

Nelson City Council

-Residents Survey

August 2009

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Executive Summary

NCC Activities:

- Respondents were most dissatisfied with Transport in General (34%) and Environmental Management (17%). Culture, heritage and arts (62%) and Community facilities (61%) were the two NCC activities respondents were most satisfied with.
- Slightly less than one third of respondents (29%) stated they were most dissatisfied with Transport in general.

Recreation Programmes:

- Awareness was highest for The New Hub recreation centre (83%) and Walk Nelson booklet (81%). Women's activator series (16%) and Way 2 Go booklet (24%) had the least amount of awareness amongst respondents
- Significant proportions of respondents who stated they were aware of the NCC-support programmes stated they Didn't know how satisfied they were with them. Walk Nelson booklet showed a high level of awareness (81%) as well as a high level of Satisfaction (68%).
- Four in every five respondents (81%) believe that NCC provides enough recreation opportunities. These thoughts are endorsed by respondents stating There is always something to do (21%), Good recreational facilities (18%) and Satisfaction of what's available (18%).
- Respondents who didn't believe NCC provided enough recreation facilities stated Lack of recreation opportunities for youth / teenagers and Lack of advertising as the primary reasons for this. Lack of free activities is also a common theme for respondents dissatisfaction.

Migration and Living in Nelson:

- Slightly less than two-thirds of respondents (65%) stated they had not always lived in Nelson. The majority of respondents who hadn't always lived in Nelson have lived there for at least Ten years and moved there from Elsewhere in New Zealand (83%)
- Christchurch (34 responses), Auckland (24 responses) and Wellington (22 responses) are the primary locations that respondents moved from.
- The United Kingdom (16 responses) attracts slightly more respondents to Nelson than Australia (12 responses).
- The large majority of respondents (95%) Would recommend Nelson as a place to live, 85% of respondents 'Agree' or 'Strongly agree' they felt a pride in the way Nelson looks and feels.
- Although fewer respondents 'Agreed' they felt a sense of pride in the way Nelson looks and feels in 2006 (74%) than 2003 (80%), a significant proportion feel this way again in 2009 (85%).
- Helpful / friendly / welcoming people (12%), Parks and gardens (10%) and Good population size (9%) are the top three reasons for respondents having pride in the way Nelson looks and feels.
- The majority of respondents (57%) believe Nelson is a 'Better place to live' by having different cultures because it provides Diversity / broader perspective (69%). Lack of integration in into NZ society (26%) was the main reason the minority or respondents felt it made Nelson a 'worse place to live'.
- There has been a slight decrease in the percentage of respondents who think people from different countries with new lifestyles make Nelson a 'Better place to live' (57%) from the 2006 results (60%)
- Slightly less than two in every three respondents (65%) would attend an event that celebrated cultural diversity.

Executive Summary

Local Community:

- The majority of respondents (83%) 'Agree overall' that it's important to feel a sense of community. A smaller proportion of respondents (67%) 'Agree overall' that people work together to support each other in their community.
- Slightly more respondents in 2009 (67%) 'Agree' that people work together and support each other in their community compared to 2006 (59%)
- Slightly more respondents in 2009 (83%) 'Agree' that it's important to feel a sense of community compared to 2006 (79%)
- Slightly more respondents in 2009 (73%) 'Agree' they feel a sense of community with others in their area compared to 2006 (57%)
- Great neighbours (47%) and Great area (43%) are the top two reasons for respondents 'Agreeing' they feel a sense of community with others in their area.
- Large proportions of respondents feel safe during the day time in their Local neighbourhood (98%), at home (97%) and In the city centre (94%). Respondents feel most Unsafe after dark in Walkways (47%), central city during winter (40%) and City centre (33%).
- In general, respondents are feeling less safe than they did three years ago. One in ten respondents (10%) stated they felt Very unsafe in their neighbourhood after dark while in 2006 only 1% of respondents stated this.
- The majority of respondents feel Nelson inner city after dark is Less safe than three years ago (44%). Increased violence and crime (28%), Drunks (22%) and Media attention (20%) are the top three reasons for respondents feeling this way.
- Although a significant number of respondents in 2009 feel Nelson inner city is Less safe than three years ago (44%), this is a significant decrease from those feeling that way in 2006 (58%).
- Of those respondents who feel Nelson inner city is More safe after dark than it was three years ago, Increases in lighting, cameras and police are the main reasons why respondents feel this way.
- Slightly more than one half of respondents (51%) think NCC's initiatives to reduce alcohol related harm have made a difference. Of those respondents, 48% state this is due to their being Less intoxicated people on the street.

Transport:

- Seven in every ten respondents who work (Full time 43% or Part time 22%), Drove a private vehicle (70%) on their most recent trip to work. Public Transport was not stated as a method of travel by any respondent.
- Respondents were most satisfied with the work NCC has been doing on Off road cycle ways (68%) and separate lanes for bicycles on the roadway (60%). Public transport (23%) and Late night transport (26%) rated lowest in satisfaction by respondents.
- A smaller proportion of respondents in 2009 (34%) find it Harder to park than those in 2006 (41%). Similar proportions of respondents in 2009 and 2006 feel it's About the same (49% and 47% respectively).
- Of those respondents who cycle in Nelson (39%), the majority stated they were either Very satisfied (17%) or Satisfied (53%) with the overall experience of cycling on roads or cycle ways in Nelson.
- Danger when cycling on roads is the main reasons from respondents being Dissatisfied with the overall experience of cycling on roads or cycle ways in Nelson.
- Slightly less than two thirds of respondents (65%) are Satisfied overall with Safety for pedestrians around Nelson. Less than one half of respondents are Satisfied overall (48%) with safety for cyclists around Nelson.

Executive Summary

Civil Defence / Emergency Management:

- Earthquake (91%), Flooding (46%), Tsunami (23%) and Severe storms / cyclones (23%) and the top four nature disasters respondents think could happen to Nelson. Go home / stay home (36%) and Listen to the radio (24%) are the main actions respondents would take if a major emergency struck their area.
- Respondents are more concerned that Flooding (46%) could happen in Nelson than in 2006 (36%) however less concerned about a Tsunami (23% in 2009, 40% in 2006). There has also been an increase in respondents aware of Severe Storms (23% in 2009, 8% in 2006), this is likely due to major storm events experienced in the last two years. Awareness of Earthquakes (91%) remains the highest concern for Nelson respondents (89% in 2006).
- More FM (21%) and Classic Hits (14%) are the top two radio stations respondents would tune into to listen for updates during an emergency situation.
- Slightly more than one half of respondents have an emergency kit in case of an emergency (58%). Food (88%), Water (73%) and a First aid kit (52%) are the top three items likely to be found in respondents' emergency kit.
- A similar proportion of respondents in 2009 (58%) have an emergency supply kit in case of an emergency as those in 2006 (59%).

Social Wellbeing Work by NCC:

- Safety in public places (86%), Public health and safety (76%) and Affordable and accessible transport (76%) are considered aspects of service NCC should put higher priority on. Leisure and recreation (45%), Social connectedness (42%) and Discrimination and people's rights (38%) should all be lower priority.
- Respondents believe higher priority should be put on Public health and safety (27%), Affordable and accessible transport (26%) and Employment (23%). NCC should not be involved in Leisure and recreation (17%) and Discrimination and people's rights (16%).
- Lowering the rates (20%) and Improve amenities and facilities (17%) are the two most stated ways respondents feel NCC could do to make Nelson a better place to live.

Nelson Heritage:

- More respondents believe it is Important to protect and preserve Nelson's heritage (74%), than those who are Satisfied that Nelson's heritage is being protected (69%).
- Slightly less than three quarters of respondents (74%) believe the ongoing protection and preservation of Nelson's heritage is Important which represents a moderate decrease from 2006 (82%).
- Seven in every ten respondents (70%) know how to find information on the heritage sites in and around Nelson. Of those respondents, 59% would use the NCC website and 30% would use a Museum / library to obtain that information.
- There has been an increase in the proportion of respondents who know how to find information of the heritage sites in and around Nelson since the 2006 survey (61% in 2006, 70% in 2009).

Executive Summary

Sustainability:

- The majority of respondents (62%) Agree that NCC supports and promotes sustainability in the Nelson community. The majority of respondents (88%) stated they recycle At least once a month while only 7% stated they Never recycle.
- A similar proportion of respondents in 2009 (67%) put out their recycling Every week as those in 2006 (66%). Slightly more than two-thirds of respondents (67%) compost food waste while 72% compost garden waste.

Overall NCC Performance:

- The majority of respondents (57%) are Satisfied overall with NCC overall performance. I'm satisfied, they do a good job (45%), They have good initiatives (16%) and They do their best / they're trying (13%) are the top three reasons for respondents to be satisfied.

Introduction

Every year Nelson City Council commissions a resident survey to seek feedback on Council's services and facilities and other information to assist planning, management and accountability. The focus of the survey changes on a three year cycle. This year it primarily covered Social Wellbeing. Next year it will mainly look at all 14 Council Activities and the following year Democracy, Administration including Communication, Consultation and Environmental Management.

The study measures the level of satisfaction with Council performance in a number of service areas. This information helps in the preparation of the annual plan and asset management plans and provides feedback for the annual reporting process.

The information from the study will be used by NCC for future planning across a number of service areas.

Objectives:

▪ Provide information to assist Council to improve their understanding of the issues underlying perceptions of quality of life amongst Nelson residents. More specifically, measure residents' perceptions in regard to:

- Council consultation
- Health and life style
- Well-being
- Feelings of belonging in local communities
- Feelings of safety in Nelson city and local neighbourhoods
- Perceptions of Nelson as a place to live
- Provide feedback of residents' views of priorities in relation to community health and safety, to assist Council in reviewing its priorities in these areas
- Time spent being physically active
- Roads and transport
- Emergency preparation
- Heritage strategy
- Recycling / Waste disposal.

Methodology:

- The study consisted of 400 telephone interviews with residents in the Nelson City Council area:
- Quotas were enforced according to age and gender, to ensure a proportionally 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 Friday June 26th and Sunday July 19th 2009;
- The overall results have a margin of error of +/-4.90% at the 95% confidence level.

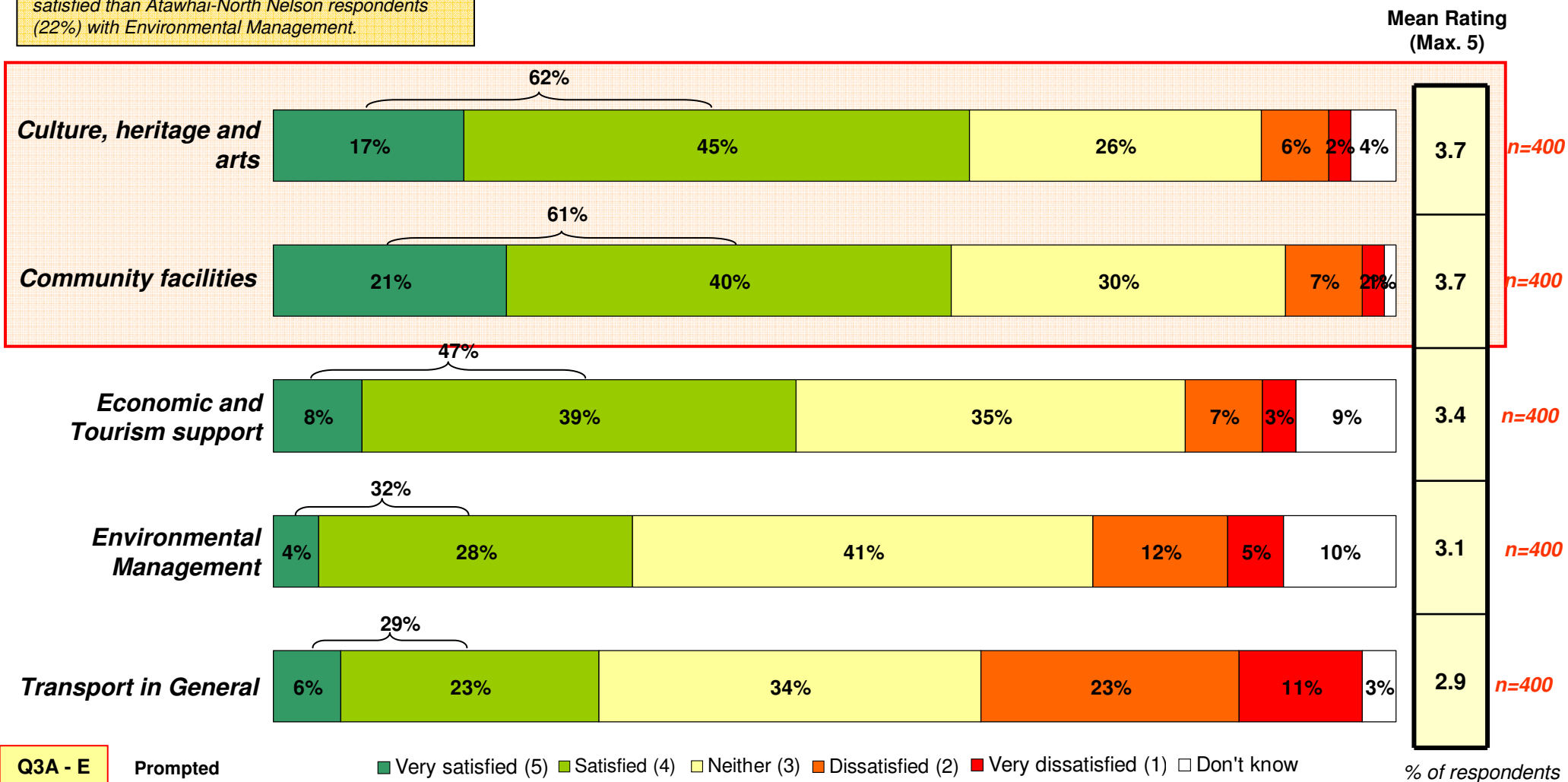


1. *NCC Activities*



*Central Nelson respondents (35%) are more satisfied than Atawhai-North Nelson respondents (22%) with Environmental Management.

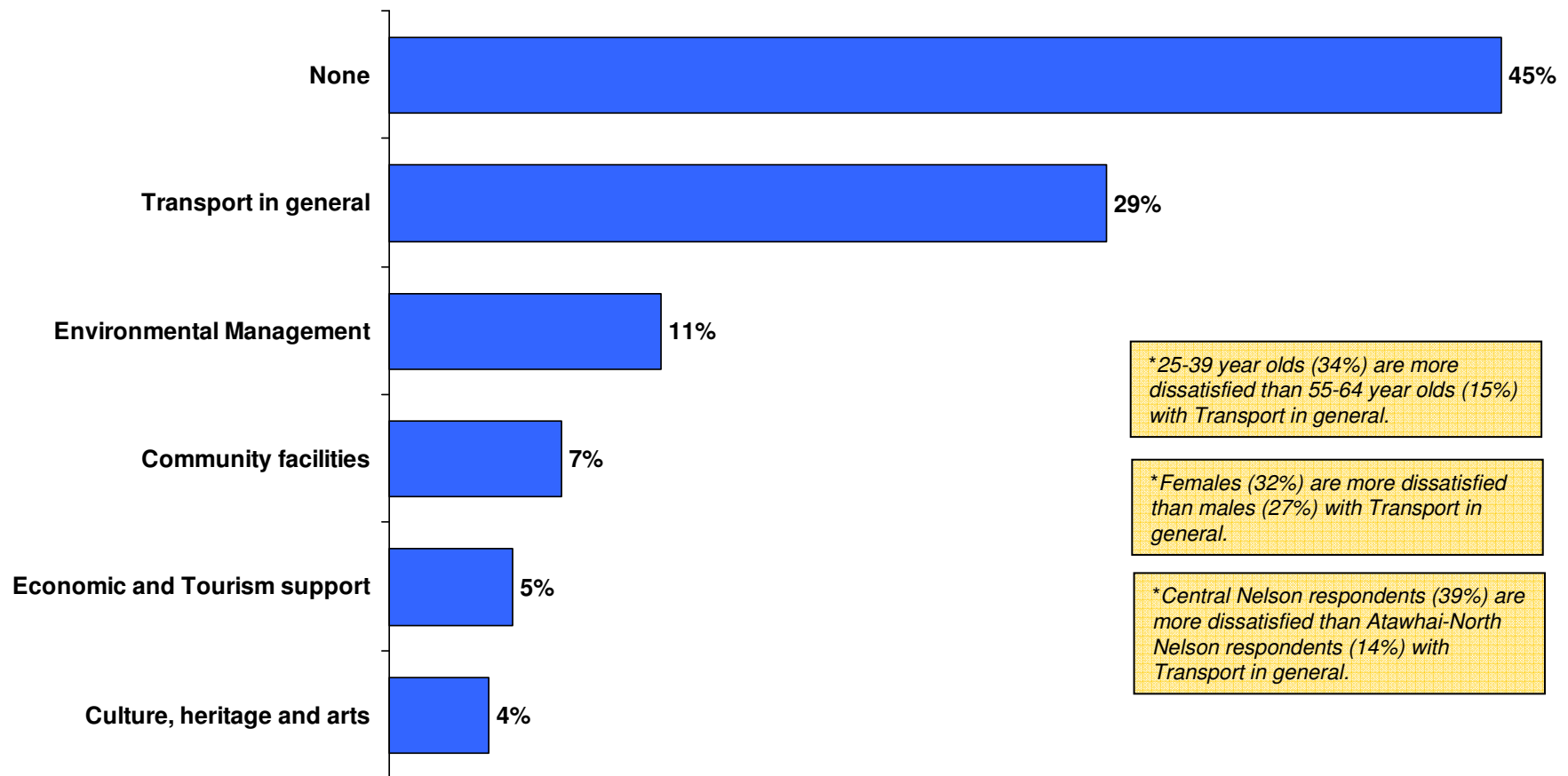
Satisfaction with NCC Activities



Respondents were most dissatisfied with *Transport in General* (34%) and *Environmental Management* (17%). *Culture, heritage and arts* (62%) and *Community facilities* (61%) were the two NCC activities respondents were most satisfied with.



Which of these are you most dissatisfied about?



n=400

Q4 Unprompted

% of respondents

Slightly less than one third of respondents (29%) stated they were most dissatisfied with *Transport in general*.

For what reasons are you dissatisfied?

Community facilities

- *Public toilets not up to standard. (13)*
- *I can never find one when I need to.*
- *Keep the library where it is.*
- *Not enough for families with younger families.*
- *The community facilities all cost, it's a disgrace.*

Economic and Tourism support

- *NCC doesn't seem interested in promoting tourism. (2)*
- *Need to help businesses instead of spending on grandiose projects.*
- *I don't really know the level of support that NCC offer towards it.*
- *I don't see what tourism does for any man on the street and I like tourists.*
- *I don't think they do enough. (2)*
- *It should be a high priority.*
- *I'm a small business owner in the construction business and I find that the NCC are very negative.*
- *We don't have a vibrant economy.*
- *Not getting enough tourists to Nelson.*
- *Not progressive enough in our area.*
- *Nothing new for tourists or support for local authority.*
- *There are too many tourists coming to Nelson, this affects jobs.*
- *They have reduced the amount of money they give for this.*
- *Tourism is alright. I think there's too many on the tourism board.*

Transport in general

- *A more frequent bus service is required. (19)*
- *There's a huge lack of public transport. (17)*
- *Nelson doesn't have a good bus service. (10)*
- *Roads are too congested. (9)*
- *More bus routes are needed. (8)*
- *Roads need better maintenance. (7)*
- *Footpaths are not well maintained. (6)*
- *Bus system is too expensive. (3)*
- *Roading infrastructure needs to be improved. (3)*
- *Cyclist's safety. (2)*
- *Roads infrastructure needs a total revamp.*
- *Roads are a disgrace, in my area.*
- *NCC is not doing enough to encourage people to use the bus service.*
- *I really feel that we need another road into the city and better bus services.*
- *I think a lot more cycle ways are needed.*
- *NCC don't do much about transport.*
- *Lots of cycle lanes but need more in some places.*
- *Our transport service does not offer us much.*
- *Public transport leaves a lot to be desired.*
- *Push harder for other means of transport to out lying areas.*
- *More cycle ways and buses.*
- *Some of the cycle lanes are a bit too tiny for when you are driving.*
- *Some of the roads are not very good.*
- *I find it quite hard to follow the timetable.*
- *The buses are quite old and don't look flash.*
- *Nelson people don't support the bus service.*

For what reasons are you dissatisfied?

- *There are no cycle ways from Enner Glyn going down Arapiki Road and it's very hard to get across Waimea Road.*
- *Too much focus on getting people in cars rather than cycling and public transport.*
- *We've never had footpaths in my area.*

Culture, heritage and arts

- *A lack of a place for good concerts, no decent facilities.*
- *The Saturday morning flea market take up too much parking space.*
- *It could be better.*
- *There are better ways of spending tax payers money than spending all on culture.*
- *I don't think as ratepayers we should be paying for all the extra things they support.*
- *I feel they have poured a huge amount of money into this area and they still don't have a good venue for concerts.*
- *NCC should forget about the Performing Arts Centre, it's not within ratepayers ability to fund.*
- *I think that it is a waste of money.*
- *I think they could do more. Give more money towards it.*
- *I would like to see a performing arts centre.*
- *Not enough facilities to hold these things.*
- *I am quite disappointed with the Museum of local history.*
- *To some degree I think we are behind other centres.*
- *We need a performing arts centre.*

Environmental Management

- *Cleaner homes [scheme] is a have. Only one supplier used.*
- *Compliance consent takes far too long.*
- *Consents sometimes are a bit slow.*
- *I have issues with resource consents because they don't back up what they say.*
- *I think NCC could manage it better.*
- *I think the recycling scheme has been a sham.*
- *It costs \$20 to dump green waste at the tip and therefore it encourages people to dump it everywhere.*
- *It takes too long and costs too much to get a resource consent.*
- *It's the regulatory body. It's a conflict between district and city.*
- *I find the resource consents very over the top, requiring over-engineering.*
- *Seems to be a lot of infrastructure needs to be dealt with.*
- *Telling us we can't have log fires.*
- *Their policies regarding heat and open fires and wet backs not allowed.*
- *The decision making at the top level. There is very little consultation.*
- *The big outlay in rates doesn't justify what they do or don't do as in sewage ponds.*
- *The NCC has no idea how to manage the environment.*
- *The NCC were in breach of a district plan, so we weren't happy with that.*
- *The length of time it takes to get anything done.*
- *The processes for resource consents needs to be more efficient.*
- *The resource consents take far too long.*
- *They are making me replace my perfectly good fireplace.*
- *They don't recycle every week it's different things for different weeks.*
- *They dump waste from the overflow at the sewerage places.*
- *They're pumping sewage into Maitai River and Harbour.*

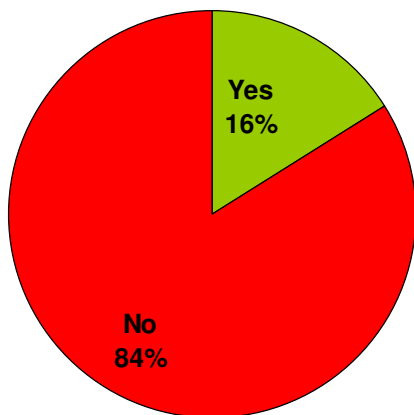
Q5 Unprompted

2. Recreation Programmes

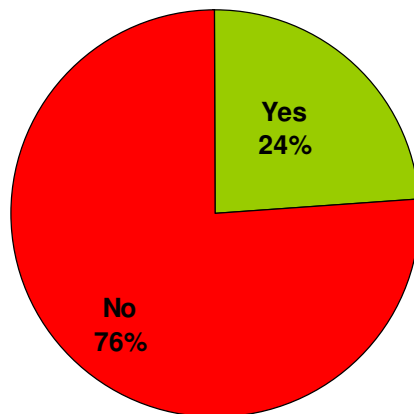


Are you aware of the following NCC-supported recreational programmes?

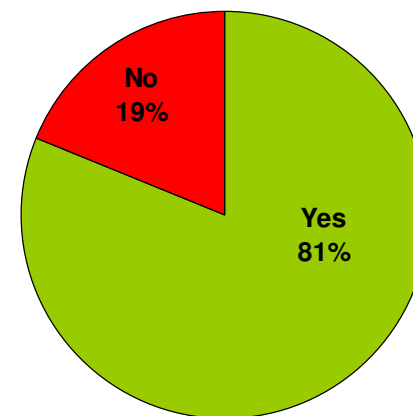
Women's activator series



Way 2 Go

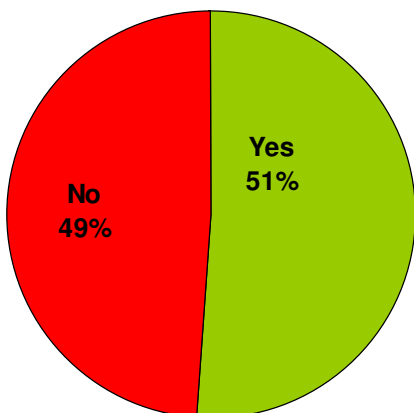


Walk Nelson booklet

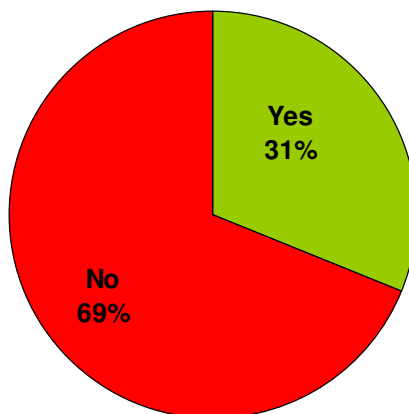


*Females are more aware of all recreational programmes than males.

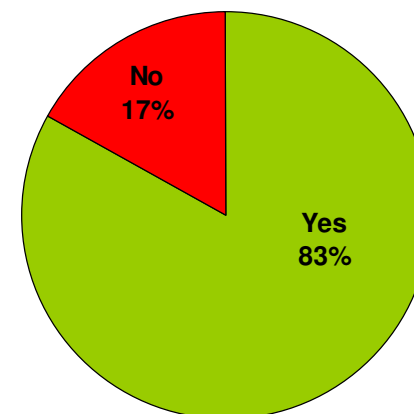
FOUND directory



In Your Neighbourhood programmes



The New Hub recreation centre



Unprompted

Q6A

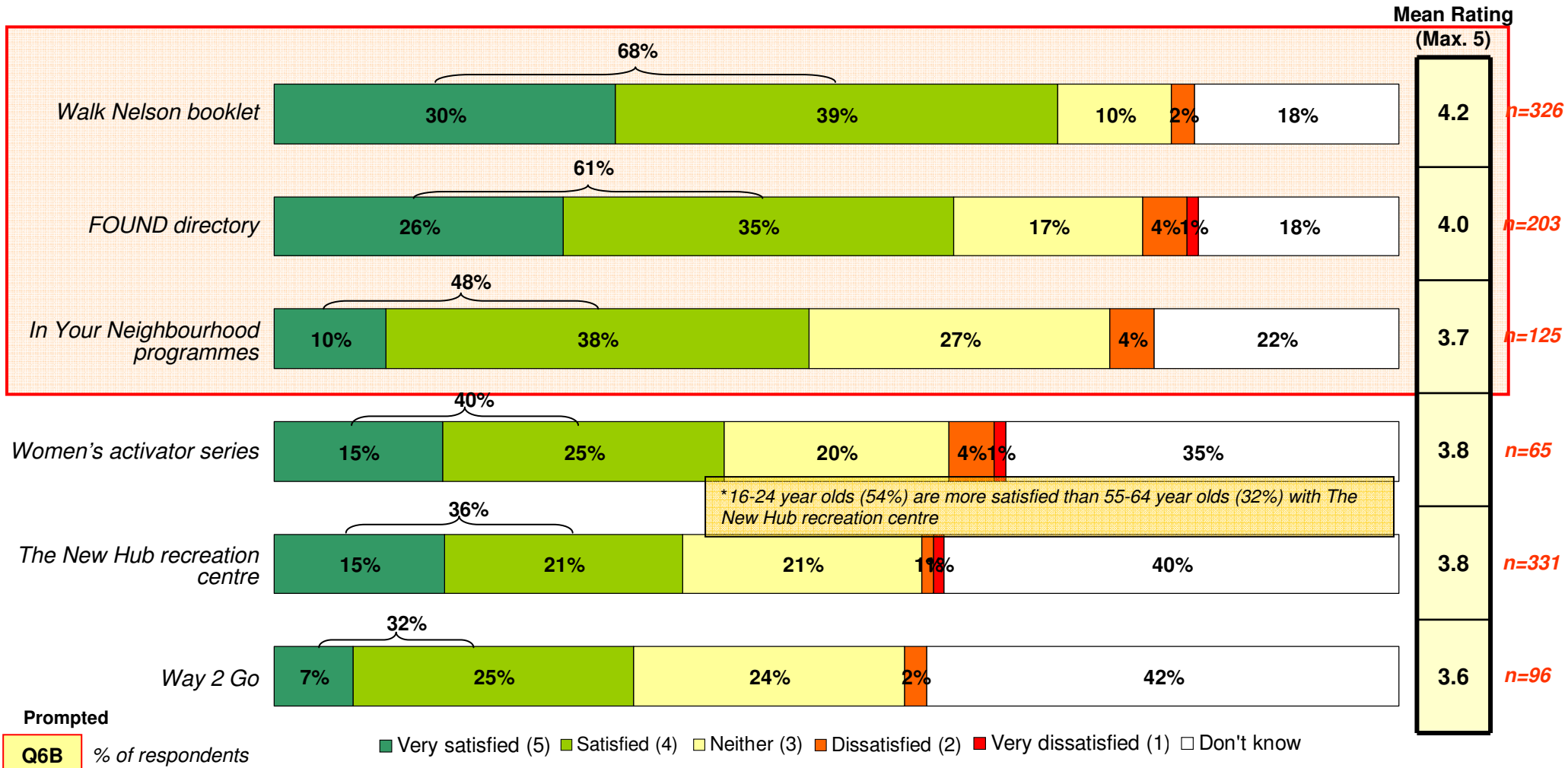
% of respondents

n=400

Awareness was highest for *The New Hub recreation centre* (83%) and *Walk Nelson booklet* (81%). *Women's activator series* (16%) and *Way 2 Go booklet* (24%) had the least amount of awareness amongst respondents



How satisfied are you with the following NCC-supported recreation programmes?

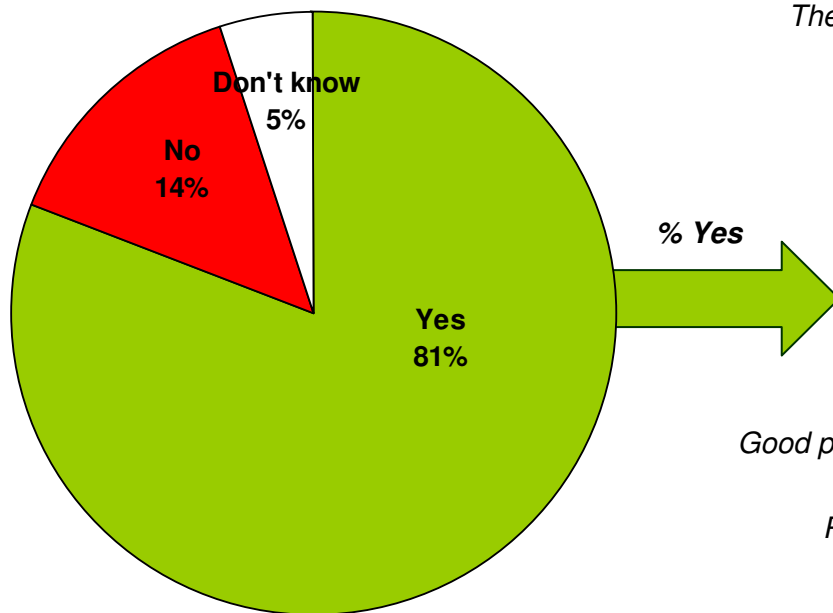


Significant proportions of respondents who stated they were aware of the NCC-support programmes stated they *Didn't know* how satisfied they were with them. *Walk Nelson booklet* showed a high level of awareness (81%) as well as a high level of *Satisfaction* (68%).



Do you think NCC provides enough recreation opportunities for residents?

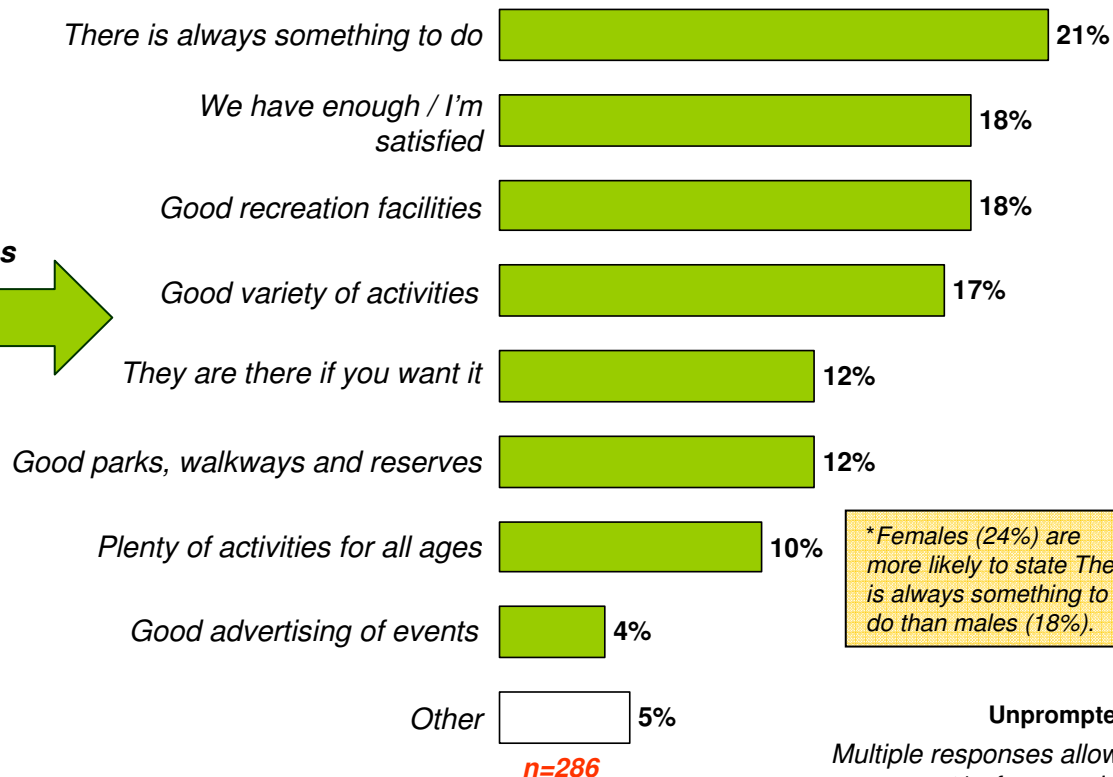
*65+ year olds (92%) are more likely than 16-24 year olds (72%) to state NCC provides enough recreation opportunities for residents.



n=400

Unprompted

Why is that?



n=286

*Females (24%) are more likely to state There is always something to do than males (18%).

Unprompted
Multiple responses allowed
% of respondents

Q7 & Q8

Four in every five respondents (81%) believe that NCC provides enough recreation opportunities. These thoughts are endorsed by respondents stating *There is always something to do* (21%), *Good recreational facilities* (18%) and *Satisfaction of what's available* (18%).

Do you think NCC provides enough recreation opportunities for residents? – If No Why not?

- *Lack of recreation opportunities for youth / teenagers. (15)*
- *I haven't seen any advertising. (5)*
- *I don't think there is enough funding, everything costs. (2)*
- *I haven't heard of any of the above facilities. (2)*
- *Lack of family oriented activities. (2)*
- *I don't know what they're doing other than spending money. (2)*
- *There is very little for Nelson residents.*
- *NCC has done a bit on the Trafalgar Centre but lots more needs to be done.*
- *Don't know of any that NCC provide.*
- *Lack of sports and recreation activities.*
- *I feel there is not enough and NCC could do more.*
- *Nelson seems to miss out on International sporting.*
- *I think they could do a little bit more especially for kids in the winter.*
- *I think they spend too much money on big things.*
- *I was sad to see them close the 10 pin bowling centre.*
- *It's boring. Not a lot going on.*
- *It's not very proactive in looking at international events.*
- *Nelson has got an aging population and they tend to cater to them sometimes at a loss.*
- *Not enough organised sport. Also it took one year to make the skateboard park.*
- *Seem to be more centred on arts than for others who need different recreation.*
- *Sporting facilities for adults and children are not good.*
- *There are ongoing projects we should have had many years ago.*
- *There aren't enough for elderly people in my area.*
- *There aren't enough facilities.*
- *There could be a lot more to keep people active.*
- *There doesn't seem to be much to do that is free.*
- *Hard to know where to take kids that doesn't cost.*
- *There is not a lot of variety in winter activities.*
- *They can do a lot more.*
- *They need to inform people more of what's going on.*
- *They only cater to sports like rugby and tennis.*
- *Make a few more public reserves.*
- *Where I live there are no playgrounds.*

Q8

Unprompted

Respondents who didn't believe NCC provided enough recreation facilities stated *Lack of recreation opportunities for youth / teenagers* and *Lack of advertising* as the primary reasons for this. *Lack of free activities* is also a common theme for respondents dissatisfaction.

3. *Migration and Living in Nelson*



Where did you move to Nelson from – Elsewhere in New Zealand responses

- *Christchurch (34)*
- *Auckland (24)*
- *Wellington (22)*
- *Dunedin (10)*
- *Canterbury (9)*
- *West Coast (7)*
- *Palmerston North (5)*
- *Motueka (4)*
- *Tasman (4)*
- *Napier (4)*
- *Invercargill (3)*
- *Rotorua(3)*
- *Southland (3)*
- *Timaru (3)*
- *Taranaki (3)*
- *Whangarei (2)*
- *Cambridge (2)*
- *Hawkes Bay (2)*
- *Oamaru (2)*
- *Otago (2)*
- *Alexandra*
- *Blenheim*
- *Chatham Island*
- *Lower Hutt*
- *Gisborne*
- *Golden Bay*
- *Hamilton*
- *Hawera*
- *Kaikoura*
- *Levin*
- *Lower Hutt*
- *Marlborough*
- *Mosgiel*
- *Mount Maunganui*
- *Buller District*
- *New Plymouth*
- *Onekaka*
- *Queenstown*
- *Richmond*
- *Te Anau*
- *Tokoroa*
- *Turangi*
- *Waihike Island*
- *Waikato*
- *Waiouru*
- *Wakefield*
- *Wanaka*
- *Wanganui*
- *Westport*
- *Whitianga*

Q11

Christchurch (34 responses), Auckland (24 responses) and Wellington (22 responses) are the primary locations that respondents moved from.



Where did you move to Nelson from – Overseas responses

- *United Kingdom. (16)*
- *Australia (13)*
- *Scotland (2)*
- *Bahamas*
- *Holland*
- *Saudi Arabia*
- *South Africa*
- *Switzerland*

Q11

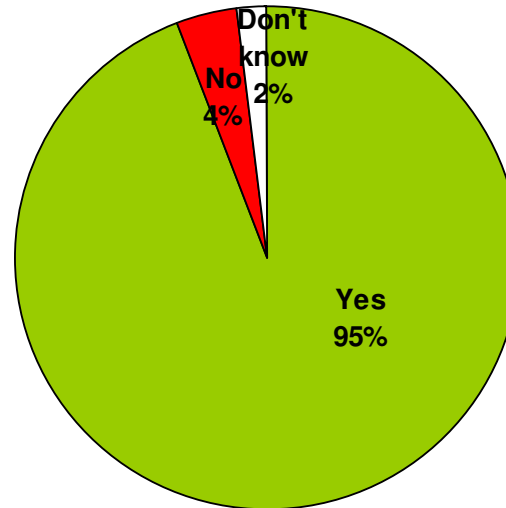
The *United Kingdom* (16 responses) attracts slightly more respondents to Nelson than *Australia* (12 responses).



Would you recommend Nelson as a place to live?

*65+ year olds (97%) are more likely to recommend Nelson as a place to live than 55-64 year olds (90%).

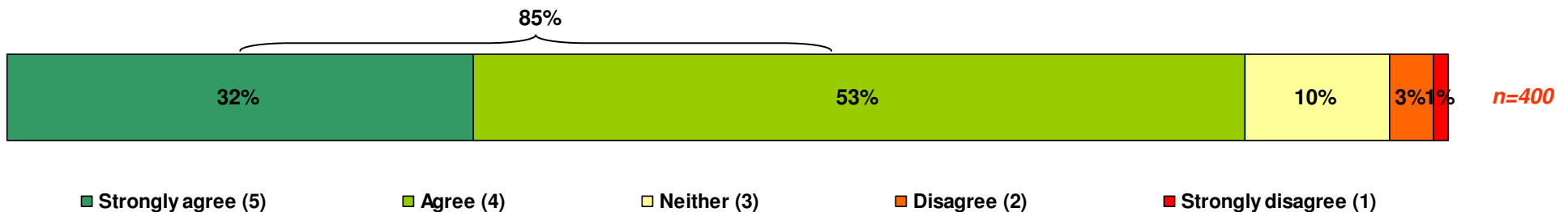
*Males (70%) are more likely than females (56%) to agree overall with I feel a sense of pride in the way Nelson looks and feels.



n=400

* Atawhai-North Nelson respondents (90%) are more likely than Port Hills respondents (90%) to agree overall with I feel a sense of pride in the way Nelson looks and feels.

How strongly do you agree with 'I feel a sense of pride in the way Nelson looks and feels'?



n=400

Strongly agree (5) Agree (4) Neither (3) Disagree (2) Strongly disagree (1)

Q12 & Q13 Prompted

Mean Rating (Max. 5)	4.1
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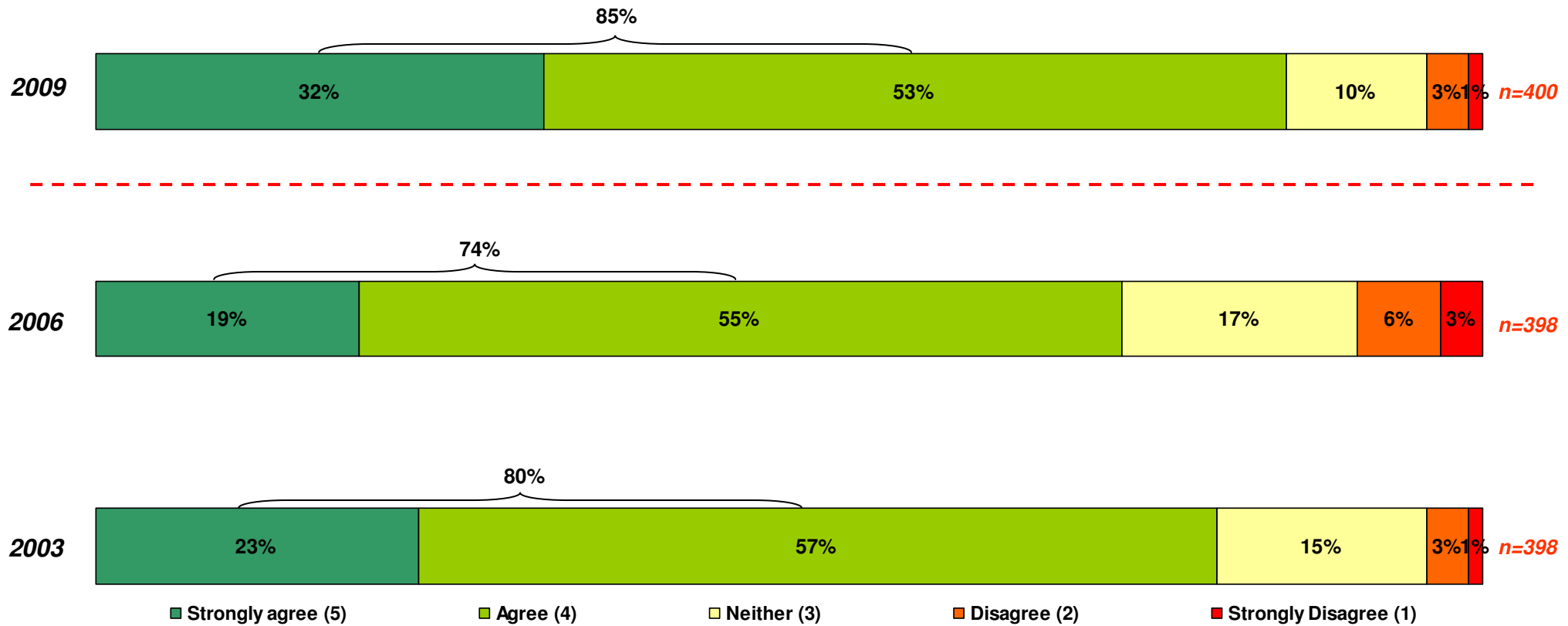
% of respondents

The large majority of respondents (95%) *Would* recommend Nelson as a place to live, 85% of respondents 'Agree' or 'Strongly agree' they felt a pride in the way Nelson looks and feels.



COMPARISON OVER TIME:

How strongly do you agree or disagree with 'I feel a sense of pride in the way Nelson looks and feels'?



Q13

Prompted

% of respondents

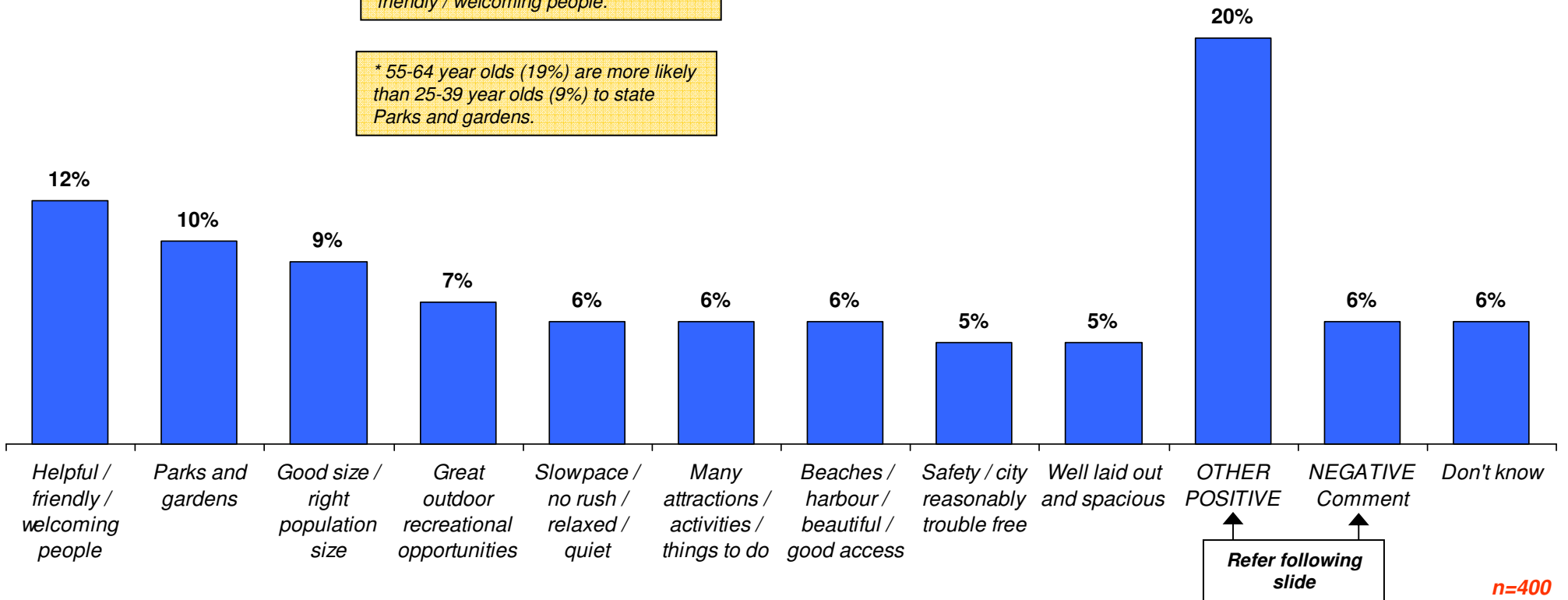
Although fewer respondents 'Agreed' they felt a sense of pride in the way Nelson looks and feels in 2006 (74%) than 2003 (80%), a significant proportion feel this way again in 2009 (85%).



Why is that?

* Atawhai-North Nelson respondents (16%) are more likely than Port Hills respondents (8%) to state Helpful / friendly / welcoming people.

* 55-64 year olds (19%) are more likely than 25-39 year olds (9%) to state Parks and gardens.



n=400

% of respondents

Q14 Unprompted

Helpful / friendly / welcoming people (12%), Parks and gardens (10%) and Good population size (9%) are the top three reasons for respondents having pride in the way Nelson looks and feels.

Why is that? – Other responses

OTHER POSITIVE:

- *Good facilities and services. (15)*
- *Climate. (13)*
- *Attractive buildings (7)*
- *Go ahead / positive place. (6)*
- *Great place to bring up a family. (5)*
- *Clean and tidy. (5)*
- *Safe community. (4)*
- *Close to family. (4)*
- *Not too much traffic, easy to get around. (3)*
- *Provincial lifestyle. (2)*
- *Good place to live. (2)*
- *I was born here. (2)*
- *A way of living.*
- *Access to things that I enjoy doing.*
- *Active Council.*
- *Atmosphere.*
- *Good work opportunities.*
- *Fantastic schools.*
- *Good place to retire.*
- *It's where I've lived for 42 years.*
- *Only live here because family is here.*
- *The general ambience of the place.*
- *Great place to shop*

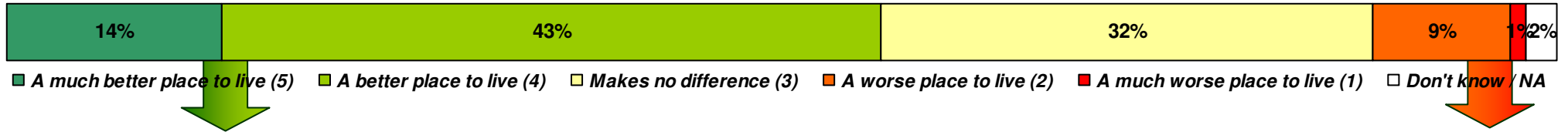
OTHER NEGATIVE:

- *Needs sprucing up / better maintenance needed (4)*
- *Old buildings pulled down / unattractive new buildings (3)*
- *Looks dirty / rubbish everywhere (3)*
- *Roading issues (3)*
- *Safety concerns / crime / violence (2)*
- *Empty buildings / closed shops*
- *The NCC has ideas far too big and expensive for Nelson ratepayers like the new Arts Centre.*
- *I certainly don't hold a great sense of pride. I wasn't born here.*
- *It's more suitable for retired people.*
- *Limited employment prospects.*
- *Nothing for entertainment like concerts, all outdoor entertainment, Wearable Arts, museums, shows.*
- *To a certain extent Nelson is a bit of a back water. Which is why people come here. Some people just want it to stay the same but we need to progress if we're going to get anywhere.*
- *We are lacking in colourful expressions of art.*

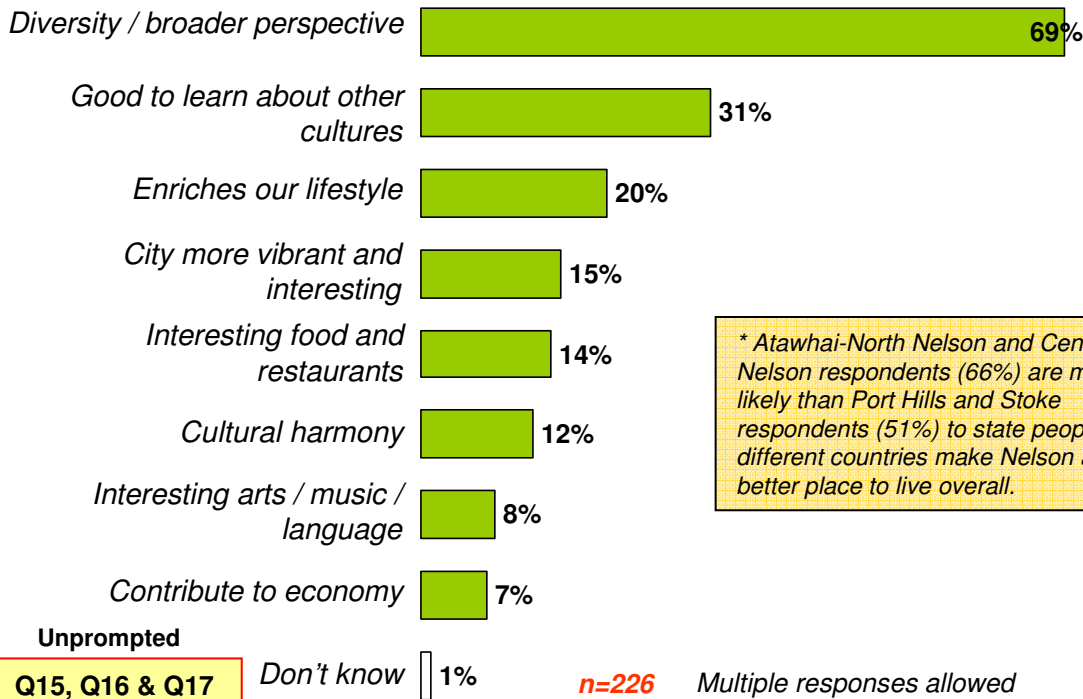


Overall, do you think more people from different countries with new lifestyles, cultures make Nelson...?

⚠ = small base size

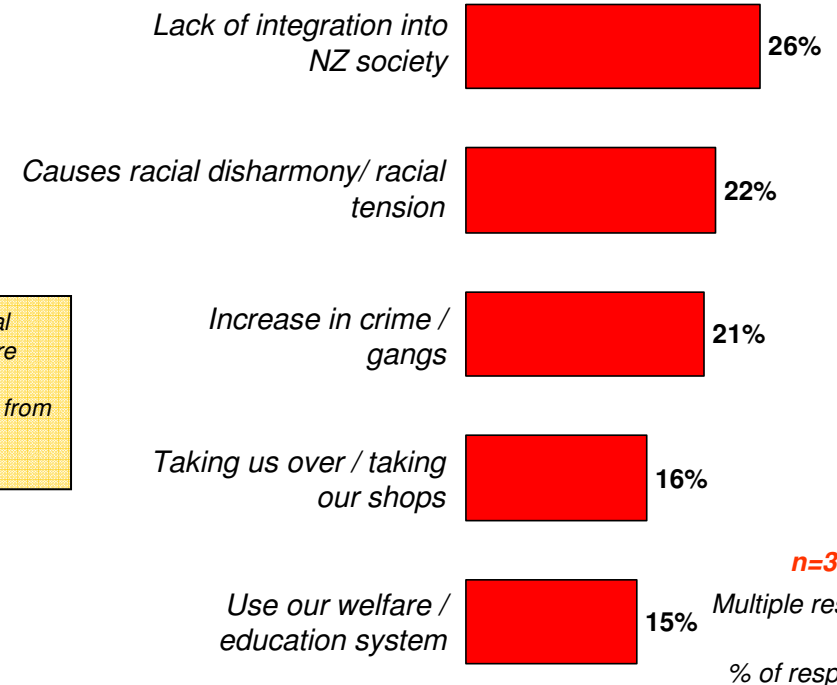


For what reasons do you say that?



* Atawhai-North Nelson and Central Nelson respondents (66%) are more likely than Port Hills and Stoke respondents (51%) to state people from different countries make Nelson a better place to live overall.

For what reasons do you say that? (Top 5)

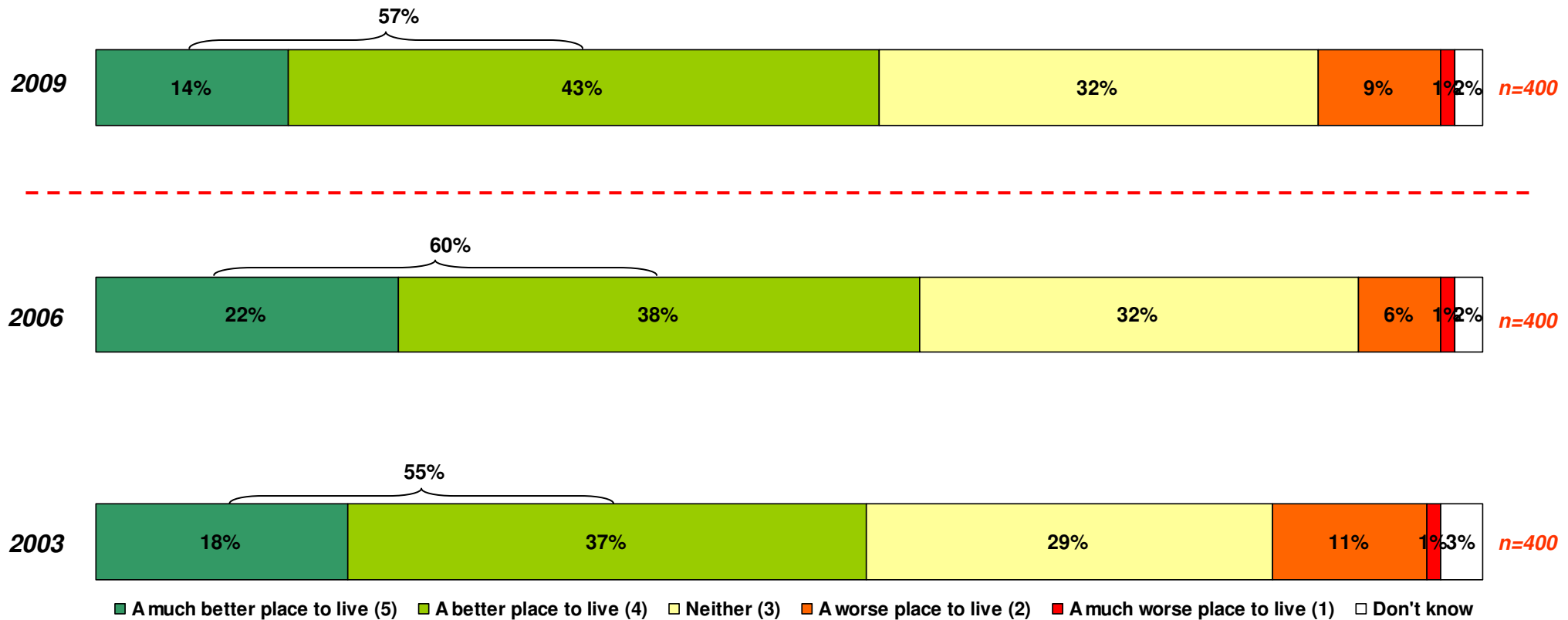


The majority of respondents (57%) believe Nelson is a 'Better place to live' by having different cultures because it provides *Diversity / broader perspective* (69%). *Lack of integration in into NZ society* (26%) was the main reason the minority or respondents felt it made Nelson a 'worse place to live'.



COMPARISON OVER TIME:

Overall, do you think more people from different countries with new lifestyles, cultures make Nelson...?

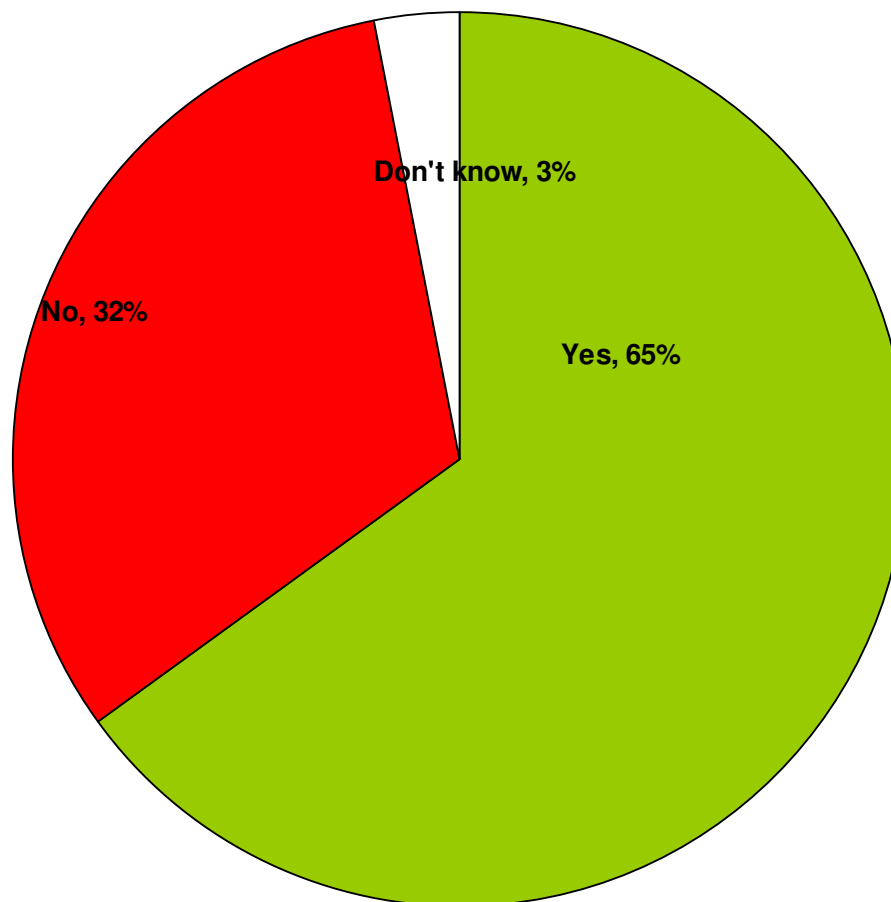


Q15 Prompted

% of respondents

There has been a slight decrease in the percentage of respondents who think people from different countries with new lifestyles make Nelson a 'Better place to live' (57%) from the 2006 results (60%)

Would you attend events that celebrate cultural diversity?



*Stoke respondents (60%) are less likely than Atawhai-North Nelson respondents (72%) to attend events that celebrate cultural diversity.

* 25-39 year olds (70%) are more likely than 65+-year olds (58%) to attend events that celebrate cultural diversity.

*Females (70%) are more likely than males (59%) to attend events that celebrate cultural diversity.

n=400

% of respondents

Q18 Unprompted

Slightly less than two in every three respondents (65%) would attend an event that celebrated cultural diversity.

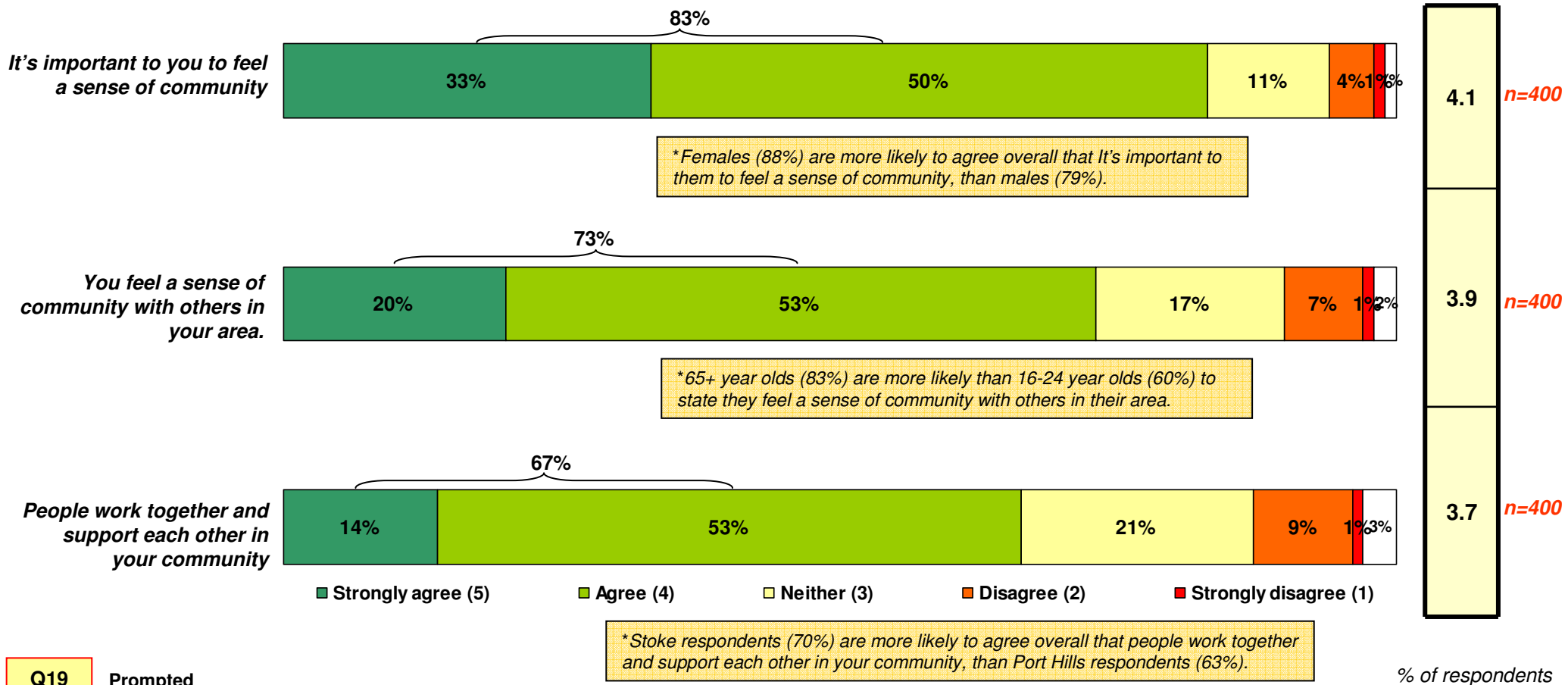
4. *Local Community*





How strongly do you agree or disagree with these statements?

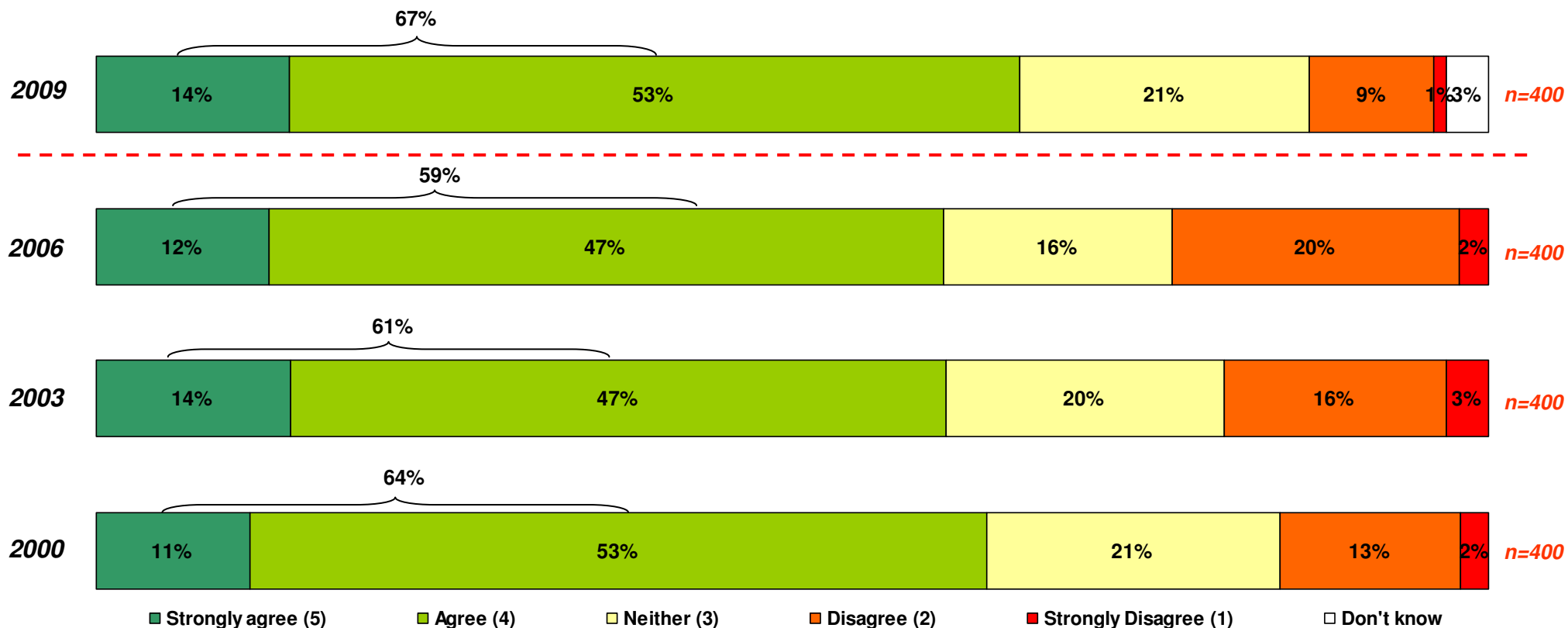
Mean Rating
(Max. 5)



The majority of respondents (83%) 'Agree overall' that it's important to feel a sense of community. A smaller proportion of respondents (67%) 'Agree overall' that people work together to support each other in their community.



COMPARISON OVER TIME:
How strongly do you agree or disagree with these statements? ... People work together and support each other in your community



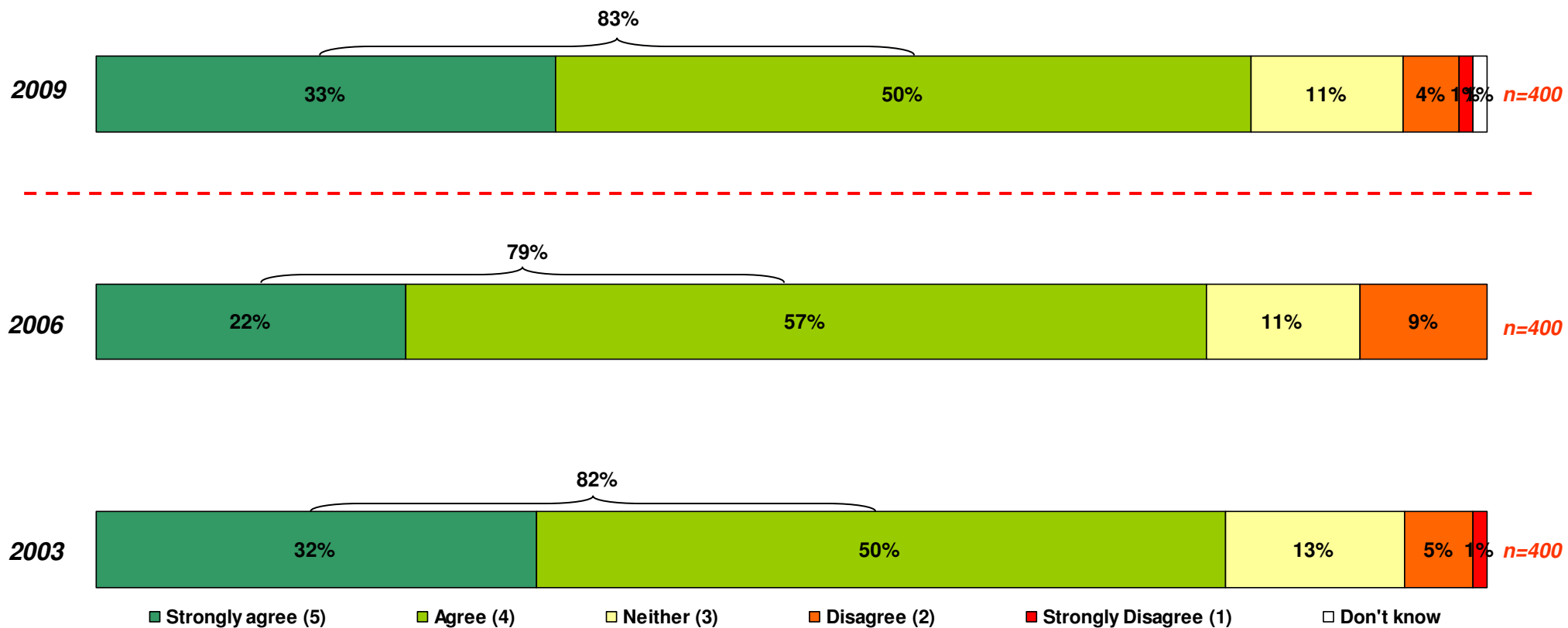
Q19 Prompted

% of respondents

Slightly more respondents in 2009 (67%) 'Agree' that people work together and support each other in their community compared to 2006 (59%)



COMPARISON OVER TIME:
How strongly do you agree or disagree with these statements? ... It's important to you to feel a sense of community



Q19

Prompted

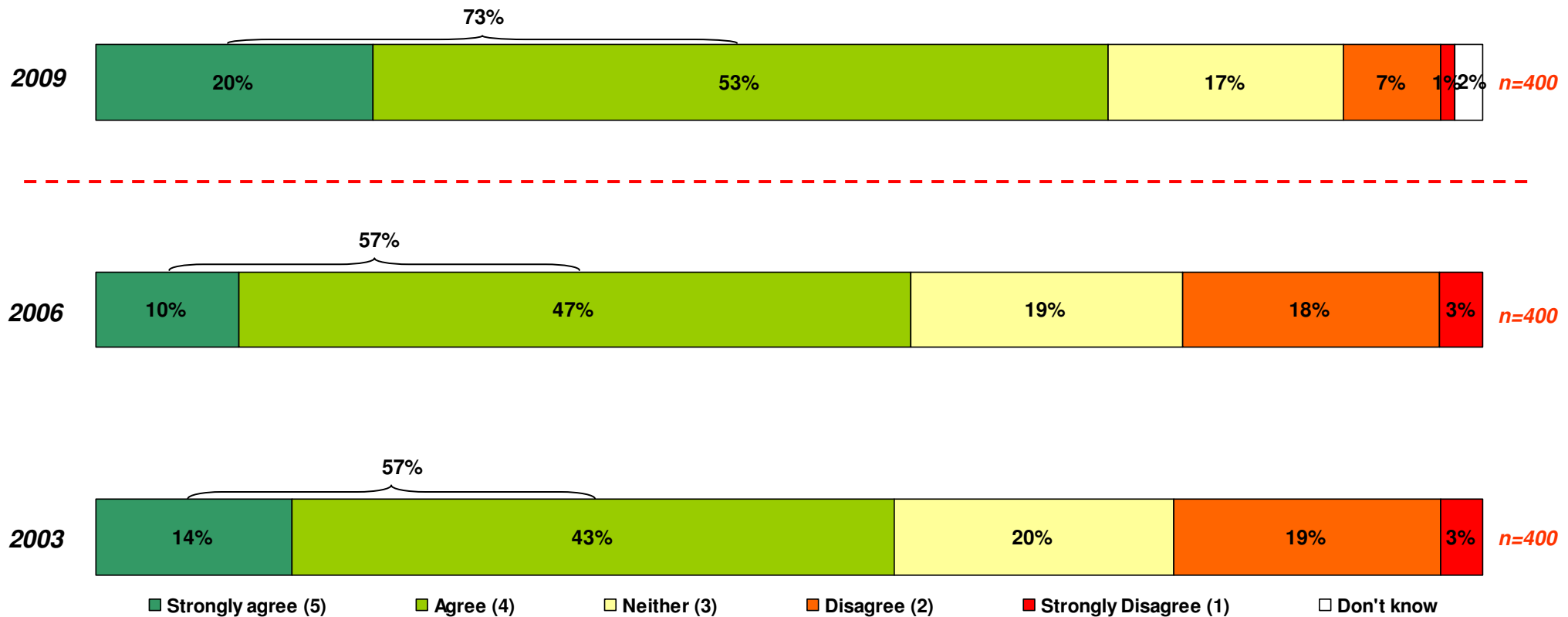
% of respondents

Slightly more respondents in 2009 (83%) 'Agree' that it's important to feel a sense of community compared to 2006 (79%)



COMPARISON OVER TIME:

How strongly do you agree or disagree with these statements? ... You feel a sense of community with others in your area?



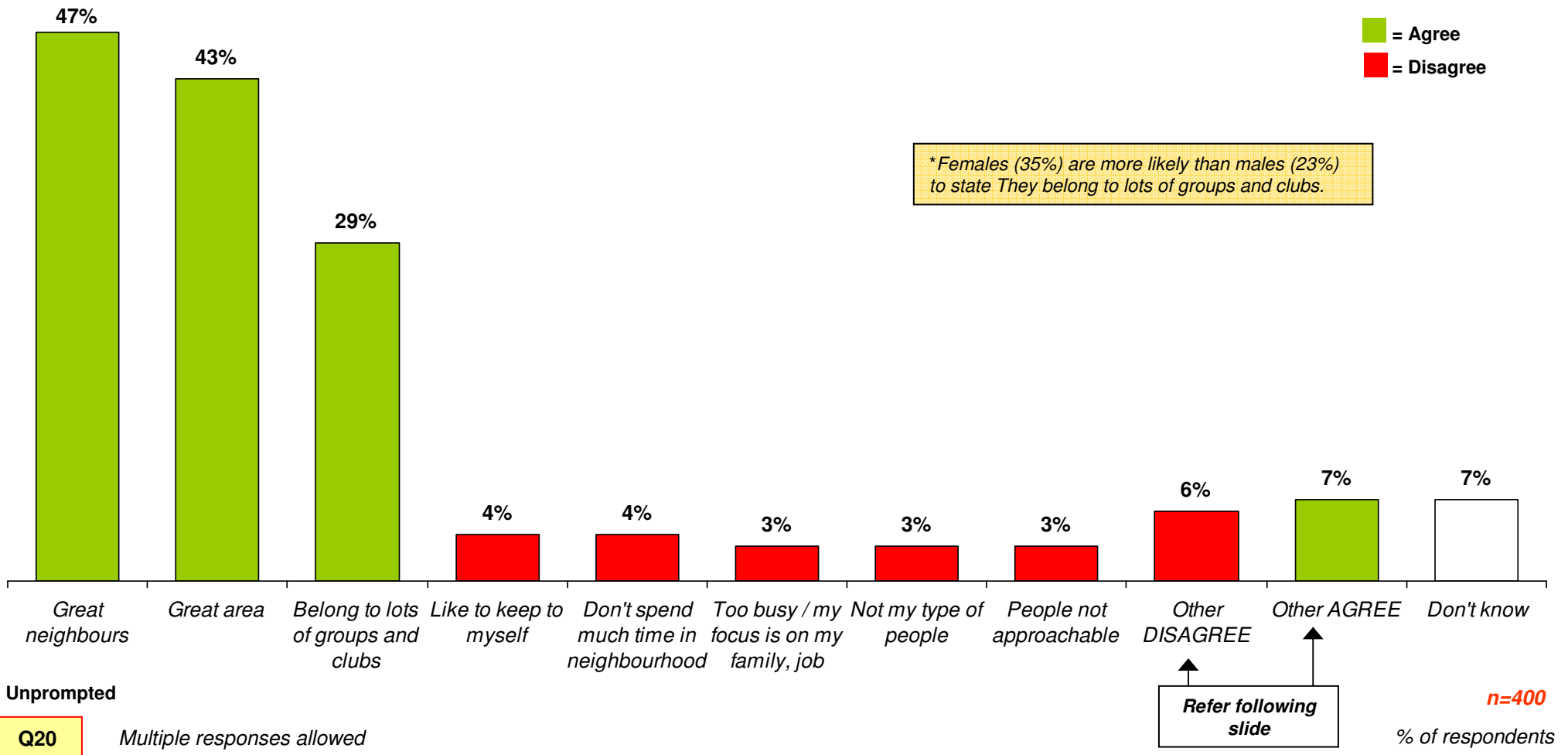
Q19 Prompted

% of respondents

Slightly more respondents in 2009 (73%) 'Agree' they feel a sense of community with others in their area compared to 2006 (57%)



For what reasons did you (agree / disagree) with the statements we have just discussed?



Great neighbours (47%) and Great area (43%) are the top two reasons for respondents 'Agreeing' they feel a sense of community with others in their area.



For what reasons did you agree / disagree with the statements we have just discussed?

Strongly Agree or Agree

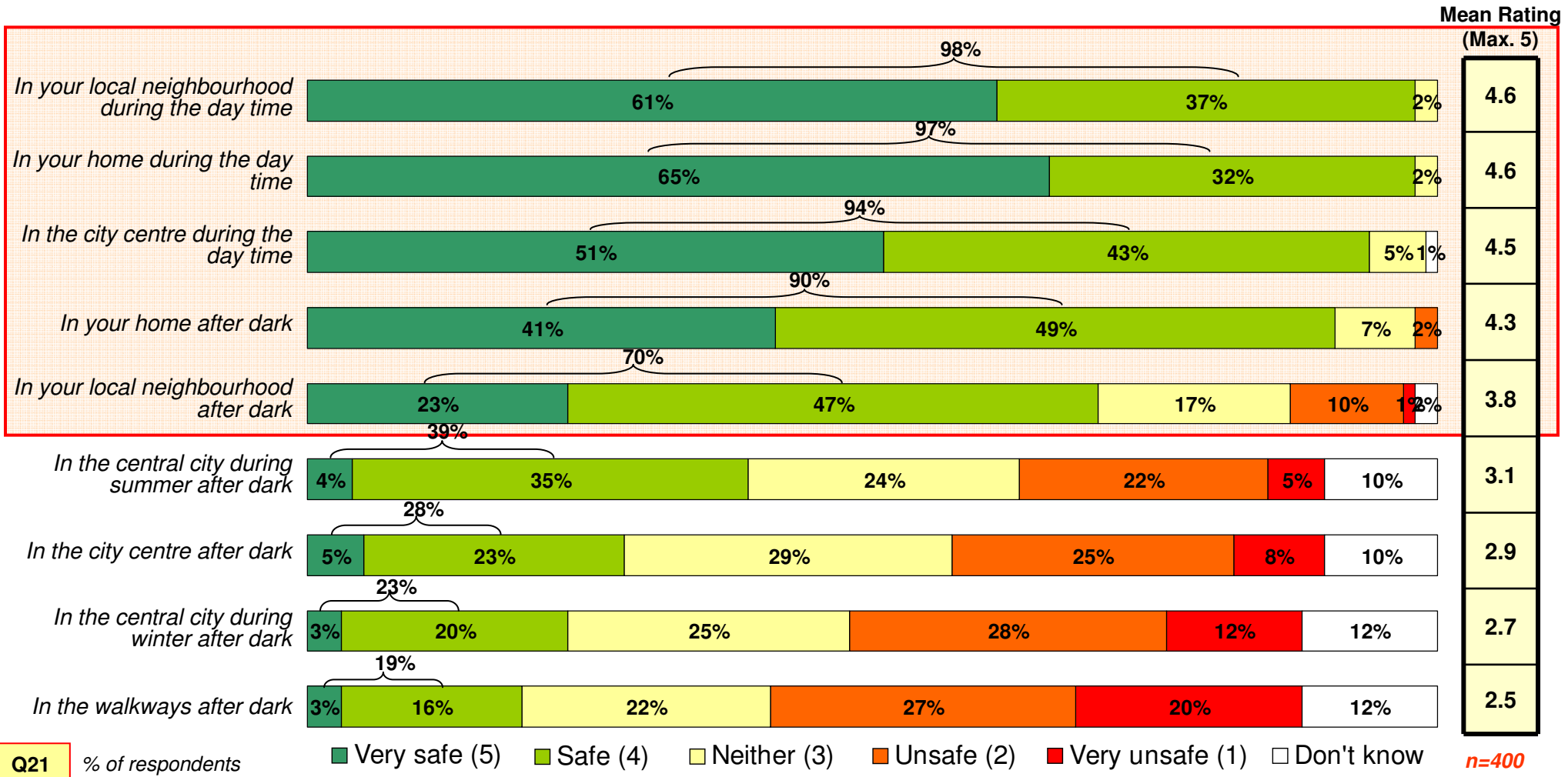
- *My family are here. (5)*
- *Weather / climate (2)*
- *Attracts people.*
- *Enriching and supportive to belong to a good community.*
- *Generally I feel there's a good community spirit.*
- *Great in the summer particularly.*
- *Have lived all my life in Nelson and know a lot of people.*
- *I feel safe in this well-run city.*
- *I think everyone likes to feel that sense of safety so everyone looks after each other.*
- *I think it's important to have a sense of community.*
- *I want to feel a sense of community.*
- *It's just the way we are.*
- *Just that the older people are catered to really well here.*
- *My perception.*
- *Need for community to get along.*
- *Quite content.*
- *Safety if something going to affect our community and our area I would stand up for it.*
- *Sharing and being proud of your area and contributing.*
- *Think that way.*
- *We do live in the Victory Square community. I think we're a classic example of cultural diversity and it's a good positive environment.*

Strongly Disagree or Disagree

- *I don't feel it's how it used to be.*
- *Stick to my group.*
- *Too many people looking out for themselves.*



Thinking about your overall sense of freedom from crime, how safe or unsafe do you feel in the following situations?

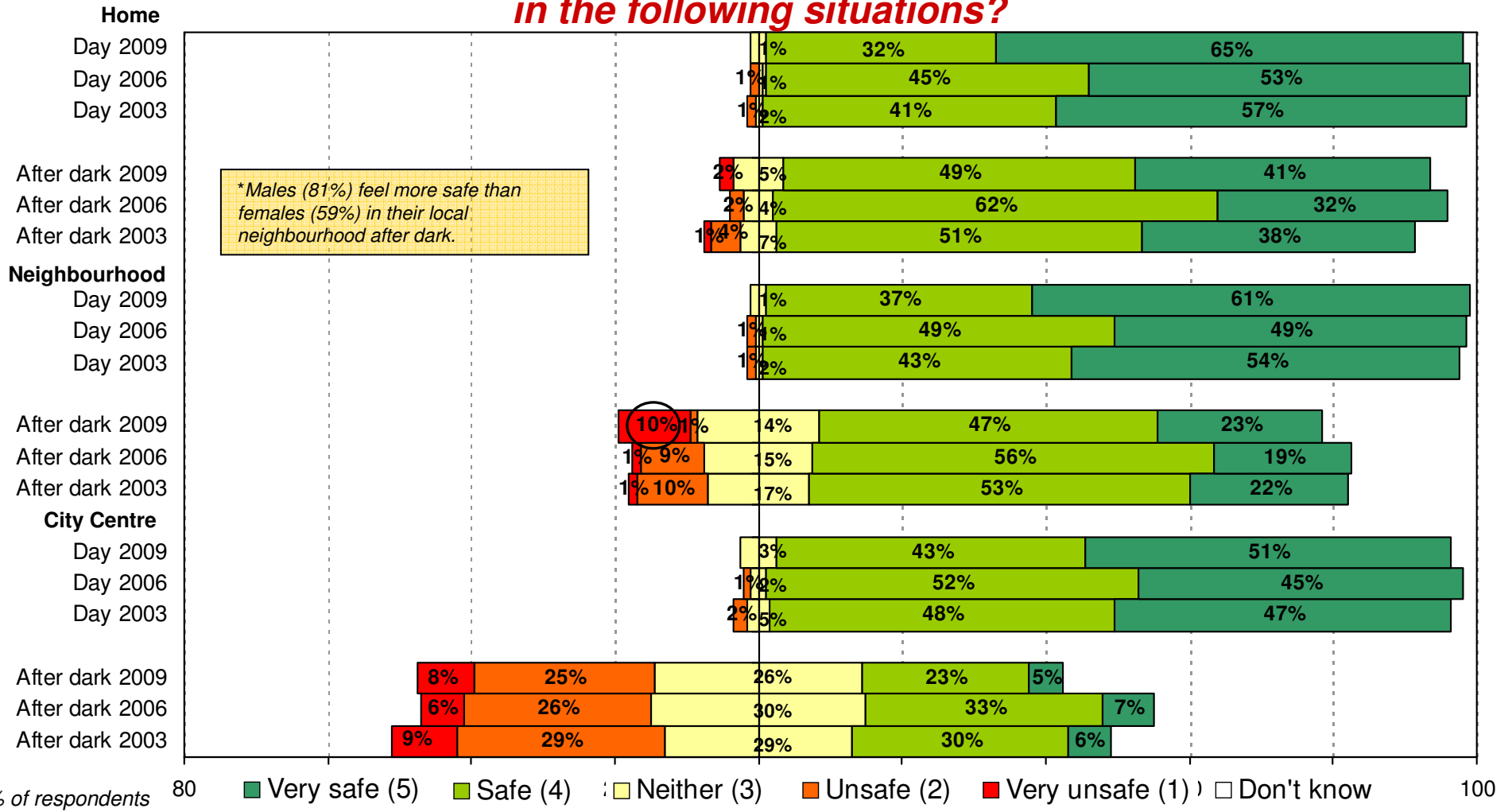


Large proportions of respondents feel safe during the day time in their *Local neighbourhood* (98%), *at home* (97%) and *In the city centre* (94%). Respondents feel most *Unsafe* after dark in *Walkways* (47%), *central city during winter* (40%) and *City centre* (33%).



COMPARISON OVER TIME:

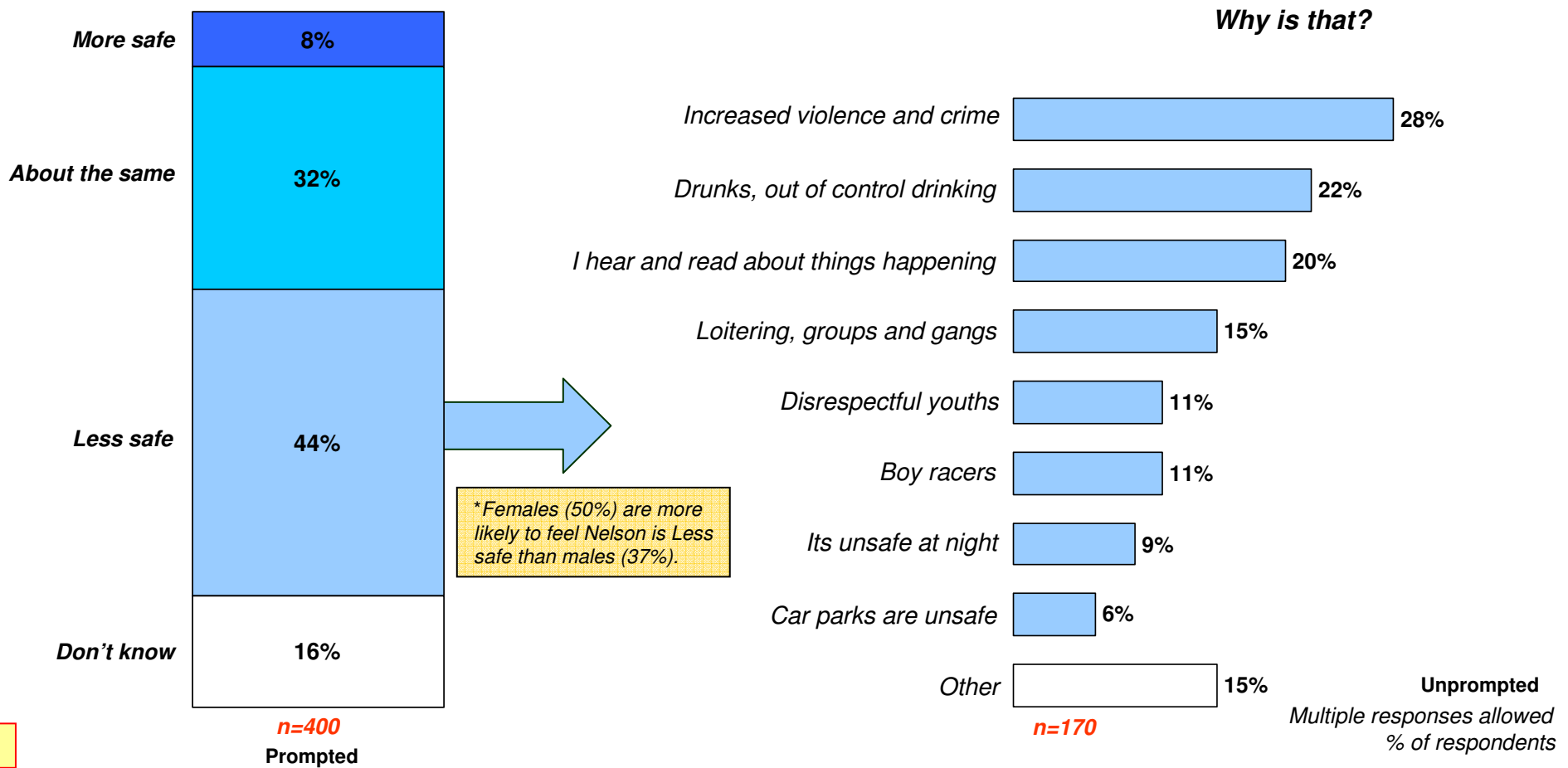
Thinking about your overall sense of freedom from crime, how safe or unsafe do you feel in the following situations?



In general, respondents are feeling less safe than they did three years ago. One in ten respondents (10%) stated they felt *Very unsafe* in their neighbourhood after dark while in 2006 only 1% of respondents stated this.



For you personally, do you feel that the Nelson inner city, after dark, is more safe, about the same or less safe than three years ago?



Q22 & Q23

They majority of respondents feel Nelson inner city after dark is *Less safe* than three years ago (44%). *Increased violence and crime* (28%), *Drunks* (22%) and *Media attention* (20%) are the top three reasons for respondents feeling this way.



COMPARISON OVER TIME:

For you personally, do you feel that the Nelson inner city, after dark, is more safe, about the same or less safe than three years ago?



■ More safe
 ■ About the same
 ■ Less safe
 ■ Don't know

Q22 Prompted

% of respondents

Although a significant number of respondents in 2009 feel Nelson inner city is *Less safe* than three years ago (44%), this is a significant decrease from those feeling that way in 2006 (58%).

For you personally, do you feel that the Nelson inner city, after dark, is more safe, about the same or less safe than three years ago?

More Safe: Why is that?

- *Cameras and lighting systems are in place. (6)*
- *Increased police presence. (5)*
- *They have ambassadors and Maori wardens patrolling. (3)*
- *Less reported crime. (3)*
- *Different initiatives between the police and the NCC.*
- *Don't see many people hanging around in town.*
- *Downtown is getting better.*
- *I think it's because of the alcohol bans.*
- *I think the after hour activities of alcohol are more under control.*
- *I'm generally in my car after dark if I do go out and that is safe.*
- *No problems for me in the last 3 years.*
- *More awareness of unsafe spots in town.*
- *Security has been tightened.*
- *There is lots of things been done.*
- *There seems to be less fights and trouble.*
- *There's less people in the city after dark.*
- *There seems to be more patrols now.*
- *Things that have been updated.*
- *Three years ago in the early hours of Saturday and Sunday with pub patrons there were some very nasty people around.*
- *We don't hear of trouble in the car parks like there used to be.*
- *We haven't had the same trouble with car break-ins.*

Q23

Of those respondents who feel Nelson inner city is *More safe* after dark than it was three years ago, *Increases in lighting, cameras and police* are the main reasons why respondents feel this way.



For you personally, do you feel that the Nelson inner city, after dark, is more safe, about the same or less safe than three years ago?

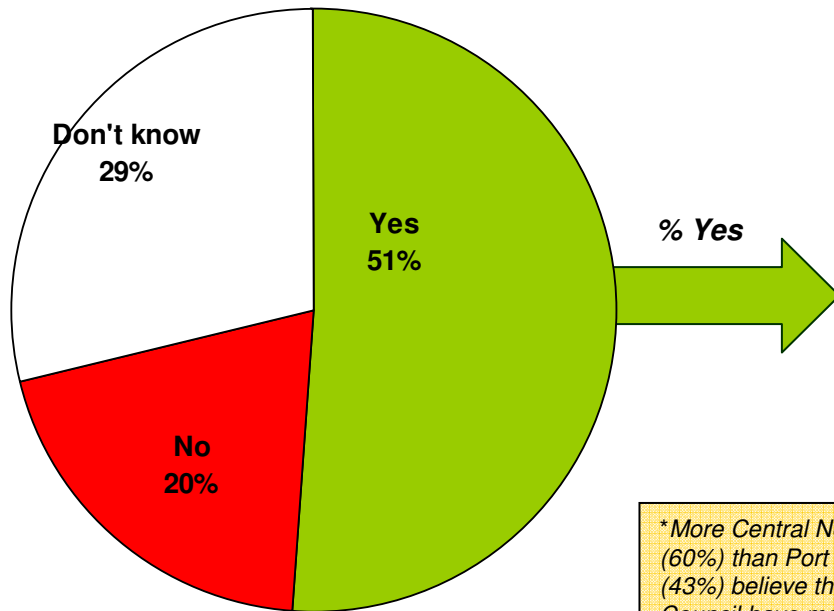
About the Same: Why is that?

- *Don't see a difference. (61)*
 - *Don't go after dark. (16)*
 - *I've had no worries. (8)*
 - *Personal experience. (5)*
 - *I think the Police do a great job. (4)*
 - *That is my perception from what I read and hear. (2)*
 - *I haven't had any problems in that area.*
 - *I've only had the odd problem, with young people.*
 - *Being a male I don't feel intimidated or threatened but a female may do.*
 - *Crime rate has gone up.*
 - *Don't see much law enforcement present.*
 - *Depends If you're alone or if in a group.*
 - *Hear about some things happening in those areas.*
 - *Hearsay from others.*
 - *I'd say there are always things that go wrong.*
 - *I'm still comfortable walking around at night.*
 - *I've never seen any trouble at any of those times.*
 - *Not there a lot, I read that there's still a lot of crime there.*
 - *Occasional street fights brought on by easy access to liquor.*
 - *Often read of unpleasant assaults in the city.*
 - *The culture of youth in central city car parks has become very bad.*
 - *The media tend to make things worse than they actually are.*
 - *There are too many boy races and drunks on the street.*
 - *There have been one or two racial incidences where Asians got beaten up.*
 - *There's always random things happening.*
 - *They had a murder that still hasn't been solved.*
 - *You do read in the paper about incidents.*
- Q23** *More security guards around.*

For several years now NCC and other groups have worked on reducing alcohol related harm in the central city. Initiatives include alcohol bans and street ambassadors. Do you think these initiatives have made a difference?

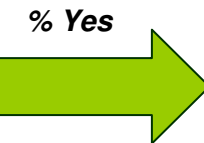


In what ways do you think these initiatives have made a difference to Nelson?

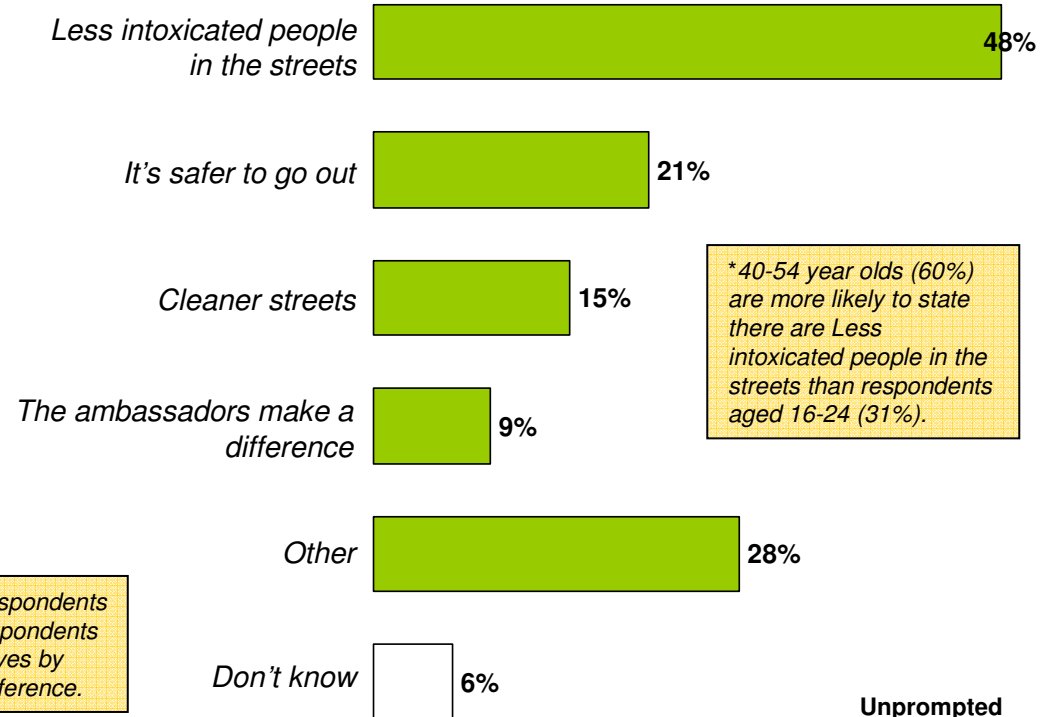


n=400

Unprompted



* More Central Nelson respondents (60%) than Port Hills respondents (43%) believe the initiatives by Council have made a difference.



n=205

* 40-54 year olds (60%) are more likely to state there are Less intoxicated people in the streets than respondents aged 16-24 (31%).

Unprompted
Multiple responses allowed
% of respondents

Q24 & Q25

Slightly more than one half of respondents (51%) think NCC's initiatives to reduce alcohol related harm have made a difference. Of those respondents, 48% state this is due to their being *Less intoxicated people on the street*.

In what ways do you think these initiatives have made a difference to Nelson? - Other responses

- *Awareness of behaviour. (5)*
- *Crime rate is down. (3)*
- *By letting people know there is help there if needed.*
- *People not breaking the law under intoxication.*
- *Extra security for those out on the streets and crime prevention.*
- *From what I read, it has made a difference.*
- *Good for the rest of the population.*
- *More aware of incidents or potential incidents.*
- *I haven't witnessed a lot but the alcohol bans seem to be helping.*
- *I just hope people are helped by these initiatives.*
- *I think they reinforce standards and they define boundaries.*
- *I'm assuming the bylaws are being enforced.*
- *It reduces the trouble in streets and car parks and keeps younger kids away.*
- *It's more under control.*
- *Less aware of vagrants in certain parts of the city where they used to be.*
- *Less boy racers.*
- *Less damage to property around the place.*
- *Less intoxicated teenagers on the streets.*
- *Less places for young ones to drink in public.*
- *Less visible aggravation or disturbance.*
- *More awareness in the street of what is going on.*
- *Not so many glass bottles thrown around.*
- *Not so many louts in car parks which is a plus.*
- *Prevented gatherings.*
- *Reduced disorder.*
- *There's less trouble.*
- *Security cameras in central city.*
- *The fact that there is someone there patrolling, or about if required.*
- *The Police are out in force as well as community volunteer groups.*
- *The presence of someone in authority stops people acting up.*
- *There are fewer street brawls, so I've heard.*

Q25

5. Transport

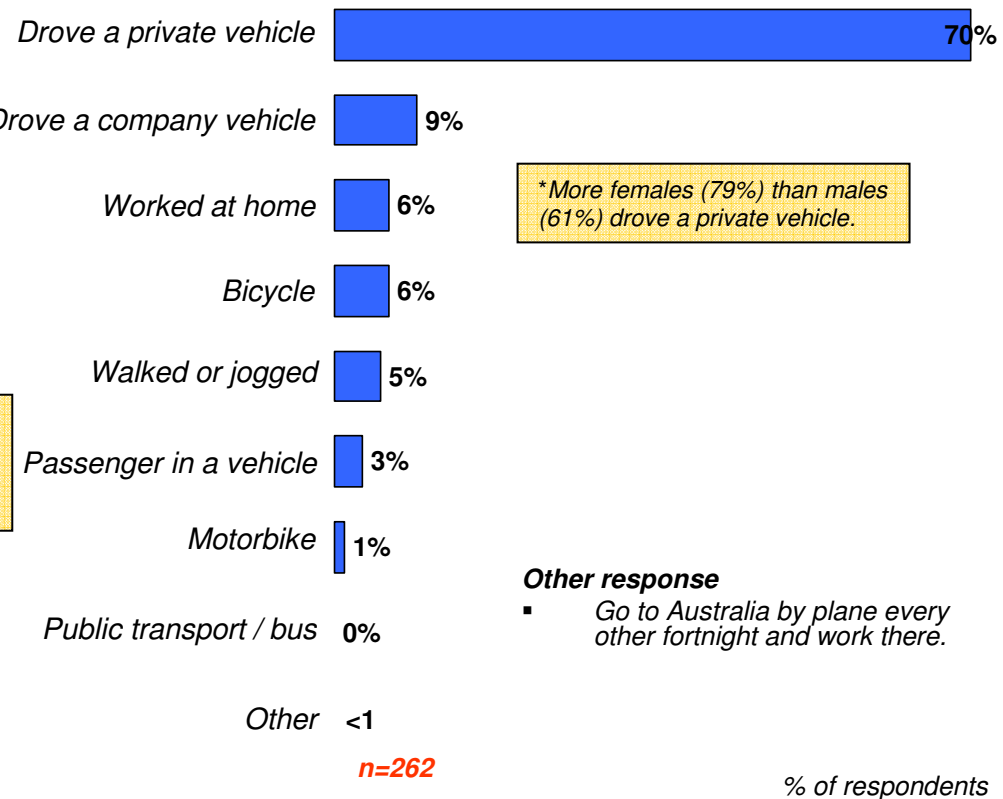
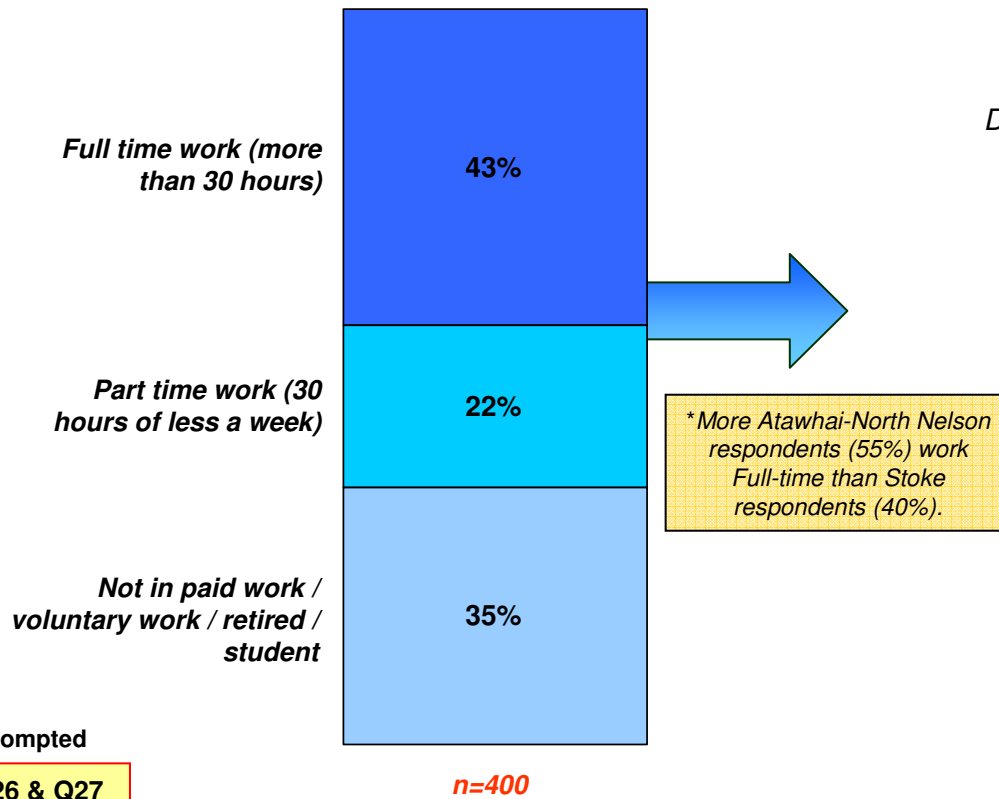




Travel to work

Which of the following best describes your work status?

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



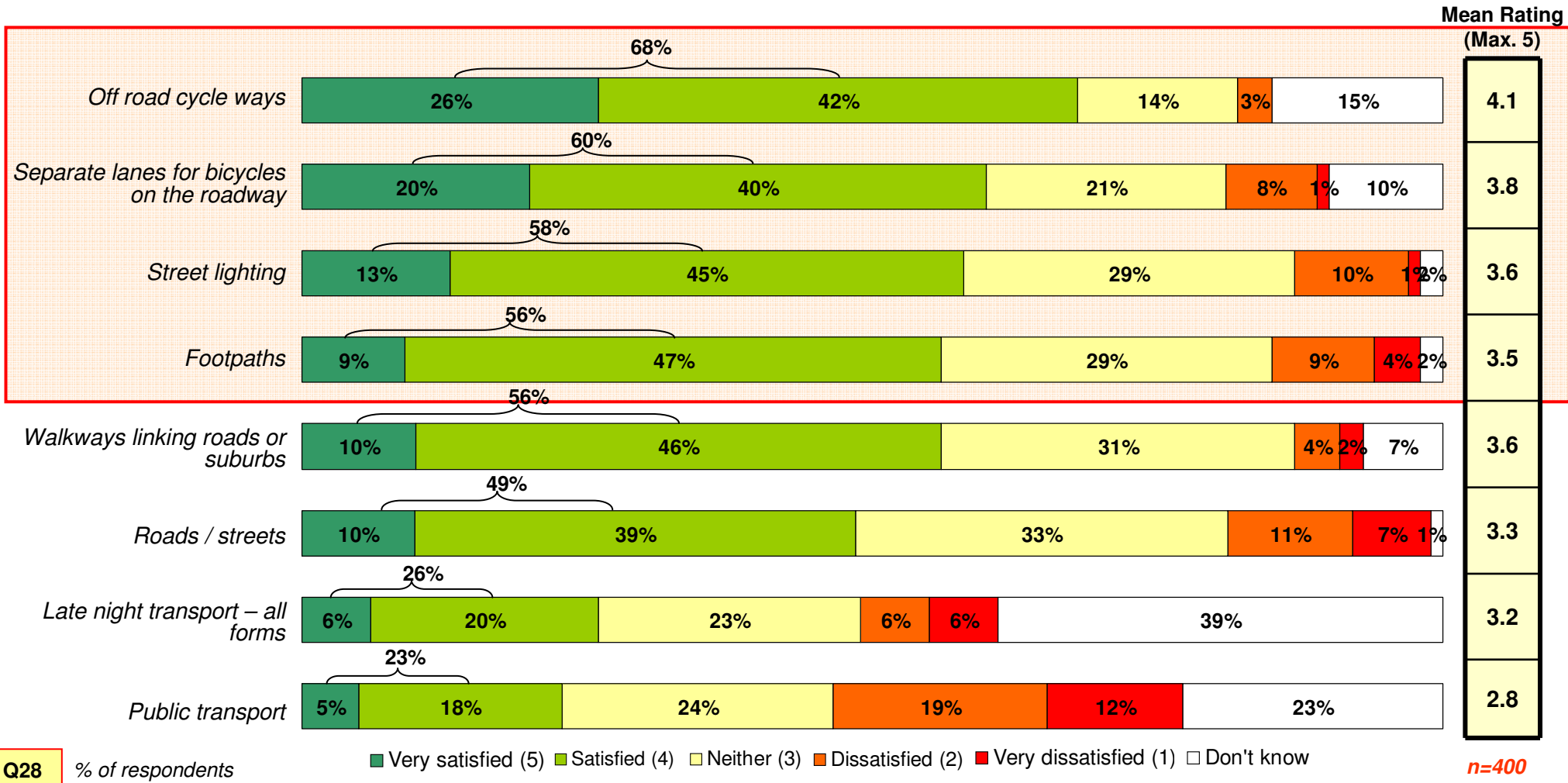
Prompted
Q26 & Q27

% of respondents

Seven in every ten respondents who work (Full time 43% or Part time 22%), Drove a private vehicle (70%) on their most recent trip to work. Public Transport was not stated as a method of travel by any respondent.



Thinking about specific parts of the transport network, how satisfied are you with the work the NCC has been doing on the following?



Respondents were most satisfied with the work NCC has been doing on *Off road cycle ways* (68%) and *separate lanes for bicycles on the roadway* (60%). *Public transport* (23%) and *Late night transport* (26%) rated lowest in satisfaction by respondents.

For what reasons are you not satisfied with:

= small base size

Roads and Streets? (n=69)

<i>Roads in poor condition</i>	42%
<i>Not well maintained</i>	35%
<i>Roads too congested</i>	26%
<i>Too narrow</i>	12%
<i>Too dangerous</i>	12%
<i>Other</i>	14%
<i>Don't know</i>	2%

Footpaths? (n=53)

<i>Footpaths in poor condition</i>	70%
<i>Many areas are without footpaths</i>	34%
<i>Footpaths are not serviced enough</i>	20%
<i>Other</i>	3%

Cycle lanes? (n=33)

<i>Not safe</i>	40%
<i>Need more cycle lanes</i>	34%
<i>Not there when you need them</i>	12%
<i>Cycle lanes are a waste of money</i>	9%
<i>Shouldn't have cycle lanes</i>	6%
<i>Not used enough</i>	3%
<i>Other</i>	16%
<i>Don't know</i>	7%

Cycle ways? (n=14)

<i>Need more cycle ways</i>	58%
<i>Not used enough</i>	21%
<i>Shouldn't have cycle ways</i>	8%
<i>Cycle ways are a waste of money</i>	8%
<i>Other</i>	21%

Multiple responses allowed % of respondents

Q29A-D Unprompted



For what reasons are you not satisfied with:

= small base size

Public transport? (n=121)

Public transport not frequent enough	73%
Increase coverage of public transport	49%
Public transport irregular	46%
Too expensive / should be cheaper	17%
Doesn't run at night or weekends	7%
Other	2%

Late night transport? (n=46)

Route very limited	49%
Timing – not frequent enough	46%
Doesn't go where I need it to	29%
Too expensive / should be cheaper	14%
Doesn't run every night	10%
Start and finish times to late / early	9%
Other	12%

Street lighting? (n=44)

Need more lighting	80%
Too much in some places, too little in others	29%
Other	5%
Don't know	2%

Walkways? (n=24)

Poor / inadequate lighting	62%
Need more	37%
Not where I need them	4%
Other	15%

Multiple responses allowed % of respondents

Q29E-H Unprompted



COMPARISON OVER TIME:
Thinking about parking in the central city, compared with 12 months ago, would you say that it is?



■ *Harder to park*
 ■ *About the same*
 ■ *Easier to park*
 ■ *Not applicable*

n=400

Q30

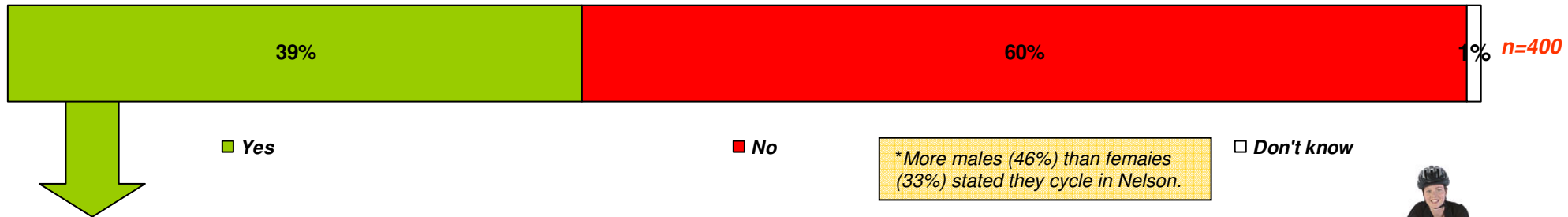
Prompted

% of respondents

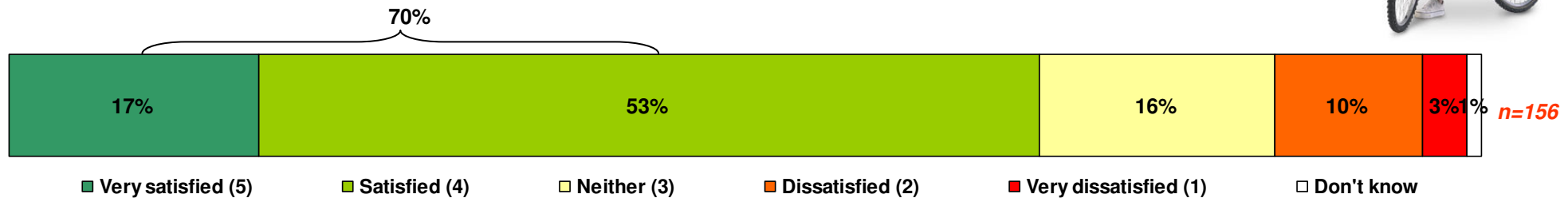
A smaller proportion of respondents in 2009 (34%) find it *Harder to park* than those in 2006 (41%). Similar proportions of respondents in 2009 and 2006 feel it's *About the same* (49% and 47% respectively).



Do you cycle in Nelson?



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



*Atawhai-North Nelson respondents (77%) are more satisfied overall with the experience of cycling on roads or cycle ways in Nelson than Central Nelson respondents (54%).

Q31, Q32 Prompted

% of respondents

Of those respondents who cycle in Nelson (39%), the majority stated they were either *Very satisfied* (17%) or *Satisfied* (53%) with the overall experience of cycling on roads or cycle ways in Nelson.

If very dissatisfied - Why is that?

- *I've nearly been knocked off my bike by bad driving.*
- *There aren't enough complete off-road cycle ways and the green paint fades very fast.*
- *I've had several broken bones. Motorists don't look for cyclists.*
- *Cycle lanes aren't consistent around the roads. Cars not respectful of cyclists.*
- *Cycle lanes on the roads are not wide enough, it's a danger with the traffic and trucks. Cycle ways are great. Just the cycle lanes on the roads can be dangerous.*
- *Cycling around Nelson on the road is still pretty dangerous.*
- *I don't like biking on the roads because of the traffic and motorists lack of consideration.*
- *I don't think the cycle ways are safe because of the big trucks.*
- *I live in fear of my life everyday. Nelson drivers are awful.*
- *I think there needs to be more driver awareness to keep cyclists safer.*
- *Nelson drivers are the worst drivers.*
- *Inconsiderate drivers.*
- *Sometimes it's like a suicide attempt to bike to town.*
- *Nelson people using bikes around trucks are causing a lot of danger to themselves.*
- *There could be more cycle ways like in Europe where they are linked.*
- *There is always glass everywhere.*
- *There needs to be more cycle lanes and more awareness of cyclists on the roads.*
- *There's not enough cycle ways on busy road areas.*

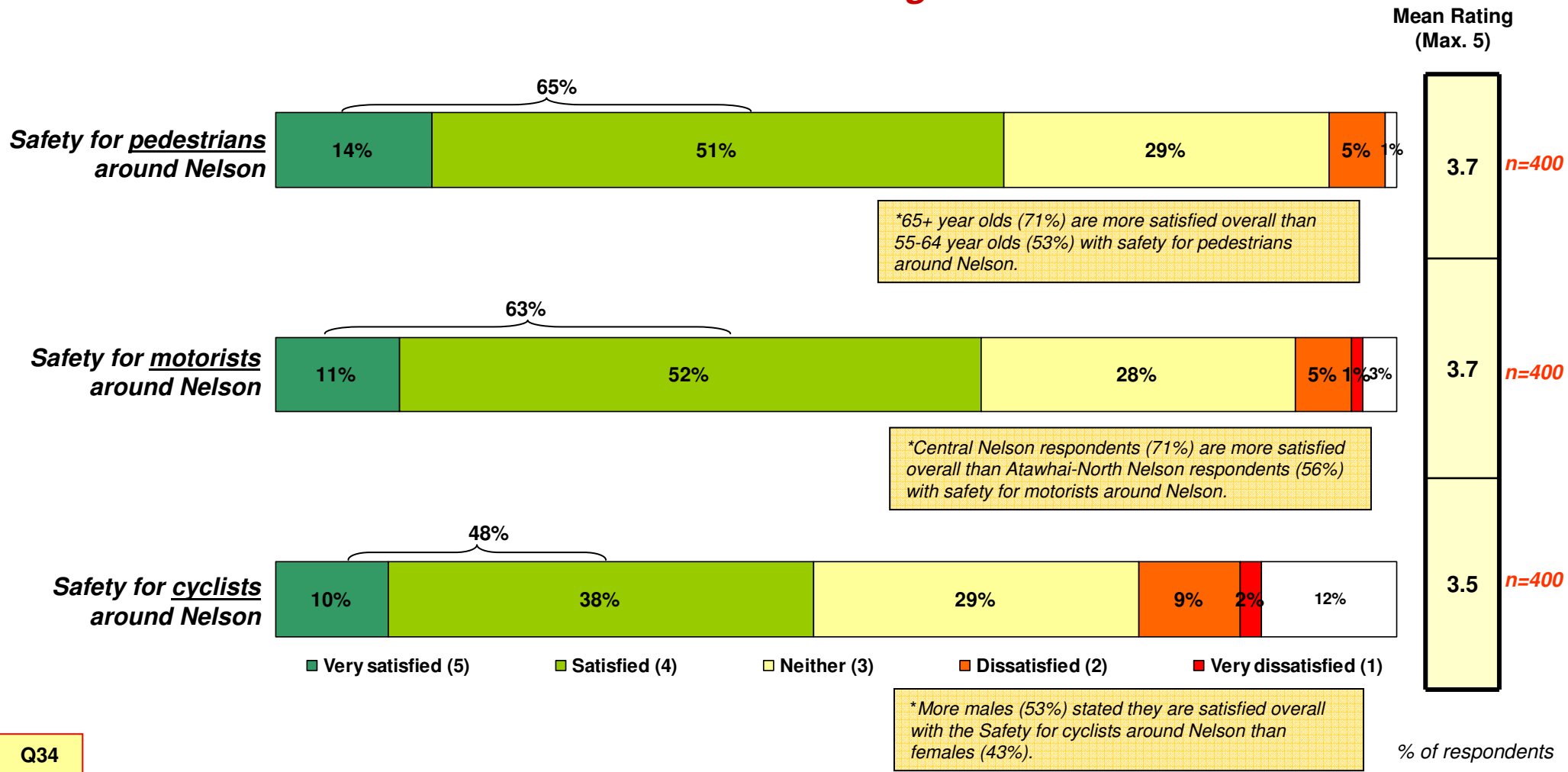
Q33

Unprompted

Danger when cycling on roads is the main reasons from respondents being Dissatisfied with the overall experience of cycling on roads or cycle ways in Nelson.



Thinking about the transport safety service offered by NCC, how satisfied are you with the following?



Q34

Slightly less than two thirds of respondents (65%) are *Satisfied* overall with Safety for pedestrians around Nelson. Less than one half of respondents are *Satisfied* overall (48%) with safety for cyclists around Nelson.

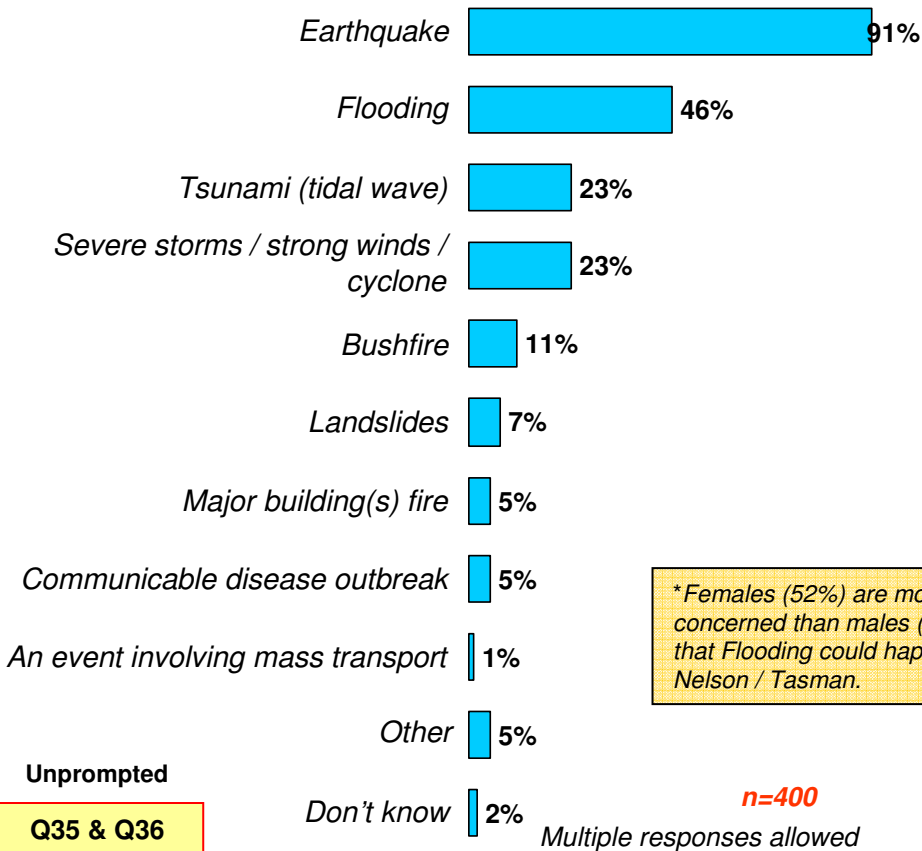
6. *Civil Defence / Emergency Management*





Major emergencies:

What types of emergencies do you think could happen in Nelson / Tasman?

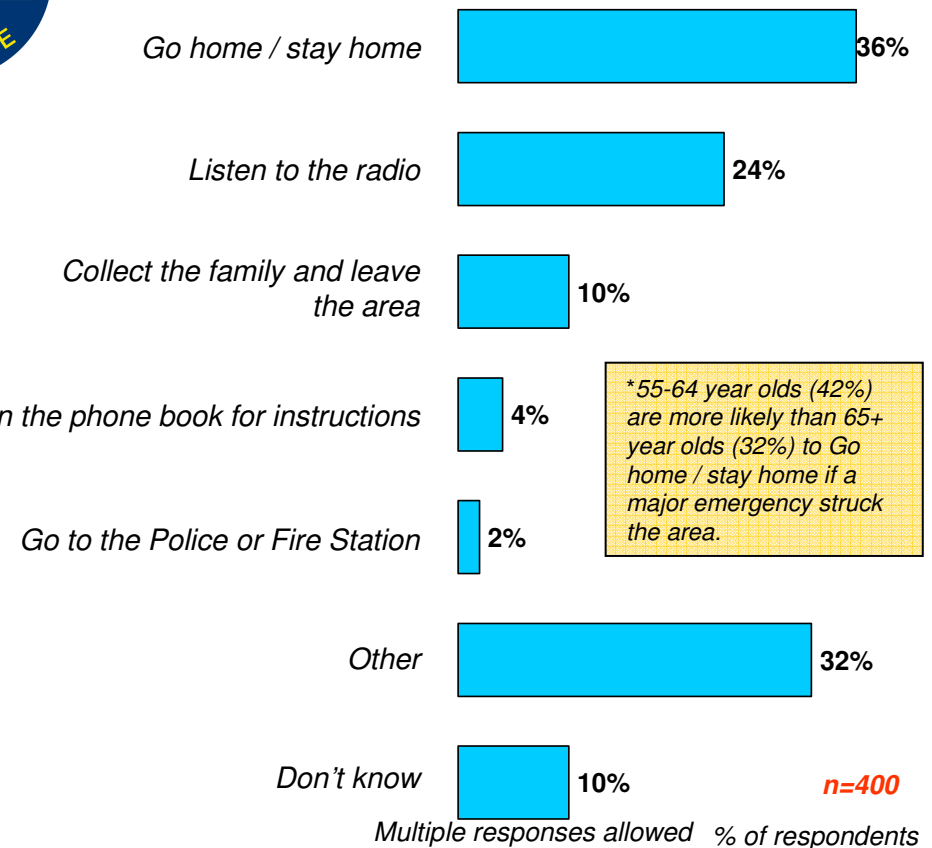


*Females (52%) are more concerned than males (40%) that Flooding could happen in Nelson / Tasman.

n=400

Multiple responses allowed

In general terms, what would you do if a major emergency struck your area?



*55-64 year olds (42%) are more likely than 65+ year olds (32%) to Go home / stay home if a major emergency struck the area.

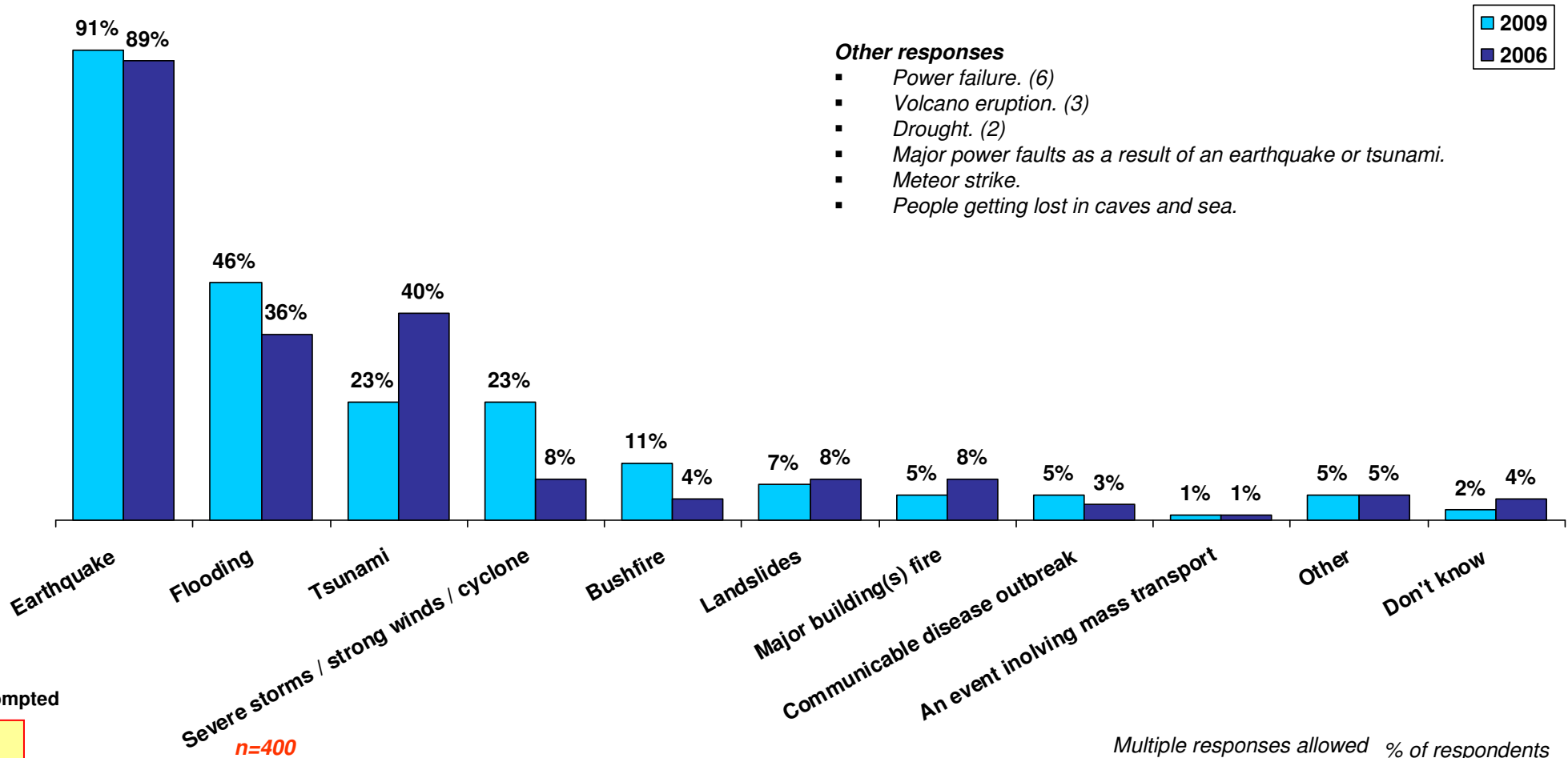
n=400

Earthquake (91%), Flooding (46%), Tsunami (23%) and Severe storms / cyclones (23%) and the top four nature disasters respondents think could happen to Nelson. Go home / stay home (36%) and Listen to the radio (24%) are the main actions respondents would take if a major emergency struck their area.



COMPARISON OVER TIME:

What types of emergencies do you think could happen in Nelson / Tasman?



Respondents are more concerned that *Flooding* (46%) could happen in Nelson than in 2006 (36%) however less concerned about a *Tsunami* (23% in 2009, 40% in 2006). There has also been an increase in respondents aware of *Severe Storms* (23% in 2009, 8% in 2006), this is likely due major storm events experienced in the last two years. Awareness of *Earthquakes* (91%) remains the highest concern for Nelson respondents (89% in 2006).

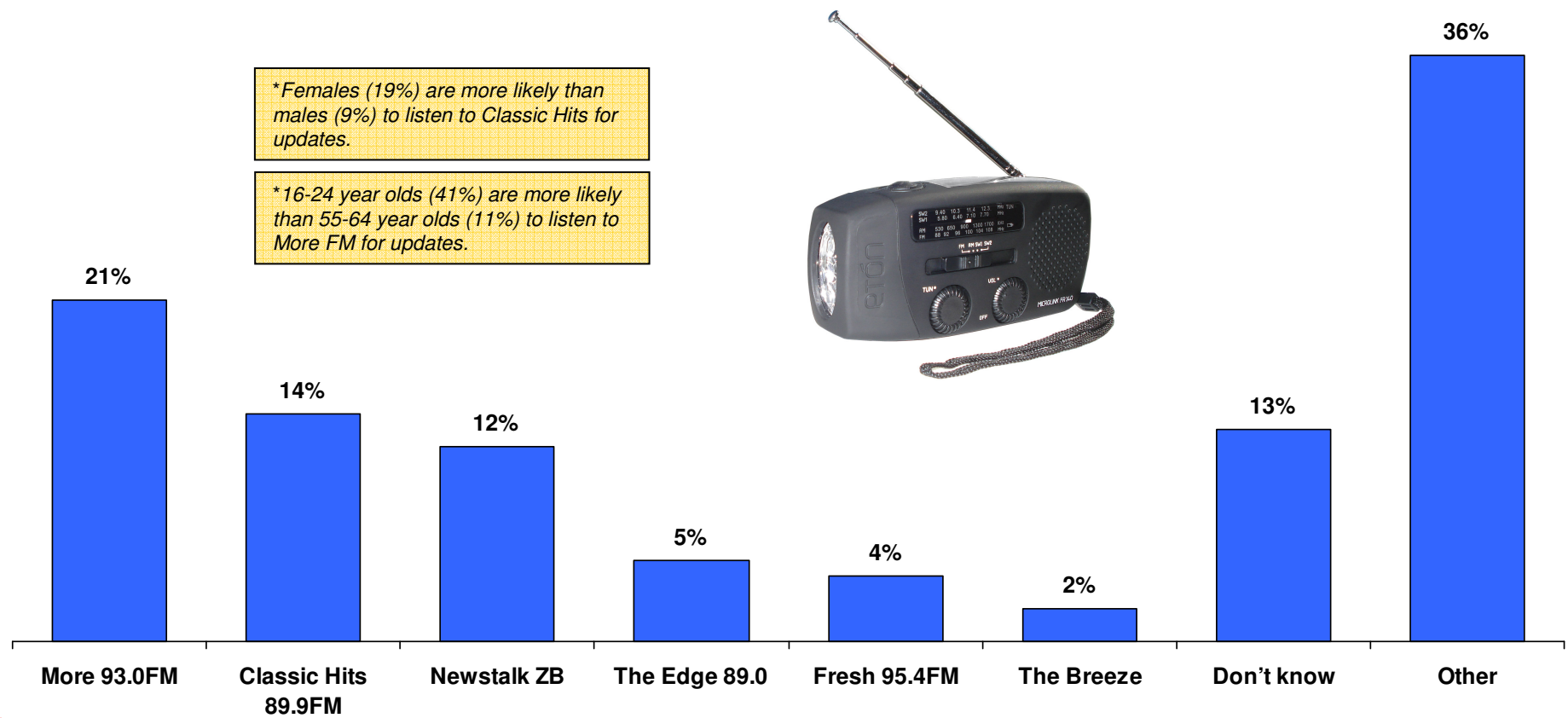


In general terms, what would you do if a major emergency struck your area? - Other responses

- *Make sure the family are safe. (38)*
- *Check neighbours. (17)*
- *Would probably get called in to work. (10)*
- *Help where I could. (6)*
- *Go to Civil Defence Emergency Centre. (6)*
- *Head for higher ground. (5)*
- *It depends on the emergency. (5)*
- *Find help. (4)*
- *Look after ourselves. (4)*
- *Go under doorway or table. (3)*
- *Pray. (3)*
- *Panic. (2)*
- *Stay put. (2)*
- *Go to meeting point. (2)*
- *Check our perimeter and check that everyone's alright in the house.*
- *Check the electricity and gas supplies.*
- *Go to the nearest library.*
- *Have got quite a bit of food for several days.*
- *Keep calm, use my head.*
- *Listen to my scanner and find out what is going on.*
- *Look for help.*
- *Make the house livable and ensure I still had water, food and sewerage.*
- *Plan evacuation.*
- *Sail away on our boat.*
- *Switch off power.*
- *Take care of immediate family - keeping safe.*
- *Try to survive and go to a safe place.*
- *Use the emergency kit.*
- *Wait and see if things improve.*
- *We have a place to meet with supplies.*

Q36

During an emergency situation, what radio station would you listen to for updates?



*Females (19%) are more likely than males (9%) to listen to Classic Hits for updates.

*16-24 year olds (41%) are more likely than 55-64 year olds (11%) to listen to More FM for updates.



Q37

Unprompted *n=400*

Multiple responses allowed % of respondents

More FM (21%) and Classic Hits (14%) are the top two radio stations respondents would tune into to listen for updates during an emergency situation.

During an emergency situation, what radio station would you listen to for updates?

- Other responses

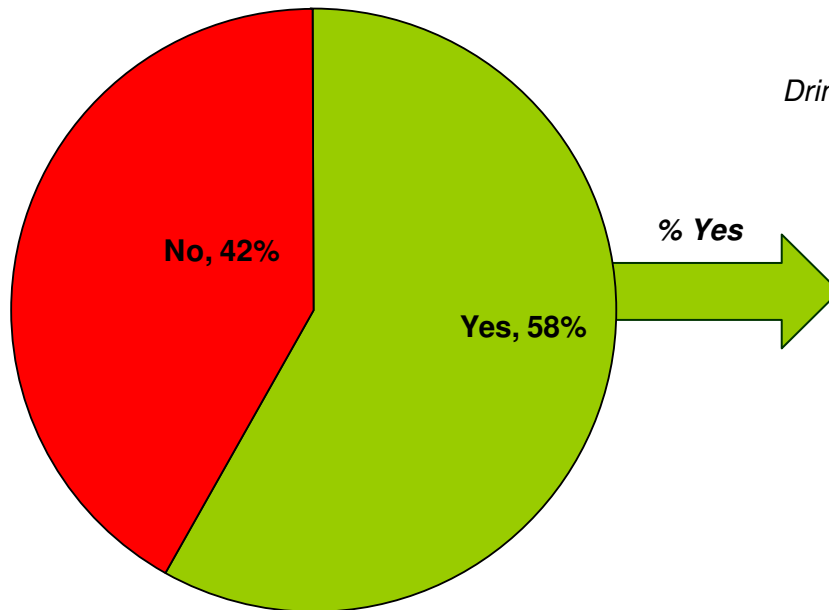
- *Local radio station (32)*
- *National Station (31)*
- *Radio Nelson (21)*
- *Nelson FM (15)*
- *Tune in to what I could find (5)*
- *Radio Hauraki (5)*
- *Channel surf (4)*
- *Any channel (3)*
- *The Rock (3)*
- *Whatever station we were tuned to (3)*
- *Radio Rhema (3)*
- *Radio New Zealand. (3)*
- *Radio Sports. (3)*
- *Radio Live. (2)*
- *Solid Gold. (2)*
- *Talkback. (2)*
- *2 FM.*
- *Christchurch or Wellington.*
- *Local fire station.*
- *Manawatu*
- *Not fussy whichever one has the latest news.*
- *Not sure of name of station.*
- *Radio Gold.*
- *Radio Pacific.*
- *Radioworx.*

Q37

Unprompted

Emergency Kit

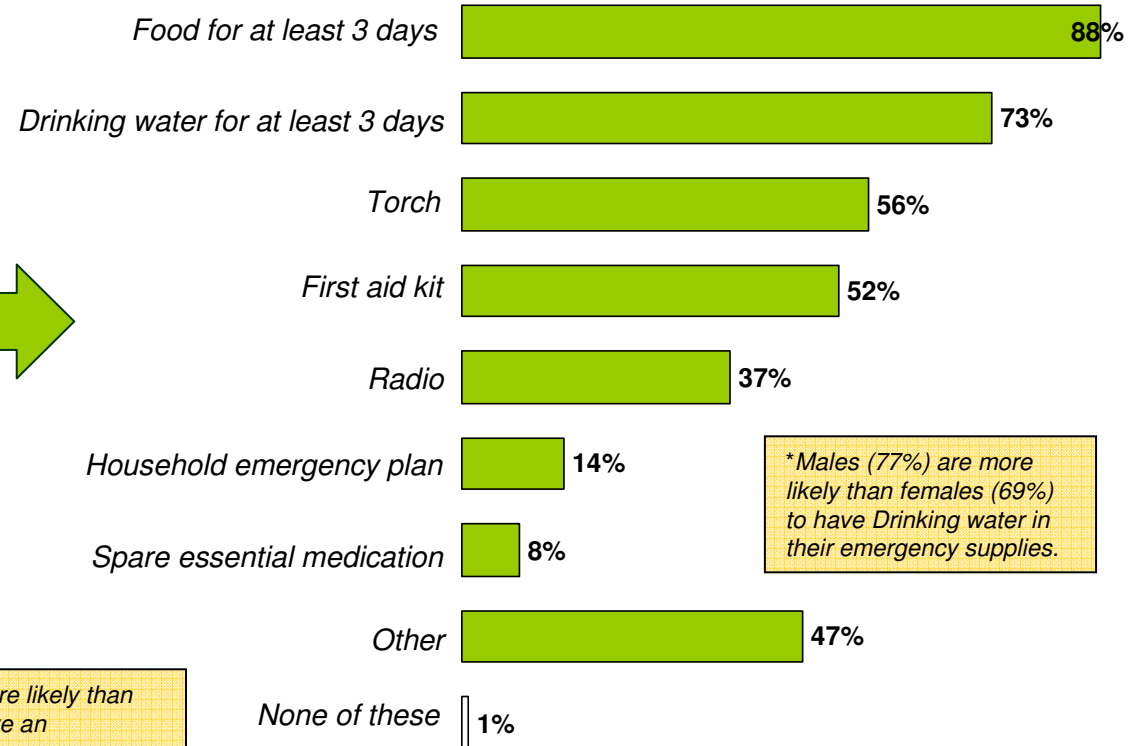
Do you have an emergency kit or any emergency supplies in your house that are kept specifically in case of an emergency?



n=400

*65+ year olds (67%) are more likely than 16-24 year olds (44%) to have an emergency kit available for an emergency.

What items are in your emergency supplies?



*Males (77%) are more likely than females (69%) to have Drinking water in their emergency supplies.

n=233

% of respondents

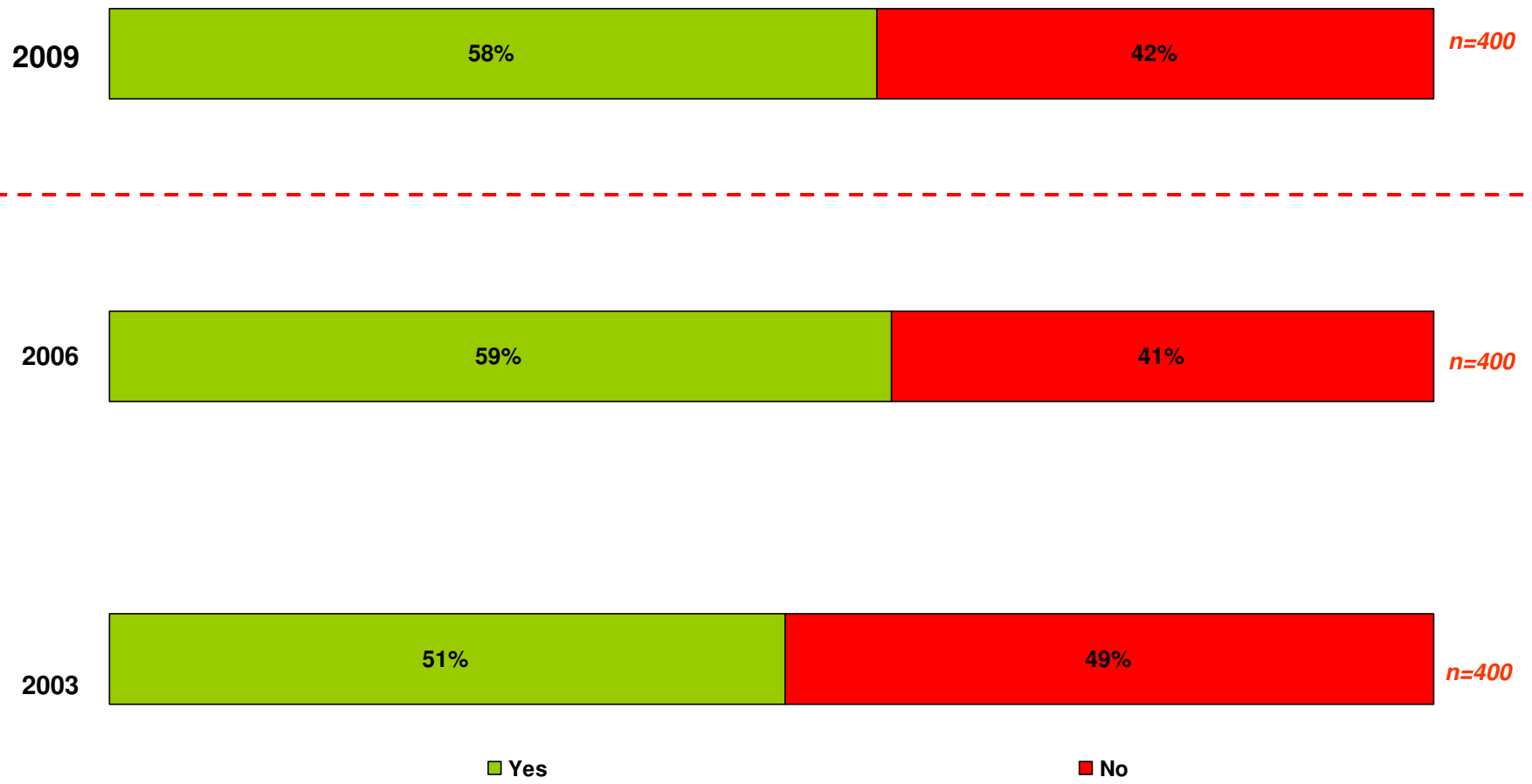
Q38 & Q39 Unprompted

Slightly more than one half of respondents have an emergency kit in case of an emergency (58%). Food (88%), Water (73%) and a First aid kit (52%) are the top three items likely to be found in respondents emergency kit.



COMPARISON OVER TIME:

Do you have an emergency kit or any emergency supplies in your house that are kept specifically in case of an emergency?



Q38 Unprompted

% of respondents

A similar proportion of respondents in 2009 (58%) have an emergency supply kit in case of an emergency as those in 2006 (59%).



What items are in your emergency supplies?

- Other responses

- *Candles (34)*
- *Batteries (32)*
- *Gas cooker (21)*
- *Matches (11)*
- *Blankets (10)*
- *Gas bottle (9)*
- *Tent (7)*
- *Sleeping bag (6)*
- *Cooking equipment (6)*
- *Log fire / fireplace / wood burner (6)*
- *Can opener (6)*
- *Camping gear (4)*
- *Barbecue (3)*
- *Generator (3)*
- *Clothing (3)*
- *Water tank (3)*
- *Fire extinguisher (2)*
- *Gas heating (2)*
- *Gas light (2)*
- *Cat food (2)*
- *Bedding*
- *Cell phones*
- *Deep freeze*
- *Dog food*
- *Emergency heating*
- *Firelighters*
- *Fishing rod*
- *Guardian alarm*
- *Lanterns*
- *Lighter*
- *Mobile generator*
- *Pack of cards*
- *Panadol*
- *Plastic bags*
- *Power system*
- *Rubbish bag*
- *Soap*
- *Solar power*
- *Spotlights*
- *Sterilising tablets*
- *Tissues*
- *Toilet bag*
- *Toilet paper*
- *Washing powder*
- *Whistle*

Q39

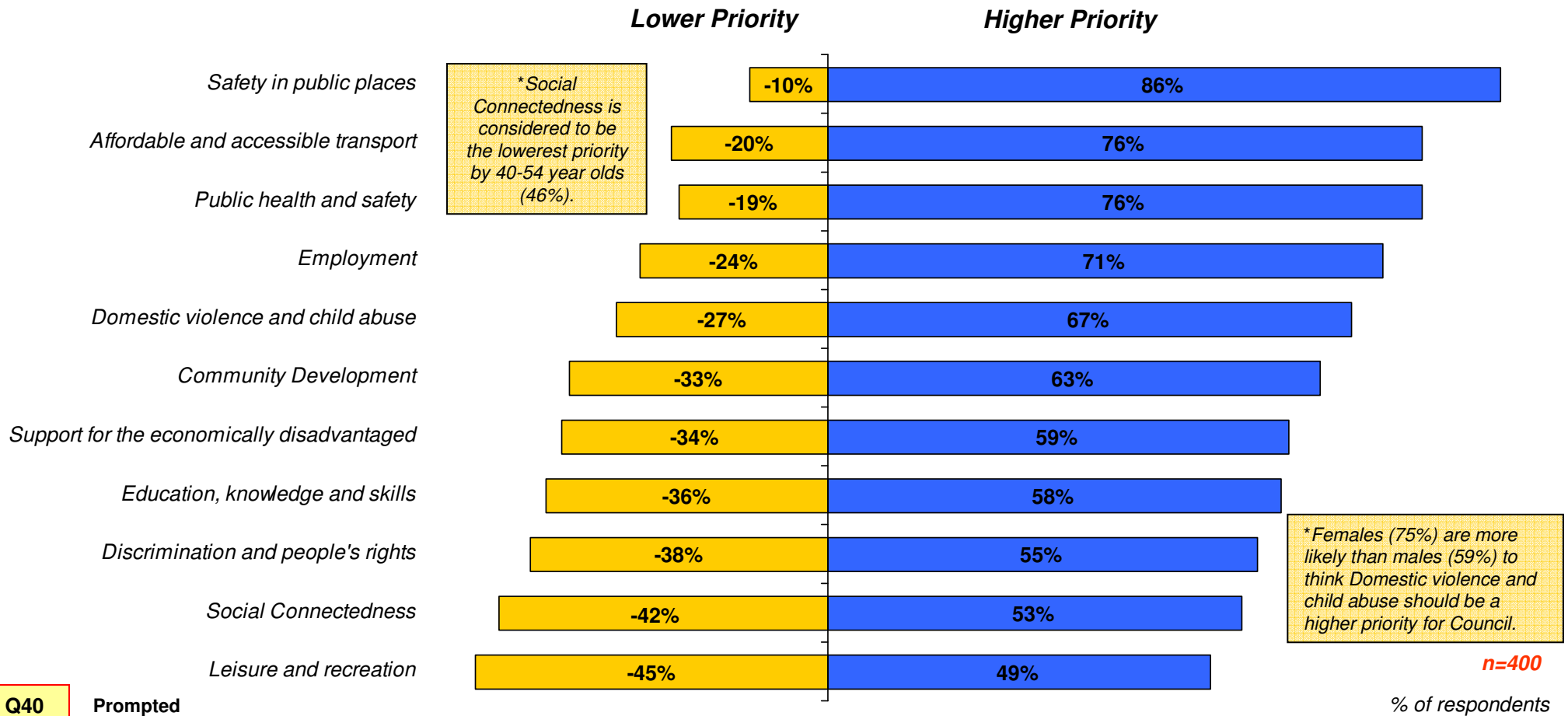
Unprompted

7. *Social Wellbeing Work by NCC*





Thinking about all the social wellbeing work that is or could be done by NCC, which of the following should be a higher or lower priority for NCC?

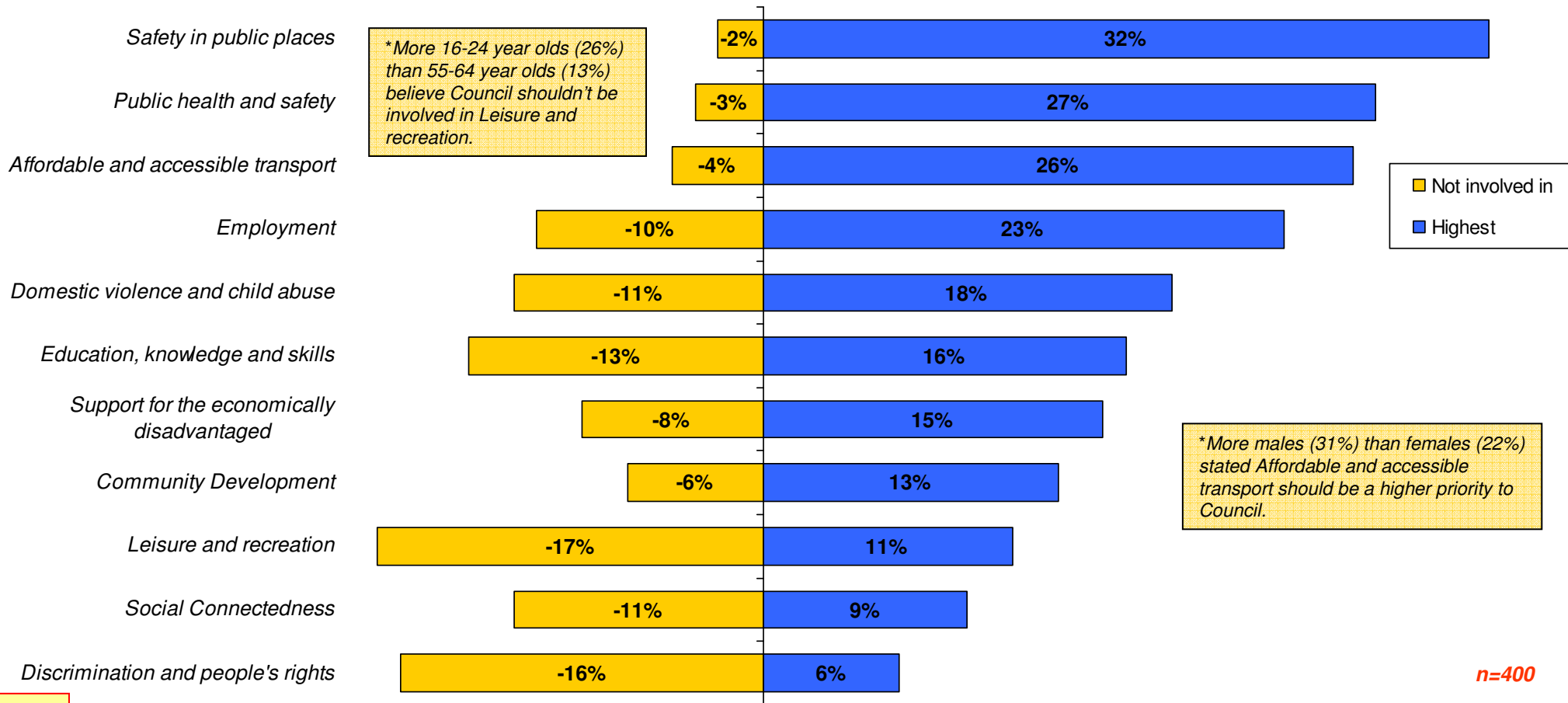


Safety in public places (86%), Public health and safety (76%) and Affordable and accessible transport (76%) are considered aspects of service NCC should put higher priority on. Leisure and recreation (45%), Social connectedness (42%) and Discrimination and people's rights (38%) should all be lower priority.



Of your higher priorities, which do you think should be the two highest priorities for NCC?

And is there any of these you think NCC should not be involved in?



n=400

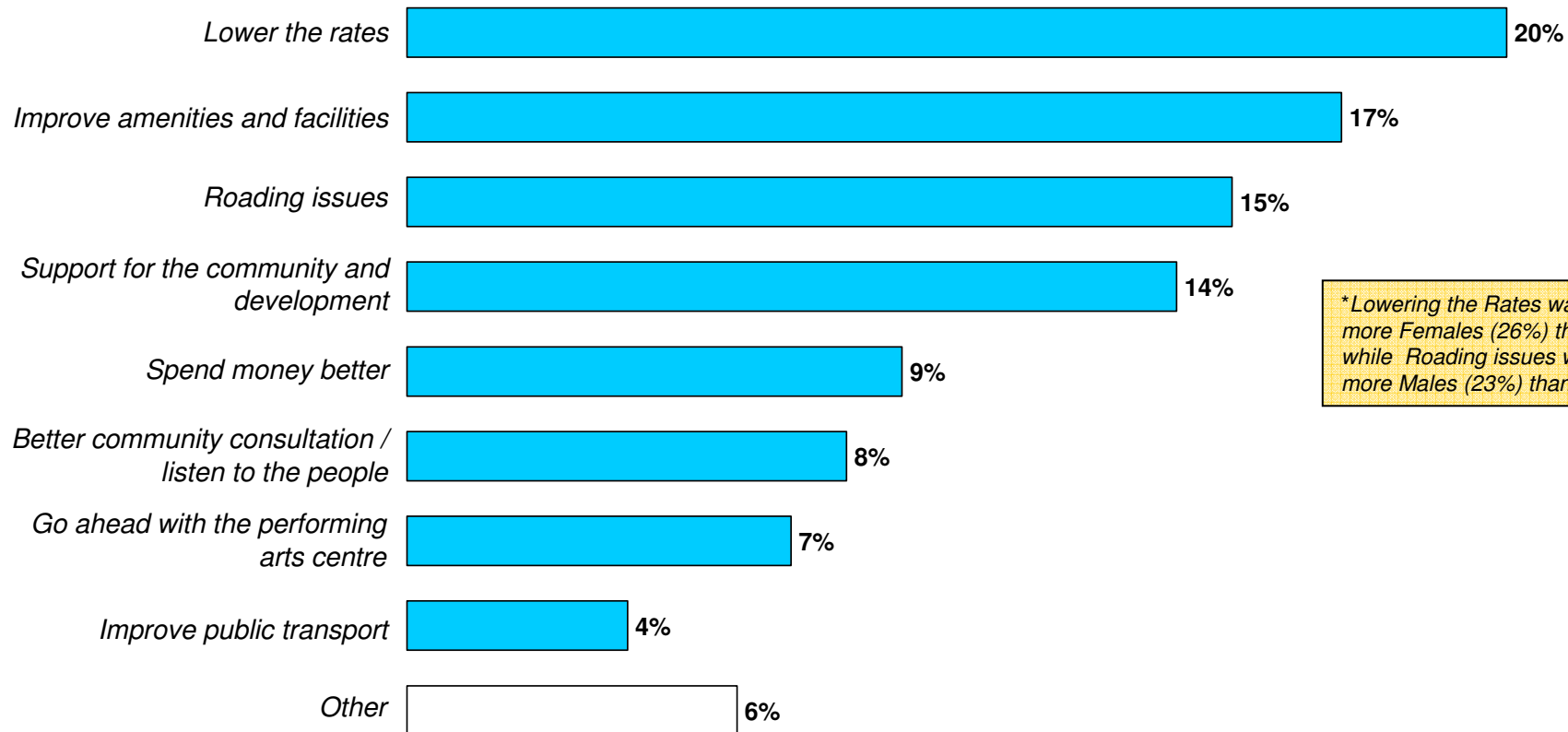
% of respondents

Q41 Unprompted

Respondents believe higher priority should be put on *Public health and safety* (27%), *Affordable and accessible transport* (26%) and *Employment* (23%). NCC should not be involved in *Leisure and recreation* (17%) and *Discrimination and people's rights* (16%).



And what one main thing could NCC do to make Nelson a better place to live?



* Lowering the Rates was stated by more Females (26%) than Males (15%) while Roothing issues was stated by more Males (23%) than Females (8%)

Q41C Unprompted *n=206*

Multiple responses allowed
% of respondents

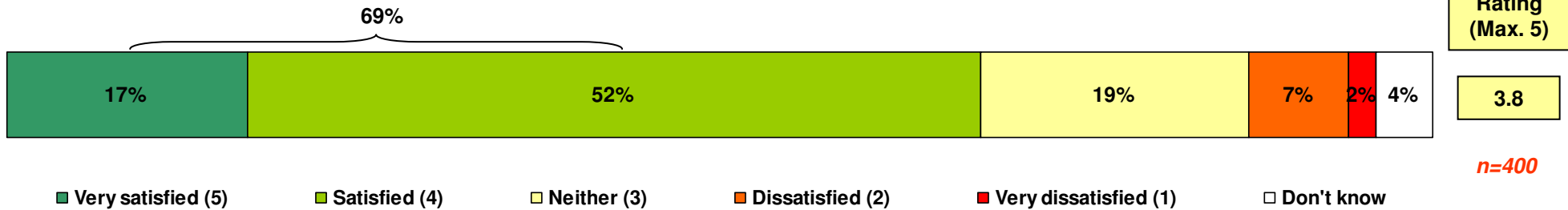
Lowering the rates (20%) and Improve amenities and facilities (17%) are the two most stated ways respondents feel NCC could do to make Nelson a better place to live.

8. *Nelsons Heritage*



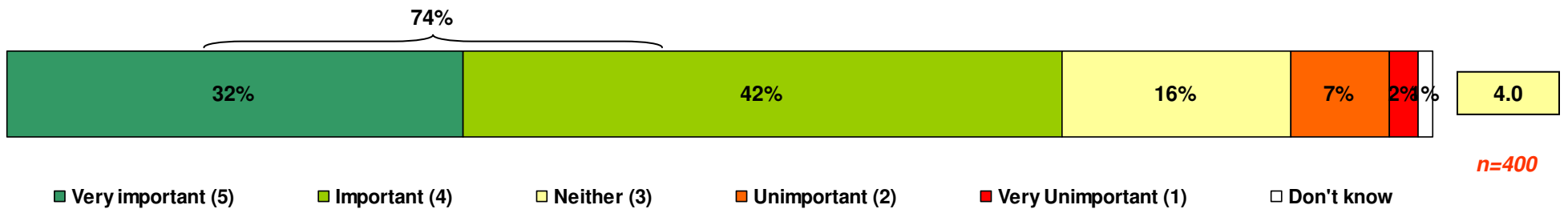


How satisfied are you with how Nelson's heritage is protected?



*16-24 year olds (86%) are more satisfied overall than 55-64 year olds (65%) with how Nelson's heritage is protected.

How important is the ongoing protection and preservation of Nelson's heritage?



Q42 & Q43

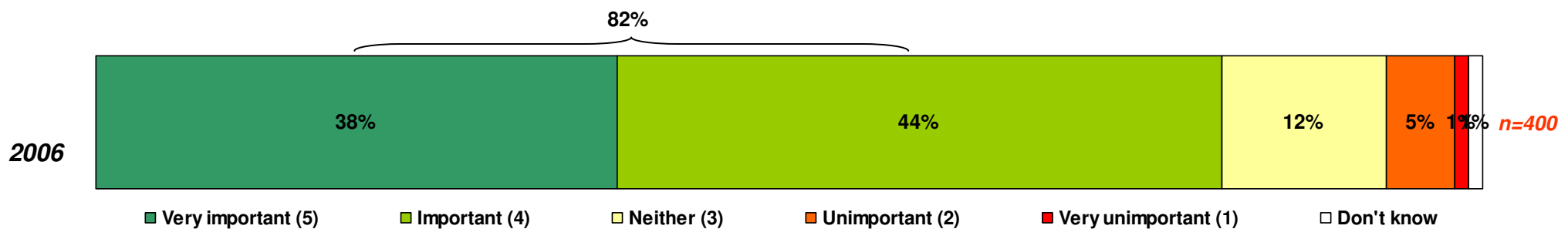
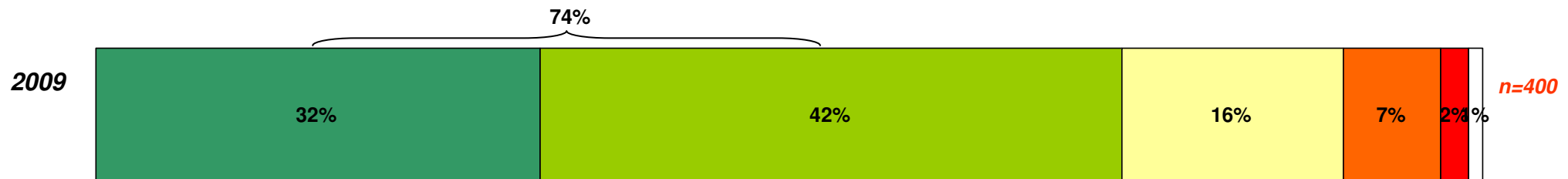
Prompted

% of respondents

More respondents believe it is *Important* to protect and preserve Nelson's heritage (74%), than those who are *Satisfied* that Nelson's heritage is being protected (69%)



COMPARISON OVER TIME:
How important is the ongoing protection and preservation of Nelson's heritage?



Q43

Prompted

% of respondents

Slightly less than three quarters of respondents (74%) believe the ongoing protection and preservation of Nelson's heritage is *Important* which represents a moderate decrease from 2006 (82%).



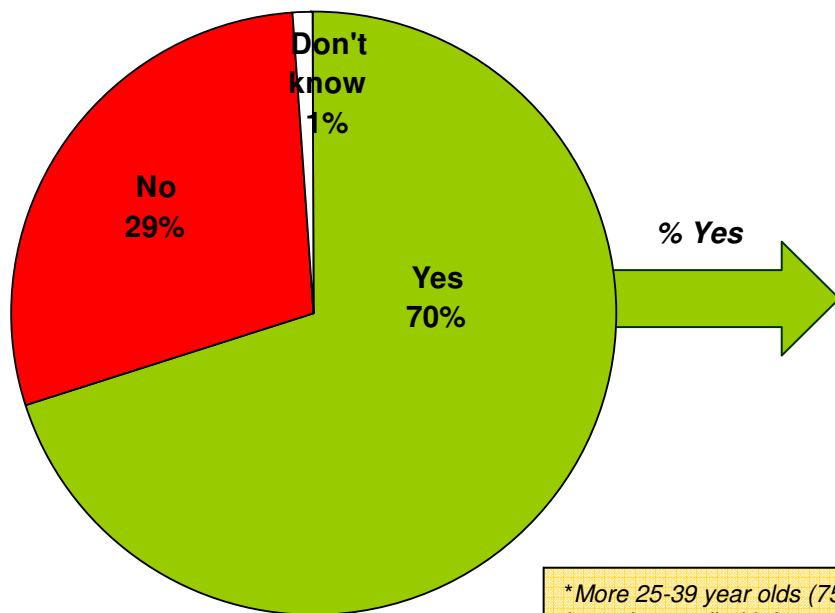
How important is the ongoing protection of Nelson's Heritage? If Very unimportant or Unimportant: Why is that?

- *It doesn't interest me. (8)*
- *There are too many ugly old buildings around. People make far too much of it.*
- *Get on with life. Put everything in a museum.*
- *It's good they are upgrading the theatre royal and not knocking it down.*
- *Heritage is not my scene.*
- *I am British and wasn't born here.*
- *I don't benefit from it, it's a waste of rates.*
- *I don't know much about it really.*
- *I have lived overseas and will probably travel more so it's not so important to me.*
- *I like old buildings but they go over the top. There are some old buildings that are nice but they have outlived their usefulness and they could pull some of them down and build something cheaper.*
- *I live for now and the future.*
- *I probably won't stay in Nelson so the heritage is not that important.*
- *I think it's uneconomical to restore so many old wooden buildings which are past restoring.*
- *It doesn't really have any relevance at my age.*
- *It doesn't worry me, I've got no connection with it.*
- *My roots are not here I guess.*
- *No particular interest in architecture or old things.*
- *Depends on the heritage sites and how it's used.*
- *There should be some of every era kept, however, too much is being done to try and save every single building and put them in glass boxes.*
- *They put much emphasis on the old not enough on the new.*

Q44

Unprompted

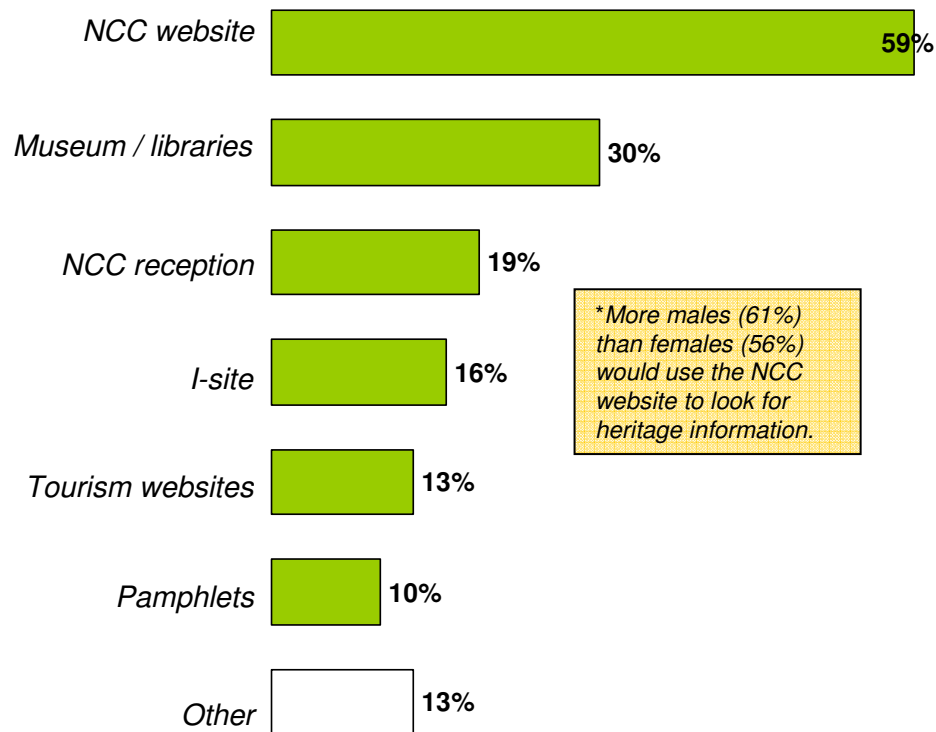
Do you know how to find information on the heritage sites in and around Nelson?



n=400

* More 25-39 year olds (75%) know how to find information on the heritage sites in and around Nelson than 16-24 year olds (66%).

Where would you look for that information?



* More males (61%) than females (56%) would use the NCC website to look for heritage information.

n=279

Multiple responses allowed
% of respondents

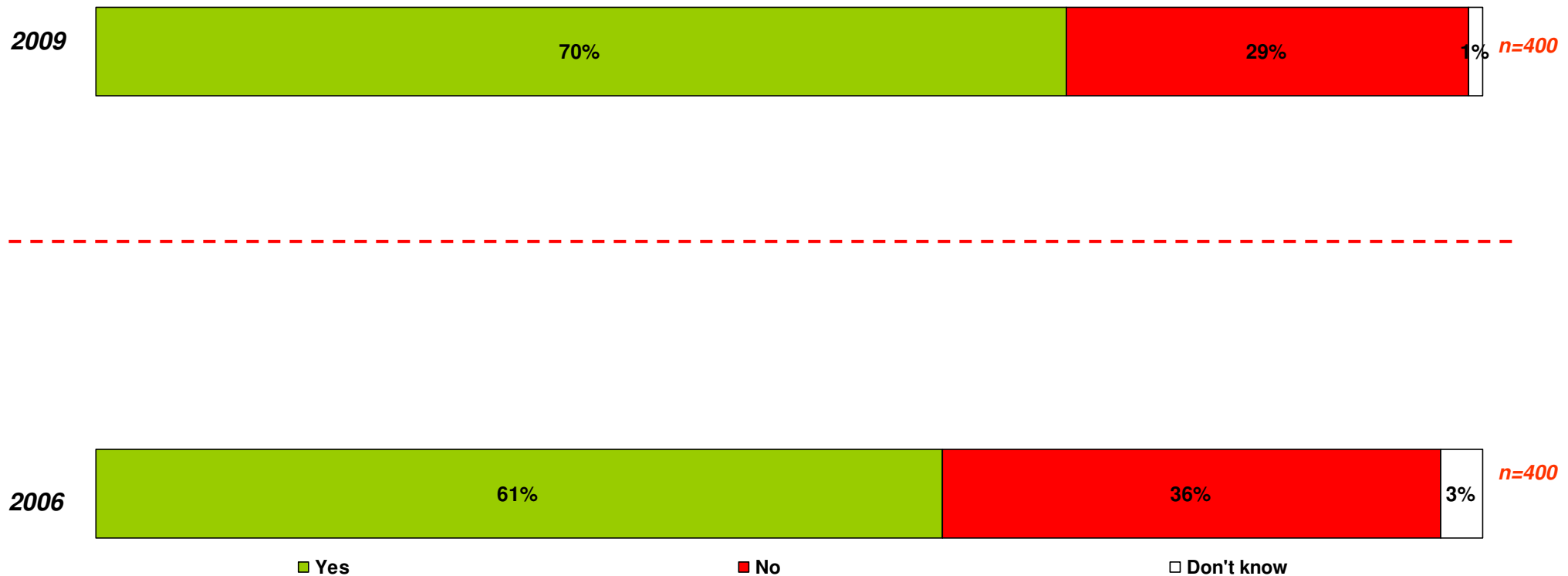
Q45 & Q46 Unprompted

Seven in every ten respondents (70%) know how to find information on the heritage sites in and around Nelson. Of those respondents, 59% would use the *NCC website* and 30% would use a *Museum / library* to obtain that information.



COMPARISON OVER TIME:

Do you know how to find information on the heritage sites in and around Nelson?



Q45 Unprompted

% of respondents

There has been an increase in the proportion of respondents who know how to find information of the heritage sites in and around Nelson since the 2006 survey (61% in 2006, 70% in 2009).



Where would you look for that information?

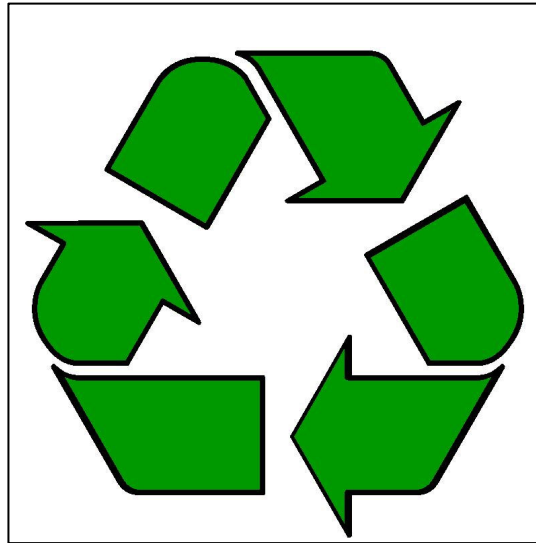
- Other responses

- *In the phonebook (7)*
- *Historic Places Trust (3)*
- *Citizens Advice (3)*
- *Notice boards (2)*
- *The Art Gallery (2)*
- *All parks and reserves*
- *Ask my wife*
- *Autobiographies*
- *Travel agencies*
- *Founders Park*
- *Historic places themselves*
- *I've visited a lot of them and know how to access them*
- *Local Marae*
- *Newspaper*
- *Plaques and trails*
- *Read it at places of heritage*
- *Resource Management Consent*
- *Speak to the older fellows*
- *The information board by the Cathedral*
- *The Nelson Provincial Museum*
- *The Wakapuaka cemetery archives*
- *Through my own involvement in genealogy and local history*
- *Trails and walkways*

Q46

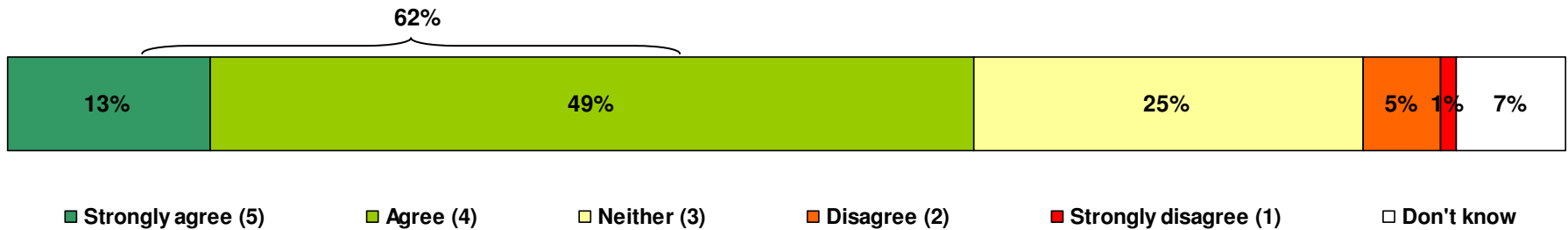
Unprompted

9. *Sustainability*





How strongly do you agree or disagree that NCC supports and promotes sustainability in the Nelson Community?



Mean Rating (Max. 5)

3.7

n=400

*Females (67%) are more likely to agree that NCC supports and promotes sustainability than males (56%).

How often do you put out your recycling?



n=400

*More 55-64 year olds (72%) put out their recycling every week than 65+ year olds (59%).

Q47 & Q48

Prompted

The majority of respondents (62%) Agree that NCC supports and promotes sustainability in the Nelson community. The majority of respondents (88%) stated they recycle *At least once a month* while only 7% stated they *Never* recycle.



COMPARISON OVER TIME:
How often do you put out your recycling?



Q48

Prompted

% of respondents

A similar proportion of respondents in 2009 (67%) put out their recycling *Every week* as those in 2006 (66%).



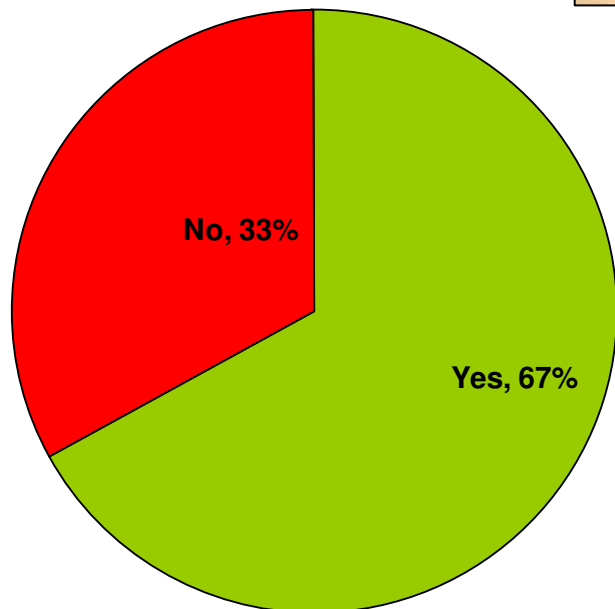
How often do you put out your recycling?

- Other responses

- *Every three weeks (2)*
- *Every two months*
- *I need a new wheelie bin*
- *Stopped when I heard recycling was just going to the tip*
- *Take it down myself and sort it out*
- *Take to the tip myself*
- *Take to the transfer station*
- *Ten months. Hurt my back can't do it now*
- *When I have enough to put out*
- *When required of us*
- *When the bins full*
- *Whenever necessary*

Composting:

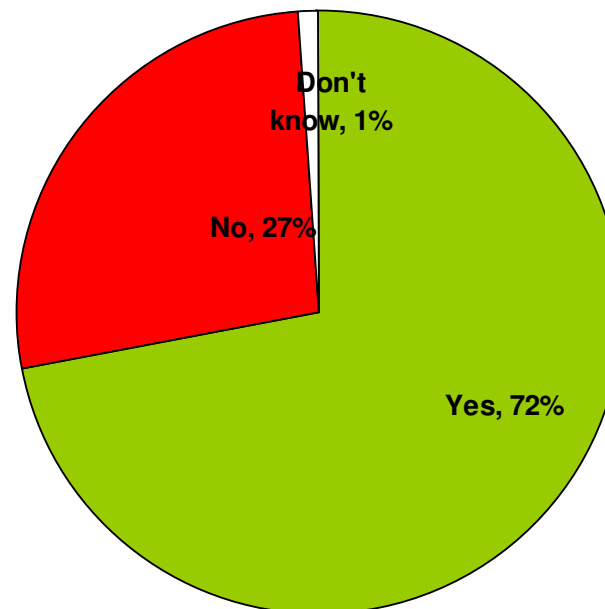
Do you compost food waste?



n=400

* More 55-64 year olds (81%) compost food waste than 25-39 year olds (57%).

Do you compost garden waste?



n=400

* More 55-64 year olds (86%) compost garden waste than 16-24 year olds (63%).

Q49 & Q50

Unprompted

% of respondents

Slightly more than two-thirds of respondents (67%) compost food waste while 72% compost garden waste.



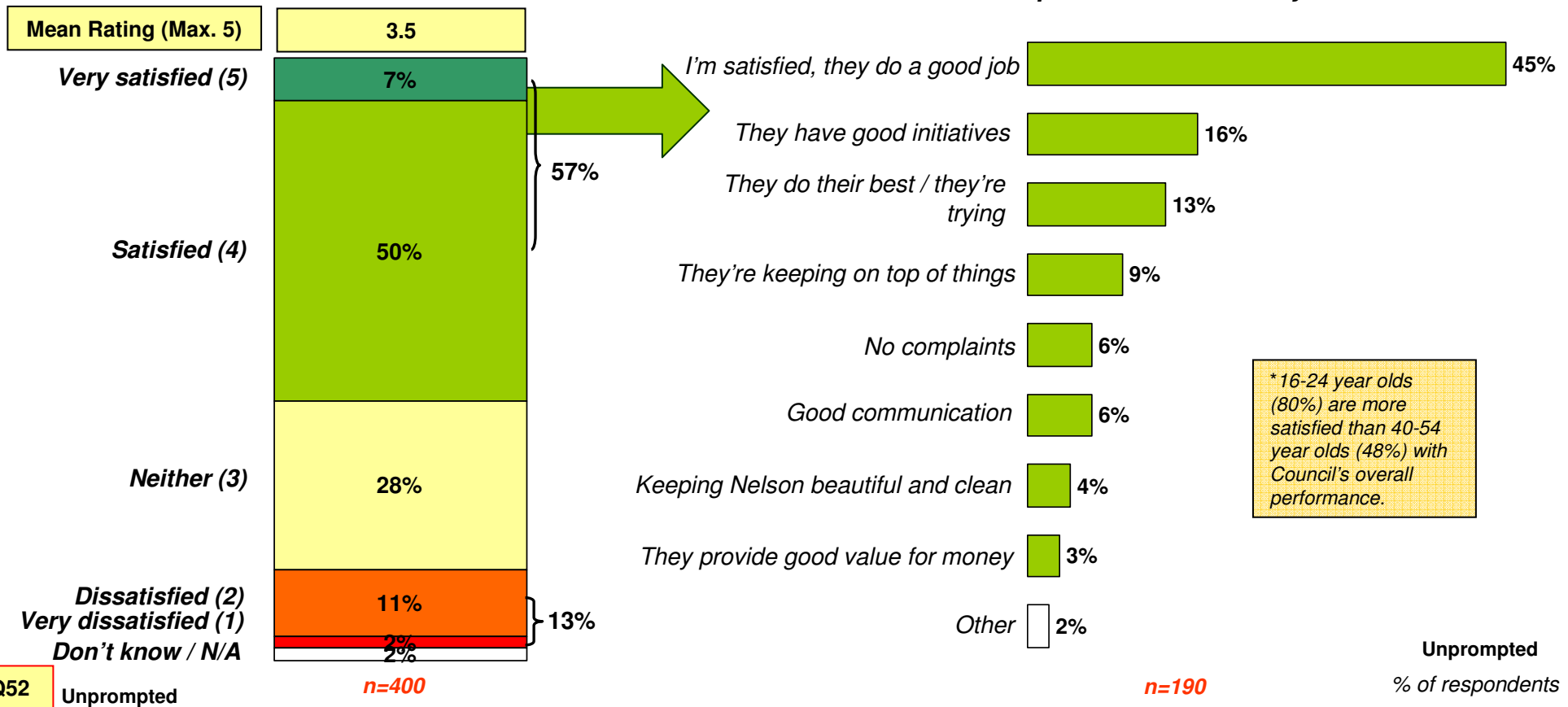
10. Overall NCC Performance



NCC Performance:

Thinking about everything NCC has done over the last year and what you have seen of its services and facilities generally, how satisfied are you with its overall performance?

And what are your reasons for rating the NCC's performance that way?



* 16-24 year olds (80%) are more satisfied than 40-54 year olds (48%) with Council's overall performance.

The majority of respondents (57%) are Satisfied overall with NCC overall performance. I'm satisfied, they do a good job (45%), They have good initiatives (16%) and They do their best / they're trying (13%) are the top three reasons for respondents to be satisfied.

And what are your reasons for rating the NCC's performance that way?

Very dissatisfied or dissatisfied: Why is that?

- *They aren't spending rate payers money wisely. (18)*
- *They make lots of promises they're not keeping. (6)*
- *NCC is not hearing the large number of ratepayers. (3)*
- *Lack of opportunities for consultation on certain issues. (2)*
- *No improvement that affects my lifestyle.*
- *The roading structure is diabolical with no motorway.*
- *There's a lot of talk of feedback but no action.*
- *They are doing the wrong things and spending too much money.*
- *They really haven't done much.*
- *NCC consultation is poorly managed.*
- *NCC is too big and incompetent.*
- *Too much money is spent on recycling curbside.*
- *Do more for younger people in the way of sports facilities.*
- *I am very nervous about their high priority on big, expensive projects.*
- *I think some of their ideas are a bit overboard.*
- *I don't think that they are really listening to what people want.*
- *I don't think they've done enough on infrastructure or air quality.*
- *I personally feel they should focus on infrastructure instead of spending in areas that only benefit small sectors of the community.*
- *I think they should have a better recycling system.*
- *I want to see more done for the environment and the community.*
- *Not very good at fixing water pipes.*
- *Richmond has a lot more to offer for younger families than Nelson in general.*
- *The NCC is run by people who have no practical knowledge.*
- *The safety wardens are not enforced enough and they need more control.*
- *They haven't done anything revolutionary to make me satisfied.*
- *Too much talking and not enough action.*
- *When I read the paper I am disappointed with some of the decision making.*

Q52



Any further comments?

- *Reduce the rates. (14)*
- *Listen to public feedback and act on it. (3)*
- *Be more accountable.*
- *Be proactive and open to stimulating tourist activity.*
- *Come up with an initiative to make houses warmer in winter.*
- *NCC is too big and bureaucratic.*
- *NCC needs to get rid of a lot of their management as they are too top heavy.*
- *NCC should stick to 'core facilities'.*
- *Cycle ways are good, but too much money was spent on them.*
- *Make sure they keep decent library hours open.*
- *Look at extending the cycle ways to make them safer for cyclists.*
- *Get the infrastructure correct before you issue building consents.*
- *I don't agree with the Millennium performing arts centre.*
- *I reckon it would be a great service if NCC had a huge mulcher to recycle garden waste.*
- *I think they should have subsidies in place for people to be more eco-friendly.*
- *I think transport bothers people.*
- *I would like a place for concerts.*
- *Ignore criticism and make decisions that we have elected them to make.*
- *Improve the public transport.*
- *It would be great if we had an Arts facility.*
- *They need to do a better job looking after public toilets.*
- *Look at applying legal restrictions on non-native trees, particularly oak.*
- *More communication in consents and building areas.*
- *More open to new ideas.*
- *More than an arts centre, we need a new water supply put in.*
- *Need more longer term parking rather than just 1 hour parking.*
- *Only that their resource management is creating a lot of discord with both tradesmen and property owners alike.*
- *Please get on with conference centre.*
- *Please look at the fireplace issue, because the regulations are far too stringent.*

Q52



Any further comments?

- *Reinforcing a bus service to the hospital.*
- *Support healthy home and healthy lifestyles.*
- *The Centre for emergencies is not in the best place.*
- *The fires they tell you to buy are useless.*
- *There are far too many outsiders from overseas coming in to Nelson.*
- *There could be a lot more done about the public transport.*
- *There should be some kind of lighting at the Railway Reserve.*
- *They need to look at ways of keeping closed burners.*
- *To use the tip for my green waste is expensive.*
- *Want the best option for sewage upgrade.*
- *We lost the Wearable Arts show to Wellington because we didn't have the infrastructure to cater for that particular event.*
- *We need a decent car park in the city.*
- *We need to have wider roads on our one way streets.*
- *We really miss having a park keeper for the park.*
- *Would like to see cycle ways on the pavements, especially at busy times.*
- *Would like to see more and safety cycle tracks.*

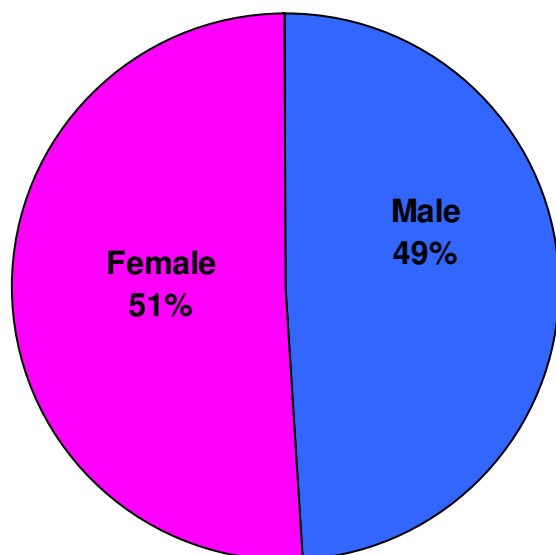


Demographics

% of respondents

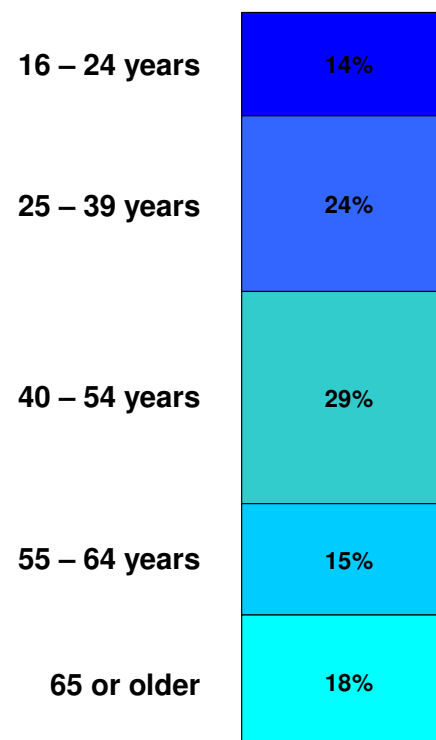
Sample Profile: Demographics (I)

Gender



n=400

Age

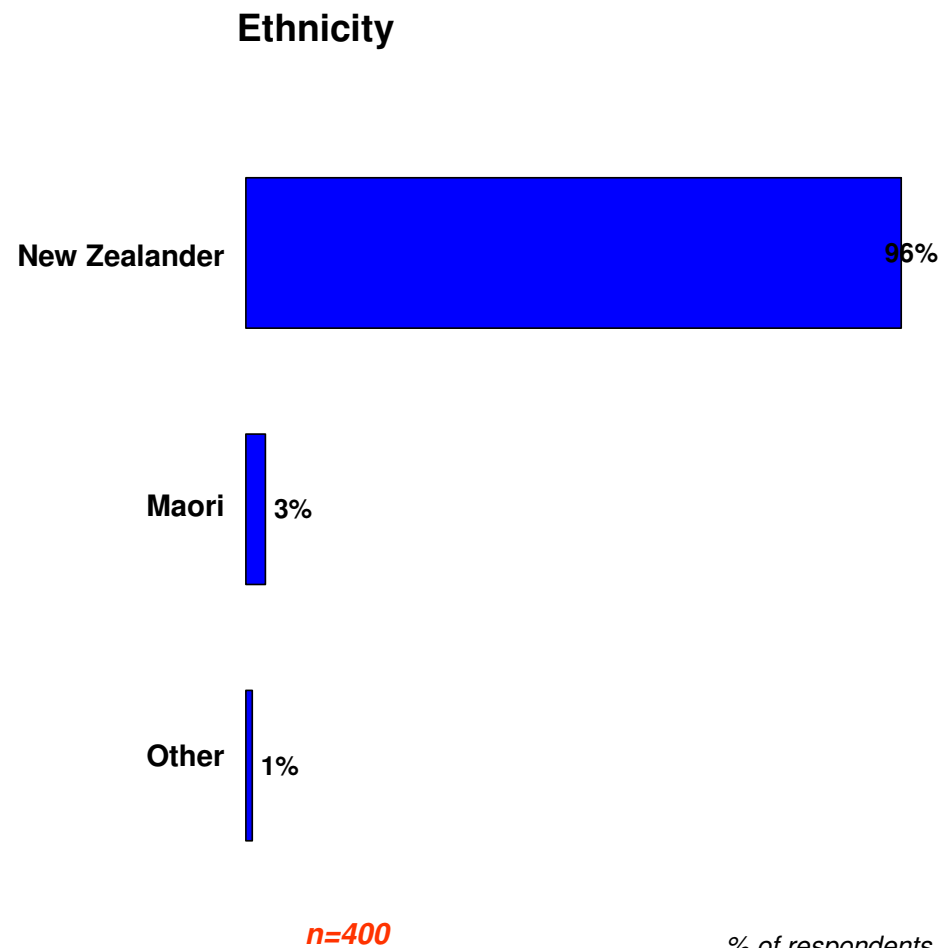
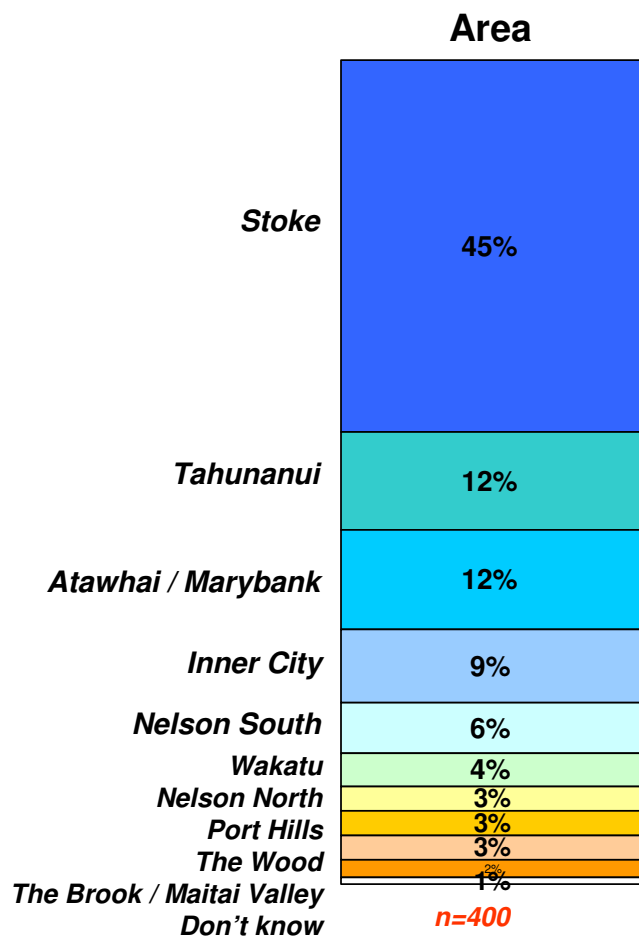


n=400



% of respondents

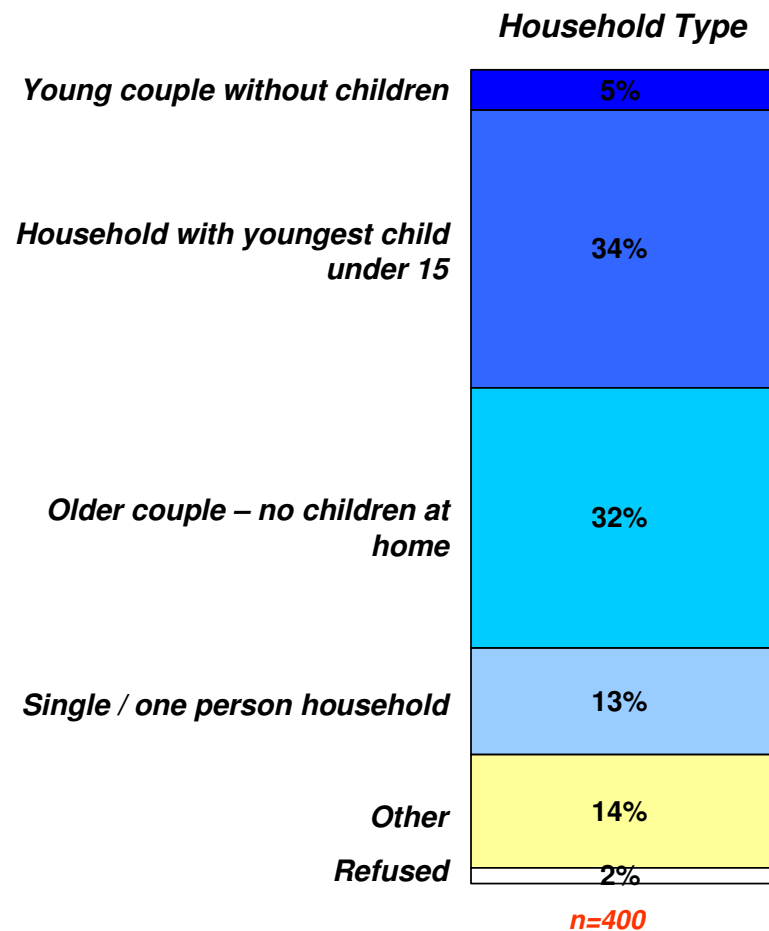
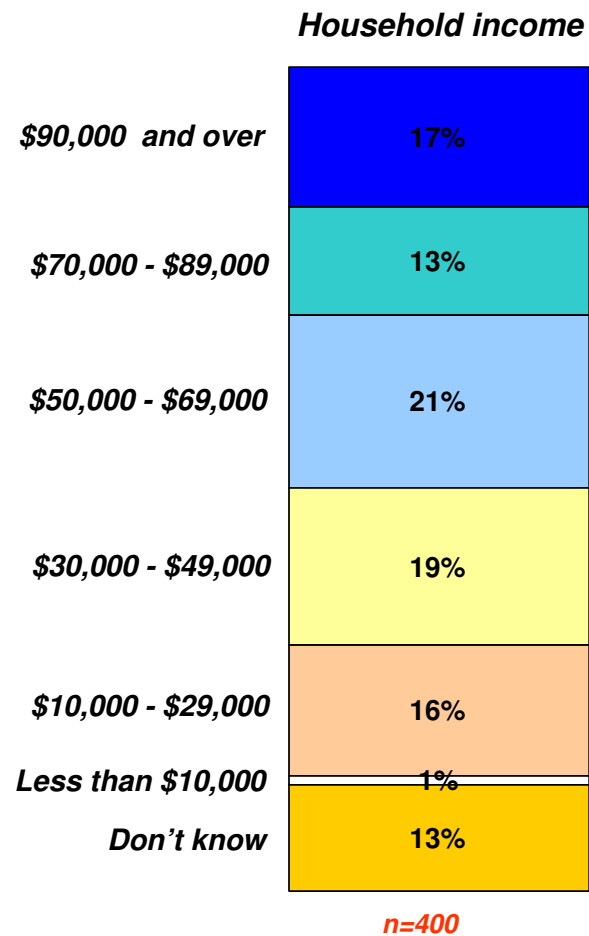
Sample Profile: Demographics (II)



% of respondents



Sample Profile: Demographics (III)



% of respondents