



Napier City Council

SIL Research

| 2022 Social Monitor

October 2022

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EXECUTIVE SUMMARY

The purpose of this research is to inform Council policies and initiatives to enhance the social wellbeing of Napier's community.

Fieldwork was conducted between 10 August and 26 September 2022. A total of n=528 surveys were used in the final analysis.

- While not as prominent as in 2020, the COVID-19 pandemic and associated restrictions or considerations may have had a lingering effect on public sentiment in the 2022 year.
- While March-April 2022 saw a rapid relaxation of Covid-19 rules across New Zealand, and the COVID-19 Protection Framework ended in mid-September 2022, previous measures (including vaccine roll-out, mandates and related public health measures) were a dominant feature in 2021-22.
- Other important developments both nationally (e.g. growing inflationary pressures and oil prices) and locally (e.g. crime-related incidents) may have had a continuing influence on community perceptions.
- As a result, fewer residents (30%) agreed their quality of life improved in the last year (down from 37% in 2021).
- However, most performance areas in 2022 remained consistent with the previous years or improved.
- The Social Index – derived by summing scores from all questions evaluating residents' quality of life – was 65.2, a 'good' level consistent with 2021, but remaining slightly lower compared to 2020.

Overall life in Napier:

- 2021-22 saw some stabilisation in public perceptions of life in Napier: 70% of residents rated their life in Napier as 'good' or 'very good' (also 70% in 2021), while a similar proportion saw themselves remaining in Napier over the next five years (72%, 71% in 2021).
- Further improvements in feelings of personal safety and acceptance in the community may serve to increase perceived quality of life and commitment to Napier, especially for younger adults.

Safety:

- Perceptions of safety improved overall in 2022, for safety during the day and – importantly – also at night.
- Overall, 62% of residents agreed they feel safe in Napier to some extent (up from 56% in August 2021 and 45% in March 2021); 25% of residents felt unsafe (33% August 2021, 44% March 2021).
- 82% reported feeling safe going out during the day (78% August 2021).



- Notably, feeling safe at night increased when at home alone at night (68%, 64% August 2021), going out at night (41%, 35% August 2021), and walking alone after dark (37%, 32% August 2021).
- Among residents who felt unsafe (and provided a comment), over half (55%) had personally experienced (or heard reports of) crime, while 46% were concerned about gang presence.
- Fewer residents (41%) in 2022 reported feeling less safe in the past 12 months compared to 51% in 2021.
- 3-in-10 residents reported that they, or a member of their household, had been the victim of crime in the last 12 months (similar to 31% in 2021) – consistent with national findings.

Health and community mental wellbeing:

- 69% of residents believed they were personally in good health (similar to 72% in 2021).
- Residents continued to report a good level of moderate-intensity activity (7.3 hours on average per week); this result was higher than minimum recommendations from the World Health Organization.
- The Mental Wellbeing Index - a measure of indicative psychological distress - was moderate (10.5, maximum score = 20) and similar to 2021.

Community, social connections and diversity:

- Napier residents provided, on average, positive ratings in relation to social connections (74%, similar to 78% in 2021).
- While fewer residents (60%) believed that people in their community take care of one another, the presence of a supportive network of family and friends remained high (86%).
- Residents' sense of their own acceptance (69%) was greater than perceived tolerance (58%) within the community as a whole.
- Although sense of acceptance declined in 2022 (69%, 77% in 2021), more respondents remained neutral in 2022 (19%) compared to 2021 (13%), rather than feeling unaccepted.
- 68% believed it was '*somewhat*' or '*very easy*' to be themselves in Napier (similar to 71% in 2021).
- Half (53%) of residents believed an increasing number of people with different lifestyles and cultures make Napier a better place to live (slightly up from 48% in 2021).
- However, still around half of residents (49%) reported experiencing or seeing someone else experiencing prejudice or intolerance (most often associated with ethnicity).

Environment:

- Overall, 58% of residents were concerned about the impacts of climate change in Napier (similar to 57% in 2021).
- At the same time, almost all residents named at least one environmental activity they had been involved in the past 12 months; 55% of residents named five activities or more.
- 88% of the Napier community reported minimising their waste by recycling regularly (similar to 90% in 2021).

Travel:

- Almost all respondents (98%) indicated travelling within the previous 7-day period; respondents named, on average, three destination types (85% shopping, 66% work, and 58% social).
- Petrol/diesel vehicles were by far the most preferred method of transport (to work - 77%).
- Of those travelling to work, 2-in-5 (42%) travelled a distance under 5 km, with the most cited distance being 3 to 5 km (23%); 28% of respondents were most likely travelling outside of Napier (15+ km).
- Most respondents travelling to work in petrol/diesel vehicles (78%) were least inclined to change their car usage in the future. A further 14% of respondents (or 11% of all respondents travelling to work) were representative of petrol/diesel vehicle drivers potentially most likely to change their travel behaviour towards non-car options.
- Improving public transport services (making this service more convenient, frequent and reliable) was the most cited suggestion to encourage less car use.

Other findings:

- Two-thirds of residents believed their neighbourhood has everything they need (66%, similar to 69% in 2021) and felt a sense of pride with how their neighbourhood looks and feels (64%, 68% in 2021).
- 47% of residents were satisfied with Council's provision of Civil Defence (47% in 2021, 50% nationwide).

METHODOLOGY

BACKGROUND AND OBJECTIVES

The aim of this research was to continue measuring residents' perceptions of social wellbeing in Napier, and help inform the Council's policies and initiatives to enhance local communities.

As a part of their biennial work programme, Napier City Council (NCC) has commissioned a Social Monitor survey since 1998. Since 2019, the Social Monitor survey has been conducted every year by SIL Research, an independent Market Research Company.



QUESTIONNAIRE AND PROJECT SPECIFICS

In 2019, SIL Research, together with NCC, developed a revised Social Monitor questionnaire based on work previously conducted for the Council. With further modifications, this survey was then repeated in 2020 and 2021.

In 2022, the questionnaire was reviewed and continued asking more in-depth questions about safety, diversity, equity, social connections and climate change. A new topic was introduced in 2022 – travel patterns and related attitudes.

The questionnaire was tested prior to full-scale data collection to ensure the survey was fit for purpose.

SIL used a multi-layered sampling technique to ensure a proportional spread of respondents from each of Napier's four electoral wards, by age and gender distribution.

DATA COLLECTION

Fieldwork was conducted between 10 August and 26 September 2022.

Multiple data collection methods were utilised to ensure residents were well-represented. The mixed-methods approach included:

- (1) Telephone survey. Respondents were randomly selected from the publicly available telephone directories;
- (2) Social media (available via SIL Research social media platforms, such as Facebook). The invitation advertisement was randomly promoted to Napier residents;
- (3) Online/web based (available via NCC's channels). The survey was available via NCC's Facebook, and community groups.
- (4) Postal survey forms. 500 forms were delivered to randomly selected households in Napier.

A total number of n=528 surveys were used in the final analysis.

DATA ANALYSIS

Surveys were conducted proportional to the population in each of Napier's wards, by age, gender and ethnicity. Post-stratification (weighting) was then applied to the full dataset to reflect age and gender group proportions within each ward as determined by the Statistics New Zealand 2018 Census.

Table 1 Responses by ward

	Number of responses	%
Ahuriri	96	18%
Nelson Park	148	28%
Onekawa-Tamatea	88	17%
Taradale	196	37%

SIL Research ensured quality control during the fieldwork period. In addition, quality control checks were performed using follow-up calls across randomly selected respondents (10% of those who agreed to the follow up) to verify the key responses.

Further checks included, but were not limited to, removal of incomplete responses and responses coming from outside of Napier.


The main resident demographic groups analysed in this report were: ward, suburb, age, gender, ethnicity, tenure, income and home ownership. During the analysis stage, Chi-square tests were used when comparing group results in tables. The threshold for reporting any statistically significant differences was a p-value of 0.05. Where differences were outside this threshold (less than 95%), no comments were made; where differences were within this threshold, comments have been made within the context of their practical relevance to NCC.

Using Statistics New Zealand population projections for the NCC catchment area, in general, a sample size of n=528 across approximately 47,400 residents aged 18 years and over allows for a 95% confidence level +/- 4.2% where residents are split 50/50 on any given issues, and a 95% confidence level +/- 3.4% where residents are split 80/20.

Where results are reported by sub-groups of residents, estimates of results may not be statistically reliable due to the higher margins of error (small sample sizes).

NOTES ON REPORTING

Where relevant, the current 2022 findings are compared to the 2019-2021 Social Monitors, 2021 Community Safety Survey (March 2021), 2022 New Zealand Benchmarking survey, and 2020 Hawke's Bay Regional Council Climate Change survey (where applicable).

New Zealand-wide anecdotal comparisons are indicated with the  icon, and provided (where applicable) using the following sources: Indicators Aotearoa New Zealand (Statistics New Zealand), COVID-19 Health and Wellbeing Survey, 2022 Quality of Life Survey (a partnership between nine New Zealand Councils) and the New Zealand Crime and Victim Survey (Ministry of Justice).

Due to questionnaire changes earlier in 2021, some reported measures (e.g. average agreement score and social index) included new and/or updated statements and may not be directly comparable to previous results (2019-2020).

The survey included several question statements about life in Napier; each question was rated using a 1-5 Likert scale (e.g. '*Strongly disagree*' to '*Strongly agree*'). Respondents were also provided with a '*Don't know*' option.

'*Agree*' percentages represent aggregated positive responses (ratings of 4-5).

Due to rounding, figures with percentages may not add to 100%. Reported percentages were calculated on actual results, not rounded values.

The term '*Resident*' has been used to represent respondents who participated in the survey.

A reported significant difference implies that, within a given tested sample group or factor (e.g. age, ward, ethnicity, etc.), one or more subsample result is substantially different from other subsample results (e.g. younger vs. older respondents, one ward vs. another ward, etc.). Where results do vary within a sample group, this difference is noted in the report text or shown in tables (as

shaded cells), with additional font colour highlighting the significantly lowest (red) and significantly highest (green) percentages for ease of reading.

WHO TOOK PART IN THE SURVEY

Table 1 Responses by age

	Frequency	Percent	Population %
18-39	169	32.0	31.6
40-64	221	41.8	42.2
65+	138	26.2	26.3
Total	528	100.0	100.0

Table 2 Responses by gender

	Frequency	Percent	Population %
Female	276	52.4	52.4
Male	248	46.9	46.9
Another gender	4	0.8	-
Total	528	100.0	100.0

Table 3 Responses by home ownership

	Frequency	Percent
Owned	398	75.4
Rented	100	19.0
Private trust	7	1.4
Other	14	2.7
I'd rather not say	7	1.4
Total	528	100.0

Table 4 Responses by ethnicity

	Frequency	Percent*	Population %*
New Zealand European	423	80.1	82.7
Māori	90	17.1	17.4
Other	81	15.3	10.3
Total	528	100.0	*Multichoice

Table 5 Responses by aggregated time lived in Napier

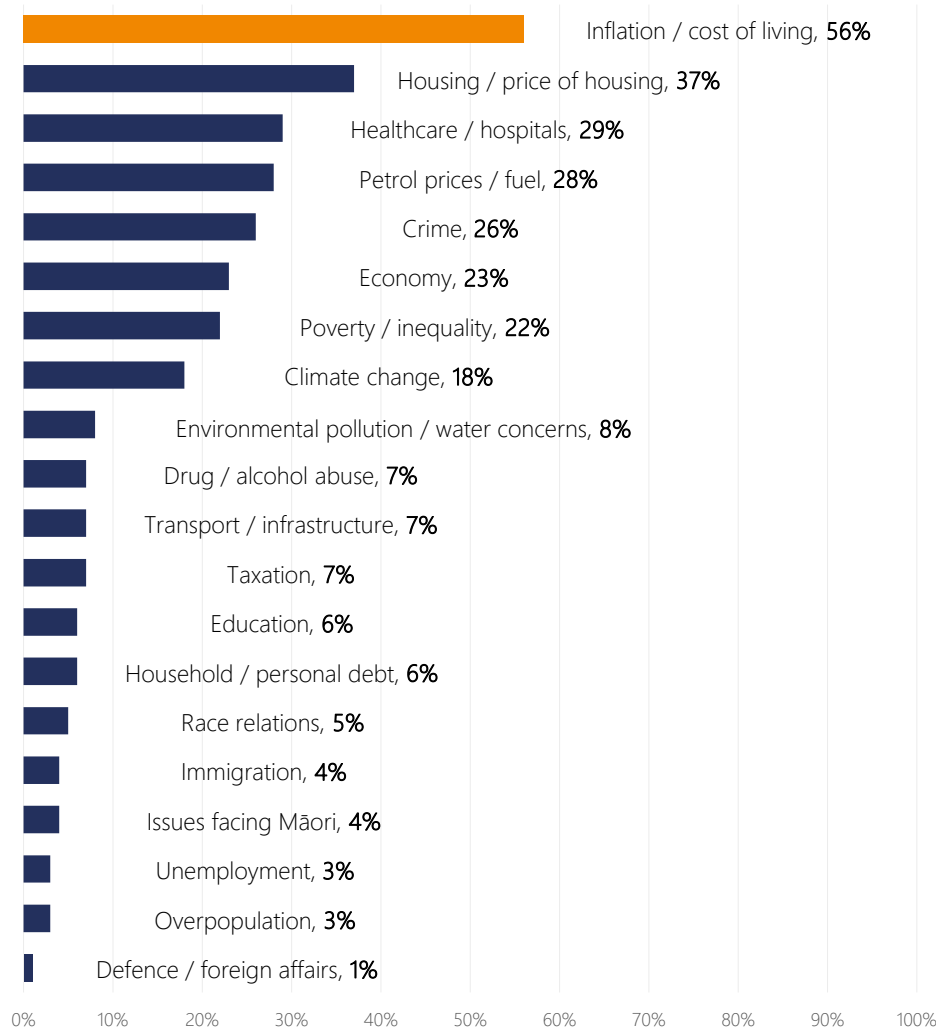
	Frequency	Percent
Less than 10 years	199	37.7
More than 10 years	329	62.3
Total	528	100.0

Note: final dataset was statistically weighted to increase accuracy of the reported results. The results are representative of key demographic groups (age, gender, ethnicity and ward) for adults aged 18+. The target was based on 2018 New Zealand Census information. *Respondents can select more than one ethnic group; therefore, totals add to more than 100%.

ENVIRONMENTAL FACTORS

Nationwide concerns - key highlights in the past year.

What are the most important issues facing New Zealand today



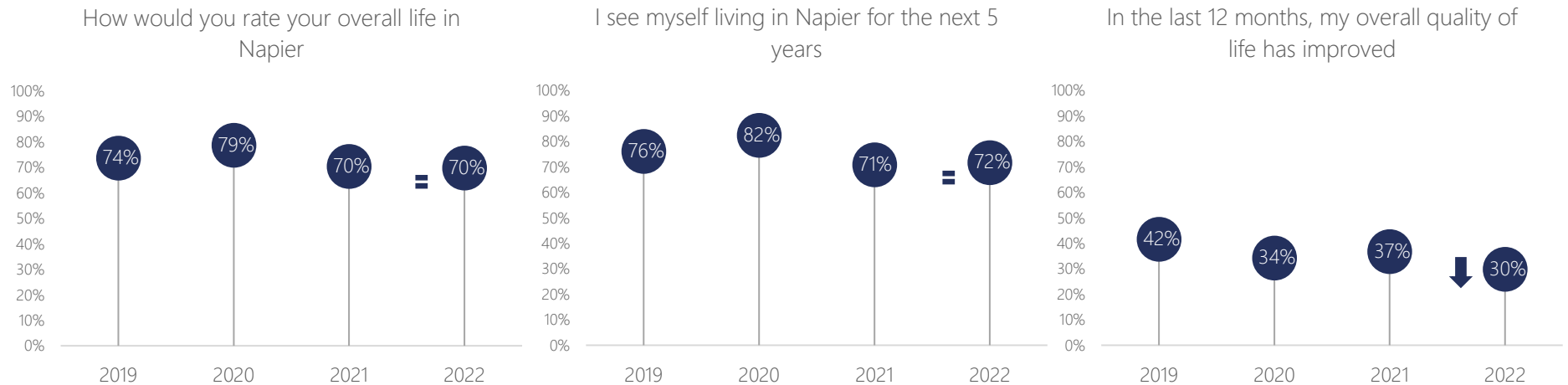
- While not as prominent as in 2020, the COVID-19 pandemic and associated restrictions or considerations may have had a lingering effect on public sentiment in the 2021-22 year.
- In December 2021, all of New Zealand moved to the COVID-19 Protection Framework, also known as the traffic lights system. The COVID-19 Vaccine Pass was introduced for use in New Zealand, with a number of services/facilities requiring proof of vaccination.
- March-April 2022 saw a rapid relaxation of Covid-19 rules across New Zealand, with the COVID-19 Protection Framework ending in mid-September 2022.
- In addition to COVID-19, throughout 2022, inflationary pressure continued to grow with the main drivers being global oil prices, and ongoing global supply impacts.
- According to Ipsos, '*Inflation / cost of living*' was the most important perceived issue facing New Zealand in 2022.
- Social Monitor fieldwork was partially conducted during local body elections which were held in late September-early October 2022. The electoral campaign and voting period likely brought local issues and concerns to the forefront of residents' minds as they considered the forthcoming Council term and candidates. This may have had some influence on survey responses.

Source: IPSOS New Zealand. (May 2022). Issues monitor

LIFE IN NAPIER

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



- Overall perceptions of life in Napier remained moderately positive.
- 7-in-10 residents in 2022 rated their life from 'good' to 'very good' (70%), and/or saw themselves remaining in Napier in the next 5 years (72%). Both results remained on par with 2021.
- However, fewer residents (30%) agreed their quality of life improved in the last year (down from 37% in 2021); while 42% (similar to 2021) felt their quality of life remained the same. However, slightly more residents (28%) in 2022 disagreed their quality of life improved compared to 2021 (23%).



According to Indicators Aotearoa New Zealand, **81%** of New Zealanders aged 15 years and over rated their life satisfaction highly (April-August 2021).

In September 2021, the COVID-19 Health and Wellbeing Survey showed that **75%** of New Zealanders reported being satisfied with their life.



In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **18%** of residents had improved their quality of life in the last 12 months.

63% had not considered moving out in the next 12 months.

LIFE IN NAPIER

Overall rating of life in Napier

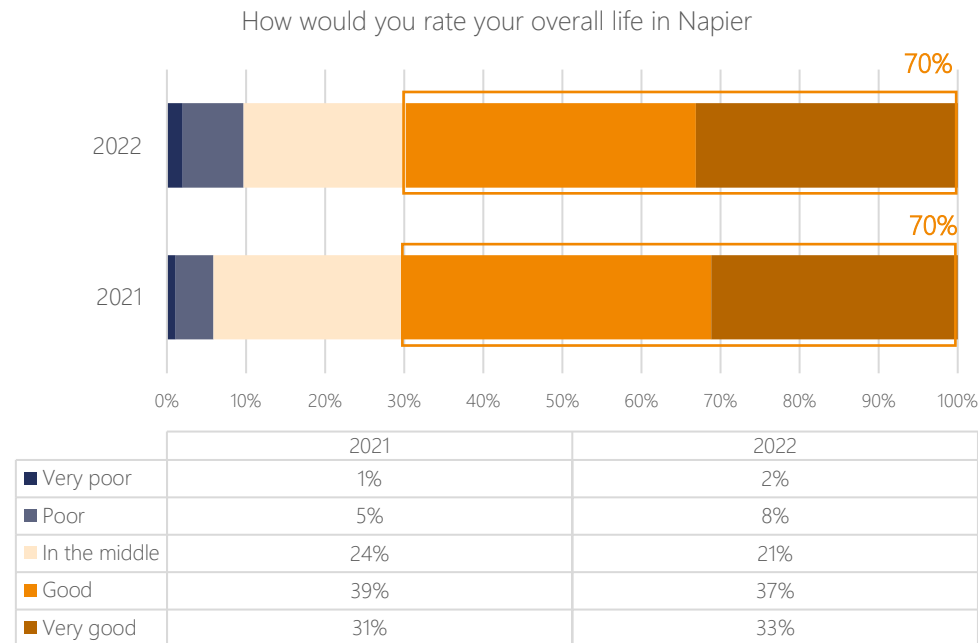


Table 6 Aggregated % 'good' and 'very good' responses

		2022	2021
Ward	Ahuriri	78%	79%
	Nelson Park	54%	59%
	Onekawa - Tamatea	72%	70%
	Taradale	77%	75%
Age	18-39	48%	56%
	40-64	76%	67%
	65+	87%	93%
Ethnicity	New Zealand European	72%	74%
	Māori	66%	64%
	Other	61%	57%

- Overall, 70% of residents felt positive about their life in Napier, with no significant differences compared to last year results.
- All four wards exhibited similar year-on-year results, with Nelson Park ward residents (54%) remaining least likely to find their life in Napier 'good' or 'very good'.

- Older residents (aged 65+), and property owners, were more likely to consider their life in Napier as 'good' or 'very good'.
- Overall perceptions of life in Napier were associated with multiple attributes; however, safety perceptions, ease of being yourself in Napier, being accepted by the community, and mental health wellbeing exhibited the strongest connection with general life satisfaction.

n=528

LIFE IN NAPIER

Living in Napier for the next 5 years (retention index)

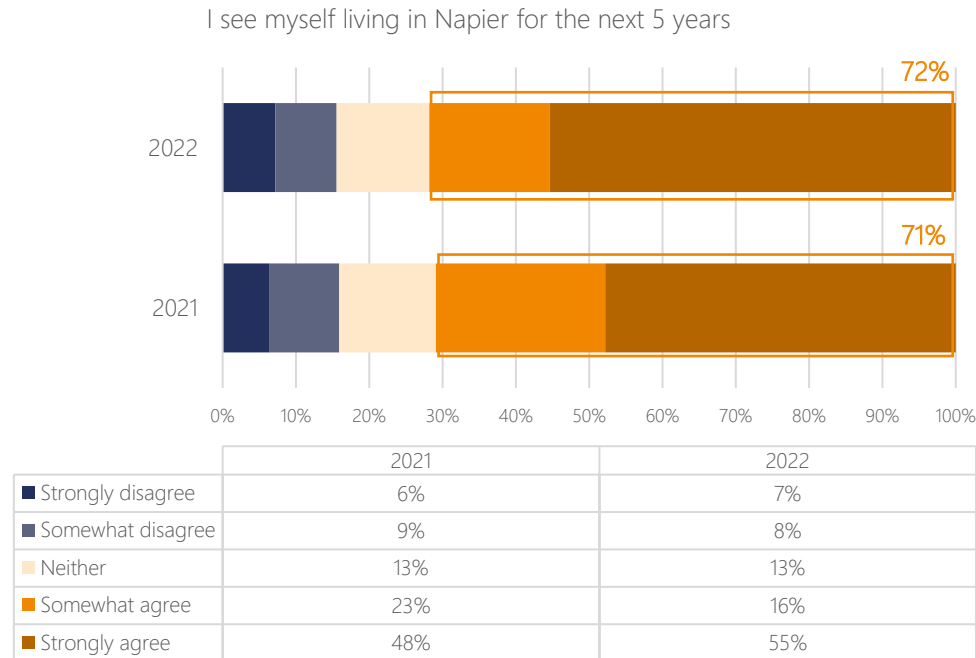


Table 7 Aggregated % 'agree' responses

		2022	2021
Ward	Ahuriri	78%	71%
	Nelson Park	69%	65%
	Onekawa - Tamatea	67%	71%
	Taradale	72%	75%
Age	18-39	46%	49%
	40-64	78%	76%
	65+	94%	89%
Ethnicity	New Zealand European	75%	73%
	Māori	72%	65%
	Other	52%	66%

- The retention index remained high (72%) in 2022 and similar to 2021.
- Feelings of community acceptance, neighbourhood pride, presence of friends and relatives, perceptions of equity and safety were associated with greater willingness to stay in Napier.
- Older residents, home owners, and residents who had lived in Napier 10+ years, were more likely to see themselves remaining in Napier.
- In 2022, fewer residents aged 18-39 considered staying in Napier for the next 5 years (compared to older residents). This group of residents tended to report lower levels of perceived safety, community connection, neighbourhood satisfaction and mental wellbeing.
- Residents of other ethnic groups were also less likely to consider staying in Napier for the next 5 years.

n=528

LIFE IN NAPIER

Quality of life in the past 12 months

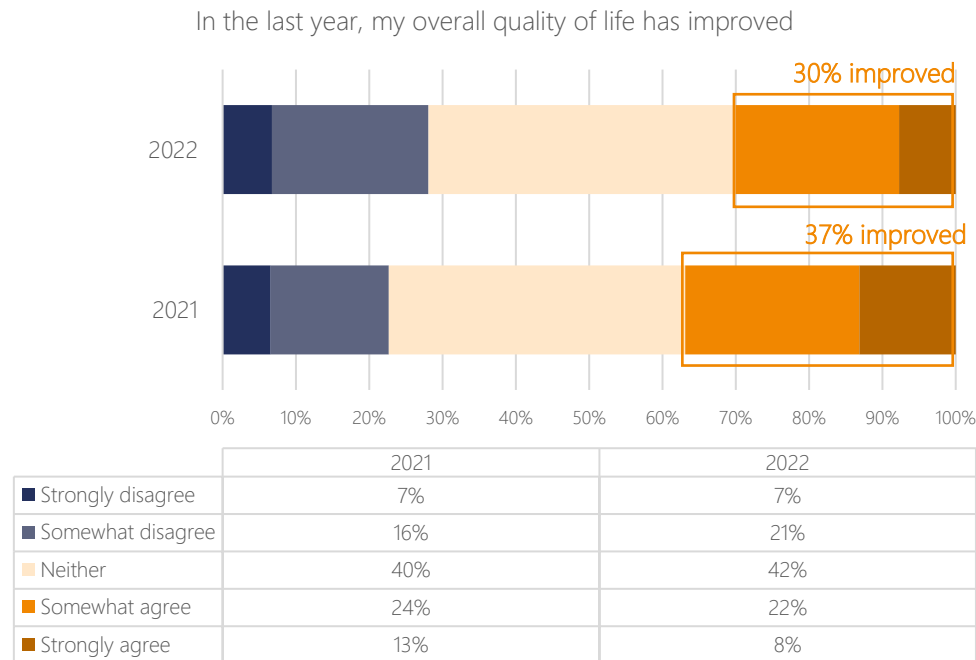


Table 8 Aggregated % 'agree' responses

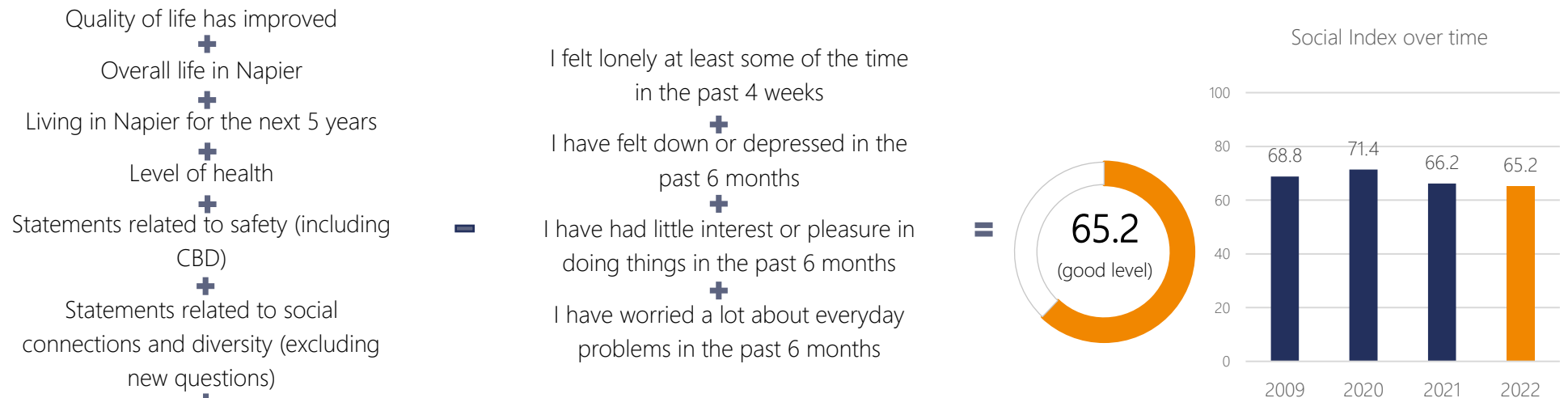
		2022	2021
Ward	Ahuriri	33%	42%
	Nelson Park	24%	36%
	Onekawa - Tamatea	37%	31%
	Taradale	30%	38%
Age	18-39	28%	44%
	40-64	34%	35%
	65+	26%	31%
Ethnicity	New Zealand European	26%	36%
	Māori	40%	40%
	Other	40%	37%

- Overall, 30% of residents in 2022 agreed their quality of life had improved in the past year, which was down compared to 37% in 2021.
- Quality of life perceptions declined in Nelson Park ward, among younger respondents (aged 18-39) and New Zealand European/ Pākehā.
- Despite this decline, 2-in-5 residents consistently stated their quality of life remained the same (42%, similar to 40% in 2021).
- However, slightly more residents in 2022 (28%) disagreed their quality of life improved in 2022, compared to 2021 (23%), matching the drop in agreement.
- Of those who believed their quality of life declined:
 - 48% were aged 18-39,
 - 58% felt less safe,
 - 44% reported personally being (or someone close to them) crime victims, and
 - 62% personally experienced (or seen someone else experience) prejudice or intolerance.

n=528

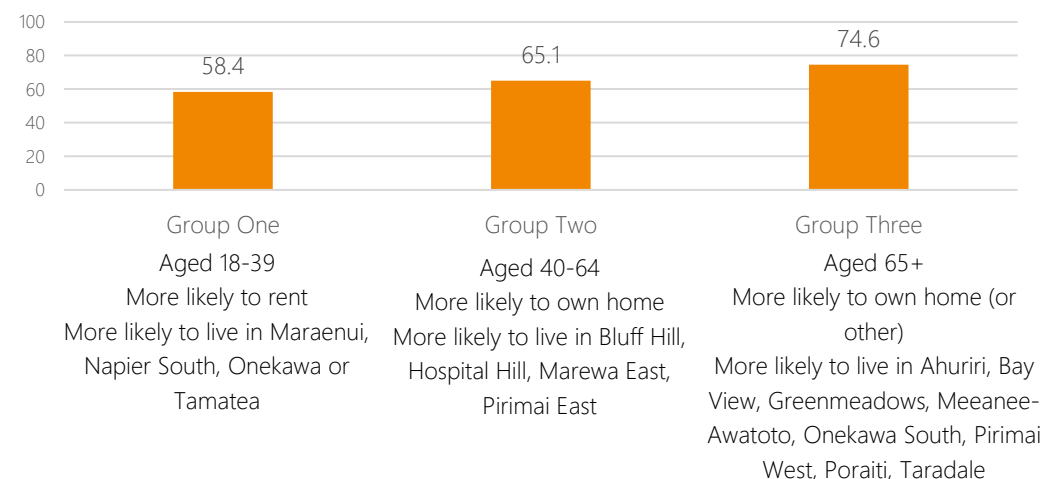
SOCIAL INDEX

The Social Index was derived by summing scores from all questions designed to evaluate residents' quality of life. Note: mental wellbeing questions were deducted from the total score (negative scale type of questions), and 'Don't know' scored zero. In 2021, the questionnaire was reviewed resulting in a slight modification in attributes included in the Index. The total number of included attributes in 2022 remained the same for scale consistency (i.e. not all new questions were included as part of the Social Index calculations).



After a slight decline, the Social Index score remained on par at a 'good' level in 2022 (65.2), ranging from a minimum of 14 to a maximum of 105, and dependent on social demographics (age, home ownership and area). As a result, three main groups were identified, representing segments of residents with typically higher or lower average index scores. Despite variations, all three segments achieved a 'good' level score.

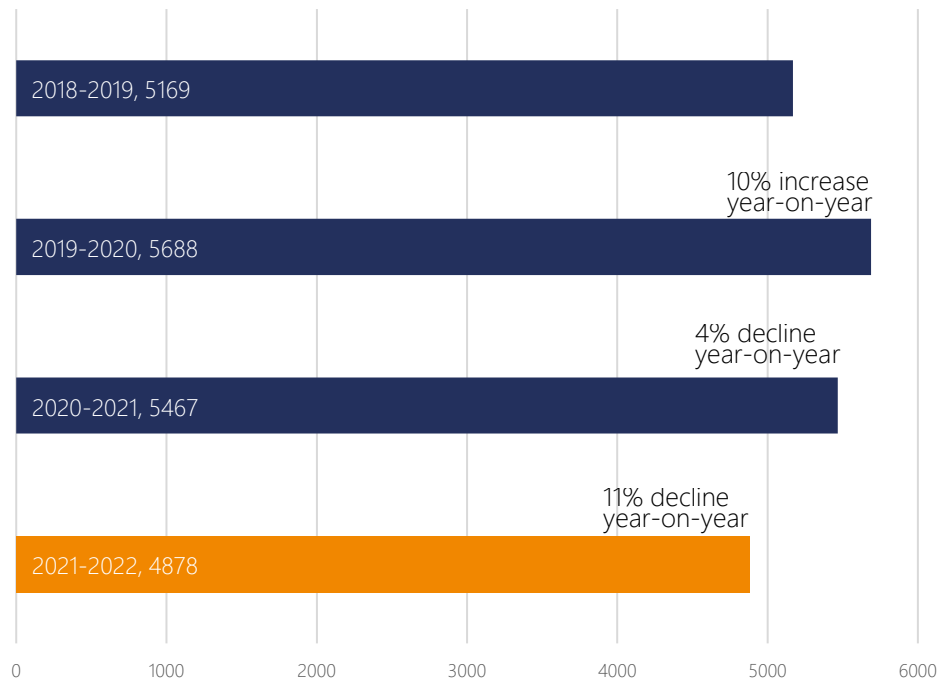
Indicative scale: 0-27 – low level, 28-53 – moderate level, 54-80 – good level, 81-105 – high level



SAFETY IN NAPIER

Environmental factors – key highlights in the past year

A snapshot of crime victimisations in Napier reported to Police between August of each year



Source: The Police New Zealand. (September 2022). Crime snapshot

In the past year, there has been a significant decline in the number of reported crimes in Napier.

However, particular events remained subjects of public attention and media coverage (e.g overnight vehicle thefts, ram raids, stolen ATMs in Ahuriri and Taradale, etc.).

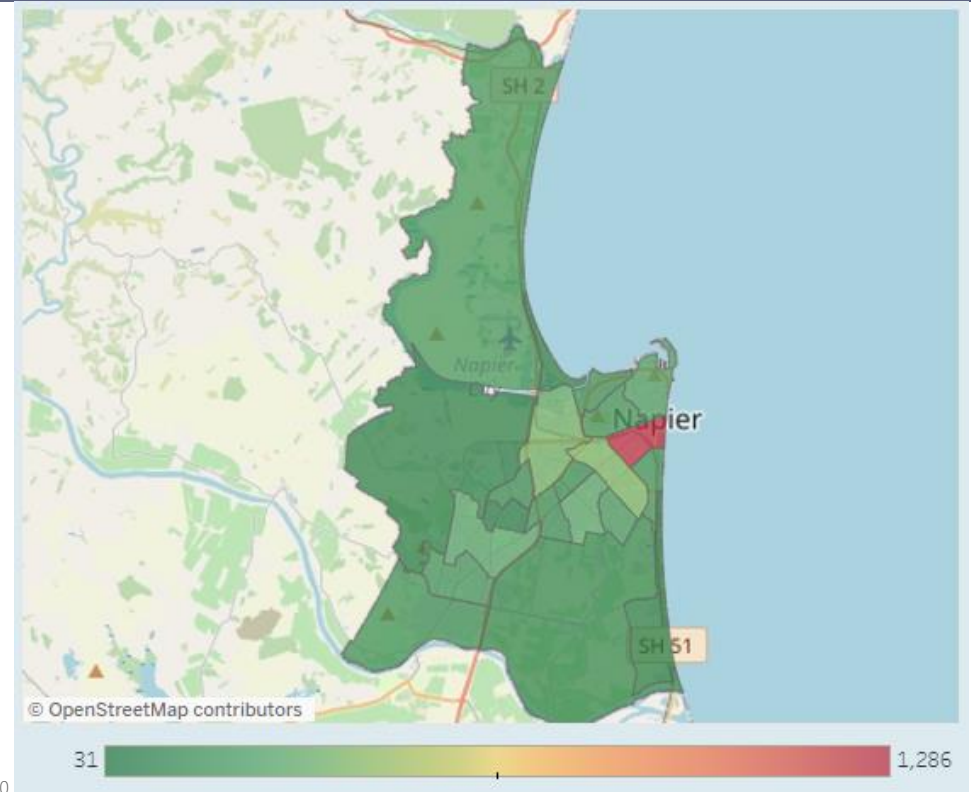


Figure 1 Reported crime victimisations in Napier between August 2021 and August 2022 by area
Safer Napier aims to make Napier a safe and healthy city through encouraging cooperation and collaboration of over 59 agencies, organisations and groups. Their key achievements in the past year were:

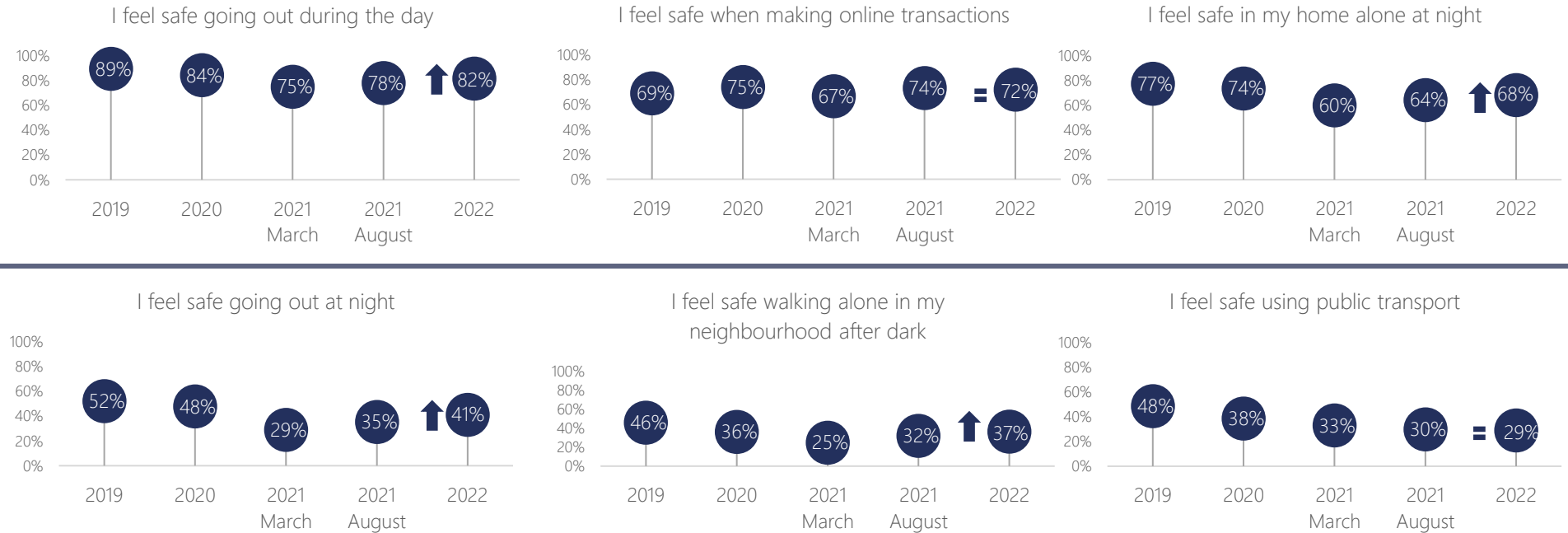
- Public Rescue Equipment along Marine Parade
- Napier Assist / Āwhina Tangata staff in the CBD and suburban shopping centres
- Progressive upgrade of CCTV network
- Tactical urbanism projects in West Quay and Napier Hill, and traffic calming projects

Source: Napier City Council. Community Safety - Keeping People Safe in Napier

SAFETY IN NAPIER

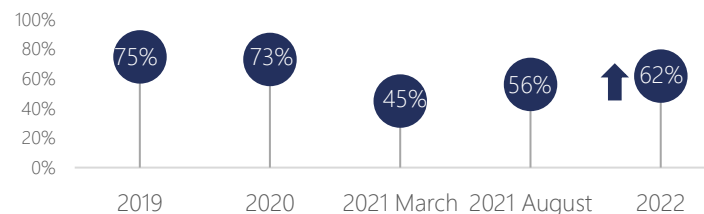
Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



- Community perceptions of safety in Napier improved overall in 2022 (62%), compared to August 2021 (56%) and particularly March 2021 (45%).
- Feelings of safety continued to be higher during the day vs. night time, however most safety attributes showed an improvement across both time periods.
- Feeling safe going out at night (+6%) and feeling safe in the Napier city centre during the day (+6% - new attribute in 2021) exhibited the greatest improvement.

Overall, I feel safe in Napier



In 2022, **59%** of New Zealanders felt safe (SIL NZ Benchmark, excluding Auckland, Wellington and Christchurch).

SAFETY IN NAPIER

Overall feelings of safety

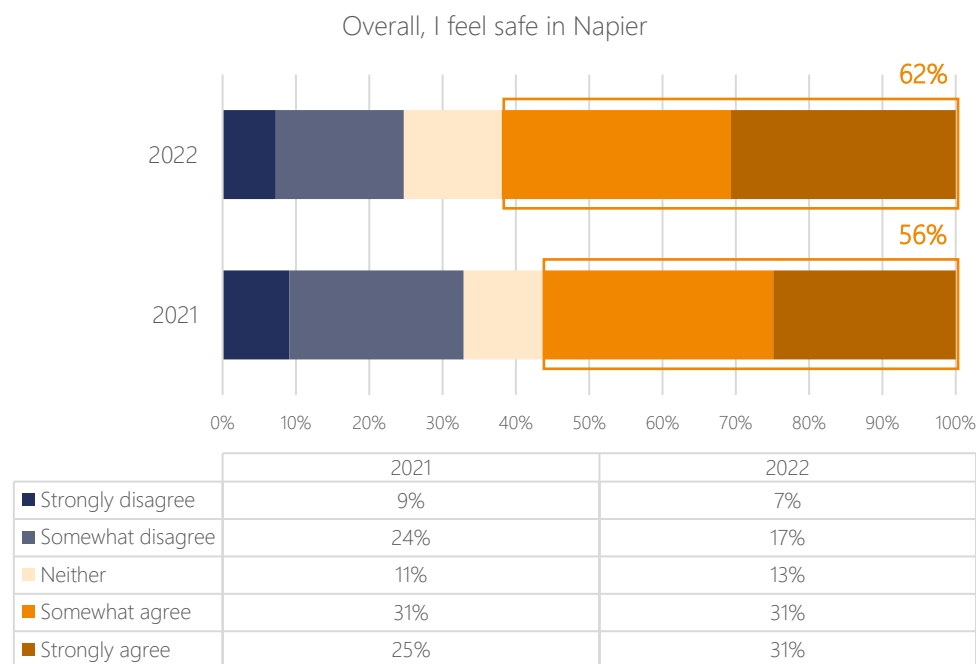


Table 9 Aggregated % 'agree' responses

		2022	2021
Ward	Ahuriri	59%	60%
	Nelson Park	49%	55%
	Onekawa - Tamatea	69%	53%
	Taradale	69%	57%
Age	18-39	47%	44%
	40-64	63%	50%
	65+	78%	80%
Ethnicity	New Zealand European	63%	58%
	Māori	55%	57%
	Other	60%	43%

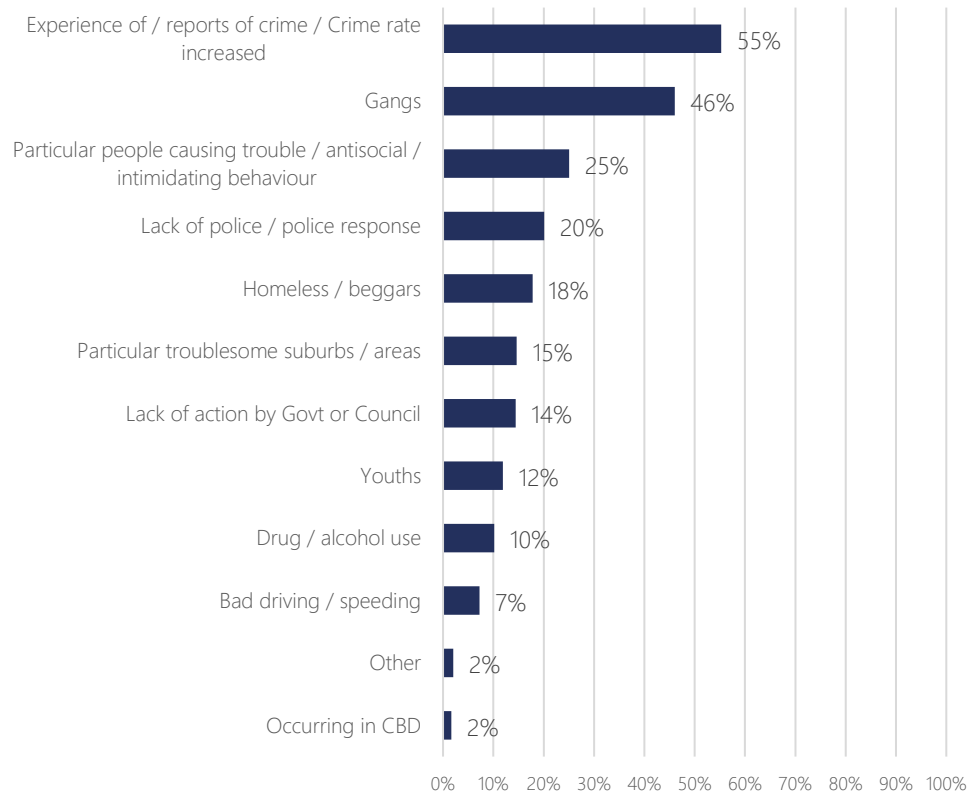
- Overall, 62% of residents in 2022 stated they feel safe in Napier ('somewhat' or 'strongly agree').
- The percentage of residents who felt unsafe in Napier (25%) was down compared to both August 2021 (33%) and March 2021 (44%).
- Safety perceptions continued to be lower in Nelson Park ward (49%, vs. 55% in 2021) – and lowest out of all four wards.
- Safety perceptions in Taradale and Onekawa-Tamatea wards improved markedly in 2022.
- Older residents (aged 65+) were significantly more likely to feel safe; while consistent with 2020, their feelings of safety have improved compared to the historically low score in March 2021.
- Younger residents (18-39) continued to feel least safe in 2022.
- Residents aged 40-64 were the only age group to report improved safety perceptions since 2021.

n=528

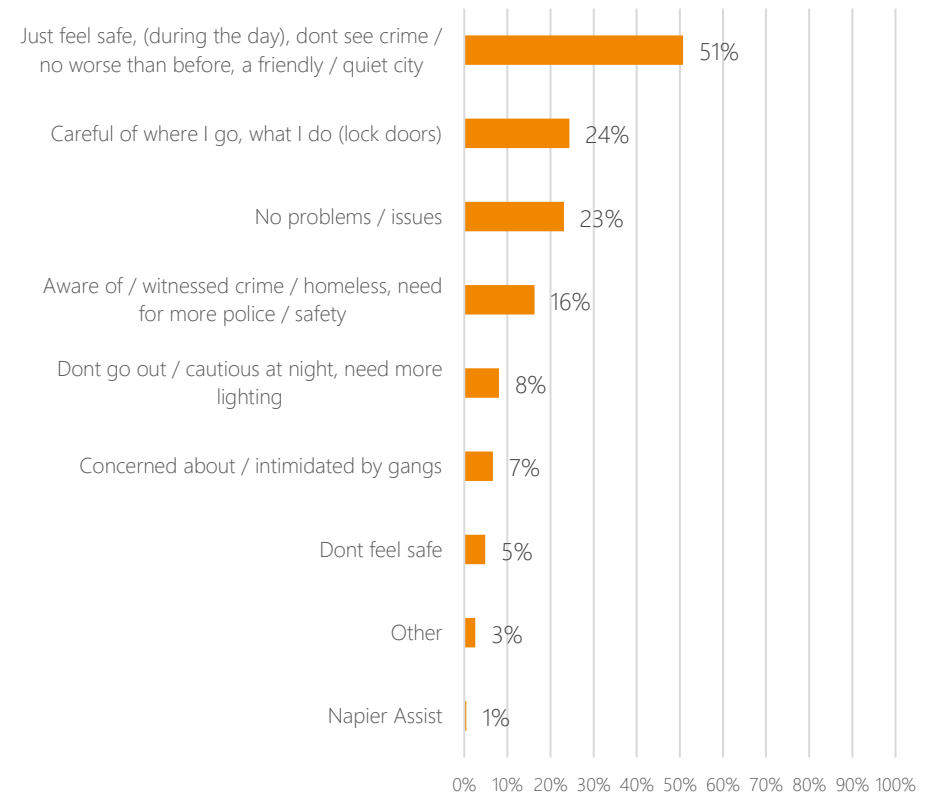
SAFETY IN NAPIER

Reasons for feeling safe or unsafe

Reasons for feeling unsafe* - 25% of respondents



Reasons for feeling safe* - 62% of respondents



- Over half of residents (55%) who felt unsafe (and provided a comment) believed lack of safety was due to their personal experience or perceived crime rate increase. A further 46% reported 'gang' presence overall – this was significantly higher in Nelson Park ward (64%).

- Half (51%) of residents who felt safe in Napier generally indicated they had no reason to feel unsafe ('Just feel safe, don't see crime/no worse than before, a friendly/quiet city').

*Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent

SAFETY IN NAPIER

Perceived safety during the day

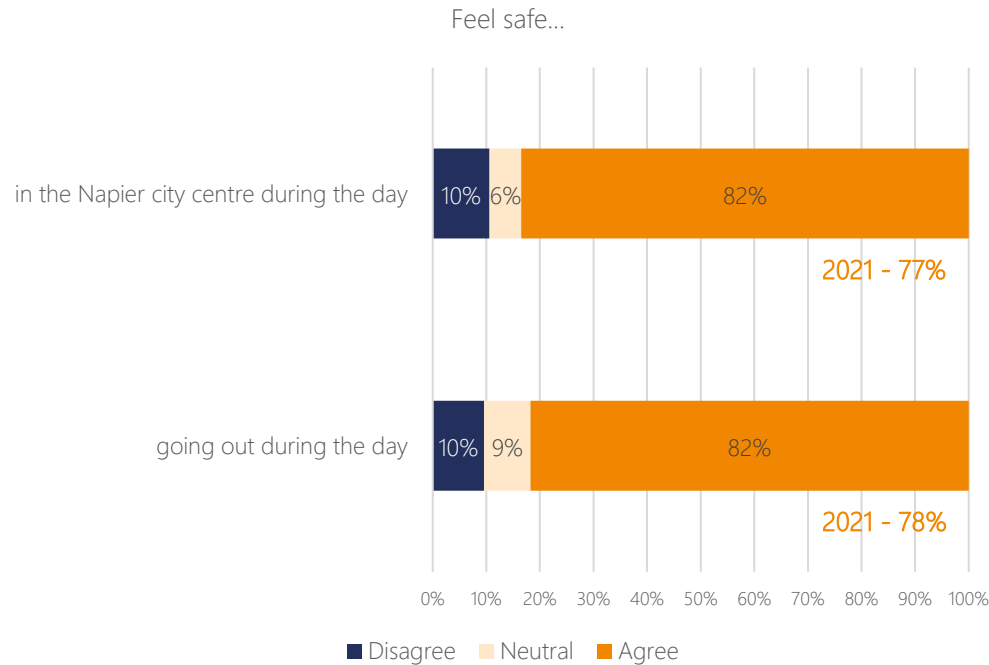


Table 10 Aggregated % 'agree' responses

		During the day in Napier	CBD during the day
Ward	Ahuriri	84%	87%
	Nelson Park	68%	74%
	Onekawa - Tamatea	86%	87%
	Taradale	89%	85%
Age	18-39	77%	76%
	40-64	82%	85%
	65+	86%	86%
Ethnicity	New Zealand European	81%	80%
	Māori	78%	86%
	Other	90%	92%

- Perceptions of safety were higher during the day (82% on average) compared to outside after dark (41%, page 22).
- Overall perceptions of safety while out in Napier correlated highly with feeling safe in the CBD.
- There were no significant differences in safety perceptions during the day in Napier CBD.
- However, general feelings of safety out in Napier were lower in Nelson Park ward, and among younger respondents aged 18-39.

n=528



In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **84%** of residents felt safe in their city centre during the day.

SAFETY IN NAPIER

Likelihood of going out after dark

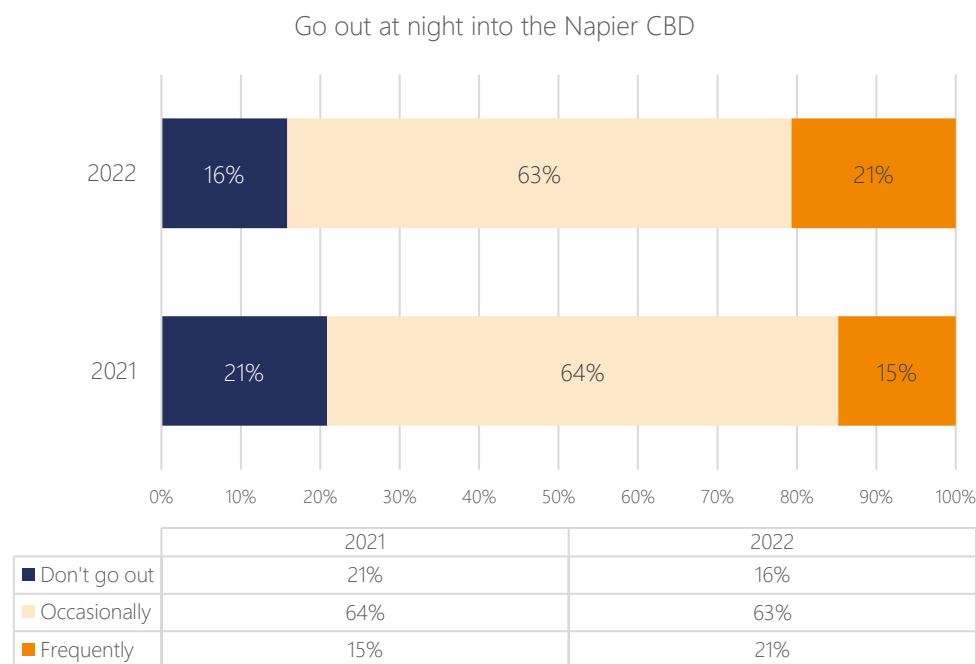


Table 11 Aggregated responses

		Don't go out	Occasionally	Frequently
Ward	Ahuriri	10%	70%	20%
	Nelson Park	16%	62%	21%
	Onekawa - Tamatea	25%	63%	12%
	Taradale	14%	62%	24%
Age	18-39	7%	63%	30%
	40-64	13%	66%	20%
	65+	30%	60%	10%
Ethnicity	NZ European	18%	65%	17%
	Māori	11%	69%	20%
	Other	9%	49%	42%

- In 2022, more residents reported frequently going out at night into the CBD (21%) compared to 2021 (15%).
- 63% of respondents reported going out at night into the CBD occasionally (from couple times a year to 2-3 times a month).
- Younger residents were more likely to go out at night into the city centre.
- Although the survey cannot establish cause and effect relationships, there were significant associations between going out at night and safety perceptions. 50% of respondents frequently going out at night also reported feeling safe in the CBD at night, and 72% felt safe overall.

SAFETY IN NAPIER

Perceived safety after dark

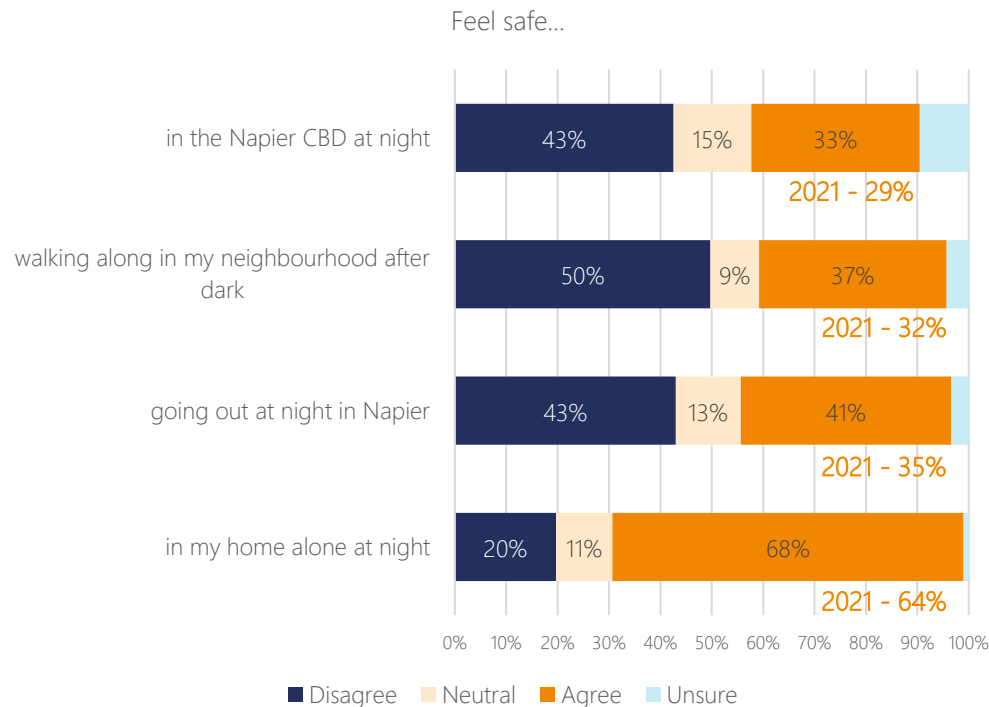


Table 12 Aggregated % 'agree' responses

		Neighbourhood	At home	Going out	CBD
Ward	Ahuriri	41%	73%	43%	37%
	Nelson Park	25%	56%	34%	31%
	Onekawa - Tamatea	40%	75%	42%	35%
	Taradale	41%	73%	45%	31%
Age	18-39	29%	56%	32%	30%
	40-64	41%	71%	45%	37%
	65+	37%	78%	46%	29%
Ethnicity	New Zealand European	37%	70%	41%	31%
	Māori	30%	67%	40%	37%
	Other	43%	64%	40%	36%

- Perceptions of safety after dark improved in 2022. The largest improvement was recorded in relation to going out at night (41%, vs 35% in 2021).
- However, perceptions of safety when out after dark continued to be lower compared to feelings of safety at home at night.
- Younger residents reported feeling least safe in their neighbourhood, at home or going out.
- Nelson Park ward residents typically considered their suburb to be unsafe after dark.



According to Statistics New Zealand, **87%** of New Zealanders felt safe **at home at night** in 2018, and **60%** felt safe **walking after dark** in 2021.

n=523-528



In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **38%** of residents felt safe in their city centre after dark.

SAFETY IN NAPIER

Other attributes in relation to safety

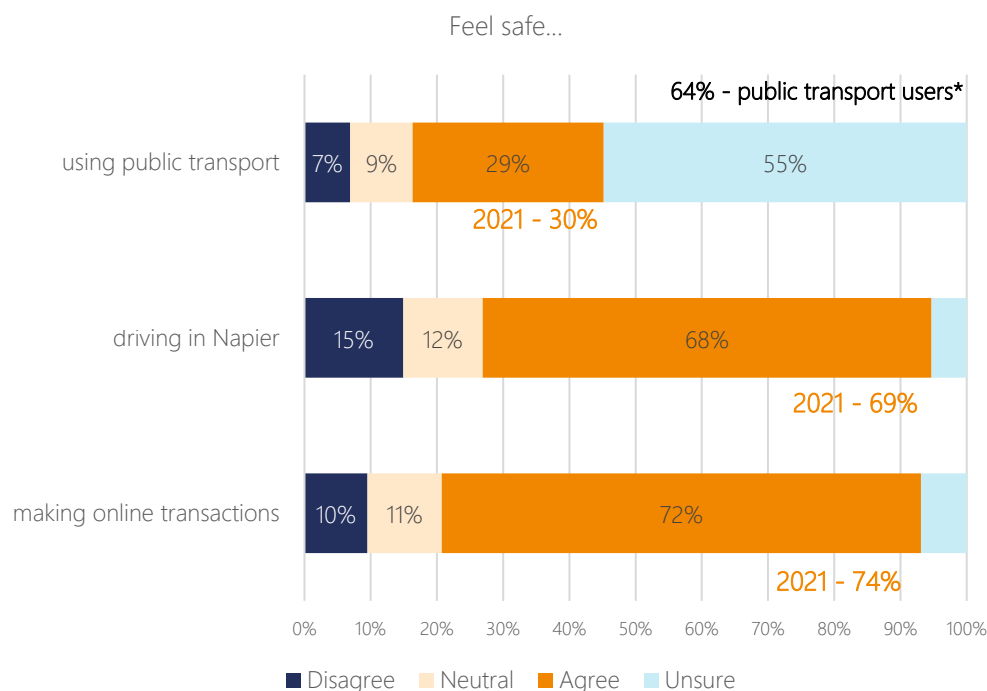


Table 13 Aggregated % 'agree' responses

		Driving	Online transactions	Public transport
Ward	Ahuriri	75%	85%	23%
	Nelson Park	56%	61%	33%
	Onekawa - Tamatea	71%	64%	17%
	Taradale	72%	78%	34%
Age	18-39	61%	69%	30%
	40-64	67%	80%	30%
	65+	76%	65%	26%
Ethnicity	New Zealand European	69%	74%	26%
	Māori	60%	60%	26%
	Other	72%	82%	48%

- Other attributes of safety in Napier remained consistent in the past two years.
- 68% of residents reported feeling safe when driving in Napier.
- 72% of residents reported feeling safe when making online transactions.
- Although only 29% of residents felt safe using public transport, half (55%) could not provide a rating. Amongst public transport users, specifically 64% reported feeling safe (similar to 60% in 2021).

- Respondents aged 65+ were more likely to state they feel safe driving. At the same time, respondents aged 40-64 were more likely to feel safe making online transactions.
- Fewer Nelson Park ward residents felt safe driving compared to those in other areas. Ahuriri (63%) and Tamatea-Onekawa (65%) residents were more likely to feel unsure about public transport overall.



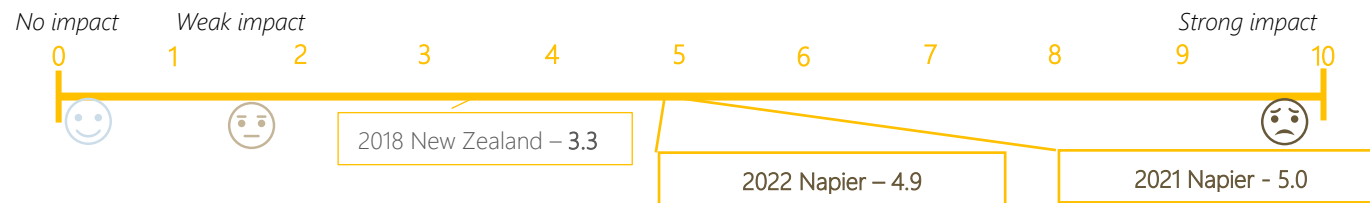
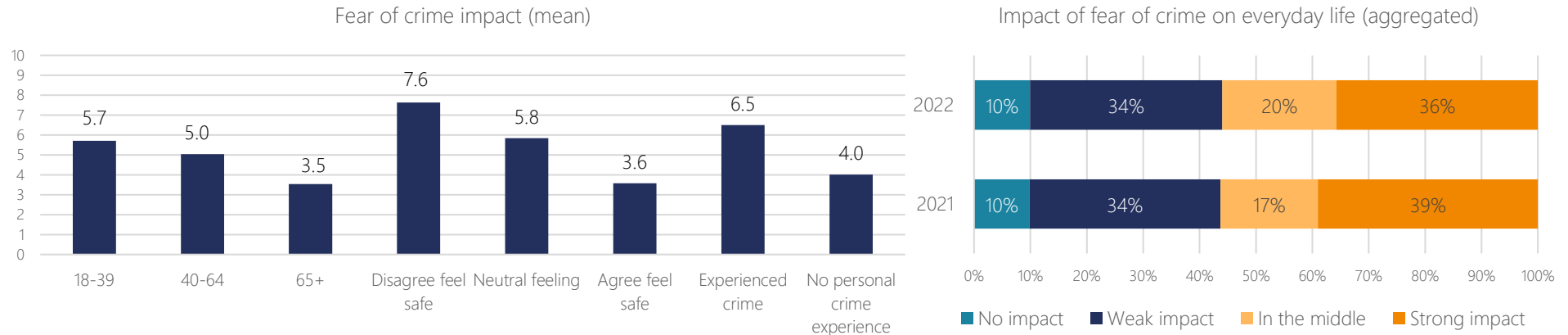
According to Statistics New Zealand, **72%** of New Zealanders felt safe **making online transactions** in 2018.

n=525-528

*Re-calculated excluding 'Don't know'/'Not applicable' responses

SAFETY IN NAPIER

Fear of crime and everyday life



- Overall, reported fear of crime in 2022 remained consistent with the 2021 results.
- 10% of residents in the current survey believed fear of crime had no impact on their everyday life; 34% of residents reported a weak impact (ratings 1 to 4 out of 10); and 36% reported a moderate to strong impact (ratings 7 to 10 out of 10) – similar to the results in 2021.
- On average, the reported level of impact was 4.9 out of 10.
- This score was higher amongst residents who felt unsafe in Napier (average score of 7.6) – indicating that those who feel less safe also feel crime has a larger impact on their life.
- Younger residents (aged under 65) were more likely to report a stronger impact of fear of crime on their everyday life.
- Reported personal (or family) experience of crime exhibited stronger connections with fear of crime; residents who reported being victims of crime in the past 12 months typically reported a greater impact.
- Other significant factors on fear of crime were feelings of safety alone at home at night, going out at night, going out during the day and driving in Napier.

n=528

SAFETY IN NAPIER

Change in safety perceptions

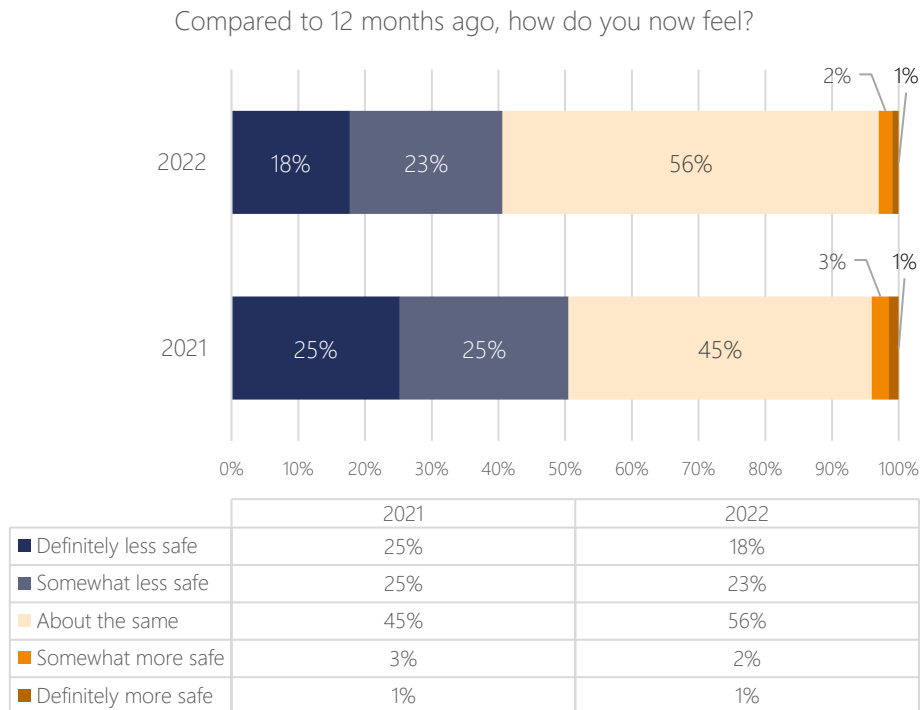


Table 14 Aggregated % 'agree' responses

		Feel less safe	Being victim of a crime
Ward	Ahuriri	40%	25%
	Nelson Park	37%	40%
	Onekawa - Tamatea	31%	25%
	Taradale	48%	26%
Age	18-39	43%	43%
	40-64	45%	33%
	65+	31%	9%
Ethnicity	New Zealand European	43%	24%
	Māori	21%	44%
	Other	54%	40%

- While over half (56%) of residents felt no change in their level of safety, fewer residents (41%) in 2022 reported feeling less safe in the past 12 months compared to 51% in 2021.
- 3-in-10 residents reported that they, or a member of their household, had been the victim of crime in the last 12 months (similar to 31% in 2021) – consistent with national findings.

- Nelson Park ward residents were more likely to report themselves (or family members) being victims of a crime in the past 12 months.
- Reported victimisation significantly reduced with age – peaking at 43% for 18-39s, with only 9% of residents aged 65+ reporting being a victim.
- New Zealand European/ Pākehā residents were also less likely to report any personal crime experience.

n=528



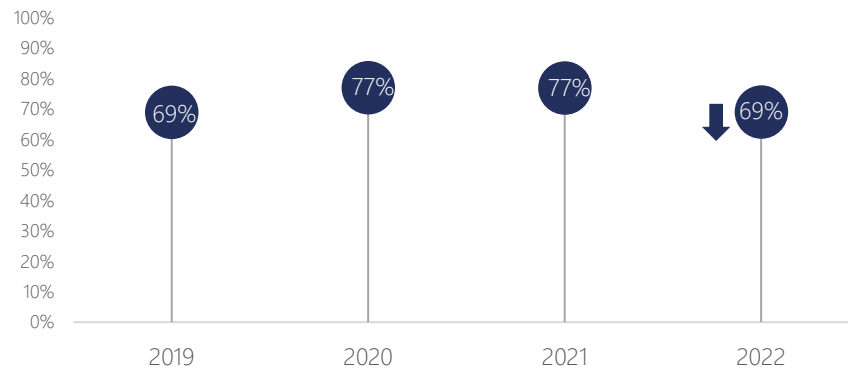
According to Statistics New Zealand, **29%** of New Zealanders aged 15 years and older said they had a crime committed against them in 2021.

DIVERSITY

Snapshot of results over time

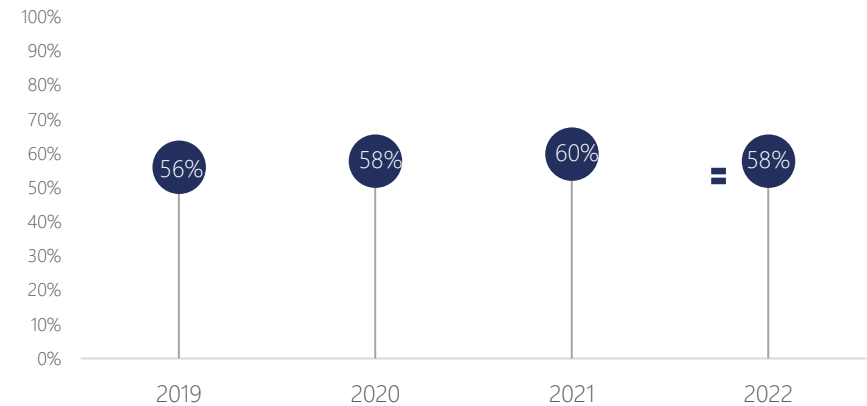
↓ Significant decrease ↑ Significant increase = No significant difference

I feel that I am accepted by the community in my neighbourhood



- Fewer residents (69%) felt accepted by the community in their neighbourhood in 2022 compared to 2020-2021 results, but on par with 2019.

People in my community are tolerant of others



- 58% residents believed people in their community are tolerant of others (no significant changes over the years).

DIVERSITY

Attributes in relation to community diversity

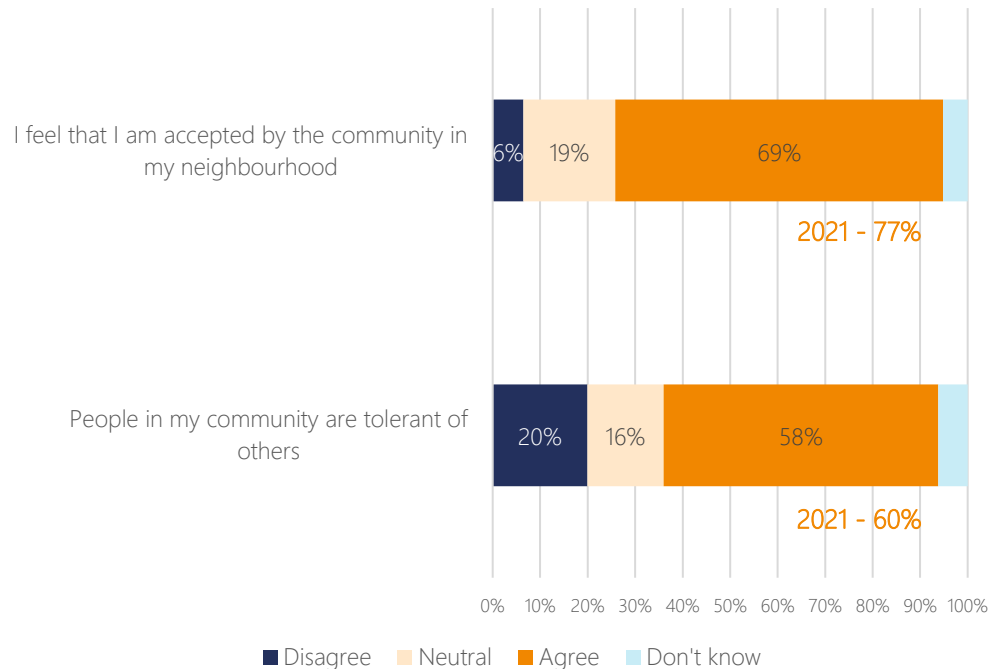


Table 15 Aggregated % 'agree' responses

		Feel accepted	Tolerance
Ward	Ahuriri	67%	58%
	Nelson Park	56%	43%
	Onekawa - Tamatea	68%	63%
	Taradale	80%	67%
Age	18-39	52%	47%
	40-64	72%	58%
	65+	85%	71%
Ethnicity	New Zealand European	73%	62%
	Māori	59%	45%
	Other	62%	50%

- Residents' sense of their own acceptance (69%) was greater than perceived tolerance (58%) within the community as a whole.
- Although sense of acceptance declined in 2022, more respondents remained neutral in 2022 (19%) compared to 2021 (13%), rather than feeling unaccepted.
- Feelings of acceptance increased with age, was higher in Taradale ward and among New Zealand European/ Pākehā residents.
- Fewer residents in Nelson Park ward believed people in their community are tolerant of others.
- Fewer Māori residents, and those aged under 64, believed people in their communities are tolerant.

n=528

DIVERSITY

Being yourself in Napier

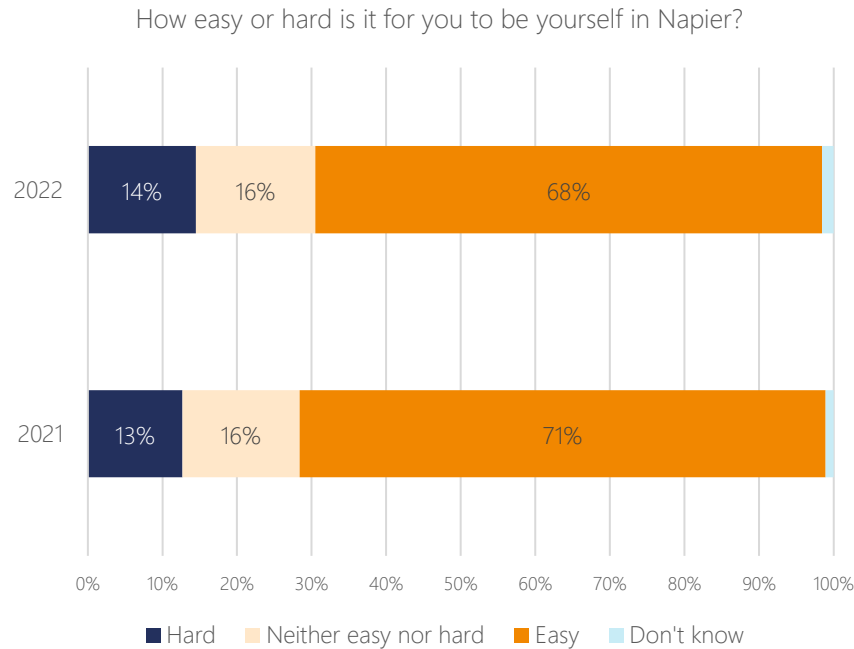
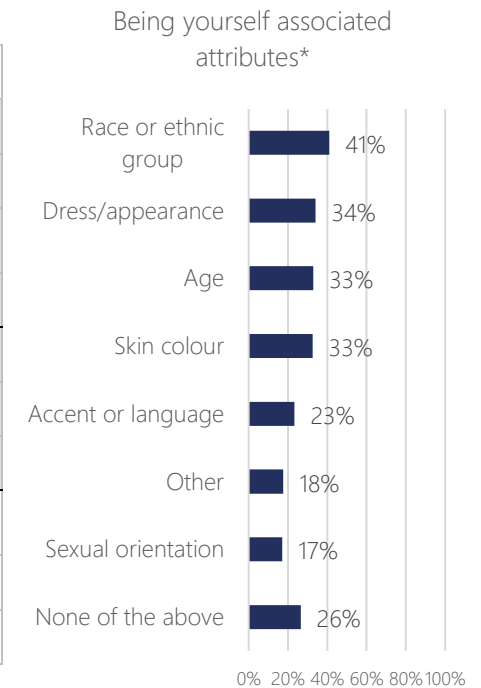


Table 16 Aggregated % 'easy' responses

		Be yourself
Ward	Ahuriri	65%
	Nelson Park	56%
	Onekawa - Tamatea	75%
	Taradale	75%
Age	18-39	56%
	40-64	66%
	65+	86%
Ethnicity	New Zealand European	72%
	Māori	63%
	Other	53%

Note: ward and age were significant factors in 2022



- As people in New Zealand have different lifestyles, cultures and beliefs that express who they are, Napier residents were asked how easy or hard it is for them to be themselves.
- Consistent with the personal acceptance results, 68% of residents believed it was 'somewhat' or 'very easy' to be themselves in Napier in 2022 – also similar to the 2021 result.
- Nelson Park ward residents found it harder to be themselves in Napier.

- Older residents (aged 65+) were more likely to feel comfortable being themselves compared to younger residents. This corresponds with younger residents finding it harder to feel accepted in the community.
- Residents were more likely to associate their self-identity with race and ethnicity (41%), followed by dress/appearance (34%), age (33%), and skin colour (33%). Other mentioned associations were gender, religion, lower income, vaccination and masks views, and gang intimidation.



According to Statistics New Zealand, **80%** of New Zealanders aged 15 years and older reported that it was **easy or very easy to be themselves** in New Zealand in 2021.

n=528

*Totals may exceed 100% owing to multiple responses for each respondent

DIVERSITY

Intolerance perceptions

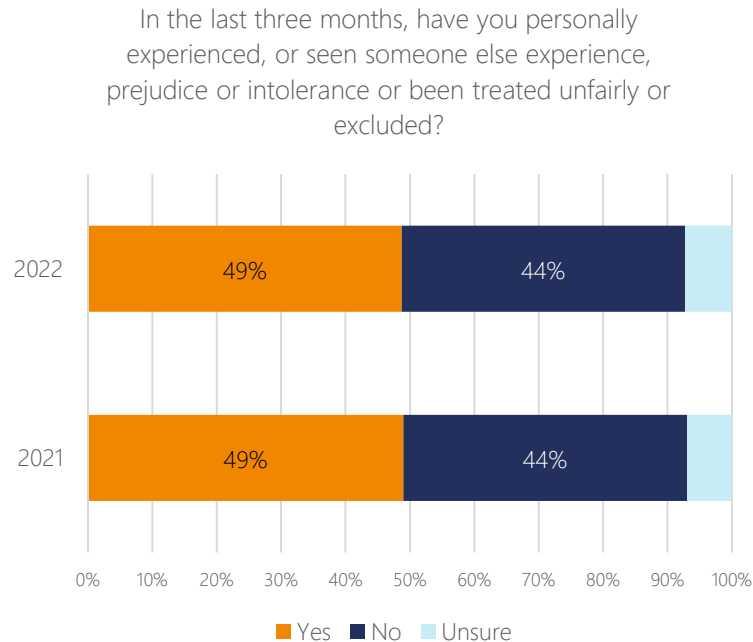
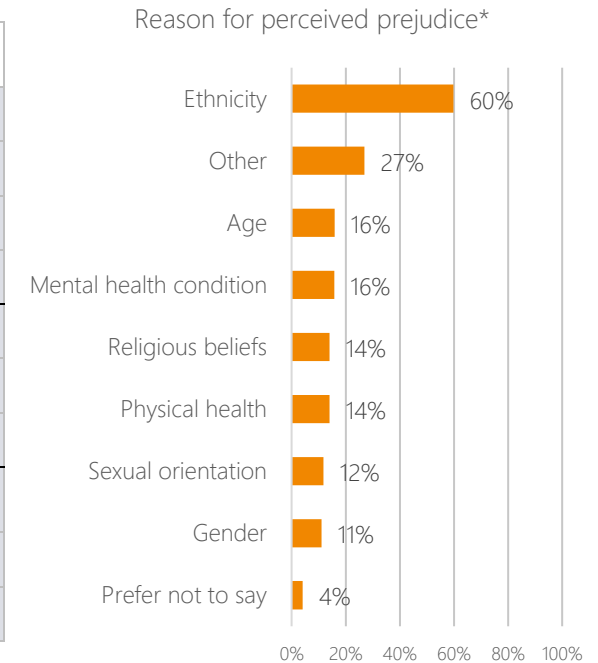


Table 17 Aggregated % 'yes' responses

		Intolerance experienced
Ward	Ahuriri	41%
	Nelson Park	59%
	Onekawa - Tamatea	45%
	Taradale	47%
Age	18-39	59%
	40-64	58%
	65+	21%
Ethnicity	New Zealand European	42%
	Māori	71%
	Other	56%



- 49% of residents reported themselves or someone else experiencing prejudice or intolerance – similar to 2021. 19% had personally experienced this themselves in the last three months (similar to 21% across New Zealand).
- Residents under 65, Māori, and those from Nelson Park ward, were more likely to report these experiences.
- The most cited perceived reason for intolerance remained ethnicity (60%).
- Respondents who reported experiencing prejudice or being treated unfairly were less likely to agree (37%) people in their community are tolerant of others, or that it is easy to be yourself in Napier (36%).

*Totals may exceed 100% owing to multiple responses for each respondent

n=528



According to Statistics New Zealand, **21%** of New Zealanders aged 15 years and older reported being personally subjected to some form of discrimination in 2021.

DIVERSITY

Napier as a place to live with different lifestyles and cultures

New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes Napier...

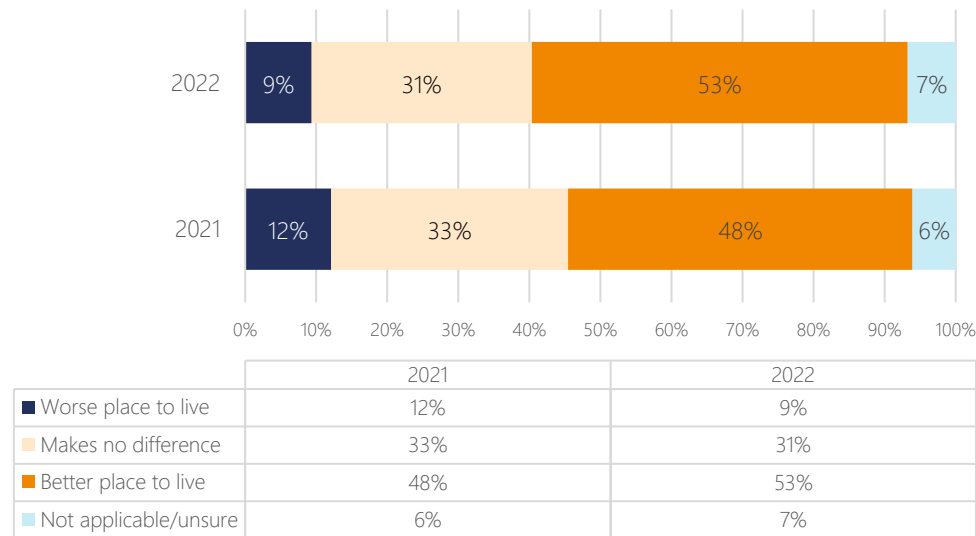


Table 18 Aggregated responses

		Makes Napier better place
Ward	Ahuriri	61%
	Nelson Park	52%
	Onekawa - Tamatea	46%
	Taradale	53%
Age	18-39	50%
	40-64	56%
	65+	50%
Ethnicity	New Zealand European	53%
	Māori	49%
	Other	57%

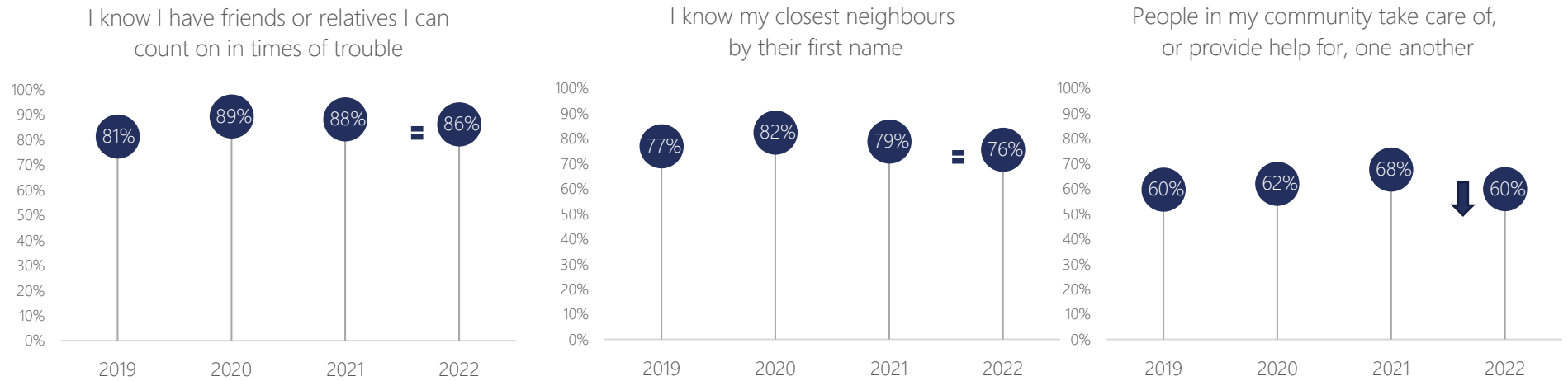
- While New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries, half (53%) of residents believed this diversity makes Napier a better place to live – slightly up compared to 48% in 2021.
- However, one-third of residents (31%) believed this makes no difference.
- 9% believed this makes Napier a worse place to live.
- No statistically significant differences were found by ward or other demographic groups.

n=528

SOCIAL CONNECTIONS

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



- Overall, Napier residents continued to provide positive ratings in relation to social connections (74% on average, no significant changes in the past three years).
- Although fewer residents in 2022 believed people in their community take care of, or provide help for, one another (60%), after an increase in 2021 this result returned to its historical average.
- Acquaintance with neighbours (76%) and reliability of close connections in times of trouble (86%) remained consistent in 2022 compared to 2021.

Social connections average agreement score



SOCIAL CONNECTIONS

Attributes in relation to community and social connections

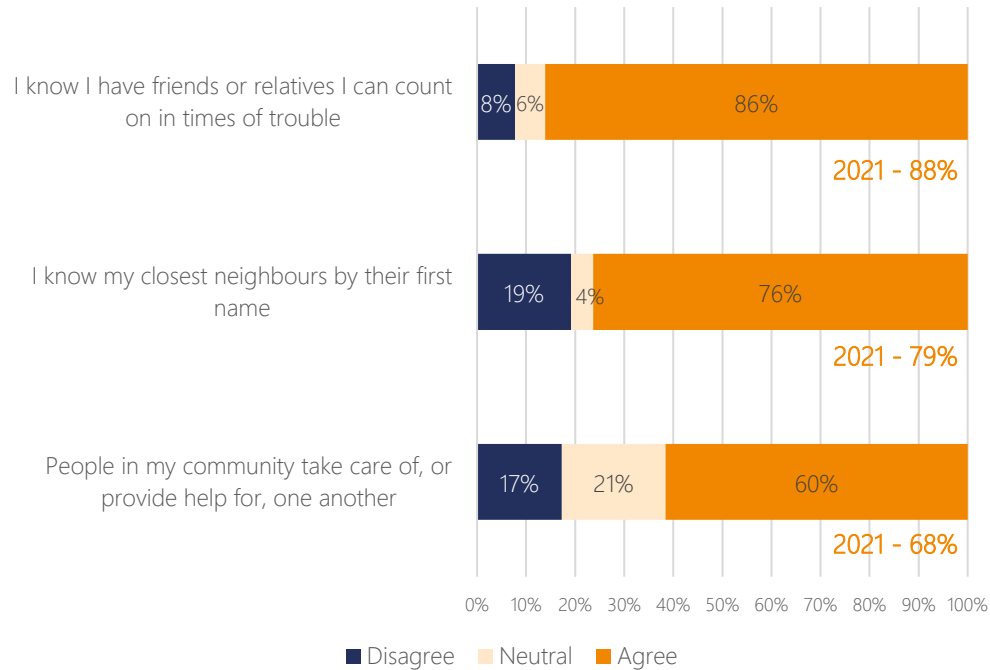


Table 19 Aggregated % 'agree' responses

		Friends or relatives	Knowing neighbours	Community help
Ward	Ahuriri	87%	73%	61%
	Nelson Park	79%	71%	48%
	Onekawa - Tamatea	87%	70%	57%
	Taradale	91%	83%	69%
Age	18-39	75%	61%	41%
	40-64	91%	79%	60%
	65+	92%	88%	82%
Ethnicity	New Zealand European	90%	77%	61%
	Māori	81%	75%	63%
	Other	71%	71%	50%

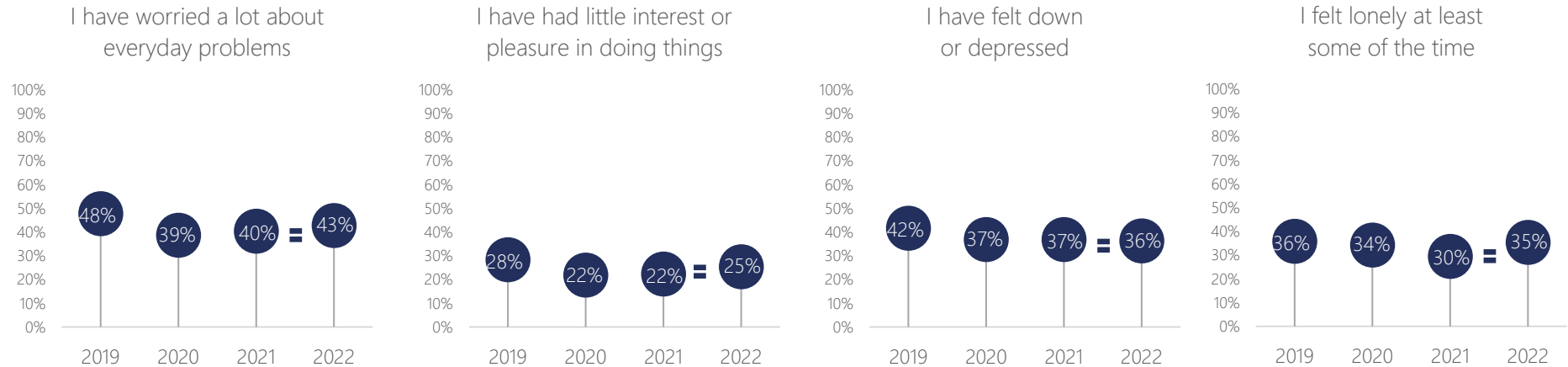
- The presence of a supportive network of family and friends remained high (86%), especially among residents aged 40 or above.
- 76% of residents stated they know their closest neighbour by their first name. This knowledge increased linearly with age; 88% of residents aged 65+ reported knowing their neighbours.
- While fewer residents (60%) believed that people in their community take care of one another, this perception increased with age; it was significantly lower among younger residents (18-39), and those living in Nelson Park ward.

n=528

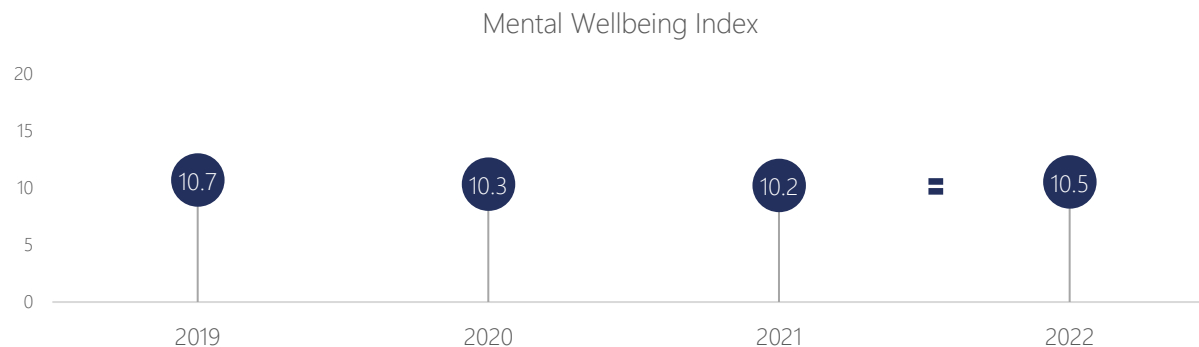
COMMUNITY MENTAL WELLBEING

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



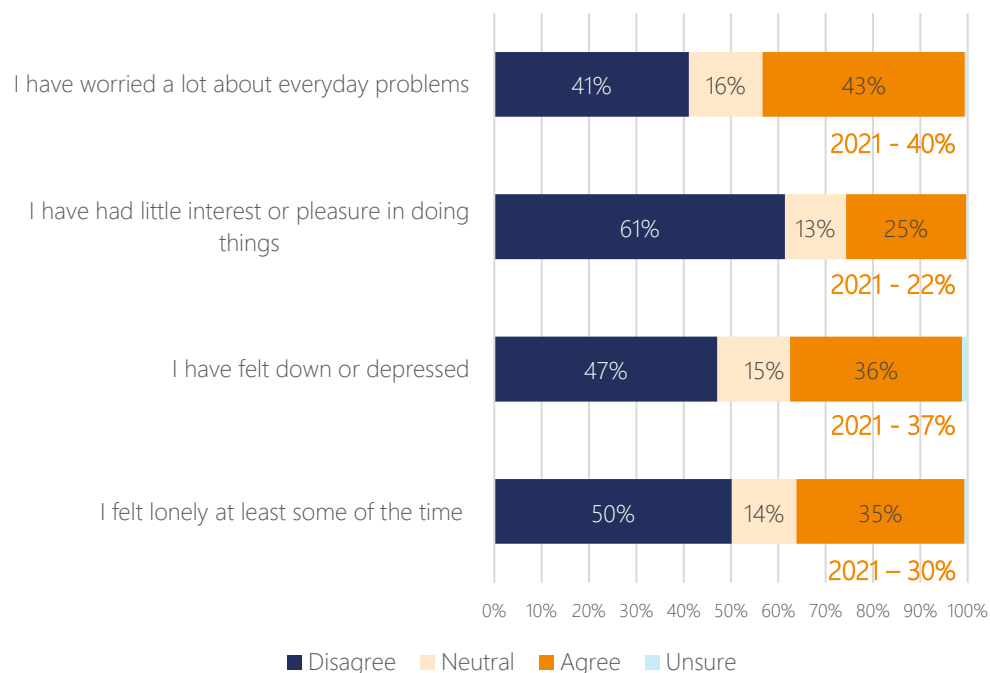
- Overall, the mental wellbeing index – a total measure of indicative psychological distress – was moderate (10.5, maximum distress = 20). This result has been consistent over the past four years.
- General community mental wellbeing remained positive, with no significant trends over time.



According to Statistics New Zealand, **26%** of New Zealanders **felt lonely** at least some of the time in 2021.

COMMUNITY MENTAL WELLBEING

Attributes in relation to community mental wellbeing and Mental Wellbeing Index



- In 2022, around 2-in-5 residents reported worrying a lot about everyday problems (43%).
- Over one-third of residents reported feeling down or depressed (36%) and/or feeling lonely (35%).
- 1-in-4 residents (25%) had little interest in doing things.
- The most vulnerable group remained younger residents aged 18-39. Half of these residents reported feeling lonely (50%), with 58% feeling down or depressed, and over 6-in-10 worried about everyday problems (62%) – contributing to a higher mental wellbeing index of 13.4.
- Other significant factors were ethnicity, area and home ownership.

n=528

Table 20 Community mental wellbeing index

10.5 in 2022 (10.2 in 2021)

		Index
Ward	Ahuriri	10.2
	Onekawa - Tamatea	9.9
	Nelson Park	11.7
	Taradale	10.1
Age	18-39	13.4
	40-64	10.1
	65+	7.8
Ethnicity	New Zealand European	9.9
	Māori	11.2
	Other	13.2
Home ownership	Owned	9.8
	Rented	13.7
Income	\$20,000 or less	9.1
	\$20,001-\$30,000	10.2
	\$30,001-\$50,000	10.1
	\$50,001-\$70,000	10.5
	\$70,001-\$100,000	10.7
	\$100,001 or more	10.4

Note: higher mental wellbeing scores = greater distress

NEIGHBOURHOOD

Attributes in relation to community and neighbourhood

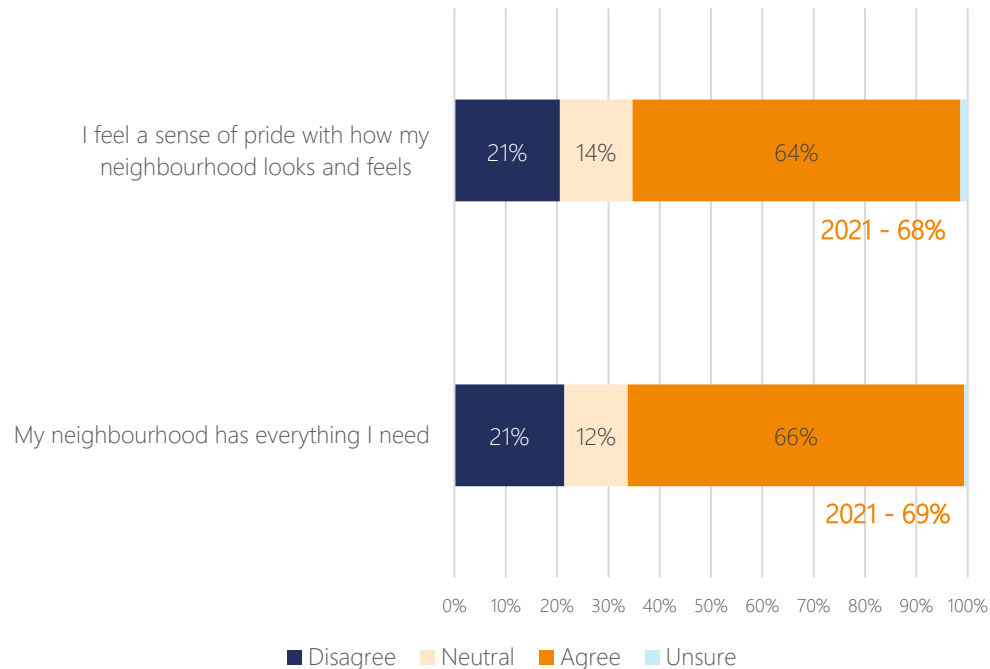


Table 21 Aggregated % 'agree' responses

		Sense of pride	Neighbourhood has everything needed
Ward	Ahuriri	66%	61%
	Nelson Park	44%	48%
	Onekawa - Tamatea	63%	83%
	Taradale	79%	73%
Age	18-39	53%	53%
	40-64	62%	67%
	65+	80%	79%
Ethnicity	New Zealand European	65%	68%
	Māori	54%	57%
	Other	68%	62%

- Two-thirds of residents believed their neighbourhood has everything they need (66%), and felt a sense of pride with how their neighbourhood looks and feels (64%).
- Both community and neighbourhood attributes remained consistent with the past years.
- Sense of pride was highest among older residents (65+) and in Taradale ward.
- Fewer residents from Nelson Park ward, and those aged 18-39, agreed their neighbourhood has everything they need or that they feel a sense of pride about it.

n=528

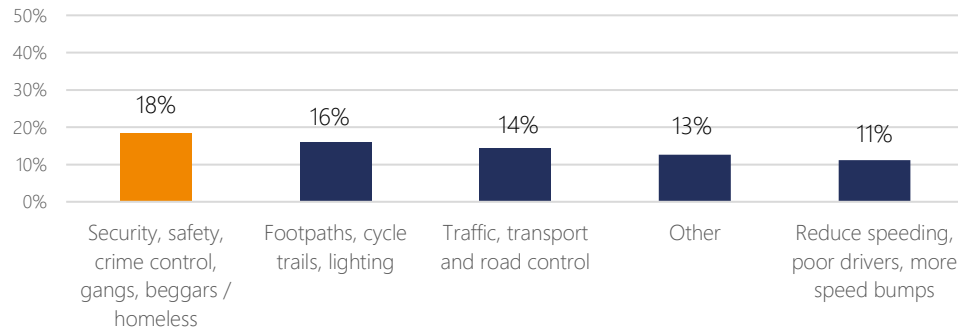


In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **55%** of residents were proud of how their local area looks and feels.

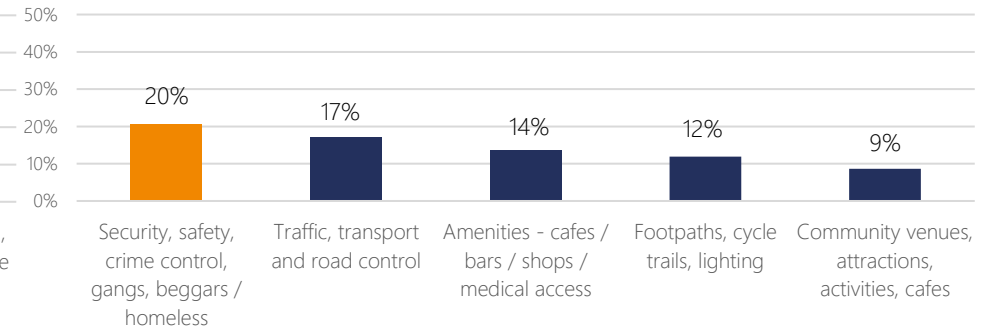
NEIGHBOURHOOD

Suggested improvements

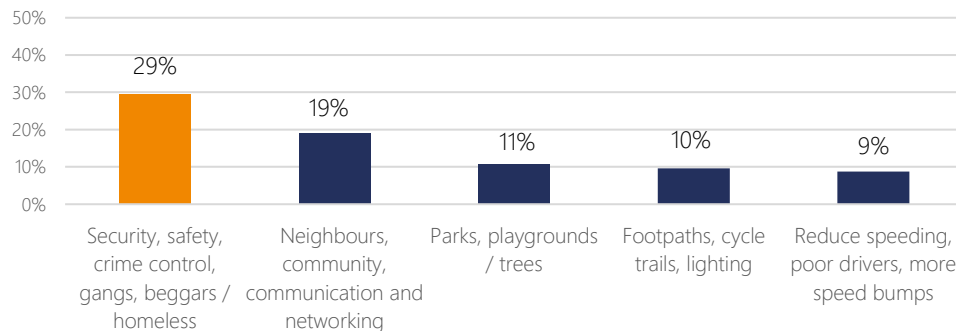
Ahuriri Ward improvements



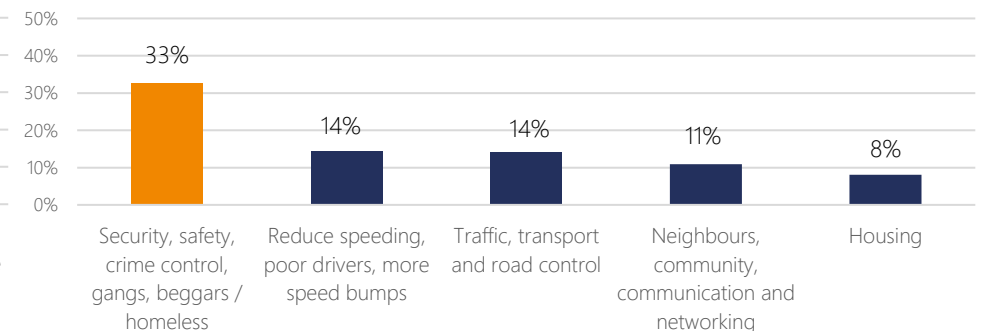
Taradale Ward improvements



Onekawa-Tamatea Ward improvements



Nelson Park Ward improvements



- 71% of respondents suggested at least one improvement for their neighbourhood. Improved safety was the most cited neighbourhood improvement across all four wards – similar to 2021.
- However, security improvements were of a greater concern in Onekawa-Tamatea and Nelson Park wards.
- The second most-named area for improvement varied across wards.
- Taradale ward residents were more likely to name traffic improvements.
- Driving safety was a concern amongst residents in Nelson Park.
- Onekawa-Tamatea ward residents were more likely to name general community (neighbours, communication, networking) improvements.
- Footpaths and trails were the second most cited suggestion in Ahuriri ward.

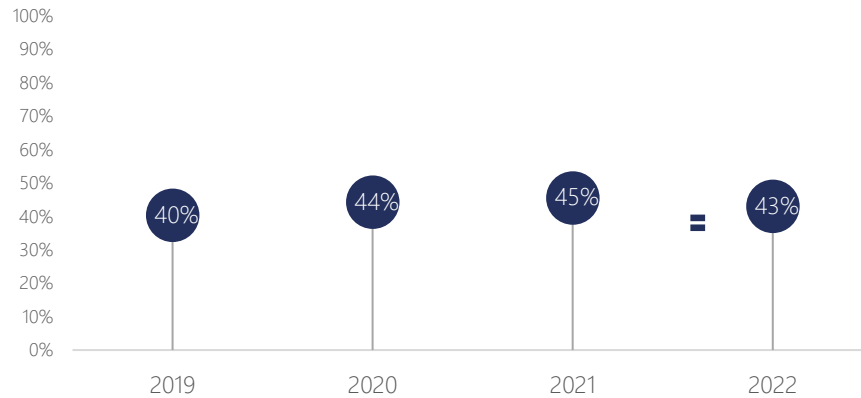
Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent

EMERGENCY MANAGEMENT

Snapshot of results over time

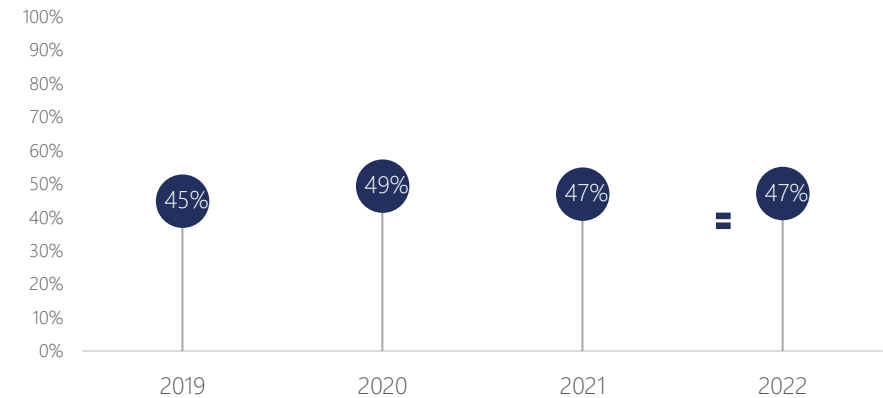
↓ Significant decrease ↑ Significant increase = No significant difference

Our community could cope after a major event or disaster



- 43% of residents believed the Napier community could cope after a major event or disaster, with no significant trends over time.

I am satisfied with Council's provision of Civil Defence delivery



- In 2022, residents' satisfaction with Council's provision of Civil Defence (47%) remained consistent with the past three years.

EMERGENCY MANAGEMENT

Attributes in relation to community and emergency management

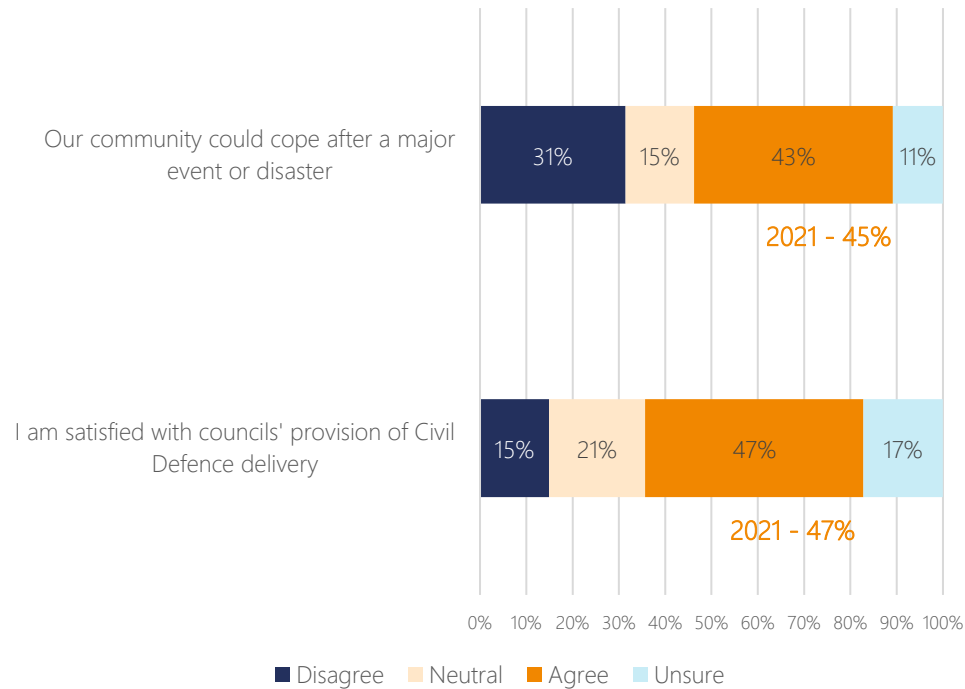


Table 22 Aggregated % 'agree' responses

		Community could cope after a major event	Civil Defence
Ward	Ahuriri	41%	36%
	Nelson Park	37%	41%
	Onekawa - Tamatea	45%	48%
	Taradale	48%	57%
Age	18-39	37%	39%
	40-64	43%	52%
	65+	51%	50%
Ethnicity	New Zealand European	44%	49%
	Māori	38%	38%
	Other	44%	50%

- In 2022, attributes in relation to community and emergency management recorded similar agreement scores compared to 2021.

- Similar to other findings, residents aged under 40 were less likely to agree with both statements.

n=528



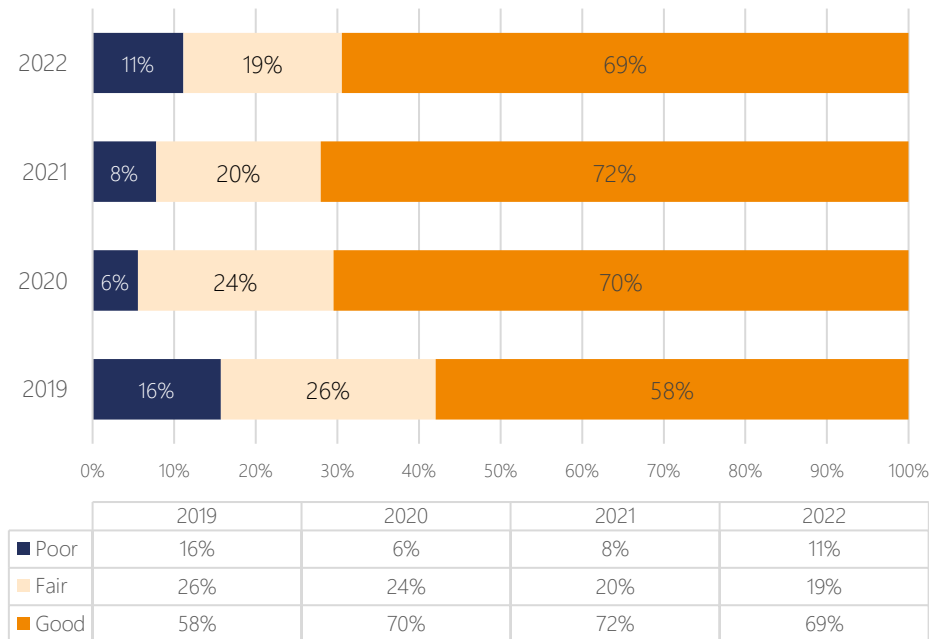
In 2022, **50%*** of New Zealanders were satisfied with Councils' Civil Defence and emergency management (SIL NZ Benchmark, excluding Auckland, Wellington and Christchurch).

*Re-calculated from a 1-10 scale.

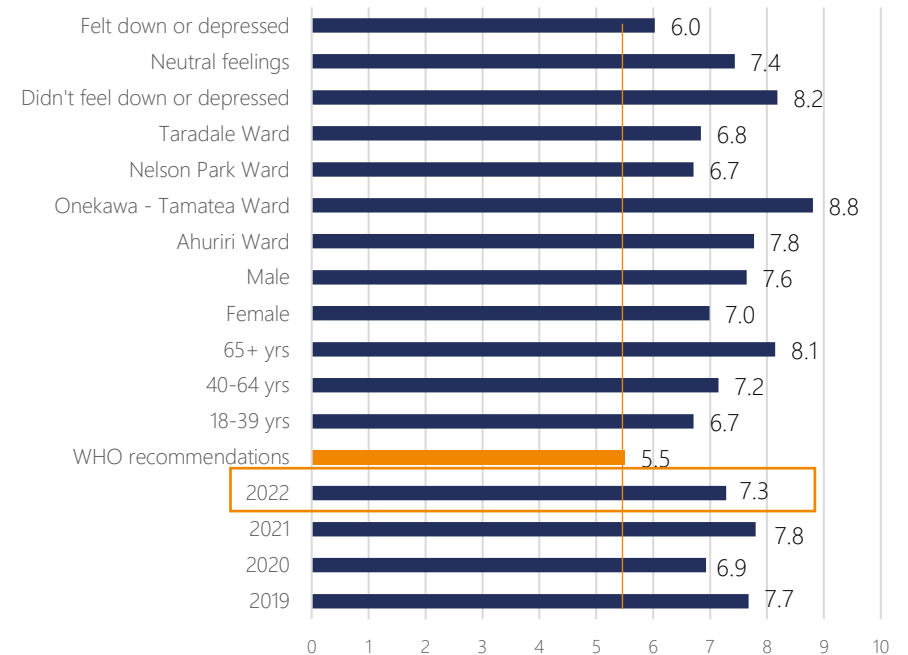
COMMUNITY HEALTH

Personal health and average levels of activity

How would you rate your personal health at the moment?



Average levels of moderate-intensity activity (hours per week)*



- 7-in-10 residents believed they were in 'good' or 'very good' health (69%, with no significant changes in the past three years).
- Younger residents (59%), those living in rental property (55%), and Māori (53%) were less likely to report their health as good.

- In 2022, residents continued to report a good level of moderate-intensity activity (7.3 hours on average per week) in the community; more than half of residents (50%) reported moderate-intensity activity of 4 hours or more per week.
- Greater activity (8.2 hours on average) was associated with residents who were less likely to report feeling down or depressed, and among older residents.

*n=482. Reported results are based on open-ended comments. If a range of hours was provided, the average of the range was used in the analysis.

n=528

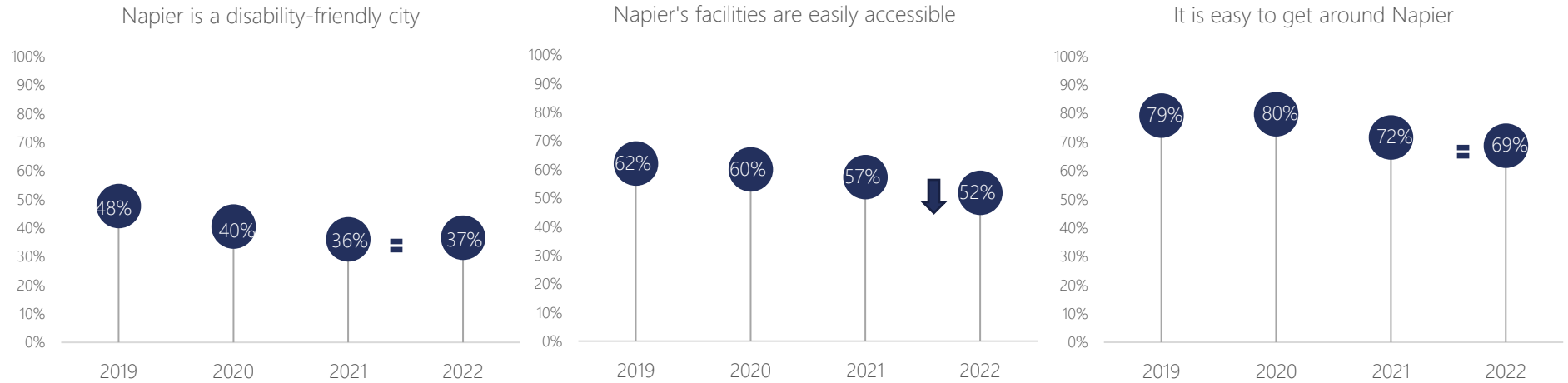


In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **72%** of residents rated their physical health positively.

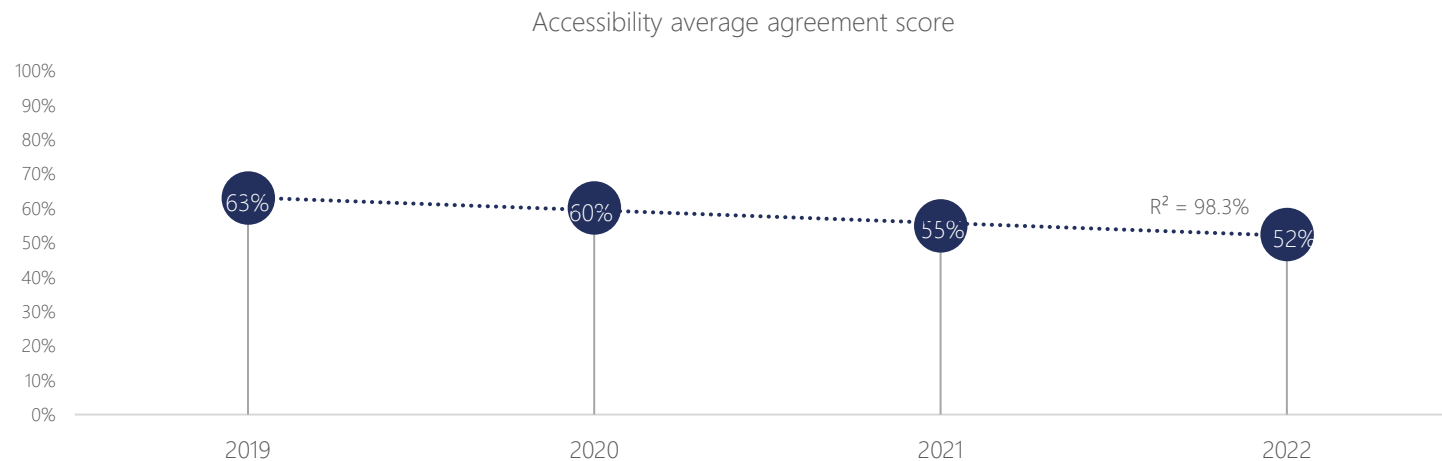
ACCESSIBILITY

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



- Although the accessibility average score in 2022 (52%) was similar to 2021, an overall downward trend since 2019 was recorded.
- A significant decline was observed in relation to accessible facilities in Napier (52%, vs. 57% in 2021). Also, the 2021-22 results for ease of getting around Napier were below 2019-20 levels.



ACCESSIBILITY

Attributes in relation to accessibility in Napier

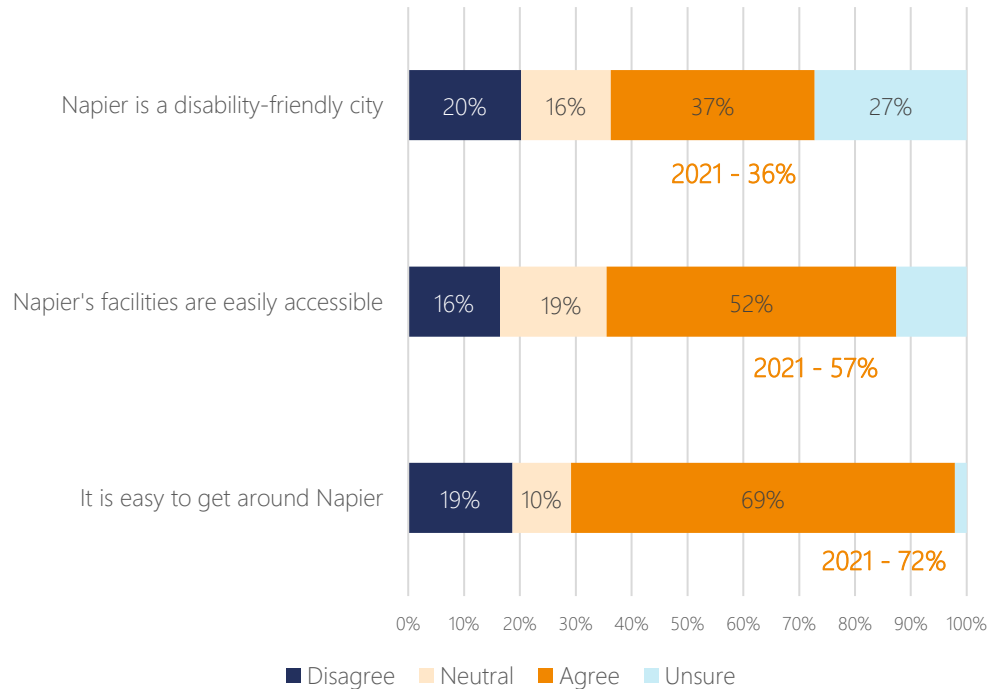


Table 23 Aggregated % 'agree' responses

		Disability friendly	Accessible	Easy to get around
Ward	Ahuriri	30%	48%	72%
	Nelson Park	45%	51%	63%
	Onekawa - Tamatea	29%	62%	76%
	Taradale	37%	49%	68%
Age	18-39	32%	43%	63%
	40-64	38%	50%	67%
	65+	40%	66%	78%
Ethnicity	New Zealand European	36%	54%	70%
	Māori	31%	41%	70%
	Other	46%	53%	58%

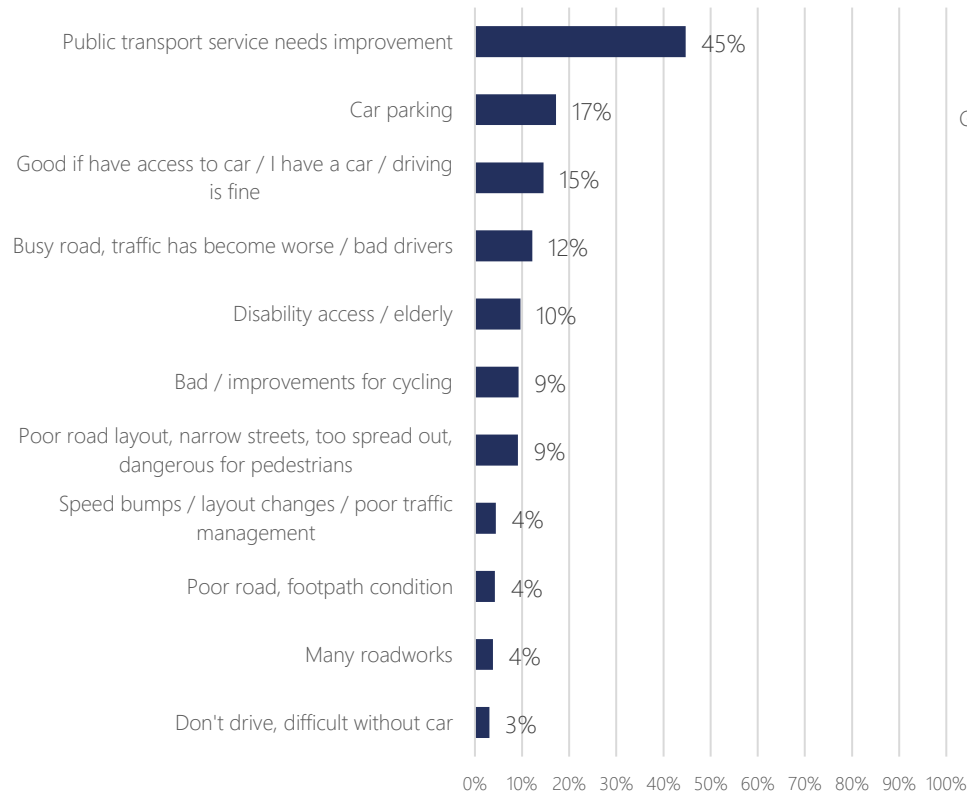
- 52% of residents stated that Napier's facilities are easily accessible (down from 57% in 2021). Accessibility was perceived to be slightly lower amongst Ahuriri and Taradale ward residents (although within the margin of error).
- Although 37% of residents found Napier to be a disability-friendly city, over one-quarter (27%) could not provide a rating.
- 69% of residents agreed it is easy to get around Napier.

n=528

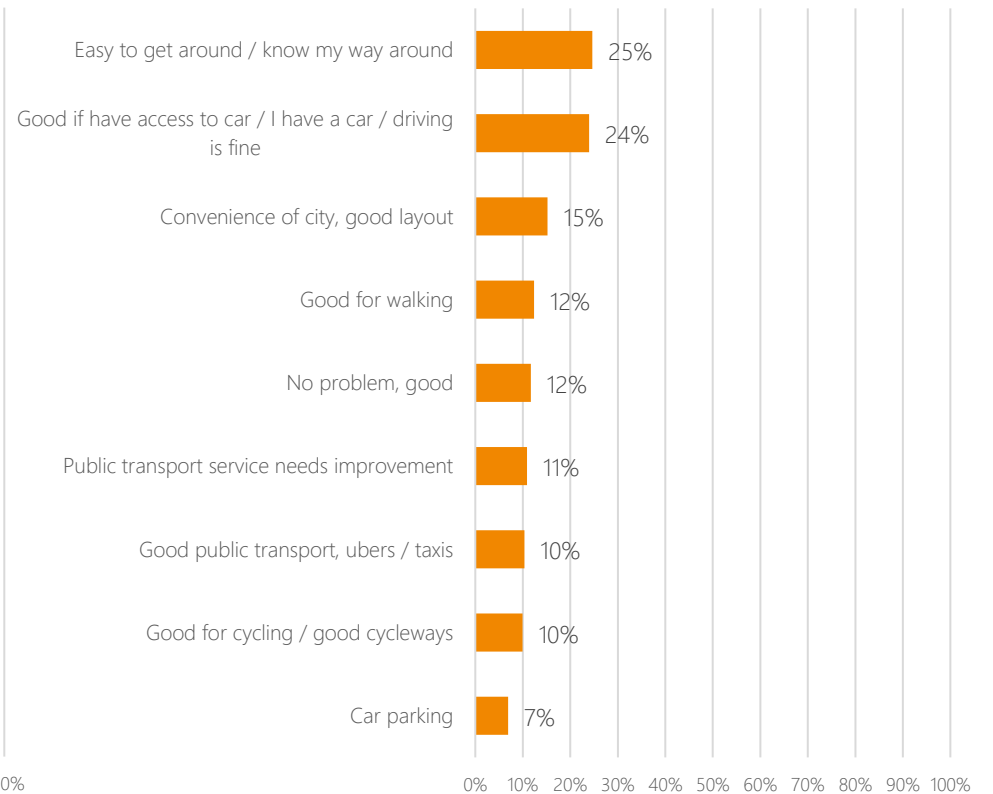
ACCESSIBILITY

Reasons for accessibility perceptions

Not easy to get around* - 19% of respondents



Easy to get around* - 69% of respondents



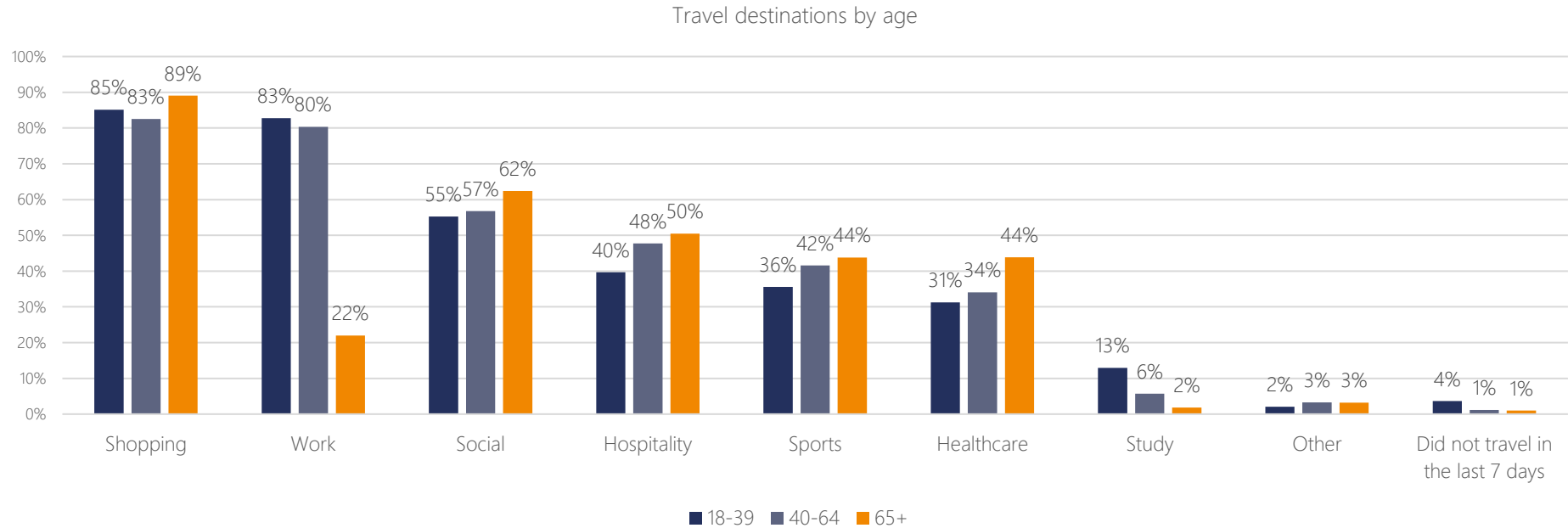
- In 2022, public transport services and transport management were the key factors to improve accessibility around Napier. This was generally consistent across years.

- Local knowledge, and access to a personal car, were the key reasons to agree that Napier is an easy city to get around ('Good if have access to car/I have a car/driving is fine').

*Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent

TRAVEL

Travel destinations in the past 7 days – new question in 2022

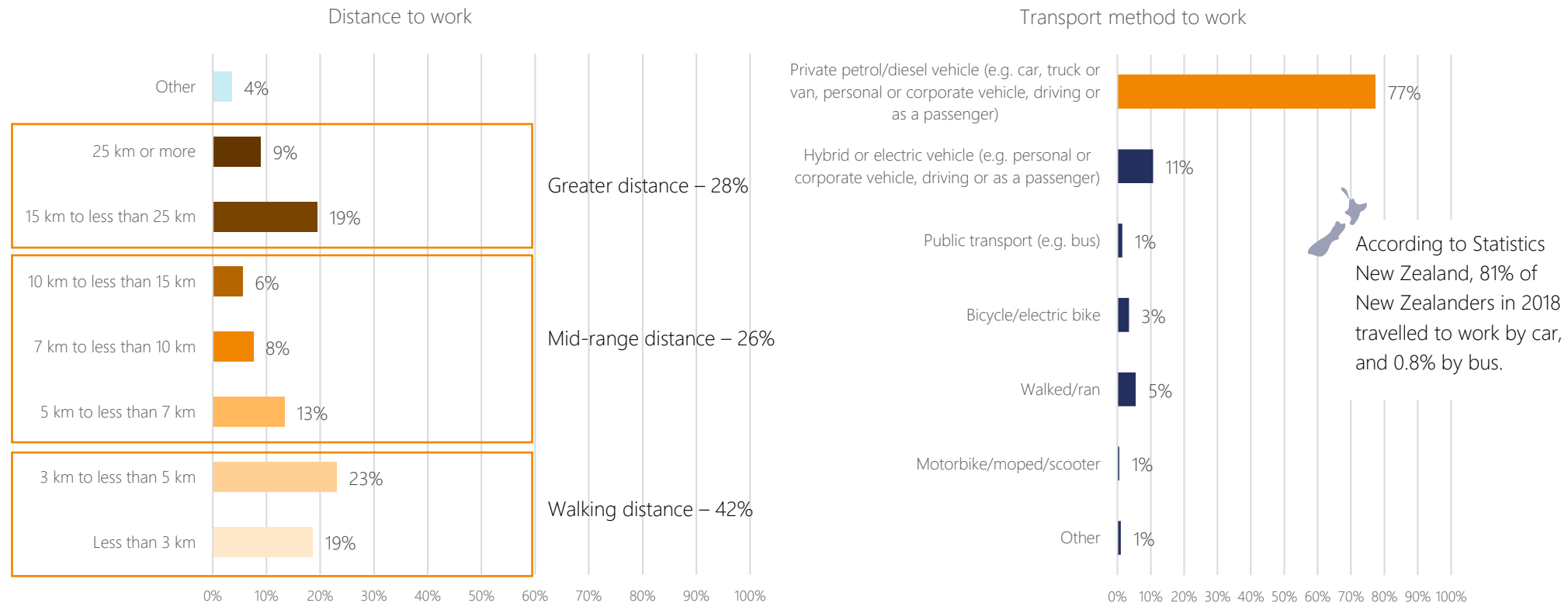


- Almost all respondents (98%) indicated travelling within the previous 7-day period; respondents named, on average, three destination types.
- The top-three destination types were shopping (85%), work (either paid or voluntary, 66%) and social (visiting family/friends, 58%).
- The reported travel patterns varied by age. Older respondents (aged 65+) were more likely to travel for healthcare (44%), compared to the youngest respondents (31%).
- Respondents aged under 64 (82% on average) were more likely than older respondents (22%) to travel to work.
- Shopping was one of the most consistent destinations for respondents of all age groups.

n=528

TRAVEL

Work-related travel

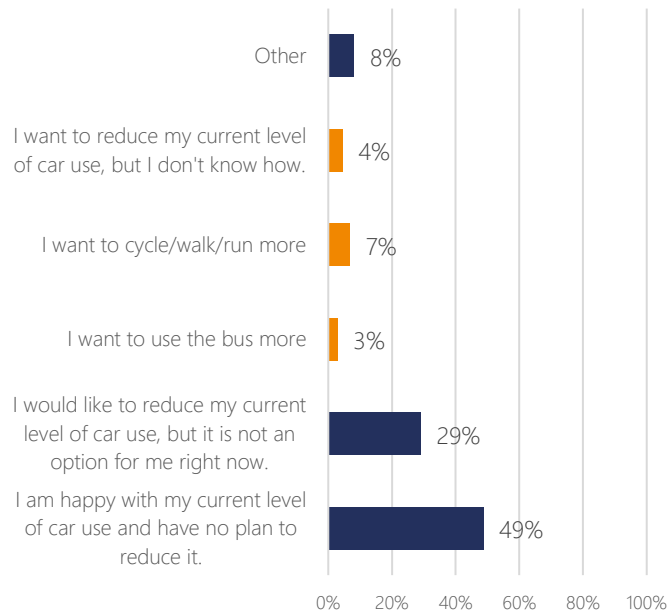


- Of two-thirds (n=348) who travelled to work, 2-in-5 (42%) travelled a distance under 5 km, with the most cited distance being 3 to 5 km (23%).
- 28% of respondents were most likely travelling outside of Napier (15+ km).
- Ahuriri (58%) and Nelson Park (49%) ward residents were more likely to live close to work (within 5 km) – residents from Ahuriri (70%), Bluff Hill (74%), Hospital Hill (67%), and Napier South (64%) specifically.
- Petrol/diesel vehicles were by far the most preferred method of transport (to work - 77% and study - 76%); only 1% of respondents reported using public transport for work-related travel (3% of those aged 40-64 and 2% - aged 65+).
- Taradale (4%), Greenmeadows (5%) and Marewa West (9%) residents were more likely to use buses.
- 1-in-10 (11%) residents reported using a hybrid or electric vehicle for work-related purposes.

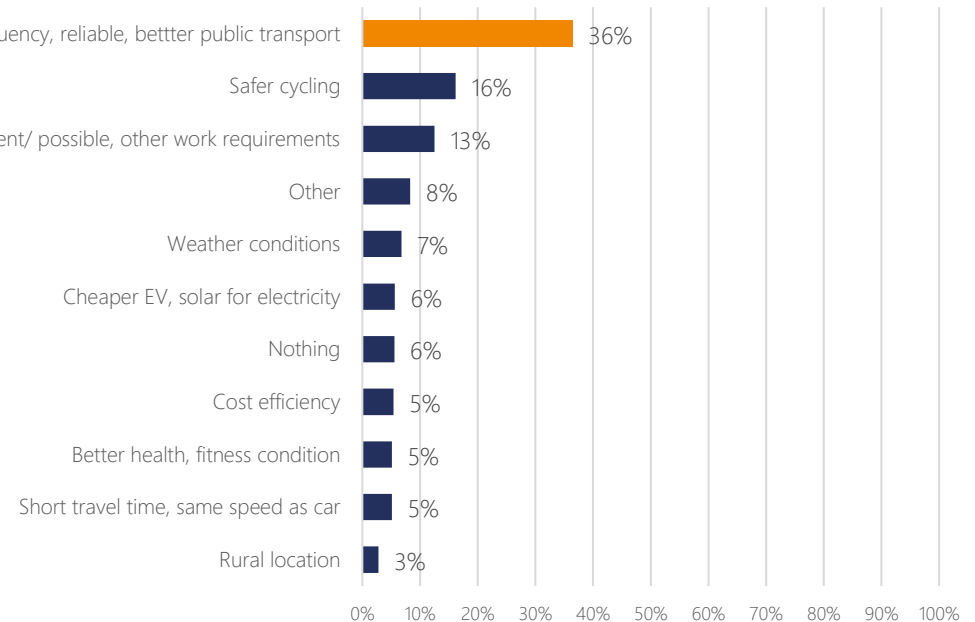
TRAVEL

Target groups by their inclination to change car usage

Transport preferences



What could encourage less car use*

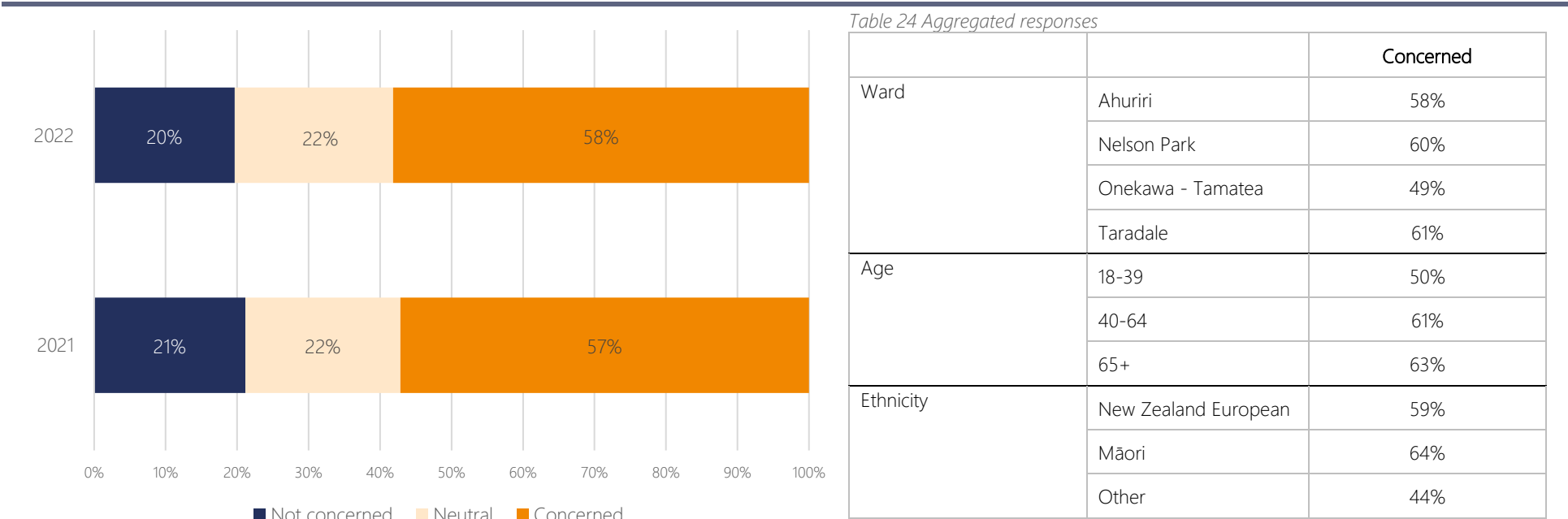


- Of 268 respondents who reported travelling to work in petrol/diesel vehicles, half (49%) were happy with their current level of car use. An additional 29% suggested they would like to reduce their level of car use, but this was not an option for them right now.
- These respondents (78%, or 60% of all respondents travelling to work) are the least inclined to change their car usage in the future.
- A further 14% of respondents (or 11% of all respondents travelling to work) were representative of petrol/diesel vehicle drivers potentially most likely to change their travel behaviour towards non-car options.

- Of these, just 3% would like to use buses more, and 7% wanted to walk/cycle more; an additional 4% wish to reduce car use but did not know how.
- Improving public transport services (making this service more convenient, frequent and reliable) was the most cited suggestion to encourage less car use (top suggestions can be found in the Appendix on p.50).
- Younger residents aged 18-39 (18%), and residents from Taradale ward (especially Greenmeadows – 66%, Poraiti – 32%), and also Bay View (25%) and Hospital Hill (23%) were more likely to consider non-car travel.

CLIMATE CHANGE

Climate change perceptions



- Overall, 58% of residents were concerned about the impacts of climate change in Napier (similar to 57% in 2021).
- The level of concern was consistent by age; however, female respondents (64%) were more likely to report their concerns compared to male respondents (52%).

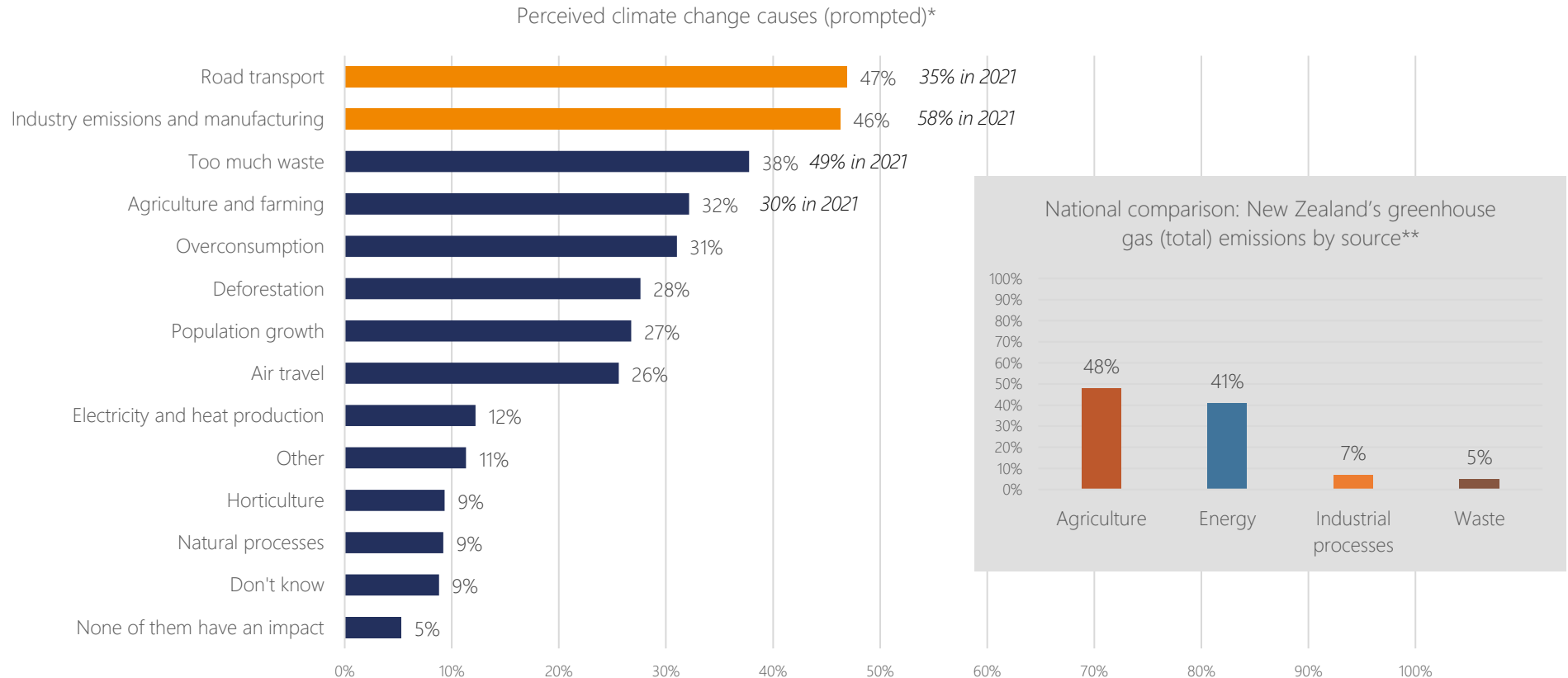
n=528



In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **42%** of residents worried about the impact of climate change to some extent.

CLIMATE CHANGE

Climate change and perceived causes



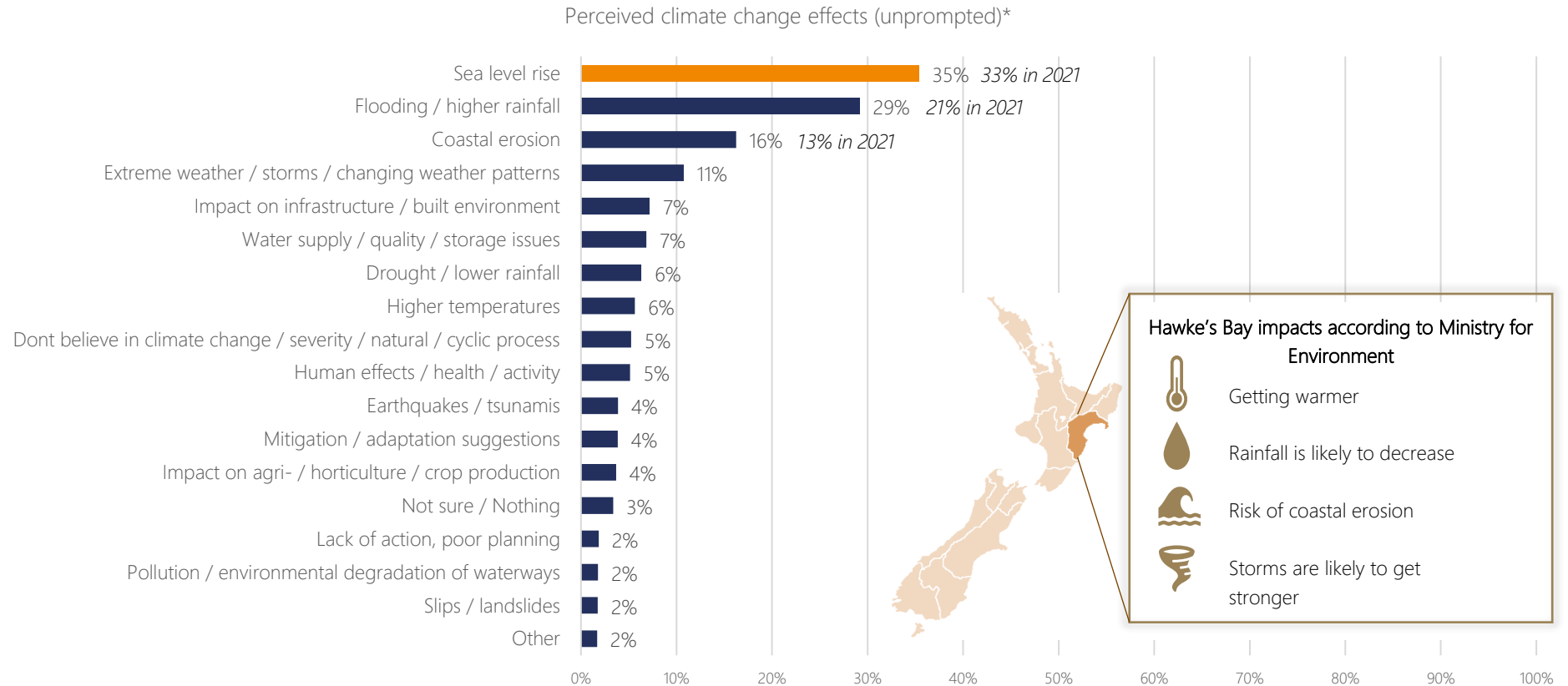
- The most cited perceived causes of climate change were road transport (47%, up from 35% in 2021) and industry emissions and manufacturing (46%, down from 58% in 2021), followed by waste (38%).
- 32% of residents named agriculture and farming as the main cause of climate change (similar to 30% in 2021).
- According to the Ministry for the Environment, New Zealand's emission profile in 2018 showed that the agriculture (48%) and energy (41%) sectors were the two largest contributors to greenhouse gas emissions.

*Totals may exceed 100% owing to multiple responses for each respondent

**Ministry for the Environment. (2020). New Zealand's greenhouse gas inventory 1990-2018.

CLIMATE CHANGE

Climate change and perceived harmful impacts

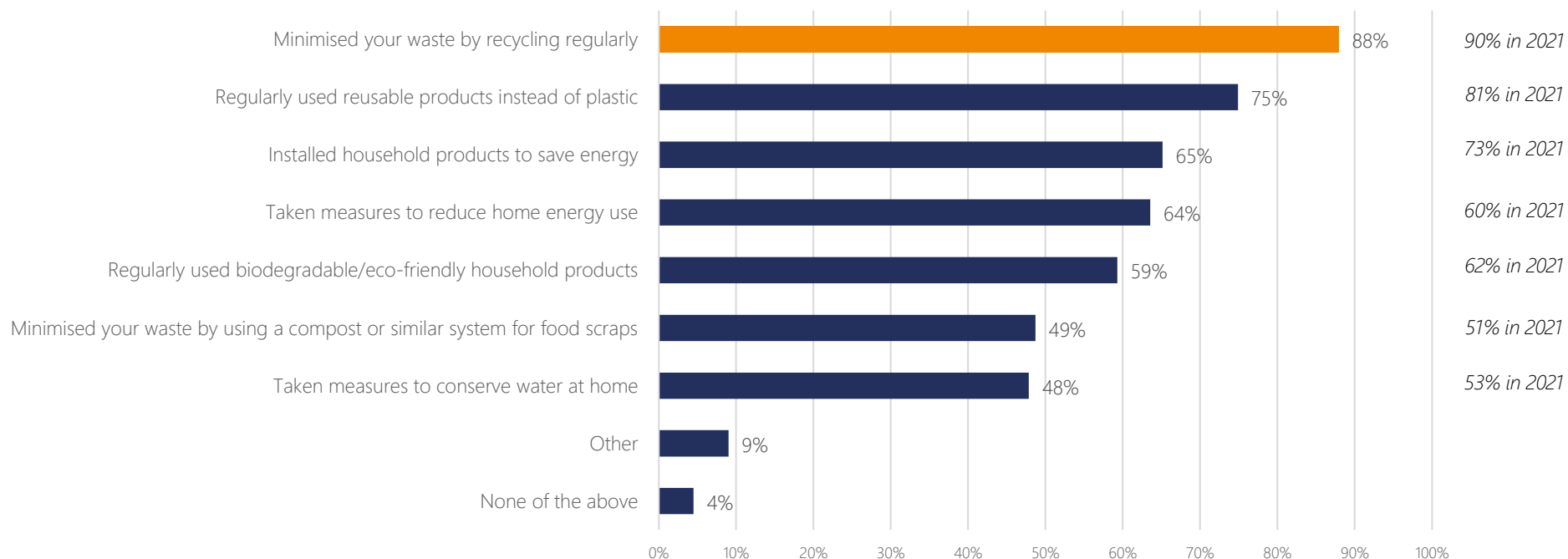


- On an unprompted basis, sea level rise (35%) continued to be the most identified negative outcome of climate change in Napier. This outcome's high ranking was generally consistent with findings in 2020-2021.
- Flooding (29%, similar to 21% in 2021) and coastal erosion (16%, similar to 13% in 2021) consistently fill out the top 3 perceived risks for the city.
- The perceived threat of coastal erosion was notably higher in Ahuriri (25%).

CLIMATE CHANGE

Environmental activities

Activities engaged in (past 12 months)



- Almost all residents named at least one environmental activity they had been engaged in over the past 12 months; 55% of residents named five activities or more.
- 88% of the Napier community reported minimising their waste by recycling regularly (similar to 90% in 2021).
- Respondents who expressed greater concern for climate change were more likely to participate in all environmental activities, especially using reusable products (84%) and compost or similar systems (58%).
- Fewer younger residents reported participating in any environmental activities in total, but especially installing household products to save energy (40%), or conserving water (31%).

**Totals may exceed 100% owing to multiple responses for each respondent*

APPENDIX

Perceived improvements and suggestions to encourage less car use in Napier (verbatim, open-ended comments).

Suggested improvements for bus services and safer cycling
Public transport that runs at night between Hastings and Napier. Direct, quick and safe off road bike track between Napier and Hastings (current tracks are amazing but would be great to have a super Direct route all off road e.g. Whole way along highway) would potentially use for commuting
I live in Napier South and work in Flaxmere for XXX. When I first worked at the DHB I used the express bus (35minute journey) but the service was discontinued and I was not prepared to spend 45-60 minutes on the bus each way daily when the drive takes 20 minutes. I tried the re-introduced "express" but it was still a 45 minute journey and I had somehow to get from Flaxmere to the hospital. I have car pooled from time to time when possible. I'm not sure what the solution is. But there are SO MANY single occupancy cars driving between Napier and Hastings every day
Currently the bus schedule does not suit me, with the mooted changes I would consider using the bus again. I used to be a regular bus user until the timetable was changed.
Public transport systems that are fast, easy to use and reach wider than the city centre. I travel into work from a rural area so this impacts my ability to use public transport.
Convenience, bus timetabling
Suitable public transport
Reliable, frequent buses.
Regular bus service
More routes to Public Transport
More reliable and to feel safer on buses
More bus, tramway?
More bus routes and more frequent
Increase in bus options - better times for working people - more buses from 7.30am - 9.00am and again from 2.00pm to 6.00pm
Frequent bus service
Frequency, reliability, cost
Frequency
Council buses more routes
Busses after 5.30 pm and bus services that are fully staffed and not cancelled at the last minute leaving me on the side of the road
Buses or train between Napier Hastings
Better public transport links
Better bus service
Better and more frequent buses
Better and more accessible and more frequent and due to bus service
Am considering using bus to travel in to town for outings .There have been so many cancelations due to driver shortages that I'm not sure a service would be there if I needed it. Also concerns about people not wearing masks on public transport/.
Increased number of bus runs
Closer bus route to my home that connects with Hastings

Reliability
Free buses
Accessibility and regularity of other transport options
Safer commuter cycle ways between Napier and Hastings. Bus times that suit rotating rosters 24/7.
A better bus service.
Availability
Safe to cycle. Good quality childcare in close proximity to home so its feasible to walk.
Would not feel safe to use a bicycle. Public transport not convenient for me
Safety after dark on cycle pathways
Safer cycling on the road within the city, safer crossings, especially the roundabouts. Prebensen Dr is a disaster waiting to happen
Better crossing points and cycle ways would mean my children and I could bike more.
Because of start time I cannot ride bike in the dark through the nui
I'd love to bike but there are insane drivers in Napier so il use my death trap car
The roads to be more cyclists friendly