

RESIDENTS SURVEY

PUBLIC PERCEPTIONS AND

INTERPRETATIONS OF

COUNCIL SERVICES/FACILITIES

AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

NELSON CITY COUNCIL

JUNE 2019



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NB: Please note the following explanations for this report:



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



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

Arrows, whenever shown, depict a directional trend.

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

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

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

A. SITUATION AND OBJECTIVES

Council has engaged a variety of approaches, both to seeking public opinion and to communicating its decisions and programmes to the people resident in the area. One of these approaches was to commission the National Research Bureau's to conduct its Residents Survey in June 2018 and June 2019.

This year's survey sought to obtain the views of Nelson City residents on the specific issues relating to ...

- residents work status,
- main modes of transport to get to work, in last 12 months,
- how safe/unsafe residents feel day-to-day on Nelson roads when travelling by motor vehicle,
- how safe/unsafe residents feel day-to-day on Nelson roads when walking/cycling using other active modes of transport,
- how satisfied/dissatisfied residents are with transport activity overall,
- usage of, and satisfaction with, art facilities and events,
- usage of, and satisfaction with, recreation opportunities and facilities,
- specific waste and recycling behaviour,
- satisfaction with opportunities available to provide feedback,
- alternative options to enable residents to provide feedback.

* * * * *

B. RESIDENT SURVEY SPECIFICATIONS

Sample Size

This Residents Survey was conducted with 402 residents of Nelson City.

Interview Type

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

Sample Selection

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

A door-to-door sample of 40 residents across Nelson was conducted this year. This was targeted at those aged 16 to 39 (30) and those aged 40 to 64 (10) as these age groups are increasingly difficult to contact by phone, in particular those aged 16 to 39.

Quota sampling was used to ensure an even balance of male and female respondents.

A target of interviewing 80 residents aged 16 to 39 years was also set and achieved.

Households were screened to ensure they fell within the Nelson City Council's geographical boundaries.

The following area quotas were also applied:

Nelson Central	200
Nelson North	60
Stoke	80
Tahunanui	60
	<hr/>
	400
	<hr/>

Please also see page 60 which details actual respondents interviewed.

Respondent Selection

Respondent selection within the household was also randomised, with the eligible person being the man/woman normally resident in the household, aged 16 years or over, who had the next birthday.

Call Backs

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

Sample Weighting

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

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

Survey Dates

All interviews were conducted from Friday 14th June to Sunday 23rd June 2019.

Comparison Data

Comparison has been made, where applicable, with previous surveys. These surveys were not conducted by NRB.

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

Where survey results have been compared with previous years, NRB has used the following for comparative purposes, for a sample of 400 residents:

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

Margin Of Error

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

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

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

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

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

Response Rate

The response rate for the 2019 Nelson City Council Residents Survey was **62%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range).

Significant Difference

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

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

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

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

* * * * *

C. EXECUTIVE SUMMARY

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

The objectives of Nelson Residents Survey 2019 are:

- (a) Provide statistically representative results on residents' satisfaction with Council's performance and residents' preferences, priorities, and behaviours;
- (b) Identify opportunities for improving satisfaction and performance;
- (c) Measure trends and changes over time;
- (d) Provide analysis and interpretation of the results in a clear, easy to digest format.

COMPARISON

	Nelson 2019		Nelson 2018	
	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
Council Activities				
Transport overall	45 =	22 =	42	26
Arts, Facilities and Events				
Suter Art Gallery	66 =	3 =	67	6
Recreation and Opportunities and Facilities				
Public libraries (users)	89 =	3 =	92	3
Consultation				
Opportunities available to provide feedback*	44 ↑	14 =	36	17

Key: ↑ above the 2018 result = similar/on par to the 2018 result

NB: does not show Don't Know readings

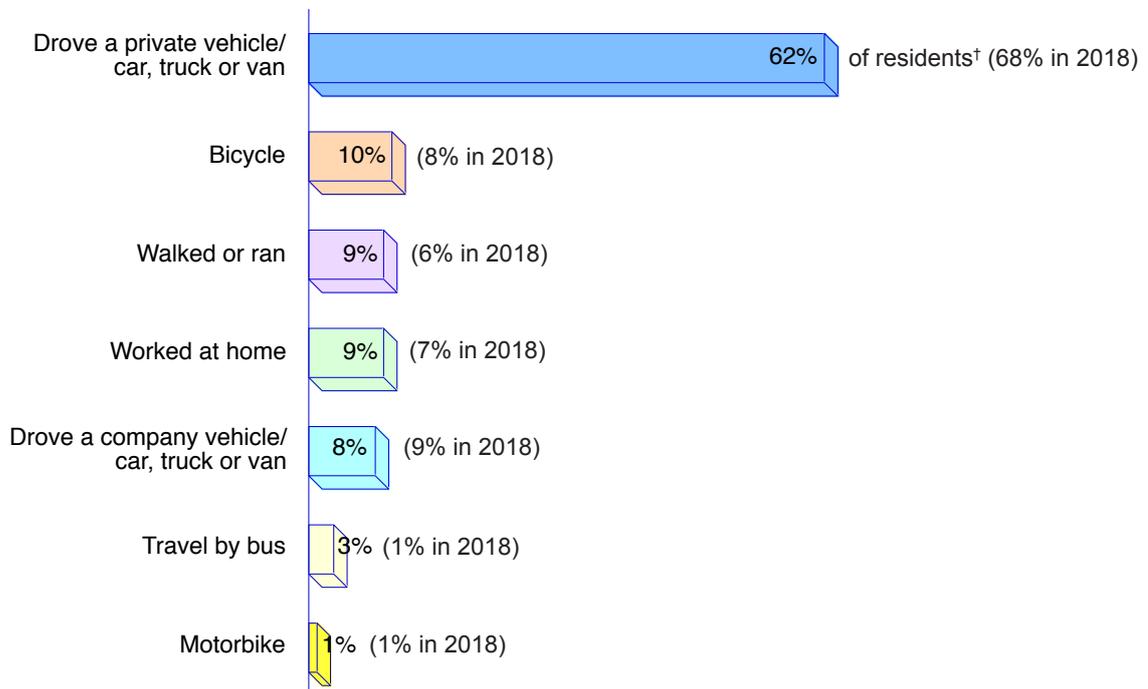
* the 2018 reading refers to satisfaction with the opportunities that are available to provide feedback and take part in Council's decision making in their community. The 2019 reading refers to satisfaction with the opportunity available for residents, including community meetings, social media, Our Nelson Newsletter, public submissions and direct engagement, to provide council with feedback to inform its decision making.

TRANSPORT

Work Status

Full time (more than 30 hours per week)	39% of all residents (49% in 2018)
Part time (30 hours or less a week)	24% (23% in 2018)
Not in workforce	37% (28% in 2018)

Main Mode Of Transport Residents[†] Used, In Last 12 Months, To Get To Work



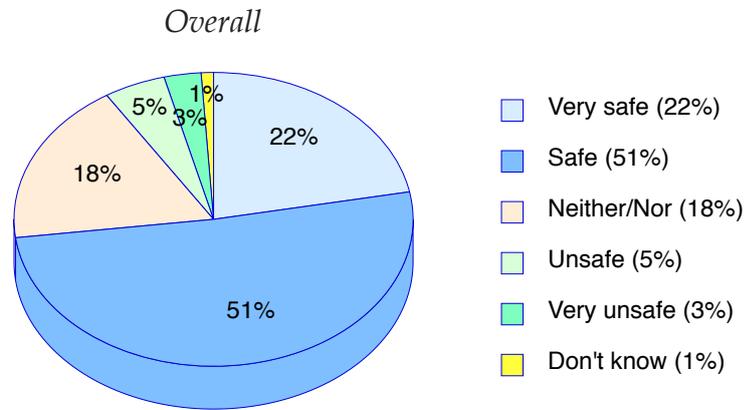
[†] Base = 190
 (Residents who work full time or part time)
 (does not add to 100% due to rounding)

The main barriers residents[†] mention for not biking, walking or using the bus to get to work more often are ...

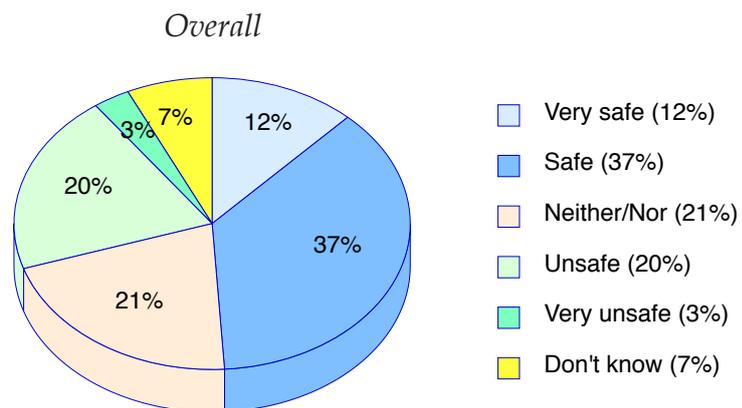
- distance / too far, mentioned by 14% of residents[†],
- bus timetables unsuitable / not regular enough, 13%,
- work from home / live close to work / no need / not applicable, 11%,
- convenience, 10%.

[†] residents who work full time or part time, N=190

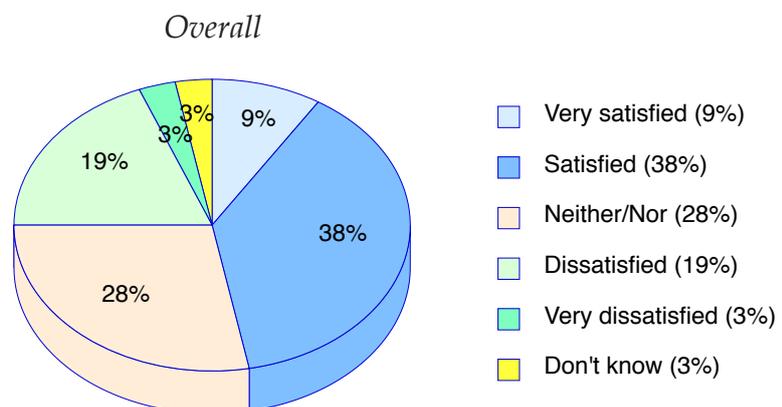
How Safe Do Residents Feel Day-To-Day On Nelson Roads When Travelling By Motor Vehicle



How Safe Do Residents Feel Day-To-Day On Nelson Roads When Walking, Cycling Or Using Active Modes Of Transport, Such As A Scooter



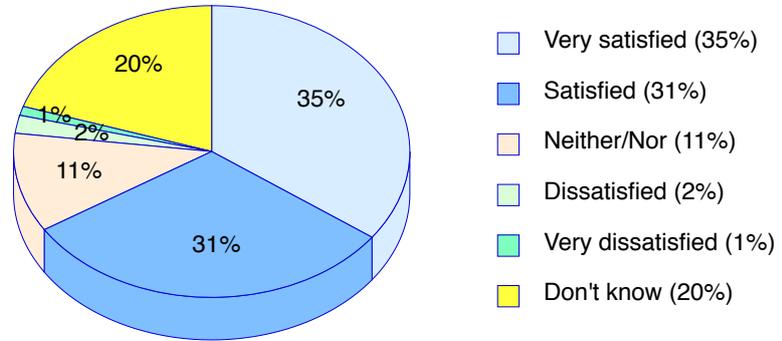
How Satisfied Or Dissatisfied Are Residents With The Transport Activity Overall, Including Roads, Cycleways, Footpaths and Buses



ARTS, FACILITIES AND EVENTS

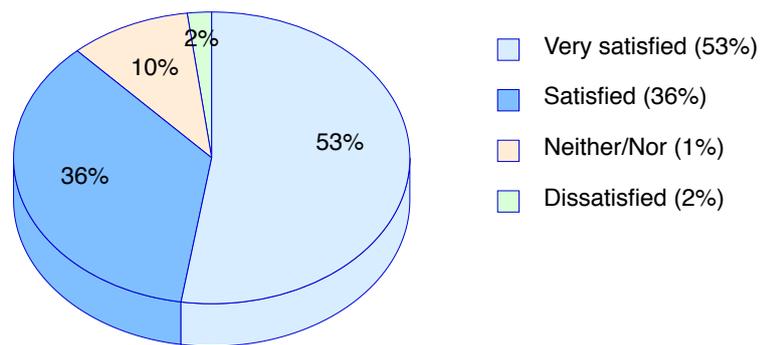
Suter Art Gallery

Overall Satisfaction



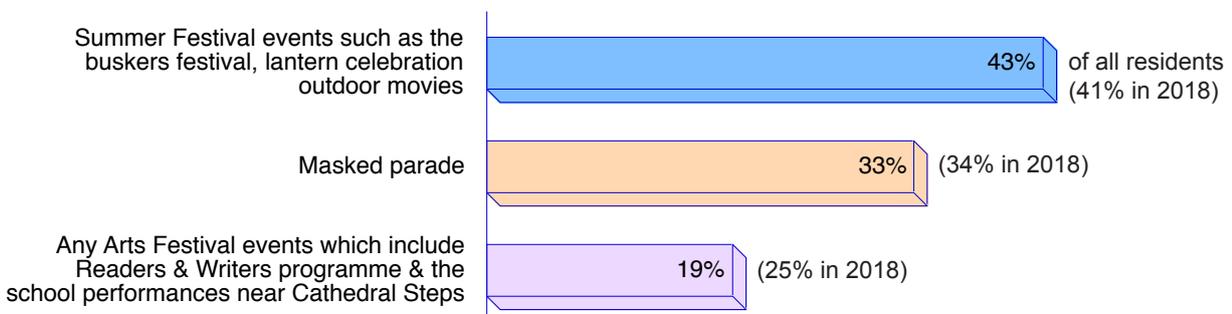
56% of residents say they have visited the Suter Art Gallery in the last year (58% in 2018).

Visitors



Event Attendance

In the past year residents have attended or participated in ...



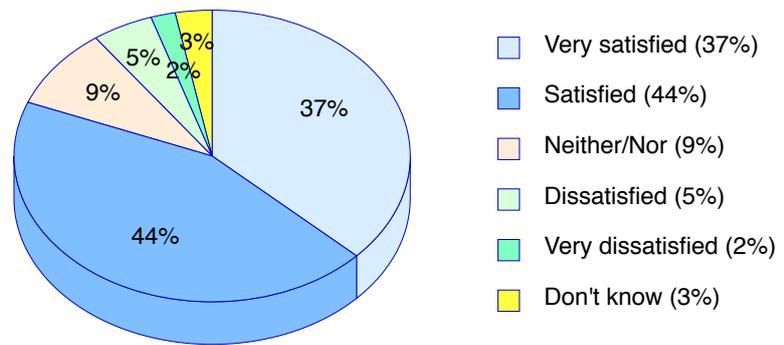
(multiple responses allowed)

42% of residents said they had not attended any of these, in the past year (35% in 2018).

RECREATIONAL OPPORTUNITIES AND FACILITIES

Satisfaction With The Provision Of Parks And Recreation In Nelson, Including Gardens, Sportsgrounds, Sports Venues, Pools And Reserves

Overall Satisfaction



Public Library

Use

In the last year, 62% of residents have used or visited a public library in Nelson (67% in 2018).

In the last year, the library they have used **most** often ...

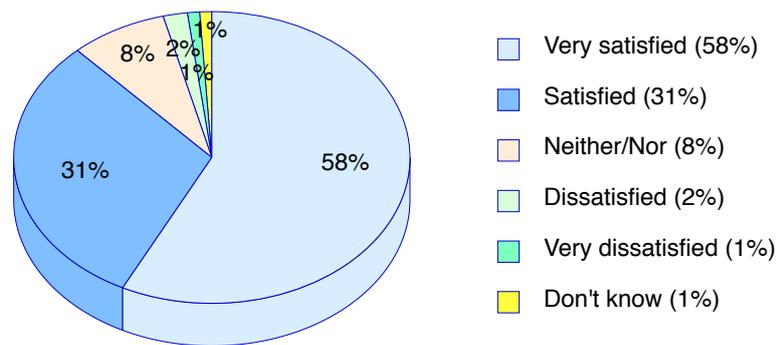
Elma Turner (Main Nelson library)	mentioned by 84% of residents*
Stoke	15%
Tahunanui (Nightingale Library Memorial)	1%

† Base = 258

(Residents who have used or visited a library in the last year)

Satisfaction With Public Library Service

Users/Visitors



Base = 258

(does not add to 100% due to rounding)

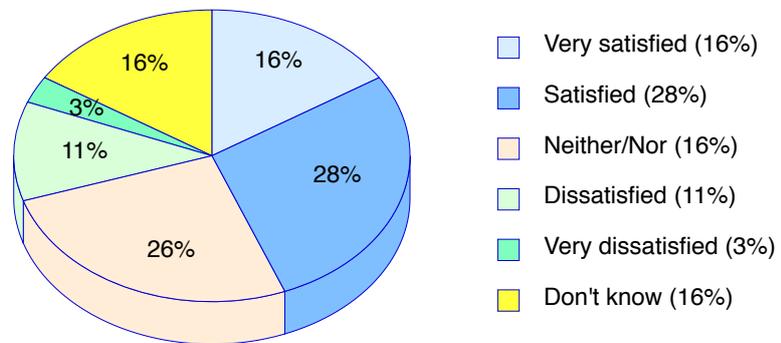
SPECIFIC WASTE AND RECYCLING BEHAVIOUR

60% of residents say their household currently composts food waste (57% in 2018), while 61% say their household currently composts their garden waste (62% in 2018).

CONSULTATION

Satisfaction With The Opportunities Available To Provide Council With Feedback To Inform Its Decision Making

Overall Satisfaction



Alternative Options

25% of residents said there were alternative options that would enable them to provide feedback to Council.

The main other options mentioned are ...

- social media, mentioned by 13% of residents[†],
- internet / online / website, 13%,
- personal contact / face-to-face, 12%.

[†] the 25% of residents who said there were alternative options, N=104

* * * * *

D. MAIN FINDINGS

NB: where overall reading shown, bases are:

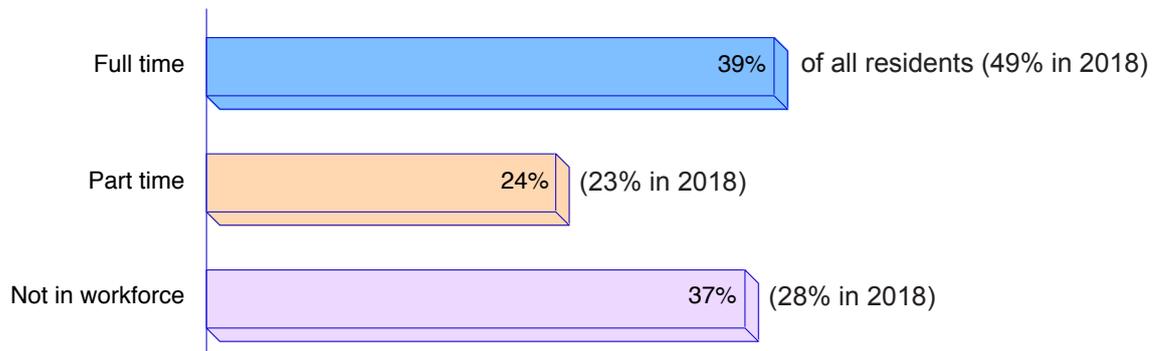
2019	400
2018	400
2017	500
2016	400
2014	400
2012	400
2011	400
2010	400
2009	400



1. TRANSPORT

A. WORK STATUS

Residents were asked which of the following best describes their work status.



39% of all residents say they work full time (49% in 2018), while 24% say they work part time.

37% of residents are not in the workforce (28% in 2018).

Residents more likely to say they work full time are ...

- all area residents, except Nelson North area residents,
- men,
- residents aged 40 to 64 years.

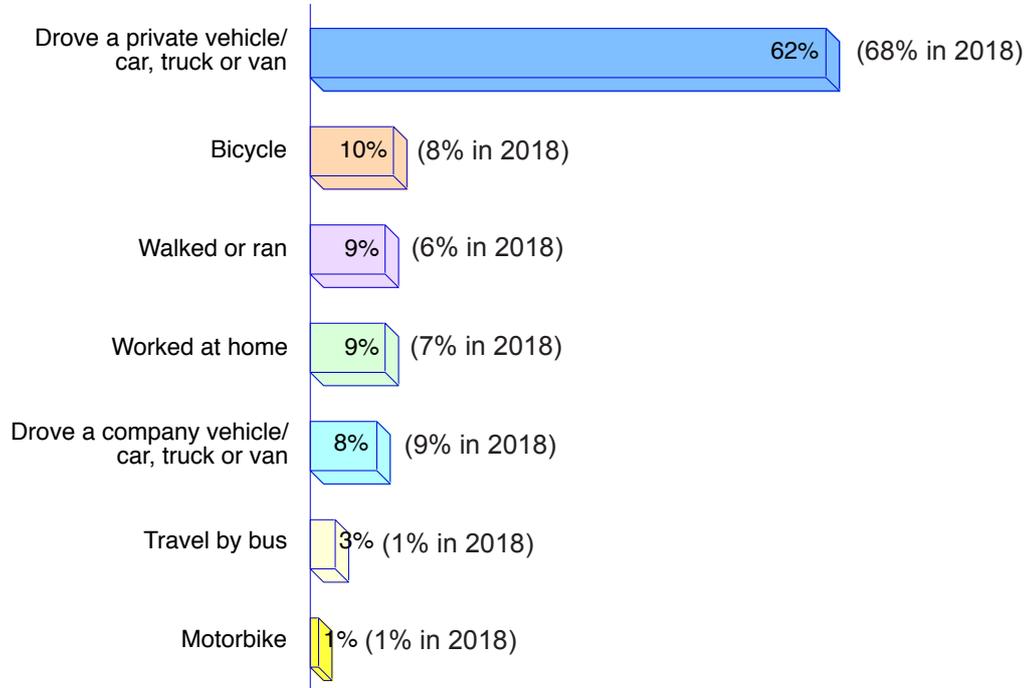
Summary Table: Work Status

		Full time work %	Part time work %	Not in the workforce %	Refused %
Total	2019	39	24	37	-
	2018	49	23	28	-
	2017	45	23	31	1
	2016	43	20	37	-
	2014 [†]	44	21	34	-
	2013	39	24	37	-
Area					
	Nelson Central	42	20	38	-
	Nelson North	26	32	42	-
	Stoke	40	19	41	-
	Tahunanui [†]	42	34	23	-
Gender					
	Male	48	16	36	-
	Female	31	31	38	-
Age					
	16-39 years	39	27	34	-
	40-64 years	55	29	16	-
	65+ years [†]	7	8	85	1

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

B. MAIN WAY TRAVELLED TO WORK

Residents[†] Main Mode Of Transport, In Last 12 Months



[†] Base = 190
 (residents who work full time or part time)
 (does not add to 100% due to rounding)

In 2019, 62% of residents[†] said their main mode of transport to get to work, in the last 12 months, was in a private vehicle, car, truck or van, while 10% said they cycled.

Stoke area residents[†] are more likely to drive a private vehicle, car, truck or van, than other area residents[†]. Caution recommended as base for Nelson North area is small (N=29).

It appears that residents who work part time[†] are slightly[◇] more likely to travel by private vehicle, than those who work full time[†].

[†] residents who work full time or part time, N=190

[◇] differences are not statistically significant

Summary Table: Main Mode Of Transport Used, In Last 12 Months, To Get To Work

		Worked at home %	Travel by bus %	Drove a private vehicle/ car, truck or van %	Drove a company vehicle/ car, truck or van %	Passenger in a vehicle %	Motor-bike %	Bicycle %	Walk or run %	Other %
Total	2019^{to}	9	3	62	8	-	1	10	9	-
	2018	7	1	68	9	1	1	8	6	1
	2017	8	3	58	8	-	-	10	9	-
	2016	5	1	62	7	-	-	11	10	-
	2014	7	1	54	15	-	-	8	8	-
	2013	7	-	63	7	-	-	9	9	-
Area										
	Nelson Central	6	-	54	10	-	-	13	17	-
	Nelson North*	16	4	58	7	-	-	15	-	-
	Stoke	6	4	82	7	-	-	1	-	-
	Tahunanui†	13	7	65	4	-	3	6	3	-
Gender⁺										
	Male	4	4	60	11	-	1	11	8	-
	Female	13	1	64	5	-	-	8	10	-
Age										
	16-39 years ⁺	4	4	74	8	-	-	7	4	-
	40-64 years	11	2	55	8	-	1	11	12	-
	65+ years	7	-	64	15	-	-	6	8	-
Work Status										
	Work full time	9	2	58	12	-	1	9	9	-
	Work part time	7	3	68	2	-	-	10	10	-

* caution: small base, N=29

° question prior to 2019 was "how do you normally travel to work"

† does not add to 100% due to rounding

Bases	2019	190 residents
	2018	228 residents
	2017	395 residents
	2016	227 residents
	2014	252 residents
	2013	254 residents

Barriers To Biking/Walking/Using Bus More Often

Residents[†] were asked to say what were the barriers to biking, walking or using a bus more often to get to work.

The main barriers mentioned are ...

- distance/too far,
- bus times unsuitable/not regular enough,
- work from home/live close to work/no need/not applicable,
- convenience.

[†] residents who work full time or part time, N=190

Summary Table: Main* Barriers To Biking/Walking/Using Bus More Often

	Full time/ Part time workers %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Distance/too far	14	9	30	26	7
Bus times unsuitable/not regular enough	13	12	18	17	6
Work from home/live close to work/ no need/not applicable	11	12	16	13	3
Convenience	10	11	13	10	8
BASE	190	93	†29	33	35

* multiple responses allowed

[†] caution: small base

Other barriers mentioned by 8% of residents[†] are ...

- dangerous/too much traffic,
- weather,

by 7% ...

- takes too long,

by 6% ...

- do shift work/early starts/odd hours,
- not on a bus route/bus stop too far,
- need to transport children,
- easier/quicker by car,
- no bus service/not good enough,

by 5% ...

- need car for job/have a company car,

by 4% ...

- need to carry gear/tools/equipment,
- laziness,

by 2% ...

- too expensive,
- no cycleway,

by 1% ...

- hilly terrain,
- don't own a bike,
- no safe parking for bikes.

21% of residents[†] say there are no barriers (74% of those say they either work from home, or their main form of transport is bus, walking or cycling).

[†] residents who work full time or part time, N=190

C. SAFETY

i. How Safe Do Residents Feel Day-To-Day On Nelson Roads When Travelling By Motor Vehicle

Rating Level Of Safety

	Very safe %	Safe %	Very safe/ Safe %	Neither/ Nor %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
Overall*								
Total District 2019 [†]	22	51	73	18	5	3	8	1
Area								
Nelson Central [†]	24	51	75	17	4	2	6	1
Nelson North [†]	21	51	72	20	6	2	8	1
Stoke [†]	19	51	70	18	6	2	8	5
Tahunanui	17	52	69	19	7	5	12	-
Gender								
Male	26	47	73	15	7	3	10	2
Female [†]	17	56	73	20	3	2	5	1
Age								
16-39 years	23	60	83	10	3	3	6	1
40-64 years [†]	24	49	73	20	5	2	7	1
65+ years	15	43	58	26	10	3	13	3

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

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

73% of residents feel very safe/safe day-to-day on Nelson roads, when travelling by motor vehicle, while 18% feel neither safe nor unsafe. 8% of residents feel unsafe/very unsafe.

There are no notable differences between areas and between demographic groups, in terms of those residents who feel unsafe/very unsafe.

The main reasons residents feel very safe/safe are ...

- okay but needs improvement,
- feel no danger/don't feel unsafe/no problems,
- not much traffic/good traffic flow,
- good roads/road condition,
- because I am a good driver/confident/careful,
- speed limits are okay/drivers keep to speed limits,
- other drivers are good/courteous/know the road rules.

Summary Table: Main Reasons* For Feeling Very Safe/Safe On Nelson Roads When Travelling By Motor Vehicle

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Okay but needs improvement	17	21	17	13	7
Feel no danger/don't feel unsafe/no problems	14	16	14	10	9
Not much traffic/good traffic flow	12	17	13	4	7
Good roads/road condition	12	15	14	11	2
Because I am a good driver/confident/careful	11	8	11	14	18
Speed limits are okay/ drivers keep to speed limits	8	9	6	5	8
Other drivers are good/courteous/ know the road rules	6	3	4	14	8

* multiple responses allowed

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

The main reasons* residents feel unsafe/very unsafe are ...

- bad drivers/behaviour of drivers, mentioned by 4% of all residents,
- speed is an issue/travel too fast, 2%.

* multiple responses allowed

ii. How Safe Do Residents Feel Day-To-Day On Nelson Roads When Walking, Cycling Or Using Other Active Modes Of Transport, Such As A Scooter

Rating Level Of Safety

	Very safe %	Safe %	Very safe/ Safe %	Neither/ Nor %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
Overall								
Total District 2019	12	37	49	21	20	3	23	7
Area								
Nelson Central	9	38	47	20	23	3	26	7
Nelson North	13	31	44	29	20	4	24	3
Stoke	17	42	59	18	11	3	14	9
Tahunanui	14	31	45	21	21	3	24	10
Gender								
Male	15	38	53	22	16	3	19	6
Female	9	35	44	21	23	4	27	8
Age								
16-39 years	13	45	58	16	20	4	24	2
40-64 years	11	33	44	24	21	2	23	9
65+ years	13	31	44	24	18	4	22	10

% read across (the very safe/safe readings are the sum of the very safe and safe readings and the unsafe/very unsafe readings are the sum of the unsafe and very unsafe readings)

49% of residents feel very safe / safe day-to-day on Nelson roads, when walking, cycling or using other active modes of transport, while 21% say they feel neither safe nor unsafe.

23% of residents feel unsafe / very unsafe and 7% are unable to comment.

Women are more likely, than men, to feel unsafe / very unsafe. Stoke area residents are **slightly**[◇] **less** likely to feel unsafe / very unsafe, than other area residents.

The main reasons residents feel very safe / safe are ...

- lots of footpaths / well maintained,
- okay, but needs improvement,
- safe / feel safe / no concerns,
- cycling lanes / cycleway.

◇ differences are not statistically significant

Summary Table: Main Reasons* For Feeling Very Safe/Safe On Nelson Roads When Walking/Cycling/Using Other Active Modes Of Transport

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Lots of footpaths / well maintained	10	12	4	14	9
Okay, but needs improvement	10	11	11	5	12
Safe / feel safe / no concerns	10	12	5	10	7
Cycling lanes / cycleway	9	6	17	13	3

* multiple responses allowed

NB: no other reason mentioned by more than 6% of all residents

The main reasons residents feel unsafe/very unsafe are ...

- unsafe cycling on road/prefer cycleway,
- poor drivers/driving behaviour,
- dangerous for walkers/need to be alert/aware of dangers,
- poorly designed cycleways.

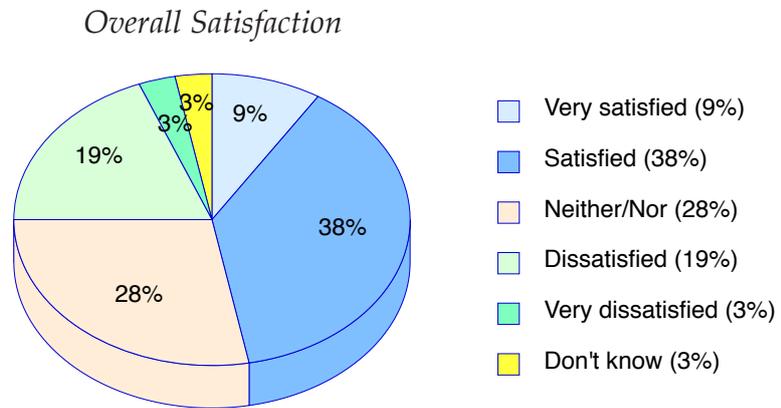
Summary Table: Main Reasons* For Feeling Unsafe/Very Unsafe On Nelson Roads When Walking/Cycling/Using Other Active Modes Of Transport

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Unsafe cycling on road/prefer cycleway	5	5	10	3	5
Poor drivers/driving behaviour	4	4	6	4	5
Dangerous for walkers/need to be alert/ aware of dangers	4	5	1	6	3
Poorly designed cycleways	3	4	-	-	2

* multiple responses allowed

D. SATISFACTION WITH TRANSPORT ACTIVITY OVERALL

i. Transport (including roads, cycleways, footpaths and buses)



Overall, 47% of residents are satisfied with the transport activity (42% in 2018), while 22% are dissatisfied (26% in 2018). 28% are neither satisfied nor dissatisfied.

There are no notable differences between areas and between demographic groups, in terms of those residents who are dissatisfied/very dissatisfied.

Satisfaction With Transport Activity Overall

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither/ Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall*									
Total City	2019	9	38	47	28	19	3	22	3
	2018 [†]	8	34	42	30	23	3	26	1
	2017	14	34	48	25	20	7	27	-
	2016	11	33	44	41	10	3	13	2
	2014	16	39	55	28	14	3	17	-
	2013 [†]	11	41	52	36	8	2	10	1
	2012	14	43	57	27	12	4	16	-
	2011	10	29	39	32	22	5	27	2
Area									
Nelson Central		9	33	42	32	20	4	24	2
Nelson North [†]		7	48	55	23	21	2	23	-
Stoke [†]		13	38	51	23	16	4	20	7
Tahunanui [†]		4	43	47	28	20	3	23	1
Gender									
Male [†]		9	41	50	26	17	4	21	2
Female		8	35	43	30	21	3	24	3
Age									
16-39 years [†]		49	13	62	16	19	-	19	4
40-64 years		33	6	39	35	20	5	25	1
65+ years		32	8	40	32	19	4	23	5

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

* readings prior to 2019 refer to satisfaction with "transport, including roads, cycleways, footpaths and public transport

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

The main reasons* residents are very satisfied/satisfied with transport activity overall are ...

- okay, but room for improvement,
- never had any problems/no complaints/very happy,
- good bus service,
- good cycleways/walkways/mountain bike trails.

Summary Table:

Main Reasons* For Being Very Satisfied/Satisfied With Transport Activity Overall

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Okay, but room for improvement	10	9	20	5	13
Never had any problems/no complaints/ very happy	9	7	10	10	14
Good bus service	8	7	9	10	7
Good cycleways/walkways/mountain bike trails	7	8	3	14	3

* multiple responses allowed

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

The main reasons* residents are dissatisfied/very dissatisfied with transport activity overall are ...

- poor public transport/poor bus service/needs improving,
- too congested/traffic hold-ups,
- poor cycleways/are unsafe/lack of continuity,
- poor infrastructure planning/lack of progress in road planning.

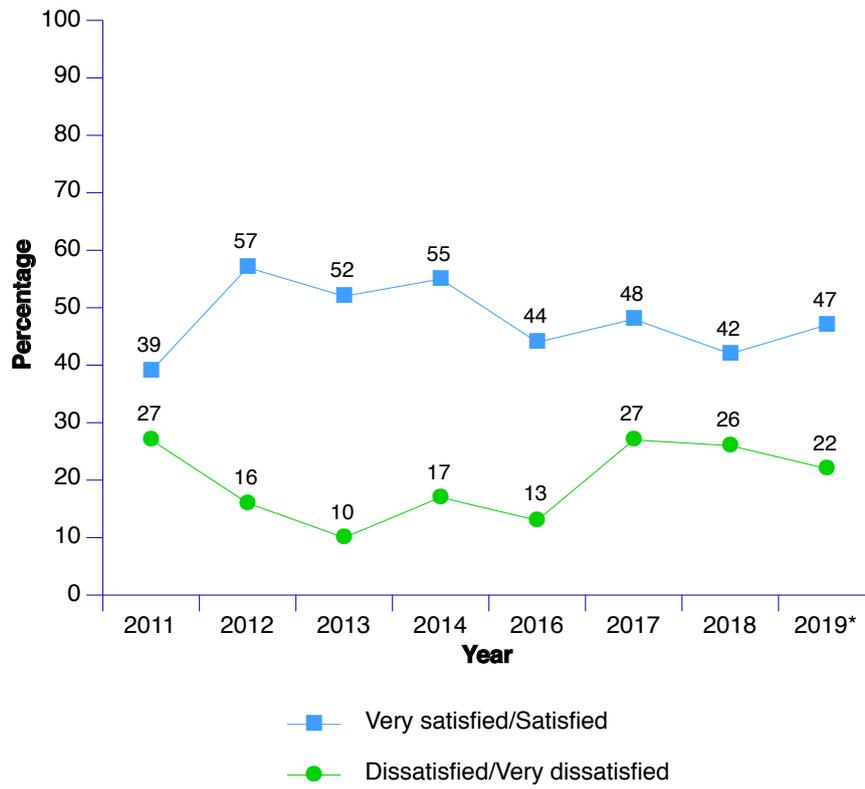
Summary Table:

Main Reasons* For Being Dissatisfied/Very Dissatisfied With Transport Activity Overall

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Poor public transport/poor bus service/ needs improving	6	5	3	7	10
Too congested/traffic hold-ups	5	4	3	4	9
Poor cycleways/are unsafe/lack of continuity	3	3	4	2	3
Poor infrastructure planning/ lack of progress in road planning	3	1	8	4	1

* multiple responses allowed

Transport Activity Overall Satisfaction



* readings prior to 2019 refer to satisfaction with "transport, including roads, cycleways, footpaths and public transport



2. ARTS, FACILITIES AND EVENTS

A. SUTER ART GALLERY

i. Use

Visited Suter Art Gallery

	Yes %	No %
Overall		
2019	56	44
2018	58	42
2017	59	41
2016	48	52
2014	63	37
2011	56	44
Area		
Nelson Central	63	37
Nelson North	64	36
Stoke	30	70
Tahunanui	58	42
Gender		
Male	41	59
Female	69	31
Age		
16-39 years	45	55
40-64 years	58	42
65+ years	66	34

% read across

In 2016 and 2017 residents were asked to say if they had visited Suter Art Gallery in the last **two** years and related to its temporary location

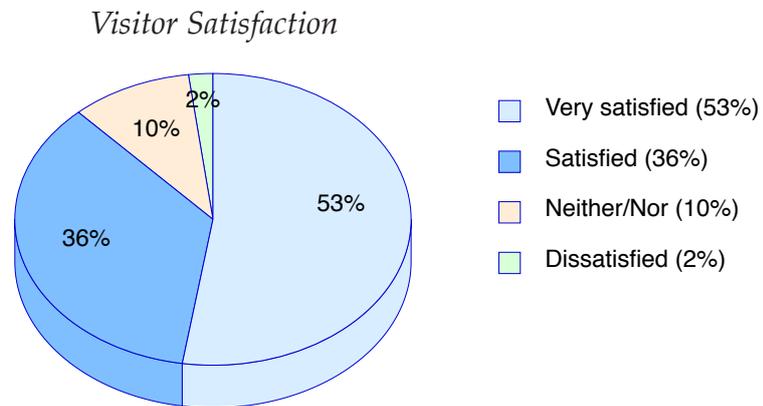
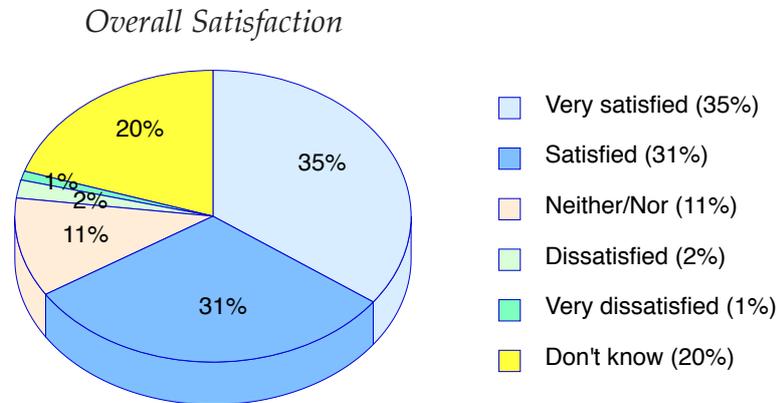
In 2011 and 2014 residents were asked to say if they had visited the Gallery in the last **two** years

56% of residents say they have visited the Suter Art Gallery in the last year. This is similar to last year's reading.

Residents more likely to have visited the Suter Art Gallery in the last year are ...

- all area residents, except Stoke area residents,
- women,
- residents aged 40 years or over.

ii. Satisfaction



Base = 238

(the 56% of residents who say they visited the Suter Art Gallery in the last year)

Overall 66% of residents are very satisfied / satisfied with the Suter Art Gallery, including 35% who are very satisfied. These readings are similar to the 2018 results.

3% are dissatisfied / very dissatisfied (6% in 2018) and 11% are neither satisfied nor dissatisfied (14% in 2018).

Of those residents who have visited the Suter Art Gallery in the last year, 89% are very satisfied / satisfied (85% in 2018) and 2% dissatisfied (6% in 2018 were dissatisfied / very dissatisfied).

There are no notable differences between areas and between demographic groups, in terms of those residents who are dissatisfied / very dissatisfied.

Satisfaction With Suter Art Gallery

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither/ Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall									
Total City	2019	35	31	66	11	2	1	3	20
	2018 [†]	36	31	67	14	5	1	6	14
	2017	32	32	64	21	2	1	3	12
	2016 [†]	17	31	48	25	4	1	5	23
	2014	24	31	55	26	4	1	5	14
	2011	16	37	53	20	4	2	6	21
Visitors	2019 [†]	53	36	89	10	2	-	2	-
Area									
Nelson Central [†]		38	33	71	8	1	1	2	18
Nelson North		46	30	76	15	3	1	4	5
Stoke		22	19	41	18	2	-	2	39
Tahunanui		33	41	74	7	2	-	2	17
Gender									
Male		26	29	55	12	2	2	4	29
Female		43	34	77	10	1	-	1	12
Age									
16-39 years		28	30	58	8	-	1	1	33
40-64 years [†]		37	34	71	13	2	1	3	14
65+ years [†]		42	28	70	13	4	1	5	13

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

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

The main reasons residents are very satisfied/satisfied with the Suter Art Gallery are ...

- interesting exhibitions/good displays,
- good facilities/asset for the community,
- good cafe/shop,
- very good/lovely/nice,
- nice building/layout,
- approve of the renovations/upgrade.

Summary Table:

Main Reasons* For Being Very Satisfied/Satisfied With Suter Art Gallery

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Interesting exhibitions/good displays	24	26	24	13	28
Good facilities/asset for the community	14	13	14	10	21
Good cafe/shop	14	13	27	9	9
Very good/lovely/nice	13	13	21	8	10
Nice building/layout	12	14	11	8	13
Approve of the renovations/upgrade	10	11	13	8	7

* multiple responses allowed

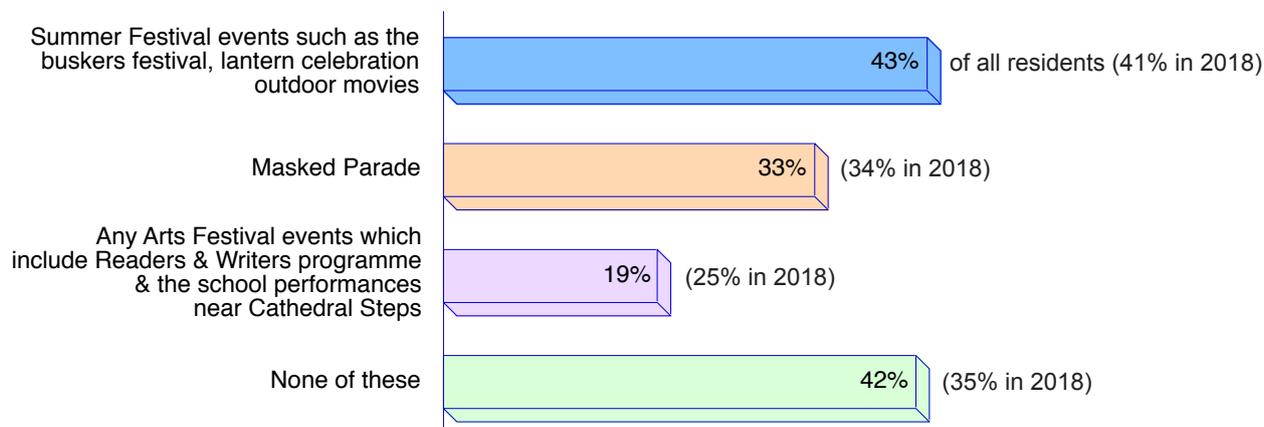
The main reasons* residents are dissatisfied with the Suter Art Gallery are ...

- don't like the displays, mentioned by 1% of all residents,
- too much spent/waste of money, 1%,
- have no interest in it, 1%.

* multiple responses allowed

B. ATTENDED OR PARTICIPATED IN COUNCIL EVENTS

In The Past Year Residents Have Attended Or Participated In ...



(multiple responses allowed)

NB: in 2018 the biennial event, Opera in the Park was held (25% attended)

43% of residents say they have attended or participated in Summer Festival events, while 33% have attended/participated in the Masked Parade. These readings are similar to the 2018 results.

42% of residents said they had not attended/participated in any of the stated events, in the past year (35% in 2018).

Residents aged 65 years or over are **less likely** to have attended/participated in **Summer Festival events**, than other age groups.

Residents more likely to have attended/participated in the **Masked Parade** are ...

- all area residents, except Stoke area residents,
- women,
- residents aged 16 to 64 years.

Residents more likely to have **attended/participated in** any Arts Festival events are ...

- women,
- residents aged 40 years or over.

Residents more likely to have **not attended** any of these events are ...

- men,
- residents aged 65 years or over.

Attendance/Participation*

		Summer Festival Events %	Any Arts Festival Events %	Masked Parade %	Opera in the Park** %	None of these %
Total City	2019	43	19	33	-	42
	2018	41	25	34	25	35
	2017	55	27	39	-	33
	2016	43	22	34	30	38
	2014	53	31	44	30	27
Area						
	Nelson Central	49	25	38	-	37
	Nelson North	39	14	32	-	44
	Stoke	39	9	18	-	51
	Tahunanui	35	16	36	-	48
Gender						
	Male	45	13	24	-	49
	Female	42	24	42	-	36
Age						
	16-39 years	46	10	39	-	39
	40-64 years	47	22	36	-	38
	65+ years	31	24	18	-	55

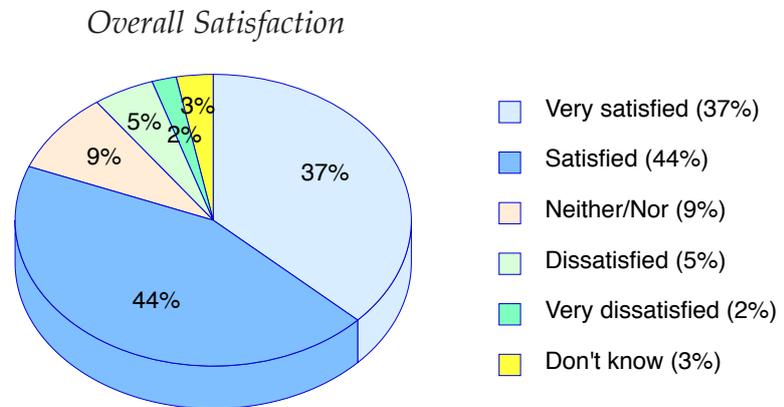
* multiple responses allowed

** biennial event



3. RECREATION OPPORTUNITIES AND FACILITIES

A. PROVISION OF PARKS AND RECREATION IN NELSON (INCLUDING GARDENS, SPORTSGROUNDS, SPORTS VENUES, POOLS AND RESERVES)



In 2019, 81% of residents are very satisfied / satisfied with the provision of parks and recreation in Nelson, including 37% who are very satisfied.

7% are dissatisfied / very dissatisfied, while 9% are neither satisfied nor dissatisfied and 3% are unable to comment.

There are no notable differences between areas and between demographic groups, in terms of those residents who are dissatisfied / very dissatisfied.

Satisfaction With Provision Of Parks And Recreation In Nelson

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither/ Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall*									
Total City	2019	37	44	81	9	5	2	7	3
	2018	38	47	85	8	5	-	5	2
	2017	37	45	82	11	4	2	6	1
	2016	38	48	86	10	2	1	3	1
Area									
Nelson Central		35	48	83	9	4	1	5	3
Nelson North		41	40	81	9	5	2	7	3
Stoke		41	36	77	10	5	2	7	6
Tahunanui [†]		39	43	82	8	10	-	10	1
Gender									
Male		37	45	82	10	4	1	5	3
Female [†]		38	43	81	8	6	1	7	3
Age									
16-39 years [†]		33	48	81	6	9	1	10	4
40-64 years		40	40	80	12	4	2	6	2
65+ years		40	47	87	7	2	-	2	4

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

* readings prior to 2019 refer to satisfaction with parks and recreation, including gardens, sportsgrounds, sports venues, pools, playgrounds and reserves

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

The main reasons residents are very satisfied / satisfied with the provision of parks and recreation are ...

- well maintained / well kept / clean, tidy (unspecified),
- plenty of them / plenty to offer (unspecified),
- all good / great facilities / happy with them (unspecified),
- great parks / reserves / lots of green space / outdoor space,
- okay, but need improving.

Summary Table: Main Reasons* For Being Very Satisfied/Satisfied With Provision Of Parks And Recreation

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Well maintained / well kept / clean, tidy (unspecified)	24	26	19	28	15
Plenty of them / plenty to offer (unspecified)	19	16	16	24	28
All good / great facilities / happy with them (unspecified)	19	18	16	25	17
Great parks / reserves / lots of green space / outdoor space	17	15	28	17	15
Okay, but need improving	12	11	21	8	11

* multiple responses allowed

NB: no other reason mentioned by more than 8% of all residents

The reasons* residents are dissatisfied / very dissatisfied are ...

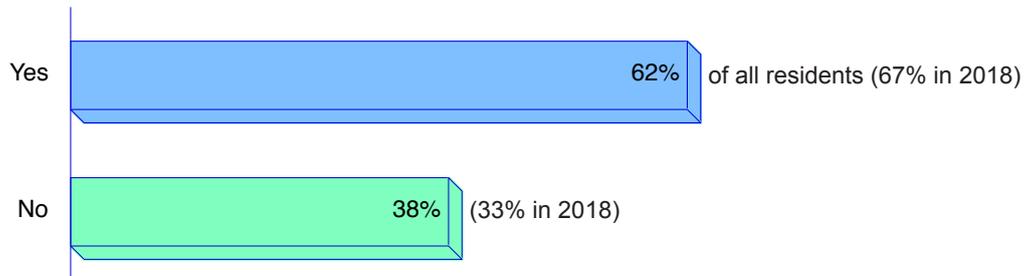
- pools need improvement, mentioned by 2% of all residents,
- playgrounds need improvement, 2%,
- issues with sportsgrounds, 2%.

* multiple responses allowed

B. PUBLIC LIBRARIES

i. Use

In The Last Year, Residents Have Used Or Visited A Public Library In Nelson?



In the last year, 62% of residents have used or visited a public library in Nelson (67% in 2018).

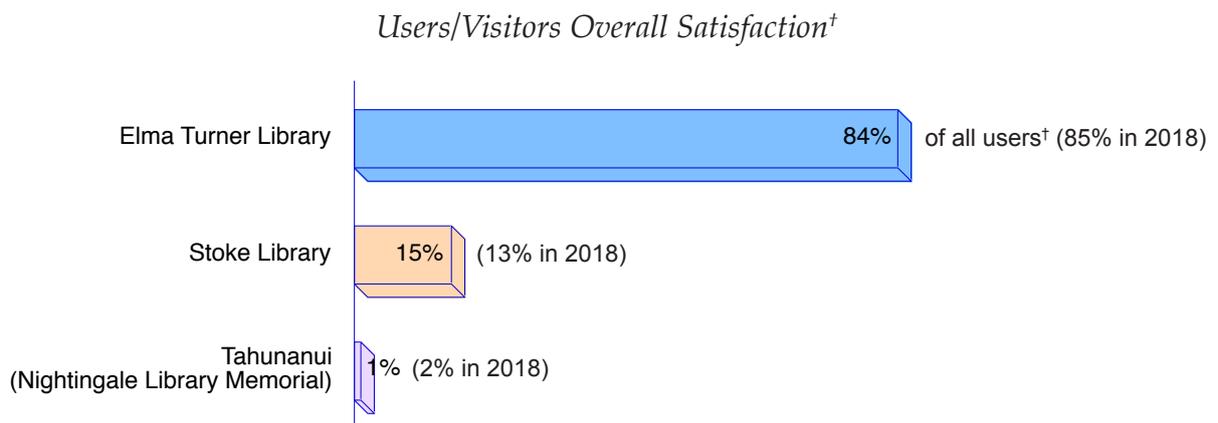
Women are more likely to have used or visited a public library in Nelson, than men.

Use

	Yes %	No %
Total City		
2019	62	38
2018	67	33
2017	72	28
2016	69	31
Area		
Nelson Central	64	36
Nelson North	61	39
Stoke	57	43
Tahunanui	64	36
Gender		
Male	49	51
Female	74	26
Age		
16-39 years	62	38
40-64 years	58	42
65+ years	69	31

% read across, adds to 100%

ii. Main Library Used/Visited



84% of library users/visitors have mainly used/visited the Elma Turner Library, while 15% mainly use/visit the Stoke Library and 1% the Tahunanui Library. These readings are similar to the 2018 results.

Stoke area users[†] are **less** likely to have used the Elma Turner Library, than other area users[†].

Female users[†] are slightly[◇] more likely to have used the Elma Turner library, than male users[†].

[†] the 62% of residents who have used/visited a library in the City in the last year, N=258

[◇] differences are not statistically significant

Main Library Used/Visited

		Elma Turner %	Stoke %	Tahunanui %	Don't know %
Users/Visitors	2019	84	15	1	-
	2018	85	13	2	-
	2017	80	16	3	1
	2016 [†]	81	16	2	2
Area					
	Nelson Central [†]	99	-	-	-
	Nelson North	100	-	-	-
	Stoke	31	69	-	-
	Tahunanui	80	13	7	-
Gender					
	Male	78	21	1	-
	Female [†]	88	11	2	-
Age					
	16-39 years	82	16	2	-
	40-64 years	89	11	-	-
	65+ years [†]	79	19	3	-

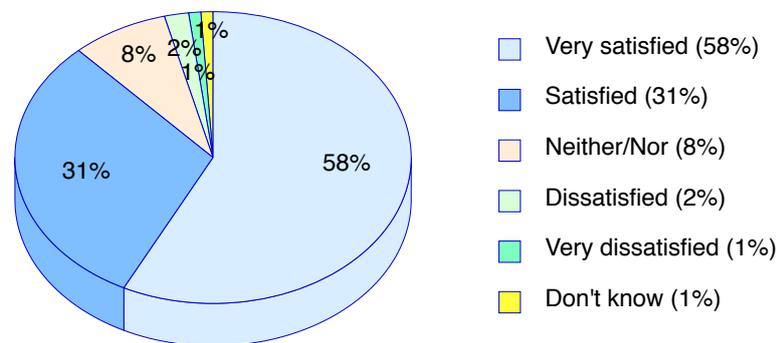
% read across

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

Bases	2019	258 residents
	2018	282 residents
	2017	453 residents
	2016	261 residents

iii. Satisfaction

Users/Visitors Overall Satisfaction



Base = 258

(the 62% of residents who have used or visited a public library in Nelson, in last year)
(does not add to 100% due to rounding)

89% of users[†] are very satisfied/satisfied with public libraries in Nelson, with 58% being very satisfied. 3% are dissatisfied/very dissatisfied and 8% are neither satisfied nor dissatisfied. These readings are similar to the 2018 results.

88% of users[†] who mainly use/visit Elma Turner Library are satisfied, while 94% of Stoke Library users/visitors are satisfied.

There are no notable differences between areas and between demographic groups, in terms of those users[†] who are dissatisfied/very dissatisfied.

[†] the 62% of residents who have used/visited a library in the City in the last year, N=258

Satisfaction With Public Libraries

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither/ Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Users/Visitors	2019 [†]	58	31	89	8	2	1	3	1
	2018 [†]	55	37	92	5	2	1	3	1
	2017	52	42	94	4	1	1	2	-
	2016	64	34	98	1	1	-	1	-
Library Used/Visited									
	Elma Turner (N=217) [†]	58	30	88	9	2	1	3	1
	Stoke (N=38) [†]	56	36	94	6	-	3	3	-
	Tahunanui (N=3*)	67	33	100	-	-	-	-	-
Area									
	Nelson Central [†]	54	30	84	11	2	1	3	1
	Nelson North	73	23	96	4	-	-	-	-
	Stoke	63	33	96	-	-	3	3	1
	Tahunanui	49	38	87	9	4	-	4	-
Gender									
	Male	57	33	90	4	4	-	4	2
	Female	58	30	88	10	-	2	2	-
Age									
	16-39 years	58	32	90	6	-	2	2	2
	40-64 years	55	31	86	10	3	1	4	-
	65+ years [†]	62	29	91	7	2	-	2	1

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

* caution: very small base

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

Bases	2019	258 residents
	2018	282 residents
	2017	453 residents
	2016	261 residents

The main reasons users[†] are very satisfied/satisfied with the public library service are ...

- good range of books/resources,
- friendly staff/helpful,
- good service/do a good job,
- cater well for children,
- lovely space/nice place,
- always get what you want/it has everything/meets my needs.

[†] the 62% of residents who have used/visited a library in the City in the last year, N=258

Summary Table:

Main Reasons* For Being Very Satisfied/Satisfied With Public Library Service

	Users/ Visitors %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Good range of books/resources	36	31	47	39	37
Friendly staff/helpful	34	37	38	34	20
Good service/do a good job	19	17	20	30	11
Cater well for children	12	12	13	14	8
Lovely space/nice place	11	9	16	4	21
Always get what you want/ it has everything/meets my needs	11	14	8	1	12

* multiple responses allowed

The main reasons* users[†] are dissatisfied/very dissatisfied with public libraries are ...

- restricted opening hours, mentioned by 1% of users[†],
- library move, 1%.

* multiple responses allowed

[†] the 62% of residents who have used/visited a library in the City in the last year, N=258



4. SPECIFIC WASTE AND RECYCLING BEHAVIOUR

A. DOES HOUSEHOLD COMPOST FOOD WASTE?

Does Household Compost Food Waste?

		Yes %	No %	Don't know %
Overall				
Total City	2019	60	40	-
	2018	57	43	-
	2017	64	36	-
	2014	67	31	1
	2010	68	32	-
	2009	67	33	-
Area				
	Nelson Central	61	39	-
	Nelson North	74	26	-
	Stoke	45	55	-
	Tahunanui	63	37	-
Gender				
	Male	56	44	-
	Female [†]	63	36	-
Age				
	16-39 years	56	44	-
	40-64 years	62	38	-
	65+ years [†]	63	37	1

% read across

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

In 2019, 60% of residents say their household currently composts their food waste (57% in 2018), while 40% do not (43% in 2018).

Stoke area residents are **less** likely to compost food waste, than other area residents. Women are **slightly**[◇] **more** likely to compost food waste, than men.

[◇] differences are not statistically significant

B. DOES HOUSEHOLD COMPOST GARDEN WASTE?

Does Household Compost Garden Waste?

	Yes %	No %	Don't know %
Overall			
Total City 2019	61	38	1
2018 [†]	62	37	-
2017	67	31	2
2014	73	27	-
2010	74	26	-
2009	72	27	1
Area			
Nelson Central	61	38	1
Nelson North	71	26	3
Stoke	50	50	-
Tahunanui [†]	65	35	1
Gender			
Male [†]	58	40	1
Female	63	36	1
Age			
16-39 years	56	41	3
40-64 years	64	36	-
65+ years	62	37	1

% read across

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

61% of residents say that their household composts their garden waste, while 38% do not. These readings are similar to the 2018 results.

There are no notable differences between areas and demographic groups, in terms of those residents who compost garden waste. However, Stoke area residents are **slightly[◇] less** likely to compost garden waste, than other area residents.

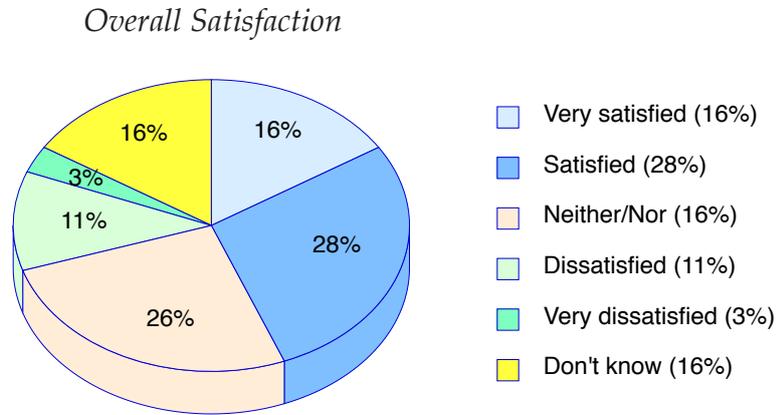
In total, 51% of households compost both their food waste **and** their garden waste (48% in 2018).

[◇] differences are not statistically significant



5. CONSULTATION

A. SATISFACTION WITH OPPORTUNITIES



44% of residents are satisfied with the opportunities that are available to them, including community meetings, social media, Our Nelson newsletter, public submissions and direct engagement, to provide Council with feedback to inform its decisions making, while 14% are dissatisfied/very dissatisfied. 26% are neither dissatisfied nor satisfied and 16% are unable to comment.

There are no notable differences between areas and between demographic groups, in terms of those residents who are dissatisfied/very dissatisfied.

Satisfaction With Opportunities

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither/ Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall									
Total City	2019*	16	28	44	26	11	3	14	16
	2018	6	30	36	34	14	3	17	13
	2017	9	33	42	34	13	4	17	7
	2016	10	27	37	41	11	4	15	7
	2014 [†]	16	37	53	32	7	3	10	4
	2012	18	43	61	25	5	1	6	8
	2011 [†]	11	41	52	27	10	5	15	7
Area									
Nelson Central		15	24	39	30	12	5	17	14
Nelson North [†]		18	37	55	28	8	3	11	7
Stoke		8	31	39	23	8	2	10	28
Tahunanui		24	32	56	15	12	-	12	17
Gender									
Male [†]		15	24	39	28	10	6	16	16
Female		16	32	48	24	11	1	12	16
Age									
16-39 years		16	21	37	20	10	5	15	28
40-64 years [†]		17	29	46	30	11	2	13	10
65+ years		10	39	49	28	10	2	12	11

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

* question asked prior to 2018 was "how satisfied or dissatisfied are you with the opportunities that are available for you to provide feedback and take part in Council's decision making in your community"

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

The main reasons residents are very satisfied/satisfied with the opportunities to provide feedback are ...

- available/aware of it,
- adequate/enough/satisfied/okay/happy,
- lots/plenty of opportunities,
- get the weekly newsletter/mail out,
- they provide good information/well communicated/advertised.

Summary Table: Main Reasons* For Being Very Satisfied/Satisfied With Opportunities To Provide Feedback

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Available/aware of it	10	8	12	11	10
Adequate/enough/satisfied/okay/happy	6	4	9	9	8
Lots/plenty of opportunities	6	5	12	1	11
Get the weekly newsletter/mail out	6	4	11	8	5
They provide good information/ well communicated/advertised	6	5	5	4	11

* multiple responses allowed

The main reasons* residents are dissatisfied/very dissatisfied with the opportunities to provide feedback are ...

- not aware of any opportunities/don't see or hear anything,
- poor performance of Council,
- lack of consultation/decisions made without consultation/hear about it afterwards,
- lack of information,
- don't listen to us/do what they want.

Summary Table:

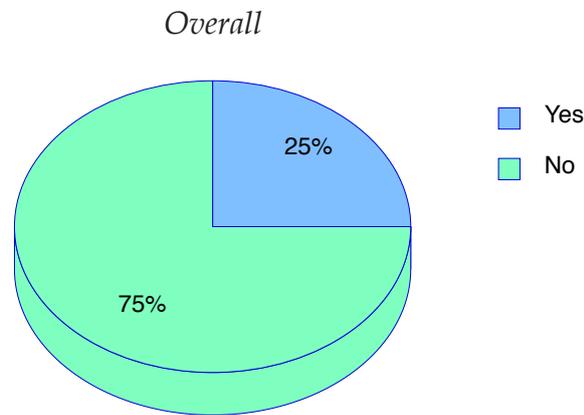
Main Reasons* For Being Dissatisfied/Very Dissatisfied With Opportunities

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Not aware of any opportunities/ don't see or hear anything	4	4	-	2	10
Poor performance of Council	3	5	1	-	2
Lack of consultation/decisions made without consultation/hear about it afterwards	2	3	3	2	-
Lack of information	2	3	3	3	-
Don't listen to us/do what they want	2	1	5	-	2

* multiple responses allowed

B. ALTERNATIVE METHODS TO PROVIDE FEEDBACK?

Are there any alternative options that would enable residents to provide feedback to Council?



25% of residents say there are alternative options that would enable residents to provide feedback to Council.

There are no notable differences between areas and between demographic groups, in terms of those residents who said 'Yes'. However, Stoke area residents are **slightly**[◇] **less** likely to suggest alternative options, than other area residents.

[◇] differences are not statistically significant

Are There Any Alternative Options That Would Enable Residents To Provide Feedback?

	Yes %	No %
Overall		
Total City 2019	25	75
Area		
Nelson Central	28	72
Nelson North	27	73
Stoke	15	85
Tahunanui	29	71
Gender		
Male	22	78
Female	28	72
Age		
16-39 years	30	70
40-64 years	21	79
65+ years	28	72

% read across, adds to 100%

The main alternative options mentioned are ...

- social media, mentioned by 13% of residents[†],
- internet/online/website, 13%,
- personal contact/face-to-face, 12%,
- email, 10%,
- meetings/open meeting/local meeting, 10%.

[†] the 25% of residents who said there were alternative methods

* * * * *

E. APPENDIX

Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Area	Nelson Central	200	203
	Nelson North	60	58
	Stoke	81	78
	Tahunanui	61	62
Gender	Male	198	190
	Female	204	212
Age	16 - 39 years	80	132
	40 - 64 years	126	182
	65+ years	196	88

* Interviews are intentionally conducted to give a relatively robust sample base within each area. Post-stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also refer to pages 2 to 5.

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