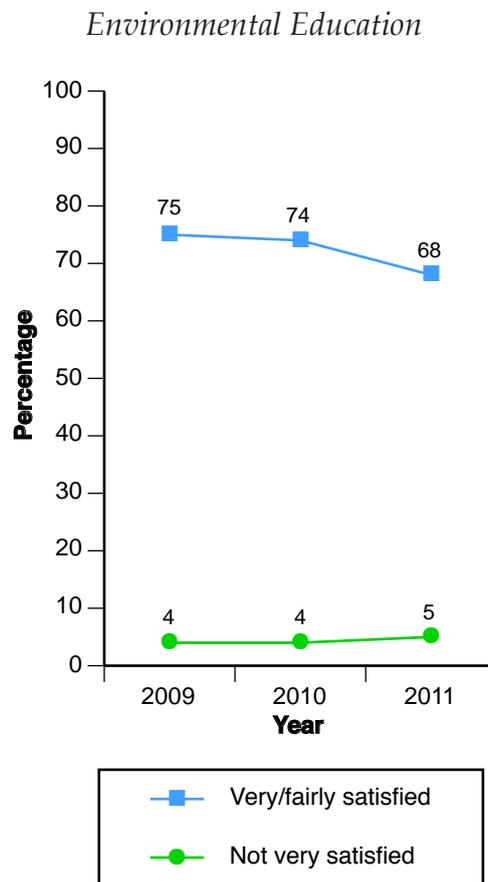
* not asked prior to 2009

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

The main reasons* residents are not very satisfied with environmental education are ...

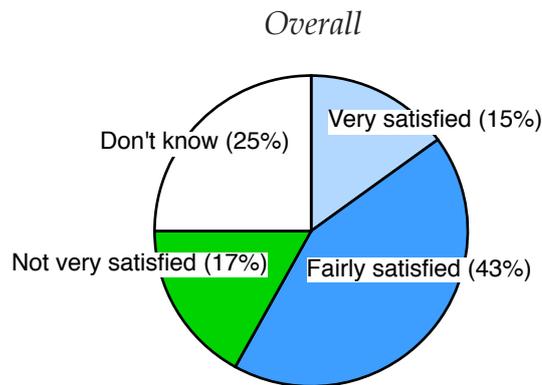
- not enough education / not publicised enough / not aware of any, mentioned by 3% of all residents,
- waste of time / money / not Council function, 2%.

* multiple responses allowed



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

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



58% of Tasman residents are satisfied with environmental planning and policy (71% in 2010), while 17% are not very satisfied and 25% are unable to comment (15% in 2010).

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 planning and policy. However, it appears that Golden Bay Ward residents are slightly more likely, than other Ward residents, to feel the way.

Satisfaction With Environmental Planning And Policy

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011	15	43	58	17	25
2010	22	49	71	14	15
2009	19	50	69	20	11
2008	13	49	62	22	16
Ward					
Lakes-Murchison	22	45	67	16	17
Golden Bay	18	25	43	29	28
Motueka [†]	11	46	57	16	26
Moutere-Waimea	7	52	59	17	24
Richmond [†]	22	41	63	14	24

% read across

* not asked prior to 2008

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

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

- poor planning/ management/ decisions,
- water supply/ management/ allocation,
- more consultation/ communication/ information/ need to listen,
- zoning,
- poor river management/ flooding.

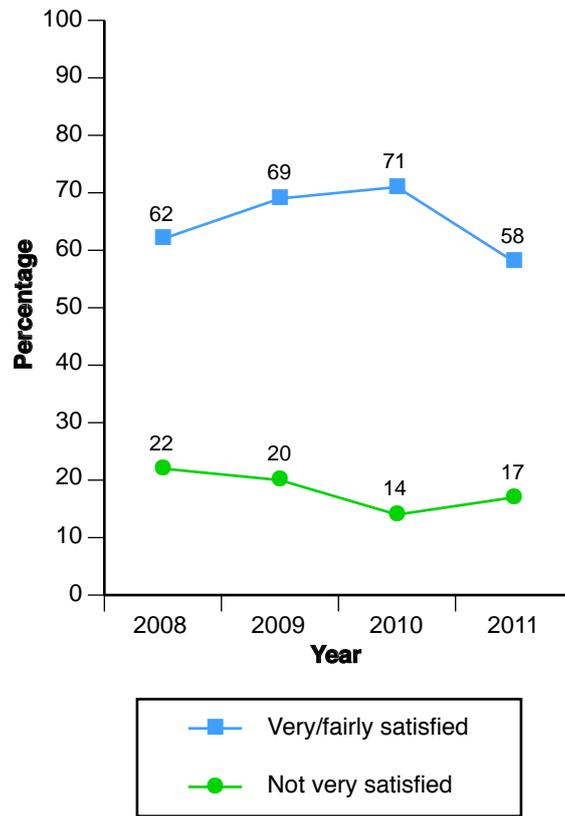
Summary Table:

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

	Total District 2011 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Poor planning/ management/ decisions	3	4	6	2	4	2
Water supply/ management/ allocation	2	-	-	3	3	3
More consultation/ communication/ information/ need to listen	2	2	8	3	2	-
Zoning	2	-	4	4	2	1
Poor river management/ flooding	2	5	4	3	-	-

* multiple responses allowed

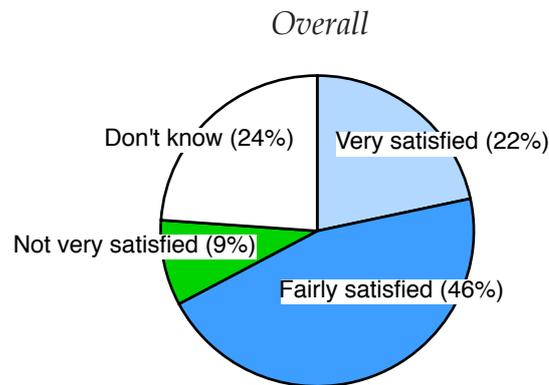
Environmental Planning And Policy



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 58%

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



68% of Tasman residents are satisfied with environmental information (72% in 2010), including 22% who are very satisfied (25% in 2010). 9% are not very satisfied and 24% are unable to comment (20% in 2010).

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 %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011 [†]	22	46	68	9	24
2010	25	47	72	8	20
2009	25	50	75	9	16
2008	20	52	72	8	20
2002	14	49	63	16	21
Ward					
Lakes-Murchison [†]	12	63	75	5	19
Golden Bay [†]	24	40	64	12	23
Motueka	18	53	71	8	21
Moutere-Waimea	22	40	62	12	26
Richmond [†]	26	42	68	6	25

% read across

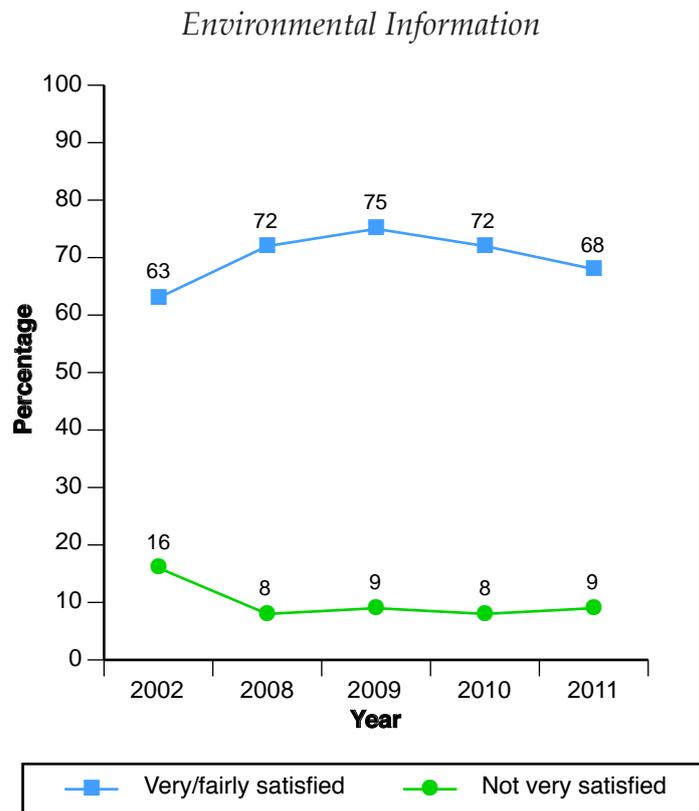
* not asked in 2005 or prior to 2002

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

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

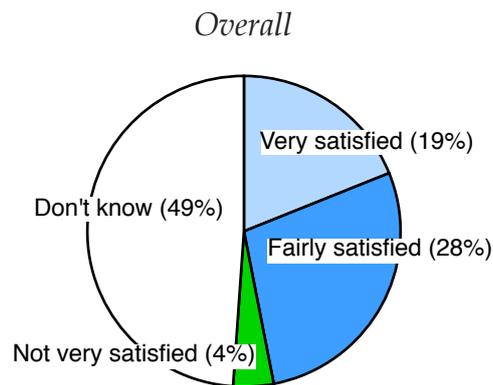
- lack of information/ would like more/ could be more open, mentioned by 7% of all residents,
- concerns about contaminated water/ more control/ monitoring, 2%.

* multiple responses allowed



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

xvi. Harbour Management And Safety Activity (eg, Harbour master activities)



47% of Tasman residents are satisfied with harbour management and safety activity (50% in 2010), while 4% are not very satisfied. A significant percentage, 49%, 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 harbour management and safety activity.

Satisfaction With Harbour Management And Safety Activity

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011	19	28	47	4	49
2010 [†]	19	31	50	2	49
Ward					
Lakes-Murchison	9	17	26	1	73
Golden Bay	28	20	48	6	46
Motueka [†]	17	34	51	7	43
Moutere-Waimea	23	28	51	5	44
Richmond	18	29	47	1	52

% read across

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

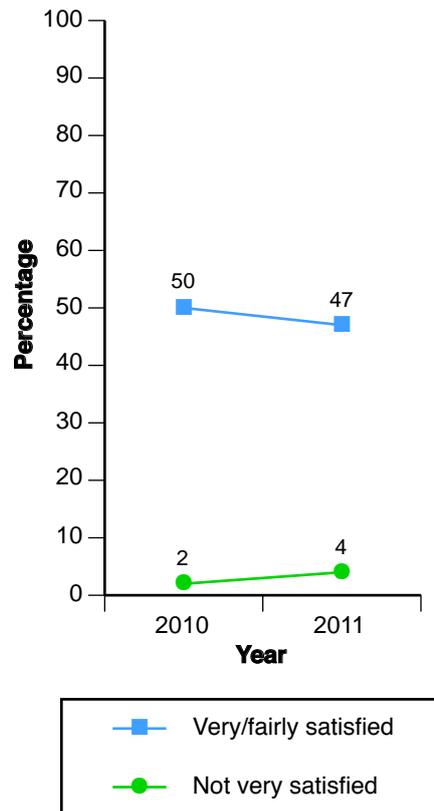
* not asked prior to 2010

The main reasons* residents are not very satisfied with harbour management and safety are ...

- Tarakohe Port issue, mentioned by 1% of all residents,
- poor management of harbour, 1%,
- unsafe/not enough policing, 1%,
- comments about harbour master, 1%.

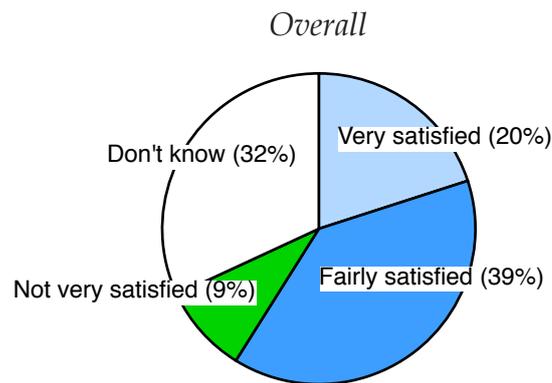
* multiple responses allowed

Harbour Management And Safety Activity



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

xvii. Management Of Coastal Structures (eg, parks, wharves, rock protection work)



59% of residents are satisfied with the management of coastal structures, while 9% are not very satisfied (6% in 2010) and a significant percentage, 32% 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 the management of coastal structures.

However, it appears that men are slightly more likely, than women, to feel this way.

Satisfaction With The Management Of Coastal Structures

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011	20	39	59	9	32
2010	23	37	60	6	34
Ward					
Lakes-Murchison	16	28	44	4	52
Golden Bay	24	22	46	24	30
Motueka [†]	19	43	62	14	25
Moutere-Waimea	20	43	63	10	27
Richmond [†]	20	42	62	1	36
Gender[†]					
Male	23	39	62	12	25
Female	17	40	57	6	38

% read across

* not asked prior to 2010

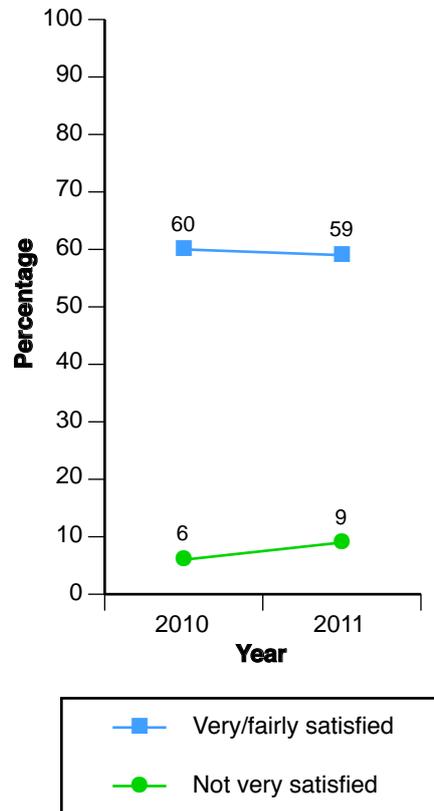
[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the management of coastal structures are ...

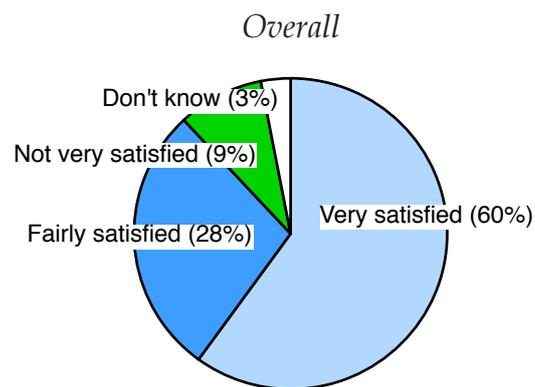
- wharves/ wharf areas lack maintenance/ need more work, mentioned by 2% of all residents,
- cost issues, 2%,
- rock protection/ groyne not working/ sand build up in harbour, 2%,
- coastal erosion, 2%.

* multiple responses allowed

Management Of Coastal Structures



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

xviii. Walkways And Cycleways

88% of residents are satisfied with walkways and cycleways, including 60% who are very satisfied. 9% are not very satisfied and 3% are unable to comment.

There are no comparative Peer Group and National Averages for these facilities.

Golden Bay Ward residents are more likely to be not very satisfied with walkways and cycleways, than other Ward residents.

Satisfaction With Walkways And Cycleways

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011	60	28	88	9	3
Ward					
Lakes-Murchison	62	23	85	3	12
Golden Bay	26	27	53	45	2
Motueka	66	29	95	2	3
Moutere-Waimea	49	34	83	13	4
Richmond	73	25	98	1	1

% read across

* not asked prior to 2011

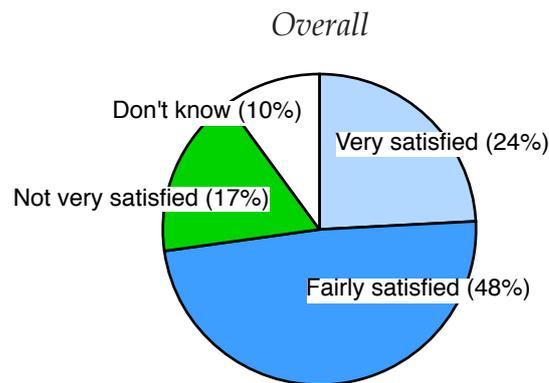
The main reasons* residents are not very satisfied with walkways and cycleways are...

- not enough/ need more, mentioned by 6% of all residents,
- too much money spent/waste of money/ cyclists should pay, 1%.

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 88%

xix. Managing Pests And Weeds



72% of Tasman District residents express satisfaction with the Council's efforts in managing pests and weeds, while 17% are not very satisfied and 10% are unable to comment.

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

Residents who live in a one or two person household are more likely to be not very satisfied with managing pests and weeds, than those who live in a three or more person household.

Satisfaction With Managing Pests And Weeds

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2011 [†]	24	48	72	17	10
Ward					
Lakes-Murchison [†]	24	53	77	23	1
Golden Bay [†]	20	33	53	28	19
Motueka	21	56	77	16	7
Moutere-Waimea	13	51	64	23	13
Richmond	37	45	82	9	9
Household Size					
1-2 person household	26	40	66	23	11
3+ person household	22	57	79	11	10

% read across

* not asked prior to 2011

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

The main reasons residents are not very satisfied with Council's efforts in managing pests and weeds are ...

- Old Mans Beard / needs controlling,
- poor management / control / could do more (weed / pest not specified),
- other specified weeds / need controlling,
- against 1080 drops.

Summary Table:

Main Reasons* For Being Not Very Satisfied With Managing Pests And Weeds

	Total District 2011 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Old Mans Beard / needs controlling	6	2	10	6	8	3
Poor management / control / could do more (weed / pest not specified)	5	1	8	2	10	3
Other specified weeds / need controlling	3	6	7	4	2	-
Against 1080 drops	2	16	6	1	-	-

* multiple responses allowed

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

b. Spend Emphasis On Services/Facilities

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

Summary Table: Spend Emphasis For Services/Facilities

	More %	About the same %	Less %	Don't know %
Rivers and flood protection	45	47	2	6
Walkways and cycleways	32	57	8	3
Roads [†]	31	62	5	1
Footpaths	30	64	3	3
Emergency management/Civil Defence	30	56	1	13
Environmental education [†]	27	56	10	8
Public toilets	26	64	1	9
Managing pests and weeds	25	66	3	6
Public halls and community facilities	21	71	5	3
Stormwater services	20	65	1	14
Water supply	19	61	4	16
Environment information and monitoring [†]	18	62	8	13
Sportsfields and playgrounds, parks and reserves	17	77	4	2
Management of coastal structures	17	61	2	20
Community assistance and grants [†]	17	58	8	18
Arts, culture and heritage in general	17	58	18	7
Resource consents and compliance	17	40	27	16
Recreation programmes and events	15	72	9	4
Kerbside recycling [†]	15	76	3	5
Environmental planning and policy	15	59	11	15
Free parking in your local town	12	84	3	1
Public libraries	12	78	5	5
Rubbish collection	11	74	4	11
Sewerage system	11	71	1	17
Harbour management and safety activities	7	62	3	28

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

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

	Total District 2011 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Rivers and flood protection	45	62	57	48	32	44
Walkways and cycleways	32	12	53	26	41	28
Roads	31	44	39	36	33	21
Footpaths	30	10	35	38	35	23
Emergency management / Civil Defence	30	29	13	35	31	30
Environmental education	27	17	24	32	30	22
Public toilets	26	26	11	25	26	33

c. Spend 'More' - Comparison

	2011 %	2008 %	2005 %	2002 %	1999 %	1996 %
Rivers and flood protection	45	NA	NA	NA	NA	NA
Walkways and cycleways	32	23	NA	NA	NA	NA
Roads	31	29	41	55	50	51
Footpaths	30	27	34	29	35	33
Emergency management/ Civil Defence	30	28	NA	NA	NA	NA
Environmental education	27	NA	NA	NA	NA	NA
Public toilets	26	24	26	34	NA	NA
Managing pests and weeds	25	NA	NA	NA	NA	NA
Public halls and community facilities ^{◊◊}	21	18	10	NA	23	NA
Stormwater services	20	21	18	NA	33	35
Water supply	19	23	23	24	23	21
Environmental information and monitoring	18	18	NA	NA	NA	NA
Sportsfields and playgrounds, parks and reserves	17	24	^{††} 22	^{††} 22	^{††} 20	NA
Management of coastal structures	17	NA	NA	NA	NA	NA
Community assistance and grants ^{**}	17	22	21	27	32	NA
Arts, culture and heritage in general	17	18	15	NA	NA	NA
Resource consents and compliance	17	NA	NA	NA	NA	NA
Recreation programmes and events	15	18	NA	NA	NA	NA
Kerbside recycling	15	[◊] 20	[◊] 19	[†] 60	[†] 64	[†] 65
Environmental planning and policy	15	19	NA	NA	NA	NA
Free parking in your local town	12	11	14	NA	[*] 25	[*] 21
Public libraries	12	17	15	20	24	21
Rubbish collection	11	NA	NA	NA	NA	NA
Sewerage system	11	14	17	22	33	26
Harbour management and safety activities	7	NA	NA	NA	NA	NA

NA: not asked

* readings refer to parking in the District

** readings prior to 2011 refer to community assistance

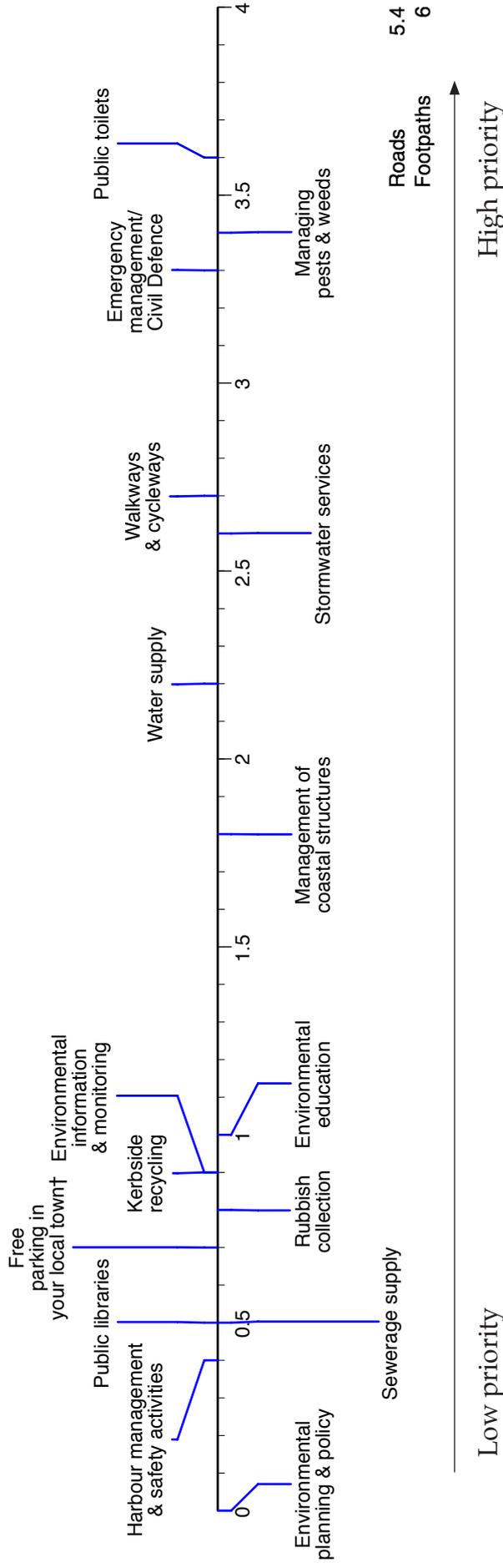
◊ readings refer to rubbish collection **and** kerbside recycling

◊◊ readings prior to 2011 refer to public halls

[†] readings refer to recycling only

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

d. Spend Priority



Spend Priority Factor

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

† not very satisfied reading relates to parking in your local town

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

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

In 2011, footpaths, roads and public toilets are the top priorities for Council in terms of spend, while environmental planning and policy, harbour management and safety activities, public libraries and sewerage system are the lowest priorities in terms of spend.



2. Council Policy And Direction

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

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

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

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

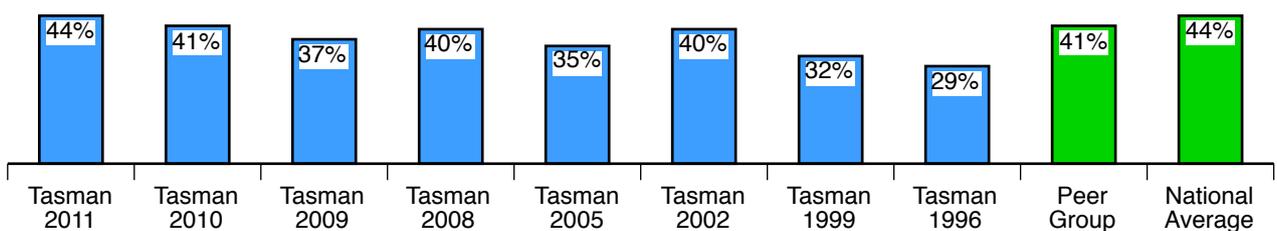
a. Recent Council Actions, Decisions Or Management Residents Approve Of

Overall, 44% of Tasman District residents have in mind a recent Council action, decision or management they approve of (41% in 2010). This is on par with the Peer Group Average and similar to the National Average.

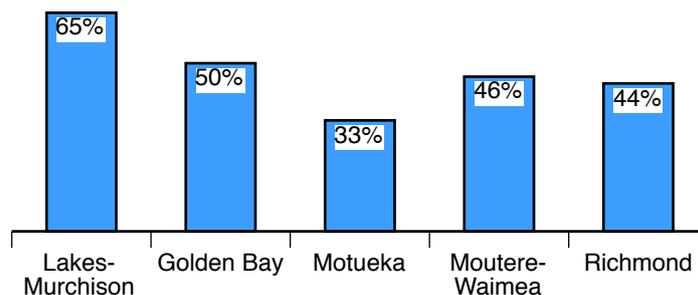
Residents more likely to have in mind a Council action, decision or management they approve of are ...

- Lakes-Murchison Ward residents,
- residents aged 18 to 59 years,
- residents who live in a three or more person household,
- residents with an annual household income of \$30,000 or more.

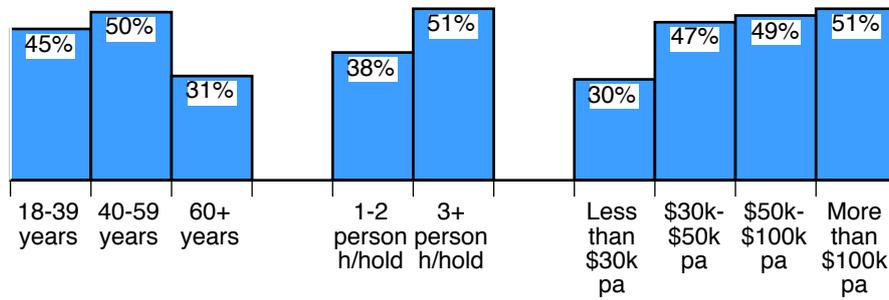
Percent Approving - Comparison



Percent Approving - By Ward



Percent Approving - Comparing Different Types Of Residents



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

- the cycleway / cycleways,
- beautification / upgrades / upkeep of parks, reserves, public areas,
- sports and recreation facilities,
- walkways,
- do a good job / good service / good leadership.

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

	Total District 2011 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
The cycleway / cycleways	11	12	8	2	17	14
Beautification / upgrades / upkeep of parks, reserves, public areas	6	11	1	8	2	9
Sports and recreation facilities	5	22	10	5	1	2
Walkways	4	1	6	1	6	5
Do a good job / good service / good leadership [†]	4	5	-	5	5	3

NB: refer to page 94

[†] 10% of residents mention "Council staff performance / service / attitude" as an issue they **disapprove** of

Other actions/ decisions/ management finding approval amongst 3% of residents are ...

- improved roading/ traffic flow/ road safety,
- swimming pools/ Aquatic Centre,

by 2% ...

- library facilities,
- river/ flood management/ improving stopbanks,
- recycling issues,

by 1% ...

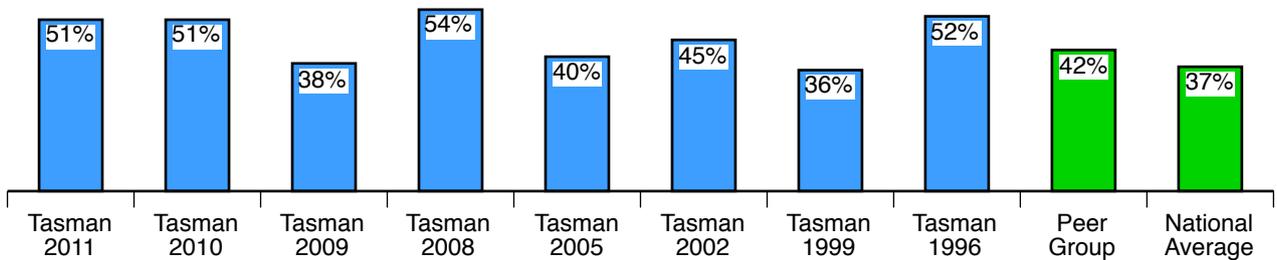
- community involvement/ financial help/ support community events,
- stance on amalgamation with Nelson,
- good consultation/ communication/ keep us informed/ listen,
- good/ free parking,
- freedom camping legislation.

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

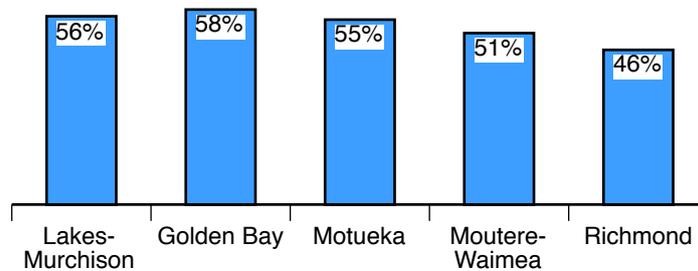
Overall, 51% of Tasman District residents have in mind a recent Council action, decision or management they disapprove of. This is above the Peer Group and National Averages.

Residents aged 40 to 59 years, are more likely to have in mind a recent Council action, decision or management they disapprove of, than other age groups.

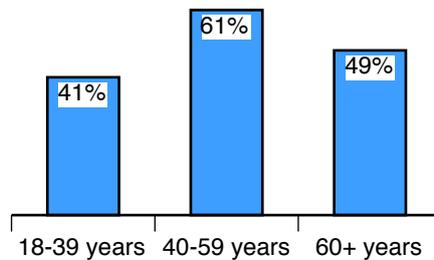
Percent Disapproving - Comparison



Percent Disapproving - By Ward



Percent Disapproving - Comparing Different Types Of Residents



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

- relocating hall at Hope Domain/lack of consultation,
- money spent/overspending/money wasted/spending on themselves,
- environmental issues,
- rates increases/rates too high/rates issues,
- planning issues/zoning/subdivisions,
- lack of communication/consultation/information/don't listen,
- water supply issues.

Summary Table:

Main Council Actions/Decisions/Management Residents Disapprove Of

	Total District 2011 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Relocating hall at Hope Domain/ lack of consultation	9	-	2	3	14	15
Money spent/overspending/money wasted/spending on themselves	5	11	-	4	7	6
Environmental issues	5	11	13	6	4	1
Rates increases/rates too high/ rates issues	4	4	3	8	2	5
Planning issues/zoning/subdivisions	4	-	4	7	6	2
Lack of communication/consultation/ information/don't listen [†]	4	-	7	5	2	4
Water supply issues	4	1	1	8	5	2

NB: refer to page 91

[†] 1% of residents mention "good consultation/communication/keep us informed/listen" as an issue they approve of

Other actions/decisions/management finding disapproval among 3% of residents are ...

- roading/roadworks/traffic issues,
- consent/permit process/slow/too many rules/expensive,
- amalgamation issue/against amalgamation with Nelson,

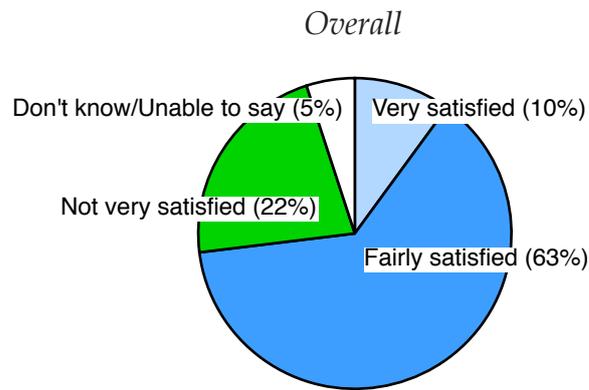
by 1% ...

- Council staff performance/attitude,
- targeted tourism rates,
- rubbish/recycling/dump issues,
- freedom camping bylaw,
- dog control/dog issues.



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 %
Overall					
Total District 2011	10	63	73	22	5
2010	11	65	76	19	5
2009	9	63	72	23	5
2008	9	61	70	27	3
2005	9	62	71	22	7
2002	6	68	74	21	5
1999	4	62	66	27	7
1996	6	58	64	25	11
Comparison					
Peer Group (Rural)	9	55	64	29	7
National Average	9	63	72	21	7
Ward					
Lakes-Murchison	7	48	55	43	2
Golden Bay	8	59	67	27	6
Motueka	5	72	77	16	7
Moutere-Waimea	12	61	73	25	2
Richmond [†]	13	63	76	19	4

% read across

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

Overall, 73% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council (76% in 2010), while 22% are not very satisfied (19% in 2010).

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

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

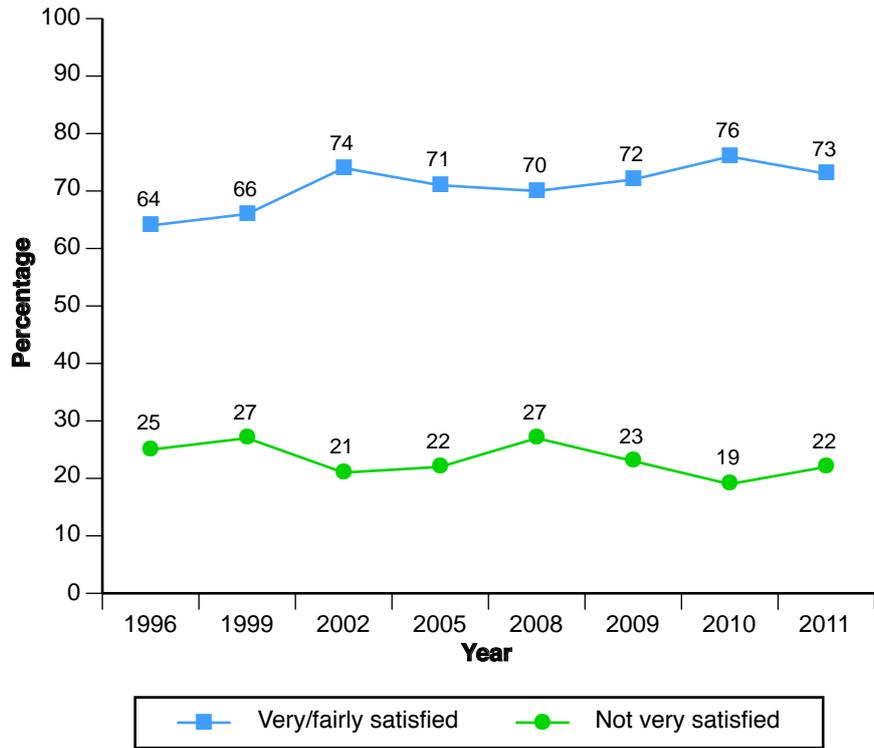
The main reasons residents are not very satisfied are ...

- rates too high/increases/ too high for services received/ not value for money,
- money wasted/ not spent wisely/ excessive expenditure,
- rubbish collection/ recycling issues,
- spend more on roads/ footpaths/ cycleways,
- 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 2011 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Rates too high/increases/ too high for services received/ not value for money	13	28	9	9	12	14
Money wasted/ not spent wisely/ excessive expenditure	4	2	6	2	4	5
Rubbish collection/ recycling issues	3	8	5	-	4	4
Spend more on roads/ footpaths/ cycleways	3	6	5	1	7	-
Water supply issues	3	-	1	4	5	2

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

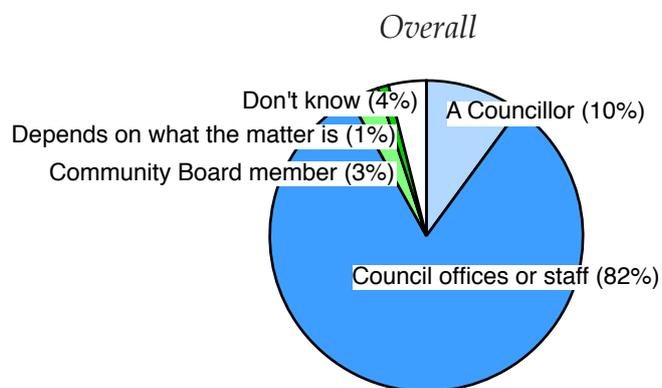


Recommended Satisfaction Measure For Reporting Purposes:
Total District = 73%



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 2011 %	Total District 2010 %	Ward				
			Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<i>Percent Who Mention ...</i>							
The Council offices or staff	82	85	73	63	79	82	93
A Councillor	10	7	15	13	13	11	4
A Community Board member*	3	5	3	(20)	3	-	-
Depends on what the matter is	1	1	6	1	1	1	-
The Mayor	-	-	-	-	-	1	-
Don't know	4	2	3	3	4	5	3
Total	100	100	100	100	100	100	100

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

82% of residents would contact Council offices or staff first if they had a matter to raise with Council (85% in 2010), followed by a Councillor, 10% (7% in 2010)

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who say they would contact Council staff and offices first. However, it appears that women are slightly more likely to do so, than men.

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

"Unacceptable delays in Council process."

"Talk to a Councillor if concerned about policy."

"When rates get really unaffordable."

"Matters which involve policy."

"If it's a principle."

"Subdivision issues."

"Richmond TW Scheme."

Contact The Offices

"Building consents."

"For everyday requirements."

"Dog registration, building permit etc."

"For local infrastructure issues."

"If it is a routine matter."

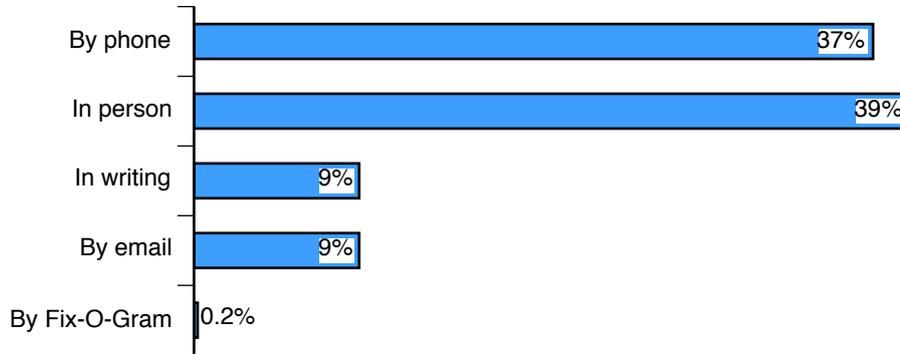
"Minor issues like a missing dog."

Contact A Community Board member

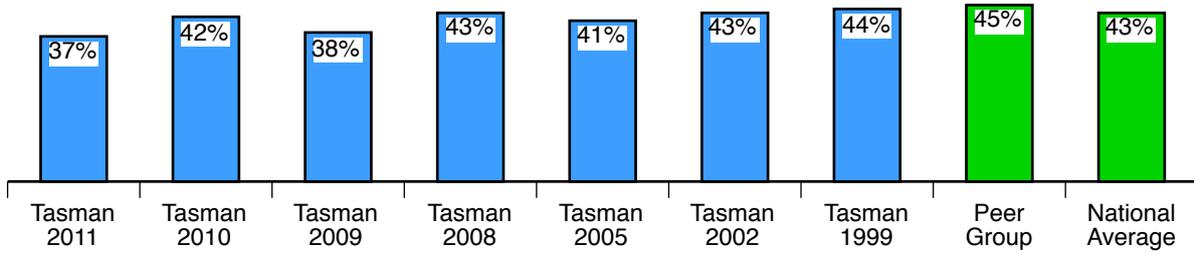
No comments.

b. Levels Of Contact

2011 - Yes, Have Contacted Council Offices ...



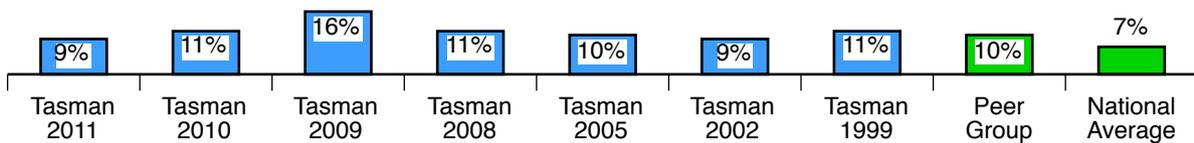
Percent Saying 'Yes - By Phone' - Comparison



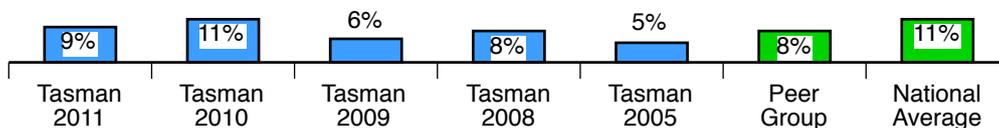
Percent Saying 'Yes - In Person' - Comparison



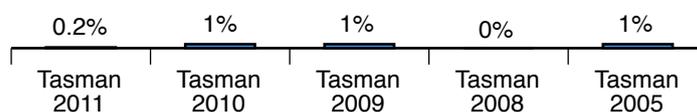
Percent Saying 'Yes - In Writing' - Comparison



Percent Saying 'Yes - By Email' - Comparison



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



37% of residents have contacted Council offices by phone in the last year (42% in 2010), while 39% visited a Council office in person and 9% contacted Council in writing. 9% have contacted Council offices by email and one resident contacted them by Fix-O-Gram.

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

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

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

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

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

- residents aged 18 to 59 years,
- residents with an annual household income of \$30,000 or more.

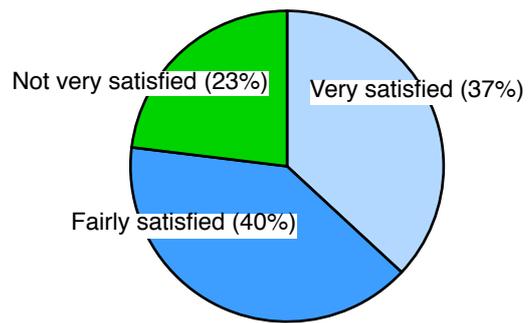
Residents more likely to visit a Council office **in person** are ...

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

Residents with an annual household income of more than \$100,000 are more likely to contact Council by **email**, than other income groups.

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

c. Satisfaction When Contacting The Council Offices By Phone



Base = 147

Satisfaction When Contacting Council Offices By Phone

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council Offices By Phone					
2011	37	40	77	23	-
2010	40	44	84	16	-
2009	38	36	74	26	-
2008	32	42	74	26	-
2005	37	42	79	21	-
2002	32	48	80	20	-
Comparison					
Peer Group (Rural)	49	33	82	18	-
National Average	49	34	83	17	-
Ward					
Lakes-Murchison*	21	45	66	34	-
Golden Bay*	45	25	70	30	-
Motueka*	42	33	75	25	-
Moutere-Waimea	38	37	75	25	-
Richmond	36	52	88	12	-
Household Size					
1-2 person household	34	37	71	29	-
3+ person household	41	42	83	17	-

Base = 147

% read across

* caution: small bases

77% of residents contacting the Council Offices by phone in the last 12 months are satisfied (84% in 2010), including 37% who are very satisfied, while 23% are not very satisfied (16% in 2010).

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

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

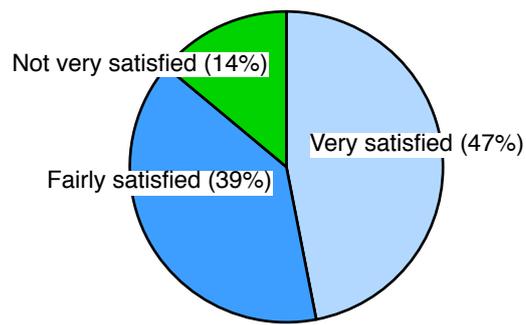
[†] those residents who have contacted the Council offices by phone (N = 147)

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

- fobbed off/ not interested / poor attitude, mentioned by 7% of residents contacting Council by phone (11 respondents),
- poor service/ inefficient/ slow, 7% (10 respondents),
- don't return calls/ didn't get back to me, 5% (7 respondents),
- unsatisfactory outcome/ not resolved, 4% (6 respondents).

* multiple responses allowed

d. Satisfaction When Contacting The Council Offices In Person



Base = 157

Satisfaction When Contacting Council Offices In Person

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council Offices In Person					
2011	47	39	86	14	-
2010 [†]	50	37	87	12	2
2009	48	37	85	15	-
2008	36	43	79	21	-
2005	34	48	82	18	-
2002	34	53	87	12	1
Comparison					
Peer Group (Rural)	58	31	89	11	-
National Average	54	29	83	17	-
Ward					
Lakes-Murchison*	51	15	66	34	-
Golden Bay*	55	41	96	4	-
Motueka	47	33	80	20	-
Moutere-Waimea	45	40	85	15	-
Richmond	44	46	90	10	-

Base = 157

% read across

* caution: small bases

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

86% of residents contacting a Council office in person in the last 12 months are satisfied, including 47% who are very satisfied. These readings are similar to the 2010 results.

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

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

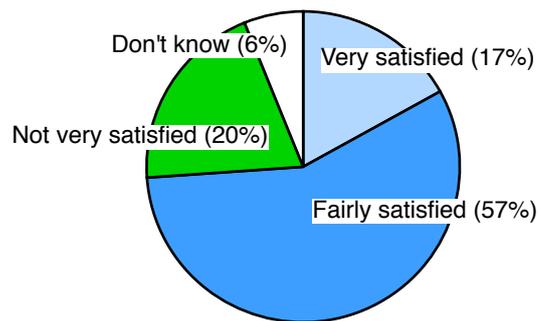
[†] those residents who have contacted Council offices in person (N = 157)

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

- poor attitude / unfriendly / unhelpful, mentioned by 7% of residents who contacted a Council office in person (10 respondents),
- poor service / slow / inefficient, 6% (10 respondents),
- lack of action, 3% (5 respondents),

* multiple responses allowed

e. Satisfaction When Contacting The Council Offices In Writing



Base = 41

Margin of error ± 15.3

74% of residents contacting the Council offices in writing in the last 12 months are satisfied (62% in 2010) and 20% are not very satisfied (34% in 2010).

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

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

Satisfaction When Contacting The Council Offices In Writing

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council Offices In Writing					
2011	17	57	74	20	6
2010 [†]	21	41	62	34	5
2009	46	29	75	21	4
2008	14	45	59	41	-
2005	20	39	59	37	4
2002	21	49	70	28	2
Comparison					
Peer Group (Rural)	33	25	58	42	-
National Average	18	39	57	39	4
Ward*					
Lakes-Murchison	100	-	100	-	-
Golden Bay	42	44	86	14	-
Motueka	7	43	50	38	12
Moutere-Waimea [†]	8	76	84	17	-
Richmond	7	75	82	11	7

Base = 41

% read across

* caution: small/very small bases

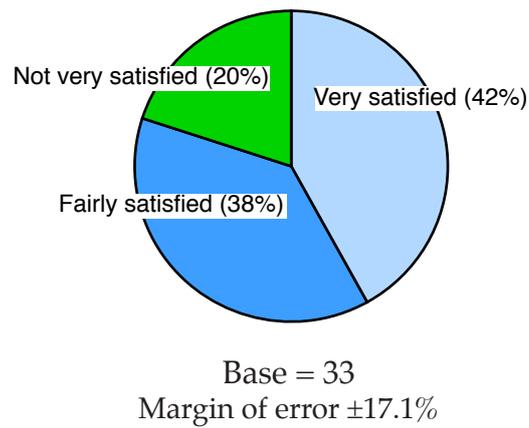
[†] does not add to 100% due to rounding

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

- slow/inefficient, mentioned by 8% of residents contacting Council Offices in writing (3 respondents),
- unsatisfactory outcome, 7% (3 respondents).

* multiple responses allowed

f. Satisfaction When Contacting The Council Offices By Email



80% of residents contacting the Council offices by email in the last 12 months are satisfied (69% in 2010), while 20% are not very satisfied (29% in 2010).

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

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

Satisfaction When Contacting The Council Offices By Email

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council Offices By Email					
2011	42	38	80	20	-
2010	44	25	69	29	2
2009	42	37	79	21	-
2008	23	48	71	29	-
Comparison					
Peer Group (Rural)	47	30	77	23	-
National Average	34	44	78	22	-
Ward*					
Lakes-Murchison	62	6	68	32	-
Golden Bay	62	19	81	19	-
Motueka	-	91	91	9	-
Moutere-Waimea [†]	38	23	61	38	-
Richmond	54	46	100	-	-

Base = 33

% read across

* caution: very small bases

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

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

- poor service/inefficiency, mentioned by 11% of residents contacting Council offices by email (4 respondents),
- others, 9% (3 respondents).

* multiple responses allowed

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

The one resident contacting the Council offices by Fix-O-Gram in the last 12 months is very satisfied.

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

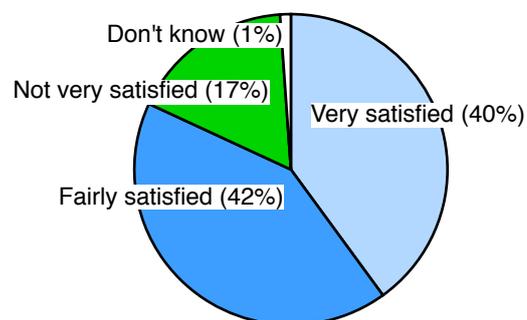
h. Satisfaction With Service Received When Contacted Council

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

	Had Contact 2011 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Richmond	63	86	30	10	79	100
Motueka	26	-	-	90	21	-
Takaka	10	-	70	-	-	-
Murchison	1	14	-	-	-	-
Unsure	-	-	-	-	-	-
Total	100	100	100	100	100	100
Base	229	*23	*28	54	59	65

* caution: small base

Contacted A Council Office In Last 12 Months



Base = 229

Of the 56% residents who contacted the Council offices by phone, in person, in writing, by email and/or by Fix-O-Gram in the last 12 months (62% in 2010), 82% are satisfied (86% in 2010), including 40% who are very satisfied, with 17% being not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages and on par with the 2010 reading.

63% of residents who have contacted the Council in the last 12 months, have contacted the Richmond Office, while 26% have contacted the Motueka Office.

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

[†] those residents who have contacted Council in the last 12 months (N=229)

Satisfaction When Contacting Council

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council					
2011	40	42	82	17	1
2010	41	45	86	13	1
2009	42	46	88	12	-
2008	36	47	83	17	-
2005	32	51	83	17	-
2002	35	50	85	14	1
1999	31	53	84	16	-
1996	36	44	80	18	2
Comparison					
Peer Group (Rural)	41	42	83	17	-
National Average	39	44	83	17	-
Ward					
Lakes-Murchison*	41	41	82	18	-
Golden Bay*	38	48	86	14	-
Motueka	39	41	80	19	1
Moutere-Waimea	44	36	80	20	-
Richmond†	39	45	84	14	1

Base = 229

% read across

* caution: small bases

† does not add to 100% due to rounding

Recommended Satisfaction Measure For Reporting Purposes:

Contacted Council In The Last 12 Months	=	82%
Contacted By Phone	=	77%
Contacted In Person	=	86%
Contacted In Writing	=	74%
Contacted By Email	=	80%
Contacted by Fix-O-Gram*	=	100%

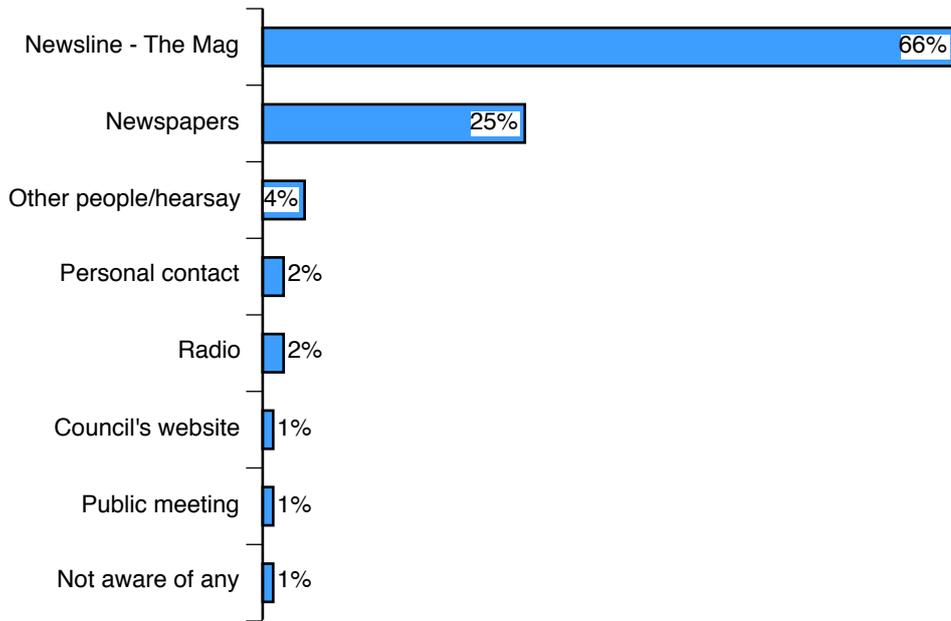
* caution: very small base (N=1)



5. Information

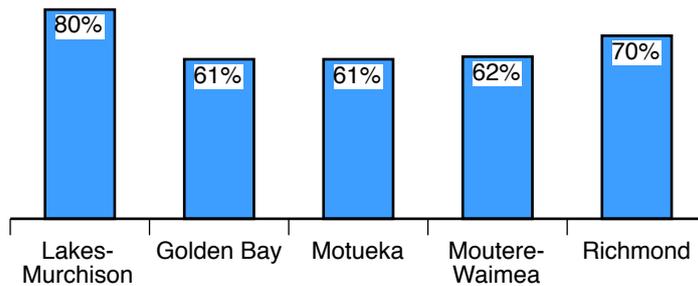
a. Main Source of Information About Council

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



(does not add to 100% due to rounding)

Percent Saying "Newsline - The Mag" - By Ward

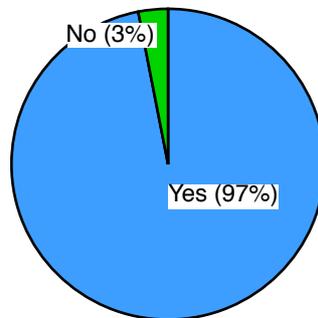


"Newsline - The Mag" is mentioned by 66% of residents as their main source of information about the Council (63% in 2010), while 25% mention newspapers.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who mention "Newsline - The Mag" as their main source of information.

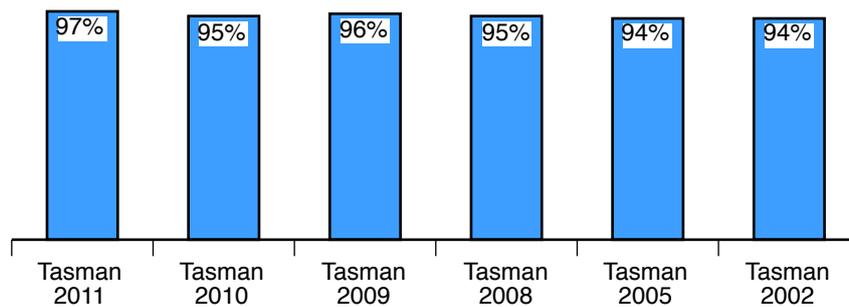
b. Readership Of Published Information Provided By Council

Residents Who Are Aware Of Information About Council

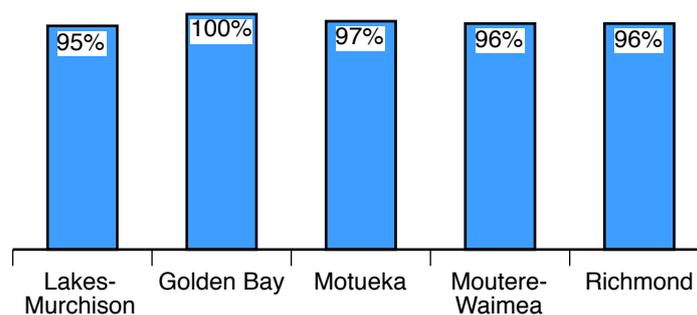


Base = 398

Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Ward



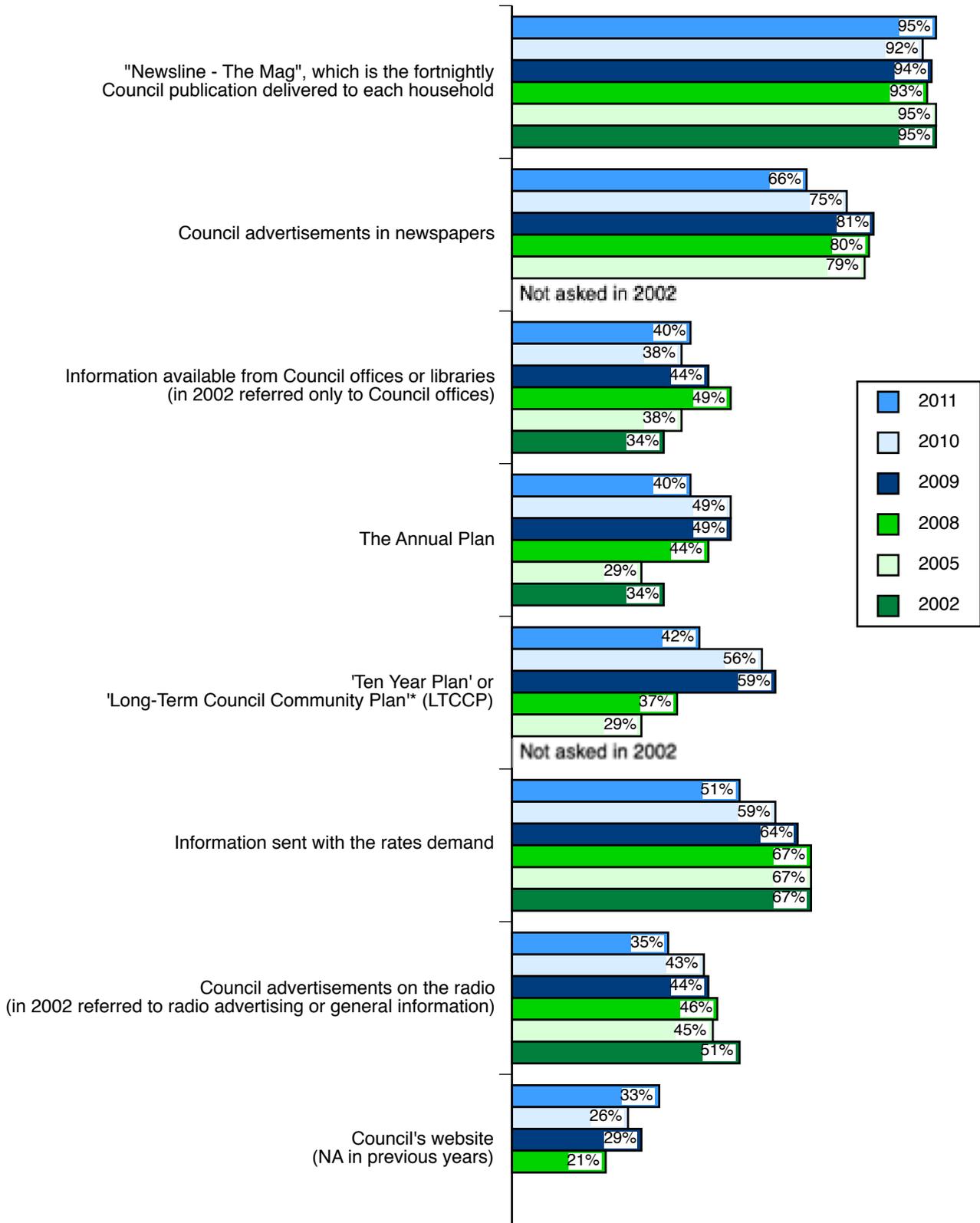
97% of Tasman residents who are aware of information about Council say they have seen, read or heard, in the last 12 months, information Council publishes specifically for the community. This is similar to the 2010 result.

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=384) who have seen, read or heard any information, were asked to consider what types these were.

Yes, Have Seen Or Read - 2011



Base = 384

* 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 "Newsline - The Mag" (95%) and/or Council advertisements in newspapers (66%, compared to 75% in 2010).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents[†] who have seen or read "**Newsline - The Mag**" and/or **Council advertisements in newspapers**.

Residents[†] more likely to have seen or read the **information sent with the rates demand** are ...

- Lakes-Murchison Ward residents,
- men.

Residents[†] more likely to have heard **Council advertisements on the radio** are ...

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

Residents[†] more likely to have seen or read the **information available from the Council offices or libraries** are ...

- residents with an annual household income of \$30,000 or more,
- shorter term residents, those residing in the District 10 years or less.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents[†] who have seen or read the **Annual Plan**.

Men[†] are more likely to have seen or read the '**Ten Year Plan**' or **LTCCP**, than women[†].

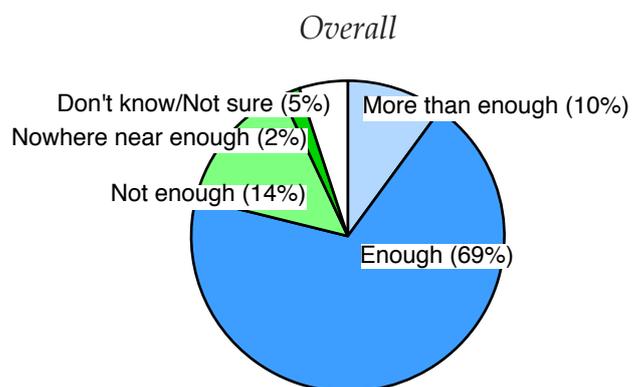
Residents[†] more likely to have seen or read the **Council's website** are ...

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

[†] residents who have seen, read or heard information published or broadcast by Council N=384

d. The Sufficiency Of The Information Supplied

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



Summary Table: Comparisons

	Total District 2011 %	Total District 2010 %	Peer Group %	National Average %	Ward				
					Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mentioned ...									
More than enough	10	9	6	7	2	12	10	9	14
Enough	69	72	59	58	91	56	62	71	72
Not enough	14	13	25	26	3	22	20	16	9
Nowhere near enough	2	1	6	5	-	1	1	2	1
Don't know/Not sure	5	6	4	4	3	9	7	2	4
Total	100	+101	100	100	+99	100	100	100	100

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

79% of residents feel that there is more than/enough information supplied, while 16% feel there is not enough/nowhere near enough information supplied. These readings are similar to the 2010 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.

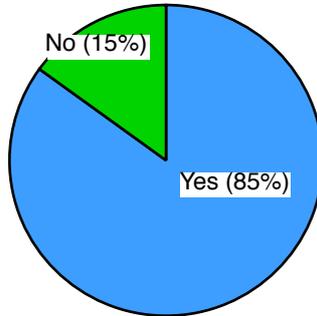
Residents with an annual household income of less than \$30,000 are **less** likely to say there is enough/more than enough information, than other income groups.



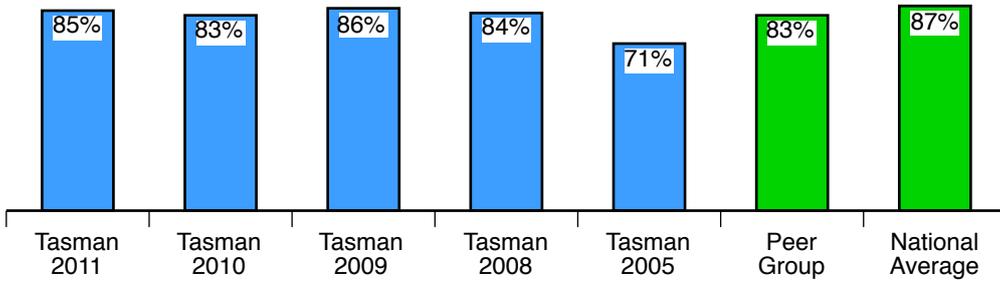
6. Local Issues

a. Internet Access

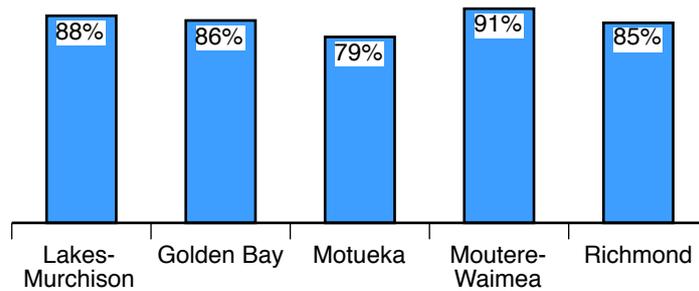
Overall



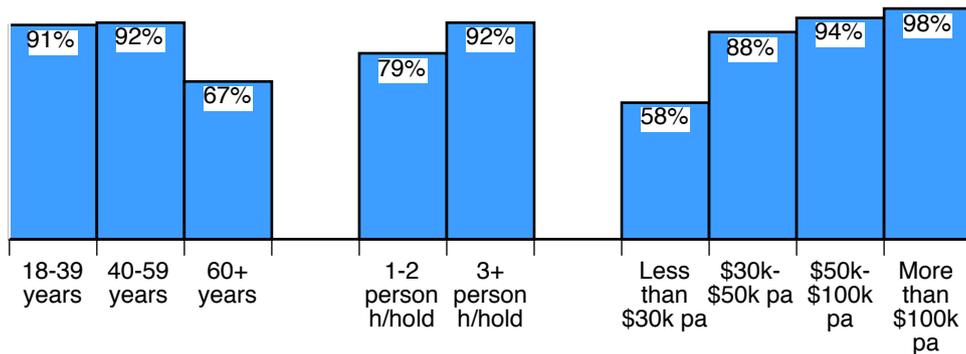
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



85% of Tasman District residents say they have access to the Internet. This is similar to the Peer Group and National Averages and the 2010 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,
- residents who live in a three or more person household.

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 %
Overall*				
Total District 2011	39	50	7	4
2009	42	46	4	8
2008	36	52	5	7
2005	38	48	6	8
Comparison				
Peer Group Average (Rural)	34	54	7	5
National Average	40	51	6	3
Ward				
Lakes-Murchison [†]	31	55	12	1
Golden Bay	23	61	11	5
Motueka	32	60	5	3
Moutere-Waimea	43	43	10	4
Richmond	48	43	6	3
Length of Residence				
Lived there 10 years or less	47	39	6	8
Lived there more than 10 years [†]	35	55	8	1

% read across

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

* not asked in 2010 and prior to 2005

39% of residents think their District is better, as a place to live, than it was three years ago (42% in 2009), 50% feel it is the same (46% in 2009) and 7% say it is worse (4% in 2009). 4% are unable to comment (8% in 2009).

The percent saying better (39%) is slightly above the Peer Group Average and similar to the National Average.

Shorter term residents, those residing in the District 10 years or less, are more likely to feel their District is better than it was three years ago, than longer term residents.

It also appears that Moutere-Waimea and 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 %
Overall*					
Total District 2011	58	39	2	-	1
2009	58	40	2	-	-
Comparison					
Peer Group (Rural)	50	43	6	1	-
National Average	33	57	8	1	1
Ward					
Lakes-Murchison [†]	64	33	2	-	-
Golden Bay	63	37	-	-	-
Motueka [†]	57	41	1	-	2
Moutere-Waimea	66	34	-	-	-
Richmond	51	45	4	-	-
Gender[†]					
Male	63	34	2	-	-
Female	54	44	2	-	1
Age					
18-39 years	50	46	3	-	1
40-59 years	68	31	1	-	-
60+ years [†]	53	46	1	-	1
Household Income					
Less than \$30,000 pa [†]	51	46	-	-	2
\$30,000-\$50,000 pa	55	43	2	-	-
\$50,000-\$100,000 pa	60	38	2	-	-
More than \$100,000 pa	76	18	6	-	-
Length of Residence					
Lived there 10 years or less [†]	67	33	1	-	-
Lived there more than 10 years	54	43	2	-	1

% read across

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

* not asked in 2010 and prior to 2009

58% of residents feel that generally Tasman District is definitely a safe place to live, 39% say it is mostly and 2% of residents think the District is not really a safe place to live. These readings are similar to the 2010 results.

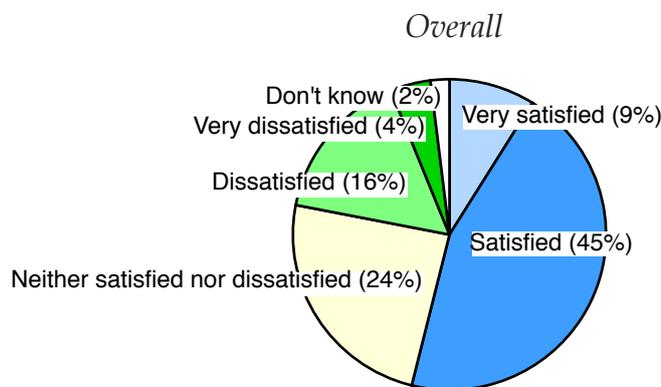
The percent saying 'yes, definitely' (58%) is above the Peer Group and National Averages.

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

- men,
- residents aged 40 to 59 years,
- residents with an annual household income of more than \$100,000,
- shorter term residents, those residing in the District 10 years or less.

d. Council Consultation And Community Involvement

Satisfaction With The Way Council Consults The Public In The Decisions It Makes:



54% of residents are very satisfied/satisfied with the way Council consults the public in the decisions it makes, while 20% are dissatisfied/very dissatisfied (13% in 2010). 24% are neither satisfied nor dissatisfied (28% in 2010) and 2% are unable to comment.

The very satisfied/satisfied reading (54%) is similar to the Peer Group Average and slightly above the National Average. The latter readings refer to satisfaction with the way Council **involves** the public.

Shorter term residents, those residing in the District 10 years or less, are more likely to be **very satisfied/satisfied**, than longer term residents.

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

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 %
Overall*				
Total District 2011	54	24	20	2
2010	55	28	13	4
2009	64	20	13	3
2008**	53	24	20	3
2005	61	21	15	3
Comparison**				
Peer Group (Rural)	52	23	19	6
National Average	49	27	19	5
Ward				
Lakes-Murchison [†]	72	23	2	2
Golden Bay [†]	44	28	28	1
Motueka	51	30	17	2
Moutere-Waimea [†]	49	17	31	4
Richmond	59	24	15	2
Length of Residence[†]				
Lived there 10 years or less	60	16	20	3
Lived there more than 10 yrs	51	28	20	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 %	Very satisfied/ Satisfied %	Neither Satisfied nor Dissatisfied %	Dis-satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall*								
Total District								
2011 [†]	17	58	75	13	10	1	11	2
2009	25	54	79	10	9	1	10	1
2008	19	56	75	13	10	1	11	1
2005	17	59	76	11	9	3	12	1
Comparison								
Peer Group	22	52	74	14	9	2	11	1
National Average [†]	22	53	75	14	9	2	11	1
Ward								
Lakes-Murchison [†]	32	39	71	15	13	-	13	2
Golden Bay	30	38	68	13	14	4	18	1
Motueka	13	60	73	16	10	-	10	1
Moutere-Waimea [†]	8	66	74	12	11	1	12	1
Richmond [†]	19	62	81	10	7	-	7	3

% read across

* not asked in 2010 and prior to 2005

† does not add to 100% due to rounding

75% of residents are very satisfied/satisfied that the natural environment in the Tasman District is being preserved and sustained for future generations (79% in 2009). This is similar to the Peer Group and National Averages.

11% are dissatisfied/very dissatisfied, while 13% are neither satisfied nor dissatisfied (10% in 2009).

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

f. Built Or Urban Environment

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

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither Satisfied nor Dissatisfied %	Dis- satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall*								
Total District								
2011 [†]	11	59	70	15	9	1	10	4
2009	13	64	77	14	6	1	7	2
Ward								
Lakes- Murchison [†]	8	66	74	22	-	-	-	5
Golden Bay	17	52	69	15	4	5	9	7
Motueka	3	61	64	16	16	-	16	4
Moutere-Waimea	5	66	71	12	10	4	14	3
Richmond	21	54	75	16	5	-	5	4

% read across

* not asked in 2010 and prior to 2009

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

70% of residents are very satisfied / satisfied with the built or urban environment in Tasman District (77% in 2009).

10% are dissatisfied / very dissatisfied (7% in 2009), while 15% are neither satisfied nor dissatisfied.

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

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

	Very connected %	Well connected %	Very connected/ well connected %	Neither well nor poorly connected %	Poorly connected %	Very poorly connected %	Poorly/ very poorly connected %	Don't know %
Overall*								
Total District								
2011	33	49	82	15	2	-	2	1
2009	32	48	80	16	3	-	3	1
Ward								
Lakes- Murchison†	42	51	93	6	-	-	-	-
Golden Bay	48	39	87	13	-	-	-	-
Motueka	25	55	80	17	1	-	1	2
Moutere- Waimea	32	50	82	15	2	1	3	-
Richmond	31	48	79	15	5	-	5	1

% read across

* not asked in 2010 and prior to 2009

† does not add to 100% due to rounding

82% of residents feel very connected/well connected to their community, while 2% feel poorly connected. 15% think they are neither well nor poorly connected and 1% are unable to comment. These readings are similar to the 2009 results.

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

h. Natural Hazards

How Much Confidence Do Residents Have That Council Is Sufficiently Researching And Understanding The Natural Hazards That Affect Us

	Complete confidence %	A lot of confidence %	Some confidence %	A little confidence %	Very little confidence %	No confidence %	Don't know %
Overall*							
Total District 2011 [†]	7	21	54	7	4	2	6
Ward							
Lakes-Murchison	-	26	59	10	2	-	3
Golden Bay	12	14	48	15	6	1	4
Motueka	4	22	55	7	5	1	6
Moutere-Waimea [†]	4	21	50	6	5	6	9
Richmond	10	21	56	6	1	2	4

% read across

* not asked prior to 2011

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

7% of residents have complete confidence that the Council is sufficiently researching and understanding the natural hazards that affect us, while 21% have a lot of confidence and 54% have some confidence.

7% of residents have little confidence on this matter, with 4% having very little confidence and 2% no confidence.

There are no notable differences between Wards and between socio-economic groups in terms of those residents who have complete confidence.

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E. APPENDIX

Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Ward	Lakes-Murchison	40	30
	Golden Bay	42	44
	Motueka	100	99
	Moutere-Waimea	99	100
	Richmond	120	128
Gender	Male	199	196
	Female	202	205
Age	18 - 39 years	90	128
	40 - 59 years	159	169
	60+ years	152	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.

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