



Nelson City Council Annual Residents' Survey 2022/2023



Table of Contents

Background, Objectives and Method	Page 3
Sample profile	Page 5
Executive summary	Page 6
Overall performance	Page 12
Importance and satisfaction of activities and services	Page 15
Consultation and engagement	Page 22
Council facilities	Page 26
Environment and climate change	Page 30
Transport	Page 35
Recycling services	Page 41

Background, Objectives and Method

Background

Nelson City Council has an ongoing need to measure how satisfied residents are with the services, facilities and resources they provide, and to prioritise improvement opportunities that will be valued by the community.

Research Objectives

- To assess satisfaction among residents in relation to the services, facilities and other activities provided by Council.
- To determine changes in performance relative to previous years in relation to key service deliverables.
- To assess Council's performance on communication and community engagement with residents.
- To identify and prioritise opportunities for improvement that would be valued by residents.

Methodology

- The methodology involve a postal to online survey. Invitation letters, containing an embedded link to an online survey is sent to a random selection of residents.
- Data collection was based on balancing the random selection to manage quota targets by geographic location, age and ethnicity. Post data collection, the sample was weighted so it is aligned with known population distributions for those aged 18 and over as contained in the Census 2018.
- In 2022/23 data collection took place in two waves, Wave 1 between 13 February and 12 March 2023, Wave 2 between 18 May and 18 June 2023.
- A total of n=720 responses have been received from the community over the two waves. A total of n=460 responses were selected based on the set quotas to ensure the representation across suburbs, ethnicities and age groups. At an aggregate level the sample has an expected 95% confidence interval (margin of error) of $\pm 4.55\%$.
- Unless indicated otherwise, all performance scores have been calculated including 'don't know' responses to be able to provide comparative historical data with the previous years.
- Results have been rounded to the nearest whole number. Where results measured on a 1-10 scale have been summarised into groups, the sum of these groups may result in a difference of plus or minus one percentage point.

Scale

Previous year surveys have used a 5-point scale with a don't know option when measuring satisfaction – Very dissatisfied, Dissatisfied, Neutral, Satisfied, Very satisfied. While proportions for each have been presented individually in the charts, total satisfaction was recorded as sum of Very satisfied and Satisfied.

In 2022/23 the new 10-point scale with a don't know option has been adopted to allow more granular results. The scale has been adopted to reflect same five points as in previous studies for comparability. The results have been grouped as follows: 1 and 2 as Very dissatisfied, 3 and 4 as Dissatisfied, 5 and 6 as Neutral, 7 and 8 as Satisfied, 9 and 10 as Very satisfied. A total satisfaction is recorded as a sum of Very satisfied and Satisfied (scores 7-10).

Significance testing

- The sample size of n=460 is accurate to a maximum margin of error of +/- 4.55% at the 95% confidence level. This means that if 50% of respondents stated they were satisfied with a Council facility, we can be 95% sure that between 45.45% and 54.55% of the entire Nelson City population also feel satisfied with that Council facility or service.
- Statistical significance testing helps quantify whether a result is likely due to chance or to some factor of interest. Where statistical significance is identified it indicates that an observed relationship is unlikely to be due to chance.
- Significant differences between 2022/23 and 2021/2022 were tested manually as the raw data for previous years was not available.
- Significant differences between geographic locations, age groups and ethnicities were marked where relevant within same year period.
- Arrows indicate statistical significance between the reporting periods, while colour is used to mark statistical significance for the same reporting period (2022/23) between different demographics.

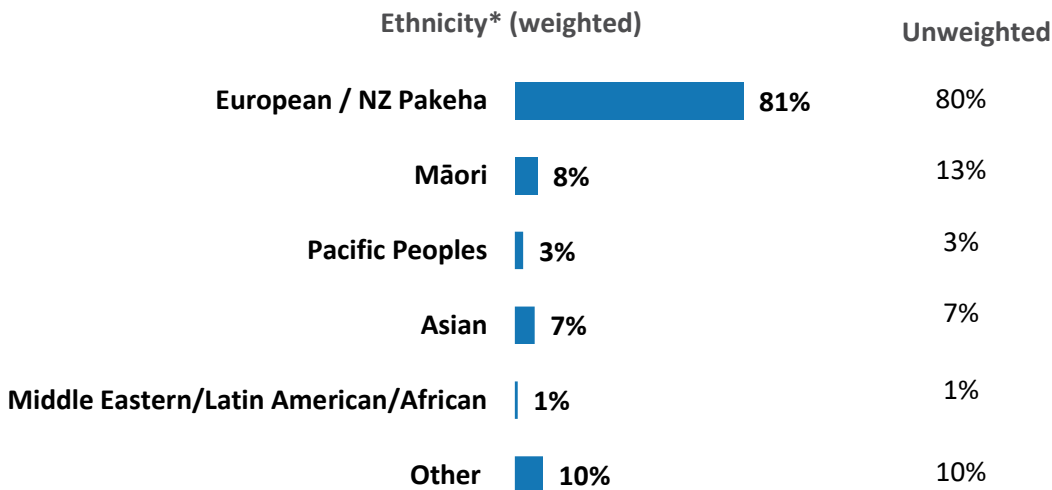
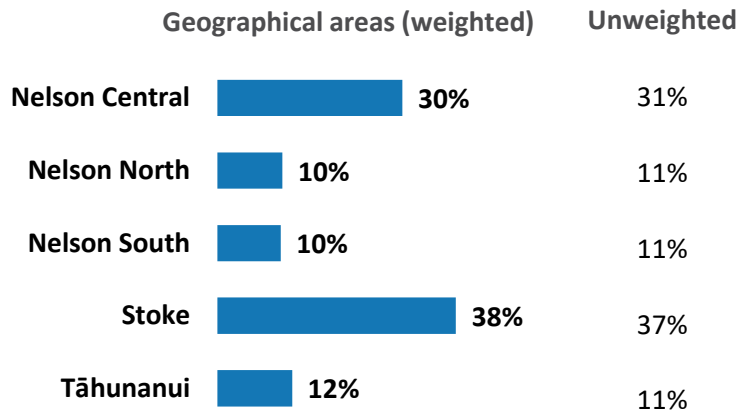
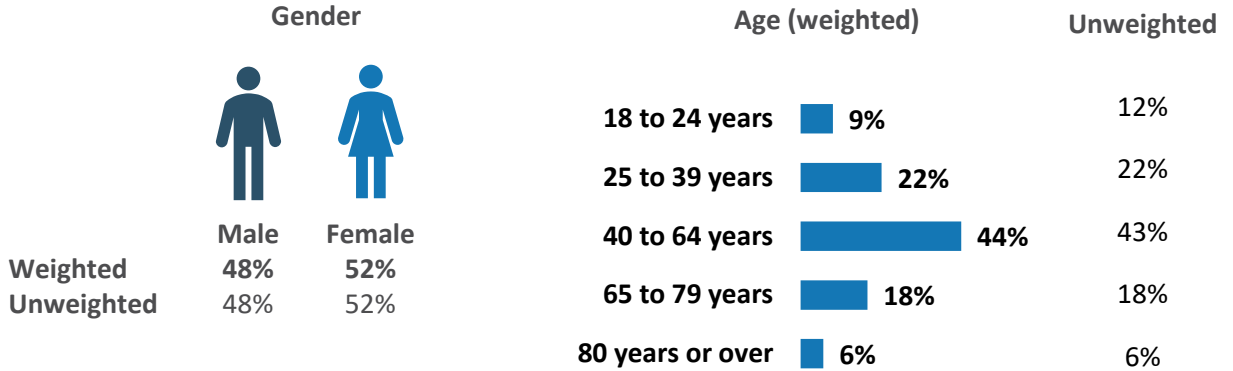
Year-on-year

- ▲ *Significantly higher*
- ▼ *Significantly lower*

Between demographics

- Significantly higher*
- Significantly lower*

Sample (n=460)



*Multiple response



Executive summary

Key Findings

Over half of the residents (54%) are satisfied with Council's *Overall performance*. This is consistent with the results from the 2021/22 reporting cycle.

Nelson City Council has seen significant improvement in two very important areas of performance: *Looking after the natural environment* and *Council communicates well with its residents*. There has been a positive shift in how residents perceive Council and its reputation.

Based on the verbatim comments, residents overall have a positive perception of the Council and the work that they have done. However, less people believe that *Council provides sufficient opportunity for people to have their say*.

Some of the areas that Council could focus on, include alleviating residents' concerns about transparency of decision making and communication.

Comments show areas of particular concern for residents include:

- *Transport* (including roading) and *Flood protection* are two community priorities that have arisen for Nelson residents over the past 12 months. Comments show areas of particular concern for residents who were dissatisfied, such as overall maintenance of the roads, as well as clearing the drains more regularly. Permanent fixing of potholes is another issue mentioned by residents, along with the levels of safety on the roads.
- *Responding to climate change*. 13% of the respondents have mentioned *Dealing with environmental issues and taking more climate action* as an opportunity for the Council to improve residents' overall perception.

Top performing areas (% Satisfied 7 to 10)



1. Regular kerbside recycling collection service (81%)
2. Museums, heritage buildings, and galleries – users (77%)
3. Parks and recreation – all (73%)
4. Sportsgrounds – users (70%)
5. Recycling services (68%)









Lowest performing areas (% Satisfied 7 to 10)



- 1 Council provides sufficient opportunity for people to have their say (34%)
2. Roads (excl. State Highways) (35%)
3. Responding to climate change (36%)
4. Flood protection (37%)
5. Transport (38%)

Yearly targets

- The table summarises results for service measures from current activity management plans and the Long Term Plan 2021-2031.

Measure	2022/23	% point increase / decrease (2022/23-2021/22)	2021/22	2020/21	2019/20	2018/19	Target
Satisfied with Transport (public transport and built transport facilities) (% 7-10)	38%	-7%	45%	39%	54%	47%	50% 
Users satisfied with urban walkways and footpaths (% 7-10)	62%	-12%	74%	-	64%	-	50% 
Users satisfied with cycleways (% 7-10)	63%	-12%	75%	-	50%	-	50% 
Users satisfied with public transport services (% 7-10)	41%	-21%*	62%	-	41%	-	50% 
Users satisfied with public transport facilities (% 7-10)	44%	-18%*		-		-	
Users/visitors satisfied with libraries (% 7-10)	60%	-24%	84%	91%	93%	89%	80% 
Satisfied with parks and recreation (% 7-10)	73%	-12%**	85%**	80%	82%	81%	80% 
Users satisfied with sportsgrounds (% 7-10)	70%	-14%	84%	-	-	-	80% 
Users satisfied with play facilities (playgrounds/skateparks) (% 7-10)	63%	-6%	69%	-	-	-	80% 

- Two out of eight targets were met.

NOTES:
 * Question regarding public transport services and facilities has been updated in 2022/23 survey to measure 'services' and 'facilities' separately.
 ** In 2021/22 survey calculated satisfaction with parks and recreation based on users only (n=368 out of 407). It is necessary to note that user satisfaction is frequently higher than if asked of all. Treat 12% decline with caution.

Year-on-year trends

Measure (% 7-10)	2022/23	% point increase / decrease (2022/23-2021/22)	2021/22	2020/21	2019/20	2018/19
Satisfied with overall performance	54%	+3%	51%	43%	63%	-
Satisfied with Transport (public transport and built transport facilities)	38%	-7%	45%	39%	54%	47%
Satisfied with Three Waters infrastructure services	39%	-	-	-	-	-
Satisfied with flood protection	37%	-	-	-	56%	-
Satisfied with recycling services	68%	-	-	-	-	-
Satisfied with looking after the natural environment	53%	+9%	44%	47%	58%	-
Satisfied with responding to climate change	36%	-	-	-	-	-
Satisfied with arts and heritage	56%	-	-	-	-	-
Satisfied with community development	45%	-	-	-	-	-
Satisfied with community facilities	56%	-	-	-	-	-
Satisfied with parks and recreation	73%	-12%**	85%**	80%	82%	81%
Civil Defence Emergency Management	56%	-	-	-	-	-
Agree the Council communicates well with its residents	39%	+7%	32%	-	-	-
Agree Council provides sufficient opportunity for people to have their say	34%	-4%	38%	47%	54%	44%
Satisfied with sportsgrounds (users)	70%	-14%	84%	-	-	-
Satisfied with play facilities (users)	63%	-6%	69%	-	-	-
Satisfied with swimming pools (users)	59%	-19%	78%	-	-	-
Satisfied with libraries (users)	60%	-24%	84%	91%	93%	89%
Satisfied with museums, heritage buildings, and galleries (users)	77%	-6%	83%	-	-	-
Satisfied with public toilets (users)	53%	+1%	52%	-	-	-
Satisfied with Roads (excl. State Highways)	35%	-	-	-	42%	-
Satisfied with urban walkways and footpaths (users)	62%	-12%	74%	-	64%	-
Satisfied with cycleways (users)	63%	-12%	75%	-	50%	-
Satisfied with public transport services (users)	41%	-21%*	62%	-	41%	-
Satisfied with public transport facilities (users)	44%	-18%*		-	-	-
Satisfied with regular kerbside recycling collection service	81%	-	-	-	-	-
Satisfied with Council's recycling services at the Nelson Waste Recovery Centre	62%	-	-	-	-	-
Satisfied with Nelson Waste Recovery Centre	59%	-	-	-	-	-

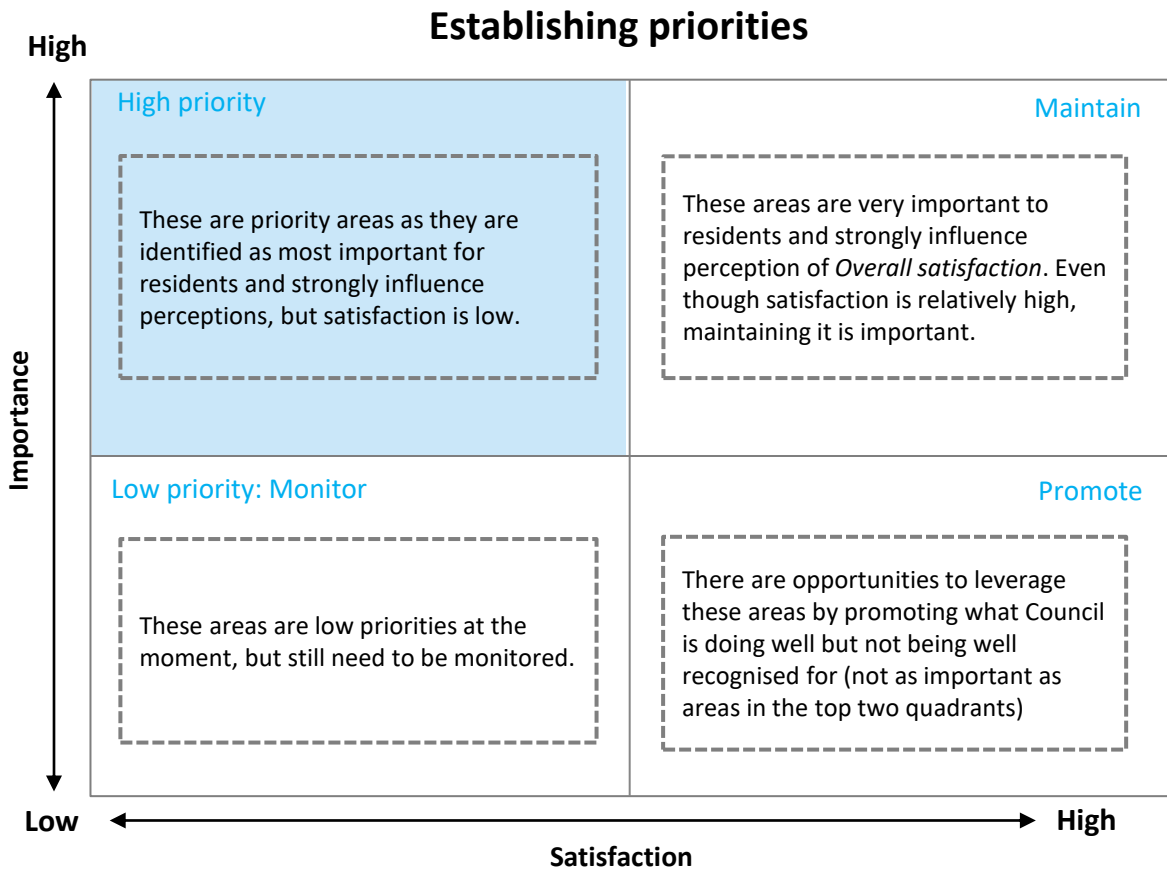
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Establishing priorities - Matrix

- ‘Importance’ vs ‘Satisfaction’ analysis helps to establish priorities and opportunities for Council to improve overall satisfaction.
- Using the importance and satisfaction scores, we are able to position each area of performance on two axis. Below is a brief explanation of what it means if the measure is located in each of the quadrants.





Priorities that Nelson City Council could address include:

- **Transport (including roading) and Flood protection** are two community priorities that have arisen for Nelson residents over the past 12 months. Comments show areas of particular concern for residents who were dissatisfied, such as overall maintenance of the roads, as well as clearing the drains more regularly. Permanent fixing of potholes is another issue mentioned by residents, along with the levels of safety on the roads.
- **Responding to climate change.** 13% of the respondents have mentioned *Dealing with environmental issues and taking more climate action* as an opportunity for the Council to improve residents' overall perception.

Priorities

Monitor

Maintain

Promote

We recommend closely monitoring these measures, as if their impact increases they may push overall satisfaction down significantly.

These areas have recorded high importance, as well as higher performance. Maintaining high performance for the measures in this section will ensure there is less chance of decline of overall satisfaction in the short term.

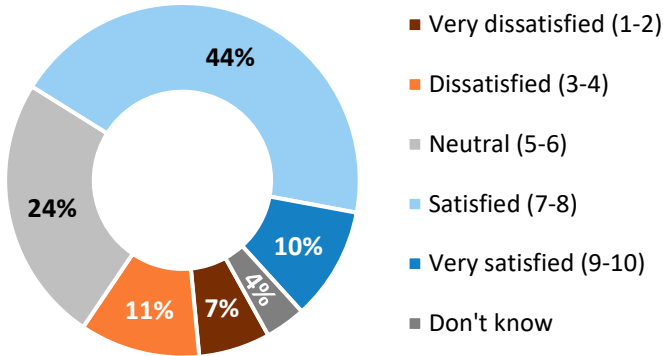
These were areas that residents tend to rate highly and refer to affectionately. However, a smaller proportion of the respondents identified the areas below as 'important':

- ✓ Arts and heritage
- ✓ Community facilities
- ✓ Community development

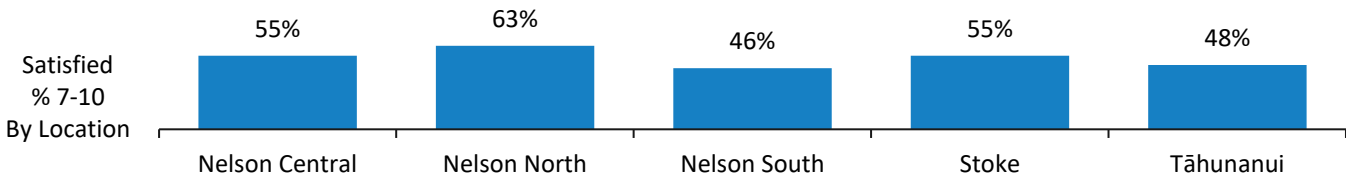
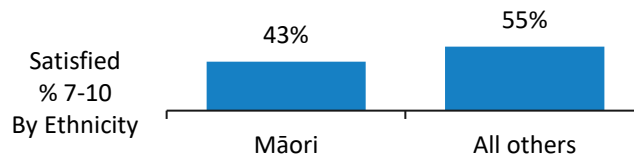
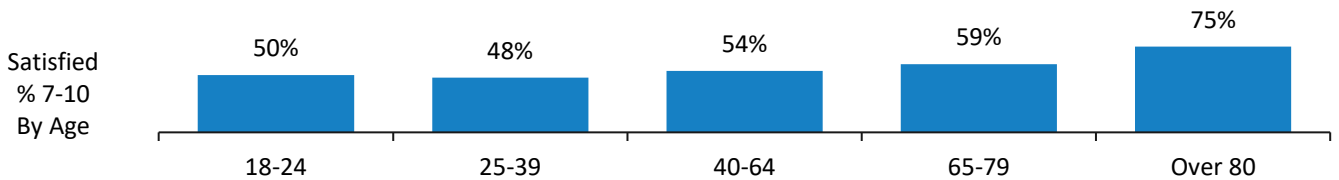
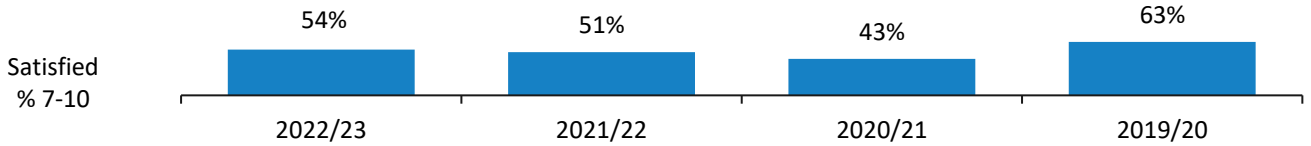


Overall performance

Overall performance



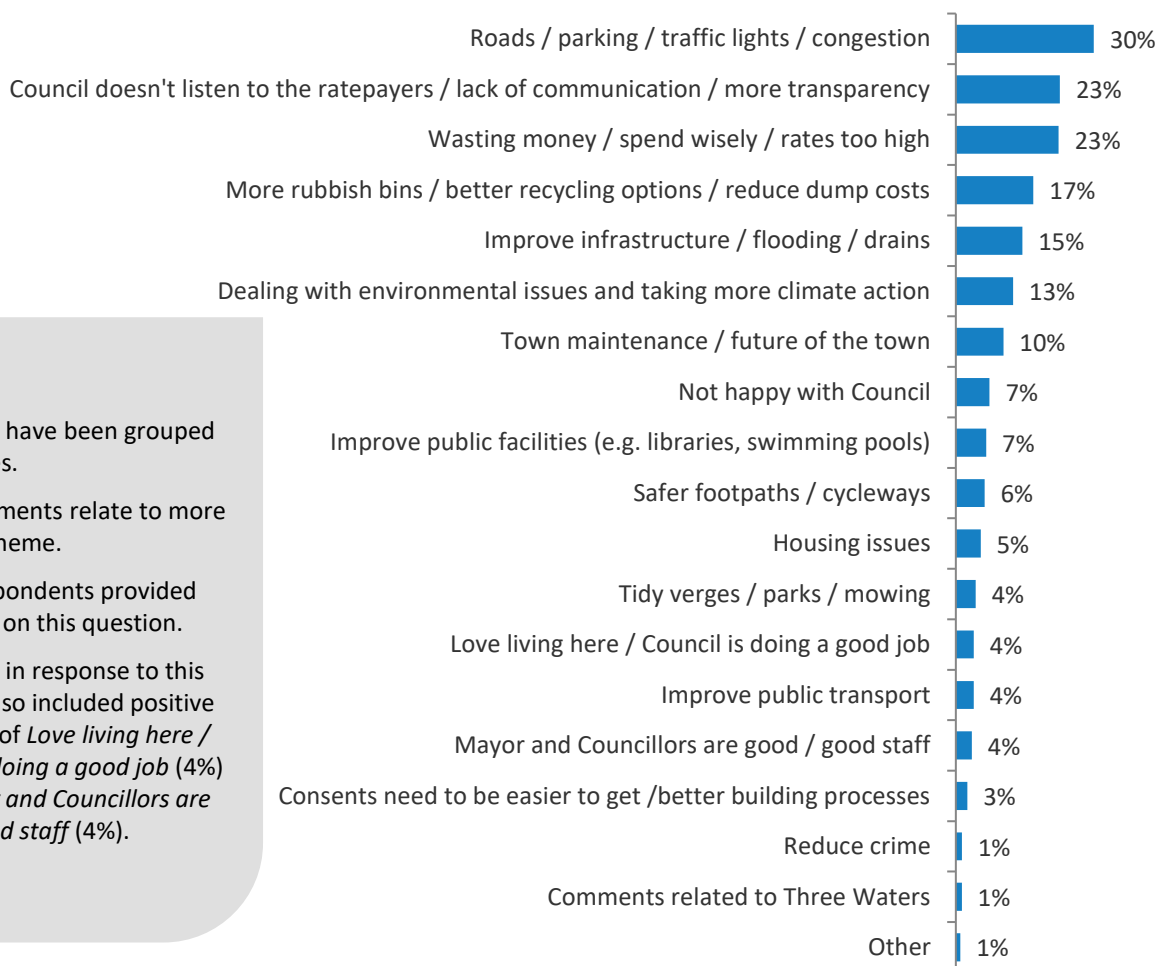
- Over half of the residents (54%) are satisfied with Council's *Overall performance*.
- This is consistent with the results from 2021/22 reporting cycle.
- Satisfaction with *Overall performance* is consistent across different age groups, ethnicities and location.
- Most mentioned opportunities to increase satisfaction, including *Improving roading infrastructure, Better communication and more transparency*.



NOTES:

1. Sample: 2022/23 n=460; 2021/22 n=407; 2020/21 n=401; 2019/20 n=402; .
2. 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
3. Māori n=61; All Others n=399;
4. Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
5. OV1. When you think of everything Nelson City Council has done over the last year and what you have experienced of its services and facilities, how satisfied are you with Council overall?

Responses to a question on how to improve overall satisfaction



- Comments have been grouped into themes.
- Some comments relate to more than one theme.
- Not all respondents provided comments on this question.
- Comments in response to this question also included positive sentiment of *Love living here / Council is doing a good job* (4%) and *Mayor and Councillors are good / good staff* (4%).

Some of the comments:

- *Reduce costs to dump waste. Improve the collection service of glass in the rural areas.*
- *I think the parks and recreational upkeep is awesome, but roads need improvement. I feel as though there are always roadworks going on, but these roadworks take too long and aren't fixing the problem.*
- *Hopefully, they will allow input from residents when it comes to major expenses, for example, the new library. Building this near Maitai River is an obvious mistake.*
- *We need clean air, clean water, safe commuting with less cars, affordable rates, and more courage to change faster into a sustainable green city.*
- *More community events, Isel Park markets and movies in parks, those are fantastic and such a good feeling around the place. More dog friendly areas as well.*
- *Need to keep up investment in all aspects of Council work, trying to keep rates low is a false economy and should be keeping rates income up to fund investment in services.*
- *Spend less on art, the priorities are infrastructure, regarding flooding, roads, water, and waste water.*
- *I'd like more clear communication, particularly via email as it is a format that reaches me, many of us don't use Facebook.*

NOTES:
 1. Sample: 2022/23 n=460;
 2. Excludes 'Don't know/Not applicable' responses
 3. OV2. What improvements would increase your overall satisfaction with Nelson City Council? n=229



Importance and satisfaction of activities and services

Importance vs. Satisfaction (mean score)

	Importance
Transport	9.0
Flood protection	8.8
Looking after the natural environment	8.8
Recycling services	8.7
Civil Defence Emergency Management	8.6
Parks and recreation	8.4
Responding to climate change	7.9
Three Waters infrastructure services	7.8
Community facilities	7.4
Community development	7.2
Arts and heritage	6.7

	Satisfaction
Parks and recreation	7.5
Recycling services	7.1
Civil Defence Emergency Management	7.0
Arts and heritage	6.9
Community facilities	6.8
Community development	6.6
Looking after the natural environment	6.6
Three Waters infrastructure services	6.0
Responding to climate change	6.0
Flood protection	5.7
Transport	5.6

- Mean scores are calculated as an average of all scores provided by the respondents excluding 'Don't know'. This allows us to take into consideration every value.
- The areas that are most important to residents include *Transport* (9.0), *Flood protection* (8.8), *Looking after natural environment* (8.8), *Recycling services* (8.7) and *Civil Defence Emergency Management* (8.6).
- The areas that residents are most satisfied with include *Parks and recreation* (7.5), *Recycling services* (7.1), *Civil Defence Emergency Management* (7.0), *Arts and heritage* (6.9) and *Community facilities* (6.8).

NOTES:

1. Sample: 2022/23 n=460. Excludes 'Don't know' responses.
2. IA1. When you think of Nelson, how important are the following for making it an exceptional place to live, work and play? Please rate this on a scale of 1 to 10 where 1 is 'not at all important' and 10 is 'very important'.
3. IA2. Now, how satisfied are you with these Council activities and services? Please rate this on a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'.

Importance vs. Satisfaction (mean score)

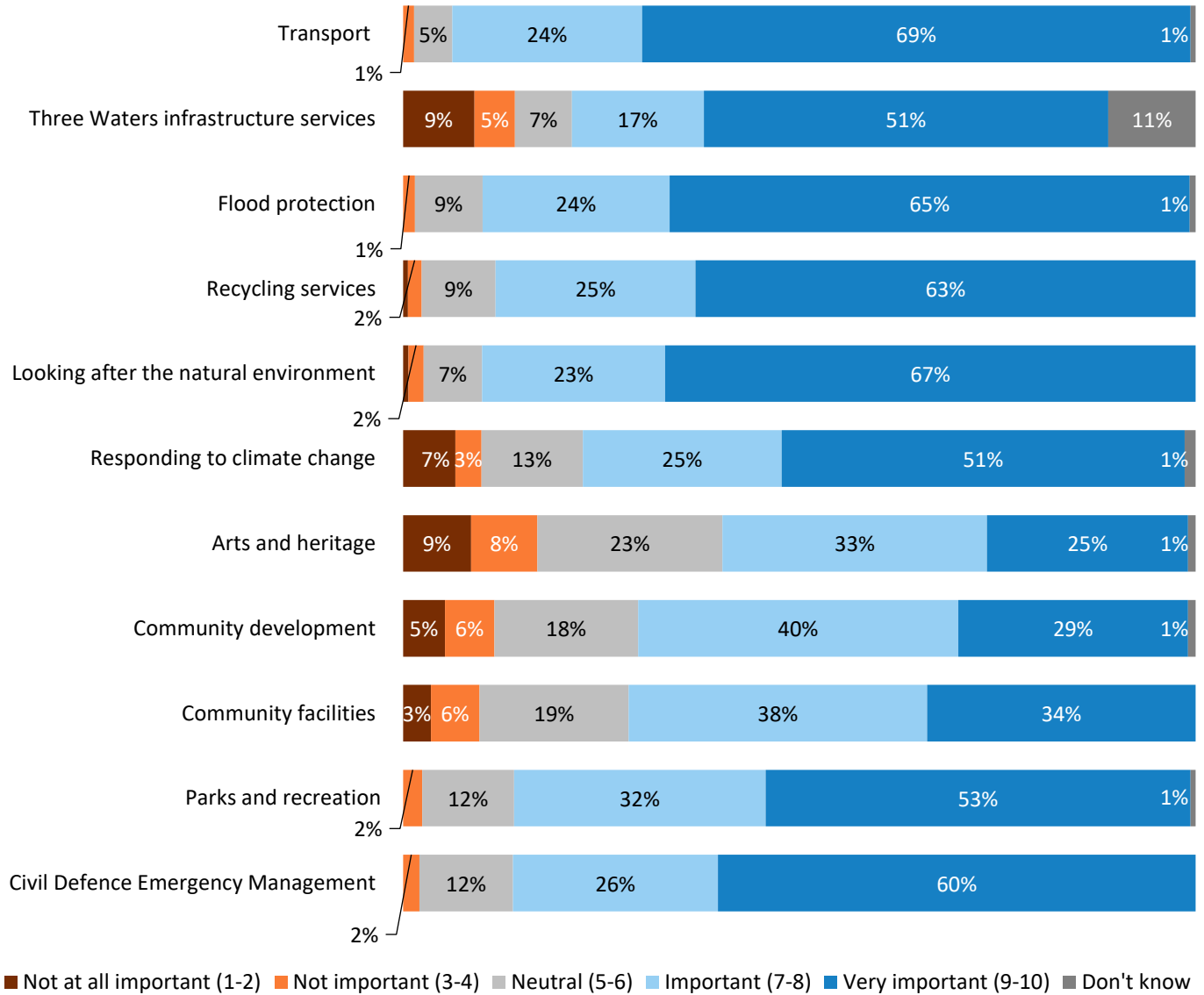
	Importance	Satisfaction	Index
Transport	9.0	5.6	-3.4
Three Waters infrastructure services	7.8	6.0	-1.8
Flood protection	8.8	5.7	-3.1
Recycling services	8.7	7.1	-1.6
Looking after the natural environment	8.8	6.6	-2.2
Responding to climate change	7.9	6.0	-1.9
Arts and heritage	6.7	6.9	0.2
Community development	7.2	6.6	-0.6
Community facilities	7.4	6.8	-0.6
Parks and recreation	8.4	7.5	-0.9
Civil Defence Emergency Management	8.6	7.0	-1.6

- The Index score represents the gap between satisfaction and importance.
- There are two measures that have considerably lower importance vs. satisfaction index when compared to other areas. These are *Transport* and *Flood protection* which have very high importance ratings in combination with low satisfaction scores.

NOTES:

1. Sample: 2022/23 n=460. Excludes 'Don't know' responses.
2. IA1. When you think of Nelson, how important are the following for making it an exceptional place to live, work and play? Please rate this on a scale of 1 to 10 where 1 is 'not at all important' and 10 is 'very important'.
3. IA2. Now, how satisfied are you with these Council activities and services? Please rate this on a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'

Importance of activities and services



- Residents aged between 25 and 39 years consider *Transport*, *Three Waters infrastructure services*, *Flood protection*, *Parks and recreation* and *Looking after the natural environment* significantly less important than those aged 40-64 and 65-79.
- Residents from Nelson Central are especially focused on *Arts and heritage*, as well as *Parks and recreation*

NOTES:
 1. Sample: 2022/23 n=460.
 2. IA1. When you think of Nelson, how important are the following for making it an exceptional place to live, work and play? Please rate this on a scale of 1 to 10 where 1 is 'not at all important' and 10 is 'very important'.

Importance of activities and services

Importance by Ethnicity (rated 7-10)	2022/23	Māori	All others
Transport	93%	90%	93%
Three Waters infrastructure services	68%	63%	68%
Flood protection	89%	85%	89%
Recycling services	88%	93%	87%
Looking after the natural environment	90%	93%	89%
Responding to climate change	76%	79%	76%
Arts and heritage	59%	60%	59%
Community development	69%	72%	69%
Community facilities	71%	71%	71%
Parks and recreation	85%	84%	85%
Civil Defence Emergency Management	86%	94%	85%

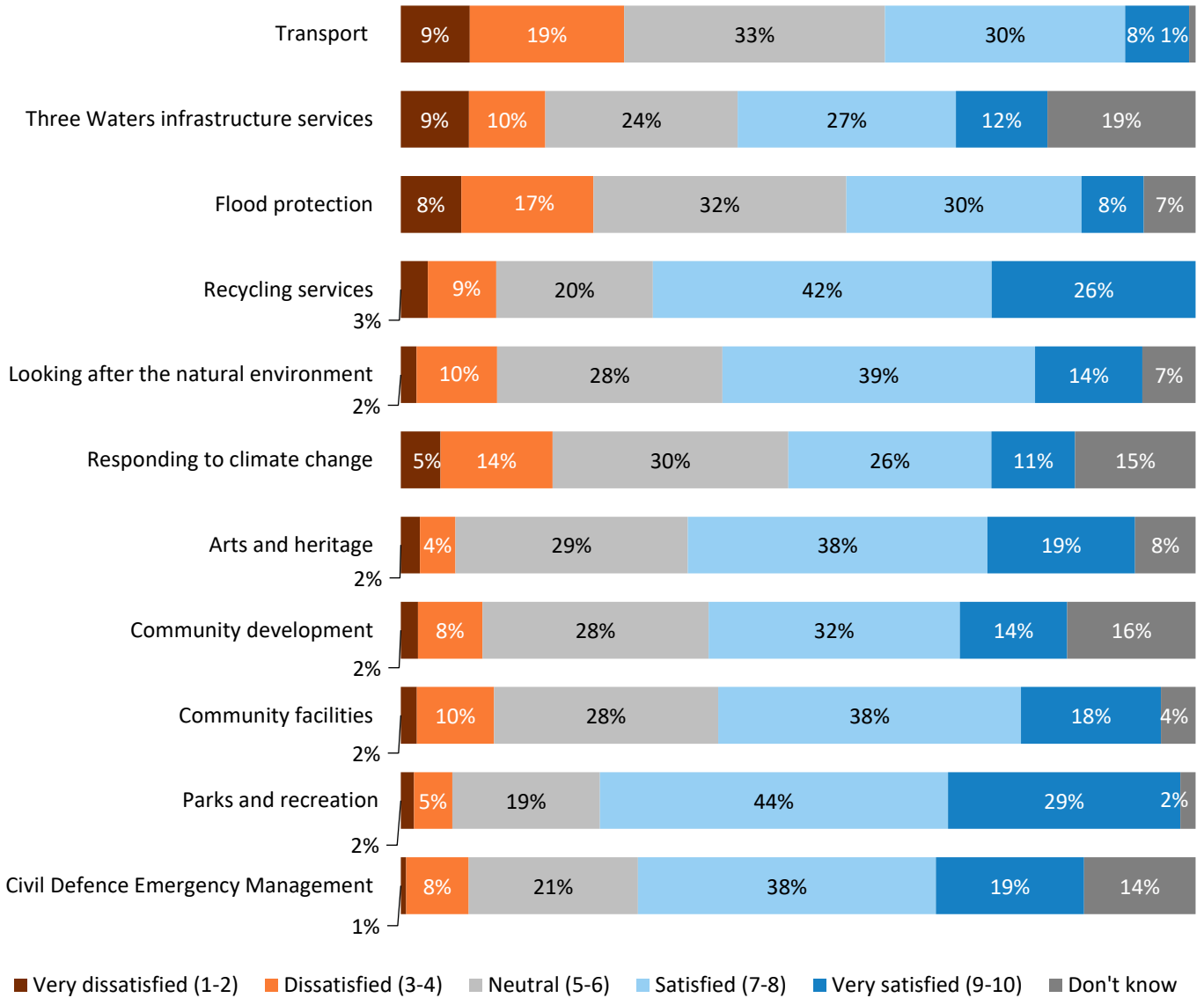
Importance by Age (rated 7-10)	18-24	25-39	40-64	65-79	Over 80
Transport	87%	86%	96%	94%	96%
Three Waters infrastructure services	57%	56%	71%	77%	73%
Flood protection	88%	80%	92%	95%	83%
Recycling services	81%	86%	90%	91%	80%
Looking after the natural environment	93%	81%	93%	90%	88%
Responding to climate change	86%	70%	78%	77%	64%
Arts and heritage	60%	50%	63%	60%	58%
Community development	79%	71%	70%	63%	65%
Community facilities	66%	66%	73%	72%	84%
Parks and recreation	83%	74%	90%	84%	96%
Civil Defence Emergency Management	80%	78%	89%	85%	96%

Importance by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Transport	94%	92%	89%	93%	94%
Three Waters infrastructure services	68%	68%	67%	67%	69%
Flood protection	90%	94%	91%	87%	89%
Recycling services	90%	91%	80%	87%	90%
Looking after the natural environment	91%	91%	89%	87%	92%
Responding to climate change	80%	74%	80%	71%	81%
Arts and heritage	68%	54%	57%	50%	68%
Community development	70%	66%	78%	67%	71%
Community facilities	75%	90%	76%	63%	69%
Parks and recreation	92%	91%	83%	79%	81%
Civil Defence Emergency Management	84%	90%	84%	85%	87%

- NOTES:
- Sample: 2022/23 n=460.
 - 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
 - Māori n=61; All Others n=399;
 - Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
 - IA1. When you think of Nelson, how important are the following for making it an exceptional place to live, work and play? Please rate this on a scale of 1 to 10 where 1 is 'not at all important' and 10 is 'very important'.

Year-on-year Between demographics
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Satisfaction with activities and services



- Responding to climate change (36% overall) was an area that Nelson residents and youth in particular (23%) are least satisfied with.
- Satisfaction with Transport and Parks and recreation has significantly declined compared to the last time those measures were recorded (38% in 2022/23 compared with 45% in 2021/22 for Transport and 73% in 2022/23 compared with 80% in 2020/21 for Parks and recreation).
- Satisfaction is fairly consistent across different locations and ethnicities.

NOTES:
 1. Sample: 2022/23 n=460.
 2. IA2. Now, how satisfied are you with these Council activities and services? Please rate this on a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied',

Satisfaction with activities and services

Satisfaction by Ethnicity (rated 7-10)	2022/23	2021/22	2020/21	Māori	All others
Transport	38% ▼	45%	39%	32%	39%
Three Waters infrastructure services	39%	-	-	30%	40%
Flood protection	37%	-	-	28%	38%
Recycling services	68%	-	-	64%	68%
Looking after the natural environment	53% ▲	44%	47%	49%	53%
Responding to climate change	36%	-	-	24%	37%
Arts and heritage	56%	-	-	50%	57%
Community development	45%	-	-	35%	46%
Community facilities	56%	-	-	49%	56%
Parks and recreation	73% ▼	85%*	80%	75%	73%
Civil Defence Emergency Management	56%	-	-	59%	56%

Satisfaction by Age (rated 7-10)	18-24	25-39	40-64	65-79	Over 80
Transport	28%	29%	37%	49%	67%
Three Waters infrastructure services	28%	35%	39%	46%	45%
Flood protection	33%	36%	34%	46%	47%
Recycling services	69%	64%	66%	77%	68%
Looking after the natural environment	42%	47%	56%	56%	61%
Responding to climate change	23%	36%	35%	44%	39%
Arts and heritage	56%	46%	59%	63%	54%
Community development	39%	35%	50%	46%	52%
Community facilities	46%	52%	56%	61%	65%
Parks and recreation	68%	63%	74%	84%	76%
Civil Defence Emergency Management	49%	47%	59%	60%	63%

Satisfaction by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Transport	39%	39%	34%	38%	42%
Three Waters infrastructure services	37%	29%	46%	39%	45%
Flood protection	34%	32%	46%	40%	34%
Recycling services	69%	64%	68%	69%	65%
Looking after the natural environment	47%	59%	57%	57%	46%
Responding to climate change	32%	31%	36%	38%	43%
Arts and heritage	63%	69%	47%	52%	50%
Community development	46%	58%	42%	42%	47%
Community facilities	48%	57%	60%	57%	66%
Parks and recreation	75%	72%	68%	74%	69%
Civil Defence Emergency Management	58%	56%	56%	56%	53%

NOTES:

- Sample: 2022/23 n=460; 2021/22 n=407; 2020/21 n=401.
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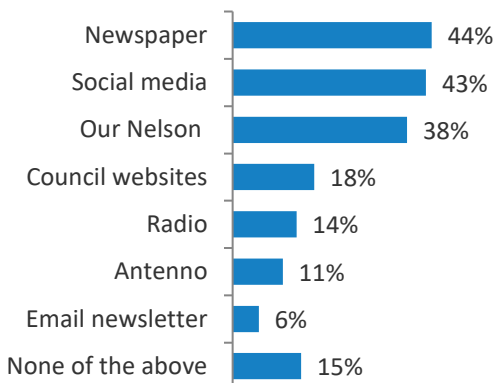
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Consultation and engagement

Ways to hear from the Council



- *Newspaper* and *Social media* remain as main ways to obtain information about Council’s activity with 44% and 43% of the residents respectively choosing to use these channels.
- There is a significant increase in the proportion of residents using the app (Antenno) over the past 12 months – 11% in 2022/23 vs 3% in 2021/22.

Ways to hear from the Council by Ethnicity	2022/23	2021/22	Māori	All others
Our Nelson	38%	32%	26%	40%
Social media	43%	44%	50%	42%
Newspaper	44% ▼	51%	28%	45%
Antenno	11% ▲	3%	10%	11%
Council websites	18% ▼	31%	22%	18%
Email newsletter	6% ▼	19%	6%	6%
Radio	14% ▼	26%	13%	14%
None of the above	15% ▲	5%	19%	15%

Ways to hear from the Council by Age	18-24	25-39	40-64	65-79	Over 80
Our Nelson	17%	24%	39%	57%	59%
Social media	59%	53%	46%	25%	8%
Newspaper	37%	33%	39%	61%	78%
Antenno	9%	10%	11%	13%	12%
Council websites	5%	14%	20%	21%	26%
Email newsletter	2%	2%	6%	11%	8%
Radio	26%	11%	12%	12%	28%
None of the above	28%	21%	13%	9%	6%

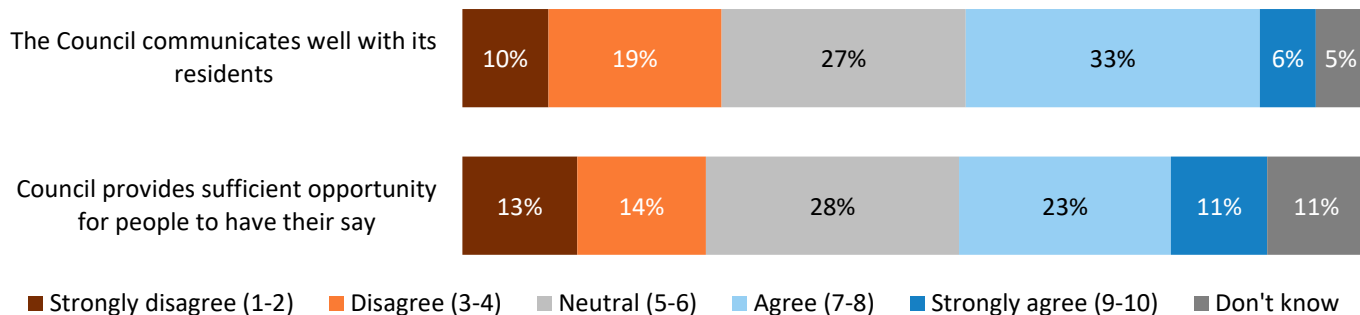
Ways to hear from the Council by Location	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Our Nelson	41%	45%	24%	38%	41%
Social media	46%	39%	47%	42%	35%
Newspaper	44%	46%	37%	46%	39%
Antenno	12%	14%	4%	8%	22%
Council websites	22%	28%	19%	14%	13%
Email newsletter	9%	10%	3%	4%	4%
Radio	13%	7%	12%	18%	13%
None of the above	15%	5%	13%	18%	18%

NOTES:
 1. Sample: 2022/23 n=460; 2021/22 n=407.
 2. 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
 3. Māori n=61; All Others n=399;
 4. Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
 5. CE1. Over the last 12 months did you hear any news, information or advertisements from Council in or on any of the following:

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Communication and engagement



Agree by Ethnicity (rated 7-10)	2022/23	2021/22	2020/21	Māori	All others
The Council communicates well with its residents	39% ▲	32%	-	26%	40%
Council provides sufficient opportunity for people to have their say	34%	38%	47%	19%	35%

Agree by Age (rated 7-10)	18-24	25-39	40-64	65-79	Over 80
The Council communicates well with its residents	28%	31%	39%	51%	43%
Council provides sufficient opportunity for people to have their say	19%	31%	36%	38%	42%

Agree by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
The Council communicates well with its residents	44%	43%	40%	32%	43%
Council provides sufficient opportunity for people to have their say	36%	40%	30%	29%	43%

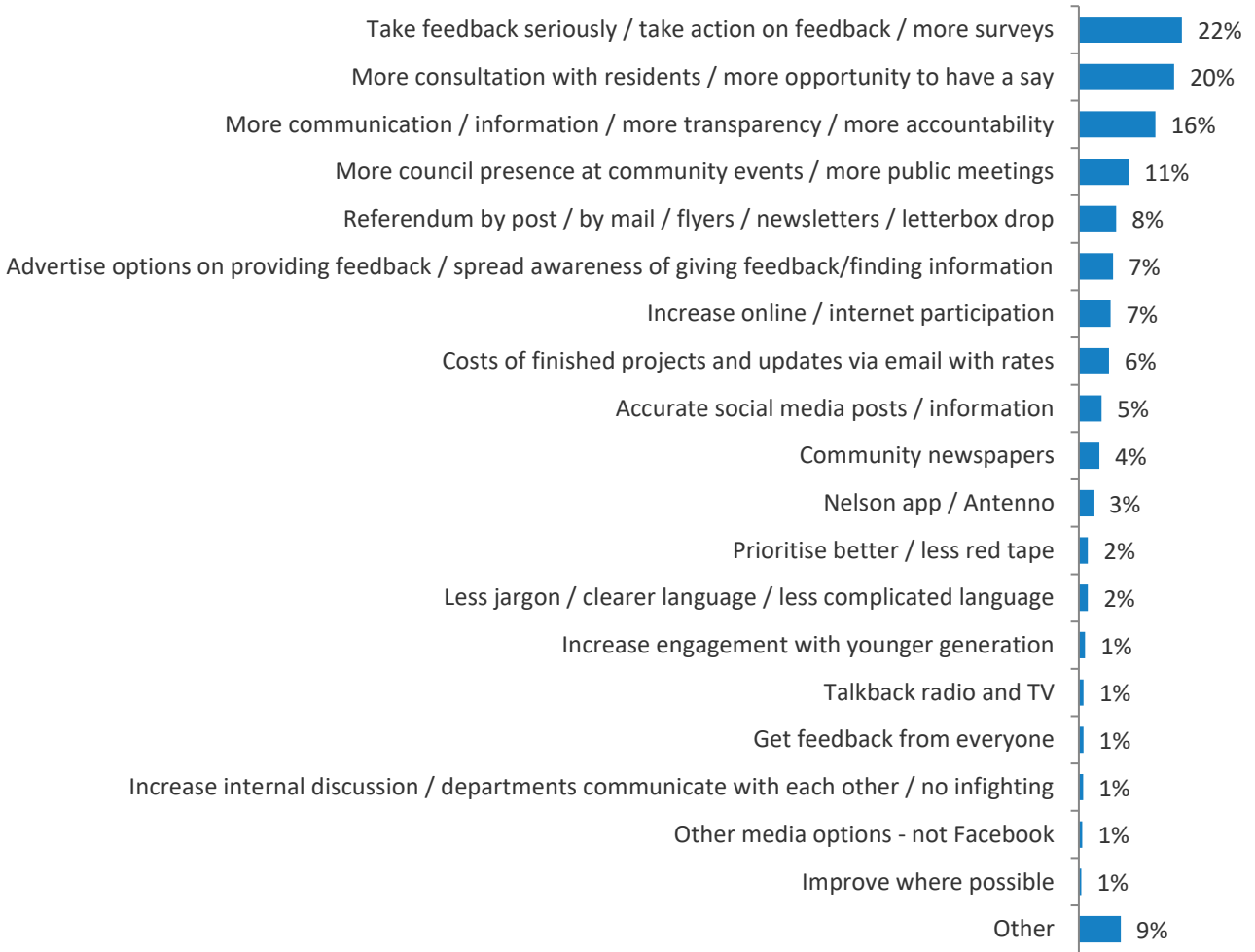
- There is a significant increase in residents' perception that *The Council communicates well with its residents* – 39% in 2022/23 compared with just 32% in 2021/22.
- The proportion of residents agreeing that *Council provides sufficient opportunity for people to have their say* remains consistent over the past 12 months.
- However, perception of *Communication and engagement* is relatively low and presents a great opportunity for the Council to address to increase overall satisfaction.

NOTES:

1. Sample: 2022/23 n=460; 2021/22 n=407; 2020/21 n=401.
2. 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
3. Māori n=61; All Others n=399;
4. Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
5. CE2. On the scale from 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how much do you agree or disagree with the statements below?

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

Responses to a question on how to improve satisfaction with consultation and engagement processes



Some of the comments:

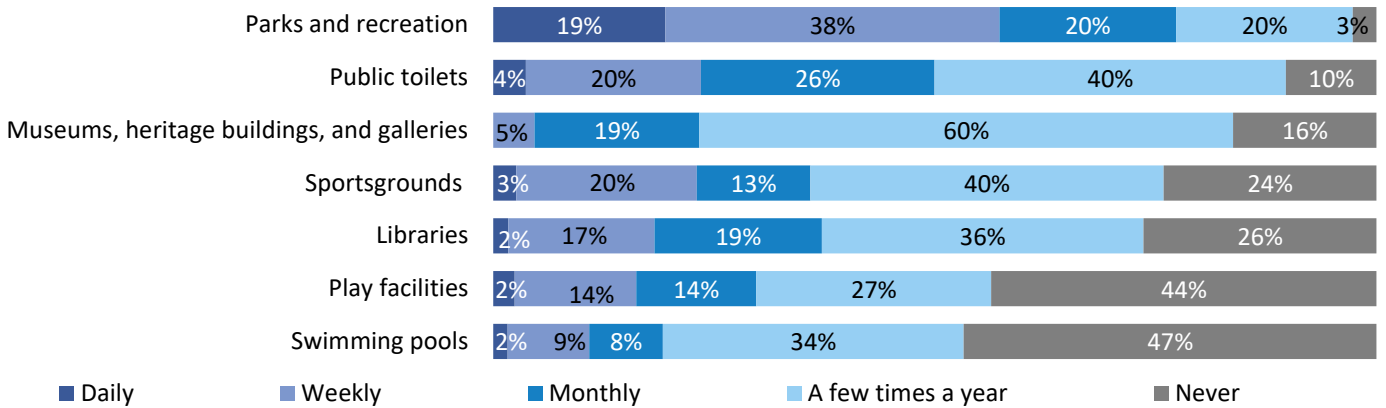
- *What is going on and costs associated with finished projects in writing, to be put in with emails we get from you already like rates and water.*
- *More information and transparency, especially with regard to forestry profits use and planning for reforestation with natives and not more logging.*
- *Do not rely on social media. Perhaps use e-mail and snail mail more. Consult more with ratepayers on spending, especially on nice to have projects.*
- *I understand housing is a major problem in Nelson. Consultations with residents before major housing projects are started, so roading can be discussed.*
- *Communicate, flyers, more information on the Stuff website, radio and community newspapers. Be more directly proactive, this is one of the few communications I have had sent directly to me.*
- *I feel in the last few years, the agendas were already set, and consultations were a box ticking exercise.*

NOTES:
 1. Sample: 2022/23 n=460;
 2. Excludes 'Don't know/Not applicable' responses
 3. CE3. What could Council do differently to increase your satisfaction with the process of providing formal or informal feedback on consultations and engagements? n=233



Council facilities

Visitation



Users	2022/23	2021/22	2020/21	Māori	All others
Parks and recreation	97% ▲	90%	-	95%	98%
Sportsgrounds	76% ▲	61%	-	87%	75%
Play facilities	56% ▲	44%	-	82%	54%
Swimming pools	53% ▲	43%	-	63%	52%
Libraries	74% ▲	65%	47%	81%	73%
Museums, heritage buildings, and galleries	84% ▲	77%	-	89%	83%
Public toilets	90% ▲	82%	-	94%	89%

Users by Age	18-24	25-39	40-64	65-79	Over 80
Parks and recreation	96%	98%	98%	96%	92%
Sportsgrounds	90%	83%	78%	60%	60%
Play facilities	69%	67%	57%	51%	12%
Swimming pools	58%	58%	58%	42%	27%
Libraries	58%	65%	73%	87%	88%
Museums, heritage buildings, and galleries	84%	79%	87%	80%	88%
Public toilets	91%	92%	93%	83%	81%

Users by Location	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Parks and recreation	98%	97%	100%	96%	98%
Sportsgrounds	74%	72%	72%	79%	77%
Play facilities	53%	57%	56%	58%	59%
Swimming pools	55%	50%	55%	53%	53%
Libraries	83%	87%	77%	64%	66%
Museums, heritage buildings, and galleries	90%	92%	87%	78%	80%
Public toilets	88%	87%	87%	92%	91%

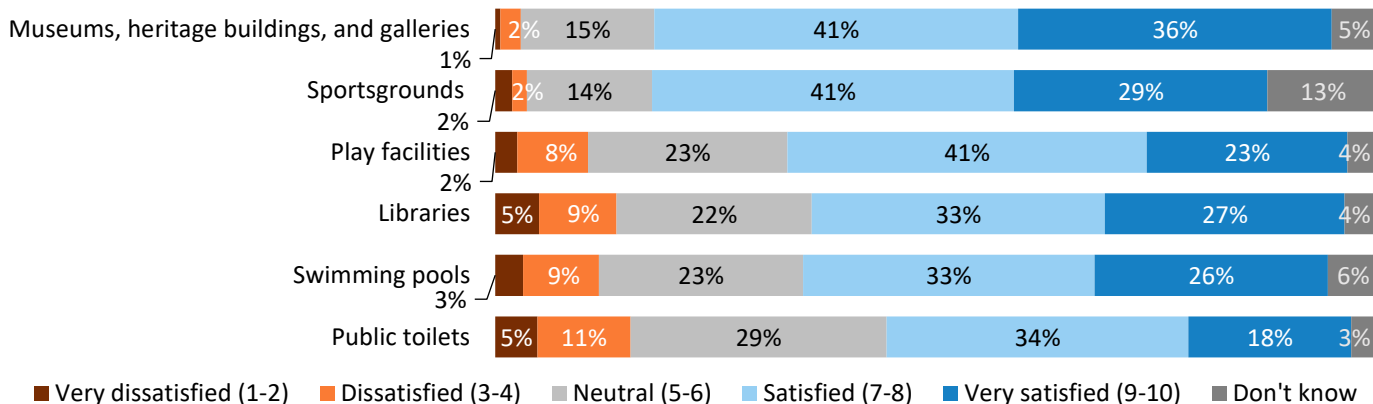
- There is a significant increase in usage of public facilities in 2022/2023 when compared with 2021/2022.
- *Parks and recreation* remain the most used facility with almost all respondents (97%) using it *A few times a year or more often*.

NOTES:
 1. Sample: 2022/23 n=460; 2021/22 n=407; 2020/21 n=401.
 2. 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
 3. Māori n=61; All Others n=399;
 4. Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
 5. CF1. In the past 12 months, how often have you used or visited the following facilities provided by the Nelson City Council?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Satisfaction (user base)



Satisfaction by Ethnicity (rated 7-10)	2022/23	2021/22	Māori	All others
Sportsgrounds	70% ▼	84%	75%	69%
Play facilities	63%	69%	74%	62%
Swimming pools	59% ▼	78%	66%	59%
Libraries	60% ▼	84%	61%	60%
Museums, heritage buildings, and galleries	77% ▼	83%	80%	76%
Public toilets	53%	52%	50%	53%

Satisfaction by Age (rated 7-10)	18-24	25-39	40-64	65-79	Over 80
Sportsgrounds	78%	66%	70%	68%	74%
Play facilities	64%	58%	66%	62%	100%
Swimming pools	54%	59%	59%	58%	87%
Libraries	45%	57%	57%	71%	71%
Museums, heritage buildings, and galleries	71%	73%	78%	84%	66%
Public toilets	45%	39%	56%	63%	61%

Satisfaction by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Sportsgrounds	71%	65%	83%	65%	75%
Play facilities	69%	63%	58%	57%	76%
Swimming pools	54%	39%	60%	62%	79%
Libraries	49%	55%	55%	70%	78%
Museums, heritage buildings, and galleries	75%	82%	65%	79%	82%
Public toilets	54%	54%	47%	50%	60%

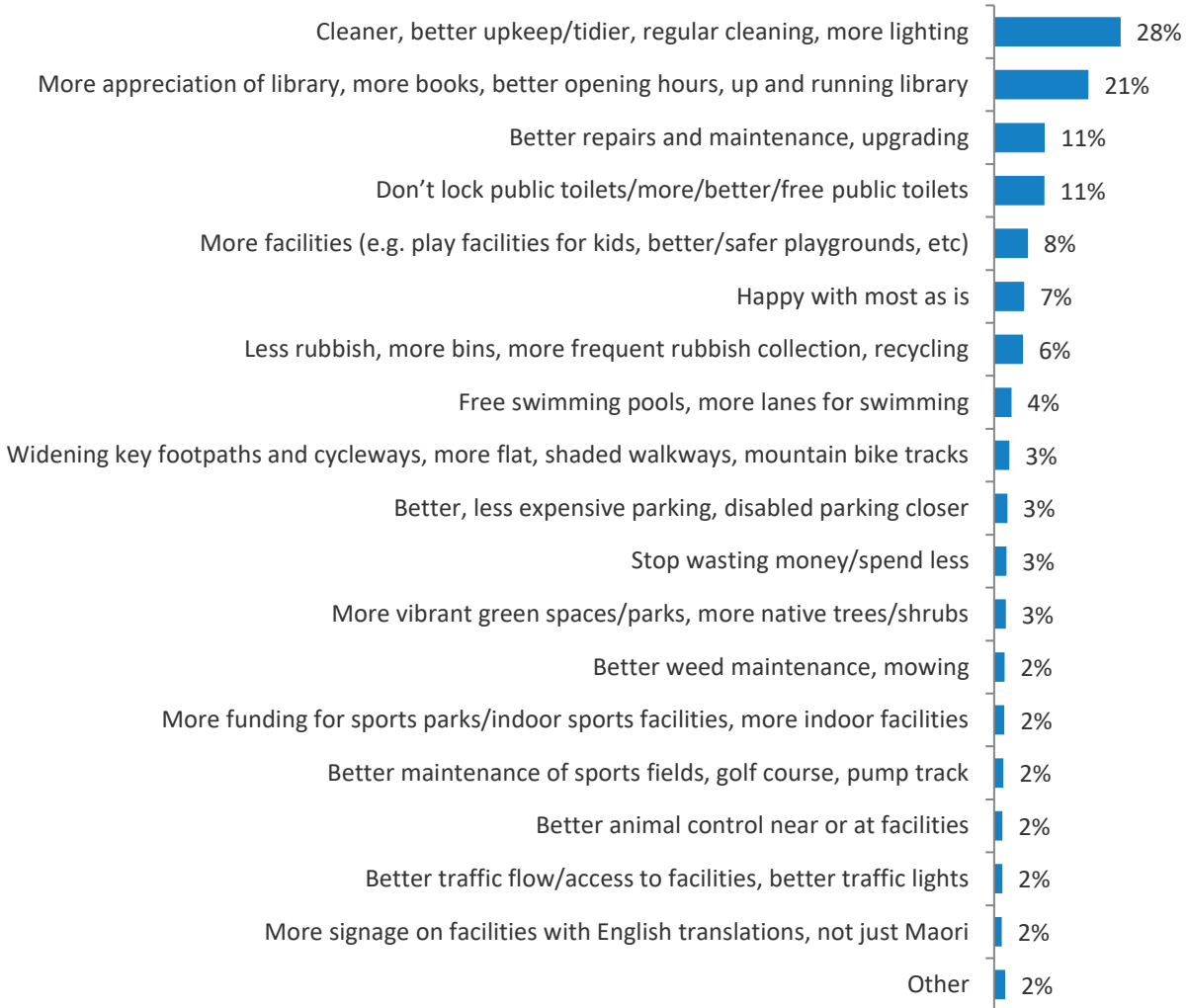
- With the increase in visitation, satisfaction with four out of six facilities has declined.
- Satisfaction with *Libraries* has recorded the largest year-on-year decline (-24%).

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

NOTES:
 1. Sample: Users Parks and recreation n=447; Sportsgrounds n=353; Users Play facilities n=267; Swimming pools n= 248; Libraries n=341; Museums, heritage buildings n=388; Public toilets n=413
 2. CF2. How satisfied are you with the following:

Responses to a question on how to improve satisfaction with Council facilities



Some of the comments:

- *Improve the spa pool in the Riverside Pool. The seats are inconvenient and uncomfortable and would be better as simple benches.*
- *Better cleaning of the public toilets. More dog poo bag dispensers around dog friendly parks and walk areas.*
- *I think the facilities are pretty great overall, I think more changing exhibits (especially at the Suter) that are more suited to the everyday person rather than being extremely arty and therefore oftentimes not that engaging would be great.*
- *More book choices at the city library. The toilets in the Bridge Street car park have doors that finish a foot off the ground, this is concerning. Nelson has fantastic parks and playgrounds.*
- *More funding, so the work that gets reported actually gets done quickly and not put on the back boiler.*
- *Take seriously the complaints and feedback to reduce the frustration of the residents and act to resolve accordingly, check the cleanliness of all public toilets regularly and audit them.*
- *I think that the facilities are pretty good in general. Perhaps have better disability access for things like toilets and playgrounds.*
- *New library. Potential upgrade to Riverside Pool. Love the Suter and the Museum.*

NOTES:

1. Sample: 2022/23 n=460;
2. Excludes 'Don't know/Not applicable' responses
3. CF3. What improvements would increase your satisfaction with Council facilities in the Nelson City? n=222



Environment and climate change

Responses to a question on how to improve satisfaction with how Council is looking after the natural environment



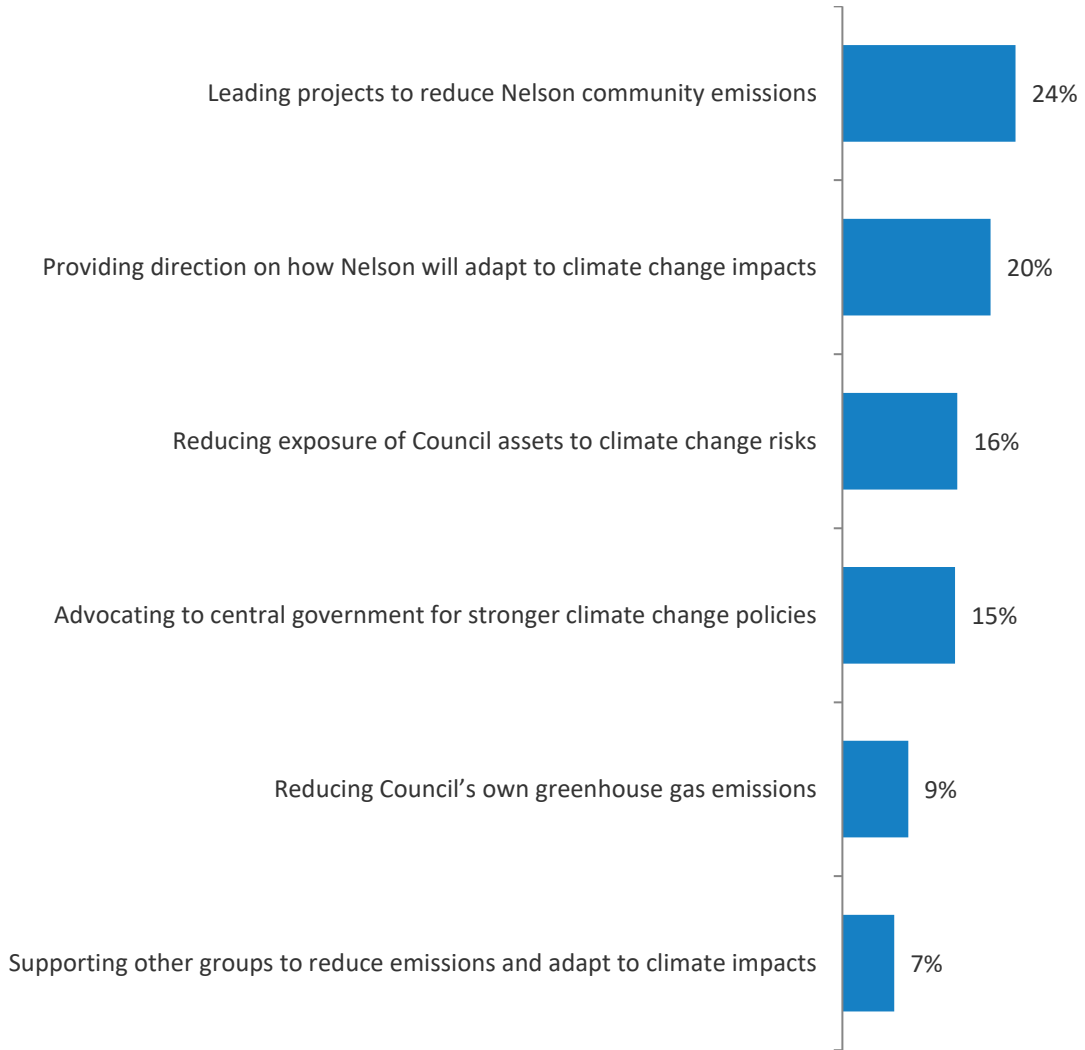
Some of the comments:

- *Nelson City Council can improve the city's environment by investing in lots of electric buses that will reduce cars on the road, creating better air quality, reduce noise pollution, and have a safer environment.*
- *I think logging should be looked at in terms of slash in flooding and drains should be looked at, more before flooding and not after flooding.*
- *A bigger push and encouragement with schemes for people to use their bikes more and cars less. The congestion in traffic in and out of the city is very high.*
- *I would be happy to see my rates money put towards better water quality. I would also like to see live updates online in regards to our water quality.*
- *Reduce clear felling in forestry. Ensure that contractors definitely mitigate silt into rivers, we've seen bad examples of this recently for example, at the Brook and Maitai confluence.*
- *More dedicated bike paths, trains and trams on key routes linked by electric buses. Encourage planting of native bush on forestry and farmland. Wetlands. Encourage a plant based diet.*
- *Air quality needs to be improved. Stop the use of coal. Do not add fluoride to our water, and if it is added, what does the Council propose to do for residents who cannot drink fluoride, after all, we will still have to pay for that water.*

NOTES:

1. Sample: 2022/23 n=460;
2. Excludes 'Don't know/Not applicable' responses
3. EC1. What can Nelson City Council improve in terms of looking after Nelson's natural environment (e.g. biodiversity, air quality and water quality)? n=238

Actions to take to respond to climate change – importance (Ranked by TOP-1 position)



- The survey provided a list of possible actions Council could take to respond to climate change that residents were able to rank on a scale of most to least important. This chart shows the proportion of respondents who ranked each action as most important.
- Slightly less than one-quarter of residents (24%) believe that *Leading projects to reduce Nelson community emissions* is the most important action to take in response to climate change.
- A very similar proportion (20%) relies on Council to guide the community and consider *Providing direction on how Nelson will adapt to climate change impacts* is the most important response.

NOTES:

1. Sample: 2022/23 n=460;
2. EC2. There are a range of actions Council can take to respond to climate change, through reducing greenhouse gas emissions and adapting to climate change impacts. What do you think are the most important actions? Please rank the following actions from most important (1) to least important (7).

Actions to take to respond to climate change – importance (Ranked by TOP-1 position)

TOP-1 position by Ethnicity	2022/23	Māori	All others
Providing direction on how Nelson will adapt to climate change impacts	20%	15%	21%
Leading projects to reduce Nelson community emissions	24%	18%	24%
Reducing Council’s own greenhouse gas emissions	9%	13%	9%
Reducing exposure of Council assets to climate change risks	16%	13%	16%
Supporting other groups to reduce emissions and adapt to climate impacts	7%	15%	6%
Advocating to central government for stronger climate change policies	15%	22%	15%

TOP-1 position by Age	18-24	25-39	40-64	65-79	Over 80
Providing direction on how Nelson will adapt to climate change impacts	13%	14%	26%	17%	21%
Leading projects to reduce Nelson community emissions	28%	30%	25%	14%	16%
Reducing Council’s own greenhouse gas emissions	8%	9%	7%	12%	15%
Reducing exposure of Council assets to climate change risks	10%	12%	15%	22%	19%
Supporting other groups to reduce emissions and adapt to climate impacts	12%	8%	8%	4%	0%
Advocating to central government for stronger climate change policies	18%	19%	13%	15%	16%

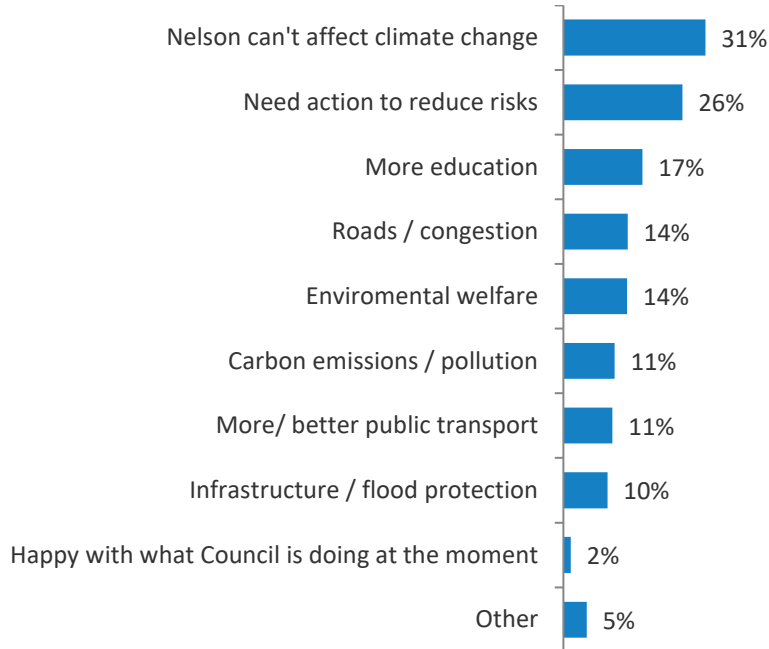
TOP-1 position by Location	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Providing direction on how Nelson will adapt to climate change impacts	18%	20%	35%	20%	16%
Leading projects to reduce Nelson community emissions	23%	16%	28%	24%	27%
Reducing Council’s own greenhouse gas emissions	11%	13%	6%	6%	13%
Reducing exposure of Council assets to climate change risks	18%	15%	16%	14%	15%
Supporting other groups to reduce emissions and adapt to climate impacts	8%	2%	5%	8%	9%
Advocating to central government for stronger climate change policies	14%	23%	2%	18%	15%

NOTES:

- Sample: 2022/23 n=460.
- 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
- Māori n=61; All Others n=399;
- Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
- EC2. There are a range of actions Council can take to respond to climate change, through reducing greenhouse gas emissions and adapting to climate change impacts. What do you think are the most important actions? Please rank the following actions from most important (1) to least important (7).

Year-on-year Between demographics
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Actions to take to respond to climate change – other suggestions



Some of the comments on ‘other’ suggested actions Council could take to respond to climate change:

- *Since the cyclone has come through New Zealand, a lot of things need to be looked at. Flooding, power, water and infrastructure, we need something to fall back on if that happened here.*
- *Reducing exposure of assets to risk is important, but the other measures seem less likely to have any measurable effect, while costing a lot of money.*
- *All equally important, but we need a plan to prioritise efforts. This is not an area the public can decide, it needs professional, long term work.*
- *It appears to me that traffic has increased a lot over the last few years, school pick up and drop off time seems to have a major impact, as in holiday time, there appears to be a lot less congestion. Also, I see empty buses cruising the streets all day, the build it and they will come attitude did not seem to have worked, maybe there needs to be a re think on public transport.*
- *Council should consider that its first priority is people. That means, safety first, then ensuring people's livelihoods can be maintained. The enormous amounts being spent on consultants and fruitless emission reduction policies would be far better spent on roading, in any emergency, roading is critical to ensuring public safety. Build the Southern Link.*
- *Similar to cycling and walking, better public transport options and reliability. Carparks at bus stops so we can switch over if we live far away from bus stops.*
- *Nothing can be done about climate change here in New Zealand. We are a very small country, only producing about three percent of the worlds pollution. The bigger countries are the problem. The world is going through change like the ice age.*

NOTES:

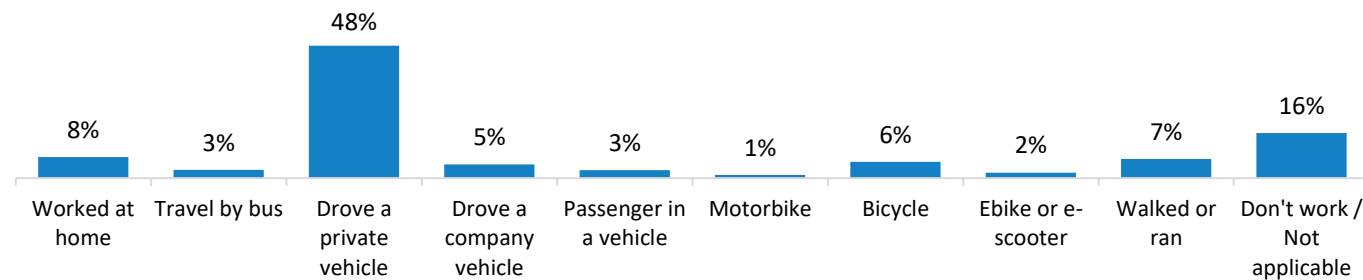
1. Sample: 2022/23 n=460.
2. EC2. There are a range of actions Council can take to respond to climate change, through reducing greenhouse gas emissions and adapting to climate change impacts. If you have selected “other”, please provide a comment. n=64

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Transport

Means of transport to get to work or education*



Means of transport by Ethnicity	2022/23	Māori	All others
Worked at home	8%	11%	7%
Travel by bus	3%	4%	3%
Drove a private vehicle	48%	59%	47%
Drove a company vehicle	5%	7%	5%
Motorbike	1%	-	1%
Passenger in a vehicle	3%	2%	3%
Bicycle	6%	3%	6%
Ebike or e-scooter	2%	-	2%
Walked or ran	7%	6%	7%

Means of transport by Age	18-24	25-39	40-64	65-79	Over 80
Worked at home	4%	9%	6%	13%	4%
Travel by bus	4%	7%	3%	-	-
Drove a private vehicle	56%	61%	58%	22%	4%
Drove a company vehicle	5%	5%	7%	2%	-
Passenger in a vehicle	4%	3%	2%	4%	4%
Motorbike	2%	2%	1%	-	-
Bicycle	1%	4%	9%	4%	-
Ebike or e-scooter	4%	1%	2%	4%	-
Walked or ran	19%	4%	6%	6%	7%

Means of transport by Location	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Worked at home	13%	9%	3%	4%	8%
Travel by bus	2%	-	9%	3%	3%
Drove a private vehicle	35%	55%	51%	54%	54%
Drove a company vehicle	2%	7%	12%	5%	6%
Passenger in a vehicle	2%	-	8%	3%	2%
Motorbike	1%	-	-	2%	-
Bicycle	8%	3%	5%	4%	11%
Ebike or e-scooter	3%	-	-	3%	-
Walked or ran	15%	2%	5%	4%	1%

- Close to half of those who work or study (48%) choose driving a private vehicle to get to their place of work or study. Further 5% drive a company vehicle, as well as 3% being a passenger.

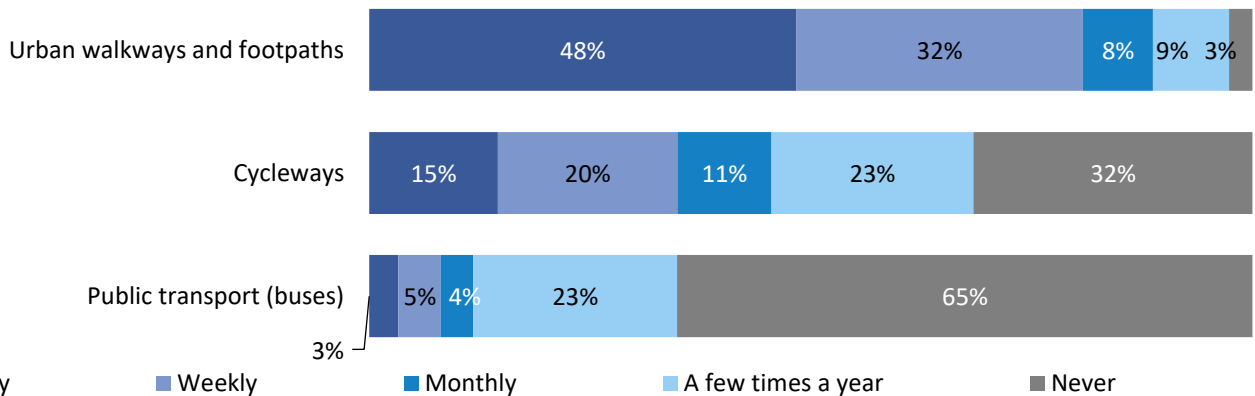
NOTES:
 1. Sample: 2022/23 n=460; 2021/22 n=407; 2020/2021 n=401.
 2. 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
 3. Māori n=61; All Others n=399;
 4. Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
 5. TR1.Thinking about the last twelve months, what was your main form of transport to get to work or education?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

*In 2022/2023 the question has been updated to include 'education'. Comparison with prior years was not included.

Users



Users by Ethnicity	2022/23	2021/22	Māori	All others
Urban walkways and footpaths	97%	96%	100%	97%
Cycleways	68% ▲	60%	62%	69%
Public transport (buses)	35%	29%	46%	34%

Users by Age	18-24	25-39	40-64	65-79	Over 80
Urban walkways and footpaths	98%	97%	99%	96%	92%
Cycleways	69%	77%	76%	51%	36%
Public transport (buses)	52%	41%	27%	31%	57%

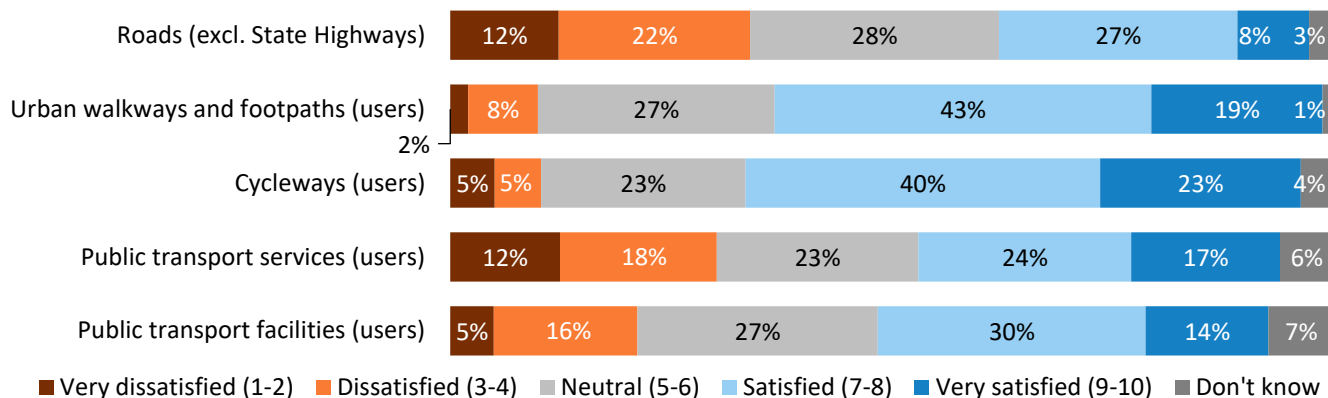
Users by Location	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Urban walkways and footpaths	99%	98%	100%	96%	96%
Cycleways	67%	67%	72%	70%	64%
Public transport (buses)	30%	35%	33%	37%	42%

- There is a significant increase in the proportion of residents who used *Cycleways* over the past 12 months when compared with the 2021/22 study.
- Just over three in ten residents (35%) use public transport in Nelson. The users are most likely to be aged between 18 and 24 or over 80 years.
- Usage of public transport is fairly consistent across all locations.

NOTES:
 1. Sample: 2022/23 n=460; 2021/22 n=407.
 2. 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
 3. Māori n=61; All Others n=399;
 4. Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
 5. TR2. In the past 12 months, how often have you used any of the following in the Nelson City Area?

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

Satisfaction



Satisfaction by Ethnicity (rated 7-10)	2022/23	2021/22	Māori	All others
Roads (excl. State Highways)	35%	-	38%	35%
Urban walkways and footpaths (users)	62% ▼	74%	64%	62%
Cycleways (users)	63% ▼	75%	65%	63%
Public transport services (users)	41%	62%	40%	41%
Public transport facilities (users)	44%		49%	44%

Satisfaction by Age (rated 7-10)	18-24	25-39	40-64	65-79	Over 80
Roads (excl. State Highways)	37%	33%	33%	39%	44%
Urban walkways and footpaths (users)	60%	57%	62%	70%	58%
Cycleways (users)	66%	57%	59%	81%	90%
Public transport services (users)	30%	46%	34%	47%	56%
Public transport facilities (users)	43%	39%	42%	47%	63%

Satisfaction by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Roads (excl. State Highways)	37%	24%	32%	33%	50%
Urban walkways and footpaths (users)	66%	50%	58%	64%	60%
Cycleways (users)	66%	56%	59%	66%	54%
Public transport services (users)	37%	28%	31%	48%	43%
Public transport facilities (users)	34%	34%	36%	52%	53%

- There is a significant year-on-year decline in satisfaction with *Urban walkways and footpaths* and *Cycleways* in 2022/23 when compared with 2021/22.
- *Roads* are the lowest rated area with just over three in ten respondent (35%) satisfied.

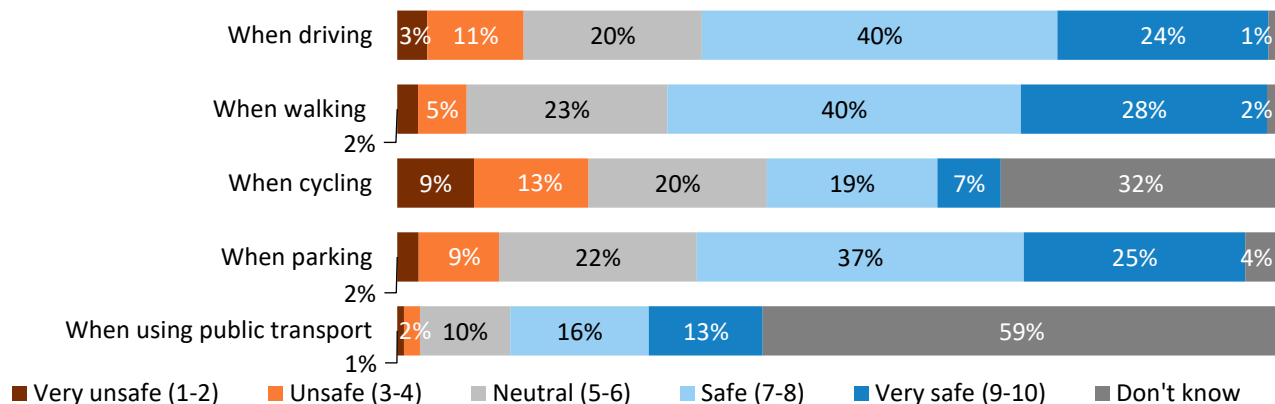
NOTES:

1. Sample: 2022/23 n=460; 2021/22 n=407.
2. 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
3. Māori n=61; All Others n=399;
4. Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
5. Users Urban walkways n=449; Users cycleways n=313; Users public transport n=165;
6. TR3. How satisfied you are with the quality of built transport facilities and public transport in the Nelson City area?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Feeling safe on Nelson's roads



Feeling safe by Ethnicity (rated 7-10)	2022/23	Māori	All others
When driving	64%	60%	64%
When walking	68%	74%	67%
When cycling	27%	29%	26%
When parking	62%	58%	62%
When using public transport	29%	38%	28%

Feeling safe by Age (rated 7-10)	18-24	25-39	40-64	65-79	Over 80
When driving	63%	54%	63%	77%	65%
When walking	73%	64%	68%	74%	54%
When cycling	32%	23%	29%	23%	20%
When parking	60%	53%	63%	68%	76%
When using public transport	36%	30%	25%	26%	47%

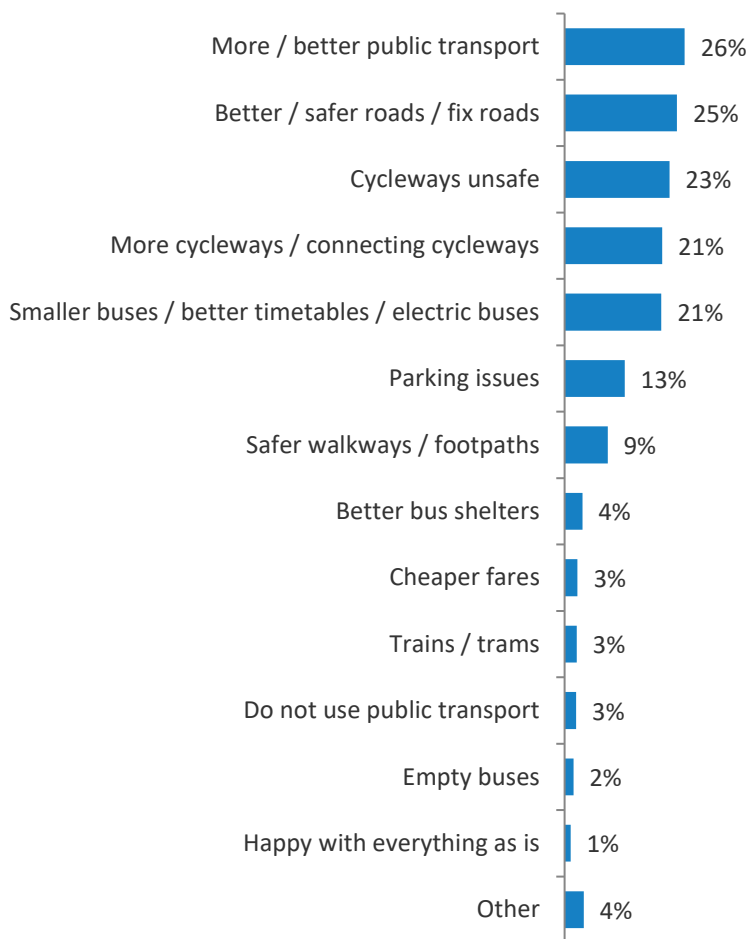
Feeling safe by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
When driving	71%	68%	56%	60%	63%
When walking	71%	72%	62%	65%	71%
When cycling	27%	21%	29%	28%	25%
When parking	72%	65%	48%	58%	59%
When using public transport	25%	25%	31%	32%	28%

- Close to seven in ten residents feel safe *Walking* (68%).
- Residents offered some improvement opportunities when it comes to transport and roading infrastructure. Most commonly mentioned themes include *More / better public transport, Better / safer roads / fix roads* and *Unsafe cycleways*.

NOTES:
 1. Sample: 2022/23 n=460.
 2. 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
 3. Māori n=61; All Others n=399;
 4. Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
 5. TR4. On the scale of 1 to ten where 1 is 'very unsafe' and 10 is 'very safe', how safe do you feel day-to-day on Nelson roads in the following situations

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

Responses to a question on how to improve satisfaction with Transport (public transport and built transport facilities)



Some of the comments:

- *More protected crosswalks on busy streets such as Highway Six between Nelson and Tāhunanui.*
- *Train infrastructure that connects us to other locations around the South Island, for public, commercial and industrial use. Wider roads. Road infrastructure to make them safer.*
- *Cycle lanes need to be linked together. They just stop or go out onto the road. Roundabouts are so dangerous for cyclists, but we have to use them. Why can I not cycle to Richmond on a bike path? It just stops.*
- *Private transport is essential for less mobile people to access city facilities and shops. Please retain enough parking. Not everyone goes to town for coffee and socialising.*
- *More 30 kilometres per hour areas, in fact all inner city roads without separate cycle lanes should be 30 kilometres per hour. Parents will never let their kids walk and cycle to school if they worry about safety.*
- *Better options when work is being done on one main road for detours. Roads can get very narrow, which makes it unsafe when driving and when cyclists are near.*
- *Reduction or better planning of roadworks. Nelson just seems to be cones. Better consideration of cyclists when roadworks are in place, for example, roadwork signs often placed in cycle lanes.*

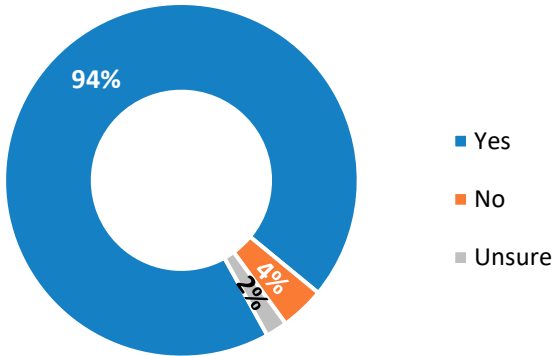
NOTES:

1. Sample: 2022/23 n=460;
2. Excludes 'Don't know/Not applicable' responses
3. TR5. What improvements would increase your satisfaction with the built transport facilities and public transport in the Nelson City Council area? n=204

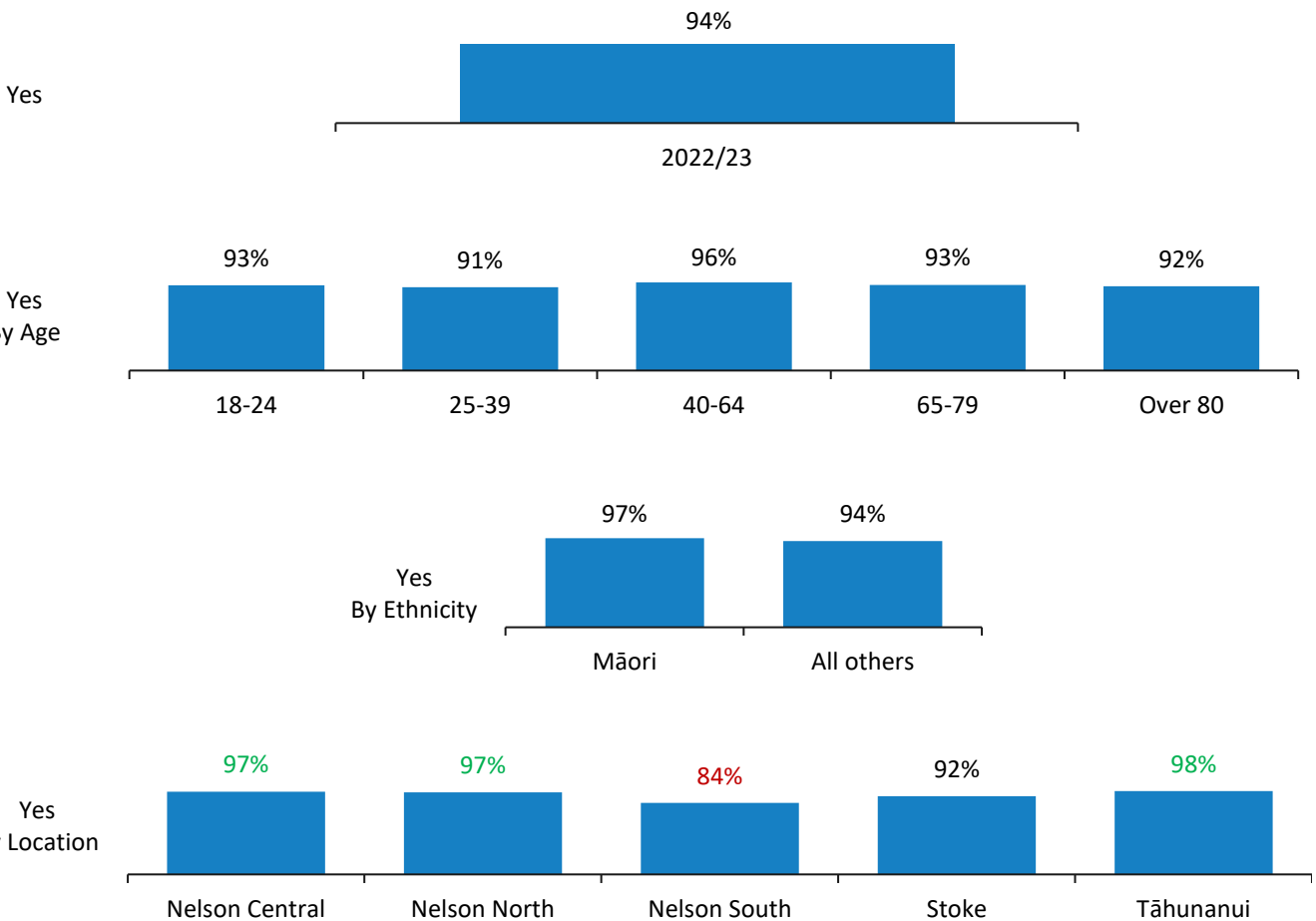


Recycling services

Users



- Most of the Nelson City residents use *Council's recycling collection services* (94%).
- The proportion differs across geographic locations.
- Nelson South is an area with the lowest proportion of residents using *Council's recycling collection services*.

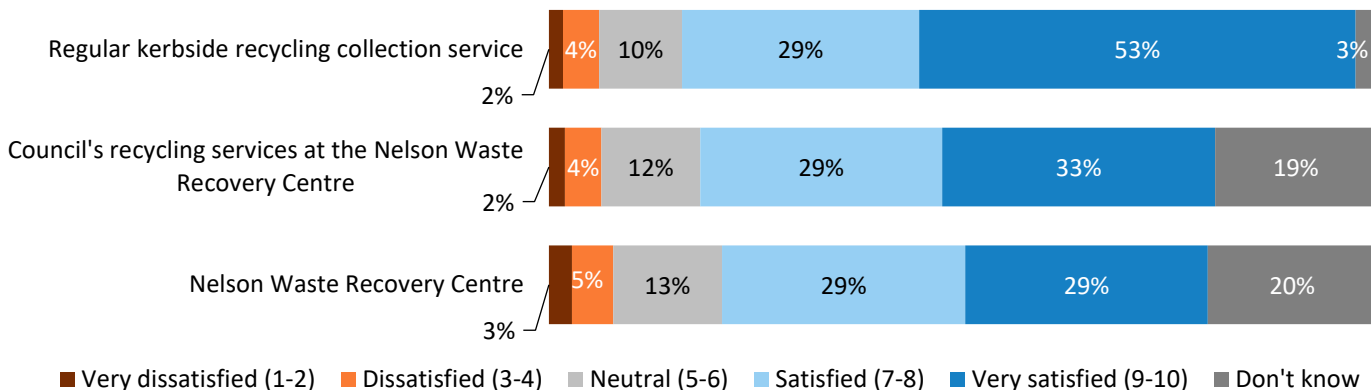


NOTES:

1. Sample: 2022/23 n=460; 2021/22 n=407; 2020/2019 n=401.
2. 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
3. Māori n=61; All Others n=399;
4. Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
5. RS1. Do you use Council's recycling collection service?

Year-on-year **Between demographics**
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

Satisfaction



Satisfaction by Ethnicity (rated 7-10)	2022/23	Māori	All others
Regular kerbside recycling collection service	81%	81%	81%
Council's recycling services at the Nelson Waste Recovery Centre	62%	61%	62%
Nelson Waste Recovery Centre	59%	58%	59%

Satisfaction by Age (rated 7-10)	18-24	25-39	40-64	65-79	Over 80
Regular kerbside recycling collection service	79%	78%	82%	84%	83%
Council's recycling services at the Nelson Waste Recovery Centre	61%	53%	66%	65%	60%
Nelson Waste Recovery Centre	53%	53%	62%	59%	66%

Satisfaction by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Regular kerbside recycling collection service	82%	80%	68%	85%	81%
Council's recycling services at the Nelson Waste Recovery Centre	67%	68%	59%	58%	62%
Nelson Waste Recovery Centre	66%	59%	52%	53%	64%

- Satisfaction with *Regular recycling collection* is relatively high with over eight in ten residents (81%) satisfied.
- Residents are least satisfied with Nelson Waste Recovery Centre (59%). However, one in five respondents did not give a rating (answered 'Don't know') which is most likely due to them not using the centre's services.

NOTES:
 1. Sample: 2022/23 n=460.
 2. 18-24 n=56; 25-39 n=100; 40-64 n=196; 65-79 n=82; 80+ n=26;
 3. Māori n=61; All Others n=399;
 4. Nelson Central n=141; Nelson North n=50; Nelson South n=51; Stoke n=169; Tāhunanui n=49;
 5. RS2. How satisfied are you with the following services provided by Council?

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower



Key Research Head Office

Telephone: + 64 7 575 6900

Address: Level 1, 247 Cameron Road
PO Box 13297
Nelson 3141

Website: www.keyresearch.co.nz

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