

2011 Council Survey of Residents

Activities, Facilities, Transport, Communication and Consultation

Report 1129698

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Results

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Introduction, Objectives and Methodology

- Every year the Nelson City Council commissions a residents survey to seek feedback on their services and facilities as well as other information to assist them with planning, management and accountability. This year a comprehensive survey covered the significant Activity Areas for Council and measured the level of satisfaction with Council performance in these specific areas. The survey also covered resident satisfaction with selected facilities, transport, communication and consultation, and Council's overall performance.
- This information helps in the preparation of long term and annual plans, policies and asset management plans and provides feedback for annual reports.
- The information from the study will be used by Nelson City Council for future planning across a number of service areas.
- The primary objectives of this survey were to:
 - Identify the level of satisfaction in each of the key Council Activities, Selected Facilities and Transport.
 - Determine the levels of satisfaction with Council Communication, Consultation and Overall Performance.
- The study consisted of 400 telephone interviews with residents in the Nelson City Council area.
 - The overall results have a margin of error of +/-4.90% at a 95% confidence level.
- Quotas were enforced according to age and gender, to ensure that a proportionate representative sample of Nelson City's population was obtained. The data was re-weighted to account for slight variances in the achieved quotas.
- Interviewing took place between Wednesday May 11th and Tuesday May 31st 2011.

Conclusions

- The Council **activities** which Nelson residents are most satisfied with are Parks and Open Spaces, Community Facilities, Recreation and Leisure and Water Supply. For each of these areas, at least seven in every ten residents are either *Very satisfied* or *Satisfied*, and as there is clear ‘daylight’ between this group of activities and the other aspects which were examined, these are seen to be the best performing areas.
- Although just under one-half of residents did not express dissatisfaction with any of the activities examined, one area does stand out from the rest in terms of attracting high levels of dissatisfaction – Transport. When examined in more detail, it is Public Transport that is seen to be the source of most dissatisfaction – in particular *Frequency*.
- In terms of specific **facilities** examined, satisfaction is highest for Public Libraries, whilst Swimming Pools attract negligible dissatisfaction.
- However Public Toilets (*Number* and *Quality*) register lower levels of satisfaction as well as noticeably higher dissatisfaction indicating a possible area of focus.

Maintenance

- Parks and Open Spaces, Community Facilities, Recreation and Leisure, Water Supply, Public Libraries, Swimming Pools.

Improvement

- Public Transport, Public Toilets.

Summary (I)

Satisfaction with Council Activities:

- Satisfaction is highest for Parks and Open Spaces (83%) and Community Facilities (73%), both of which have recorded large increases in satisfaction (8 percentage points and 11 percentage points respectively) since the 2010 survey.
- Regulatory Compliance (30%), Transport (39%) and Social Development (28%) recorded the lowest satisfaction ratings.
- The proportion of respondents *Satisfied* or *Very satisfied* with Transport has significantly increased (17 percentage points) since the 2010 survey. Transport however remains the area that respondents are most dissatisfied about (27%), although levels of dissatisfaction are decreasing.
- Dissatisfaction with the Public Transport (bus) network is the main reason stated for dissatisfaction with Transport services in Nelson.
- The *Length of time* and the *Cost of obtaining consents* are the main reasons given for dissatisfaction with Regulatory Compliance. The *Cost of water* and *Taste* are the main reasons given for dissatisfaction with water. The *Smell from the Nelson North Sewage Ponds* is an issue stated by those dissatisfied with Wastewater.
- Recycling is perceived as *Difficult* and *Expensive* by those who are dissatisfied with Solid Waste Management.
- *Lack of promotion of the Nelson region* is the main reason stated for dissatisfaction with Economic and Tourism Support.
- Respondents identified a variety of reasons for their dissatisfaction with other Council Activities.

Summary (II)

Council Facilities:

- The majority of respondents (85%) are *Satisfied* with the Public Library Service and Swimming Pools. Satisfaction is low for the *Number of Public Toilets* (18%) and the *Quality of Public Toilets* (17%) in Nelson.
- More than four out of every five respondents (85%) stated they were either *Very satisfied* or *Satisfied* with the Public Library service.
- More than one-half of respondents (57%) are *Satisfied* with Swimming Pools. The main reasons for dissatisfaction amongst respondents is due to the Swimming Pools being in need of an *Upgrade* and the *Cost*.
- Slightly more than one-third of respondents (35%) are *Satisfied* with the Quality of Public Toilets. The reasons for dissatisfaction were mainly because they are *Unclean* and *Lacking in Maintenance*.
- Just under one-fifth (18%) of respondents were dissatisfied with the Number of Public Toilets in Nelson.

Transport:

- Driving a private vehicle remains the *main* mode of Transport when travelling to work (67%).
- Satisfaction is highest in regard to Off-road cycle ways (70%) and Walkways linking roads or suburbs (65%). Large proportions of respondents expressed dissatisfaction with Public Transport (27%) and moderate proportions stated dissatisfaction with Roads / Streets (15%).
- Public Transport, Roads / Streets and Footpaths have recorded *decreases* in dissatisfaction from 2010 by 14, 3 and 5 percentage points respectively.
- The proportion of respondents stating it is *Harder to park* in the Central City increased slightly for the first time since the question was first asked in 2006 by 5 percentage points from 2010, although it is still a smaller proportion than in 2009 and 2006.
- Almost half of respondents (45%) cycle in Nelson. Almost three-quarters (74%) of these respondents stated they are *Satisfied* with the experience of *Cycling on roads* or *Cycle ways* in Nelson. This represents a slight increase from the 2010 results by 11 percentage points.
- Respondents dissatisfied with the *Cycling experience* in Nelson were mainly concerned about Safety Issues with *Motorists also using the road*.
- Satisfaction with the Safety for Motorists, Pedestrians and Cyclists in Nelson are similar to the 2010 results with recordings of (1 percentage point increase, 1 percentage point decrease, and no change, respectively)

Summary (III)

Communication and Consultation:

- Slightly more than one-half of respondents (52%) are *Very satisfied* or *Satisfied* with opportunities to take part in Decision-making. The *main* reason given for dissatisfaction is that *The Council doesn't listen* (24%).
- Almost two in every five respondents (39%) would *prefer* to provide Feedback to Council *via* the internet. Additionally, 19% of respondents would like to have *maximum participation in Council decisions*.
- Almost seven in every ten respondents (69%) stated the amount of Information provided by the Council is *enough / about right*. More than a third (37%) *Disagree* or *Strongly disagree* that their *Views and Opinions* can *Influence* the Decisions of the Council.
- Live Nelson was the main source of Council Information for almost half of respondents (47%). The Council website (36%), Live Nelson (52%) and Community newspapers (45%) were the most *trusted* Sources of Information.
- More than two-thirds of respondents (67%) are *regular readers* of Live Nelson. Almost a quarter of those (11%) who don't currently read it stated that *nothing* would persuade them to read it more often (23%).
- Almost three-quarters of respondents (74%) stated that Live Nelson was *Useful* or *Very useful* in keeping them informed about Council News and Activities.
- Half of respondents had *never* visited the Council website (50%). Of those who had visited the site, 80% of respondents found it *Useful* or *Very useful*.
- More than half of the respondents (58%) who had visited the Council website were *aware* they could use the website to pay rates or water bills, but only 15% of respondents had used it for this purpose.
- More than three-quarters of respondents (76%) who had visited the Council website were *aware* they could use the website to pay their consent account, but those of the respondents who had used it for this purpose was minimal (2%).
- 70% of respondents who had visited the Council website were *not aware* they could use the website to *read the latest issue* of Live Nelson - and less than one in ten (9%) had used it for this purpose.
- Half of respondents (50%) who had visited the Council website were *aware* they could use the website to *View the Resource Management Plan* and slightly more than one-quarter of respondents (26%) had used it for this purpose.

Summary (IV)

Overall Performance:

- Slightly more than one-half of respondents (51%) are *Satisfied* with the Council's Overall Performance. This outlines an increase over the results of 2010 by 6 percentage points.
- The Council are doing a Good job / Running things well (27%) and that Council Staff are Good / and helpful (25%) are the main reasons for *satisfaction* amongst respondents.
- Issues with *Monetary Mismanagement* (25%) and *Lack of Communication* with the public (20%) are the main reasons for dissatisfaction with the Council's Overall Performance.
- Almost one-quarter of respondents (22%) thought the Council were doing a *better* job of running things compared with last year.

Value for Money:

- 43% of respondents *Agreed* or *Strongly agreed* that Nelson City Council Services and Facilities are good Value for Money. This indicates an increase over the results of 2010 by 7 percentage points.
- The Council are doing a Good job and providing Good Facilities are the main reasons for *satisfaction* with the Value for Money offered by the Council.
- Disagreement with how the Council *spends Money* as well as *expensive rates (water etc.)* are the main reasons for dissatisfaction with the Value for Money offered by Council.



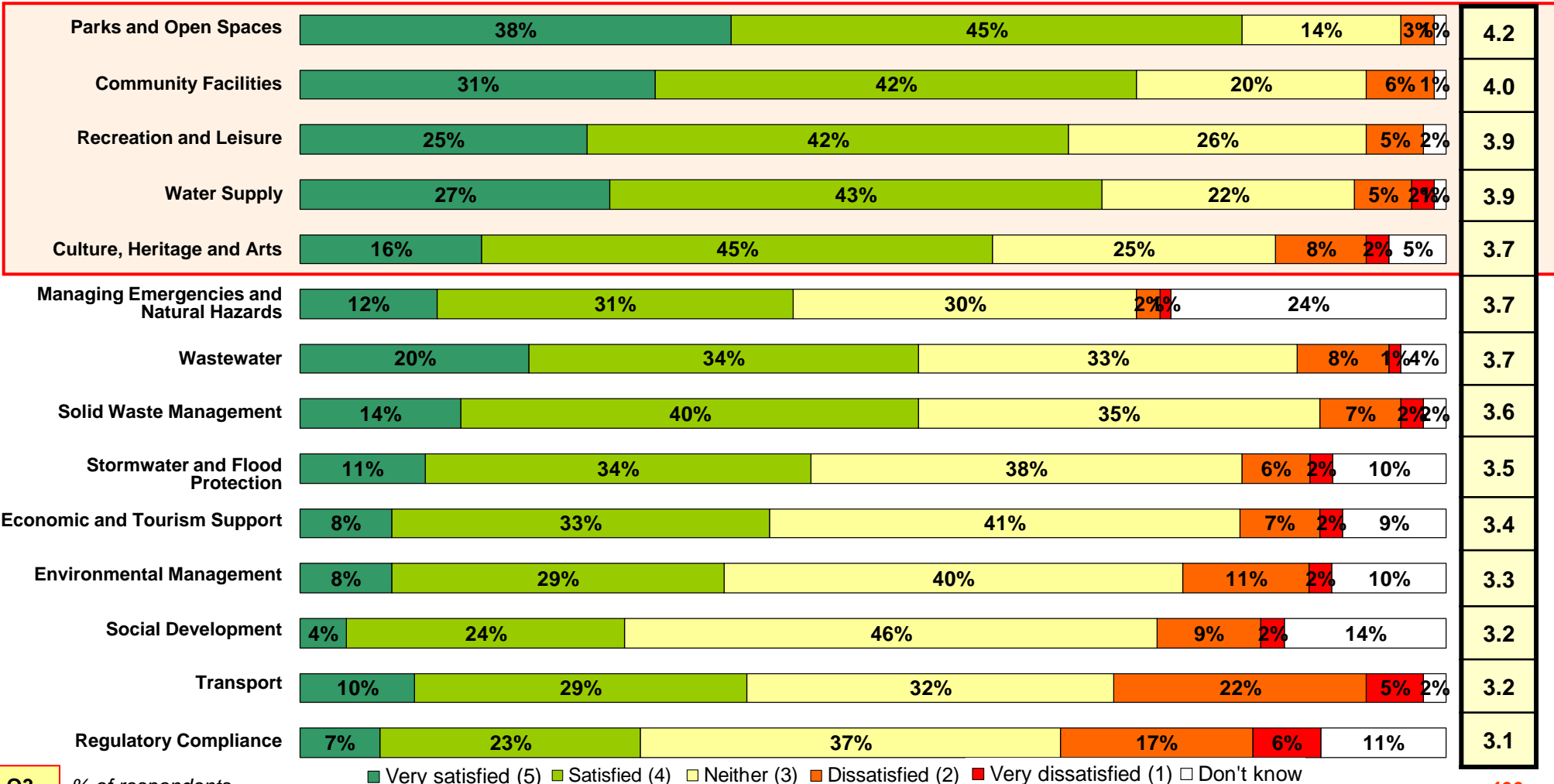
1. Satisfaction with Council Activities



In order of mean rating

Satisfaction

Mean Rating
(Max. 5)



Satisfaction is highest for Parks and Open Spaces (83%), Community Facilities (73%) and Recreation and Leisure (67%) .



Dashboard

	Satisfaction Rank <i>(based on mean rating)</i>	Satisfaction % <i>(% rating 4-5)</i>
Parks and Open Spaces	1st	82%
Community Facilities	2nd	73%
Recreation and Leisure	3rd	68%
Water Supply	4th	70%
Culture, Heritage and Arts	5th	61%
Managing Emergencies and Natural Hazards	6th	43%
Wastewater	7th	54%
Solid Waste Management	8th	54%
Stormwater and Flood Protection	9th	45%
Economic and Tourism Support	10th	41%
Environmental Management	11th	37%
Social Development	12th	28%
Transport	13th	40%
Regulatory Compliance	14th	30%

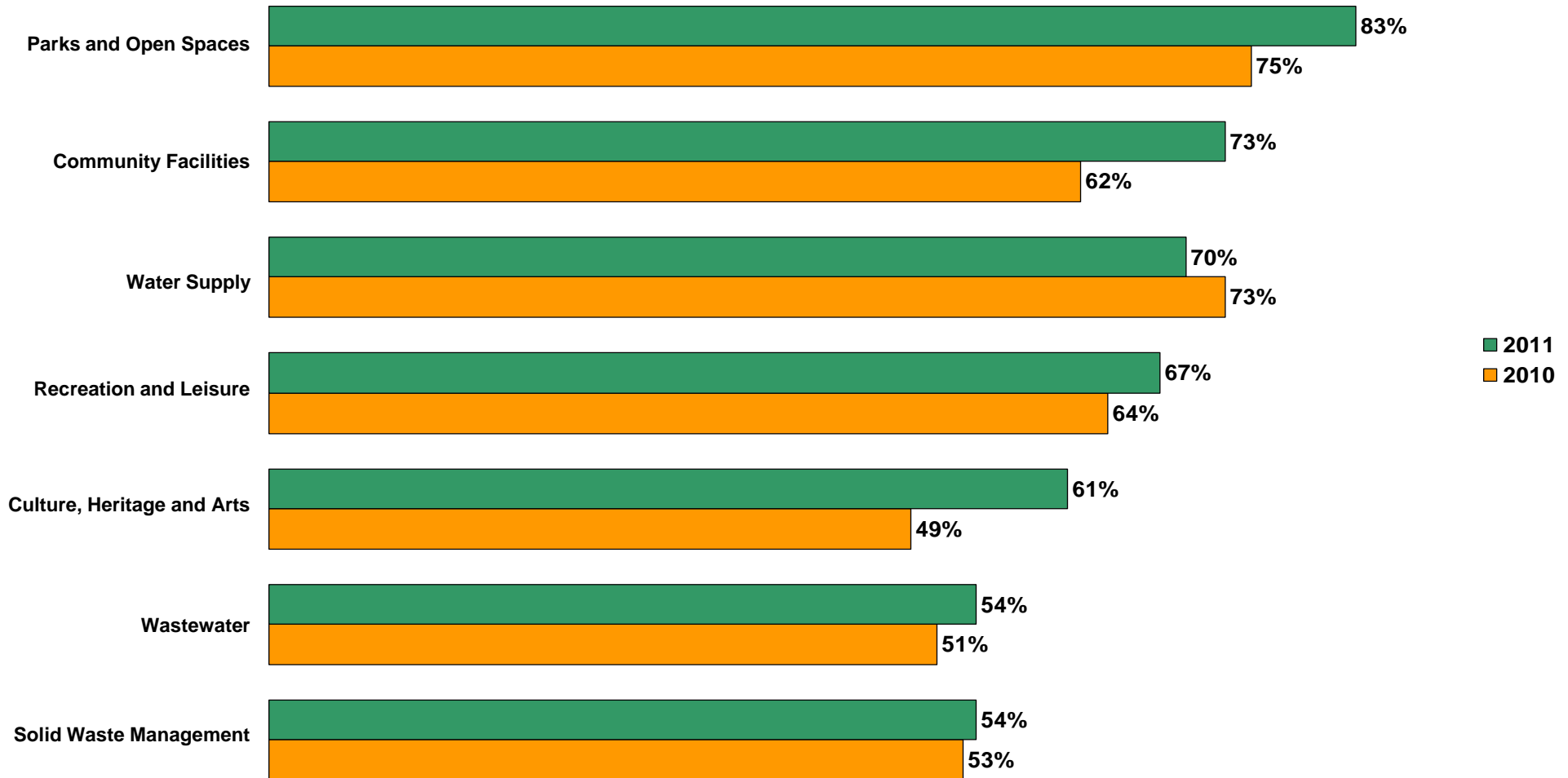
Q3 % of respondents

n=400



Satisfaction

Proportion Satisfied or Very satisfied (I)



Q3 % of respondents

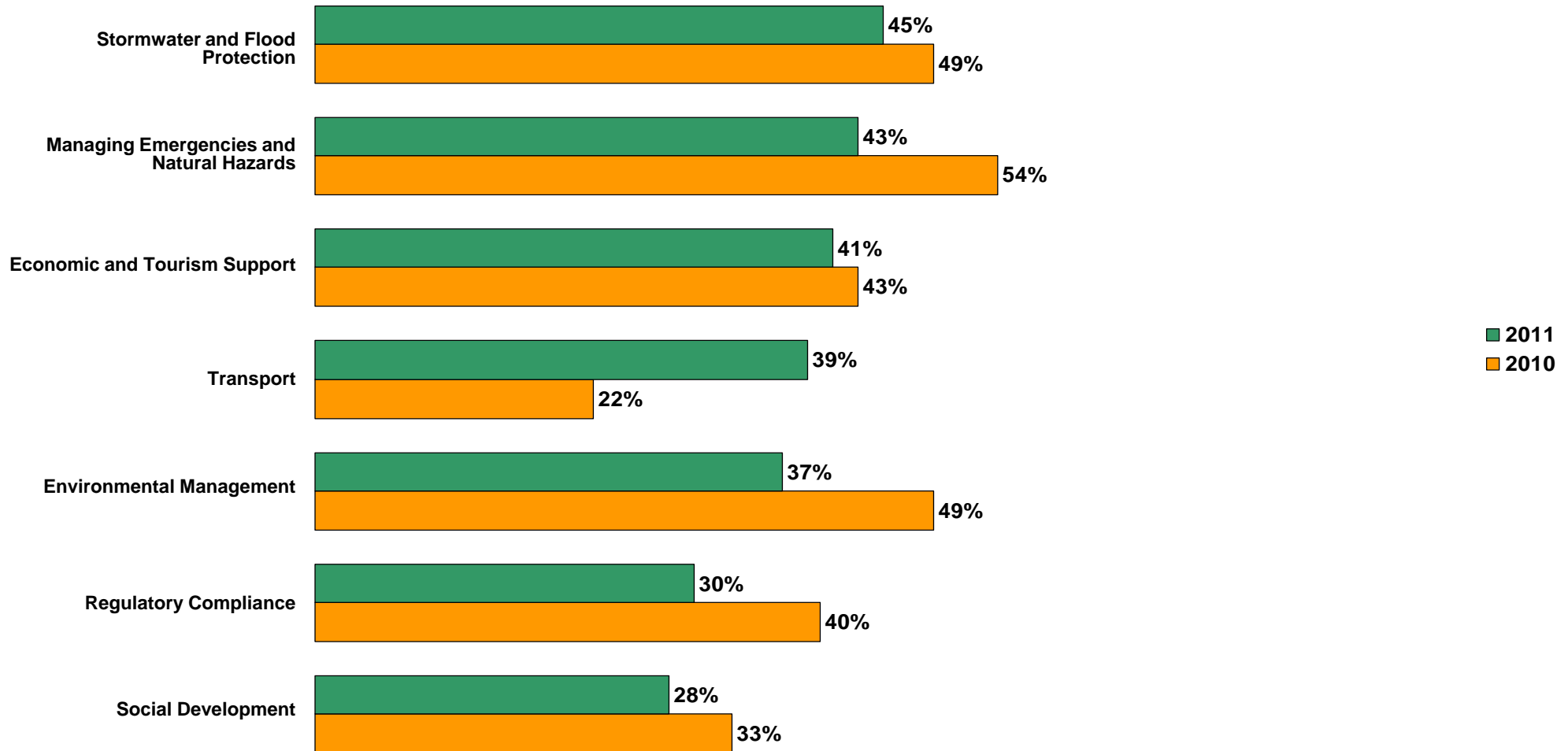
n=400

Satisfaction with Parks and open spaces and Community facilities have increased since 2010 by 8 percentage points.



Satisfaction

Proportion Satisfied or Very satisfied (II)



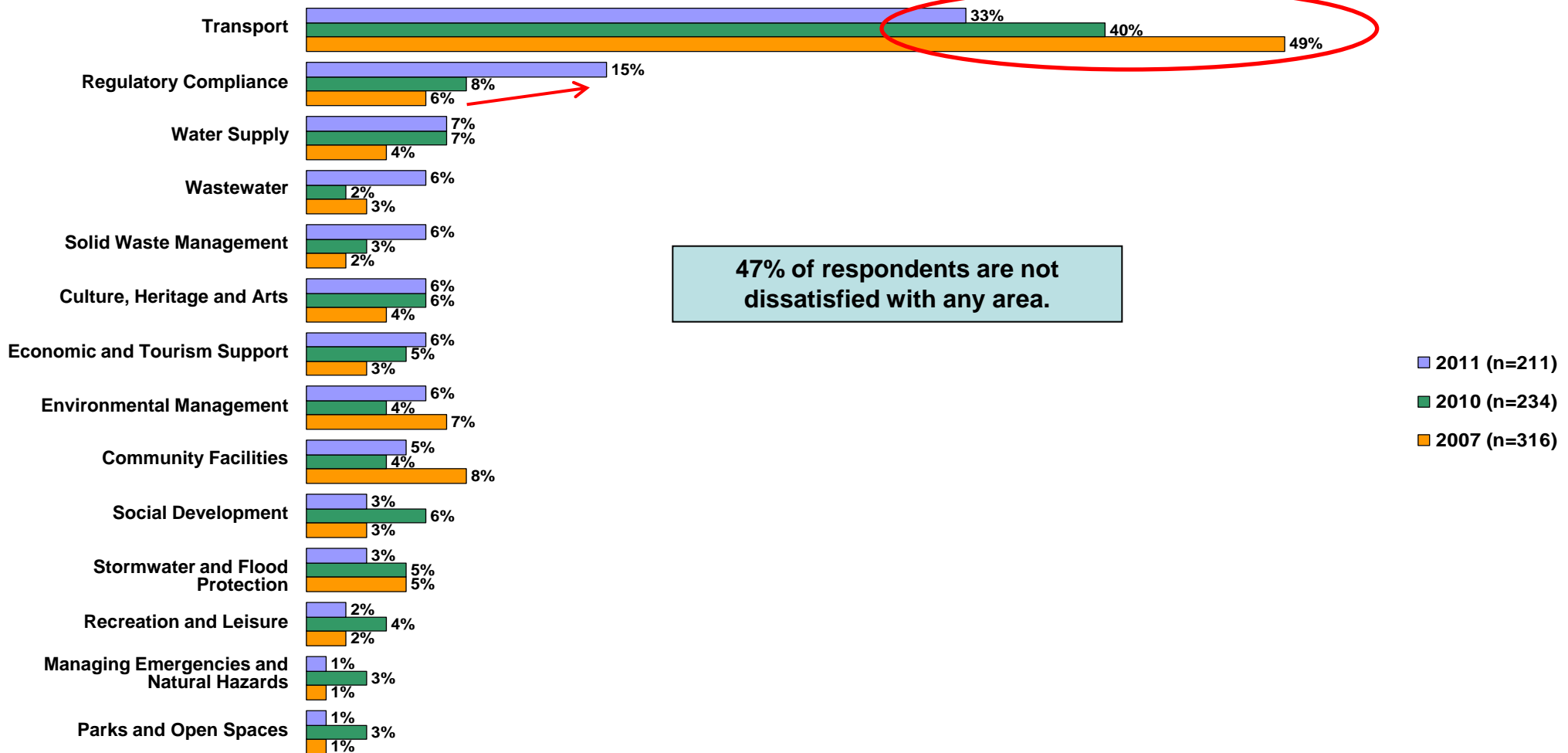
Q3 % of respondents

n=400

The proportion of respondents satisfied with *Transport* has significantly increased by 17 percentage points since the 2010 survey.



Areas Most Dissatisfied About



Q4 % of respondents

n=211

Transport remains the area respondents are most dissatisfied about (33%), although levels of dissatisfaction are decreasing.

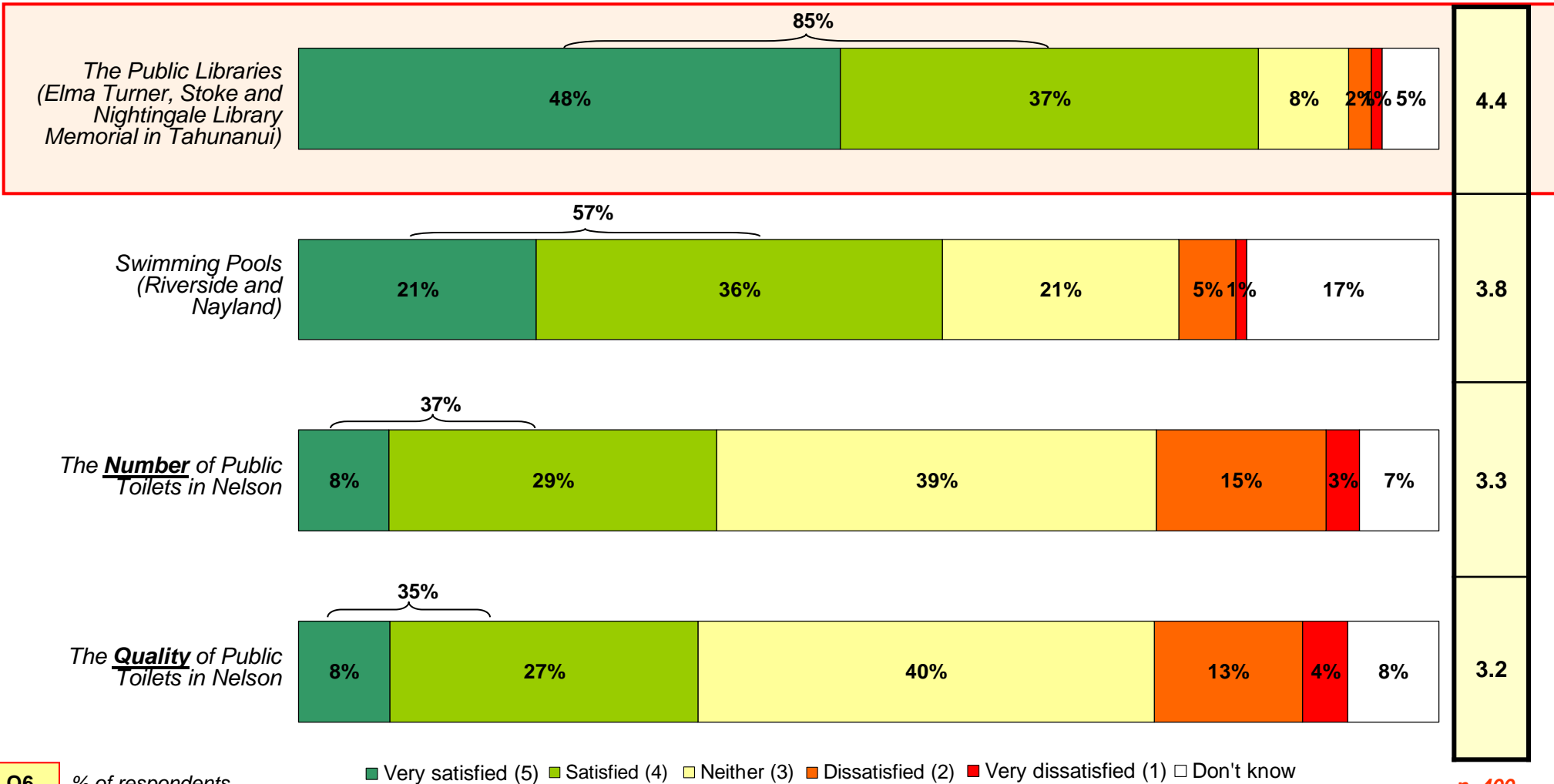


2. Council Facilities



Satisfaction with Council Facilities (I)

Mean Rating
(Max. 5)



The majority of respondents (85%) are *Satisfied* with the Public Library Service. Satisfaction is *low* for the Number of Public Toilets (18%) and Quality of Public Toilets (17%) in Nelson.



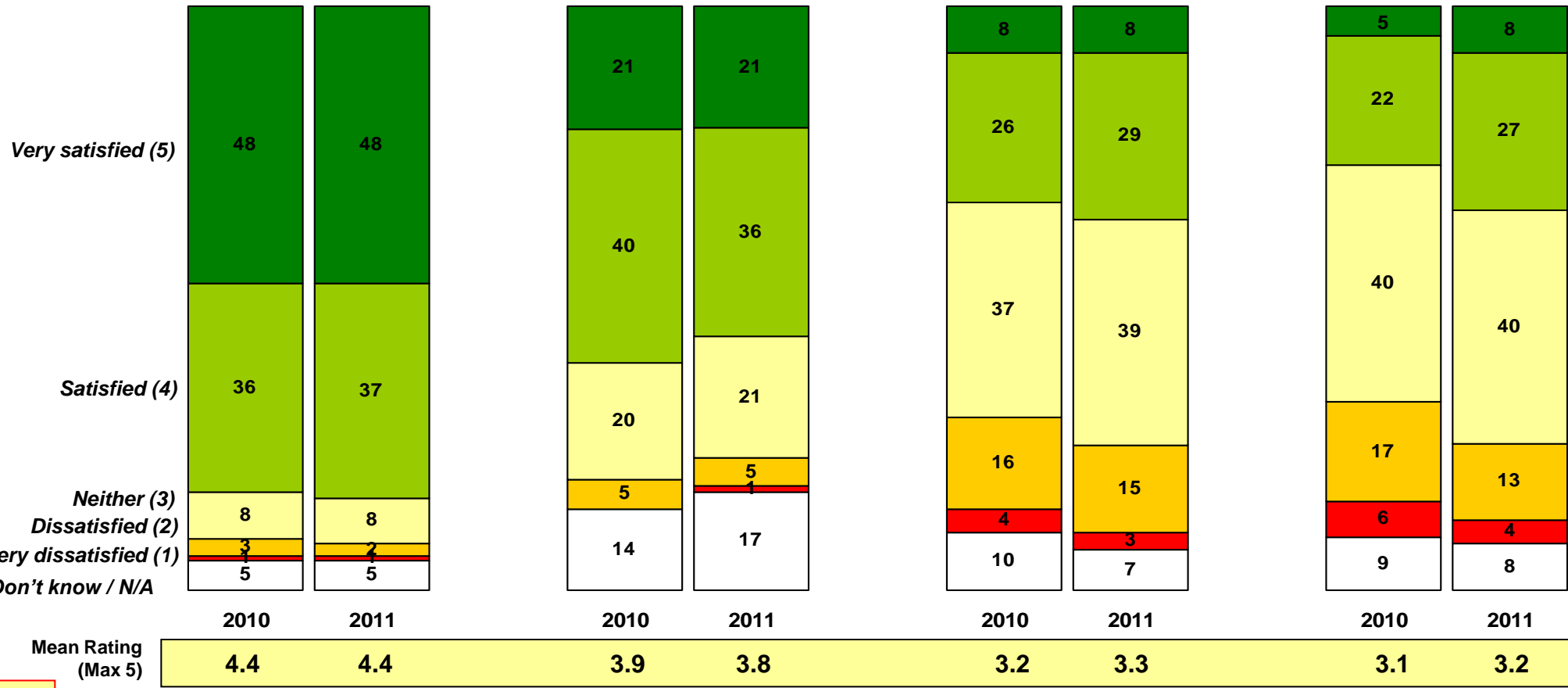
Satisfaction with Council Facilities (II)

The Public Libraries (Elma Turner, Stoke and Nightingale Library Memorial in Tahunanui)

Swimming Pools (Riverside and Nayland)

The **Number** of Public Toilets in Nelson

The **Quality** of Public Toilets in Nelson



Q6

% of respondents

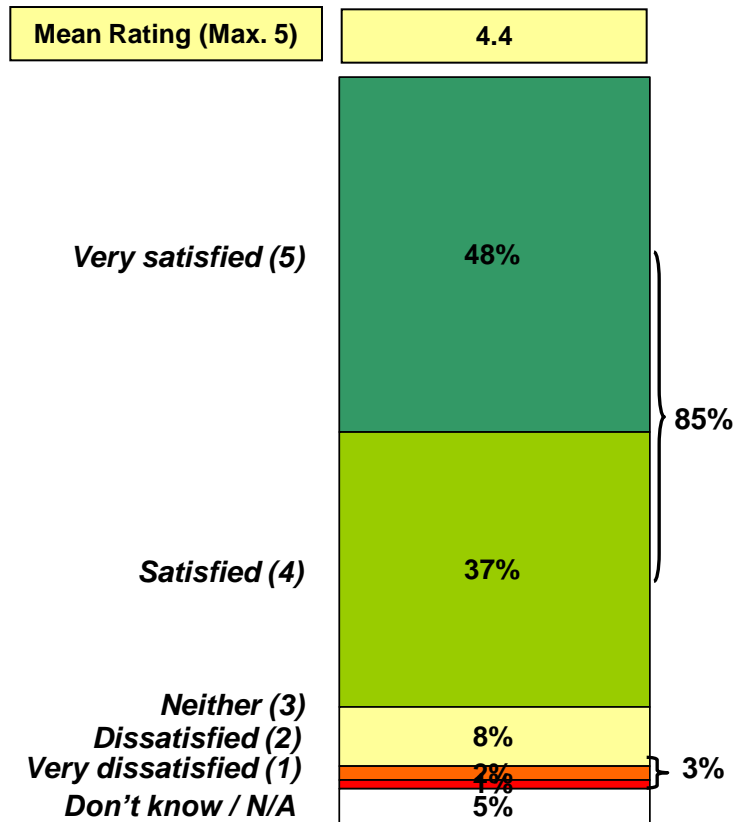
n=400

There were minor changes in satisfaction levels with Council facilities from 2010 to 2011 by negative 1 and negative 4 percentage points, and an increase of 5 and 5 percentage points respectively.



The Public Library Service

How satisfied are you with the libraries (Elma Turner, Stoke and Nightingale Library Memorial in Tahunanui)?



Q6A % of respondents

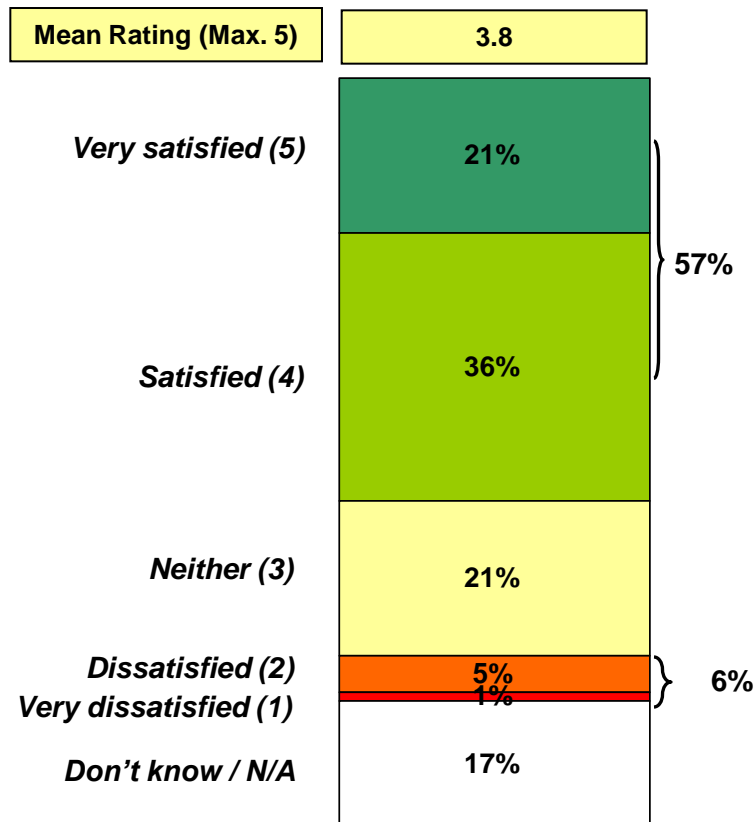
n=400

More than four out of every five respondents (85%) stated they were either *Very satisfied* or *Satisfied* with the Public Library service.



Swimming Pools

How satisfied are you with Swimming Pools
(Riverside and Nayland)?



Q6B % of respondents

n=400

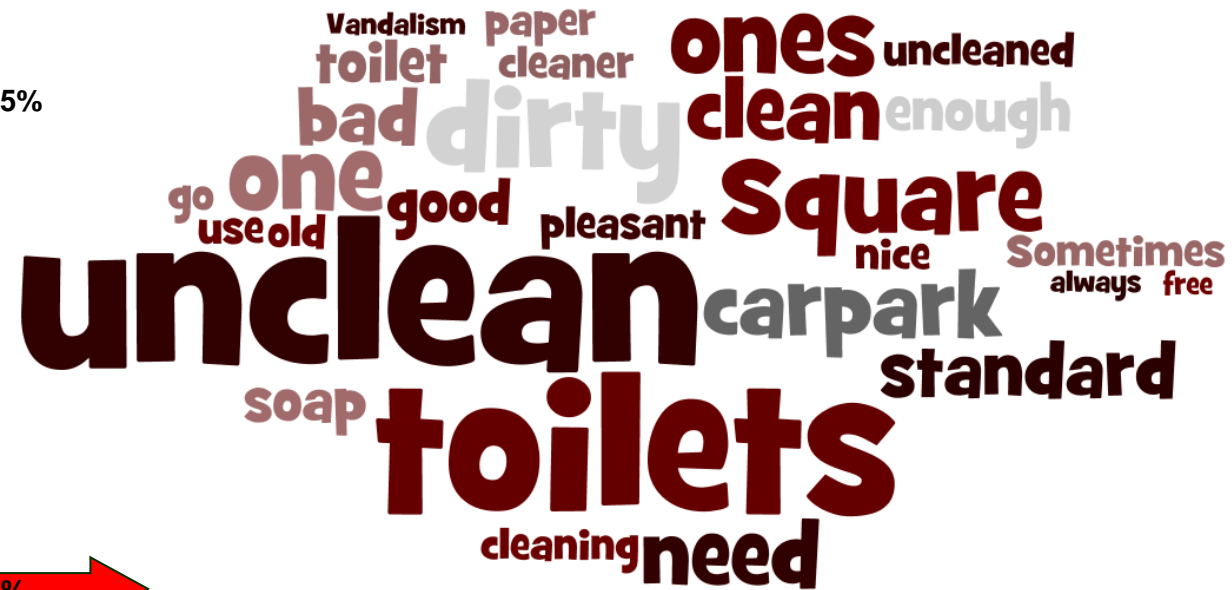
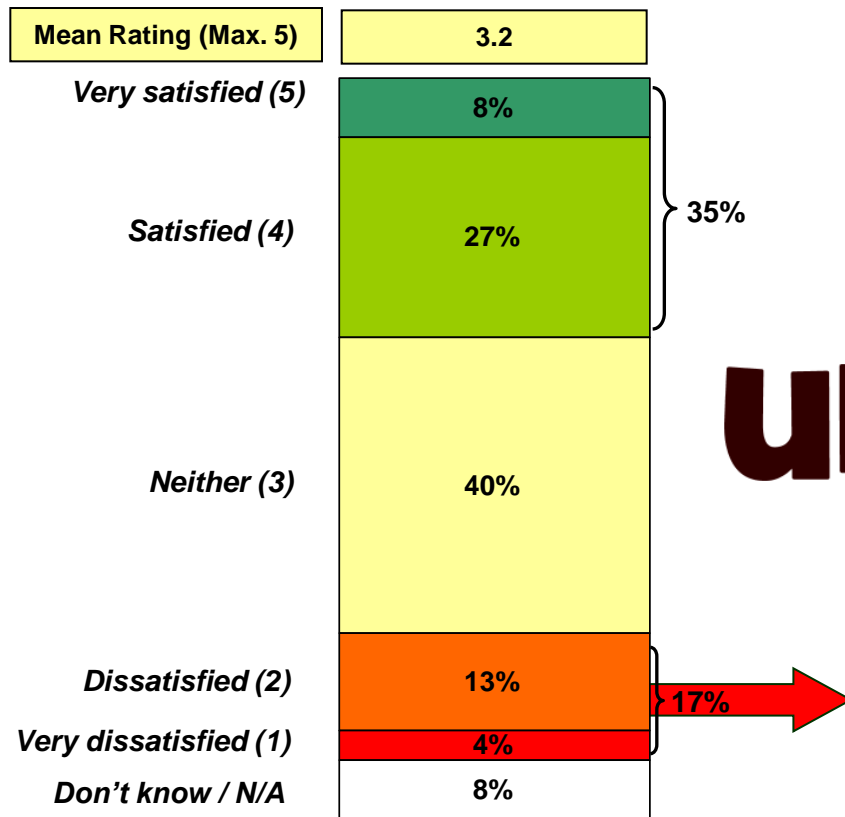
More than half of respondents (57%) are *Satisfied* with Swimming Pools. The main reasons for dissatisfaction amongst respondents is due to the Pools being in need of an *Upgrade* and the *Cost*.



The Quality of Public Toilets

How satisfied are you with the Quality of Public Toilets in Nelson?

Reasons for Dissatisfaction:



Q6C % of respondents

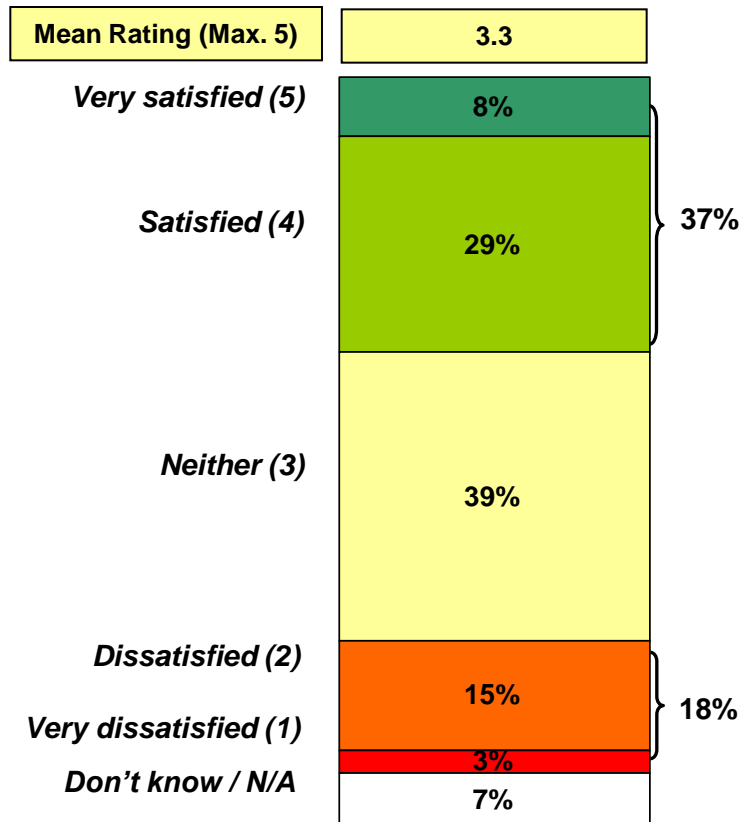
n=400

Slightly more than one-third of respondents (35%) are *Satisfied* with the Quality of Public Toilets. The reasons for dissatisfaction were mainly because they are *Unclean* and *Lacking in Maintenance*.



The Number of Public Toilets

How satisfied are you with the Number of Public Toilets in Nelson?



Q6D % of respondents

n=400

Just under one-fifth of respondents (18%) are *Dissatisfied* with the Number of Public Toilets in Nelson.

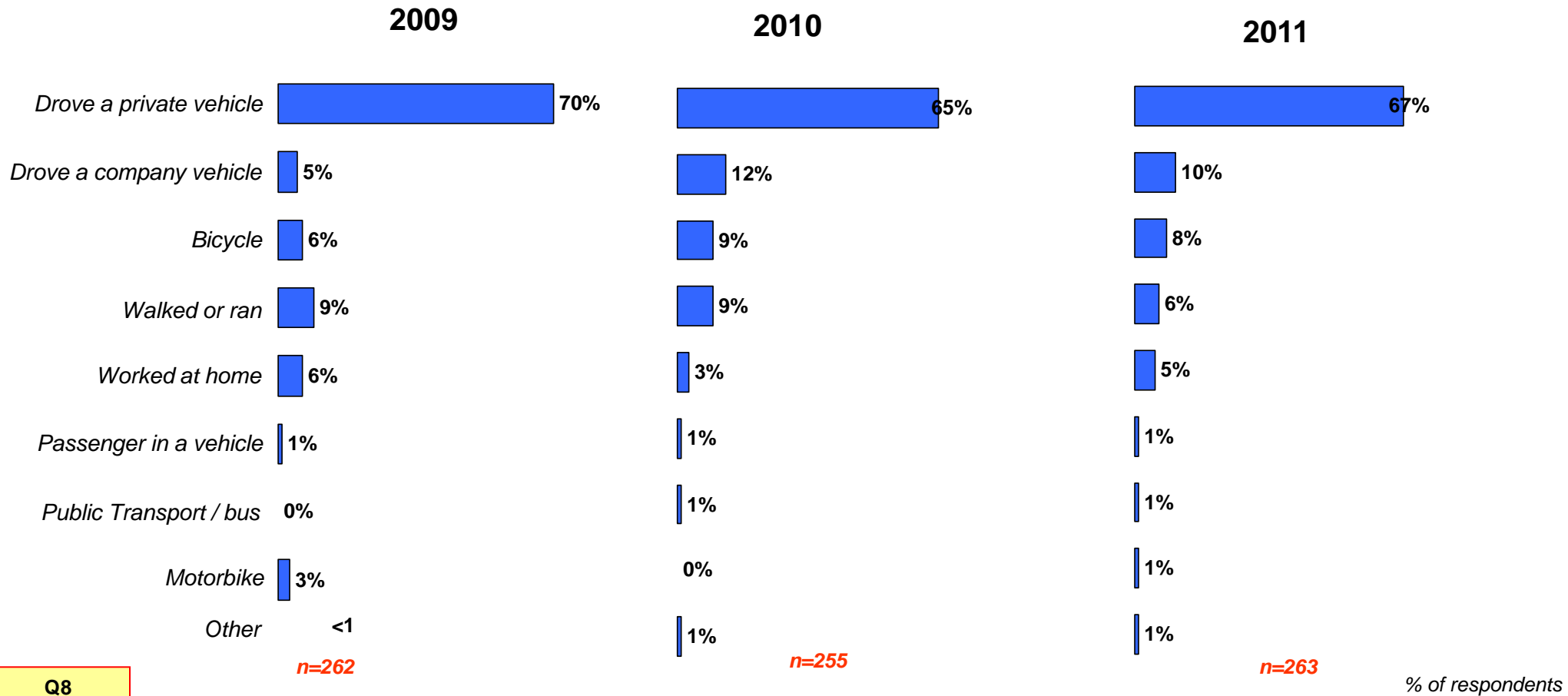
3. Transport





Travel to Work (I)

On your most recent trip to work, what was the one main way you travelled to work?

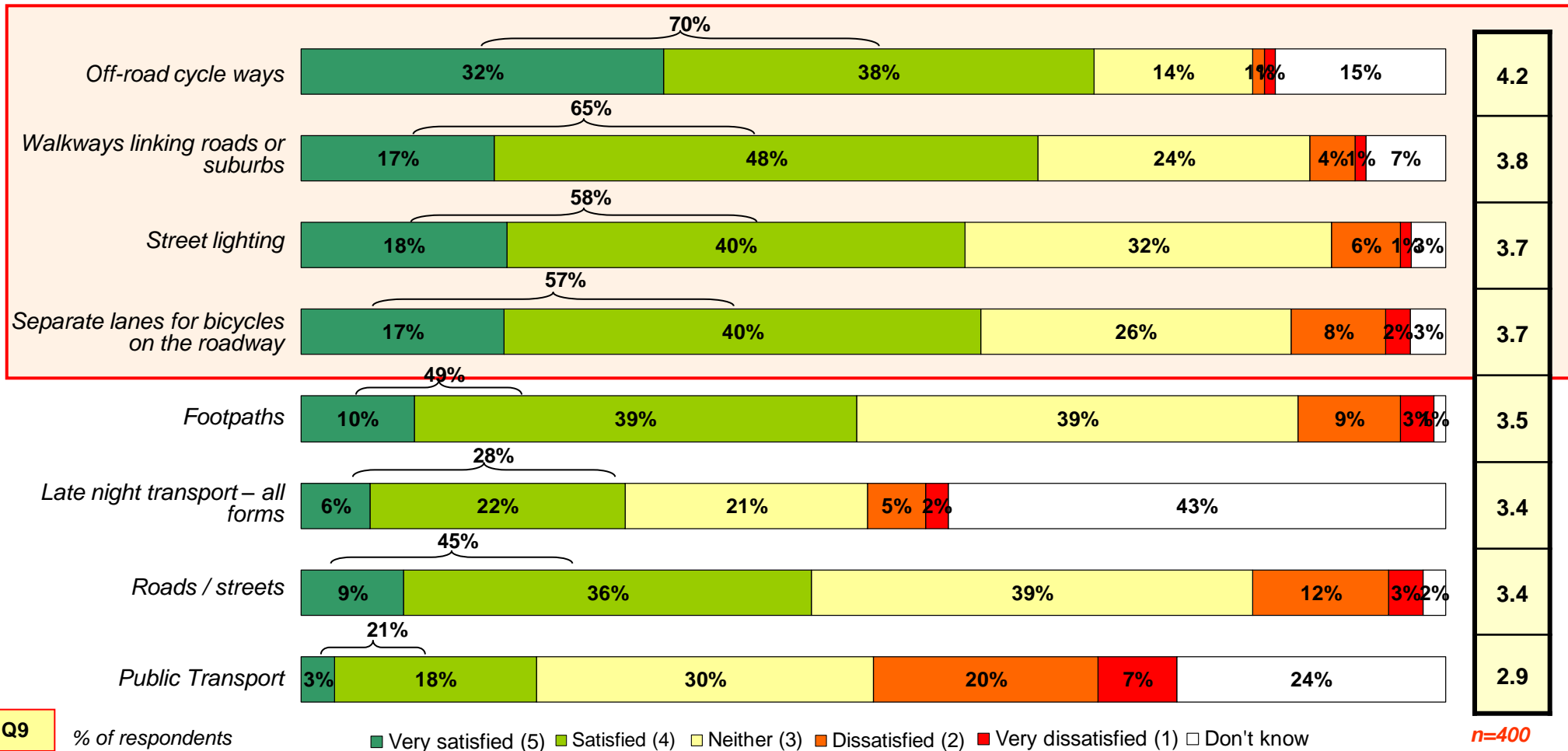


Driving a private vehicle (67%) remains the *main* mode of *Transport* when travelling to work.



Satisfaction with the Transport Network

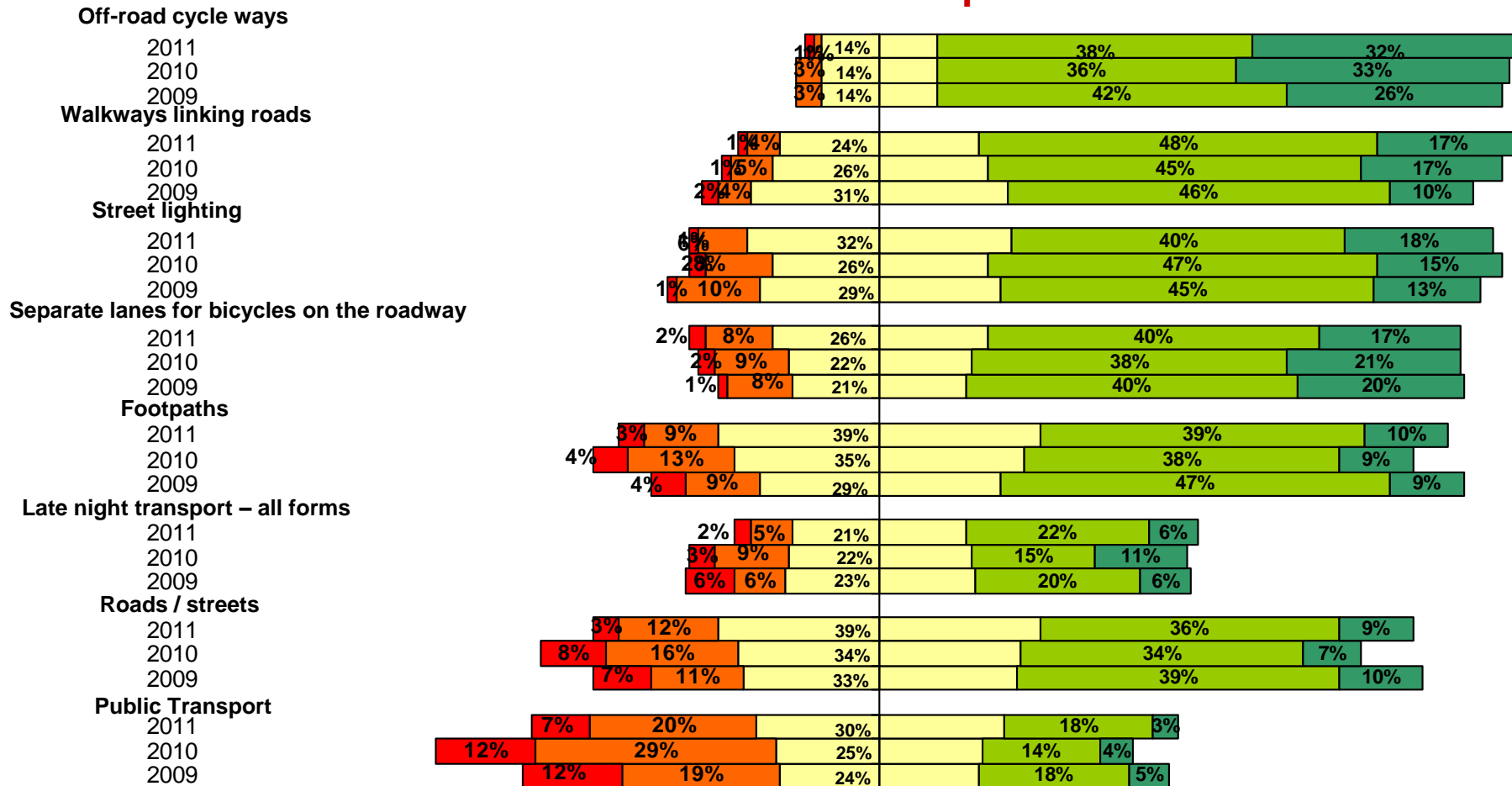
Mean Rating
(Max. 5)



Satisfaction is highest in regards to Off-road cycle ways (70%) and Walkways linking roads or suburbs (65%). Large proportions of respondents identified dissatisfaction with Public Transport (27%) and moderate proportions stated dissatisfaction with Roads / streets (15%).



COMPARISON OVER TIME: Satisfaction with Transport Network



Q9 % of respondents

■ Very dissatisfied (1) ■ Dissatisfied (2) ■ Neither (3) ■ Satisfied (4) ■ Very satisfied (5)

n=400

Public Transport, Roads / streets and Footpaths have recorded *decreases* in Dissatisfaction from 2010 by 14, 3, and 5 percentage points respectively.



Reason for Dissatisfaction (I)

% of respondents

⚠ = small base size

Roads and streets (n=57)

	2009	2010	2011
Roads in poor condition	42%	60%	59%
Too narrow	12%	11%	22%
Roads too congested	26%	16%	17%
Too dangerous	12%	9%	16%
Other	49%	20%	43%

On road cycle lanes (n=39) ⚠

	2009	2010	2011
Not safe	40%	46%	57%
Need more cycle lanes	34%	25%	45%
Not there when you need them	12%	16%	17%
Not used enough	3%	9%	12%
Shouldn't have cycle lanes	6%	7%	6%
Cycle lanes are a waste of money	9%	7%	3%
Broken glass	-	6%	2%
Other	16%	39%	44%

Footpaths (n=47)

	2009	2010	2011
Footpaths in poor condition	70%	72%	78%
Many areas are without footpaths	34%	31%	31%
Other	23%	17%	22%

Off road cycle ways (n=6) ⚠

	2009	2010	2011
Need more cycle ways	58%	61%	73%
Shouldn't have cycle ways	8%	6%	13%
Broken glass	-	6%	-
Cycle lanes are a waste of money	8%	-	-
Not used enough	21%	-	-
Other	21%	47%	40%

Q9A-D

Multiple responses allowed



Q9E-H

Reasons for Dissatisfaction (II)

= small base size

Public Transport (n=105)

	2009	2010	2011
<i>Public Transport not frequent enough</i>	73%	70%	77%
<i>Public Transport irregular</i>	46%	45%	48%
<i>Increase coverage of Public Transport</i>	49%	54%	44%
<i>Too expensive / should be cheaper</i>	17%	15%	22%
<i>Doesn't run at night or weekends</i>	7%	16%	17%
<i>Other</i>	2%	13%	17%

Street lighting (n=28)

	2009	2010	2011
<i>Need more lighting</i>	80%	80%	85%
<i>Too much in some places, too little in others</i>	29%	43%	27%
<i>Other</i>	5%	3%	7%

Late night transport (n=29)

	2009	2010	2011
<i>Timing – not frequent enough</i>	46%	42%	72%
<i>Route very limited (that is, between Nelson-Richmond only)</i>	49%	26%	29%
<i>Doesn't run every night</i>	10%	17%	22%
<i>Start and finish times too late / early</i>	9%	15%	21%
<i>Doesn't go where I need it to</i>	29%	22%	17%
<i>Too expensive / should be cheaper</i>	14%	12%	9%
<i>Other</i>	12%	2%	37%

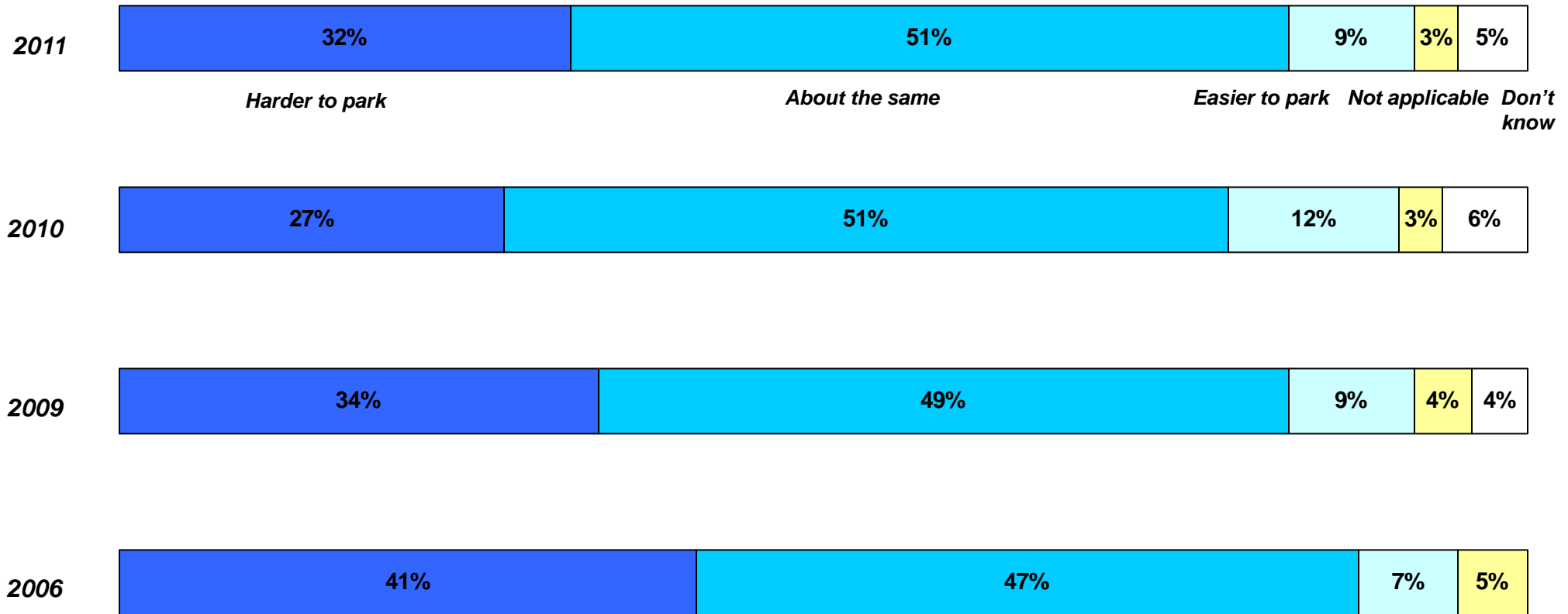
Walkways (n=18)

	2009	2010	2011
<i>Poor / inadequate lighting</i>	62%	41%	33%
<i>Need more</i>	37%	31%	27%
<i>Unsafe</i>	-	25%	24%
<i>Poor condition</i>	-	14%	20%
<i>Not where I need them</i>	4%	33%	12%
<i>Vandalism</i>	-	4%	5%
<i>Other</i>	15%	3%	20%

Multiple responses allowed % of respondents



COMPARISON OVER TIME: Parking in the Central City



n=400

Q10

% of respondents

The proportion of respondents stating it is harder to park in the Central City has increased for the first time in the study by 5 percentage points from 2010.

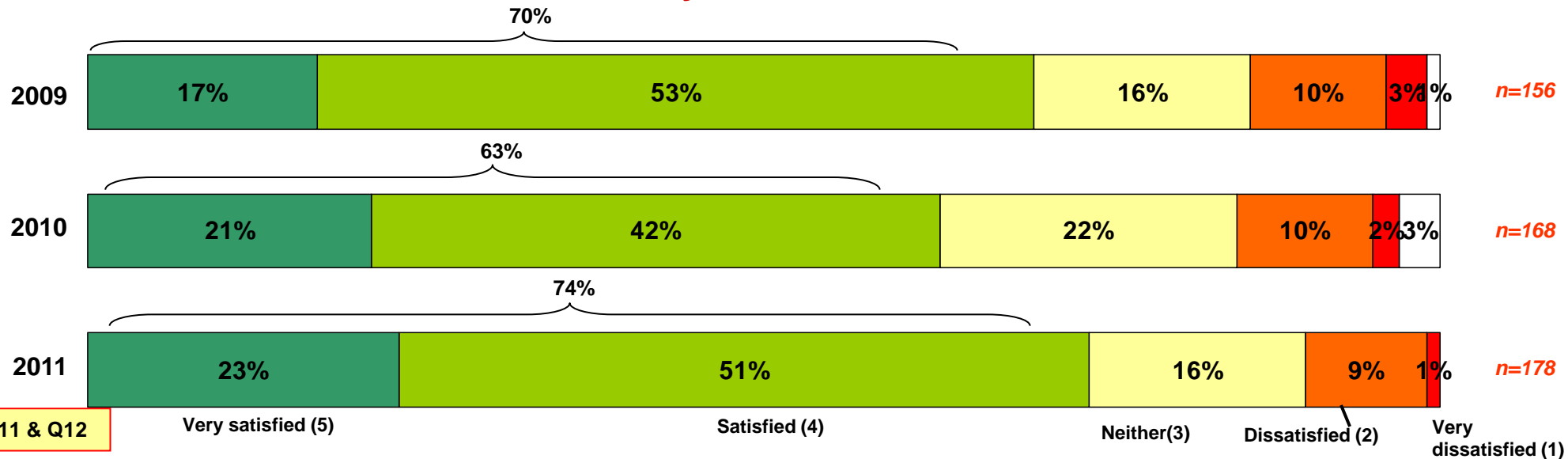


% of respondents

Do you cycle in Nelson?



How satisfied are you with the overall experience of cycling on roads or cycle ways in Nelson?

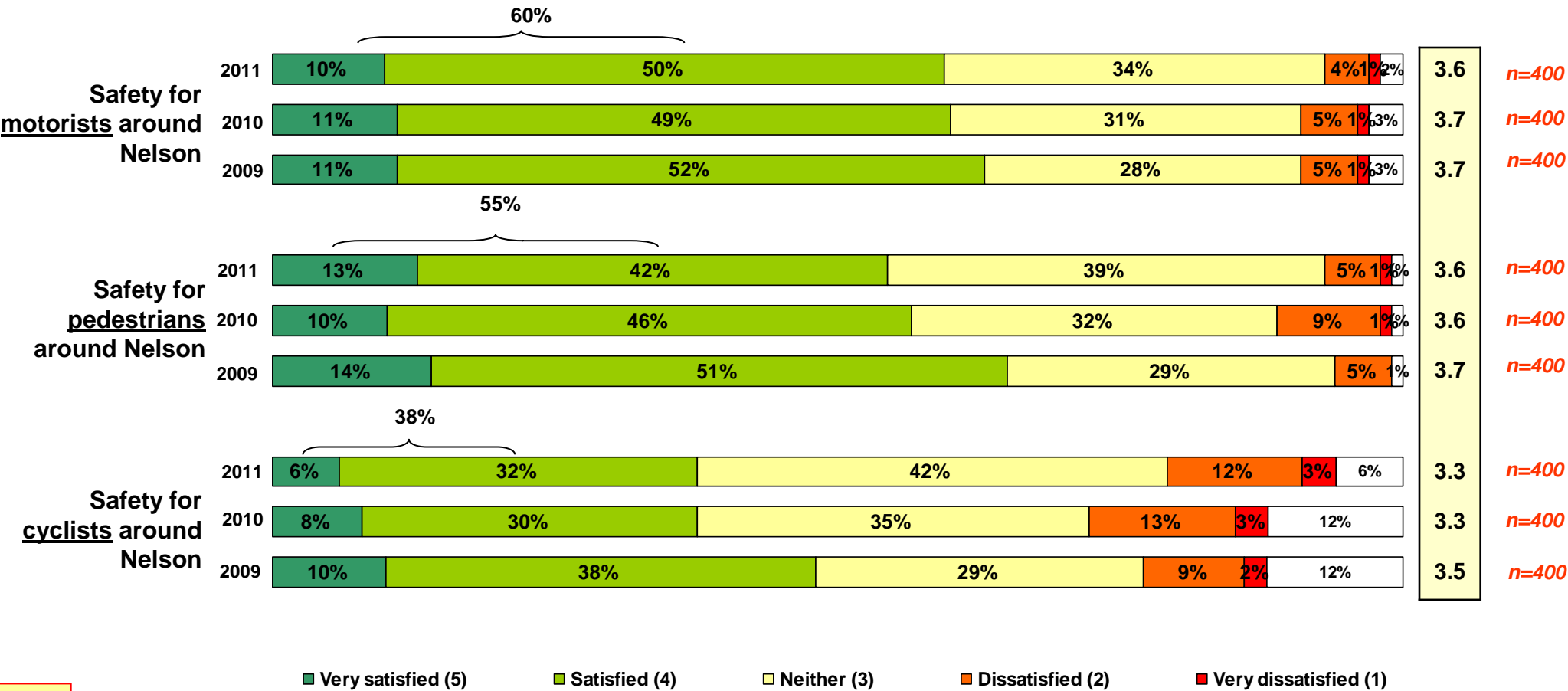


Almost half of respondents (45%) cycle in Nelson. Almost three-quarters of these respondents (74%) stated they are satisfied with the experience of cycling on roads or cycle ways in Nelson. This represents an increase from the 2010 results by 3 and 11 percentage points respectively.



Perceptions of Safety

Mean Rating
(Max. 5)



Q14

% of respondents

Satisfaction with the Safety for Motorists, Pedestrians and Cyclists in Nelson are similar to the results of 2010 with recordings of a 1 percentage point increase, 1 percentage point decrease, and no change, respectively.



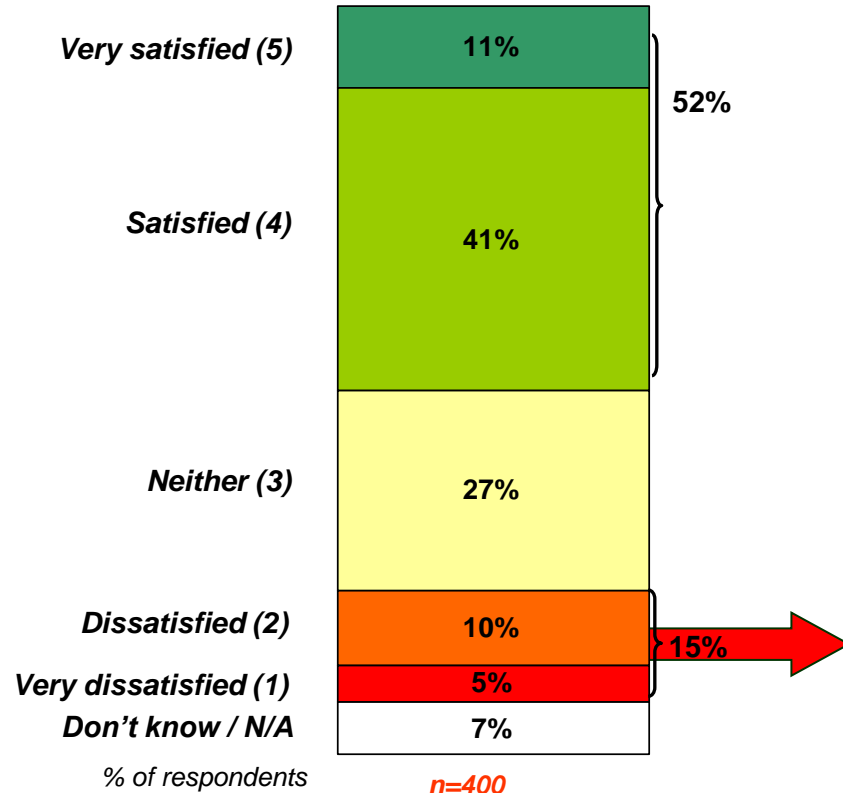
4. Communication and Consultation



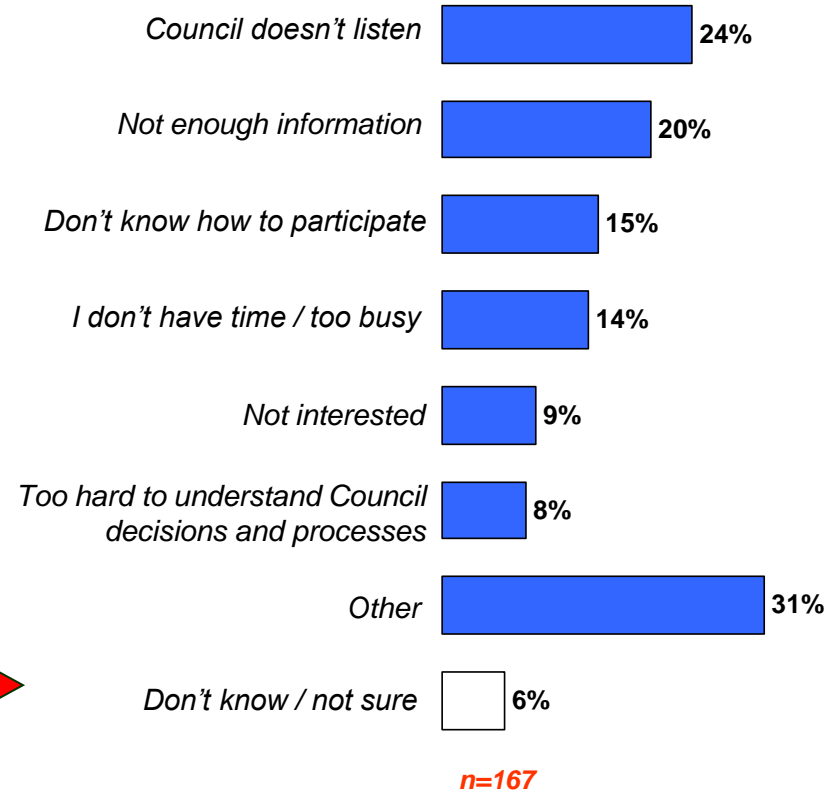
Opportunities to Take Part in Decision-Making

Q15 & Q15A

How satisfied are you with the opportunities that are available for you to provide feedback and take part in Council's decision-making in your community?



Reasons for Dissatisfaction



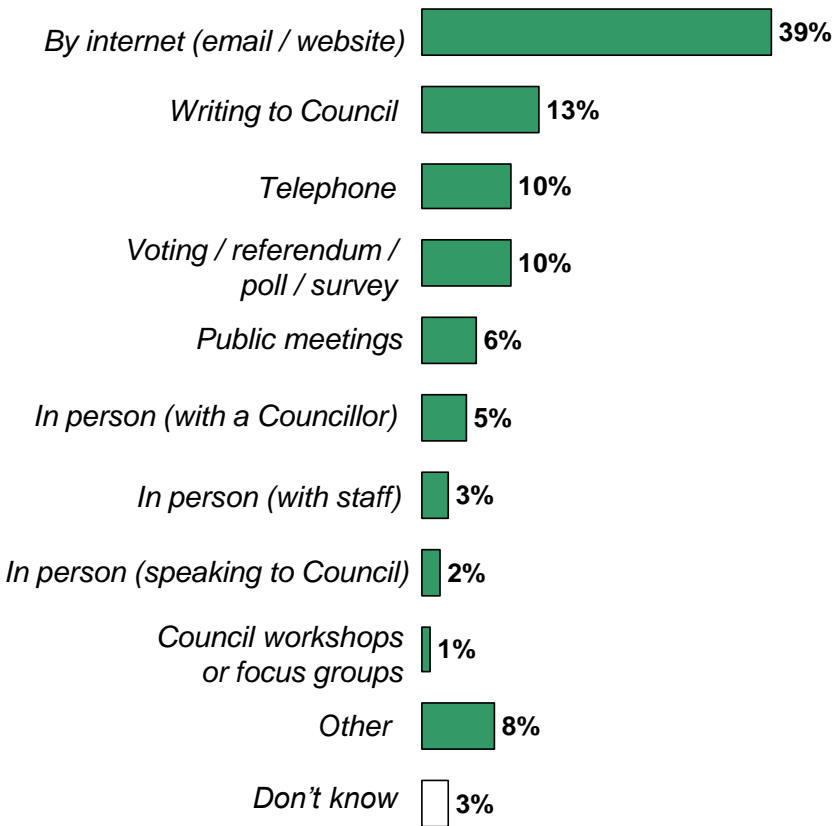
More than half of respondents (52%) are *Very satisfied* or *Satisfied* with opportunities to take part in *Decision-making*. The main reason for dissatisfaction is that the *Council doesn't listen* (24%).



Q16 & Q17

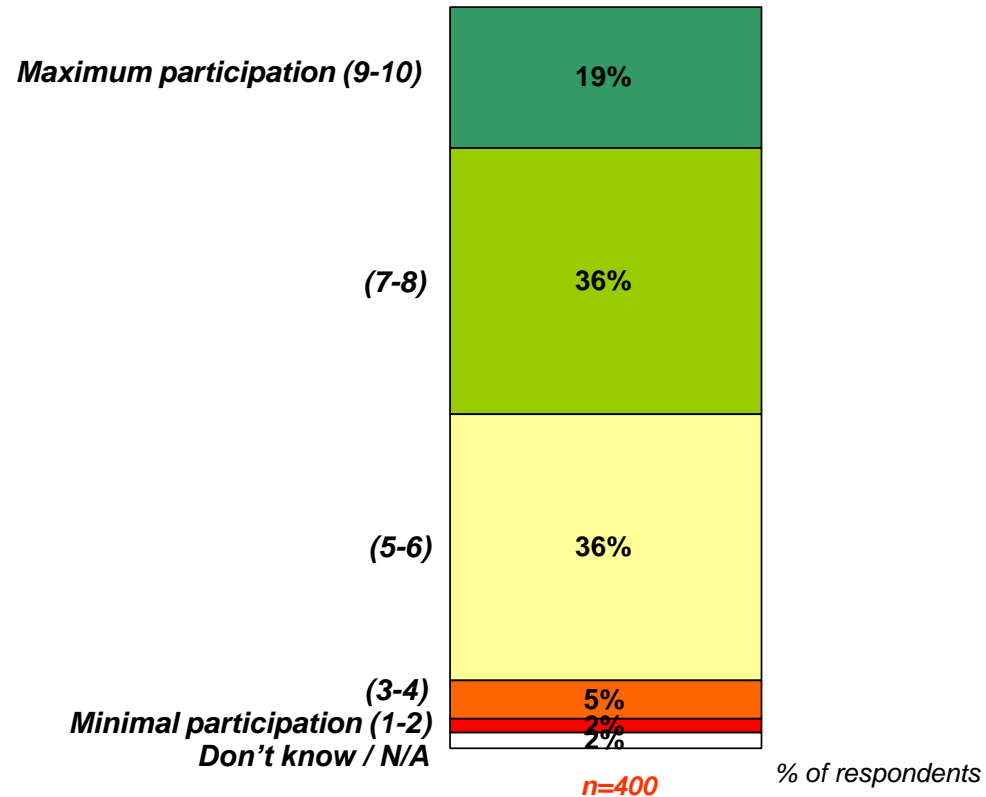
Feedback to Council

Thinking about the opportunities available for you to participate in Council's decision-making, what would be your preferred way to provide feedback to Council on your views?



n=400

To what extent would you like to see the community involved in decisions being made by the Council?



n=400

% of respondents

Almost two in every five of respondents (39%) would prefer to provide feedback to Council via the *internet*. Slightly less than one-fifth of respondents (19%) would like to have *Maximum Participation* in Council decisions.

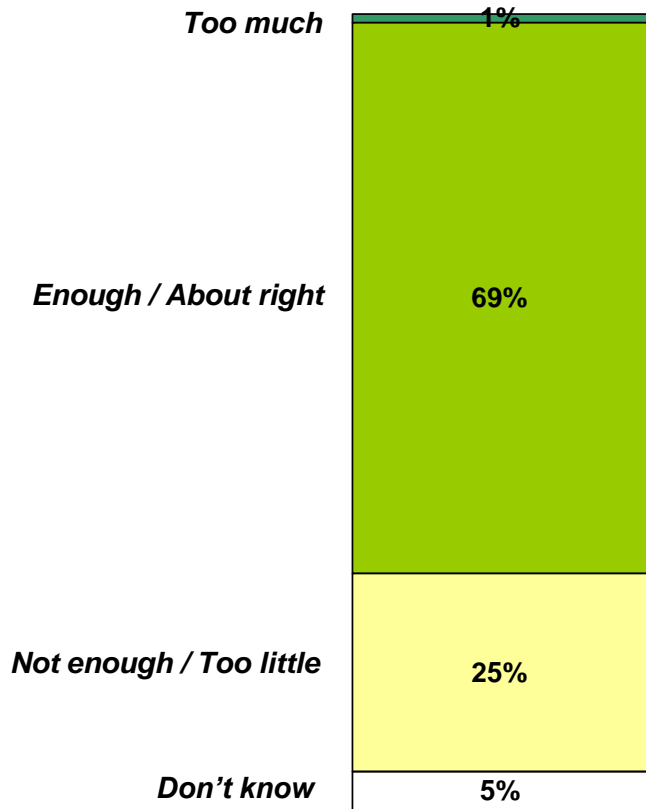


Public Consultation

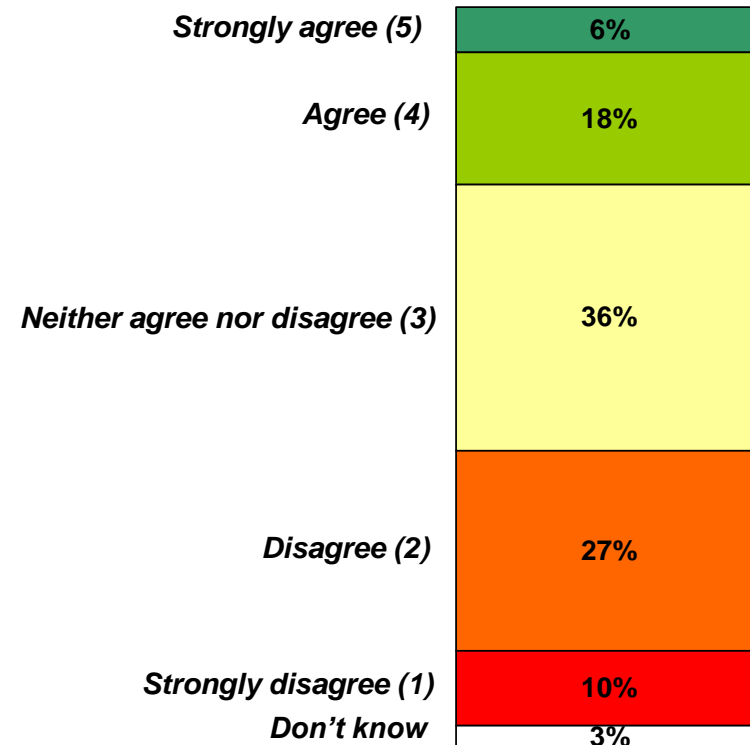
% of respondents

Would you say that the AMOUNT of information Council provides to the community is...?

To what extent do you agree or disagree with the following statement: "MY VIEWS AND OPINIONS CAN INFLUENCE THE DECISIONS OF THE NELSON CITY COUNCIL"?



n=400



n=400

Q18 & Q19

The significant majority of respondents (69%) stated the amount of *Information* provided by the Council is *Enough / About right*. More than a third (37%) *Disagreed* or *Strongly disagreed* that their *Views and Opinions* can *Influence the Decisions* of the Council.



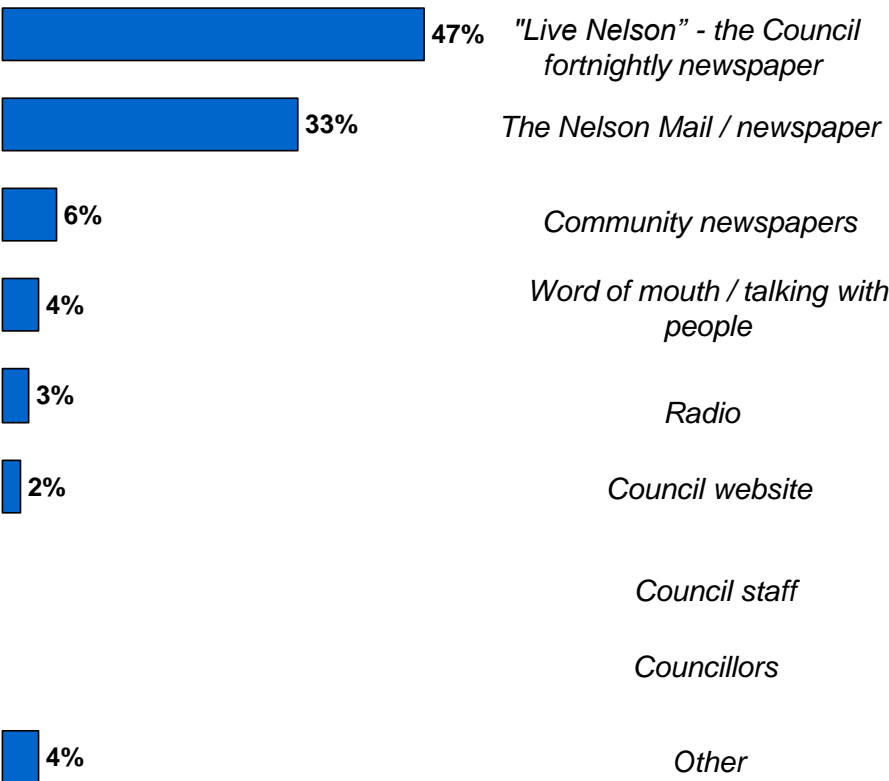
% of respondents

Sources of Information

Q20

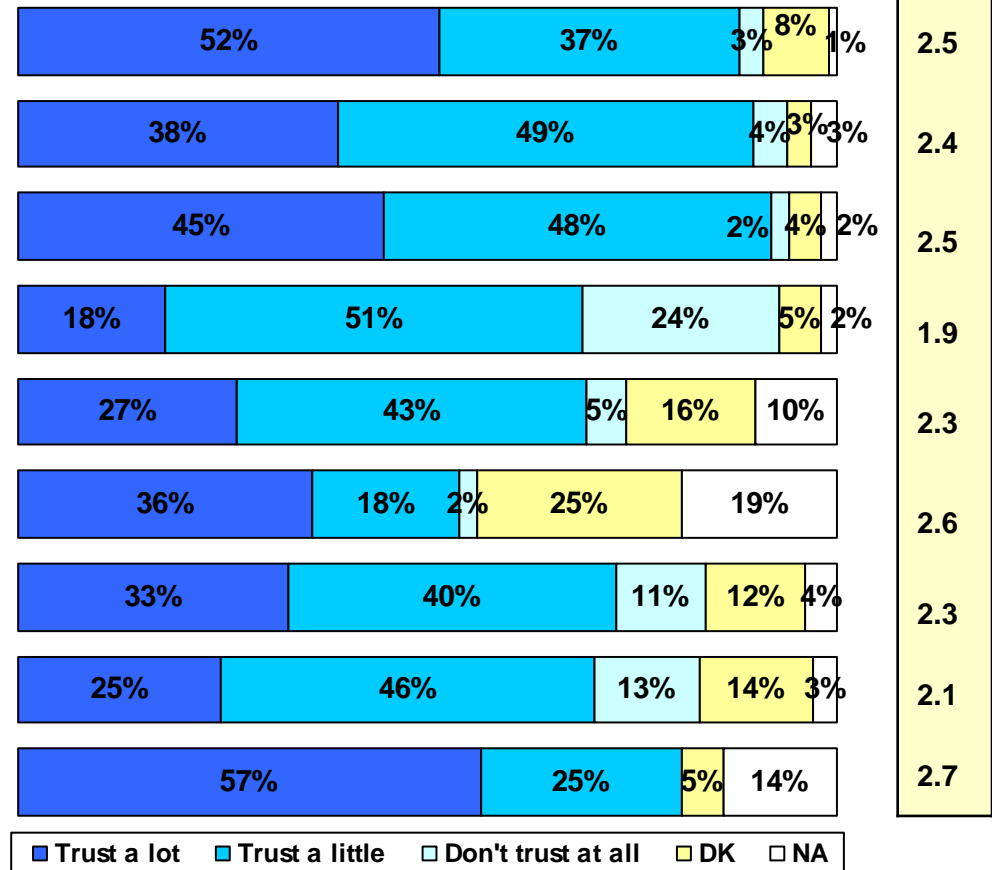
Q21

What is your MAIN source of information on what Council is doing?



Thinking now about the various sources for information on what Council is doing, what level of trust do you have in the following:

Mean Rating (Max. 3)



n=400

Trust a lot Trust a little Don't trust at all DK NA

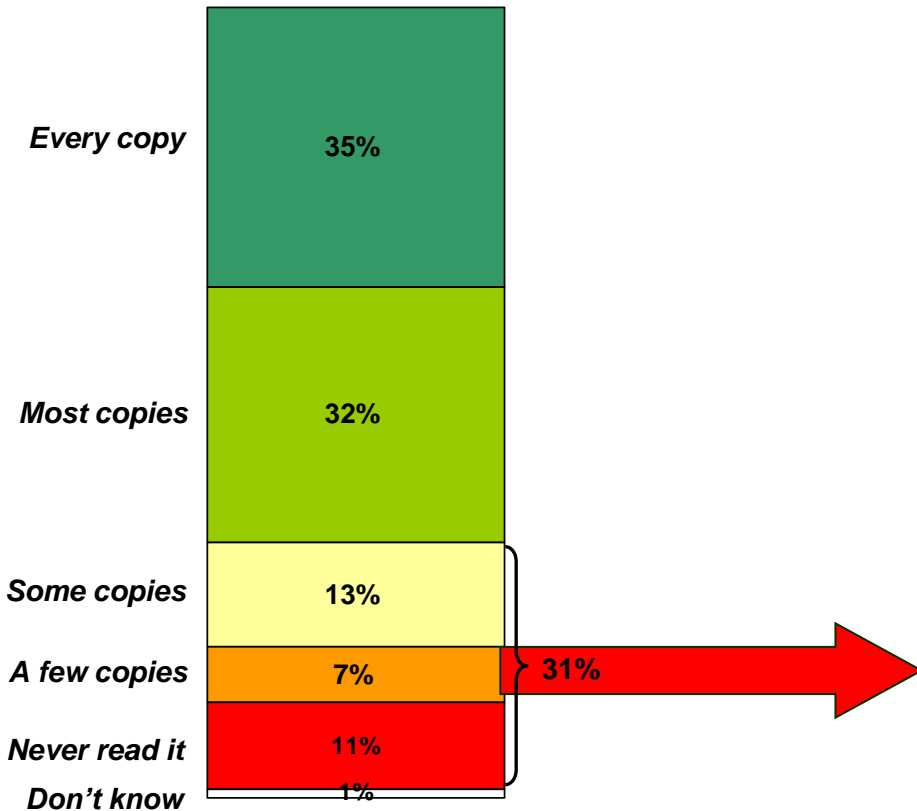
Live Nelson was the main source of Council information for almost half of respondents (47%). The Council website (36%), Live Nelson (52%) and Community newspapers (45%) were the most trusted Sources of Information.



Q22 & Q23

Live Nelson (I)

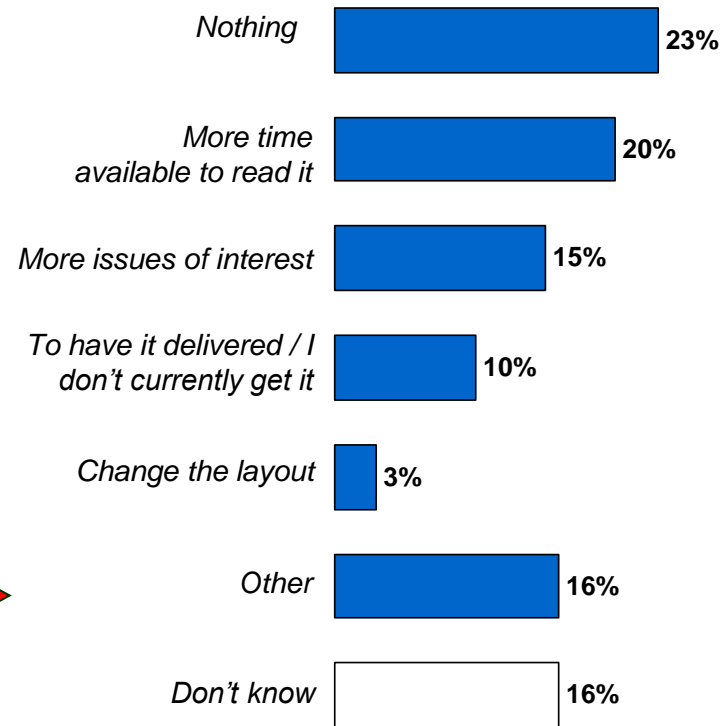
How often do you read "Live Nelson"?



% of respondents

n=400

What – if anything – could persuade or encourage you to read Live Nelson more often?



n=114

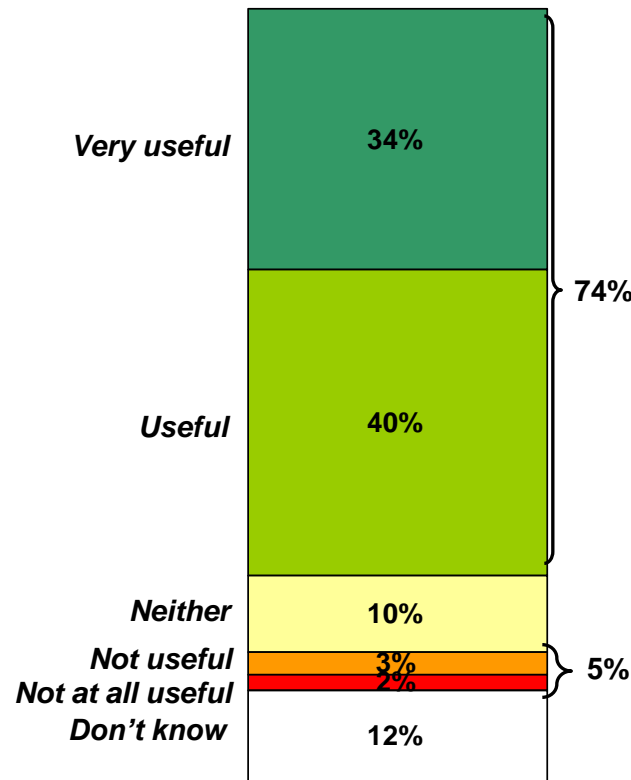
More than two-thirds of respondents (67%) are *Regular Readers* of Live Nelson. Almost a quarter (23%) of those who don't currently read it stated that *nothing* would persuade them to read it more often.



Q24 & Q24A

Live Nelson (IV)

How useful would you say "Live Nelson" is in terms of keeping you informed about Council news and Activities?



Why do you say that? (Very useful or Useful)

- It keeps me up to date. (3)
- It's very informative. (2)
- They seem to cover things well, except for financial things.
- It gives some information on what's coming up, events and feedback on events that have been, and information on submissions.
- It gives you an overview of what is happening.
- It's the only thing we get with information on the Council.
- It has bits and pieces that the community needs to be aware of.
- It keeps me up to date on what's going on.
- The Council needs to do a better job of what they are getting out to people. They need to share their good news better.
- It covers a lot of topics.
- It covers and updates Activities I wouldn't know about otherwise. It also gives background on why they do certain things which is important.
- They have festival information which is interesting.
- I find it informative; it's quite detailed and keeps me up to speed.
- It has community events and we know what's coming up.
- It has good information but some is a whitewash in the paper's favour.
- It's good for seeing what Activities are coming up and to keep tabs on what they are up to.
- It's full of information that's not found anywhere else.
- It gives lots of interesting information.
- It gives me information about the Council at one source.
- It gives me information about what is going on.
- It gives snippets of what the Council are doing in Nelson. What they are working on and where they're headed.
- It gives you an insight on expenditure and information on rates and how the costs will increase.

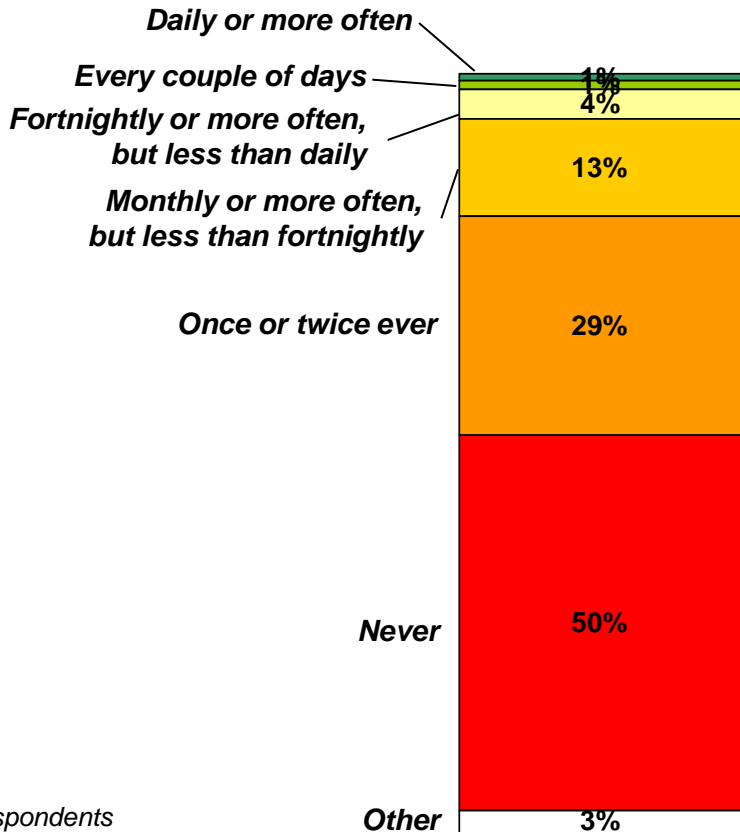
Almost three-quarters of respondents (74%) stated that Live Nelson was *Useful* or *Very useful* in keeping them *Informed* about *Council News and Activities*.



Q25 & Q26

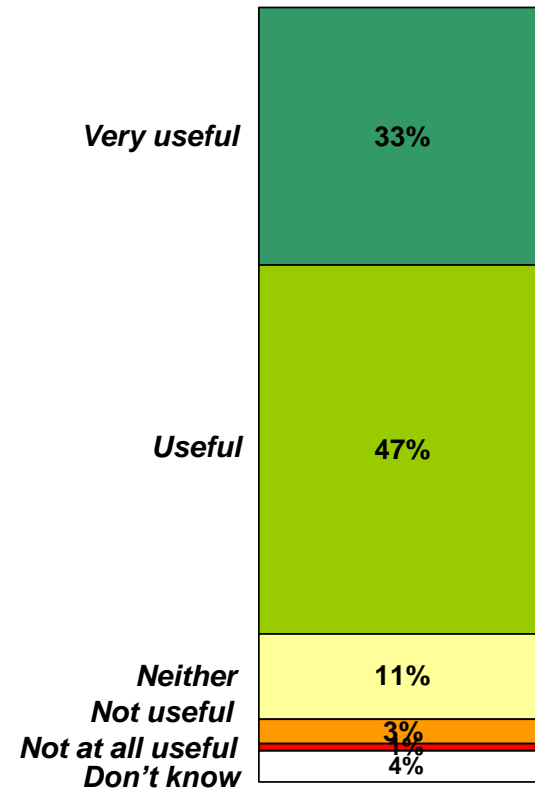
Council Website (I)

How often, if ever, do you visit the Nelson City Council website?



n=400

How useful would you say the information, news and services provided by the Council website are?



n=202

Only asked of people who have visited the website

Half of respondents (50%) had Never visited the Council website. Of those who had visited the site, more than three-quarters (80%) found it *Useful* or *Very useful*.

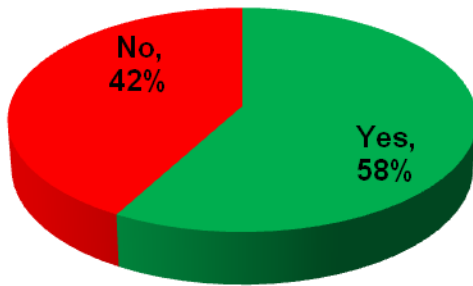


Council Website (V) Pay Rates or Water Bills

Only asked of people who have visited the website

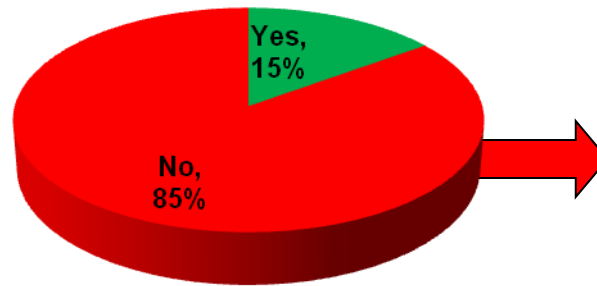
% of respondents

Awareness of website to pay rates or water bills



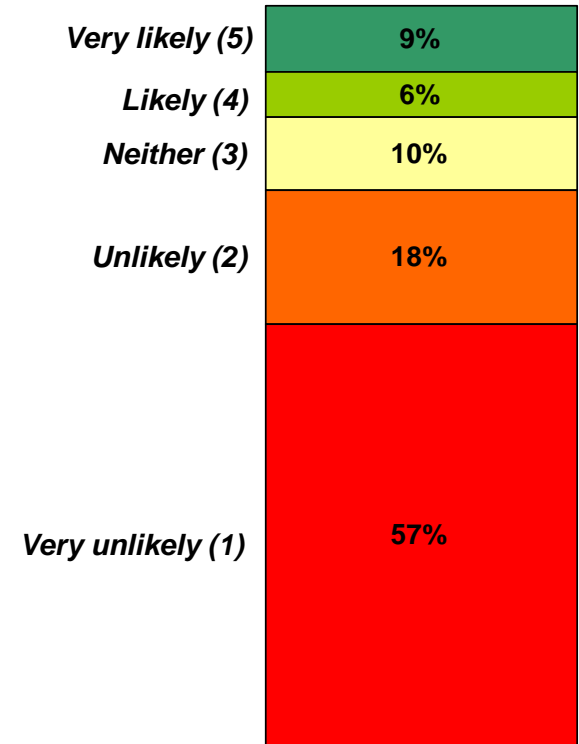
n=202

Use of website to pay rates or water bills



n=202

Likely use of website to pay rates or water bills



n=174

Q28A, Q29A & Q30A

More than half of respondents (58%) who had visited the Council website were aware they could use the website to pay rates or water bills, but only 15% had used it for this purpose.

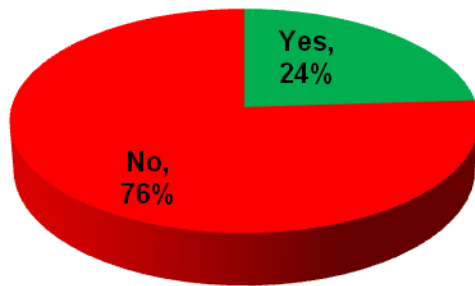


Council Website (VI) Pay my Consent Account

Only asked of people who have visited the website

% of respondents

Awareness of website to pay my consent account



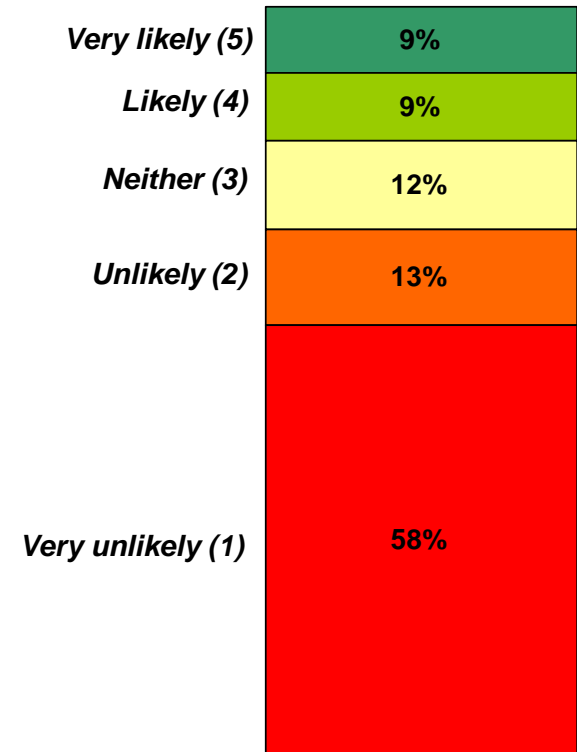
n=202

Use of website to pay my consent account



n=202

Likely use of website to pay my consent account



n=197

Q28B, Q29B & Q30B

More than three-quarters of respondents (76%) who had visited the Council website were *Not aware* they could use the website to pay their consent account, and few (2%) had used it for this purpose.

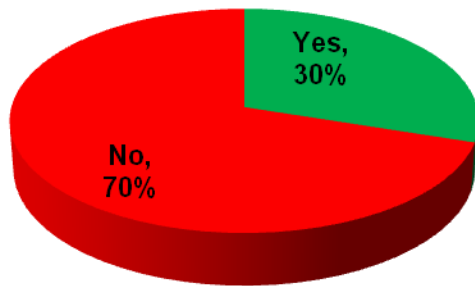


Only asked of people who have visited the website

Council Website (VII) Read the Latest Issue of Live Nelson

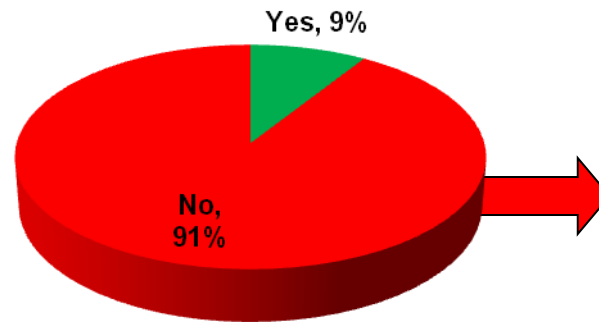
% of respondents

Awareness of website to read the latest issue of Live Nelson



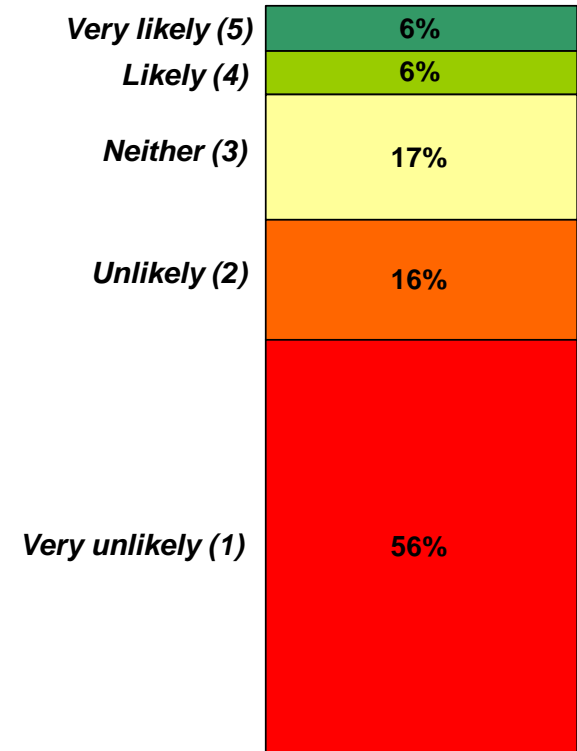
n=202

Use of website to read the latest issue of Live Nelson



n=202

Likely use of website to read the latest issue of Live Nelson



n=185

Q28C, Q29C & Q30C

Seven in ten respondents (70%) who had visited the Council website were *Not aware* they could use the website to read the latest issue of Live Nelson - and less than one in ten (9%) had used it for this purpose.

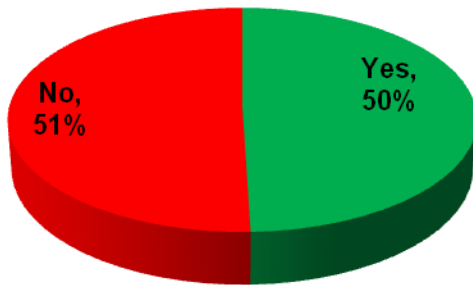


Only asked of people who have visited the website

Council Website (VIII) View the Resource Management Plan

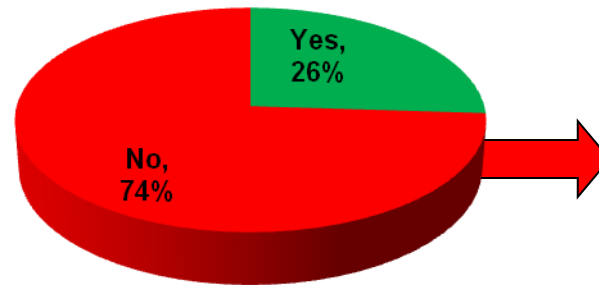
% of respondents

Awareness of website to view the Resource Management Plan



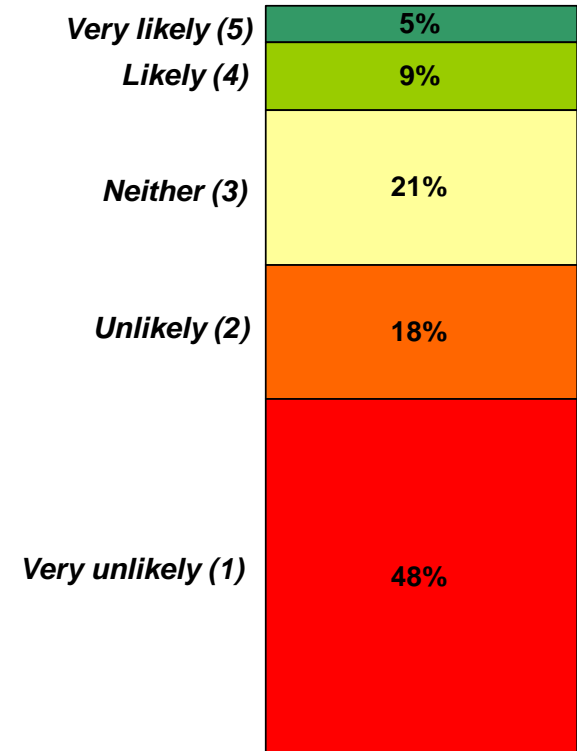
n=202

Use of website to view the Resource Management Plan



n=202

Likely use of website to view the Resource Management Plan



n=151

Q28D, Q29D & Q30D

Half of respondents (50%) who had visited the Council website were aware they could use the website to view the Resource Management Plan and slightly more than one-quarter of respondents (26%) had used it for this purpose.

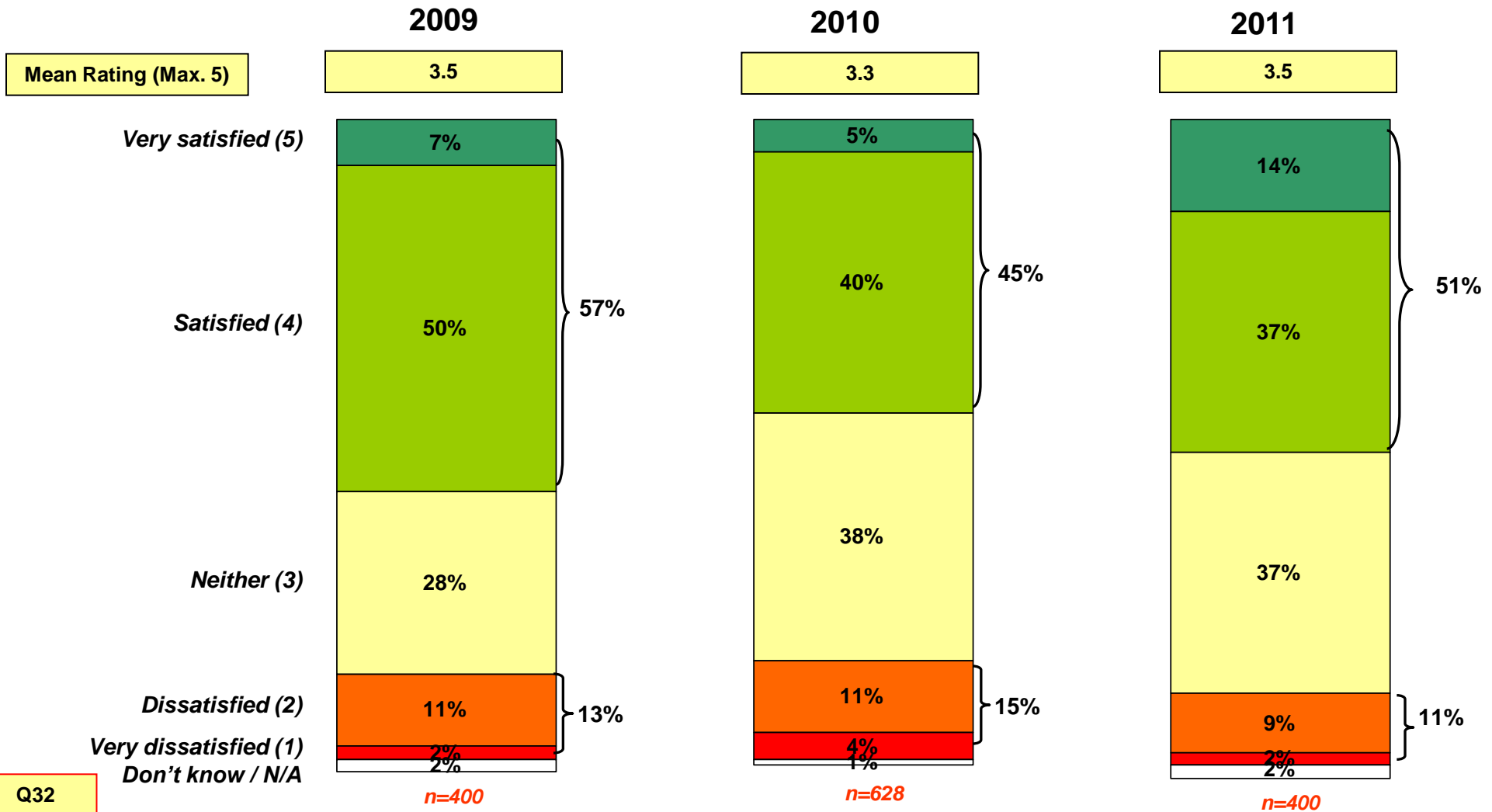


5. Overall Performance



% of respondents

Overall Council Performance



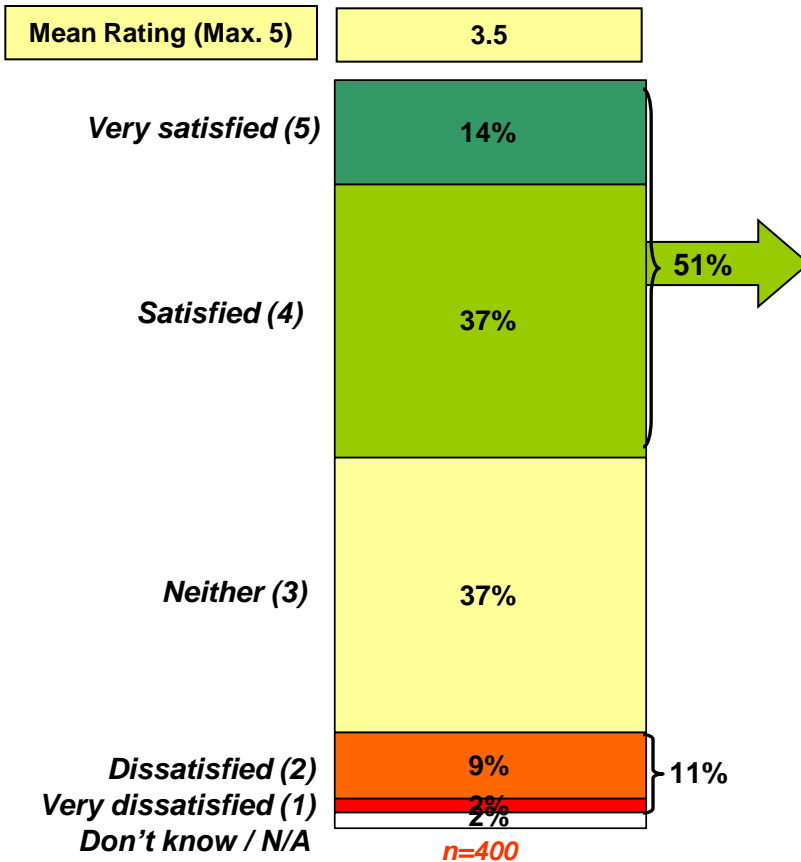
Slightly more than one-half of respondents (57%) are *Satisfied* with Councils Overall Performance. This highlights an increase over the results of 2010 by 12 percentage points.



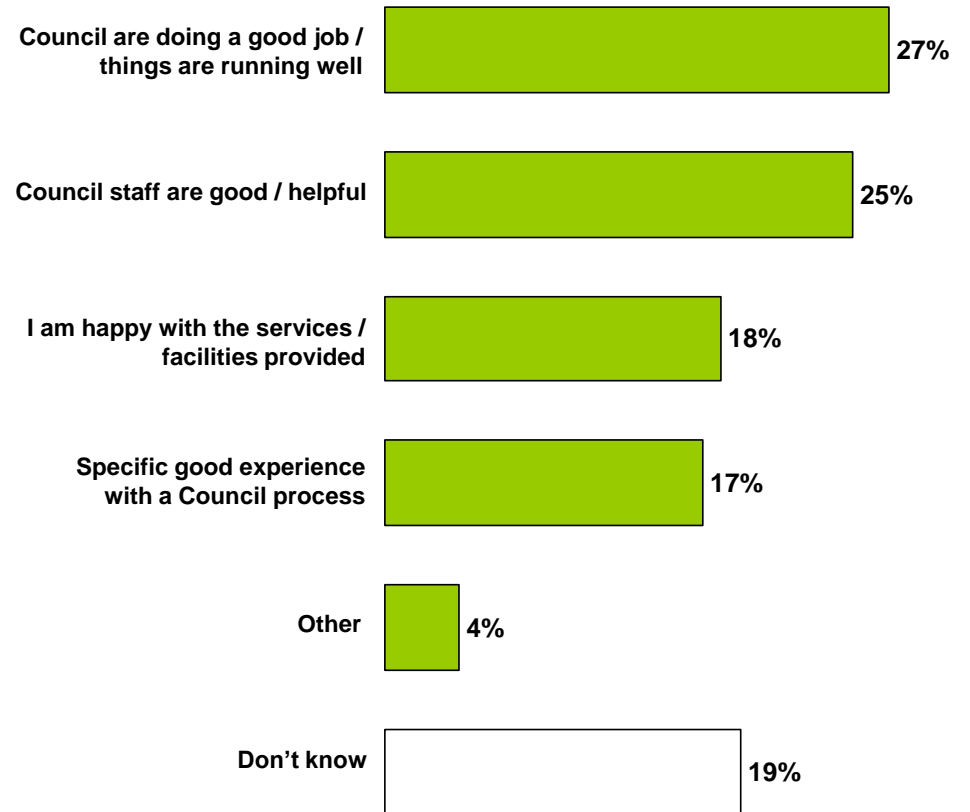
% of respondents

Reasons for Satisfaction (Very satisfied / Satisfied)

Overall Council Performance



Why do you say that?



Q32 & Q32C

Multiple responses allowed

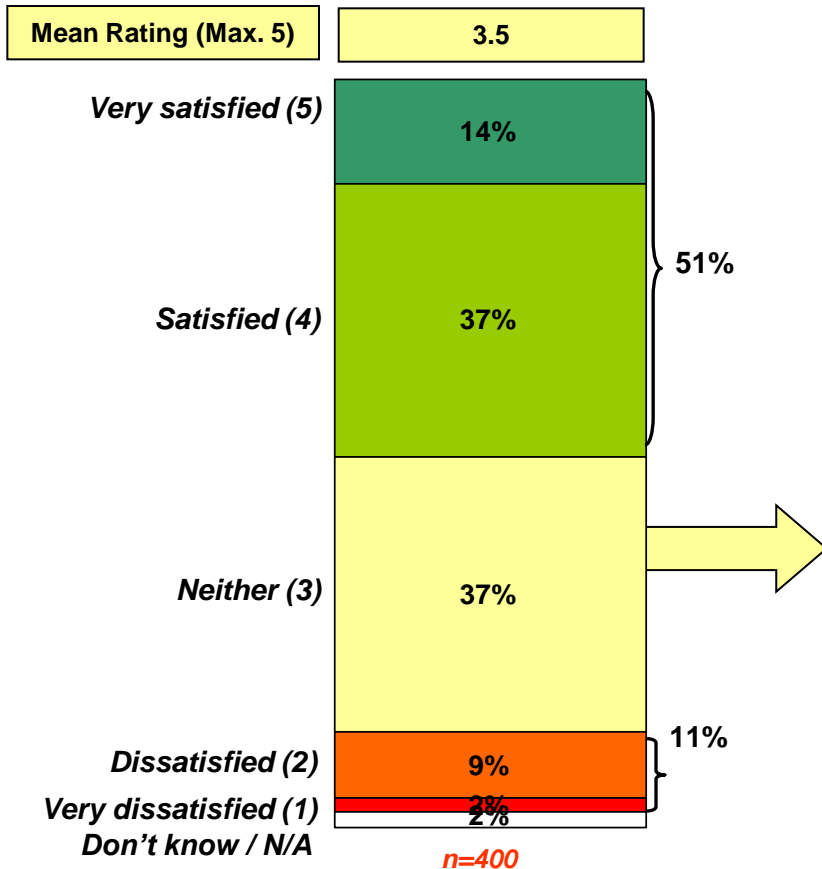
The Council are doing a good job / running things well (27%) and Council staff are good / helpful (25%) are the main reasons for Satisfaction amongst respondents.



% of respondents

Q32 & Q32B

Overall Council Performance



Reasons (Neither 1)

- I haven't had much to do with them. (29)
- I'm a bit worried about the new Mayor's priorities. That is, beautifying Nelson for the World Cup when other areas of more long term value, aren't being looked at so closely, like infrastructure and Council housing for low income people.
- There are always things that can be improved on.
- The transport system is stagnant. We need a bus lane. There is too much money spent on recreation and festivities. Young people don't get much.
- At the end of the day, they don't listen, and so much of what they do is just a money making exercise.
- There are building consent delays. There are World Cup hassles in our area at present. Cycle ways are good and well maintained.
- The building consent process was rather drawn out.
- My rates are too high.
- There have been changes of parking areas and rates. The recycling is good.
- The outcome of compliance in the environmental court was not satisfactory.
- I have concern about the conference art centre and the support of Council on extra grand schemes.
- The consent process is over the top, there is lots of red tape.
- There is a continual increase in rates, especially for a single person.
- The Council could work more towards limiting environmental damage, helping the farmers more.
- The Council generally does a good job but sometimes they don't listen to the public.
- The Council is not perfect, but always try to do their best.
- There is debate over the Performing Arts Centre.
- I'm not interested that much.
- They drag their heels on some of the important things and we have been talking about the Millennium Centre since the 1990's and nothing has been done; no bricks or mortar but lots of money spent.
- Each time I've been into the Council offices they've been quite helpful. I feel like I already pay huge rates but I still have to pay for parking.



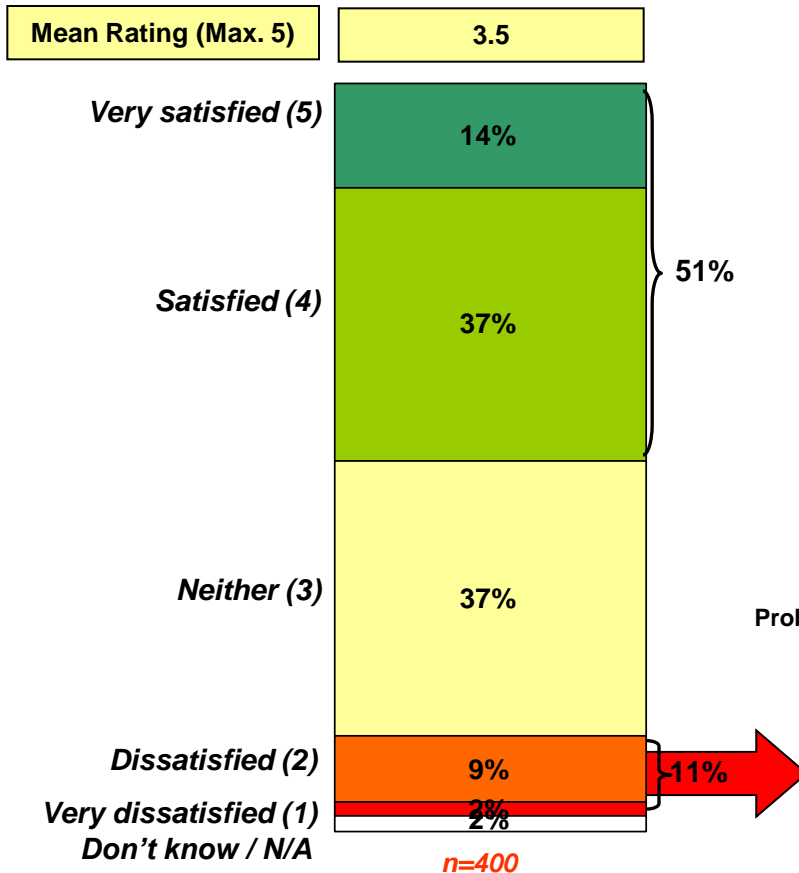
Q32 & Q32A

Reasons for Dissatisfaction

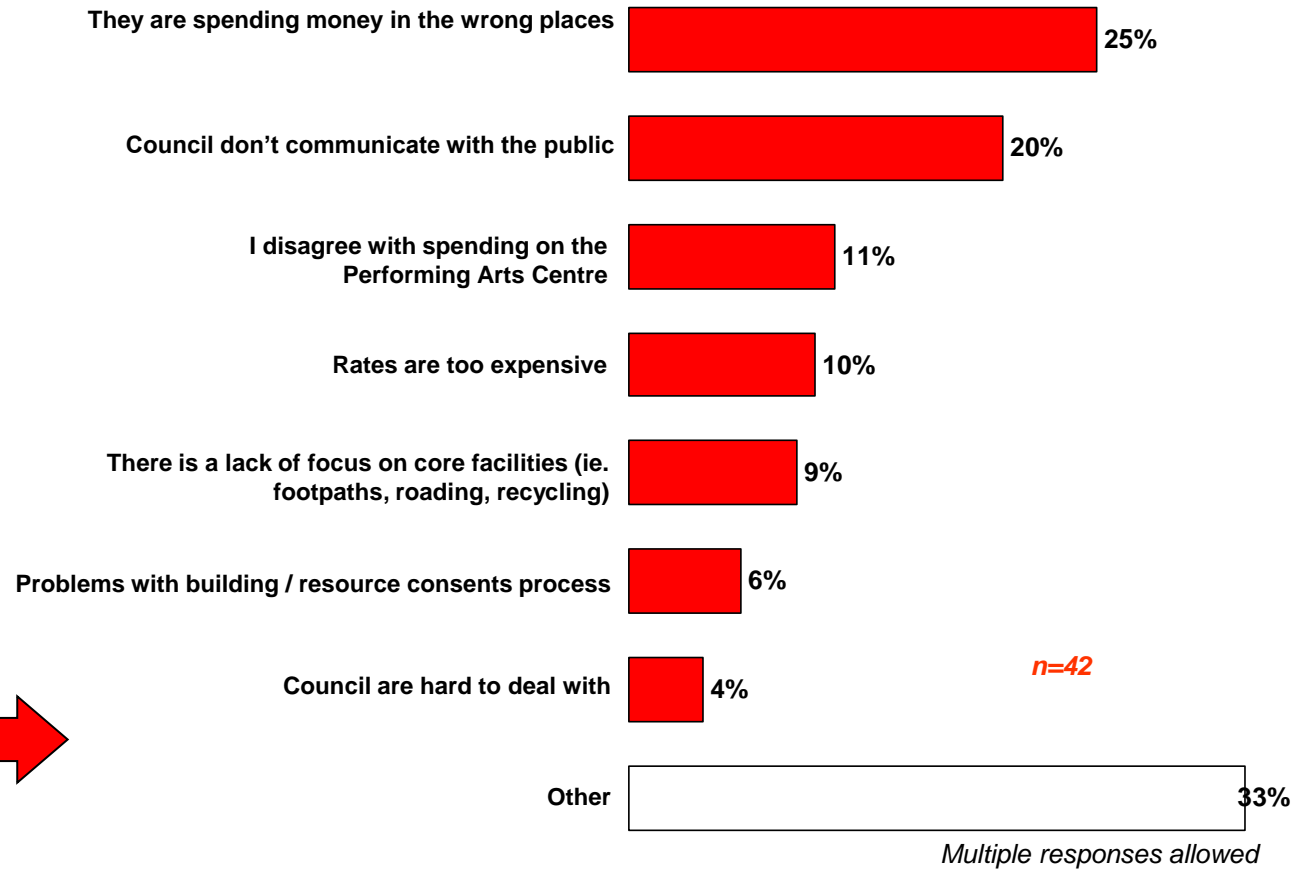
(Very dissatisfied / Dissatisfied)

% of respondents

Overall Council Performance



Why do you say that?



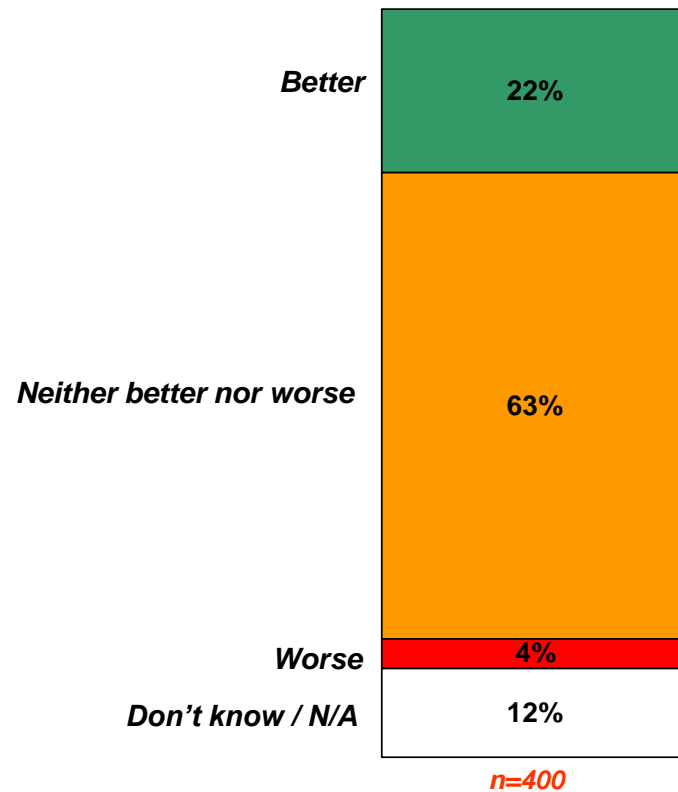
Issues with Council Spending Money in the Wrong places (25%) and that the Council don't Communicate with the Public (20%) are the main reasons given for dissatisfaction with Council's Overall Performance.



Council Performance Compared with Last Year

% of respondents

Compared with this time last year, would you say the Council organisation is doing a better or worse job of running things?



Q33

Almost one in four respondents (22%) thought the Council were doing a *better* job of *running things* compared with last year.



6. Value for Money



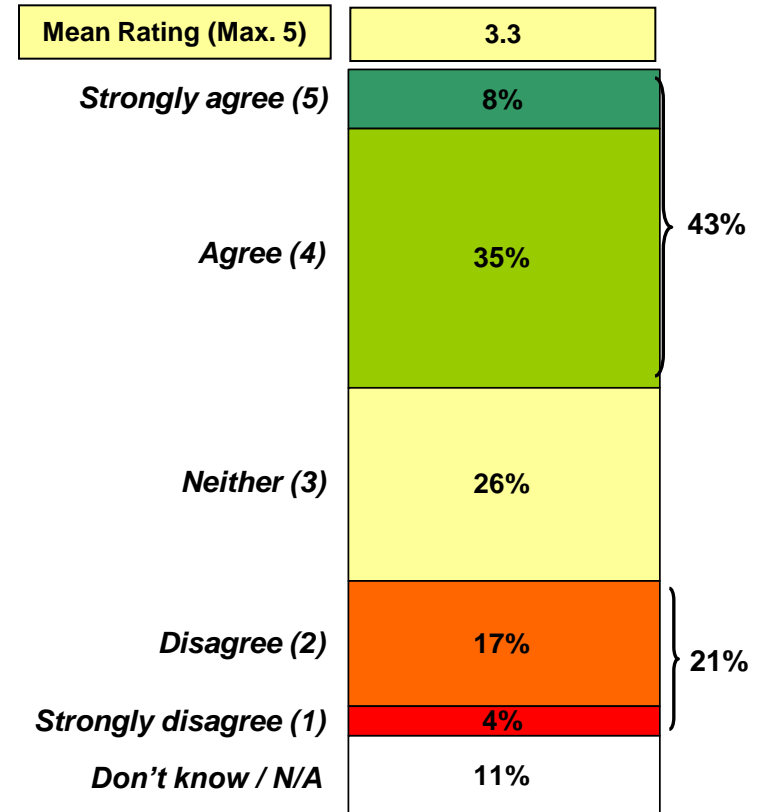
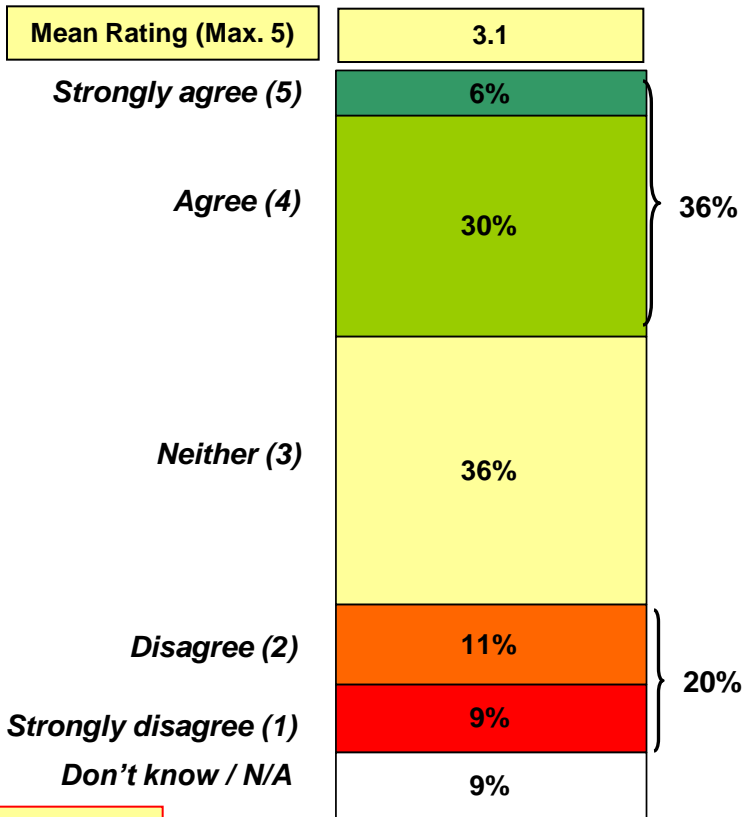
Overall Value for Money

How strongly do you agree with: Nelson City Council services and facilities are good Value for Money?

% of respondents

2010

2011



n=400

n=400

Q34

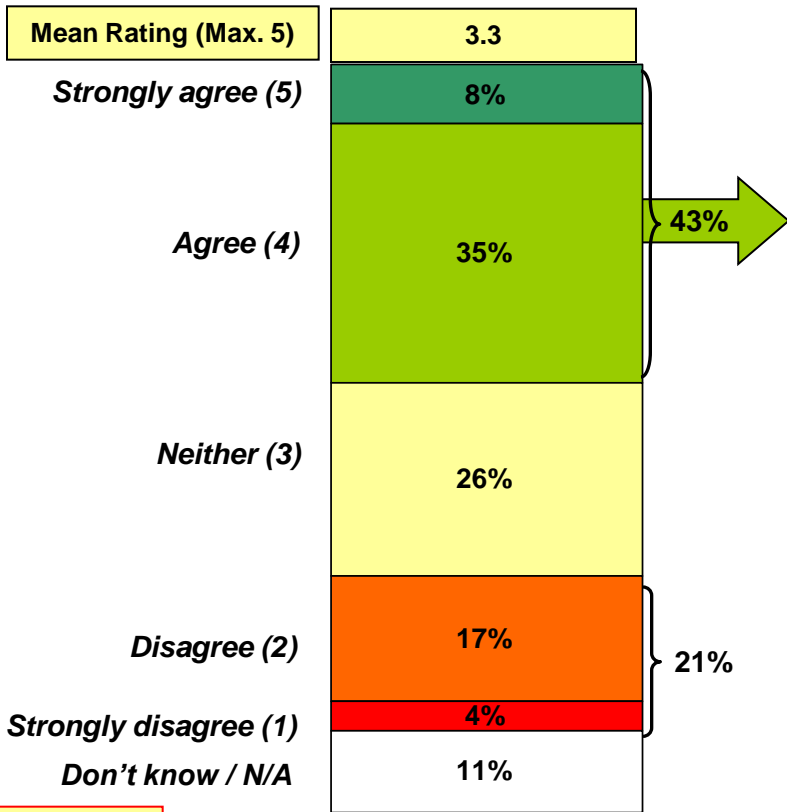
More than four in every ten respondents (43%) Agreed or Strongly agreed that Nelson City Council Services and Facilities are good Value for Money. This represents an increase from the 2010 survey by 7 percentage points.



% of respondents

Reasons for Agreement (Strongly agree / Agree)

How strongly do you agree with: Nelson City Council services and facilities are good Value for Money?



Q34

n=400



Q34A

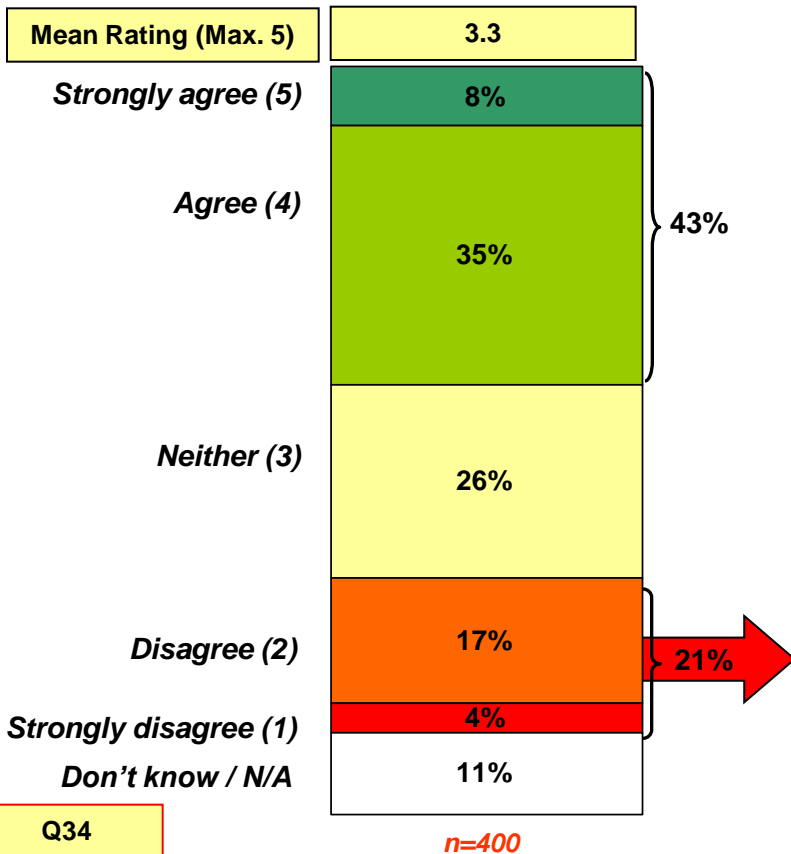
The Council is doing a *Good job* and having *Good Facilities* are the main reasons for *Satisfaction* with the Value for Money offered by the Council.



% of respondents

Reasons for Disagreement (Strongly disagree / Disagree)

How strongly do you agree with: Nelson City Council services and facilities are good Value for Money?



Disagreement with how the Council spends money and Expensive rates (water etc.) are the main reasons for dissatisfaction with the Value for Money offered by Council.



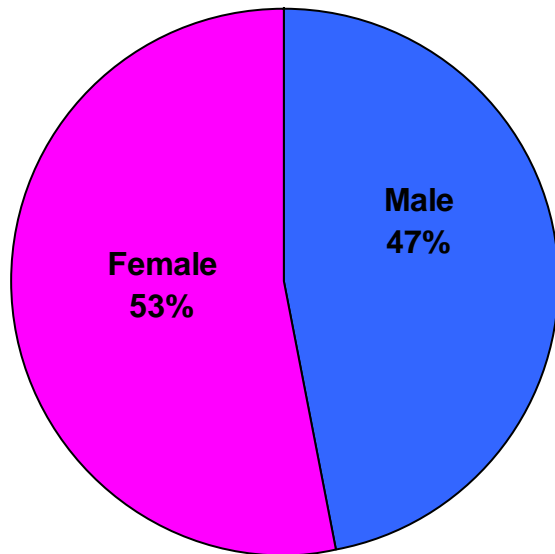
7. Sample Profile



% of respondents

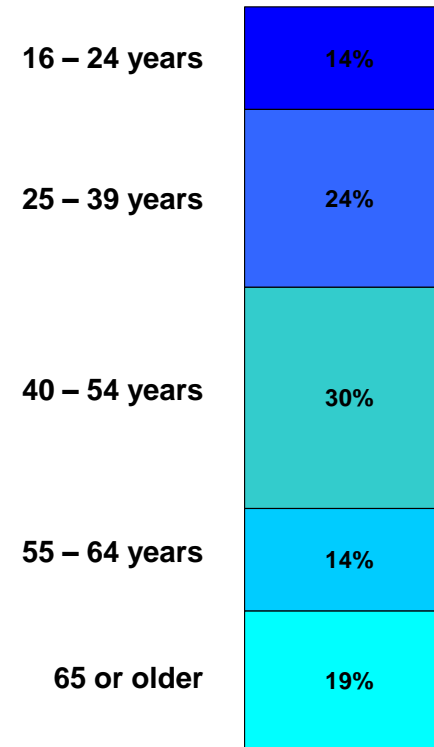
Sample Profile: Demographics (I)

Gender



n=400

Age

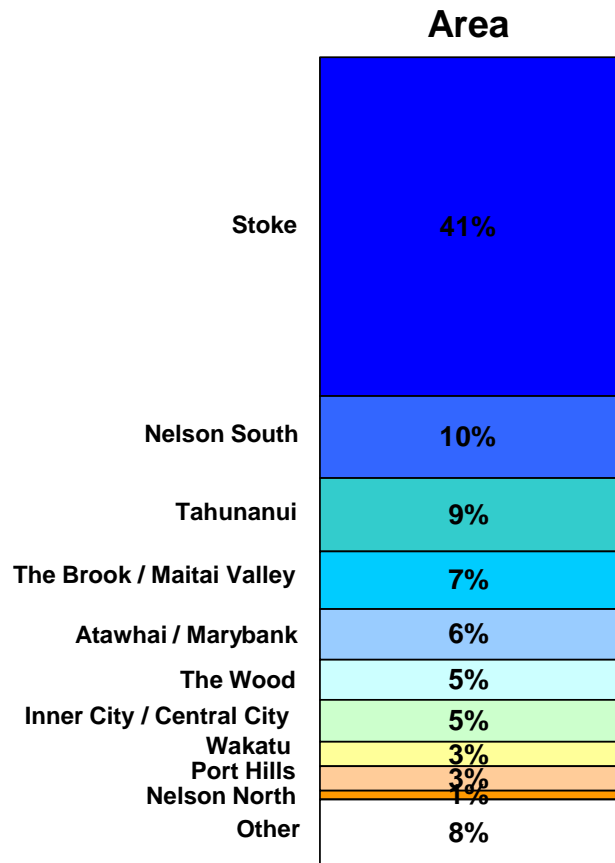


n=400

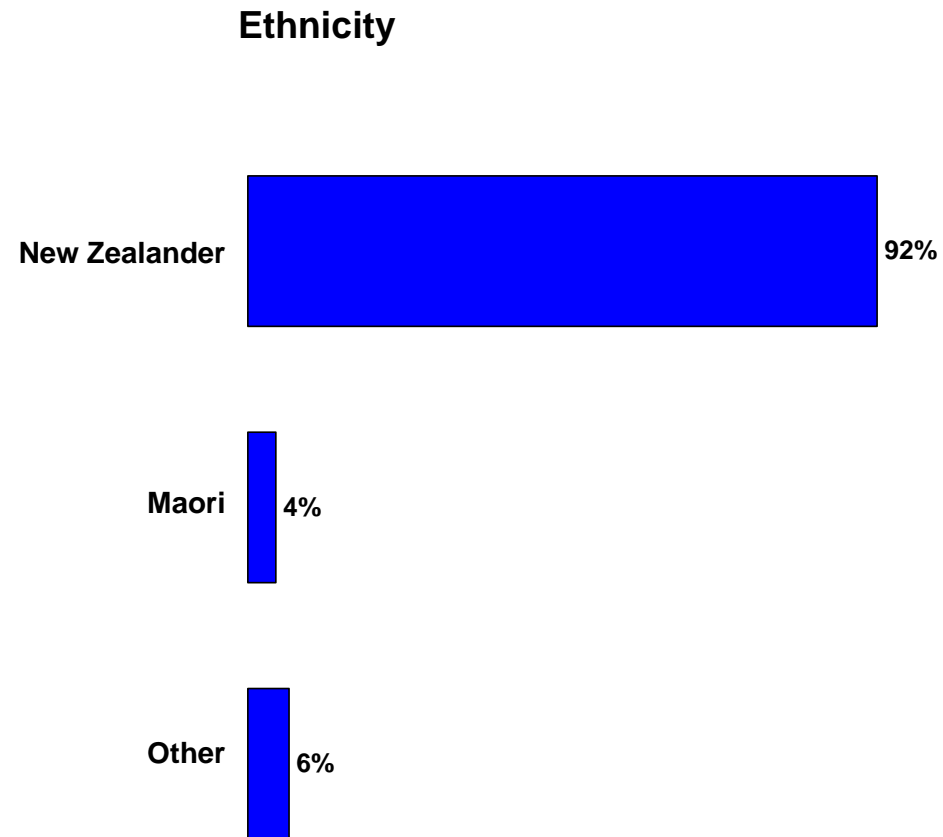


% of respondents

Sample Profile: Demographics (II)



n=400



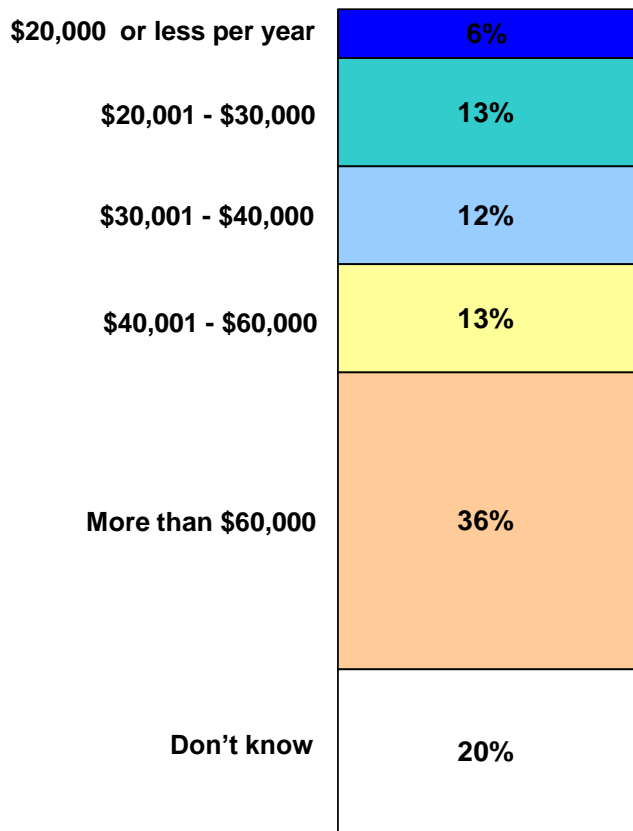
n=400

% of respondents



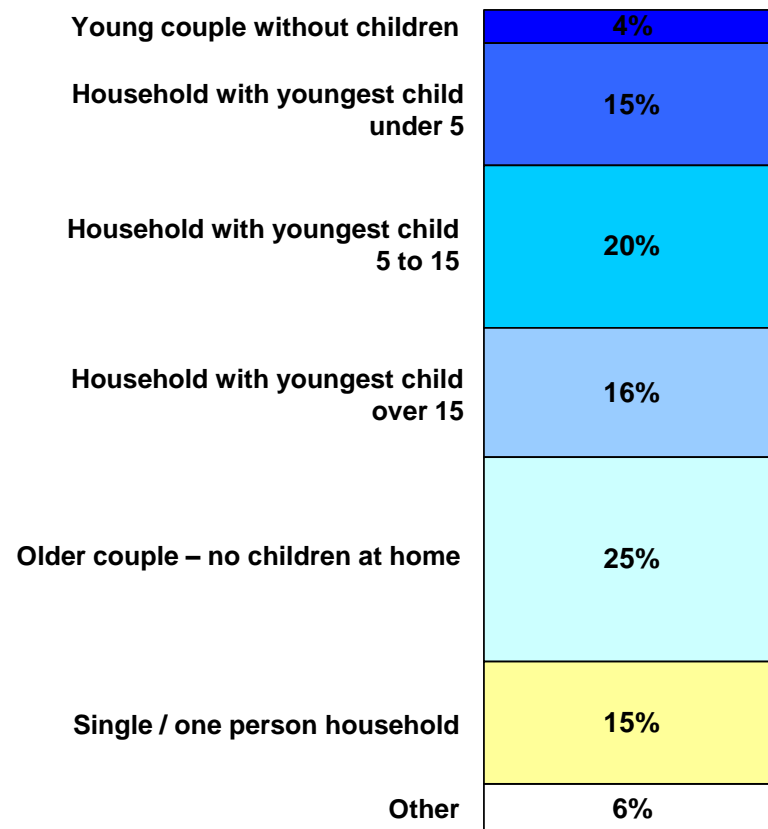
Sample Profile: Demographics (III)

Household Income



n=400

Household Type



n=400

% of respondents