

**TASMAN DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
MAY 2017**

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 2017



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NB: Please note the following explanations for this report:



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



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

Arrows, whenever shown, depict a directional trend.

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

A. SITUATION AND OBJECTIVES

The mission statement for Tasman District Council reads ...

To enhance community wellbeing and quality of life.

Council has engaged a variety of approaches, both to seeking public opinion and to communicating its decisions and programmes to the people resident in the area. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in October 1996, in September 1999, in October 2002, in October 2005, in June/July 2008, July/August 2009, June 2010, May/June 2011, May/June 2012, May 2013, May 2014, May 2015, May 2016 and now again in May 2017.

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 400 residents of the Tasman District.

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

Interviews were spread across the five Wards as follows:

Lakes-Murchison	41
Golden Bay	40
Motueka	101
Moutere-Waimea	98
Richmond	120
Total	<u>400</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 next birthday.

Call Backs

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

Sample Weighting

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

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

Survey Dates

All interviews were conducted from Friday 5th May to Sunday 14th May 2017.

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 1,000 residents carried out in July 2016.

The Communitrak™ service provides ...

- comparisons with a national sample of 1,000 interviews conducted in July 2016 (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 July 2016 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 400 residents:

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

Margin Of Error

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

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

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

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

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

Response Rate

The response rate for the 2017 Tasman District Council was **59%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.

Significant Difference

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

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

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

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

* * * * *



C. EXECUTIVE SUMMARY

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

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

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

SNAPSHOT



87% 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).



80% of residents feel there is more than enough/enough information supplied by Council.



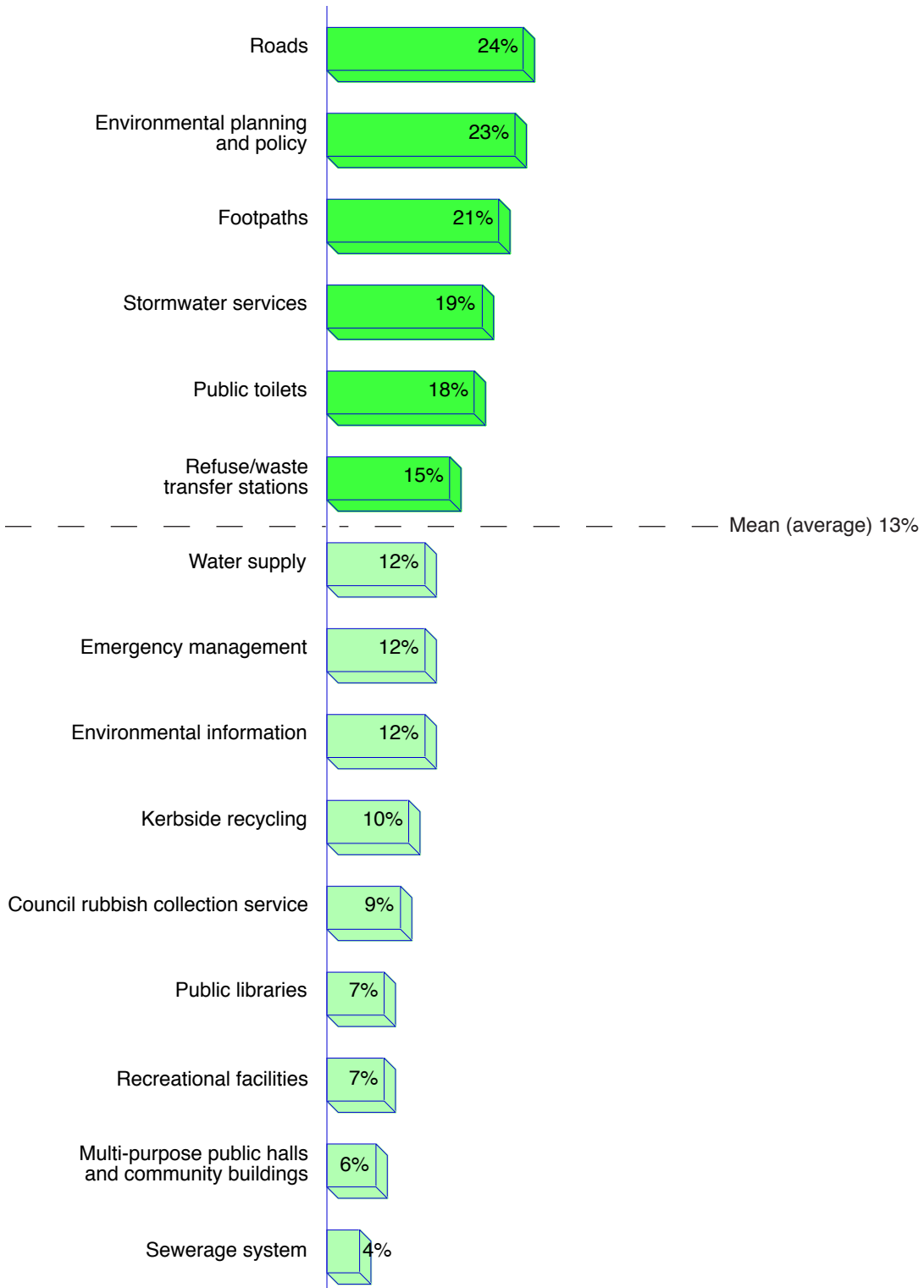
75% of residents are satisfied with the way rates are spent on the services and facilities provided by Council.



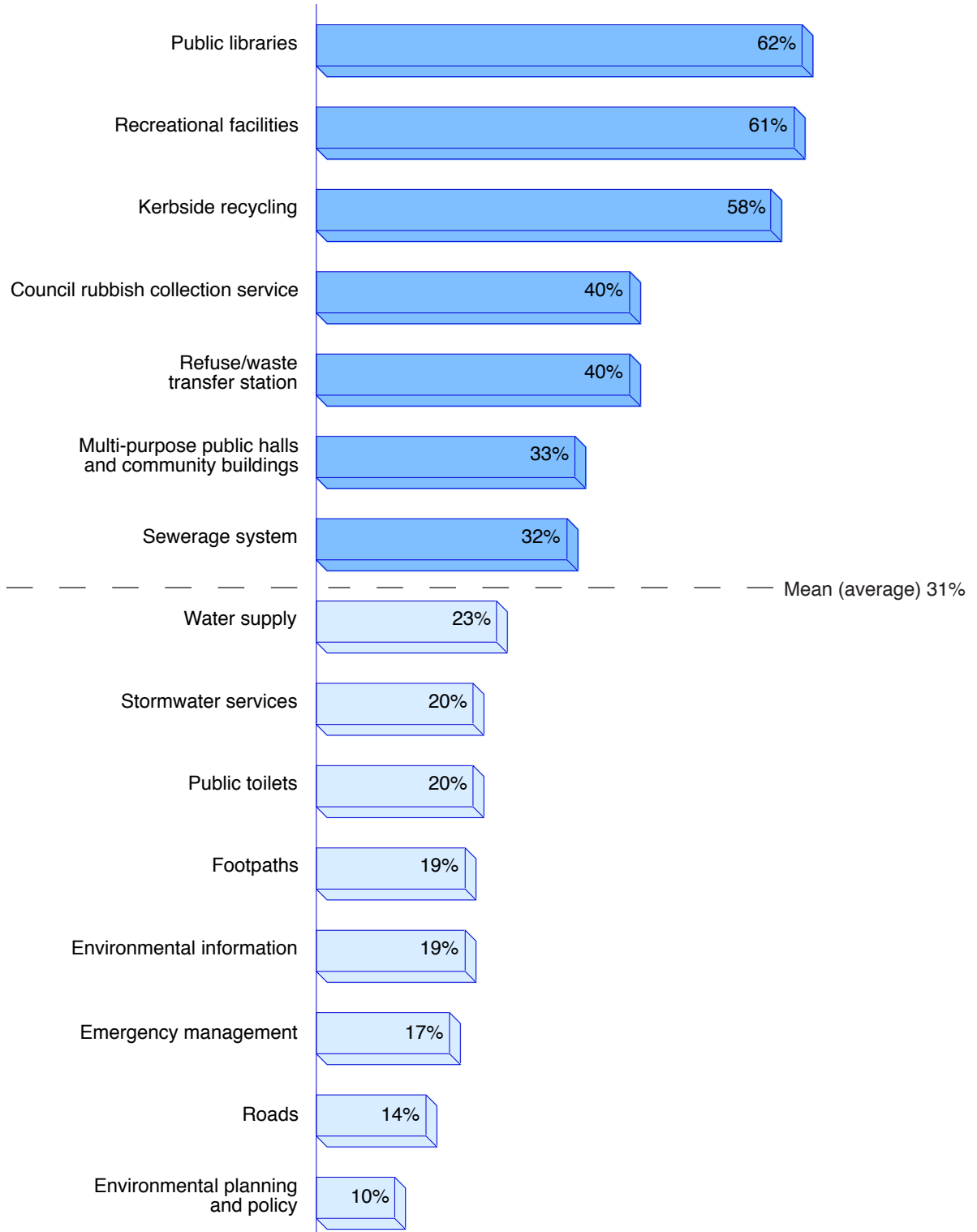
Overall, 69% of residents feel Tasman District Council has a good reputation as a Council.

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 2017 %	Peer Group %	National Average %
• stormwater services	19	17	14
• Aquatic Centre ^{◊◊}	14	◊6	◊8
• emergency management	12	7	7

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

• footpaths	21	27	23
• dog and animal control	14	**22	**20

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

• roads	24	23	25
• public toilets	18	18	17
• refuse/waste transfer stations	15	°13	°17
• water supply	12	14	9
• kerbside recycling	10	+12	+14
• Council rubbish collection service	9	13	9
• public libraries	7	3	3
• recreational facilities	7	*5	*5
• multi-purpose public halls & community buildings	6	++8	++7
• sewerage system	4	5	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 2016 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=218

[°] these percentages are the readings for refuse disposal

Comparison Table: Satisfaction With Services/Facilities - Residents Overall

	Tasman 2017		Tasman 2016	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Recreational facilities	87 ↓	7 =	92	5
Kerbside recycling	81 =	10 =	82	7
Multi-purpose public halls & community buildings	79 =	6 =	80	8
Public libraries	78 =	7 =	79	7
Roads	76 =	24 =	75	24
Footpaths	74 =	21 =	71	22
Environmental information	70 =	12 =	71	11
Sewerage system	63 ↓	4 =	71	5
Public toilets	63 ↓	18 =	68	15
Council's rubbish collection service	60 =	9 =	59	8
Environmental planning and policy	59 =	23 =	58	27
Emergency management	57 =	12 =	58	12
Water supply*	55 ↓	12 =	62	15
Stormwater services*	54 ↓	19 =	61	19

* the don't know reading is above the 2016 result

Key: = similar/on par
↓ below/slightly below

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)	75	9	16
Council's kerbside recycling service	82	2	16
Public library/library website	63	15	22
Council's refuse/waste transfer stations	50	27	23
Public toilets	51	22	27
Council's rubbish collection service	57	2	41

% read across

Recreational facilities, 84%, and

Council's kerbside recycling service, 84%,

... 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.

40% of Tasman District have in mind a recent Council action, decision or management they **approve** of (43% in 2016). This is similar to the Peer Group Average and slightly below the National Average.

The main actions/decisions mentioned are ...

- upgrade of Richmond/Queen Street, mentioned by 7% of all residents,
- beautification/upgrades/upkeep of parks/reserves/public areas, 5%,
- cycleways/walkways, 4%.

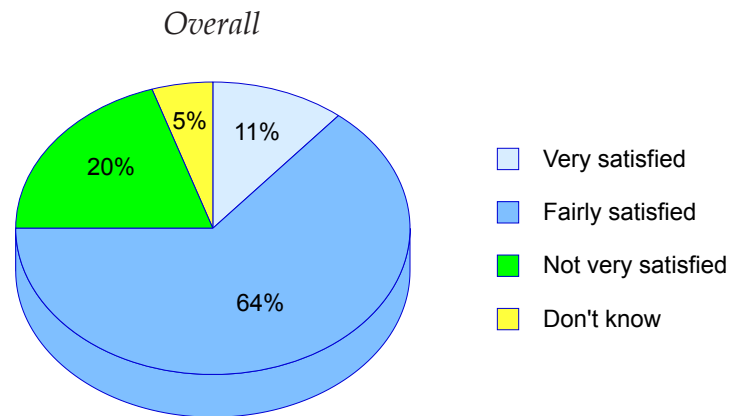
49% of residents have in mind a recent Council action, decision or management they **disapprove** of (44% in 2016). This is above the Peer Group Average and on par with the National Average.

The main actions/decisions mentioned are ...

- dam issues, mentioned by 10% of all residents,
- lack of consultation/information/not listening, 7%,
- Council spending/overspending/debt/priorities wrong, 6%,
- town planning/developments, 5%,
- water supply issues, 5%.

RATES

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



The percent not very satisfied (20%) is on par with the Peer Group Average and slightly below the National Average.

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

- rates too high/increases/too high for services received/used, mentioned by 5% of all residents
- some areas neglected/unfair allocation of rates money 5%
- waste money/priorities wrong/overspending/debt/admin costs 4%
- roading could be improved/spend more on cycleways 3%

* multiple responses allowed

CONTACT WITH COUNCIL

Type Of Contact

39% of residents have contacted the Council offices in the last 12 months by phone (42% in 2016), with 44% contacting the Council offices in person (43% in 2016) and 8% contacting the Council offices in writing (7% in 2016). 18% of residents have contacted Council offices by email (19% in 2016) and 5% have contacted them by online contact form (5% in 2016).

Overall, 62% of residents have contacted the Council offices in the last 12 months (65% in 2016).

Satisfaction With Service Received When Contacted The Council Offices

Very satisfied	50% of residents contacting Council in the last 12 months (44% in 2016)
Fairly satisfied	40% (41% in 2016)
Not very satisfied	10% (15% in 2016)
Don't know	0% (0% in 2016)

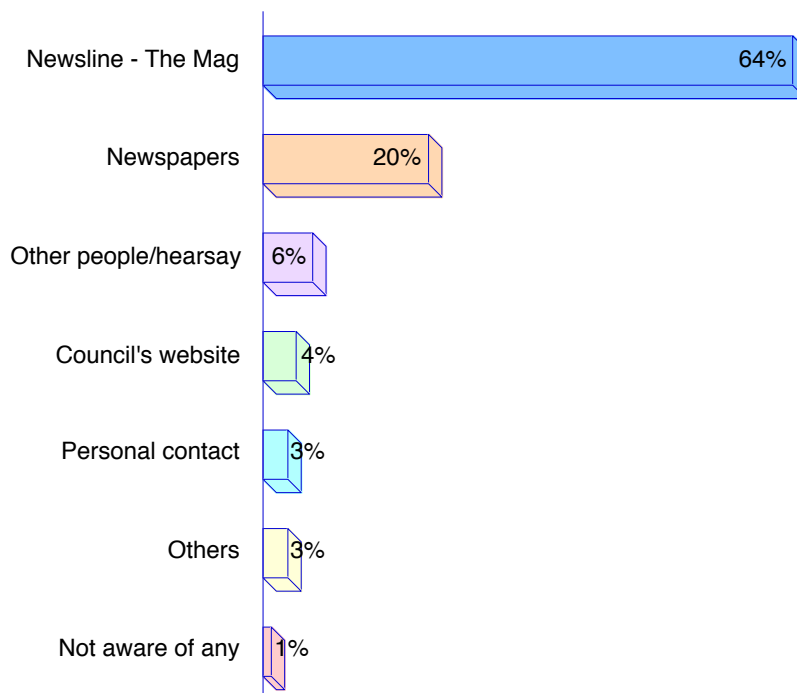
Base = 240

INFORMATION

Preference For Accessing Council Services/Information

Face-to-face at a customer counter	37%	of all residents
At home on computer	32%	
By phoning Council	27%	
Via an app on smartphone/ tablet device	2%	
Other	2%	
No preference	1%	

Main Source Of Information About Council



(Does not add to 100% due to rounding)

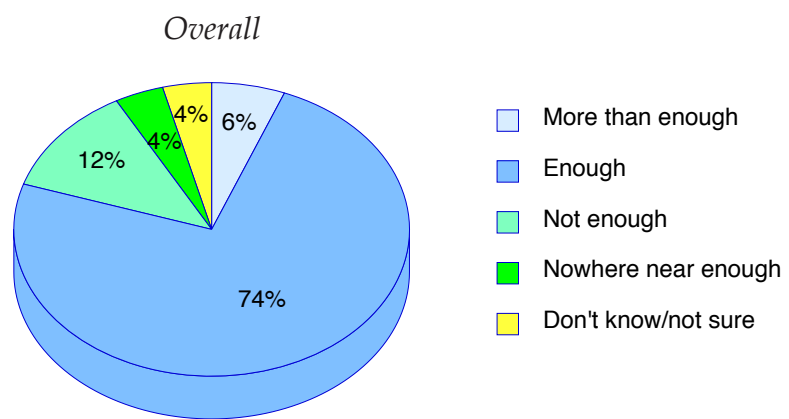
Seen, Read Or Heard Information From Council

95% of residents say they have seen, read or heard information from the Council, specifically for the community, in the last 12 months (88% in 2016) in the form of ...

Newsline - The Mag	94% of these residents [†] (96% in 2016)
Council advertisements in newspapers	67% (69% in 2016)
Council website	52% (46% in 2016)
Long-Term Plan	49% (48% in 2016)
The Draft Annual Plan or the Draft Annual Plan Summary	43% (41% in 2016)
Information available from the Council offices or libraries	36% (43% in 2016)
Council advertisements on the radio	28% (30% in 2016)
Council's library website	28% (21% in 2016)

[†]Base = 379 (residents who have seen/read or heard information from the Council)

Sufficiency Of Information Supplied By Council



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

LOCAL ISSUES

Place To Live

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

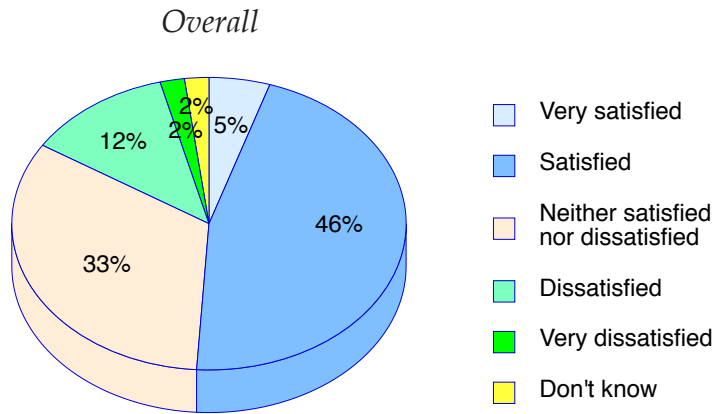
Better	34%
About the same	55%
Worse	8%
Don't know	4%

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

The percent saying 'better' (34%) is similar to the Peer Group Average and on par with the National Average.

Consultation

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



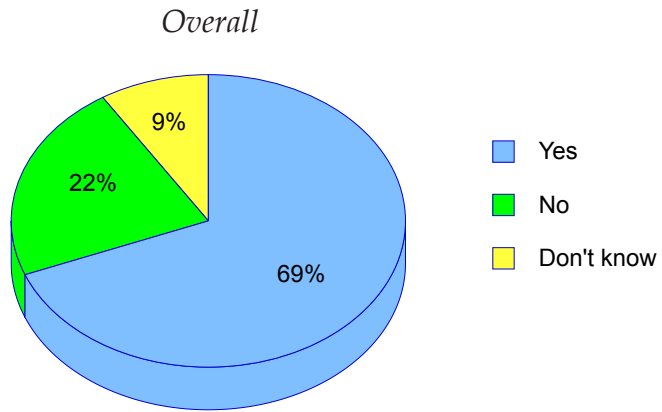
The very satisfied /satisfied reading (51%) is slightly above the Peer Group and National Averages. The latter readings refer to satisfaction with the way Council **involves** the public.

Level Of Agreement Regarding The Following Statements

	Mean	1 Strongly disagree %	2 %	3 %	4 %	5 Neither agree nor disagree %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
Tasman District Council leads on matters of importance to its communities	6	2	2	5	3	38	19	18	7	2	2	2
Overall Tasman District Council makes the right decisions	6	3	1	9	8	22	14	26	14	1	1	1
Tasman District Council listens and acts on the needs of residents	5	5	5	10	13	17	16	20	11	1	-	2
Mayor and Councillors display sound and effective leadership [†]	6	4	4	6	8	21	18	20	11	2	1	4
Council managers and staff are competent [†]	6	2	3	3	7	22	15	22	15	2	2	5
Tasman District Council is effective	6	2	2	3	6	22	18	25	16	3	2	1
Tasman District Council provides good value for rates dollars spent	6	6	3	7	12	19	15	19	12	3	1	3

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

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



The percent saying 'Yes' is on par with the Peer Group Average and above the National Average.

* * * * *

D. MAIN FINDINGS

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

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

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

In this group are ...

Buller District Council
 Carterton District Council
 Central Hawke's Bay District Council
 Central Otago District Council
 Clutha District Council
 Far North District Council
 Hauraki District Council
 Hurunui District Council
 Kaikoura District Council
 Kaipara District Council
 MacKenzie District Council
 Manawatu District Council
 Matamata-Piako District Council
 Opotiki District Council
 Otorohanga District Council
 Rangitikei District Council

Ruapehu District Council
 Selwyn District Council
 South Taranaki District Council
 South Wairarapa District Council
 Southland District Council
 Stratford District Council
 Tararua District Council
 Waikato District Council
 Waimakariri District Council
 Waimate District Council
 Wairoa District Council
 Waitaki District Council
 Waitomo District Council
 Western Bay of Plenty District Council
 Westland District Council

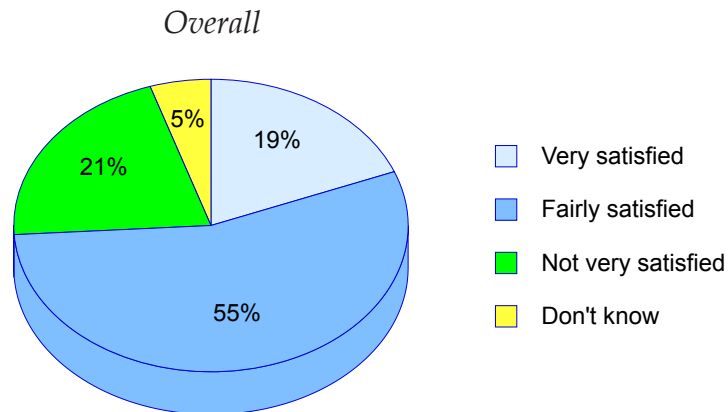


1. COUNCIL SERVICES/FACILITIES

A. SATISFACTION WITH COUNCIL SERVICES AND FACILITIES

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

i. Footpaths



74% of Tasman residents are satisfied with footpaths in their District (71% in 2016), while 21% are not very satisfied.

The percent not very satisfied is slightly below the Peer Group Average and similar to the National Average and the 2016 reading.

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

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

Satisfaction With Footpaths

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	19	55	74	21	5
2016	22	49	71	22	7
2015	24	49	73	19	8
2014	19	51	70	23	7
2013	19	57	76	19	5
2012	17	54	71	22	7
2011	20	51	71	20	9
2010	16	56	72	23	5
2009	20	57	77	17	6
2008	18	53	71	21	8
2005	16	55	71	22	7
2002	15	56	71	18	11
1999	9	59	68	24	8
1996	17	47	64	25	11
Comparison					
Peer Group (Rural)	16	44	60	27	13
National Average	23	49	72	23	5
Ward					
Lakes-Murchison	27	36	63	26	11
Golden Bay [†]	18	42	60	25	14
Motueka [†]	17	49	66	31	2
Moutere-Waimea	19	59	78	15	7
Richmond	19	66	85	13	2
Gender					
Male [†]	19	56	75	16	8
Female	19	54	73	25	2

% read across

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

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

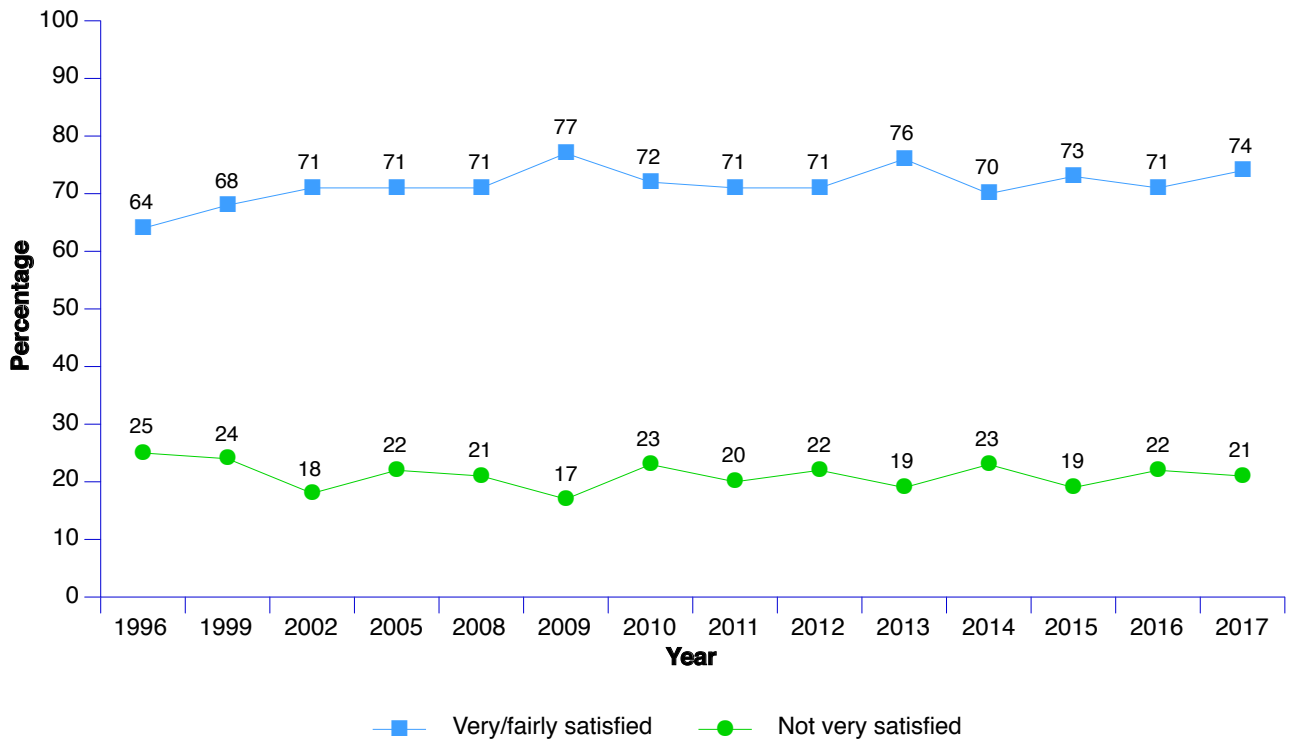
- uneven/cracked/rough/broken/bumpy/potholes,
- poor design/narrow/difficult access,
- no footpaths/lack of footpaths/only on one side.

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

	Total District 2017 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Uneven/cracked/rough/broken/ bumpy/potholes	7	6	3	15	1	7
Poor design/narrow/difficult access	6	18	7	8	2	3
No footpaths/lack of footpaths/ only on one side	5	2	12	7	5	3

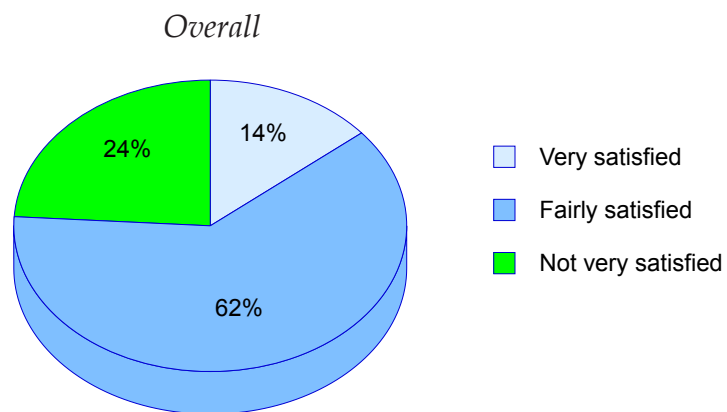
* multiple responses allowed

Footpaths



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

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



76% 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 2016 results.

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

Richmond Ward residents are **less** likely to be not very satisfied with roads, than other Ward residents.

Satisfaction With Roads, Excluding State Highways

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	14	62	76	24	-
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)	17	59	76	23	1
National Average	21	54	75	25	-
Ward					
Lakes-Murchison	5	53	58	42	-
Golden Bay†	20	44	64	35	-
Motueka	11	63	74	26	-
Moutere-Waimea†	20	53	73	28	-
Richmond	12	78	90	10	-

% read across

* readings prior to 2013 do not exclude State Highways

† does not add to 100% due to rounding

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

- potholes/uneven/rough/bumpy,
- poor condition/need upgrading/improving,
- lack of maintenance/slow to maintain.

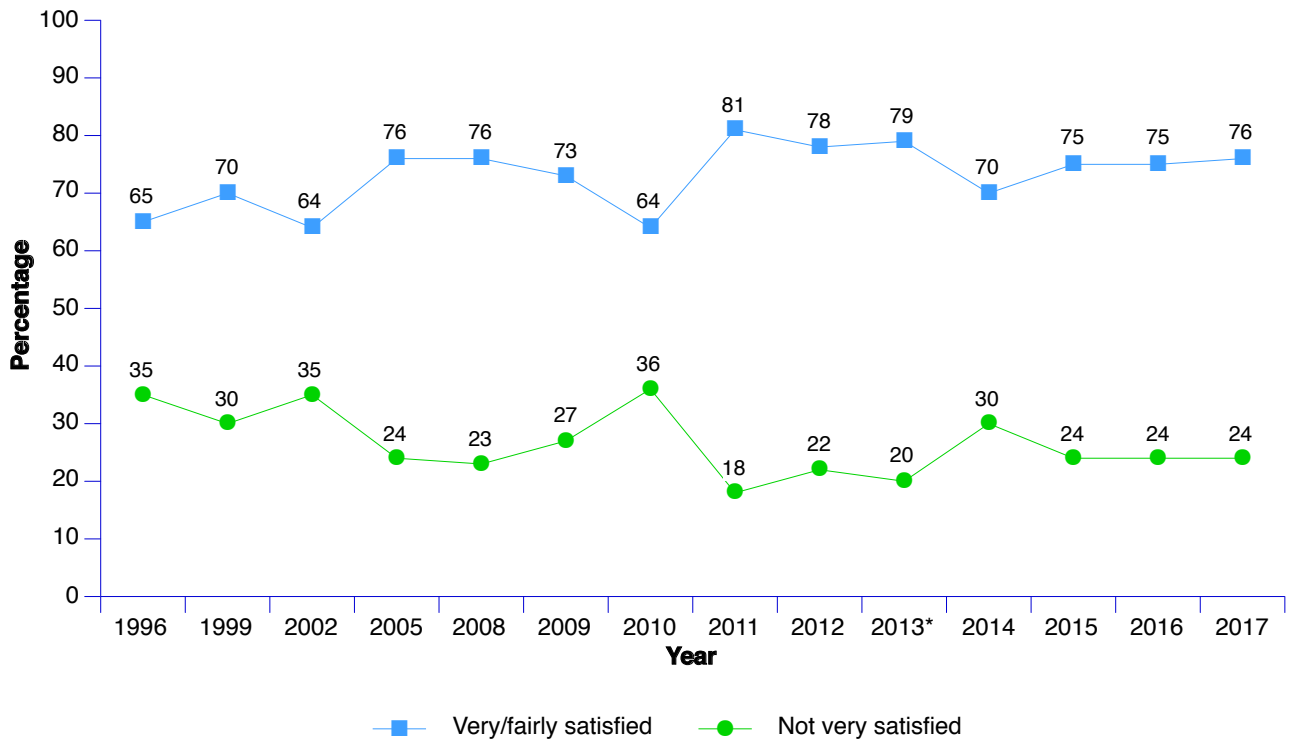
Summary Table: Main Reasons* For Being Not Very Satisfied With Roads

	Total District 2017 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Potholes/uneven/ rough/bumpy	9	18	20	11	7	4
Poor condition/need upgrading/ improving	6	9	10	11	5	2
Lack of maintenance/slow to maintain	6	19	12	3	9	-

* multiple responses allowed

NB: no other reason is mentioned by 4% of all residents

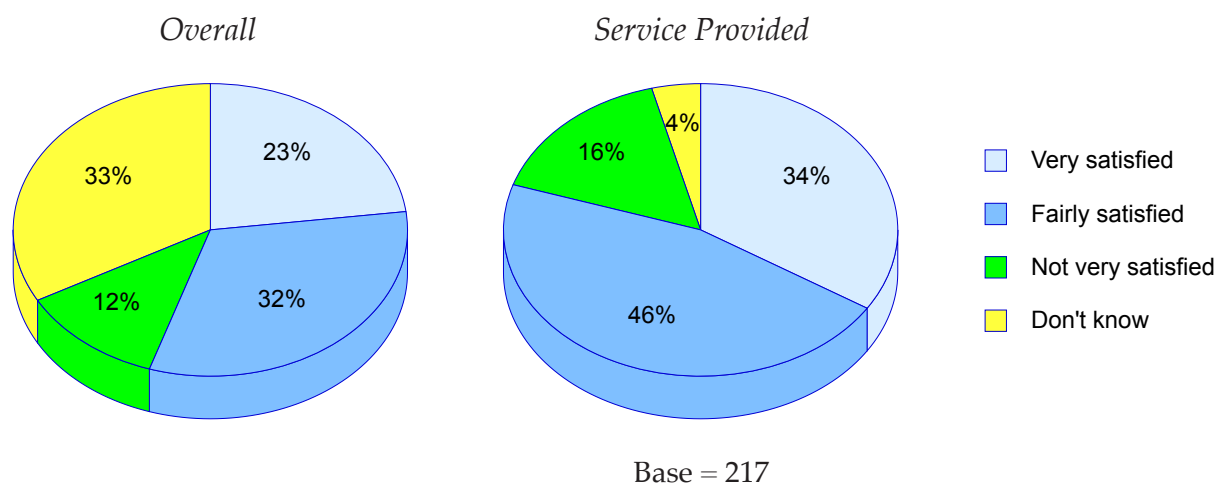
Roads



* readings prior to 2013 do not exclude State Highways

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

iii. Water Supply



55% of residents are satisfied with the water supply (62% in 2016), while 12% are not very satisfied and 33% are unable to comment (22% in 2016).

Tasman District residents are similar to their Peer Group counterparts and on par with residents nationwide, and the 2016 reading, with regards to the percent not very satisfied with the water supply.

56% of residents receive a piped supply (61% in 2016). Of these, 80% are satisfied and 16% are not very satisfied.

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

Satisfaction With Water Supply

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	23	32	55	12	33
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	34	46	80	16	4
Comparison					
Peer Group (Rural)	29	29	58	14	28
National Average	50	31	81	9	10
Ward					
Lakes-Murchison	21	26	47	14	39
Golden Bay [†]	4	-	4	19	78
Motueka	18	28	46	7	47
Moutere-Waimea	19	30	49	16	35
Richmond [†]	36	49	85	10	4

% 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 ...

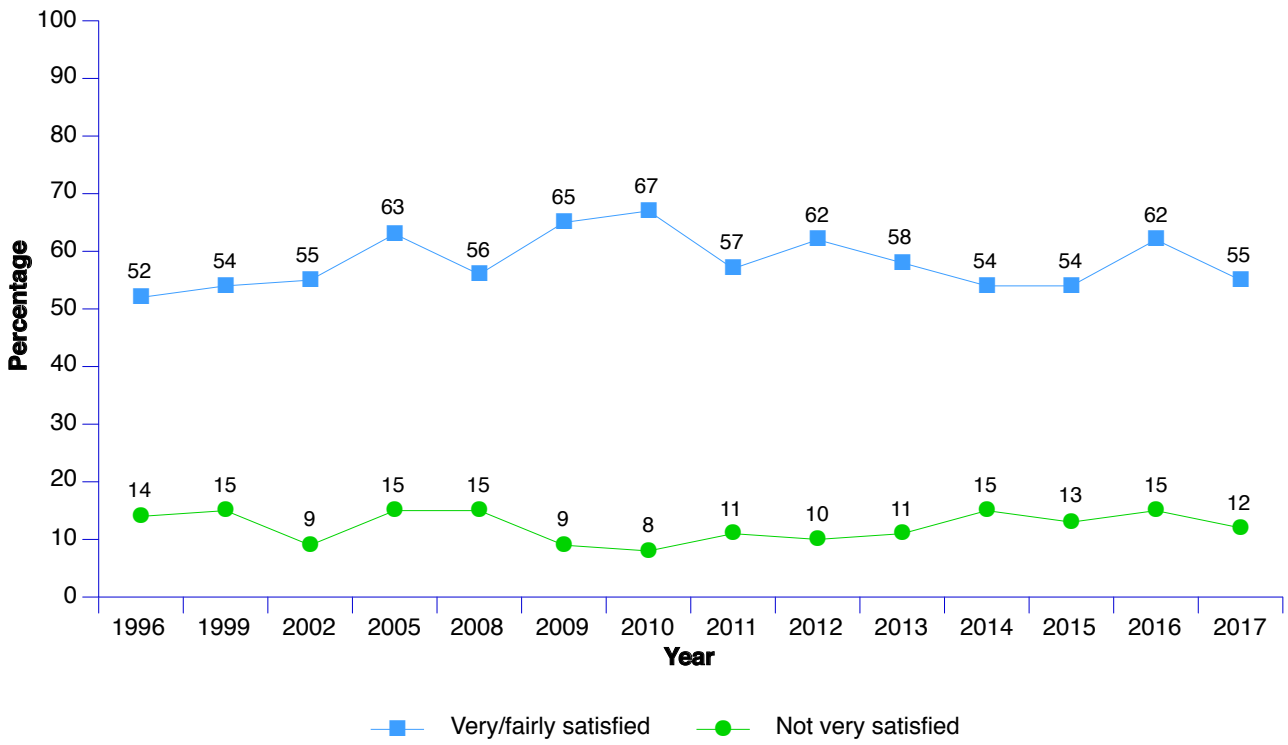
- cost issues/too expensive/paying for water we don't use,
- inadequate/limited supply/need more dams,
- poor quality of water/substandard.

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

	Total District 2017 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Cost issues/too expensive/ paying for water we don't use	4	-	11	4	4	1
Inadequate/limited supply/ need more dams	2	-	-	2	5	2
Poor quality of water/substandard	2	-	-	-	6	3

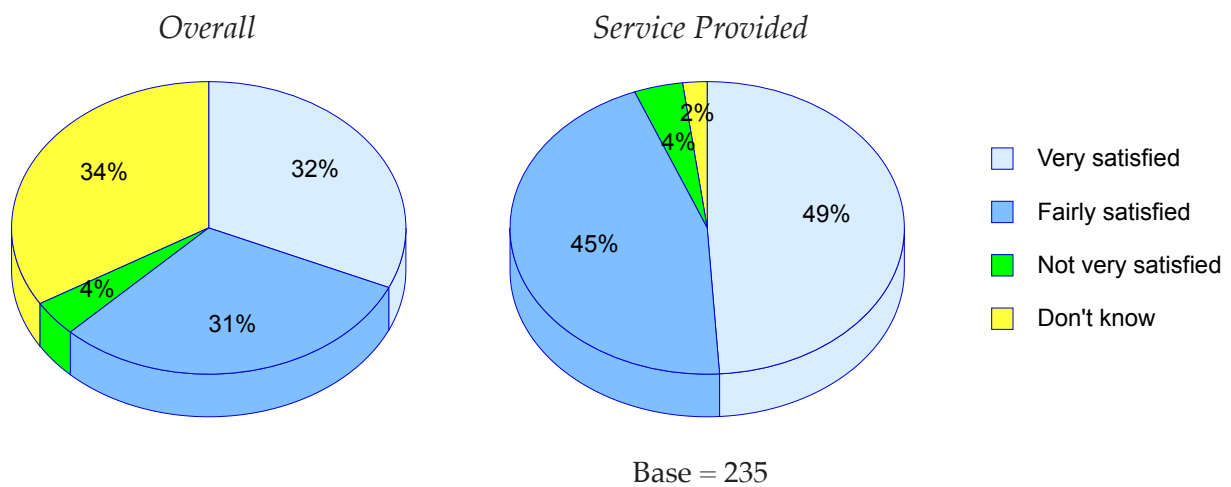
* multiple responses allowed

Water Supply



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 55%
 Receivers of Service = 80%

iv. Sewerage System



63% of residents are satisfied with the District's sewerage system (71% in 2016), including 32% who are very satisfied (38% in 2016). 4% are not very satisfied, while 34% are unable to comment (24% in 2016).

The percent not very satisfied (4%) is similar to the Peer Group and National Averages and the 2016 reading.

59% of residents are provided with a sewerage system (63% in 2016). Of these, 94% 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 2017 [†]	32	31	63	4	34
2016	38	33	71	5	24
2015	43	22	65	2	33
2014	34	33	67	7	26
2013	42	24	66	6	28
2012 [†]	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	49	45	94	4	2
Comparison					
Peer Group (Rural)	32	30	62	5	33
National Average	48	33	81	6	13
Ward					
Lakes-Murchison	31	13	44	2	54
Golden Bay	22	13	35	7	58
Motueka	28	43	71	4	25
Moutere-Waimea [†]	22	17	39	8	54
Richmond [†]	46	42	88	-	11

% read across

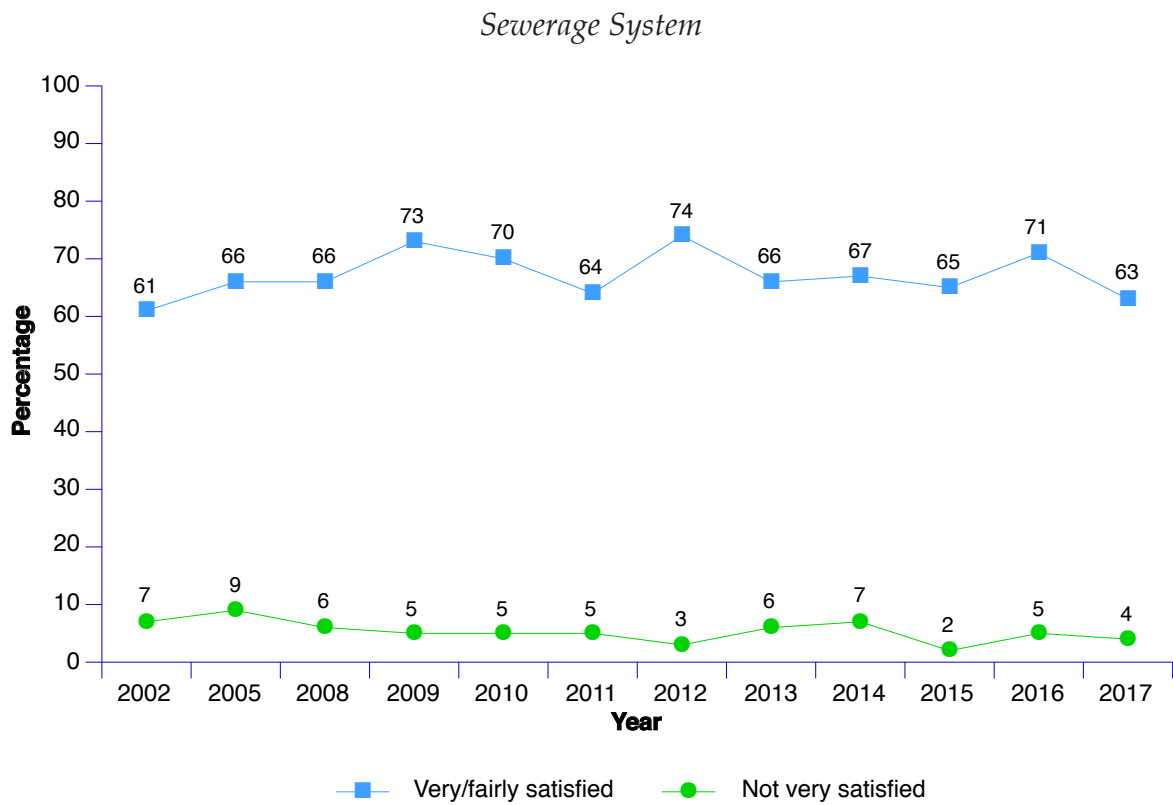
* not asked in 1996 and 1999

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

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

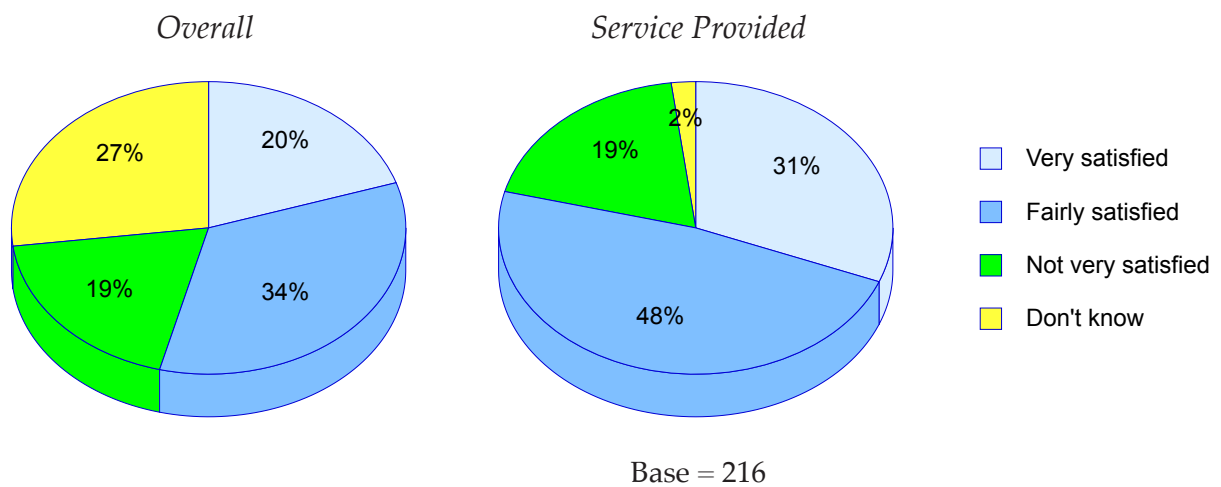
- inadequate system/blockages/overflows, mentioned by 2% of all residents,
- no sewerage, 1%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 63%
 Receivers of Service = 94%

v. Stormwater Services



54% of residents are satisfied with the stormwater services (61% in 2016), while 19% are not very satisfied and 27% are unable to comment (20% in 2016).

The percent not very satisfied (19%) is on par with the Peer Group Average and slightly above the National Average.

55% of residents are provided with a piped stormwater collection (58% in 2016) and, of these, 79% are satisfied and 19% not very satisfied.

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

Satisfaction With The Stormwater Services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	20	34	54	19	27
2016	26	35	61	19	20
2015	29	28	57	15	28
2014	21	36	57	27	16
2013 [†]	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	31	48	79	19	2
Comparison					
Peer Group (Rural)	20	35	55	17	28
National Average	36	39	75	14	11
Ward					
Lakes-Murchison	15	22	37	23	40
Golden Bay [†]	8	13	21	24	54
Motueka	21	42	63	26	11
Moutere-Waimea [†]	13	27	40	13	48
Richmond	29	46	75	16	9
Length of Residence					
Lived there 10 years or less	22	49	71	8	21
Lived there more than 10 years	19	31	50	22	28

% read across

* not asked prior to 2005

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

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

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

Summary Table:

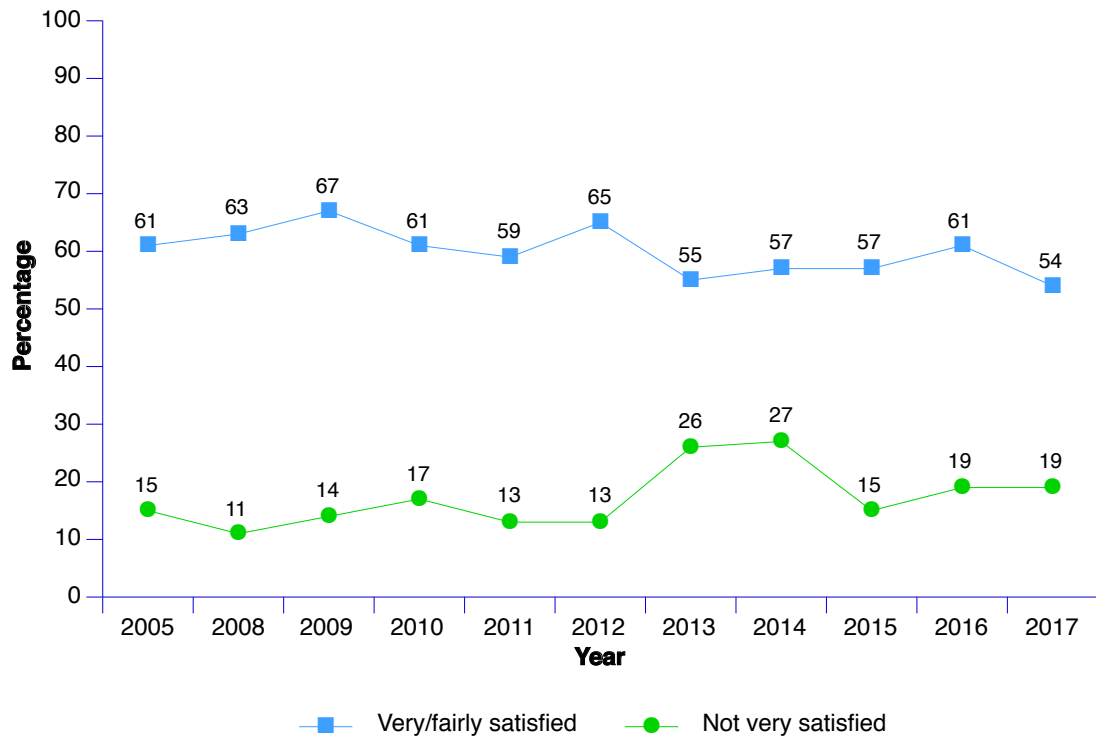
Main Reasons* For Being Not Very Satisfied With The Stormwater Services

	Total District 2017 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Flooding in street/area/surface flooding	10	21	9	17	1	9
Drains/culverts blocked/need cleaning/maintenance	5	2	12	5	6	2
Poor drainage/inadequate system/needs upgrading/improving	5	2	1	5	3	7

* multiple responses allowed

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

Stormwater Services



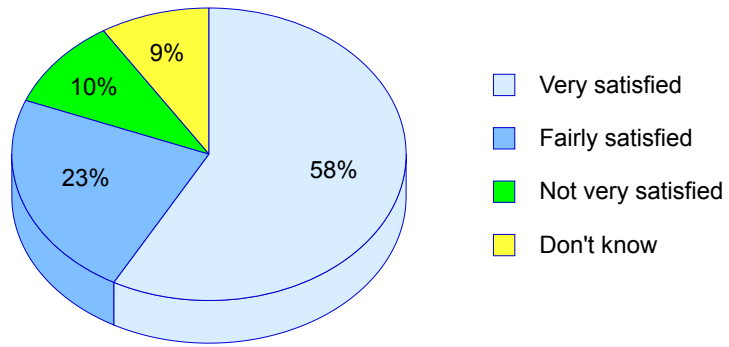
Recommended Satisfaction Measure For Reporting Purposes:

Total District = 54%

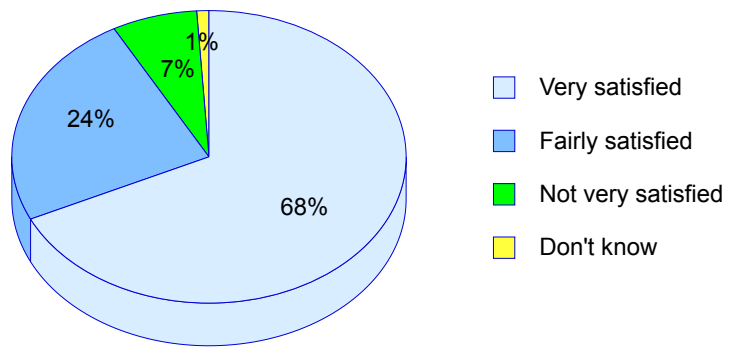
Service Provided = 79%

vi. Kerbside Recycling

Overall

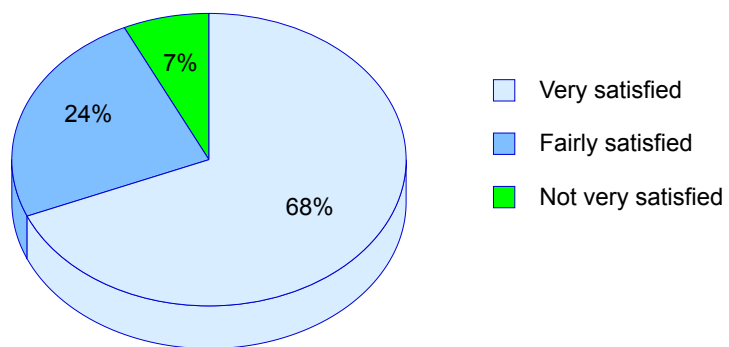


Receivers Of Service



Base = 338

Used Council's Kerbside Recycling Service



Base = 332

81% of residents are satisfied with kerbside recycling, including 58% who are very satisfied (51% in 2016). 10% are not very satisfied and 9% are unable to comment.

The percent not very satisfied (10%) is similar to the Peer Group Average[†] and on par with the National Average[†] and the 2016 reading.

85% of residents say that where they live, Council provides a regular recycling service. Of these 92% are satisfied and 7% not very satisfied.

84% of households have used the Council's kerbside recycling services in the last 12 months. Of these 'users', 92% are satisfied and 7% are not very satisfied.

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

[†] 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 2017	58	23	81	10	9
2016	51	31	82	7	11
2015	54	25	79	8	13
2014	48	30	78	7	15
2013 [†]	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	68	24	92	7	1
Users of kerbside recycling service [†]	68	24	92	7	-
Comparison**					
Peer Group (Rural)	45	30	75	12	13
National Average	53	28	81	14	5
Ward					
Lakes-Murchison	28	18	46	39	15
Golden Bay	66	3	69	7	24
Motueka [†]	62	31	93	3	5
Moutere-Waimea	46	21	67	17	16
Richmond	69	27	96	3	1

% read across

* 2002 readings refer to recycling only

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

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

† does not add to 100% due to rounding

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

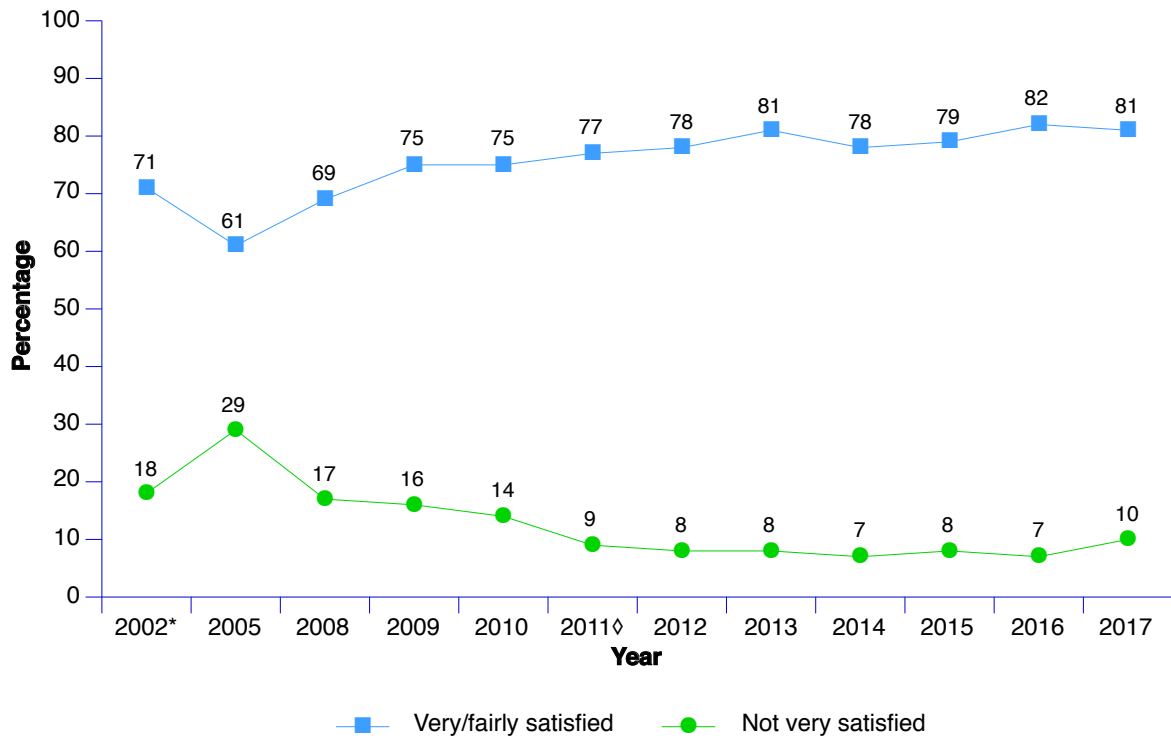
- no kerbside recycling / our road not on route,
- collectors do not take everything / leave a mess.

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

	Total District 2017 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
No kerbside recycling/ our road not on route	5	34	-	-	9	1
Collectors do not take everything/ leave a mess	2	2	6	-	3	1

* multiple responses allowed

Kerbside Recycling



* 2002 readings refer to recycling only

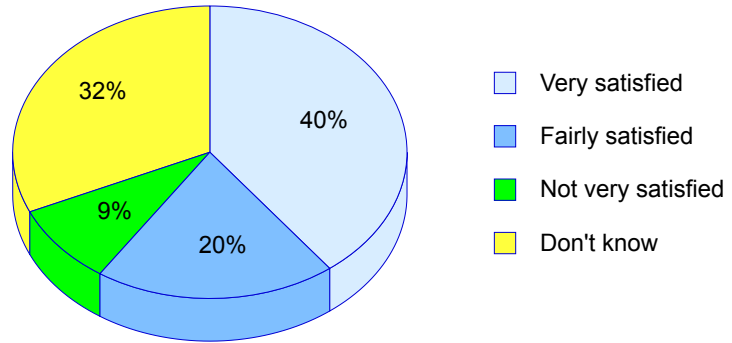
[◇] readings prior to 2011 refer to rubbish collection and kerbside recycling

Recommended Satisfaction Measure For Reporting Purposes:

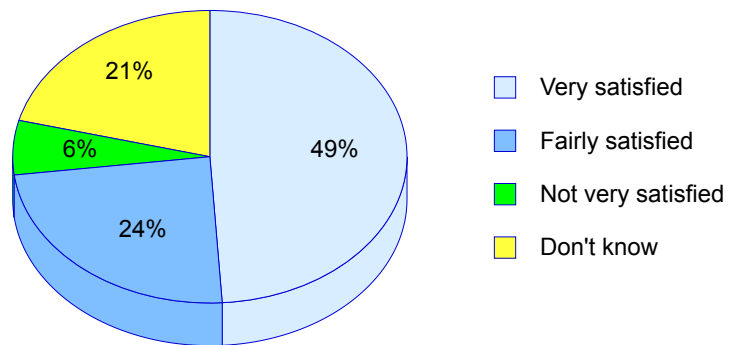
Total District	= 81%
Receivers of kerbside recycling service	= 92%
Users of kerbside recycling service	= 92%

vii. Council's Rubbish Collection Service

Overall

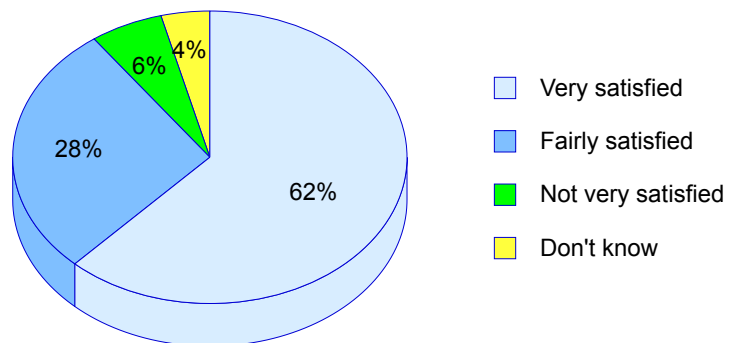


Service Provided



Base = 320

Users



Base = 247

60% of residents are satisfied with the Council's rubbish collection service, including 40% who are very satisfied (35% in 2016). 9% are not very satisfied and a large percentage (32%) are unable to comment.

The percent not very satisfied (9%) is on par with the Peer Group Average and similar to the National Average and the 2016 reading.

80% of residents say they are provided with a regular rubbish collection by Council, with 73% being satisfied with rubbish collection and 6% not very satisfied.

59% of residents say they, or a member of their household, have used Council's rubbish collection services, in the last 12 months (54% in 2016). Of these, 90% are satisfied and 6% not very satisfied.

Lakes-Murchison Ward residents are more likely to be not very satisfied with Council's rubbish collection service, than other Ward residents.

Satisfaction With Council's Rubbish Collection Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017 [†]	40	20	60	9	32
2016	35	24	59	8	33
2015	36	17	53	6	41
2014	32	22	54	7	39
2013	39	17	56	7	37
2012 ^{**}	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	49	24	73	6	21
Users	62	28	90	6	4
Comparison					
Peer Group (Rural) [†]	39	27	66	13	20
National Average	52	28	80	9	11
Ward					
Lakes-Murchison	22	17	39	30	31
Golden Bay [†]	55	3	58	1	40
Motueka	45	27	72	5	23
Moutere-Waimea	35	19	54	11	35
Richmond	40	21	61	7	32

% read across

* 2002 readings refer to recycling only

** 2012 readings refer to rubbish collection

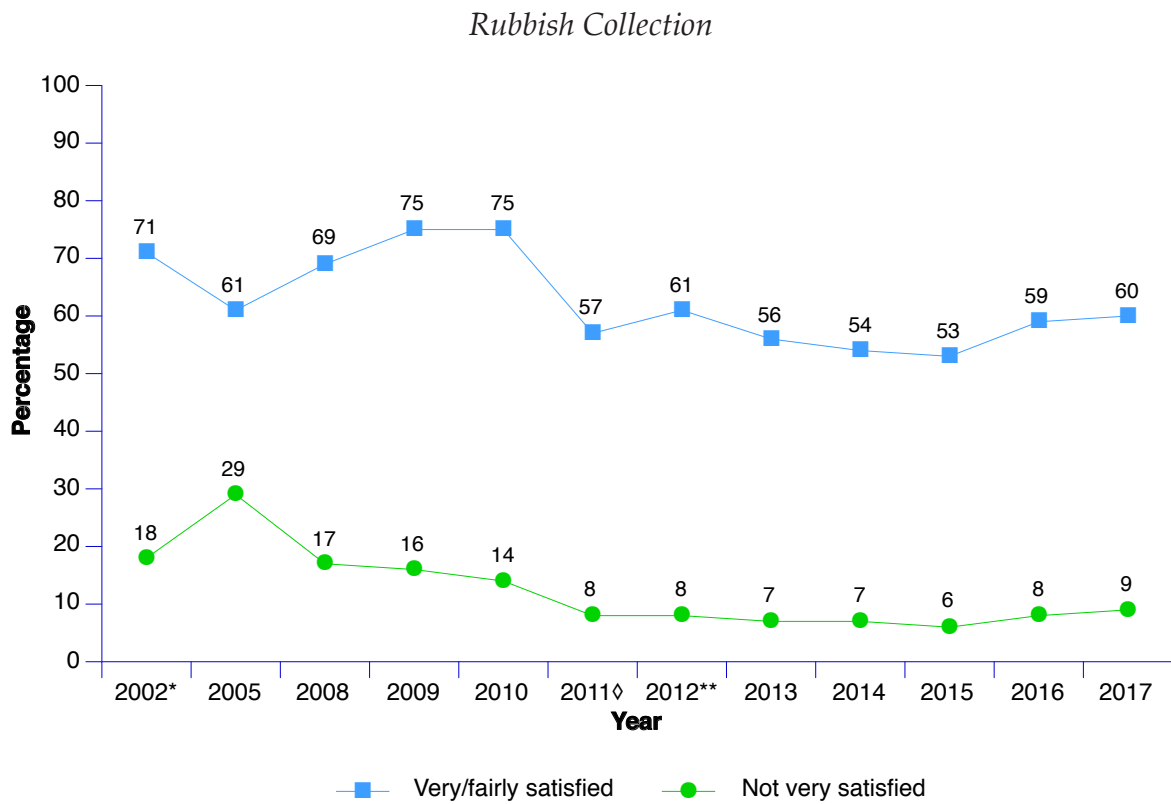
◇ readings prior to 2011 refer to rubbish collection and kerbside recycling

† does not add to 100% due to rounding

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

- no collection service, mentioned by 3% of all residents,
- use other services / contractors, 2%.

* multiple responses allowed



* 2002 readings refer to recycling only

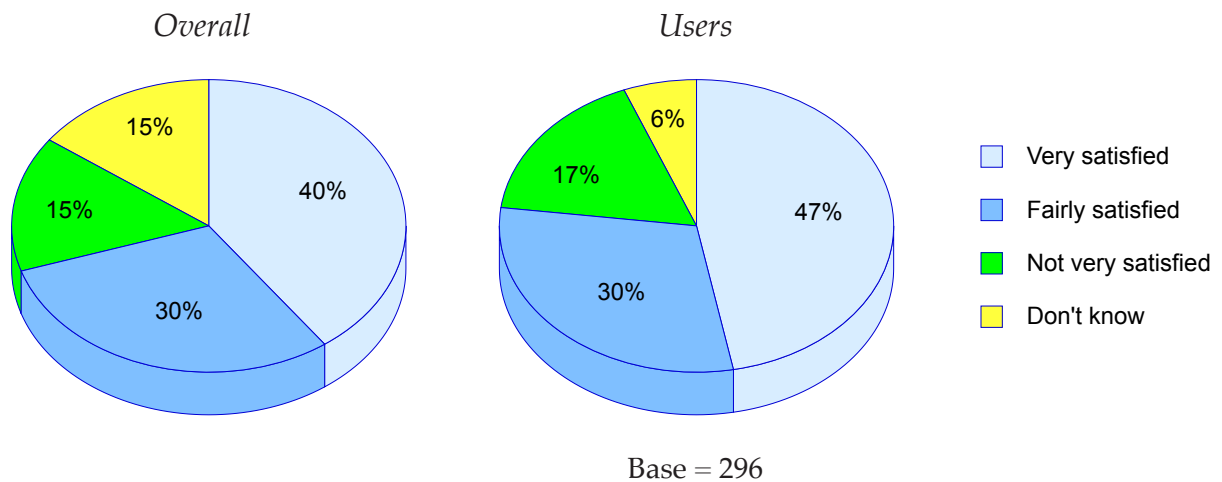
** 2012 readings refer to rubbish collection

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

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	60%
Service Provided	=	73%
Users	=	90%

viii. Refuse/Waste Transfer Stations



70% of residents are satisfied with refuse/waste transfer stations, including 40% who are very satisfied, while 15% are not very satisfied. 15% are unable to comment.

The percent not very satisfied (15%) is similar to the Peer Group and National Averages for **refuse disposal**.

77% of households have used the Council refuse/waste transfer stations in the last 12 months. Of these 'users', 77% are satisfied and 17% not very satisfied.

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

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

Satisfaction With Refuse/Waste Transfer Stations

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	40	30	70	15	15
2014	41	33	74	14	12
Users	47	30	77	17	6
Comparison**					
Peer Group (Rural)	30	33	63	13	24
National Average	31	33	64	17	19
Ward					
Lakes-Murchison†	25	28	53	29	19
Golden Bay	84	8	92	5	3
Motueka	36	35	71	16	13
Moutere-Waimea	28	31	59	17	24
Richmond	40	32	72	13	15
Length of Residence					
Lived there 10 years or less	42	37	79	8	13
Lived there more than 10 years	39	28	67	17	16

% read across

* not asked prior to 2014. 2014 reading refers to Refuse Centres only.

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

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with the refuse/waste transfer stations are ...

- too expensive/illegal dumping of rubbish,
- limited opening hours.

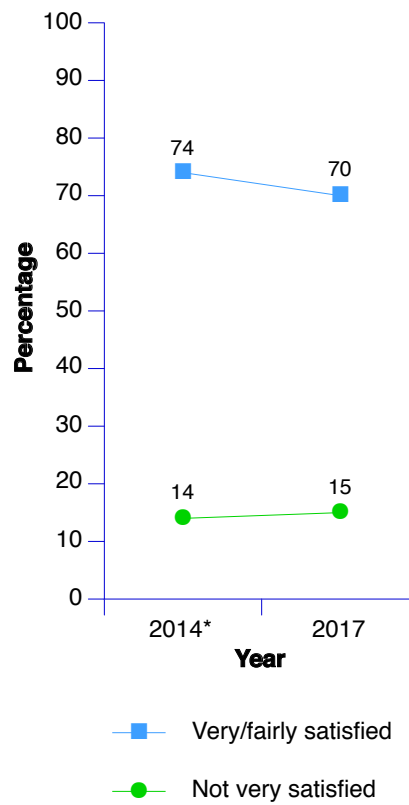
Summary Table:

Main Reasons* For Being Not Very Satisfied With Refuse/Waste Transfer Stations

	Total District 2017 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Too expensive/ illegal dumping of rubbish	11	9	4	12	13	11
Limited opening hours	2	20	-	-	1	-

* multiple responses allowed

Refuse/Waste Transfer Stations



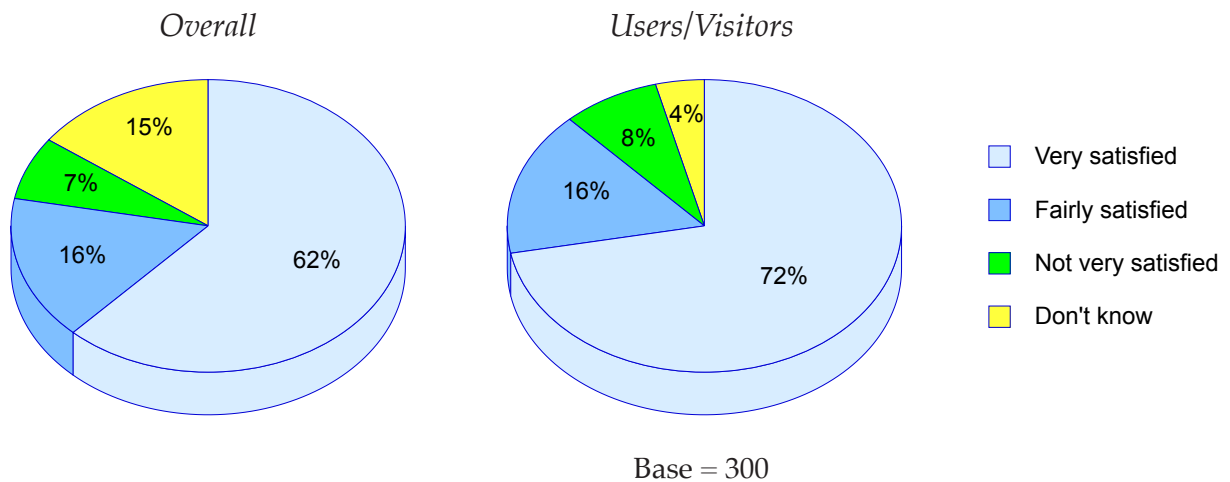
* 2014 reading refers to Refuse Centres only

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 70%

Users = 77%

ix. Public Libraries



78% of residents are satisfied with the District's public libraries, including 62% who are very satisfied (59% in 2016). 7% are not very satisfied and 15% are unable to comment.

The percent not very satisfied is on par with the Peer Group and National Averages and similar to the 2016 result.

78% of households have used/visited a public library or library website in the last 12 months (75% in 2016). Of these, 88% are satisfied and 8% 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. However, it appears that Motueka Ward residents are slightly more likely to feel this way, than other Ward residents.

Satisfaction With Public Libraries

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	62	16	78	7	15
2016	59	20	79	7	14
2015	65	16	81	4	15
2014	64	18	82	4	14
2013	67	16	83	4	13
2012	67	19	86	3	11
2011	68	14	82	5	13
2010	66	18	84	3	13
2009	60	24	84	1	15
2008	52	30	82	4	14
2005	53	29	82	4	14
2002	55	31	86	5	9
Users/Visitors	72	16	88	8	4
Comparison					
Peer Group (Rural)	57	23	80	3	17
National Average	69	17	86	3	11
Ward					
Lakes-Murchison	45	33	88	6	16
Golden Bay	77	7	84	7	9
Motueka	52	15	67	18	15
Moutere-Waimea	61	16	77	3	20
Richmond	70	15	85	2	13

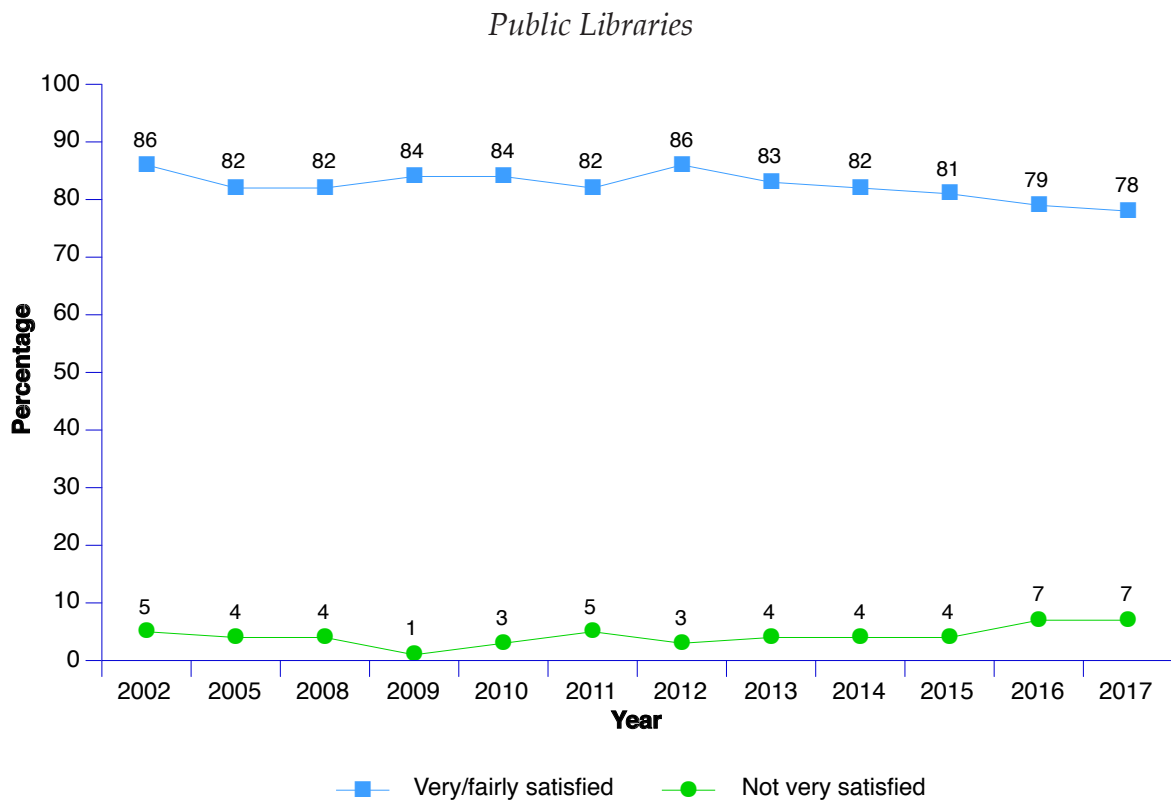
% read across

* not asked in 1996 or 1999

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

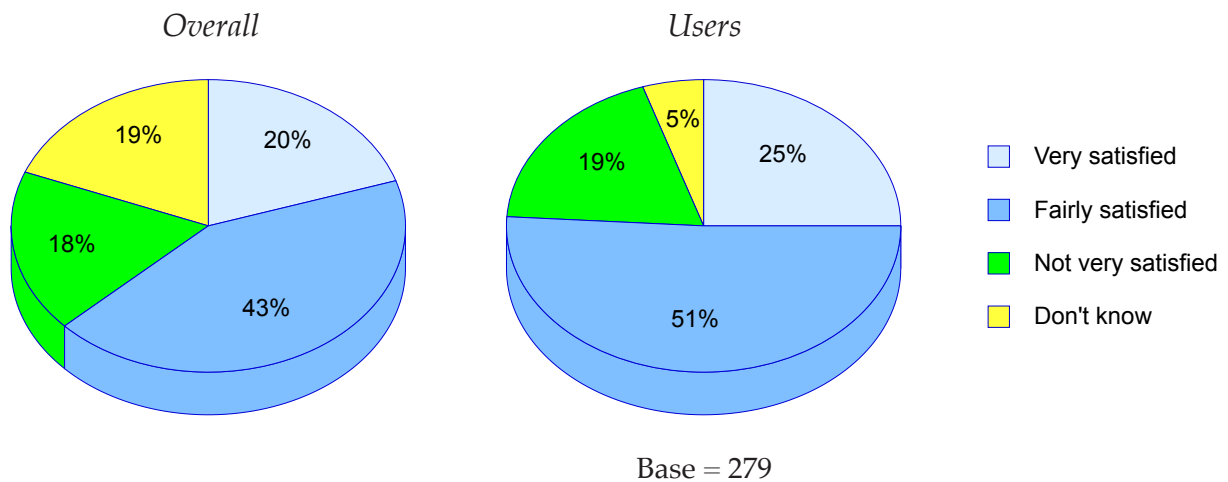
- too small, mentioned by 2% of all residents,
- issues with free wifi access / visitors should be charged, 2%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 78%
 Users/Visitors = 88%

x. Public Toilets



63% of residents are satisfied with public toilets in the District (68% in 2016). 18% are not very satisfied and 19% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages and on par with the 2016 reading.

73% of households have used a public toilet in the last 12 months. Of these, 76% are satisfied (81% in 2016) and 19% are not very satisfied (15% in 2016).

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

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

Satisfaction With Public Toilets

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District	20	43	63	18	19
2017	20	43	63	18	19
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	25	51	76	19	5
Comparison					
Peer Group (Rural)	32	36	68	18	14
National Average	26	41	67	17	16
Ward					
Lakes-Murchison	25	45	70	19	11
Golden Bay	39	25	64	22	14
Motueka	22	38	60	27	13
Moutere-Waimea	19	46	65	16	19
Richmond	11	51	62	10	28
Gender					
Male	21	45	66	12	22
Female	19	42	61	23	16
Length of Residence					
Lived there 10 years or less	26	43	69	6	25
Lived there more than 10 years [†]	18	43	61	21	17

% read across

* not asked in 1996 or 1997

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

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

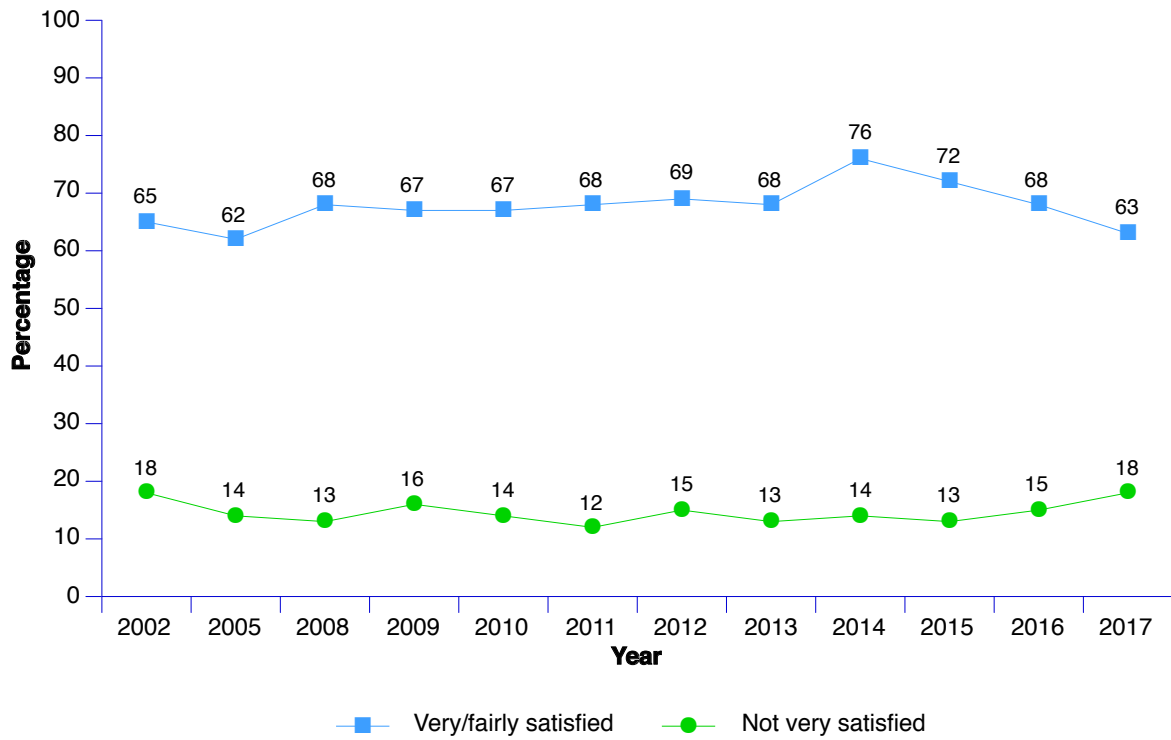
- need more toilets/not enough,
- grotty/not very inviting/need upgrading/maintenance,
- dirty/disgusting/smell/need cleaning more often.

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

	Total District 2017 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Need more toilets/not enough	8	17	9	10	5	6
Grotty/not very inviting/need upgrading/maintenance	6	-	-	10	10	2
Dirty/disgusting/smell/need cleaning more often	3	-	-	7	6	1

* multiple responses allowed

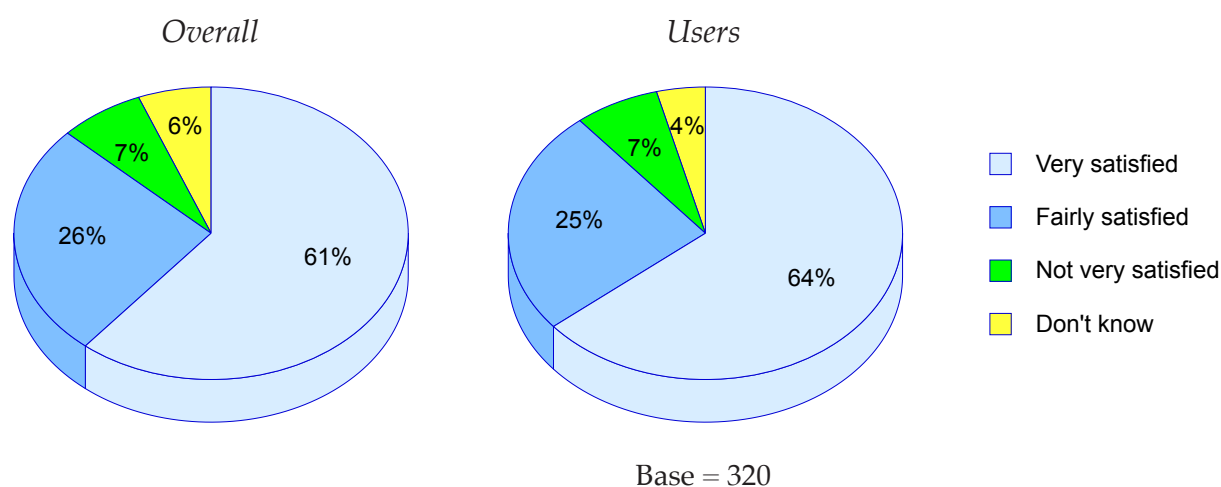
Public Toilets



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 63%
 Users = 76%

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



87% of residents overall are satisfied with the District's recreational facilities (92% in 2016), including 61% who are very satisfied, with 7% being not very satisfied. 6% are unable to comment (3% in 2016).

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, 89% are satisfied with these facilities (94% in 2016) and 7% are not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with recreational facilities. However, it appears that residents who live in a three or more person household are slightly more likely to feel this way, than those who live in a one or two person household.

Satisfaction With Recreational Facilities

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	61	26	87	7	6
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	64	25	89	7	4
Comparison**					
Peer Group (Rural)	53	35	88	5	7
National Average	58	33	91	5	4
Ward					
Lakes-Murchison	62	27	89	2	9
Golden Bay	45	26	71	15	14
Motueka [†]	55	33	88	9	4
Moutere-Waimea [†]	62	24	86	7	8
Richmond [†]	70	22	92	3	4
Household Size					
1-2 person household	61	27	88	3	9
3+ person household	61	25	86	10	4

% read across

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

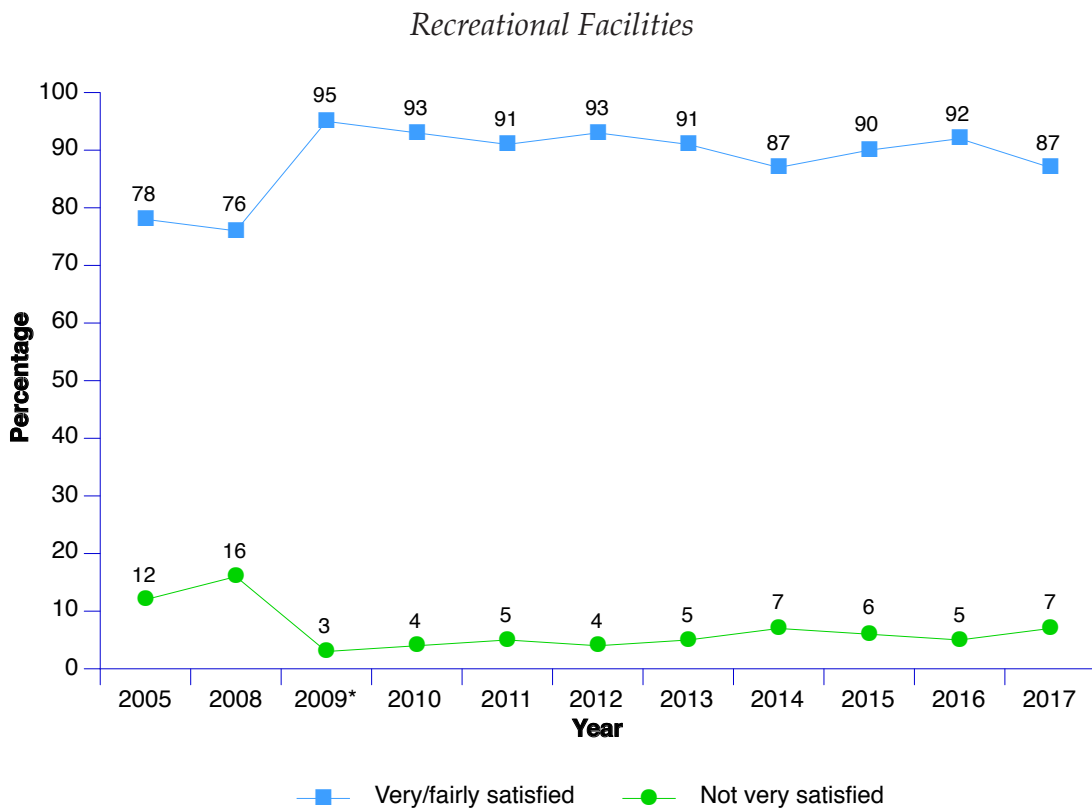
** the Peer Group and National Averages are the **averaged** readings for sportsfields and playgrounds **and** parks and reserves and these were asked separately in the 2016 National Communitrak Survey

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

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

- need more recreational facilities, mentioned by 2% of all residents,
- upgrade/improve facilities, 1%,
- maintenance/upkeep needed, 1%,
- handling of Recreation Centre issue, 1%,
- limited use/appeal, 1%.

* multiple responses allowed

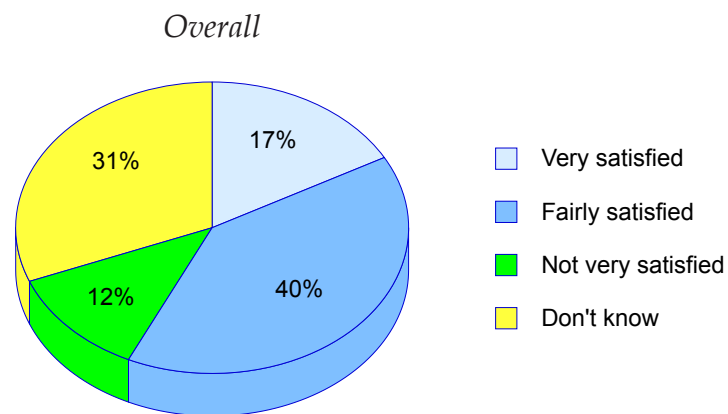


* readings prior to 2009 refer to recreational facilities, such as parks, playing fields, community halls and sports complexes. 2009 reading refers to **other** recreational facilities. (In 2009 residents were also asked satisfaction with swimming pools).

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 87%
 Users = 89%

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



57% of Tasman residents are satisfied with emergency management, while 12% are not very satisfied. 31%, are unable to comment. These readings are similar to the 2016 results.

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

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 2017	17	40	57	12	31
2016	21	37	58	12	30
2015	26	34	60	10	30
2014	25	44	69	12	19
2013	22	37	59	14	27
2012 [†]	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)	34	31	65	7	28
National Average	29	31	60	7	33
Ward					
Lakes-Murchison	32	30	62	15	23
Golden Bay	37	34	71	13	16
Motueka [†]	12	37	49	12	40
Moutere-Waimea [†]	11	40	51	14	35
Richmond	16	46	62	10	28

% read across

* not asked prior to 2008

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

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

- lack of information / not enough publicity / knowledge,
- not prepared / organised / delays in response / little help.

Summary Table:

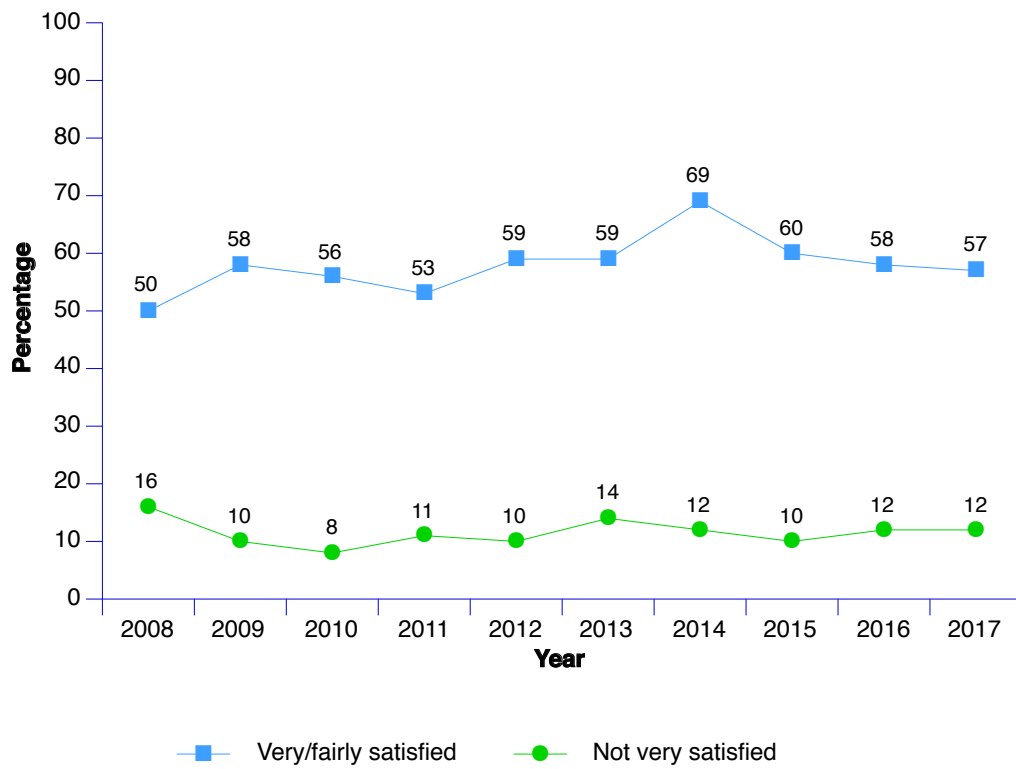
Main Reasons* For Being Not Very Satisfied With Emergency Management

	Total District 2017 %	Lakes- Murchison %	Golden Bay %	Ward Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Lack of information / not enough publicity / knowledge	7	6	8	8	6	6
Not prepared / organised / delays in response / little help	6	4	1	4	8	7

* multiple responses allowed

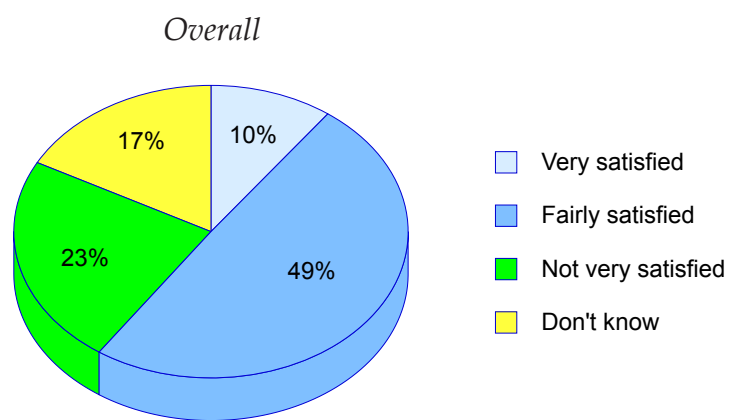
NB: no other reason mentioned by more than 2% of all residents

Emergency Management



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

xiii. Environmental Planning And Policy (that is planning and managing the natural resources like water, air quality, zoning land for various uses - not resource consents)



59% of Tasman residents are satisfied with environmental planning and policy, while 23% are not very satisfied and 17% are unable to comment (14% in 2016).

There are no comparative Peer Group and National Averages for this reading, but the not very satisfied reading is 4% below the 2016 result.

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

- Golden Bay Ward residents,
- residents aged 45 to 64 years,
- residents who live in a one or two person household.

Satisfaction With Environmental Planning And Policy

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017 [†]	10	49	59	23	17
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 [†]	4	47	51	28	20
Golden Bay	4	45	49	43	8
Motueka	10	45	55	20	25
Moutere-Waimea	13	42	55	25	20
Richmond	11	61	72	16	12
Age					
18-44 years	8	54	62	15	23
45-64 years	10	45	55	32	13
65+ years	14	50	64	20	16
Household Size					
1-2 person household	13	44	57	29	14
3+ person household [†]	8	55	63	18	20

% read across

* not asked prior to 2008

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

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

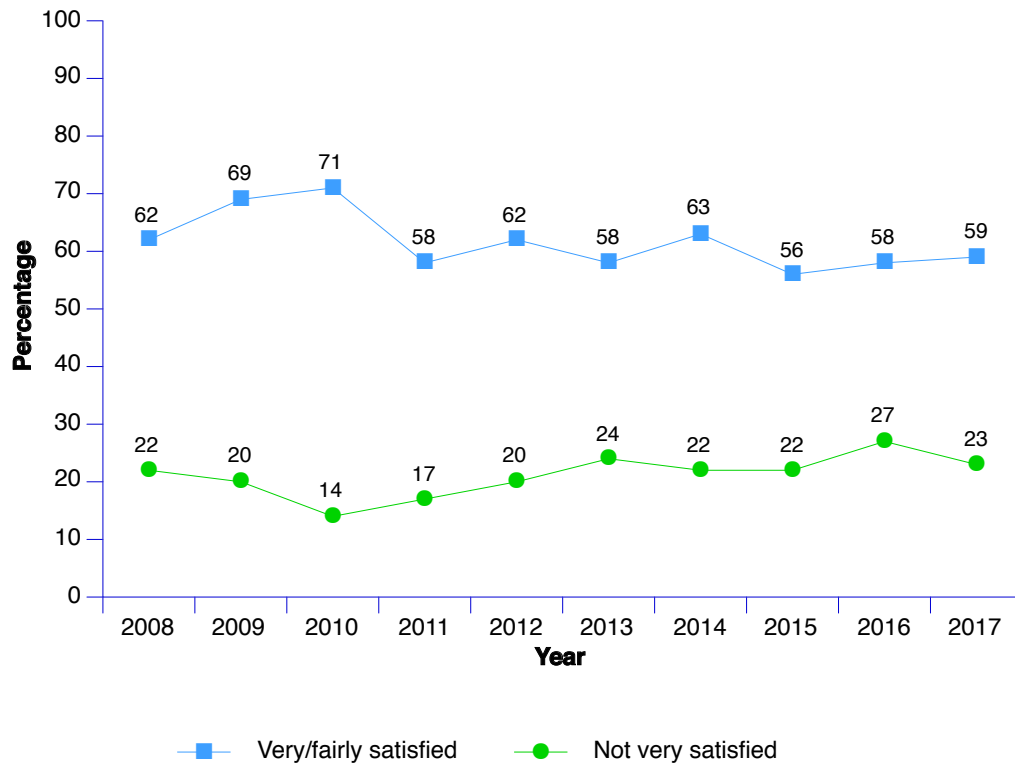
- water supply / management / allocation,
- pollution of rivers / streams / poor water quality,
- poor performance / decisions / financial management,
- too restrictive / slow / costly / over regulated.

Summary Table:

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

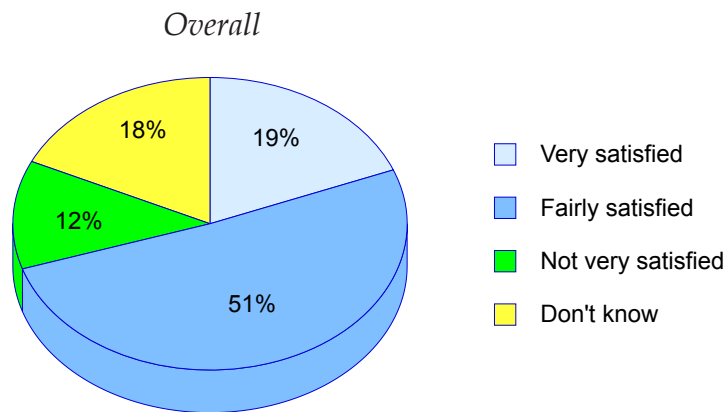
	Total District 2017 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Water supply / management / allocation	5	1	16	7	4	1
Pollution of rivers / streams / poor water quality	4	9	13	5	-	1
Poor performance / decisions / financial management	4	4	5	2	6	2
Too restrictive / slow / costly / over regulated	3	4	4	2	2	3

* multiple responses allowed

Environmental Planning And Policy

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

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



70% of Tasman residents are satisfied with environmental information, while 12% are not very satisfied and 18% are unable to comment. These readings are similar to the 2016 results.

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

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

Satisfaction With Environmental Information

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	19	51	70	12	18
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	11	53	64	22	14
Golden Bay	17	52	69	24	7
Motueka	16	50	66	9	25
Moutere-Waimea [†]	22	43	65	10	24
Richmond [†]	22	57	79	10	12
Gender					
Male [†]	20	56	76	9	16
Female	19	46	65	15	20

% 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 regarding water quality / contamination, etc.

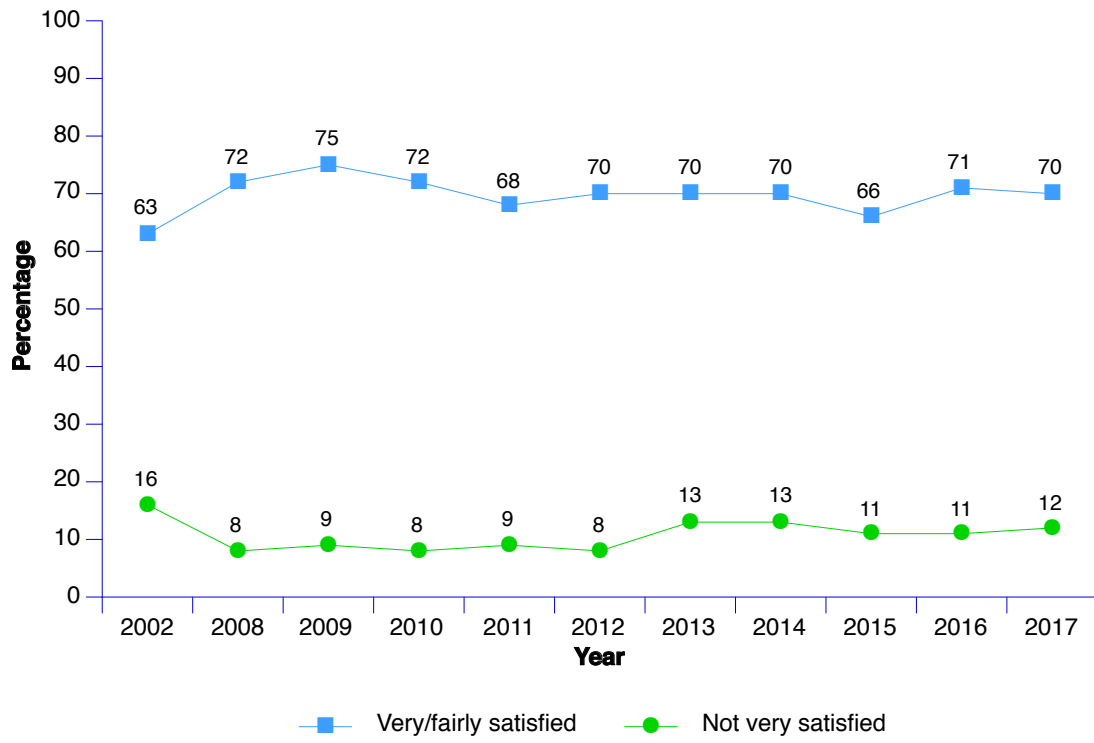
Summary Table:

Main Reasons* For Being Not Very Satisfied With Environmental Information

	Total District 2017 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Lack of information / would like more / haven't seen any	4	7	7	2	2	6
Concerns regarding water quality / contamination, etc	3	2	6	4	3	1

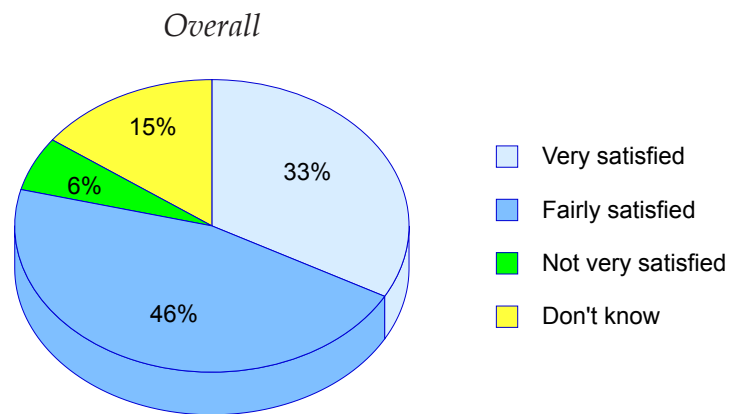
* multiple responses allowed

Environmental Information



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

xv. Multi-Purpose Public Halls And Community Buildings



79% of Tasman residents are satisfied with multi-purpose public halls and community buildings in the District, including 33% who are very satisfied. 6% are not very satisfied and 15% are unable to comment (12% in 2016).

The percent not very satisfied is similar to the Peer Group and National Average readings for **public halls** and the 2016 reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with multi-purpose public halls and community buildings. However, it appears that Lakes-Murchison and Golden Bay Ward residents are slightly more likely to feel this way, than other Ward residents.

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 2017	33	46	79	6	15
2016	35	45	80	8	12
2013	39	43	82	7	11
2009	24	46	70	6	14
Comparison**					
Peer Group (Rural)	34	35	69	8	23
National Average	25	37	62	7	31
Ward					
Lakes-Murchison	42	31	73	16	11
Golden Bay	23	45	68	17	15
Motueka	36	53	89	3	8
Moutere-Waimea [†]	40	39	79	5	17
Richmond	25	51	76	2	22

% 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

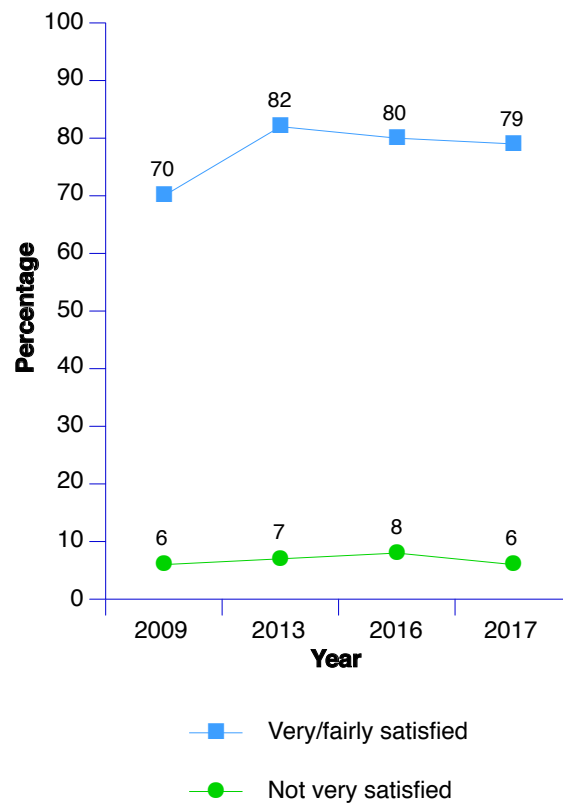
[†] does not add to 100% due to rounding

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

- rundown/need upgrading/not maintained, mentioned by 3% of all residents,
- need more, 1%,
- issues with new Recreation Centre, 1%.

* multiple responses allowed

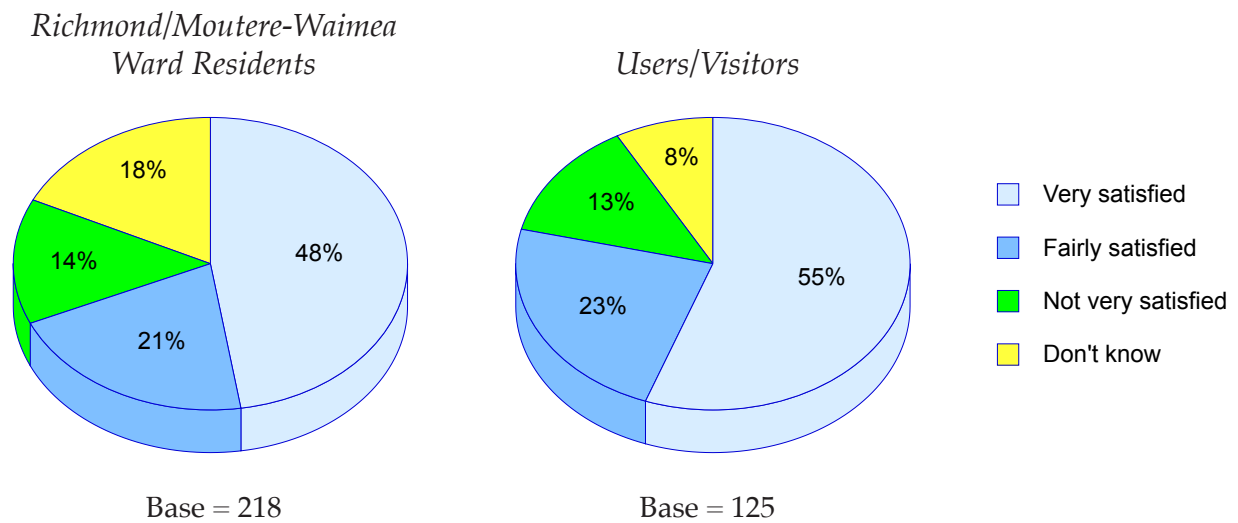
Multi-Purpose Public Halls And Community Buildings



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

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

xvi. Aquatic Centre



69% of residents[†] are satisfied with the Aquatic Centre, including 48% who are very satisfied. 14% are not very satisfied and 18% are unable to comment. These readings are similar to the 2016 results.

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

62% of residents[†] say they, or a member of their household, have used or visited the Aquatic Centre in the last 12 months. Of these, 78% are satisfied and 13% are not very satisfied.

There are no notable differences in terms of those residents[†] not very satisfied with the Aquatic Centre.

[†] Richmond and Moutere-Waimea Ward residents only, N=218

Satisfaction With Aquatic Centre

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Moutere-Waimea/Richmond Ward Residents*					
2017 [†]	48	21	69	14	18
2016	45	25	70	14	16
2013	34	26	60	19	21
2009	28	26	54	14	32
Users/Visitors (N=125) [†]	55	23	78	13	8
Comparison**					
Peer Group (Rural) [†]	43	24	67	6	28
National Average	38	30	68	8	24
Ward					
Moutere-Waimea	55	15	70	15	15
Richmond	43	25	68	12	20

Base = 218

% 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

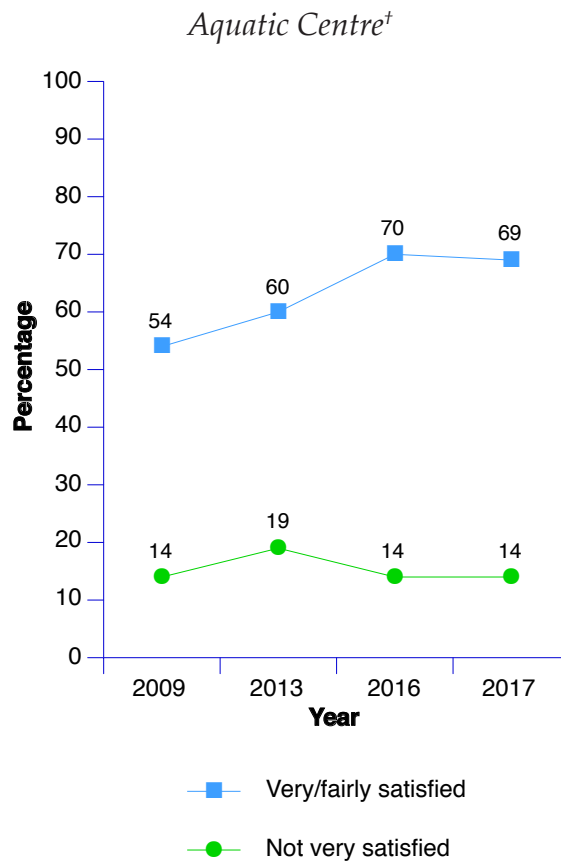
[†] does not add to 100% due to rounding

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

- too expensive, mentioned by 5% of residents†,
- too much chlorine, 3%,
- cost too much/waste of money, 3%.

* multiple responses allowed

† Moutere-Waimea / Richmond Ward residents only, N=218



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

† Moutere-Waimea / Richmond Ward residents only, N=218

Recommended Satisfaction Measure For Reporting Purposes:
 Moutere-Waimea/
 Richmond Ward residents = 69%
 Users / Visitors† = 78%

† Moutere-Waimea / Richmond Ward residents only

B. SPEND EMPHASIS ON SERVICES/FACILITIES

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

Summary Table: Spend Emphasis For Services/Facilities

	More %	About the same %	Less %	Don't know %
Rivers and flood protection	47	46	3	4
Managing pests and weeds	43	51	3	3
Roads (excluding State Highways)	40	56	3	1
Public toilets	33	60	1	6
Environmental education	32	56	4	8
Walkways and cycleways	32	54	12	2
Emergency management/ Civil Defence	30	58	1	11
Stormwater system	29	58	1	12
Management of coastal structures	29	58	4	9
Footpaths	28	66	4	2
Environmental information and monitoring	27	61	5	7
Water supply	24	60	2	14
Environmental planning and policy [†]	22	61	9	9
Resource consents and compliance [†]	22	47	20	10
Sportsfields, playgrounds, parks and reserves [†]	21	76	2	2
Aquatic centres	20	56	7	17
Community assistance and grants	18	63	5	14
Public libraries [†]	17	76	4	4
Multi-purpose public halls & community buildings [†]	16	76	5	4
Recreation programmes and events	15	70	9	6
Arts and culture and heritage in general	15	62	18	5
Free parking in your local town	13	81	4	2
Sewerage system	11	73	1	15
Harbour management and safety activities	11	67	6	16
Refuse / waste transfer stations	9	80	5	6
Kerbside recycling	8	86	3	3
Council's rubbish collection service [†]	6	79	5	10

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

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

	Total District 2017 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Rivers and flood protection	47	67	52	53	39	43
Managing pests and weeds	43	43	46	38	47	43
Roads	40	61	38	38	46	33
Public toilets	33	43	26	44	30	28
Environmental education	32	34	46	33	27	30
Walkways and cycleways	32	34	77	20	33	26
Emergency management/ Civil Defence	30	36	24	32	27	32

C. SPEND 'MORE' - COMPARISON

	2017 %	2014 %	2011 %	2008 %	2005 %	2002 %
Rivers and flood protection	47	NA	45	NA	NA	NA
Managing pests and weeds	43	NA	25	NA	NA	NA
Roads	40	34	31	29	41	55
Public toilets	33	21	26	24	26	34
Environmental education	32	23	27	NA	NA	NA
Walkways and cycleways	32	NA	32	23	NA	NA
Emergency management/Civil Defence	30	29	30	28	NA	NA
Stormwater system***	29	36	20	21	18	NA
Management of coastal structures	29	30	NA	NA	NA	NA
Footpaths	28	33	30	27	34	29
Environmental information & monitoring	27	14	18	18	NA	NA
Water supply	24	20	19	23	23	24
Environmental planning & policy	22	16	15	19	NA	NA
Resource consents & compliance	22	NA	17	NA	NA	NA
Sportsfields & playgrounds, parks & reserves	21	NA	17	24	††22	††22
Aquatic centres	20	NA	NA	NA	NA	NA
Community assistance & grants**	18	NA	17	22	21	27
Public libraries	17	16	12	17	15	20
Multi-purpose public halls & community facilities ^{◊◊}	16	NA	21	18	10	NA
Recreation programmes & events	15	NA	15	18	NA	NA
Arts, culture & heritage in general*	15	NA	17	18	15	NA
Free parking in your local town	13	NA	12	11	14	NA
Sewerage supply	11	10	11	14	17	22
Harbour management & safety activities [◊]	11	12	7	NA	NA	NA
Refuse/waste transfer stations ^{◊◊}	9	11	NA	NA	NA	NA
Kerbside recycling	8	8	15	‡20	‡19	‡60
Council rubbish collection service	7	7	11	NA	NA	NA

NA: not asked

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

** readings prior to 2011 refer to community assistance

*** readings prior to 2017 refer to stormwater services

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

◊◊ readings prior to 2011 refer to public halls

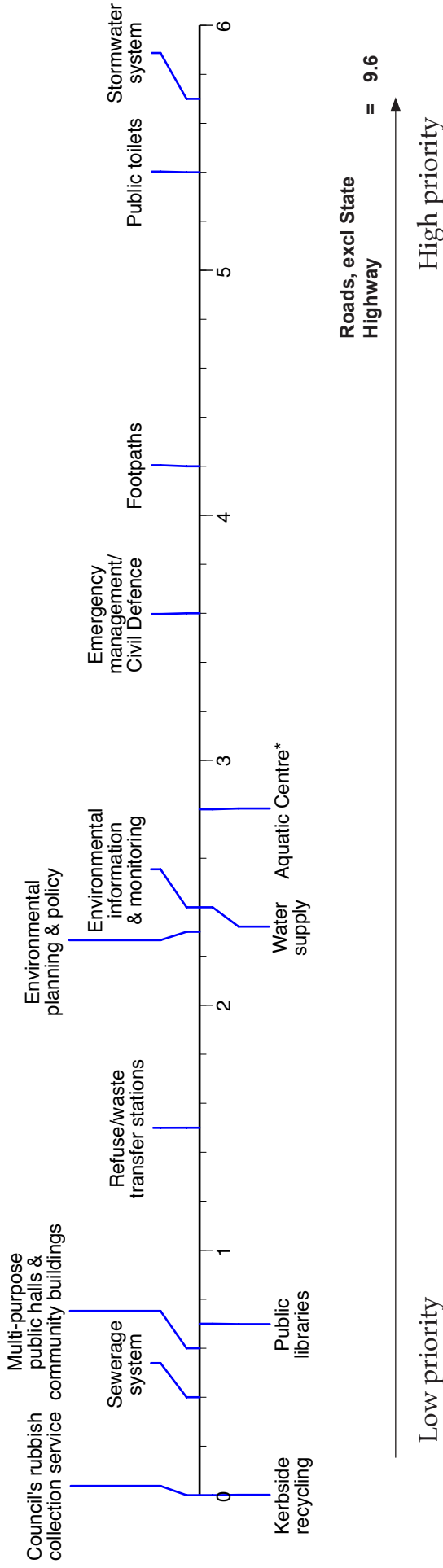
‡ readings refer to recycling only

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

◊ readings refer to harbour management and safety activities

◊◊ readings prior to 2017 refer to refuse centres

D. SPEND PRIORITY



Spend Priority Factor

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

* not very satisfied reading refers to Richmond and Moutere-Waimea Ward residents only, N=218

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

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

In 2017, roads, stormwater system and public toilets are the top priorities for Council in terms of spend, while kerbside recycling and Council's rubbish collection service are the lowest priorities in terms of spend.



2. COUNCIL POLICY AND DIRECTION

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

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

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

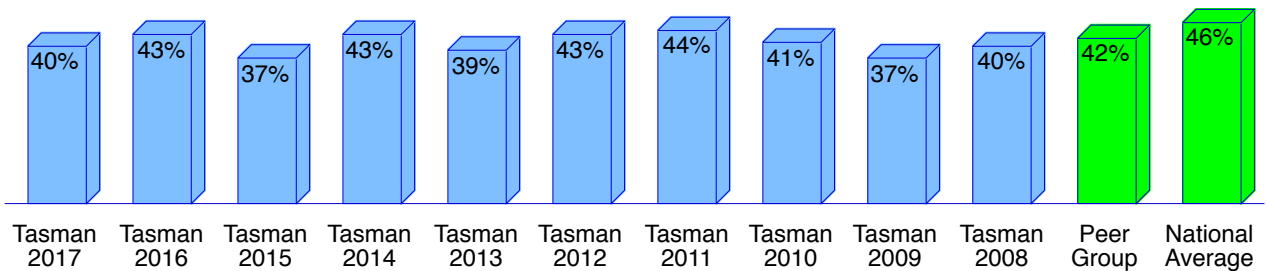
This was asked in order to gauge the level of support Tasman District residents have for Council's actions, decisions and management. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision.

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

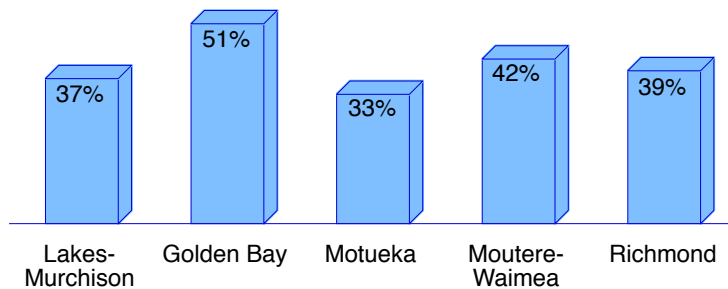
Overall, 40% of Tasman District residents have in mind a recent Council action, decision or management they approve of (43% in 2016). This is similar to the Peer Group Average and slightly below the National Average.

Shorter term residents, those residing in the District 10 years or less, are more likely to have in mind a Council action, decision or management they approve of, than longer term residents.

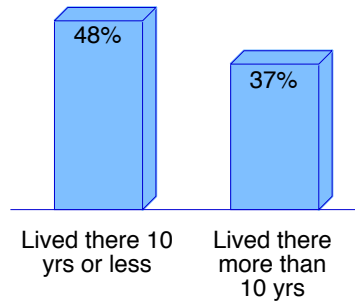
Percent Approving - Comparison



Percent Approving - By Ward



Percent Approving - Comparing Different Types Of Residents



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

- upgrade of Richmond/Queen Street,
- beautification/upgrades/upkeep of parks/reserves/public areas,
- the cycleway/walkways.

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

	Total District 2017 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Upgrade of Richmond/Queen Street	7	4	-	-	4	17
Beautification/upgrades/upkeep of parks/reserves/public areas*	5	4	7	8	5	2
The cycleway/walkways**	4	2	6	2	4	4

NB: refer to page 92

* 2% of residents mention "needs tidying/maintenance/beautification/improvements" as an action/decision/management they disapprove of

** 1% of residents mention "cycleways/need to be made safer" as an action/decision/management they disapprove of

Other actions/decisions/management finding approval amongst 3% of residents are ...

- good consultation/communication/information/they listen,
- stormwater upgrade/flood control,
- rubbish/recycling/dump issues,
- improved roading/footpaths/road safety/traffic,
- do a good job/provide good services/helpful,
- sports and recreation facilities/Recreation Centre,

by 2% ...

- public pools/Aquatic Centre,
- environmental issues,
- the dam/water scheme issues,
- provide a good community/community involvement/events,

by 1% ...

- playground,
- good library,
- Mapua waterfront/Mapua Wharf development,
- rates kept at a lower level/reduce of debt.

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

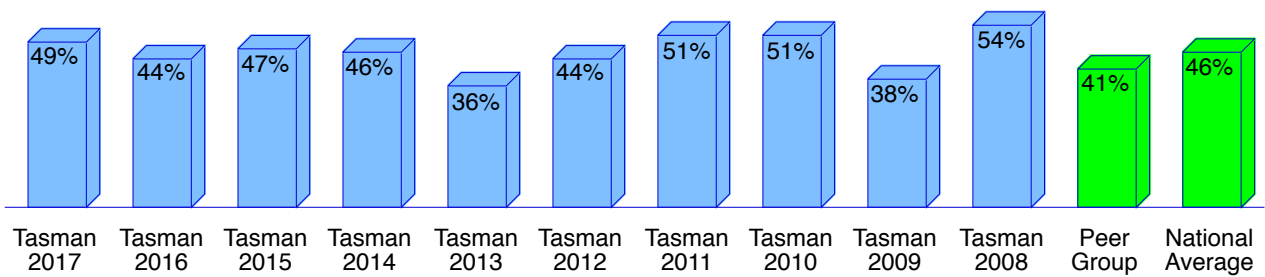
Overall, 49% of Tasman District residents have in mind a recent Council action, decision or management they disapprove of. This is above the Peer Group Average and on par with the National Average and 5% above the 2016 reading.

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

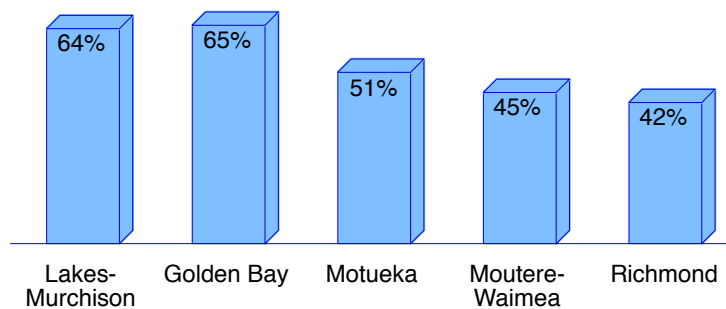
- women,
- residents with an annual household income of \$50,000 to \$100,000.

It appears that Lakes-Murchison and Golden Bay Ward residents are slightly **more** likely to have in mind a recent action/decision they disapprove of, than other Ward residents.

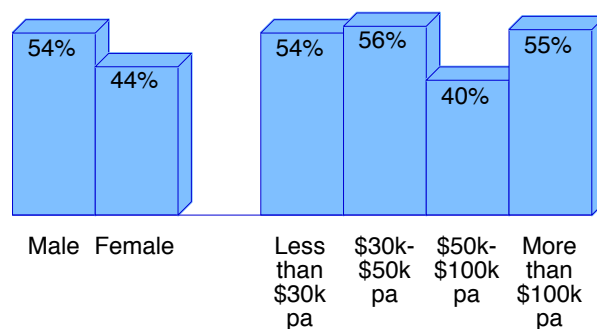
Percent Disapproving - Comparison



Percent Disapproving - By Ward



Percent Disapproving - Comparing Different Types Of Residents



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

- dam issues,
- lack of consultation/information/not listening,
- Council spending/overspending/debt/priorities wrong,
- water supply issues,
- town planning/developments.

Summary Table:

Main Council Actions/Decisions/Management Residents Disapprove Of

	Total District 2017 %	Ward				
		Lakes- Murchison %	Golden Bay %	Motueka %	Moutere- Waimea %	Richmond %
Percent Who Mention ...						
Dam issues*	10	7	10	6	13	11
Lack of communication/ information/not listening**	7	-	12	4	10	6
Council spending/overspending/ debt/priorities wrong [◊]	6	12	3	5	6	7
Town planning/developments	5	10	-	1	6	7
Water supply issues	5	2	16	7	3	2

NB: refer to page 89

* 1% of residents mention "the dam/water scheme issues" as an issue they approve of

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

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

Other actions / decisions / management finding disapproval among 4% of residents are ...

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

by 3% ...

- stormwater issues / flooding,

by 2% ...

- consent process / slow / expensive / compliance issues,
- need tidying / maintenance / beautification / improvement,
- problems with freedom camping,
- Recreation Centre / grandstand issue,
- issues with trees,

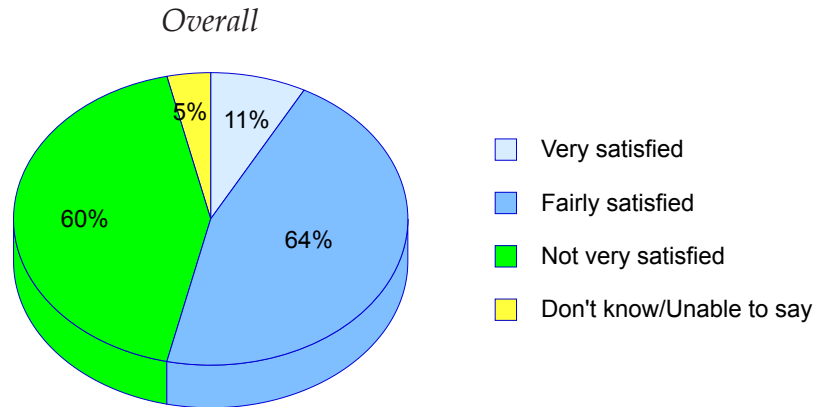
by 1% ...

- rates increases / spending of rates money,
- closure of kindergarten to build carpark,
- library needs expanding / upgrading,
- cycleways / need to be made safer,
- rubbish / recycling / green rubbish.



3. RATES ISSUES

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



Overall, 75% of Tasman District residents are satisfied with the way rates are spent on services/ facilities provided by Council, while 20% are not very satisfied. These readings are similar to last year's findings.

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

Longer term residents, those residing in the District more than 10 years, are more likely to be not very satisfied with the way rates are spent on services and facilities provided by Council, than shorter term residents. It also appears that Golden Bay Ward residents are slightly more likely, than other Ward residents, to feel this way.

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 2017	11	64	75	20	5
2016	9	65	74	20	6
2014	8	62	70	25	5
2013	8	63	71	23	6
2012	8	67	75	19	6
2011	10	63	73	22	5
2010	11	65	76	19	5
2009	9	63	72	23	5
2008	9	61	70	27	3
2005	9	62	71	22	7
2002	6	68	74	21	5
1999	4	62	66	27	7
1996	6	58	64	25	11
Comparison					
Peer Group (Rural)	10	59	69	24	7
National Average	10	60	70	25	5
Ward					
Lakes-Murchison	9	58	67	24	9
Golden Bay	12	47	59	36	5
Motueka	8	64	72	21	7
Moutere-Waimea	12	67	79	21	-
Richmond [†]	12	69	81	11	7
Length of Residence					
Lived there 10 years or less	10	72	82	11	7
Lived there more than 10 years	11	62	73	22	5

% read across

* not asked in 2015

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

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

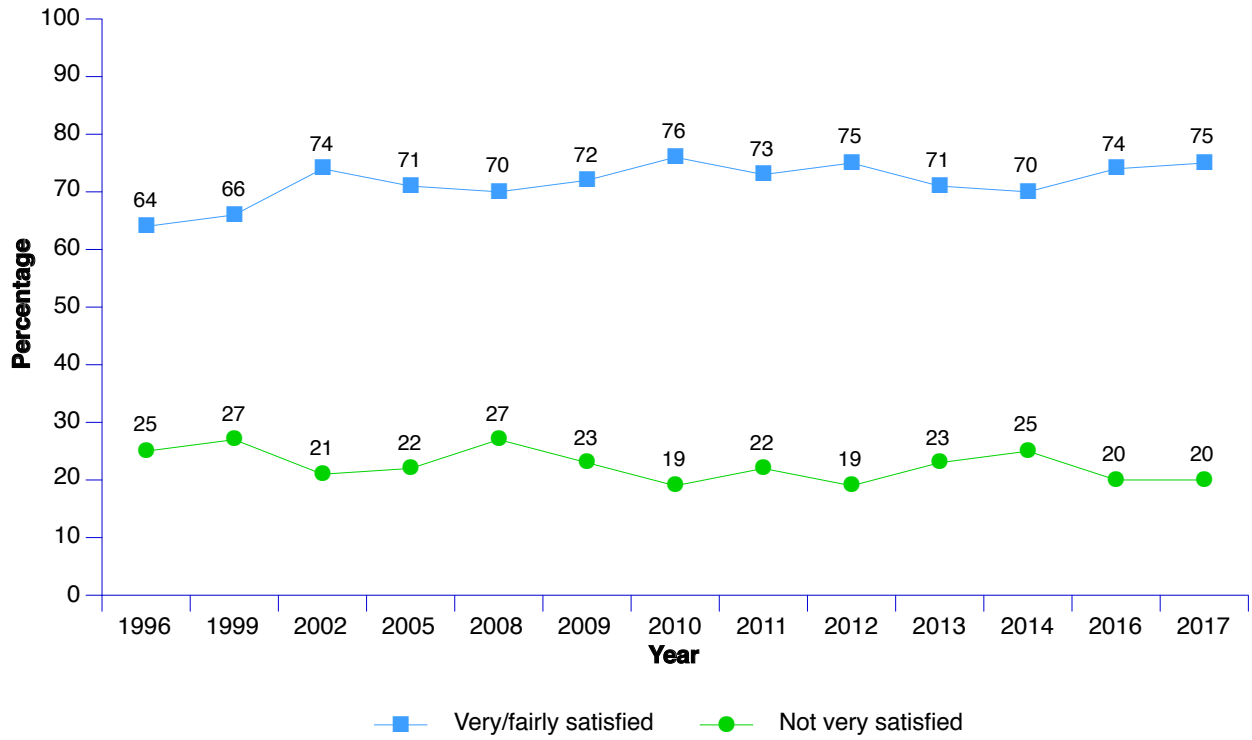
- rates too high/increases/too high for services received/used,
- some areas neglected/unfair allocation of rates money,
- waste money/priorities wrong/overspending/debt/admin costs,
- roading could be improved/spend more on cycleways.

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

	Total District 2017 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Rates too high/increases/too high for services received/used	5	10	8	2	5	6
Some areas neglected/unfair allocation of rates money	5	2	6	10	5	-
Waste money/priorities wrong/overspending/debt/admin costs	4	2	8	5	5	3
Roading could be improved/spend more on cycleways	3	-	9	1	5	1

* multiple responses allowed

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



NB: not asked in 2015

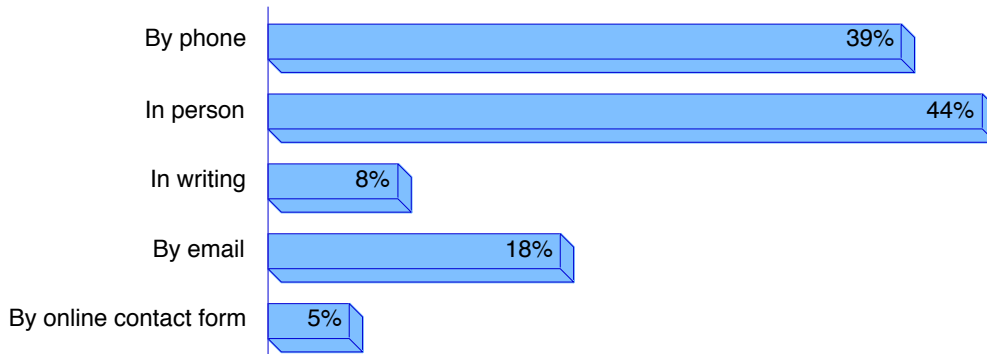
Recommended Satisfaction Measure For Reporting Purposes:
Total District = 75%



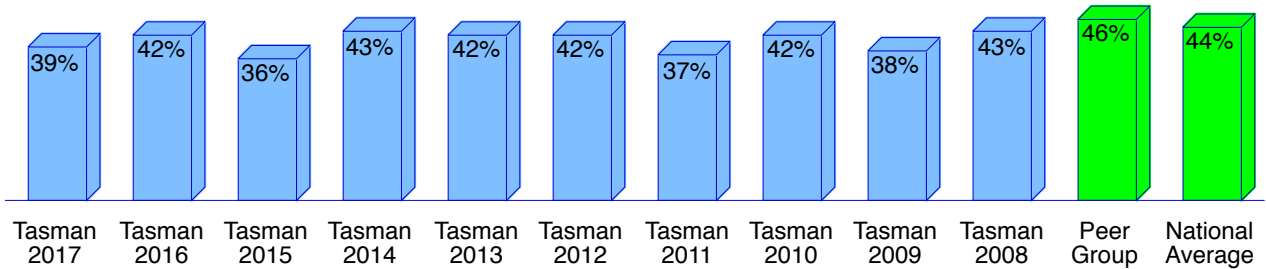
4. CONTACT WITH COUNCIL

A. LEVELS OF CONTACT

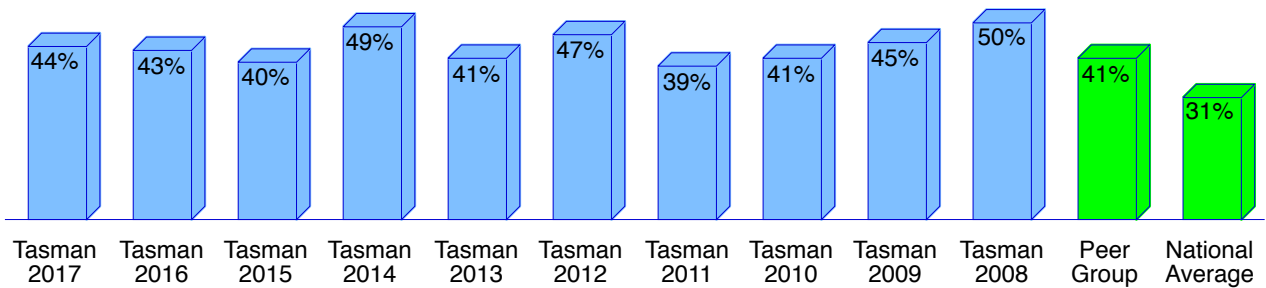
2017 - Yes, Have Contacted Council Offices ...



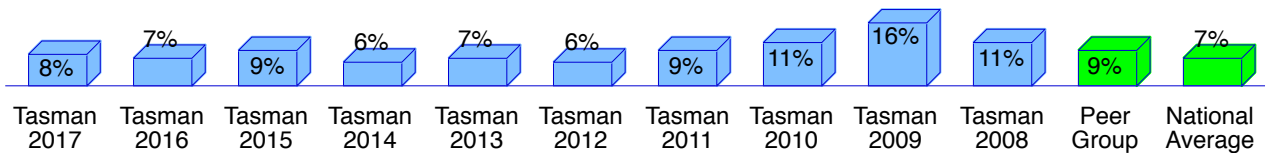
Percent Saying 'Yes - By Phone' - Comparison



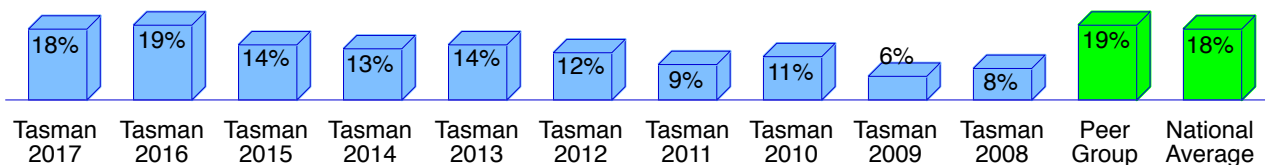
Percent Saying 'Yes - In Person' - Comparison



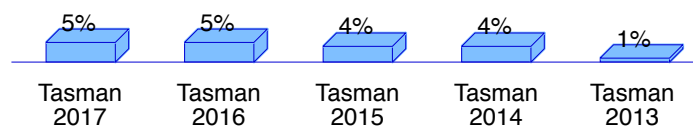
Percent Saying 'Yes - In Writing' - Comparison



Percent Saying 'Yes - By Email' - Comparison



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



39% of residents have contacted Council offices by phone in the last year (42% in 2016), while 44% visited a Council office in person and 8% contacted Council in writing. 18% have contacted Council offices by email and 5% contacted them by online contact form.

Residents are below like residents and slightly below 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 on par with 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.

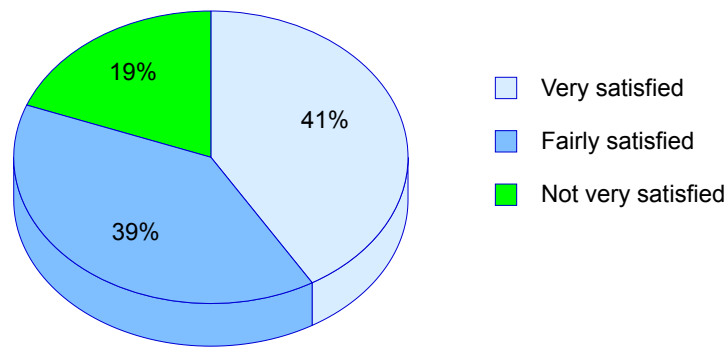
Residents with an annual household income of more than \$100,000 are more likely to contact a Council office **by phone**, than other income groups.

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

- women,
- residents who live in a three or more person household.

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 men are slightly more likely to contact Council **email**, than women.

B. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE



Base = 150

80% of residents contacting the Council Offices (45% in 2016) by phone in the last 12 months are satisfied, including 41% who are very satisfied, while 19% are not very satisfied.

The percent not very satisfied is on par with the Peer Group and National Averages and similar to the 2016 result.

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

[†] those residents who have contacted the Council offices by phone (N=150)

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

- don't return calls / didn't get back to me, mentioned by 6% of residents contacting Council by phone,
- poor service / efficient / slow, 5%.

* multiple responses allowed

NB: no other reason is mentioned by more than 3% of residents[†]

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					
2017 [†]	41	39	80	19	-
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)	51	35	86	14	-
National Average	47	35	82	15	3
Ward					
Lakes-Murchison*	29	48	77	18	5
Golden Bay*	25	50	75	25	-
Motueka	47	39	86	14	-
Moutere-Waimea	52	23	77	25	-
Richmond	38	46	84	16	-

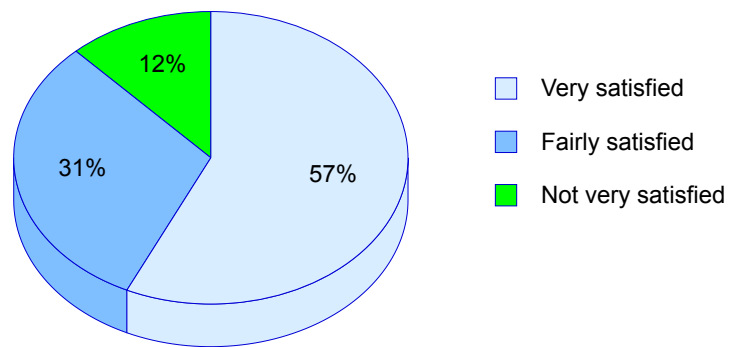
Base = 150

% read across

* caution: small bases

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

C. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN PERSON



Base = 169

88% of residents contacting a Council office in person in the last 12 months are satisfied, including 57% who are very satisfied (54% in 2016).

The percent not very satisfied (12%) is slightly above the Peer Group Average and similar to the National Average and the 2016 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=169)

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

- poor service/inefficient, mentioned by 4% of residents who contacted a Council office in person,
- unsatisfactory outcome, 3%,
- poor attitude/rude/fobbed off/unhelpful, 3%,
- hard to get answers/get the run around, 3%.

* multiple responses allowed

Satisfaction When Contacting Council Offices In Person

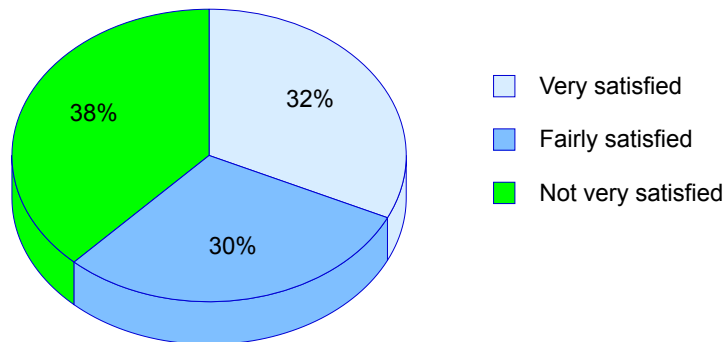
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council Offices In Person					
2017	57	31	88	12	-
2016	54	35	89	11	-
2015	61	28	89	11	-
2014	54	38	92	8	-
2013 [†]	54	30	84	16	1
2012	53	34	87	13	-
2011	47	39	86	14	-
2010 [†]	50	37	87	12	2
2009	48	37	85	15	-
2008	36	43	79	21	-
2005	34	48	82	18	-
2002	34	53	87	12	1
Comparison					
Peer Group (Rural)	65	32	97	3	-
National Average	58	31	89	10	1
Ward					
Lakes-Murchison*	51	35	86	14	-
Golden Bay*	52	32	74	16	-
Motueka	61	29	90	10	-
Moutere-Waimea	62	26	88	12	-
Richmond [†]	52	38	90	11	-

Base = 169

% read across

* caution: small bases

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

D. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING

Base = 27*
Margin of error $\pm 18.9\%$
* caution: small base

62% of residents contacting the Council offices in writing in the last 12 months are satisfied and 38% are not very satisfied. Caution recommended as the base is small.

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

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

Satisfaction When Contacting The Council Offices In Writing

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council Offices In Writing					
2017	32	30	62	38	-
2016	20	46	66	34	-
2015	32	42	74	26	-
2014*	37	30	67	33	-
2013**	35	42	77	20	4
2012*	32	33	65	31	4
2011	17	57	74	20	6
2010†	21	41	62	34	5
2009	46	29	75	21	4
2008	14	45	59	41	-
2005	20	39	59	37	4
2002	21	49	70	28	2
Comparison					
Peer Group (Rural)	53	27	80	18	2
National Average	30	30	60	38	2
Ward**					
Lakes-Murchison	49	-	49	51	-
Golden Bay	-	8	8	92	-
Motueka	64	36	100	-	-
Moutere-Waimea	46	54	100	-	-
Richmond	29	28	57	43	-

Base = 27*

% read across

* caution: small base

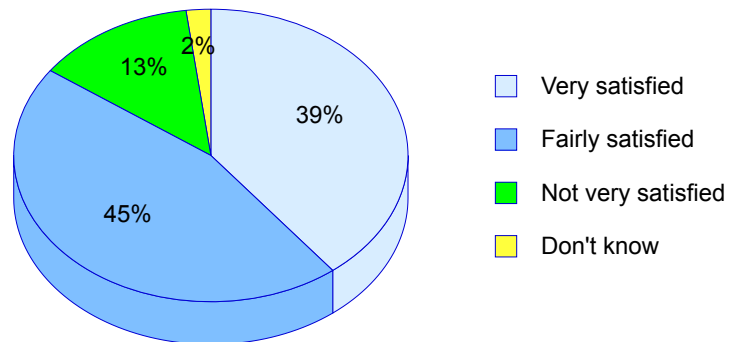
** caution: very small bases

† does not add to 100% due to rounding

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

- poor service/inefficient/unhelpful, mentioned by 22% of residents contacting Council Offices in writing,
- no reply/slow response, 15%.

* multiple responses allowed

E. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY EMAIL

Base = 67
Margin of error $\pm 12\%$

84% of residents contacting the Council offices by email in the last 12 months are satisfied, while 13% are not very satisfied (19% in 2016).

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

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

Satisfaction When Contacting The Council Offices By Email

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council Offices By Email					
2017 [†]	39	45	84	13	2
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)	48	36	84	15	1
National Average [†]	39	31	70	26	5
Ward*					
Lakes-Murchison [†]	29	55	84	15	-
Golden Bay	14	59	73	27	-
Motueka	35	61	96	4	-
Moutere-Waimea	47	42	89	5	6
Richmond	48	30	78	22	-

Base = 67

% read across

* caution: very small / small bases

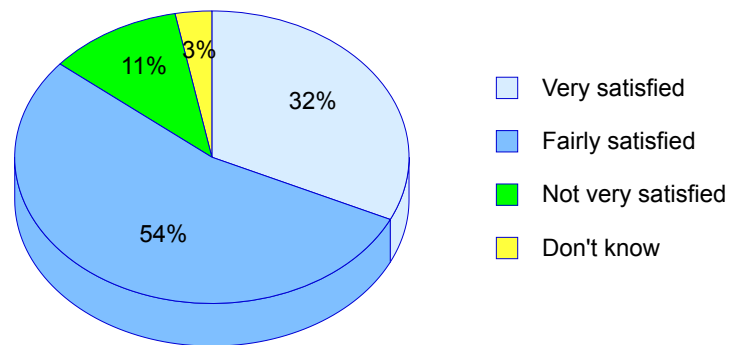
[†] does not add to 100% due to rounding

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,
- lack of action / slow to resolve, 2%.

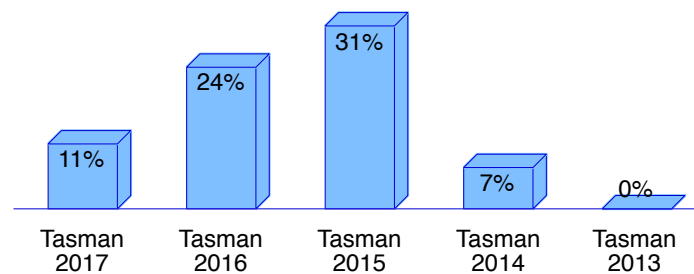
* multiple responses allowed

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



Base = 19[†]
 (does not add to 100% due to rounding)
 Margin of error ±22.5%

Percent Not Very Satisfied - Comparison[†]



86% of residents contacting the Council offices by online contact form in the last 12 months are satisfied, while 11% 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 ...

- poor service/inefficient, mentioned by 8% of residents contacting Council by online contact form,
- others, 3%.

[†] caution: small bases

* multiple responses allowed

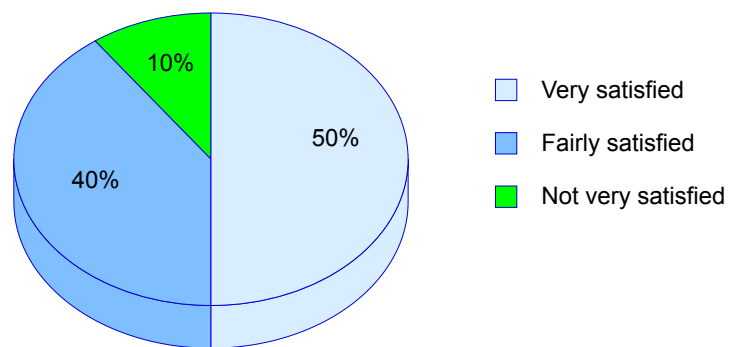
G. SATISFACTION WITH SERVICE RECEIVED WHEN CONTACTED COUNCIL

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

	Had Contact 2017 %	Ward				
		Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mention ...						
Richmond (Queen Street)	69	80	29	21	94	100
Motueka (Hickmott Place)	21	3	-	77	6	-
Takaka (Junction Street/ Commercial Street)	9	-	71	2	-	-
Murchison (Fairfax Street)	1	13	-	-	-	-
Unsure	-	4	-	-	-	-
Total	100	100	100	100	100	100
Base	240	*25	*24	60	62	69

* caution: small bases

Contacted A Council Office In Last 12 Months



Base = 240

Of the 62% 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 (65% in 2016), 90% are satisfied, including 50% who are very satisfied (44% in 2106), with 10% being not very satisfied (15% in 2016).

The percent not very satisfied is similar to the Peer Group Average, on par with the National Average and 5% below the 2016 reading.

69% of residents who have contacted the Council in the last 12 months, have contacted the Richmond Office (55% in 2016), while 21% 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=240)

Satisfaction When Contacting Council

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council					
2017	50	40	90	10	-
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)	46	45	91	8	1
National Average	46	39	85	14	1
Ward					
Lakes-Murchison*	42	42	84	16	-
Golden Bay*	42	48	90	10	-
Motueka	47	44	91	9	-
Moutere-Waimea	51	34	85	15	-
Richmond	56	40	96	4	-

Base = 240

% read across

* caution: small base

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

Recommended Satisfaction Measure For Reporting Purposes:

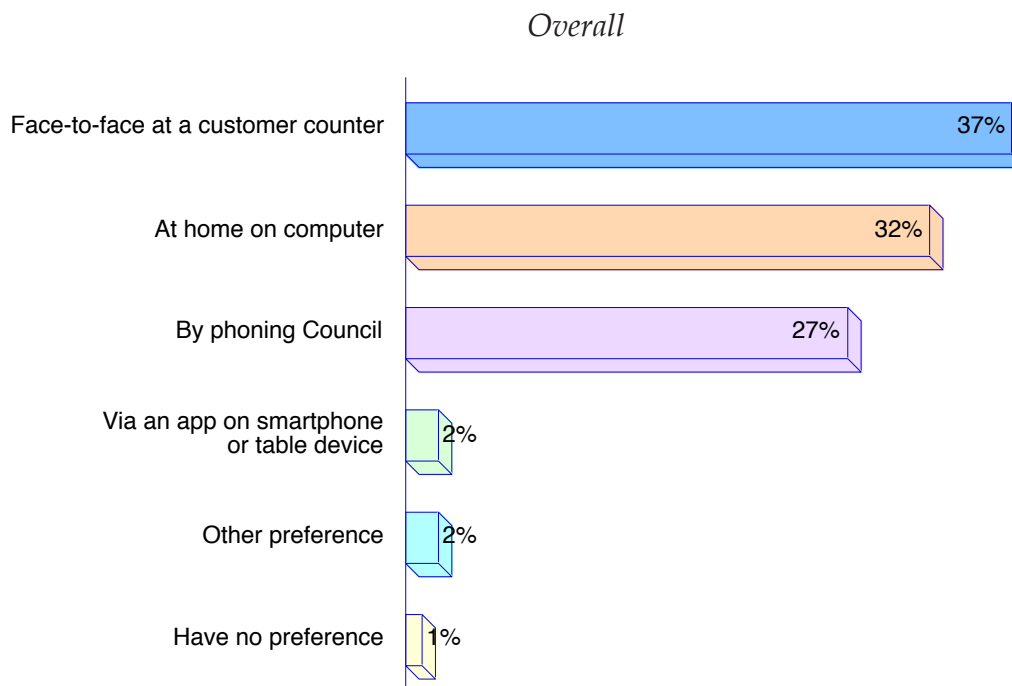
Contacted Council In The Last 12 Months	=	90%
Contacted By Phone	=	80%
Contacted In Person	=	88%
Contacted In Writing*	=	62%
Contacted By Email	=	84%
Contacted By Online Contact Form**	=	86%

* caution: small base (N=27)

** caution: very small base (N=19)



5. INFORMATION

A. PREFERENCE FOR ACCESSING COUNCIL SERVICES/INFORMATION

(does not add to 100% due to rounding)

37% of residents say they would prefer accessing Council services / facilities face-to-face at a customer counter, while 32% prefer using their computer at home and 27% favour phoning Council.

Summary Table Of Three Main Preferences

		Face-to-face at a customer counter %	At home on computer %	By phoning Council %
Overall	2017	37	32	27
	2016	39	29	28
Ward				
	Lakes-Murchison	37	24	37
	Golden Bay	49	15	31
	Motueka	41	32	26
	Moutere-Waimea	33	38	26
	Richmond	32	34	25
Age				
	18-44 years	32	43	18
	45-64 years	34	33	31
	65+ years	49	13	33
Household Size				
	1-2 person household	41	23	32
	3+ person household	32	40	22
Length of Residence				
	Lived there 10 years or less	41	33	15
	Lived there more than 10 years	35	31	30

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

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

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

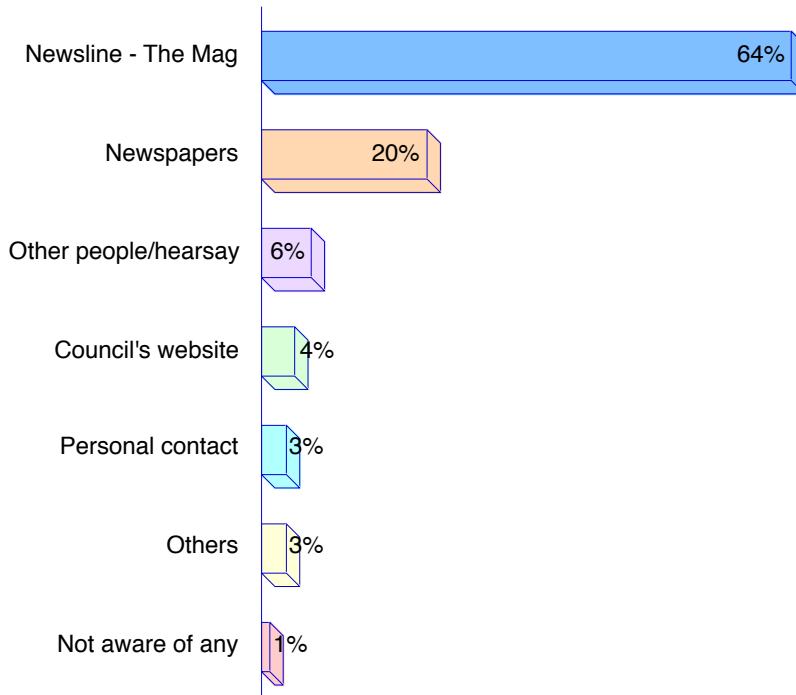
- residents aged 18 to 64 years,
- residents who live in a three or more person household.

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

- residents aged 45 years or over,
- residents who live in a one or two person household,
- longer term residents, those residing in the District more than 10 years.

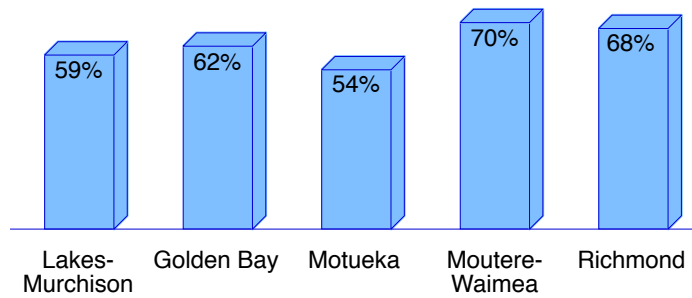
B. MAIN SOURCE OF INFORMATION ABOUT COUNCIL

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

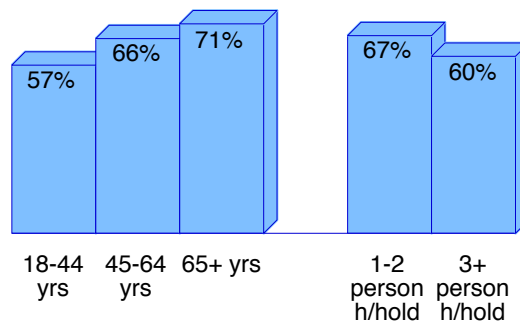


(does not add to 100% due to rounding)

Percent Saying "Newsline - The Mag" - By Ward



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



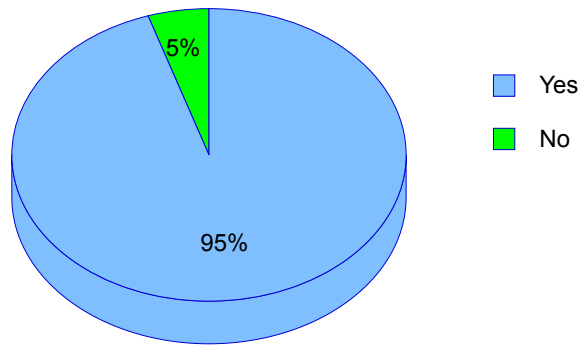
"Newslite - The Mag" is mentioned by 64% of residents as their main source of information about the Council, while 20% mention newspapers. These readings are similar to the 2016 results.

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

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

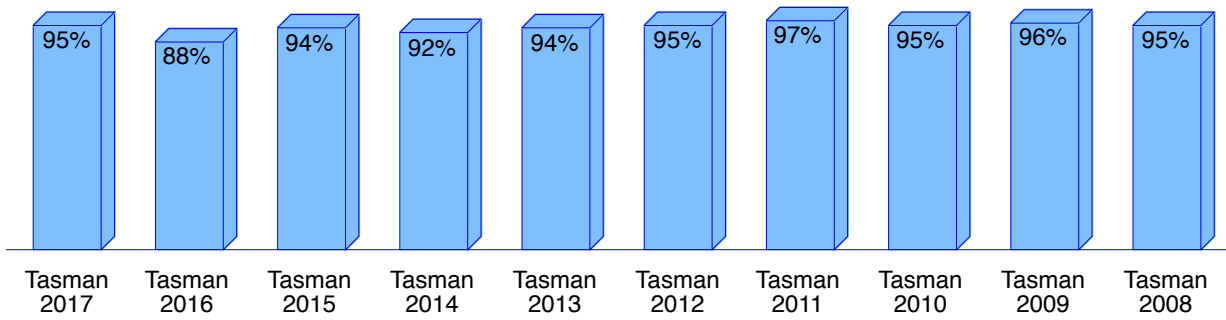
C. READERSHIP OF PUBLISHED INFORMATION PROVIDED BY COUNCIL

Residents Who Are Aware Of Information About Council

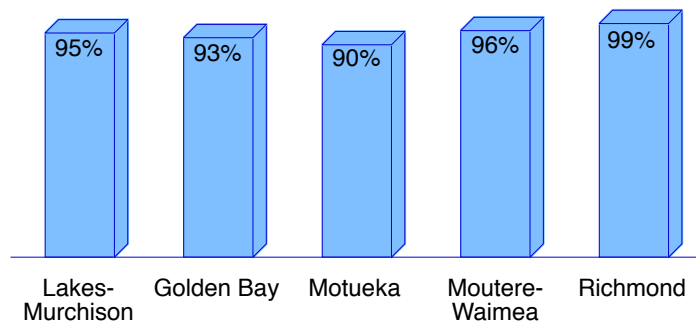


Base = 398

Percent Saying "Yes" - Comparison[†]



Percent Saying "Yes" - By Ward[†]



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

95% 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 (88% in 2016).

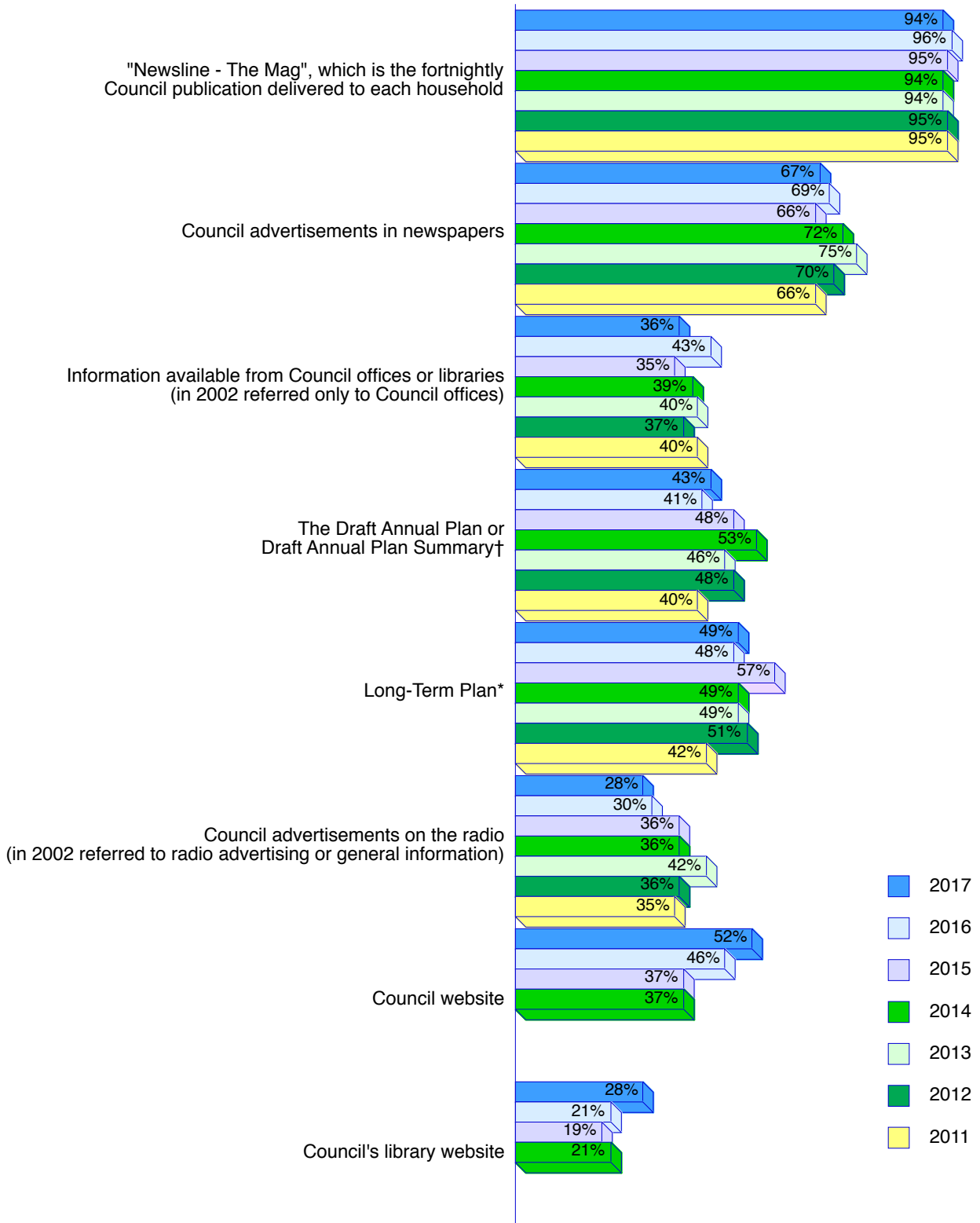
There are no notable differences between Wards and between socio-economic groups, in terms of those residents[†] who have seen, read or heard, in the last 12 months, information Council publishes specifically for the community.

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

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

Those residents (N=379) who have seen, read or heard any information, were asked to consider what types these were.

Yes, Have Seen Or Read - 2017



Base = 379

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

† prior to 2013 readings refer to 'Annual Plan'

Of those who have seen, read or heard information produced by Council in the last 12 months, the majority have seen/read "Newsline - The Mag" (94%) and/or Council advertisements in newspapers (67%).

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

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

- all Ward residents, except Golden Bay Ward residents,
- men,
- residents aged 18 to 44 years,
- residents who live in a three or more person household,
- residents with an annual household income of \$100,001 or more.

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

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

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,
- residents with an annual household income of \$50,000 or more.

[†] residents who have seen, read or heard information produced by Council, N=379

Golden Bay Ward residents[†] are **more** likely to have seen or read the **information available from the Council offices or libraries**, than other Ward residents[†].

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

- residents aged 45 years or over,
- residents with an annual household income of \$30,000 to \$50,000,
- residents who live in a one or two person household.

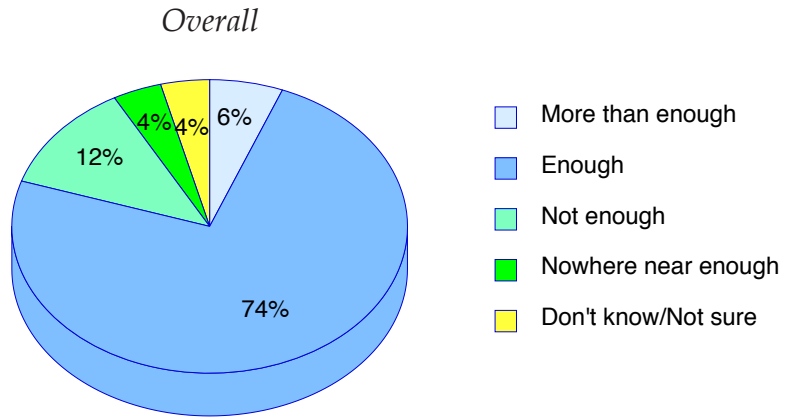
Residents[†] **more** likely to have seen or read the **Council's library website** are ...

- women,
- residents who live in a three or more person household.

[†] residents who have seen, read or heard information published or broadcast by Council N=379

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 2017 %	Total District 2016 %	Peer Group %	National Average %	Ward				
					Lakes-Murchison %	Golden Bay %	Motueka %	Moutere-Waimea %	Richmond %
Percent Who Mentioned ...									
More than enough	6	9	10	9	2	7	6	7	5
Enough	74	68	54	57	63	64	79	68	82
Not enough	12	14	22	23	28	22	11	11	6
Nowhere near enough	4	4	9	8	5	1	3	7	4
Don't know/Not sure	4	5	5	3	2	6	2	7	3
Total	100	100	100	100	100	100	*101	100	100

† does not add to 100% due to rounding

80% of residents feel that there is more than/enough information supplied (77% in 2016), while 16% feel there is not enough/nowhere near enough information supplied.

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

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



6. LOCAL ISSUES

A. PACE TO LIVE

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

	Better %	Same %	Worse %	Unsure %
Overall*				
Total District 2017 [†]	34	55	8	4
2016 [†]	35	54	7	5
2014	39	51	6	4
2013 [†]	45	48	4	4
2012	36	54	6	4
2011	39	50	7	4
2009	42	46	4	8
2008	36	52	5	7
2005	38	48	6	8
Comparison				
Peer Group Average (Rural)	34	53	7	6
National Average	38	45	13	4
Ward				
Lakes-Murchison	21	47	27	5
Golden Bay	35	51	10	4
Motueka	34	54	6	6
Moutere-Waimea [†]	35	55	7	2
Richmond	36	58	4	2
Length of Residence				
Lived there 10 years or less	26	59	5	10
Lived there more than 10 years	36	54	8	2

% read across

* not asked in 2010 and 2015 and prior to 2005

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

34% of residents think their District is better, as a place to live, than it was three years ago, 55% feel it is the same and 8% say it is worse. 4% are unable to comment. These readings are similar to the 2016 results.

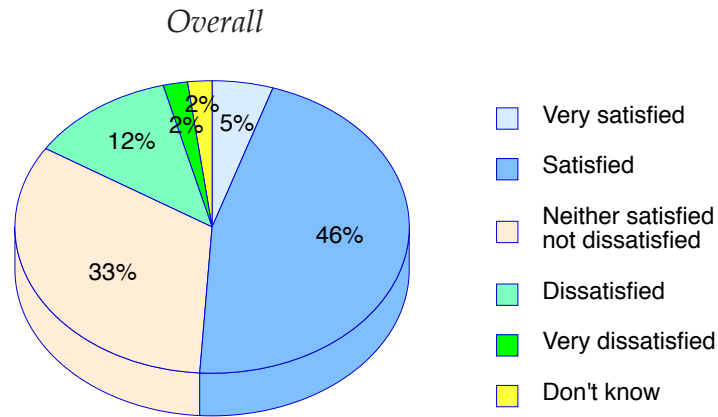
The percent saying better (34%) is similar to the Peer Group Average and on par with the National Average.

Longer term residents, those residing in the District more than 10 years, are more likely to feel their District is **better** than it was three years ago, than shorter term residents.

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

B. COUNCIL CONSULTATION AND COMMUNITY INVOLVEMENT

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



51% of residents are very satisfied/satisfied with the way Council consults the public in the decisions it makes (48% in 2016), while 14% are dissatisfied/very dissatisfied (18% in 2016). 33% are neither satisfied nor dissatisfied (30% in 2016) and 2% are unable to comment.

The very satisfied/satisfied reading (51%) is slightly above the Peer Group and National Averages. The latter readings refer to satisfaction with the way Council **involves** the public.

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

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

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 2017	51	33	14	2
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) [†]	45	31	16	7
National Average	45	28	22	5
Ward				
Lakes-Murchison [†]	45	35	17	2
Golden Bay	28	47	25	-
Motueka	46	36	16	2
Moutere-Waimea	50	30	18	2
Richmond	64	29	4	3
Gender				
Male	56	27	15	2
Female	46	39	13	2
Length of Residence				
Lived there 10 years or less	43	45	9	3
Lived there more than 10 yrs	53	30	15	2

% read across

* not asked in 2015 and prior to 2005

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

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

C. STATEMENTS

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

		1	2	3	4	5	6	7	8	9	10	Don't know
		Strongly disagree				Neither agree nor disagree					Strongly agree	know
		%	%	%	%	%	%	%	%	%	%	%
Overall*												
Total District	2017	2	2	5	3	38	19	18	7	2	2	2
	2016 [†]	4	4	4	6	33	20	17	6	2	2	3
	2015 [†]	2	2	3	5	30	20	19	12	1	3	2
Ward												
Lakes-Murchison [†]		-	5	10	6	35	14	13	8	4	6	1
Golden Bay		3	8	11	3	47	11	17	-	-	-	-
Motueka		2	2	6	5	43	18	10	8	1	2	3
Moutere-Waimea [†]		3	-	3	2	38	22	20	6	3	3	-
Richmond [†]		-	1	4	3	33	20	26	10	1	2	2
Satisfaction With Way Council Consults[†]												
Very satisfied/satisfied		-	1	4	3	29	20	25	12	3	4	-
Neither		3	1	3	2	57	15	13	2	1	1	1
Dissatisfied/very dissatisfied		4	9	16	8	30	22	9	-	-	-	3

% read across

* not asked prior to 2015

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

29% of residents agree (rating 7-10) with the statement 'Tasman District Council leads on matters of importance to its communities', while 12% disagree (rating 1-4) (18% in 2016). The average rating is 6.

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

- residents who are very satisfied / satisfied with way Council consults the public in the decisions it makes, 44%.

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

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

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											
2017	3	1	9	8	22	14	26	14	1	1	1
2016	4	3	6	11	27	15	19	11	1	2	1
2015 [†]	3	4	5	9	21	22	19	13	2	2	2
Ward											
Lakes-Murchison	4	-	8	8	36	15	20	7	2	-	-
Golden Bay	7	8	14	8	26	11	16	10	-	-	-
Motueka [†]	1	2	9	14	19	21	23	9	1	2	1
Moutere-Waimea	4	1	8	8	22	10	25	19	1	2	-
Richmond [†]	1	-	8	4	21	13	34	17	-	1	2
Age											
18-44 years [†]	3	1	9	8	19	14	29	15	1	1	1
45-64 years [†]	3	-	9	9	23	13	30	12	1	1	-
65+ years	2	3	9	8	26	17	14	15	1	3	2
Satisfaction With Way Council Consults											
Very satisfied /satisfied	1	-	6	6	15	15	31	22	2	2	-
Neither	3	-	8	7	35	15	25	6	-	1	-
Dissatisfied / very dissatisfied [†]	8	8	22	19	19	10	11	4	-	-	-

% read across

* not asked prior to 2015

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

42% of residents agree (rating 7-10) with the statement 'Overall Tasman District Council makes the right decisions' (33% in 2016), while 21% disagree (rating 1-4) (24% in 2016). The mean is 6.

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

- residents aged 18 to 64 years (18-44, 46%), (45-64, 44%),
- residents who are very satisfied/satisfied with the way Council consults the public in the decisions it makes, 57%.

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

- residents who are dissatisfied/very dissatisfied with the way Council consults the public in the decisions it makes, 57%.

It also appears that Golden Bay Ward residents are slightly more likely to disagree with this statement (37%), than other Ward residents.

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	2017	5	5	10	13	17	16	20	11	1	-	2
	2016	7	5	8	10	23	13	20	7	2	2	3
	2015	5	4	5	11	24	20	17	8	2	2	2
Ward												
Lakes-Murchison		6	22	10	11	6	14	21	4	2	-	4
Golden Bay [†]		11	12	11	17	18	7	9	9	-	-	5
Motueka [†]		6	3	11	16	20	10	21	12	1	-	1
Moutere-Waimea [†]		7	5	11	11	16	15	17	13	1	1	2
Richmond [†]		1	1	6	11	18	23	24	11	3	-	3
Gender												
Male [†]		8	5	11	14	15	15	21	9	2	-	1
Female		3	6	8	12	19	16	19	12	1	1	3
Household Size												
1-2 person household		8	7	11	13	19	14	12	11	2	1	2
3+ person household [†]		3	3	8	12	16	16	28	11	-	-	2
Satisfaction With Way Council Consults												
Very satisfied /satisfied [†]		2	2	5	7	15	21	28	16	3	1	1
Neither		14	7	10	20	24	4	13	6	-	-	2
Dissatisfied / very dissatisfied [†]		20	13	26	17	10	3	6	4	-	-	2

% 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

32% of residents agree (rating 7-10) with the statement 'Tasman District Council listens and acts on the needs of residents', while 33% disagree (rating 1-4) (30% in 2016). The mean is 5.

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

- residents who live in a three or more person household, 39%,
- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 48%.

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

- Lakes-Murchison (49%) and Golden Bay (51%) Ward residents,
- men, 38%,
- residents who live in a one or two person household, 39%,
- residents who are dissatisfied / very dissatisfied with the way Council consults the public in the decisions it makes, 76%.

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 2017 [†]	4	4	6	8	21	18	20	11	2	1	4
2016	6	3	5	8	27	14	17	12	3	2	3
Ward											
Lakes-Murchison [†]	6	6	10	8	18	12	31	1	6	2	1
Golden Bay	9	10	9	9	23	21	7	11	-	-	1
Motueka [†]	-	4	11	6	26	22	19	6	3	1	3
Moutere-Waimea	7	4	3	10	19	13	22	9	3	3	7
Richmond	1	1	4	9	20	19	22	19	1	1	3
Gender											
Male	6	5	9	9	21	17	18	10	3	-	2
Female	1	3	4	8	22	18	23	12	2	2	5
Satisfaction With Way Council Consults											
Very satisfied /satisfied [†]	-	1	4	7	18	19	24	18	4	2	2
Neither	5	3	6	9	27	18	22	4	-	1	5
Dissatisfied / very dissatisfied [†]	12	15	16	10	23	13	4	4	-	-	2

% 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. These readings are similar to the 2016 results.

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

- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 48%.

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

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

- men, 29%,
- residents who are dissatisfied / very dissatisfied with the way Council consults the public in the decisions it makes, 53%.

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	2017 [†]	2	3	3	7	22	15	22	15	2	2	5
	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 [†]		-	-	5	17	24	8	20	16	8	-	3
Golden Bay		3	-	5	4	20	17	34	6	-	6	5
Motueka [†]		3	3	6	6	25	16	17	16	-	1	6
Moutere-Waimea [†]		1	5	3	10	19	17	16	17	4	3	4
Richmond		1	4	-	4	23	14	27	17	3	2	5
Gender												
Male		3	6	4	7	26	12	21	13	2	2	4
Female [†]		-	1	2	7	19	18	24	17	2	2	6
Length of Residence[†]												
Lived there 10 yrs or less		1	2	1	2	25	20	23	7	4	2	12
Lived there more than 10 yrs		2	4	4	8	21	14	22	17	2	2	3
Satisfaction With Way Council Consults												
Very satisfied /satisfied [†]		-	3	2	7	13	17	26	20	3	4	5
Neither		2	3	4	8	33	15	19	8	2	1	5
Dissatisfied / very dissatisfied [†]		5	8	6	6	29	9	16	17	1	-	2

% 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

41% of residents agree (rating 7-10) with the statement 'Council managers and staff are competent', while 15% disagree (rating 1-4) (19% in 2016). The mean is 6.

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

- women, 45%,
- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 53%.

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

- men, 20%,
- longer term residents, those residing in the District 10 years or less, 18%.

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	2017	2	2	3	6	22	18	25	16	3	2	1
	2016	2	2	4	7	20	16	23	18	4	2	2
	2015 [†]	1	3	2	7	20	16	24	18	4	3	3
Ward												
Lakes-Murchison [†]		-	-	14	10	32	11	17	13	1	-	1
Golden Bay [†]		7	1	1	5	31	16	23	11	-	-	4
Motueka		2	3	2	8	23	21	22	13	4	1	1
Moutere-Waimea [†]		2	4	4	8	17	20	19	20	3	4	-
Richmond [†]		-	2	2	2	21	16	35	17	2	3	1
Satisfaction With Way Council Consults[†]												
Very satisfied /satisfied		-	-	4	4	13	14	33	23	4	4	-
Neither		3	1	2	9	30	24	19	8	1	-	2
Dissatisfied / very dissatisfied		5	8	5	7	38	16	10	12	-	-	-

% read across

* not asked prior to 2015

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

46% of residents agree (rating 7-10) with the statement 'Tasman District Council is effective', while 13% disagree (rating 1-4). These readings are similar to the 2016 results. The mean is 6.

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

- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 64%.

There are no notable differences in terms of those residents who **disagree** with the statement.

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	2017	6	3	7	12	19	15	19	12	3	1	3
	2016 [†]	9	7	9	11	20	16	14	7	3	1	4
	2015	8	8	7	12	17	17	20	6	2	1	3
Ward												
Lakes-Murchison		4	-	10	12	35	18	11	5	-	3	2
Golden Bay		10	7	4	11	21	12	20	1	4	-	10
Motueka		8	3	8	12	15	15	20	13	1	1	4
Moutere-Waimea [†]		9	3	6	13	19	11	16	17	3	2	2
Richmond		2	1	7	12	18	19	21	13	3	2	2
Gender												
Male		9	3	5	15	18	12	18	13	4	1	2
Female [†]		3	2	9	10	20	18	20	11	2	2	4
Satisfaction With Way Council Consults												
Very satisfied /satisfied		2	-	4	10	15	18	25	16	5	2	3
Neither [†]		8	2	7	14	29	10	14	10	1	-	4
Dissatisfied / very dissatisfied		17	11	15	15	12	17	9	4	-	-	-

% read across

* not asked prior to 2015

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

35% of residents agree (rating 7-10) with the statement 'Tasman District Council provides good value for rates dollars spent' (25% in 2016), while 28% disagree (rating 1-4) (36% in 2016). The mean is 6.

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

- residents who are very satisfied / satisfied with the way Council consults the public in the decisions it makes, 48%.

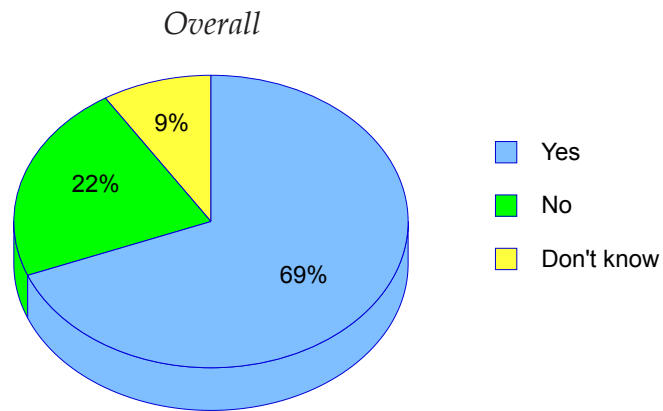
Residents more likely to **disagree** with the statement are ...

- men, 32%,
- residents who are dissatisfied / very dissatisfied with the way Council consults the public in the decisions it makes, 58%.

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

	Mean	1 Strongly disagree %	2 %	3 %	4 %	5 Neither agree nor disagree %	6 %	7 %	8 %	9 %	10 Strongly agree %	Don't know %
Tasman District Council leads on matters of importance to its communities	6	2	2	5	3	38	19	18	7	2	2	2
Overall Tasman District Council makes the right decisions	6	3	1	9	8	22	14	26	14	1	1	1
Tasman District Council listens and acts on the needs of residents	5	5	5	10	13	17	16	20	11	1	-	2
Mayor and Councillors display sound and effective leadership [†]	6	4	4	6	8	21	18	20	11	2	1	4
Council managers and staff are competent [†]	6	2	3	3	7	22	15	22	15	2	2	5
Tasman District Council is effective	6	2	2	3	6	22	18	25	16	3	2	1
Tasman District Council provides good value for rates dollars spent	6	6	3	7	12	19	15	19	12	3	1	3

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

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

69% of residents feel Tasman District Council has a good reputation (62% in 2016), while 22% don't (26% in 2016) and 9% are unable to comment (12% in 2016).

The percent saying 'Yes' is on par with the Peer Group Average and above the National Average.

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

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

Do Residents Feel Tasman District Council Has A Good Reputation?

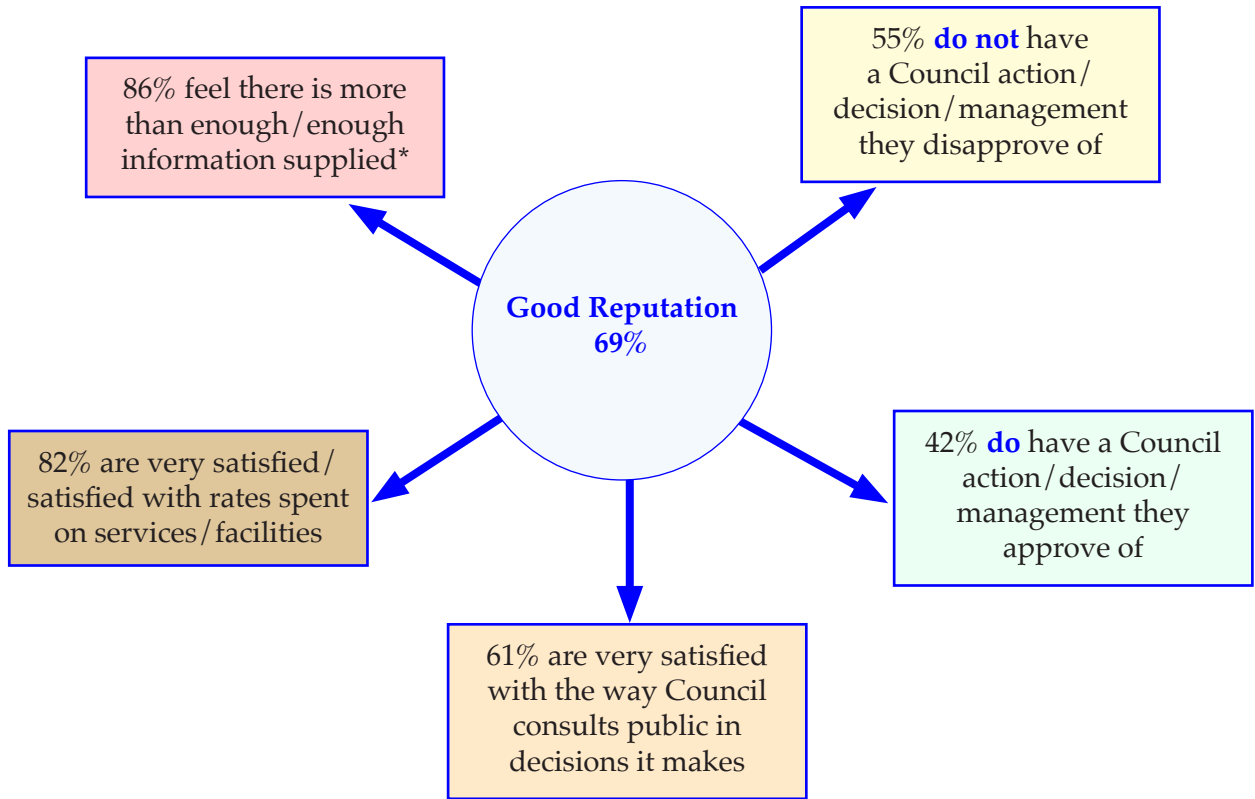
		Yes %	No %	Don't know %
Overall*	2017	69	22	9
	2016	62	26	12
Comparison				
Peer Group (Rural)		72	17	11
National Average [†]		57	30	12
Ward				
Lakes-Murchison		77	21	2
Golden Bay [†]		33	59	9
Motueka		63	25	12
Moutere-Waimea		77	16	7
Richmond		77	12	11
Household Size				
1-2 person household		64	24	12
3+ person household		73	20	7

% read across

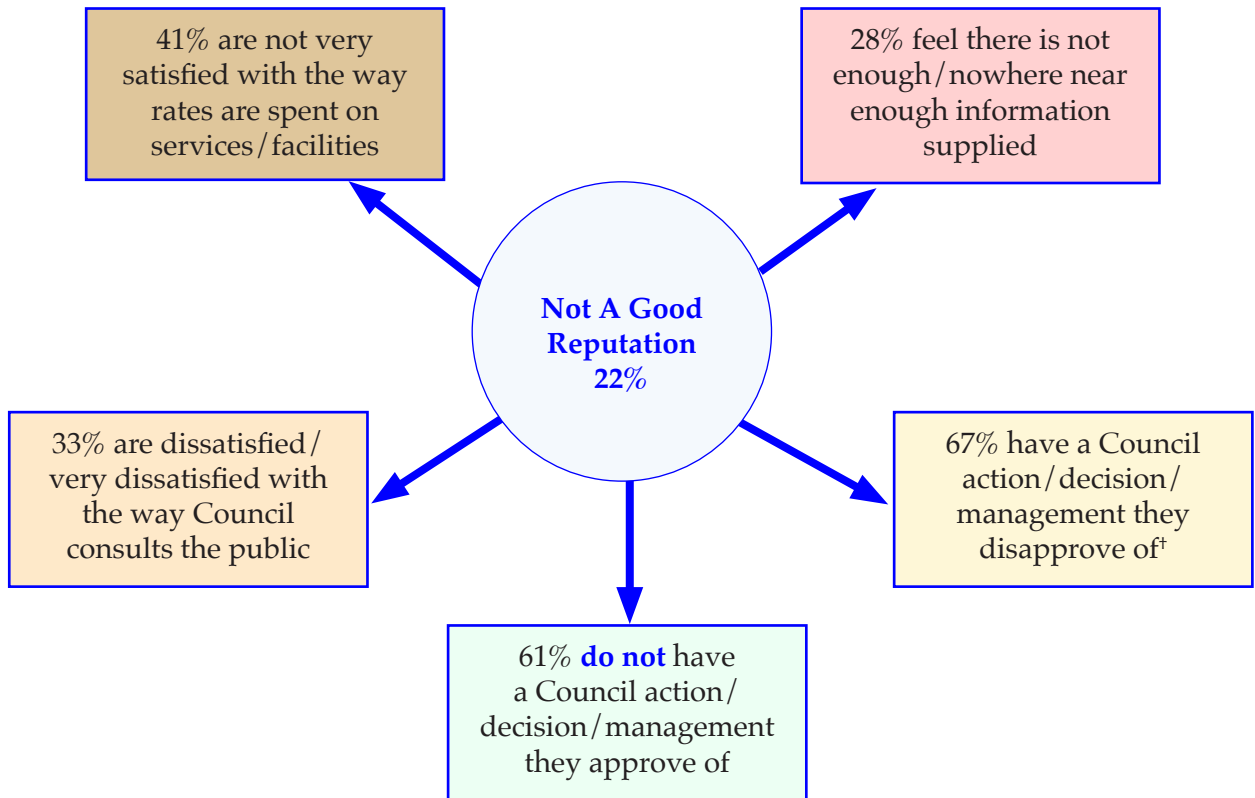
* not asked prior to 2016. 2016 question read "do you feel that Tasman District Council has a good reputation as a Council?"

[†] 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, 86% feel there is more than enough/enough information supplied



[†] of those residents who say Tasman District Council does not have a good reputation, 67% 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 22% of residents†,
- never hear negatives / complaints against them / no real issues, 20%,
- good to deal with / approachable / helpful / accessible, 11%,
- read / hear good things about Council, 11%,
- very good Council / good leadership / Councillors do a good job, 11%.

* multiple responses allowed

† residents who feel Tasman District Council has a good reputation, N=263

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

- heard / read negative things about Council, mentioned by 24% of residents†,
- issues with building consents / permits, 14%,
- poor decisions / planning / priorities, 14%,
- personal experience with Council / difficult to deal with / not happy with service, 14%.

* multiple responses allowed

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

* * * * *

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	101	99
	Moutere-Waimea	98	102
	Richmond	120	126
Gender	Male	197	194
	Female	203	206
Age	18 - 44 years	96	143
	45 - 64 years	141	162
	65+ years	163	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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