

**TASMAN DISTRICT COUNCIL  
COMMUNITRAK™ SURVEY  
MAY 2013**



# **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 2013**



**AUCKLAND TEL (09) 630 0655 FAX (09) 638 7846  
WEB [www.nrb.co.nz](http://www.nrb.co.nz)**



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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, May/June 2011, May/June 2012 and now again in May 2013.

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

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

## B. COMMUNITRAK™ SPECIFICATIONS

### Sample Size

This Communitrak™ survey was conducted with 402 residents of the Tasman District.

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

Interviews were spread across the five Wards as follows:

Lakes-Murchison	41
Golden Bay	40
Motueka	101
Moutere-Waimea	99
Richmond	121
Total	<u>402</u>

### Interview Type

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

### Sample Selection

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

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

A target of interviewing 120 residents aged 18 to 44 years was also set.

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

### Respondent Selection

Respondent selection within the household was also randomised, with the eligible person being the man/woman normally resident in the household, aged 18 years or over, who had the 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 17th May to Sunday 26th May 2013.

## 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 2012.

The Communitrak™ service provides ...

- comparisons with a national sample of 1,003 interviews conducted in November 2012 (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 2012 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 400 residents:

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

## Margin Of Error

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

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

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

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

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

## Significant Difference

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

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

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

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

\* \* \* \* \*





## C. EXECUTIVE SUMMARY

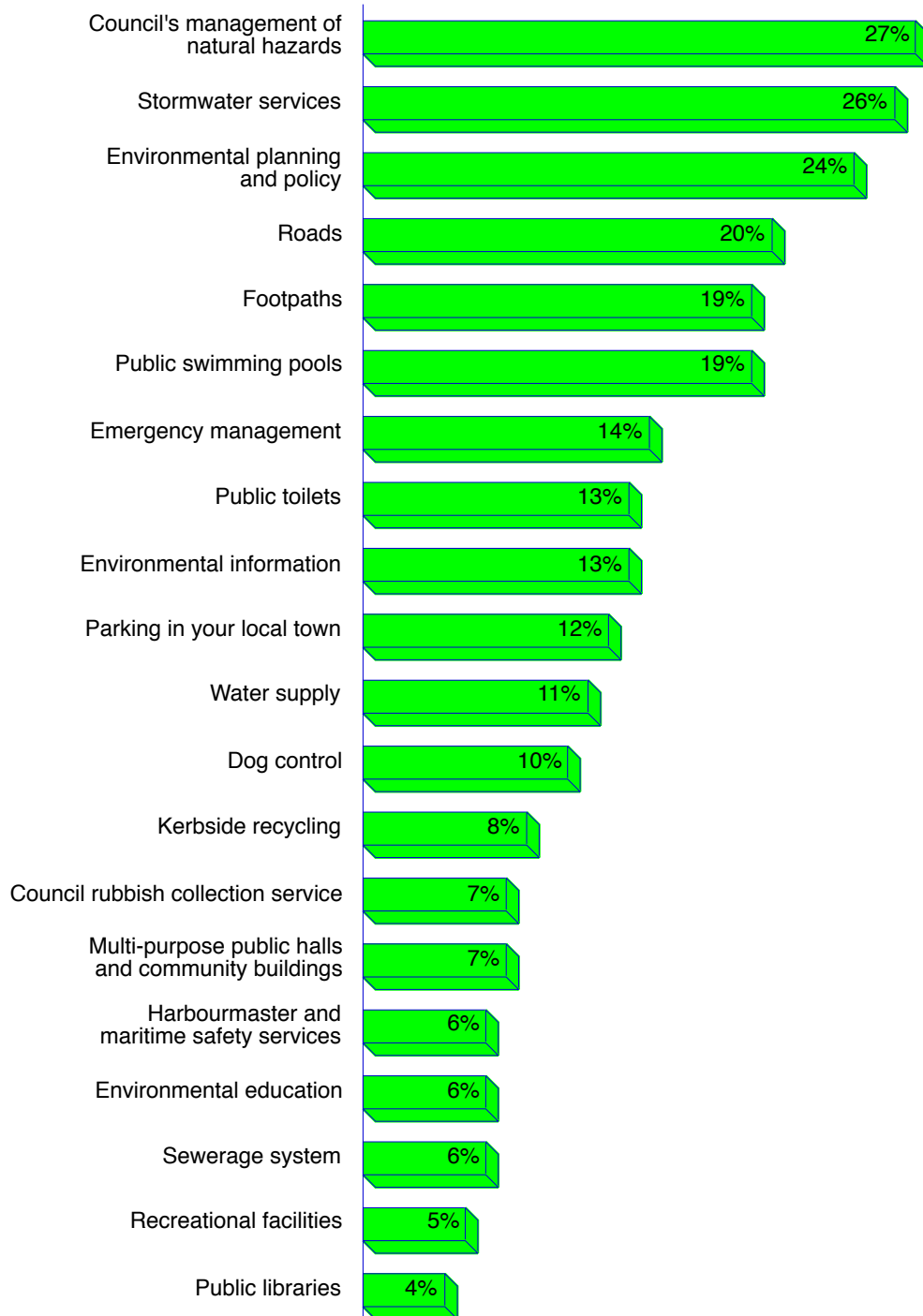
This report summarises the opinions and attitudes of Tasman District Council residents, to the services provided for them by their Council and their elected representatives.

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

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

## COUNCIL SERVICES/FACILITIES

### Percent Saying They Are Not Very Satisfied With ...





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

	Tasman 2013 %	Peer Group %	National Average %
• stormwater services	26	13	14
• public swimming pools	19	11	10
• emergency management	14	6	8

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

• roads	20	28	23
• public toilets	13	17	18
• parking in your local town	12	14	31
• dog control	10	16	18

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

• footpaths	19	21	21
• water supply	11	12	11
• kerbside recycling	8	+10	+11
• Council rubbish collection service	7	11	9
• multi-purpose public halls and community buildings	7	+8	+5
• sewerage system	6	6	9
• recreational facilities	5	**4	**3
• public libraries	4	3	3

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

† these percentages are the readings for recycling in general

†† these percentages are the readings for public halls only

\*\* these percentages are the **averaged** readings for sportsfields and playgrounds **and** parks and reserves, as these were asked separately in the 2012 National Communitrak™ Survey

### Summary Table: Satisfaction With Services/Facilities

	Tasman 2013		Tasman 2012	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Recreational facilities	91 =	5 =	93	4
Parking in your local town	88 ↓	12 ↑	93	6
Public libraries	83 =	4 =	86	3
Kerbside recycling	81 =	8 =	78	8
Dog control	81 =	10 =	78	14
Roads <sup>†</sup>	79 =	20 =	78	22
Footpaths	76 ↑	19 =	71	22
Environmental information	70 =	13 ↑	70	8
Public toilets	68 =	13 =	69	15
Sewerage system	66 ↓	6 =	74	3
Environmental education	62 =	6 =	66	5
Emergency management	59 =	14 =	59	10
Water supply	58 =	11 =	62	10
Environmental planning and policy	58 =	24 =	62	20
Council's rubbish collection service <sup>††</sup>	56 ↓	7 =	61	8
Stormwater drainage	55 ↓	26 ↑	65	13
Harbourmaster and maritime safety services <sup>*</sup>	48 ↑	6 =	37	7

<sup>†</sup> 2012 readings refer to roads (State Highways not excluded)

<sup>††</sup> 2012 readings refer to rubbish collection

<sup>\*</sup> 2012 readings refer to harbour management and safety activity

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	75	11	14
Council's kerbside recycling service	82	1	17
Public toilets	55	24	21
Public library	66	11	23
Public hall or community building	39	29	32
Council's rubbish collection service	53	3	44
Public swimming pool	37	14	49
Dog control	2	16	82

% read across

Recreational facilities, 86% 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.

## 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.

39% of Tasman District have in mind a recent Council action, decision or management they **approve** of (43% in 2012). This is slightly above the Peer Group Average and similar to the National Average.

The main actions/decisions mentioned are ...

- the cycleway/bike trails, mentioned by 9% of all residents,
- beautification/upgrades/upkeep of parks, reserves, public areas, 5%,
- do a good job/good service/good leadership, 5%,
- river/flood management/quick response/follow-up, 4%,
- library facilities, 3%,
- sports and recreation facilities, 3%.

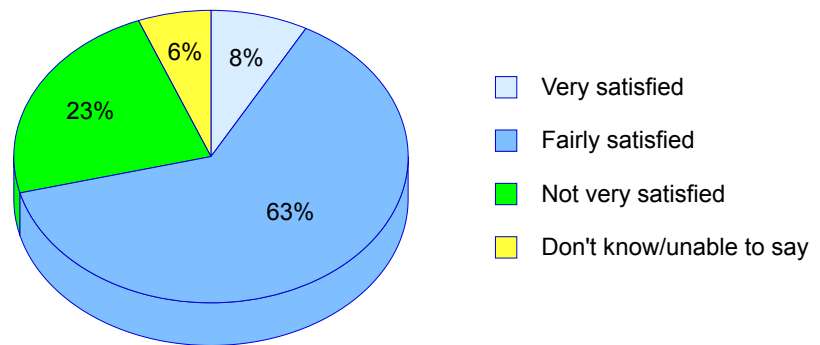
36% of residents have in mind a recent Council action, decision or management they **disapprove** of (44% in 2012). This is slightly below the Peer Group Average and below the National Average.

The main actions/decisions mentioned are ...

- planning issues/rezoning/subdivisions, mentioned by 6% of all residents,
- flooding/flood management/follow-up, 4%,
- rates increases/rates too high/rates issues, 3%,
- environmental issues (excluding flooding), 3%,
- Council performance/attitude/communication, 3%,
- Council spending/overspending/money wasted, 3%,
- roading/roadworks/road safety, 3%.

## RATES

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



The main reasons\* given by those who are not very satisfied are ...

- Rates too high/ increases/ too high for services received/ not value for money, mentioned by 8% of all residents
- Poor financial management/ wasting money/ overspending 6%
- Too much spent on Council offices/ admin/ salaries 3%

\* multiple responses allowed



## CONTACT WITH COUNCIL

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

A Councillor	9% of all residents
The Council offices / staff	83%
A Community Board member*	4%
Depends on the matter	2%
The Mayor	0%
Don't know	2%

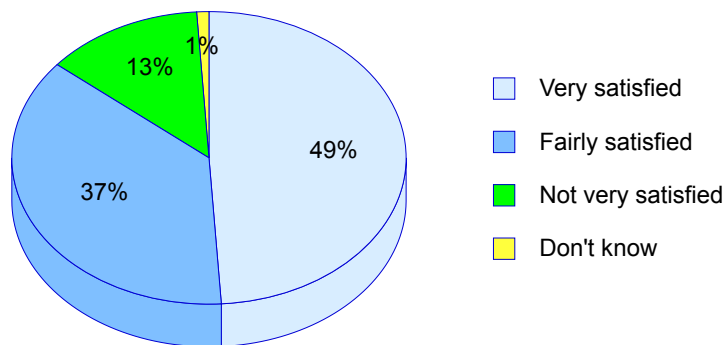
\* only read out to Motueka and Golden Bay Ward residents

### Type Of Contact

42% of residents have contacted the Council offices in the last 12 months by phone, with 41% contacting the Council offices in person (47% in 2012) and 7% contacting the Council offices in writing. 14% of residents have contacted Council offices by email and 1% have contacted them by online contact form.

Overall, 60% of residents have contacted the Council offices in the last 12 months (66% in 2012).

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



Base = 240

## INFORMATION

### Main Source Of Information About Council

Newsline - The Mag	54%	of all residents (58% in 2012)
Newspapers	30%	(27% in 2012)
From other people/hearsay	5%	
Personal contact	3%	
Newsletter/TDC newsletter	2%	
Radio	2%	
The Council's website	2%	
Others	1%	
Not aware of any	2%	

(does not add to 100% due to rounding)

### Seen, Read Or Heard Information From Council

94% 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	94%	of these residents <sup>†</sup> (95% in 2012)
Council advertisements in newspapers	75%	(70% in 2012)
Long-Term Plan	49%	(51% in 2012)
The Draft Annual Plan or the Draft Annual Plan Summary	46%	(48% in 2012)**
Council advertisements on the radio	42%	(36% in 2012)
Information available from the Council offices or libraries	40%	(37% in 2012)

<sup>†</sup>Base = 376 (residents who have seen/ read or heard information from the Council)

\*\* 2012 reading relates to 'The Annual Plan'



**Internet**

90% of residents say they have access to the internet (87% in 2012).

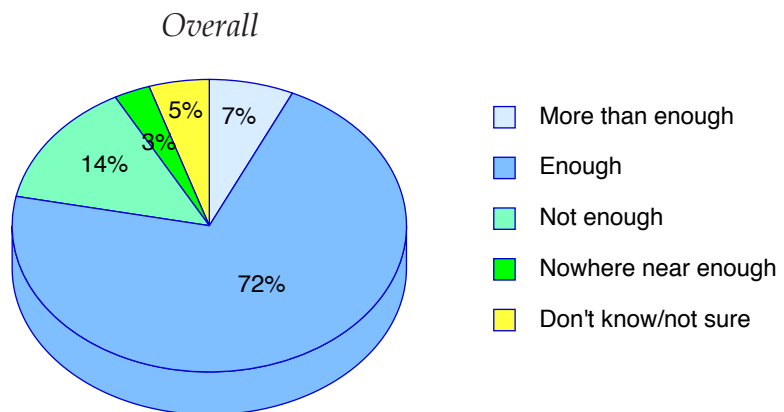
*Usage<sup>†</sup> In The Last 12 Months*

	Yes %	No %
Council's website	49	51
Tasman District libraries website	23	77

72% of residents<sup>†</sup> would prefer to pay for Council services online via credit card or internet banking, while 23% wouldn't and 5% are unable to comment.

<sup>†</sup> Base = 349 (residents who have access to the internet)

**Sufficiency Of Information Supplied By Council**



(Does not add to 100% due to rounding)

## LOCAL ISSUES

### Emergency Management

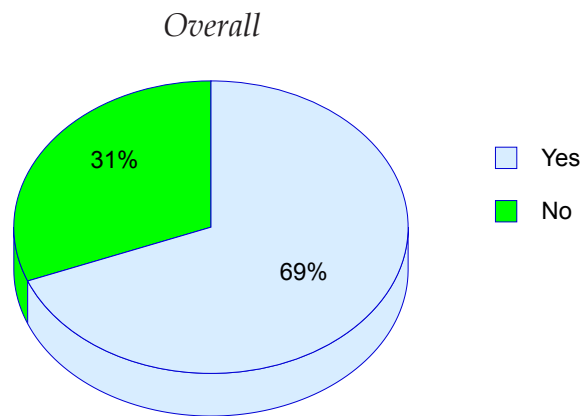
*Types Of Emergencies Residents Think Could Happen In Nelson/Tasman*

The main mentions\* are ...

- |                               |                      |
|-------------------------------|----------------------|
| • Flooding, mentioned by      | 88% of all residents |
| • Earthquake                  | 70%                  |
| • Fires/bush fires            | 24%                  |
| • Tsunami                     | 22%                  |
| • Slips/land slides/erosion   | 10%                  |
| • Storms/strong winds/cyclone | 6%                   |

\* multiple responses allowed

*Do Residents Have An Emergency Kit Or Any Emergency Supplies In Their House?*



The main items\* residents say are contained in their kits are ...

- |                                  |                                                                               |
|----------------------------------|-------------------------------------------------------------------------------|
| • Food, mentioned by             | 83% of residents who say they have an emergency kit or any emergency supplies |
| • Water                          | 74%                                                                           |
| • Torch/lighting                 | 55%                                                                           |
| • First aid kit/medical supplies | 40%                                                                           |

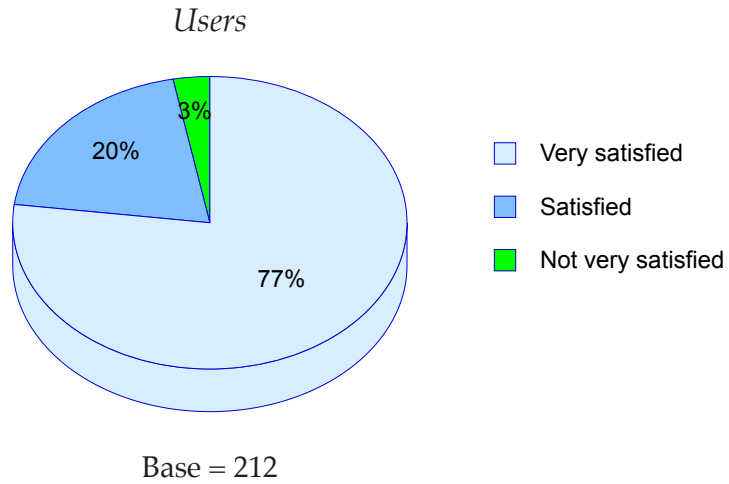
Base = 277

\* multiple responses allowed

## Tasman's Great Taste Trail

55% of residents have biked or walked along part of Tasman's Great Taste Trail.

### Satisfaction With Experience



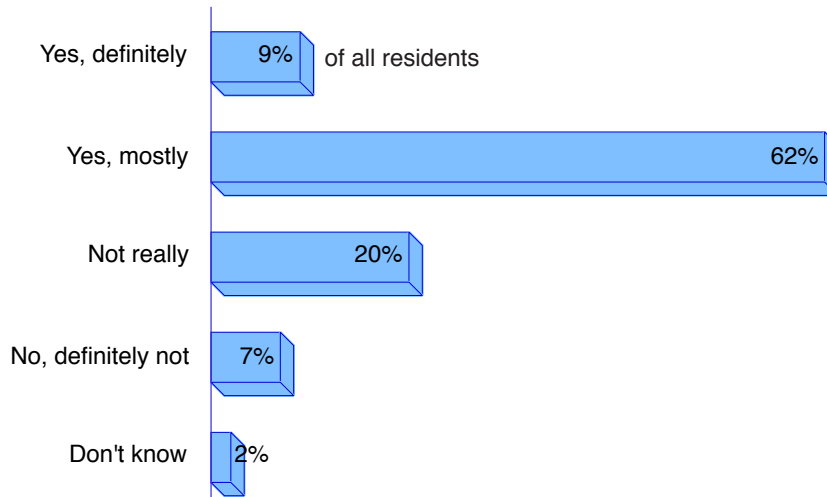
## Place To Live

45% of residents think Tasman District is better, as a place to live, than it was three years ago (36% in 2012), while 48% feel it is the same (54% in 2012) and 4% say it is worse (6% in 2012). 4% are unable to comment (4% in 2012).

NB: 2013 readings do not add to 100% due to rounding

## Council Decision Making

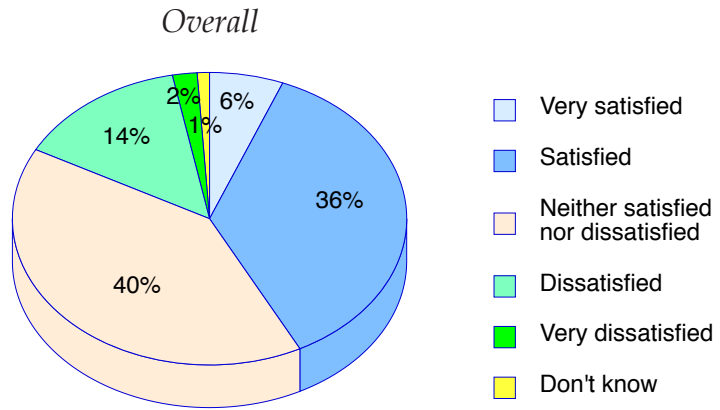
Do residents have trust and confidence in Council decision making?





### Council Consultation And Community Involvement

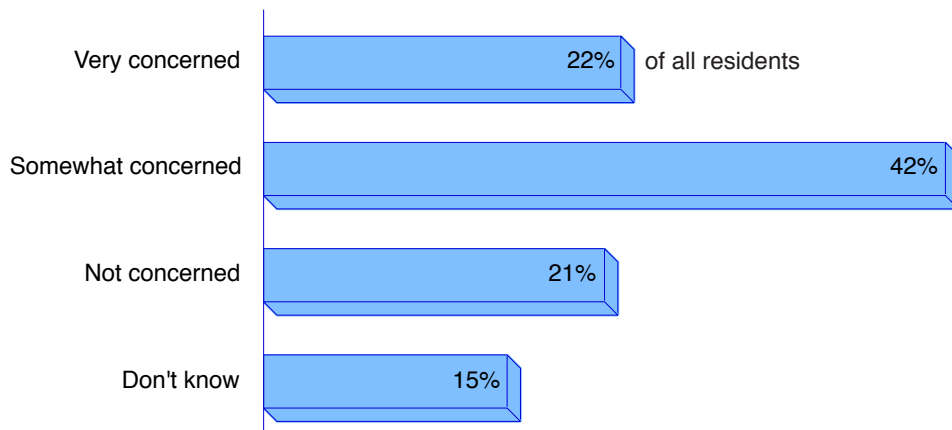
Satisfaction with the way Council consults the public in the decisions it makes ...



(Does not add to 100% due to rounding)

### Level Of Debt

How Concerned Are Residents With Council's Current Level Of Debt?



\* \* \* \* \*





## 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





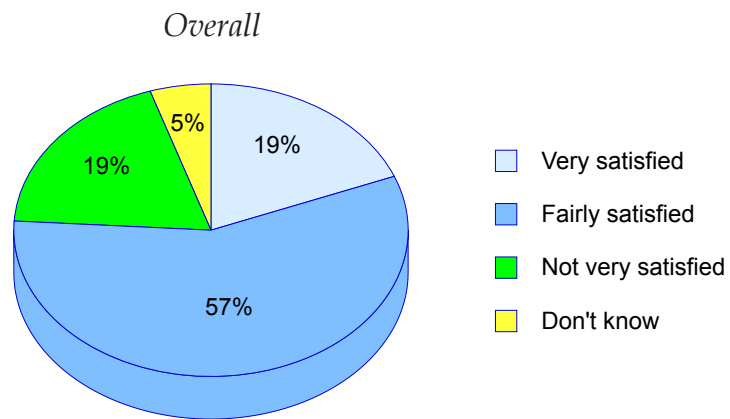


## **1. Council Services/Facilities**

## 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



76% of Tasman residents are satisfied with footpaths in their District (71% in 2012), while 19% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages and the 2012 reading.

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

- Motueka and Richmond Ward residents,
- residents aged 45 years or over.

## Satisfaction With Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2013	19	57	76	19	5
2012	17	54	71	22	7
2011	20	51	71	20	9
2010	16	56	72	23	5
2009	20	57	77	17	6
2008	18	53	71	21	8
2005	16	55	71	22	7
2002	15	56	71	18	11
1999	9	59	68	24	8
1996	17	47	64	25	11
<b>Comparison</b>					
Peer Group (Rural) <sup>†</sup>	21	46	67	21	11
National Average	28	46	74	21	5
<b>Ward</b>					
Lakes-Murchison	23	46	69	5	26
Golden Bay <sup>†</sup>	33	51	84	10	7
Motueka	17	53	70	27	3
Moutere-Waimea <sup>†</sup>	14	71	85	10	6
Richmond	20	52	72	27	1
<b>Age</b>					
18-44 years	21	64	85	11	4
45-64 years <sup>†</sup>	19	51	70	25	6
65+ years	16	51	67	25	8

% read across

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

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

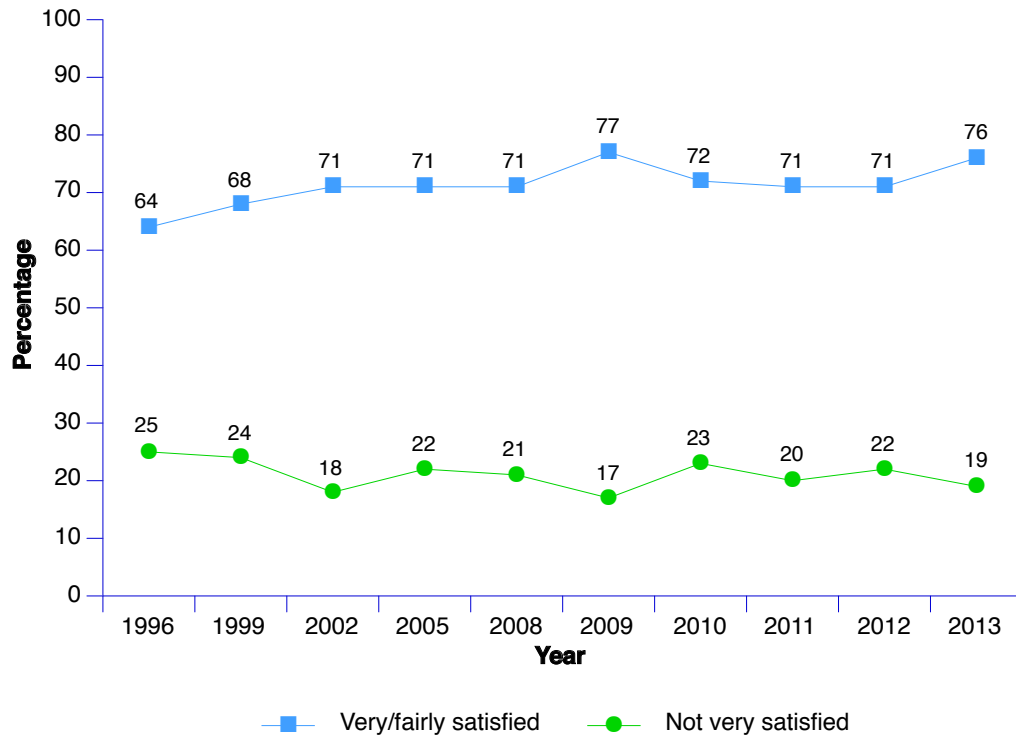
- uneven/cracked/rough/bumpy/potholes,
- poor design/narrow/sloping/poor access/difficult for mobility scooters,
- poor condition/need maintenance/upgrading,
- no footpaths/lack of footpaths/only on one side.

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

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<b>Percent Who Mention ...</b>						
Uneven/cracked/rough/ bumpy/potholes	<b>11</b>	1	3	16	1	20
Poor design/narrow/sloping/ poor access/ difficult for mobility scooters	<b>4</b>	5	3	5	-	5
Poor condition/need maintenance/ upgrading	<b>3</b>	-	-	4	1	7
No footpaths/lack of footpaths/ only on one side	<b>3</b>	-	6	6	5	-

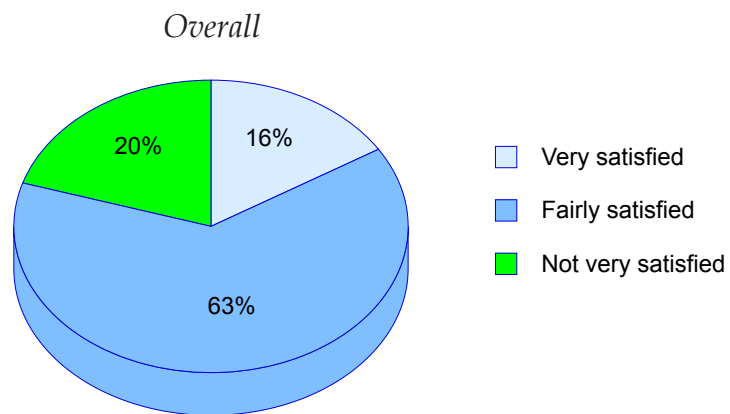
\* multiple responses allowed

*Footpaths*



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 76%

ii. *Roads, Excluding State Highways (eg, High Street, Motueka or Commercial Street, Takaka)*



79% of residents are satisfied with roading in the District, while 20% are not very satisfied with this aspect of the District. These readings are similar to last year's results.

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

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.

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

## Satisfaction With Roads, Excluding State Highways

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2013**	16	63	79	20	-
2012	17	61	78	22	-
2011	18	63	81	18	1
2010	8	56	64	36	-
2009	11	62	73	27	-
2008	16	60	76	23	1
2005	12	64	76	24	-
2002	10	54	64	35	1
1999	9	61	70	30	-
1996	14	51	65	35	-
<b>Comparison</b>					
Peer Group (Rural)	18	54	72	28	-
National Average	25	51	76	23	1
<b>Ward</b>					
Lakes-Murchison	15	60	75	25	-
Golden Bay	7	61	68	32	-
Motueka	14	62	76	24	-
Moutere-Waimea	18	59	77	22	1
Richmond	20	69	89	11	-
<b>Length of Residence</b>					
Lived there 10 years or less <sup>†</sup>	22	65	87	12	-
Lived there more than 10 years	14	63	77	23	-

% read across

\* readings prior to 2013 do not exclude State Highways

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

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

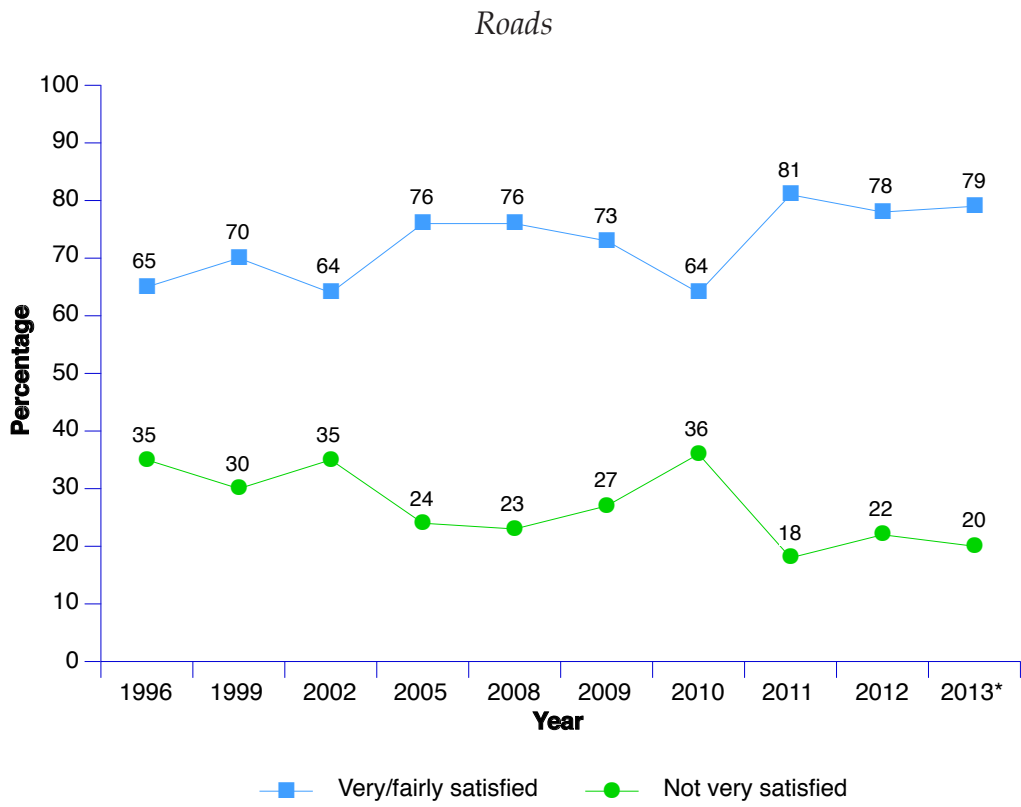
- potholes/uneven/rough/bumpy,
- poor condition/need upgrading/improving,
- narrow/need widening/dangerous corners/need realigning,
- lack of maintenance/slow to maintain.

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

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Potholes/uneven/ rough/bumpy	6	9	7	11	3	4
Poor condition/need upgrading/ improving	6	8	6	7	7	3
Narrow/need widening/ dangerous corners/need realigning	4	-	13	3	3	2
Lack of maintenance/slow to maintain	4	5	4	5	3	3

\* multiple responses allowed

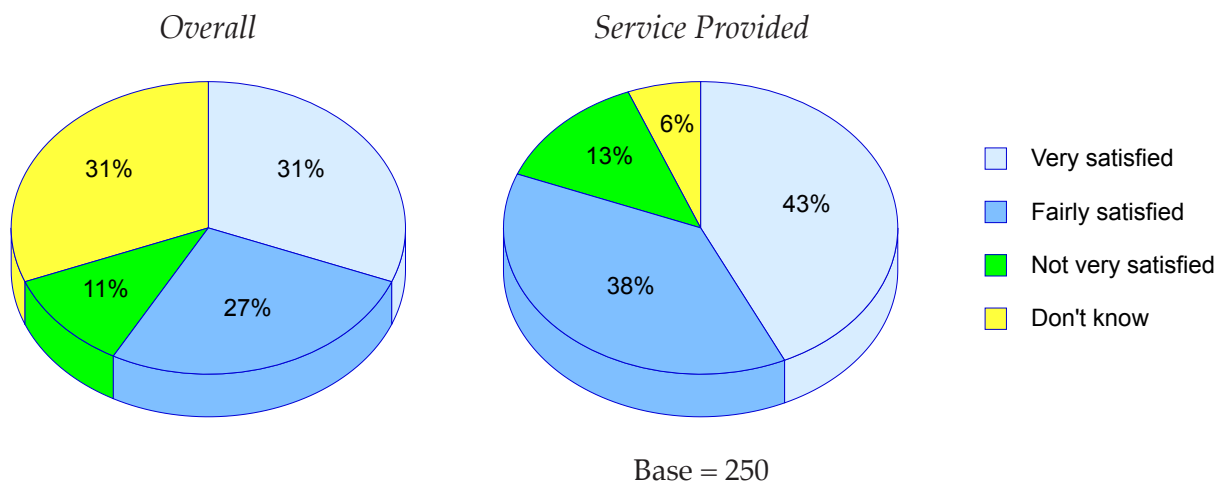




\* readings prior to 2013 do not exclude State Highways

Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 79%

### iii. Water Supply



58% of residents are satisfied with the water supply (62% in 2012), including 31% who are very satisfied. 11% are not very satisfied and 31% are unable to comment (28% in 2012).

Tasman District residents are similar to their Peer Group counterparts, residents nationwide, and the 2012 reading, with regards to the percent not very satisfied with the water supply.

63% of residents receive a piped supply. 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 the water supply. However, it appears that men are slightly more likely, than women, to feel this way.

## Satisfaction With Water Supply

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2013	31	27	58	11	31
2012	32	30	62	10	28
2011 <sup>†</sup>	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	43	38	81	13	6
<b>Comparison</b>					
Peer Group (Rural) <sup>†</sup>	38	22	60	12	27
National Average	47	30	77	11	12
<b>Ward</b>					
Lakes-Murchison	7	12	19	9	72
Golden Bay	23	11	34	7	59
Motueka <sup>†</sup>	26	12	38	4	59
Moutere-Waimea	24	42	66	18	16
Richmond	48	36	84	13	3
<b>Gender</b>					
Male	27	25	52	14	34
Female	34	29	63	8	29

% read across

<sup>†</sup> 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,
- poor quality of water/ poor taste.

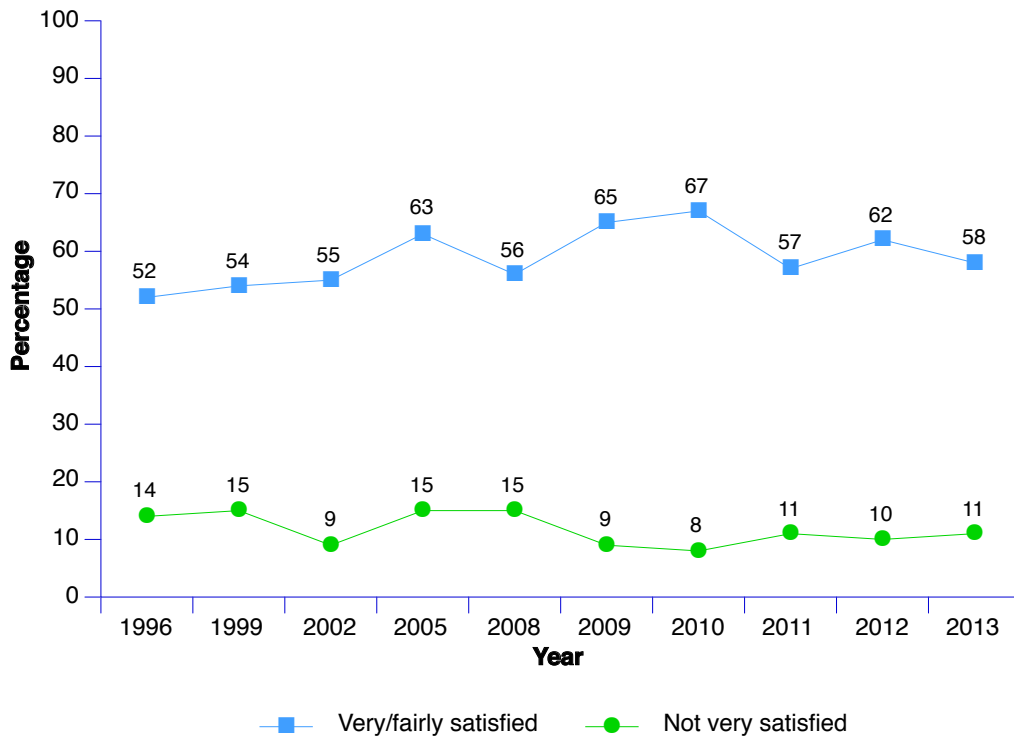
### Summary Table: Main Reasons\* For Being Not Very Satisfied With Water Supply

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Cost/ too expensive/ increased charges	4	-	-	2	6	8
Poor quality of water/ poor taste	3	9	2	-	7	2

\* multiple responses allowed

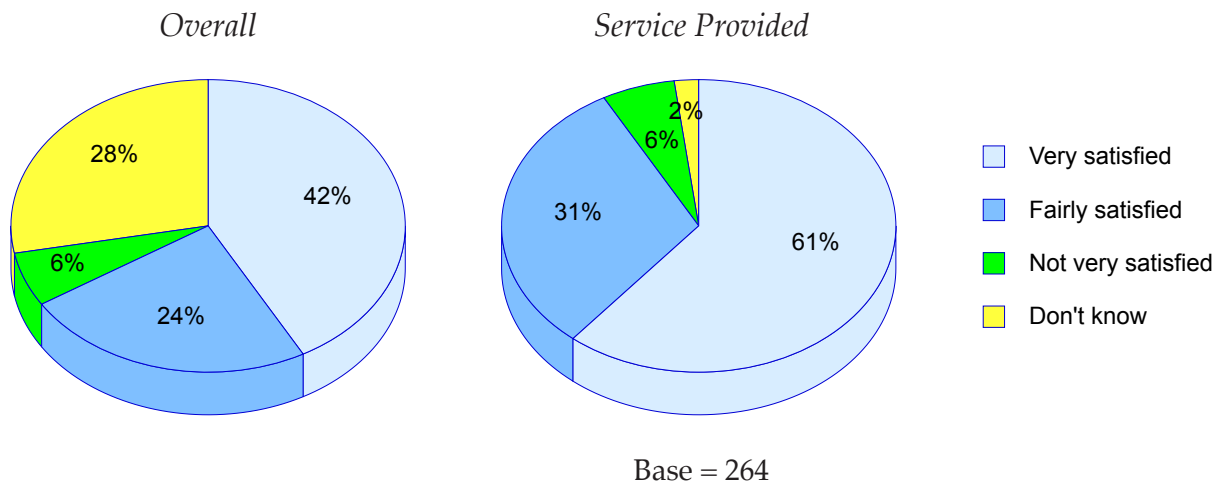
NB: no other reason is mentioned by more than 1% of all residents

*Water Supply*



Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 58%  
 Receivers of Service = 81%

*iv. Sewerage System*



66% of residents are satisfied with the District's sewerage system (74% in 2012), including 42% who are very satisfied (47% in 2012). 6% are not very satisfied, while 28% are unable to comment (24% in 2012).

The percent not very satisfied (6%) is similar to the Peer Group Average and on par with the National Average and the 2012 reading.

66% of residents are provided with a sewerage system (73% in 2012). Of these, 92% are satisfied and 6% are not very satisfied.

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

## Satisfaction With Sewerage System

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013	42	24	66	6	28
2012 <sup>†</sup>	47	27	74	3	24
2011	38	26	64	5	31
2010 <sup>†</sup>	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	61	31	92	6	2
<b>Comparison</b>					
Peer Group (Rural) <sup>†</sup>	32	26	58	6	35
National Average	45	30	75	9	16
<b>Ward</b>					
Lakes-Murchison	9	18	27	1	72
Golden Bay <sup>†</sup>	17	23	40	20	41
Motueka	51	19	70	6	24
Moutere-Waimea <sup>†</sup>	32	28	60	2	39
Richmond <sup>†</sup>	59	27	86	6	9

% read across

\* not asked in 1996 and 1999

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

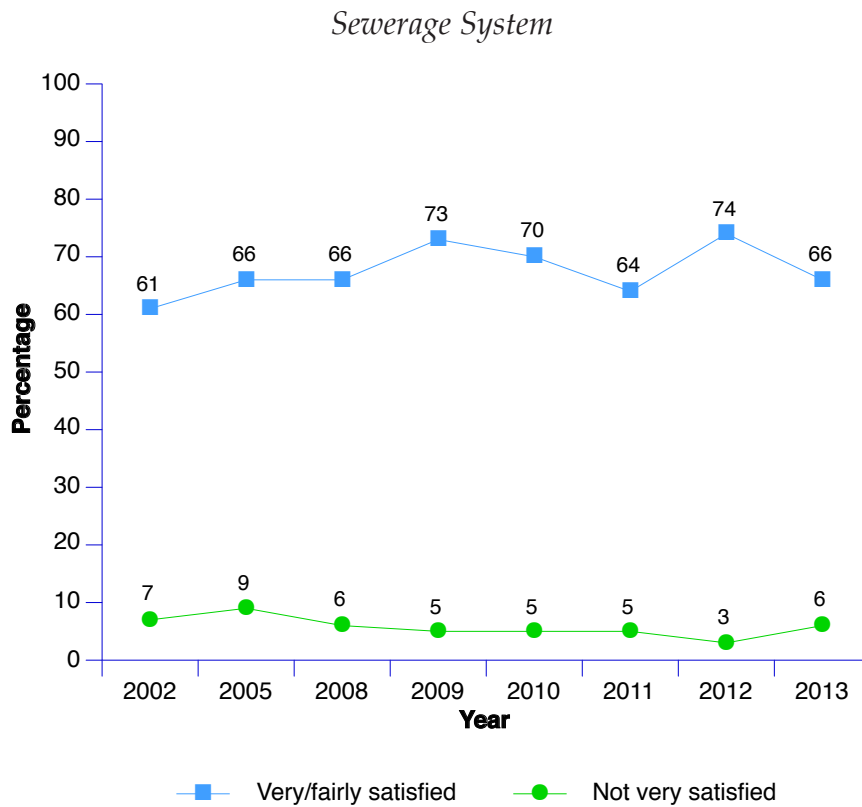




The main reasons\* residents are not very satisfied with the District's sewerage system are ...

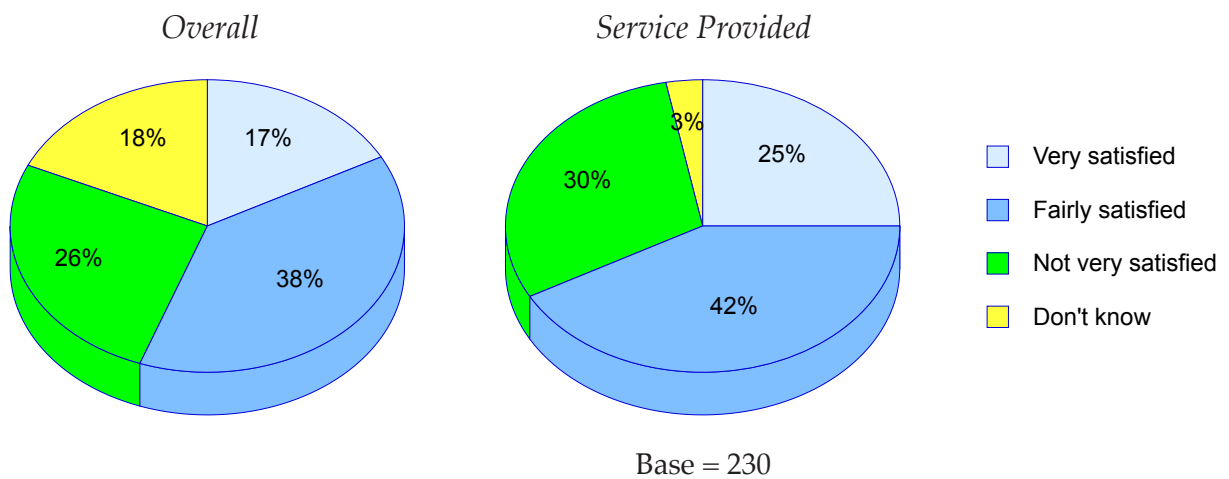
- problems with smells, mentioned by 2% of all residents,
- inadequate system/needs upgrading/maintenance, 2%,
- blockages/overflows/problems with tree roots, 2%.

\* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 66%  
 Receivers of Service = 92%

v. *Stormwater Services*



55% of residents are satisfied with stormwater services (65% in 2012), while 26% are not very satisfied. 18% are unable to comment (22% in 2012).

The percent not very satisfied (26%) is above the Peer Group and National Averages and 13% above the 2012 reading.

58% of residents are provided with a piped stormwater collection (63% in 2012) and, of these, 67% are satisfied (86% in 2012) and 30% not very satisfied (12% in 2012).

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 %
<b>Overall*</b>					
Total District 2013 <sup>†</sup>	17	38	55	26	18
2012	30	35	65	13	22
2011	22	37	59	13	28
2010 <sup>†</sup>	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	25	42	67	30	3
<b>Comparison</b>					
Peer Group (Rural)	23	34	57	13	30
National Average	30	43	73	14	13
<b>Ward</b>					
Lakes-Murchison <sup>†</sup>	6	37	43	16	42
Golden Bay	7	30	37	31	32
Motueka <sup>†</sup>	27	41	68	19	12
Moutere-Waimea	10	38	48	26	26
Richmond	22	38	60	33	7

% read across

\* not asked prior to 2005

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

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

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

### Summary Table:

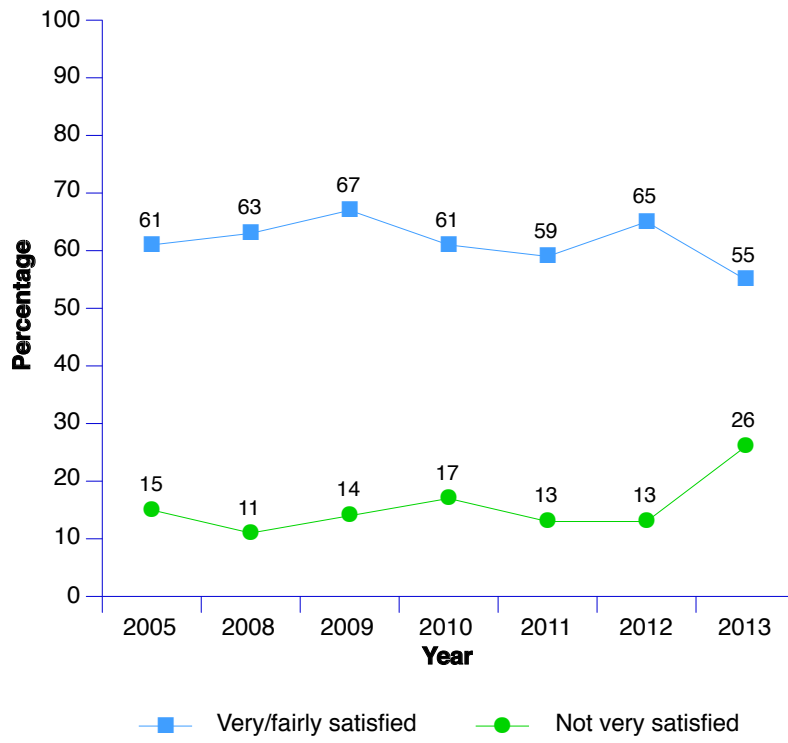
#### Main Reasons\* For Being Not Very Satisfied With Stormwater Services

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Flooding/surface flooding	<b>15</b>	10	17	11	12	22
Poor drainage/inadequate system/ needs upgrading/improving	<b>10</b>	11	11	3	8	16
Drains/culverts blocked/ need cleaning	<b>4</b>	-	12	2	3	5

\* multiple responses allowed

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

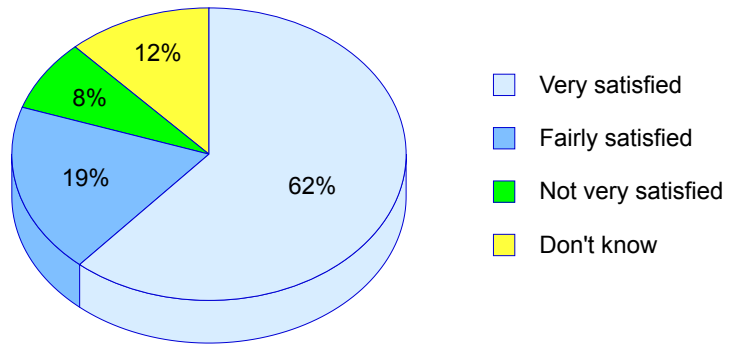
*Stormwater Services*



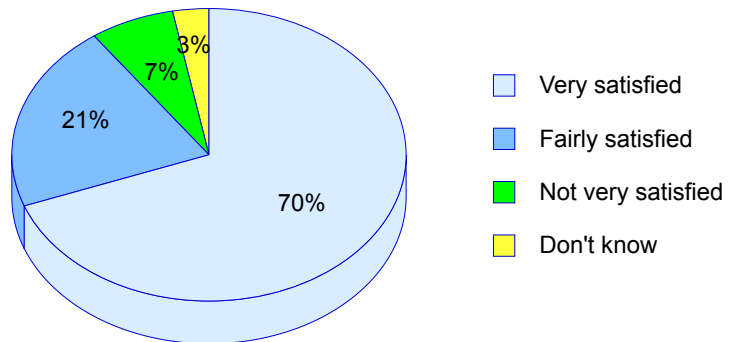
Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 55%  
 Service Provided = 67%

*vi. Kerbside Recycling*

*Overall*

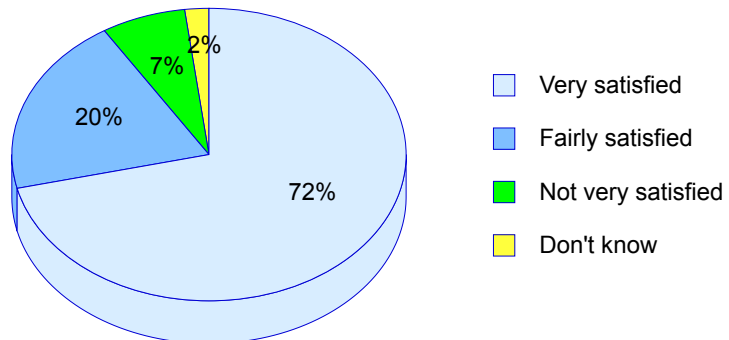


*Receivers Of Service*



Base = 340

*Used Council's Kerbside Recycling Service*



Base = 322

81% of residents are satisfied with kerbside recycling, including 62% who are very satisfied (54% in 2012). 8% are not very satisfied and 12% are unable to comment.

The percent not very satisfied (8%) is similar to the Peer Group Average and on par with the National Average (the Peer Group and National Averages refer to ratings for recycling in general).

87% of residents say that where they live, Council provides a regular recycling service. Of these 91% are satisfied and 7% not very satisfied.

83% of households have used the Council's kerbside recycling services in the last 12 months. Of these 'users', 92% are satisfied and 7% are not very satisfied.

Lakes-Murchison Ward residents are more likely to be not very satisfied with kerbside recycling, than other Ward residents. They are also more likely to be unlikely to comment.

## Satisfaction With Kerbside Recycling

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2013*	62	19	<b>81</b>	8	12
2012*	54	24	<b>78</b>	8	13
2011**	53	24	<b>77</b>	9	13
2010	51	24	<b>75</b>	14	11
2009	43	32	<b>75</b>	16	9
2008	39	30	<b>69</b>	17	14
2005	32	29	<b>61</b>	29	10
2002†	15	56	<b>71</b>	18	11
Receivers of kerbside recycling service*	70	21	<b>91</b>	7	3
Users of kerbside recycling service*	72	20	<b>92</b>	7	2
<b>Comparison**</b>					
Peer Group (Rural)	53	25	<b>78</b>	10	12
National Average	55	29	<b>84</b>	11	5
<b>Ward</b>					
Lakes-Murchison	17	3	<b>20</b>	26	54
Golden Bay	55	19	<b>74</b>	5	21
Motueka	66	19	<b>85</b>	9	6
Moutere-Waimea	59	20	<b>79</b>	8	13
Richmond	73	21	<b>93</b>	4	2

% 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

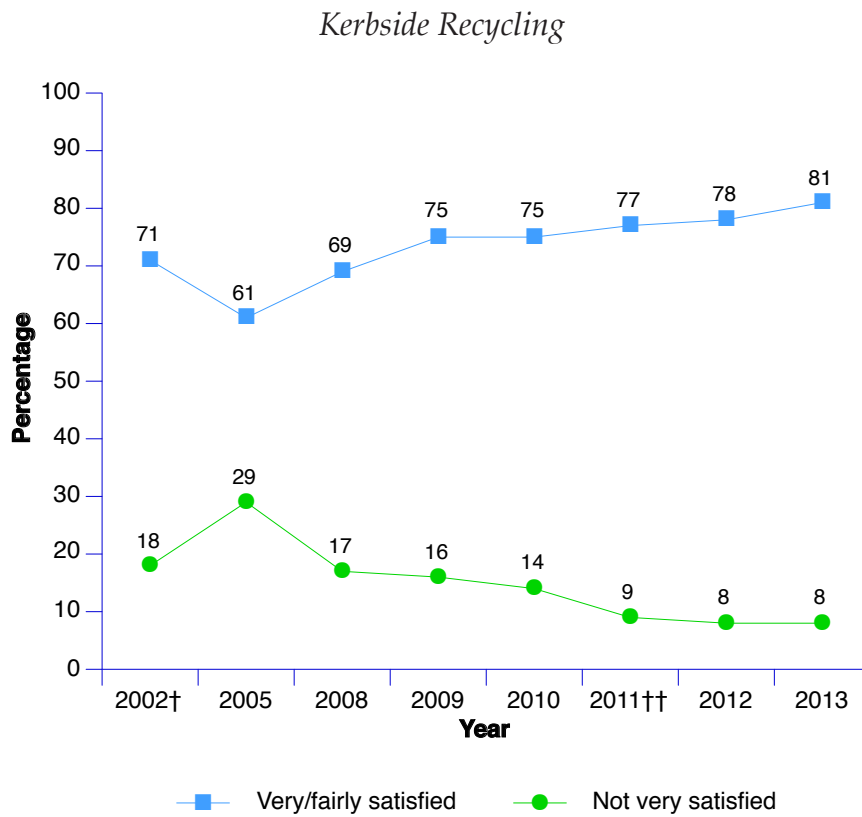
†† readings prior to 2011 refer to rubbish collection and kerbside recycling



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

- no kerbside recycling / would like it, mentioned by 2% of all residents,
- bins are too small / need more / better bins, 2%,
- irregular pick-up times / late / not always picked up, 2%.

\* multiple responses allowed



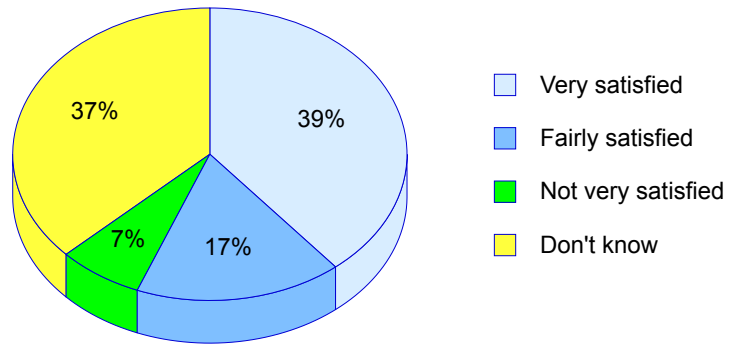
† 2002 readings refer to recycling only

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

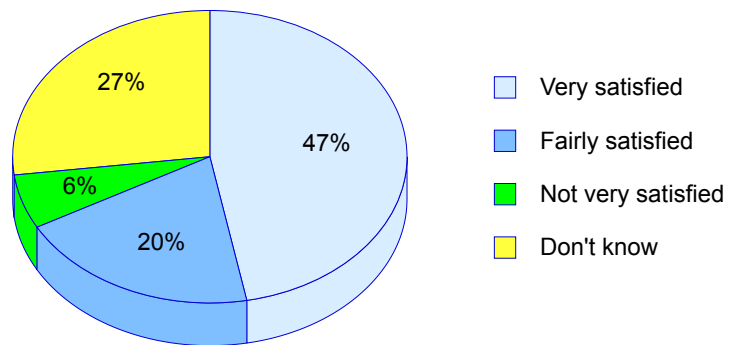
Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 81%
Receivers of kerbside recycling service	= 91%
Users of kerbside recycling service	= 92%

*vii. Council's Rubbish Collection Service*

*Overall*

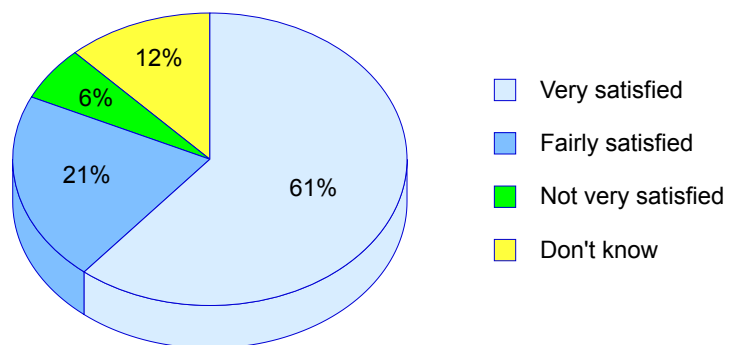


*Service Provided*



Base = 317

*Users*



Base = 224

56% of residents are satisfied with the Council's rubbish collection service (61% in 2012), including 39% who are very satisfied. 7% are not very satisfied and a large percentage (37%) are unable to comment (31% in 2012).

The percent not very satisfied (7%) is on par with the Peer Group Average and similar to the National Average and the 2012 reading.

80% of residents say they are provided with a regular rubbish collection by Council, with 67% being satisfied with rubbish collection and 6% not very satisfied.

56% of residents say they, or a member of their household, have used Council's rubbish collection services, in the last 12 months. Of these, 82% are satisfied and 6% not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with Council's rubbish collection service.

### Satisfaction With Council's Rubbish Collection Service

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2013	39	17	56	7	37
2012 <sup>◇</sup>	40	21	61	8	31
2011 <sup>**</sup>	40	17	57	8	35
2010	51	24	75	14	11
2009	43	32	75	16	9
2008	39	30	69	17	14
2005	32	29	61	29	10
2002 <sup>†</sup>	15	56	71	18	11
Service Provided	47	20	67	6	27
Users	61	21	82	6	12
<b>Comparison</b>					
Peer Group (Rural)	43	22	65	11	24
National Average	54	27	81	9	10
<b>Ward</b>					
Lakes-Murchison	25	13	38	15	47
Golden Bay	49	16	65	9	26
Motueka*	37	17	54	10	35
Moutere-Waimea	44	19	63	5	32
Richmond*	35	18	53	4	44

% read across

\* does not add to 100% due to rounding

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

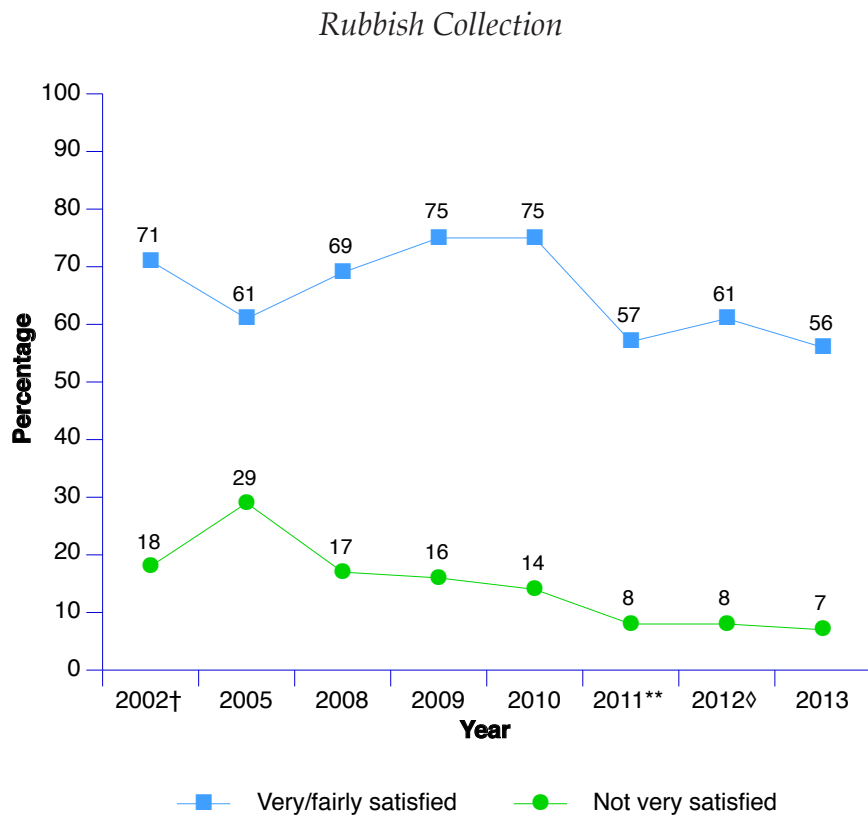
† 2002 readings refer to recycling only

◇ 2012 readings refer to rubbish collection

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,
- no rubbish collection, 2%.

\* multiple responses allowed



† 2002 readings refer to recycling only

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

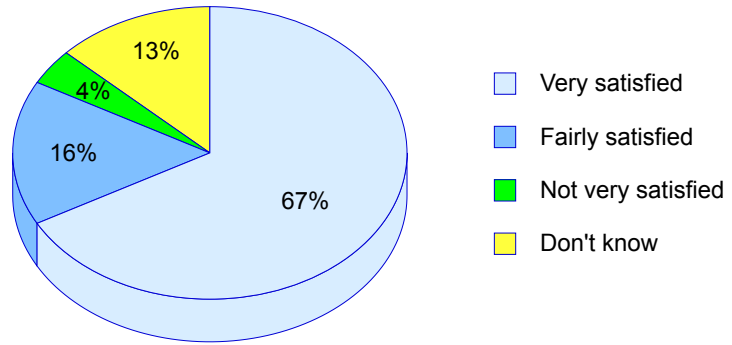
◇ 2012 readings refer to rubbish collection

**Recommended Satisfaction Measure For Reporting Purposes:**

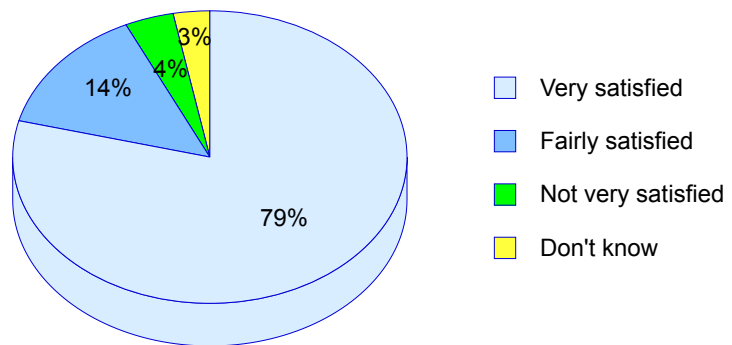
Total District	=	56%
Service Provided	=	67%
Users	=	82%

*viii. Public Libraries*

*Overall*

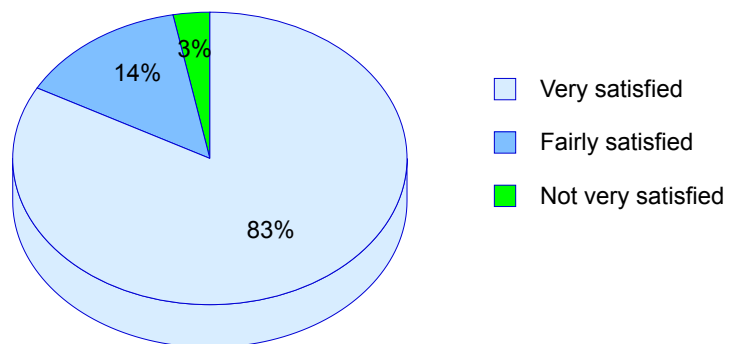


*Users*



Base = 300

*Used District Libraries Website*



Base = 76

83% of residents are satisfied with the District's public libraries (86% in 2012), including 67% who are very satisfied. 4% are not very satisfied and 13% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages and the 2012 reading.

77% of households have used a public library in the last 12 months (81% in 2012). Of these, 93% are satisfied and 4% not very satisfied.

In the last 12 months, 20% of residents have used Tasman District Libraries website. Of these, 97% are satisfied with public libraries and 3% not very satisfied.

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

## Satisfaction With Public Libraries

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013	67	16	83	4	13
2012	67	19	86	3	11
2011	68	14	82	5	13
2010	66	18	84	3	13
2009	60	24	84	1	15
2008	52	30	82	4	14
2005	53	29	82	4	14
2002	55	31	86	5	9
Users	79	14	93	4	3
Users of District libraries website	83	14	97	3	-
<b>Comparison</b>					
Peer Group (Rural)	60	25	85	3	12
National Average	64	23	87	3	10
<b>Ward</b>					
Lakes-Murchison	45	25	70	-	30
Golden Bay	75	18	93	-	7
Motueka	57	19	76	9	15
Moutere-Waimea	69	12	81	3	16
Richmond	76	14	90	2	8

% read across

\* not asked in 1996 or 1999

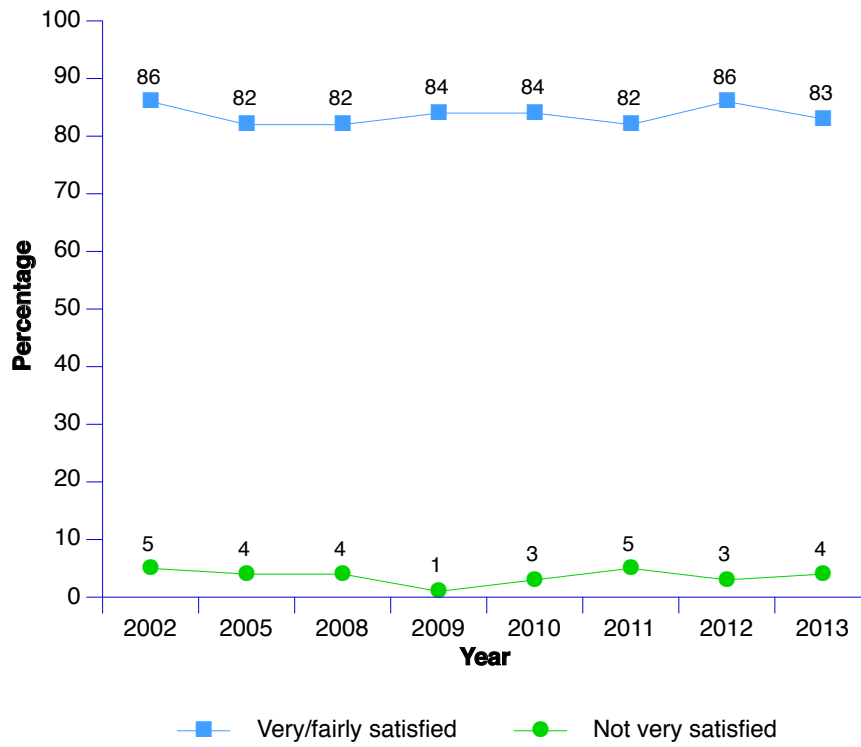
The main reasons\* residents are not very satisfied with public libraries are ...

- money spent on library / free internet / unnecessary expenses to ratepayers, mentioned by 2% of all residents,
- too noisy / crowded, 1%,
- need upgrading / too small / need new library, 1%.

\* multiple responses allowed



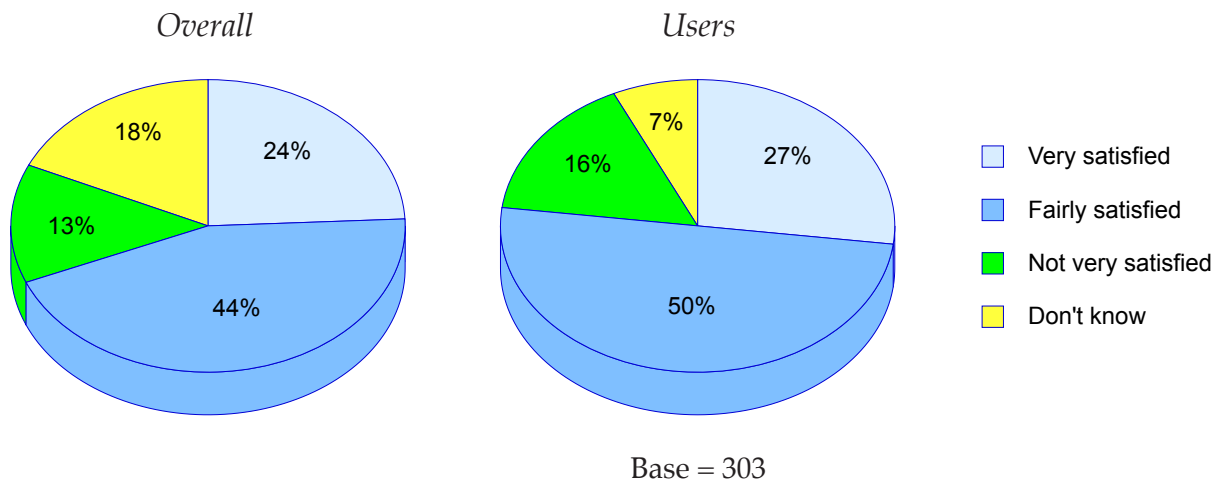
*Public Libraries*



Recommended Satisfaction Measure For Reporting Purposes:

Total District	= 83%
Users	= 93%
Users of libraries website	= 97%

*ix. Public Toilets*



68% of residents are satisfied with public toilets in the District. 13% are not very satisfied and 18% are unable to comment. These readings are similar to last year's results.

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

79% of households have used a public toilet in the last 12 months (70% in 2012). Of these, 77% are satisfied and 16% 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 public toilets. However, it appears that longer term residents, those residing in the District more than 10 years, are slightly more likely to feel this way, than shorter term residents.

## Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013 <sup>†</sup>	24	44	68	13	18
2012	24	45	69	15	16
2011	27	41	68	12	20
2010	26	41	67	14	19
2009	21	46	67	16	17
2008	23	45	68	13	19
2005	26	36	62	14	24
2002	17	48	65	18	17
Users	27	50	77	16	7
<b>Comparison</b>					
Peer Group (Rural)	35	37	72	17	11
National Average	23	46	69	18	13
<b>Ward</b>					
Lakes-Murchison <sup>†</sup>	27	52	79	10	10
Golden Bay	39	39	78	17	5
Motueka <sup>†</sup>	25	40	65	16	20
Moutere-Waimea	28	50	78	11	11
Richmond <sup>†</sup>	14	43	57	13	29
<b>Length of Residence</b>					
Lived there 10 years or less	27	46	73	8	19
Lived there more than 10 years	23	43	66	16	18

% read across

\* not asked in 1996 or 1997

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

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

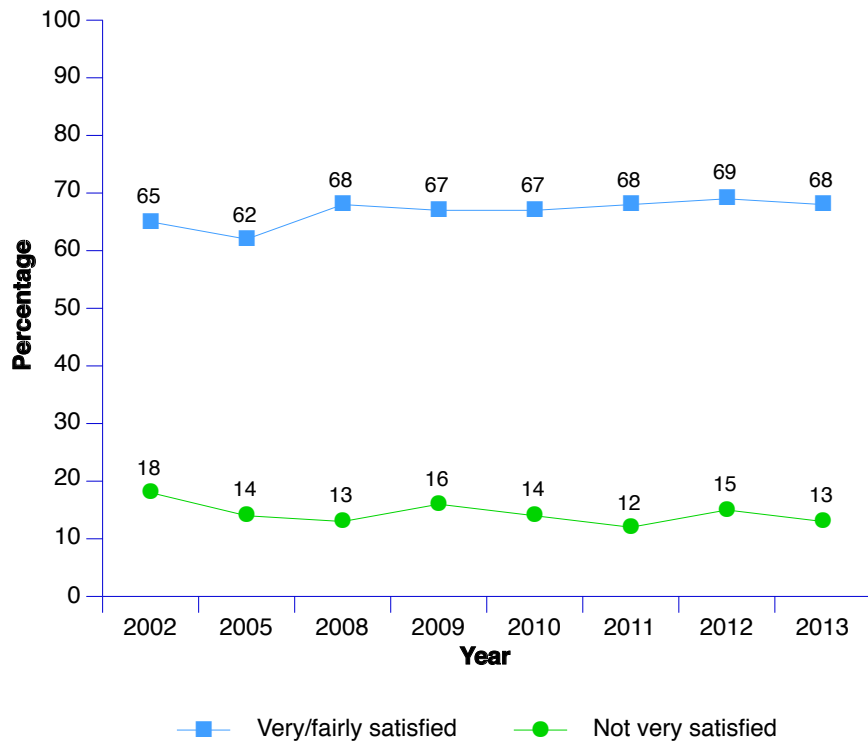
- old/grotty/need upgrading/maintenance/improve facilities,
- dirty/disgusting/smell/need cleaning more often,
- need more toilets/not enough.

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

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Old/grotty/need upgrading/ maintenance/improve facilities	6	-	9	5	3	9
Dirty/disgusting/smell/ need cleaning more often	4	8	-	5	4	3
Need more toilets/not enough	3	1	-	4	5	3

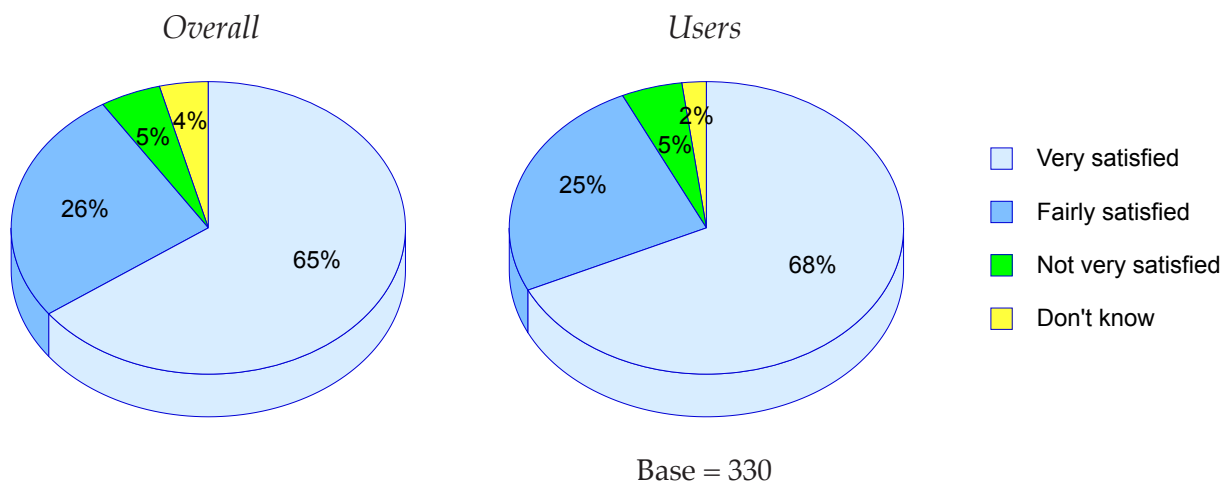
\* multiple responses allowed

*Public Toilets*



Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 68%  
 Users = 77%

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



91% of residents overall are satisfied with the District's recreational facilities, including 65% who are very satisfied, with 5% being not very satisfied. 4% are unable to comment. These readings are similar to the 2012 results.

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

86% of households have used recreational facilities in the District in the last 12 months. Of these residents, 93% are satisfied with these facilities and 5% 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 %
<b>Overall*</b>					
Total District 2013	65	26	<b>91</b>	5	4
2012	65	28	<b>93</b>	4	3
2011	61	30	<b>91</b>	5	4
2010	66	27	<b>93</b>	4	3
2009	59	36	<b>95</b>	3	2
2008	35	41	<b>76</b>	16	8
2005	36	42	<b>78</b>	12	10
Users	68	25	<b>93</b>	5	2
<b>Comparison**</b>					
Peer Group (Rural)	57	33	<b>90</b>	4	6
National Average	56	37	<b>93</b>	3	4
<b>Ward</b>					
Lakes-Murchison	49	38	<b>87</b>	2	11
Golden Bay	53	28	<b>81</b>	13	6
Motueka	71	24	<b>95</b>	3	2
Moutere-Waimea <sup>†</sup>	64	28	<b>92</b>	4	4
Richmond	68	22	<b>90</b>	6	4

% 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.

<sup>†</sup> 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 2012 National Communitrak Survey

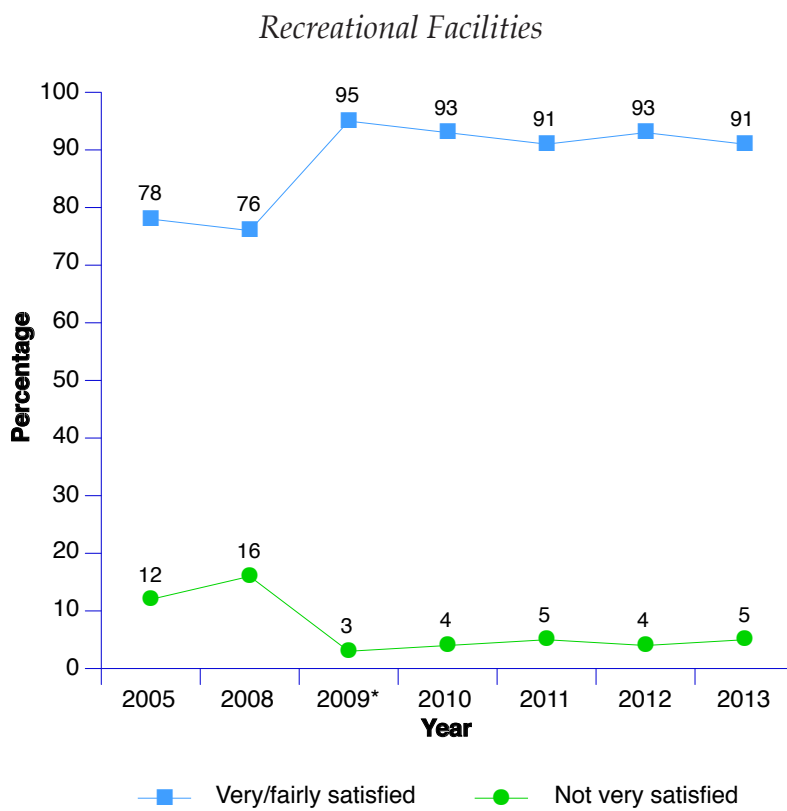




The main reasons\* residents are not very satisfied with the District's recreational facilities are ...

- not enough/ need more facilities, mentioned by 3% of residents,
- could be upgraded/improve facilities, 2%.

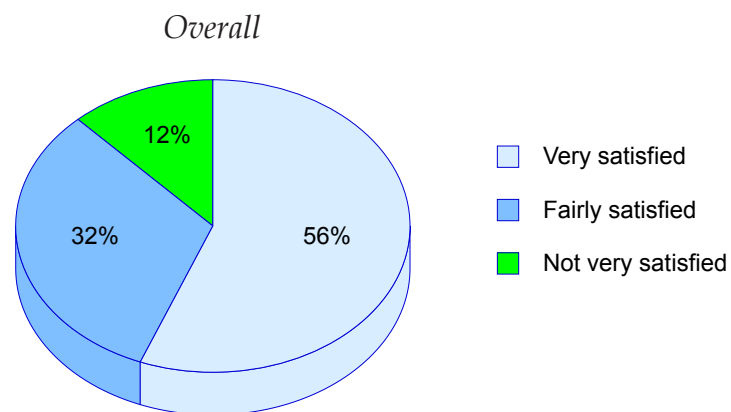
\* multiple responses allowed



\* 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*

88% of residents are satisfied with parking in their local town (93% in 2012), including 56% who are very satisfied. 12% are not very satisfied.

The percent not very satisfied is similar to the Peer Group Average, below the National Average and 6% above 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 %
<b>Overall*</b>					
Total District 2013	56	32	<b>88</b>	12	-
2012	58	35	<b>93</b>	6	1
2011	55	36	<b>91</b>	7	2
2010	53	35	<b>88</b>	11	1
2009	53	39	<b>92</b>	8	-
2008	49	40	<b>89</b>	10	1
2005	38	47	<b>85</b>	14	1
<b>Comparison</b>					
Peer Group (Rural)	43	38	<b>81</b>	14	5
National Average	24	39	<b>63</b>	31	6
<b>Ward</b>					
Lakes-Murchison	64	35	<b>99</b>	1	-
Golden Bay	33	49	<b>82</b>	18	-
Motueka <sup>†</sup>	49	35	<b>84</b>	15	-
Moutere-Waimea	60	27	<b>87</b>	13	-
Richmond <sup>†</sup>	65	27	<b>92</b>	8	1

% read across

\* not asked in prior to 2005

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

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

- not enough parking / not enough during summer / need more,
- narrow roads / congestion / dangerous in main street.

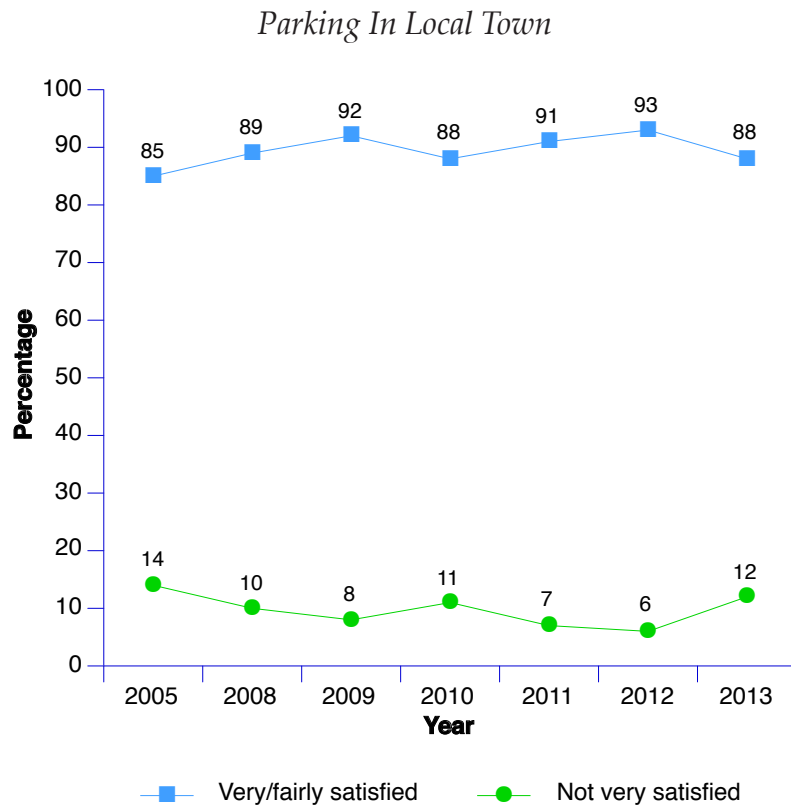
### Summary Table:

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

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Not enough parking / not enough during summer / need more	8	1	16	11	7	5
Narrow roads / congestion / dangerous in main street	3	-	2	3	6	1

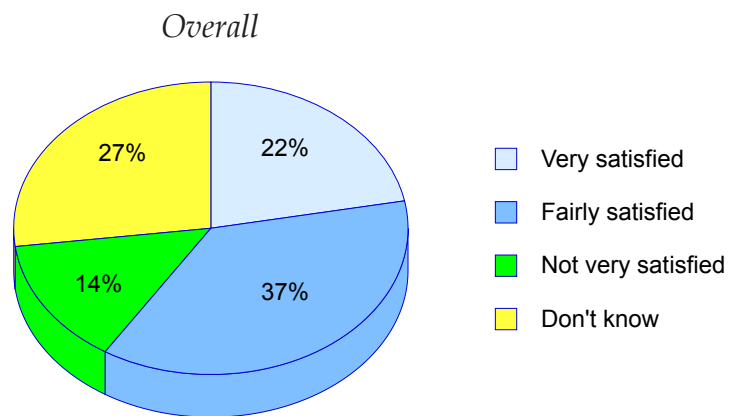
\* multiple responses allowed

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



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

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



59% of Tasman residents are satisfied with emergency management, while 14% are not very satisfied. A large percentage, 27%, are unable to comment (32% in 2012).

The percent not very satisfied is above the Peer Group Average, slightly above the National Average and on par with the 2012 reading.

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

## Satisfaction With Emergency Management

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013	22	37	<b>59</b>	14	27
2012 <sup>†</sup>	19	40	<b>59</b>	10	32
2011	20	33	<b>53</b>	11	36
2010 <sup>†</sup>	19	37	<b>56</b>	8	37
2009	18	40	<b>58</b>	10	32
2008	15	35	<b>50</b>	16	34
<b>Comparison</b>					
Peer Group (Rural)	21	41	<b>62</b>	6	32
National Average	21	39	<b>60</b>	8	32
<b>Ward</b>					
Lakes-Murchison <sup>†</sup>	24	27	<b>51</b>	22	26
Golden Bay	20	45	<b>65</b>	12	23
Motueka	23	31	<b>54</b>	13	33
Moutere-Waimea	21	39	<b>60</b>	11	29
Richmond	22	41	<b>63</b>	15	22

% read across

\* not asked prior to 2008

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

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

- not prepared/organised/delays in response/little help/no follow-up,
- lack of information/not enough publicity/knowledge,
- poor emergency management/could be improved (general).

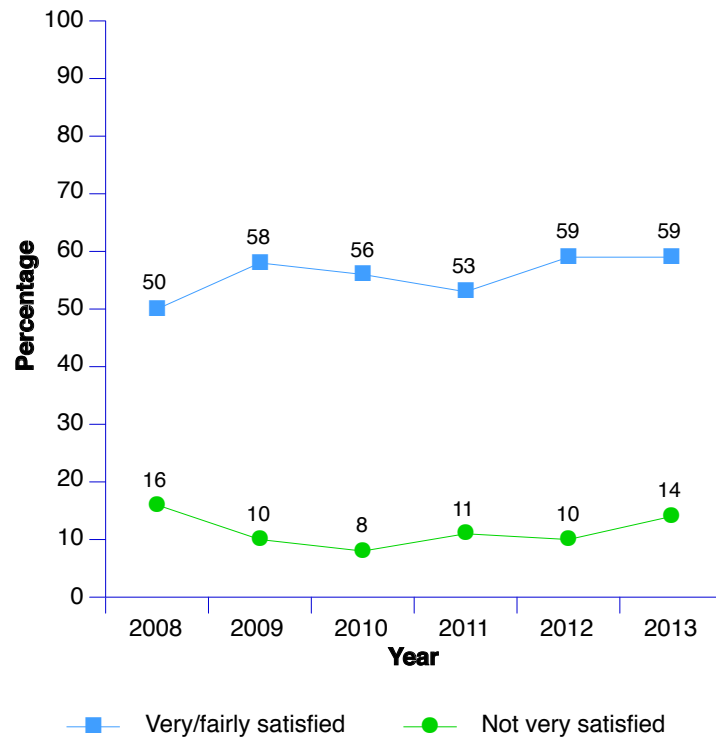
### Summary Table:

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

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Not prepared/organised/ delays in response/little help/ no follow-up	5	6	6	3	4	8
Lack of information/not enough publicity/knowledge	4	5	-	6	4	3
Poor emergency management/ could be improved (general)	3	4	4	2	5	3

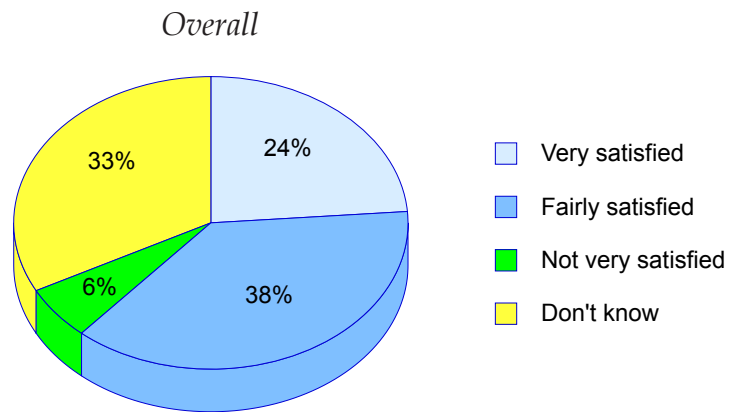
\* multiple responses allowed



*Emergency Management*

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

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



62% of residents are satisfied with environmental education (66% in 2012), while 6% are not very satisfied and 33% are unable to comment (28% in 2012).

There are no comparative Peer Group and National Averages for this reading, however the percent not very satisfied is similar to last year's reading.

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

### Satisfaction With Environmental Education

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013 <sup>†</sup>	24	38	62	6	33
2012 <sup>†</sup>	26	40	66	5	28
2011	29	39	68	5	27
2010	36	38	74	4	22
2009	33	42	75	4	21
<b>Ward</b>					
Lakes-Murchison	17	27	44	9	47
Golden Bay	19	46	65	5	30
Motueka <sup>†</sup>	25	37	62	6	31
Moutere-Waimea <sup>†</sup>	25	41	66	5	30
Richmond	24	36	60	5	35

% read across

\* not asked prior to 2009

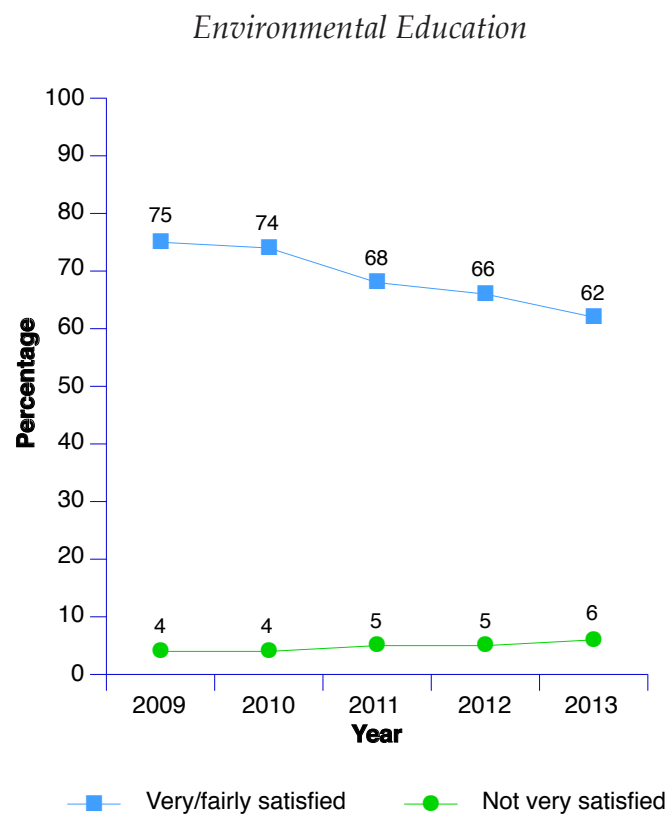
<sup>†</sup> does not add to 100% due to rounding



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

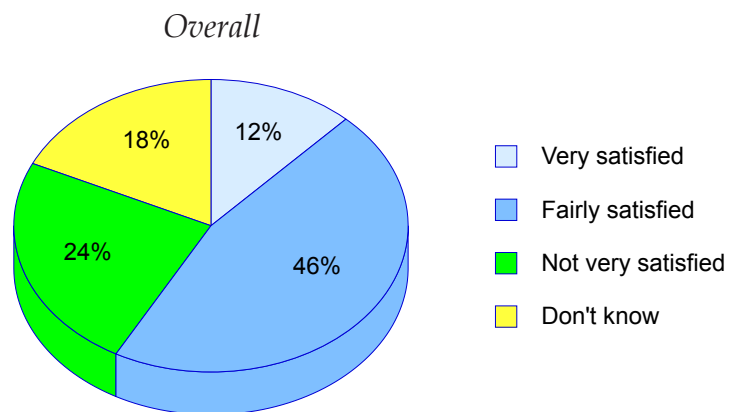
- not enough education/ not publicised enough, mentioned by 2% of all residents,
- not necessary/ waste of ratepayers' money/ not Council function, 2%.

\* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 62%

*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 (62% in 2012), while 24% are not very satisfied (20% in 2012) and 18% are unable to comment.

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

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

- men,
- longer term residents, those residing in the District more than 10 years.

## Satisfaction With Environmental Planning And Policy

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013	12	46	58	24	18
2012	13	49	62	20	18
2011	15	43	58	17	25
2010	22	49	71	14	15
2009	19	50	69	20	11
2008	13	49	62	22	16
<b>Ward</b>					
Lakes-Murchison	9	41	50	25	25
Golden Bay	6	44	50	35	15
Motueka <sup>†</sup>	10	54	64	15	22
Moutere-Waimea	14	41	55	32	13
Richmond	14	46	60	21	19
<b>Gender</b>					
Male <sup>†</sup>	8	45	53	32	16
Female	16	47	63	17	20
<b>Length of Residence</b>					
Lived there 10 years or less	11	50	61	16	23
Lived there more than 10 years <sup>†</sup>	12	45	57	27	17

% read across

\* not asked prior to 2008

<sup>†</sup> 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,
- zoning issues/ rezoning residential to commercial/ rise in rates,
- water supply/ management/ allocation,
- too restrictive/ inflexible/ change rules/ inconsistent/ too bureaucratic,
- more consultation/ communication/ information/ need to listen.

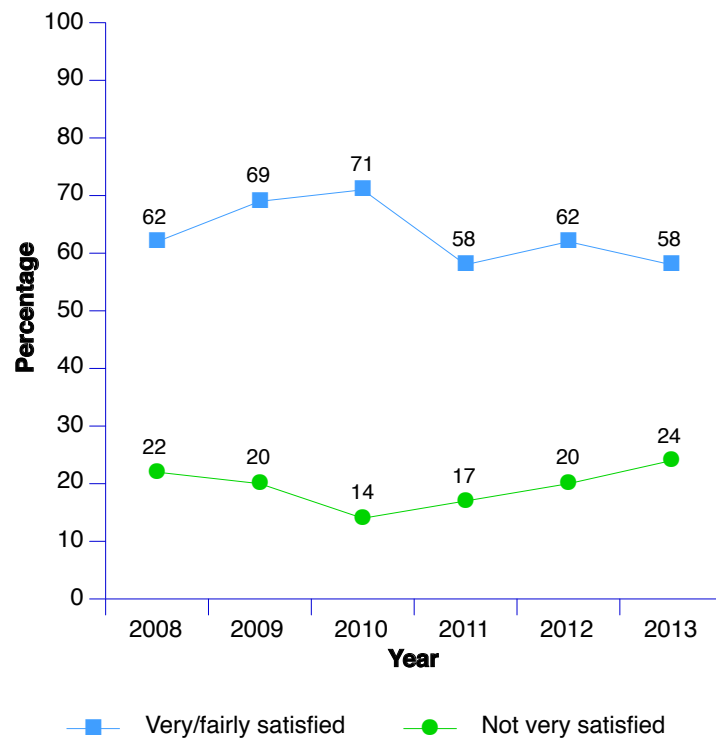
### Summary Table:

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

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Poor planning/ management/ decisions	5	7	8	5	6	2
Zoning issues/ rezoning residential to commercial/ rise in rates	5	1	8	3	6	4
Water supply/ management/ allocation	4	-	3	2	7	4
Too restrictive/ inflexible/ change rules/ inconsistent/ too bureaucratic	4	7	6	2	5	2
More consultation/ communication/ information/ need to listen	3	5	2	1	3	4

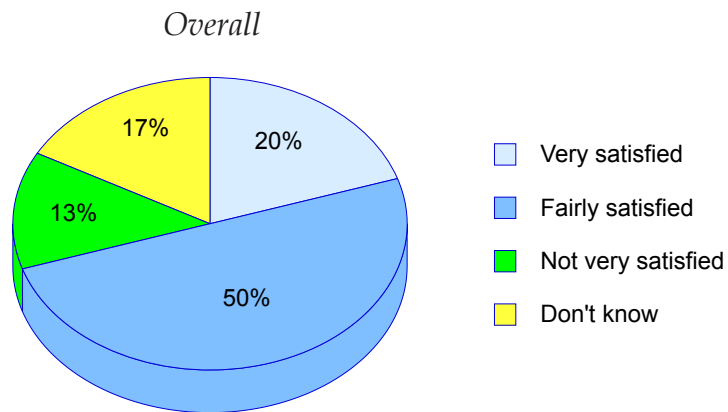
\* multiple responses allowed



*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)*



70% of Tasman residents are satisfied with environmental information, while 13% are not very satisfied (8% in 2012) and 17% are unable to comment (22% in 2012).

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

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

## Satisfaction With Environmental Information

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013	20	50	<b>70</b>	13	17
2012	21	49	<b>70</b>	8	22
2011 <sup>†</sup>	22	46	<b>68</b>	9	24
2010	25	47	<b>72</b>	8	20
2009	25	50	<b>75</b>	9	16
2008	20	52	<b>72</b>	8	20
2002	14	49	<b>63</b>	16	21
<b>Ward</b>					
Lakes-Murchison <sup>†</sup>	8	63	<b>71</b>	18	10
Golden Bay	24	49	<b>73</b>	16	11
Motueka	20	38	<b>58</b>	18	24
Moutere-Waimea	18	55	<b>73</b>	11	16
Richmond <sup>†</sup>	22	55	<b>77</b>	8	16
<b>Gender</b>					
Male	19	52	<b>71</b>	16	13
Female	20	49	<b>69</b>	10	(21)

% read across

\* not asked in 2005 or prior to 2002

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

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

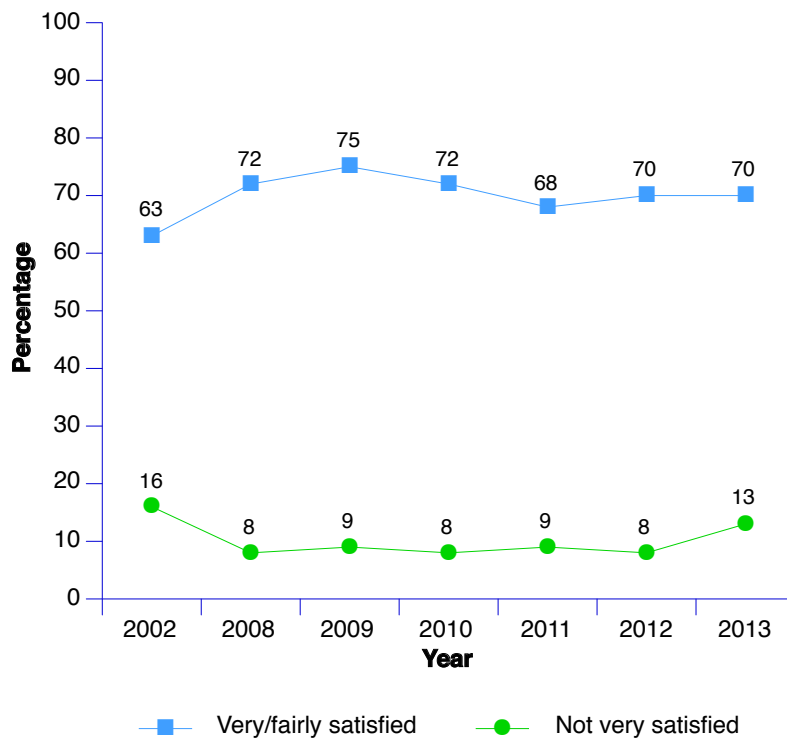
- lack of information/ would like more/ haven't seen any,
- need regular checking/ monitoring of water quality/ could do more,
- no notification of problems/ direct communication,
- concerns about contaminated water.

### Summary Table:

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

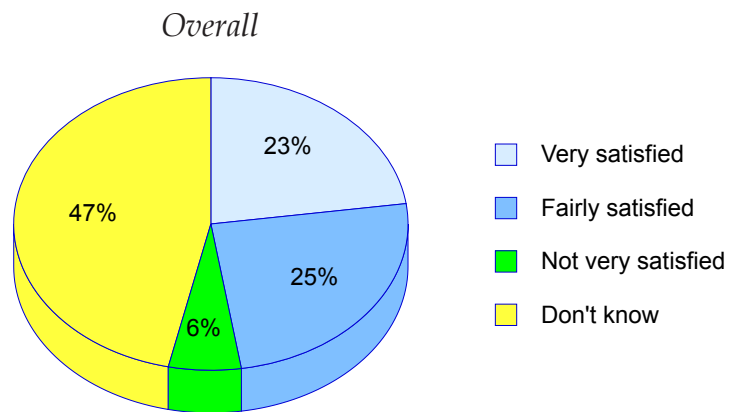
	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Lack of information/ would like more/ haven't seen any	6	9	3	12	5	2
Need regular checking/ monitoring of water quality/ could do more	2	2	4	3	1	1
No notification of problems/ direct communication	2	2	-	2	-	3
Concerns about contaminated water	2	2	5	-	2	1

\* multiple responses allowed

*Environmental Information*

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

*xvi. Harbourmaster And Maritime Safety Services*



48% of Tasman residents are satisfied with harbourmaster and maritime safety services, while 6% are not very satisfied. A significant percentage, 47%, 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 harbourmaster and maritime safety services.

### Satisfaction With Harbourmaster And Maritime Safety Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013**†	23	25	48	6	47
2012†	15	22	37	7	57
2011	19	28	47	4	49
2010†	19	31	50	2	49
<b>Ward</b>					
Lakes-Murchison	11	11	22	4	74
Golden Bay	21	36	57	9	34
Motueka	30	24	54	10	36
Moutere-Waimea	32	27	59	5	36
Richmond†	15	22	37	2	62

% read across

† does not add to 100% due to rounding

\* not asked prior to 2010

\*\* readings prior to 2013 refer to "harbour management and safety activity - eg, harbourmaster activities"



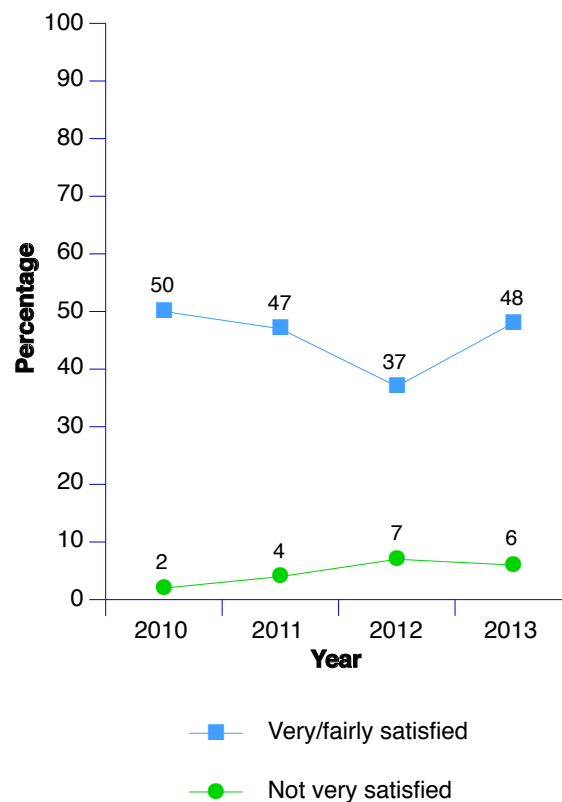


The main reasons\* residents are not very satisfied with harbourmaster and maritime safety services are ...

- harbourmaster / lacks people skills / overboard with rules, mentioned by 2% of all residents,
- improvements / changes to be made, 1%,
- not well monitored / policed / not strict enough, 1%,
- poor standard / don't know who's in charge / run by volunteers, 1%.

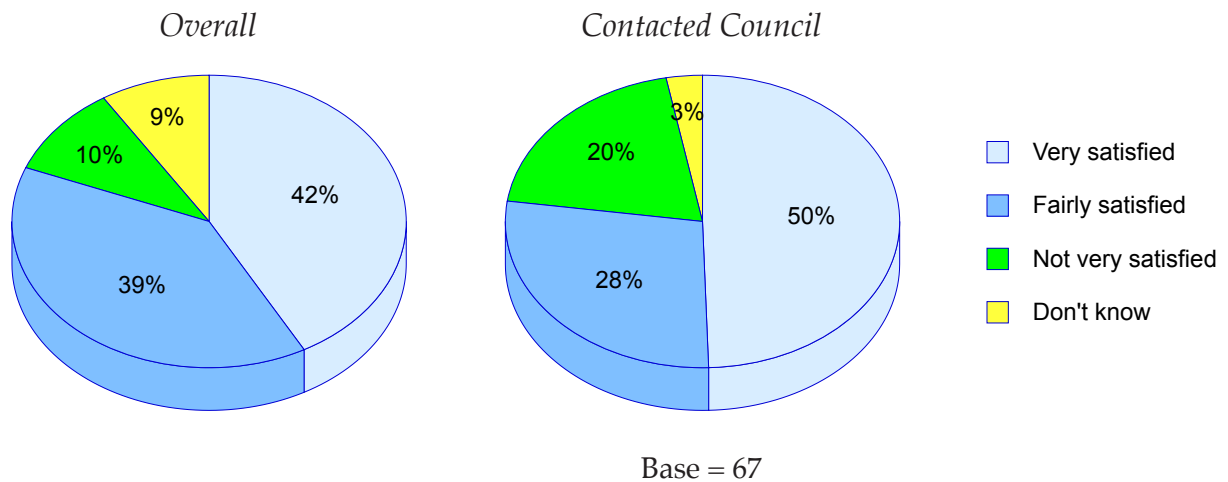
\* multiple responses allowed

*Harbourmaster And Maritime Safety Services*



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 48%

### xvii. Dog Control



81% of Tasman District residents express satisfaction with the Council's efforts in controlling dogs (78% in 2012), including 42% who are very satisfied (38% in 2012). 10% are not very satisfied and 9% are unable to comment.

The percent not very satisfied is slightly below the Peer Group Average, below the National Average and on par with the 2012 reading.

18% of households have contacted the Council about dog control. Of these, 78% are satisfied and 20% 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 control of dogs. However, it appears that residents with an annual household income of less than \$30,000 are slightly more likely, than other income groups, to feel this way.

## Satisfaction With Dog Control

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013	42	39	81	10	9
2012	38	40	78	14	8
2010	37	40	77	9	14
2009	30	50	80	12	8
2008	36	39	75	12	13
2005	26	47	73	12	15
Contacted Council†	50	28	78	20	3
<b>Comparison</b>					
Peer Group (Rural)	35	39	74	16	10
National Average	32	44	76	18	6
<b>Ward</b>					
Lakes-Murchison†	33	49	82	10	7
Golden Bay	33	39	72	14	14
Motueka	41	41	82	13	5
Moutere-Waimea	55	32	87	8	5
Richmond	39	40	79	6	15
<b>Household Income</b>					
Less than \$30,000 pa	40	35	75	20	5
\$30,000 - \$50,000 pa	41	43	84	9	7
\$50,001 - \$100,000 pa	43	40	83	7	10
More than \$100,000 pa	38	36	74	9	17

% read across

\* not asked prior to 2005 and not asked in 2011

† does not add to 100% due to rounding

The main reasons\* residents are not very satisfied with dog control are ...

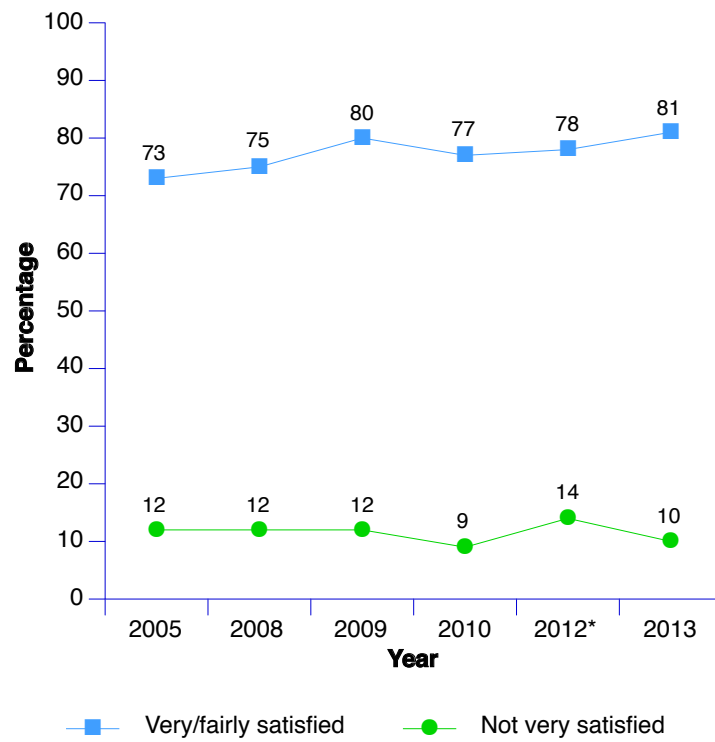
- too many roaming/uncontrolled dogs,
- danger to people and other animals,
- poor service/rangers could do a better job.

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

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Too many roaming/uncontrolled dogs	5	8	5	6	6	2
Danger to people and other animals	3	-	5	4	4	2
Poor service/ rangers could do a better job	2	2	5	2	1	1

\* multiple responses allowed

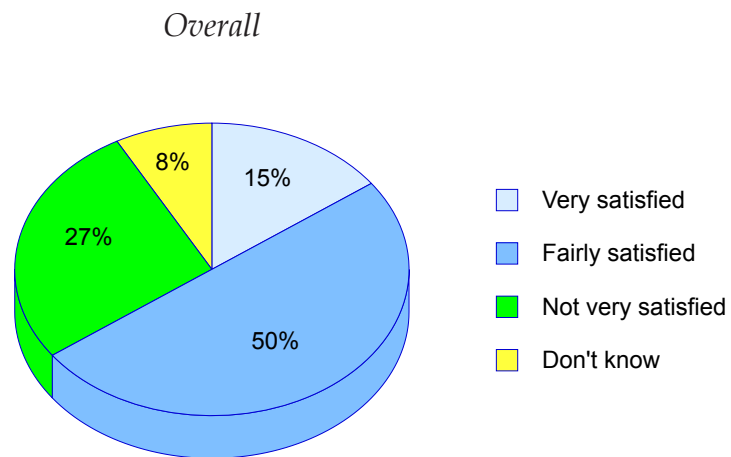
*Dog Control*



\* not asked prior to 2005 and not asked in 2011

Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 81%  
 Contacted Council = 78%

*xviii. Council's Management Of Natural Hazards (eg, flooding, coastal erosion)*



65% of Tasman residents are satisfied with Council's management of natural hazards, while 27% are not very satisfied and 8% are unable to comment.

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

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

- men,
- residents with an annual household income of more than \$100,000.

### Satisfaction With Council's Management Of Natural Hazards

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013	15	50	65	27	8
<b>Ward</b>					
Lakes-Murchison†	5	50	55	31	14
Golden Bay	21	40	61	21	18
Motueka	15	50	65	25	10
Moutere-Waimea	15	55	70	28	2
Richmond	13	51	64	28	8
<b>Gender†</b>					
Male	12	50	62	31	8
Female	17	50	67	23	9
<b>Household Income</b>					
Less than \$30,000 pa	18	48	66	26	8
\$30,000 - \$50,000 pa	18	49	67	20	13
\$50,001 - \$100,000 pa	12	55	67	24	9
More than \$100,000 pa	11	42	53	43	4

% read across

\* not asked prior to 2013

† does not add to 100% due to rounding





The main reasons residents are not very satisfied with Council's management of natural hazards are ...

- flooding/inadequate drainage/lack of maintenance,
- erosion problems/groyne not working/waste of money,
- poor management/planning/not proactive (general).

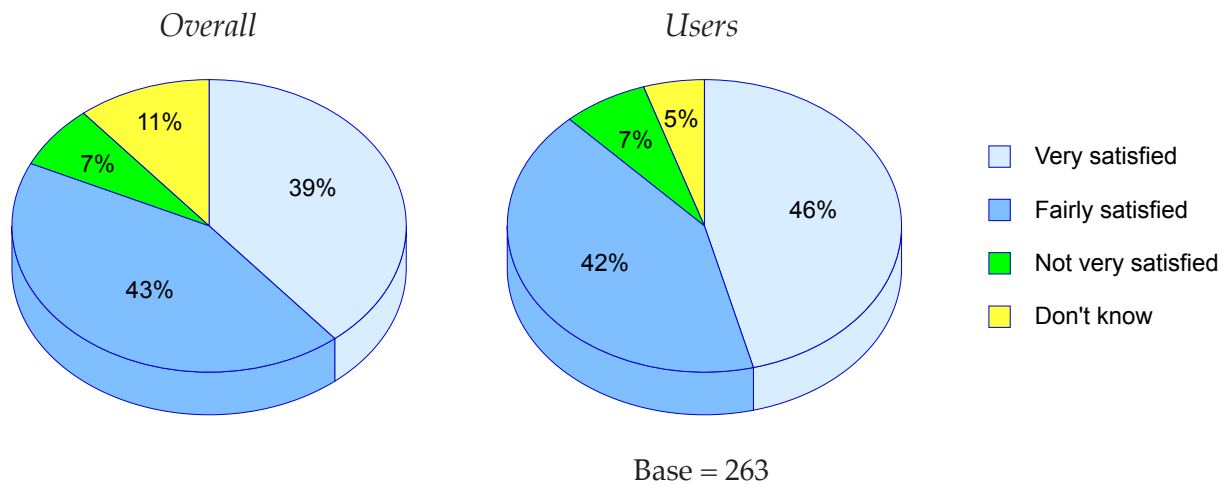
**Summary Table: Main Reasons\* For Being Not Very Satisfied With Council's Management Of Natural Hazards**

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Flooding/inadequate drainage/ lack of maintenance	13	12	11	12	15	15
Erosion problems/ groyne not working/waste of money	5	4	8	6	9	2
Poor management/planning/ not proactive (general)	5	10	2	5	5	4

\* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 65%

*xix. Multi-Purpose Public Halls And Community Buildings*



82% of residents are satisfied with multi-purpose public halls and community buildings in the District, including 39% who are very satisfied. 7% are not very satisfied and 11% are unable to comment.

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

68% of household have used a public hall or community building in the last 12 months. Of these, 88% are satisfied and 7% 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 multi-purpose public halls and community buildings.

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

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013	39	43	<b>82</b>	7	11
2009	24	46	<b>70</b>	6	14
Users	46	42	<b>88</b>	7	5
<b>Comparison**</b>					
Peer Group (Rural)	38	38	<b>76</b>	8	16
National Average†	25	41	<b>66</b>	5	30
<b>Ward</b>					
Lakes-Murchison	46	27	<b>73</b>	4	23
Golden Bay	30	35	<b>65</b>	14	21
Motueka	44	46	<b>90</b>	5	5
Moutere-Waimea	43	44	<b>87</b>	5	8
Richmond	32	48	<b>80</b>	8	12

% read across

\* not asked prior to 2009 and from 2010-2012

† does not add to 100% due to rounding

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

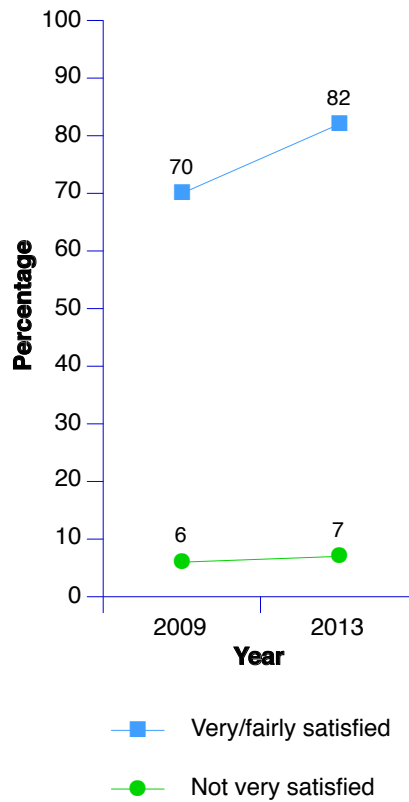


The main reasons\* residents are not very satisfied with multi-purpose public halls and community buildings are ...

- don't have one / not enough public halls / need one, mentioned by 2% of all residents,
- need upgrading / tidying up, 2%.

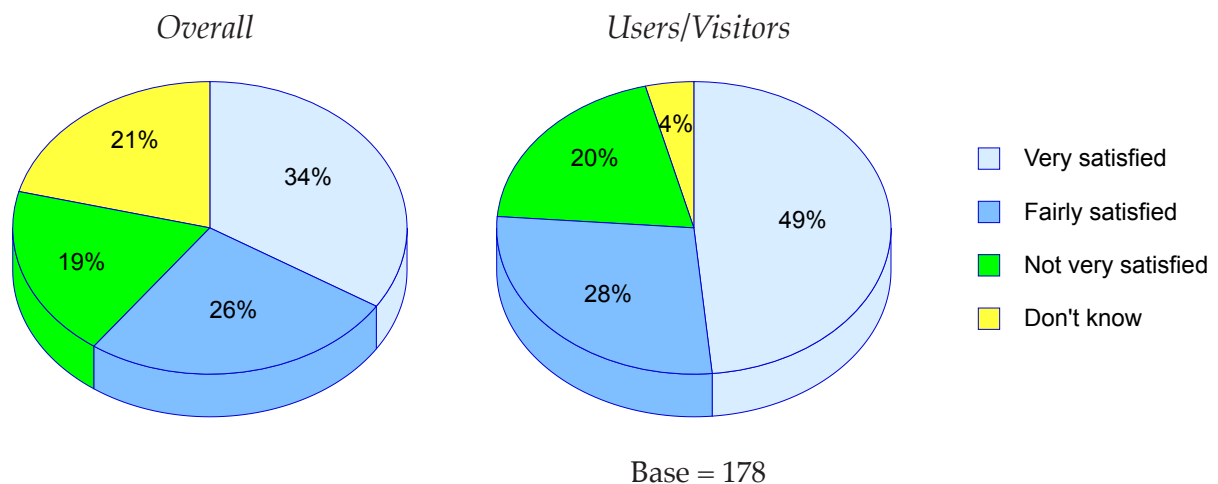
\* multiple responses allowed

*Multi-Purpose Public Halls And Community Buildings*



Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 82%  
 Users = 88%

## xx. Public Swimming Pools



60% of Tasman residents are satisfied with public swimming pools in the District, including 34% who are very satisfied. 19% are not very satisfied and 21% are unable to comment.

The percent not very satisfied (19%) is above the Peer Group and National Averages.

51% of residents say they, or a member of their household, have used or visited a public swimming pool in the last 12 months. Of these 77% are satisfied and 20% are not very satisfied.

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

- Motueka Ward residents,
- women.

## Satisfaction With Public Swimming Pools

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2013	34	26	60	19	21
2009	28	26	54	14	32
Users/Visitors <sup>†</sup>	49	28	77	20	4
<b>Comparison**</b>					
Peer Group (Rural) <sup>†</sup>	31	29	60	11	30
National Average	34	30	64	10	26
<b>Ward</b>					
Lakes-Murchison <sup>†</sup>	28	19	47	9	45
Golden Bay	8	47	55	23	22
Motueka	11	19	30	40	30
Moutere-Waimea <sup>†</sup>	43	26	69	12	20
Richmond <sup>†</sup>	54	27	81	10	8
<b>Gender</b>					
Male	33	34	67	12	21
Female <sup>†</sup>	35	19	54	26	21

% read across

\* not asked prior to 2009 and not asked 2010-2012

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

The main reasons residents are not very satisfied with public swimming pools are ...

- no public swimming pool/ would like one/ only have school pool,
- would like covered in, heated pool for all year use/ upgrade school pool,
- entry fees too expensive.

### Summary Table:

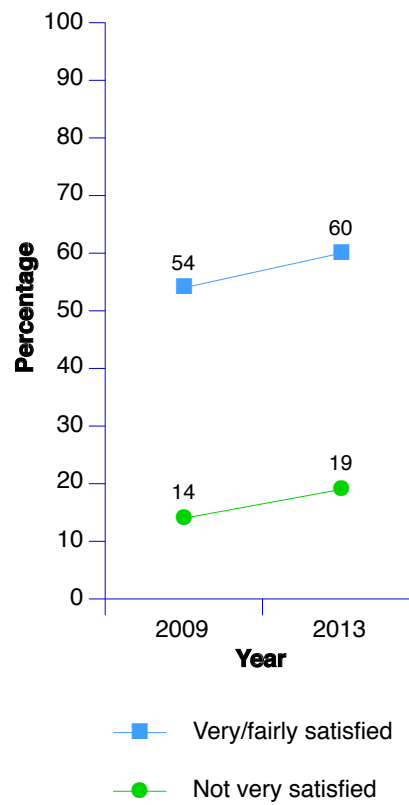
#### Main Reasons\* For Being Not Very Satisfied With Public Swimming Pools

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
No public swimming pool/ would like one/ only have school pool	12	5	15	34	6	-
Would like covered in, heated pool for all year use/ upgrade school pool	2	4	6	3	-	1
Entry fees too expensive	2	-	-	-	1	5

\* multiple responses allowed



*Public Swimming Pools*



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 60%

Users / Visitors = 77%





## 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.

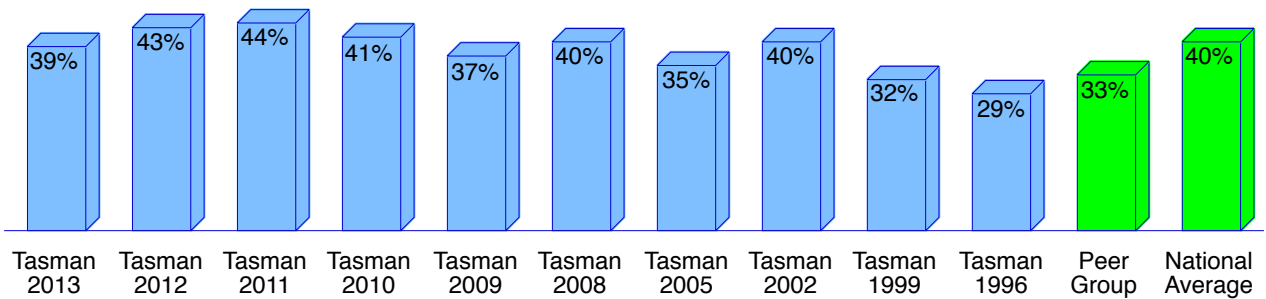
This was asked in order to gauge the level of support Tasman District residents have for Council's actions, decisions and management. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision.

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

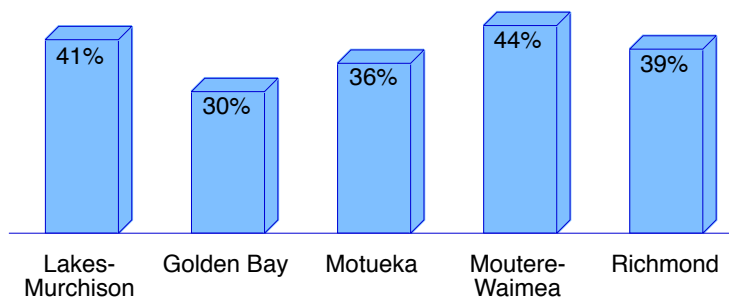
Overall, 39% of Tasman District residents have in mind a recent Council action, decision or management they approve of (43% in 2012). This is slightly above the Peer Group Average and similar to the National Average.

There are no notable differences between Wards and between socio-economic groups in terms of those residents who are more have in mind a Council action, decision or management they approve of.

*Percent Approving - Comparison*



*Percent Approving - By Ward*



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

- the cycleway/bike trails,
- beautification/upgrades/upkeep of parks, reserves, public areas,
- do a good job/good service/good leadership,
- river/flood management/quick response/follow-up,
- library facilities,
- sport and recreation facilities.

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

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
<b>Percent Who Mention ...</b>						
The cycleway/bike trails	<b>9</b>	-	6	11	17	5
Beautification/upgrades/upkeep of parks, reserves, public areas	<b>5</b>	-	-	6	2	10
Do a good job/good service/good leadership <sup>†</sup>	<b>5</b>	-	3	4	6	6
River/flood management/quick response/follow-up	<b>4</b>	12	7	2	2	4
Library facilities <sup>†</sup>	<b>3</b>	2	2	5	3	1
Sport and recreation facilities	<b>3</b>	5	4	2	2	3

NB: refer to page 99

<sup>†</sup> 1% of residents mention "library issues" as an issue they **disapprove** of



Other actions/decisions/management finding approval amongst 2% of residents are ...

- walkways,
- good consultation/communication/keep us informed/listen,
- public halls,
- improved roading/traffic flow/road safety,
- community involvement/financial help/support community events,

by 1% ...

- shopping facilities/free parking,
- stance on amalgamation with Nelson,
- keeping rates down.

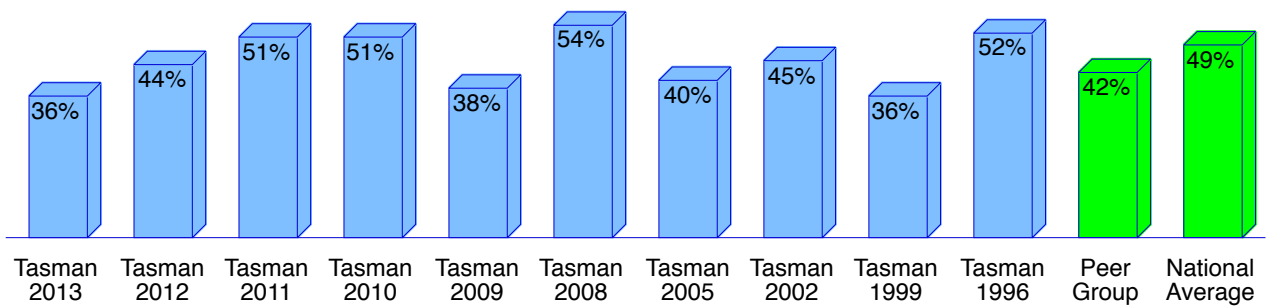
## b. Recent Council Actions, Decisions Or Management Residents Disapprove Of

Overall, 36% of Tasman District residents have in mind a recent Council action, decision or management they disapprove of (44% in 2012). This is slightly below the Peer Group Average and below the National Average.

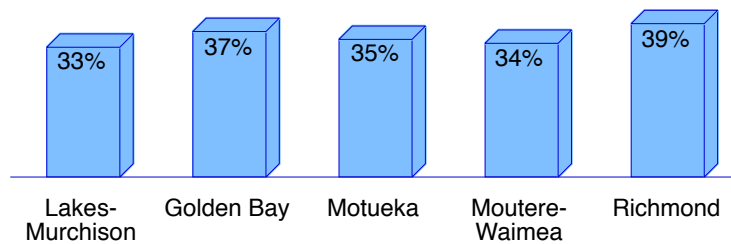
There are no notable differences between Wards and between socio-economic groups in terms of residents who have in mind a recent Council action, decision or management they disapprove of. However, it appears that the following are slightly more likely to feel this way ...

- residents aged 45 years or over,
- longer term residents, those residing in the District more than 10 years.

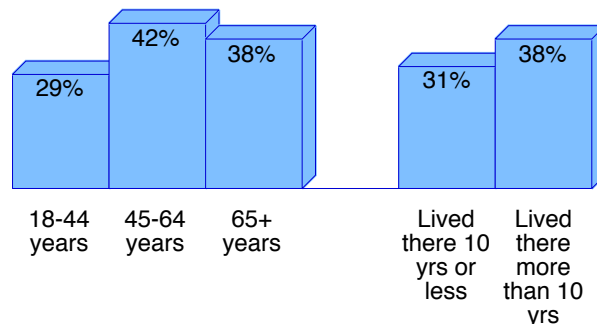
*Percent Disapproving - Comparison*



*Percent Disapproving - By Ward*



*Percent Disapproving - Comparing Different Types Of Residents*





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

- planning issues/rezoning/subdivisions,
- flooding/flood management/follow up,
- rates increases/rates too high/rates issues,
- environmental issues (excluding flooding),
- Council performance/attitude/communication,
- Council spending/overspending/money wasted,
- roading/roadworks/road safety.

### Summary Table:

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

	Total District 2013 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Planning issues/rezoning/subdivision	6	2	9	7	4	6
Flooding/flood management/ follow up*	4	5	2	1	2	7
Rates increases/rates too high/ rates issues**	3	6	2	-	5	5
Environmental issues (excl. flooding)	3	5	2	5	4	-
Council performance/attitude/ communication†	3	5	2	1	5	2
Council spending/overspending/ money wasted	3	1	-	6	1	3
Roading/roadworks/road safety††	3	5	3	3	3	1

NB: refer to page 97

† 5% of residents mention "do a good job/good service/good leadership" as an issue they approve of

†† 2% of residents mention "improved roading/traffic flow/road safety" as an issue they approve of

\* 4% of residents mention "river/flood management/quick response/follow up" as an issue they approve of

\*\* 1% of residents mention "keeping rates down" as an issue they approve of



Other actions/decisions/management finding disapproval among 2% of residents are ...

- new Council building/staffing costs,
- water supply issues,

by 1% ...

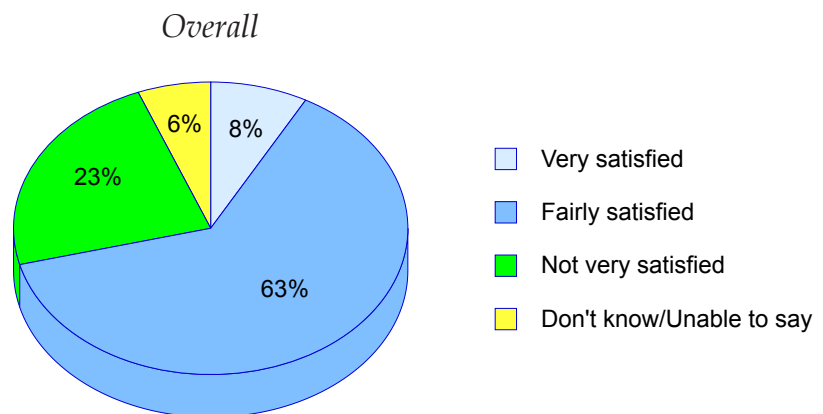
- amalgamation issues,
- library issues,
- consent and permit process/slow/expensive.





### 3. Rates Issues

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



Overall, 71% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council (75% in 2012), while 23% are not very satisfied (19% in 2012).

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

Residents more likely to be not very satisfied with the way rates are spent on services and facilities provided by Council are ...

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

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

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2013	8	63	71	23	6
2012	8	67	75	19	6
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
<b>Comparison</b>					
Peer Group (Rural)	5	57	62	34	4
National Average <sup>†</sup>	7	60	67	28	6
<b>Ward</b>					
Lakes-Murchison <sup>†</sup>	5	49	54	35	12
Golden Bay	8	57	65	29	6
Motueka	7	67	74	22	4
Moutere-Waimea	9	62	71	25	4
Richmond	9	64	73	18	9
<b>Gender</b>					
Male	8	58	66	30	4
Female <sup>†</sup>	8	67	75	17	9
<b>Household Size</b>					
1-2 person household	7	60	67	28	5
3+ person household	9	64	73	19	8
<b>Length of Residence</b>					
Lived there 10 years or less	13	63	76	15	9
Lived there more than 10 years <sup>†</sup>	6	62	68	26	5

% read across

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

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

- rates too high/increases/ too high for services received/not value for money,
- poor financial management/wasting money/overspending,
- too much spent on Council offices/admin/salaries.

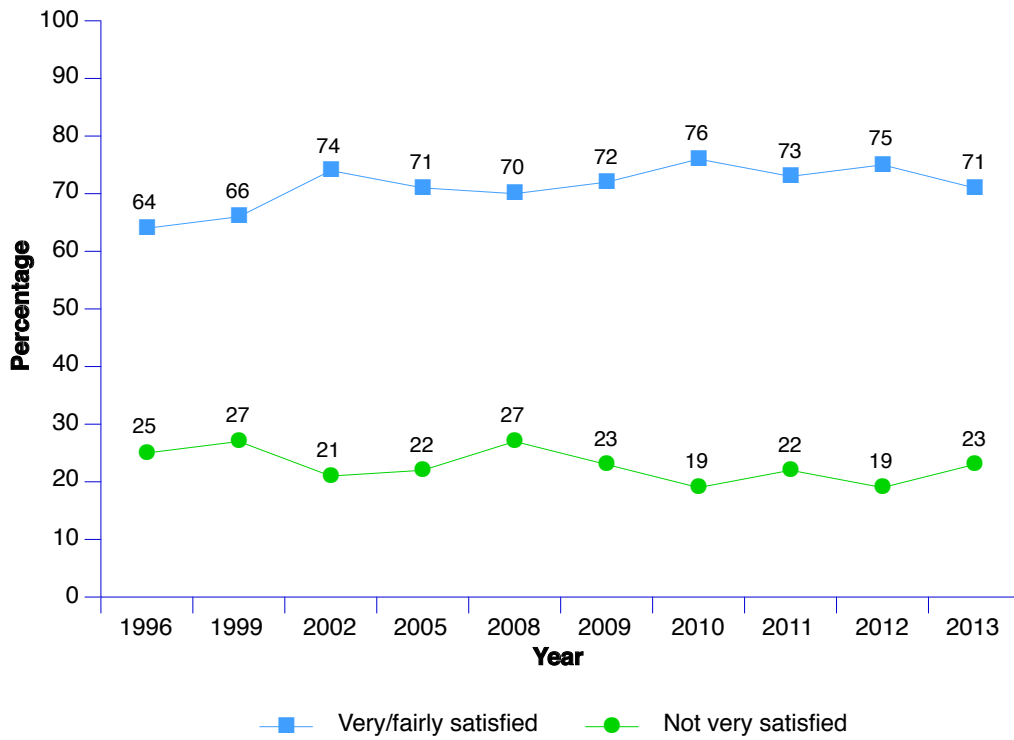
**Summary Table: Main Reasons\* For Being Not Very Satisfied With The Way Rates Are Spent On Services And Facilities Provided By Council**

	Total District 2013 %	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	8	16	10	6	8	7
Poor financial management/wasting money/overspending	6	4	7	8	7	3
Too much spent on Council offices/admin/salaries	3	-	-	2	4	6

\* multiple responses allowed



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



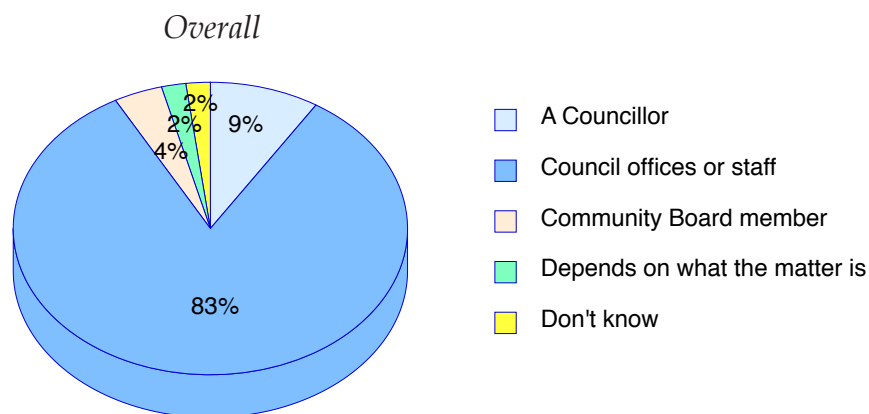
Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 71%





#### **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 2013 %	Total District 2012 %	Ward				
			Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<i>Percent Who Mention ...</i>							
The Council offices or staff	<b>83</b>	79	73	65	83	91	84
A Councillor	<b>9</b>	7	22	12	6	6	9
A Community Board member*	<b>4</b>	5	2	15	9	-	-
Depends on what the matter is	<b>2</b>	2	4	4	2	-	2
The Mayor	<b>-</b>	1	-	-	-	-	1
Don't know	<b>2</b>	5	-	4	1	2	4
Total	<b>100</b>	<sup>†</sup> 99	<sup>†</sup> 101	100	<sup>†</sup> 101	99	100

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

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

83% of residents would contact Council offices or staff first if they had a matter to raise with Council (79% in 2012), followed by a Councillor, 9%.

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 residents aged 18 to 44 years are slightly more likely to do so, than other age groups.

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**

*"About the Domain Board building."*  
*"If it wasn't a fair go over an issue."*  
*"Issue with a park, water smelling, eg, a pond."*  
*"Retaining I-site office/flood protection."*  
*"Potholes in the road, street maintenance."*  
*"80km speed limit, against it."*  
*"Dog noise."*  
*"If having trouble with planning/consent issues."*  
*"When I have a policy issue."*

### **Contact The Offices**

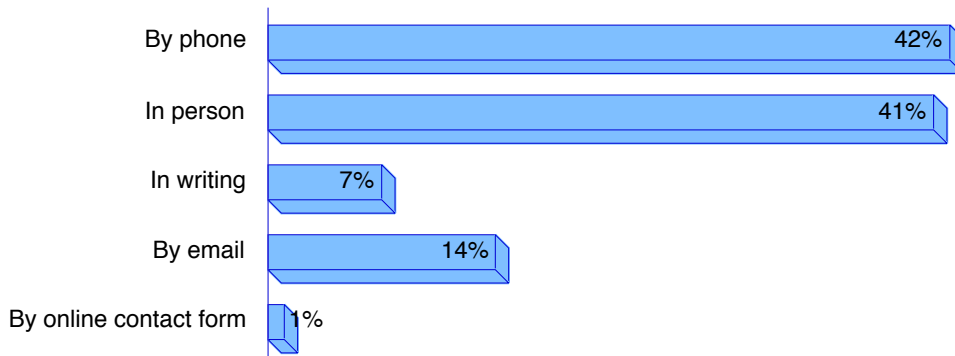
*"Irrigation problems, the Bio Security staff."*  
*"A building consent I was waiting for."*  
*"A neighbour having a loud party."*  
*"Building consents."*  
*"For consents."*  
*"Renew drivers licence."*  
*"Pay the rates."*  
*"Planning/consent issues."*  
*"When I have an uneven footpath outside my place."*

### **Contact A Community Board member**

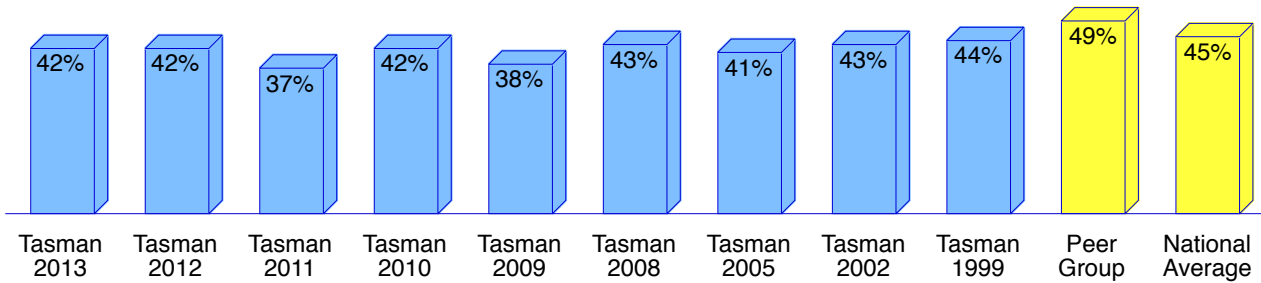
*"Same as Councillor, when I have a policy issue."*

**b. Levels Of Contact**

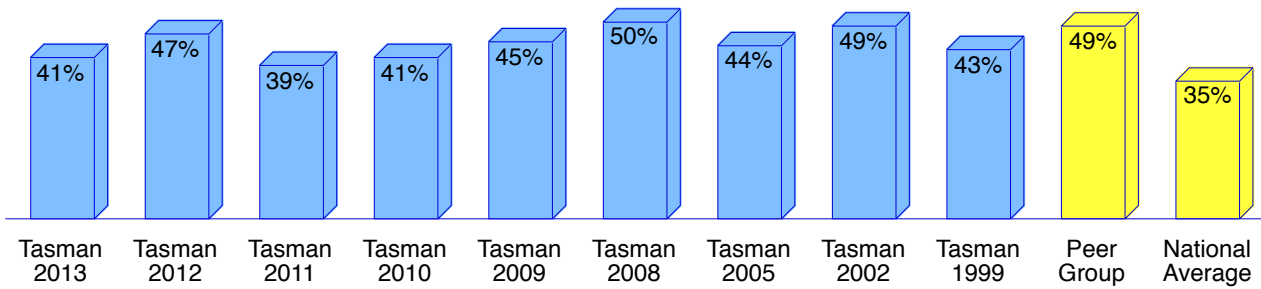
*2013 - Yes, Have Contacted Council Offices ...*



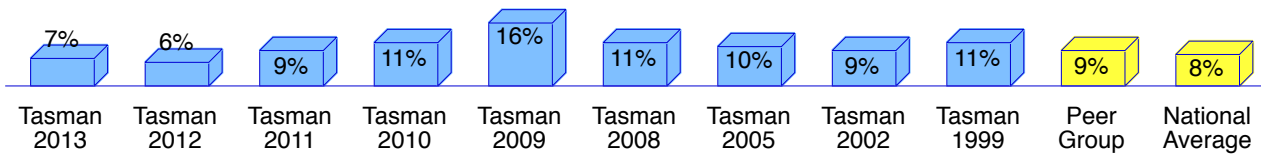
*Percent Saying 'Yes - By Phone' - Comparison*



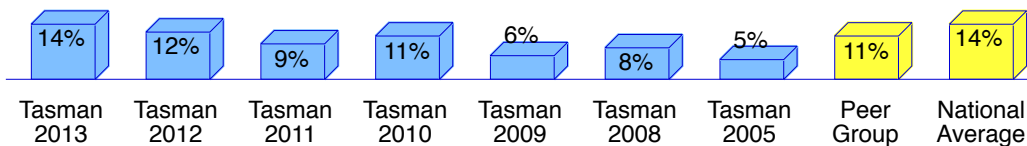
*Percent Saying 'Yes - In Person' - Comparison*



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



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



42% of residents have contacted Council offices by phone in the last year, while 41% visited a Council office in person (47% in 2012) and 7% contacted Council in writing. 14% have contacted Council offices by email and 1% contacted them by online contact form (not asked in previous years).

Residents are below like residents and on par with 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 less likely than 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 on par with the Peer Group Average and similar to the National Average, in terms of contacting Council by email.

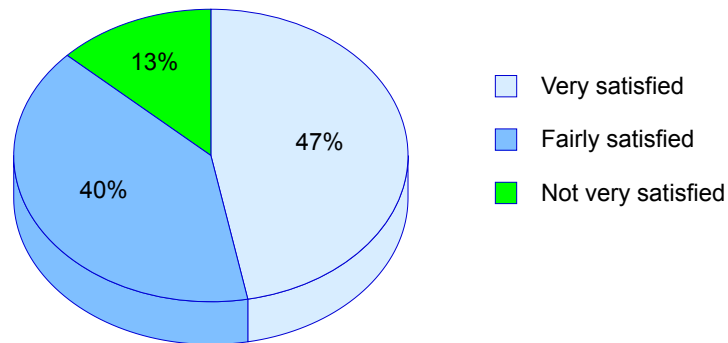
There are no Peer Group and National Averages for contact by online contact form.

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

- Golden Bay Ward residents.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who have contacted Council offices **by phone, in writing, by email** and/or by **online contact form**.

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



Base = 169

87% of residents contacting the Council Offices by phone in the last 12 months are satisfied (80% in 2012), including 47% who are very satisfied, while 13% are not very satisfied (20% in 2012).

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

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

<sup>†</sup> those residents who have contacted the Council offices by phone (N = 169)

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

- poor attitude/ rude/ unhelpful, mentioned by 3% of residents contacting Council by phone (5 respondents),
- poor service/lack of knowledge/slow, 3% (5 respondents),
- lack of action, 2% (4 respondents),
- unsatisfactory outcome/not resolved, 2% (3 respondents).

\* multiple responses allowed



### Satisfaction When Contacting Council Offices By Phone

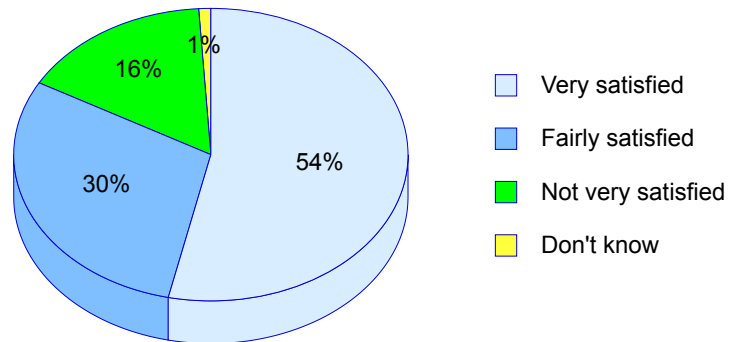
	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Contacted Council Offices By Phone</b>					
2013	47	40	87	13	-
2012	44	36	80	20	-
2011	37	40	77	23	-
2010	40	44	84	16	-
2009	38	36	74	26	-
2008	32	42	74	26	-
2005	37	42	79	21	-
2002	32	48	80	20	-
<b>Comparison</b>					
Peer Group (Rural)	50	36	86	14	-
National Average	40	42	82	18	-
<b>Ward</b>					
Lakes-Murchison*	35	55	90	10	-
Golden Bay*	46	31	77	23	-
Motueka	46	39	85	15	-
Moutere-Waimea	46	42	88	12	-
Richmond	52	39	91	9	-
<b>Household Size</b>					
1-2 person household	42	40	82	18	-
3+ person household	52	40	92	8	-

Base = 169

% read across

\* caution: small bases

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



Base = 163

84% of residents contacting a Council office in person in the last 12 months are satisfied, including 54% who are very satisfied. These readings are similar to the 2012 results.

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

Longer term residents<sup>†</sup>, those residing in the District more than 10 years, are more likely to be not very satisfied, than shorter term residents<sup>†</sup>.

<sup>†</sup> those residents who have contacted Council offices in person (N = 163)

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

- poor attitude/ rude/ fobbed off/ unhelpful, mentioned by 5% of residents who contacted a Council office in person (8 respondents),
- poor service/ slow/ inefficient, 4% (6 respondents),
- hard to get answers/ get the runaround, 4% (6 respondents),

\* multiple responses allowed

### Satisfaction When Contacting Council Offices In Person

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Contacted Council Offices In Person</b>					
2013 <sup>†</sup>	54	30	84	16	1
2012	53	34	87	13	-
2011	47	39	86	14	-
2010 <sup>†</sup>	50	37	87	12	2
2009	48	37	85	15	-
2008	36	43	79	21	-
2005	34	48	82	18	-
2002	34	53	87	12	1
<b>Comparison</b>					
Peer Group (Rural)	59	33	92	8	-
National Average	53	35	88	12	-
<b>Ward</b>					
Lakes-Murchison*	78	11	89	11	-
Golden Bay**	49	30	79	18	4
Motueka	50	30	80	20	-
Moutere-Waimea	59	19	78	22	-
Richmond	52	40	92	8	-
<b>Length of Residence</b>					
Lived there 10 years or less	55	38	93	7	-
Lived there more than 10 years	54	27	81	19	-

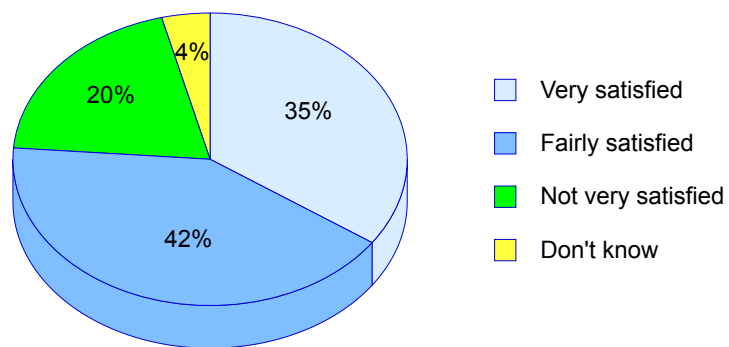
Base = 163

% read across

\* caution: small bases

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

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



Base = 28<sup>†</sup>  
 Margin of error ±18.5%  
<sup>†</sup> caution: small base

77% of residents contacting the Council offices in writing in the last 12 months are satisfied (65% in 2012) and 20% are not very satisfied (31% in 2012).

The percent not very satisfied is on par with the Peer Group and National Averages (caution is required as the base is small).

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 %
<b>Contacted Council Offices In Writing</b>					
2013 <sup>†</sup>	35	42	77	20	4
2012	32	33	65	31	4
2011	17	57	74	20	6
2010 <sup>†</sup>	21	41	62	34	5
2009	46	29	75	21	4
2008	14	45	59	41	-
2005	20	39	59	37	4
2002	21	49	70	28	2
<b>Comparison</b>					
Peer Group (Rural)	30	32	62	34	4
National Average	26	39	65	34	1
<b>Ward**</b>					
Lakes-Murchison	-	100	100	-	-
Golden Bay	17	28	45	55	-
Motueka	27	61	88	12	-
Moutere-Waimea	48	29	77	7	16
Richmond	48	44	92	8	-

Base = 28\*

% read across

\* caution: small base

\*\* caution: very small bases

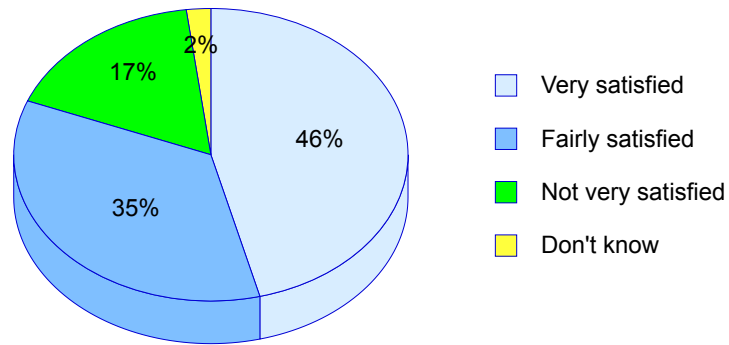
† does not add to 100% due to rounding

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

- unreasonable/ wouldn't listen, mentioned by 10% of residents contacting Council Offices in writing (3 respondents),
- no reply / response, 5% (1 respondent).

\* multiple responses allowed

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



Base = 52  
Margin of error  $\pm 13.6\%$

81% of residents contacting the Council offices by email in the last 12 months are satisfied (75% in 2012), while 17% are not very satisfied.

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

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

### Satisfaction When Contacting The Council Offices By Email

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Contacted Council Offices By Email</b>					
2013	46	35	<b>81</b>	17	2
2012 <sup>†</sup>	38	37	<b>75</b>	20	6
2011	42	38	<b>80</b>	20	-
2010	44	25	<b>69</b>	29	2
2009	42	37	<b>79</b>	21	-
2008	23	48	<b>71</b>	29	-
<b>Comparison</b>					
Peer Group (Rural)	51	36	<b>87</b>	13	-
National Average	38	40	<b>78</b>	22	-
<b>Ward*</b>					
Lakes-Murchison	66	34	<b>100</b>	-	-
Golden Bay <sup>†</sup>	17	54	<b>71</b>	28	-
Motueka	63	21	<b>84</b>	16	-
Moutere-Waimea	43	37	<b>80</b>	12	8
Richmond	43	37	<b>80</b>	20	-

Base = 52

% read across

\* caution: very small bases

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

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

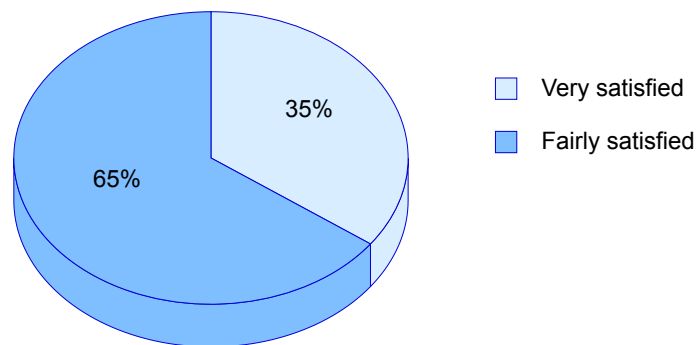
- no reply / slow response, mentioned by 7% of residents contacting Council offices by email (4 respondents),
- unsatisfactory outcome, 5% (3 respondents).

\* multiple responses allowed





**g. Satisfaction When Contacting The Council Offices By Online Contact Form**



Base = 8\*

\* Caution: very small base

Eight residents contacting the Council offices by online contact form in the last 12 months are satisfied (100%).

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

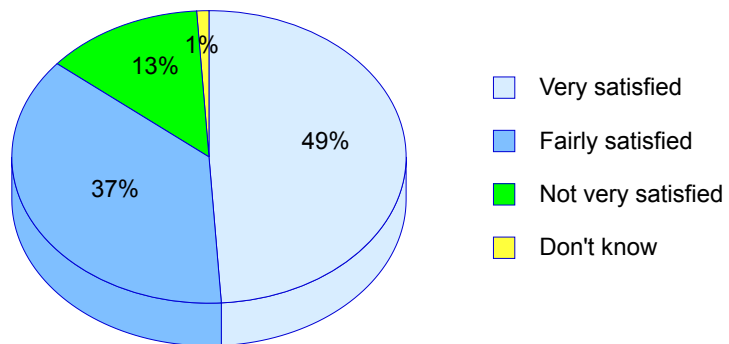
The Council office or service centre residents mainly deal with is the office in their Ward or close to their Ward.

	Had Contact 2013 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Richmond	73	76	25	41	95	99
Motueka	16	4	-	59	4	1
Takaka	10	-	75	-	-	-
Murchison	2	21	-	-	-	-
Unsure	-	-	-	-	1	-
Total	100	*101	100	100	100	100
Base	240	*24	*28	56	58	74

\* caution: small base

† does not add to 100% due to rounding

*Contacted A Council Office In Last 12 Months*



Base = 240

Of the 60% residents who contacted the Council offices by phone, in person, in writing, by email and/or by online contact form in the last 12 months (66% in 2012), 86% are satisfied, including 49% who are very satisfied, with 13% being not very satisfied.

The percent not very satisfied is similar to the Peer Group Average and on par with the National Average and the 2012 reading.

73% of residents who have contacted the Council in the last 12 months, have contacted the Richmond Office (67% in 2012), while 16% have contacted the Motueka Office (21% in 2012).

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

<sup>†</sup> those residents who have contacted Council in the last 12 months (N = 240)



## Satisfaction When Contacting Council

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Contacted Council</b>					
2013	49	37	<b>86</b>	13	1
2012	47	35	<b>82</b>	17	1
2011	40	42	<b>82</b>	17	1
2010	41	45	<b>86</b>	13	1
2009	42	46	<b>88</b>	12	-
2008	36	47	<b>83</b>	17	-
2005	32	51	<b>83</b>	17	-
2002	35	50	<b>85</b>	14	1
1999	31	53	<b>84</b>	16	-
1996	36	44	<b>80</b>	18	2
<b>Comparison</b>					
Peer Group (Rural)	48	39	<b>87</b>	12	1
National Average	41	41	<b>82</b>	17	1
<b>Ward</b>					
Lakes-Murchison*	47	41	<b>88</b>	12	-
Golden Bay*†	43	42	<b>85</b>	16	-
Motueka	46	39	<b>85</b>	15	-
Moutere-Waimea†	53	28	<b>81</b>	18	-
Richmond	52	39	<b>91</b>	6	3

Base = 240

% 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	=	86%
Contacted By Phone	=	87%
Contacted In Person	=	84%
Contacted In Writing*	=	77%
Contacted By Email	=	81%
Contacted by Online Contact Form**	=	100%

\* caution: small base (N = 28)

\*\* caution: very small base (N = 8)

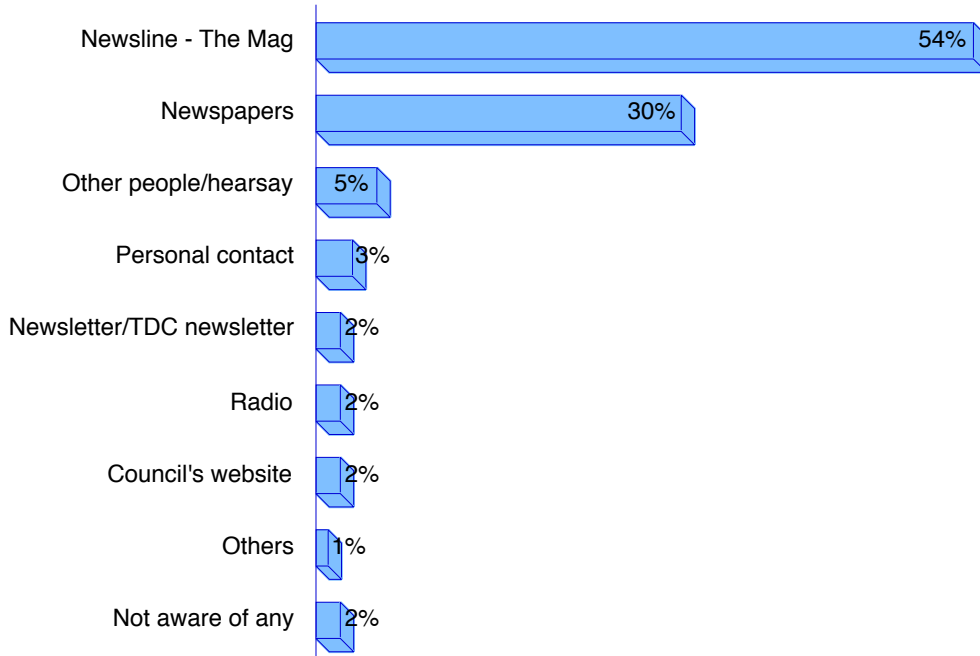




## 5. Information

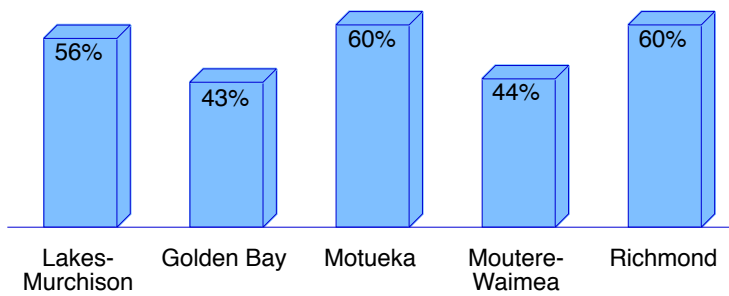
**a. Main Source of Information About Council**

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

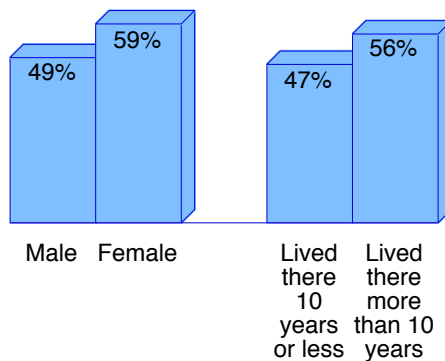


(does not add to 100% due to rounding)

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



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





"Newsline - The Mag" is mentioned by 54% of residents as their main source of information about the Council (58% in 2012), while 30% mention newspapers (27% in 2012).

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

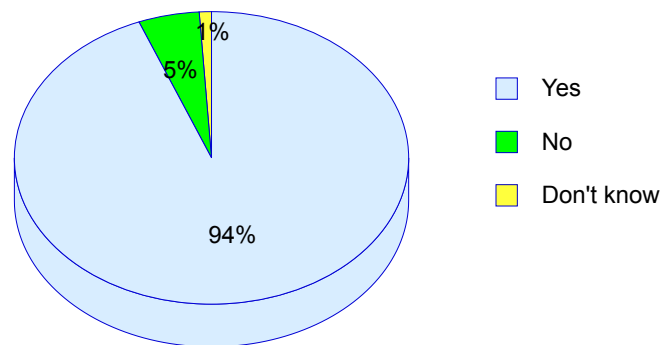
- women,
- longer term residents, those residing in the District more than 10 years.

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



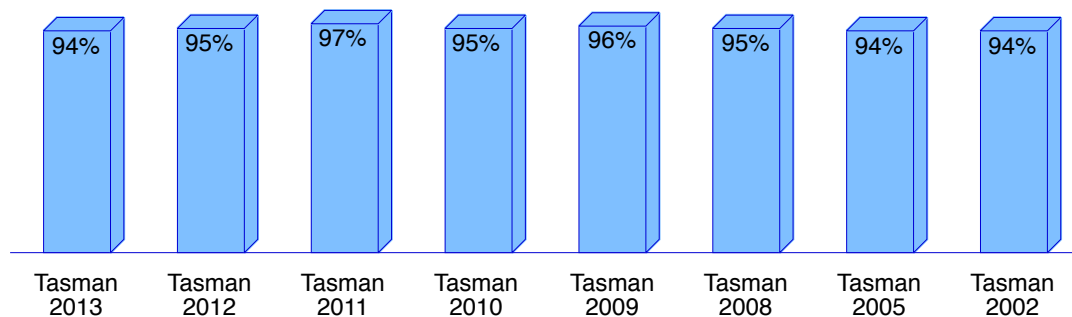
## b. Readership Of Published Information Provided By Council

*Residents Who Are Aware Of Information About Council*

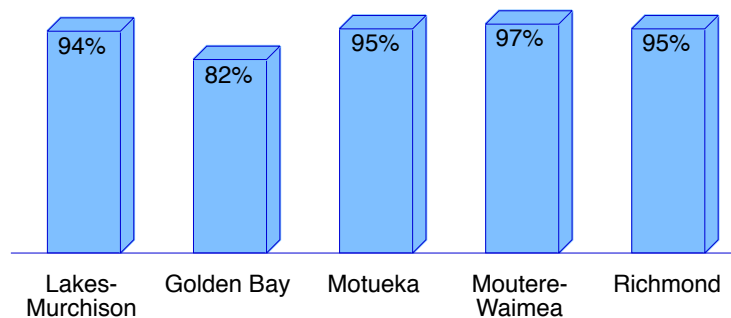


Base = 396

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



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



94% 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 2012 result.

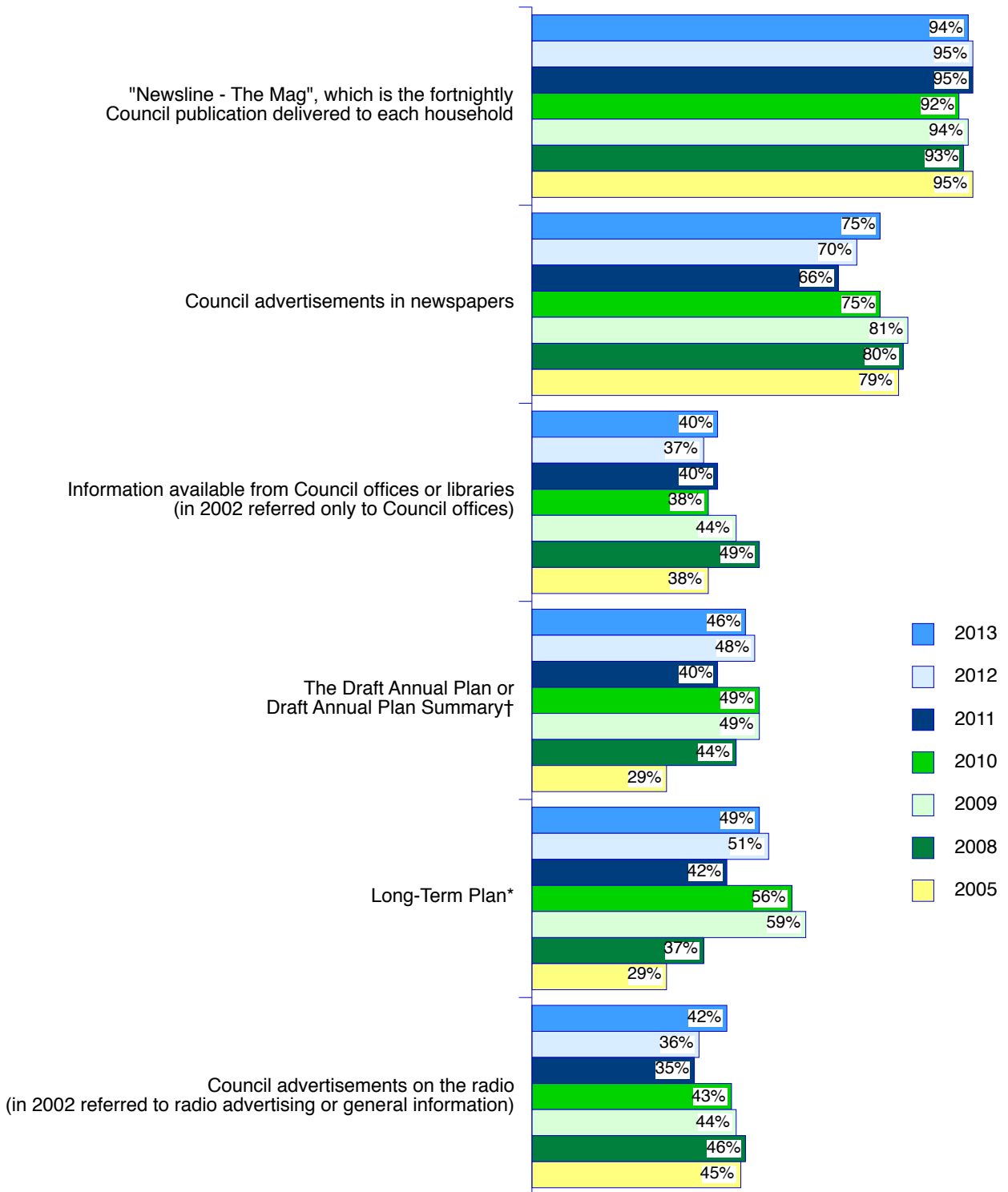
There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who have seen, read or heard, in the last 12 months, information Council publishes specifically for the community. However, it appears that Golden Bay Ward residents are slightly less likely to do so, than other Ward residents.

<sup>†</sup> residents who are aware of information about Council, N = 396

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

Those residents (N = 376) who have seen, read or heard any information, were asked to consider what types these were.

*Yes, Have Seen Or Read - 2013*



Base = 376

\* prior to 2009 readings refer to 'The Long-Term Council Community Plan' only. 2010-2011 readings relate to 'Ten Year Plan' or 'Long-Term Council Community Plan' (LTCCP).

† prior to 2013 readings refer to 'Annual Plan'

Of those who have seen, read or heard information produced by Council in the last 12 months, the majority have seen/ read "Newslines - The Mag" (94%) and/or Council advertisements in newspapers (75%, compared to 70% in 2012).

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

Residents<sup>†</sup> more likely to have seen or read **Council advertisements in newspapers** are ...

- Golden Bay Ward Residents,
- residents aged 65 years or over.

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

- men,
- residents aged 18 to 44 years.

Residents<sup>†</sup> more likely to have seen or read the **Long-term Plan** are ...

- longer term residents, those residing in the District more than 10 years.

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

- Golden Bay Ward Residents,
- longer term residents, those residing in the District more than 10 years.

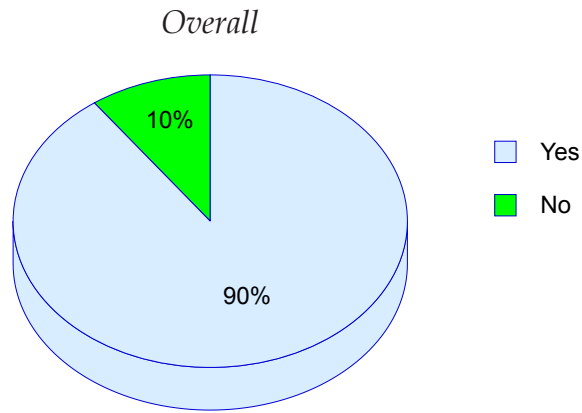
Residents<sup>†</sup> more likely to have seen or read the **Draft Annual Plan** or **Draft Annual Plan Summary** are ...

- longer term residents, those residing in the District more than 10 years.

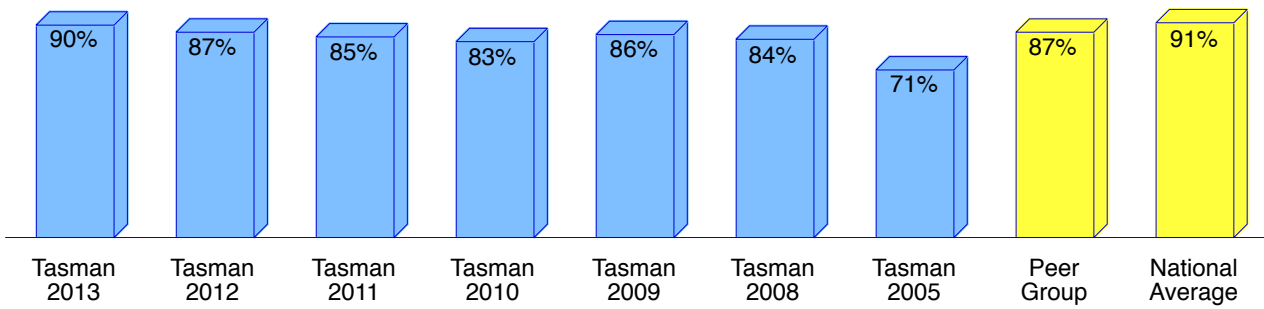
<sup>†</sup> residents who have seen, read or heard information published or broadcast by Council N = 376

**d. Information Via The Internet**

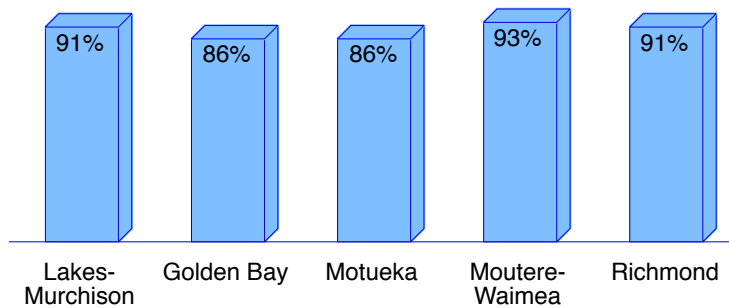
*i. Internet Access*



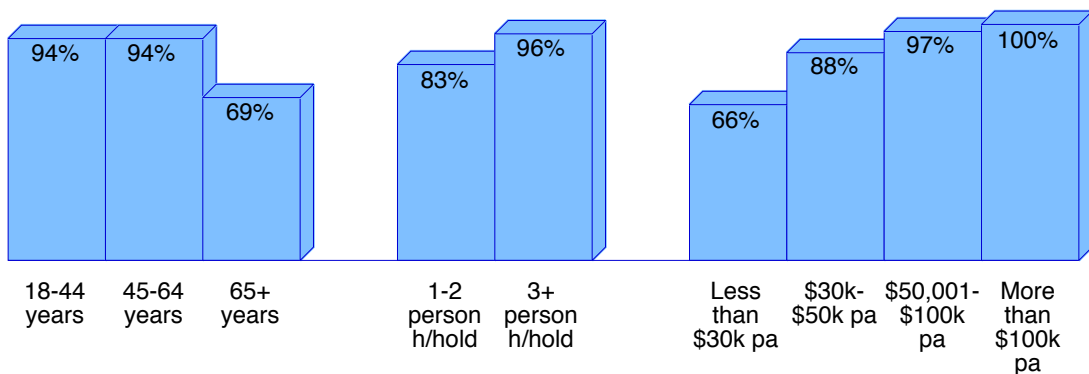
*Percent Saying 'Yes' - Comparison*



*Percent Saying 'Yes' - By Ward*



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



90% of Tasman District residents say they have access to the Internet (87% in 2012). This is on par with the Peer Group Average and similar to the National Average.

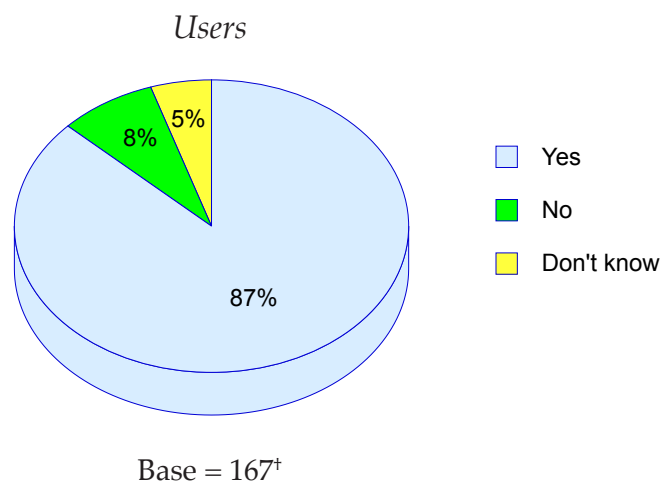
Residents more likely to say 'Yes' are ...

- residents aged 18 to 64 years,
- residents who live in a three or more person household,
- residents with an annual household income of \$30,000 or more.

## ii. Council's Website

49% of residents who have access to the internet have used the Council's website.

### 1. Satisfaction That Information Was Relevant, Up-to-date And Useful



87% of residents<sup>†</sup> are satisfied that the information provided on the Council's website was relevant, up-to-date and useful, while 8% are not. 5% are unable to comment.

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

<sup>†</sup> residents who have access to the internet and have used the Council's website in the last 12 months (N = 167)



**Summary Table: Are Residents Satisfied That The Information Was Relevant, Up-To-Date And Useful?**

	Yes %	No %	Don't Know %
Used Council's Website In Last 12 Months <sup>†</sup>	87	8	5
<b>Ward</b>			
Lakes-Murchison*	91	9	-
Golden Bay*	92	8	-
Motueka	89	3	8
Moutere-Waimea	78	16	6
Richmond	89	6	5

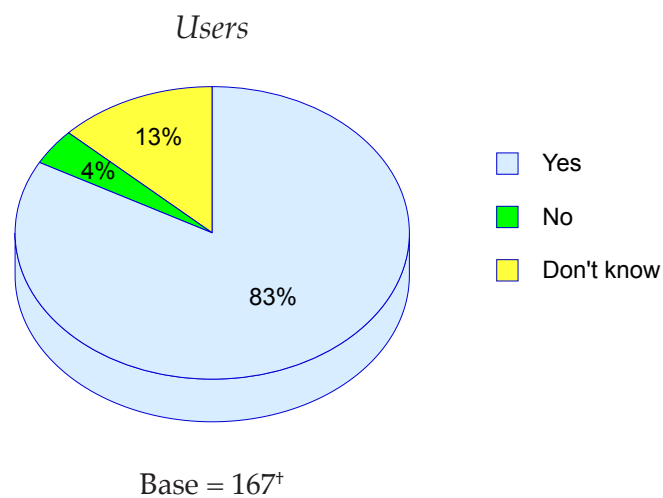
Base = 167<sup>†</sup>

% read across

\* caution: small bases

<sup>†</sup> residents who have access to the internet and have used the Council's website in the last 12 months

## 2. Satisfaction That Information Provided Was Correct



83% of residents<sup>†</sup> are satisfied that the information provided on the Council's website was correct, while 4% are not. 13% are unable to comment.

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

<sup>†</sup> residents who have access to the internet and have used the Council's website in the last 12 months (N = 167)

### Summary Table: Are Residents Satisfied That The Information Provided Was Correct?

	Yes %	No %	Don't Know %
Used Council's Website In Last 12 Months <sup>†</sup>	83	4	13
<b>Ward</b>			
Lakes-Murchison*	95	5	-
Golden Bay*	90	-	10
Motueka	80	1	19
Moutere-Waimea	75	8	17
Richmond	87	5	8
<b>Gender</b>			
Male	79	9	12
Female	87	-	13

Base = 167<sup>†</sup>

% read across

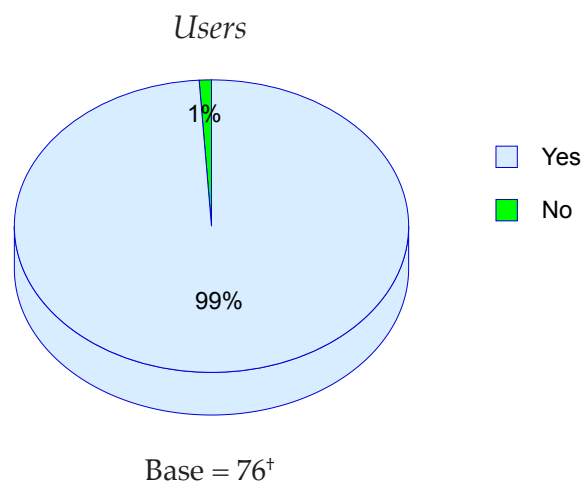
\* caution: small bases

<sup>†</sup> residents who have access to the internet and have used the Council's website in the last 12 months (N = 167)

### iii. *Tasman District Libraries Website*

23% of residents have used, in the last 12 months, Tasman District libraries website.

#### 1. Satisfaction That Information Was Relevant, Up-To-Date And Useful



99% of residents<sup>†</sup> are satisfied that the information provided on the libraries website was relevant, up-to-date and useful, while 1% are not.

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

<sup>†</sup> residents who have used the Tasman District libraries website in the last 12 months (N = 76)

**Summary Table: Are Residents Satisfied That Information Was Relevant, Up-To-Date And Useful?**

	Yes %	No %	Don't Know %
Used Tasman District Libraries Website In Last 12 Months <sup>†</sup>	99	1	-
<b>Ward*</b>			
Lakes-Murchison	100	-	-
Golden Bay	100	-	-
Motueka	100	-	-
Moutere-Waimea	96	4	-
Richmond	100	-	-

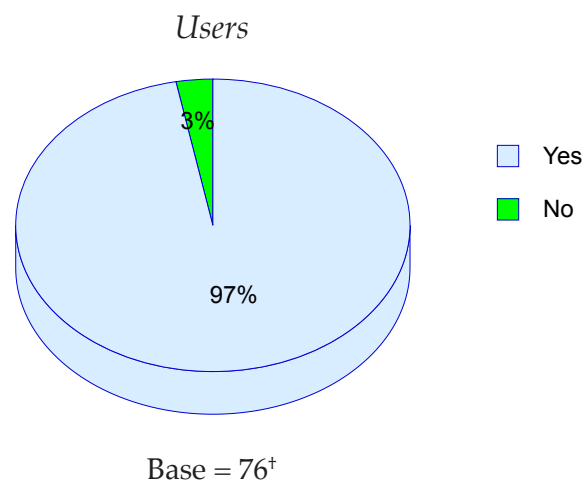
Base = 76<sup>†</sup>

% read across

\* caution: small/very small bases

<sup>†</sup> residents who have access to the internet and have used the Tasman District libraries website in the last 12 months (N = 76)

## 2. Satisfaction That Information Provided Was Correct



97% of residents<sup>†</sup> are satisfied that the information provided on the libraries website was correct, while 3% are not.

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

<sup>†</sup> residents who have access to the internet and have used the Tasman District libraries website in the last 12 months (N = 76)

### Summary Table: Are Residents Satisfied That The Information Provided Was Correct?

	Yes %	No %	Don't Know %
Used Tasman District Libraries Website In Last 12 Months <sup>†</sup>	97	3	-
<b>Ward*</b>			
Lakes-Murchison	64	36	-
Golden Bay	100	-	-
Motueka	100	-	-
Moutere-Waimea	96	4	-
Richmond	100	-	-

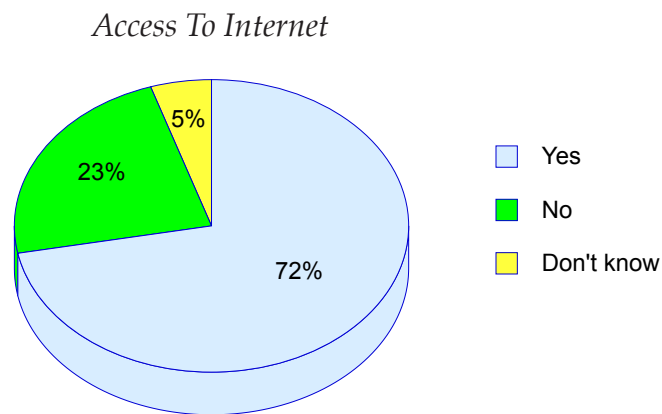
Base = 76<sup>†</sup>

% read across

\* caution: small / very small bases

<sup>†</sup> residents who have access to the internet and have used the Tasman District libraries website in the last 12 months (N = 76)

*iv. Would Residents Prefer To Pay For Council Services Online?*



Base = 349<sup>†</sup>

72% of residents<sup>†</sup> would prefer to pay for Council services online via credit card or internet banking, while 23% wouldn't and 5% are unable to comment.

Residents<sup>†</sup> more likely to say 'Yes' are ...

- residents aged 18 to 64 years, in particular those aged 18 to 44 years,
- residents who live in a three or more person household,
- residents with an annual household income of \$30,000 or more,
- shorter term residents, those residing in the District 10 years or less.

<sup>†</sup> residents who have access to the internet (N = 349)



**Summary Table: Would Residents<sup>†</sup> Prefer To Pay For Council Services Online?**

	Yes %	No %	Don't Know %
Internet Access	72	23	5
<b>Ward</b>			
Lakes-Murchison <sup>††</sup>	63	26	12
Golden Bay	72	17	11
Motueka	72	24	4
Moutere-Waimea	77	22	1
Richmond	71	24	5
<b>Age</b>			
18-44 years	↑ 82	↓ 12	6
45-64 years	68	28	4
65+ years	55	↓ 43	2
<b>Household Size</b>			
1-2 person household <sup>††</sup>	63	34	4
3+ person household	80	14	6
<b>Household Income</b>			
Less than \$30,000 pa <sup>††</sup>	46	52	3
\$30,000 - \$50,000 pa	65	30	5
\$50,001 - \$100,000 pa	82	15	3
More than \$100,000 pa	77	17	6
<b>Length of Residence</b>			
Lived there 10 years or less <sup>††</sup>	81	16	4
Lived there more than 10 years	69	26	5

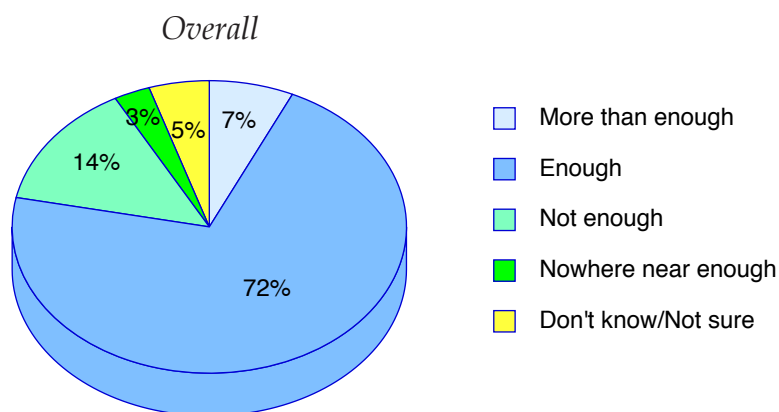
Base = 349<sup>†</sup>

% read across

<sup>†</sup> residents who have access to the internet and have used the Council's website in the last 12 months<sup>††</sup> does not add to 100% due to rounding

### e. The Sufficiency Of The Information Supplied

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



#### Summary Table: Comparisons

	Total District 2013 %	Total District 2012 %	Peer Group %	National Average %	Ward				
					Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<b>Percent Who Mentioned ...</b>									
More than enough	7	12	9	10	8	7	9	6	8
Enough	72	71	56	56	58	71	69	71	77
Not enough	14	11	21	23	24	14	15	14	9
Nowhere near enough	3	2	9	7	6	5	4	1	2
Don't know/Not sure	5	3	5	4	5	3	3	8	4
Total	<sup>†</sup> 101	<sup>†</sup> 99	100	100	<sup>†</sup> 101	100	100	100	100

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

79% of residents feel that there is more than/enough information supplied (83% in 2012), while 17% feel there is not enough/nowhere near enough information supplied (13% in 2012).

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

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

- all Ward residents, except Lakes-Murchison Ward residents,
- residents with an annual household income of more than \$100,000.





**6. Local Issues**

## a. Emergency Management

### i. *Types Of Emergencies Residents Think Could Happen In Nelson/Tasman?*

The main mentions\* are ...

- |                               |     |                  |
|-------------------------------|-----|------------------|
| • Flooding, mentioned by      | 88% | of all residents |
| • Earthquake                  | 70% |                  |
| • Fires/bush fires            | 24% |                  |
| • Tsunami                     | 22% |                  |
| • Slips/landslides/erosion    | 10% |                  |
| • Storms/strong winds/cyclone | 6%  |                  |

\* multiple responses allowed

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who mention flooding, fires/bush fires, tsunami and/or storms/strong winds/cyclone.

Residents aged 65 years or more are **less** likely to mention earthquakes.

Golden Bay Ward residents are **more** likely to mention slips/landslides/erosion, than other Ward residents.

It appears that Lakes-Murchison Ward residents are **slightly more** likely to mention fires/bush fires, than other Ward residents.

**Summary Table: Main Types Of Emergencies Mentioned**

	Flooding %	Earth- quake %	Fires/ Bush Fires %	Tsunami %	Slips/ Landslides/ Erosion %	Storms/ Strong Winds/ Cyclone %
<b>Total District</b>	88	70	24	22	10	6
<b>Ward</b>						
Lakes-Murchison	81	74	44	9	10	2
Golden Bay	89	76	18	19	30	10
Motueka	85	65	16	28	3	5
Moutere-Waimea	90	67	31	20	11	5
Richmond	91	75	22	22	7	8
<b>Age</b>						
18-44 years	88	72	27	23	9	4
45-64 years	92	73	23	21	8	9
65+ years	81	61	17	21	14	7

Other types of emergencies mentioned by 2% of residents are ...

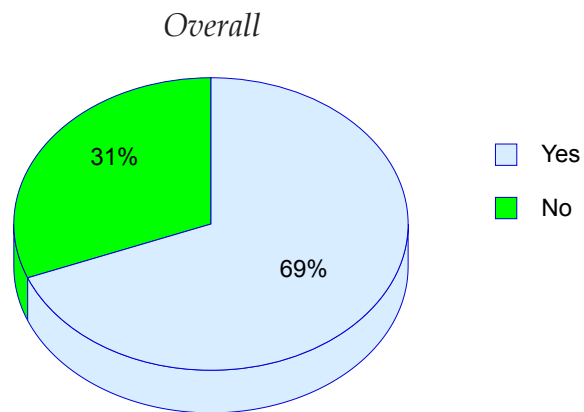
- drought,
- power failure,

by 1% ...

- tidal wave,
- traffic accidents/ road accident,
- tornado.

5% of residents mention 'other' emergencies and 1% are unable to comment.

ii. *Do Residents Have An Emergency Kit Or Emergency Supplies?*



69% of residents say they have an emergency kit or any emergency supplies in their home, while 31% do not.

Women are more likely, than men, to say 'Yes'.

It also appears that Motueka, Moutere-Waimea and Richmond Ward residents are slightly more likely to say 'Yes', than other Ward residents.



### Summary Table: Do Residents Have An Emergency Kit/Emergency Supplies?

	Yes %	No %	Don't Know %
<b>Overall</b>			
Total District	69	31	-
<b>Ward</b>			
Lakes-Murchison	58	42	-
Golden Bay	58	39	3
Motueka	69	31	-
Moutere-Waimea	78	22	-
Richmond	69	31	-
<b>Gender</b>			
Male	65	35	-
Female	73	27	-

% read across

The main items\* residents say are contained in their kits are ...

- Food, mentioned by 83% of residents who say they have an emergency kit or any emergency supplies
- Water 74%
- Torch/lighting 55%
- First aid kit/medical supplies 40%
- Radio 27%
- Batteries 22%
- Candles 18%
- Cooking facility 17%
- Matches 13%
- Blankets/survival blankets 13%

Base = 277

\* multiple responses allowed



Other items\* mentioned by 9% of residents† are ...

- toilet paper / toilet facilities,

by 8% ...

- emergency / survival kit / everything necessary.

by 7% ...

- clothing / warm clothing,
- fuel,

by 5% ...

- take campervan / motorhome / tents / shelter,
- general household equipment,

by 4% ...

- generator,
- sleeping bags / bedding,
- phones / cellphones / accessories,
- sterilisers / sanitisers,

by 3% ...

- can opener,
- personal documents / important information,
- animal supplies,

by 2% ...

- heating / solar heating,

by 1% ...

- essential medication,

7% mention 'other' emergency kit / supplies.

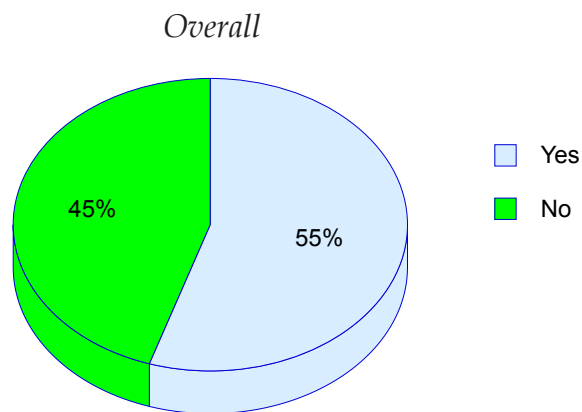
\* multiple responses allowed

† residents who say they have an emergency kit or any emergency supplies N = 277

## b. Tasman's Great Taste Trail

In the 2012-2022 Long Term Plan, Council committed funding to help complete the Tasman's Great Taste Trail - a cycleway that will cover an area of approximately 175km around the District.

### i. Usage



55% of residents have biked or walked along part of Tasman's Great Taste Trail.

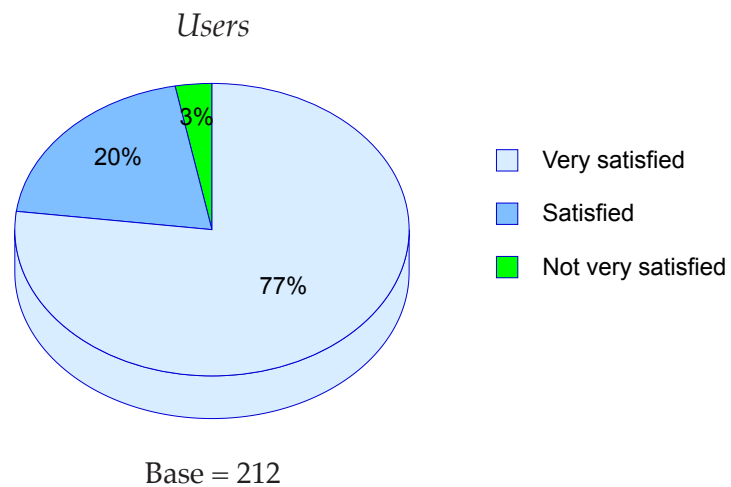
Residents more likely to say 'Yes' are ...

- Motueka, Moutere-Waimea and Richmond Ward residents,
- women,
- residents who live in a three or more person household.

**Summary Table:**  
**Have Residents Biked/Walked Along Part Of Tasman's Great Taste Trail?**

	Yes %	No %
<b>Overall</b>		
Total District	55	45
<b>Ward</b>		
Lakes-Murchison	23	77
Golden Bay	13	87
Motueka	56	44
Moutere-Waimea	67	33
Richmond	67	33
<b>Gender</b>		
Male	51	49
Female	59	41
<b>Household Size</b>		
1-2 person household	49	51
3+ person household	60	40

% read across

*ii. Satisfaction*

97% of residents<sup>†</sup> are satisfied with the experience of biking/walking along Tasman's Great Taste Trail, including 77% who are very satisfied, while 3% are not very satisfied.

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

<sup>†</sup> residents who have biked/walked along Tasman's Great Taste Trail (N = 212)

### Summary Table: Level Of Satisfaction With The Experience

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Users</b> 2013	77	20	<b>97</b>	3	-
<b>Ward</b>					
Lakes-Murchison*	40	54	<b>94</b>	6	-
Golden Bay**	72	16	<b>88</b>	11	-
Motueka	76	21	<b>97</b>	3	-
Moutere-Waimea†	80	17	<b>97</b>	2	-
Richmond	79	18	<b>97</b>	3	-

Base = 212

% read across

\* caution: very small base, N = 8 and 6 respectively

† does not add to 100% due to rounding

### c. Place To Live

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

	Better %	Same %	Worse %	Unsure %
<b>Overall*</b>				
Total District 2013 <sup>†</sup>	45	48	4	4
2012	36	54	6	4
2011	39	50	7	4
2009	42	46	4	8
2008	36	52	5	7
2005	38	48	6	8
<b>Comparison</b>				
Peer Group Average (Rural)	27	58	8	7
National Average	30	47	18	5
<b>Ward</b>				
Lakes-Murchison	35	59	-	6
Golden Bay	39	56	3	2
Motueka	39	57	2	2
Moutere-Waimea	51	38	5	6
Richmond	49	42	5	4
<b>Household Size</b>				
1-2 person household <sup>†</sup>	40	51	4	6
3+ person household	50	45	3	2
<b>Household Income</b>				
Less than \$30,000 pa <sup>†</sup>	46	47	5	3
\$30,000 - \$50,000 pa	33	56	5	6
\$50,001 - \$100,000 pa	50	46	2	2
More than \$100,000 pa	54	39	-	7

% read across

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

\* not asked in 2010 and prior to 2005



45% of residents think their District is better, as a place to live, than it was three years ago (36% in 2012), 48% feel it is the same (54% in 2012) and 4% say it is worse. 4% are unable to comment.

The percent saying better (45%) is above the Peer Group and National Averages.

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

- residents who live in a one or two person household,
- residents with an annual household income of \$30,000 to \$50,000.

## d. Decision Making

### Do Residents Have Trust And Confidence In Council Decision Making?

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely not %	Don't know %
<b>Overall*</b>					
Total District 2013	9	62	20	7	2
<b>Ward</b>					
Lakes-Murchison	12	55	29	4	-
Golden Bay	-	67	23	10	-
Motueka	7	61	21	5	6
Moutere-Waimea	15	53	19	11	2
Richmond	8	69	17	5	1
<b>Gender<sup>†</sup></b>					
Male	6	55	28	10	-
Female	11	69	12	4	5
<b>Length of Residence</b>					
Lived there 10 years or less	12	65	13	6	4
Lived there more than 10 yrs <sup>†</sup>	7	61	23	8	2

% read across

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

\* not asked prior to 2013

9% of residents definitely feel they have trust and confidence in Council decision making, while 62% say they mostly do.

20% of residents say they don't really have trust and confidence with a further 7% saying they definitely don't.

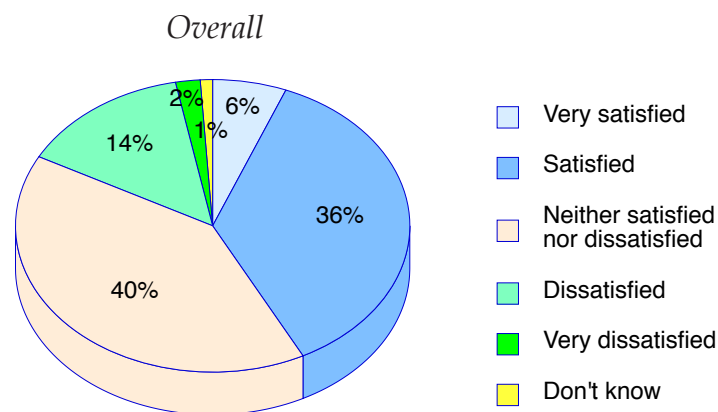
Women are more likely, than men, to say they **mostly** have trust and confidence in Council decision making.

Residents more likely to say they **don't really** have trust and confidence in Council decision making are ...

- men,
- longer term residents, those residing in the District more than 10 years.

## e. Council Consultation And Community Involvement

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



42% of residents are very satisfied/satisfied with the way Council consults the public in the decisions it makes (56% in 2012), while 16% are dissatisfied/very dissatisfied (13% in 2012). 40% are neither satisfied nor dissatisfied (30% in 2012) and 1% are unable to comment.

The very satisfied/satisfied reading (42%) is similar to the Peer Group Average and on par with the National Average. The latter readings refer to satisfaction with the way Council **involves** the public.

Residents more likely to be **dissatisfied/very dissatisfied** are ...

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

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

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

	Very satisfied / satisfied %	Neither satisfied, nor dissatisfied %	Dissatisfied / very dissatisfied %	Don't know %
<b>Overall*</b>				
Total District <b>2013<sup>†</sup></b>	<b>42</b>	<b>40</b>	<b>16</b>	<b>1</b>
2012 <sup>†</sup>	56	30	13	2
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
<b>Comparison**</b>				
Peer Group (Rural) <sup>†</sup>	41	32	21	5
National Average	38	35	23	4
<b>Ward</b>				
Lakes-Murchison <sup>†</sup>	40	40	16	5
Golden Bay	42	39	19	-
Motueka	46	38	16	-
Moutere-Waimea	40	40	18	2
Richmond	41	43	15	1
<b>Gender</b>				
Male	40	37	22	1
Female	44	44	11	1
<b>Household Size</b>				
1-2 person household	44	33	21	2
3+ person household	40	48	12	-
<b>Length of Residence</b>				
Lived there 10 years or less	44	44	10	2
Lived there more than 10 years	41	39	19	1

% read across

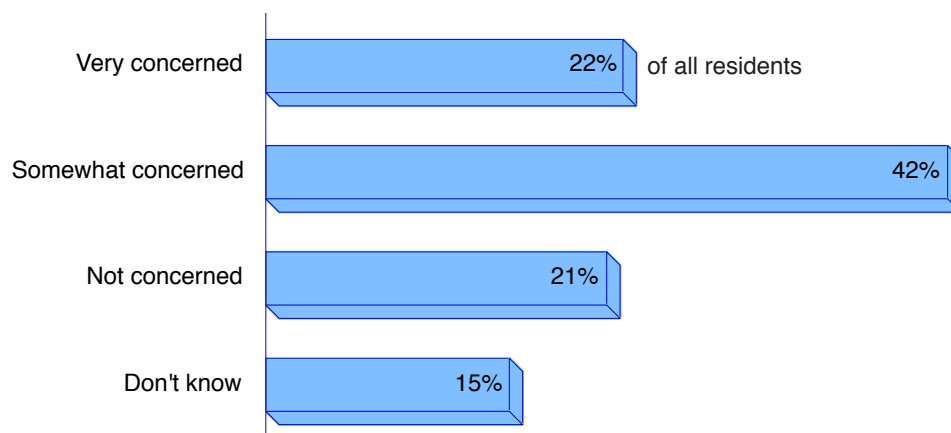
\* not asked prior to 2005

<sup>†</sup> 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

## f. Current Level Of Debt

*What Level Of Concern Do Residents Have About Council's Current Level Of Debt?*



22% of residents are very concerned with Council's current level of debt, while 42% are somewhat concerned and 21% are not concerned. 15% are unable to comment.

Residents more likely to be very concerned are ...

- men,
- residents aged 45 years or over,
- residents who live in a one or two person household.

**Summary Table: Level Of Concern With Council's Current Level Of Debt**

	Very concerned %	Somewhat concerned %	Not concerned %	Don't know %
<b>Overall*</b>				
Total District 2013	<b>22</b>	<b>42</b>	<b>21</b>	<b>15</b>
<b>Ward</b>				
Lakes-Murchison <sup>†</sup>	13	43	19	24
Golden Bay <sup>†</sup>	26	45	26	4
Motueka	22	40	17	21
Moutere-Waimea <sup>†</sup>	21	41	28	11
Richmond	24	44	16	16
<b>Gender</b>				
Male	27	45	15	13
Female <sup>†</sup>	17	39	26	17
<b>Age</b>				
18-44 years	14	43	24	19
45-64 years	29	41	18	12
65+ years	26	43	18	13
<b>Household Size</b>				
1-2 person household	27	40	20	13
3+ person household	17	44	21	18

% read across

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

\* not asked prior to 2013

\* \* \* \* \*





## E. APPENDIX

### Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
<b>Ward</b>	Lakes-Murchison	41	30
	Golden Bay	40	45
	Motueka	101	99
	Moutere-Waimea	99	100
	Richmond	121	128
<b>Gender</b>	Male	201	196
	Female	201	206
<b>Age</b>	18 - 44 years	119	174
	45 - 64 years	163	155
	65+ years	120	74

\* 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.

\* \* \* \* \*

