

# COMMUNITRAK™ SURVEY

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PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

**TASMAN DISTRICT COUNCIL**

**MAY - JUNE 2020**



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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.

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## 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, May 2019 and in May/June 2020.

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.

# COMMUNITRAK™ SPECIFICATIONS

## Sample size

This Communitrak™ survey was conducted with 403 residents of the Tasman District.

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

Interviews were spread across the five Wards as follows:

Lakes-Murchison	41
Golden Bay	41
Motueka	109
Moutere-Waimea	108
Richmond	104
Total	<u>403</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.

This year, in an effort to access residents who do not have a landline, 35 interviews were done with an online panel through Dynata. 16 were done with residents aged 18 to 44 years and 19 with residents aged 45 to 64 years. Due to COVID-19 no face-to-face interviews could be completed.

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

A target of interviewing 100 residents aged 18 to 44 years was also set.

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

## Respondent selection

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

## Call backs

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

## Sample weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender and age group proportions in the area as determined by Statistics New Zealand 2018 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 Wednesday 20th May to Monday 22nd June 2020.

Dates when different Alert Levels came into force:

- COVID-19 Alert Level 4 came into force at 11:59pm Wednesday 25 March 2020.
- COVID-19 Alert Level 3 came into force at 11:59pm Monday 27 April 2020.
- COVID-19 Alert Level 2 came into force at 11:59pm Wednesday 13 May 2020.
- COVID-19 Alert Level 1 came into force at 11:59pm Monday 8 June 2020.

## 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 2018 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%
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 2020 Tasman District Council telephone survey was **64%**, 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%
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.

## 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, 27% of residents are not very satisfied with roads (excluding State Highways).**



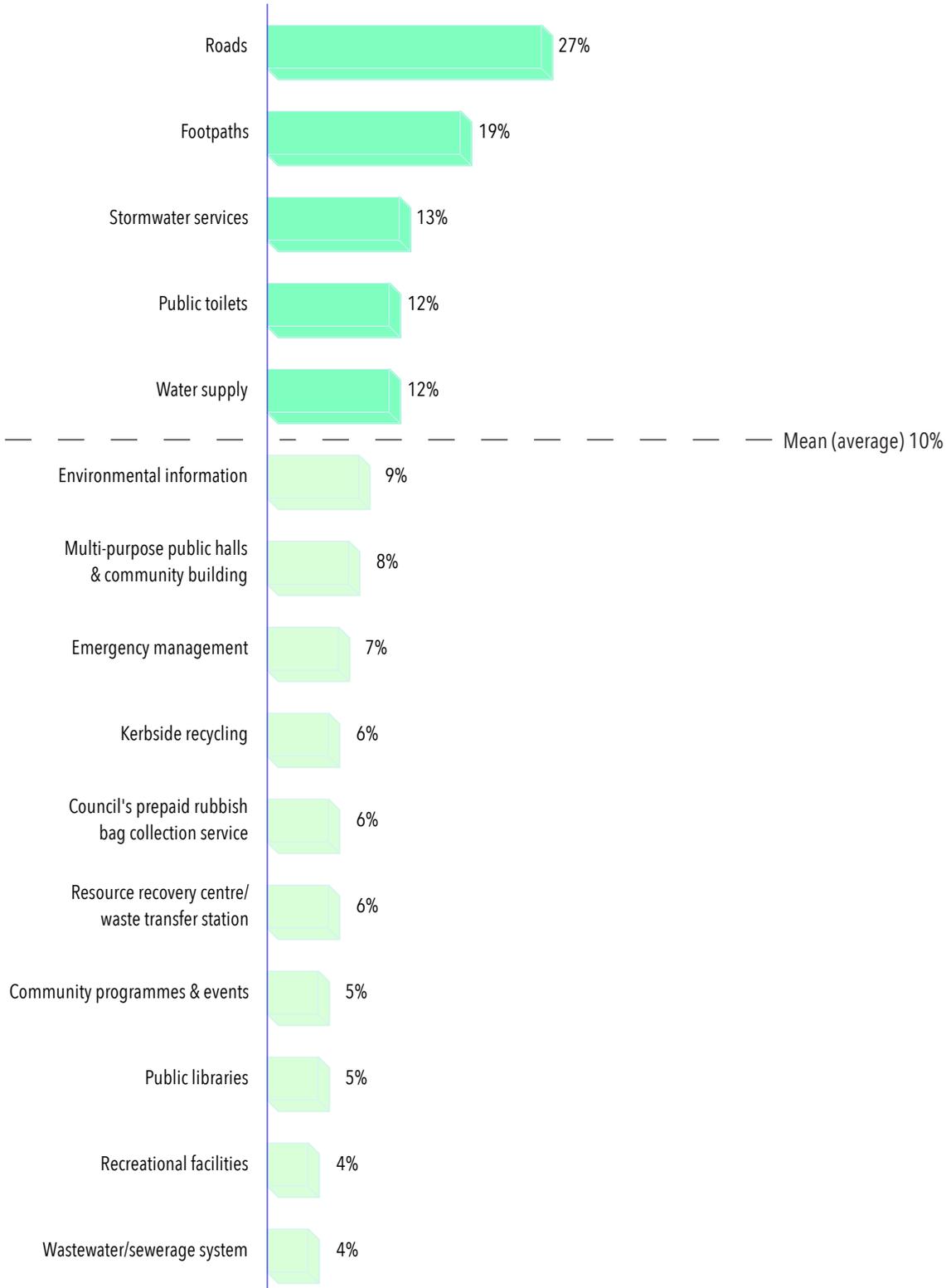
**74% of residents feel there is more than enough/enough information supplied by Council.**



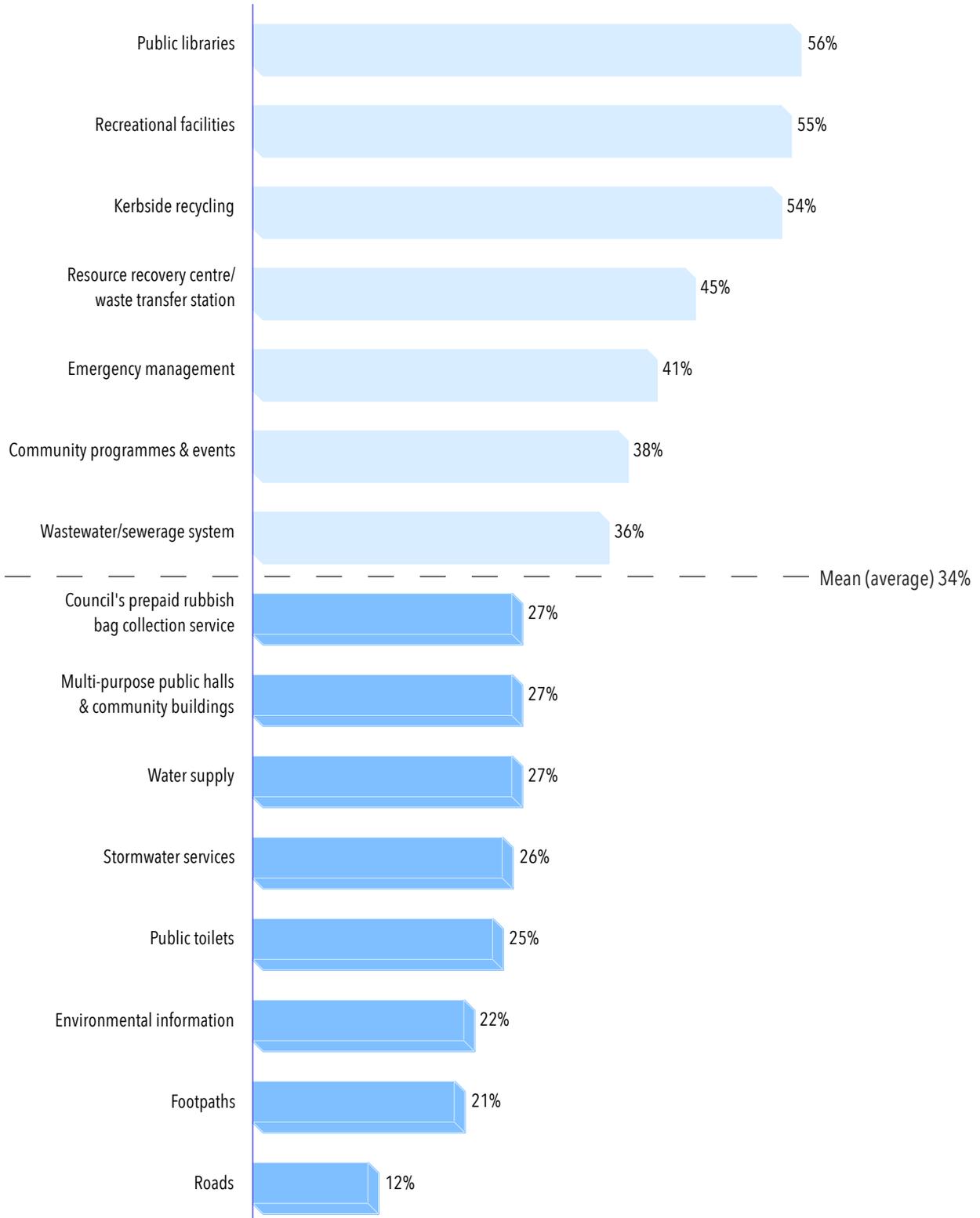
**Overall, 84% of residents feel Tasman District Council has a very good/good reputation.**

# 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 below/below than the Peer Group and/or National Averages for ...

	Tasman 2020 %	Peer Group %	National Average %
• roads	27	32	27
• public toilets	12	18	17
• kerbside recycling	6	†13	†12
• resource recovery centre/waste transfer station	6	†13	†12

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

• footpaths	19	21	21
• stormwater services	13	16	16
• water supply	12	14	14
• multi-purpose public halls and community buildings	8	**7	**6
• emergency management	7	7	6
• Aquatic Centre (Moutere-Waimea/ Richmond Ward residents only)	7	††7	††7
• Council's prepaid rubbish bag collection service	6	◊10	◊10
• public libraries	5	3	3
• recreational facilities	4	*3	*4
• wastewater/sewerage system	4	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

◊ these percentages are the readings for rubbish collection in general

### Comparison table: Satisfaction with services/facilities - residents overall

	Tasman 2020		Tasman 2019	
	Very/Fairly satisfied %	Not very satisfied %	Very/Fairly satisfied %	Not very satisfied %
Recreational facilities	90 =	4 =	90	7
Kerbside recycling	82 ↑	6 =	77	10
Emergency management	78 =	7 =	78	9
Public libraries	75 =	5 =	74	5
Multi-purpose public halls and community buildings	77 =	8 =	75	6
Community programmes and events	74 ↓	5 =	81	6
Footpaths	74 ↑	19 =	68	17
Roads	72 =	27 ↓	69	32
Public toilets	69 =	12 =	66	14
Environmental information	66 =	9 =	64	12
Wastewater/sewerage system	66 =	4 =	62	3
Stormwater services	61 =	13 =	58	17
Water supply	58 ↑	12 =	53	14
Council's prepaid rubbish bag collection service <sup>†</sup>	46 ↓	6 =	55	9

<sup>†</sup> 2019 reading refers to Council's rubbish collection service

Key: ↑ above/slightly above the 2019 result  
 ↓ below/slightly below the 2019 result  
 = similar/on par to the 2019 result

## Frequency of use - council services and facilities

	Usage in the last year		
	3 times or more %	Once or twice %	Not at all %
Council's kerbside recycling service	82	1	17
Recreational facilities (ie, playing fields and neighbourhood reserves)	69	13	18
Public toilets	48	24	28
Council's resource recovery centre/waste transfer station	47	24	29
Public library/library website†	48	16	37
Council's prepaid rubbish bag collection service	41	4	55

% read across

† does not add to 100% due to rounding

Council's kerbside recycling service, 83%, and

Recreational facilities, 82%,

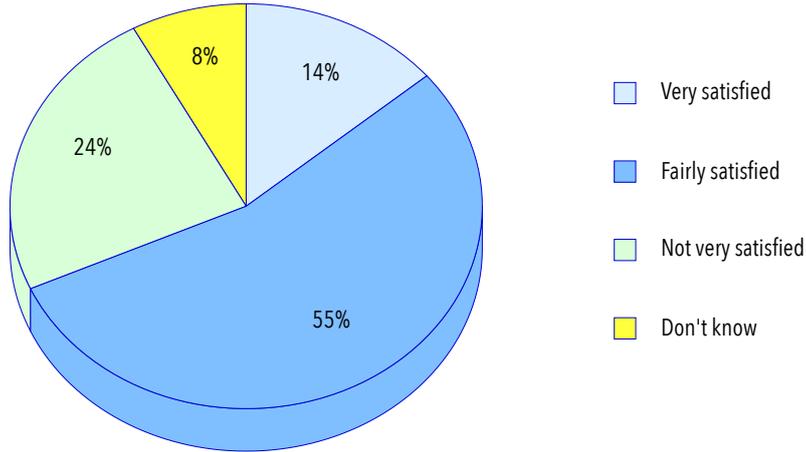
... are the facilities or services surveyed which have been most frequently used by residents, or members of their household, in the last year.

## RESOURCE MANAGEMENT POLICY AND PLANNING WORK

70% 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 = 286  
(does not add to 100% due to rounding)

## SPEND EMPHASIS

The eight services/facilities with the highest "spend more" readings are ...

- |  |     |                  |
|--|-----|------------------|
| • activities to encourage waste minimisation                                     | 47% | of all residents |
| • roads (excluding State Highways)   | 41% |                  |
| • rivers and flood protection  | 40% |                  |
| • managing pests and weeds   | 38% |                  |
| • environmental education  | 33% |                  |
| • public toilets   | 32% |                  |
| • Climate Action   | 32% |                  |
| • management of coastal structures,<br>eg, ports, wharves and coastal protection | 31% |                  |

## 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.

38% of Tasman District have in mind a recent Council action, decision or management they **approve** of (42% in 2019). This is on par with the Peer Group Average and slightly below the National Average.

The main actions/decisions mentioned are ...

- the dam/water scheme issues, mentioned by 6% of all residents,
- COVID-19 response, 4%,
- do a good job/provide good service/helpful, 4%,
- zero rates increase, 3%,
- cycleways/walkways, 3%,
- library upgrading/improvements, 3%,
- good consultation/communication/information/listen, 3%.

37% of residents have in mind a recent Council action, decision or management they **disapprove** of (38% in 2019). This is on par with the Peer Group and National Averages.

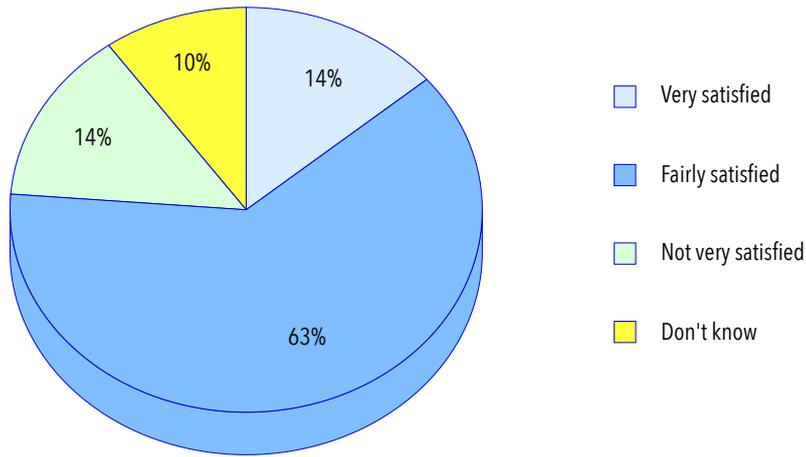
The main actions/decisions mentioned are ...

- dam issues, mentioned by 14% of all residents,
- Council spending/overspending/priorities wrong, 8%,
- lack of consultation/information/not listening, 5%,
- roading/traffic/road safety/congestion, 4%,
- rates issues/spending of rates money, 4%,
- consent process/slow/expensive, 3%.

## RATES

### Satisfaction with how rates are spent on the services and facilities provided by Council

#### Overall



(does not add to 100% due to rounding)

The percent not very satisfied (14%) is below the Peer Group (23%) and National Averages (22%).

## CONTACT WITH COUNCIL

### Type of contact

36% of residents have contacted the Council offices in the last 12 months by phone (35% in 2019), with 36% contacting the Council offices in person (37% in 2019) and 8% contacting the Council offices in writing (6% in 2019). 23% of residents have contacted Council offices by email (19% in 2019). 5% have contacted them by online contact form (7% in 2019) and 2% by social media (2% in 2019).

Overall, 57% of residents have contacted the Council offices in the last 12 months (57% in 2019).

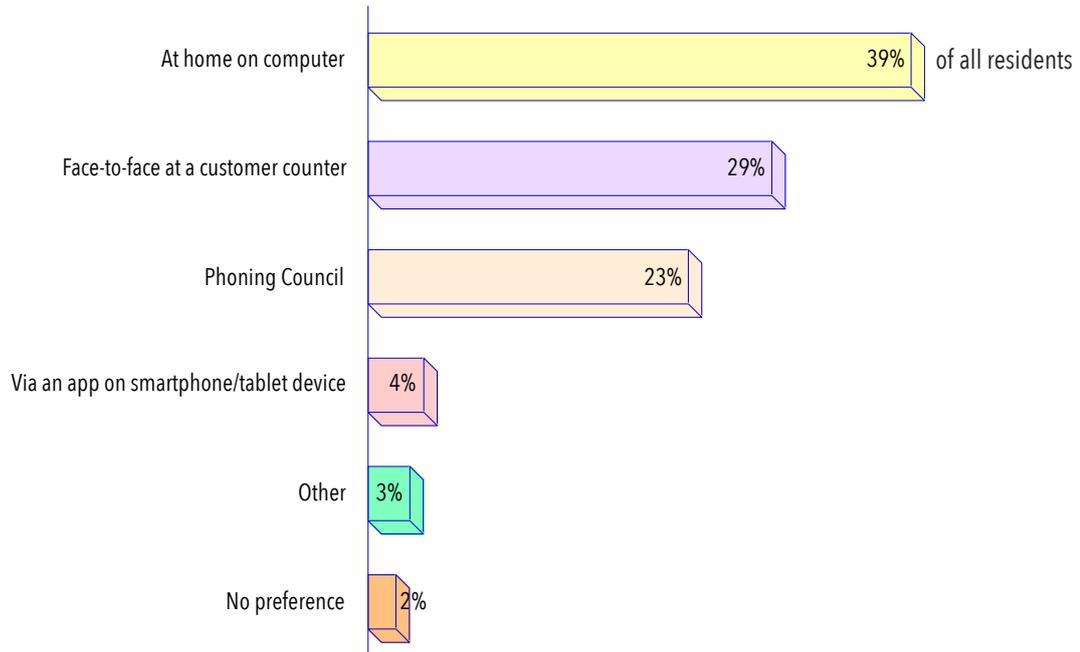
### Satisfaction with service received when contacted the Council offices

Very satisfied	48%	of residents contacting Council in the last 12 months (50% in 2019)
Fairly satisfied	40%	(36% in 2019)
Not very satisfied	12%	(12% in 2019)
Don't know	-%	(2% in 2019)

Base = 237

## INFORMATION

### Preferred method of accessing council services or information†



### Main source of information about Council†

Newsline	51%	of all residents (57% in 2019)
Newspapers	13%	(21% in 2019)
Social media	13%	(9% in 2019)
The Council's website	7%	(2% in 2019)
Online news service (eg, staff)	4%	
From other people/hearsay	3%	
Radio	3%	
Personal contact	2%	
Not aware of any	3%	
Others	1%	

(does not add to 100% due to rounding)

### Seen, read or heard information from Council

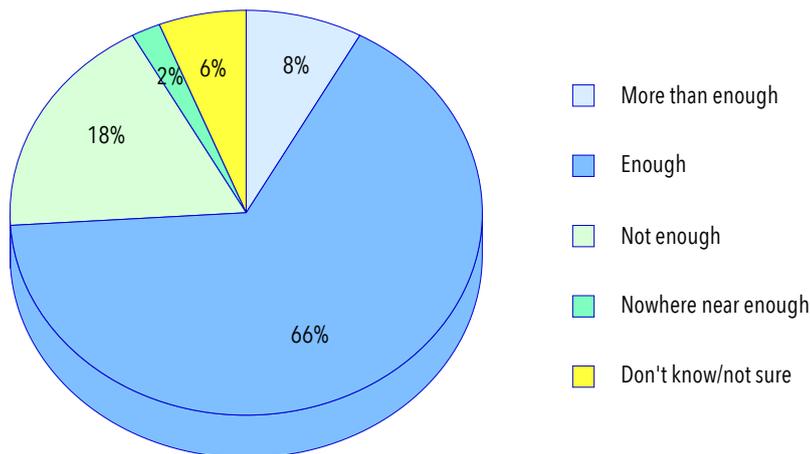
96% of residents who are aware of information about Council say they have seen, read or heard information from the Council, specifically for the community, in the last 12 months (86% in 2019) in the form of ...

Newslines - Fortnightly Council Publication	87%	of these residents† (89% in 2019)
Council advertisements in newspapers	61%	(64% in 2019)
Council website	50%	(52% in 2019)
Long-Term Plan	41%	(54% in 2019)
Council advertisements on the radio	40%	(39% in 2019)
The Annual Plan or the Annual Plan Summary	37%	(51% in 2019)
Information available from the Council offices or libraries	35%	(38% in 2019)
Council's social media	30%	(23% in 2019)
Council's library website	19%	(21% in 2019)

† Base = 374 (residents who have seen/read/heard information from the Council)

### Sufficiency of information supplied by Council

#### Overall



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

## LOCAL ISSUES

### Place to live

Thinking about the range and standard of amenities and activities which Council can influence, 33% of residents think the Tasman District is better, as a place to live, than it was three years ago, 53% feel it is the same, 10% say it is worse. 5% are unable to comment.

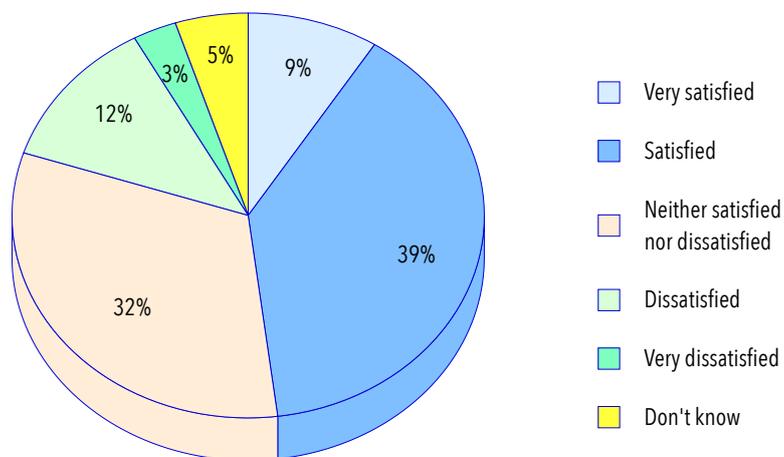
(does not add to 100% due to rounding)

The percent saying better, 33%, is on par with both the Peer Group and National Averages.

### Council consultation

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

#### Overall



The very satisfied/satisfied reading (48%) is slightly below the Peer Group Average<sup>†</sup> and on par with the National Average<sup>†</sup>.

<sup>†</sup> these readings refer to satisfaction with the way Council **involves** the public

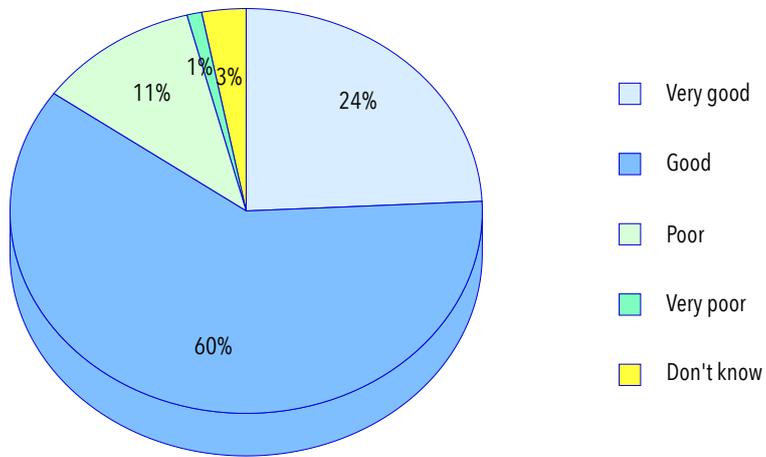
### Level of agreement regarding the following statements

	1	2	3	4	5	6	7	8	9	10	Don't know
	Strongly disagree				Neither					Strongly agree	
	%	%	%	%	%	%	%	%	%	%	
Tasman District Council leads on matters of importance to its communities	1	2	2	5	29	17	21	13	3	3	4
Overall Tasman District Council makes the right decisions†	1	3	8	6	23	17	20	14	4	4	1
Tasman District Council listens and acts on the needs of residents	2	4	7	8	19	18	19	11	6	2	4
Mayor and Councillors display sound and effective leadership†	1	2	4	7	18	13	24	16	5	4	5
Council managers and staff are competent†	1	1	6	6	15	17	16	20	10	3	6
Tasman District Council is effective†	-	1	3	7	15	16	22	21	7	4	3
Tasman District Council provides good value for rates and dollars spent	2	3	6	10	20	18	17	13	3	4	4

† does not add to 100% due to rounding

### Do residents feel Tasman District Council has a good reputation?

Overall



(does not add to 100% due to rounding)

## 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

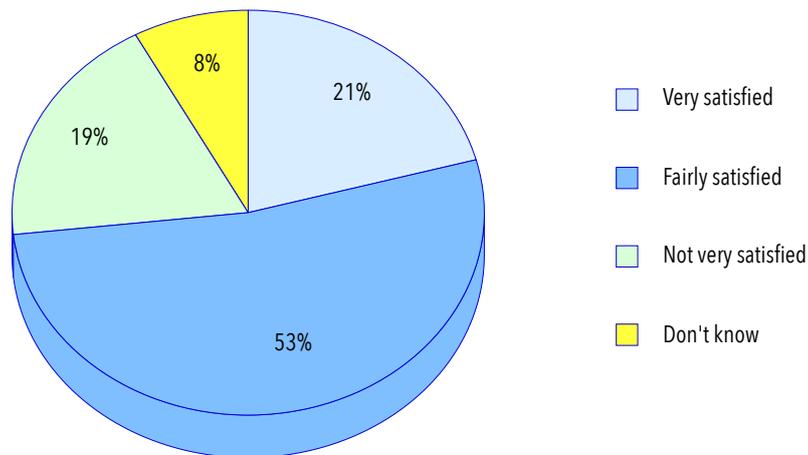
## COUNCIL SERVICES/FACILITIES

## 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

#### Overall



74% of Tasman residents are satisfied with footpaths in their District (68% in 2019), while 19% are not very satisfied. 8% are unable to comment (15% in 2019).

The percent not very satisfied is similar to the Peer Group and National Averages and the 2019 reading.

Women are more likely to be not very satisfied with footpaths, than men. It appears that Lakes-Murchison Ward residents are **slightly less** likely, than other Ward residents, to feel this way.

## Satisfaction with footpaths

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District					
2020 <sup>†</sup>	21	53	<b>74</b>	19	8
2019	18	50	<b>68</b>	17	15
2018	19	49	<b>68</b>	23	9
2017	19	55	<b>74</b>	21	5
2016	22	49	<b>71</b>	22	7
2015	24	49	<b>73</b>	19	8
2014	19	51	<b>70</b>	23	7
2013	19	57	<b>76</b>	19	5
2012	17	54	<b>71</b>	22	7
2011	20	51	<b>71</b>	20	9
2010	16	56	<b>72</b>	23	5
2009	20	57	<b>77</b>	17	6
2008	18	53	<b>71</b>	21	8
2005	16	55	<b>71</b>	22	7
2002	15	56	<b>71</b>	18	11
1999	9	59	<b>68</b>	24	8
1996	17	47	<b>64</b>	25	11
<b>Comparison</b>					
Peer Group Average (Rural)	16	48	<b>64</b>	21	15
National Average	26	48	<b>74</b>	21	5
<b>Ward</b>					
Lakes-Murchison	11	54	<b>65</b>	4	31
Golden Bay	18	39	<b>57</b>	31	12
Motueka <sup>†</sup>	21	52	<b>73</b>	20	6
Moutere-Waimea	13	58	<b>71</b>	20	9
Richmond	29	54	<b>83</b>	16	1
<b>Gender</b>					
Male <sup>†</sup>	22	54	<b>76</b>	14	9
Female	19	52	<b>71</b>	23	6

% read across

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

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

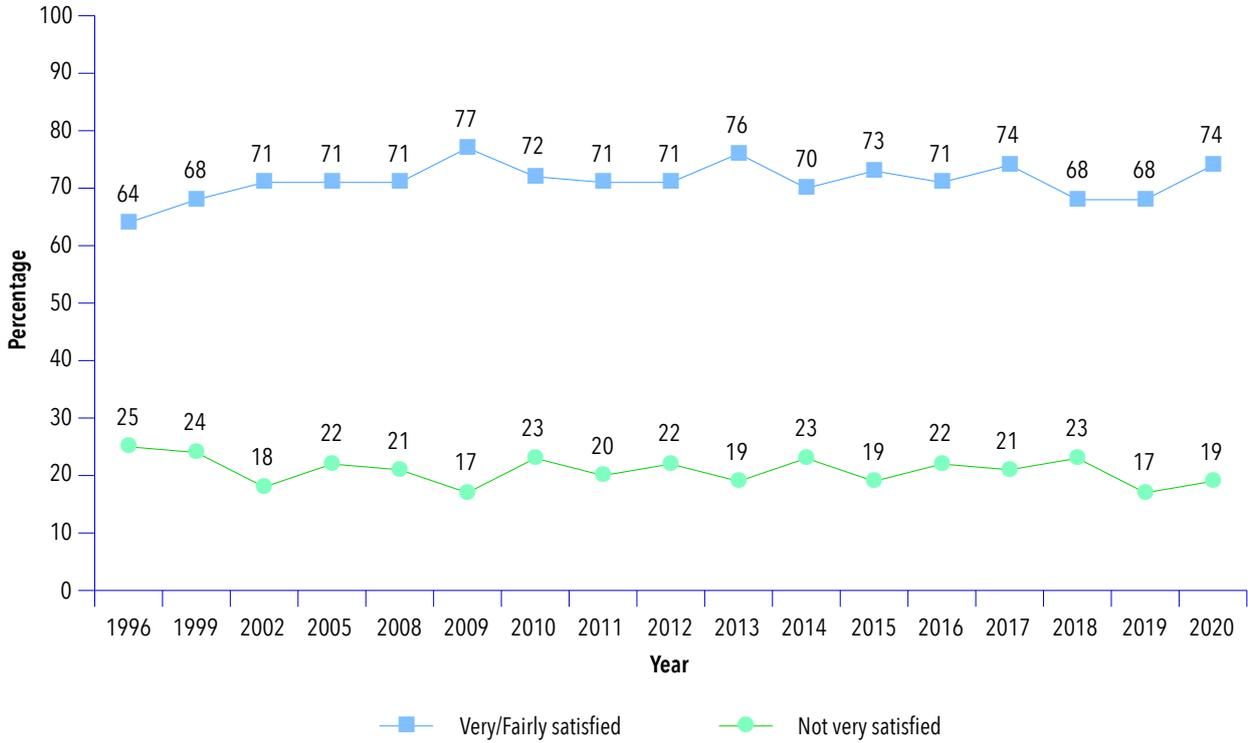
- no footpaths/lack of footpaths/only on one side,
- uneven/cracked/rough/broken/bumpy/potholes,
- poor condition/need maintaining/upgrading.

#### Summary table: Main reasons\* for being not very satisfied with footpaths

	Total District 2020 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
No footpaths/lack of footpaths/only on one side	7	-	21	3	7	6
Uneven/cracked/rough/broken/bumpy/potholes	6	1	8	10	7	5
Poor condition/need maintaining/upgrading	3	-	3	5	5	1

\* multiple responses allowed

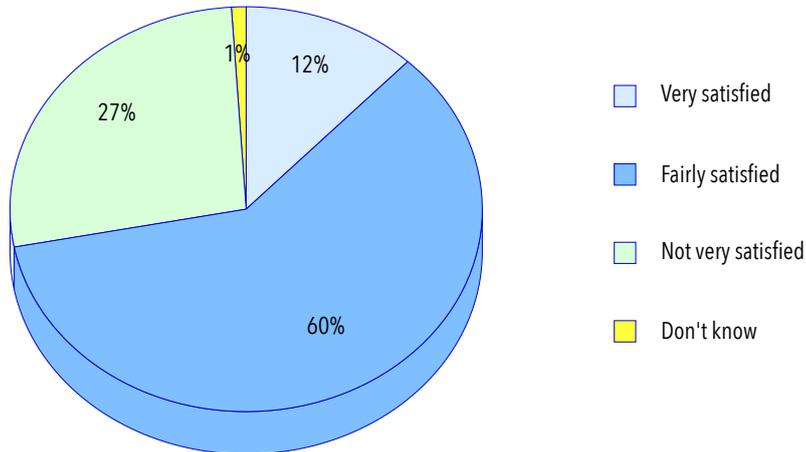
### Footpaths



Recommended satisfaction measure for reporting purposes:  
Total District = 74%

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

*Overall*



72% of residents are satisfied with roading in the District (69% in 2019), while 27% are not very satisfied with this aspect of the District (32% in 2019).

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

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

## Satisfaction with roads, excluding State Highways

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District					
2020	12	60	<b>72</b>	27	1
2019†	16	53	<b>69</b>	32	-
2018†	14	53	<b>67</b>	32	-
2017	14	62	<b>76</b>	24	-
2016	15	60	<b>75</b>	24	1
2015	19	56	<b>75</b>	24	1
2014	21	49	<b>70</b>	30	-
2013**	16	63	<b>79</b>	20	-
2012	17	61	<b>78</b>	22	-
2011	18	63	<b>81</b>	18	1
2010	8	56	<b>64</b>	36	-
2009	11	62	<b>73</b>	27	-
2008	16	60	<b>76</b>	23	1
2005	12	64	<b>76</b>	24	-
2002	10	54	<b>64</b>	35	1
1999	9	61	<b>70</b>	30	-
1996	14	51	<b>65</b>	35	-
<b>Comparison</b>					
Peer Group Average (Rural)	11	57	<b>68</b>	32	-
National Average†	20	52	<b>72</b>	27	-
<b>Ward</b>					
Lakes-Murchison	8	65	<b>73</b>	27	-
Golden Bay†	10	67	<b>77</b>	24	-
Motueka†	12	56	<b>68</b>	30	1
Moutere-Waimea	11	58	<b>69</b>	31	-
Richmond	14	62	<b>76</b>	23	1
<b>Length of residence</b>					
Lived there 10 years or less	11	<b>69</b>	<b>80</b>	16	4
Lived there more than 10 years	12	59	<b>71</b>	<b>29</b>	-

% 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 ...

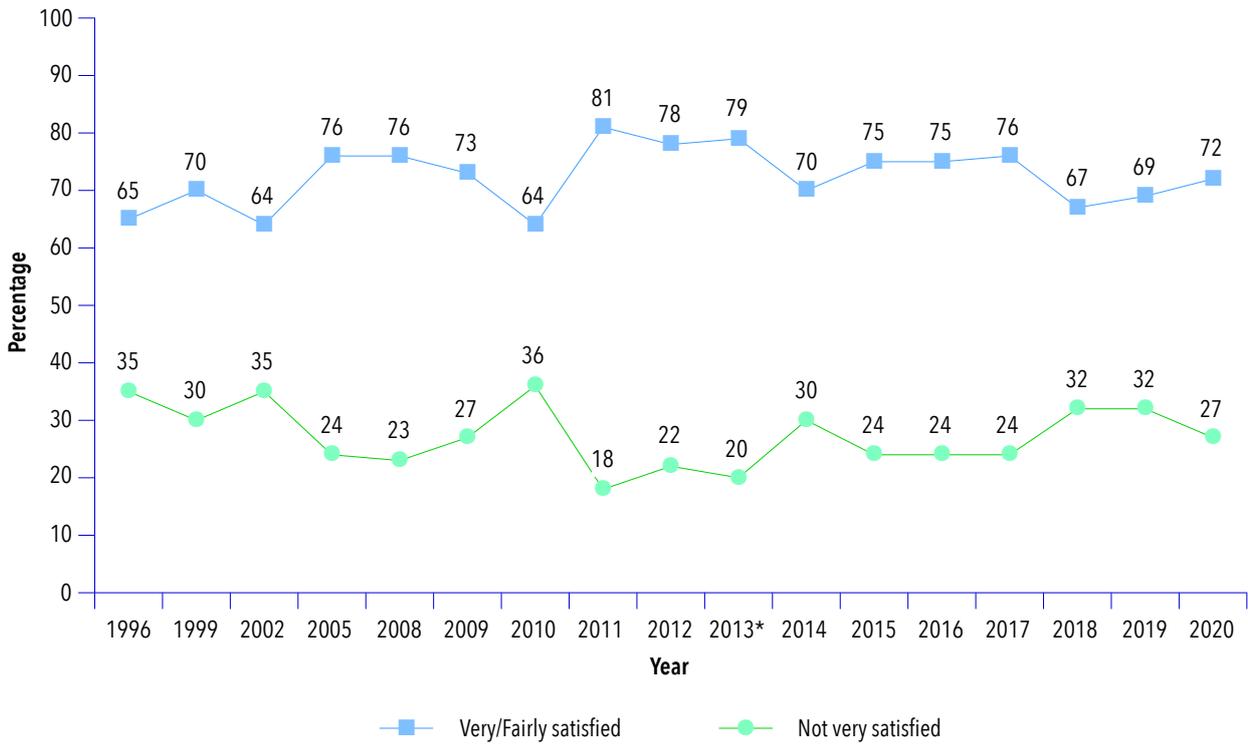
- potholes/uneven/rough/bumpy,
- poor condition/need upgrading/improving,
- poor quality of work/materials used/patching/unfinished/slow to repair,
- narrow/windy roads/dangerous corners/bad camber.

#### Summary table: Main reasons\* for being not very satisfied with roads

	Total District 2020 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
Potholes/uneven/rough/bumpy	6	9	3	5	8	6
Poor condition/need upgrading/improving	5	2	10	4	11	1
Poor quality of work/materials used/patching/unfinished/slow to repair	5	2	-	6	5	7
Narrow/windy roads/dangerous corners/bad camber	5	2	11	1	10	2

\* multiple responses allowed

### Roads

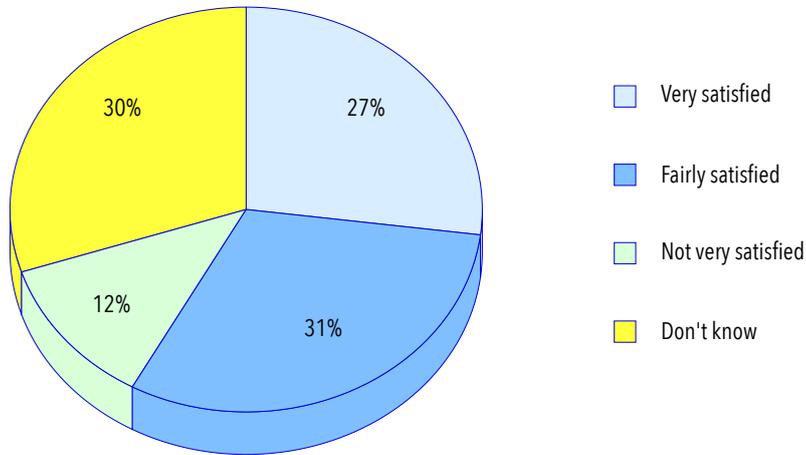


\* readings prior to 2013 do not exclude State Highways

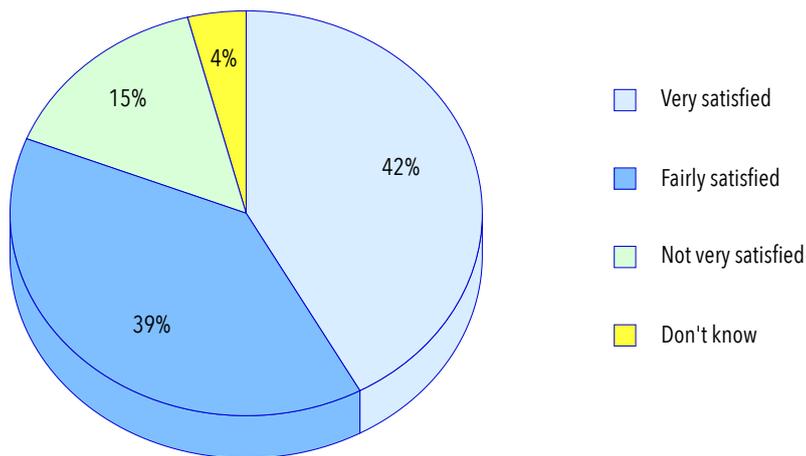
Recommended satisfaction measure for reporting purposes:  
Total District = 72%

### iii. Water supply

#### Overall



#### Service provided



Base = 236

58% of residents are satisfied with the water supply (53% in 2019), including 27% who are very satisfied, while 12% are not very satisfied and 30% are unable to comment (33% in 2019).

Tasman District residents are similar to their Peer Group counterparts, residents nationwide and the 2019 reading, with regards to the percent not very satisfied with the water supply.

58% of residents receive a piped supply. Of these, 81% are satisfied and 15% are not very satisfied.

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

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

## Satisfaction with water supply

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District					
2020	27	31	<b>58</b>	12	30
2019	27	26	<b>53</b>	14	33
2018	33	23	<b>56</b>	13	31
2017	23	32	<b>55</b>	12	33
2016 <sup>†</sup>	27	35	<b>62</b>	15	22
2015	28	26	<b>54</b>	13	33
2014	28	26	<b>54</b>	15	31
2013	31	27	<b>58</b>	11	31
2012	32	30	<b>62</b>	10	28
2011 <sup>†</sup>	25	32	<b>57</b>	11	33
2010	32	35	<b>67</b>	8	25
2009	27	38	<b>65</b>	9	26
2008	23	33	<b>56</b>	15	29
2005	22	41	<b>63</b>	15	22
2002	25	30	<b>55</b>	9	36
1999	19	35	<b>54</b>	15	31
1996	23	29	<b>52</b>	14	34
Service provided	42	39	<b>81</b>	15	4
<b>Comparison</b>					
Peer Group Average (Rural)	36	28	<b>64</b>	14	22
National Average <sup>†</sup>	46	29	<b>75</b>	14	10
<b>Ward</b>					
Lakes-Murchison	26	13	<b>39</b>	10	51
Golden Bay	9	4	<b>13</b>	3	<b>84</b>
Motueka <sup>†</sup>	21	<b>31</b>	<b>52</b>	9	40
Moutere-Waimea <sup>†</sup>	18	<b>33</b>	<b>51</b>	24	26
Richmond <sup>†</sup>	<b>45</b>	<b>43</b>	<b>88</b>	9	<b>4</b>
<b>Length of residence</b>					
Lived there 10 years or less	34	30	<b>64</b>	19	17
Lived there more than 10 years	25	31	<b>56</b>	11	<b>33</b>

% read across

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

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

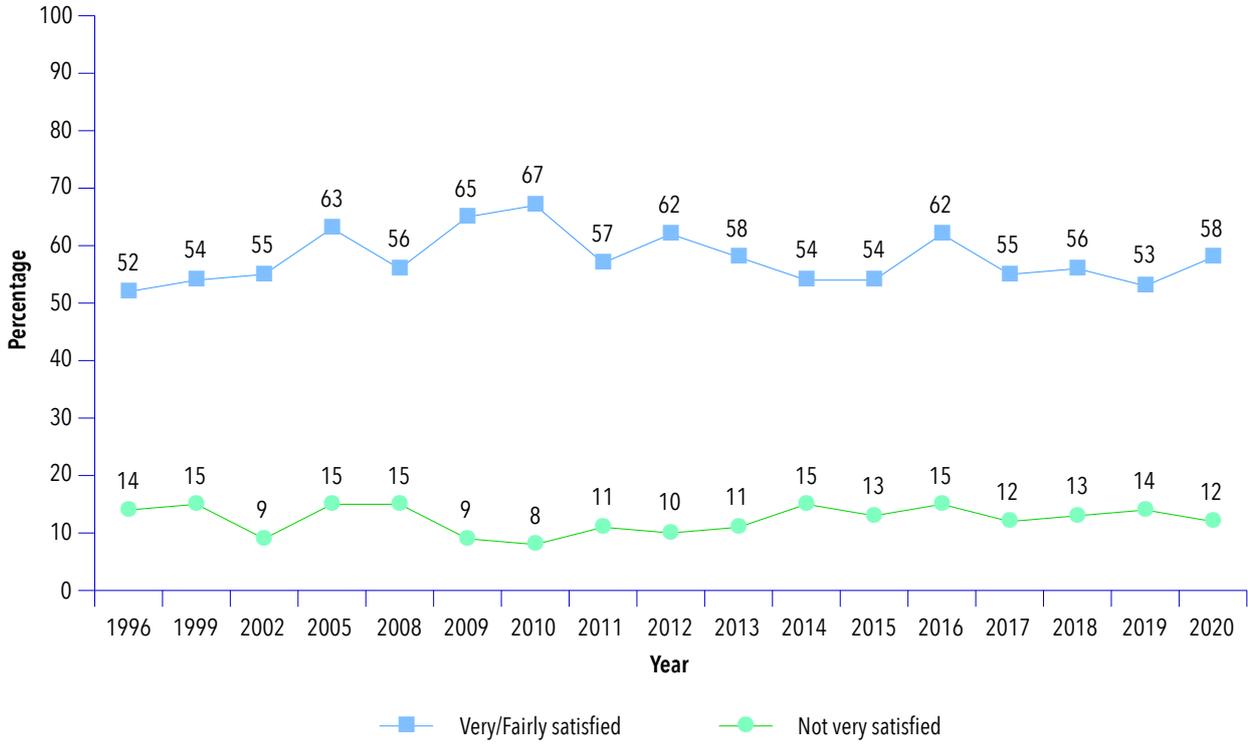
- cost issues/too expensive/paying for water we don't use,
- too much chlorine,
- inadequate supply/limited supply/need a new dam,
- no water supply/own supply.

#### Summary table: Main reasons\* for being not very satisfied with water supply

	Total District 2020 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
Cost issues/too expensive/paying for water we don't use	3	1	-	1	9	1
Too much chlorine	3	9	-	1	4	3
Inadequate supply/limited supply/need a new dam	2	-	3	-	4	3
No water supply/own supply	2	-	-	4	2	-

\* multiple responses allowed

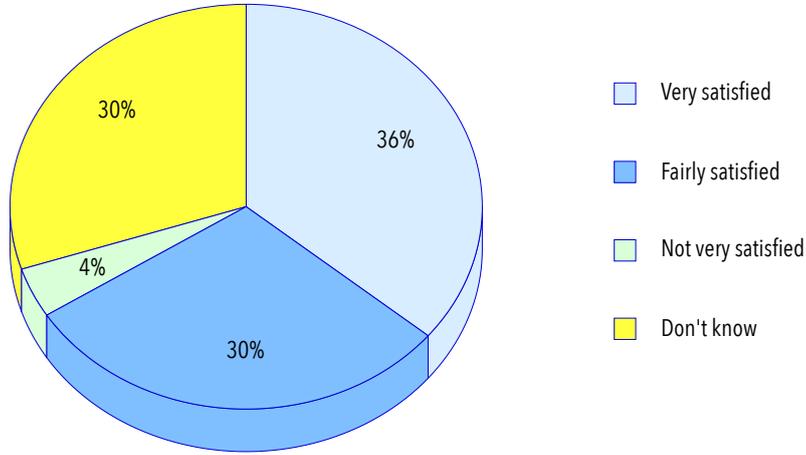
Water supply



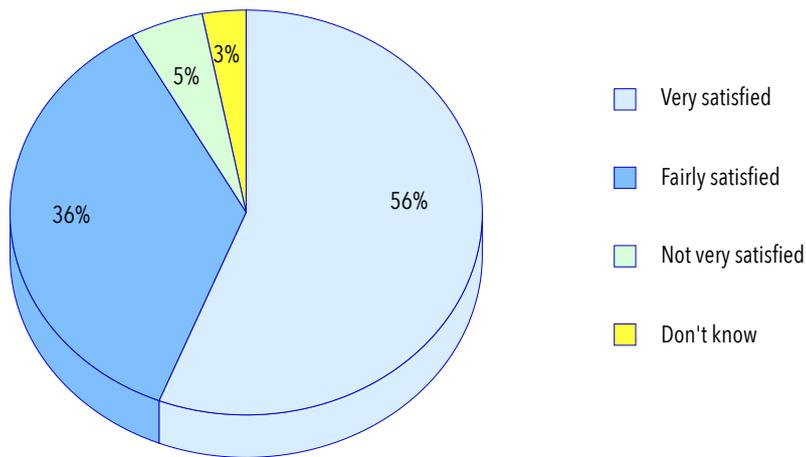
Recommended satisfaction measure for reporting purposes:  
 Total District = 58%  
 Receivers of service = 81%

### iv. Wastewater/sewerage system

#### Overall



#### Service provided



Base = 250

66% of residents are satisfied with the District's sewerage system (62% in 2019), including 36% who are very satisfied. 4% are not very satisfied, while 30% are unable to comment (35% in 2019).

The percent not very satisfied (4%) is similar to the Peer Group Average and the 2019 reading and on par with the National Average.

59% of residents are provided with a sewerage system. Of these, 92% are satisfied and 5% 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 wastewater/sewerage system

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District					
2020	36	30	<b>66</b>	4	30
2019	37	25	<b>62</b>	3	35
2018	41	20	<b>61</b>	6	33
2017 <sup>†</sup>	32	31	<b>63</b>	4	34
2016	38	33	<b>71</b>	5	24
2015	43	22	<b>65</b>	2	33
2014	34	33	<b>67</b>	7	26
2013	42	24	<b>66</b>	6	28
2012 <sup>†</sup>	47	27	<b>74</b>	3	24
2011	38	26	<b>64</b>	5	31
2010 <sup>†</sup>	42	28	<b>70</b>	5	24
2009	35	38	<b>73</b>	5	22
2008	29	37	<b>66</b>	6	28
2005	25	41	<b>66</b>	9	25
2002	25	36	<b>61</b>	7	32
Service provided	56	36	<b>92</b>	5	3
<b>Comparison</b>					
Peer Group Average (Rural)	38	32	<b>70</b>	3	27
National Average	46	34	<b>80</b>	7	13
<b>Ward</b>					
Lakes-Murchison <sup>†</sup>	22	18	<b>40</b>	4	57
Golden Bay	31	9	<b>40</b>	6	54
Motueka	28	36	<b>64</b>	7	29
Moutere-Waimea	24	29	<b>53</b>	5	42
Richmond	<b>57</b>	35	<b>92</b>	2	<b>6</b>

% read across

\* not asked in 1996 and 1999, prior to 2019 readings referred to sewerage system

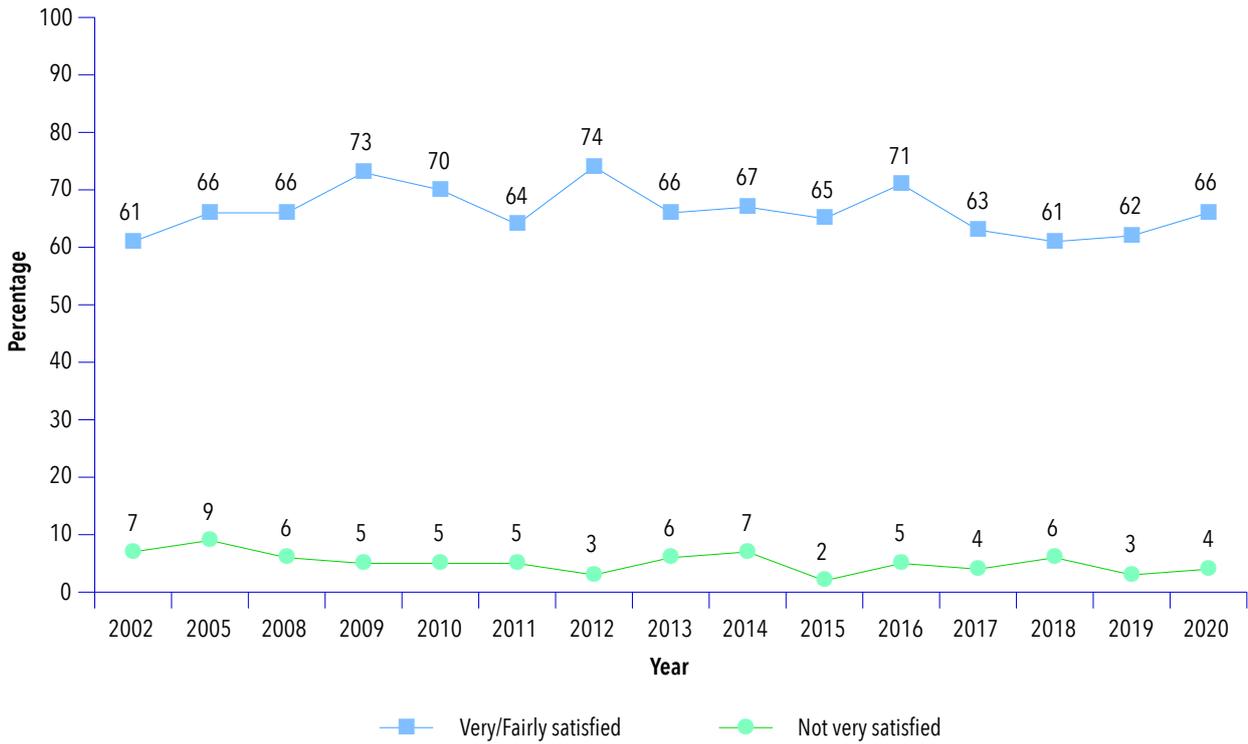
<sup>†</sup> does not add to 100% due to rounding

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

- inadequate system/blockages/overflows, mentioned by 3% of all residents,
- needs upgrading/extending, 1%,
- increasing cost/charged for service we don't get, 1%.

\* multiple responses allowed

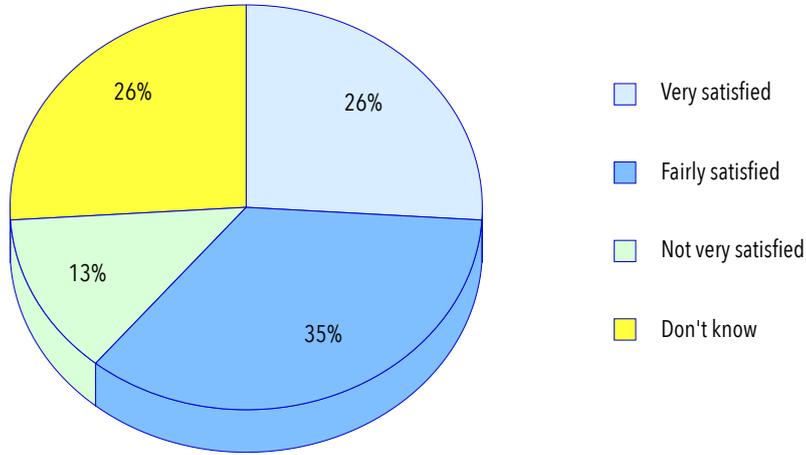
**Wastewater/sewerage system**



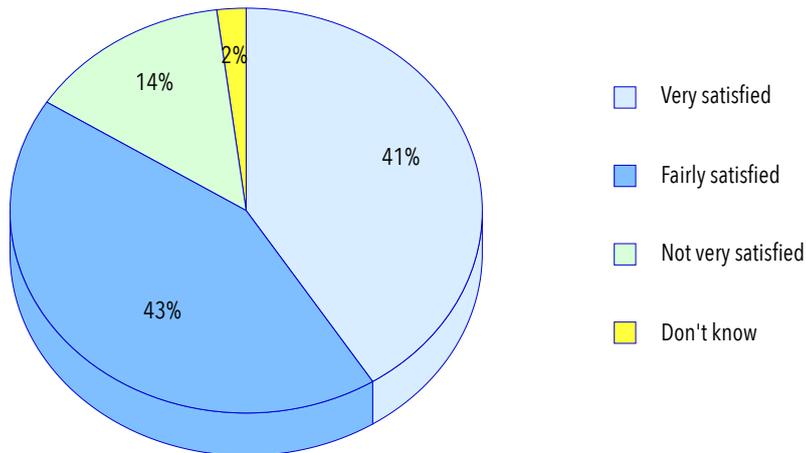
Recommended satisfaction measure for reporting purposes:  
 Total District = 66%  
 Receivers of service = 92%

**v. Stormwater services**

*Overall*



*Service provided*



Base = 221

61% of residents are satisfied with the stormwater services, including 26% who are very satisfied, while 13% are not very satisfied (17% in 2019) and 26% are unable to comment.

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

53% of residents are provided with a piped stormwater collection (62% in 2019) and, of these, 84% are satisfied and 14% 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. However, it appears that longer term residents, those residing in the District more than 10 years, are slightly more likely to feel this way, than shorter term residents.

## Satisfaction with the stormwater services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District					
2020	26	35	<b>61</b>	13	26
2019	28	30	<b>58</b>	17	25
2018	24	28	<b>52</b>	23	25
2017	20	34	<b>54</b>	19	27
2016	26	35	<b>61</b>	19	20
2015	29	28	<b>57</b>	15	28
2014	21	36	<b>57</b>	27	16
2013 <sup>†</sup>	17	38	<b>55</b>	26	18
2012	30	35	<b>65</b>	13	22
2011	22	37	<b>59</b>	13	28
2010 <sup>†</sup>	30	31	<b>61</b>	17	23
2009	26	41	<b>67</b>	14	19
2008	22	41	<b>63</b>	11	26
2005	20	41	<b>61</b>	15	24
Service provided	41	43	<b>84</b>	14	2
<b>Comparison</b>					
Peer Group Average (Rural)	26	32	<b>58</b>	16	26
National Average	31	41	<b>72</b>	16	12
<b>Ward</b>					
Lakes-Murchison	9	25	<b>34</b>	7	<b>59</b>
Golden Bay	15	15	<b>30</b>	10	<b>60</b>
Motueka	18	47	<b>65</b>	15	20
Moutere-Waimea	21	35	<b>56</b>	13	31
Richmond <sup>†</sup>	<b>45</b>	34	<b>79</b>	15	7
<b>Length of residence<sup>†</sup></b>					
Lived there 10 years or less	<b>42</b>	38	<b>90</b>	6	13
Lived there more than 10 years	23	34	<b>57</b>	14	<b>28</b>

% 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 ...

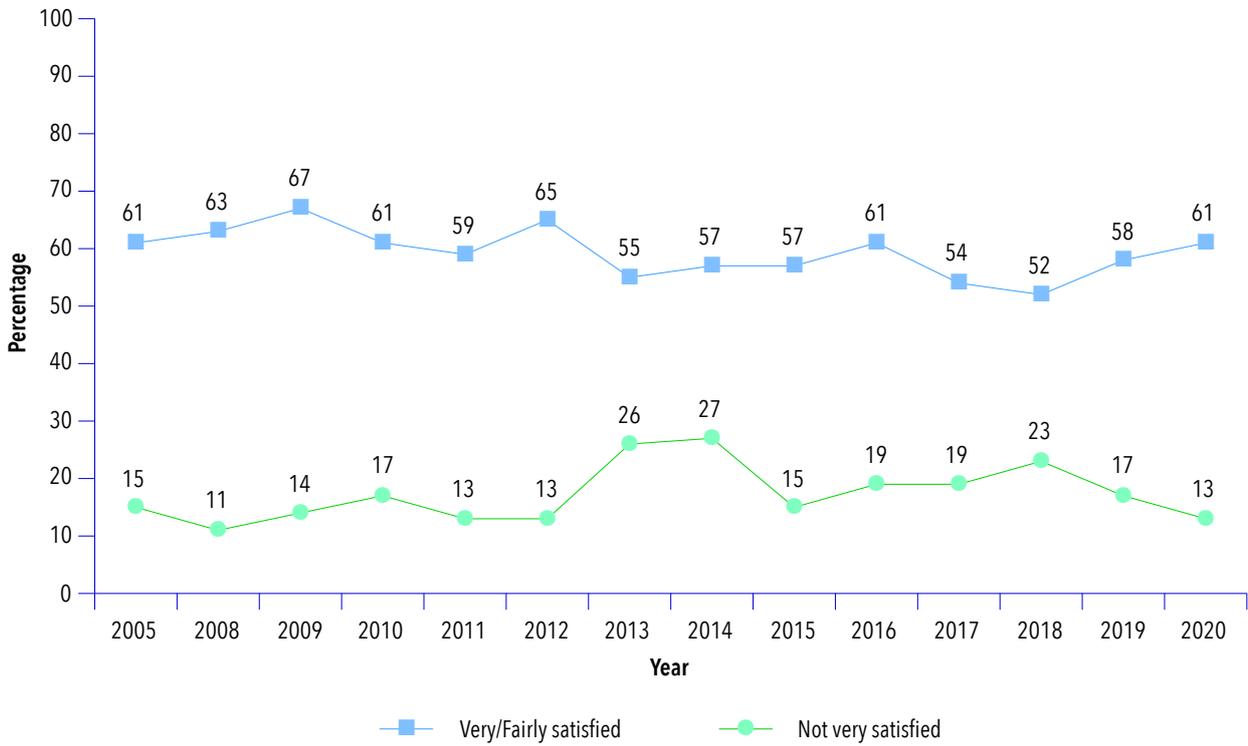
- flooding in street/area/surface flooding,
- drains/culverts blocked/need cleaning/maintenance,
- poor drainage/inadequate system/needs upgrading/improving.

**Summary table: Main reasons\* for being not very satisfied with the stormwater services**

	Total District 2020 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
Flooding in street/area/surface flooding	5	-	6	5	6	5
Drains/culverts blocked/need cleaning/maintenance	4	-	1	5	4	4
Poor drainage/inadequate system/needs upgrading/improving	3	7	3	1	3	3

\* multiple responses allowed

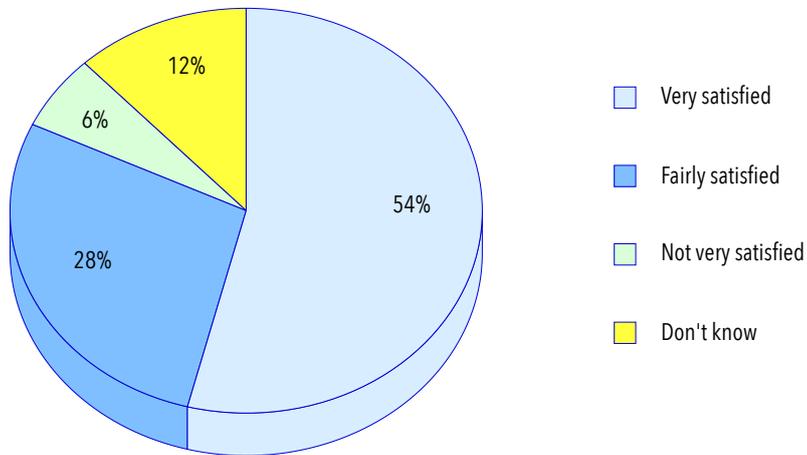
Stormwater services



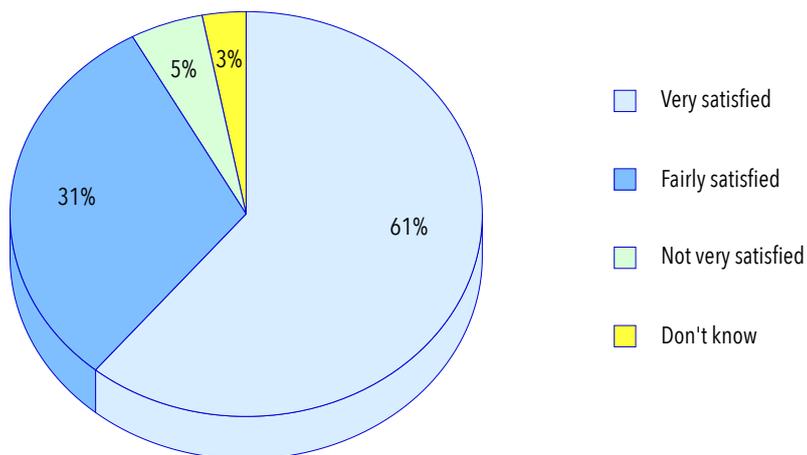
Recommended satisfaction measure for reporting purposes:  
Total District = 61%  
Service provided = 84%

### vi. Kerbside recycling

#### Overall

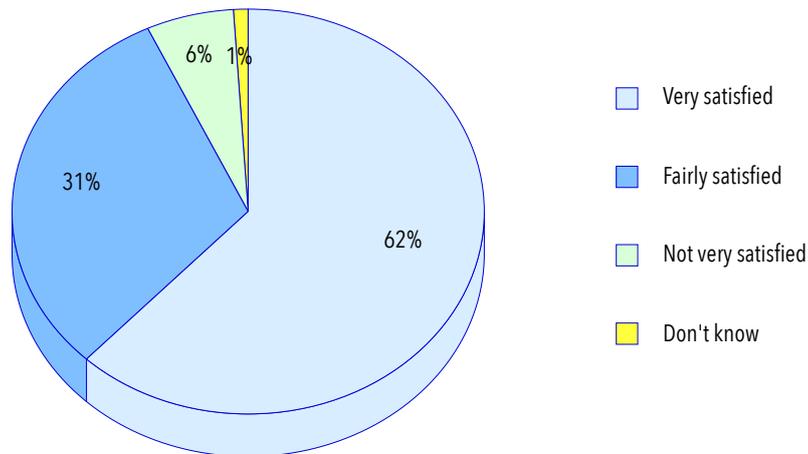


#### Receivers of service



Base = 345

### Used Council's kerbside recycling service



Base = 324

82% of residents are satisfied with kerbside recycling (77% in 2019), including 54% who are very satisfied (48% in 2019). 6% are not very satisfied and 12% are unable to comment.

The percent not very satisfied (6%) is below the Peer Group Average<sup>†</sup>, slightly below the National Average<sup>†</sup> and on par with the 2019 result.

87% of residents say that where they live, Council provides a regular recycling service. Of these 92% are satisfied and 5% not very satisfied.

83% of households have used the Council's kerbside recycling services in the last 12 months. Of these 'users', 93% are satisfied and 6% are not very satisfied.

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

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

## Satisfaction with kerbside recycling

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District					
2020	54	28	<b>82</b>	6	12
2019 <sup>†</sup>	48	29	<b>77</b>	10	14
2018	54	22	<b>76</b>	11	13
2017	58	23	<b>81</b>	10	9
2016	51	31	<b>82</b>	7	11
2015	54	25	<b>79</b>	8	13
2014	48	30	<b>78</b>	7	15
2013 <sup>†</sup>	62	19	<b>81</b>	8	12
2012 <sup>†</sup>	54	24	<b>78</b>	8	13
2011 <sup>†</sup>	53	24	<b>77</b>	9	13
2010	51	24	<b>75</b>	14	11
2009	43	32	<b>75</b>	16	9
2008	39	30	<b>69</b>	17	14
2005	32	29	<b>61</b>	29	10
2002*	15	56	<b>71</b>	18	11
Receivers of kerbside recycling service	61	31	<b>92</b>	5	3
Users of kerbside recycling service	62	31	<b>93</b>	6	1
<b>Comparison**</b>					
Peer Group Average (Rural)	40	36	<b>76</b>	13	11
National Average	49	35	<b>84</b>	12	4
<b>Ward</b>					
Lakes-Murchison	13	17	<b>30</b>	1	69
Golden Bay	56	25	<b>81</b>	4	15
Motueka	58	27	<b>85</b>	8	7
Moutere-Waimea <sup>†</sup>	50	22	<b>72</b>	14	13
Richmond	63	36	<b>99</b>	-	1

% 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

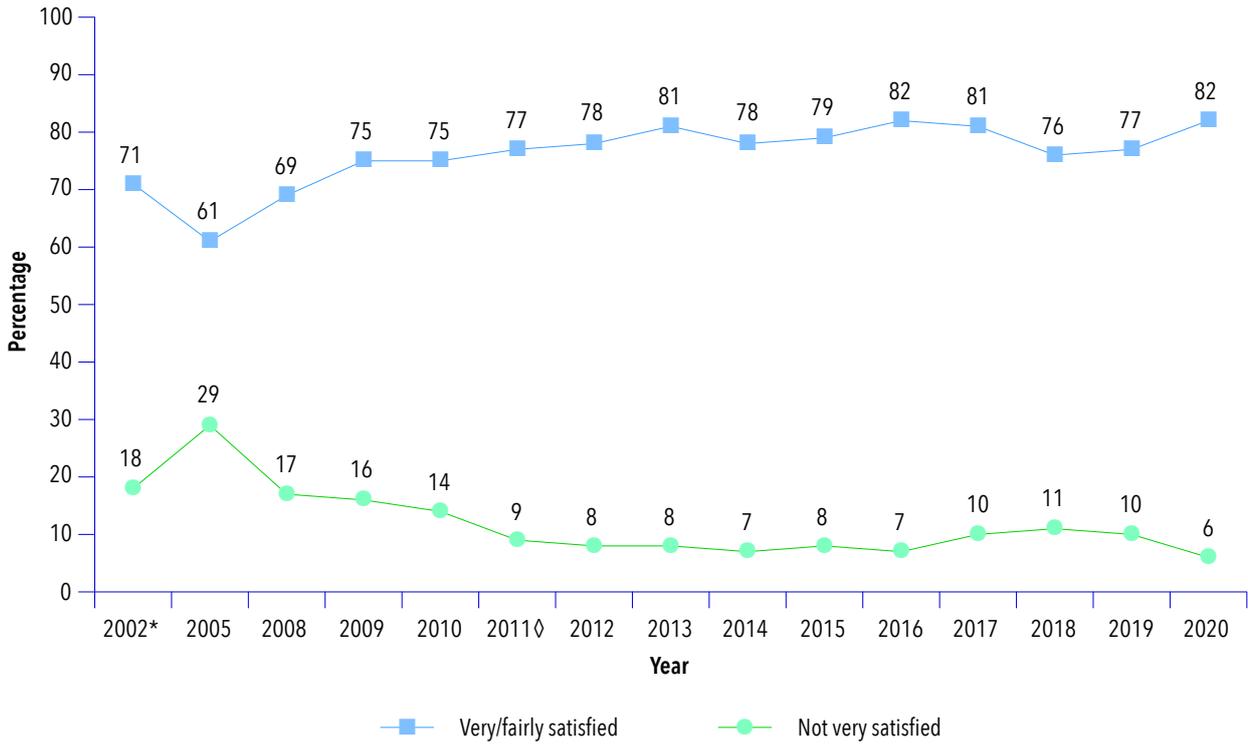
† does not add to 100% due to rounding

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

- need more recycling options, mentioned by 2% of all residents,
- no kerbside recycling/our road not on route, 2%.

\* multiple responses allowed

**Kerbside recycling**



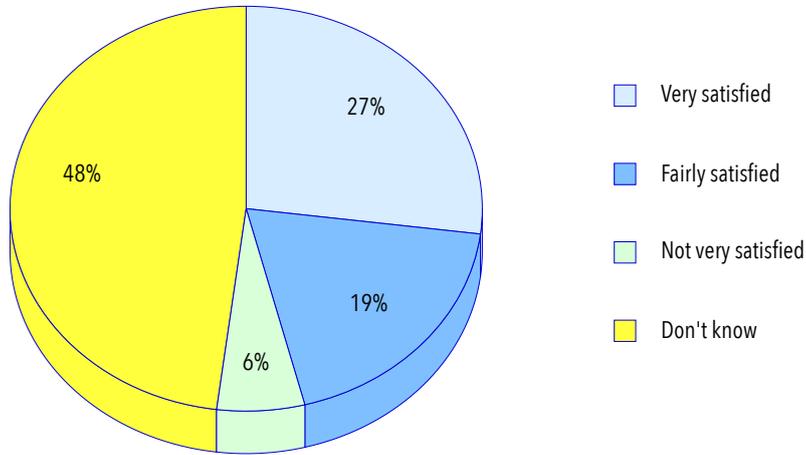
\* 2002 readings refer to recycling only

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

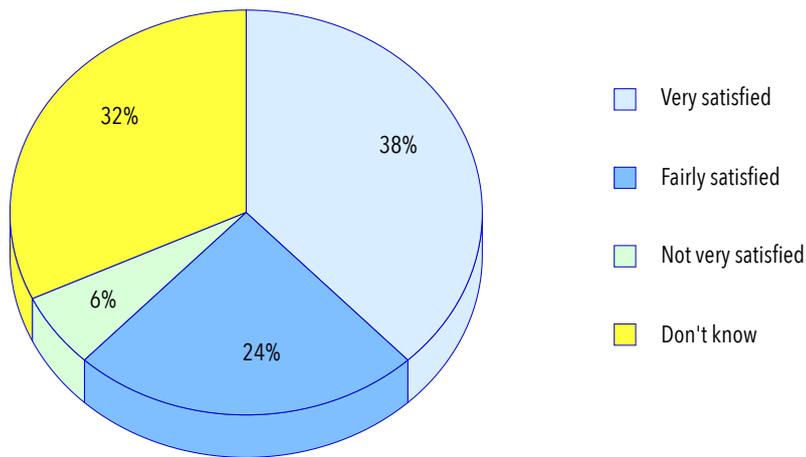
Recommended satisfaction measure for reporting purposes:  
 Total District = 82%  
 Receivers of kerbside recycling service = 92%  
 Users of kerbside recycling service = 93%

### vii. Council's prepaid rubbish bag collection service

#### Overall

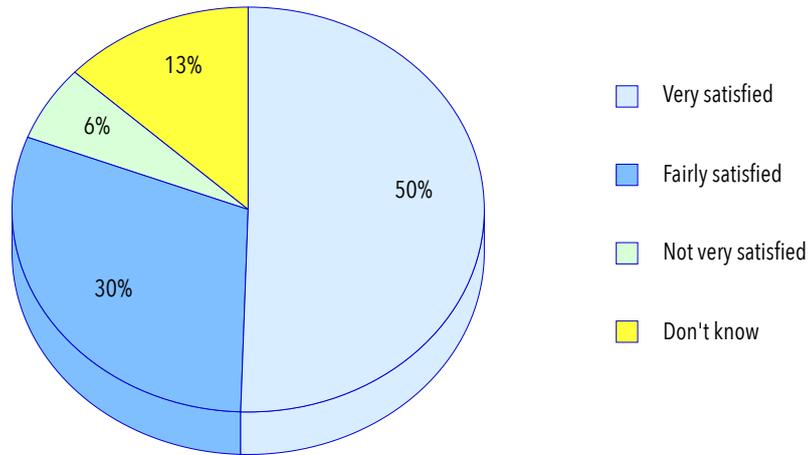


#### Service provided



Base = 277

## Users



Base = 186

46% of residents are satisfied with the Council's prepaid rubbish bag collection service, including 27% who are very satisfied. 6% are not very satisfied and a large percentage (48%) are unable to comment.

The percent not very satisfied (6%) is on par with the Peer Group<sup>†</sup> and National Averages<sup>†</sup>.

68% of residents say they are provided with a regular prepaid rubbish bag collection by Council, with 62% being satisfied with prepaid rubbish bag collection service and 6% not very satisfied.

45% of residents say they, or a member of their household, have used Council's prepaid rubbish bag collection services, in the last 12 months. Of these, 80% are satisfied and 6% not very satisfied.

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

<sup>†</sup> Peer Group and National Averages refer to rubbish collection in general

## Satisfaction with Council's prepaid rubbish bag collection service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District					
2020 <sup>∅∅</sup>	27	19	<b>46</b>	6	48
2019 <sup>†</sup>	36	19	<b>55</b>	9	37
2018	35	18	<b>53</b>	10	37
2017 <sup>†</sup>	40	20	<b>60</b>	9	32
2016	35	24	<b>59</b>	8	33
2015	36	17	<b>53</b>	6	41
2014	32	22	<b>54</b>	7	39
2013	39	17	<b>56</b>	7	37
2012 <sup>**</sup>	40	21	<b>61</b>	8	31
2011 <sup>∅</sup>	40	17	<b>57</b>	8	35
2010	51	24	<b>75</b>	14	11
2009	43	32	<b>75</b>	16	9
2008	39	30	<b>69</b>	17	14
2005	32	29	<b>61</b>	29	10
2002 <sup>*</sup>	15	56	<b>71</b>	18	11
Service provided					
Users	38	24	<b>62</b>	6	32
	50	30	<b>80</b>	6	13
<b>Comparison<sup>∅</sup></b>					
Peer Group Average (Rural)	42	29	<b>71</b>	10	19
National Average	55	28	<b>83</b>	10	7
<b>Ward</b>					
Lakes-Murchison	2	18	<b>20</b>	2	77
Golden Bay	49	28	<b>77</b>	3	21
Motueka	29	21	<b>50</b>	7	43
Moutere-Waimea <sup>†</sup>	26	12	<b>37</b>	11	52
Richmond	25	22	<b>47</b>	1	51

% 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

∅∅ 2013-2019 readings refer to Council's rubbish collection service

∅ Peer Group and National Averages refer to rubbish collections in general

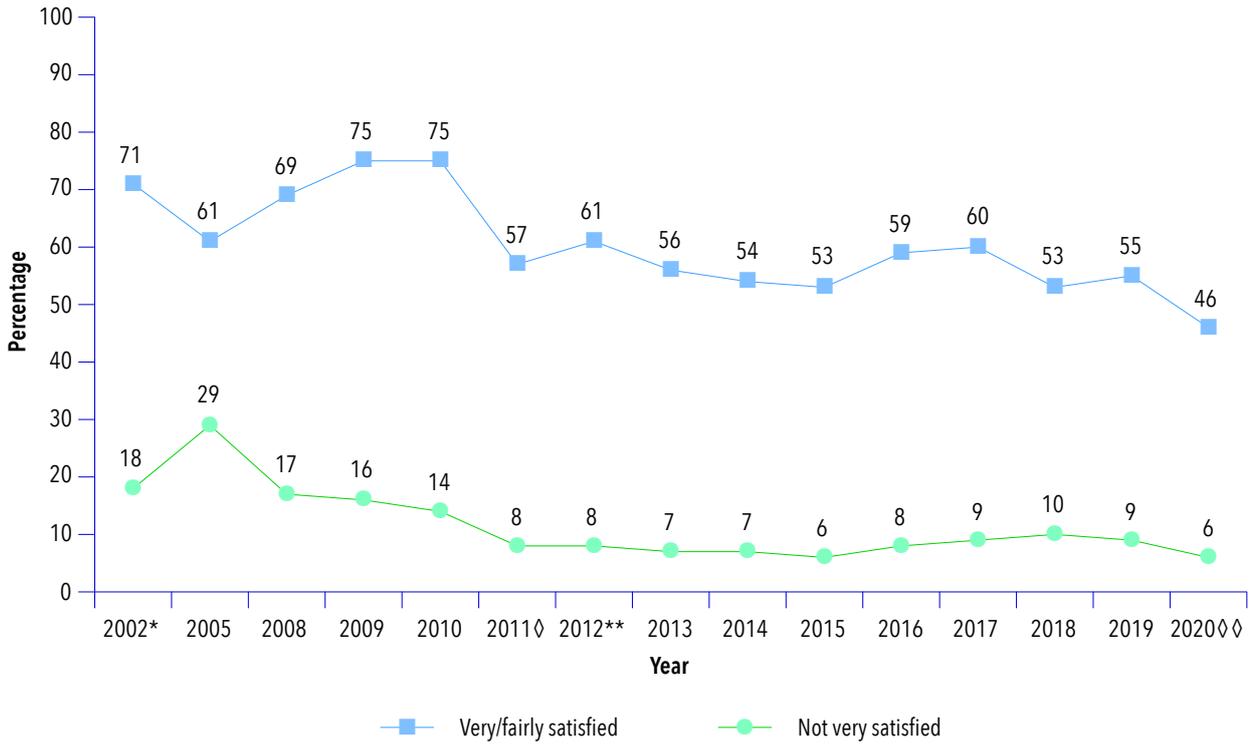
† does not add to 100% due to rounding

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

- have to pay/too expensive, mentioned by 2% of all residents,
- prefer bins/bags not suitable, 2%.

\* multiple responses allowed

**Rubbish collection**

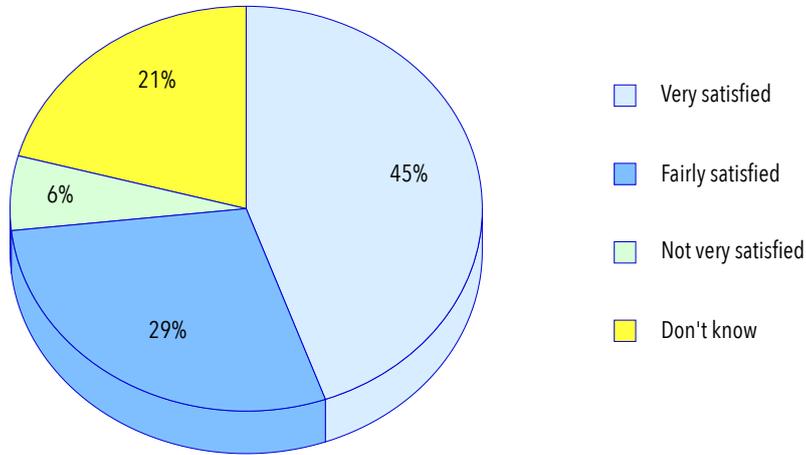


\* 2002 readings refer to recycling only  
 \*\* 2012 readings refer to rubbish collection  
<sup>†</sup> readings prior to 2011 refer to rubbish collection and kerbside recycling  
<sup>††</sup> 2013-2019 readings refer to Council's rubbish collection service

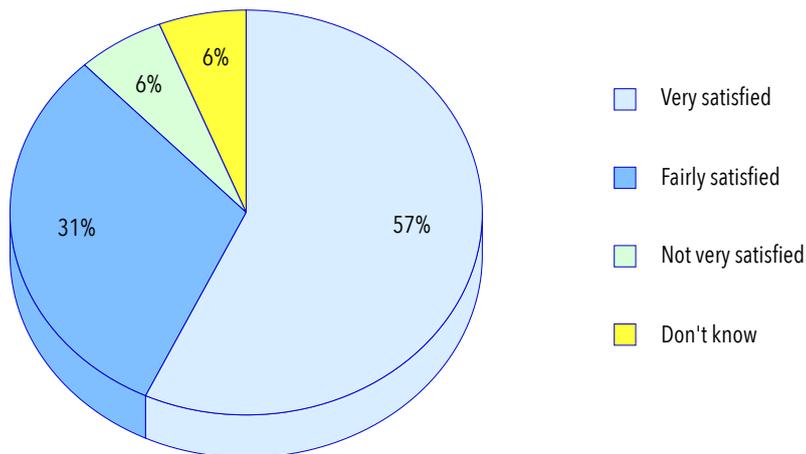
Recommended satisfaction measure for reporting purposes:  
 Total District = 46%  
 Service provided = 62%  
 Users = 80%

**viii. Resource recovery centre/waste transfer station**

*Overall*



*Users*



Base = 276

74% of residents are satisfied with the resource recovery centre/waste transfer station, including 45% who are very satisfied. 6% are not very satisfied and 21% are unable to comment.

The percent not very satisfied (6%) is below the Peer Group Average<sup>†</sup> and slightly below the National Average<sup>†</sup>.

71% of residents say they, or a member of their household, have used the Council's resource recovery centre/waste transfer station, in the last 12 months. Of these, 88% are satisfied and 6% not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the resource recovery centre/waste transfer station.

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

### Satisfaction with the resource recovery centre/waste transfer station

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall</b>					
Total District					
2020	45	29	<b>74</b>	6	21
Users	57	31	<b>88</b>	6	6
<b>Comparison*</b>					
Peer Group Average (Rural)	40	36	<b>76</b>	13	11
National Average	49	35	<b>84</b>	12	4
<b>Ward</b>					
Lakes-Murchison†	38	31	<b>69</b>	6	26
Golden Bay	75	13	<b>88</b>	1	11
Motueka	40	32	<b>82</b>	7	21
Moutere-Waimea	39	35	<b>74</b>	5	21
Richmond†	44	26	<b>70</b>	7	22

% read across

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

† does not add to 100% due to rounding

The main reasons\* residents are not very satisfied with the resource recovery centre/waste transfer station are ...

- too expensive, mentioned by 4% of all residents,
- don't use it, 1%.

\* multiple responses allowed

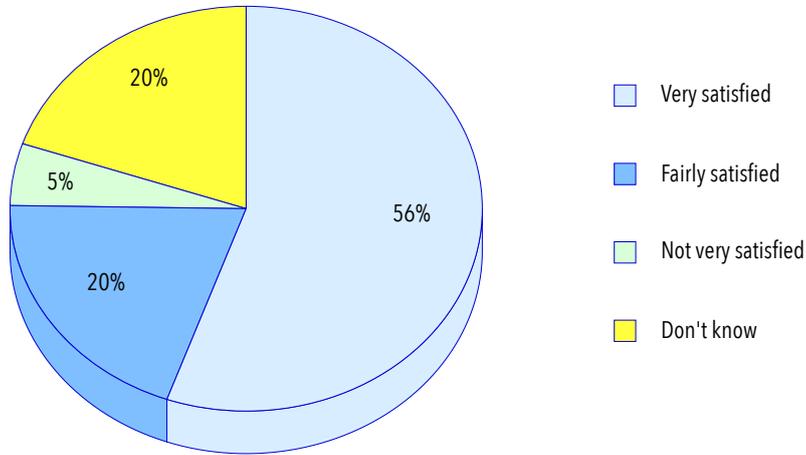
Recommended satisfaction measure for reporting purposes:

Total District = 74%

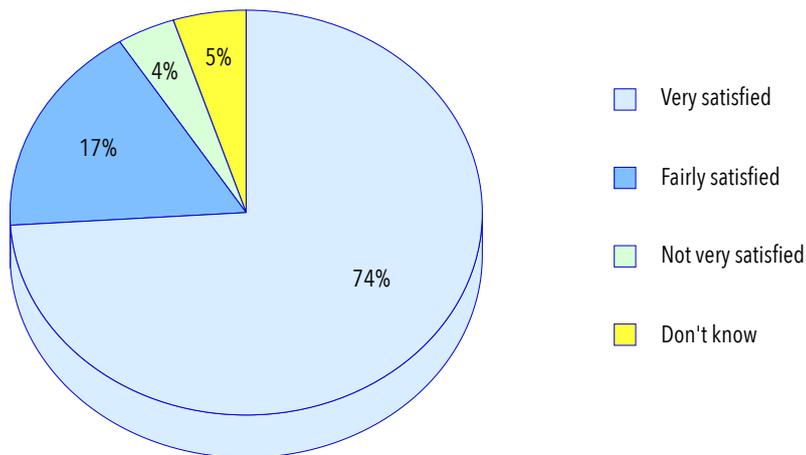
Users = 88%

### ix. Public libraries

#### Overall



#### Users/visitors



Base = 255

75% of residents are satisfied with the District's public libraries, including 56% who are very satisfied. 5% are not very satisfied and 20% are unable to comment. These readings are similar to the 2019 results.

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

63% of households have used/visited a public library or library website in the last 12 months (69% in 2019). Of these, 91% are satisfied and 4% not very satisfied.

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

## Satisfaction with public libraries

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District					
2020	56	19	<b>75</b>	5	20
2019	55	19	<b>74</b>	5	21
2018 <sup>†</sup>	61	15	<b>76</b>	6	19
2017	62	16	<b>78</b>	7	15
2016	59	20	<b>79</b>	7	14
2015	65	16	<b>81</b>	4	15
2014	64	18	<b>82</b>	4	14
2013	67	16	<b>83</b>	4	13
2012	67	19	<b>86</b>	3	11
2011 <sup>°</sup>	68	14	<b>82</b>	5	13
2010	66	18	<b>84</b>	3	13
2009	60	24	<b>84</b>	1	15
2008	52	30	<b>82</b>	4	14
2005	53	29	<b>82</b>	4	14
2002	55	31	<b>86</b>	5	9
Users/visitors	74	17	<b>91</b>	4	5
<b>Comparison</b>					
Peer Group Average (Rural) <sup>†</sup>	60	22	<b>82</b>	3	16
National Average	69	18	<b>87</b>	3	10
<b>Ward</b>					
Lakes-Murchison	48	26	<b>74</b>	1	25
Golden Bay	73	6	<b>79</b>	3	18
Motueka	40	31	<b>71</b>	10	19
Moutere-Waimea	58	20	<b>78</b>	4	18
Richmond	62	13	<b>75</b>	3	22

% read across

\* not asked in 1996 or 1999

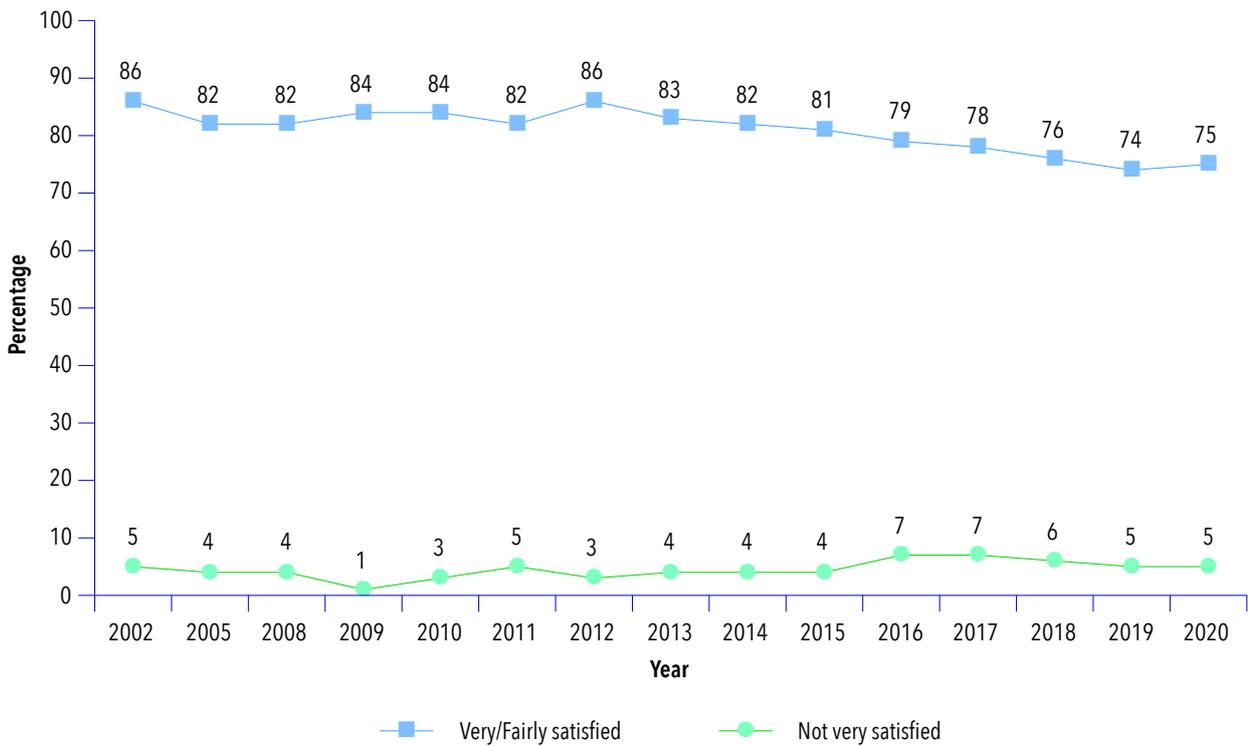
<sup>†</sup> does not add to 100% due to rounding

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

- need longer opening hours, mentioned by 1% of all residents,
- parking issues, 1%,
- issues with free wifi access/visitors should be charged, 1%,
- have to pay/charges, 1%,
- against new library, 1%,
- needs upgrading/improving, 1%.

\* multiple responses allowed

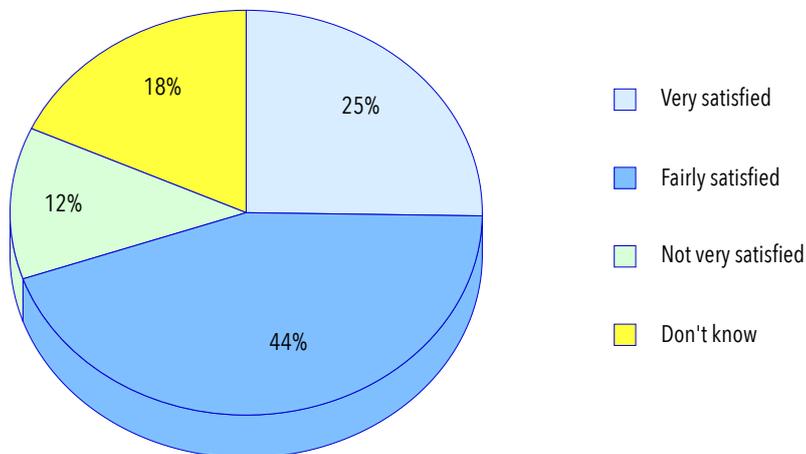
**Public libraries**



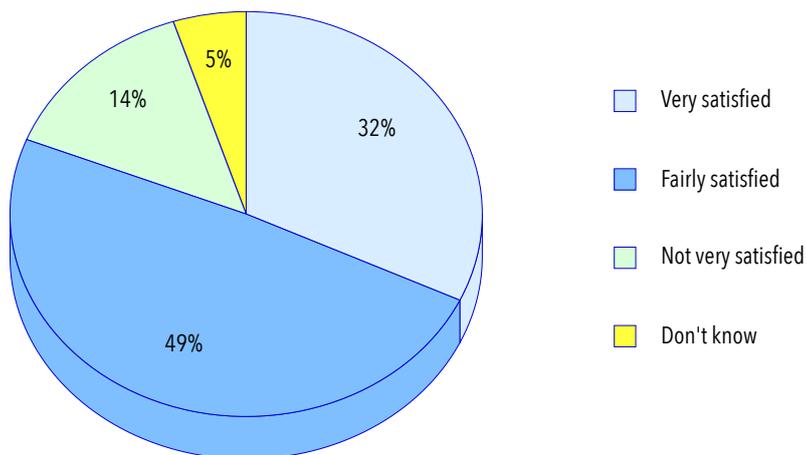
Recommended satisfaction measure for reporting purposes:  
 Total District = 75%  
 Users/visitors = 91%

## x. Public toilets

### Overall



### Users



Base = 285

69% of residents are satisfied with public toilets in the District (66% in 2019), including 25% who are very satisfied (19% in 2019). 12% are not very satisfied and 18% are unable to comment.

The percent not very satisfied is slightly below the Peer Group and National Averages and similar to the 2019 reading.

72% of households have used a public toilet in the last 12 months. Of these, 81% are satisfied and 14% are not very satisfied.

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

## Satisfaction with public toilets

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District					
2020†	25	44	<b>69</b>	12	18
2019	19	47	<b>66</b>	14	20
2018†	20	38	<b>58</b>	25	16
2017	20	43	<b>63</b>	18	19
2016†	23	45	<b>68</b>	15	18
2015	29	43	<b>72</b>	13	15
2014†	29	47	<b>76</b>	14	9
2013†	24	44	<b>68</b>	13	18
2012	24	45	<b>69</b>	15	16
2011	27	41	<b>68</b>	12	20
2010	26	41	<b>67</b>	14	19
2009	21	46	<b>67</b>	16	17
2008	23	45	<b>68</b>	13	19
2005	26	36	<b>62</b>	14	24
2002	17	48	<b>65</b>	18	17
Users	32	49	<b>81</b>	14	5
<b>Comparison</b>					
Peer Group Average (Rural)	25	41	<b>66</b>	18	16
National Average†	24	46	<b>70</b>	17	14
<b>Ward</b>					
Lakes-Murchison	30	42	<b>72</b>	10	18
Golden Bay	54	12	<b>66</b>	7	27
Motueka†	16	50	<b>66</b>	15	20
Moutere-Waimea	28	48	<b>76</b>	14	10
Richmond	20	48	<b>68</b>	11	21

% read across

\* not asked in 1996 or 1997

† does not add to 100% due to rounding

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

- dirty/disgusting/smell/need cleaning more often,
- need more toilets/not enough.

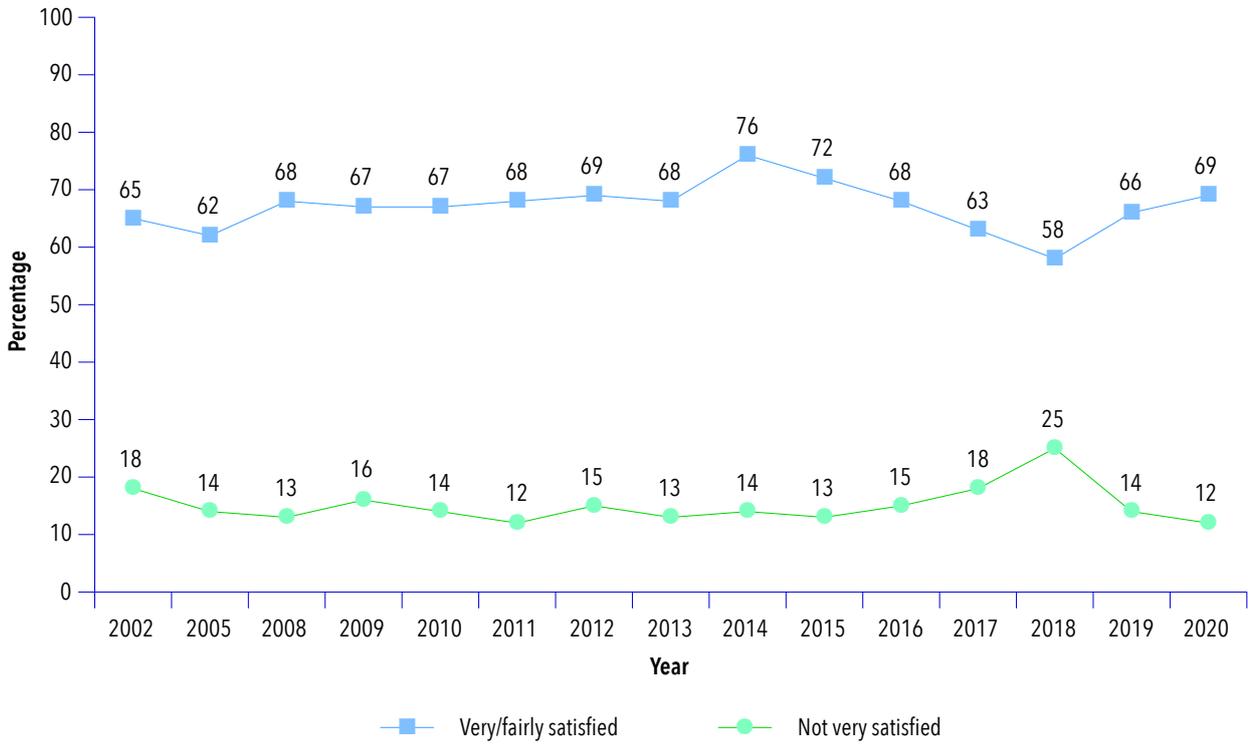
#### Summary table: Main reasons\* for being not very satisfied with public toilets

	Total District 2020 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
Dirty/disgusting/smell/need cleaning more often	6	-	-	7	6	7
Need more toilets/not enough	6	5	-	5	7	7

\* multiple responses allowed

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

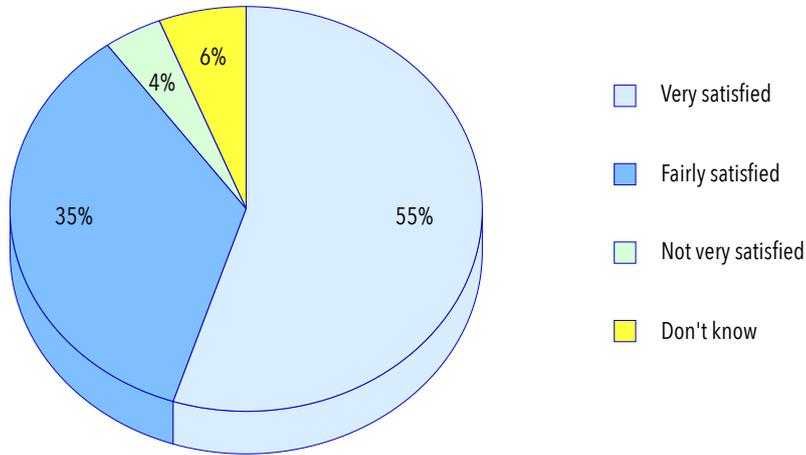
Public toilets



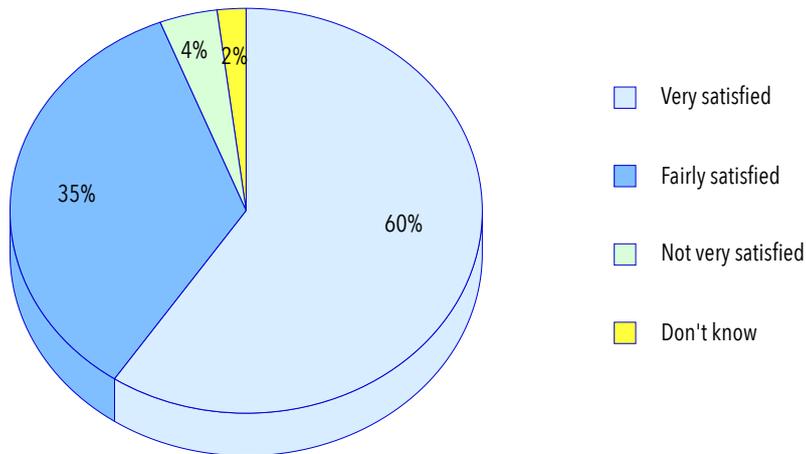
Recommended satisfaction measure for reporting purposes:  
 Total District = 69%  
 Users = 81%

**xi. Recreational facilities (such as playing fields and neighbourhood reserves)**

*Overall*



*Users*



Base = 316

90% of residents overall are satisfied with the District's recreational facilities, including 55% who are very satisfied, with 4% being not very satisfied. 6% are unable to comment.

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

82% of households have used recreational facilities in the District in the last 12 months (86% in 2019). Of these residents, 95% are satisfied with these facilities (91% in 2019) and 4% are not very satisfied.

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

## Satisfaction with recreational facilities

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District					
2020	55	35	<b>90</b>	4	6
2019†	57	33	<b>90</b>	7	4
2018†	54	30	<b>84</b>	9	6
2017	61	26	<b>87</b>	7	6
2016	59	33	<b>92</b>	5	3
2015†	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†	60	35	<b>95</b>	4	2
<b>Comparison**</b>					
Peer Group Average (Rural)†	55	37	<b>92</b>	3	6
National Average	62	31	<b>93</b>	4	3
<b>Ward</b>					
Lakes-Murchison	47	34	<b>81</b>	5	14
Golden Bay	56	27	<b>83</b>	1	16
Motueka	53	40	<b>93</b>	4	3
Moutere-Waimea	53	37	<b>90</b>	4	6
Richmond†	59	33	<b>92</b>	3	4

% read across

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

\*\* 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

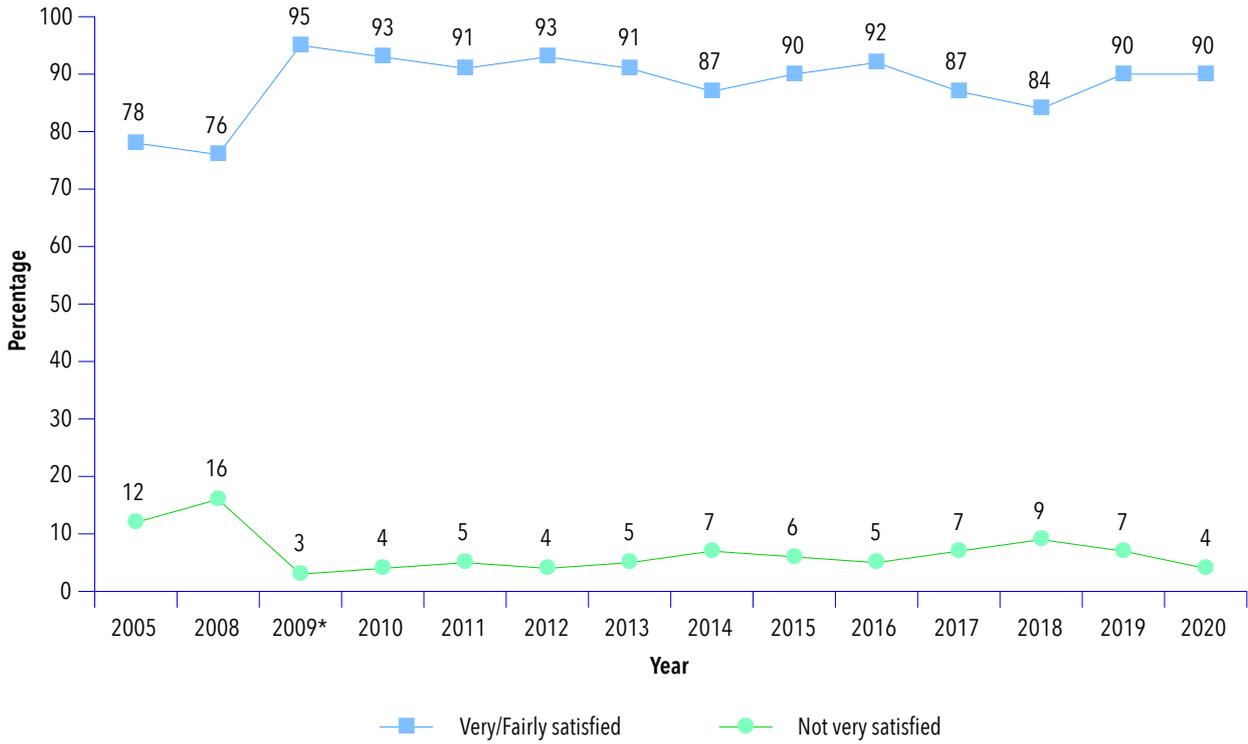
† does not add to 100% due to rounding

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

- need more recreational facilities, mentioned by 3% of all residents,
- upgrade/improve facilities, 1%.

\* multiple responses allowed

**Recreational facilities**



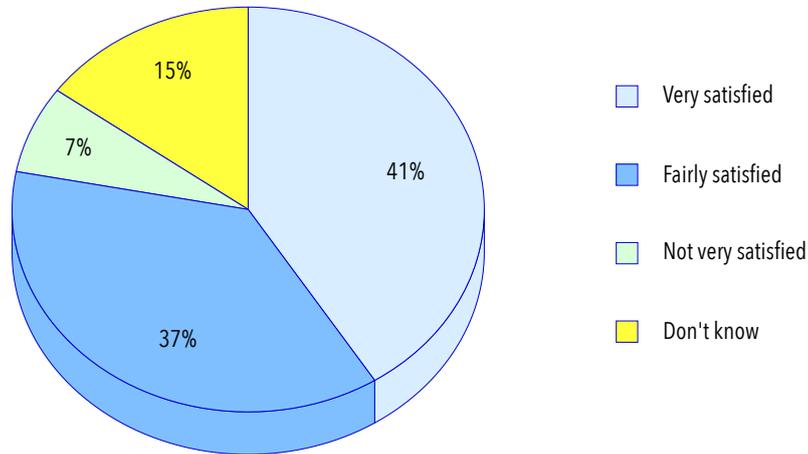
\* readings prior to 2009 refer to recreational facilities, such as parks, playing fields, community halls and sports complexes. 2009 reading refers to **other** recreational facilities. (In 2009 residents were also asked satisfaction with swimming pools).

Recommended satisfaction measure for reporting purposes:

Total District	=	90%
Users	=	95%

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

Overall



78% of Tasman residents are satisfied with emergency management, including 41% who are very satisfied (47% in 2019), while 7% are not very satisfied. 15% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages and the 2019 reading.

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

## Satisfaction with emergency management

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District					
2020	41	37	<b>78</b>	7	15
2019	47	31	<b>78</b>	9	13
2018	23	36	<b>59</b>	15	26
2017	17	40	<b>57</b>	12	31
2016	21	37	<b>58</b>	12	30
2015	26	34	<b>60</b>	10	30
2014	25	44	<b>69</b>	12	19
2013	22	37	<b>59</b>	14	27
2012 <sup>†</sup>	19	40	<b>59</b>	10	32
2011	20	33	<b>53</b>	11	36
2010 <sup>†</sup>	19	37	<b>56</b>	8	37
2009	18	40	<b>58</b>	10	32
2008	15	35	<b>50</b>	16	34
<b>Comparison<sup>†</sup></b>					
Peer Group Average (Rural)	29	32	<b>61</b>	7	33
National Average	28	40	<b>68</b>	6	27
<b>Ward</b>					
Lakes-Murchison	27	33	<b>60</b>	9	31
Golden Bay	68	22	<b>90</b>	-	10
Motueka	27	47	<b>74</b>	9	17
Moutere-Waimea	47	33	<b>80</b>	9	11
Richmond	42	38	<b>80</b>	5	15

% read across

\* not asked prior to 2008

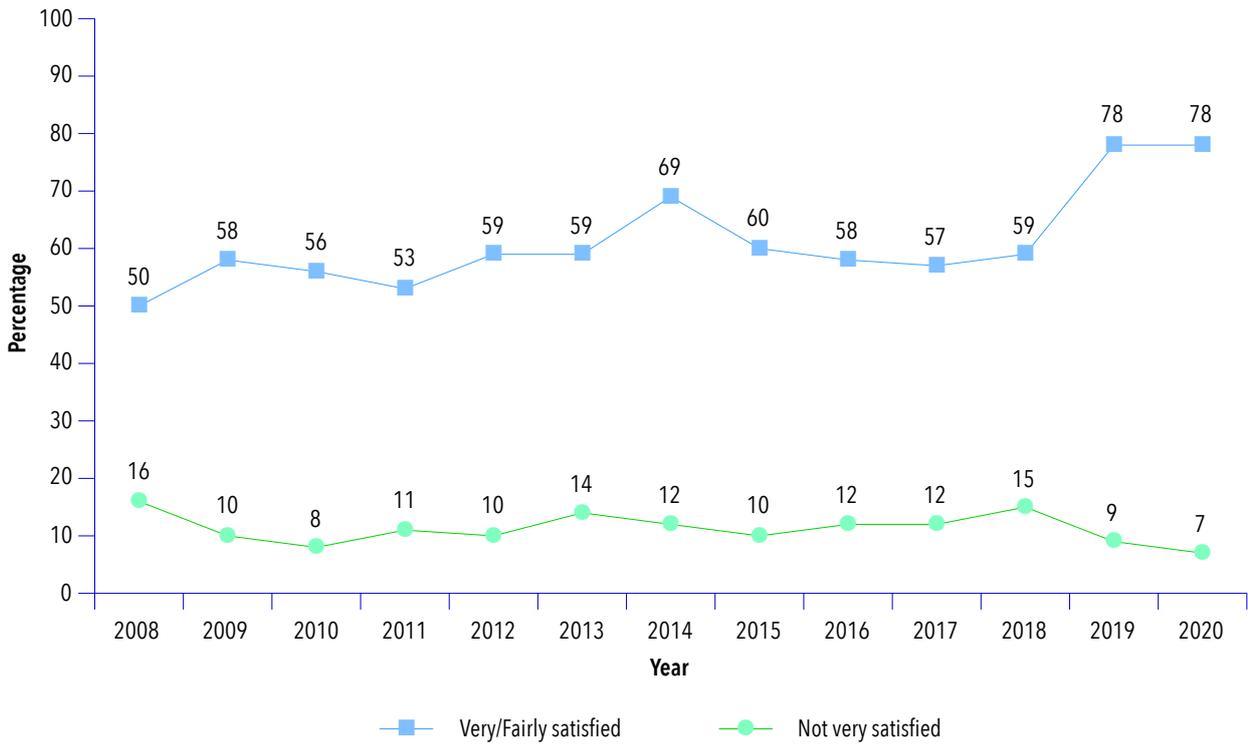
<sup>†</sup> does not add to 100% due to rounding

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

- lack of information/not enough publicity/knowledge, mentioned by 3% of all residents,
- not prepared/organised/delays in response/little help, 3%,
- improvements needed/suggestions, 2%.

\* multiple responses allowed  
NB: 0.2% mention other reasons

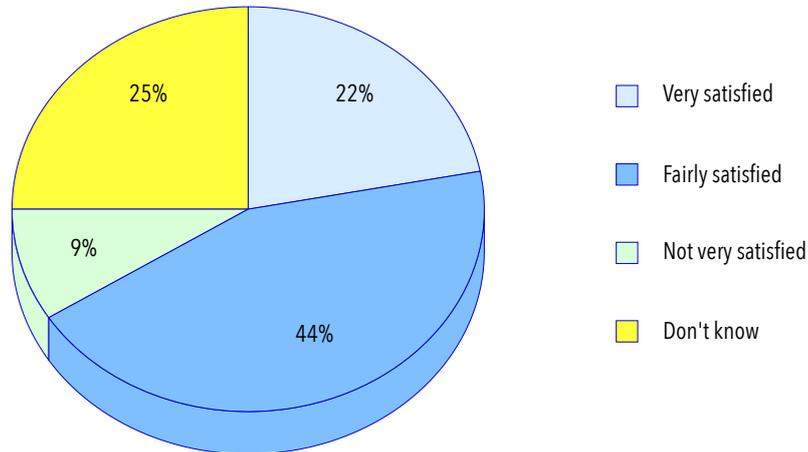
### Emergency management



Recommended satisfaction measure for reporting purposes:  
Total District = 78%

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

*Overall*



66% of Tasman residents are satisfied with environmental information, while 9% are not very satisfied (12% in 2019) and 25% are unable to comment.

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

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

- men,
- ratepayers.

## Satisfaction with environmental information

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District					
2020	22	44	<b>66</b>	9	25
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†	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	32	<b>50</b>	18	32
Golden Bay†	38	21	<b>59</b>	17	25
Motueka	11	45	<b>56</b>	7	37
Moutere-Waimea	19	49	<b>68</b>	11	21
Richmond	29	48	<b>77</b>	5	18
<b>Gender</b>					
Male	24	41	<b>65</b>	12	23
Female†	19	47	<b>66</b>	6	27
<b>Ratepayer?</b>					
Ratepayer†	22	43	<b>65</b>	10	24
Non-ratepayer	21	46	<b>67</b>	-	33

% read across

\* not asked in 2005 or prior to 2002

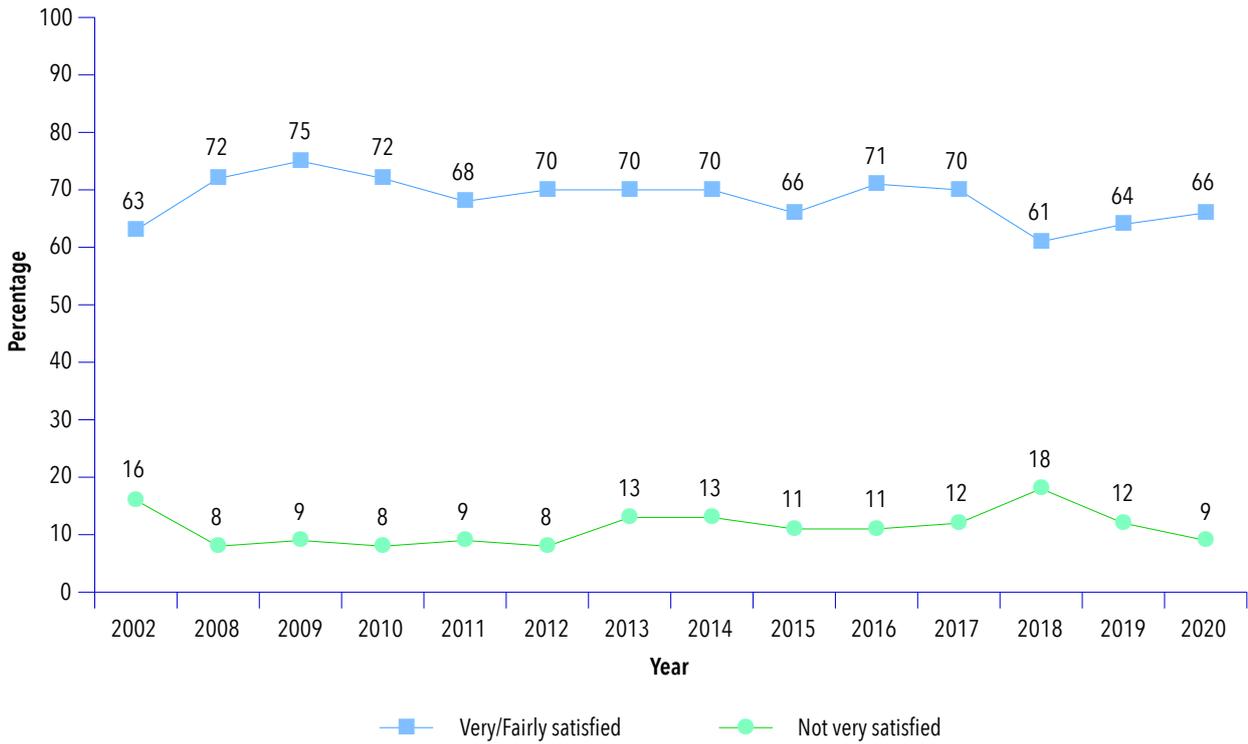
† does not add to 100% due to rounding

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

- concerns regarding water/quality/contamination, etc, mentioned by 3% of all residents,
- lack of information/would like more/haven't seen any, 3%,
- poor quality information/misinformation, 2%.

\* multiple responses allowed

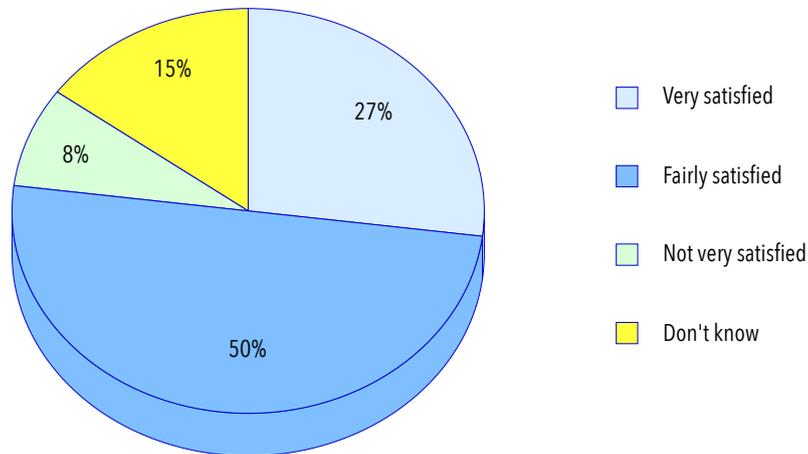
*Environmental information*



Recommended satisfaction measure for reporting purposes:  
Total District = 66%

#### xiv. Community programmes and events (for multi-purpose public halls and community buildings)

##### Overall



77% of Tasman residents are satisfied with multi-purpose public halls and community buildings in the District, including 27% who are very satisfied (35% in 2019). 8% are not very satisfied and 15% are unable to comment (19% in 2019).

The percent not very satisfied is similar to the Peer Group and National Average readings for **public halls** and the 2019 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 %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District					
2020	27	50	<b>77</b>	8	15
2019	35	40	<b>75</b>	6	19
2017	33	46	<b>79</b>	6	15
2016	35	45	<b>80</b>	8	12
2013	39	43	<b>82</b>	7	11
2009	24	46	<b>70</b>	6	14
<b>Comparison**</b>					
Peer Group Average (Rural)	27	40	<b>67</b>	7	26
National Average	24	38	<b>62</b>	6	32
<b>Ward</b>					
Lakes-Murchison	51	34	<b>85</b>	6	9
Golden Bay†	41	44	<b>85</b>	8	8
Motueka	23	58	<b>81</b>	10	9
Moutere-Waimea†	24	45	<b>69</b>	10	22
Richmond	21	55	<b>76</b>	5	19

% read across

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

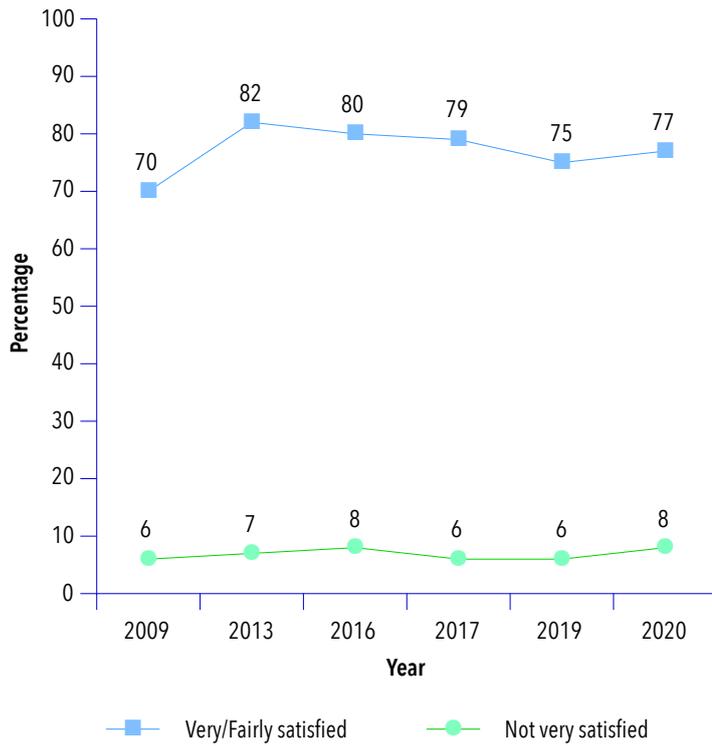
\*\* the Peer Group and National Averages relate to ratings of public halls only

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

- upgrade/improve facilities, mentioned by 4% of all residents,
- don't have any/need more, 2%.

\* multiple responses allowed

*Multi-purpose public halls and community buildings*

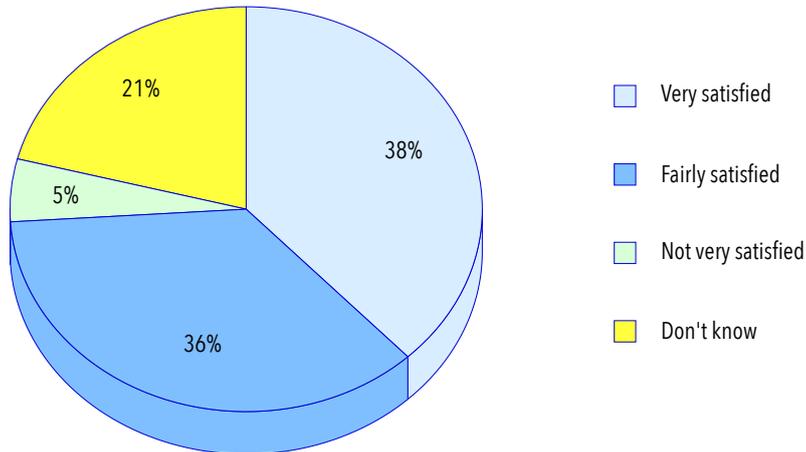


\* not asked prior to 2009, 2010-2012, 2014-2015 and 2018

Recommended satisfaction measure for reporting purposes:  
Total District = 77%

**xv. 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)**

*Overall*



74% of Tasman residents are satisfied with community programmes and events in their District (81% in 2019), including 38% who are very satisfied (51% in 2019). 5% are not very satisfied and 21% are unable to comment (13% in 2019).

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 %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District					
2020	38	36	<b>74</b>	5	21
2019	51	30	<b>81</b>	6	13
2018	52	29	<b>81</b>	7	12
2015†	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	31	25	<b>56</b>	12	32
Golden Bay	35	34	<b>69</b>	8	23
Motueka†	36	34	<b>70</b>	5	24
Moutere-Waimea	39	32	<b>71</b>	6	23
Richmond†	42	44	<b>86</b>	3	12

% 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).

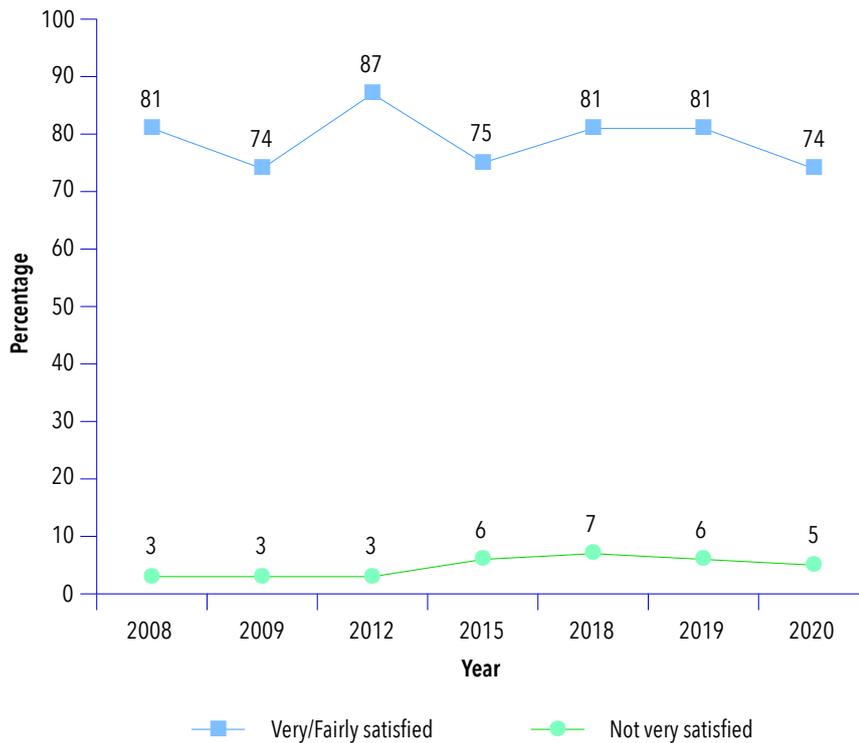
† does not add to 100% due to rounding

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

- don't get programmes/would like more, mentioned by 4% of all residents,
- waste of money/shouldn't be involved/should be user pays, 1%,
- don't know about them, 1%.

\* multiple responses allowed

**Community programmes and events**

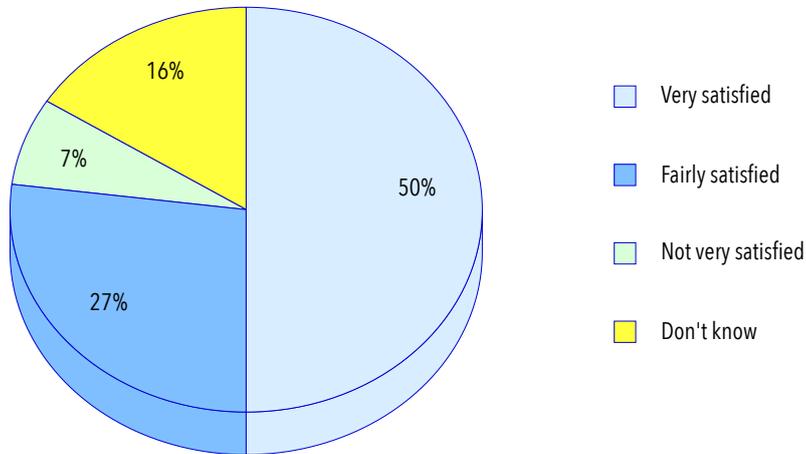


\* not asked prior to 2008, 2010-2011, 2013-2014 and 2016-2017. Readings prior to 2015 refer to recreation programmes and events.

Recommended satisfaction measure for reporting purposes:  
Total District = 74%

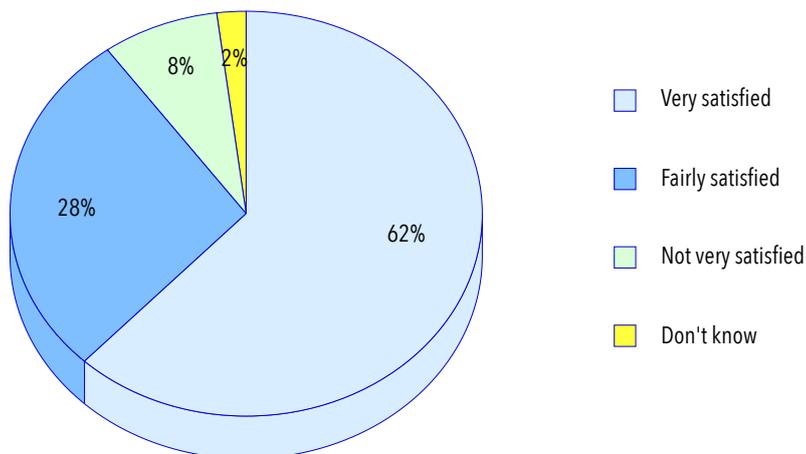
## xvi. Aquatic Centre

### Richmond/Moutere-Waimea Ward residents



Base = 212

### Users/visitors<sup>†</sup>



Base = 111

77% of residents<sup>†</sup> are satisfied with the Aquatic Centre, including 50% who are very satisfied. 7% are not very satisfied and 16% are unable to comment. These readings are similar to the 2019 results.

The percent not very satisfied (7%) is similar to the Peer Group and National Averages for swimming pools in general.

56% of households<sup>†</sup> have used/or visited the Aquatic Centre in the last 12 months. Of these, 90% are satisfied and 8% not very satisfied.

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=212

## Satisfaction with Aquatic Centre

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Mouere-Waimea/Richmond Ward residents*</b>					
Total District					
2020	50	27	<b>77</b>	7	16
2019†	48	26	<b>74</b>	10	17
2017†	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
Users/visitors	62	28	<b>90</b>	8	2
<b>Comparison**</b>					
Peer Group Average (Rural)†	40	27	<b>67</b>	7	25
National Average	35	34	<b>69</b>	7	24
<b>Ward</b>					
Mouere-Waimea	40	29	<b>69</b>	11	20
Richmond†	57	26	<b>83</b>	4	12

Base = 212

% 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

† does not add to 100% due to rounding

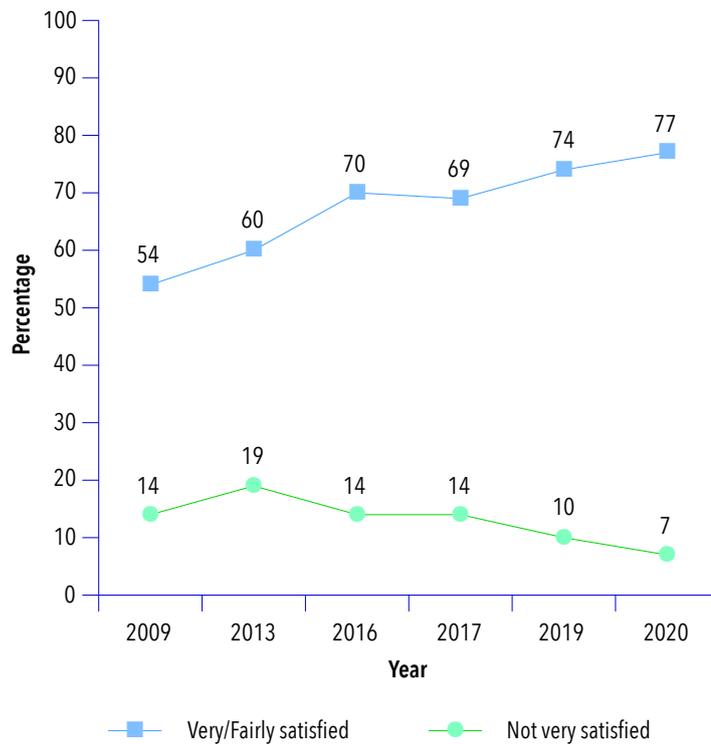
The main reasons\* residents† are not very satisfied with the Aquatic Centre are ...

- needs upgrading, mentioned by 2% of residents†,
- too expensive/no discount, 2%,
- too much chlorine, 2%,
- not clean/unhygienic, 2%.

\* multiple responses allowed

† Moutere-Waimea/Richmond Ward residents only, N=212

*Aquatic Centre†*



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

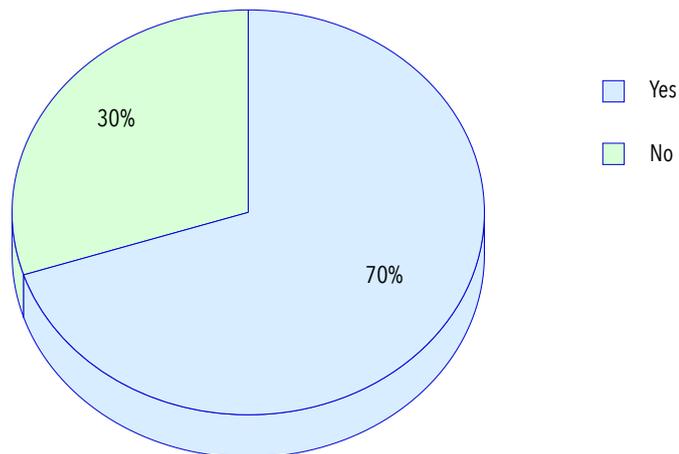
† Moutere-Waimea/Richmond Ward residents only, N=212

Recommended satisfaction measure for reporting purposes:  
 Moutere-Waimea/Richmond Ward residents = 77%  
 Users/visitors (Moutere-Waimea/Richmond Ward) = 90%

## RESOURCE MANAGEMENT POLICY AND PLANNING WORK

### i. Awareness

Overall



70% 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). This is similar to the 2019 reading.

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

- residents aged 45 years or over,
- ratepayers.

### Summary table: Awareness of Council's role

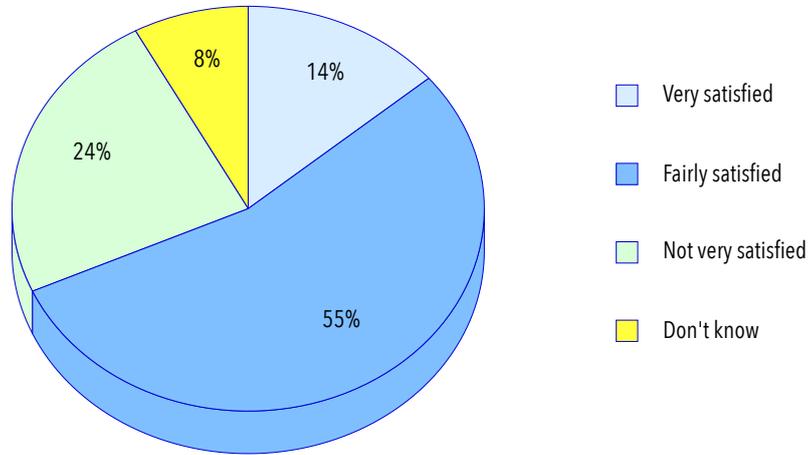
	Yes %	No %
<b>Overall*</b>		
Total District		
<b>2020</b>	<b>70</b>	<b>30</b>
2019	72	28
<b>Ward</b>		
Lakes-Murchison	65	35
Golden Bay	70	30
Motueka	61	39
Moutere-Waimea	74	26
Richmond	75	25
<b>Age</b>		
18-44 years	60	40
45-64 years	77	23
65+ years	73	27
<b>Ratepayer?</b>		
Ratepayer	72	28
Non-ratepayer	49	51

% read across

\* caution: small base

## ii. Satisfaction with performance

### Residents who are aware



Base = 286

69% of Tasman residents\* are satisfied with Council performance in this area, while 24% are not very satisfied and 8% are unable to comment. These readings are similar to the 2019 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.

\* those residents who are aware of council's role in resource management policy and planning work, N=286

### Satisfaction with Council's performance in resource management policy and planning work

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
2020 <sup>†</sup>	14	55	<b>69</b>	24	8
2019*	22	47	<b>69</b>	25	6
2018	10	41	<b>51</b>	32	17
2017 <sup>†</sup>	10	49	<b>59</b>	23	17
2016 <sup>†</sup>	9	49	<b>58</b>	27	14
2015	13	43	<b>56</b>	22	22
2014	13	50	<b>63</b>	22	15
2013	12	46	<b>58</b>	24	18
2012	13	49	<b>62</b>	20	18
2011	15	43	<b>58</b>	17	25
2010	22	49	<b>71</b>	14	15
2009	19	50	<b>69</b>	20	11
2008	13	49	<b>62</b>	22	16
<b>Ward</b>					
Lakes-Murchison**	21	36	<b>57</b>	29	14
Golden Bay	41	40	<b>81</b>	13	6
Motueka <sup>†</sup>	5	73	<b>78</b>	14	7
Moutere-Waimea	8	46	<b>54</b>	36	10
Richmond	16	58	<b>74</b>	21	5

Base = 286

% read across

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

\*\* caution: small base

<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 ...

- too restrictive/slow/costly/over-regulated,
- poor planning/management,
- too much development/losing agricultural land to housing.

#### Summary table: Main reasons\* for being not very satisfied with Council's performance in resource management policy and planning work

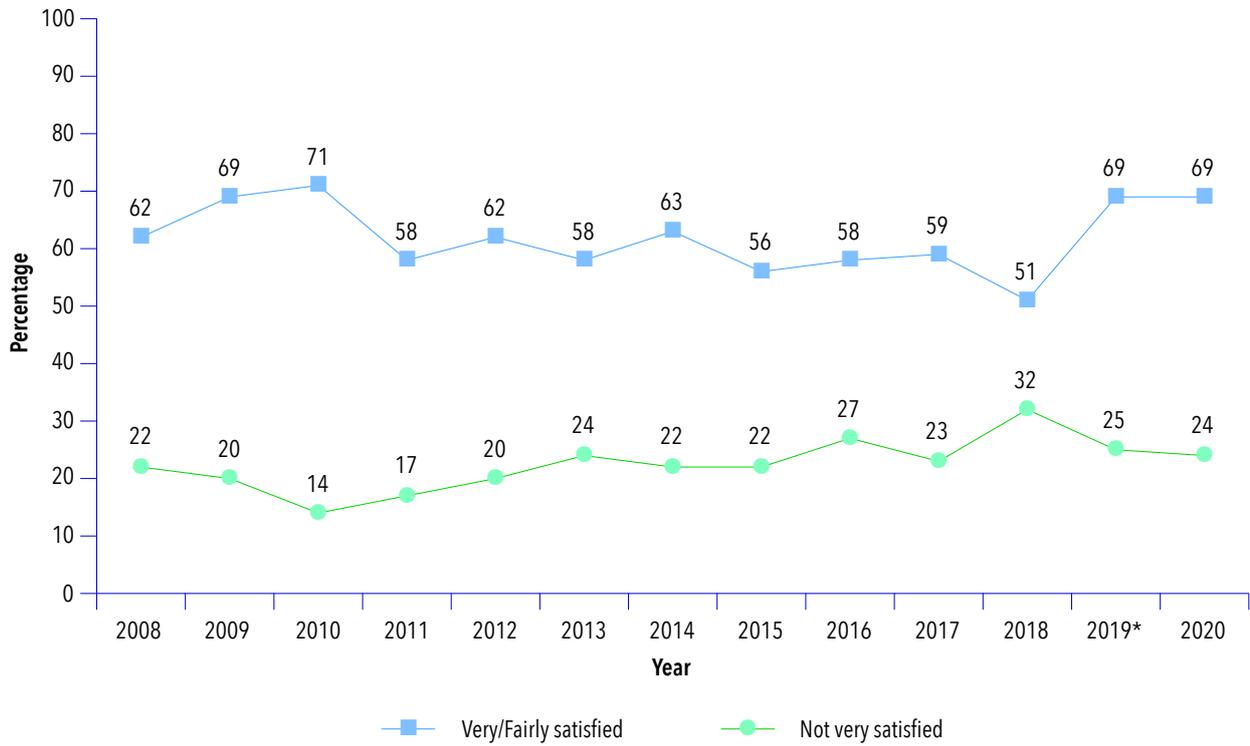
	Residents who are aware 2020 %	Ward				
		†† Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
Too restrictive/slow/costly/over-regulated	5	7	4	4	6	6
Poor planning/management	5	5	-	3	5	7
Too much development/losing agricultural land to housing	4	-	-	3	8	3

\* multiple responses allowed

† those residents who are aware of council's role in resource management policy and planning work, N=286

†† caution: small base (N=28)

*Council's performance in resource management policy and planning work*



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

## SPEND EMPHASIS ON SERVICES/FACILITIES

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

**Summary table: Spend emphasis for services/facilities**

	More %	About the same %	Less %	Don't know %
Activities to encourage waste minimisation	47	44	3	6
Roads (excluding State Highways)	41	53	4	2
Rivers and flood protection	40	53	2	5
Managing pests and weeds	38	55	3	4
Environmental education	33	55	5	7
Public toilets	32	62	1	5
Climate Action <sup>†</sup>	32	52	8	7
Management of coastal structures <sup>†</sup>	31	58	3	9
Footpaths	29	63	4	4
Walkways and cycleways	29	54	15	2
Environmental planning and policy	28	54	7	11
Environmental information and monitoring <sup>†</sup>	27	55	7	10
Water supply <sup>†</sup>	22	59	3	17
Emergency management/Civil Defence	21	72	-	7
Community assistance and grants	21	61	3	15
Stormwater system	20	63	1	16
Sportsfields, playgrounds, parks and reserves	18	80	1	1
Recreation programmes and events	18	72	5	5
Multi-purpose public halls and community buildings	17	72	5	6
Arts and culture and heritage in general	17	63	15	5
Free parking in your local town	16	81	2	1
Aquatic centres	16	67	5	12
Resource consents and compliance	16	45	20	19
Sewerage system	14	67	2	17
Public libraries	11	76	6	7
Kerbside recycling	9	83	3	5
Resource recovery centre/waste transfer station	9	80	3	8
Harbour management and safety activities	9	73	4	14

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

### Summary table: Eight services/facilities with the highest "spend more" readings

	Total District 2020 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
Activities to encourage waste minimisation	47	35	35	44	58	46
Roads	41	51	46	35	45	39
Rivers and flood protection	40	54	57	44	40	28
Managing pests and weeds	38	47	26	36	46	36
Environmental education	33	30	37	27	38	33
Public toilets	32	27	22	32	37	32
Climate Action	32	32	53	26	38	26
Management of coastal structures	31	8	54	31	30	28

## SPEND 'MORE' - COMPARISON

	2020 %	2017 %	2014 %	2011 %	2008 %	2005 %
Activities to encourage waste minimisation	47	NA	NA	NA	NA	NA
Roads (excluding State Highways)	41	40	34	31	29	41
Rivers and flood protection	40	47	NA	45	NA	NA
Managing pests and weeds	38	43	NA	25	NA	NA
Environmental education	33	32	23	27	NA	NA
Public toilets	32	33	21	26	24	26
Climate Action	32	NA	NA	NA	NA	NA
Management of coastal structures, eg, ports, wharves and coastal protection	31	29	30	NA	NA	NA
Footpaths	29	28	33	30	27	34
Walkways and cycleways	29	32	NA	32	23	NA
Environmental planning and policy	28	22	16	15	19	NA
Environmental information and monitoring	27	27	14	18	18	NA
Water supply	22	24	20	19	23	23
Emergency management/Civil Defence	21	30	29	30	28	NA
Community assistance and grants**	21	18	NA	17	22	21
Stormwater system***	20	29	36	20	21	18
Sportsfields, playgrounds, parks and reserves	18	21	NA	17	24	†22
Recreation programmes and events	18	15	NA	15	18	NA
Multi-purpose public halls and community buildings <sup>◊◊</sup>	17	16	NA	21	18	10
Arts and culture and heritage in general*	17	15	NA	17	18	15
Free parking in your local town	16	13	NA	12	11	14
Aquatic centres	16	20	NA	NA	NA	NA
Resource consents and compliance	16	22	NA	17	NA	NA
Wastewater/sewerage system	14	11	10	11	14	17
Public libraries	11	17	16	12	17	15
Kerbside recycling	9	8	8	15	◊20	◊19
Resource Recovery Centre/waste transfer station <sup>◊◊</sup>	9	9	11	NA	NA	NA
Harbour management and safety activities <sup>◊</sup>	9	11	12	7	NA	NA

NA: not asked

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

\*\* readings prior to 2011 refer to community assistance

\*\*\* readings prior to 2017 refer to stormwater services

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

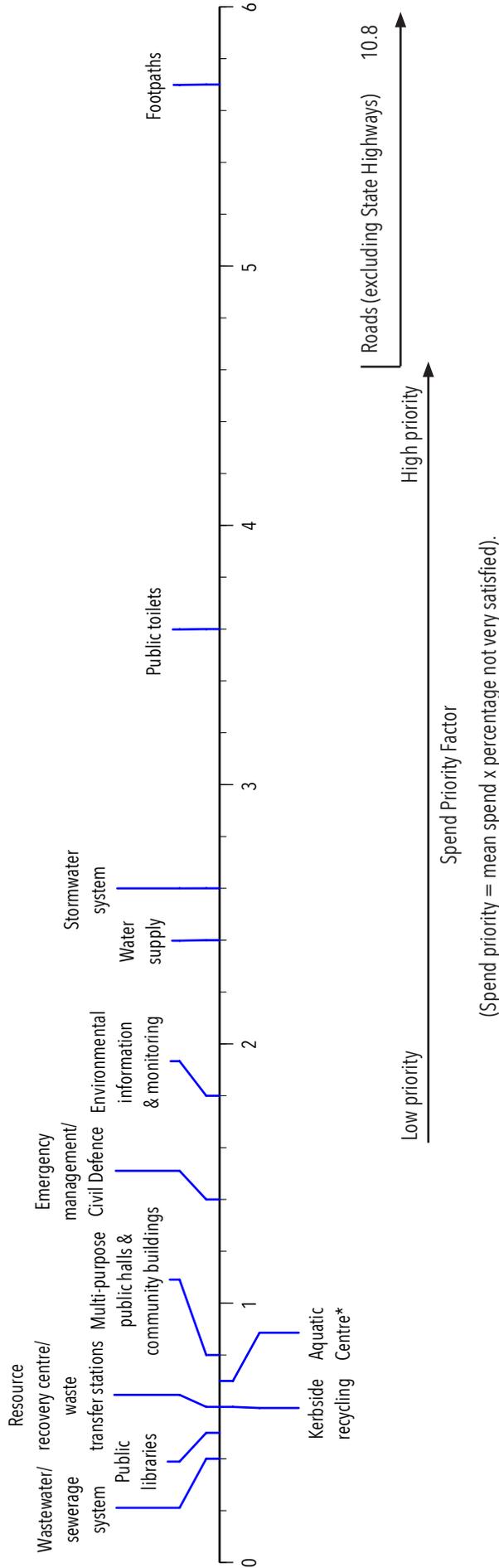
◊◊ readings prior to 2011 refer to public halls

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

◊ 2011 reading refers to harbour management and safety activities

◊◊ readings prior to 2017 refer to refuse centres/2017 reading refers to refuse/waste transfer stations

# SPEND PRIORITY



\* not very satisfied reading refers to Richmond and Mouere-Waimea Ward residents only, N=212

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

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

In 2020, roads, footpaths and public toilets are the top priorities for Council in terms of spend, while wastewater/sewerage system and public libraries are the lowest priorities in terms of spend.

## COUNCIL POLICY AND DIRECTION

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction, rather 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.

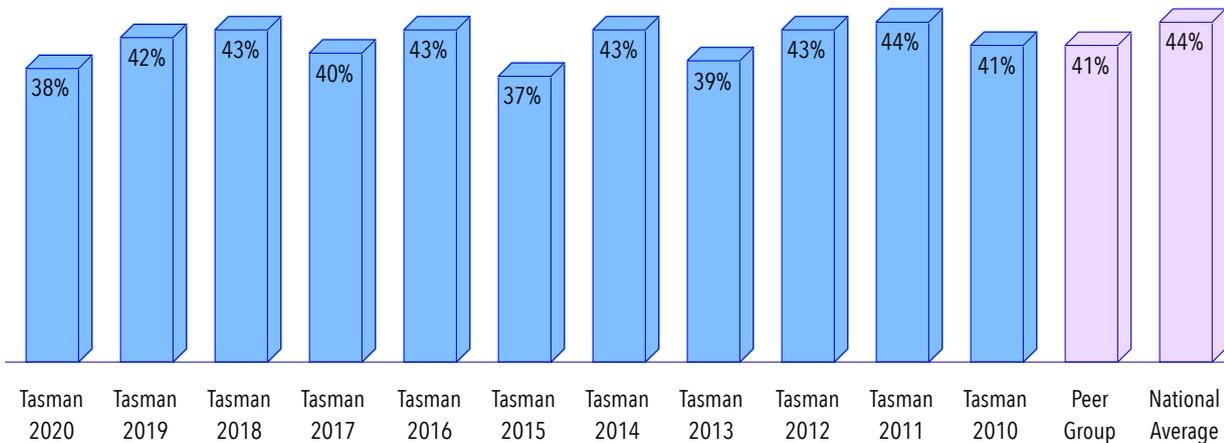
This was asked in order to gauge the level of support Tasman District residents have for Council's actions, decisions and management. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision.

## RECENT COUNCIL ACTIONS, DECISIONS OR MANAGEMENT RESIDENTS APPROVE OF

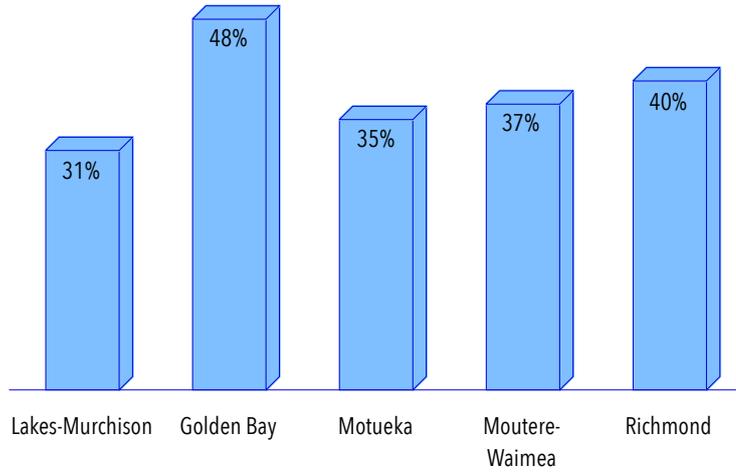
Overall, 38% of Tasman District residents have in mind a recent Council action, decision or management they approve of (42% in 2019). This is on par with the Peer Group Average and slightly below the National Average.

Residents aged 18 to 44 years are **less likely** to have in mind a Council action, decision or management they approve of, than other age groups.

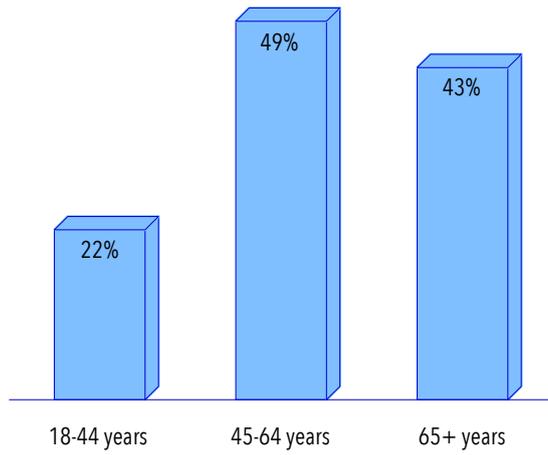
*Percent approving - comparison*



*Percent approving - by Ward*



*Percent approving - comparing different types of residents*



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

- the dam/water scheme issues,
- COVID-19 response,
- do a good job/provide good service/helpful,
- zero rates increase,
- cycleways/walkways,
- library upgrade/improvements,
- good consultation/communication/information/listen.

### Summary table: Main Council actions/decisions/management residents approve of

	Total District 2020 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
The dam/water scheme issues	6	6	-	2	5	10
COVID-19 response	4	2	10	1	6	4
Do a good job/provide good service/helpful**	4	8	-	7	6	1
Zero rates increase	3	4	14	1	2	3
Cycleways/walkways	3	-	17	1	2	4
Library upgrade/improvements*	3	6	-	9	2	1
Good consultation/communication/information/listen	3	-	-	1	4	5

NB: refer to page 94

\* 2% of residents mention "library" 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 ...

- improved roading/footpaths/road safety/traffic,
- beautification/upkeep of area/parks/reserves/gardens,
- rubbish/recycling/dump issues,
- upgrade of Richmond/Queen Street,
- sport and recreation facilities,

by 1% ...

- infrastructure upgrades/stormwater,
- Civil Defence/response to fires,
- environmental issues,
- provide a good community/community events/good community liaison.

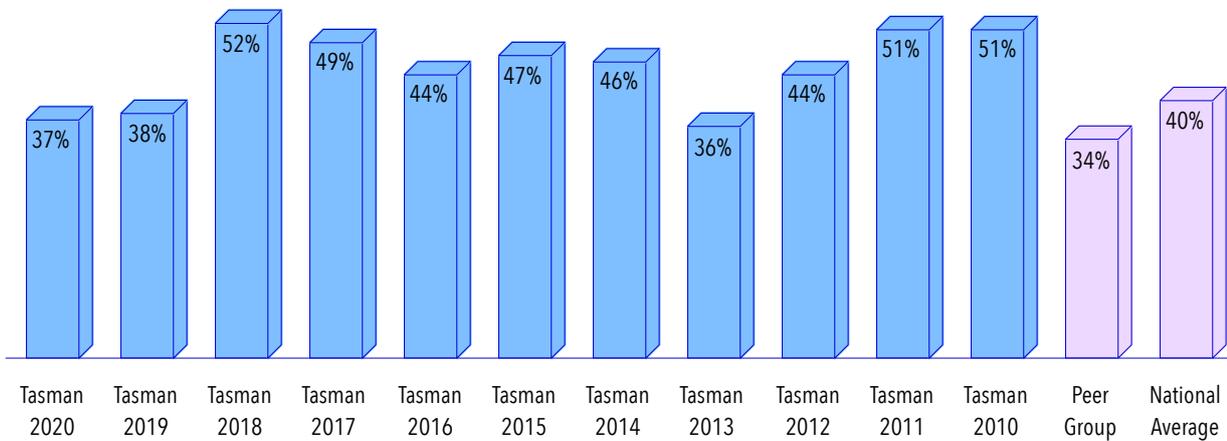
## RECENT COUNCIL ACTIONS, DECISIONS OR MANAGEMENT RESIDENTS DISAPPROVE OF

Overall, 37% of Tasman District residents have in mind a recent Council action, decision or management they disapprove of. This is on par with the Peer Group and National Averages and similar to the 2019 reading.

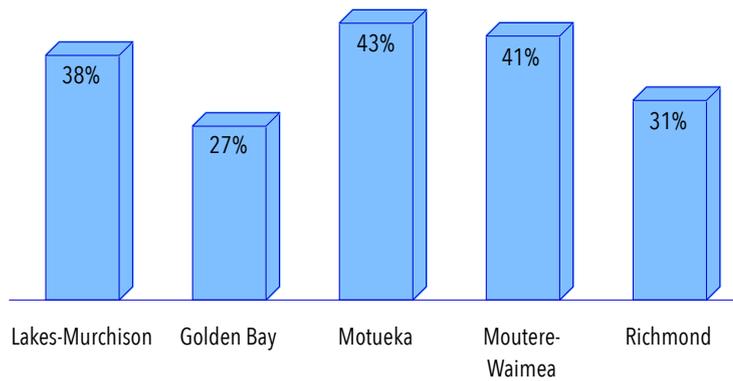
Residents **more** likely to have in mind a recent Council action, decision or management they disapprove of are ...

- residents aged 45 years or over,
- ratepayers.

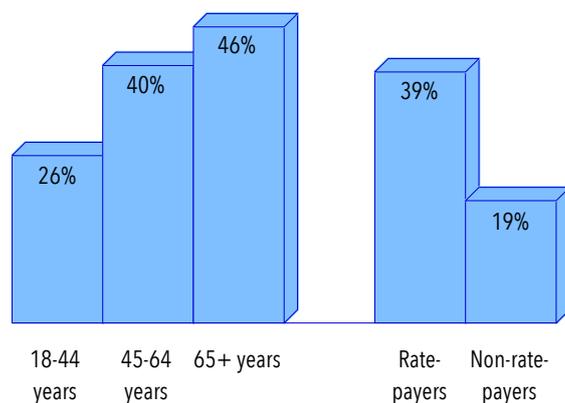
### Percent disapproving - comparison



### Percent disapproving - by Ward



### Percent disapproving - comparing different types of residents



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

- dam issues,
- Council spending/overspending/priorities wrong,
- lack of communication/information/not listening,
- roading/traffic/road safety/congestion,
- rates issues/spending of rates money,
- consent process/slow/expensive.

### Summary table: Main Council actions/decisions/management residents disapprove of

	Total District 2020 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
Dam issues <sup>†</sup>	14	9	12	20	13	12
Council spending/overspending/priorities wrong	8	5	12	18	1	7
Lack of communication/information/not listening*	5	4	8	6	7	3
Roading/traffic/road safety/congestion**	4	2	5	4	6	3
Rates issues/spending of rates money <sup>††</sup>	4	-	4	2	10	1
Consent process/slow/expensive	3	8	-	1	3	5

NB: refer to page 92

\* 3% of residents mention "good consultation/communication/information" as an issue they approve of

\*\* 2% of residents mention "improved roading/footpaths/road safety/traffic" as an issue they approve of

<sup>†</sup> 6% of residents mention "the dam/water scheme issues" as an issue they approve of

<sup>††</sup> 3% of residents mention "zero rates increase" as an issue they approve of

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

- library,
- environmental issues,
- Council performance/attitude/poor decisions,

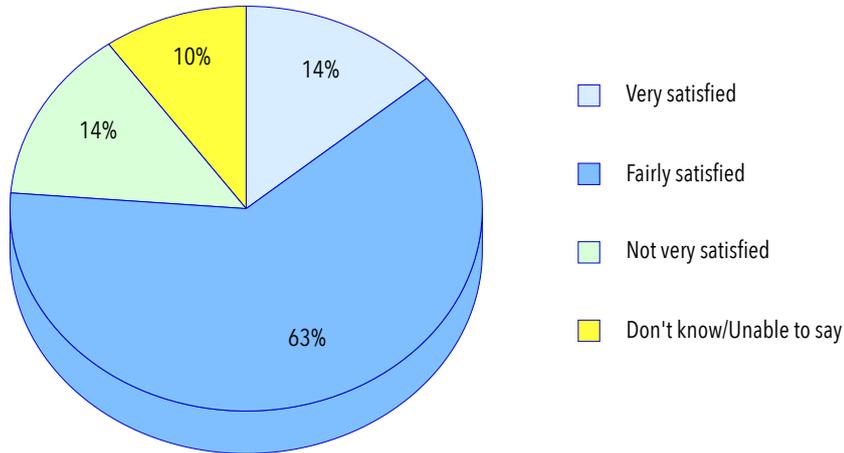
by 1% ...

- stormwater issues/flooding,
- water supply issues,
- rubbish/recycling,
- town planning/subdivisions/developments,
- need tidying/maintenance/beautification/improvement,
- parks and reserves.

## RATES ISSUES

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

### Overall



Overall, 77% of Tasman District residents are satisfied with the way rates are spent on services/facilities provided by Council (68% in 2019), while 14% are not very satisfied (24% in 2019).

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

Ratepayers are more likely to be not very satisfied with the way rates are spent on services and facilities provided by Council, than non-ratepayers.

### Satisfaction with the way rates are spent on services and facilities provided by Council

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Overall*</b>					
Total District					
2020†	14	63	<b>77</b>	14	10
2019†	13	55	<b>68</b>	24	9
2017	11	64	<b>75</b>	20	5
2016	9	65	<b>74</b>	20	6
2014	8	62	<b>70</b>	25	5
2013	8	63	<b>71</b>	23	6
2012	8	67	<b>75</b>	19	6
2011	10	63	<b>73</b>	22	5
2010	11	65	<b>76</b>	19	5
2009	9	63	<b>72</b>	23	5
2008	9	61	<b>70</b>	27	3
2005	9	62	<b>71</b>	22	7
2002	6	68	<b>74</b>	21	5
1999	4	62	<b>66</b>	27	7
1996	6	58	<b>64</b>	25	11
<b>Comparison</b>					
Peer Group Average (Rural)	10	52	<b>62</b>	23	15
National Average	11	58	<b>69</b>	22	9
<b>Ward</b>					
Lakes-Murchison	10	46	<b>56</b>	25	19
Golden Bay†	8	59	<b>67</b>	26	8
Motueka†	10	62	<b>72</b>	20	9
Moutere-Waimea	11	66	<b>77</b>	14	9
Richmond	22	66	<b>88</b>	3	9
<b>Ratepayer?</b>					
Ratepayer†	13	64	<b>77</b>	15	7
Non-ratepayer	16	53	<b>69</b>	1	30

% 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 ...

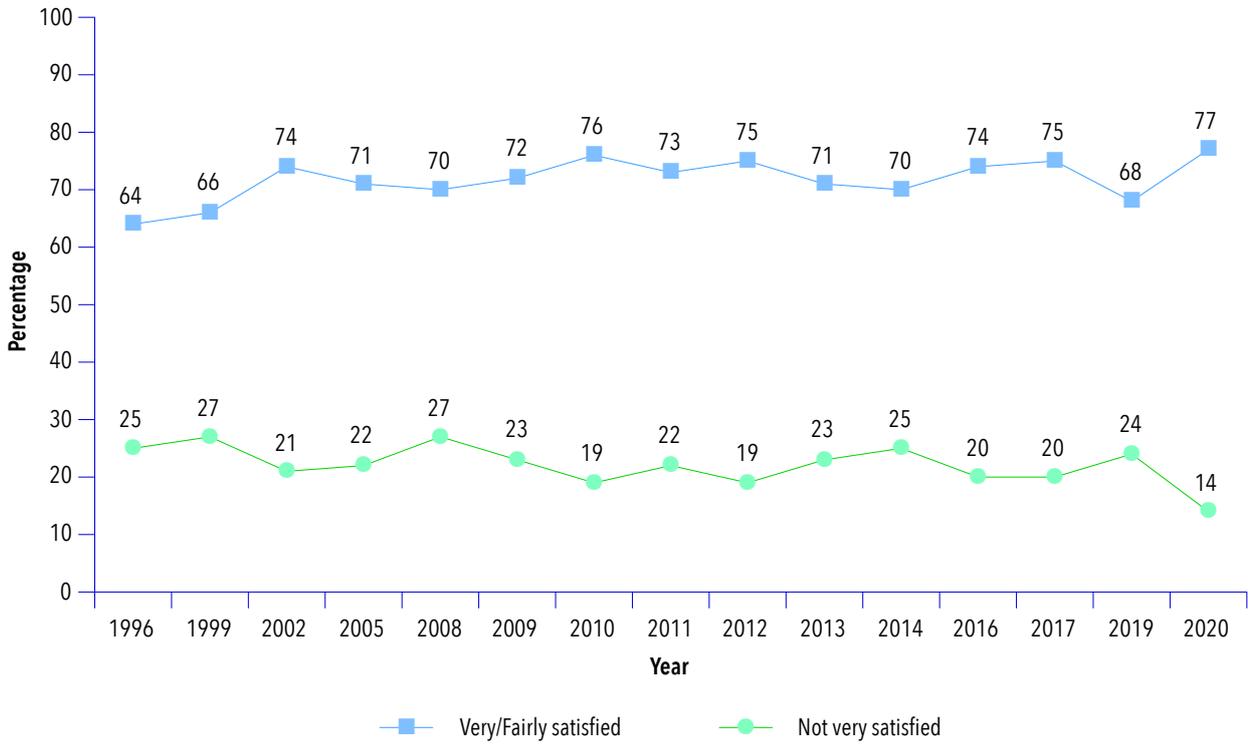
- rates too high/increases/too high for services received/used,
- waste money/priorities wrong/overspending/debt/admin costs,
- the dam issue,
- some areas neglected/unfair allocation of rates money.

**Summary table: Main reasons\* for being not very satisfied with the way rates are spent on services and facilities provided by Council**

	Total District 2020 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
Rates too high/increases/too high for services received/used	5	2	10	6	5	1
Waste money/priorities wrong/overspending/debt/admin costs	4	13	1	6	2	1
The dam issue	3	-	10	4	3	1
Some areas neglected/unfair allocation of rates money	3	7	-	7	2	-

\* multiple responses allowed

*The way rates are spent on services and facilities provided by Council*



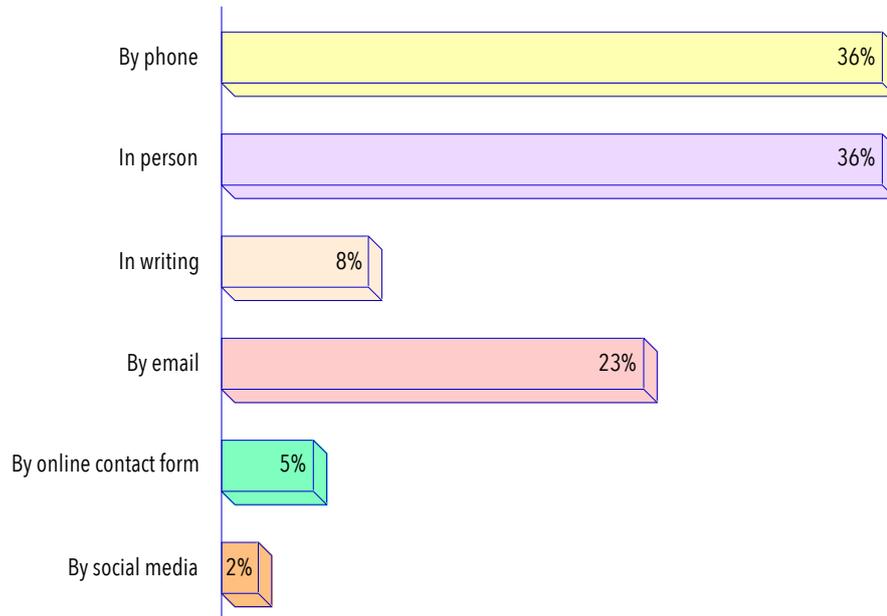
NB: not asked in 2015

Recommended satisfaction measure for reporting purposes:  
Total District = 77%

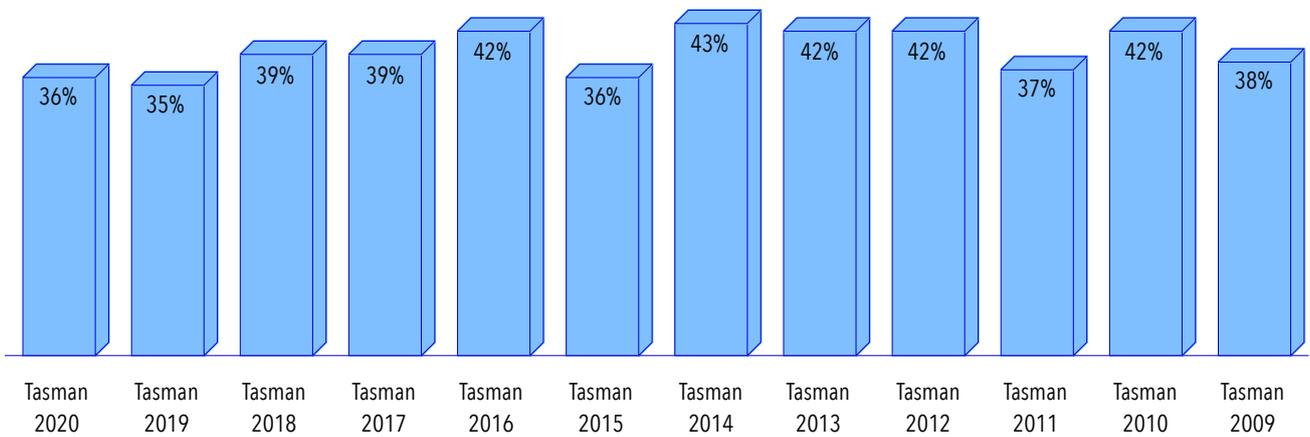
## CONTACT WITH COUNCIL

## LEVELS OF CONTACT

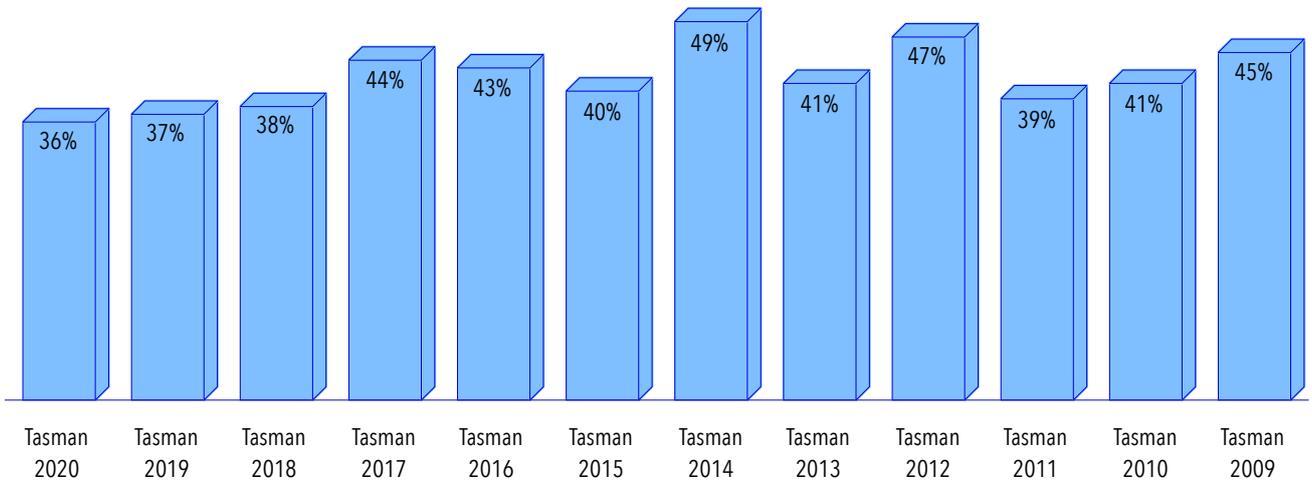
2020 - yes, have contacted Council offices ...



Percent saying 'yes - by phone' - comparison



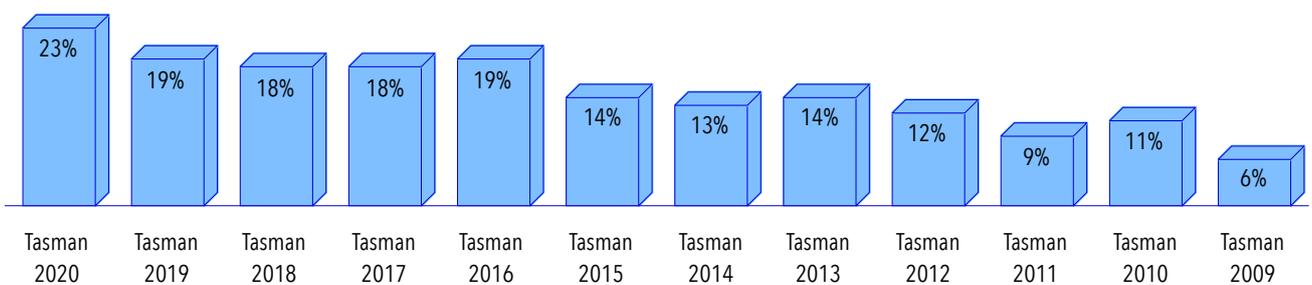
*Percent saying 'yes - in person' - comparison*



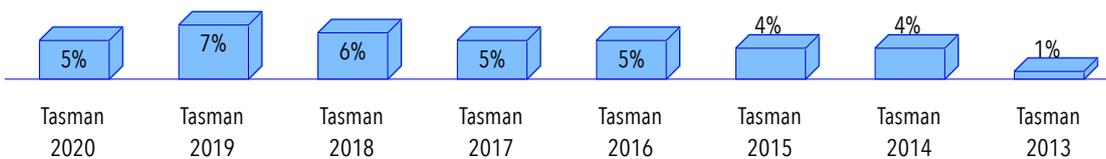
*Percent saying 'yes - in writing' - comparison*



*Percent saying 'yes - by email' - comparison*



*Percent saying 'yes - by online contact form' - comparison*



*Percent saying 'yes - by social media' - comparison*



36% of residents have contacted Council offices by phone in the last year, while 36% visited a Council office in person and 8% contacted Council in writing. 23% have contacted Council offices by email (19% in 2019), 5% contacted them by online contact form and 2% by social media.

Residents aged 18 to 44 are **less** likely to contact a Council office **by phone**, than other age groups.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who have contacted a Council office **in person**. However, it appears that the following residents are **slightly less** likely to do so ...

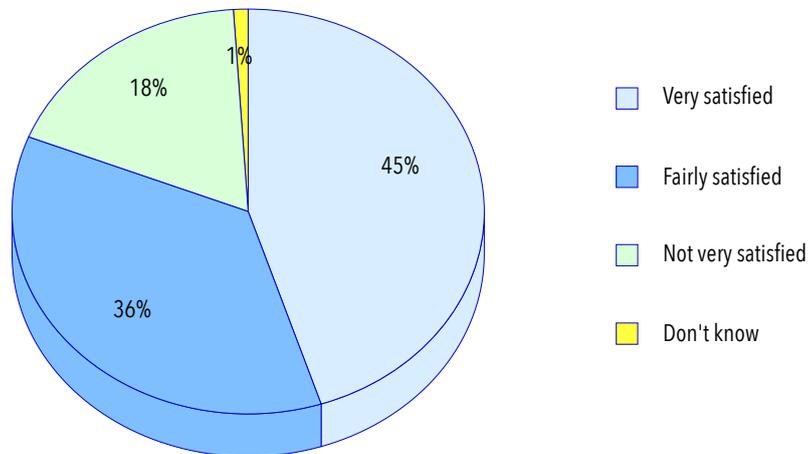
- Lakes-Murchison Ward residents,
- men,
- shorter term residents, those residing in the District 10 years or less.

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

- residents aged 18 to 44 years,
- residents with an annual household income of more than \$100,000.

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 online contact form** and/or **by social media**.

## SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE



Base = 147

81% of residents contacting the Council Offices by phone in the last 12 months are satisfied (85% in 2019), including 45% who are very satisfied, while 18% are not very satisfied.

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

<sup>†</sup> those residents who have contacted the Council offices by phone (N=147)

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

- don't return calls/didn't get back to me/no response, mentioned by 7% of residents contacting Council by phone,
- unsatisfactory outcome/problem not resolved, 4%,
- poor service/inefficient/slow, 3%,
- hard to get connected to appropriate person, 3%.

\* multiple responses allowed

### Satisfaction when contacting Council offices by phone

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council offices by phone</b>					
2020	45	36	<b>81</b>	18	1
2019†	46	39	<b>85</b>	15	1
2018	36	40	<b>76</b>	24	-
2017†	41	39	<b>80</b>	19	-
2016†	45	36	<b>81</b>	19	1
2015	46	32	<b>78</b>	21	1
2014†	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*	25	62	<b>87</b>	13	-
Golden Bay*	53	33	<b>86</b>	14	-
Motueka	61	31	<b>92</b>	8	-
Moutere-Waimea	28	38	<b>66</b>	31	3
Richmond	50	35	<b>85</b>	15	-
<b>Gender</b>					
Male	35	41	<b>76</b>	24	-
Female	<b>55</b>	31	<b>86</b>	13	2

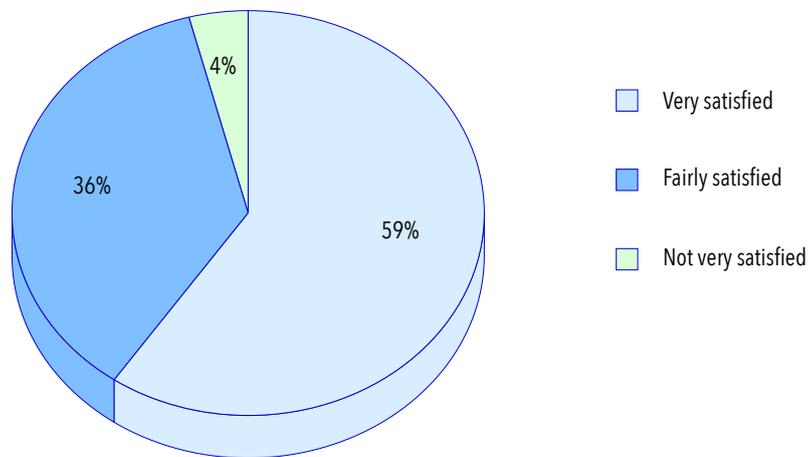
Base = 147

% read across

\* caution: small bases

† does not add to 100% due to rounding

## SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN PERSON



Base = 144  
(does not add to 100% due to rounding)

95% of residents contacting a Council office in person in the last 12 months are satisfied (89% in 2019), including 59% who are very satisfied (53% in 2019), while 4% are not very satisfied (10% in 2019).

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=144)

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

- poor attitude/rude/fobbed off/unhelpful, mentioned by 2% of residents who contacted a Council office in person,
- poor service/inefficient/slow, 1%,
- unsatisfactory outcome/problem not solved, 1%.

\* multiple responses allowed

### Satisfaction when contacting Council offices in person

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council offices in person</b>					
2020 <sup>†</sup>	59	36	<b>95</b>	4	-
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*	21	79	<b>100</b>	-	-
Golden Bay*	78	13	<b>91</b>	9	-
Motueka	60	37	<b>97</b>	3	-
Moutere-Waimea	55	36	<b>91</b>	9	-
Richmond	62	38	<b>100</b>	-	-

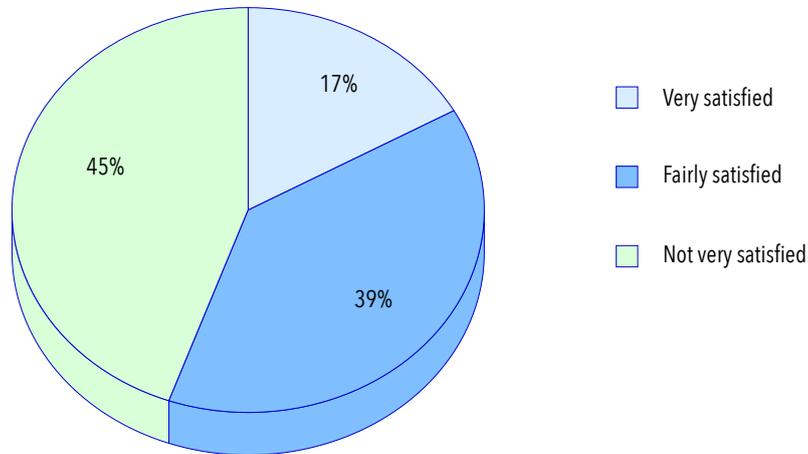
Base = 144

% read across

\* caution: small bases

† does not add to 100% due to rounding

## SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING



Base = 31

Margin of error  $\pm 17.6\%$

56% of residents contacting the Council offices in writing in the last 12 months are satisfied and 45% are not very satisfied.

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 ...

- poor attitude/fobbed off, mentioned by 21% of residents contacting Council Offices in writing,
- poor service/inefficient/unhelpful, 20%,
- no reply/slow response, 14%,
- unsatisfactory outcome, 4%.

\* multiple responses allowed

### Satisfaction when contacting the Council offices in writing

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council offices in writing</b>					
2020*†	17	39	<b>56</b>	45	-
2019	34	27	<b>61</b>	33	6
2018	22	42	<b>64</b>	36	-
2017	32	30	<b>62</b>	38	-
2016	20	46	<b>66</b>	34	-
2015	32	42	<b>74</b>	26	-
2014*	37	30	<b>67</b>	33	-
2013*†	35	42	<b>77</b>	20	4
2012*	32	33	<b>65</b>	31	4
2011	17	57	<b>74</b>	20	6
2010†	21	41	<b>62</b>	34	5
2009	46	29	<b>75</b>	21	4
2008	14	45	<b>59</b>	41	-
2005	20	39	<b>59</b>	37	4
2002	21	49	<b>70</b>	28	2
<b>Ward**</b>					
Lakes-Murchison	-	49	<b>49</b>	51	-
Golden Bay	-	-	-	100	-
Motueka†	29	24	<b>53</b>	47	-
Moutere-Waimea	24	35	<b>59</b>	41	-
Richmond	11	49	<b>60</b>	40	-

Base = 31

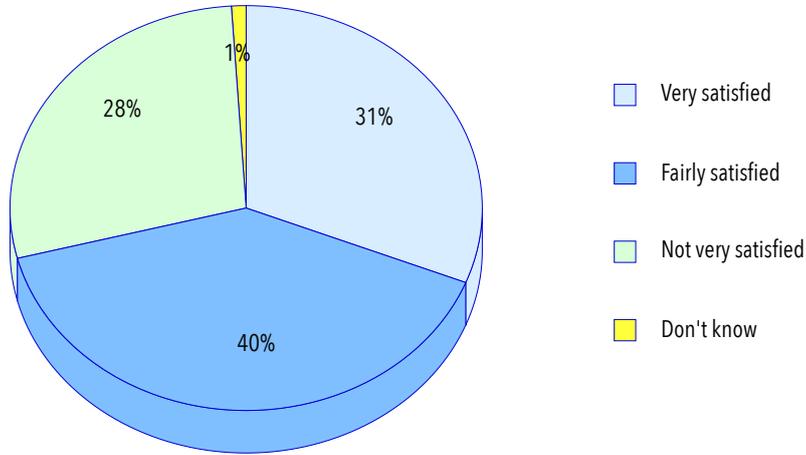
% read across

\* caution: 2012-2019 small bases

\*\* caution: very small bases

† does not add to 100% due to rounding

## SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY EMAIL



Base = 89  
 Margin of error ±10.4%

71% of residents contacting the Council offices by email in the last 12 months are satisfied (87% in 2019), while 28% are not very satisfied (13% in 2019).

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

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

- no reply/slow response, mentioned by 12% of residents contacting Council offices by email,
- poor attitude/fobbed off, 5%,
- unsatisfactory outcome, 4%,
- poor service/inefficient/slow, 4%.

\* multiple responses allowed

### Satisfaction when contacting the Council offices by email

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council offices by email</b>					
2020	31	40	<b>71</b>	28	1
2019	42	45	<b>87</b>	13	-
2018	35	37	<b>72</b>	26	2
2017 <sup>†</sup>	39	45	<b>84</b>	13	2
2016	47	34	<b>81</b>	19	-
2015	26	43	<b>69</b>	31	-
2014 <sup>†</sup>	47	39	<b>86</b>	15	-
2013	46	35	<b>81</b>	17	2
2012 <sup>†</sup>	38	37	<b>75</b>	20	6
2011	42	38	<b>80</b>	20	-
2010	44	25	<b>69</b>	29	2
2009*	42	37	<b>79</b>	21	-
2008	23	48	<b>71</b>	29	-
<b>Ward*</b>					
Lakes-Murchison	-	51	<b>51</b>	49	-
Golden Bay	72	10	<b>82</b>	18	-
Motueka	31	38	<b>69</b>	31	-
Moutere-Waimea	17	37	<b>54</b>	42	4
Richmond	36	52	<b>88</b>	12	-

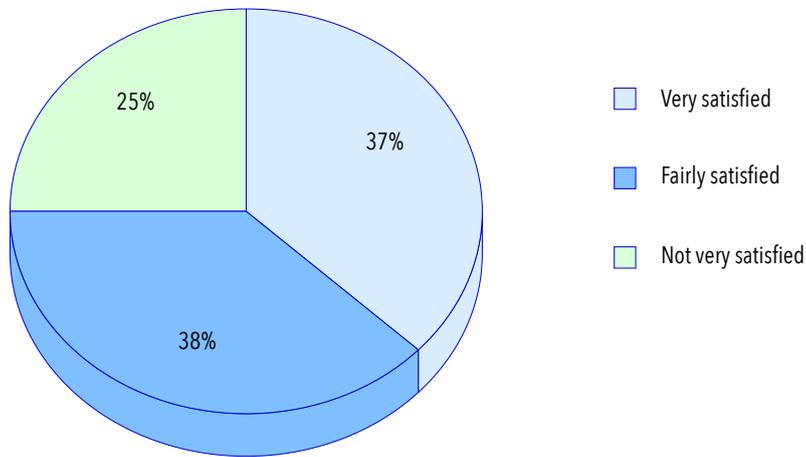
Base = 89

% read across

\* caution: all bases are very small/small bases, except Moutere-Waimea (N=30)

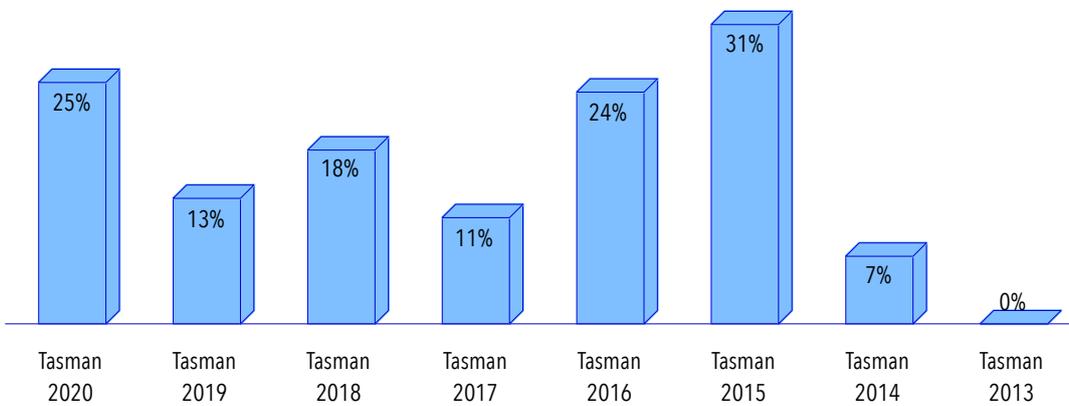
<sup>†</sup> does not add to 100% due to rounding

## SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY ONLINE CONTACT FORM



Base = 24<sup>†</sup>  
 (does not add to 100% due to rounding)  
 Margin of error ±20.0%  
 Caution: small base

### Percent not very satisfied - comparison<sup>†</sup>



75% of residents contacting the Council offices by online contact form in the last 12 months are satisfied, while 25% 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.

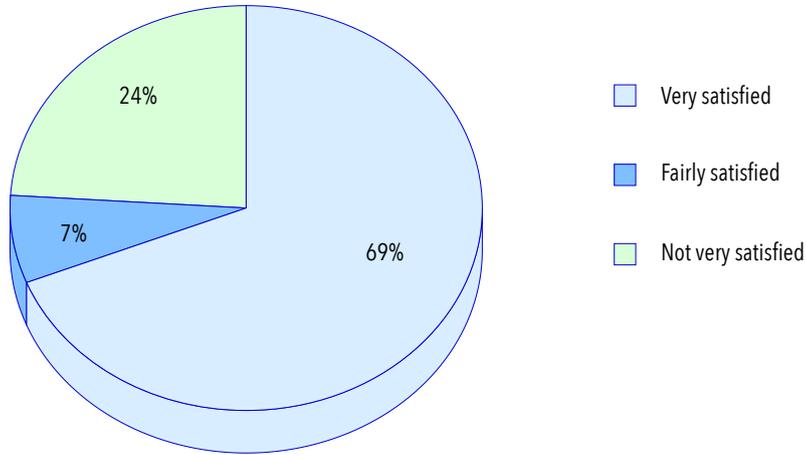
The reasons\* residents contacting Council offices by online contact form are not very satisfied are ...

- no reply, mentioned by 15% of residents who have contacted Council by online contact form<sup>†</sup>,
- others, 10%.

<sup>†</sup> caution: small base

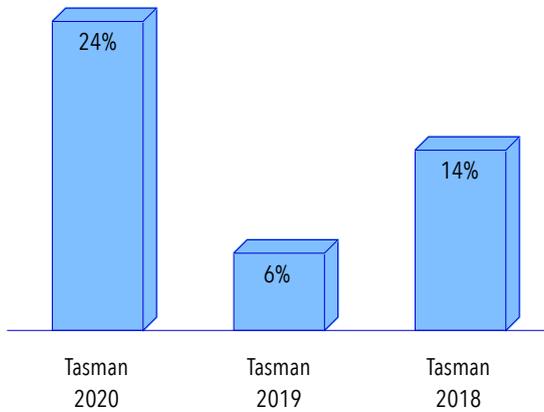
\* multiple responses allowed

## SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY SOCIAL MEDIA



Base = 10†  
 Caution: very small base  
 Margin of error ±31%

### Percent Not Very Satisfied - Comparison†



76% of residents contacting the Council offices by social media in the last 12 months are satisfied, while 24% 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 reasons\* residents contacting Council offices by social media are not very satisfied are ...

- no reply, mentioned by 18% of residents who have contacted Council by social media†,
- others, 6%.

† caution: very small base  
 \* multiple responses allowed

## SATISFACTION WITH SERVICE RECEIVED WHEN CONTACTED COUNCIL

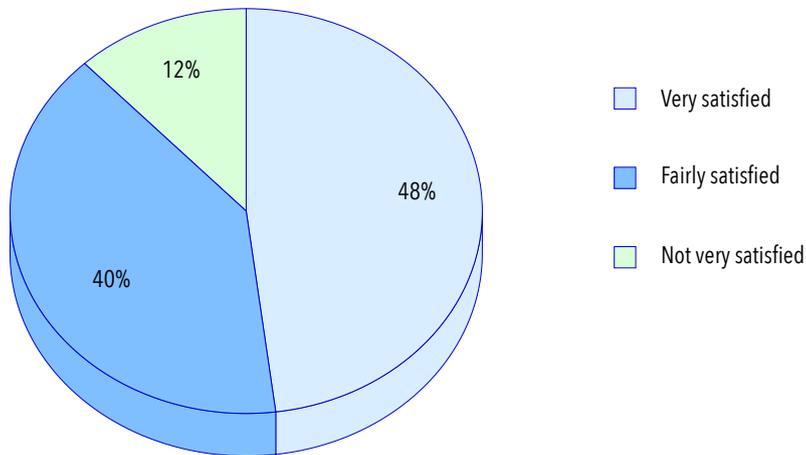
The Council office or service centre residents mainly deal with is the office in their Ward or close to their Ward.

	Had contact 2020 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent who mention ...						
Richmond (Queen Street)	70	97	12	25	90	99
Motueka (Hickmott Place)	19	-	-	69	5	-
Takaka (Junction Street/Commercial Street)	8	-	85	-	-	-
Murchison (Fairfax Street)	-	3	-	-	-	-
Unsure	3	-	2	6	5	1
<b>Total</b>	100	100	†99	100	100	100
<b>Base</b>	237	*19	*27	63	69	59

\* caution: small bases

† does not add to 100% due to rounding

### Contacted a Council office in last 12 months



Base = 237

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, 88% are satisfied, including 48% who are very satisfied, with 12% being not very satisfied. These readings are similar to the 2019 reading.

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

70% of residents who have contacted the Council in the last 12 months, have contacted the Richmond Office, while 19% 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=237)

## Satisfaction when contacting Council

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council</b>					
2020	48	40	<b>88</b>	12	-
2019	50	36	<b>86</b>	12	2
2018	40	40	<b>80</b>	20	-
2017	50	40	<b>90</b>	10	-
2016	44	41	<b>85</b>	15	-
2015	52	35	<b>87</b>	13	-
2014 <sup>†</sup>	48	39	<b>87</b>	12	-
2013	49	37	<b>86</b>	13	1
2012	47	35	<b>82</b>	17	1
2011	40	42	<b>82</b>	17	1
2010	41	45	<b>86</b>	13	1
2009	42	46	<b>88</b>	12	-
2008	36	47	<b>83</b>	17	-
2005	32	51	<b>83</b>	17	-
2002	35	50	<b>85</b>	14	1
1999	31	53	<b>84</b>	16	-
1996	36	44	<b>80</b>	18	2
<b>Comparison</b>					
Peer Group Average (Rural)	41	37	<b>78</b>	20	2
National Average <sup>†</sup>	46	37	<b>83</b>	17	1
<b>Ward</b>					
Lakes-Murchison**	26	68	<b>94</b>	5	-
Golden Bay*	71	29	<b>100</b>	-	-
Motueka	57	38	<b>95</b>	5	-
Moutere-Waimea	36	33	<b>69</b>	29	2
Richmond	48	46	<b>94</b>	6	-

Base = 237

% read across

\* caution: small bases

† does not add to 100% due to rounding

Recommended satisfaction measure for reporting purposes:

Contacted Council In The Last 12 Months	=	88%
Contacted By Phone	=	81%
Contacted In Person	=	95%
Contacted In Writing	=	56%
Contacted By Email	=	71%
Contacted By Online Contact Form*	=	75%
Contacted By Social Media**	=	76%

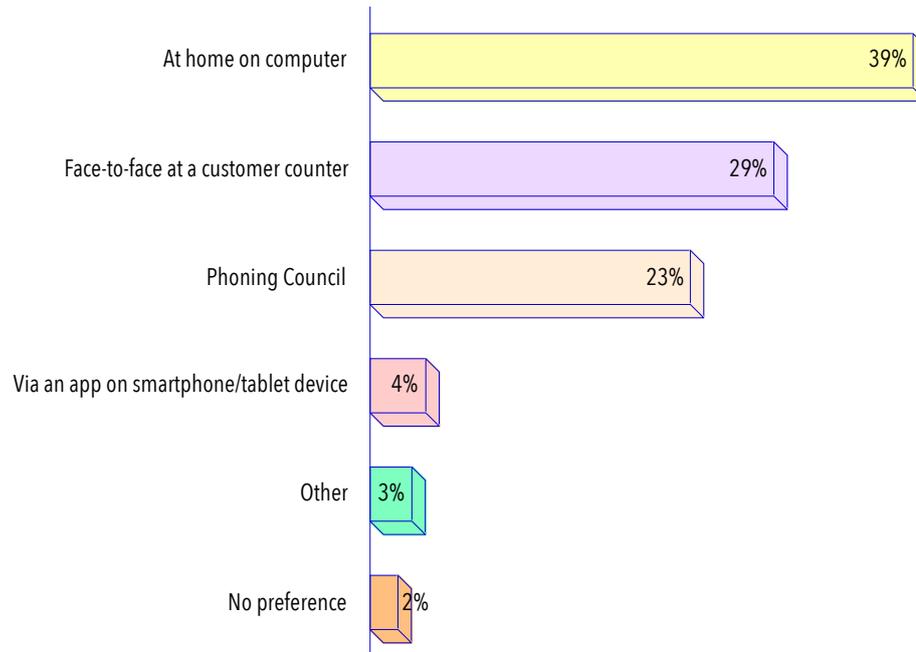
\* caution: small base

\*\* caution: very small bases

## INFORMATION

## PREFERENCE FOR ACCESSING COUNCIL SERVICES/INFORMATION

### Overall



39% of residents say they would prefer accessing Council services/facilities at home on a computer (32% in 2017), while 29% prefer face-to-face at a customer counter (37% in 2017) and 23% favour phoning Council (27% in 2017).

### Summary table of three main preferences

	Face-to-face at a customer counter %	At home on computer %	By phoning Council %
<b>Overall</b>			
2020*	29	39	23
2017	37	32	27
2016	39	29	38
<b>Ward</b>			
Lakes-Murchison	32	27	32
Golden Bay	34	21	25
Motueka	29	42	23
Moutere-Waimea	29	36	24
Richmond	26	46	18
<b>Age</b>			
18-44 years	22	48	15
45-64 years	25	40	30
65+ years	44	25	22
<b>Length of residence</b>			
Lived there 10 years or less	27	51	11
Lived there more than 10 years	29	36	25
<b>Household income</b>			
Less than \$30,000 pa	47	13	28
\$30,000-\$50,000 pa	40	31	18
\$50,000-\$100,000 pa	19	53	24
More than \$100,000 pa	20	44	24

\* not asked 2018-2019

Residents more likely to favour **face-to-face at a customer counter** are ...

- residents aged 65 years or over,
- residents with an annual household income of \$50,000 or less.

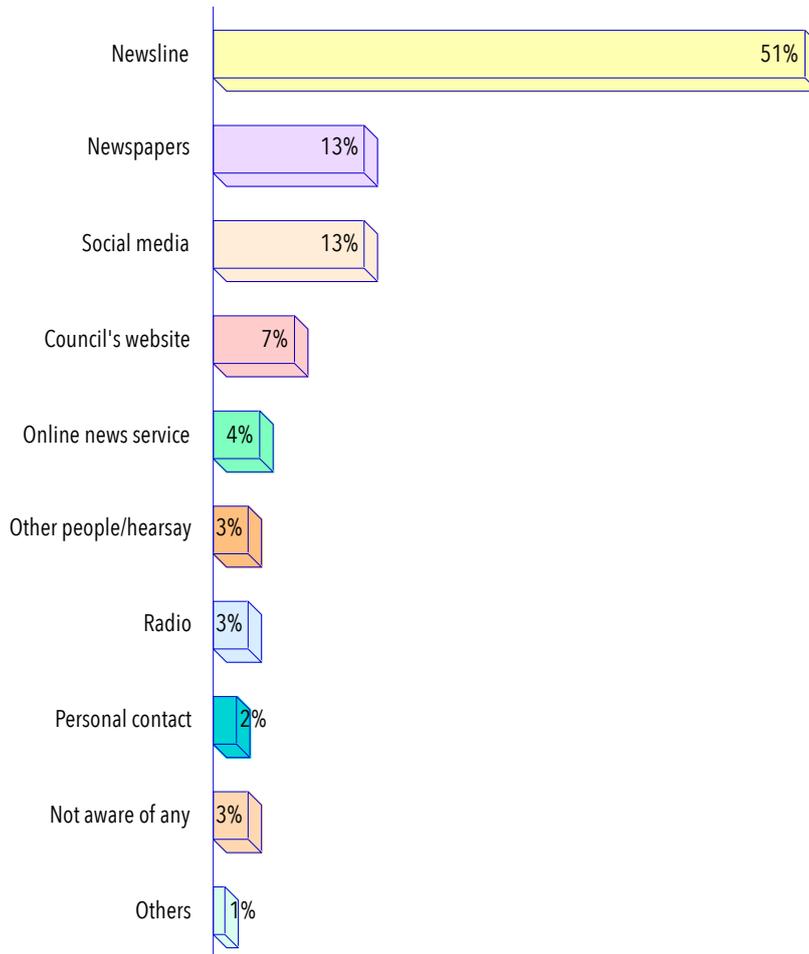
Residents more likely to prefer **at home on their computer** are ...

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

Longer term residents, those residing in the District more than 10 years are more likely to prefer **phoning Council**, than shorter term residents

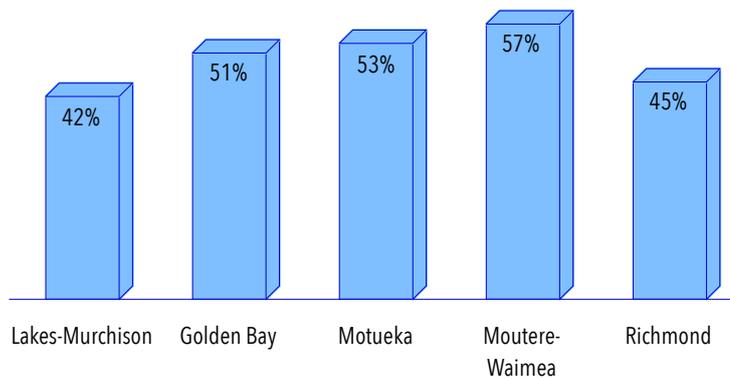
## MAIN SOURCE OF INFORMATION ABOUT COUNCIL

Where or from whom do you mainly get your information about Council?

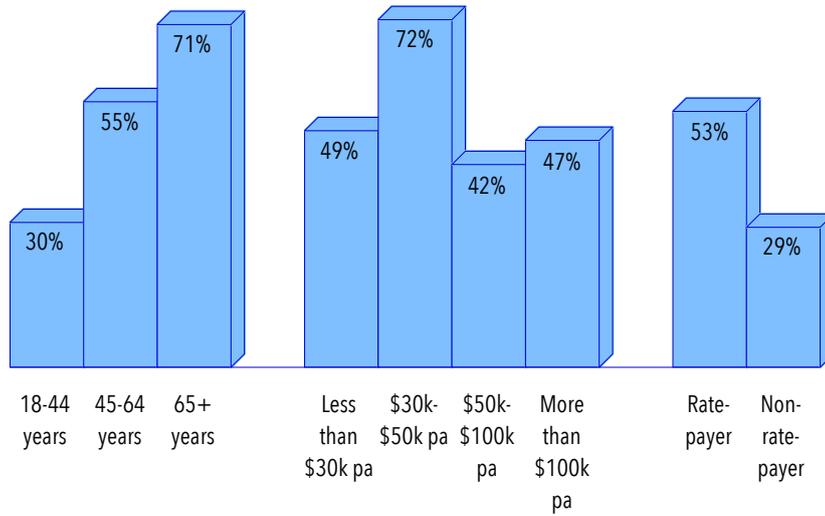


(does not add to 100% due to rounding)

Percent saying "Newsline" - by Ward



*Percent saying "Newsline" - comparing different types of residents*



"Newsline" the fortnightly council publication delivered to each household in the District, is mentioned by 51% of residents as their main source of information about the Council (57% in 2019), while 13% mention social media (9% in 2019) and 13% mention newspapers (21% in 2019).

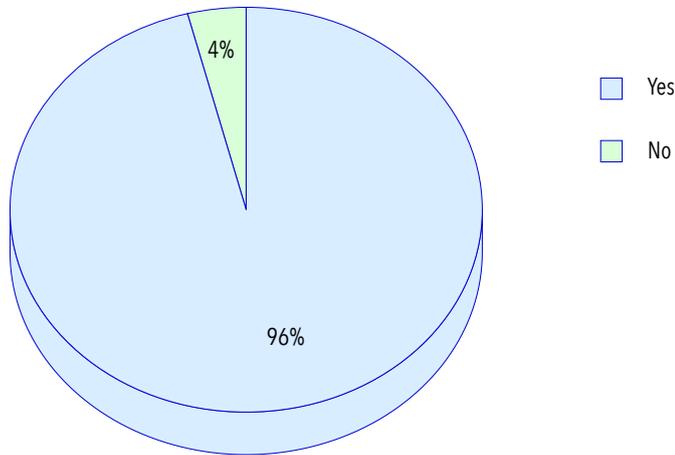
Residents more likely to mention "Newsline" as their main source of information are ...

- residents aged 45 years or over†, in particular those aged 65 years or over†,
- residents with an annual household income of \$30,000 to \$50,000.

† 27% of residents aged 18-44 years mention social media

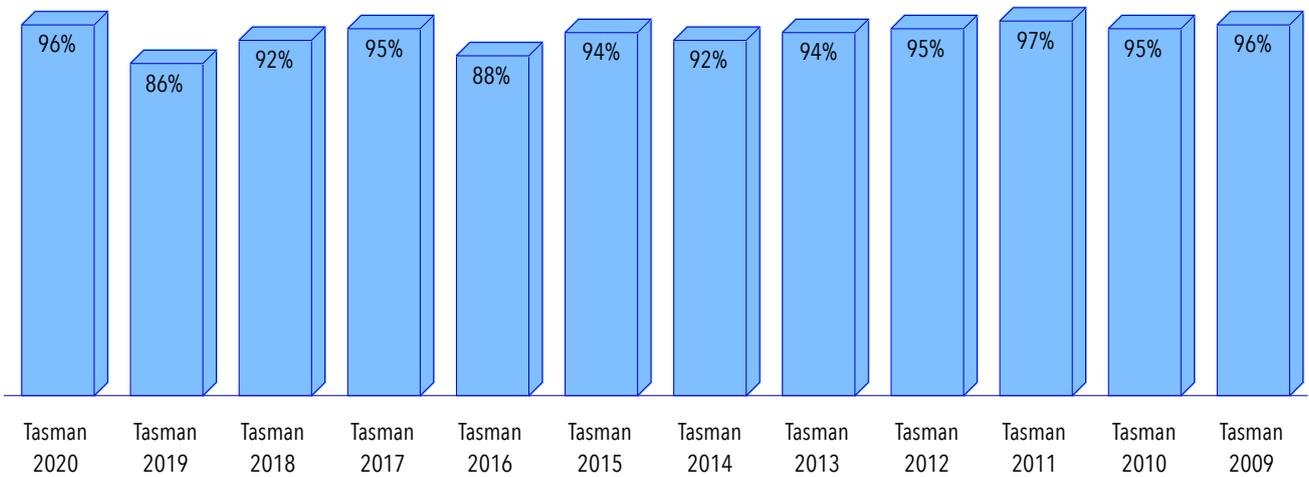
## READERSHIP OF PUBLISHED INFORMATION PROVIDED BY COUNCIL

### Residents who are aware of information about Council

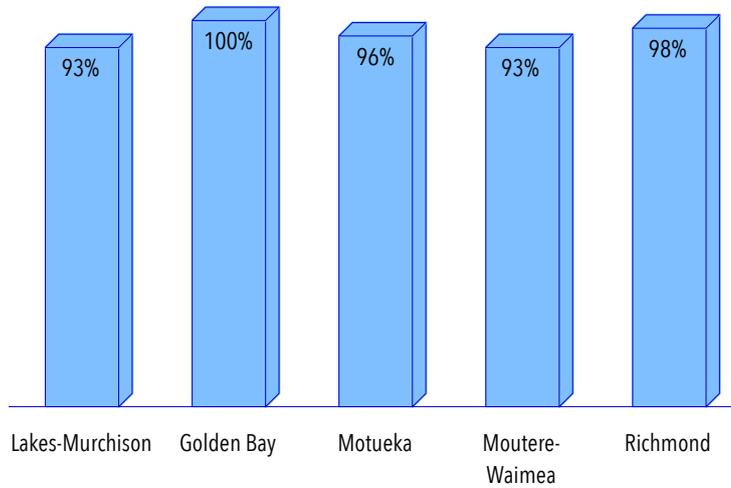


Base = 392  
(does not add to 100% due to rounding)

### Percent saying 'yes' - comparison†



### Percent saying 'yes' - by Ward<sup>†</sup>



<sup>†</sup> residents who are aware of information about Council, N=392

96% of Tasman residents who are aware of information about Council say they have seen, read or heard, in the last 12 months, information Council publishes specifically for the community (86% in 2019).

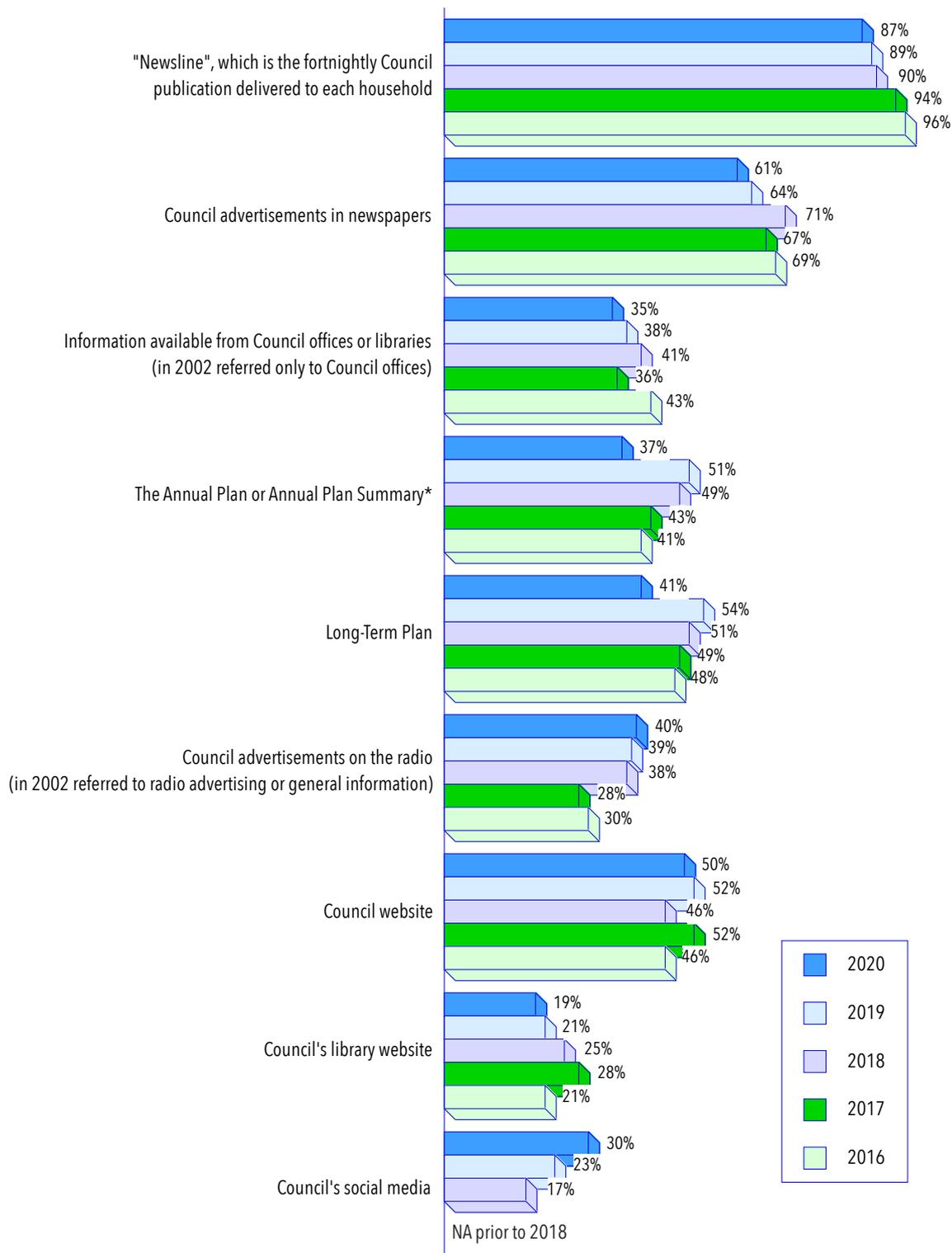
There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who have seen, read or heard, in the last 12 months, information Council publishes specifically for the community.

<sup>†</sup> residents who are aware of information about Council, N=392

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

Those residents (N=374) who have seen, read or heard any information, were asked to consider what types these were.

*Yes, have seen or read - 2020*



Base = 374

\* readings from 2016-2017 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 "Newline" (87%) and/or Council advertisements in newspapers (61%).

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

- residents aged 45 years or over,
- ratepayers.

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

- residents aged 45 years or over,
- ratepayers.

It also appears that Golden Bay Ward residents<sup>†</sup> are slightly more likely to do so, than other Ward residents.

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

- men,
- residents aged 18 to 64 years.

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,
- ratepayers.

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

- residents aged 18 to 64 years,
- residents with an annual household income of \$30,000 or more,
- ratepayers.

<sup>†</sup> residents who have seen, read or heard information produced by Council, N=374

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

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

- residents aged 65 years or over,
- ratepayers.

Ratepayers<sup>†</sup> are **more** likely to have seen or read the **Council's library website**, than non-ratepayers.

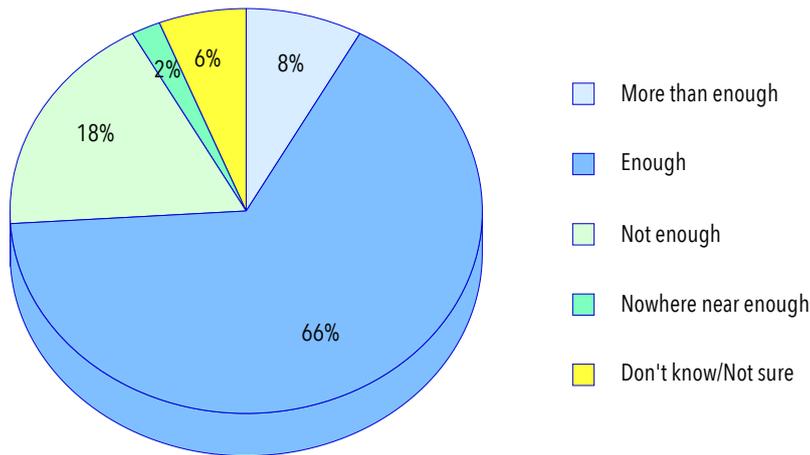
Residents<sup>†</sup> aged 18 to 44 years are **more** likely to have seen or read **Council's social media**, than other age groups.

<sup>†</sup> residents who have seen, read or heard information produced by Council, N=374

## THE SUFFICIENCY OF THE INFORMATION SUPPLIED

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

### Overall



### Summary table: Comparisons

Percent who mention ...	Total District		Peer Group %	National Average %	Ward				
	2020 %	2019 %			Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Wai %	Richmond %
More than enough	8	5	10	10	6	1	6	7	13
Enough	66	65	54	50	63	60	67	58	74
Not enough	18	16	25	24	7	24	21	27	8
Nowhere near enough	2	6	8	10	7	6	1	3	1
Don't know/Not sure	6	8	4	6	17	9	5	6	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>†101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>†101</b>	<b>†101</b>

† does not add to 100% due to rounding

74% of residents feel that there is more than/enough information supplied (70% in 2019), while 20% feel there is not enough/nowhere near enough information supplied.

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

Ratepayers are more likely to say there is enough/more than enough information, than non-ratepayers. It also appears that Richmond Ward residents are slightly more likely, than other Ward residents, to feel this way.

## LOCAL ISSUES

## PLACE TO LIVE

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

	Better %	Same %	Worse %	Unsure %
<b>Overall*</b>				
Total District				
<b>2020†</b>	<b>33</b>	<b>53</b>	<b>10</b>	<b>5</b>
2017†	34	55	8	4
2016†	35	54	7	5
2014	39	51	6	4
2013†	45	48	4	4
2012	36	54	6	4
2011	39	50	7	4
2009	42	46	4	8
2008	36	52	5	7
2005	38	48	6	8
<b>Comparison</b>				
Peer Group Average (Rural)	30	58	8	4
National Average	36	44	14	6
<b>Ward</b>				
Lakes-Murchison	31	45	12	12
Golden Bay	28	60	9	3
Motueka	26	61	9	4
Moutere-Waimea	36	48	12	4
Richmond†	37	51	8	5
<b>Age</b>				
18-44 years	37	50	6	7
45-64 years†	26	56	15	4
65+ years	37	52	7	4

% read across

\* not asked in 2018-2019, 2010 and 2015 and prior to 2005

† does not add to 100% due to rounding

33% of residents think their District is better, as a place to live, than it was three years ago, 53% feel it is the same and 10% say it is worse. 3% are unable to comment. These readings are similar to the 2017 results.

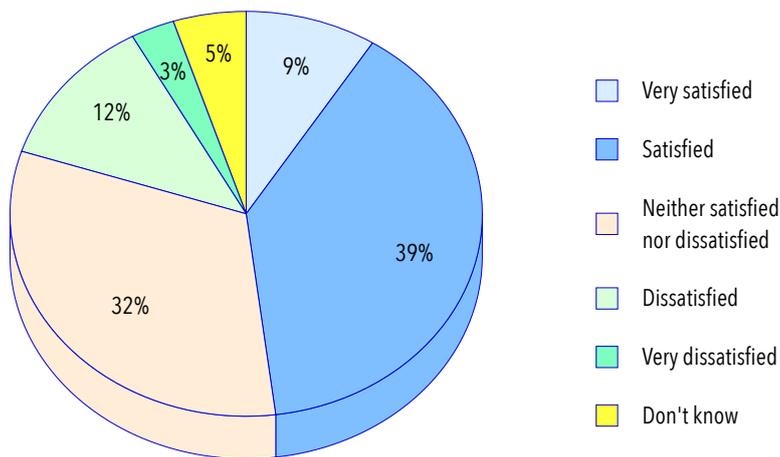
The percent saying better (33%) is on par with the Peer Group and National Averages.

Residents aged 45 to 64 years, are **less** likely to feel their District is **better** than it was three years ago, than other age groups.

## COUNCIL CONSULTATION AND COMMUNITY INVOLVEMENT

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

*Overall*



48% of residents are very satisfied/satisfied with the way Council consults the public in the decisions it makes (44% in 2019), while 15% are dissatisfied/very dissatisfied (21% in 2019). 32% are neither satisfied nor dissatisfied and 5% are unable to comment.

The very satisfied/satisfied reading (48%) is slightly below the Peer Group Average and on par with the National Average. The latter readings refer to satisfaction with the way Council **involves** the public.

There are no notable differences between Wards and socio-economic groups, in terms of those residents more likely to be **very satisfied/satisfied**. However, it appears that the following residents are **slightly less** likely to feel this way ...

- Lakes Murchison Ward residents,
- women.

### Summary table: Level of satisfaction with the way Council consults the public in the decisions it makes

	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied/Very dissatisfied %	Don't know %
<b>Overall*</b>				
Total District				
<b>2020</b>	<b>48</b>	<b>32</b>	<b>15</b>	<b>5</b>
2019	44	30	21	5
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 Average (Rural)	53	22	19	7
National Average	44	29	19	7
<b>Ward</b>				
Lakes-Murchison	30	41	11	18
Golden Bay	45	20	21	14
Motueka	47	39	10	4
Moutere-Waimea	42	34	23	1
Richmond	59	28	11	2
<b>Gender</b>				
Male	51	30	14	5
Female	44	35	16	5

% 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

## 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	
	%	%	%	%	%	%	%	%	%	%	%
<b>Overall*</b>											
Total District											
<b>2020</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>29</b>	<b>17</b>	<b>21</b>	<b>13</b>	<b>3</b>	<b>3</b>	<b>4</b>
2019	3	3	5	5	28	19	15	16	1	2	3
2018†	4	3	7	6	23	14	20	12	3	5	2
2017	2	2	5	3	38	19	18	7	2	2	2
2016†	4	4	4	6	33	20	17	6	2	2	3
2015†	2	2	3	5	30	20	19	12	1	3	2
<b>Ward</b>											
Lakes-Murchison	-	-	2	3	49	4	26	5	-	-	11
Golden Bay†	-	4	3	12	36	18	6	21	-	1	-
Motueka	4	1	3	5	31	22	17	8	-	3	6
Moutere-Waimea	-	-	2	6	36	17	21	11	2	3	2
Richmond†	1	3	1	4	15	17	28	19	8	4	1
<b>Household income</b>											
Less than \$30,000 pa†	5	-	1	4	34	21	17	1	2	4	10
\$30,000-\$50,000 pa	2	1	2	3	32	16	22	10	6	4	2
\$50,001-\$100,000 pa	-	1	1	6	25	19	24	14	3	4	3
More than \$100,000 pa†	1	3	4	5	26	16	23	20	1	1	1

% read across

\* not asked prior to 2015

† does not add to 100% due to rounding

40% of residents agree (rating 7-10) with the statement 'Tasman District Council leads on matters of importance to its communities' (34% in 2019), while 10% disagree (rating 1-4) (16% in 2019). The average rating is 6.

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

- Richmond Ward residents, 59%,
- residents with an annual household income of more than \$30,000 (less than \$30,000 = 24%).

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

## ii. Overall Tasman District Council makes the right decisions

	1	2	3	4	5	6	7	8	9	10	Don't know
	Strongly disagree				Neither					Strongly agree	
	%	%	%	%	%	%	%	%	%	%	%
<b>Overall*</b>											
Total District											
2020†	1	3	8	6	23	17	20	14	4	4	1
2019	4	3	5	10	22	16	21	13	3	1	2
2018†	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†	3	4	5	9	21	22	19	13	2	2	2
<b>Ward</b>											
Lakes-Murchison†	-	5	15	2	37	7	17	8	2	3	2
Golden Bay†	2	7	12	13	30	21	11	3	-	-	-
Motueka†	-	3	13	5	27	22	20	8	-	1	2
Moutere-Waimea	3	1	5	5	21	22	23	10	4	6	-
Richmond†	-	1	3	6	16	9	21	26	10	6	1
<b>Age group†</b>											
18-44 years	-	1	10	3	19	15	25	18	6	2	2
45-64 years	1	2	5	6	27	18	20	11	3	6	-
65+ years	2	5	10	9	23	16	13	14	3	3	1
<b>Ratepayer?</b>											
Ratepayer	1	3	8	7	22	18	20	13	4	3	1
Non-ratepayer	-	-	3	-	33	8	19	23	3	9	2
<b>Household income</b>											
Less than \$30,000 pa	1	4	4	12	30	19	11	10	2	2	5
\$30,000-\$50,000 pa†	3	4	10	4	22	11	18	17	5	4	1
\$50,001-\$100,000 pa†	-	2	4	6	23	22	22	10	6	6	-
More than \$100,000 pa	-	2	12	2	18	18	26	21	-	1	-

% read across

\* not asked prior to 2015

† does not add to 100% due to rounding

42% of residents agree (rating 7-10) with the statement 'Overall Tasman District Council makes the right decisions' (38% in 2019), while 17% disagree (rating 1-4) (22% in 2019). The mean is 6.

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

- Richmond Ward residents, 63%,
- residents with an annual household income of \$30,000 or more (residents with an annual household income of less than \$30,000, 24%),
- non-ratepayers, 54%.

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

- residents aged 65 years or over, 26%,
- ratepayers, 19%.

### iii. Tasman District Council listens and acts on the needs of residents

	1 Strongly disagree	2	3	4	5	6	7	8	9	10 Strongly agree	Don't know
	%	%	%	%	Neither		%	%	%	%	%
<b>Overall*</b>											
Total District											
<b>2020</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>8</b>	<b>19</b>	<b>18</b>	<b>19</b>	<b>11</b>	<b>6</b>	<b>2</b>	<b>4</b>
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 <sup>†</sup>	2	9	8	12	22	17	10	5	-	3	13
Golden Bay <sup>†</sup>	7	6	17	-	28	10	17	5	3	-	8
Motueka	2	5	11	10	18	16	19	6	3	2	8
Moutere-Waimea <sup>†</sup>	3	4	1	15	22	20	16	13	4	3	-
Richmond	1	1	5	3	15	19	23	16	12	3	2
<b>Ratepayer?<sup>†</sup></b>											
Ratepayer	3	4	8	9	18	17	19	12	6	2	3
Non-ratepayer	-	3	-	4	28	26	12	5	6	3	12
<b>Length of residence</b>											
Lived there 10 years or less <sup>†</sup>	2	4	1	5	19	23	19	11	9	5	4
Lived there more than 10 years	3	4	8	9	19	16	19	11	5	2	4

% read across

\* not asked prior to 2016

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

38% of residents agree (rating 7-10) with the statement 'Tasman District Council listens and acts on the needs of residents' (31% in 2019), while 21% disagree (rating 1-4) (25% in 2019). The mean is 6.

Richmond Ward residents, 54%, are more likely to **agree** with the statement, than other Ward residents.

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

- longer term residents, those residing in the District more than 10 years, 24%,
- ratepayers, 24%.

#### iv. 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	
	%	%	%	%	%	%	%	%	%	%	%
<b>Overall*</b>											
Total District											
2020 <sup>†</sup>	1	2	4	7	18	13	24	16	5	4	5
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	2	2	6	-	24	22	17	10	3	3	11
Golden Bay <sup>†</sup>	3	2	11	6	26	10	25	5	5	-	9
Motueka <sup>†</sup>	2	4	-	18	13	14	28	12	2	3	5
Moutere-Waimea <sup>†</sup>	-	4	7	2	27	13	20	20	3	3	2
Richmond <sup>†</sup>	1	-	3	4	13	11	25	22	10	7	5
<b>Household income</b>											
Less than \$30,000 pa	2	4	2	13	23	10	16	8	6	5	11
\$30,000-\$50,000 pa	1	2	3	5	25	8	27	14	8	2	5
\$50,001-\$100,000 pa <sup>†</sup>	-	4	5	6	12	16	29	15	3	7	4
More than \$100,000 pa	2	1	3	9	14	15	22	22	7	2	3

% read across

\* not asked prior to 2016

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

49% of residents agree (rating 7-10) with the statement 'Mayor and Councillors display sound and effective leadership' (43% in 2019), while 14% disagree (rating 1-4) (22% in 2019). The mean is 6.

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

- Richmond Ward residents, 64%,
- residents with an annual household income of \$30,000 or more (residents with an annual household income of less than \$30,000, 35%).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who **disagree** with the statement.

## 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											
2020 <sup>†</sup>	1	1	6	6	15	17	16	20	10	3	6
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 <sup>†</sup>	-	-	10	10	19	29	5	10	3	4	9
Golden Bay <sup>†</sup>	-	-	10	17	16	11	11	10	18	-	8
Motueka <sup>†</sup>	-	1	6	7	20	19	18	15	6	2	7
Moutere-Waimea <sup>†</sup>	1	1	5	6	11	15	20	28	4	3	7
Richmond	1	3	3	1	13	17	16	22	17	4	3

% read across

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

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

49% of residents agree (rating 7-10) with the statement 'Council managers and staff are competent' (45% in 2019), while 14% disagree (rating 1-4). The mean is 6.

Moutere-Waimea (55%) and Richmond (59%) are more likely to **agree** with the statement, than other Ward residents.

There are no notable differences between Wards and between socio-economic groups, in terms of those who **disagree** with the statement.

## 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											
2020†	-	1	3	7	15	16	22	21	7	4	3
2019†	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†	1	3	2	7	20	16	24	18	4	3	3
<b>Ward</b>											
Lakes-Murchison†	-	-	13	4	17	27	10	15	-	8	5
Golden Bay†	1	1	3	20	15	9	22	20	4	1	3
Motueka†	-	2	2	11	20	19	21	14	4	3	5
Moutere-Waimea†	-	1	5	6	14	16	29	19	6	4	1
Richmond	-	1	2	2	10	15	19	29	13	6	3
<b>Age group†</b>											
18-44 years	-	-	2	11	11	12	24	25	10	4	2
45-64 years	-	-	5	7	18	18	19	20	5	4	3
65+ years	1	4	3	2	14	19	23	17	6	5	5
<b>Length of residence</b>											
Lived there 10 years or less	1	2	3	7	9	10	33	19	9	6	1
Lived there more than 10 years†	-	1	4	7	16	17	20	21	7	4	4

% read across

\* not asked prior to 2015

† does not add to 100% due to rounding

54% of residents agree (rating 7-10) with the statement 'Tasman District Council is effective' (52% in 2019), while 11% disagree (rating 1-4) (14% in 2019). The mean is 6.

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

- residents aged 18 to 44 years, 63%,
- shorter term residents, those residing in the District 10 years or less, 67%.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who **disagree** with the statement.

### vii. Tasman District Council provides good value for rates dollars spent

	1	2	3	4	5	6	7	8	9	10	Strongly agree	Don't know
	Strongly disagree				Neither							
	%	%	%	%	%	%	%	%	%	%	%	%
<b>Overall*</b>												
Total District												
<b>2020</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>10</b>	<b>20</b>	<b>18</b>	<b>17</b>	<b>13</b>	<b>3</b>	<b>4</b>	<b>4</b>	
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†	5	2	13	7	23	10	15	10	2	9	2	
Golden Bay	3	4	11	18	28	7	13	11	-	5	-	
Motueka	3	4	4	8	21	23	15	10	1	2	9	
Moutere-Waimea	1	2	7	13	18	22	18	10	3	3	3	
Richmond	-	3	3	7	17	17	21	18	6	4	4	
<b>Length of residence</b>												
Lived there 10 years or less	2	-	3	8	18	17	26	16	2	4	4	
Lived there more than 10 years†	2	-	7	10	21	18	16	12	3	4	5	

% read across

\* not asked prior to 2015

\*\* caution: small base

† does not add to 100% due to rounding

37% of residents agree (rating 7-10) with the statement 'Tasman District Council provides good value for rates dollars spent' (29% in 2019), while 21% disagree (rating 1-4) (33% in 2019). The mean is 6.

Shorter term residents, those residing in the District 10 years or less, 48%, are more likely to **agree** with the statement, than longer term residents, 35%.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who **disagree** with the statement.

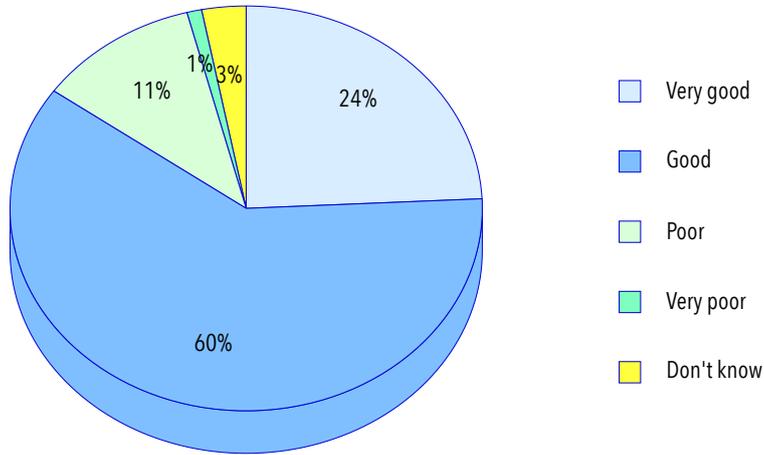
### viii. Summary table: Level of agreement regarding the following statements

	1	2	3	4	5	6	7	8	9	10	Don't know
	Strongly disagree				Neither					Strongly agree	
	%	%	%	%	%	%	%	%	%	%	%
Tasman District Council leads on matters of importance to its communities	1	2	2	5	29	17	21	13	3	3	4
Overall Tasman District Council makes the right decisions†	1	3	8	6	23	17	20	14	4	4	1
Tasman District Council listens and acts on the needs of residents	2	4	7	8	19	18	19	11	6	2	4
Mayor and Councillors display sound and effective leadership†	1	2	4	7	18	13	24	16	5	4	5
Council managers and staff are competent†	1	1	6	6	15	17	16	20	10	3	6
Tasman District Council is effective†	-	1	3	7	15	16	22	21	7	4	3
Tasman District Council provides good value for rates and dollars spent	2	3	6	10	20	18	17	13	3	4	4

† does not add to 100% due to rounding

## RATING TASMAN DISTRICT COUNCIL'S REPUTATION

### Overall



84% of residents feel Tasman District Council has a very good/good reputation (77% in 2019), while 12% feel it is poor/very poor (21% in 2019).

Golden Bay Ward residents are **less** likely to say very good/good, than other Ward residents.

## Rating Tasman District Council's reputation

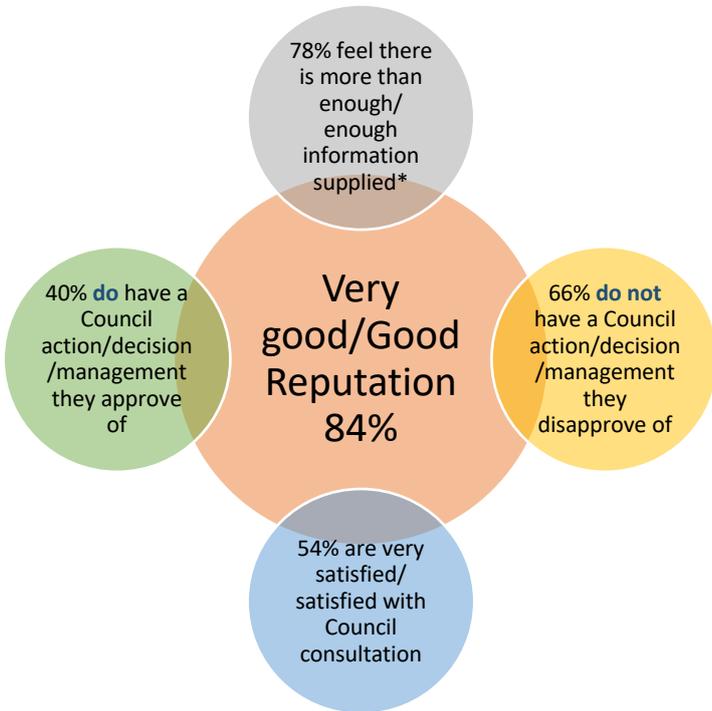
	Very good %	Good %	Very good/Good %	Poor %	Very poor %	Poor/Very poor %	Don't know %
<b>Overall</b>							
Total District							
2020	24	60	<b>84</b>	11	1	<b>12</b>	3
2019 <sup>†</sup>	17	60	<b>77</b>	17	4	<b>21</b>	3
2018 <sup>†</sup>	16	59	<b>75</b>	17	7	<b>24</b>	1
<b>Ward</b>							
Lakes-Murchison	13	67	<b>80</b>	10	-	<b>10</b>	10
Golden Bay <sup>†</sup>	11	38	49	37	3	40	10
Motueka	17	63	<b>80</b>	12	4	<b>16</b>	4
Moutere-Waimea	20	69	<b>89</b>	9	1	<b>10</b>	1
Richmond <sup>†</sup>	40	55	<b>95</b>	5	-	<b>5</b>	1

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

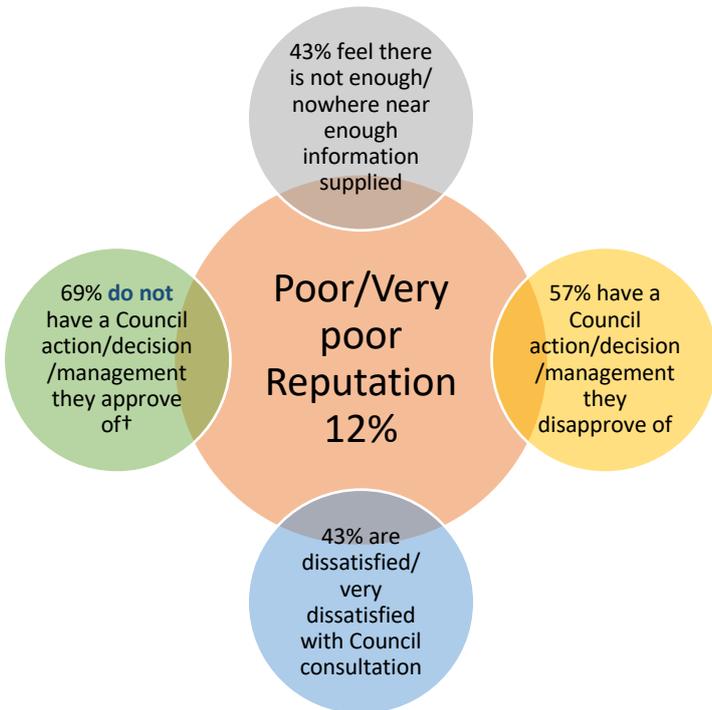
## Do residents feel Tasman District Council has a good reputation?

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

### Correlation Between Reputation And Other Key Questions



\* 78% of residents who feel there is more than enough/enough information supplied, rate Council's reputation as very good/good



† 69% of residents who do not have a Council action/decision/management they approve of, rate Council's reputation as poor/very poor

	Actions/Decisions/Managements approve of %	Actions/Decisions/Managements disapprove of %	Difference %	Reputation Very good/Good %
2020	37	38	-1	84
2019	42	38	4	77
2018	43	52	-9	75

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

- doing a good job/people are happy with what they do/get things done, mentioned by 24% of residents†,
- don't hear negatives/complaints against them/no real issues, 12%,
- quality of life here/a good place to live, 10%,
- read/hear good things about council, 9%,
- issues that could be improved on, 9%,
- doing okay/average/doing the best they can, 8%,
- provide good services/facilities/infrastructure, 8%.

\* multiple responses allowed

† residents who feel Tasman District Council has a good reputation, N=334

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

- heard/read negative things about Council, mentioned by 23% of residents†,
- personal experience/difficult to deal with/not happy with service, 17%,
- lack of action/slow to act, 10%,
- some areas neglected, 9%,
- services/facilities not up to scratch/infrastructure, 9%,
- not managing financially/waste money/overspending, 9%.

\* multiple responses allowed

† residents who feel Tasman District Council does not have a good reputation, N=54

## APPENDIX

### Base by sub-sample

	Actual respondents interviewed	*Expected numbers according to population distribution
<b>Ward</b>		
Lakes-Murchison	41	29
Golden Bay	41	41
Motueka	109	100
Moutere-Waimea	108	106
Richmond	104	127
<b>Gender</b>		
Male	189	199
Female	214	204
<b>Age</b>		
18-44 years	95	136
45-64 years	120	159
65+ years	188	109

\* 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.