



# **Nelson City Council - Residents Survey -Council Activities and Environment 2010**

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## Introduction and Objectives

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. This year, a comprehensive survey was undertaken to establish relative priorities among the significant activity areas for Council and measure the level of satisfaction with Council performance in each of these areas. A second survey was also conducted in unison with the Council survey to establish perceptions about the environment and sustainability of Nelson City.

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:

The primary objectives for this survey were to:

- Identify the level of satisfaction in each of the 14 Council areas;
- Determine the level of importance for prioritisation in each of the 14 Council areas;
- Identify the usage of parks for active vs. inactive recreational activities;
- Determine the levels of satisfaction with roads and transport services in the Nelson area.
- Determine the sustainability levels of Nelson City residents such as recycling, composting and gardening;
- Determine agreement levels over 7 environmental statements;
- Determine residents' views regarding the way the Council manages the development of subdivisions for new houses in the city;
- And determine residents' heating solutions in their home

## Methodology

- Each study consisted of 400 telephone interviews with residents in the Nelson City Council area.
- Respondents completing either of the surveys were given the option to complete the other survey at another time.
- 172 respondents agreed to and completed both the environment and council surveys.
- 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 25th and Sunday July 11th 2010;
- The overall results for the individual surveys have a margin of error of +/-4.90% at the 95% confidence level.



## Summary (I)

### Council Priorities:

- *Water supply is perceived as the most important area for Council to focus on. Satisfaction is high with regard to water supply with respondents rating this second highest after parks and open spaces.*
- *Water supply, emergency management and community facilities are the three priority areas for Council to focus on in terms of importance. Transport rates low with regards to satisfaction and should also be a priority area for Council.*
- *Social development, culture, heritage and arts and economic tourism support are perceived to have a low importance. Water supply, waste water and emergency management are the three main areas of importance.*
- *Importance has decreased for all Council activity areas from previous years. Water supply is still considered most important.*
- *Culture, heritage and arts, economic tourism support and social development remain the three least important Council activities.*
- *Satisfaction is highest for parks and open spaces, water supply and recreation and leisure. A significant proportion of respondents stated dissatisfaction with transport.*
- *There has been a significant increase in respondents stating they are most dissatisfied with Transport. Water supply and environmental management have both decreased in dissatisfaction.*
- *Dissatisfaction with the public transport (bus) network in Nelson is the main reason for dissatisfaction with transport in Nelson.*
- *Difficulties with obtaining consents is the main reason for dissatisfaction with regulatory compliance. Poor quality and cost is the most stated reason for dissatisfaction with the water supply.*
- *Respondents stated dissatisfaction with social development due to a lack of support from Council. Issues over the performing arts centre is the main reasons for respondents' dissatisfaction with culture, heritage and arts.*
- *Lack of promotion was stated as the reason for dissatisfaction with economic tourism support. Respondents stated dissatisfaction with storm water and flood protection due to previous experience with flooding.*
- *Respondents identified a variety of reasons for their dissatisfaction with environmental management, solid waste management, parks and open spaces, emergency management and wastewater.*

## Summary (II)

### Council Facilities:

- *The majority of respondents are satisfied with the public library service and swimming pools. Satisfaction is low for the number of public toilets and quality of public toilets in Nelson.*
- *Slightly more than four out of every five respondents stated they were either very satisfied or satisfied with the public library service. Being unable to use the free computers in the library because of tourists was the main reason stated for dissatisfaction.*
- *Three in every five respondents are satisfied with swimming pools. The main reasons for dissatisfaction amongst respondents is due to the pools being in need of an upgrade, the cost and the use of chemicals in the water.*
- *Slightly more than one-quarter of respondents are satisfied with the quality of public toilets. One-third of respondents stated they were dissatisfied, this is mainly because they are unclean and dirty (lack of maintenance).*
- *One-fifth of respondents are dissatisfied with the number of public toilets in Nelson. There not being enough public toilets is the main reason for this dissatisfaction.*

### Transport :

- *Slightly less than one-half of respondents work full-time. This is similar to that recorded in 2009.*
- *Driving a private vehicle remains the key mode of transport when travelling to work. The proportion of respondents stating they walked or ran, or biked to work has increased.*
- *Similar to how respondents personally travel to work, driving a private motor vehicle is also the most common mode of transport used by other members in the household.*
- *Satisfaction is highest with regards to off road cycle ways and walkways linking roads or suburbs. Large proportions of respondents identified dissatisfaction with public transport and moderate proportions stated dissatisfaction with roads / streets and footpaths.*
- *With the exception of street lighting and off road cycle ways, satisfaction has decreased with all aspects of the transport network. Public transport, roads / streets and footpaths have recorded moderate increases in dissatisfaction from 2009.*
- *The proportion of respondents stating it is harder to park in the central city has decreased since 2006 and 2009 while the proportion of respondents stating it is easier to park continues to increase.*
- *Slightly more than two in every five respondents cycle in Nelson. Slightly less than two-thirds of these respondents stated they are satisfied with the experience of cycling on roads or cycle ways in Nelson. This represents a slight decrease from the 2009 results.*
- *Respondents dissatisfied with the cycling experience in Nelson stated this was because of narrow roads and safety issues with motorists also using the road.*
- *Satisfaction with the safety for motorists, pedestrians and cyclists in Nelson have all decreased from the 2009 results.*

## Summary (III)

### Affordable Housing :

- *Support is high for rates being spent on short-term accommodation for people in emergency situations and providing subsidised rental housing for people aged over 65 on low incomes. Support was lowest for providing financial incentives for developers to include low cost housing in their subdivisions. Less than one in ten respondents agree that housing in Nelson is affordable. The majority of respondents disagreed with this statement.*

### Horticultural Parks :

- *The majority of respondents have visited a park in the last two years. Queens Garden, Isel Park and Anzac Park are the parks that the most respondents have visited. Only one-third of respondents stated they had visited Melrose Gardens in the last 2 years.*
- *Exercise, for family activities and for sitting / quiet enjoyment are the three most common reasons respondents visit horticultural parks.*
- *Very few respondents have not visited a horticultural park in the last two year. A general lack of interest in parks in the main reason stated for not visiting.*

### Local Parks:

- *Four out of every five respondents visit their local park. For the majority of respondents, this park is less than 10 minutes walk away from their home.*
- *Respondents regularly visit their local park. Slightly less than one-half of respondents who visit their local park do this on a weekly basis or more often. Walking, to enjoy nature, to use the playgrounds and for botanical interest are the main activities respondents visit their local park for.*
- *Respondents who don't visit their local park stated this is because they are generally not interested in parks or they visit a different one.*
- *Respondents stated that more organised events would encourage them to visit their local park.*
- *Slightly less than one-half of respondents who don't visit their local park stated there was another park they visit. Walking and to enjoy nature are the main activities these respondents visit these parks for.*
- *Almost all respondents stated it would matter to them if both horticultural parks and local parks weren't there. The majority of respondents stated they would be prepared to walk anywhere between 6 – 30 minutes from their home to visit a park.*

## Summary (IV)

### Overall Performance:

- *Slightly less than one-half of respondents are satisfied overall with Councils overall performance. This represents a decrease from the results recorded in 2009.*
- *General satisfaction / they do a good job and Council introducing good initiatives are the main reasons for satisfaction amongst respondents.*
- *Issues with Council spending and the cost of rates are the main reasons for dissatisfaction with Council's overall performance.*

### Value for Money:

- *The majority of respondents are ratepayers in Nelson. Slightly more than one-third of respondents agree the Council offers good value for money while one-fifth disagree.*
- *Having good facilities like rubbish, water, recycling is the main reason for satisfaction with the value for money offered by the Council.*
- *Expensive rates and water rates is the main reason for dissatisfaction with the value for money offered by Council.*
- *Respondents made a variety of comments which would improve the value for money of the rates.*

### Environment:

- *The majority of respondents agree that changing our lifestyles is the solution our environmental issues depend on. Slightly more than one-half of respondents agree that the earth has very limited room and resources.*
- *Almost all respondents stated that it is urgent that steps are taken to take care of the environment. The majority of respondents believe that all New Zealanders / everyone are responsible for taking steps to take care of the environment.*
- *The majority of respondents agree that people have a responsibility to look after the environment for future generations. Only 6% of respondents stated they Would be embarrassed if their friends thought their lifestyle was purposefully environmentally friendly.*
- *Almost all respondents do at least some things that are environmentally friendly in their current lifestyle. Three out of five respondents stated that they would like to do more for the environment in consideration of their current lifestyle. The media was identified as the main source from which respondents found out about doing environmentally friendly things.*
- *Of the 28% of respondents who disagreed to the statement, Council action to deal with environmental issues is adequate, 93% stated that this was due to not enough Council action being taken. The majority of respondents agreed that by helping others you help yourself in the long run.*
- *The majority of respondents stated they would support the Council making it compulsory to install a rain water collection system on new homes and in providing incentives to encourage households to install a rain water collection system on existing homes.*





## Summary (VI)

### Sustainability :

- *The majority of respondents put out their recycling every week, compost their food waste and compost their garden waste. Four out of five respondents produce some of their own food at home.*
- *Of the 80% of respondents who do produce some of their own food at home, almost all of them grow vegetables or herbs.*

### Nelson Development :

- *The majority of respondents would prefer if the Council prevented or limited the further development of the hillsides around Nelson City. Three out of five respondents are in favour of the Council encouraging planned, but more compact and more efficient house types (like terrace or town houses) in specific areas.*

### Home Heating :

- *Almost one-half of respondents use a wood burner as the main form of heating in the main living room of their house.*
- *Almost one-half of respondents who stopped using an enclosed wood or multi-fuel burner in their homes (in the last three years), stated they stopped using it due to Council regulations.*



# 1. Council Priorities

- *Importance*
- *Satisfaction*



## Dashboard

	<b>Importance Rank</b> <i>(based on mean rating)</i>	<b>Importance %</b> <i>(% rating 7-10)</i>	<b>Satisfaction Rank</b> <i>(based on mean rating)</i>	<b>Satisfaction %</b> <i>(% rating 4-5)</i>
Water supply	1 <sup>st</sup>	91%	2 <sup>nd</sup>	73%
Wastewater	2 <sup>nd</sup>	86%	6 <sup>th</sup>	51%
Managing emergencies and natural hazards	3 <sup>rd</sup>	84%	5 <sup>th</sup>	54%
Community facilities	4 <sup>th</sup>	86%	4 <sup>th</sup>	62%
Parks and open spaces	5 <sup>th</sup>	81%	1 <sup>st</sup>	75%
Stormwater and flood protection	6 <sup>th</sup>	83%	9 <sup>th</sup>	49%
Solid waste management	7 <sup>th</sup>	83%	7 <sup>th</sup>	53%
Transport	8 <sup>th</sup>	77%	14 <sup>th</sup>	22%
Environmental management	9 <sup>th</sup>	74%	8 <sup>th</sup>	49%
Recreation and leisure	10 <sup>th</sup>	74%	3 <sup>rd</sup>	64%
Regulatory compliances	11 <sup>th</sup>	69%	12 <sup>th</sup>	40%
Social development	12 <sup>th</sup>	61%	13 <sup>th</sup>	33%
Culture, heritage and arts	13 <sup>th</sup>	59%	10 <sup>th</sup>	49%
Economic and tourism support	14 <sup>th</sup>	58%	11 <sup>th</sup>	43%

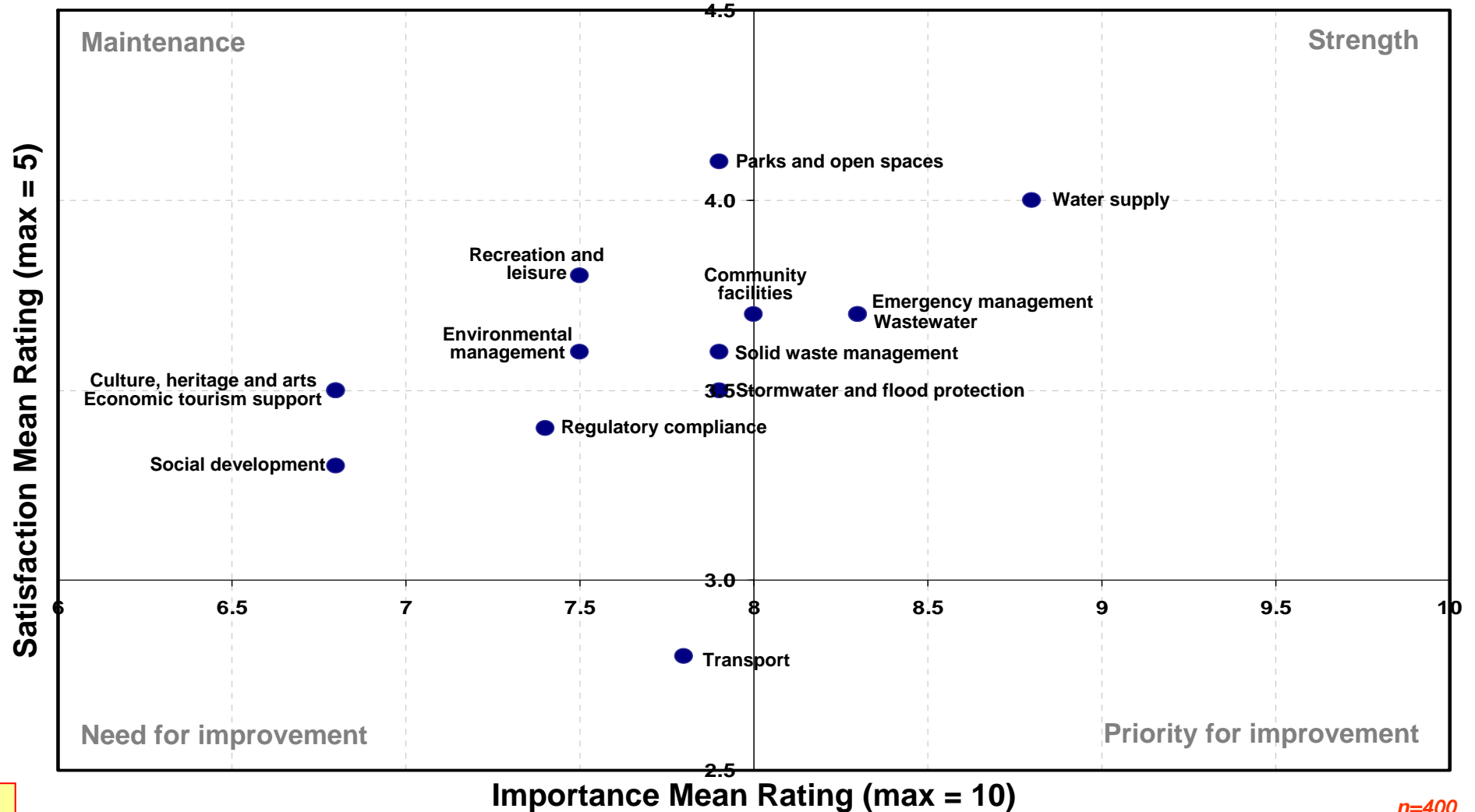
**Q3-Q5** % of respondents

*n=400*

**Water supply is perceived as the most important area for Council to focus on. Satisfaction is high with regard to water supply with respondents rating this second highest after parks and open spaces.**



## Priorities in Council's Major Activity Areas



Q3-Q5

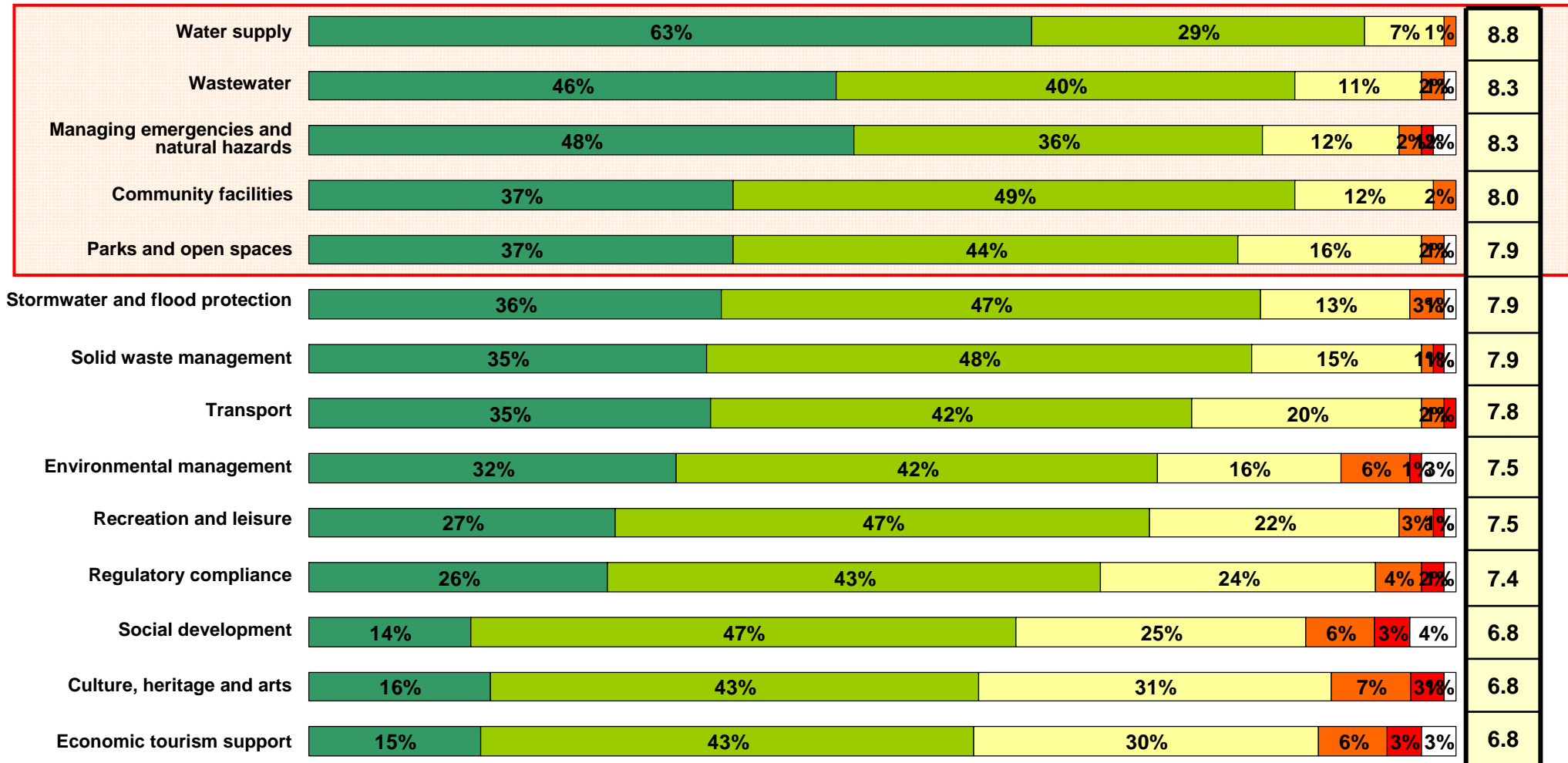
n=400

Water supply, emergency management and community facilities are the three priority areas for Council to focus on in terms of importance. Transport rates low with regards to satisfaction and should also be a priority area for Council.



# Importance

Mean Rating  
(Max. 10)



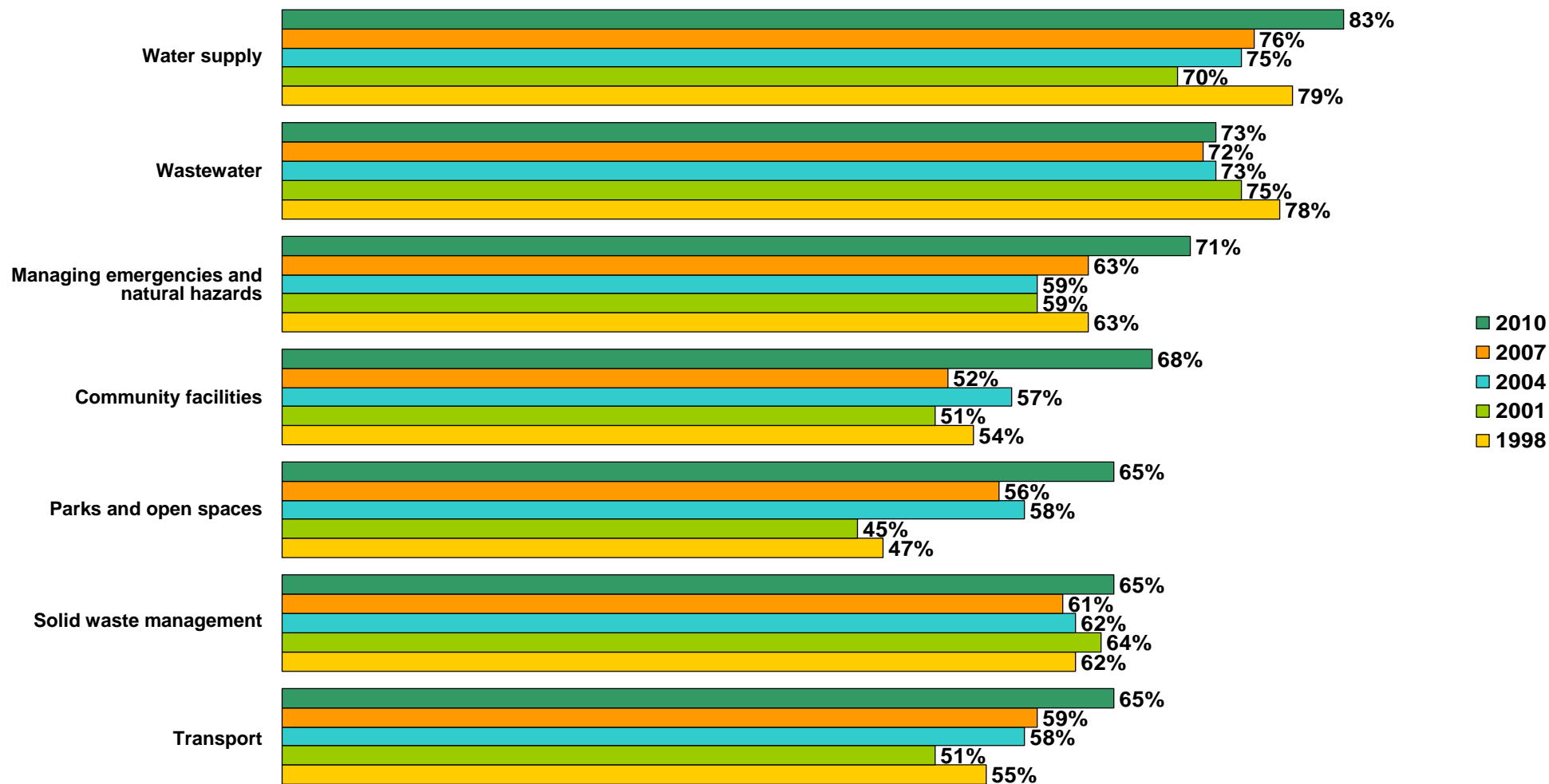
**Q3** % of respondents    ■ Very important (9-10)   ■ Important (7-8)   ■ Neither (5-6)   ■ Not important (3-4)   ■ Not at all important (1-2)   □ Don't know   n=400

Social development, culture, heritage and arts and economic tourism support are perceived to have a low importance. Water supply, waste water and emergency management are the three main areas of importance.



# Importance

Proportion who rated the importance of an activity 8-10 points out of 10



Q3 % of respondents

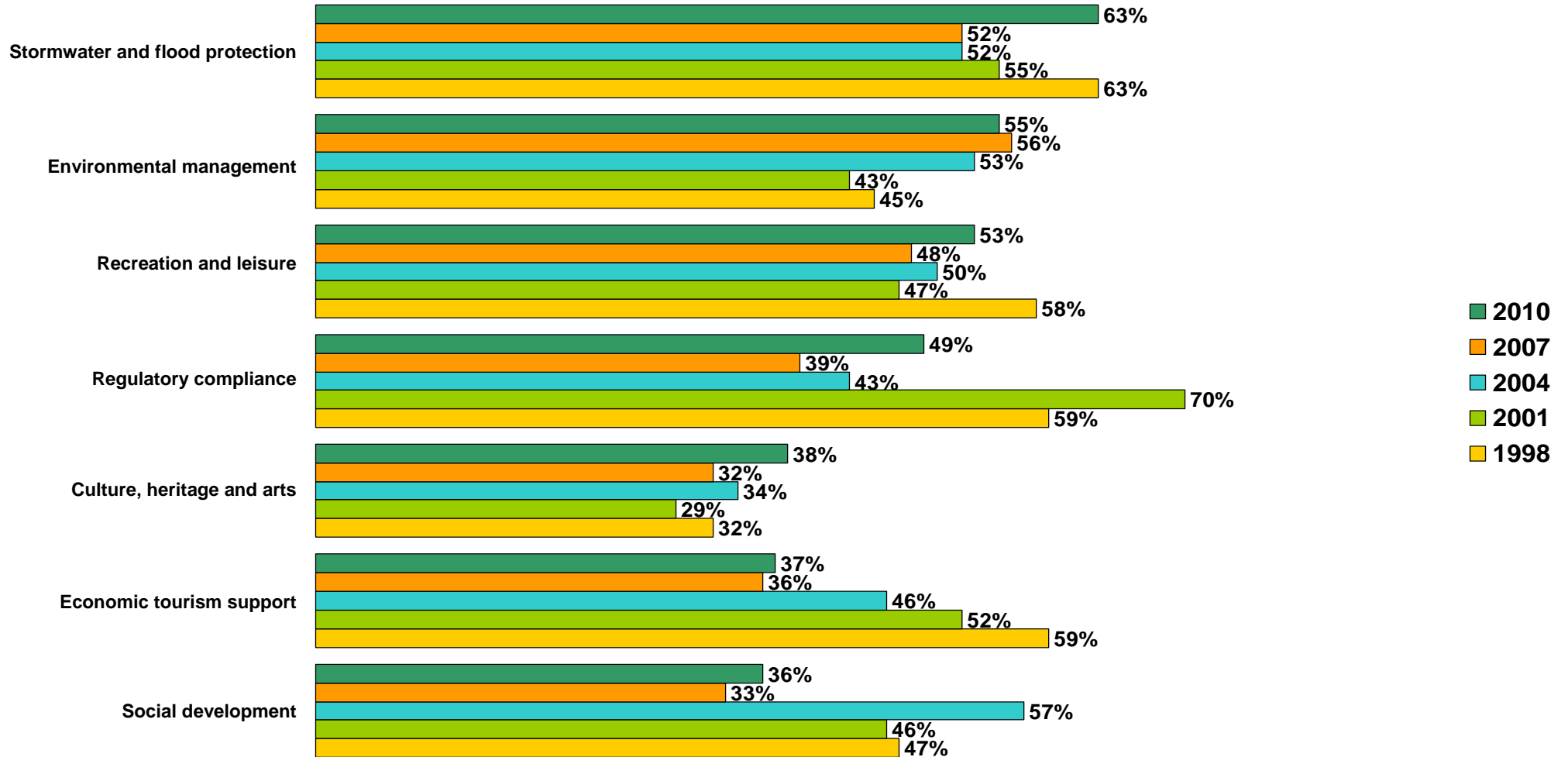
n=400

Importance has increased for all Council activity areas from previous years. Water supply is still considered most important.



# Importance

Proportion who rated the importance of an activity 8-10 points out of 10



Q3 % of respondents

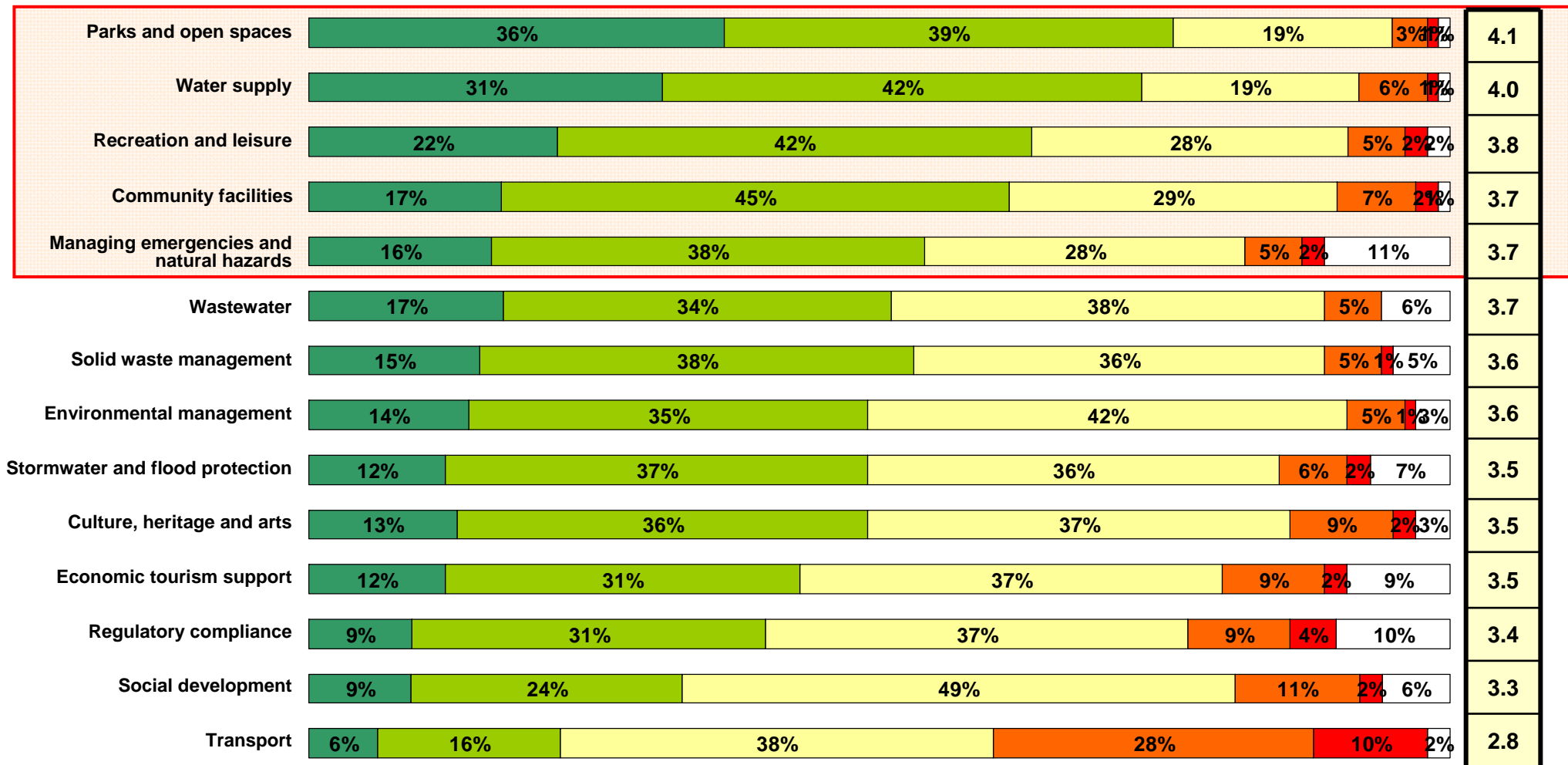
n=400

Culture, heritage and arts, economic tourism support and social development remain the three least important Council activities.



# Satisfaction

Mean Rating  
(Max. 5)



Q4 % of respondents

Very satisfied (5) Satisfied (4) Neither (3) Dissatisfied (2) Very dissatisfied (1) Don't know

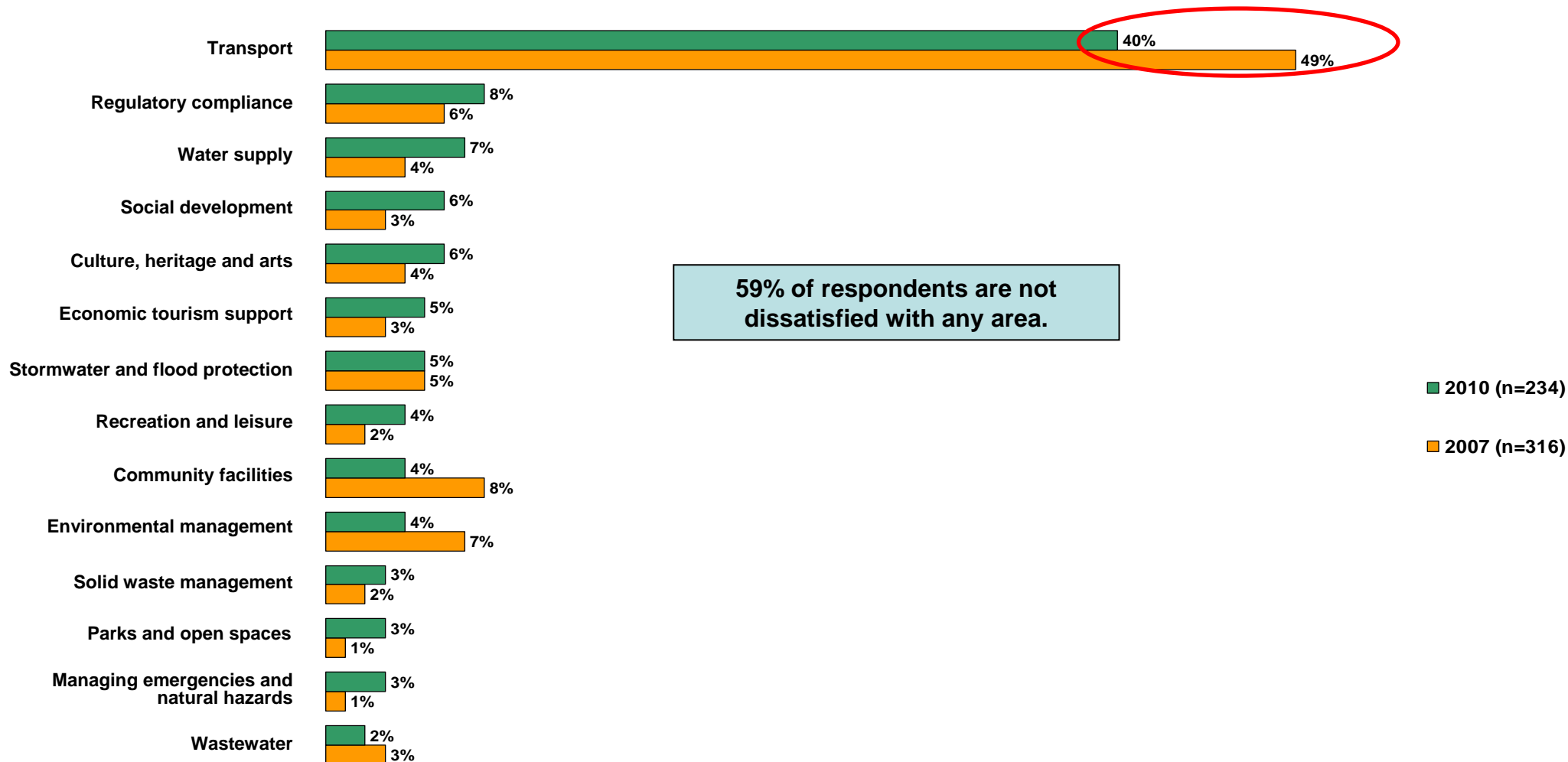
n=400

Satisfaction is highest for parks and open spaces, water supply and recreation and leisure. A significant proportion of respondents stated dissatisfaction with transport.





## Areas most dissatisfied about



**Q5** % of respondents

n=400

Transport remains the area respondents are most dissatisfied about.

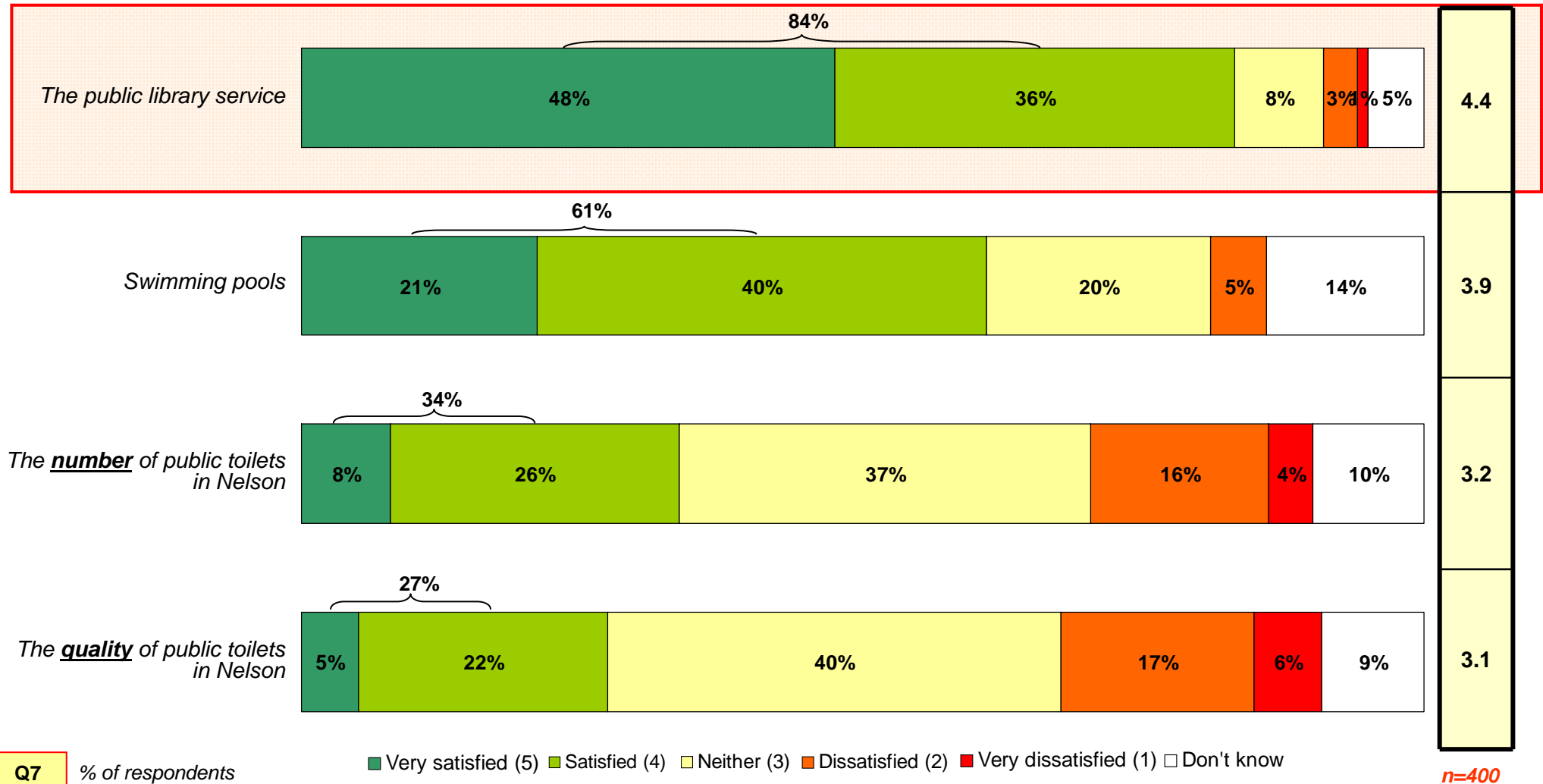


## 2. Council Facilities



## Satisfaction with Council facilities

Mean Rating  
(Max. 5)

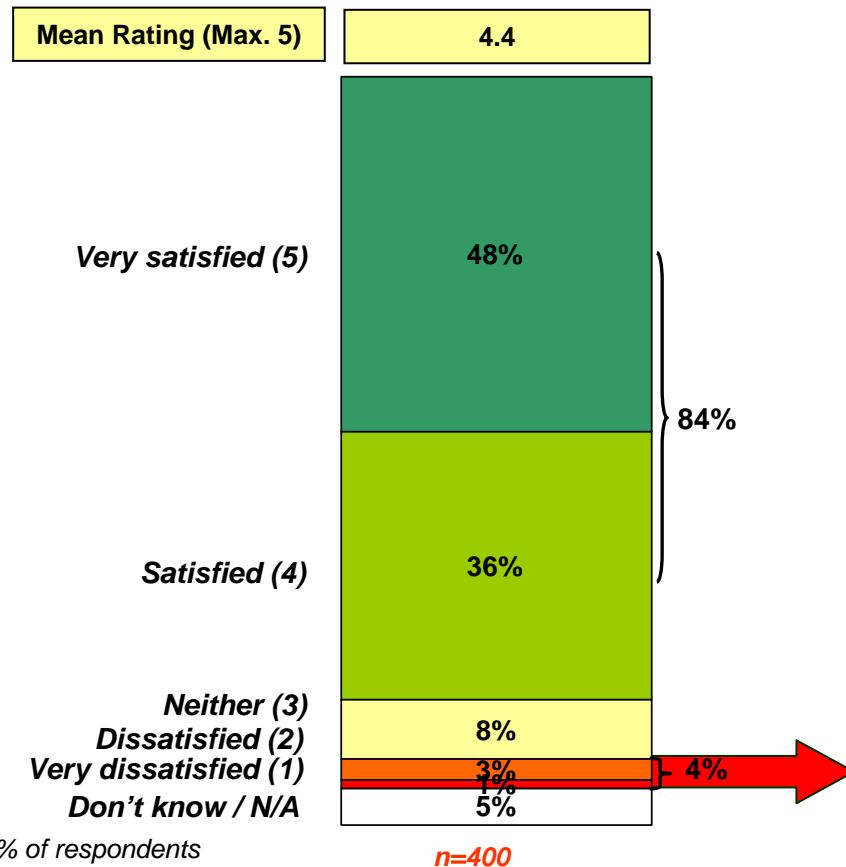


The majority of respondents are satisfied with the public library service and swimming pools. Satisfaction is low for the number of public toilets and quality of public toilets in Nelson.



## The public library service

How satisfied are you with the public library service?



Reasons for dissatisfaction:

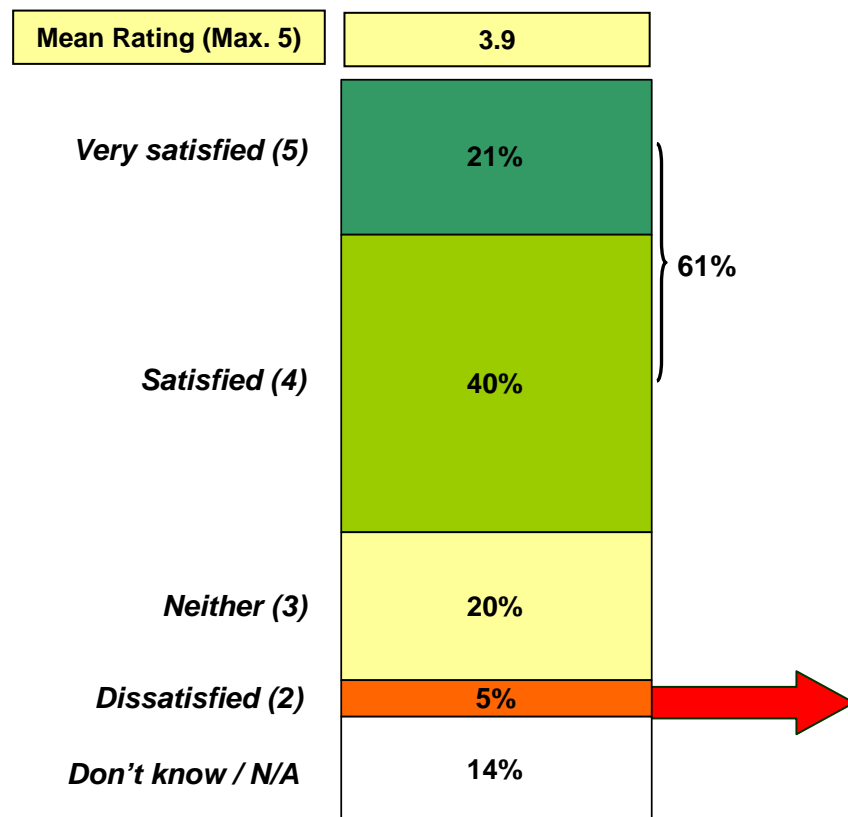
- I don't use the service, there is new technology taking over. Books are unnecessary.
- I am unhappy about having to wait for computers in libraries. It needs to be user pays.
- I believe they could better consolidate it. I don't see any merit in having that small library at Tahuna.
- I feel that libraries have declined because of backpackers using the internet services and there is no room to move or sit.
- I strongly disagree that tourists can get free internet and locals can't get on.
- I'm not happy at tourists tying up the internet facilities. They can't get books out so the internet should also be members only.
- It could be more technologically updated and more of a community outlet like Tasman District.
- People with no library card should not be allowed access to the free internet.
- The library seems to be run down, there are no new books.
- There is a problem with the internet. They are providing Skype in an open area where people are trying to read. They need to put Skype in a closed room.
- They let tourists use the computers free of charge but locals are charged for overdue books. They don't help the locals who pay the rates, they do everything for the tourists who don't even live here.
- I think a lot of the books are outdated.

Slightly more than four out of every five respondents stated they were either very satisfied or satisfied with the public library service. Being unable to use the free computers in the library because of tourists was the main reason stated for dissatisfaction.



## Swimming pools

How satisfied are you with swimming pools?



**Q7B** % of respondents

n=400

Reasons for dissatisfaction:

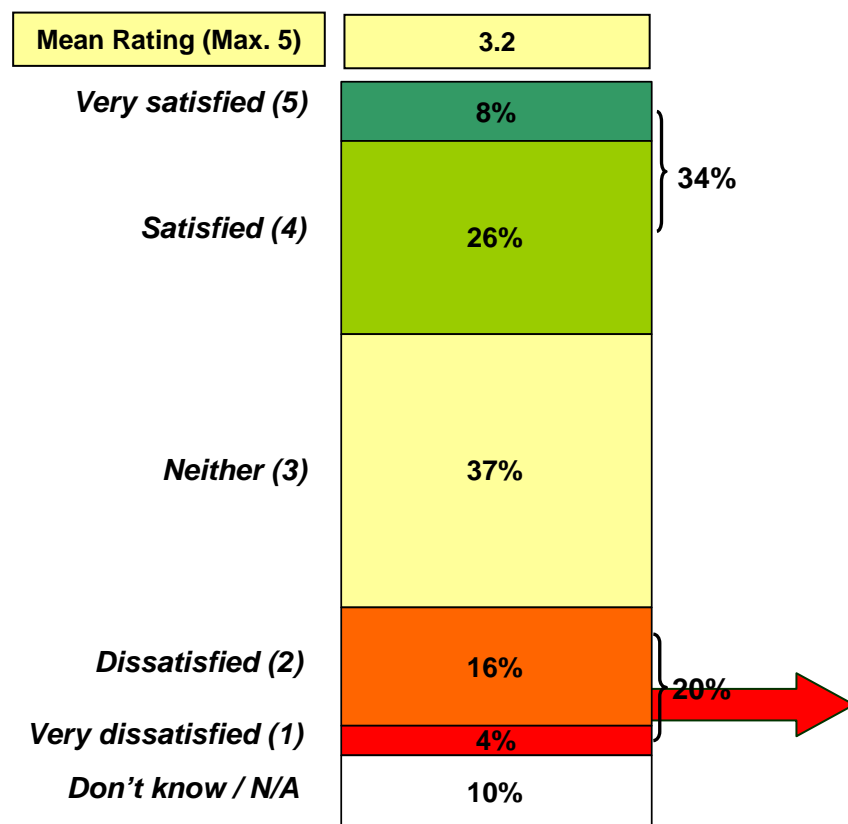
- It needs upgrading. (4)
- They are too expensive. (3)
- There is too many chemicals in the water. (2)
- Pools are not attractive to visit. They need an outdoor recreation area.
- I don't like to have to pay to watch the children swim.
- Cleanliness is a big problem. The charges are too expensive when you consider the amount of kids using it as well as large families.
- Improve the complex, put in a heated pool and add fun things for kids.
- It is closed in winter and barely open in summer so it is not being utilised to it's full potential.
- There is only one main pool which is on Tasman side and one on Nelson side.
- The city the size of Nelson should have an Olympic sized pool to be able to hold a national championship.
- The standard of them could be improved immensely. They hardly match a national standard.
- There is too much chlorine. I prefer a saltwater pool.
- We've got two pools, ASB Aquatic Centre, design leaves a lot to be desired. They didn't listen to what people wanted. Riverside Pool is a pool and nothing more. It needs more scope to develop it better.

Three in every five respondents are satisfied with swimming pools. The main reasons for dissatisfaction amongst respondents is due to the pools being in need of an upgrade, the cost and the use of chemicals in the water.



## The number of public toilets

How satisfied are you with the number of public toilets in Nelson?



**Q7D** % of respondents

n=400

### Reasons for dissatisfaction:

- There are not enough public toilets. (52)
- They are hard to find.
- I don't use them and I don't know where they are.
- I have been caught short a few times. For an elderly person who doesn't want to sprint, a few more would be helpful.
- I only know of two and they are in the car parks.
- Many are locked at night.
- People struggle to find them. There are no blatant signs.
- These are facilities that should be more spread around for the convenience of the residents, especially if they are going to encourage visitors to come.
- There needs to be more like the ones in the information centre.
- There should be one every half hour or so.
- They are few and far between. We need more signs.
- They replaced the toilet with a tree but they didn't build a new facility.
- They need to double the number because the population is increasing all the time.
- Victory Square needs a good upgrade.
- We need more public toilets and better signage.
- Toilets around walkways and reserves would be good.
- Some parks don't have toilets.

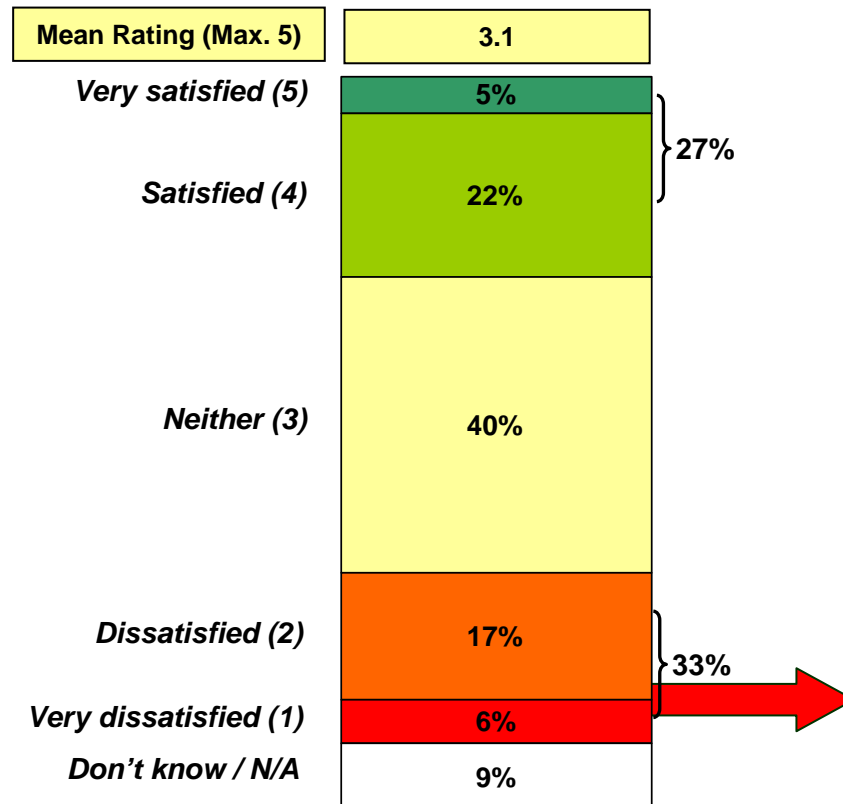
One-fifth of respondents are dissatisfied with the number of public toilets in Nelson. There not being enough public toilets is the main reason for this dissatisfaction.



# The quality of public toilets

How satisfied are you with the quality of public toilets in Nelson?

Reasons for dissatisfaction:



Q7C % of respondents

n=400

Slightly more than one-quarter of respondents are satisfied with the quality of public toilets. One-third of respondents stated they were dissatisfied, this is mainly because they are unclean and dirty (lack of maintenance).

## 3. Transport

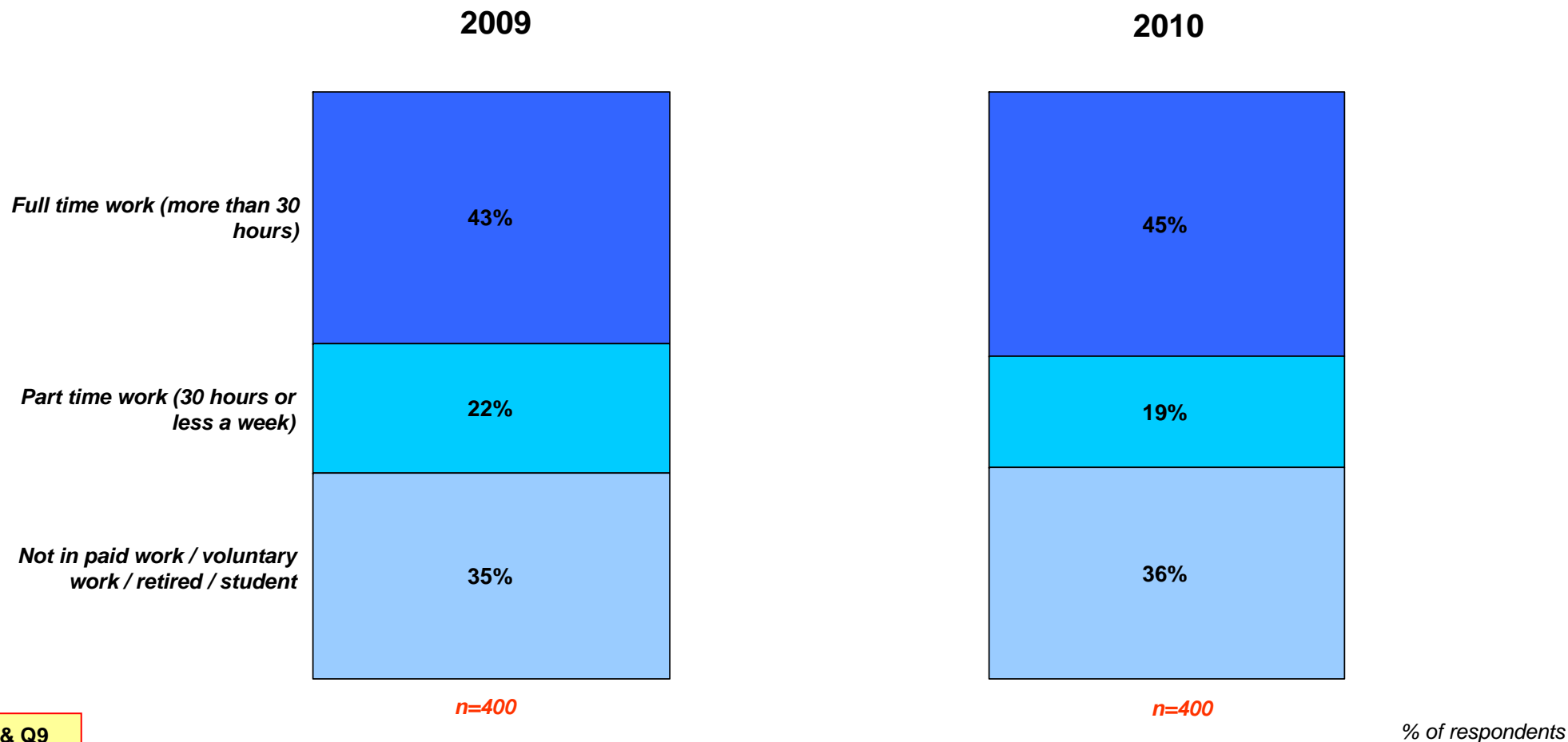






## Travel to work (I)

Which of the following best describes your work status?

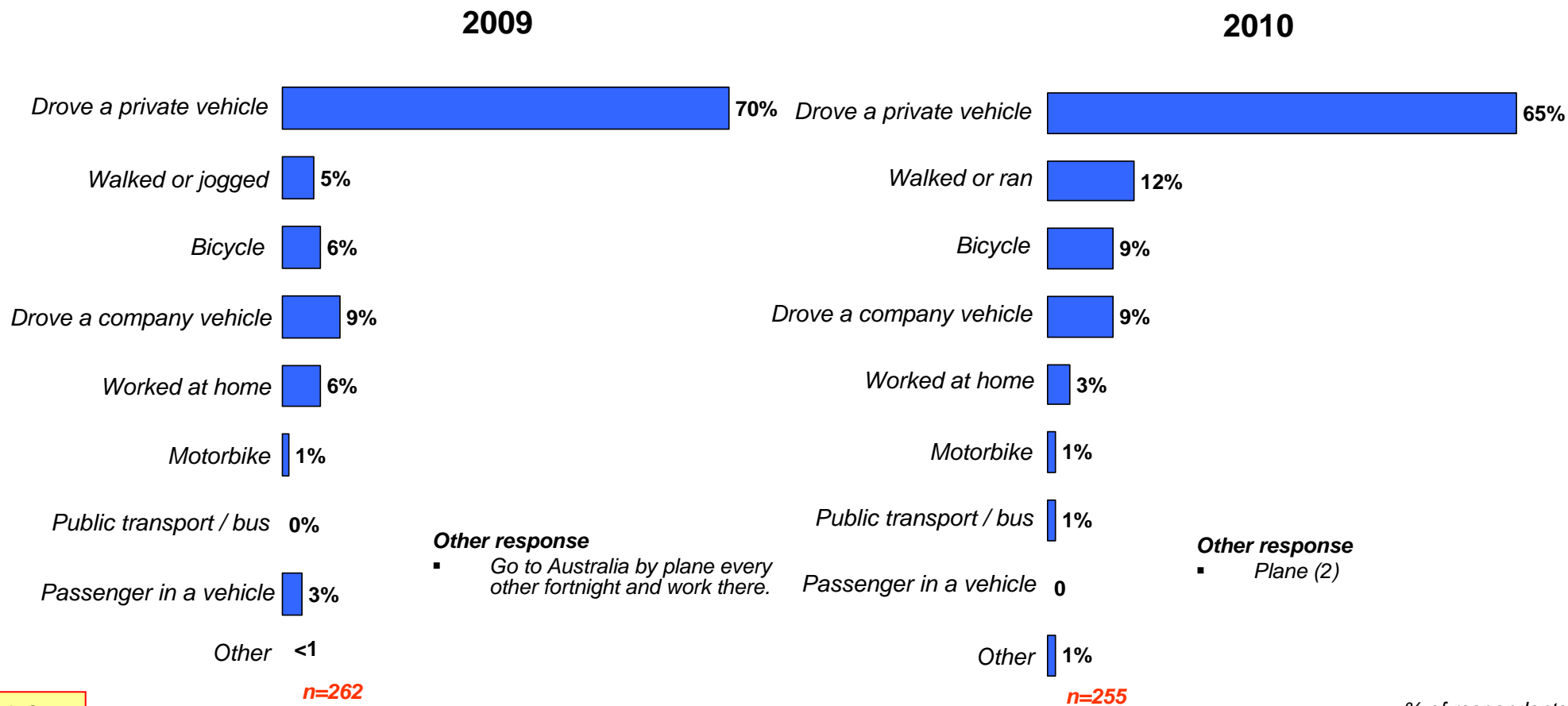


Slightly less than one-half of respondents work full-time. This is similar to that recorded in 2009.



## Travel to work (II)

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



Q8 & Q9

% of respondents

Driving a private vehicle remains the key mode of transport when travelling to work. The proportion of respondents stating they walked or ran, or biked to work has increased.



## How other family members travel

	None	1	2	3 or more
All stay at home / do not travel	93	7	<1	<1
Public transport / bus	94	2	2	2
Drive a private vehicle / car, truck or van	54	28	12	14
Drive a company vehicle / car, truck or van	94	6	-	<1
Passenger in a vehicle	97	2	1	-
Motorbike	98	1	1	-
Bicycle	90	7	3	1
Walk or run	82	11	5	2
Other	99	1	<1	-

*Multiple responses allowed*

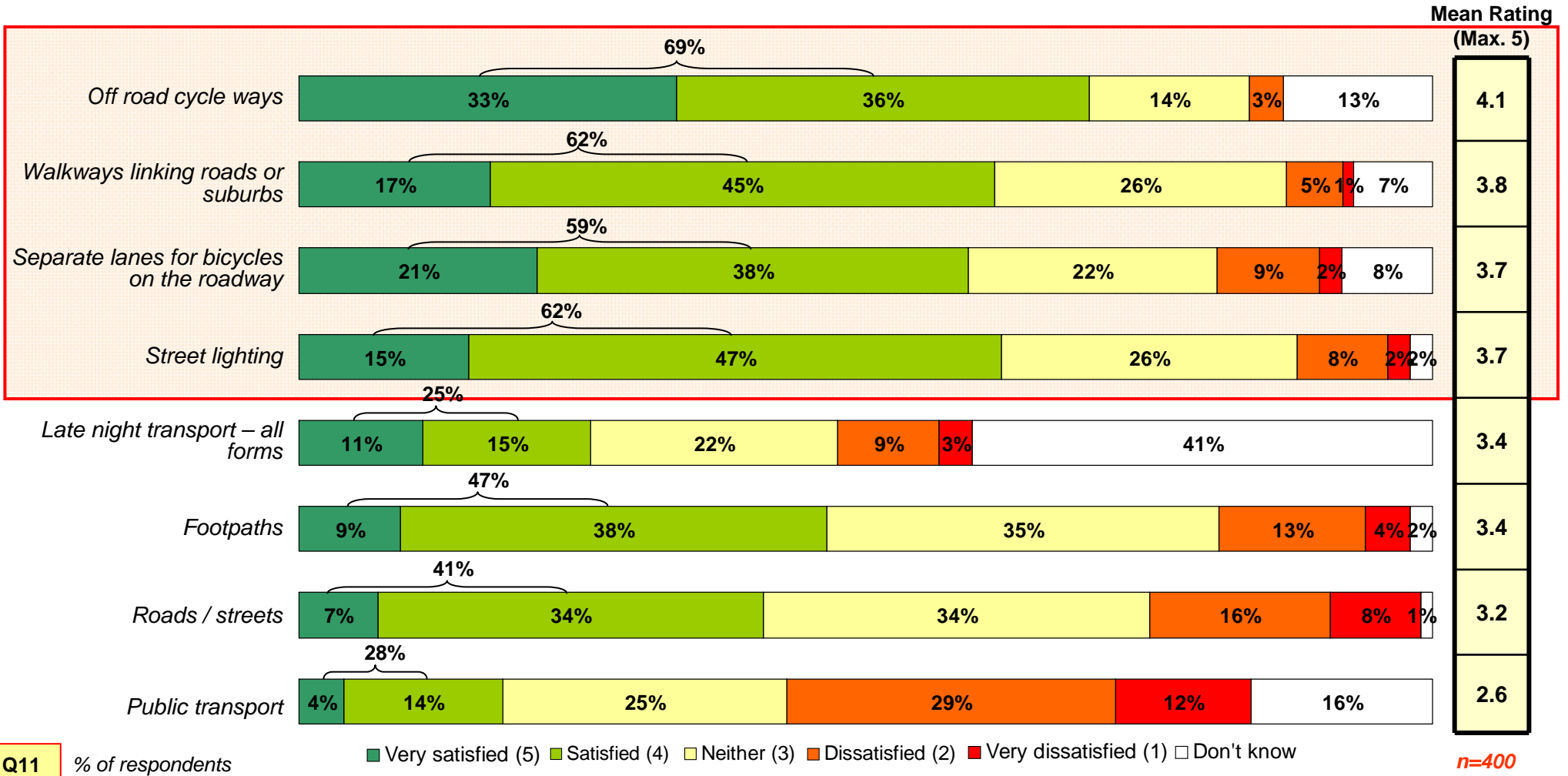
*% of respondents*

**Q10** *n=400*

**Similar to how respondents personally travel to work, driving a private motor vehicle is also the most common mode of transport used by other members in the household.**



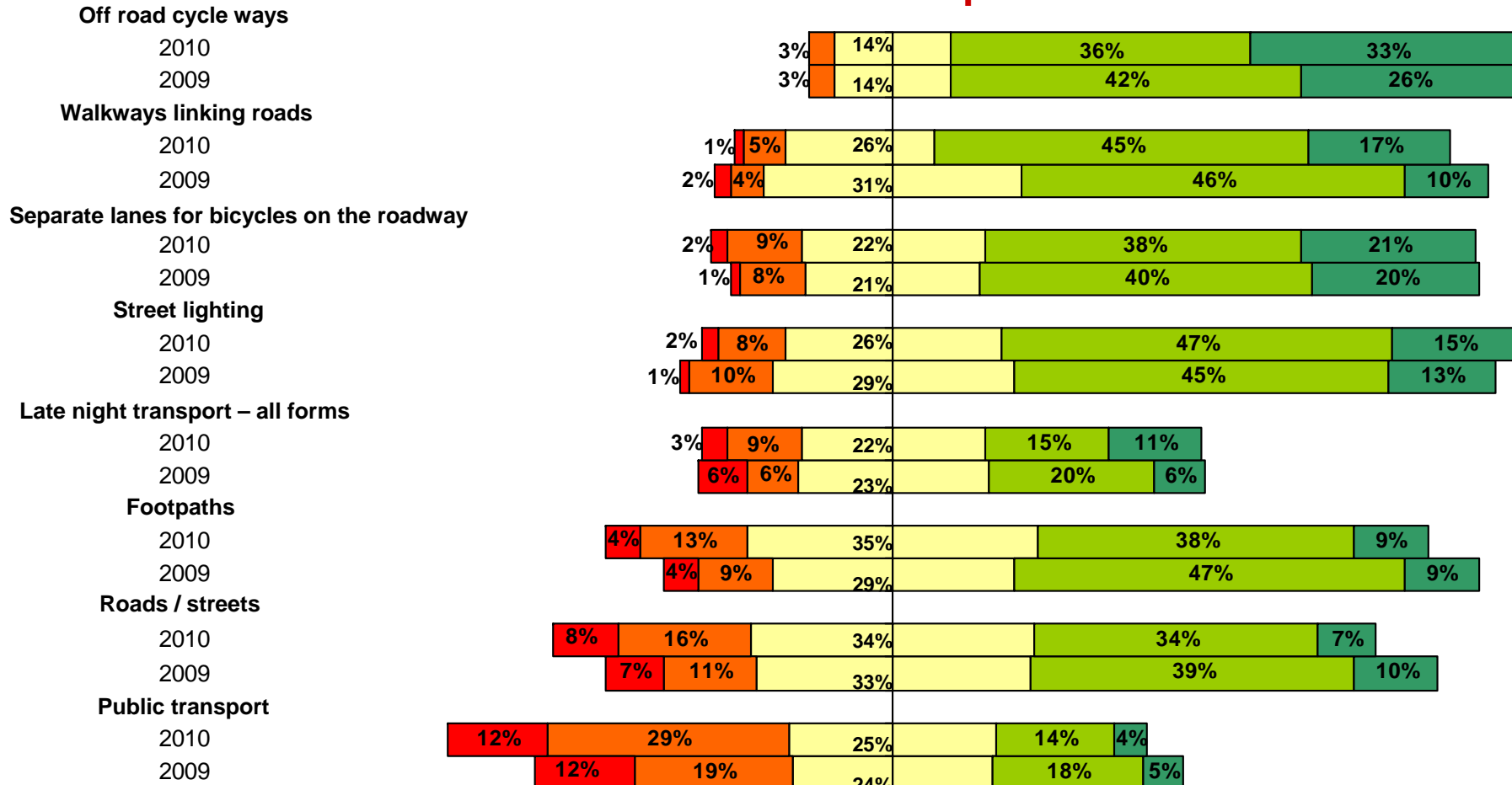
## Satisfaction with the transport network



Satisfaction is highest with regards to off road cycle ways and walkways linking roads or suburbs. Large proportions of respondents identified dissatisfaction with public transport and moderate proportions stated dissatisfaction with roads / streets and footpaths.



## COMPARISON OVER TIME: Satisfaction with transport network



Q11 % of respondents

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

With the exception of street lighting and off road cycle ways, satisfaction has decreased with all aspects of the transport network. Public transport, roads / streets and footpaths have recorded moderate increases in dissatisfaction from 2009.

## Reason for dissatisfaction

 = small base size

**Roads and Streets? (n=96)**

<i>Roads in poor condition</i>	60%
<i>Not well maintained</i>	21%
<i>Roads too congested</i>	16%
<i>Too narrow</i>	11%
<i>They are doing unnecessary road works</i>	11%
<i>Road works takes too long</i>	10%
<i>Too dangerous</i>	9%
<i>Other</i>	20%

**Cycle lanes? (n=45) **

<i>Not safe</i>	46%
<i>Need more cycle lanes</i>	25%
<i>Not there when you need them</i>	16%
<i>Not used enough</i>	9%
<i>Cycle lanes are a waste of money</i>	7%
<i>Shouldn't have cycle lanes</i>	7%
<i>Broken glass</i>	6%
<i>Other</i>	39%

**Footpaths? (n=68)**

<i>Footpaths in poor condition</i>	72%
<i>Many areas are without footpaths</i>	31%
<i>Other</i>	17%

**Cycle ways? (n=13) **

<i>Need more cycle ways</i>	61%
<i>Shouldn't have cycle ways</i>	6%
<i>Broken glass</i>	6%
<i>Other</i>	47%

Q11A-D

Multiple responses allowed

% of respondents

## Reasons for dissatisfaction

 = small base size

**Public transport? (n=159)**

<i>Public transport not frequent enough</i>	70%
<i>Increase coverage of public transport</i>	54%
<i>Public transport irregular</i>	45%
<i>Doesn't run at night or weekends</i>	16%
<i>Too expensive / should be cheaper</i>	15%
<i>Other</i>	13%

**Late night transport? (n=45) **

<i>Route very limited</i>	26%
<i>Timing – not frequent enough</i>	42%
<i>Doesn't go where I need it to</i>	22%
<i>Too expensive / should be cheaper</i>	12%
<i>Doesn't run every night</i>	17%
<i>Start and finish times too late / early</i>	15%
<i>Other</i>	2%
<i>Don't know</i>	21%

**Street lighting? (n=36) **

<i>Need more lighting</i>	80%
<i>Too much in some places, too little in others</i>	43%
<i>Other</i>	3%

**Walkways? (n=22) **

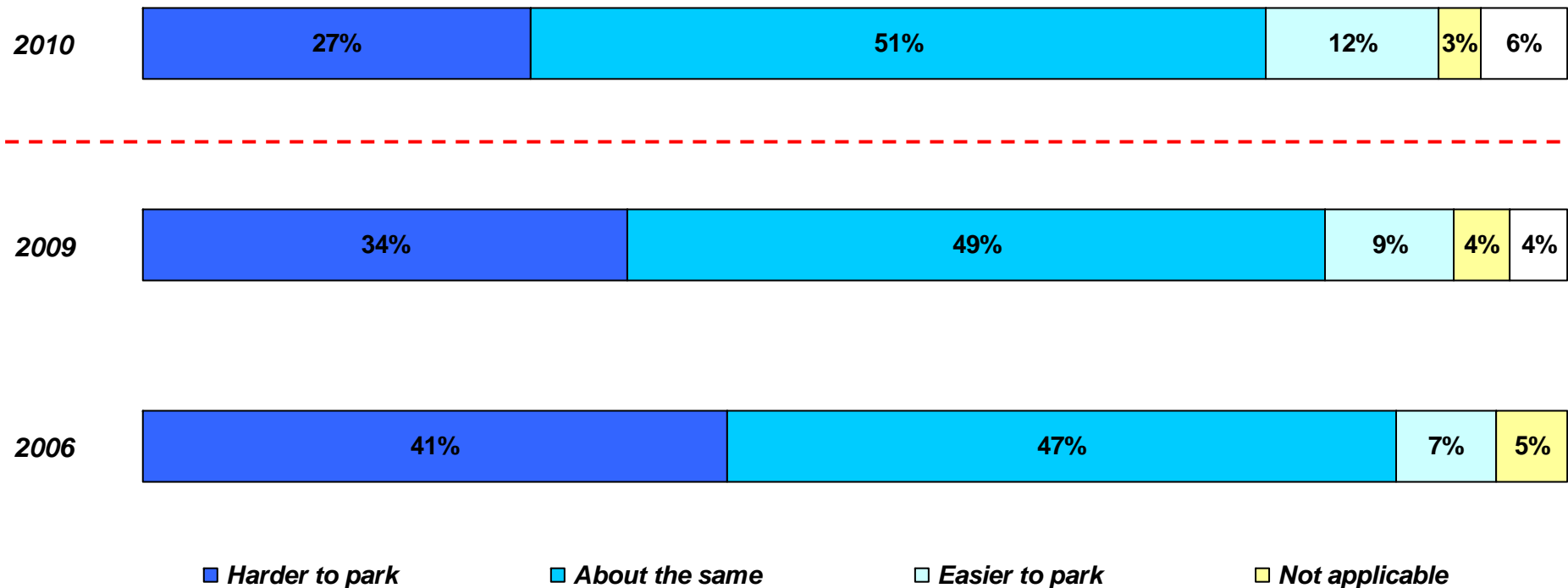
<i>Poor / inadequate lighting</i>	41%
<i>Not where I need them</i>	33%
<i>Need more</i>	31%
<i>Unsafe</i>	25%
<i>Poor condition</i>	14%
<i>Vandalism</i>	4%
<i>Other</i>	3%

Q11E-H

Multiple responses allowed % of respondents



## COMPARISON OVER TIME: Parking in the central city



Q12

n=400

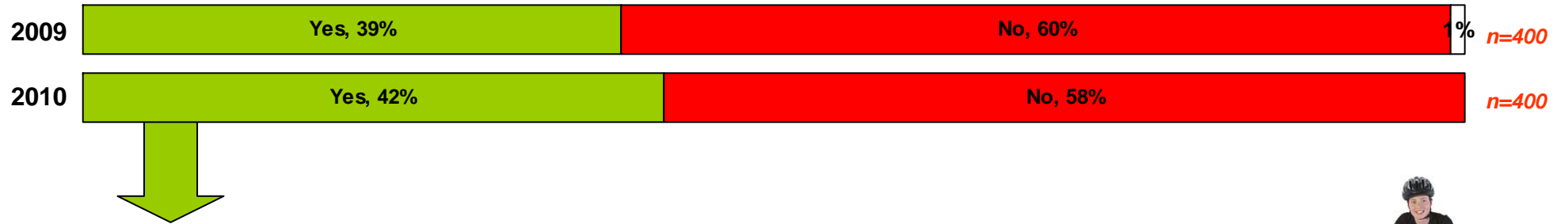
% of respondents

The proportion of respondents stating it is harder to park in the central city has decreased since 2006 and 2009 while the proportion of respondents stating it is easier to park continues to increase.

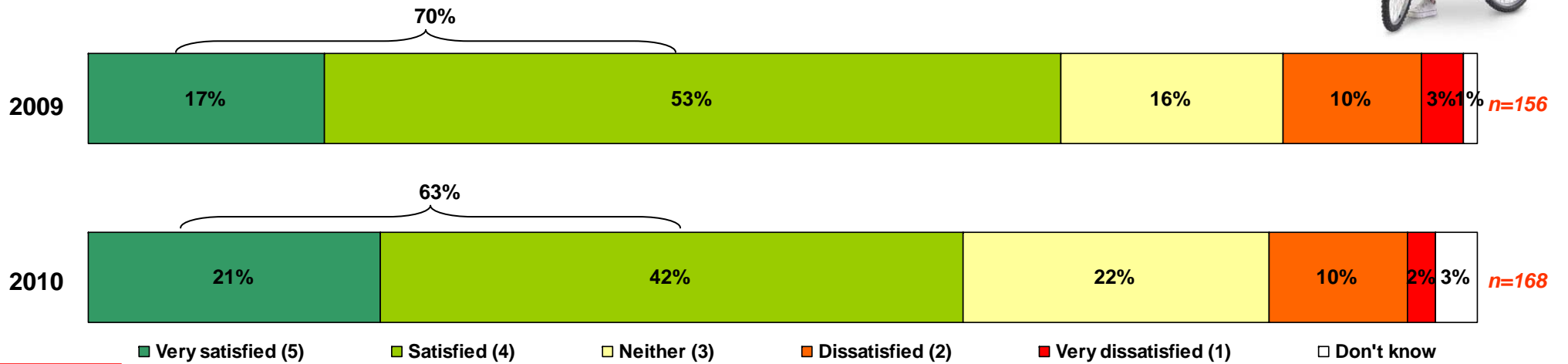




## Do you cycle in Nelson?



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



Q13 & Q14

% of respondents

Slightly more than two in every five respondents cycle in Nelson. Slightly less than two-thirds of these respondents stated they are satisfied with the experience of cycling on roads or cycle ways in Nelson. This represents a slight decrease from the 2009 results.

## Reasons for dissatisfaction with the overall experience of cycling on roads or cycle ways in Nelson

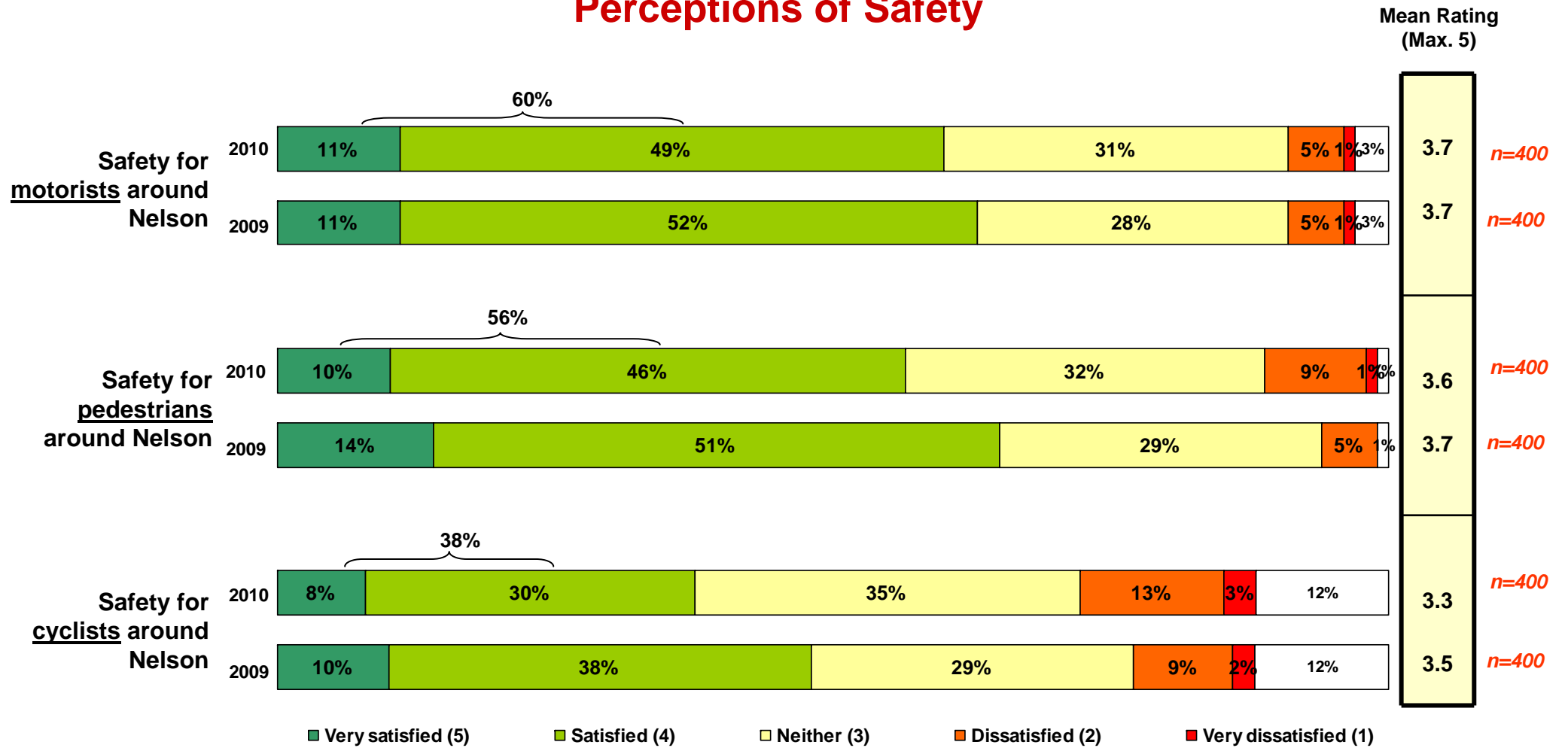
- *The roads are too narrow and not meant for cyclists in general.*
- *Lanes are not wide enough.*
- *Cycle lanes are there, however cars aren't courteous to cyclists.*
- *Cycling on roads is very, very unsafe. Driver attitude is largely to blame.*
- *I don't like cycling in the traffic. I want to cycle where there are no motorists.*
- *I don't like cycling on the roads due to the other traffic. I feel vulnerable cycling on our narrow roads.*
- *I fear for my safety because of other motorists. They pass too close or try to pass when there's nowhere for them to go. Wider cycle lanes may help but then people open their car doors without looking.*
- *It is dangerous cycling when cycle ways are attached to the road.*
- *It is more dangerous now than it has ever been, even with cycle ways.*
- *It's dangerous. The cycle ways aren't wide enough. Elderly drivers don't look out for cyclists. Truck drivers act like they own the road. My husband has been knocked off his bicycle twice this year.*
- *It's mostly the heavy traffic next to my narrow cycle lane.*
- *The lanes can be very narrow between cars and bikes.*
- *Off road cycle ways are excellent but on road there is not enough space between cars and cyclists.*
- *The road rage problem between cyclists and motorists. Motorists are being quite aggressive on the roads and not leaving any room, they don't realise how fast the cyclists are going.*
- *There is too much heavy traffic on Rocks Road which should be routed through the other side.*
- *They are not off road enough and do not connect property with footpaths.*
- *They made some extremely unsafe for cyclists in some areas.*
- *It's too dangerous on the road, off road is excellent. Keep on investing in off road cycle paths.*
- *It's too dangerous these days, roads are getting busier.*
- *There is too much broken glass, too many narrow dead ends and not enough cycle ways.*

Q15

Respondents dissatisfied with the cycling experience in Nelson stated this was because of narrow roads and safety issues with motorists also using the road.



## Perceptions of Safety



Q16

% of respondents

Satisfaction with the safety for motorists, pedestrians and cyclists in Nelson have all decreased from the 2009 results.

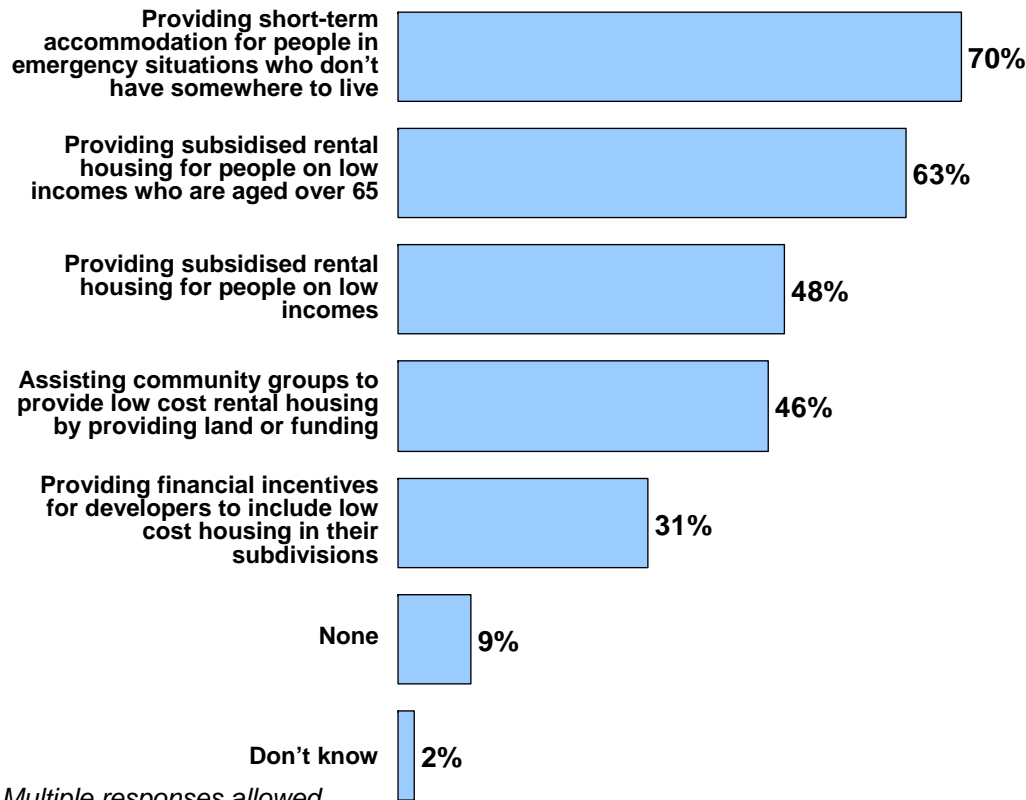


## 4. Affordable Housing



# Affordable Housing

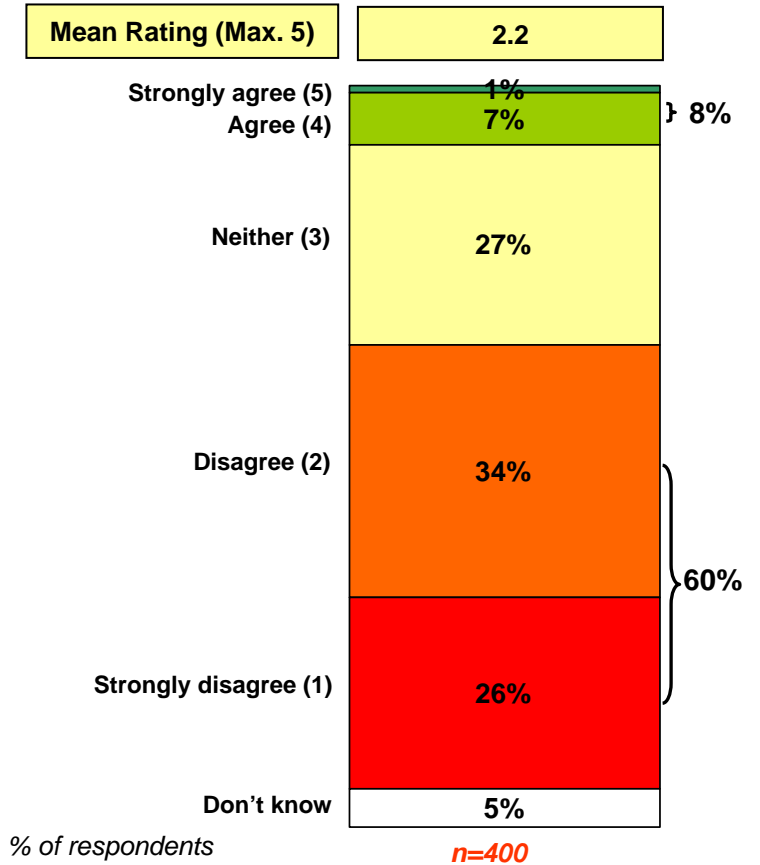
Which, if any, of the following options would you support your rates being spent on:



Multiple responses allowed

**Q17** % of respondents n=400

How much do you agree with the following statement:  
In general, housing in Nelson is affordable?



% of respondents n=400

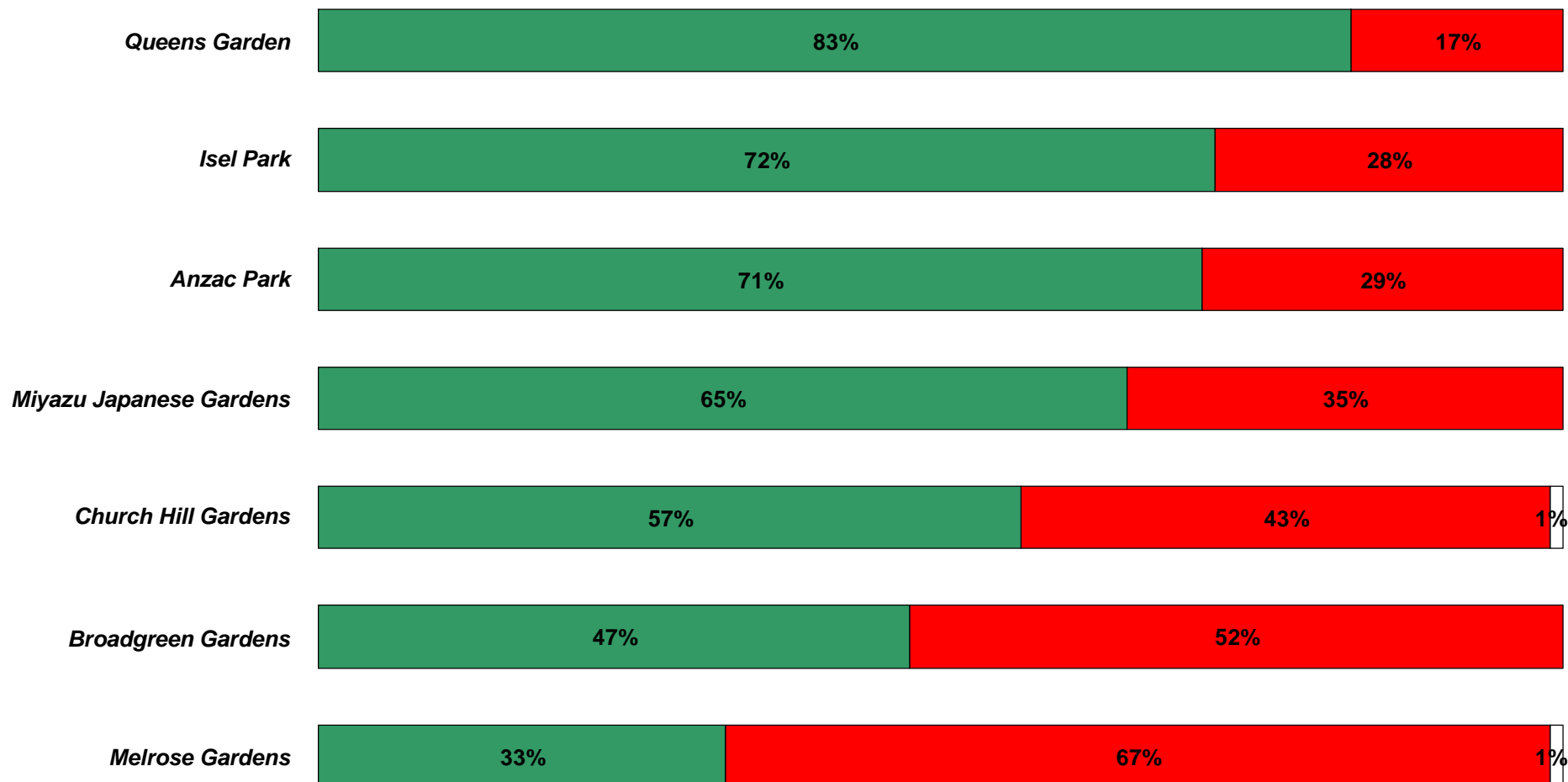
Support is high for rates being spent on short-term accommodation for people in emergency situations and providing subsidised rental housing for people aged over 65 on low incomes. Support was lowest for providing financial incentives for developers to include low cost housing in their subdivisions. Less than one in ten respondents agree that housing in Nelson is affordable. The majority of respondents disagreed with this statement.



## 5. Horticultural Parks



## Have you visited any of the following parks in the last 2 years?



**Q18** % of respondents

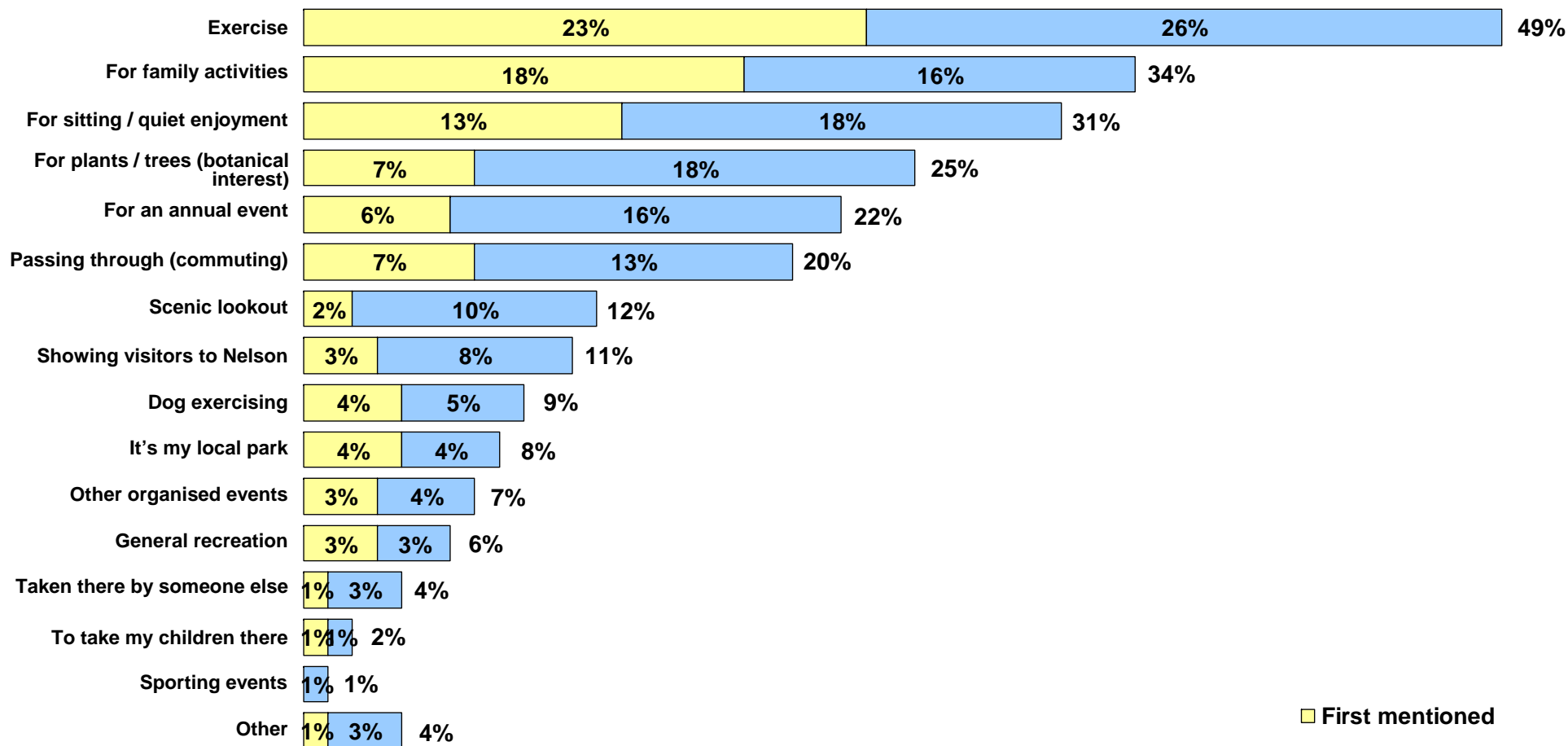
n=400

The majority of respondents have visited a park in the last two years. Queens Garden, IseI Park and Anzac Park are the parks that the most respondents have visited. Only one-third of respondents stated they had visited Melrose Gardens in the last 2 years.



## Reasons for visiting horticultural parks

For what reasons do you visit the park/s?



■ First mentioned

■ Others mentioned

**Q19A** % of respondents Multiple responses allowed

n=379

Exercise, for family activities and for sitting / quiet enjoyment are the three most common reasons respondents visit horticultural parks.

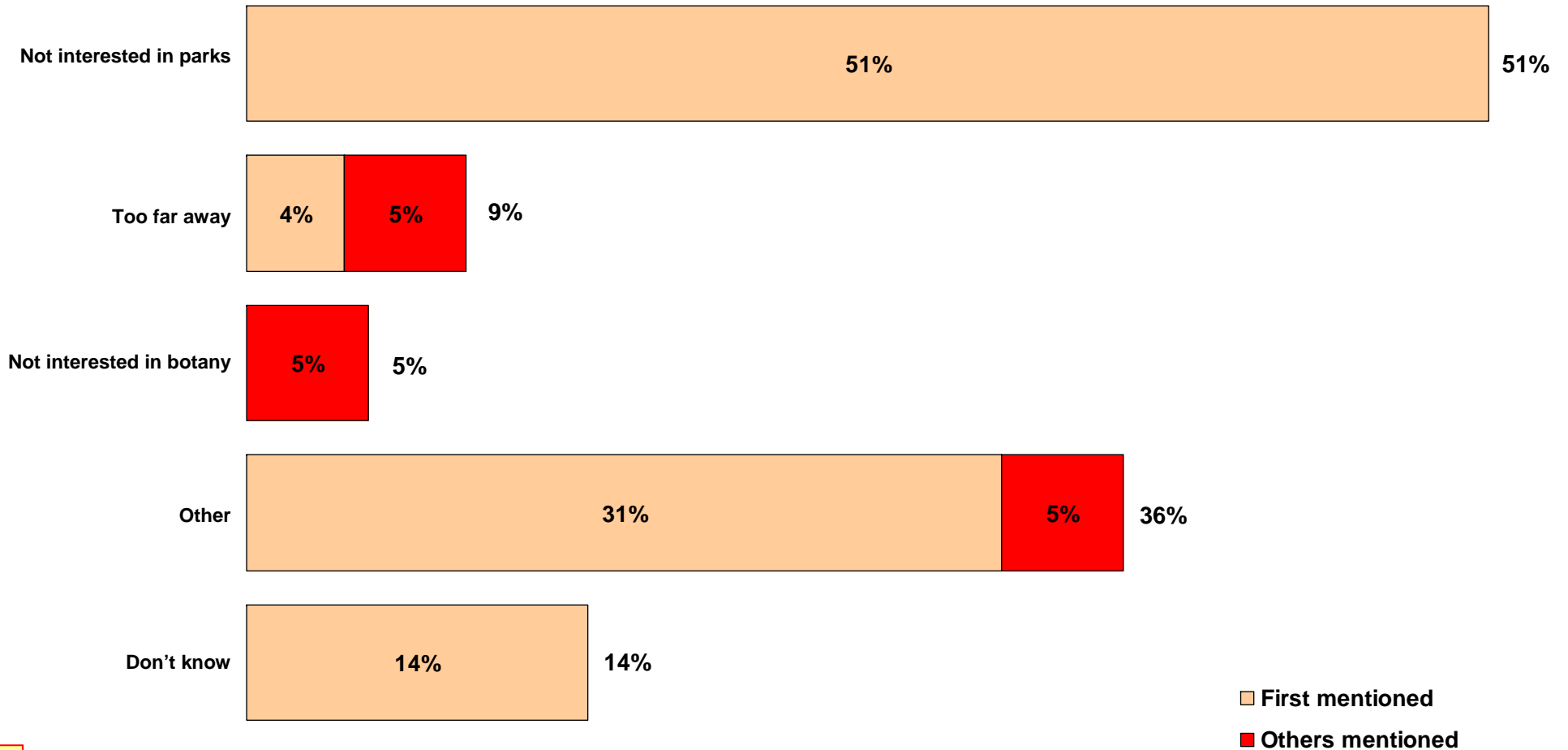




⚠ Small base size

## Reasons for not visiting horticultural parks

For what reasons do you not visit the park/s?



**Q20** % of respondents

Multiple responses allowed

■ First mentioned  
■ Others mentioned

n=17 ⚠

Very few respondents have not visited a horticultural park in the last two year. A general lack of interest in parks in the main reason stated for not visiting.

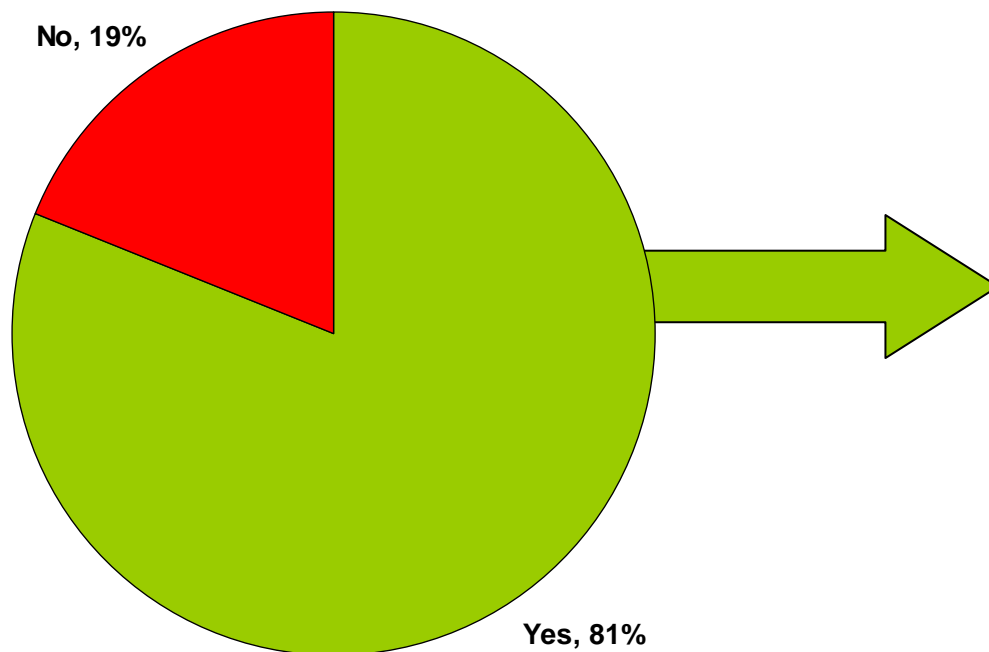


## 6. Local Parks

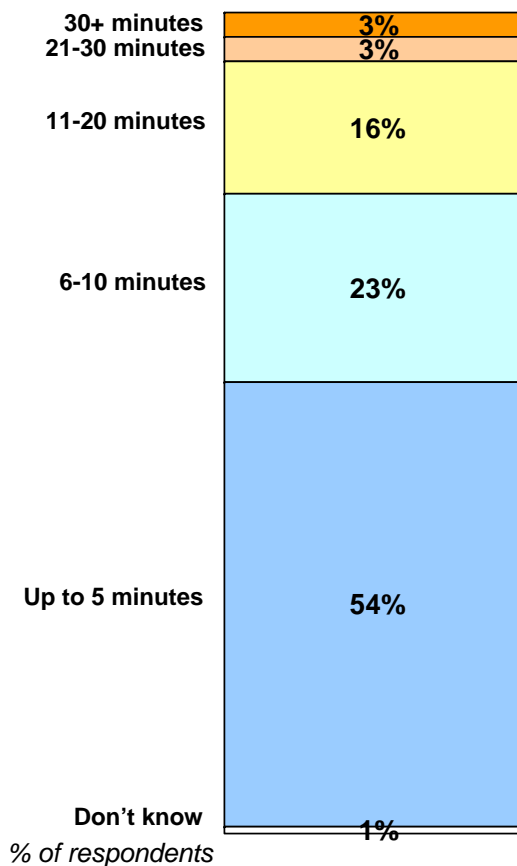


## Local parks

Do you visit the park closest to where you live?



How far away is this park from your home?  
(minutes walk)



**Q22 & Q23**

% of respondents

*n=400*

% of respondents

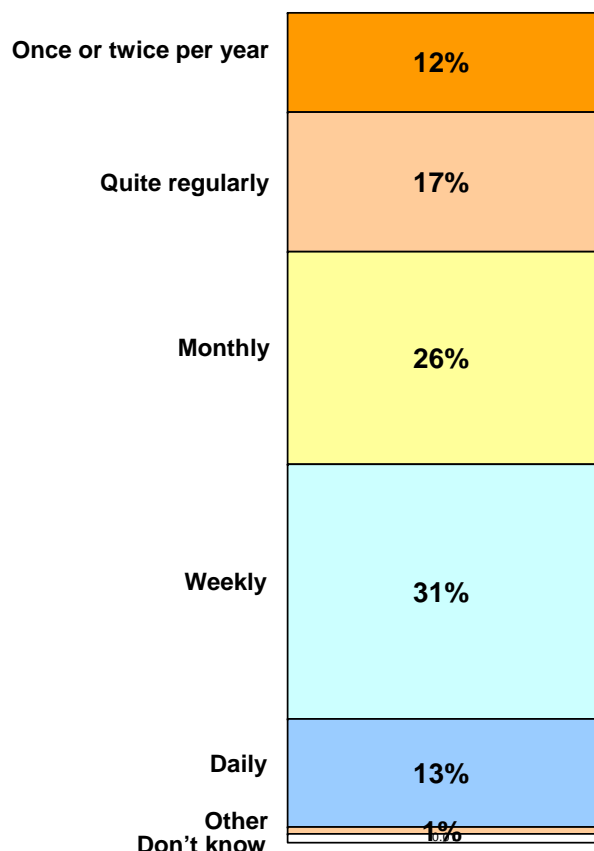
*n=319*

Four out of every five respondents visit their local park. For the majority of respondents, this park is less than 10 minutes walk away from their home.



## Reasons for visiting local park/s

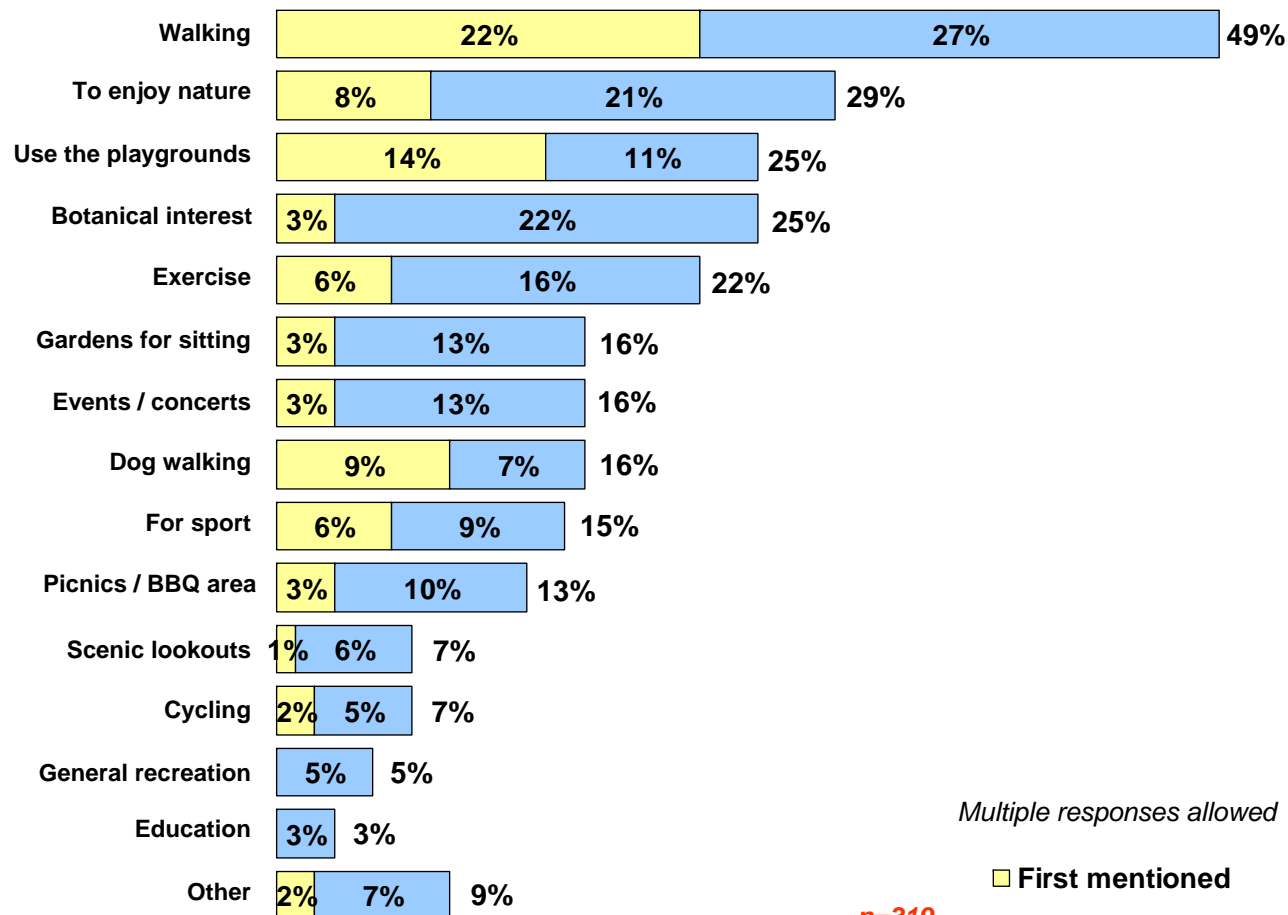
How often would you say you visit your local park?



n=319

Q24 & Q25 % of respondents

What activities do you visit your local park/s for?



Multiple responses allowed

■ First mentioned

■ Others mentioned

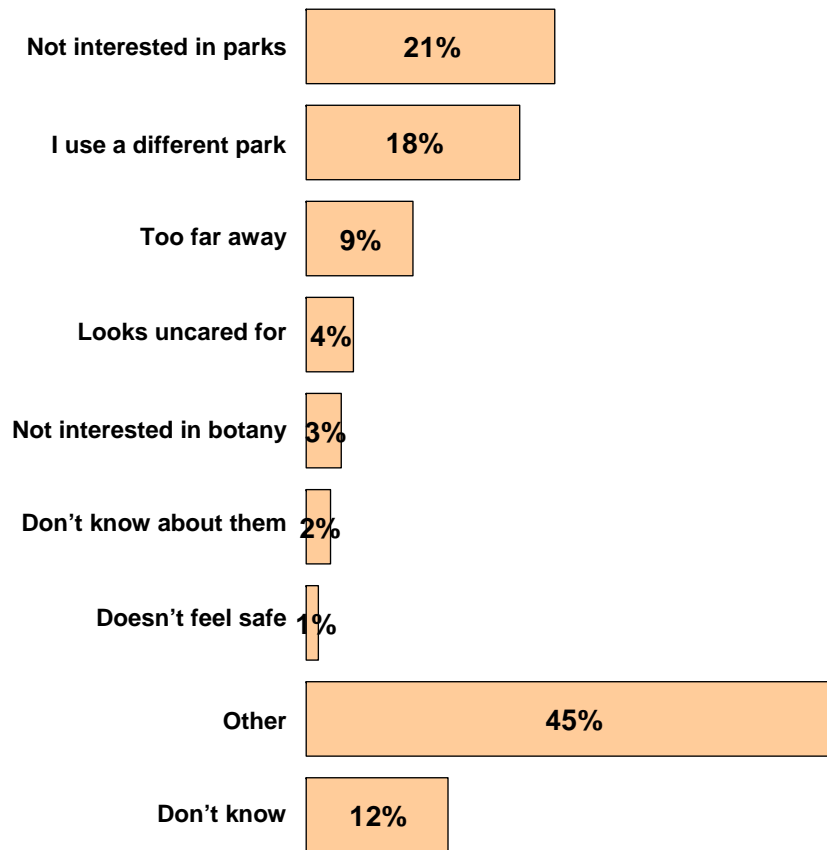
n=319

Respondents regularly visit their local park. Slightly less than one-half of respondents who visit their local park do this on a weekly basis or more often. Walking, to enjoy nature, to use the playgrounds and for botanical interest are the main activities respondents visit their local park for.

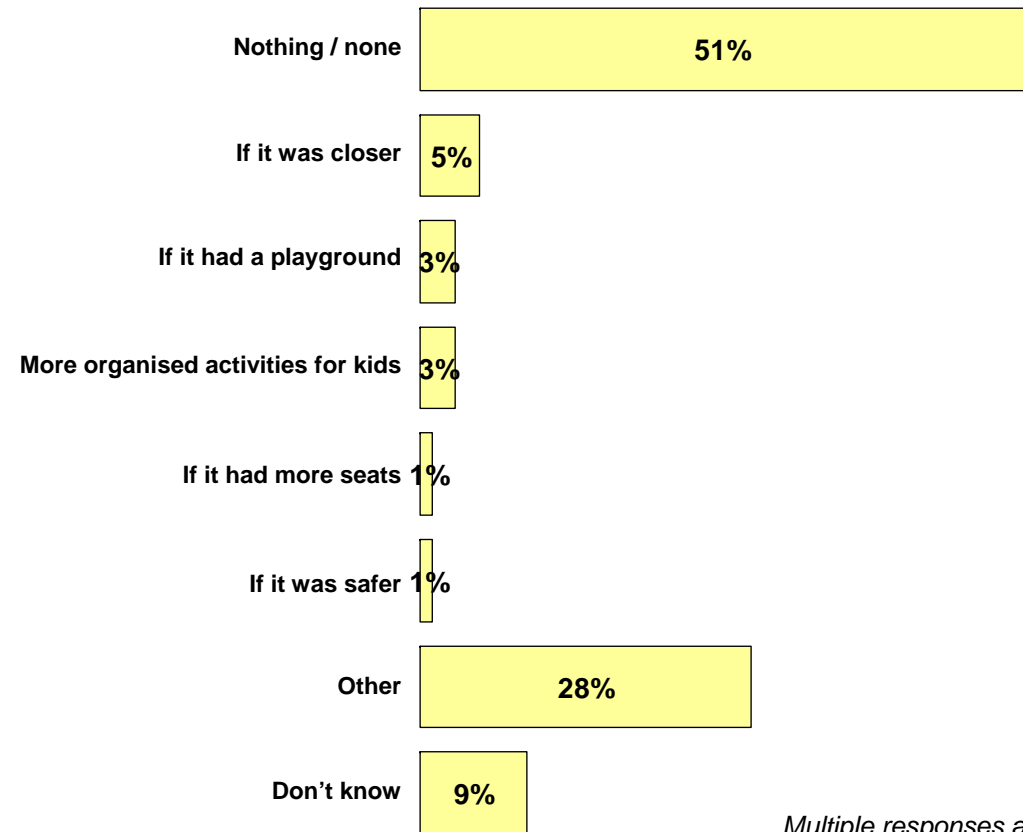


## Reasons for not visiting local parks

Why don't you use your local park?



Is there anything that would encourage you to use your local park?



Multiple responses allowed

**Q26 & Q27**

% of respondents

*n=77*

Multiple responses allowed

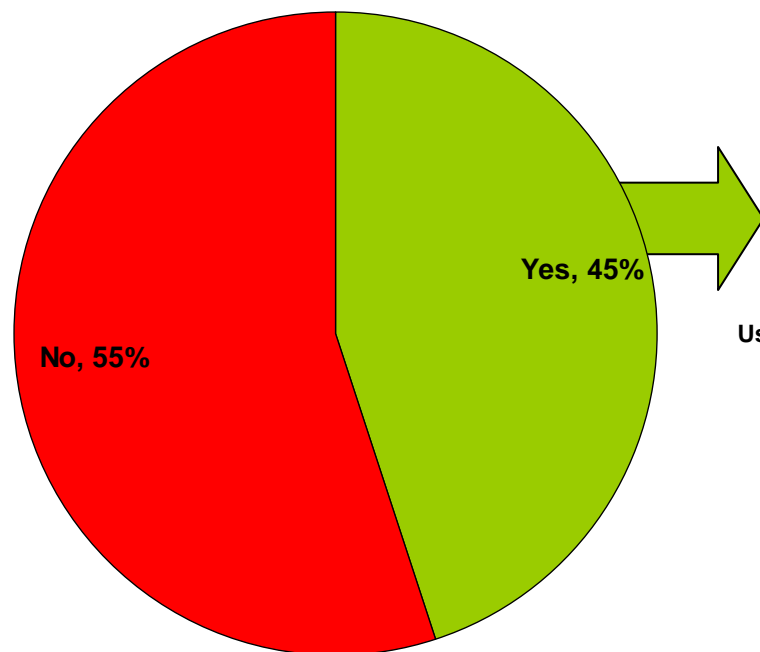
*n=77*

Respondents who don't visit their local park stated this is because they are generally not interested in parks or they visit a different one. Slightly more than one-half of respondents stated there wasn't anything that would encourage them to use their local park.



## Reasons for visiting other park/s

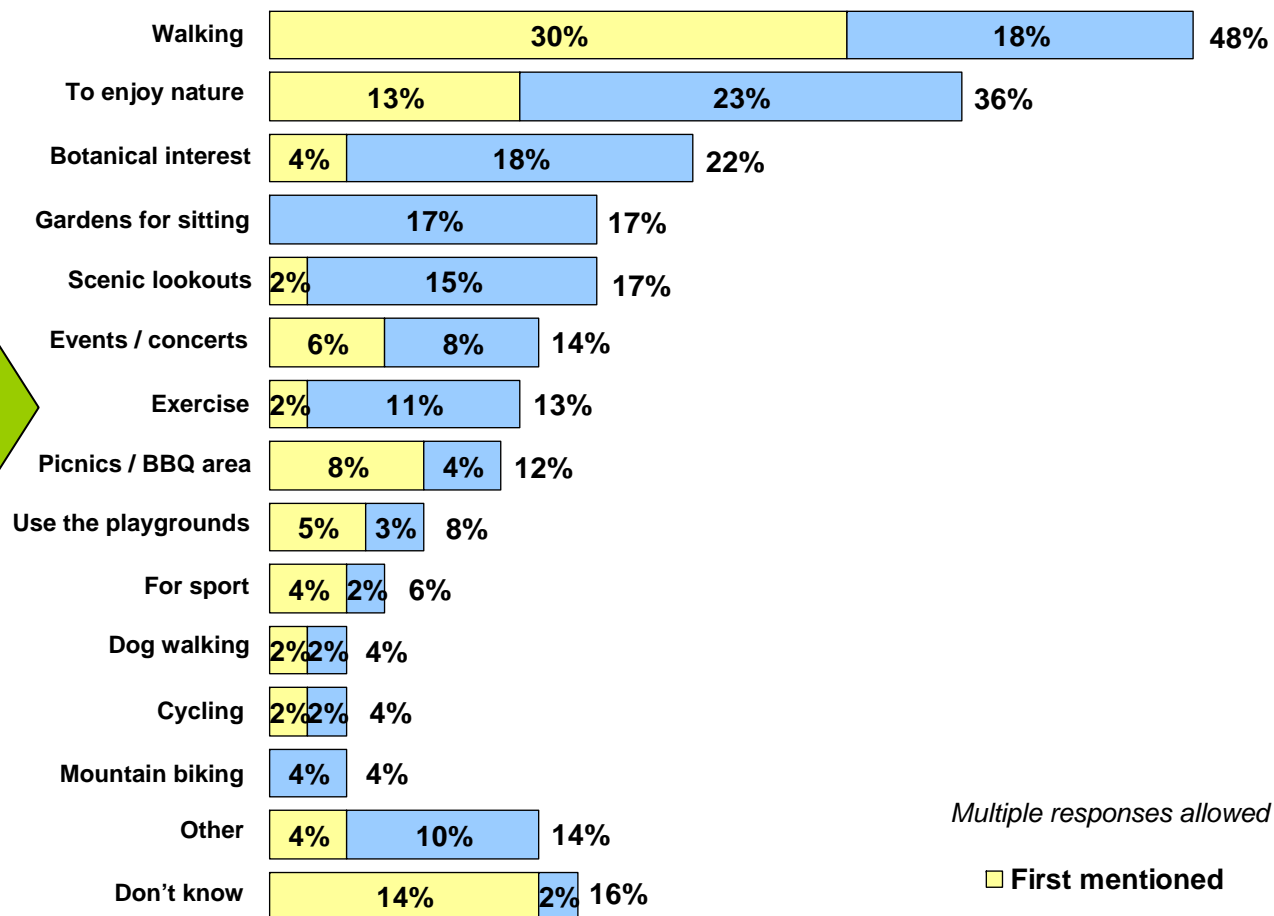
If you don't go to your local park, is there another park that you visit?



n=78

Q28 & Q29 % of respondents

What activities do you visit these park/s for?



Multiple responses allowed

■ First mentioned

■ Others mentioned

n=35

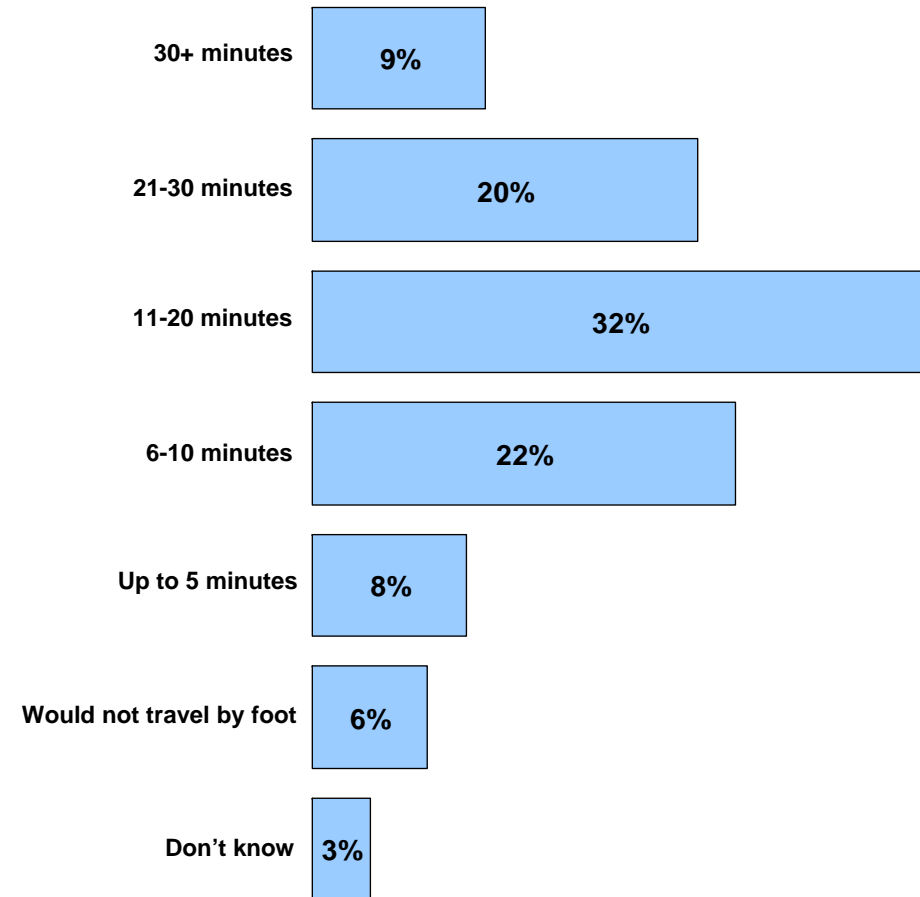
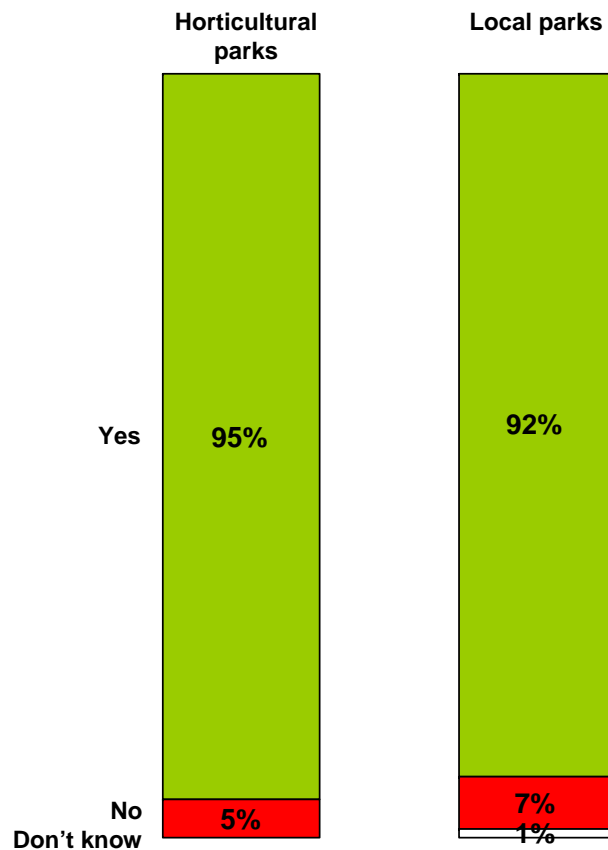
Slightly less than one-half of respondents who don't visit their local park stated there was another park they visit. Walking and to enjoy nature are the main activities these respondents visit these parks for.



# Parks

Would it matter to you if these parks weren't there?

How far would you be prepared to walk to a park from your home?



Q21, Q30 & Q31 % of respondents

n=400

Almost all respondents stated it would matter to them if both horticultural parks and local parks weren't there. The majority of respondents stated they would be prepared to walk anywhere between 6 – 30 minutes from their home to visit a park.



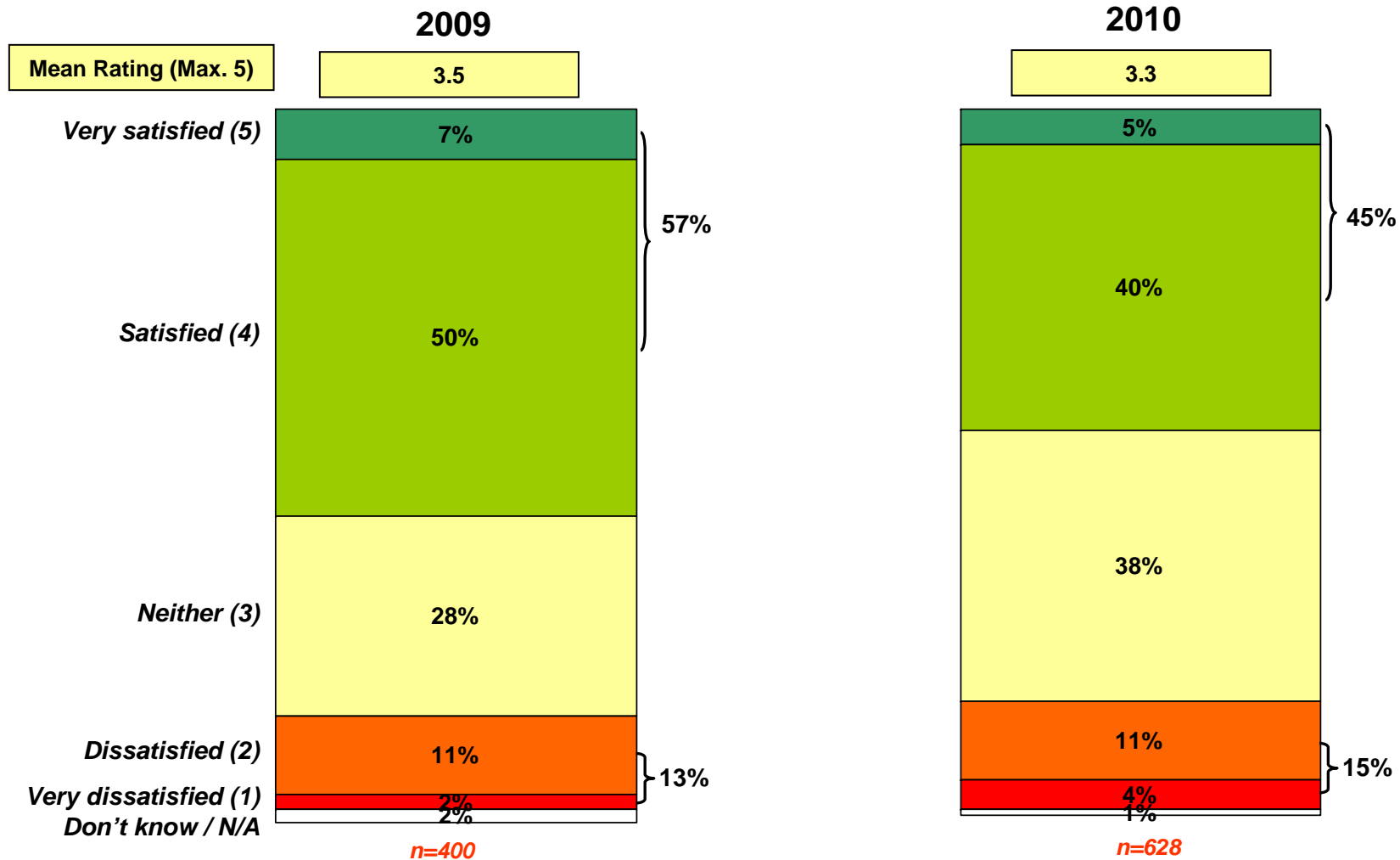
## 7. Overall Performance





% of respondents

## Overall Council performance



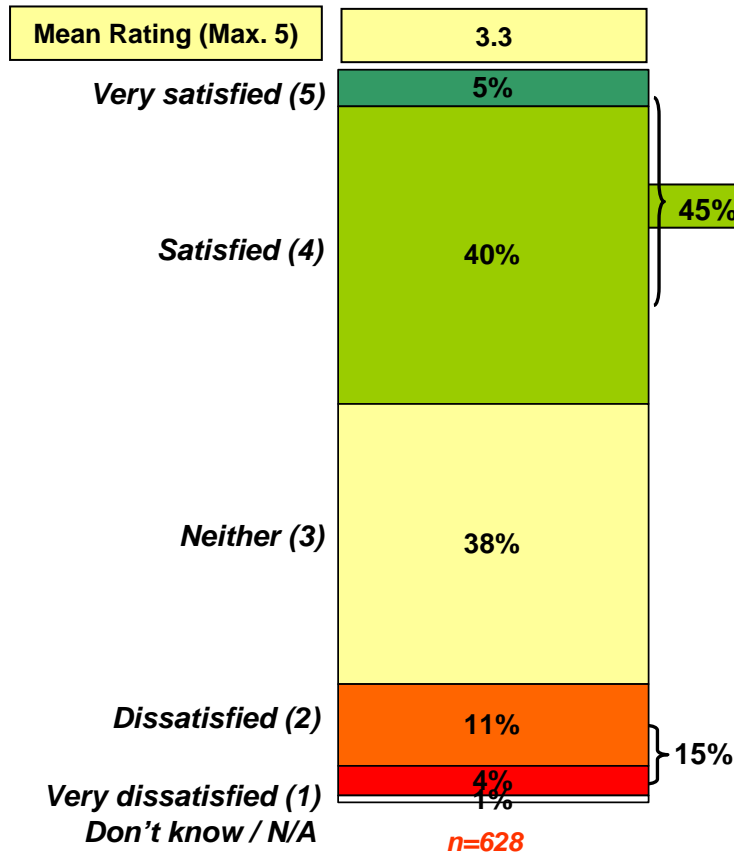
Slightly less than one-half of respondents are satisfied overall with Councils overall performance. This represents a decrease from the results recorded in 2009.



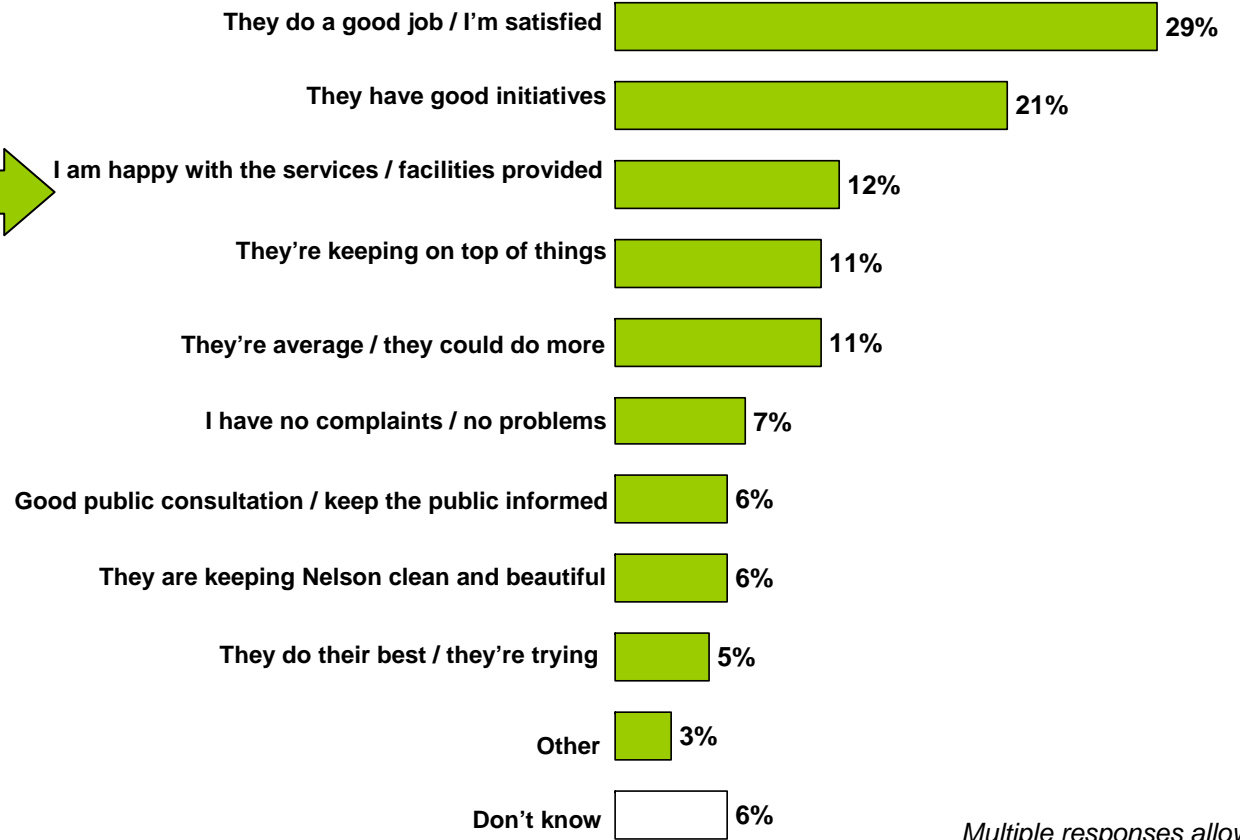
% of respondents

## Reasons for satisfaction (Very satisfied / satisfied)

### Overall Council Performance



### Why do you say that?



Multiple responses allowed

Q32

n=267

% of respondents

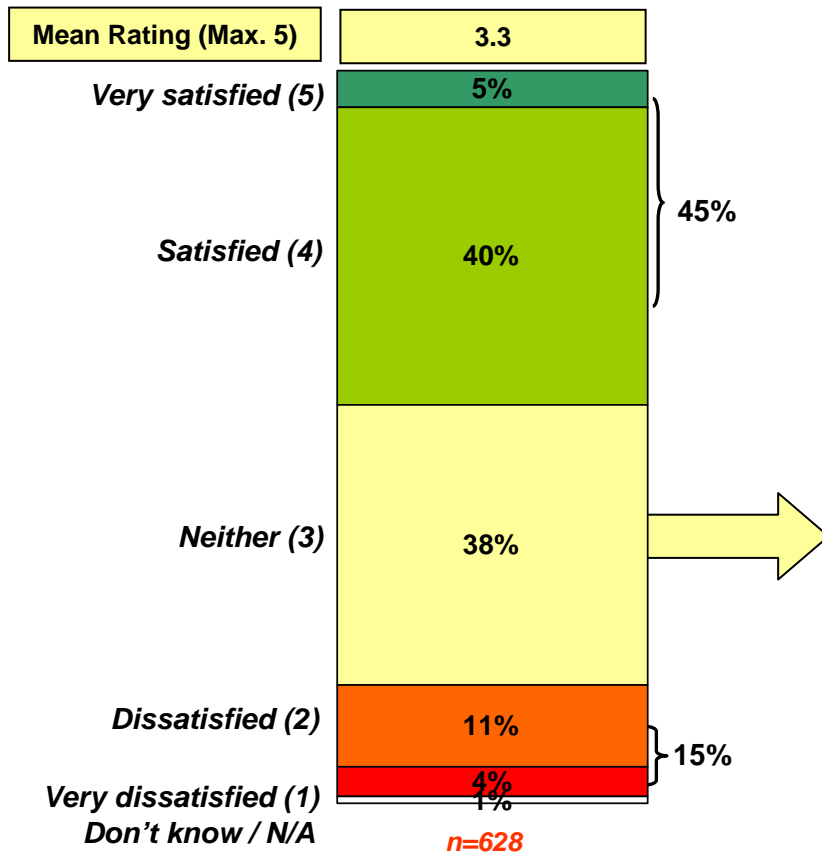
General satisfaction / they do a good job and Council introducing good initiatives are the main reasons for satisfaction amongst respondents.



% of respondents

## Reasons for dissatisfaction (Neither)

### Overall Council Performance



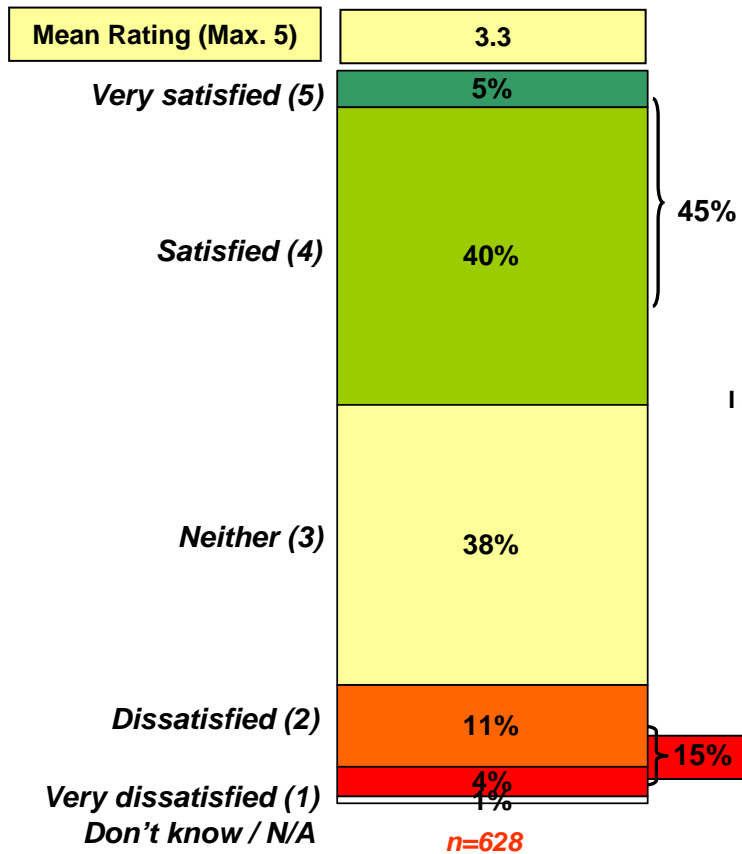
Q32



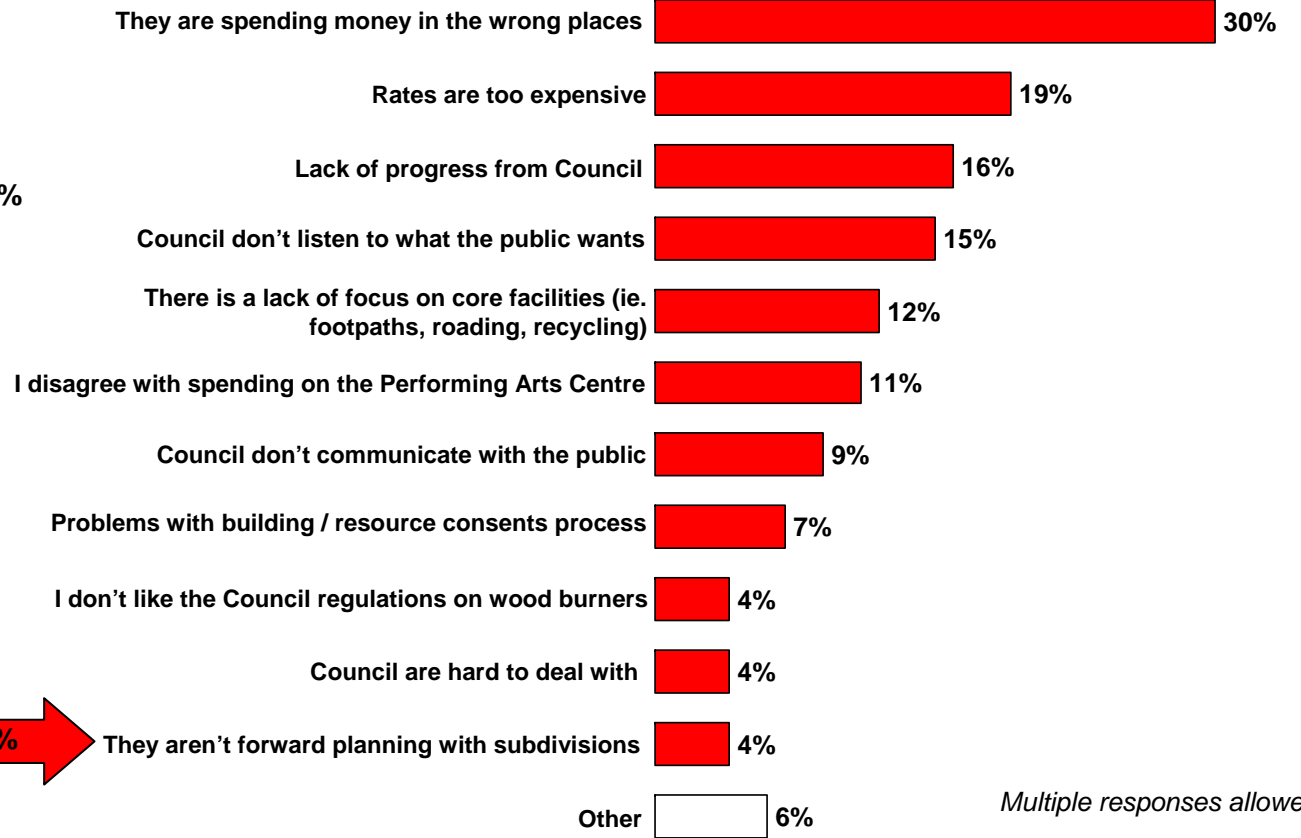
% of respondents

## Reasons for dissatisfaction (Very dissatisfied / Dissatisfied)

### Overall Council Performance



### Why do you say that?



Q32

% of respondents

Issues with Council spending and the cost of rates are the main reasons for dissatisfaction with Council's overall performance.



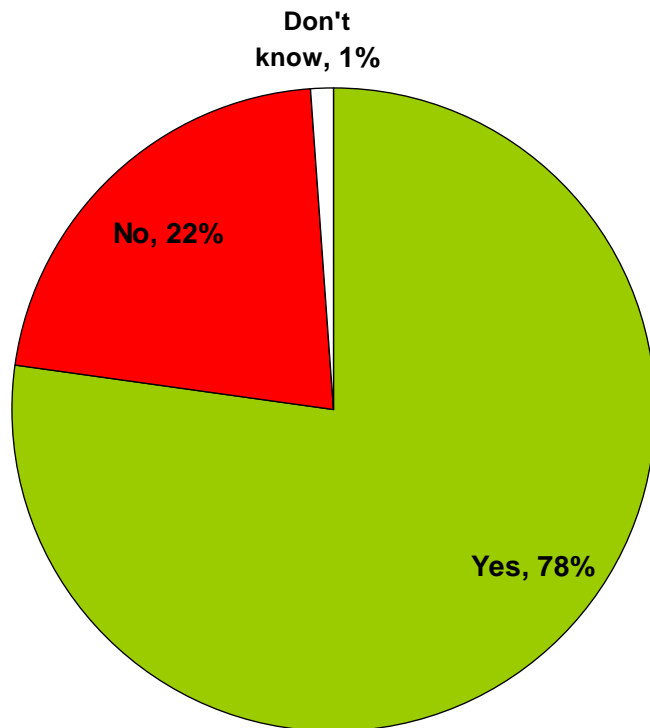
## 8. Value for Money



% of respondents

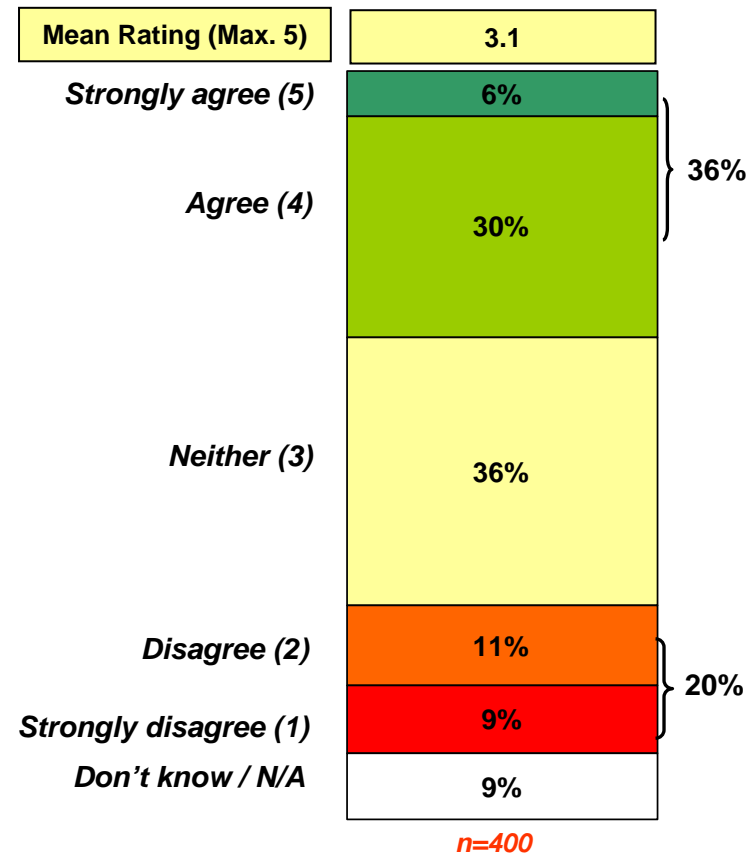
## Overall value for money

Do you, own and pay rates on a property in the Nelson City Council area?



Q36

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



Q37

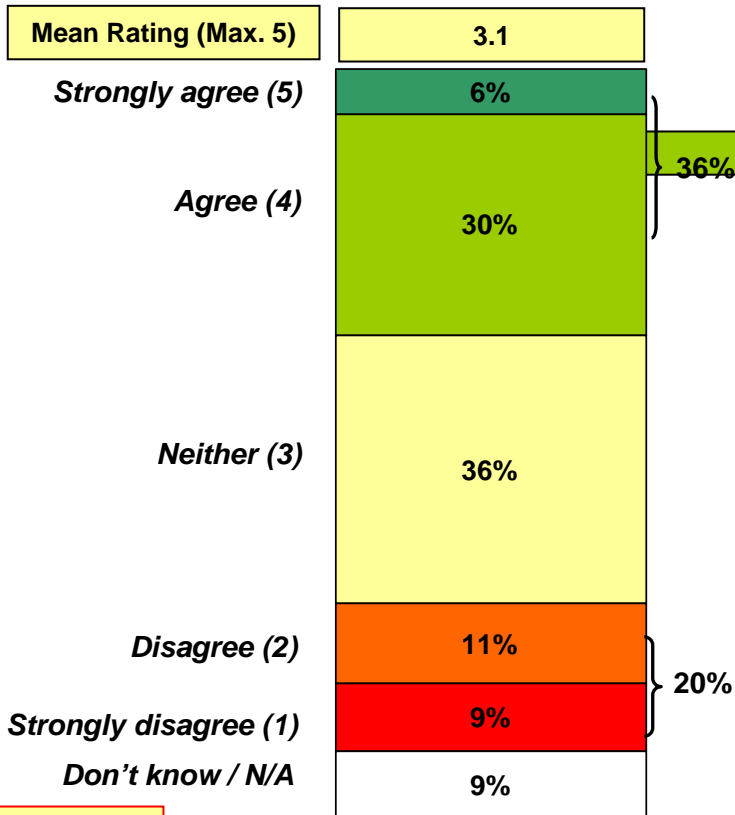
The majority of respondents are ratepayers in Nelson. Slightly more than one-third of respondents agree the Council offers good value for money while one-fifth disagree.



% 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?



Q37

n=400

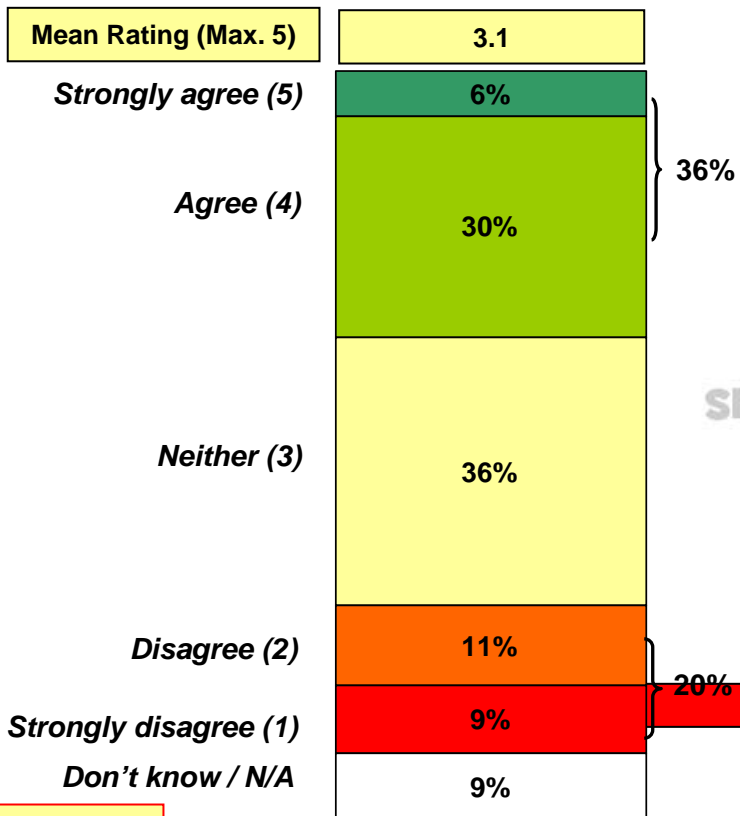
Q38

Having good facilities like rubbish, water and recycling is the main reason for satisfaction with the value for money offered by the Council.

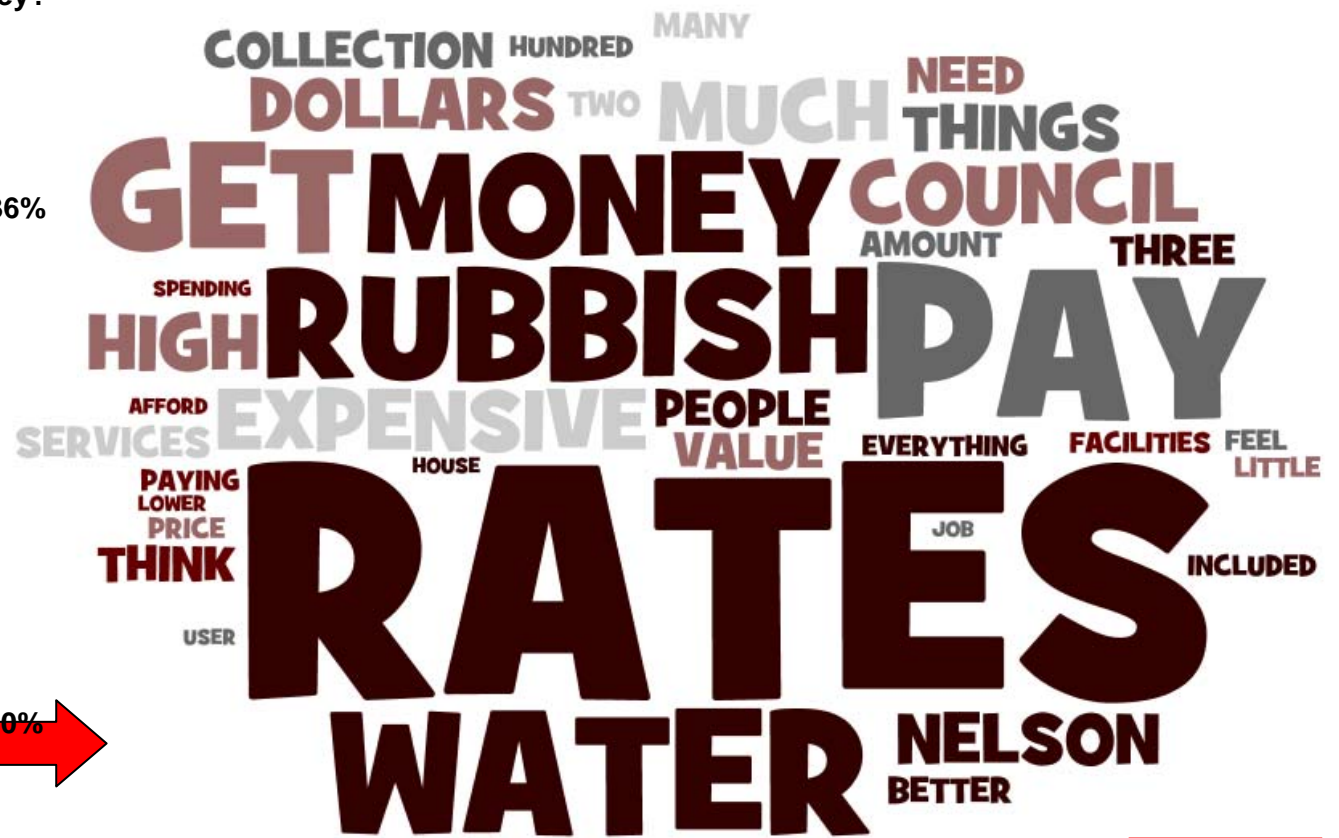
% of respondents

## Reasons for Disagreement (Strongly disagree / disagree)

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



n=400



Q37

Q38

Expensive rates and water rates is the main reason for dissatisfaction with the value for money offered by Council.





## Improvements



Q39

Respondents made a variety of comments which would improve the value for money of the rates.



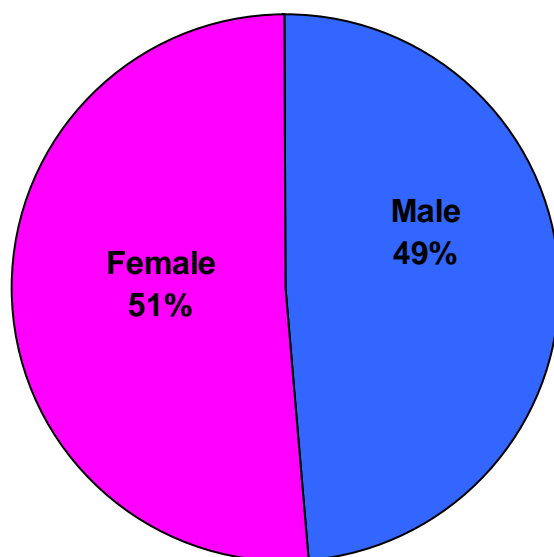
## **9. Sample Profile – Activities/Transport questionnaire**



% of respondents

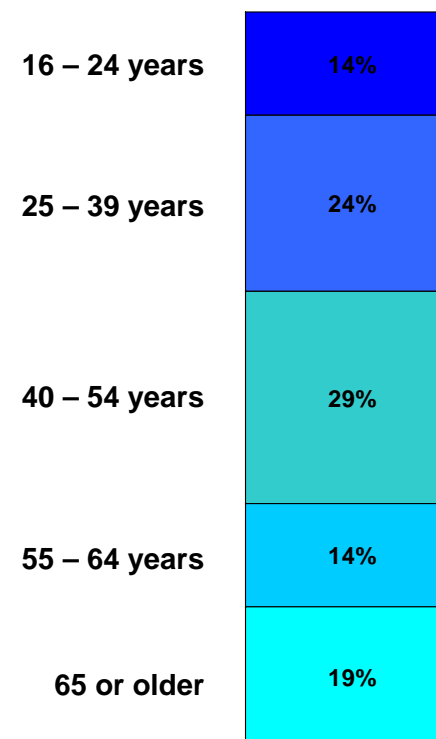
## Sample Profile: Demographics (I)

**Gender**



*n=400*

**Age**

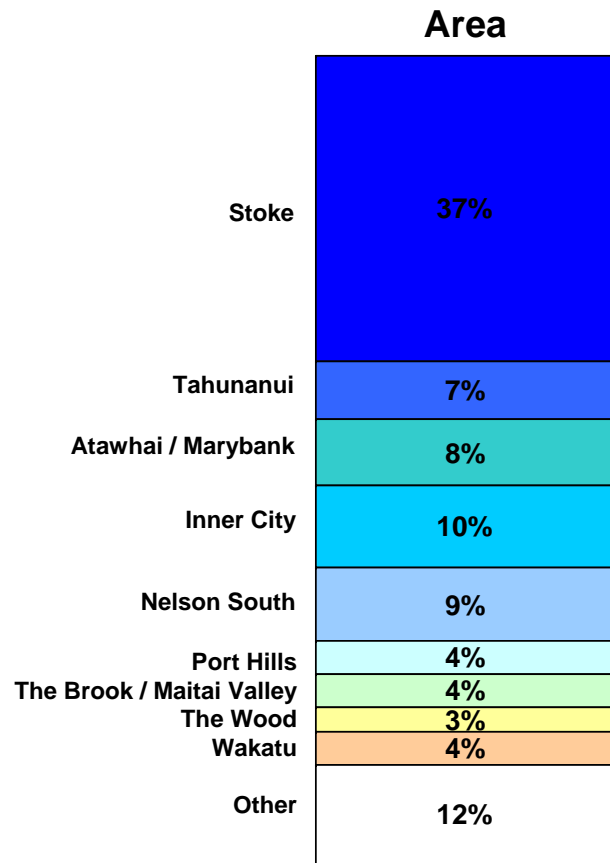


*n=400*

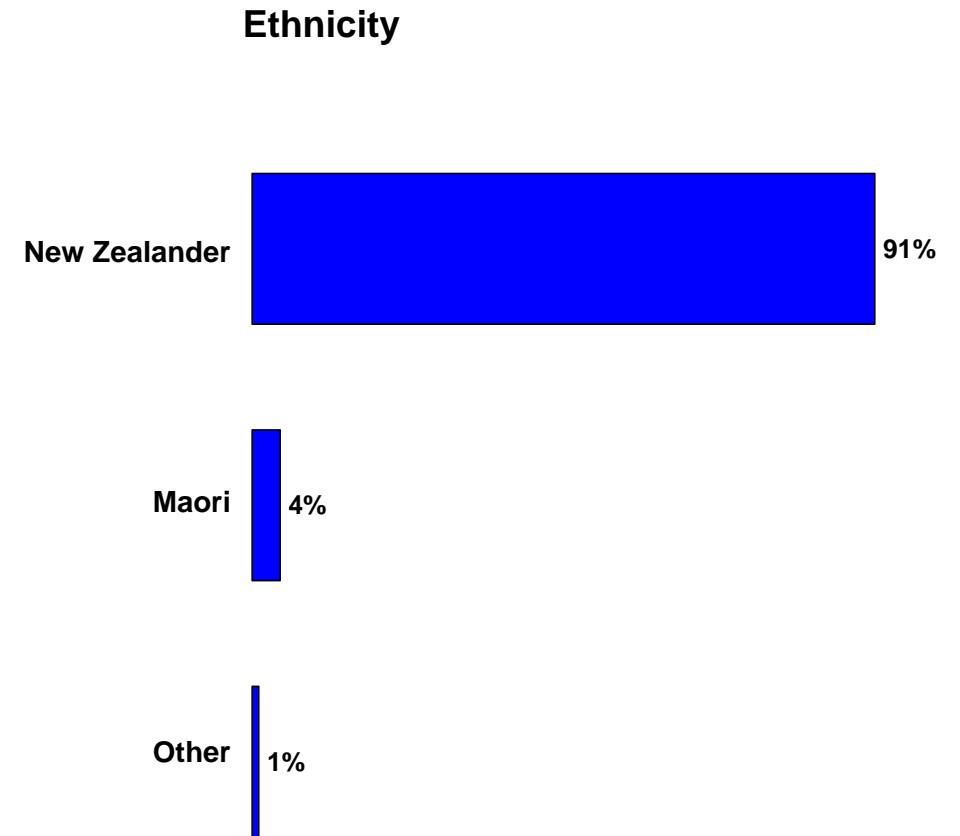


% of respondents

## Sample Profile: Demographics (II)



*n=400*



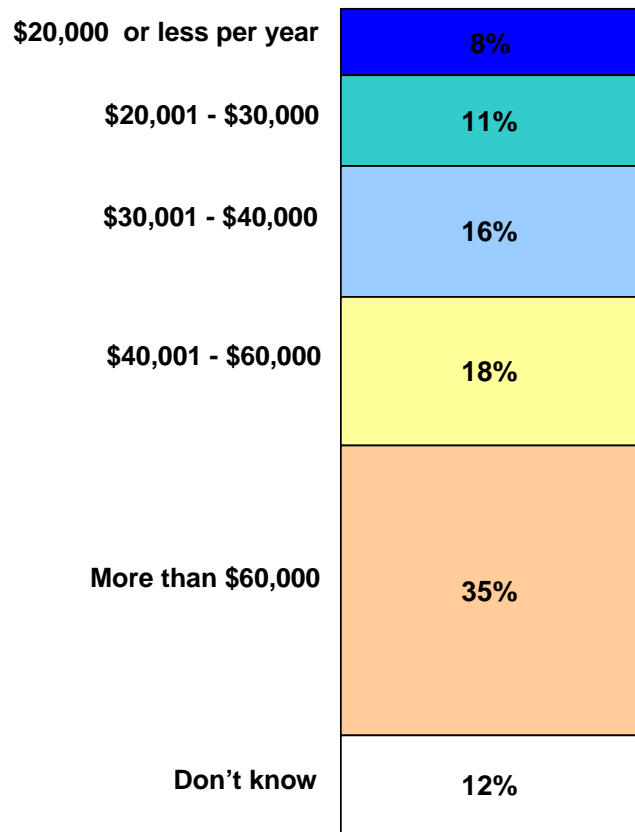
*n=400*

% of respondents



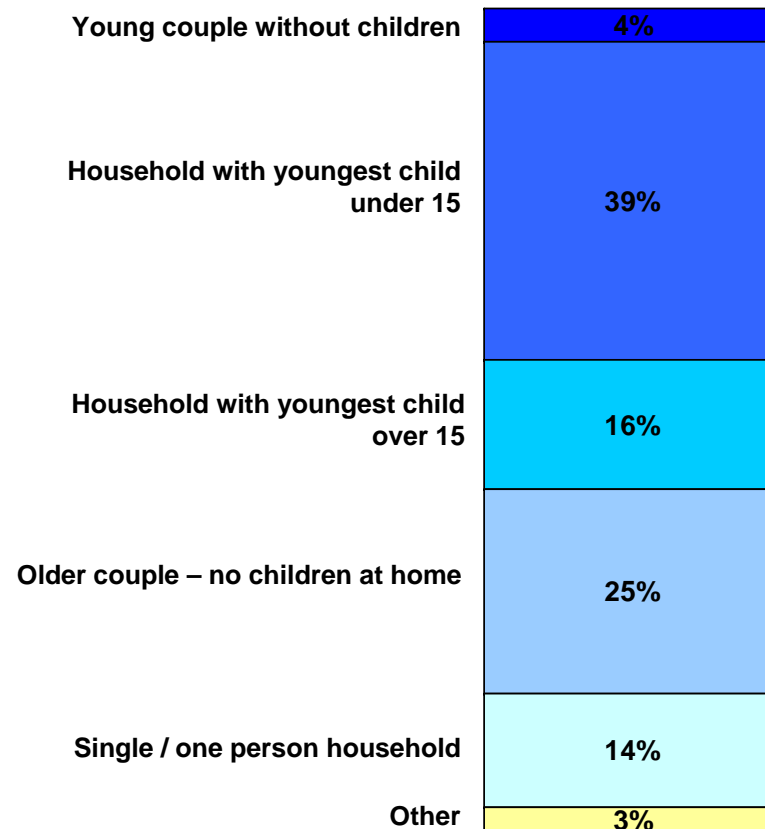
## Sample Profile: Demographics (III)

**Household income**



*n=400*

**Household Type**



*n=400*

*% of respondents*

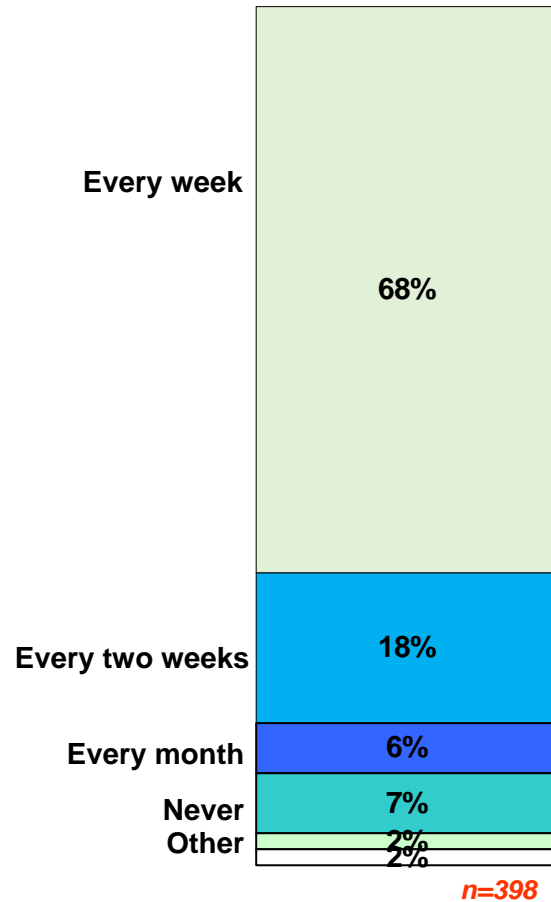
**- PART TWO -**  
**10. Sustainability**



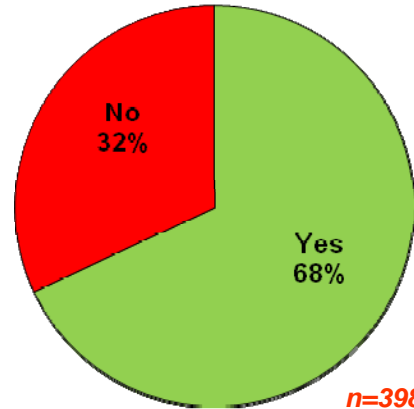


# Sustainability

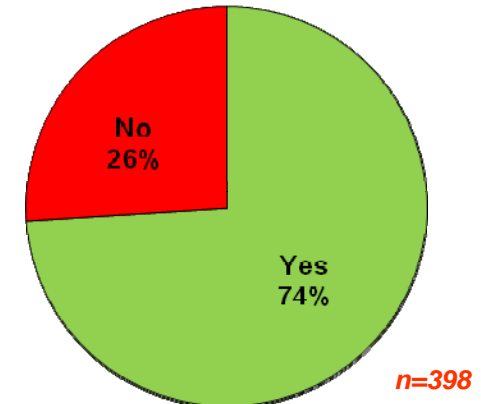
How often do you put out your recycling?



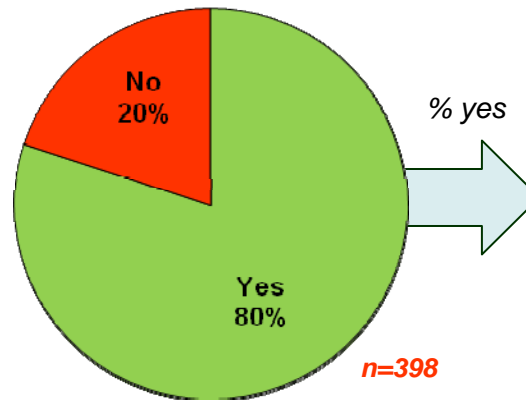
Do you compost food waste?



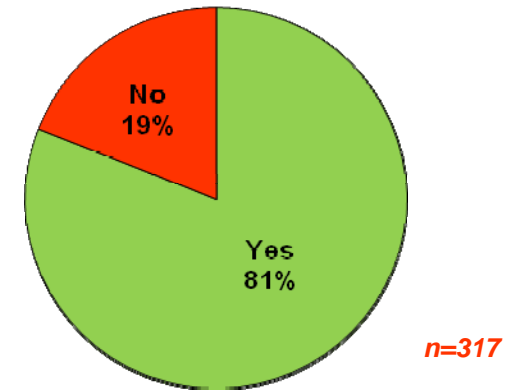
Do you compost garden waste?



Do you grow or produce any of your own food at home?



Do you use your own food waste or compost for growing some of your own food at home?



Q3,4,5,6 & 8

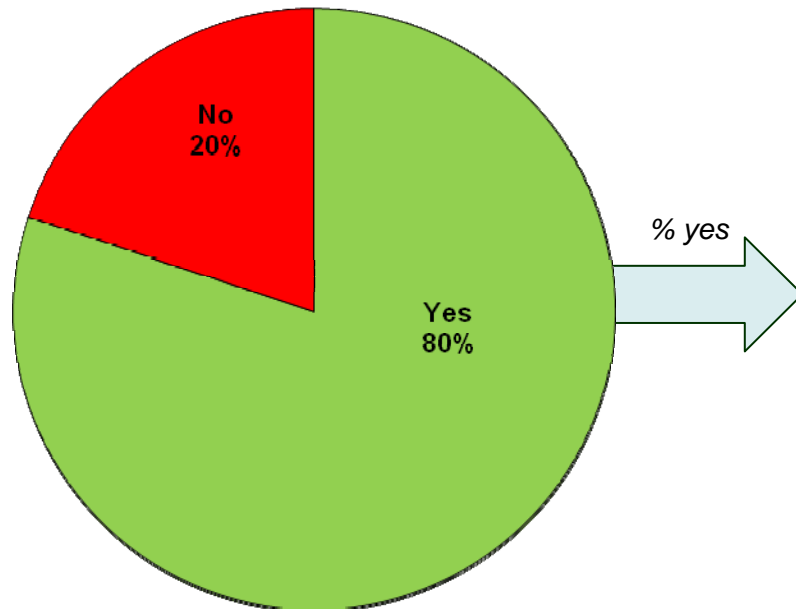
% of respondents

The majority of respondents put out their recycling *Every week* (68%), compost their food waste (68%) and compost their garden waste (74%). Four out of five respondents (81%) produce some of their own food at home (80%).



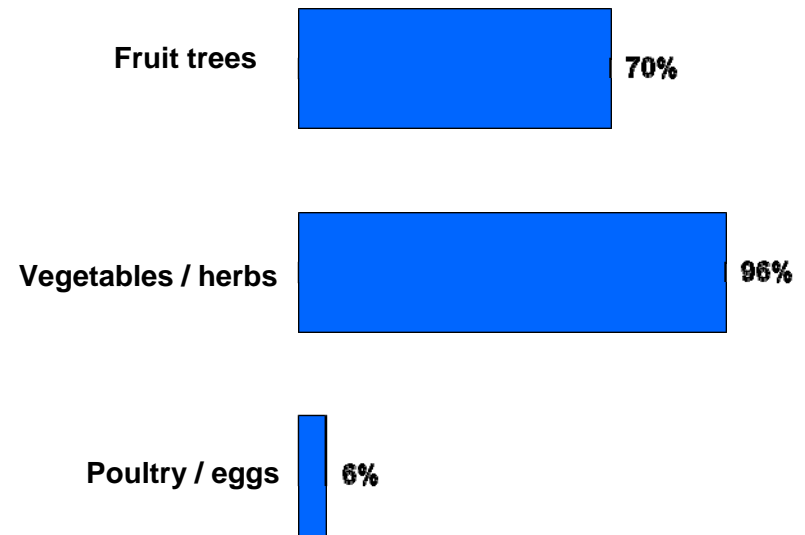
# Sustainability

Do you grow or produce any of your own food at home?



n=398

What do you grow?



n=317

Multiple responses allowed  
% of respondents

Q6 & 7

Of the 80% of respondents who do produce some of their own food at home, almost all (96%) grow *Vegetables or herbs* .



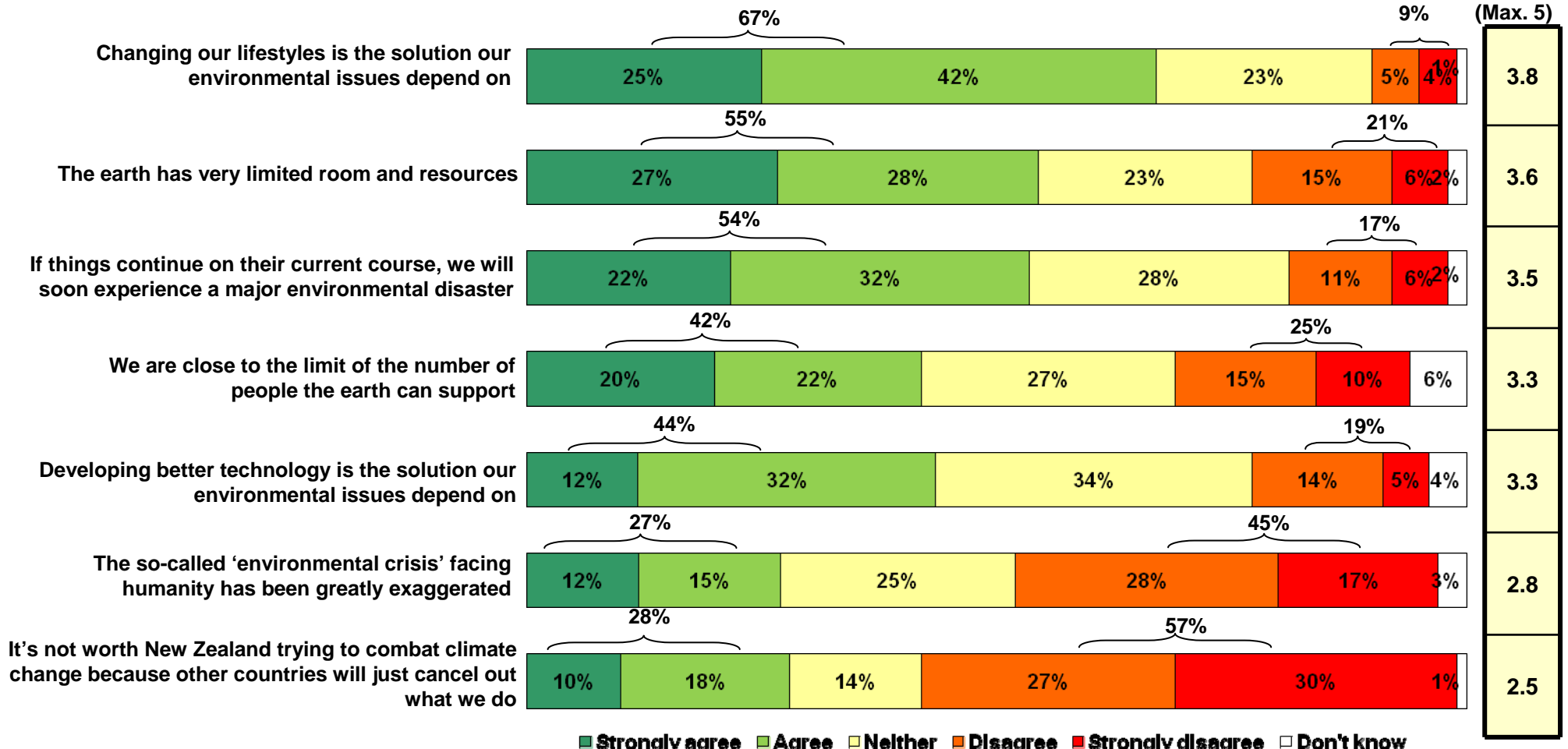
## 11. Environment





# Environment

Mean Rating  
(Max. 5)



Strongly agree Agree Neither Disagree Strongly disagree Don't know

n=398

% of respondents

Q9

The majority of respondents (67%) agree that changing our lifestyles is the solution our environmental issues depend on. Slightly more than one-half of respondents agree that the earth has very limited room and resources.

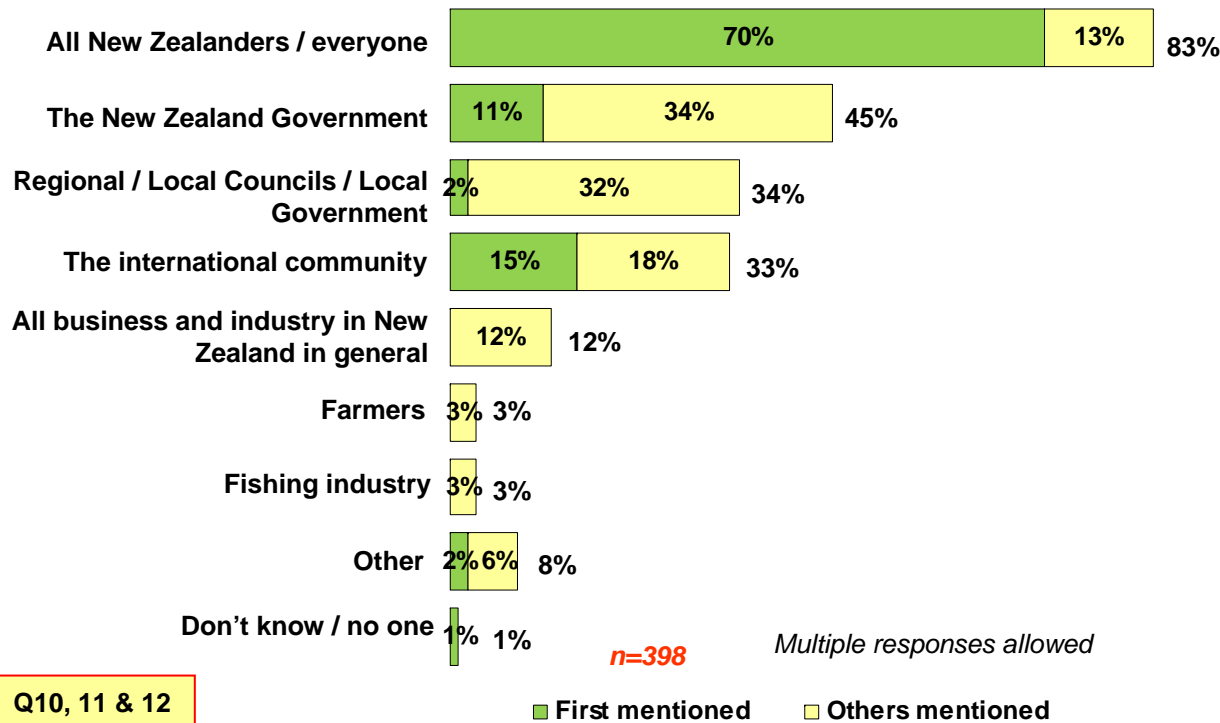


# Environment

How urgent would you say it is to take steps to take care of the environment?



Who do you believe is responsible for taking steps to take care of the environment?



Q10, 11 & 12

What about ordinary New Zealanders like yourself? Are they responsible for taking steps to take care of the environment?



n=67  
% of respondents

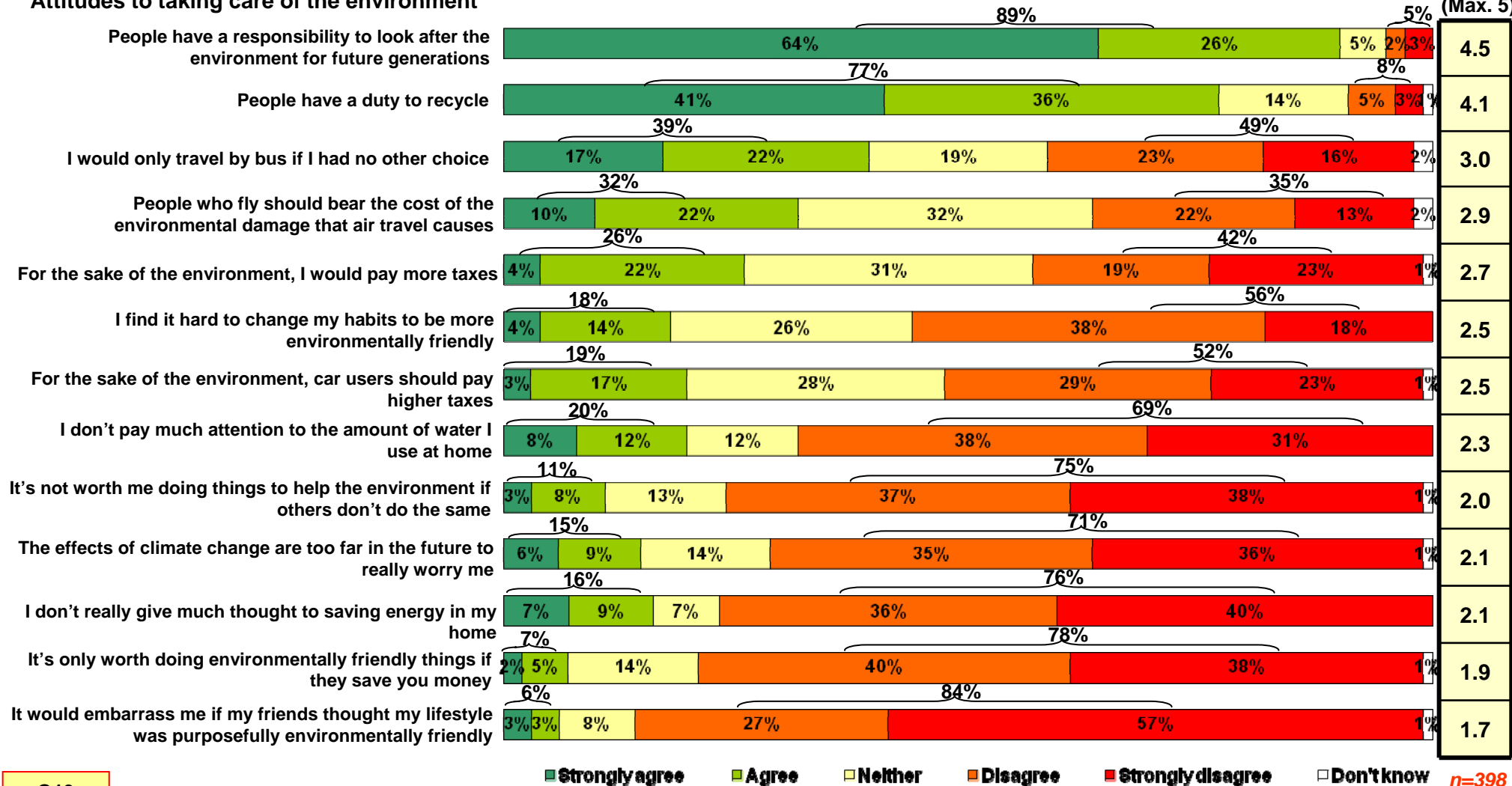
Almost all respondents (96%) stated that it is urgent that steps are taken to take care of the environment. The majority of respondents (83%) believe that *All New Zealanders / everyone* are responsible for taking steps to take care of the environment.



# Environment

Mean Rating  
(Max. 5)

## Attitudes to taking care of the environment



Q13

Strongly agree Agree Neither Disagree Strongly disagree Don't know n=398

% of respondents

The majority of respondents agree that people have a responsibility to look after the environment for future generations (89%). Only 6% of respondents stated they would be embarrassed if their friends thought their lifestyle was purposefully environmentally friendly.

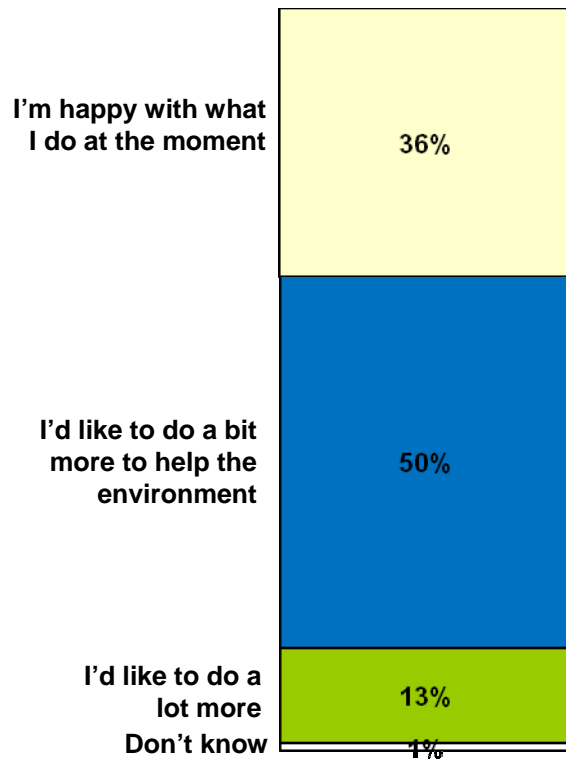


# Environment

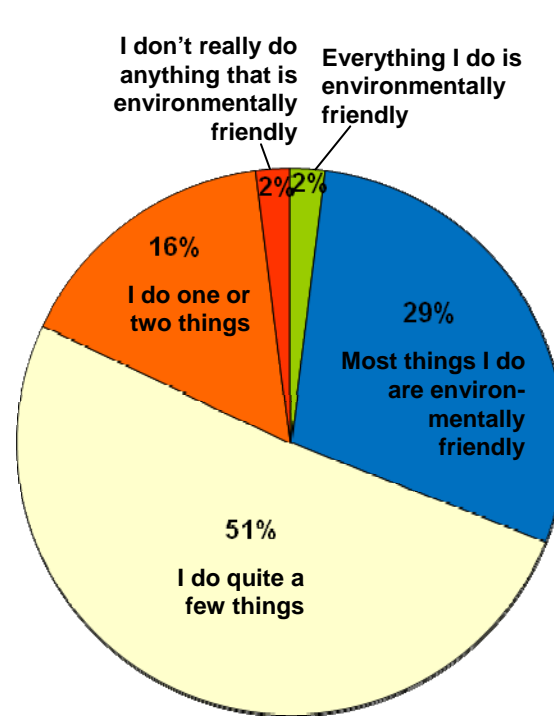
Which of these best describes how you feel about your current lifestyle and the environment?

Which of these would you say best describes your current lifestyle in relation to the environment?

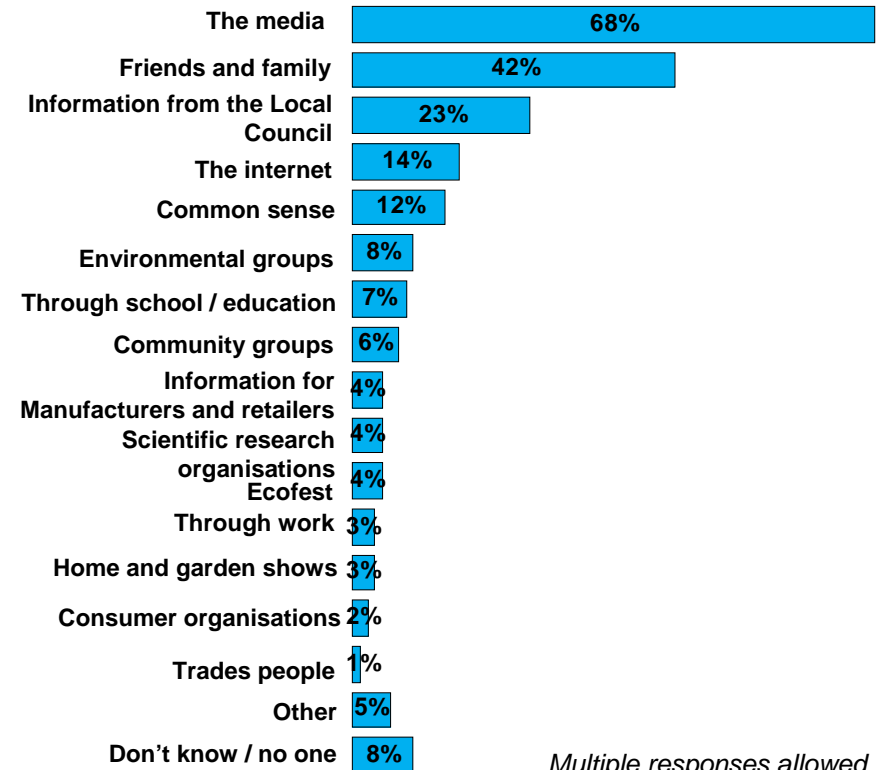
How have you mainly found out about doing these things?



n=398



n=398



n=398

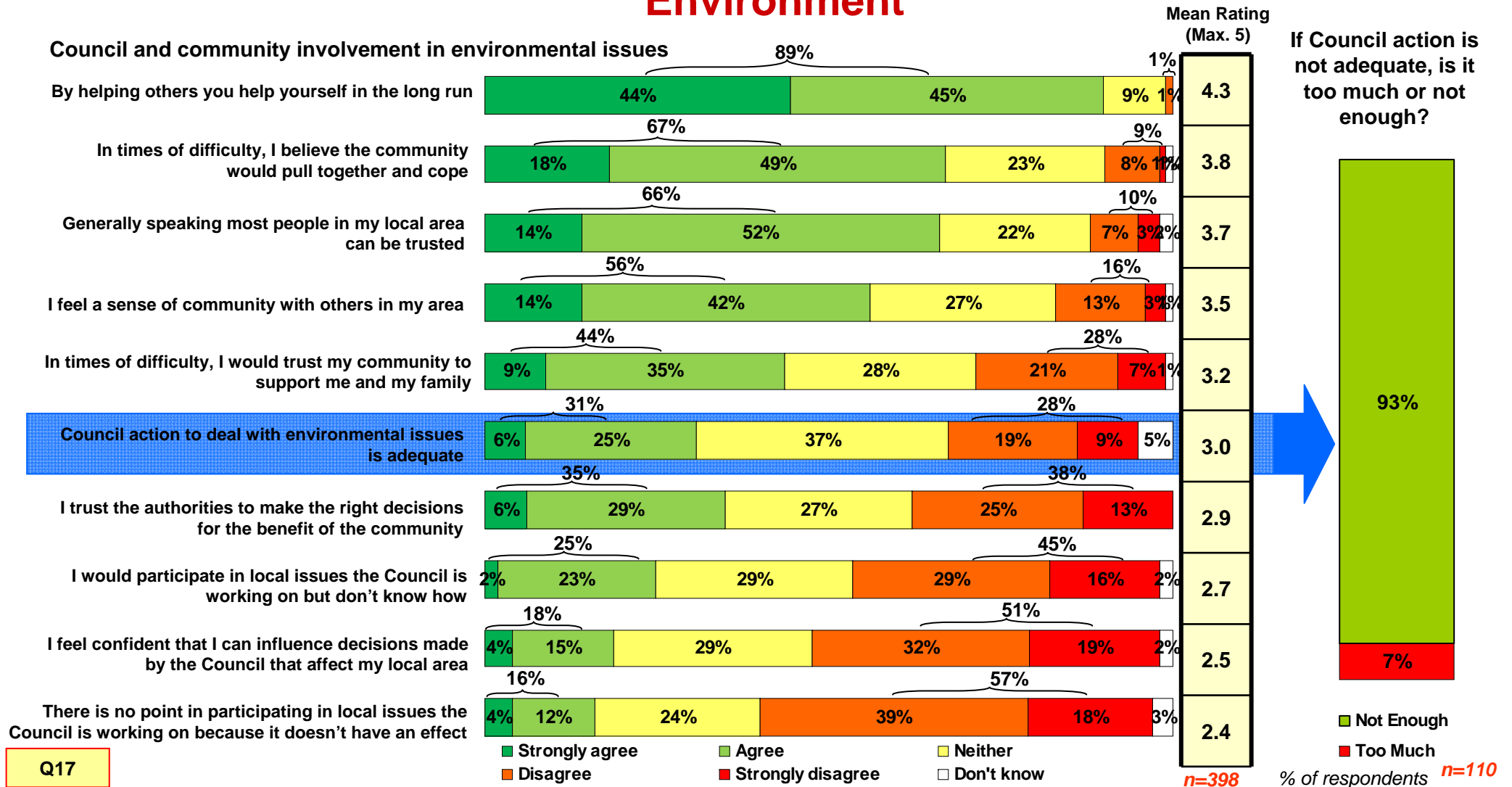
Multiple responses allowed  
% of respondents

Q14, 15 & 16

Almost all respondents (98%) do at least some things that are environmentally friendly in their current lifestyle. Three out of five respondents (63%) stated that they would like to do more for the environment in consideration of their current lifestyle. The media was identified as the main source from which respondents found out about doing environmentally friendly things.



# Environment



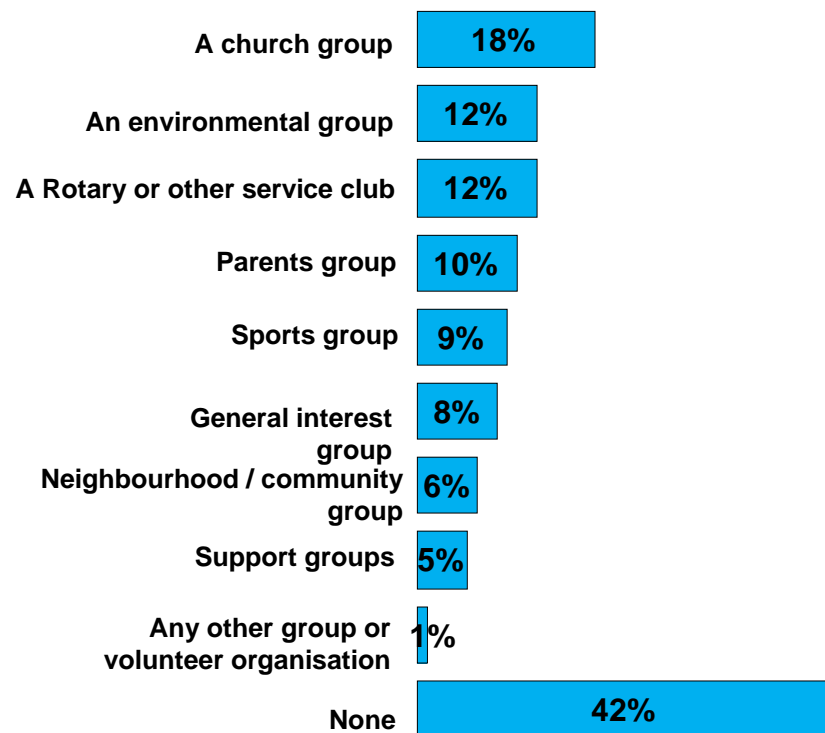
Q17

Of the 28% of respondents who disagreed to the statement, Council action to deal with environmental issues is adequate, 93% stated that this was due to not enough Council action being taken. The majority of respondents (89%) agreed that by helping others you help yourself in the long run.



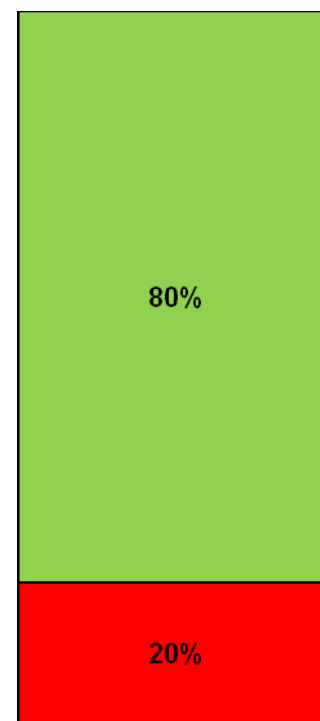
# Environment

Which, of the following types of organisations or groups do you belong to?



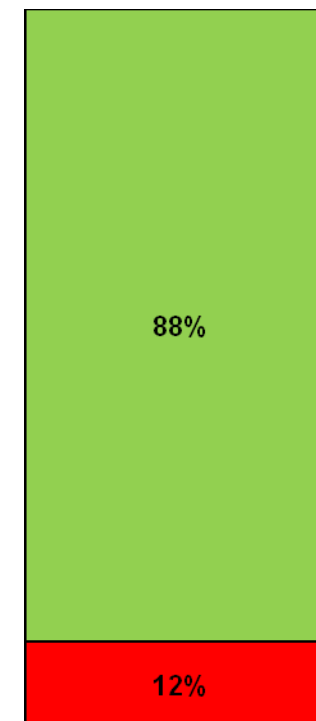
*n=398 Multiple responses allowed*

Would you support Council making it compulsory to install a rain water collection system on new homes?



*n=398*

Would you support Council providing incentives to encourage households to install a rain water collection system on existing homes?



*n=398*

*% of respondents*

■ No ■ Yes

Q18, 19 & 20

The majority of respondents stated they would support the Council making it compulsory to install a rain water collection system on new homes (80%) and in providing incentives to encourage households to install a rain water collection system on existing homes (88%).

## 12. Nelson Development

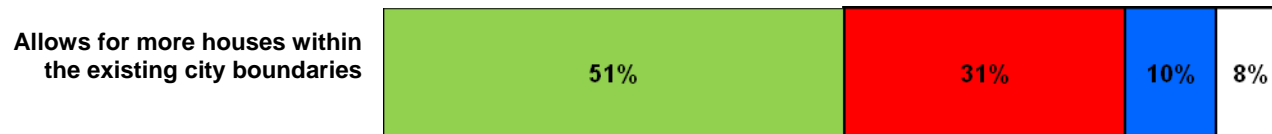
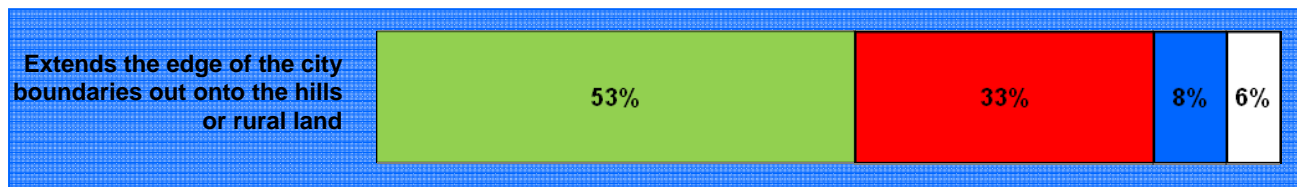
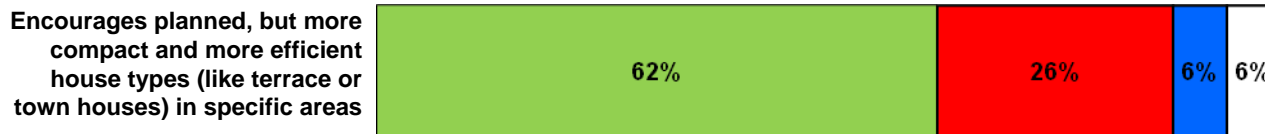




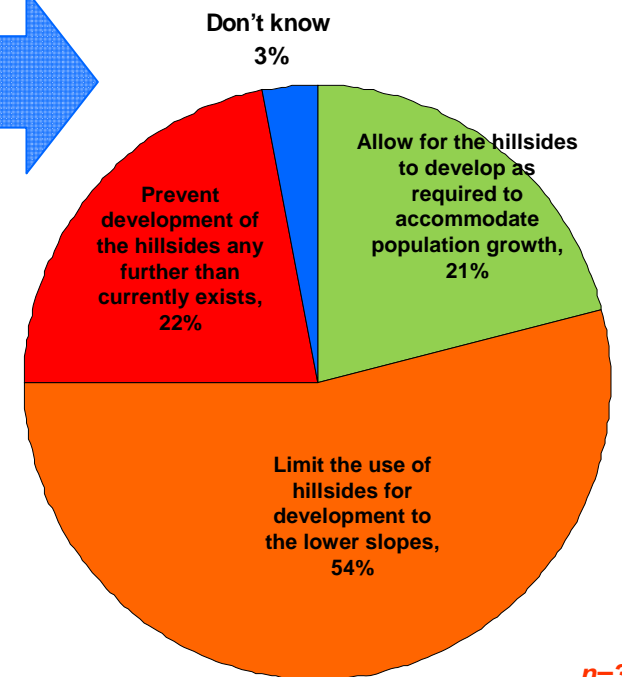


# Nelson Development

In regards to development and subdivision, how would you feel if the Council .....



For future development of the hillsides around Nelson City, which of the following options do you prefer?



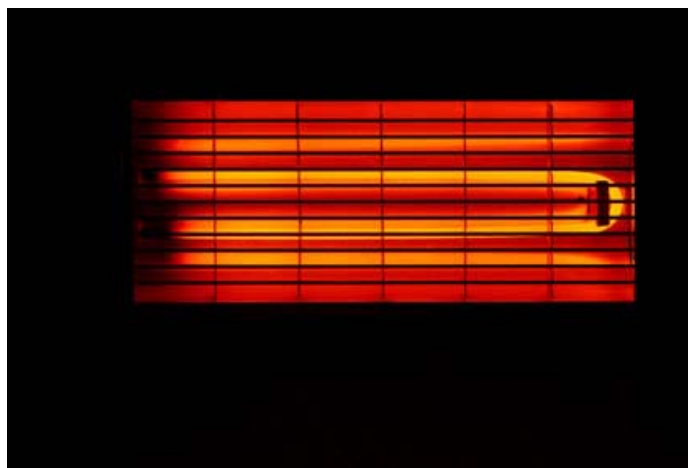
Q21 & 22

■ In favour ■ Opposed ■ Don't care □ Don't know n=398

n=398  
% of respondents

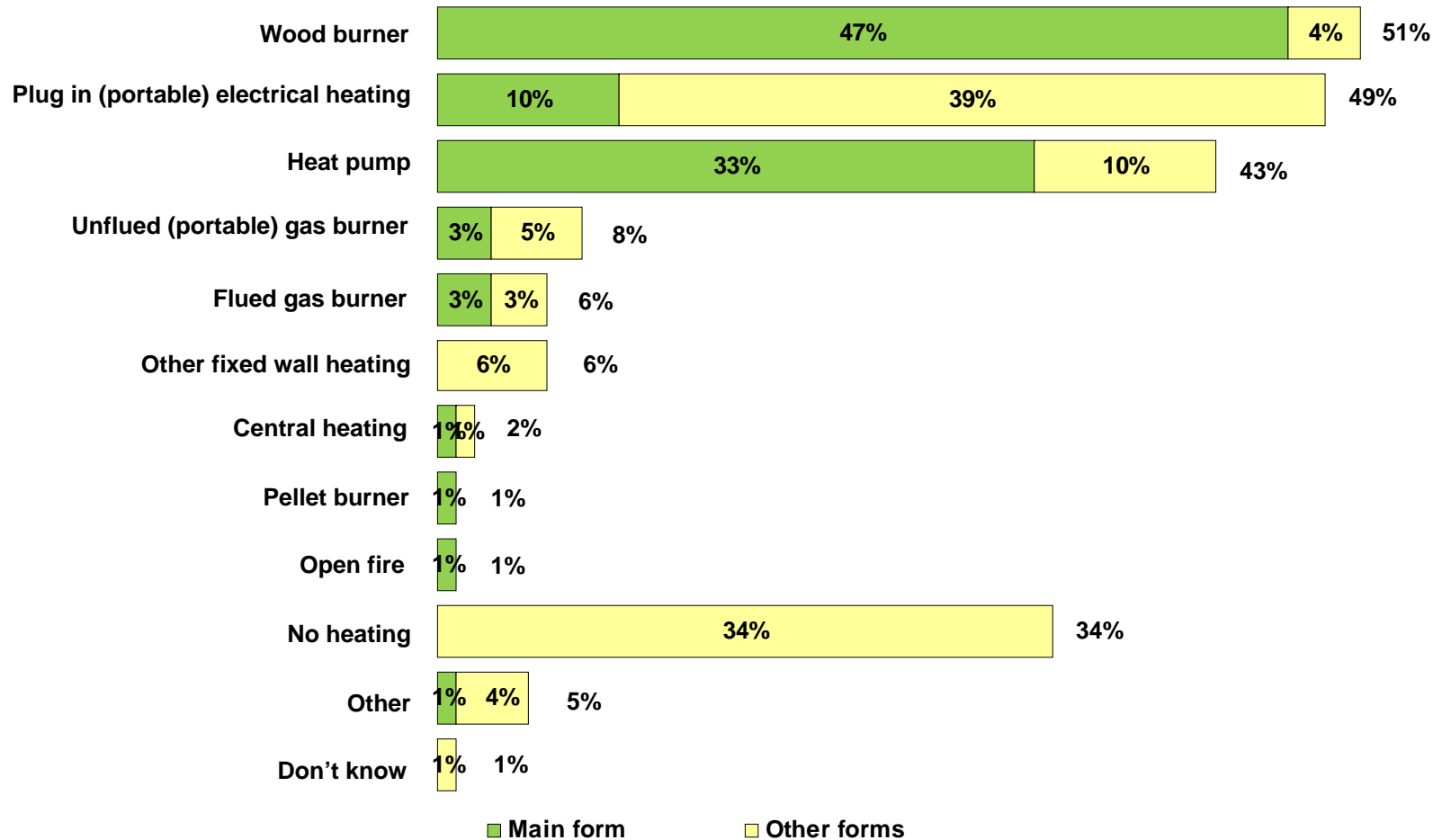
The majority of respondents (76%) would prefer if the Council prevented or limited the further development of the hillsides around Nelson City. Three out of five respondents (62%) are in favour of the Council encouraging Planned, but more compact and more efficient house types (like terrace or town houses) in specific areas.

## 13. Home Heating





## Home Heating



n=398

Q23 & 24

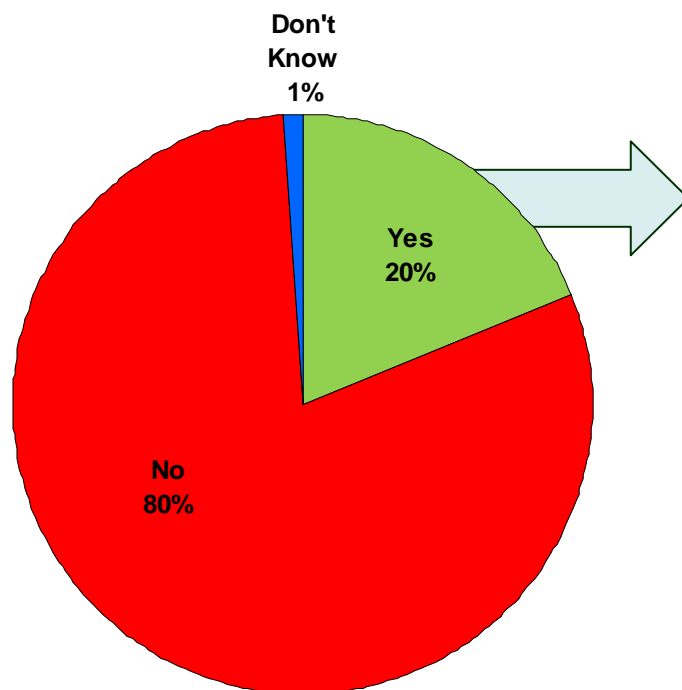
Multiple responses allowed  
% of respondents

Almost one-half of respondents use a wood burner (47%) as the main form of heating in the main living room of their house.



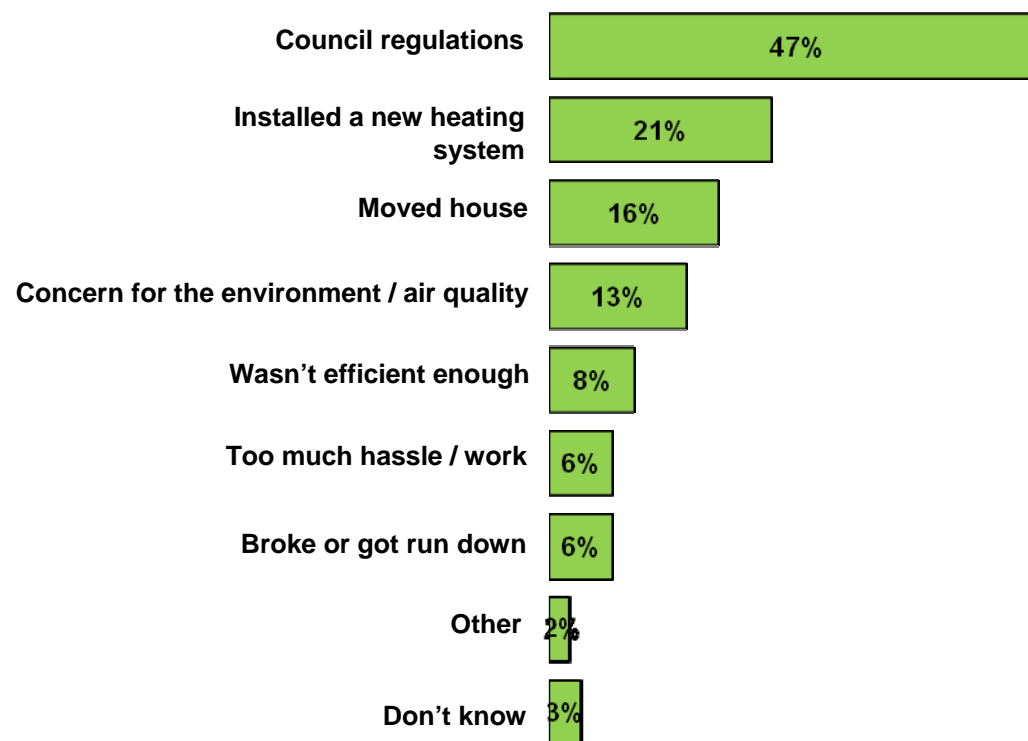
## Home Heating

Have you stopped using an enclosed wood or multi-fuel burner in your home in the last three years?



n=398

For what reasons did you stop using it?



n=78

Multiple responses allowed

% of respondents

Q25 & 26 Prompted

Almost one-half of respondents who stopped using an enclosed wood or multi-fuel burner in their homes (in the last three years), stated they stopped using it due to *Council regulations* (47%).

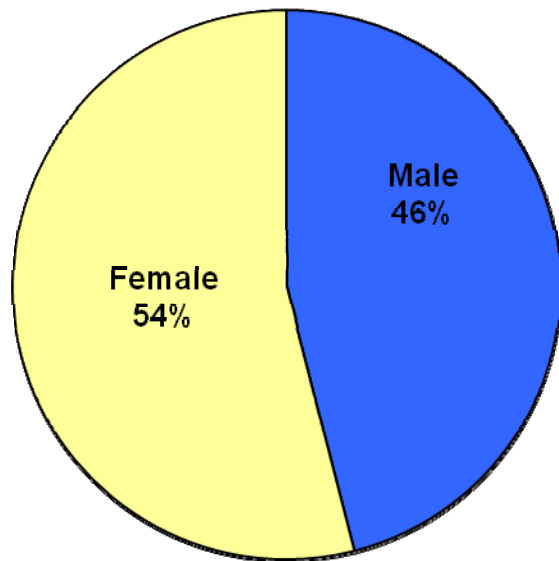
## 14. Sample Profile - Environment





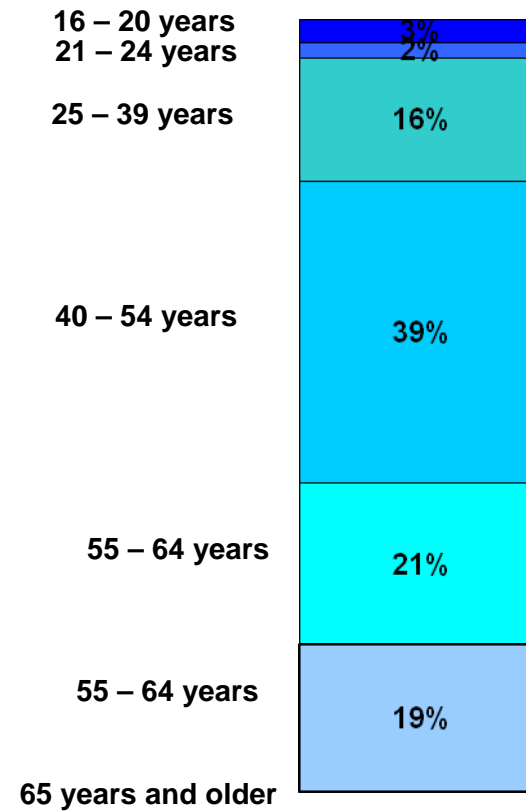
## Demographics (I)

Gender



n=402

Age



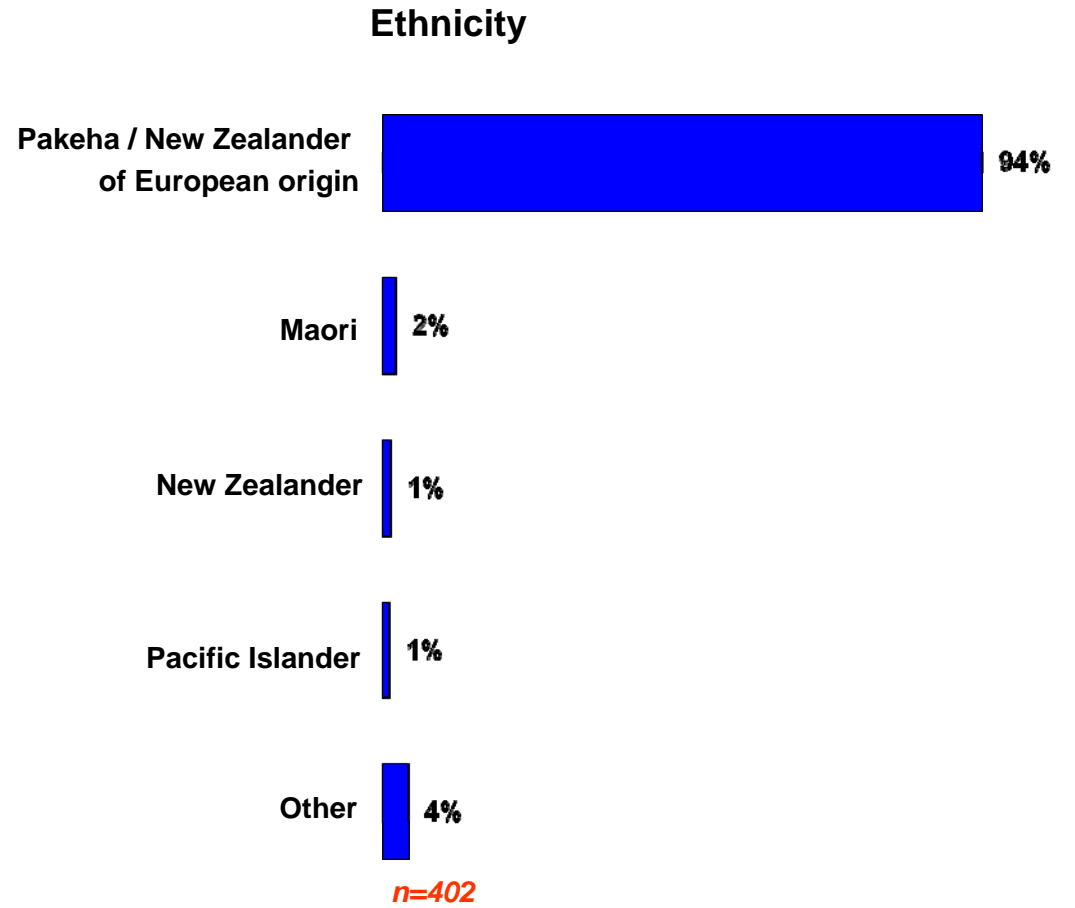
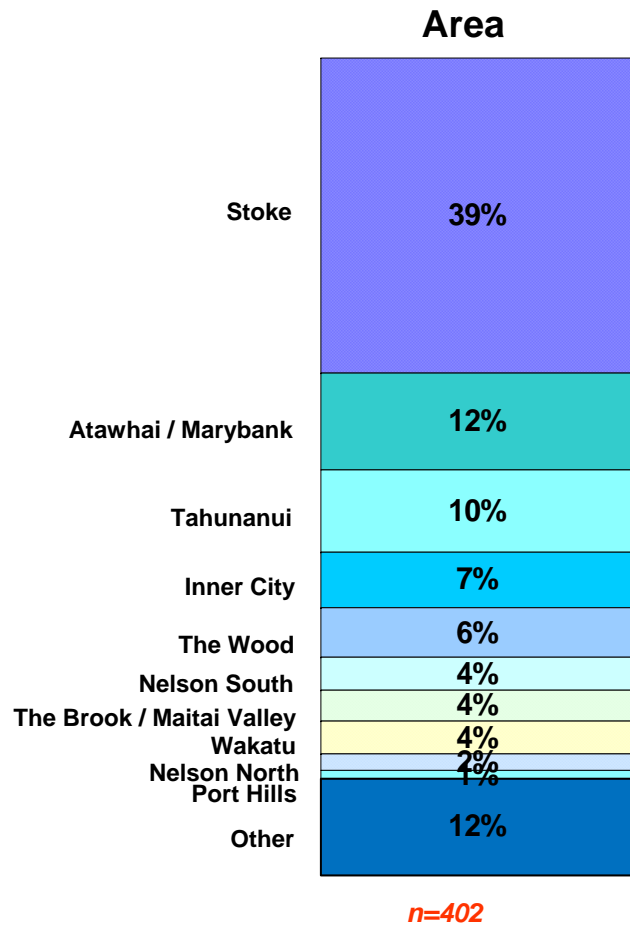
n=402

% of respondents



% of respondents

## Demographics (II)

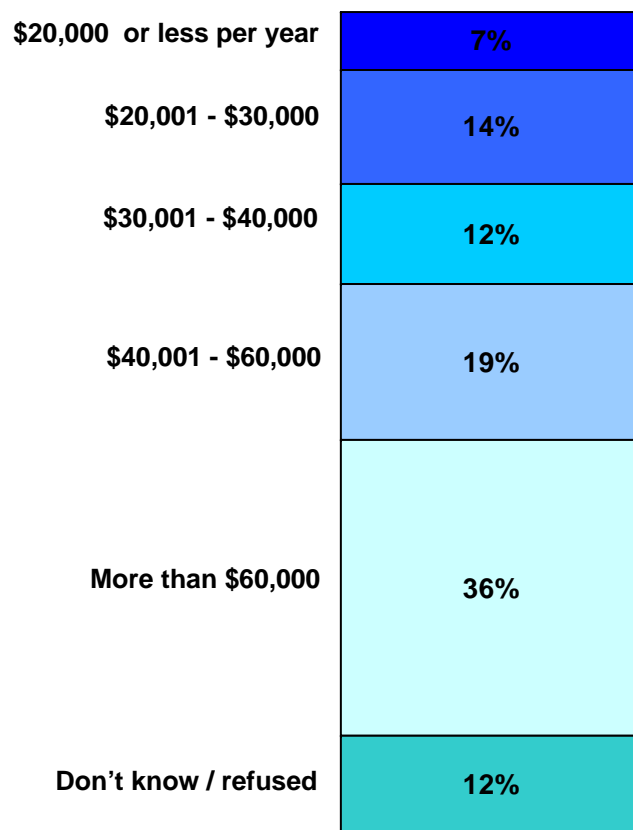


% of respondents



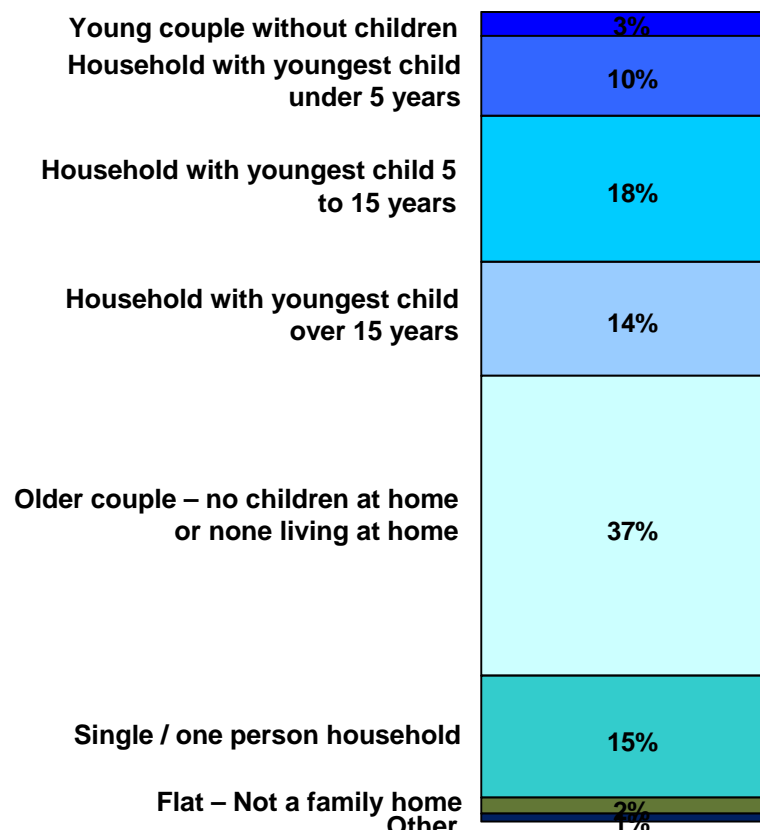
## Demographics (III)

**Household income**



*n=402*

**Household Type**



*n=402*

% of respondents