

**TASMAN DISTRICT COUNCIL  
COMMUNITRAK™ SURVEY  
MAY 2019**



# **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 2019**



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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.

Please note that unusual or one-off occurrences, such as climatic events, can affect ratings.

**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.**

Icons used in this report made by Freepik from [www.flaticon.com](http://www.flaticon.com)



## A. SITUATION AND OBJECTIVES

The mission statement for Tasman District Council reads ...

*To enhance community wellbeing and quality of life.*

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, May 2014, May 2015, May 2016, May 2017, May 2018 and now again in May 2019.

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

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

\* \* \* \* \*

## B. COMMUNITRAK™ SPECIFICATIONS

### Sample Size

This Communitrak™ survey was conducted with 401 residents of the Tasman District.

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

Interviews were spread across the five Wards as follows:

|                 |            |
|-----------------|------------|
| Lakes-Murchison | 40         |
| Golden Bay      | 40         |
| Motueka         | 99         |
| Moutere-Waimea  | 104        |
| Richmond        | 118        |
| Total           | <u>401</u> |

### Interview Type

All interviewing was conducted mainly 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.

A door-to-door sample of 55 residents was conducted this year. This was targeted at those aged 18 to 44 (46) and those aged 45 to 64 (9), as it is difficult to contact these residents by phone. Interviews were spread across the five Wards as follows: Richmond (15), Motueka (10), Moutere-Waimea (10), Lakes-Murchison (10) and Golden Bay (10).

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 next birthday.

## Call Backs

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

## Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender and age group proportions in the area as determined by 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 3rd May to Sunday 21st May 2019.

## 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 750 residents carried out in November 2018.

The Communitrak™ service provides ...

- comparisons with a national sample of 750 interviews conducted in November 2018 (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 2013 Census data.

## Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and/or National Average results from the November 2018 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%.

## Response Rate

The response rate for the 2019 Tasman District Council was **61%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.

## 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.



## SNAPSHOT



**90% of residents are satisfied with recreational facilities, such as playing fields and neighbourhood reserves.**



**While, 32% of residents are not very satisfied with roads (excluding State Highways).**



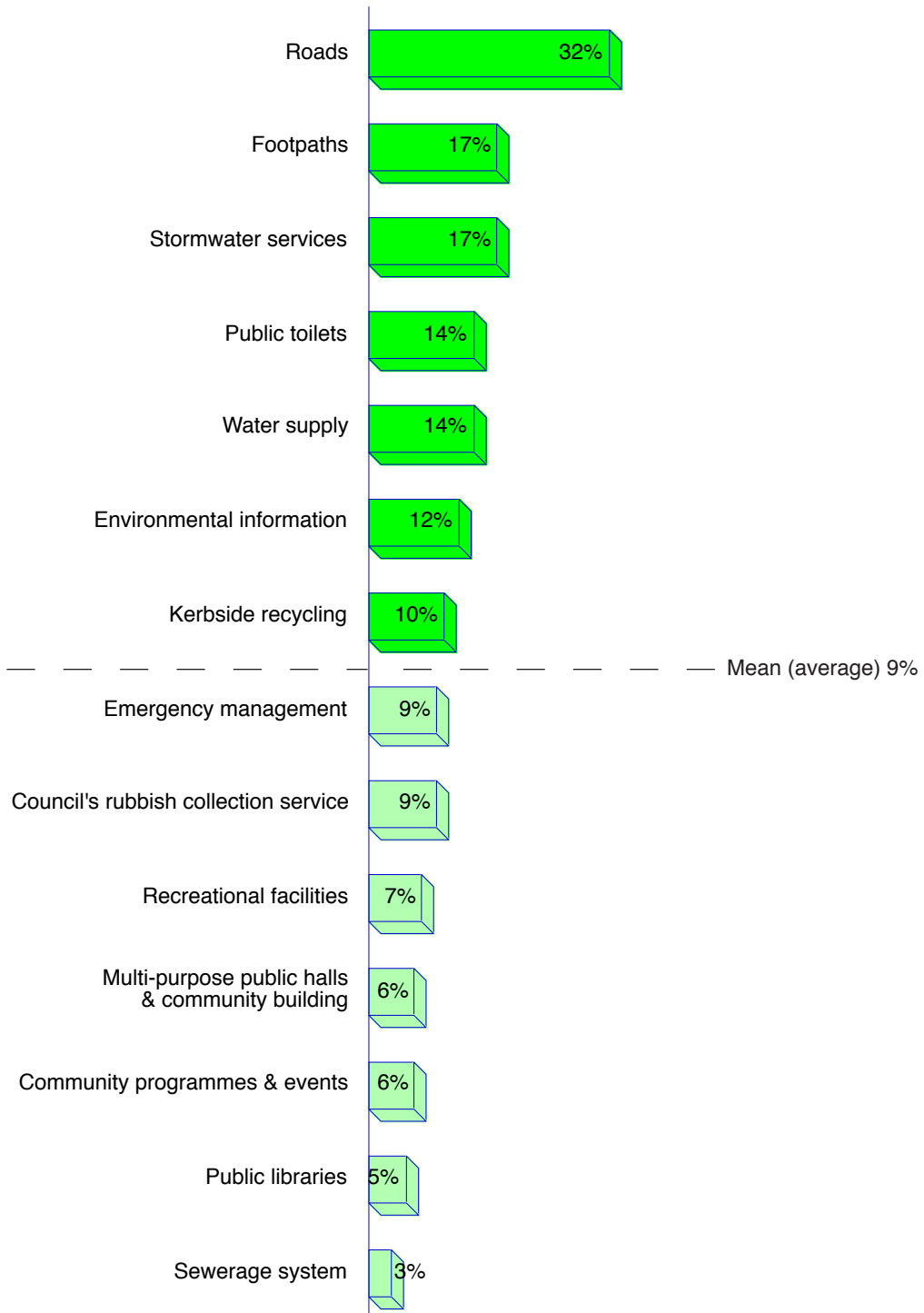
**70% of residents feel there is more than enough/enough information supplied by Council.**



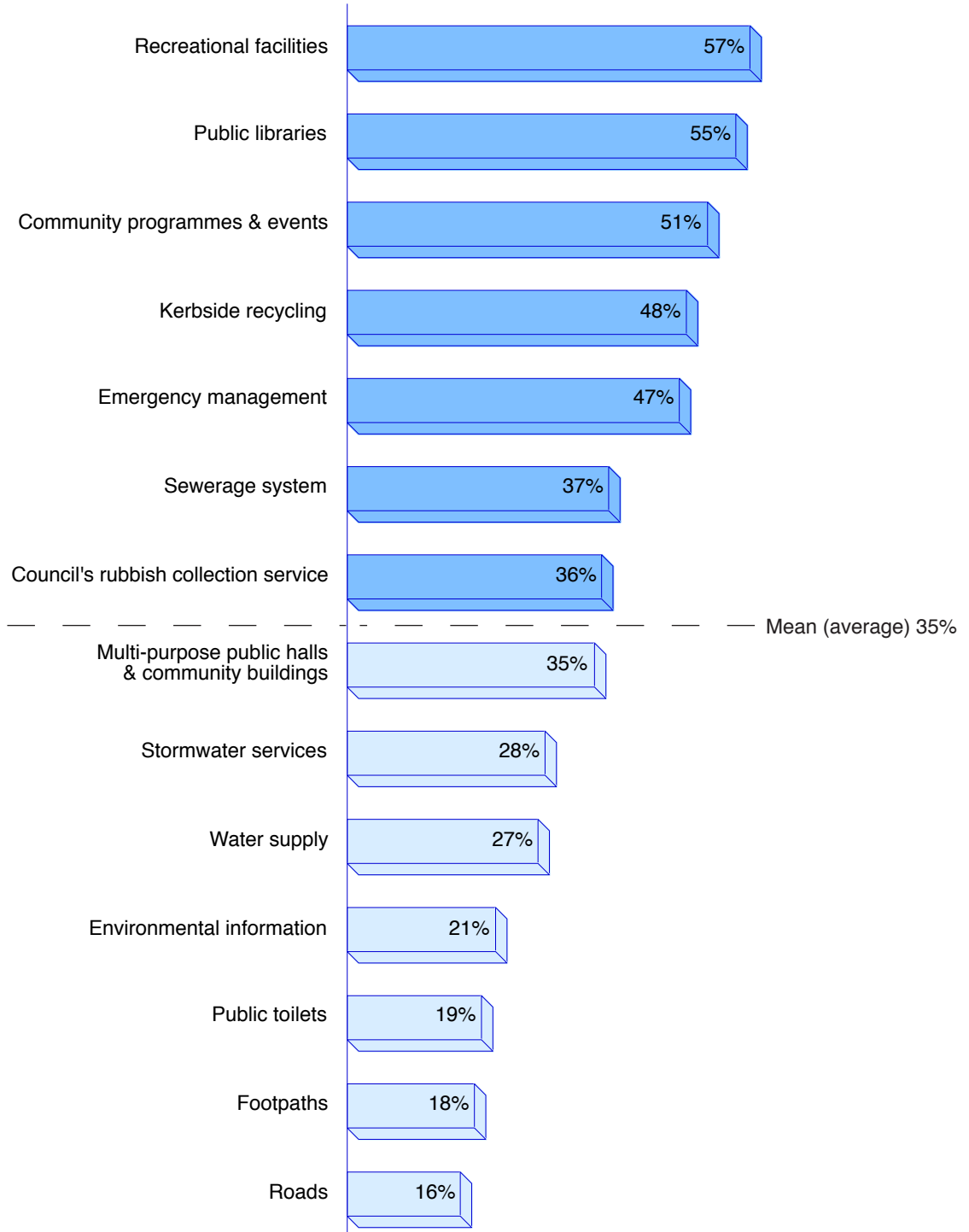
**Overall, 77% of residents feel Tasman District Council has a very good/good reputation.**

## COUNCIL SERVICES/FACILITIES

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



## Percent Saying They Are Very Satisfied With ...



The percent not very satisfied in Tasman District is slightly higher than the Peer Group for ...

|         | Tasman<br>2019<br>% | Peer<br>Group<br>% | National<br>Average<br>% |
|---------|---------------------|--------------------|--------------------------|
| • roads | 32                  | 32                 | 27                       |

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

|   |    |     |     |
|---|----|-----|-----|
| • footpaths   | 17 | 21  | 21  |
| • stormwater services   | 17 | 16  | 16  |
| • public toilets  | 14 | 18  | 17  |
| • water supply  | 14 | 14  | 14  |
| • kerbside recycling  | 10 | †13 | †12 |
| • Aquatic Centre (Moutere-Waimea /<br>Richmond Ward residents only) | 10 | ††7 | ††7 |
| • Council's rubbish collection service                              | 9  | 10  | 10  |
| • emergency management  | 9  | 7   | 6   |
| • recreational facilities   | 7  | *3  | *4  |
| • multi-purpose public halls and community<br>buildings             | 6  | **7 | **6 |
| • public libraries  | 5  | 3   | 3   |
| • sewerage system   | 3  | 3   | 7   |

There are no comparative Peer Group and National Averages for environmental information and community programmes and events.

† these percentages are the readings for recycling in general

†† these percentages are the readings for swimming pools in general

\* these percentages are the **averaged** readings for sportsfields and playgrounds **and** parks and reserves, as these were asked separately in the 2018 National Communitrak™ Survey

\*\* these percentages are the readings for public halls only

### Comparison Table: Satisfaction With Services/Facilities - Residents Overall

|                                      | Tasman 2019                  |                         | Tasman 2018                  |                         |
|--------------------------------------|------------------------------|-------------------------|------------------------------|-------------------------|
|                                      | Very / fairly satisfied<br>% | Not very satisfied<br>% | Very / fairly satisfied<br>% | Not very satisfied<br>% |
| Recreational facilities              | 90 ↑                         | 7 =                     | 84                           | 9                       |
| Community programmes and events      | 81 =                         | 6 =                     | 81                           | 7                       |
| Emergency management                 | 78 ↑                         | 9 ↓                     | 59                           | 15                      |
| Kerbside recycling                   | 77 =                         | 10 =                    | 76                           | 11                      |
| Public libraries                     | 74 =                         | 5 =                     | 76                           | 6                       |
| Roads                                | 69 =                         | 32 =                    | 67                           | 32                      |
| Footpaths                            | 68 =                         | 17 ↓                    | 68                           | 23                      |
| Public toilets                       | 66 ↑                         | 14 ↓                    | 58                           | 25                      |
| Environmental information            | 64 =                         | 12 ↓                    | 61                           | 18                      |
| Sewerage system                      | 62 =                         | 3 =                     | 61                           | 6                       |
| Stormwater services                  | 58 ↑                         | 17 ↓                    | 52                           | 23                      |
| Council's rubbish collection service | 55 =                         | 9 =                     | 53                           | 10                      |
| Water supply                         | 53 =                         | 14 =                    | 56                           | 13                      |

Key: = similar / on par to 2018 reading  
 ↑ above 2018 reading  
 ↓ below / slightly below 2018 reading

### Frequency Of Use - Council Services And Facilities

|   | Usage In The Last Year |                    |                 |
|---|------------------------|--------------------|-----------------|
|   | 3 times or more<br>%   | Once or twice<br>% | Not at all<br>% |
| Recreational facilities (ie, playing fields and neighbourhood reserves) | 73                     | 13                 | 14              |
| Council's kerbside recycling service                                    | 82                     | 1                  | 17              |
| Public toilets  | 60                     | 15                 | 25              |
| Public library / library website  | 58                     | 11                 | 31              |
| Council's rubbish collection service                                    | 54                     | 2                  | 44              |

% read across

Recreational facilities, 86%, and

Council's kerbside recycling service, 83%,

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

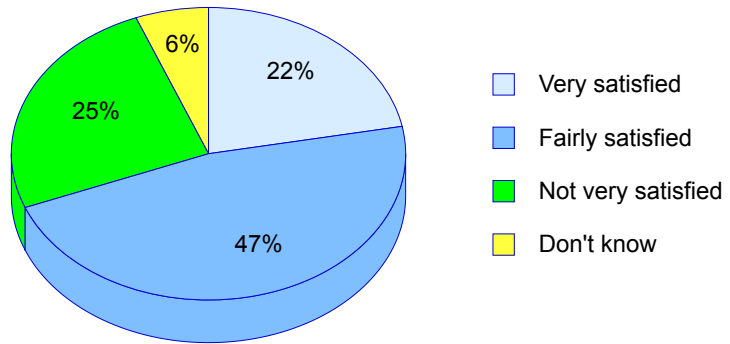


## RESOURCE MANAGEMENT POLICY AND PLANNING WORK

72% of residents are aware of Council's role in resource management policy and planning work.

### Satisfaction With Council's Performance In This Area

*Residents Who Are Aware Of Council's Role In Resource Management And Planning Work*



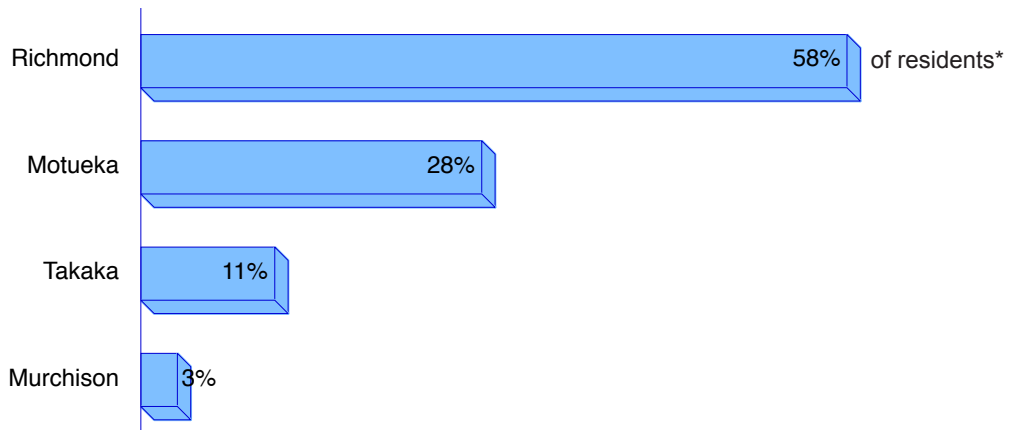
Base = 289

## COUNCIL LIBRARIES/SERVICE CENTRES BUILT ENVIRONMENT

### Council Libraries

In the last 12 months, 61% of residents have visited a Council library.

#### *Main Library Visited*



\* Base = 247

### Rating Library's Building Environment

|                          | Very good<br>% | Fairly good<br>% | Just acceptable<br>% | Not very good<br>% | Poor<br>% | Don't know<br>% |
|--------------------------|----------------|------------------|----------------------|--------------------|-----------|-----------------|
| Physical access          | 83             | 11               | 5                    | -                  | 1         | -               |
| Layout                   | 78             | 15               | 4                    | 2                  | 1         | -               |
| Ambience (look and feel) | 76             | 18               | 4                    | 1                  | 1         | -               |
| Maintenance              | 75             | 16               | 4                    | 1                  | 1         | 3               |

Base = 247

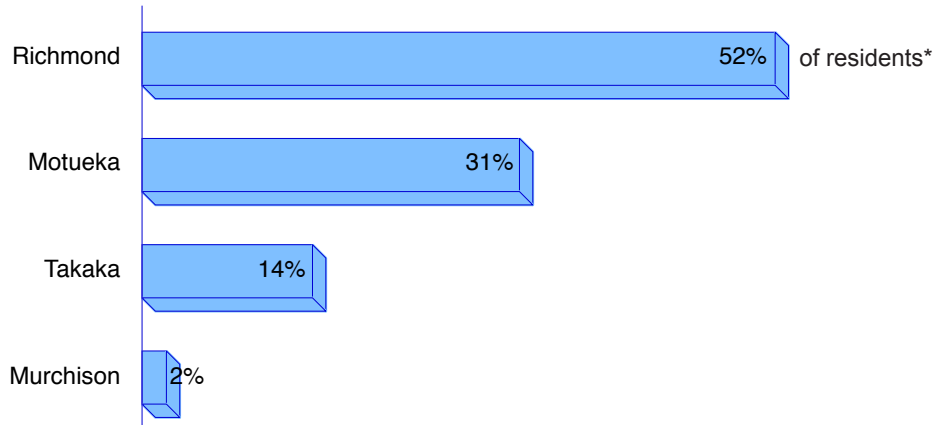
\* (residents who have visited a Council library in last 12 months)

† does not add to 100% due to rounding

### Council Service Centres

In the last 12 months, 39% of residents have visited a Council Service Centre.

*Main Service Centre Visited*



\* Base = 171  
(does not add to 100% due to rounding)

### Rating Service Centre's Building Environment

|                                       | Very good % | Fairly good % | Just acceptable % | Not very good % | Poor % | Don't know % |
|---------------------------------------|-------------|---------------|-------------------|-----------------|--------|--------------|
| Physical access                       | 70          | 24            | 4                 | 2               | -      | -            |
| Layout <sup>†</sup>                   | 61          | 27            | 8                 | 3               | -      | -            |
| Maintenance                           | 59          | 35            | 4                 | -               | -      | 2            |
| Ambience (look and feel) <sup>†</sup> | 55          | 32            | 7                 | 4               | 2      | 1            |

Base = 171

\* (residents who have visited a Council Service Centre in last 12 months)

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

## 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.

42% of Tasman District have in mind a recent Council action, decision or management they **approve** of (43% in 2018). This is similar to the Peer Group and National Averages.

The main actions/decisions mentioned are ...

- Civil Defence/response to fires, mentioned by 11% of all residents,
- the dam/water scheme issues, 8%,
- do a good job/provide good service/helpful, 3%,
- upgrade of Richmond/Queen Street, 3%.

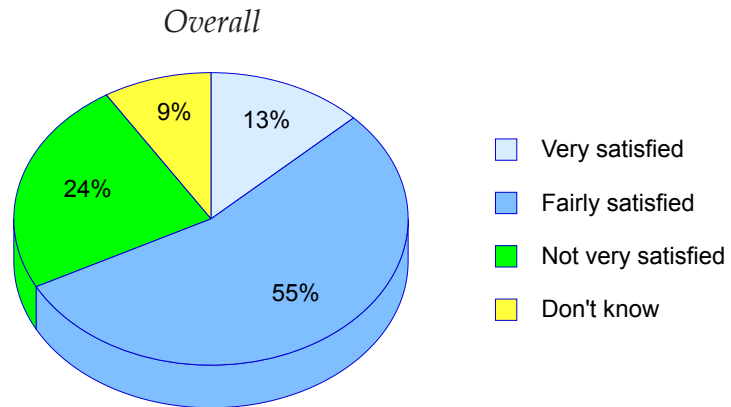
38% of residents have in mind a recent Council action, decision or management they **disapprove** of (52% in 2018). This is on par with the Peer Group Average and similar to the National Average.

The main actions/decisions mentioned are ...

- dam issues, mentioned by 13% of all residents,
- lack of consultation/information/not listening, 5%,
- roading/traffic/road safety/congestion, 3%.

## RATES

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



(does not add to 100% due to rounding)

The percent not very satisfied (24%) is similar to the Peer Group (23%) and National Averages (22%).



## CONTACT WITH COUNCIL

### Type Of Contact

35% of residents have contacted the Council offices in the last 12 months by phone (39% in 2018), with 37% contacting the Council offices in person (38% in 2018) and 6% contacting the Council offices in writing (8% in 2018). 19% of residents have contacted Council offices by email (18% in 2018). 7% have contacted them by online contact form (6% in 2018) and 2% by social media (3% in 2018).

Overall, 57% of residents have contacted the Council offices in the last 12 months (61% in 2018).

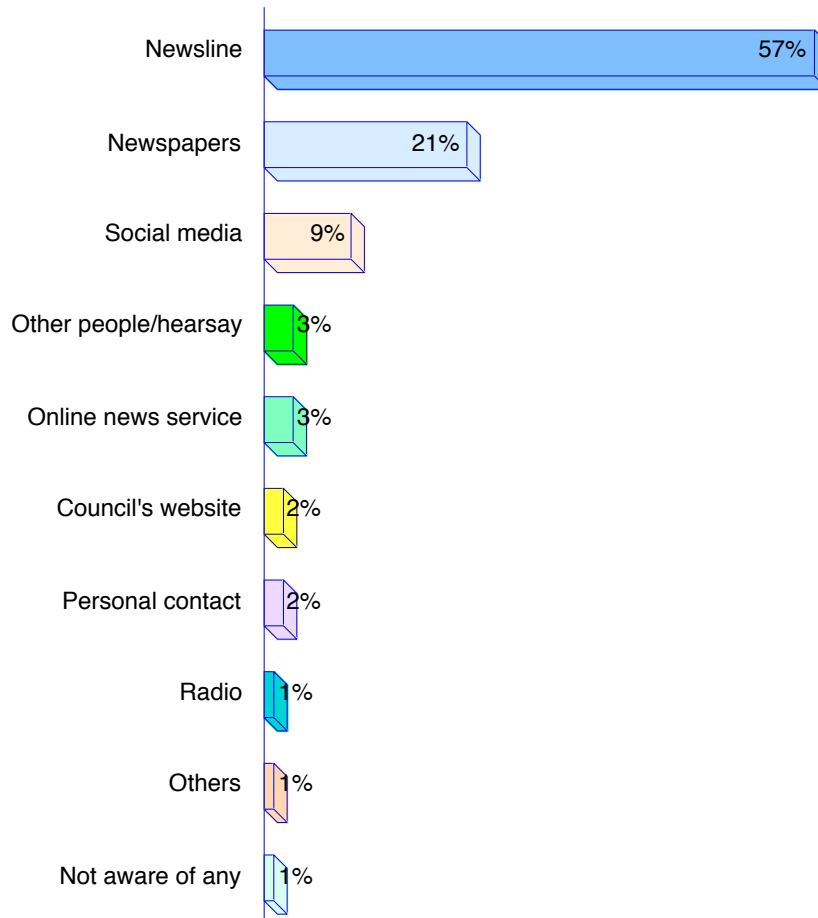
### Satisfaction With Service Received When Contacted The Council Offices

|                    |  |
|--------------------|--|
| Very satisfied     | 50% of residents contacting Council in the last 12 months<br>(40% in 2018) |
| Fairly satisfied   | 36% (40% in 2018)  |
| Not very satisfied | 12% (20% in 2018)  |
| Don't know         | 2% (0% in 2018)  |

Base = 238

## INFORMATION

## Main Source Of Information About Council



These readings are similar to the 2018 results.



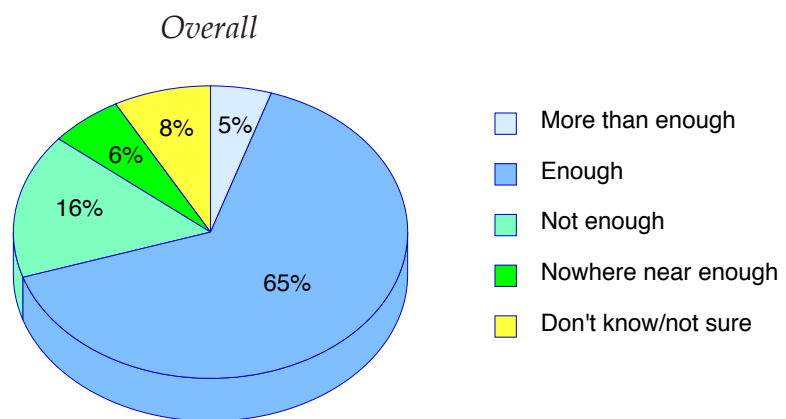
### Seen, Read Or Heard Information From Council

86% of residents who are aware of information about Council say they have seen, read or heard information from the Council, specifically for the community, in the last 12 months (92% in 2018) in the form of ...

|   |     |  |
|---|-----|--|
| Newsline - Fortnightly Council Publication                  | 89% | of these residents <sup>†</sup><br>(90% in 2018) |
| Council advertisements in newspapers                        | 64% | (71% in 2018)                                    |
| Long-Term Plan  | 54% | (51% in 2018)                                    |
| Council website   | 52% | (46% in 2018)                                    |
| The Annual Plan or the Annual Plan Summary                  | 51% | (49% in 2018)                                    |
| Council advertisements on the radio                         | 39% | (38% in 2018)                                    |
| Information available from the Council offices or libraries | 38% | (41% in 2018)                                    |
| Council's social media                                      | 23% | (17% in 2018)                                    |
| Council's library website                                   | 21% | (25% in 2018)                                    |

<sup>†</sup>Base = 336 (residents who have seen/read/heard information from the Council)

### Sufficiency Of Information Supplied By Council



Tasman District residents are slightly more likely to feel there is enough/ more than enough information supplied to the community, than Peer Group residents and more likely to feel this way than residents nationwide.



## FREEDOM CAMPING

43% of residents say they have camped for free in a public place in New Zealand.

43% of residents say they have personally experienced significant problems with freedom campers in the Tasman District.

76% of residents support **controlled** freedom camping in the District.

## LOCAL ISSUES

### Words Associated With Tasman District Council

When asked to say what words\* they would associate with the Council, 33% had positive word associations (36% in 2018) and 37% had negative word associations (40% in 2018).

The main positive word associations related to the following groupings ...

- good / do a good job, mentioned by 13% of residents,
- efficient / competent, 7%,
- community minded, 3%,
- communicate well / they listen, 3%.

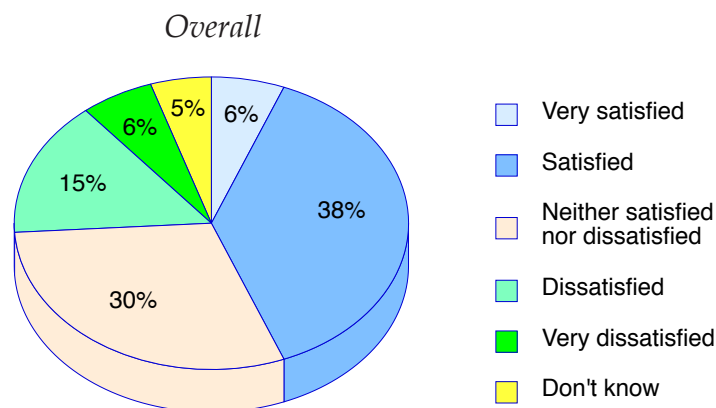
The main negative word associations related to these groupings ...

- inefficient / ineffective / useless, mentioned by 9% of residents,
- expensive / charge too much / rates issues, 6%,
- not approachable / arrogant, 5%,
- biased to certain areas / some areas miss out, 4%,
- expensive / charge too much / rates issues, 4%.

\* multiple responses allowed

### Council Consultation

How satisfied are residents with the way Council consults the public in the decisions it makes.



The very satisfied / satisfied reading (44%) is below the Peer Group Average (53%) and similar to the National Average (44%).

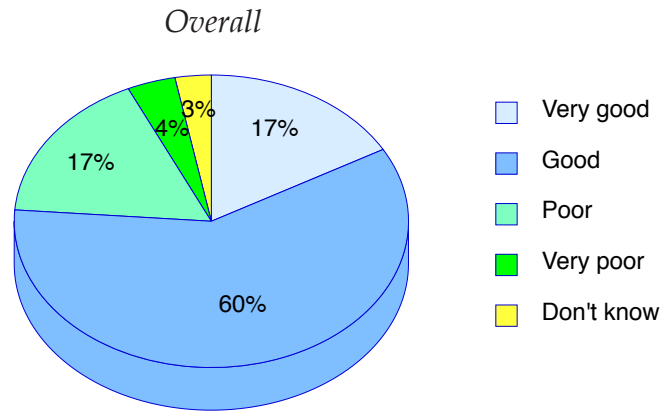
### Level Of Agreement Regarding The Following Statements

|   | Mean | 1<br>Strongly<br>disagree<br>% | 2<br>% | 3<br>% | 4<br>% | 5<br>Neither<br>% | 6<br>% | 7<br>% | 8<br>% | 9<br>% | 10<br>Strongly<br>agree<br>% | Don't<br>know<br>% |
|---|------|--------------------------------|--------|--------|--------|-------------------|--------|--------|--------|--------|------------------------------|--------------------|
| Tasman District Council leads on matters of importance to its communities       | 6    | 3                              | 3      | 5      | 5      | 28                | 19     | 15     | 16     | 1      | 2                            | 3                  |
| Overall Tasman District Council makes the right decisions                       | 6    | 4                              | 3      | 5      | 10     | 22                | 16     | 21     | 13     | 3      | 1                            | 2                  |
| Mayor and Councillors display sound and effective leadership                    | 6    | 6                              | 4      | 4      | 8      | 19                | 10     | 20     | 15     | 6      | 2                            | 6                  |
| Tasman District Council listens and acts on the needs of residents <sup>†</sup> | 5    | 8                              | 5      | 4      | 8      | 23                | 16     | 18     | 9      | 3      | 1                            | 4                  |
| Council managers and staff are competent <sup>†</sup>                           | 6    | 4                              | 1      | 4      | 6      | 20                | 11     | 19     | 17     | 5      | 4                            | 10                 |
| Tasman District Council is effective <sup>†</sup>                               | 6    | 2                              | 2      | 4      | 6      | 16                | 16     | 26     | 19     | 4      | 3                            | 3                  |
| Tasman District Council provides good value for rates dollars spent             | 5    | 7                              | 6      | 9      | 11     | 17                | 15     | 16     | 10     | 2      | 1                            | 6                  |

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



**Do Residents Feel Tasman District Council Has A Good Reputation?**



(does not add to 100% due to rounding)

**Most Preferred Housing**

Thinking of their current housing needs and housing budget, which of the following housing types would residents most prefer to live in ...

- a lifestyle property, 44% of all residents,
- a stand-alone house bigger than 150sqm, in a township, 28%,
- a stand-alone house smaller than 150sqm, in a township, 19%,
- a unit or townhouse, located in a township, 3%,
- rural property / farm / house in country, 3%,
- a unit in a retirement village, 1%,
- by the beach, 1%,
- other, 1%.

NB: 0.4% mentioned an apartment

\* \* \* \* \*





## D. MAIN FINDINGS

Throughout this Communitrak™ report comparisons are made with figures for the National Average of Local Authorities and the Peer Group of similar Local Authorities, where appropriate.

For Tasman District Council, this Peer Group of similar Local Authorities are those comprising a 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 dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

In this group are ...

Buller District Council  
 Carterton District Council  
 Central Hawke's Bay District Council  
 Central Otago District Council  
 Clutha District Council  
 Far North 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  
 South Taranaki District Council  
 South Wairarapa District Council  
 Southland District Council  
 Stratford District Council  
 Tararua District Council  
 Waikato District Council  
 Waimakariri District Council  
 Waimate District Council  
 Wairoa District Council  
 Waitaki District Council  
 Waitomo District Council  
 Western Bay of Plenty District Council  
 Westland District Council



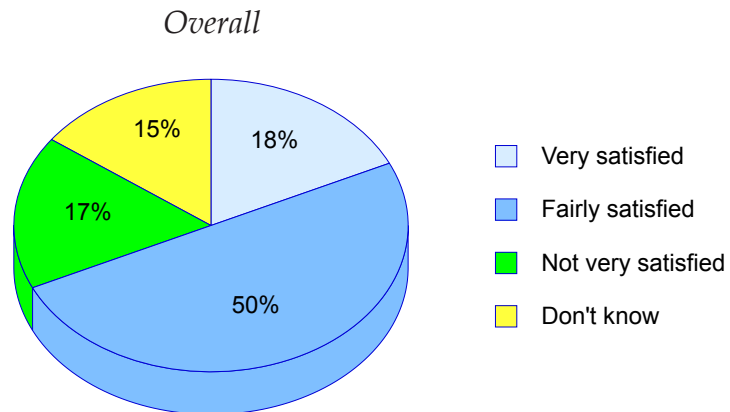


## 1. COUNCIL SERVICES/FACILITIES

## A. SATISFACTION WITH COUNCIL SERVICES AND FACILITIES

Residents were read out seventeen 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



68% of Tasman residents are satisfied with footpaths in their District, while 17% are not very satisfied (23% in 2018). 15% are unable to comment (9% in 2018)

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

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

- women,
- residents aged 65 years or over.

## Satisfaction With Footpaths

|                             | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|-----------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall</b>              |                     |                       |                            |                         |                 |
| Total District              |                     |                       |                            |                         |                 |
| 2019                        | 18                  | 50                    | 68                         | 17                      | 15              |
| 2018                        | 19                  | 49                    | 68                         | 23                      | 9               |
| 2017                        | 19                  | 55                    | 74                         | 21                      | 5               |
| 2016                        | 22                  | 49                    | 71                         | 22                      | 7               |
| 2015                        | 24                  | 49                    | 73                         | 19                      | 8               |
| 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              |
| <b>Comparison</b>           |                     |                       |                            |                         |                 |
| Peer Group (Rural)          | 16                  | 48                    | 64                         | 21                      | 15              |
| National Average            | 26                  | 48                    | 74                         | 21                      | 5               |
| <b>Ward</b>                 |                     |                       |                            |                         |                 |
| Lakes-Murchison             | 12                  | 61                    | 73                         | 9                       | 18              |
| Golden Bay                  | 13                  | 31                    | 44                         | 15                      | 41              |
| Motueka                     | 20                  | 43                    | 63                         | 26                      | 11              |
| Moutere-Waimea <sup>†</sup> | 14                  | 52                    | 66                         | 14                      | 21              |
| Richmond                    | 23                  | 57                    | 80                         | 17                      | 3               |
| <b>Gender<sup>†</sup></b>   |                     |                       |                            |                         |                 |
| Male                        | 18                  | 53                    | 71                         | 13                      | 17              |
| Female                      | 19                  | 47                    | 66                         | 22                      | 13              |
| <b>Age Group</b>            |                     |                       |                            |                         |                 |
| 18-44 years                 | 24                  | 52                    | 76                         | 15                      | 9               |
| 45-64 years                 | 13                  | 53                    | 66                         | 15                      | 19              |
| 65+ years <sup>†</sup>      | 18                  | 42                    | 60                         | 26                      | 15              |

% read across

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

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

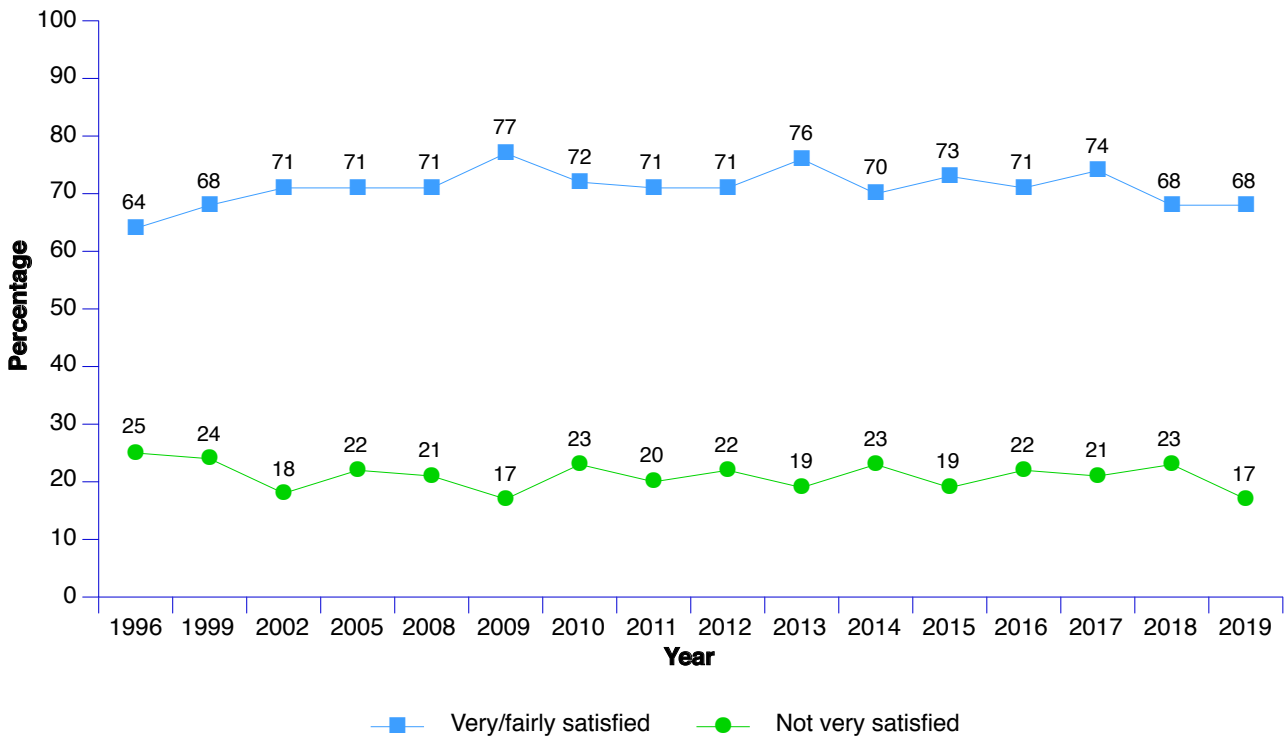
- uneven/cracked/rough/broken/bumpy/potholes,
- no footpaths/lack of footpaths/only on one side,
- poor design/narrow/difficult to access.

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

|   | Total<br>District<br>2019<br>% | Ward                     |                    |              |                         |               |
|---|--------------------------------|--------------------------|--------------------|--------------|-------------------------|---------------|
|   |                                | Lakes-<br>Murchison<br>% | Golden<br>Bay<br>% | Motueka<br>% | Moutere-<br>Waimea<br>% | Richmond<br>% |
| Percent Who Mention ...                             |                                |                          |                    |              |                         |               |
| Uneven/cracked/rough/broken/<br>bumpy/potholes      | 7                              | 5                        | -                  | 13           | 4                       | 7             |
| No footpaths/lack of footpaths/<br>only on one side | 4                              | 2                        | 15                 | 2            | 4                       | 2             |
| Poor design/narrow/<br>difficult to access          | 4                              | -                        | -                  | 4            | 2                       | 7             |

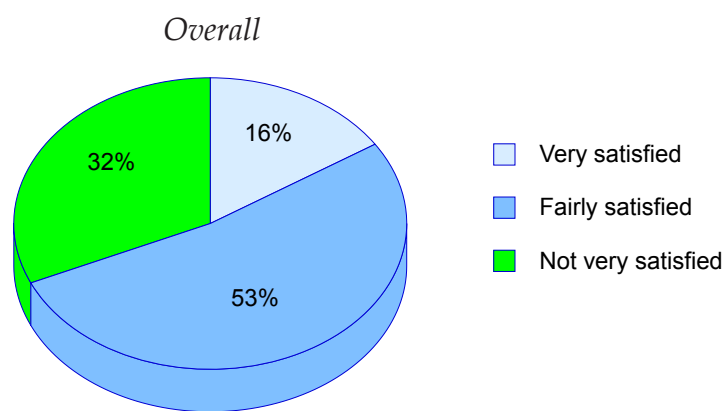
\* multiple responses allowed

*Footpaths*



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

*ii. Roads, Excluding State Highways (eg, High Street, Motueka, Commercial Street, Takaka, Main Road, Hope/Appleby Highway and Waller Street, Murchison)*



69% of residents are satisfied with roading in the District, while 32% are not very satisfied with this aspect of the District. These readings are similar to the 2018 results.

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

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

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



## Satisfaction With Roads, Excluding State Highways

|                                | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|--------------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall</b>                 |                     |                       |                            |                         |                 |
| Total District                 |                     |                       |                            |                         |                 |
| 2019 <sup>†</sup>              | 16                  | 53                    | 69                         | 32                      | -               |
| 2018 <sup>†</sup>              | 14                  | 53                    | 67                         | 32                      | -               |
| 2017                           | 14                  | 62                    | 76                         | 24                      | -               |
| 2016                           | 15                  | 60                    | 75                         | 24                      | 1               |
| 2015                           | 19                  | 56                    | 75                         | 24                      | 1               |
| 2014                           | 21                  | 49                    | 70                         | 30                      | -               |
| 2013 <sup>*†</sup>             | 16                  | 63                    | 79                         | 20                      | -               |
| 2012                           | 17                  | 61                    | 78                         | 22                      | -               |
| 2011                           | 18                  | 63                    | 81                         | 18                      | 1               |
| 2010                           | 8                   | 56                    | 64                         | 36                      | -               |
| 2009                           | 11                  | 62                    | 73                         | 27                      | -               |
| 2008                           | 16                  | 60                    | 76                         | 23                      | 1               |
| 2005                           | 12                  | 64                    | 76                         | 24                      | -               |
| 2002                           | 10                  | 54                    | 64                         | 35                      | 1               |
| 1999                           | 9                   | 61                    | 70                         | 30                      | -               |
| 1996                           | 14                  | 51                    | 65                         | 35                      | -               |
| <b>Comparison</b>              |                     |                       |                            |                         |                 |
| Peer Group (Rural)             | 11                  | 57                    | 68                         | 32                      | -               |
| National Average <sup>†</sup>  | 20                  | 52                    | 72                         | 27                      | -               |
| <b>Ward</b>                    |                     |                       |                            |                         |                 |
| Lakes-Murchison                | 11                  | 64                    | 75                         | 25                      | -               |
| Golden Bay                     | 12                  | 59                    | 71                         | 29                      | -               |
| Motueka <sup>†</sup>           | 19                  | 52                    | 71                         | 29                      | 1               |
| Moutere-Waimea                 | 12                  | 55                    | 67                         | 33                      | -               |
| Richmond                       | 18                  | 47                    | 65                         | 35                      | -               |
| <b>Gender</b>                  |                     |                       |                            |                         |                 |
| Male                           | 18                  | 47                    | 65                         | 35                      | -               |
| Female                         | 14                  | 58                    | 72                         | 28                      | -               |
| <b>Length of Residence</b>     |                     |                       |                            |                         |                 |
| Lived there 10 years or less   | 31                  | 44                    | 75                         | 25                      | -               |
| Lived there more than 10 years | 12                  | 55                    | 67                         | 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 roads in the District are ...

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

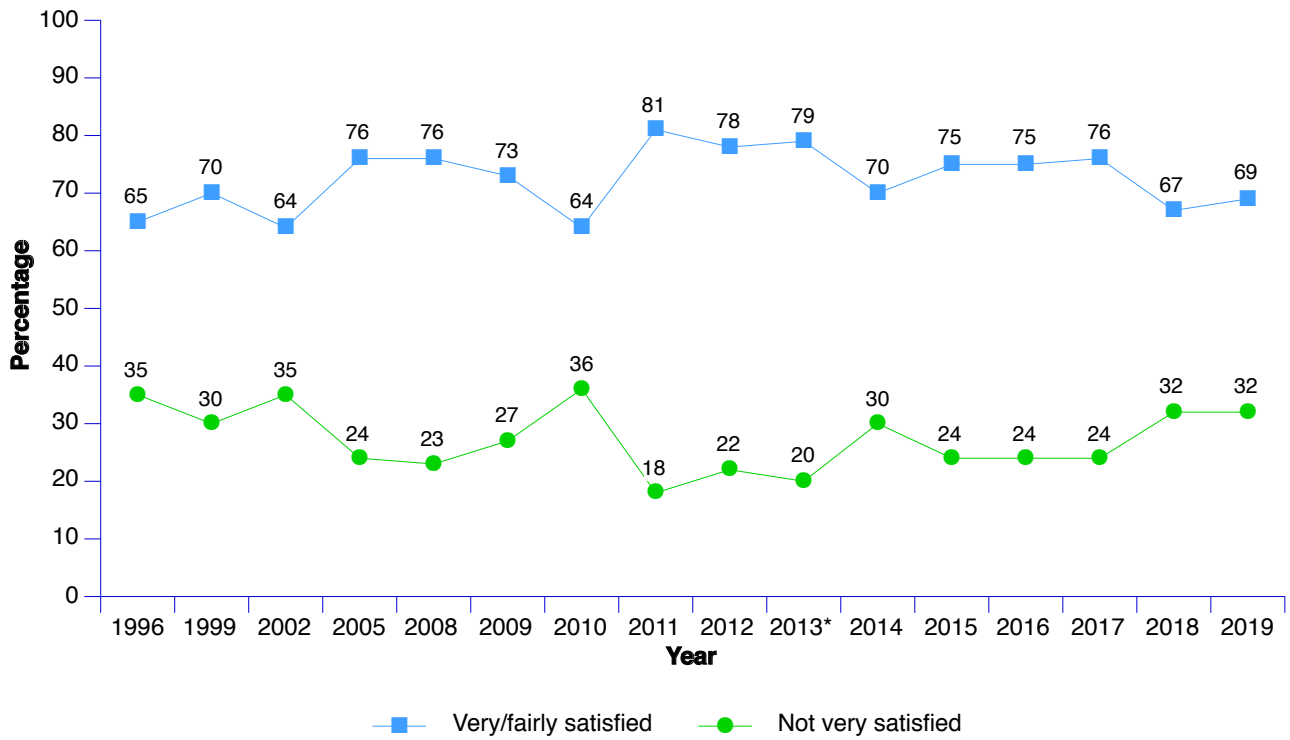
### Summary Table: Main Reasons\* For Being Not Very Satisfied With Roads

|  | Total<br>District<br>2019<br>% | Ward                     |                    |              |                         |               |
|--|--------------------------------|--------------------------|--------------------|--------------|-------------------------|---------------|
|  |                                | Lakes-<br>Murchison<br>% | Golden<br>Bay<br>% | Motueka<br>% | Moutere-<br>Waimea<br>% | Richmond<br>% |
| Percent Who Mention ...  |                                |                          |                    |              |                         |               |
| Poor quality of work/materials used/<br>patching/unfinished/slow to repair | <b>13</b>                      | 3                        | 2                  | 15           | 13                      | 17            |
| Potholes/uneven/rough/bumpy  | <b>11</b>                      | 8                        | 12                 | 11           | 13                      | 11            |
| Poor condition/need upgrading/<br>improving                                | <b>5</b>                       | 3                        | 12                 | 3            | 4                       | 6             |

\* multiple responses allowed

NB: no other reason is mentioned by 3% of all residents

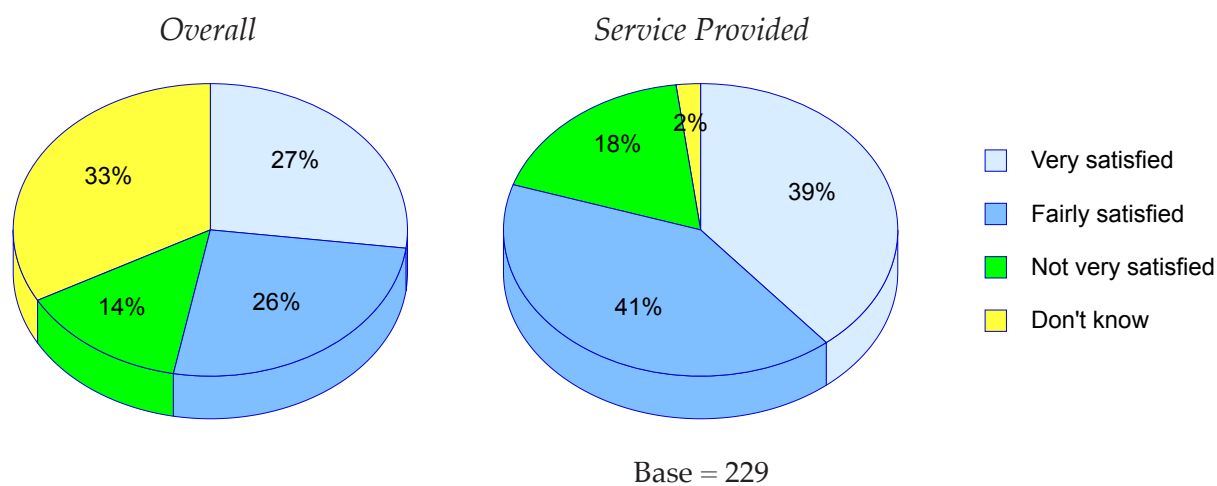
Roads



\* readings prior to 2013 do not exclude State Highways

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

### iii. Water Supply



53% of residents are satisfied with the water supply, including 27% who are very satisfied (33% in 2018), while 14% are not very satisfied and 33% are unable to comment.

Tasman District residents are similar to their Peer Group counterparts, residents nationwide and the 2018 reading, with regards to the percent not very satisfied with the water supply.

57% of residents receive a piped supply. Of these, 80% are satisfied (86% in 2018) and 18% are not very satisfied (12% in 2018).

Moutere-Waimea and Richmond Ward residents are more likely to be not very satisfied with the water supply, than other Ward residents.

## Satisfaction With Water Supply

|                               | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|-------------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall</b>                |                     |                       |                            |                         |                 |
| Total District 2019           | 27                  | 26                    | 53                         | 14                      | 33              |
| 2018                          | 33                  | 23                    | 56                         | 13                      | 31              |
| 2017                          | 23                  | 32                    | 55                         | 12                      | 33              |
| 2016 <sup>†</sup>             | 27                  | 35                    | 62                         | 15                      | 22              |
| 2015                          | 28                  | 26                    | 54                         | 13                      | 33              |
| 2014                          | 28                  | 26                    | 54                         | 15                      | 31              |
| 2013                          | 31                  | 27                    | 58                         | 11                      | 31              |
| 2012                          | 32                  | 30                    | 62                         | 10                      | 28              |
| 2011 <sup>†</sup>             | 25                  | 32                    | 57                         | 11                      | 33              |
| 2010                          | 32                  | 35                    | 67                         | 8                       | 25              |
| 2009                          | 27                  | 38                    | 65                         | 9                       | 26              |
| 2008                          | 23                  | 33                    | 56                         | 15                      | 29              |
| 2005                          | 22                  | 41                    | 63                         | 15                      | 22              |
| 2002                          | 25                  | 30                    | 55                         | 9                       | 36              |
| 1999                          | 19                  | 35                    | 54                         | 15                      | 31              |
| 1996                          | 23                  | 29                    | 52                         | 14                      | 34              |
| Service Provided              | 39                  | 41                    | 80                         | 18                      | 2               |
| <b>Comparison</b>             |                     |                       |                            |                         |                 |
| Peer Group (Rural)            | 36                  | 28                    | 64                         | 14                      | 22              |
| National Average <sup>†</sup> | 46                  | 29                    | 75                         | 14                      | 10              |
| <b>Ward</b>                   |                     |                       |                            |                         |                 |
| Lakes-Murchison               | 13                  | 35                    | 48                         | 2                       | 50              |
| Golden Bay                    | 12                  | 4                     | 16                         | 4                       | 80              |
| Motueka                       | 25                  | 21                    | 46                         | 5                       | 49              |
| Moutere-Waimea <sup>†</sup>   | 24                  | 28                    | 52                         | 21                      | 28              |
| Richmond <sup>†</sup>         | 38                  | 34                    | 72                         | 23                      | 4               |

% read across

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

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

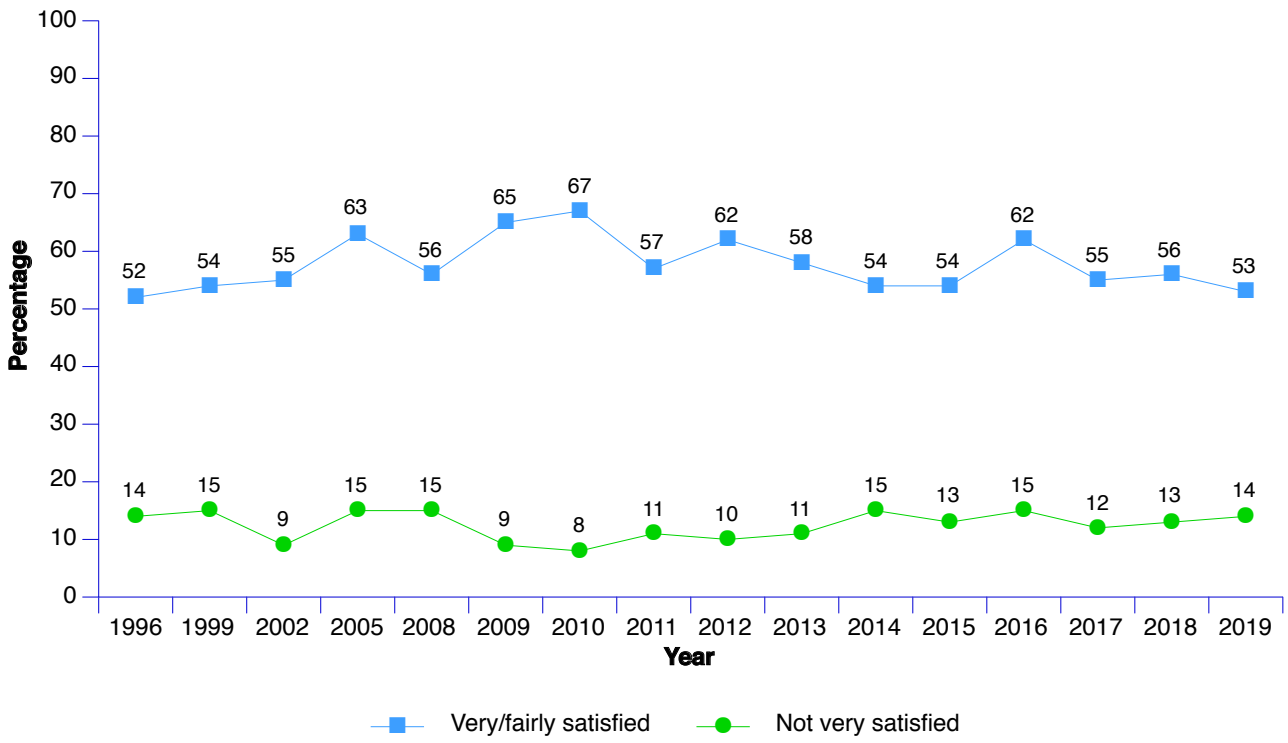
- too much chlorine,
- inadequate supply/limited supply/need a new dam,
- poor quality of water/substandard.

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

|   | Total<br>District<br>2019<br>% | Ward                     |                    |              |                         |               |
|---|--------------------------------|--------------------------|--------------------|--------------|-------------------------|---------------|
|   |                                | Lakes-<br>Murchison<br>% | Golden<br>Bay<br>% | Motueka<br>% | Moutere-<br>Waimea<br>% | Richmond<br>% |
| Percent Who Mention ...                             |                                |                          |                    |              |                         |               |
| Too much chlorine                                   | 3                              | -                        | 4                  | -            | 1                       | 8             |
| Inadequate supply/limited supply/<br>need a new dam | 3                              | -                        | -                  | -            | 6                       | 5             |
| Poor quality of water/substandard                   | 3                              | -                        | -                  | -            | 8                       | 2             |

\* multiple responses allowed

### Water Supply

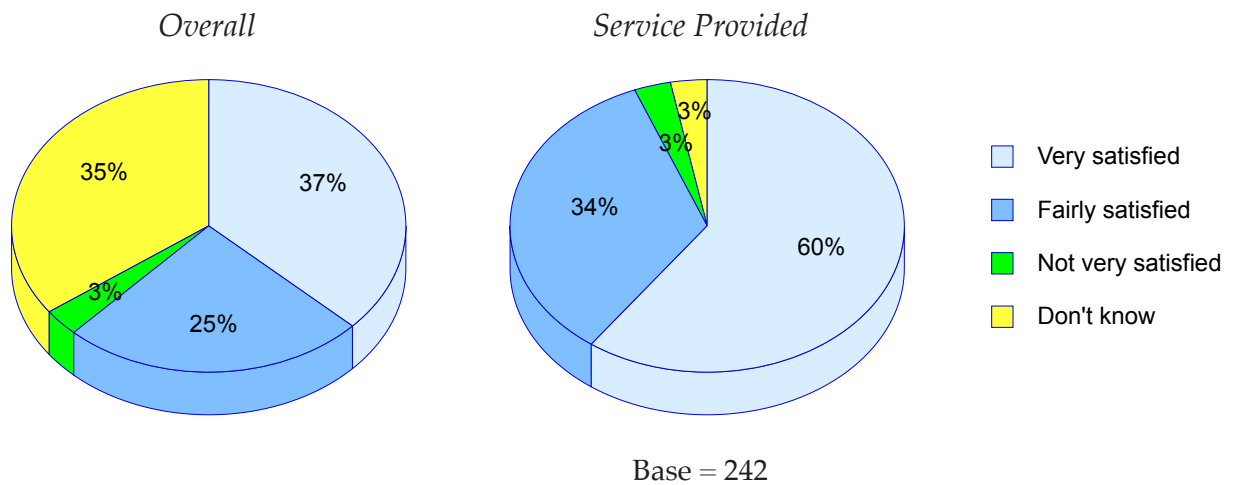


**Recommended Satisfaction Measure For Reporting Purposes:**

Total District = 53%

Receivers of Service = 80%

#### *iv. Sewerage System*



62% of residents are satisfied with the District's sewerage system, including 37% who are very satisfied (41% in 2018). 3% are not very satisfied, while 35% are unable to comment.

The percent not very satisfied (3%) is similar to the Peer Group Average and on par with the National Average and the 2018 reading.

61% of residents are provided with a sewerage system. Of these, 94% are satisfied and 3% are not very satisfied.

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



## Satisfaction With Sewerage System

|                     | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|---------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall*</b>     |                     |                       |                            |                         |                 |
| Total District 2019 | 37                  | 25                    | 62                         | 3                       | 35              |
| 2018                | 41                  | 20                    | 61                         | 6                       | 33              |
| 2017 <sup>†</sup>   | 32                  | 31                    | 63                         | 4                       | 34              |
| 2016                | 38                  | 33                    | 71                         | 5                       | 24              |
| 2015                | 43                  | 22                    | 65                         | 2                       | 33              |
| 2014                | 34                  | 33                    | 67                         | 7                       | 26              |
| 2013                | 42                  | 24                    | 66                         | 6                       | 28              |
| 2012 <sup>†</sup>   | 47                  | 27                    | 74                         | 3                       | 24              |
| 2011                | 38                  | 26                    | 64                         | 5                       | 31              |
| 2010 <sup>†</sup>   | 42                  | 28                    | 70                         | 5                       | 24              |
| 2009                | 35                  | 38                    | 73                         | 5                       | 22              |
| 2008                | 29                  | 37                    | 66                         | 6                       | 28              |
| 2005                | 25                  | 41                    | 66                         | 9                       | 25              |
| 2002                | 25                  | 36                    | 61                         | 7                       | 32              |
| Service Provided    | 60                  | 34                    | 94                         | 3                       | 3               |
| <b>Comparison</b>   |                     |                       |                            |                         |                 |
| Peer Group (Rural)  | 38                  | 32                    | 70                         | 3                       | 27              |
| National Average    | 46                  | 34                    | 80                         | 7                       | 13              |
| <b>Ward</b>         |                     |                       |                            |                         |                 |
| Lakes-Murchison     | 28                  | 10                    | 38                         | -                       | 62              |
| Golden Bay          | 22                  | 10                    | 32                         | 2                       | 66              |
| Motueka             | 39                  | 24                    | 63                         | 3                       | 34              |
| Moutere-Waimea      | 21                  | 24                    | 45                         | 6                       | 49              |
| Richmond            | 58                  | 34                    | 92                         | 1                       | 7               |

% read across

\* not asked in 1996 and 1999

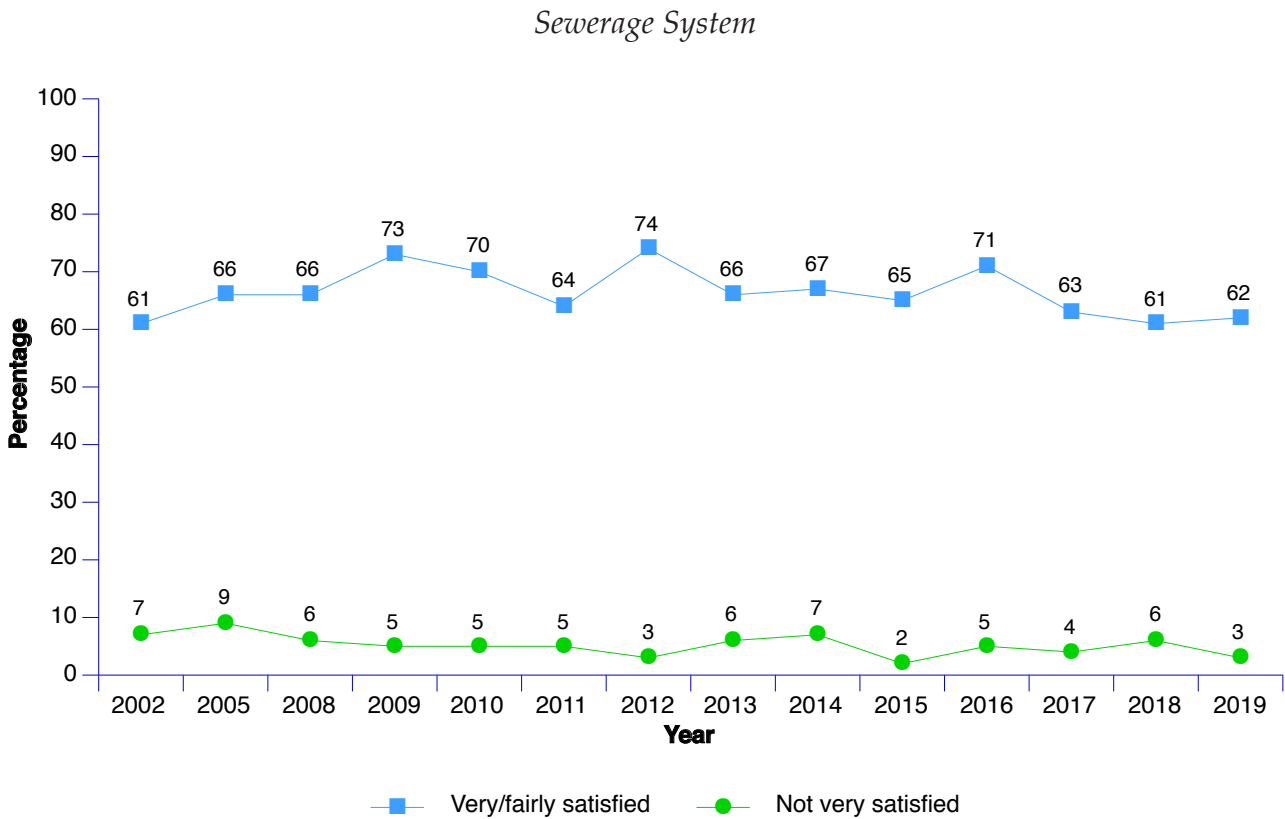
<sup>†</sup> does not add to 100% due to rounding



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

- no sewerage, mentioned by 1% of all residents,
- smelly, 1%,
- inadequate system/blockages/overflows, 1%.

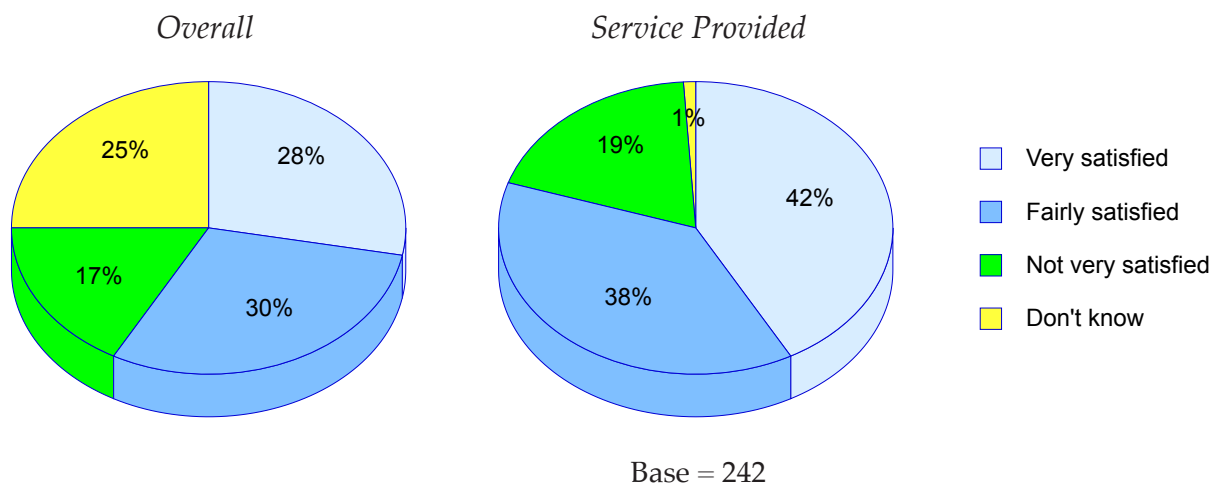
\* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:

|                      |       |
|----------------------|-------|
| Total District       | = 62% |
| Receivers of Service | = 94% |

## v. Stormwater Services



58% of residents are satisfied with the stormwater services (52% in 2018), while 17% are not very satisfied (23% in 2018) and 25% are unable to comment.

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

62% of residents are provided with a piped stormwater collection (58% in 2018) and, of these, 80% are satisfied and 19% not very satisfied.

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

## Satisfaction With The Stormwater Services

|                             | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|-----------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall*</b>             |                     |                       |                            |                         |                 |
| Total District 2019         | 28                  | 30                    | 58                         | 17                      | 25              |
| 2018                        | 24                  | 28                    | 52                         | 23                      | 25              |
| 2017                        | 20                  | 34                    | 54                         | 19                      | 27              |
| 2016                        | 26                  | 35                    | 61                         | 19                      | 20              |
| 2015                        | 29                  | 28                    | 57                         | 15                      | 28              |
| 2014                        | 21                  | 36                    | 57                         | 27                      | 16              |
| 2013 <sup>†</sup>           | 17                  | 38                    | 55                         | 26                      | 18              |
| 2012                        | 30                  | 35                    | 65                         | 13                      | 22              |
| 2011                        | 22                  | 37                    | 59                         | 13                      | 28              |
| 2010 <sup>†</sup>           | 30                  | 31                    | 61                         | 17                      | 23              |
| 2009                        | 26                  | 41                    | 67                         | 14                      | 19              |
| 2008                        | 22                  | 41                    | 63                         | 11                      | 26              |
| 2005                        | 20                  | 41                    | 61                         | 15                      | 24              |
| Service Provided            | 42                  | 38                    | 80                         | 19                      | 1               |
| <b>Comparison</b>           |                     |                       |                            |                         |                 |
| Peer Group (Rural)          | 26                  | 32                    | 58                         | 16                      | 26              |
| National Average            | 31                  | 41                    | 72                         | 16                      | 12              |
| <b>Ward</b>                 |                     |                       |                            |                         |                 |
| Lakes-Murchison             | 26                  | 7                     | 33                         | 7                       | 60              |
| Golden Bay <sup>†</sup>     | 6                   | 18                    | 24                         | 7                       | 68              |
| Motueka <sup>†</sup>        | 28                  | 30                    | 58                         | 26                      | 17              |
| Moutere-Waimea <sup>†</sup> | 22                  | 26                    | 48                         | 20                      | 31              |
| Richmond                    | 42                  | 42                    | 84                         | 12                      | 4               |

% read across

\* not asked prior to 2005

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

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

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

### Summary Table:

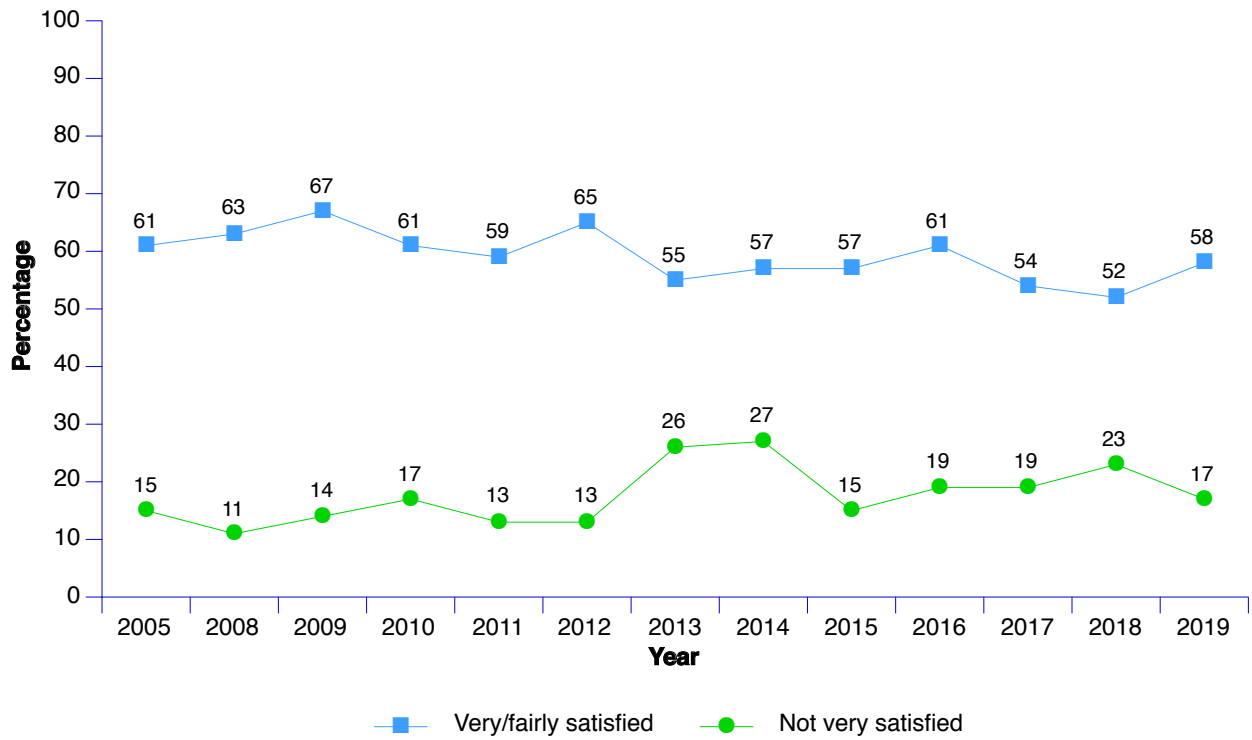
#### Main Reasons\* For Being Not Very Satisfied With The Stormwater Services

|   | Total<br>District<br>2019<br>% | Ward                     |                    |              |                         |               |
|---|--------------------------------|--------------------------|--------------------|--------------|-------------------------|---------------|
|   |                                | Lakes-<br>Murchison<br>% | Golden<br>Bay<br>% | Motueka<br>% | Moutere-<br>Waimea<br>% | Richmond<br>% |
| Percent Who Mention ...                                       |                                |                          |                    |              |                         |               |
| Drains/culverts blocked/<br>need cleaning/maintenance         | 7                              | -                        | 5                  | 16           | 7                       | 5             |
| Flooding in street/area/<br>surface flooding                  | 6                              | 2                        | 2                  | 6            | 13                      | 4             |
| Poor drainage/inadequate system/<br>needs upgrading/improving | 4                              | 5                        | -                  | 7            | 3                       | 3             |

\* multiple responses allowed

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

*Stormwater Services*



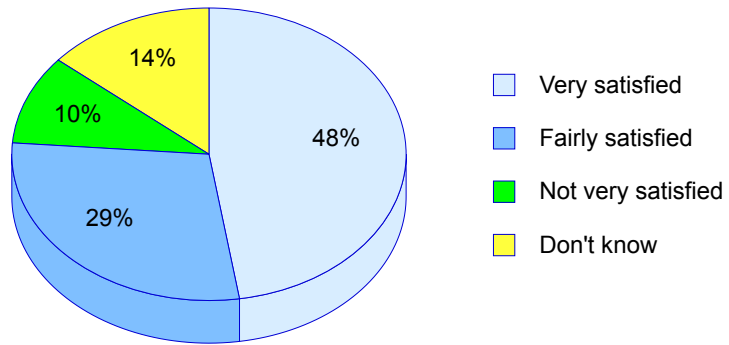
Recommended Satisfaction Measure For Reporting Purposes:

Total District = 58%

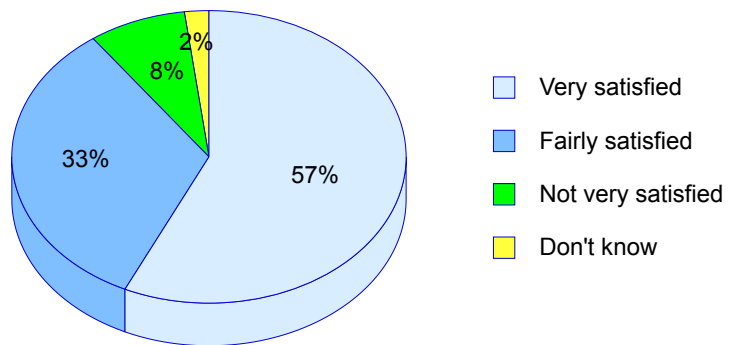
Service Provided = 80%

*vi. Kerbside Recycling*

*Overall*

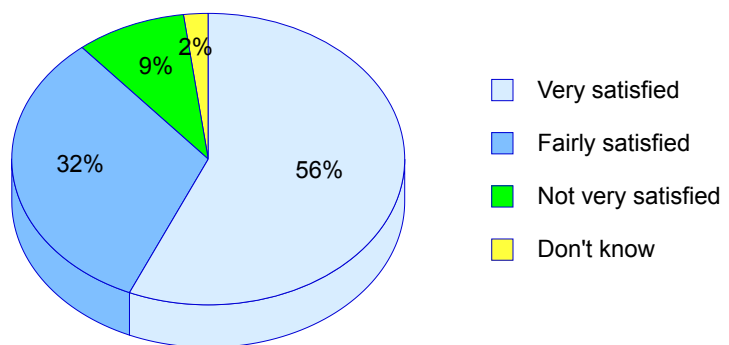


*Receivers Of Service*



Base = 338

*Used Council's Kerbside Recycling Service*



Base = 326



77% of residents are satisfied with kerbside recycling, including 48% who are very satisfied (54% in 2018). 10% are not very satisfied and 14% are unable to comment.

The percent not very satisfied (10%) is on par with the Peer Group Average<sup>†</sup> and similar to the National Average<sup>†</sup> and the 2018 result.

84% of residents say that where they live, Council provides a regular recycling service. Of these 90% are satisfied and 8% not very satisfied.

83% of households have used the Council's kerbside recycling services in the last 12 months. Of these 'users', 88% are satisfied and 9% are not very satisfied.

Residents aged 18 to 44 years are more likely to be not very satisfied with kerbside recycling, than other age groups.

<sup>†</sup> the Peer Group and National Averages refer to ratings for recycling in general

## Satisfaction With Kerbside Recycling

|  | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|--|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall</b>                                   |                     |                       |                            |                         |                 |
| Total District                                   | 48                  | 29                    | 77                         | 10                      | 14              |
| 2019 <sup>†</sup>                                | 48                  | 29                    | 77                         | 10                      | 14              |
| 2018   | 54                  | 22                    | 76                         | 11                      | 13              |
| 2017   | 58                  | 23                    | 81                         | 10                      | 9               |
| 2016   | 51                  | 31                    | 82                         | 7                       | 11              |
| 2015   | 54                  | 25                    | 79                         | 8                       | 13              |
| 2014   | 48                  | 30                    | 78                         | 7                       | 15              |
| 2013 <sup>†</sup>                                | 62                  | 19                    | 81                         | 8                       | 12              |
| 2012 <sup>†</sup>                                | 54                  | 24                    | 78                         | 8                       | 13              |
| 2011 <sup>†</sup> <sup>◊</sup>                   | 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 <sup>*</sup>                                | 15                  | 56                    | 71                         | 18                      | 11              |
| Receivers of kerbside recycling service          | 57                  | 33                    | 90                         | 8                       | 2               |
| Users of kerbside recycling service <sup>†</sup> | 56                  | 32                    | 88                         | 9                       | 2               |
| <b>Comparison**</b>                              |                     |                       |                            |                         |                 |
| Peer Group (Rural)                               | 40                  | 36                    | 76                         | 13                      | 11              |
| National Average                                 | 49                  | 35                    | 84                         | 12                      | 4               |
| <b>Ward</b>                                      |                     |                       |                            |                         |                 |
| Lakes-Murchison                                  | 28                  | 6                     | 34                         | 17                      | 49              |
| Golden Bay                                       | 43                  | 12                    | 55                         | 6                       | 39              |
| Motueka  | 60                  | 24                    | 84                         | 11                      | 5               |
| Moutere-Waimea                                   | 41                  | 39                    | 80                         | 7                       | 13              |
| Richmond   | 51                  | 35                    | 86                         | 10                      | 4               |
| <b>Age Group</b>                                 |                     |                       |                            |                         |                 |
| 18-44 years                                      | 51                  | 26                    | 77                         | 18                      | 5               |
| 44-64 years                                      | 45                  | 27                    | 72                         | 5                       | 23              |
| 65+ years  | 50                  | 35                    | 85                         | 5                       | 10              |

% read across

\* 2002 readings refer to recycling only

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

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

† does not add to 100% due to rounding

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

- no kerbside recycling / our road not on route,
- collectors do not take everything / leave a mess / miss collection,
- need more recycling options.

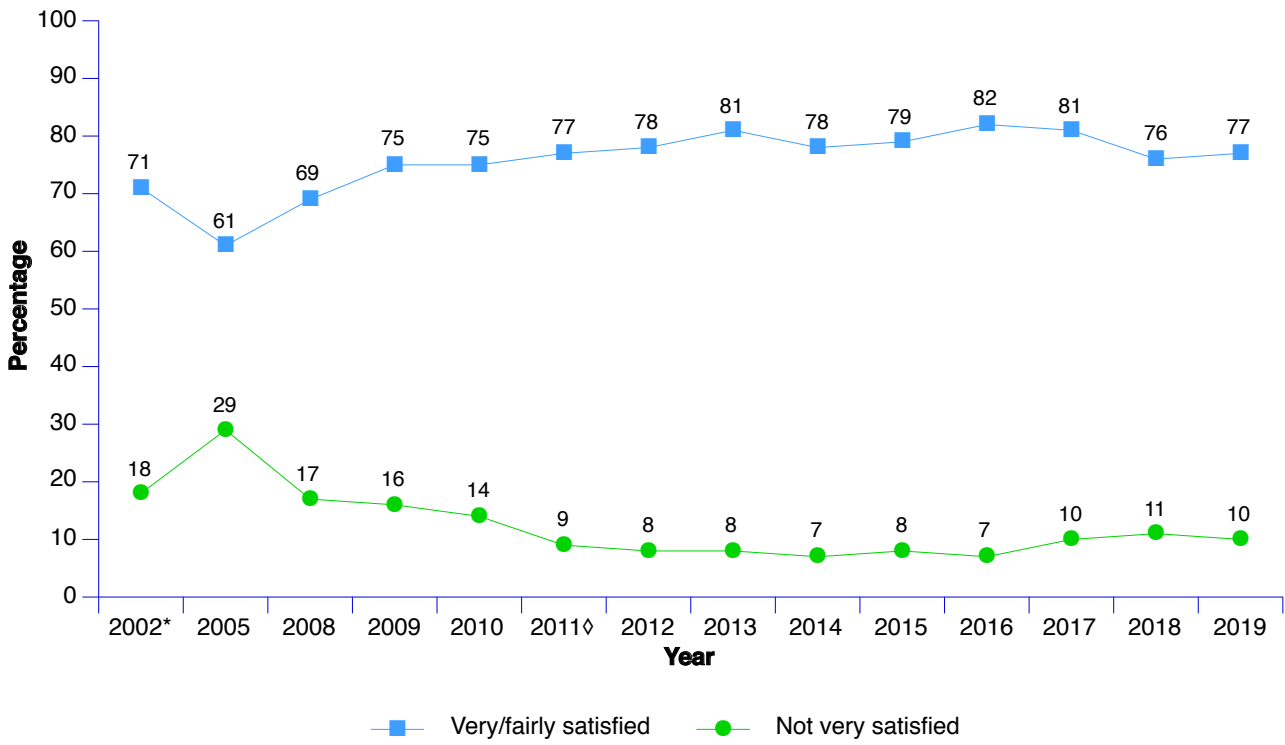
### Summary Table: Main Reasons\* For Being Not Very Satisfied With Kerbside Recycling

|   | Total<br>District<br>2019<br>% | Ward                     |                    |              |                         |               |
|---|--------------------------------|--------------------------|--------------------|--------------|-------------------------|---------------|
|   |                                | Lakes-<br>Murchison<br>% | Golden<br>Bay<br>% | Motueka<br>% | Moutere-<br>Waimea<br>% | Richmond<br>% |
| Percent Who Mention ...   |                                |                          |                    |              |                         |               |
| No kerbside recycling /<br>our road not on route                      | 3                              | 11                       | 2                  | 2            | 3                       | 1             |
| Collectors do not take everything /<br>leave a mess / miss collection | 2                              | 2                        | -                  | 4            | 2                       | 1             |
| Need more recycling options   | 2                              | -                        | -                  | 3            | 1                       | 3             |

\* multiple responses allowed



*Kerbside Recycling*



\* 2002 readings refer to recycling only

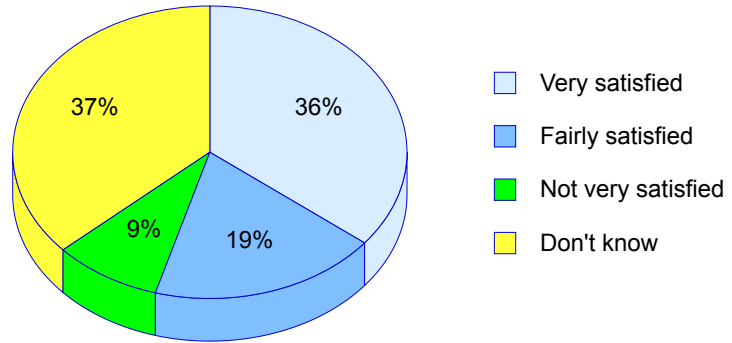
<sup>◇</sup> readings prior to 2011 refer to rubbish collection and kerbside recycling

Recommended Satisfaction Measure For Reporting Purposes:

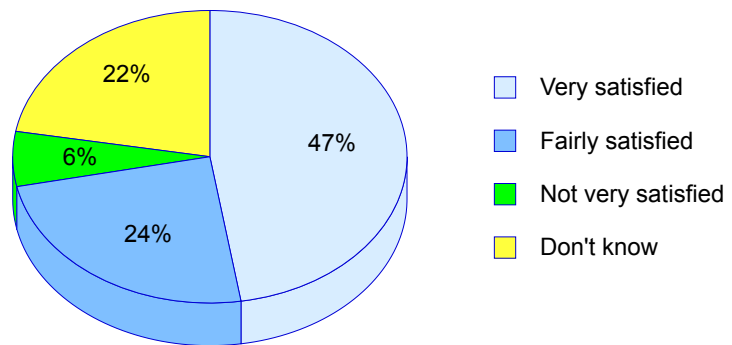
|   |       |
|---|-------|
| Total District                          | = 77% |
| Receivers of kerbside recycling service | = 90% |
| Users of kerbside recycling service     | = 88% |

*vii. Council's Rubbish Collection Service*

*Overall*

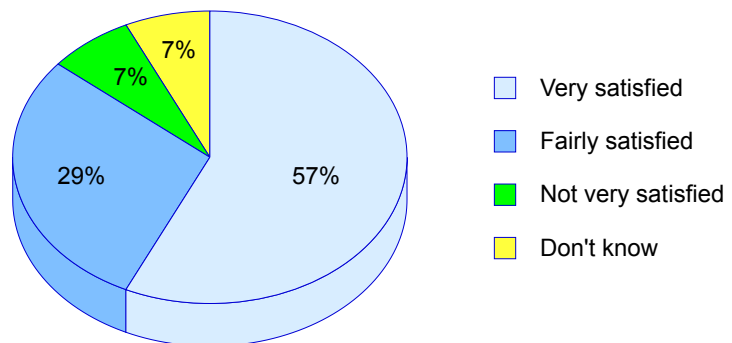


*Service Provided*



Base = 300

*Users*



Base = 230

55% of residents are satisfied with the Council's rubbish collection service, including 36% who are very satisfied. 9% are not very satisfied and a large percentage (37%) are unable to comment. These readings are similar to the 2018 results.

The percent not very satisfied (9%) is similar to the Peer Group and National Averages.

73% of residents say they are provided with a regular rubbish collection by Council (79% in 2018), with 71% being satisfied with rubbish collection and 6% not very satisfied.

56% of residents say they, or a member of their household, have used Council's rubbish collection services, in the last 12 months. Of these, 86% are satisfied and 7% not very satisfied.

Residents more likely to be not very satisfied with Council's rubbish collection service are ...

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

## Satisfaction With Council's Rubbish Collection Service

|   | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|---|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall</b>                              |                     |                       |                            |                         |                 |
| Total District 2019 <sup>†</sup>            | 36                  | 19                    | 55                         | 9                       | 37              |
| 2018  | 35                  | 18                    | 53                         | 10                      | 37              |
| 2017 <sup>†</sup>                           | 40                  | 20                    | 60                         | 9                       | 32              |
| 2016  | 35                  | 24                    | 59                         | 8                       | 33              |
| 2015  | 36                  | 17                    | 53                         | 6                       | 41              |
| 2014  | 32                  | 22                    | 54                         | 7                       | 39              |
| 2013  | 39                  | 17                    | 56                         | 7                       | 37              |
| 2012 <sup>**</sup>                          | 40                  | 21                    | 61                         | 8                       | 31              |
| 2011 <sup>◇</sup>                           | 40                  | 17                    | 57                         | 8                       | 35              |
| 2010  | 51                  | 24                    | 75                         | 14                      | 11              |
| 2009  | 43                  | 32                    | 75                         | 16                      | 9               |
| 2008  | 39                  | 30                    | 69                         | 17                      | 14              |
| 2005  | 32                  | 29                    | 61                         | 29                      | 10              |
| 2002 <sup>*</sup>                           | 15                  | 56                    | 71                         | 18                      | 11              |
| Service Provided <sup>†</sup>               | 47                  | 24                    | 71                         | 6                       | 22              |
| Users                                       | 57                  | 29                    | 86                         | 7                       | 7               |
| <b>Comparison</b>                           |                     |                       |                            |                         |                 |
| Peer Group (Rural)                          | 42                  | 29                    | 71                         | 10                      | 19              |
| National Average                            | 55                  | 28                    | 83                         | 10                      | 7               |
| <b>Ward</b>                                 |                     |                       |                            |                         |                 |
| Lakes-Murchison <sup>†</sup>                | 26                  | 7                     | 33                         | 14                      | 54              |
| Golden Bay                                  | 43                  | 10                    | 53                         | 10                      | 37              |
| Motueka                                     | 40                  | 21                    | 61                         | 9                       | 30              |
| Moutere-Waimea                              | 30                  | 21                    | 51                         | 9                       | 40              |
| Richmond                                    | 36                  | 22                    | 58                         | 7                       | 35              |
| <b>Length of Residence</b>                  |                     |                       |                            |                         |                 |
| Lived there 10 years or less                | 35                  | 25                    | 60                         | 17                      | 23              |
| Lived there more than 10 years <sup>†</sup> | 36                  | 18                    | 54                         | 7                       | 40              |
| <b>Ratepayer?</b>                           |                     |                       |                            |                         |                 |
| Ratepayer <sup>†</sup>                      | 34                  | 19                    | 53                         | 7                       | 39              |
| Non-ratepayer                               | 46                  | 17                    | 63                         | 20                      | 17              |

% read across

\* 2002 readings refer to recycling only

\*\* 2012 readings refer to rubbish collection

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

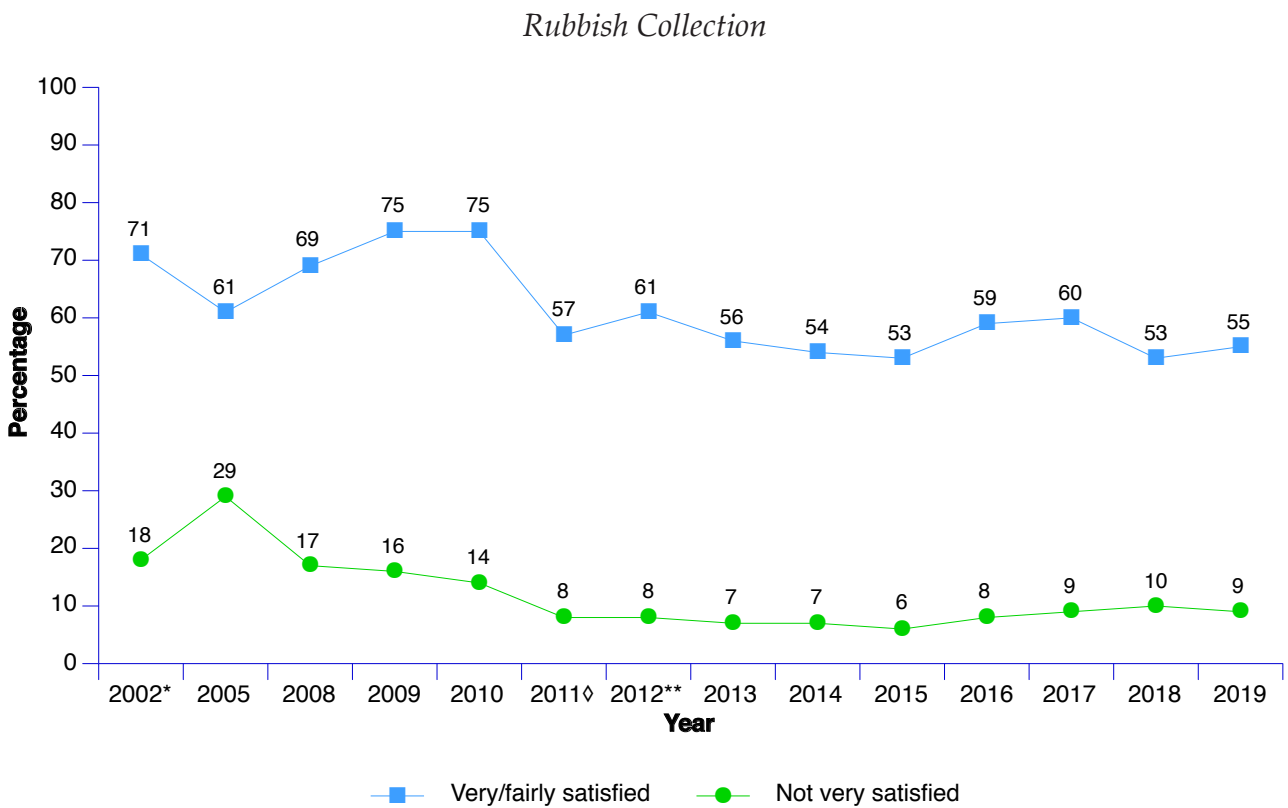
† does not add to 100% due to rounding



The main reasons\* residents are not very satisfied with Council's rubbish collection service are ...

- prefer bins/bags not suitable, mentioned by 3% of all residents,
- no collection service, 3%,
- have to pay / too expensive, 2%,
- used other services/contractors, 2%.

\* multiple responses allowed



\* 2002 readings refer to recycling only

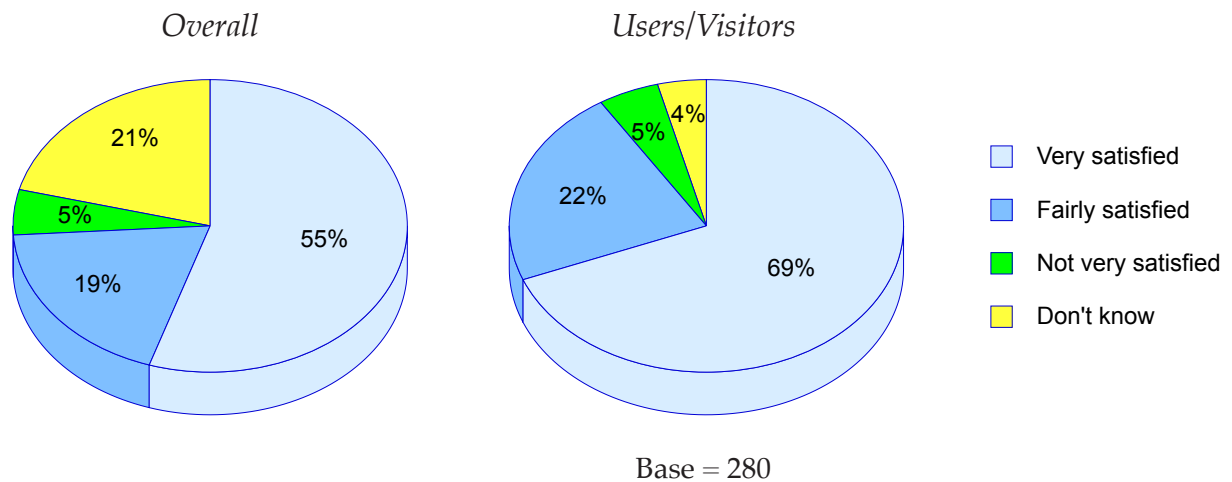
\*\* 2012 readings refer to rubbish collection

<sup>◇</sup> readings prior to 2011 refer to rubbish collection and kerbside recycling

**Recommended Satisfaction Measure For Reporting Purposes:**

|                  |   |     |
|------------------|---|-----|
| Total District   | = | 55% |
| Service Provided | = | 71% |
| Users            | = | 86% |

### *viii. Public Libraries*



74% of residents are satisfied with the District's public libraries, including 55% who are very satisfied (61% in 2018). 5% are not very satisfied and 21% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages and the 2018 result.

69% of households have used/visited a public library or library website in the last 12 months (73% in 2018). Of these, 91% 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 public libraries.

## Satisfaction With Public Libraries

|                                 | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|---------------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall*</b>                 |                     |                       |                            |                         |                 |
| Total District 2019             | 55                  | 19                    | 74                         | 5                       | 21              |
| 2018 <sup>†</sup>               | 61                  | 15                    | 76                         | 6                       | 19              |
| 2017                            | 62                  | 16                    | 78                         | 7                       | 15              |
| 2016                            | 59                  | 20                    | 79                         | 7                       | 14              |
| 2015                            | 65                  | 16                    | 81                         | 4                       | 15              |
| 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                  | 69                  | 22                    | 91                         | 5                       | 4               |
| <b>Comparison</b>               |                     |                       |                            |                         |                 |
| Peer Group (Rural) <sup>†</sup> | 60                  | 22                    | 82                         | 3                       | 16              |
| National Average                | 69                  | 18                    | 87                         | 3                       | 10              |
| <b>Ward</b>                     |                     |                       |                            |                         |                 |
| Lakes-Murchison <sup>†</sup>    | 35                  | 30                    | 65                         | 7                       | 29              |
| Golden Bay                      | 75                  | 10                    | 85                         | 2                       | 13              |
| Motueka                         | 50                  | 12                    | 62                         | 12                      | 26              |
| Moutere-Waimea                  | 52                  | 25                    | 77                         | 3                       | 20              |
| Richmond                        | 60                  | 20                    | 80                         | 1                       | 19              |

% read across

\* not asked in 1996 or 1999

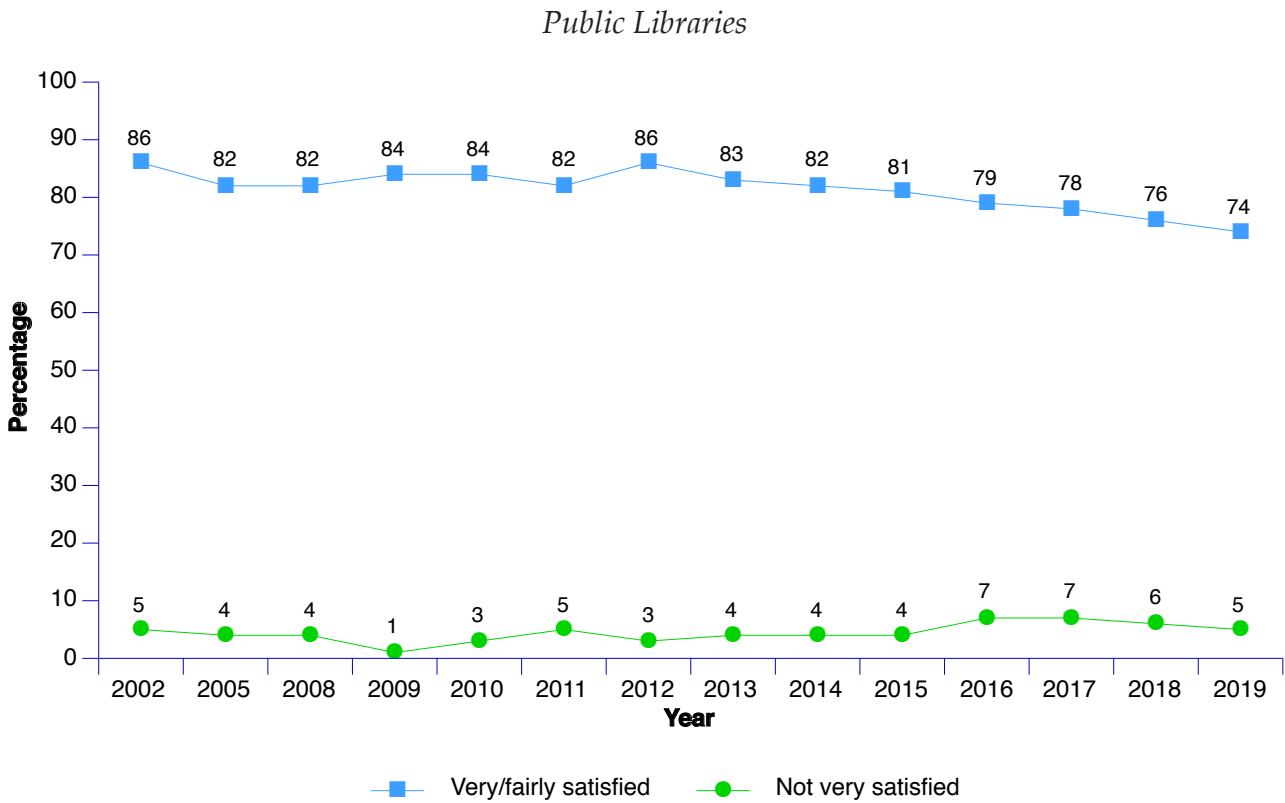
<sup>†</sup> does not add to 100% due to rounding



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

- issues with free wifi access / visitors should be charged, mentioned by 2% of all residents,
- too small, 1%,
- needs upgrading / improving, 1%,
- have to pay / charges, 1%.

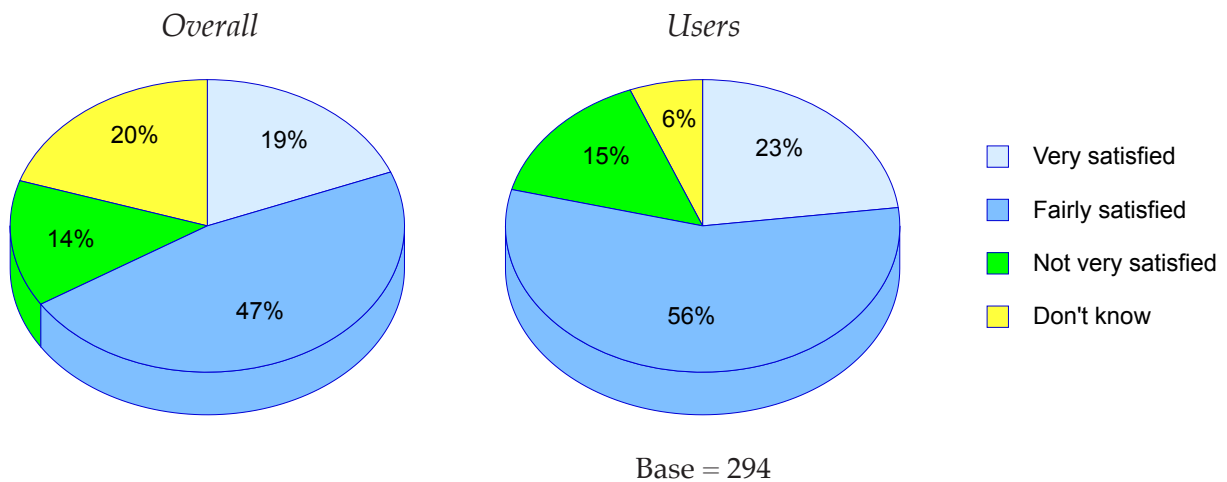
\* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 74%  
 Users / Visitors = 91%

### ix. Public Toilets



66% of residents are satisfied with public toilets in the District (58% in 2018). 14% are not very satisfied (25% in 2018) and 20% are unable to comment (16% in 2018).

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

75% of households have used a public toilet in the last 12 months. Of these, 79% are satisfied (69% in 2018) and 15% are not very satisfied (27% in 2018).

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

## Satisfaction With Public Toilets

|                               | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |    |
|-------------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|----|
| <b>Overall*</b>               |                     |                       |                            |                         |                 |    |
| Total District                | 2019                | 19                    | 47                         | 66                      | 14              | 20 |
|                               | 2018 <sup>†</sup>   | 20                    | 38                         | 58                      | 25              | 16 |
|                               | 2017                | 20                    | 43                         | 63                      | 18              | 19 |
|                               | 2016 <sup>†</sup>   | 23                    | 45                         | 68                      | 15              | 18 |
|                               | 2015                | 29                    | 43                         | 72                      | 13              | 15 |
|                               | 2014 <sup>†</sup>   | 29                    | 47                         | 76                      | 14              | 9  |
|                               | 2013 <sup>†</sup>   | 24                    | 44                         | 68                      | 13              | 18 |
|                               | 2012                | 24                    | 45                         | 69                      | 15              | 16 |
|                               | 2011                | 27                    | 41                         | 68                      | 12              | 20 |
|                               | 2010                | 26                    | 41                         | 67                      | 14              | 19 |
|                               | 2009                | 21                    | 46                         | 67                      | 16              | 17 |
|                               | 2008                | 23                    | 45                         | 68                      | 13              | 19 |
|                               | 2005                | 26                    | 36                         | 62                      | 14              | 24 |
|                               | 2002                | 17                    | 48                         | 65                      | 18              | 17 |
| Users                         |                     | 23                    | 56                         | 79                      | 15              | 6  |
| <b>Comparison</b>             |                     |                       |                            |                         |                 |    |
| Peer Group (Rural)            |                     | 25                    | 41                         | 66                      | 18              | 16 |
| National Average <sup>†</sup> |                     | 24                    | 46                         | 70                      | 17              | 14 |
| <b>Ward</b>                   |                     |                       |                            |                         |                 |    |
| Lakes-Murchison               |                     | 25                    | 46                         | 71                      | 11              | 18 |
| Golden Bay <sup>†</sup>       |                     | 33                    | 43                         | 76                      | 20              | 5  |
| Motueka                       |                     | 10                    | 58                         | 68                      | 15              | 17 |
| Moutere-Waimea                |                     | 20                    | 50                         | 70                      | 12              | 18 |
| Richmond <sup>†</sup>         |                     | 21                    | 36                         | 57                      | 14              | 30 |

% read across

\* not asked in 1996 or 1997

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

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

- need more toilets/not enough,
- grotty/not very inviting/need upgrading/maintenance,
- dirty/disgusting/smell/need cleaning more often.

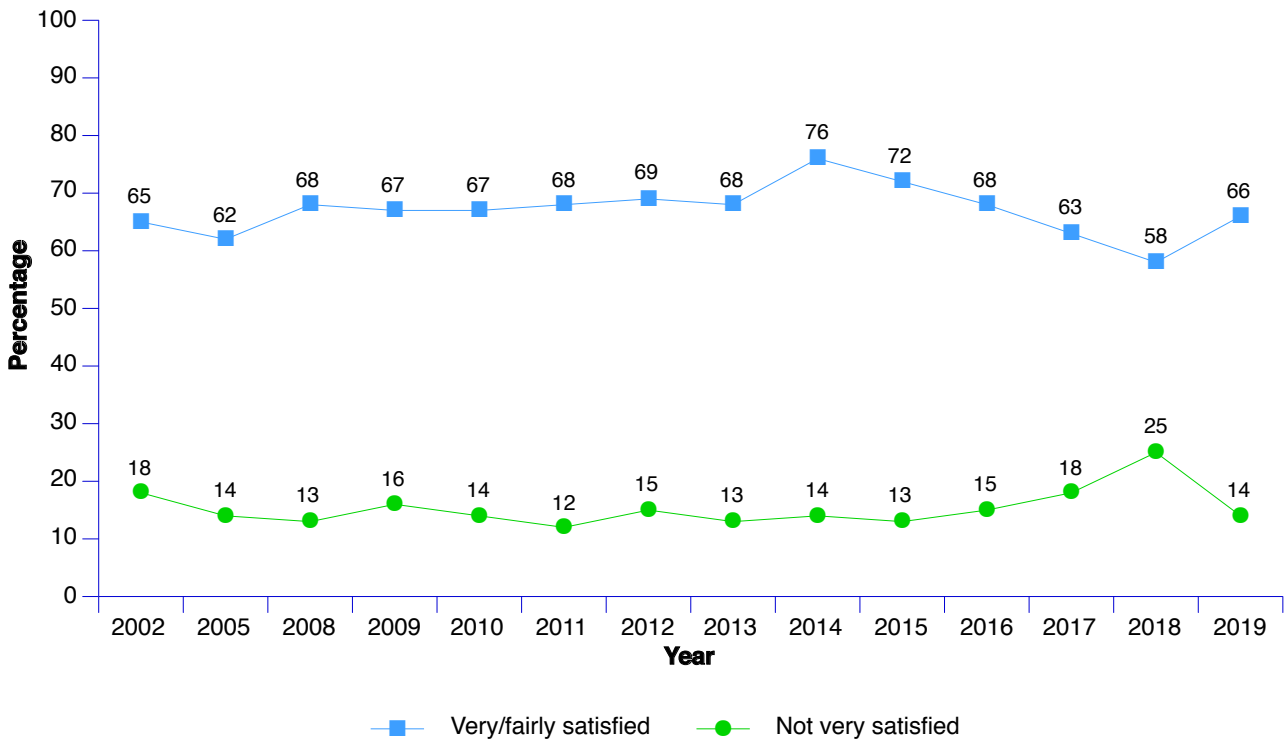
### Summary Table: Main Reasons\* For Being Not Very Satisfied With Public Toilets

|   | Total<br>District<br>2019<br>% | Ward                     |                    |              |                         |               |
|---|--------------------------------|--------------------------|--------------------|--------------|-------------------------|---------------|
|   |                                | Lakes-<br>Murchison<br>% | Golden<br>Bay<br>% | Motueka<br>% | Moutere-<br>Waimea<br>% | Richmond<br>% |
| Percent Who Mention ...                                 |                                |                          |                    |              |                         |               |
| Need more toilets/not enough                            | 6                              | 6                        | 7                  | 6            | 4                       | 8             |
| Grotty/not very inviting/<br>need upgrading/maintenance | 3                              | 6                        | 3                  | 2            | 3                       | 3             |
| Dirty/disgusting/smell/<br>need cleaning more often     | 3                              | 6                        | 3                  | 3            | 3                       | 1             |

\* multiple responses allowed



*Public Toilets*

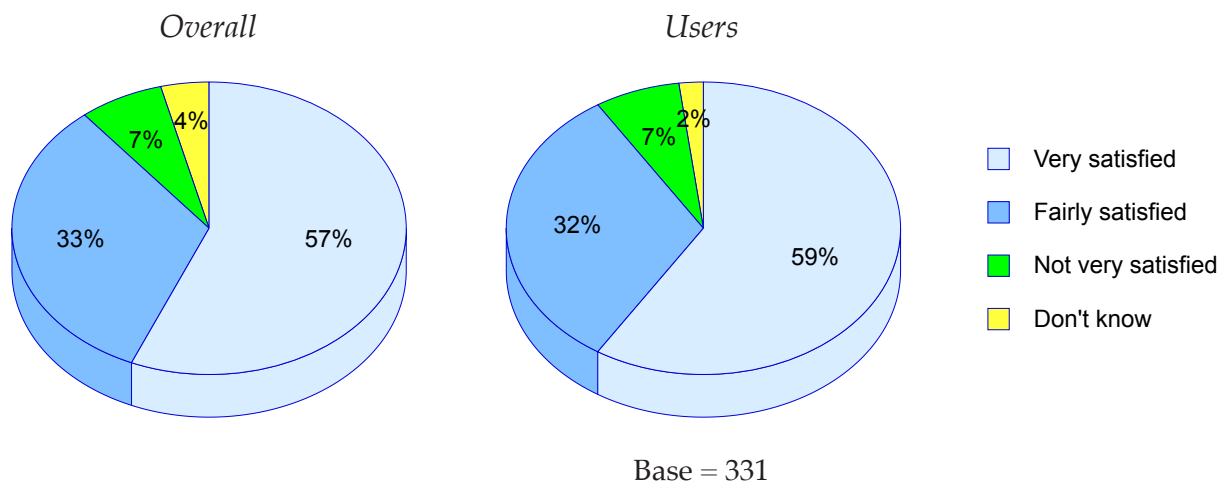


Recommended Satisfaction Measure For Reporting Purposes:

Total District = 66%

Users = 79%

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



90% of residents overall are satisfied with the District's recreational facilities (84% in 2018), including 57% who are very satisfied (54% in 2018), with 7% being not very satisfied. 4% are unable to comment.

The percent not very satisfied is on par with the **averaged** Peer Group and the **averaged** National readings 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.

## Satisfaction With Recreational Facilities

|                                  | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|----------------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall*</b>                  |                     |                       |                            |                         |                 |
| Total District 2019 <sup>†</sup> | 57                  | 33                    | <b>90</b>                  | 7                       | 4               |
| 2018 <sup>†</sup>                | 54                  | 30                    | <b>84</b>                  | 9                       | 6               |
| 2017                             | 61                  | 26                    | <b>87</b>                  | 7                       | 6               |
| 2016                             | 59                  | 33                    | <b>92</b>                  | 5                       | 3               |
| 2015 <sup>†</sup>                | 61                  | 29                    | <b>90</b>                  | 6                       | 5               |
| 2014                             | 53                  | 34                    | <b>87</b>                  | 7                       | 6               |
| 2013                             | 65                  | 26                    | <b>91</b>                  | 5                       | 4               |
| 2012                             | 65                  | 28                    | <b>93</b>                  | 4                       | 3               |
| 2011                             | 61                  | 30                    | <b>91</b>                  | 5                       | 4               |
| 2010                             | 66                  | 27                    | <b>93</b>                  | 4                       | 3               |
| 2009                             | 59                  | 36                    | <b>95</b>                  | 3                       | 2               |
| 2008                             | 35                  | 41                    | <b>76</b>                  | 16                      | 8               |
| 2005                             | 36                  | 42                    | <b>78</b>                  | 12                      | 10              |
| Users                            | 59                  | 32                    | <b>91</b>                  | 7                       | 2               |
| <b>Comparison**</b>              |                     |                       |                            |                         |                 |
| Peer Group (Rural) <sup>†</sup>  | 55                  | 37                    | <b>92</b>                  | 3                       | 6               |
| National Average                 | 62                  | 31                    | <b>93</b>                  | 4                       | 3               |
| <b>Ward</b>                      |                     |                       |                            |                         |                 |
| Lakes-Murchison                  | 66                  | 32                    | <b>98</b>                  | 2                       | -               |
| Golden Bay <sup>†</sup>          | 42                  | 40                    | <b>82</b>                  | 9                       | 10              |
| Motueka                          | 60                  | 25                    | <b>85</b>                  | 8                       | 7               |
| Moutere-Waimea <sup>†</sup>      | 53                  | 39                    | <b>92</b>                  | 6                       | 3               |
| Richmond <sup>†</sup>            | 60                  | 31                    | <b>91</b>                  | 7                       | 2               |

% 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.

\*\* 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 2018 National Communitrak Survey

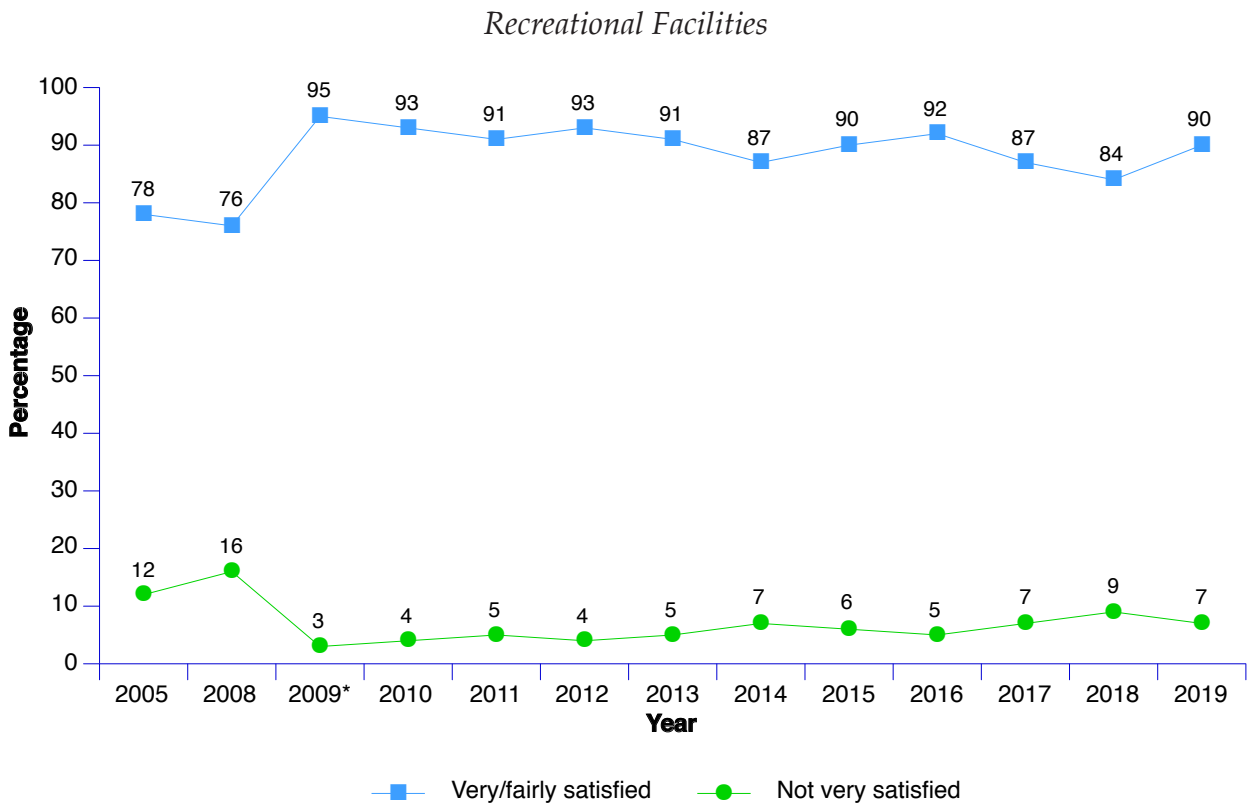
<sup>†</sup> does not add to 100% due to rounding



The main reasons\* residents are not very satisfied with recreational facilities are ...

- need more recreational facilities, mentioned by 2% of all residents,
- maintenance/upkeep needed, 2%,
- upgrade/improve facilities, 1%.

\* multiple responses allowed

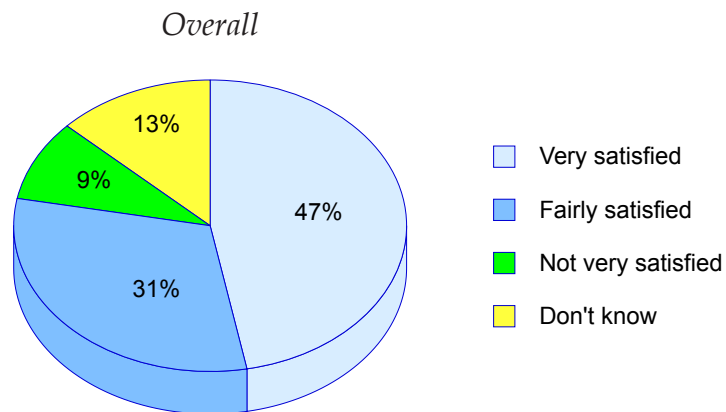


\* readings prior to 2009 refer to recreational facilities, such as parks, playing fields, community halls and sports complexes. 2009 reading refers to **other** recreational facilities. (In 2009 residents were also asked satisfaction with swimming pools).

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 90%  
 Users = 91%

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



78% of Tasman residents are satisfied with emergency management (59% in 2018), including 47% who are very satisfied (23% in 2018), while 9% are not very satisfied (15% in 2018). 13% are unable to comment (26% in 2018).

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

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with emergency management. However, it appears that residents with an annual household income of \$30,000 to \$50,000 are slightly more likely to feel this way, than other income groups.

## Satisfaction With Emergency Management

|                                     | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|-------------------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall*</b>                     |                     |                       |                            |                         |                 |
| Total District 2019                 | 47                  | 31                    | 78                         | 9                       | 13              |
| 2018                                | 23                  | 36                    | 59                         | 15                      | 26              |
| 2017                                | 17                  | 40                    | 57                         | 12                      | 31              |
| 2016                                | 21                  | 37                    | 58                         | 12                      | 30              |
| 2015                                | 26                  | 34                    | 60                         | 10                      | 30              |
| 2014                                | 25                  | 44                    | 69                         | 12                      | 19              |
| 2013                                | 22                  | 37                    | 59                         | 14                      | 27              |
| 2012 <sup>†</sup>                   | 19                  | 40                    | 59                         | 10                      | 32              |
| 2011                                | 20                  | 33                    | 53                         | 11                      | 36              |
| 2010 <sup>†</sup>                   | 19                  | 37                    | 56                         | 8                       | 37              |
| 2009                                | 18                  | 40                    | 58                         | 10                      | 32              |
| 2008                                | 15                  | 35                    | 50                         | 16                      | 34              |
| <b>Comparison<sup>†</sup></b>       |                     |                       |                            |                         |                 |
| Peer Group (Rural)                  | 29                  | 32                    | 61                         | 7                       | 33              |
| National Average                    | 28                  | 40                    | 68                         | 6                       | 27              |
| <b>Ward</b>                         |                     |                       |                            |                         |                 |
| Lakes-Murchison <sup>†</sup>        | 40                  | 22                    | 62                         | 12                      | 27              |
| Golden Bay <sup>†</sup>             | 23                  | 29                    | 52                         | 8                       | 39              |
| Motueka                             | 41                  | 32                    | 73                         | 16                      | 11              |
| Moutere-Waimea <sup>†</sup>         | 51                  | 35                    | 86                         | 6                       | 9               |
| Richmond                            | 58                  | 30                    | 88                         | 8                       | 4               |
| <b>Household Income</b>             |                     |                       |                            |                         |                 |
| Less than \$30,000 pa               | 42                  | 34                    | 76                         | 6                       | 18              |
| \$30,000-\$50,000 pa                | 35                  | 29                    | 64                         | 18                      | 18              |
| \$50,001-\$100,000 pa               | 45                  | 36                    | 81                         | 7                       | 12              |
| More than \$100,000 pa <sup>†</sup> | 65                  | 23                    | 87                         | 7                       | 5               |

% read across

\* not asked prior to 2008

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

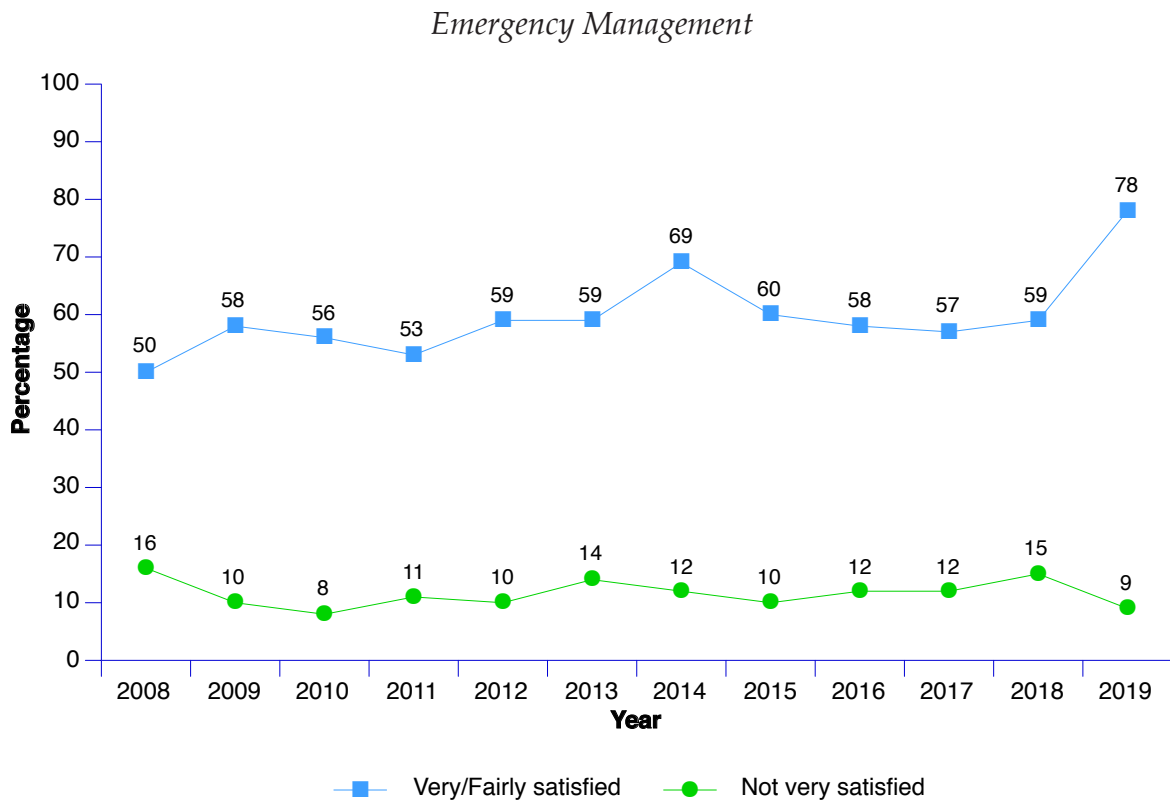




The main reasons\* residents are not very satisfied with emergency management are ...

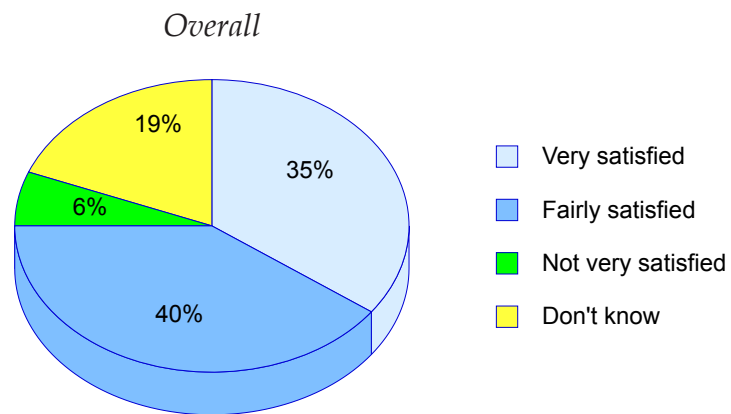
- lack of information / not enough publicity / knowledge, mentioned by 4% of all residents,
- not prepared / organised / delays in response / little help, 3%.

\* multiple responses allowed



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

## *xii. Multi-Purpose Public Halls And Community Buildings*



75% of Tasman residents are satisfied with multi-purpose public halls and community buildings in the District (79% in 2017), including 35% who are very satisfied. 6% are not very satisfied and 19% are unable to comment (15% in 2017).

The percent not very satisfied is similar to the Peer Group and National Average readings for **public halls** and the 2017 reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with multi-purpose public halls and community buildings.

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

|                     | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|---------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall*</b>     |                     |                       |                            |                         |                 |
| Total District 2019 | 35                  | 40                    | 75                         | 6                       | 19              |
| 2017                | 33                  | 46                    | 79                         | 6                       | 15              |
| 2016                | 35                  | 45                    | 80                         | 8                       | 12              |
| 2013                | 39                  | 43                    | 82                         | 7                       | 11              |
| 2009                | 24                  | 46                    | 70                         | 6                       | 14              |
| <b>Comparison**</b> |                     |                       |                            |                         |                 |
| Peer Group (Rural)  | 27                  | 40                    | 67                         | 7                       | 26              |
| National Average    | 24                  | 38                    | 62                         | 6                       | 32              |
| <b>Ward</b>         |                     |                       |                            |                         |                 |
| Lakes-Murchison     | 52                  | 34                    | 86                         | -                       | 14              |
| Golden Bay          | 32                  | 38                    | 70                         | 15                      | 15              |
| Motueka             | 40                  | 37                    | 77                         | 4                       | 19              |
| Moutere-Waimea      | 33                  | 43                    | 76                         | 6                       | 18              |
| Richmond            | 30                  | 42                    | 72                         | 6                       | 22              |

% read across

\* not asked prior to 2009, 2010-2012, 2014-2015 and 2018

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

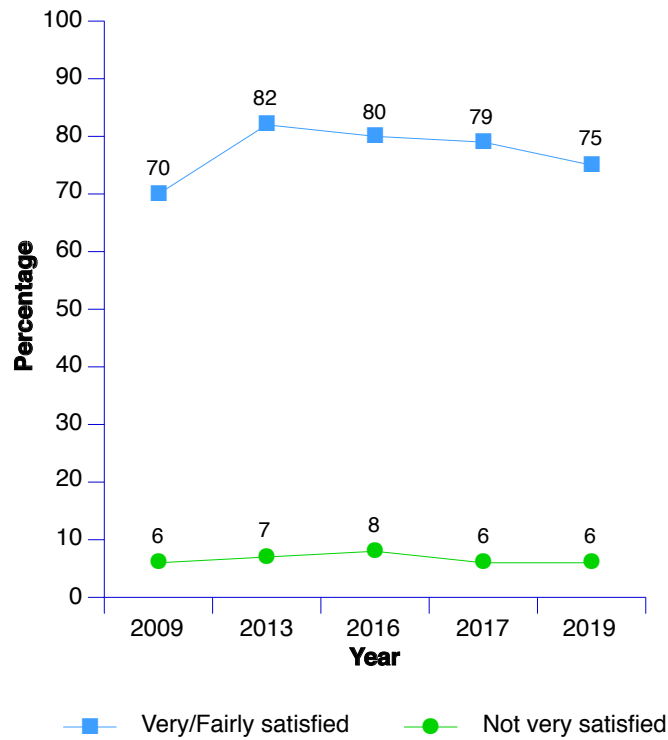


The main reasons\* residents are not very satisfied with multi-purpose public halls and community buildings are ...

- upgrade/improve facilities, mentioned by 2% of all residents,
- doesn't have any/need more, 2%.

\* multiple responses allowed

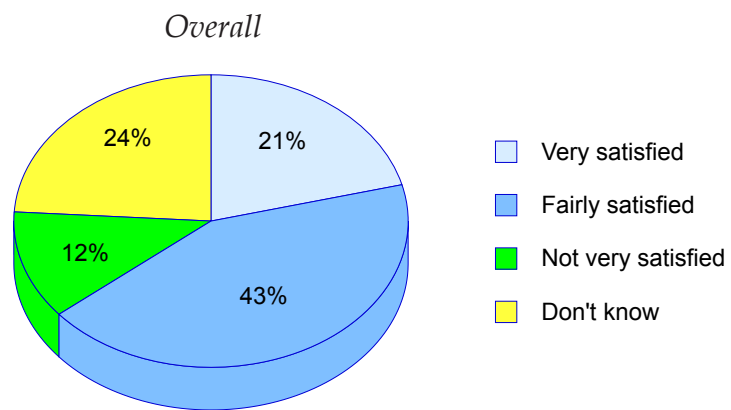
*Multi-Purpose Public Halls And Community Buildings*



\* not asked prior to 2009, 2010-2012, 2014-2015 and 2018

Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 75%

*xiii. Environmental Information (that includes monitoring and providing information on the likes of soil and water quality, and rivers and rainfall)*



64% of Tasman residents are satisfied with environmental information (61% in 2018), while 12% are not very satisfied (18% in 2018) and 24% are unable to comment (21% in 2018).

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

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

### Satisfaction With Environmental Information

|                             | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|-----------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall*</b>             |                     |                       |                            |                         |                 |
| Total District 2019         | 21                  | 43                    | <b>64</b>                  | 12                      | 24              |
| 2018                        | 18                  | 43                    | <b>61</b>                  | 18                      | 21              |
| 2017                        | 19                  | 51                    | <b>70</b>                  | 12                      | 18              |
| 2016                        | 20                  | 51                    | <b>71</b>                  | 11                      | 18              |
| 2015                        | 24                  | 42                    | <b>66</b>                  | 11                      | 23              |
| 2014                        | 20                  | 50                    | <b>70</b>                  | 13                      | 17              |
| 2013                        | 20                  | 50                    | <b>70</b>                  | 13                      | 17              |
| 2012                        | 21                  | 49                    | <b>70</b>                  | 8                       | 22              |
| 2011 <sup>†</sup>           | 22                  | 46                    | <b>68</b>                  | 9                       | 24              |
| 2010                        | 25                  | 47                    | <b>72</b>                  | 8                       | 20              |
| 2009                        | 25                  | 50                    | <b>75</b>                  | 9                       | 16              |
| 2008                        | 20                  | 52                    | <b>72</b>                  | 8                       | 20              |
| 2002                        | 14                  | 49                    | <b>63</b>                  | 16                      | 21              |
| <b>Ward</b>                 |                     |                       |                            |                         |                 |
| Lakes-Murchison             | 18                  | 25                    | <b>43</b>                  | 15                      | 42              |
| Golden Bay                  | 24                  | 32                    | <b>56</b>                  | 21                      | 23              |
| Motueka                     | 22                  | 46                    | <b>68</b>                  | 10                      | 22              |
| Moutere-Waimea <sup>†</sup> | 16                  | 37                    | <b>53</b>                  | 18                      | 30              |
| Richmond <sup>†</sup>       | 23                  | 54                    | <b>77</b>                  | 5                       | 19              |

% read across

\* not asked in 2005 or prior to 2002

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

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

- lack of information/ would like more/ haven't seen any,
- concerns regarding water/ quality/ contamination, etc,
- more needs to be done/ more monitoring,
- poor quality information/ misinformation.

### Summary Table:

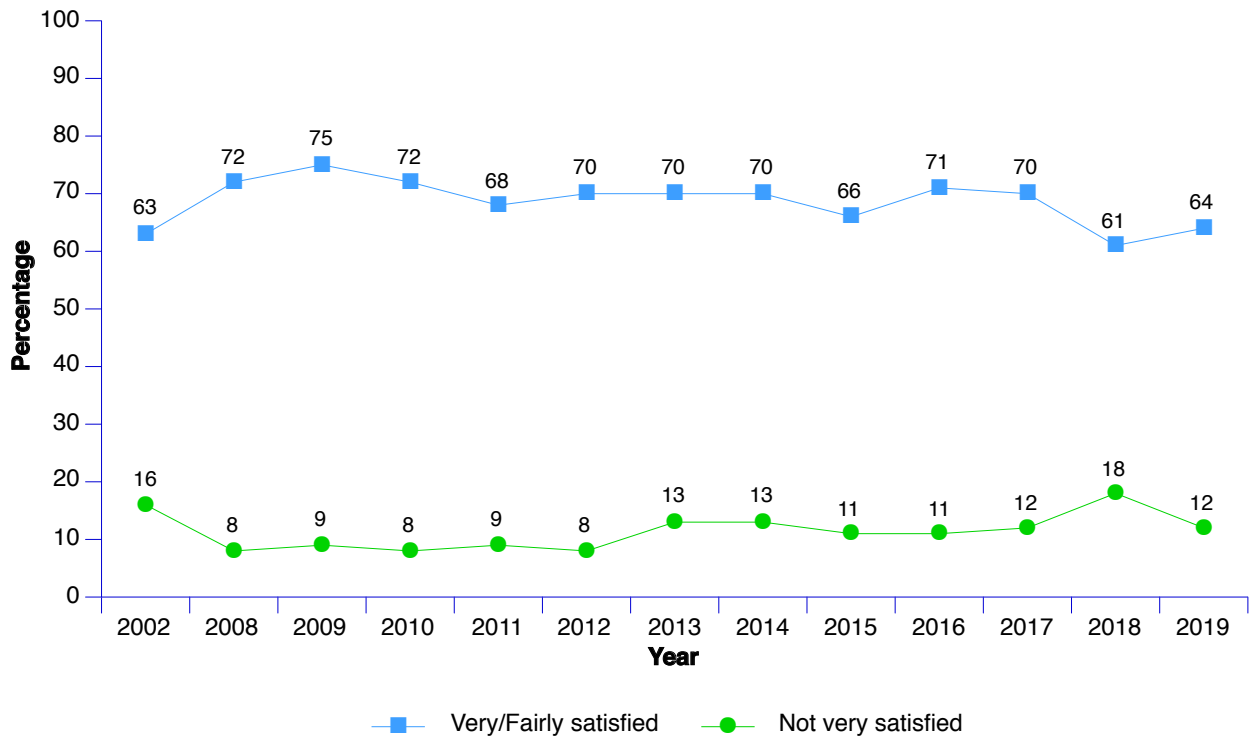
#### Main Reasons\* For Being Not Very Satisfied With Environmental Information

|   | Total<br>District<br>2019<br>% | Ward                     |                    |              |                         |               |
|---|--------------------------------|--------------------------|--------------------|--------------|-------------------------|---------------|
|   |                                | Lakes-<br>Murchison<br>% | Golden<br>Bay<br>% | Motueka<br>% | Moutere-<br>Waimea<br>% | Richmond<br>% |
| Percent Who Mention ...                                   |                                |                          |                    |              |                         |               |
| Lack of information/ would like more/<br>haven't seen any | 4                              | 5                        | -                  | 1            | 10                      | 2             |
| Concerns regarding water/ quality/<br>contamination, etc  | 4                              | 10                       | 5                  | 1            | 6                       | 1             |
| More needs to be done/<br>more monitoring                 | 2                              | -                        | 2                  | 4            | 4                       | -             |
| Poor quality information/<br>misinformation               | 2                              | -                        | 8                  | 3            | -                       | 2             |

\* multiple responses allowed

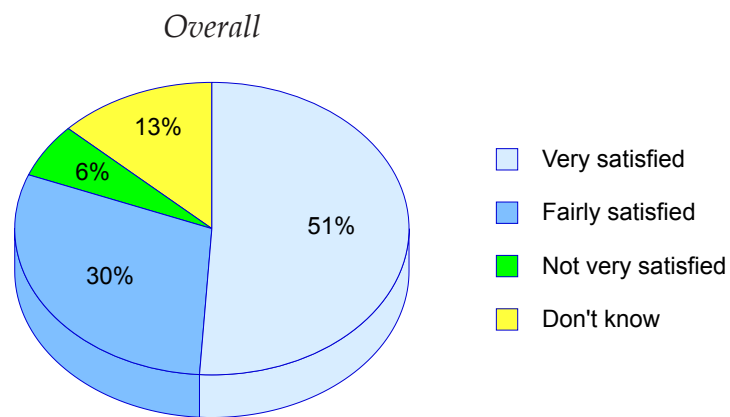


*Environmental Information*



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 64%

*xiv. Community Programmes And Events (for example the Positive Ageing programmes, Walk, Run and Cycle programmes, or events like Outdoor Movies, Jazz in the Park, Carols by Candlelight)*



81% of Tasman residents are satisfied with community programmes and events in their District (75% in 2015), including 51% who are very satisfied. 6% are not very satisfied and 13% are unable to comment. These readings are similar to the 2018 results.

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 community programmes and events.

## Satisfaction With Community Programmes And Events

|                       | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|-----------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall*</b>       |                     |                       |                            |                         |                 |
| Total District 2019   | 51                  | 30                    | <b>81</b>                  | 6                       | 13              |
| 2018                  | 52                  | 29                    | <b>81</b>                  | 7                       | 12              |
| 2015 <sup>†</sup>     | 53                  | 22                    | <b>75</b>                  | 6                       | 18              |
| 2012                  | 58                  | 29                    | <b>87</b>                  | 3                       | 10              |
| 2009                  | 39                  | 35                    | <b>74</b>                  | 3                       | 23              |
| 2008                  | 43                  | 38                    | <b>81</b>                  | 3                       | 16              |
| <b>Ward</b>           |                     |                       |                            |                         |                 |
| Lakes-Murchison       | 33                  | 31                    | <b>64</b>                  | 16                      | 20              |
| Golden Bay            | 31                  | 34                    | <b>65</b>                  | 8                       | 27              |
| Motueka               | 52                  | 29                    | <b>81</b>                  | 7                       | 12              |
| Moutere-Waimea        | 57                  | 26                    | <b>83</b>                  | 2                       | 15              |
| Richmond <sup>†</sup> | 56                  | 33                    | <b>89</b>                  | 7                       | 5               |

% read across

\* not asked prior to 2008, 2010-2011, 2013-2014 and 2016-2017. Readings prior to 2015 refer to recreation programmes and events (for example the school holiday programmes "Way To Go" programmes or events like Carols in the Park).

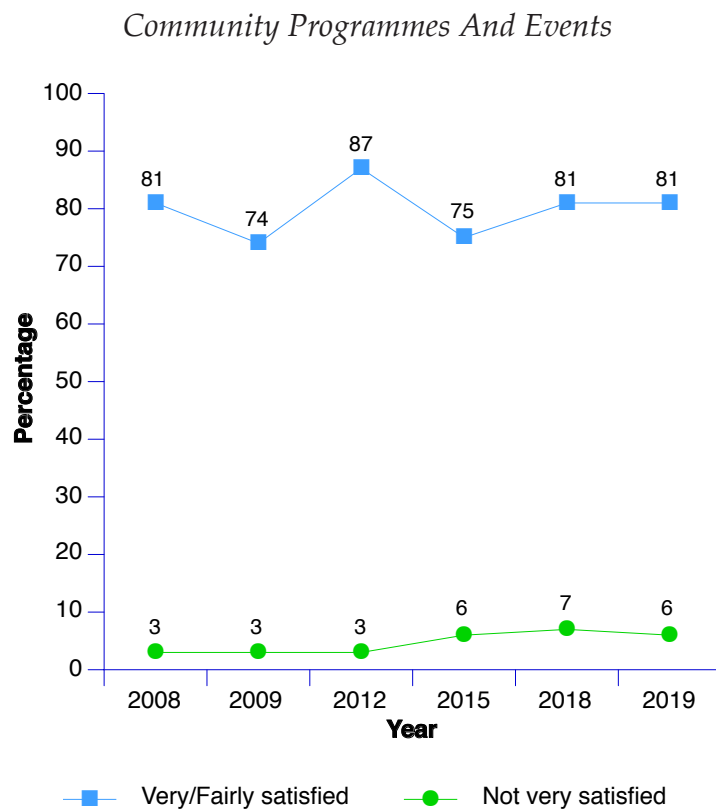
<sup>†</sup> does not add to 100% due to rounding



The main reasons\* residents are not very satisfied with community programmes and events are ...

- don't get programmes/ would like more, mentioned by 5% of all residents,
- waste of money/ shouldn't be involved/ should be user pays, 1%,
- don't know about them, 1%.

\* multiple responses allowed

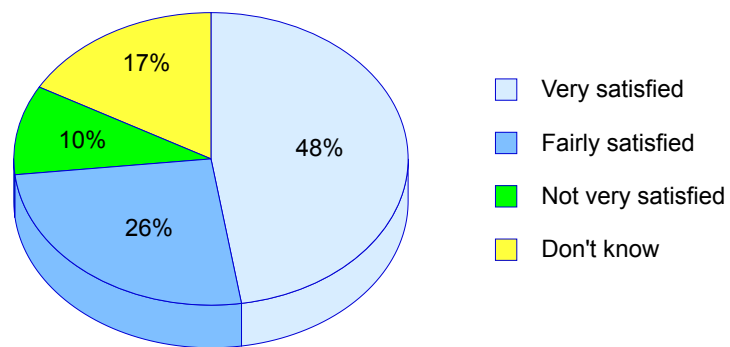


\* not asked prior to 2008, 2010-2011, 2013-2014 and 2016-2017. Readings prior to 2015 refer to recreation programmes and events.

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

## xv. Aquatic Centre

*Richmond/Moutere-Waimea Ward Residents*



Base = 222

74% of residents<sup>†</sup> are satisfied with the Aquatic Centre (69% in 2017), including 48% who are very satisfied. 10% are not very satisfied (14% in 2017) and 17% are unable to comment.

The percent not very satisfied (10%) is similar to the Peer Group and National Averages for swimming pools in general.

There are no notable differences in terms of those residents<sup>†</sup> not very satisfied with the Aquatic Centre.

<sup>†</sup> Richmond and Moutere-Waimea Ward residents only, N=222

## Satisfaction With Aquatic Centre

|   | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|---|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Mouere-Waimea/Richmond Ward Residents*</b> |                     |                       |                            |                         |                 |
| 2019 <sup>†</sup>                             | 48                  | 26                    | <b>74</b>                  | 10                      | 17              |
| 2017 <sup>†</sup>                             | 48                  | 21                    | <b>69</b>                  | 14                      | 18              |
| 2016  | 45                  | 25                    | <b>70</b>                  | 14                      | 16              |
| 2013  | 34                  | 26                    | <b>60</b>                  | 19                      | 21              |
| 2009  | 28                  | 26                    | <b>54</b>                  | 14                      | 32              |
| <b>Comparison**</b>                           |                     |                       |                            |                         |                 |
| Peer Group (Rural) <sup>†</sup>               | 40                  | 27                    | <b>67</b>                  | 7                       | 25              |
| National Average                              | 35                  | 34                    | <b>69</b>                  | 7                       | 24              |
| <b>Ward</b>                                   |                     |                       |                            |                         |                 |
| Mouere-Waimea <sup>†</sup>                    | 36                  | 27                    | <b>65</b>                  | 10                      | 27              |
| Richmond                                      | 57                  | 25                    | <b>82</b>                  | 10                      | 8               |

Base = 222

% read across

\* not asked prior to 2009, 2010-2012, 2014-2015 and 2018. Readings prior to 2016 refer to public swimming pools - residents overall

\*\* the Peer Group and National Averages relate to ratings for swimming pools in general

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



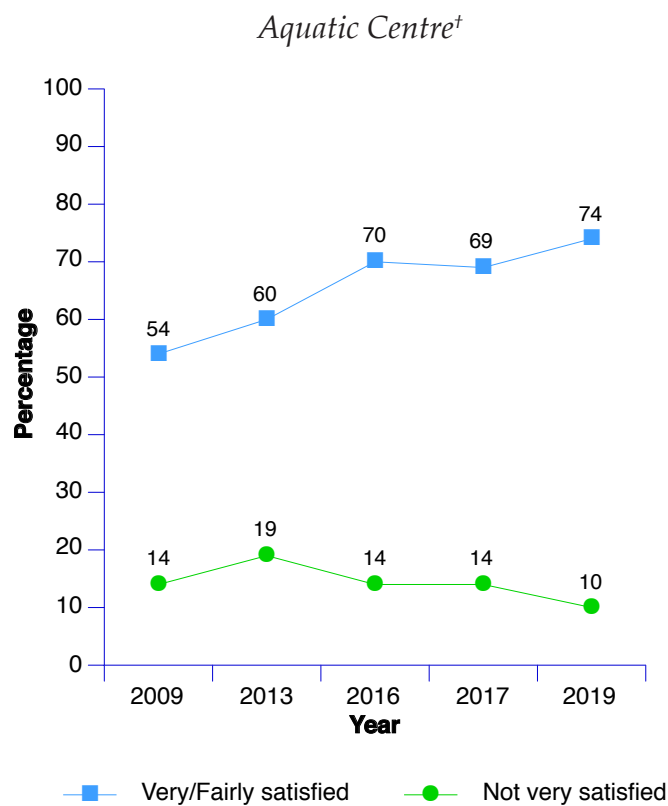


The main reasons\* residents† are not very satisfied with the Aquatic Centre are ...

- too expensive/no discount, mentioned by 6% of residents†,
- too much chlorine, 2%.

\* multiple responses allowed

† Moutere-Waimea / Richmond Ward residents only, N=222



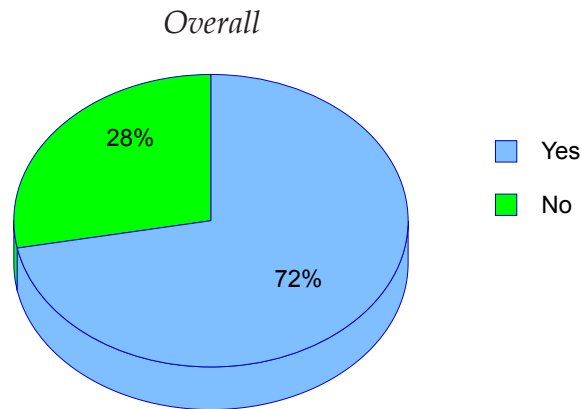
\* not asked prior to 2009, 2010-2012, 2014-2015 and 2018. Readings prior to 2016 refer to public swimming pools - residents overall

† Moutere-Waimea / Richmond Ward residents only, N=222

Recommended Satisfaction Measure For Reporting Purposes:  
Moutere-Waimea / Richmond Ward residents = 74%

## B. RESOURCE MANAGEMENT POLICY AND PLANNING WORK

### i. Awareness



72% of residents say they are aware of council's role in resource management policy and planning work. (That is managing Tasman District's natural resources like water, air quality, zoning land for various uses, but **not** resource consents).

Residents more likely to say they are aware are ...

- men,
- couples, with no children (caution other multiple persons household base is small, N=24),
- residents with an annual household income of \$30,000 or more,
- ratepayers.

It appears that Motueka Ward residents are **slightly less** likely, than other Ward residents, to be aware.

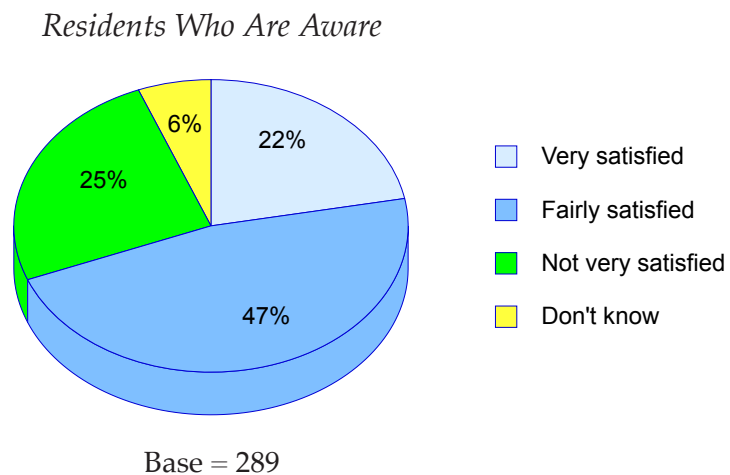
### Summary Table: Awareness Of Council's Role

|                                | Yes<br>% | No<br>% |
|--------------------------------|----------|---------|
| <b>Overall*</b>                |          |         |
| Total District 2019            | 72       | 28      |
| <b>Ward</b>                    |          |         |
| Lakes-Murchison                | 75       | 25      |
| Golden Bay                     | 77       | 23      |
| Motueka                        | 62       | 38      |
| Moutere-Waimea                 | 73       | 27      |
| Richmond                       | 76       | 24      |
| <b>Gender</b>                  |          |         |
| Male                           | 78       | 22      |
| Female                         | 66       | 34      |
| <b>Household Size</b>          |          |         |
| One person                     | 58       | 42      |
| Couple, no children            | 83       | 17      |
| One or two parent and children | 66       | 34      |
| Other multiple persons*        | 62       | 38      |
| <b>Household Income</b>        |          |         |
| Less than \$30,000 pa          | 59       | 41      |
| \$30,000-\$50,000 pa           | 72       | 28      |
| \$50,001-\$100,000 pa          | 75       | 25      |
| More than \$100,000 pa         | 80       | 20      |
| <b>Ratepayer?</b>              |          |         |
| Ratepayer                      | 74       | 26      |
| Non-ratepayer                  | 52       | 48      |

% read across

\* caution: small base

## ii. Satisfaction With Performance



69% of Tasman residents\* are satisfied with Council performance in this area, while 25% are not very satisfied and 6% 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, than other Ward residents\*.

\* those residents who are aware of council's role in resource management policy and planning work, N=289

### Satisfaction With Council's Performance In Resource Management Policy And Planning Work

|                   | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|-------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| 2019*             | 22                  | 47                    | 69                         | 25                      | 6               |
| 2018              | 10                  | 41                    | 51                         | 32                      | 17              |
| 2017 <sup>†</sup> | 10                  | 49                    | 59                         | 23                      | 17              |
| 2016 <sup>†</sup> | 9                   | 49                    | 58                         | 27                      | 14              |
| 2015              | 13                  | 43                    | 56                         | 22                      | 22              |
| 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              |
| <b>Ward</b>       |                     |                       |                            |                         |                 |
| Lakes-Murchison   | 10                  | 54                    | 64                         | 22                      | 14              |
| Golden Bay        | 4                   | 26                    | 30                         | 56                      | 14              |
| Motueka           | 24                  | 40                    | 64                         | 29                      | 7               |
| Moutere-Waimea    | 24                  | 48                    | 72                         | 22                      | 6               |
| Richmond          | 29                  | 55                    | 84                         | 14                      | 2               |

Base = 289

% read across

\* readings prior to 2019 refer to **all** residents satisfaction with environmental planning and policy

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

The main reasons residents<sup>†</sup> are not very satisfied with Council's performance in resource management policy and planning work are ...

- poor Council performance/attitude,
- issues with dams,
- too restrictive/slow/costly/over-regulated.

### Summary Table: Main Reasons\* For Being Not Very Satisfied With Council's Performance In Resource Management Policy And Planning Work

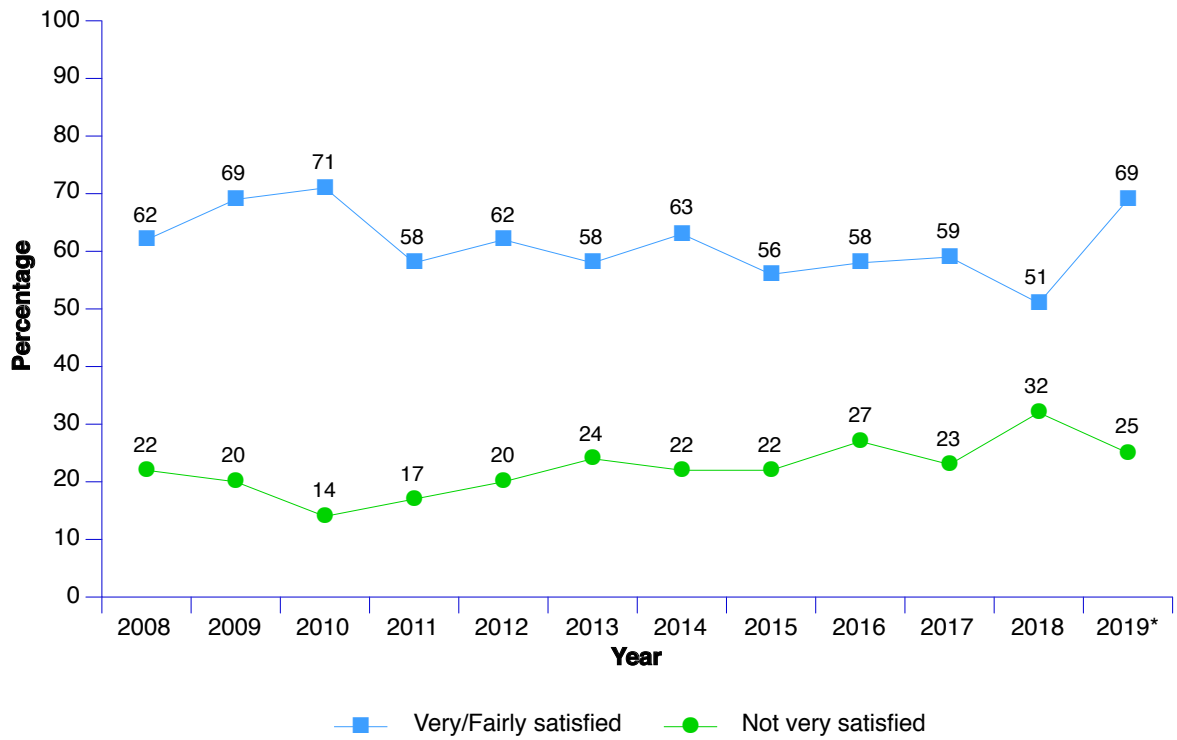
|  | Residents Who Are Aware 2019 % | Ward              |              |           |                  |            |
|--|--------------------------------|-------------------|--------------|-----------|------------------|------------|
|  |                                | Lakes-Murchison % | Golden Bay % | Motueka % | Moutere-Waimea % | Richmond % |
| Percent Who Mention ...                    |                                |                   |              |           |                  |            |
| Poor Council performance/attitude          | 5                              | -                 | 13           | 12        | 2                | 1          |
| Issues with dams                           | 4                              | 2                 | 3            | 10        | 4                | 2          |
| Too restrictive/slow/costly/over-regulated | 4                              | 3                 | 14           | 2         | 4                | 2          |

\* multiple responses allowed

NB: no other reason mentioned by more than 2% of residents\*\*

<sup>†</sup> those residents who are aware of council's role in resource management policy and planning work, N=289

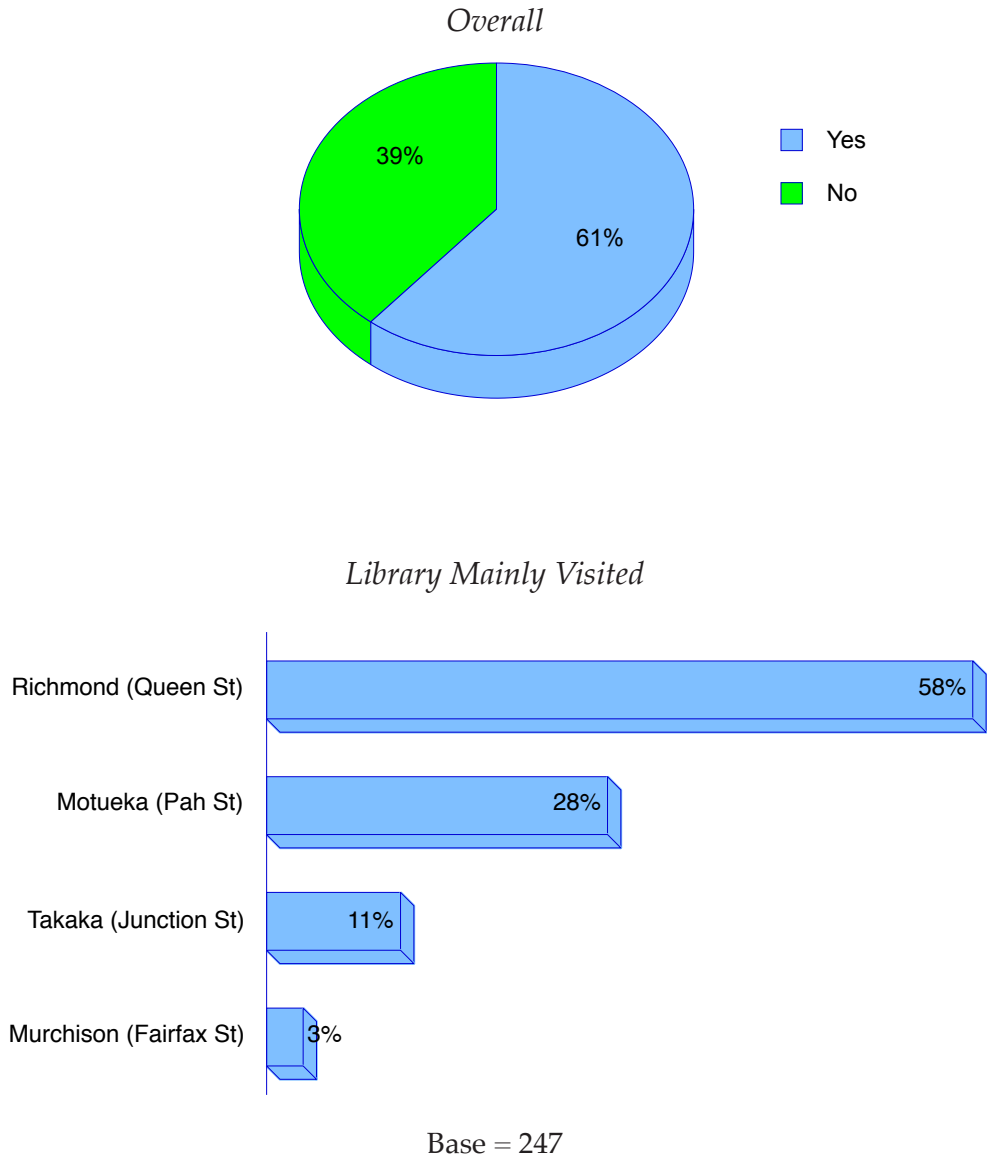
*Council's Performance In Resource Management Policy And Planning Work*



\* readings prior to 2019 refer to **all** residents satisfaction with environmental planning and policy

**c. COUNCIL LIBRARIES/SERVICE CENTRES BUILT ENVIRONMENT**

*i. Visited A Council Library?*



In the last 12 months 61% of residents have visited a Council library. Of these 58% have mainly visited the Richmond library.

Women are more likely than men to have said 'Yes'. It appears that Lakes-Murchison Ward residents are slightly **less** likely than other Ward residents to have done so.



### Summary Table: Visited Council Library In Last 12 Months?

|                     | Yes<br>% | No<br>% |
|---------------------|----------|---------|
| <b>Overall</b>      |          |         |
| Total District 2019 | 61       | 39      |
| <b>Ward</b>         |          |         |
| Lakes-Murchison     | 43       | 57      |
| Golden Bay          | 63       | 37      |
| Motueka             | 56       | 44      |
| Moutere-Waimea      | 59       | 41      |
| Richmond            | 69       | 31      |
| <b>Gender</b>       |          |         |
| Male                | 50       | 50      |
| Female              | 71       | 29      |

% read across

## ii. Rating Library's Building Environment

### 1. Physical Access

|                                    | Very good<br>% | Fairly good<br>% | Very/<br>Fairly<br>good<br>% | Just<br>acceptable<br>% | Not<br>very<br>good<br>% | Poor<br>% | Not very<br>good/<br>Poor<br>% | Don't<br>know<br>% |
|------------------------------------|----------------|------------------|------------------------------|-------------------------|--------------------------|-----------|--------------------------------|--------------------|
| Visitors 2019                      | 83             | 11               | 94                           | 5                       | -                        | 1         | 1                              | -                  |
| <b>Ward</b>                        |                |                  |                              |                         |                          |           |                                |                    |
| Lakes-Murchison*                   | 65             | 17               | 82                           | 13                      | 5                        | -         | 5                              | -                  |
| Golden Bay*                        | 100            | -                | 100                          | -                       | -                        | -         | -                              | -                  |
| Motueka                            | 68             | 22               | 90                           | 7                       | -                        | 2         | 2                              | 1                  |
| Moutere-Waimea                     | 79             | 15               | 94                           | 6                       | -                        | -         | -                              | -                  |
| Richmond                           | 92             | 5                | 97                           | 3                       | -                        | -         | -                              | -                  |
| <b>Household Income</b>            |                |                  |                              |                         |                          |           |                                |                    |
| Less than \$30,000 pa <sup>†</sup> | 92             | 5                | 97                           | -                       | -                        | 4         | 4                              | -                  |
| \$30,000-\$50,000 pa <sup>†</sup>  | 75             | 17               | 92                           | 7                       | -                        | -         | -                              | -                  |
| \$50,001-\$100,000 pa              | 78             | 17               | 95                           | 5                       | -                        | -         | -                              | -                  |
| More than \$100,000 pa             | 94             | 3                | 97                           | 3                       | -                        | -         | -                              | -                  |

% read across

\* caution: small base

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

94% of residents\* say the physical access of the library's building environment is very good/good, including 83% who say it is very good.

5% say it is just acceptable and 1% say it is poor.

Residents\* with an annual household income of \$30,000 to \$100,000 are **less** likely to rate their library physical access as very good, than other income groups\*.

\* those residents who have, in last 12 months, visited a Council library, N=247

## 2. Layout

|                         | Very good<br>% | Fairly good<br>% | Very/<br>Fairly<br>good<br>% | Just<br>acceptable<br>% | Not<br>very<br>good<br>% | Poor<br>% | Not very<br>good/<br>Poor<br>% | Don't<br>know<br>% |
|-------------------------|----------------|------------------|------------------------------|-------------------------|--------------------------|-----------|--------------------------------|--------------------|
| Visitors 2019           | 78             | 15               | 93                           | 4                       | 2                        | 1         | 3                              | -                  |
| <b>Ward</b>             |                |                  |                              |                         |                          |           |                                |                    |
| Lakes-Murchison*        | 66             | 26               | 92                           | 8                       | -                        | -         | -                              | -                  |
| Golden Bay*             | 91             | 9                | 100                          | -                       | -                        | -         | -                              | -                  |
| Motueka†                | 57             | 17               | 74                           | 18                      | 3                        | 3         | 6                              | 1                  |
| Moutere-Waimea†         | 75             | 21               | 96                           | -                       | 4                        | 1         | 5                              | -                  |
| Richmond                | 90             | 10               | 100                          | -                       | -                        | -         | -                              | -                  |
| <b>Household Income</b> |                |                  |                              |                         |                          |           |                                |                    |
| Less than \$30,000 pa   | 86             | 9                | 95                           | 1                       | -                        | 4         | 4                              | -                  |
| \$30,000-\$50,000 pa†   | 61             | 17               | 78                           | 18                      | 3                        | 1         | 4                              | 1                  |
| \$50,001-\$100,000 pa   | 79             | 18               | 97                           | 1                       | 2                        | -         | 2                              | -                  |
| More than \$100,000 pa  | 84             | 15               | 99                           | -                       | -                        | 1         | 1                              | -                  |

% read across

\* caution: small base

† does not add to 100% due to rounding

78% of residents\* say the layout of the library's building environment is very good/good, including 78% who say it is very good.

4% say it is just acceptable and 3% feel it is not very good/poor.

Residents\* with an annual household income of \$30,000 to \$50,000 are **less** likely to rate the library's layout as very good, than other income groups\*.

\* those residents who have, in last 12 months, visited a Council library, N=247

### 3. Ambience (it's look and feel)

|                  | Very good<br>% | Fairly good<br>% | Very/<br>Fairly<br>good<br>% | Just<br>acceptable<br>% | Not<br>very<br>good<br>% | Poor<br>% | Not very<br>good/<br>Poor<br>% | Don't<br>know<br>% |
|------------------|----------------|------------------|------------------------------|-------------------------|--------------------------|-----------|--------------------------------|--------------------|
| Visitors 2019    | 76             | 18               | 94                           | 4                       | 1                        | 1         | 2                              | -                  |
| <b>Ward</b>      |                |                  |                              |                         |                          |           |                                |                    |
| Lakes-Murchison* | 74             | 26               | 100                          | -                       | -                        | -         | -                              | -                  |
| Golden Bay*      | 85             | 11               | 96                           | 4                       | -                        | -         | -                              | -                  |
| Motueka          | 54             | 31               | 85                           | 7                       | 3                        | 3         | 6                              | 2                  |
| Moutere-Waimea   | 78             | 16               | 94                           | 5                       | -                        | 1         | 1                              | -                  |
| Richmond         | 86             | 12               | 98                           | 2                       | -                        | -         | -                              | -                  |

% read across

\* caution: small base

94% of residents\* say the ambience of the library's building environment is very good / good, including 76% who say it is very good.

4% say it is just acceptable and 2% feel it is not very good / poor.

There are no notable differences between socio-economic groups, in terms of those residents\* who rate the library's ambience as very good.

\* those residents who have, in last 12 months, visited a Council library, N=247

#### 4. Maintenance

|                  | Very good<br>% | Fairly good<br>% | Very/<br>Fairly<br>good<br>% | Just<br>acceptable<br>% | Not<br>very<br>good<br>% | Poor<br>% | Not very<br>good/<br>Poor<br>% | Don't<br>know<br>% |
|------------------|----------------|------------------|------------------------------|-------------------------|--------------------------|-----------|--------------------------------|--------------------|
| Visitors 2019    | 75             | 16               | <b>91</b>                    | 4                       | 1                        | 1         | <b>2</b>                       | 3                  |
| <b>Ward</b>      |                |                  |                              |                         |                          |           |                                |                    |
| Lakes-Murchison* | 77             | 23               | <b>100</b>                   | -                       | -                        | -         | <b>-</b>                       | -                  |
| Golden Bay*      | 92             | 8                | <b>100</b>                   | -                       | -                        | -         | <b>-</b>                       | -                  |
| Motueka†         | 50             | 32               | <b>82</b>                    | 7                       | 3                        | 2         | <b>5</b>                       | 5                  |
| Moutere-Waimea   | 72             | 13               | <b>85</b>                    | 7                       | -                        | -         | <b>-</b>                       | 8                  |
| Richmond         | 86             | 11               | <b>97</b>                    | 2                       | -                        | 1         | <b>1</b>                       | -                  |

% read across

\* caution: small base

† does not add to 100% due to rounding

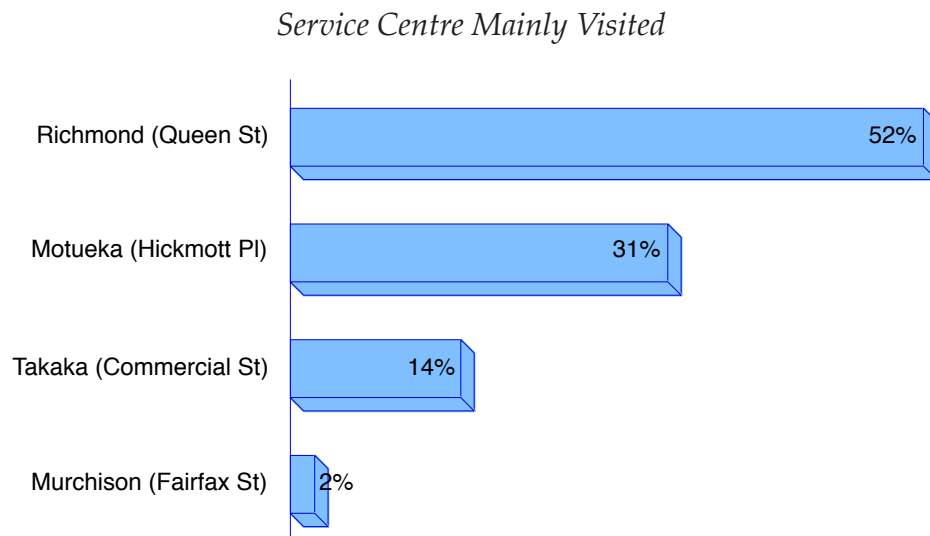
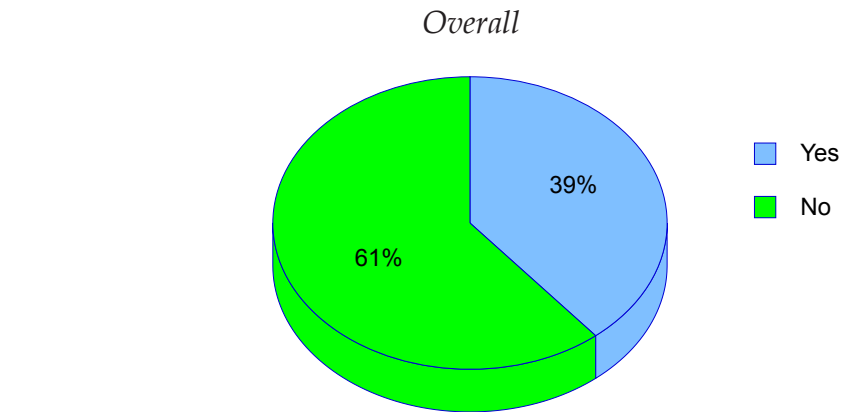
91% of residents\* say the maintenance of the library's building environment is very good/good, including 75% who say it is very good.

4% say it is just acceptable and 2% feel it is not very good/poor.

There are no notable differences between socio-economic groups, in terms of those residents\* who rate the library's maintenance as very good.

\* those residents who have, in last 12 months, visited a Council library, N=247

### iii. Visited A Council Service Centre?



Base = 171  
(does not add to 100% due to rounding)

In the last 12 months, 39% of residents have visited a Council Service Centre. Of these, 52% have mainly visited the Richmond Service Centre.

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

- all Ward residents, except Lakes-Murchison Ward residents,
- residents aged 65 years or over,
- ratepayers.

### Summary Table: Visited A Council Service Centre In Last 12 Months?

|                     | Yes<br>% | No<br>% |
|---------------------|----------|---------|
| <b>Overall</b>      |          |         |
| Total District 2019 | 39       | 61      |
| <b>Ward</b>         |          |         |
| Lakes-Murchison     | 20       | 80      |
| Golden Bay          | 51       | 49      |
| Motueka             | 40       | 60      |
| Moutere-Waimea      | 41       | 59      |
| Richmond            | 38       | 62      |
| <b>Age Group</b>    |          |         |
| 18-44 years         | 35       | 65      |
| 45-64 years         | 35       | 65      |
| 65+ years           | 54       | 46      |
| <b>Ratepayer?</b>   |          |         |
| Ratepayer           | 42       | 58      |
| Non-ratepayer       | 20       | 80      |

% read across

#### *iv. Rating Service Centre's Building Environment*

##### 1. Physical Access

|                  | Very good<br>% | Fairly good<br>% | Very/<br>Fairly<br>good<br>% | Just<br>acceptable<br>% | Not<br>very<br>good<br>% | Poor<br>% | Not very<br>good/<br>Poor<br>% | Don't<br>know<br>% |
|------------------|----------------|------------------|------------------------------|-------------------------|--------------------------|-----------|--------------------------------|--------------------|
| Visitors 2019    | 70             | 24               | 94                           | 4                       | 2                        | -         | 2                              | -                  |
| <b>Ward</b>      |                |                  |                              |                         |                          |           |                                |                    |
| Lakes-Murchison* | 43             | 18               | 61                           | 17                      | 22                       | -         | 22                             | -                  |
| Golden Bay*      | 83             | 17               | 100                          | -                       | -                        | -         | -                              | -                  |
| Motueka†         | 61             | 30               | 91                           | 4                       | 4                        | -         | 4                              | -                  |
| Moutere-Waimea   | 66             | 31               | 97                           | 3                       | -                        | -         | -                              | -                  |
| Richmond         | 78             | 17               | 95                           | 5                       | -                        | -         | -                              | -                  |

% read across

\* caution: small base

† does not add to 100% due to rounding

94% of residents\* say the physical access of the Service Centre's building environment is very good / good, including 70% who say it is very good.

4% say it is just acceptable and 2% feel it is not very good.

There are no notable differences between socio-economic groups, in terms of those residents\* who rate the Service Centre's physical access as very good.

\* those residents who have, in last 12 months, visited a Council Service Centre, N=171



## 2. Layout

|                             | Very good<br>% | Fairly good<br>% | Very/<br>Fairly<br>good<br>% | Just<br>acceptable<br>% | Not<br>very<br>good<br>% | Poor<br>% | Not very<br>good/<br>Poor<br>% | Don't<br>know<br>% |
|-----------------------------|----------------|------------------|------------------------------|-------------------------|--------------------------|-----------|--------------------------------|--------------------|
| Visitors 2019 <sup>†</sup>  | 61             | 27               | 88                           | 8                       | 3                        | -         | 3                              | -                  |
| <b>Ward</b>                 |                |                  |                              |                         |                          |           |                                |                    |
| Lakes-Murchison*            | 32             | 40               | 72                           | 28                      | -                        | -         | -                              | -                  |
| Golden Bay*                 | 78             | 13               | 91                           | 9                       | -                        | -         | -                              | -                  |
| Motueka                     | 46             | 34               | 80                           | 8                       | 12                       | -         | 12                             | -                  |
| Moutere-Waimea <sup>†</sup> | 54             | 41               | 95                           | 4                       | -                        | -         | -                              | 1                  |
| Richmond                    | 75             | 15               | 90                           | 10                      | -                        | -         | -                              | -                  |

% read across

\* caution: small base

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

88% of residents\* say the layout of the Service Centre's building environment is very good/good, including 61% who say it is very good.

8% say it is just acceptable and 3% feel it is not very good.

There are no notable differences between socio-economic groups, in terms of those residents\* who rate the Service Centre's layout as very good.

\* those residents who have, in last 12 months, visited a Council Service Centre, N=171

### 3. Ambience (it's look and feel)

|                            | Very good<br>% | Fairly good<br>% | Very/<br>Fairly<br>good<br>% | Just<br>acceptable<br>% | Not<br>very<br>good<br>% | Poor<br>% | Not very<br>good/<br>Poor<br>% | Don't<br>know<br>% |
|----------------------------|----------------|------------------|------------------------------|-------------------------|--------------------------|-----------|--------------------------------|--------------------|
| Visitors 2019 <sup>†</sup> | 55             | 32               | 87                           | 7                       | 4                        | 2         | 6                              | 1                  |
| <b>Ward</b>                |                |                  |                              |                         |                          |           |                                |                    |
| Lakes-Murchison*           | 32             | 57               | 89                           | -                       | -                        | 11        | 11                             | -                  |
| Golden Bay*                | 74             | 13               | 87                           | -                       | 13                       | -         | 13                             | -                  |
| Motueka <sup>†</sup>       | 40             | 39               | 79                           | 4                       | 8                        | 5         | 13                             | 5                  |
| Moutere-Waimea             | 46             | 45               | 91                           | 9                       | -                        | -         | -                              | -                  |
| Richmond                   | 68             | 21               | 89                           | 11                      | -                        | -         | -                              | -                  |
| <b>Household Income</b>    |                |                  |                              |                         |                          |           |                                |                    |
| Less than \$30,000 pa      | 70             | 24               | 94                           | -                       | -                        | 6         | 6                              | -                  |
| \$30,000-\$50,000 pa       | 51             | 26               | 77                           | 8                       | 11                       | 2         | 13                             | 2                  |
| \$50,001-\$100,000 pa      | 52             | 39               | 91                           | 4                       | 2                        | 1         | 3                              | 2                  |
| More than \$100,000 pa     | 49             | 36               | 85                           | 14                      | 1                        | -         | 1                              | -                  |

% read across

\* caution: small base

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

87% of residents\* say the ambience of the Service Centre's building environment is very good / good, including 55% who say it is very good.

7% say it is just acceptable and 6% feel it is not very good / poor.

Residents\* with an annual household income of less than \$30,000 are more likely to rate the ambience as very good, than other income groups\*.

\* those residents who have, in last 12 months, visited a Council Service Centre, N=171

#### 4. Maintenance

|                                    | Very good<br>% | Fairly good<br>% | Very/<br>Fairly<br>good<br>% | Just<br>acceptable<br>% | Not<br>very<br>good<br>% | Poor<br>% | Not very<br>good/<br>Poor<br>% | Don't<br>know<br>% |
|------------------------------------|----------------|------------------|------------------------------|-------------------------|--------------------------|-----------|--------------------------------|--------------------|
| Visitors 2019                      | 59             | 35               | 94                           | 4                       | -                        | -         | -                              | 2                  |
| <b>Ward</b>                        |                |                  |                              |                         |                          |           |                                |                    |
| Lakes-Murchison*                   | 43             | 46               | 89                           | 11                      | -                        | -         | -                              | -                  |
| Golden Bay*                        | 83             | 10               | 93                           | -                       | -                        | -         | -                              | 7                  |
| Motueka                            | 48             | 45               | 93                           | 6                       | -                        | -         | -                              | 1                  |
| Moutere-Waimea                     | 50             | 46               | 96                           | 4                       | -                        | -         | -                              | -                  |
| Richmond†                          | 67             | 27               | 94                           | 2                       | -                        | -         | -                              | 3                  |
| <b>Length of Residence</b>         |                |                  |                              |                         |                          |           |                                |                    |
| Lived there 10 years or less       | 45             | 48               | 93                           | 6                       | -                        | -         | -                              | 1                  |
| Lived there more than<br>10 years† | 63             | 32               | 95                           | 3                       | -                        | -         | -                              | 3                  |

% read across

\* caution: small base

† does not add to 100% due to rounding

94% of residents\* say the maintenance of the Service Centre's building environment is very good/good, including 59% who say it is very good.

4% say it is just acceptable.

Longer term residents\*, those residing in the District more than 10 years, are more likely to rate the Service Centre's maintenance as very good, than shorter term residents\*.

\* those residents who have, in last 12 months, visited a Council Service Centre, N=171





## 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.

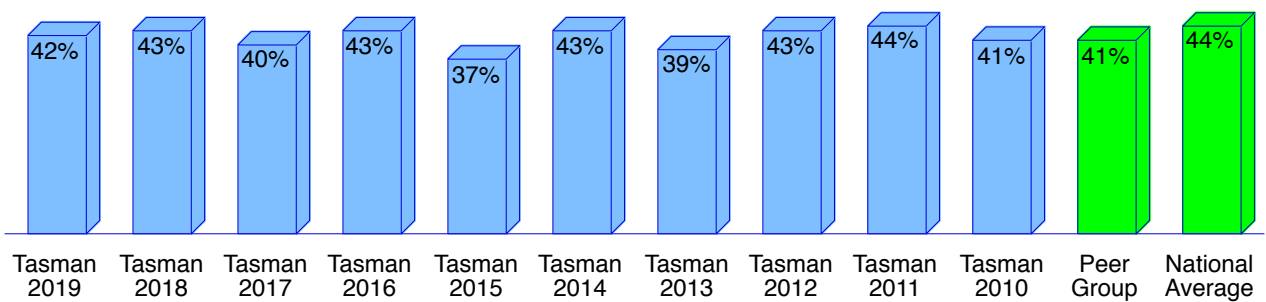
**A. RECENT COUNCIL ACTIONS, DECISIONS OR MANAGEMENT RESIDENTS APPROVE OF**

Overall, 42% of Tasman District residents have in mind a recent Council action, decision or management they approve of. This is similar to the Peer Group and National Averages and the 2018 reading.

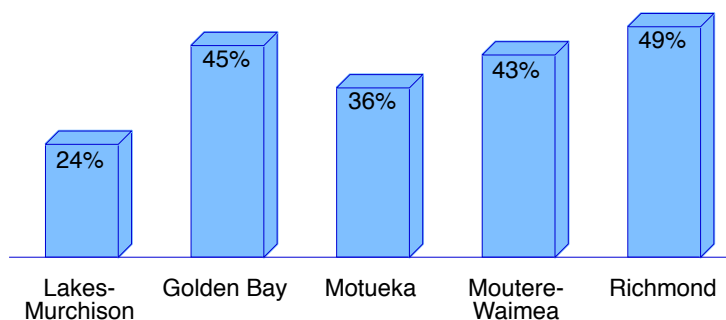
There are no notable differences between Wards and between socio-economic groups, in terms of those residents who have in mind a Council action, decision or management they approve of. However, it appears that the following residents are **slightly less** likely to do so ...

- Lakes-Murchison Ward residents,
- non-ratepayers.

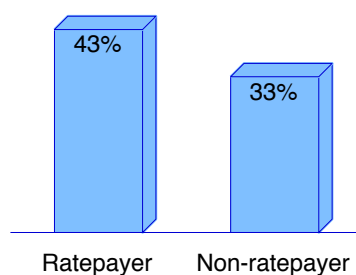
*Percent Approving - Comparison*



*Percent Approving - By Ward*



*Percent Approving - Comparing Different Types Of Residents*



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

- Civil Defence/response to fires,
- the dam/water scheme issues,
- do a good job/provide good service/helpful,
- upgrade of Richmond/Queen Street.

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

|  | Total District 2019 % | Ward              |              |           |                  |            |
|--|-----------------------|-------------------|--------------|-----------|------------------|------------|
|  |                       | Lakes-Murchison % | Golden Bay % | Motueka % | Moutere-Waimea % | Richmond % |
| <b>Percent Who Mention ...</b>               |                       |                   |              |           |                  |            |
| Civil Defence/response to fires*             | <b>11</b>             | 7                 | 5            | 4         | 18               | 13         |
| The dam/water scheme issues                  | <b>8</b>              | -                 | 2            | 5         | 8                | 13         |
| Do a good job/provide good service/helpful** | <b>3</b>              | 4                 | 12           | 1         | 1                | 4          |
| Upgrade of Richmond/Queen Street             | <b>3</b>              | -                 | 3            | 1         | 5                | 5          |

NB: refer to page 104

\* 0.3% of residents mention "Civil Defence response" as an action/decision/management they disapprove of

\*\* 2% of residents mention "Council performance/attitude/poor decisions" as an action/decision/management they disapprove of





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

- cycleways/walkways,
- provide a good community/community events/good community liaison,
- good consultation/communication/information/listen,
- library upgrade/improvements,
- beautification/upkeep of area/parks/reserves/gardens,
- improved camping facilities for campers/freedom camping,
- infrastructure upgrades/stormwater,
- sport and recreation facilities,

by 1% ...

- environmental issues,
- Pakawau Beach protection work,
- improved roading/footpaths/road safety/traffic,
- rubbish/recycling/dump issues.

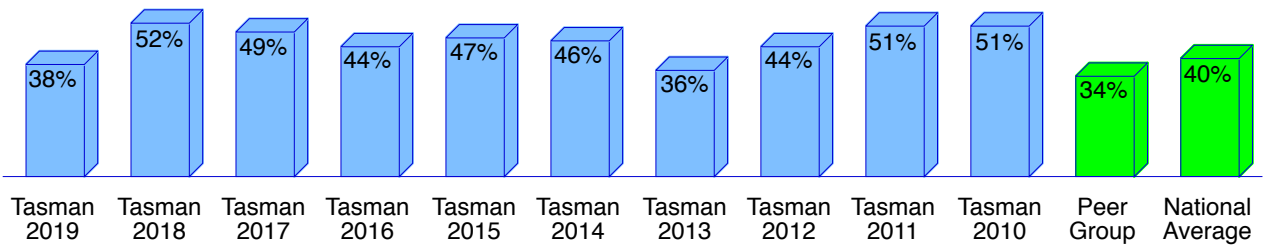
## B. RECENT COUNCIL ACTIONS, DECISIONS OR MANAGEMENT RESIDENTS DISAPPROVE OF

Overall, 38% of Tasman District residents have in mind a recent Council action, decision or management they disapprove of (52% in 2018). This is on par with the Peer Group Average and similar to the National Average.

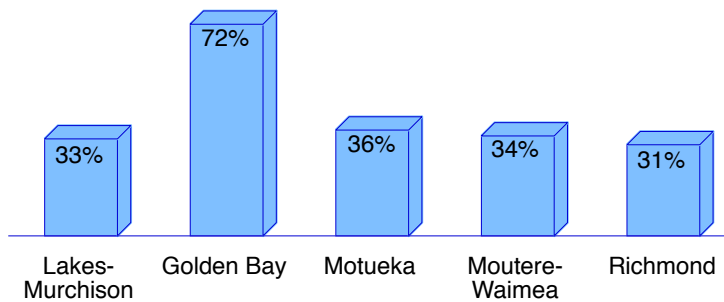
Residents **more** likely to have in mind a recent Council action, decision or management they disapprove of are ...

- Golden Bay Ward residents,
- men,
- ratepayers.

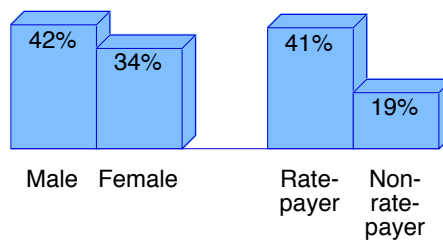
*Percent Disapproving - Comparison*



*Percent Disapproving - By Ward*



*Percent Disapproving - Comparing Different Types Of Residents*



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

- dam issues,
- lack of consultation/information/not listening,
- roading/traffic/road safety/congestion.

### Summary Table:

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

|  | Total District 2019 % | Ward              |              |           |                  |            |
|--|-----------------------|-------------------|--------------|-----------|------------------|------------|
|  |                       | Lakes-Murchison % | Golden Bay % | Motueka % | Moutere-Waimea % | Richmond % |
| Percent Who Mention ...                          |                       |                   |              |           |                  |            |
| Dam issues                                       | 13                    | 12                | 24           | 13        | 12               | 10         |
| Lack of communication/information/not listening* | 5                     | 2                 | 6            | 6         | 4                | 6          |
| Roading/traffic/road safety/congestion**         | 3                     | -                 | 6            | 3         | 1                | 6          |

NB: refer to page 101

\* 2% of residents mention "good consultation/communication/information/they listen" as an issue they approve of

\*\* 1% of residents mention "improved roading/footpaths/road safety/traffic" as an issue they approve of



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

- consent process/slow/expensive,
- Council spending/overspending/priorities wrong,
- Pakawau Beach protection work,
- Council performance/attitude/poor decisions,
- rates issues/spending of rates money,
- problem with freedom camping,

by 1% ...

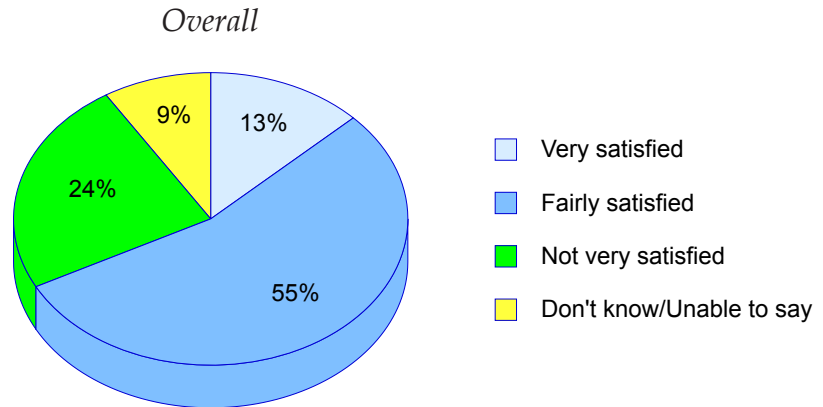
- water supply issues,
- need tidying/maintenance/beautification/improvement,
- town planning/subdivisions/developments,
- Mapua boat ramp closure,
- stormwater issues/flooding,
- cycleways/need to be made safer,
- parks and reserves,
- environmental issues,
- Civil Defence response (0.3%).





### 3. RATES ISSUES

## A. SATISFACTION WITH THE WAY RATES ARE SPENT ON SERVICES AND FACILITIES PROVIDED BY COUNCIL



Overall, 68% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council (75% in 2017), while 24% are not very satisfied (20% in 2017).

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

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

- Lakes-Murchison, Golden Bay and Moutere-Waimea Ward residents,
- ratepayers.



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

|                                  | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|----------------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Overall*</b>                  |                     |                       |                            |                         |                 |
| Total District 2019 <sup>†</sup> | 13                  | 55                    | 68                         | 24                      | 9               |
| 2017                             | 11                  | 64                    | 75                         | 20                      | 5               |
| 2016                             | 9                   | 65                    | 74                         | 20                      | 6               |
| 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              |
| <b>Comparison</b>                |                     |                       |                            |                         |                 |
| Peer Group (Rural)               | 10                  | 52                    | 62                         | 23                      | 15              |
| National Average                 | 11                  | 58                    | 69                         | 22                      | 9               |
| <b>Ward</b>                      |                     |                       |                            |                         |                 |
| Lakes-Murchison                  | 7                   | 44                    | 51                         | 38                      | 11              |
| Golden Bay <sup>†</sup>          | 4                   | 52                    | 56                         | 31                      | 14              |
| Motueka                          | 11                  | 58                    | 69                         | 17                      | 14              |
| Moutere-Waimea <sup>†</sup>      | 14                  | 48                    | 62                         | 32                      | 7               |
| Richmond <sup>†</sup>            | 19                  | 61                    | 80                         | 17                      | 4               |
| <b>Ratepayer?</b>                |                     |                       |                            |                         |                 |
| Ratepayer <sup>†</sup>           | 12                  | 56                    | 68                         | 26                      | 7               |
| Non-ratepayer                    | 25                  | 45                    | 70                         | 7                       | 23              |

% read across

\* not asked in 2015 or 2018

† does not add to 100% due to rounding

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

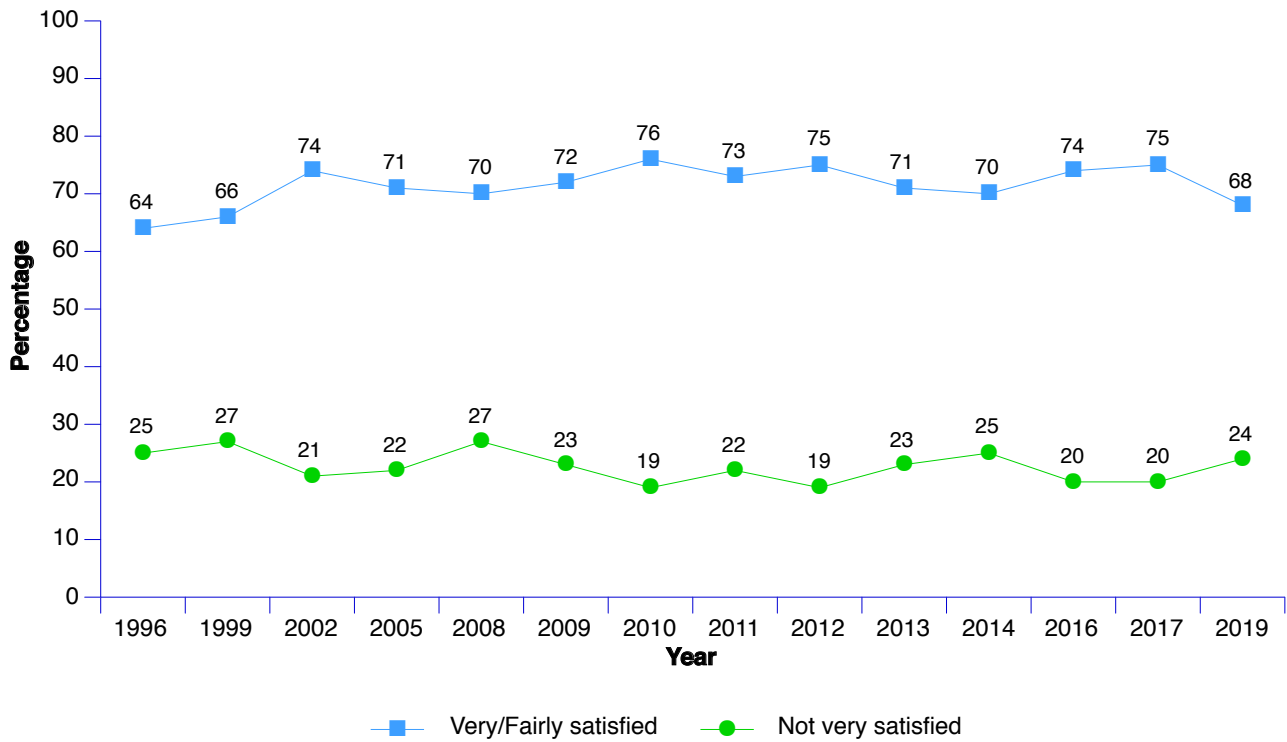
- rates too high/increases/too high for services received/used,
- some areas neglected/unfair allocation of rates money,
- the dam issue,
- waste money/priorities wrong/overspending/debt/admin costs.

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

|  | Total District 2019 % | Ward              |              |           |                  |            |
|--|-----------------------|-------------------|--------------|-----------|------------------|------------|
|  |                       | Lakes-Murchison % | Golden Bay % | Motueka % | Moutere-Waimea % | Richmond % |
| Percent Who Mention ...                                      |                       |                   |              |           |                  |            |
| Rates too high/increases/too high for services received/used | 11                    | 16                | 11           | 4         | 20               | 7          |
| Some areas neglected/unfair allocation of rates money        | 4                     | 7                 | 17           | 7         | -                | -          |
| The dam issue  | 4                     | 6                 | 3            | 3         | 8                | 2          |
| Waste money/priorities wrong/overspending/debt/admin costs   | 4                     | -                 | 4            | 2         | 5                | 5          |

\* multiple responses allowed

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



NB: not asked in 2015

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

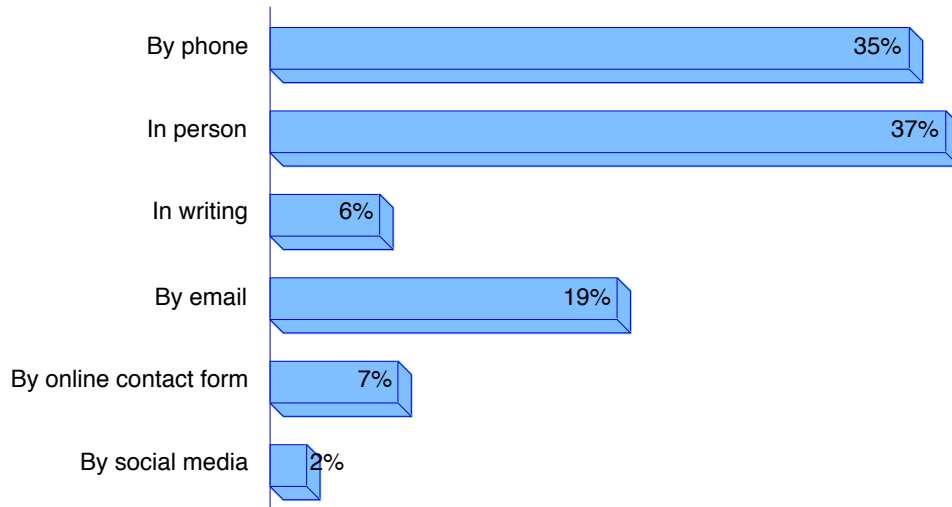




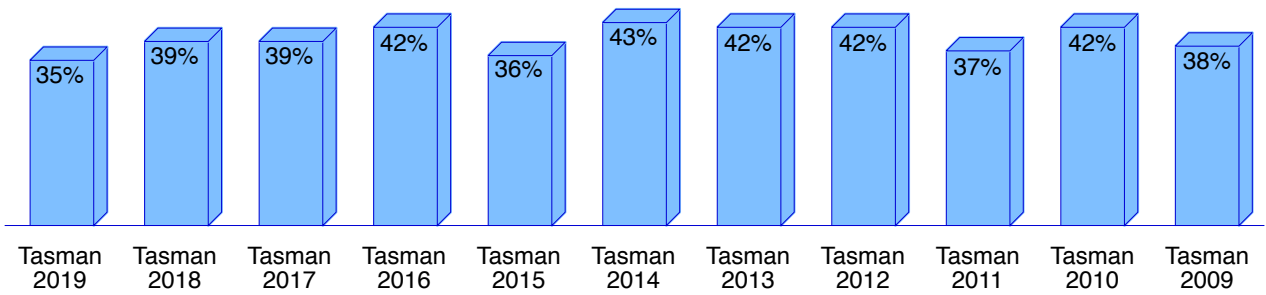
## 4. CONTACT WITH COUNCIL

**A. LEVELS OF CONTACT**

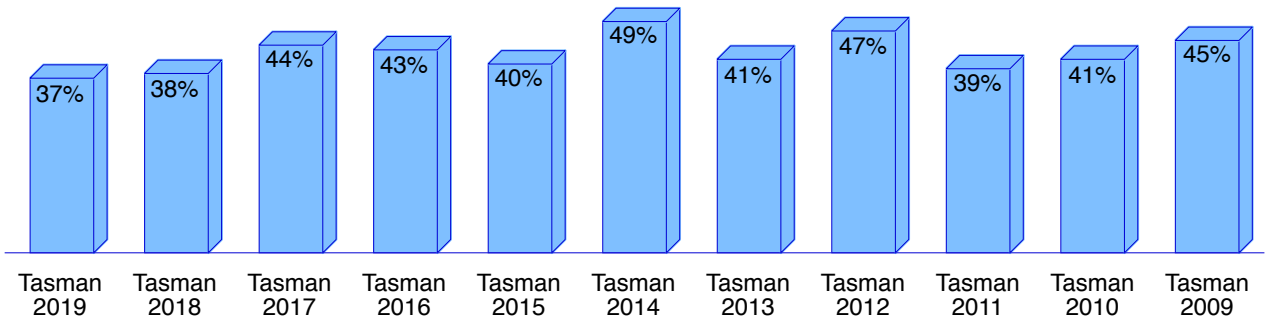
*2019 - Yes, Have Contacted Council Offices ...*



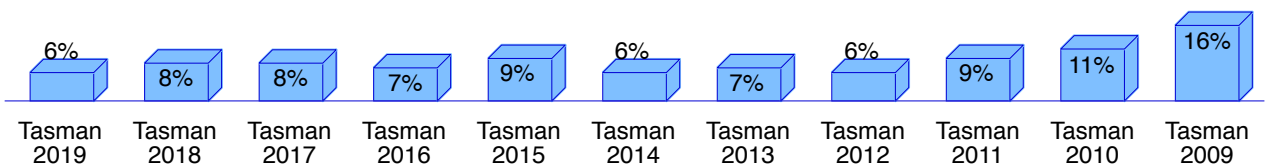
*Percent Saying 'Yes - By Phone' - Comparison*



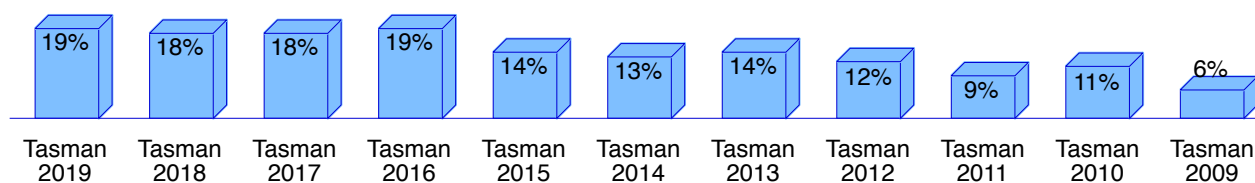
*Percent Saying 'Yes - In Person' - Comparison*



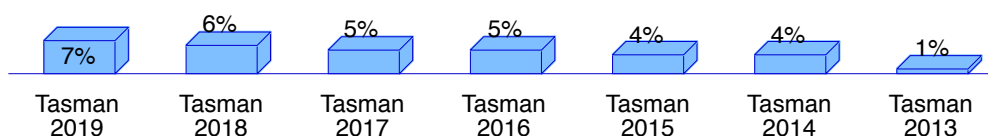
*Percent Saying 'Yes - In Writing' - Comparison*



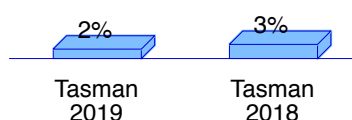
*Percent Saying 'Yes - By Email' - Comparison*



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



*Percent Saying 'Yes - By Social Media' - Comparison*



35% of residents have contacted Council offices by phone in the last year (39% in 2018), while 37% visited a Council office in person and 6% contacted Council in writing. 19% have contacted Council offices by email, 7% contacted them by online contact form and 2% by social media.

Ratepayers are more likely to contact a Council office **by phone**, than other non-ratepayers.

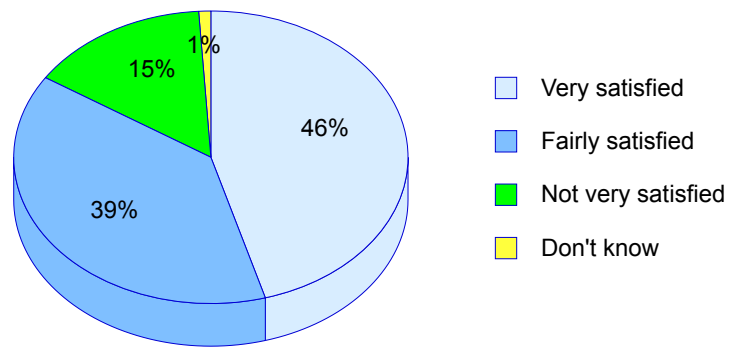
Residents **less** likely to have contacted a Council office **in person** are ...

- Lakes-Murchison Ward residents,
- non-ratepayers.

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, by online contact form** and/or **by social media**. However, it appears that the following residents are slightly more likely to contact Council **by email** ...

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

## B. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE



Base = 136

85% of residents contacting the Council Offices by phone in the last 12 months are satisfied (76% in 2018), including 46% who are very satisfied (36% in 2018), while 15% are not very satisfied (24% in 2018).

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

<sup>†</sup> those residents who have contacted the Council offices by phone (N=136)

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

- unsatisfactory outcome / problem not resolved, mentioned by 4% of residents contacting Council by phone,
- poor service / efficient / slow, 3%,
- poor attitude / rude / unhelpful / fobbed off, 3%.

\* multiple responses allowed



### Satisfaction When Contacting Council Offices By Phone

|   | Very<br>satisfied<br>% | Fairly<br>satisfied<br>% | <b>Very/Fairly<br/>satisfied<br/>%</b> | Not very<br>satisfied<br>% | Don't<br>know<br>% |
|---|------------------------|--------------------------|--|----------------------------|--------------------|
| <b>Contacted Council Offices By Phone</b> |                        |                          |  |                            |                    |
| 2019 <sup>†</sup>                         | 46                     | 39                       | <b>85</b>                              | 15                         | 1                  |
| 2018                                      | 36                     | 40                       | <b>76</b>                              | 24                         | -                  |
| 2017 <sup>†</sup>                         | 41                     | 39                       | <b>80</b>                              | 19                         | -                  |
| 2016 <sup>†</sup>                         | 45                     | 36                       | <b>81</b>                              | 19                         | 1                  |
| 2015                                      | 46                     | 32                       | <b>78</b>                              | 21                         | 1                  |
| 2014 <sup>†</sup>                         | 41                     | 40                       | <b>81</b>                              | 19                         | 1                  |
| 2013                                      | 47                     | 40                       | <b>87</b>                              | 13                         | -                  |
| 2012                                      | 44                     | 36                       | <b>80</b>                              | 20                         | -                  |
| 2011                                      | 37                     | 40                       | <b>77</b>                              | 23                         | -                  |
| 2010                                      | 40                     | 44                       | <b>84</b>                              | 16                         | -                  |
| 2009                                      | 38                     | 36                       | <b>74</b>                              | 26                         | -                  |
| 2008                                      | 32                     | 42                       | <b>74</b>                              | 26                         | -                  |
| 2005                                      | 37                     | 42                       | <b>79</b>                              | 21                         | -                  |
| 2002                                      | 32                     | 48                       | <b>80</b>                              | 20                         | -                  |
| <b>Ward</b>                               |                        |                          |  |                            |                    |
| Lakes-Murchison*                          | 28                     | 72                       | <b>100</b>                             | -                          | -                  |
| Golden Bay*                               | 34                     | 26                       | <b>60</b>                              | 35                         | 5                  |
| Motueka                                   | 49                     | 43                       | <b>92</b>                              | 8                          | -                  |
| Moutere-Waimea                            | 48                     | 43                       | <b>91</b>                              | 9                          | -                  |
| Richmond                                  | 53                     | 27                       | <b>80</b>                              | 20                         | -                  |

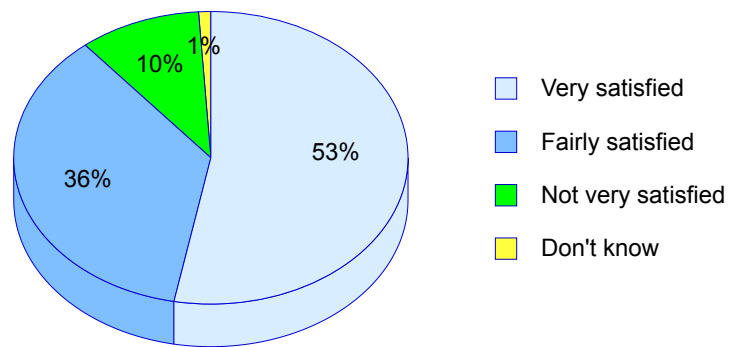
Base = 136

% read across

\* caution: small bases

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

### C. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN PERSON



Base = 151

89% of residents contacting a Council office in person in the last 12 months are satisfied (82% in 2018), including 53% who are very satisfied, while 10% are not very satisfied (18% in 2018).

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

<sup>†</sup> those residents who have contacted Council offices in person (N=151)

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

- poor attitude / rude / fobbed off / unhelpful, mentioned by 3% of residents who contacted a Council office in person,
- poor service / inefficient / slow, 3%.

\* multiple responses allowed

NB: no other reason mentioned by more than 1%

### Satisfaction When Contacting Council Offices In Person

|  | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|--|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Contacted Council Offices In Person</b> |                     |                       |                            |                         |                 |
| 2019                                       | 53                  | 36                    | <b>89</b>                  | 10                      | 1               |
| 2018                                       | 50                  | 32                    | <b>82</b>                  | 18                      | -               |
| 2017                                       | 57                  | 31                    | <b>88</b>                  | 12                      | -               |
| 2016                                       | 54                  | 35                    | <b>89</b>                  | 11                      | -               |
| 2015                                       | 61                  | 28                    | <b>89</b>                  | 11                      | -               |
| 2014                                       | 54                  | 38                    | <b>92</b>                  | 8                       | -               |
| 2013 <sup>†</sup>                          | 54                  | 30                    | <b>84</b>                  | 16                      | 1               |
| 2012                                       | 53                  | 34                    | <b>87</b>                  | 13                      | -               |
| 2011                                       | 47                  | 39                    | <b>86</b>                  | 14                      | -               |
| 2010 <sup>†</sup>                          | 50                  | 37                    | <b>87</b>                  | 12                      | 2               |
| 2009                                       | 48                  | 37                    | <b>85</b>                  | 15                      | -               |
| 2008                                       | 36                  | 43                    | <b>79</b>                  | 21                      | -               |
| 2005                                       | 34                  | 48                    | <b>82</b>                  | 18                      | -               |
| 2002                                       | 34                  | 53                    | <b>87</b>                  | 12                      | 1               |
| <b>Ward</b>                                |                     |                       |                            |                         |                 |
| Lakes-Murchison*                           | 26                  | 74                    | <b>100</b>                 | -                       | -               |
| Golden Bay*                                | 45                  | 30                    | <b>75</b>                  | 20                      | 5               |
| Motueka                                    | 55                  | 36                    | <b>91</b>                  | 9                       | -               |
| Moutere-Waimea                             | 58                  | 35                    | <b>93</b>                  | 7                       | -               |
| Richmond                                   | 55                  | 35                    | <b>90</b>                  | 9                       | 1               |

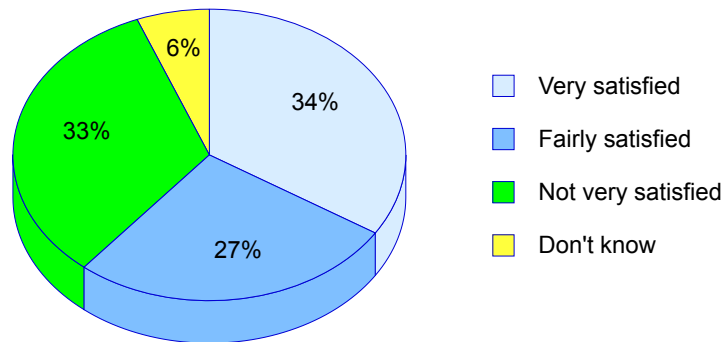
Base = 151

% read across

\* caution: small bases

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

## D. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING



Base = 23\*

Margin of error  $\pm 20.4\%$

\* caution: small base

61% of residents contacting the Council offices in writing in the last 12 months are satisfied and 33% are not very satisfied. These readings\*\* are similar to the 2018 results.

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

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

- no reply/slow response, mentioned by 15% of residents contacting Council Offices in writing\*\*,
- poor service/inefficient/unhelpful, 13%,
- unsatisfactory outcome, 5%.

\* multiple responses allowed

\*\* caution: small base

### Satisfaction When Contacting The Council Offices In Writing

|   | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|---|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Contacted Council Offices In Writing</b> |                     |                       |                            |                         |                 |
| 2018  | 34                  | 27                    | 61                         | 33                      | 6               |
| 2017  | 32                  | 30                    | 62                         | 38                      | -               |
| 2016  | 20                  | 46                    | 66                         | 34                      | -               |
| 2015  | 32                  | 42                    | 74                         | 26                      | -               |
| 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               |
| <b>Ward**</b>                               |                     |                       |                            |                         |                 |
| Lakes-Murchison                             | -                   | -                     | -                          | 100                     | -               |
| Golden Bay                                  | -                   | 23                    | 23                         | 54                      | 23              |
| Motueka†                                    | 60                  | 26                    | 86                         | 13                      | -               |
| Moutere-Waimea                              | 40                  | 24                    | 64                         | 31                      | 5               |
| Richmond                                    | 31                  | 44                    | 75                         | 25                      | -               |

Base = 23\*

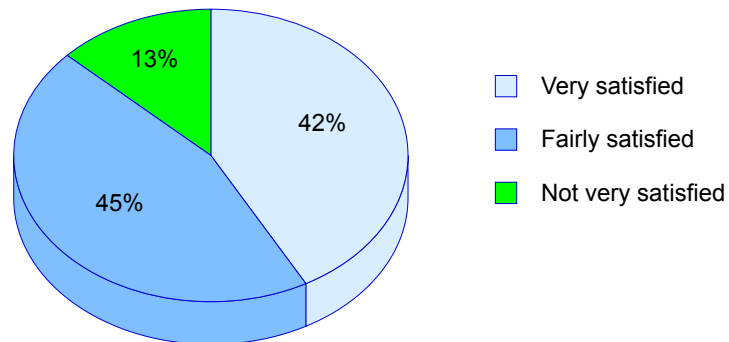
% read across

\* caution: small base

\*\* caution: very small bases

† does not add to 100% due to rounding

## E. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY EMAIL



Base = 75  
Margin of error  $\pm 11.3\%$

87% of residents contacting the Council offices by email in the last 12 months are satisfied (72% in 2018), while 13% are not very satisfied (26% in 2018).

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

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

- unsatisfactory outcome, mentioned by 7% of residents contacting Council offices by email,
- no reply / slow response, 6%,
- others, 2%.

\* multiple responses allowed

### Satisfaction When Contacting The Council Offices By Email

|   | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|---|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Contacted Council Offices By Email</b> |                     |                       |                            |                         |                 |
| 2019                                      | 42                  | 45                    | 87                         | 13                      | -               |
| 2018                                      | 35                  | 37                    | 72                         | 26                      | 2               |
| 2017 <sup>†</sup>                         | 39                  | 45                    | 84                         | 13                      | 2               |
| 2016                                      | 47                  | 34                    | 81                         | 19                      | -               |
| 2015                                      | 26                  | 43                    | 69                         | 31                      | -               |
| 2014 <sup>†</sup>                         | 47                  | 39                    | 86                         | 15                      | -               |
| 2013                                      | 46                  | 35                    | 81                         | 17                      | 2               |
| 2012 <sup>†</sup>                         | 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                      | -               |
| <b>Ward*</b>                              |                     |                       |                            |                         |                 |
| Lakes-Murchison                           | 10                  | 72                    | 82                         | 18                      | -               |
| Golden Bay                                | 41                  | 35                    | 76                         | 24                      | -               |
| Motueka                                   | 54                  | 41                    | 95                         | 5                       | -               |
| Moutere-Waimea                            | 38                  | 49                    | 87                         | 13                      | -               |
| Richmond <sup>†</sup>                     | 51                  | 42                    | 93                         | 8                       | -               |

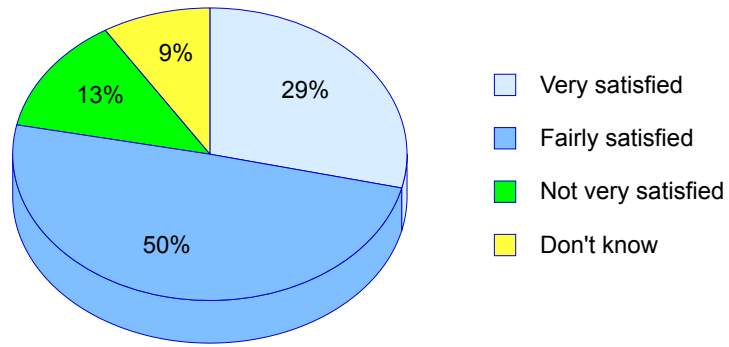
Base = 75

% read across

\* caution: very small/small bases

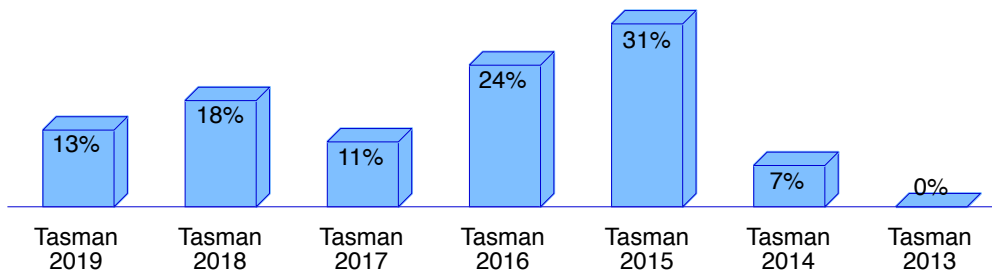
<sup>†</sup> does not add to 100% due to rounding

**F. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY ONLINE CONTACT FORM**



Base = 28<sup>†</sup>  
 (does not add to 100% due to rounding)  
 Margin of error ±18.5%  
 Caution: small base

*Percent Not Very Satisfied - Comparison<sup>†</sup>*



79% of residents contacting the Council offices by online contact form in the last 12 months are satisfied, while 13% are not very satisfied. Caution required as base is small.

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

The reasons\* residents contacting Council offices by online contact form are not very satisfied are ...

*"There was some difficult website it linked to that you had to register. They have had problems with it."*

*"No action."*

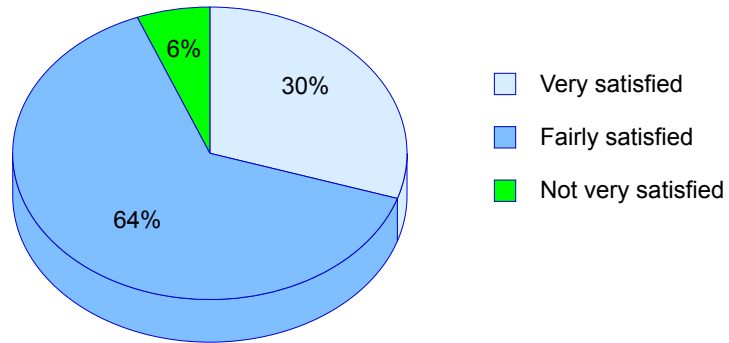
*"The same issue. About the walkway. It is a waste of money."*

<sup>†</sup> caution: small bases

\* multiple responses allowed

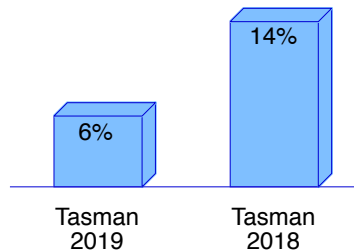


**G. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY SOCIAL MEDIA**



Base = 9<sup>†</sup>  
 Caution: very small base

*Percent Not Very Satisfied - Comparison<sup>†</sup>*



94% of residents contacting the Council offices by social media in the last 12 months are satisfied, while 6% 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.

The reason\* the one resident contacting Council offices by social media is not very satisfied is ...

*"Waimea Dam project questioned them online, I was told by their response that the lake underneath didn't exist except they have another company drawing water from this lake underneath Richmond Hills to Motueka. Feel this council are a bunch of crooks."*

<sup>†</sup> caution: very small base  
<sup>\*</sup> multiple responses allowed

## H. SATISFACTION WITH SERVICE RECEIVED WHEN CONTACTED COUNCIL

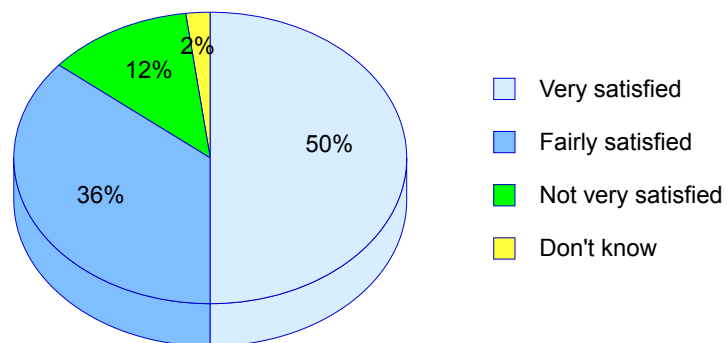
The Council office or service centre residents mainly deal with is the office in their Ward or close to their Ward.

|   | Had Contact 2019 % | Ward              |              |           |                  |            |
|---|--------------------|-------------------|--------------|-----------|------------------|------------|
|   |                    | Lakes-Murchison % | Golden Bay % | Motueka % | Moutere-Waimea % | Richmond % |
| <b>Percent Who Mention ...</b>              |                    |                   |              |           |                  |            |
| Richmond (Queen Street)                     | <b>74</b>          | 93                | 42           | 36        | 92               | 100        |
| Motueka (Hickmott Place)                    | <b>18</b>          | -                 | -            | 63        | 8                | -          |
| Takaka (Junction Street/ Commercial Street) | <b>7</b>           | -                 | 53           | -         | -                | -          |
| Murchison (Fairfax Street)                  | <b>-</b>           | -                 | -            | -         | -                | -          |
| Unsure                                      | <b>1</b>           | 7                 | 5            | 1         | -                | -          |
| Total                                       | <b>100</b>         | 100               | 100          | 100       | 100              | 100        |
| Base  | <b>238</b>         | *17               | *27          | 61        | 64               | 69         |

\* caution: small bases

† does not add to 100% due to rounding

*Contacted A Council Office In Last 12 Months*



Base = 238

Of the 57% 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 (61% in 2018), 86% are satisfied (80% in 2018), including 50% who are very satisfied (40% in 2018), with 12% being not very satisfied (20% in 2018).

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

74% of residents who have contacted the Council in the last 12 months, have contacted the Richmond Office, while 18% have contacted the Motueka Office.

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

<sup>†</sup> those residents who have contacted Council in the last 12 months (N=238)



## Satisfaction When Contacting Council

|                               | Very satisfied<br>% | Fairly satisfied<br>% | Very/Fairly satisfied<br>% | Not very satisfied<br>% | Don't know<br>% |
|-------------------------------|---------------------|-----------------------|----------------------------|-------------------------|-----------------|
| <b>Contacted Council</b>      |                     |                       |                            |                         |                 |
| 2019                          | 50                  | 36                    | 86                         | 12                      | 2               |
| 2018                          | 40                  | 40                    | 80                         | 20                      | -               |
| 2017                          | 50                  | 40                    | 90                         | 10                      | -               |
| 2016                          | 44                  | 41                    | 85                         | 15                      | -               |
| 2015                          | 52                  | 35                    | 87                         | 13                      | -               |
| 2014 <sup>†</sup>             | 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               |
| <b>Comparison</b>             |                     |                       |                            |                         |                 |
| Peer Group (Rural)            | 41                  | 37                    | 78                         | 20                      | 2               |
| National Average <sup>†</sup> | 46                  | 37                    | 83                         | 17                      | 1               |
| <b>Ward</b>                   |                     |                       |                            |                         |                 |
| Lakes-Murchison*              | 23                  | 62                    | 85                         | 15                      | -               |
| Golden Bay*                   | 46                  | 28                    | 74                         | 19                      | 7               |
| Motueka <sup>†</sup>          | 50                  | 37                    | 87                         | 10                      | 2               |
| Moutere-Waimea <sup>†</sup>   | 55                  | 34                    | 89                         | 12                      | -               |
| Richmond                      | 54                  | 35                    | 89                         | 11                      | -               |

Base = 238

% read across

\* caution: small bases

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

### Recommended Satisfaction Measure For Reporting Purposes:

|   |       |
|---|-------|
| Contacted Council In The Last 12 Months | = 86% |
| Contacted By Phone                      | = 85% |
| Contacted In Person                     | = 89% |
| Contacted In Writing*                   | = 61% |
| Contacted By Email                      | = 87% |
| Contacted By Online Contact Form*       | = 79% |
| Contacted By Social Media*              | = 94% |

\* caution: very small bases

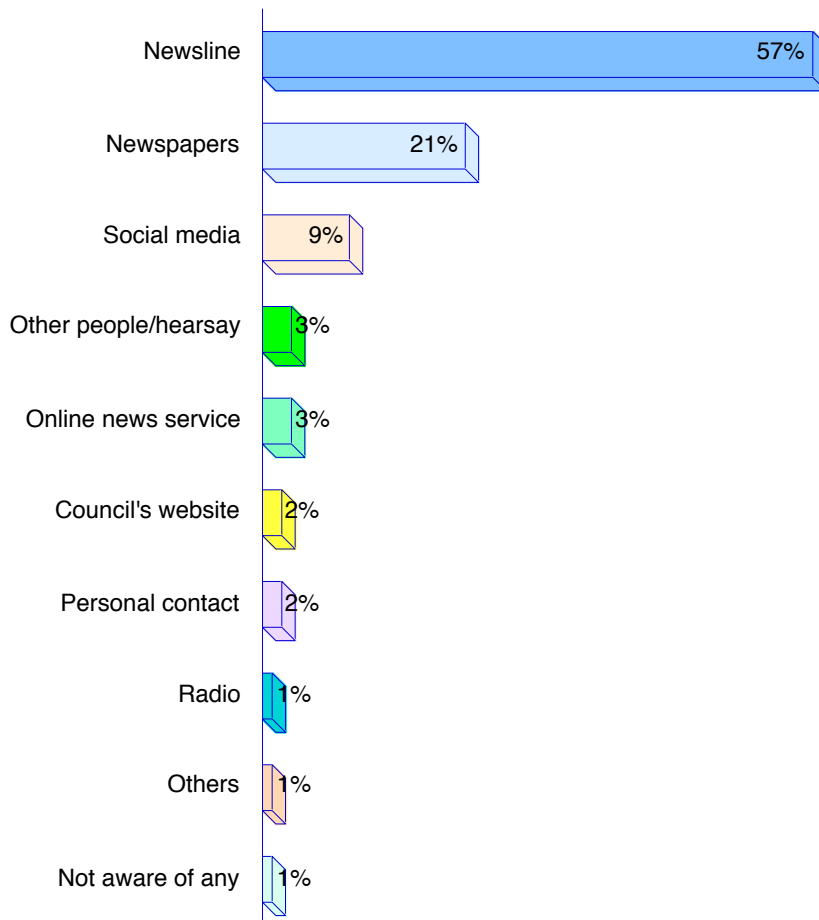




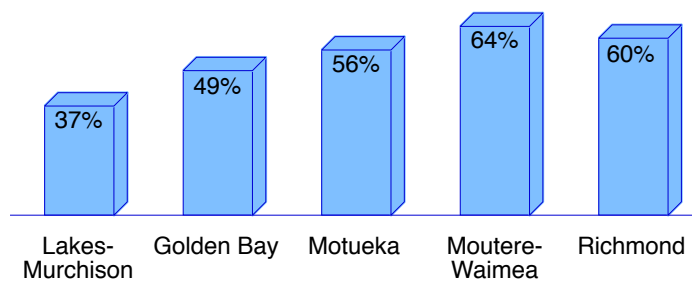
## 5. INFORMATION

**A. MAIN SOURCE OF INFORMATION ABOUT COUNCIL**

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

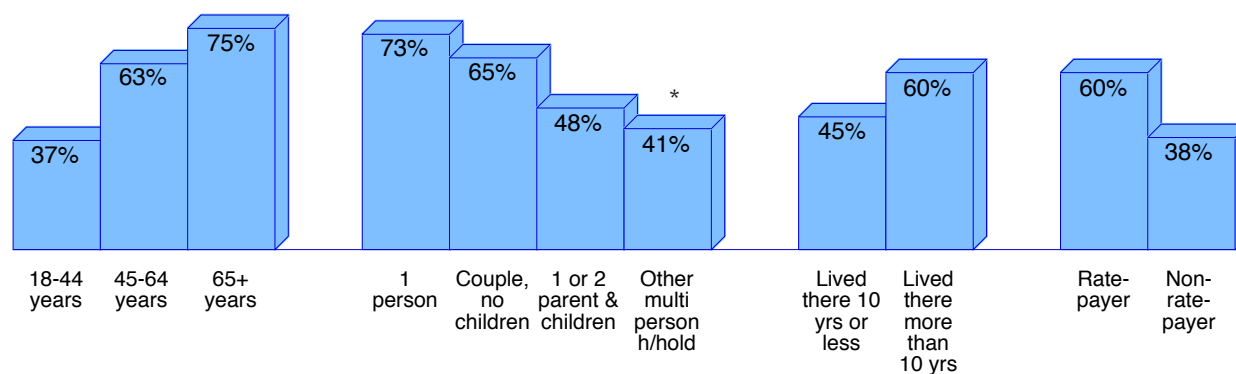


*Percent Saying "Newsline" - By Ward*





*Percent Saying "Newslines" - Comparing Different Types Of Residents*



\* caution: small base

"Newslines", the fortnightly Council publication delivered to each household in the District, is mentioned by 57% of residents as their main source of information about the Council, while 21% mention newspapers. These readings are similar to the 2018 results.

Residents more likely to mention "Newslines" as their main source of information are ...

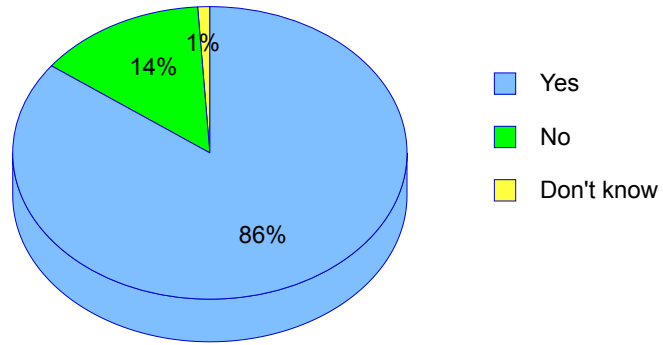
- residents aged 45 years or over<sup>†</sup>,
- residents who live in a one person or couple with no children household (caution as base for other multi-person household is small, N=24),
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

It also appears that Lakes-Murchison Ward residents are **slightly less** likely to do so, than other Ward residents.

<sup>†</sup> 21% of residents aged 18-44 years mention social media

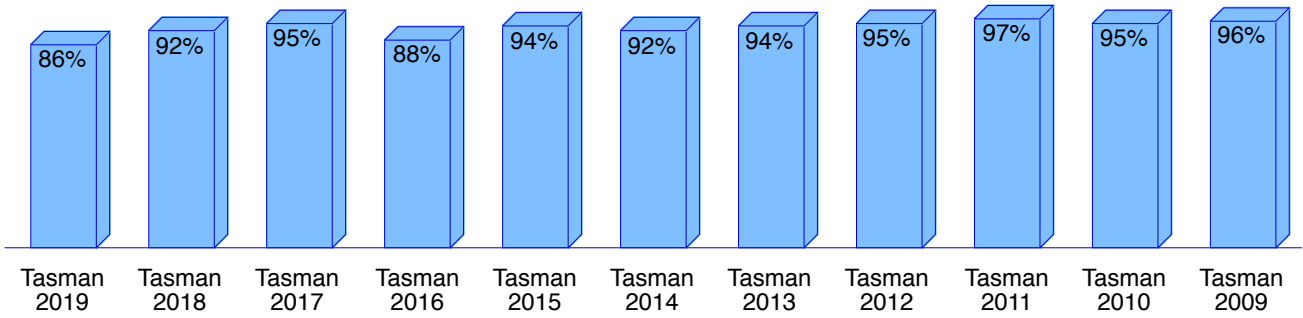
**B. READERSHIP OF PUBLISHED INFORMATION PROVIDED BY COUNCIL**

*Residents Who Are Aware Of Information About Council*

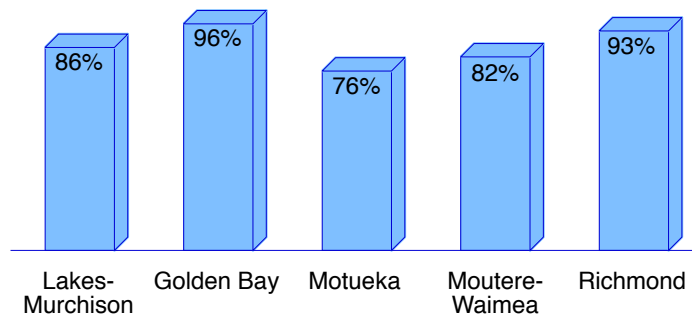


Base = 397  
(does not add to 100% due to rounding)

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



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



<sup>†</sup> residents who are aware of information about Council, N=397

86% 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 (92% in 2018).

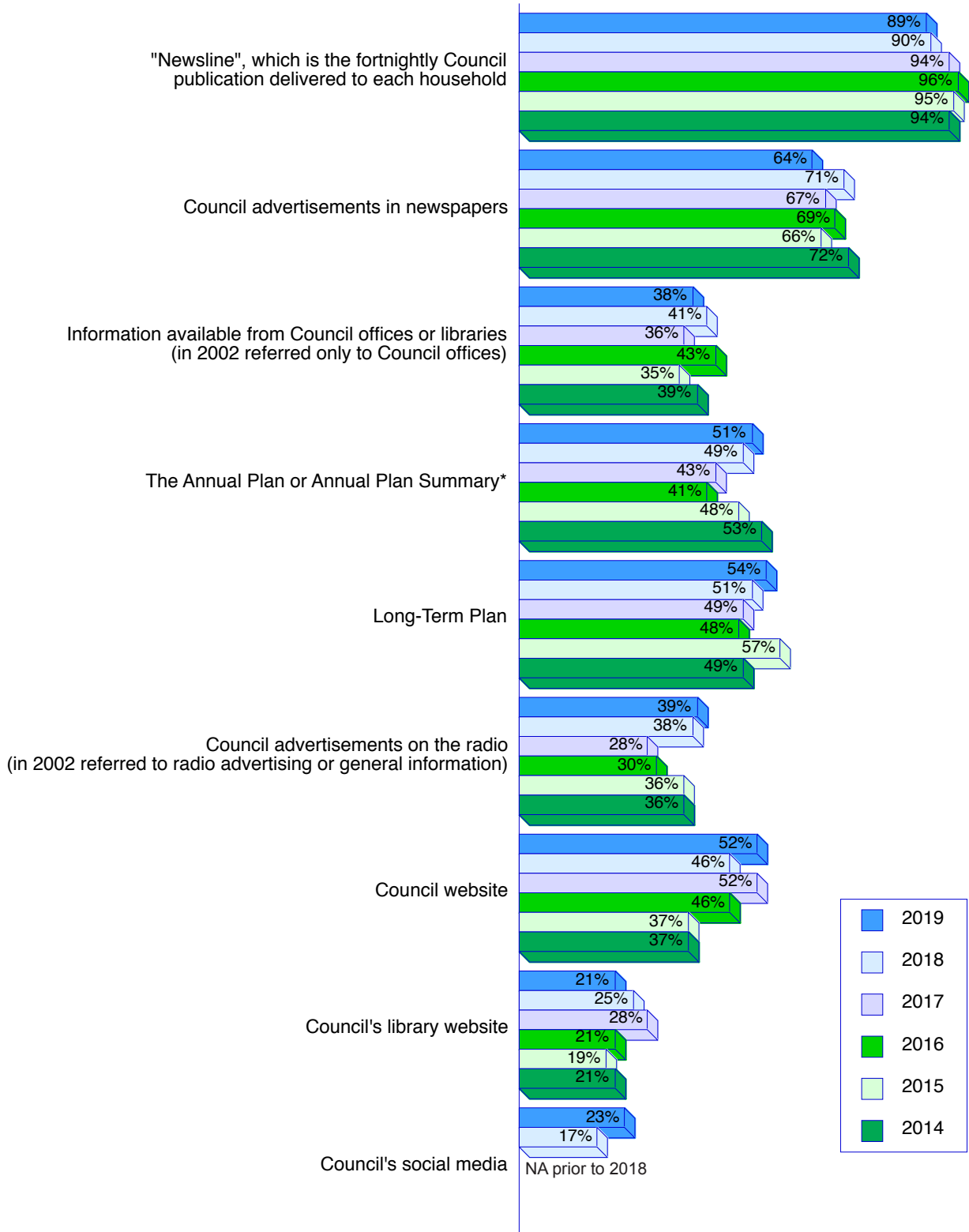
There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who have seen, read or heard, in the last 12 months, information Council publishes specifically for the community.

<sup>†</sup> residents who are aware of information about Council, N=397

## C. TYPES OF PUBLISHED INFORMATION RESIDENTS HAVE SEEN OR READ IN THE LAST 12 MONTHS

Those residents (N=336) who have seen, read or heard any information, were asked to consider what types these were.

*Yes, Have Seen Or Read - 2019*



Base = 336

\* readings from 2014-2017 refer to 'Draft Annual Plan or Draft Annual Plan Summary'

Of those who have seen, read or heard information produced by Council in the last 12 months, the majority have seen/read "Newslines" (89%) and/or Council advertisements in newspapers (64%, compared to 71% in 2018).

Residents<sup>†</sup> more likely to have seen or read **"Newslines"** are ...

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

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

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

- all Ward residents, except Golden Bay Ward residents,
- residents aged 18 to 64 years, in particular those aged 18 to 44 years,
- residents who live in a one or two parent and children household\*,
- non-ratepayers.

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

- residents aged 45 years or over,
- longer term residents, those residing in the District more than 10 years,
- residents who live in a couple with no children household\*,
- ratepayers.

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

- residents aged 18 to 64 years, in particular those aged 18 to 44 years,
- shorter term residents, those residing in the District 10 years or less,
- all household types, except couples with no children\*,
- residents with an annual household income of \$50,001 or more.

\* caution: base for other multiple person household is small, N=17

<sup>†</sup> residents who have seen, read or heard information produced by Council, N=336



Residents<sup>†</sup> aged 65 years or over are **more** likely to have seen or read the **information available from the Council offices or libraries**, than other age groups<sup>†</sup>.

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

- residents aged 45 years or over, in particular those aged 45 to 64 years,
- longer term residents, those residing in the District more than 10 years,
- residents who live in a couple with no children household\*,
- ratepayers.

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

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

Residents<sup>†</sup> **more** likely to have seen or read **Council's social media** are ...

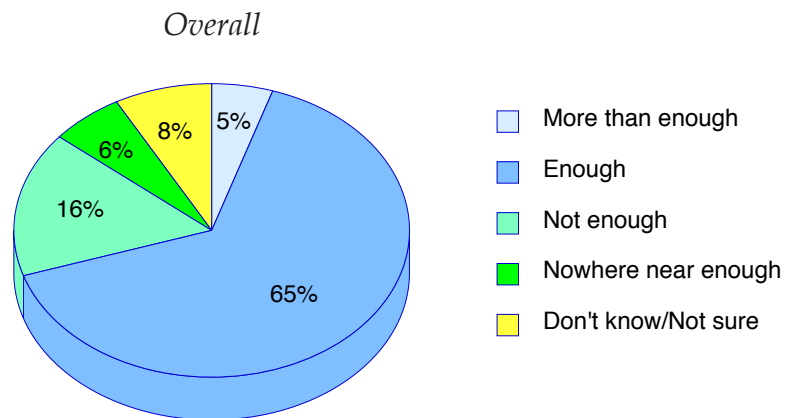
- Richmond Ward residents,
- women,
- residents aged 18 to 44 years,
- shorter term residents, those residing in the District 10 years or less,
- non-ratepayers.

\* caution: base for other multiple person household is small, N=17

<sup>†</sup> residents who have seen, read or heard information produced by Council, N=336

## 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 2019 % | Total District 2018 % | Peer Group % | National Average % | Ward              |              |           |                  |            |
|---------------------------|-----------------------|-----------------------|--------------|--------------------|-------------------|--------------|-----------|------------------|------------|
|                           |                       |                       |              |                    | Lakes-Murchison % | Golden Bay % | Motueka % | Moutere-Waimea % | Richmond % |
| Percent Who Mentioned ... |                       |                       |              |                    |                   |              |           |                  |            |
| More than enough          | 5<br>70               | 9<br>75               | 10<br>64     | 10<br>60           | 2                 | 3            | 4         | 3                | 10         |
| Enough                    | 65                    | 66                    | 54           | 50                 | 70                | 61           | 61        | 69               | 64         |
| Not enough                | 16<br>22              | 17<br>22              | 25<br>33     | 24<br>34           | 14                | 11           | 15        | 19               | 17         |
| Nowhere near enough       | 6                     | 5                     | 8            | 10                 | 11                | 11           | 6         | 3                | 6          |
| Don't know/Not sure       | 8                     | 3                     | 4            | 6                  | 2                 | 15           | 14        | 6                | 3          |
| Total                     | 100                   | 100                   | †101         | 100                | †99               | †101         | 100       | 100              | 100        |

† does not add to 100% due to rounding



70% of residents feel that there is more than/enough information supplied (75% in 2018), while 22% feel there is not enough/nowhere near enough information supplied.

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

Residents more likely to say there is enough/more than enough information are ...

- residents aged 45 years or over,
- residents who live in a one person or couple with no children household\*.

\* caution: base for other multiple person household is small, N=24





## 6. FREEDOM CAMPING

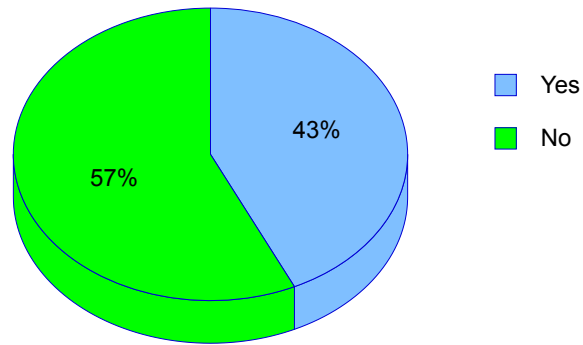
This year Tasman District Council is developing a strategic plan for freedom camping.

Council is legally required to provide for freedom camping within the District so is seeking feedback on the issue.

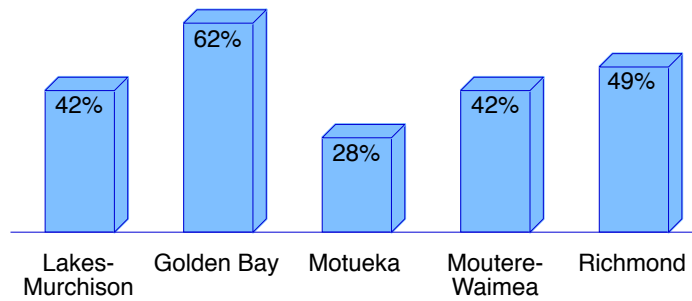


**A. HAVE RESIDENTS EVER CAMPED FOR FREE IN NZ?**

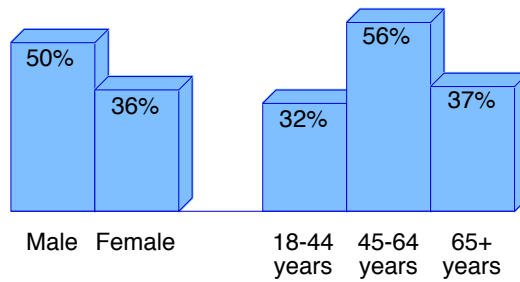
*Overall*



*Percent Saying 'Yes' - By Ward*



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



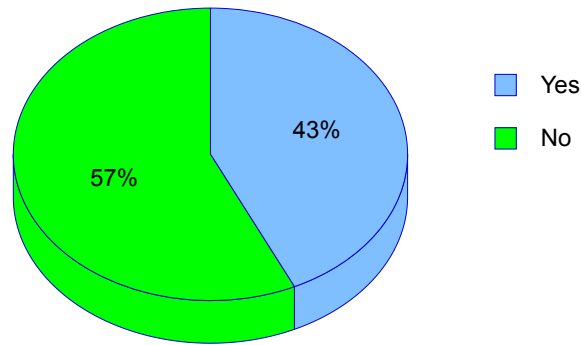
43% of residents say that they have camped for free in New Zealand.

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

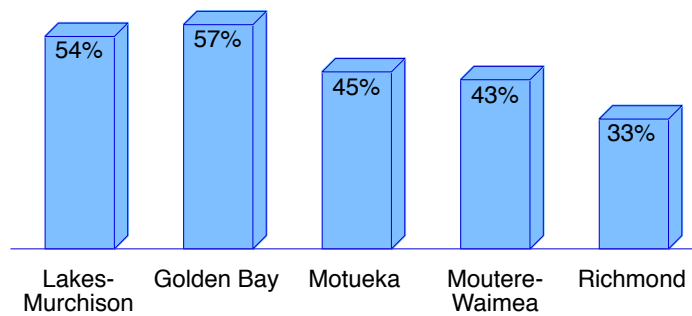
- all Ward residents, except Motueka Ward residents,
- men,
- residents aged 45 to 64 years.

**B. HAVE RESIDENTS PERSONALLY EXPERIENCED ANY SIGNIFICANT PROBLEMS?**

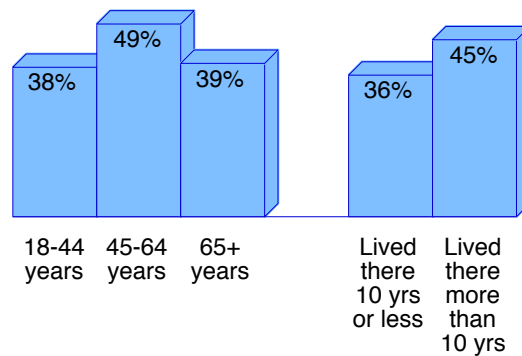
*Overall*



*Percent Saying 'Yes' - By Ward*



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



43% of residents say they have personally experienced any significant problems with freedom campers in the Tasman District.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who say 'Yes'. However, the following residents are slightly more likely to do so ...

- residents aged 45 to 64 years,
- longer term residents, those residing in the District more than 10 years.

The main significant problems\*\* mentioned are ...

- leave behind rubbish mess,
- defecate everywhere/leave faeces/toilet paper behind,
- do dishes/washing, etc, in public toilets/in public,
- take over facilities/overcrowding,
- bad behaviour/intimidating/noisy.

### Summary Table: Main Significant Problems\*\* Mentioned

|  | Residents Who Say Have Personally Experienced Problems 2019 % | Ward              |              |           |                  |            |
|--|---|-------------------|--------------|-----------|------------------|------------|
|  |   | Lakes-Murchison % | Golden Bay % | Motueka % | Moutere-Waimea % | Richmond % |
| Percent Who Mention ...                              |   |                   |              |           |                  |            |
| Leave behind rubbish mess                            | <b>51</b>   | 68                | 27           | 48        | 47               | 64         |
| Defecate everywhere/leave faeces/toilet paper behind | <b>37</b>   | 68                | 44           | 17        | 35               | 47         |
| Do dishes/washing, etc, in public toilets/in public  | <b>16</b>   | 15                | 27           | 21        | 13               | 5          |
| Take over facilities/overcrowding                    | <b>15</b>   | -                 | 18           | 20        | 15               | 13         |
| Bad behaviour/intimidating/noisy                     | <b>13</b>   | 6                 | 22           | 10        | 12               | 14         |
| Base   | <b>169</b>  | *19               | *23          | 49        | 42               | 36         |

\* caution: small bases

\*\* multiple responses allowed





Other reasons mentioned by 8% of residents<sup>†</sup> are ...

- need more rubbish bins / toilets / facilities,

by 6% ...

- lack of toilets,
- park on the side of the road / outside our place / anywhere,
- freeloaders / should pay,

by 5% ...

- lighting fires / ignoring fire bans,
- large numbers / too many,

by 3% ...

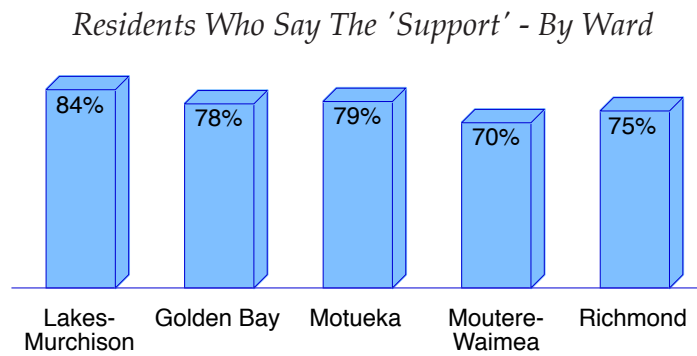
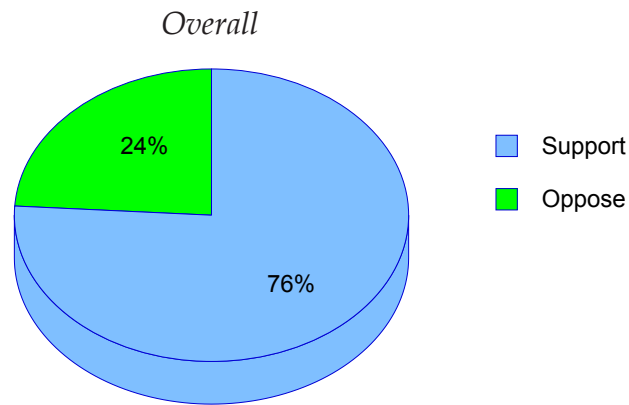
- don't have on-board toilet facilities,
- trespass on properties,

by 1% ...

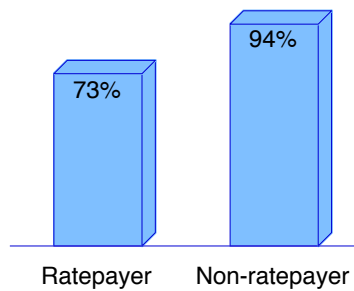
- block access.

<sup>†</sup> those residents who say they have personally experienced significant problems, N=169

**C. DO RESIDENTS SUPPORT OR OPPOSE CONTROLLED FREEDOM CAMPING IN THE DISTRICT**



*Residents Who Say The 'Support' - Comparing Different Types Of Residents*



76% of residents say they support controlled freedom camping in the District.

82% of residents who have camped for free in NZ support freedom camping, compared to 71% who have not.

Non-ratepayers are more likely to do so, than ratepayers.

The main best locations\* mentioned are ...

- places with facilities/public toilets, mentioned by 20% of residents who support controlled freedom camping,
- other specified locations, 20%,
- designated areas/controlled/monitored, 14%,
- not in CBD/out of town/outskirts, 14%,
- reserves/rivers/beaches/lakes, 9%.

19% of residents were unable to comment.

\* multiple responses allowed

**Summary Table: Main Best Locations\* For Controlled Freedom Camping**

|                                       | Residents Who Support Controlled Freedom Camping 2019 % | Ward              |              |           |                  |            |
|---------------------------------------|---|-------------------|--------------|-----------|------------------|------------|
|                                       |   | Lakes-Murchison % | Golden Bay % | Motueka % | Moutere-Waimea % | Richmond % |
| <b>Percent Who Mention ...</b>        |   |                   |              |           |                  |            |
| Places with facilities/public toilets | <b>20</b>   | 32                | 44           | 21        | 15               | 12         |
| Other specified locations             | <b>20</b>   | 16                | 11           | 22        | 26               | 17         |
| Designated areas/controlled/monitored | <b>14</b>   | 26                | 24           | 7         | 14               | 13         |
| Not in CBD/out of town/outskirts      | <b>14</b>   | 11                | 3            | 24        | 8                | 15         |
| Reserves/rivers/beaches/lakes         | <b>9</b>  | 3                 | 15           | 5         | 11               | 11         |
| Base                                  | <b>301</b>  | 33                | 32           | 74        | 74               | 88         |

\* caution: small bases





## 7. LOCAL ISSUES

## A. WORDS ASSOCIATED WITH COUNCIL

Thinking about Tasman District Council, residents were asked to say which words do they associate with Council.

33% of residents gave positive word associations (36% in 2018), while 37% were negative (40% in 2018).

15% of residents were unable to comment (20% in 2018).

Shorter term residents, those residing in the District 10 years or less are more likely to give **positive** word associations, than longer term residents.

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

Residents more likely to give **negative** word associations are ...

- Golden Bay Ward residents,
- residents aged 45 years or over,
- longer term residents, those residing in the District more than 10 years,
- residents with an annual household income of \$30,000 to \$50,000 or more than \$100,000,
- ratepayers.

We have grouped the responses as follows:

Full responses are recorded in the separate Verbatim Report.

| <b>Positive Associations 33%</b>    |     | <b>Negative Associations 37%</b>                      |    |
|-------------------------------------|-----|---|----|
| Good / do a good job                | 13% | Inefficient / ineffective / useless / slow            | 9% |
| Efficient / competent               | 7%  | Self-serving / underhanded                            | 6% |
| Community minded                    | 4%  | Not approachable / arrogant                           | 5% |
| Communicate well / they listen      | 3%  | Biased to certain areas / some areas miss out         | 4% |
| Friendly / approachable             | 2%  | Expensive / charge too much / rates issues            | 4% |
| Good services                       | 2%  | Financially irresponsible / waste money / overstaffed | 3% |
| Helpful                             | 2%  | Bureaucratic  | 3% |
| Innovative / forward thinking       | 2%  | Poor management / planning                            | 3% |
| Honest / open                       | 2%  | Old fashioned   | 3% |
| Environmental                       | 1%  | Overworked / stretched                                | 2% |
| Strong leadership / decision making | 1%  | Don't listen  | 2% |
| Proactive                           | 1%  | Could do better                                       | 1% |
| Good staff                          | 1%  | Lack of consultation                                  | 1% |
| Other positives                     | 4%  | Grandstanding / bullying                              | 1% |
|                                     |     | Other negative associations                           | 4% |

| <b>Okay/average/adequate 17%</b>  |    | <b>General Associations 8%</b> |      |
|-----------------------------------|----|--------------------------------|------|
| Adequate / okay job / acceptable  | 7% | Local Body / Governing Body    | 0.4% |
| Average                           | 3% | Other                          | 8%   |
| Satisfactory                      | 3% |                                |      |
| Fair / reasonable / quite good    | 2% |                                |      |
| Not bad / no problems / no issues | 3% |                                |      |

15% of residents were unable to comment.

\* multiple responses allowed





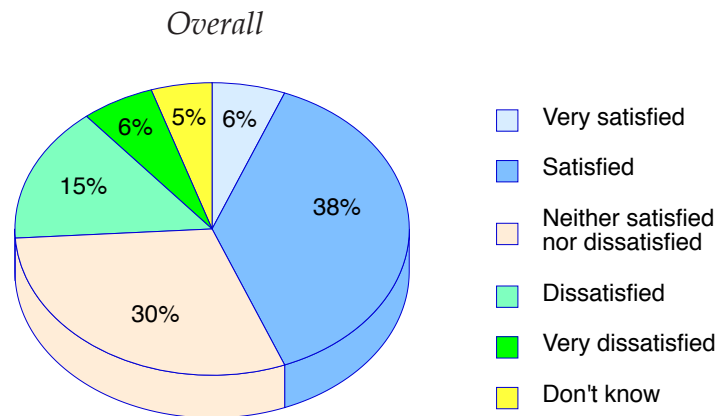
### Summary Table: Main Responses Group\*

|                            |                                | Positive<br>comments<br>% | Okay/<br>Average<br>comments<br>% | General<br>association<br>comments<br>% | Negative<br>% |
|----------------------------|--------------------------------|---------------------------|-----------------------------------|---|---------------|
| <b>Total</b>               | <b>2019</b>                    | <b>33</b>                 | <b>17</b>                         | <b>8</b>                                | <b>37</b>     |
|                            | 2018                           | 36                        | 8                                 | 9                                       | 40            |
|                            | 2015                           | 43                        | 12                                | 9                                       | 37            |
| <b>Ward</b>                |                                |                           |                                   |   |               |
|                            | Lakes-Murchison                | 40                        | 24                                | 4                                       | 31            |
|                            | Golden Bay                     | 16                        | 9                                 | 11                                      | 70            |
|                            | Motueka                        | 34                        | 16                                | 5                                       | 32            |
|                            | Moutere-Waimea                 | 28                        | 17                                | 5                                       | 45            |
|                            | Richmond                       | 42                        | 20                                | 15                                      | 24            |
| <b>Age Group</b>           |                                |                           |                                   |   |               |
|                            | 18-44 years                    | 33                        | 13                                | 13                                      | 29            |
|                            | 45-64 years                    | 31                        | 17                                | 7                                       | 40            |
|                            | 65+ years                      | 40                        | 23                                | 3                                       | 42            |
| <b>Length of Residence</b> |                                |                           |                                   |   |               |
|                            | Lived there 10 years or less   | 46                        | 17                                | 11                                      | 28            |
|                            | Lived there more than 10 years | 30                        | 18                                | 8                                       | 39            |
| <b>Household Income</b>    |                                |                           |                                   |   |               |
|                            | Less than \$30,000 pa          | 38                        | 21                                | 10                                      | 24            |
|                            | \$30,000-\$50,000 pa           | 35                        | 14                                | 2                                       | 45            |
|                            | \$50,001-\$100,000 pa          | 32                        | 21                                | 14                                      | 31            |
|                            | More than \$100,000 pa         | 32                        | 16                                | 7                                       | 44            |
| <b>Ratepayer?</b>          |                                |                           |                                   |   |               |
|                            | Ratepayer                      | 34                        | 16                                | 8                                       | 40            |
|                            | Non-ratepayer                  | 33                        | 26                                | 12                                      | 10            |

\* multiple responses allowed (excludes don't know)

## B. COUNCIL CONSULTATION AND COMMUNITY INVOLVEMENT

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



44% of residents are very satisfied/satisfied with the way Council consults the public in the decisions it makes (51% in 2017), while 21% are dissatisfied/very dissatisfied (14% in 2017). 30% are neither satisfied nor dissatisfied (33% in 2017) and 5% are unable to comment (2% in 2017).

The very satisfied/satisfied reading (44%) is below the Peer Group Average and similar to the National Average. The latter readings refer to satisfaction with the way Council **involves** the public.

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

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

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

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

|   | Very satisfied/<br>satisfied<br>% | Neither satisfied,<br>nor dissatisfied<br>% | Dissatisfied/<br>very dissatisfied<br>% | Don't<br>know<br>% |
|---|-----------------------------------|---|---|--------------------|
| <b>Overall*</b>                               |                                   |   |   |                    |
| Total District <b>2019</b>                    | <b>44</b>                         | <b>30</b>                                   | <b>21</b>                               | <b>5</b>           |
| 2017  | 51                                | 33  | 14                                      | 2                  |
| 2016  | 48                                | 30  | 18                                      | 4                  |
| 2014  | 49                                | 32  | 16                                      | 3                  |
| 2013 <sup>†</sup>                             | 42                                | 40  | 16                                      | 1                  |
| 2012 <sup>†</sup>                             | 56                                | 30  | 13                                      | 2                  |
| 2011  | 54                                | 24  | 20                                      | 2                  |
| 2010  | 55                                | 28  | 13                                      | 4                  |
| 2009  | 64                                | 20  | 13                                      | 3                  |
| 2008**  | 53                                | 24  | 20                                      | 3                  |
| 2005  | 61                                | 21  | 15                                      | 3                  |
| <b>Comparison***</b>                          |                                   |   |   |                    |
| Peer Group (Rural)                            | 53                                | 22  | 19                                      | 7                  |
| National Average                              | 44                                | 29  | 19                                      | 7                  |
| <b>Ward</b>                                   |                                   |   |   |                    |
| Lakes-Murchison <sup>†</sup>                  | 43                                | 32  | 23                                      | 2                  |
| Golden Bay                                    | 28                                | 27  | 41                                      | 4                  |
| Motueka                                       | 39                                | 28  | 21                                      | 12                 |
| Moutere-Waimea                                | 46                                | 33  | 18                                      | 3                  |
| Richmond                                      | 52                                | 30  | 17                                      | 1                  |
| <b>Age Group</b>                              |                                   |   |   |                    |
| 18-44 years                                   | 38                                | 38  | 17                                      | 7                  |
| 45-64 years                                   | 42                                | 28  | 25                                      | 5                  |
| 65+ years <sup>†</sup>                        | 56                                | 21  | 22                                      | 2                  |
| <b>Household Type</b>                         |                                   |   |   |                    |
| One person                                    | 65                                | 20  | 12                                      | 3                  |
| Couple, no children                           | 46                                | 27  | 24                                      | 3                  |
| 1 or 2 parent & children <sup>†</sup>         | 37                                | 34  | 21                                      | 7                  |
| Other multiple-person household <sup>††</sup> | 35                                | 38  | 23                                      | 4                  |

% read across

\* not asked in 2015 and 2018 and prior to 2005

\*\* 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

†† caution: small base

† does not add to 100% due to rounding

## C. STATEMENTS

### i. Tasman District Council Leads On Matters Of Importance To Its Communities

|                                |                   | 1                 | 2  | 3  | 4  | 5 6     |    | 7  | 8  | 9 | 10             | Don't know |
|--------------------------------|-------------------|-------------------|----|----|----|---------|----|----|----|---|----------------|------------|
|                                |                   | Strongly disagree |    |    |    | Neither |    |    |    |   | Strongly agree | know       |
|                                |                   | %                 | %  | %  | %  | %       | %  | %  | %  | % | %              | %          |
| <b>Overall*</b>                |                   |                   |    |    |    |         |    |    |    |   |                |            |
| Total District                 | 2019              | 3                 | 3  | 5  | 5  | 28      | 19 | 15 | 16 | 1 | 2              | 3          |
|                                | 2018 <sup>†</sup> | 4                 | 3  | 7  | 6  | 23      | 14 | 20 | 12 | 3 | 5              | 2          |
|                                | 2017              | 2                 | 2  | 5  | 3  | 38      | 19 | 18 | 7  | 2 | 2              | 2          |
|                                | 2016 <sup>†</sup> | 4                 | 4  | 4  | 6  | 33      | 20 | 17 | 6  | 2 | 2              | 3          |
|                                | 2015 <sup>†</sup> | 2                 | 2  | 3  | 5  | 30      | 20 | 19 | 12 | 1 | 3              | 2          |
| <b>Ward</b>                    |                   |                   |    |    |    |         |    |    |    |   |                |            |
| Lakes-Murchison <sup>†</sup>   |                   | -                 | 2  | 13 | 6  | 28      | 19 | 9  | 16 | 2 | 2              | 2          |
| Golden Bay                     |                   | 14                | 10 | 11 | 10 | 23      | 20 | 5  | 5  | - | -              | 2          |
| Motueka <sup>†</sup>           |                   | 1                 | 4  | 8  | 3  | 30      | 17 | 10 | 21 | 1 | 2              | 4          |
| Moutere-Waimea                 |                   | 4                 | 2  | 2  | 4  | 32      | 19 | 18 | 10 | 3 | 3              | 4          |
| Richmond                       |                   | -                 | -  | 3  | 6  | 24      | 19 | 21 | 21 | 1 | 3              | 2          |
| <b>Length of Residence</b>     |                   |                   |    |    |    |         |    |    |    |   |                |            |
| Lived there 10 yrs or less     |                   | -                 | 3  | 5  | 1  | 24      | 15 | 7  | 34 | 3 | 4              | 4          |
| Lived there more than 10 years |                   | 3                 | 3  | 5  | 7  | 29      | 19 | 17 | 11 | 1 | 2              | 3          |
| <b>Ratepayer?</b>              |                   |                   |    |    |    |         |    |    |    |   |                |            |
| Ratepayer                      |                   | 3                 | 3  | 5  | 6  | 29      | 19 | 16 | 14 | 1 | 2              | 2          |
| Non-ratepayer <sup>†</sup>     |                   | -                 | 3  | 5  | 4  | 17      | 18 | 10 | 27 | 6 | 3              | 8          |

% read across

\* not asked prior to 2015

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

34% of residents agree (rating 7-10) with the statement 'Tasman District Council leads on matters of importance to its communities' (40% in 2018), while 16% disagree (rating 1-4) (20% in 2018). The average rating is 6.

Residents more likely to **agree** with the statement are ...

- all Ward residents, except Golden Bay Ward residents, 10%,
- shorter term residents, those residing in the District 10 years or less, 48%,
- non-ratepayers, 46%.

Residents more likely to **disagree** are ...

- Golden Bay Ward residents, 45%.

*ii. Overall Tasman District Council Makes The Right Decisions*

|   |                   | 1<br>Strongly<br>disagree<br>% | 2<br>% | 3<br>% | 4<br>% | 5<br>Neither<br>% | 6<br>% | 7<br>% | 8<br>% | 9<br>% | 10<br>Strongly<br>agree<br>% | Don't<br>know<br>% |
|---|-------------------|--------------------------------|--------|--------|--------|-------------------|--------|--------|--------|--------|------------------------------|--------------------|
| <b>Overall*</b>                             |                   |                                |        |        |        |                   |        |        |        |        |                              |                    |
| Total District                              | 2019              | 4                              | 3      | 5      | 10     | 22                | 16     | 21     | 13     | 3      | 1                            | 2                  |
|   | 2018 <sup>†</sup> | 6                              | 7      | 5      | 8      | 26                | 15     | 18     | 11     | 1      | 3                            | 1                  |
|   | 2017              | 3                              | 1      | 9      | 8      | 22                | 14     | 26     | 14     | 1      | 1                            | 1                  |
|   | 2016              | 4                              | 3      | 6      | 11     | 27                | 15     | 19     | 11     | 1      | 2                            | 1                  |
|   | 2015 <sup>†</sup> | 3                              | 4      | 5      | 9      | 21                | 22     | 19     | 13     | 2      | 2                            | 2                  |
| <b>Ward</b>                                 |                   |                                |        |        |        |                   |        |        |        |        |                              |                    |
| Lakes-Murchison <sup>†</sup>                |                   | -                              | -      | 9      | 17     | 29                | 13     | 22     | 6      | 2      | -                            | 1                  |
| Golden Bay <sup>†</sup>                     |                   | 16                             | 10     | 10     | 11     | 19                | 26     | 5      | 2      | -      | -                            | -                  |
| Motueka <sup>†</sup>                        |                   | 6                              | 4      | 3      | 6      | 25                | 13     | 24     | 13     | 1      | 2                            | 5                  |
| Moutere-Waimea <sup>†</sup>                 |                   | 3                              | 2      | 7      | 13     | 18                | 16     | 25     | 8      | 5      | 1                            | 3                  |
| Richmond                                    |                   | -                              | -      | 3      | 9      | 24                | 15     | 20     | 21     | 5      | 2                            | 1                  |
| <b>Age Group<sup>†</sup></b>                |                   |                                |        |        |        |                   |        |        |        |        |                              |                    |
| 18-44 years                                 |                   | 3                              | 1      | 4      | 12     | 22                | 13     | 25     | 16     | 2      | -                            | 3                  |
| 45-64 years                                 |                   | 5                              | 4      | 6      | 11     | 24                | 19     | 18     | 9      | 3      | 1                            | 1                  |
| 65+ years                                   |                   | 4                              | 3      | 5      | 6      | 21                | 15     | 21     | 14     | 5      | 4                            | 3                  |
| <b>Length of Residence</b>                  |                   |                                |        |        |        |                   |        |        |        |        |                              |                    |
| Lived there 10 yrs or less                  |                   | 4                              | 1      | 2      | 6      | 23                | 9      | 23     | 22     | 5      | 2                            | 3                  |
| Lived there more than 10 years <sup>†</sup> |                   | 4                              | 3      | 6      | 11     | 22                | 18     | 20     | 10     | 2      | 1                            | 2                  |

% read across

\* not asked prior to 2015

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

38% of residents agree (rating 7-10) with the statement 'Overall Tasman District Council makes the right decisions' (33% in 2018), while 22% disagree (rating 1-4) (26% in 2018). The mean is 6.

Residents **less** likely to **agree** with the statement are ...

- Golden Bay Ward residents, 7%,
- residents aged 45 to 64 years, 31%,
- longer term residents, those residing in the District more than 10 years, 33%.

Residents **more** likely to **disagree** are ...

- Golden Bay Ward residents, 49%,
- longer term residents, those residing in the District more than 10 years, 24%.





### iii. Mayor And Councillors Display Sound And Effective Leadership

|                              |                   | 1                 | 2 | 3 | 4  | 5       | 6  | 7  | 8  | 9  | 10             | Don't know |
|------------------------------|-------------------|-------------------|---|---|----|---------|----|----|----|----|----------------|------------|
|                              |                   | Strongly disagree |   |   |    | Neither |    |    |    |    | Strongly agree | know       |
|                              |                   | %                 | % | % | %  | %       | %  | %  | %  | %  | %              | %          |
| <b>Overall*</b>              |                   |                   |   |   |    |         |    |    |    |    |                |            |
| Total District               | 2019              | 6                 | 4 | 4 | 8  | 19      | 10 | 20 | 15 | 6  | 2              | 6          |
|                              | 2018              | 6                 | 4 | 6 | 9  | 23      | 15 | 19 | 9  | 3  | 3              | 3          |
|                              | 2017 <sup>†</sup> | 4                 | 4 | 6 | 8  | 21      | 18 | 20 | 11 | 2  | 1              | 4          |
|                              | 2016              | 6                 | 3 | 5 | 8  | 27      | 14 | 17 | 12 | 3  | 2              | 3          |
| <b>Ward</b>                  |                   |                   |   |   |    |         |    |    |    |    |                |            |
| Lakes-Murchison <sup>†</sup> |                   | -                 | 3 | 5 | 13 | 27      | 7  | 26 | 10 | 2  | 2              | 6          |
| Golden Bay                   |                   | 23                | 8 | 5 | 11 | 23      | 10 | 9  | 7  | 2  | -              | 2          |
| Motueka <sup>†</sup>         |                   | 10                | 2 | 1 | 5  | 19      | 8  | 17 | 22 | 3  | 2              | 12         |
| Moutere-Waimea <sup>†</sup>  |                   | 3                 | 5 | 5 | 10 | 17      | 11 | 22 | 12 | 5  | 3              | 9          |
| Richmond <sup>†</sup>        |                   | 1                 | 4 | 5 | 6  | 17      | 13 | 22 | 17 | 10 | 4              | -          |
| <b>Ratepayer?</b>            |                   |                   |   |   |    |         |    |    |    |    |                |            |
| Ratepayer <sup>†</sup>       |                   | 7                 | 4 | 4 | 9  | 20      | 11 | 20 | 14 | 5  | 3              | 4          |
| Non-ratepayer                |                   | -                 | 2 | 4 | 3  | 10      | 11 | 21 | 24 | 7  | -              | 18         |

% read across

\* not asked prior to 2016

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

43% of residents agree (rating 7-10) with the statement 'Mayor and Councillors display sound and effective leadership' (34% in 2018), while 22% disagree (rating 1-4) (25% in 2018). The mean is 6.

Golden Bay residents are **less** likely (18%) to **agree** with the statement, than other Ward residents.

Residents more likely to **disagree** with the statement are ...

- Golden Bay Ward residents, 47%,
- ratepayers, 24%.

*iv. Tasman District Council Listens And Acts To The Needs Of Residents*

|   |                   | 1                 | 2  | 3  | 4  | 5       | 6  | 7  | 8  | 9  | 10             | Don't know |
|---|-------------------|-------------------|----|----|----|---------|----|----|----|----|----------------|------------|
|   |                   | Strongly disagree |    |    |    | Neither |    |    |    |    | Strongly agree | know       |
|   |                   | %                 | %  | %  | %  | %       | %  | %  | %  | %  | %              | %          |
| <b>Overall*</b>                             |                   |                   |    |    |    |         |    |    |    |    |                |            |
| Total District                              | 2019 <sup>†</sup> | 8                 | 5  | 4  | 8  | 23      | 16 | 18 | 9  | 3  | 1              | 4          |
|   | 2018              | 11                | 5  | 9  | 9  | 19      | 13 | 18 | 6  | 2  | 3              | 5          |
|   | 2017              | 5                 | 5  | 10 | 13 | 17      | 16 | 20 | 11 | 1  | -              | 2          |
|   | 2016              | 7                 | 5  | 8  | 10 | 23      | 13 | 20 | 7  | 2  | 2              | 3          |
|   | 2015              | 5                 | 4  | 5  | 11 | 24      | 20 | 17 | 8  | 2  | 2              | 2          |
| <b>Ward</b>                                 |                   |                   |    |    |    |         |    |    |    |    |                |            |
| Lakes-Murchison                             |                   | 11                | 6  | 9  | 13 | 19      | 9  | 14 | 11 | -  | 2              | 6          |
| Golden Bay <sup>†</sup>                     |                   | 24                | 16 | 4  | 5  | 33      | 12 | 5  | -  | -  | -              | 2          |
| Motueka <sup>†</sup>                        |                   | 10                | 4  | 2  | 7  | 20      | 13 | 19 | 16 | 1  | 1              | 5          |
| Moutere-Waimea                              |                   | 6                 | 4  | 7  | 7  | 28      | 14 | 15 | 9  | 4  | 2              | 4          |
| Richmond <sup>†</sup>                       |                   | 2                 | 2  | 1  | 9  | 19      | 24 | 25 | 7  | 5  | 2              | 5          |
| <b>Age Group<sup>†</sup></b>                |                   |                   |    |    |    |         |    |    |    |    |                |            |
| 18-44 years                                 |                   | 7                 | 2  | 4  | 4  | 27      | 19 | 15 | 10 | 3  | 1              | 7          |
| 45-64 years                                 |                   | 6                 | 8  | 5  | 10 | 21      | 14 | 23 | 6  | 2  | 1              | 3          |
| 65+ years                                   |                   | 11                | 6  | 3  | 9  | 19      | 16 | 14 | 13 | 4  | 2              | 2          |
| <b>Household Income</b>                     |                   |                   |    |    |    |         |    |    |    |    |                |            |
| Less than \$30,000 pa <sup>†</sup>          |                   | 15                | 3  | 1  | 6  | 14      | 15 | 13 | 21 | 5  | 2              | 7          |
| \$30,000-\$50,000 pa                        |                   | 13                | 12 | 4  | 7  | 21      | 9  | 25 | 5  | 1  | 1              | 2          |
| \$50,001-\$100,000 pa <sup>†</sup>          |                   | 6                 | 5  | 4  | 9  | 24      | 18 | 17 | 10 | 4  | 1              | 3          |
| More than \$100,000 pa <sup>†</sup>         |                   | 3                 | 3  | 2  | 7  | 29      | 25 | 18 | 7  | 1  | 1              | 3          |
| <b>Length of Residence</b>                  |                   |                   |    |    |    |         |    |    |    |    |                |            |
| Lived there 10 yrs or less                  |                   | 5                 | 2  | 4  | 5  | 24      | 16 | 18 | 8  | 6  | 4              | 8          |
| Lived there more than 10 years <sup>†</sup> |                   | 9                 | 6  | 4  | 9  | 23      | 17 | 18 | 10 | 11 | 1              | 3          |
| <b>Ratepayer?</b>                           |                   |                   |    |    |    |         |    |    |    |    |                |            |
| Ratepayer                                   |                   | 9                 | 5  | 4  | 8  | 24      | 18 | 16 | 9  | 2  | 2              | 3          |
| Non-ratepayer                               |                   | 1                 | 6  | 5  | 4  | 17      | 5  | 30 | 11 | 7  | -              | 14         |

% read across

\* not asked prior to 2015, in 2015 statement read "Tasman District council listens to the needs of residents"

† does not add to 100% due to rounding

31% of residents agree (rating 7-10) with the statement 'Tasman District Council listens and acts on the needs of residents', while 25% disagree (rating 1-4) (34% in 2018). The mean is 5.

Residents **less** likely to **agree** with the statement are ...

- Golden Bay Ward residents, 5%,
- ratepayers, 29%.

Residents **more** likely to **disagree** are ...

- Golden Ward residents, 49%,
- residents aged 45 years or over (45 to 64 years, 29% and 65+ years, 29%),
- residents with an annual household income of \$30,000 to \$50,000, 36%,
- longer term residents, those residing in the District more than 10 years, 28%.



### v. Council Managers And Staff Are Competent

|                           |                   | 1                 | 2 | 3  | 4  | 5       | 6  | 7  | 8  | 9 | 10             | Don't know |
|---------------------------|-------------------|-------------------|---|----|----|---------|----|----|----|---|----------------|------------|
|                           |                   | Strongly disagree |   |    |    | Neither |    |    |    |   | Strongly agree |            |
|                           |                   | %                 | % | %  | %  | %       | %  | %  | %  | % | %              | %          |
| <b>Overall*</b>           |                   |                   |   |    |    |         |    |    |    |   |                |            |
| Total District            | 2019 <sup>†</sup> | 4                 | 1 | 4  | 6  | 20      | 11 | 19 | 17 | 5 | 4              | 10         |
|                           | 2018 <sup>†</sup> | 5                 | 3 | 3  | 5  | 21      | 10 | 23 | 14 | 6 | 5              | 6          |
|                           | 2017 <sup>†</sup> | 2                 | 3 | 3  | 7  | 22      | 15 | 22 | 15 | 2 | 2              | 5          |
|                           | 2016 <sup>†</sup> | 4                 | 4 | 4  | 7  | 22      | 13 | 20 | 15 | 5 | 3              | 4          |
|                           | 2015              | 1                 | 2 | 3  | 6  | 15      | 18 | 22 | 19 | 4 | 6              | 4          |
| <b>Ward</b>               |                   |                   |   |    |    |         |    |    |    |   |                |            |
| Lakes-Murchison           |                   | -                 | - | 13 | 13 | 19      | 5  | 12 | 18 | 7 | 2              | 11         |
| Golden Bay                |                   | 8                 | 4 | -  | 10 | 22      | 6  | 20 | 17 | 3 | 5              | 5          |
| Motueka <sup>†</sup>      |                   | 5                 | 1 | 3  | 5  | 15      | 8  | 15 | 23 | 3 | 8              | 13         |
| Moutere-Waimea            |                   | 4                 | 2 | 6  | 2  | 24      | 15 | 24 | 10 | 2 | 4              | 7          |
| Richmond <sup>†</sup>     |                   | 2                 | - | 3  | 5  | 20      | 13 | 19 | 18 | 8 | 2              | 10         |
| <b>Gender<sup>†</sup></b> |                   |                   |   |    |    |         |    |    |    |   |                |            |
| Male                      |                   | 5                 | 1 | 5  | 3  | 23      | 12 | 18 | 14 | 5 | 4              | 11         |
| Female                    |                   | 2                 | 1 | 4  | 8  | 17      | 10 | 20 | 20 | 4 | 5              | 9          |
| <b>Ratepayer?</b>         |                   |                   |   |    |    |         |    |    |    |   |                |            |
| Ratepayer                 |                   | 4                 | 1 | 5  | 6  | 19      | 12 | 19 | 18 | 4 | 3              | 9          |
| Non-ratepayer             |                   | -                 | - | -  | -  | 27      | 6  | 17 | 15 | 9 | 13             | 13         |

% read across

\* not asked prior to 2015, in 2015 statement read "Council managers and staff do a good job"

† does not add to 100% due to rounding

45% of residents agree (rating 7-10) with the statement 'Council managers and staff are competent' (48% in 2018), while 15% disagree (rating 1-4). The mean is 6.

Women, 49%, are more likely to **agree** with the statement, than men, 41%.

Ratepayers, 16%, are more likely to **disagree** with the statement, than non-ratepayers, 0%.

### vi. Tasman District Council Is Effective

|   |                   | 1                 | 2 | 3 | 4  | 5 6     |    | 7  | 8  | 9  | 10             | Don't know |
|---|-------------------|-------------------|---|---|----|---------|----|----|----|----|----------------|------------|
|   |                   | Strongly disagree |   |   |    | Neither |    |    |    |    | Strongly agree |            |
|   |                   | %                 | % | % | %  | %       | %  | %  | %  | %  | %              | %          |
| <b>Overall*</b>                         |                   |                   |   |   |    |         |    |    |    |    |                |            |
| Total District                          | 2019 <sup>†</sup> | 2                 | 2 | 4 | 6  | 16      | 16 | 26 | 19 | 4  | 3              | 3          |
|   | 2018              | 4                 | 1 | 4 | 7  | 20      | 15 | 21 | 16 | 6  | 5              | 1          |
|   | 2017              | 2                 | 2 | 3 | 6  | 22      | 18 | 25 | 16 | 3  | 2              | 1          |
|   | 2016              | 2                 | 2 | 4 | 7  | 20      | 16 | 23 | 18 | 4  | 2              | 2          |
|   | 2015 <sup>†</sup> | 1                 | 3 | 2 | 7  | 20      | 16 | 24 | 18 | 4  | 3              | 3          |
| <b>Ward</b>                             |                   |                   |   |   |    |         |    |    |    |    |                |            |
| Lakes-Murchison                         |                   | 1                 | - | 6 | 16 | 18      | 7  | 19 | 20 | 6  | 4              | 2          |
| Golden Bay                              |                   | 13                | 4 | 6 | 7  | 18      | 20 | 22 | 6  | -  | 2              | 2          |
| Motueka <sup>†</sup>                    |                   | 1                 | 1 | 5 | 6  | 20      | 8  | 23 | 26 | 3  | 2              | 6          |
| Moutere-Waimea <sup>†</sup>             |                   | 3                 | 2 | 2 | 7  | 17      | 23 | 28 | 11 | 2  | 2              | 4          |
| Richmond <sup>†</sup>                   |                   | -                 | 2 | 3 | 4  | 10      | 17 | 29 | 23 | 8  | 4              | 1          |
| <b>Age Group</b>                        |                   |                   |   |   |    |         |    |    |    |    |                |            |
| 18-44 years <sup>†</sup>                |                   | -                 | - | 3 | 3  | 16      | 16 | 25 | 22 | 7  | 3              | 4          |
| 45-64 years <sup>†</sup>                |                   | 3                 | 3 | 5 | 9  | 18      | 15 | 25 | 17 | 3  | 1              | 3          |
| 65+ years                               |                   | 4                 | 3 | 3 | 7  | 10      | 17 | 26 | 18 | 2  | 6              | 4          |
| <b>Length of Residence</b>              |                   |                   |   |   |    |         |    |    |    |    |                |            |
| Lived there 10 yrs or less <sup>†</sup> |                   | -                 | - | 1 | 8  | 15      | 10 | 21 | 24 | 7  | 7              | 6          |
| Lived there more than 10 years          |                   | 3                 | 2 | 4 | 6  | 16      | 17 | 27 | 17 | 3  | 2              | 3          |
| <b>Ratepayer?<sup>†</sup></b>           |                   |                   |   |   |    |         |    |    |    |    |                |            |
| Ratepayer                               |                   | 3                 | 2 | 4 | 7  | 16      | 16 | 27 | 18 | 2  | 3              | 3          |
| Non-ratepayer <sup>†</sup>              |                   | -                 | - | 1 | 1  | 13      | 16 | 16 | 25 | 16 | 4              | 10         |

% read across

\* not asked prior to 2015

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

52% of residents agree (rating 7-10) with the statement 'Tasman District Council is effective' (48% in 2018), while 14% disagree (rating 1-4). The mean is 6.

Shorter term residents, those residing in the District 10 years or less, 59%, are more likely to **agree** with the statement, than longer term residents, 49%.

It also appears that Richmond Ward residents, 64%, are slightly more likely, than other Ward residents to feel this way.

Residents are more likely to **disagree** with the statement are ...

- residents aged 45 years or over (45-64 years, 20%, 65+ years, 17%),
- ratepayers, 16%.

*vii. Tasman District Council Provides Good Value For Rates Dollars Spent*

|                                |       | 1                 | 2  | 3  | 4  | 5       | 6  | 7  | 8  | 9 | 10             | Don't know |
|--------------------------------|-------|-------------------|----|----|----|---------|----|----|----|---|----------------|------------|
|                                |       | Strongly disagree |    |    |    | Neither |    |    |    |   | Strongly agree | know       |
|                                |       | %                 | %  | %  | %  | %       | %  | %  | %  | % | %              | %          |
| <b>Overall**</b>               |       |                   |    |    |    |         |    |    |    |   |                |            |
| Total District                 | 2019  | 7                 | 6  | 9  | 11 | 17      | 15 | 16 | 10 | 2 | 1              | 6          |
|                                | 2018† | 9                 | 8  | 8  | 13 | 20      | 10 | 15 | 7  | 3 | 2              | 4          |
|                                | 2017  | 6                 | 3  | 7  | 12 | 19      | 15 | 19 | 12 | 3 | 1              | 3          |
|                                | 2016† | 9                 | 7  | 9  | 11 | 20      | 16 | 14 | 7  | 3 | 1              | 4          |
|                                | 2015  | 8                 | 8  | 7  | 12 | 17      | 17 | 20 | 6  | 2 | 1              | 3          |
| <b>Ward</b>                    |       |                   |    |    |    |         |    |    |    |   |                |            |
| Lakes-Murchison†               |       | 14                | 8  | 7  | 16 | 13      | 16 | 12 | 8  | 1 | -              | 6          |
| Golden Bay†                    |       | 18                | 12 | 9  | 8  | 16      | 15 | 8  | 6  | 2 | -              | 5          |
| Motueka                        |       | 6                 | 8  | 6  | 11 | 14      | 12 | 19 | 14 | 1 | 1              | 8          |
| Moutere-Waimea                 |       | 5                 | 5  | 14 | 16 | 22      | 10 | 12 | 6  | 2 | 1              | 7          |
| Richmond                       |       | 4                 | 2  | 9  | 6  | 17      | 21 | 19 | 13 | 3 | 2              | 4          |
| <b>Gender†</b>                 |       |                   |    |    |    |         |    |    |    |   |                |            |
| Male                           |       | 7                 | 6  | 15 | 9  | 17      | 16 | 17 | 8  | 2 | 1              | 3          |
| Female                         |       | 7                 | 6  | 4  | 12 | 18      | 14 | 14 | 12 | 3 | 2              | 9          |
| <b>Length of Residence†</b>    |       |                   |    |    |    |         |    |    |    |   |                |            |
| Lived there 10 yrs or less     |       | 4                 | 4  | 7  | 6  | 19      | 12 | 16 | 21 | 4 | 2              | 4          |
| Lived there more than 10 years |       | 8                 | 6  | 10 | 12 | 17      | 16 | 15 | 7  | 2 | 1              | 7          |
| <b>Household Type</b>          |       |                   |    |    |    |         |    |    |    |   |                |            |
| One person                     |       | 4                 | 3  | 6  | 8  | 15      | 13 | 29 | 18 | 2 | 2              | -          |
| Couple, no children†           |       | 10                | 5  | 12 | 8  | 22      | 13 | 15 | 8  | 2 | 3              | 3          |
| 1 or 2 parents & children†     |       | 4                 | 8  | 9  | 15 | 15      | 16 | 13 | 9  | 3 | -              | 10         |
| Other multi-person**           |       | 15                | -  | 6  | 5  | 14      | 16 | 12 | 22 | - | -              | 10         |
| <b>Ratepayer?†</b>             |       |                   |    |    |    |         |    |    |    |   |                |            |
| Ratepayer                      |       | 8                 | 6  | 10 | 11 | 17      | 15 | 15 | 10 | 2 | 1              | 4          |
| Non-ratepayer                  |       | 1                 | 1  | 1  | 7  | 23      | 10 | 20 | 14 | 3 | -              | 19         |

% read across

\* not asked prior to 2015

\*\* caution: small base

† does not add to 100% due to rounding



29% of residents agree (rating 7-10) with the statement 'Tasman District Council provides good value for rates dollars spent', while 33% disagree (rating 1-4) (38% in 2018). The mean is 5.

Residents more likely to **agree** with the statement are ...

- Richmond (37%) and Motueka (35%) Ward residents,
- one person household, 51%,
- shorter term residents, those residing in the District 10 years or less, 43%.

Residents more likely to **disagree** with the statement are ...

- men, 37%,
- longer term residents, those residing in the District more than 10 years, 36%,
- ratepayers, 35%.

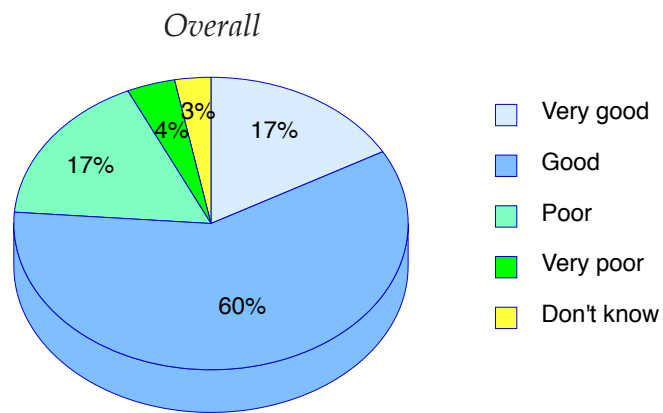


*viii. Summary Table: Level Of Agreement Regarding The Following Statements*

|   | Mean | 1<br>Strongly<br>disagree<br>% | 2<br>% | 3<br>% | 4<br>% | 5<br>% | 6<br>% | 7<br>% | 8<br>% | 9<br>% | 10<br>Strongly<br>agree<br>% | Don't<br>know<br>% |
|---|------|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|------------------------------|--------------------|
| Tasman District Council leads on matters of importance to its communities | 6    | 3                              | 3      | 5      | 5      | 28     | 19     | 15     | 16     | 1      | 2                            | 3                  |
| Overall Tasman District Council makes the right decisions                 | 6    | 4                              | 3      | 5      | 10     | 22     | 16     | 21     | 13     | 3      | 1                            | 2                  |
| Mayor and Councillors display sound and effective leadership              | 6    | 6                              | 4      | 4      | 8      | 19     | 10     | 20     | 15     | 6      | 2                            | 6                  |
| Tasman District Council listens and acts on the needs of residents        | 5    | 8                              | 5      | 4      | 8      | 23     | 16     | 18     | 9      | 3      | 1                            | 4                  |
| Council managers and staff are competent <sup>†</sup>                     | 6    | 4                              | 1      | 4      | 6      | 20     | 11     | 19     | 17     | 5      | 4                            | 10                 |
| Tasman District Council is effective <sup>†</sup>                         | 6    | 2                              | 2      | 4      | 6      | 16     | 16     | 26     | 19     | 4      | 3                            | 3                  |
| Tasman District Council provides good value for rates dollars spent       | 5    | 7                              | 6      | 9      | 11     | 17     | 15     | 16     | 10     | 2      | 1                            | 6                  |

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

## D. RATING TASMAN DISTRICT COUNCIL'S REPUTATION



77% of residents feel Tasman District Council has a very good/good reputation, while 21% feel it is poor/very poor (24% in 2018).

Residents more likely to say very good/good are ...

- all Ward residents, except Golden Bay Ward residents,
- non-ratepayers.

### Rating Tasman District Council's Reputation

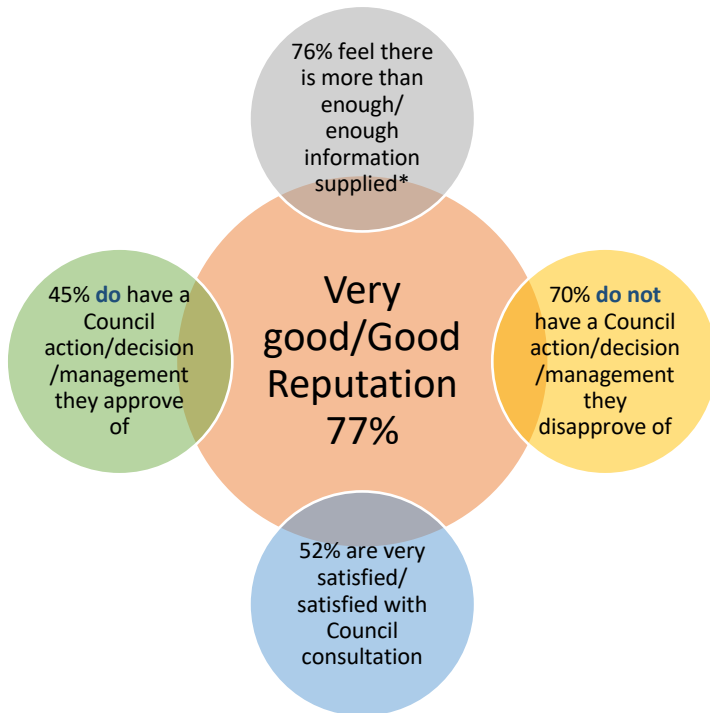
|                              |                   | Very good<br>% | Good<br>% | Very good/<br>Good<br>% | Poor<br>% | Very poor<br>% | Poor/<br>Very poor<br>% | Don't know<br>% |
|------------------------------|-------------------|----------------|-----------|-------------------------|-----------|----------------|-------------------------|-----------------|
| <b>Overall</b>               |                   |                |           |                         |           |                |                         |                 |
| Total District               | 2019 <sup>†</sup> | 17             | 60        | 77                      | 17        | 4              | 21                      | 3               |
|                              | 2018 <sup>†</sup> | 16             | 59        | 75                      | 17        | 7              | 24                      | 1               |
| <b>Ward</b>                  |                   |                |           |                         |           |                |                         |                 |
| Lakes-Murchison <sup>†</sup> |                   | 12             | 59        | 71                      | 27        | 1              | 28                      | -               |
| Golden Bay                   |                   | -              | 44        | 44                      | 32        | 22             | 54                      | 2               |
| Motueka                      |                   | 23             | 55        | 78                      | 16        | 2              | 18                      | 4               |
| Moutere-Waimea               |                   | 11             | 66        | 77                      | 16        | 4              | 20                      | 3               |
| Richmond                     |                   | 23             | 64        | 87                      | 10        | -              | 10                      | 3               |
| <b>Ratepayer?</b>            |                   |                |           |                         |           |                |                         |                 |
| Ratepayer                    |                   | 14             | 61        | 75                      | 18        | 4              | 22                      | 3               |
| Non-ratepayer                |                   | 38             | 51        | 89                      | 7         | 2              | 9                       | 2               |

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

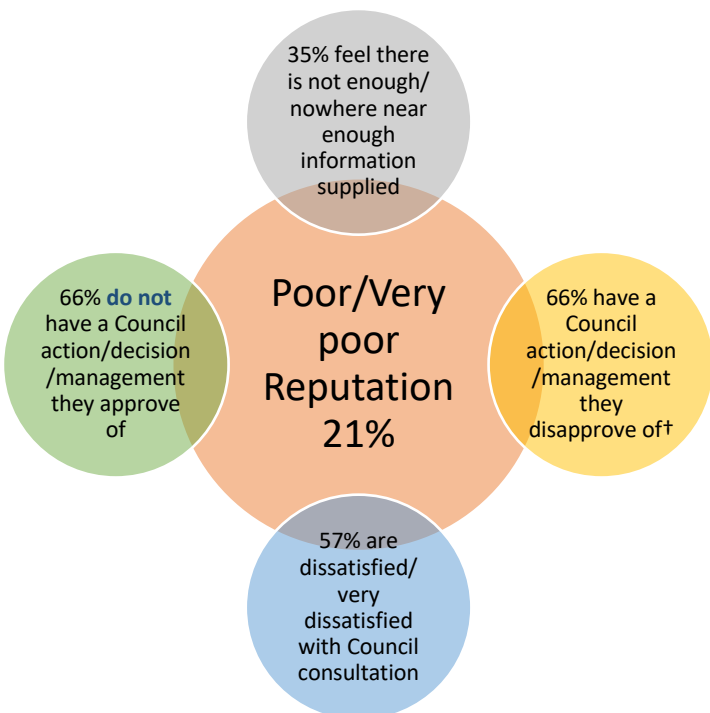
### Do Residents Feel Tasman District Council Has A Good Reputation?

|                |      | Yes<br>% | No<br>% | Don't know<br>% |
|----------------|------|----------|---------|-----------------|
| <b>Overall</b> | 2017 | 69       | 22      | 9               |
|                | 2016 | 62       | 26      | 12              |

## Correlation Between Reputation And Other Key Questions



\* 76% of residents who feel there is more than enough/enough information supplied, rate Council's reputation as very good/good



† 66% of residents who have a Council action/decision/management they disapprove of, rate Council's reputation as very good/good

|             | Actions/Decisions/<br>Managements<br>Approve of<br>% | Actions/Decisions/<br>Managements<br>Disapprove of<br>% | Difference<br>% | Reputation<br>Very good/Good<br>% |
|-------------|--|---|-----------------|-----------------------------------|
| <b>2019</b> | <b>42</b>  | <b>38</b>   | <b>14</b>       | <b>77</b>                         |
| 2018        | 43   | 52  | -9              | 75                                |

The main reasons\* residents<sup>†</sup> feel Tasman District has a very good/good reputation are ...

- doing okay/average/doing the best they can, mentioned by 15% of residents<sup>†</sup>,
- don't hear negatives/complaints against them/no real issues, 14%,
- provide good services/facilities/infrastructure, 14%,
- good to deal with/approachable/helpful/accessible, 12%,
- doing a good job/people are happy with what they do/get things done, 10%.

\* multiple responses allowed

<sup>†</sup> residents who feel Tasman District Council has a good reputation, N=303

Main reasons\* residents<sup>†</sup> feel Tasman District has a poor/very poor reputation are ...

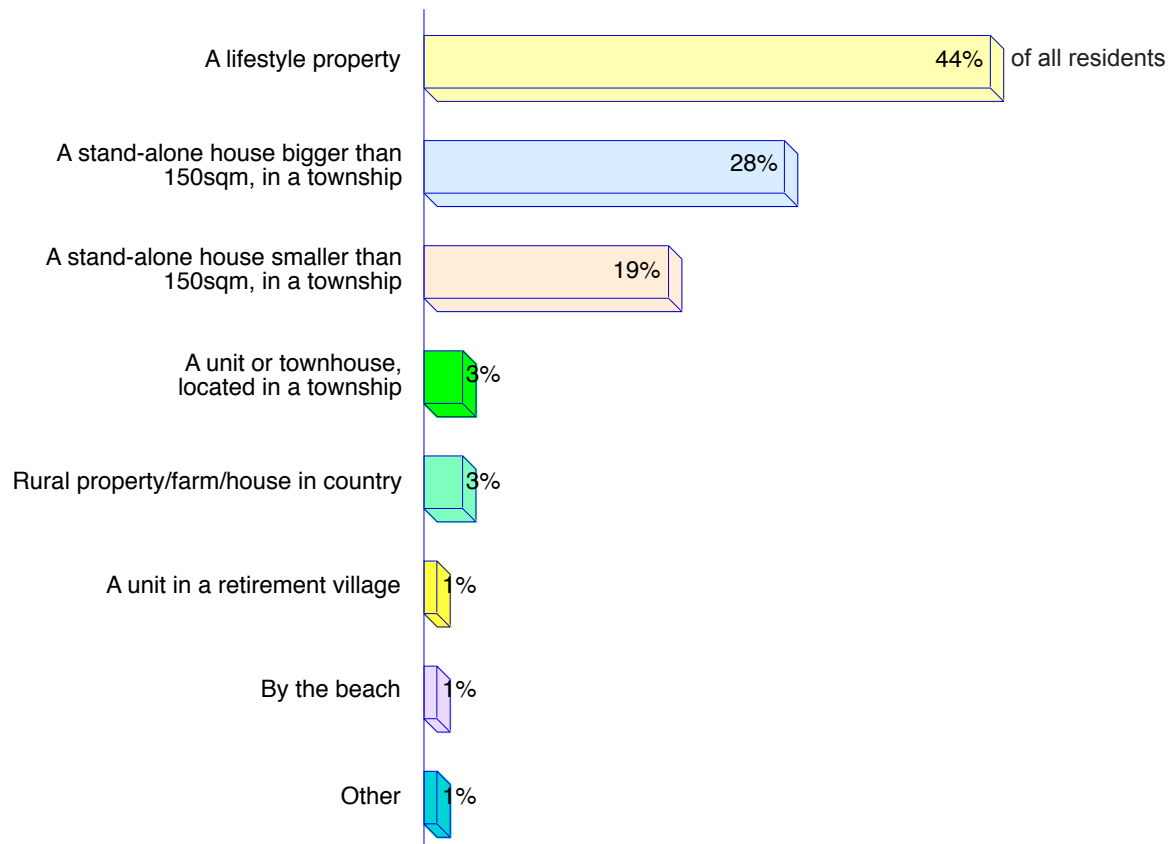
- heard/read negative things about Council, mentioned by 18% of residents<sup>†</sup>,
- personal experience/difficult to deal with/not happy with service, 16%,
- the Waimea Dam, 15%,
- high rates/not value for money/everything is expensive, 13%,
- poor decisions/planning/priorities, 12%.

\* multiple responses allowed

<sup>†</sup> residents who feel Tasman District Council does not have a good reputation, N=88

## E. MOST PREFERRED HOUSING TYPE

Residents were asked to say which of the following housing type they would most prefer to live in, given their current housing needs and housing budget.





## Summary Table: Most Preferred Housing Type

|   |                   | Lifestyle property % | Stand-alone bigger than 150m <sup>2</sup> % | Stand-alone smaller than 150m <sup>2</sup> % | A unit or town-house % | Rural property % | Unit in retirement village % | By beach % | Other % |
|---|-------------------|----------------------|---|--|------------------------|------------------|------------------------------|------------|---------|
| <b>Overall*</b>                             |                   |                      |   |  |                        |                  |                              |            |         |
| Total District                              | 2019              | 44                   | 28  | 19   | 3                      | 3                | 1                            | 1          | 1       |
|   | 2018 <sup>†</sup> | 43                   | 24  | 22   | 5                      | 3                | 2                            | 1          | 1       |
| <b>Ward</b>                                 |                   |                      |   |  |                        |                  |                              |            |         |
| Lakes-Murchison                             |                   | 61                   | 15  | 10   | -                      | 14               | -                            | -          | -       |
| Golden Bay <sup>†</sup>                     |                   | 59                   | 13  | 14   | -                      | 11               | -                            | 2          | -       |
| Motueka <sup>†</sup>                        |                   | 33                   | 25  | 32   | 3                      | 2                | 2                            | -          | 4       |
| Moutere-Waimea                              |                   | 61                   | 26  | 6  | 3                      | 2                | -                            | 1          | 1       |
| Richmond <sup>†</sup>                       |                   | 28                   | 40  | 22   | 6                      | -                | 2                            | -          | -       |
| <b>Age Group</b>                            |                   |                      |   |  |                        |                  |                              |            |         |
| 18-44 years <sup>†</sup>                    |                   | 46                   | 36  | 14   | 1                      | 2                | -                            | 1          | 1       |
| 45-64 years                                 |                   | 50                   | 24  | 15   | 3                      | 6                | 1                            | 1          | -       |
| 65+ years <sup>†</sup>                      |                   | 30                   | 23  | 32   | 8                      | 2                | 4                            | 2          | 1       |
| <b>Household Size</b>                       |                   |                      |   |  |                        |                  |                              |            |         |
| One person                                  |                   | 13                   | 17  | 44   | 17                     | 4                | 3                            | -          | 2       |
| Couple, no children <sup>†</sup>            |                   | 46                   | 24  | 19   | 3                      | 3                | 2                            | 1          | 1       |
| 1 or 2 parents & children <sup>†</sup>      |                   | 50                   | 33  | 12   | 1                      | 3                | -                            | 1          | 1       |
| Other multi-person household <sup>**†</sup> |                   | 38                   | 34  | 20   | -                      | 5                | -                            | -          | 4       |
| <b>Household Income</b>                     |                   |                      |   |  |                        |                  |                              |            |         |
| Less than \$30,000 pa                       |                   | 17                   | 23  | 40   | 13                     | 5                | 2                            | -          | -       |
| \$30,000-\$50,000 pa <sup>†</sup>           |                   | 45                   | 17  | 31   | 2                      | 2                | 2                            | -          | 3       |
| \$50,001-\$100,000 pa                       |                   | 46                   | 34  | 10   | 1                      | 6                | 1                            | 1          | 1       |
| More than \$100,000 pa <sup>†</sup>         |                   | 55                   | 34  | 7  | 3                      | 1                | 1                            | -          | -       |
| <b>Length of Residence</b>                  |                   |                      |   |  |                        |                  |                              |            |         |
| Lived there 10 years or less <sup>†</sup>   |                   | 31                   | 41  | 16   | 4                      | 1                | 2                            | 2          | 2       |
| Lived there more than 10 years              |                   | 47                   | 25  | 19   | 3                      | 4                | 1                            | -          | 1       |
| <b>Ratepayer?<sup>†</sup></b>               |                   |                      |   |  |                        |                  |                              |            |         |
| Ratepayer                                   |                   | 45                   | 29  | 16   | 3                      | 3                | 1                            | 1          | 1       |
| Non-ratepayer                               |                   | 30                   | 23  | 35   | 4                      | 6                | -                            | -          | 3       |

\* not asked prior to 2018

\*\* caution: small base

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



44% of all residents most preferred type of housing is a lifestyle property, while 28% favour a stand-alone house, bigger than 150 square metres (24% in 2018).

Residents more likely to prefer a **lifestyle property** are ...

- Lakes-Murchison, Golden Bay and Moutere-Waimea Ward residents,
- residents aged 18 to 64 years,
- residents who live in all but a one person household,
- residents with an annual household income of \$30,000 or more,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

\* \* \* \* \*



## E. APPENDIX

### Base By Sub-sample

|   |                 | Actual<br>respondents<br>interviewed | *Expected numbers<br>according to<br>population<br>distribution |
|---|-----------------|--------------------------------------|---|
| <b>Ward</b>   | Lakes-Murchison | 40                                   | 30  |
|   | Golden Bay      | 40                                   | 44  |
|   | Motueka         | 99                                   | 99  |
|   | Moutere-Waimea  | 104                                  | 102   |
|   | Richmond        | 118                                  | 127   |
| <b>Gender</b>                                       | Male            | 203                                  | 195   |
|   | Female          | 198                                  | 206   |
| <b>Age Group</b>                                    | 18 - 44 years   | 108                                  | 143   |
|   | 45 - 64 years   | 121                                  | 162   |
|   | 65+ years       | 171                                  | 95  |
| One respondent refused to give details of their age |                 |                                      |   |

\* 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.

\* \* \* \* \*

