



Nelson City Council Annual Residents' Survey 2023/2024

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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 involves a postal to online survey. Invitation letters, containing an embedded link to an online survey is sent to a random selection of residents from the Electoral Roll.
- 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 2023/24 data collection took place in four waves, Wave 1 between 7 August and 7 September 2023, Wave 2 between 3 November and 7 December 2023, Wave 3 between 5 February and 7 March 2024, Wave 4 between 7 May and 3 June 2024.
- A total of n=974 responses have been received from the community over the four waves. A total of n=491 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 $\pm 4.4\%$.
- 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 for percentages and one decimal point for mean scores. 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. Due to the rounding, index scores might show +/- 0.1 difference.



Scale

Prior to the 2022/23 reporting period, surveys 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.

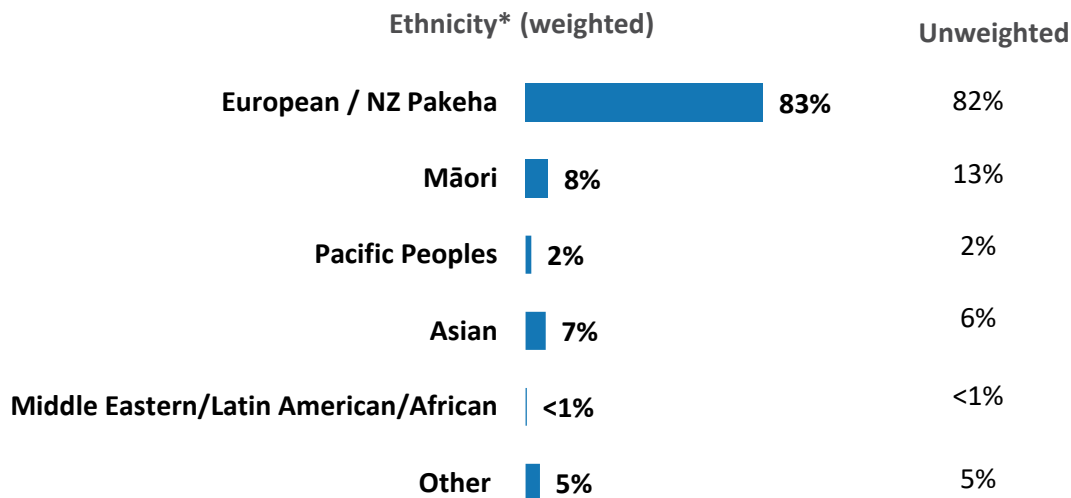
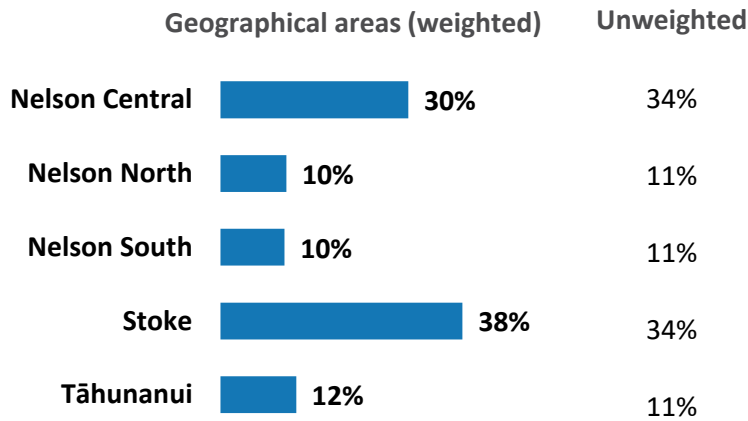
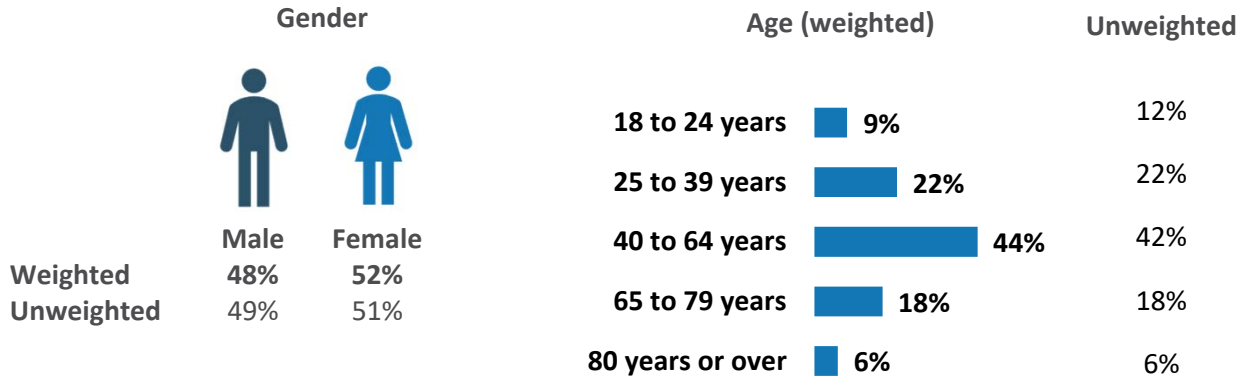
In 2022/23 the new 10-point scale with a 'don't know' option was adopted to allow more granular results. The scale has been adopted to reflect the same five points as in previous studies for comparability. The results have been grouped as follows: 1 and 2 as Very dissatisfied, 3 and 4 as Dissatisfied,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

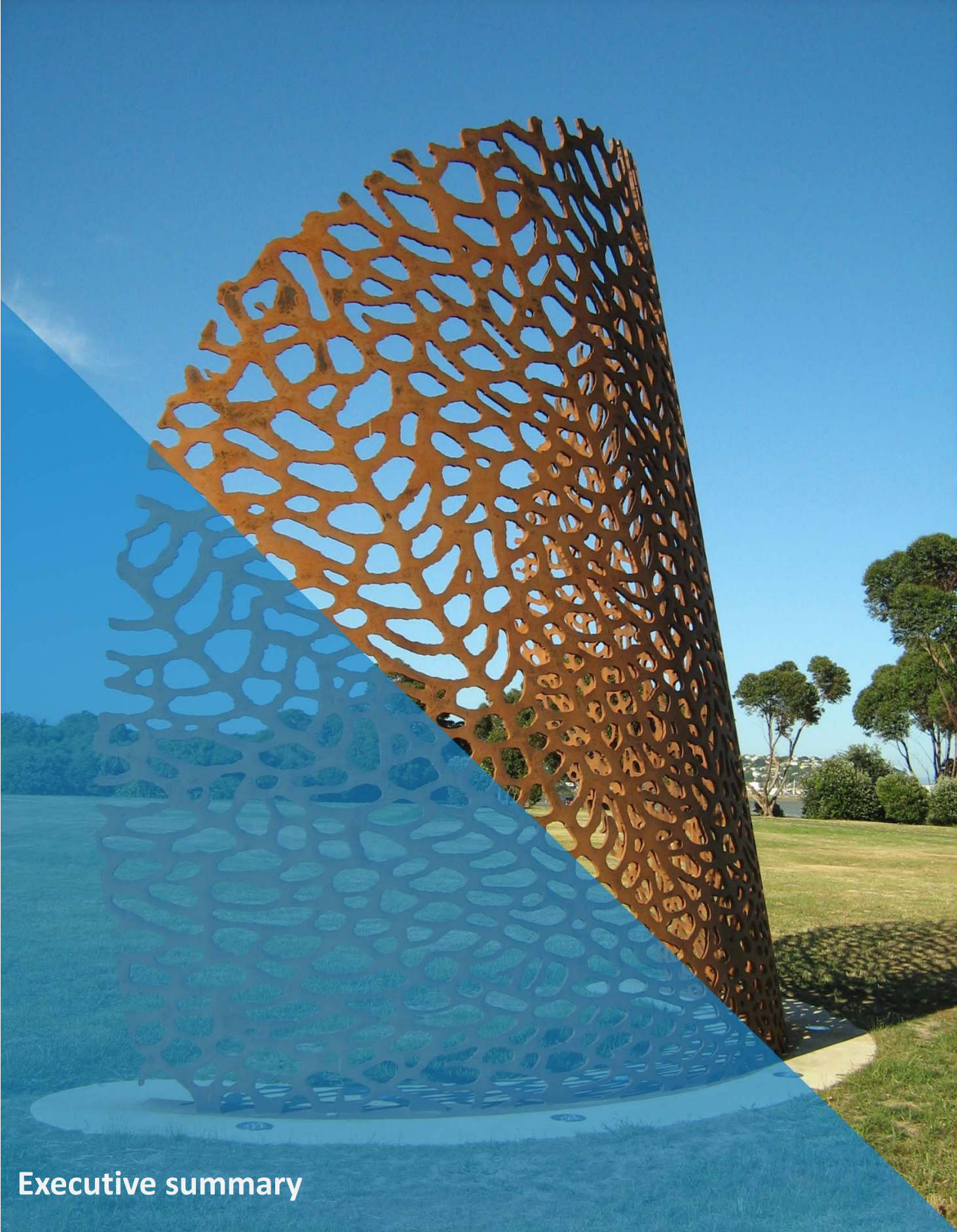
Significance testing

- The sample size of n=491 is accurate to a maximum margin of error of +/- 4.4% 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 45.6% and 54.4% 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 2023/24 and 2022/2023 were tested and identified throughout the report.
- Significant differences between geographic locations, age groups and ethnicities were marked where relevant within the same year period.
- Arrows indicate statistical significance between the reporting periods, while colour is used to mark statistical significance for the same reporting period (2023/24) between different demographics.

Year-on-year	Between demographics
 <i>Significantly higher</i>	<i>Significantly higher</i>
 <i>Significantly lower</i>	<i>Significantly lower</i>

Sample (n=491)





Executive summary

Key Findings

Over half of residents (60%) are satisfied with Council’s *Overall performance*. This is an improvement when compared with the results from the 2022/23 reporting cycle (54%).

Significant improvements in perceptions of *Transport (including roading network)* and *Public transport* in particular have been achieved. Satisfaction with *Transport (overall)* has increased 17% points year-on-year and has reached 55%, satisfaction with *Public transport services* has increased 27% points, and satisfaction with *Public transport facilities* has increased 25% points over the past 12 months.

Communication and engagement is one of the aspects with the most mentions throughout the verbatim comments. Residents have spoken about a need for more transparency when it comes to decision making, and the spending of the budget in particular. Residents suggested providing longer periods of time to provide feedback, as well as making the process more accessible and simpler to access for the wider community. Another suggestion from several respondents was to ensure that target communities and stakeholders have an opportunity to provide input, such as talking to bus drivers when it concerns routes, bus sizes, and timetables.

The Council could focus on alleviating residents’ concerns about transparency of decision making and communication to further improve the overall level of satisfaction.

Comments show that the areas of particular concern for residents include:

- *Looking after the natural environment*. 11% of respondents mentioned reducing forestry planting and increasing native plants to encourage native forest development. A similar proportion (10%) mentioned keeping waterways clean and reducing discharge into waterways from commercial operations and built infrastructure. A further 10% mentioned more improvement towards making drinking water safer. Finally, another 10% would like current strict standards on wood burners maintained or bans imposed on log fires, which will help and improve Council’s response to environmental issues.
- *Three Waters infrastructure services* and *Flood protection*. Comments revolved around a need for better maintenance of drains and making sure that these are cleaned regularly to prevent flooding, rather than clearing them after the damage has been already done. Cleaner drinking water was another important issue raised by respondents.
- *Transport (including roading)*. Verbatim comments indicate a particular concern among residents when it comes to overall road conditions, a need to improve parking (disabled parking in particular) and congestion on local roads. Another area of *Roading infrastructure* that has been mentioned by residents includes a need for safer footpaths and better provision of cycleways, including making the latter safer for younger road users.



Areas with the highest satisfaction (% Satisfied 7 to 10)

1. Regular kerbside recycling collection service (85%)
2. Museums, heritage buildings, and galleries – users (80%)
3. Parks and recreation – all (74%)
4. Recycling services (71%)
5. Sportsgrounds - users (70%)



Areas with the highest dissatisfaction (% Dissatisfied 1 to 4)

1. The Council communicates well with its residents (27%)
2. Council provides sufficient opportunity for people to have their say (26%)
3. Roads (excluding State Highways) (25%)
4. Transport (public transport and built transport facilities) (20%)
5. Public toilets - users (19%)

Year-on-year trends

Measure (% 7-10)	2023/24	% point diff (2023/24-2022/23)	2022/23	2021/22	2020/21	2019/20	2018/19
Satisfied with overall performance	60%	+6%	54%	51%	43%	63%	-
Satisfied with Transport (public transport and built transport facilities)	55%	+17%	38%	45%	39%	54%	47%
Satisfied with Three Waters infrastructure services	41%	+2%	39%	-	-	-	-
Satisfied with flood protection	45%	+8%	37%	-	-	56%	-
Satisfied with recycling services	71%	+3%	68%	-	-	-	-
Satisfied with looking after the natural environment	51%	-2%	53%	44%	47%	58%	-
Satisfied with responding to climate change	36%	-	36%	-	-	-	-
Satisfied with arts and heritage	52%	-4%	56%	-	-	-	-
Satisfied with community development	42%	-3%	45%	-	-	-	-
Satisfied with community facilities	55%	-1%	56%	-	-	-	-
Satisfied with parks and recreation	74%	+1%	73%	85%**	80%	82%	81%
Satisfied with Civil Defence Emergency Management	51%	-5%	56%	-	-	-	-
Agree the Council communicates well with its residents	44%	+5%	39%	32%	-	-	-
Agree Council provides sufficient opportunity for people to have their say	38%	+4%	34%	38%	47%	54%	44%
Satisfied with sportsgrounds (users)	70%	-	70%	84%	-	-	-
Satisfied with play facilities (users)	64%	+1%	63%	69%	-	-	-
Satisfied with swimming pools (users)	60%	+1%	59%	78%	-	-	-
Satisfied with libraries (users)	70%	+10%	60%	84%	91%	93%	89%
Satisfied with museums, heritage buildings, and galleries (users)	80%	+3%	77%	83%	-	-	-
Satisfied with public toilets (users)	54%	+1%	53%	52%	-	-	-
Satisfied with Roads (excl. State Highways)	45%	+10%	35%	-	-	42%	-
Satisfied with urban walkways and footpaths (users)	67%	+5%	62%	74%	-	64%	-
Satisfied with cycleways (users)	69%	+6%	63%	75%	-	50%	-
Satisfied with public transport services (users)	68%	+27%	41%	62%*	-	41%	-
Satisfied with public transport facilities (users)	69%	+25%	44%	-	-	-	-
Satisfied with regular kerbside recycling collection service	85%	+4%	81%	-	-	-	-
Satisfied with Council's recycling services at the Nelson Waste Recovery Centre	65%	+3%	62%	-	-	-	-
Satisfied with Nelson Waste Recovery Centre	58%	-1%	59%	-	-	-	-

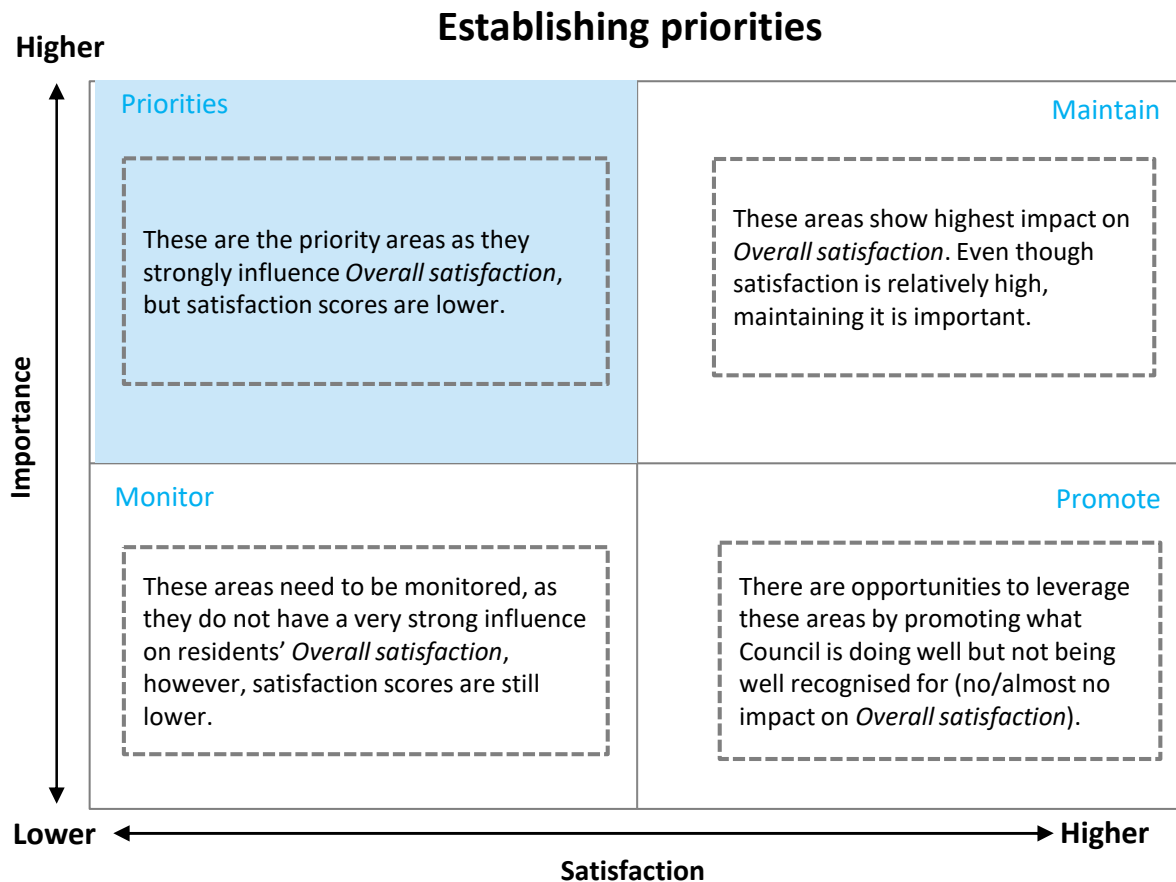
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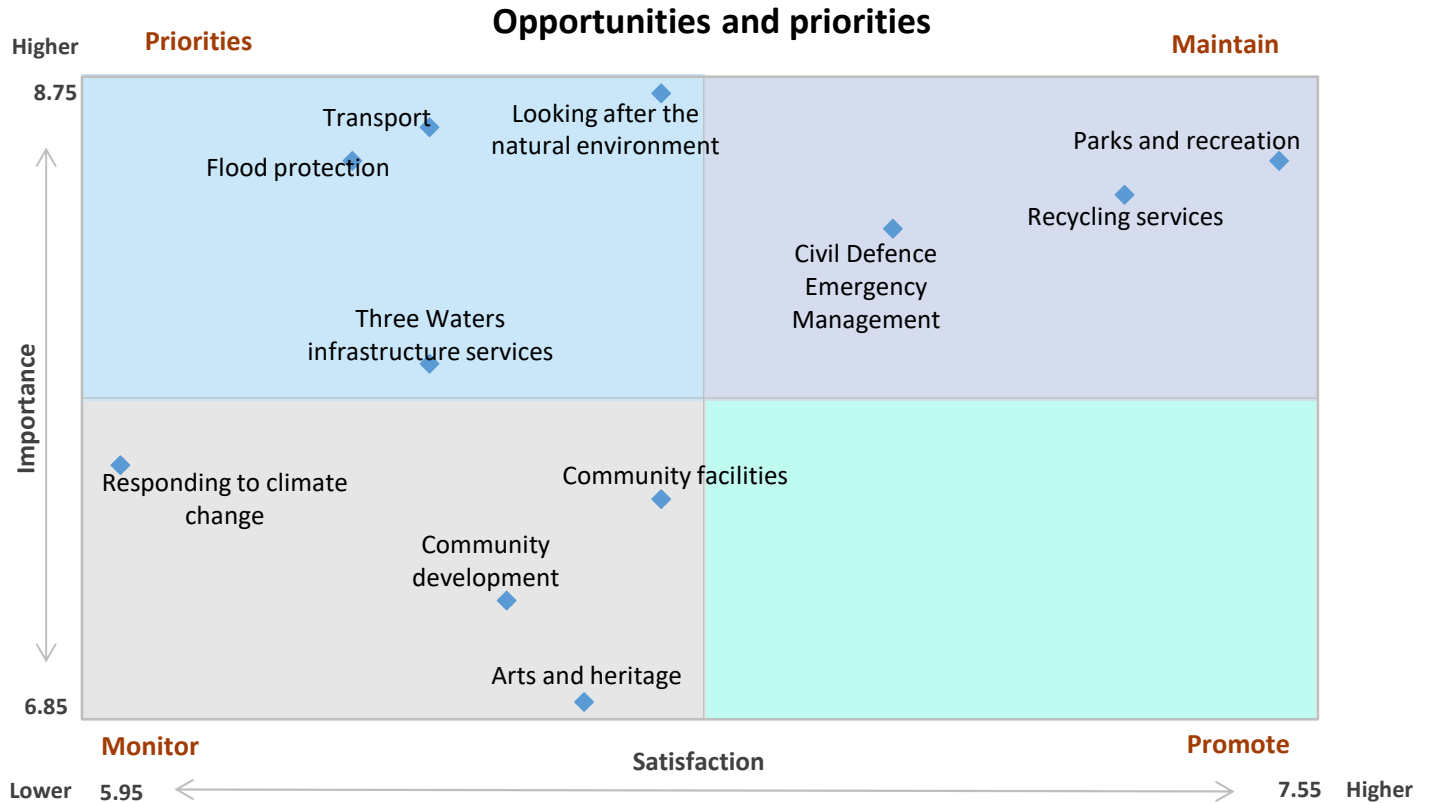
* Question regarding public transport services and facilities has been updated in 2022/23 survey to measure 'services' and 'facilities' separately.

** 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.

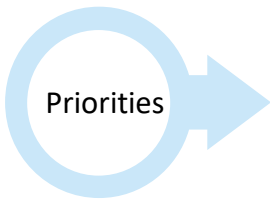
Establishing priorities - Matrix

- Respondents answered questions on the level of importance and level of satisfaction with each Council activity (*they did not rank activities against each other*).
- Each activity's 'Importance' and 'Satisfaction' mean scores out of 10 were calculated (see pages 16 and 17 for detail) and positioned on the 'Opportunities and priorities' chart with Y-axis representing 'Importance' and X-axis representing 'Satisfaction'. The chart helps convey which activities could be focused on to maintain or improve satisfaction that are most likely to influence overall satisfaction with Council.
- The grid serves to illustrate the relative position of Council activities based on the combination of 'Satisfaction' and 'Importance'. Relative to all other measures, those with the higher importance and lower satisfaction represent the best opportunities for impact, since improvements in these areas will be most valued. 'Lower' and 'Higher' positions on the grid are scaled to correspond with the actual mean scores, e.g. the left side of the satisfaction scale corresponds with the lowest satisfaction score received by a Council activity.
- The below diagram provides further explanation of what it means if a measure is located in each of the quadrants.

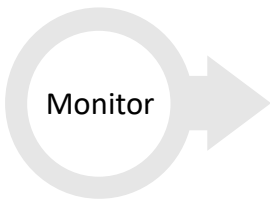




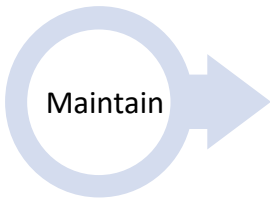
Priorities that Nelson City Council could address have shifted over the past 12 months and include:



- Looking after the natural environment.** 11% of respondents mentioned reducing forestry planting and increasing native plants to encourage native forest development. A similar proportion (10%) mentioned keeping waterways clean and reducing discharge into waterways from commercial operations and built infrastructure. A further 10% mentioned more improvement towards making drinking water safer. Finally, another 10% would like current strict standards on wood burners maintained or bans imposed on log fires, which will help and improve Council’s response to environmental issues.
- Three Waters infrastructure services and Flood protection.** Comments revolved around a need for better maintenance of drains and making sure that these are cleaned regularly to prevent flooding, rather than clearing them after the damage has been already done. Cleaner drinking water was another important issue raised by respondents.
- Transport (including roading).** Verbatim comments indicate a particular concern among residents when it comes to overall road conditions, a need to improve parking (disabled parking in particular) and congestion on local roads. Another area of *Roading infrastructure* that has been mentioned by residents includes a need for safer footpaths and better provision of cycleways, including making the latter safer for younger road users.



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 high performance. Maintaining high performance for the measures in this section will ensure there is less chance of a decline of overall satisfaction in the short term.

Yearly targets

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

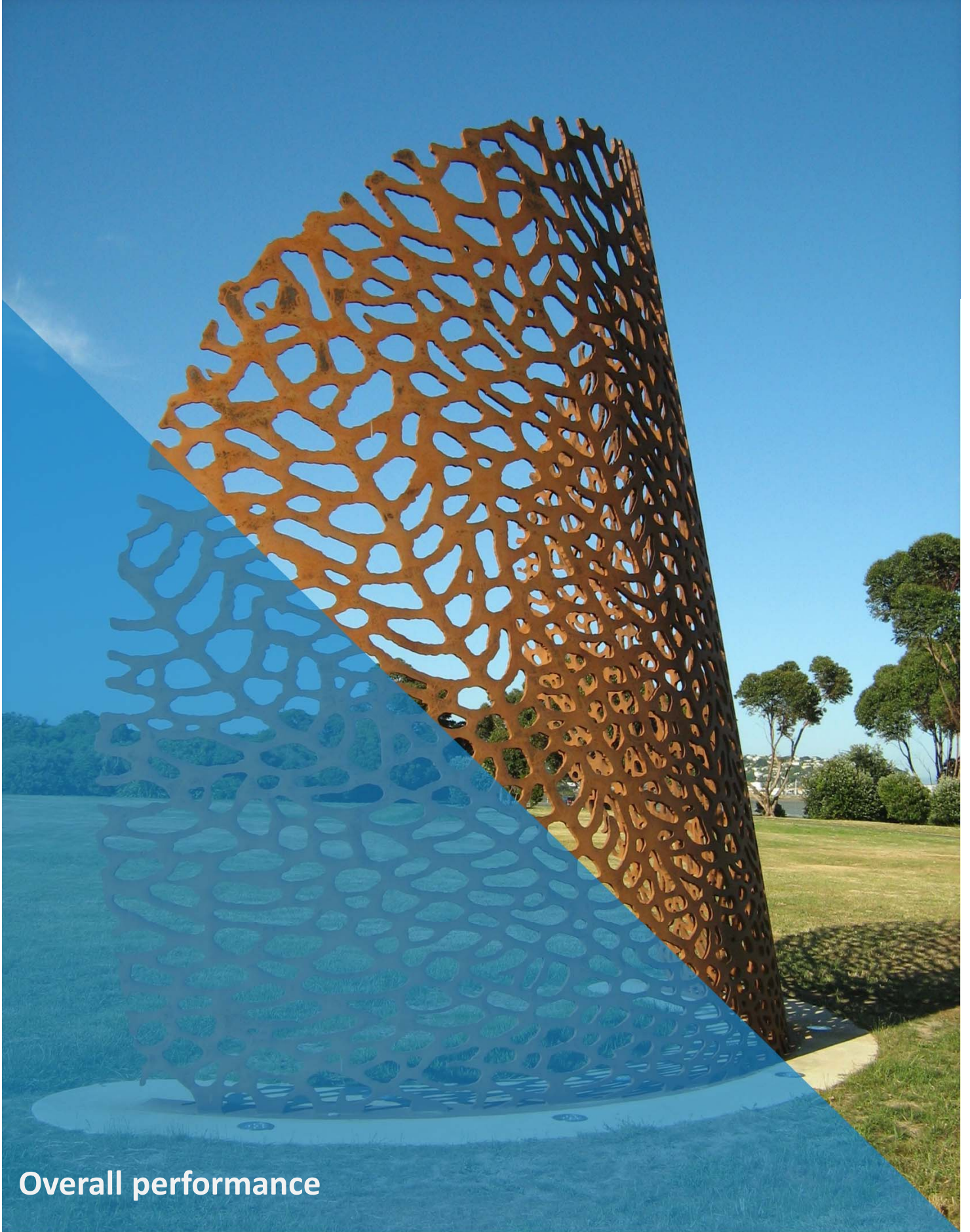
Measure	2023/24	% point increase / decrease (2023/24-2022/23)	2022/23	2021/22	2020/21	2019/20	2018/19	Target
Satisfied with Transport (public transport and built transport facilities) (% 7-10)	55%	+17%	38%	45%	39%	54%	47%	50%
Users satisfied with urban walkways and footpaths (% 7-10)	67%	+5%	62%	74%	-	64%	-	50%
Users satisfied with cycleways (% 7-10)	69%	+6%	63%	75%	-	50%	-	50%
Users satisfied with public transport services (% 7-10)	68%	+27%	41%	62%*	-	41%	-	50%
Users satisfied with public transport facilities (% 7-10)	69%	+25%	44%		-		-	50%
Users/visitors satisfied with libraries (% 7-10)	70%	+10%	60%	84%	91%	93%	89%	80%
Satisfied with parks and recreation (% 7-10)	74%	+1%	73%	85%**	80%	82%	81%	80%
Users satisfied with sportsgrounds (% 7-10)	70%	-	70%	84%	-	-	-	80%
Users satisfied with play facilities (playgrounds/skateparks) (% 7-10)	64%	+1%	63%	69%	-	-	-	80%

- Five out of nine targets were met.

NOTES:

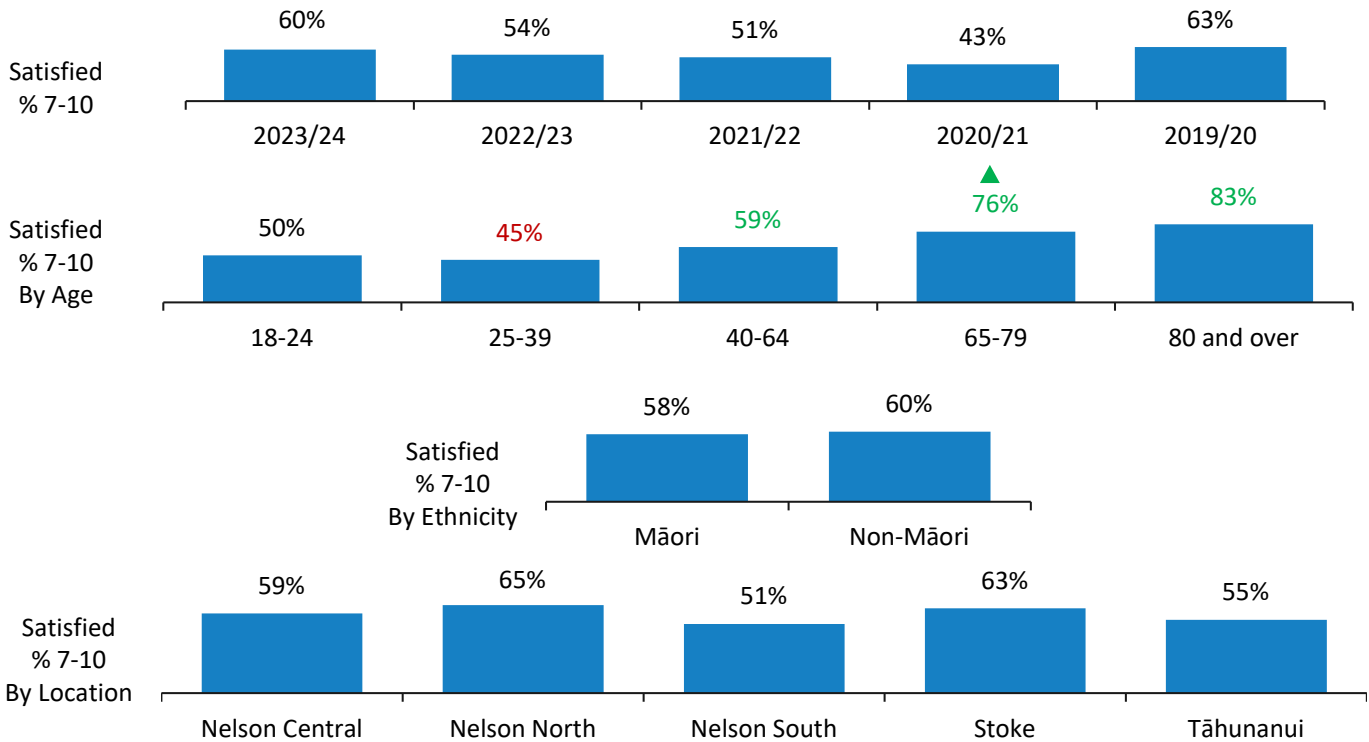
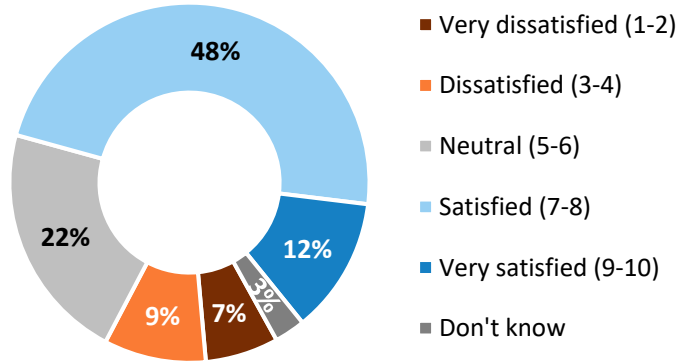
* Question regarding public transport services and facilities has been updated in 2022/23 survey to measure 'services' and 'facilities' separately.

** 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.



Overall performance

Overall performance



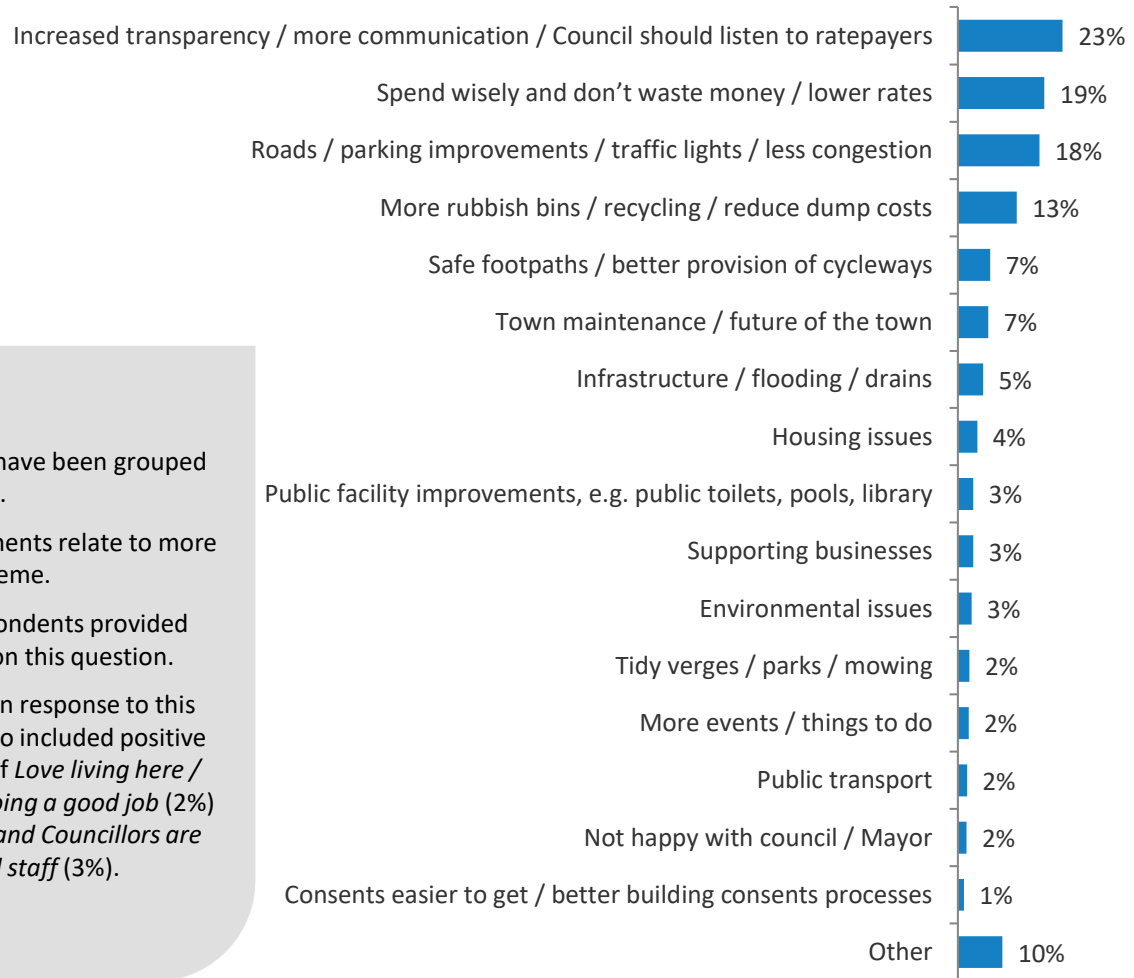
- There has been an improvement in the perception of *Nelson City Council overall* over the past 12 months (+6% points).
- Six in ten residents (60%) are satisfied with Council’s *Overall performance*.
- Satisfaction with *Overall performance* is consistent across different ethnicities and locations. However, those aged 65 and over are considerably more satisfied with the Council when compared to younger residents, and those aged 25-39 in particular.
- When asked about improvement opportunities, 23% mentioned that the Council need to have more transparency in decision making, and better communication with residents so they can have input. A further 19% mentioned being unhappy with Council’s financial management, especially when it comes to spending rates money.

NOTES:

1. Sample: 2023/24 n=491; 2022/23 n=460; 2021/22 n=407; 2020/21 n=401; 2019/20 n=402;
2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
3. Māori n=63; Non-Māori n=428;
4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
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? n=487

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

Responses to a question on how to improve overall satisfaction



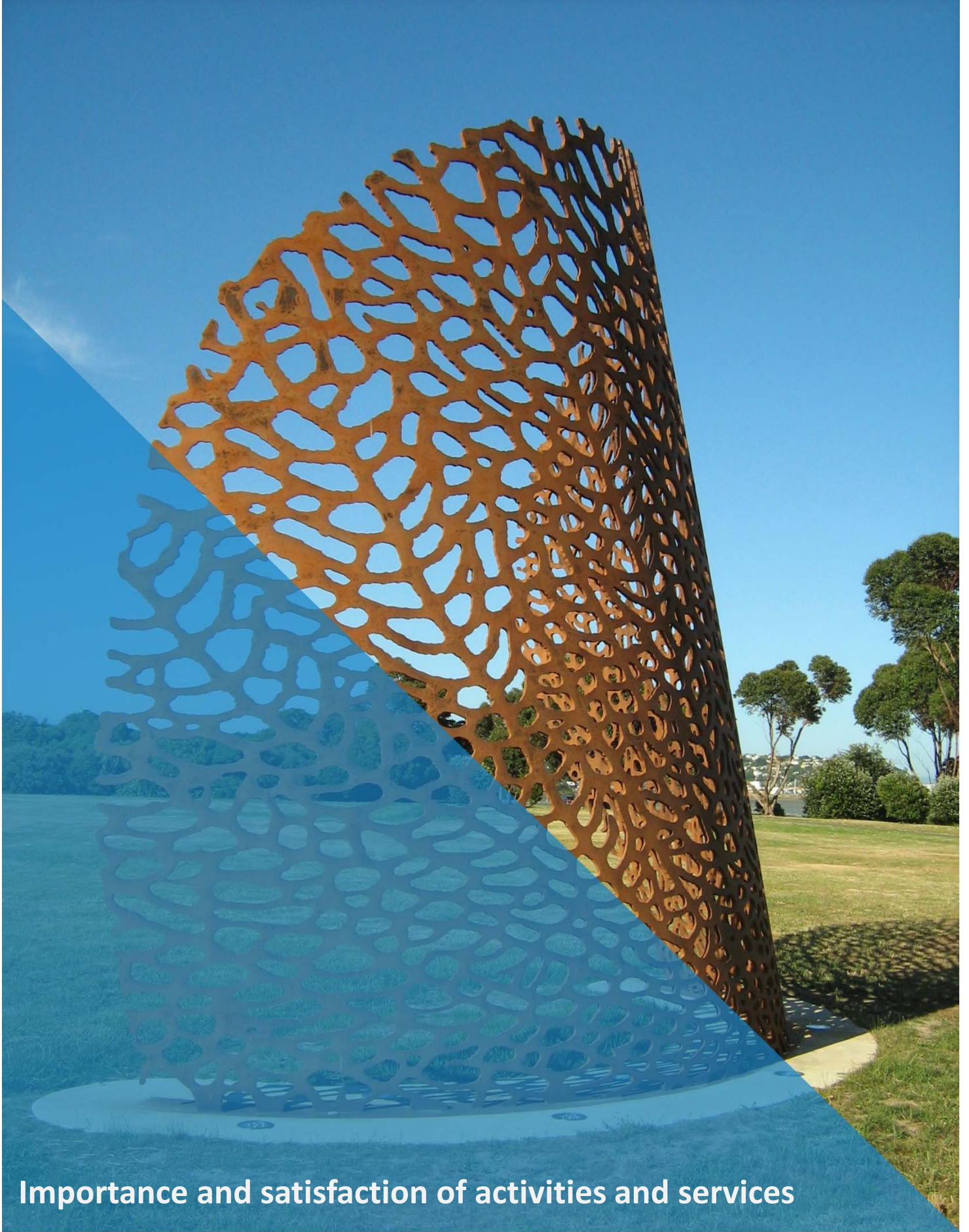
- Comments have been grouped into themes.
- Some comments relate to more than one theme.
- Not all respondents provided comments on this question.
- Comments in response to this question also included positive sentiment of *Love living here / Council is doing a good job* (2%) and *Mayor and Councillors are good / good staff* (3%).

Some of the comments provided:

- *Focus on the whole community and not the political opportunities that arise. Be clear in how much not doing something as opposed to doing something will cost the ratepayers, rather than taking a politically aligned stance on issues.*
- *Roadside green waste collection. More bus routes and lanes to speed up trip times. Cheaper bus fees and extended hours to give people alternative options for transport, for example, going out for dinner, catching a bus instead of driving. Work with local community hubs to help people in need.*
- *Encourage open forum community meetings, not just because there is an agenda. An opportunity to get the heartbeat of the people face to face. Being aware, meetings during working hours misses a significant portion of the community.*
- *Start spending money more wisely on practical solutions to problems. Everyone has different opinions but I'm sure everyone can agree that all we want is affordable, practical solutions.*
- *More visibility and direct public contact by Councillors on issues that affect the local people that they represent.*
- *If Nelson City Council give the explanation about why they are increasing property rates so sharply and what evidence it's based on for the increase, we may feel more satisfied.*
- *More visibility and direct public contact by Councillors on issues that affect the local people that they represent.*

NOTES:

1. Sample: 2023/24 n=491;
2. Excludes 'Don't know/Not applicable' responses
3. OV2. What improvements would increase your overall satisfaction with Nelson City Council? n=256



Importance and satisfaction of activities and services

Importance vs. Satisfaction (mean score)

Importance	2023/24	2022/23
Looking after the natural environment	8.7	8.8
Transport	8.6 ▼	9.0
Flood protection	8.5	8.8
Parks and recreation	8.5	8.4
Recycling services	8.4	8.7
Civil Defence Emergency Management	8.3	8.6
Three Waters infrastructure services	7.9	7.8
Responding to climate change	7.6	7.9
Community facilities	7.5	7.4
Community development	7.2	7.2
Arts and heritage	6.9	6.7

Satisfaction	2023/24	2022/23
Parks and recreation	7.5	7.5
Recycling services	7.3	7.1
Civil Defence Emergency Management	7.0	7.0
Community facilities	6.7	6.8
Looking after the natural environment	6.7	6.6
Arts and heritage	6.6	6.9
Community development	6.5	6.6
Transport	6.4 ▲	5.6
Three Waters infrastructure services	6.4 ▲	6.0
Flood protection	6.3 ▲	5.7
Responding to climate change	6.0	6.0

- Mean scores are calculated as an average of all scores provided by respondents excluding ‘Don’t know’. This allows us to take into consideration every response.
- The areas that are most important to residents include *Looking after the natural environment* (8.7), *Transport* (8.6, which is a significant decrease from 9.0 recorded 12 months prior), *Flood protection* (8.5), *Parks and recreation* (8.5), and *Recycling services* (8.4).
- The areas that residents are most satisfied with include *Parks and recreation* (7.5), *Recycling services* (7.3), *Civil Defence Emergency Management* (7.0), *Community facilities* (6.7), and *Looking after the natural environment* (6.7). There are several significant improvements in satisfaction for three measures, *Transport*, *Three Waters infrastructure services*, and *Flood protection*, when compared to the previous 2022/23 survey.

NOTES:

1. Sample: 2023/24 n=491; 2022/23 n=460. Excludes ‘Don’t know’ responses for calculating mean scores.
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’. n=491
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’, n=491

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

Importance vs. Satisfaction (mean score)

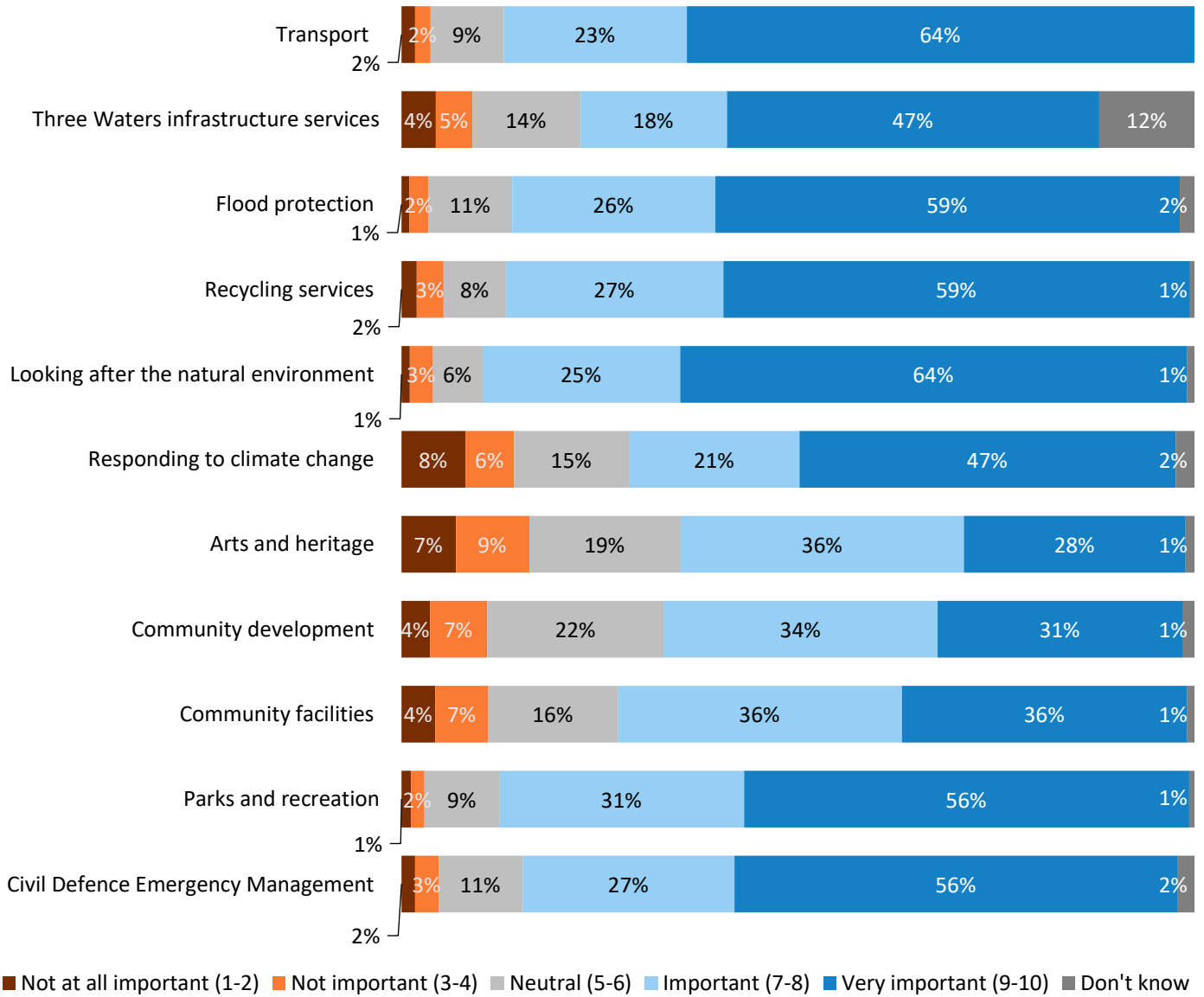
	Importance	Satisfaction	Index
Looking after the natural environment	8.7	6.7	-2
Transport	8.6	6.4	-2.2
Flood protection	8.5	6.3	-2.2
Parks and recreation	8.5	7.5	-0.9
Recycling services	8.4	7.3	-1.1
Civil Defence Emergency Management	8.3	7.0	-1.3
Three Waters infrastructure services	7.9	6.4	-1.5
Responding to climate change	7.6	6.0	-1.5
Community facilities	7.5	6.7	-0.8
Community development	7.2	6.5	-0.7
Arts and heritage	6.9	6.6	-0.3

- The Index score represents the gap between satisfaction and importance.
- There are three measures in 2023/24 that have a considerably larger gap between satisfaction and importance when compared to other areas. These are *Transport*, *Flood protection* and *Looking after the natural environment*, which have very high importance ratings in combination with lower 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



- While most priorities remain consistent year-on-year, there is a decline in the perception of importance for *Transport*, *Flood protection* and *Responding to climate change*.
- The year-on-year decline in these areas is especially noticeable amongst those who do not identify as Māori, those aged between 18 and 24 years, those aged between 40 and 64 years, and those from the Tāhunanui ward.
- Residents aged 65 and over consider all aspects measured of a higher importance than other age groups.

NOTES:

1. Sample: 2023/24 n=491; 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'. n=491

Importance of activities and services

Importance by Ethnicity (rated 7-10)	2023/24	2022/23	Māori	Non-Māori
Transport	87% ▼	93%	86%	87% ▼
Three Waters infrastructure services	65%	68%	66%	65%
Flood protection	84% ▼	89%	85%	84% ▼
Recycling services	86%	88%	81%	87%
Looking after the natural environment	89%	90%	86%	89%
Responding to climate change	69% ▼	76%	74%	68% ▼
Arts and heritage	64%	59%	65%	63%
Community development	65%	69%	76%	64%
Community facilities	72%	71%	68%	72%
Parks and recreation	87%	85%	84%	87%
Civil Defence Emergency Management	83%	86%	85%	82%

Importance by Age (rated 7-10)	18-24	25-39	40-64	65-79	80 and over
Transport	85%	84%	88% ▼	89%	83%
Three Waters infrastructure services	51%	50%	70%	78%	76%
Flood protection	69% ▼	78%	85% ▼	94%	89%
Recycling services	86%	84%	85%	92%	90%
Looking after the natural environment	83%	88%	87% ▼	97%	93%
Responding to climate change	67% ▼	67%	66% ▼	76%	79%
Arts and heritage	63%	63%	62%	68%	68%
Community development	59% ▼	70%	65%	65%	63%
Community facilities	68%	69%	70%	77%	82%
Parks and recreation	77%	89% ▲	87%	88%	89%
Civil Defence Emergency Management	68%	81%	82% ▼	91%	91%

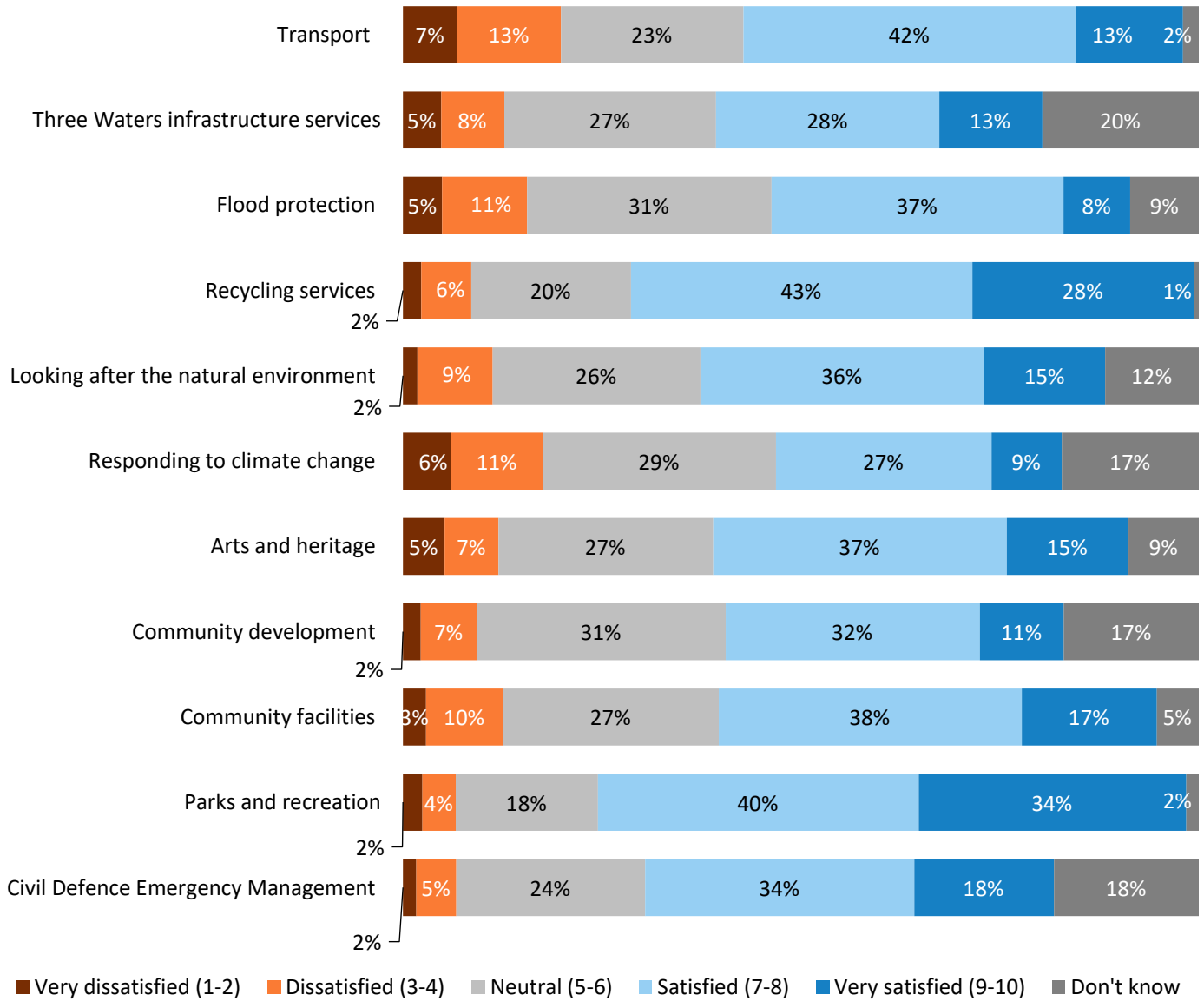
Importance by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Transport	89%	88%	88%	86%	82% ▼
Three Waters infrastructure services	71%	75%	52%	62%	64%
Flood protection	91%	82%	80%	81%	82%
Recycling services	89%	94%	93%	85%	72% ▼
Looking after the natural environment	92%	91%	93%	87%	83%
Responding to climate change	72%	78%	74%	68%	53% ▼
Arts and heritage	75%	63%	64%	57%	56%
Community development	70%	59%	82%	62%	57%
Community facilities	80%	70% ▼	77%	70%	54%
Parks and recreation	90%	90%	90%	87%	74%
Civil Defence Emergency Management	86%	85%	78%	81%	79%

NOTES:

1. Sample: 2023/24 n=491; 2022/23 n=460.
2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
3. Māori n=63; Non-Māori n=428;
4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
5. 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'. n=491

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

Satisfaction with activities and services



- There has been a significant improvement in satisfaction when it comes to the way residents perceive *Transport* and *Flood protection*. This corresponds with the decrease in perception of how important these areas are. As areas improve, they become less important to residents.
- Youth (those aged between 18 and 24 years) are the least satisfied with Three Waters infrastructure services (21% for this age-group compared with 41% overall) and *Responding to climate change* (27% for this age-group compared with 36% overall).
- Satisfaction is fairly consistent across different locations and ethnicities. It is worth mentioning that the Stoke ward has recorded a significant year-on-year increase for two measures – *Transport* and *Three Waters infrastructure services*.

NOTES:

1. Sample: 2023/24 n=491; 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', n=491

Satisfaction with activities and services

Satisfaction by Ethnicity (rated 7-10)	2023/24	2022/23	2021/22	2020/21	Māori	Non-Māori
Transport	55% ▲	38%	45%	39%	54% ▲	55% ▲
Three Waters infrastructure services	41%	39%	-	-	35%	41%
Flood protection	45% ▲	37%	-	-	45%	45% ▲
Recycling services	71%	68%	-	-	71%	71%
Looking after the natural environment	51%	53%	44%	47%	48%	51%
Responding to climate change	36%	36%	-	-	37%	36%
Arts and heritage	52%	56%	-	-	49%	52%
Community development	42%	45%	-	-	41%	43%
Community facilities	55%	56%	-	-	56%	55%
Parks and recreation	74%	73%	85%*	80%	68%	74%
Civil Defence Emergency Management	51%	56%	-	-	56%	51%

Satisfaction by Age (rated 7-10)	18-24	25-39	40-64	65-79	80 and over
Transport	47%	49% ▲	57% ▲	57%	68%
Three Waters infrastructure services	21%	31%	41%	59%	49%
Flood protection	35%	35%	42%	63% ▲	63%
Recycling services	58%	68%	71%	75%	88%
Looking after the natural environment	38%	45%	51%	54%	76%
Responding to climate change	27%	31%	34%	41%	65% ▲
Arts and heritage	41%	47%	53%	60%	55% ▲
Community development	40%	31%	45%	48%	51%
Community facilities	56%	47%	55%	60%	69%
Parks and recreation	66%	66%	74%	83%	84%
Civil Defence Emergency Management	28% ▼	45%	54%	63%	56%

Satisfaction by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Transport	55% ▲	50%	62% ▲	56% ▲	53%
Three Waters infrastructure services	44%	44%	40%	39% ▲	38%
Flood protection	44%	35%	50%	49%	41%
Recycling services	68%	74%	74%	74%	63%
Looking after the natural environment	49%	46%	58%	55%	41%
Responding to climate change	29%	26%	43%	42%	37%
Arts and heritage	56%	51%	48%	51%	51%
Community development	38%	43%	46%	45%	44%
Community facilities	53%	52%	52%	59%	55%
Parks and recreation	76%	73%	66%	77%	66%
Civil Defence Emergency Management	48%	67%	42%	52%	49%

NOTES:

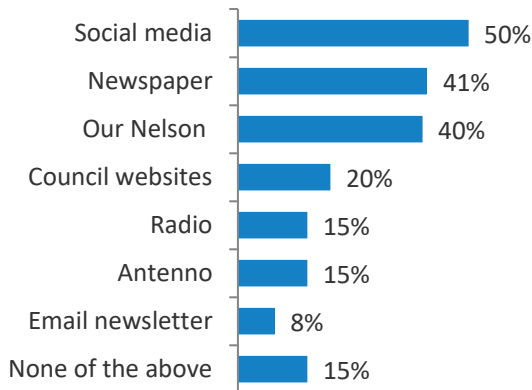
1. Sample: 2023/24 n=491; 2022/23 n=460.
 2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
 3. Māori n=63; Non-Māori n=428;
 4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
 5. IA2. Now, how satisfied are you with these Council activities and services? Please rate this on a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied',
- * 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.

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



Consultation and engagement

Ways to hear from the Council



- In the 2023/24 survey, *Social media* has significantly increased as a way for residents to obtain information about Council’s activity (50% compared 43% 12 months prior).
- The youngest residents (18-24 years) are the least interested in keeping up with the Council’s activities (37% have chosen *None of the above*).
- Those aged between 25 and 64 years are most likely to choose *Social media* when compared to other age groups.

Ways to hear from the Council by Ethnicity	2023/24	2022/23	2021/22	Māori	Non-Māori
Our Nelson	40%	38%	32%	34%	41%
Social media	50% ▲	43%	44%	61%	49% ▲
Newspaper	41%	44%	51%	36%	42%
Antenno	15%	11%	3%	15%	15%
Council websites	20%	18%	31%	15%	20%
Email newsletter	8%	6%	19%	8%	8%
Radio	15%	14%	26%	10%	15%
None of the above	15%	15%	5%	16%	15%

Ways to hear from the Council by Age	18-24	25-39	40-64	65-79	80 and over
Our Nelson	10%	27%	48%	51%	48%
Social media	48%	64%	55%	35%	23%
Newspaper	27%	33%	41%	52%	62%
Antenno	4%	13%	16%	21%	15%
Council websites	9%	20%	23%	23%	7% ▼
Email newsletter	4%	5%	8%	11%	11%
Radio	16%	15%	10%	20%	28%
None of the above	37%	18%	11%	11%	20%

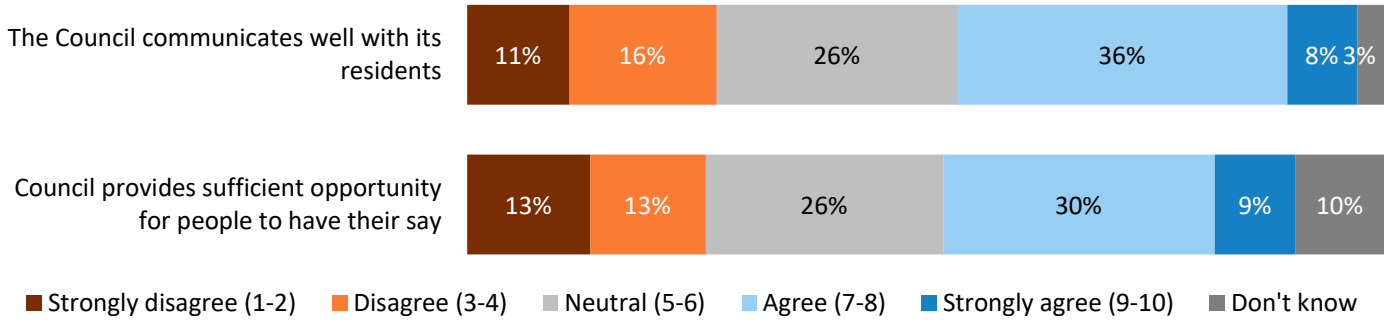
Ways to hear from the Council by Location	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Our Nelson	45%	44%	24%	40%	38%
Social media	45%	54%	56%	51%	53%
Newspaper	45%	47%	44%	38%	34%
Antenno	13%	24%	18% ▲	13%	18%
Council websites	25%	17%	16%	17%	20%
Email newsletter	10%	6%	8%	6%	11%
Radio	12%	15%	10%	17%	17%
None of the above	16%	13%	17%	14%	18%

NOTES:

1. Sample: 2023/24 n=491; 2022/23 n=460.
2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
3. Māori n=63; Non-Māori n=428;
4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
5. CE1. Over the last 12 months did you hear any news, information or advertisements from Council in or on any of the following: n=491

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

Communication and engagement



Agree by Ethnicity (rated 7-10)	2023/24	2022/23	2021/22	2020/21	Māori	Non-Māori
The Council communicates well with its residents	44%	39%	32%	-	44%	44%
Council provides sufficient opportunity for people to have their say	38%	34%	38%	47%	35%	39%

Agree by Age (rated 7-10)	18-24	25-39	40-64	65-79	80 and over
The Council communicates well with its residents	27%	42%	43%	54%	50%
Council provides sufficient opportunity for people to have their say	26%	32%	36%	50%	62%

Agree by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
The Council communicates well with its residents	45%	48%	45%	42% ▲	39%
Council provides sufficient opportunity for people to have their say	39%	44%	39%	37%	36%

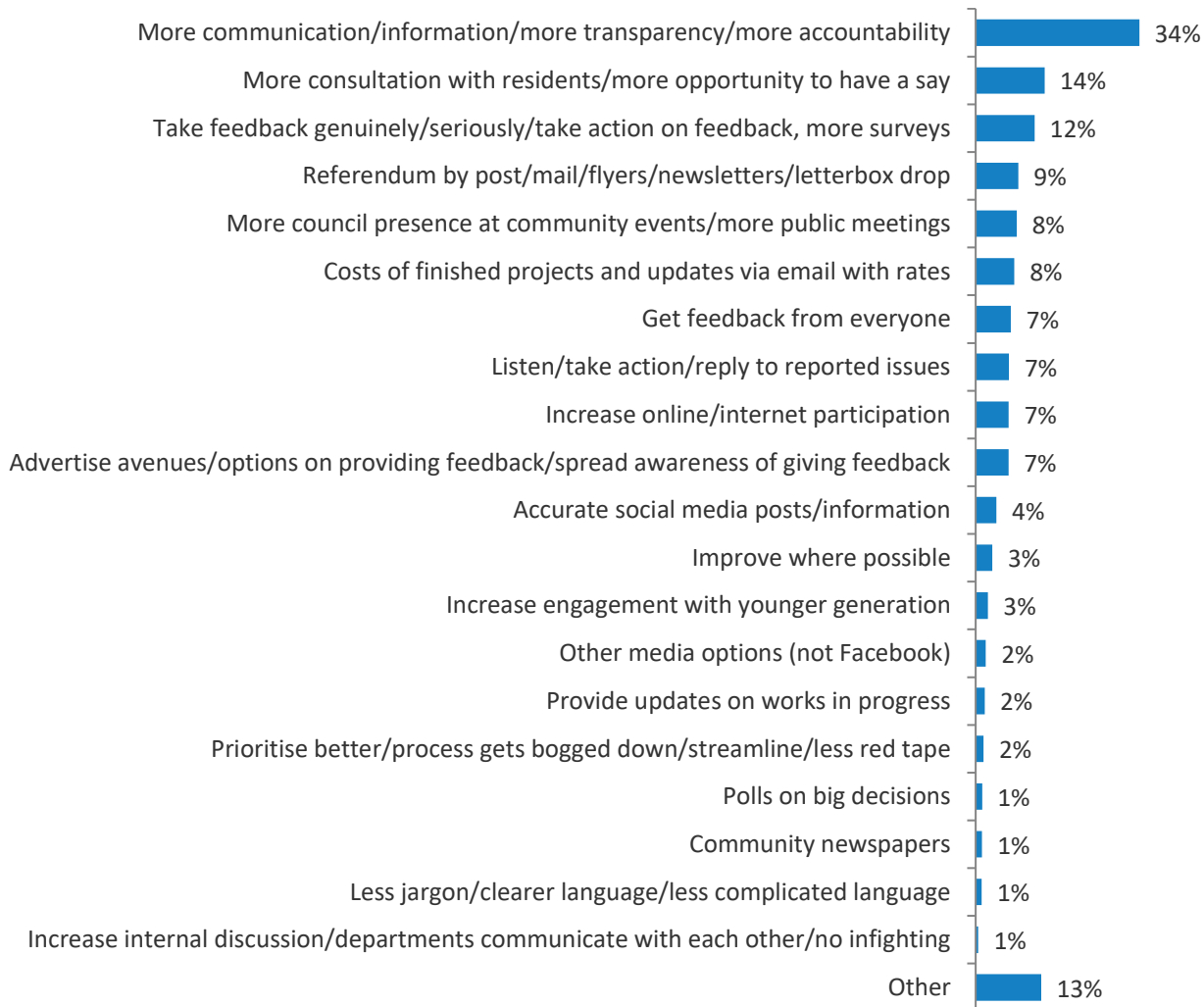
- There has been a positive trend over the past 24 months in residents’ perceptions that *The Council communicates well with its residents* – 44% in 2023/24, and 39% in 2022/23 compared with just 32% in 2021/22.
- The proportion of residents agreeing that *Council provides sufficient opportunity for people to have their say* has also recorded a slight increase over the past 12 months (+4% points).
- However, the perception of *Communication and engagement* remains relatively low, and presents an opportunity for Council to address this area in order to increase overall satisfaction.

NOTES:

1. Sample: 2023/24 n=491; 2022/23 n=460.
2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
3. Māori n=63; Non-Māori n=428;
4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
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? n=491

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

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

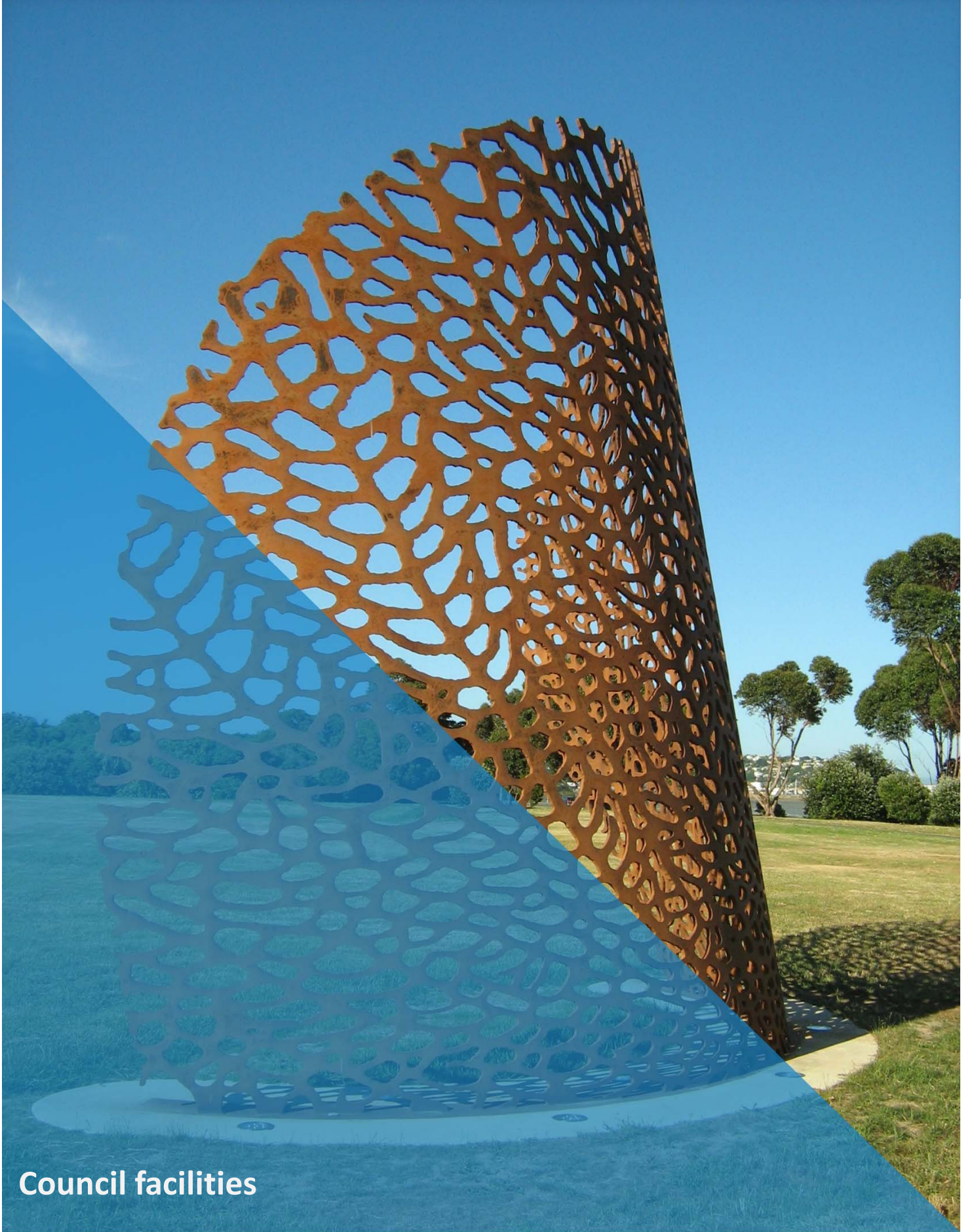


Some of the comments:

- *Hold more community meetings and forums. Increased flexibility or openness to new ideas, realistic, out of the box thinking for future plans.*
- *Solicit and publish consultation responses. Engage with actual stakeholders when proposals for change are being considered. For example, bus drivers for new routes, timetables, and bus size.*
- *Allow quick and easy submissions, potentially through social media. Having clear and transparent ways of giving views to Council on day to day issues.*
- *Stop and look at what's happening around the town, and getting feedback from people on the street instead of making assumptions and spending money unnecessarily.*
- *I am not dissatisfied, I am simply unaware. Council does not appear to put much effort into educating residents about what services it provides or how good these are compared to other cities.*
- *The Council asks for public feedback, but takes no notice of anything said. It always seems that the Council has determined their path before a comment is requested.*

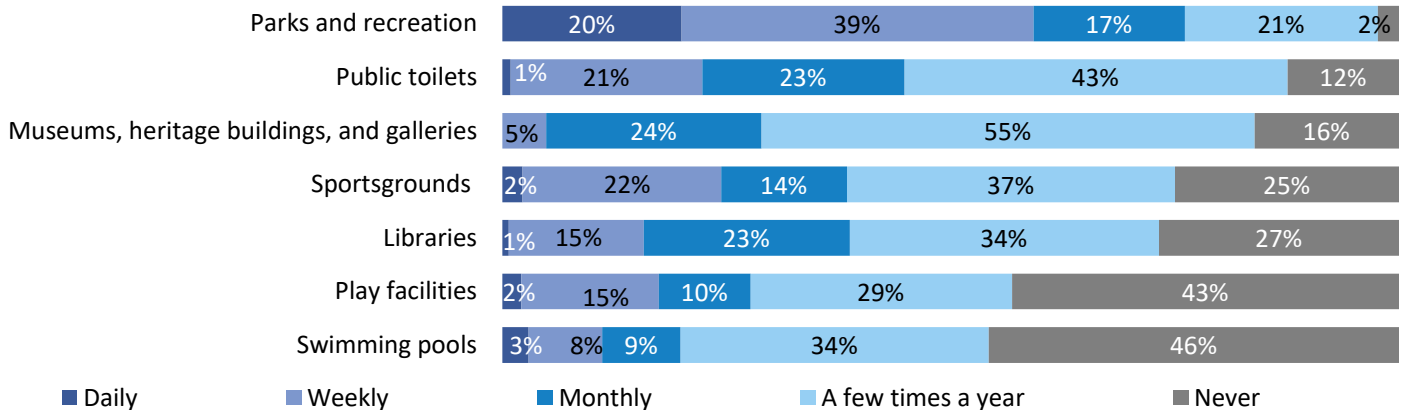
NOTES:

1. Sample: 2023/24 n=491;
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=225



Council facilities

Visitation



Users	2023/24	2022/23	2021/22	2020/21	Māori	Non-Māori
Parks and recreation	98%	97%	90%	-	100%	97%
Sportsgrounds	75%	76%	61%	-	92%	73%
Play facilities	57%	56%	44%	-	67%	56%
Swimming pools	54%	53%	43%	-	61%	54%
Libraries	73%	74%	65%	47%	67%	74%
Museums, heritage buildings, and galleries	84%	84%	77%	-	85%	84%
Public toilets	88%	90%	82%	-	91%	87%

Users by Age	18-24	25-39	40-64	65-79	80 and over
Parks and recreation	96%	99%	97%	99%	92%
Sportsgrounds	76%	83%	78%	66%	49%
Play facilities	57%	77%	57%	46%	14%
Swimming pools	67%	62%	58%	42%	16%
Libraries	63%	73%	72%	80%	78%
Museums, heritage buildings, and galleries	69%	82%	85%	91% ▲	84%
Public toilets	93%	91%	90%	81%	70%

Users by Location	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Parks and recreation	99%	97%	96%	96%	100%
Sportsgrounds	73%	77%	80%	73%	80%
Play facilities	48%	57%	83% ▲	57%	59%
Swimming pools	52%	57%	69%	54%	47%
Libraries	77%	77%	80%	68%	71%
Museums, heritage buildings, and galleries	90%	92%	84%	79%	77%
Public toilets	85%	90%	91%	86%	92%

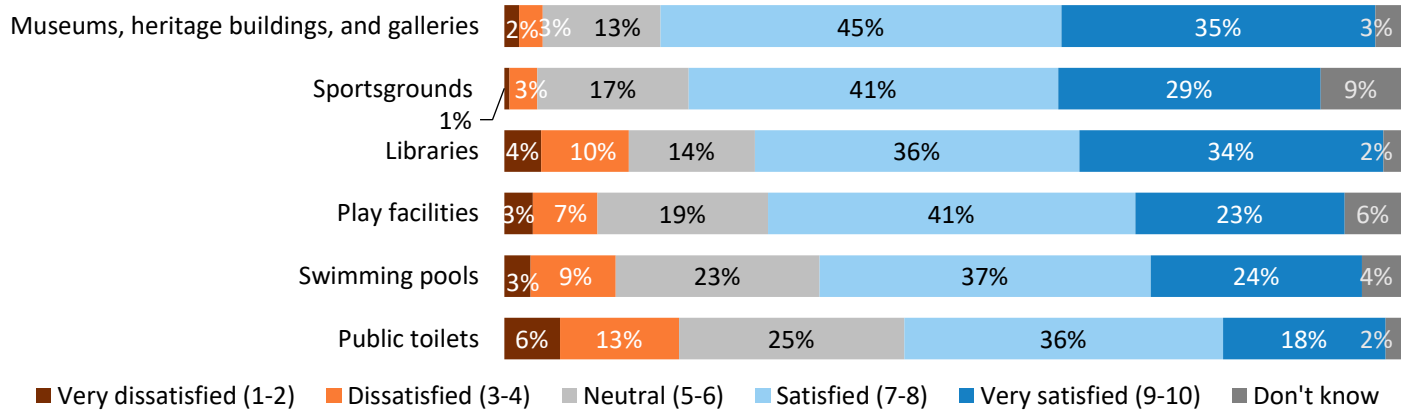
- Usage across all public facilities is on par with the 2022/23 survey.
- *Parks and recreation* remains the most used facility, with almost all respondents (98%) using them *A few times a year or more often*.

NOTES:

1. Sample: 2023/24 n=491; 2022/23 n=460.
2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
3. Māori n=63; Non-Māori n=428;
4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
5. CF1. In the past 12 months, how often have you used or visited the following facilities provided by the Nelson City Council? n=491

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

Satisfaction (user base)



Satisfaction by Ethnicity (rated 7-10)	2023/24	2022/23	2021/22	Māori	Non-Māori
Sportsgrounds	70%	70%	84%	76%	70%
Play facilities	64%	63%	69%	67%	64%
Swimming pools	60%	59%	78%	67%	60%
Libraries	70% ▲	60%	84%	62%	71% ▲
Museums, heritage buildings, and galleries	80%	77%	83%	71%	81%
Public toilets	54%	53%	52%	48%	54%

Satisfaction by Age (rated 7-10)	18-24	25-39	40-64	65-79	80 and over
Sportsgrounds	67%	65%	72%	79%	60%
Play facilities	65%	58%	68%	68%	43%
Swimming pools	63%	50%	60%	81% ▲	40%
Libraries	58%	67%	69%	73% ▲	92%
Museums, heritage buildings, and galleries	65%	75%	81%	86%	85%
Public toilets	32%	40%	54%	78% ▲	70%

Satisfaction by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Sportsgrounds	68%	74%	63%	76% ▲	63%
Play facilities	56%	58%	58%	72% ▲	70%
Swimming pools	62%	60%	46%	65%	57%
Libraries	65% ▲	71%	72%	76%	63%
Museums, heritage buildings, and galleries	75%	86%	83%	84%	71%
Public toilets	55%	61%	49%	52%	52%

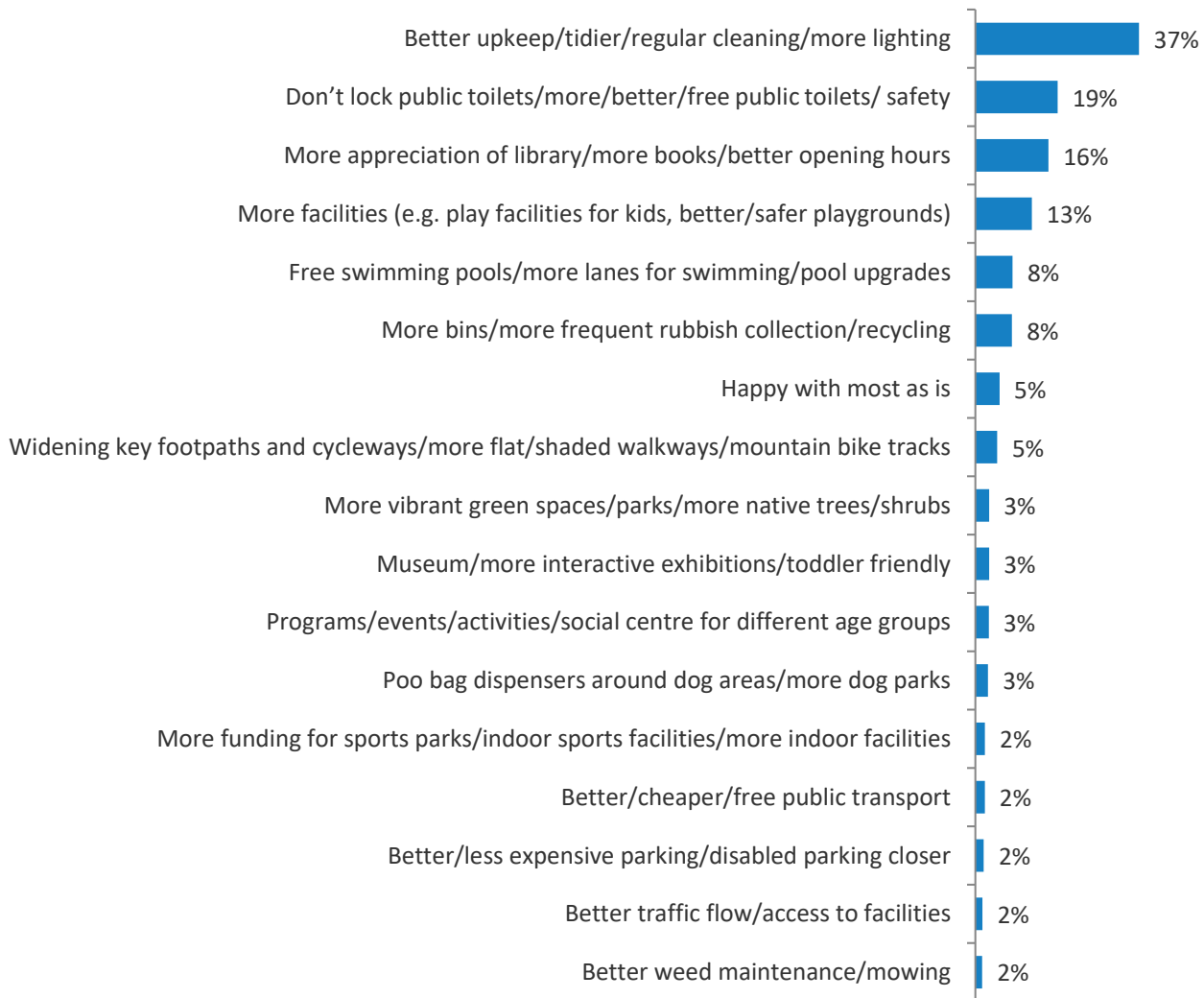
- Satisfaction amongst users of *Libraries* has significantly increased over the past 12 months. Satisfaction with other facilities remains on par with the results from the 2022/23 survey.
- The Stoke ward has recorded a considerable increase in satisfaction with *Sportsgrounds* and *Play facilities* over the past 12 months. Nelson Central ward has recorded a significant year-on-year increase in satisfaction with *Libraries*.

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

NOTES:

1. Sample: Users Parks and recreation n=480; Sportsgrounds n=373; Users Play facilities n=281; Swimming pools n= 269; Libraries n=358; Museums, heritage buildings n=412; Public toilets n=430
2. CF2. How satisfied are you with the following:

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

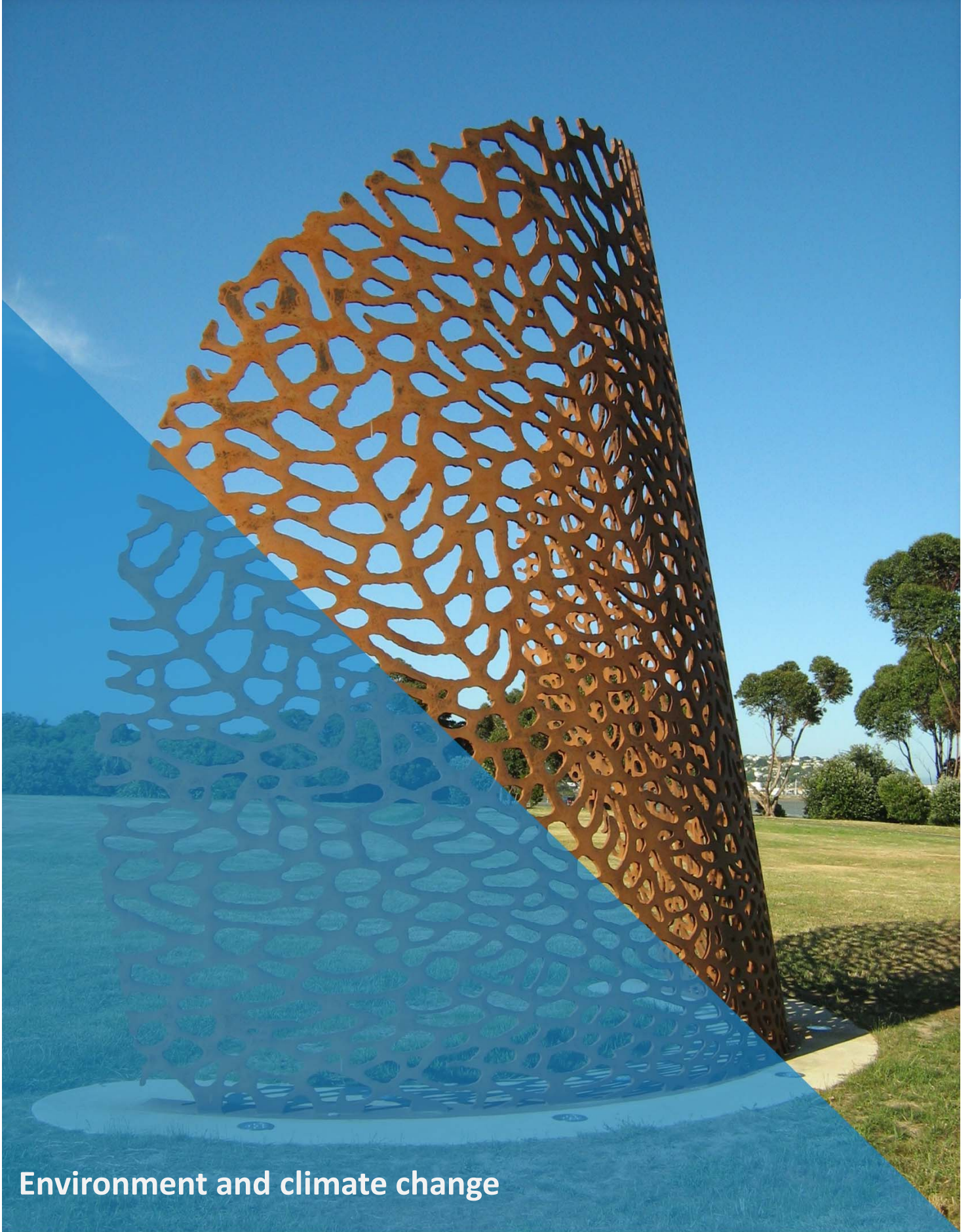


Some of the comments provided:

- *A better, bigger, more interactive museum. Cleaner public toilets, more diversity with playgrounds.*
- *Upgrade swimming pools in Nelson. Adding a sauna would be popular. Adding public hot pools near the beach like in Christchurch would be a good idea.*
- *Some kind of push to increase user responsibility. Dog poo and rubbish are all pretty prevalent over the last year. Some of this is to do with the reduction in waste services, some of it is to do with terrible people.*
- *Swimming pool entry is getting really expensive. The pool hire fee from swim squads is too expensive. It is putting a lot of pressure on parents, and kids are stopping swimming because of the cost.*
- *More fun spaces for children and family areas for barbecues and picnics, I like the pa harakeke but unfortunately feel like it missed the mark of what the Nelson whanau wanted. It would be such a cool space with more friendly activities for kids of all ages as well as barbecues or similar for families to spend long amounts of time there.*
- *More walkways and connector paths to encourage walking exercise. Increase the number of community fruit trees.*
- *Better maintenance and upkeep, as well as a fast response to when these facilities are affected by weather events.*
- *Most are pretty good. I think for our size, Nelson does really well.*

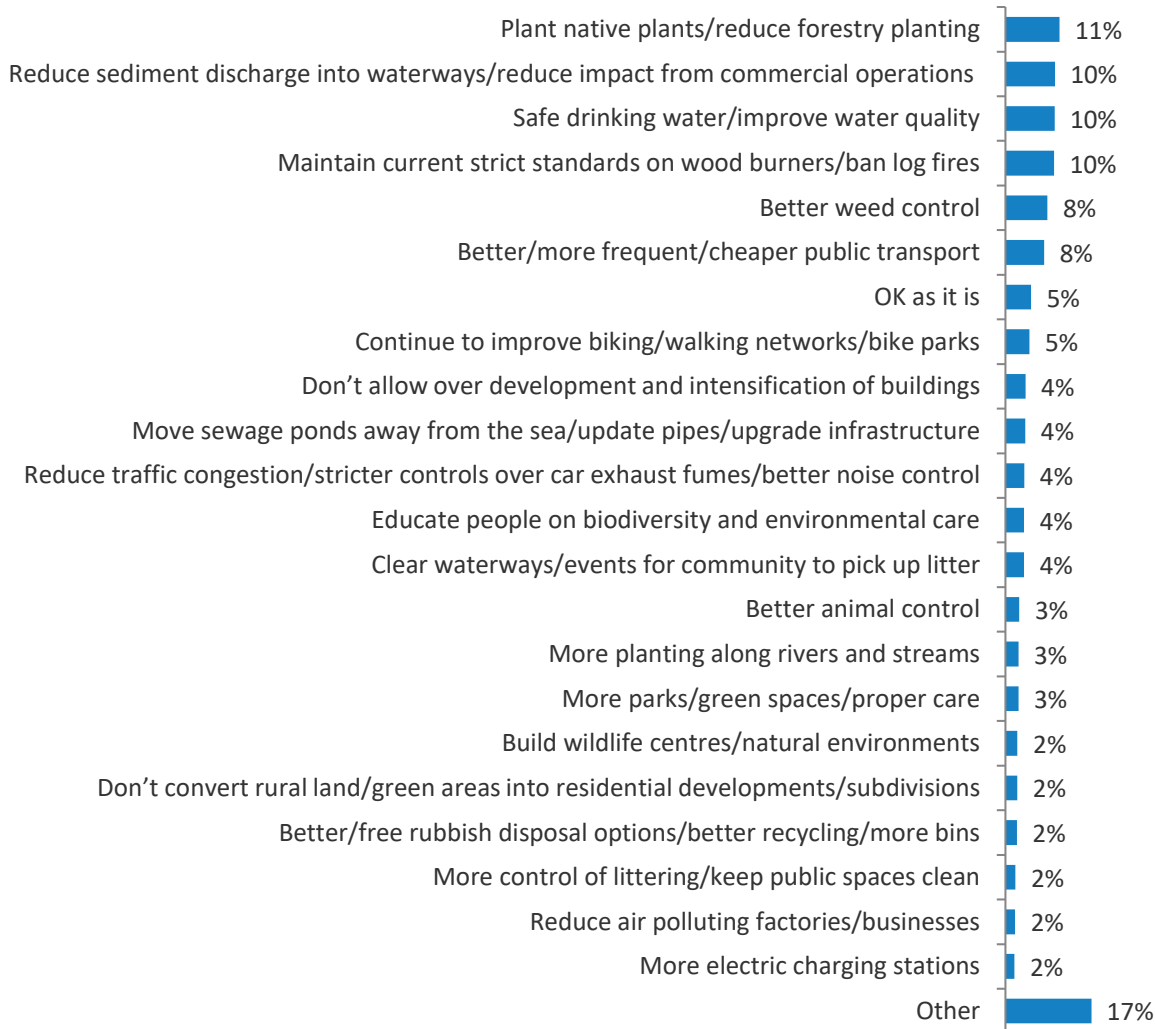
NOTES:

1. Sample: 2023/24 n=491;
2. Excludes 'Don't know/Not applicable' responses
3. CF3. What improvements would increase your satisfaction with Council facilities in the Nelson City? n=245



Environment and climate change

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



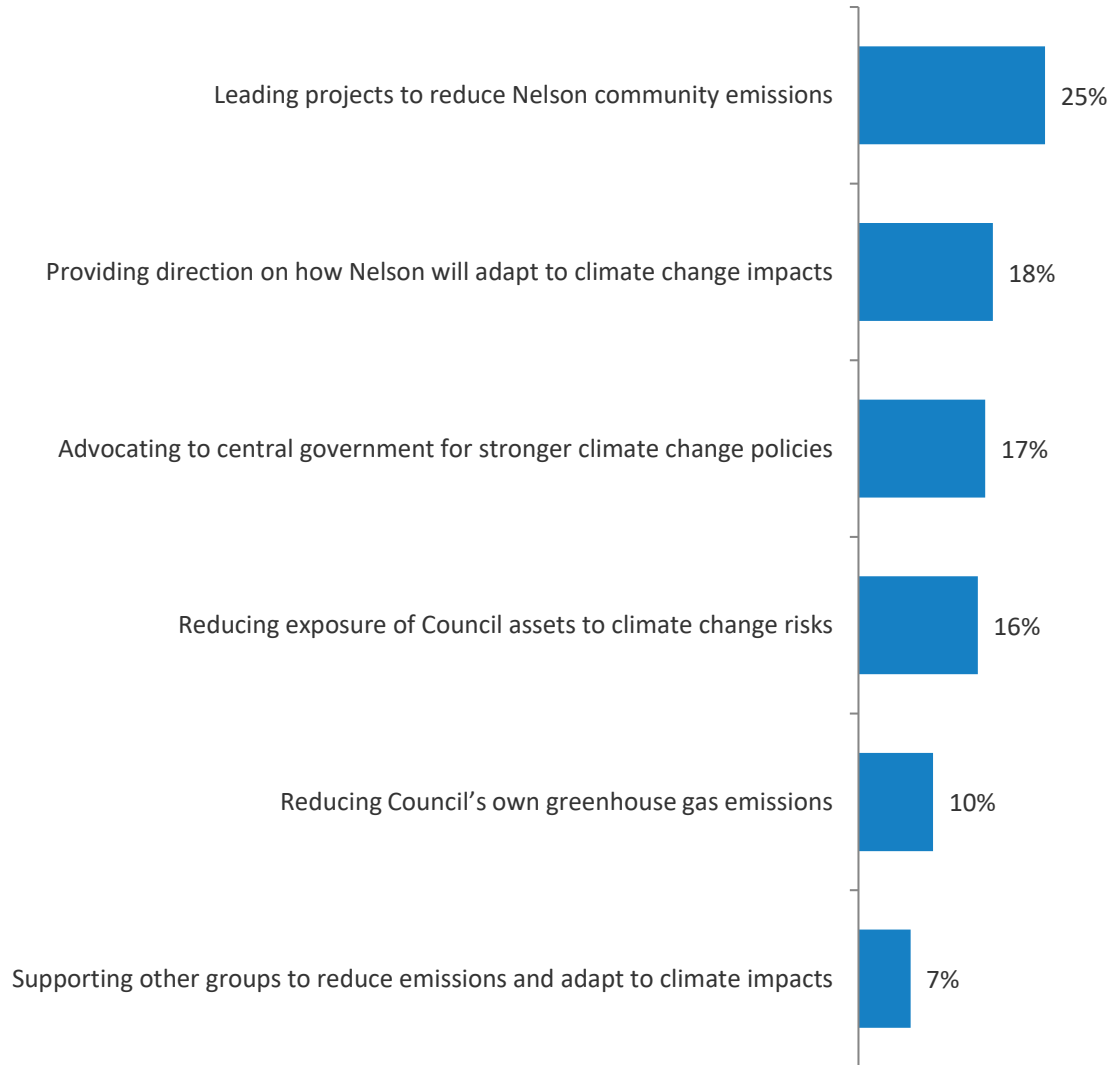
Some of the comments provided:

- *Clearing waterways of plastics to prevent any entering our oceans. More support of foundations like the bird sanctuary.*
- *Air quality and noise pollution on and around Wakefield Quay and Rocks Road, which should be the jewel in the crown for Nelson residents and visitors to our city.*
- *Build natural filtration processes for human waste. Educate and encourage private land owners to transition to biodynamic and organic practice with their land holdings. Council to investigate new technologies that reduce air pollution and increase efficiency, such as the plasmoid technology specifically.*
- *More engagement with the public through community groups to foster ownership and accountability for streams and waterways. Weed management and riparian planting.*
- *More predator control, cat micro chipping and feral control. Remove cattle from Maitai, more enforcement of forestry operations sediment production.*
- *Water quality is concerning. I don't think we have too much to worry about regarding air quality and biodiversity.*
- *Solar power initiatives. Plants to attract wildlife and only native species.*
- *Stricter control on diesel emissions.*

NOTES:

1. Sample: 2023/24 n=491;
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=221

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.
- One-quarter of residents (25%) believe that *Leading projects to reduce Nelson community emissions* is the most important action to take in response to climate change.
- 18% consider *Providing direction on how Nelson will adapt to climate change impacts* as the most important response, while a further 17% agree that Council needs to consider *Advocating to central government for stronger climate change policies*.

NOTES:

1. Sample: 2023/24 n=491;
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). n=491

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

TOP-1 position by Ethnicity	2023/24	2022/23	Māori	Non-Māori
Providing direction on how Nelson will adapt to climate change impacts	18%	20%	18%	18%
Leading projects to reduce Nelson community emissions	25%	24%	17%	25%
Reducing Council’s own greenhouse gas emissions	10%	9%	9%	10%
Reducing exposure of Council assets to climate change risks	16%	16%	12%	16%
Supporting other groups to reduce emissions and adapt to climate impacts	7%	7%	17%	6%
Advocating to central government for stronger climate change policies	17%	15%	17%	17%

TOP-1 position by Age	18-24	25-39	40-64	65-79	80 and over
Providing direction on how Nelson will adapt to climate change impacts	11%	13%	22%	20%	16%
Leading projects to reduce Nelson community emissions	15%	28%	25%	27% ▲	14%
Reducing Council’s own greenhouse gas emissions	11%	7%	11%	8%	16%
Reducing exposure of Council assets to climate change risks	8%	16%	13%	22%	27%
Supporting other groups to reduce emissions and adapt to climate impacts	17%	9%	6%	3%	0%
Advocating to central government for stronger climate change policies	24%	17%	18%	12%	18%

TOP-1 position by Location	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Providing direction on how Nelson will adapt to climate change impacts	16%	14%	22%	19%	24%
Leading projects to reduce Nelson community emissions	30%	39% ▲	17%	20%	20%
Reducing Council’s own greenhouse gas emissions	9%	14%	12%	11%	3% ▼
Reducing exposure of Council assets to climate change risks	19%	13%	10%	18%	10%
Supporting other groups to reduce emissions and adapt to climate impacts	6%	7%	13%	6%	9%
Advocating to central government for stronger climate change policies	15%	10%	24% ▲	18%	22%

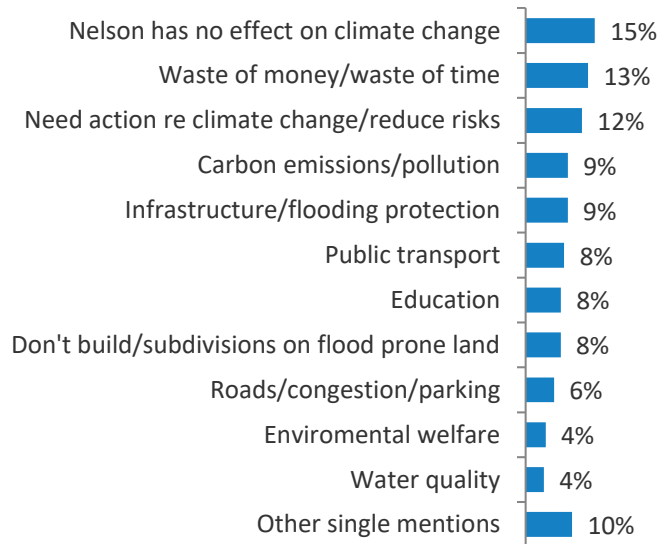
NOTES:

- Sample: 2023/24 n=491; 2022/23 n=460.
- 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
- Māori n=63; Non-Māori n=428;
- Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
- 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). n=491

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

Actions to take to respond to climate change – other suggestions

- ‘Other suggestions’ for climate action chart below is based off the smaller number of respondents (n=57) who ranked ‘Other’ climate actions as important and provided a specific comment.



Some of the comments provided:

- *Look at providing protection from the sea level rise, nothing we can really do to stop it happening as we are insignificant in terms of what emissions we produce, but we can take actions to stop it from engulfing the port and CBD by following the Dutch example, like the Maeslantkering storm surge barrier, a simpler version of this could be built at the Cut to hold back Spring Tides that could be 1.5 meters higher than now, thus saving well over two billion dollars of infrastructure.*
- *Even though we have an urgent need for more housing, some common sense needs to be applied in planning where the new subdivisions will be sited. Again, listen to the experts. Don't allow building on flood prone land and slip prone land, when engineers have warned for years that it's an expensive and stupid idea.*
- *I think this is a waste of time, money and energy, we already do a lot, our overall impact on the entire world is not even impacting it. Someone from Council needs to talk to China or America, note I don't support any of the above.*
- *Better information to publicly inform of flood or erosion prone areas where housing is, as why should current ratepayers' foot the bill for previous Council poor decisions. I.e., Tahuna slump, building in flood plains or reclaimed swamp areas etc. Owners' choice to buy there, it is their responsibility, not all of us ratepayers.*
- *Communicating the importance of mitigation and adaptation to the community.*
- *Monitoring fertilizer runoff and compliance with fencing off waterways.*
- *I don't believe any are important. I don't think climate change is entirely Council's problem. I prefer you to focus on your core role of service delivery and infrastructure investment.*
- *Fighting property developments on flood plains. Only constraining rivers when absolutely essential for existing housing and infrastructure, not proposed housing built in the natural path of a flood.*

NOTES:

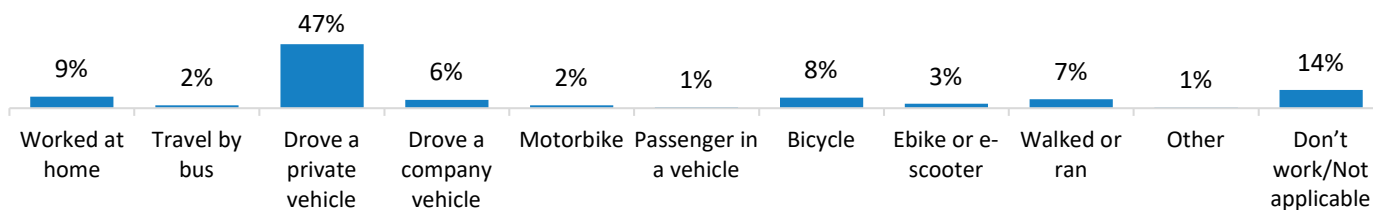
1. Sample: 2023/24 n=491.
2. EC2. There are a range of actions Council can take to respond to climate change, through reducing greenhouse gas emissions and adapting to climate change impacts. If you have selected “other”, please provide a comment. n=57

▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower



Transport

Means of transport to get to work or education*



Means of transport by Ethnicity	2023/24	2022/23	Māori	Non-Māori
Worked at home	9%	8%	10%	9%
Travel by bus	2%	3%	3%	2%
Drove a private vehicle	47%	48%	58%	46%
Drove a company vehicle	6%	5%	9%	6%
Motorbike	2%	1%	5%	2%
Passenger in a vehicle	1%	3%	1%	1%
Bicycle	8%	6%	6%	8%
Ebike or e-scooter	3%	2%	2%	4%
Walked or ran	7%	7%	3%	7%
Other	1%	<1%	-	1%
Don't work/Not applicable	14%	16%	3%	14%

Means of transport by Age	18-24	25-39	40-64	65-79	80 and over
Worked at home	3%	5%	11%	14%	-
Travel by bus	7%	2%	2%	1%	-
Drove a private vehicle	59%	58%	50%	28%	24% ▲
Drove a company vehicle	6%	10%	8%	1%	-
Passenger in a vehicle	3%	3%	2%	-	4%
Motorbike	1%	3%	-	-	-
Bicycle	5%	6%	12%	4%	-
Ebike or e-scooter	5%	2%	4%	5%	-
Walked or ran	8%	8%	6%	8%	-
Other	-	1%	1%	1%	-
Don't work/Not applicable	3%	2%	4%	37%	71%

Means of transport by Location	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Worked at home	12%	12%	8%	4%	11%
Travel by bus	1%	4%	4%	2%	1%
Drove a private vehicle	36%	48%	51%	59%	36%
Drove a company vehicle	5%	6%	5%	7%	6%
Passenger in a vehicle	-	4%	-	3%	6%
Motorbike	1%	2%	2%	1%	-
Bicycle	11%	10%	-	6%	10%
Ebike or e-scooter	5%	1%	11%	2%	-
Walked or ran	12%	-	11%	2%	11% ▲
Other	1%	-	-	-	4%
Don't work/Not applicable	14%	13%	9%	14%	16%

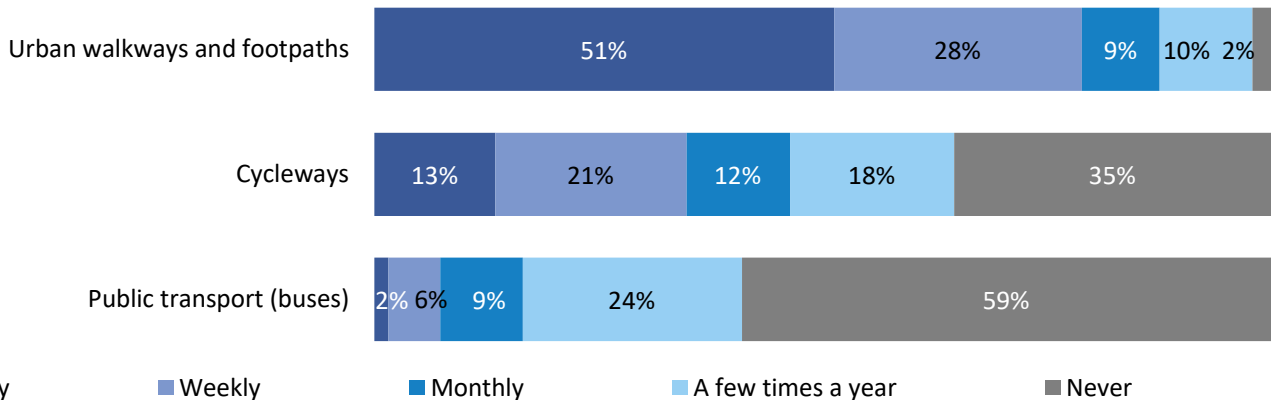
NOTES:

- Sample: 2023/24 n=491; 2022/23 n=460.
- 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
- Māori n=63; Non-Māori n=428;
- Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
- TR1.Thinking about the last twelve months, what was your main form of transport to get to work or education? n=491

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

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

Users



Users by Ethnicity	2023/24	2022/23	2021/22	Māori	Non-Māori
Urban walkways and footpaths	98%	97%	96%	100%	98%
Cycleways	65%	68%	60%	55%	65%
Public transport (buses)	41%	35%	29%	33%	42% ▲

Users by Age	18-24	25-39	40-64	65-79	80 and over
Urban walkways and footpaths	96%	98%	98%	99%	93%
Cycleways	63%	73%	69%	59%	25%
Public transport (buses)	51%	35%	41% ▲	42%	47%

Users by Location	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Urban walkways and footpaths	99%	99%	96%	97%	98%
Cycleways	63%	68%	62%	65%	68%
Public transport (buses)	38%	46%	39%	41%	45%

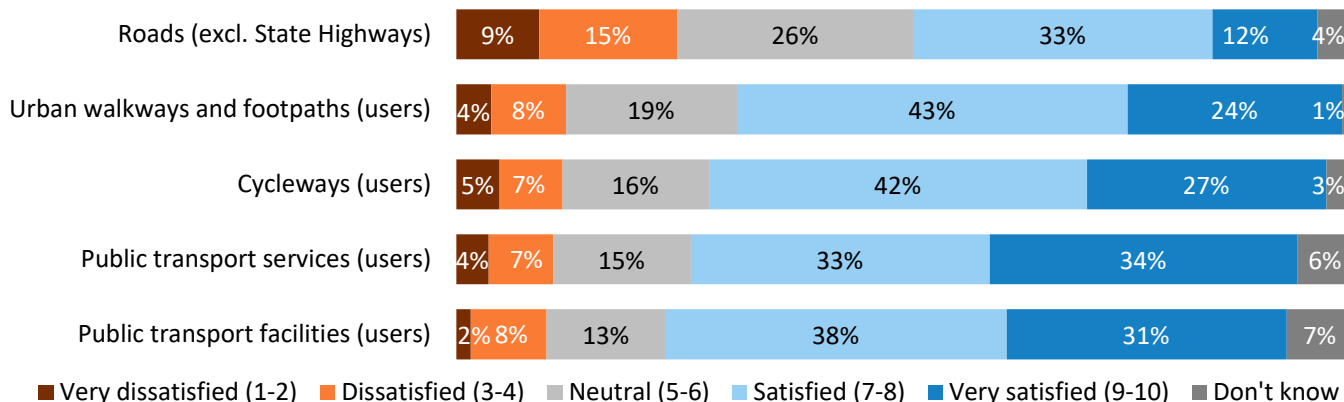
- The proportion of residents who used *Urban walkways and footpath*, *Cycleways* and *Public transport (buses)* remains consistent over the past 12 months.
- Just over four in ten residents (41%) use public transport in Nelson. The users are most likely to be aged between 18 and 24, or 80 years and over.
- Usage of public transport is fairly consistent across all locations.

NOTES:

1. Sample: 2023/24 n=491; 2022/23 n=460.
2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
3. Māori n=63; Non-Māori n=428;
4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
5. TR2. In the past 12 months, how often have you used any of the following in the Nelson City Area? n=491

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

Satisfaction



Satisfaction by Ethnicity (rated 7-10)	2023/24	2022/23	2021/22	Māori	Non-Māori
Roads (excl. State Highways)	45% ▲	35%	-	47%	45% ▲
Urban walkways and footpaths (users)	67%	62%	74%	63%	67%
Cycleways (users)	69%	63%	75%	90% ▲	67%
Public transport services (users)	68% ▲	41%	62%	64%	68% ▲
Public transport facilities (users)	69% ▲	44%		55%	70% ▲

Satisfaction by Age (rated 7-10)	18-24	25-39	40-64	65-79	80 and over
Roads (excl. State Highways)	34%	39%	47% ▲	46%	65%
Urban walkways and footpaths (users)	59%	70%	67%	64%	76%
Cycleways (users)	63%	67%	69%	71%	83%
Public transport services (users)	48%	54%	72% ▲	83% ▲	70%
Public transport facilities (users)	54%	61%	71% ▲	86% ▲	61%

Satisfaction by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Roads (excl. State Highways)	49% ▲	52% ▲	39%	42%	42%
Urban walkways and footpaths (users)	67%	74% ▲	69%	67%	59%
Cycleways (users)	56%	67%	76%	77%	72%
Public transport services (users)	75% ▲	81% ▲	66% ▲	60%	63%
Public transport facilities (users)	76% ▲	76% ▲	64%	62%	72%

- There is a significant year-on-year increase in satisfaction with *Roads*, *Public transport services*, and *Public transport facilities* in 2023/24 when compared with 2022/23.
- *Roads* remain the lowest rated aspect measured, with less than half of respondents (45%) satisfied.

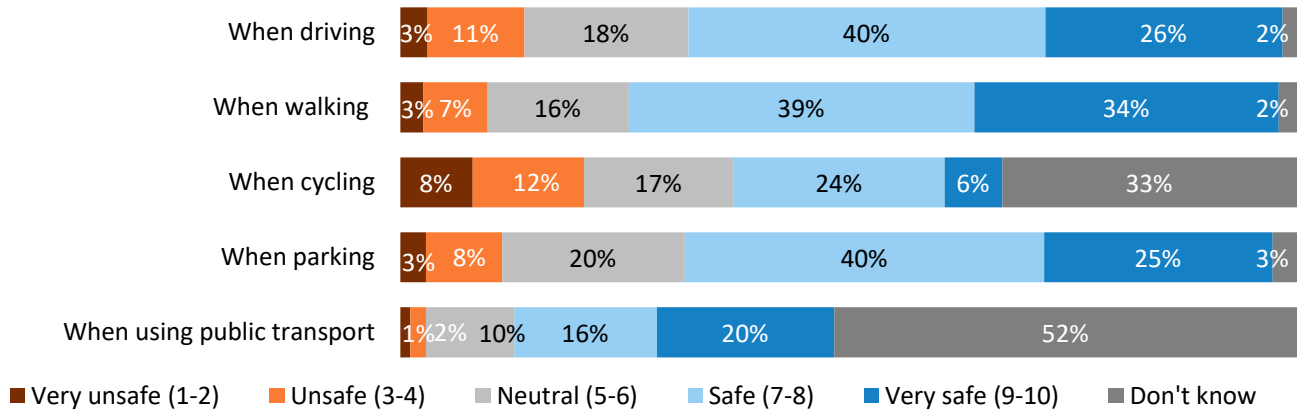
NOTES:

1. Sample: 2023/24 n=491; 2022/23 n=460.
2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
3. Māori n=63; Non-Māori n=428;
4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
5. Users Urban walkways n=481; Users cycleways n=314; Users public transport n=200;
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)	2023/24	2022/23	Māori	Non-Māori
When driving	66%	64%	49%	68%
When walking	73%	68%	73%	72%
When cycling	30%	27%	41%	29%
When parking	66%	62%	59%	66%
When using public transport	36% ▲	29%	39%	35% ▲

Feeling safe by Age (rated 7-10)	18-24	25-39	40-64	65-79	80 and over
When driving	55%	54%	70%	73%	78%
When walking	58%	70%	76%	73%	73%
When cycling	29%	32%	33%	26%	10%
When parking	51%	57%	68%	72%	78%
When using public transport	37%	30%	40% ▲	35%	30%

Feeling safe by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
When driving	71%	69%	59%	63%	68%
When walking	77%	68%	73%	72%	68%
When cycling	24%	21%	30%	37%	29%
When parking	67%	63%	64%	66%	63%
When using public transport	34%	41%	33%	35%	41%

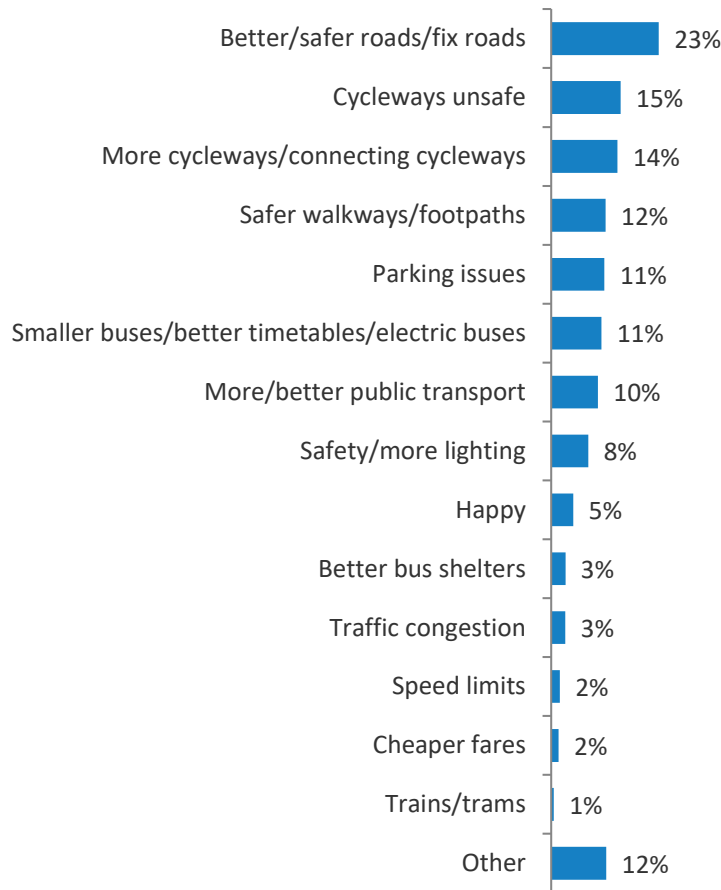
- Over to seven in ten residents feel safe *When walking* (73%).
- There is a significant year-on-year improvement in how safe residents feel *When using public transport* (36% in 2023/24 compared with 29% in 2022/23). However, 52% did not give a 1-10 rating (answered 'Don't know'), which is most likely due to them not using public transport.
- Residents offered some improvement opportunities when it comes to transport and roading infrastructure. The most commonly mentioned themes include *Better/safer roads/fix roads*, *Unsafe cycleways*, and *More cycleways/connecting cycleways*.

NOTES:

1. Sample: 2023/24 n=491; 2022/23 n=460.
2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
3. Māori n=63; Non-Māori n=428;
4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
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. n=491

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

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



Some of the comments provided:

- *Reduce the costs of buses and extend hours. Provide bus only lanes to reduce congestion and improve efficiency for public transport.*
- *Shared pathways need to be wide enough for this purpose. Clear green markings at entry and exit points on these pathways to guide cyclists and raise awareness for pedestrians. Underpasses should have signage in the tunnel to give way to an oncoming bell.*
- *I would like to see a safer cycle route for kids cycling to the colleges on the Atawhai cycleway, then trying to navigate through town traffic.*
- *Fix the road condition. Fix bottle necks, and put in a bypass from Stoke to Nelson. Councilors should jump in with a truck driver for a day and see what they have to put up with on our roads.*
- *I feel that accessibility in Nelson is a large problem. Having pushed someone around in a wheelchair, and trying to find available disabled parking is really problematic.*
- *Remove unused bus stops to avoid confusion. Remind bus drivers not to leave stops before the scheduled time. Widen some of the railway reserve in parts. Raised crossings on St Vincent Street. More regular street sweeping, broken glass is fairly common, especially around Harvey Norman. Improve signage, better policing and enforcement.*

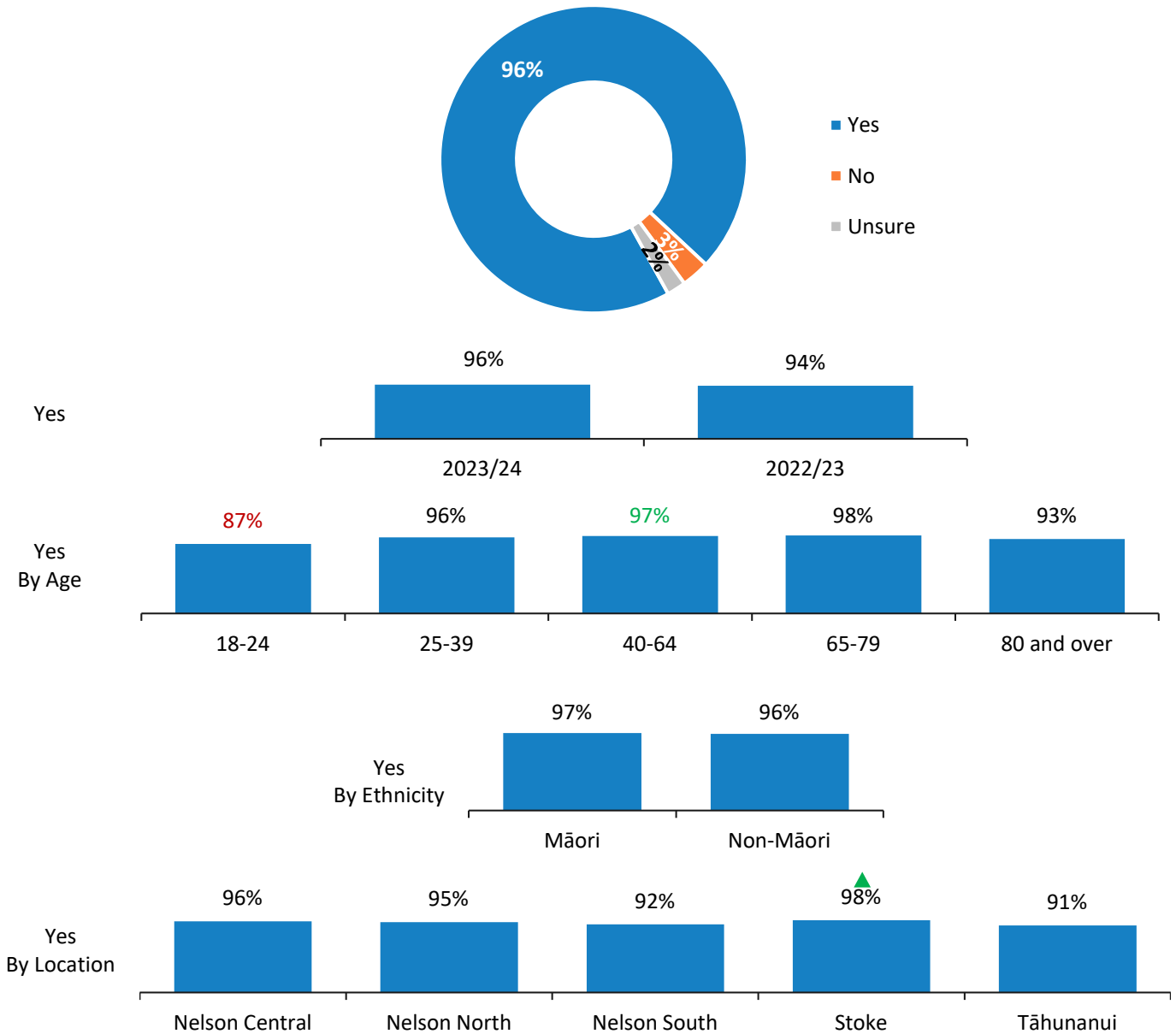
NOTES:

1. Sample: 2023/24 n=491;
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=229



Recycling services

Users



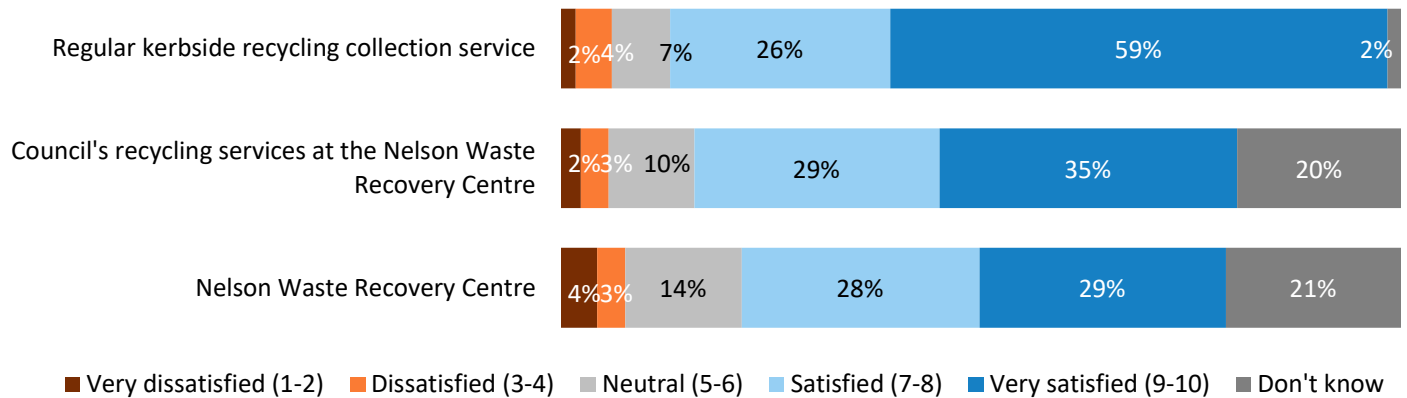
- Most Nelson City residents use *Council’s recycling collection services* (96%). This is a slight increase from 94% recorded 12 months prior.
- The proportion is consistent, with little discrepancy across geographic locations and ethnicities.
- The Stoke ward has recorded a significant increase in users when compared with the 2022/23 survey results.

NOTES:

1. Sample: 2023/24 n=491; 2022/23 n=460.
2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
3. Māori n=63; Non-Māori n=428;
4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
5. RS1. Do you use Council’s recycling collection service? n=491

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

Satisfaction



Satisfaction by Ethnicity (rated 7-10)	2023/24	2022/23	Māori	Non-Māori
Regular kerbside recycling collection service	85%	81%	82%	86%
Council's recycling services at the Nelson Waste Recovery Centre	65%	62%	68%	64%
Nelson Waste Recovery Centre	58%	59%	61%	57%

Satisfaction by Age (rated 7-10)	18-24	25-39	40-64	65-79	80 and over
Regular kerbside recycling collection service	78%	80%	85%	93%	93%
Council's recycling services at the Nelson Waste Recovery Centre	47%	57%	69%	73%	62%
Nelson Waste Recovery Centre	50%	48%	63%	63%	49%

Satisfaction by Location (rated 7-10)	Nelson Central	Nelson North	Nelson South	Stoke	Tāhunanui
Regular kerbside recycling collection service	84%	86%	83%	88%	82%
Council's recycling services at the Nelson Waste Recovery Centre	65%	56%	53%	70% ▲	64%
Nelson Waste Recovery Centre	62%	49%	51%	58%	56%

- Satisfaction with *Regular recycling collection* is high, with over eight in ten residents (85%) satisfied.
- Residents are the least satisfied with the *Nelson Waste Recovery Centre* (58%). However, over one in five respondents (21%) 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: 2023/24 n=491; 2022/23 n=460.
2. 18-24 n=59; 25-39 n=107; 40-64 n=208; 65-79 n=88; 80+ n=29;
3. Māori n=63; Non-Māori n=428;
4. Nelson Central n=165; Nelson North n=55; Nelson South n=52; Stoke n=166; Tāhunanui n=53;
5. RS2. How satisfied are you with the following services provided by Council? n=491

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

Head Office

Telephone: + 64 7 575 6900

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

Website: www.keyresearch.co.nz

Project Lead

Project lead: **Elena Mead**
Senior Research Executive

Telephone: + 64 7 929 7076

Email: elena@keyresearch.co.nz

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