

**TASMAN DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
MAY 2016**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES/FACILITIES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

TASMAN DISTRICT COUNCIL

MAY 2016



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CONTENTS

Page No.

A.	SITUATION AND OBJECTIVES	1
B.	COMMUNITRAK™ SPECIFICATIONS	2
C.	EXECUTIVE SUMMARY.....	6
D.	MAIN FINDINGS.....	21
1.	Council Services/Facilities.....	22
a.	Satisfaction With Council Services And Facilities	23
i.	Footpaths	23
ii.	Roads, Excluding State Highways (eg, High Street, Motueka or Commercial Street, Takaka).....	27
iii.	Water Supply.....	31
iv.	Sewerage System	35
v.	Stormwater Services.....	38
vi.	Kerbside Recycling.....	42
vii.	Council's Rubbish Collection Service	46
viii.	Public Libraries	50
ix.	Public Toilets	53
x.	Recreational Facilities (such as playing fields and neighbourhood reserves).....	57
xi.	Emergency Management (that is education and preparation for a Civil Defence emergency and co-ordinating response after an event)	60
xii.	Environmental Planning And Policy (that is planning and managing the natural resources like water, air quality, zoning land for various uses)	64
xiii.	Environmental Information (that includes monitoring and providing information on the state of our natural resources, like water quality)	68
xiv.	Multi-Purpose Public Halls And Community Buildings	72
xv.	Dog And Animal Control.....	75
xvi.	Aquatic Centre	79
2.	Council Policy And Direction.....	82
a.	Recent Council Actions, Decisions Or Management Residents Approve Of	83
b.	Recent Council Actions, Decisions Or Management Residents Disapprove Of.....	86
3.	Rates Issues.....	89
a.	Satisfaction With The Way Rates Are Spent On Services And Facilities Provided By Council	90

CONTENTS (continued)

Page No.

4.	Contact With Council.....	94
a.	Who They Approach First If They Have A Matter To Raise With Council..	95
b.	Levels Of Contact.....	97
c.	Satisfaction When Contacting The Council Offices By Phone.....	99
d.	Satisfaction When Contacting The Council Offices In Person.....	101
e.	Satisfaction When Contacting The Council Offices In Writing	103
f.	Satisfaction When Contacting The Council Offices By Email.....	105
g.	Satisfaction When Contacting The Council Offices By Online Contact Form	107
h.	Satisfaction With Service Received When Contacted Council	108
5.	Information.....	111
a.	Preference For Accessing Council Services / Information.....	112
b.	Main Source of Information About Council.....	115
c.	Readership Of Published Information Provided By Council	117
d.	Types Of Published Information Residents Have Seen Or Read In The Last 12 Months.....	119
e.	The Sufficiency Of The Information Supplied	122
6.	Local Issues.....	124
a.	Pace To Live	125
b.	Should 'More' Be Invested In Sport And Recreation?	127
c.	Council Consultation And Community Involvement	129
d.	Statements	131
i.	Tasman District Council Leads On Matters Of Importance To Its Communities.....	131
ii.	Overall Tasman District Council Makes The Right Decisions	133
iii.	Tasman District Council Listens And Acts To The Needs Of Residents.....	135
iv.	Mayor And Councillors Display Sound And Effective Leadership..	137
v.	Council Managers And Staff Are Competent.....	139
vi.	Tasman District Council Is Effective.....	141
vii.	Tasman District Council Provides Good Value For Rates Dollars Spent.....	143
viii.	Summary Table: Level Of Agreement Regarding The Following Statements	145
e.	Do Residents Feel Tasman District Council Has A Good Reputation As A Council?	146
E.	APPENDIX	150

NB: Please note the following explanations for this report:



Figures that are comparably lower than percentages for other respondent types.



Figures that are comparably higher than percentages for other respondent types.

Arrows, whenever shown, depict a directional trend.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

Icons used in this report made by Freepik from www.flaticon.com

A. SITUATION AND OBJECTIVES

The mission statement for Tasman District Council reads ...

To enhance community wellbeing and quality of life.

Council has engaged a variety of approaches, both to seeking public opinion and to communicating its decisions and programmes to the people resident in the area. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in October 1996, in September 1999, in October 2002, in October 2005, in June/July 2008, July/August 2009, June 2010, May/June 2011, May/June 2012, May 2013, May 2014, May 2015 and now again in May 2016.

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

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

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

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

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

Interviews were spread across the five Wards as follows:

Lakes-Murchison	41
Golden Bay	40
Motueka	100
Moutere-Waimea	101
Richmond	120
Total	<u>402</u>

Interview Type

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

Sample Selection

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

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

A target of interviewing 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 2013 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Tasman District. Bases for subsamples are shown in the Appendix.

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

Survey Dates

All interviews were conducted from Friday 6th May to Sunday 15th May 2016.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all of New Zealand as a whole (National Average) and with similarly constituted Local Authorities (Peer Group Average), through a National Survey of 1,003 residents carried out in November 2014.

The Communitrak™ service provides ...

- comparisons with a national sample of 1,003 interviews conducted in November 2014 (the National Average),
- comparisons with other provincial Council norms (the Peer Group Average).

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

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2013 Census data.

Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and /or National Average results from the November 2014 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 400 residents:

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

Margin Of Error

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

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

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

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

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

Significant Difference

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

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

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

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

* * * * *



C. EXECUTIVE SUMMARY

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

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

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

SNAPSHOT



92% of residents are satisfied with recreational facilities, such as playing fields and neighbourhood reserves.



While, 24% of residents are not very satisfied with roads (excluding State Highways).



79% of residents feel there is more than enough/enough information supplied by Council.



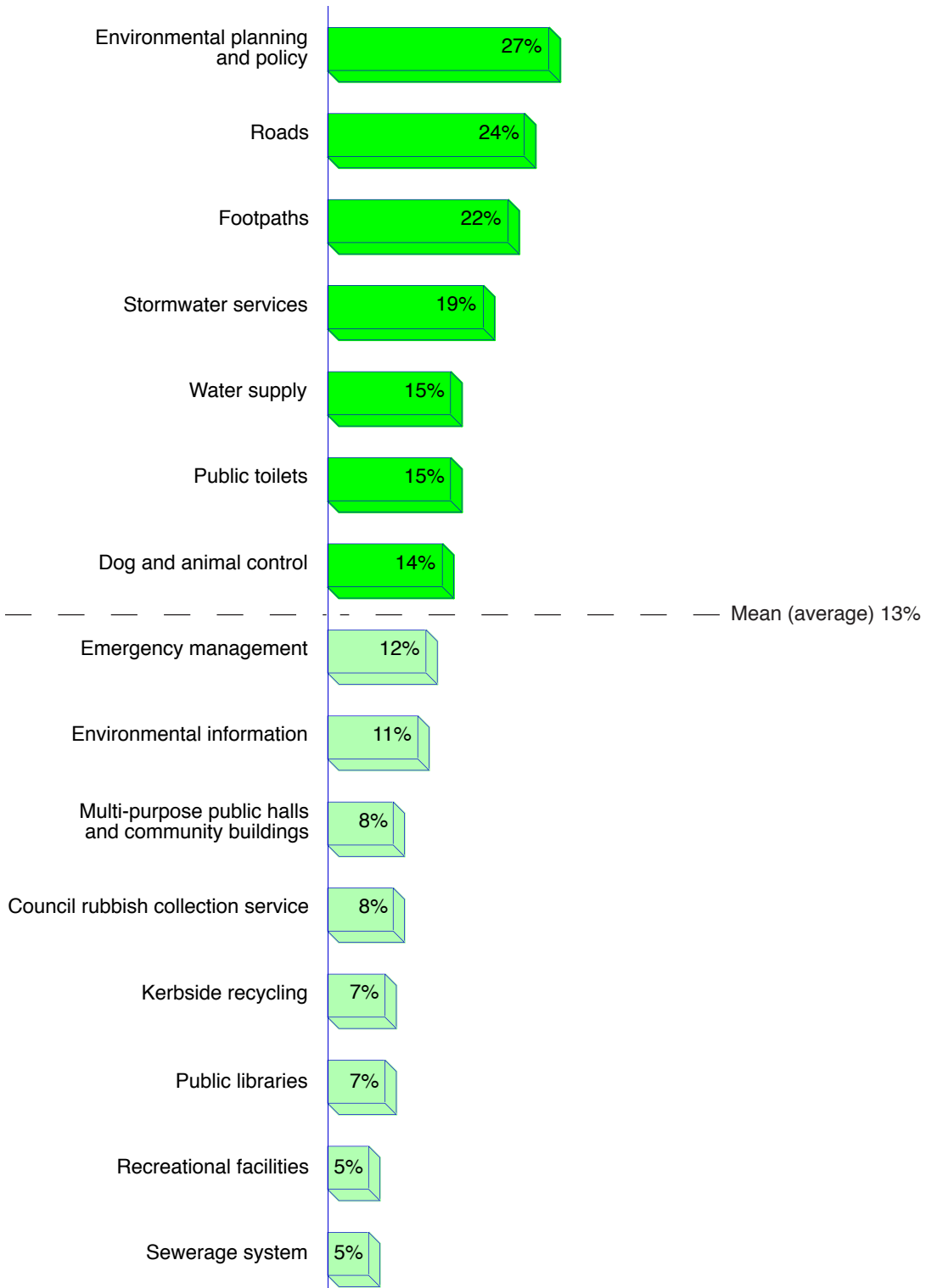
74% of residents are satisfied with the way rates are spent on the services and facilities provided by Council.



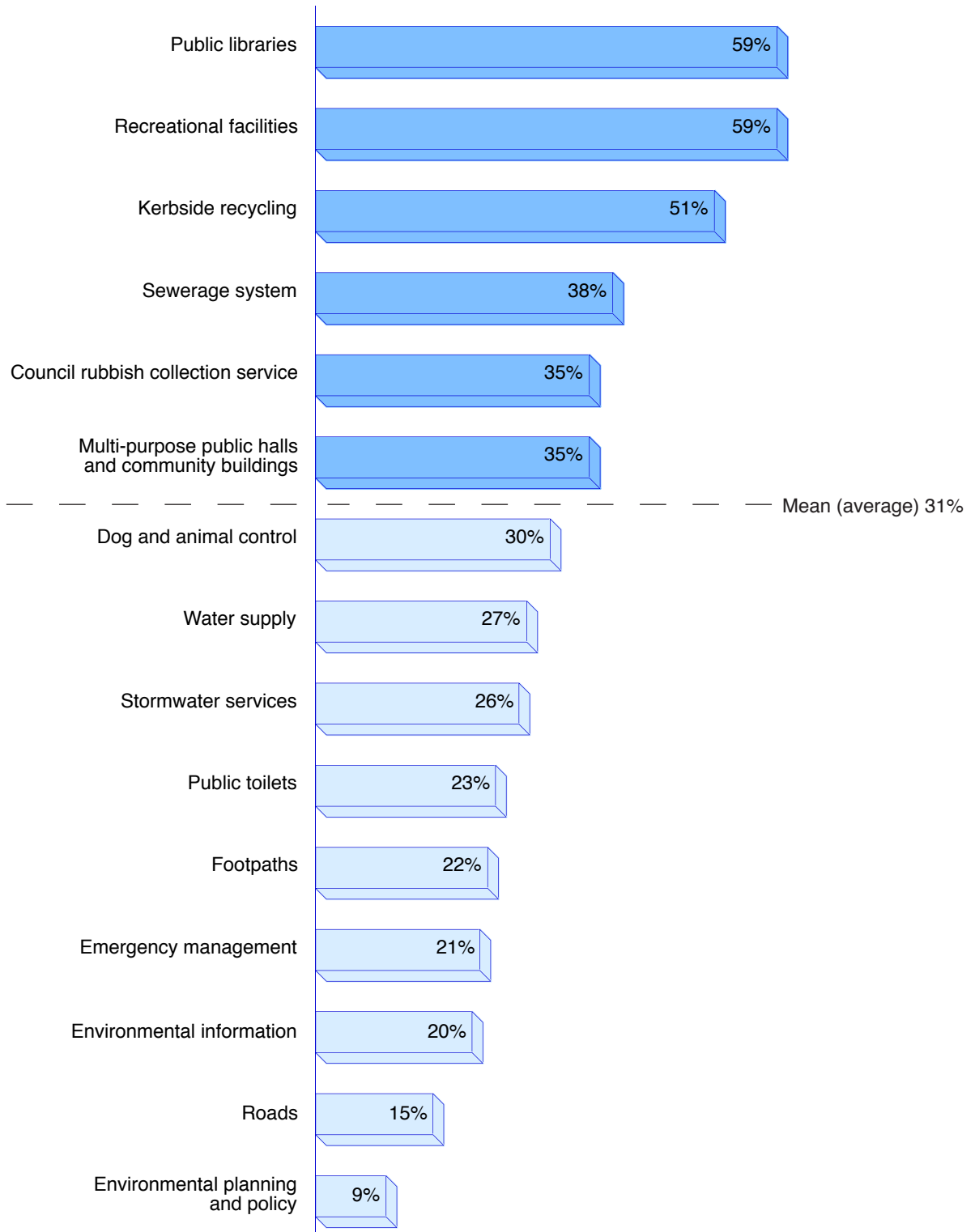
Overall, 62% of residents feel Tasman District Council has a good reputation as a Council.

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 higher/slightly higher than the Peer Group and/or National Averages for ...

	Tasman 2016 %	Peer Group %	National Average %
• stormwater services	19	13	13
• water supply	15	12	9
• emergency management	12	5	8
• public libraries	7	3	2

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

• dog and animal control	14	**22	**20
• kerbside recycling	7	+10	+12

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

• roads	24	27	21
• footpaths	22	19	23
• public toilets	15	15	19
• Aquatic Centre ^{◇◇}	14	◇9	◇10
• multi-purpose public halls & community buildings	8	++6	++6
• Council rubbish collection service	8	11	11
• recreational facilities	5	*4	*4
• sewerage system	5	6	6

There are no comparative Peer Group and National Averages for environmental planning and policy, and environmental information.

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

⁺⁺ these percentages are the readings for public halls only

^{*} these percentages are the **averaged** readings for sportsfields and playgrounds **and** parks and reserves, as these were asked separately in the 2014 National Communitrak™ Survey

^{**} these percentages are the readings for dog control only

[◇] these percentages are the readings for swimming pools in general

^{◇◇} Richmond and Moutere-Waimea Ward residents only, N = 221

Comparison Table: Satisfaction With Services/Facilities

	Tasman 2016		Tasman 2015	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Recreational facilities	92 =	5 =	90	6
Kerbside recycling	82 =	7 =	79	8
Public libraries	79 =	7 =	81	4
Roads	75 =	24 =	75	24
Sewerage system	71 ↑	5 =	65	2
Environmental information	71 ↑	11 =	66	11
Footpaths	71 =	22 =	73	19
Public toilets	68 =	15 =	72	13
Water supply	62 ↑	15 =	54	13
Stormwater services	61 =	19 =	57	15
Council's rubbish collection service	59 ↑	8 =	53	6
Emergency management	58 =	12 =	60	10
Environmental planning and policy	58 =	27 ↑	56	22

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

Frequency Of Use - Council Services And Facilities

	Usage In The Last Year		
	3 times or more %	Once or twice %	Not at all %
Recreational facilities (ie, playing fields and neighbourhood reserves)	73	11	16
Council's kerbside recycling service	80	2	18
Public library/library website	60	15	25
Public toilets	52	20	28
Council's rubbish collection service	52	2	46

% read across

Recreational facilities, 84%, and

Council's kerbside recycling service, 82%,

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

COUNCIL POLICY AND DIRECTION

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

43% of Tasman District have in mind a recent Council action, decision or management they **approve** of (37% in 2015). This is similar to the Peer Group and National Averages.

The main actions/decisions mentioned are ...

- the cycleway /bike trails /walkway, mentioned by 6% of all residents,
- sports and recreation facilities, 5%,
- rubbish collection /recycling services, 4%,
- do a good job /good service /provide good services /helpful, 4%,
- beautification /upgrades /upkeep of parks /reserves /public areas, 3%,
- good consultation /communication /keep us informed /listen, 3%,
- improved roading /footpaths /road safety, 3%.

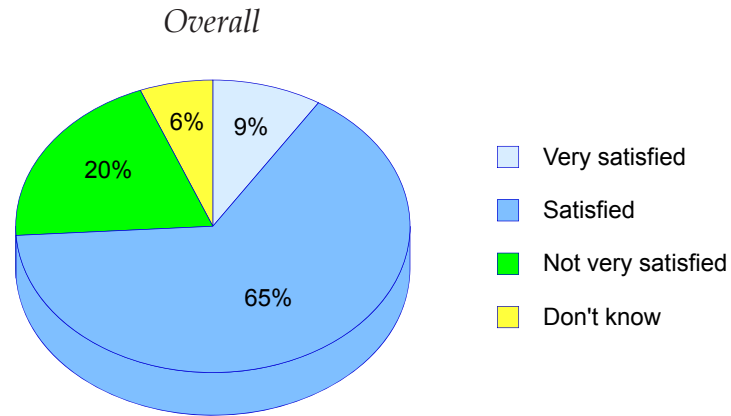
44% of residents have in mind a recent Council action, decision or management they **disapprove** of (47% in 2015). This is slightly above the Peer Group Average and on par with the National Average.

The main actions/decisions mentioned are ...

- Lee Valley dam issues, mentioned by 10% of all residents,
- Council communication /lack of consultation /not listening, 6%,
- Council performance /attitude, 6%,
- Council spending /overspending /money wasted, 5%,
- roading /roadworks /road safety /footpaths /traffic, 4%.

RATES

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



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

- rates too high/increases/too high for services received/
used, mentioned by 6% of all residents
- other services/facilities needing attention/support 4%
- waste money/unnecessary spending/overspending 3%
- roading/footpaths need improvement 3%

* multiple responses allowed

CONTACT WITH COUNCIL

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

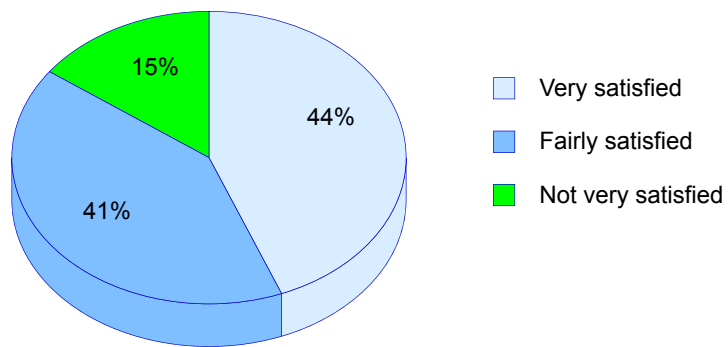
A Councillor	9% of all residents
The Council offices / staff	79%
A Community Board member	5%
Depends on the matter	4%
The Mayor	0%
Don't know	3%

Type Of Contact

42% of residents have contacted the Council offices in the last 12 months by phone (36% in 2015), with 43% contacting the Council offices in person (40% in 2015) and 7% contacting the Council offices in writing (9% in 2015). 19% of residents have contacted Council offices by email (14% in 2015) and 5% have contacted them by online contact form (4% in 2015).

Overall, 65% of residents have contacted the Council offices in the last 12 months (58% in 2015).

Satisfaction With Service Received When Contacted The Council Offices



Base = 258

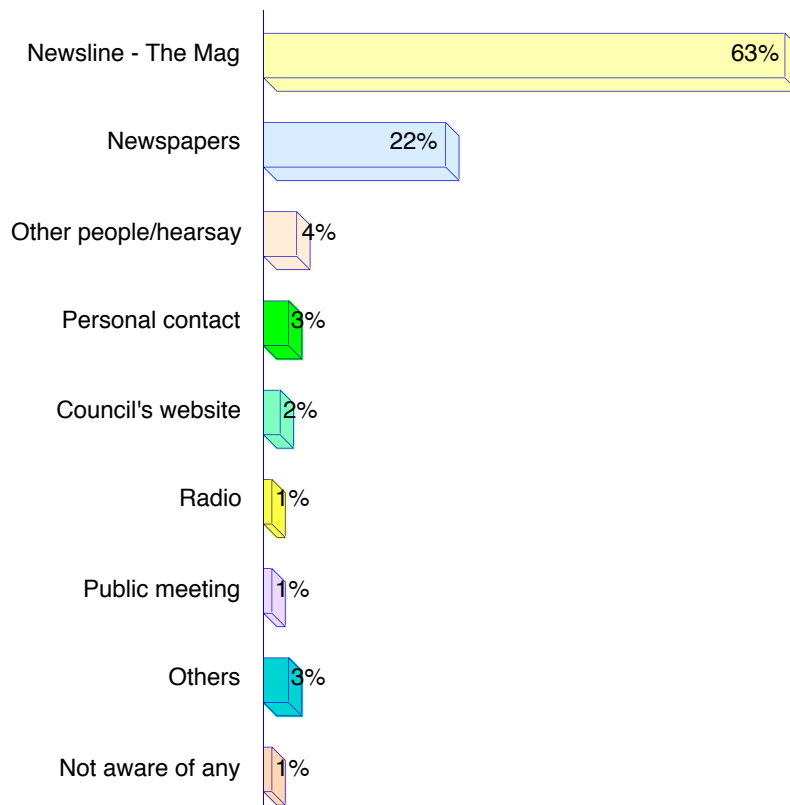
INFORMATION

Preference For Accessing Council Services/Information

Face-to-face at a customer counter	39%	of all residents
At home on computer	29%	
By phoning Council	28%	
Via an app on smartphone / tablet device	2%	
Other	1%	
No preference	2%	

(Does not add to 100% due to rounding)

Main Source Of Information About Council



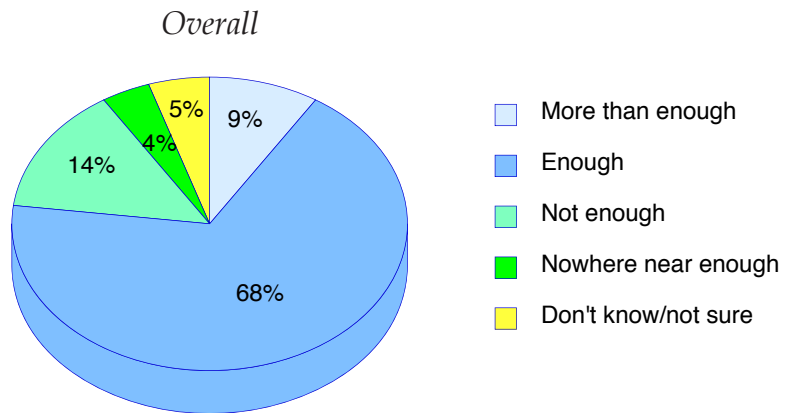
Seen, Read Or Heard Information From Council

88% 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 (94% in 2015) in the form of:

Newsline - The Mag	96% of these residents [†] (95% in 2015)
Council advertisements in newspapers	69% (69% in 2015)
Long-Term Plan	48% (57% in 2015)
Council website	46% (37% in 2015)
Information available from the Council offices or libraries	43% (35% in 2015)
The Draft Annual Plan or the Draft Annual Plan Summary	41% (48% in 2015)
Council advertisements on the radio	30% (36% in 2015)
Council's library website	21% (19% in 2015)

[†]Base = 350 (residents who have seen/ read or heard information from the Council)

Sufficiency Of Information Supplied By Council



LOCAL ISSUES

Place To Live

Thinking about the range and standard of amenities and activities which Council can influence residents think Tasman District is ...

Better	35%
About the same	54%
Worse	7%
Don't know	5%

... as a place to live, than it was three years ago (does not add to 100% due to rounding).

The percent saying better (35%) is on par with the Peer Group and National Averages.

Sport And Recreation

40% of residents would like to see more ratepayer money invested in sport and recreation.

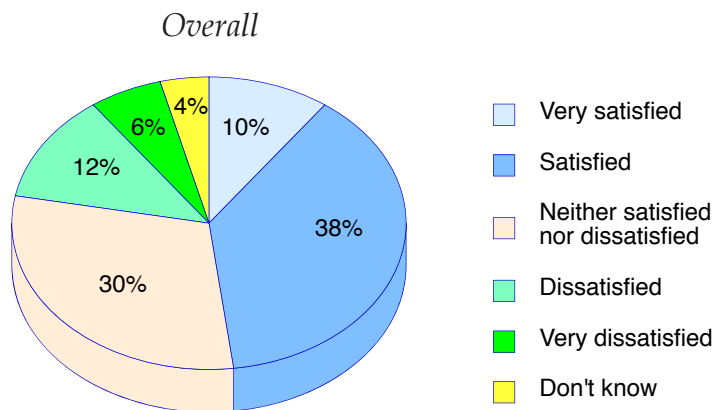
The main suggestions as to how and where they* would like their extra money spent are ...

- young people/kids' sports facilities, mentioned by 21% of residents*,
- a swimming pool/upgraded pool facilities, 16%,
- maintenance/upgrading of existing sports facilities/parks, 12%,
- cycleways/cycle tracks/trails, 11%.

* the 40% of residents who said they would like more spent, N=138

Consultation

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



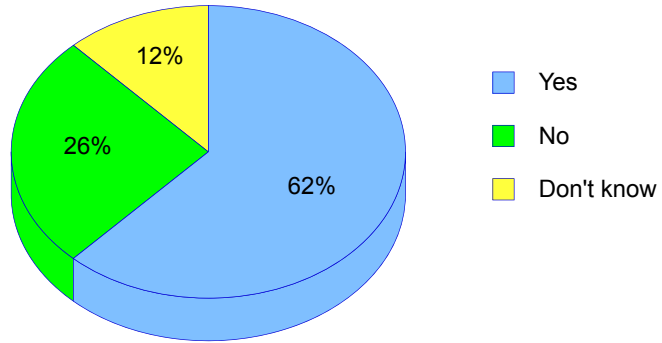
Level Of Agreement Regarding The Following Statements

	Mean	1 Strongly disagree %	2 %	3 %	4 %	5 %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
Tasman District Council leads on matters of importance to its communities [†]	6	4	4	4	6	33	20	17	6	2	2	3
Overall Tasman District Council makes the right decisions	6	4	3	6	11	27	15	19	11	1	2	1
Tasman District Council listens and acts on the needs of residents	5	7	5	8	10	23	13	20	7	2	2	3
Mayor and Councillors display sound and effective leadership	6	6	3	5	8	27	14	17	12	3	2	3
Council managers and staff are competent [†]	6	4	4	4	7	22	13	20	15	5	3	4
Tasman District Council is effective	6	2	2	4	7	20	16	23	18	4	2	2
Tasman District Council provides good value for rates dollars spent [†]	5	9	7	9	11	20	16	14	7	3	1	4

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

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

Overall



* * * * *



D. MAIN FINDINGS

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

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

NRB has defined the Rural Peer Group as those Territorial Authorities where less than 66% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

Included in this Peer 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
 Southland District Council
 South Wairarapa District Council
 Stratford District Council
 Tararua District Council
 Waikato District Council
 Waimakariri District Council
 Waimate District Council
 Wairoa District Council
 Waitaki District Council
 Waitomo District Council
 Western Bay of Plenty District Council
 Westland District Council

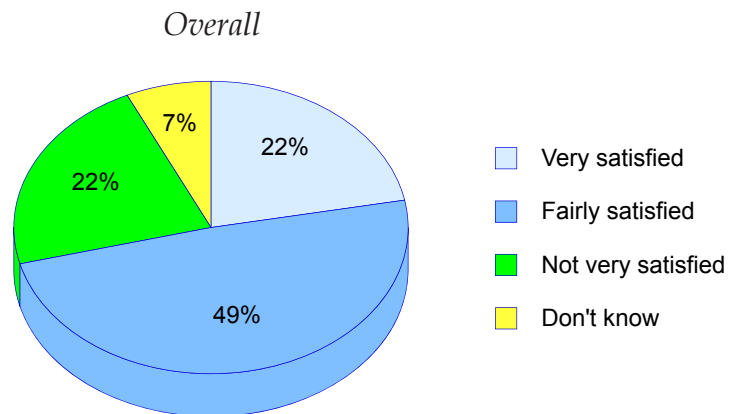


1. COUNCIL SERVICES/FACILITIES

A. SATISFACTION WITH COUNCIL SERVICES AND FACILITIES

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

i. Footpaths



71% of Tasman residents are satisfied with footpaths in their District, while 22% are not very satisfied.

The percent not very satisfied is on par with the Peer Group Average and the 2015 reading and similar to the National Average.

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

- women,
- non-ratepayers.

Satisfaction With Footpaths

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	22	49	71	22	7
2015	24	49	73	19	8
2014	19	51	70	23	7
2013	19	57	76	19	5
2012	17	54	71	22	7
2011	20	51	71	20	9
2010	16	56	72	23	5
2009	20	57	77	17	6
2008	18	53	71	21	8
2005	16	55	71	22	7
2002	15	56	71	18	11
1999	9	59	68	24	8
1996	17	47	64	25	11
Comparison					
Peer Group (Rural)	18	55	73	19	8
National Average	21	52	73	23	4
Ward					
Lakes-Murchison	19	37	56	16	28
Golden Bay	8	66	74	16	10
Motueka	25	43	68	29	3
Moutere-Waimea	16	49	65	25	10
Richmond	32	50	82	18	-
Gender[†]					
Male	25	53	78	16	7
Female	20	45	65	28	6
Ratepayer?					
Ratepayer	23	49	72	21	7
Non-ratepayer	16	45	61	35	4

% read across

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

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

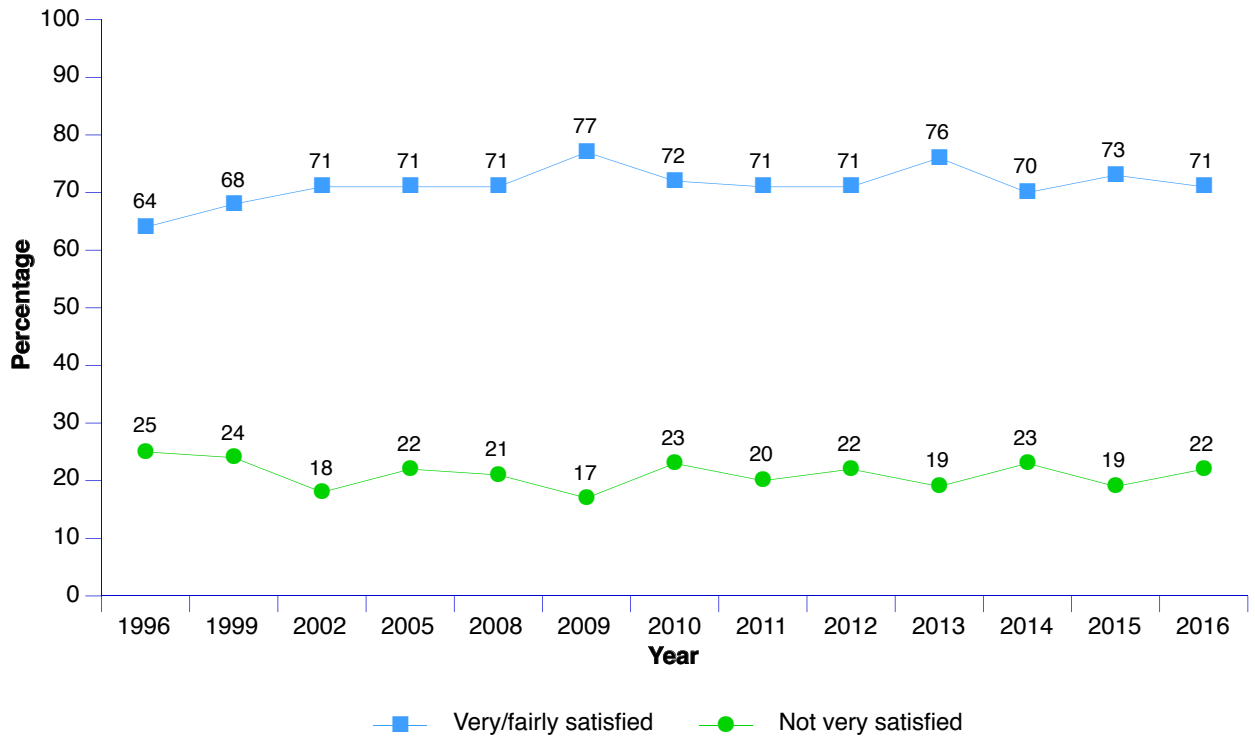
- uneven/cracked/rough/broken/bumpy/potholes,
- no footpaths/lack of footpaths/only on one side,
- poor condition/need maintenance/upgrading,
- poor design/narrow/difficult access at crossings.

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

	Total District 2016 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Uneven/cracked/rough/broken/ bumpy/potholes	9	8	9	11	8	9
No footpaths/lack of footpaths/ only on one side	7	2	8	7	17	2
Poor condition/need maintenance/ upgrading	6	4	1	11	6	5
Poor design/narrow/ difficult access at crossings	3	6	2	3	1	4

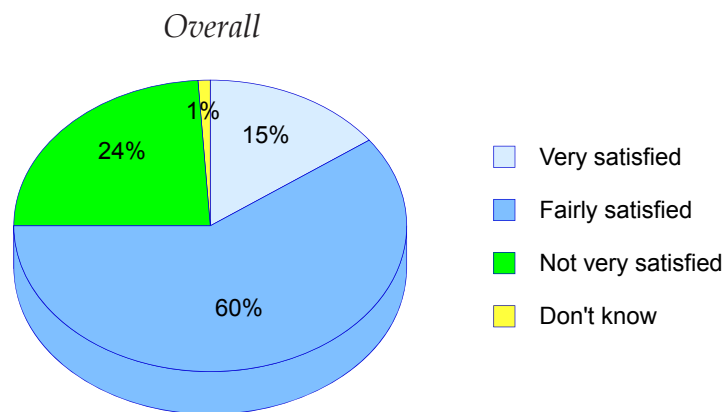
* multiple responses allowed

Footpaths



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

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



75% of residents are satisfied with roading in the District, while 24% are not very satisfied with this aspect of the District. These readings are similar to the 2015 results.

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

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

It also appears that the following residents are slightly more likely to feel this way are ...

- women,
- non-ratepayers.

Satisfaction With Roads, Excluding State Highways

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2016	15	60	75	24	1
2015	19	56	75	24	1
2014	21	49	70	30	-
2013**	16	63	79	20	-
2012	17	61	78	22	-
2011	18	63	81	18	1
2010	8	56	64	36	-
2009	11	62	73	27	-
2008	16	60	76	23	1
2005	12	64	76	24	-
2002	10	54	64	35	1
1999	9	61	70	30	-
1996	14	51	65	35	-
Comparison					
Peer Group (Rural)†	18	55	73	27	1
National Average	20	58	78	21	1
Ward					
Lakes-Murchison†	6	40	46	55	-
Golden Bay	16	58	74	26	-
Motueka†	16	59	75	25	1
Moutere-Waimea	8	65	73	26	1
Richmond	22	63	85	13	2
Gender†					
Male	14	65	79	20	-
Female	16	56	72	27	2
Ratepayer?					
Ratepayer	15	61	76	23	1
Non-ratepayer	13	53	66	34	-

% read across

* readings prior to 2013 do not exclude State Highways

† does not add to 100% due to rounding

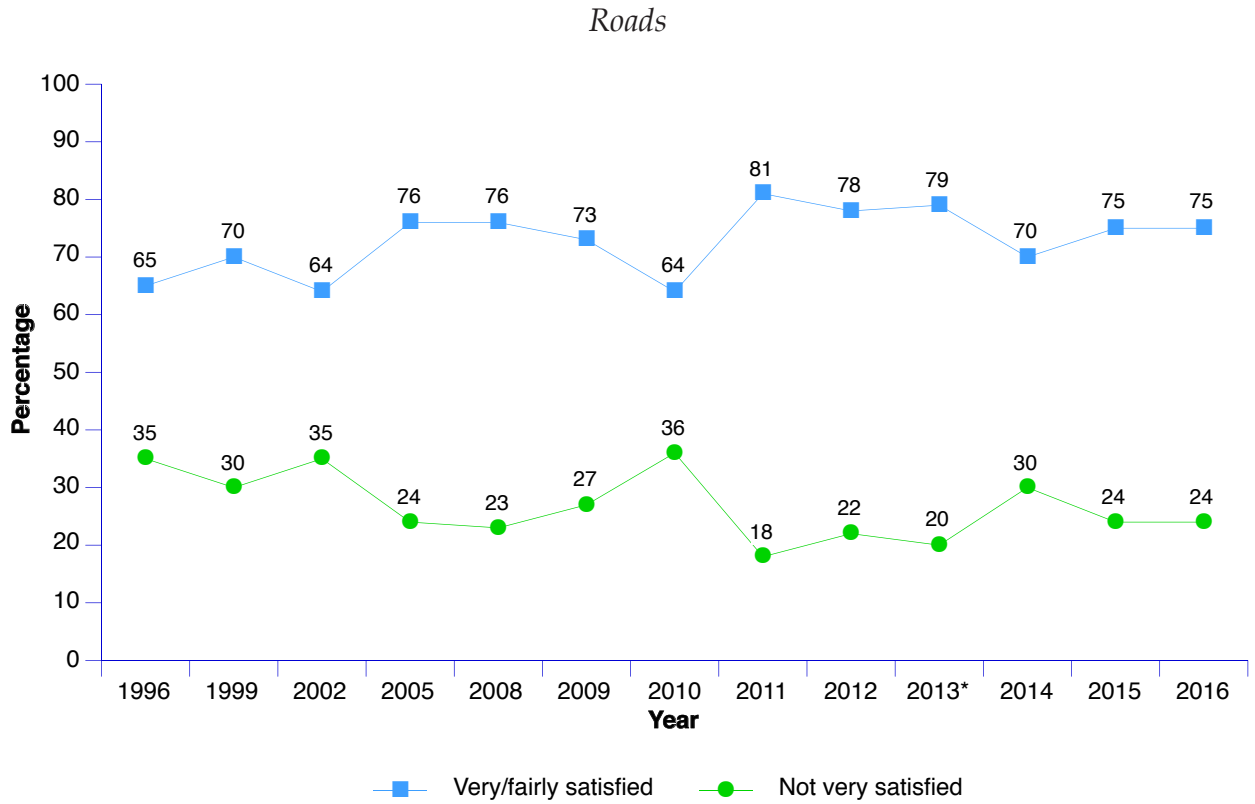
The main reasons residents are not very satisfied with roads in the District are ...

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

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

	Total District 2016 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Potholes/uneven/ rough/bumpy	6	14	12	8	3	4
Lack of maintenance/slow to maintain	6	29	6	5	6	-
Poor quality work/materials used/ patching/unfinished	4	5	3	4	3	6

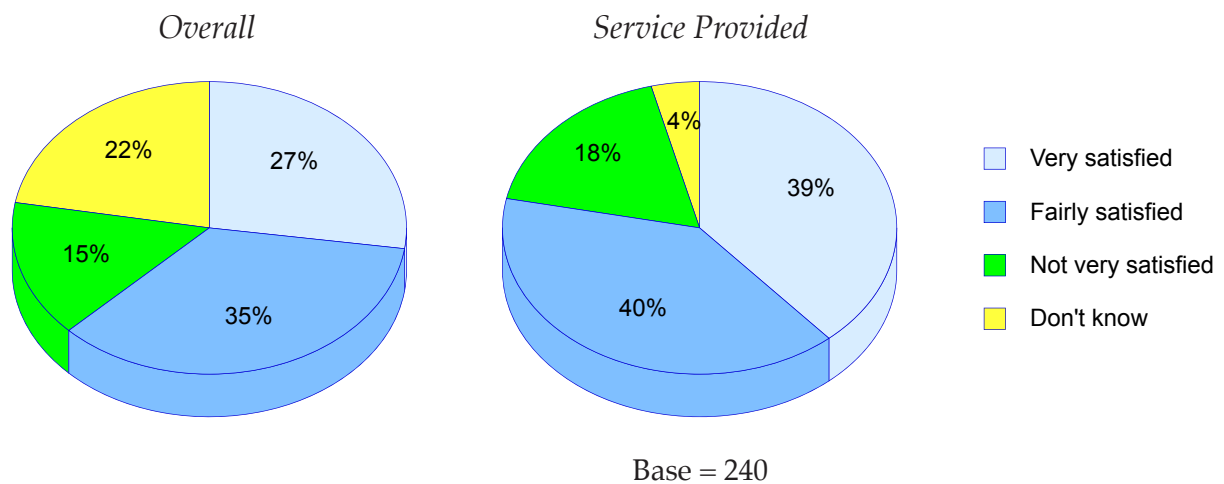
* multiple responses allowed



* readings prior to 2013 do not exclude State Highways

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

iii. Water Supply



62% of residents are satisfied with the water supply (54% in 2015), including 27% who are very satisfied. 15% are not very satisfied and 22% are unable to comment (33% in 2015).

Tasman District residents are on par with their Peer Group counterparts, slightly above residents nationwide, and similar to the 2015 reading, with regards to the percent not very satisfied with the water supply.

61% of residents receive a piped supply. Of these, 79% are satisfied and 18% are not very satisfied.

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

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

Satisfaction With Water Supply

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016 [†]	27	35	62	15	22
2015	28	26	54	13	33
2014	28	26	54	15	31
2013	31	27	58	11	31
2012	32	30	62	10	28
2011 [†]	25	32	57	11	33
2010	32	35	67	8	25
2009	27	38	65	9	26
2008	23	33	56	15	29
2005	22	41	63	15	22
2002	25	30	55	9	36
1999	19	35	54	15	31
1996	23	29	52	14	34
Service Provided [†]	39	40	79	18	4
Comparison					
Peer Group (Rural)	32	34	66	12	22
National Average	48	35	83	9	8
Ward					
Lakes-Murchison	19	27	46	14	40
Golden Bay	7	26	33	3	64
Motueka	29	26	55	8	37
Moutere-Waimea [†]	20	41	61	31	9
Richmond [†]	42	44	86	13	2
Household Size					
1-2 person household [†]	24	33	57	19	23
3+ person household	31	37	68	11	21

% read across

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

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

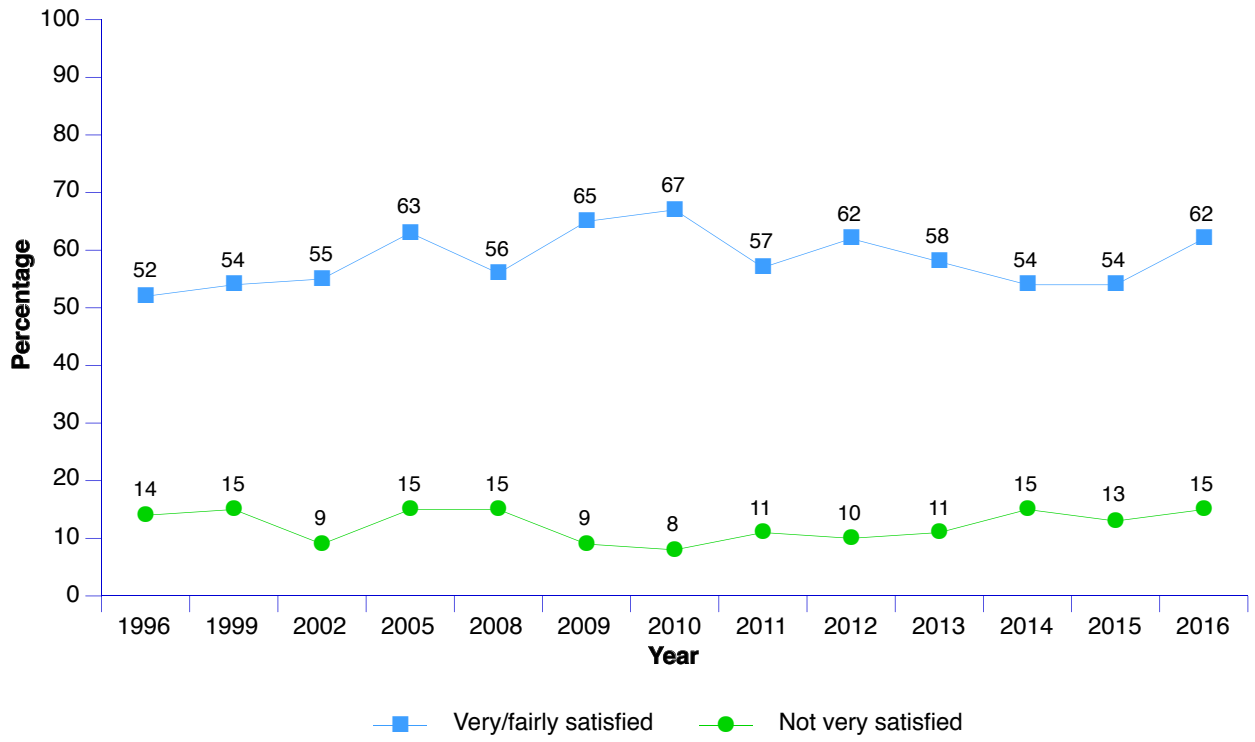
- cost issues/too expensive/proposed water meters,
- poor quality of water/poor taste/smells,
- water shortage/restrictions,
- water supply needs upgrading/inadequate/more dams.

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

	Total District 2016 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Cost issues/too expensive/proposed water meters	4	2	-	1	7	4
Poor quality of water/poor taste/smells	3	7	-	2	8	-
Water shortage/restrictions	3	-	-	1	4	5
Water supply needs upgrading/inadequate/more dams	3	2	-	2	8	-

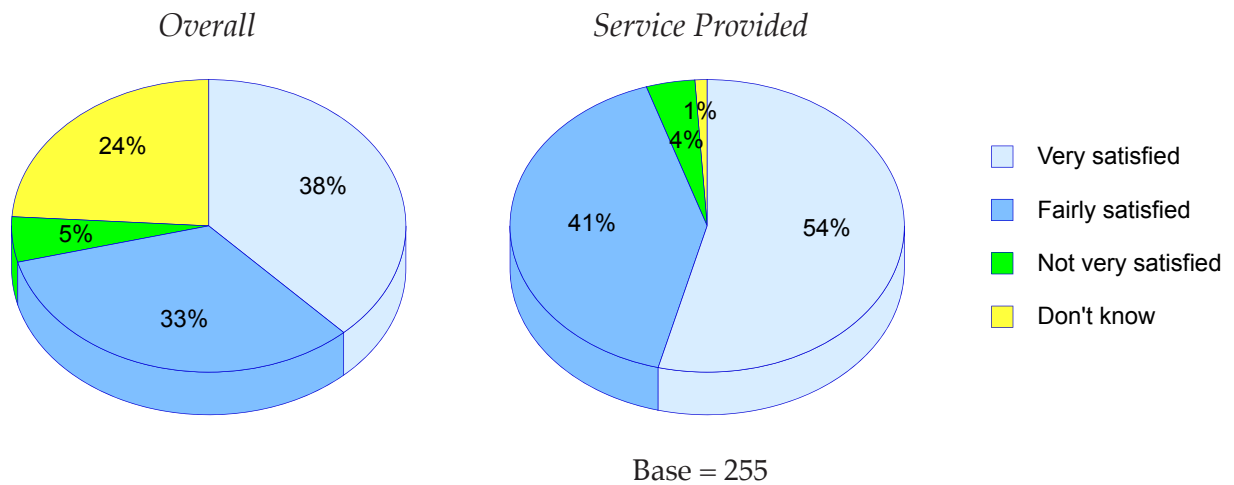
* multiple responses allowed

Water Supply



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 62%
 Receivers of Service = 79%

iv. Sewerage System



71% of residents are satisfied with the District's sewerage system (65% in 2015), including 38% who are very satisfied (43% in 2015). 5% are not very satisfied, while 24% are unable to comment (33% in 2015).

The percent not very satisfied (5%) is similar to the Peer Group and National Averages and on par with the 2015 reading.

63% of residents are provided with a sewerage system. Of these, 95% are satisfied and 4% are not very satisfied.

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

Satisfaction With Sewerage System

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	38	33	71	5	24
2015	43	22	65	2	33
2014	34	33	67	7	26
2013	42	24	66	6	28
2012 [†]	47	27	74	3	24
2011	38	26	64	5	31
2010 [†]	42	28	70	5	24
2009	35	38	73	5	22
2008	29	37	66	6	28
2005	25	41	66	9	25
2002	25	36	61	7	32
Service Provided	54	41	95	4	1
Comparison					
Peer Group (Rural) [†]	34	31	65	6	30
National Average	51	32	83	6	11
Ward					
Lakes-Murchison [†]	25	18	43	-	56
Golden Bay	13	33	46	7	47
Motueka	43	38	81	4	15
Moutere-Waimea [†]	34	26	60	8	31
Richmond	49	38	87	3	10

% read across

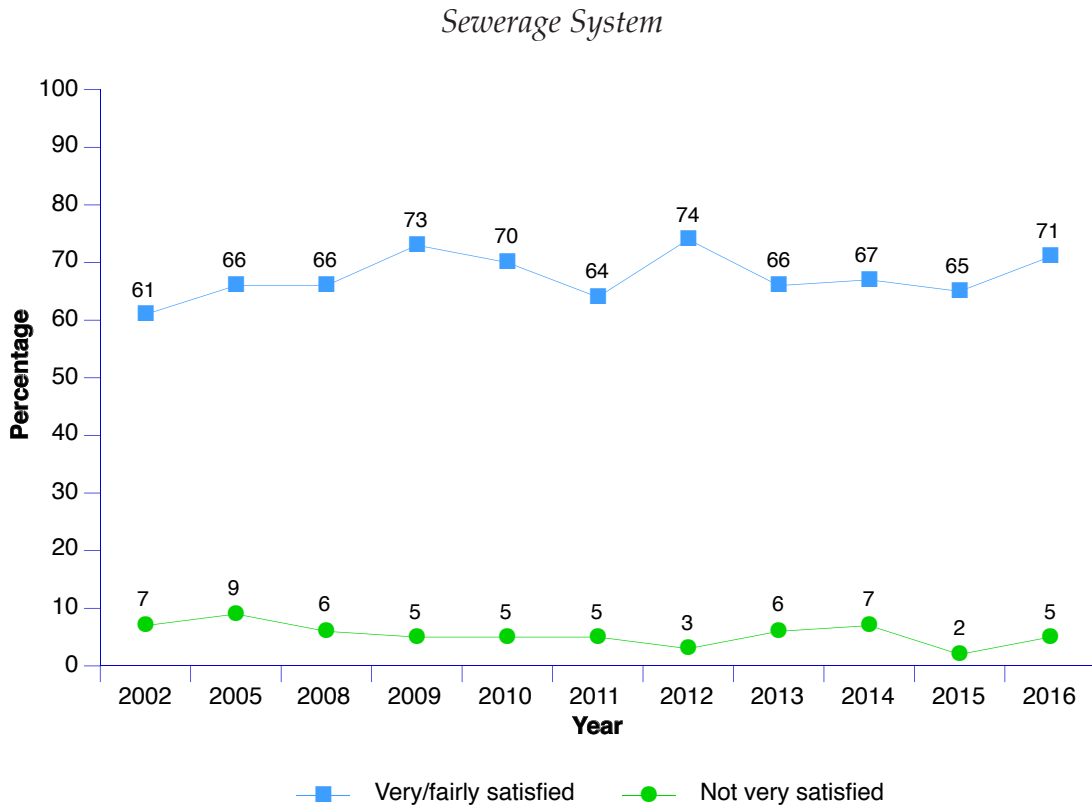
* not asked in 1996 and 1999

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

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

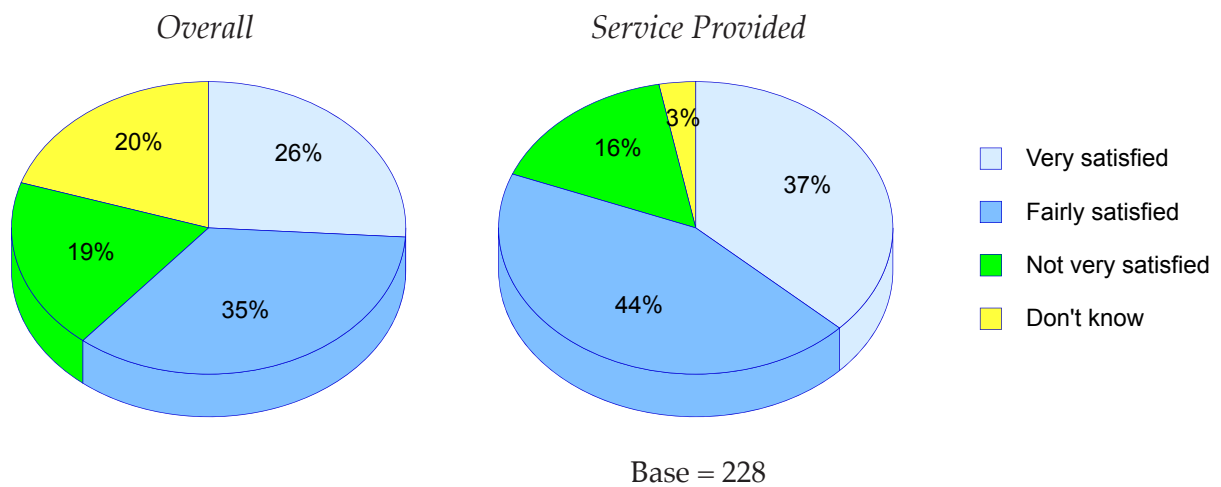
- need upgrading/improving/inadequate, mentioned by 4% of all residents,
- smell of sewage, 1%,
- too expensive/cost issues, 1%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 71%
 Receivers of Service = 95%

v. Stormwater Services



61% of residents are satisfied with stormwater services (57% in 2015), including 26% who are very satisfied, while 19% are not very satisfied (15% in 2015) and 20% are unable to comment (28% in 2015).

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

58% of residents are provided with a piped stormwater collection and, of these, 81% are satisfied and 16% not very satisfied.

Residents with an annual household income of more than \$100,000 are **less** likely to be not very satisfied with stormwater services, than other income groups.

Satisfaction With Stormwater Services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	26	35	61	19	20
2015	29	28	57	15	28
2014	21	36	57	27	16
2013 [†]	17	38	55	26	18
2012	30	35	65	13	22
2011	22	37	59	13	28
2010 [†]	30	31	61	17	23
2009	26	41	67	14	19
2008	22	41	63	11	26
2005	20	41	61	15	24
Service Provided	37	44	81	16	3
Comparison[†]					
Peer Group (Rural)	28	35	63	13	23
National Average	35	40	75	13	11
Ward					
Lakes-Murchison	14	22	36	14	50
Golden Bay	10	29	39	32	29
Motueka [†]	31	29	60	26	13
Moutere-Waimea	20	35	55	16	29
Richmond [†]	34	45	79	14	8
Household Income					
Less than \$30,000 pa	34	31	65	23	12
\$30,000-\$50,000 pa	24	40	64	26	10
\$50,000-\$100,000 pa [†]	25	31	56	21	24
More than \$100,000 pa [†]	24	48	72	8	21

% read across

* not asked prior to 2005

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

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

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

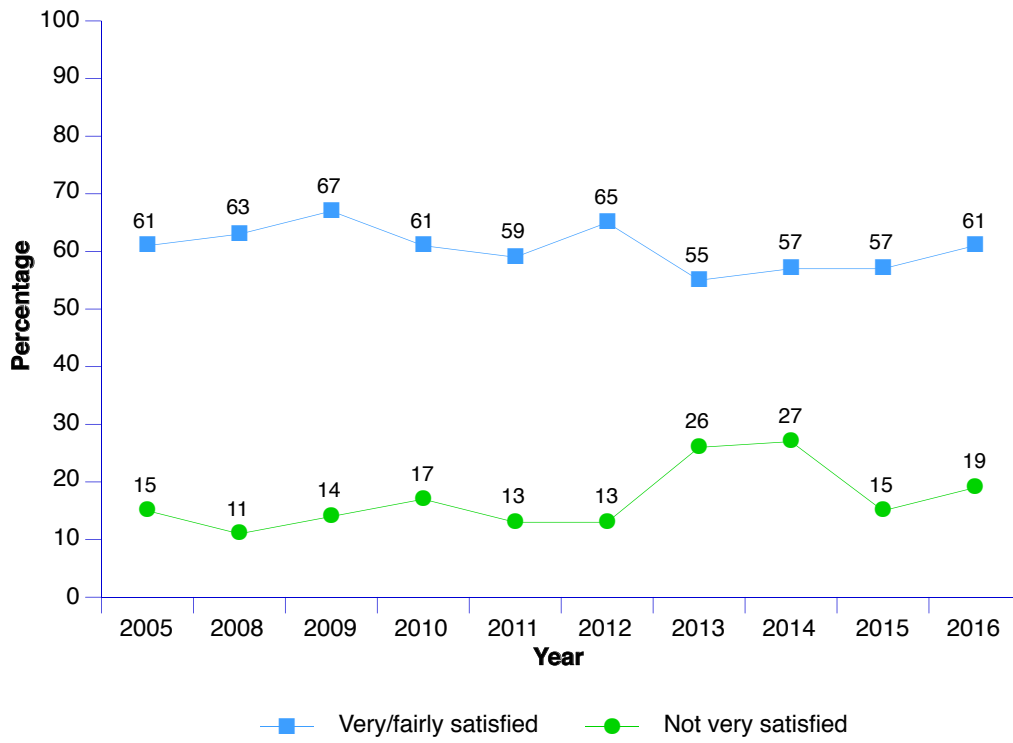
Summary Table:

Main Reasons* For Being Not Very Satisfied With Stormwater Services

	Total District 2016 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Flooding in street/area/ surface flooding	10	10	22	14	7	7
Drains/culverts blocked/ need cleaning/maintenance	5	-	11	9	3	2
Poor drainage/inadequate system/ needs upgrading/improving	3	2	-	2	3	5

* multiple responses allowed

Stormwater Services



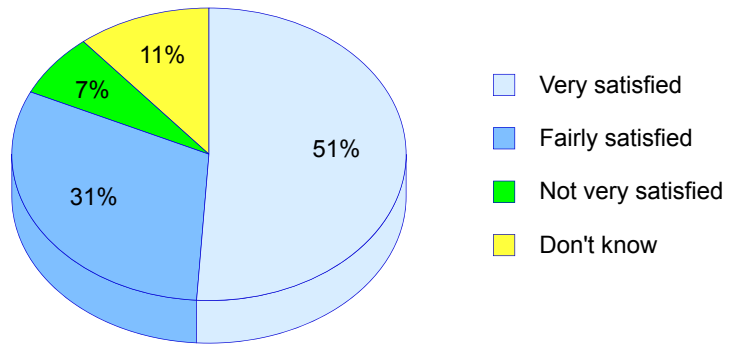
Recommended Satisfaction Measure For Reporting Purposes:

Total District = 61%

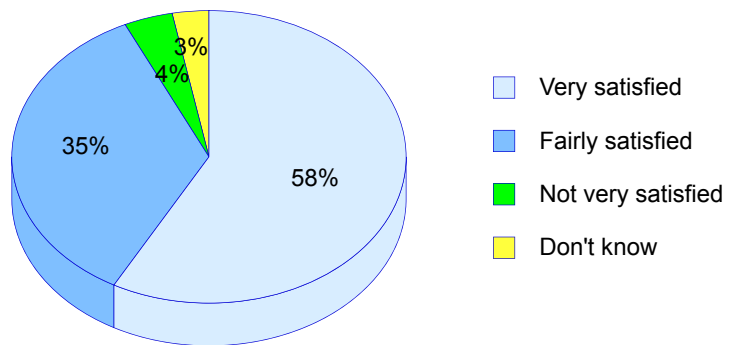
Service Provided = 81%

vi. Kerbside Recycling

Overall

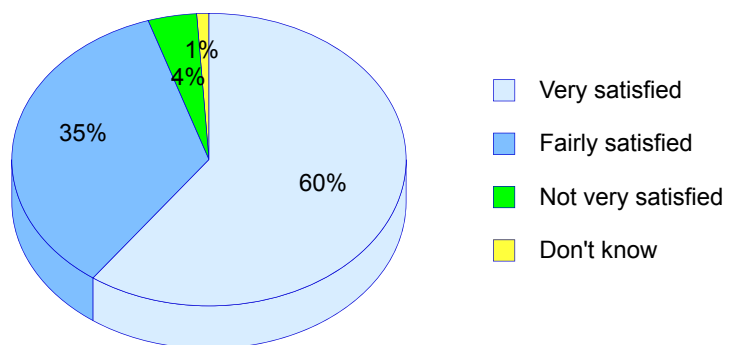


Receivers Of Service



Base = 336

Used Council's Kerbside Recycling Service



Base = 324

82% of residents are satisfied with kerbside recycling (79% in 2015), including 51% who are very satisfied (54% in 2015). 7% are not very satisfied and 11% are unable to comment.

The percent not very satisfied (7%) is on par with the Peer Group Average[†], slightly below the National Average[†] and similar to the 2015 reading.

85% of residents say that where they live, Council provides a regular recycling service (88% in 2015). Of these 93% are satisfied and 4% not very satisfied.

82% of households have used the Council's kerbside recycling services in the last 12 months. Of these 'users', 95% are satisfied 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 kerbside recycling.

[†] 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 %
Overall					
Total District 2016	51	31	82	7	11
2015	54	25	79	8	13
2014	48	30	78	7	15
2013 [†]	62	19	81	8	12
2012 [†]	54	24	78	8	13
2011 [†] [◊]	53	24	77	9	13
2010	51	24	75	14	11
2009	43	32	75	16	9
2008	39	30	69	17	14
2005	32	29	61	29	10
2002 [*]	15	56	71	18	11
Receivers of kerbside recycling service	58	35	93	4	3
Users of kerbside recycling service	60	35	95	4	1
Comparison**					
Peer Group (Rural)	50	33	83	10	7
National Average	57	28	85	12	3
Ward					
Lakes-Murchison	18	17	35	14	51
Golden Bay	33	38	71	10	19
Motueka	68	20	88	8	4
Moutere-Waimea	40	43	83	6	11
Richmond	61	31	92	4	4

% read across

* 2002 readings refer to recycling only

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

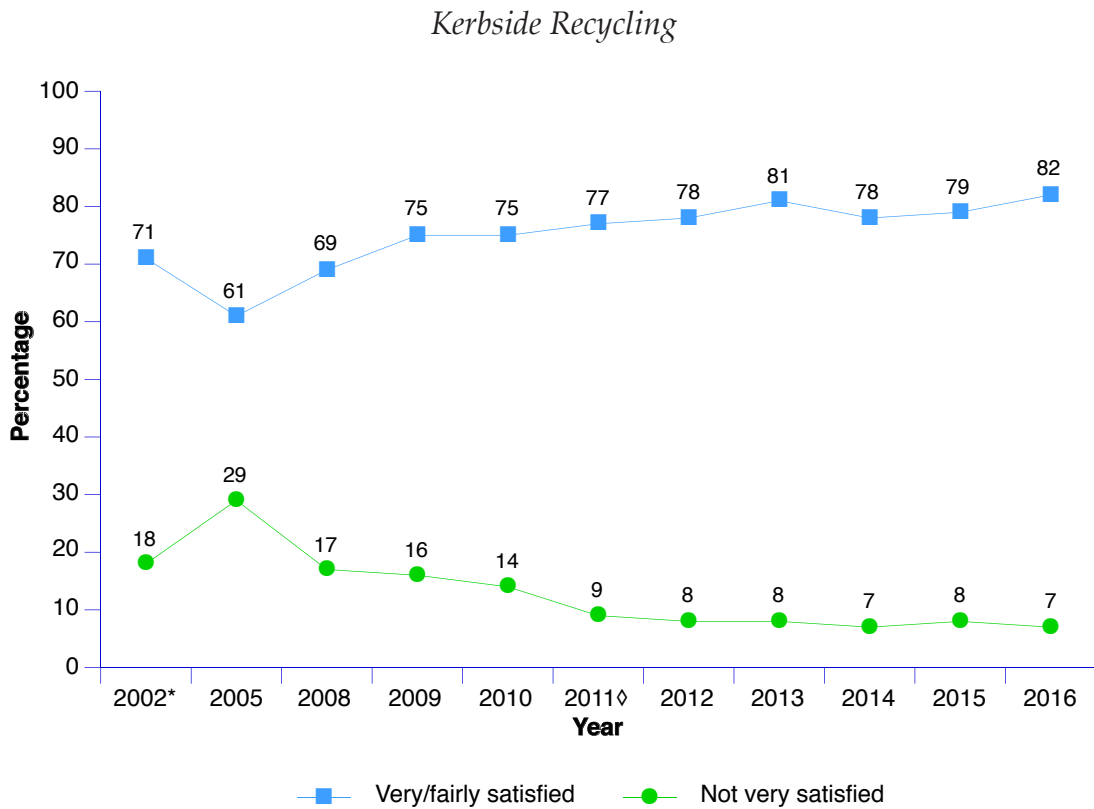
◊ readings prior to 2011 refer to rubbish collection and kerbside recycling

† does not add to 100% due to rounding

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

- no kerbside recycling / our road not on route, mentioned by 3% of all residents,
- recycling bins too small / issues with bins, 2%.

* multiple responses allowed



* 2002 readings refer to recycling only

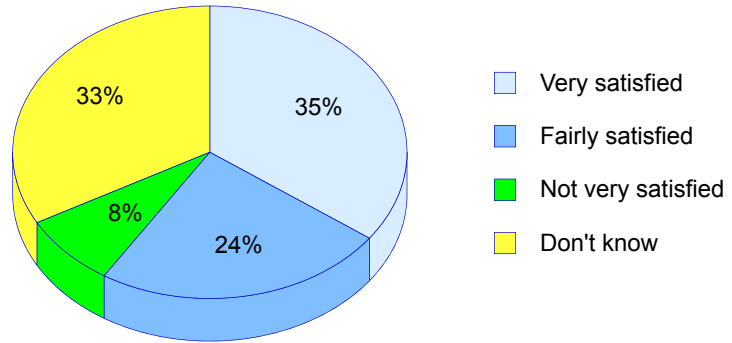
[◇] readings prior to 2011 refer to rubbish collection and kerbside recycling

Recommended Satisfaction Measure For Reporting Purposes:

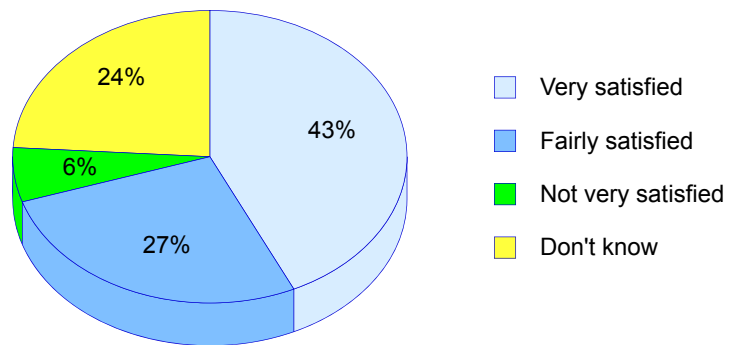
Total District	= 82%
Receivers of kerbside recycling service	= 93%
Users of kerbside recycling service	= 95%

vii. Council's Rubbish Collection Service

Overall

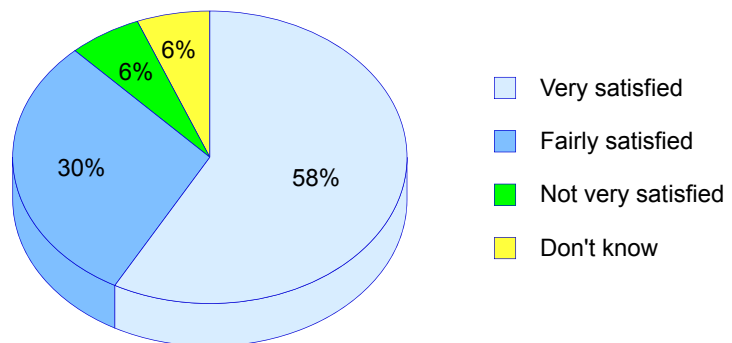


Service Provided



Base = 316

Users



Base = 223

59% of residents are satisfied with the Council's rubbish collection service (53% in 2015), including 35% who are very satisfied. 8% are not very satisfied and a large percentage (33%) are unable to comment (41% in 2015).

The percent not very satisfied (8%) is on par with the Peer Group and National Averages and similar to the 2015 reading.

79% of residents say they are provided with a regular rubbish collection by Council, with 70% being satisfied with rubbish collection and 6% not very satisfied.

54% of residents say they, or a member of their household, have used Council's rubbish collection services, in the last 12 months (46% in 2015). 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 Council's rubbish collection service.

Satisfaction With Council's Rubbish Collection Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	35	24	59	8	33
2015	36	17	53	6	41
2014	32	22	54	7	39
2013	39	17	56	7	37
2012**	40	21	61	8	31
2011 [◇]	40	17	57	8	35
2010	51	24	75	14	11
2009	43	32	75	16	9
2008	39	30	69	17	14
2005	32	29	61	29	10
2002*	15	56	71	18	11
Service Provided	43	27	70	6	24
Users	58	30	88	6	6
Comparison					
Peer Group (Rural) [†]	43	30	73	11	17
National Average	55	27	82	11	7
Ward					
Lakes-Murchison	13	16	29	17	54
Golden Bay [†]	32	30	62	3	34
Motueka	41	20	61	8	31
Moutere-Waimea	28	27	55	12	33
Richmond [†]	43	24	67	4	30

% read across

* 2002 readings refer to recycling only

** 2012 readings refer to rubbish collection

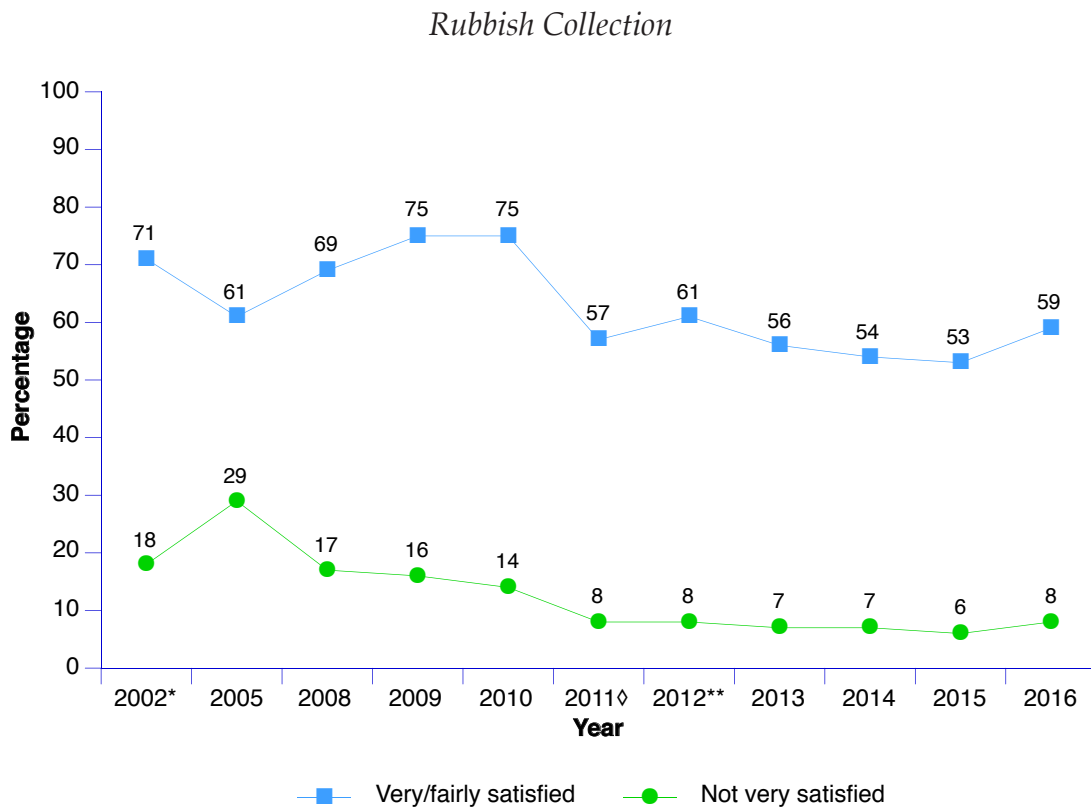
[◇] readings prior to 2011 refer to rubbish collection and kerbside recycling

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

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

- no service, mentioned by 4% of all residents,
- collection times/frequency, 2%,
- have to pay / too expensive, 2%.

* multiple responses allowed



* 2002 readings refer to recycling only

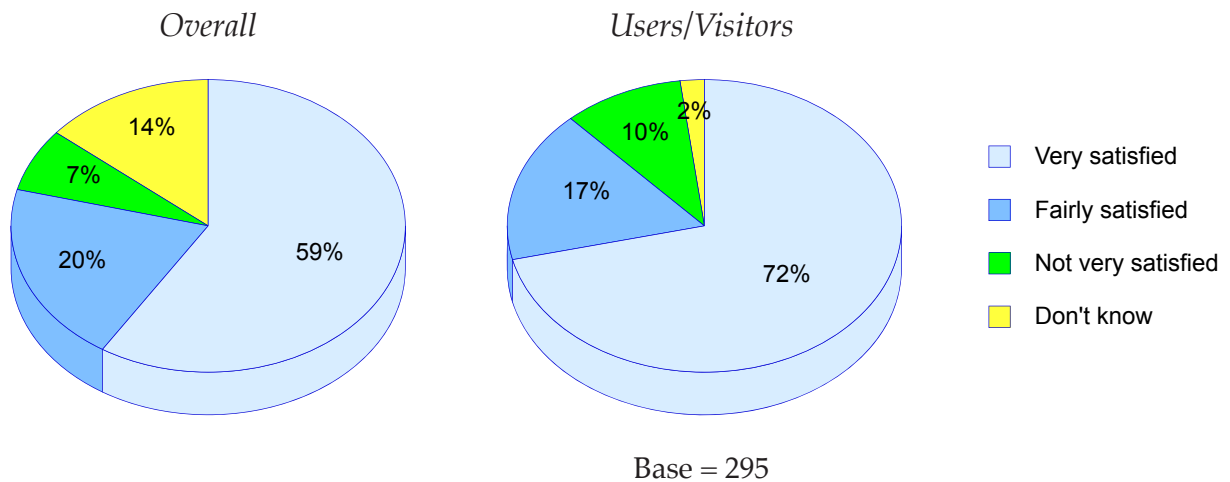
** 2012 readings refer to rubbish collection

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

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	59%
Service Provided	=	70%
Users	=	88%

viii. Public Libraries



79% of residents are satisfied with the District's public libraries, including 59% who are very satisfied (65% in 2015). 7% are not very satisfied and 14% are unable to comment.

The percent not very satisfied is on par with the Peer Group Average and the 2015 reading and slightly above the National Average.

75% of households have used/visited a public library or library website in the last 12 months. Of these, 89% are satisfied and 10% not very satisfied.

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

Satisfaction With Public Libraries

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	59	20	79	7	14
2015	65	16	81	4	15
2014	64	18	82	4	14
2013	67	16	83	4	13
2012	67	19	86	3	11
2011	68	14	82	5	13
2010	66	18	84	3	13
2009	60	24	84	1	15
2008	52	30	82	4	14
2005	53	29	82	4	14
2002	55	31	86	5	9
Users/Visitors [†]	72	17	89	10	2
Comparison					
Peer Group (Rural)	62	23	85	3	12
National Average	69	21	90	2	8
Ward					
Lakes-Murchison	48	16	64	2	34
Golden Bay	72	19	91	2	7
Motueka	39	31	70	15	15
Moutere-Waimea [†]	60	18	78	3	18
Richmond	71	13	84	7	9

% read across

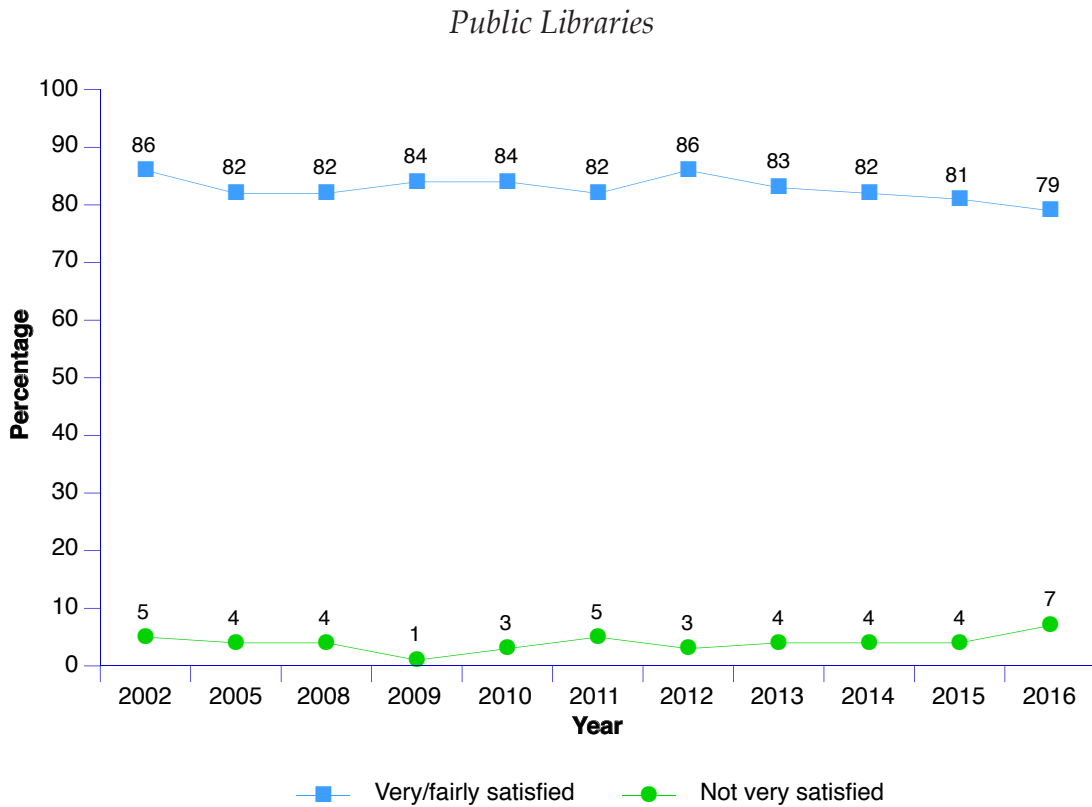
* not asked in 1996 or 1999

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

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

- too small, mentioned by 3% of all residents,
- needs upgrading, 2%,
- issues with free wi-fi access, 2%.

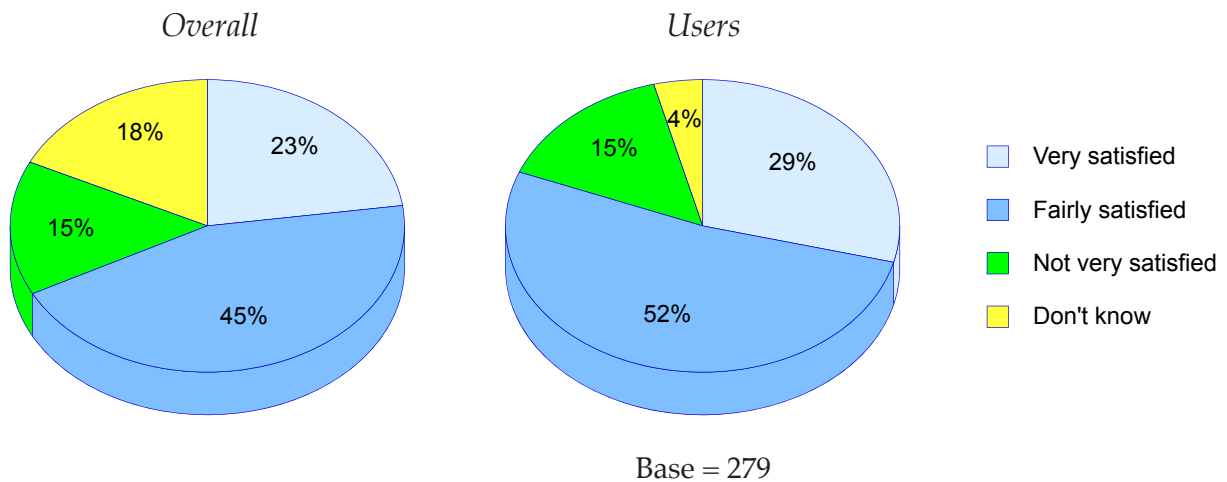
* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:

Total District	= 79%
Users / Visitors	= 89%

ix. Public Toilets



68% of residents are satisfied with public toilets in the District (72% in 2015). 15% are not very satisfied and 18% are unable to comment (15% in 2015).

The percent not very satisfied is similar to the Peer Group Average, and the 2015 reading, and on par with the National Average.

72% of households have used a public toilet in the last 12 months. 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 who are not very satisfied with public toilets.

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

Satisfaction With Public Toilets

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016 [†]	23	45	68	15	18
2015	29	43	72	13	15
2014 [†]	29	47	76	14	9
2013 [†]	24	44	68	13	18
2012	24	45	69	15	16
2011	27	41	68	12	20
2010	26	41	67	14	19
2009	21	46	67	16	17
2008	23	45	68	13	19
2005	26	36	62	14	24
2002	17	48	65	18	17
Users	29	52	81	15	4
Comparison					
Peer Group (Rural) [†]	33	41	74	15	12
National Average	22	44	66	19	15
Ward					
Lakes-Murchison	49	27	76	4	20
Golden Bay	28	51	79	17	4
Motueka	21	49	70	12	18
Moutere-Waimea	25	47	72	15	13
Richmond	16	41	57	18	25
Gender[†]					
Male	23	51	74	11	16
Female	23	39	62	18	19

% 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 ...

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

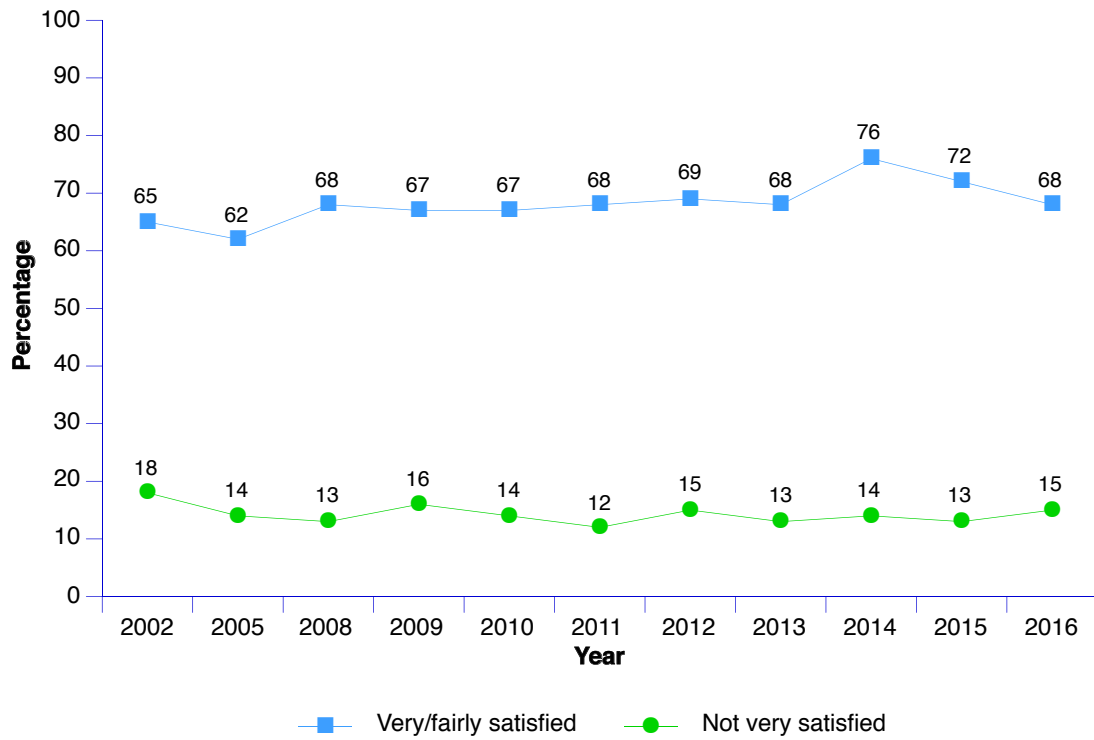
Summary Table: Main Reasons* For Being Not Very Satisfied With Public Toilets

	Total District 2016 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Old/grotty/need upgrading/ maintenance	6	-	-	5	9	7
Dirty/disgusting/smell/ need cleaning more often	5	2	-	6	6	6
Need more toilets/not enough	4	-	15	2	3	5

* multiple responses allowed

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

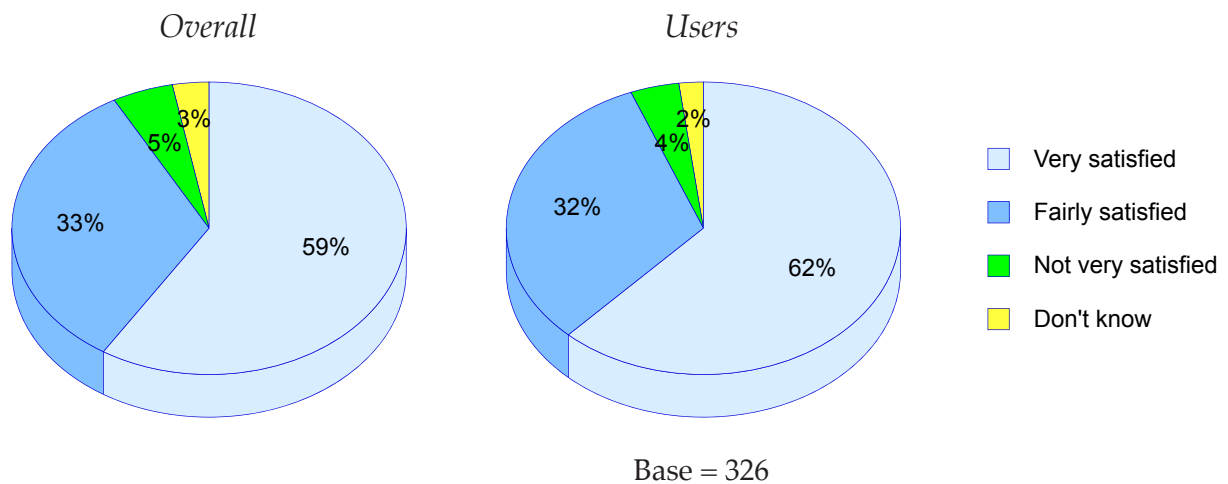
Public Toilets



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 68%
 Users = 81%

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



92% of residents overall are satisfied with the District's recreational facilities, including 59% who are very satisfied, with 5% being not very satisfied. 3% are unable to comment. These readings are similar to the 2015 results.

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.

84% of households have used recreational facilities in the District in the last 12 months. Of these residents, 94% are satisfied with these facilities 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 %
Overall*					
Total District 2016	59	33	92	5	3
2015 [†]	61	29	90	6	5
2014	53	34	87	7	6
2013	65	26	91	5	4
2012	65	28	93	4	3
2011	61	30	91	5	4
2010	66	27	93	4	3
2009	59	36	95	3	2
2008	35	41	76	16	8
2005	36	42	78	12	10
Users	62	32	94	4	2
Comparison**					
Peer Group (Rural)	54	36	90	4	6
National Average	58	33	91	4	5
Ward					
Lakes-Murchison	63	27	90	4	6
Golden Bay [†]	32	56	88	9	2
Motueka	70	25	95	4	1
Moutere-Waimea	59	35	94	4	2
Richmond	60	31	91	5	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.

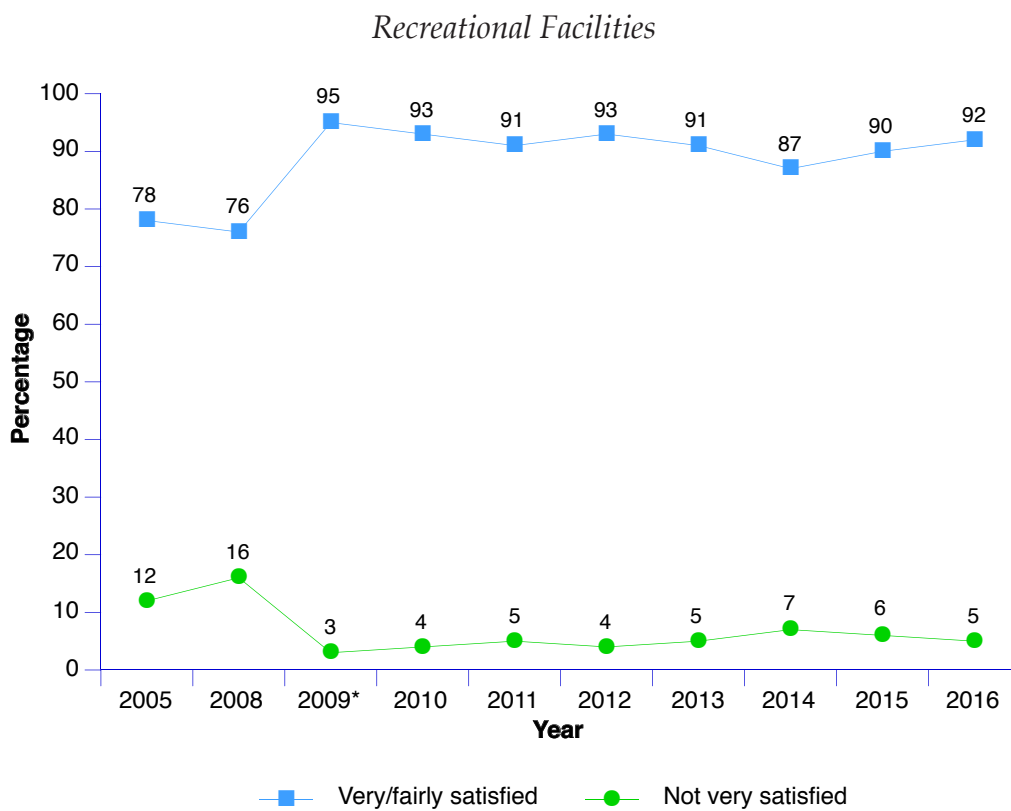
[†] does not add to 100% due to rounding

** the Peer Group and National Averages are the **averaged** readings for sportsfields and playgrounds **and** parks and reserves and these were asked separately in the 2014 National Communitrak Survey

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

- facilities need upgrading, mentioned by 2% of all residents,
- maintenance needed, 1%,
- funding issues, 1%,
- don't have any / need more, 1%.

* multiple responses allowed

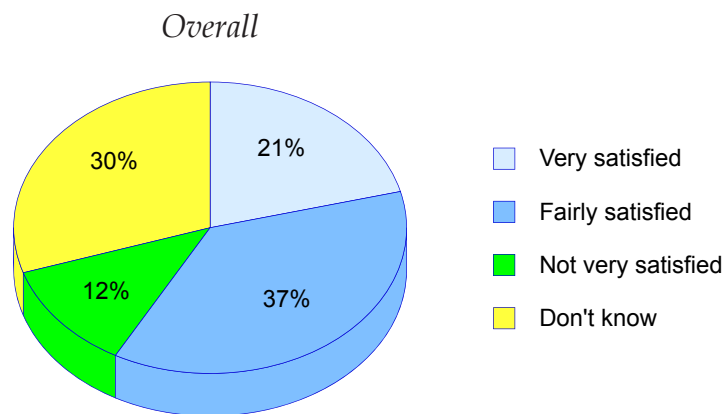


* readings prior to 2009 refer to recreational facilities, such as parks, playing fields, community halls and sports complexes. 2009 reading refers to **other** recreational facilities. (In 2009 residents were also asked satisfaction with swimming pools).

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	92%
Users	=	94%

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



58% of Tasman residents are satisfied with emergency management, while 12% are not very satisfied. 30%, are unable to comment. These readings are similar to the 2015 results.

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

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

Satisfaction With Emergency Management

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	21	37	58	12	30
2015	26	34	60	10	30
2014	25	44	69	12	19
2013	22	37	59	14	27
2012 [†]	19	40	59	10	32
2011	20	33	53	11	36
2010 [†]	19	37	56	8	37
2009	18	40	58	10	32
2008	15	35	50	16	34
Comparison					
Peer Group (Rural)	29	34	63	5	32
National Average	27	36	63	8	29
Ward					
Lakes-Murchison	31	16	47	12	41
Golden Bay	18	49	67	11	22
Motueka	16	42	58	13	29
Moutere-Waimea [†]	17	39	56	15	30
Richmond	27	34	61	10	29

% read across

* not asked prior to 2008

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

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

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

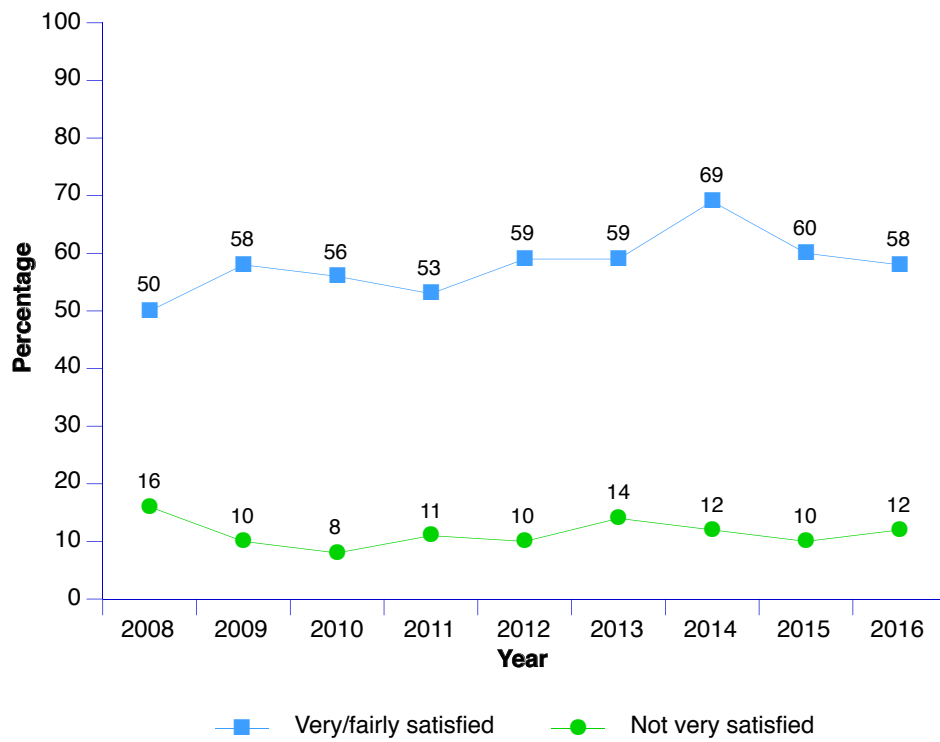
Summary Table:

Main Reasons* For Being Not Very Satisfied With Emergency Management

	Total District 2016 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Lack of information/not enough publicity/knowledge	5	3	6	3	6	6
Non-existent/ not aware of any emergency plan	2	-	-	5	2	2
Not prepared/organised/ delays in response/little help	2	2	3	3	3	1
Need more education/training	2	5	-	-	4	-

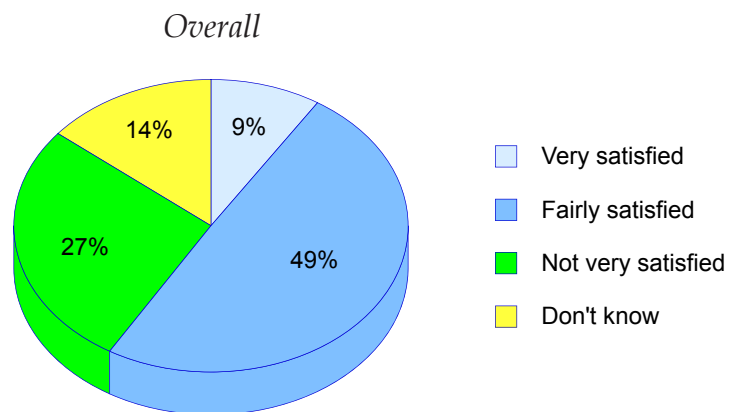
* multiple responses allowed

Emergency Management



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 58%

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



58% of Tasman residents are satisfied with environmental planning and policy, while 27% are not very satisfied and 14% are unable to comment (22% in 2015).

There are no comparative Peer Group and National Averages for this reading, but the not very satisfied reading is 5% above the 2015 result.

Men are more likely to be not very satisfied with environmental planning and policy, than women.

Satisfaction With Environmental Planning And Policy

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016 [†]	9	49	58	27	14
2015	13	43	56	22	22
2014	13	50	63	22	15
2013	12	46	58	24	18
2012	13	49	62	20	18
2011	15	43	58	17	25
2010	22	49	71	14	15
2009	19	50	69	20	11
2008	13	49	62	22	16
Ward					
Lakes-Murchison [†]	8	31	39	30	32
Golden Bay	6	62	68	20	12
Motueka	12	48	60	22	18
Moutere-Waimea [†]	9	42	51	40	10
Richmond	10	56	66	23	11
Gender					
Male	9	48	57	32	11
Female	10	50	60	23	17

% read across

* not asked prior to 2008

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

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

- water supply / management / allocation / water quality,
- Lee Valley Dam / issues with dams,
- housing developments / subdivisions,
- zoning issues / rezoning residential to commercial.

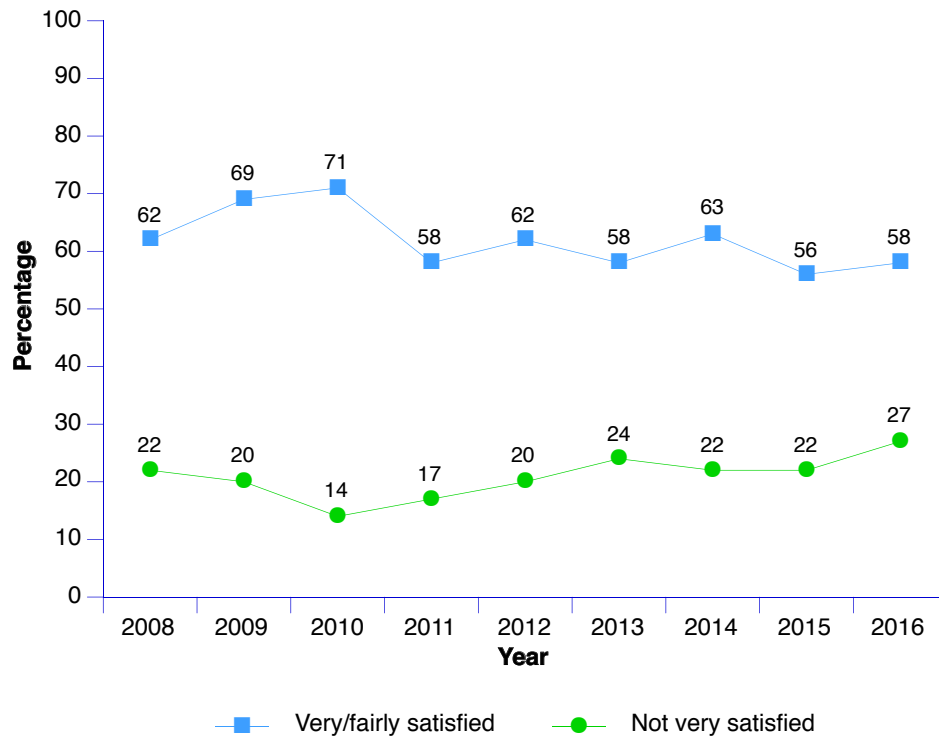
Summary Table:

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

	Total District 2016 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Water supply / management / allocation / water quality	5	6	10	3	8	3
Lee Valley Dam / issues with dams	5	2	-	1	7	10
Housing developments / subdivisions	5	2	-	2	12	3
Zoning issues / rezoning residential to commercial	4	2	2	5	7	1

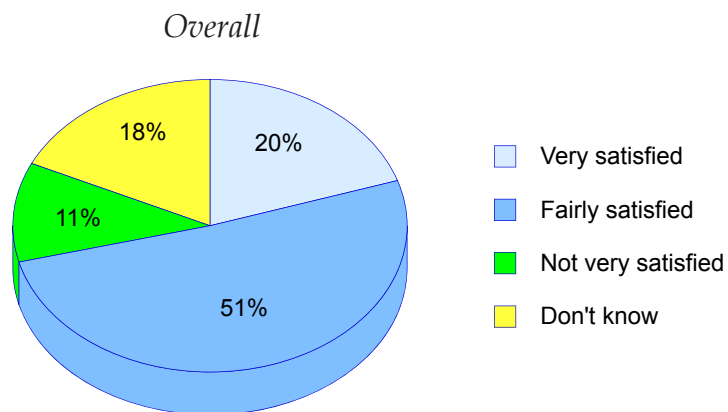
* multiple responses allowed

Environmental Planning And Policy



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 58%

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



71% of Tasman residents are satisfied with environmental information (66% in 2015), while 11% are not very satisfied and 18% are unable to comment (23% in 2015).

There are no comparative Peer Group or National Averages for this reading, however this year's not very satisfied reading is similar to the 2015 result.

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

Satisfaction With Environmental Information

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	20	51	71	11	18
2015	24	42	66	11	23
2014	20	50	70	13	17
2013	20	50	70	13	17
2012	21	49	70	8	22
2011 [†]	22	46	68	9	24
2010	25	47	72	8	20
2009	25	50	75	9	16
2008	20	52	72	8	20
2002	14	49	63	16	21
Ward					
Lakes-Murchison [†]	15	52	67	4	30
Golden Bay	17	53	70	10	20
Motueka [†]	25	46	71	9	21
Moutere-Waimea	18	55	73	10	17
Richmond	21	51	72	14	14

% read across

* not asked in 2005 or prior to 2002

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

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

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

Summary Table:

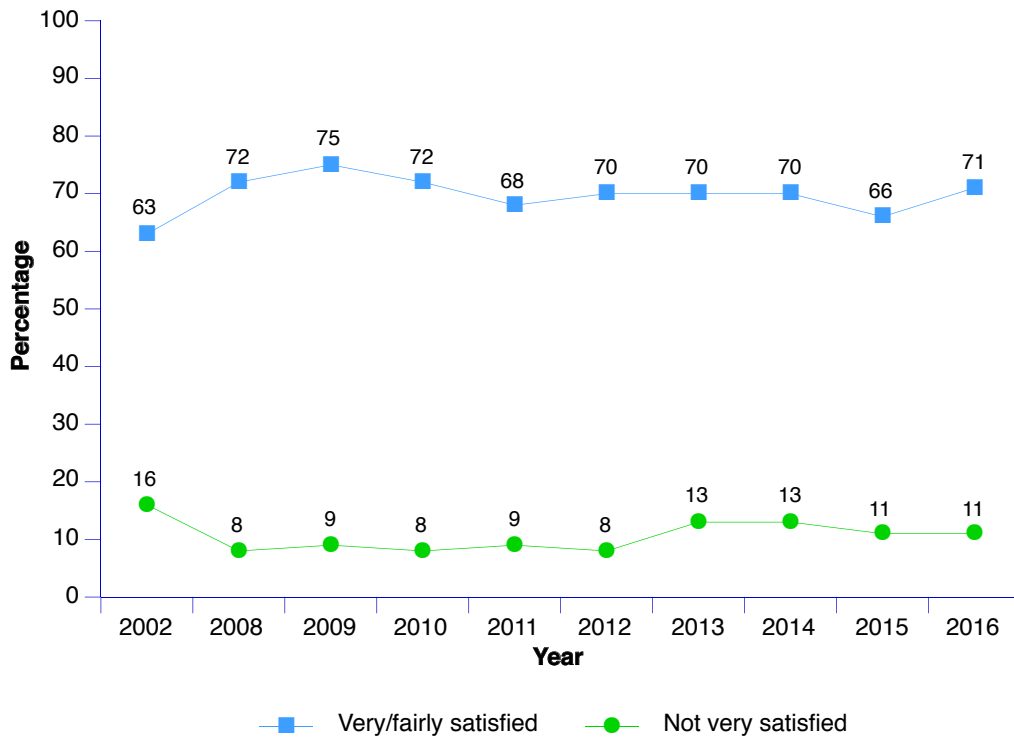
Main Reasons* For Being Not Very Satisfied With Environmental Information

	Total District 2016 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Lack of information/ would like more/ haven't seen any	6	-	7	3	4	12
Concerns about water quality/ contamination, etc	4	2	-	6	5	2

* multiple responses allowed

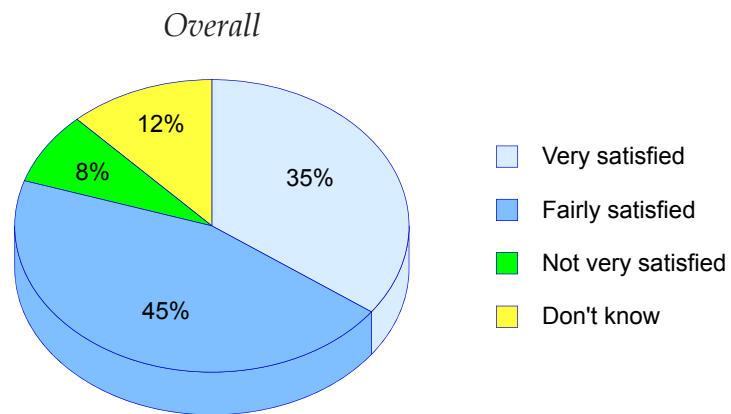
NB: no other reason is mentioned by more than 1% of all residents

Environmental Information



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

xiv. Multi-Purpose Public Halls And Community Buildings



80% of Tasman residents are satisfied with multi-purpose public halls and community buildings in the District, including 35 who are very satisfied. 8% are not very satisfied and 12% are unable to comment.

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

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 %
Overall*					
Total District 2016	35	45	80	8	12
2013	39	43	82	7	11
2009	24	46	70	6	14
Comparison**					
Peer Group (Rural)	30	44	74	6	20
National Average†	25	38	63	6	31
Ward					
Lakes-Murchison	52	37	89	2	9
Golden Bay	17	54	71	17	12
Motueka†	41	40	81	8	12
Moutere-Waimea	39	43	82	8	10
Richmond	28	50	78	6	16

% read across

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

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

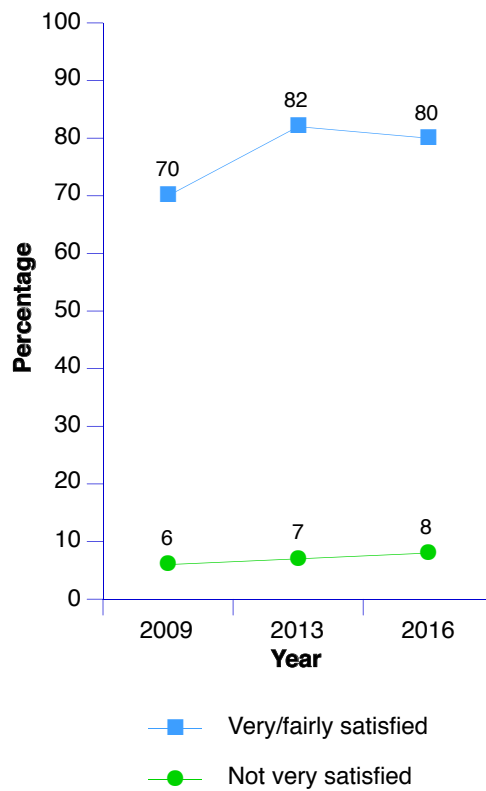
† does not add to 100% due to rounding

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

- need more, mentioned by 3% of all residents,
- need upgrading/not maintained, 3%,
- selling off halls/replacing them, 2%.

* multiple responses allowed

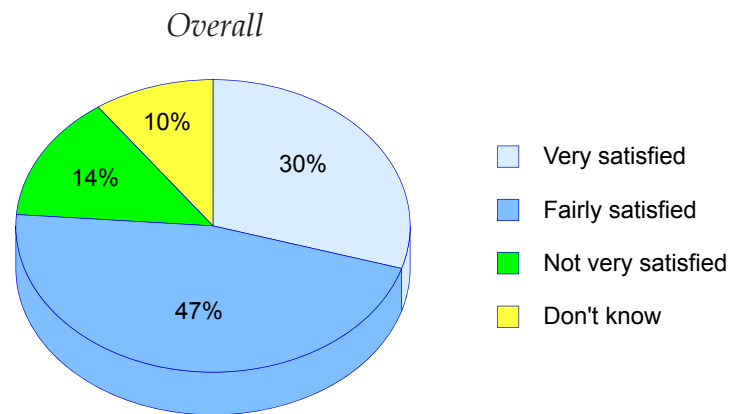
Multi-Purpose Public Halls And Community Buildings



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

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 80%

xv. Dog And Animal Control



77% of Tasman District residents express satisfaction with the Council's efforts in controlling dogs and animals, including 30% who are very satisfied. 14% are not very satisfied and 10% are unable to comment.

The percent not very satisfied is below the Peer Group Average and slightly below the National Average for **dog control**.

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

Satisfaction With Dog And Animal Control

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016 [†]	30	47	77	14	10
2014	35	43	78	11	11
2013	42	39	81	10	9
2012	38	40	78	14	8
2010	37	40	77	9	14
2009	30	50	80	12	8
2008	36	39	75	12	13
2005	26	47	73	12	15
Comparison**					
Peer Group (Rural)	30	41	71	22	7
National Average	32	41	73	20	7
Ward					
Lakes-Murchison	49	21	70	10	20
Golden Bay	30	48	78	20	2
Motueka [†]	27	52	79	13	9
Moutere-Waimea	31	49	80	15	5
Richmond	27	46	73	12	15

% read across

* readings prior to 2016 refer to dog control only, not asked prior to 2005 and not asked in 2011 and 2015

** Peer Group and National Averages refer to ratings for dog control only

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

The main reasons residents are not very satisfied with dog and animal control are ...

- too many roaming/uncontrolled dogs,
- ineffective/no response or slow to respond,
- need more/better control/need to be stricter,
- nasty dogs/kill other animals.

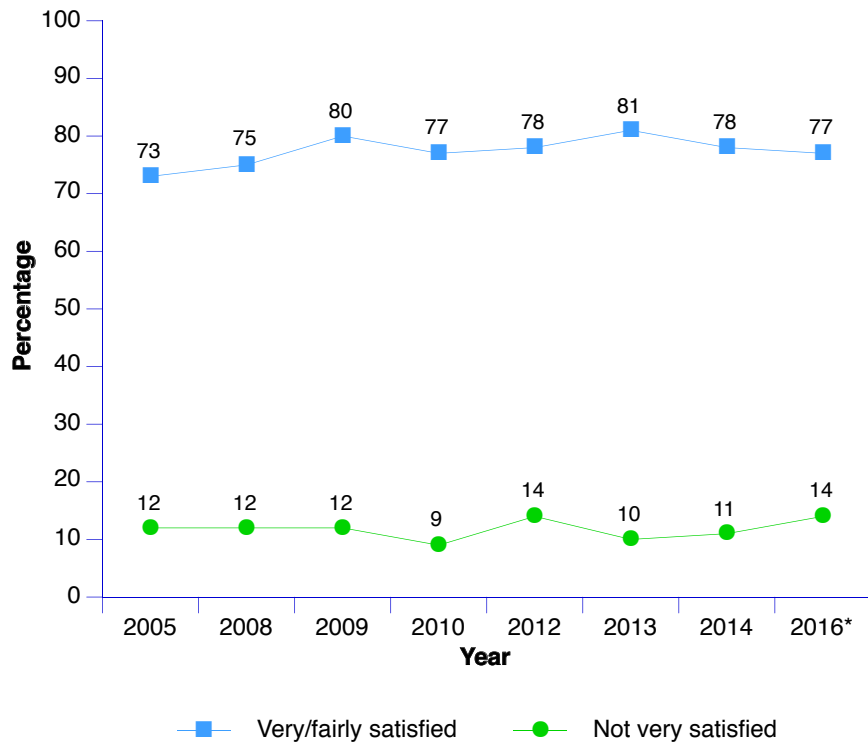
Summary Table:

Main Reasons* For Being Not Very Satisfied With Dog And Animal Control

	Total District 2016 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Too many roaming/uncontrolled dogs	6	4	-	7	10	4
Ineffective/no response or slow to respond	4	7	8	3	4	1
Need more/better control/ need to be stricter	3	2	-	4	4	3
Nasty dogs/kill other animals	2	5	-	4	2	2

* multiple responses allowed

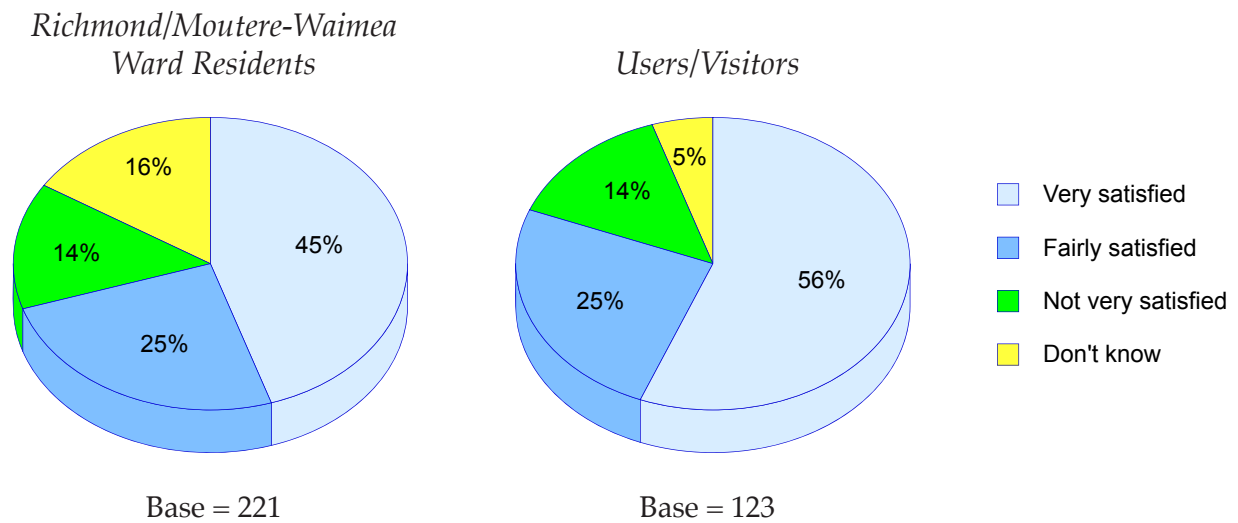
Dog And Animal Control



* readings prior to 2016 refer to dog control only, not asked prior to 2005 and not asked in 2011 and 2015

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

xvi. Aquatic Centre



70% of residents[†] are satisfied with the Aquatic Centre, including 45% who are very satisfied. 14% are not very satisfied and 16% are unable to comment.

The percent not very satisfied (14%) is on par with the Peer Group and National Averages for swimming pools in general.

61% of residents[†] say they, or a member of their household, have used or visited the Aquatic Centre in the last 12 months. Of these, 81% are satisfied and 14% are not very satisfied.

Residents[†] who live in a three or more person household are more likely to be not very satisfied with the Aquatic Centre, than those[†] who live in a one or two person household.

[†] Richmond and Moutere-Waimea Ward residents only, N = 221

Satisfaction With Aquatic Centre

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Moutere-Waimea/Richmond Ward Residents*					
2016	45	25	70	14	16
2013	34	26	60	19	21
2009	28	26	54	14	32
Users/Visitors (N = 123) [†]	56	25	81	14	5
Comparison**					
Peer Group (Rural)	37	28	65	9	26
National Average	38	31	69	10	21
Ward					
Moutere-Waimea	36	26	62	16	22
Richmond	52	25	77	12	11
Household Size					
1-2 person household	48	21	69	7	24
3+ person household [†]	42	30	72	20	9

Base = 221

% read across

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

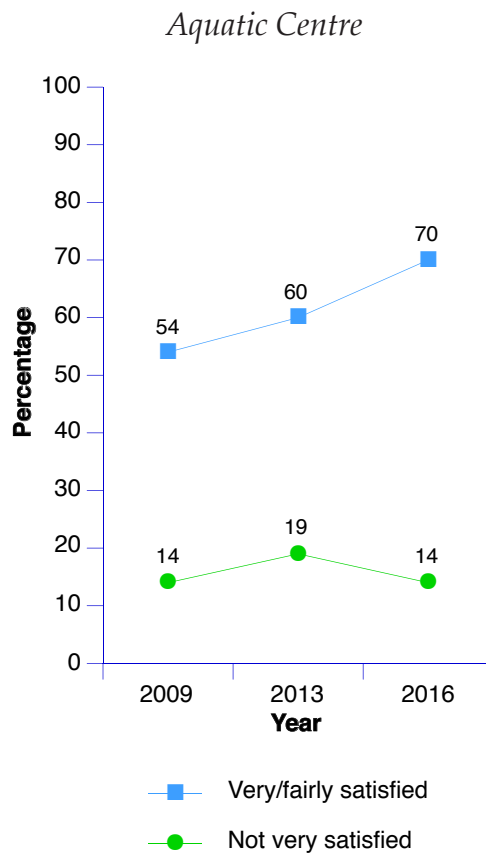
[†] does not add to 100% due to rounding

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

- too much chlorine/ chemicals, mentioned by 5% of residents†,
- needs maintenance, 5%,
- cost too much/pay through rates, 4%.

* multiple responses allowed

† Moutere-Waimea/Richmond Ward residents only, N = 221



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

Recommended Satisfaction Measure For Reporting Purposes:
 Moutere-Waimea/
 Richmond Ward residents = 70%
 Users/Visitors† = 81%

† Moutere-Waimea/Richmond Ward residents only



2. COUNCIL POLICY AND DIRECTION

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

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

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

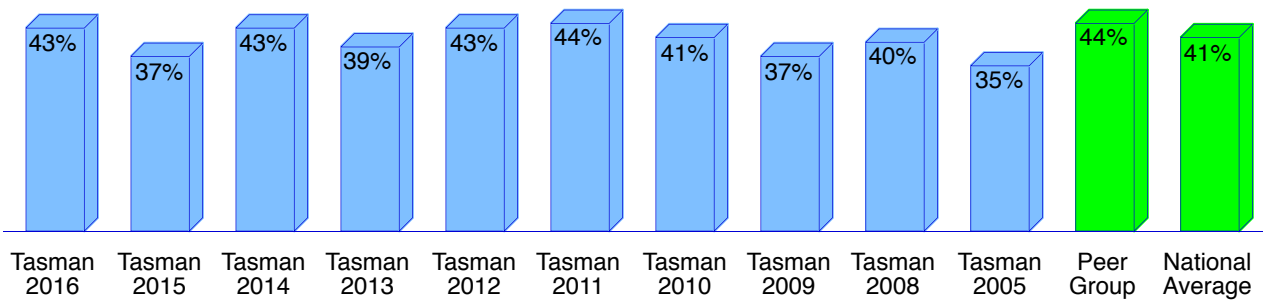
This was asked in order to gauge the level of support Tasman District residents have for Council's actions, decisions and management. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision.

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

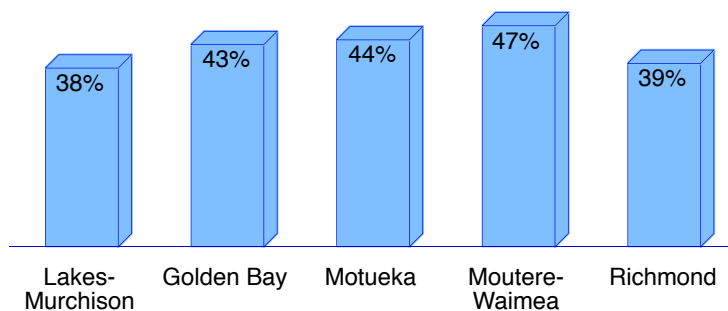
Overall, 43% of Tasman District residents have in mind a recent Council action, decision or management they approve of (37% in 2015). This is similar to the Peer Group and National Averages.

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

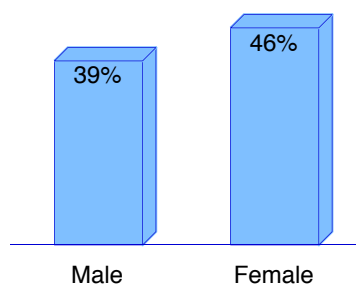
Percent Approving - Comparison



Percent Approving - By Ward



Percent Approving - Comparing Different Types Of Residents



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

- the cycleway /bike trails,
- sport and recreation facilities,
- rubbish collection/recycling service,
- do a good job/good service/provide good services/helpful,
- beautification/upgrades/upkeep of parks/reserves/public areas,
- good consultation/communication/information/listen,
- improved roading/footpaths/road safety.

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

	Total District 2016 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
The cycleway /bike trails*	6	7	-	4	14	4
Sport and recreation facilities	5	2	14	6	8	-
Rubbish collection/recycling service**	4	-	4	6	3	5
Do a good job/good service/provide good service/helpful [◊]	4	5	3	4	3	4
Beautification/upgrades/upkeep of parks/reserves/public areas	3	3	3	4	3	3
Good consultation/communication/information/listen	3	-	1	4	3	4
Improved roading/footpaths/road safety	3	2	3	6	3	-

NB: refer to page 87

* 1% of residents mention "cycleways/bike lanes" as an action/decision/management they disapprove of

** 0.4% of residents mention "rubbish collection/recycling centres" as an action/decision/management they disapprove of

[◊] 3% of residents mention "improve services/new facilities needed" as an action/decision/management they disapprove of

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

- provision of services/facilities,
- upgrade of Richmond,
- environmental issues,
- Rabbit Island,
- provide a good community/community involvement/events,

by 1% ...

- flood control/stormwater,
- Civil Defence,
- cutting down a debt/water scheme issues,
- performance of Councillors/Mayor,
- Port Mapua/Mapua Wharf development.

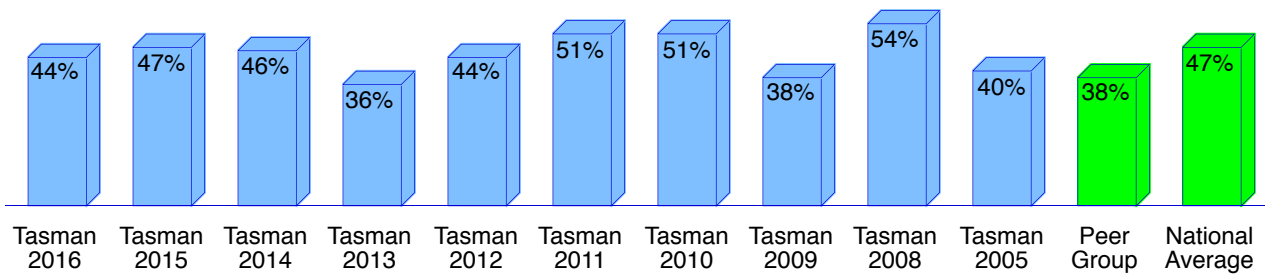
B. RECENT COUNCIL ACTIONS, DECISIONS OR MANAGEMENT RESIDENTS DISAPPROVE OF

Overall, 44% of Tasman District residents have in mind a recent Council action, decision or management they disapprove of. This is slightly above the Peer Group Average and on par with the National Average and the 2015 reading.

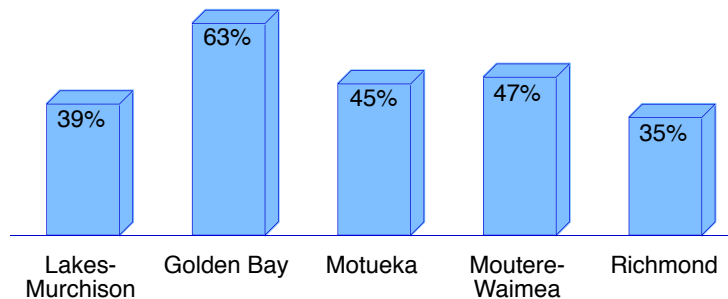
Residents more likely to have in mind a recent Council action, decision or management they disapprove of are ...

- Golden Bay Ward residents,
- residents who live in a one or two person household.

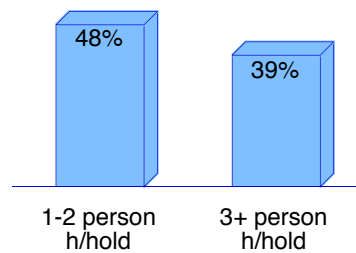
Percent Disapproving - Comparison



Percent Disapproving - By Ward



Percent Disapproving - Comparing Different Types Of Residents



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

- Lee Valley Dam issues,
- Council communication/lack of consultation/not listening,
- Council performance/attitude,
- Council spending/overspending/money wasted,
- roading/roadworks/road safety/footpaths/traffic.

Summary Table:

Main Council Actions/Decisions/Management Residents Disapprove Of

	Total District 2016 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Lee Valley Dam issues*	10	4	25	5	10	10
Council communication/ lack of communication/not listening**	6	-	7	4	12	4
Council performance/attitude [◊]	6	3	5	4	6	9
Council spending/overspending/ money wasted ^{◊◊}	5	7	9	10	3	2
Roading/roadworks/road safety/ footpaths/traffic [◊]	4	9	2	3	6	1

NB: refer to page 84

* 1% of residents mention "Lee Valley Dam/water scheme issues" as an issue they approve of

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

◊ 1% of residents mention "performance of Councillors/Mayor" as an issue they approve of

◊◊ 1% of residents mention "cutting down on debt/rates kept at a lower level" as an issue they approve of

◊ 3% of residents mention "improved roading/footpaths/road safety" as an issue they approve of

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

- consent and permit process/slow/expensive,
- improve services/new facilities needed,
- planning issues/rezoning/subdivisions,

by 2% ...

- swimming pools,
- need tidying/maintenance,
- water supply issues,

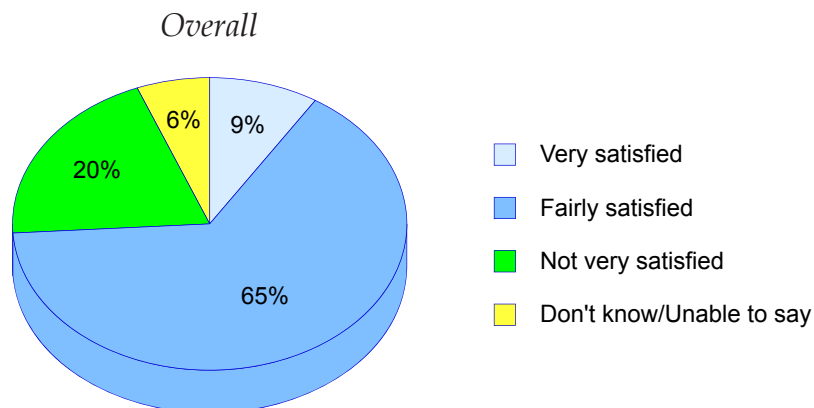
by 1% ...

- freedom camping,
- rates increases/rates too high/rates issues,
- cycleways/bike lane,
- environmental issues,
- flooding/flood management/stopbanks/stormwater/erosion,
- Heritage buildings.



3. RATES ISSUES

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



Overall, 74% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council (70% in 2014), while 20% are not very satisfied (25% in 2014).

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

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the way rates are spent on services and facilities provided by Council.

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

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	9	65	74	20	6
2014	8	62	70	25	5
2013	8	63	71	23	6
2012	8	67	75	19	6
2011	10	63	73	22	5
2010	11	65	76	19	5
2009	9	63	72	23	5
2008	9	61	70	27	3
2005	9	62	71	22	7
2002	6	68	74	21	5
1999	4	62	66	27	7
1996	6	58	64	25	11
Comparison					
Peer Group (Rural)	9	61	70	24	6
National Average [†]	10	58	68	27	6
Ward					
Lakes-Murchison	10	52	62	30	8
Golden Bay	8	67	75	17	8
Motueka [†]	7	62	69	25	7
Moutere-Waimea [†]	7	67	74	22	5
Richmond	13	67	80	14	6

% read across

* not asked in 2015

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

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

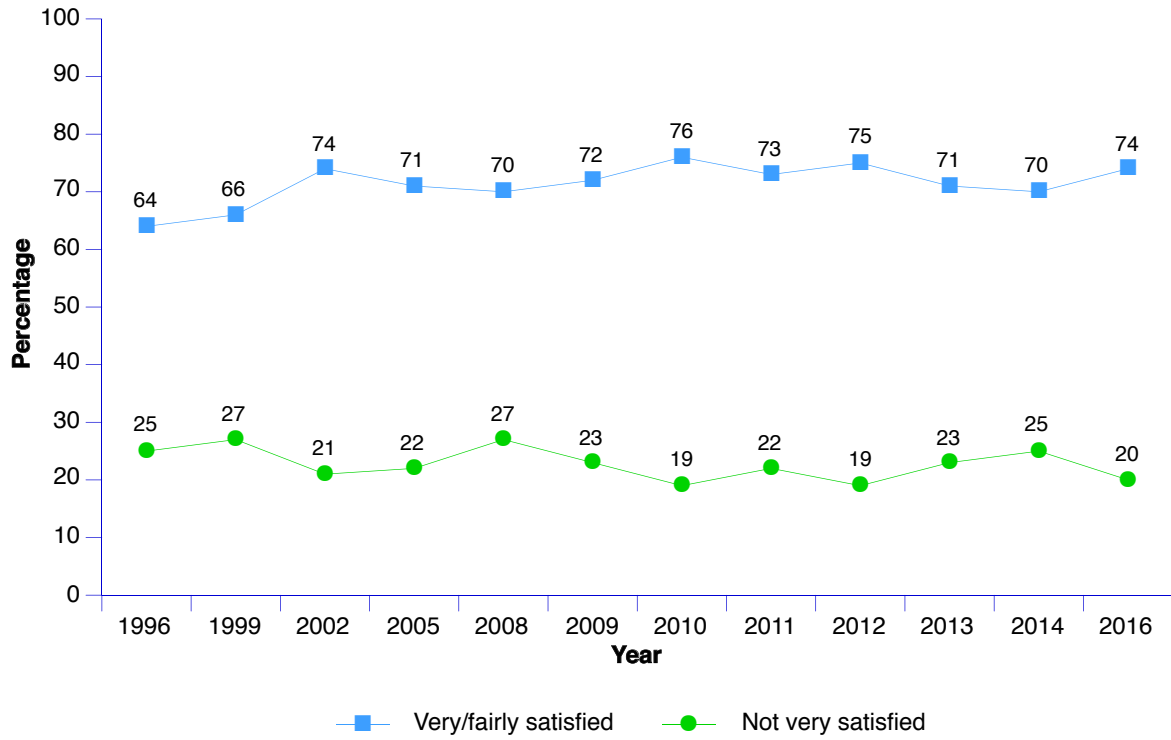
- rates too high/increases/too high for services received/used,
- other services/facilities needing attention/support,
- wasting money/unnecessary spending,
- roading/footpaths need improving.

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

	Total District 2016 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Rates too high/increases/ too high for services received/used	6	11	6	7	7	3
Other services/facilities needing attention/support	4	-	1	2	5	5
Wasting money/unnecessary spending	3	5	4	3	1	5
Roading/footpaths need improving	3	8	-	4	5	-

* multiple responses allowed

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



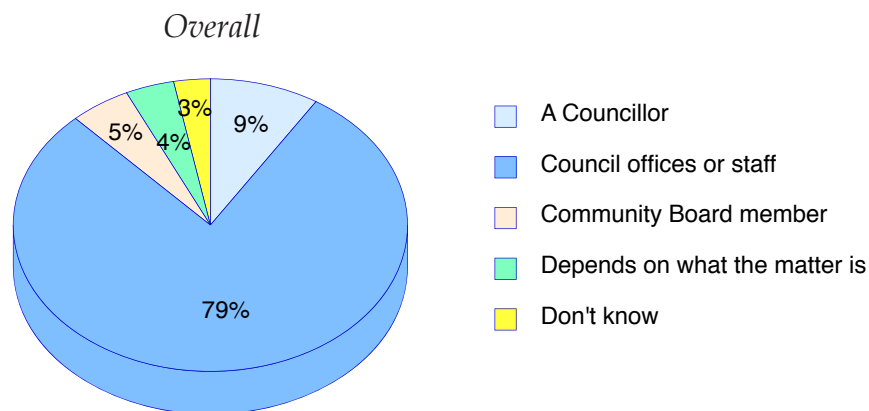
NB: not asked in 2015

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



4. CONTACT WITH COUNCIL

A. WHO THEY APPROACH FIRST IF THEY HAVE A MATTER TO RAISE WITH COUNCIL



Summary Table:

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

	Total District 2016 %	Total District 2015 %	Ward				
			Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
<i>Percent Who Mention ...</i>							
The Council offices or staff	79	82	80	66	67	82	90
A Councillor	9	10	13	17	11	9	5
A Community Board member*	5	4	-	11	15	-	-
Depends on what the matter is	4	1	4	7	4	4	1
The Mayor	-	-	-	-	-	-	-
Don't know	3	2	2	-	2	4	4
Total	100	+99	+99	+101	+99	+99	100

* only read out to Motueka and Golden Bay Ward residents

† does not add to 100% due to rounding

79% of residents would contact Council offices or staff first if they had a matter to raise with Council (82% in 2015), followed by a Councillor, 9%.

Women are more likely to say they would contact Council staff and offices first, than men.

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

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

Contact A Councillor

"If I wanted to complain about my rates."

"If you need to raise an issue about something like rates or something important. Cost of water."

"We live in a quiet cul de sac. We have neighbourhood Watch, Councillor came to our meeting."

"If there was a move to create some developments near my property which I wasn't happy with."

"Dog control or a complaint."

"A policy matter."

"Where it's more or a minor issue like a walkway or something around the town."

"Infrastructure issues through Councillor, otherwise the offices."

"Questions about real estate, subdivisions, drainage, etc."

"The water scheme."

"Issues with the swimming pool."

"Issues concerning council staff."

Contact The Offices

"About bad footpaths. I get around on a mobility scooter also over hanging branches."

"They require property owners to keep foliage away from the footpath. I spoke about that."

"If you had thoughts about a proposal you wanted to talk about. Barking dogs, would contact office."

"If I had a query about an account, rates or making enquiries about something in particular."

"Complaint."

"Operational matter. Something needed doing, something needed fixing."

"If it was a major thing like the proposed Waimea dam or an environmental issue."

"Local, not regional infrastructure issues like stormwater issues."

"Looking at real estate files. Recycling rubbish problems."

"After community board member."

"Our water meter wasn't working."

"As a representative of a club regarding the pools."

"Issues like roading."

Contact A Community Board Member (for Golden Bay and Motueka Wards only)

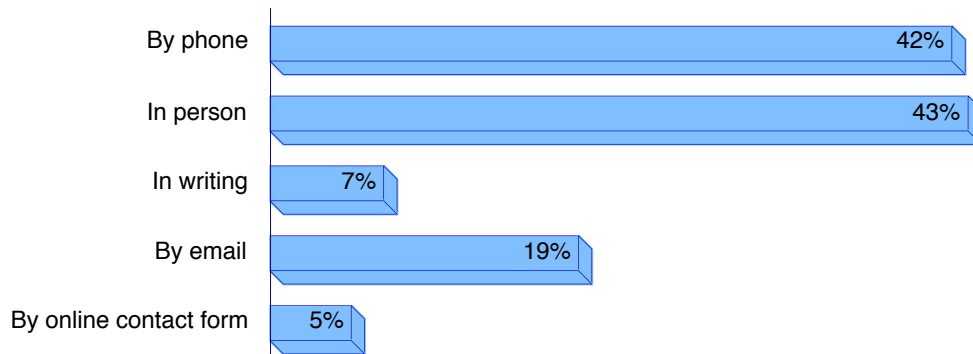
"Why is it we pay so much to the museum? This ward pays \$300,000 but they only get \$47,000."

"This was a walkway between the recreation centre and Thorpe Bush."

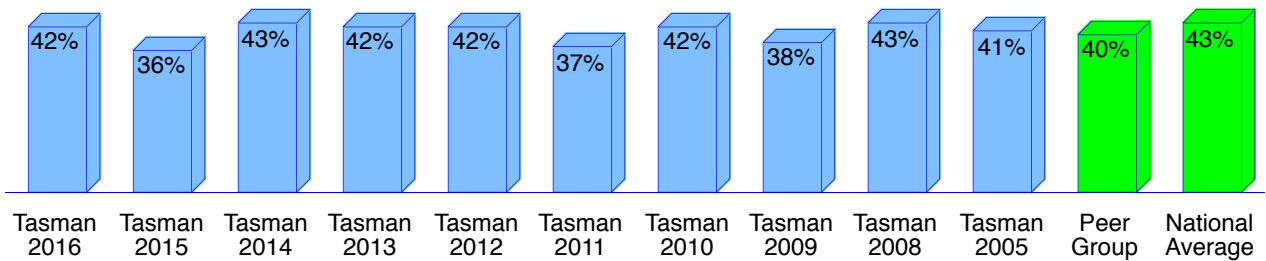
"Something to do with flooding and rivers."

B. LEVELS OF CONTACT

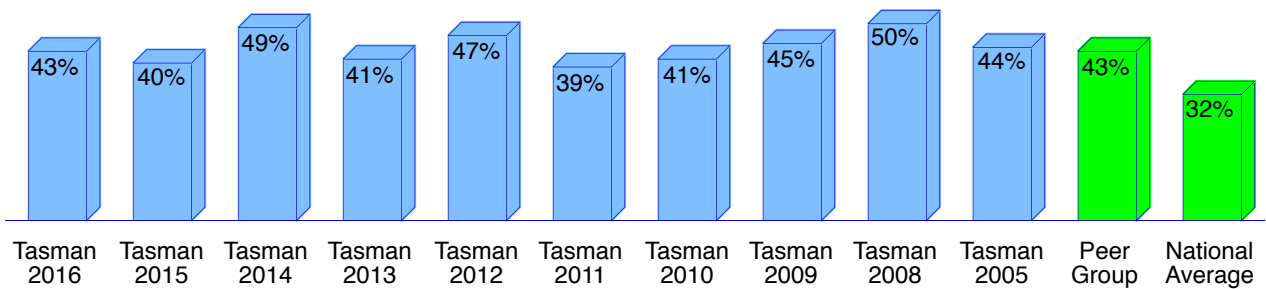
2016 - Yes, Have Contacted Council Offices ...



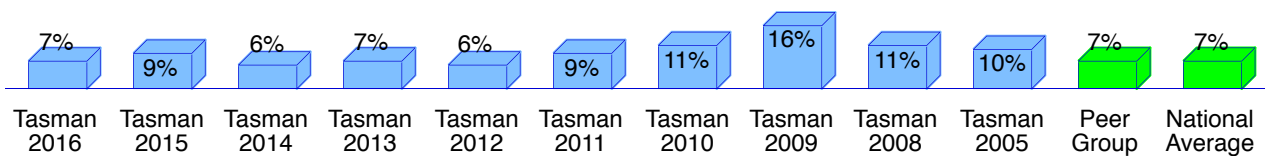
Percent Saying 'Yes - By Phone' - Comparison



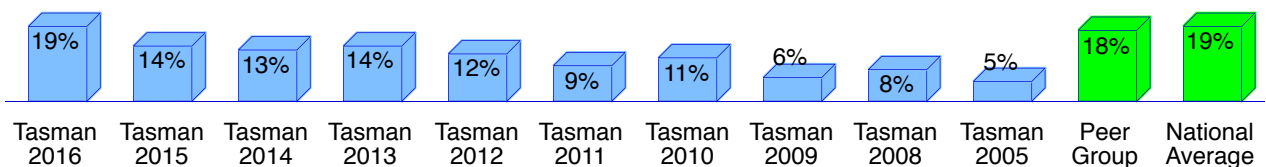
Percent Saying 'Yes - In Person' - Comparison



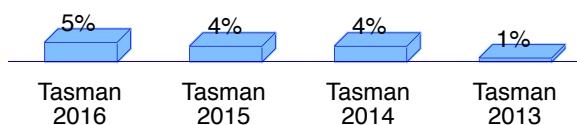
Percent Saying 'Yes - In Writing' - Comparison



Percent Saying 'Yes - By Email' - Comparison



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



42% of residents have contacted Council offices by phone in the last year (36% in 2015), while 43% visited a Council office in person (40% in 2015) and 7% contacted Council in writing. 19% have contacted Council offices by email (14% in 2015) and 5% contacted them by online contact form.

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

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

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

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

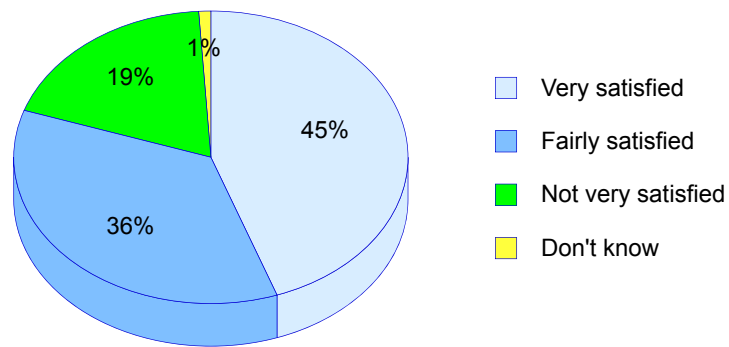
Residents more likely to contact a Council office **by phone** are ...

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

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

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who have contacted Council offices **in writing, by email** and/or by **online contact form**. However, it appears that shorter term residents, those residing in the District 10 years or less are slightly more likely to contact Council **email**, than longer term residents.

C. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE



Base = 169

81% of residents contacting the Council Offices by phone in the last 12 months are satisfied, including 45% who are very satisfied, while 19% are not very satisfied.

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

Men[†] are more likely to be not very satisfied, than women[†].

[†] those residents who have contacted the Council offices by phone (N = 169)

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

- poor service/efficient/slow, mentioned by 5% of residents contacting Council by phone,
- don't return calls/didn't get back to me, 5%,
- lack of action, 4%.

* multiple responses allowed

Satisfaction When Contacting Council Offices By Phone

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council Offices By Phone					
2016 [†]	45	36	81	19	1
2015	46	32	78	21	1
2014 [†]	41	40	81	19	1
2013	47	40	87	13	-
2012	44	36	80	20	-
2011	37	40	77	23	-
2010	40	44	84	16	-
2009	38	36	74	26	-
2008	32	42	74	26	-
2005	37	42	79	21	-
2002	32	48	80	20	-
Comparison					
Peer Group (Rural)	49	34	83	17	-
National Average [†]	40	41	81	18	-
Ward					
Lakes-Murchison*	19	65	84	16	-
Golden Bay**	19	41	60	35	6
Motueka	48	26	74	26	-
Moutere-Waimea	44	42	86	14	-
Richmond	57	29	86	14	-
Gender					
Male	36	36	72	(28)	-
Female	(51)	36	(87)	12	1

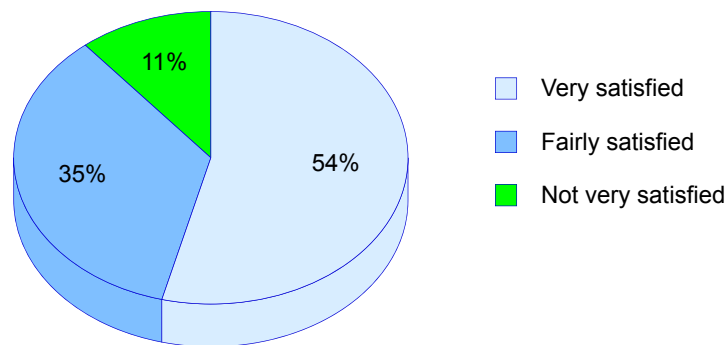
Base = 169

% read across

* caution: small bases

† does not add to 100% due to rounding

D. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN PERSON



Base = 170

89% of residents contacting a Council office in person in the last 12 months are satisfied, including 54% who are very satisfied (61% in 2015).

The percent not very satisfied (11%) is on par with the Peer Group Average and similar to the National Average and the 2015 reading.

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

[†] those residents who have contacted Council offices in person (N = 170)

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

- poor attitude/rude/fobbed off/unhelpful, mentioned by 4% of residents who contacted a Council office in person,
- poor service/slow/inefficient/inconsistent information given, 3%.

* multiple responses allowed

Satisfaction When Contacting Council Offices In Person

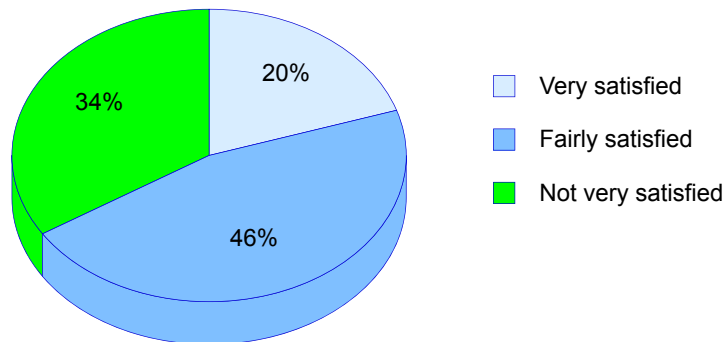
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council Offices In Person					
2016	54	35	89	11	-
2015	61	28	89	11	-
2014	54	38	92	8	-
2013 [†]	54	30	84	16	1
2012	53	34	87	13	-
2011	47	39	86	14	-
2010 [†]	50	37	87	12	2
2009	48	37	85	15	-
2008	36	43	79	21	-
2005	34	48	82	18	-
2002	34	53	87	12	1
Comparison					
Peer Group (Rural) [†]	55	40	95	6	-
National Average	52	37	89	11	-
Ward					
Lakes-Murchison*	50	44	94	6	-
Golden Bay** [†]	35	37	72	27	-
Motueka	68	27	95	5	-
Moutere-Waimea	52	36	88	12	-
Richmond	53	37	90	10	-

Base = 170

% read across

* caution: small bases

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

E. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING

Base = 31
Margin of error $\pm 17.6\%$

66% of residents contacting the Council offices in writing in the last 12 months are satisfied (74% in 2015) and 34% are not very satisfied (26% in 2015).

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

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

Satisfaction When Contacting The Council Offices In Writing

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council Offices In Writing					
2016	20	46	66	34	-
2015	32	42	74	26	-
2014*	37	30	67	33	-
2013**	35	42	77	20	4
2012*	32	33	65	31	4
2011	17	57	74	20	6
2010 [†]	21	41	62	34	5
2009	46	29	75	21	4
2008	14	45	59	41	-
2005	20	39	59	37	4
2002	21	49	70	28	2
Comparison					
Peer Group (Rural)	35	53	88	12	-
National Average	29	35	64	36	-
Ward**					
Lakes-Murchison	28	23	51	49	-
Golden Bay	22	65	87	13	-
Motueka	-	100	100	-	-
Moutere-Waimea	21	37	58	42	-
Richmond	21	42	63	37	-

Base = 31

% read across

* caution: small bases

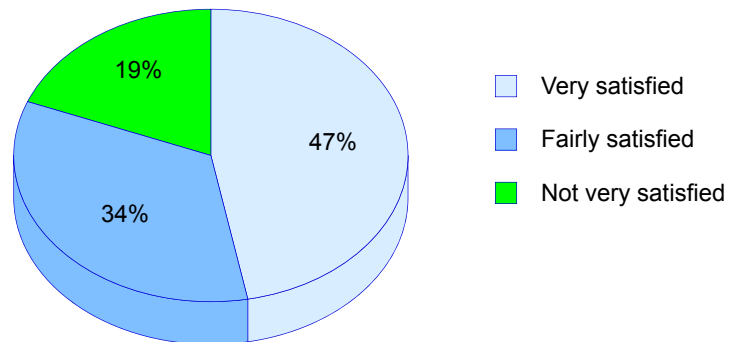
** caution: very small bases

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

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

- poor attitude / poor service, mentioned by 18% of residents contacting Council Offices in writing,
- unsatisfactory outcome, 12%,
- lack of action / slow to resolve, 4%.

* multiple responses allowed

F. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY EMAIL

Base = 70
Margin of error $\pm 11.7\%$

81% of residents contacting the Council offices by email in the last 12 months are satisfied (69% in 2015), while 19% are not very satisfied (31% in 2015).

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

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

Satisfaction When Contacting The Council Offices By Email

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council Offices By Email					
2016	47	34	81	19	-
2015	26	43	69	31	-
2014 [†]	47	39	86	15	-
2013	46	35	81	17	2
2012 [†]	38	37	75	20	6
2011	42	38	80	20	-
2010	44	25	69	29	2
2009*	42	37	79	21	-
2008	23	48	71	29	-
Comparison					
Peer Group (Rural)	44	42	86	12	2
National Average	26	46	72	28	-
Ward*					
Lakes-Murchison [†]	46	-	46	55	-
Golden Bay	12	40	52	48	-
Motueka	53	38	91	9	-
Moutere-Waimea	49	42	91	9	-
Richmond	68	16	84	16	-

Base = 70

% read across

* caution: very small/ small bases

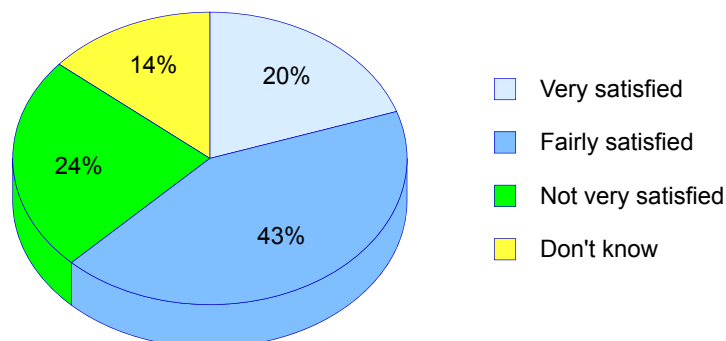
[†] does not add to 100% due to rounding

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

- no reply / slow response, mentioned by 8% of residents contacting Council offices by email,
- poor attitude / poor service, 7%.

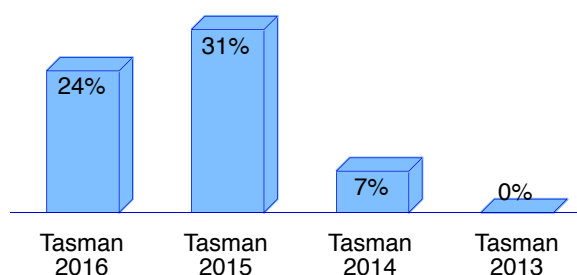
* multiple responses allowed

G. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY ONLINE CONTACT FORM



Base = 18[†]
(does not add to 100% due to rounding)

Percent Not Very Satisfied - Comparison[†]



63% of residents contacting the Council offices by online contact form 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 online contact form are not very satisfied are ...

- no action/slow response/no reply, mentioned by 14% of residents contacting Council by online contact form,
- others, 10%.

[†] caution: very small bases

* multiple responses allowed

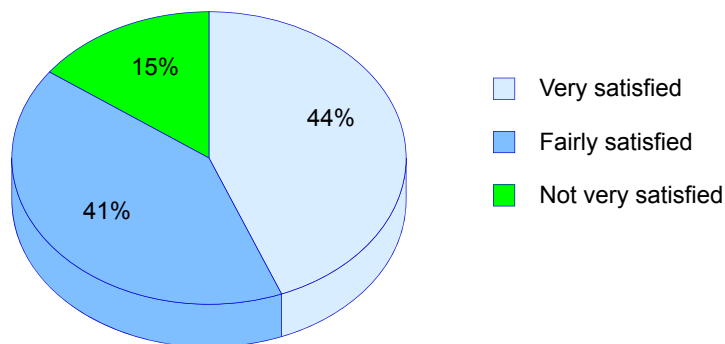
H. SATISFACTION WITH SERVICE RECEIVED WHEN CONTACTED COUNCIL

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

	Had Contact 2016 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Richmond (Queen Street)	66	65	30	23	83	100
Motueka (Hickmott Place)	22	-	-	75	17	-
Takaka (Junction Street)	9	-	70	-	-	-
Murchison (Fairfax Street)	2	26	-	-	-	-
Unsure	1	9	-	2	-	-
Total	100	100	100	100	100	100
Base	258	*23	30	61	64	80

* caution: small base

Contacted A Council Office In Last 12 Months



Base = 258

Of the 65% 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 (58% in 2015), 85% are satisfied, including 44% who are very satisfied (52% in 2105), with 15% being not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages and the 2015 reading.

66% of residents who have contacted the Council in the last 12 months, have contacted the Richmond Office, while 22% have contacted the Motueka Office.

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

[†] those residents who have contacted Council in the last 12 months (N = 258)

Satisfaction When Contacting Council

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council					
2016	44	41	85	15	-
2015	52	35	87	13	-
2014 [†]	48	39	87	12	-
2013	49	37	86	13	1
2012	47	35	82	17	1
2011	40	42	82	17	1
2010	41	45	86	13	1
2009	42	46	88	12	-
2008	36	47	83	17	-
2005	32	51	83	17	-
2002	35	50	85	14	1
1999	31	53	84	16	-
1996	36	44	80	18	2
Comparison					
Peer Group (Rural)	45	42	87	13	-
National Average	40	45	85	15	-
Ward					
Lakes-Murchison*	13	61	74	26	-
Golden Bay	31	48	79	21	-
Motueka	50	35	85	15	1
Moutere-Waimea	39	44	83	17	-
Richmond	54	38	92	8	-

Base = 258

% read across

* caution: small base

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

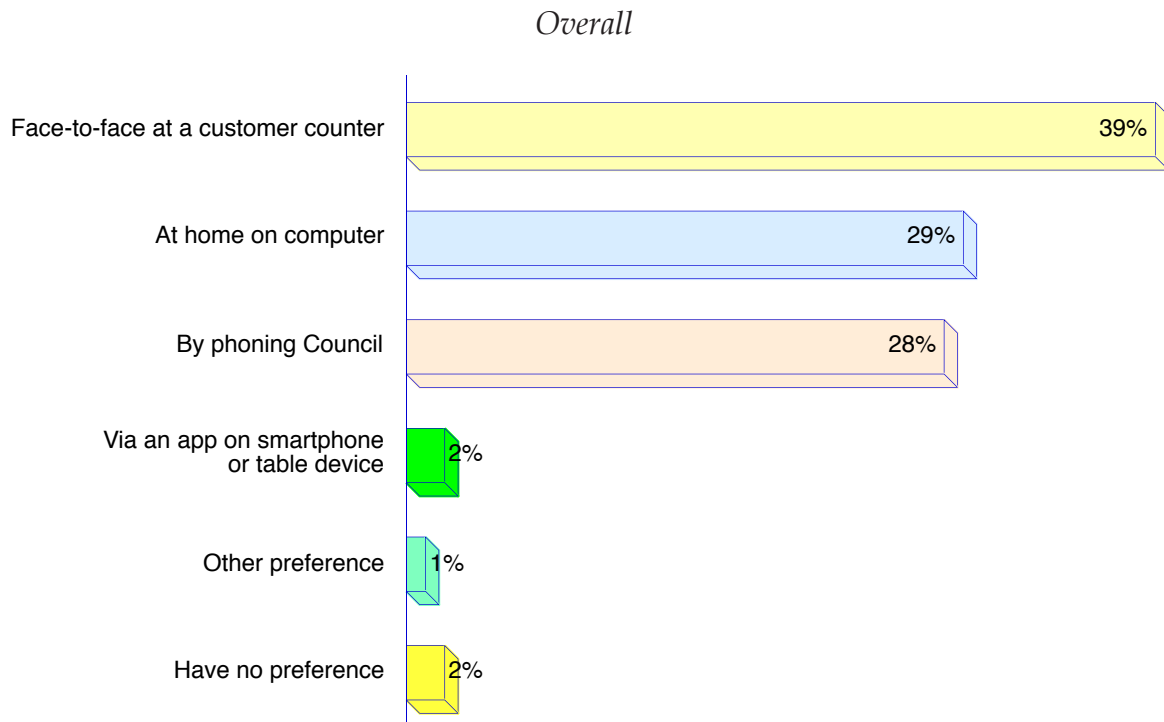
Recommended Satisfaction Measure For Reporting Purposes:

Contacted Council In The Last 12 Months	=	85%
Contacted By Phone	=	81%
Contacted In Person	=	89%
Contacted In Writing	=	66%
Contacted By Email	=	81%
Contacted By Online Contact Form*	=	63%

* caution: very small base (N = 18)



5. INFORMATION

A. PREFERENCE FOR ACCESSING COUNCIL SERVICES/INFORMATION

(does not add to 100% due to rounding)

39% of residents say they would prefer accessing Council services / facilities face-to-face at a customer counter, while 29% prefer using their computer at home and 28% favour phoning Council.

Summary Table Of Three Main Preferences

	Face-to-face at a customer counter %	At home on computer %	By phoning Council %
Overall 2016	39	29	28
Ward			
Lakes-Murchison	32	8	53
Golden Bay	34	29	37
Motueka	41	30	24
Moutere-Waimea	28	37	31
Richmond	48	26	19
Age			
18-44 years	30	46	19
45-64 years	40	22	33
65+ years	49	15	34
Household Income			
Less than \$30,000 pa	56	12	29
\$30,000-\$50,000 pa	54	18	26
\$50,001-\$100,000 pa	33	40	24
\$100,001 pa or more	21	34	36
Household Size			
1-2 person household [†]	51	14	32
3+ person household	26	44	24
Length of Residence			
Lived there 10 years or less	31	37	25
Lived there more than 10 years	41	26	29

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

- residents with an annual household income of \$50,000 or less,
- residents who live in a one or two person household,
- longer term residents, those residing in the District more than 10 years.

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

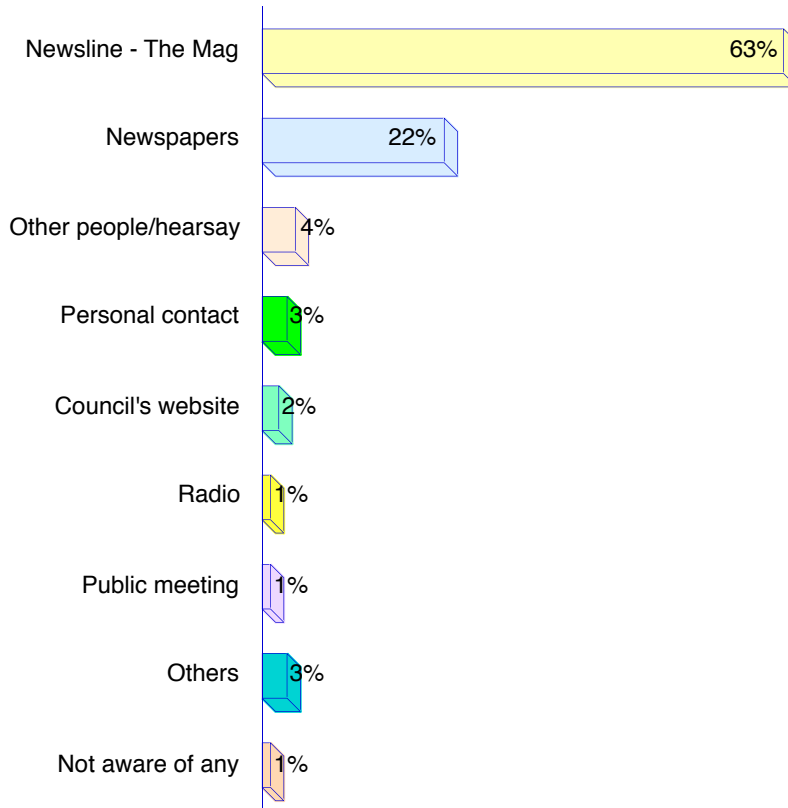
- all Ward residents, except Lakes-Murchison Ward residents,
- residents aged 18 to 44 years,
- residents with an annual household income of \$50,001 or more,
- shorter term residents, those residing in the District 10 years or less,
- residents who live in a three or more person household.

Residents more likely to prefer **phoning Council** are ...

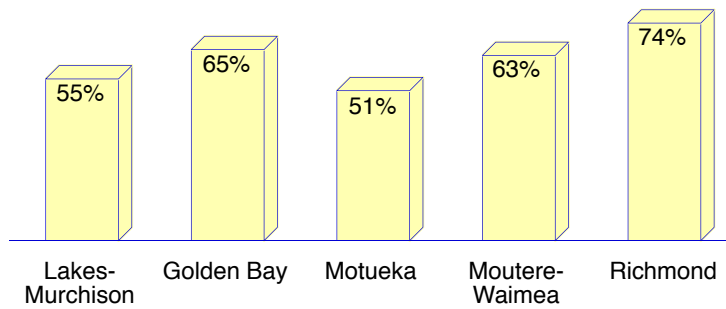
- Lakes-Murchison Ward residents,
- residents aged 45 years or over.

B. MAIN SOURCE OF INFORMATION ABOUT COUNCIL

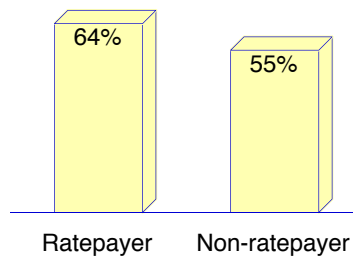
Where Or From Whom Do You Mainly Get Your Information About Council?



Percent Saying "Newsline - The Mag" - By Ward



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

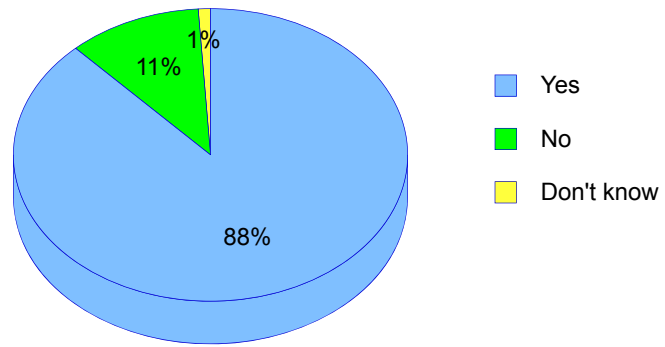


"Newsline - The Mag" is mentioned by 63% of residents as their main source of information about the Council, while 22% mention newspapers (28% in 2015).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who mention "Newsline - The Mag" as their main source of information. However, it appears that ratepayers are slightly more likely to do so, than non-ratepayers.

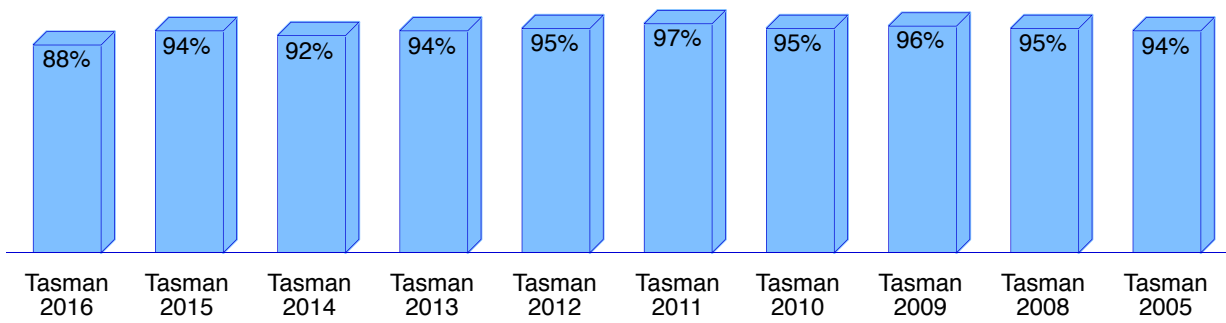
C. READERSHIP OF PUBLISHED INFORMATION PROVIDED BY COUNCIL

Residents Who Are Aware Of Information About Council

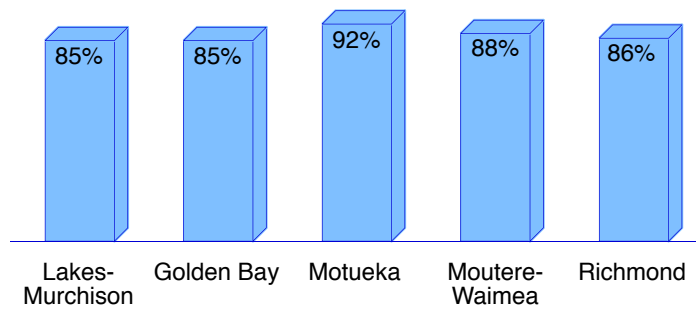


Base = 398

Percent Saying "Yes" - Comparison[†]

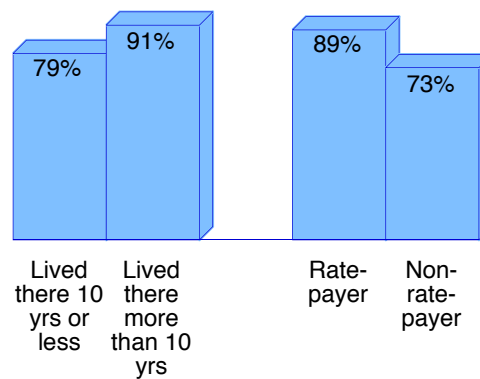


Percent Saying "Yes" - By Ward[†]



[†] residents who are aware of information about Council, N = 398

Percent Saying "Yes" - Comparing Different Types Of Residents[†]



88% 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 (94% in 2015).

Residents[†] more likely to have seen, read or heard, in the last 12 months, information Council publishes specifically for the community are ...

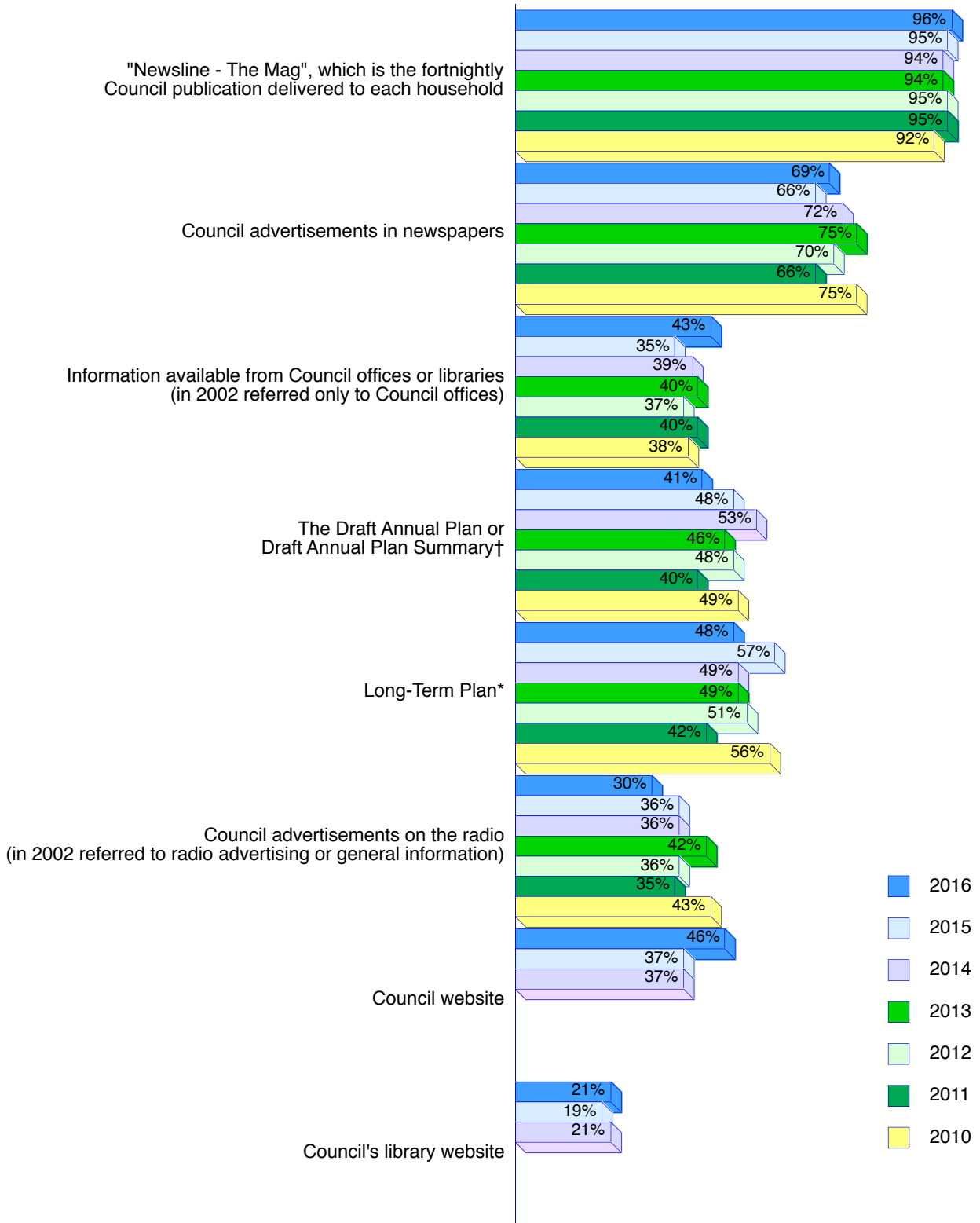
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

[†] residents who are aware of information about Council, N = 398

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

Those residents (N = 350) who have seen, read or heard any information, were asked to consider what types these were.

Yes, Have Seen Or Read - 2016



Base = 350

* 2010-2011 readings relate to 'Ten Year Plan' or 'Long-Term Council Community Plan' (LTCCP)

† prior to 2013 readings refer to 'Annual Plan'

Of those who have seen, read or heard information produced by Council in the last 12 months, the majority have seen/read "Newsline - The Mag" (96%) and/or Council advertisements in newspapers (69%).

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

Residents[†] aged 65 years or over are more likely to have seen or read **Council advertisements in newspapers**, than other age groups[†].

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

- men,
- residents who live in a three or more person household,
- residents with an annual household income of \$30,001 or more.

Residents[†] more likely to have seen or read the **Long-term Plan** are ...

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

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

- residents aged 18 to 44 years,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

[†] residents who are aware of information about Council, N = 398

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

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

Residents[†] **less** likely to have seen or read the **Draft Annual Plan** or **Draft Annual Plan Summary** are ...

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

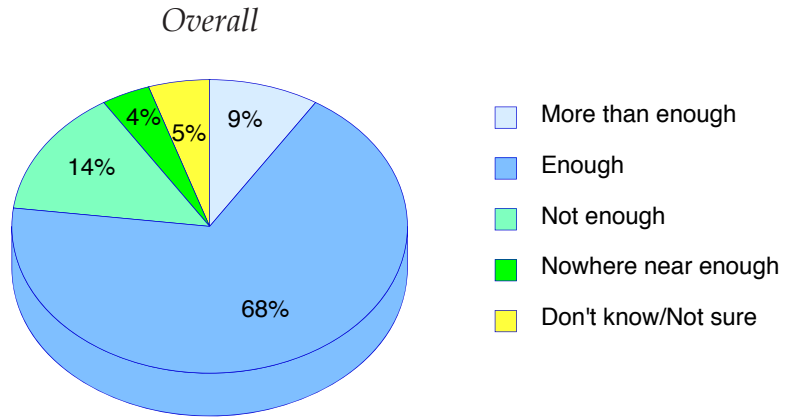
Residents[†] more likely to have seen or read **Council's library website** are ...

- all Ward residents, except Lakes-Murchison and Golden Bay Ward residents,
- women,
- residents aged 18 to 44 years,
- residents with an annual household income of \$30,001 or more,
- residents who live in a three or more person household.

[†] residents who have seen, read or heard information published or broadcast by Council N = 350

E. THE SUFFICIENCY OF THE INFORMATION SUPPLIED

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



Summary Table: Comparisons

	Total District 2016 %	Total District 2015 %	Peer Group %	National Average %	Ward				
					Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mentioned ...									
More than enough	9 77	8 79	8 68	8 62	-	4	8	15	10
Enough	68 18	71 17	60 30	54 35	57	70	73	59	72
Not enough	14 4	14 3	20 10	26 9	23	16	12	14	11
Nowhere near enough	4	3	10	9	14	7	2	4	4
Don't know/Not sure	5	4	3	4	6	3	5	8	3
Total	100	100	+101	+101	100	100	100	100	100

† does not add to 100% due to rounding

77% of residents feel that there is more than/enough information supplied, while 18% feel there is not enough/nowhere near enough information supplied. These readings are similar to the 2015 results.

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

Ratepayers are more likely to say there is enough/more than enough information, than non-ratepayers.



6. LOCAL ISSUES

A. PACE TO LIVE

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

	Better %	Same %	Worse %	Unsure %
Overall*				
Total District 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
Comparison				
Peer Group Average (Rural)	32	55	8	5
National Average	31	54	12	3
Ward				
Lakes-Murchison	24	67	9	-
Golden Bay	21	62	14	3
Motueka [†]	30	53	8	10
Moutere-Waimea	43	46	6	5
Richmond [†]	39	54	4	4

% read across

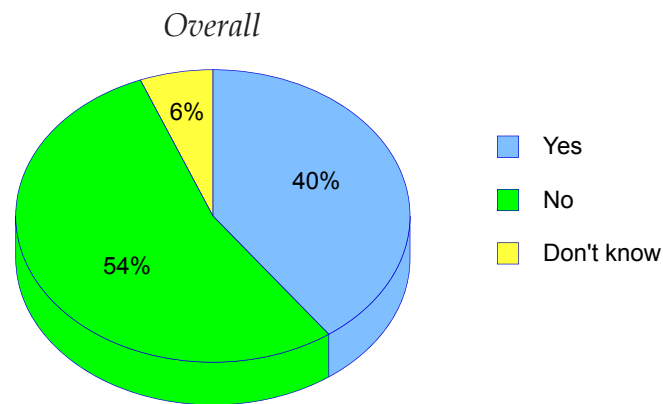
[†] does not add to 100% due to rounding

* not asked in 2010 and 2015 and prior to 2005

35% of residents think their District is better, as a place to live, than it was three years ago (39% in 2014), 54% feel it is the same (51% in 2014) and 7% say it is worse. 5% are unable to comment.

The percent saying better (35%) is on par with the Peer Group and National Averages.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who feel their District is **better** than it was three years ago.

B. SHOULD 'MORE' BE INVESTED IN SPORT AND RECREATION?

40% of residents would like to see more ratepayer money invested in sport and recreation, while 54% would not and 6% are unable to comment.

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

- residents aged 18 to 64 years, in particular those aged 18 to 44 years,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

Should More Be Invested In Sport And Recreation?

	Yes %	No %	Don't Know %
Overall 2016	40	54	6
Ward			
Lakes-Murchison	39	56	5
Golden Bay	33	66	1
Motueka	42	52	6
Moutere-Waimea	38	55	7
Richmond	41	50	9
Age			
18-44 years	↑ 57	38	5
45-64 years	34	60	6
65+ years	22	67	11
Household Size			
1-2 person household [†]	27	63	10
3+ person household	52	45	3
Length of Residence			
Lived there 10 years or less	49	44	7
Lived there more than 10 years [†]	36	57	6

% read across

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

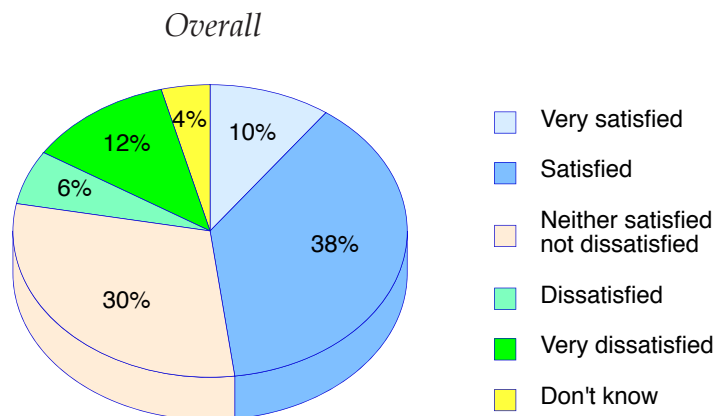
The main suggestions as to how and where they would like the extra money spent are ...

- young people/kids' sports facilities, mentioned by 21% of residents,
- a swimming pool/upgraded pool facilities, 16%,
- maintenance/upgrading of existing sports facilities/parks, 12%,
- cycleways/cycle tracks/trails, 11%.

* the 40% of residents who said they would like more spent N = 138

c. COUNCIL CONSULTATION AND COMMUNITY INVOLVEMENT

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



48% of residents are very satisfied/satisfied with the way Council consults the public in the decisions it makes, while 18% are dissatisfied/very dissatisfied. 30% are neither satisfied nor dissatisfied and 4% are unable to comment. These readings are similar to the 2014 results.

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

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

- Richmond Ward residents,
- residents aged 65 years or over.

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

	Very satisfied / satisfied %	Neither satisfied, nor dissatisfied %	Dissatisfied / very dissatisfied %	Don't know %
Overall*				
Total District 2016	48	30	18	4
2014	49	32	16	3
2013 [†]	42	40	16	1
2012 [†]	56	30	13	2
2011	54	24	20	2
2010	55	28	13	4
2009	64	20	13	3
2008**	53	24	20	3
2005	61	21	15	3
Comparison**				
Peer Group (Rural)	52	28	16	4
National Average	41	35	21	3
Ward				
Lakes-Murchison	40	23	32	5
Golden Bay	42	30	28	-
Motueka [†]	46	35	14	6
Moutere-Waimea	37	42	17	4
Richmond	64	18	14	4
Age				
18-44 years	47	37	14	2
45-64 years	40	32	21	7
65+ years	65	15	18	2

% read across

* not asked in 2015 and prior to 2005

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

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

D. STATEMENTS

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

	1 Strongly disagree %	2 %	3 %	4 %	5 Neither agree nor disagree %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
Overall**											
Total District 2016 [†]	4	4	4	6	33	20	17	6	2	2	3
2015	2	2	3	5	30	20	19	12	1	3	2
Ward											
Lakes-Murchison	3	5	4	7	39	17	15	2	-	3	5
Golden Bay	7	6	16	8	37	14	12	-	-	-	-
Motueka [†]	3	2	5	8	34	17	19	5	-	1	5
Moutere-Waimea [†]	1	2	2	7	38	23	19	3	-	1	2
Richmond	5	5	2	1	25	22	16	10	8	4	2
Household Size											
1-2 person household	7	4	6	5	37	17	11	5	3	3	2
3+ person household	1	3	3	6	29	23	23	6	2	2	2
Satisfaction With Way Council Consults											
Very satisfied/satisfied [†]	1	1	3	2	26	24	25	8	4	4	3
Neither	3	1	4	10	45	21	10	5	-	-	1
Dissatisfied/ very dissatisfied	12	17	11	9	29	10	8	1	-	-	3
Overall Satisfaction With Service Received - Residents Who Have Contacted Council (N=258)											
Very satisfied [†]	3	2	6	2	25	20	19	14	5	2	3
Fairly satisfied [†]	5	3	6	7	41	15	21	2	1	-	1
Not very satisfied	6	6	8	9	37	14	12	3	-	-	5

% read across

* not asked prior to 2015

† does not add to 100% due to rounding

27% of residents agree (rating 7-10) with the statement 'Tasman District Council leads on matters of importance to its communities' (35% in 2015), while 18% disagree (rating 1-4) (12% in 2015). The average rating is 6.

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

- residents who live in a three or more person household, 33%,
- residents who are very satisfied / satisfied with way Council consults the public in the decisions it makes, 41%,
- residents who have contacted Council in the last 12 months and are very satisfied with the service they received, 40%.

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

- Golden Bay Ward residents, 37%,
- residents who are dissatisfied / very dissatisfied with the way Council consults the public in the decisions it makes, 49%.

ii. Overall Tasman District Council Makes The Right Decisions

	1 Strongly disagree %	2 %	3 %	4 %	5 Neither agree nor disagree %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
Overall*											
Total District 2016	4	3	6	11	27	15	19	11	1	2	1
2015 [†]	3	4	5	9	21	22	19	13	2	2	2
Ward											
Lakes-Murchison [†]	12	-	12	13	22	17	13	9	2	-	2
Golden Bay [†]	5	11	5	14	31	22	13	-	-	-	-
Motueka	4	1	6	11	36	10	17	11	2	-	2
Moutere-Waimea [†]	-	3	8	15	24	15	21	13	-	2	-
Richmond [†]	4	3	4	7	23	16	21	14	2	5	2
Age											
18-44 years [†]	3	1	5	11	29	14	23	12	-	3	-
45-64 years	5	5	6	15	26	16	12	10	2	1	2
65+ years [†]	3	3	9	4	26	14	23	12	2	3	2
Household Size											
1-2 person household	7	4	8	13	25	13	15	9	1	3	2
3+ person household	-	2	4	9	29	17	22	13	2	1	1
Satisfaction With Way Council Consults											
Very satisfied/satisfied [†]	1	2	1	5	24	16	26	18	3	4	1
Neither	3	-	5	15	37	15	17	5	1	1	1
Dissatisfied/ very dissatisfied	12	13	21	18	14	13	4	4	-	-	1
Overall Satisfaction With Service Received - Residents Who Have Contacted Council (N=258)											
Very satisfied [†]	2	2	5	9	22	10	25	18	2	4	-
Fairly satisfied [†]	1	5	7	14	29	18	22	4	1	-	-
Not very satisfied	10	5	19	14	26	20	2	4	-	-	-

% read across

* not asked prior to 2015

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

33% of residents agree (rating 7-10) with the statement 'Overall Tasman District Council makes the right decisions' (36% in 2015), while 24% disagree (rating 1-4) (21% in 2015). The mean is 6.

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

- residents aged 18 to 44 years, 38%, or 65 years or over, 40%,
- residents who live in a three or more person household,
- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 51%,
- residents who have contacted Council in the last 12 months and are very satisfied with service they received, 49%.

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

- residents aged 45 to 64 years, 31%,
- residents who live in a one or two person household, 32%,
- residents who are dissatisfied / very dissatisfied with the way Council consults the public in the decisions it makes, 64%,
- residents who have contacted Council in the last 12 months and are not very satisfied with service they received, 48%.

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

	1 Strongly disagree %	2 %	3 %	4 %	5 Neither agree nor disagree %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %	
Overall*												
Total District 2016	7	5	8	10	23	13	20	7	2	2	3	
2015	5	4	5	11	24	20	17	8	2	2	2	
Ward												
Lakes-Murchison†	17	4	10	13	27	9	4	13	-	2	2	
Golden Bay	13	11	14	13	28	7	14	-	-	-	-	
Motueka	7	3	6	12	29	15	13	5	5	1	4	
Moutere-Waimea†	5	3	10	14	24	11	28	2	-	2	-	
Richmond	5	6	6	4	15	17	23	13	4	3	4	
Household Size												
1-2 person household	12	5	11	8	24	12	14	7	3	1	3	
3+ person household†	2	5	6	12	23	14	25	6	2	2	2	
Satisfaction With Way Council Consults												
Very satisfied/satisfied	1	1	5	7	20	17	29	11	4	3	2	
Neither†	1	6	9	17	29	15	16	4	1	1	2	
Dissatisfied/ very dissatisfied†	33	16	16	9	13	4	5	1	1	2	1	
Overall Satisfaction With Service Received - Residents Who Have Contacted Council (N=258)												
Very satisfied†	1	6	8	7	20	12	23	14	5	3	2	
Fairly satisfied	7	5	9	16	27	10	21	4	-	1	-	
Not very satisfied	29	7	16	7	11	8	12	4	1	4	1	

% read across

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

† does not add to 100% due to rounding

31% of residents agree (rating 7-10) with the statement 'Tasman District Council listens and acts on the needs of residents', while 30% disagree (rating 1-4). The mean is 5.

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

- residents who live in a three or more person household, 35%,
- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 47%,
- residents who have contacted Council in last 12 months and are very satisfied with service received, 45%.

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

- residents who live in a one or two person household, 36%,
- residents who are dissatisfied / very dissatisfied with the way Council consults the public in the decisions it makes, 74%,
- residents who have contacted Council in last 12 months and are not very satisfied with service received, 59%.

iv. Mayor And Councillors Display Sound And Effective Leadership

	1 Strongly disagree %	2 %	3 %	4 %	5 Neither agree nor disagree %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
Overall*											
Total District 2016	6	3	5	8	27	14	17	12	3	2	3
Ward											
Lakes-Murchison	16	-	4	4	37	7	5	19	6	-	2
Golden Bay [†]	7	4	8	20	31	20	5	4	-	-	-
Motueka [†]	4	4	3	6	29	17	14	12	6	1	5
Moutere-Waimea	3	5	4	12	26	16	19	11	-	1	3
Richmond	6	1	7	3	21	10	25	14	4	5	4
Gender											
Male	6	4	7	9	28	12	16	12	4	1	1
Female	5	2	4	6	26	16	18	12	3	3	5
Age											
18-44 years	4	3	4	7	26	17	19	15	2	2	1
45-64 years	8	4	7	10	29	12	13	7	4	1	5
65+ years	4	2	4	5	24	13	21	15	4	5	3
Household Size[†]											
1-2 person household	9	3	8	9	25	12	14	10	4	3	4
3+ person household	2	3	2	7	28	17	20	14	3	1	2
Satisfaction With Way Council Consults											
Very satisfied/satisfied [†]	1	-	3	5	20	15	27	18	6	5	1
Neither	1	5	5	12	37	15	12	8	1	-	4
Dissatisfied/ very dissatisfied [†]	28	7	12	12	22	13	3	2	1	-	1
Overall Satisfaction With Service Received - Residents Who Have Contacted Council (N=258)											
Very satisfied [†]	2	3	2	7	32	9	21	15	7	3	-
Fairly satisfied	7	4	7	8	28	22	17	4	1	-	2
Not very satisfied [†]	17	1	3	16	35	16	3	7	3	-	-

% read across

* not asked prior to 2016

† does not add to 100% due to rounding

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

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

- Richmond Ward residents, 48%,
- residents aged 18 to 44 years, 38%, or 65 years or over, 45%,
- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 56%,
- residents who have contacted Council in last 12 months and are very satisfied with service received, 46%.

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

- Golden Bay Ward residents, 39%,
- men, 26%,
- residents aged 45 to 64 years, 29%,
- residents who live in a one or two person household, 29%,
- residents who are dissatisfied / very dissatisfied with the way Council consults the public in the decisions it makes, 59%,
- residents who have contacted Council in last 12 months and are not very satisfied with service received, 37%.

v. Council Managers And Staff Are Competent

	1 Strongly disagree %	2 %	3 %	4 %	5 Neither agree nor disagree %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %	
Overall*												
Total District	2016 [†]	4	4	4	7	22	13	20	15	5	3	4
	2015	1	2	3	6	15	18	22	19	4	6	4
Ward												
Lakes-Murchison		-	8	8	6	20	12	13	16	7	3	7
Golden Bay [†]		7	2	5	5	27	10	35	10	-	-	-
Motueka [†]		1	6	5	6	25	15	18	13	8	1	3
Moutere-Waimea [†]		3	5	5	9	28	16	15	12	2	1	3
Richmond [†]		6	3	2	8	12	11	21	20	6	7	5
Gender												
Male		6	4	6	8	21	16	19	12	5	1	2
Female [†]		2	4	3	6	22	11	20	18	5	5	5
Household Size												
1-2 person household		7	6	5	7	25	10	14	13	5	4	4
3+ person household		1	2	4	7	18	16	26	16	5	2	3
Satisfaction With Way Council Consults												
Very satisfied/satisfied [†]		-	-	2	8	17	11	23	22	6	6	3
Neither		1	6	4	5	30	19	19	10	3	-	3
Dissatisfied/ very dissatisfied		19	14	7	9	15	11	11	6	3	-	5
Overall Satisfaction With Service Received - Residents Who Have Contacted Council (N=258)												
Very satisfied [†]		-	2	3	5	18	12	14	28	9	6	4
Fairly satisfied [†]		4	3	5	10	26	13	23	14	1	-	2
Not very satisfied		14	14	9	7	26	7	13	8	1	-	1

% read across

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

† does not add to 100% due to rounding

43% of residents agree (rating 7-10) with the statement 'Council managers and staff are competent', while 19% disagree (rating 1-4). The mean is 6.

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

- women, 48%,
- residents who live in a three or more person household, 49%,
- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 57%,
- residents who have contacted Council in last 12 months and are very satisfied with service received, 57%.

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

- men, 24%,
- residents who live in a one or two person household, 25%,
- residents who are dissatisfied / very dissatisfied with the way Council consults the public in the decisions it makes, 49%,
- residents who have contacted Council in last 12 months and are not very satisfied with service received, 44%.

vi. Tasman District Council Is Effective

	1 Strongly disagree %	2 %	3 %	4 %	5 Neither agree nor disagree %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %	
Overall*												
Total District 2016	2	2	4	7	20	16	23	18	4	2	2	
2015 [†]	1	3	2	7	20	16	24	18	4	3	3	
Ward												
Lakes-Murchison	10	-	7	2	16	16	17	19	6	4	3	
Golden Bay [†]	-	8	6	11	28	24	18	6	-	-	-	
Motueka	1	1	3	7	25	17	22	15	7	1	1	
Moutere-Waimea [†]	-	1	4	10	21	17	25	15	1	2	3	
Richmond [†]	2	2	5	3	13	11	26	28	4	4	3	
Gender[†]												
Male	1	3	6	7	23	17	22	14	4	3	1	
Female	2	2	3	7	17	15	24	22	4	2	4	
Age												
18-44 years	1	2	3	6	20	17	26	19	3	3	-	
45-64 years	3	2	5	10	23	15	20	15	4	1	2	
65+ years [†]	2	1	6	2	14	15	25	22	5	3	6	
Household Size												
1-2 person household [†]	3	3	8	7	23	14	14	18	4	3	4	
3+ person household	-	1	1	7	17	18	32	18	4	2	-	
Satisfaction With Way Council Consults												
Very satisfied /satisfied [†]	-	-	2	5	12	16	29	25	6	3	1	
Neither [†]	-	1	4	8	26	16	23	14	3	1	2	
Dissatisfied/ very dissatisfied	10	9	12	10	22	15	11	7	-	-	4	
Overall Satisfaction With Service Received - Residents Who Have Contacted Council (N=258)												
Very satisfied	1	2	3	6	12	11	22	33	5	4	1	
Fairly satisfied	-	2	5	9	26	23	24	9	1	-	1	
Not very satisfied	9	3	9	12	26	16	12	6	4	1	1	

% read across

* not asked prior to 2015

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

47% of residents agree (rating 7-10) with the statement 'Tasman District Council is effective', while 15% disagree (rating 1-4). These readings are similar to the 2015 results. The mean is 6.

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

- all Ward residents, except Golden Bay Ward residents, 25%,
- women, 52%,
- residents aged 18 to 44 years, 51%, or 65 years or over, 55%,
- residents who live in a three or more person household, 56%,
- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 63%,
- residents who have contacted Council in last 12 months and are very satisfied with service received, 64%.

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

- residents who live in a one or two person household, 21%,
- residents who are dissatisfied / very dissatisfied with the way Council consults the public in the decisions it makes, 41%,
- residents who have contacted Council in last 12 months and are not very satisfied with service received, 33%.

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

	1 Strongly disagree %	2 %	3 %	4 %	5 Neither agree nor disagree %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
Overall**											
Total District 2016 [†]	9	7	9	11	20	16	14	7	3	1	4
2015	8	8	7	12	17	17	20	6	2	1	3
Ward											
Lakes-Murchison	19	8	6	12	8	26	17	2	2	-	2
Golden Bay [†]	10	2	15	14	30	14	9	7	-	-	-
Motueka	8	9	6	7	28	12	15	7	2	1	5
Moutere-Waimea [†]	8	7	14	12	24	9	13	5	2	1	4
Richmond	6	7	6	10	11	22	15	11	7	1	4
Age											
18-44 years [†]	7	6	11	17	20	14	15	6	2	1	2
45-64 years [†]	10	9	10	8	21	18	10	6	1	-	6
65+ years	8	5	5	6	20	14	18	12	7	2	3
Ratepayer?											
Ratepayer [†]	9	7	9	11	20	16	14	7	3	1	2
Non-ratepayer	4	8	3	5	20	13	9	13	3	-	22
Satisfaction With Way Council Consults											
Very satisfied/satisfied [†]	4	2	9	6	20	18	21	11	6	2	2
Neither [†]	6	6	7	21	28	17	8	3	-	-	5
Dissatisfied/ very dissatisfied	28	21	11	7	8	10	7	6	1	-	1
Overall Satisfaction With Service Received - Residents Who Have Contacted Council (N=258)											
Very satisfied	4	7	7	8	19	11	22	14	5	1	2
Fairly satisfied [†]	9	6	15	13	23	15	11	5	2	-	2
Not very satisfied	28	6	15	13	21	7	3	3	-	-	4

% read across

* not asked prior to 2015

† does not add to 100% due to rounding

25% of residents agree (rating 7-10) with the statement 'Tasman District Council provides good value for rates dollars spent' (29% in 2015), while 36% disagree (rating 1-4). The mean is 5.

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

- residents aged 65 years or over, 39%,
- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 40%,
- residents who have contacted Council in last 12 months and are very satisfied with service received, 42%.

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

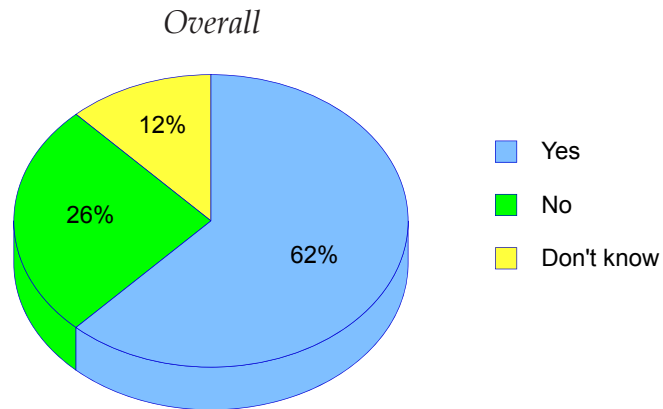
- residents aged 18 to 64 years (41%, 18 to 44 years and 37%, 45 to 64 years, respectively),
- ratepayers, 36%,
- residents who are dissatisfied / very dissatisfied with the way Council consults the public in the decisions it makes, 67%,
- residents who have contacted Council in last 12 months and are not very satisfied with service received, 62%.

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

	Mean	1 Strongly disagree %	2 %	3 %	4 %	5 %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
Tasman District Council leads on matters of importance to its communities [†]	6	4	4	4	6	33	20	17	6	2	2	3
Overall Tasman District Council makes the right decisions	6	4	3	6	11	27	15	19	11	1	2	1
Tasman District Council listens and acts on the needs of residents	5	7	5	8	10	23	13	20	7	2	2	3
Mayor and Councillors display sound and effective leadership	6	6	3	5	8	27	14	17	12	3	2	3
Council managers and staff are competent [†]	6	4	4	4	7	22	13	20	15	5	3	4
Tasman District Council is effective	6	2	2	4	7	20	16	23	18	4	2	2
Tasman District Council provides good value for rates dollars spent [†]	5	9	7	9	11	20	16	14	7	3	1	4

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

E. DO RESIDENTS FEEL TASMAN DISTRICT COUNCIL HAS A GOOD REPUTATION AS A COUNCIL?



62% of residents feel Tasman District Council has a good reputation as a Council, while 26% don't and 12% are unable to comment.

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

- all Ward residents, except Golden Bay Ward residents,
- residents who live in a three or more person household.

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

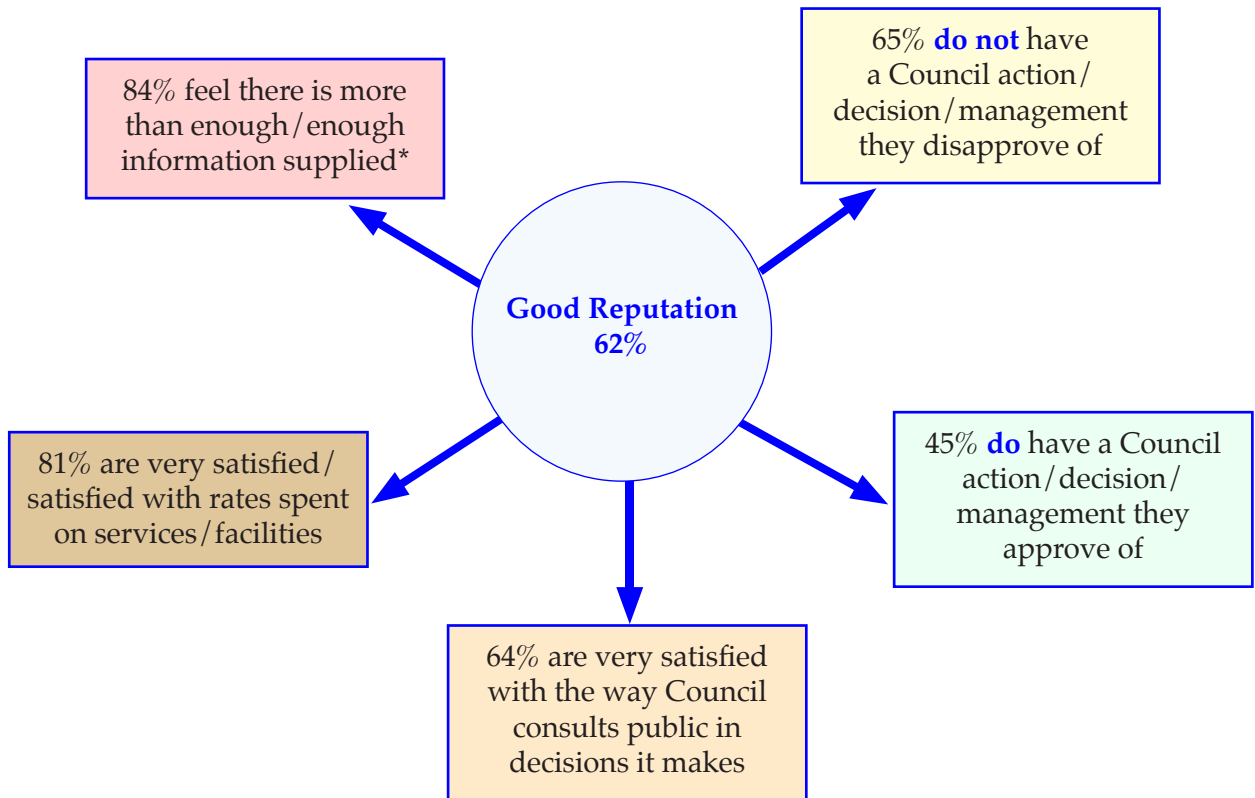
		Yes %	No %	Don't Know %
Overall*	2016	62	26	12
Ward				
	Lakes-Murchison	54	25	21
	Golden Bay	28	50	22
	Motueka	62	27	11
	Moutere-Waimea†	63	28	10
	Richmond	76	14	10
Household Size				
	1-2 person household	57	30	13
	3+ person household	68	21	11

% read across

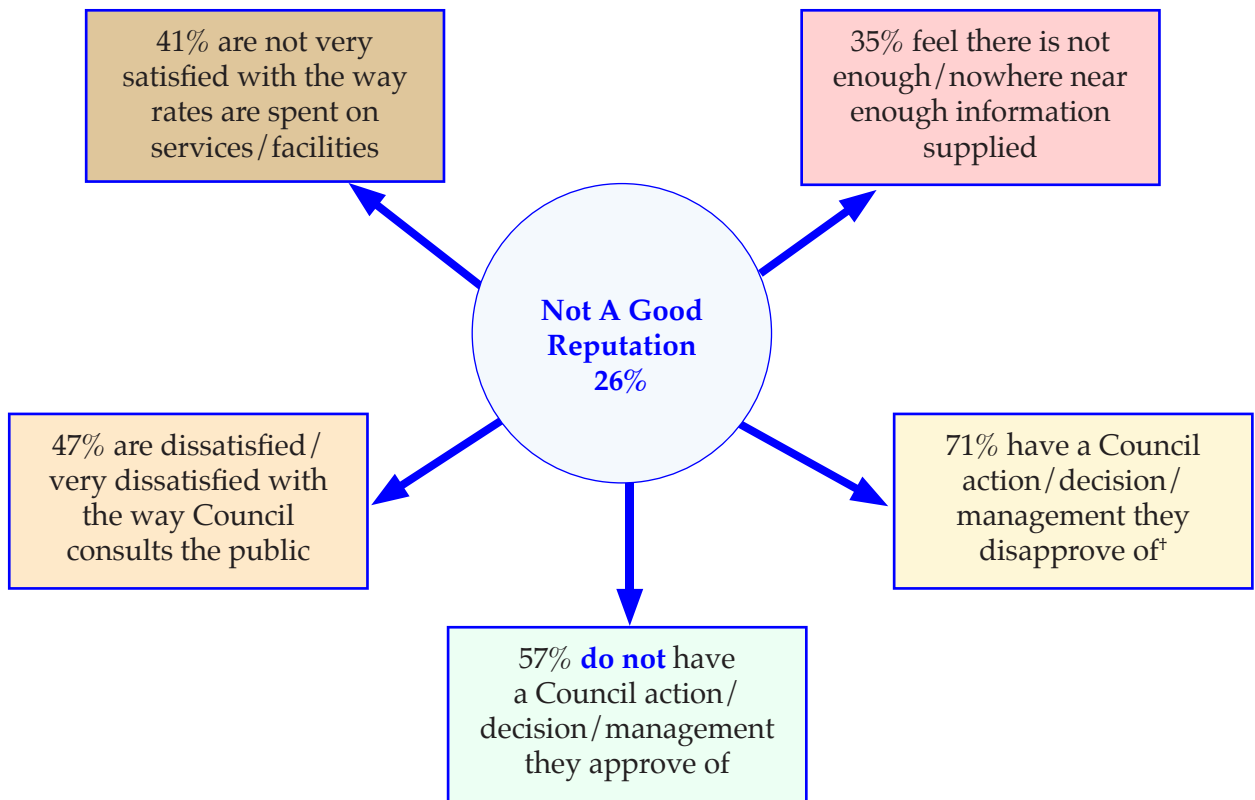
* not asked prior to 2016

† does not add to 100% due to rounding

Correlation Between Reputation And Other Key Questions



* of those residents who say Tasman District Council has a good reputation, 84% feel there is more than enough/enough information supplied



† of those residents who say Tasman District Council does not have a good reputation, 71% have a Council action/decision/management they disapprove of

The main reasons* residents[†] feel Tasman District has a good reputation are ...

- doing a good job / people are happy with what they do / get things done, mentioned by 24% of residents[†],
- never hear negatives / complaints against them / no real issues, 24%,
- read / hear good things about Council, 15%,
- great Council / good leadership / good balance, 9%,
- provide good services / facilities / infrastructure, 9%,
- doing better than other Councils, 7%.

* multiple responses allowed

[†] residents who feel Tasman District Council has a good reputation, N = 248

Main reasons* residents[†] feel Tasman District does **not** have a good reputation are ...

- issues with building consents / permits, mentioned by 20% of residents[†],
- heard / read negative things about Council, 15%,
- not managing financially / waste money / overspending, 15%,
- not a good Council / not doing a good job / arrogant / self serving, 15%,
- don't listen / people are ignored / not included, 14%,
- level of debt / huge debt, 13%,
- personal experience with Council / difficult to deal with, 12%.

* multiple responses allowed

[†] residents who feel Tasman District Council does not have a good reputation, N = 99

* * * * *

E. APPENDIX

Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Ward	Lakes-Murchison	41	30
	Golden Bay	40	44
	Motueka	100	99
	Moutere-Waimea	101	103
	Richmond	120	126
Gender	Male	201	195
	Female	201	207
Age	18 - 44 years	91	144
	45 - 64 years	145	163
	65+ years	166	95

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

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