
NELSON CITY COUNCIL RESIDENTS SURVEY
JUNE 2017

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

Nelson City Council (Council) commissioned Versus Research to conduct its Resident Satisfaction Survey. This survey identifies the perceptions residents of Nelson (residents) have on a wide range of measures, including services and facilities provided by Council.

The Resident Satisfaction Survey asked residents about their:

- Satisfaction with Council services and facilities
- Satisfaction and usage of transport network
- Perceptions on environmental issues facing the region
- Usage and satisfaction of arts and cultural facilities and Council events

TRANSPORT

In 2017, 48% of residents are satisfied (34%) or very satisfied (14%) with transport activities including roads, cycleways, footpaths and public transport. Of note, is a decrease in neutral ratings (25% cf. 2016, 41%) and an increase in dissatisfied (20% cf. 2016, 10%) and very dissatisfied (7% cf. 2016, 3%) compared to 2016 results. Reasons for dissatisfaction with transport activities include public transport being limited (51%), the roads being poor and need improving (35%) and the cycleways need improving (21%).

Forty-five per cent of residents work fulltime, while 23% are employed part-time. This year there are significantly fewer residents (31%) not in the workforce when compared with previous years.

Of those residents who are in the workforce, more than half 58% travel to work in a private vehicle. At a lower level, residents travel to work by bicycle (10%) and walk or run to work (9%).

Fifty-two per cent of residents are satisfied (42%) or very satisfied (10%) with roads and streets in the area. There are significantly fewer very satisfied ratings when compared with results from three years ago (10% cf. 2014, 14%). Reasons for dissatisfaction with roads and streets include the general condition of the roads (57%), roads which aren't repaired properly (37%) and the length of time taken for repairs (16%).

Sixty-three per cent of residents are satisfied (50%) or very satisfied (13%) with footpaths and walkways. There are significantly fewer very satisfied ratings when compared with results from three years ago (13% cf. 2014, 17%). Reasons for dissatisfaction with footpaths and walkways is the feeling there is not enough of them (42%), they are in bad condition (41%) and not maintained (17%).

More than half (54%) of residents are satisfied (38%) or very satisfied (16%) with the area's cyclelanes. There are significantly fewer very satisfied ratings when compared with results from three years ago (16% cf. 2014, 22%). Accordingly, there are significantly greater dissatisfied ratings when compared with 2014 (15% cf. 2014, 10%). Reasons for dissatisfaction with cyclelanes include the feeling they are

too narrow and dangerous for cyclists to use (61%), needing more cyclelanes (24%), cyclelanes not getting a lot of use (9%), as well as better signage and education on use of cyclelanes (8%).

More than two-thirds of residents (70%) are satisfied (44%) or very satisfied (26%) with the area's shared pathways. There are significantly fewer very satisfied ratings when compared with results from three years ago (26% cf. 2014, 37%). Nineteen per cent are neither satisfied nor dissatisfied, this result is significantly greater than 2014 (19% cf. 2014, 11%). Reasons for dissatisfaction with shared pathways include that they are difficult and dangerous to use (16 mentions), lack of rules and education around safe use (10 mentions), the area should not have shared pathways or needing more of them (five mentions each).

About a third of residents (36%) are satisfied (27%) or very satisfied (9%) with the area's public transport. There are significantly fewer satisfied (27% cf. 2014, 36%) and very satisfied ratings (9% cf. 2014, 14%). There are significantly greater dissatisfied ratings when compared with 2014 (15% cf. 2014, 9%). Reasons for dissatisfaction with public transport included that it is not extensive enough or the area need more buses (79%), it's too expensive or needs an alternative fare system (13%) and it is under utilised or needs incentives to use public transport (8%).

Close to two-thirds (60%) of residents are satisfied (44%) or very satisfied (16%) with the area's street lighting. There are significantly fewer very satisfied ratings when compared with results from three years ago (16% cf. 2014, 21%). Reasons for dissatisfaction with street lighting included that it is not bright enough (24 mentions), needing more lighting generally (18 mentions), and the positioning of street lighting needing improving (two mentions).

In a new question for 2017, more than half of residents (51%) are satisfied (41%) or very satisfied (10%) with the area's parking. A further 29% are neither satisfied nor dissatisfied, 19% are dissatisfied (13%) or very dissatisfied (6%). Reasons for dissatisfaction with parking include that it is too hard to find a park or there is limited disabled parking spaces (34%) and needing more parking (32%) and that it costs too much (16%).

PARKS AND RECREATION

Eighty-two per cent of residents are satisfied (45%) and very satisfied (37%) with parks and recreation in the area.

More than two-thirds of residents (70%) are satisfied (51%) or very satisfied (19%) with recreational opportunities in the area. A further 20% are neither satisfied nor dissatisfied, 7% are dissatisfied (6%) or very dissatisfied (1%). There has been a significant decrease of 5% in dissatisfied ratings when compared with 2016.

Less than half of residents (41%) have used or visited a pool in the past year. Twelve per cent of residents have used both pools, 20% the Riverside pool and 9% the Nayland pool.

EXECUTIVE SUMMARY

Overall, 78% of pool users are satisfied (47%) or very satisfied (31%) with the pools in the area. There has been a significant increase in satisfaction ratings (47% cf. 2016, 36%).

SOCIAL

Comparisons to previous years results regarding the Suter Art Gallery are indicative only, as there was a question wording change last year to include its temporary location. This may have contributed to a decrease in satisfaction with the gallery in 2016.

Fifty-nine per cent of residents have visited the Suter Art Gallery in the past two years - either in its temporary location, or the redeveloped gallery. This year's result is a significant increase in usage from last year (59% cf. 2016, 48%).

Amongst users of the Suter Art Gallery, 85% are satisfied (39%) or very satisfied (46%) with it, resulting in a significant increase in very satisfied ratings (46% cf. 2016, 27%). Also significant, 12% are neither satisfied nor dissatisfied, a 15% decrease when compared with last year's results.

At a total level, 64% of residents are satisfied (32%) or very satisfied (32%) with the Suter Art Gallery. Overall satisfaction has increased 16% from 2016's results. Notably this year, residents who don't know how to rate this has decreased significantly (12% cf. 2014, 23%).

Close to half of residents (49%) are satisfied (33%) or very satisfied (16%) with public art in the city. A significant decrease of very satisfied ratings appears to be driven by a significant increase in dissatisfied and very dissatisfied ratings when compared with 2016 results. Reasons for dissatisfaction include residents feeling money could be better spent on other things (56%), they don't like the art or sculptures (21%) and they would like to see different art (17%).

Close to three-quarters of residents (72%) have used a public library in the past year. The majority of residents indicated the main library they use is the Elma Turner library (80%). Following this, 16% use the Stoke library, and 3% the Tahunanui library.

Overall, 88% of residents are satisfied (42%) or very satisfied (46%) with Council libraries.

Attendance of Council events has increased this year across all events, notably, summer festival events (55% cf. 2016, 43%) and arts festival events (27% cf. 2016, 22%). While not significant, attendance of the masked parade (39%) has also increased by 5% this year.

COUNCIL ACTIVITIES

In 2017, close to three-quarters of residents (72%) are satisfied (46%) or very satisfied (26%) with the area's water supply. There has been a significant increase of 7% in satisfied ratings when compared with 2014. Reasons for dissatisfaction with the water supply included that the water is dirty and of poor quality, chlorine in the water and the taste (nine mentions each). Other mentions included water restrictions and supply and that it's overpriced and expensive (both seven mentions).

More than half of residents (52%) are satisfied (35%) or very satisfied (17%) with the wastewater service. Reasons for dissatisfaction with the wastewater system included the disposal of wastewater (31%). Other mentions include drainage and flooding issues (22%), wastewater leaks (20%) and the smell (17%).

Close to half of residents (47%) are satisfied (37%) or very satisfied (10%) with the area's stormwater service. Reasons for dissatisfaction with the stormwater system included flooding (57%), drainage (27%) and the disposal of stormwater (16%).

More than a third of residents (35%) are satisfied (28%) or very satisfied (7%) with flood protection. There has been a significant increase of 7% in satisfied ratings when compared with 2014. Concurrently, there has been a significant decrease in very satisfied ratings (7% cf. 2014, 10%). Reasons for dissatisfaction with flood protection included there is too much flooding occurring (62%). Other mentions included Council not doing enough (26%), the feeling there is limited help and facilities to deal with flooding (19%) and needing more protection (15%).

Sixty-one per cent of residents are satisfied (44%) or very satisfied (17%) with waste management. There has been a significant increase of 7% in satisfied ratings when compared with 2014. Concurrently, there has been a significant decrease in very satisfied ratings (17% cf. 2014, 21%). Reasons for dissatisfaction with waste management included recycling needs improving (62%), the feeling Council not doing enough (21%) and that it's expensive (21%).

Thirty-nine per cent of residents are satisfied (32%) or very satisfied (7%) with environmental management. A further 36% are neither satisfied nor dissatisfied, 17% are dissatisfied (15%) and very dissatisfied (2%). There has been a significant increase of 5% in dissatisfied ratings when compared with 2014. Reasons for dissatisfaction with environmental management included the feeling Council is not doing enough (46%), the Maitai waterway (24%) and poison and pest traps (16%).

Thirty-seven per cent of residents are satisfied (29%) or very satisfied (8%) with regulatory compliance. A further 33% are neither satisfied nor dissatisfied, 23% are dissatisfied (15%) and very dissatisfied (8%). There has been a significant decrease of 4% in dissatisfied ratings when compared with 2014. Reasons for dissatisfaction with regulatory compliance included that it takes too long (25%), it's too complicated (22%) and that it is over-regulated and there are too many rules (21%).

Half of residents (50%) are satisfied (37%) or very satisfied (13%) with the management of emergencies. There has been a significant decrease of 10% in very satisfied ratings when compared with 2014. Also a significant change, a further 35% are neither satisfied nor dissatisfied (35% cf. 2014, 23%). Reasons for dissatisfaction with managing emergencies included Civil Defence needing improvements (12 mentions), flooding responses from Council were limited (eight

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mentions) and wanting more information regarding tsunamis and earthquake alerts (five mentions).

Close to three-quarters of residents (74%) are satisfied (50%) or very satisfied (24%) with community facilities. Reasons for dissatisfaction with community facilities included public toilets need improving as well as the provision of more toilets (13 mentions), wanting more facilities and sports facilities (12 mentions) and playground upgrades (six mentions).

Forty-three per cent of residents are satisfied (35%) or very satisfied (8%) with community development. Reasons for dissatisfaction with community development included Council needing to do more (43%). Other mentions included a lack of funding for community-based organisations (23%) and there being not enough for youth to do (15%).

Seventy per cent of residents are satisfied (39%) or very satisfied (31%) with culture, heritage and arts in the area. Reasons for dissatisfaction with culture, heritage and arts included the feeling that Council spend too much money on arts and culture (18 mentions). Other mentions included the arts needing more support (12 mentions) and needing better arts and culture facilities (10 mentions).

Forty-five per cent of residents are satisfied (35%) or very satisfied (10%) with economic and tourism support. Reasons for dissatisfaction with economic and tourism support included dissatisfaction with freedom campers (52%) and the feeling of more needing to be done to attract people to the area (26%).

HOUSEHOLD WASTE AND RECYCLING

In 2017, 64% of residents compost their household food waste. However, there has been a significant increase of 5% in residents who do not compost their food waste (36% cf. 2014, 31%). Sixty-seven per cent of residents compost their household garden waste, this is a significant decrease of 6% when compared to 2014 results (67% cf. 2014, 73%).

More than half of residents (57%) put out their household recycling every two weeks, and 20% monthly, both a significant increase from previous years.

ENVIRONMENTAL ISSUES AND PLANNING

Residents were asked what they felt is the single most important environment issue facing the district, the highest mention was water pollution (18%), followed by traffic and congestion (8%) and rubbish or recycling (7%).

Residents were asked how important they felt it was for Council to focus on a number of different environmental issues. The water quality in local streams and rivers received the highest importance rating with 94% residents indicating this should be a priority for Council focus. This is followed by the coastal environment and beaches (92%), marine water quality (90%), waste minimisation (87%), and the maintenance and restoration of natural habitats and ecosystems (85%).

COMMUNICATION

Forty-five per cent of residents indicated they are well informed (36%) or very well informed (9%) with Council and its services. Overall, this is a significant 7% increase in satisfied ratings. Notably, there has been a significant decrease in residents who indicated they are neither informed or not informed (33% cf. 2016, 45%). Reasons for feeling well informed included residents feeling positive about newsletters, flyers and newspapers (22%), while reasons for not feeling well informed was residents not hearing anything from Council and Council needing to communicate more (14%).

More than a third (36%) of residents indicated they would prefer to receive information from Council in articles in newspapers. Following this, residents mention their preferred option is through e-newsletters or email (23%), flyers in the mail and social media (both 15%) as well as the Council website (14%).

CORPORATE

Forty-two per cent of residents are satisfied (33%) or very satisfied (9%) with opportunities to provide feedback. While not significant, there has been a 6% increase in satisfied ratings. Reasons for satisfaction with opportunities to provide feedback included feeling happy with the consultation process or receiving positive feedback (38%), while reasons for dissatisfaction with opportunities to provide feedback included a feeling there isn't a lot of communication or consultation from Council (14%).

COUNCIL OVERALL

In a new question for 2017, residents were asked if they have had direct contact with Council staff in the past 12 months. More than half of residents (53%) indicated they had. Residents who had direct contact with Council staff in the past 12 months were asked what their contact was about. Reasons included general enquiries or information (20%), rates information (15%), building consents (14%) and information on Council services (13%).

Following this, residents were asked how satisfied they were with the service they received. Sixty-seven per cent of residents are satisfied (33%) or very satisfied (34%).

Overall, 55% of residents are satisfied (47%) or very satisfied (8%) with Council, 32% are neither satisfied nor dissatisfied, a significant decrease of 5% when compared with 2014 results. Eleven per cent are dissatisfied (9%) or very dissatisfied (2%). Dissatisfaction ratings have significantly increased (9% cf. 2014, 6%), however this does not appear to be driven by a decrease in satisfied ratings.

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BACKGROUND AND OBJECTIVES

Versus Research was commissioned by Nelson City Council (Council) to conduct Council's Resident Satisfaction Survey. This survey identifies the perceptions that residents of Nelson (residents) have on a wide range of measures, including services and facilities provided by Council.

The Resident Satisfaction Survey asked residents about their:

- Satisfaction with Council services and facilities
- Satisfaction and usage of transport network
- Perceptions on environmental issues facing the region
- Usage and satisfaction of arts and cultural facilities and Council events

Interviewing for this research was conducted by telephone (using computer-assisted telephone interviewing) in-house at Versus Research, with a supplementary survey conducted online. All interviewing was carried out between the 12th and 30th of May. Interviews were, on average twenty minutes. Phone numbers were called a maximum of five times before being removed from the sample.

INCLUSION OF ONLINE SAMPLE

This year, a mixed-method approach was used for data collection. This involved both computer-aided telephone interviewing (CATI) and online interviewing. A total of n=400 was achieved using CATI and n=120 was achieved online.

With an increasing number of households opting not to have a landline at home, Council included a portion of online interviewing this year to target those who are unable to be reached by landline, particularly younger residents. This helped to ensure that a representative sample was achieved overall. Online interviewing was chosen over other forms of interviewing, such as intercept interviewing, as it is a cost-effective way of reaching a vast number of residents. After completion of fieldwork, all responses from both CATI and online were combined with a review of both samples to ensure any differences were a result of sample rather than method. Sample breakdown by method is included overleaf.

WEIGHTING

Age and gender weightings have been applied to the final data set for this project. Weighting ensures that specific demographic groups are not under or over represented in the final data set and that each group is represented as it would be in the population. Weighting gives greater confidence that the final results are representative of the Nelson City population overall and are not skewed by a particular demographic group. The proportions used for the age and gender weights are taken from the 2013 Census (Statistics NZ). These proportions are outlined in the table below.

Gender	Expected	Achieved
Male	48%	36%
Female	52%	64%
16-39	33%	26%
40-64	45%	48%
65+	22%	26%

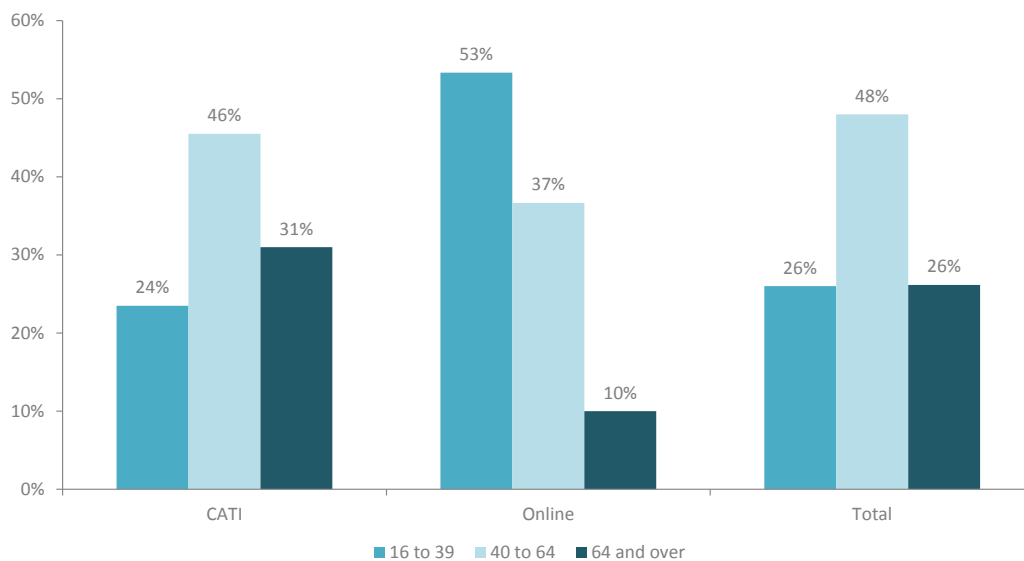
MARGIN OF ERROR

Margin of error (MOE) is a statistic used to express the amount of random sampling error present in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MOE.

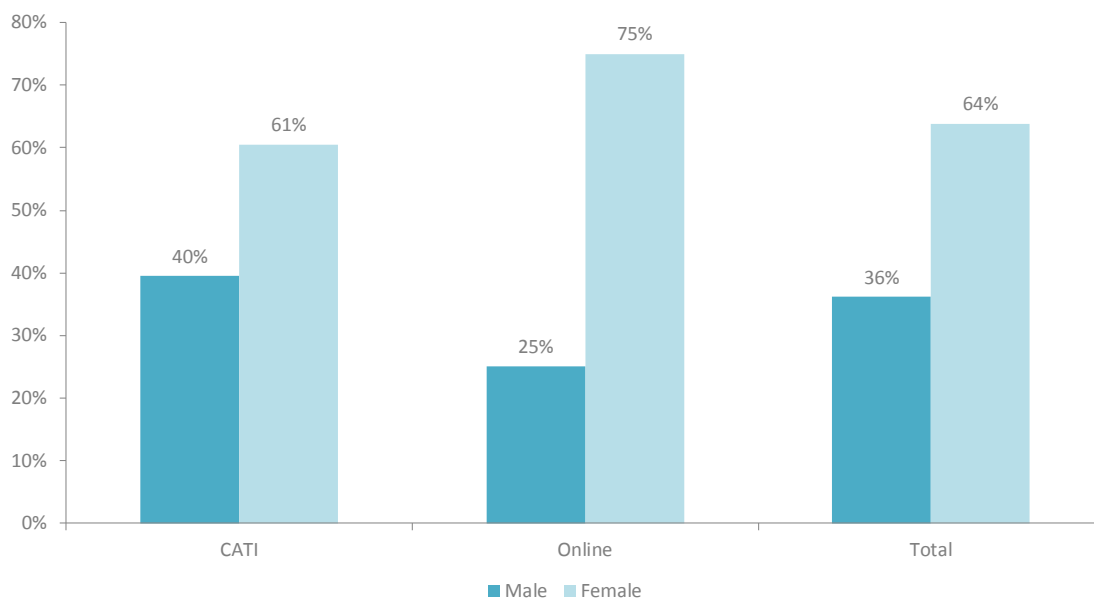
The final sample size for this particular study is n= 520, which gives a maximum margin of error of +/- 4.3 per cent at the 95 per cent confidence interval; that is, if the observed result on the total sample of n=520 respondents is 50 per cent (point of maximum margin of error), then there is a 95 per cent probability that the true answer falls between 45.7 per cent and 54.3 per cent.

SAMPLE ACHIEVED

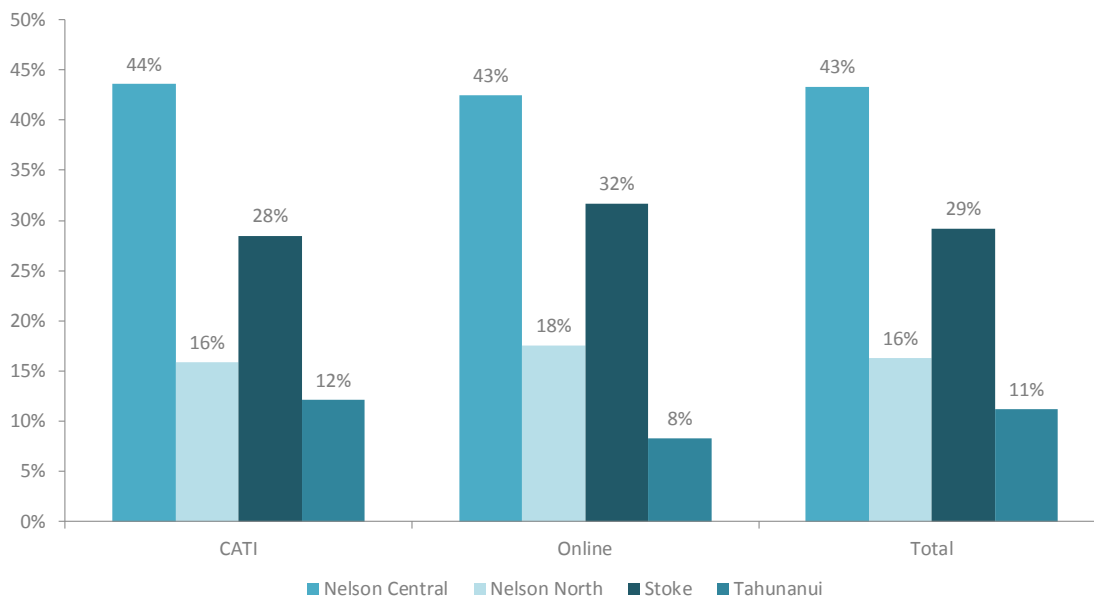
AGE



GENDER



AREA



REPORTING OF RESULTS

REPORTING OF RESULTS

Results are shown at the total level for all measures. Where applicable, previous year's results are also shown in the chart. As in previous reports, results for 2011 and 2012 satisfaction ratings have been presented as a combined satisfied and very satisfied rating. Base sizes for each question are shown below the chart.

Significance testing has been applied to these results. A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the previous years result to the total and is conducted at the 95% confidence interval. Green shading indicates this year's result is significantly higher than the previous year's results, while purple shading indicates this year's result is significantly lower than the previous year's result. It should also be noted that not all questions have been asked of residents each year, and there are no comparisons to 2015.

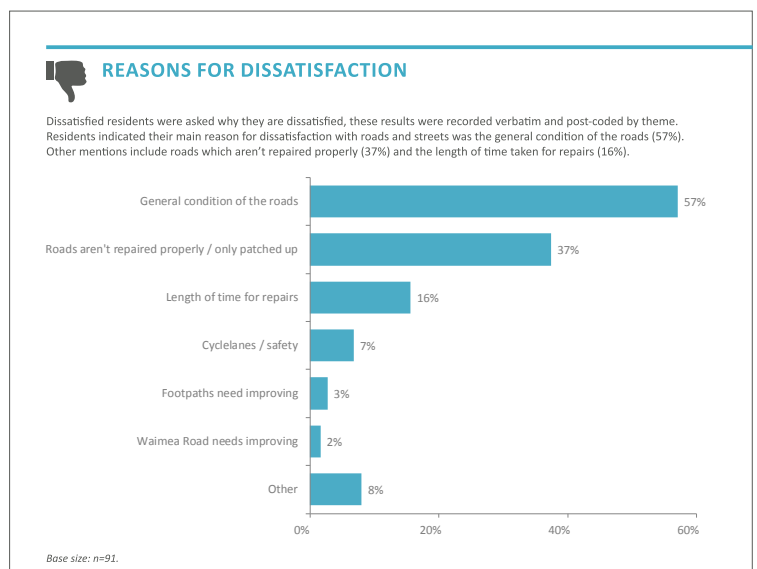
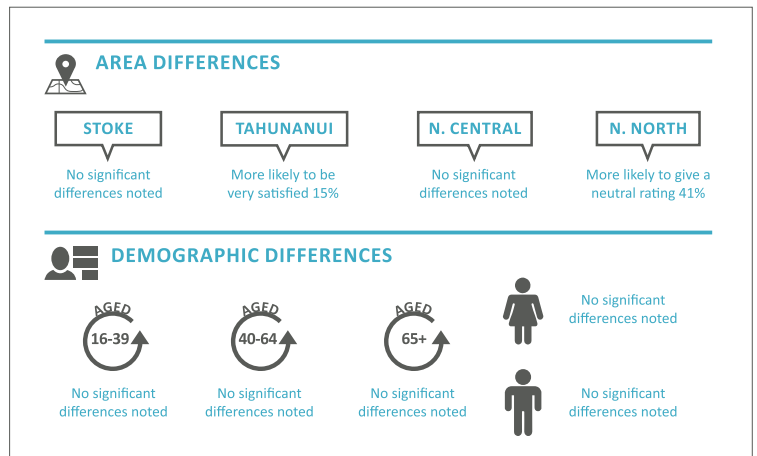
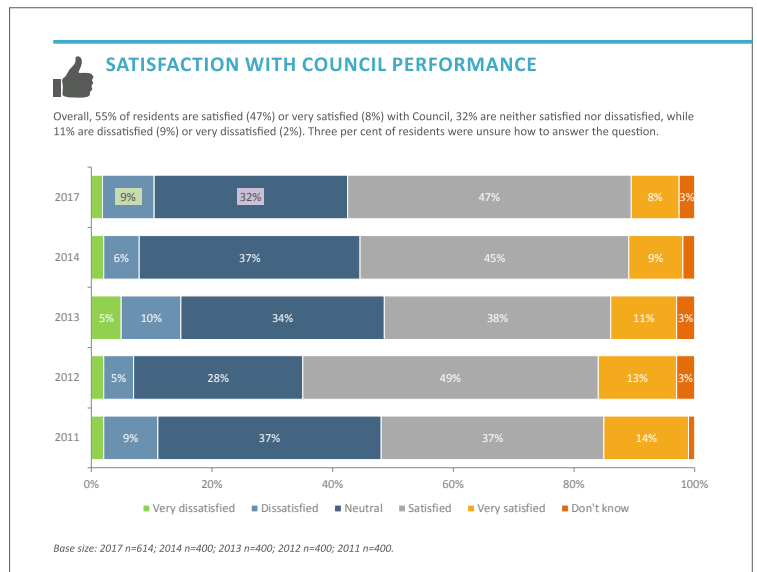
Significance testing has also been applied to the age, gender, and area results. Any significant differences have been noted here.

It should also be noted that not all percentages shown add up to 100%. This is due to rounding and/or occurs where questions allow multiple responses (rather than a single response).

Labels on charts for small proportions (less than 2%) are not shown as they overlap the area allocated to them, making the labels unreadable.

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Reasons for dissatisfaction were collected verbatim and post-coded by theme. Where the base size is <n=30, verbatim responses have not been coded and instead are commented on in the text. When the base size is between n=30 and n=50, the actual, unweighted number of mentions is shown.



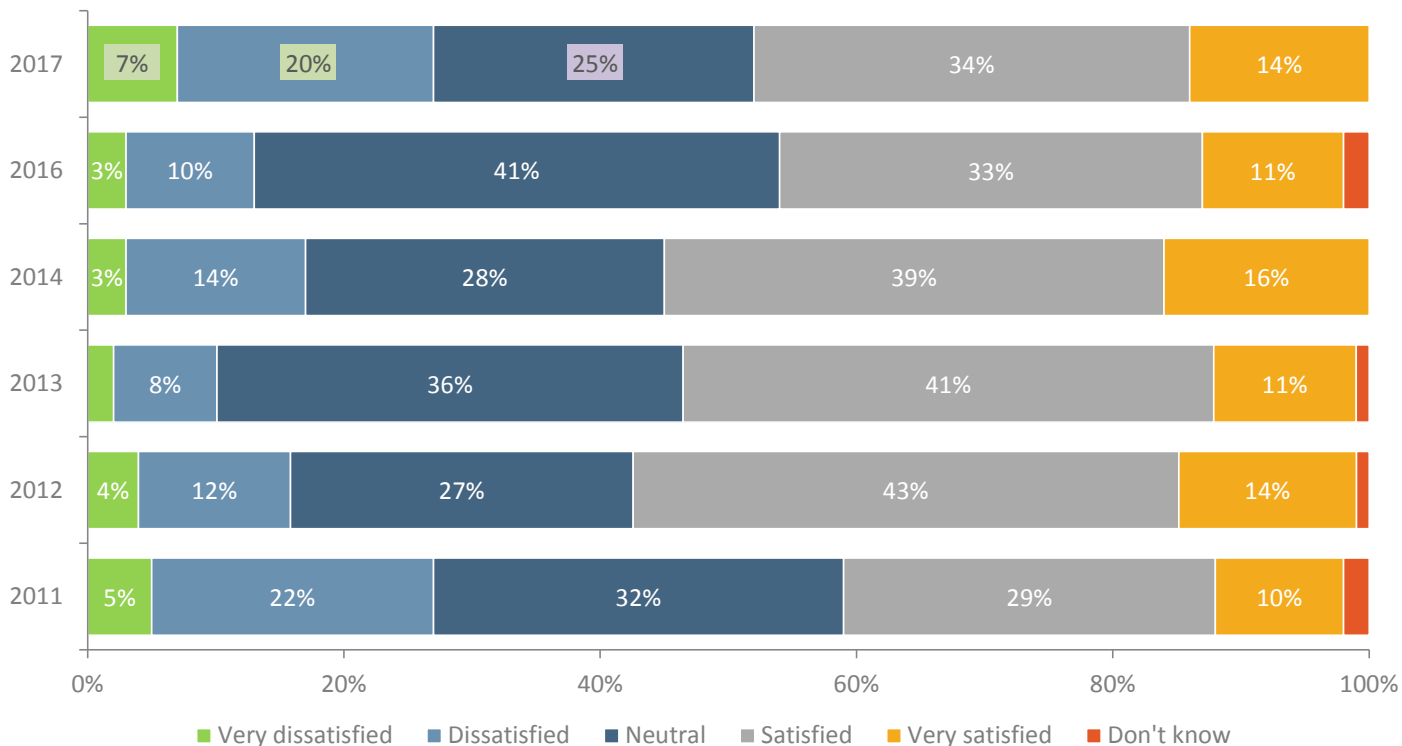
TRANSPORT

TRANSPORT | TRANSPORT ACTIVITIES



SATISFACTION WITH TRANSPORT ACTIVITIES

Close to half of residents (48%) are satisfied (34%) or very satisfied (14%) with transport activities including roads, cycleways, footpaths, and public transport. A quarter of residents (25%) are neither satisfied nor dissatisfied, a significant increase in neutral ratings compared to last year. Twenty-seven per cent are dissatisfied (20%), or very dissatisfied (7%); a significant increase in dissatisfaction compared with 2016.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

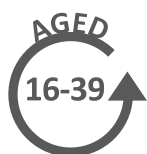
No significant differences noted

N. NORTH

No significant differences noted



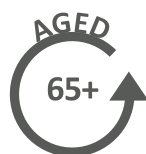
DEMOGRAPHIC DIFFERENCES



More likely to be very dissatisfied 10%



Less likely to be very satisfied 11%



More likely to give a neutral rating 31%



No significant differences noted



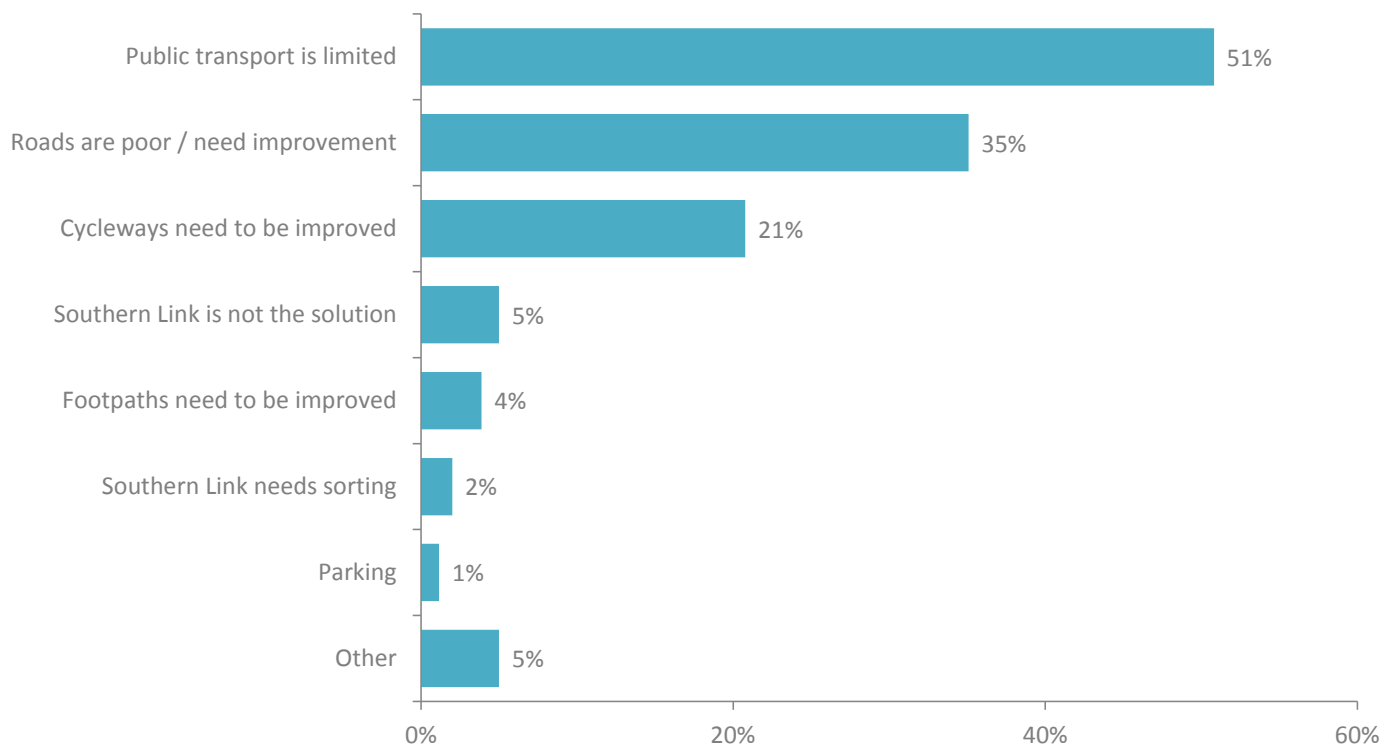
No significant differences noted

TRANSPORT | TRANSPORT ACTIVITIES



REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents cite their main reason for dissatisfaction with transport activities is public transport being limited (51%). Other mentions include the roads being poor and need improving (35%) and the cycleways need improving (21%). This year, the Southern Link and parking appear to be new areas of concern with residents.



Base size n=162.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

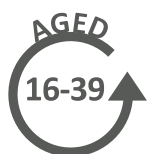
More likely to mention cycleways need improving 29%

N. NORTH

More likely to mention Southern Link 21%



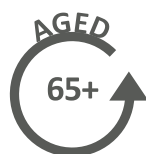
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



More likely to mention footpaths need to be improved 11%



No significant differences noted



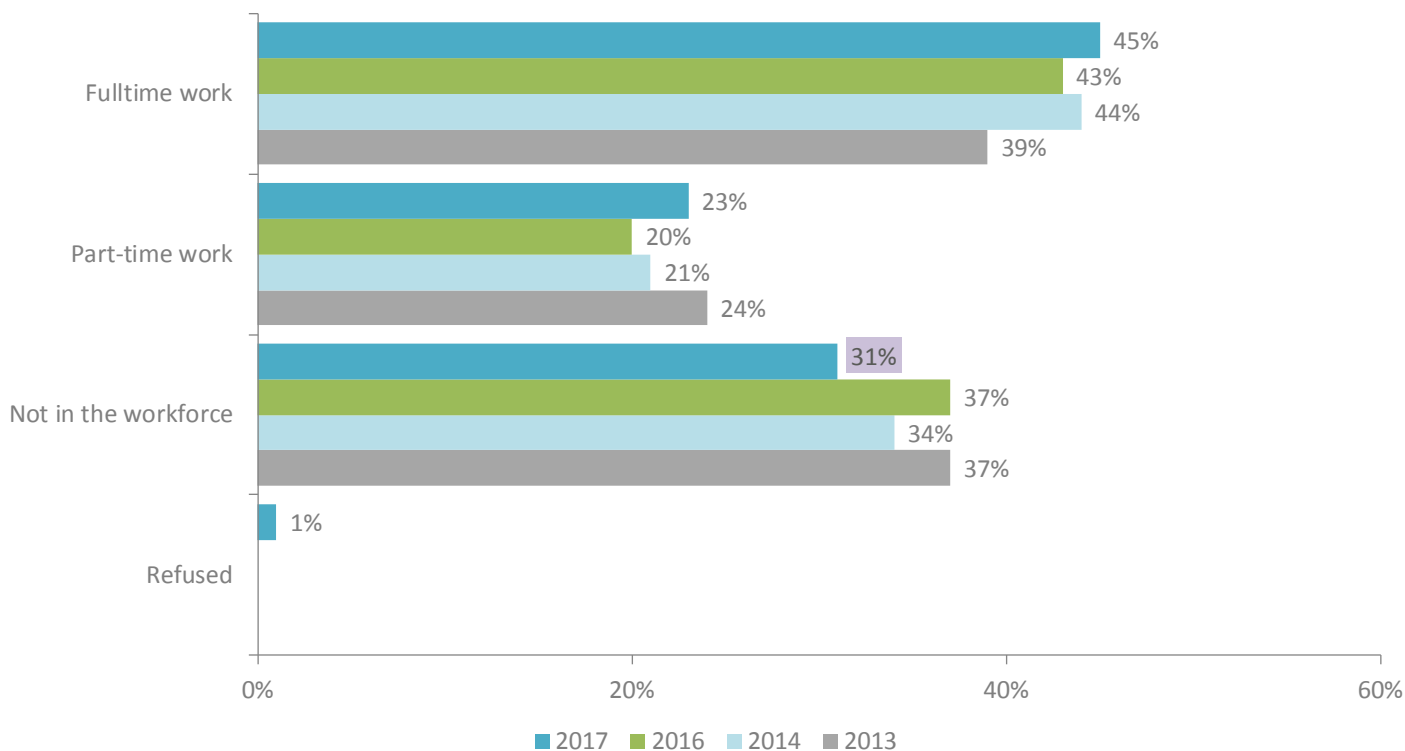
No significant differences noted

TRANSPORT | WORK STATUS



WORK STATUS

The work status of residents remains fairly similar to previous years, with close to half of residents (45%) indicating they are employed fulltime. Twenty-three per cent of residents work part-time, while 31% are not in the workforce, this is a significant decrease when compared with last year (31% cf. 2016, 37%). The decrease of those not in the workforce is due to an increase in a younger sample size this year. One per cent of respondents refused to answer this question.



Base size: 2017 n=520; 2016 n=400; 2014 n=400; 2013 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

More likely to not be in the workforce 44%

N. CENTRAL

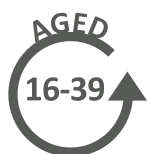
Less likely to work part time 19%

N. NORTH

No significant differences noted



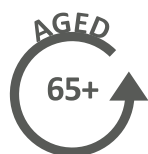
DEMOGRAPHIC DIFFERENCES



More likely to work fulltime 52%



More likely to work fulltime 58% and/or more likely to work part time 27%



More likely to not be in the workforce 77%



More likely to work part-time 29% and/or to not be in the workforce 37%



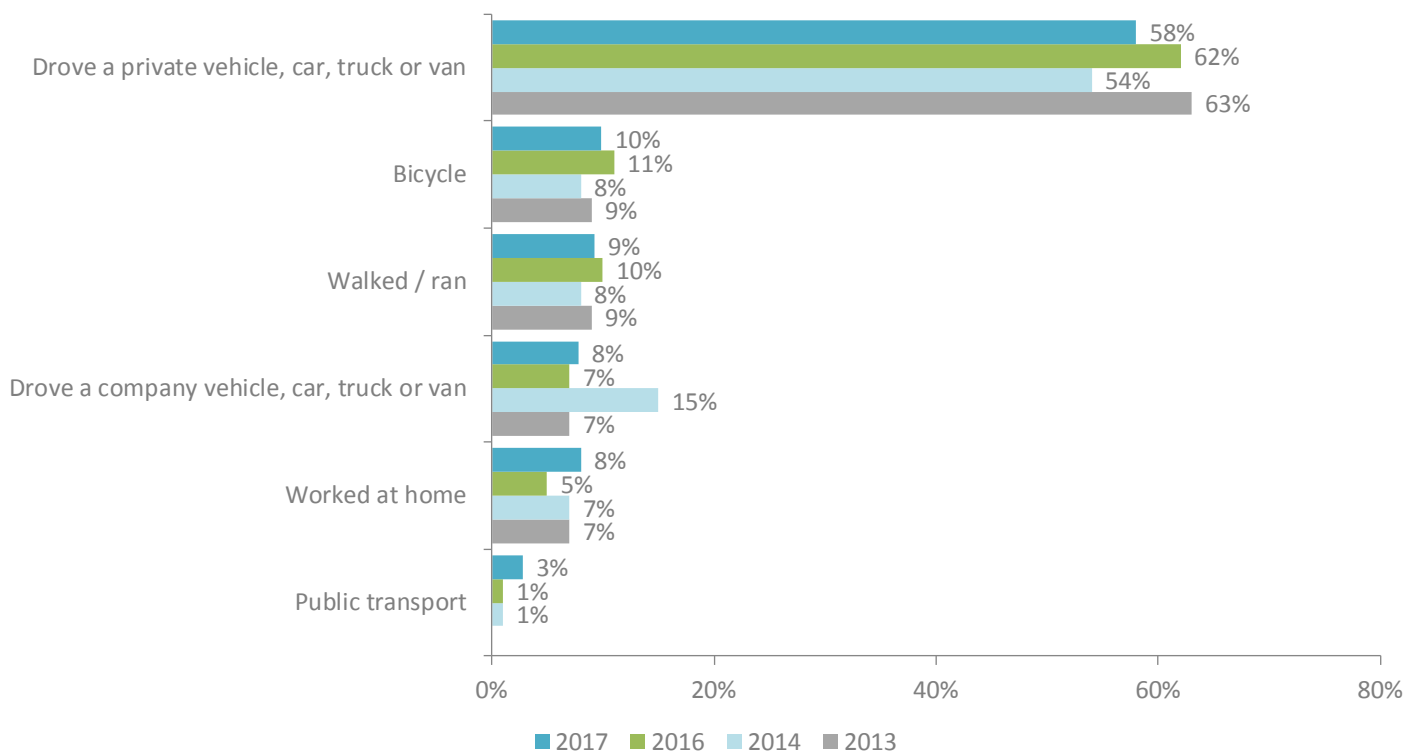
More likely to work fulltime 58%

TRANSPORT | TRAVELLED TO WORK



MAIN WAY TRAVELLED TO WORK

Of residents who are in the workforce, more than half (58%) travel to work in a private vehicle. Following this, residents indicated they travel to work by bicycle (10%) and walk or run to work (9%). Excluding those who work from home, 11% travel via bicycle and 10% walk or run. While not significant, there has been an increase of residents who work from home (8% cf. 2016, 5%) and residents who use public transport (3% cf. 2016, 1%).



Base size: 2017 n=395; 2016 n=227; 2014 n=252; 2013 n=254.



AREA DIFFERENCES

<div data-bbox="114 1442 343 1541" data-label="Text"> <p>STOKE</p> </div> <div data-bbox="89 1554 392 1664" data-label="Text"> <p>Less likely to walk or run 2% and/or to work at home 4%</p> </div>	<div data-bbox="464 1442 732 1541" data-label="Text"> <p>TAHUNANUI</p> </div> <div data-bbox="474 1554 713 1626" data-label="Text"> <p>Less likely to walk or run 2%</p> </div>	<div data-bbox="877 1442 1120 1541" data-label="Text"> <p>N. CENTRAL</p> </div> <div data-bbox="820 1554 1163 1664" data-label="Text"> <p>More likely to run or walk 17% and/or less likely to drive a private car 52%</p> </div>	<div data-bbox="1252 1442 1473 1541" data-label="Text"> <p>N. NORTH</p> </div> <div data-bbox="1238 1554 1481 1626" data-label="Text"> <p>No significant differences noted</p> </div>
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DEMOGRAPHIC DIFFERENCES

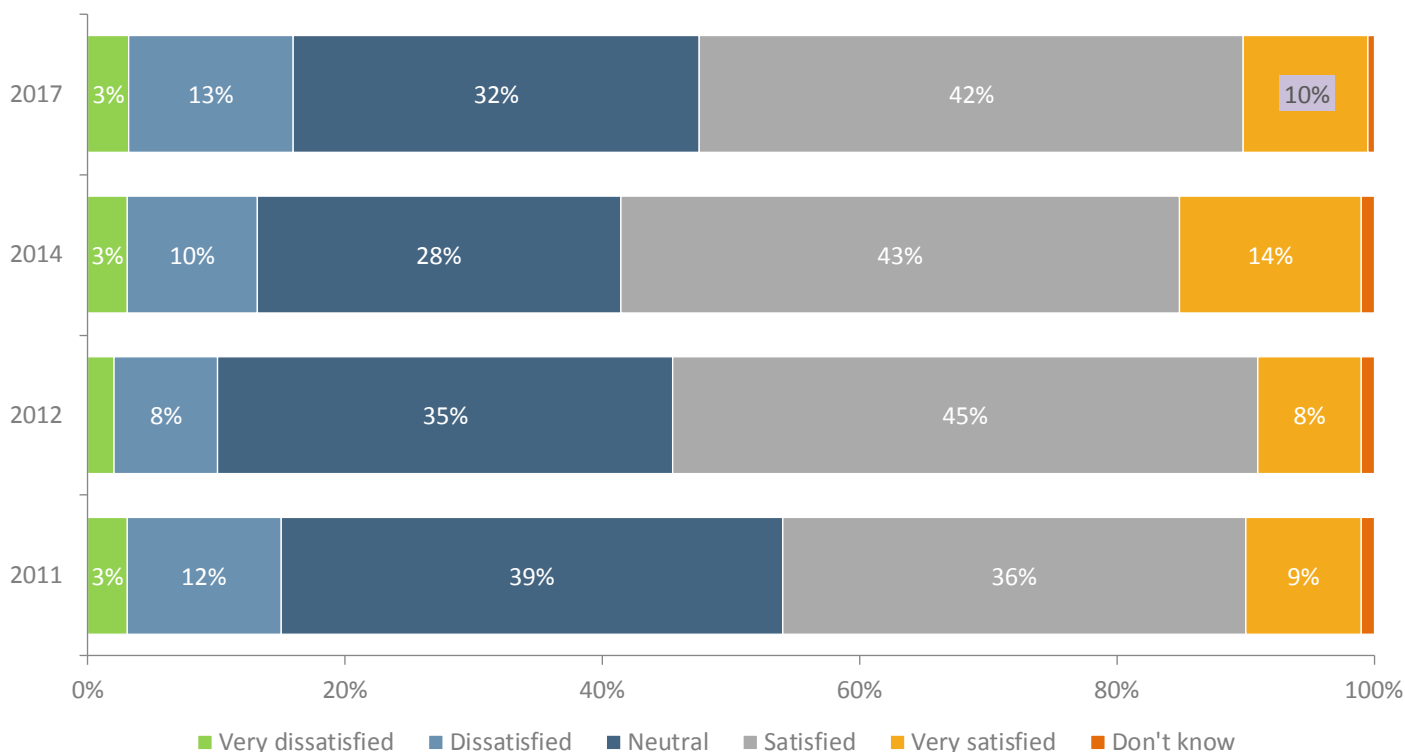
<div data-bbox="172 1832 316 1982" data-label="Text"> <p>AGED 16-39</p> </div> <div data-bbox="121 2007 355 2080" data-label="Text"> <p>No significant differences noted</p> </div>	<div data-bbox="485 1832 628 1982" data-label="Text"> <p>AGED 40-64</p> </div> <div data-bbox="430 2007 668 2080" data-label="Text"> <p>No significant differences noted</p> </div>	<div data-bbox="804 1832 948 1982" data-label="Text"> <p>AGED 65+</p> </div> <div data-bbox="753 2007 989 2080" data-label="Text"> <p>No significant differences noted</p> </div>	<div data-bbox="1050 1785 1141 1926" data-label="Image"> </div> <div data-bbox="1189 1794 1477 1906" data-label="Text"> <p>More likely to drive a private vehicle, car, truck, or van 66%</p> </div> <div data-bbox="1050 1975 1141 2116" data-label="Image"> </div> <div data-bbox="1193 1971 1485 2045" data-label="Text"> <p>More likely to drive a company car 12%</p> </div>
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TRANSPORT | ROADS AND STREETS



SATISFACTION WITH ROADS AND STREETS

More than half of residents (52%) are satisfied (42%) or very satisfied (10%) with roads and streets in the area. There has been a significant decrease of 4% in very satisfied ratings when compared with 2014. A further 32% are neither satisfied nor dissatisfied, 16% are dissatisfied (13%) or very dissatisfied (3%). One per cent of residents were unsure how to answer this question.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

Less likely to be satisfied 36%

TAHUNANUI

No significant differences noted

N. CENTRAL

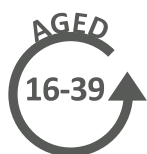
No significant differences noted

N. NORTH

No significant differences noted



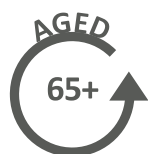
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



No significant differences noted



No significant differences noted



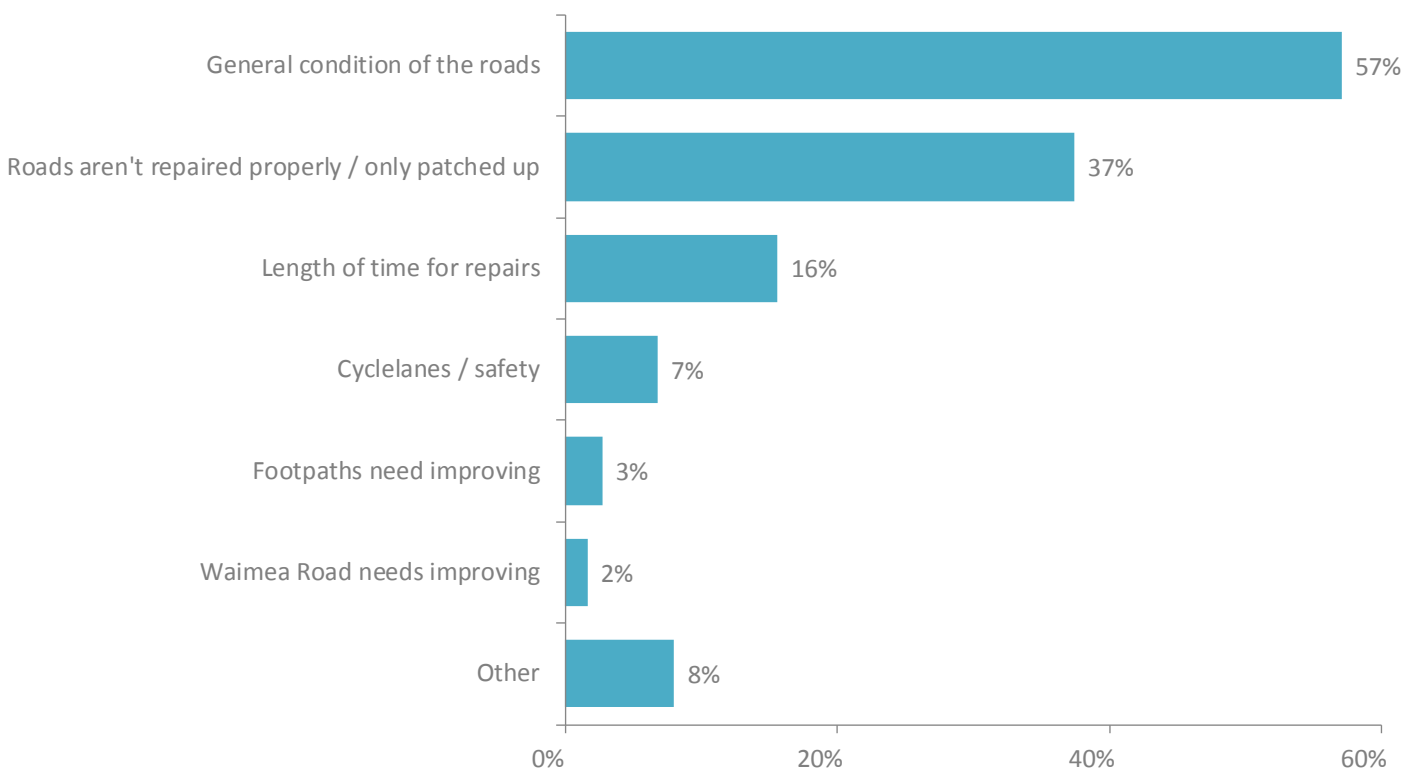
No significant differences noted

TRANSPORT | ROADS AND STREETS



REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reason for dissatisfaction with roads and streets was the general condition of the roads (57%). Other mentions include roads which aren't repaired properly (37%) and the length of time taken for repairs (16%).



Base size: n=91.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

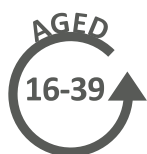
No significant differences noted

N. NORTH

No significant differences noted



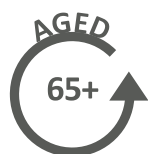
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



No significant differences noted



No significant differences noted



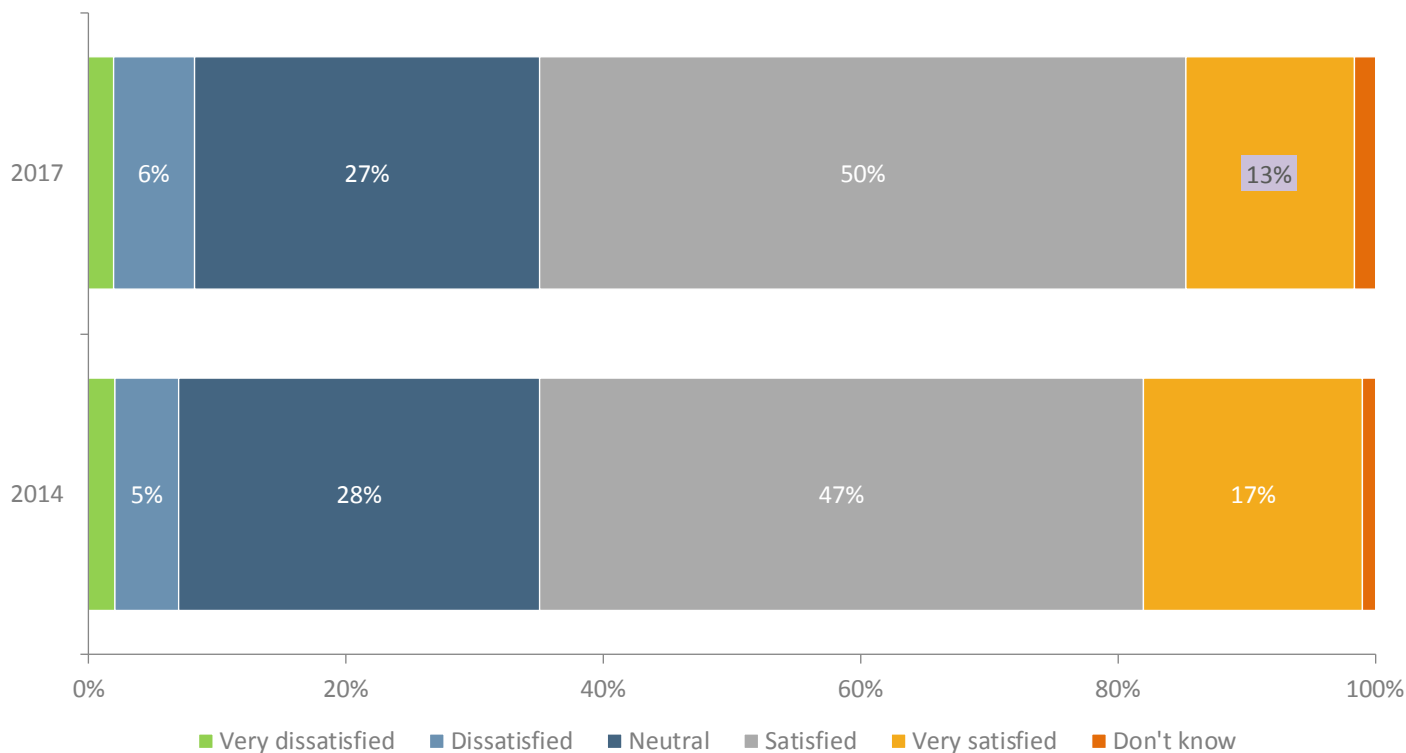
No significant differences noted

TRANSPORT | FOOTPATHS AND WALKWAYS



SATISFACTION WITH FOOTPATHS AND WALKWAYS

Close to two-thirds of residents (63%) are satisfied (50%) or very satisfied (13%) with footpaths and walkways. There has been a significant decrease of 4% in very satisfied ratings when compared with 2014. A further 27% are neither satisfied nor dissatisfied, 8% are dissatisfied (6%) or very dissatisfied (2%). Two per cent of residents were unsure how to answer this question.



Base size: 2017 n=520 2014 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

More likely give a neutral rating 43%

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted



DEMOGRAPHIC DIFFERENCES

AGED
16-39

No significant differences noted

AGED
40-64

No significant differences noted

AGED
65+

More likely give a neutral rating 34%



No significant differences noted



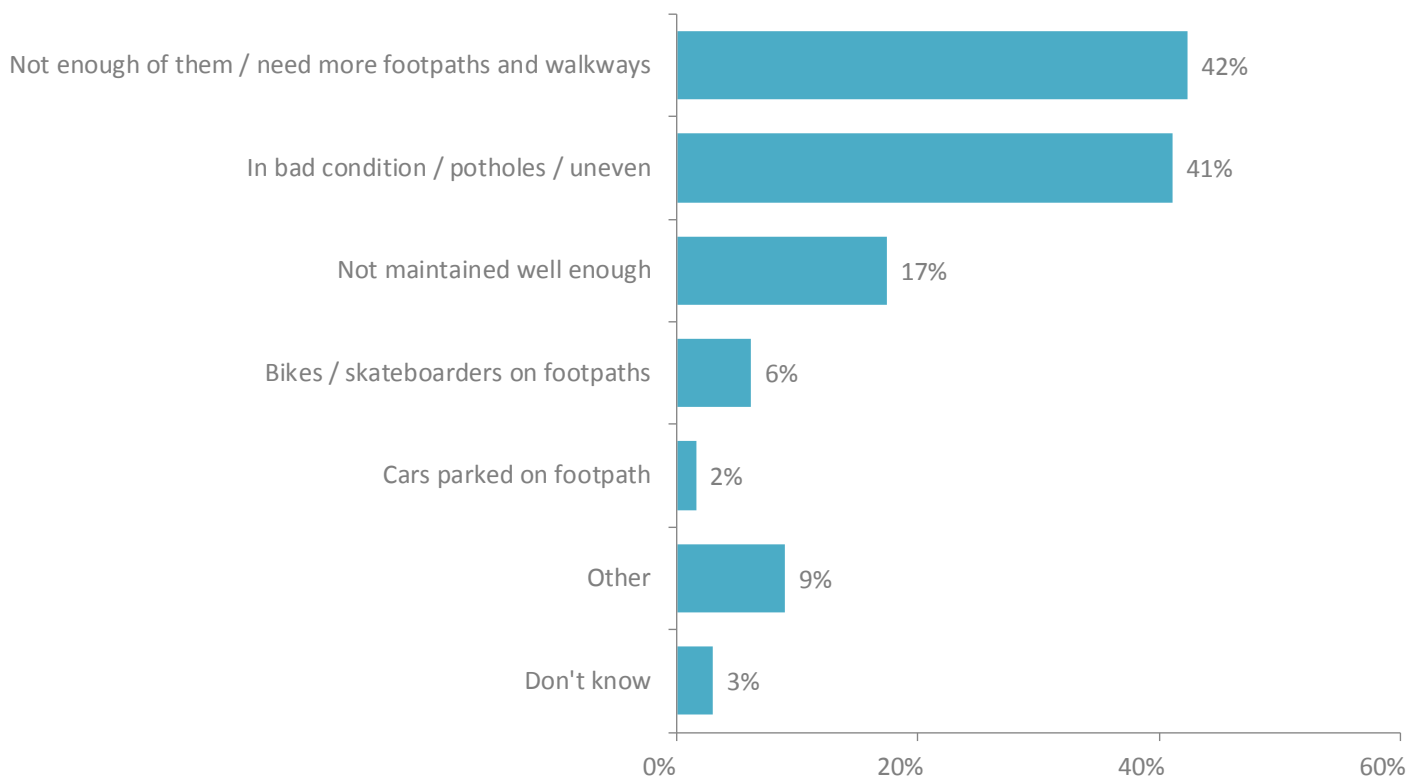
No significant differences noted

TRANSPORT | FOOTPATHS AND WALKWAYS



REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents cited main reasons for dissatisfaction with footpaths is there is not enough of them (42%), and they are in bad condition (41%). Another mention was footpaths which are not maintained (17%).



Base size: n=52.



AREA DIFFERENCES

STOKE

More likely to mention bikers/ skateboarders on footpaths 23%

TAHUNANUI

More likely to mention cars parked on footpaths 26%

N. CENTRAL

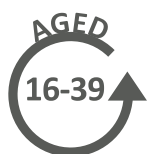
No significant differences noted

N. NORTH

No significant differences noted



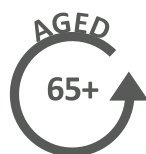
DEMOGRAPHIC DIFFERENCES



Less likely to mention bad condition/ potholes/ uneven 10%



No significant differences noted



No significant differences noted



No significant differences noted



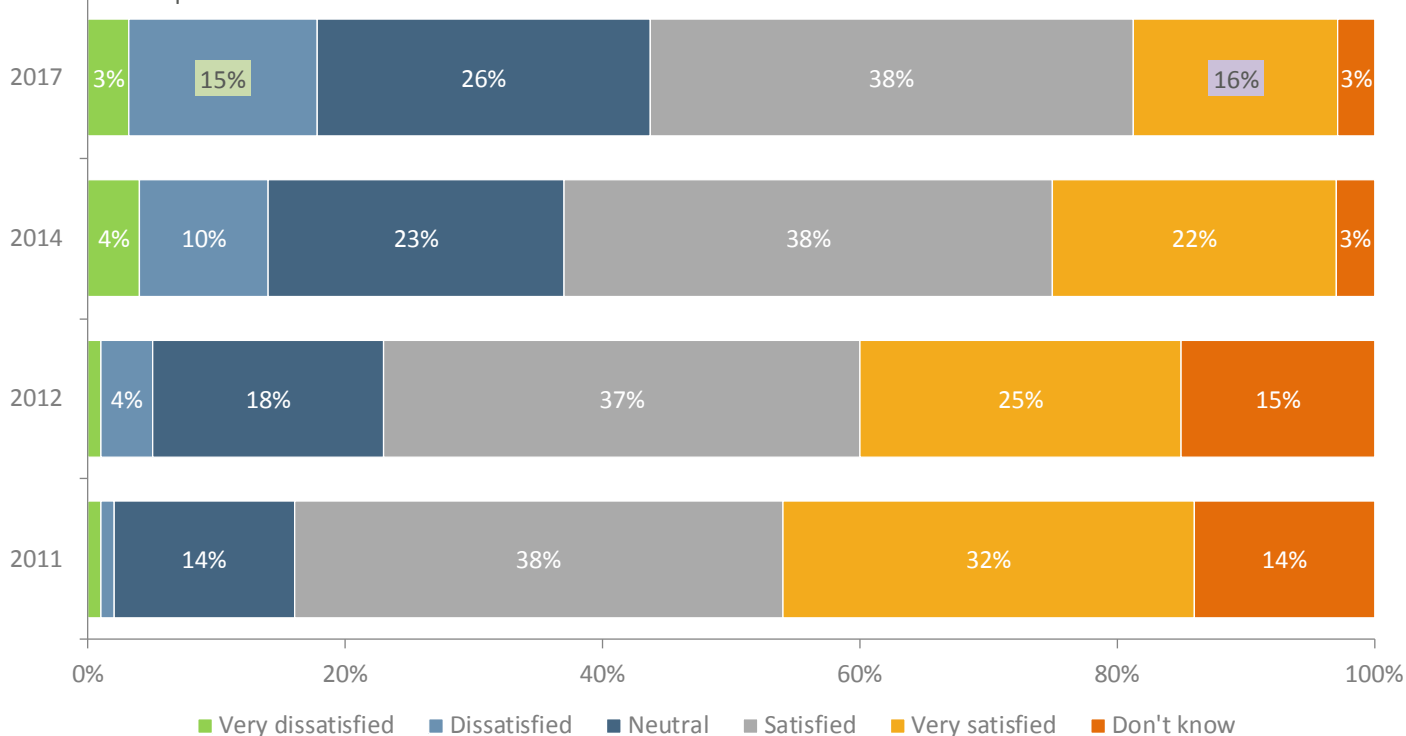
No significant differences noted

TRANSPORT | CYCLELANES



SATISFACTION WITH CYCLELANES

Fifty-four per cent of residents are satisfied (38%) or very satisfied (16%) with the area's cyclelanes, which are defined as the separate lanes for bicycles on the roadway. There has been a significant decrease of 6% in very satisfied ratings when compared with 2014. A further 26% are neither satisfied nor dissatisfied, and 18% are dissatisfied (15%) or very dissatisfied (3%). There has been a significant increase of 5% in dissatisfied ratings when compared with 2014. Three per cent of residents were unsure how to answer this question.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES



DEMOGRAPHIC DIFFERENCES

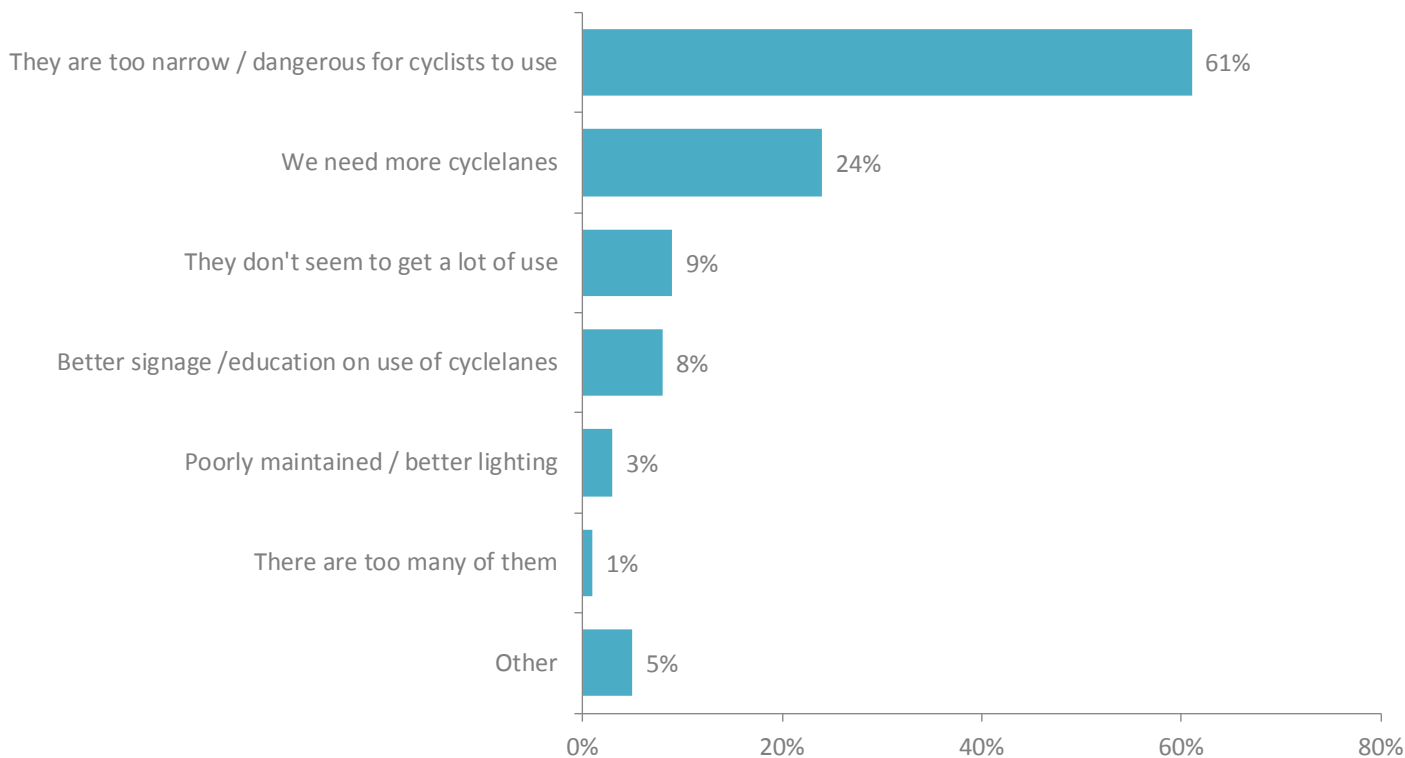


TRANSPORT | CYCLELANES



REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents cited their main reason for dissatisfaction with cyclelanes is they are too narrow and dangerous for cyclists to use (61%). Other mentions included needing more cyclelanes (24%), cyclelanes not getting a lot of use (9%) as well as better signage and education on use of cyclelanes (8%).



Base size: n=108.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

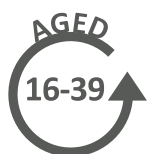
No significant differences noted

N. NORTH

No significant differences noted



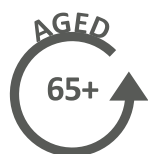
DEMOGRAPHIC DIFFERENCES



More likely to mention they do not seem to get a lot of use 19%



No significant differences noted



No significant differences noted



No significant differences noted



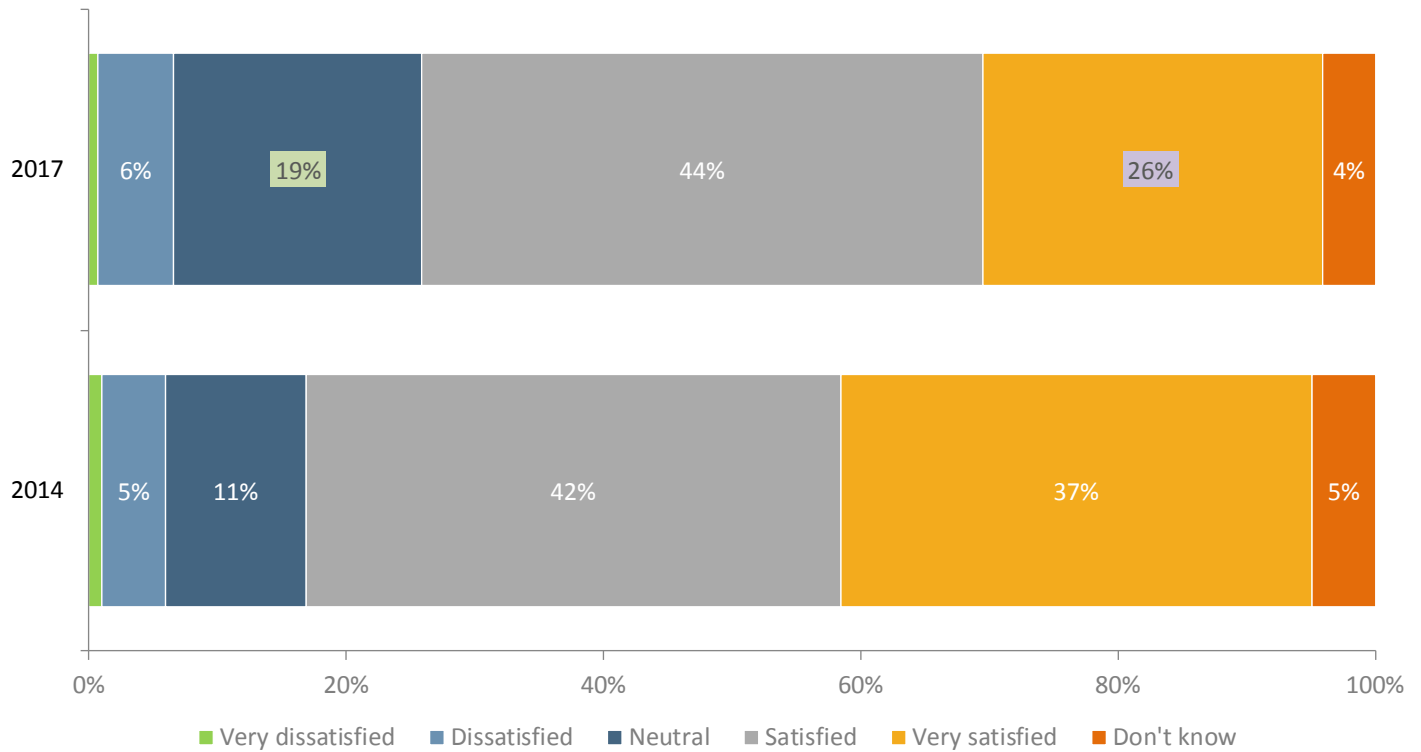
No significant differences noted

TRANSPORT | SHARED PATHWAYS



SATISFACTION WITH SHARED PATHWAYS

Seventy per cent of residents are satisfied (44%) or very satisfied (26%) with the area's shared pathways, such as the Railway Reserve. There has been a significant decrease of 11% in very satisfied ratings when compared with 2014. A further 19% are neither satisfied nor dissatisfied, a significant increase of 8% when compared with 2014. Seven per cent are dissatisfied (6%) or very dissatisfied (1%). Four per cent of residents were unsure how to answer this question.



Base size: 2017 n=520; 2014 n=400.



AREA DIFFERENCES

STOKE

More likely to be very satisfied 37%

TAHUNANUI

No significant differences noted

N. CENTRAL

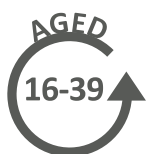
More likely to be dissatisfied 8%

N. NORTH

No significant differences noted



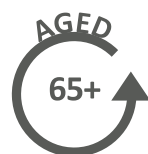
DEMOGRAPHIC DIFFERENCES



Less likely to be dissatisfied 3%



More likely to be dissatisfied 9%



More likely to give a neutral rating 27% and/or to not know 7%



No significant differences noted



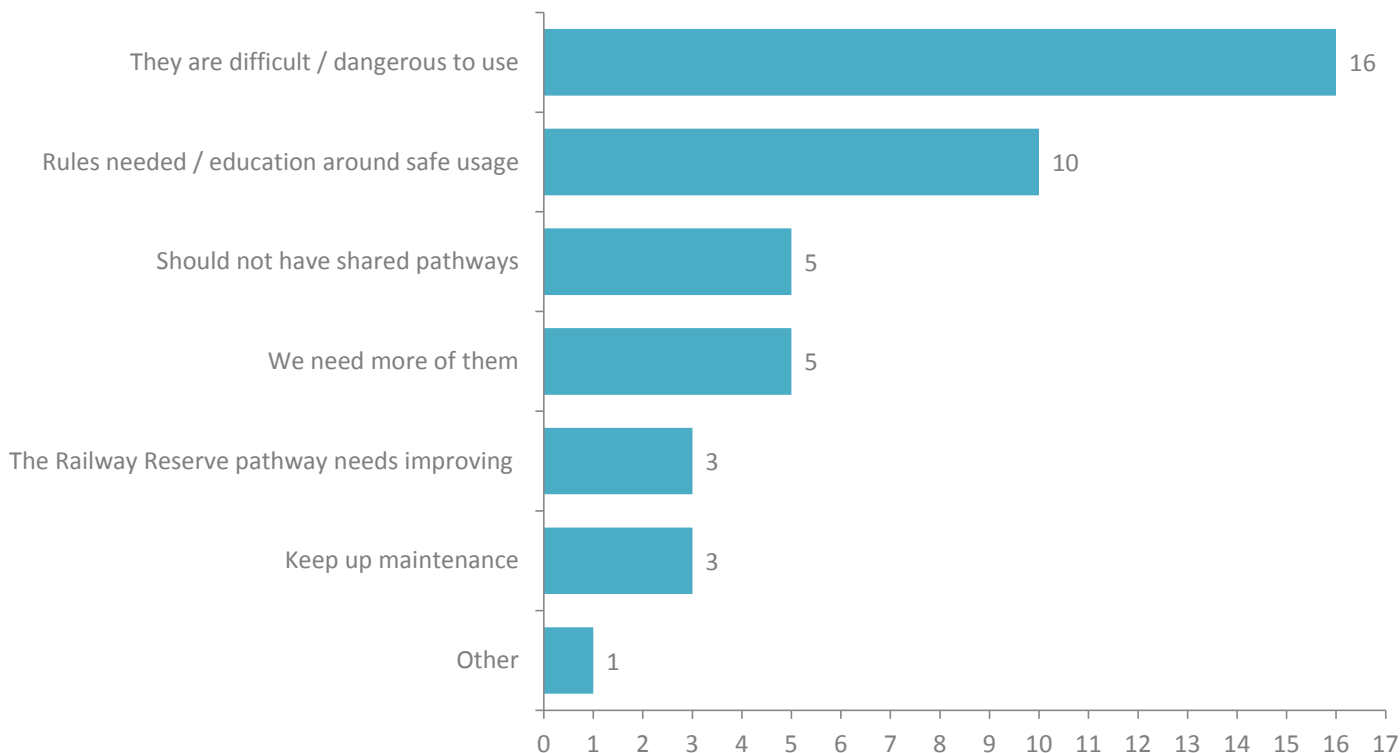
No significant differences noted

TRANSPORT | SHARED PATHWAYS



REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents cited their main reason for dissatisfaction with shared pathways was they are difficult and dangerous to use (16 mentions). Other mentions included rules needed as well as education around safe use (10 mentions), the area should not have shared pathways, or needing more of them (five mentions each). The Railway Reserve pathway needs improving (3 mentions) and Keep up maintenance (3 mentions). Other (1 mention).



Base size: n=40.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

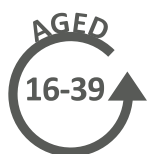
Less likely to mention difficult or dangerous to use 26%

N. NORTH

No significant differences noted



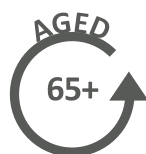
DEMOGRAPHIC DIFFERENCES



No significant differences noted



More likely to mention should not have shared pathways 26%



More likely to mention they are difficult or dangerous to use 70%



No significant differences noted



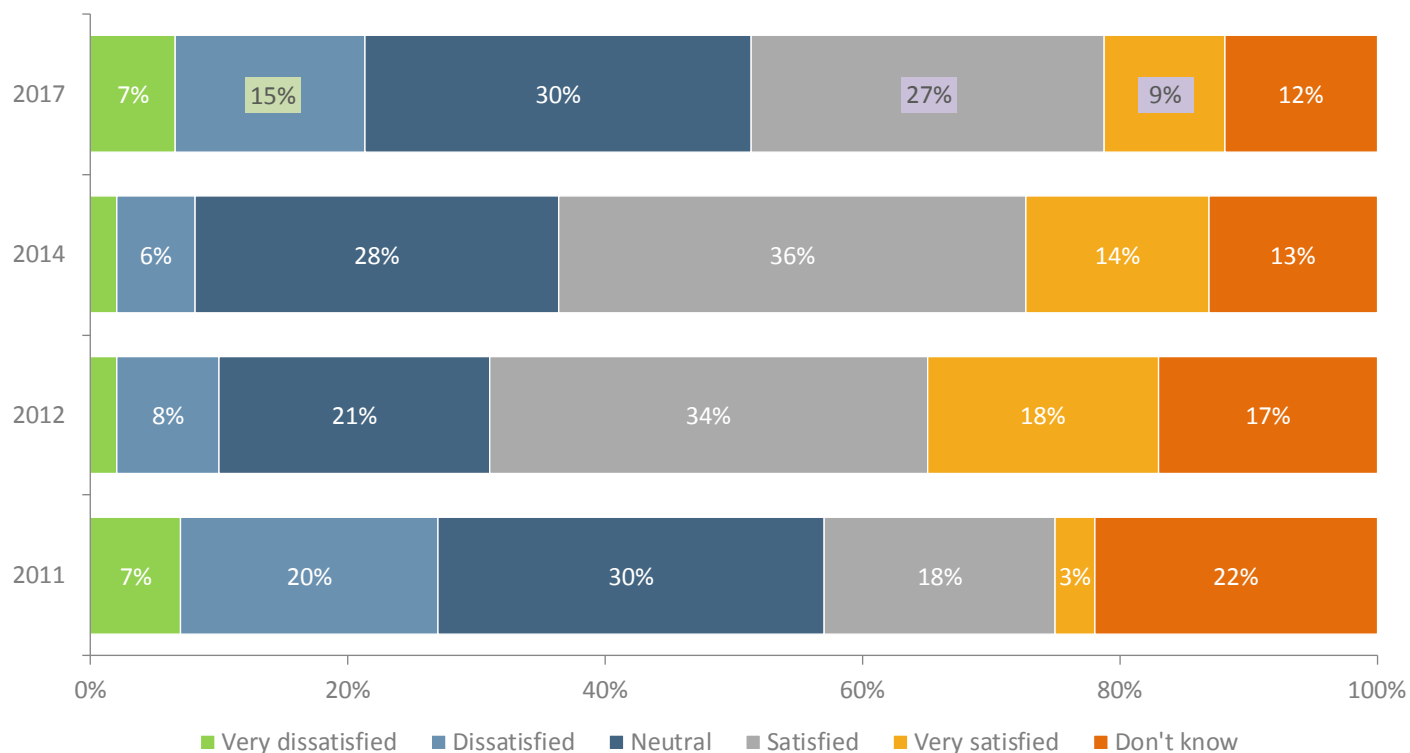
More likely to mention should not have shared pathways 32%

TRANSPORT | PUBLIC TRANSPORT



SATISFACTION WITH PUBLIC TRANSPORT

Thirty-six per cent of residents are satisfied (27%) or very satisfied (9%) with the area's public transport. There has been a significant decrease of 9% in satisfied ratings and 5% in very satisfied ratings when compared with 2014. A further 30% are neither satisfied nor dissatisfied, 22% are dissatisfied (15%) or very dissatisfied (7%). There has been a significant increase of 9% in dissatisfied ratings when compared with 2014. Twelve per cent of residents were unsure how to answer this question.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

More likely to be satisfied 34%

TAHUNANUI

No significant differences noted

N. CENTRAL

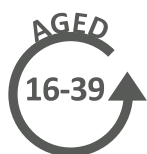
No significant differences noted

N. NORTH

More likely to give a neutral rating 41%



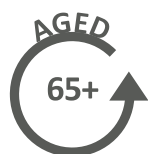
DEMOGRAPHIC DIFFERENCES



More likely to be very dissatisfied 10%



No significant differences noted



More likely to not know 17%



No significant differences noted



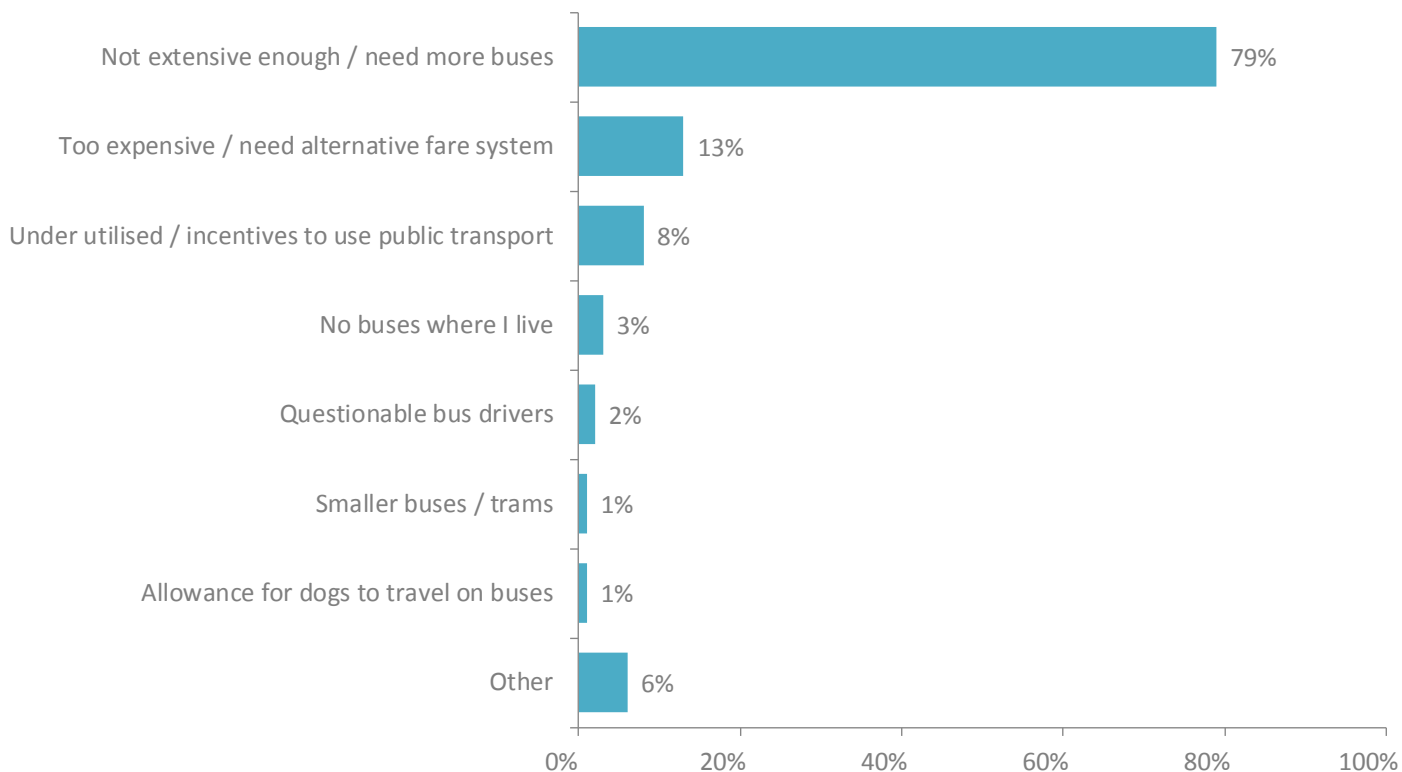
No significant differences noted

TRANSPORT | PUBLIC TRANSPORT



REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents cited their main reason for dissatisfaction with public transport is that it is not extensive enough and there needs to be more buses (79%). Other mentions included it is too expensive or needs an alternative fare system (13%) and it is under utilised and need incentives to use public transport (8%).



Base size: n=123.



AREA DIFFERENCES

STOKE

More likely to mention buses are under utilised 17%

TAHUNANUI

No significant differences noted

N. CENTRAL

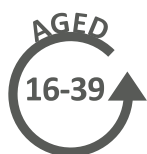
No significant differences noted

N. NORTH

More likely to mention there are no buses where I live 11%



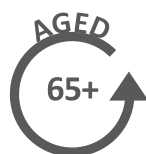
DEMOGRAPHIC DIFFERENCES



More likely to mention questionable bus drivers 6%



More likely to mention buses are under utilised 14%



More likely to mention there are no buses where I live 13%



More likely to mention there are no buses where I live 6%



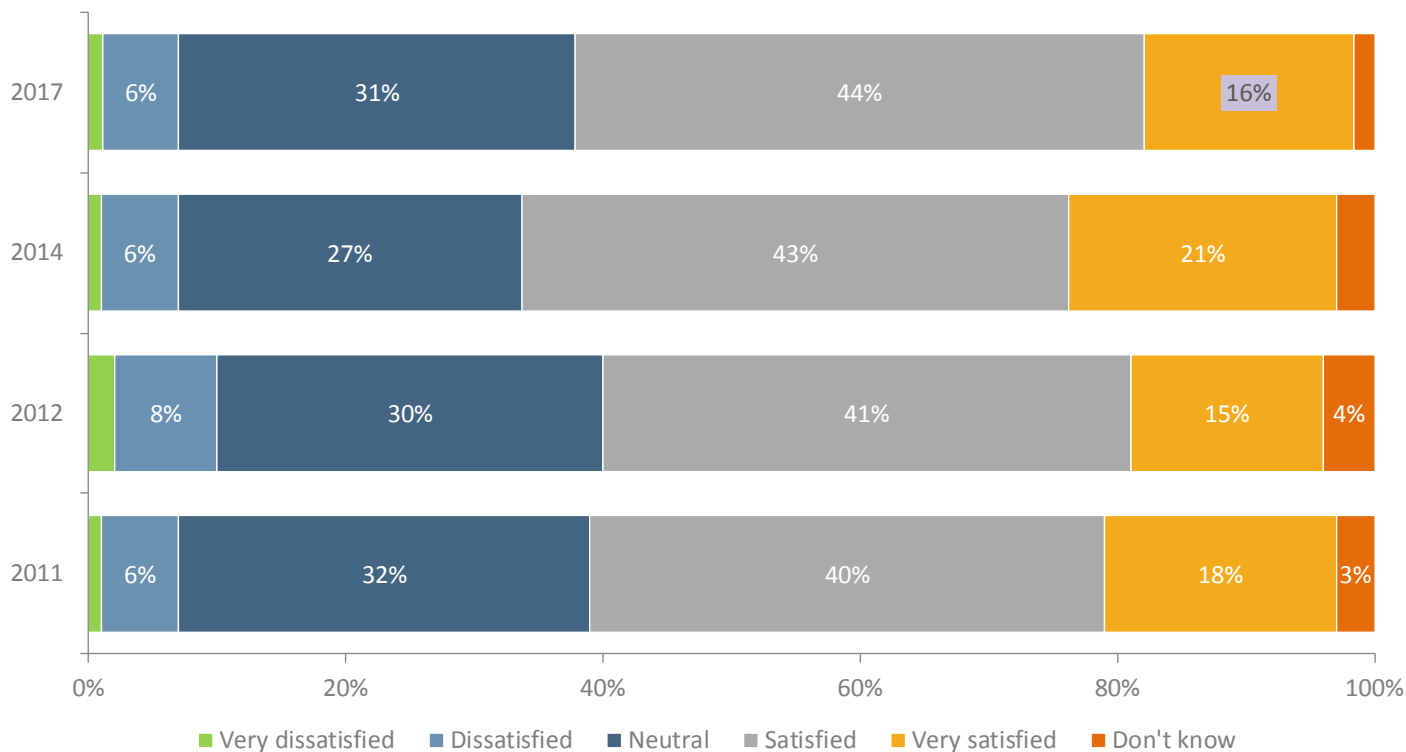
No significant differences noted

TRANSPORT | STREET LIGHTING



SATISFACTION WITH STREET LIGHTING

Sixty per cent of residents are satisfied (44%) or very satisfied (16%) with the area's street lighting. There has been a significant decrease of 5% in very satisfied ratings when compared with 2014. Close to a third of residents (31%) are neither satisfied nor dissatisfied, 7% are dissatisfied (6%) or very dissatisfied (1%). Two per cent of residents were unsure how to answer this question. These results remain fairly similar to results in 2014.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

More likely to give a neutral rating 45%

N. CENTRAL

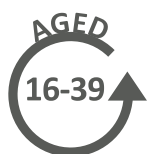
No significant differences noted

N. NORTH

No significant differences noted



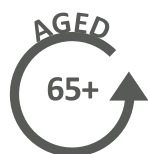
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



More likely to be very satisfied 24%



More likely to be very dissatisfied 2% or dissatisfied 8%



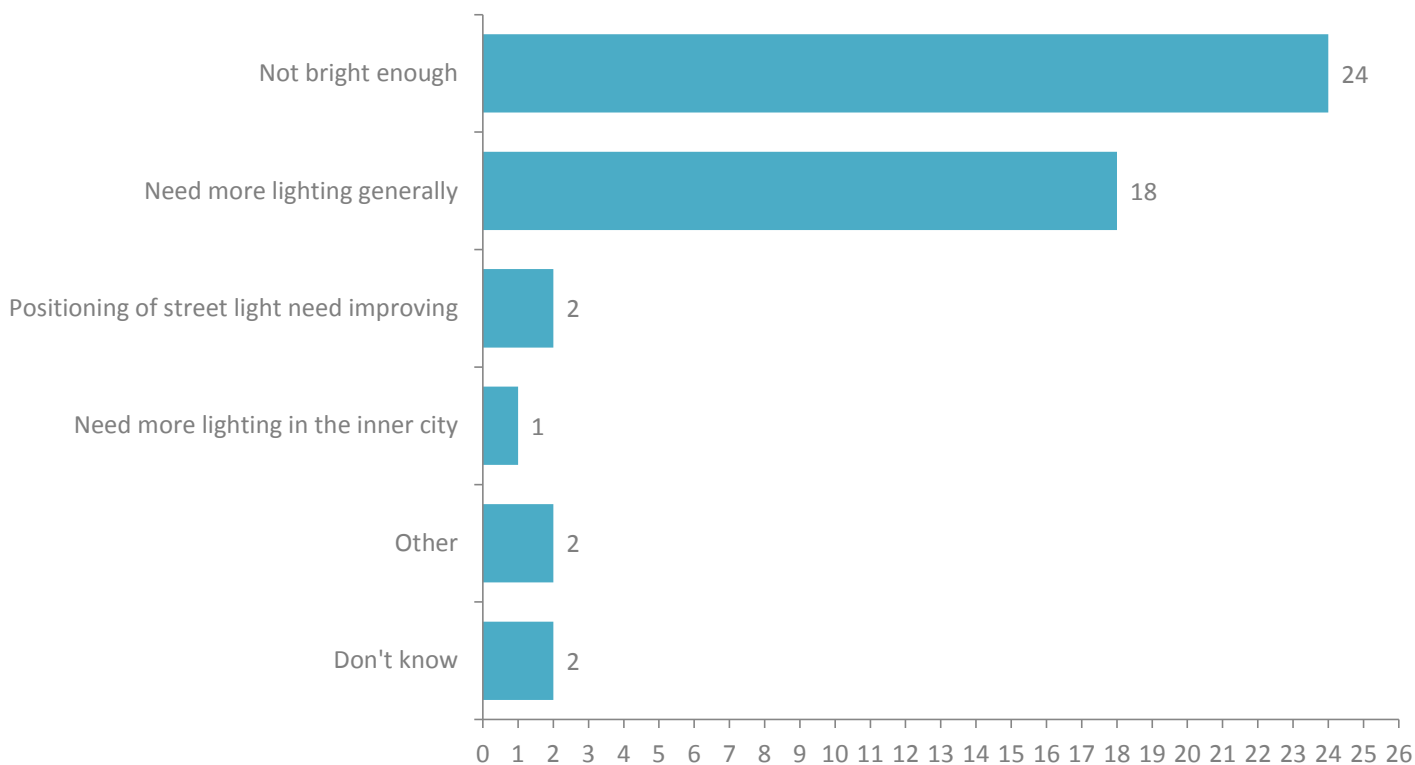
No significant differences noted

TRANSPORT | STREET LIGHTING



REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents cited their main reason for dissatisfaction with street lighting is that it is not bright enough (24 mentions). Other mentions included needing more lighting generally (18 mentions) and the positioning of street lighting needing improving (two mentions).



Base size: n=46.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

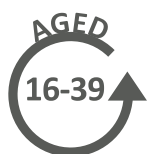
No significant differences noted

N. NORTH

No significant differences noted



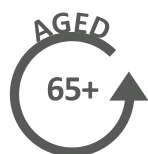
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



No significant differences noted



No significant differences noted



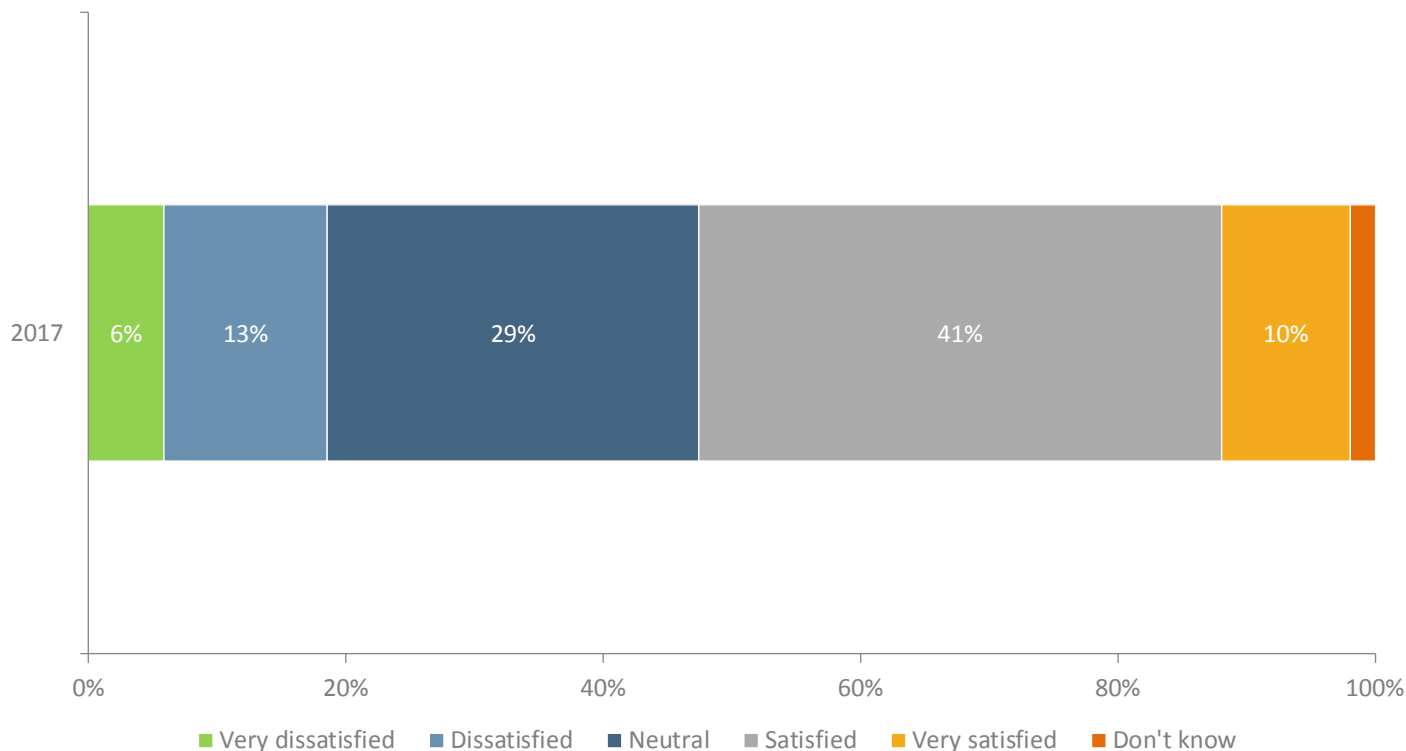
No significant differences noted

TRANSPORT | PARKING



SATISFACTION WITH PARKING

In a new question for 2017, more than half of residents (51%) are satisfied (41%) or very satisfied (10%) with the area's parking. A further 29% are neither satisfied nor dissatisfied, 19% are dissatisfied (13%) or very dissatisfied (6%). Two per cent were unsure how to answer this question.



Base size: 2017 n=520.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

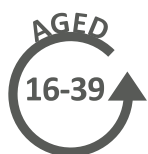
No significant differences noted

N. NORTH

Less likely to be satisfied 30%



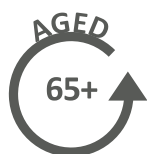
DEMOGRAPHIC DIFFERENCES



No significant differences noted



More likely to give a neutral rating 34%



More likely to be very satisfied 17%



No significant differences noted



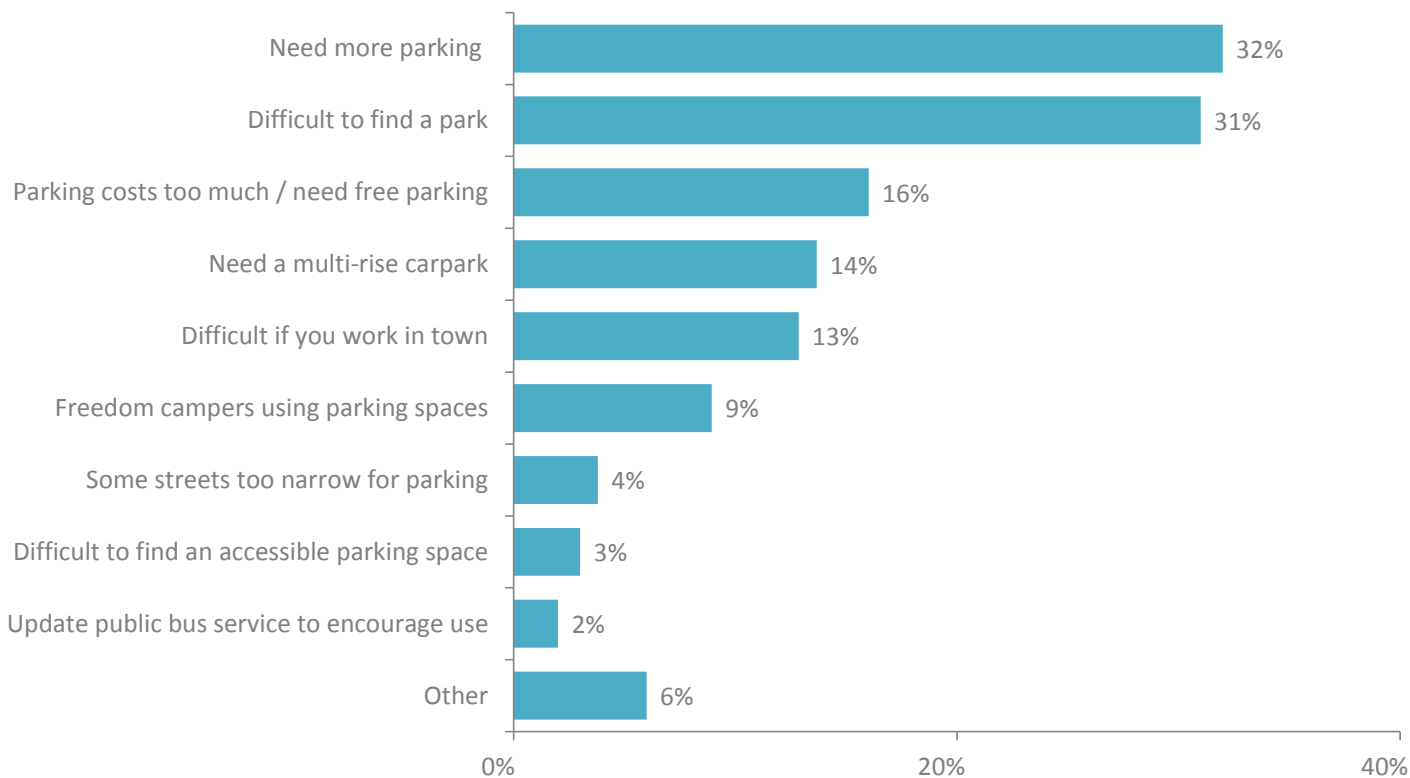
No significant differences noted

TRANSPORT | PARKING



REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents cited their main reasons for dissatisfaction with parking is needing more parking (32%) and that it is difficult to find a park (31%). Other mentions were parking costs too much and there needs to be free parking (16%), needing a multi-rise carpark (14%) and it being difficult to park if you work in town (13%).



Base size: n=109.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

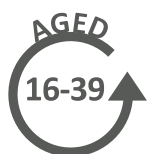
No significant differences noted

N. NORTH

Less likely to mention too hard to find a park 9%



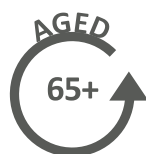
DEMOGRAPHIC DIFFERENCES



More likely to mention need a multi-rise carpark 22%



Less likely to mention need a multi-rise carpark 4%



No significant differences noted



No significant differences noted



No significant differences noted

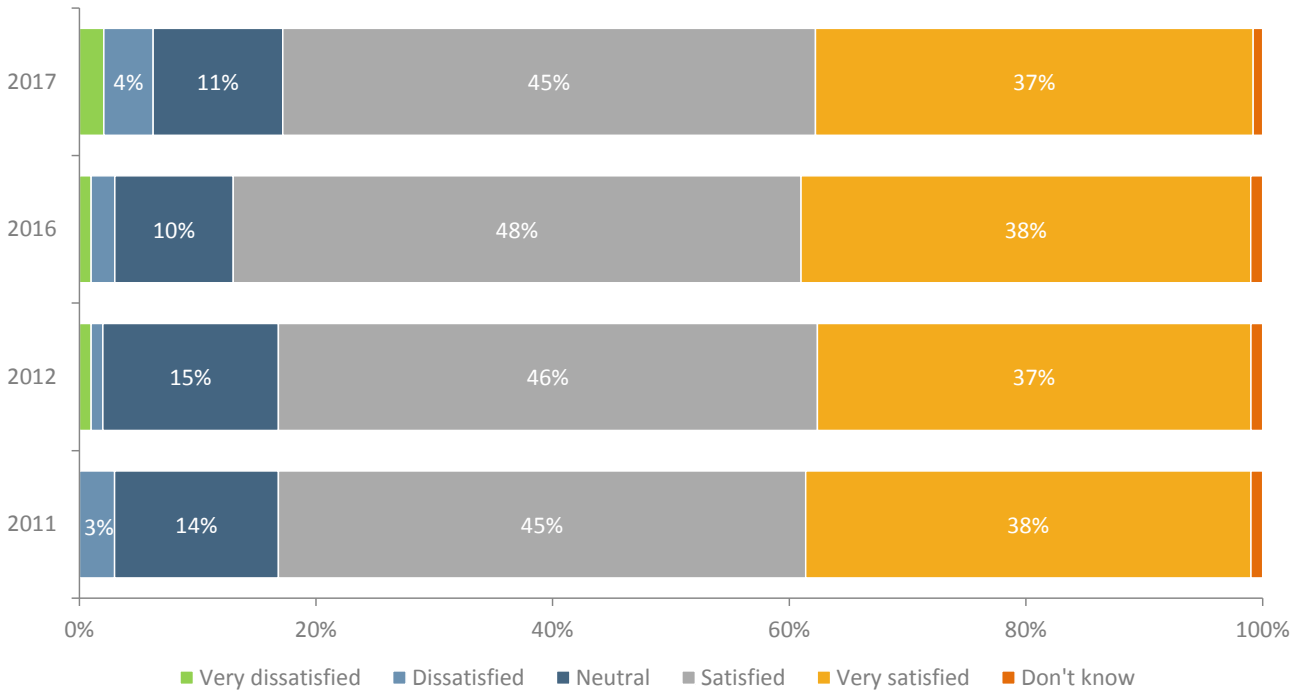
PARKS AND RECREATION

PARKS AND RECREATION | OVERALL SATISFACTION



SATISFACTION WITH PARKS AND RECREATION

The majority of residents (82%) are satisfied (45%) or very satisfied (37%) with parks and recreation, including gardens, sports grounds, sports venues, pools, playgrounds and reserves. A further 11% are neither satisfied nor dissatisfied, and 6% are dissatisfied (4%) or very dissatisfied (2%). One per cent of residents were unsure how to answer this question. These results remain fairly similar to last year's results. The 2011 and 2012 results show the average result across both questions for each rating. Comparisons to earlier years are indicative only, as in previous years this was asked as two questions about parks and open spaces, and recreation and leisure. Indicative comments for reasons for dissatisfaction with parks and recreation show dissatisfaction revolves around being rundown and not maintained enough.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

More likely to give a neutral rating 14%

N. NORTH

No significant differences noted



DEMOGRAPHIC DIFFERENCES

AGED
16-39

No significant differences noted

AGED
40-64

No significant differences noted

AGED
65+

No significant differences noted



No significant differences noted



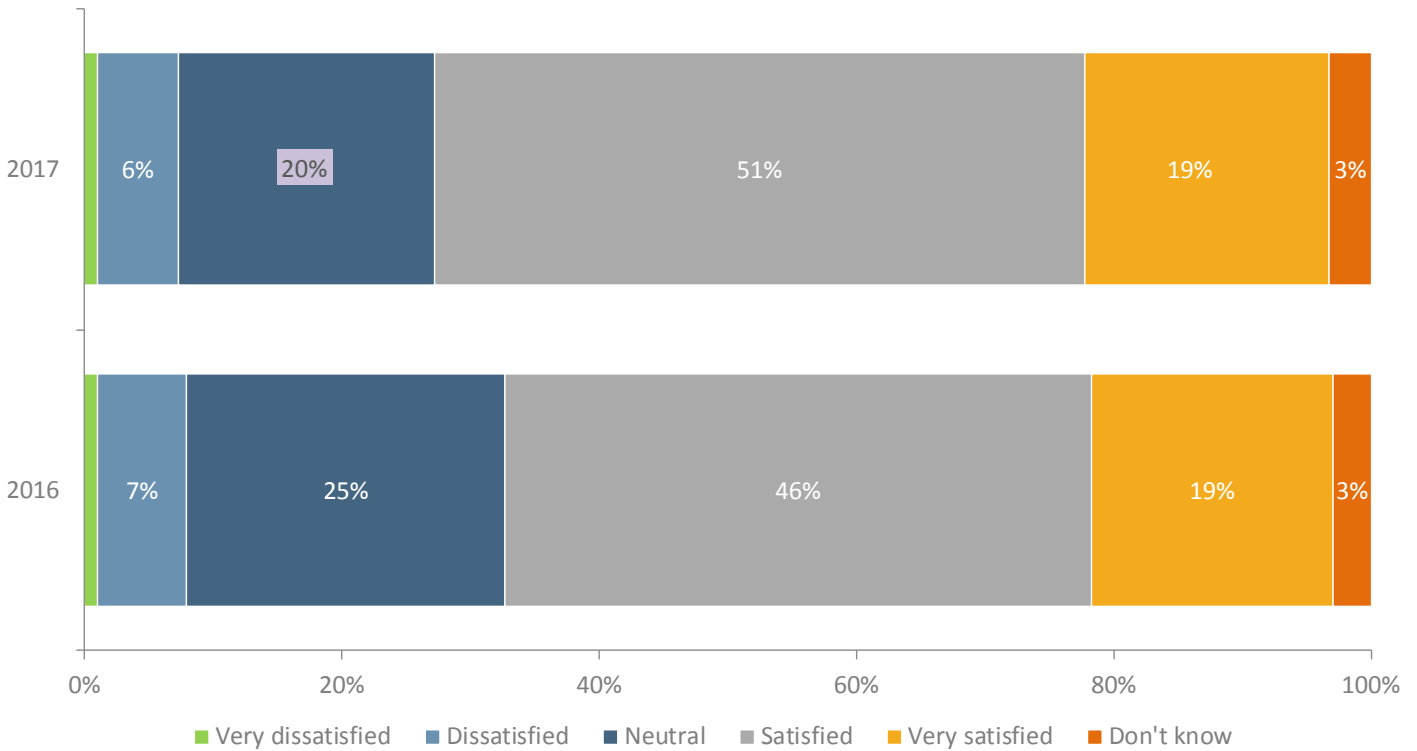
No significant differences noted

PARKS AND RECREATION | RECREATION OPPORTUNITIES



SATISFACTION WITH RECREATION OPPORTUNITIES

Seventy per cent of residents are satisfied (51%) or very satisfied (19%) with recreational opportunities in the area. Although not significant, this is a 5% increase in satisfaction ratings when compared with last year's results. A further 20% are neither satisfied nor dissatisfied, a significant decrease of 5% when compared to last year. Seven per cent are dissatisfied (6%) or very dissatisfied (1%). Three per cent of residents were unsure how to answer this question.



Base size: 2017 n=520; 2016 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

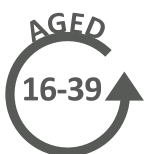
No significant differences noted

N. NORTH

No significant differences noted



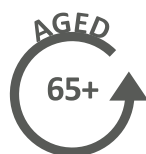
DEMOGRAPHIC DIFFERENCES



Less likely to be very satisfied 11% or more likely to not know 6%



No significant differences noted



More likely to be very satisfied 27%



No significant differences noted



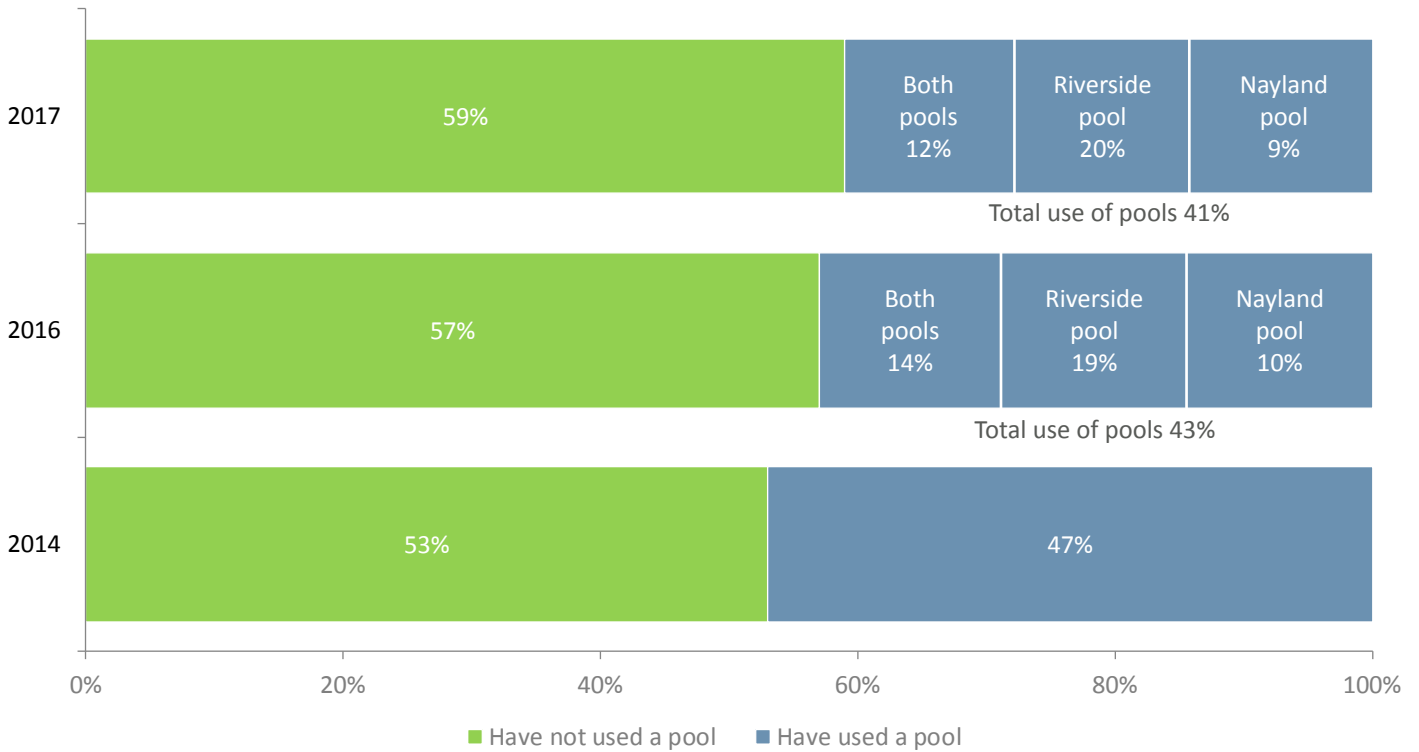
No significant differences noted

PARKS AND RECREATION | USE OF POOLS



USE OF POOLS

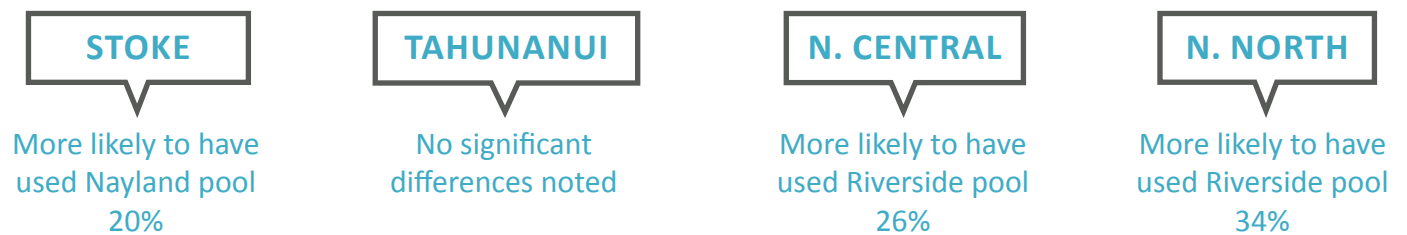
Forty-one percent of residents have used or visited a pool in the past year. Although not significant, this is a decrease from previous year's results. Residents were also asked which pool they used or visited, 12% of residents have used both pools, 20% the Riverside pool and 9% the Nayland pool. More than half of residents (59%) have not used or visited a pool in the past 12 months.



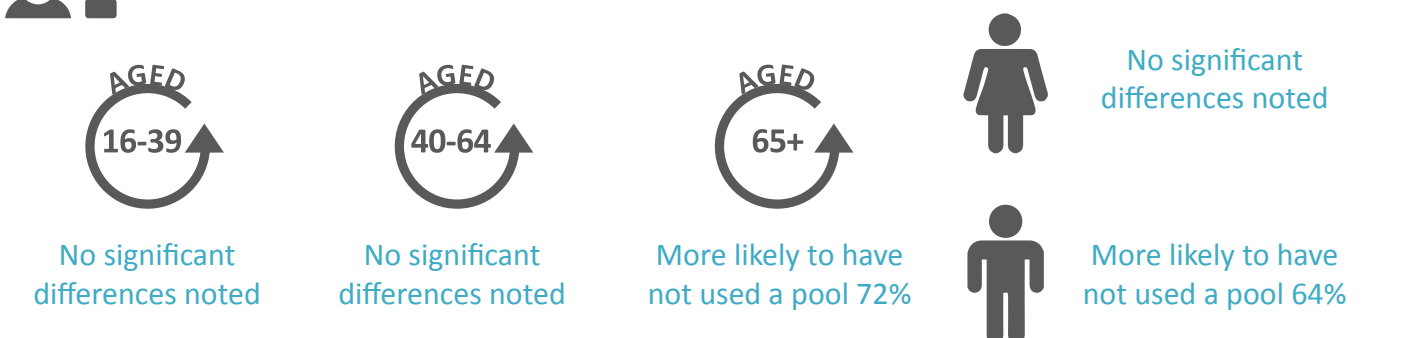
Base size: 2017 n=520; 2016 n=400; 2014 n=400.



AREA DIFFERENCES



DEMOGRAPHIC DIFFERENCES

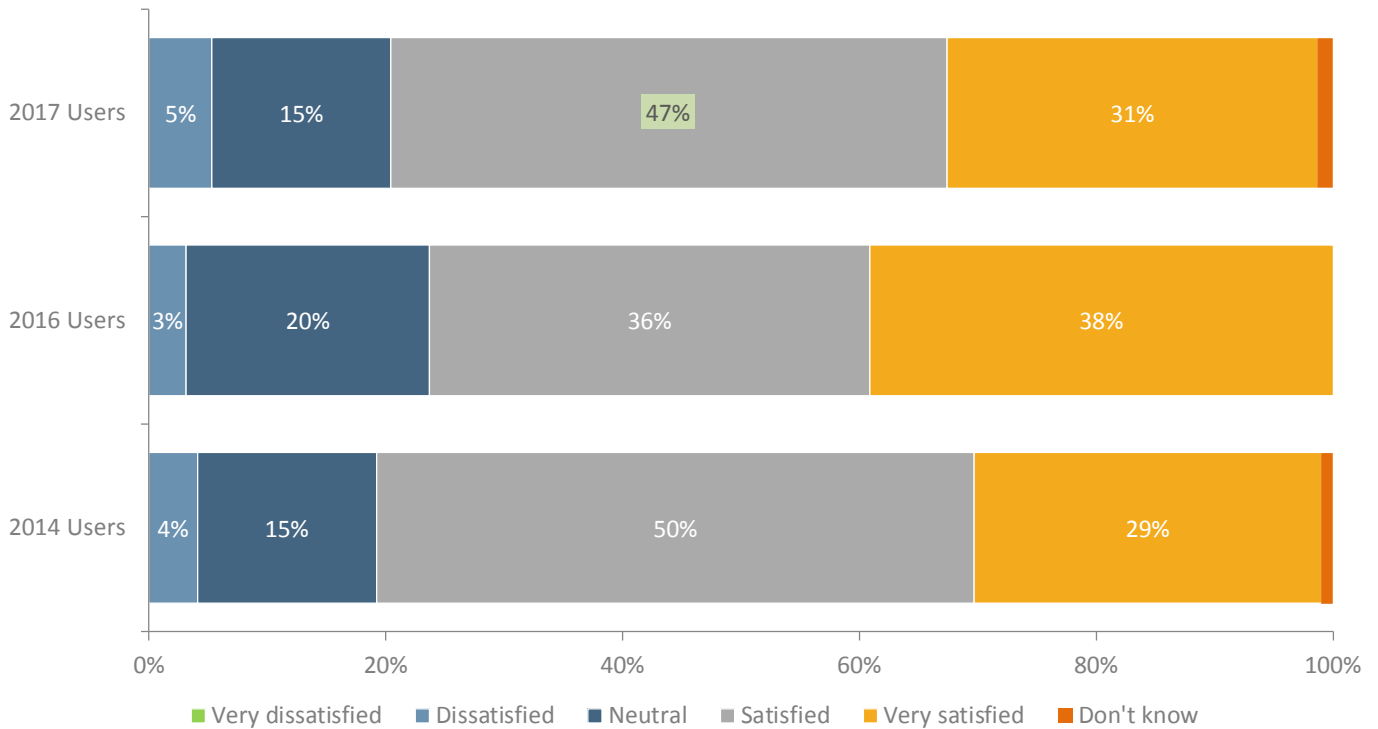


PARKS AND RECREATION | SATISFACTION WITH POOLS



SATISFACTION WITH POOLS

Overall, 78% of pool users are satisfied (47%) or very satisfied (31%) with the pools in the area. There has been a significant increase in satisfaction ratings (47% cf. 2016, 36%), and while not significant, there has been a 7% decrease in very satisfied ratings (31% cf. 2016, 38%). Fifteen per cent are neither satisfied nor dissatisfied, while 5% are dissatisfied. One per cent of pool users were unsure how to answer this question. Indicative comments show reasons for dissatisfaction with the pools revolve around the cleanliness and maintenance of the pool and its facilities.



Base size: 2017 n=255; 2016 n=143; 2014 n=184.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

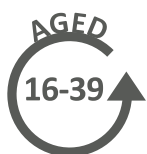
Less likely to be very satisfied with the pools 22%

N. NORTH

No significant differences noted



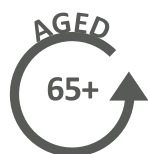
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



No significant differences noted



No significant differences noted



No significant differences noted

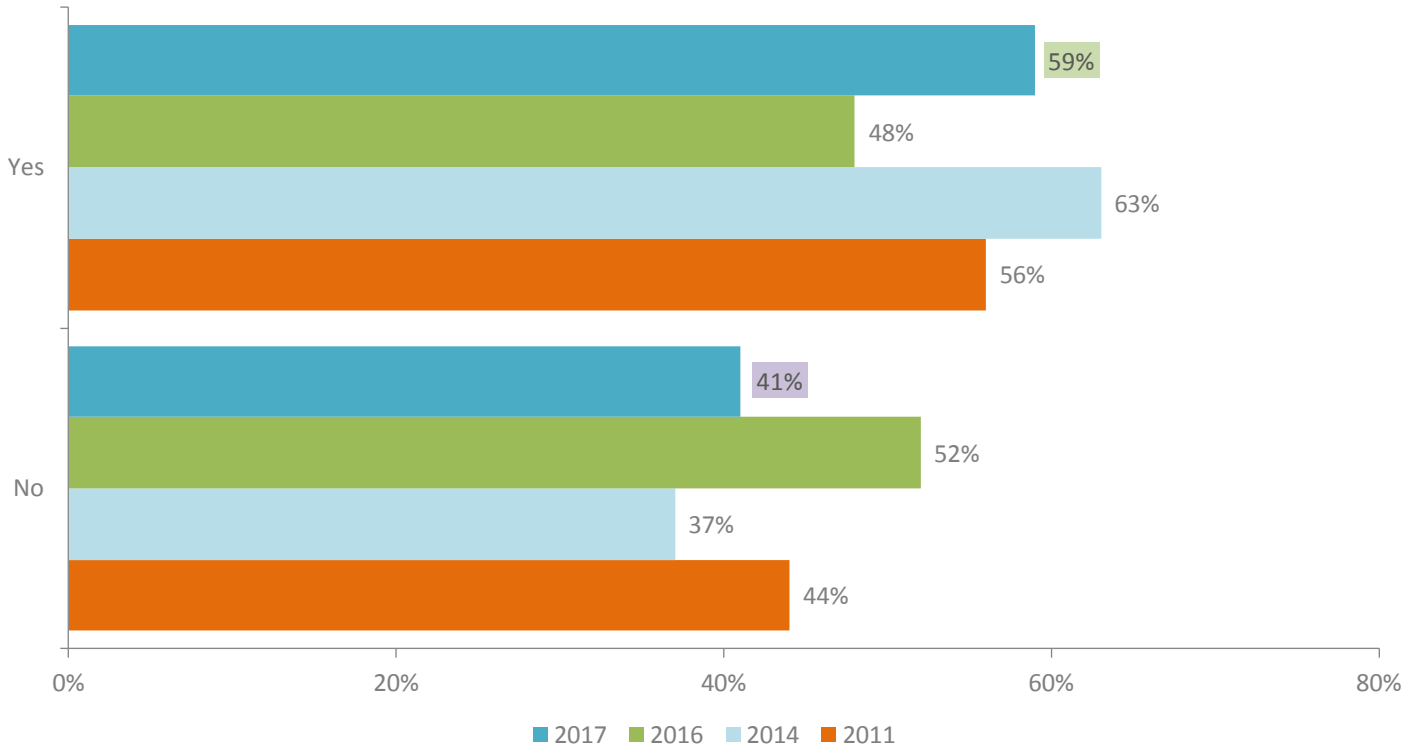
SOCIAL

SOCIAL | SUTER ART GALLERY



USE OF SUTER ART GALLERY

More than half of residents (59%) visited the Suter Art Gallery in the past two years, either at its temporary location or the redeveloped gallery. This year, there has been a significant increase in use of the gallery (59% cf. 2016, 48%). Concurrently, there are significantly fewer residents who had not visited the Suter Art Gallery (41% cf. 2016, 52%). In 2016, the question wording regarding the Suter Art Gallery was edited to include the temporary location of the gallery, therefore, comparisons with previous years are indicative only.



Base size: 2017 n=520; 2016 n=400; 2014 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

Less likely to have visited the gallery
42%

TAHUNANUI

No significant differences noted

N. CENTRAL

More likely to have visited the gallery
68%

N. NORTH

More likely to have visited the gallery
70%



DEMOGRAPHIC DIFFERENCES

AGED
16-39

Less likely to have visited the gallery
52%

AGED
40-64

No significant differences noted

AGED
65+

No significant differences noted



No significant differences noted



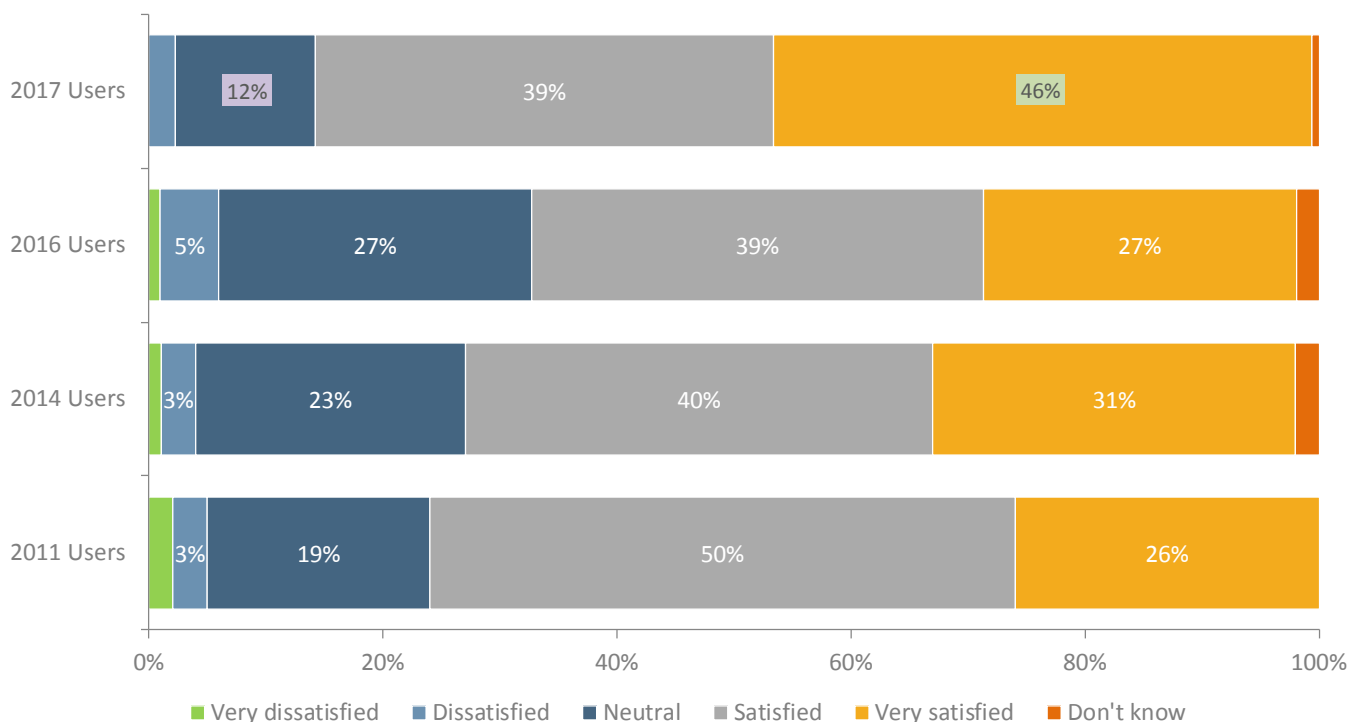
No significant differences noted

SOCIAL | SUTER ART GALLERY



USER SATISFACTION WITH SUTER ART GALLERY

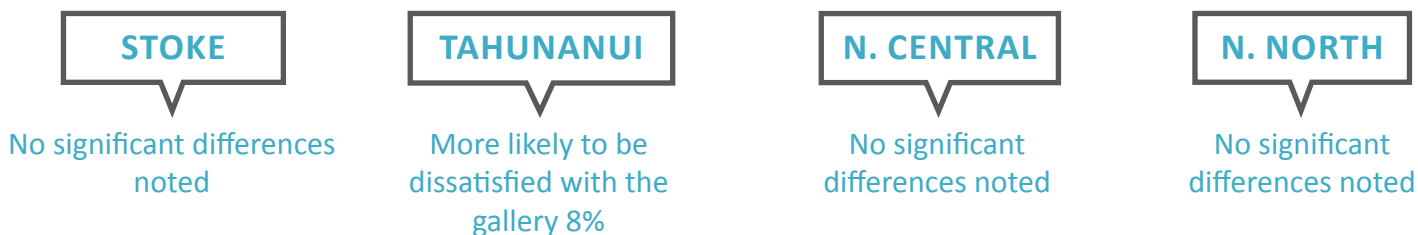
The majority of Suter Art Gallery users (85%) are satisfied (39%) or very satisfied (46%) with the gallery. This year there has been a significant increase in very satisfied ratings (46% cf. 2016, 27%). Twelve per cent are neither satisfied nor dissatisfied, significantly less than last year (12% cf. 2016, 27%). Two per cent of users are dissatisfied and 1% were unsure how to answer the question. As mentioned, comparisons with previous years are indicative due to the question wording change encompassing the temporary location of the gallery in 2016. Indicative comments show user dissatisfaction with the Suter Art Gallery revolves around the layout of the gallery, the variation of art and the cost.



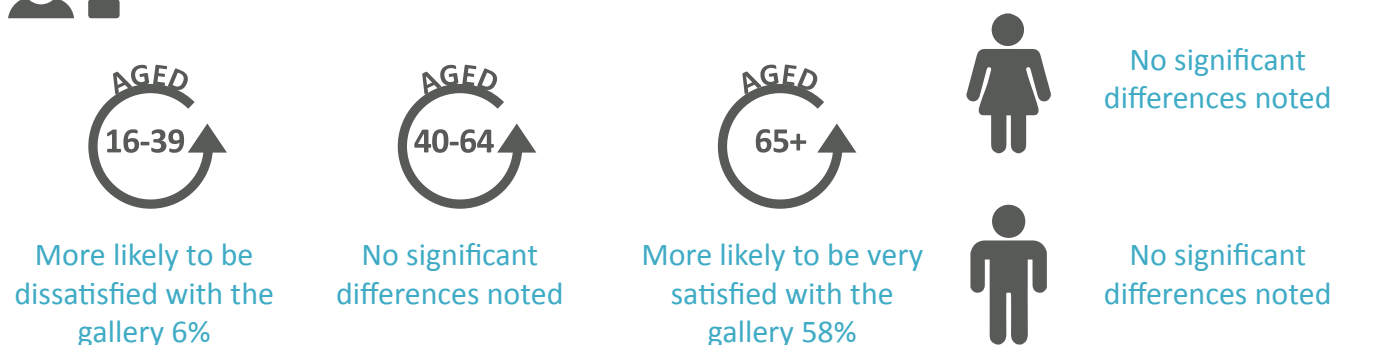
Base size: 2017 n=372; 2016 n=206; 2014 n=276; 2011 n=319.



AREA DIFFERENCES



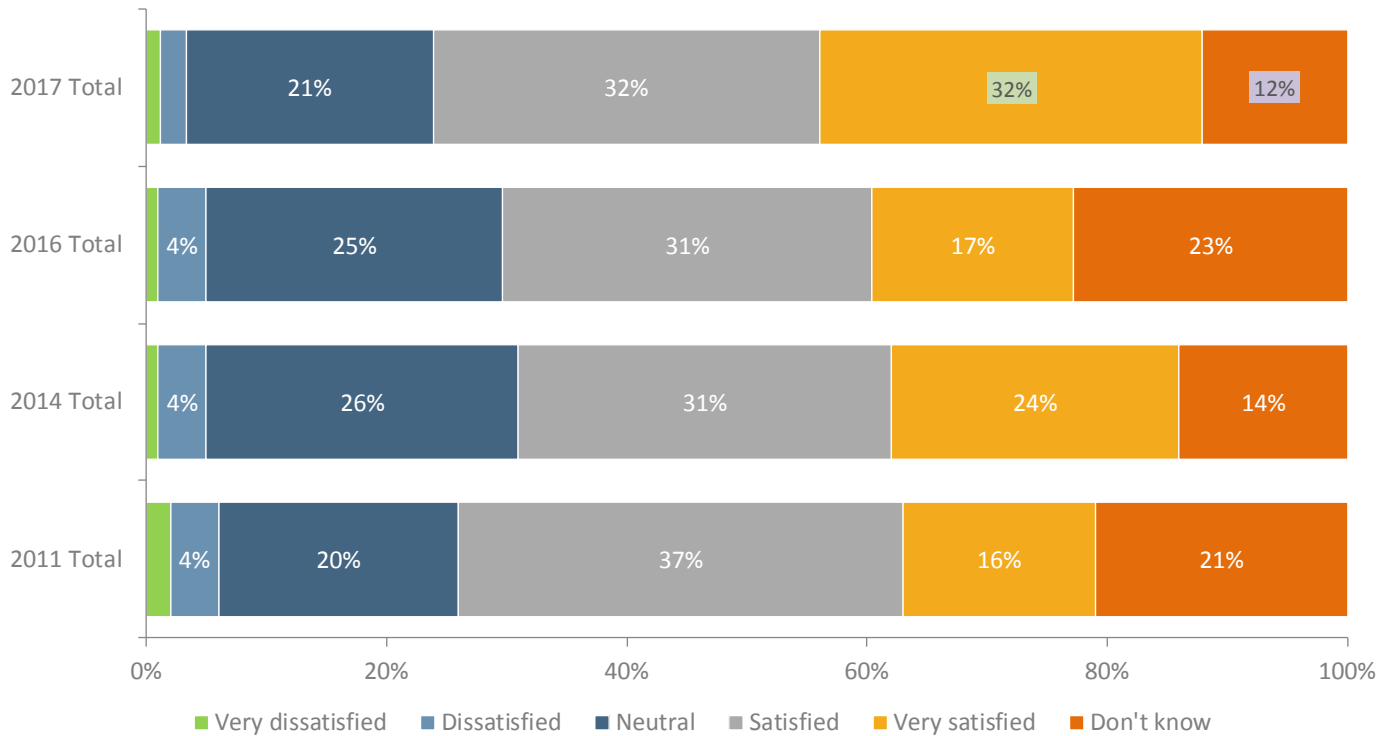
DEMOGRAPHIC DIFFERENCES





RESIDENT SATISFACTION WITH SUTER ART GALLERY

At a total level, 64% of residents are satisfied (32%) or very satisfied (32%). This is a significant increase when compared to last year (32% cf. 2016, 17%). A further 21% are neither satisfied nor dissatisfied, while 3% are dissatisfied (2%) or very dissatisfied (1%). This year, 12% of residents were unsure how to answer the question, a significant decrease of 11% compared to last year. Comparisons with previous years are indicative due to the question wording change in 2016.



Base size: 2017 n=520; 2016 n=400; 2014 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

Less likely to be very satisfied 25% or more likely to not know 17%

TAHUNANUI

No significant differences noted

N. CENTRAL

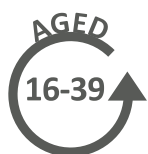
More likely to be very satisfied 37%

N. NORTH

No significant differences noted



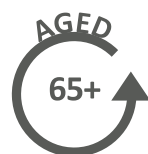
DEMOGRAPHIC DIFFERENCES



Less likely to be very satisfied 23% or more likely to give a neutral rating 26%



No significant differences noted



More likely to be very satisfied 46%



No significant differences noted



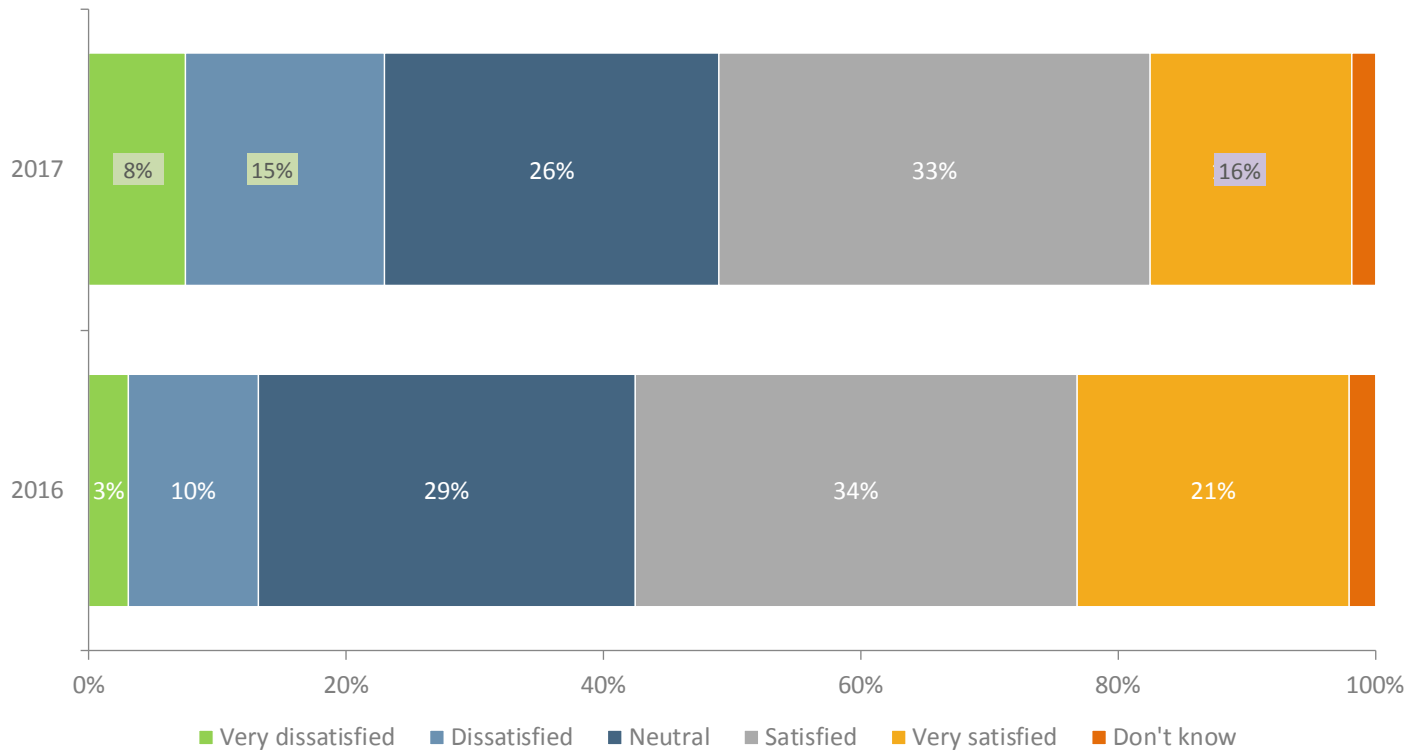
No significant differences noted

SOCIAL | PUBLIC ART



SATISFACTION WITH PUBLIC ART

Close to half of residents (49%) are satisfied (33%) or very satisfied (16%) with public art in the area. There is a significant decrease of 5% in very satisfied ratings when compared with last year's results. A further 26% of residents are neither satisfied nor dissatisfied, while 23% are dissatisfied (15%) or very dissatisfied (8%). There is a significant increase in dissatisfied and very dissatisfied (both 5%) when compared to 2016. Two per cent of residents were unsure how to answer the question.



Base size: 2017 n=520 2016 n=400.



AREA DIFFERENCES

STOKE

More likely to be very dissatisfied
11%

TAHUNANUI

More likely to be dissatisfied
32%

N. CENTRAL

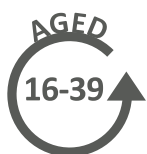
Less likely to be very dissatisfied
4%

N. NORTH

More likely to be very dissatisfied
13%



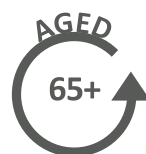
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



No significant differences noted



No significant differences noted



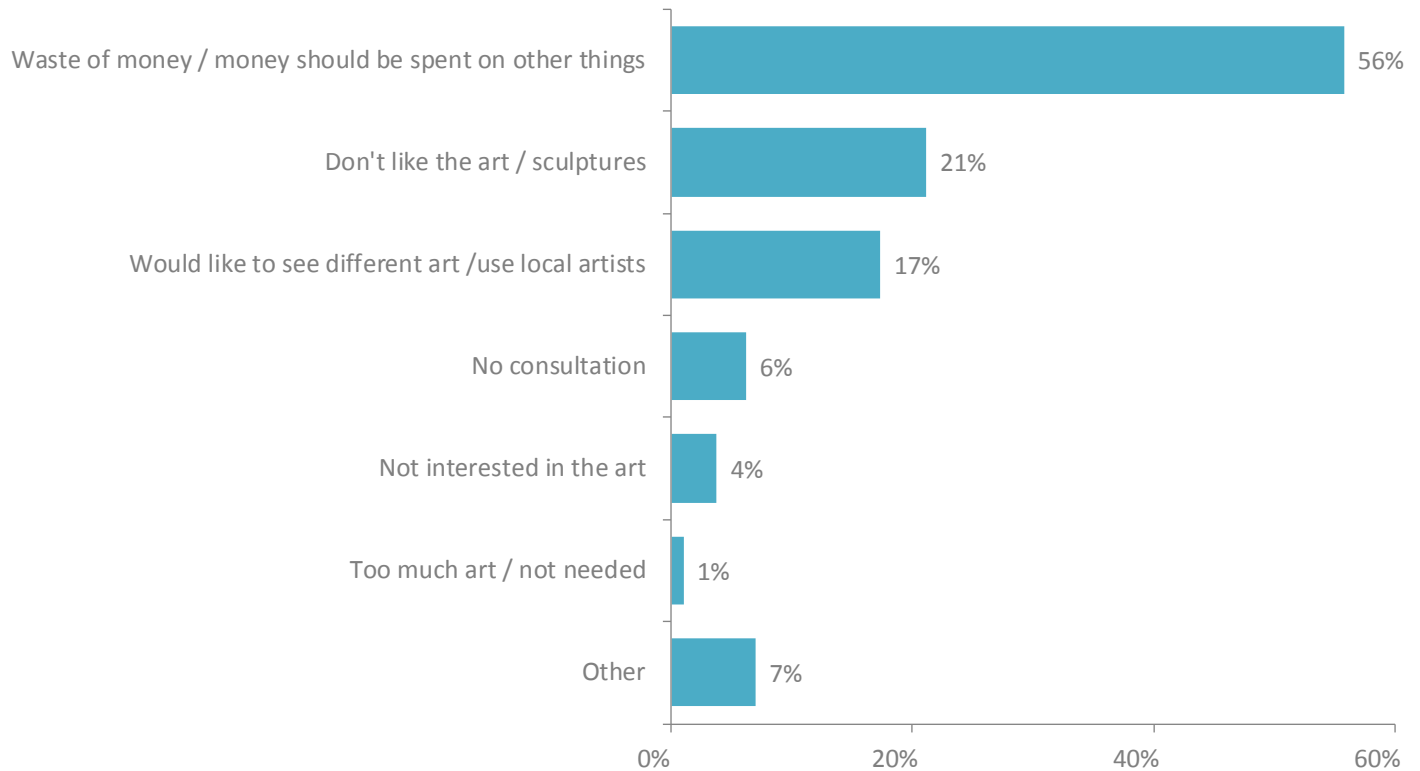
No significant differences noted

SOCIAL | PUBLIC ART



DISSATISFACTION WITH PUBLIC ART

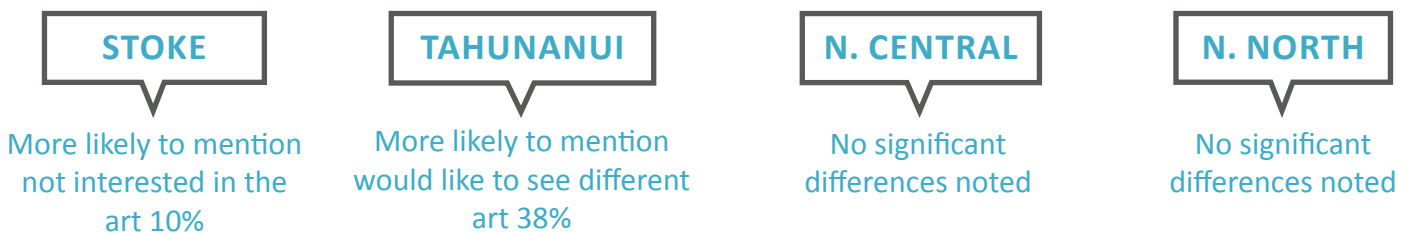
Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents cited their main reasons for dissatisfaction with public art is that it is a waste of money and money should be spent on other things (56%), they do not like the art or sculptures (21%) or they would like to see different art or use local artists (17%).



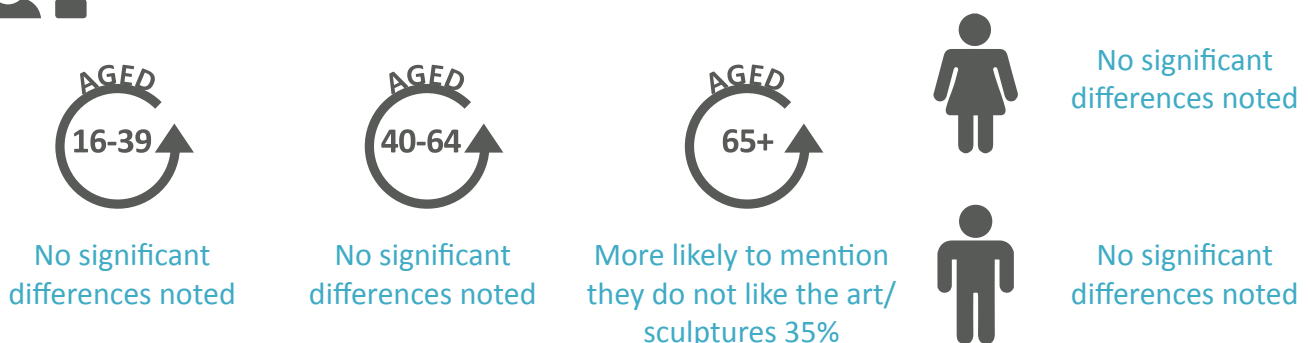
Base size: n=139.



AREA DIFFERENCES



DEMOGRAPHIC DIFFERENCES

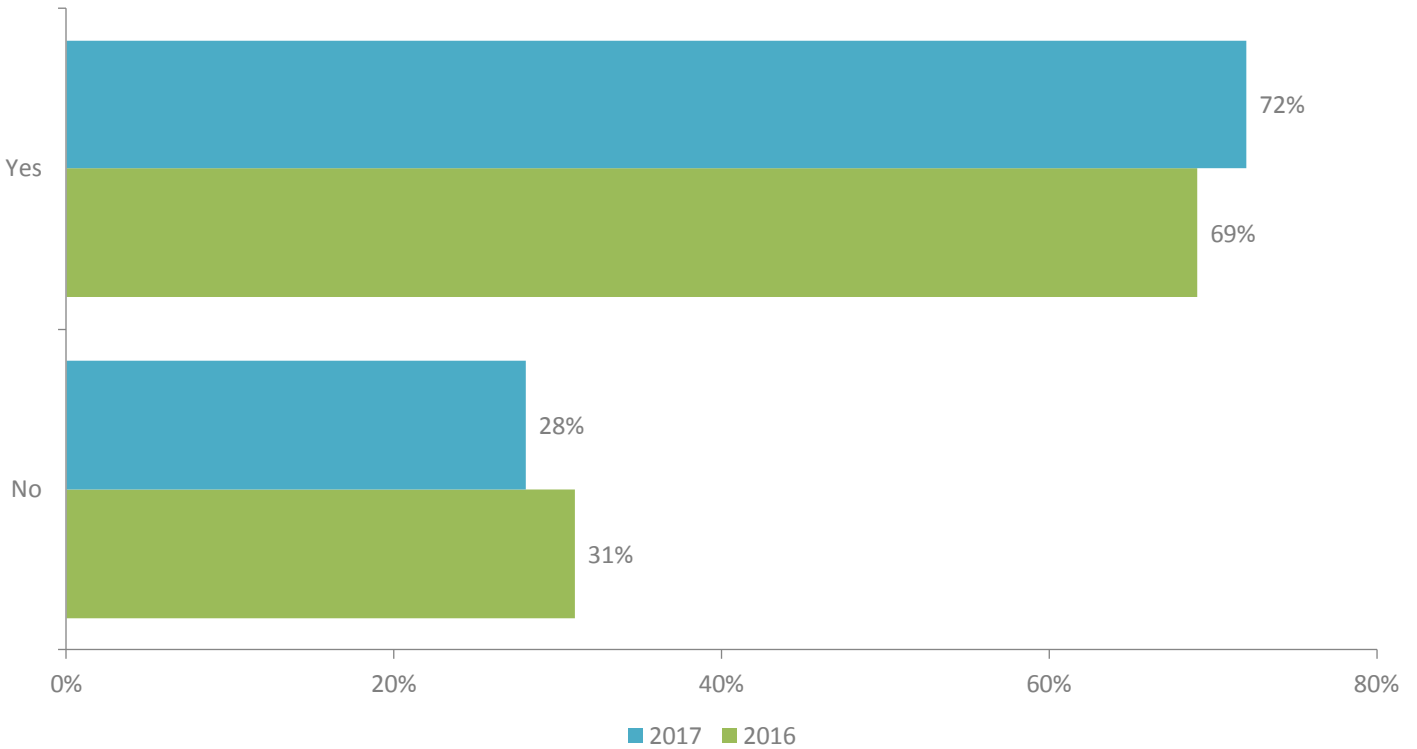


SOCIAL | LIBRARIES



USE OF PUBLIC LIBRARIES

Close to three-quarters of residents (72%) have used a public library in the past 12 months. While not significant, this is a 3% increase from last year.



Base size: 2017 n=520; 2016 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

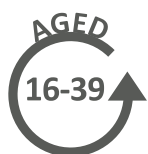
No significant differences noted

N. NORTH

No significant differences noted



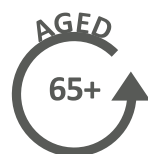
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



No significant differences noted



More likely to have visited a library 77%



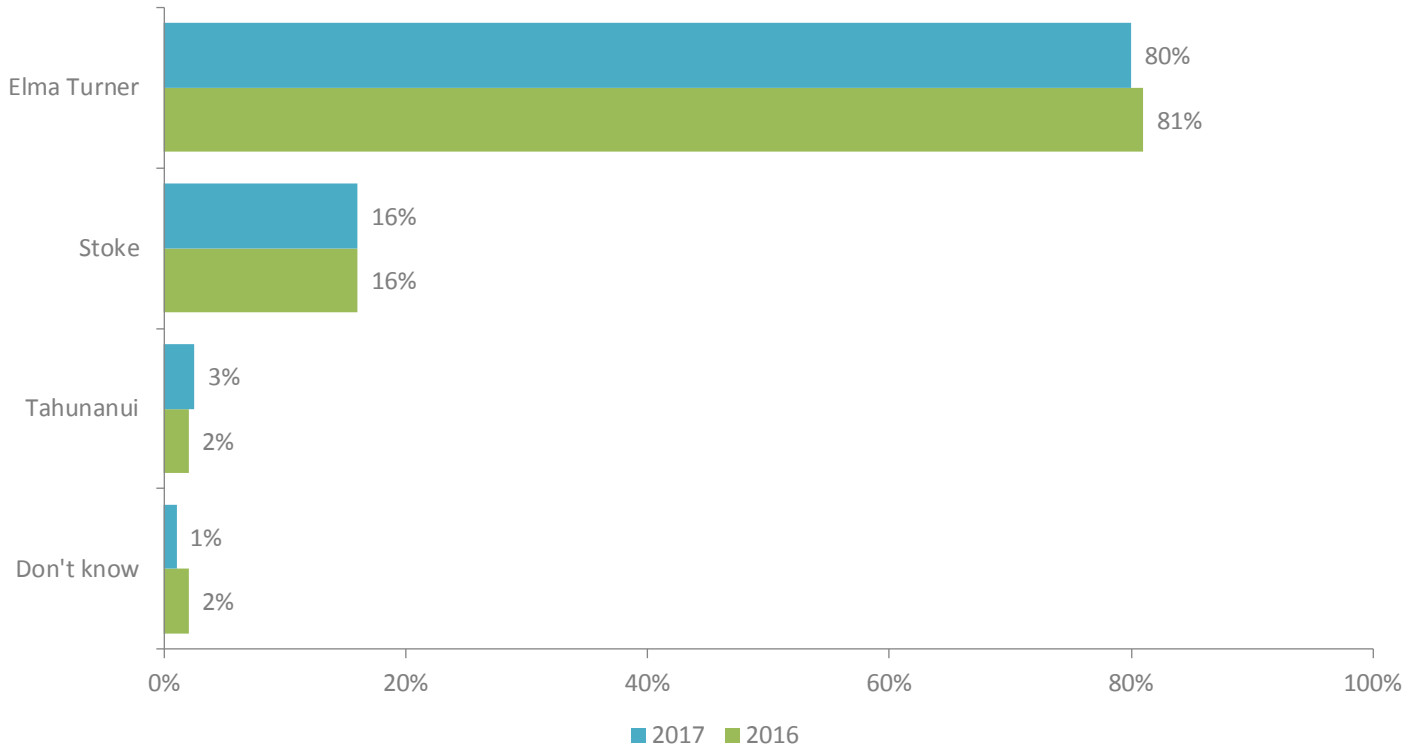
Less likely to have visited a library 67%

SOCIAL | LIBRARIES



MAIN LIBRARY USED

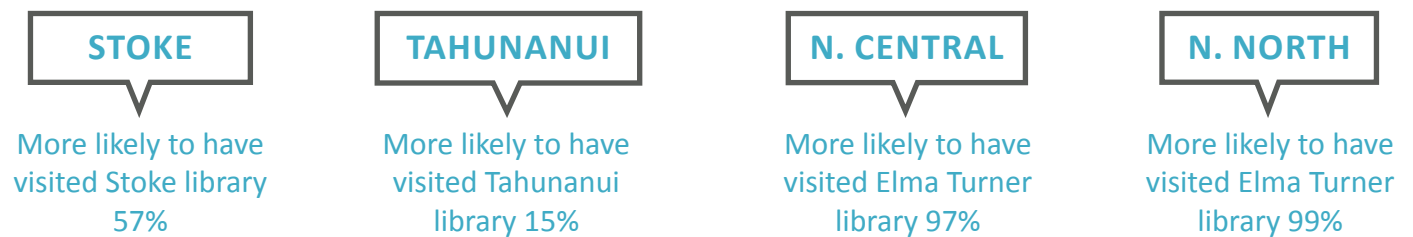
The majority of library users cited the main public library they use is the Elma Turner library (80%). Following this, 16% of users mainly use the Stoke library and 3% use the Tahunanui library. One per cent of residents were unsure how to answer this question. These results remain on par with last year's results.



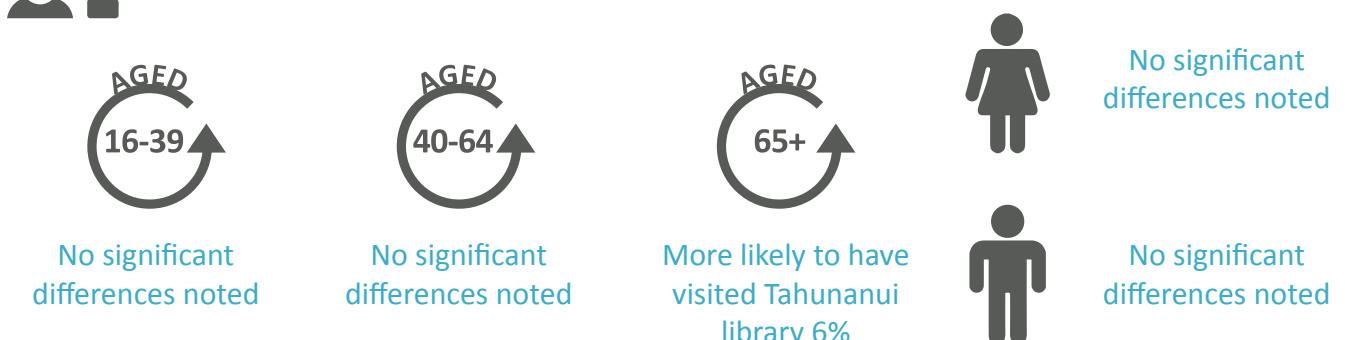
Base size: 2017 n=453; 2016 n=261.



AREA DIFFERENCES



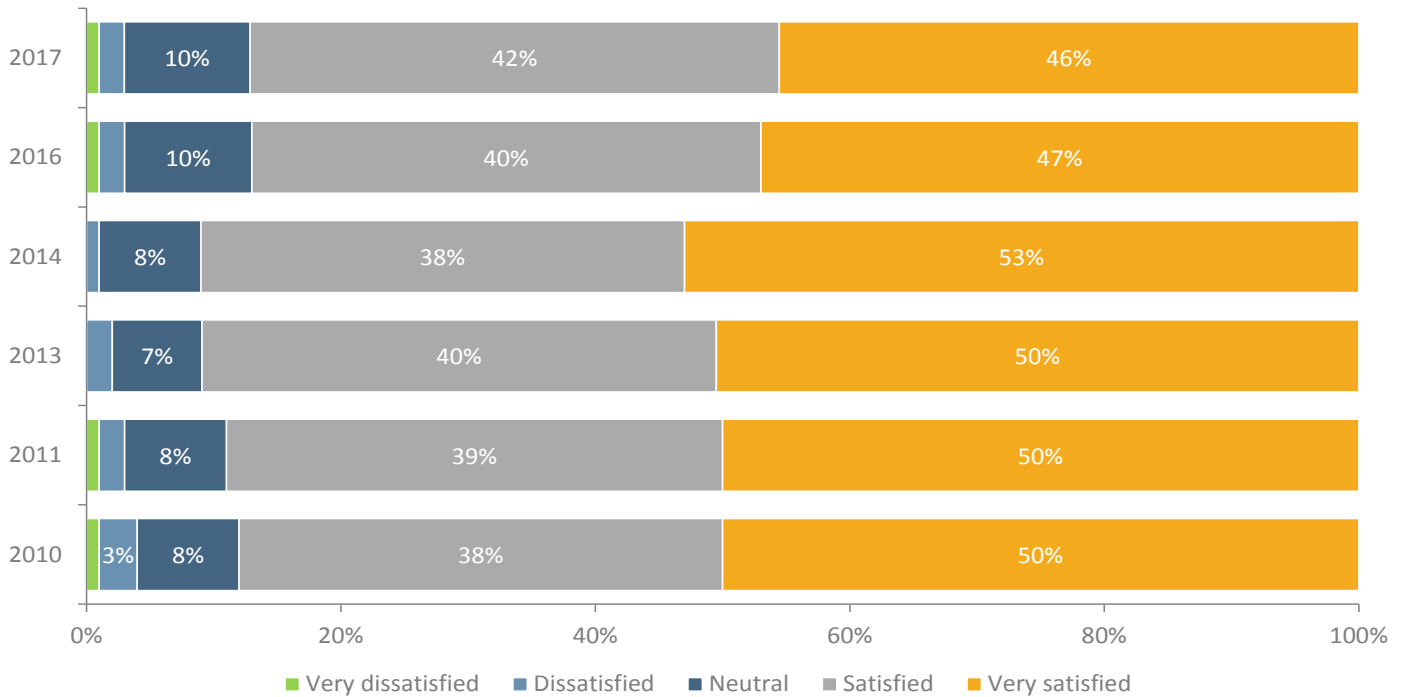
DEMOGRAPHIC DIFFERENCES





SATISFACTION WITH COUNCIL LIBRARIES

The majority of residents (88%) are satisfied (42%) or very satisfied (46%) with the public library service. Ten per cent are neither satisfied nor dissatisfied, while 3% are dissatisfied (2%) or very dissatisfied (1%). Year-on-year results remain fairly similar. With regards to library users, 94% are satisfied (42%) or very satisfied (52%) with the public library service. Four per cent are neither satisfied nor dissatisfied, while 2% are dissatisfied (1%) or very dissatisfied (1%). Results for Stoke and Elma Turner libraries remain consistent year-on-year, with only slight decreases in total satisfaction noted. Indicative comments revolve around the location and accessibility, other library users and resources available.



Base size: 2017 n=520; 2016 n=400; 2014 n=400; 2013 n=400; 2011 n=400; 2010 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

More likely to be dissatisfied 6%

N. CENTRAL

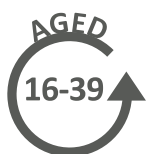
No significant differences noted

N. NORTH

No significant differences noted



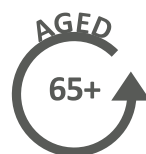
DEMOGRAPHIC DIFFERENCES



Less likely to be very satisfied 36%



No significant differences noted



More likely to be very satisfied 56%



More likely to be very satisfied 56%



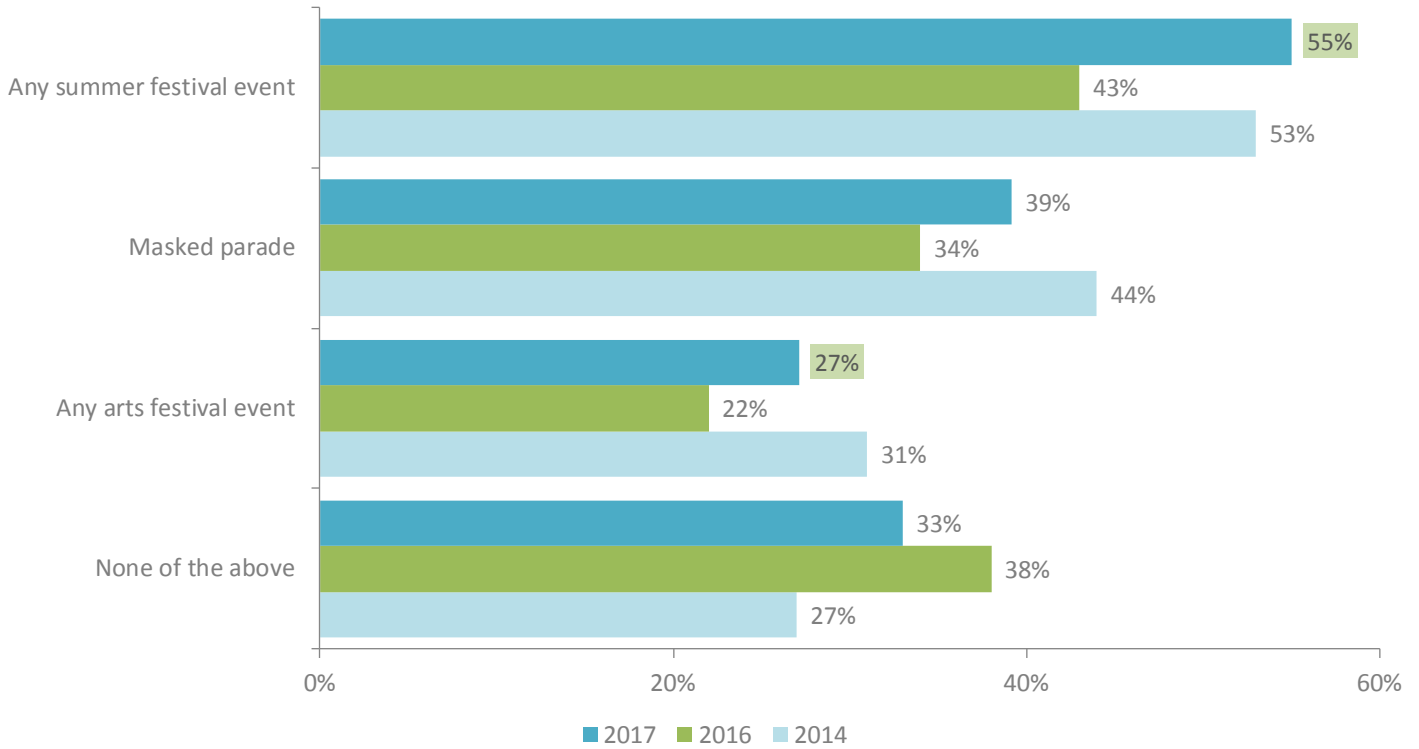
More likely to be satisfied 47%

SOCIAL | COUNCIL EVENTS



ATTENDANCE OF COUNCIL EVENTS

Residents' overall attendance at Council events has increased this year. Attendance at summer festival events (55% cf. 2016, 43%), and arts festival events (27% cf. 2016, 22%) has increased significantly this year. While not significant, residents attendance of the masked parade has also increased (39% cf. 2016, 34%). Residents citing they have not attended any Council events has decreased, although not significantly (33% cf. 2016, 38%).



Base size: 2017 n=520; 2016 n=400; 2014 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

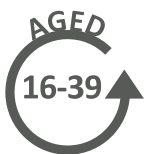
More likely to have attended any summer festival event 34%

N. NORTH

No significant differences noted



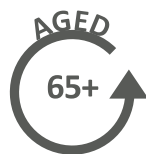
DEMOGRAPHIC DIFFERENCES



More likely to have attended masked parade 46%



No significant differences noted



More likely to have not attended any of these events 45%



No significant differences noted



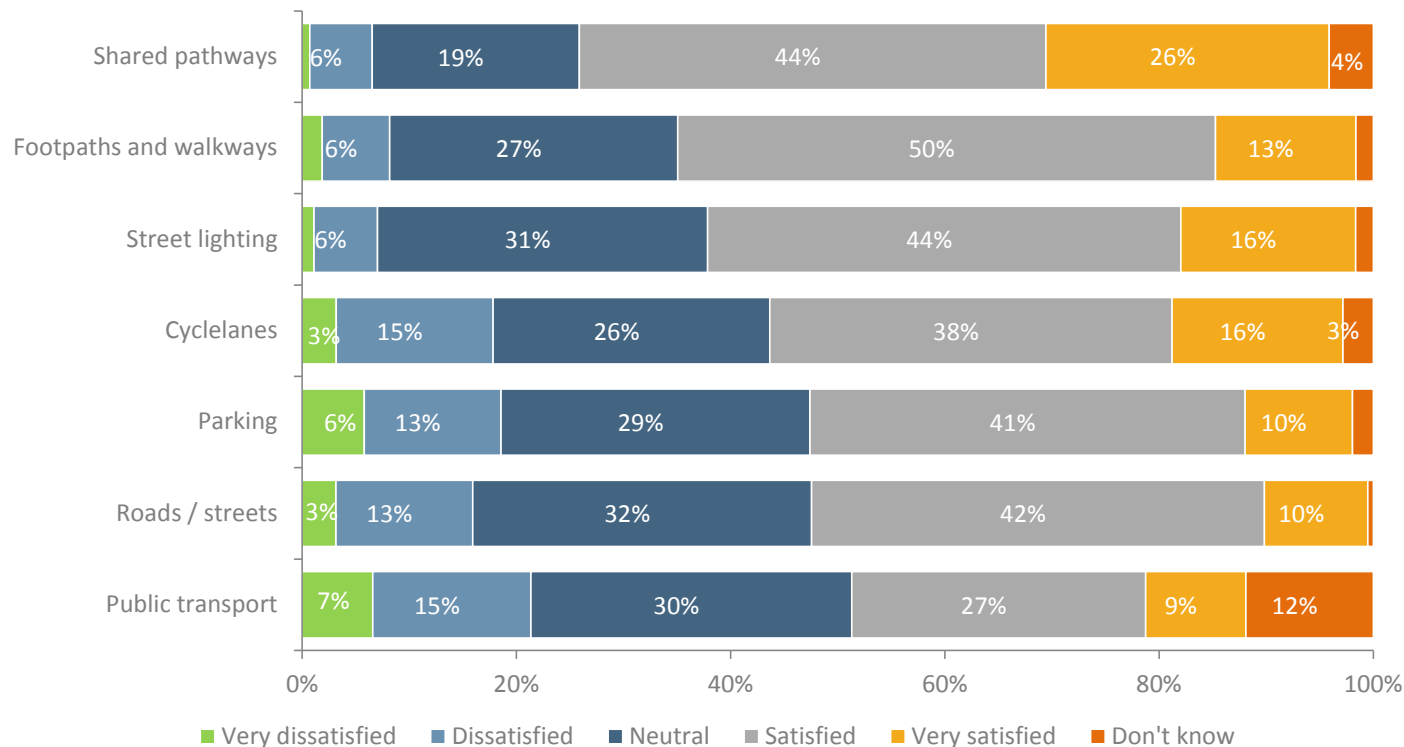
No significant differences noted

COUNCIL ACTIVITIES

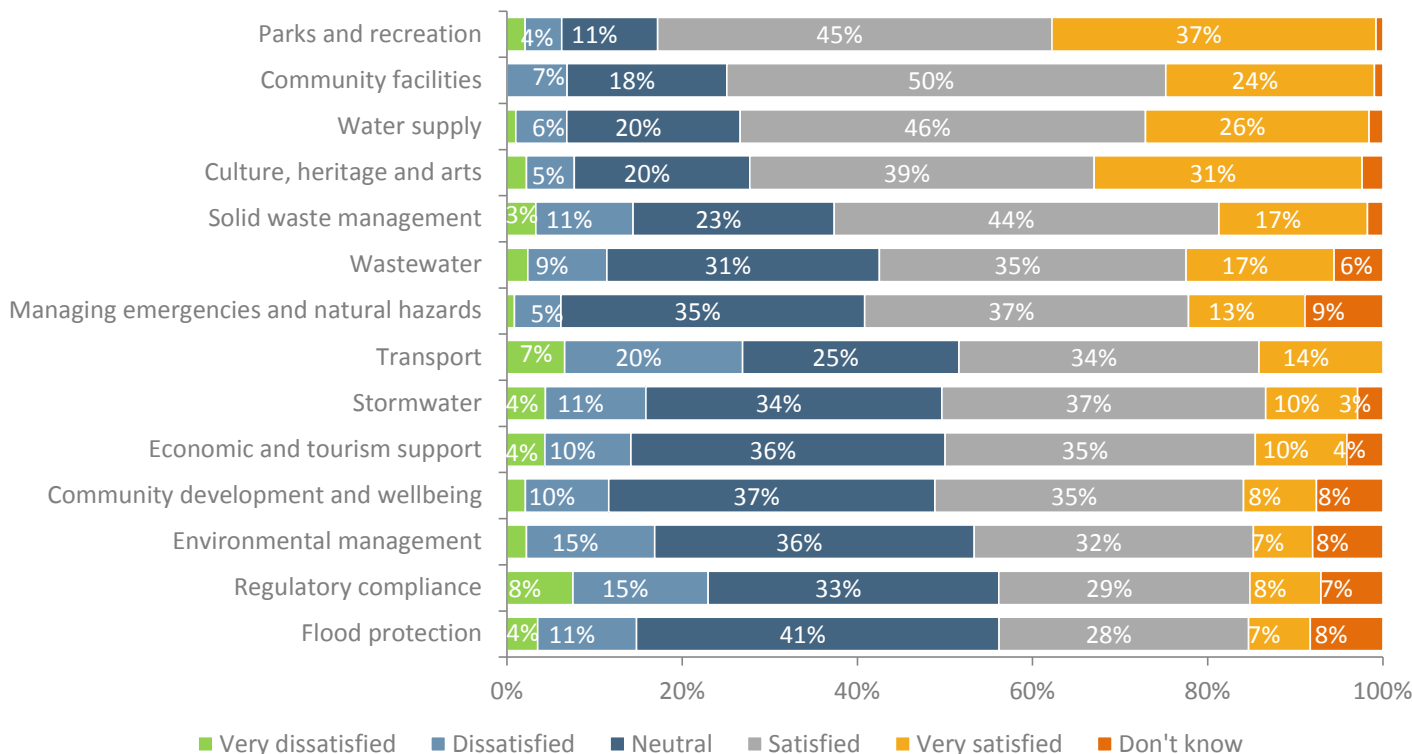
COUNCIL ACTIVITIES | OVERALL RATINGS



TRANSPORT RATINGS



COUNCIL ACTIVITIES RATINGS

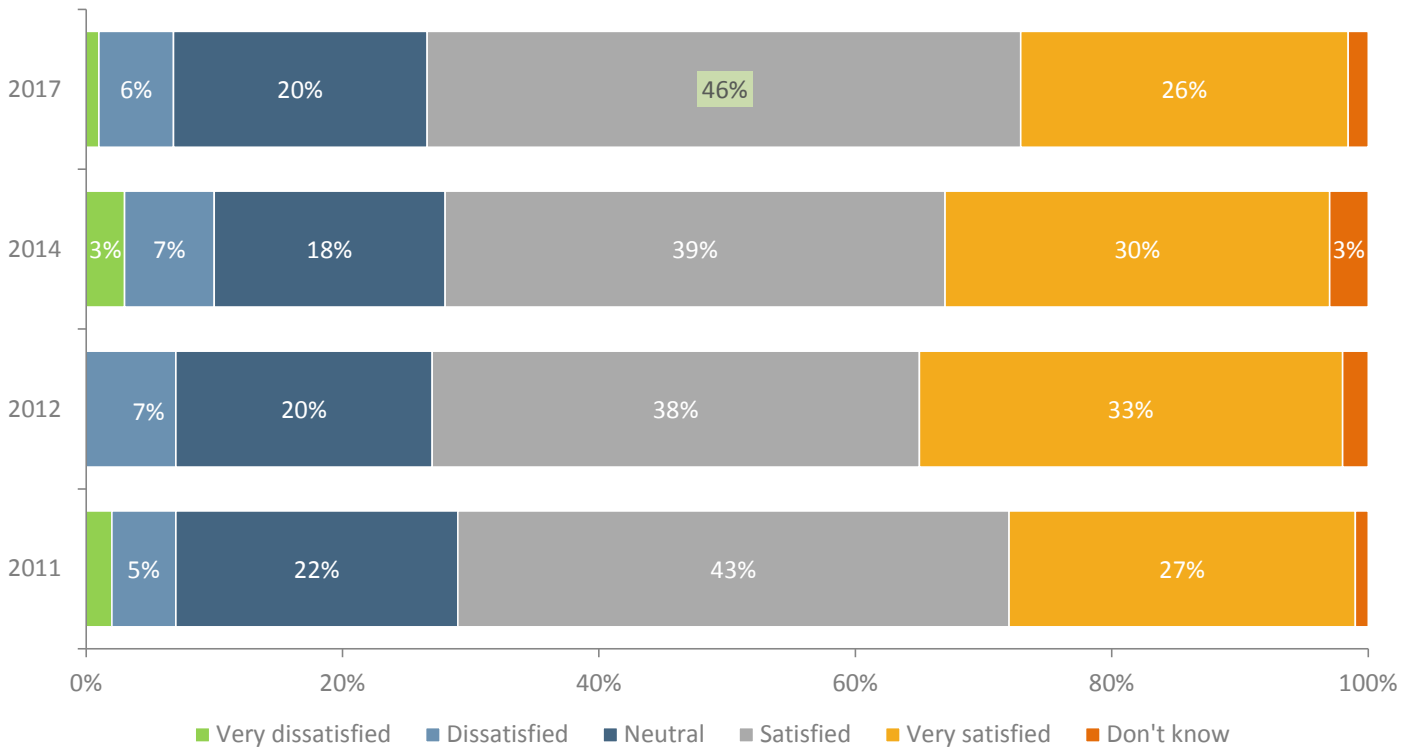


COUNCIL ACTIVITIES | WATER SUPPLY



SATISFACTION WITH WATER SUPPLY

Seventy-two per cent of residents are satisfied (46%) or very satisfied (26%) with the area's water supply. There has been a significant increase of 7% in satisfied ratings when compared with 2014. A further 20% are neither satisfied nor dissatisfied, 7% are dissatisfied (6%) or very dissatisfied (1%). Two per cent of residents were unsure how to answer this question.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

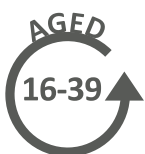
No significant differences noted

N. NORTH

No significant differences noted



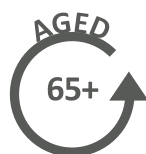
DEMOGRAPHIC DIFFERENCES



No significant differences noted



More likely to give a neutral rating 24% or less likely to be very satisfied 21%



More likely to be very satisfied 36%



No significant differences noted

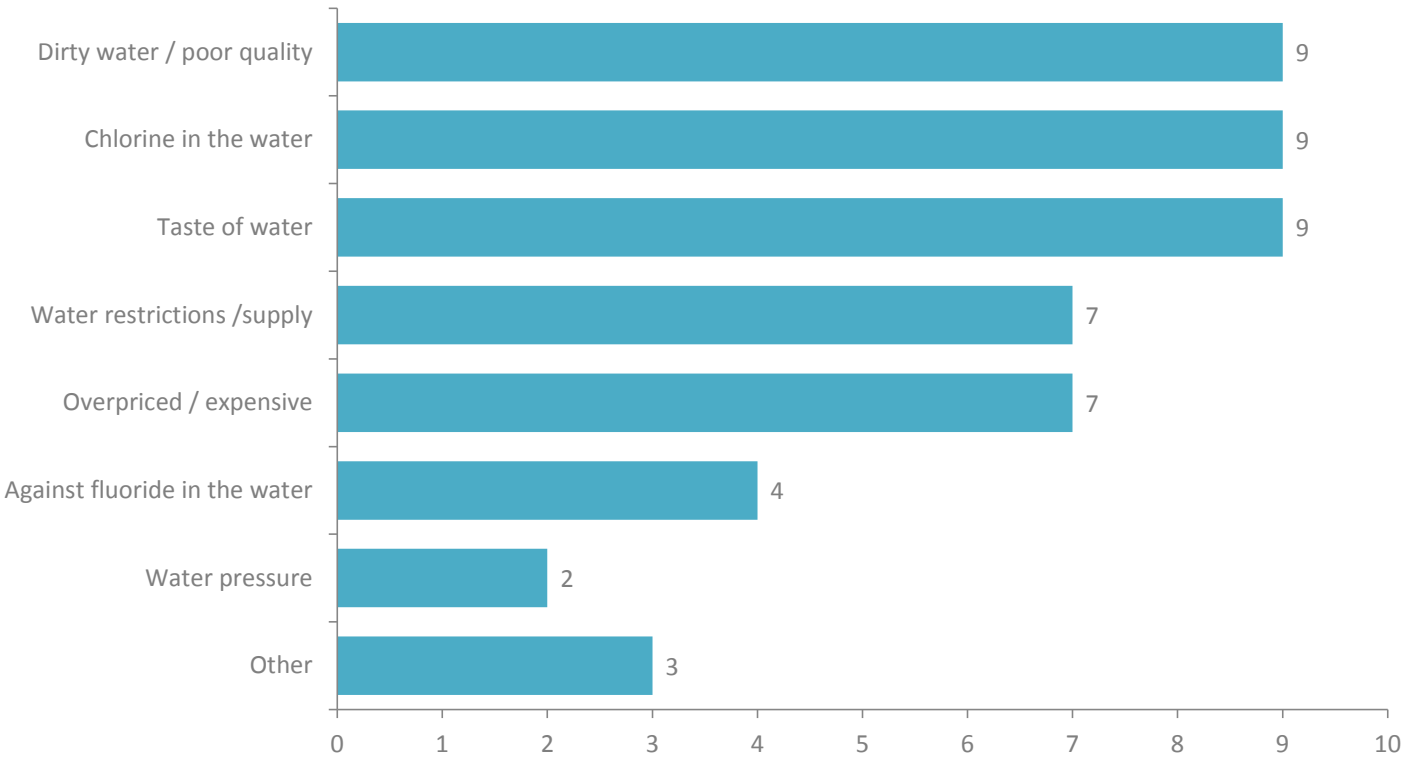


No significant differences noted

COUNCIL ACTIVITIES | WATER SUPPLY

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reasons for dissatisfaction with the water supply were that the water is dirty and of poor quality, chlorine in the water as well as the taste (nine mentions each). Other mentions included water restrictions and supply (seven mentions), and that it's overpriced and expensive (seven mentions).



Base size: n=44.

AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted

DEMOGRAPHIC DIFFERENCES

AGED
16-39

No significant differences noted

AGED
40-64

No significant differences noted

AGED
65+

No significant differences noted



More likely to mention taste of water 27%



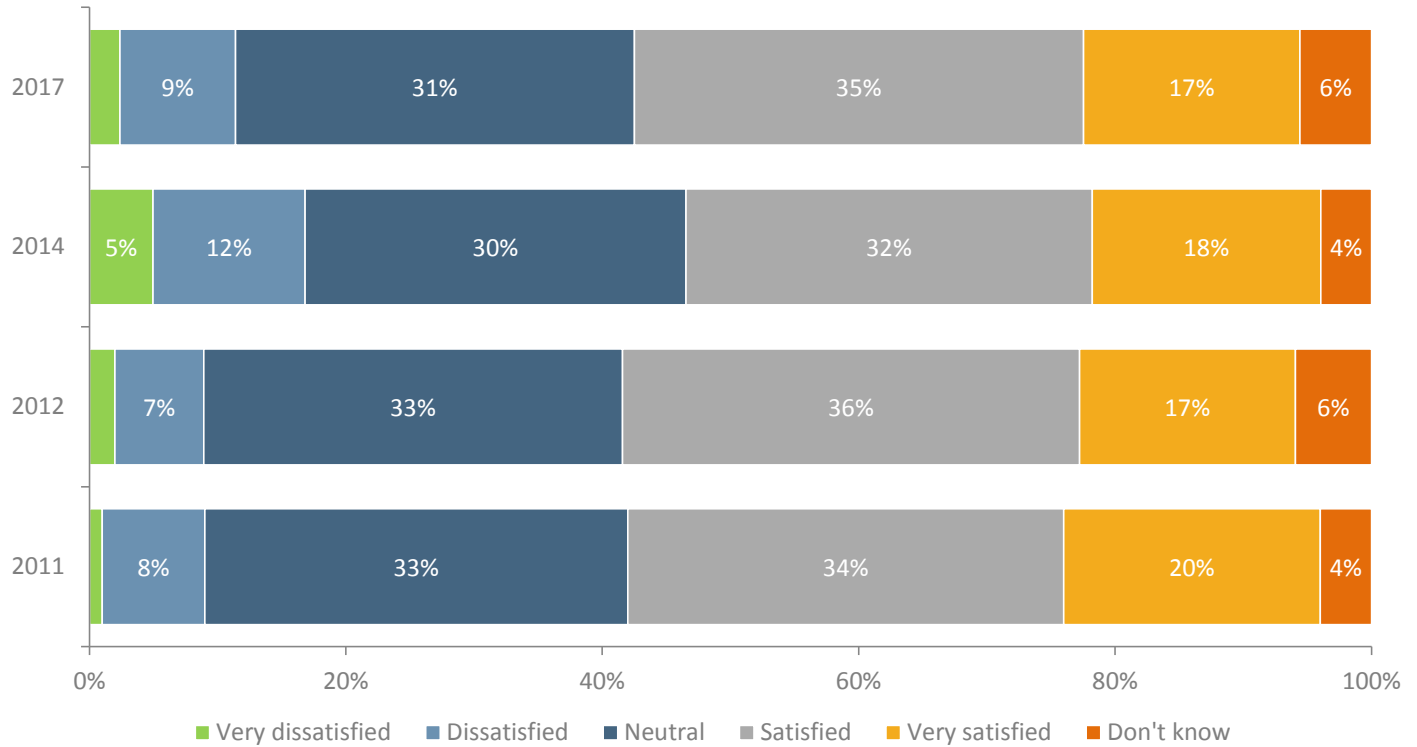
No significant differences noted

COUNCIL ACTIVITIES | WASTEWATER



SATISFACTION WITH WASTEWATER

More than half of residents (52%) are satisfied (35%) or very satisfied (17%) with the wastewater service, including sewage treatment and disposal. A further 31% are neither satisfied nor dissatisfied, 11% are dissatisfied (9%) or very dissatisfied (2%). Six per cent of residents were unsure how to answer this question. There are no significant differences when compared to 2014.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

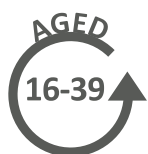
No significant differences noted

N. NORTH

No significant differences noted



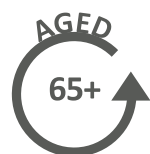
DEMOGRAPHIC DIFFERENCES



More likely to not know 9%



More likely to be satisfied 41%



More likely to be very satisfied 22%



More likely to give a neutral rating 37%

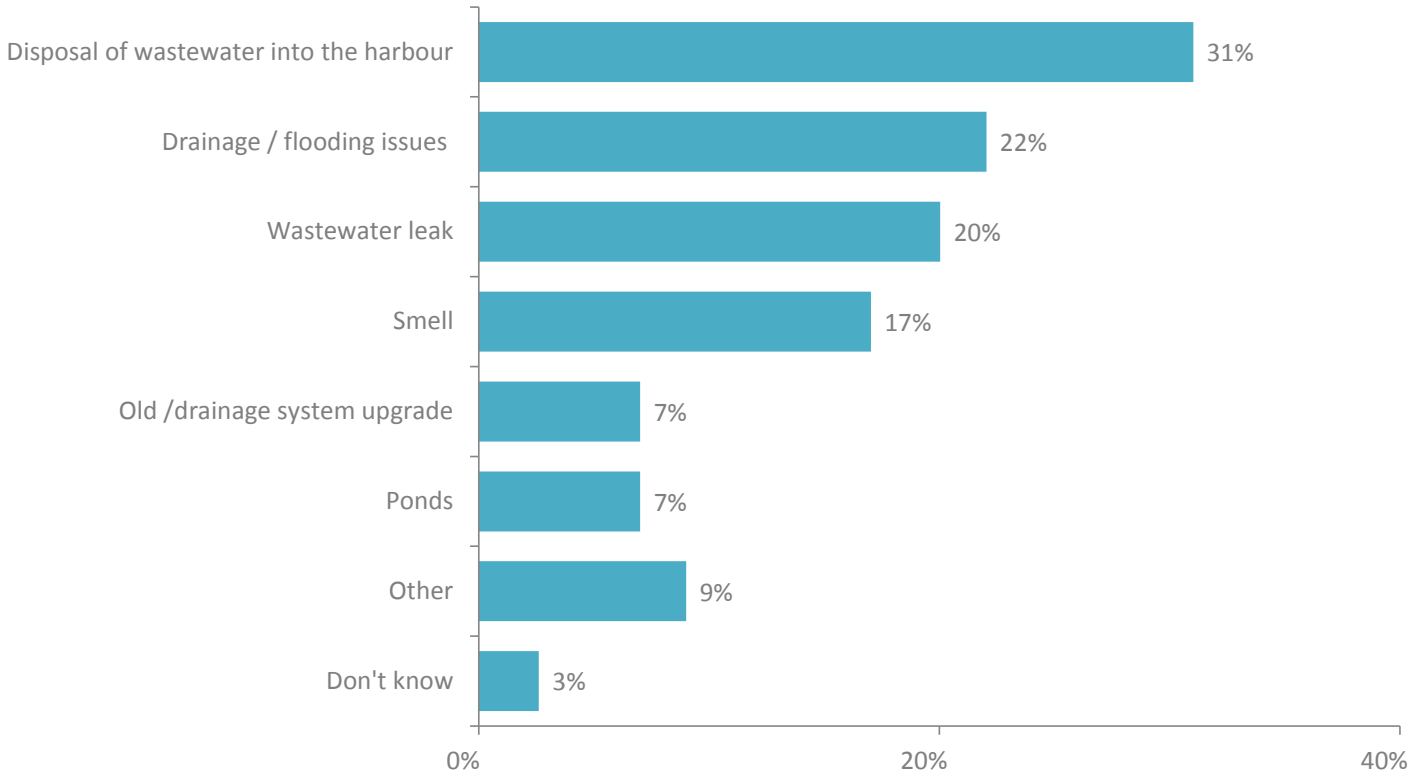


More likely to be dissatisfied 12%

COUNCIL ACTIVITIES | WASTEWATER

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reason for dissatisfaction was the disposal of wastewater (31%). Other mentions include drainage and flooding issues (22%), wastewater leaks (20%) and the smell (17%).



Base size: n=64.

AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

More likely to mention ponds 17%

N. NORTH

No significant differences noted

DEMOGRAPHIC DIFFERENCES

AGED
16-39

No significant differences noted

AGED
40-64

No significant differences noted

AGED
65+

No significant differences noted



More likely to mention drainage/flooding issues 40%



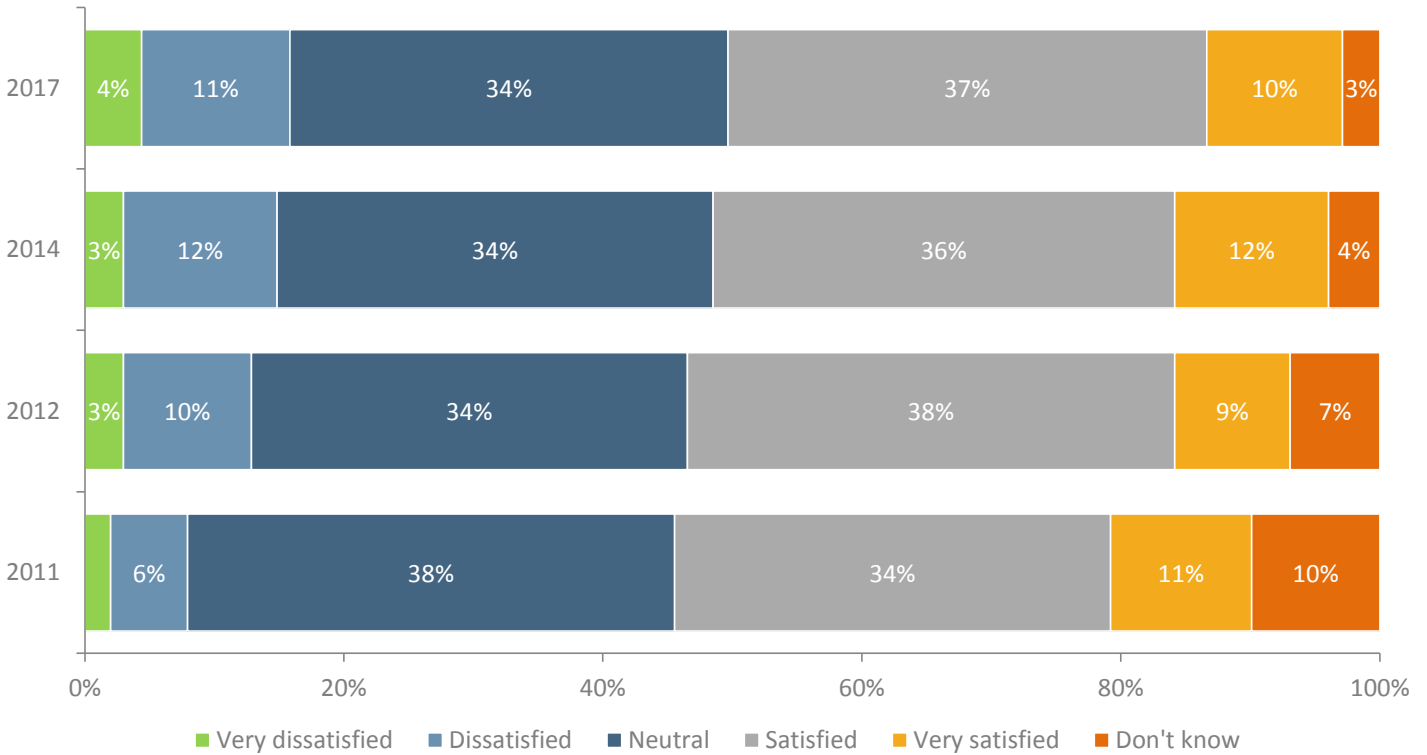
No significant differences noted

COUNCIL ACTIVITIES | STORMWATER



SATISFACTION WITH STORMWATER

Forty-seven per cent of residents are satisfied (37%) or very satisfied (10%) with the area's stormwater service, including the pipes to collect and discharge rainwater. A further 34% are neither satisfied nor dissatisfied, 15% are dissatisfied (11%) or very dissatisfied (4%). Three per cent of residents were unsure how to answer this question. There are no significant differences when compared to 2014.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

More likely to be very satisfied 15%

TAHUNANUI

No significant differences noted

N. CENTRAL

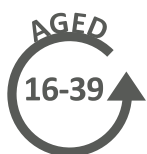
More likely to be very dissatisfied 6%

N. NORTH

No significant differences noted



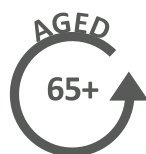
DEMOGRAPHIC DIFFERENCES



No significant differences noted



Less likely to be very satisfied 8%



No significant differences noted



Less likely to be very satisfied 7%

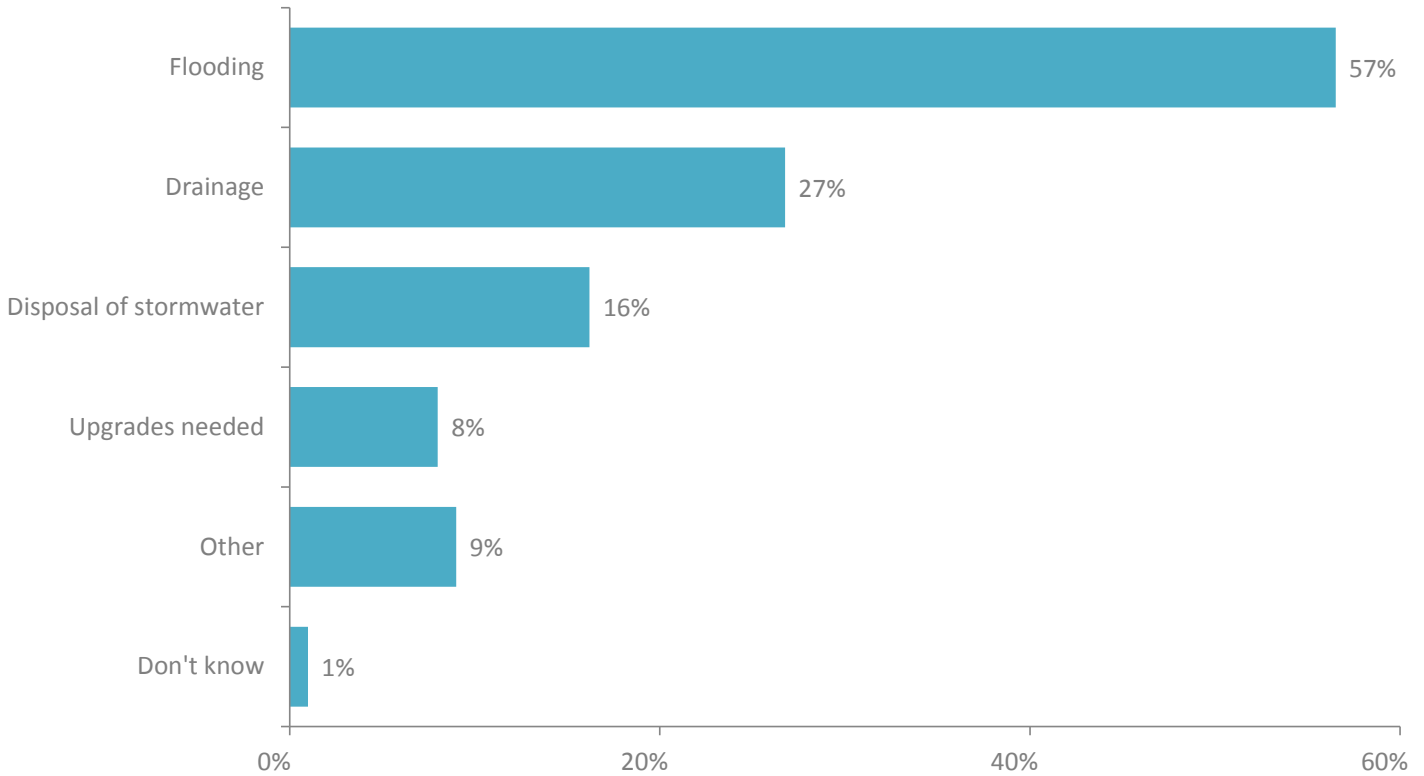


More likely to be very satisfied 15%

COUNCIL ACTIVITIES | STORMWATER

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reason for dissatisfaction with the stormwater service was flooding (57%). Other mentions included drainage (27%) and the disposal of stormwater (16%).



Base size: n=101.

AREA DIFFERENCES

STOKE

More likely to mention drainage
53%

TAHUNANUI

No significant differences noted

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted

DEMOGRAPHIC DIFFERENCES

AGED
16-39

No significant differences noted

AGED
40-64

No significant differences noted

AGED
65+

More likely to mention disposal of stormwater 30%



No significant differences noted



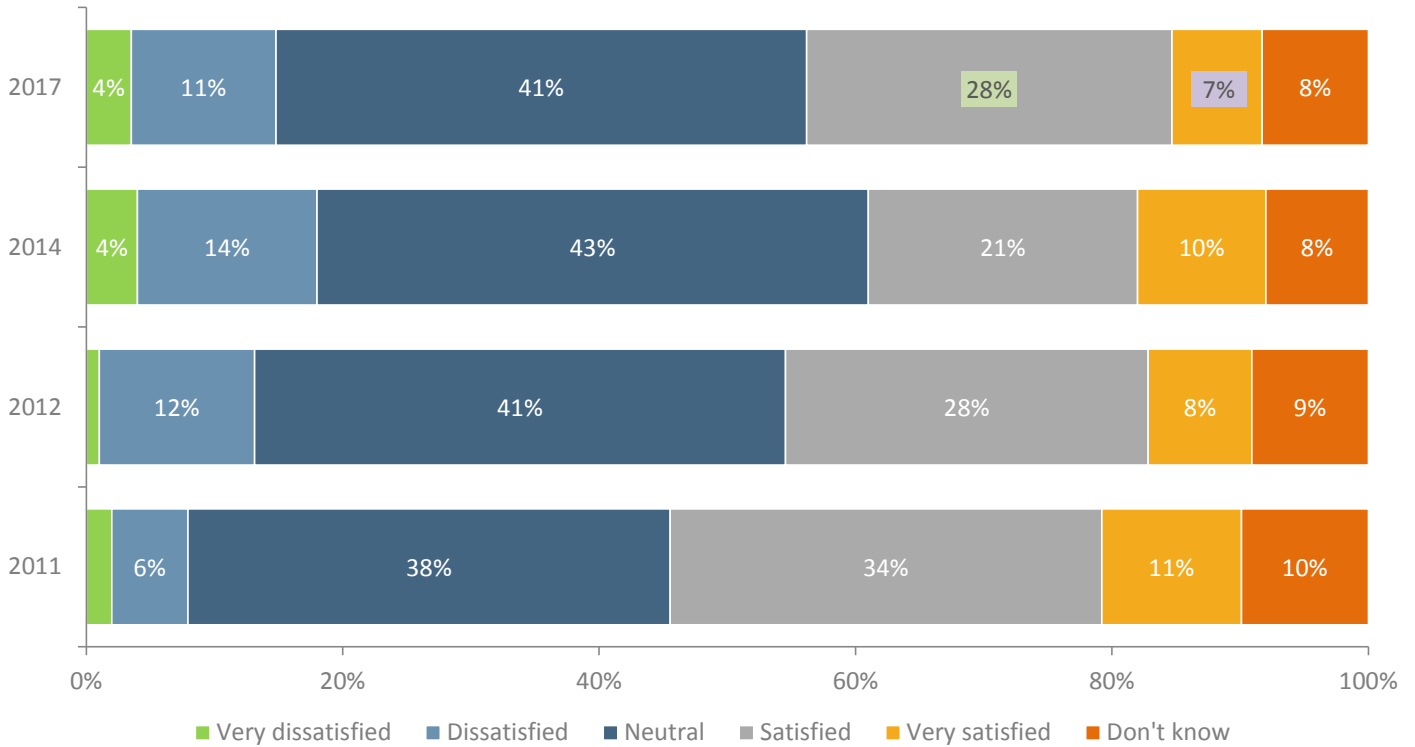
No significant differences noted

COUNCIL ACTIVITIES | FLOOD PROTECTION



SATISFACTION WITH FLOOD PROTECTION

More than a third of residents (35%) are satisfied (28%) or very satisfied (7%) with flood protection. There has been a significant increase of 7% in satisfied ratings when compared with 2014. Concurrently, there has been a significant decrease in very satisfied ratings (7% cf. 2014, 10%). Forty-one per cent are neither satisfied nor dissatisfied, 15% are dissatisfied (11%) or very dissatisfied (4%). Eight per cent of residents were unsure how to answer this question.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

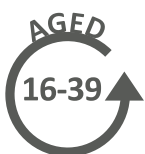
No significant differences noted

N. NORTH

No significant differences noted



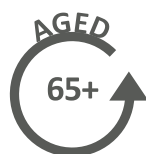
DEMOGRAPHIC DIFFERENCES



No significant differences noted



More likely to give a neutral rating
46%



No significant differences noted



No significant differences noted

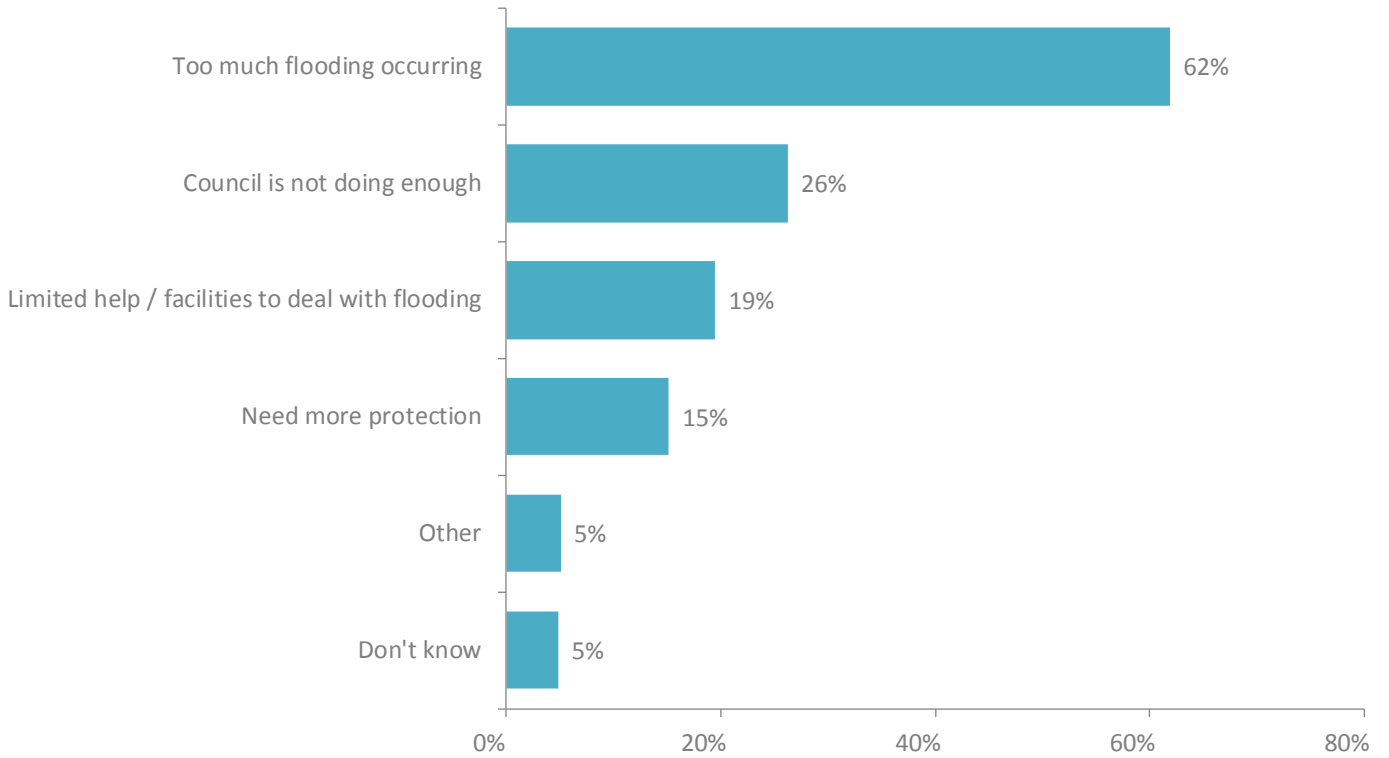


No significant differences noted

COUNCIL ACTIVITIES | FLOOD PROTECTION

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reason for dissatisfaction with flood protection was that there is too much flooding occurring (62%). Other mentions included Council not doing enough (26%), the feeling there is limited help and facilities to deal with flooding (19%), and needing more protection (15%).



Base size: n=91.

AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

More likely to mention need more protection 40%

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted

DEMOGRAPHIC DIFFERENCES

AGED
16-39

No significant differences noted

AGED
40-64

No significant differences noted

AGED
65+

Less likely to mention too much flooding occurring 42%



No significant differences noted



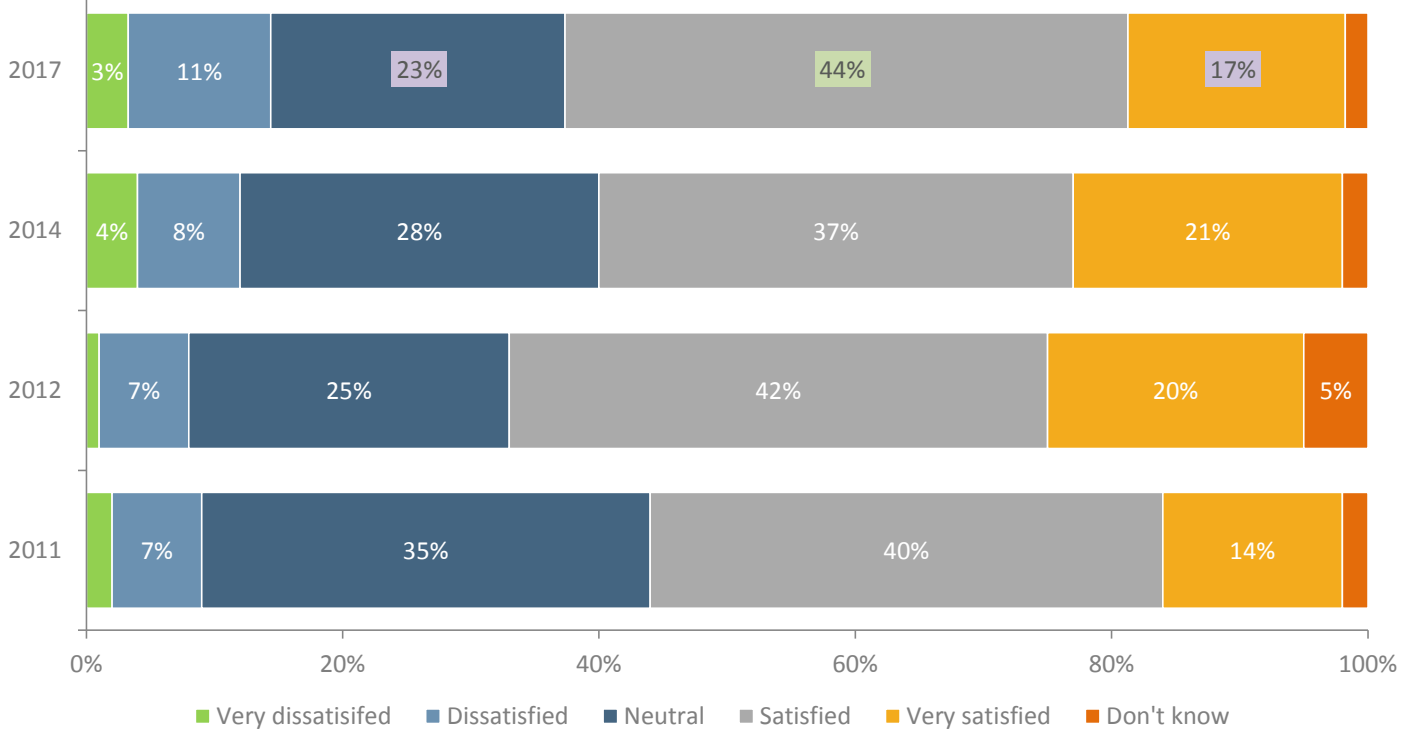
No significant differences noted

COUNCIL ACTIVITIES | WASTE MANAGEMENT



SATISFACTION WITH WASTE MANAGEMENT

Sixty-one per cent of residents are satisfied (44%) or very satisfied (17%) with solid waste management, including the landfill and recycling. There has been a significant increase of 7% in satisfied ratings when compared with 2014. Concurrently, there has been a significant decrease in very satisfied ratings (17% cf. 2014, 21%). A further 23% are neither satisfied nor dissatisfied, significantly less than 2014, 14% are dissatisfied (11%) or very dissatisfied (3%). Two per cent of residents were unsure how to answer this question.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

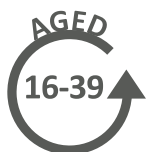
No significant differences noted

N. NORTH

Less likely to be very satisfied 8%



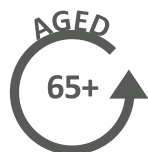
DEMOGRAPHIC DIFFERENCES



No significant differences noted



Less likely to be very satisfied 13%



More likely to be very satisfied 25%



More likely to not know 3%

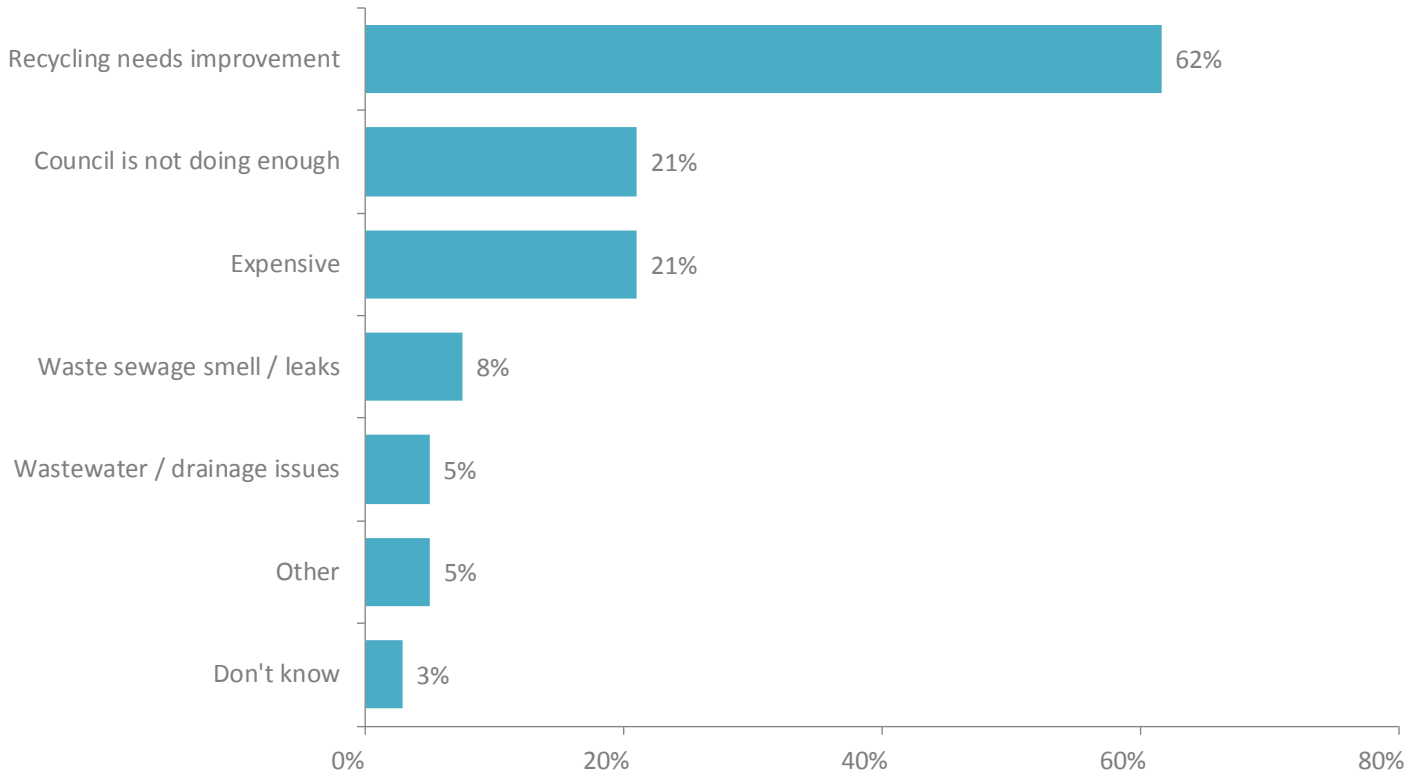


No significant differences noted

COUNCIL ACTIVITIES | WASTE MANAGEMENT

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reason for dissatisfaction with waste management was that recycling needs improving (62%). Other mentions included the feeling Council is not doing enough and that it's expensive (both 21%).



Base size: n=83.

AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted

DEMOGRAPHIC DIFFERENCES

AGED
16-39

No significant differences noted

AGED
40-64

No significant differences noted

AGED
65+

No significant differences noted



No significant differences noted



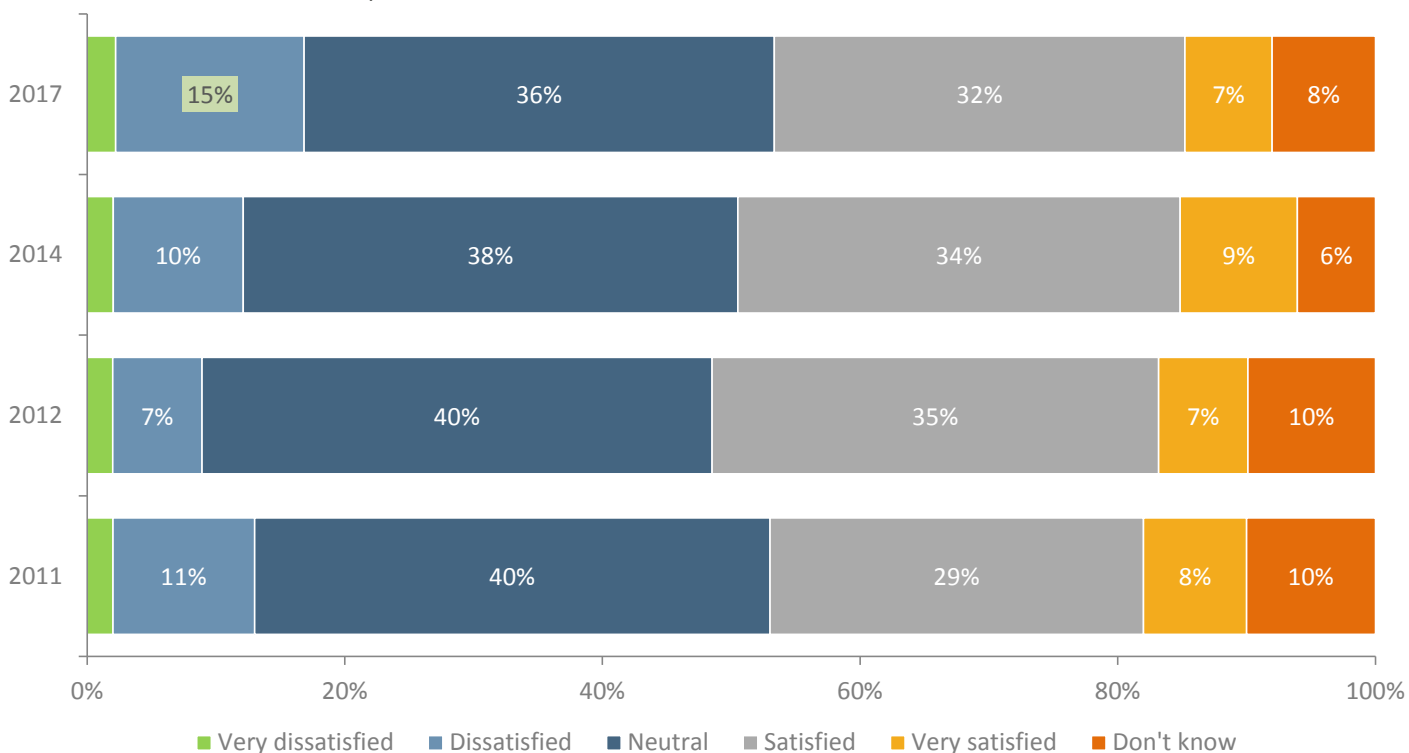
No significant differences noted

COUNCIL ACTIVITIES | ENVIRONMENTAL MANAGEMENT



SATISFACTION WITH ENVIRONMENTAL MANAGEMENT

Thirty-nine per cent of residents are satisfied (32%) or very satisfied (7%) with environmental management, planning and environmental monitoring. A further 36% are neither satisfied nor dissatisfied, 17% are dissatisfied (15%) or very dissatisfied (2%). There has been a significant increase of 5% in dissatisfied ratings when compared with 2014. Eight per cent of residents were unsure how to answer this question.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

More likely to not know 12%

TAHUNANUI

No significant differences noted

N. CENTRAL

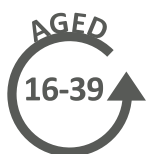
No significant differences noted

N. NORTH

Less likely to be very satisfied 1%



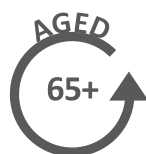
DEMOGRAPHIC DIFFERENCES



No significant differences noted



Less likely to be very satisfied 4%



No significant differences noted



No significant differences noted

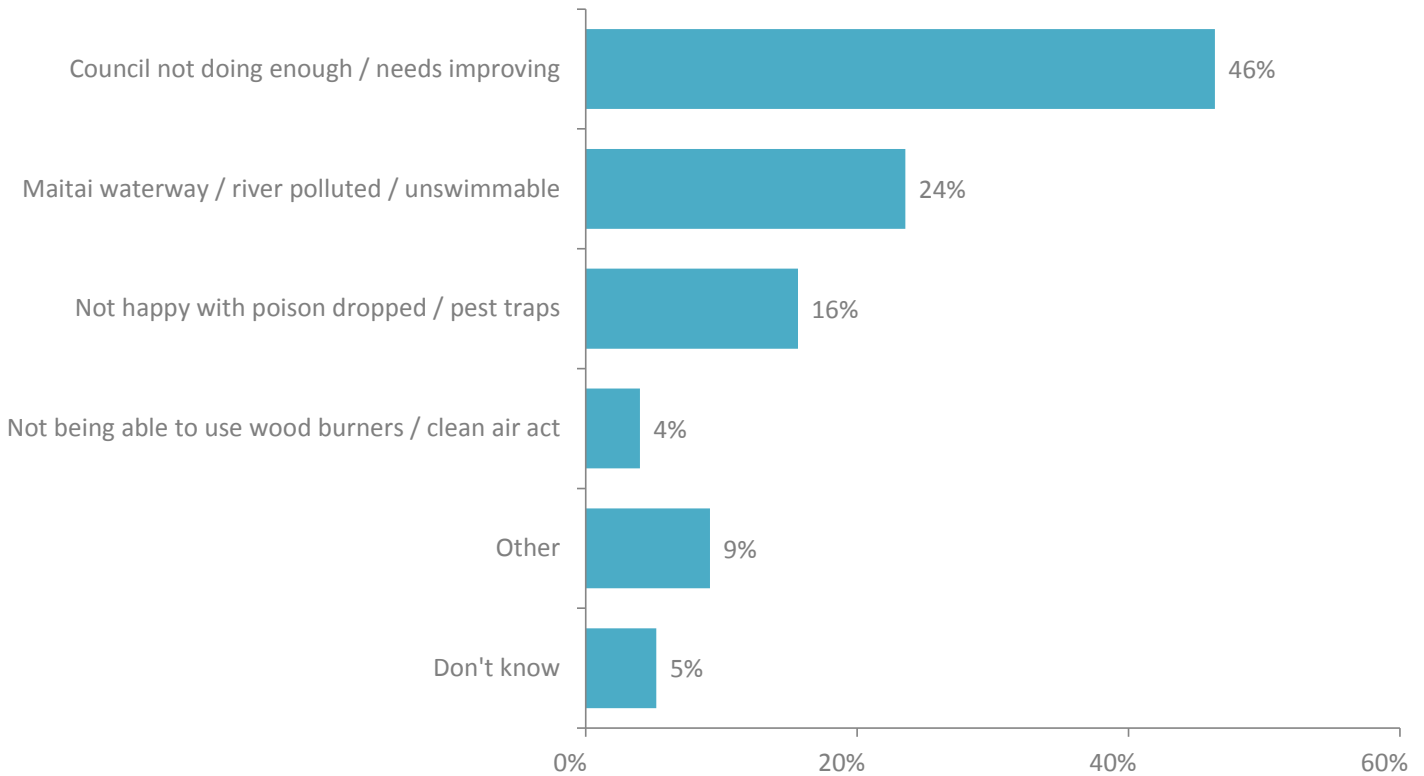


No significant differences noted

COUNCIL ACTIVITIES | ENVIRONMENTAL MANAGEMENT

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reason for dissatisfaction with environmental management was Council not doing enough and needs improvement (46%). Other mentions included the Maitai waterway (24%) and poison and pest traps (16%).



Base size: n=103.

AREA DIFFERENCES

STOKE

More likely to mention Maitai waterway 41%

TAHUNANUI

No significant differences noted

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted

DEMOGRAPHIC DIFFERENCES

AGED
16-39

No significant differences noted

AGED
40-64

More likely to mention not being able to use wood burners 7%

AGED
65+

No significant differences noted



More likely to mention Maitai waterway 32%



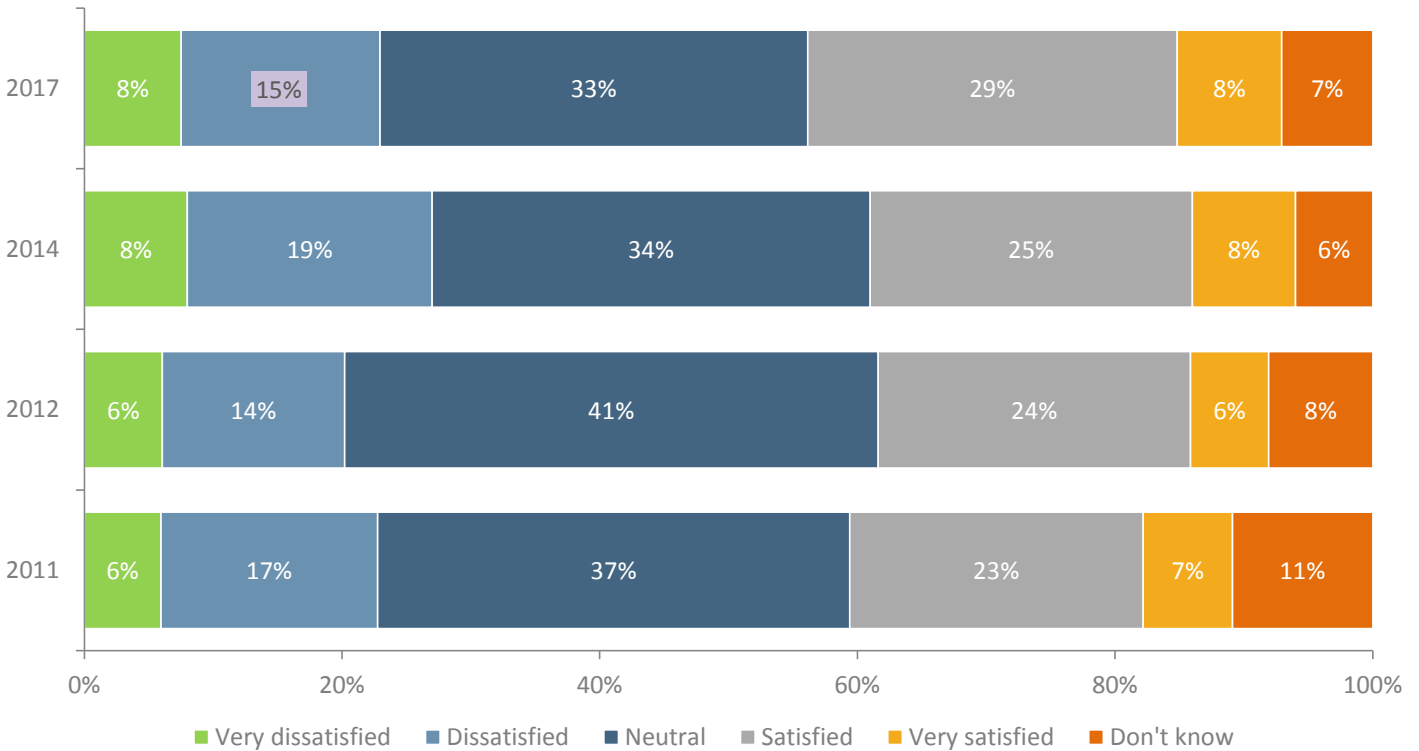
No significant differences noted

COUNCIL ACTIVITIES | REGULATORY COMPLIANCE



SATISFACTION WITH REGULATORY COMPLIANCE

Thirty-seven per cent of residents are satisfied (29%) or very satisfied (8%) with regulatory compliance, such as building consents and public health work including noise levels, food premises, pollution and dog control. A further 33% are neither satisfied nor dissatisfied, 23% are dissatisfied (15%) or very dissatisfied (8%). There has been a significant decrease of 4% in dissatisfied ratings when compared with 2014. Seven per cent of residents were unsure how to answer this question.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

More likely to be satisfied 37%

TAHUNANUI

No significant differences noted

N. CENTRAL

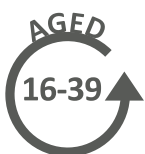
More likely to not know 10% or less likely to be satisfied 24%

N. NORTH

No significant differences noted



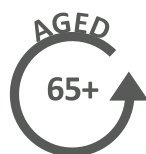
DEMOGRAPHIC DIFFERENCES



No significant differences noted



More likely to be dissatisfied 19%



No significant differences noted



No significant differences noted

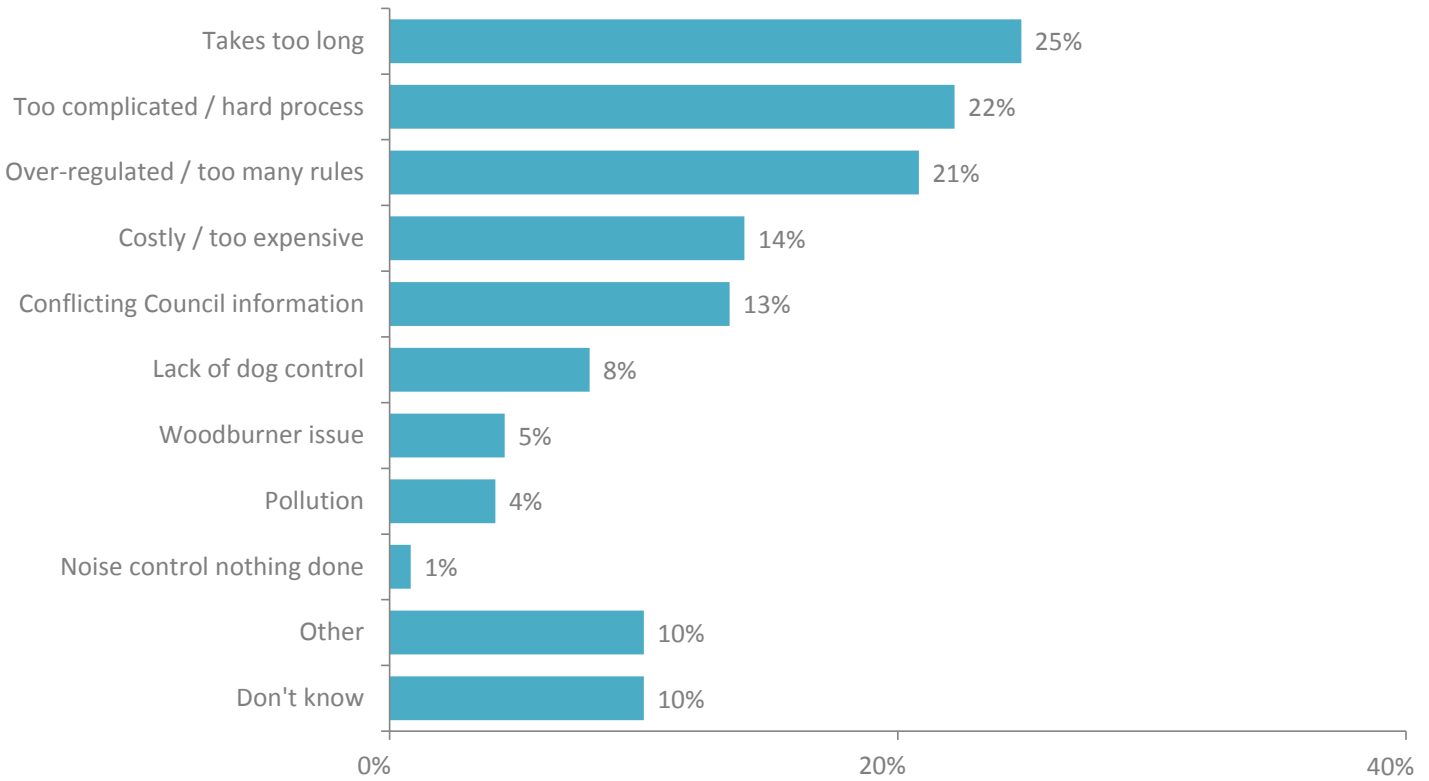


No significant differences noted

COUNCIL ACTIVITIES | REGULATORY COMPLIANCE

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reasons for dissatisfaction with regulatory compliance were that it takes too long (25%), it's too complicated (22%) and that it is over-regulated and there's too many rules (21%).



Base size: n=108.

AREA DIFFERENCES

STOKE

More likely to mention pollution
12%

TAHUNANUI

More likely to mention over-regulated 65% and/or noise control 8%

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted

DEMOGRAPHIC DIFFERENCES

AGED
16-39

More likely to mention conflicting Council information 26%

AGED
40-64

No significant differences noted

AGED
65+

More likely to mention noise control 6%



More likely to mention costly/ too expensive 22%



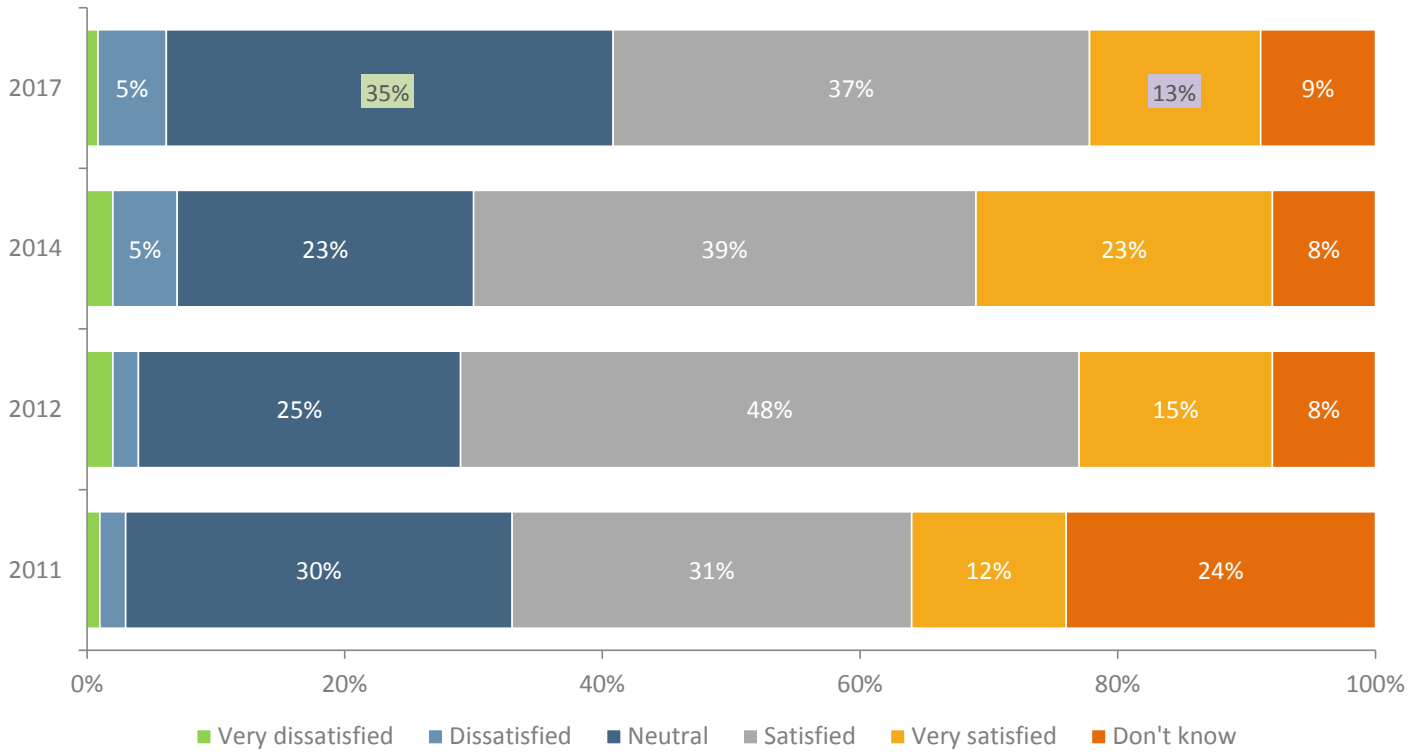
No significant differences noted

COUNCIL ACTIVITIES | MANAGING EMERGENCIES



SATISFACTION WITH MANAGING EMERGENCIES

Half of residents (50%) are satisfied (37%) or very satisfied (13%) with the management of emergencies and natural hazards, including Civil Defence. There has been a significant decrease of 10% in very satisfied ratings when compared with 2014. Significantly, a further 35% are neither satisfied nor dissatisfied (35% cf. 2014, 23%). Six per cent are dissatisfied (5%) or very dissatisfied (1%), while 9% of residents were unsure how to answer this question.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

More likely to be very satisfied 20%

TAHUNANUI

More likely to be very dissatisfied 5%

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted



DEMOGRAPHIC DIFFERENCES

AGED
16-39

More likely to be very satisfied 18%

AGED
40-64

More likely to give a neutral rating 40%

AGED
65+

No significant differences noted



No significant differences noted



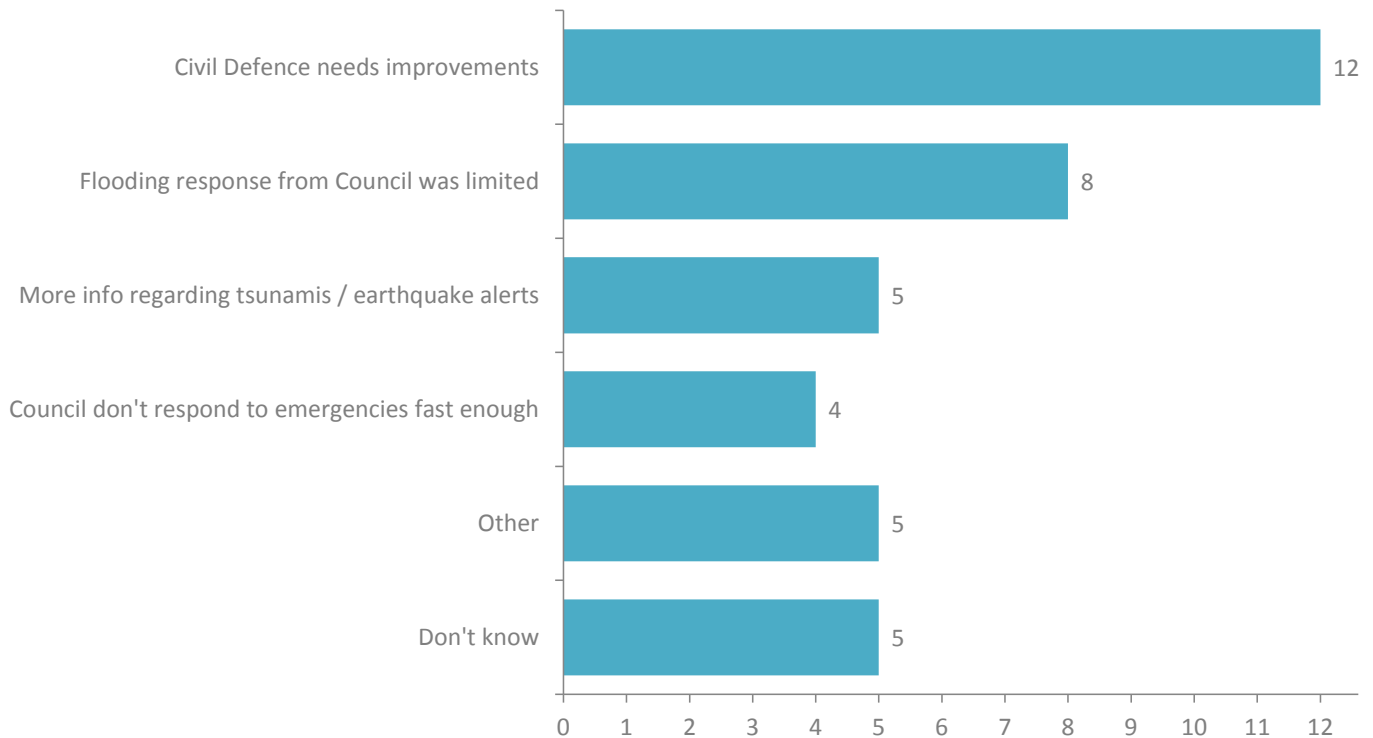
More likely to be very dissatisfied 2%

COUNCIL ACTIVITIES | MANAGING EMERGENCIES



REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reason for dissatisfaction with managing emergencies was Civil Defence needing improvements (12 mentions). Other mentions included flooding responses from Council were limited (eight mentions) as well as wanting more information regarding tsunamis and earthquake alerts (five mentions).



Base size: n=35.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted



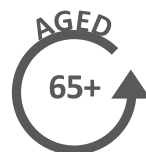
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



No significant differences noted



More likely to mention Civil Defence needs improving 55%



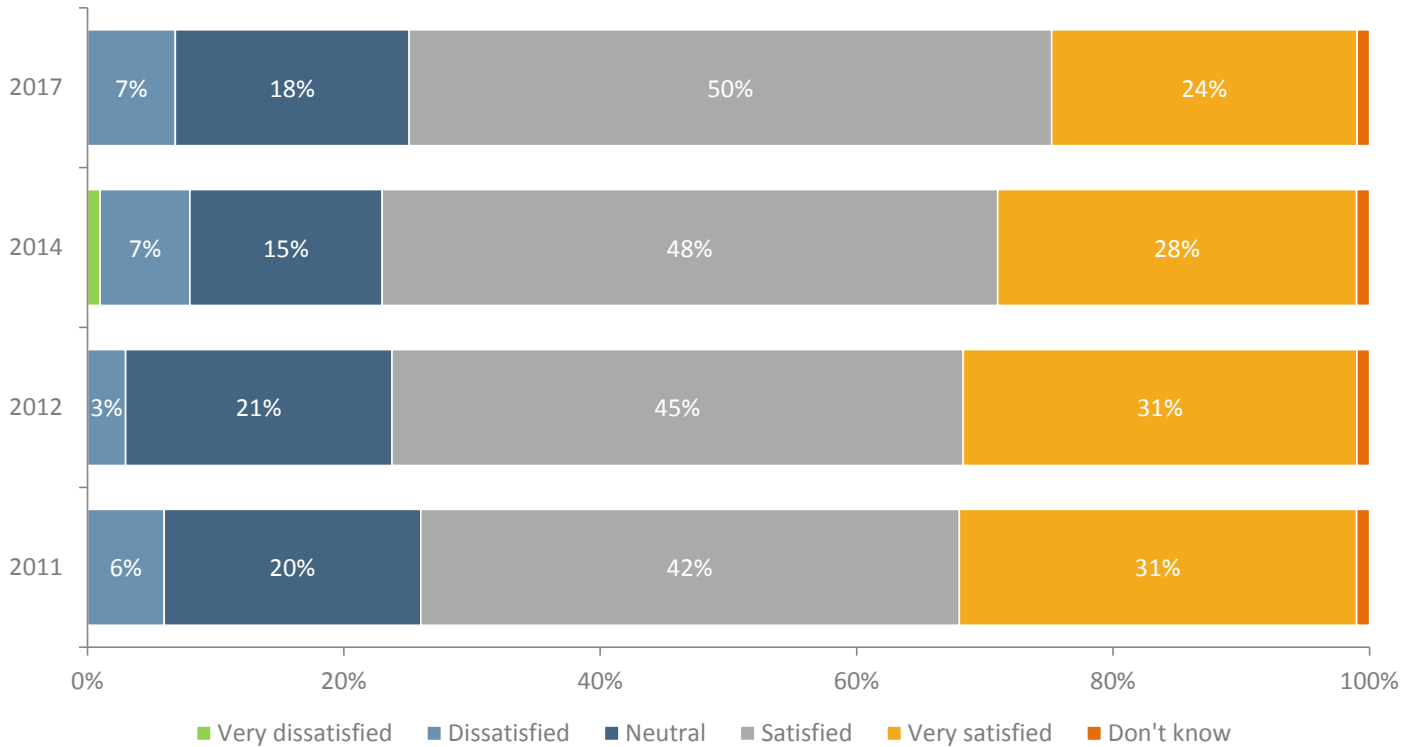
No significant differences noted

COUNCIL ACTIVITIES | COMMUNITY FACILITIES



SATISFACTION WITH COMMUNITY FACILITIES

Close to three-quarters of residents (74%) are satisfied (50%) or very satisfied (24%) with community facilities, including public libraries, halls, toilets, cemeteries and crematorium. A further 18% are neither satisfied nor dissatisfied and 7% are dissatisfied. One per cent of residents were unsure how to answer this question. There are no significant differences when compared with 2014.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

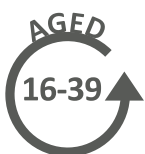
No significant differences noted

N. NORTH

No significant differences noted



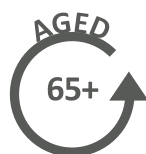
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



More likely to be very satisfied 31%



More likely to not know 2%

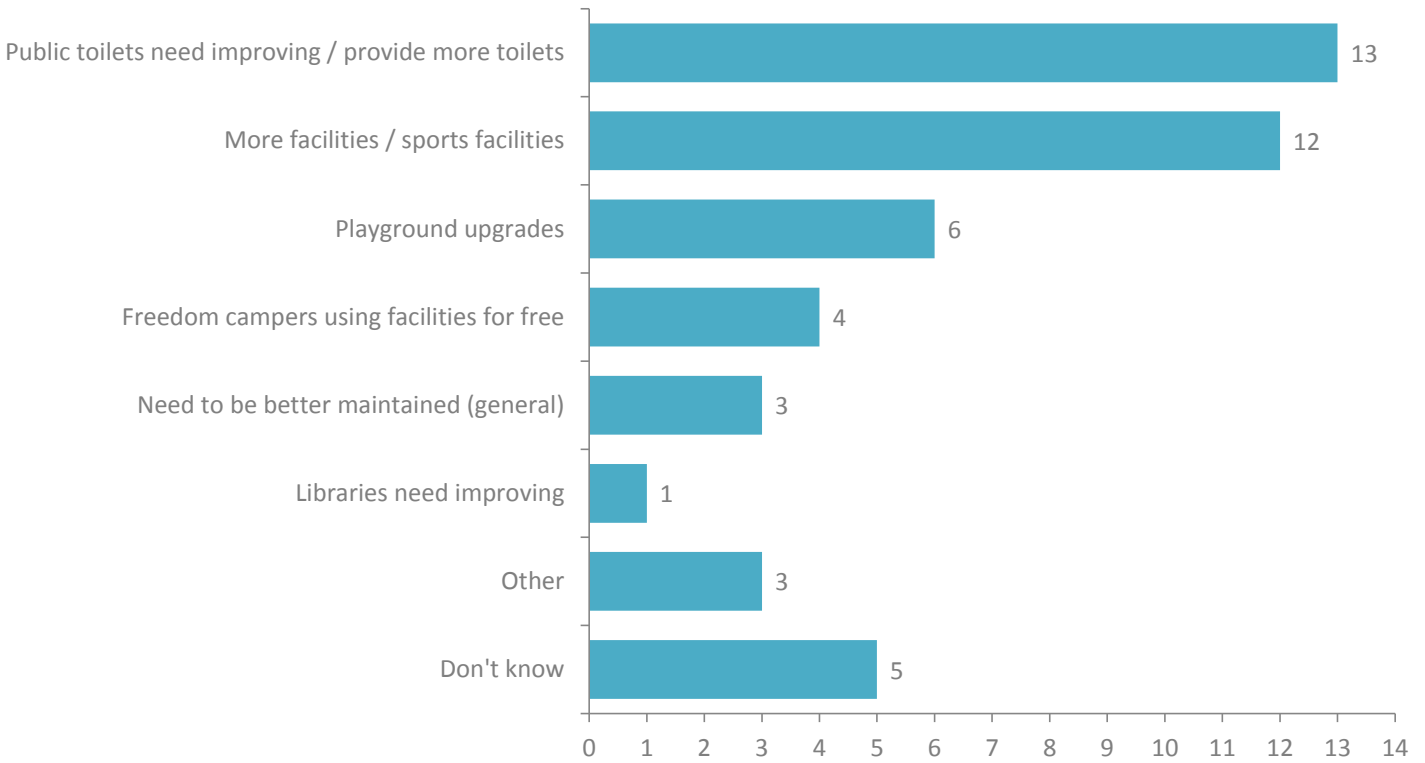


More likely to be satisfied 55%

COUNCIL ACTIVITIES | COMMUNITY FACILITIES

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reasons for dissatisfaction with community facilities were that the public toilets need improving as well as the provision of more toilets (13 mentions) and wanting more facilities and sports facilities (12 mentions). Other mentions included playground upgrades (six mentions).



Base size: n=41.

AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

More likely to mention more facilities/ sports facilities 85%

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted

DEMOGRAPHIC DIFFERENCES

AGED
16-39

More likely to mention playground upgrades 40%

AGED
40-64

No significant differences noted

AGED
65+

No significant differences noted



No significant differences noted



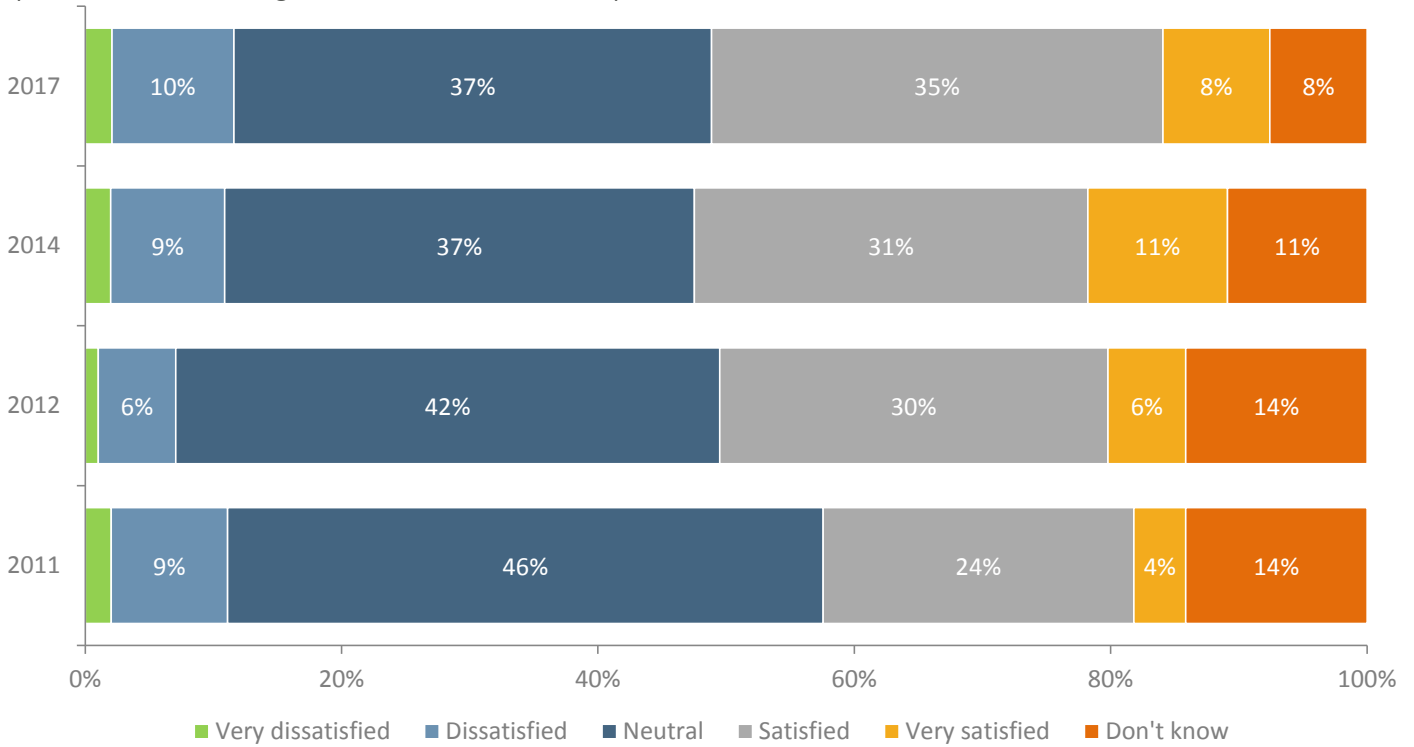
No significant differences noted

COUNCIL ACTIVITIES | COMMUNITY DEVELOPMENT



SATISFACTION WITH COMMUNITY DEVELOPMENT

Forty-three per cent of residents are satisfied (35%) or very satisfied (8%) with community development and wellbeing, including community projects and partnerships, funding and support for community organisations. A further 37% are neither satisfied nor dissatisfied, 12% are dissatisfied (10%) or very dissatisfied (2%). Eight per cent of residents were unsure how to answer this question. There are no significant differences when compared with 2014.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

More likely to be satisfied 42%

TAHUNANUI

No significant differences noted

N. CENTRAL

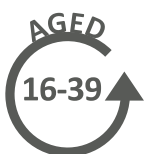
No significant differences noted

N. NORTH

No significant differences noted



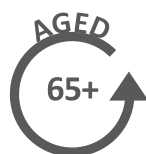
DEMOGRAPHIC DIFFERENCES



More likely to be very satisfied 12%



Less likely to be very satisfied 5%



More likely to not know 12% or less likely to be dissatisfied 4%



No significant differences noted

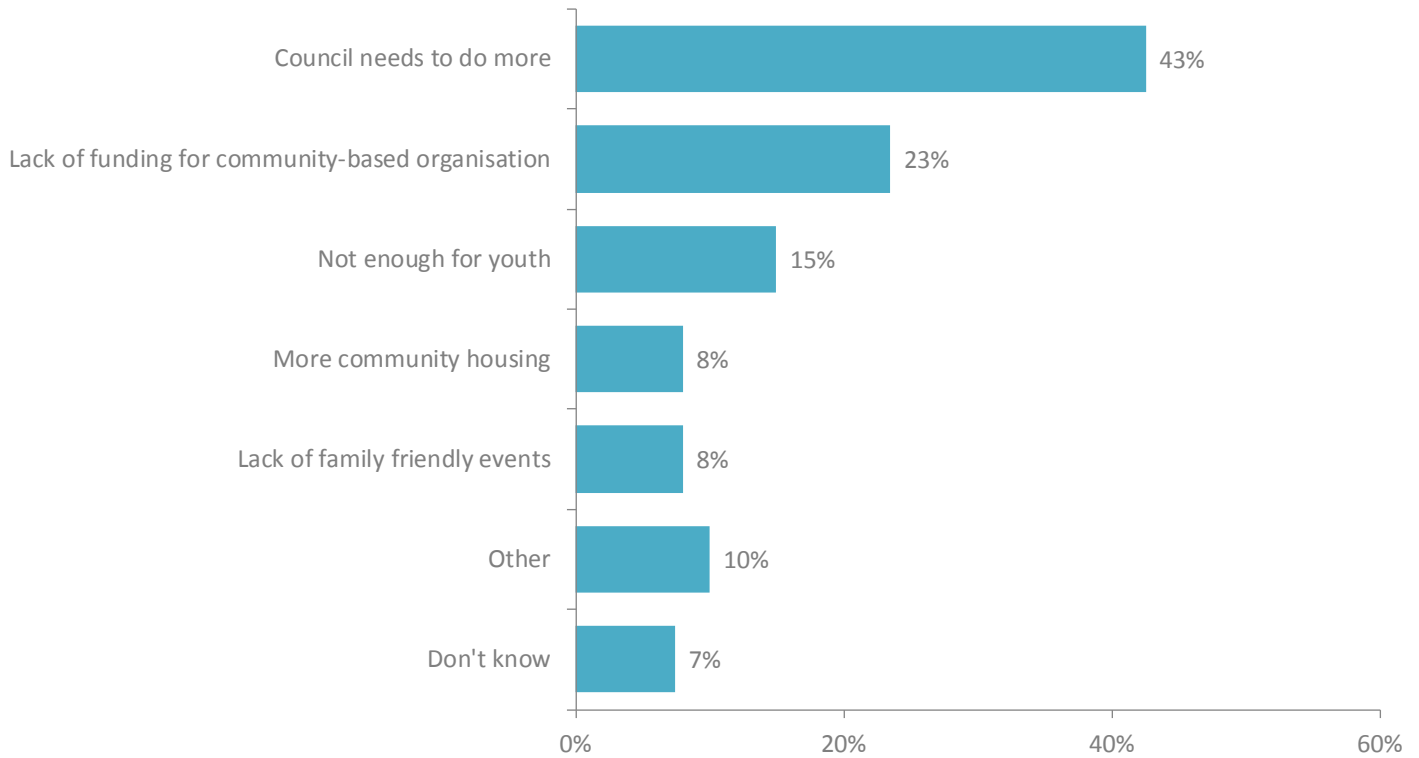


More likely to give a neutral rating 42%

COUNCIL ACTIVITIES | COMMUNITY DEVELOPMENT

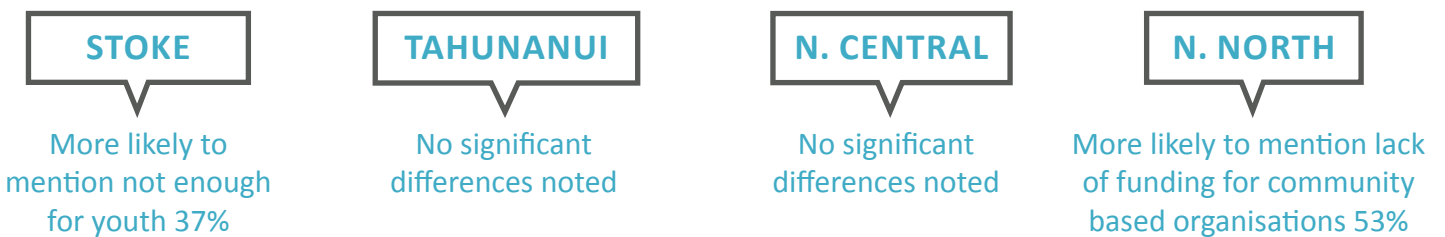
REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reason for dissatisfaction with community development was indicating Council needing to do more (43%). Other mentions included a lack of funding for community-based organisations (23%) and there being not enough for youth (15%).



Base size: n=66.

AREA DIFFERENCES



DEMOGRAPHIC DIFFERENCES

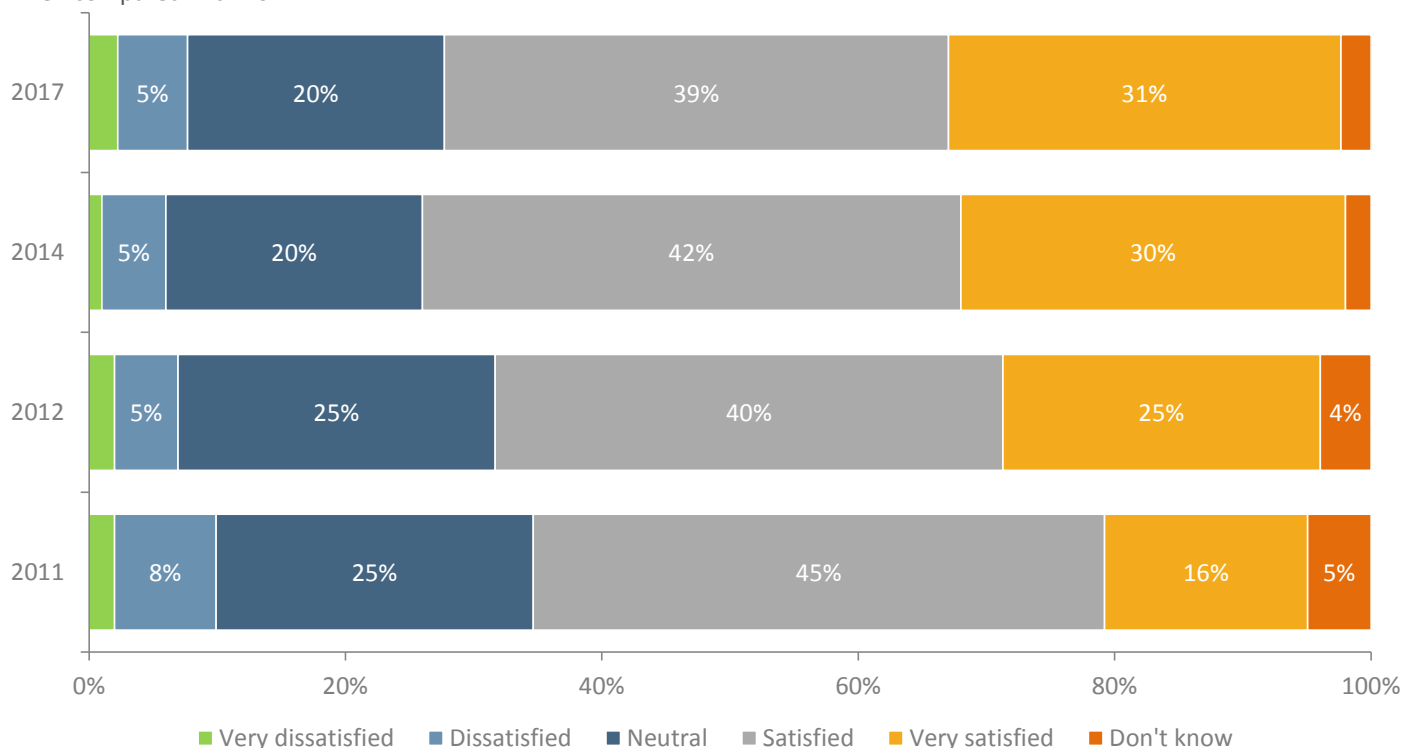


COUNCIL ACTIVITIES | CULTURE, HERITAGE AND ARTS



SATISFACTION WITH CULTURE, HERITAGE AND ARTS

Seventy per cent of residents are satisfied (39%) or very satisfied (31%) with culture, heritage and arts, including the provincial museum, art gallery, festivals and historic houses. A further 20% are neither satisfied nor dissatisfied, 7% are dissatisfied (5%) or very dissatisfied (2%). Two per cent of residents were unsure how to answer this question. There are no significant differences when compared with 2014.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

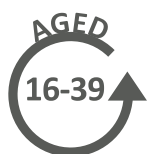
No significant differences noted

N. NORTH

No significant differences noted



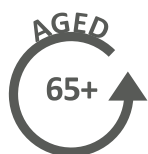
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



Less likely to give a neutral rating 14%



No significant differences noted

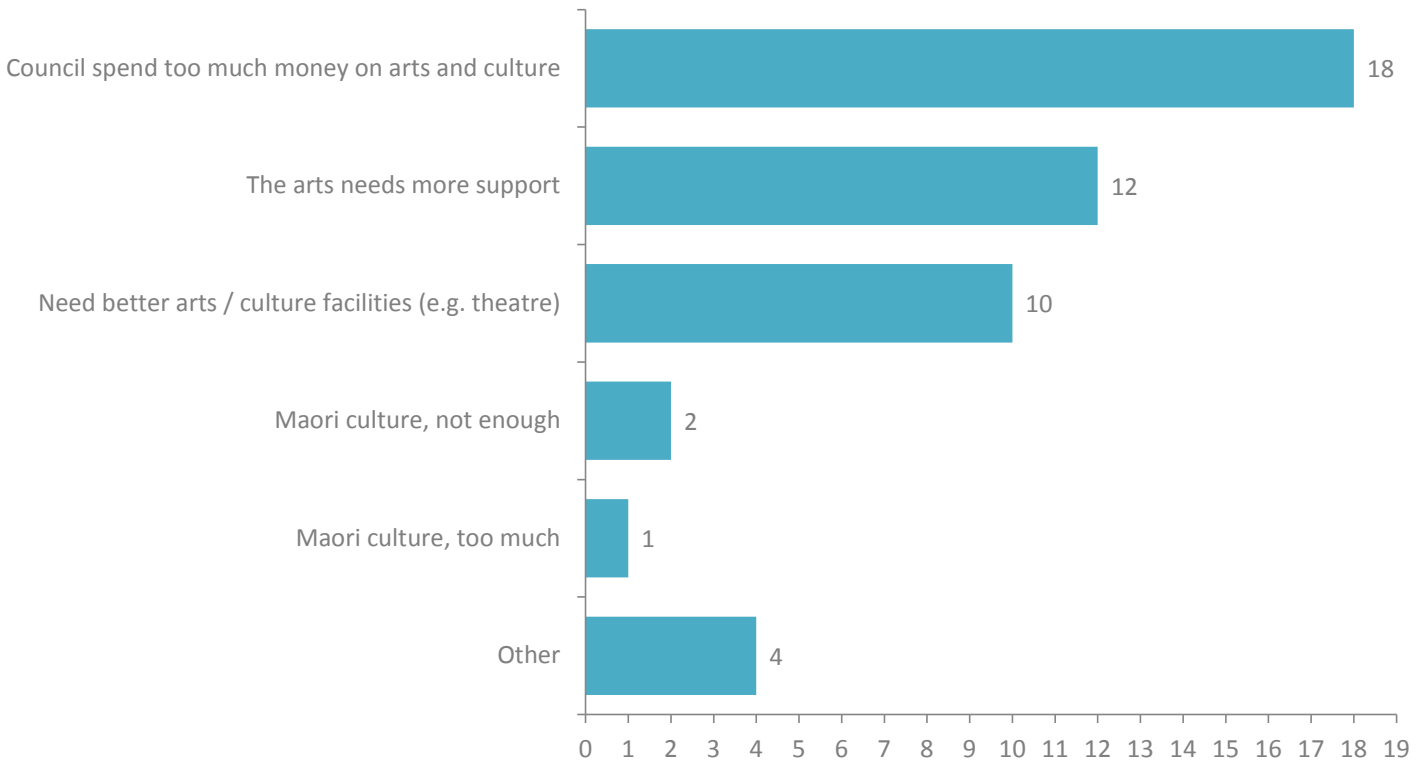


No significant differences noted

COUNCIL ACTIVITIES | CULTURE, HERITAGE AND ARTS

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reason for dissatisfaction with culture, heritage and arts was the feeling that Council spend too much money on arts and culture (18 mentions). Other mentions included the arts needing more support (12 mentions) and needing better facilities (10 mentions).



Base size: n=45.

AREA DIFFERENCES

STOKE

More likely to mention Maori culture 18%

TAHUNANUI

No significant differences noted

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted

DEMOGRAPHIC DIFFERENCES

AGED
16-39

No significant differences noted

AGED
40-64

No significant differences noted

AGED
65+

More likely to mention Maori culture 25%



No significant differences noted



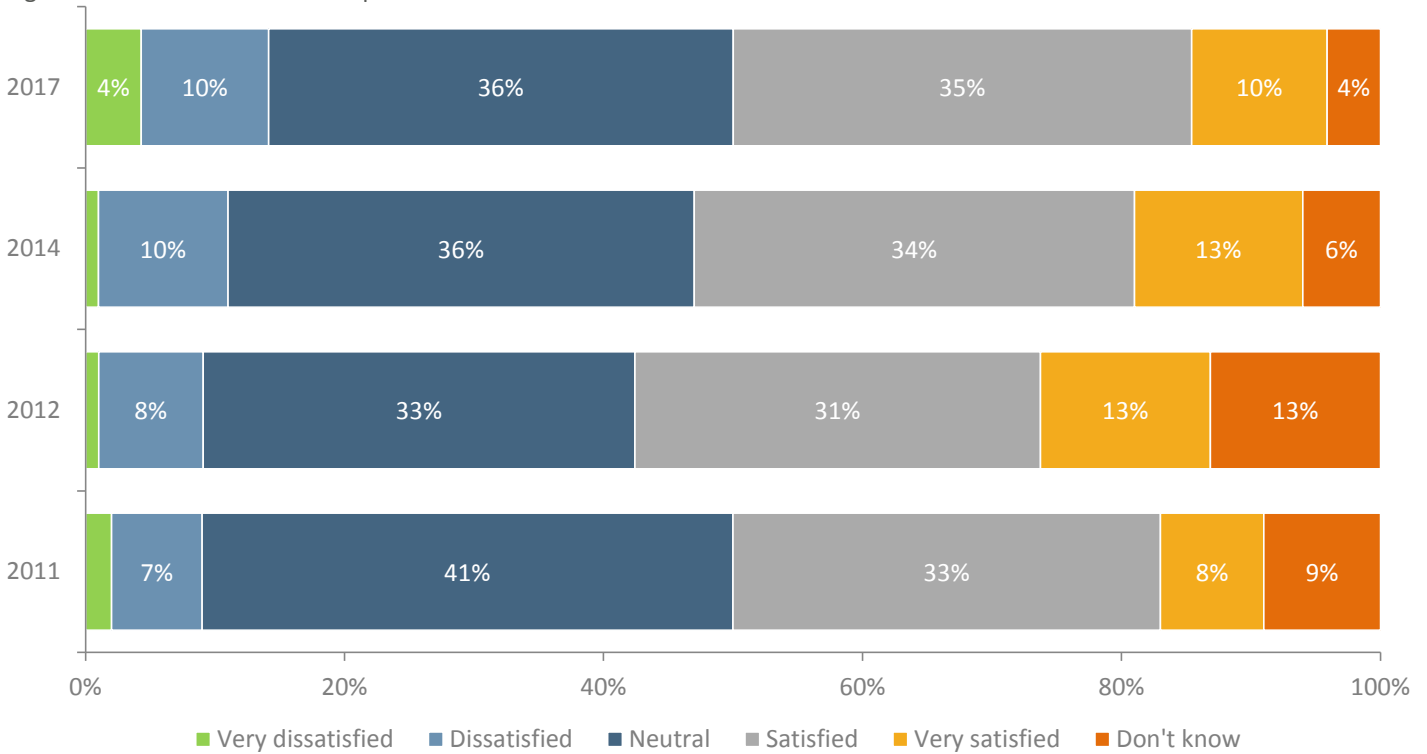
No significant differences noted

COUNCIL ACTIVITIES | ECONOMIC AND TOURISM SUPPORT



SATISFACTION WITH ECONOMIC AND TOURISM SUPPORT

Forty-five per cent of residents are satisfied (35%) or very satisfied (10%) with economic and tourism support, such as funding to encourage tourists to come to Nelson and economic development. A further 36% are neither satisfied nor dissatisfied, 14% are dissatisfied (10%) or very dissatisfied (4%). Four per cent of residents were unsure how to answer this question. There are no significant differences when compared with 2014.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

Less likely to be dissatisfied 5%

TAHUNANUI

More likely to be satisfied 49%

N. CENTRAL

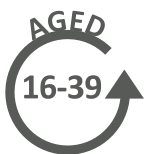
Less likely to be satisfied 30%

N. NORTH

More likely to be dissatisfied 17%



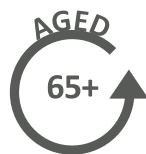
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



No significant differences noted



No significant differences noted

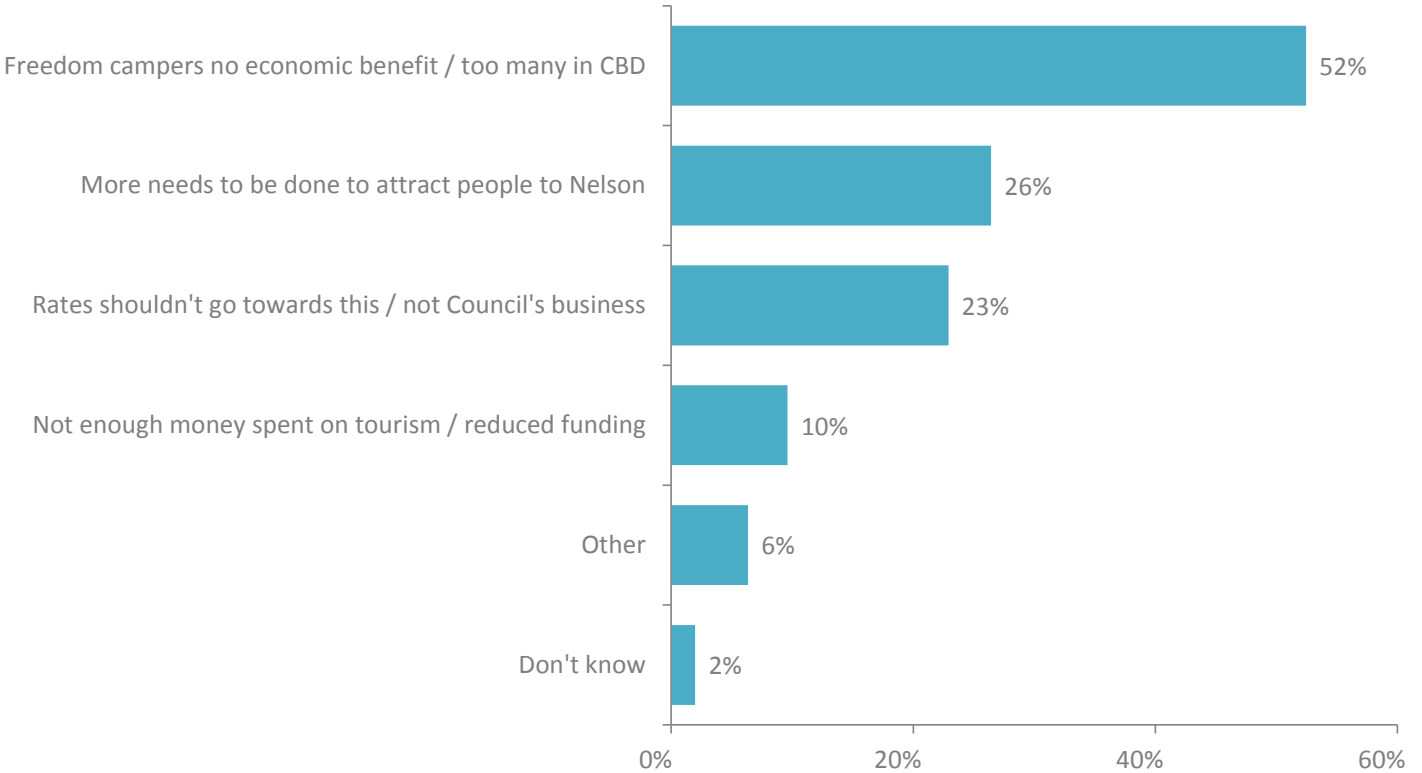


No significant differences noted

COUNCIL ACTIVITIES | ECONOMIC AND TOURISM SUPPORT

REASONS FOR DISSATISFACTION

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Residents indicated their main reason for dissatisfaction with economic and tourism support was freedom campers (52%). Other mentions included the feeling of more needing to be done to attract people to Nelson (26%).



Base size: n=85.

AREA DIFFERENCES



DEMOGRAPHIC DIFFERENCES



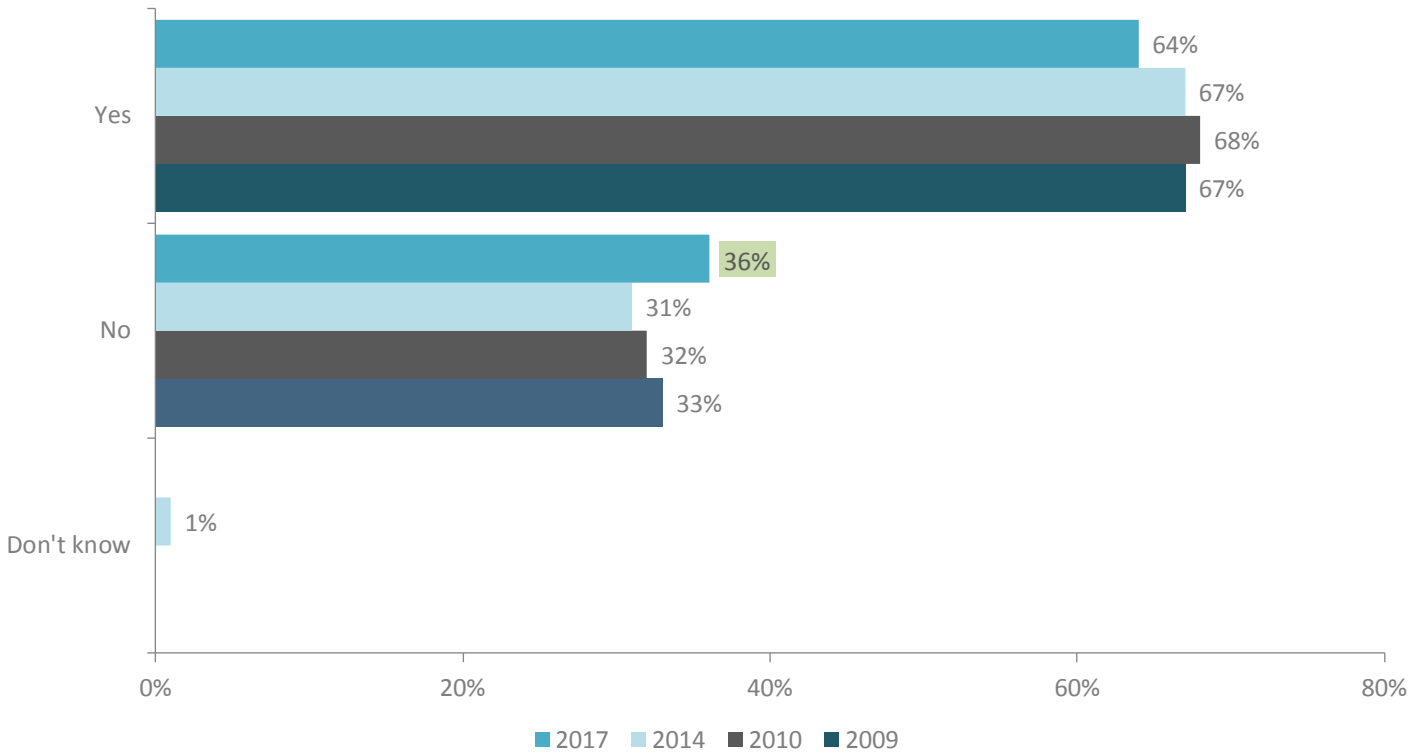
HOUSEHOLD WASTE AND RECYCLING

HOUSEHOLD WASTE AND RECYCLING | FOOD WASTE



HOUSEHOLD FOOD WASTE HABITS

In 2017, close to two-thirds of residents (64%) compost their household food waste. However, there has been a significant increase in residents who do not compost their food waste (36% cf. 2014, 31%).



Base size: 2017 n=520; 2014 n=400; 2010 n=400; 2009 n=400.



AREA DIFFERENCES

<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">STOKE</div> <p>Less likely to compost food waste 53%</p>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">TAHUNANUI</div> <p>No significant differences noted</p>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">N. CENTRAL</div> <p>No significant differences noted</p>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">N. NORTH</div> <p>More likely to compost food waste 75%</p>
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DEMOGRAPHIC DIFFERENCES

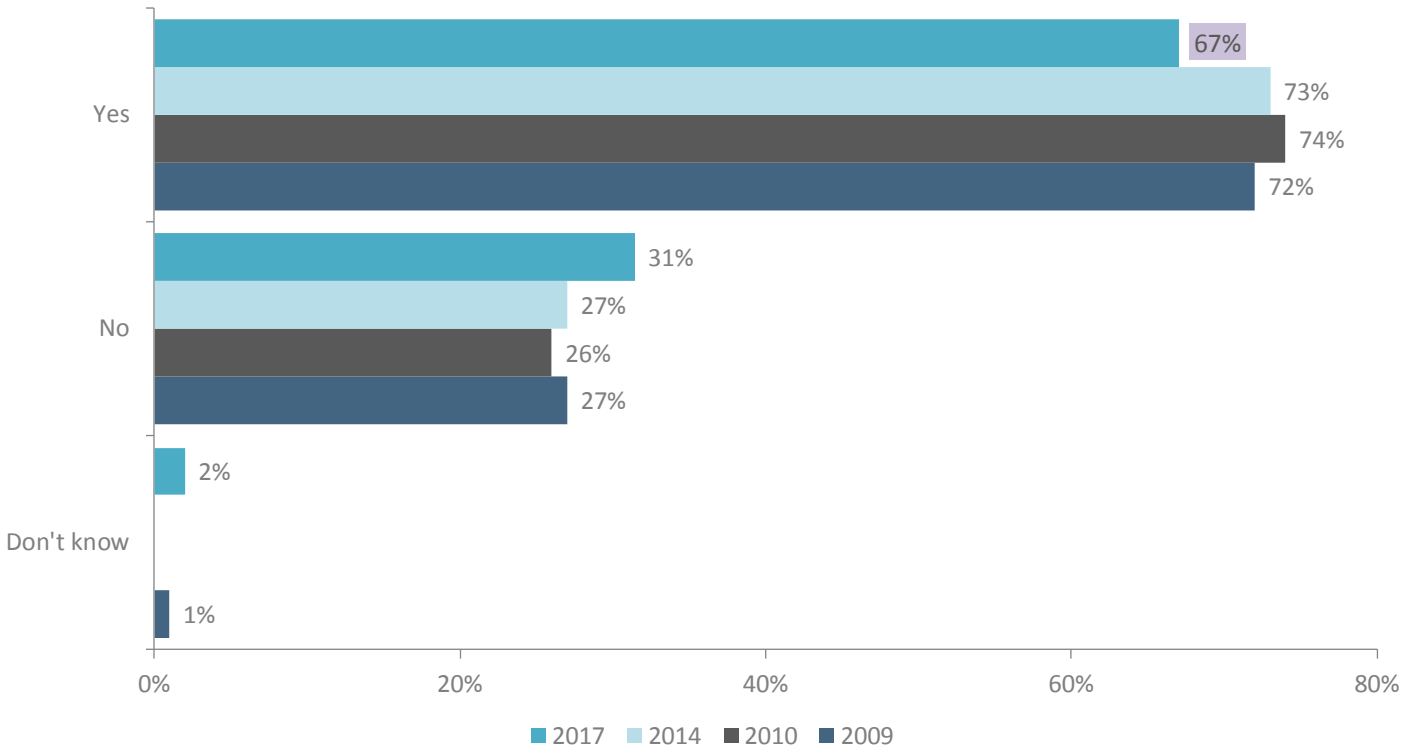
<div style="border: 2px solid black; border-radius: 50%; padding: 10px; width: 60px; margin: 0 auto;"> AGED 16-39 </div> <p>No significant differences noted</p>	<div style="border: 2px solid black; border-radius: 50%; padding: 10px; width: 60px; margin: 0 auto;"> AGED 40-64 </div> <p>No significant differences noted</p>	<div style="border: 2px solid black; border-radius: 50%; padding: 10px; width: 60px; margin: 0 auto;"> AGED 65+ </div> <p>No significant differences noted</p>	<div style="margin: 0 auto;"> </div> <p>No significant differences noted</p>
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HOUSEHOLD WASTE AND RECYCLING | GARDEN WASTE



HOUSEHOLD GARDEN WASTE HABITS

In 2017, 67% of residents compost their household garden waste, this is a significant decrease from three years ago (67% cf. 2014, 73%).



Base size: 2017 n=520; 2014 n=400; 2010 n=400; 2009 n=400.



AREA DIFFERENCES

STOKE

Less likely to compost garden waste 59%

TAHUNANUI

No significant differences noted

N. CENTRAL

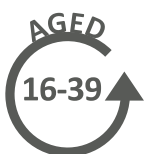
No significant differences noted

N. NORTH

More likely to compost garden waste 81%



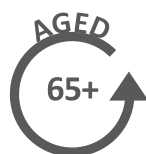
DEMOGRAPHIC DIFFERENCES



Less likely to compost 60%



Less likely to not know 1%



No significant differences noted



No significant differences noted

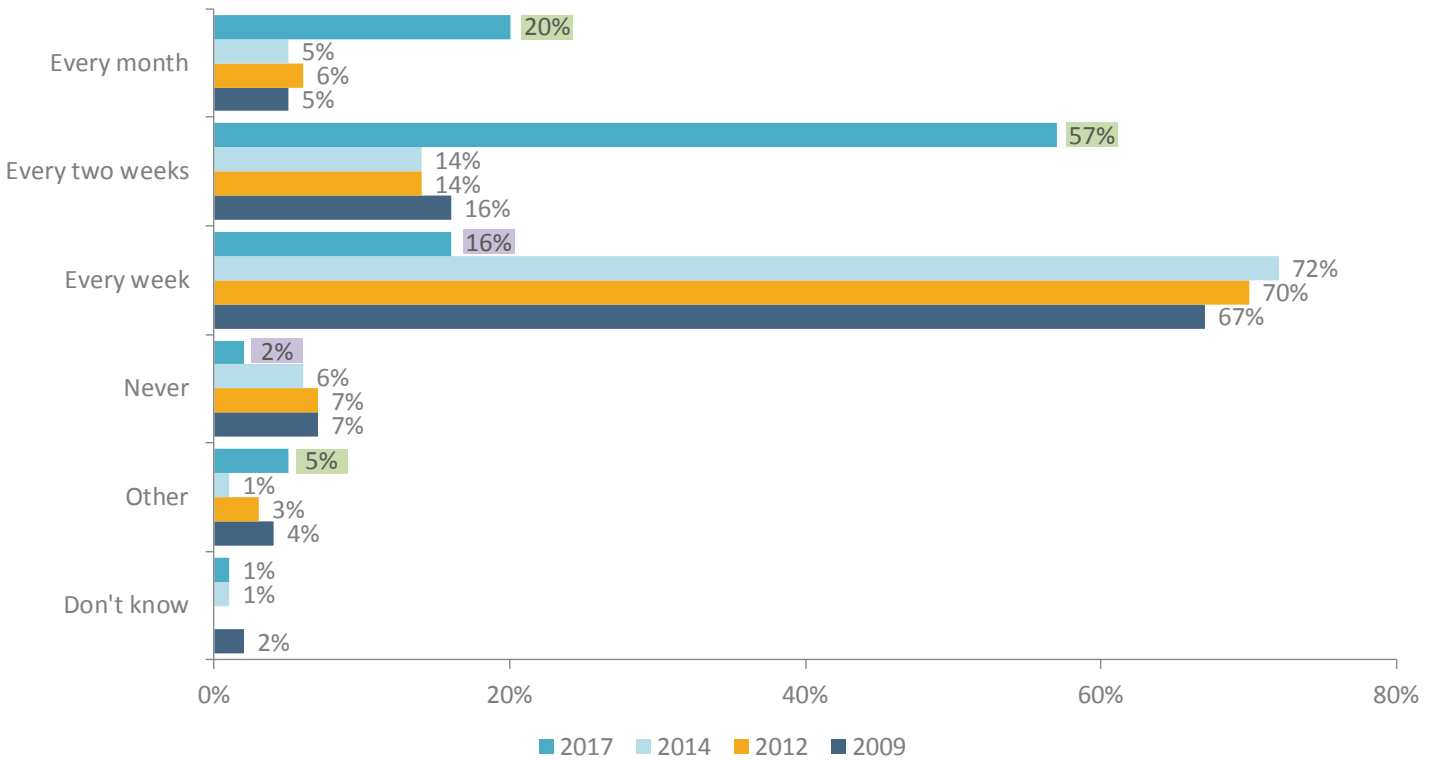


No significant differences noted

HOUSEHOLD WASTE AND RECYCLING | RECYCLING

HOUSEHOLD RECYCLING HABITS

More than half of residents (57%) put out their household recycling every two weeks, a significant increase from previous years. Also a significant increase, 20% of residents put out household recycling monthly. Sixteen per cent of residents recycle weekly, a significant decrease when compared with previous years. Also a significant decrease is the 2% of residents who never recycle.



Base size: 2017 n=520; 2014 n=400; 2012 n=400; 2009 n=400.

AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted

DEMOGRAPHIC DIFFERENCES

AGED
16-39

More likely to recycle every week 23%

AGED
40-64

No significant differences noted

AGED
65+

More likely to recycle every month 28% or never 4%



No significant differences noted



More likely to recycle every week 20%

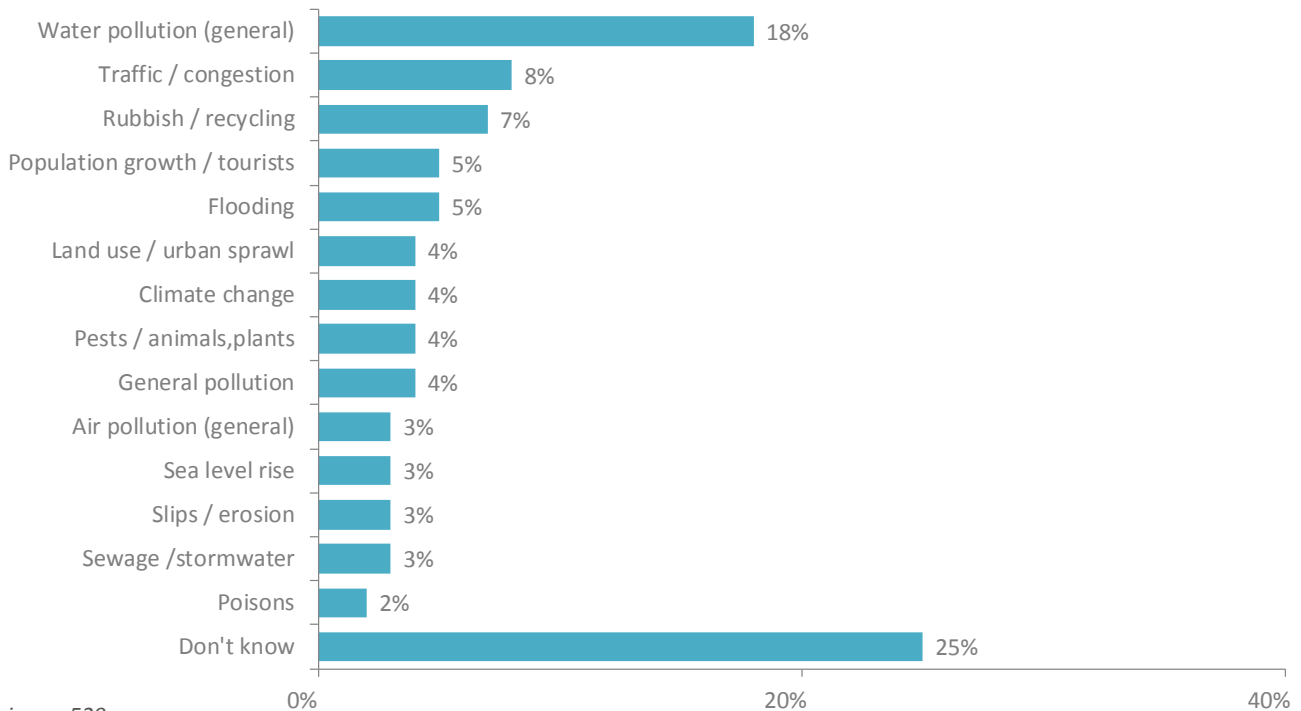
ENVIRONMENTAL ISSUES AND PLANNING

ENVIRONMENTAL ISSUES AND PLANNING | ENVIRONMENTAL ISSUES



MOST IMPORTANT ENVIRONMENTAL ISSUE

Residents were asked what they felt is the single most important environmental issue facing the district, these results were recorded verbatim and post-coded by theme. The highest mention was don't know, with a quarter of residents (25%) unsure what they felt was the single most important environmental issue facing the district. Following this was mentions of water pollution (18%), followed by traffic and congestion (8%) and rubbish and recycling (7%). In 2014, the top three mentions pertained to water pollution, flooding, and air pollution.



AREA DIFFERENCES

STOKE

More likely to not know 33%

TAHUNANUI

No significant differences noted

N. CENTRAL

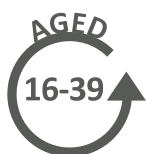
More likely to mention air pollution 5%

N. NORTH

More likely to mention pests 10% and rubbish/recycling 14%



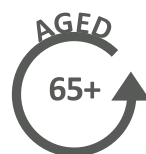
DEMOGRAPHIC DIFFERENCES



More likely to not know 33%



More likely to mention climate change 6%



No significant differences noted



No significant differences noted



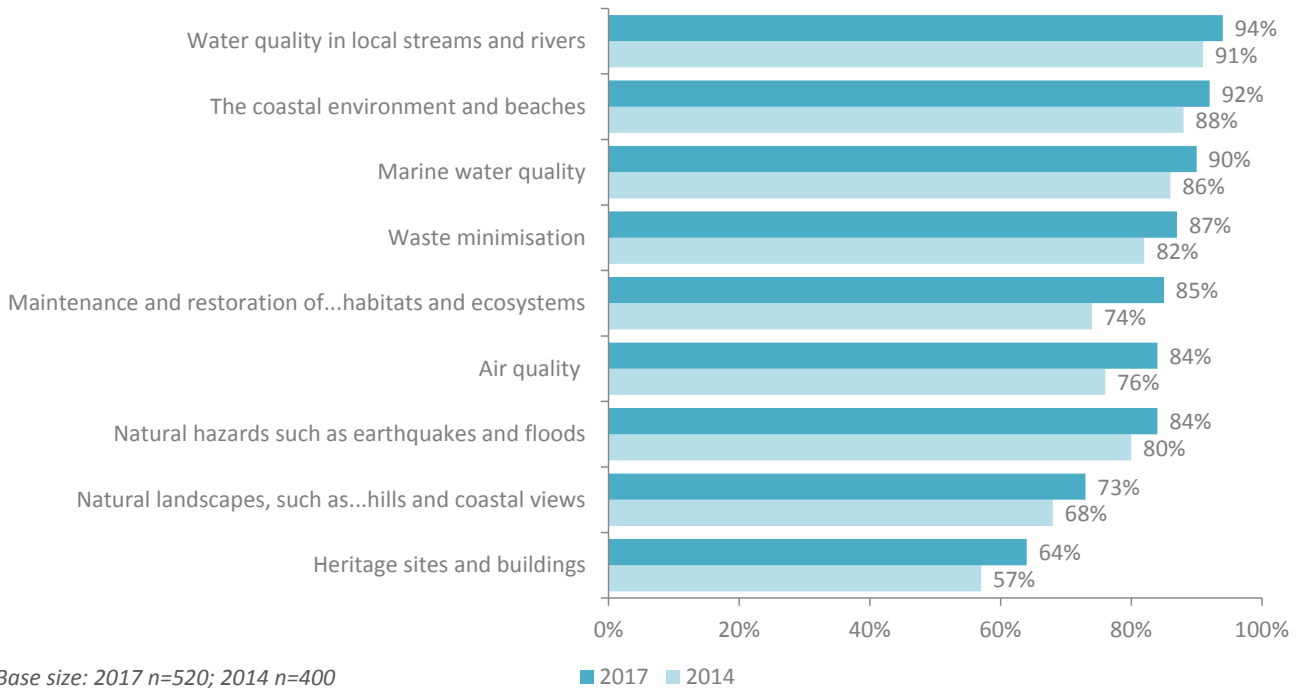
More likely to mention flooding 7% and sea level rise 4%

ENVIRONMENTAL ISSUES AND PLANNING | COUNCIL FOCUS



COUNCIL FOCUS

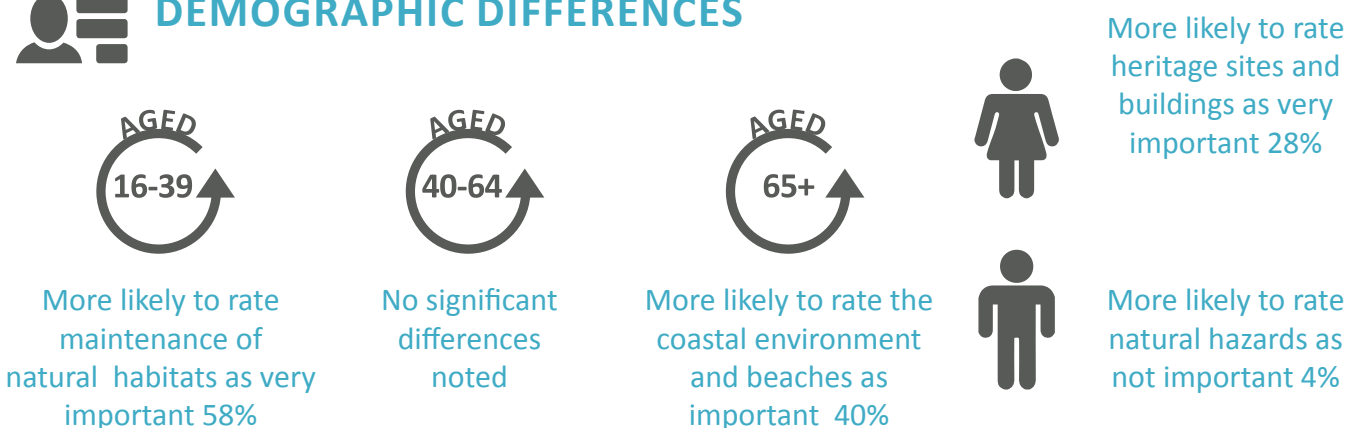
Residents were asked how important or not they felt it was for Council to focus on a number of different environmental issues. This is presented in the chart below as combined important and very important ratings. The water quality in local streams and rivers received the highest rating with 94% residents indicating this should be a priority for Council. This is followed by the coastal environment and beaches (92%), marine water quality (90%), waste minimisation (87%) and the maintenance and restoration of natural habitats and ecosystems (85%). Lower ratings included heritage sites and buildings (64%) and natural landscapes (73%). These results remain fairly similar to 2014.



AREA DIFFERENCES



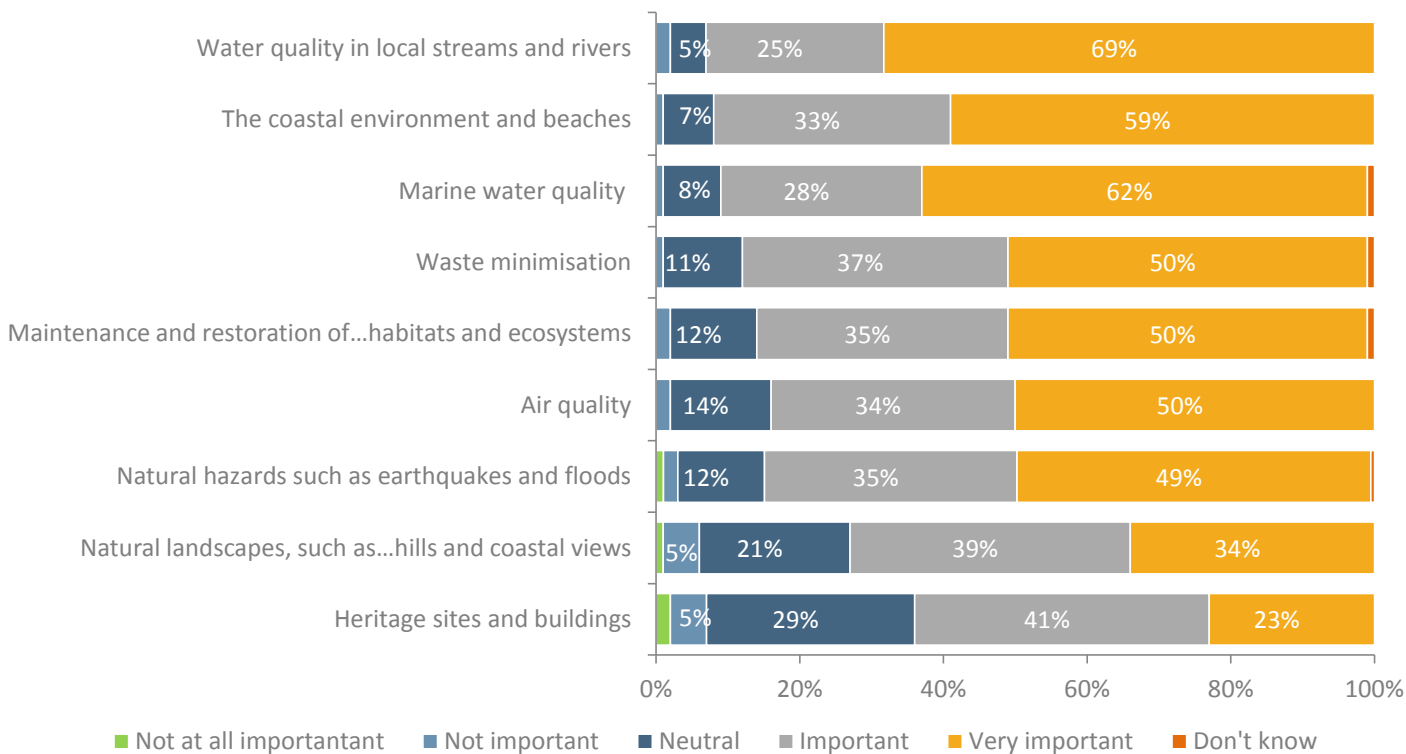
DEMOGRAPHIC DIFFERENCES



ENVIRONMENTAL ISSUES AND PLANNING | COUNCIL FOCUS



COUNCIL FOCUS RATING



Base size: 2017 n=520.

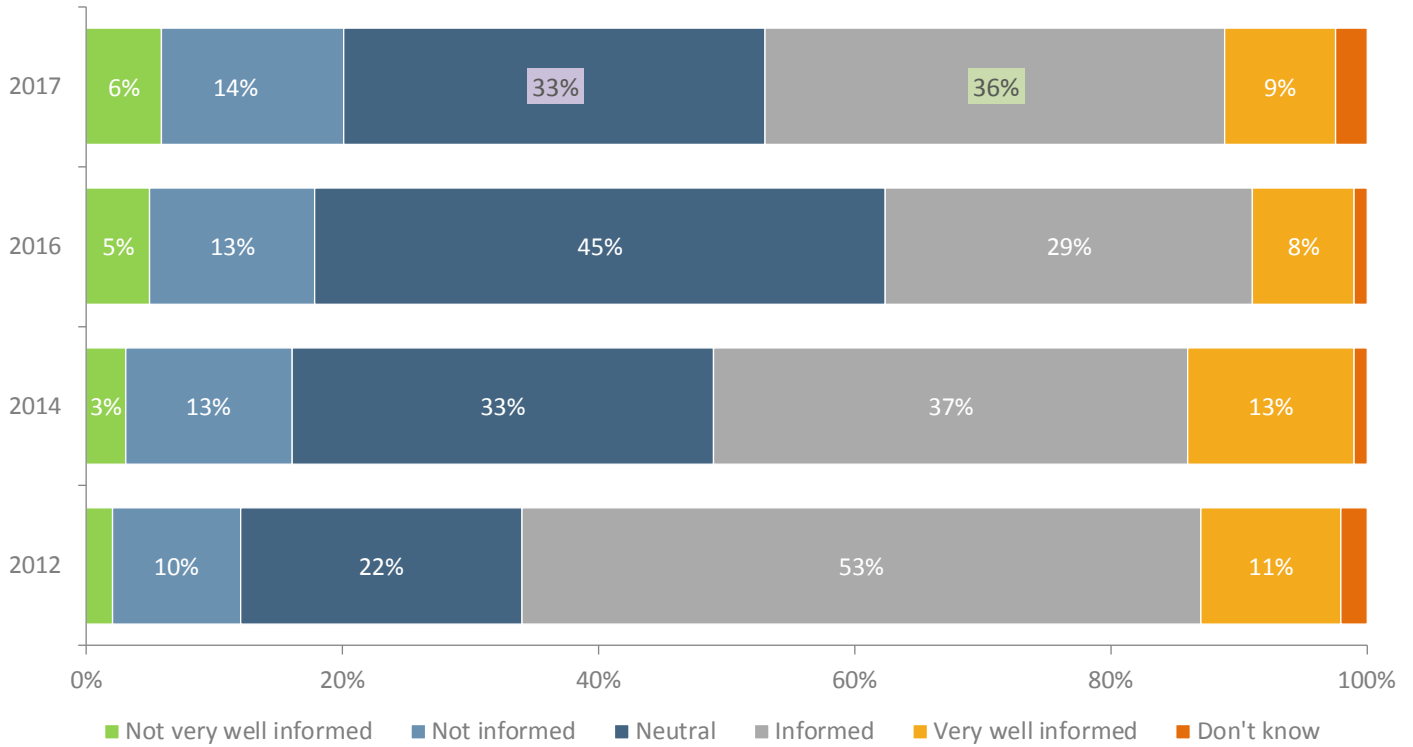
COMMUNICATION

COMMUNICATION | COUNCIL SERVICES



INFORMED ABOUT COUNCIL AND ITS SERVICES

Forty-five per cent of residents indicated they are well informed (36%) or very well informed (9%) with Council and its services. There has been a significant increase of 7% in satisfied ratings when compared with 2016. Concurrently, there has been a significant decrease in neither satisfied nor dissatisfied ratings (33% cf. 2016, 45%). Twenty per cent of residents are dissatisfied (14%) or very dissatisfied (6%) and 2% were unsure how to answer the question.



Base size: 2017 n=520; 2016 n=400; 2014 n=400; 2012 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

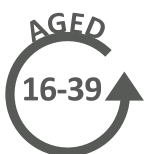
More likely to feel not informed 18%

N. NORTH

No significant differences noted



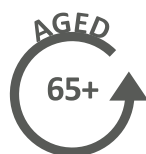
DEMOGRAPHIC DIFFERENCES



More likely to feel not informed 21% or to not know 5%



No significant differences noted



More likely to feel informed 44%



No significant differences noted



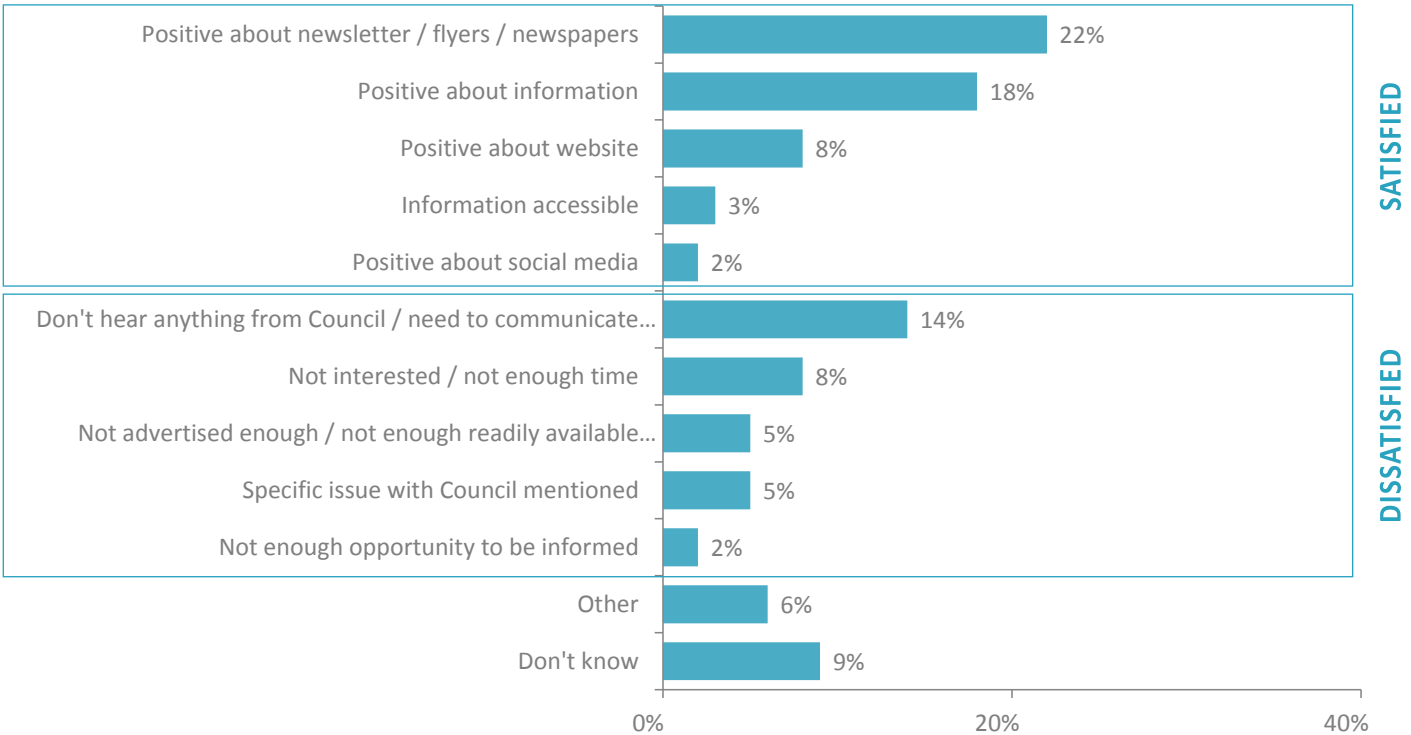
More likely to feel very well informed 11%

COMMUNICATION | COUNCIL SERVICES



REASONS FOR SATISFACTION AND DISSATISFACTION

Residents were asked why they felt well informed or not well informed; these results were recorded verbatim and post-coded by theme. Reasons for feeling well informed included residents feeling positive about newsletters, flyers and newspapers (22%) and information (18%). Reasons for not feeling well informed included residents not hearing anything from Council and that Council needs to communicate more (14%).



Base size: n=520.



AREA DIFFERENCES

STOKE

More likely to mention they do not hear anything from Council 19%

TAHUNANUI

No significant differences noted

N. CENTRAL

No significant differences noted

N. NORTH

No significant differences noted



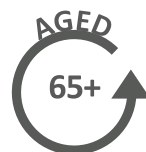
DEMOGRAPHIC DIFFERENCES



Less likely to be positive about newsletter/ flyers/ newspaper 13%



More likely to mention they do not have enough opportunity to be informed 4%



More likely to be positive about newsletter/ flyers/ newspaper 30%



No significant differences noted



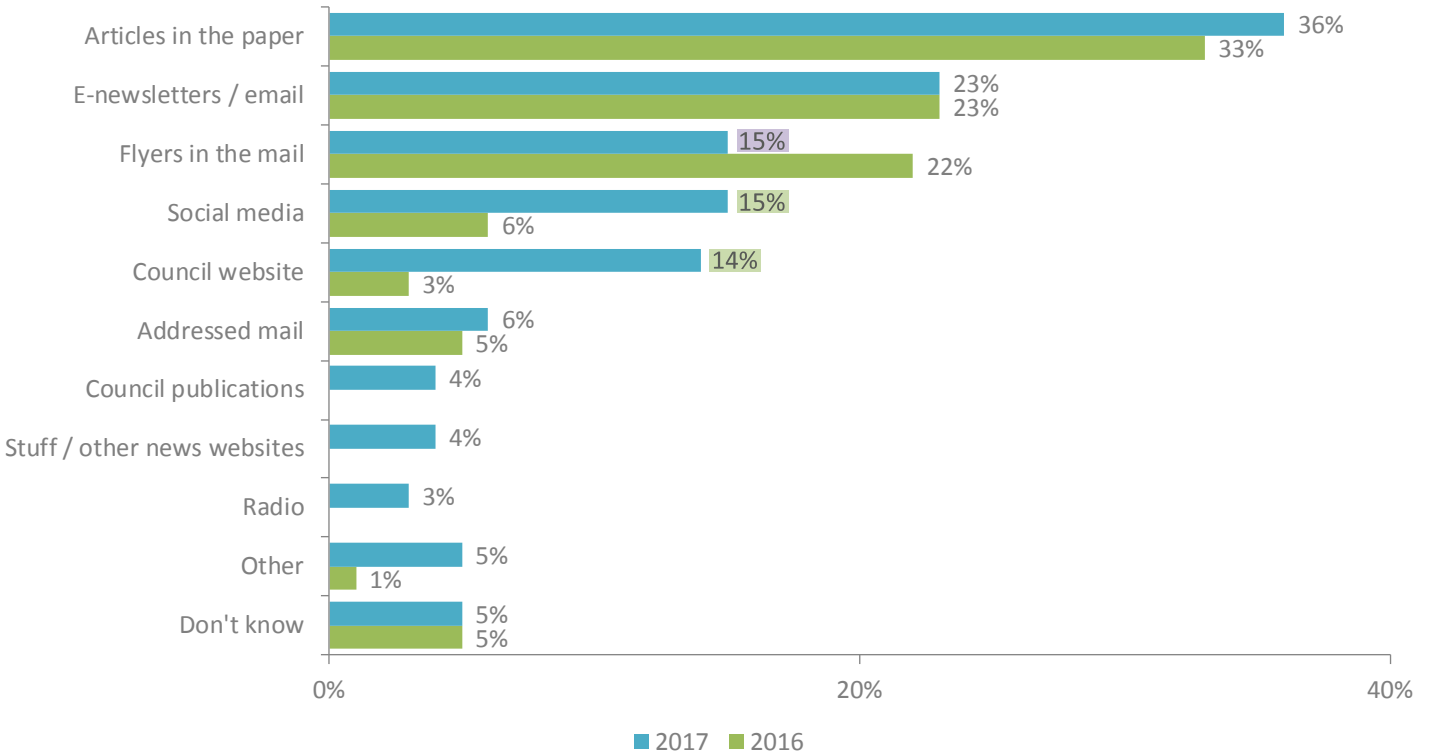
More likely to be positive about information from Council 21%

COMMUNICATION | COUNCIL SERVICES



PREFER TO RECEIVE INFORMATION FROM COUNCIL

This year, residents indicated they would prefer to receive information through articles in the newspaper (36%), through e-newsletters or email (23%), flyers in the mail and social media (both 15%) as well as through the Council website (14%). Social media has significantly increased this year, while flyers in the mail has decreased. This year multiple answers were accepted. Comparisons with 2016 results is indicative only, as the question wording was different last year.



Base size: 2017 n=520; 2016 n=400.



AREA DIFFERENCES

STOKE

More likely to mention social media 21%

TAHUNANUI

No significant differences noted

N. CENTRAL

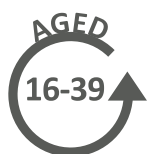
No significant differences noted

N. NORTH

No significant differences noted



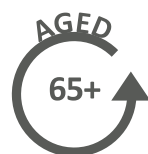
DEMOGRAPHIC DIFFERENCES



More likely to mention social media 31%



More likely to mention e-newsletters 31% and Council publications 6%



More likely to mention articles in the paper 65%



More likely to mention social media 20%



No significant differences noted

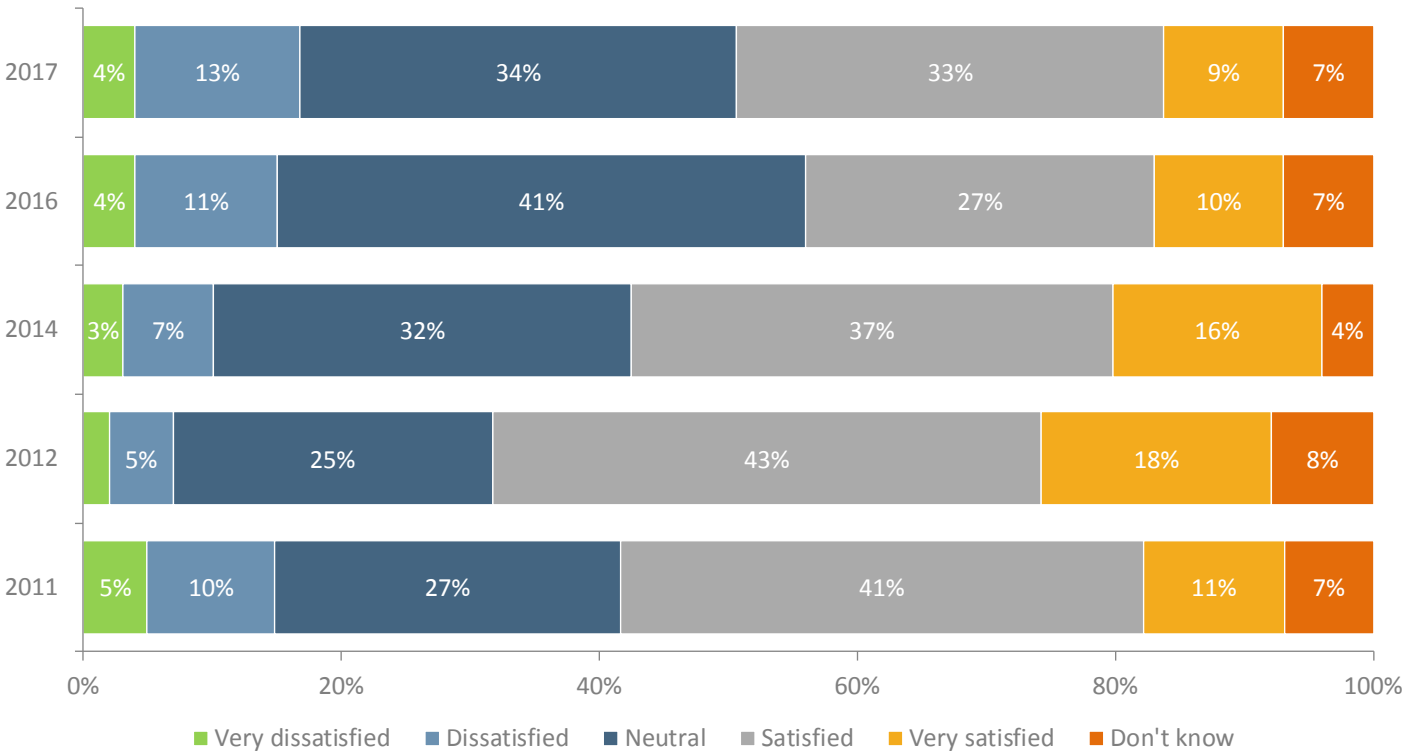
CORPORATE

CORPORATE | FEEDBACK OPPORTUNITIES



SATISFACTION WITH FEEDBACK OPPORTUNITIES

Overall, 42% of residents are satisfied (33%) or very satisfied (9%) with their opportunities for feedback. A further 34% are neither satisfied nor dissatisfied, while 17% are dissatisfied (13%) or very dissatisfied (4%) with feedback opportunities. There are no significant differences noted this year.



Base size: 2017 n=520; 2016 n=400; 2014 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

More likely to be very satisfied 18%

N. CENTRAL

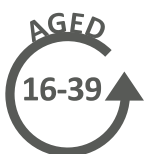
No significant differences noted

N. NORTH

No significant differences noted



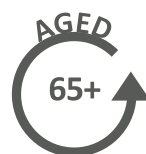
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



Less likely to be very dissatisfied 1% or dissatisfied 7%



No significant differences noted



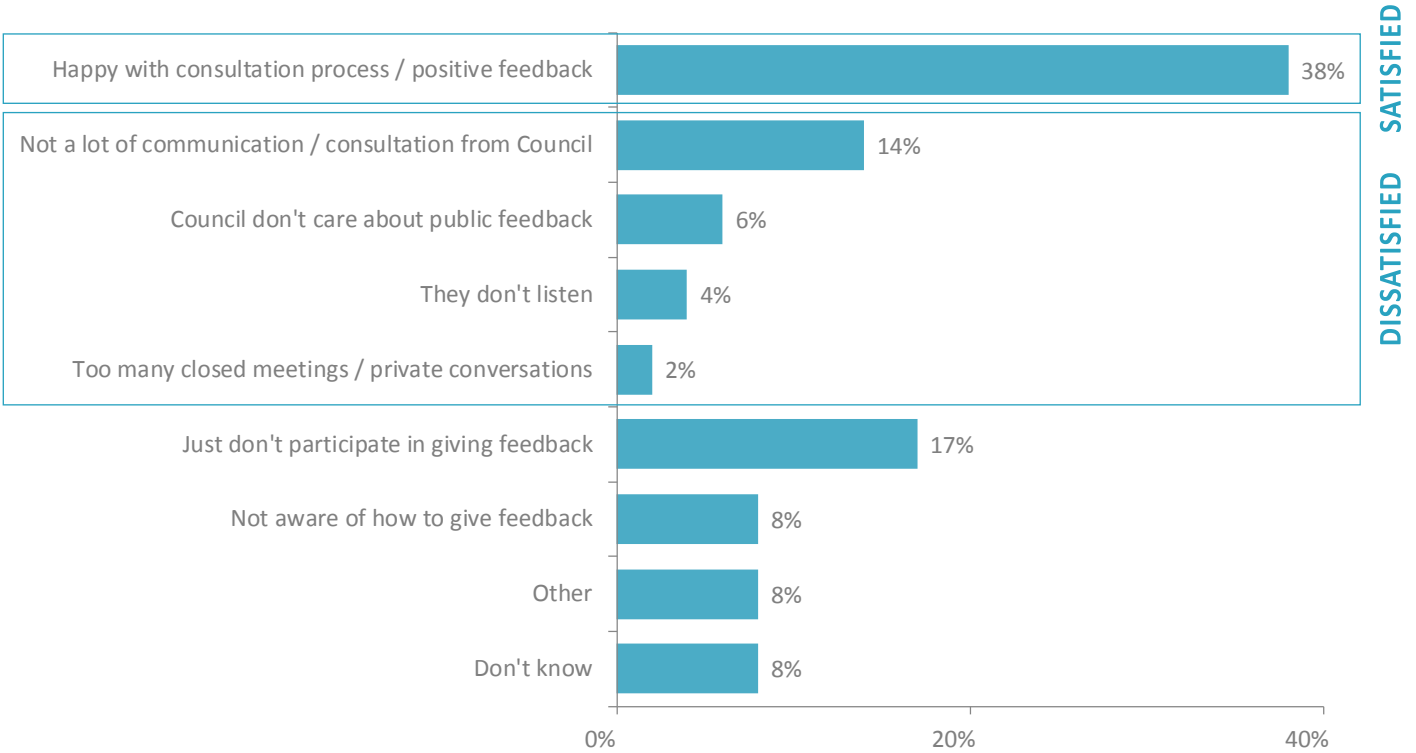
No significant differences noted

CORPORATE | FEEDBACK OPPORTUNITIES



REASONS FOR SATISFACTION AND DISSATISFACTION

Residents were asked why they are satisfied or dissatisfied, these results were recorded verbatim and post-coded by theme. Reasons for satisfaction with feedback opportunities included residents feeling happy with the consultation process as well as receiving positive feedback (38%). Reasons for dissatisfaction with feedback opportunities included residents feeling there is not a lot of communication or consultation from Council (14%).



Base size: n=520.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

No significant differences noted

N. CENTRAL

No significant differences noted

N. NORTH

More likely to mention Council do not listen 9%



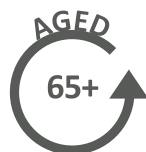
DEMOGRAPHIC DIFFERENCES



More likely to mention they are not aware of how to give feedback 11%



No significant differences noted



More likely to mention they are happy with consultation process 46%



No significant differences noted



No significant differences noted

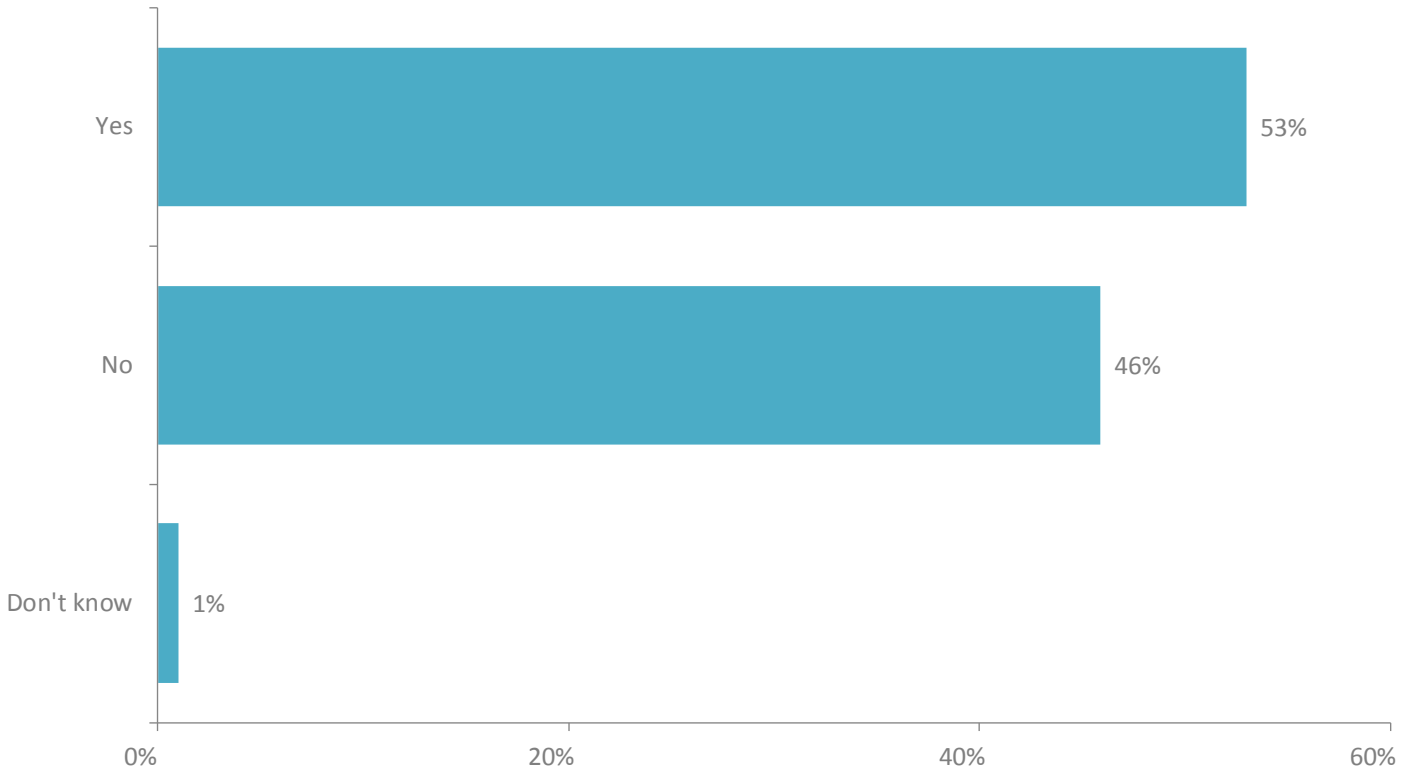
COUNCIL OVERALL

COUNCIL OVERALL | COUNCIL STAFF



CONTACT WITH COUNCIL STAFF

In a new question for 2017, residents were asked if they have had direct contact with Council staff in the past year. More than half of residents (53%) had contact, 46% had not and 1% were unsure if they had direct contact with Council staff in the past 12 months.



Base size: n=520.



AREA DIFFERENCES



DEMOGRAPHIC DIFFERENCES

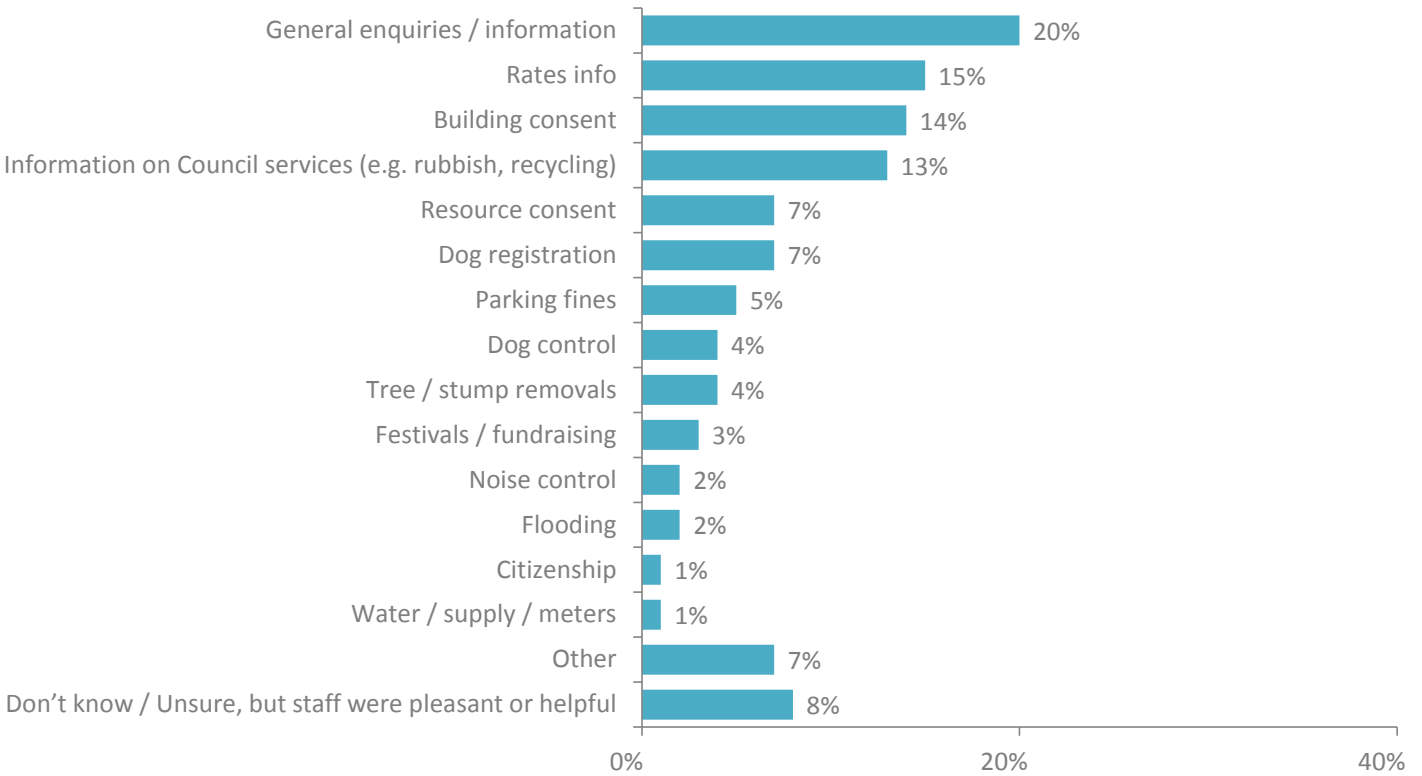


COUNCIL OVERALL | COUNCIL STAFF



CONTACT WITH COUNCIL STAFF

Residents who had direct contact with Council staff in the past 12 months were asked what their contact was about. These results were recorded verbatim and post-coded by theme. Residents cited their main reason for contact with Council staff was general enquiries and information (20%), rates information (15%), building consents (14%), and information on Council services (13%).



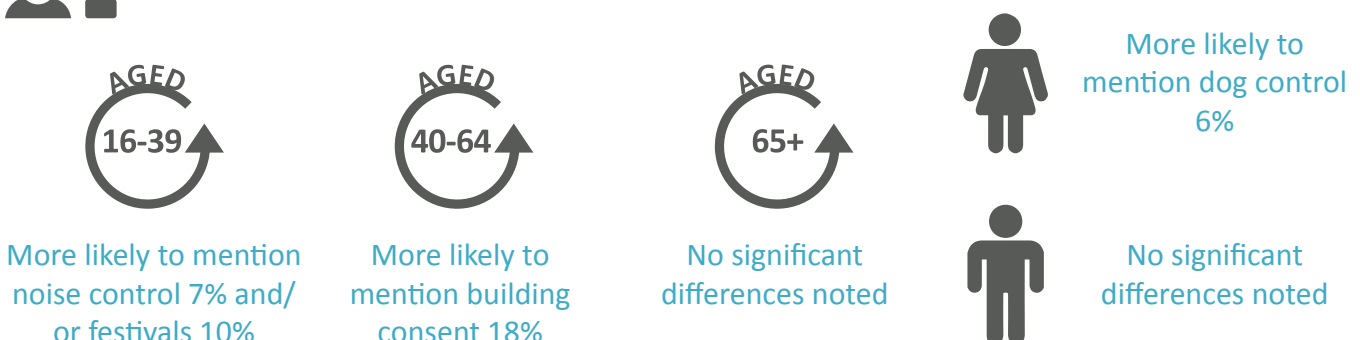
Base size: n=336.



AREA DIFFERENCES



DEMOGRAPHIC DIFFERENCES

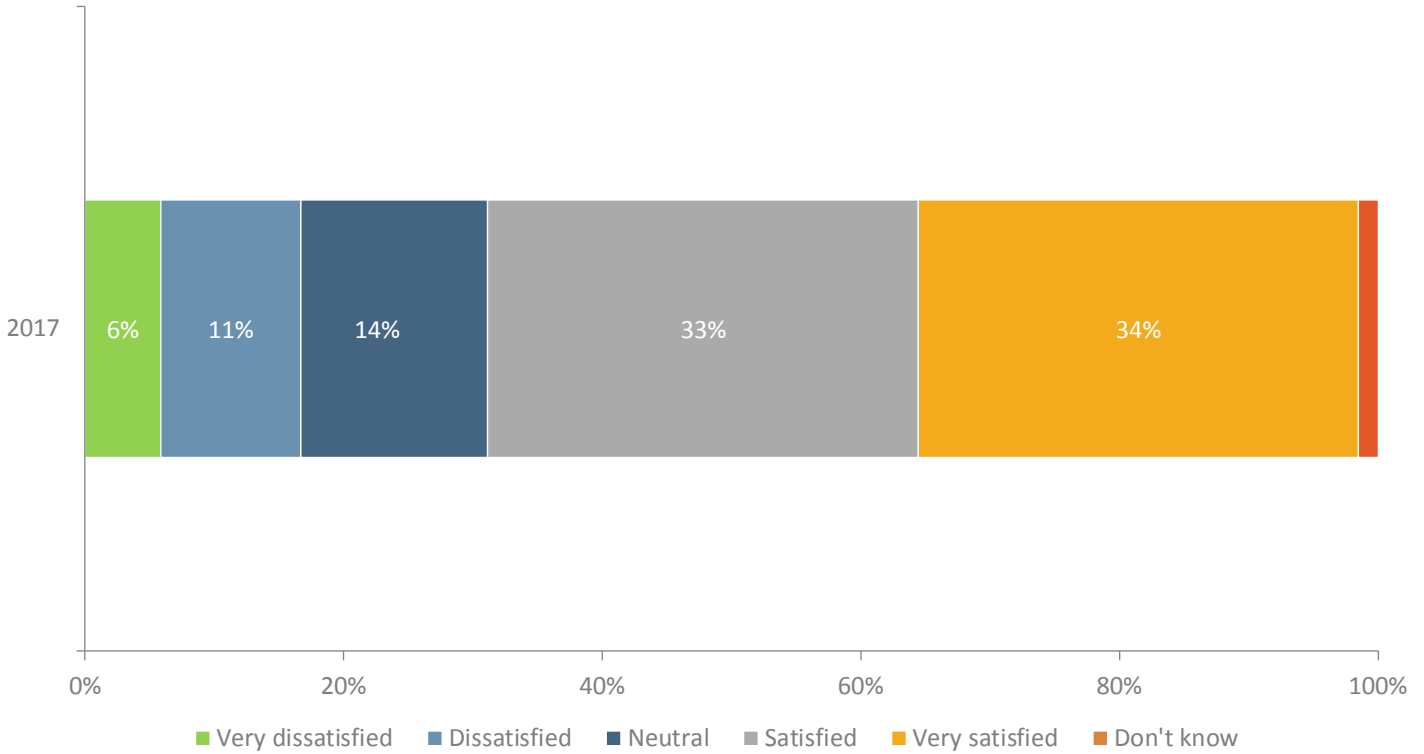


COUNCIL OVERALL | SERVICE



SATISFACTION WITH COUNCIL SERVICE

In a new question for 2017, regarding contact with Council staff, residents who had contacted Council in the past 12 months were asked how satisfied they were with the service they received. Sixty-seven per cent of residents were satisfied (33%) or very satisfied (34%). Fourteen per cent were neither satisfied nor dissatisfied, 17% were dissatisfied (11%) or very dissatisfied (6%). Two per cent were answer how to answer the question.



Base size: 2017 n=317.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

More likely to be dissatisfied 20%

N. CENTRAL

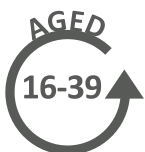
More likely to give a neutral rating 21%

N. NORTH

More likely to not know 8%



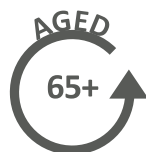
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



No significant differences noted



No significant differences noted



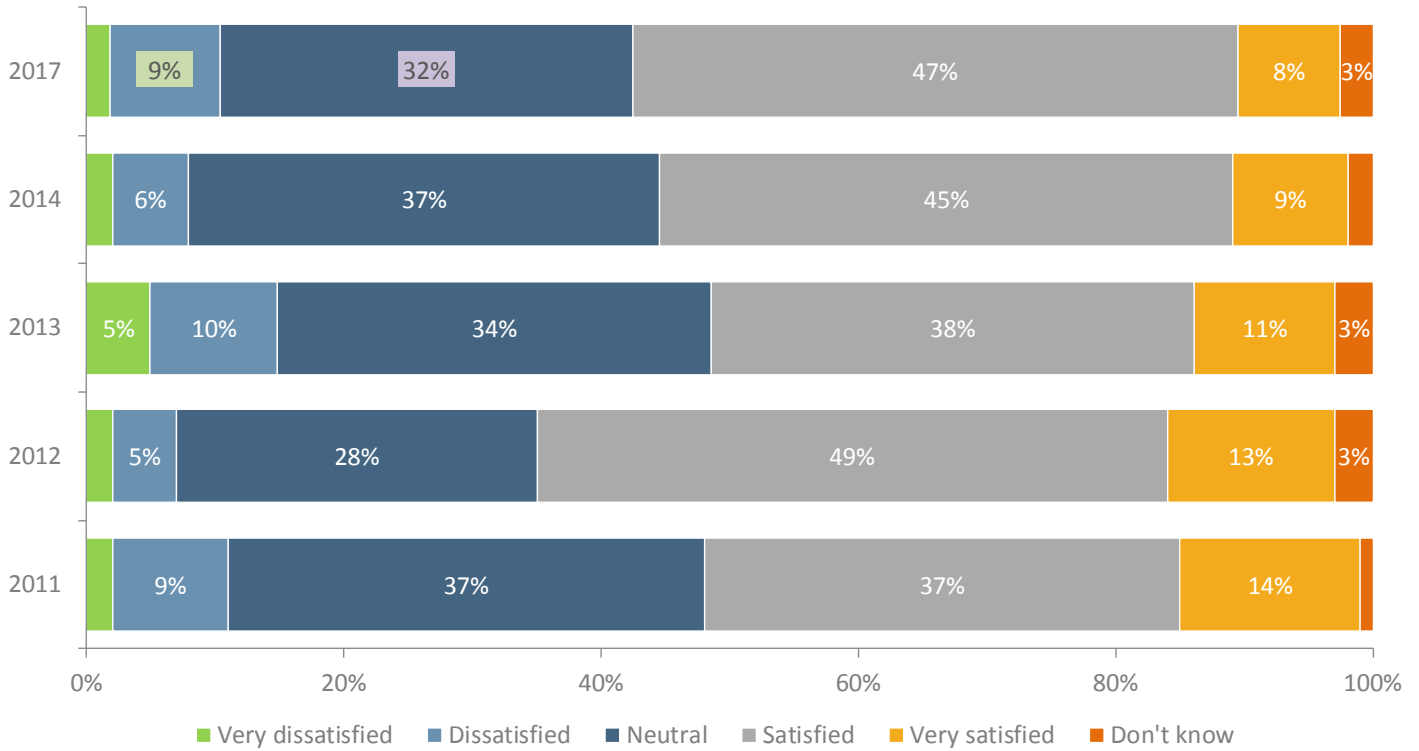
No significant differences noted

COUNCIL OVERALL | COUNCIL PERFORMANCE



SATISFACTION WITH COUNCIL PERFORMANCE

Overall, 55% of residents are satisfied (47%) or very satisfied (8%) with Council, 32% are neither satisfied nor dissatisfied, while 11% are dissatisfied (9%) or very dissatisfied (2%). Three per cent of residents were unsure how to answer the question.



Base size: 2017 n=520; 2014 n=400; 2013 n=400; 2012 n=400; 2011 n=400.



AREA DIFFERENCES

STOKE

No significant differences noted

TAHUNANUI

More likely to be very satisfied 15%

N. CENTRAL

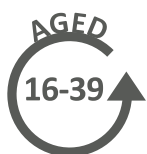
No significant differences noted

N. NORTH

More likely to give a neutral rating 41%



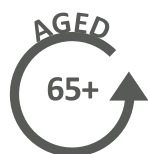
DEMOGRAPHIC DIFFERENCES



No significant differences noted



No significant differences noted



No significant differences noted



No significant differences noted



No significant differences noted