



2012 Council Survey of Residents



Introduction, Objectives and Methodology



- The Nelson City Council commissioned the 2012 Survey of Residents to seek feedback on their services and facilities and to gather information to assist with planning, management and accountability.
- The survey covered the significant Activity Areas for Council and measured the level of satisfaction with Council performance in these specific areas and willingness to pay for improvements. The 2010 Survey of Residents collected data on the importance of Activity Areas and this was used in determining priority areas of focus for 2012. The importance data was collected on a 10-point scale in 2010, therefore was reweighted to a 5-point scale to maintain consistency with the 2012 dataset.
- The survey also covered resident satisfaction with transport, communication and consultation, customer service, heritage, recycling and Council's overall performance.
- The information from this study will be used by the Council in preparation of long term and annual plans, policies and asset management plans and provides feedback for annual reports.

The primary objectives of this survey were to:

- Identify the level of satisfaction in each of the key Council Activities, Selected Facilities and Transport;
- Determine the levels of satisfaction with Council Customer Service, Communication, Consultation and Overall Performance.

Methodology

- The study consisted of 400 telephone interviews with residents in the Nelson City Council area.
- The overall results have a margin of error of +/-4.90% at a 95% confidence level.
- Quotas were enforced according to age and gender, to ensure that a proportionate representative sample of Nelson City's population was obtained. The data was re-weighted to account for slight variances in the achieved quotas.
- Interviewing took place between Tuesday May 1st and Friday May 18th 2012.

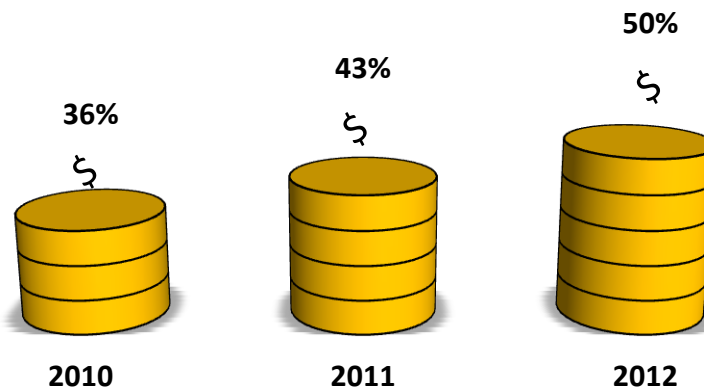
 **Note:** Some of the analysis is based on subsets of responses. These small base sizes have a greater margin error and are not necessarily representative of the total population. There is a warning symbol next to these results:  = *small base size*



Executive Summary

Overall Performance

- ✓ **The number of respondents who were *Satisfied* or *Very satisfied* with the Council's overall performance was greater in 2012 (62%) compared with 2011 (51%).**
 - Respondents aged 16 to 39 years were more satisfied with Council's overall performance than those 40 years and older. Those with a household income of less than \$30,000 per year were less satisfied than higher income households.
 - Of respondents who were *Dissatisfied* or *Very dissatisfied* (7%), *No consultation on spending and spending too much in some areas* were the most mentioned reasons for dissatisfaction with Council's overall performance.
- ✓ **The number of respondents who *Agreed* or *Strongly agreed* that Council services and facilities are good value for money was greater in 2012 (50%) compared with 2011 (43%) and significantly greater than 2010 (36%).**
 - Respondents who *Disagreed* or *Strongly disagreed* (16%) that the Council's services and facilities were good value for money were most likely to mention the *Poor value for money and need for better services* (29%) and that *Rates were too high* (25%).



Percentage of respondents who *Agreed* or *Strongly agreed* that Council services and facilities are good value for money

Executive Summary

Council Activities

- **Nelson City Council's core strengths** appear to be with *Parks and open spaces* (83% *Satisfied* or *Very satisfied*), *Recreation and leisure* (78%) and *Community facilities* (76%).
- **The following activities are prioritised as requiring a focus for improvement** due to being those respondents were most willing to pay more to improve and were underperforming relative to the level of importance placed upon them by respondents.
 - ✓ *Flood protection*
 - ✓ *Transport (including roads, cycle ways, footpaths and public transport)*
 - ✓ *Managing emergencies and natural hazards (civil defence)*
 - ✓ *Stormwater (pipes to collect and discharge water)*
 - ✓ *Environmental management, planning and environmental monitoring*
 - ✓ *Wastewater (sewage treatment and disposal)*
- **Environmental management, Water supply, Transport and Stormwater** were also activities with the strongest relationship to satisfaction with Nelson City Council's overall performance. Although the low correlation coefficients make the strength of the relationships appear weak this is mainly a result of the 5-point scale's restricted range of values. The significance of these correlation coefficients signals the relationships are reliable and therefore can be considered key drivers of overall performance.
- **Despite significant improvements in satisfaction compared with 2011**, Council should maintain a focus on improving the *Management of emergencies and natural hazards* and *Transportation*.
- **Although being an activity that respondents were least willing to pay more to improve**, respondents were also least satisfied with *Regulatory compliance (building and resource consents and public health work including noise levels, food premises, pollution and dog control)*.
- **Over one in five respondents (22%) had contacted the Council for information on building or planning, or applied for a building or resource consent.** Slightly more of these respondents were dissatisfied (30% *Dissatisfied* or *Very dissatisfied*) with Council's *Regulatory compliance* than were satisfied (29% *Satisfied* or *Very satisfied*).
- **Respondents in the 40 to 54 year age group are generally less satisfied with a range of Council activities than other age groups.**
- **Although responses varied in terms of the one area that respondents would like Council to put more effort into**, *Transport* areas (including *Cycle ways*, *Public transport* and *Footpaths*) were most often mentioned.

Executive Summary

Transport

- **Of respondents who were in employment (Full-time and Part-time), the majority (61%) travelled to work by *Private vehicle / car, truck or van*.** This percentage has decreased compared with 2011 (67%) with slightly more respondents *Driving a company vehicle / car, truck or van* (9%) and *Working from home* (7%) in 2012.
- **In regard to transport network activities, on average, respondents were most satisfied with *Off road cycle ways*** (with a mean rating of 3.96 out of 5) and least satisfied with *Footpaths* (3.49). The *Poor condition of Footpaths* was the main reason for dissatisfaction.
- **Satisfaction with *Public transport* increased significantly** from 21% who were *Satisfied* or *Very satisfied* in 2011 compared with 52% in 2012. However, *Increasing the coverage of Public Transport* would likely achieve increased satisfaction going forward.
- **There were fewer respondents who said that it was *Harder to park* in the central city in 2012** (26%) compared with 2011 (32%). The majority of respondents said that it was *About the same* (56%).
- **Almost one half of respondents (45%) cycled in Nelson.** The majority of respondents who cycled in Nelson were satisfied with *Separate lanes for bicycles on the roadway* (57% were *Satisfied* or *Very satisfied*) and *Off road cycle ways* (71%). **However, over one quarter (26%) were *Dissatisfied* or *Very dissatisfied* with *Safety for cyclists around Nelson*.**
- **On average, respondents were less satisfied with *Safety for cyclists around Nelson*** (with a mean rating of 3.2 out of 5) than *Safety for pedestrians* (3.7) and *motorists around Nelson* (3.7). Perceptions of *Safety for cyclists around Nelson* tend to be worsening over time.

Executive Summary

Customer Service

- **Over one half (51%) of respondents had made contact with the Council.** The majority of these respondents made initial contact by *Phone (54%)*, one third (33%) made contact at the *Front counter at Civic House* and 10% by *Email*.
- **Of the respondents who had made contact with the Council in the last year, over one in five (22%) were not satisfied (*Neither, Dissatisfied or Very dissatisfied*) with the way their enquiry was handled.**
- **There was a strong correlation between the level of satisfaction with the way their enquiry was handled and the level of satisfaction with Nelson City Council's overall performance.**

Communication and Consultation

- **Almost one third of respondents (32%) were not satisfied (*Neither, Dissatisfied or Very dissatisfied*) with the opportunities available to provide feedback and take part in Council decision-making.** Of these respondents, there is a perception amongst about one quarter (26%) that the *Council doesn't listen*.
- **Over one third of respondents (34%) were not satisfied (*Neither, Dissatisfied or Very dissatisfied*) with how well informed they felt about the Council and its services.** Of these respondents, over one quarter (27%) felt *There's not enough information, public notification or consultation*.
- **Almost one half of respondents' main source of information on Council activities was *Live Nelson (48%)*.** *Live Nelson* and *Community newspapers* were amongst respondents' most trusted sources, while over one in ten respondents do not trust *Word of mouth / talking with people (14%)* and *Councillors (12%)* at all for information on Council activities.
- **Respondents aged 16 to 24 years were less likely than those 25 years and older to obtain information on Council activities from *Live Nelson* and more likely to obtain information through *Word of mouth / talking with people*.** While those 65 years and older predominantly use print media and are more likely than those under 65 years to refer to *Council staff* for information on Council activities.
- **Having opportunities to provide feedback and take part in Council decision making had the strongest relationship to satisfaction with Nelson City Council's overall performance.** There was also a strong relationship between how well informed respondents feel about Council and its services and the level of satisfaction with Council overall.



Dashboard (I) – Key Drivers

Overall Performance of the Nelson City Council

** Correlation is significant
% of respondents

n=400

Q3&Q22

	Activity	Pearson's Correlation Coefficient – the correlation of the performance of each activity to overall performance
1	Environmental management	.227 **
2	Water supply	.201 **
3	Transport	.195 **
4	Stormwater	.194 **
5	Wastewater	.188 **
6	Solid waste management	.184 **
7	Economic and tourism support	.172 **
8	Social development	.165 **
9	Recreation and leisure	.148 **
10	Regulatory compliance	.147 **
11	Culture, heritage and arts	.145 **
12	Flood protection	.124 *
13	Managing emergencies and natural hazards	.122 *
14	Parks and open spaces	.120 *
15	Community facilities	.114 *

Environmental management, Water supply, Transport and Stormwater were activities with the strongest relationship to satisfaction with Nelson City Council's overall performance.



Dashboard (II)

The correlation of consultation, communication and customer service to overall performance

** Correlation is significant
% of respondents
n=400

	Pearson's Correlation Coefficient - the correlation in the performance of each area to overall performance
Opportunities to take part in Council decision making	.368**
Council Information	.283**
Contact with Council	.227**

Q15, Q16, Q17 & Q22. Correlation of the overall performance with the performance of each variable

Having opportunities to provide feedback and take part in Council decision making had the strongest relationship to satisfaction with Nelson City Council's overall performance.



Dashboard (III) – Performance Monitor

Q3 n=400

% of respondents

	Satisfaction Rank (based on mean rating)	Satisfaction (% rating 4 or 5 out of 5)		Percentage point increase / decrease
		2011	2012	
Parks and open spaces	1 st	82%	83%	+1%
Recreation and leisure	2 nd	68%	78%	+10%
Community facilities	3 rd	73%	76%	+3%
Water supply	4 th	70%	71%	+1%
Culture, heritage and arts	5 th	61%	65%	+4%
Managing emergencies and natural hazards	6 th	43%	64%	+21%
Solid waste management	7 th	54%	62%	+8%
Wastewater	8 th	54%	53%	-1%
Economic and tourism support	9 th	41%	44%	+3%
Transport	10 th	40%	57%	+17%
Stormwater **	11 th	-	47%	-
Environmental management	12 th	37%	42%	+5%
Social development	13 th	28%	36%	+8%
Flood protection**	14 th	-	36%	-
Regulatory compliance	15 th	30%	30%	-
Stormwater and flood protection**	-	45%	41%	-4%

**Stormwater and Flood protection were a combined activity in previous surveys, the 2012 Stormwater and flood protection attribute is the combined percentage of Stormwater and Flood protection.

Managing emergencies and natural hazards and Transport were activities that improved significantly from 2011. While satisfaction with Wastewater and Regulatory compliance were mainly unchanged from 2011.



Dashboard (IV)

*Importance results are based on the 2010 survey results
Ranked on mean rating

Importance*

Top 5

- **Water supply**
- **Managing emergencies and natural hazards**
- **Wastewater**
- **Community facilities**
- **Solid waste management**

Bottom 3

- **Economic tourism support**
- **Culture, heritage and arts**
- **Social development**

Satisfaction

Top 5

- **Parks and open spaces**
- **Recreation and leisure**
- **Community facilities**
- **Water supply**
- **Culture, heritage and arts**

Bottom 3

- **Social development**
- **Flood protection****
- **Regulatory compliance**

**Stormwater and Flood protection were a combined activity in previous surveys

Managing emergencies and natural hazards, Wastewater and Solid waste management activities were considered to be among the most important but were not among those that respondents were most satisfied with.

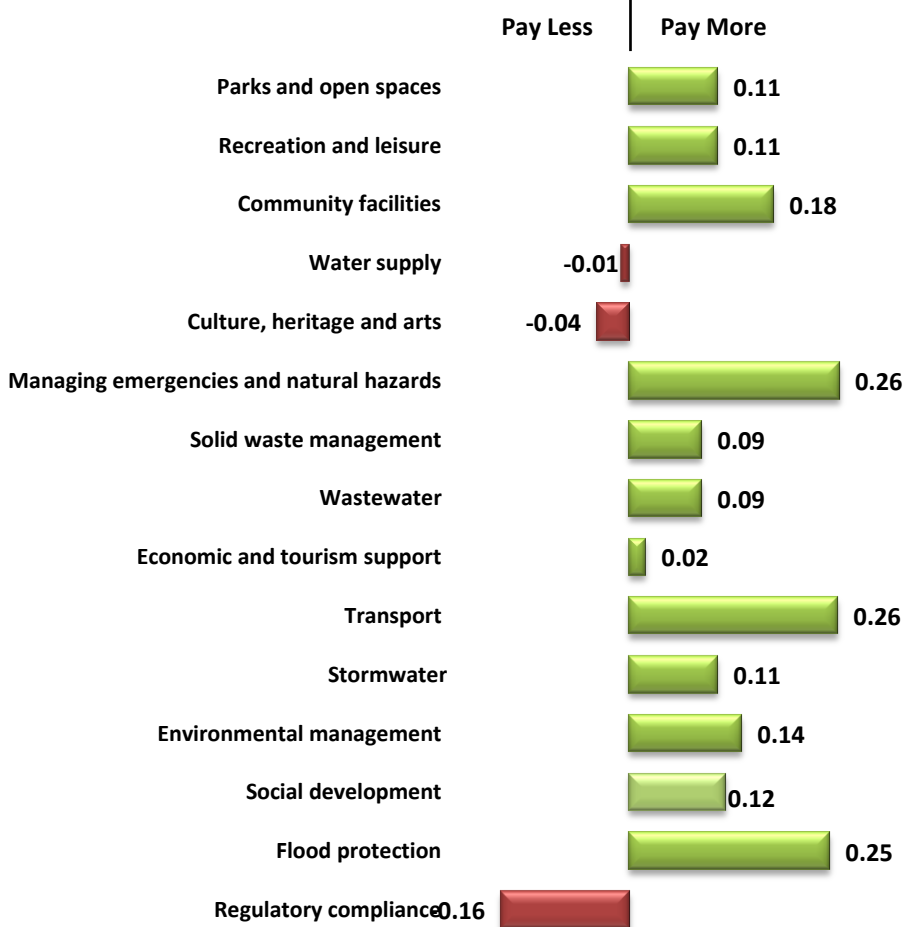


Dashboard (V)

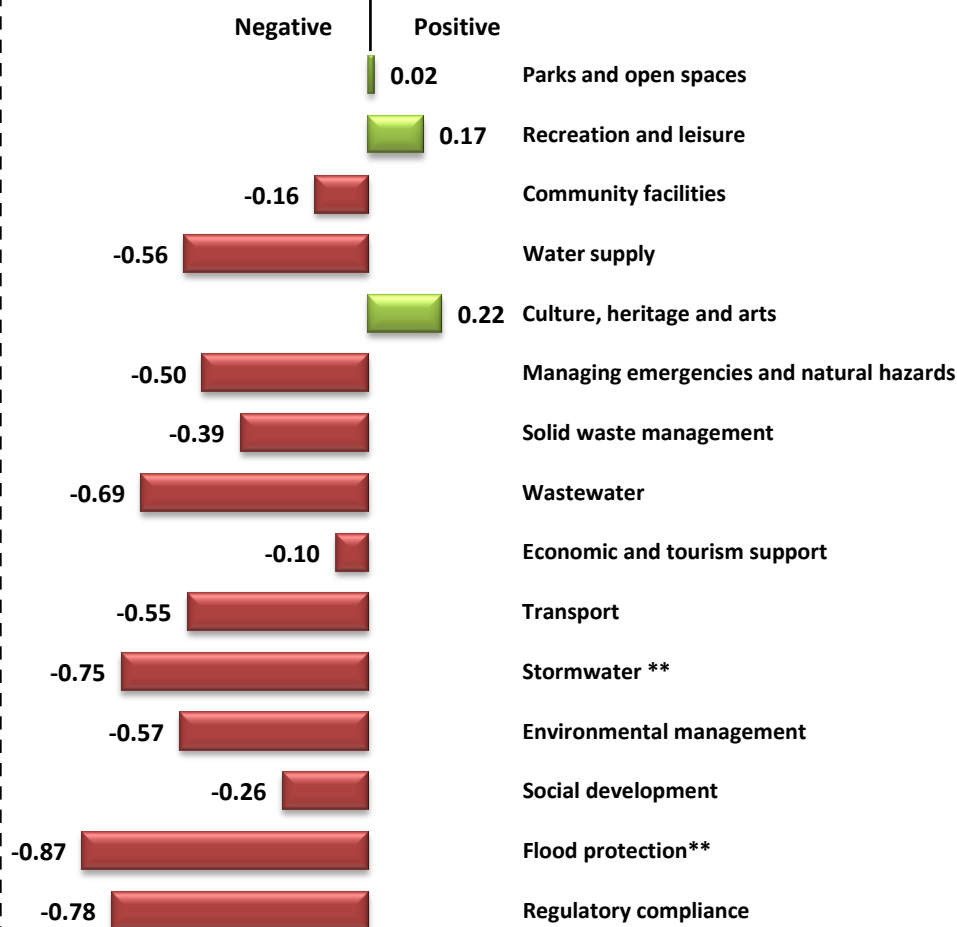
*Importance results are based on the 2010 survey results
**Stormwater and Flood protection were a combined activity in previous surveys

n=400

Willingness to pay more or less



Gap analysis – Importance* vs. Satisfaction

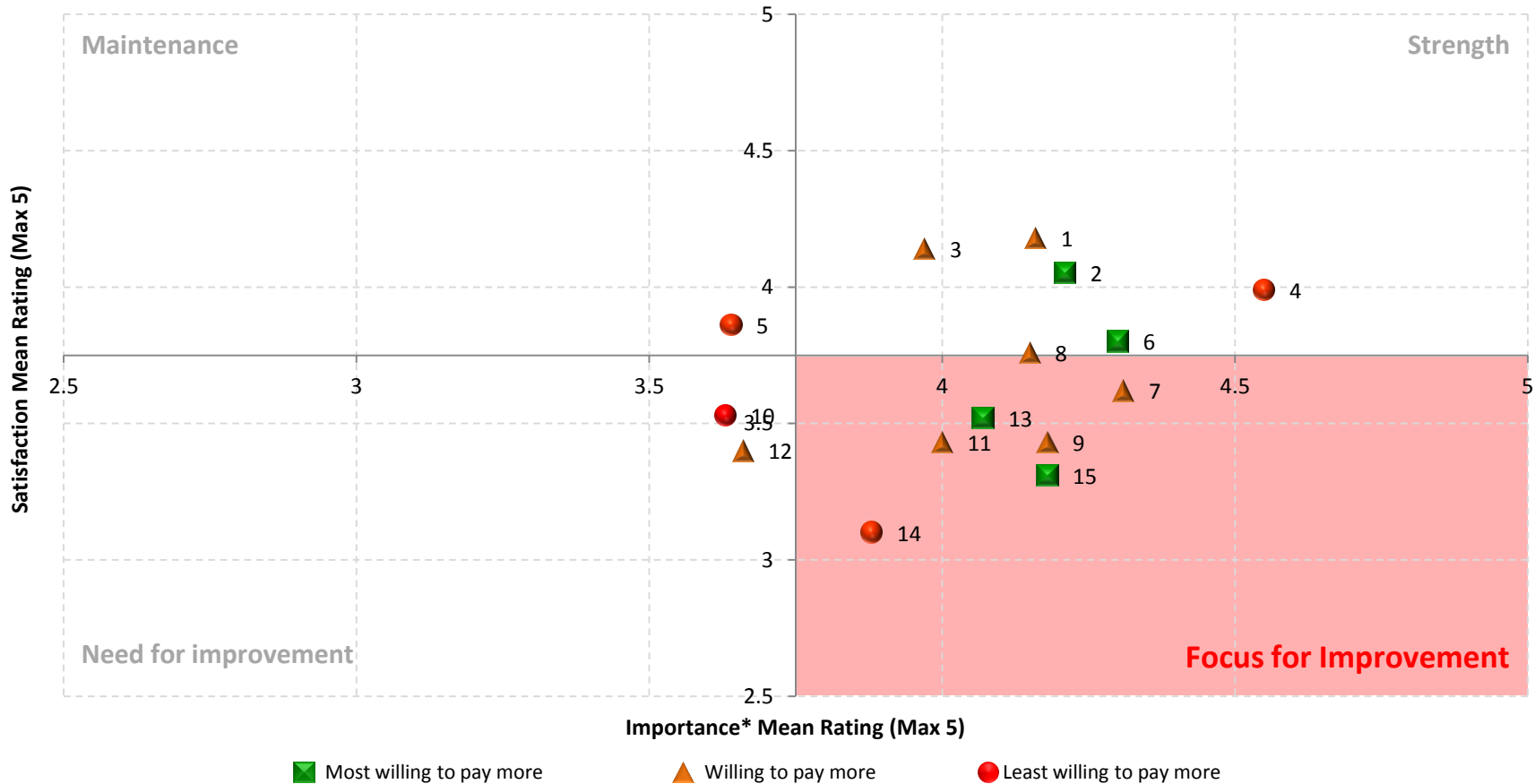


Transport and Managing emergencies and natural hazards were activities that respondents were most willing to pay more for to improve. The negative gap analysis for these activities indicates that they were underperforming relative to the level of importance placed upon it by respondents.



Dashboard – Priority Areas of Focus (VI)

*Importance results are based on the 2010 survey results
n=400



**Stormwater and Flood protection were a combined activity in previous surveys

- | | | | |
|-------------------------------|---|------------------------------|--|
| 1. Parks and open spaces | 6. Managing emergencies and natural hazards | 11. Environmental management | **Stormwater and Flood protection were a combined activity in previous surveys |
| 2. Community facilities | 7. Wastewater | 12. Social development | |
| 3. Recreation and leisure | 8. Solid waste management | 13. Transport | |
| 4. Water supply | 9. Stormwater** | 14. Regulatory compliance | |
| 5. Culture, heritage and arts | 10. Economic and tourism support | 15. Flood protection** | |



Satisfaction with Council Activities

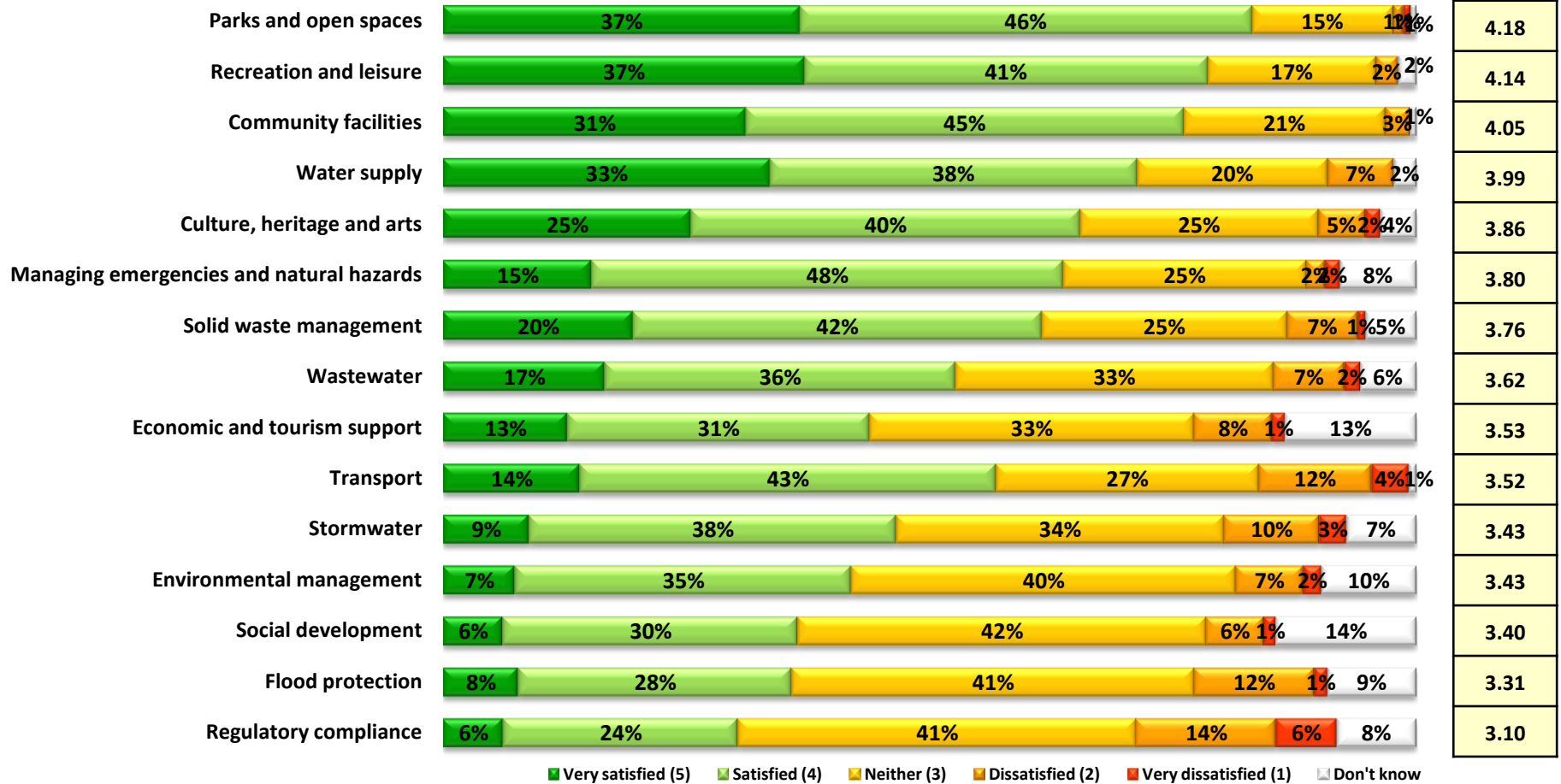


Q3 n=400

Satisfaction

How satisfied are you with the Nelson City Council ...?

In order of mean rating
% of respondents



Satisfaction was highest with *Parks and open spaces* (83% Satisfied or Very satisfied) and lowest with *Regulatory compliance* (30% Very satisfied or Satisfied).



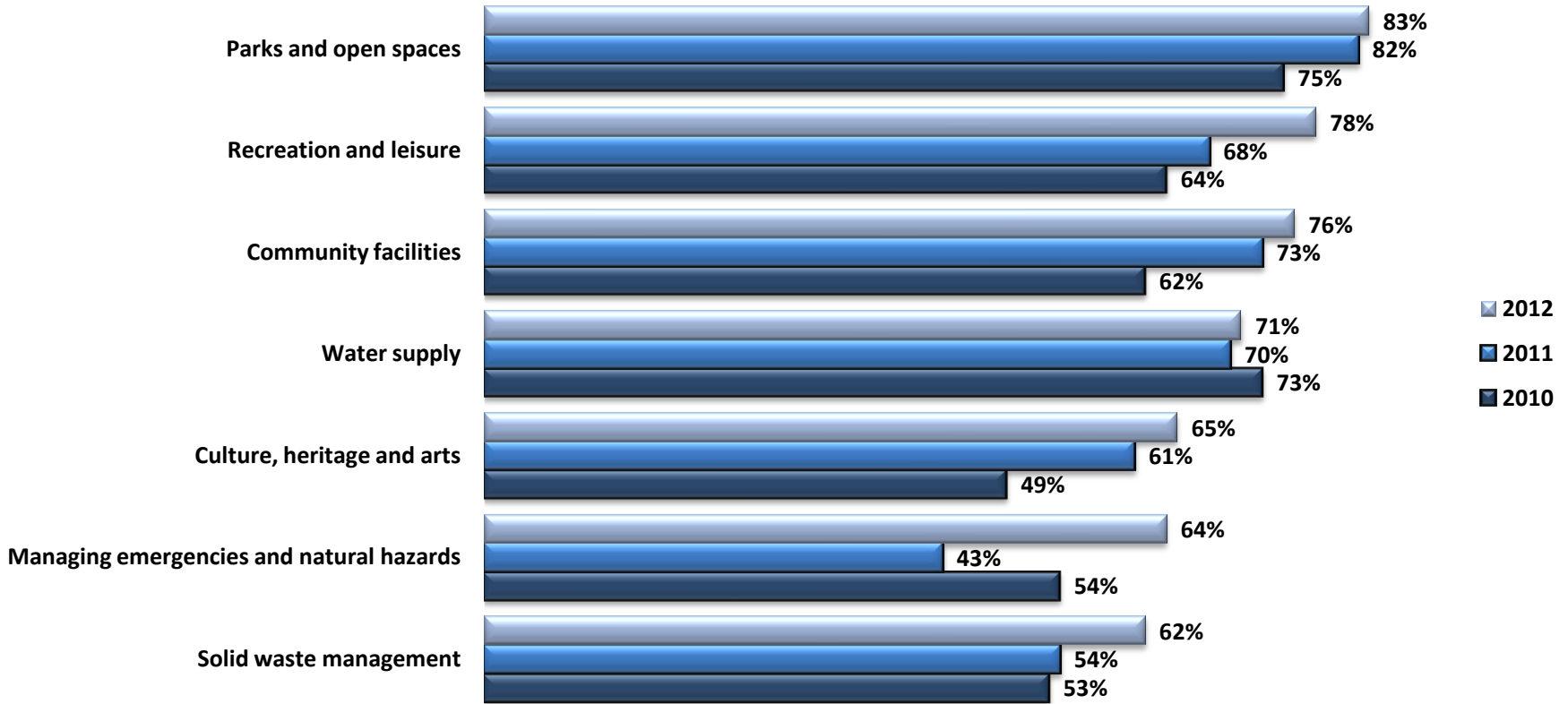
Q3 n=400

Satisfaction

Proportion Satisfied or Very satisfied (I)

How satisfied are you with the Nelson City Council...?

% of respondents



Satisfaction with *Managing emergencies and natural hazards* increased significantly from 43% of respondents *Satisfied or Very satisfied* in 2011 to 64% in 2012. Satisfaction with *Recreation and leisure* also increased from 68% of respondents *Satisfied or Very satisfied* in 2011 to 78% in 2012.



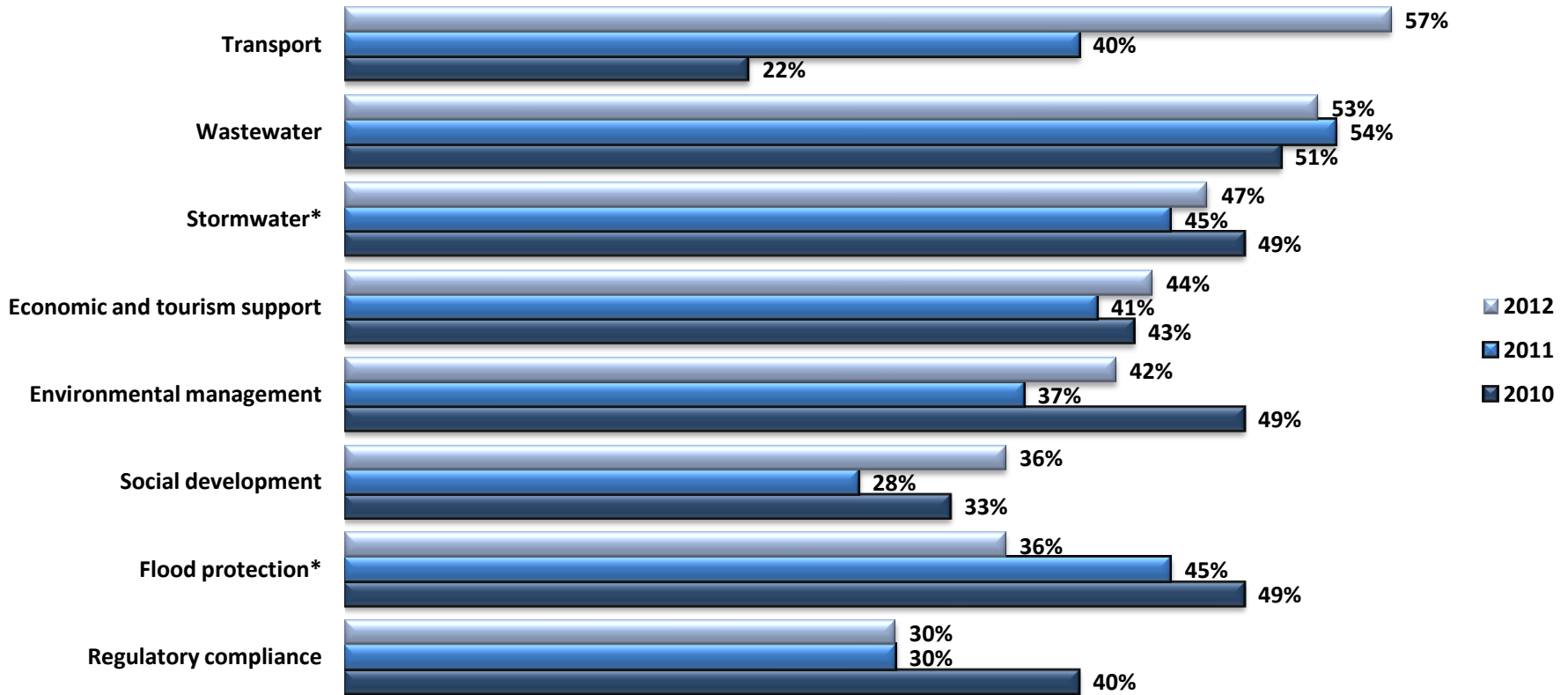
Q3 n=400

Satisfaction

Proportion Satisfied or Very satisfied (II)

How satisfied are you with the Nelson City Council...?

% of respondents



2012
2011
2010

*Stormwater and Flood protection were a combined activity in the 2010 and 2011 surveys

Satisfaction with *Transport* has increased substantially since 2010 when 22% of respondents were *Satisfied* or *Very satisfied* to 57% in 2012. Satisfaction with *Regulatory compliance* in 2012 remained significantly lower (30% *Satisfied* or *Very satisfied*) than 2010 (40% *Satisfied* or *Very satisfied*).



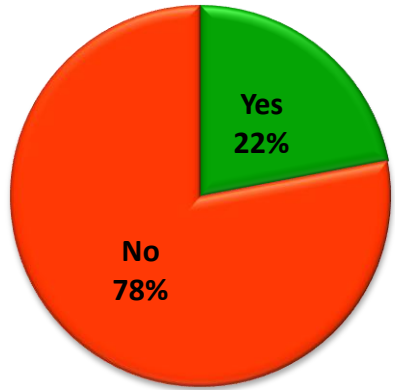
Q4, Q3L & Q5L

Satisfaction

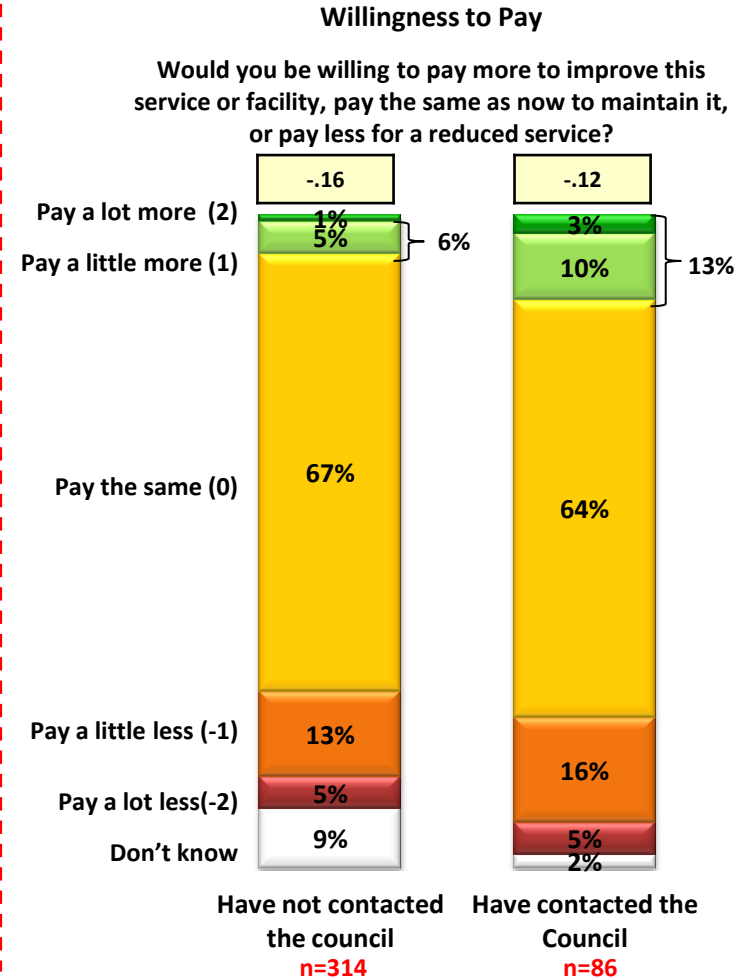
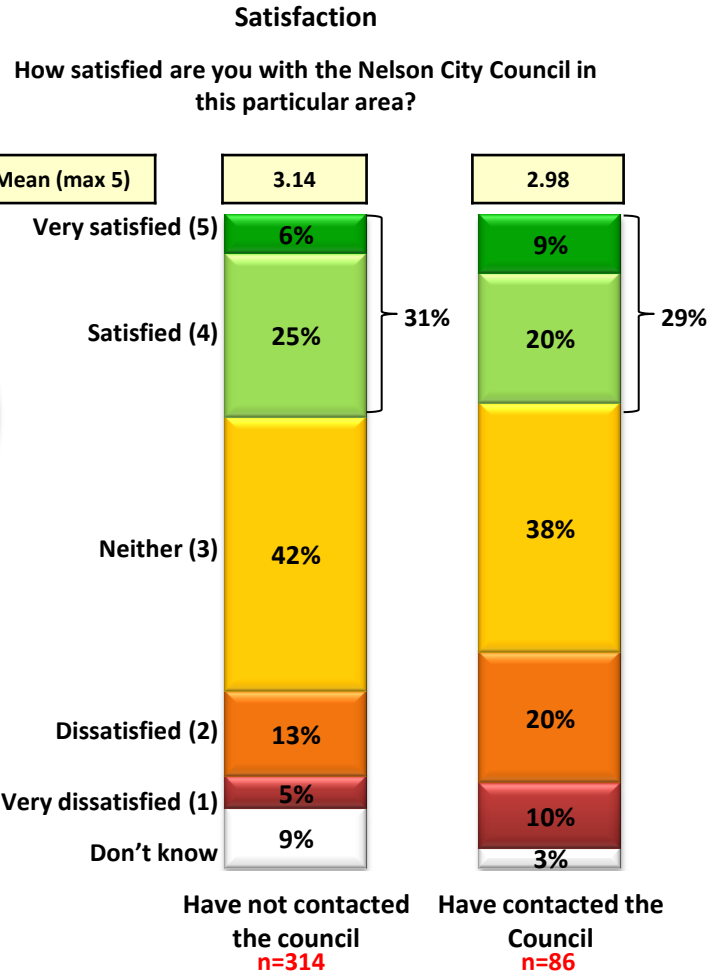
Regulatory Compliance

% of respondents

In the last year have you contacted the Council for information on building or planning, or applied for a building or resource consent?



n=400



Over one in five respondents (22%) had contacted the Council for information on building or planning, or applied for a building or resource consent in the last year. Significantly more of these respondents were dissatisfied (30% *Dissatisfied* or *Very dissatisfied*) with Council's *Regulatory compliance* than respondents who had not contacted the Council (18% *Dissatisfied* or *Very Dissatisfied*).



Willingness to Pay for Council Activities

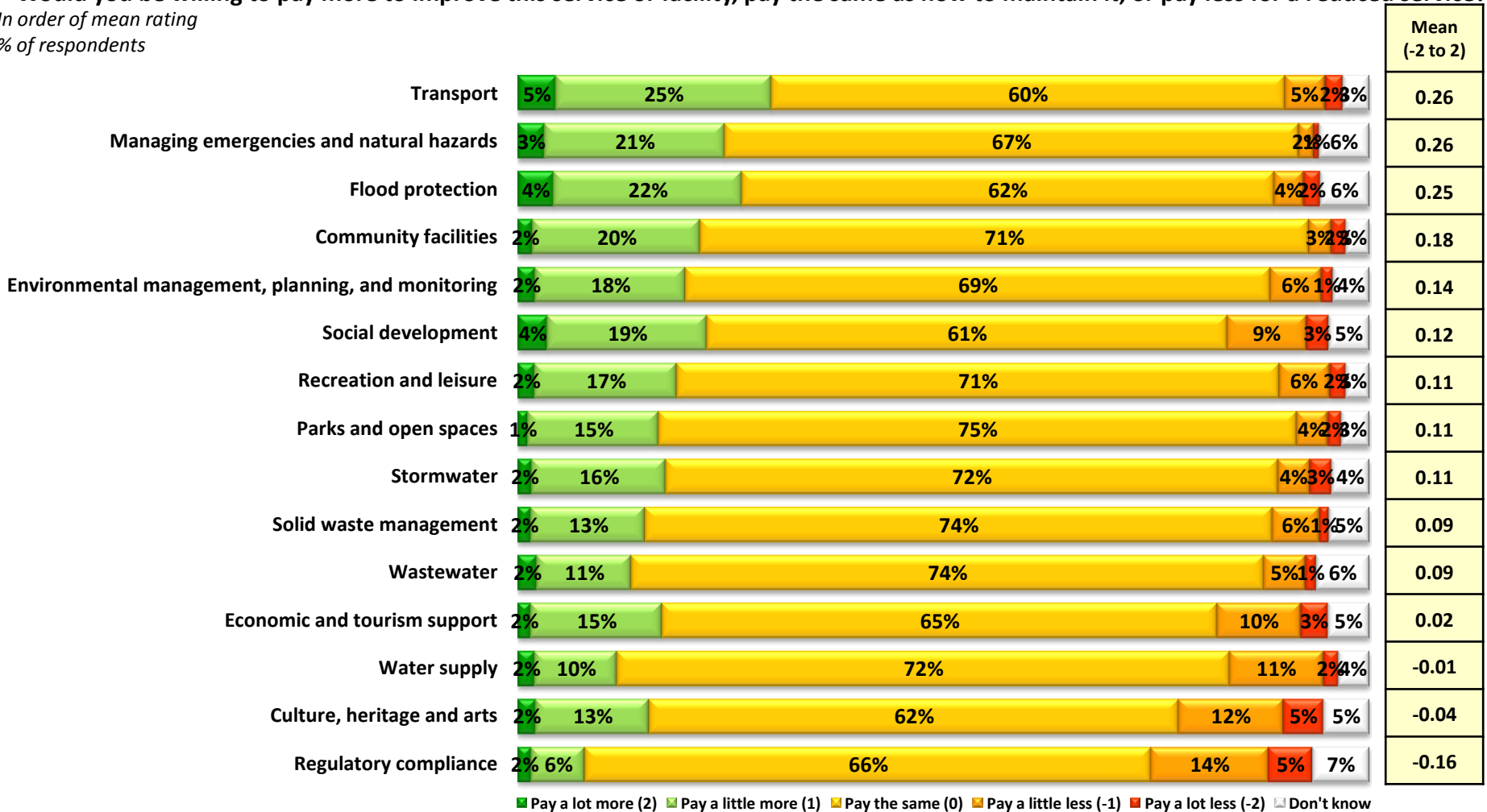


Q5 n=400

Willingness to Pay

Would you be willing to pay more to improve this service or facility, pay the same as now to maintain it, or pay less for a reduced service?

In order of mean rating
% of respondents



On average, the Council activities that respondents were most willing to pay more to improve were *Transport, Managing emergencies and natural hazards* and *Flood protection*. The activities that respondents were, on average, willing to pay less for a reduced service were *Water supply, Culture, heritage and arts* and *Regulatory compliance*.

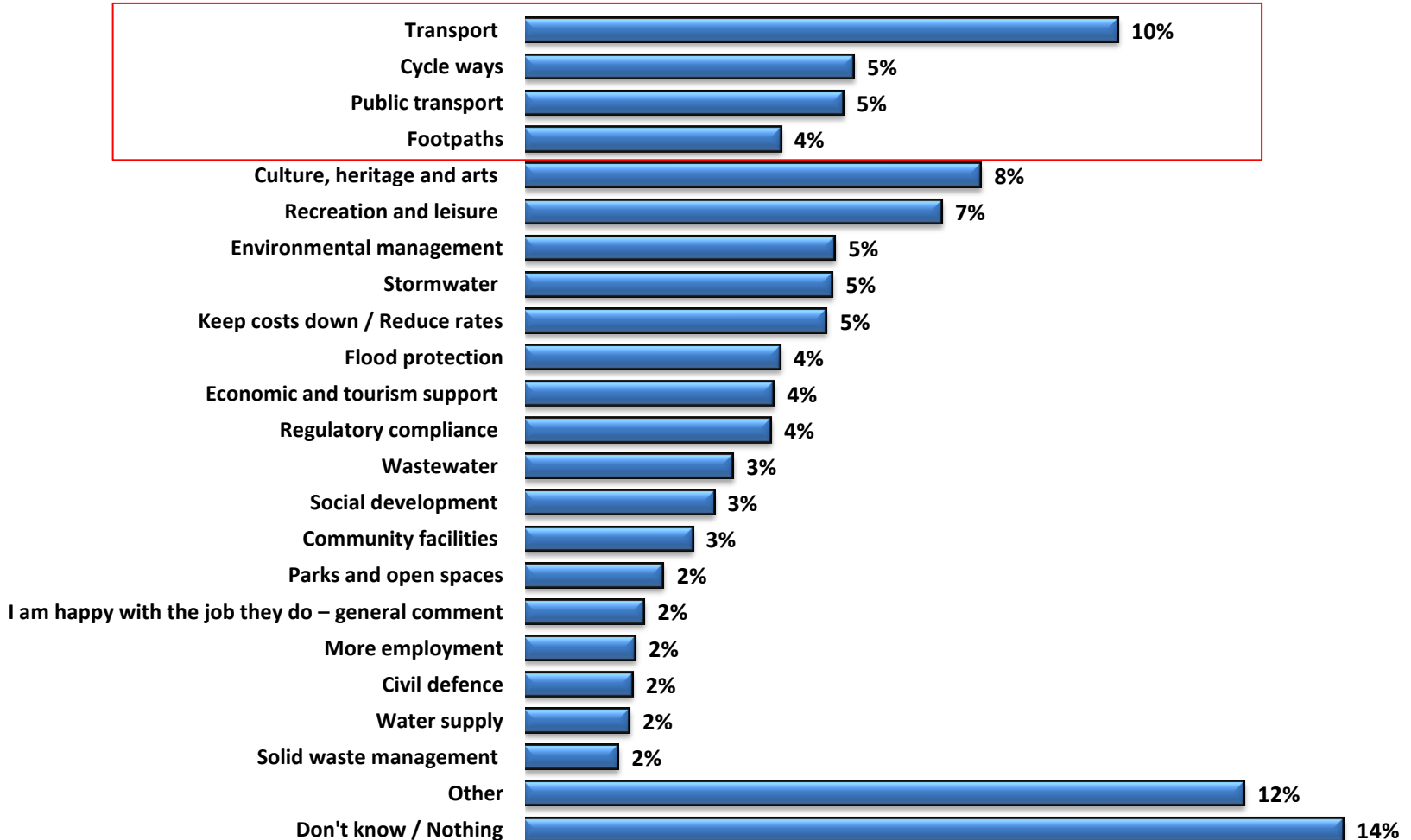


Q6 n=400

One Area to Put More Effort Into

Which one area would you like Council to put more effort into?

% of respondents



Although responses varied in terms of the one area that respondents would like Council to put more effort into, *Transport* areas (including *Cycle ways*, *Public transport* and *Footpaths*) were most often mentioned.



Transport



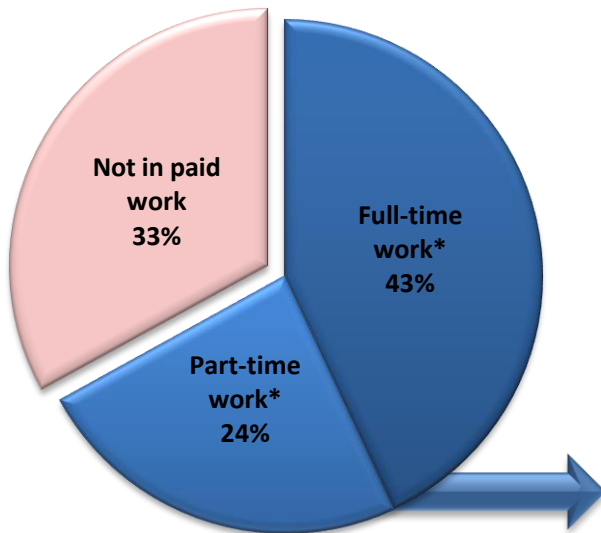
Q7 & Q8

Transport

% of respondents

On your most recent trip to work, what was the one main way you travelled to work, that is, the one you used for the greatest distance?

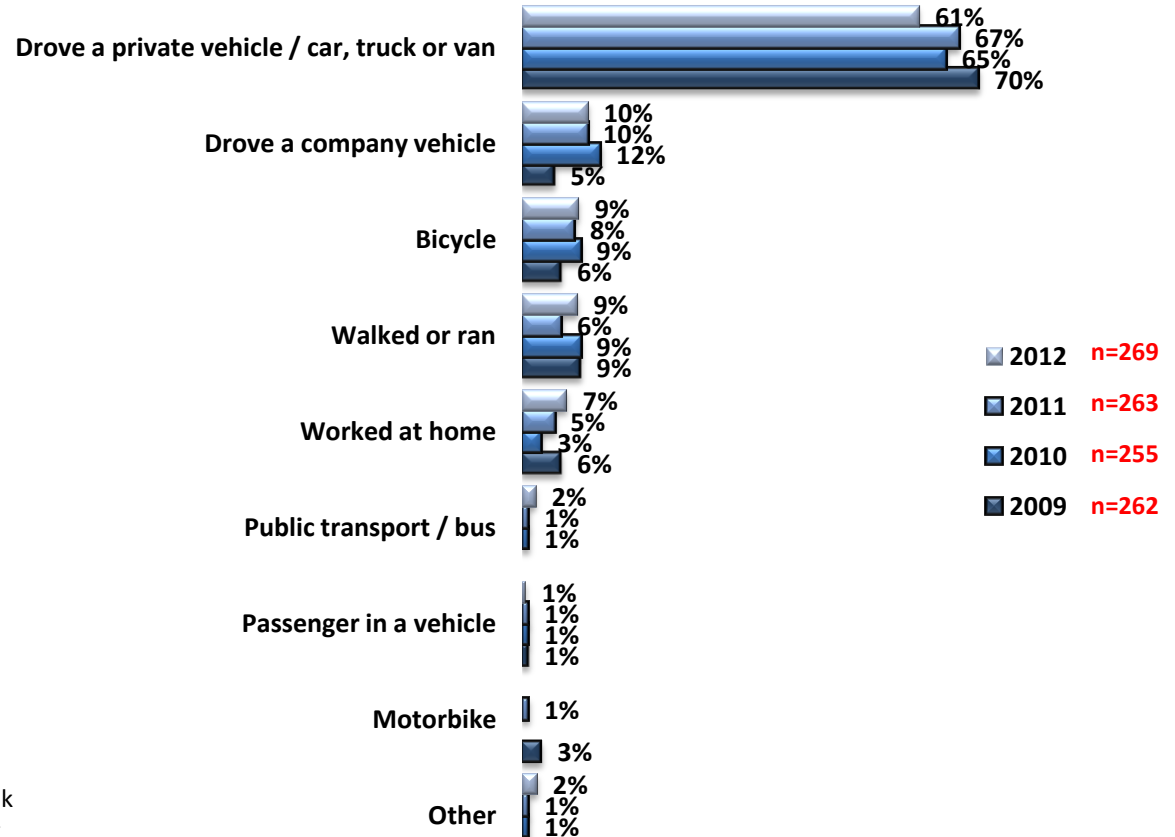
Which of the following statements best describes your work status?



n=400

*Full-time work was defined as more than 30 hours per week

*Part-time work was defined as less than 30 hours per week



2012 n=269
2011 n=263
2010 n=255
2009 n=262

Of respondents who were in employment (Full-time and Part-time), the majority (61%) travelled to work by *Private vehicle / car, truck or van*. This percentage has decreased compared with 2011 (67%) with slightly more respondents *Driving a company vehicle / car, truck or van* (9%) and *Working from home* (7%) in 2012.

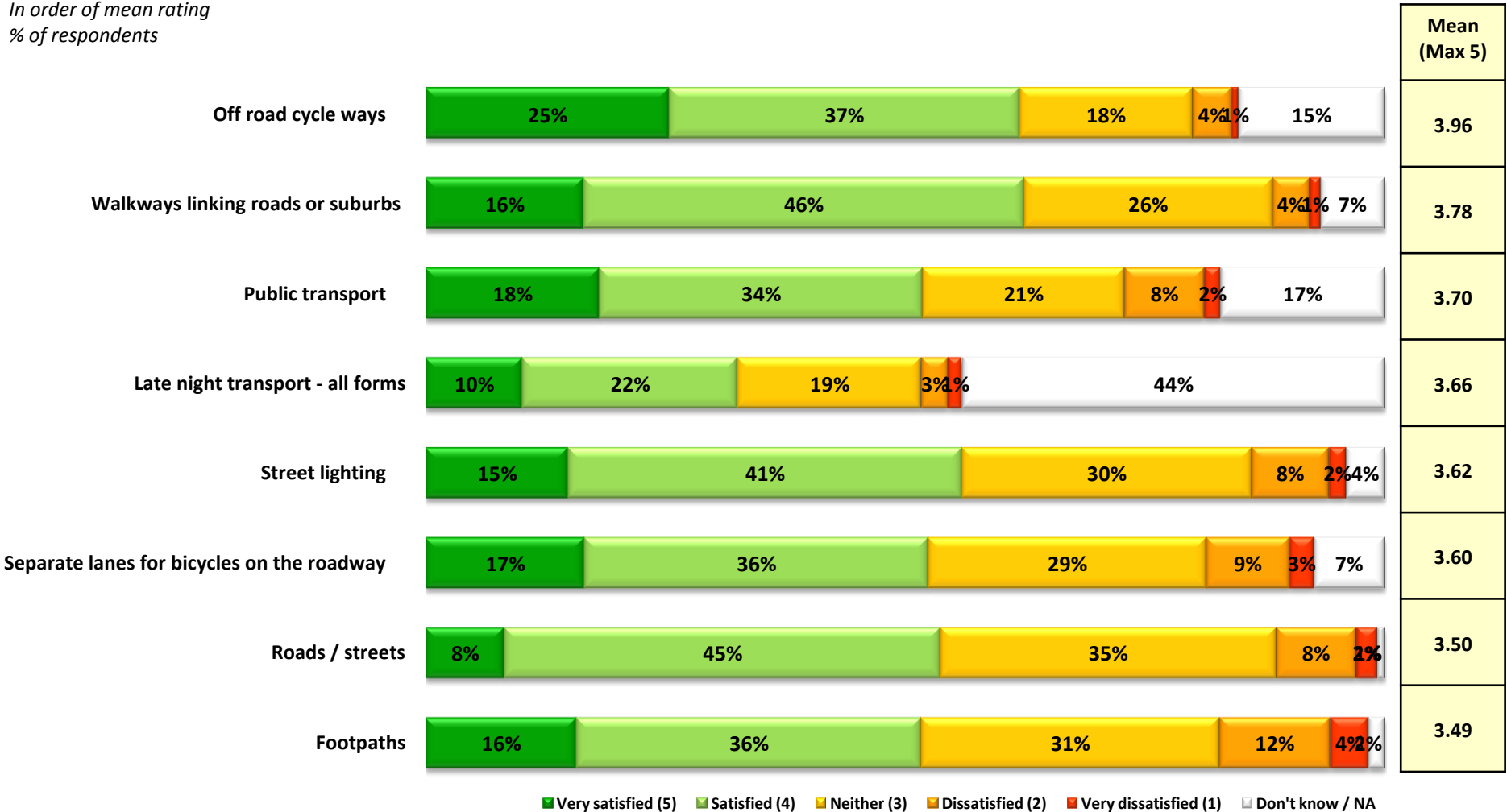


Q9 n=400

Satisfaction with the Transport Network

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

In order of mean rating
% of respondents



In regard to transport network activities, on average, respondents were most satisfied with *Off road cycle ways* (with a mean rating of 3.96) and least satisfied with *Footpaths* (3.49).

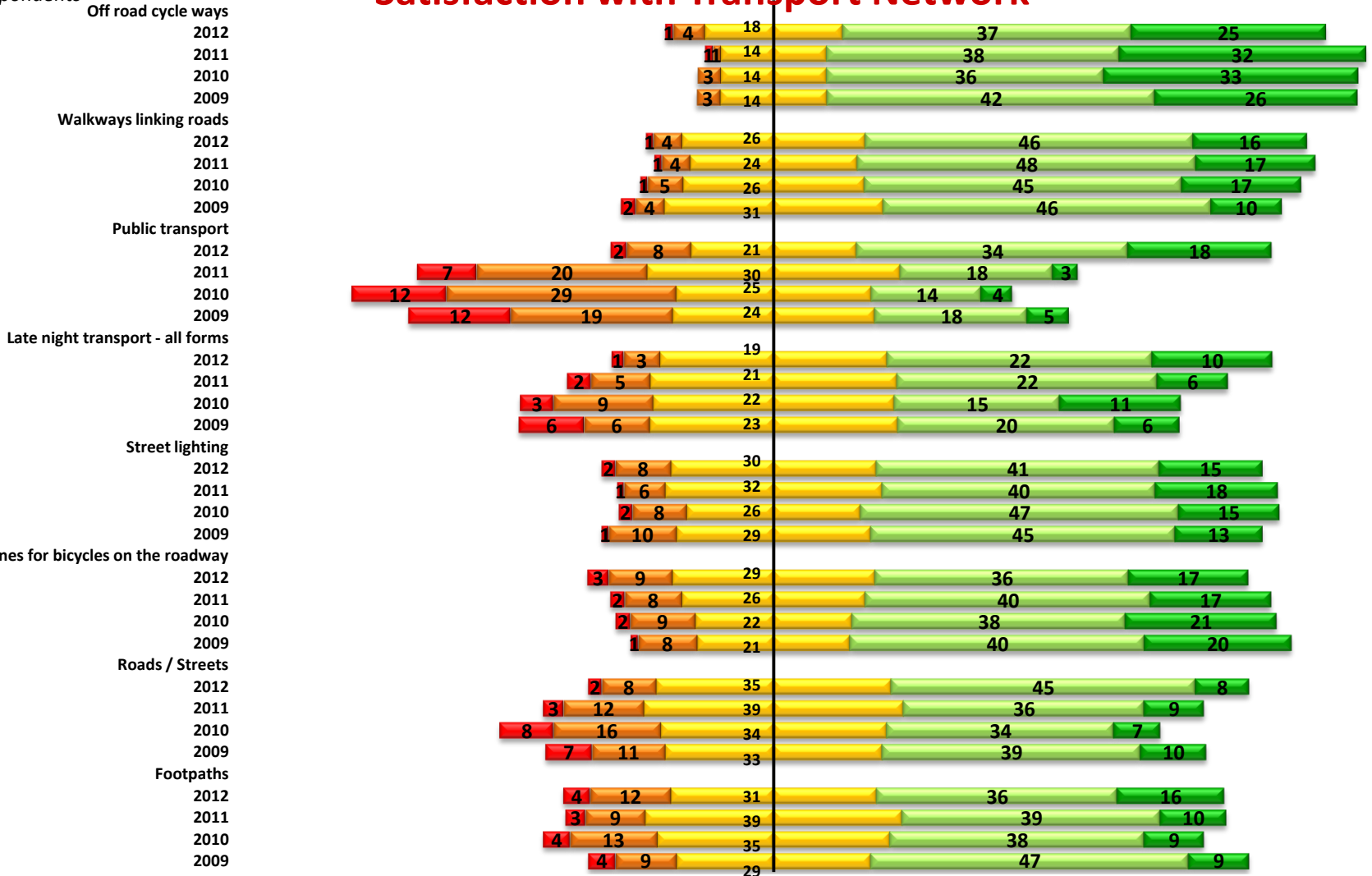


Q9 n=400

Comparison Over Time:

Satisfaction with Transport Network

In order of mean rating
% of respondents



In regard to transport network activities, satisfaction with *Public transport* increased significantly from 21% who were *Satisfied* or *Very satisfied* in 2011 compared with 52% in 2012.



Q9A, B, C

Reasons for Dissatisfaction (I)

Multiple responses allowed

% of respondents

= small base size

	2009	2010	2011	2012
<u>Roads and streets</u>	n=69	n=96	n=57	n=42
Average number of responses per respondent			1.5	1.3
Roads in poor condition	42%	60%	59%	56%
Too narrow	12%	11%	22%	6%
Roads too congested	26%	16%	17%	7%
Too dangerous	12%	9%	16%	10%
Other	49%	20%	43%	49%
<u>Footpaths</u>	n=53	n=68	n=47	n=62
Average number of responses per respondent			1.3	1.3
Footpaths in poor condition	70%	72%	78%	68%
Many areas are without footpaths	34%	31%	31%	19%
Other	23%	17%	22%	47%
<u>On road cycle lanes</u>	n=33	n=45	n=39	n=42
Average number of responses per respondent			2	1.5
Not safe	40%	46%	57%	35%
Need more cycle lanes	34%	25%	45%	32%
Not there when you need them	12%	16%	17%	5%
Not used enough	3%	9%	12%	5%
Shouldn't have cycle lanes	6%	7%	6%	7%
Cycle lanes are a waste of money	9%	7%	3%	7%
Broken glass	-	6%	2%	6%
Other	16%	39%	44%	58%

The Poor condition of Roads and Footpaths were the main reasons for dissatisfaction with these parts of the transport network.



Q9D, E, G

Reasons for Dissatisfaction (II)

Multiple responses allowed

= small base size

% of respondents

	2009	2010	2011	2012
<u>Off road cycle ways</u>	n=14	n=13	n=6	n=19
Average number of responses per respondent			1.3	1.2
<i>Need more cycle ways</i>	58%	61%	73%	32%
<i>Shouldn't have cycle ways</i>	8%	6%	13%	3%
<i>Broken glass</i>	-	6%	-	-
<i>Cycle lanes are a waste of money</i>	8%	-	-	17%
<i>Not used enough</i>	21%	-	-	-
<i>Other</i>	21%	47%	40%	48%
<u>Public transport</u>	n=121	n=159	n=105	n=40
Average number of responses per respondent			2.2	1.8
<i>Public Transport not frequent enough</i>	73%	70%	77%	36%
<i>Public Transport irregular</i>	46%	45%	48%	32%
<i>Increase coverage of Public Transport</i>	49%	54%	44%	54%
<i>Too expensive / should be cheaper</i>	17%	15%	22%	15%
<i>Doesn't run at night or weekends</i>	7%	16%	17%	16%
<i>Other</i>	2%	13%	17%	27%
<u>Street lighting</u>	n=44	n=36	n=28	n=39
Average number of responses per respondent			1.2	1.3
<i>Need more lighting</i>	80%	80%	85%	65%
<i>Too much in some places, too little in others</i>	29%	43%	27%	15%
<i>Other</i>	5%	3%	7%	51%

The desire for *Increased coverage of Public Transport* was given as the reason for dissatisfaction by over one half of respondents (54%). The *Need for more lighting* was given by almost two thirds of the respondents (65%) who were dissatisfied with *Street lighting*.



Q9F, H

Reasons for Dissatisfaction (III)

% of respondents
Multiple responses allowed
⚠ = small base size

	2009	2010	2011	2012
Late night transport	n=46 ⚠	n=45 ⚠	n=29 ⚠	n=16 ⚠
Average number of responses per respondent			2.1	1.4
Timing – not frequent enough	46%	42%	72%	24%
Route very limited (that is, between Nelson-Richmond only)	49%	26%	29%	13%
Doesn't run every night	10%	17%	22%	16%
Start and finish times too late / early	9%	15%	21%	10%
Doesn't go where I need it to	29%	22%	17%	15%
Too expensive / should be cheaper	14%	12%	9%	-
Other	12%	2%	37%	63%
Walkways	n=24 ⚠	n=22 ⚠	n=18 ⚠	n=20 ⚠
Average number of responses per respondent			1.4	1.5
Poor / inadequate lighting	62%	41%	33%	8%
Need more	37%	31%	27%	30%
Unsafe	-	25%	24%	23%
Poor condition	-	14%	20%	17%
Not where I need them	4%	33%	12%	26%
Vandalism	-	4%	5%	4%
Other	15%	3%	20%	37%

Reasons for dissatisfaction were varied for the small groups who were dissatisfied with *Late night transport* and *Walkways*.

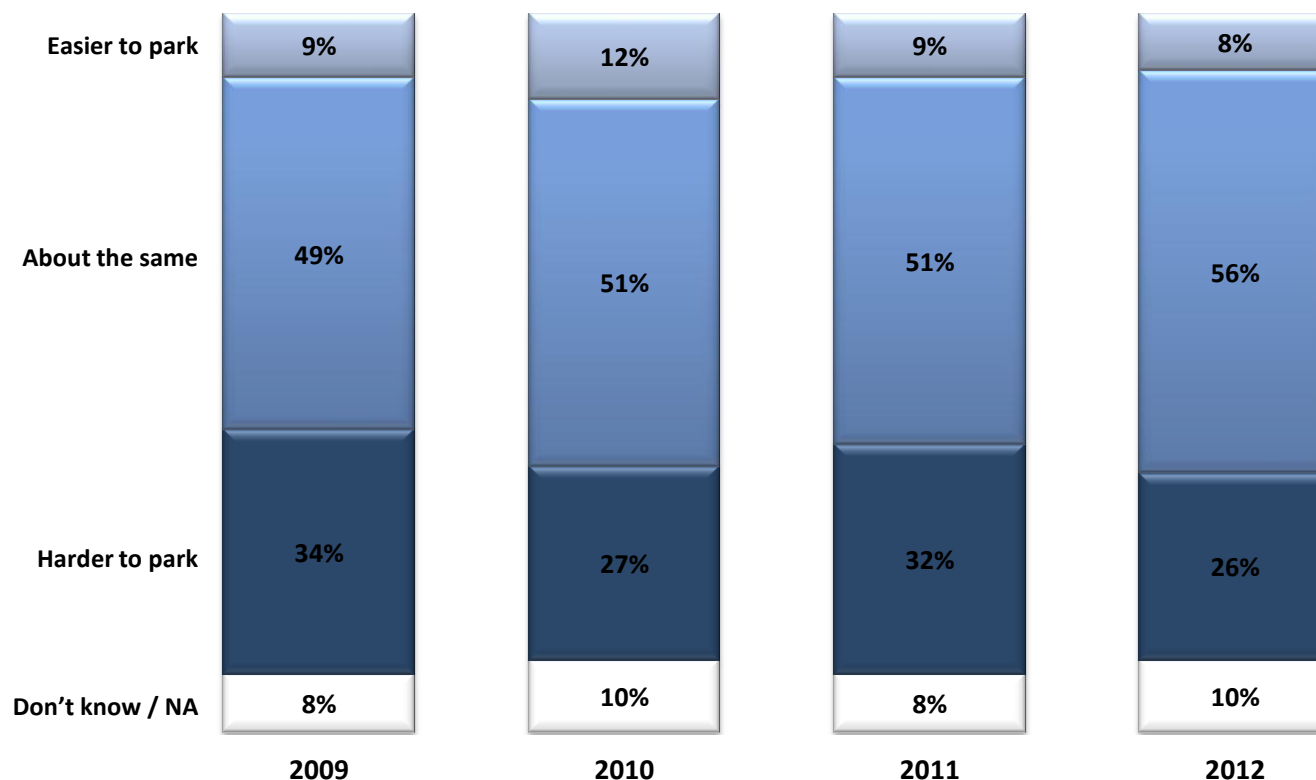


Q10 n=400

Comparison Over Time: Parking in the central city

% of respondents

Thinking about parking in the central city; compared with 12 months ago, would you say that it is...?



There were fewer respondents who stated that it was *Harder to park* in the central city in 2012 (26%) compared with 2011 (32%). The majority of respondents said that it was *About the same* (56%).



Q11 n=400

Comparison Over Time: Cycling

Do you cycle in Nelson?

% of respondents



Almost one half of respondents (45%) cycled in Nelson in 2012 compared with over one half (55%) who cycled in 2011.



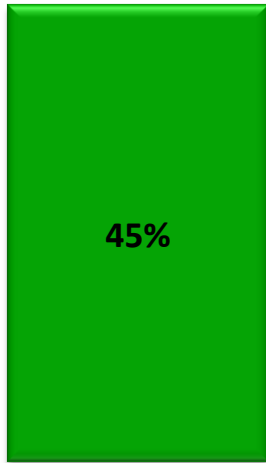
Q11, Q9C, Q9D & Q12A

n=181

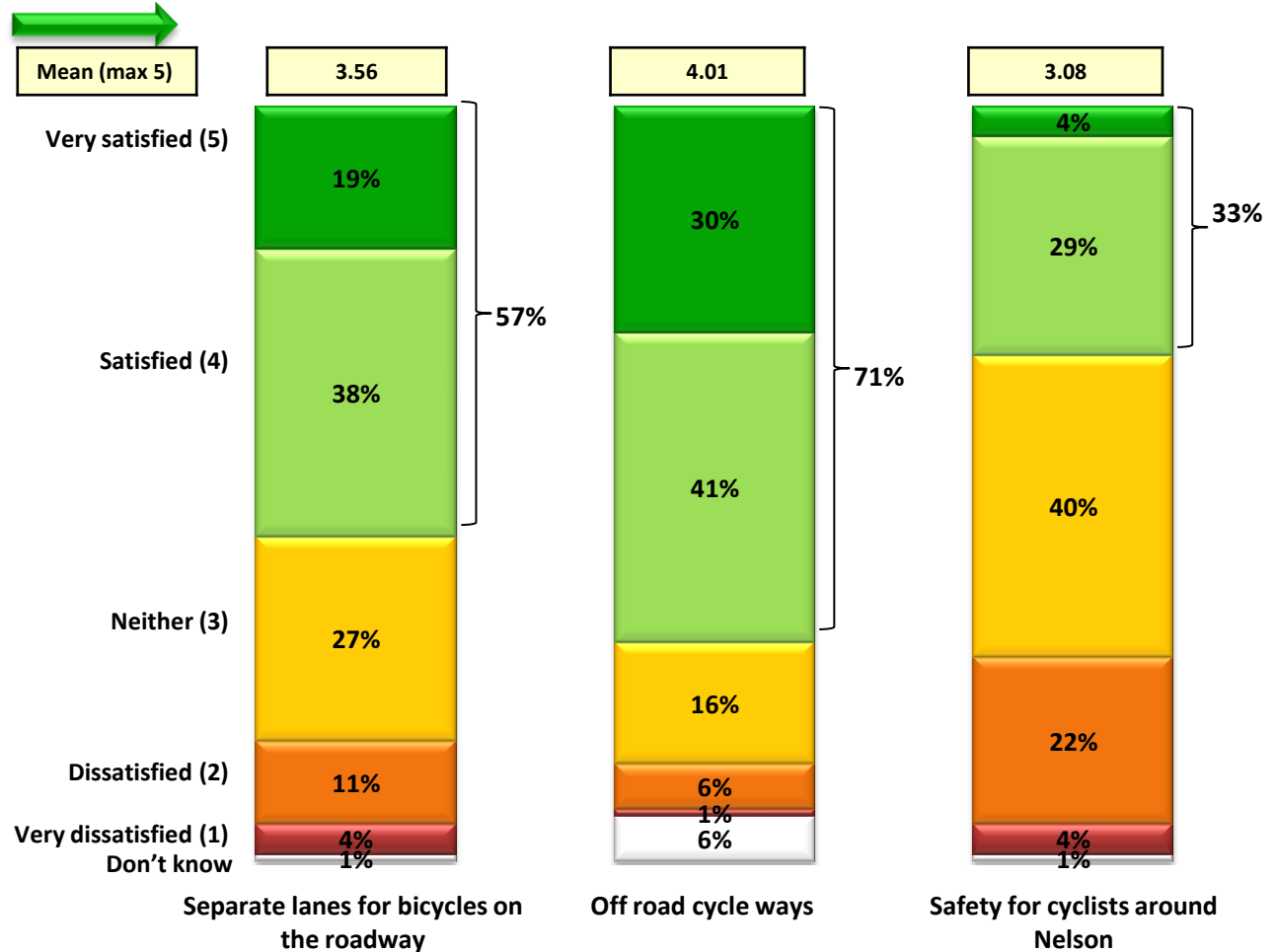
Cycling (II)

How satisfied are you with ...?

Do you cycle in Nelson? (% Yes)



2012



The majority of respondents who cycled in Nelson were satisfied with *Separate lanes for bicycles on the roadway* (57% were *Satisfied* or *Very satisfied*) and *Off road cycle ways* (71% were *Satisfied* or *Very satisfied*). However, over one quarter (26%) were *Dissatisfied* or *Very dissatisfied* with *Safety for cyclists around Nelson*.



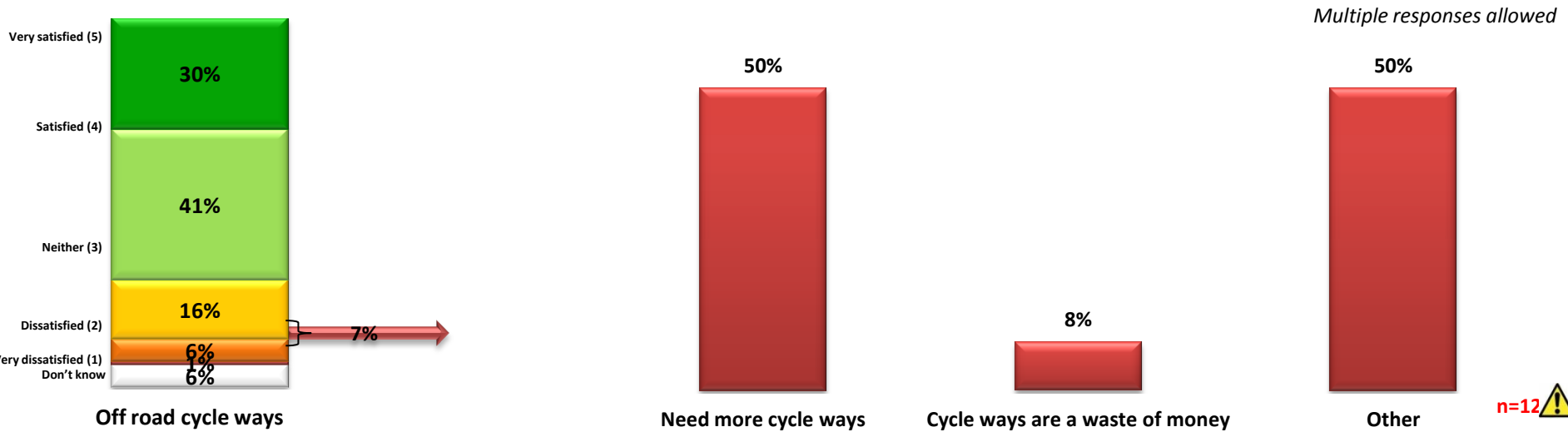
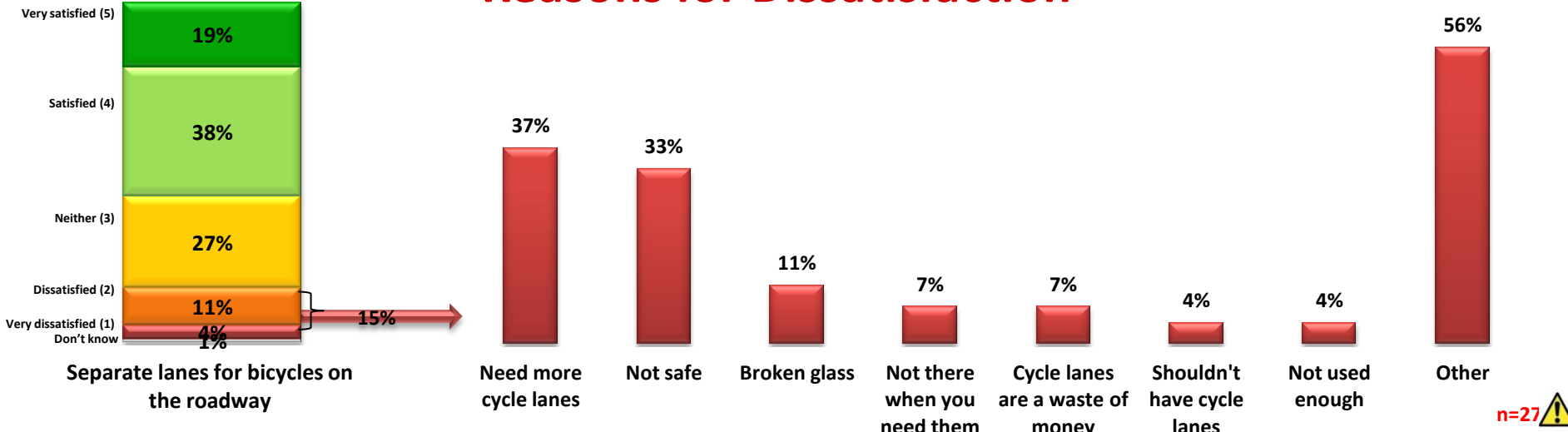
Q11, Q9C & Q9D

Cycling (III)

Reasons for Dissatisfaction

Multiple responses allowed

% of respondents
= small base size



In addition to *Needing more cycle ways / lanes*, the *Safety of cycle lanes* is another main reason for dissatisfaction.



Q12

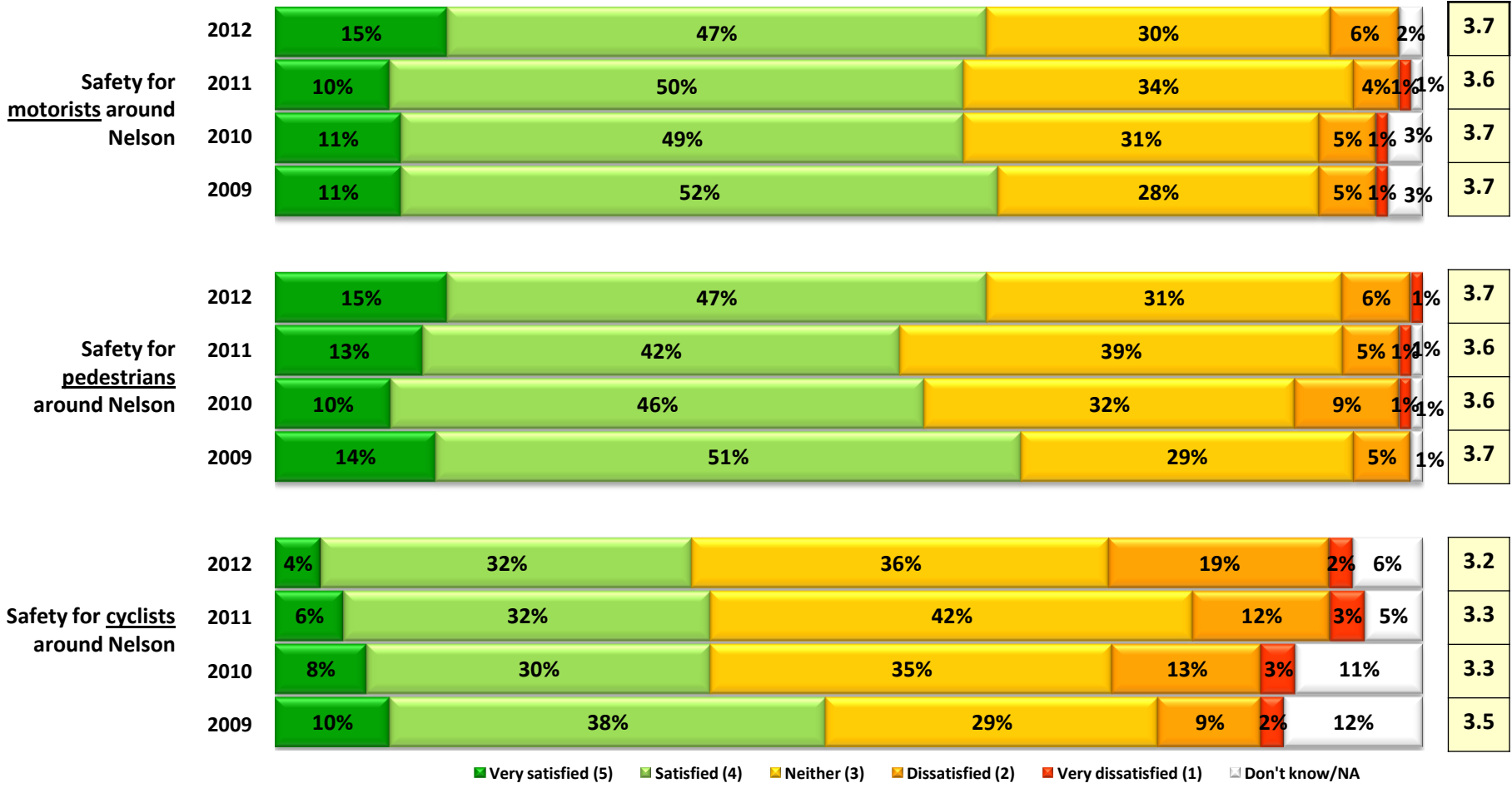
n=400

Perceptions of Safety

Thinking about the transport safety services offered by Nelson City Council, how satisfied are you with the following?

In order of mean rating
% of respondents

Mean rating
(max 5)



On average, respondents were less satisfied with *Safety for cyclists around Nelson* (with a mean rating of 3.2) than *Safety for pedestrians* (3.7) and *motorists around Nelson* (3.7). *Safety for cyclists around Nelson* tends to be declining over time.

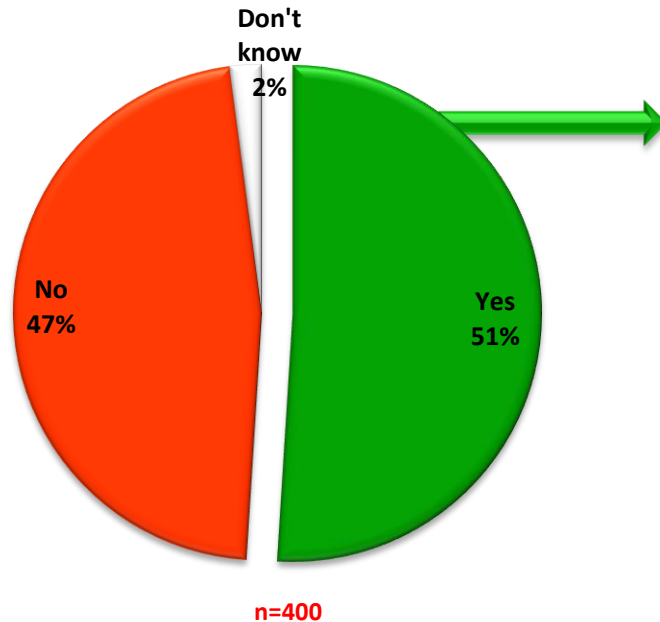


Customer Service

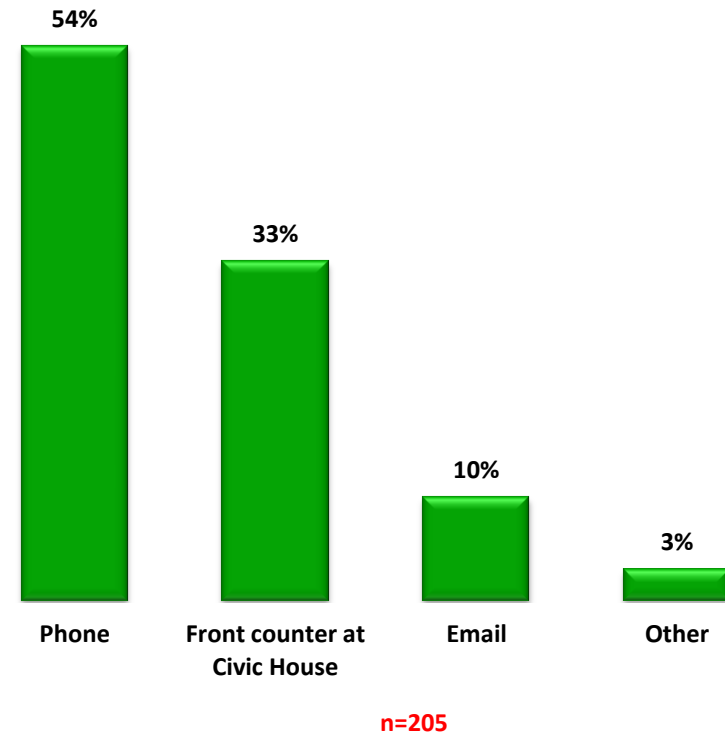
Contact with the Council (I)

% of respondents

Have you made contact with the Council in the last year?



Thinking of your most recent contact, how did you initially make contact with the Council?



Of the respondents who had made contact with the Council in the last year (51%), over one half (54%) made contact by *Phone* and one third (33%) made contact at the *Front counter at Civic House*.



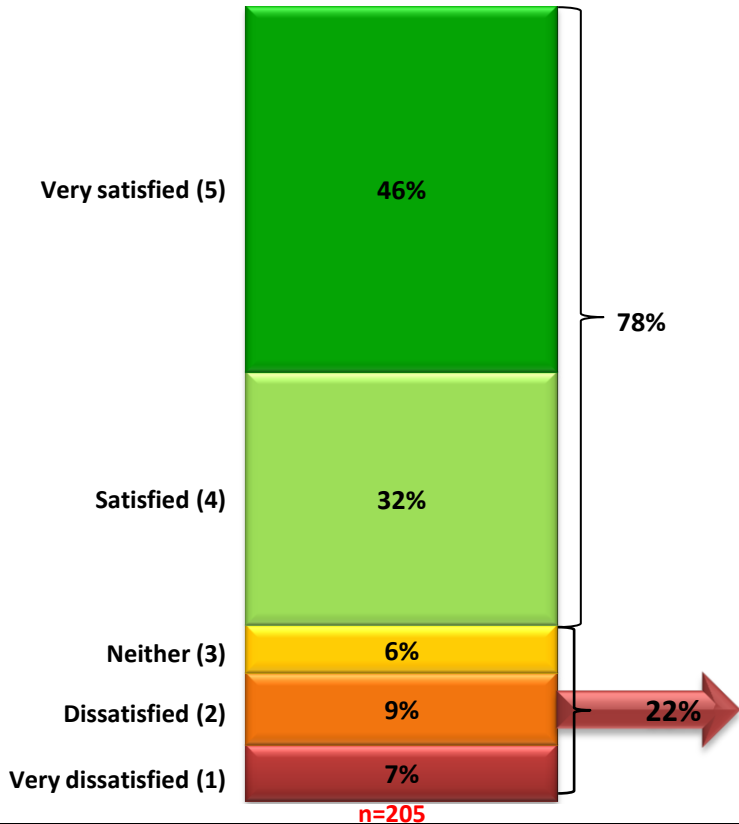
Q15 & Q15A

Contact with the Council (II)

% of respondents
= small base size

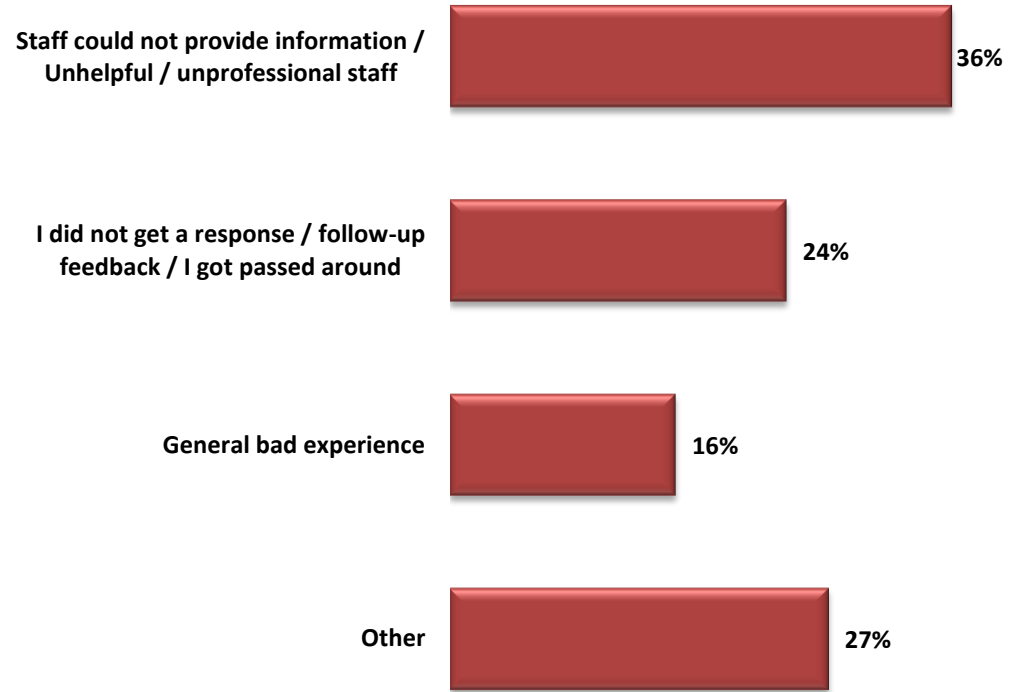
How satisfied were you with the way your enquiry was handled?

Mean rating (Max 5)	4.0
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n=205

Reasons for dissatisfaction



n=45

Multiple responses allowed

Of the respondents who had made contact with the Council in the last year, over one in five (22%) were not satisfied (Neither, Dissatisfied or Very dissatisfied) with the way their enquiry was handled, mainly because Staff could not provide information, were unhelpful or unprofessional.



Communication and Consultation

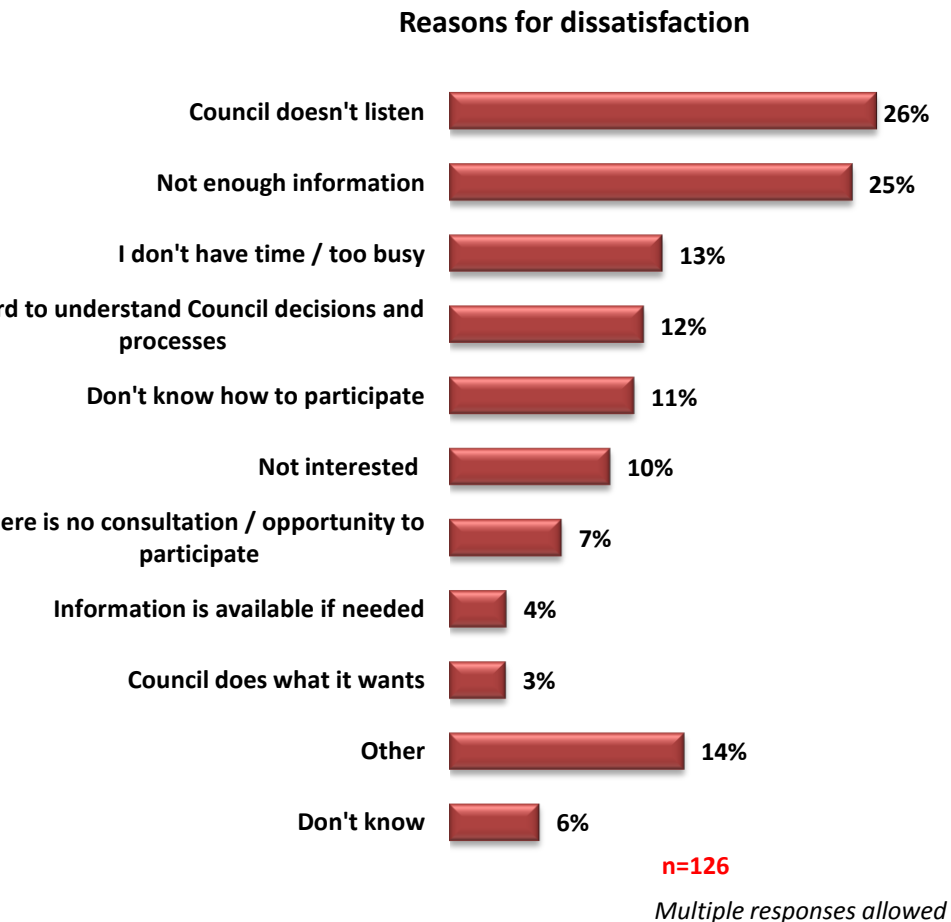
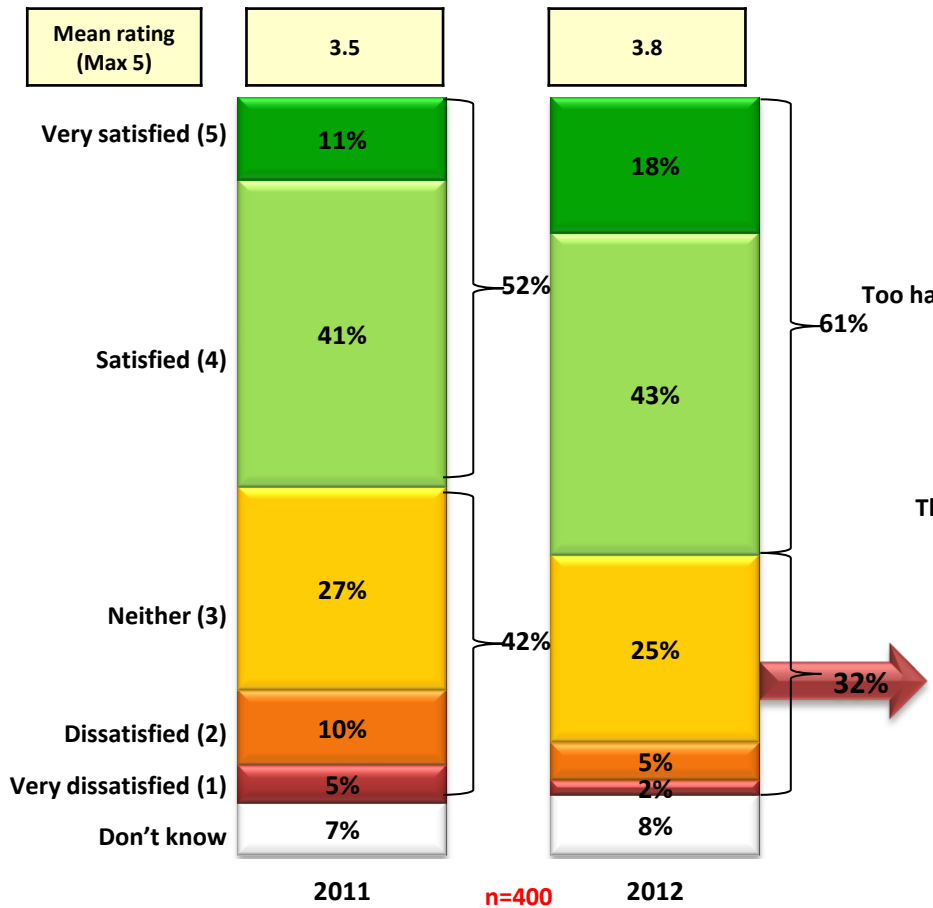


Q16 & Q16A

Opportunities to Take Part in Decision-Making

% of respondents

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



Almost one third of respondents (32%) in 2012 were not satisfied (Neither, Dissatisfied or Very dissatisfied) with the opportunities available to provide feedback and take part in Council decision-making.



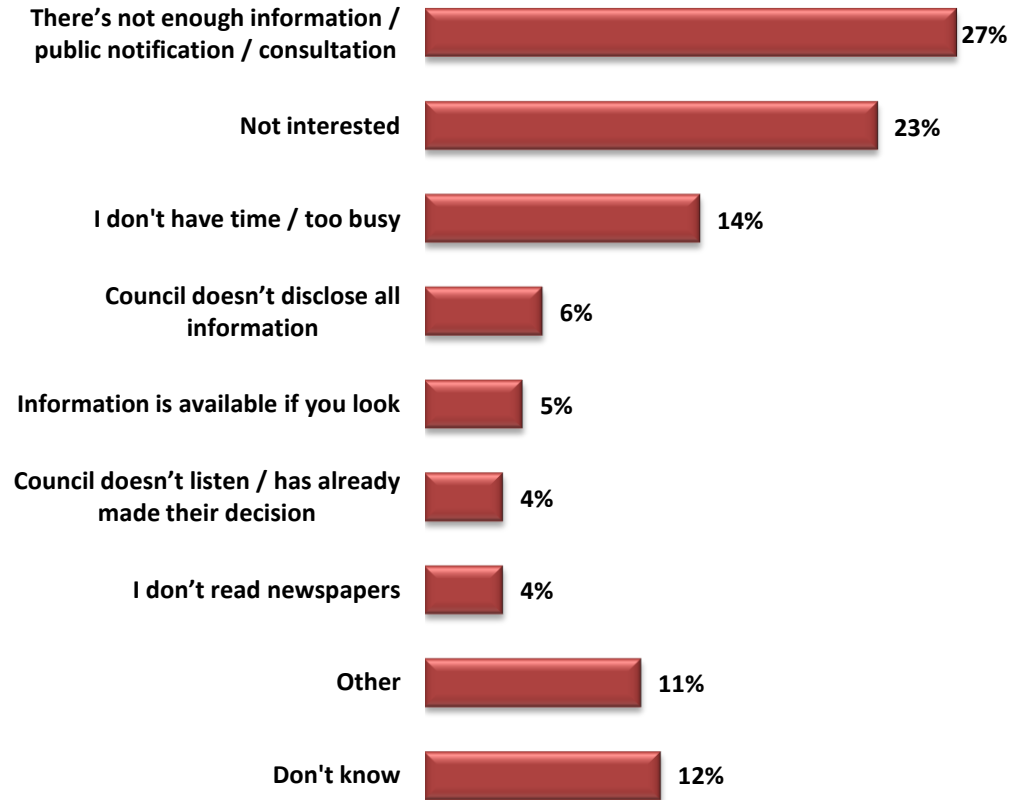
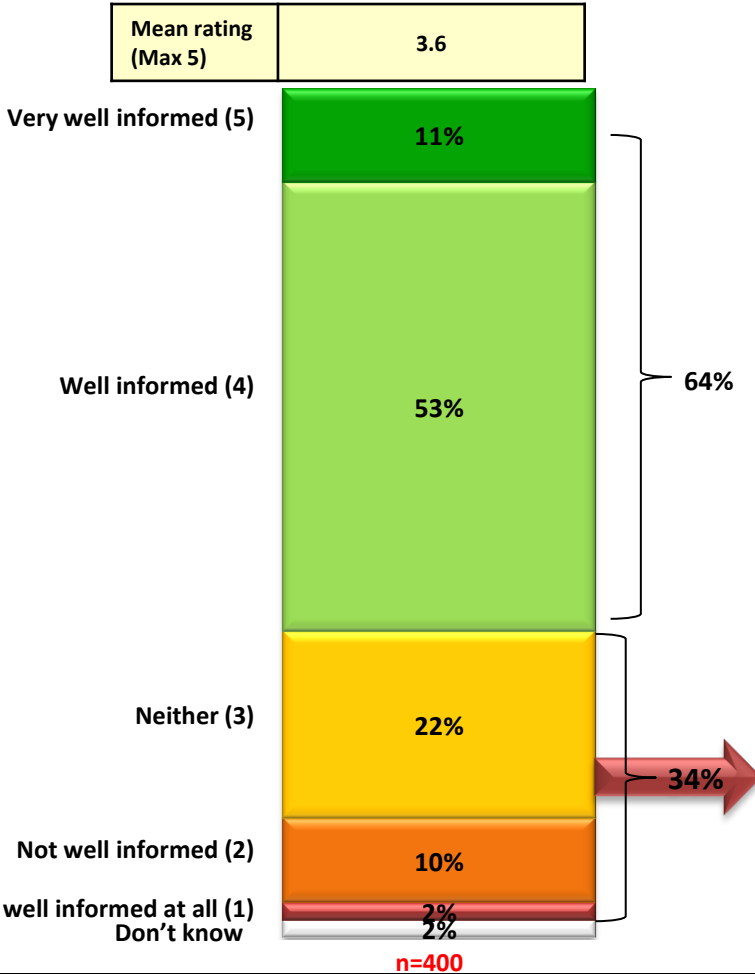
Q17 & Q17A

Council Information

% of respondents

How well informed do you feel about the Council and its services?

Why do you not feel very well informed?



n=137
Multiple responses allowed

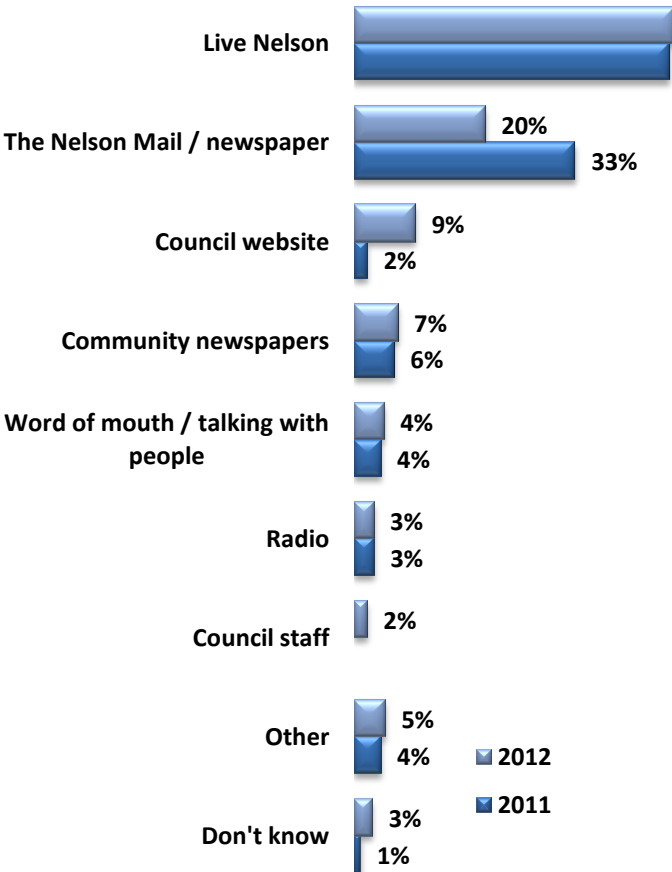
Over one third of respondents (34%) were not satisfied (*Neither, Dissatisfied or Very dissatisfied*) with how well informed they felt about the Council and its services. Of these respondents, over one quarter (27%) felt *There's not enough information*.



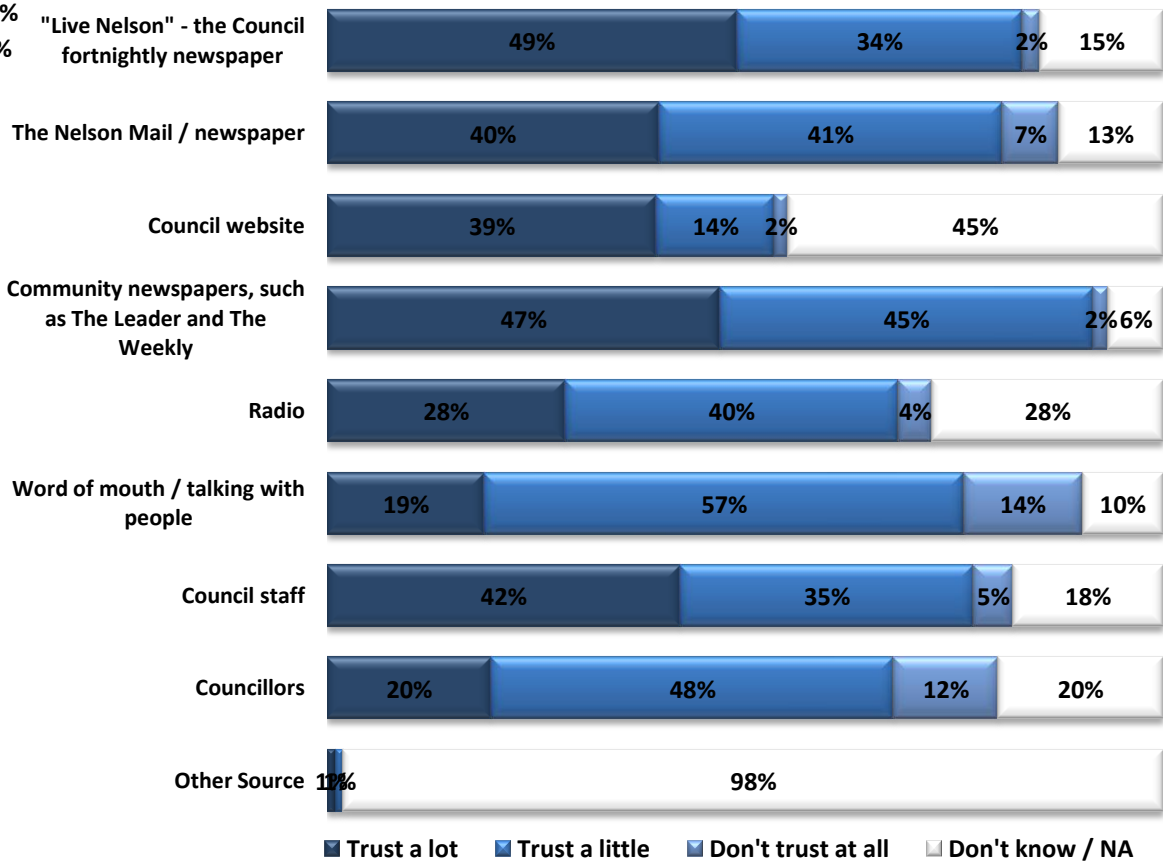
Sources of Information

% of respondents

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



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



Almost one half of respondents' main source of information on Council activities was *Live Nelson* (48%). *Live Nelson* and *Community newspapers* were amongst respondents' most trusted sources, while over one in ten respondents do not trust *Word of mouth / talking with people* (14%) and *Councillors* (12%) at all for information on Council activities.

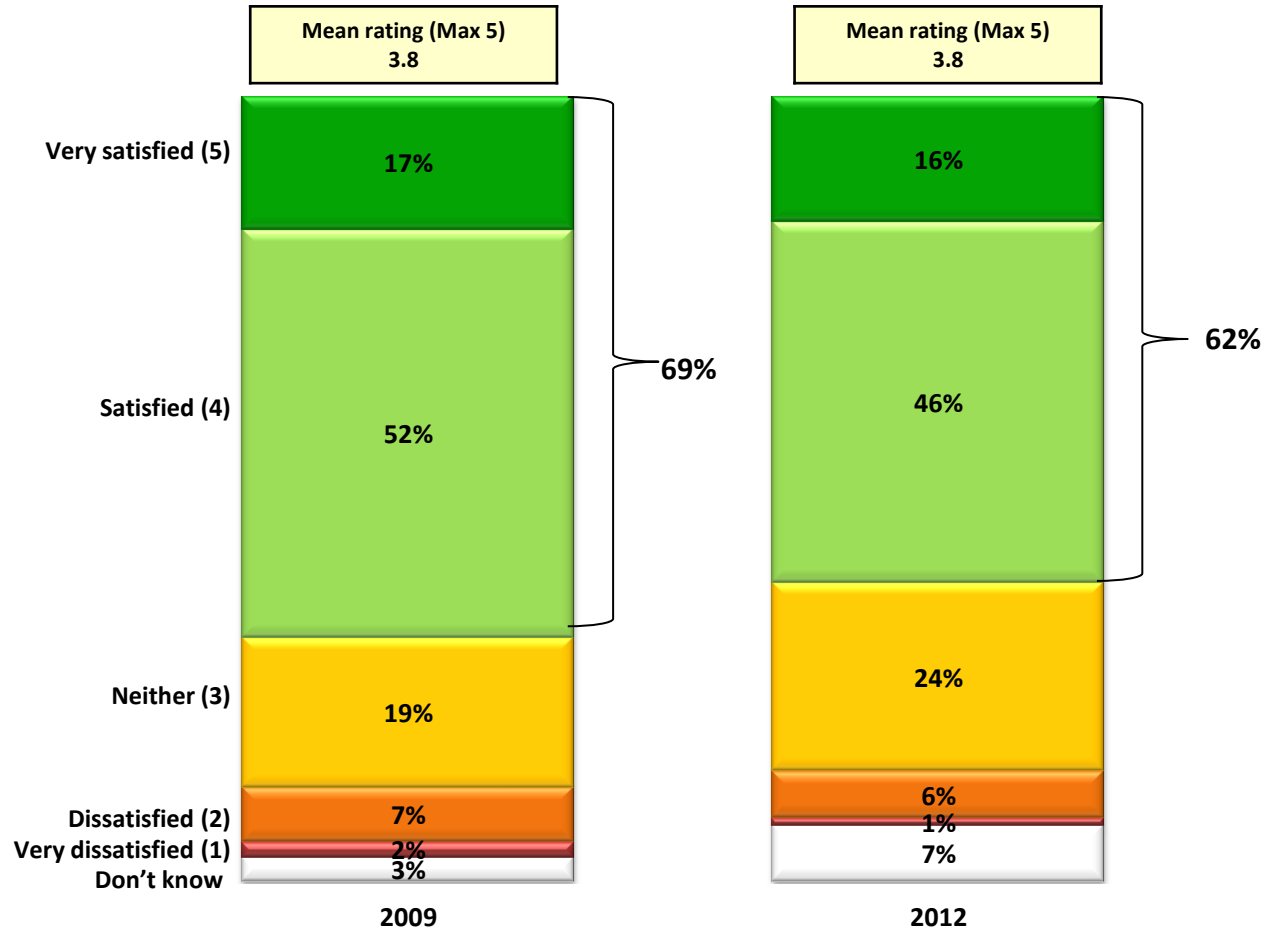


Q20 n=400

Nelsons Heritage

% of respondents

Nelson's Heritage Strategy aims to protect and preserve Nelson's heritage. How satisfied are you with how Nelson's heritage is protected?



The majority of respondents (62%) were satisfied (either *Satisfied* or *Very satisfied*) with how Nelson's heritage is protected.

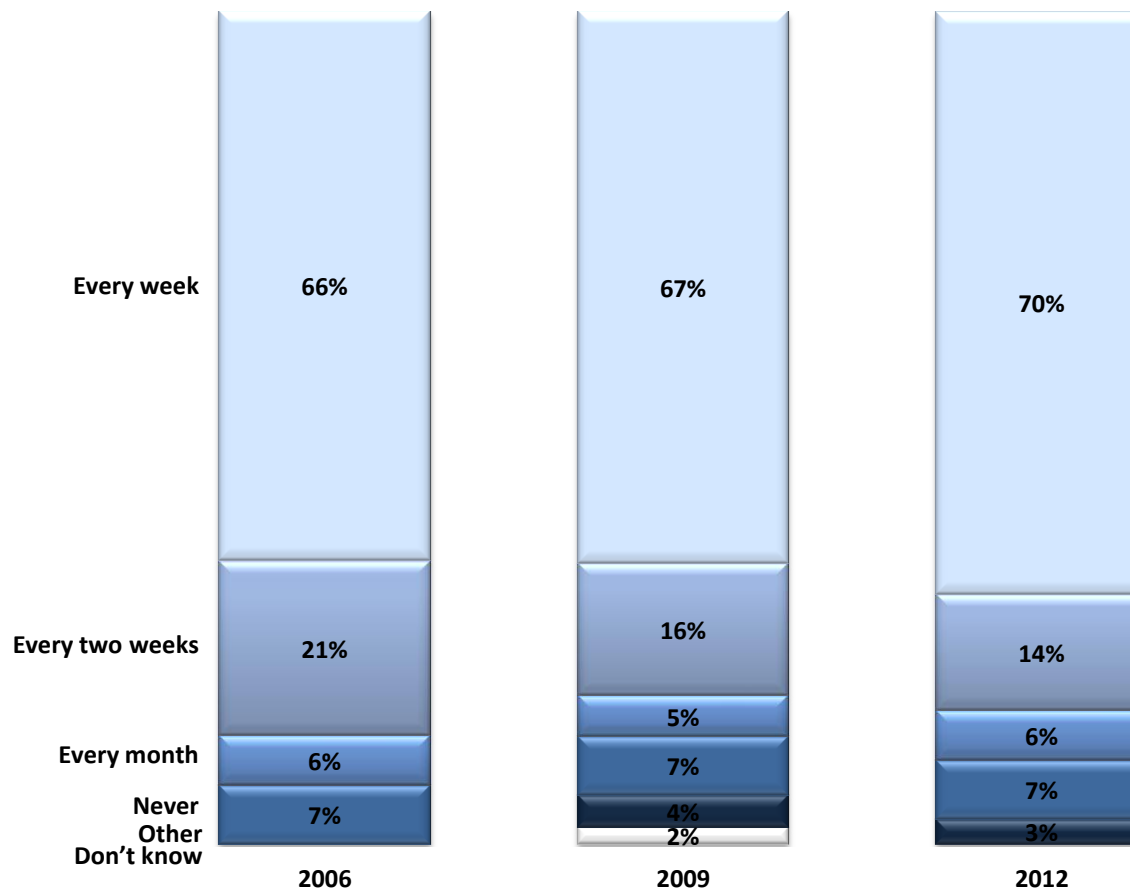


Q21 n=400

Recycling

% of respondents

How often do you put out your recycling?



The majority of respondents (70%) put out their recycling *Every week*, 14% *Every two weeks* and 6% *Every month*. Less than one in ten respondents (7%) *Never* put out recycling.



Overall Performance



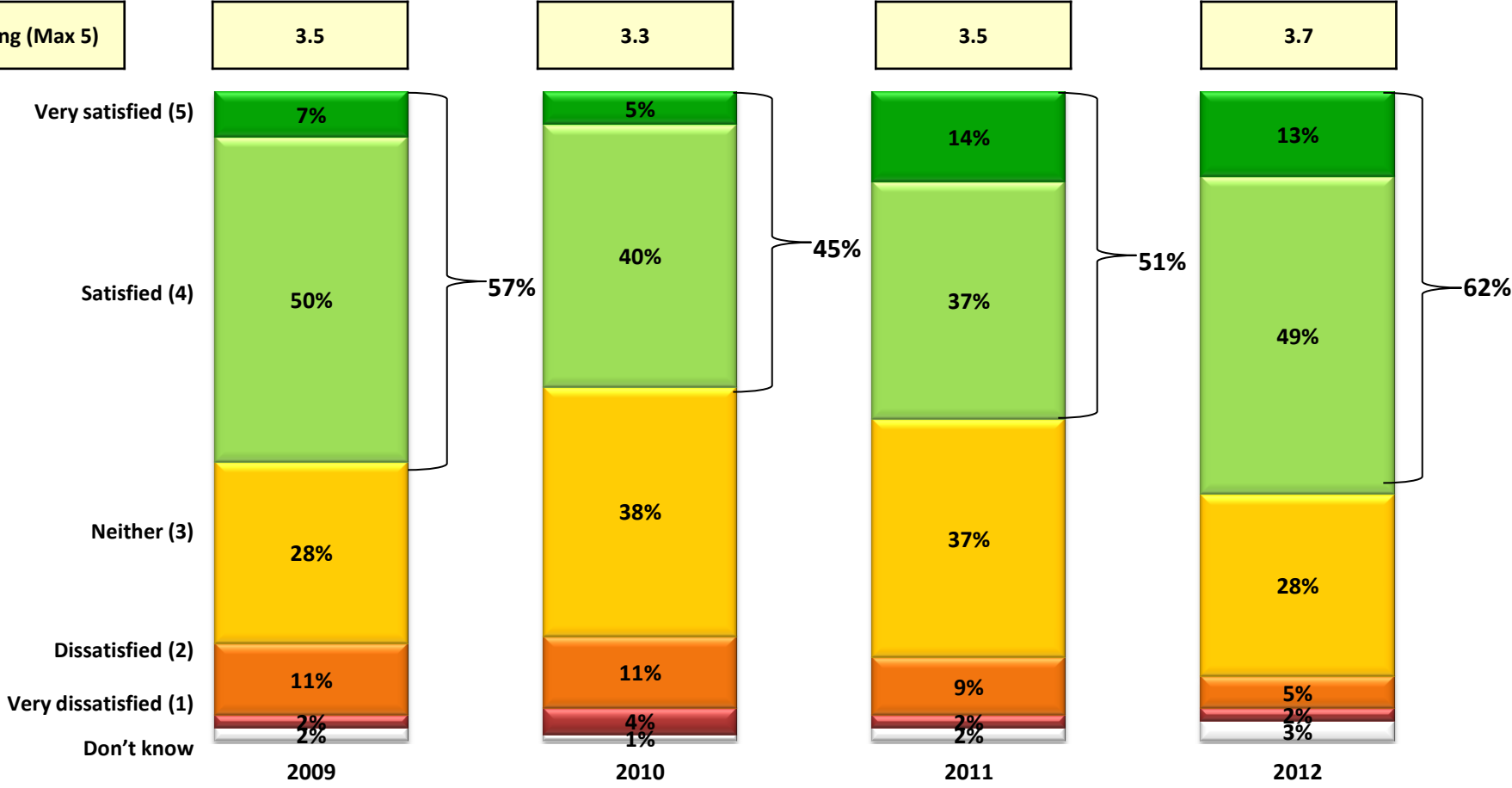
Q22 n=400

Comparison Over Time: Overall Council Performance

% of respondents

Thinking about everything Nelson City Council has done over the last year and what you have experienced of its services and facilities, how satisfied, or dissatisfied are you with its overall performance?

Mean Rating (Max 5)



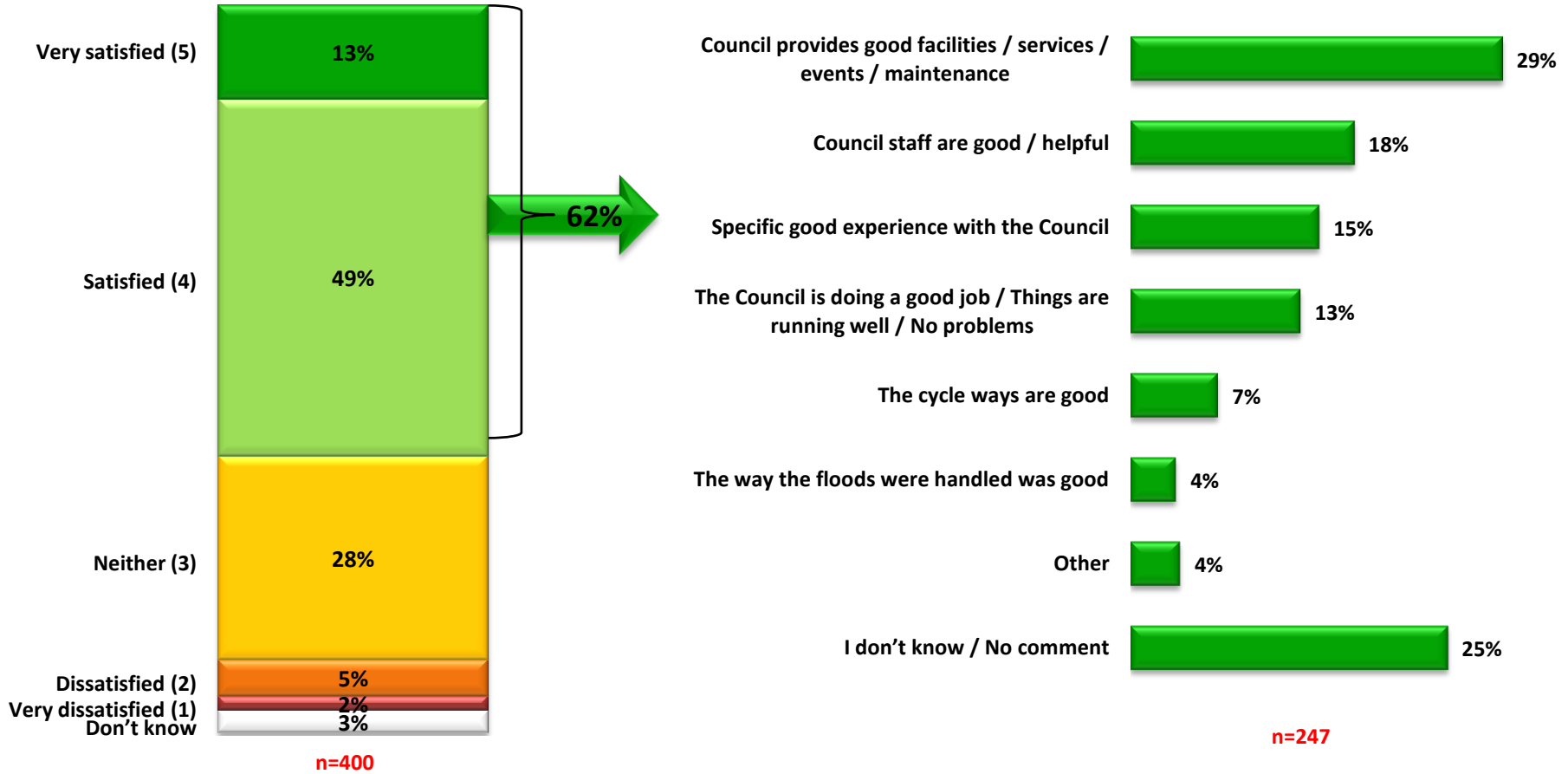
The number of respondents who were *Satisfied* or *Very satisfied* with the Council's overall performance was greater in 2012 (62%) compared with 2011 (51%).



Q22C

Overall Council Performance Reasons for Satisfaction (Very satisfied and Satisfied)

% of respondents



Multiple responses allowed

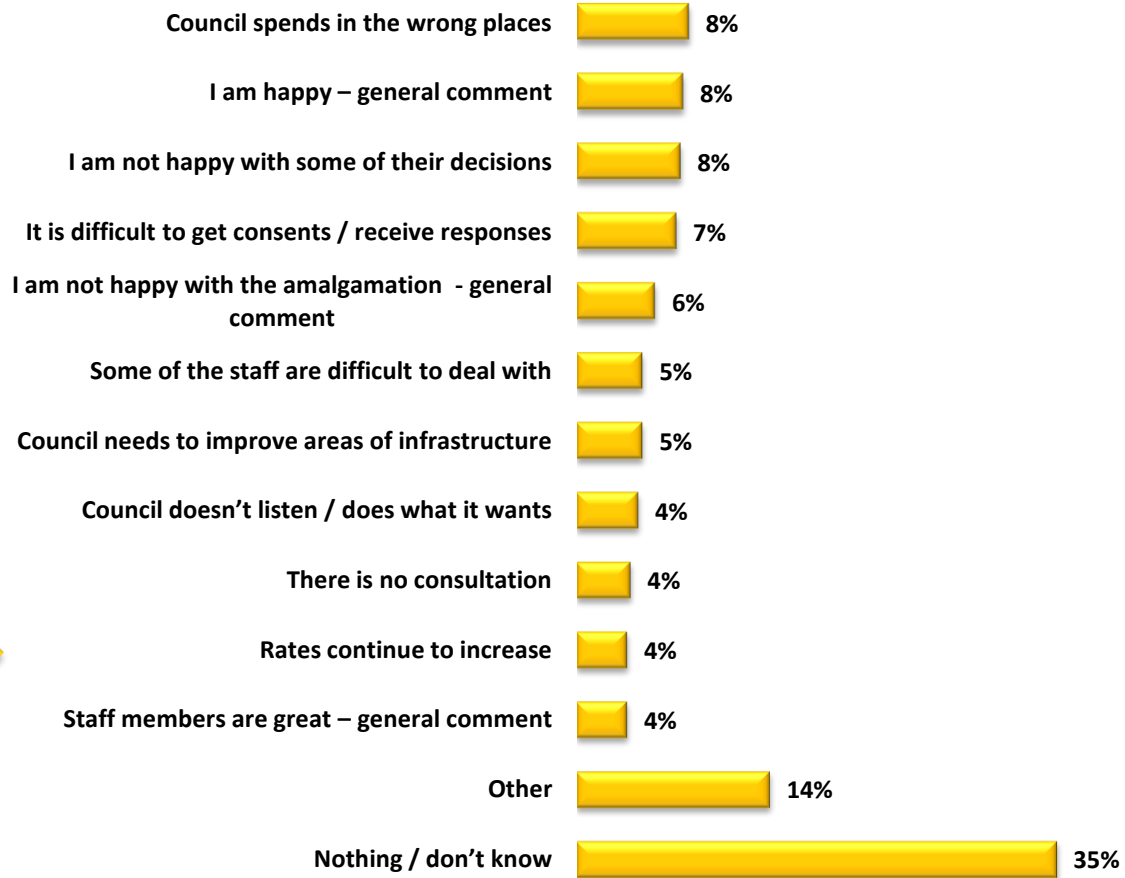
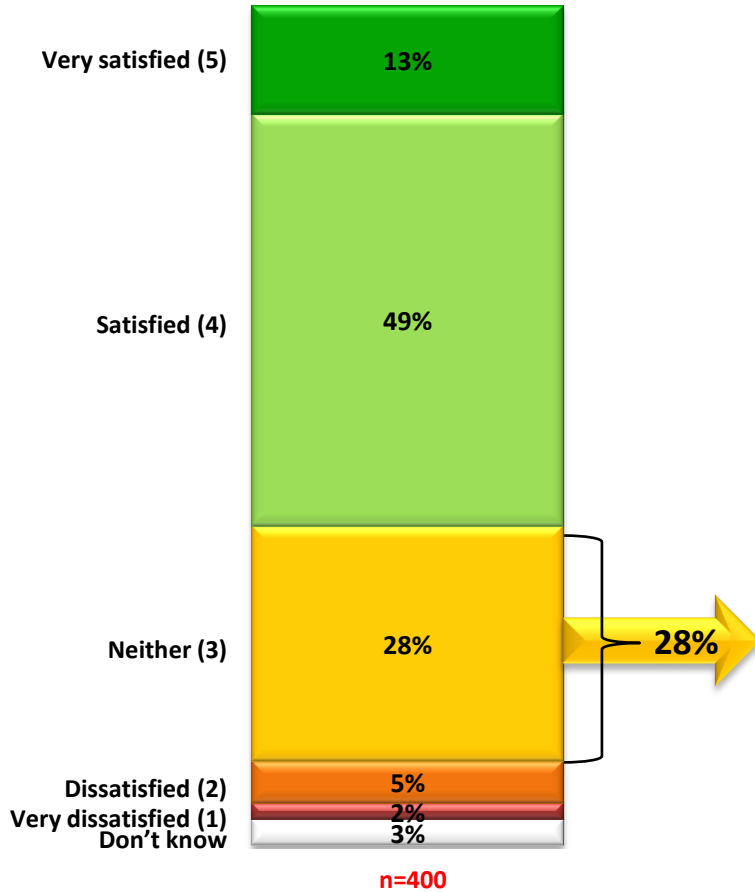
Of the 62% of respondents who were *Satisfied* or *Very satisfied* with Council's overall performance, almost three in ten (29%) stated that the *Council provides Good facilities, services, events and maintenance* as the reason for satisfaction.



Q22B

Overall Council Performance Reasons for Dissatisfaction (Neither)

% of respondents



Multiple responses allowed

Over one third (35%) of the respondents who were *Neither* satisfied nor *dissatisfied* with Council's overall performance (28%) had *Nothing* to say as a reason, while the remaining reasons varied from general comments to some specific issues.

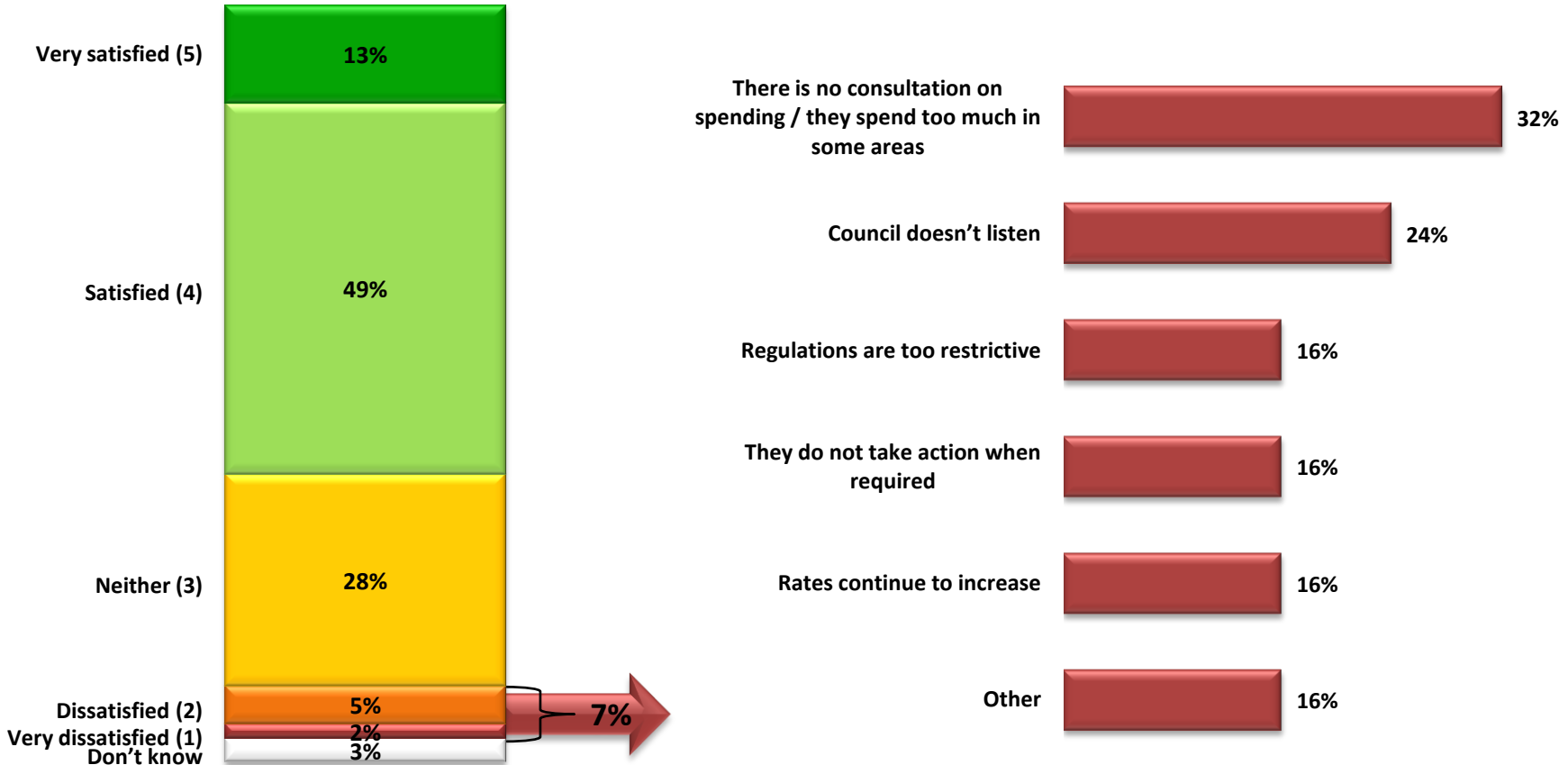


Q22A

Overall Council Performance

Reasons for Dissatisfaction (Very dissatisfied and Dissatisfied)

% of respondents
= small base size



n=25 Multiple responses allowed

No consultation on spending and spending too much in some areas were the most mentioned reasons for dissatisfaction with Council's overall performance.

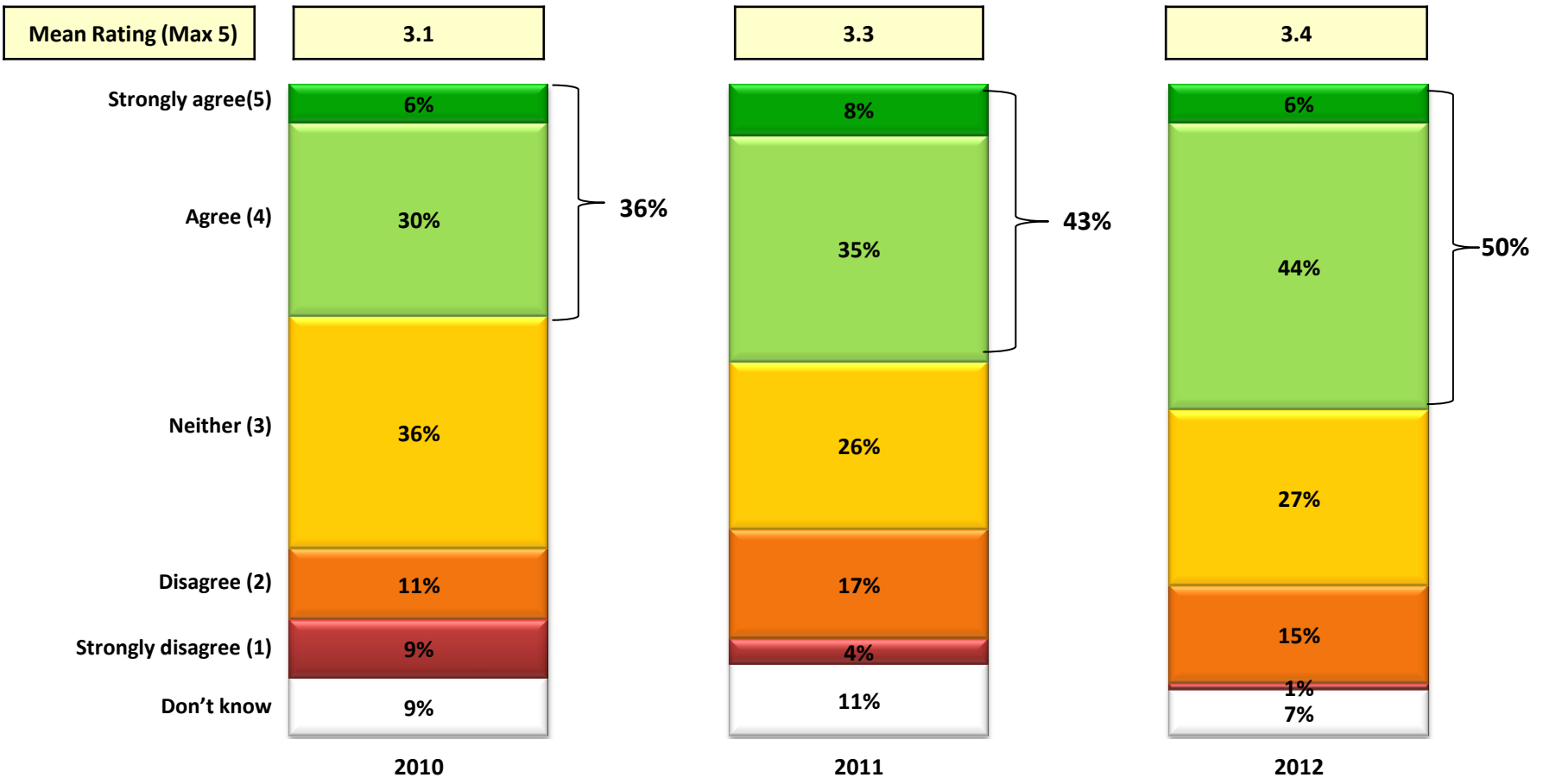


Q23 n=400

Comparison Over Time: Overall Value for Money

% of respondents

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



The number of respondents who *Agreed* or *Strongly agreed* that Council services and facilities are good value for money was greater in 2012 (50%) compared with 2011 (43%) and significantly greater than 2010 (36%).

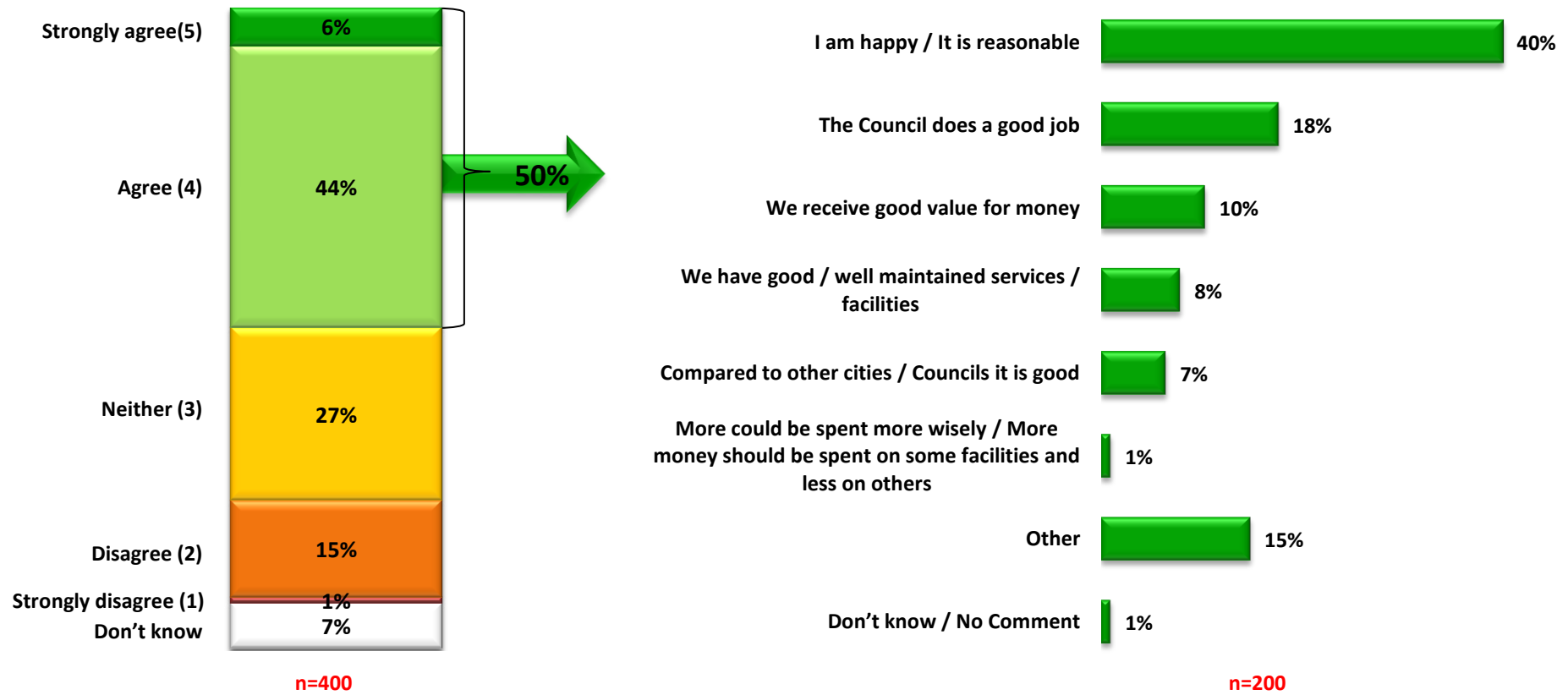


Q23A

Overall Value for Money

Reasons for Agreement (Strongly agree and Agree)

% of respondents



Multiple responses allowed

Of the 50% of respondents who Agreed or Strongly agreed that the Council's services and facilities were good value for money, four in ten (40%) stated that They were happy and it was reasonable.

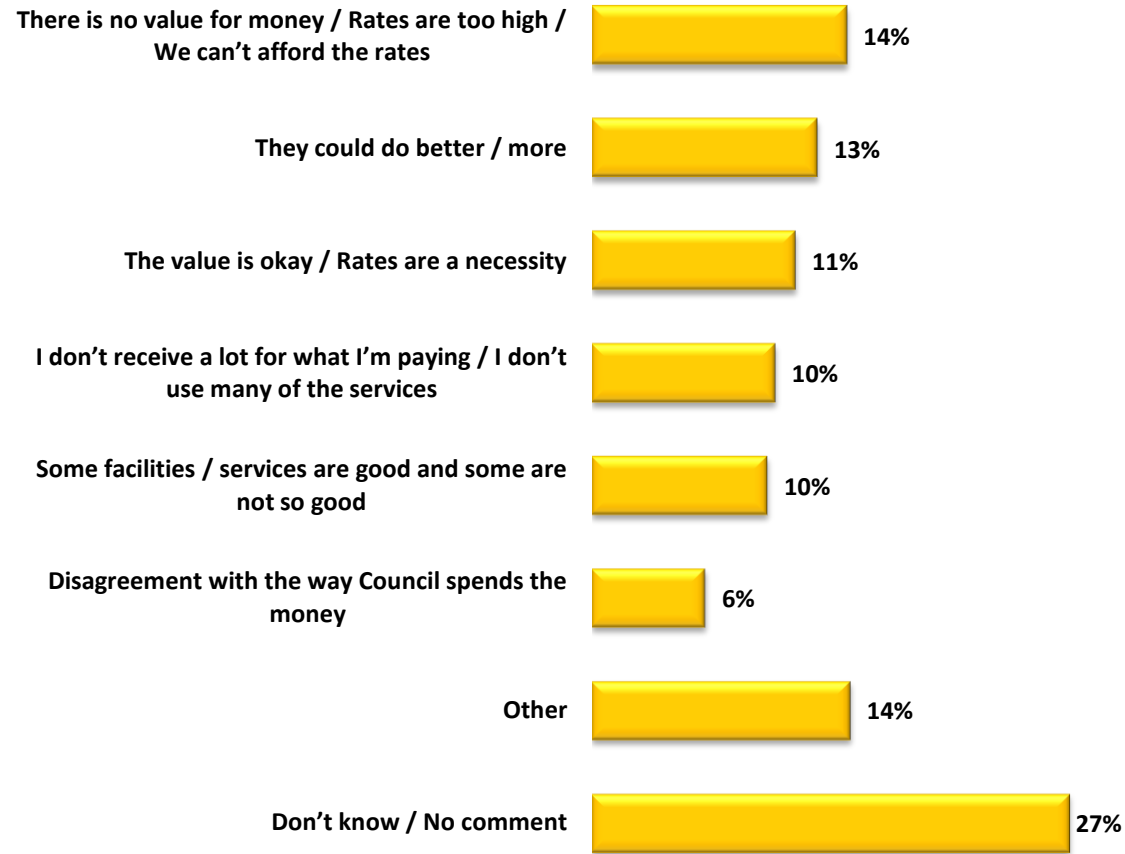
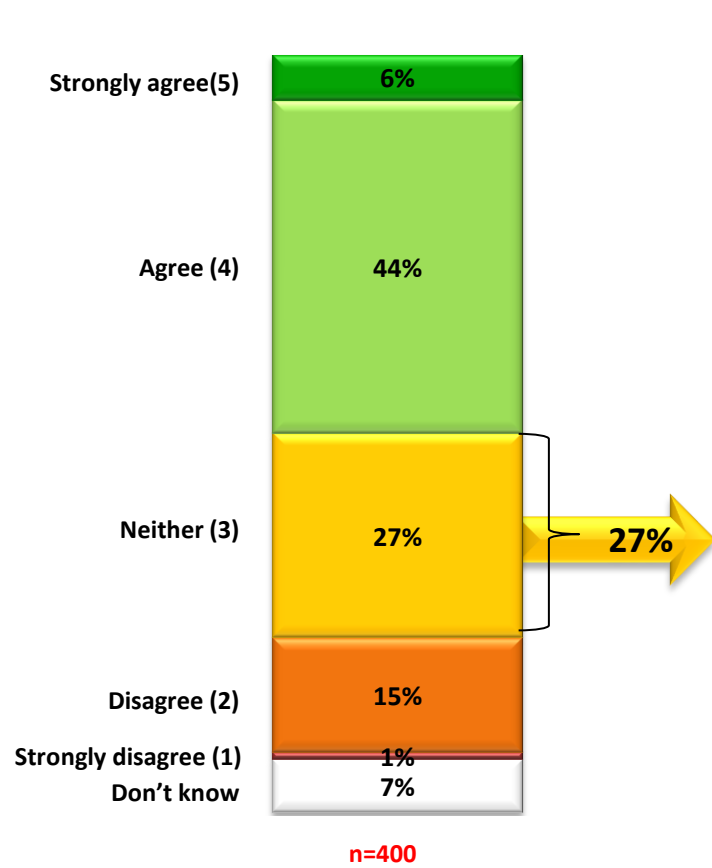


Q23A

Overall Value for Money

Reasons for Dissatisfaction (Neither)

% of respondents



Multiple responses allowed

Reasons varied for the 27% of respondents who Neither *agreed* or *disagreed* that the Council's services and facilities were good value for money.

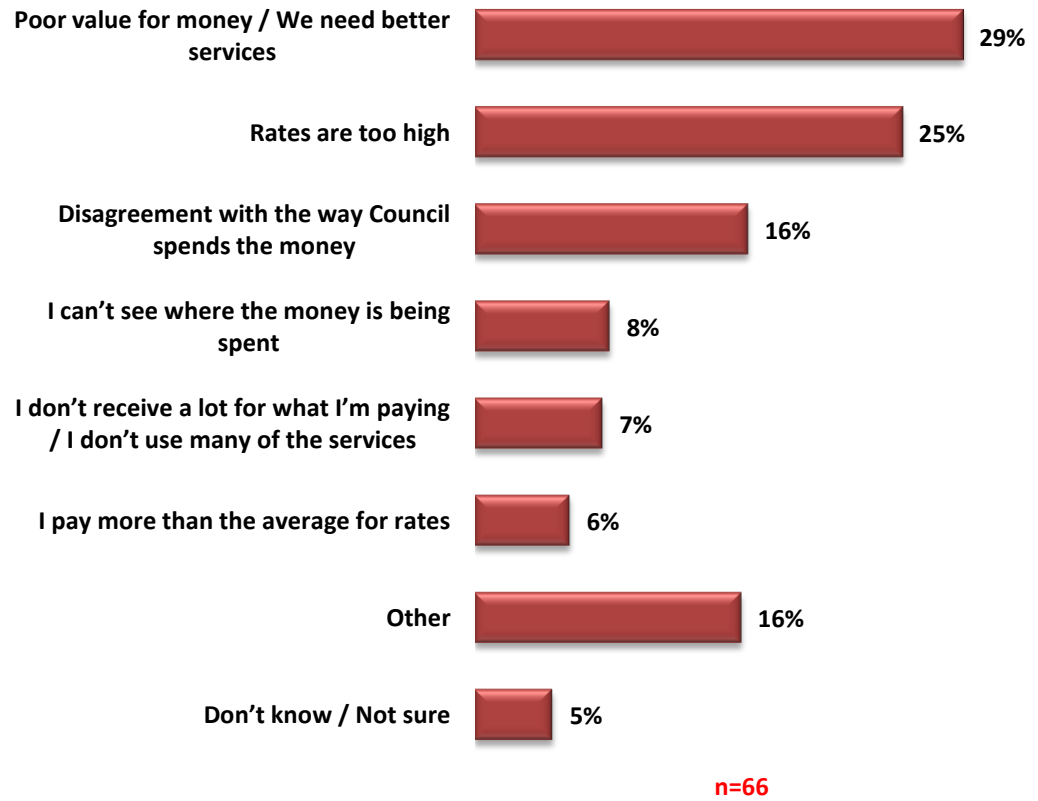
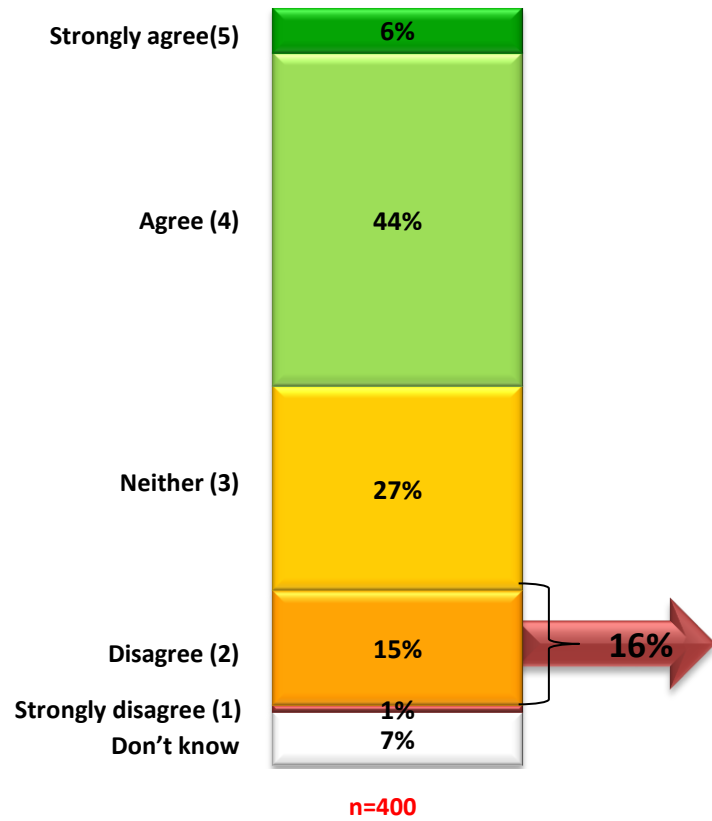


Q23A

Overall Value for Money

Reasons for Disagreement (Strongly disagree and Disagree)

% of respondents



Multiple responses allowed

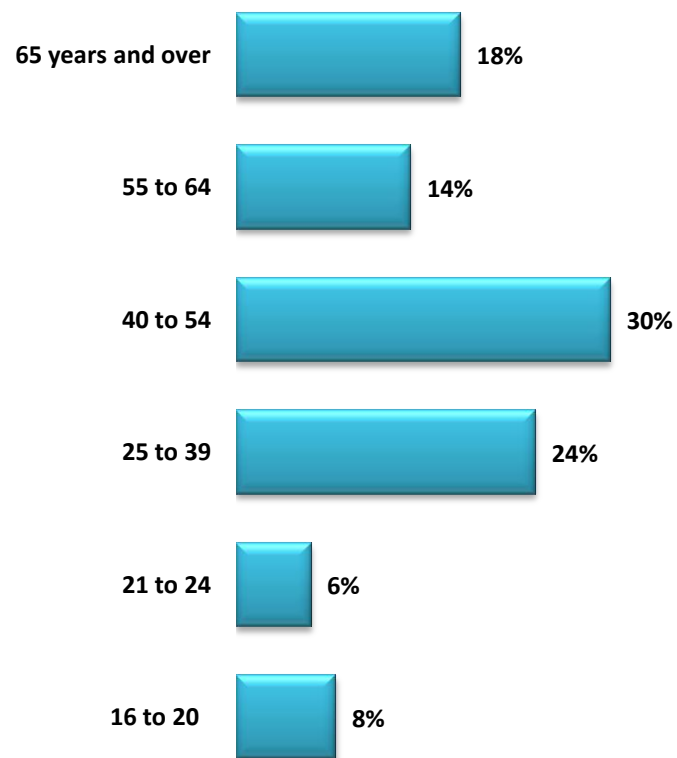
Respondents who *Disagreed* or *Strongly disagreed* (16%) that the Council's services and facilities were good value for money were most likely to mention the *Poor value for money and need for better services* (29%) and that *Rates were too high* (25%).



Demographics

n=400
% of respondents

Age



Gender

