

**TASMAN DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
MAY 2014**

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 2014



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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, May 2013 and now again in May 2014.

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

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

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

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

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

Interviews were spread across the five Wards as follows:

Lakes-Murchison	39
Golden Bay	41
Motueka	101
Moutere-Waimea	100
Richmond	122
Total	<u>403</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 100 residents aged 18 to 44 years was also set.

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

Respondent Selection

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

Call Backs

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

Sample Weighting

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

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

Survey Dates

All interviews were conducted from Friday 2nd May to Sunday 11th May 2014.

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

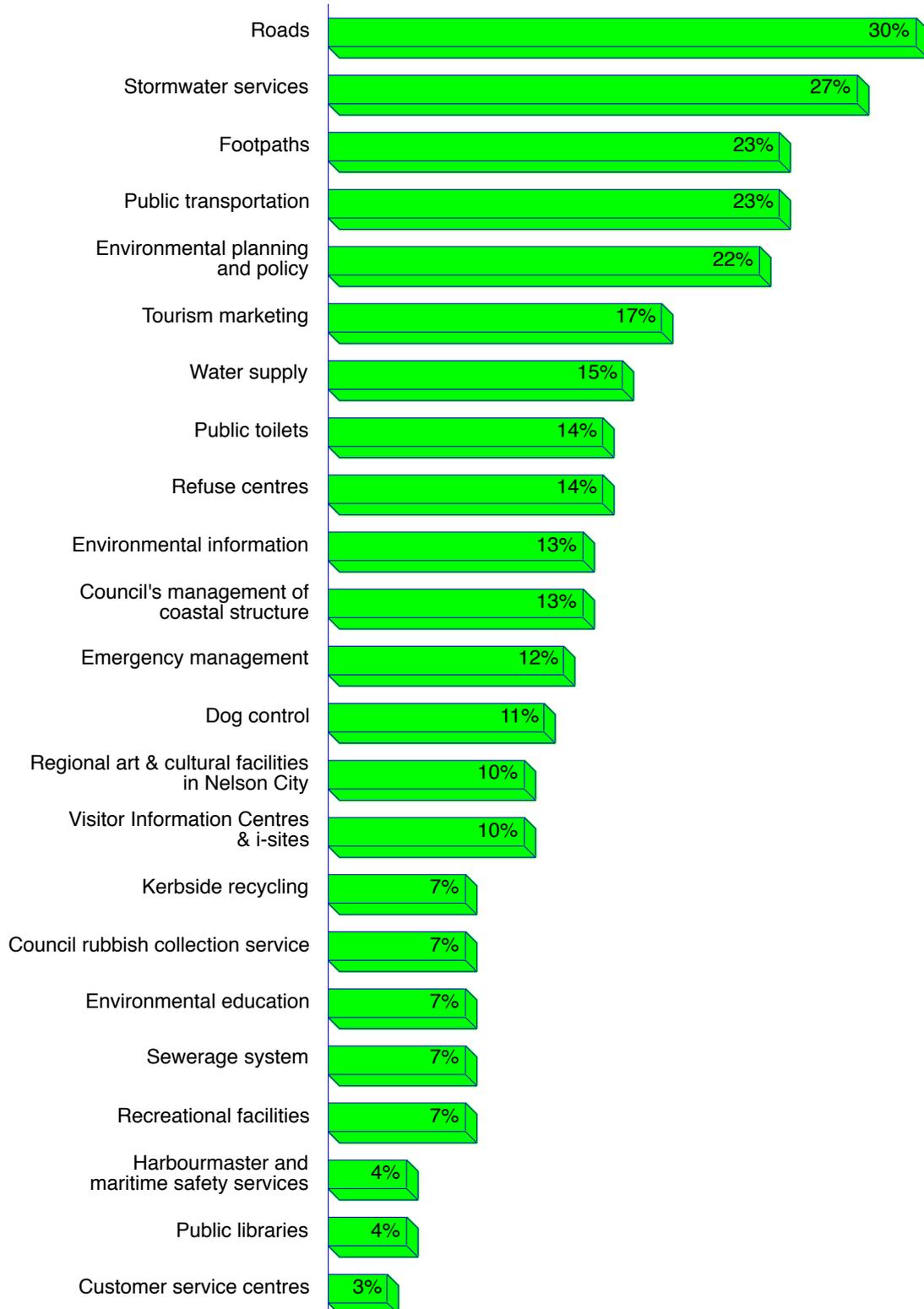
This report summarises the opinions and attitudes of Tasman District Council residents, to the services provided for them by their Council and their elected representatives.

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 2014 %	Peer Group %	National Average %
• roads	30	28	23
• stormwater services	27	13	14
• emergency management	12	6	8

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

• dog control	11	16	18
---------------	----	----	----

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

• footpaths	23	21	21
• tourism marketing	17	^{††} 15	^{††} 15
• water supply	15	12	11
• public toilets	14	17	18
• refuse centres	14	*12	*12
• kerbside recycling	7	[†] 10	[†] 11
• Council rubbish collection service	7	11	9
• sewerage system	7	6	9
• recreational facilities	7	**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, harbourmaster and maritime safety services, Regional arts and cultural facilities in Nelson City, Visitor Information Centres and *i*-sites, Customer Service Centres, public transportation and Council's management of coastal structures.

[†] these percentages are the readings for recycling in general

^{††} these percentages are the readings for tourism promotion

* these percentages are the readings for refuse disposal (ie, landfill sites)

** 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 2014		Tasman 2013	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Recreational facilities	87 =	7 =	91	5
Public libraries	82 =	4 =	83	4
Kerbside recycling	78 =	7 =	81	8
Dog control	78 =	11 =	81	10
Public toilets	76 ↑	14 =	68	13
Roads	70 ↓	30 ↑	79	20
Footpaths	70 ↓	23 =	76	19
Environmental information	70 =	13 =	70	13
Emergency management	69 ↑	12 =	59	14
Sewerage system	67 =	7 =	66	6
Environmental education	65 =	7 =	62	6
Environmental planning and policy	63 ↑	22 =	58	24
Stormwater services	57 =	27 =	55	26
Council's rubbish collection service	54 =	7 =	56	7
Water supply	54 =	15 =	58	11
Harbourmaster and maritime safety services	52 =	4 =	48	6

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 (ie, playing fields and neighbourhood reserves)	78	8	14
Council's kerbside recycling service	77	4	19
Public library/library website	69	12	19
Public toilets	60	17	23
Council's rubbish collection service	48	5	47
Dog control	3	13	84

% read across

Recreational facilities, 86%

Council's kerbside recycling service, 81%, and

public libraries/library website, 81%,

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

Spend Emphasis

The six services/facilities with the highest 'spend more' readings are ...

- stormwater service, 36%,
- roads, 34%,
- footpaths, 33%,
- management of coastal structures, 30%,
- public transportation, 30%,
- emergency management/civil defence, 29%.

Spend Priority 6

(mean spend x percentage not very satisfied)

In 2014 stormwater services, roads, footpaths and public transportation, are the top priorities in terms of spend.

COUNCIL POLICY AND DIRECTION

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

43% of Tasman District have in mind a recent Council action, decision or management they **approve** of (39% in 2013). This is above the Peer Group Average and on par with the National Average.

The main actions/decisions mentioned are ...

- the cycleway / bike trails, mentioned by 9% of all residents,
- do a good job / good service / provide good services / facilities, 8%,
- sports and recreation facilities, 6%,
- good consultation / communication / keep us informed / listen, 4%,
- rubbish collection / recycling services, 3%,
- upgrade of Richmond, 3%.

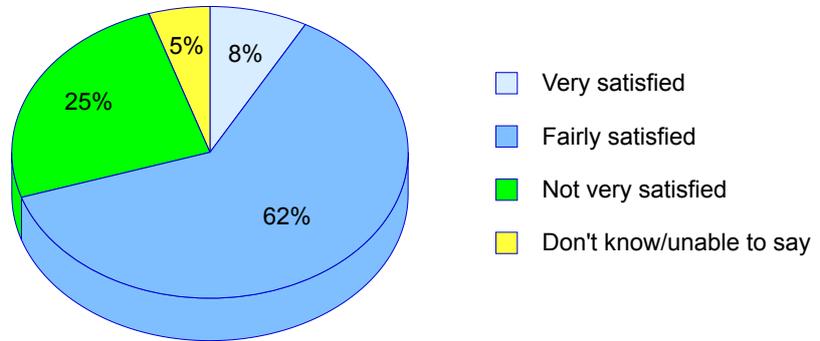
46% of residents have in mind a recent Council action, decision or management they **disapprove** of (36% in 2013). This is on par with the Peer Group and National Averages.

The main actions/decisions mentioned are ...

- flooding / flood management / follow-up, mentioned by 6% of all residents,
- Council spending / overspending / money wasted, 5%,
- roading / roadworks / road safety / footpaths / traffic, 4%,
- consent and permit process / slow / expensive, 4%,
- cycleways / bike lanes / withdrawal of funding, 4%,
- Council performance / attitude, 4%,
- Golden Bay Recreation Centre issues, 3%,
- rates increases / rates too high / rates issues, 3%.

RATES

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

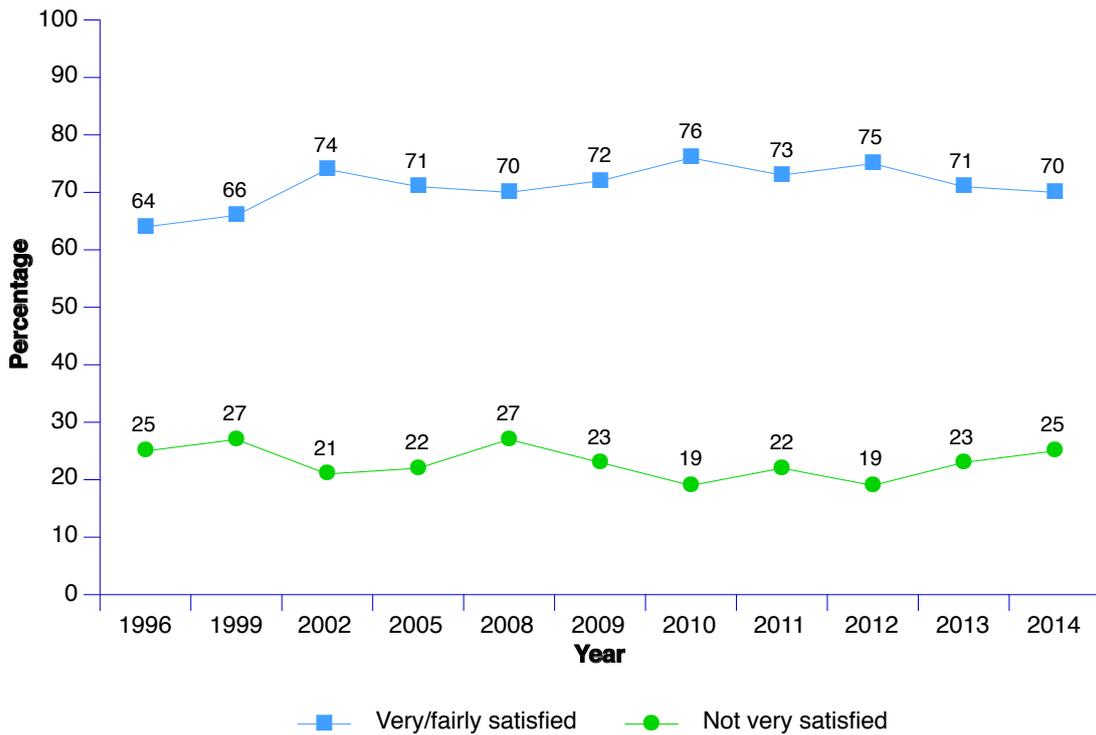


The main reasons* given by those who are not very satisfied are ...

- Rates too high/increases/too high for services received/not value for money, mentioned by 9% of all residents
- Poor financial management/increasing debt/wasting money/overspending 5%
- Other services/facilities needing attention 3%

* multiple responses allowed

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



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	79%
A Community Board member*	5%
Depends on the matter	4%
The Mayor	0%
Don't know	2%

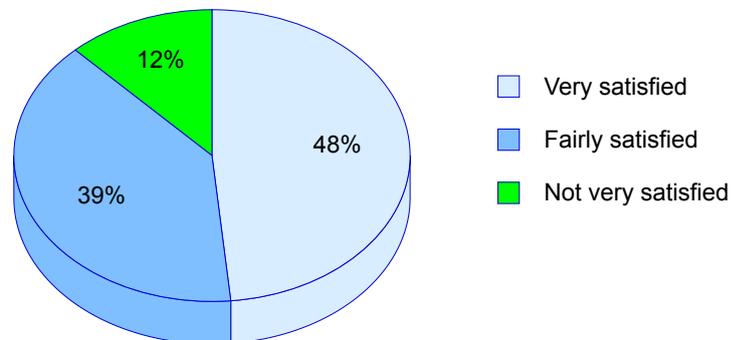
* only read out to Motueka and Golden Bay Ward residents
(Does not add to 100% due to rounding)

Type Of Contact

43% of residents have contacted the Council offices in the last 12 months by phone, with 49% contacting the Council offices in person (41% in 2013) and 6% contacting the Council offices in writing. 13% of residents have contacted Council offices by email and 4% have contacted them by online contact form (1% in 2013).

Overall, 67% of residents have contacted the Council offices in the last 12 months (60% in 2013).

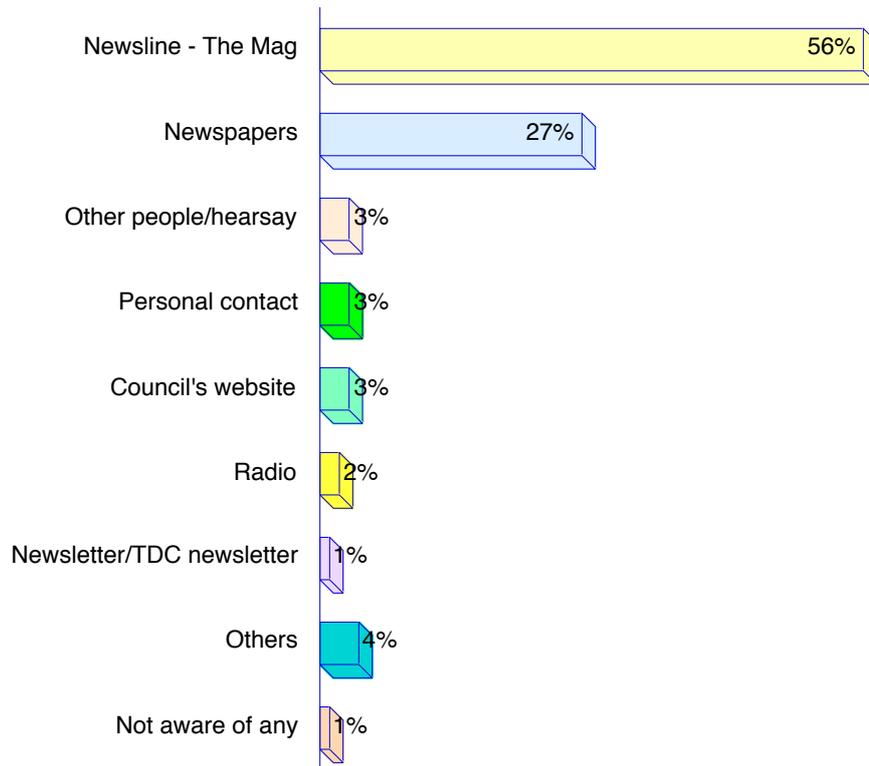
Satisfaction With Service Received When Contacted The Council Offices



Base = 262
(Does not add to 100% due to rounding)

INFORMATION

Main Source Of Information About Council



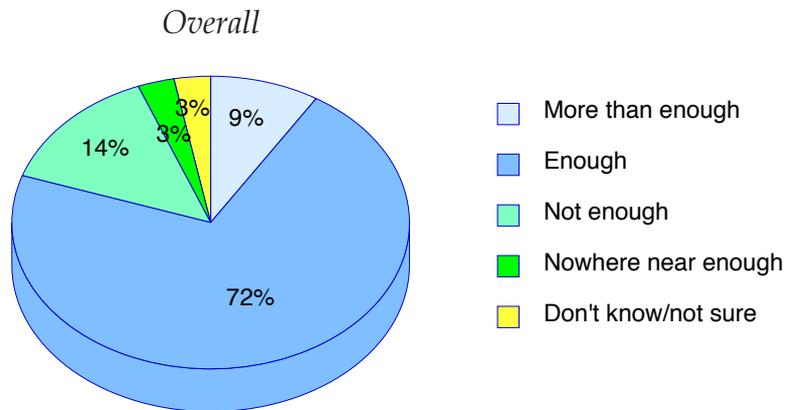
Seen, Read Or Heard Information From Council

92% 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 [†] (94% in 2013)
Council advertisements in newspapers	72% (75% in 2013)
The Draft Annual Plan or the Draft Annual Plan Summary	53% (46% in 2013)
Long-Term Plan	49% (49% in 2013)
Information available from the Council offices or libraries	39% (40% in 2013)
Council website	37% (NA in 2013)
Council advertisements on the radio	36% (42% in 2013)
Council library website	21% (NA in 2013)

[†]Base = 366 (residents who have seen/ read or heard information from the Council)

Sufficiency Of Information Supplied By Council



(Does not add to 100% due to rounding)

LOCAL ISSUES

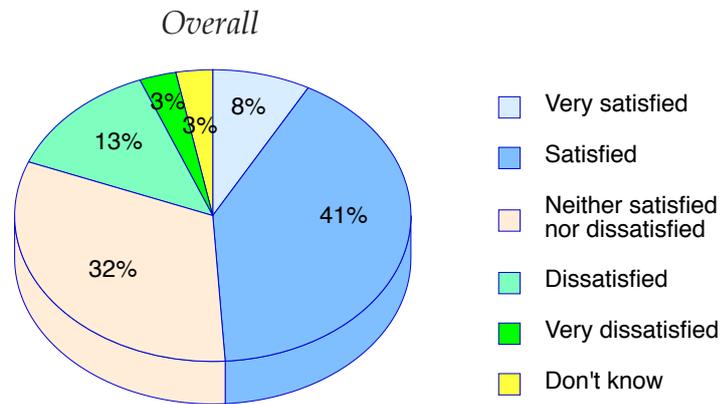
Place To Live

39% of residents think Tasman District is better, as a place to live, than it was three years ago (45% in 2013), while 51% feel it is the same (48% in 2013) and 6% say it is worse (4% in 2013). 4% are unable to comment (4% in 2013).

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

Council Consultation And Community Involvement

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



Connection To The Community

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

Very connected	23%	of all residents
Well connected	53%	
Neither well nor poorly connected	19%	
Poorly connected	4%	
Very poorly connected	1%	



D. MAIN FINDINGS

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

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

NRB has defined the Rural Peer Group as those Territorial Authorities where less than 66% of meshblocks belong within an urban area, as classified by Statistics New Zealand's 2006 Census data.

In this group are ...

Ashburton District Council
 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

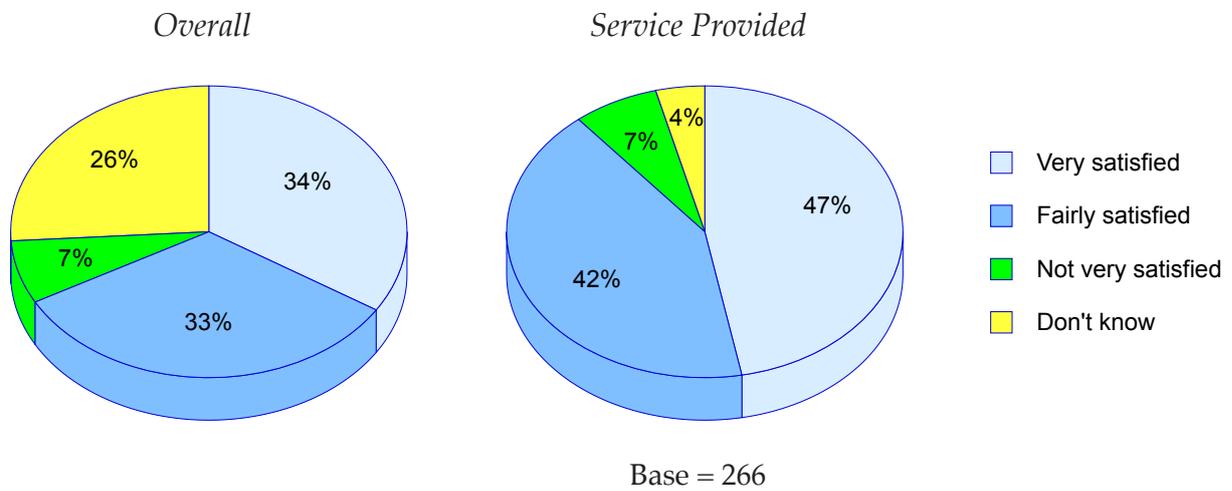


1. Council Services/Facilities

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 or facility.

i. Sewerage System



67% of residents are satisfied with the District's sewerage system, including 34% who are very satisfied (42% in 2013). 7% are not very satisfied, while 26% are unable to comment.

The percent not very satisfied (7%) is similar to the Peer Group and National Averages and the 2013 reading.

66% of residents are provided with a sewerage system. Of these, 89% 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 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

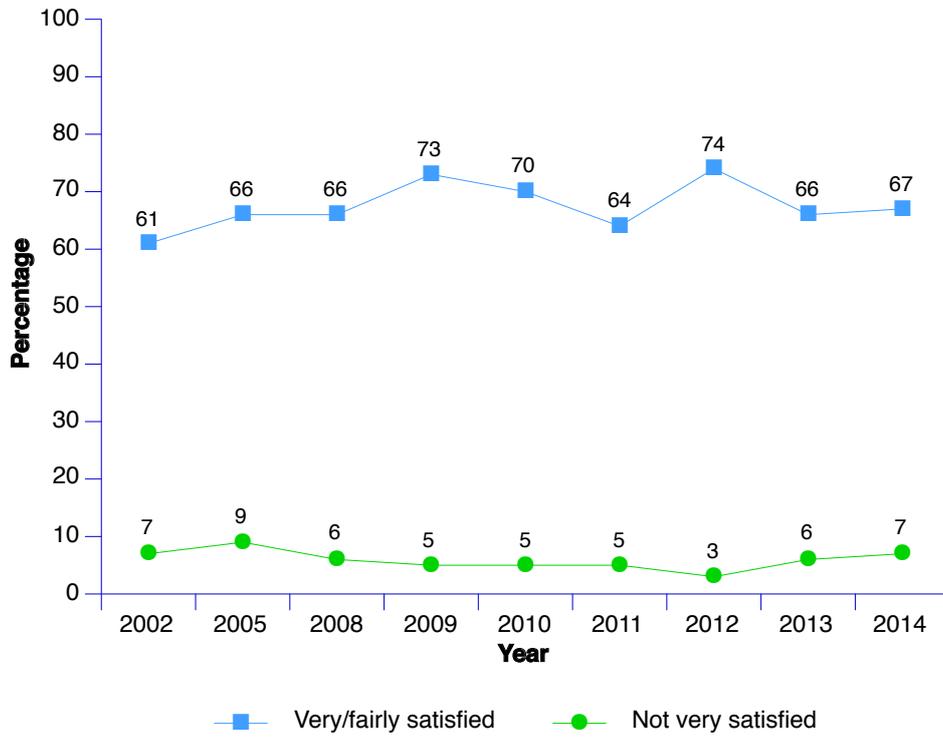
	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	34	33	67	7	26
2013	42	24	66	6	28
2012 [†]	47	27	74	3	24
2011	38	26	64	5	31
2010 [†]	42	28	70	5	24
2009	35	38	73	5	22
2008	29	37	66	6	28
2005	25	41	66	9	25
2002	25	36	61	7	32
Service Provided	47	42	89	7	4
Comparison					
Peer Group (Rural) [†]	32	26	58	6	35
National Average	45	30	75	9	16
Ward					
Lakes-Murchison	4	41	45	2	53
Golden Bay	16	21	37	21	42
Motueka	42	41	83	8	9
Moutere-Waimea	27	23	50	5	45
Richmond [†]	47	37	84	5	10

% read across

* not asked in 1996 and 1999

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

Sewerage System

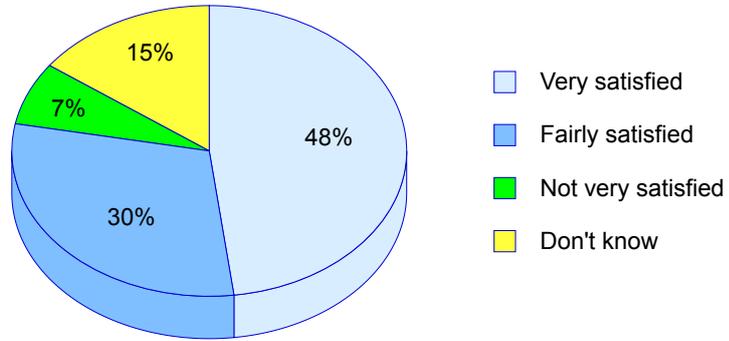


Recommended Satisfaction Measure For Reporting Purposes:

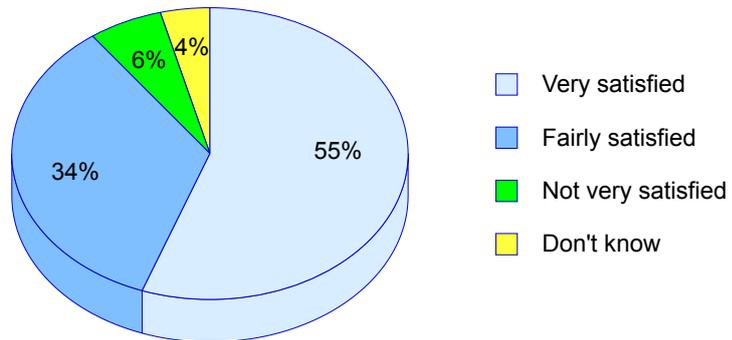
Total District	= 67%
Receivers of Service	= 89%

ii. *Kerbside Recycling*

Overall

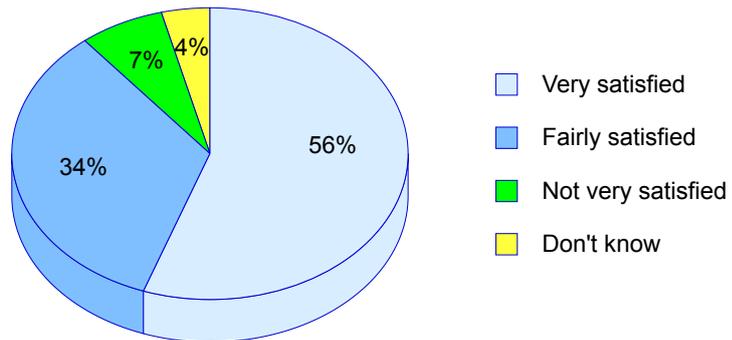


Receivers Of Service



Base = 336

Used Council's Kerbside Recycling Service



Base = 320

78% of residents are satisfied with kerbside recycling (81% in 2013), including 48% who are very satisfied (62% in 2013). 7% are not very satisfied and 15% are unable to comment (12% in 2013).

The percent not very satisfied (7%) is on par with the Peer Group and National Averages (the Peer Group and National Averages refer to ratings for recycling in general).

84% of residents say that where they live, Council provides a regular recycling service (87% in 2013). Of these 89% are satisfied and 6% not very satisfied.

81% of households have used the Council's kerbside recycling services in the last 12 months. Of these 'users', 90% 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 kerbside recycling.

Satisfaction With Kerbside Recycling

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2014	48	30	78	7	15
2013*	62	19	81	8	12
2012*	54	24	78	8	13
2011 ⁺⁺⁺	53	24	77	9	13
2010	51	24	75	14	11
2009	43	32	75	16	9
2008	39	30	69	17	14
2005	32	29	61	29	10
2002 [†]	15	56	71	18	11
Receivers of kerbside recycling service*	55	34	89	6	4
Users of kerbside recycling service*	56	34	90	7	4
Comparison**					
Peer Group (Rural)	53	25	78	10	12
National Average	55	29	84	11	5
Ward					
Lakes-Murchison	16	10	26	13	61
Golden Bay*	32	21	53	17	29
Motueka	57	31	88	6	6
Moutere-Waimea	50	28	78	4	18
Richmond	54	37	91	6	3

% read across

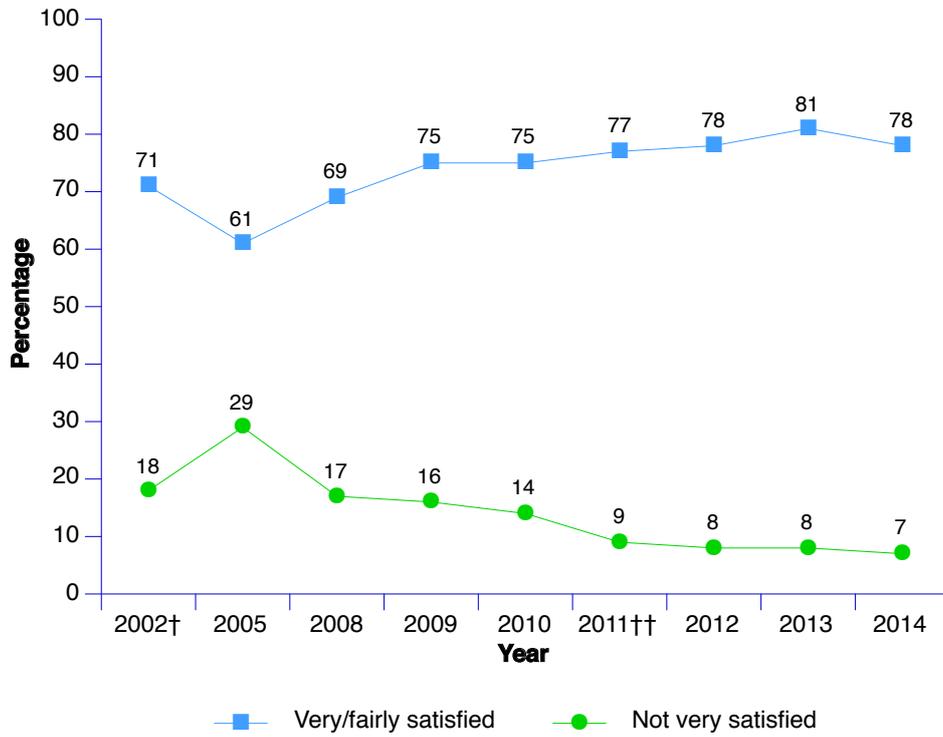
* does not add to 100% due to rounding

** 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

Kerbside Recycling



† 2002 readings refer to recycling only

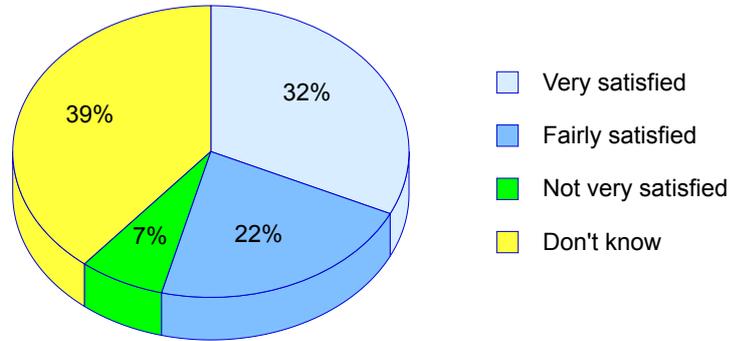
†† readings prior to 2011 refer to rubbish collection and kerbside recycling

Recommended Satisfaction Measure For Reporting Purposes:

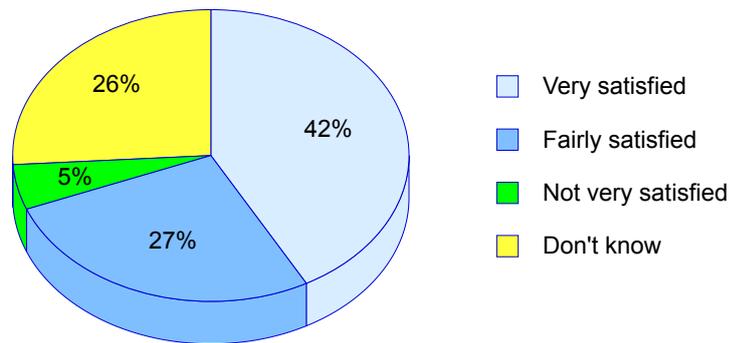
Total District	=	78%
Receivers of kerbside recycling service	=	89%
Users of kerbside recycling service	=	90%

iii. Council's Rubbish Collection Service

Overall

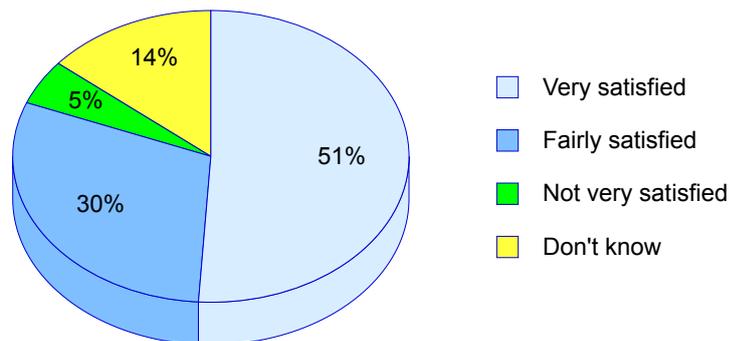


Service Provided



Base = 296

Users



Base = 217

54% of residents are satisfied with the Council's rubbish collection service, including 32% who are very satisfied (39% in 2013). 7% are not very satisfied and a large percentage (39%) are unable to comment.

The percent not very satisfied (7%) is on par with the Peer Group Average and similar to the National Average and the 2013 reading.

73% of residents say they are provided with a regular rubbish collection by Council (80% in 2013), with 69% being satisfied with rubbish collection and 5% not very satisfied.

53% of residents say they, or a member of their household, have used Council's rubbish collection services, in the last 12 months (56% in 2013). Of these, 81% are satisfied and 5% 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 %
Overall					
Total District 2014	32	22	54	7	39
2013	39	17	56	7	37
2012 [◇]	40	21	61	8	31
2011 ^{**}	40	17	57	8	35
2010	51	24	75	14	11
2009	43	32	75	16	9
2008	39	30	69	17	14
2005	32	29	61	29	10
2002 [†]	15	56	71	18	11
Service Provided	42	27	69	5	26
Users	51	30	81	5	14
Comparison					
Peer Group (Rural)	43	22	65	11	24
National Average	54	27	81	9	10
Ward					
Lakes-Murchison*	16	8	24	11	64
Golden Bay	33	12	45	14	41
Motueka	38	27	65	3	32
Moutere-Waimea	32	19	51	7	42
Richmond*	33	26	59	7	35

% read across

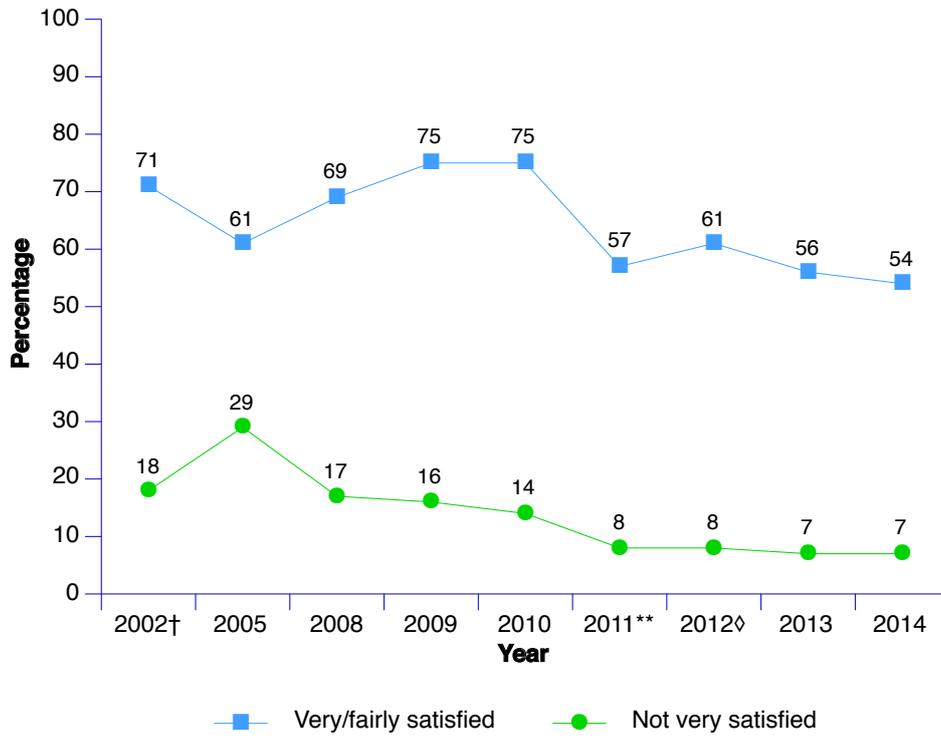
* does not add to 100% due to rounding

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

† 2002 readings refer to recycling only

◇ 2012 readings refer to rubbish collection

Rubbish Collection



† 2002 readings refer to recycling only

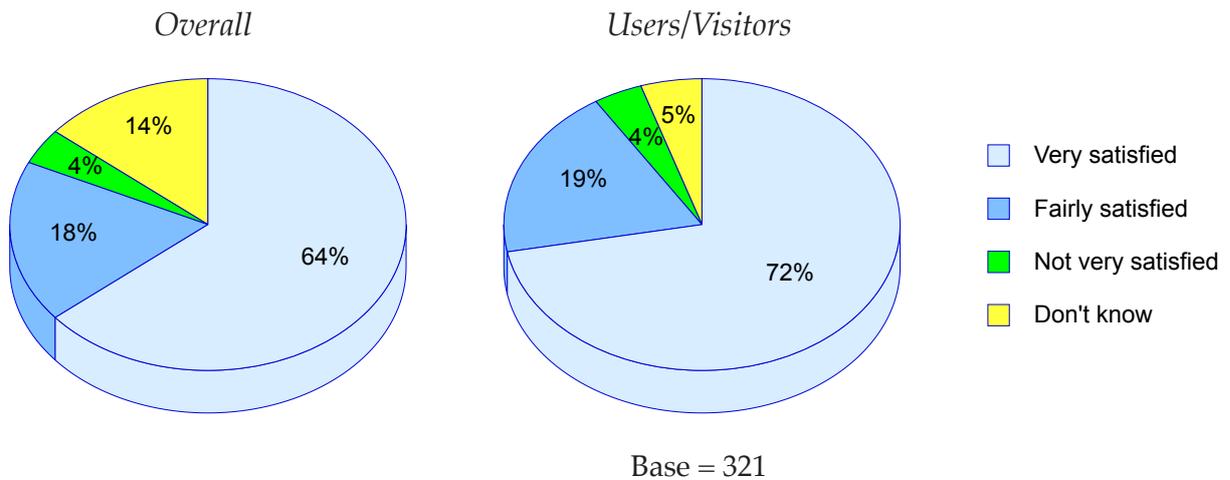
** readings prior to 2011 refer to rubbish collection and kerbside recycling

◇ 2012 readings refer to rubbish collection

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	54%
Service Provided	=	69%
Users	=	81%

iv. Public Libraries



82% of residents are satisfied with the District's public libraries, including 64% who are very satisfied (67% in 2013). 4% are not very satisfied and 14% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages and the 2013 reading.

81% of households have used/visited a public library or library website in the last 12 months. Of these, 91% are satisfied and 4% not very satisfied.

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

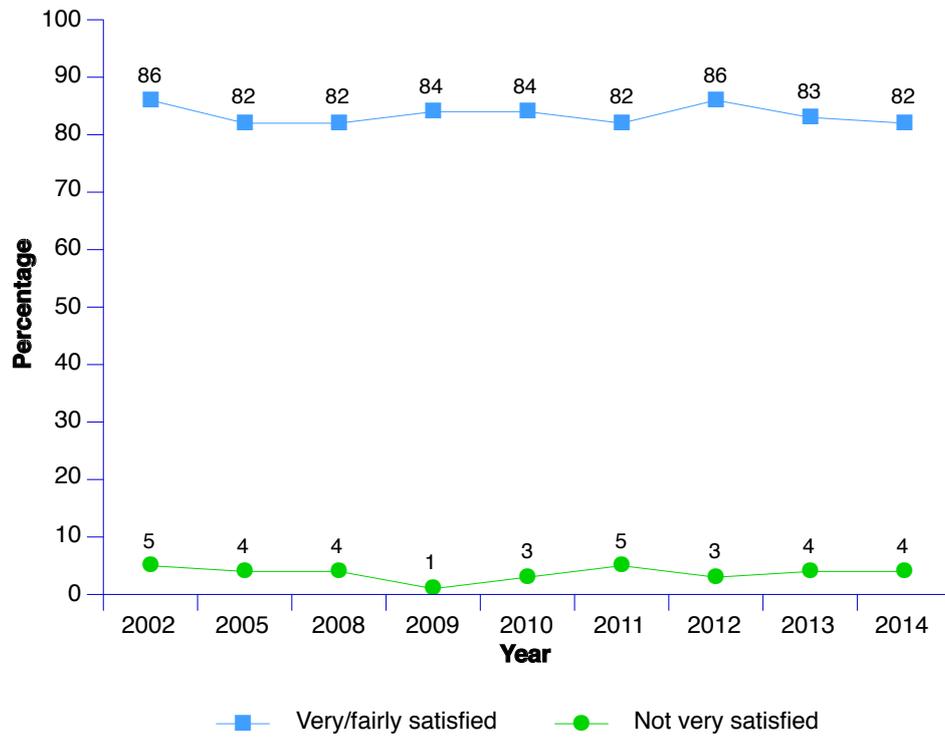
Satisfaction With Public Libraries

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	64	18	82	4	14
2013	67	16	83	4	13
2012	67	19	86	3	11
2011	68	14	82	5	13
2010	66	18	84	3	13
2009	60	24	84	1	15
2008	52	30	82	4	14
2005	53	29	82	4	14
2002	55	31	86	5	9
Users/Visitors	72	19	91	4	5
Comparison					
Peer Group (Rural)	60	25	85	3	12
National Average	64	23	87	3	10
Ward					
Lakes-Murchison	39	27	66	4	30
Golden Bay	73	13	86	-	14
Motueka	54	26	80	8	12
Moutere-Waimea	64	15	79	6	15
Richmond	76	14	80	1	9

% read across

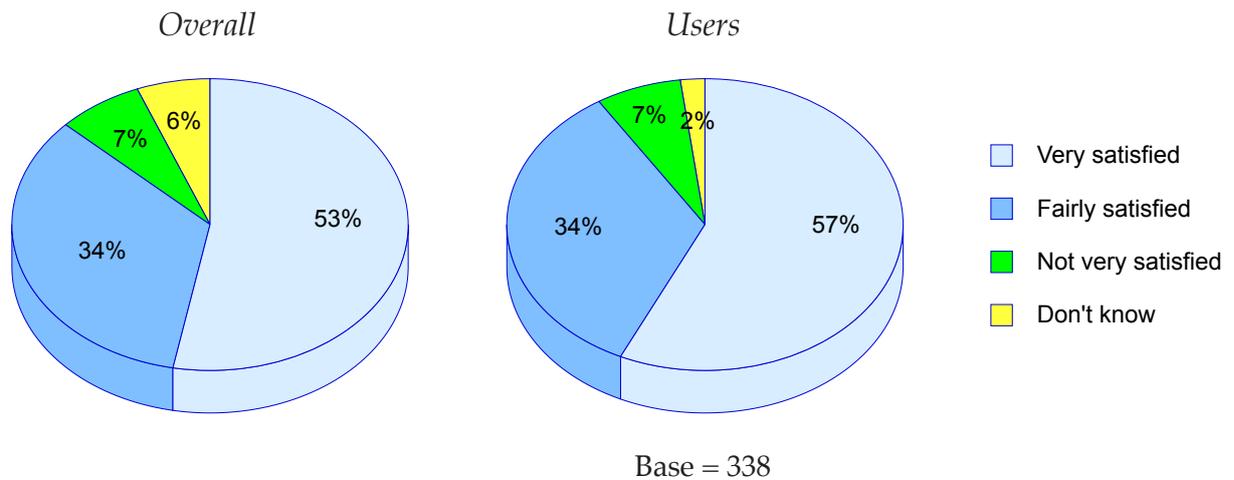
* not asked in 1996 or 1999

Public Libraries



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 82%
 Users/Visitors = 91%

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



87% of residents overall are satisfied with the District's recreational facilities (91% in 2013), including 53% who are very satisfied (65% in 2013), with 7% being not very satisfied. 6% are unable to comment.

The percent not very satisfied is on par with 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, 91% are satisfied with these facilities 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 recreational facilities. However, it appears that Golden Bay Ward residents are slightly more likely, than other Ward residents, to feel this way.

Satisfaction With Recreational Facilities

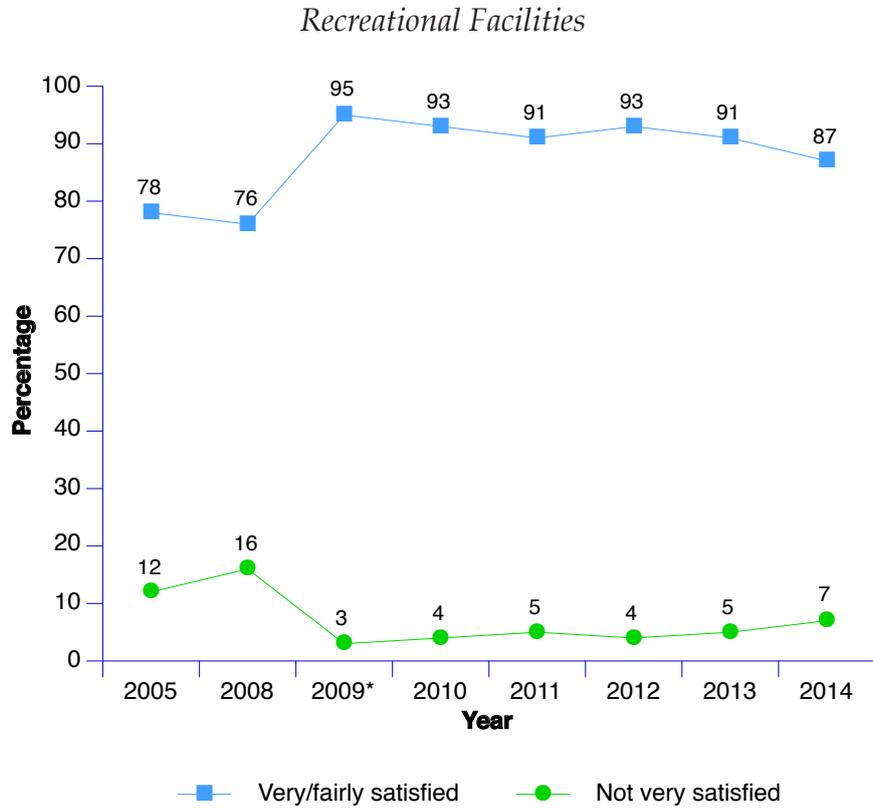
	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	53	34	87	7	6
2013	65	26	91	5	4
2012	65	28	93	4	3
2011	61	30	91	5	4
2010	66	27	93	4	3
2009	59	36	95	3	2
2008	35	41	76	16	8
2005	36	42	78	12	10
Users	57	34	91	7	2
Comparison**					
Peer Group (Rural)	57	33	90	4	6
National Average	56	37	93	3	4
Ward					
Lakes-Murchison	49	38	87	-	13
Golden Bay	33	44	77	20	3
Motueka†	48	39	87	5	7
Moutere-Waimea	61	31	92	3	5
Richmond†	59	28	87	7	5

% read across

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

† does not add to 100% due to rounding

** the Peer Group and National Averages are the **averaged** readings for sportsfields and playgrounds **and** parks and reserves and these were asked separately in the 2012 National Communitrak Survey

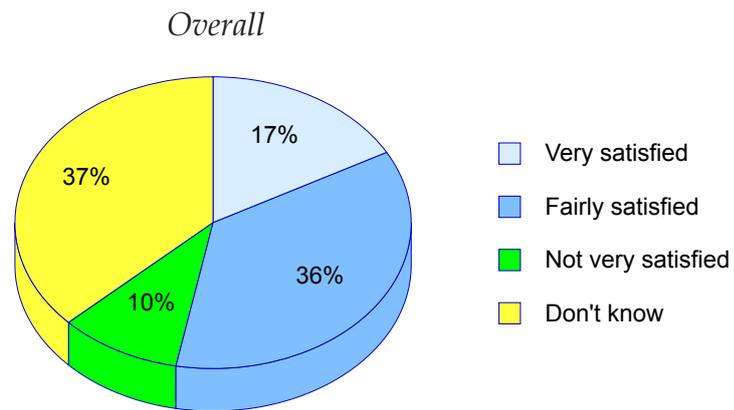


* readings prior to 2009 refer to recreational facilities, such as parks, playing fields, community halls and sports complexes. 2009 reading refers to **other** recreational facilities. (In 2009 residents were also asked satisfaction with swimming pools).

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 87%
 Users = 91%

vi. Regional Arts And Cultural Facilities In Nelson City



53% of residents are satisfied with Regional arts and cultural facilities in Nelson City, while 10% are not very satisfied. A large percentage, 37%, 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 Regional arts and cultural facilities in Nelson City.

Satisfaction With Regional Arts And Cultural Facilities In Nelson City

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	17	36	53	10	37
Ward					
Lakes-Murchison	18	25	43	7	50
Golden Bay	11	11	22	10	68
Motueka†	16	40	56	8	37
Moutere-Waimea	18	40	58	11	31
Richmond	18	42	60	11	29

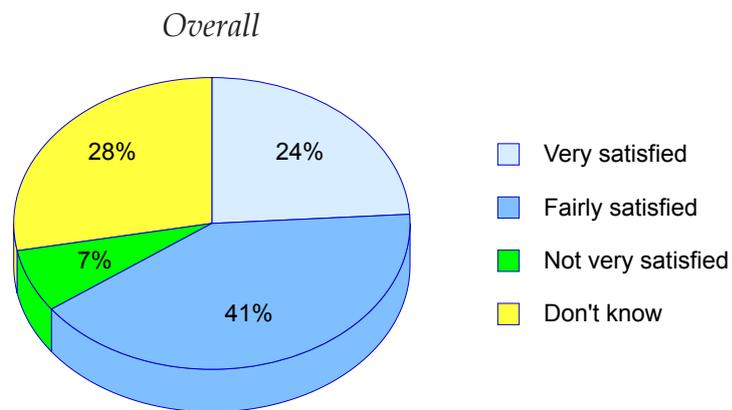
% read across

* not asked prior to 2014

† does not add to 100% due to rounding

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

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



65% of residents are satisfied with environmental education (62% in 2013), while 7% are not very satisfied and 28% are unable to comment (33% in 2013).

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

Satisfaction With Environmental Education

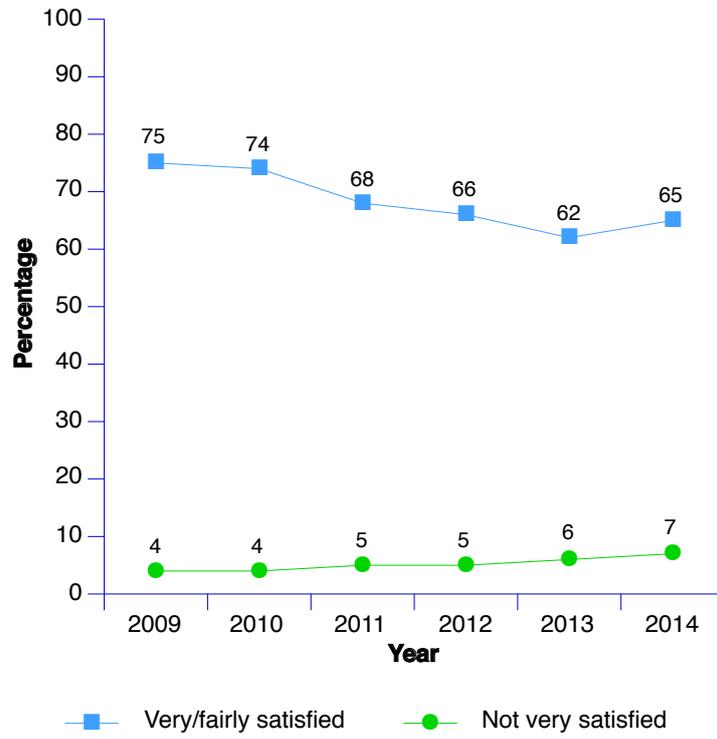
	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	24	41	65	7	28
2013 [†]	24	38	62	6	33
2012 [†]	26	40	66	5	28
2011	29	39	68	5	27
2010	36	38	74	4	22
2009	33	42	75	4	21
Ward					
Lakes-Murchison [†]	37	26	63	4	34
Golden Bay	21	37	58	13	29
Motueka [†]	21	43	64	6	29
Moutere-Waimea [†]	20	45	65	10	26
Richmond	27	43	70	4	26
Gender[†]					
Male	18	39	57	10	32
Female	29	43	72	4	23

% read across

* not asked prior to 2009

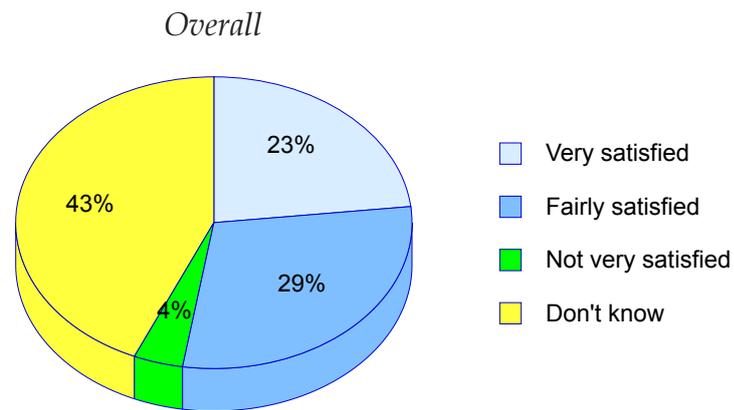
[†] does not add to 100% due to rounding

Environmental Education



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

viii. Harbourmaster And Maritime Safety Services



52% of Tasman residents are satisfied with harbourmaster and maritime safety services (48% in 2013), while 4% are not very satisfied. A significant percentage, 43%, are unable to comment (47% in 2013).

There are no comparative Peer Group and National Averages for this reading, however, the percent not very satisfied (4%) is similar to last year's result.

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

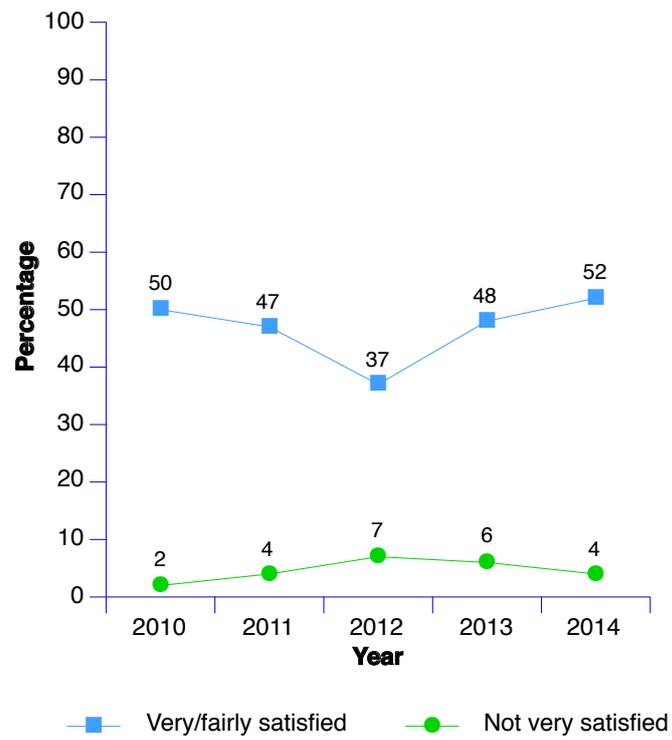
	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014 [†]	23	29	52	4	43
2013 ^{**†}	23	25	48	6	47
2012 [†]	15	22	37	7	57
2011	19	28	47	4	49
2010 [†]	19	31	50	2	49
Ward					
Lakes-Murchison	6	22	28	-	72
Golden Bay	25	20	45	15	40
Motueka [†]	25	30	55	5	41
Moutere-Waimea	25	26	51	4	45
Richmond [†]	24	35	59	2	39

% 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"

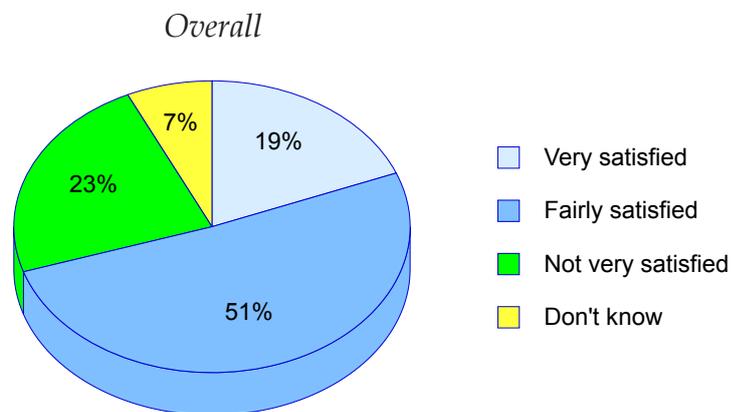
Harbourmaster And Maritime Safety Services

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 52%

b. Satisfaction With Council Services And Facilities - With Reasons For Dissatisfaction

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

i. Footpaths



70% of Tasman residents are satisfied with footpaths in their District, while 23% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages and on par with the 2013 reading.

Women are more likely to be not very satisfied with footpaths, than men.

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

Satisfaction With Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2014	19	51	70	23	7
2013	19	57	76	19	5
2012	17	54	71	22	7
2011	20	51	71	20	9
2010	16	56	72	23	5
2009	20	57	77	17	6
2008	18	53	71	21	8
2005	16	55	71	22	7
2002	15	56	71	18	11
1999	9	59	68	24	8
1996	17	47	64	25	11
Comparison					
Peer Group (Rural) [†]	21	46	67	21	11
National Average	28	46	74	21	5
Ward					
Lakes-Murchison	11	67	78	7	15
Golden Bay	20	48	68	28	4
Motueka	15	50	65	34	1
Moutere-Waimea	15	50	65	19	16
Richmond	26	50	76	21	3
Gender					
Male	17	57	74	19	7
Female	21	45	66	28	6

% read across

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

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

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

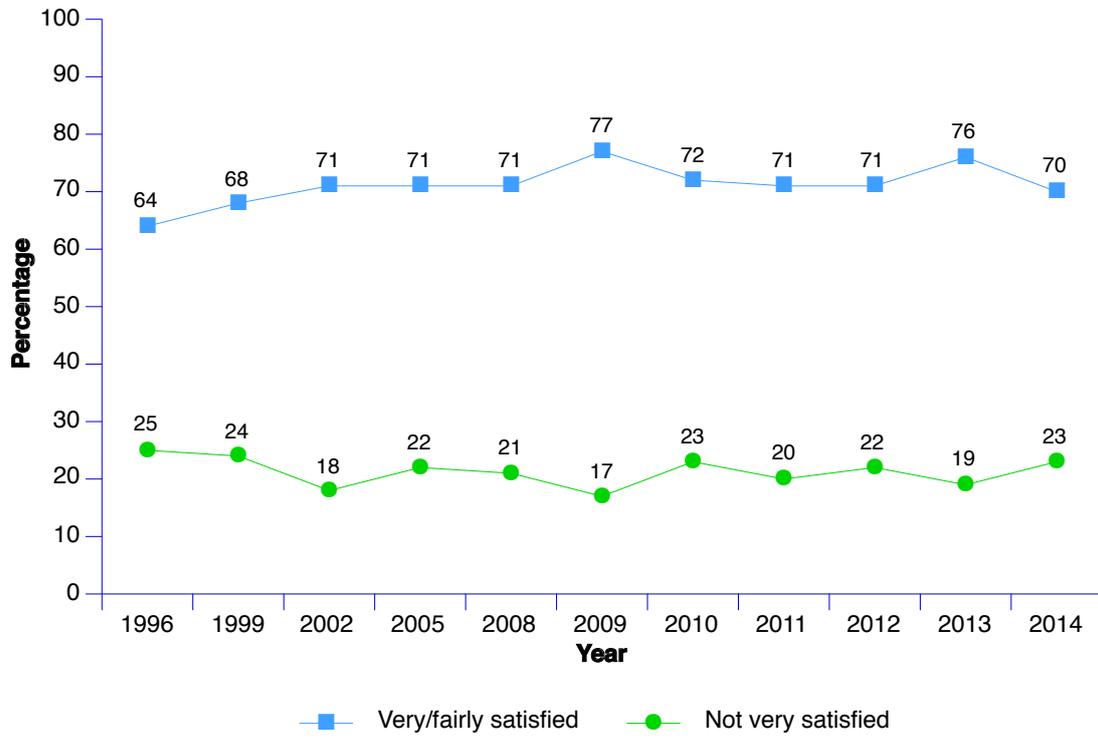
Summary Table: Main Reasons* For Being Not Very Satisfied With Footpaths

	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Uneven/cracked/rough/ bumpy/potholes	10	4	-	16	6	12
No footpaths/lack of footpaths/ only on one side	8	2	25	6	9	3
Poor condition/need maintenance/ upgrading	5	4	-	9	6	3
Poor design/narrow/ difficult access at crossings	4	-	4	2	2	6

* multiple responses allowed

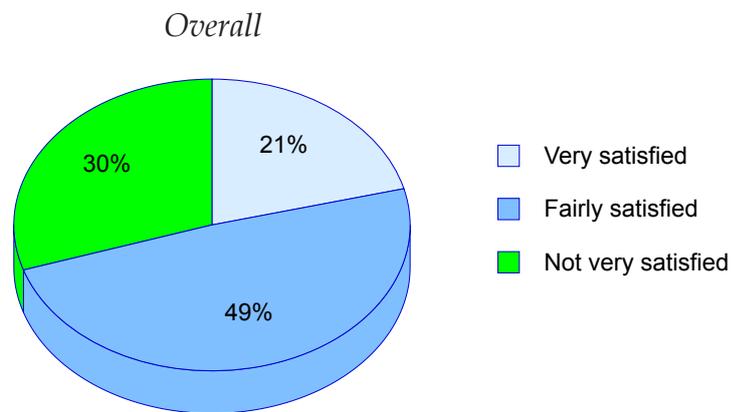
No other reason mentioned by more than 2% of all residents

Footpaths



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

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



70% of residents are satisfied with roading in the District (79% in 2013), while 30% are not very satisfied with this aspect of the District.

The percent not very satisfied is similar to the Peer Group Average, above the National Average and 10% above the 2013 reading.

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

It appears that Motueka and 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 %
Overall					
Total District 2014	21	49	70	30	-
2013**	16	63	79	20	-
2012	17	61	78	22	-
2011	18	63	81	18	1
2010	8	56	64	36	-
2009	11	62	73	27	-
2008	16	60	76	23	1
2005	12	64	76	24	-
2002	10	54	64	35	1
1999	9	61	70	30	-
1996	14	51	65	35	-
Comparison					
Peer Group (Rural)	18	54	72	28	-
National Average	25	51	76	23	1
Ward					
Lakes-Murchison	4	46	50	46	4
Golden Bay	24	37	61	39	-
Motueka	24	52	76	24	-
Moutere-Waimea	14	51	65	35	-
Richmond [†]	26	51	77	24	-
Length of Residence[†]					
Lived there 10 years or less	25	56	81	20	-
Lived there more than 10 years	19	47	66	33	-

% read across

* readings prior to 2013 do not exclude State Highways

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

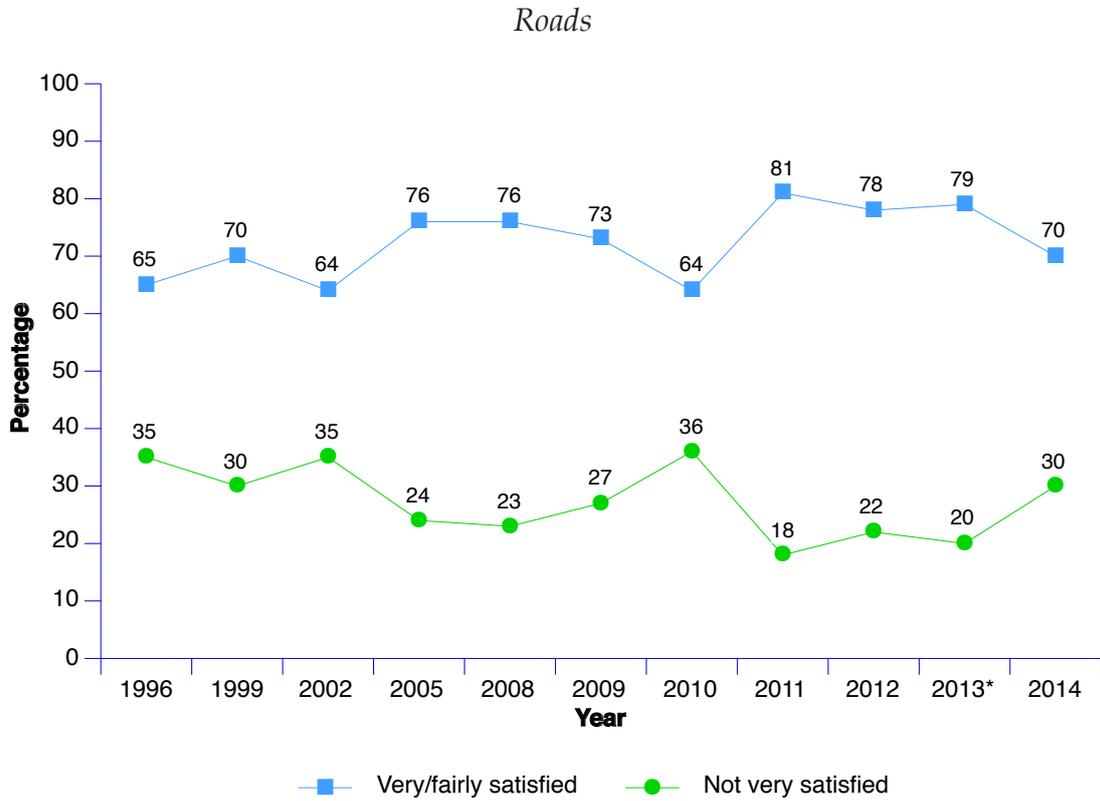
The main reasons residents are not very satisfied with roading are ...

- poor condition/need upgrading/improving,
- potholes/uneven/rough/bumpy,
- poor quality of work/materials used/patching unfinished,
- lack of maintenance/slow to maintain.

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

	Total District 2014 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Poor condition/need upgrading/improving	6	7	10	6	5	4
Potholes/uneven/rough/bumpy	5	19	-	3	4	5
Poor quality of work/materials used/patching unfinished	5	4	-	9	4	3
Lack of maintenance/slow to maintain	4	14	6	2	5	1

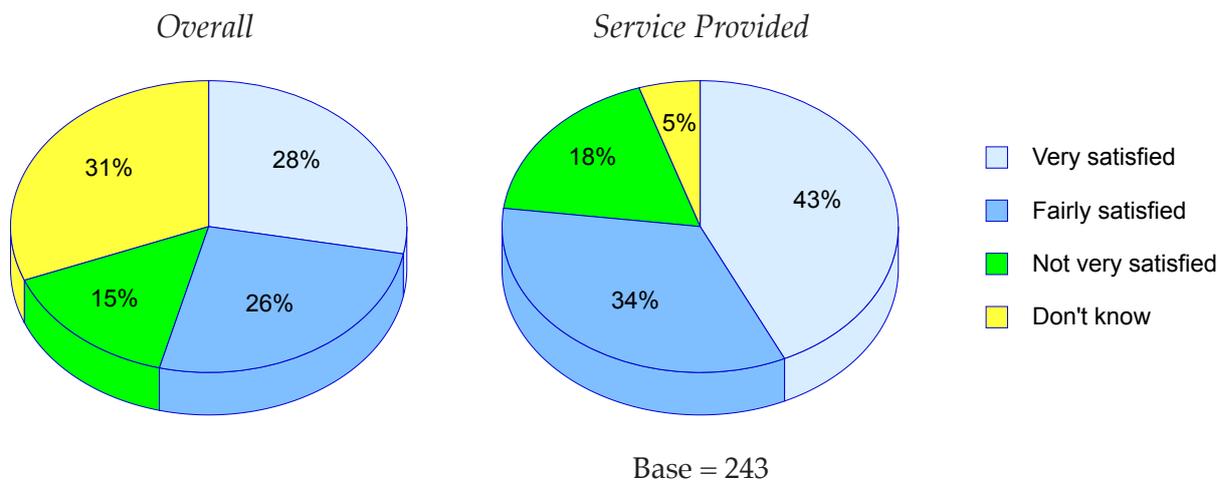
* multiple responses allowed



* readings prior to 2013 do not exclude State Highways

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

iii. Water Supply



54% of residents are satisfied with the water supply (58% in 2013), including 28% who are very satisfied (31% in 2013). 15% are not very satisfied and 31% are unable to comment.

Tasman District residents are on par with their Peer Group counterparts, residents nationwide, and the 2013 reading, with regards to the percent not very satisfied with the water supply.

61% of residents receive a piped supply. Of these, 77% are satisfied and 18% are not very satisfied (13% in 2013).

Men are more likely to be not very satisfied with the water supply, than women.

Satisfaction With Water Supply

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2014	28	26	54	15	31
2013	31	27	58	11	31
2012	32	30	62	10	28
2011 [†]	25	32	57	11	33
2010	32	35	67	8	25
2009	27	38	65	9	26
2008	23	33	56	15	29
2005	22	41	63	15	22
2002	25	30	55	9	36
1999	19	35	54	15	31
1996	23	29	52	14	34
Service Provided	43	34	77	18	5
Comparison					
Peer Group (Rural) [†]	38	22	60	12	27
National Average	47	30	77	11	12
Ward					
Lakes-Murchison	22	13	35	14	51
Golden Bay	12	16	28	20	52
Motueka	25	22	47	7	46
Moutere-Waimea [†]	20	24	44	20	37
Richmond [†]	43	38	81	15	3
Gender					
Male	23	28	51	19	30
Female [†]	32	25	57	11	33

% read across

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

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

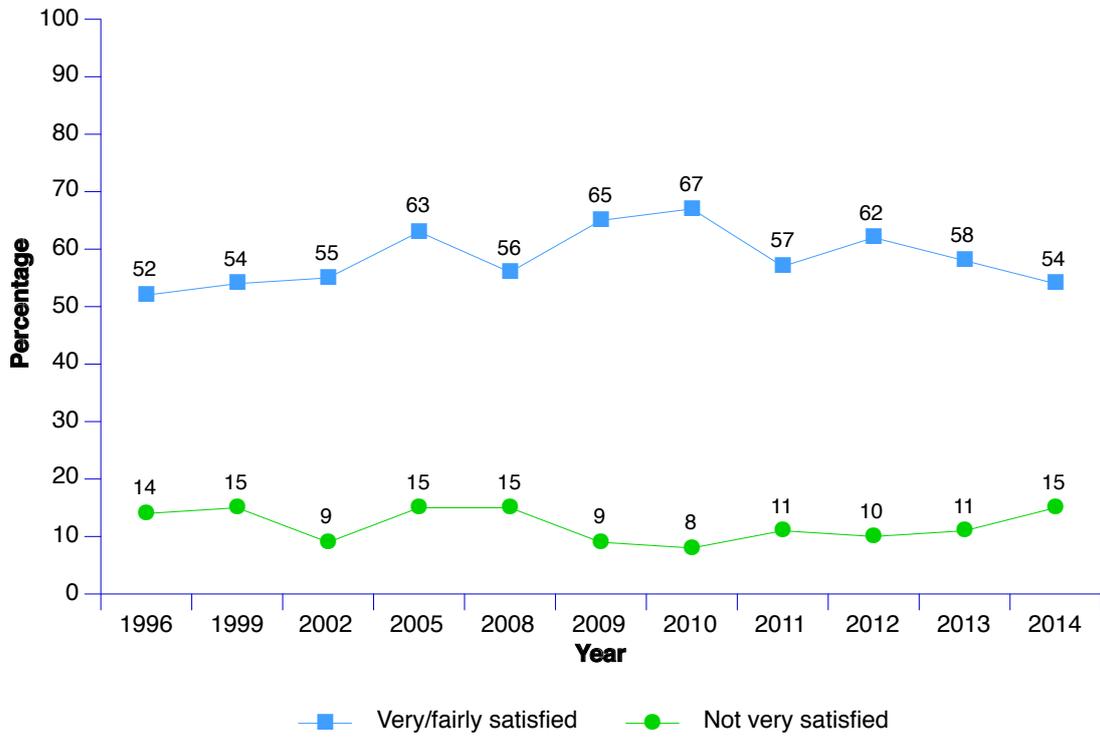
- cost issues/too expensive/increased charges/proposed water meters,
- poor quality of water/poor taste/smells.

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

	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Cost issues/too expensive/ increased charges/ proposed water meters	5	4	-	4	5	8
Poor quality of water/poor taste/ smells	3	2	-	-	4	5

* multiple responses allowed

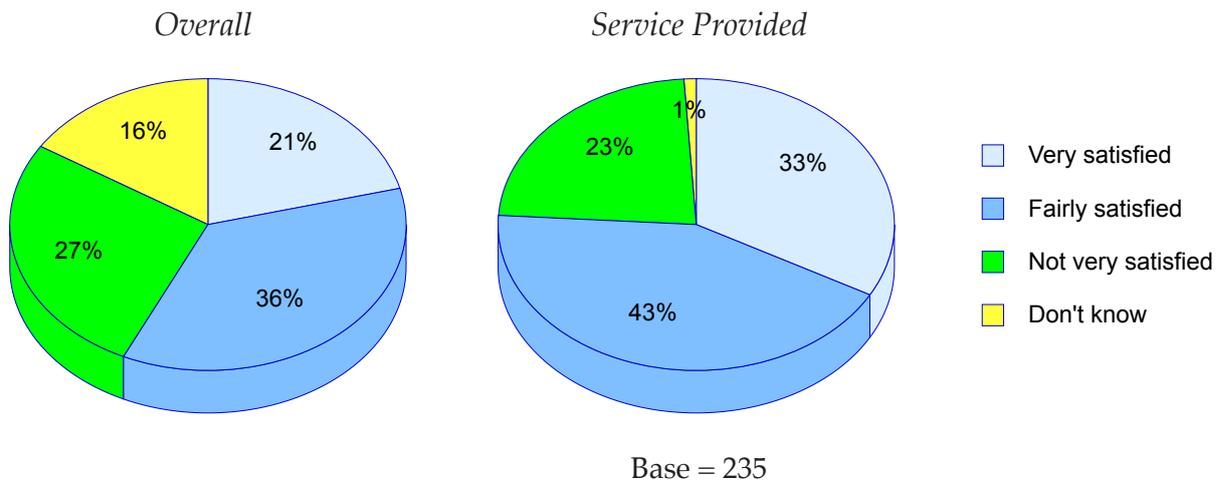
Water Supply



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 54%
 Receivers of Service = 77%

iv. Stormwater Services



57% of residents are satisfied with stormwater services, while 27% are not very satisfied and 16% are unable to comment. These readings are similar to the 2013 results.

The percent not very satisfied (27%) is above the Peer Group and National Averages.

59% of residents are provided with a piped stormwater collection and, of these, 76% are satisfied (67% in 2013) and 23% not very satisfied (30% in 2013).

Residents more likely to be not very satisfied with stormwater services are ...

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

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

Satisfaction With Stormwater Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	21	36	57	27	16
2013 [†]	17	38	55	26	18
2012	30	35	65	13	22
2011	22	37	59	13	28
2010 [†]	30	31	61	17	23
2009	26	41	67	14	19
2008	22	41	63	11	26
2005	20	41	61	15	24
Service Provided	33	43	76	23	1
Comparison					
Peer Group (Rural)	23	34	57	13	30
National Average	30	43	73	14	13
Ward					
Lakes-Murchison [†]	4	25	29	23	47
Golden Bay	3	28	31	46	23
Motueka [†]	30	47	77	13	9
Moutere-Waimea	22	31	53	19	28
Richmond	24	36	60	37	3
Gender					
Male	16	35	51	32	17
Female	26	36	62	22	16
Length of Residence					
Lived there 10 years or less	26	41	67	18	15
Lived there more than 10 years	20	34	54	29	17

% read across

* not asked prior to 2005

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

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

- flooding in street/area/surface flooding,
- poor drainage/inadequate system/needs upgrading/improving,
- run-off/flooding on property,
- no stormwater service,
- drains/culverts blocked/need cleaning.

Summary Table:

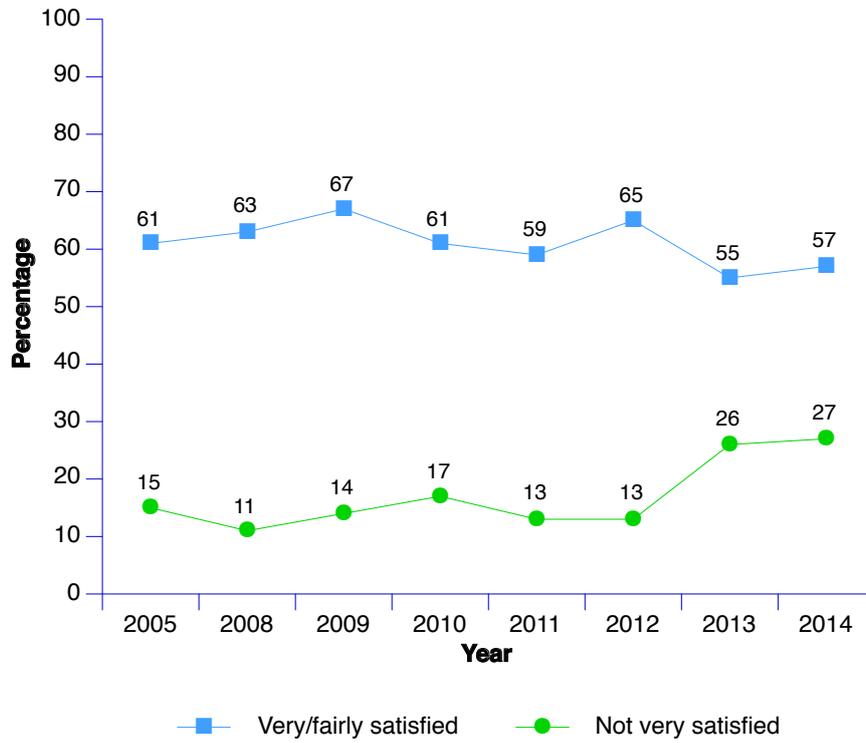
Main Reasons* For Being Not Very Satisfied With Stormwater Services

	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Flooding in street/area/ surface flooding	11	12	6	3	8	20
Poor drainage/inadequate system/ needs upgrading/improving	10	16	14	4	7	15
Run-off/flooding on property	4	6	2	3	6	4
No stormwater service	4	-	(19)	2	5	1
Drains/culverts blocked/ need cleaning	4	10	2	1	-	9

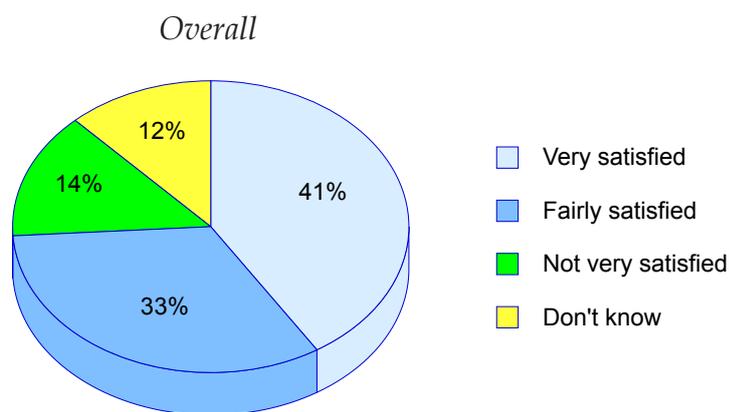
* multiple responses allowed

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

Stormwater Services



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 57%
 Service Provided = 76%

v. Refuse Centres

74% of residents are satisfied with refuse centres, including 41% who are very satisfied, while 14% are not very satisfied. 12% are unable to comment.

The percent not very satisfied (14%) is similar to the Peer Group and National Averages for refuse disposal.

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

Satisfaction With Refuse Centres

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	41	33	74	14	12
Comparison**					
Peer Group (Rural)	31	35	66	12	22
National Average	26	39	65	12	23
Ward					
Lakes-Murchison†	19	37	56	15	28
Golden Bay	38	37	75	14	11
Motueka	57	27	84	9	7
Moutere-Waimea	33	34	67	16	17
Richmond	42	33	75	15	10
Gender					
Male	37	32	69	17	14
Female	45	33	78	11	11

% read across

* not asked prior to 2014

** Peer Group and National Average readings refer to ratings for refuse disposal (ie, landfill sites)

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with refuse centres are ...

- too expensive,
- closure of centres/recycling shop.

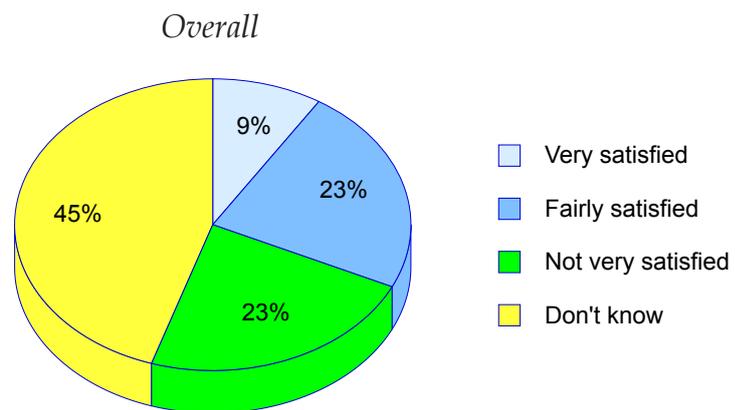
Summary Table: Main Reasons* For Being Not Very Satisfied With Refuse Centres

	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Too expensive	8	4	7	9	11	5
Closure of centres/recycling shop	3	-	-	-	5	6

* multiple responses allowed

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

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 74%

vi. Public Transportation

32% of residents are satisfied with public transportation, while 23% are not very satisfied. A large percentage, 45%, are unable to comment.

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

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

- Golden Bay Ward residents,
- women.

Satisfaction With Public Transportation

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	9	23	32	23	45
Ward					
Lakes-Murchison	4	9	13	16	71
Golden Bay	-	9	9	54	37
Motueka	1	15	16	23	61
Moutere-Waimea	4	22	26	25	49
Richmond	24	38	62	12	26
Gender					
Male	8	25	33	17	50
Female	11	21	32	28	40

% read across

* not asked prior to 2014

† does not add to 100% due to rounding

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

- non-existent/ don't have any/ would like a bus service,
- poor service/ could do better/ not enough buses/ infrequent,
- specific bus routes needed.

Summary Table:

Main Reasons* For Being Not Very Satisfied With Public Transportation

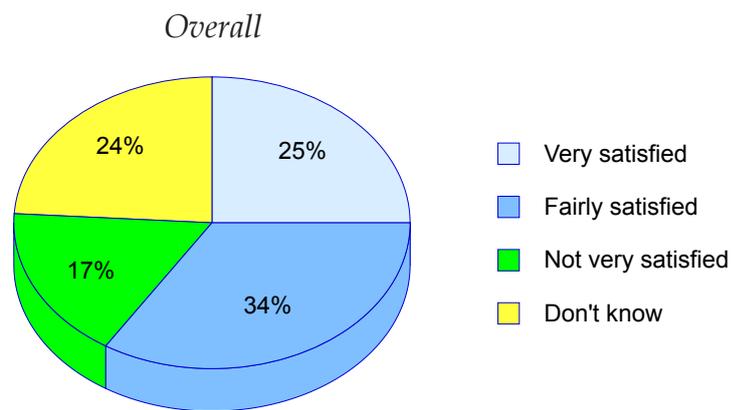
	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Non-existent/ don't have any/ would like a bus service	15	6	52	15	20	-
Poor service/ could do better/ not enough buses/ infrequent	5	2	3	6	4	7
Specific bus routes needed	4	10	-	4	8	1

* multiple responses allowed

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

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 32%

vii. Tourism Marketing



59% of residents are satisfied with tourism marketing, including 25% who are very satisfied, while 17% are not very satisfied. 24% are unable to comment.

The percent not very satisfied (17%) is similar to the Peer Group and National Averages for tourism promotion.

Residents more likely to be not very satisfied with tourism marketing are ...

- Lakes-Murchison Ward residents,
- men,
- residents who live in a one or two person household.

Satisfaction With Tourism Marketing

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	25	34	59	17	24
Comparison**					
Peer Group (Rural)	28	45	73	15	12
National Average	27	47	74	15	11
Ward					
Lakes-Murchison	6	31	37	42	21
Golden Bay	30	31	61	21	18
Motueka	41	26	67	14	19
Moutere-Waimea†	22	44	66	12	23
Richmond	19	35	54	16	30
Gender					
Male†	21	34	55	23	23
Female	29	35	64	11	25
Household Size					
1-2 person household	23	31	54	21	25
3+ person household	27	38	65	13	22

% read across

* not asked prior to 2014

** Peer Group and National Averages refer to ratings for tourism promotion

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with tourism marketing are ...

- could be better/more promotion needed,
- tourism marketing not Council business/should be done by tourist operators,
- funding cuts,
- ineffective/non-existent marketing,
- closure of *i*-sites,
- too much money spent on it/waste of money/not value for money.

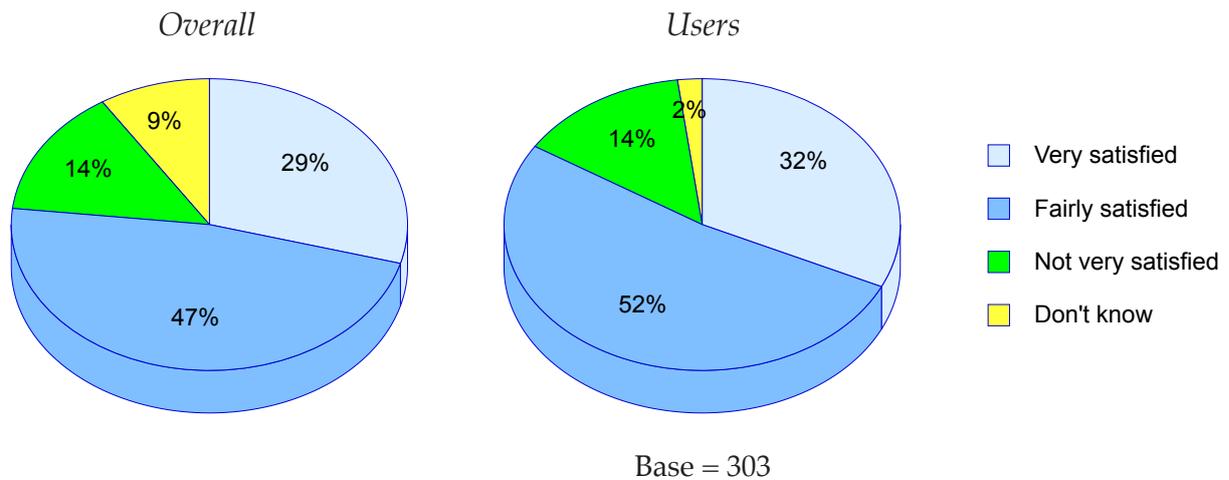
Summary Table: Main Reasons* For Being Not Very Satisfied With Tourism Marketing

	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Could be better/ more promotion needed	5	12	4	4	4	4
Tourism marketing not Council business/ should be done by tourist operators	4	4	4	6	2	6
Funding cuts	2	2	-	-	3	4
Ineffective/non-existent marketing	2	-	3	4	1	1
Closure of <i>i</i> -sites	2	19	1	-	-	-
Too much money spent on it/ waste of money/ not value for money	2	4	9	1	-	2

* multiple responses allowed

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

viii. Public Toilets



76% of residents are satisfied with public toilets in the District (68% in 2013), including 29% who are very satisfied (24% in 2013). 14% are not very satisfied and 9% are unable to comment (18% in 2013).

The percent not very satisfied is on par with the Peer Group and National Averages and similar to the 2013 reading.

77% of households have used a public toilet in the last 12 months. Of these, 84% are satisfied (77% in 2013) and 14% 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 residents who live in a three or more person household, are slightly more likely to feel this way, than those who live in a one or two person household.

Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014 [†]	29	47	76	14	9
2013 [†]	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	32	52	84	14	2
Comparison					
Peer Group (Rural)	35	37	72	17	11
National Average	23	46	69	18	13
Ward					
Lakes-Murchison	29	54	83	7	10
Golden Bay	66	26	92	6	2
Motueka	32	50	82	10	8
Moutere-Waimea	29	46	75	14	11
Richmond	14	52	66	23	11
Household Size					
1-2 person household [†]	28	49	77	11	13
3+ person household	30	46	76	18	6

% read across

* not asked in 1996 or 1997

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

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

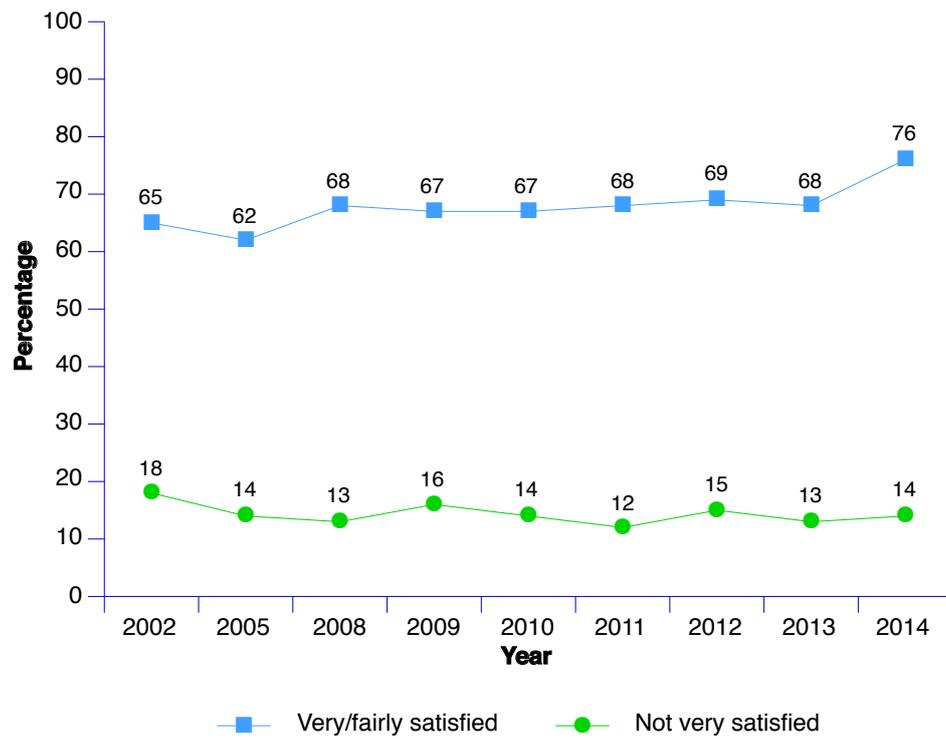
- need more toilets/not enough,
- dirty/disgusting/smell/need cleaning more often,
- old/grotty/need upgrading/maintenance,
- toilets locked/not always open

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

	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Need more toilets/not enough	5	4	3	5	2	10
Dirty/disgusting/smell/ need cleaning more often	5	-	3	2	4	10
Old/grotty/need upgrading/ maintenance	3	2	-	1	8	4
Toilets locked/not always open	2	-	-	1	2	4

* multiple responses allowed

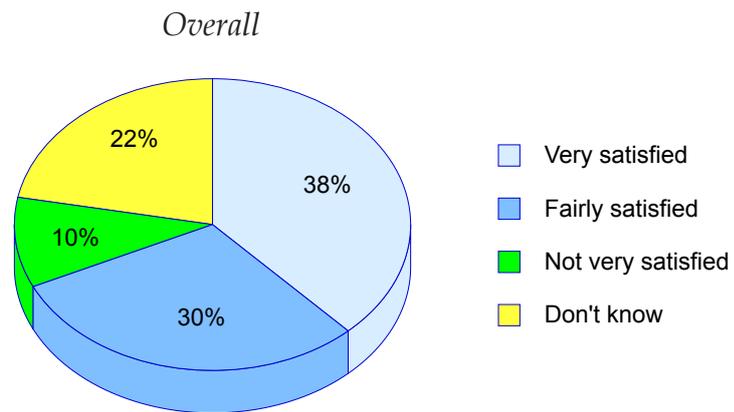
Public Toilets



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 76%
Users = 84%

ix. Visitor Information Centres And i-Sites



68% of residents are satisfied with Visitor Information Centre and *i*-sites, including 38% who are very satisfied. 10% are not very satisfied and 22% are unable to comment.

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

Lakes-Murchison Ward residents are more likely to be not very satisfied, than other Ward residents.

Satisfaction With Visitor Information Centres And *i*-Sites

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	38	30	68	10	22
Ward					
Lakes-Murchison	21	26	47	42	11
Golden Bay	46	30	76	10	14
Motueka	56	28	84	6	10
Moutere-Waimea	42	29	71	5	24
Richmond	23	33	56	11	33

% read across

* not asked prior to 2014

The main reasons residents are not very satisfied with Visitor Information Centres and *i*-sites are ...

- closure of *i*-sites and information centre,
- needs to be improved / staffing issues.

Summary Table: Main Reasons* For Being Not Very Satisfied With Visitor Information Centres And *i*-Sites

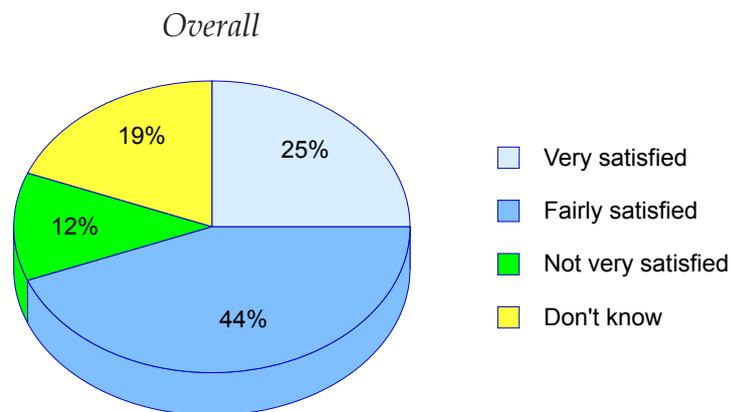
	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Closure of <i>i</i> -sites and information centre	5	41	6	1	2	2
Needs to be improved / staffing issues	3	-	3	3	1	6

* multiple responses allowed

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

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

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



69% of Tasman residents are satisfied with emergency management (59% in 2013), including 25% who are very satisfied, while 12% are not very satisfied. 19%, are unable to comment (27% in 2013).

The percent not very satisfied is slightly above the Peer Group Average, on par with the National Average and similar to the 2013 reading.

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

Satisfaction With Emergency Management

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	25	44	69	12	19
2013	22	37	59	14	27
2012 [†]	19	40	59	10	32
2011	20	33	53	11	36
2010 [†]	19	37	56	8	37
2009	18	40	58	10	32
2008	15	35	50	16	34
Comparison					
Peer Group (Rural)	21	41	62	6	32
National Average	21	39	60	8	32
Ward					
Lakes-Murchison	27	40	67	8	25
Golden Bay [†]	28	30	58	22	19
Motueka	27	38	65	9	26
Moutere-Waimea	25	45	70	15	15
Richmond [†]	23	53	76	11	14

% read across

* not asked prior to 2008

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

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

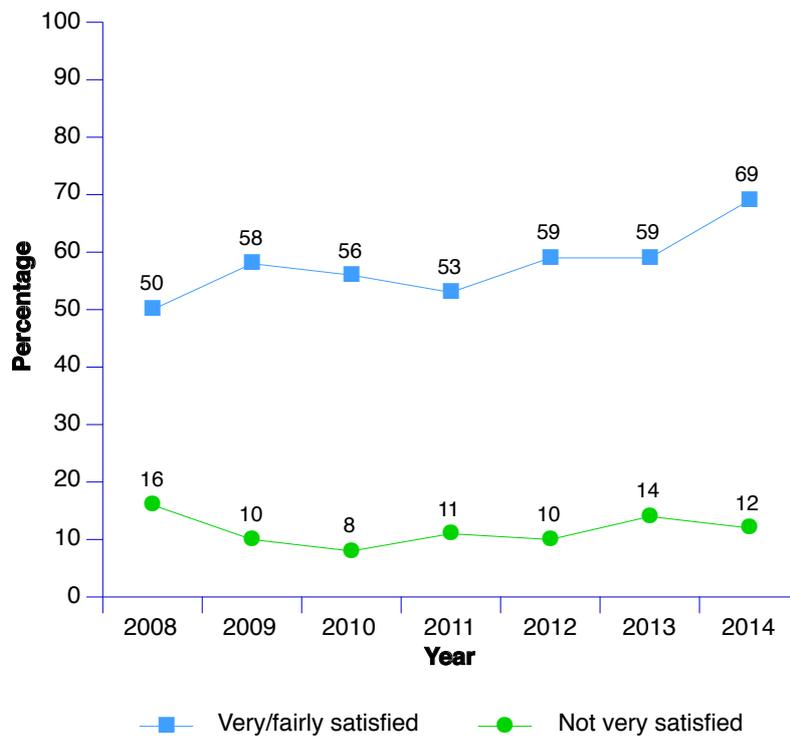
- lack of information/ not enough publicity/ knowledge,
- not prepared/organised/ delays in response/ little help/ slow follow-up,
- poor emergency management/ communication issues,
- need more education/ training.

Summary Table:

Main Reasons* For Being Not Very Satisfied With Emergency Management

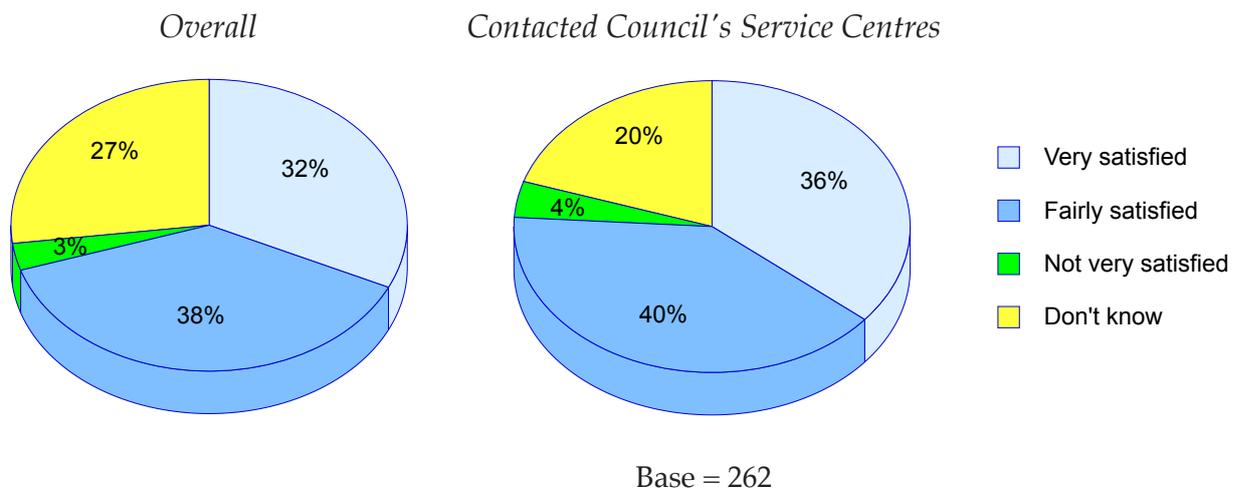
	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Lack of information/ not enough publicity/ knowledge	5	2	2	7	9	2
Not prepared/organised/ delays in response/ little help/ slow follow-up	3	-	5	-	2	5
Poor emergency management/ communication issues	2	4	10	-	-	1
Need more education/ training	2	5	3	1	3	-

* multiple responses allowed

Emergency Management

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 69%

xi. Customer Service Centres



70% of Tasman District residents express satisfaction with Council's Customer Service Centres, including 32% who are very satisfied. 3% are not very satisfied and 27% are unable to comment.

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

67% of residents have contacted Council offices / service centres in the last 12 months. Of these 76% are satisfied and 4% 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 Customer Service Centres.

Satisfaction With Customer Service Centre

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	32	38	70	3	27
Contacted Council's Customer Service Centre	36	40	76	4	20
Ward					
Lakes-Murchison	18	46	64	8	28
Golden Bay	33	43	76	5	19
Motueka [†]	35	38	73	2	26
Moutere-Waimea	27	32	59	6	35
Richmond [†]	35	40	75	1	25

% read across

* not asked prior to 2014

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

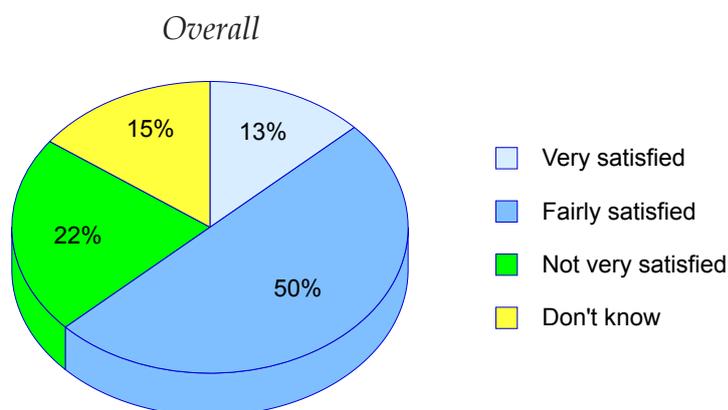
The main reasons* residents are not very satisfied with Council's Customer Service Centres are ...

- slow response/no response, mentioned by 2% of all residents,
- standard of service, 1%.

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 70%
 Contacted Council's service centres = 76%

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



63% of Tasman residents are satisfied with environmental planning and policy (58% in 2013), while 22% are not very satisfied and 15% are unable to comment (18% in 2013).

There are no comparative Peer Group and National Averages for this reading, but the not very satisfied reading is similar to the 2013 result.

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

- men,
- residents aged 45 to 64 years.

Satisfaction With Environmental Planning And Policy

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	13	50	63	22	15
2013	12	46	58	24	18
2012	13	49	62	20	18
2011	15	43	58	17	25
2010	22	49	71	14	15
2009	19	50	69	20	11
2008	13	49	62	22	16
Ward					
Lakes-Murchison	14	56	70	17	13
Golden Bay	15	53	68	21	11
Motueka	13	46	59	24	17
Moutere-Waimea [†]	13	54	67	20	14
Richmond	12	48	60	25	15
Gender					
Male	11	55	66	26	8
Female	14	46	60	19	21
Age					
18-44 years	16	54	70	19	11
45-64 years	8	48	56	29	15
65+ years	16	49	65	15	20

% read across

* not asked prior to 2008

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

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

- water supply / management / allocation,
- too restrictive / inflexible / change rules / inconsistent / too bureaucratic,
- clean air policy / poor air quality / air pollution,
- specific issues / areas needing attention / more control.

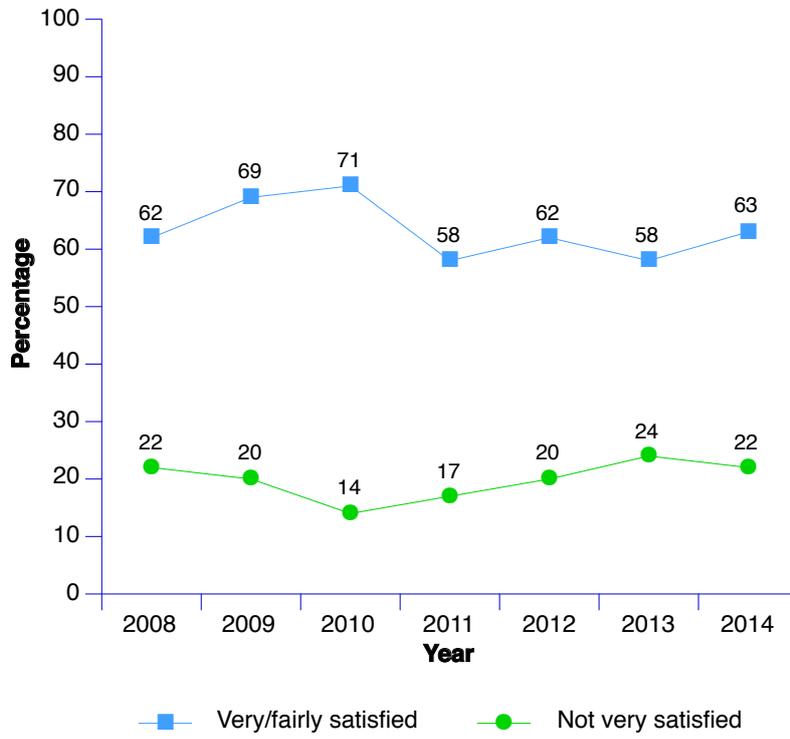
Summary Table:

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

	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Water supply / management / allocation	4	2	5	4	2	4
Too restrictive / inflexible / change rules / inconsistent / too bureaucratic	3	4	-	3	4	3
Clean air policy / poor air quality / air pollution	3	2	-	1	2	6
Specific issues / areas needing attention / more control	3	-	-	2	1	6

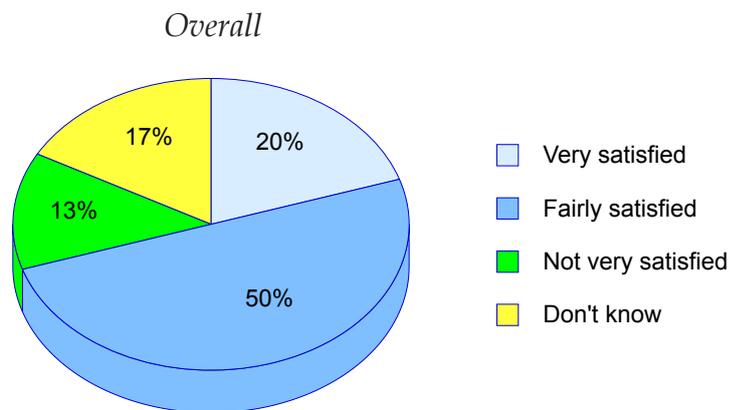
* multiple responses allowed

Environmental Planning And Policy



Recommended Satisfaction Measure For Reporting Purposes:
Total District = 63%

xiii. 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 and 17% are unable to comment. These readings are similar to the 2013 results.

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 shorter term residents, those residing in the District 10 years or less, are slightly more likely, than longer term residents, to feel this way.

Satisfaction With Environmental Information

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	20	50	70	13	17
2013	20	50	70	13	17
2012	21	49	70	8	22
2011 [†]	22	46	68	9	24
2010	25	47	72	8	20
2009	25	50	75	9	16
2008	20	52	72	8	20
2002	14	49	63	16	21
Ward					
Lakes-Murchison [†]	26	54	80	10	11
Golden Bay	14	45	59	20	21
Motueka	17	49	66	16	18
Moutere-Waimea	18	50	68	9	23
Richmond	24	53	77	11	12
Length of Residence[†]					
Lived there 10 years or less	17	49	66	19	14
Lived there more than 10 years	21	51	72	11	18

% read across

* not asked in 2005 or prior to 2002

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

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

- lack of information/ would like more/ haven't seen any,
- concerns about water quality/ contamination.

Summary Table:

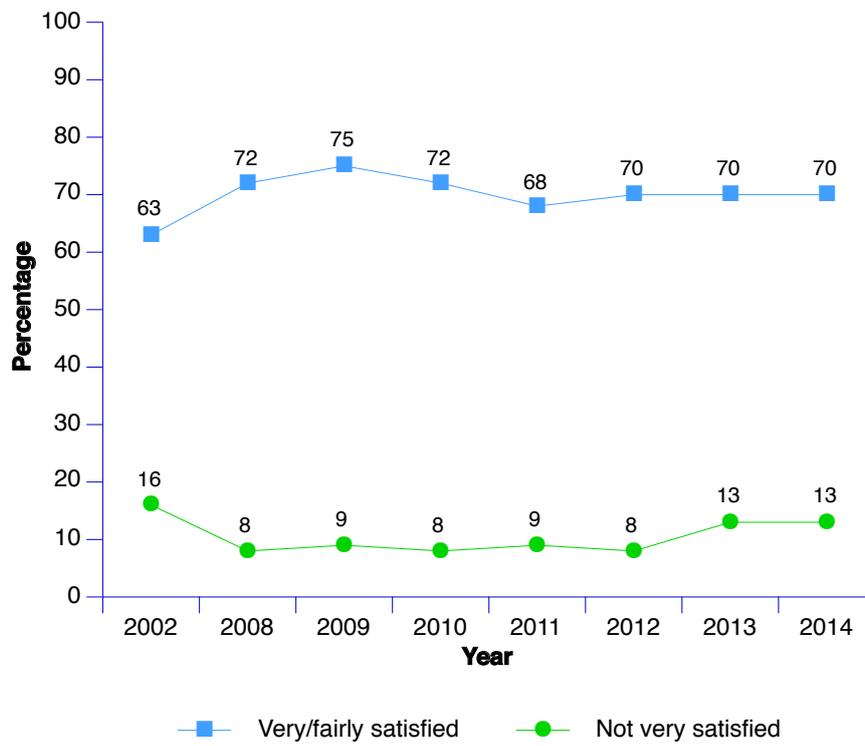
Main Reasons* For Being Not Very Satisfied With Environmental Information

	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Lack of information/ would like more/ haven't seen any	5	2	7	8	4	4
Concerns about water quality/ contamination	3	4	9	2	1	3

* multiple responses allowed

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

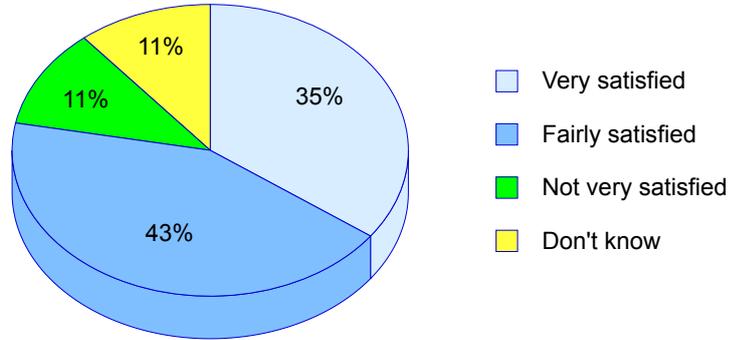
Environmental Information



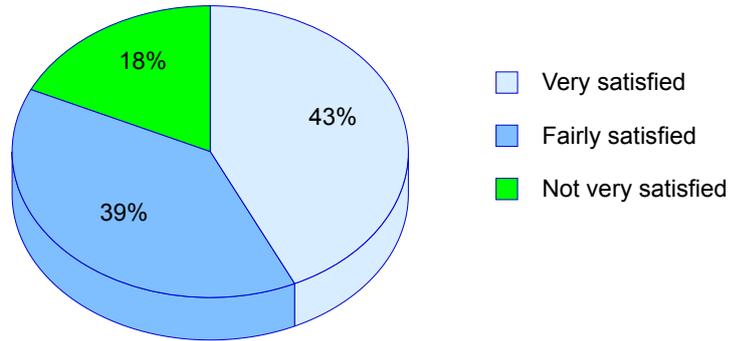
Recommended Satisfaction Measure For Reporting Purposes:
Total District = 70%

xiv. Dog Control

Overall

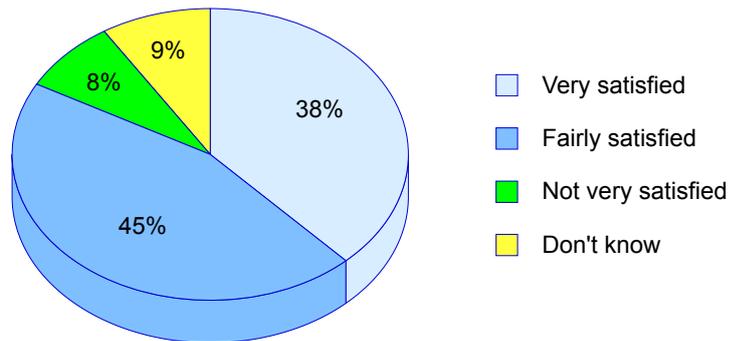


Contacted Council



Base = 58

Dog Owners



Base = 147

78% of Tasman District residents express satisfaction with the Council's efforts in controlling dogs (81% in 2013), including 35% who are very satisfied (42% in 2013). 11% are not very satisfied and 11% are unable to comment.

The percent not very satisfied is slightly below the Peer Group Average, below the National Average and similar to the 2013 reading.

16% of households have contacted the Council about dog control. Of these, 82% are satisfied and 18% are not very satisfied.

38% of residents are dog owners. Of these, 83% are satisfied and 8% 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 Lakes-Murchison and Golden Bay Ward residents are slightly more likely, than other Ward residents, to feel this way.

Satisfaction With Dog Control

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014	35	43	78	11	11
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 Dog Owners	43	39	82	18	-
	38	45	83	8	9
Comparison					
Peer Group (Rural)	35	39	74	16	10
National Average	32	44	76	18	6
Ward					
Lakes-Murchison [†]	16	50	66	21	14
Golden Bay	23	41	64	24	12
Motueka	43	38	81	8	11
Moutere-Waimea	38	42	80	6	14
Richmond [†]	35	49	84	10	7

% 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 ...

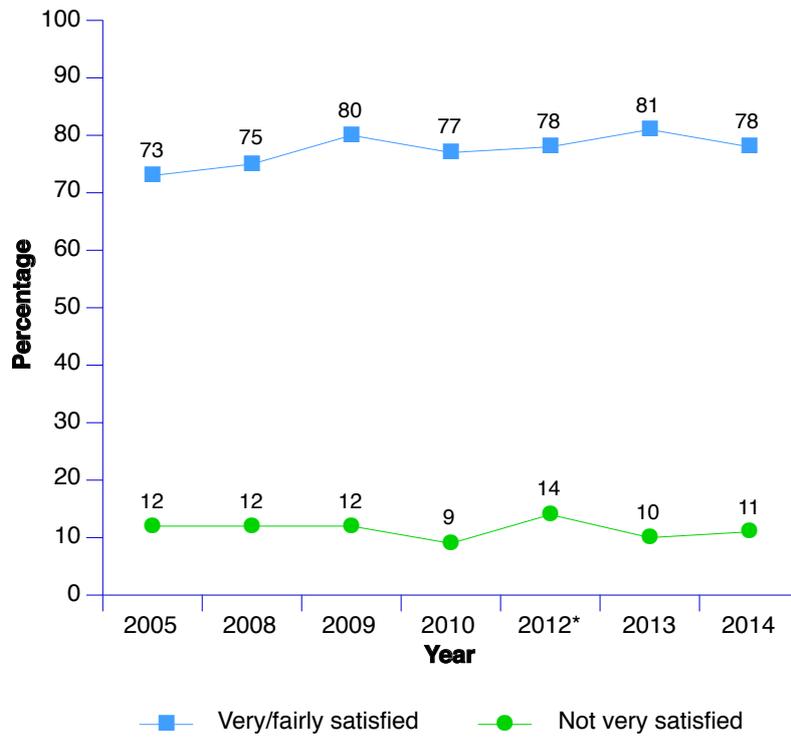
- need more control/policing/need to be stricter,
- too many roaming/uncontrolled dogs,
- poor service/rangers could do a better job,
- danger to people and other animals,
- owners not responsible/need education.

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

	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Need more control/policing/ need to be stricter	4	12	3	3	3	3
Too many roaming/uncontrolled dogs	4	7	7	3	3	2
Poor service/ rangers could do a better job	2	-	9	2	-	3
Danger to people and other animals	2	-	5	3	-	3
Owners not responsible/ need education	2	-	-	2	1	3

* multiple responses allowed

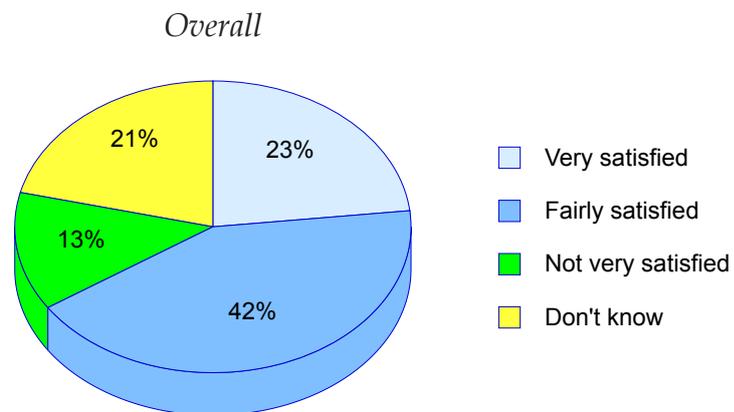
Dog Control



* not asked prior to 2005 and not asked in 2011

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 78%
Contacted Council	= 82%
Dog Owners	= 83%

xv. Council's Management Of Coastal Structure (eg, ports, wharves, rock protection works)



65% of Tasman residents are satisfied with Council's management of coastal structures, while 13% are not very satisfied and 21% are unable to comment.

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

Golden Bay Ward residents are more likely to be not very satisfied with Council's management of coastal structures, than other Ward residents.

It also appears that the men are slightly more likely to feel this way, than women.

Satisfaction With Council's Management Of Coastal Structures

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2014 [†]	23	42	65	13	21
Ward					
Lakes-Murchison [†]	5	50	55	9	35
Golden Bay [†]	10	25	35	41	23
Motueka	22	47	69	13	18
Moutere-Waimea	22	47	69	9	22
Richmond [†]	34	39	73	8	20
Gender					
Male [†]	23	47	70	17	14
Female	24	38	62	10	28

% read across

* not asked prior to 2014

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

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

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

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

	Total District 2014 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Coastal protection/ foreshore/ sea frontages/ rock walls	4	4	14	3	3	2
Needs improvement/ not enough being done/ take too long	3	2	12	3	2	1
Erosion issues	2	2	-	1	1	4

* multiple responses allowed

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

c. Spend Emphasis On Services/Facilities

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

Summary Table: Spend Emphasis For Services/Facilities

	More %	About the same %	Less %	Don't know %
Stormwater services	36	52	1	11
Roads (excluding State Highway)	34	59	6	1
Footpaths	33	58	5	4
Management of coastal structures	30	56	2	12
Public transportation	30	46	4	20
Emergency management/Civil Defence	29	63	2	6
Environmental education	23	63	6	8
Public toilets	21	71	1	7
Water supply	20	59	5	16
Tourism marketing	20	57	14	9
Council funding for Visitor Information Centres and <i>i</i> -Sites	18	68	7	7
Recreational facilities	17	79	3	1
Public libraries [†]	16	77	5	3
Environmental planning and policy [†]	16	64	11	10
Environment information and monitoring [†]	14	71	7	8
Harbourmaster and maritime safety services [†]	12	58	5	24
Refuse centres	11	79	3	7
Dog control	11	74	6	9
Regional arts and cultural facilities in Nelson City [†]	11	51	19	18
Sewerage supply [†]	10	73	2	16
Kerbside recycling	8	83	4	5
Council's rubbish collection service [†]	7	74	5	15
Customer Service Centres	6	73	9	12

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

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

	Total District 2011 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Stormwater services	36	39	31	27	31	47
Roads	34	65	38	27	36	30
Footpaths	33	18	33	42	27	34
Management of coastal structures	30	37	49	26	32	24
Public transportation	30	13	19	38	43	22
Emergency management/ Civil Defence	29	41	41	23	26	28

d. Spend 'More' - Comparison

	2014 %	2011 %	2008 %	2005 %	2002 %	1999 %
Stormwater services	36	20	21	18	NA	33
Roads	34	31	29	41	55	50
Footpaths	33	30	27	34	29	35
Management of coastal structures	30	NA	NA	NA	NA	NA
Public transportation	30	NA	NA	NA	NA	NA
Emergency management/ Civil Defence	29	30	28	NA	NA	NA
Environmental education	23	27	NA	NA	NA	NA
Public toilets	21	26	24	26	34	NA
Water supply	20	19	23	23	24	23
Tourism marketing	20	NA	NA	NA	NA	NA
Council funding for Visitor Information Centres and <i>i</i> -Sites	18	NA	NA	NA	NA	NA
Recreational facilities	17	°17	°24	†22	†22	†20
Public libraries	16	12	17	15	20	24
Environmental planning and policy	16	15	19	NA	NA	NA
Environmental information and monitoring	14	18	18	NA	NA	NA
Harbourmaster and maritime safety°	12	7	NA	NA	NA	NA
Refuse centres	11	NA	NA	NA	NA	NA
Dog control	11	NA	NA	NA	NA	NA
Regional arts and cultural facilities in Nelson City†	11	17	18	15	NA	NA
Sewerage supply	10	11	14	17	22	33
Kerbside recycling	8	15	°20	°19	†60	†64
Council rubbish collection service	7	11	NA	NA	NA	NA
Customer service centres	6	NA	NA	NA	NA	NA

NA: not asked

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

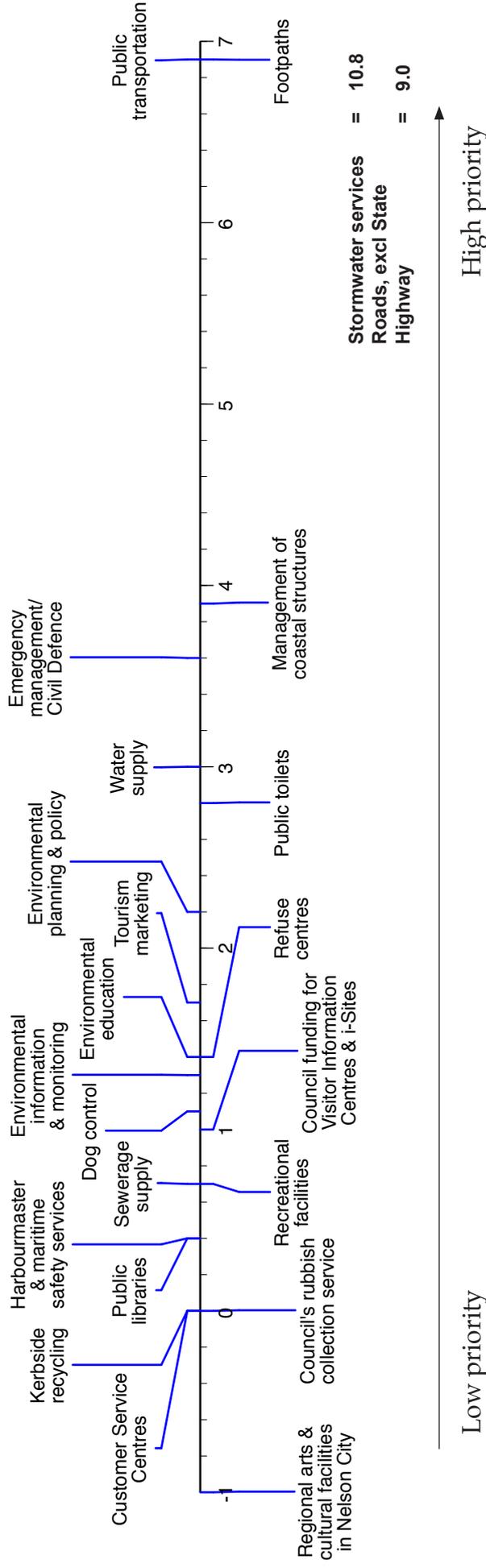
°° readings refer to sportsfields and playgrounds, parks and reserves

† readings prior to 2014 refer to arts, culture and heritage in general

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

° 2011 reading refers to harbour management and safety activities

e. Spend Priority



Spend Priority Factor

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

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

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

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

In 2014, stormwater services, roads, footpaths and public transportation are the top priorities for Council in terms of spend, while Regional arts and cultural facilities in Nelson City, kerbside recycling, Council's rubbish collection service and Customer Service Centres are the lowest priorities in terms of spend.



2. Council Policy And Direction

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

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

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

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

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

Overall, 43% of Tasman District residents have in mind a recent Council action, decision or management they approve of (39% in 2013). This is above the Peer Group Average and on par with the National Average.

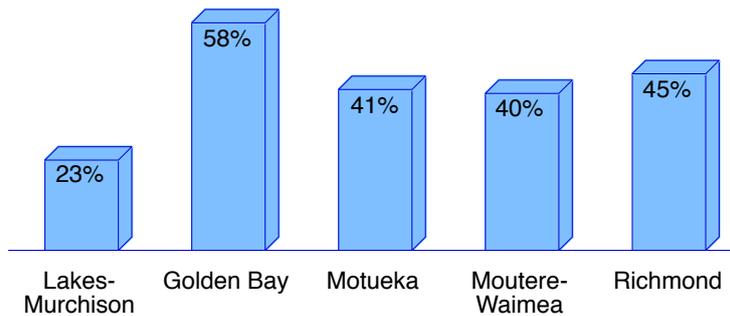
Residents more likely to have in mind a Council action, decision or management they approve of are ...

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

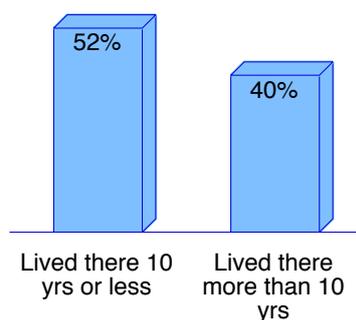
Percent Approving - Comparison



Percent Approving - By Ward



Percent Approving - Comparing Different Types Of Residents



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

- the cycleway/bike trails,
- do a good job/good service/provide good services/facilities,
- sport and recreation facilities,
- good consultation/communication/keep us informed/listen,
- rubbish collection/recycling services,
- upgrade of Richmond.

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

	Total District 2014 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
The cycleway/bike trails	9	-	1	7	16	11
Do a good job/good service/provide good service/facilities	8	2	13	11	5	7
Sport and recreation facilities	6	4	10	8	6	4
Good consultation/communication/keep us informed/listen	4	4	11	3	2	4
Rubbish collection/recycling services	3	2	12	2	1	4
Upgrade of Richmond	3	4	-	1	3	5

NB: refer to page 106

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

- walkways,
- beautification/upgrades/upkeep of parks/reserves/public areas,
- river/flood management/quick response/follow up,
- library facilities,
- cutting down on debt/reducing costs,

by 1% ...

- improved roading/traffic flow/road safety,
- community involvement/financial help/support community events,
- Lee Valley Dam,
- amalgamation issues.

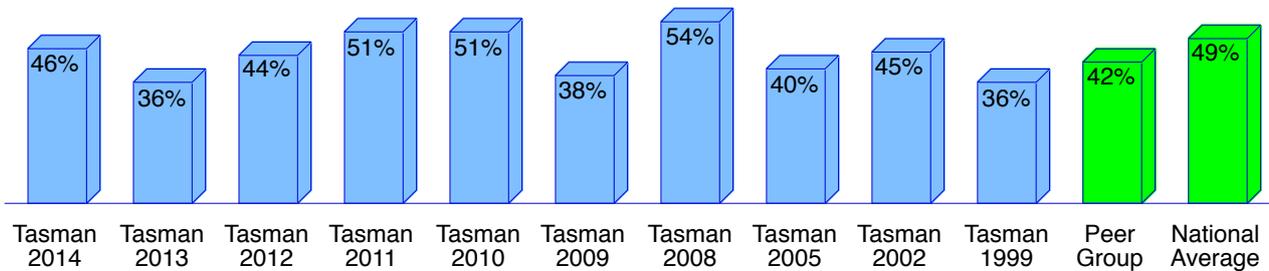
b. Recent Council Actions, Decisions Or Management Residents Disapprove Of

Overall, 46% of Tasman District residents have in mind a recent Council action, decision or management they disapprove of (36% in 2013). This is on par with the Peer Group and National Averages.

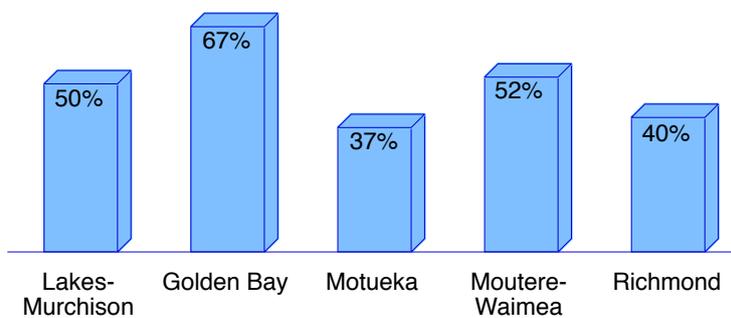
Residents more likely to have in mind a recent Council action, decision or management they disapprove of are ...

- Golden Bay Ward residents,
- men,
- residents aged 45 to 64 years,
- residents with an annual household income of \$50,001 or more.

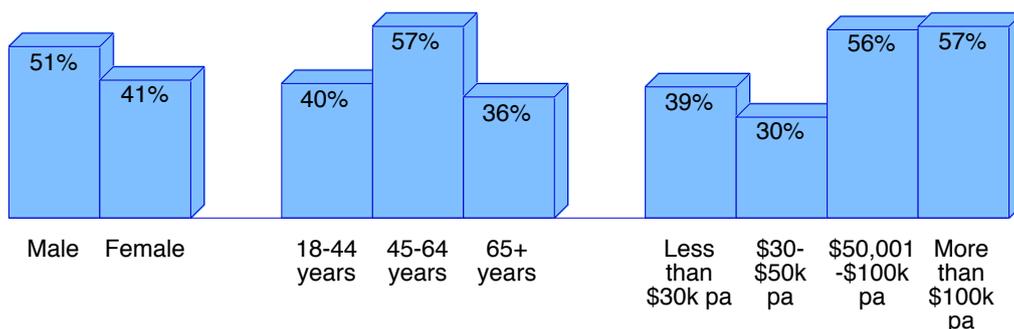
Percent Disapproving - Comparison



Percent Disapproving - By Ward



Percent Disapproving - Comparing Different Types Of Residents



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

- flooding/flood management/follow up,
- Council spending/overspending/money wasted,
- roading/roadworks/road safety/footpaths/traffic,
- consent and permit process/slow/expensive,
- cycleways/bike lanes/withdrawal of funding,
- Council performance/attitude,
- Golden Bay Recreation Centre issues,
- rates/increases/rates too high/rates issues.

Summary Table:

Main Council Actions/Decisions/Management Residents Disapprove Of

	Total District 2014 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Flooding/flood management/ follow up*	6	8	-	7	7	5
Council spending/overspending/ money wasted°	5	6	10	4	5	5
Roading/roadworks/road safety/ footpaths/traffic ^{††}	4	4	4	3	6	4
Consent and permit process/ slow/expensive	4	-	9	6	5	2
Cycleways/bike lanes/ withdrawal of funding ^{**}	4	2	6	1	5	5
Council performance/attitude [†]	4	-	6	5	5	1
Golden Bay Recreation Centre issues	3	-	26	-	-	-
Rates increases/rates too high/ rates issues	3	8	1	1	5	1

NB: refer to page 104

[†] 8% of residents mention "do a good job/good service/good leadership" as an issue they approve of

^{††} 1% of residents mention "improved roading/traffic flow/road safety" as an issue they approve of

* 2% of residents mention "river/flood management/quick response/follow up" as an issue they approve of

** 9% of residents mention "the cycleway/bike trails" as an issue they approve of

° 2% of residents mention "cutting down on debt/reducing costs" as an issue they approve of

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

- environmental issues (excluding flooding),
- water supply issues,
- Lee Valley Dam issues,
- planning issues/rezoning/subdivisions,
- closure of Information Centre in Murchison,
- Council communication/lack of consultation,
- library issues,

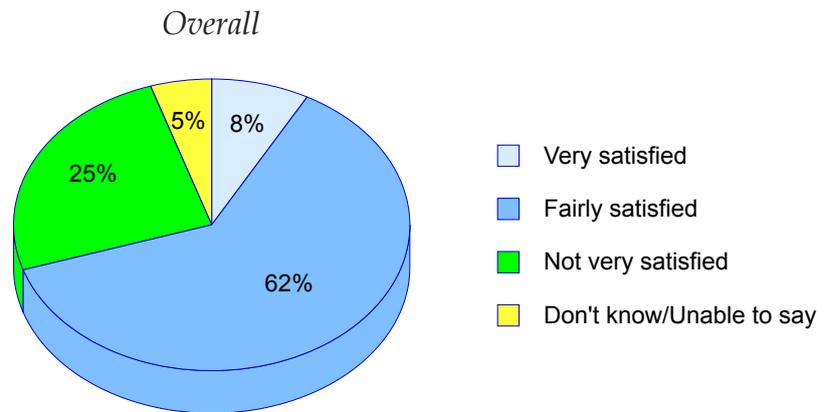
by 1% ...

- funding cuts,
- new Council building,
- rubbish collection/recycling centres,
- Council publications.



3. Rates Issues

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



Overall, 70% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council, while 25% are not very satisfied. These readings are similar to the 2013 results.

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

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

- Golden Bay Ward residents,
- residents aged 45 to 64 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 %
Overall					
Total District 2014	8	62	70	25	5
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
Comparison					
Peer Group (Rural)	5	57	62	34	4
National Average [†]	7	60	67	28	6
Ward					
Lakes-Murchison	2	66	68	25	7
Golden Bay	1	50	51	49	-
Motueka [†]	7	66	73	22	4
Moutere-Waimea	8	63	71	24	5
Richmond	11	63	74	21	5
Age					
18-44 years [†]	10	67	77	19	5
45-64 years	6	56	62	34	4
65+ years [†]	8	68	76	21	4

% read across

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

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

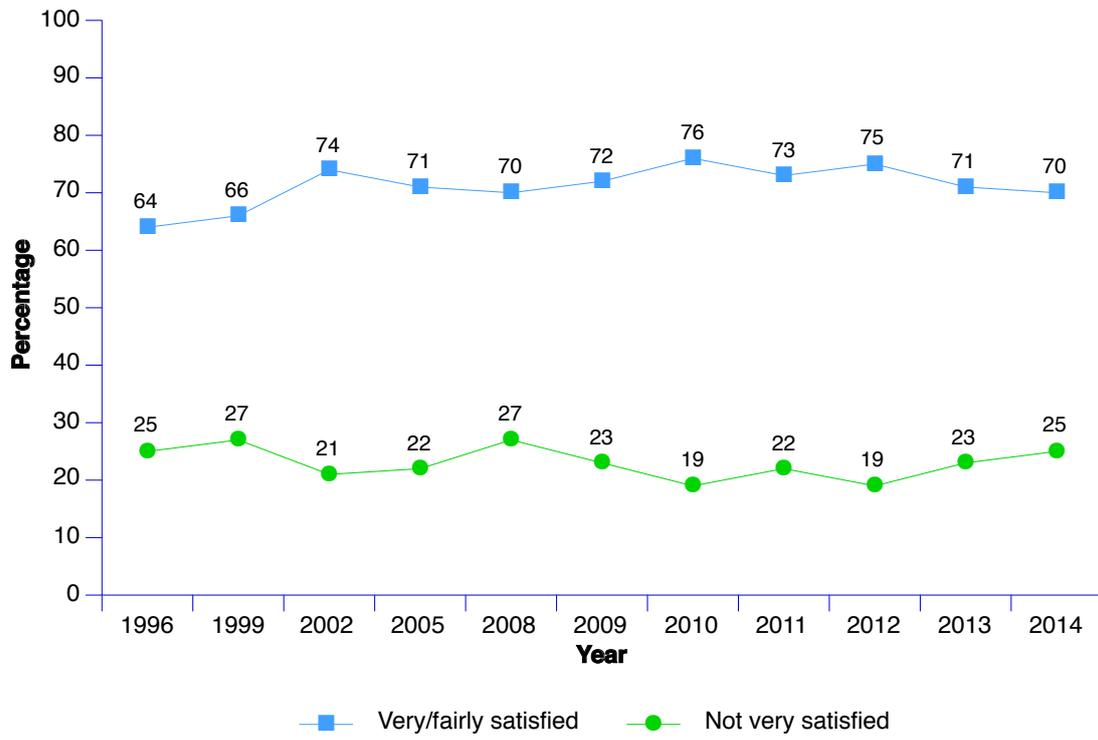
- rates too high/increases/ too high for services received/not value for money,
- poor financial management/increasing debt/wasting money/overspending,
- other services/facilities needing attention.

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

	Total District 2014 %	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	9	4	27	5	12	5
Poor financial management/wasting money/increasing debt/overspending	5	10	-	5	5	6
Other services/facilities needing attention	3	-	-	4	2	4

* multiple responses allowed

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

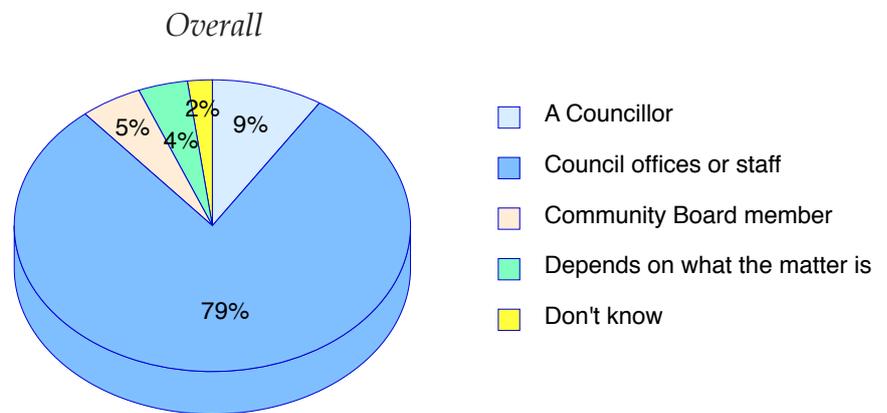


Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 70%



4. Contact With Council

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



Summary Table:

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

	Total District 2014 %	Total District 2013 %	Ward				
			Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<i>Percent Who Mention ...</i>							
The Council offices or staff	79	83	42	71	74	85	91
A Councillor	9	9	40	12	9	7	4
A Community Board member*	5	4	6	11	11	1	1
Depends on what the matter is	4	2	4	1	5	4	3
The Mayor	-	-	-	-	-	-	1
Don't know	2	2	8	5	1	3	1
Total	†99	100	100	100	100	100	†101

* only read out to Motueka and Golden Bay Ward residents, one respondent from each of the other Wards volunteered this information

† does not add to 100% due to rounding

79% of residents would contact Council offices or staff first if they had a matter to raise with Council (83% in 2013), followed by a Councillor, 9%.

Residents more likely to say they would contact Council staff and offices first are ...

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

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

Contact A Councillor

"Issues regarding the wharf or the environment or the cycleway."

"Only if Council offices couldn't deal with."

"Part of Brightwater Community Association."

"Something the Council offices couldn't deal with."

"Any unresolved or important issue."

"Debris on footpaths and overgrown trees constricting same."

"An issue such as parks."

"TPPA issues, multiple housing in Tasman."

"Something to do with grants."

"Future of recreational facility for Golden Bay."

"If I hadn't done a subdivision but wanted to raise a small matter, I would contact a Councillor I know."

"I felt some of the laws were over the top, the Councillor said to do this, that's why I contacted him."

"Road speed issues."

"Creek erosion, Councillor lives nearby."

"My wife went to a Councillor about roads."

"When we need a bit more authority."

Contact The Offices

"Dog registration rates."

"Planning and subdivision section."

"General information."

"Looking at house plans or any general enquiry where more information needed than on Council website."

"For guidance and advice required on any minor issue by a ratepayer."

"The poor state of the museum."

"To talk about rates."

"If I want information about properties, community garden."

"With a general question."

"Like a building permit."

"1. Gratings in drain left off, child could fall down. 2. Doing a subdivision, talk to a planner to know what rules and conditions are in your area."

"Something to do with water probably."

"Building or water permits."

"To do with weed control."

"I wanted to put a sleep-out on the property and I went directly to the office, they were very helpful."

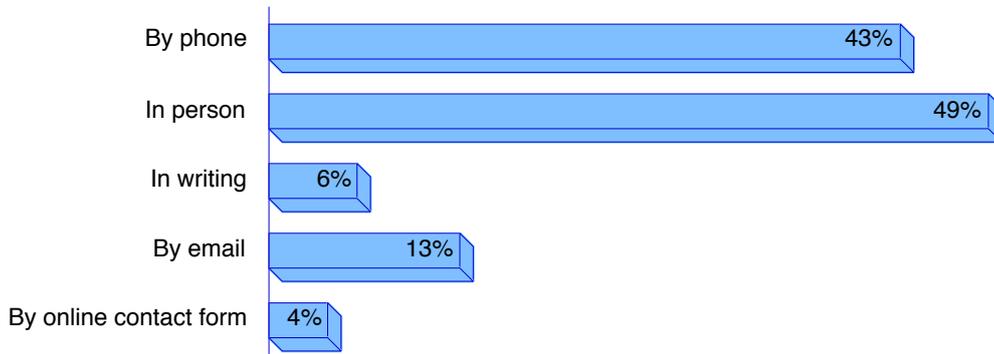
"With personal problems, eg, water leaks, rates, etc."

Contact A Community Board member

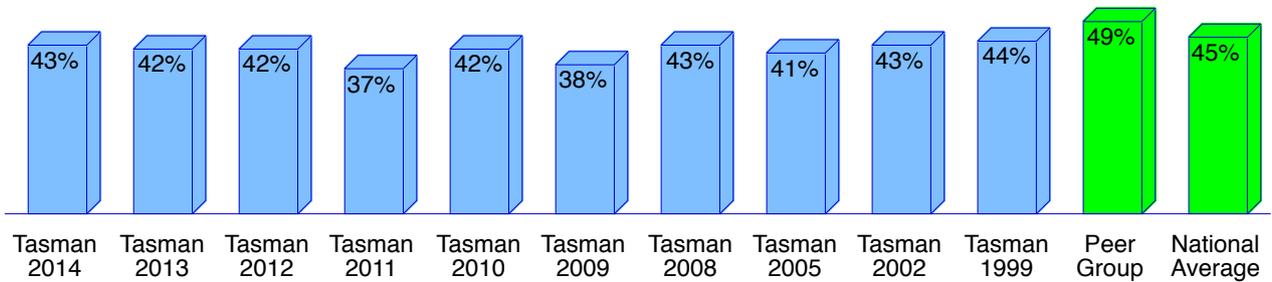
"More community associated business."

b. Levels Of Contact

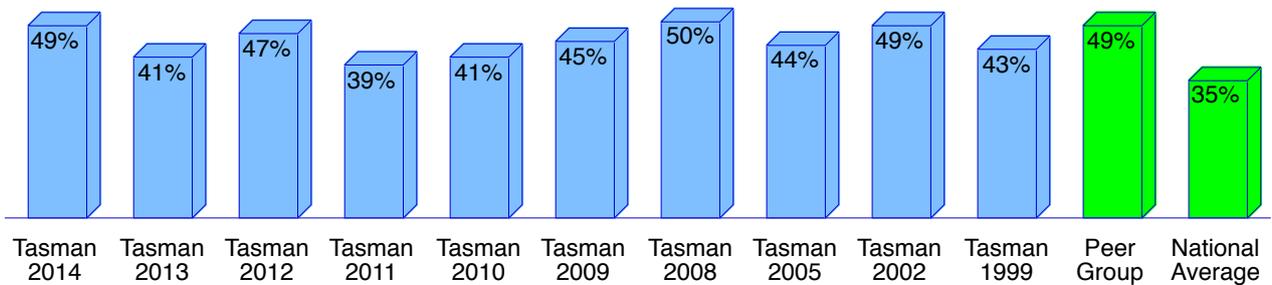
2014 - Yes, Have Contacted Council Offices ...



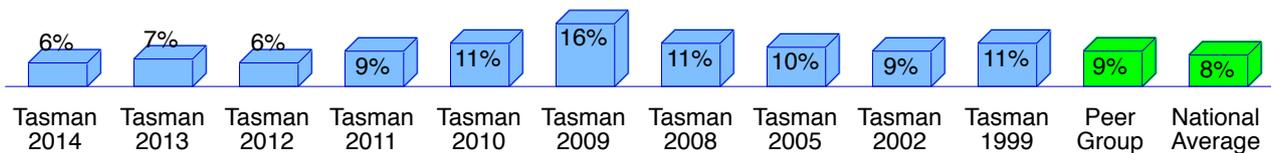
Percent Saying 'Yes - By Phone' - Comparison



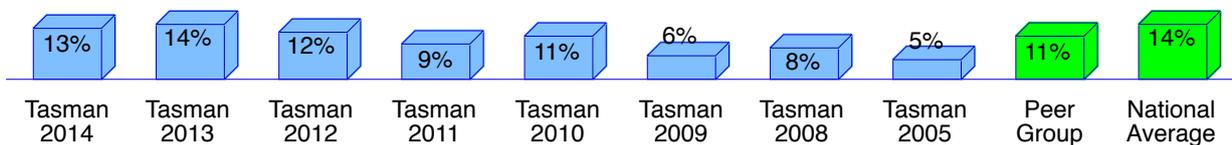
Percent Saying 'Yes - In Person' - Comparison



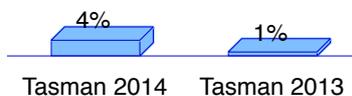
Percent Saying 'Yes - In Writing' - Comparison



Percent Saying 'Yes - By Email' - Comparison



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



43% of residents have contacted Council offices by phone in the last year, while 49% visited a Council office in person (41% in 2013) and 6% contacted Council in writing. 13% have contacted Council offices by email and 4% contacted them by online contact form (1% in 2013).

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

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

Tasman District residents are on par with the Peer Group residents and similar to the National Average, in terms of contacting Council in writing and similar to the Peer Group and National Averages, 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 contact a Council office **by phone** are residents aged 45 to 64 years.

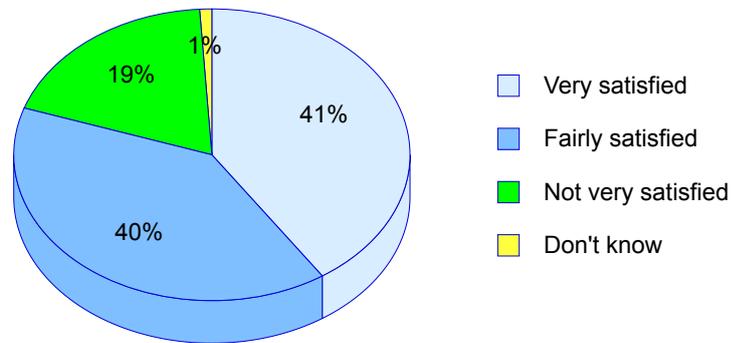
Residents more likely to visit a Council office **in person** are ...

- all Ward residents except Lakes-Murchison Ward residents,
- residents aged 45 to 64 years,
- shorter term residents, those living in the District 10 years or less.

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

- residents aged 65 years or over,
- residents who live in a one or two person household.

c. Satisfaction When Contacting The Council Offices By Phone



Base = 169

81% of residents contacting the Council Offices by phone in the last 12 months are satisfied (87% in 2013), including 41% who are very satisfied (47% in 2013), while 19% are not very satisfied (13% in 2013).

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

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

[†] 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 ...

- unsatisfactory outcome / problem not resolved, mentioned by 6% of residents contacting Council by phone,
- poor service / efficient / slow, 5%,
- poor attitude / rude / unhelpful, 4%.

* multiple responses allowed

Satisfaction When Contacting Council Offices By Phone

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council Offices By Phone					
2014 [†]	41	40	81	19	1
2013	47	40	87	13	-
2012	44	36	80	20	-
2011	37	40	77	23	-
2010	40	44	84	16	-
2009	38	36	74	26	-
2008	32	42	74	26	-
2005	37	42	79	21	-
2002	32	48	80	20	-
Comparison					
Peer Group (Rural)	50	36	86	14	-
National Average	40	42	82	18	-
Ward					
Lakes-Murchison*	17	53	70	30	-
Golden Bay*	47	42	89	11	-
Motueka	41	42	83	17	-
Moutere-Waimea	41	31	72	25	3
Richmond	42	44	86	14	-

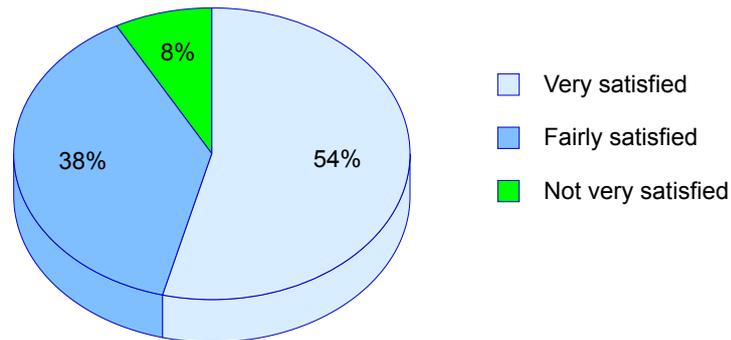
Base = 169

% read across

* caution: small bases

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

d. Satisfaction When Contacting The Council Offices In Person



Base = 191

92% of residents contacting a Council office in person in the last 12 months are satisfied (84% in 2013), including 54% who are very satisfied.

The percent not very satisfied (8%) is similar to the Peer Group Average and on par with the National Average and 8% below the 2013 reading.

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

[†] those residents who have contacted Council offices in person (N = 191)

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

- poor service/slow/inefficient/inconsistent information given, mentioned by 3% of residents who contacted a Council office in person,
- lack of action/problem not resolved, 2%.

* multiple responses allowed

Satisfaction When Contacting Council Offices In Person

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council Offices In Person					
2014	54	38	92	8	-
2013 [†]	54	30	84	16	1
2012	53	34	87	13	-
2011	47	39	86	14	-
2010 [†]	50	37	87	12	2
2009	48	37	85	15	-
2008	36	43	79	21	-
2005	34	48	82	18	-
2002	34	53	87	12	1
Comparison					
Peer Group (Rural)	59	33	92	8	-
National Average	53	35	88	12	-
Ward					
Lakes-Murchison*	47	40	87	13	-
Golden Bay**	46	45	91	10	-
Motueka [†]	60	33	93	6	-
Moutere-Waimea	42	45	87	13	-
Richmond	63	33	96	3	1

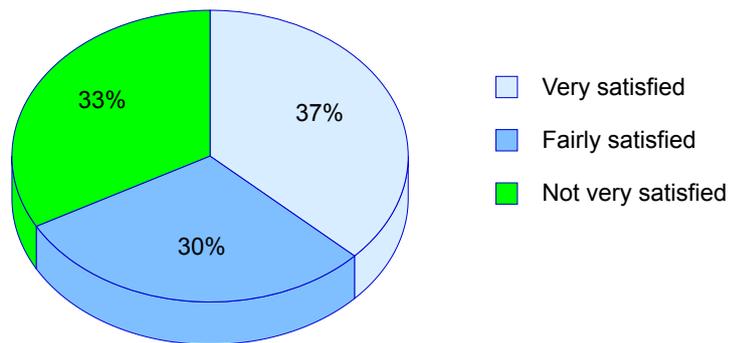
Base = 191

% read across

* caution: small bases

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

e. Satisfaction When Contacting The Council Offices In Writing



Base = 25[†]
 Margin of error $\pm 19.6\%$
[†] caution: small base

67% of residents contacting the Council offices in writing in the last 12 months are satisfied (77% in 2013) and 33% are not very satisfied (20% in 2013).

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

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

(caution is required as the base is small)

Satisfaction When Contacting The Council Offices In Writing

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council Offices In Writing					
2014*	37	30	67	33	-
2013**†	35	42	77	20	4
2012*	32	33	65	31	4
2011	17	57	74	20	6
2010†	21	41	62	34	5
2009	46	29	75	21	4
2008	14	45	59	41	-
2005	20	39	59	37	4
2002	21	49	70	28	2
Comparison					
Peer Group (Rural)	30	32	62	34	4
National Average	26	39	65	34	1
Ward**					
Lakes-Murchison	100	-	100	-	-
Golden Bay	12	63	75	25	-
Motueka	34	51	85	15	-
Moutere-Waimea	33	20	53	47	-
Richmond	41	-	41	59	-

Base = 25*

% read across

* caution: small bases

** caution: very small bases

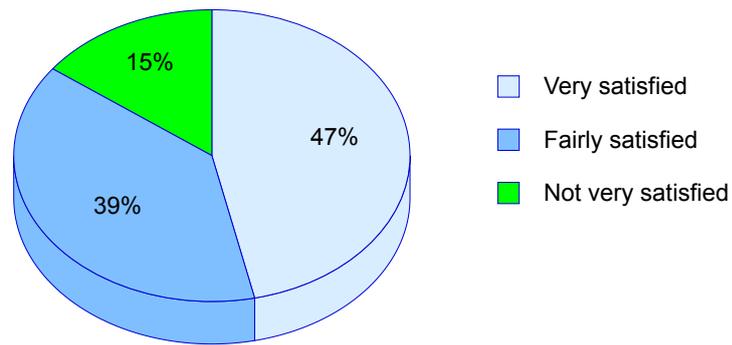
† does not add to 100% due to rounding

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

- lack of action/slow to resolve, mentioned by 20% of residents contacting Council Offices in writing,
- no reply/slow to ring/no acknowledgement, 13%.

* multiple responses allowed

f. Satisfaction When Contacting The Council Offices By Email



Base = 51
Margin of error $\pm 13.7\%$

86% of residents contacting the Council offices by email in the last 12 months are satisfied (81% in 2013), while 15% are not very satisfied.

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

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 %
Contacted Council Offices By Email					
2014 [†]	47	39	86	15	-
2013	46	35	81	17	2
2012 [†]	38	37	75	20	6
2011	42	38	80	20	-
2010	44	25	69	29	2
2009*	42	37	79	21	-
2008	23	48	71	29	-
Comparison					
Peer Group (Rural)	51	36	87	13	-
National Average	38	40	78	22	-
Ward*					
Lakes-Murchison	50	38	88	12	-
Golden Bay	61	30	91	9	-
Motueka	44	56	100	-	-
Moutere-Waimea	50	28	78	22	-
Richmond	31	50	81	19	-

Base = 51

% read across

* caution: very small/small bases

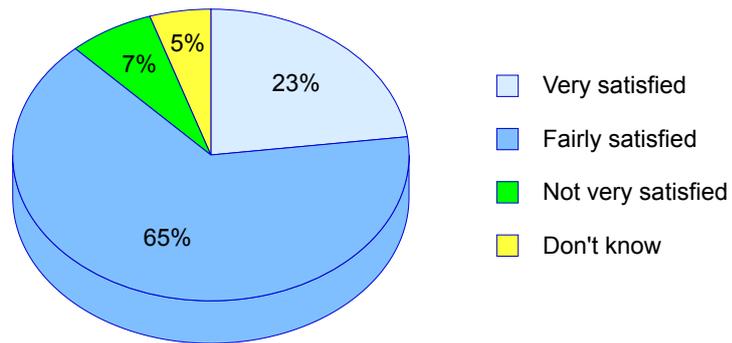
[†] does not add to 100% due to rounding

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

- no reply/slow response, mentioned by 6% of residents contacting Council offices by email,
- unsatisfactory outcome, 5%,
- lack of action/slow to resolve, 4%.

* multiple responses allowed

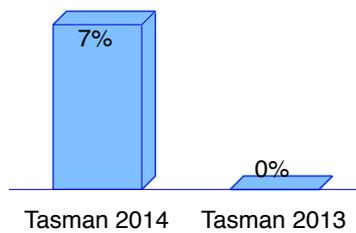
g. Satisfaction When Contacting The Council Offices By Online Contact Form



Base = 14*

* Caution: very small base

Percent Not Very Satisfied - Comparison[†]



88% of residents contacting the Council offices by online contact form in the last 12 months are satisfied, while 7% are not very satisfied. Caution required as base is **very** small.

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

[†] caution: very small bases

h. Satisfaction With Service Received When Contacted Council

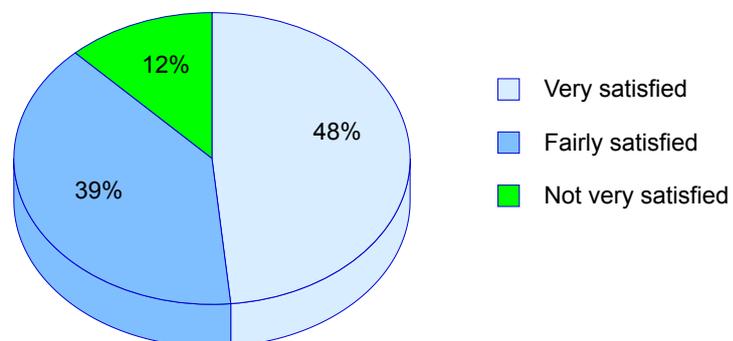
The Council office or service centre residents mainly deal with is the office in their Ward or close to their Ward.

	Had Contact 2014 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Richmond (Queen Street)	62	61	28	11	87	99
Motueka (Hickmott Place)	26	6	-	87	14	-
Takaka (Junction Street)	8	-	68	-	-	-
Murchison (Fairfax Street)	2	22	2	-	-	-
Unsure	2	11	2	2	-	1
Total	100	100	100	100	*101	100
Base	262	*23	31	68	67	73

* caution: small base

† does not add to 100% due to rounding

Contacted A Council Office In Last 12 Months



Base = 262

(does not add to 100% due to rounding)

Of the 67% 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 (60% in 2013), 87% are satisfied, including 48% who are very satisfied, with 12% being not very satisfied.

The percent not very satisfied is similar to the Peer Group Average and 2013 reading and on par with the National Average.

62% of residents who have contacted the Council in the last 12 months, have contacted the Richmond Office (73% in 2013), while 26% have contacted the Motueka Office (16% in 2013).

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

[†] those residents who have contacted Council in the last 12 months (N = 262)

Satisfaction When Contacting Council

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council					
2014 [†]	48	39	87	12	-
2013	49	37	86	13	1
2012	47	35	82	17	1
2011	40	42	82	17	1
2010	41	45	86	13	1
2009	42	46	88	12	-
2008	36	47	83	17	-
2005	32	51	83	17	-
2002	35	50	85	14	1
1999	31	53	84	16	-
1996	36	44	80	18	2
Comparison					
Peer Group (Rural)	48	39	87	12	1
National Average	41	41	82	17	1
Ward					
Lakes-Murchison*	47	36	83	17	-
Golden Bay	46	48	94	6	-
Motueka	47	42	89	10	1
Moutere-Waimea [†]	45	35	80	19	-
Richmond	54	38	92	8	-

Base = 262

% read across

* caution: small base

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

Recommended Satisfaction Measure For Reporting Purposes:

Contacted Council In The Last 12 Months	=	87%
Contacted By Phone	=	81%
Contacted In Person	=	92%
Contacted In Writing*	=	67%
Contacted By Email	=	86%
Contacted by Online Contact Form**	=	88%

* caution: small base (N = 25)

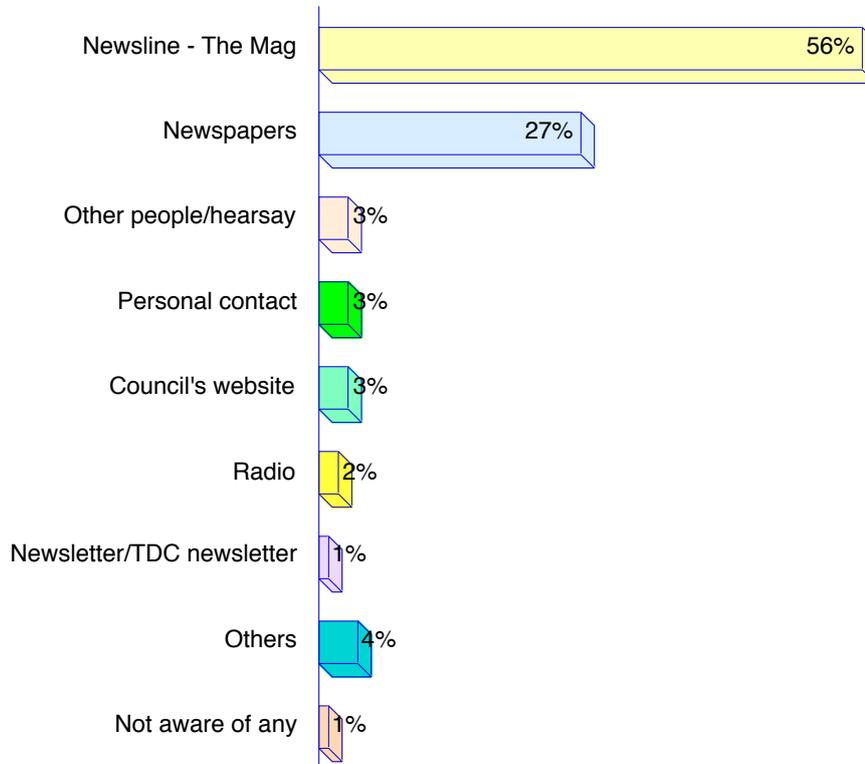
** caution: very small base (N = 14)



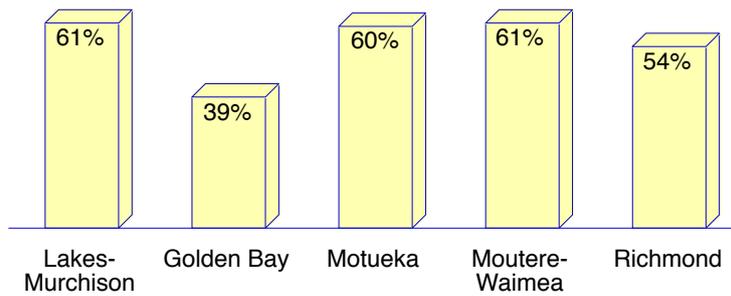
5. Information

a. Main Source of Information About Council

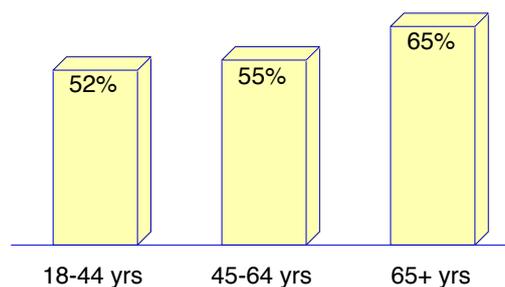
Where Or From Whom Do You Mainly Get Your Information About Council?



Percent Saying "Newsline - The Mag" - By Ward



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

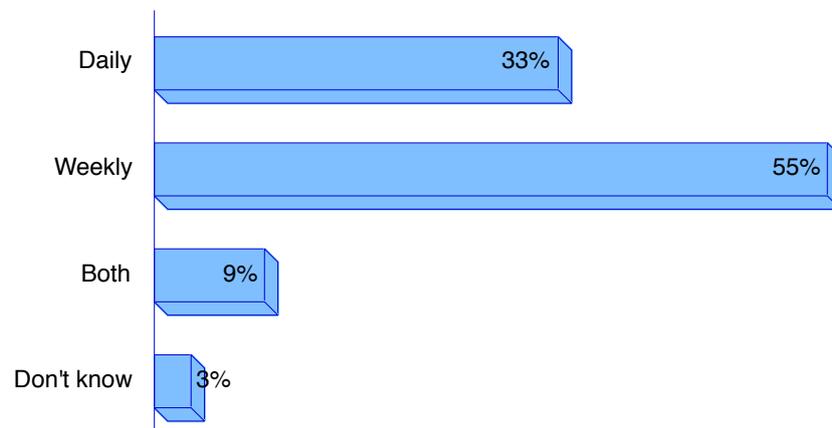


"Newline - The Mag" is mentioned by 56% of residents as their main source of information about the Council, while 27% mention newspapers (30% in 2013).

Golden Bay Ward residents are **less** likely to mention "Newline - The Mag" as their main source of information, than other Ward residents.

It appears that residents aged 65 years or over are slightly more likely to feel this way, than other age groups.

*Daily Or Weekly Newspaper?
Residents Whose Main Source Of Information Are Newspapers*

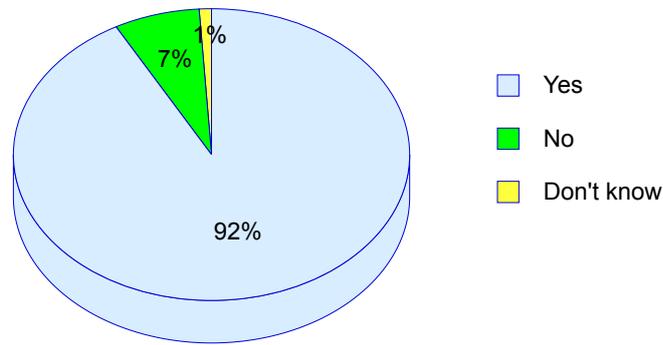


Base = 110

Of those who say their main source of information about Council is newspapers, 55% say these are weekly newspapers, 33% say they are daily and 9% say they are both daily and weekly.

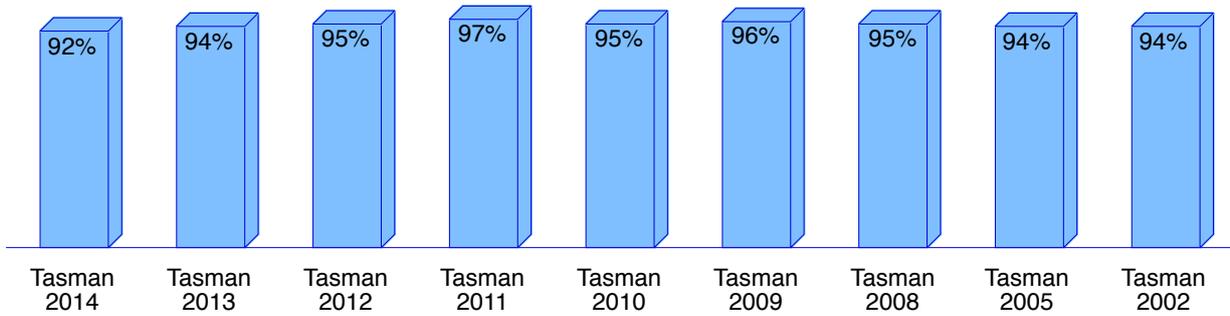
b. Readership Of Published Information Provided By Council

Residents Who Are Aware Of Information About Council

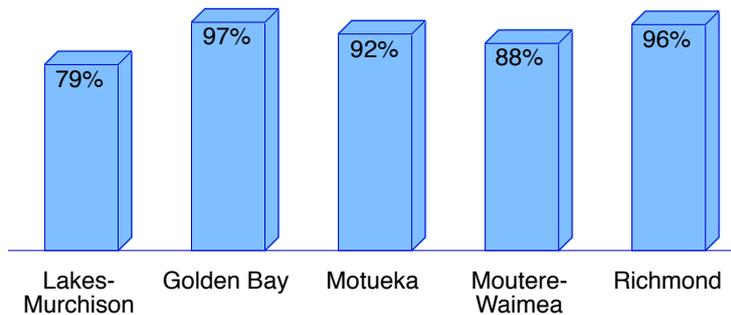


Base = 399

Percent Saying "Yes" - Comparison[†]



Percent Saying "Yes" - By Ward[†]



92% of Tasman residents who are aware of information about Council say they have seen, read or heard, in the last 12 months, information Council publishes specifically for the community. This is similar to the 2013 result.

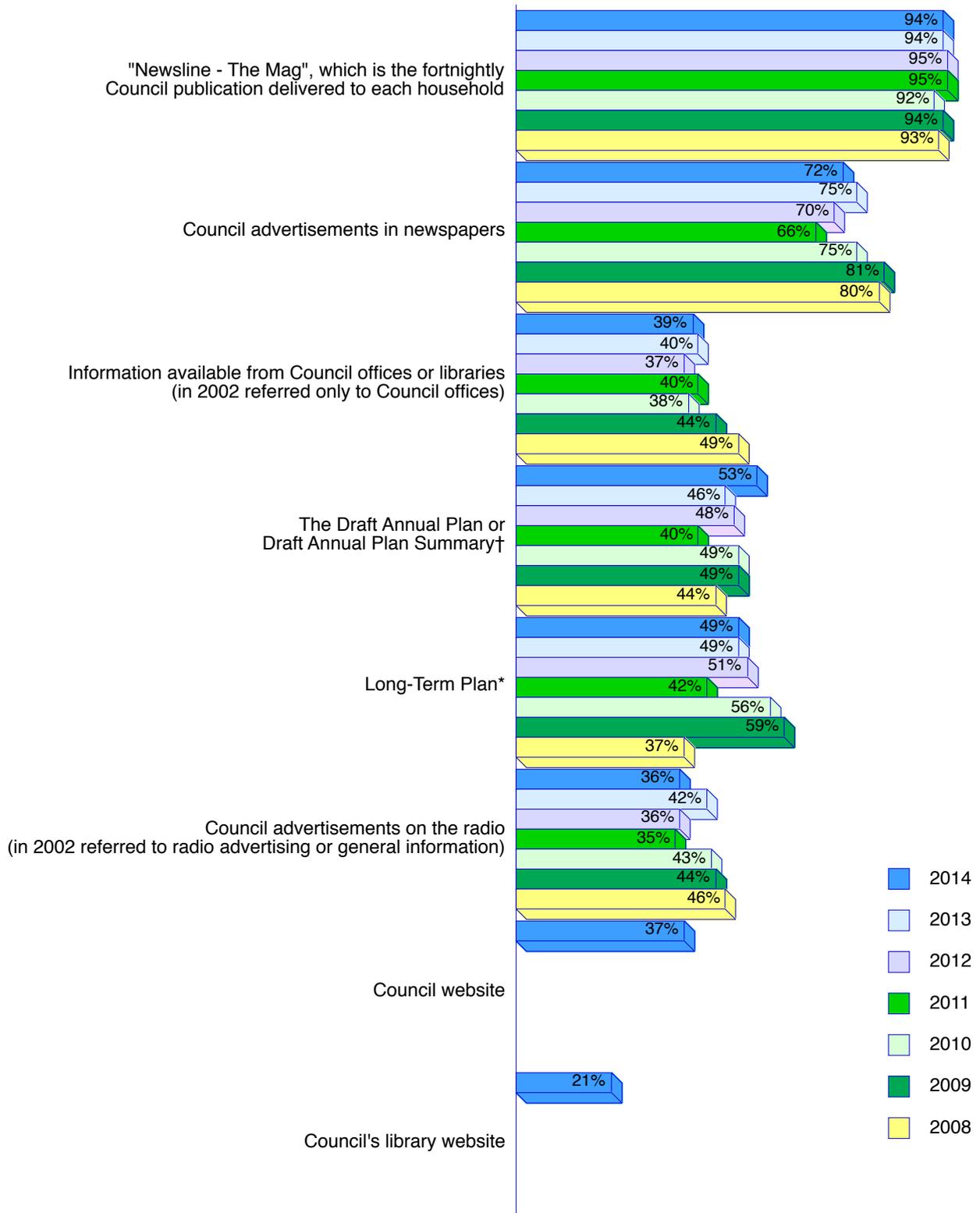
There are no notable differences between Wards and between socio-economic groups, in terms of those residents[†] who have seen, read or heard, in the last 12 months, information Council publishes specifically for the community.

[†] residents who are aware of information about Council, N = 399

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

Those residents (N = 366) who have seen, read or heard any information, were asked to consider what types these were.

Yes, Have Seen Or Read - 2014



Base = 366

* 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 "Newsline - The Mag" (94%) and/or Council advertisements in newspapers (72%, compared to 75% in 2013).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents[†] who have seen or read "[Newsline - The Mag](#)" and/or [Council advertisements in newspapers](#) and/or the [Council's library website](#).

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

- men,
- residents aged 18 to 64 years,
- residents who live in a three or more person household,
- residents with an annual household income of \$50,000 or more.

Residents[†] **less** likely to have seen or read the [Long-term Plan](#) are ...

- Lakes-Murchison Ward residents.

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

- Lakes-Murchison Ward residents.

Residents[†] more likely to have seen or read the [Draft Annual Plan](#) or [Draft Annual Plan Summary](#) are ...

- residents who live in a one to two person household.

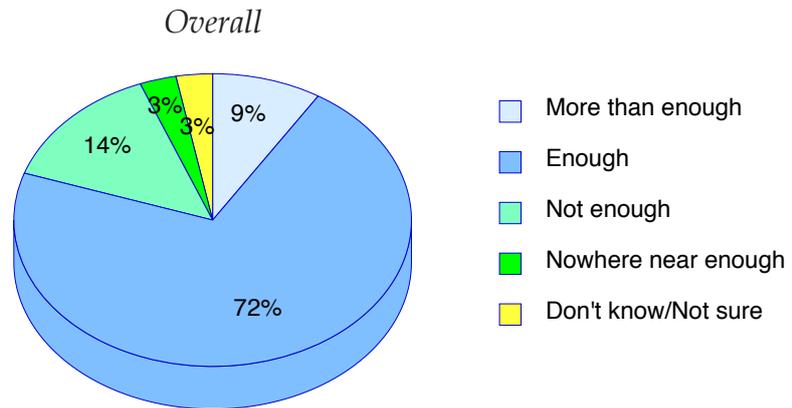
Residents[†] more likely to have seen or read [Council's website](#) are ...

- men,
- residents aged 18 to 64 years,
- residents with an annual household income of \$50,000 or more.

[†] residents who have seen, read or heard information published or broadcast by Council N = 366

d. The Sufficiency Of The Information Supplied

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



Summary Table: Comparisons

	Total District 2014 %	Total District 2013 %	Peer Group %	National Average %	Ward				
					Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mentioned ...									
More than enough	9	7	9	10	4	4	8	7	14
Enough	72	72	56	56	74	82	71	68	70
Not enough	14	14	21	23	14	12	15	15	12
Nowhere near enough	3	3	9	7	-	1	4	6	2
Don't know/Not sure	3	5	5	4	7	-	2	3	2
Total	†101	†101	100	100	†99	†99	100	†99	100

† does not add to 100% due to rounding

81% of residents feel that there is more than/enough information supplied, while 17% feel there is not enough/nowhere near enough information supplied. These readings are similar to the 2013 results.

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

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who say there is enough/more than enough information.



6. Local Issues

a. Place To Live

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

	Better %	Same %	Worse %	Unsure %
Overall*				
Total District 2014	39	51	6	4
2013 [†]	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
Comparison				
Peer Group Average (Rural)	27	58	8	7
National Average	30	47	18	5
Ward				
Lakes-Murchison	25	52	8	15
Golden Bay	26	60	14	-
Motueka	29	62	5	4
Moutere-Waimea [†]	42	47	6	4
Richmond	53	43	2	2
Length of Residence				
Lived there 10 years or less	33	51	6	10
Lived there more than 10 years [†]	41	51	5	2

% read across

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

* not asked in 2010 and prior to 2005

39% of residents think their District is better, as a place to live, than it was three years ago (45% in 2013), 51% feel it is the same (48% in 2013) and 6% say it is worse. 4% are unable to comment.

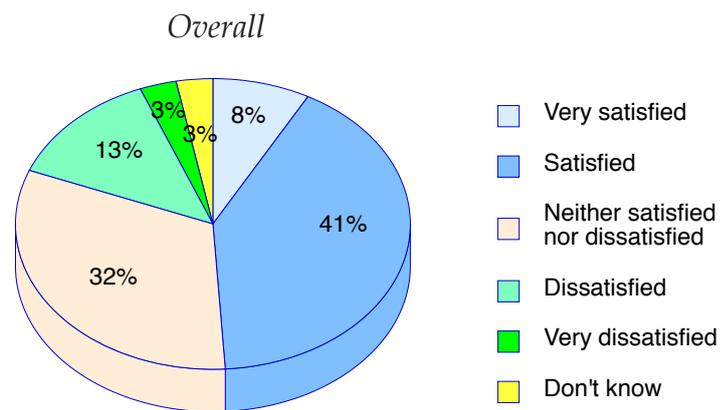
The percent saying better (39%) is above the Peer Group and National Averages.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who feel their District is better than it was three years ago. However, it appears that the following residents are slightly more likely to feel this way ...

- Moutere-Waimea and Richmond Ward residents,
- longer term residents, those residing in the District more than 10 years.

b. Council Consultation And Community Involvement

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



49% of residents are very satisfied/satisfied with the way Council consults the public in the decisions it makes (42% in 2013), while 16% are dissatisfied/very dissatisfied. 32% are neither satisfied nor dissatisfied (40% in 2013) and 3% are unable to comment.

The very satisfied/satisfied reading (49%) is above the Peer Group and National Averages. The latter readings refer to satisfaction with the way Council **involves** the public.

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

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

Golden Bay Ward residents are more likely to be **dissatisfied/very dissatisfied**, than other Ward residents.

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

	Very satisfied / satisfied %	Neither satisfied, nor dissatisfied %	Dissatisfied / very dissatisfied %	Don't know %
Overall*				
Total District 2014	49	32	16	3
2013 [†]	42	40	16	1
2012 [†]	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
Comparison**				
Peer Group (Rural) [†]	41	32	21	5
National Average	38	35	23	4
Ward				
Lakes-Murchison [†]	46	32	14	7
Golden Bay	28	36	33	3
Motueka	57	30	10	3
Moutere-Waimea [†]	46	33	17	3
Richmond [†]	51	32	15	3
Gender				
Male	44	34	19	3
Female	53	30	13	4
Age				
18-44 years	47	36	10	7
45-64 years	43	33	22	2
65+ years	60	25	15	-

% read across

* not asked prior to 2005

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

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

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

	Very connected %	Well connected %	Very connected/ well connected %	Neither well nor poorly connected %	Poorly connected %	Very poorly connected %	Poorly/ very poorly connected %	Don't know %
Overall*								
Total District								
2014	23	53	76	19	4	1	5	-
2012 [†]	24	54	78	18	3	1	4	1
2011	33	49	82	15	2	-	2	1
2009	32	48	80	16	3	-	3	1
Ward								
Lakes-Murchison	16	49	65	25	8	-	8	2
Golden Bay [†]	34	49	83	15	1	-	1	-
Motueka [†]	26	56	82	16	3	-	3	-
Moutere-Waimea	23	52	75	17	6	2	8	-
Richmond [†]	20	54	74	22	3	1	4	1
Length of Residence								
Lived there 10 yrs or less [†]	20	48	68	23	7	1	8	-
Lived there more than 10 years	24	54	78	17	3	1	4	1

% read across

* not asked in 2010 and 2013 and prior to 2009

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

76% of residents feel very connected/well connected to their community, while 5% feel poorly connected/very poorly connected. 19% think they are neither well nor poorly connected. These readings are similar to the 2012 results.

Longer term residents, those residing in the District more than 10 years are more likely to feel very connected/well connected, than shorter term residents.

E. APPENDIX

Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Ward	Lakes-Murchison	39	30
	Golden Bay	41	44
	Motueka	101	99
	Moutere-Waimea	100	103
	Richmond	122	127
Gender	Male	200	195
	Female	203	208
Age	18 - 44 years	120	144
	45 - 64 years	155	164
	65+ years	128	95

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

* * * * *

