

Marlborough District Council

SIL Research | Annual Resident Survey 2019

Contact: Dr Virgil Troy 06 834 1996 or virgiltroy@silresearch.co.nz

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CONTENTS

4.

EXECUTIVE SUMMARY

5.

METHODOLOGY

6.

ENVIRONMENTAL FACTORS

7.

SATISFACTION AT A GLANCE

9.

MAIN FINDINGS

63.

APPENDIX

EXECUTIVE SUMMARY

This research measures residents' needs and satisfaction with Marlborough District Councils (MDC) services and performance. Research was conducted between 10 June-05 August 2019. A sample size of 2 x n=400 residents aged 18 years and over in the Marlborough District Council area allows for a 95% confidence level +/- 4-5%.

The main findings were as follows:

1. In 2019, according to Marlborough residents, the Council showed good and steady performance.
2. 7-in-10 residents were satisfied with MDC's overall performance (73.8%, not too dissimilar from 2018).
3. 70.9% were satisfied with the way Council communicated with residents (similar to 2018).
4. The three top-rated services in 2019 were: Library services (8.2 out of 10, 91.2% satisfied), Drinking water (8.0 out of 10, 87.1% satisfied), and Sewerage (8.0 out of 10, 92.2% satisfied); around 9-in-10 residents were satisfied with these services.
5. Most services in 2019 showed very close satisfaction ratings when compared to 2018.
6. Few areas showed a decline in perceived performance levels: consent and compliances (RMA and Building Act), roads and footpaths and waste management.
7. Taking all services into account, improving perceptions across some services present greater opportunities to improve overall satisfaction with the Council. Based on derived importance and performance measures, '*Regional development*' and '*Democratic process*' provide such opportunities.



METHODOLOGY

BACKGROUND AND OBJECTIVES

SIL Research, together with Marlborough District Council (MDC), developed an updated 2019 Resident Survey questionnaire. Initial drafting of the survey was based on research previously carried out by MDC. The questionnaire went through several iterations before a final version was tested and agreed to for use.

This research measures residents' needs and satisfaction with Marlborough District Councils (MDC) services and performance.

DATA COLLECTION

Research was conducted between 10 June-05 August 2019. SIL Research used a mixed-method approach to collect surveys across Marlborough District ratepayers. It included: (1) Telephone survey (CATI), (2) Social media (available via social SIL Research media platforms such as Facebook for Marlborough residents), (3) Online/web-based (available via MDC's channels), and (4) Postal flyers with survey links (over 3,000 of flyers were delivered). In addition, Marlborough residents were able to request a paper-based questionnaire to fill in.

DATA ANALYSIS

Data was weighted to reflect area, gender and age group proportions as per Statistics New Zealand's 2013 Census.

A sample size of 2 x n=400 residents aged 18 years and over in the Marlborough District Council area allows for a 95% confidence level +/- 4-5% when results are reported as totals.

Before analysis, data underwent a quality control checks, this check included, but was not limited to, removal of incomplete responses and responses coming from outside of Marlborough.

NOTES ON REPORTING

Where applicable, the 2019 results were compared to previous years' data. This comparative data is indicative only; methods by which the data was collected may differ across years.

Overall satisfaction percentages presented in this report are aggregated 6-10 responses on a 1-10 scale. Satisfaction percentages will differ from mean scores (average ratings). Satisfaction percentages are calculated on positive ratings only, whereas mean scores provide an average of all ratings provided across the whole scale.

BENCHMARKING

SIL Research conducts a representative National survey of Councils* to establish a series of benchmarks across a range of Council services. This allows Marlborough City Council to compare their survey results against a National average.

The National survey data is collected throughout the year so that annual results can be presented without seasonal bias. The benchmarking results in this report are based on n=400 responses collected in summer and winter 2019. The data is collected using a 1-10 scale; satisfaction percentages are aggregated 6-10 ratings.

Benchmarking results are reported at 95% confidence level +/- 4-5%.

*Excludes Auckland, Wellington, Christchurch and Dunedin

Environmental factors






















When reading this report, it is important to note that factors such as the timing of unusual or one-off events often affect the ratings that residents give, particularly if they occur close to the time when the survey data is being gathered.

The issues that may have influenced the perception of the Council's performance in the first eight months of 2019 include:

1. The decrease in the Roads score, from 64% in 2018 to 56% in 2019 may have been influenced by dissatisfaction with pothole maintenance and increased logging traffic causing higher maintenance requirements in parts of the district. There was also a campaign by some, through letters to the editor, for the construction of a bypass around Blenheim (although this is a Central Government, not Council, responsibility).
2. Resource Consent Management and Building Consents: proposed changes to the Resource Management Act and Building Control Act may have negatively influenced these scores; there has been national media attention on issues with the current legislation, including for swimming pool covers.
3. The opening of the new Picton Library and Service Centre in late 2017 may have contributed to the improved rating for Public Libraries, up from 81% satisfaction in 2018 to 91% this year.
4. Publicity about the opening of the long-awaited Seddon Water Treatment Plant in March 2019 may have contributed to the high score maintained for Drinking Water, at 87%.
5. The decrease in the Cemeteries score, from 91% last year to 82% this year, may have been influenced by Council's decision in May 2019 to increase burial and interment fees.
6. The decrease in the Footpaths score may have been influenced by publicity about slippery pavers in Blenheim and Picton, and calls to widen the shared Taylor River path.
7. The decrease in the Resource Recovery Centre score may have been influenced by the fire, which affected the waste sorting centre operation in early 2018.

Please note: some Council services (e.g. water supply, sewerage) are only provided in some parts of the district. All survey participants were asked to comment on all Council activities, irrespective of whether they receive the services or not as this helps to maintain the statistical reliability of the survey. Analysis of previous surveys indicate that including residents from non-service areas does not have a material impact on the overall activity scores.

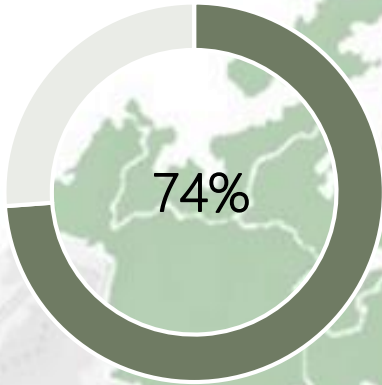
Satisfaction at a glance

		
Public Libraries	Drinking water	Car parking
MDC 2019: 91% / 8.2	MDC 2019: 87% / 8.0	MDC 2019: 61% / 6.0
MDC 2018: 81% / 7.3	MDC 2018: 89% / 8.2	MDC 2018: 66% / 6.1
NZB 2019: 72% / 7.1	NZB 2019: 61% / 6.2	NZB 2019: 46% / 5.4
		
Stormwater drainage	Animal control	Sports fields
MDC 2019: 71% / 6.7	MDC 2019: 74% / 6.9	MDC 2019: 85% / 7.5
MDC 2018: 73% / 6.7	MDC 2018: 77% / 7.0	MDC 2018: 91% / 7.8
NZB 2019: 49% / 5.5	NZB 2019: 51% / 5.9	NZB 2019: 72% / 6.8
		
Park and reserves	Waste management*	Swimming pools
MDC 2019: 85% / 7.6	MDC 2019: 71% / 6.7	MDC 2019: 88% / 7.7
MDC 2018: 86% / 7.6	MDC 2018: 81% / 7.3	MDC 2018: 90% / 7.9
NZB 2019: 73% / 7.0	NZB 2019: 53% / 5.7	NZB 2019: 62% / 6.4
		
Resource consent management	Building consent	Public toilets
MDC 2019: 49% / 5.5	MDC 2019: 50% / 5.7	MDC 2019: 72% / 6.5
MDC 2018: 61% / 5.9	MDC 2018: 63% / 6.2	MDC 2018: 74% / 6.7
NZB 2019: 36% / 5.2	NZB 2019: 39% / 5.2	NZB 2019: 54% / 5.8
		
Walkways and Cycleways	Roads**	Footpaths
MDC 2019: 82% / 7.4	MDC 2019: 56% / 5.9	MDC 2019: 64% / 6.3
MDC 2018: 87% / 7.4	MDC 2018: 64% / 6.0	MDC 2018: 73% / 6.6
NZB 2019: 59% (cycleways) / 6.2	NZB 2019: 43% / 5.1	NZB 2019: 47% / 5.5
		
Street lighting	Sewerage	Resource Recovery Centre
MDC 2019: 79% / 7.2	MDC 2019: 92% / 8.0	MDC 2019: 77% / 7.1
MDC 2018: 81% / 7.2	MDC 2018: 90% / 7.9	MDC 2018: 86% / 7.5
NZB 2019: 66% / 6.6	NZB 2019: 63% / 6.4	NZB 2019: 45% / 5.7
		
Cemeteries	Overall satisfaction	Communication
MDC 2019: 82% / 7.4	MDC 2019: 74% / 6.6	MDC 2019: 71% / 6.5
MDC 2018: 91% / 7.8	MDC 2018: 78% / 6.7	MDC 2018: 75% / 6.7
NZB 2019: 69% / 6.9	NZB 2019: 47% / 5.4	NZB 2019: 46% / 5.3

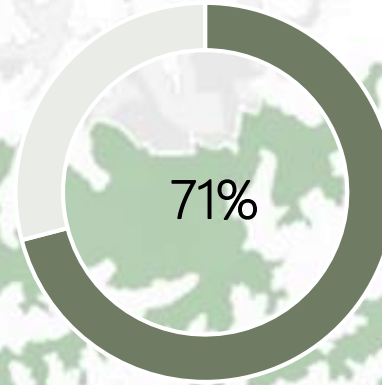
* Includes Kerbside rubbish and Regional Waste Transfer stations

** Includes sealed and unsealed roads

Key messages



Satisfied with the services that Council provides



Satisfied with the communications Council provides

Top rated services in 2019



8.2 out of 10

Library services



8.0 out of 10

Drinking water



8.0 out of 10

Sewerage



7.5 out of 10

Harbour



7.4 out of 10

Civil Defence emergency management

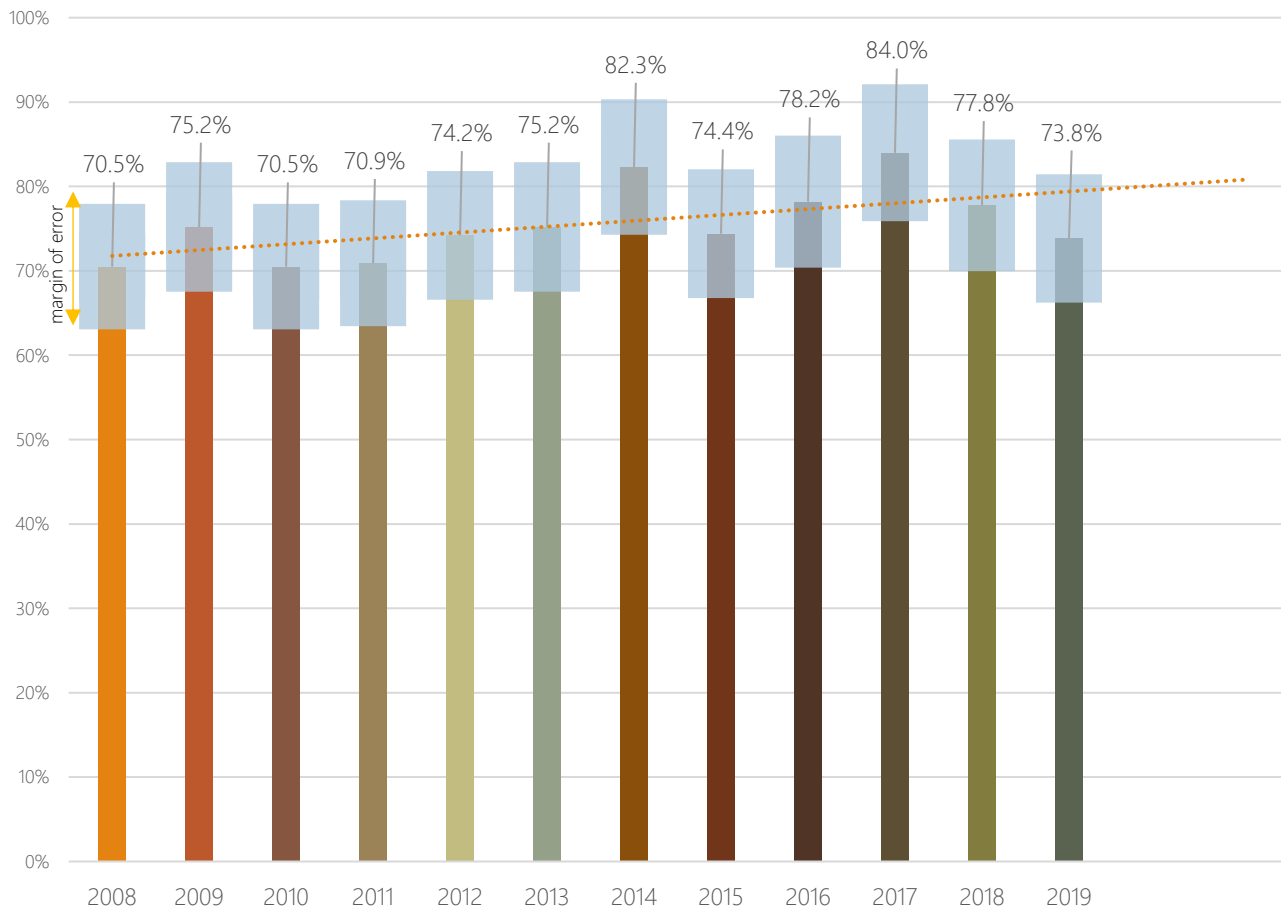


7.3 out of 10

Community facilities (total)

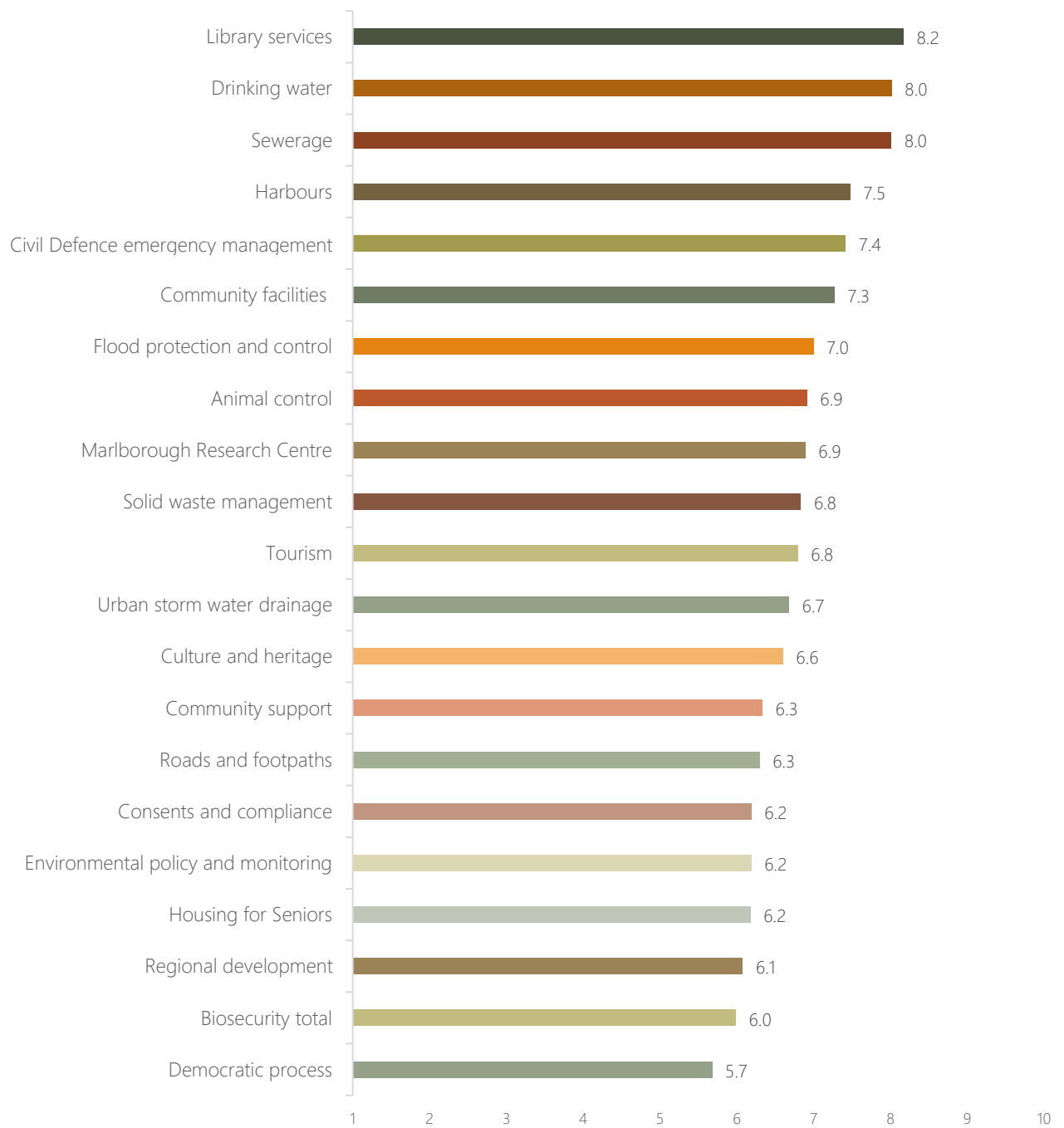
MAIN FINDINGS

Overall performance of Marlborough District Council in the last 12 months.



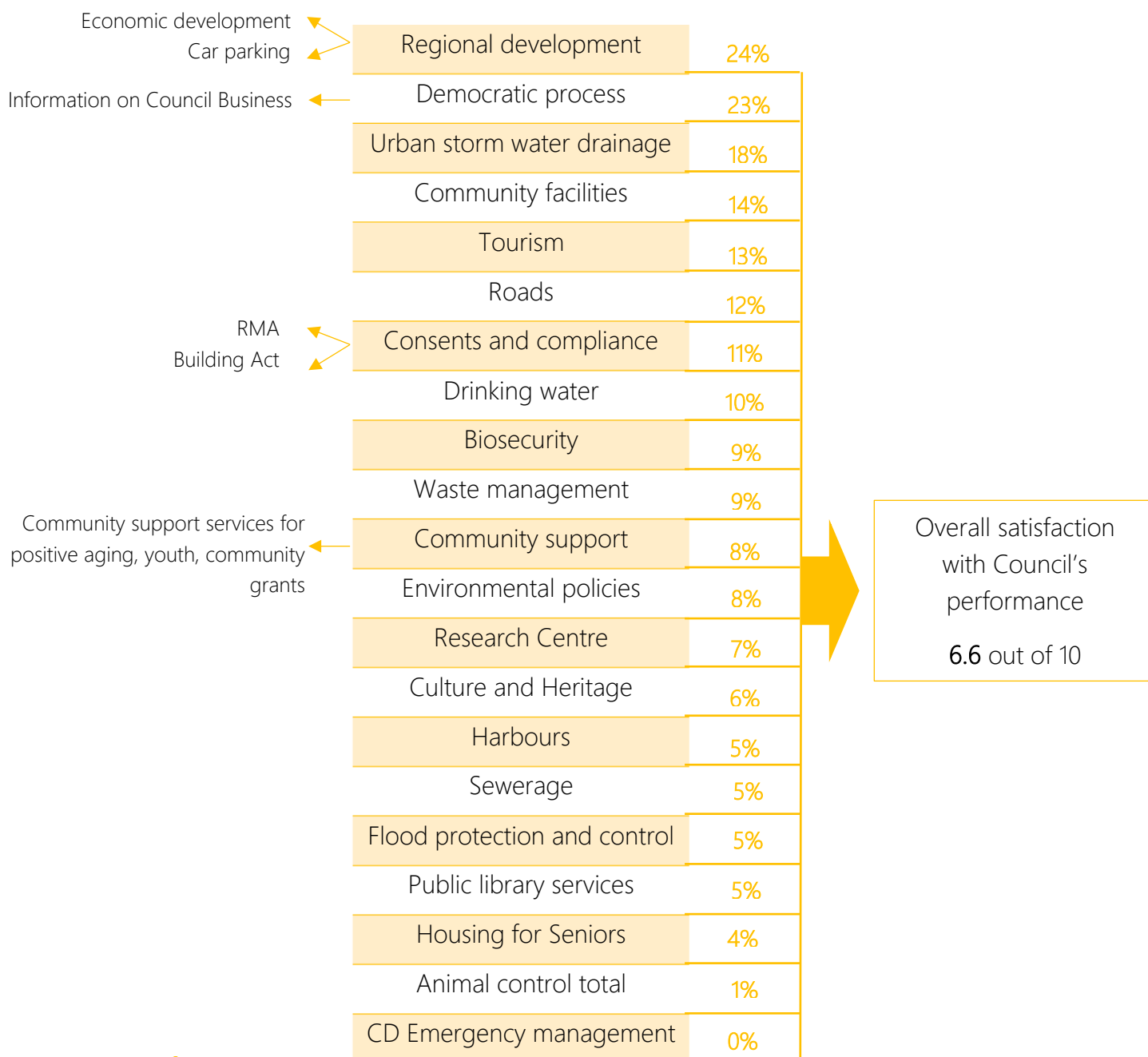
- In 2019, 7-in-10 residents were satisfied with MDC's overall performance (73.8%); the satisfaction level was similar compared to 2018 results.
- The three top-rated services in 2019 were:
 - Library services (8.2 out of 10),
 - Drinking water (8.0 out of 10), and
 - Sewerage (8.0 out of 10).
- The three lowest-rated services in 2019 were:
 - Democratic process (5.7 out of 10, similar to 2018),
 - Biosecurity (6.0 out of 10), and
 - Regional development (6.1 out of 10).

OVERALL RATINGS OF SERVICES



RELATIVE IMPORTANCE

Relative weight contribution (derived importance) is calculated using statistical modelling. It identifies not only how each service is perceived by residents, but what input does it provide towards overall satisfaction with Council's performance. Note: services are divided into two concurrent surveys; the total percentage of weight will be equal to 200%.



Main focus

Economic development and **car parking** (within Regional development group) showed stronger relationship with overall satisfaction.

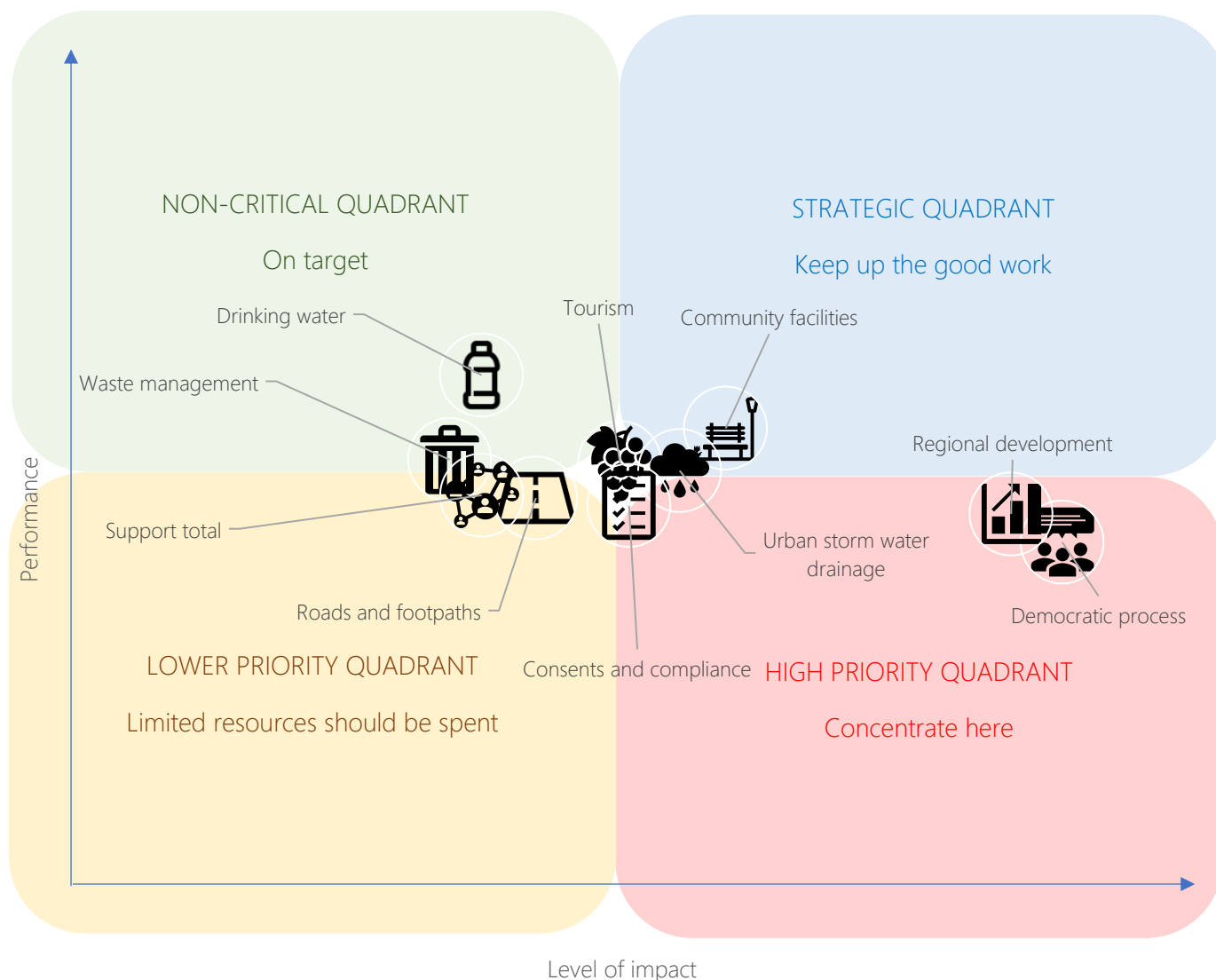
Within Consents and compliance group of services, **RMA** and **Building Act** consents showed stronger influence on overall satisfaction.

Information on Council Business (within Democratic process) was a factor providing a stronger contribution towards overall satisfaction.

Out of four services within Community support group, one showed a stronger influence on overall satisfaction - **Community support services** for positive aging, youth and community grants.

PRIORITY ASSESSMENT

Key Driver Analysis



A series of statistical analyses were conducted to determine the relative role different Council services played in overall resident satisfaction. Each Council service contributes to overall resident satisfaction, however ten were statistically significant or meaningful.

Combined with resident performance scores, the ten services can be allocated into four quadrants to help assess their relative priority; services with high levels of impact and lower performance scores represent the greatest improvement potential – HIGH PRIORITY QUADRANT.

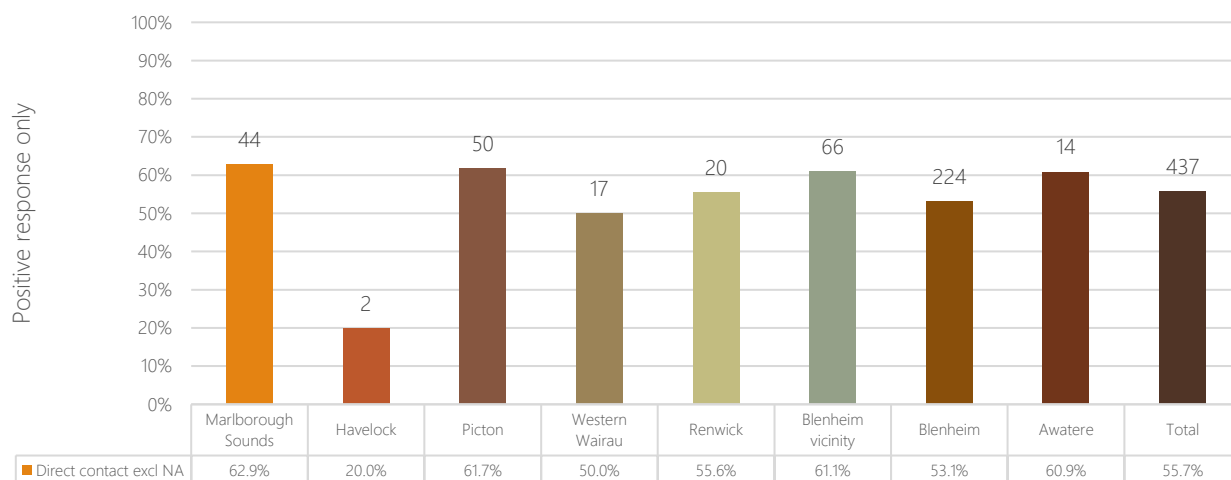
Taking all services into account, improving perceptions across the following two areas presents the greatest opportunity to improve overall satisfaction with the Council:

- Regional development (especially economic development and car parking),
- Democratic process (especially information on Council Business).

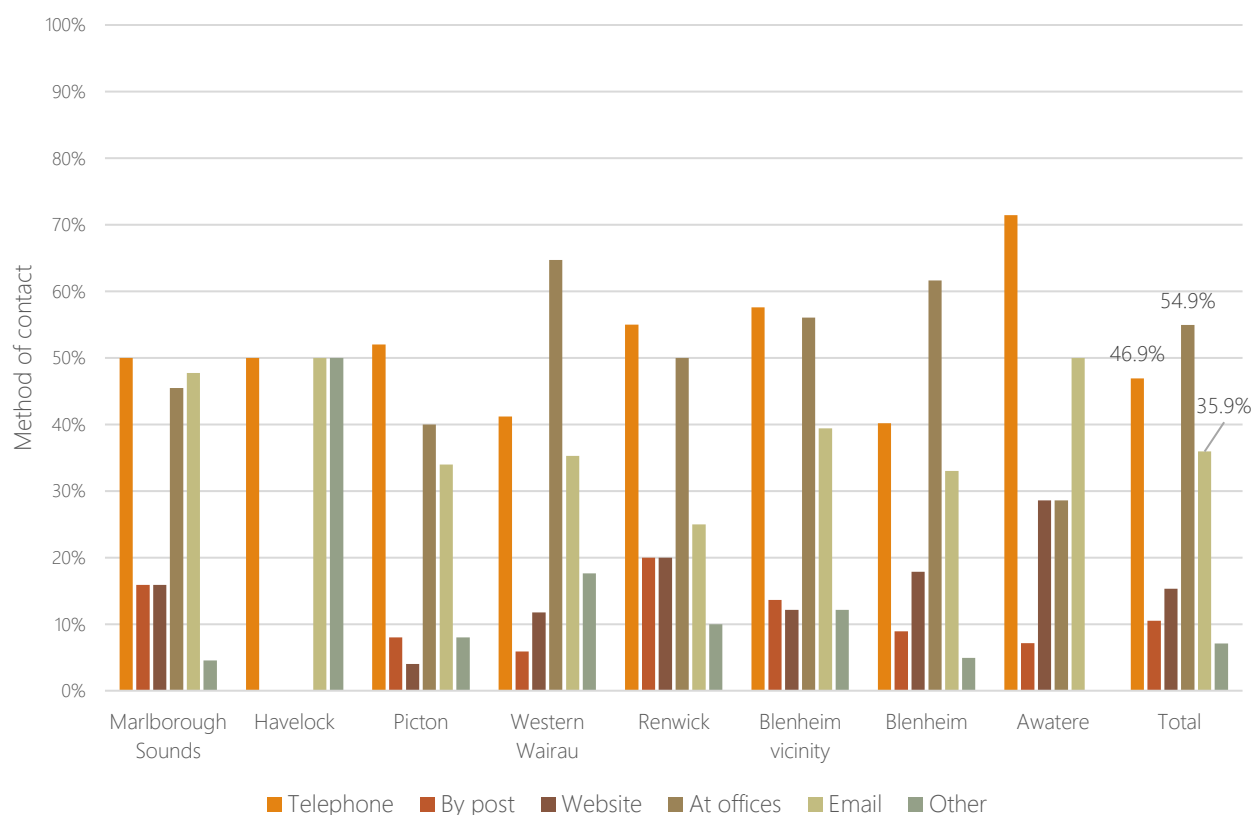
Improving perceptions or performance in these areas may impact positively on residents' overall satisfaction.

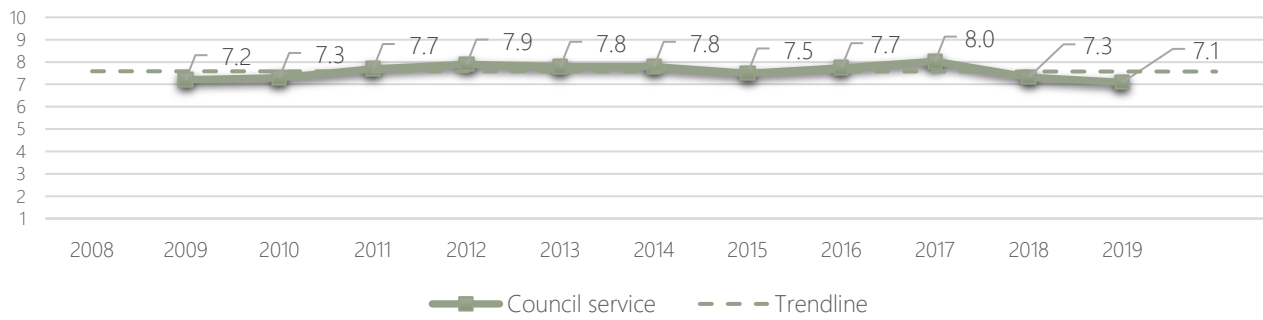
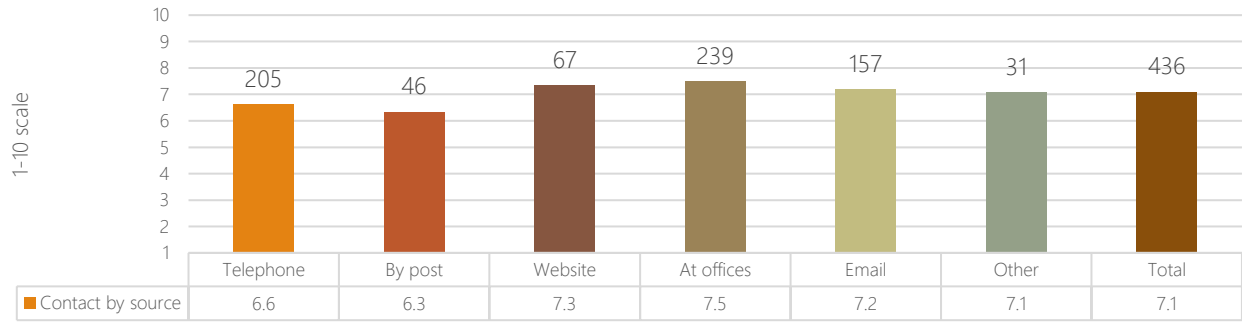
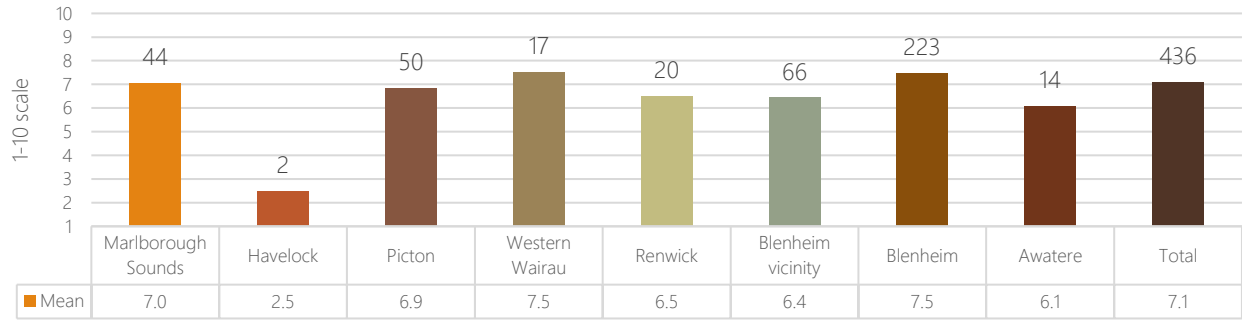
CONTACT WITH THE COUNCIL

Direct contact with the Council in the past 12 months.



- Overall, just over half of residents (55.7%) stated they had contacted the Council in the past 12 months (more compared to 2018 – 46.4%).
- The top three contact methods were 'At office' (54.9%), 'Telephone' (46.9%) and 'Email' (35.9%). Contact methods were consistent with 2018 results.
- 75.5% of residents were satisfied with their direct contact with the Council. Contact at the Council offices and website inspired higher satisfaction than other methods.
- On average, satisfaction with Council contact was slightly down in 2019.





Council contact unprompted comments

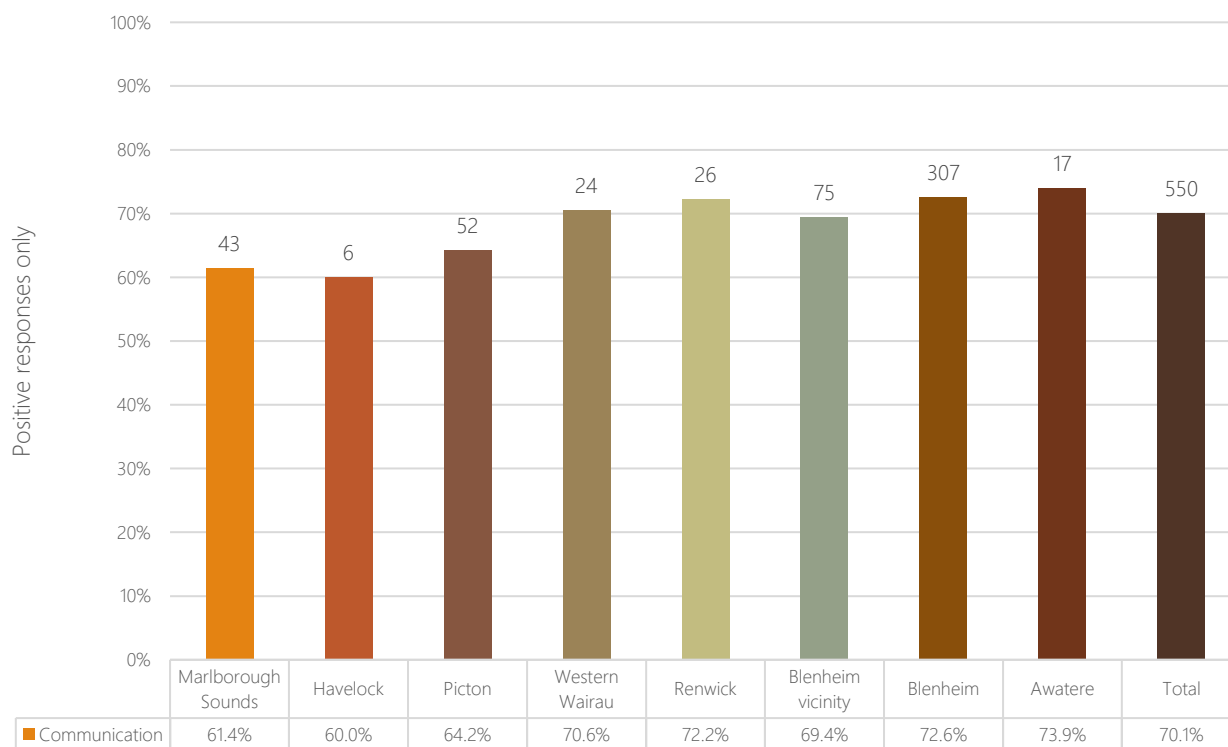
	Positive	Count	Negative	Count
Council contact	Friendly service	49	Other	30
	Good service	37	No officer to take responsibility	13
	Quick response/ no delay	30	Too many people to get through	7
	Very helpful	27		
	Other	21		
	Informative	17		

Council contact satisfaction percentages by area

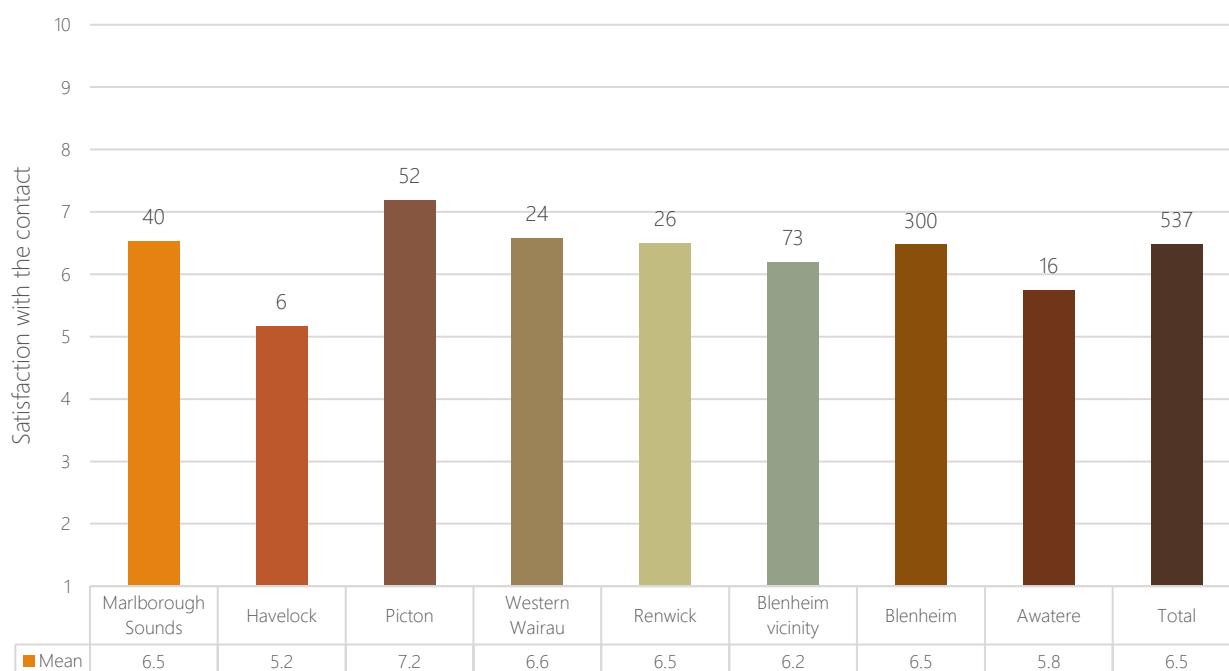
	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Council contact	79.5%	0.0%	68.0%	88.2%	70.0%	71.2%	78.5%	64.3%	75.5%

COUNCIL COMMUNICATIONS

How well does the Council communicate with residents?

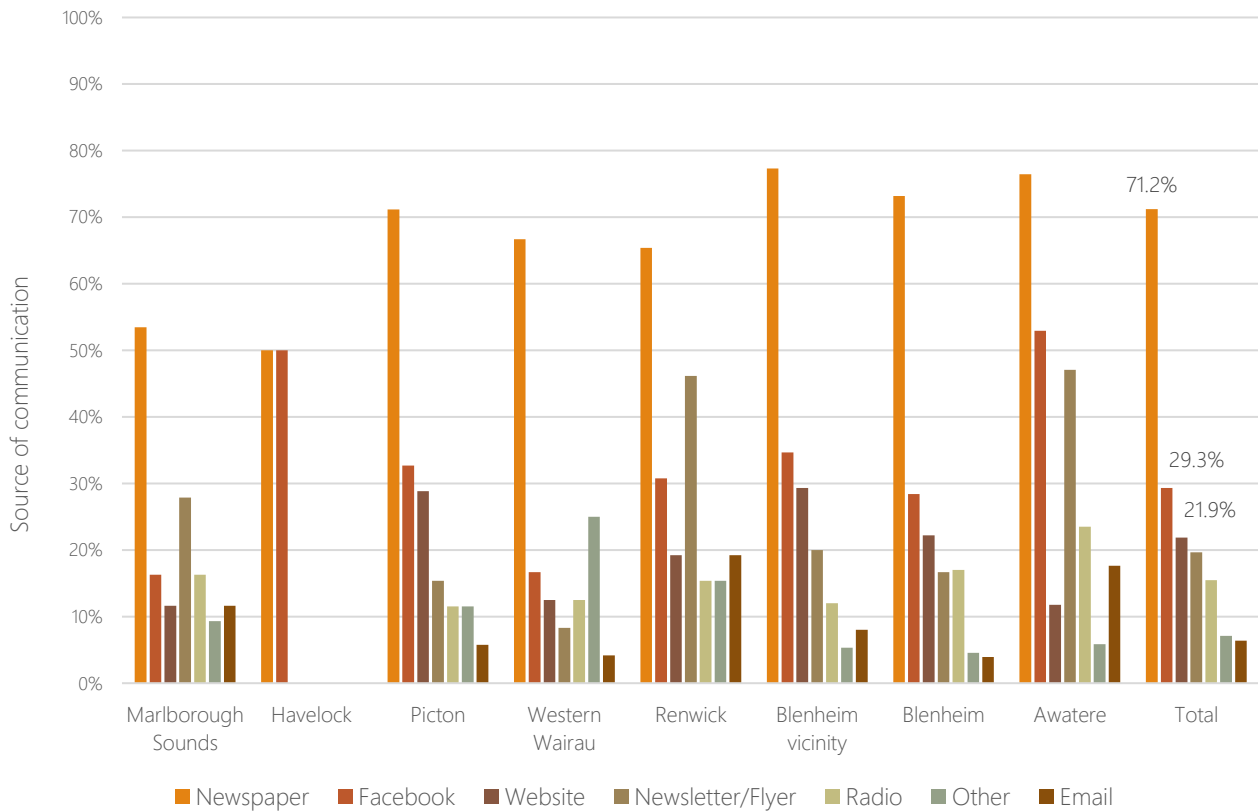


- In 2019, 70.1% of residents said they had seen or heard news or advertisements from the Council (up from 61.3% in 2018).
- 'Newspaper', at 71.2%, was the main source of recalled information.
- When prompted which newspaper was it, the two most cited were 'Blenheim Sun' (62.5%) and 'Marlborough Midweek' (60.7%).
- 70.9% were satisfied with the way Council communicated with residents (similar to 74.5% in 2018).

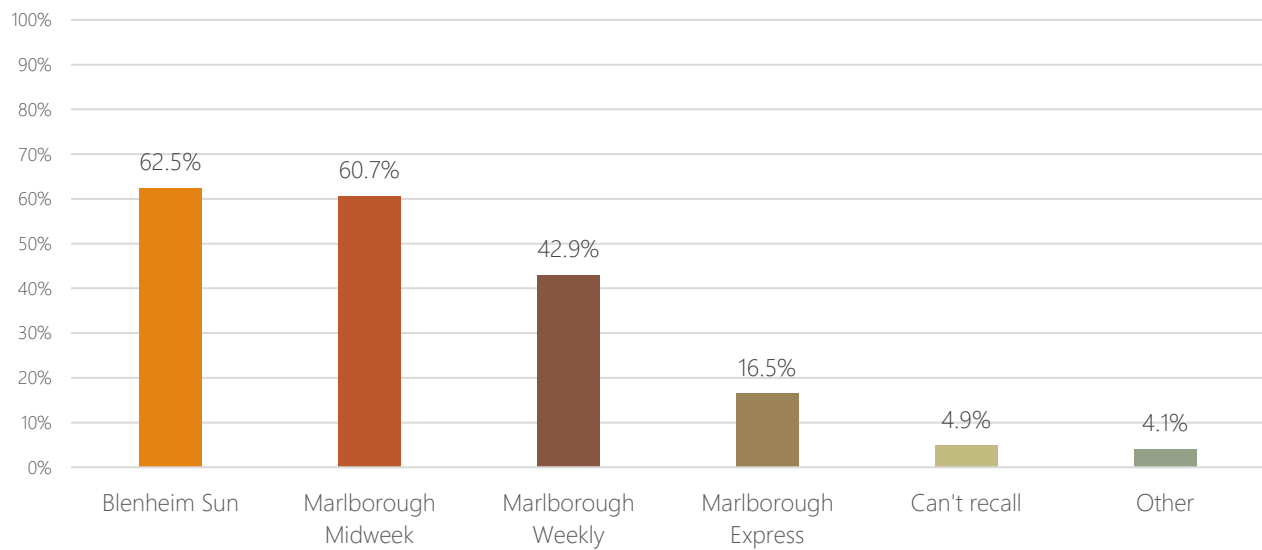


Council communication satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Communication	77.5%	50.0%	75.0%	70.8%	69.2%	67.1%	71.7%	56.3%	70.9%

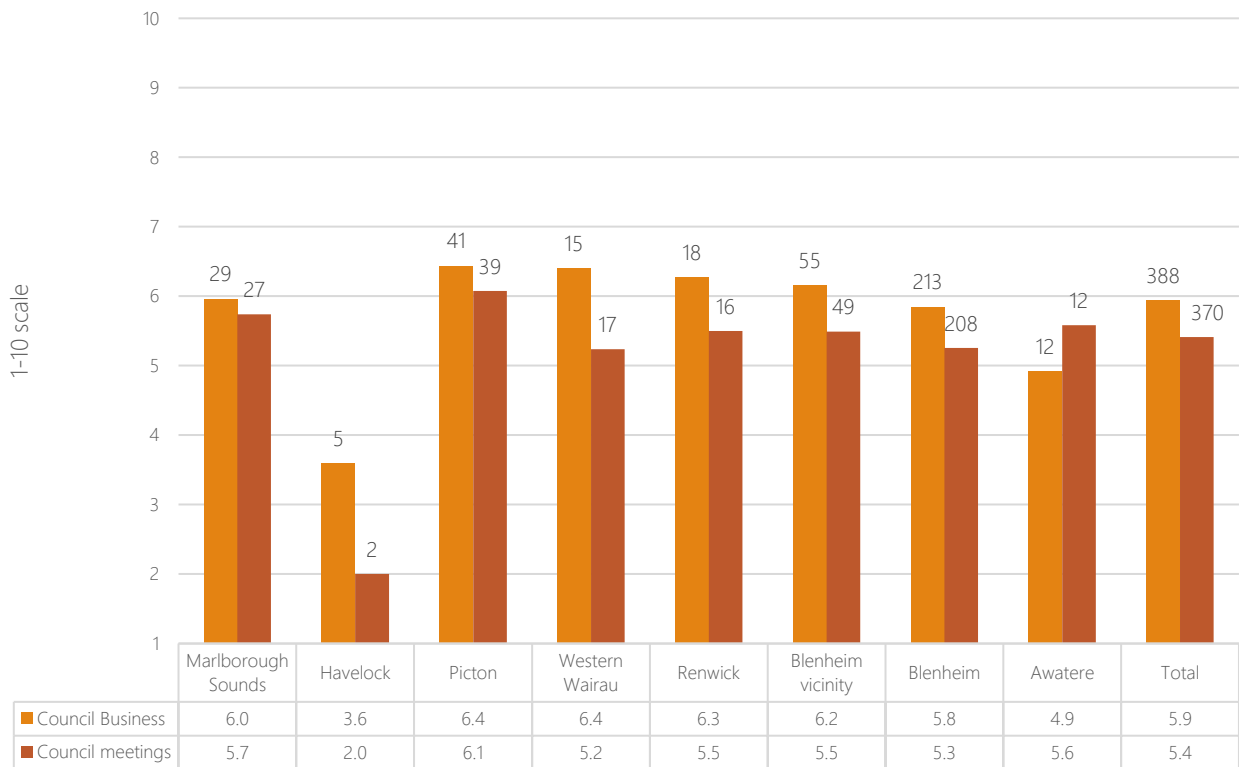


Mentioned newspapers

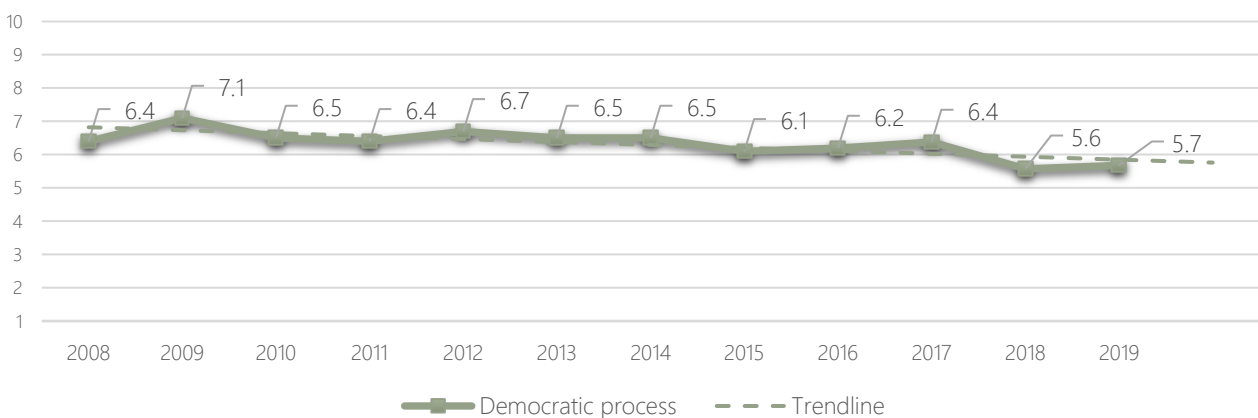


DEMOCRATIC PROCESS

How well does the Council perform in providing Information on Council Business and Council meetings?



- The overall average score with MDC’s Democratic process (5.7) was similar to 2018 (5.6).
- There were slightly more residents satisfied with Information about Council Business (60.3%, against 57.7% in 2018), and Information on Council meetings (47.0%, against 44.4% in 2018).
- Democratic process was one of the largest contributing factors towards overall satisfaction with Council services.



Democratic process unprompted comments

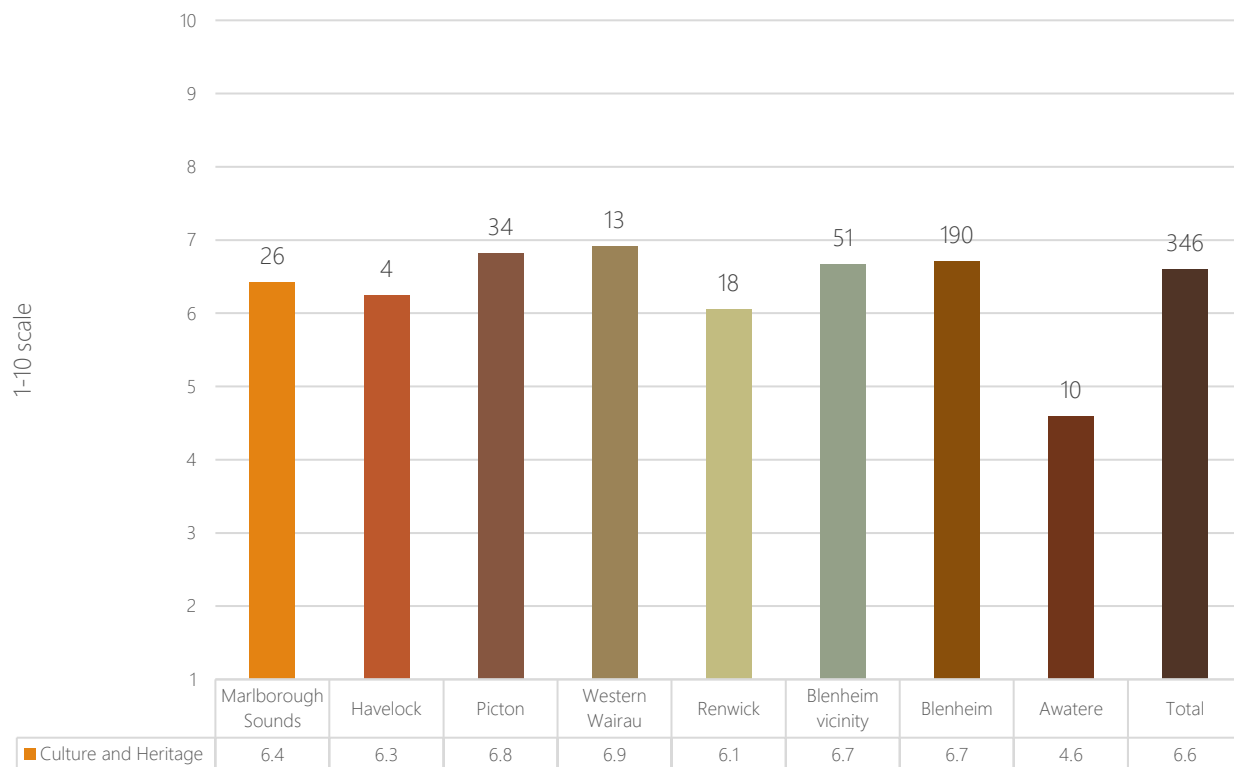
	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Information about Council Business</i>	Good communication	8	Other	19
	Information always available	7	Need to let locals know what's going on	16
	Advertise well in paper/media/leaflets in mailbox	6	Too much behind closed doors/ not enough information provided	10
	Do a good job	6		
	Provide a good service	3		
	Other	3		
<i>Information on Council meetings</i>	Advertise well	7	Public not aware of meetings	16
	People are made aware of	6	Need to let locals know what's going on	14
	Good communication	6	Other	13
	Do a good job	4	Too many closed-door meetings	6

Democratic process satisfaction percentages by area

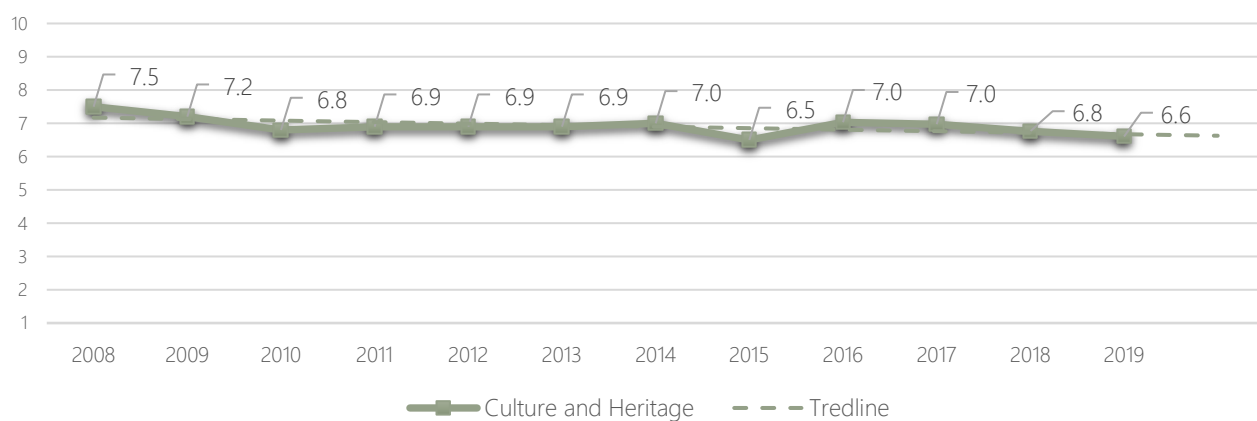
	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Information about Council Business</i>	62.1%	20.0%	63.4%	73.3%	66.7%	61.8%	59.6%	41.7%	60.3%
<i>Information on Council meetings</i>	48.1%	0.0%	56.4%	58.8%	50.0%	46.9%	44.2%	50.0%	47.0%

CULTURE AND HERITAGE

How well does the Council perform in supporting Culture and Heritage?



- Overall, 72.0% of residents were satisfied with Culture and Heritage support in the region; this result was consistent with 2018 (74.5%).
- According to residents, MDC's support of Culture and Heritage has shown steady performance in the past nine years.



Culture and Heritage unprompted comments

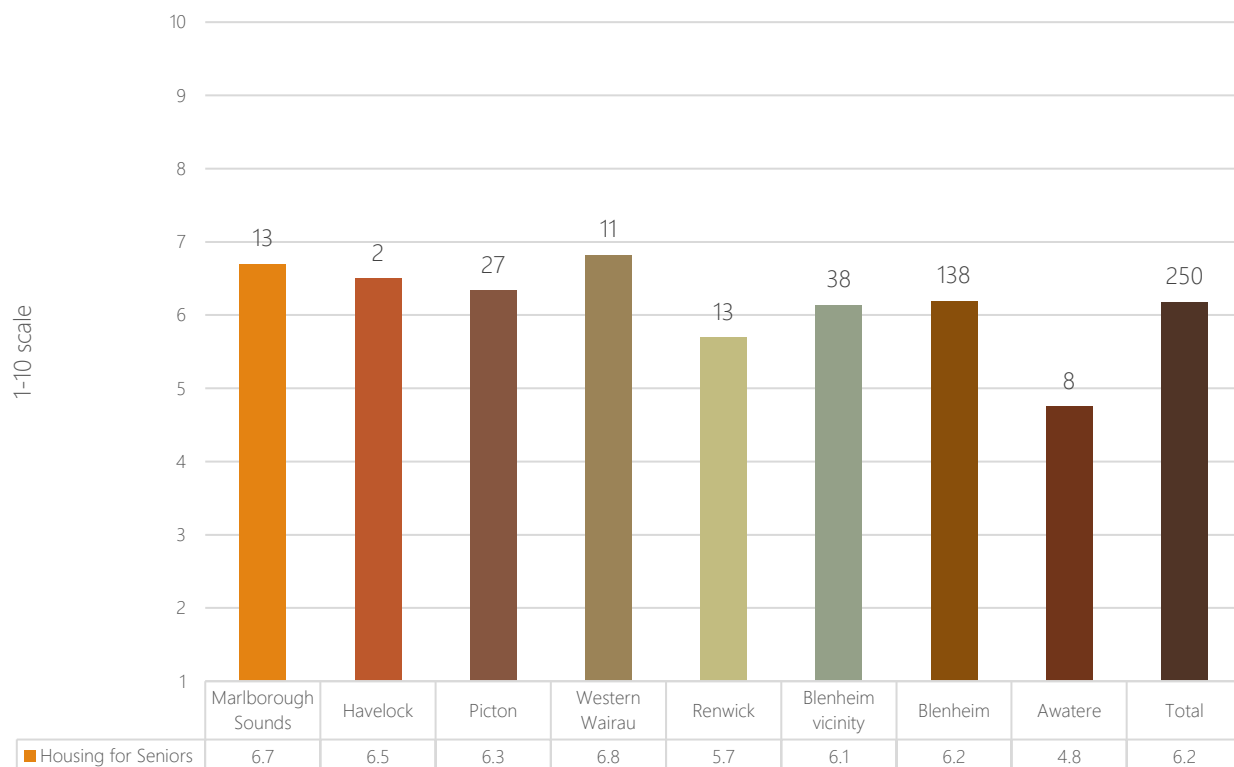
	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Culture and Heritage</i>	Good support	13	Other	9
	Other	7	Don't think rates should be used for culture and heritage	6
	Provides good service	6	Council needs to improve support	5
	Excellent	3	Too much money spent on it	5
	Well covered/ large variety	3	Only some groups get helped out	4
	Good	2	Council has cut funding	1
	Plenty of choice	2		

Culture and Heritage satisfaction percentages by area

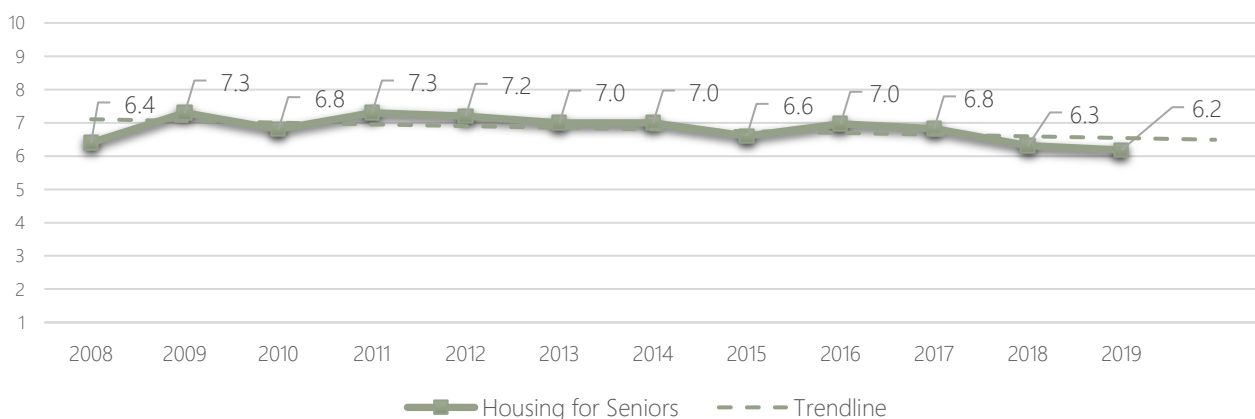
	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Culture and Heritage</i>	73.1%	100.0%	73.5%	84.6%	66.7%	72.5%	72.6%	30.0%	72.0%

HOUSING FOR SENIORS

How well does the Council perform in providing Housing for Seniors*? *Note: question was re-worded in 2019.



- In 2019, 60.4% of residents were satisfied with Council's provision of Housing for Seniors.
- This service concerns only a section of the community; 38% of residents stated 'Not applicable'.
- Satisfaction with Housing for Seniors was similar to 2018 results.



Housing for Seniors unprompted comments

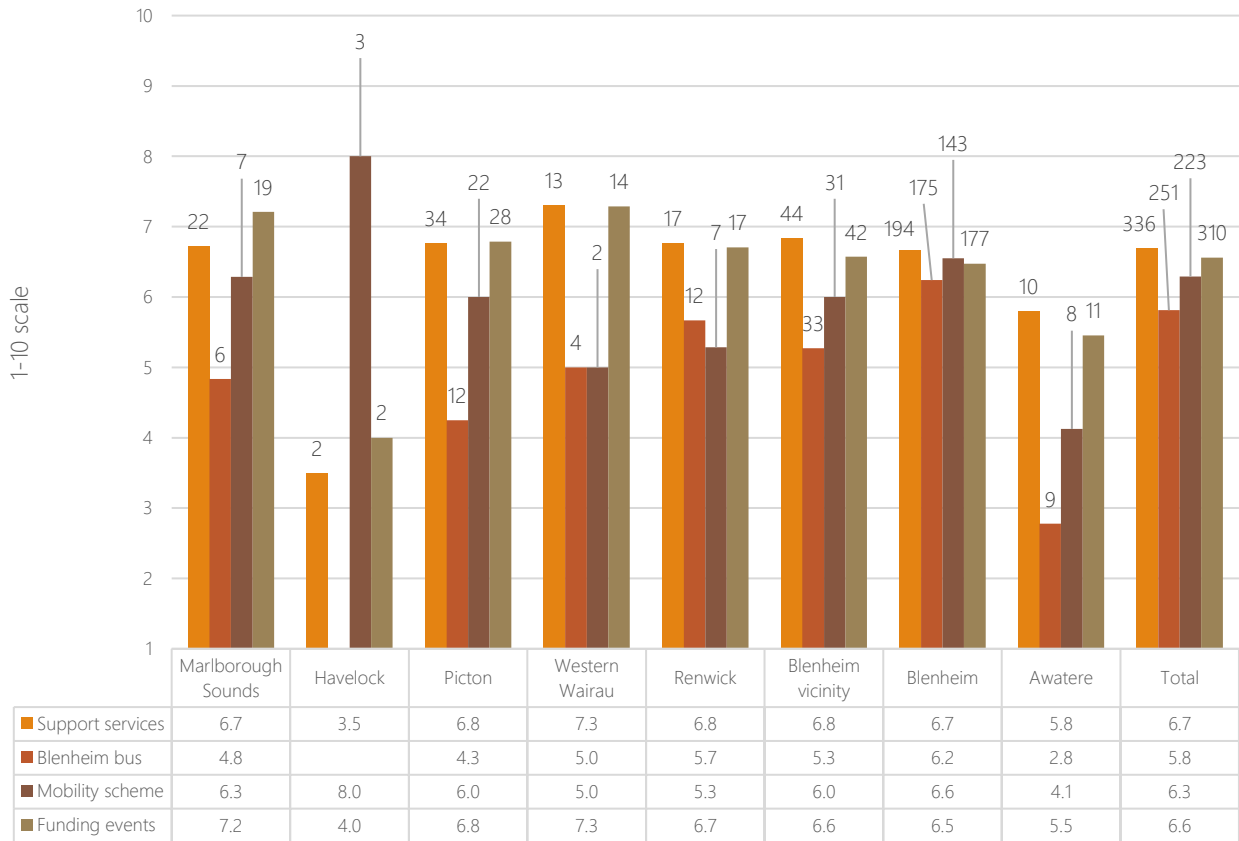
	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Housing for Seniors</i>	Other	12	Need more/ not enough	9
	Well maintained/ good upkeep	9	Other	7
	Readily available to those that need them	5	Council need to improve maintenance	2

Housing for Seniors satisfaction percentages by area

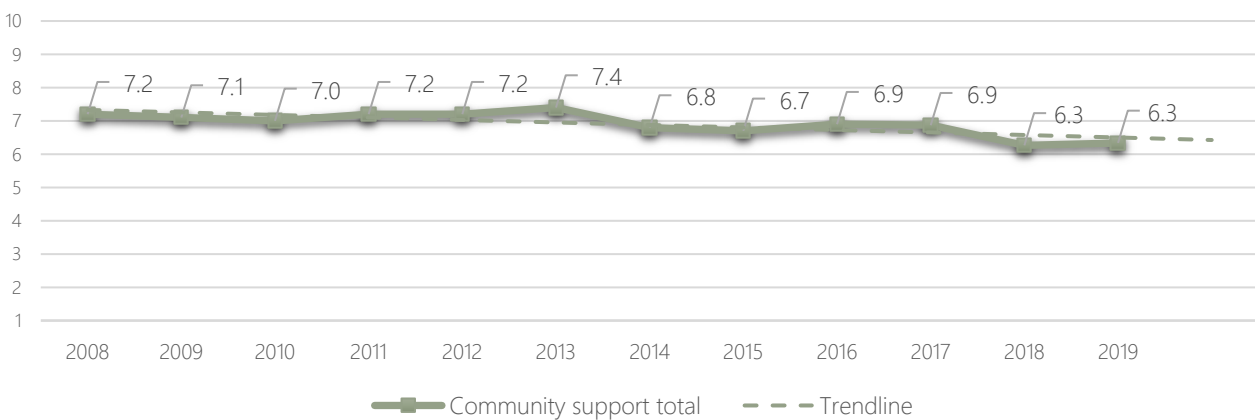
	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Housing for Seniors</i>	69.2%	50.0%	66.7%	72.7%	53.8%	57.9%	60.1%	37.5%	60.4%

COMMUNITY SUPPORT

How well does the Council perform in providing Community support services, the Blenheim bus service, Total mobility scheme and Funding for community events?



- Although there has been a declining trend noted in relation to Community support services in the last twelve years, 2019 results were consistent with 2018.
- Again, Blenheim bus and Total Mobility scheme services involve only a section of the community.
- Support services for positive aging, youth and community grants recorded the highest satisfaction across all Community support services (75.0%, against 72.9% in 2018).



Community support unprompted comments

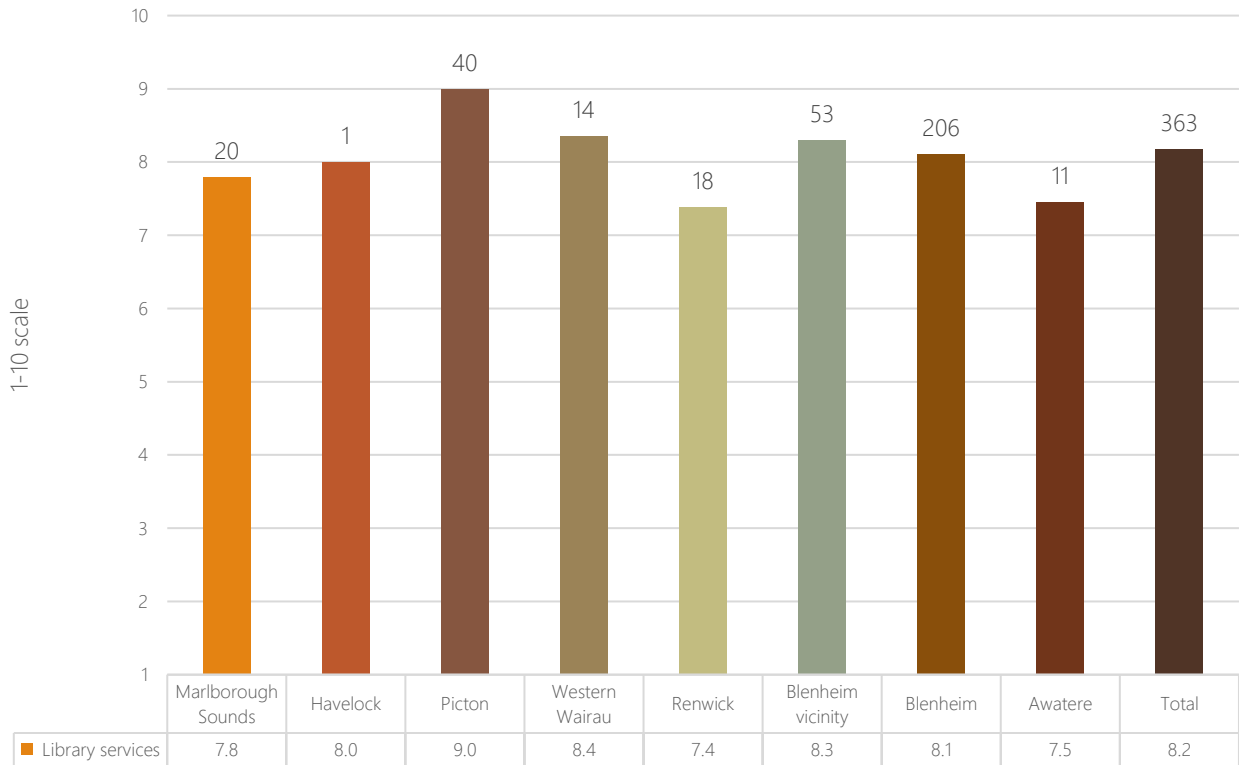
	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Community support services</i>	Good/ do the job well	10	Other	6
	Support people in trouble/ people to talk to if needed	6	Room for improvement in funding allocations	4
	Doing a good job with young people	4	More attention needed for youth activities	3
	Help always available	5	Need more elderly	2
	Other	5	Needs more funding	1
	Lots of activities	2		
<i>Blenheim bus service</i>	Other	6	Other	13
	Reliable	5	Insufficient services	9
	Frequent services	3	Unreliable	2
	Good drivers	2	Poor timetable	2
	Clean	1		
<i>Total mobility scheme</i>	Good that it's provided	7	Other	6
	Other	2		
<i>Funding community events</i>	Do a great job/ events good	13	Other	9
	Good range of events	11	Needs to reach all areas of district	3
	Other	7	Currently ineffective	1
	Well promoted	5	More specific focus required, too general	1
	Well-advertised	3		

Community support satisfaction percentages by area

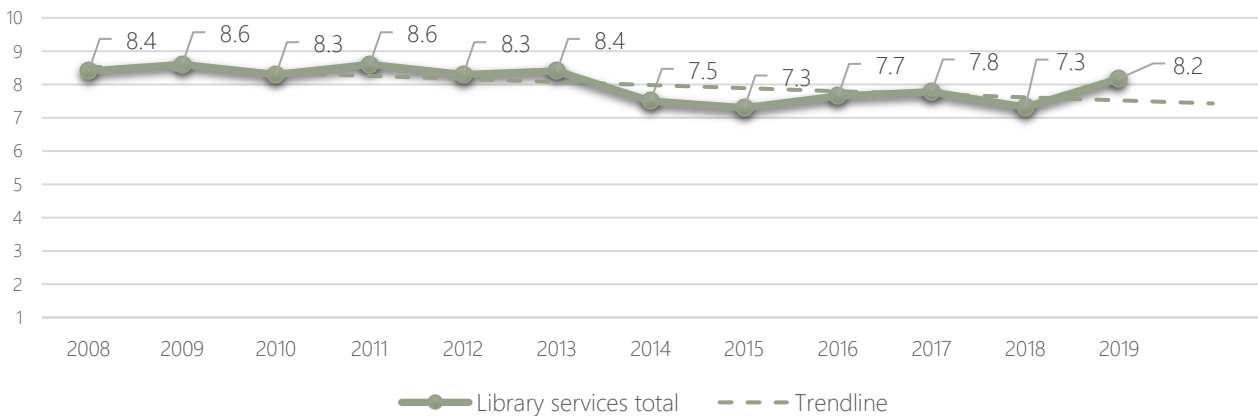
	<i>Mariborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Community support services</i>	72.7%	0.0%	70.6%	84.6%	82.4%	81.8%	75.3%	50.0%	75.0%
<i>Blenheim bus service</i>	50.0%	0.0%	41.7%	50.0%	58.3%	45.5%	60.0%	0.0%	54.6%
<i>Total mobility scheme</i>	57.1%	100.0%	50.0%	50.0%	42.9%	54.8%	67.1%	0.0%	60.5%
<i>Funding community events</i>	73.7%	0.0%	75.0%	92.9%	88.2%	69.0%	66.1%	54.5%	69.4%

LIBRARY SERVICE

How well does the Council perform in providing Public library service in Marlborough*? *Note: two questions about libraries (Public and Community libraries) were combined into one in 2019.



- Library service was the top performed deliverable in 2019; 91.2% of residents were satisfied with the Public library service in the Marlborough area.
- Satisfaction with Library services improved in 2019, however the difference in questions between years should be taken into account.



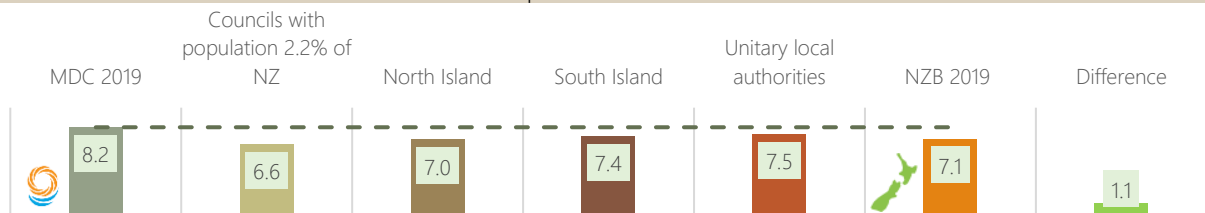
Library service unprompted comments

	Positive	Count	Negative	Count
Library services	Good service/ staff helpful	57	Other	3
	Good range of services	34	Ratepayers shouldn't have to pay library charges	1
	Good range of books	28		
	Good facilities/ PC's etc	26		
	Other	22		
	Clean	5		
	Opening hours good	4		
	Accessible	5		

Library service satisfaction percentages by area

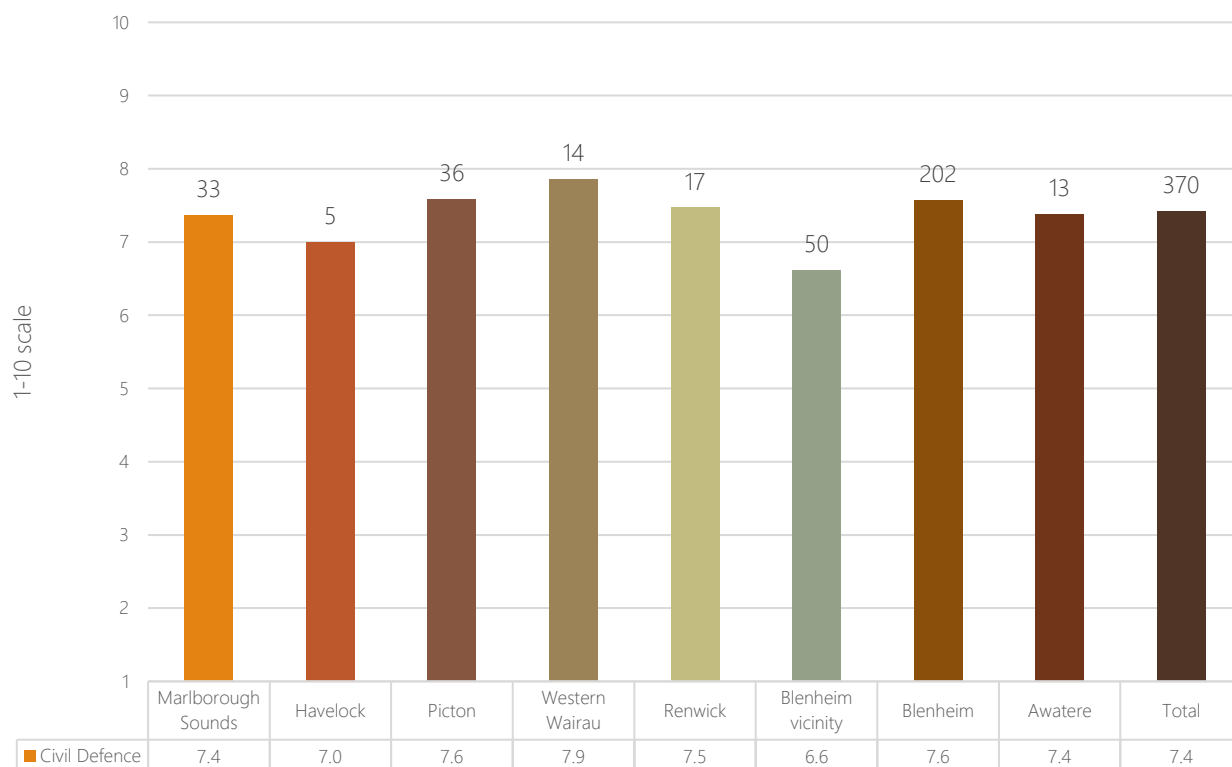
	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Library services	85.0%	100.0%	95.0%	100.0%	77.8%	94.3%	90.8%	90.9%	91.2%

NZB 2019 comparison – Public libraries

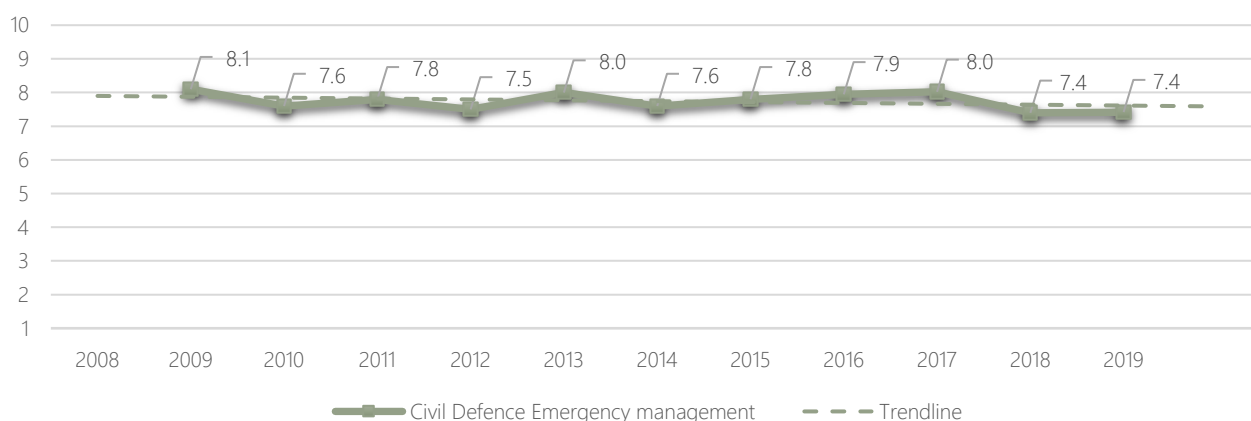


EMERGENCY MANAGEMENT

How well does the Council perform in providing Civil Defence emergency management?



- After question changes in 2018, the satisfaction with Civil Defence emergency management continued to be on the same level in 2019 (82.2%, against 82.5% in 2018).
- Civil Defence management showed the lowest contribution towards overall satisfaction with Council's performance, which might indicate this service stands alone in residents' perceptions of Council's services.



Emergency services unprompted comments

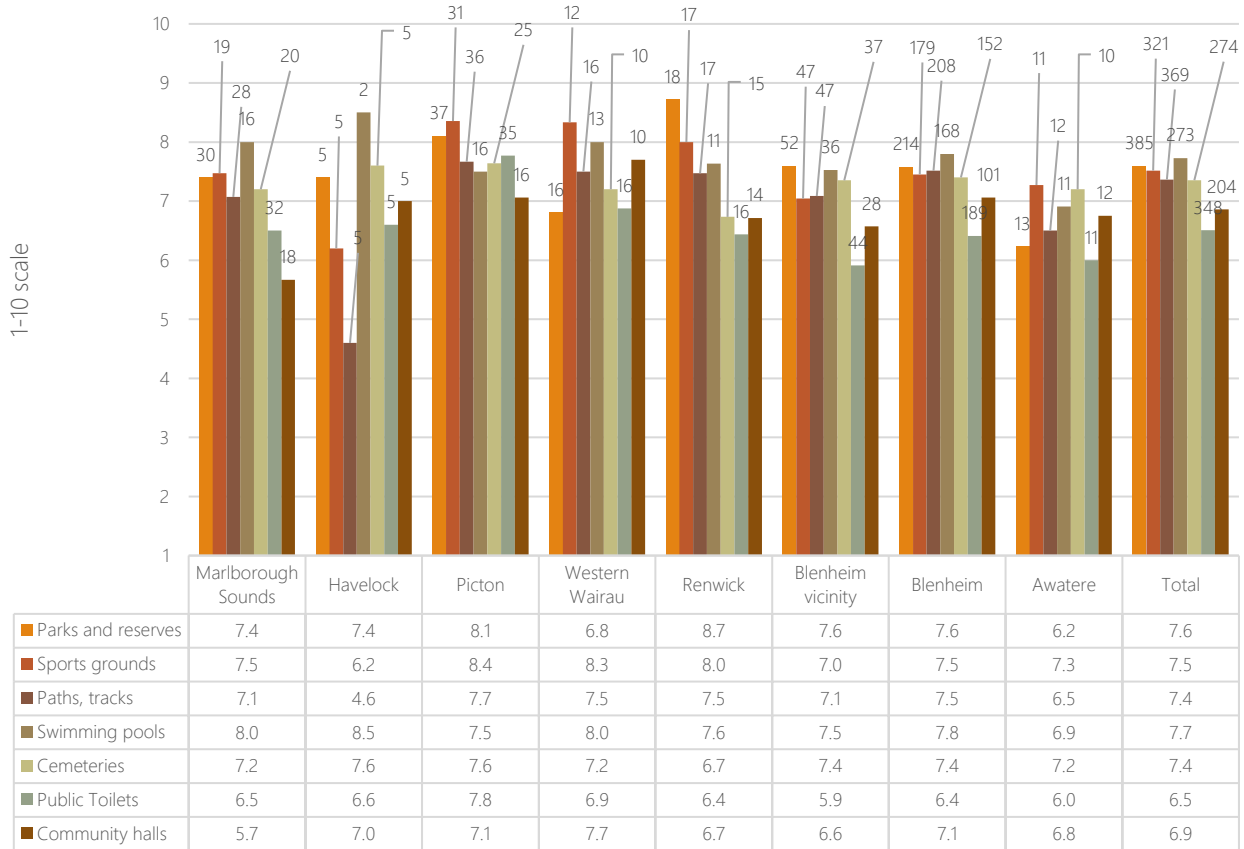
	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Civil Defence emergency management</i>	Do a good job	23	Council should provide more	7
	Other	20	Other	7
	Very good service	12	Have to rely on own resources	3
	Good service	11	All volunteers no Council funding	1
	Good planning for future situations	10	No civil defence in some areas	1
	On the ball	10		
	Always people there when needed	5		

Emergency services satisfaction percentages by area

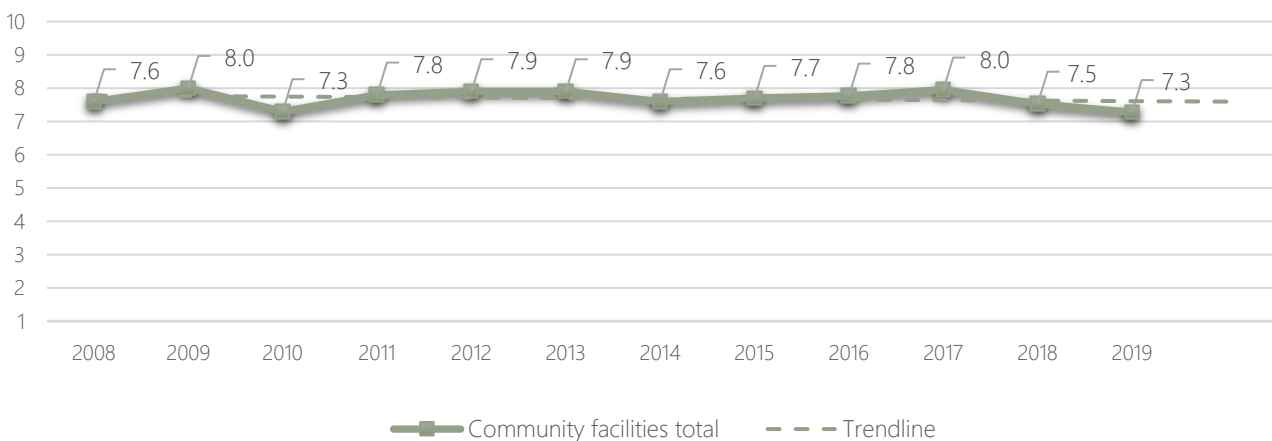
	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Civil Defence emergency management</i>	84.8%	80.0%	86.1%	92.9%	70.6%	70.0%	83.7%	92.3%	82.2%

COMMUNITY FACILITIES

How well does the Council perform in providing Parks and reserves, Sports grounds, Tracks for walking and biking, Swimming pools, Public toilets, Cemeteries and Community halls*? *Note: new question (Community halls) was added. Other questions were re-worded slightly.



- On average, residents were satisfied with the Community facilities provided by the Council.
- Although the overall average was slightly down compared to 2018, the change in wording should be noted.
- 77% of residents were satisfied with Community halls (new question in 2019, 49% stated 'Not applicable').
- The three top-rated services related to community facilities were:
 - Swimming pools (87.5%),
 - Parks and reserves (85.5%), and
 - Sports grounds (85.0%).



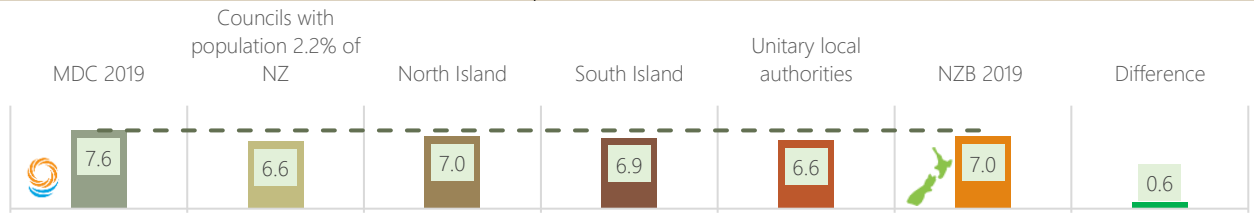
Community facilities unprompted comments

	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Parks and reserves and open spaces</i>	Well maintained/ in good condition	52	Other	10
	Other	29	Litter in parks and reserves	2
	Layout is good	16	Poorly maintained	2
	Clean	13	Insufficient	2
<i>Sports grounds</i>	Well maintained/ in good condition	24	Other	4
	Other	16	Facilities poorly maintained	2
	Clean	7	More rubbish bins/Not enough rubbish bins	1
	Layout is good	7		
<i>Paths, walkways and tracks for walking and biking</i>	Well maintained	29	Other	12
	Good quality	26	Poorly maintained	10
	Other	17	More needed, not enough	2
<i>Swimming pools</i>	Well maintained/ in good condition	21	Other	6
	Other	16	Not well maintained	2
	Clean	14	Need new/ upgraded pool	1
	Layout is good	13		
<i>Cemeteries and war memorials</i>	Well maintained/ in good condition	37	Other	8
	Clean	4	Poorly maintained	1
	Other	3		
<i>Public toilets</i>	Layout is good	2		
	Well maintained/ clean	27	Poor public toilet hygiene/maintenance	20
	Other	12	Insufficient public toilets	9
<i>Community halls</i>			Other	7
	Other	5	Well maintained/ clean	7
	Maintenance issues	1	Other	1

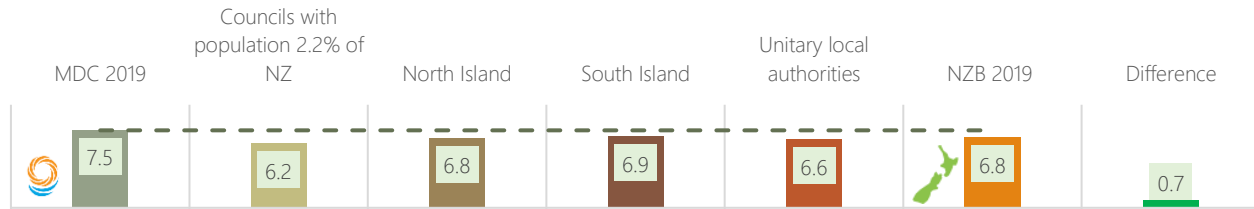
Community facilities satisfaction percentages by area

	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Parks and reserves</i>	76.7%	100.0%	100.0%	81.3%	94.4%	86.5%	84.6%	61.5%	85.5%
<i>Sports grounds</i>	84.2%	60.0%	100.0%	91.7%	88.2%	72.3%	85.5%	90.9%	85.0%
<i>Paths, walkways and tracks</i>	78.6%	20.0%	91.7%	81.3%	82.4%	78.7%	84.1%	75.0%	82.4%
<i>Swimming pools</i>	87.5%	100.0%	75.0%	92.3%	90.9%	83.3%	88.7%	90.9%	87.5%
<i>Cemeteries</i>	75.0%	100.0%	88.0%	80.0%	73.3%	78.4%	82.9%	90.0%	82.1%
<i>Public toilets</i>	68.8%	100.0%	91.4%	75.0%	75.0%	61.4%	69.8%	72.7%	71.8%
<i>Community halls</i>	55.6%	80.0%	81.3%	90.0%	71.4%	75.0%	80.2%	75.0%	77.0%

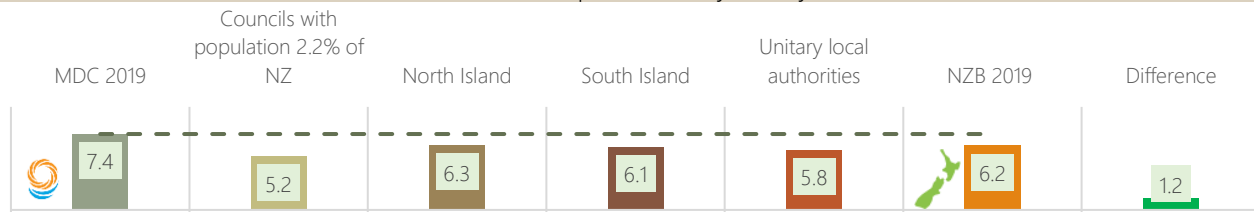
NZB 2019 comparison – Park and reserves



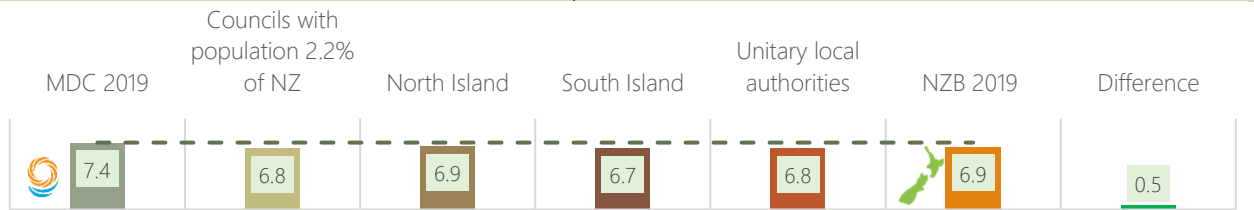
NZB 2019 comparison – Sports fields



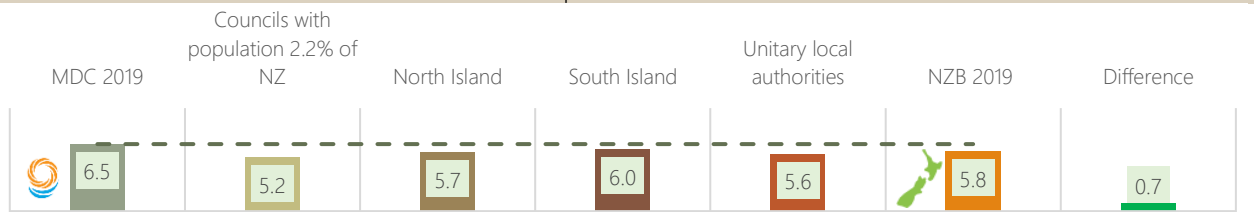
NZB 2019 comparison – Cycleways



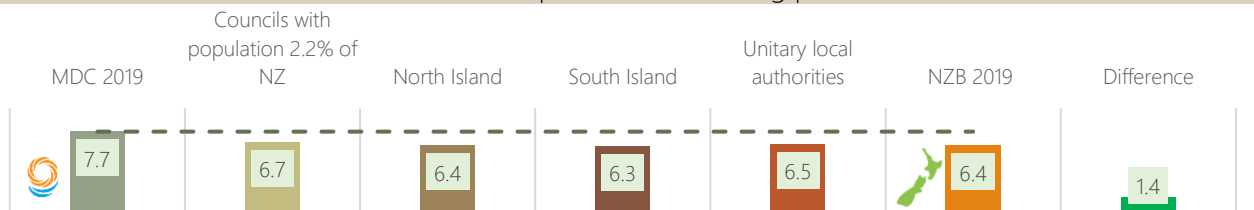
NZB 2019 comparison – Cemeteries



NZB 2019 comparison – Public toilets

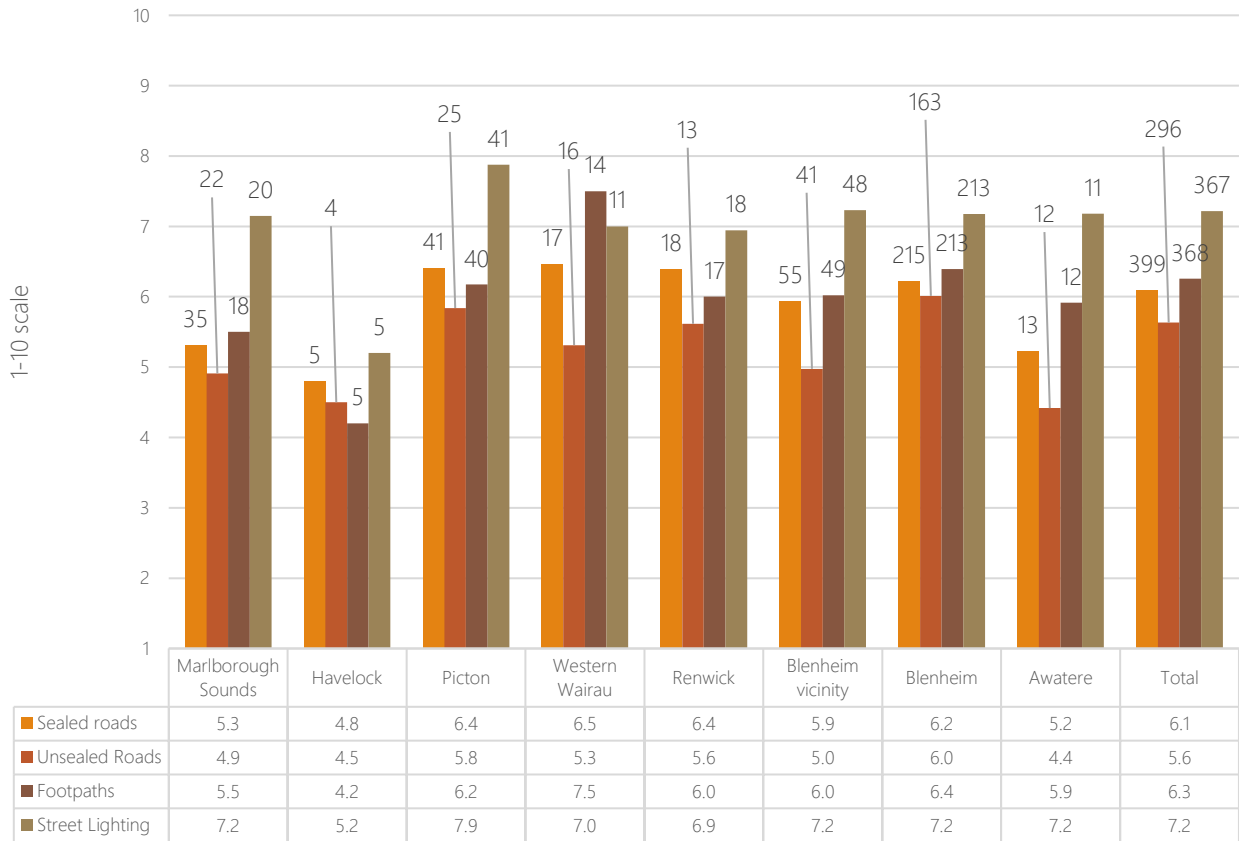


NZB 2019 comparison – Swimming pools

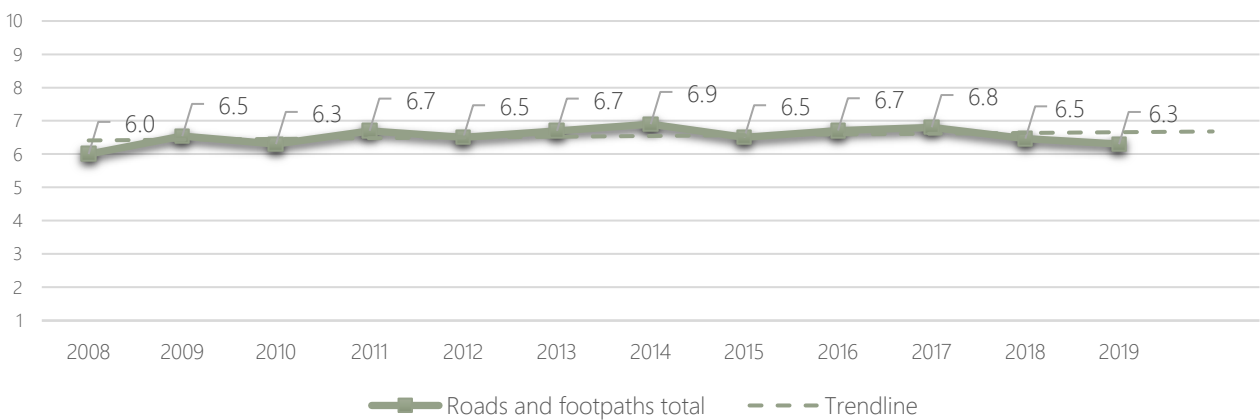


ROADS AND FOOTPATHS

How well does the Council perform in providing Sealed and Unsealed roads, Footpaths and Street lighting?



- Overall, satisfaction with Roads was slightly down in 2019 compared to 2018 results.
- Although just half of residents were satisfied with Unsealed roads (50.3%), a larger percentage of residents could not provide a rating ('Not applicable', 26%)
- There was an increase in comments related to potholes and 'patching' repairs; 10.5% of all residents commented on this.



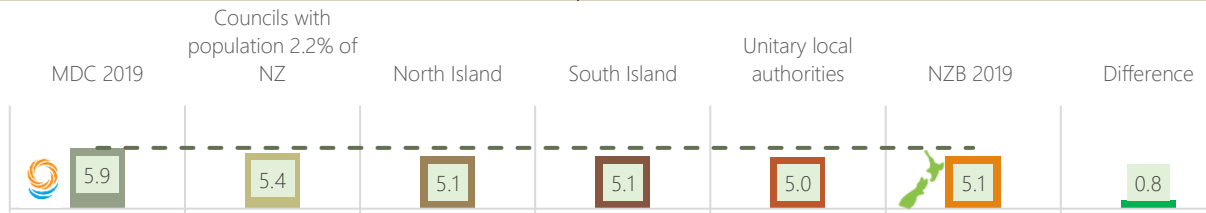
Roads and footpaths unprompted comments

	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Sealed Roads</i>	Other	13	Poor quality maintenance	28
	Well maintained	8	Lack of maintenance	22
	Good quality maintenance	7	Potholes	21
	Well surfaced	4	Other	20
	Well signposted	3	Poor sealed roads	15
<i>Unsealed Roads</i>	Good quality surface	7	Lack of maintenance	19
	Well maintained	6	Potholes	17
	No problems	1	Poor maintenance	15
			Poor unsealed roads	11
			Issues with dust	4
<i>Footpaths</i>	Good condition	14	Poor footpath maintenance	20
	Well maintained	13	Unsafe for the elderly/ mobility scooters	20
	Other	11	Other	19
	No problems	3	Lack of footpaths in the area	19
<i>Street lighting</i>	Good lighting quality	27	Street lighting inadequate	16
	Adequate lighting	17	Other	9
	Good/ well-lit everywhere	17	Poor light quality	8
	Plenty of lighting	13		
	Other	11		

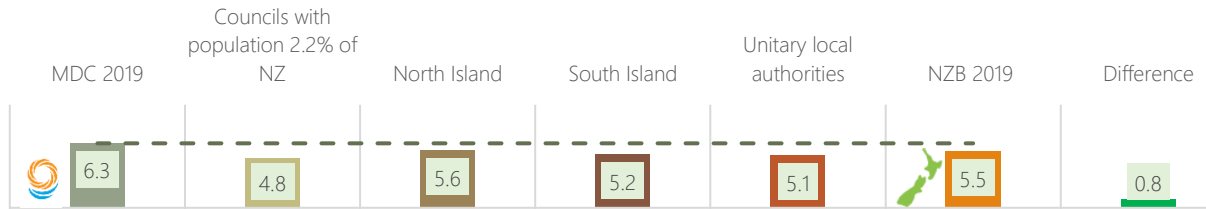
Roads and footpaths satisfaction percentages by area

	<i>Mariborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Sealed Roads</i>	51.4%	40.0%	61.0%	64.7%	66.7%	61.8%	63.7%	38.5%	61.2%
<i>Unsealed Roads</i>	36.4%	25.0%	40.0%	31.3%	46.2%	43.9%	59.5%	33.3%	50.3%
<i>Footpaths</i>	50.0%	0.0%	62.5%	92.9%	58.8%	65.3%	64.8%	58.3%	63.6%
<i>Street lighting</i>	85.0%	40.0%	90.2%	72.7%	72.2%	87.5%	76.5%	72.7%	79.0%

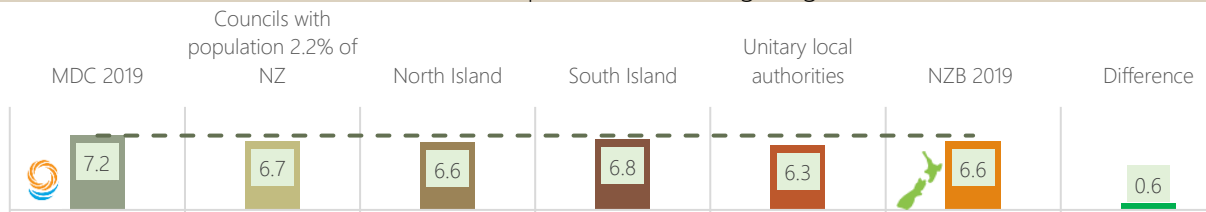
NZB 2019 comparison – Roads



NZB 2019 comparison – Footpaths

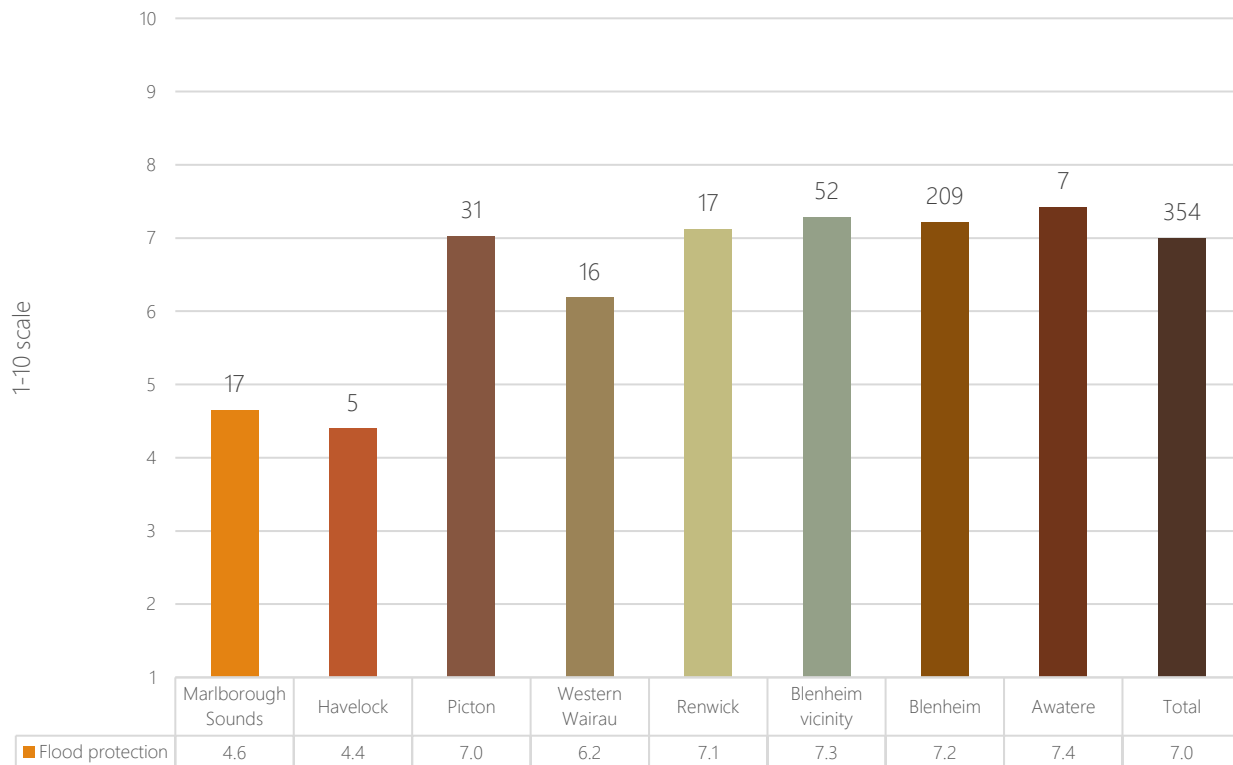


NZB 2019 comparison – Street lighting

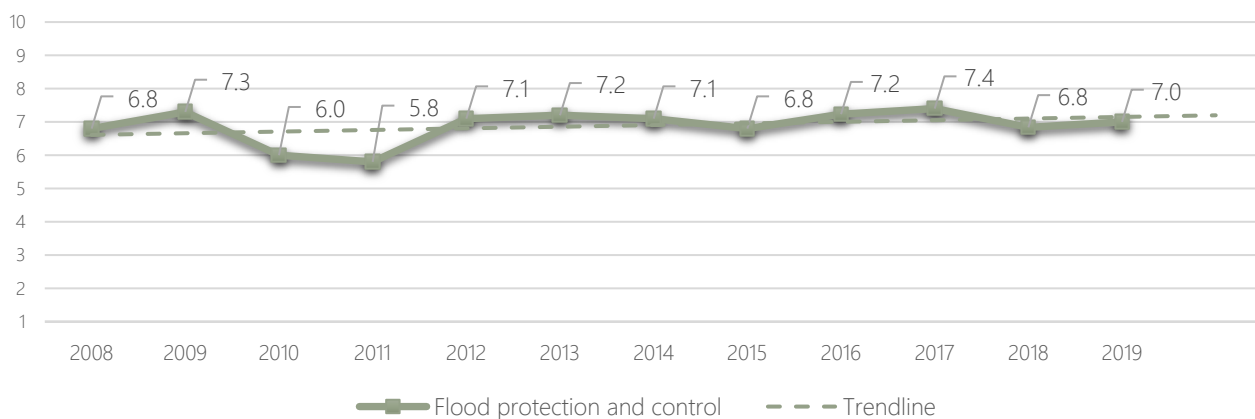


FLOOD PROTECTION AND CONTROL

How well does the Council perform in providing Flood protection and control?



- After a moderate decline in 2018, the average result for satisfaction with Council’s Flood protection and control has improved slightly in 2019 (7.0, against 6.8).
- 74.9% of residents were satisfied with Flood protection and control in 2019.



Flood protection and control unprompted comments

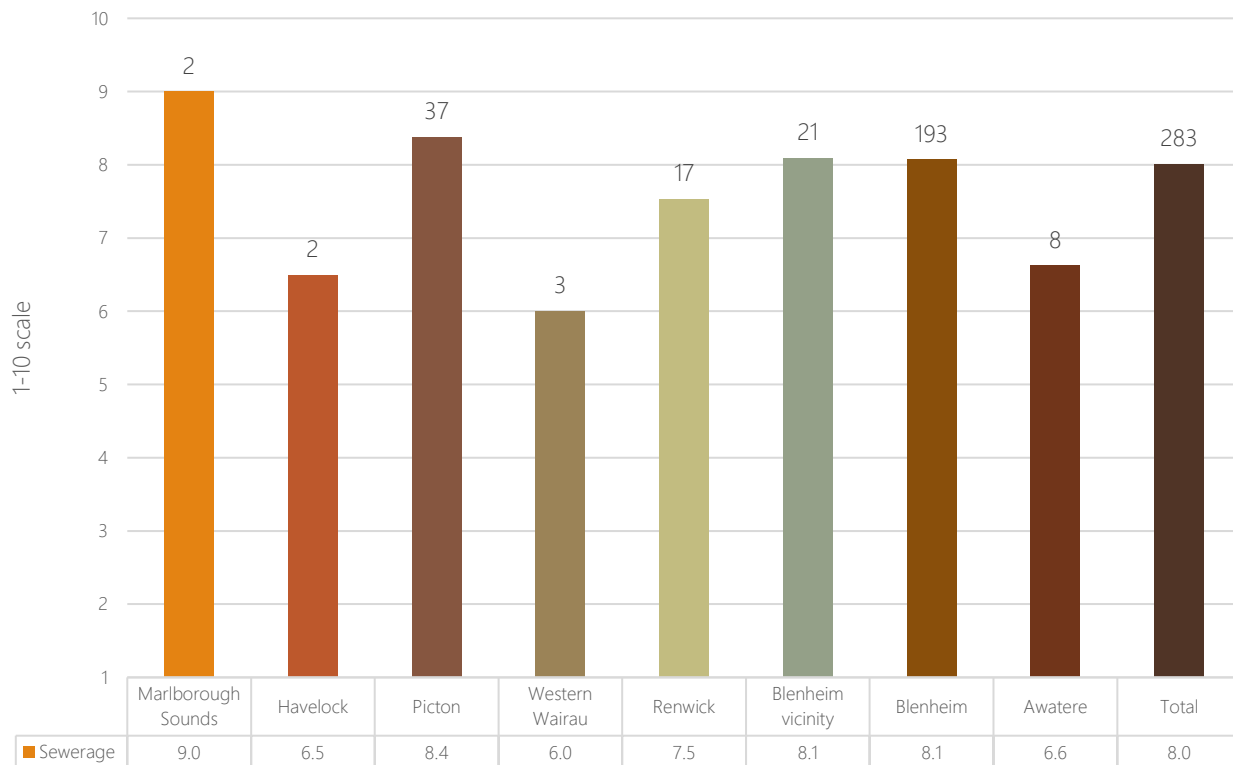
	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Flood protection and control works</i>	Managed well	18	Other	16
	Rarely floods	13	Not enough maintenance	13
	Well maintained	13	Erosion	3
	Do a good job	9		
	Other	8		

Flood protection and control satisfaction percentages by area

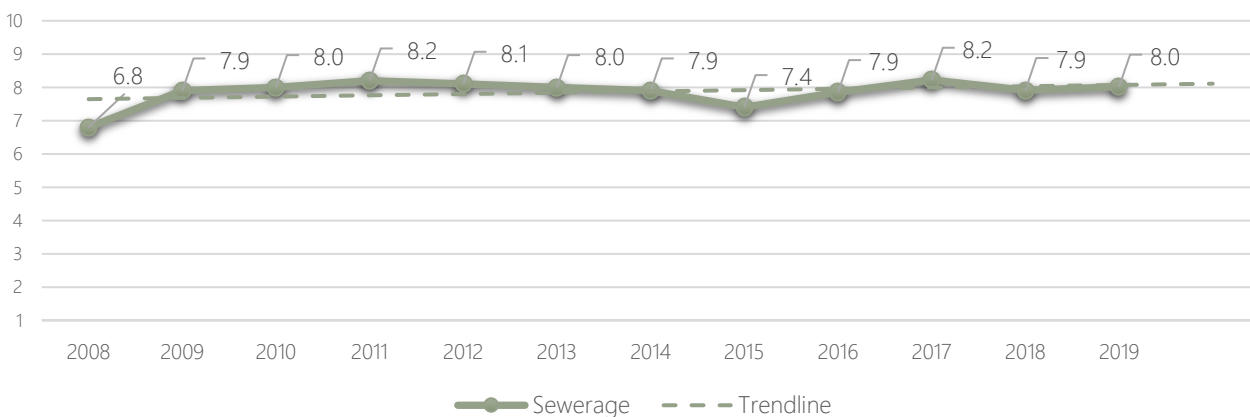
	<i>Mariborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Flood protection and control works</i>	29.4%	0.0%	64.5%	68.8%	82.4%	82.7%	79.4%	85.7%	74.9%

SEWERAGE

How well does the Council perform in providing Sewerage?



- An improvement was recorded for Council’s provision of Sewerage services; 92.2% of residents were satisfied with this service.
- Most comments referred to ‘No problems/ functions well’.



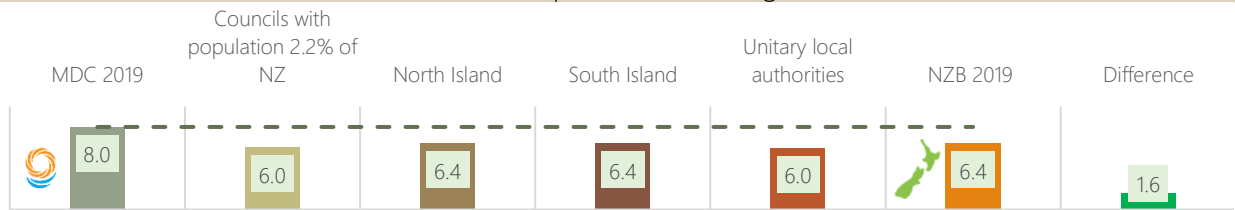
Sewerage unprompted comments

	Positive	Count	Negative	Count
Sewerage	No problems/ functions well	44	Need forward planning	1
	No overflow/ leakage	5		
	No pungent smells	4		
	Other	4		

Sewerage satisfaction percentages by area

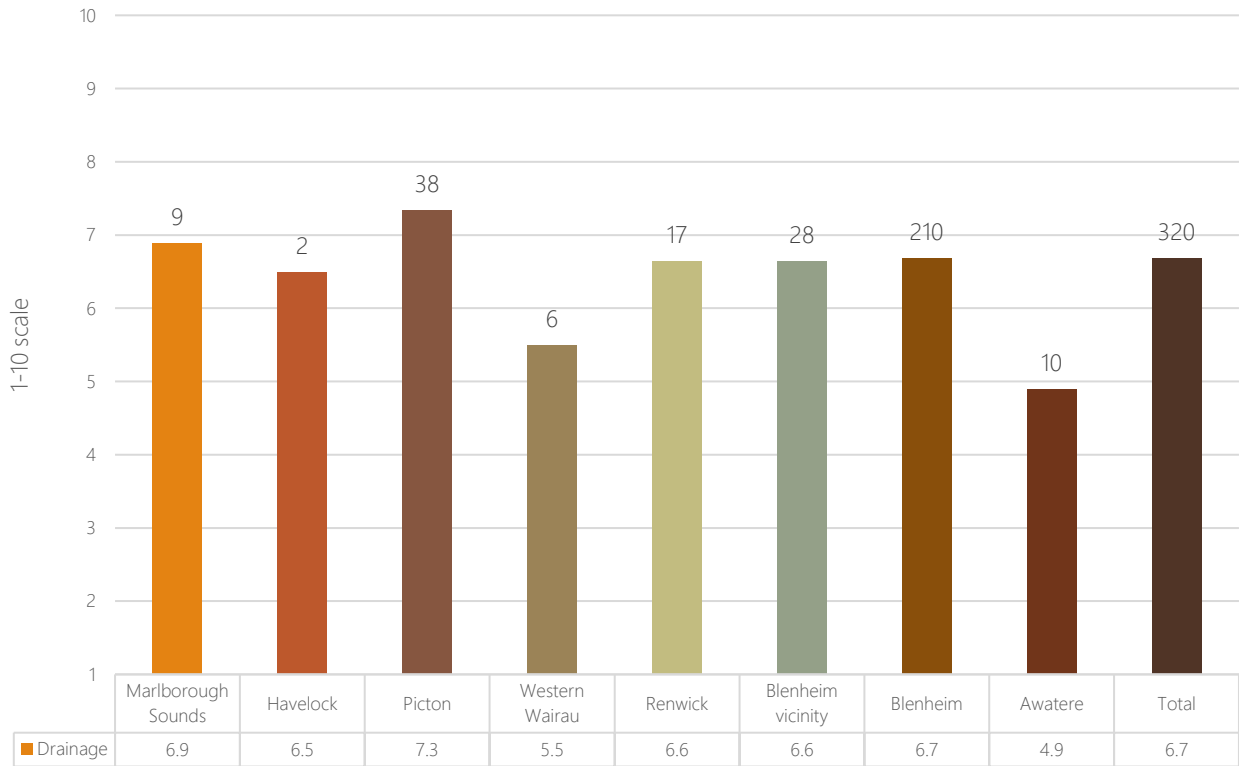
	Mariborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Sewerage	100.0%	50.0%	97.3%	100.0%	76.5%	100.0%	92.7%	75.0%	92.2%

NZB 2019 comparison – Sewerage

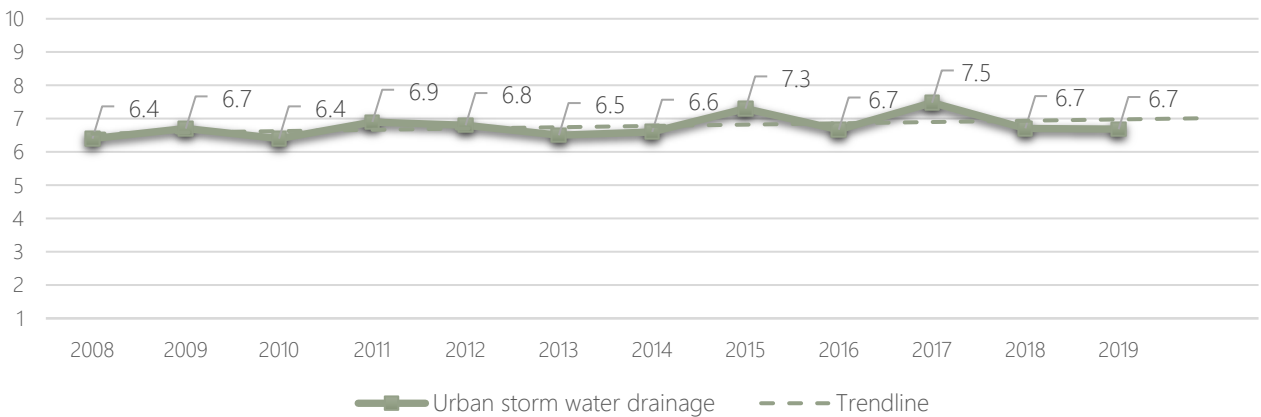


URBAN STORM WATER DRAINAGE

How well does the Council perform in providing Urban storm water drainage?



- In 2019, 7-in-10 residents were satisfied with Urban storm water drainage (70.9%); satisfaction with storm water drainage was similar to 2018 results (73.2%).
- Satisfaction with storm water drainage displays annual variations ('up and down' trends), which could be a subject to weather patterns.



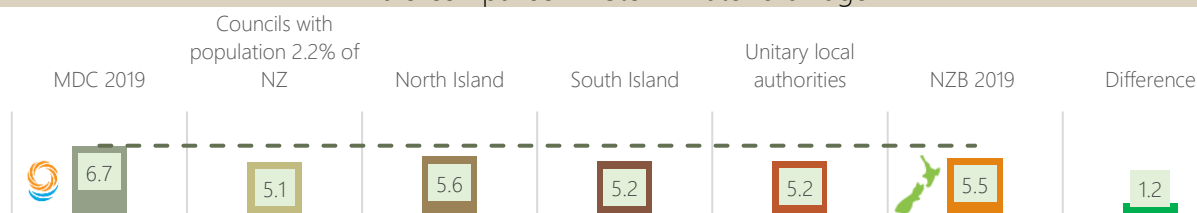
Storm water drainage system unprompted comments

	Positive	Count	Negative	Count
<i>Urban storm water drainage</i>	No problems	23	Drains blocked/ need clearing	10
	Other	13	Other	9
	Not much flooding	10	Flooding still occurring	8
	Very well controlled	8	Poor maintenance	5
			Rubbish in rivers	3
			Council doesn't follow up	2

Storm water drainage system satisfaction percentages by area

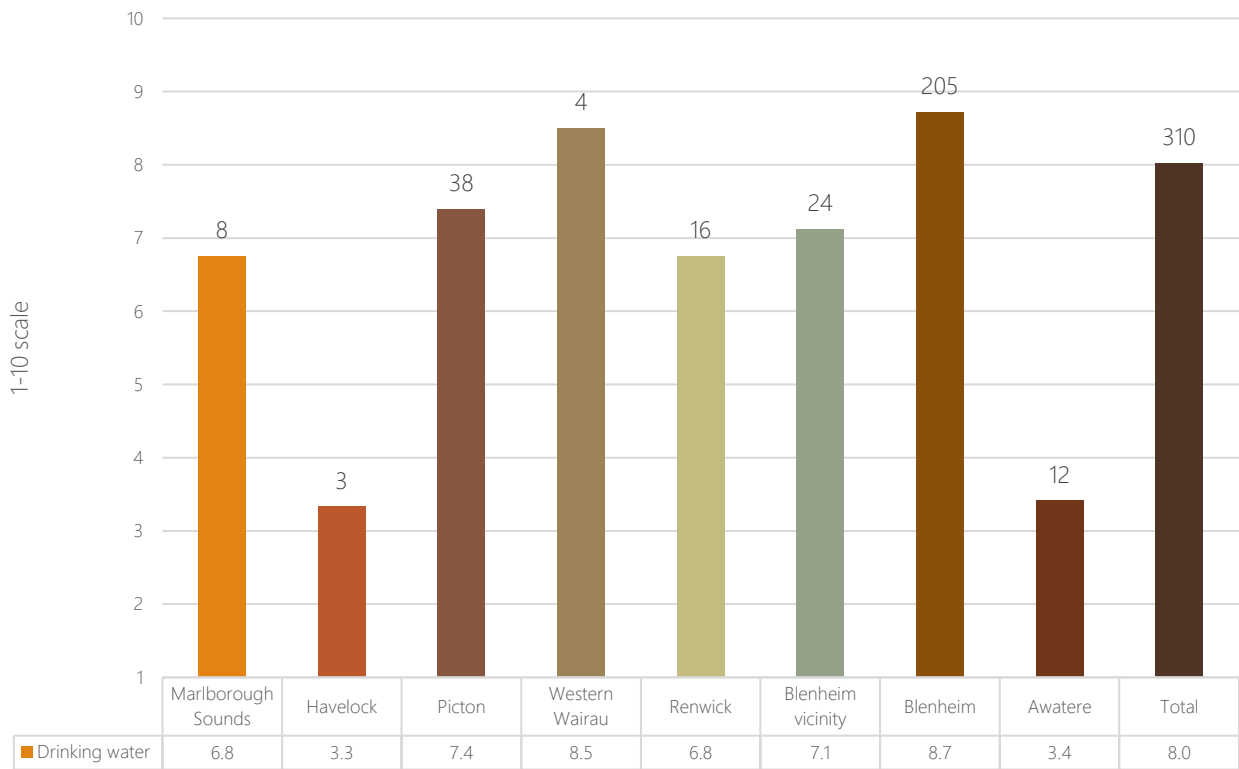
	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
<i>Urban storm water drainage</i>	77.8%	100.0%	78.9%	50.0%	64.7%	67.9%	71.0%	60.0%	70.9%

NZB 2019 comparison – Storm water drainage

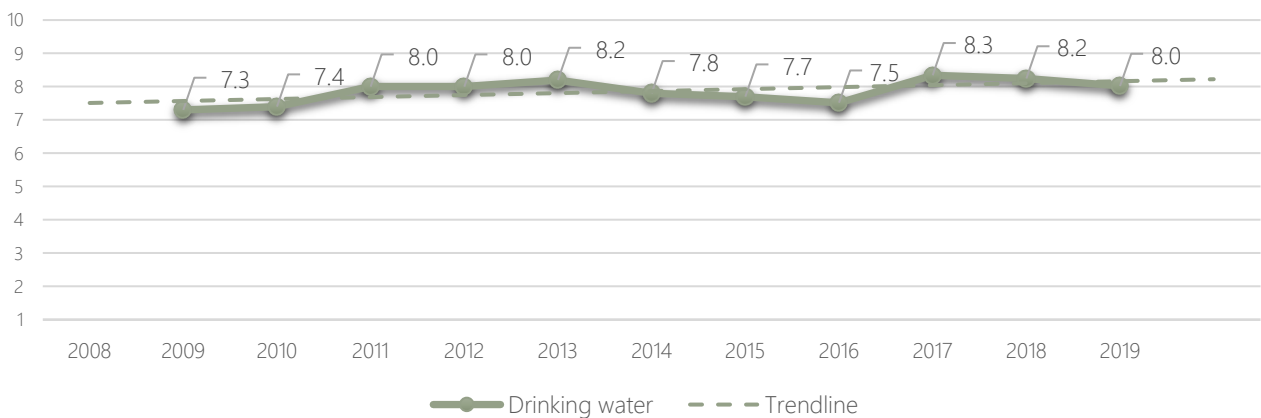


DRINKING WATER

How well does the Council perform in providing Drinking water?



- Overall, satisfaction with Drinking water supply continued to stay high (87.1%, against 88.9% in 2018).
- Satisfaction with water varied by area; the lowest satisfaction was recorded in Awatere (25%). Half of 'Other' negative comments referred to 'Seddon water supply'.



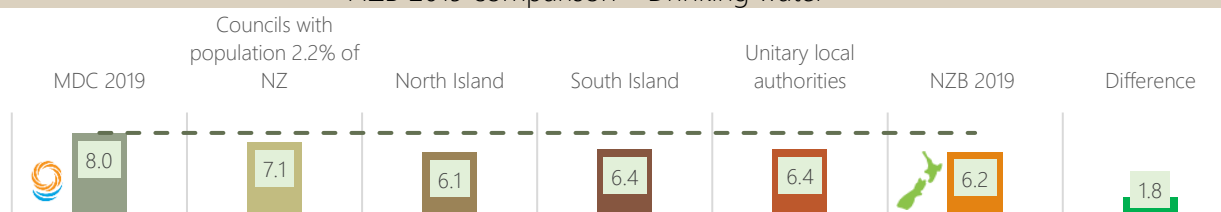
Drinking water unprompted comments

	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Drinking water</i>	Good quality	43	Other	13
	Good taste	36	Poor taste	5
	Good supply	34	Water undrinkable	4
	No problems	19	Costs regarding water supply	2
	Other	19	Water of low standard	1
	Some of the best water in New Zealand	12	Have own supply	1
	Very good	6		

Drinking water satisfaction percentages by area

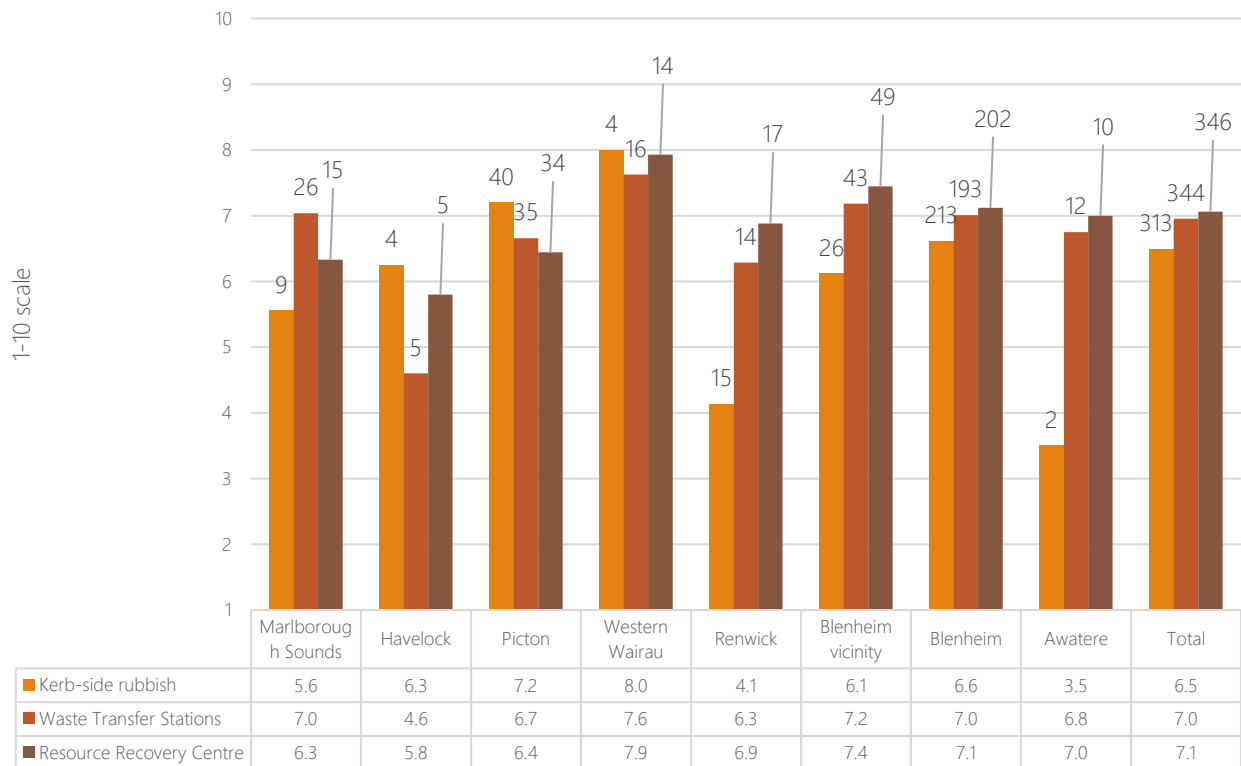
	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Drinking water</i>	75.0%	33.3%	81.6%	75.0%	62.5%	75.0%	96.6%	25.0%	87.1%

NZB 2019 comparison – Drinking water



WASTE MANAGEMENT

How well does the Council perform in providing Kerbside rubbish, Waste Transfer stations and Resource recovery centre, Reuse shop and Green waste composting?



- Around 7-in-10 residents were satisfied with Waste management.
- 67.4% of residents were satisfied with Kerbside rubbish, 74.4% were satisfied with Regional Waste of Transfer stations, and 76.6% were satisfied with the Resource Recovery Centre.
- Satisfaction with Waste management was down compared to 2018.
- A group of comments, identified in 2018, was still relevant (and up) in 2019; across all respondents, 10.3% stated the need for 'Wheelie bins'.



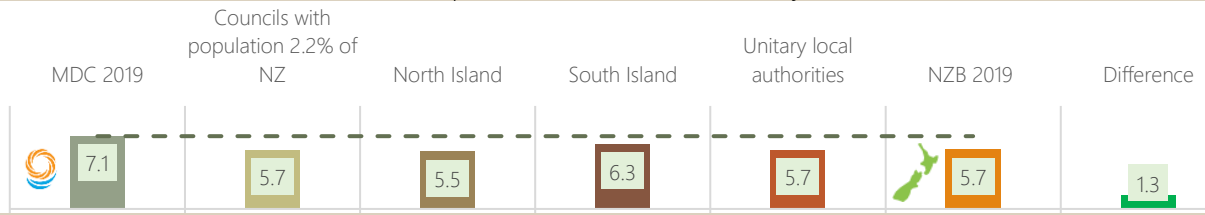
Waste management unprompted comments

	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>	
<i>Kerbside rubbish</i>	Great service/ pick up good	26	Other	22	
	Other	18	Recycling bins needed	20	
	Reliable/ on time	12	No kerbside collection	6	
	Excellent	8	Recycling charged should be free/ Expensive	3	
			Service is inadequate	2	
			Need to recycle	1	
<i>Regional Waste Transfer Stations</i>	Other	12	Expensive	16	
	Everything runs smoothly	9	Other	14	
	Excellent service	8	Service is inadequate	4	
	Accessible - easy to get to	8	Inconsistent with pricing and service	2	
	Good service/ it is good	7			
	Convenient	6			
	Friendly staff	6			
	Good facility	5			
	Well managed	5			
	Great service/ Very good	8			
	Efficient	3			
	Good convenient service	3			
	<i>Resource Recovery</i>	Good service/ well managed	27	Other	12
		Easy to use	18	Expensive	7
Other		16	Recycling charges should be free	6	
Convenient		15	Fees too high	2	
Accessible		11			
Good to be able to easily recycle		6			
Good parking		4			

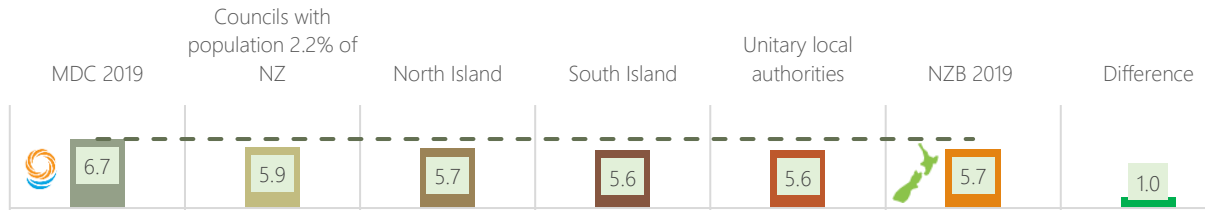
Waste management satisfaction percentages by area

	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Kerbside rubbish and recycling collection</i>	33.3%	75.0%	72.5%	100.0%	33.3%	65.4%	70.0%	50.0%	67.4%
<i>Regional Waste Transfer Stations, including Hazardous Waste</i>	73.1%	20.0%	62.9%	93.8%	71.4%	79.1%	75.1%	83.3%	74.4%
<i>Resource Recovery Centre, Reuse Shop and Green waste composting</i>	66.7%	20.0%	67.6%	100.0%	76.5%	81.6%	77.2%	80.0%	76.6%

NZB 2019 comparison – Resource Recovery Centre

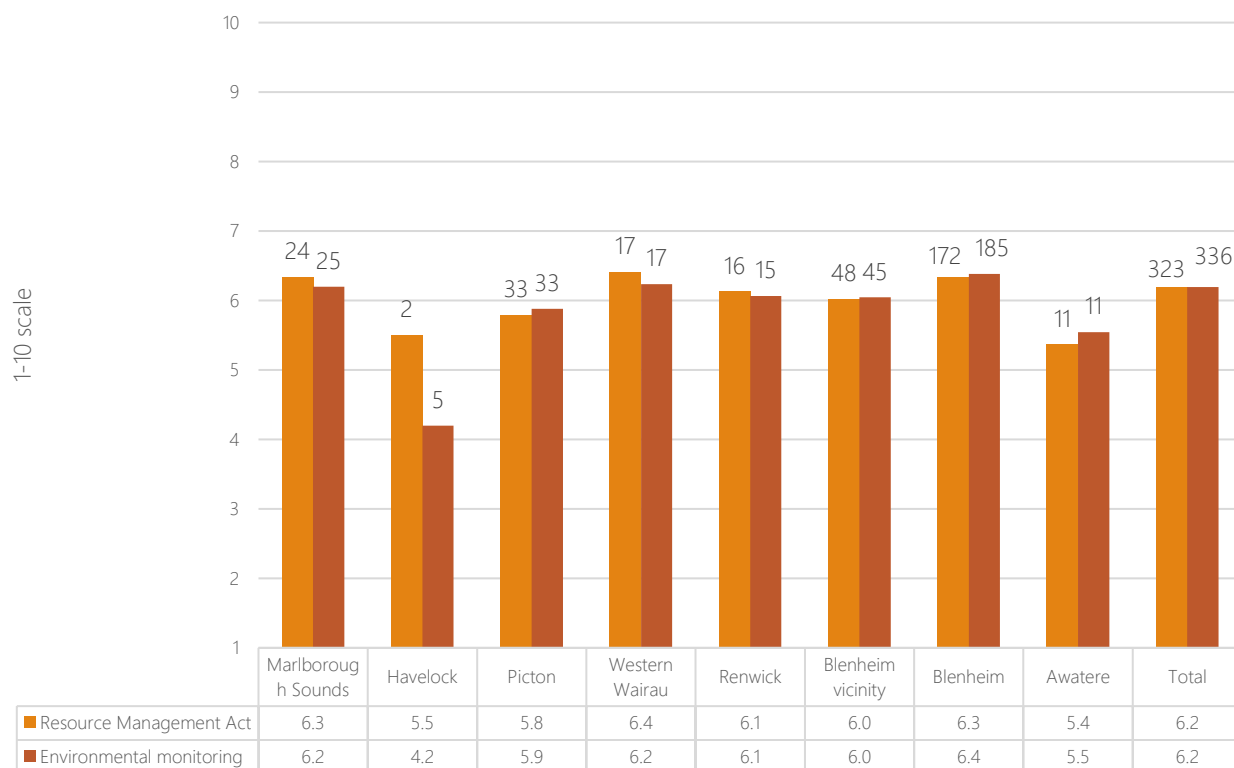


NZB 2019 comparison – Waste management

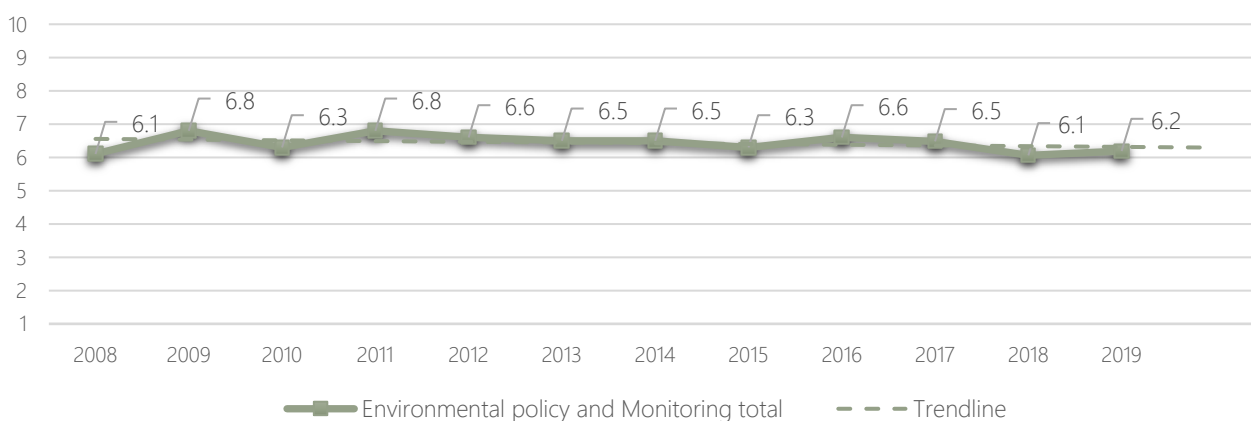


ENVIRONMENTAL POLICY AND MONITORING

How well does the Council perform in developing policies under the Resource Management Act and Environmental monitoring and information provision?



- Around two-thirds of residents were satisfied with Council’s developing of policies under RMA (65.9%) and Environmental monitoring and information provision (65.2%).
- Satisfaction with environmental policy was similar to 2018 results.



Environmental policy unprompted comments

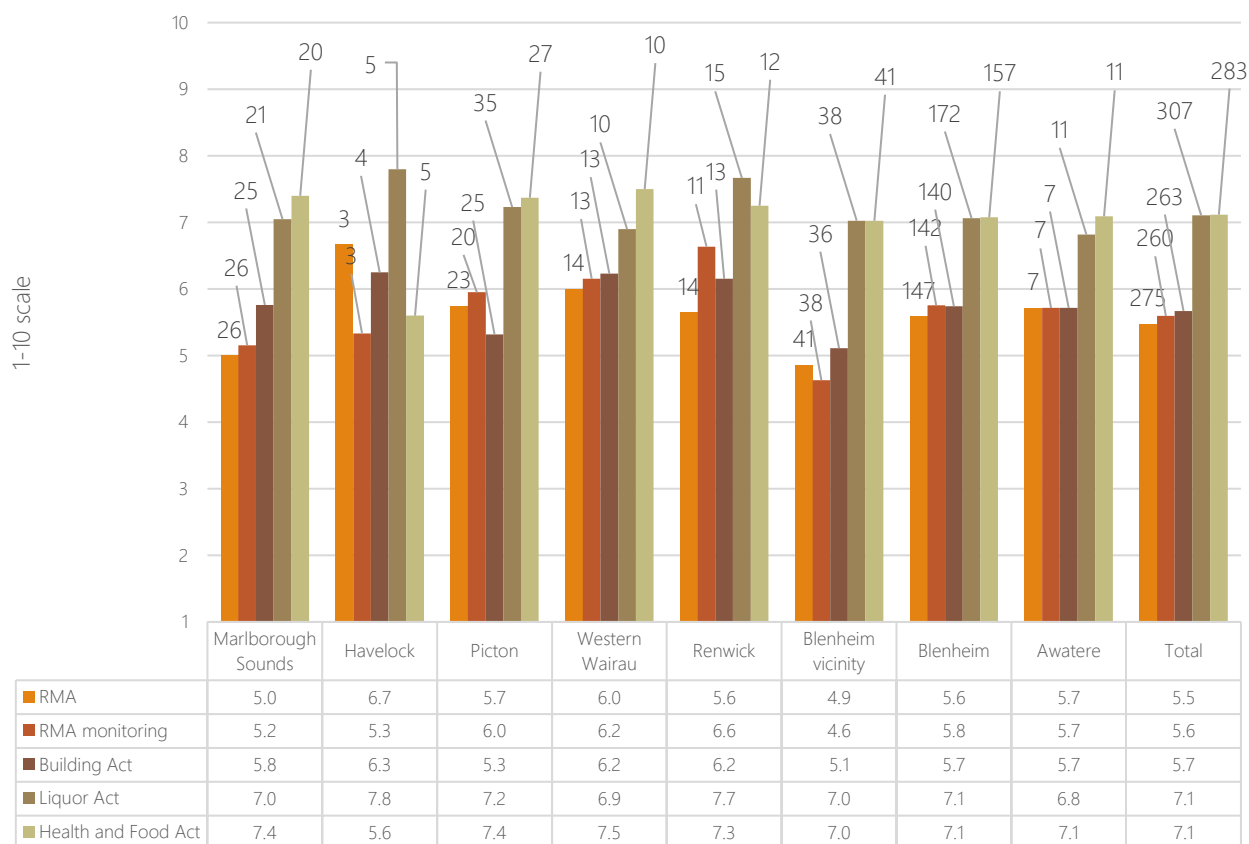
	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Developing policies under RMA</i>	Do a good job	8	Other	19
	Other	6	Issue: Pollution	5
			Control not effective	4
			Issue: Spray from vineyards	3
			Issue: Usage and monitoring of rivers	3
			Lack of environmental monitoring	2
			Council's direction ineffective	1
<i>Environmental monitoring and information provision</i>	Do a good job	5	Other	12
	Good information flow	4	Lack of environmental monitoring	5
	Other	3	Issue: Pollution	3
			Control not effective	3
			Council's direction ineffective	2
			Lack of information about environmental monitoring	2
			Issue: Usage and monitoring of rivers	1

Environmental policy satisfaction percentages by area

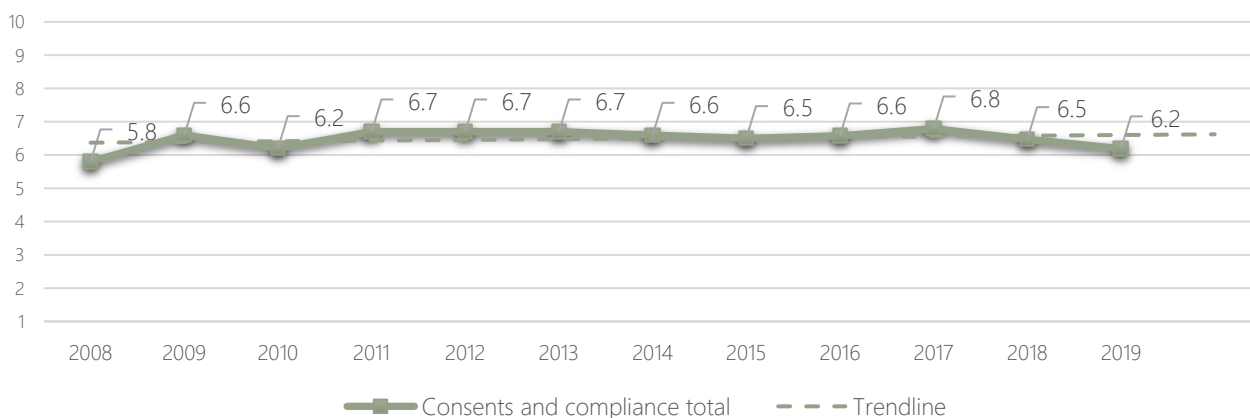
	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Developing Resource management policies under the Resource Management Act</i>	75.0%	50.0%	51.5%	88.2%	62.5%	60.4%	68.0%	54.5%	65.9%
<i>Environmental monitoring and information provision</i>	72.0%	20.0%	57.6%	64.7%	66.7%	57.8%	69.2%	54.5%	65.2%

CONSENT AND COMPLIANCE

How well does the Council perform in working under RMA resource consents and monitoring, Building Act, Sale of Liquor Act and Health and Food Act?



- Fewer residents were satisfied with Consents and compliance in 2019 (an average of 6.2 out of 10).
- Just under half of residents were satisfied with RMA – resource consents (47.6%) and Building Act (49.8%).
- Comments referring to Building consent highlighted a long waiting time (*'Building consents take too long'*) and bad experience with inspectors (*'Other'*).
- Comments referring to RMA – resource consents draw attention to inconsistent decisions (*'Other'*) and communication (*'Other', 'No follow up/Communication'*) and a long waiting time (*'Slow/takes too long'*).



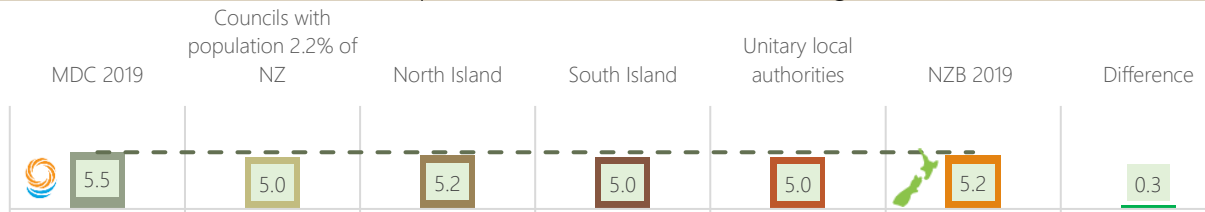
Consents and compliance unprompted comments

	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>RMA - resource consents</i>	Other	3	Other	23
	Do a good job	2	Slow/ takes too long	10
	Provide a good service	2	Council costs too high	9
	Efficient	1	Too much red tape	5
			No follow-up or enforcement/ Communication	4
<i>RMA - monitoring compliance with consent conditions</i>	Efficient	4	Other	17
	Provide a good service	3	No follow-up or enforcement/ Communicate	10
	Other	3	Slow/ takes too long	7
<i>Building Act - building consents</i>	Do a good job	2	Too much red tape	6
	No problems/ issues	8	Other	13
	Do the job well/ good job	7	Building consents take too long	12
	Other	5	Compliance costs too high	6
	Provide a good service	4	Too much red tape	4
<i>Sale of Liquor Act</i>	Building inspectors helpful	3		
	Monitoring underage drinking	8	Other	5
	Thorough ID checks made so working well	8	Better monitoring needed	1
	No problems/ good	8		
	Well managed/ well monitored/ regulated	5		
<i>Health and Foods Act</i>	Other	3		
	Good standards/ good job	11	Other	6
	Good health inspectors	5		
	Hood high standards and close monitoring	4		
	No problems heard of	4		
	Other	3		

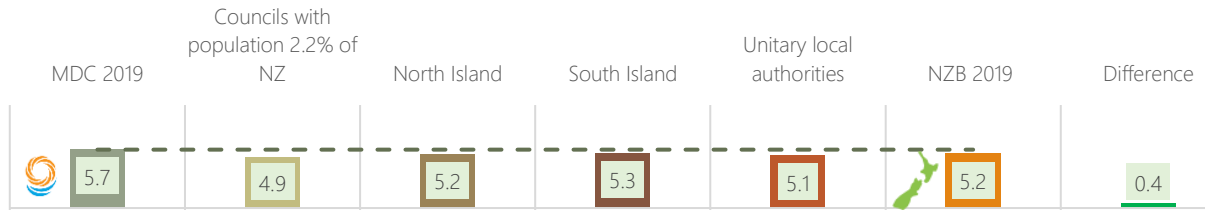
Consents and compliance satisfaction percentages by area

	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>RMA - resource consents</i>	50.0%	100.0%	47.8%	42.9%	57.1%	34.1%	49.7%	42.9%	47.6%
<i>RMA - monitoring</i>	38.5%	66.7%	55.0%	53.8%	72.7%	39.5%	53.5%	42.9%	50.8%
<i>Building Act</i>	52.0%	75.0%	40.0%	53.8%	53.8%	41.7%	52.1%	42.9%	49.8%
<i>Sale of Liquor Act</i>	71.4%	100.0%	85.7%	90.0%	86.7%	78.9%	76.2%	72.7%	78.5%
<i>Health & Foods Act</i>	90.0%	60.0%	81.5%	90.0%	75.0%	75.6%	79.6%	81.8%	79.9%

NZB 2019 comparison – Resource consent management

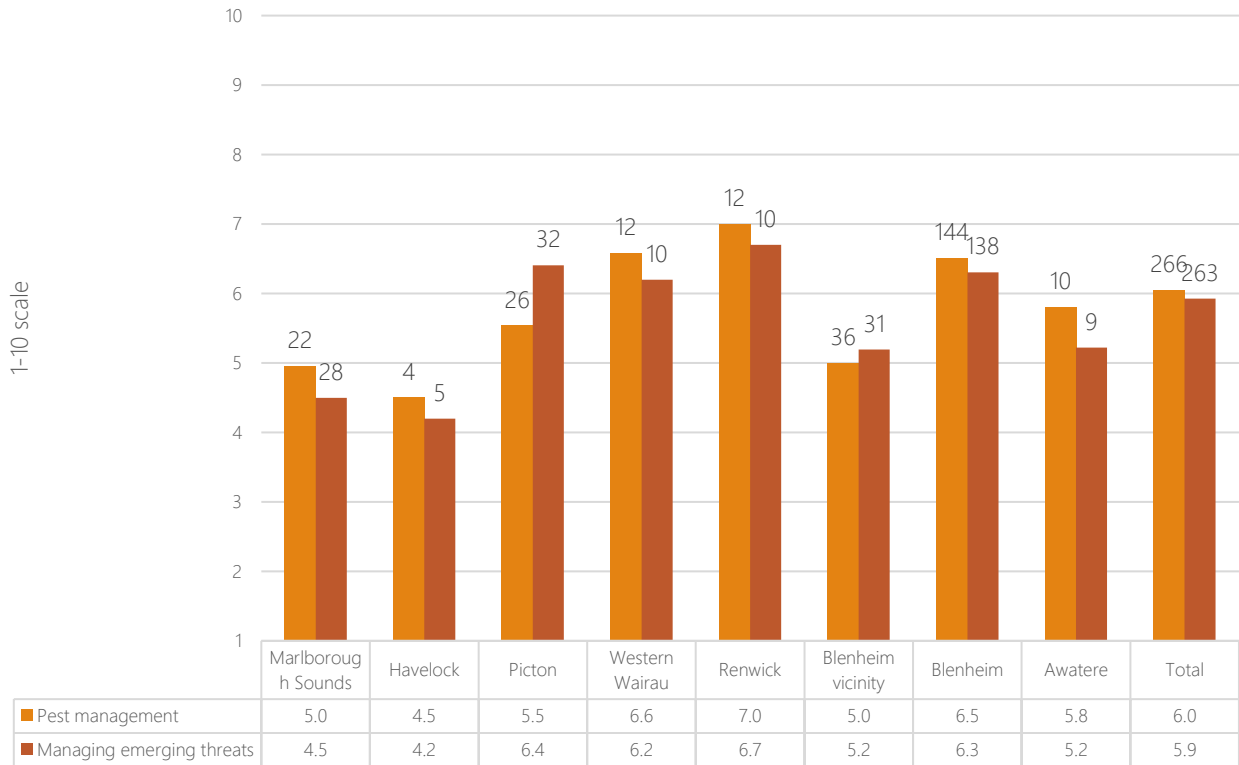


NZB 2019 comparison – Building consent

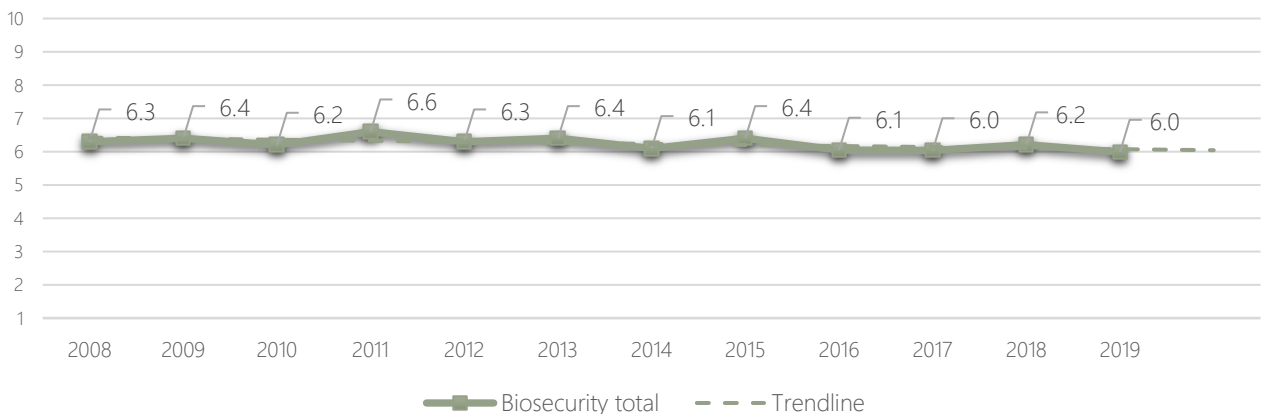


BIOSECURITY

How well does the Council perform in working with landholders in relation to pest management and managing emerging threats, current threats or high impact species?



- Across all services, satisfaction with Biosecurity services has been consistent over time.
- 56.4% of residents were satisfied with pest management, and 57.0% were satisfied with the management of emerging threats.
- Around one-third of residents could not provide any ratings (34% of 'Not applicable').



Biosecurity unprompted comments

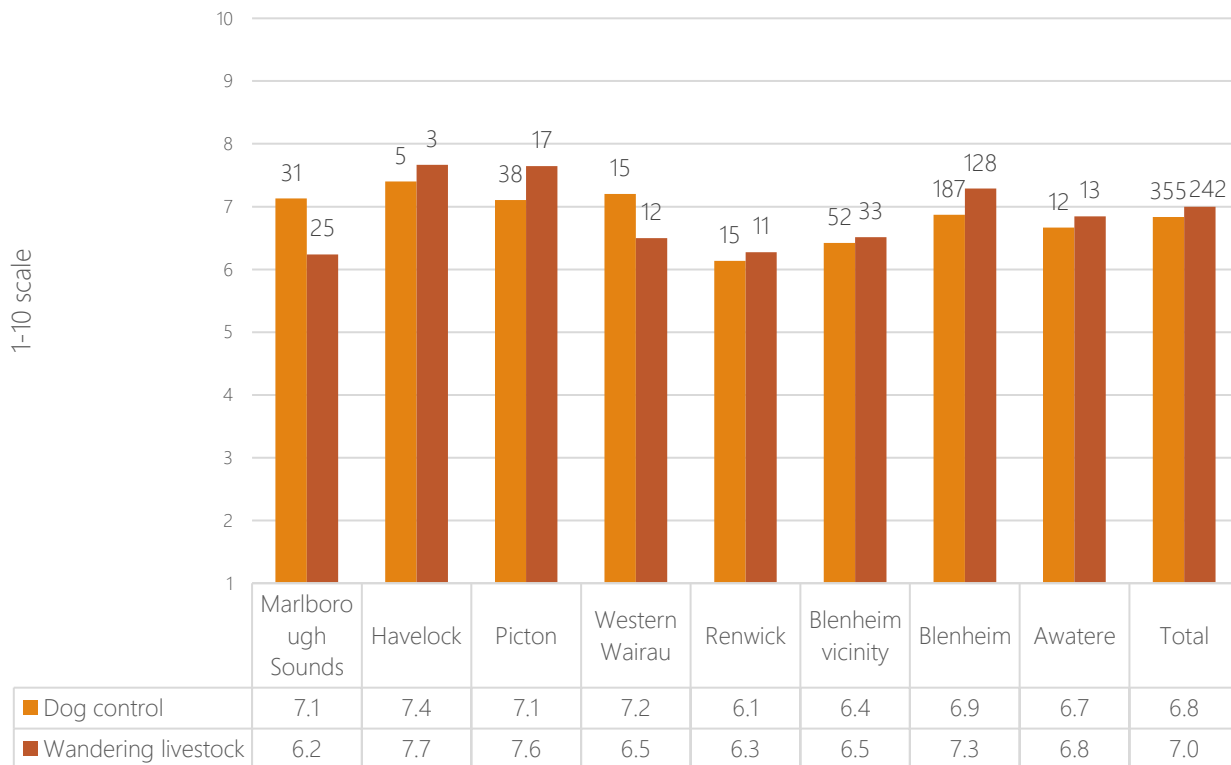
	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Working with landholders</i>	Other	7	Other	16
	Council doing a good job	4	No visible council involvement	17
	Ensuring landholders are meeting their obligations	1	Not managing the right species	4
			Have to control pests ourselves	4
<i>Managing threats</i>			Do not like the way staff deal with community	1
	Council doing a good job	4	Other	20
	See plenty of messaging about biosecurity risks	3	Do not see any messaging about biosecurity risks	12
	Other	3	Not managing the right species	3
	No problems	2	Have to control pests ourselves	3
	No new invasive species showing up	1		

Biosecurity satisfaction percentages by area

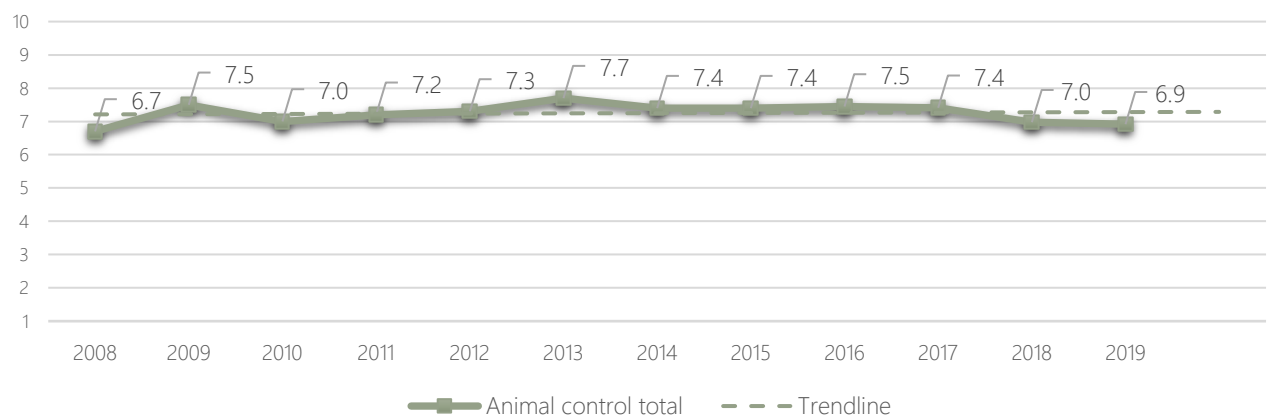
	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Working with landholders in relation to pest management</i>	45.5%	25.0%	53.8%	66.7%	75.0%	41.7%	60.4%	60.0%	56.4%
<i>Managing emerging threats, current threats or high impact species</i>	32.1%	20.0%	59.4%	70.0%	70.0%	45.2%	63.8%	55.6%	57.0%

ANIMAL CONTROL

How well does the Council perform in providing Dog control and control of wandering livestock?



- In 2019, satisfaction levels with Animal control were similar to 2018.
- 73.5% of residents were satisfied with Dog control, and 75.2% were satisfied with Control of wandering livestock.



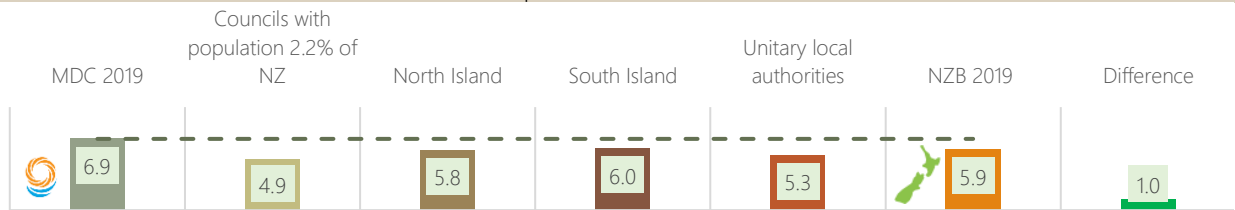
Animal control unprompted comments

	Positive	Count	Negative	Count
Dog control	Don't see dogs roaming around	16	Other	16
	Effective	11	Uncontrolled dogs in public places is an issue	9
	Other	9	Dog faeces in public places an issue	4
	Excellent	8	Council does not do much to control animals	3
	Good service	8	Dog registration too expensive	2
	No problems	5	Not getting any service from Dog Control	1
	Always very good/ sympathetic	4		
	Prompt service	4		
	Respond quickly	4		
	Control of wandering Livestock	Don't see livestock roaming on roads	17	Other
Other		4	Council does not do much to control animals	5
No issues		3	Poor levels of animal control	4
Excellent		2		
No problems		2		

Animal control satisfaction percentages by area

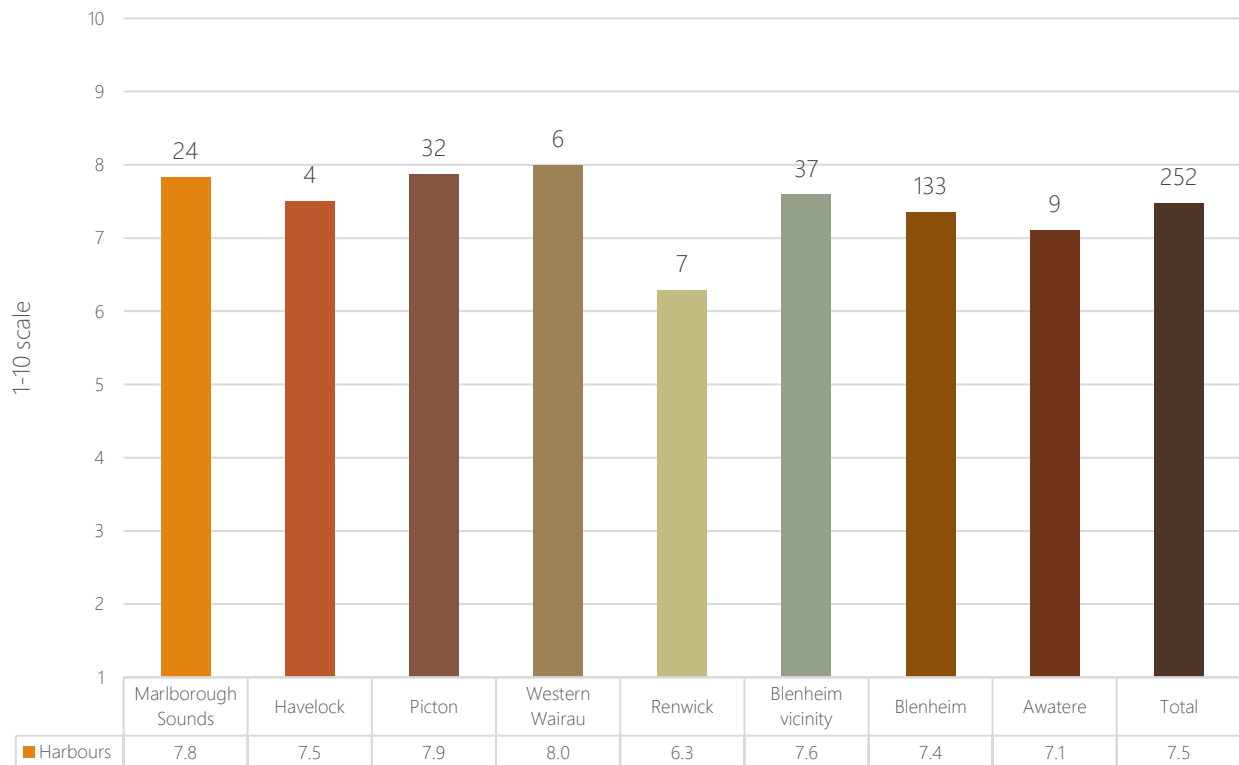
	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
<i>Dog control</i>	77.4%	80.0%	78.9%	80.0%	60.0%	63.5%	75.9%	58.3%	73.5%
<i>Control of wandering Livestock</i>	64.0%	100.0%	82.4%	58.3%	63.6%	69.7%	79.7%	76.9%	75.2%

NZB 2019 comparison – Animal control

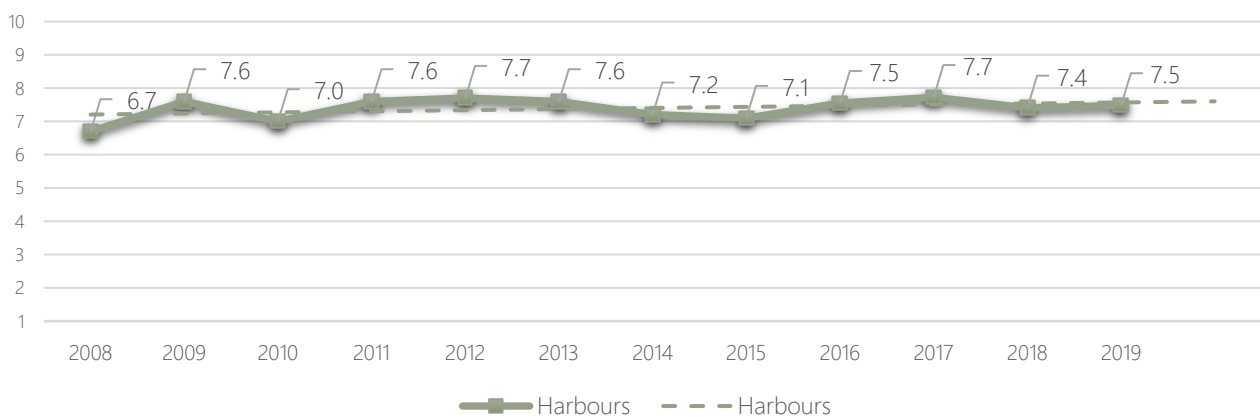


HARBOUR

How well does the Council perform in providing Harbour control?



- 84.5% of residents were satisfied with Council's Harbour control in 2019 (similar to 85.0% in 2018).
- Again, a larger sector of the community (37%) could not provide any ratings in relation to Harbours.



Harbour unprompted comments

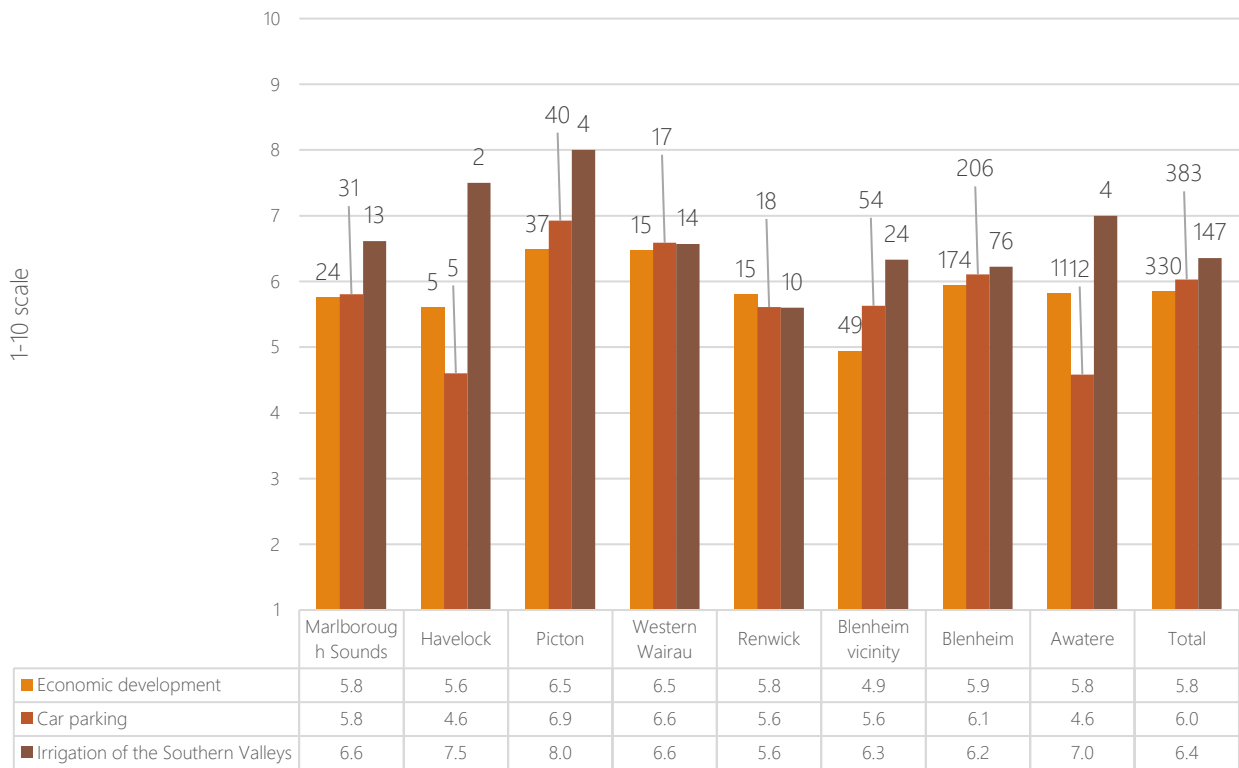
	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Harbours</i>	Good	9	Other	5
	Good job	9	Harbour needs better management	1
	Good services overall	8		
	Other	8		
	Are very good at maintaining the equipment they use	7		
	Nothing ever goes wrong	6		
	Good monitoring	5		
	Well managed	5		
	Are strict and good	1		

Harbour satisfaction percentages by area

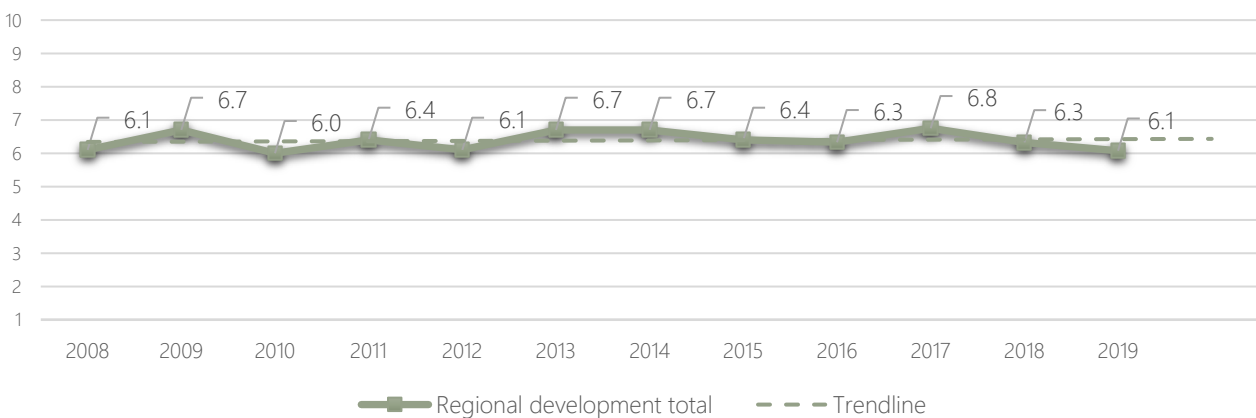
	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Harbours</i>	83.3%	100.0%	87.5%	100.0%	71.4%	91.9%	81.2%	88.9%	84.5%

REGIONAL DEVELOPMENT

How well does the Council perform in providing Economic development, Car parking and Irrigation of the Southern Valleys?



- In 2019, 6-in-10 residents were satisfied with Economic development (62.4%) and Car parking (60.8%).
- 69.4% of residents were satisfied with Irrigation of the Southern Valleys. However, only a limited number of residents could rate the Irrigation service; 63% of residents did not know enough to provide a rating.
- Average satisfaction with Council's Regional development shows a larger variance over time.
- Regional development was one of the most contributing factors towards overall satisfaction with Council's performance.



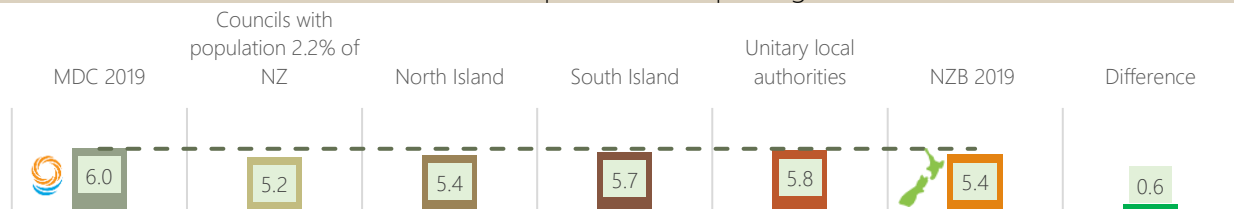
Regional development unprompted comments

	Positive	Count	Negative	Count
<i>Economic development</i>	Other	7	Other	19
	Do a good job	5	Ineffective	5
	Does well in supporting business	4	Actions impede business development	4
	Very good	1	Cost is too high	4
			Narrow focus - tourism & wine	4
			Council shouldn't be involved	3
			Need to allow new development	3
<i>Car parking</i>	Good/ plenty of parking available	12	Other	31
	Adequate parking	10	Parking fees too expensive	21
	Other	9	Insufficient parking available in close proximity	17
	Always available	4		
<i>Irrigation of the Southern Valleys</i>	Other	4	Other	10
	No problems	3		
	Good communication about supply operations	2		
	Do well maintaining water supplies	2		
	Good	2		

Regional development satisfaction percentages by area

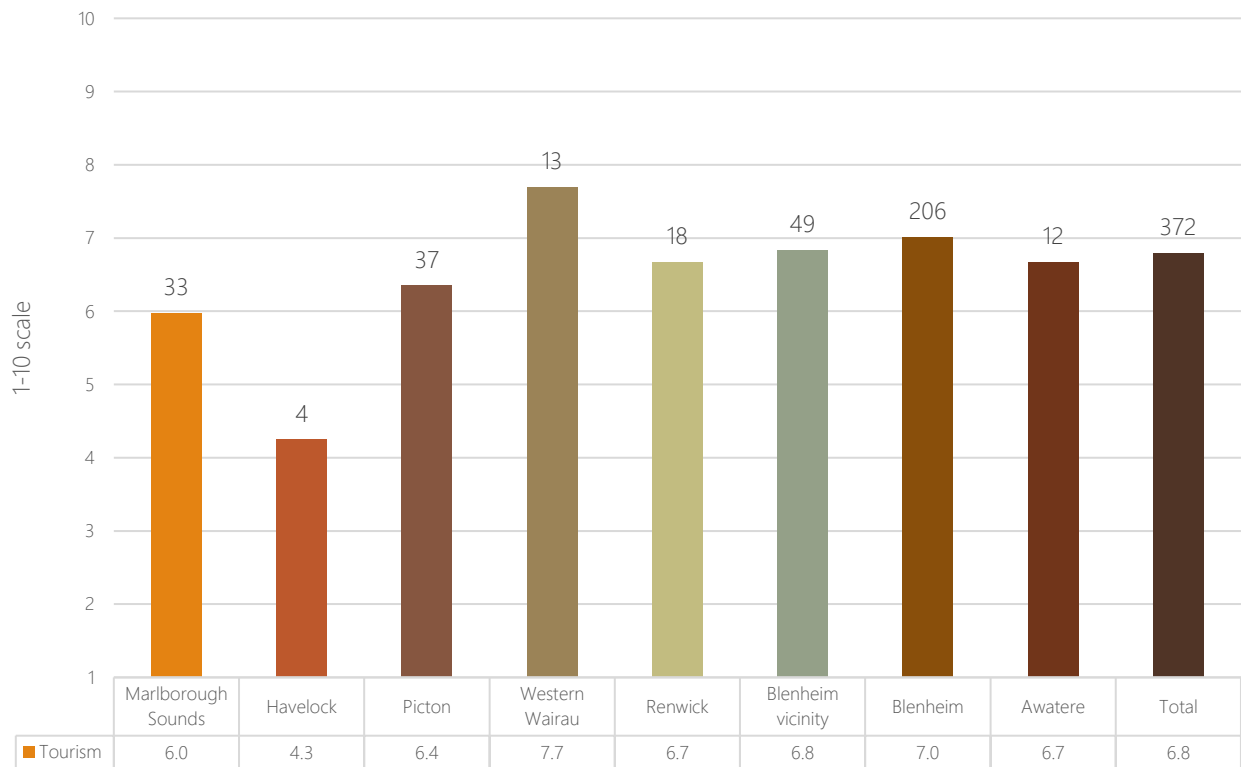
	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
<i>Economic development</i>	66.7%	40.0%	73.0%	66.7%	80.0%	46.9%	63.2%	54.5%	62.4%
<i>Car parking</i>	61.3%	40.0%	77.5%	76.5%	50.0%	57.4%	60.2%	33.3%	60.8%
<i>Irrigation of the Southern Valleys</i>	84.6%	100.0%	100.0%	78.6%	60.0%	58.3%	65.8%	100.0%	69.4%

NZB 2019 comparison – Car parking

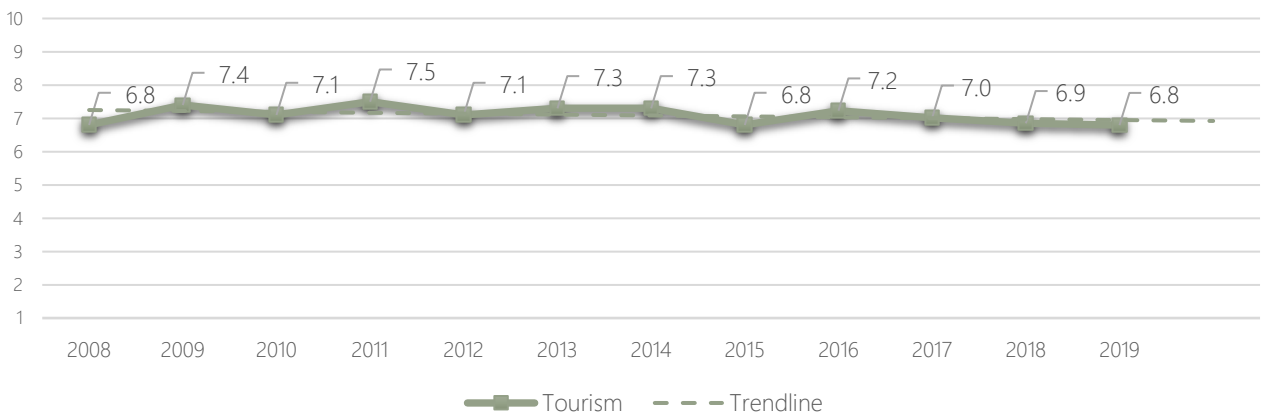


TOURISM

How well does the Council perform in supporting Tourism?



- 76.1% of residents were satisfied with Tourism in 2019 (similar to 2018).
- Despite some variations, satisfaction with Tourism does not show any strong up or down trends over time (remains consistent).



Tourism unprompted comments

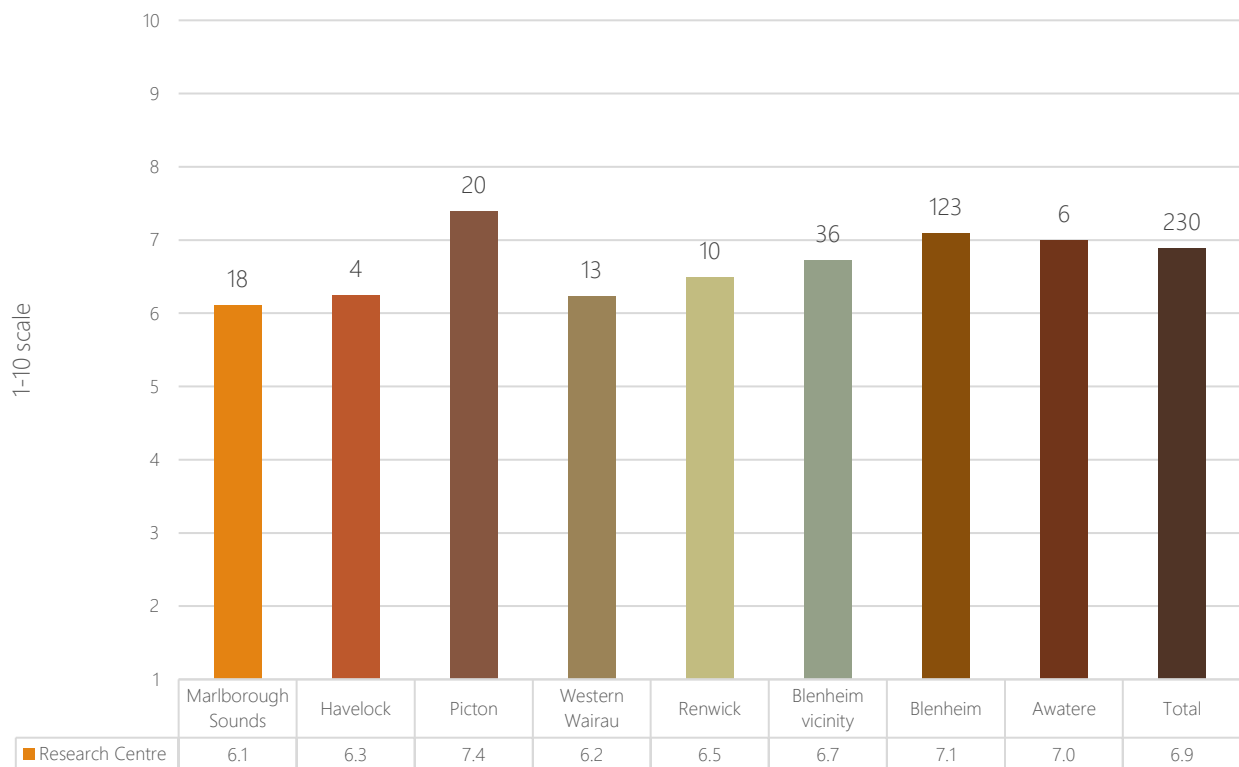
	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Tourism</i>	Other	11	Other	17
	Doing a good job	10	More effort - room to improve	7
	Promote the region well	10	Cost - is this appropriate for Council?	6
	Council performs well and supporting tourism	7	Poorly managed	6
	Lots of tourism in the area	5	Customer service & information centre poor	1
	Advertise well/ good advertising	4		
	Good information/ brochures	3		
	Tourism well promoted	2		

Tourism satisfaction percentages by area

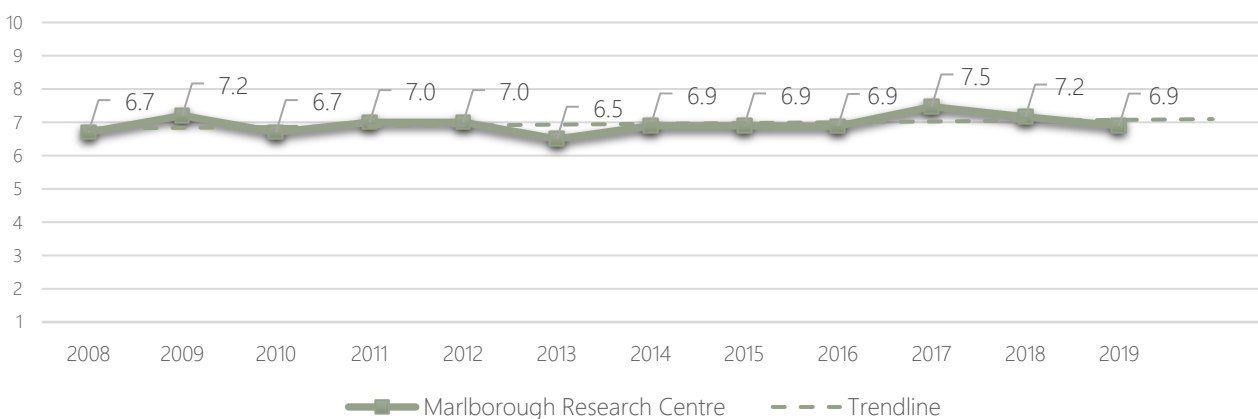
	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Tourism</i>	63.6%	25.0%	64.9%	92.3%	66.7%	79.6%	80.1%	75.0%	76.1%

MARLBOROUGH RESEARCH CENTRE

How well does the Council perform in supporting Marlborough Research Centre?



- 79.6% of residents were satisfied with Council supporting the Marlborough Research Centre.
- Despite some decline in 2019, average satisfaction with the Marlborough Research Centre returned to its level from 2014-2016 after a high spike in 2017.



Research Centre unprompted comments

	<i>Positive</i>	<i>Count</i>	<i>Negative</i>	<i>Count</i>
<i>Marlborough Research Centre</i>	Provide a good service	13	Other	5
	Do a thorough job	5	Council shouldn't be involved/ private sector role	3
	Other	5	Too much focus on grapes	2

Research Centre satisfaction percentages by area

	<i>Marlborough Sounds</i>	<i>Havelock</i>	<i>Picton</i>	<i>Western Wairau</i>	<i>Renwick</i>	<i>Blenheim vicinity</i>	<i>Blenheim</i>	<i>Awatere</i>	<i>Total</i>
<i>Marlborough Research Centre</i>	77.8%	75.0%	85.0%	76.9%	80.0%	72.2%	80.5%	100.0%	79.6%

APPENDIX

Demographics

Resident age groups				
	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
18-44	253	31.6	31.6	31.6
45-64	301	37.6	37.6	69.3
65+	246	30.8	30.8	100.0
<i>Total</i>	800	100.0	100.0	
Resident gender				
	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Male	381	47.6	47.6	47.6
Female	419	52.4	52.4	100.0
<i>Total</i>	800	100.0	100.0	
Resident homeownership status				
	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Own	670	83.8	83.8	83.8
Rented	100	12.5	12.5	96.3
Private trust	30	3.8	3.8	100.0
<i>Total</i>	800	100.0	100.0	
Resident income status				
	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Under \$10,000	7	0.9	0.9	0.9
\$10-\$25,000	85	10.6	10.6	11.5
\$25-\$40,000	100	12.5	12.5	24.0
\$40-\$55,000	70	8.8	8.8	32.8
\$55-\$70,000	72	9.0	9.0	41.8
\$70-\$85,000	71	8.9	8.9	50.6
\$85-\$100,000	80	10.0	10.0	60.6
Over \$100,000	165	20.6	20.6	81.3
Declined	150	18.8	18.8	100.0
<i>Total</i>	800	100.0	100.0	
Resident tenure in the district status				
	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Other	31	3.9	3.9	3.9
Less than 2 years	29	3.6	3.6	7.5
2-5 years	43	5.4	5.4	12.9
5-10 years	101	12.6	12.6	25.5
10+ years	576	72.0	72.0	97.5
Prefer not to answer	20	2.5	2.5	100.0
<i>Total</i>	800	100.0	100.0	