

## **A. SITUATION AND OBJECTIVES**

The mission statement for Wanganui District Council reads:

*"To build a better community with the people of the Wanganui District."*

Encompassed in this statement are three visions for the future of the Wanganui community ...

- a District where people have the opportunity to achieve their aspirations, while maintaining respect for each other, for the community and for the environment,
- a District where the local economy is characterised by steady growth through innovation, adaptability and adding value to primary products,
- a District where the quality of life is enhanced by building on our unique recreational and cultural heritage.

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to residents and ratepayers. One of these approaches is through a community survey undertaken in 1990, 1991, 1992, 1994, 1995, 1996, 1997, 1998, 1999, and now again in 2000.

\* \* \* \* \*

## **B. SPECIFICATIONS**

### **Sample Size**

The 2000 community survey utilises 440 face to face interviews amongst residents of the District.

### **Sample Frame**

The survey is framed on the 29 area units in Wanganui District to allow a sample which is representative of the population of Wanganui District.

Each area unit received a number of interviews based on the unit's proportion of the total District population (aged 18 or over). Extra interviews were undertaken in the rural area units to ensure an adequate base for questions relating to the rural areas of the District. 380 interviews were conducted in Urban area units, and 60 interviews in Rural area units.

Randomised starting points were allocated within each area unit (street or road name, and side or corner of street or road), with contacts made at every 2nd house in urban area units, and every house in the two rural area units, until interview clusters were completed.

Interviews were spread across area units, which in the report have been grouped into nine area groups, as shown on the next page.

Upper Aramoho	20	Group 1	40
Lower Aramoho	20		
Wembley Park	20	Group 2	61
Williams Domain	21		
Kowhai Park	20		
Otamatea	10	Group 3	46
St Johns Hill	20		
Bastia Hill	6		
Durie Hill	10		
Laird Park	19	Group 4	53
Wanganui Central	20		
Cooks Gardens	6		
Spriggens Park	4		
Putiki	4		
Springvale East	20	Group 5	40
Wanganui Collegiate	10		
Springvale West	10		
Gonville East	10	Group 6	84
Gonville South	30		
Tawhero	20		
Gonville West	20		
Balgownie	4		
Mosston	10	Group 7	40
Castlecliff South	10		
Castlecliff North	20		
Blueskin	10	Group 8	30
Maxwell	20		
Marybank-Gordon Park	6	Group 9	46
Fordell-Kakatahi	40		
		Total	<u>440</u>

See Appendix C, where maps are provided showing the geographical positions of the area units listed.

## **Sample Selection**

Every dwelling within the area unit was eligible to be included in the sample until a cluster of 40, 20, 10, 6 or 4 interviews were achieved, dependent on the population of each area unit.

Quota sampling was used to ensure an even balance of male and female respondents, with the sample stratified according to Ward. Sample sizes for each Ward were predetermined to ensure a sufficient number of respondents within each Ward, so that analysis could be conducted on a Ward-by-Ward basis.

## **Interview Type**

All interviewing was conducted face to face in the respondent's home, with contact being made between 4.30pm and 6pm on weekdays and 9.30am and 6pm weekends.

## **Respondent Selection**

Respondent selection within the household was randomised with the eligible person being the man or woman, who has lived longer than 12 months in the Wanganui District, is not an employee of the Council, aged 18 years or over, who had the next birthday.

## **Call Backs**

Two call backs, i.e. three calls in all, were made to a residence before the residence was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, i.e. at least four hours later.

## **Sample Weighting**

Weightings were applied to the sample data, to reflect the actual Ward, gender and age proportions in the area as determined by Statistics New Zealand's 1996 Census data. The result is that the total figures represent the population's viewpoint as a whole across the entire District of Wanganui. Bases for subsamples are shown in Appendix A. Where we specify a "base", we are referring to the actual number of respondents interviewed.

## **Survey Dates**

All interviews were conducted between Friday 4th August and Sunday 20th August 2000.

## Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance, where appropriate, with those of Local Authorities across all of New Zealand (National Average) as a whole and with similarly constituted Local Authorities (Peer Group Average), through a National Survey of 1000 residents carried out in August 1998.

Comparisons are made with this data, and with previous readings, when applicable.

## Margin of Error

The survey is a scientifically prepared service, based on a random probability sample. The maximum likely error limits occur when the sample is split 50/50 on an issue, but often the split is less, and an 80/20 split is shown below, as a comparison. Margins of error, at the 95 percent level of confidence, for different sample sizes are:

	<u>50/50</u>	<u>80/20</u>
n = 500	±4.4%	±3.5%
n = 400	±4.9%	±3.9%
n = 300	±5.7%	±4.5%
n = 200	±6.9%	±5.5%

The margin of error figures above refer to the accuracy of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. The results in 95 of these samples are most likely to fall close to those obtained in the original survey, but may, with decreasing likelihood, vary by up to plus or minus 4.7%, for a sample of 440.

## Significant Difference

Significant differences, at the 95 percent level of confidence, for different sample sizes are:

	<u>Midpoint</u> <u>is 50%</u>	<u>Midpoint is</u> <u>80% or 20%</u>
n = 500	±6.2%	±4.9%
n = 400	±6.9%	±5.5%
n = 300	±8.0%	±6.4%
n = 200	±9.8%	±7.8%

The significant difference figures above refer to the boundary, above and below a result, whereby one may conclude that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 440 respondents, is plus or minus 6.6%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.



## **C. EXECUTIVE SUMMARY**

This report summarises the opinions and attitudes of Wanganui District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

The Wanganui District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' and ratepayers' opinions and needs will allow Council to be more responsive towards its citizens.

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted Local Authorities, to Local Authorities on average throughout New Zealand, and a comparison with the results of the 1994, 1995, 1996, 1997, 1998 and 1999 Community surveys where applicable.

## Executive Summary: Overall

### a. Comparison With Peer Group And National Averages

To allow comparisons to be made between this year's readings and the Peer Group and National Averages, the following analogy has been made:

<u>2000 Scale</u>	=	<u>Peer Group/National Average Scale</u>
Very good	=	Very satisfied
Good/just acceptable	=	Satisfied
Poor/not good	=	Not very satisfied

Where relevant data is available, the percent rating not good/poor is lower than the Peer Group and/or National Averages for ...

	<u>Wanganui</u>	<u>Peer Group</u>	<u>National Average</u>
• roading	16%	35%	27%
• swimming pools	3%	9%	10%
• Sarjeant Art Gallery	3%	9%	5%
• Regional Museum	2%	9%	7%
• sportsgrounds	2%	°6%	°7%

The comparisons for the following show Wanganui on par with/similar to both the Peer Group and National Averages for ...

• footpaths and berms	31%	**28%	**27%
• recycling of refuse	25%	††28%	††26%
• control of litter in streets and other public spaces	23%	*27%	*23%
• Memorial Hall	12%	†10%	†9%
• parks & reserves	3%	5%	5%
• library services	2%	5%	6%

\*\* These figures are based on ratings for footpaths only.

†† These figures are based on ratings for refuse disposal (landfill sites and recycling).

\* These figures are based on ratings for litter control.

° These figures are based on ratings for sportsfields and playgrounds.

† These figures are based on ratings for public halls.

**b. Dissatisfaction Comparisons Between 2000 and 1999**

<b>Service</b>	<b>2000 Not good/Poor %</b>	<b>1999 Not good/Poor %</b>
Footpaths and berms	31	35
Recycling of refuse	25	23
Control of litter in streets and other public places	23	N/A
Water services	18	21
Roading	16	22
Regulatory services	13	11
Memorial Hall	12	
Opera House	1	*13
The Airport	9	12
Central Business District services	7	8
Parks and reserves	3	9
Swimming pools	3	4
Sportsgrounds	2	5
Regional Museum	2	
Sarjeant Art Gallery	3	**4
Library services	2	4

N/A: Not asked in 1999.

\* This figure is a combination of both Memorial Hall and Opera House.

\*\* This figure is a combination of both Regional Museum and Sarjeant Art Gallery.



**c. Services and Facilities: Frequency Of Use In Last Year**

	Yes, Used %	No, Have Not Used %	Don't know %
A District Library	78	22	-
A sportsground	76	24	-
A District swimming pool	56	44	-
The Regional Museum	54	45	1
Memorial Hall	52	48	-
The Airport	51	48	1
Opera House	51	49	-
Council's regulatory services (i.e. building control, environmental health, liquor licensing, resource management, and animal or dog control)	44	54	2
The Sarjeant Art Gallery	39	59	2

**d. Contacted Council About Specific Services In Last Year**

	Base*	1-2 times %	3-5 times %	6-10 times %	11 or more times %	No reply %	None/ Haven't contacted
Footpaths and berms	246	11	3	-	-	-	86
Library services	†27	7	9	-	-	-	84
Regional Museum	31	9	-	-	-	-	91
Sarjeant Art Gallery	35	9	-	-	-	-	91
Memorial Hall	160	5	1	-	-	-	94
Opera House	†14	-	-	-	-	-	100
Sportsgrounds	†27	5	-	2	-	-	93
Parks and reserves	53	15	1	2	2	-	80
Swimming pools	43	2	-	-	-	-	98
Central Business District services	82	4	-	1	-	2	93
The Airport	108	2	1	-	-	2	95
Roading	180	8	1	-	-	1	90
Control of litter in streets and other public places	201	10	-	-	-	-	90
Recycling of refuse	173	7	1	1	-	-	91
Water services	143	7	3	1	-	2	87
Regulatory services	124	18	8	5	1	1	67

\* The base refers to the number of residents who rated each service or facility just acceptable or worse (not good or poor).

† Caution: small base

**e. Wanganui As A Place To Live**

Thinking about the range and standard of community facilities and services on which Council can have a influence, 30% of residents think Wanganui is better than it was three years ago (25% in 1999), while 47% say it is the same (54% in 1999). 18% of residents feel Wanganui is worse than it was three years ago (16% in 1999) and 5% are unable to comment.

Wanganui residents are on par with like Districts and residents nationwide in saying their District is worse than it was three years ago.

**f. Community Needs And Issues**

45% of residents think Council is aware of most community needs and issues (48% in 1999), while 36% feel they are aware of some (38% in 1999). 12% say Council is aware of only a few community needs and issues (10% in 1999) and 2% say Council is aware of none (2% in 1999). 5% are unable to comment.

**g. Council Responses To Community Needs And Issues**

Taking into account Council's recent actions, decisions and management, 29% of residents feel Council has responded well/very well to community needs and issues (33% in 1999), while 43% say their response has been just acceptable (40% in 1999). 22% of residents think Council has responded not well/not at all well to community needs and issues (22% in 1999) and 6% are unable to comment.

## **h. Council Policy And Direction**

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction. Rather, through understanding where people's opinions and attitudes lie, Council is able to embark on information, education, persuasion or communication strategies on particular topics if it is felt necessary to lead the public to fulfil Council's legitimate community leadership role.

45% of Wanganui District residents have in mind a recent Council action or decision they **approve** of, compared to 41% in 1999.

The main actions/decisions approved of are ...

- Majestic Square project/development, mentioned by 9% of all residents,
- main street/Victoria Avenue/CBD area, 7%,
- riverbank improvement/restoration, 5%,
- Virginia Lake walkway/upgrade, 4%.

60% of Wanganui District residents have in mind a recent Council action or decision they **disapprove** of (59% in 1999).

The main actions/decisions disapproved of are ...

- Information Centre location issue/indecision, mentioned by 11% of all residents,
- Majestic Square/waste of money, 6%,
- rates too high/increases, 5%,
- sewerage and stormwater/wastewater separation/cost involved, 5%,
- rubbish issues/disposal/charges, 5%,
- Moutoa Gardens issue, 4%,
- use of contractors/outside contractors/businesses, 4%,
- poor performance/attitude, 4%.

*Actions/Decisions Council Should Be Undertaking*

48% of residents think there is an action or decision Council should be taking (44% in 1999), which it is not at present, while 35% say there is not (41% in 1999). 17% are unable to comment.

The main actions/decisions residents feel Council should be taking are ...

- Information Centre location, mentioned by 13% of residents who think there is an action/decision Council should be taking,
- improve their performance, 10%,
- tidying up/maintenance/beautification (general), 9%,
- roading improvements/maintenance/traffic issues, 8%,
- encourage employment/growth, 7%,
- do more for Castlecliff/areas neglected/deal with derelict buildings, 7%,
- consult/communicate/listen to the people/Iwi, 6%,
- more policing/control needed/safety issues, 6%.

**i. Rates Issues**

78% of residents identify themselves as ratepayers.

Overall, 71% of residents rate the way rates are spent on services and facilities provided by Council as just acceptable or better (68% in 1999), with 22% rating this aspect as not good/poor (26% in 1999).

The not good/poor reading is slightly below the level of dissatisfaction (those not very satisfied) expressed by both Peer Group residents (28%) and residents nationwide (27%).

## j. Contact With Council

In the last 12 months, 41% of residents have contacted Council by phone (41% in 1999), with 36% contacting them in person (47% in 1999), 12% contacting them in writing (11% in 1999), 6% contacting them by 'Fixit Form' (6% in 1999) and 1% contacting them by e-mail (1% in 1999). Most residents who have contacted for the various reasons stated, have contacted them one to two times in the last 12 months.

58% of residents who have contacted Council say that one of their main types of contact with Council, in the last 12 months, relates to enquiries about/making a payment, compared to 60% in 1999. 26% say requesting assistance is one of their main types of contact (26% in 1999), with 24% saying it is meeting Council regulations (20% in 1999).

The other four types of contact ranged from 17%, down to 9%. Residents could give multiple responses.

Please see pages 125 to 127 for frequency of contact with respect to residents' households, work or business, and overall.

The following is a summary of the rating of various aspects of staff performance in terms of satisfaction with the service received:

<b>Staff ...</b>	<b>2000 Good/Very good %</b>	<b>1999 Good/Very good %</b>
Friendliness	76	81
Helpfulness	70	73
Attentiveness	69	N/A
Alertness	68	N/A
Fairness	65	66
Knowledge	63	69
Efficiency	62	64
Speed of getting through to the right department/person	62	70
Ability to explain things	61	72
Dependability	59	N/A
Initiative	54	N/A

N/A: not asked in 1999.

Base = 247

Where comparative data is available, this year's good/very good readings are below the 1999 results for the following:

- speed of getting through to the right department/person,
- ability to explain things,
- friendliness.

Residents who have contacted Council in the last 12 months are slightly more likely to rate the friendliness of staff as very good, than they would the other aspects of service listed.

37% of residents who have contacted Council in the last 12 months say there are improvements to staff performance they would like to suggest.

The main suggestions given by these residents are ...

- improve customer service, mentioned by 23% of residents who have contacted Council and have a suggestion to improve staff performance,
- more knowledgeable/experienced staff, 15%,
- more communication/liaison/information, 13%,
- more friendly/cheerful/polite, 12%,
- no follow-up/don't get back to you, 11%,
- getting through to right department/person, 10%,
- systems/procedures need improving, 9%.

## **k. Information**

Newspapers are the main source of information about what is going on in the District for residents (84%, compared to 81% in 1997).

The most mentioned newspapers, by residents who say newspapers are their main source of information, are the Wanganui Chronicle (95%), Midweek (67%) and Rivercity Press (58%).

9% of residents get their information about the District from the radio. Star FM (70%) and Rivercity Radio FM (51%) are the radio stations most mentioned by residents saying radio is their main source of information about the District.

99% of residents are aware of information about what is going on in the District.

19% of residents who are aware of information about what is going on in the District, feel information provided about Council is a little one-sided (20% in 1997), whilst 27% of residents see information as balanced (29% in 1999). 48% of these residents feel the information provided is sometimes in favour/sometimes against Council (45% in 1997).

66% of Wanganui District residents who are aware of information about what is going on in the District, have seen or read, in the last 12 months, information Council publishes specifically for the community (65% in 1997). Of those who have seen or read Council information published in the last 12 months, the majority have seen/read the Community Link Section in the Chronicle newspaper (90%, up from 78% in 1997).

47% of all residents feel there is enough/more than enough information supplied (54% in 1997), while 47% feel there is not enough/nowhere near enough information supplied (41% in 1997). 6% say they "don't know".



## **I. Representation**

### *i. Consultation*

51% of residents want consultation on major issues (48% in 1999). This is similar to both the Peer Group and National Averages.

Main issues arising are ...

- sewerage and stormwater/wastewater - separation/cost involved, mentioned by 14% of all residents,
- rates issues - increases/spending/setting, 4%,
- sewerage/sewerage scheme (separation not mentioned), 3%,
- any major expenditure/spending, 3%,
- Majestic Square, 3%,
- fluoridation of water supply, 3%,
- water supply, 3%.

### *ii. Performance Rating Of The Mayor And Councillors*

42% of residents rate the performance of the Mayor and Councillors in the last 12 months as good/very good (42% in 1999). On this aspect of representation, Wanganui District is on par with the Peer Group Average and similar to the National Average (both using a fairly good/very good rating).

15% rate the performance of the Mayor and Councillors in the last 12 months as not good/poor (18% in 1999).

### *iii. Performance Rating Of Council Staff*

56% of residents rate the performance of Council staff in the last 12 months as good/very good (53% in 1999). This rating is similar to the Peer Group Average and on par with the National Average, in terms of their fairly good/very good ratings.

7% of residents rate the performance of Council staff in the last year as not good/poor (7% in 1999), with 22% saying it is just acceptable (28% in 1999).

### *iv. Performance Rating Of Rural Community Boards*

22% of rural residents (60) rate the performance of rural Community Boards as good/very good (36% in 1999), with 16% saying it is just acceptable (13% in 1999) and 14% rating their performance as not good/poor (12% in 1999). 48% of rural residents are unable to comment (39% in 1999).

A base of 60 has a margin of error of  $\pm 12.7\%$ .

### **m. Local Issues**

#### **Internet Usage**

34% of residents have used the internet to get information or visit a website in the last 12 months.

34% of residents have used the internet for e-mail or communication in the last 12 months.

Residents who use the internet for both information and communication say they mainly use it for:

- Information and websites 9%
- E-mail and communication 32%
- Both equally 58%
- No reply 1%

Base = 121

Residents who use the internet say they use it mainly at:

- Home 61%
- Work 20%
- School/polytech/other education  
or training facility 7%
- City library 5%
- Elsewhere 6%
- No reply 1%

Base = 146

Usage of the internet:

- Daily 45% of those residents who have used the internet  
in the last 12 months,
- 2-3 times a week 25%
- Once a week 12%
- Once a fortnight 4%
- Once a month 7%
- Less often than monthly 6%
- No reply 1%

Base = 146

### **Most Important Issues Facing Wanganui District In The Next Few Years**

The main issues\* residents consider to be the most important facing Wanganui District in the next few years are:

- unemployment/more jobs needed/jobs for young people, mentioned by 31% of all residents,
- business downturn/need to stop loss/attract more business, 28%
- sewerage/wastewater improvements/separation from stormwater, 26%
- declining population/need to keep people/attract more people, 13%
- water supply improvements, 12%
- increasing rates/need to keep rates down/rates issues, 12%
- the level of crime/gang problems/policing issues, 11%
- roads and footpaths/new Dublin Street bridge/traffic issues, 11%
- Moutoa Gardens issue, 9%
- rubbish collection and disposal/landfill issues/recycling, 9%
- river maintenance/riverbank erosion/riverbank development. 8%

\* Up to three responses were recorded.

### **Wastewater**

77% of residents were aware of Council plans to undertake major pipe works throughout the City to stop sewage overflowing into the river, and also build a large sewage treatment plant, so that the ocean is not polluted.

22% of residents say there is other Council work or services or facilities they would like to see Council make a higher priority than the sewerage upgrade.

The main mentions were:

- water supply/upgrade 32% of these residents,
- roading/bridge/traffic issues 23%
- encourage business/retain industry 9%

## **Civil Defence**

Natural hazards that concern residents the most are...

- earthquakes 50% of all residents,
- floods 33%
- climate changes, which could increase flooding in the future 8%
- forest fires 2%
- volcanic eruptions 1%
- cyclones 1%
- other hazards 1%
- none 4%

Which of the following could residents easily find in a Civil Defence Emergency?

	Yes %	No %
Important personal documents	92	8
Dried, frozen or tinned food to feed household for 3 days	89	11
A battery-powered torch that works	81	19
A battery-powered radio that works	62	38
A First Aid kit, with an instruction book	61	39

## **Pensioner Housing**

83% of residents are aware that the Council provides pensioner housing.

97% of residents think the Council should continue to provide pensioner housing.



## D. MAIN FINDINGS



## **1. Council Services/Facilities**

In this section references are made to the NRB Communitrak™ National and Peer Group survey results. The National Average is over all Councils nationwide, with the Peer Group Average being other Provincial Councils in New Zealand.

The Provincial Councils that make up Wanganui District Council's Peer Group are ...

- Gisborne District Council,
- Hastings District Council,
- Invercargill City Council,
- New Plymouth District Council,
- Rodney District Council,
- Rotorua District Council,
- Tauranga District Council,
- Timaru District Council,
- Whangarei District Council.

**Note: The scale for measuring performance for services/facilities in this National Survey was very satisfied, fairly satisfied or not very satisfied.**

**a. Satisfaction Ratings For Services/Facilities**

Residents were read out a number of Council functions and asked whether they rated the delivery of that service/those services as very good, good, just acceptable, not good or poor.

In previous years, residents were asked to rate services/facilities on a scale from very satisfied to not very satisfied.

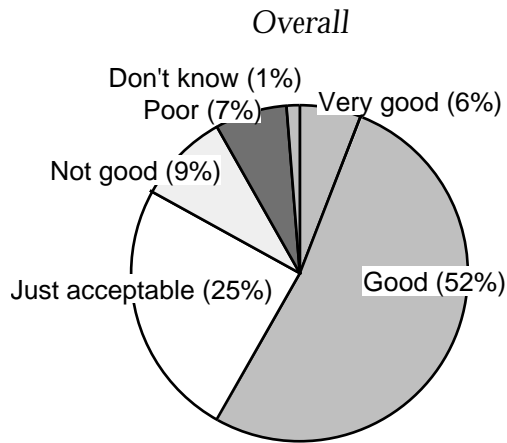
To allow comparisons to be made between 1999 and 2000 readings and the previous year's readings, the following analogy has been made:

<u>2000 &amp; 1999 Scale</u>		<u>1998 Scale</u>
Very good	=	Very satisfied
Good/just acceptable	=	Satisfied
Poor/not good	=	Not very satisfied

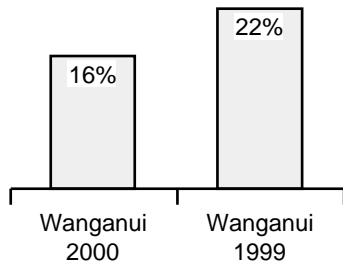
Peer Group Average and the National Average percentages are also rated on a scale from very satisfied to not very satisfied as per the 1998 scale.

**b. Satisfaction With Council Services/Facilities**

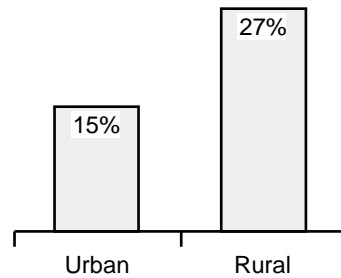
*i. Roading*



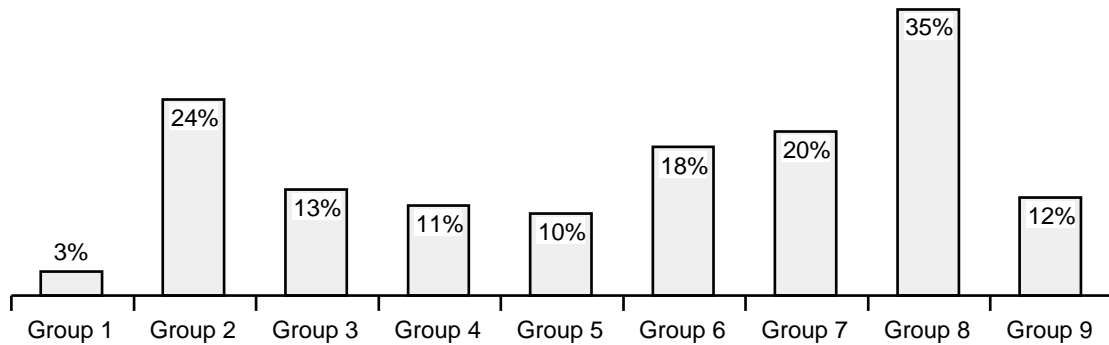
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area



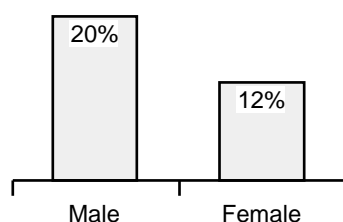
Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group



### Percent Saying 'Not Good/Poor' - Comparing Different Types Of Residents



83% of residents rate roading as just acceptable or better, compared to 77% in 1999.

16% of residents rate the District's roading as poor or not good. This is below the level of dissatisfaction (those not very satisfied) expressed by Peer Group residents (35% not very satisfied) and New Zealanders nationwide (27% not very satisfied) and 6% below the 1999 reading (22%).

Residents more likely to rate roading in the District as poor/not good are ...

- rural residents,
- men.

*What Council Needs To Do For Residents To Rate The Service As Very Good*

180 residents rate roading as just acceptable/poor/not good and give the following main suggestions as to what Council needs to do so that residents will rate the facility as very good ...

- improve condition/more maintenance/upgrading needed,

*"Some roads have good surfaces and some don't. Could be good everywhere if the time and money was put into it."*

*"Fix up the problems, e.g. Papaiti Road and upwards, Aramoho. The recent big job could have been avoided by earlier maintenance."*

*"River is eroding Riverbank Road - maintenance required following repair at orchard, it was promised."*

*"The rural roads don't have enough work done, Watershed - Ahu Ahu Road."*

*"City roads okay, but rural roads very bad."*

*"Start with some of the sorry secondary roads. Should be done up, e.g. London Street."*

*"Road to airport disgraceful."*

*"Resurfacing areas that are deteriorating - Dublin Street Bridge and in general."*

*"River Road poor."*

*"More maintenance - not just on gravel roads, but also tarseal part of Papaiti Road."*

*"Some roads need resurfacing - Harrison Street."*

*"Rural roads shocking, e.g. Makirikiri Valley road."*

*"Keep rural roads graded and maintained more than they do. They don't seem to realise just how much traffic flow there is on some of these roads."*

*"Matarawa Hill Road should be sealed."*

*"More consistent maintenance."*

*"A lot of roads should be fixed - Somme Parade is one of them, London Street also needs attention, and Glasgow Street."*

- **fix potholes/unevenness/roughness,**

"Makirikiri Valley Road - potholes."

"Too many potholes along Purnell Street."

"Mission Road - bumpy surface."

"Potholes at 'Helicopter Corner'."

"At Castlecliff, there are lots of potholes near the Pump Station and platform."

"When you've had an operation and coming home from hospital, there are bumps and lumps, it's rough."

"Potholes - in particular South Beach Road."

"Street very bumpy - St Hill Street."

"Potholes in Wanganui East streets."

"Dublin Street Bridge access - smooth surface - too rough as it."

"Potholes in Glasgow Street."

"Adjust levels and undulations, e.g. London Street beside railway."

- **improve quality of work/materials used,**

"Lack of quality control on contractors."

"They should improve the way they repair the roads - generally they are repairing the same sections over and over again."

"Surfaces are not well finished."

"They have just tarsealed the corner of Taupo Quay and Heads Road. A couple of days later it had to be ripped up and redone, as it kept breaking up."

"Potholes are not repaired properly. They don't let them settle long enough before sealing them - in Bamber Street and around Castlecliff."

"I know they are doing some work, but they're not doing good work, especially London Street (bottom of St Johns Hill) and Dublin Street Bridge."

"The roads are rough after they have completed roadworks, particularly in Aramoho, along Somme Parade."

"Should be using hot mix. Should be using higher standard of finish."

"I get slacked off when they don't sweep gravel off after roadworks."

"Local railway crossing 'repairs' consist of piling more seal on top - the train has gouged the top of this."

- **stop patching.**

"Total seal instead of patching."

"Patched up only - not succeeding on Dublin Street Bridge."

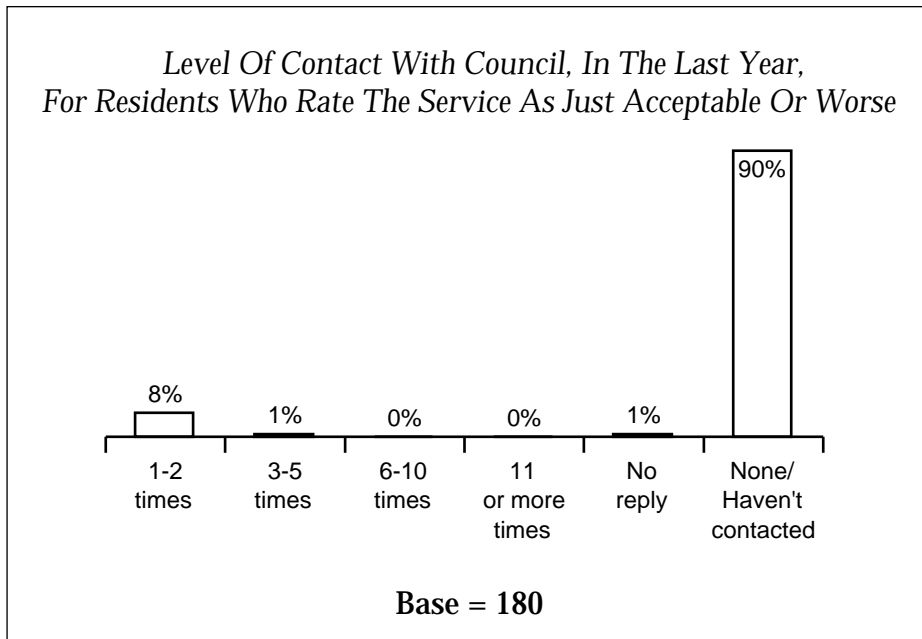
"Look like patchwork quilts with all the patching."

"Stop patching up - rip it up and do the job properly."

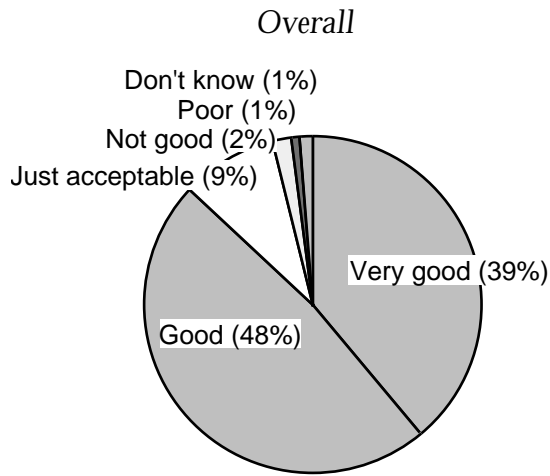
**Summary Table - Main Suggestions\* As To What Council Needs To Do For Residents To Rate Rooding As Very Good**

	Total District 2000 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Improve condition/more maintenance/upgrading needed	21	19	40
Fix potholes/unevenness/roughness	14	14	18
Improve quality of work/materials used	5	4	11
Stop patching	4	4	3

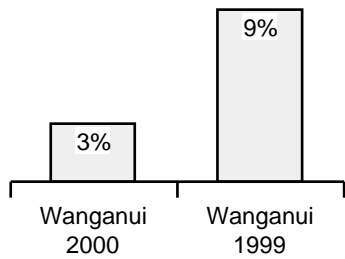
\* multiple suggestions allowed



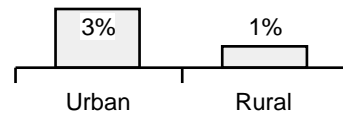
ii. Parks And Reserves



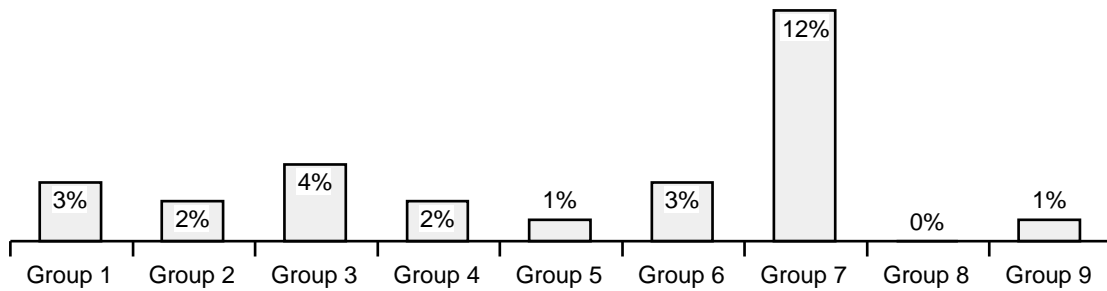
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area



Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

96% of residents rate the District's parks and reserves, as just acceptable or better, compared to 89% in 1999, including 39% who rate them very good (18% in 1999).

3% of residents rate parks and reserves as not good/poor. This is on par with both the not very satisfied reading for Peer Group residents (5%) and residents nationwide (5%), but is 6% below last year's reading.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents rating parks and reserves as not good/poor.

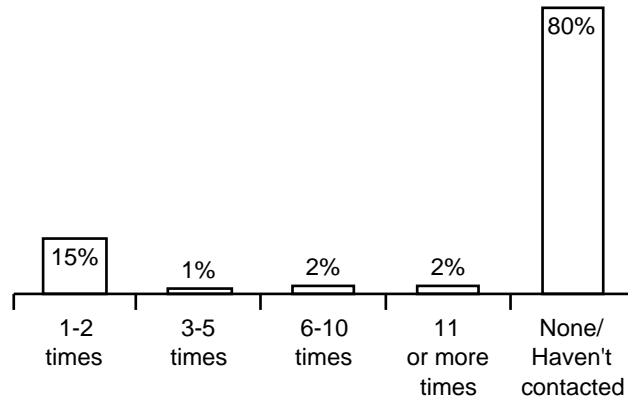
#### *What Council Needs To Do For Residents To Rate The Facility As Very Good*

The 53 residents who rate parks and reserves as just acceptable/not good/poor give the following main suggestions\* as to what Council needs to do to get residents to rate these facilities as very good ...

- **more maintenance/more regular inspections, mentioned by 4% of all residents,**
  - "Te Mana Park - it's been completely neglected. All that ever happens here is it gets mowed."*
  - "General maintenance needs improving - the Swiss Avenue Reserve."*
  - "More work at the beach reserve."*
  - "Keep tidy and maintained."*
  - "Inspected monthly or six monthly, and tidy grounds."*
  - "Toilet facilities at parks disgusting - more maintenance required - Castlecliff."*
- **tidy up/not so scruffy/rundown/overgrown/get rid of weeds, 3%,**
  - "Some parks have weeds growing that weren't there in past years."*
  - "Whanganui River is just a great panorama of willow trees. Kukuta Rest area on riverbank totally overgrown with brambles and willows."*
  - "Moutoa Gardens looks unwanted and desolate."*
  - "Castlecliff Beach - the untidiness due to driftwood."*
  - "Scruffy looking, unkempt. Even over at Kowhai Park, it gets quite ugly, although the floods contribute to it. At the beach it gets quite ugly."*
- **mow grass regularly/keep it shorter, 2%.**
  - "Need to make sure grass is mowed more often."*
  - "Grass too long in Kowhai Park."*
  - "Not mowed enough - children get bee stings."*
  - "Verges and grounds mowed and remove clippings."*

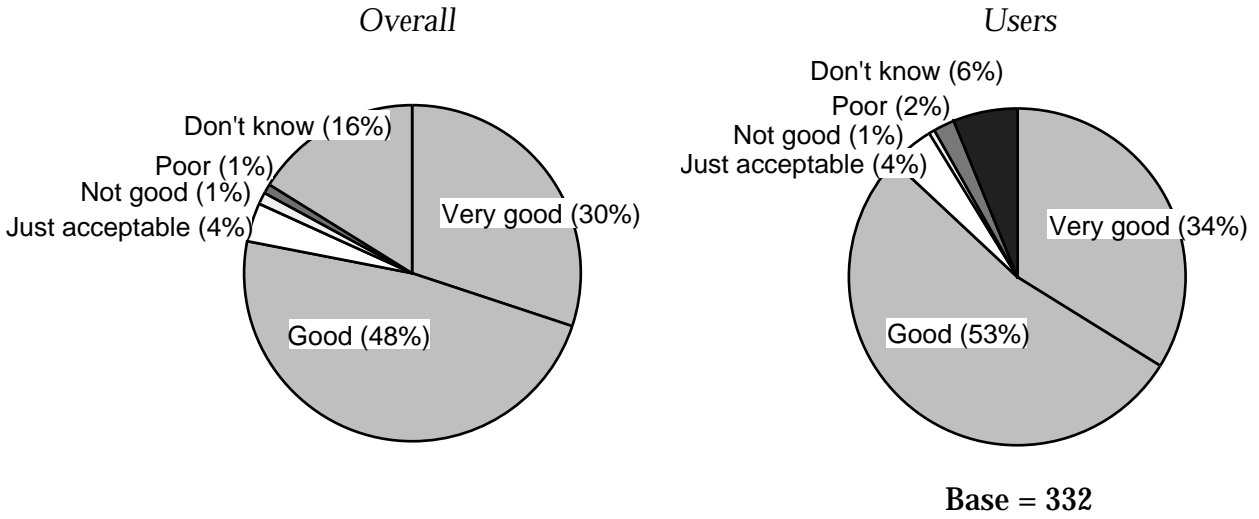
\* multiple suggestions allowed

*Level Of Contact With Council, In The Last Year,  
For Residents Who Rate The Facility As Just Acceptable Or Worse*

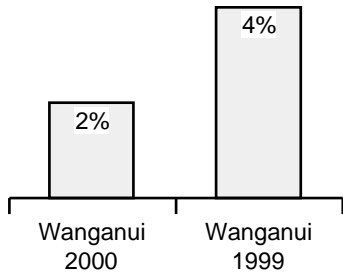


**Base = 53**

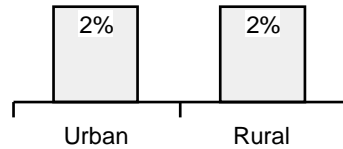
iii. Library Services



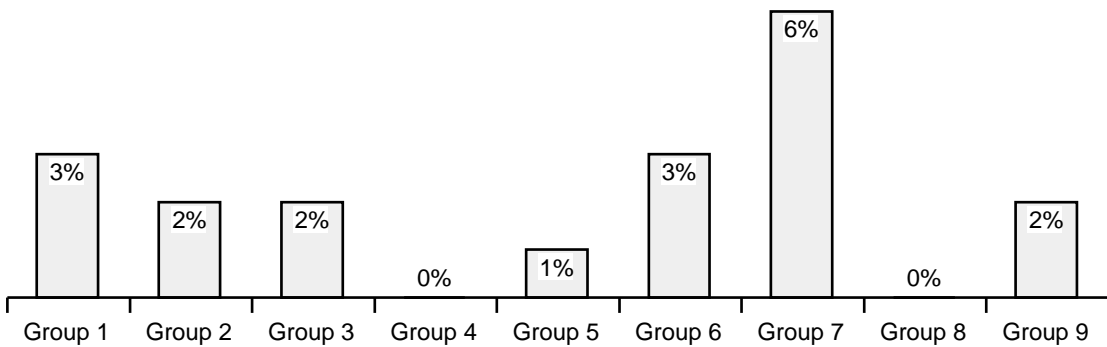
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area



Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

82% of residents rate the library service as just acceptable or better, with 30% rating it very good (25% in 1999).

2% rate the library service as not good/poor, which is on par with both the not very satisfied reading for Peer Group residents (5%) and New Zealanders on average (6%), and similar to last year's reading (4%).

78% of residents have used/visited a District library in the last 12 months. Of these, 93% rate the service just acceptable or better, and 3% of 'users/visitors' rate the library service not good/poor.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those rating the public library service as not good/poor.

#### *What Council Needs To Do For Residents To Rate The Service As Very Good*

The 27 residents who rate the library services as just acceptable/not good/poor give the following main suggestions\* as to what Council needs to do so that residents will rate the service as very good ...

- **better selection/updated/more books, mentioned by 3% of all residents,**

*"The variety of books is not very good for the size of Wanganui - Palmerston North Library is more superior."*

*"Greater variety of literature to give people the ability to delve deeper into subjects."*

*"There should be a bigger selection of books - generally."*

*"Could stock more copies of popular novels. More copies of children's reference books."*

*"Needs better catering for students."*

*"Reference and non-fiction section needs upgrading."*

- **remove/reduce library charges, 2%,**

*"Not happy about yearly charges."*

*"Library fee \$4. 50 cents per book. This service should be free, as in other cities."*

*"Library charges in our rates and still have to pay \$4 a year to belong and have a card - then pay for some books - too expensive. Remove extra costs, i.e. \$4 a year and book fees."*

*"Fiction rentals should be abolished."*

*"Should be free to ratepayers."*

*"Too high charges."*

- **more use of Mobile Library, 1%.**

*"Put the Mobile Library back on the road, e.g. Hikurangi Home."*

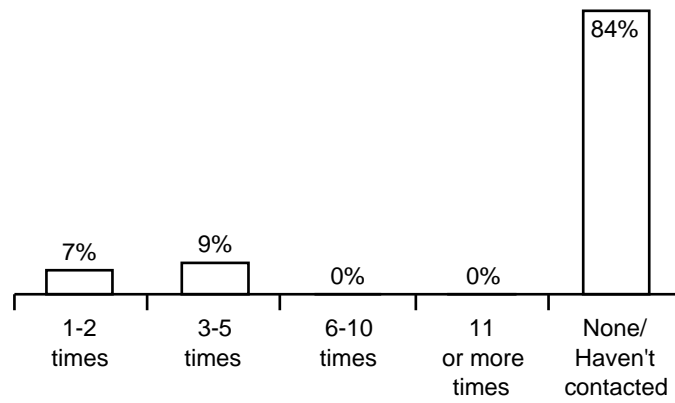
*"Rural people need better coverage of this service. Wider use of mobile to country areas."*

*"The bus should call in our area more often."*

\* multiple suggestions allowed



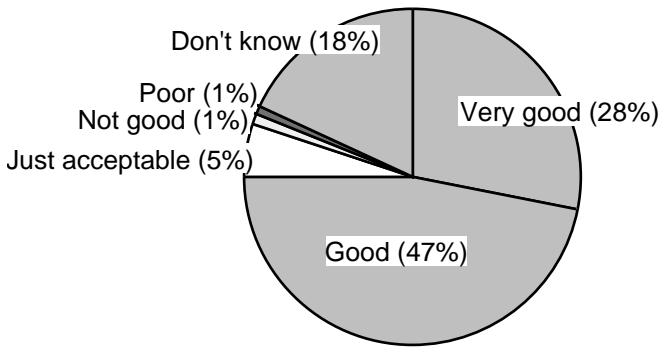
*Level Of Contact With Council, In The Last Year,  
For Residents Who Rate The Service As Just Acceptable Or Worse*



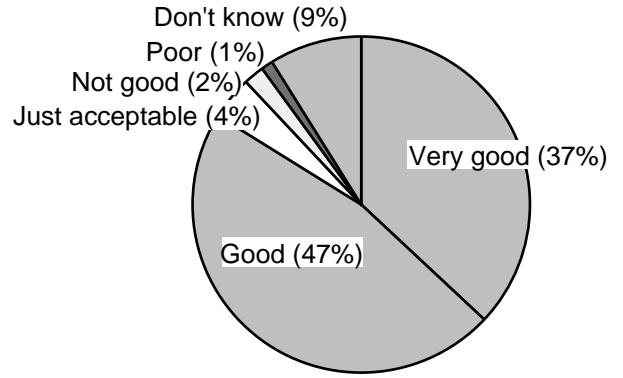
**Base = 27**

iv. Regional Museum

Overall

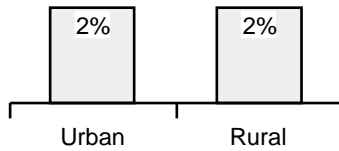


Visitors To The Regional Museum  
In Last 12 Months

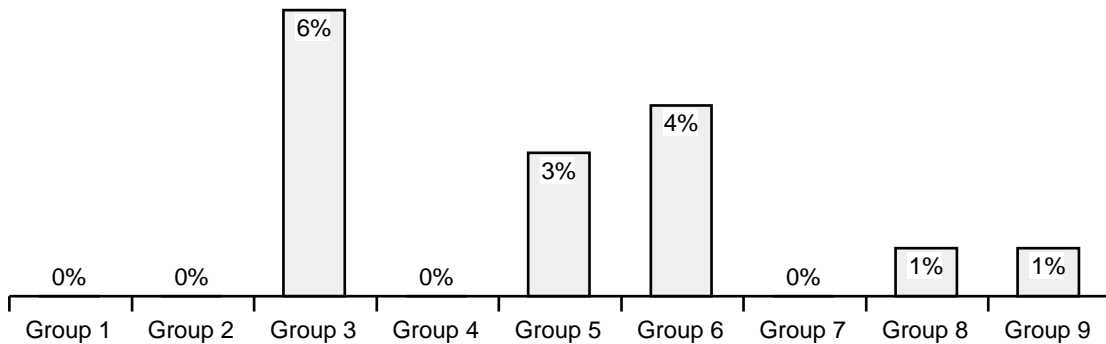


Base = 225

Percent Saying 'Not Good/Poor' - By Area



Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

80% of residents rate the Regional Museum as just acceptable or better, including 28% who rate it as very good (17% in 1999 for the Regional Museum and Sarjeant Art Gallery).

2% of residents rate the Regional Museum as not good/poor. This is below the level of dissatisfaction expressed by Peer Group residents (9%) and slightly below the dissatisfaction expressed by New Zealanders nationwide (7%).

54% of residents have visited the Regional Museum in the last 12 months. Of these, 88% rate the Museum as just acceptable or better, and 3% rate it not good/poor.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those rating the Regional Museum as not good/poor.

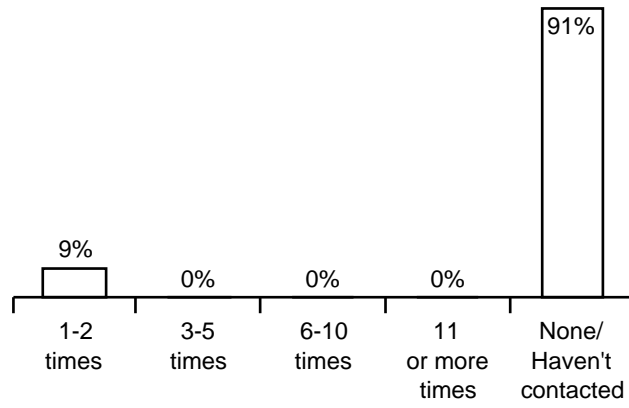
#### *What Council Needs To Do For Residents To Rate The Facility As Very Good*

The 31 residents who rate the Regional Museum as just acceptable, not good or poor, give the following main suggestions\* as to what Council needs to do to get residents to rate the facility as very good ...

- **improve/update displays/more exhibits, mentioned by 3% of residents,**
  - "Need to improve their basic displays - 'moth eaten' bird displays."*
  - "Never have any really good displays, something that the majority of people would enjoy, compared to the minority."*
  - "Improve artifact displays, enlarge more of our indigenous history."*
  - "More updated to get more younger people to go there."*
  - "Need to fill it up again - it was half empty and looked sad."*
- **displays need changing more often, 1%,**
  - "Change attractions more regularly."*
- **improve appearance, 1%,**
  - "Looking drab and weary."*
  - "Foyer area gloomy, not particularly inviting or friendly."*
  - "Have spent a lot of money on having ferns etched on glass and the carpet is threadbare. Doesn't look good."*
- **more promotion/publicity/advertising, 1%,**
  - "More publicity."*
  - "Not promoted, not many people know it's there. You don't see big signs in town saying it's there."*
  - "Needs more support from Council for promotion."*
- **less focus on Maori issues/less Maori involvement, 1%.**
  - "More European colonial and modern history - it's too Maorified."*
  - "Racial - all based around Maori."*
  - "Focused too much on Maori issues. Things which were of interest have now gone."*

\* multiple suggestions allowed

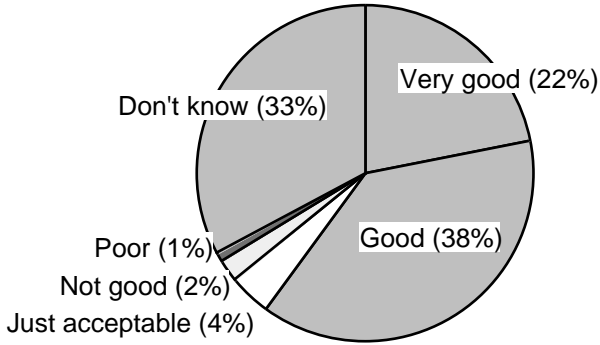
*Level Of Contact With Council, In The Last Year,  
For Residents Who Rate The Facility As Just Acceptable Or Worse*



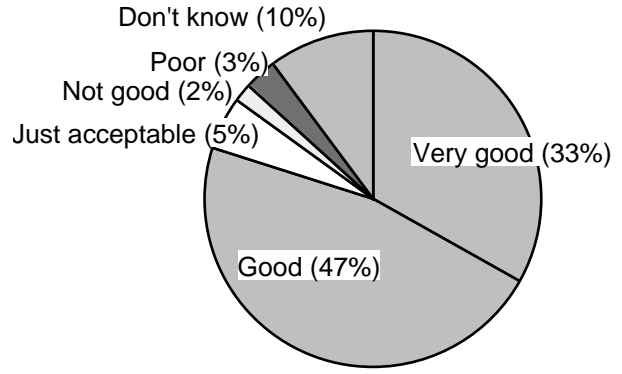
**Base = 31**

v. Sarjeant Art Gallery

Overall

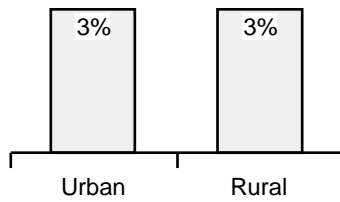


Visitors To Sarjeant Art Gallery  
In Last 12 Months

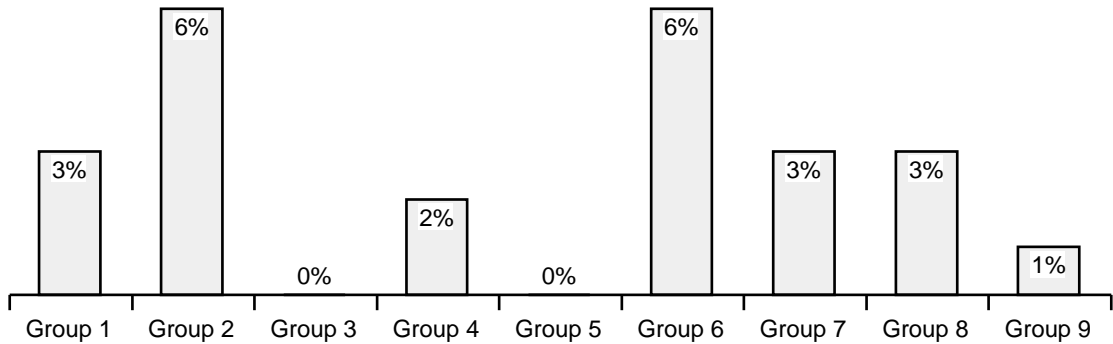


Base = 164

Percent Saying 'Not Good/Poor' - By Area



Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

64% of residents rate the Sarjeant Art Gallery as just acceptable or better, while a significant percentage (33%) are unable to comment.

3% of residents rate the Sarjeant Art Gallery as not good/poor. This is slightly below the level of dissatisfaction expressed by Peer Group residents (9%) and similar to the dissatisfaction expressed by New Zealanders nationwide (5%).

39% of residents have visited the Sarjeant Art Gallery in the last 12 months. Of these, 85% rate the Sarjeant Art Gallery as just acceptable or better, compared to 92% last year, with 5% rating it not good/poor.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those rating the Sarjeant Art Gallery as not good/poor.

*What Council Needs To Do For Residents To Rate The Facility As Very Good*

The 35 residents who rate the Sarjeant Art Gallery as just acceptable, not good or poor, give the following main suggestions\* as to what Council needs so that residents will rate the facility as very good ...

- needs to be more interesting/improved/updated, mentioned by 2% of residents,

*"Update it."*

*"Make it more inviting, more interesting."*

*"I don't use it because there are not real attractions."*

*"Needs a new curator with vision - fresh direction needed."*

- more art displayed/needs to be bigger, 2%,

*"A need for additions. Paintings in storage need more exposure. People in Wanganui would be surprised what's in storage."*

*"Display works for children."*

*"To have local artists have exhibitions there. Just a section of gallery needs to be used for this."*

*"So small."*

*"Tend to shift things too quickly, which creates lots of blank walls."*

- more variety/selection/rotation of paintings, 1%,

*"Better selection of art."*

*"Have a broader outlook to encompass all the community, e.g. Maori, Pakeha, etcetera."*

*"More artists visiting."*

*"Display a wider range of art. I've seen what's in the basement and it's better than what's on show."*

*"Maybe monthly rotation of paintings."*

- **more traditional art/too much modern art, 1%,**

*"Not enough traditional art."*

*"Have exhibition that I appreciate. Art lovers catered for more than mainstream classical art."*

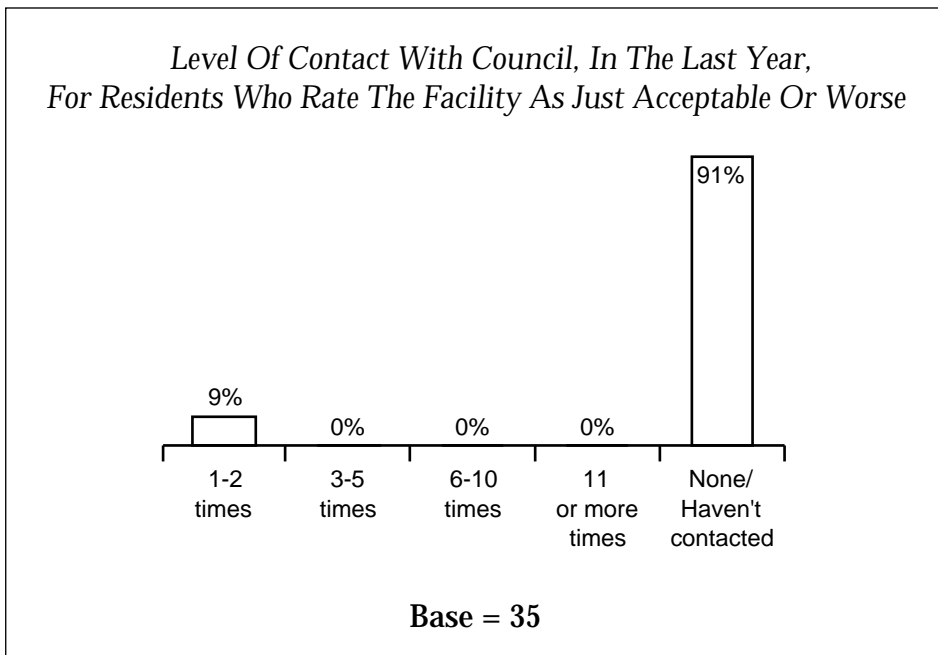
*"Not worthwhile going to see modern art, no-one understands what they are. Need more large New Zealand paintings and statues."*

- **more advertising/promotion, 1%.**

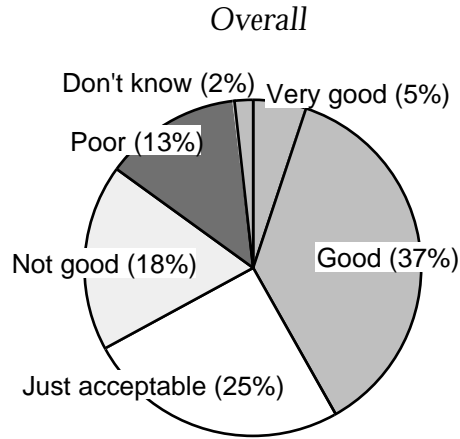
*"Advertise, promote it more if you're into art."*

*"What is there? Doesn't interest me because I don't know what is there and I didn't know it was free."*

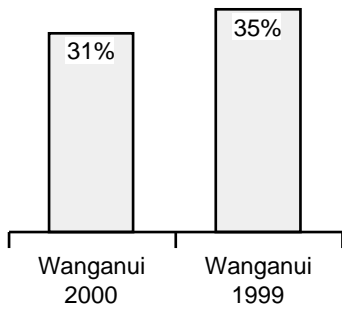
\* multiple suggestions allowed



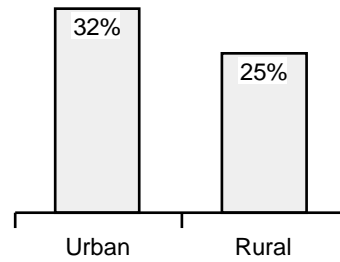
vi. Footpaths And Berms



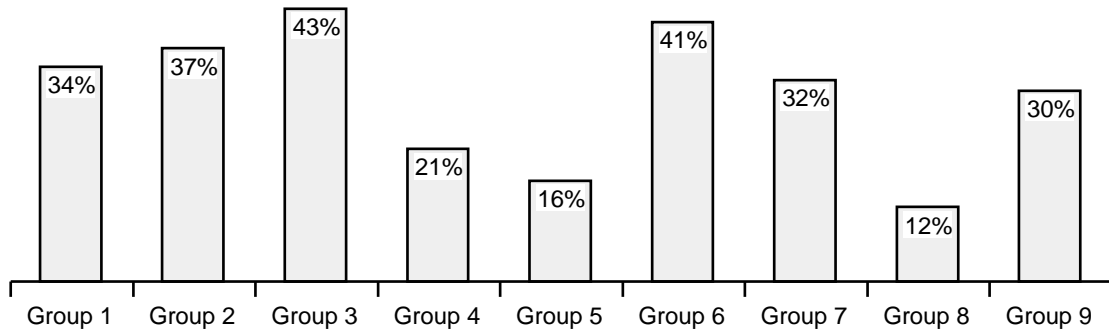
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area



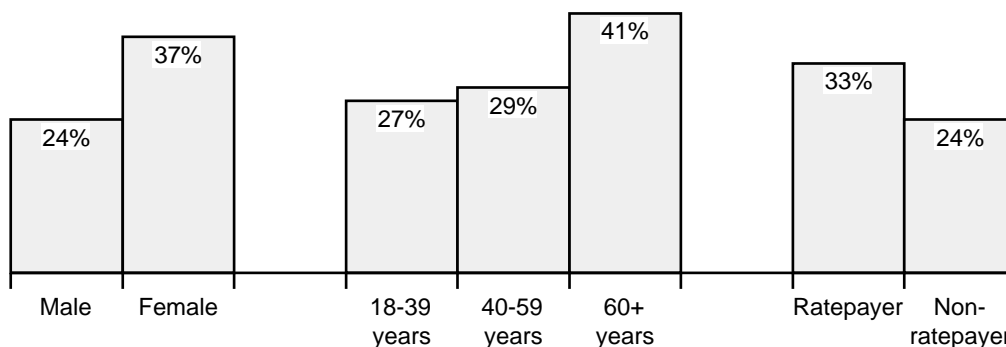
Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group



Percent Saying 'Not Good/Poor' - Comparing Different Types Of Residents



67% of residents rate the Wanganui District's footpaths and berms, as just acceptable or better, compared to 64% in 1999.

31% of residents rate the footpaths and berms in the District as not good/poor (35% in 1999). This is on par with to the Peer Group Average (28%) and the National Average (27%) for residents not very satisfied with footpaths only.

Residents more likely to rate footpaths as not good/poor are ...

- women,
- residents aged 60 years or over,
- ratepayers.

It also appears that urban area residents are slightly more likely, than rural area residents, to feel this way.

### *What Council Needs To Do For Residents To Rate The Service As Very Good*

**246 residents rate footpaths and berms as just acceptable, not good or poor, and give the following main suggestions as to what Council needs to do so that residents will rate the service as very good ...**

- **improve/repair/upgrade,**

*“Maintenance more often.”*

*“Some areas need attention, e.g. Aramoho, Castlecliff (outlying suburbs).”*

*“Do equal amounts of maintenance in each suburb on footpaths.”*

*“Upgrade and fix them, particularly in Gonville.”*

*“Footpaths at Fordell need upgrading.”*

*“Replace slabs with continuous concrete.”*

*“A few footpaths in Wanganui East and Putiki are quite bad.”*

*“More maintenance is needed, particularly near the beach - Rangiora Street.”*

*“Generally in Castlecliff the footpaths are very poor. They need to put some effort into upgrading them.”*

*“The footpaths should be uprooted and relaid properly - Polson Street between Carson Street and Bamber Street.”*

*“Upgrade them - Upper Victoria Avenue.”*

*“The gutters get swept, but the footpaths don't.”*

*“Driveways and footpaths need repairing - Kitchener Street.”*

*“Footpaths at the bottom end of Ingestre and Liverpool need work.”*

*“In Fordell need repairs.”*

*“Hot mix asphalt in older parts of the City should be concreted.”*

- **fix unevenness/roughness/broken surfaces/potholes,**

*“Up by Aramoho School it's uneven.”*

*“Moore Avenue - uneven surface.”*

*“Lots of uneven surfaces in Mahoney Street.”*

*“Broken footpaths at Fordell.”*

*“Concrete uneven in Tanguru and Patapu Street.”*

*“Very uneven in Gonville area.”*

*“My mum has terrible trouble with the footpaths and keeps falling over because they're uneven - Rimu and Harper Streets.”*

*“Durie Hill - uneven slabs”.*

*“Tripped on footpath opposite Virginia Lake and broke big toe. Has taken 6 months and ongoing physio and only starting to walk on it.”*

*“There are a lot of concrete sectional slabs that are uneven for old people and wheelchairs, i.e. Heads Road between Gonville and Caius Avenue.”*

*“Somme Parade paths uneven.”*

*“They need to level the footpaths in Wicksteed Street, but I don't want them to pull up the trees.”*

*“Around Keith Street Kindy they're quite rough.”*

*“Uneven slabs need levelling, e.g. Tanguru Street.”*

- **some are dangerous/make them safer,**

*“There is a problem in Wanganui East - walkway from Mahoney Street to Talbot Street which has dangerous concrete blocks.”*

*“Sometimes there’s glass on the footpath by Gonville School and it’s dangerous for the children.”*

*“Suburbs should be looked at as much as City re safety issue.”*

*“Tiles in CBD are slippery when wet.”*

*“Footpaths are in dangerous condition at Fordell.”*

*“They are dangerous and need to be levelled out - Tanguru Street, Wanganui East.”*

*“Moore Avenue - unsafe.”*

*“Unsafe footpaths, e.g. Aramoho.”*

*“Durie Hill footpaths are dodgy.”*

*“Gonville Avenue - dangerous, especially for elderly.”*

*“Asphalt footpath, particularly around Aramoho area and around Castlecliff Avenue, uneven and dangerous for older people. Rural berms are not wide enough for safe walking.”*

- **berms/edges need tidying up,**

*“Berms mowed more regularly, just like on St. Johns Hill.”*

*“Berms are really scruffy in Fox Road area.”*

*“If berms can’t be kept mowed, get rid of them.”*

*“Berms at end of Kakaho Drive not mowed unless Council contacted. Fire hazard from uncut grass.”*

*“Rural roadsides are definitely neglected.”*

*“Tidy the berms - rubbish sitting round for ages.”*

*“Work was not completed on berm.”*

- **fix tree root problems.**

*“Because of the plane tree roots - Upper Avenue - you don’t look around as you’re walking, you keep your head down.”*

*“Tree roots causing footpaths to crack.”*

*“Trees removed as the roots undermine the footpaths.”*

*“Tree roots have lifted the footpath. Several areas really - Gonville Avenue is one.”*

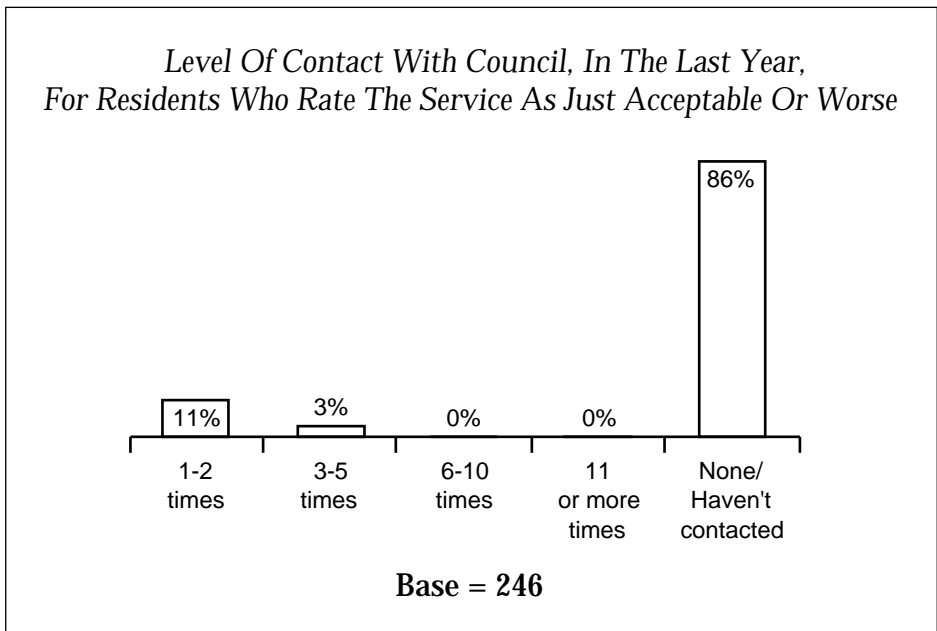
*“Tree roots - Somme Parade.”*

*“Roots in footpath - Glasgow Street.”*

**Summary Table - Main Suggestions\* As To What Council Needs To Do For Residents To Rate Footpaths And Berms As Very Good**

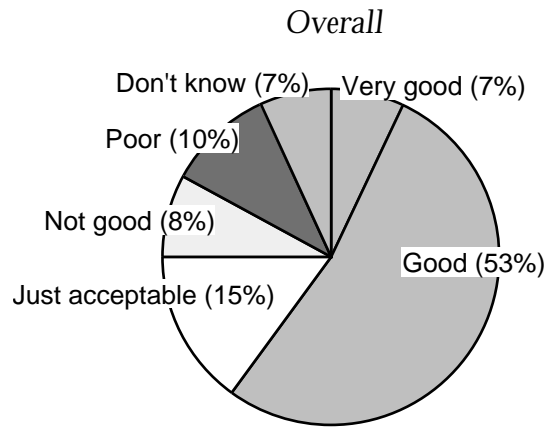
	Total District 2000 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Improve/repair/upgrade	29	30	22
Fix unevenness/roughness/broken surfaces/potholes	25	26	17
Some are dangerous/make them safer	8	9	7
Berms/edges need tidying up	6	5	6
Fix tree root problems	5	5	-

\* multiple suggestions allowed

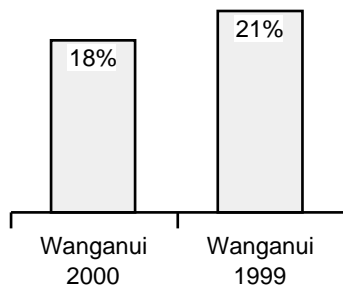


vii. Water Services

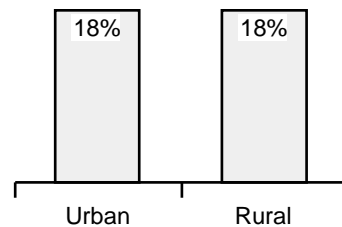
(i.e. urban and rural water supply, stormwater drainage and sewage disposal)



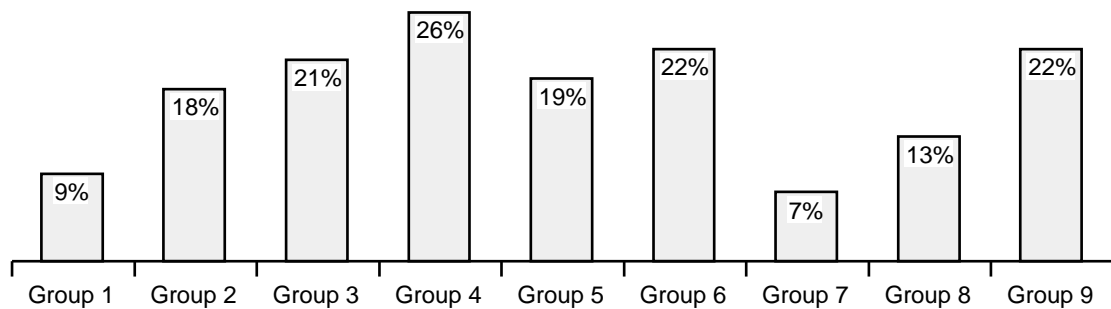
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area

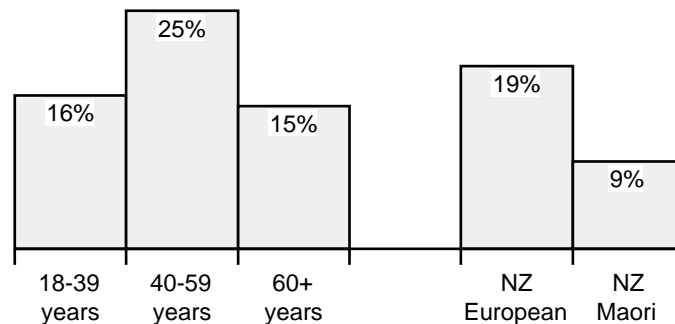


Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

Percent Saying 'Not Good/Poor' - Comparing Different Types Of Residents



75% of residents rate the District's water services as just acceptable or better (69% in 1999), while 18% rate the service as not good/poor (21% in 1999).

Residents more likely to rate water services as not good/poor are ...

- residents aged 40 to 59 years,
- NZ European residents.

42% of rural residents are unable to rate the Council's delivery of this service, compared to 3% of urban residents.

*What Council Needs To Do For Residents To Rate The Service As Very Good*

The 143 residents who rate the District's water services as not just acceptable/good/poor give the following main suggestions as to what Council needs to do for residents to rate the service as very good ...

- improve quality/not drinkable,

*"Quality of drinking water shocking."*

*"Town water supply not pleasant to drink - needs some form of treatment."*

*"Some of the water supply out here is disgusting - especially Maxwell water supply - notice it washing out milking tanks."*

*"We buy our drinking water."*

*"Have filter for water."*

*"The water is lousy. I use a tea strainer to get rid of bits."*

*"Would like it sampled."*

*"Make the water drinkable at Fordell."*

- remove lime from water/lime deposits,

*"Lime is a big problem in the water."*

*"Get rid of the lime."*

*"Lime in the water - got worse in last 2 years."*

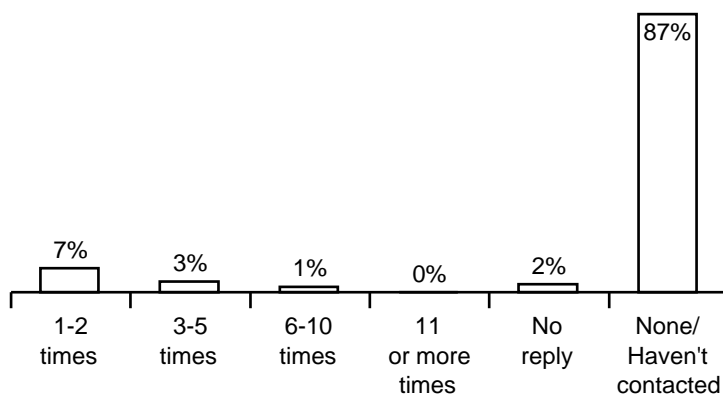
- **taste of water needs improving,**
  - “Improve the taste, it’s disgusting.”*
  - “Tastes funny sometimes.”*
  - “Tastes muddy.”*
  - “Terrible taste.”*
  - “Take away the tang in the water.”*
  - “Earthy taste.”*
  
- **needs upgrading/improving,**
  - “Needs a major upgrade.”*
  - “Urban and rural water supply needs to be upgraded.”*
  - “Time for a major upgrade of services.”*
  - “Put in new mains for town supply (new system).”*
  
- **water is hard/needs softening.**
  - “Do not like the hard water.”*
  - “Hardness of supply - have to use a lot of softener, which is costly to a beneficiary.”*

**Summary Table - Main Suggestions\* As To What Council Needs To Do For Residents To Rate Water Services As Very Good**

	<b>Total District 2000 %</b>	<b>Area</b>	
		<b>Urban %</b>	<b>Rural %</b>
<b><u>Percent who mention ...</u></b>			
<b>Improve quality/not drinkable</b>	<b>11</b>	<b>11</b>	<b>9</b>
<b>Remove lime from water/lime deposits</b>	<b>9</b>	<b>10</b>	<b>-</b>
<b>Taste of water needs improving</b>	<b>6</b>	<b>7</b>	<b>-</b>
<b>Needs upgrading/improving</b>	<b>4</b>	<b>4</b>	<b>8</b>
<b>Water is hard/needs softening</b>	<b>4</b>	<b>4</b>	<b>3</b>

\* multiple suggestions allowed

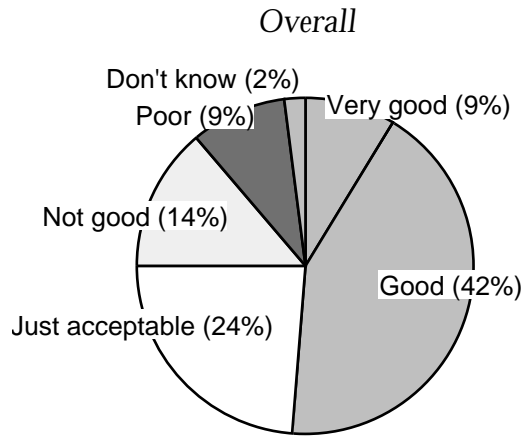
*Level Of Contact With Council, In The Last Year,  
For Residents Who Rate The Service As Just Acceptable Or Worse*



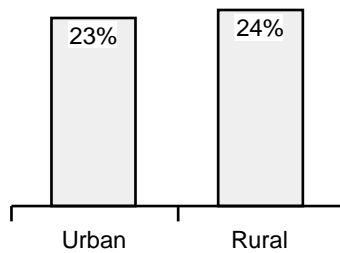
**Base = 143**



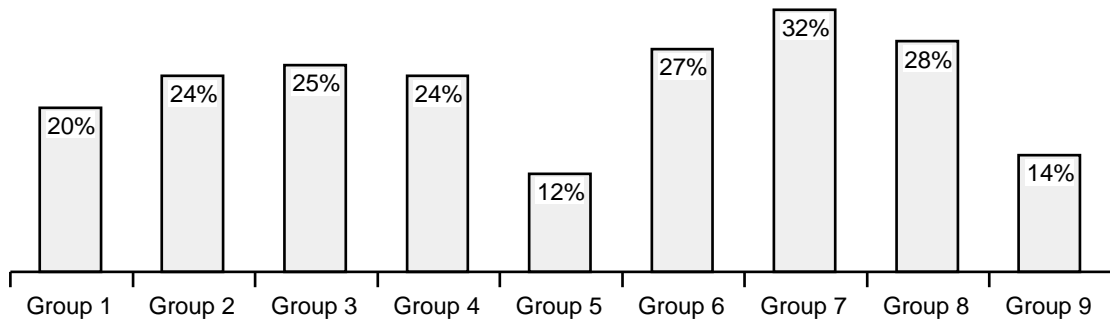
viii. Control Of Litter In Streets And Other Public Spaces



Percent Saying 'Not Good/Poor' - By Area

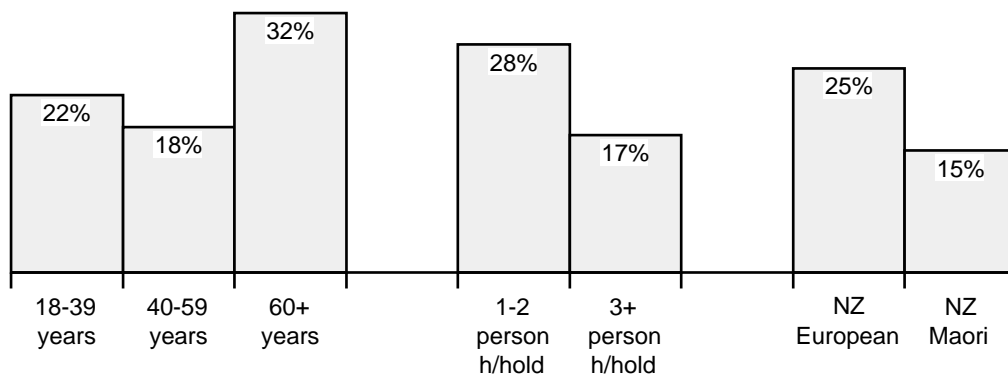


Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

Percent Saying 'Not Good/Poor' - Comparing Different Types Of Residents



75% of residents rate the control of litter in streets and other public spaces as just acceptable or better.

23% of residents rate the District's control of litter in streets and other public spaces as not good/poor (26% in 1999). This is on par with the level of dissatisfaction (those not very satisfied) expressed by Peer Group residents (27% not very satisfied) and similar to New Zealanders on average (23% not very satisfied) for litter control.

Residents more likely to rate the control of litter in streets and other public spaces as not good/poor are ...

- residents aged 60 years or over,
- residents who live in a one or two person household,
- NZ European residents.

*What Council Needs To Do For Residents To Rate The Service As Very Good*

201 residents rate the control of litter in streets and other public spaces as just acceptable, not good or poor, and give the following main suggestions as to what Council needs to do so that residents will rate the service as very good ...

- have less litter and rubbish around,

*"Always in main areas around shops and fast food."*

*"Rubbish on street - Victoria Avenue seems the only one cleaned."*

*"Rubbish along the riverbank increasing."*

*"Litter on sides of road up Parapara and to Airport."*

*"Rubbish everywhere."*

*"River awful - Landguard Bluff - vehicle bits, possums."*

*"Rubbish in Queens Park."*

*"Litter in parks and streets out of CBD."*

*"Park on corner of Fox Road and Oxford Road full of litter."*

*"All rubbish from New World blown onto my section."*

*"Castlecliff area can get grotty - dubious sometimes, showing people around some areas."*

- **could do better/have more control,**

*“Clean up rubbish lying around the streets, both City and rural areas - noticeable on returning to Wanganui from working on roads elsewhere.”*

*“Clean up litter - Ingestre Street by shops.”*

*“I just think they should have it more routinely controlled. Carpark at Springvale Park and surrounding grounds not cleaned too often - after tournaments it’s a mess.’*

*“Think they could do better, especially at parks and reserves.”*

*“Make sure streets are clean of rubbish.”*

*“More regular cleaning up.”*

*“Some places need work, e.g. River Road and some rural roads.”*

*“Tidy it up, especially the beach.”*

*“Side streets and back streets ignored.”*

*“Cover wider areas.”*

- **stop people dumping rubbish,**

*“People are lazy.”*

*“I don’t know if it’s anything Council can do, but certainly respect for property and pride in the City has dropped.”*

*“People are starting to dump refuse on our walkways and riverbanks.”*

*“This is not necessarily a Council problem, community responsibility. Some people will never be tidy.”*

*“We are now in a throw-away society creating more litter.”*

*“People dumping rubbish anywhere - no respect for environment.”*

*“More lighting in parks and reserves to deter hooligans from parking and throwing their empty bottles away.”*

*“Concern for dumping of rubbish at fishing platforms and along river.”*

*“Household rubbish in bins.”*

- **provide more rubbish bins,**

*“Would like to see a litter bin placed between Swiss Avenue and Bigness Street, which is frequently covered with rubbish.”*

*“Supply more rubbish containers around town.”*

*“More bins around popular recreation areas.”*

*“More public rubbish bins, especially in parks and reserves.”*

*“Needs more bins - beach and river areas.”*

*“Park on corner of Fox Road and Oxford Road - no rubbish bin.”*

*“Takeaway shop in Aramoho - Somme Parade - no rubbish bin.”*

- **educate the public/encourage people to be tidy.**

*“Educate people to be tidy Kiwis and take pride in their environment.”*

*“Educate public to be responsible.”*

*“Educate people to put rubbish in rubbish bins.”*

*“Perhaps education in schools, especially young ones.”*

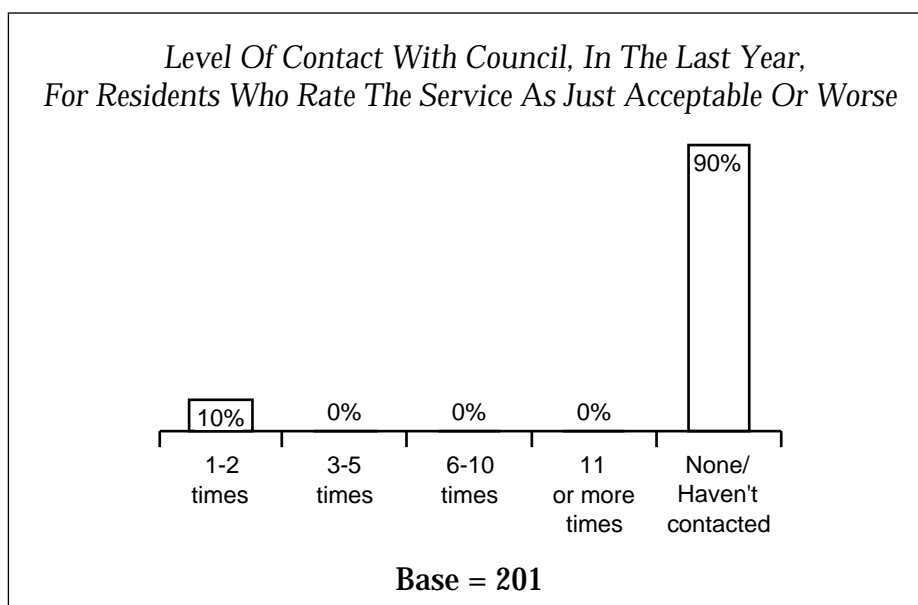
*“More education of public to not use street receptacles for household rubbish.”*

*“Promote a positive change in social attitude - all bodies work together to effect that change.”*

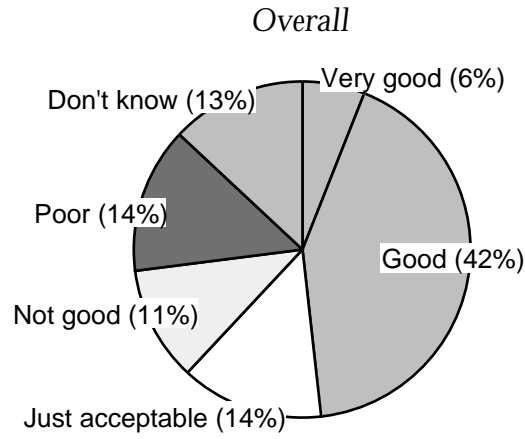
**Summary Table - Main Suggestions\* As To What Council Needs To Do For Residents To Rate The Control Of Litter As Very Good**

	Total District 2000 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Have less litter and rubbish around	<b>11</b>	12	7
Could do better/have more control	<b>9</b>	9	8
Stop people dumping rubbish	<b>7</b>	7	6
Provide more rubbish bins	<b>7</b>	8	3
Educate the public/encourage people to be tidy	<b>6</b>	6	8

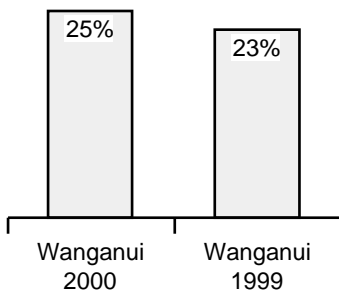
\* multiple suggestions allowed



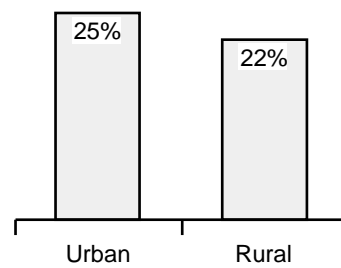
ix. Recycling Of Refuse



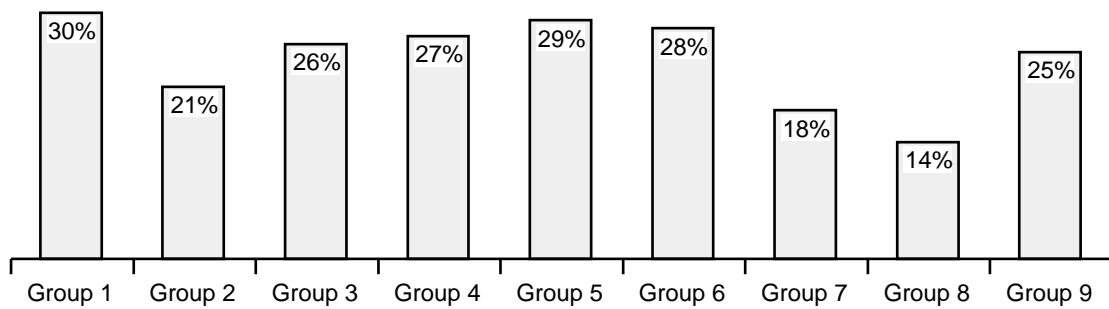
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area

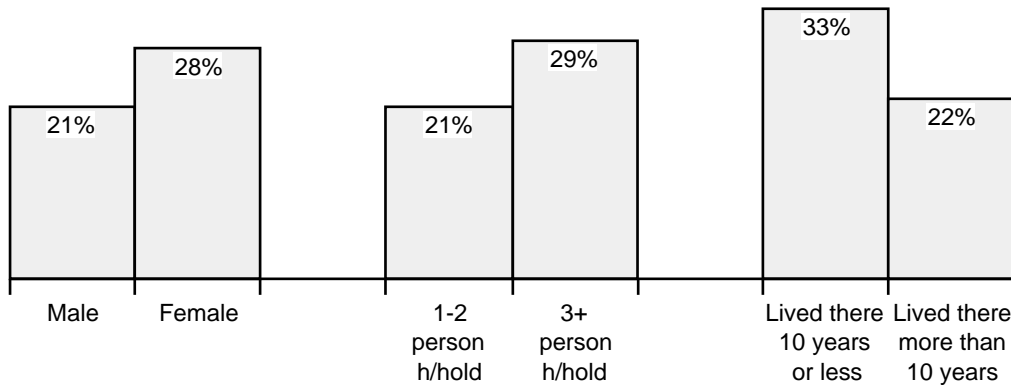


Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

Percent Saying 'Not Good/Poor' - Comparing Different Types Of Residents



62% of residents rate the recycling of refuse as just acceptable or better, with 25% rating this service as not good/poor. These readings are similar to last year's measurements.

The percent rating not good/poor (25%) is on par with the Peer Group Average (28%) and similar to the National Average (26%) for residents not very satisfied with refuse disposal (landfill sites and recycling).

Residents more likely to rate the recycling of refuse as not good/poor are ...

- women,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

*What Council Needs To Do For Residents To Rate The Service As Very Good*

The 173 residents who rate recycling of refuse as just acceptable, not good or poor, give the following main suggestions as to what Council needs to do for residents to rate the service as very good ...

- do more to encourage recycling/ non-existent,

*"Appears to be non existent."*

*"More enhanced recycling, similar to Christchurch recycling."*

*"Council doesn't have adequate recycling, Hamilton City has a good system."*

*"They don't do any, which amazes me. Even if the Council had to pay people, it would be worth it."*

*"There isn't any unless you go the tip, our recycling bin has gone."*

*"Council do not recycle refuse, should have been put up to public tender."*

*"They'll have to put more money into this to get the benefits."*

*"Not sufficient, needs re-organising."*

- **lower cost/dump charges too high,**

*“Reduce tip fees.”*

*“Should be a free dump for bottles, people put off recycling because of the cost.”*

*“Tip fees too expensive.”*

*“Charging for disposal - should be free. Charges at the dump are ridiculous, causing people to dump refuse anywhere.”*

*“Recycling should be free to all residents.”*

- **more promotion/encouragement/education needed/more information,**

*“Promote a bit harder.”*

*“Better public education of recycling options.”*

*“Encourage public to conserve and improve paper, tin, glass recycling.”*

*“Lack of positive emphasis on recycling.”*

*“Have a real recycling policy, with incentives for people to recycle.”*

*“Didn’t know we could leave recyclables at our gate.”*

*“Would like more information, not publicised enough.”*

*“Educate people to do it properly - what to do in separation of various types of refuse.”*

*“Send leaflets around to highlight, encourage and teach recycling.”*

*“Need more information on what can or cannot be recycled.”*

*“Public don’t seem to know if they can put certain things out for recycling.”*

*“Create an incentive scheme.”*

- **sort the recyclable rubbish/don't throw it all in together.**

*“Disconcerting when you sort your rubbish and it all gets thrown into the general bin.”*

*“Separated rubbish appears to go in the same container at the back of the truck.”*

*“Everything goes in one truck - who separates?”*

*“What happens when recyclables go into same rubbish truck?”*

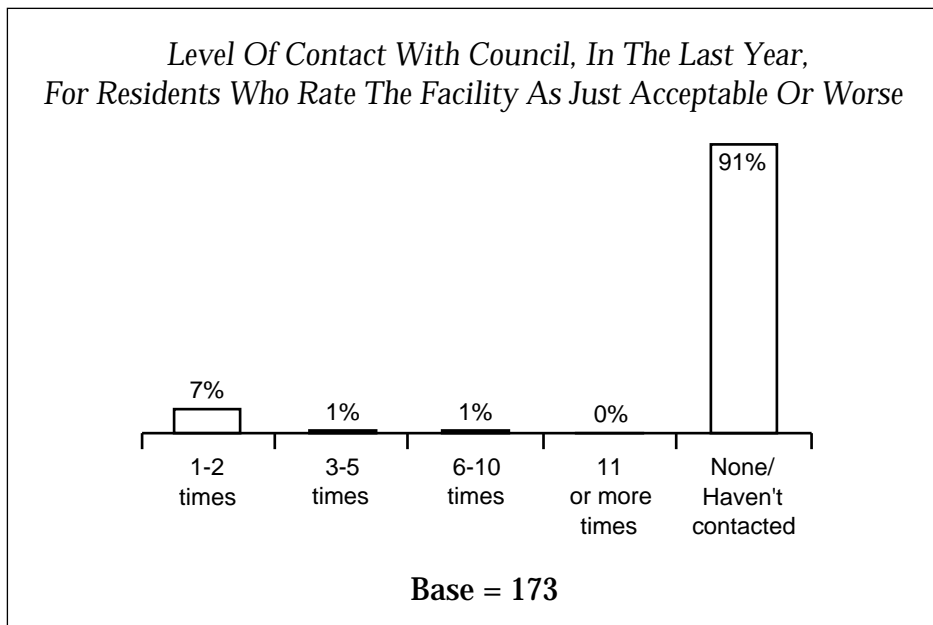
*“Need a special vehicle to pick up recyclable.”*

*“What recycling? Doesn’t seem to be separated at the point of pick up.”*

Summary Table - Main Suggestions\* As To What Council Needs To Do For Residents To Rate Recycling Of Refuse As Very Good

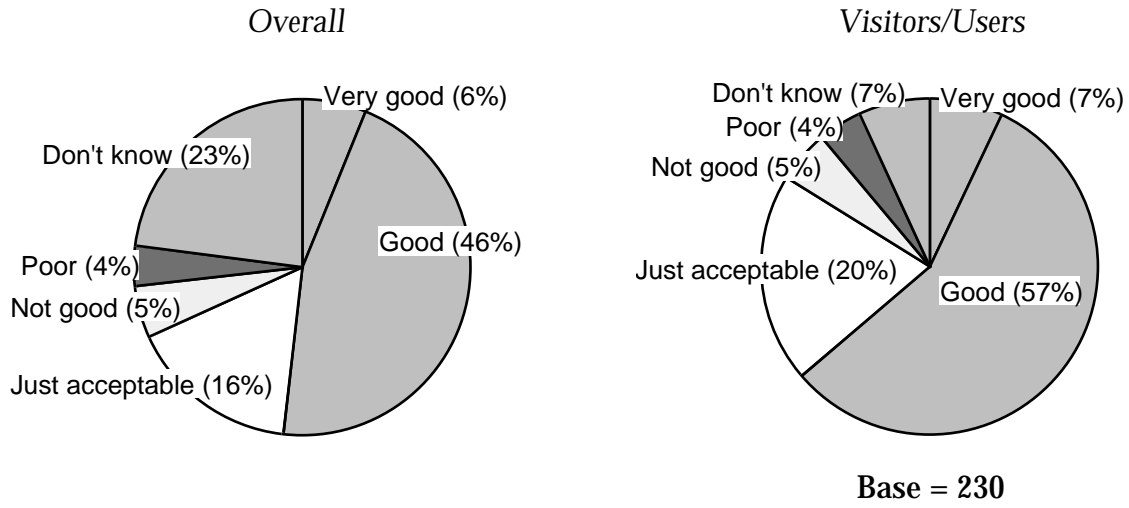
	Total District 2000 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Do more to encourage recycling/ non-existent	10	11	5
Lower cost/dump charges too high	9	9	7
More promotion/encouragement/education needed/ more information	8	8	10
Sort the recyclable rubbish/don't throw it all in together	7	6	10

\* multiple suggestions allowed

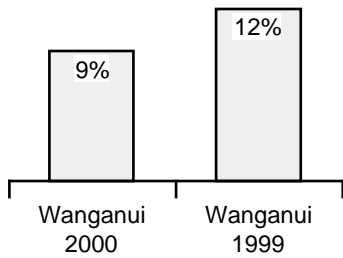




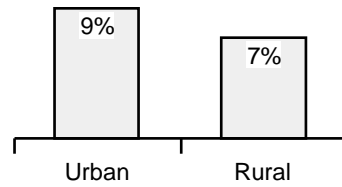
x. The Airport



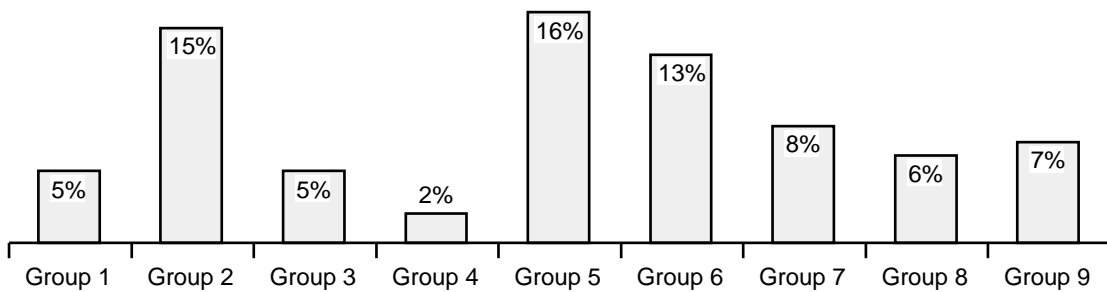
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area

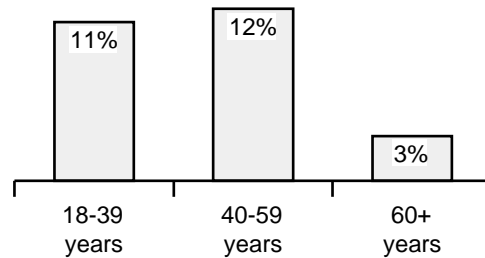


Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

Percent Saying 'Not Good/Poor' - Comparing Different Types Of Residents



68% of Wanganui residents rate the Airport as just acceptable or better, while 11% rate it not good/poor. These readings are similar to last year's findings.

23% are unable to comment. This is probably due to only 51% of residents saying they have used/visited the Airport in the last 12 months. Of these users/visitors, 84% rate the Airport just acceptable or better and 9% rate it not good/poor.

Residents aged 18 to 59 years are more likely to rate the Airport not good/poor, than residents aged 60 years or over.

*What Council Needs To Do For Residents To Rate The Facility As Very Good*

The 108 residents who rate the Airport as just acceptable, not good or poor, give the following main suggestions as to what Council needs to do for residents to rate the facility as very good ...

- needs improving/upgrading/lacks maintenance,

*"Paint the building."*

*"Brighten it up."*

*"Could improve the garden area."*

*"Last time I went through, it didn't look like a place where you'd arrive into a City. It needs a lot more maintenance."*

*"They need to make the entrance better. It needs to be attractive. It's looking very rundown."*

*"Needs a good face-lift."*

*"The building needs modernising."*

*"Shabby inside, good makeover needed. Does not stand up to the rest of Wanganui, especially compared to the main street."*

*"New carpet in terminal, new seats. General tidy up."*

*"The Airport buildings need an upgrade and revamp - look what Nelson has for an airport - a good model."*

- **more flights needed/go to Palmerston North for more choice,**

*“Flights not convenient.”*

*“There should be more flights in and out - National.”*

*“Most people going out of town to Palmerston North for more choice of service.”*

*“More flights needed to Wellington - excellent flights to Auckland.”*

*“International would be nice.”*

*“It’s a shame they’ve stopped a lot of our flights. We have to go to Palmerston North for most flights.”*

- **lack of use/encourage use.**

*“Lack of use by both airlines and people.”*

*“Greater use should be encouraged.”*

*“Not used to full potential.”*

*“Any way to make our Airport thrive. There is no initiative - we are missing something out there.”*

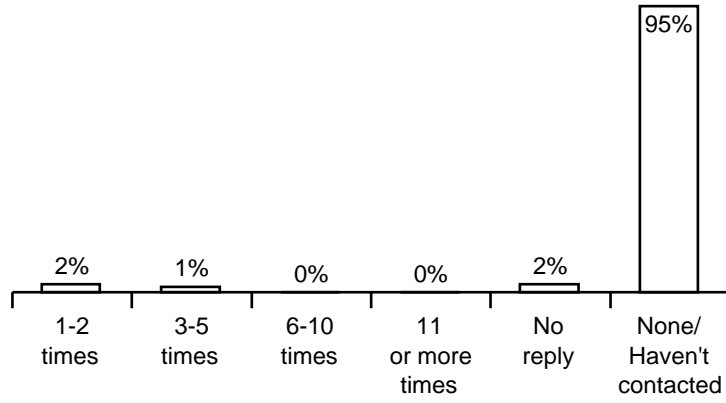
*“More use, more people - it’s not being used - how is it funded?”*

**Summary Table - Main Suggestions\* As To What Council Needs To Do For Residents To Rate The Airport As Very Good**

	<b>Total District 2000 %</b>	<b>Area</b>	
		<b>Urban %</b>	<b>Rural %</b>
<b><u>Percent who mention ...</u></b>			
Needs improving/upgrading/lacks maintenance	<b>10</b>	<b>10</b>	<b>12</b>
More flights needed/go to Palmerston North for more choice	<b>6</b>	<b>6</b>	<b>3</b>
Lack of use/encourage use	<b>6</b>	<b>6</b>	<b>3</b>

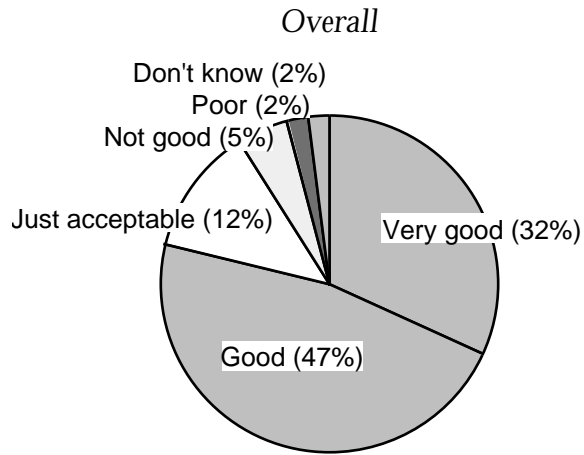
\* multiple suggestions allowed

*Level Of Contact With Council, In The Last Year,  
For Residents Who Rate The Service As Just Acceptable Or Worse*

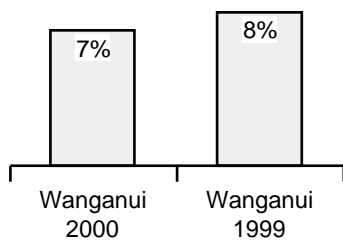


**Base = 108**

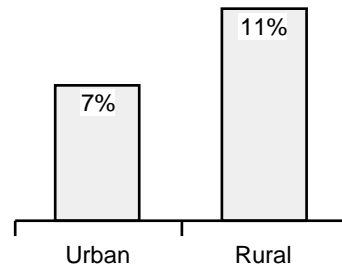
xi. Central Business District Services  
(maintenance, beautification, promotion and parking)



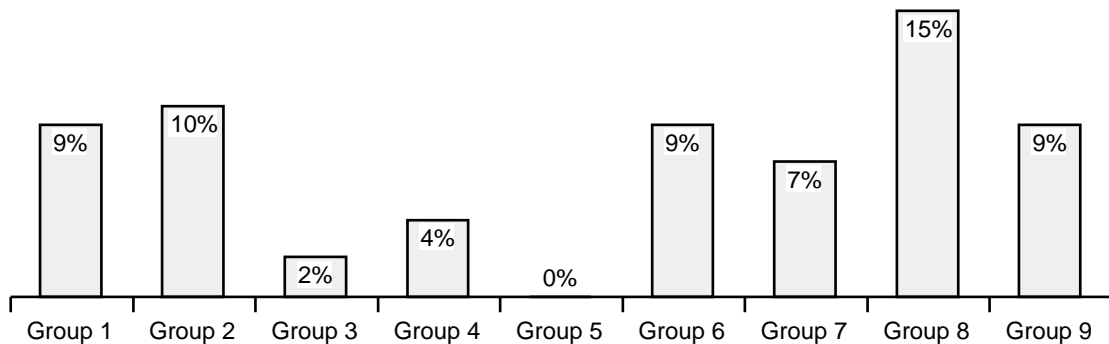
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area



Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

91% of residents rate Central Business District services as just acceptable or better, including 32% who rate them as very good (24% in 1999). 7% rate the services as not good/poor.

There are no notable differences between urban and rural areas, area groups and socio-economic groups in terms of those residents rating Central Business District services as not good/poor.

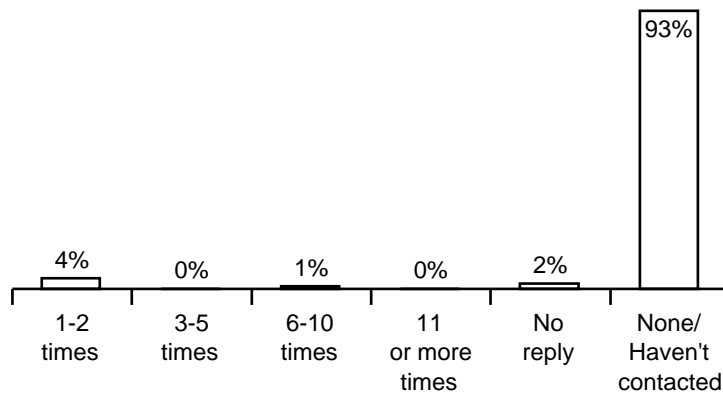
*What Council Needs To Do For Residents To Rate The Service As Very Good*

82 residents rate Central Business District services as just acceptable, not good or poor, and give the following main suggestions\* as to what Council needs to do for residents to rate the service as very good ...

- need more parking, mentioned by 8% of all residents,
  - “Not enough parking, build a parking lot.”*
  - “The Council should increase the amount of parking in the CBD area.”*
  - “Remove the bits in Victoria Avenue with bumps and flowers and turn them into more carparks.”*
  - “Provide more parking in central area - a parking building of some sort.”*
  - “More parking away from the centre that’s not too far to walk, or shuttle provided.”*
  - “Rip out the trees and put in car parking - improve the access.”*
  - “Knock over some old buildings and make more parking.”*
- other parking issues, 4%,
  - “Not enough free parking close in.”*
  - “Parking too expensive.”*
  - “High charge - rather park in Trafalgar Square.”*
  - “If you go to the movies, you can’t put enough money in the meter for the duration of the movie.”*
  - “The flower partitions make it hard when backing out.”*
  - “Parks are close together, especially Main Street.”*
  - “Metal surrounds on trees make it difficult to see when backing out, not to mention size of trees, not good.”*
  - “The disabled parks should be policed more.”*
- improve general maintenance and upkeep, 3%.
  - “Maintenance could be better, e.g. rubbish pick up in main areas.”*
  - “General maintenance and upkeep needs improving. It’s good on face value, but when you move out two or three streets, it becomes worse.”*
  - “Major upgrade and maintenance.”*

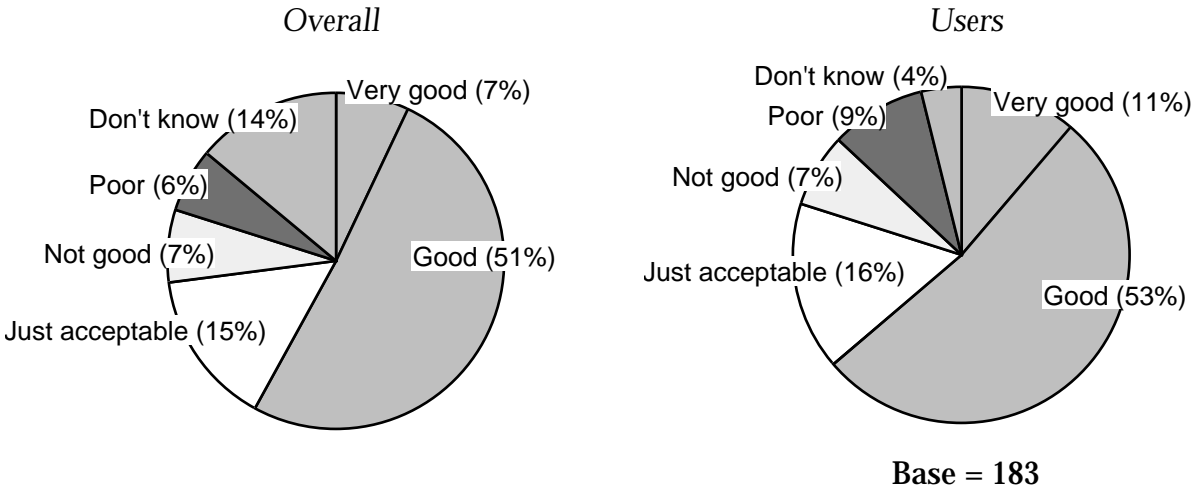
\* multiple suggestions allowed

*Level Of Contact With Council, In The Last Year,  
For Residents Who Rate The Service As Just Acceptable Or Worse*

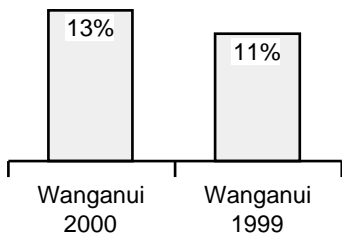


**Base = 82**

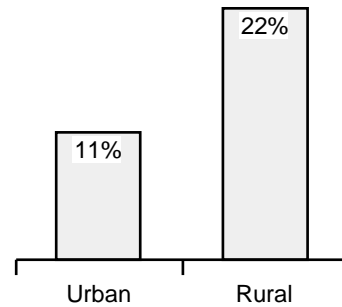
xii. Regulatory Services (such as building control, environmental health, liquor licensing, resource management, animal and dog control)



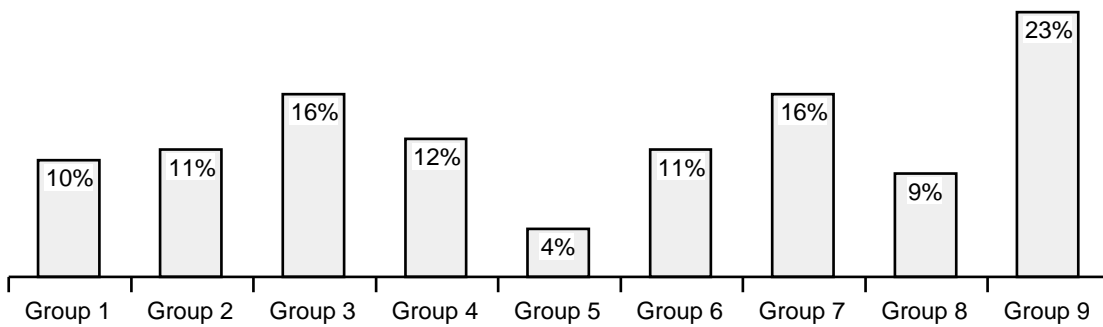
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area



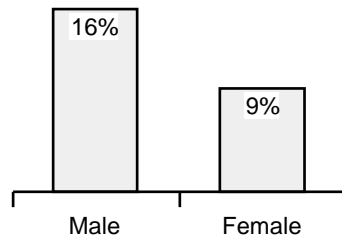
Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group



Percent Saying 'Not Good/Poor' - Comparing Different Types Of Residents



73% of Wanganui residents rate the District's regulatory services as just acceptable or better, including 51% who rate it good (40% in 1999), with 13% rating them not good/poor. 14% are unable to comment.

44% of residents have used Council's regulatory services in the last 12 months. Of these, 80% rate the services as just acceptable or better (80% in 1999) and 16% rate them not good/poor (13% in 1999).

Residents more likely to rate regulatory services as not good/poor are ...

- rural residents,
- men.

*What Council Needs To Do For Residents To Rate The Service As Very Good*

The 124 residents who rate regulatory services as just acceptable, not good or poor, give the following main suggestions as to what Council needs to do for residents to rate the service as very good ...

- more dog/animal control needed/respond to complaints (x 6),

*"Dogs - need to be stricter. Dog attacked boy and, because not 3 complaints, couldn't put dog down. Gone back onto own property, couldn't take him away either - stricter laws."*

*"Dangerous dogs - stricter control."*

*"Dog control - license owners."*

*"Enforcement of dog regulations, including litter."*

*"Need more manpower, especially as far as animal control. Dogs and cats. Cats that don't belong anywhere, need to look at causes."*

*"Put spot call in place about dog control."*

*"Dog control at night is terrible."*

*"Dog control is a joke - Castlecliff especially - nobody seems to act on complaints."*

*"Animal control - doing more rounds, picking up more dogs."*

*"Dogs roaming the street should be impounded."*

*"Animal control needs to be more stringent."*

*"Animal control - lack of prompt action on complaints from residents."*

*"Dog control - there are too many unlicensed dogs."*

- **become less regulated/restrictive/rigid,**

*“There seems to be too much red tape involved in all of this - a waste of resources. A revamp of systems is required to make them user friendly.”*

*“When people want to put something back into Wanganui, i.e. creating more jobs, there seems to be too many restrictions on building control.”*

*“A little more realistic - building control too restrictive, too rigid in enforcement of building code.”*

*“Local school construction cost being added to by Council being rather pedantic in applying codes, e.g. tile drains have to be replaced with plastic because of upgraded regulations. If alterations were not being made, the existing drains would be okay.”*

*“They get bureaucratic - heavy. A bit more commonsense with regulations.”*

*“A worry getting a permit - over administered, too much bullshit.”*

*“Over the top with regulations. Making it hard for small businesses to start.”*

*“My experience has not been good - lack of fairness when dealing with tenders and documentation.”*

- **stop dogs roaming/too many roaming dogs,**

*“Too many dogs run loose.”*

*“Less dogs - too many uncontrolled running around.”*

*“Dogs roaming at night.”*

- **building control/inspections need to improve,**

*“Building control? At least 5 different people inspected my new shed as it was constructed, without seemingly aware of the others’ visits. The last said it should not have been built, as no consent had been applied for - no communication.”*

*“No faith in building control. Should be keeping records of changes, alterations and amended plans.”*

*“Building inspection - letting people slip through the system by using a junior with lack of experience and knowledge.”*

*“On the building control side, I got conflicting information.”*

*“Get rid of some of the older buildings.”*

*“Building control and environmental services should be looking at the derelict properties in Castlecliff.”*

*“They need to clarify building consent requirements. We got consent on drawings, but when installation was completed as per drawings, we were told of a requirement which means dismantling the installation.”*

*“Building inspectors - lack of knowledge of 100 year old building not on plans. Is it now approved?”*

*“Better maintenance of heritage buildings needed.”*

*“Building inspector did not come when requested twice.”*

- **other animal issues.**

*“Get rid of all the dog shit off walkways.”*

*“Doggie bags should be enforced by dog walkers.”*

*“Dogs ripping up rubbish bags.”*

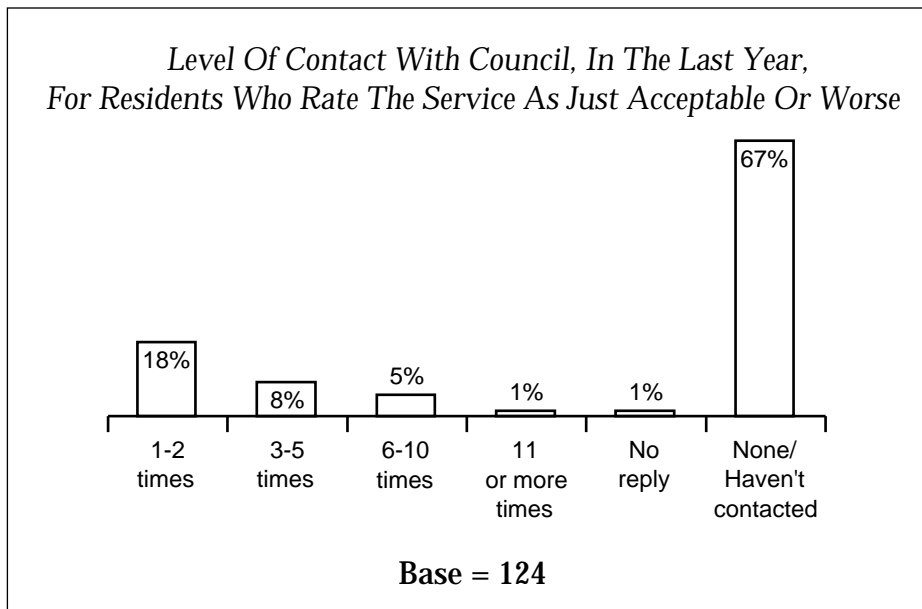
*“Should increase the pound fees.”*

*“Cats need owners to have more control.”*

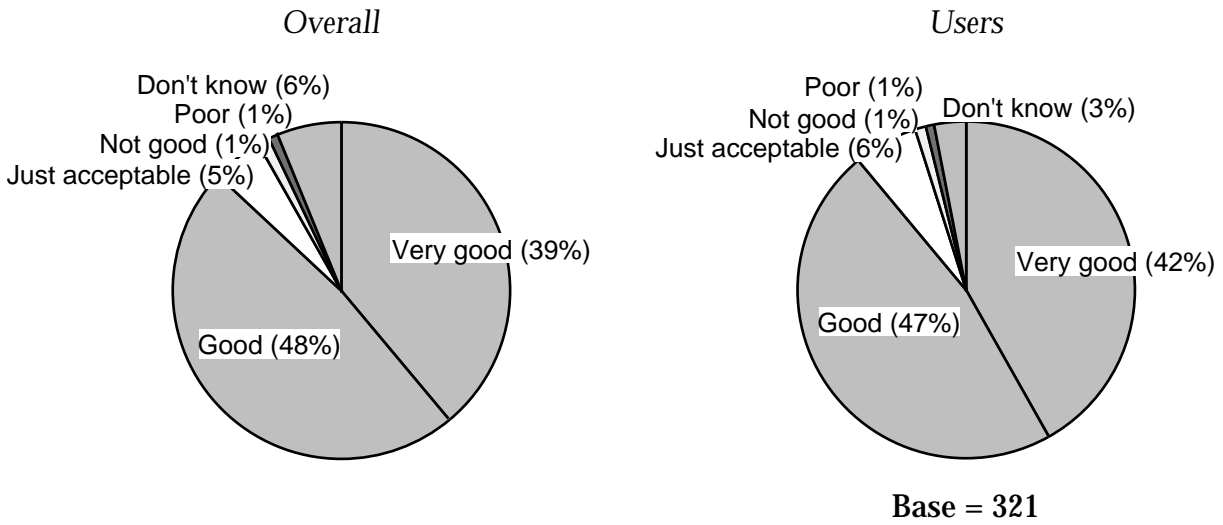
**Summary Table - Main Suggestions\* As To What Council Needs To Do For Residents To Rate Regulatory Services As Very Good**

	Total District 2000 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
More dog/ animal control needed/respond to complains	11	12	8
Become less regulated/restrictive/rigid	4	3	10
Stop dogs roaming/too many roaming dogs	3	4	-
Building control/inspections need to improve	3	3	6
Other animal issues	3	3	4

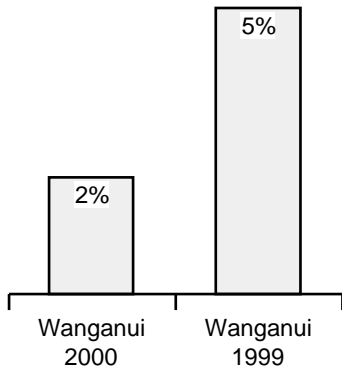
\* multiple suggestions allowed



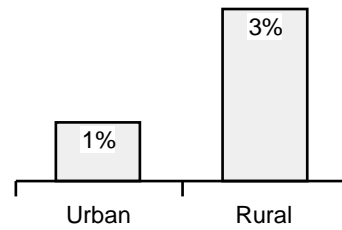
xiii. Sportsgrounds



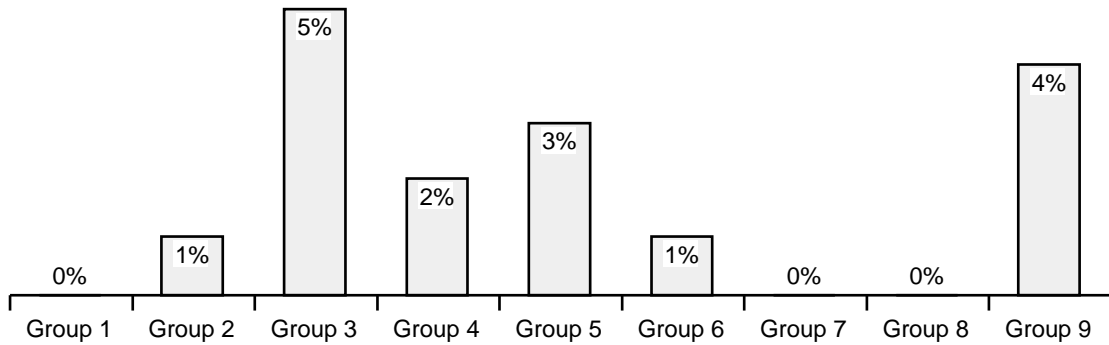
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area



Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

92% of residents rate the District's sportsgrounds as just acceptable or better (85% in 1999), with 39% rating them very good (21% in 1999).

2% of residents rate sportsgrounds not good/poor (5% in 1999). This is on par with the level of dissatisfaction (those not very satisfied) expressed by Peer Group residents (6% not very satisfied) and slightly below New Zealanders nationwide (7% not very satisfied) for sportsfields and playgrounds.

76% of residents overall have used/visited a sportsground in the last 12 months. Of these, 95% rate sportsgrounds as just acceptable or better, with 2% rating them not good/poor.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those rating sportsgrounds as not good/poor.

*What Council Needs To Do For Residents To Rate The Facilities As Very Good*

The 27 residents who rate sportsgrounds as just acceptable, not good or poor, give the following main suggestions\* as to what Council needs to do for residents to rate these facilities as very good ...

- improve maintenance/need upgrading, 3%,

*"They maintain grounds by contractors and, at certain times of year, it gets too long and they make a mess. Also weeds grow. General low maintenance."*

*"Cricket pitches at Victoria Park. Lack of work, uneven bounce. More rolling or pitches replaced."*

*"Unfair to sports people. Maintenance not as Council says it is - Wembley, London, Victoria. Maintenance does not allow full utilisation. Contractors not in sync with undersowing and cutting. London Park rarely marked. Lack of fertiliser. No weed spray."*

*"Take on more staff. Grounds not in good condition."*

*"Softball Park in Gonville - looks scruffy, as does the rugby park in Hatrick Street."*

*"Better maintain Springvale Park. Proper drainage of Wembley Park."*

- lower charges/costs, 2%,

*"Durie Hill Bowling Club - rates too high."*

*"Bring rate prices down for grounds for sporting groups."*

*"The grounds are okay, but the cost for children to be involved in sport on the grounds is too high."*

*"Due to 'user pays'."*

- improvements needed, 1%,

*"Wembley Park - lack of parking. Mushiness in winter underfoot in parking area."*

*"They need to provide better parking, especially around Springvale Park, and perhaps put in shelter or seating, especially round Springvale Park."*

*"Wembley Park - a driveway would be nice."*

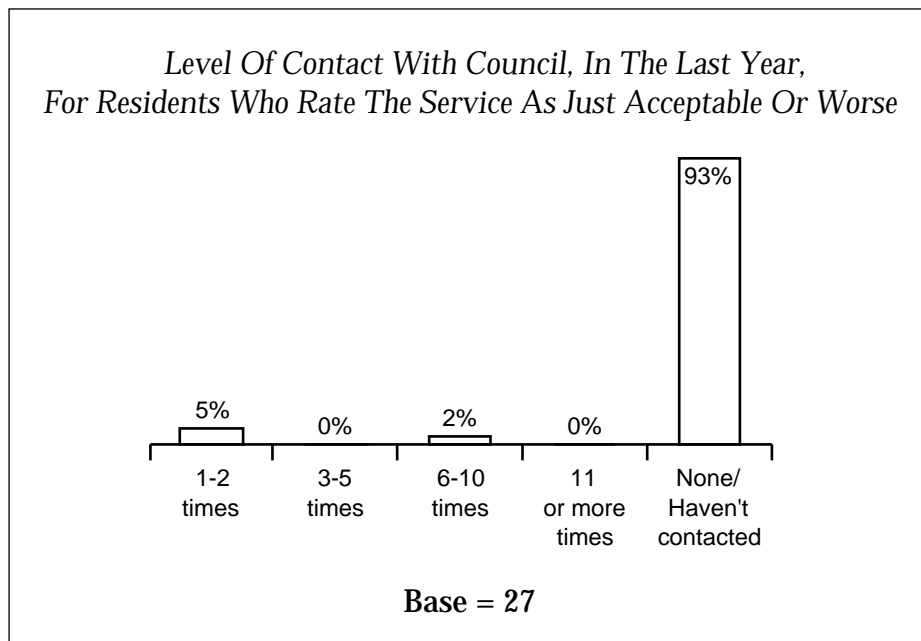
- need more grounds/sports facilities, 1%.

*“Needs to be more parks in Castlecliff.”*

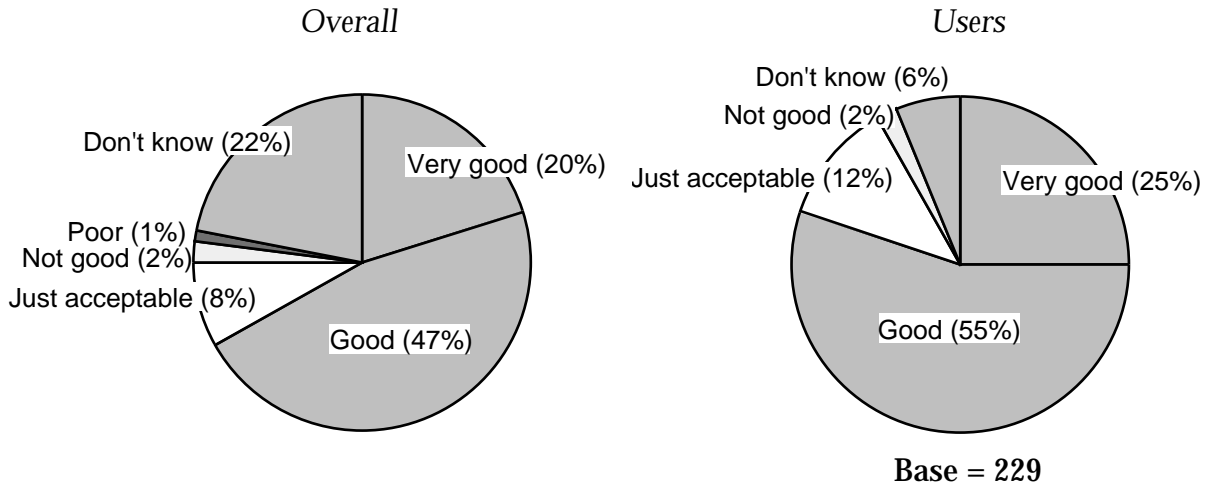
*“Te Mana Park needs to be drained and used. It’s just a blatant waste of land. A little man comes to mow it every so often and that’s it.”*

*“Some accommodation could have been made for the survival of Victoria Tennis Club on St Johns Hill several years ago.”*

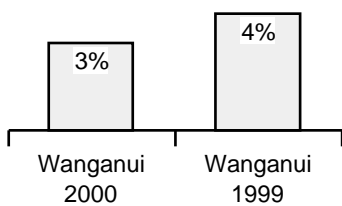
\* multiple suggestions allowed



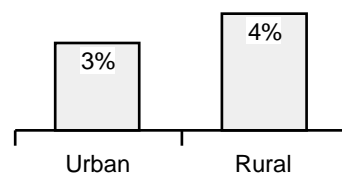
xiv. Swimming Pools



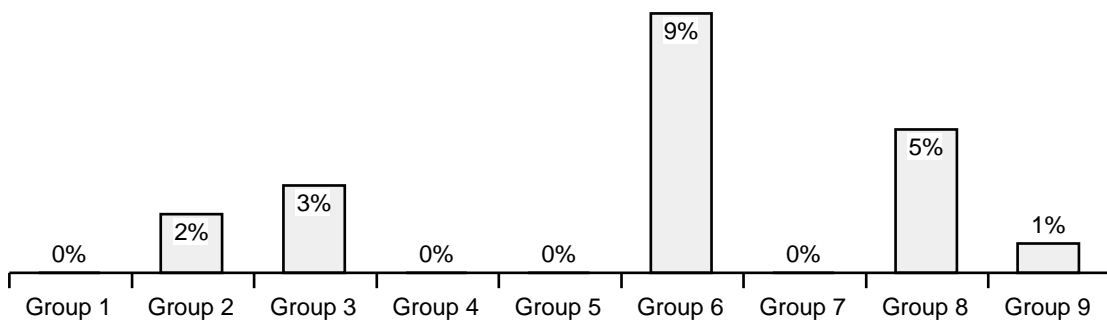
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area



Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

75% of residents rate the District's swimming pools as just acceptable or better, while 3% rate them not good. 22% are unable to comment and this is probably due to 44% of residents saying they have not used a swimming pool in the last 12 months.

The not good/poor rating (3%) is slightly below both the Peer Group Average (9% not very satisfied), below the National Average (10% not very satisfied) and similar to last year's reading (4%).

56% of residents have used a swimming pool in the last 12 months. Of these, 92% rate swimming pools as just acceptable or better, with 2% rating them not good.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those rating swimming pools not good or poor.

#### *What Council Needs To Do For Residents To Rate The Facilities As Very Good*

The 43 residents who rate swimming pools as just acceptable, not good or poor, give the following main suggestions\* as to what Council needs to do for residents to rate the facilities as very good ...

- **improve maintenance/upkeep, mentioned by 2% of residents,**

*"Check pools for cracks."*

*"Dirty and disgusting. Did dive course, everyone got ear infections - see all the rubbish floating around."*

*"Have less pools and maintain them better."*

*"They need major repair carried out on them."*

*"Painting the surrounds etcetera."*

*"Grounds unkempt."*

- **make it cheaper to use, 2%,**

*"Better concession prices for families, it's very expensive."*

*"Less expensive for swims."*

*"Make it a little bit cheaper. They should make it accessible for family groups."*

*"Could help swimming clubs out a bit."*

- **improve facilities/more activities, 2%,**

*"Out-of-date. Need to look for better pools with competitive facilities."*

*"Make it more family friendly."*

*"More rejuvenation - more activities required."*

*"Only one is of any merit. Perhaps District ones closed down and money spent on the Splash Centre."*

*"Gonville - no shade for spectators and no grassed area."*

*"Wanganui East - lack of shade for non swimmers."*

*"Splash Centre too cold. Temperature appears to be about 3° lower."*

*"Make sure temperature meets Health Department rules. Chlorine too strong at times."*



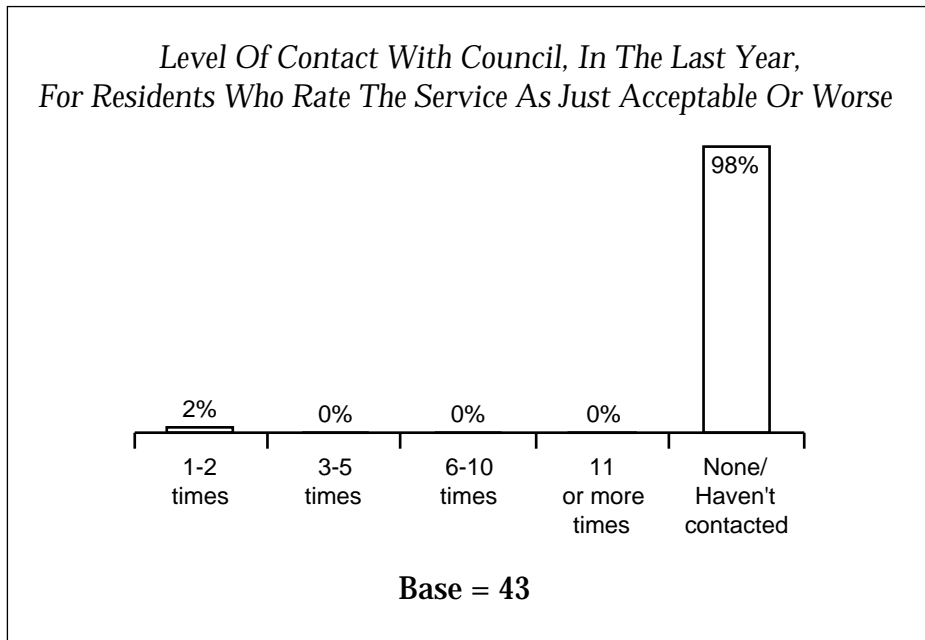
- better management/running of pools, 2%.

*“Better management.”*

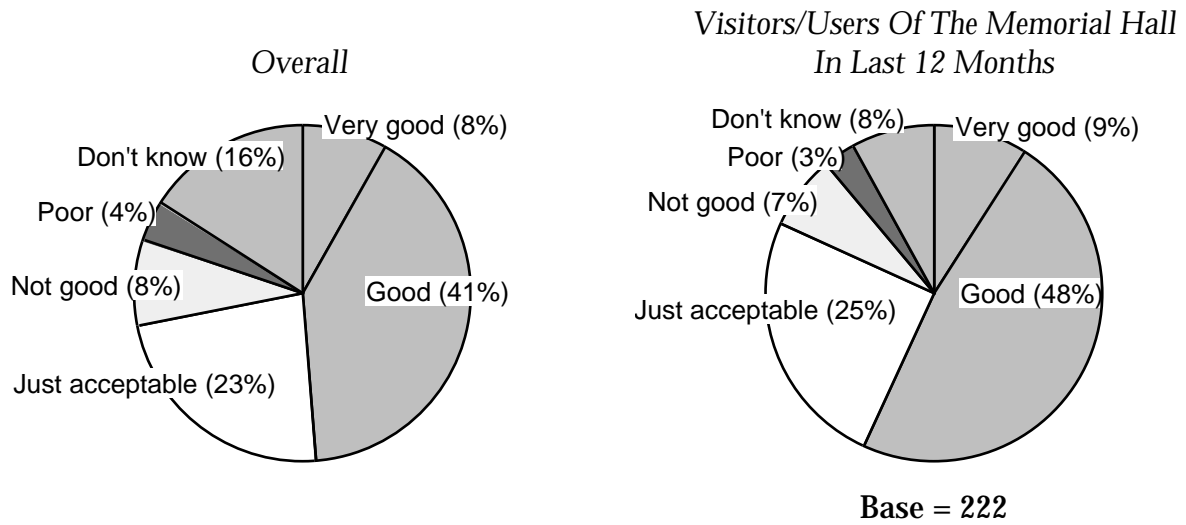
*“Can the Council buy it back? I used to work there and the managers running it have a monopoly. If Council had it, it would be more of a community pool.”*

*“The lifeguard system needs to be sorted out - my child slipped and fell in and I had to jump in and get her out - not enough lifeguards.”*

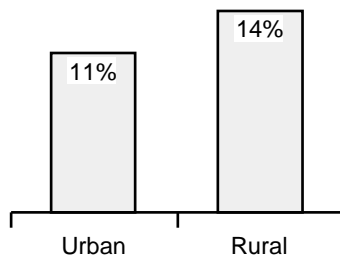
\* multiple suggestions allowed



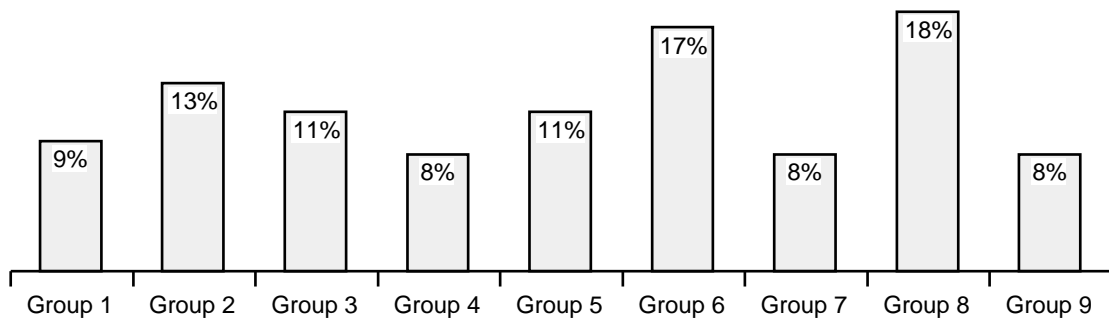
xv. Memorial Hall



Percent Saying 'Not Good/Poor' - By Area

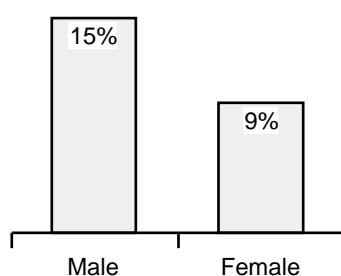


Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

Percent Saying 'Not Good/Poor' - Comparing Different Types Of Residents



72% of residents rate the Memorial Hall as just acceptable or better, while 12% rate them not good/poor. 16% are unable to comment.

The not good/poor rating (12%) is similar to the Peer Group Average (10% not very satisfied) and on par with the National Average (9% not very satisfied) for public halls.

52% of residents have used/visited the Memorial Hall in the last 12 months. Of these, 82% rate the Memorial Hall as just acceptable or better, with 10% rating them not good/poor.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents rating the Memorial Hall as not good/poor. However, it appears that men are slightly more likely, than women, to feel this way.

*What Council Needs To Do For Residents To Rate The Facility As Very Good*

The 160 residents who rate the Memorial Hall as just acceptable, not good or poor, give the following main suggestions as to what Council needs to do for residents to rate the facility as very good ...

- should be used more/better utilised,

*“They don’t seem to use it a lot. It’s a lovely building and it doesn’t get the use it should. Maybe we don’t have the population to fully utilise it.”*

*“Have it used more, parents and children should be able to use it more.”*

*“Use it more - give more opportunity for people to use it.*

*“More utilisation, especially to youth groups.”*

*“Utilise it more by extending it to other services.”*

*“More use could be made of it. Liaising with all sports bodies and community organisations.”*

*“It should be used more - concerts.”*

*“It could be opened up for a lot more things for the community, more family things.”*

- needs upgrading/ updating/needs maintenance,

*“Either upgrade or make up their mind what to do with it.”*

*“I went there the other night and it looked like it needed repainting and a general tidy up.”*

*“Internal decoration - replacement of a lot of the fittings, as it’s very dated.”*

*“Backstage is rundown.”*

*“Needs a facelift - main foyer very dull, liven it up.”*

*“Needs modernising - it’s stuck in the 1970’s.”*

*“Needs a major revamp - decorating, painting, upgrading.”*

*“The broken steps, parquet floor uneven, otherwise good place to go to.”*

*“Smell upon entering foyer is offensive. Needs to be kept cleaner.”*

*“Should be made more inviting - the standard of the building should not be dropped - the building is loved.”*

- charges are too high/ reduce rental.

*“Too costly to hire for average clubs and citizens.”*

*“Reduce rental.”*

*“Private functions are too expensive to stage there.”*

*“The hirage is tremendous - outpricing its availability for lots of clubs and organisations to use.”*

*“Cut the rental hire so people can afford to use it.”*

*“Charges too high - shows go elsewhere because of costs.”*

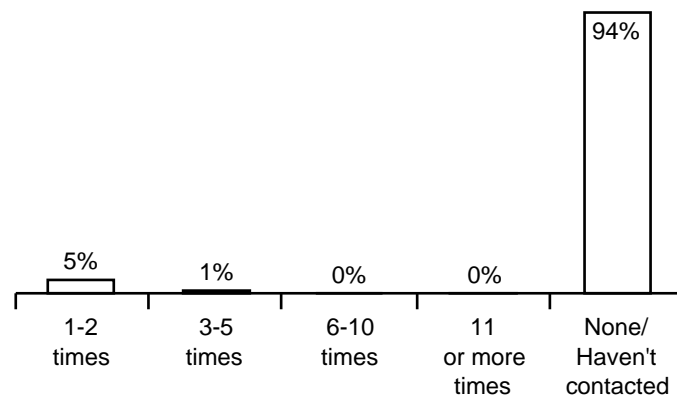
*“Other venues provide other and better facilities at a cheaper rate.”*

**Summary Table - Main Suggestions\* As To What Council Needs To Do For Residents To Rate The Memorial Hall As Very Good**

	Total District 2000 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Should be used more/better utilised	<b>19</b>	19	19
Needs upgrading/ updating/needs maintenance	<b>10</b>	10	12
Charges are too high/ reduce rental	<b>8</b>	8	9

\* multiple suggestions allowed

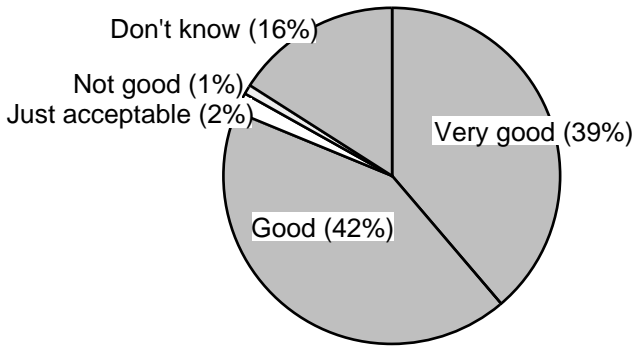
*Level Of Contact With Council, In The Last Year,  
For Residents Who Rate The Service As Just Acceptable Or Worse*



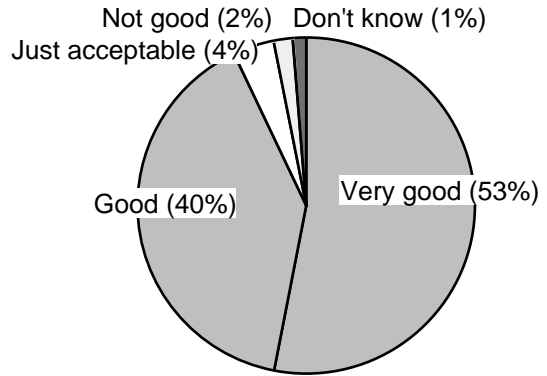
**Base = 160**

xvi. Opera House

Overall

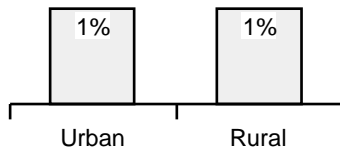


Visitors/Users Of The Opera House  
In Last 12 Months

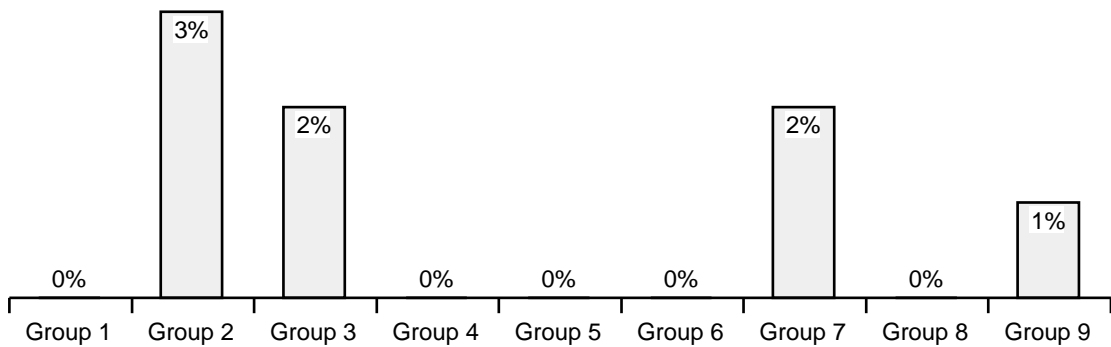


Base = 222

Percent Saying 'Not Good' - By Area



Percent Saying 'Not Good' - By Area Group\*



\* See page 3 for breakdown of Area Group

83% of residents rate the Opera House as just acceptable or better, while 1% rate it not good. 16% are unable to comment.

51% of residents have visited/used the Opera House in the last 12 months. Of these, 97% rate the Opera House as just acceptable or better, with 2% rating them not good.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents rating the Opera House as not good.

*What Council Needs To Do For Residents To Rate The Facility As Very Good*

The 14 residents who rate the Opera House as just acceptable or not good, give the following main suggestions\* as to what Council needs to do for residents to rate the facility as very good ...

- facilities need improving/problems with facilities, mentioned by 2% of all residents,

*"Needs heating to make it more comfortable."*

*"Bigger chairs for tall people."*

*"Dressing rooms unacceptable."*

*"Not disability friendly. Can't get in or view a show in a wheelchair."*

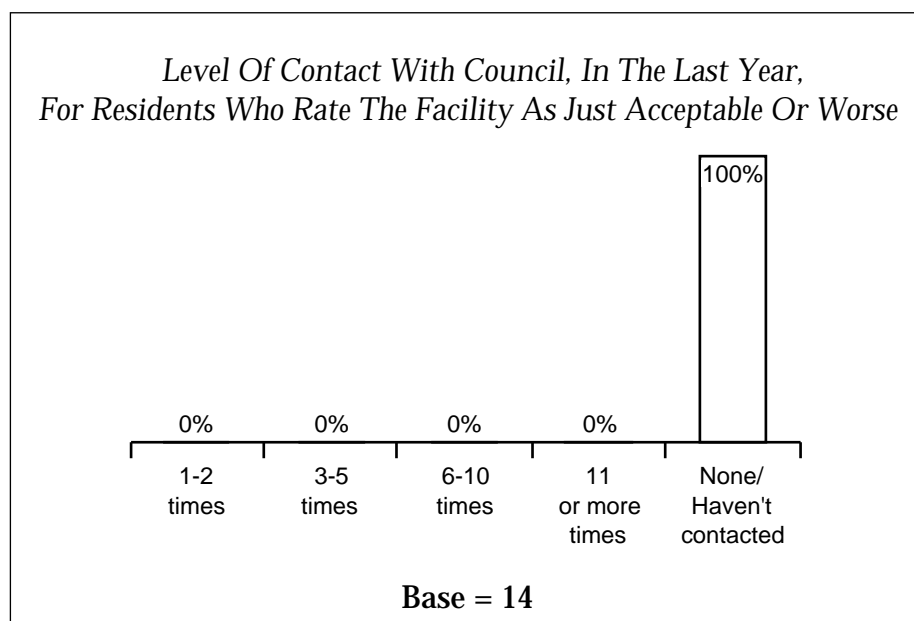
*"I cannot negotiate steps in auditorium because of narrowness."*

- need more Council support/financial support, 1%.

*"It's a tremendous asset to the City and, dollars and cents wise, the Council needs to be a bit more upfront. Needs to financially assist people putting in voluntary time."*

*"Should be more supportive, more money for upgrading."*

\* multiple suggestions allowed



**c. Usage Of Selected Council Facilities**

*i. Usage Of Selected Council Facilities - Yearly Comparison*

	<b>2000</b> %	<b>1999</b> %	<b>1998</b> %	<b>1997</b> %	<b>1996</b> %
District Libraries	78	79	66	68	72
Sportsgrounds	76	73	N/A	*75	*77
Swimming Pools	56	53	N/A	N/A	52
Regional Museum	54	50	48	44	50
Memorial Hall	52	51	N/A	N/A	N/A
The Airport	51	49	N/A	N/A	N/A
Opera House	51	56	N/A	N/A	N/A
Regulatory Services	44	49	N/A	N/A	N/A
Sarjeant Art Gallery	39	40	29	29	37

N/A - Not applicable as not asked for that service/facility.

\* Those using sportsfields and playgrounds.

Overall, the usage of selected Council facilities is similar to last year, with the exception of the Opera House and Regulatory Services where there appear to be slight falls.



ii. What Does Council Need To Change Before Residents Would Be Interested In Using Selected Council Facilities?

(a) District Library

The 22% of residents who have not used or visited the District Library, in the last 12 months, were asked "What does Council need to change before you would be interested in using the District Library?".

The responses given are the reasons why residents do not use the library, many of which do not have any suggested changes.

The main responses are ...

- **no need/not a reader/have own books, mentioned by 29% of residents who have not used the District library in the last 12 months,**
  - "Don't have any use for it at present."*
  - "No need, buy books and swap with friends."*
  - "Just don't read a lot of books."*
  - "I'm not a reader,"*
  - "No necessity to use it."*
- **just don't use it/just haven't been (no particular reason), 12%,**
  - "Just don't go."*
  - "Don't go now."*
  - "It's a good library, but I don't use the service."*
- **not interested, 12%,**
  - "I have no interest in it."*
  - "Not interested in using the library, buy my own books."*
  - "No interest, just read the paper."*
- **no time/too busy, 12%,**
  - "I just don't have time to go."*
  - "Don't get time at the moment."*
  - "Lack of time."*
- **too old/health reasons/poor eyesight, 8%,**
  - "My age prevents me from using these facilities."*
  - "My health - not well enough to go."*
  - "I cannot see the print."*

- **charges too high/rates should cover costs, 7%,**

*“Charges to take out fiction should be dropped.”*

*“Make it free membership.”*

*“Don’t pay fees, as rates should cover this.”*

*“Bring the prices down.”*

- **don't drive/lack of transport, 7%.**

*“Not able to go - do not drive.”*

*“Make it more accessible - no car - can’t walk up hill.”*

*“The bus coming out to Castlecliff more often.”*

(b) The Regional Museum

The 45% of residents who have not used or visited the Regional Museum, in the last 12 months, were asked "What does Council need to change before you would be interested in using the Regional Museum?".

The responses given are generally the reasons why residents do not use the library and, as such, do not necessarily give any suggested changes.

The main responses are ...

- not interested, mentioned by 21% of residents who have not used the Regional Museum in the last 12 months,

*"Not really into history."*

*"Not for us."*

*"Of no interest."*

- no time/too busy, 12%,

*"Haven't had time."*

*"Lack of time, not a priority."*

*"No complaints, just haven't had time."*

- just haven't been/just don't go, 10%,

*"Just haven't been."*

*"Don't go now."*

*"Just don't bother."*

- improve/update/change exhibits, 9%,

*"The Wanganui Museum is so far behind, I wouldn't consider visiting after living in Wellington and having Wellington Museum."*

*"Update exhibits."*

*"Bringing new things in to make it interesting - outside things, e.g. Diana's Dresses."*

*"Exhibitions - special ones, e.g. spiders."*

*"Exhibition out of proportion - mainly Maori. Shouldn't be 50/50 input. Council should have more input."*

*"I went there 15 years ago and it's still the same, so why go back?"*

*"Put new things in there."*

- **no need, 7%,**
  - “No need to visit.”*
  - “Haven’t had the need to use.”*
- **poor promotion/advertising, 6%,**
  - “Promote it more.”*
  - “Advertise, let people know what’s on.”*
  - “More encouragement to City people to use its wonderful facilities.”*
  - “If they advertised something interesting, I would go.”*
- **too old/health reasons, 5%,**
  - “Age prevents me from using these facilities.”*
  - “I encourage my whanau to visit, but I’m too old.”*
  - “At our age, we don’t do the things we used to.”*
- **don't drive/lack of transport, 5%,**
  - “Not able to go, don’t drive.”*
  - “Access from Victoria Avenue would make it easier.”*
  - “Lack of parking.”*
- **charges too high, 4%,**
  - “Make it free, like Te Papa.”*
  - “Prices too high, prefer donation.”*
  - “Should be free for the citizens of Wanganui.”*
- **would take children/will take kids when older, 4%.**
  - “Wait until my children get older.”*
  - “Take grand kids when they are here.”*
  - “Doesn’t seem to be, or we’ve been unaware of, anything topical or relevant to our children’s education.”*
  - “Have just got out of the habit since kids have left school.”*

(c) The Sarjeant Art Gallery

The 59% of residents who have not used or visited the Sarjeant Art Gallery, in the last 12 months, give the following main suggestions as to what Council needs to change before they would be interested in visiting the gallery. Again, many of the suggestions/ comments relate to the reasons why residents have not used the Sarjeant Art Gallery.

The main responses given are ...

- **not interested/not interested in art, mentioned by 33% of residents who have not used/visited the Sarjeant Art Gallery in the last 12 months,**

*"No longer have an interest in art."*

*"Not my scene."*

*"Not really interested in art."*

*"Don't go to art galleries, not my thing."*

- **just haven't been there/haven't been there recently (no particular reason), 11%,**

*"Just haven't been lately."*

*"Usually go there, but haven't been there recently."*

*"Never got around to going there, will one day."*

*"Just don't bother"*

- **no time/too busy, 7%,**

*"Don't have time."*

*"Too busy to visit."*

- **improve/update exhibits/specific displays, 6%,**

*"Put some real pictures in there."*

*"Update it."*

*"An international exhibition of good quality paintings."*

*"More inviting - incentives."*

*"If there was an exhibition of historical photography of Wanganui."*

*"It's the name really - 'Art Gallery' - I think of just pictures. I suppose if they ever advertised cross-stitch exhibitions for wife, or rugby display or sport display."*

*"A gardening display in conjunction with an art display. Have a floral art display as well."*

- **no need, 6%,**

*"Just haven't had a need to go there."*

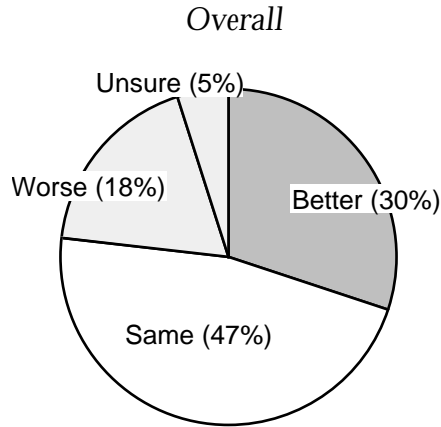
*"We don't use the service."*

*"No reason to go."*

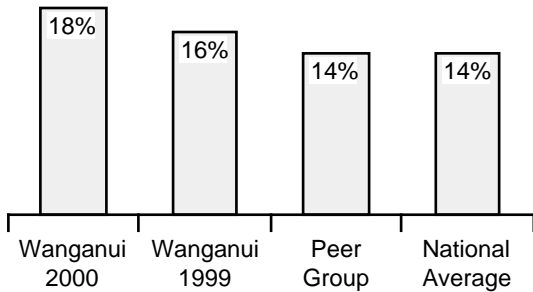
- **more work displayed/more local input/variety, 4%,**
  - “More artists’ work on show.”*
  - “More visiting artists.”*
  - “More well known artists in to display their work.”*
  - “Open to groups who could put on displays of arts, e.g. choral works, at minimal expense.”*
  - “There should be more local input. There are a lot of local artists whose work could be exhibited.”*
  - “A wider selection of styles.”*
  - “Recycle more, using old items in storage.”*
  - “Bring some exhibitions to provincial centres as opposed to Auckland, Wellington and Christchurch.”*
  
- **more promotion/advertising, 3%,**
  - “Make me aware of what’s on, and cost.”*
  - “I don’t even know where it is - they need to publicise it.”*
  - “Promotions of local artists.”*
  
- **too old/health reasons, 3%,**
  - “Too old.”*
  - “My age prevents me from using these facilities.”*
  
- **don't like the art displayed/modern art, 3%,**
  - “My idea of art is not catered for - I prefer traditional sculpture, Maori carvings.”*
  - “Don’t like modern art.”*
  - “Nothing that appealed advertised.”*
  
- **more for children/display children's work, 2%,**
  - “Interactive art for the kids.”*
  - “More stuff for kids.”*
  - “Display children’s art work.”*
  
- **depends what is on, 2%,**
  - “If it’s something interesting, I’d go.”*
  - “Depends what is on show.”*
  
- **don't drive/lack of transport, 1%,**
  - “Not able to go, don’t drive.”*
  - “No transport.”*
  
- **charges, 1%.**
  - “Reduce charges,”*
  - “Should be free for ratepayers.”*

**d. Wanganui As A Place To Live**

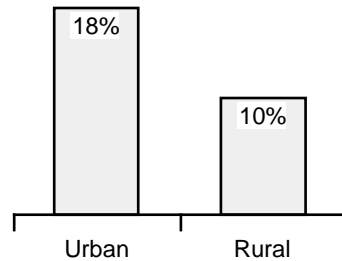
Thinking about the range and standard of community facilities and services on which Council can have an influence, residents were asked whether they think their District is better, about the same, or worse than it was three years ago.



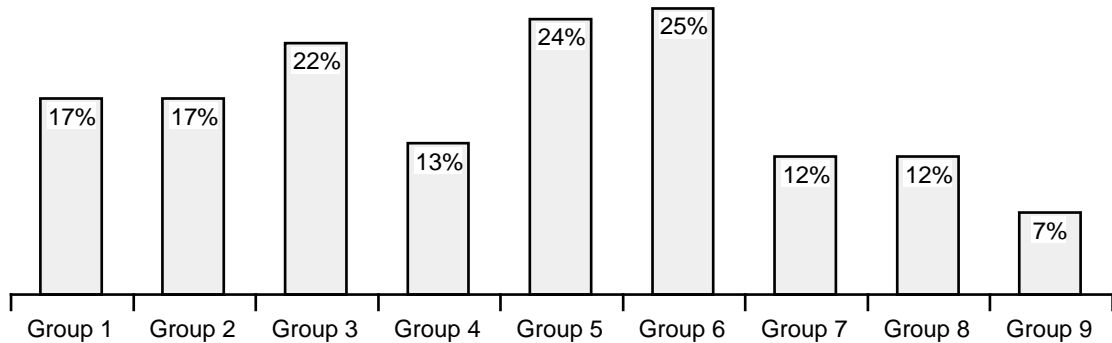
Percent Saying 'Worse' - Comparison



Percent Saying 'Worse' - By Area

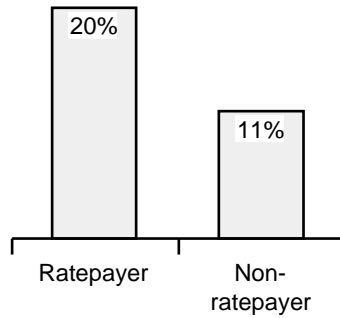


Percent Saying 'Worse' - By Area Group\*



\* See page 3 for breakdown of Area Group

*Percent Saying 'Worse' - Comparing Different Types Of Residents*



Thinking about the range and standard of community facilities and services on which Council can have an influence, 30% of residents think Wanganui is better than it was three years ago (25% in 1999), while 47% say it is the same (54% in 1999). 18% of residents feel Wanganui is worse than it was three years ago (16% in 1999).

Wanganui residents are on par with like Districts and residents nationwide in saying their District is worse than it was three years ago.

Ratepayers are more likely to think Wanganui is worse than it was three years ago, than non-ratepayers.

It also appears that urban area residents are slightly more likely, than rural residents, to feel this way.



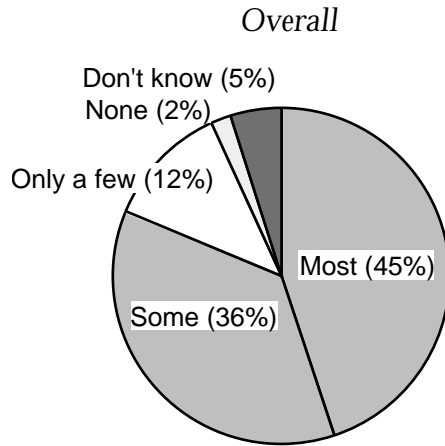


## **2. Council Policy And Direction**

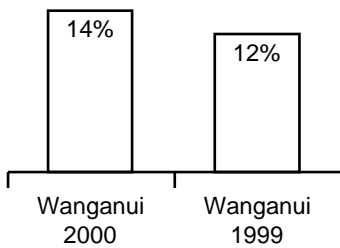
It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction, rather by understanding where people's opinions and attitudes currently lie, Council is able to embark on information, education, persuasion and communication strategies on particular topics if it is felt necessary to lead the public to fulfil Council's legitimate community leadership role.

**a. Community Needs And Issues**

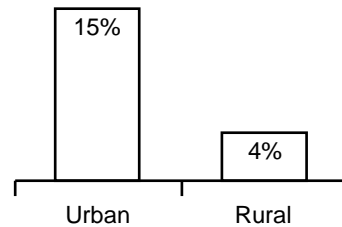
The community has a number of needs and issues. Residents were asked whether they think Council is aware of most, some, only a few, or none of these community needs and issues.



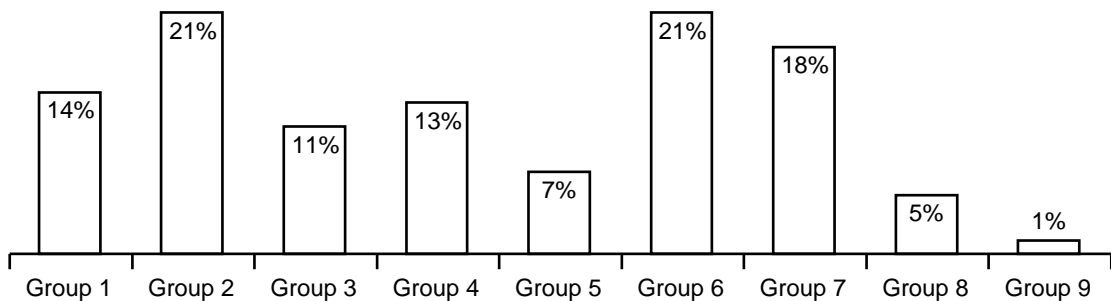
*Percent Saying 'Only A Few/None' - Comparison*



*Percent Saying 'Only A Few/None' - By Area*

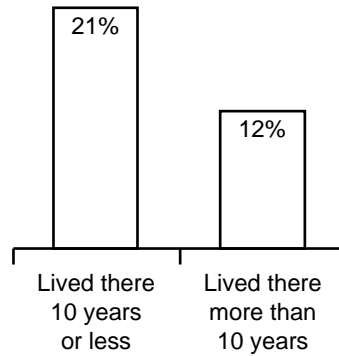


*Percent Saying 'Only A Few/None' - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Saying 'Only A Few/None' - Comparing Different Types Of Residents*



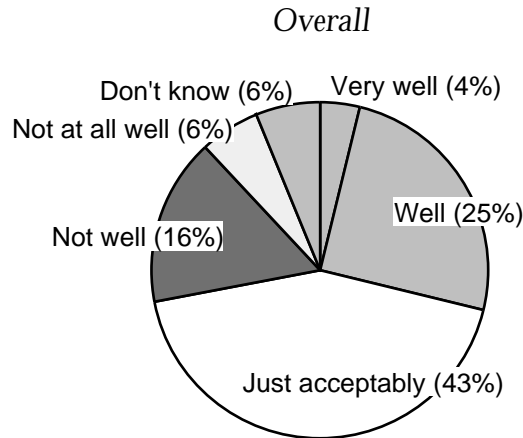
45% of residents think Council is aware of most community needs and issues (48% in 1999), while 36% feel they are aware of some (38% in 1999). 12% say Council is aware of only a few community needs and issues (10% in 1999), and 2% say they are aware of none (2% in 1999). 5% are unable to comment.

Residents more likely to think Council is aware of only a few/none of the community needs and issues are ...

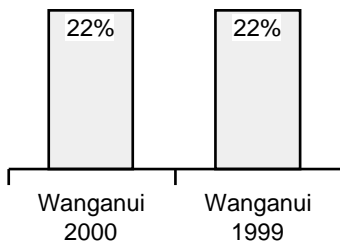
- urban residents,
- shorter term residents, those residing in the District 10 years or less.

**b. Council Responses To Community Needs And Issues**

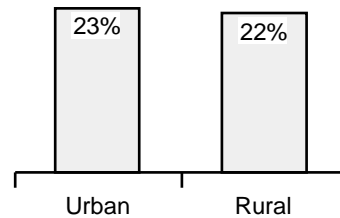
Bearing in mind the Council's recent actions, decisions and management, residents were asked to say how well they think Council has responded to these community needs and issues.



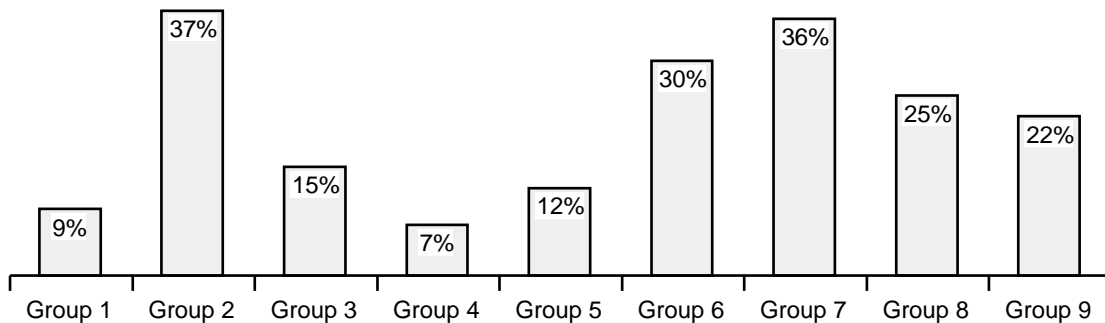
Percent Saying 'Not Well/Not At All Well' - Comparison



Percent Saying 'Not Well/Not At All Well' - By Area

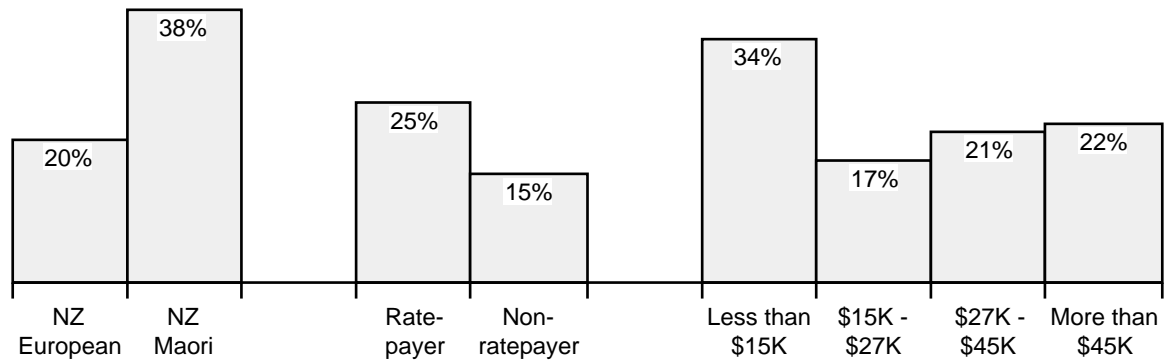


Percent Saying 'Not Well/Not At All Well' - By Area Group\*



\* See page 3 for breakdown of Area Group

*Percent Saying 'Not Well/Not At All Well' - Comparing Different Types Of Residents*



Taking into account Council's recent actions, decisions and management, 29% of residents feel Council has responded well/very well to the community needs and issues (33% in 1999), while 43% say their response has been just acceptable (40% in 1999). 22% of residents think Council has responded not well/not at all well to community needs and issues (22% in 1999) and 6% are unable to comment.

Residents more likely to feel Council has responded not well/not at all well to community needs and issues are ...

- NZ Maori residents,
- ratepayers,
- residents with an annual household income of less than \$15,000.

**c. Recent Actions Or Decisions Approve Of**

Residents were asked whether there is any recent Council action or decision that they ...

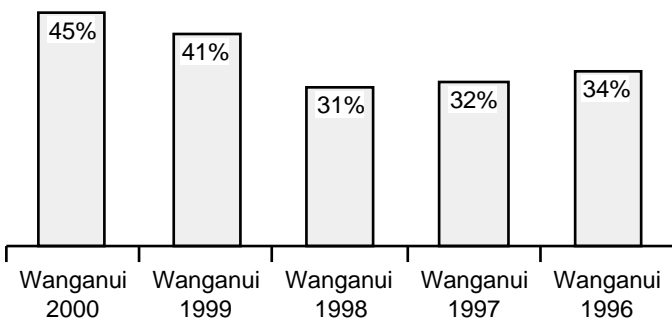
- like or approve of,
- dislike or disapprove of.

This was asked in order to gauge the level of support Wanganui District residents have for Council's actions and decisions. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision.

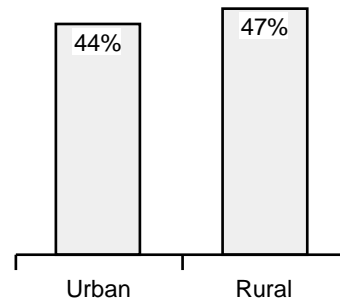
Overall, 45% of Wanganui District residents have in mind a recent Council action or decision they approve of, compared to 41% in 1999.

Residents aged 40 to 59 years are more likely to have in mind an action/decision they approve of, than other age groups.

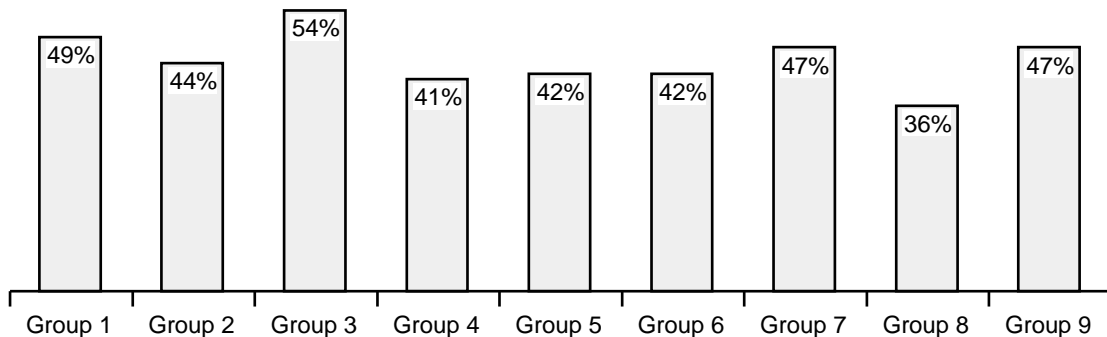
*Percent Approving - Comparison*



*Percent Approving - By Area*

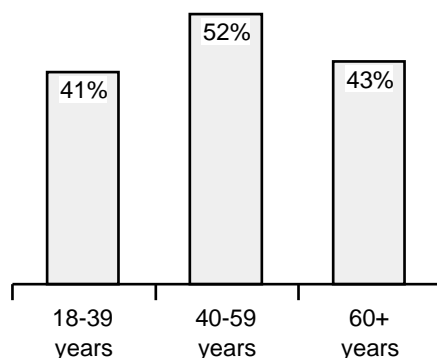


*Percent Approving - By Area Group\**



\* See page 3 for breakdown of Area Group

Percent Approving - Comparing Different Types Of Residents



*Actions/Decisions Approve Of*

**Main actions/decisions residents approve of are ...**

- **Majestic Square project/development,**

*“Majestic Square project coming to fruition. It enhances CBD. It’s a drawcard to City Centre performing ability.”*

*“Majestic Square - looks good. Nice for people to perform their arts.”*

*“Majestic Square development. Fills an untidy gap in centre of town.”*

*“Majestic Square looks appealing.”*

*“Majestic Square - think it will help promote Wanganui in a big way.”*

*“They have gone ahead with Majestic Square development. It’s a focal point in the centre of the City and would fit in well with the Information Centre at the Memorial Hall.”*

*“The stage in Majestic Square brings young community together like a meeting place.”*

- **Main Street/Victoria Avenue/CBD area,**

*“Tidying up the Avenue - widening of streets and paving make a good improvement.”*

*“Improvements in the inner City appearance - Main Street. The better groomed the City is, the more it has credibility and somewhere for businesses to invest .”*

*“Main Street development - well planned and laid out, looks good, general appearance.”*

*“Main Street looks tidy - paintings are helpful.”*

*“Continuous upgrade of Victoria Avenue - more pleasant atmosphere for people to roam and absorb atmosphere.”*

*“What they’ve done to the town and City. The whole Avenue aspect beautifying. We used to look like a depressed City and now it’s a pleasure - the trees they’ve planted.”*

*“The possibility of Cooks Gardens chimes to be activated - adds character to CBD.”*

*“I think our City has reason to be proud of being first to update CBD. It’s lovely and everyone has copied. Wanganui CBD looks lovely and nice and clean.”*

- **riverbank improvement/restoration,**

*“The riverbank improvements - better view and improved the road.”*

*“Riverbank erosion fixed - should have been fixed years ago.”*

*“Riverbank restoration - gives confidence and security to residents nearby.”*

*“Riverbank restoration project at Kells Avenue - necessary work that got done.”*

*“Upgrading of riverbank - preservation of environment.”*

*“Rebuilding the riverbank - improved accessibility.”*

*“Did a damn good job of the riverbank at Aramoho - looks good and is permanent.”*

*“Riverbank restoration - vital to future of City and tourism.”*

*“Fixed the riverbank on Somme Parade. The alternate road would have spoilt the area.”*

*“Use of P.D. workers on riverbank walkways - becomes a good place to wander.”*

*“Riverbank - walkway from town wharf. Our river is the main attraction in the town and it’s great to have a nice stroll in the peace and quiet of the walkway.”*

*“The development of the walkways and future development, particularly along the river. It’s getting families out into the communities and beautifying the environment.”*

- **Virginia Lake walkway/upgrade.**

*“Virginia Lake walkway project - sensible improvement.”*

*“The new walkway at Virginia Lake - it’s a great improvement on what was there and it looks good.”*

*“Walkway at Virginia Lake - safety reasons.”*

*“Virginia Lake walkway - I can use it, keeps public off the road.”*

*“Walkway at Virginia Lake - progress, adds to the aesthetics of the Lake and surrounds.”*

*“Virginia Lake walkway - the walkway is a safer place to walk and the lighting is better.”*

*“Virginia Lake - fountain improvements. Doing what was needed, they do a bit extra to make it look nice.”*

### Summary Table - Main Actions/Decisions Approve Of

	<b>Total District 2000 %</b>	<b>Area</b>	
		<b>Urban %</b>	<b>Rural %</b>
<u>Percent who mention ...</u>			
Majestic Square project/development	<b>9</b>	<b>10</b>	<b>1</b>
Main Street/Victoria Avenue/CBD area	<b>7</b>	<b>7</b>	<b>5</b>
Riverbank improvement/restoration	<b>5</b>	<b>5</b>	<b>7</b>
Virginia Lake walkway/upgrade	<b>4</b>	<b>4</b>	<b>5</b>



**d. Recent Actions Or Decisions Disapprove Of**

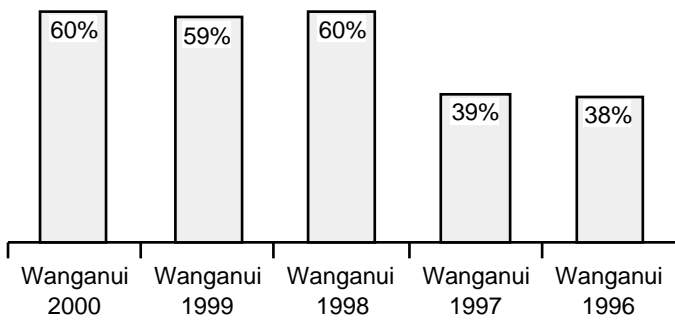
Overall, 60% of Wanganui District residents have in mind a recent Council action or decision they disapprove of (59% in 1999).

Residents more likely to have in mind a recent Council action or decision they disapprove of are ...

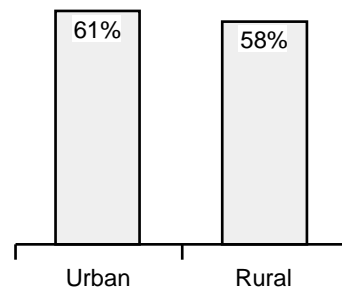
- residents aged 40 years or over,
- NZ European residents,
- ratepayers.

It also appears that area group 1 residents (Upper and Lower Aramoho area residents) are slightly less likely, than other area group residents, to have in mind a recent Council action/decision they disapprove of.

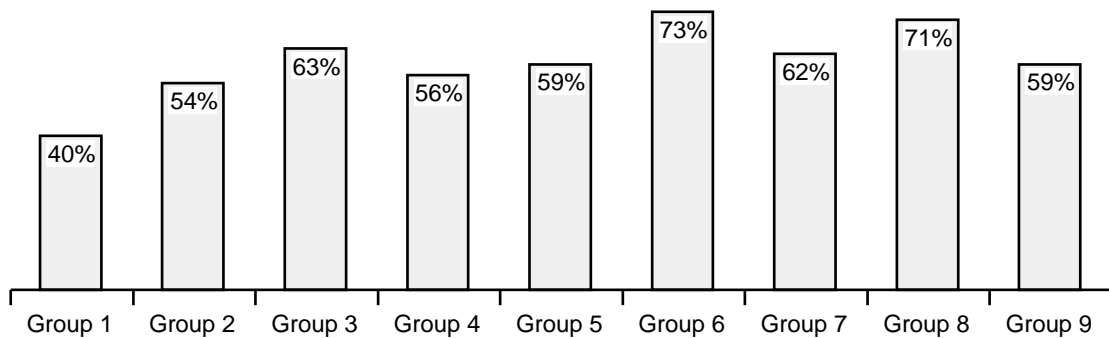
*Percent Disapproving - Comparison*



*Percent Disapproving - By Area*

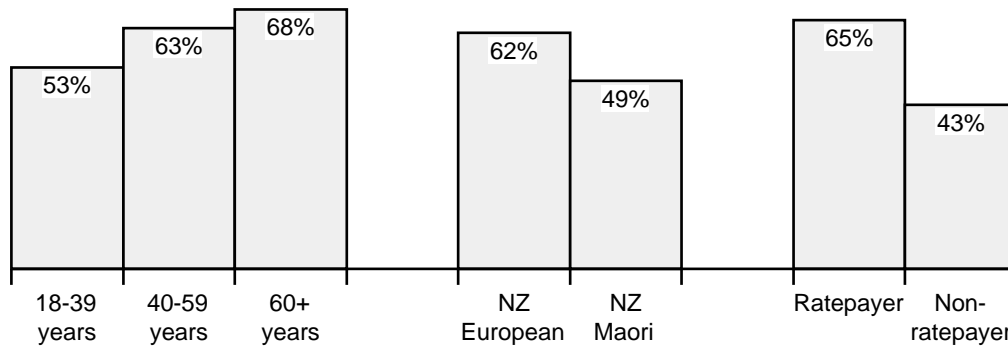


*Percent Disapproving - By Area Group\**



\* See page 3 for breakdown of Area Group

Percent Disapproving - Comparing Different Types Of Residents



### *Actions/Decisions Disapprove Of*

#### **Main actions/decisions residents disapprove of are ...**

- **Information Centre location issue/indecision,**

*“Information Centre - money wasted on consultants and procrastination.”*

*“Information Centre inaction, should have shifted it to the riverbank area.”*

*“No action moving the Information Office down to the riverbank - a waste of ratepayers’ time and money.”*

*“Information Centre should be left where it is - easy to find.”*

*“Too much mucking around with Information Centre - too many people involved, you can’t get a result.”*

*“For months they’ve procrastinated on where it’s going to be situated and now they’re not even re-siting it - I think it’s disgusting. And they’re going to spend \$47,000 on the existing building and it’s not even centrally situated.”*

*“Lack of decision over the location of the Information Centre - Wanganui really needs tourism to go ahead, it needs to be in a readily accessible place for large vehicles.”*

*“It’s in the wrong place, move it to the vacant lot on Taupo Quay beside the Arts Centre.”*

*“Better, bigger signage and keep it where it is, more central where it is.”*

*“Procrastination with the Information Centre. I suggest it goes in the Majestic Square in the Coull Building - they’ve got to be more decisive.”*

*“Bickering over the Information Centre.”*

- **Majestic Square/waste of money,**

*“Majestic Square shambles, they couldn’t make a decision.”*

*“Council stalling over Majestic Square, no firm decision made.”*

*“A lot of mucking around with Majestic Square, cost of consultants whose advice was then ignored.”*

*“Money spent on Majestic Square could have been better spent elsewhere, such as streets maintenance and footpaths.”*

*“Complete waste of money, could have been spent on rural roading.”*

*“Majestic Square - can we afford this?”*

*“Too much money put into something that is not needed.”*

*“They’ve mismanaged the Majestic Square issue, they’ve poured a lot of money into it and got it all wrong. They’ve faced it the wrong way - should face the Art Gallery steps. It’s unnecessary, too much expense and not needed.”*

*“Structure not in keeping, it’s too modern.”*

*“Feel it’s made for one culture.”*

*“Duplication of Memorial Hall facilities.”*

*“The opportunity to do something really good has been wasted - no seating provided, stage area rental too high.”*

*“That silly thing in the middle of town - Majestic Square causes traffic congestion, they did it even though majority were against it.”*

*“Majestic Square - residents should have been consulted more about it, especially the closure of the street.”*

*“Ongoing costly debate about Majestic Square, a lot of time and effort for what was a simplistic task, went around and around in circles.”*

- **rates too high/increases,**

*“Rates far too high.”*

*“Rate increases, lack of services.”*

*“Increase in rates, I don’t feel I’m getting anything more for the increase.”*

*“Rates are out of kilter with other like localities.”*

*“Rise in rates, costs more for less and less services.”*

*“Paying GST on rates - GST could be claimed back by Council, so shouldn’t be added to rates.”*

*“Rate increases - misuse of rates money, better budgeting - library funding and overspending on Avenue signs.”*

- **sewerage and stormwater/wastewater separation/cost involved,**

*“Stormwater - sewer separation, the cost sounds too high, and rates aren’t going down.”*

*“Stormwater separation - have not informed the community well enough.”*

*“The loan scheme for the water separation, it’s unfair, they didn’t consult on the decision.”*

*“Paper reports on the Council’s decision to levy each household \$3,000 for stormwater and sewage separation. My first knowledge of this was as a news item, not from the Council.”*

*“Scare tactics with water separation, more options, consult plumbers and residents.”*

*“The way they promoted it initially to the ratepayers was not good PR.”*

*“The wastewater management scheme - I don’t like being dictated to and how to spend my money.”*

*“Delay in establishing a rating rebate for those households who have already separated stormwater from sewage.”*

*“Not happy about people having to pay for stormwater drainage, should be Council’s responsibility.”*

*“The way they have made decisions on how to charge ratepayers for separation cost, e.g. loans with interest incurred. It’s a debt that no one expected.”*

- **rubbish issues/disposal/charges,**

*“Cost of rubbish disposal, dumping of rubbish around the City by irresponsible citizens who cannot afford costs of disposal.”*

*“Rubbish disposal costs too high, we pay rates and pay again at transfer station.”*

*“Rubbish dump charges - since privatisation, it costs a lot to take a load to the dump, prices have escalated.”*

*“Charges for disposal are too high, people can’t afford it, see junk all over - cars, fridges, household rubbish, people bring trailer loads and dump it up here.”*

*“Removal of Fordell jumbo bin/transfer station - this has encouraged people to dump rubbish on the side of the road.”*

*“No adjustment has been made in the rates to compensate rates since privatisation of waste disposal.”*

*“Prices of rubbish stickers.”*

*“Disapprove of trucking rubbish to the regional dump, I think they should have huge combustible burners, educate people on what can and cannot be put in bags to combust or dump, encourage more recycling.”*

*“The chemicals and other hazardous substances in a ditch around landfill - health issue.”*

- **Moutoa Gardens issue,**

*“They didn’t have the facts right before solving the problem.”*

*“Handling of Moutoa Gardens affair, they vacillated.”*

*“Something should be done to resolve the problem, doesn’t belong to the Maori, so it shouldn’t be hard.”*

*“Seems like one or two people’s decision, not the community decision.”*

*“Land should be given back to the Maori to keep them happy and stop all the trouble.”*

*“Lack of response in removing trespassers.”*

*“Concerned about the rift in our community re land issues - Moutoa Gardens.”*

*“Secret talks with Government re Moutoa Gardens, hasn’t been resolved, nothing is finalised.”*

*“Pakatoire (Moutoa Gardens) - the meetings are behind closed doors the general public are kept in the dark, and I don’t think the matter is being dealt with appropriately.”*

- **use of contractors/outside contractors/businesses,**

*“ Too many rubbish contractors in Wanganui, should not be paying outside people, Council should employ their own people.”*

*“Taxi/bus - deciding on out-of-town tender - not supporting local business.”*

*“Contracted things out, not done properly, i.e. mowing of berms.”*

*“Contracting out of services - many contractors are out-of-towners, so the money is not kept in the local area.”*

*“The Council not involved in pest control (wasps), the City’s assets being run down by non caring attitude of out-of-town contracts.”*

*“Changing the Council Works Department to private contractors.”*

- **poor performance/attitude (other mentions).**

*“The bickering - the parking thing - they waste time with their pettiness, nobody is prepared to stand up and be accountable.”*

*“Council and staff not working together, fragmentation of services.”*

*“Get on with sewerage instead of wasting money on slogans.”*

*“The indecision - there seems to be a lack of consensus, they can’t make up their minds about projects that need addressing.”*

*“Should have got on with the John Coull building instead of mucking around.”*

*“Inaction over warehouse shifting.”*

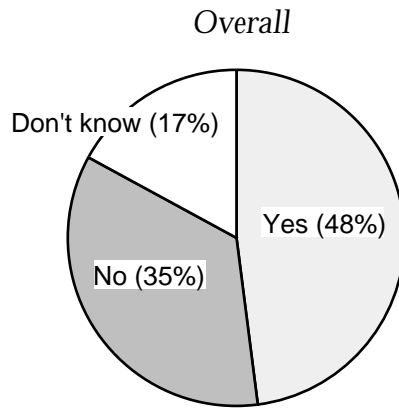
*“Too many broken promises, they promised to look after Council works - next thing, were sold off.”*

Summary Table - Main Actions/Decisions Disapprove Of

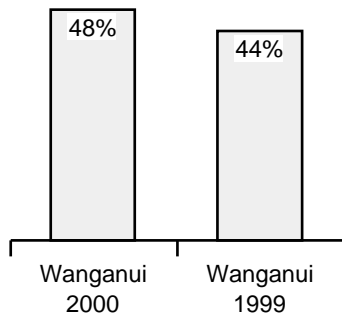
	<b>Total District 1999 %</b>	<b>Area</b>	
		<b>Urban %</b>	<b>Rural %</b>
<u>Percent who mention ...</u>			
Information Centre location issue/indecision	<b>11</b>	<b>12</b>	<b>7</b>
Majestic Square/waste of money	<b>6</b>	<b>6</b>	<b>9</b>
Rates too high/increases	<b>5</b>	<b>5</b>	<b>5</b>
Sewerage and stormwater/wastewater separation/ cost involved	<b>5</b>	<b>5</b>	<b>7</b>
Rubbish issues/disposal/charges	<b>5</b>	<b>4</b>	<b>9</b>
Moutoa Gardens issue	<b>4</b>	<b>4</b>	<b>6</b>
Use of contractors/outside contractors/businesses	<b>4</b>	<b>4</b>	<b>4</b>
Poor performance/attitude	<b>4</b>	<b>4</b>	<b>4</b>

**e. Actions/Decisions Council Should Be Undertaking**

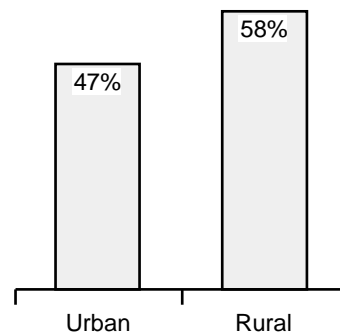
Residents were asked if there was any one action or decision they think Council should be taking, which it is not taking at present.



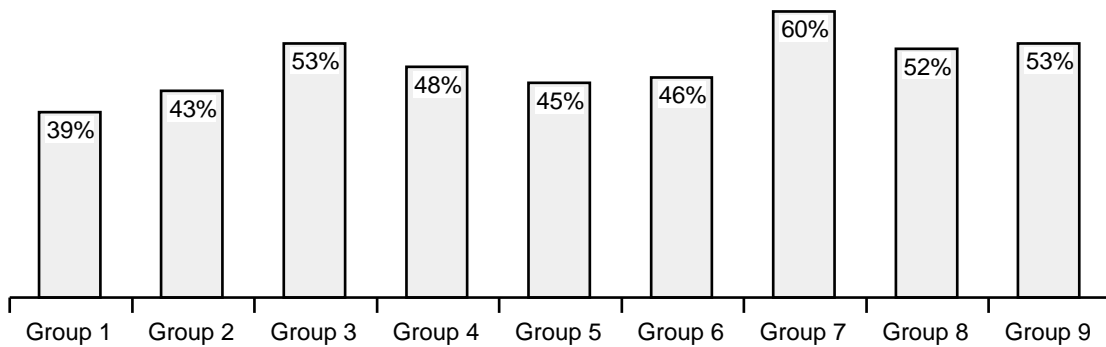
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Area

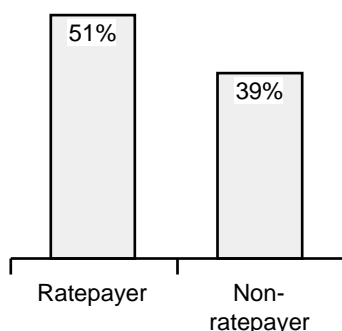


Percent Saying 'Yes' - By Area Group\*



\* See page 3 for breakdown of Area Group

Percent Saying 'Yes' - Comparing Different Types Of Residents



48% of residents think there is an action or decision Council should be taking, which it is not at present (44% in 1999), while 35% say there is not (41% in 1999). 17% are unable to comment.

Residents more likely to think there is an action/decision Council should be taking, which it is not at present are ...

- rural residents,
- ratepayers.

*Main Actions/Decisions Council Should Be Taking*

The main actions/decisions the 215 residents who think there is an action or decision Council should be taking, mention are ...

- **Information Centre location,**

*“Information Centre is needed close to Council Chambers - a decision is needed.”*

*“The location of the Information Centre - with old Railway Station not available, old BNZ Bank building seems best.”*

*“The location of the Information Centre should have been dealt with so it was in new location before summer ‘tourist season’.”*

*“Why didn’t they shift Information Centre to the old Bus Depot opposite Trafalgar Square?”*

*“Council should have bought the building (if necessary) next to the Arts Centre on Taupo Quay and relocated the Information Centre there.”*

*“Information Centre - all talk round in circles and back to where it started and my rates have been spent on it.”*

*“Information Centre - go ahead, extend it and leave it where it is. It’s much safer there.”*

*“Not putting the Information Centre on the riverbank.”*



- **improve their performance,**

*“More forward thinking.”*

*“Focus on the immediate needs of the City, i.e. water, amenities - not marketing or tourism.”*

*“Resist bureaucratic interference from Central Government.”*

*“Government agencies - government facilities should not be stripped from our community. Council should be assertive and outspoken - proactive on this matter.”*

*“There seems to be a lot of bickering amongst Councillors.”*

*“Stop procrastinating.”*

*“Do more themselves - consultants cost too much. No responsibility if it goes sour.”*

*“Have more control on the money regarding the Museum and Memorial Hall.”*

*“Spending too much money - dump issues.”*

*“Examine the over staffing which is considered to be ‘empire building’.”*

*“Lack of supervising the ‘contractors’.”*

- **tidying up/maintenance/beautification (general),**

*“Providing rubbish bins.”*

*“Council needs to clean up rubbish more often.”*

*“Control of litter bugs - encourage people to take responsibility for their actions.”*

*“Rubbish on Putiki side of riverbank getting worse.”*

*“To trim trees in Quick Avenue area.”*

*“Cut the crab apple tree down - Alexander Street. Crab apples drop and encourage bird droppings.”*

*“Put something in for what they take out - we look after our own road front trees - definitely a ‘user pays system’, but we pay for ‘nothing’.”*

*“I think they should be cutting hedges and mowing the lawns. In general - Victoria Park for example. It should be done more often.”*

*“Areas that used to be mowed are not nearly as well done by contractors.”*

*“Statue at Moutoa Gardens, which was damaged, should be fixed.”*

*“Plant a park - grassy area and trees in Victoria Avenue next to Farmers. Get rid of that ugly object.”*

- **roading improvements/maintenance/traffic issues,**

*“Doing more work on the District roads - outskirts roads, not just within the city limits.”*

*“More for the rural roads, i.e. roading improvements.”*

*“Open up Maria Place to one way traffic.”*

*“Extend Fitzherbert Avenue through to Mosston Road.”*

*“Roads in Aramoho need attention.”*

*“The use of Great North Road by milk tankers and trucks - should be redirected away from Wanganui.”*

*“Traffic flows in the CBD - Victoria Avenue, Liverpool intersection - lights.”*

*“Speed limit on motorway bridge should be lower than 100km.”*

- **encourage employment/growth,**

*“Reintroduce Task Force Green principles to encourage employment.”*

*“Not doing enough to keep young people in the city once they leave the education system, i.e. employment.”*

*“Encourage employment, business growth, exports.”*

*“Trying to get the percentage of unemployment benefit down by trying to bring companies here.”*

*“Find local work for unemployed, i.e. cleaning streets.”*

*“To encourage new business to town with lower rates.”*

*“Biggest help for Wanganui is more commercial and industrial zoned land.”*

*“Any help to keep Affco in Wanganui - help with rates or water.”*

- **do more for Castlecliff/areas neglected/deal with derelict buildings,**

*“They should be caring more for Castlecliff and Gonville areas. They should be spending more beautifying - ‘River City’ - could be as nice on the way to the beaches as the inner city.”*

*“Castlecliff Beach - it needs cleaning up and kept clean. It could be a tourist attraction, along with the river.”*

*“The derelict buildings in Castlecliff are not being dealt with - residential buildings.”*

*“I think they should develop Castlecliff and the Port together.”*

*“I think there should be equal amounts of time and money spent in each of the suburbs.”*

*“The Council should chase up the people who own the derelict homes in Castlecliff.*

*I would like to see them removed if possible - they are dangerous.”*

*“They were going to replace the old building on the corner of St Hill Street and Ridgeway.”*

- **consult/communicate/listen to the people/Iwi,**

*“Listening to the ratepayers of the City.”*

*“The Council should be listening more to the young people of the town and getting them involved. This would help to get them off the street.”*

*“Lack of communication with public. Should be informing public more - decisions are being made behind closed doors.”*

*“No interaction with lower socio-economic groups, i.e. the elderly, the disabled, Maori and youth.”*

*“They’ve got lousy relations with local Maori. They’re not prepared to consult in a real way. It’s not a true partnership. The Council is telling Maori what to do, rather than listening. Maori under represented on Council.”*

*“For financial reasons, Council must keep the people informed and let them know in plenty of time when the stormwater separation is to be done.”*

- more policing/control needed/safety issues.

*“More Police presence and monitoring of the CBD.”*

*“Endorse security cameras in CBD and proactive policing.”*

*“Not keeping the City area safe to be in, especially at night, but even in daytime gang fights are occurring.”*

*“To make an effort to stop vandalism and gangs.”*

*“Take a firm action against gang formations which are anti-social.”*

*“They should be looking at the social problems in Castlecliff - crims and child welfare.”*

### Summary Table - Main Actions/Decisions Council Should Be Taking

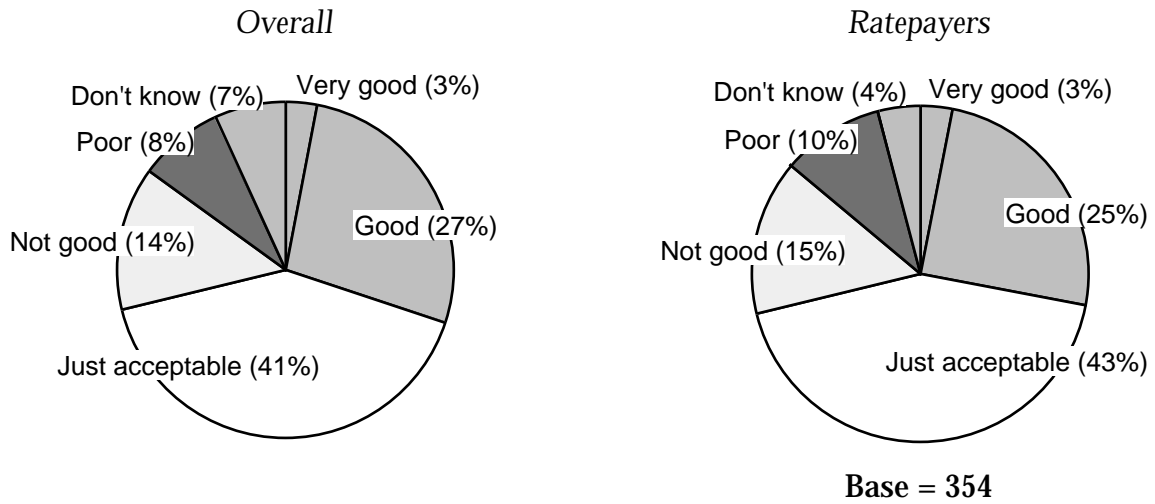
	Residents who think there is an action/ decision Council should be taking %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Information Centre location	13	11	24
Improve their performance	10	11	5
Tidying up/maintenance/beautification (general)	9	10	5
Roading improvements/maintenance/traffic issues	8	9	5
Encourage employment/growth	7	8	4
Do more for Castlecliff/areas neglected/ deal with derelict buildings	7	8	1
Consult/communicate/listen to the people/Iwi	6	6	7
More policing/control needed/safety issues	6	6	8

Base = 215

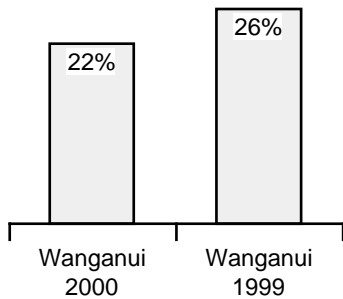


### **3. Rates Issues**

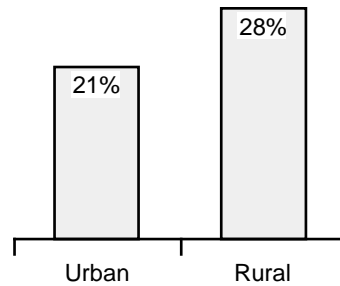
**a. Rating Of The Way Rates Are Spent On Services And Overall Facilities Provided By Council**



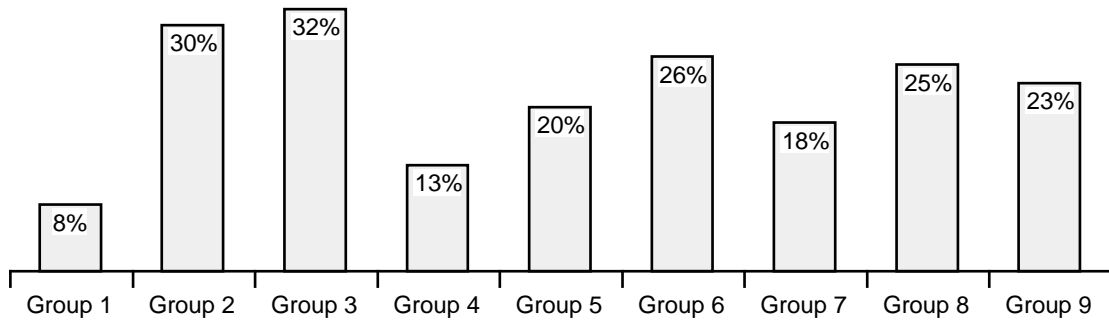
Percent Saying 'Not Good/Poor' - Comparison



Percent Saying 'Not Good/Poor' - By Area

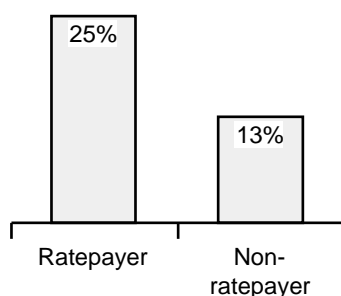


Percent Saying 'Not Good/Poor' - By Area Group\*



\* See page 3 for breakdown of Area Group

*Percent Saying 'Not Good/Poor' - Comparing Different Types Of Residents*



78% of residents identify themselves as ratepayers.

Overall, 71% of Wanganui residents rate the way rates are spent on the services and overall facilities provided by Council as acceptable or better (68% in 1999). 22% of residents rate this aspect as not good/poor. This is slightly below the level of dissatisfaction (those not very satisfied) expressed by both Peer Group residents (28%) and residents nationwide (27% not very satisfied), but is on par with the 1999 reading (22%).

71% of ratepayers rate the way rates are spent on the services and overall facilities provided by Council as just acceptable or better, with 25% rating it as not good/poor (28% in 1999).

Residents who feel that Council is aware of only a few community needs and issues, that they have not responded at all well to these community needs and issues, and think Wanganui is worse than it was three years ago are more likely to rate the way rates are spent as not good/poor, than residents who have more favourable attitudes to these three issues.

Ratepayers are more likely to rate the way rates are spent on services and facilities as not good/poor, than non-ratepayers.

It also appears that rural area residents are more likely, than urban residents, to feel this way.

*Reasons They Say Not Good/Poor*

The 97 residents who say that the way rates are spent is not good or poor, give the following main reasons ...

- **rubbish disposal costs/paying twice/dump charges,**

*"Rubbish collecting, it's going to cost householders more and more each year."*

*"Rubbish charges causing roadside dumping, already paid for in rates."*

*"The refuse collection being privatised, with no proportional reduction in rates."*

*"Rubbish collection not good."*

*"Rubbish tip - why the need to pay for the dumping of rubbish?"*

*"Waste disposal, four trucks in street. Can't afford to take garden refuse to dump."*

*"I feel the rubbish collection should be inclusive in rates."*

- **rates are too high for services received,**

*"We get no facilities where I live except cutting the grass along the roadsides. We pay for water supply, rubbish collection, and have own septic tank, and there's no footpaths or street lights."*

*"Go to any other City in New Zealand and see what they get for their rates. No public transport."*

*"Going to new crowd is going to cause fall in bus service and increase cost to ratepayer."*

*"No street lighting, no footpaths, no sewerage, but pay rates for it."*

*"It's very dear for what you get."*

- **money wasted/spent unnecessarily,**

*"Redoing logo."*

*"Moa cage on golf course, Majestic Square, money spent closing off Maria Place."*

*"They spent all this money on beautification of The Avenue instead of subsidising industrial growth."*

*"The tarsealing of the Council carpark around its building in Guyton Street was resealed and re-marked. This was unnecessary, as it was already in good order."*

*"They spend too much money on things that aren't necessary. Repeated repairs to the same section of roads - all over Wanganui."*

*"Rates money spent on boat ramp, misuse our money."*

*"Subsidising the Museum."*

*"Unfairness - twice as much money on Art Gallery with limited people response, as against swimming pool which has greater use."*

*"Spending the money towards jobs for unemployed people."*

*"Appears too much of the rates is spent on water services, etcetera."*

- **services/facilities need improving,**

*"Sewerage - left the 'run' too late. Lack of maintenance, now it's costing lots more money."*

*"Poor street lighting at Fordell, and the drainage system needs maintenance or redesigning so that it does drain stormwater adequately. Yesterday the water just lay around across our property from the drainage ditch."*

*"Recycling is not happening - it all goes to the one place."*

*"No inorganic collection."*

*"No public transport system - go to other cities and see their transport system."*

*"Pensioners need transport, to be able to use facilities after 5pm - cheap."*

*"Student parking."*

- **more upkeep/maintenance needed,**

*“Lack of maintenance to footpaths - Kitchener Street, Wanganui East shops.”*

*“They’re not spending the money on the basics - like keeping the gutters clear, mowing of parks and reserves, sides of roads, etcetera. They’ve deteriorated. Palmerston North and Hastings always look so beautifully well cared for.”*

*“General rundown look. Gardens used to be neat and tidy, now shabby.”*

*“The state of the parks - Tamana Park in particular.”*

*“Stormwater drains, general tidying up of streets, not being maintained.”*

*“The riverbank by Dublin Street Bridge is dropping away, badly needs repairing.”*

*“Berms in area - Kakaho Estate - broken culverts.”*

*“Clearing of waterways, e.g. Kukuta stream, flooding over road and property.”*

Other examples/instances mentioned by 2% or less of residents are ...

- need to spend more on roading,
- water supply needs attention,
- where does money go?/no improvements seen,
- rates are too high,
- some areas/suburbs neglected,
- money spent on consultants,
- contracting out/standards dropped,
- object to paying for services not received, and
- charges for other services and facilities/paying twice.

Summary Table - Main Reasons\* For Saying That The Way Rates Are Spent Is Not Good/Poor

	Total District 2000 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Rubbish disposal costs/paying twice/dump charges	5	5	2
Rates are too high for services received	5	4	9
Money wasted/spent unnecessarily	4	3	5
Services/facilities need improving	3	3	2
More upkeep/maintenance needed	3	3	1

\* multiple reasons allowed

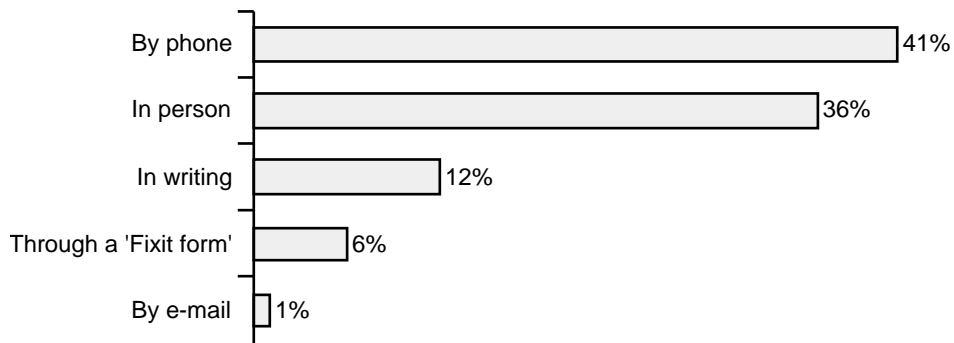




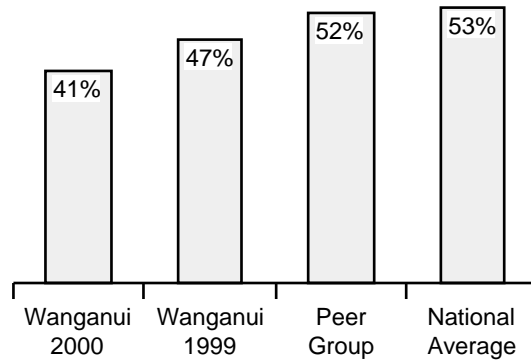
**4. Contact With Council**

**a. Levels Of Contact**

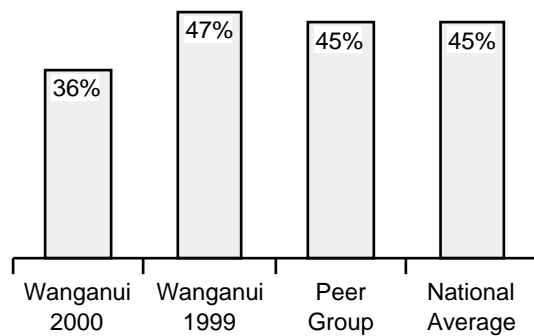
*2000 - Yes, Have Contacted ...*



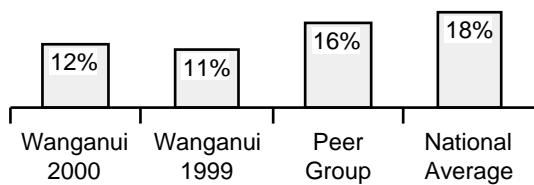
*Percent Saying 'Yes - By Phone' - Comparison*



*Percent Saying 'Yes - In Person' - Comparison*



*Percent Saying 'Yes - In Writing' - Comparison*



41% of residents have contacted Council offices by phone in the last year, while 36% visited a Council office in person and 12% contacted Council in writing. 6% contacted Council through a 'Fix-it' form and 1% contacted them by e-mail.

Residents are less likely to say they have contacted Council by phone or in person, than both the Peer Group and National Averages.

Wanganui residents are on par with Peer Group residents and slightly less likely than residents nationwide, to say they have contacted Council in writing.

Residents more likely to contact Council offices by phone are ...

- residents aged 40 to 59 years,
- residents with an annual household income of more than \$45,000,
- ratepayers.

It also appears that rural residents and Blueskin and Maxwell area residents (area group 8) are slightly more likely, than urban residents or other area group residents, to have contacted Council by phone.

Residents more likely to visit a Council office in person are ...

- urban area residents,
- residents aged 40 to 59 years,
- ratepayers.

Residents more likely to contact Council in writing are ...

- residents with an annual household income of more than \$45,000,
- ratepayers.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents contacting Council through a 'Fix-it' form or by e-mail.

**b. Main Type(s) Of Contact Residents Have Had With District Council**

58% of residents who have contacted Council in the last 12 months, say the main type of contact related to making a payment or enquiring about making a payment (60% in 1999), while 26% said it had to do with requesting assistance (26% in 1999).

- 24% said it was regarding meeting Council regulations,
- 17% regarding commenting on the service as a user of services or facilities,
- 16% regarding requesting information,
- 13% regarding commenting or making a submission on proposed or existing Council plans or policies, and
- 9% regarding 'other' contacts not specified.

Note that residents are allowed to give multiple responses.

Area group 3 residents (Otamatea, St Johns Hill, Bastia Hill and Durie Hill) are less likely, than other area group residents, to have contacted Council in the last 12 months with respect to making a payment or enquiring about making a payment. Caution is required, as the base is small (N=21). However, the difference between this reading and the other eight area groups is considered indicative of a likely trend.

It also appears that the following residents are slightly more likely to have contacted Council for this reason ...

- women,
- longer term residents, those residing in the District more than 10 years.

	Main Type of Contact						
	Enquiring about/ making a payment %	Requesting assistance %	Meeting Council regulations %	Commenting on service received as a user %	Requesting information %	Commenting or making a submission on Council plans or policies %	Other contact %
<u>Residents who have contacted Council in last 12 months*</u>							
<b>2000</b>	<b>58</b>	<b>26</b>	<b>24</b>	<b>17</b>	<b>16</b>	<b>13</b>	<b>9</b>
1999	60	26	20	19	16	14	15
<u>Area</u>							
Urban	58	(29)	22	17	16	13	7
Rural	61	7	(37)	11	20	29	21
<u>Area Group**</u>							
Group 1†	42	26	17	14	8	19	9
Group 2†	68	26	26	31	22	25	4
Group 3†	23	42	39	27	24	13	11
Group 4	67	29	15	28	18	16	4
Group 5†	64	27	18	-	23	5	11
Group 6	67	19	21	6	13	9	9
Group 7†	55	48	12	21	5	5	8
Group 8†	67	12	31	23	24	11	6
Group 9†	48	12	55	-	11	8	29
<u>Gender</u>							
Male	54	22	(33)	19	16	12	6
Female	62	30	16	14	16	13	11
<u>Age</u>							
18-39 years	63	23	29	14	18	7	10
40-59 years	56	26	25	13	16	18	8
60+ years	53	33	10	(28)	14	15	8
<u>Length Of Residence</u>							
Lived there 10 years or less	51	(38)	(32)	10	18	4	12
Lived there more than 10 years	60	23	21	18	16	15	8
<u>Ratepayer?</u>							
Ratepayer	57	26	(27)	18	16	14	10
Non-ratepayer	61	26	6	10	17	7	5

Base = 247

\* multiple responses

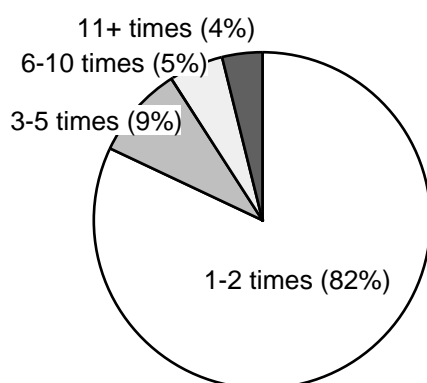
\*\* See page 3 for breakdown of Area Groups

† Caution: small base

**c. Number Of Contacts Regarding Specific Types Of Contact**

If residents have had contact in the last 12 months, they were then asked how many times they have contacted the District Council with regard to the main types of contact they have had.

**i. Commenting Or Making A Submission On Proposed Or Existing Council Plans Or Policies Or Raising Or Discussing Concerns About Community Issues**

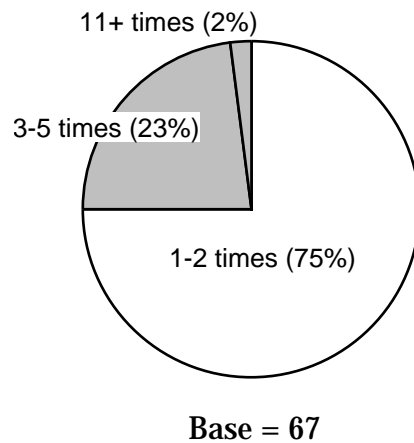


**Base = 33**

7% of all residents say that one of the main types of contact they have had with District Council, in the last 12 months, pertains to commenting on proposed or existing Council plans or policies, or raising or discussing concerns about community issues.

Of these, most contacted Council on this matter one to two times (82%) in the last year, with 9% saying three to five times.

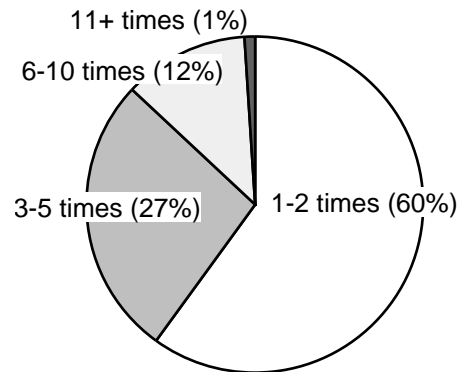
ii. Requesting Assistance (problem solving, mediation, facilitation, grants, etcetera)



15% of all residents say that one of the main types of contact they have had with District Council, in the last 12 months, relates to requesting assistance.

Of these, 75% have contacted Council one to two times, in the last year, with 23% saying three to five times.

iii. Commenting On The Service Received As A User Of Council Facilities Or Services (compliments or complaints)



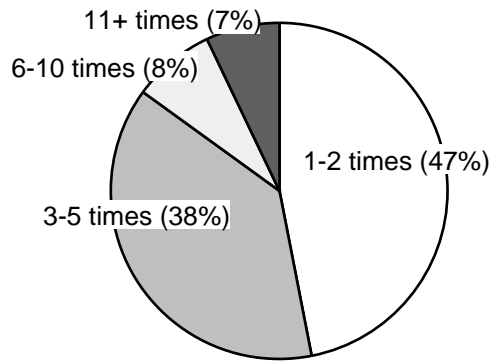
Base = 43

9% of all residents say that one of the main types of contact they have had with District Council, in the last 12 months, relates to commenting on the service received as a user of Council facilities or services.

Of these, 60% have contacted Council one to two times in the last year, with 27% contacting them three to five times.



iv. Meeting Council Regulations (Building Consents, Resource Consents, Licences, etcetera)

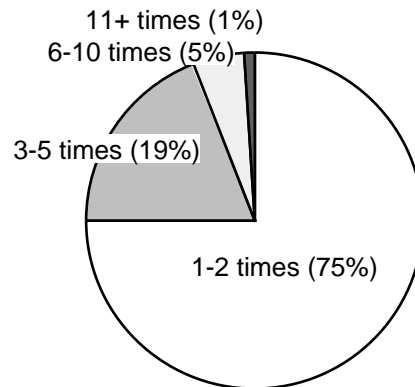


Base = 57

14% of all residents say that one of the main types of contact they have had with District Council, in the last 12 months, concerns meeting Council regulations.

Of these, 47% have contacted Council one to two times in the last year, with 38% contacting them three to five times.

- v. Enquiring About Making, Or Making A Payment (rates, rent, fines, dog registration fees, etcetera)

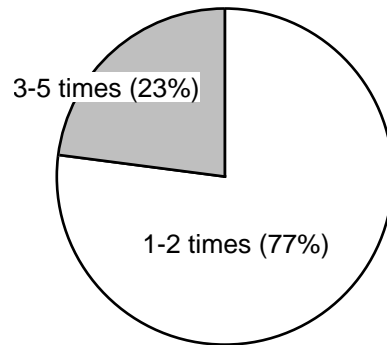


Base = 141

**33% of all residents say that one of the main types of contact they have had with District Council, in the last 12 months, relates to enquiring about making, or making a payment.**

**Of these, 75% have contacted Council one to two times, in the last year, and 19% have contacted them three to five times.**

vi. Requesting Information About The Wanganui Community, Or About Council Activities/Services/Facilities

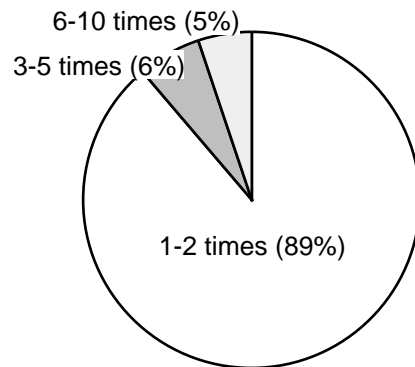


Base = 38

9% of all residents say that one of the main types of contact they have had with Council, in the last 12 months, concerns requests for information about the Wanganui community or about Council activities/services/facilities.

Of these, 77% say they have contacted them one to two times, with 23% saying they have contacted them three to five times.

vii. Other Types Of Contact



Base = 24\*

\* Caution: small base

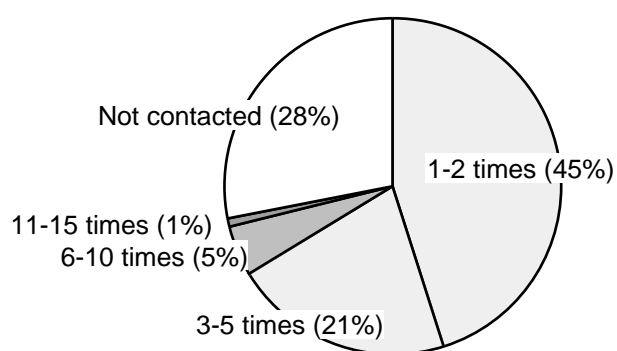
5% of all residents say that one of the main types of contact they have had with Council, in the last 12 months, concerns other issues not already mentioned.

Of these, 89% have contacted Council one to two times in the last year, with 6% contacting them three to five times.

**d. Number Of Contacts Of A General Nature**

If residents have had contact in the last 12 months, they were asked how many times they have contacted the District Council with regard to general matters.

*i. Your Household*

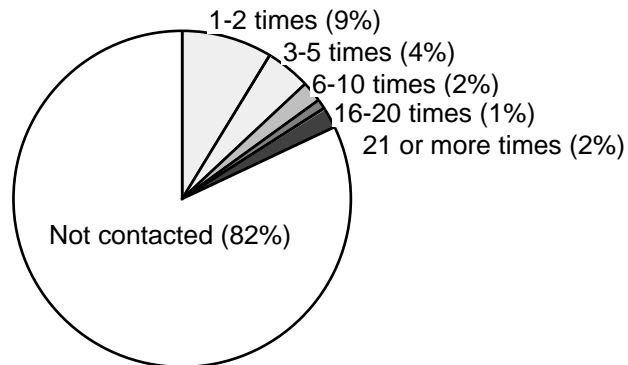


Base = 247

In the last year, of those who have contacted Council, 45% say they have contacted them one to two times concerning their household (52% in 1999), with 21% contacting them three to five times.

28% of residents who have contacted Council in the last 12 months have not contacted them for a matter regarding their household (25% in 1999).

ii. Your Work Or Business

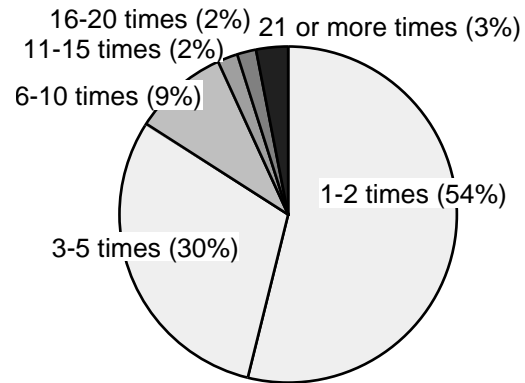


Base = 247

9% of residents who have contacted Council in the last 12 months, say they have contacted them one to two times, on a matter concerning their work or business.

82% of residents who have contacted Council in the last 12 months have not contacted them for a matter regarding their work or business.

iii. Overall



Base = 247

54% of residents who have contacted Council in the last 12 months, say that overall they have contacted Council one to two times in the last 12 months, with 30% saying they have contacted them three to five times and 9% saying six to ten times.

**e. Rating Of Aspects Of Staff Performance**

Residents who contacted Council staff in the last 12 months were asked to rate eleven aspects of service on a scale from very good to poor.

In 1998, residents were asked to rate these aspects on a scale from very satisfactory to very unsatisfactory.

To allow comparisons to be made between 1999, 2000 and the 1998 findings, the following analogy has been made:

<u>1999/2000 Scale</u>		<u>1998 Scale</u>
Very good	=	Very satisfactory
Good	=	Satisfactory
Just acceptable	=	Neutral
Not good	=	Unsatisfactory
Poor	=	Very unsatisfactory



i. HelpfulnessSummary Table - Rating Council Staff In Terms Of Helpfulness

	Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year: <b>2000</b>	<b>28</b>	<b>42</b>	<b>17</b>	<b>7</b>	<b>4</b>	<b>2</b>
1999	28	45	17	4	4	2
1998	30	45	8	11	5	1
Area: Urban	28	42	18	7	4	1
Rural	27	46	4	12	8	3

% read across

Base = 247

70% of residents who have contacted Council staff in the last 12 months, rate the helpfulness of staff as good/very good, compared to 73% in 1999.

11% of these residents rate the helpfulness of staff as not good/poor (8% in 1999).

The mean is 3.8, indicating that, on average, residents contacting Council rate the helpfulness of staff as good.

There are no notable differences between urban and rural residents, area groups and socio-economic groups, in terms of those residents rating helpfulness of staff as not good/poor. However, it appears that the following residents are slightly more likely to feel this way ...

- rural residents,
- residents who live in a three or more person household.

ii. Friendliness

Summary Table - Rating Council Staff In Terms Of Friendliness

	Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year: <b>2000</b>	<b>27</b>	<b>49</b>	<b>14</b>	<b>4</b>	<b>3</b>	<b>3</b>
1999	25	56	15	2	1	1
1998	34	46	11	6	1	2
Area: Urban	27	48	14	5	3	3
Rural	25	52	17	-	3	3

% read across

Base = 247

76% of residents who have contacted Council staff in the last 12 months, rate the friendliness of staff as good/very good, compared to 81% in 1999.

7% of these residents rate the friendliness of staff as not good/poor (3% in 1999).

The mean is 4.0, indicating that, on average, residents contacting Council rate staff friendliness as good.

There are no notable differences between urban and rural residents, area groups and socio-economic groups, in terms of those residents rating friendliness of staff as not good/poor.

iii. KnowledgeSummary Table - Rating Council Staff In Terms Of Knowledge

	Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year: <b>2000</b>	<b>22</b>	<b>41</b>	<b>16</b>	<b>8</b>	<b>4</b>	<b>9</b>
1999	23	46	18	5	4	4
1998	27	44	10	11	5	3
Area: Urban	23	40	16	8	4	9
Rural	15	51	14	9	3	8

% read across

Base = 247

63% of residents who have contacted Council staff in the last 12 months, rate the knowledge of staff as good/very good, compared to 69% in 1999.

12% of these residents rate the knowledge of staff as not good/poor (9% in 1999).

The mean is 3.8, indicating that, on average, residents contacting Council rate the knowledge of staff as good.

There are no notable differences between urban and rural residents, area groups and socio-economic groups, in terms of those rating staff knowledge as not good/poor.

iv. Ability To Explain Things**Summary Table - Rating Council Staff In Terms Of Their Ability To Explain Things**

	Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year: <b>2000</b>	<b>19</b>	<b>42</b>	<b>18</b>	<b>7</b>	<b>6</b>	<b>8</b>
1999	21	51	15	4	3	6
1998	27	43	13	10	5	2
Area: Urban	19	42	18	6	6	9
Rural	17	49	13	9	9	3

% read across

Base = 247

61% of residents who have contacted Council staff in the last 12 months, rate the ability of staff to explain things as good/very good, compared to 72% in 1999.

13% of these residents rate the ability of staff to explain things as not good/poor (7% in 1999).

The mean is 3.7, indicating that, on average, residents rate the staff's ability to explain things as good.

There are no notable differences between urban and rural residents, area groups and socio-economic groups, in terms of those residents rating ability of staff to explain things as not good/poor.

v. EfficiencySummary Table - Rating Council Staff In Terms Of Their Efficiency

	Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year: <b>2000</b>	<b>21</b>	<b>41</b>	<b>18</b>	<b>9</b>	<b>9</b>	<b>2</b>
1999	20	44	18	8	7	3
1998	25	44	9	13	6	3
Area: Urban	21	43	18	8	8	2
Rural	21	29	17	11	16	6

% read across

Base = 247

62% of residents who have contacted Council staff in the last 12 months, rate the efficiency of staff as good/very good, compared to 64% in 1999.

18% of these residents rate the efficiency of staff as not good/poor (15% in 1999).

The mean is 3.6, indicating that, on average, residents contacting Council rate the efficiency of staff between just acceptable and good.

There are no notable differences between urban and rural residents, area groups and socio-economic groups, in terms of those rating staff efficiency as not good/poor. However, it appears that the following residents are slightly more likely to feel this way ...

- rural residents,
- shorter term residents, those residing in the District 10 years or less.

vi. Speed Of Getting Through To The Right Department/PersonSummary Table - Rating Council Staff In Terms Of Speed Of Getting Through To The Right Department/Person

		Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year:	<b>2000</b>	<b>24</b>	<b>38</b>	<b>15</b>	<b>8</b>	<b>10</b>	<b>5</b>
	1999	21	49	13	6	5	6
	1998	24	40	13	12	8	3
Area:	Urban	23	38	15	8	10	6
	Rural	28	33	14	11	11	3

% read across

Base = 247

62% of residents who have contacted Council staff in the last 12 months, rate the speed of getting through to the right department/person as good/very good, compared to 70% in 1999.

18% of these residents rate the speed of getting through to the right department/person as not good/poor (11% in 1999).

A mean of 3.6 indicates that, on average, residents contacting Council rate the speed of getting through to the right department/person between acceptable and good.

Residents aged 18 to 59 years are more likely, than residents aged 60 years or over, to rate the speed of getting through to the right person/department as not good/poor.

vii. FairnessSummary Table - Rating Council Staff In Terms Of Fairness

	Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year: <b>2000</b>	<b>20</b>	<b>45</b>	<b>13</b>	<b>7</b>	<b>5</b>	<b>10</b>
<b>1999</b>	<b>16</b>	<b>50</b>	<b>19</b>	<b>2</b>	<b>2</b>	<b>11</b>
Area: <b>Urban</b>	<b>20</b>	<b>44</b>	<b>14</b>	<b>6</b>	<b>5</b>	<b>11</b>
<b>Rural</b>	<b>20</b>	<b>47</b>	<b>12</b>	<b>11</b>	<b>5</b>	<b>5</b>

% read across

Base = 247

65% of residents who have contacted Council staff in the last 12 months, rate the fairness of staff as good/very good (66% in 1999), while 12% of these residents rate the fairness of staff as not good/poor (4% in 1999).

The mean of 3.7 indicates that, on average, residents contacting Council rate the fairness of staff as good.

There are no notable differences between urban and rural residents, area groups and socio-economic groups, in terms of those residents rating fairness of staff as not good/poor.

viii. AttentivenessSummary Table - Rating Council Staff In Terms Of Attentiveness

	Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year: <b>2000</b>	<b>21</b>	<b>48</b>	<b>15</b>	<b>7</b>	<b>3</b>	<b>6</b>
Area: Urban	22	47	15	7	3	6
Rural	11	60	10	8	5	6

% read across

Base = 247

69% of residents who have contacted Council staff in the last 12 months, rate the attentiveness of staff as good/very good, while 10% of these residents rate staff attentiveness as not good/poor.

The mean of 3.8 indicates that, on average, residents contacting Council rate the attentiveness of staff as good.

There are no notable differences between urban and rural residents, area groups and socio-economic groups, in terms of those residents rating attentiveness of staff as not good/poor. However, it appears that men are slightly more likely, than women, to feel this way.



ix. Alertness**Summary Table - Rating Council Staff In Terms Of Alertness**

	Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year: <b>2000</b>	<b>19</b>	<b>49</b>	<b>15</b>	<b>8</b>	<b>3</b>	<b>6</b>
Area: Urban	21	48	15	7	3	6
Rural	10	49	15	13	1	12

% read across

Base = 247

68% of residents who have contacted Council staff in the last 12 months, rate the alertness of staff as good/very good, while 11% rate staff alertness as not good/poor.

The mean of 3.8 indicates that, on average, residents contacting Council rate staff alertness as good.

There are no notable differences between urban and rural residents, area groups and socio-economic groups, in terms of those residents rating alertness of staff as not good/poor.

x. InitiativeSummary Table - Rating Council Staff In Terms Of Initiative

	Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year: <b>2000</b>	<b>17</b>	<b>37</b>	<b>19</b>	<b>11</b>	<b>6</b>	<b>10</b>
Area: Urban	(18)	37	19	12	6	8
Rural	5	36	23	3	14	(20)

% read across

Base = 247

54% of residents who have contacted Council staff in the last 12 months, rate the initiative of staff as good/very good, while 17% say it is not good/poor.

The mean of 3.5 indicates that, on average, residents contacting Council rate staff initiative as between just acceptable and good.

There are no notable differences between urban and rural residents, area groups and socio-economic groups, in terms of those residents rating initiative of staff as not good/poor.

xi. DependabilitySummary Table - Rating Council Staff In Terms Of Dependability

	Very good (5) %	Good (4) %	Just Acceptable (3) %	Not Good (2) %	Poor (1) %	Unsure - %
Year: <b>2000</b>	<b>18</b>	<b>41</b>	<b>15</b>	<b>10</b>	<b>8</b>	<b>8</b>
Area: Urban	20	40	16	9	8	7
Rural	6	44	3	20	10	17

% read across

Base = 247

59% of residents who have contacted Council staff in the last 12 months, rate the dependability of staff as good/very good, while 18% rate their dependability as not good/poor.

The mean of 3.5 indicates that, on average, residents contacting Council rate staff dependability between just acceptable and good.

Rural residents are more likely, than urban residents, to rate staff dependability as not good/poor.

xii. Summary

Summary Table - Rating Specific Aspects Of Service

	<b>Rating</b>			
	<b>Good/ very good %</b>	<b>Just acceptable %</b>	<b>Not good/ poor %</b>	<b>Don't know %</b>
<b>Aspect Of Service:</b>				
Friendliness	76	14	7	3
Helpfulness	70	17	11	2
Attentiveness	69	15	10	6
Alertness	68	15	11	6
Fairness	65	13	12	10
Knowledge	63	16	12	9
Efficiency	62	18	18	2
Speed of getting through to the right department/person	62	15	18	5
Ability to explain things	61	18	13	8
Dependability	59	15	18	8
Initiative	54	19	17	10

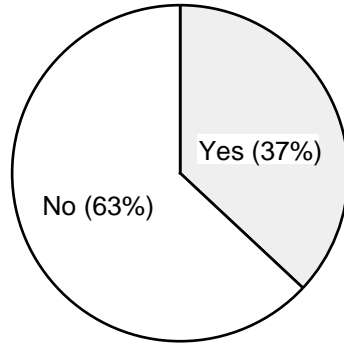
Base = 247

Residents who have contacted Council in the last 12 months, are more likely to rate the friendliness of staff as good/very good, than the other aspects of staff service mentioned.

It also appears that these residents are slightly less likely to rate staff initiative as good/very good, than the other ten aspects of staff service which were rated.

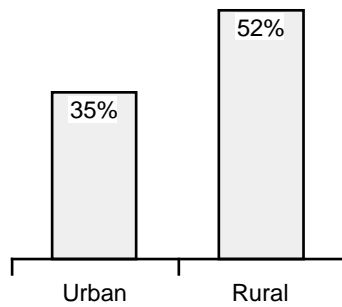
**f. Improvements To Staff Performance**

*Are There Any Improvements To Staff Performance Residents Would Like to Suggest?*

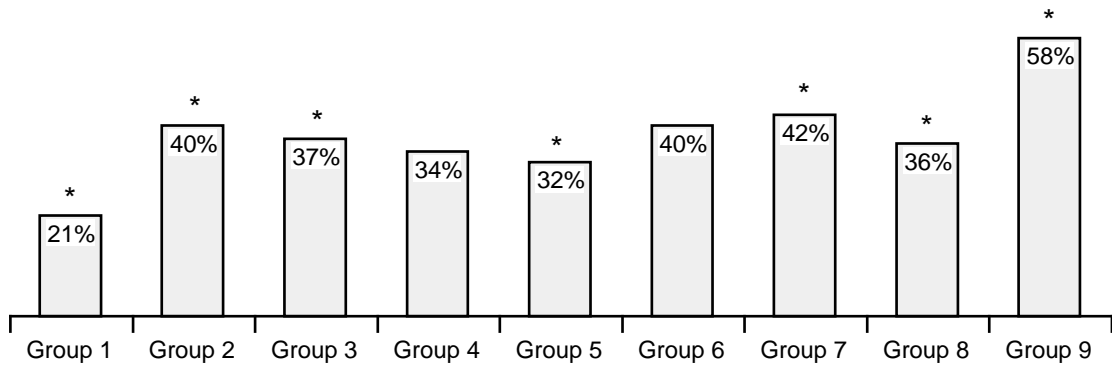


Base = 247

*Percent Saying 'Yes' - By Area*



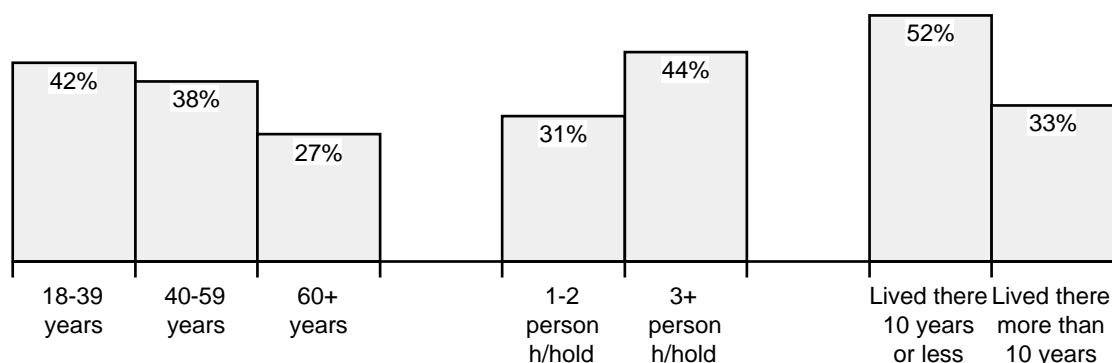
*Percent Saying 'Yes' - By Area Group\*\**



\* Caution: small base

\*\* See page 3 for breakdown of Area Group

Percent Saying 'Yes' - Comparing Different Types Of Residents



37% of residents who have contacted Council in the last 12 months, say there are improvements to staff performance they would like to suggest.

Residents more likely to say 'yes' are ...

- rural residents,
- residents aged 18 to 59 years,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

It also appears that area group 9 residents (Marybank-Gordon Park and Fordell-Kakatahi residents) are slightly more likely to say 'yes'. Caution is required, as the base for this group is small (N=21). However, the percentage difference between this reading and the other eight measurements is considered indicative of a likely trend.

#### *Main Improvements Residents Would Like To See*

The main suggestions for staff performance given by these 94 residents are ...

- improve customer service, mentioned by 23% of residents who have contacted Council and have a suggestion to improve staff performance,

*“More professional staff to go with their professional image.”*

*“More staff on frontline counter to promptly attend to enquirers' needs.”*

*“Trained to be co-operative.”*

*“Have the staff listen and try and understand.”*

*“More proactive - I get the impression 'we're just doing our job and that's all'.”*

*“Need to be more responsive to people of all socio-economic groups.”*

*“More cultural diversity and sensitivity.”*

*“Appearance, speech - it all comes into it.”*

*“Can no longer contact departments directly - use direct dial phone numbers.”*

- **more knowledgeable/experienced staff, 15%,**

*“Need to maintain knowledgeable staff at all times who can answer queries.”*

*“Staff knowledge on fees - building related - needs to be improved.”*

*“Improvement of knowledge of Wanganui by employees. Had no idea about Maori and non Maori population of Wanganui. This was a telephone enquiry, I don’t know who I was put through to.”*

*“Staff should be able to pick out all problems with building applications, rather than stopping as soon as first problem arises.”*

*“To be more knowledgeable, one person to see enquiry through so you don’t get put onto different staff.”*

*“The people that work in Council that visit building sites should have at least one or two years building experience. Always young guy that doesn’t realise that every job is different.”*

- **more communication/liaison/information, 13%,**

*“Improve communication skills, both with public and in house.”*

*“Accessibility to talk to key personnel when required. Inspectorate should take more seriously appointments with residents and maintain good communications.”*

*“Ensuring the provisions of resource consent process are better understood.”*

*“Wider information about situations such as the operation of recycling at transfer station.”*

*“Dealing with issues, informing the public by newspaper.”*

*“Leaflets or more information re rates to explain past and future performances, i.e. with rates notices.”*

- **more friendly/cheerful/polite, 12%,**

*“They didn’t make me feel welcome.”*

*“Be more friendly - willing to deal with customer - ‘How can I help you?’ with a blank face - smile more - be there!”*

*“The telephone operator could have been a little more cheerful.”*

*“More friendliness towards parents and children.”*

*“Politeness in telephone response - tendency to abruptness.”*

*“Council staff should lead by example to create a friendlier society.”*

- **no follow-up/don't get back to you, 11%,**

*“Valuation Department - in one situation there was no follow through or feedback.”*

*“Follow up on removal of tree or instructions to residents, i.e. removal of large tree and replanting of replacement and inspection of site, i.e. safety.”*

*“Acknowledgement of fax messages about dog problems in particular (from NZ Post).”*

*“I think the person who answers the phone should actually know the person’s name, not just their title, so that if that person doesn’t get back to us, we have a name.”*

*“Return calls when messages left.”*

- **getting through to right department/person, 10%,**

*“Improvement getting through to right department or person would be nice.”*

*“Finding out who handles a particular problem - lack of information about when a particular officer is available.”*

*“Quicker getting onto the right people, less personal opinion.”*

- **systems/procedures need improving, 9%.**

*“A lot of information you don’t know if it’s being recorded. Perhaps a reference number system. You don’t know if anyone has written it down.”*

*“I think their performance would be improved if their record keeping was better, so that you don’t have to repeat the history each time.”*

*“To be more sophisticated with technology.”*

*“They need to clarify building consent requirements. We got consent on drawings, but when installation was completed as per drawings, we were told of a requirement which means dismantling the installation.”*

*“Accept hand written proposals seriously.”*

*“Not have so much red tape and regulations obtaining building permits.”*

*“Processing of consent applications needs streamlining, with simultaneous activity in different departments to speed consent permits up.”*

**Other suggestion(s) given by 8% of these residents are ...**

- **more prompt service needed/slow to act,**
- **too many chiefs/overstaffed,**

**by 6% ...**

- **action needed on complaints,**
- **could do more/work for their salary,**

**by 5% ...**

- **need to take responsibility/leadership.**

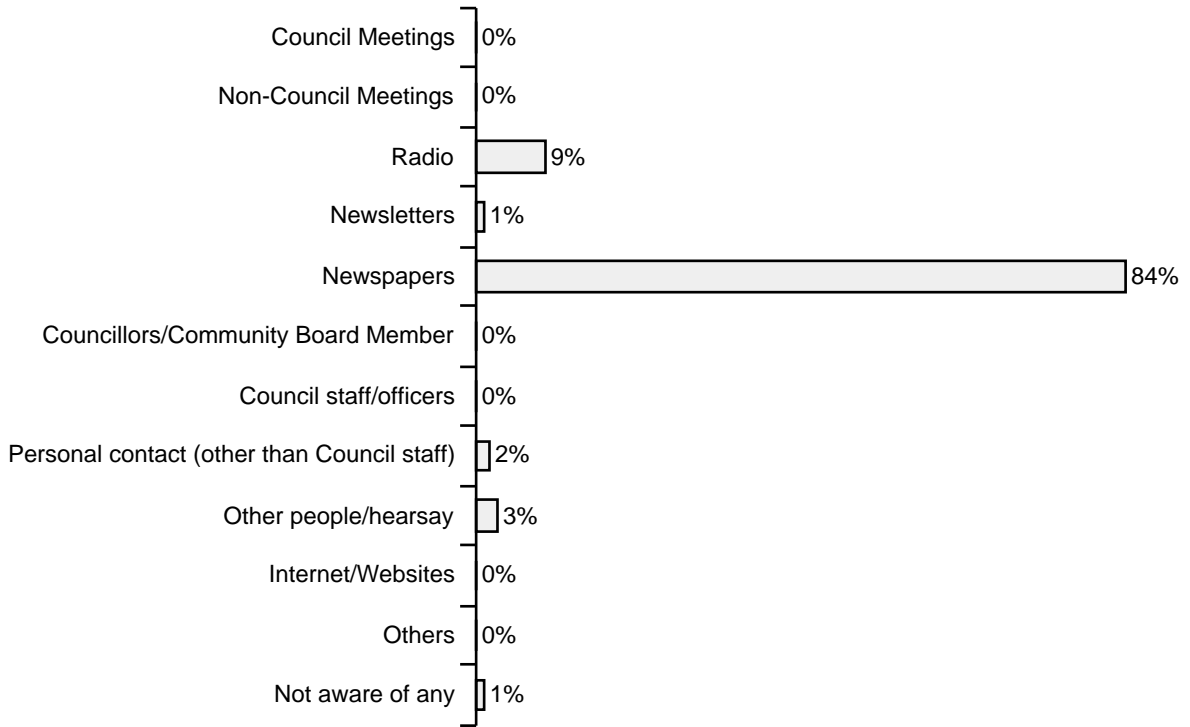




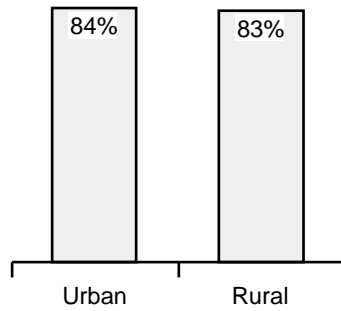
**5. Information**

**a. Main Source Of Information About The District**

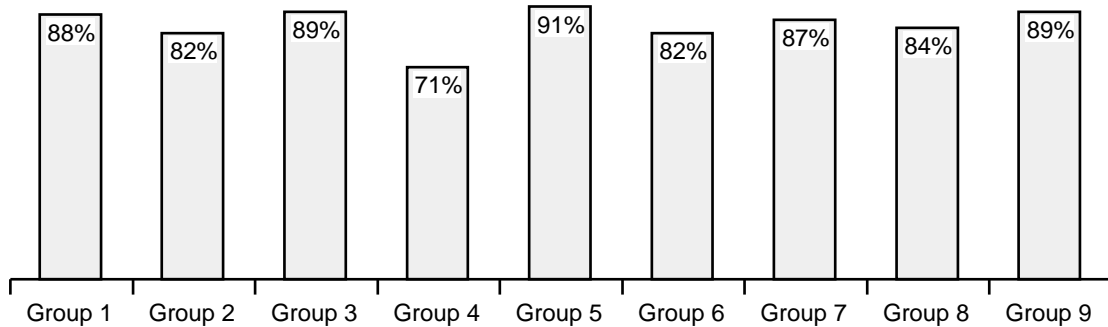
*What Is Your Main Source of Information?*



*Percent Saying 'Newspapers' - By Area*

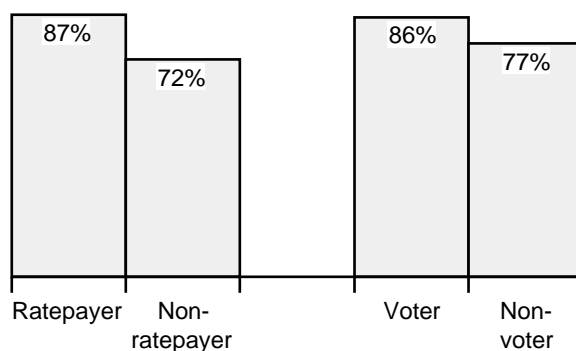


*Percent Saying 'Newspapers' - By Area Group\**



\* See page 3 for breakdown of Area Group

Percent Saying 'Newspapers' - Comparing Different Types of Residents

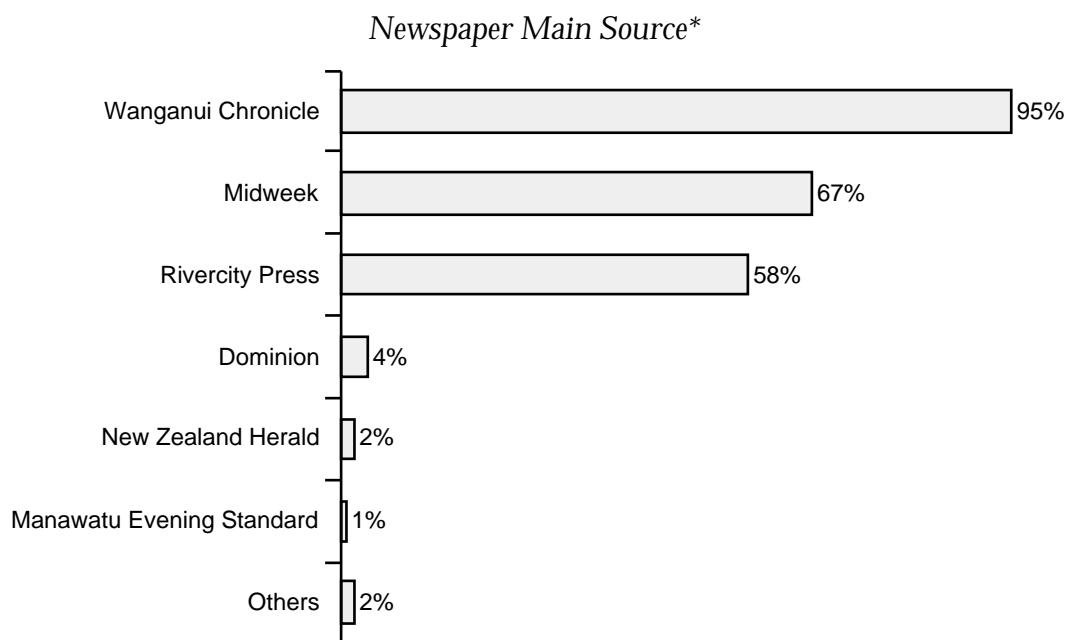


The majority of residents (84%) consider newspapers to be their main source of information about what is going on in the District (81% in 1997).

Residents more likely to consider newspapers as their main source of information about what is going on in the District are ...

- ratepayers,
- residents who voted in the last local government elections.

95% of residents who get their information about the District mainly from newspapers, get their information from the Wanganui Chronicle, with 67% getting their information from the Midweek and 58% getting their information from the Rivercity Press. These readings are very similar to the 1997 findings.

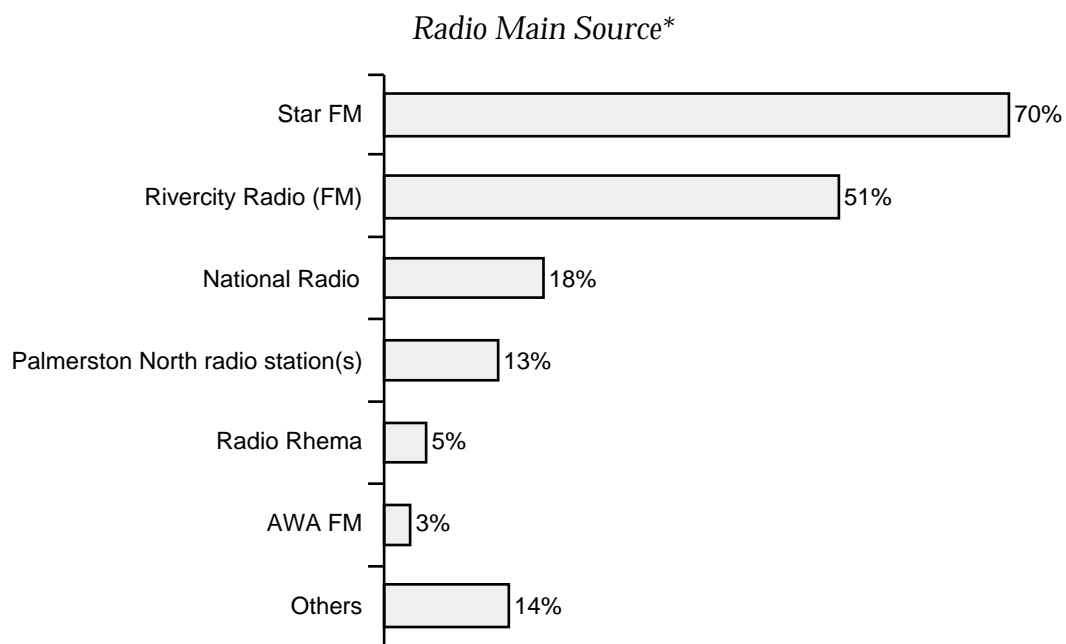


Base = 376

\* Multiple response

The other newspapers mentioned are: Sunday Times (2 mentions), Castlecliff News (2 mentions), Evening Post (2 mentions) and Sunday papers (1 mention).

70% of residents who get their information about the District mainly from the radio, get their information from Star FM (72% in 1997), with 51% getting it from Rivercity Radio (FM) (63% in 1997).



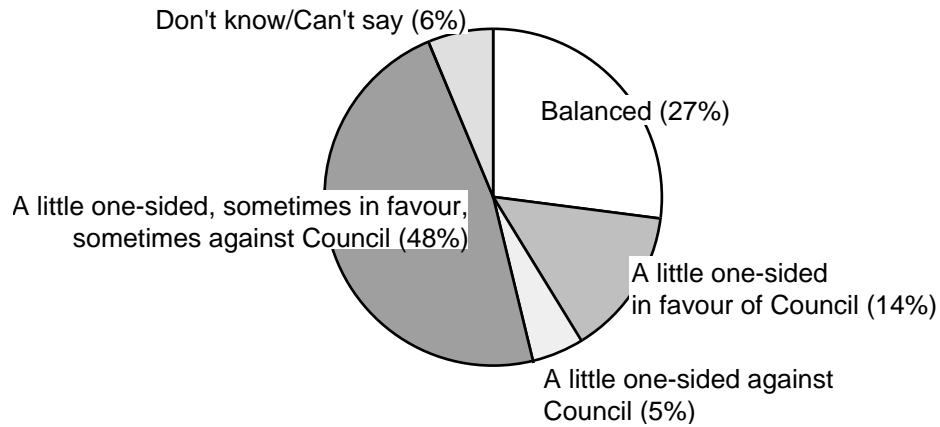
Base = 35

\* Multiple response

The other radio stations mentioned are: Radio Pacific (4 mentions), ZB talkback (1 mention), Solid Gold FM (1 mention) and 2ZW (1 mention).

**b. Is The Information Supplied Balanced?**

*Is The Information From The Source You Mentioned ...?*



Base = 437

**Summary Table - How Balanced Is Information About Council?**

	Aware of Information 2000 %	Aware of Information 1997 %	Area	
			Urban %	Rural %
<u>Percent who mention ...</u>				
Balanced - neither for nor against Council	27	29	27	22
A little one-sided:				
- in favour of Council	14	14	15	9
- against Council	5	6	6	3
Sometimes in favour/sometimes against	48	45	47	55
Don't know	6	6	5	11
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

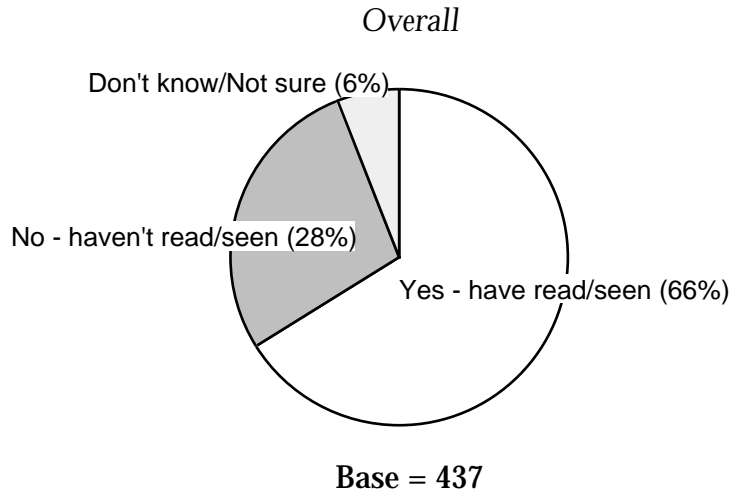
99% of residents are aware of information about what is going on in the District.

19% of residents who are aware of information about what is going on in the District, feel the information provided about Council is a little one-sided, with 48% seeing it as sometimes in favour, sometimes against Council. 27% of residents see the information as balanced. These readings are similar to the 1997 results.

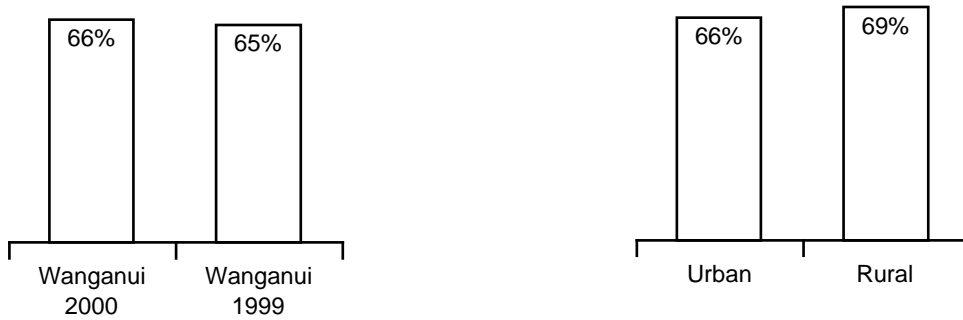
Residents more likely to see the information as balanced are ...

- women,
- residents aged 40 years or over,
- longer term residents, those residing in the District more than 10 years,
- residents who voted in the last local government elections.

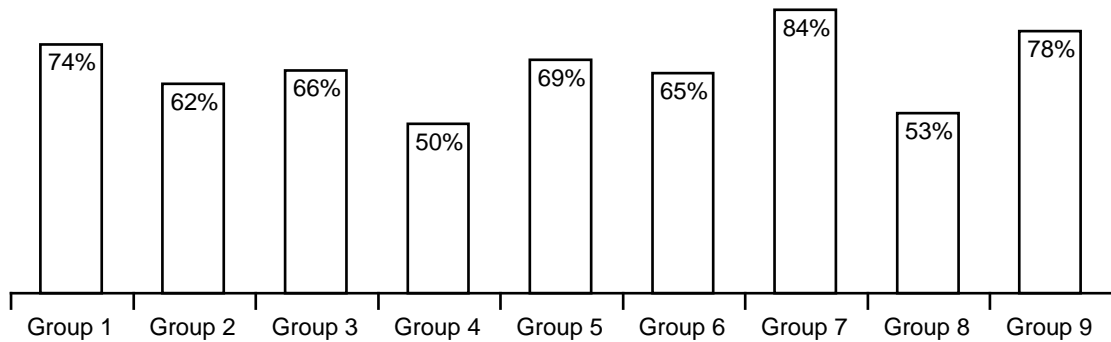
**c. Readership Of Information Published By The Council**



*Percent Saying 'Yes - Seen/Read' - Comparison      Percent Saying 'Yes - Seen/Read' - By Area*

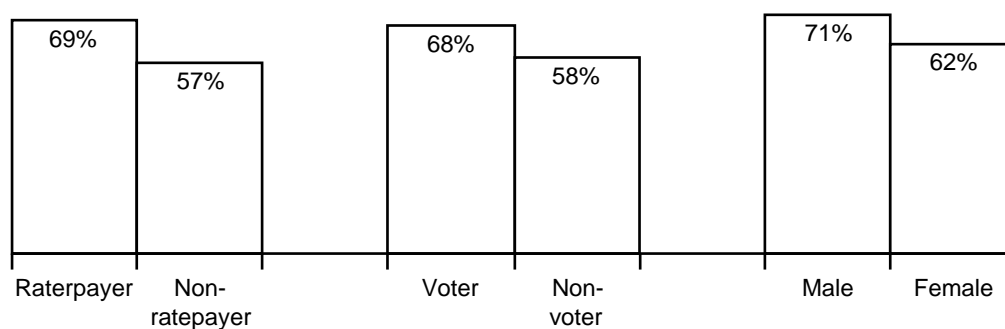


*Percent Saying 'Yes - Seen/Read' - By Area Group\**



**\* See page 3 for breakdown of Area Group**

*Percent Saying 'Yes - Seen/Read' - Comparing Different Types Of Residents*



**66% of residents who are aware of information about what is going on in the District, say they have seen or read, in the last 12 months, information Council publishes specifically for the community, compared to 65% in 1997.**

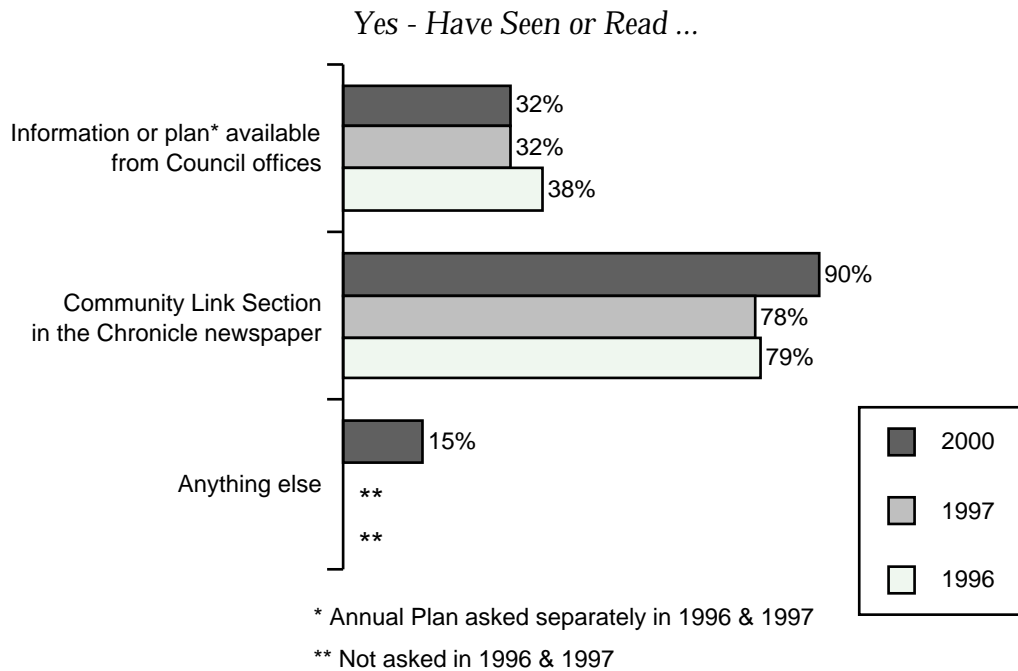
**Residents more likely to have seen or read published Council information in the last 12 months are ...**

- ratepayers,
- residents who voted in the last local government elections,
- men.



**d. Types of Published Information Residents Have Seen or Read in the Last 12 Months**

Those residents (66%) who have seen or read any information in the last 12 months were asked to consider what types they have seen or read.



Base = 291

Of those who have seen or read information published by Council in the last 12 months, the majority have seen or read the Community Link section in the Chronicle newspaper (90%, up from 78% in 1999).

Residents more likely to have seen or read information or plans available from Council offices are ...

- men,
- residents aged 40 to 59 years,
- NZ European residents,
- ratepayers.

Residents more likely to have seen or read the Community Link section in the Chronicle newspaper are ...

- women,
- residents aged 60 years or over,
- ratepayers,
- households with an annual income between \$27,001 and \$45,000.

Residents more likely to have seen or read anything else are ...

- rural residents,
- residents aged 40 to 59 years,
- residents who identify their ethnic origin as NZ European.

This is comprised of:

"Pamphlets in mail to Polytech."  
 "Midweek and Rivercity Press."  
 "At other meetings."  
 "Through various organisations."  
 "Read Chas' column."  
 "Newsletter from Council."  
 "General reporting in Palmerston North paper."  
 "Plans at the library."  
 "Flyers in the mail/mail drops." (x 5)  
 "Pamphlets."  
 "Update on rubbish regulations."  
 "Shifting Kai-Iwi Hall."  
 "Midweek columns."  
 "Newsletter offcuts."  
 "Economic newsletter."  
 "'Mainstreet' write-up in the Chronicle and 'Majestic Square' news in the Chronicle."  
 "Castlecliff News." (x 2)  
 "Star FM 7.30 News."  
 "Letters re new numbering system."  
 "Meeting dates."  
 "Resource consents re windmills at Cooper Kodpak and reclamation of riverbank at Aramoho."  
 "Library." (x 2)  
 "Throw away leaflets in Community News."  
 "Information posted to me about Fordell rubbish collection and on the water scheme for Fordell."  
 "Castlecliff Report."  
 "Wastewater pamphlet."  
 "Resource consent signage in Riverbank Road."  
 "Letter of notification of tip withdrawal."  
 "Leaflets."  
 "Plans for Majestic Square/Majestic Square development proposals."  
 "Pride."  
 "Closure of roads advertisement." (x 2)  
 "Newspaper features, e.g. Waimaire, Spriggens Park."  
 "Some of the tenders and water scheme proposals."  
 "General news about the stormwater separation."  
 "Letters to the Editor." (x 2)  
 "Notices of meetings."  
 "Council notices in paper."  
 "I am an ex Board Member of a facility."



47% of residents feel there is enough/more than enough information supplied (54% in 1997), which is similar to the Peer Group Average and on par with the National Average. 47% feel there is not enough/nowhere near enough information supplied (41% in 1997).

Residents more likely to say there is enough/more than enough information are ...

- residents aged 40 years and over,
- longer term residents, those living in the District more than 10 years,
- residents who voted in the last local government elections.



## **6. Representation**

The success of democracy in the Wanganui District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making. Council wishes to understand the perceptions that its residents have on how easy or how difficult it would be to have their views heard. It is understood that people's perceptions can be based either on personal experience or on hearsay.

### a. Expected Degree Of Consultation

Summary Table - Expected Degree Of Consultation

	Get on with job, keep informed %	Consult on major issues %	Consult on most issues %	No opinion %
<b>Total District 2000</b>	<b>20</b>	<b>51</b>	<b>27</b>	<b>2</b>
Total District 1999	21	48	29	2
Total District 1998	23	48	26	3
Total District 1997	20	56	24	-
Total District 1996	19	53	27	1
<u>Comparison</u>				
Peer Group Average	14	53	32	1
National Average	14	53	32	1
<u>Area</u>				
Urban	21	48	29	2
Rural	7	77	14	2
<u>Area Group*</u>				
Group 1	20	60	17	3
Group 2	28	44	28	-
Group 3	19	60	16	5
Group 4	27	43	27	3
Group 5	24	63	13	-
Group 6	19	38	42	1
Group 7	9	35	56	-
Group 8	13	69	15	3
Group 9	8	80	12	-
<u>Gender</u>				
Male	22	46	30	2
Female	18	56	25	1
<u>Ethnicity</u>				
NZ European	18	53	27	2
NZ Maori	27	35	35	3
<u>Ratepayer?</u>				
Ratepayer	19	54	26	1
Non-ratepayer	23	41	32	4

% read across

\* See page 3 for breakdown of Area Group.

When asked how much consultation they would like the Mayor and Councillors to have with its citizens, 51% opted for Council consulting with people on major issues only, otherwise getting on with the job they are elected to do. This percentage is similar to both the Peer Group and National Averages, and on par with the 1999 reading.

20% of residents want the Mayor and Councillors to get on with the job but keep public informed, while 27% want consultation on most issues.

Residents more likely to want the Mayor and Councillors to consult on major issues only are ...

- rural residents,
- women,
- ratepayers.

Area groups 2, 4, 6, and 7 are less likely, than other area groups, to want consultation on major issues only.

Those who expressed a desire for consultation on major issues, 51% overall, were asked what they considered to be major issues. Main issues arising are ...

- sewage and stormwater/wastewater - separation/cost involved,

*“Stormwater separation. Due to considerable cost, more public input needed.”*

*“The stormwater sewage separation, worried about cost.”*

*“Stormwater separation - alterations two years ago. Could have been changed more cheaply then. Appears to be going to be crammed into two years, need more consultation.”*

*“Wastewater separation - general information would have been helpful.”*

*“Water separation - definitive costings are a must to affected residents.”*

*“Wastewater/stormwater - they seem to be having this issue and we’re not being fully informed of all the options available.”*

*“Stormwater separation - rates should pay for this.”*

*“Stormwater separation - to make sure what they’re doing is necessary and not spending money unnecessarily.”*

- rates issues - increases/spending/setting,

*“Rate increases.”*

*“Rates - the amount that households are charged. In real estate for 20 years and people considering to move here can’t believe rate prices.”*

*“We pay the rates - they always try to justify increases for things that don’t need to be done.”*

*“Rates - two properties close and won’t rate it as one - only one house.”*

*“Anything that causes increase in rates.”*

*“I think the rates is one thing and how they’re going to spend our money.”*

*“Rates increased for special jobs but, once completed, they don’t remove that cost from our rates bill.”*

*“Rates - I’ve got two or three old mates and it’s crippling them, the latest increase.”*

*“Rates, keeping lid on.”*

*“Rate increases, should be consulted with ratepayers first.”*

*“The rating set up is inequitable. Rates seem to have a bearing on section size.”*

*“Citizens tax, as at present only ratepayers pay for services used by all.”*

*“Rate valuations should be by personal contact every three years only.”*

- **sewerage/sewerage scheme (separation not mentioned),**

*“Sewerage scheme (major).”*

*“Sewage management - you are just told.”*

*“The sewerage scheme - because it has taken so long.”*

*“Sewerage - where is it going?”*

- **any major expenditure/spending,**

*“Any serious drain on funds.”*

*“Expenditure over \$15,000.”*

*“Large expenditure in Wanganui.”*

- **Majestic Square,**

*“Majestic Square not fully informed on.”*

*“Big plans for Majestic Square.”*

*“Majestic Square - too much re-manipulation - just get on with the job and get it completed.”*

*“Majestic Square development - nothing seems to be definite towards an end result.”*

- **fluoridation of water supply,**

*“Fluoridation of the local drinking water. They should have another referendum.”*

*“Re fluoride - no consultation to see what residents wanted. Pro-fluoride.”*

*“Fluoridation of water supply - I think it should be voted on.”*

*“Fluoridation - I am against it. I like to be independent. It costs quite a bit to get it done, Wanganui is not that rich. I don't like forcing anything onto the people.”*

- **water supply.**

*“Upgrade water quality.”*

*“Arles water supply - don't want to lose it due to more houses. Gardens being watered too much in summer.”*

*“Water - water softener.”*

*“Drinking water.”*

*“To tell us when they do the water pipes in the street - to let us know when.”*

*“Water schemes - pricing and supply - it's something everyone takes for granted, but they charge for it.”*

*“Water - Westmere - supply lines stretched to capacity.”*



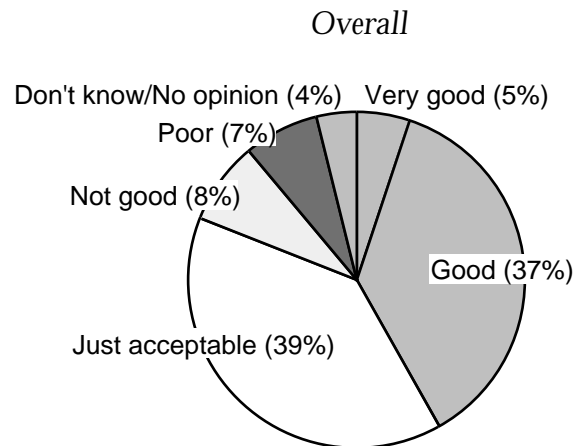
Summary Table - Major Issues Requiring Consultation

	<b>Total District 2000 %</b>	<b>Area</b>	
		<b>Urban %</b>	<b>Rural %</b>
<u>Percent who mention ...</u>			
Sewage and stormwater/wastewater - separation/cost involved	<b>14</b>	<b>15</b>	<b>8</b>
Rates issues - increases/spending/setting	<b>4</b>	<b>4</b>	<b>3</b>
Sewerage/sewerage scheme (separation not mentioned)	<b>3</b>	<b>3</b>	<b>1</b>
Any major expenditure/spending	<b>3</b>	<b>2</b>	<b>7</b>
Majestic Square	<b>3</b>	<b>3</b>	<b>3</b>
Fluoridation of water supply	<b>3</b>	<b>2</b>	<b>7</b>
Water supply	<b>3</b>	<b>2</b>	<b>6</b>

Other issues considered major by 2% or less of residents are ...

- development/planning,
- roading issues,
- anything affecting the community,
- riverbank erosion,
- Information Centre location,
- sale of assets,
- beautification/appearance of area,
- bridges/Cobham/Dublin Street Bridge,
- the river/river pollution,
- rubbish collection, and
- rubbish dump issues/rubbish disposal.

## b. Performance Rating Of The Mayor And Councillors In The Last Year



In 2000, 42% of Wanganui District residents rate the performance of the Mayor and Councillors over the past year as good/very good. Wanganui District residents' rating of the performance of their Councillors and the Mayor is on par with the Peer Group Average and similar to the National Average, in terms of their respective fairly/very good ratings.

15% of residents rate the performance of the Mayor and Councillors, in the last 12 months, as not good/poor (18% in 1999), while most of the balance (39%) rate their performance as just acceptable (36% in 1999).

Residents more likely to rate the performance of the Mayor and Councillors over the past 12 months as good/very good are ...

- women,
- ratepayers.

Residents who feel that Council is aware of only a few community needs and issues, that they have not responded at all well to these needs/issues and think Wanganui is a worse place to live than it was three years ago are more likely to rate the performance of the Mayor and Councillors as not good/poor, than residents who have more favourable attitudes to these three issues. Additionally, those who rate Council staff's performance in the last year as poor/not good are more likely to rate the Mayor and Councillors' performance as poor/not good, than those who rate performance as just acceptable or better.

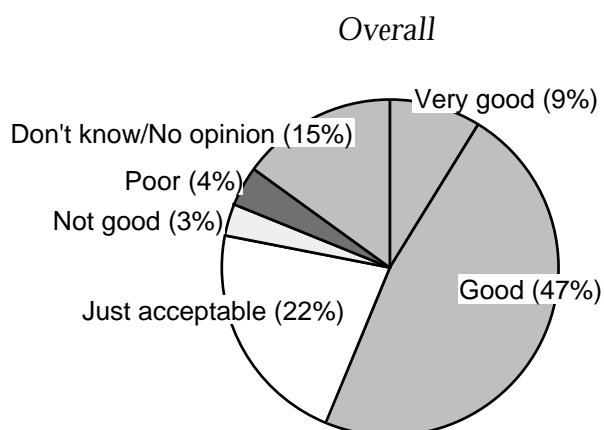
### Summary Table - Performance Rating Of The Mayor And Councillors In The Last Year

	Rated as ...			
	Good/ very good* %	Just acceptable %	Not good/ poor* %	Don't know %
<b>Total District 2000</b>	<b>42</b>	<b>39</b>	<b>15</b>	<b>4</b>
Total District 1999	42	36	18	4
Total District 1998	52	25	19	4
Total District 1997	59	26	11	4
Total District 1996	71	22	5	2
<u>Comparison</u>				
Peer Group Average*	46	34	15	5
National Average*	44	32	19	5
<u>Area</u>				
Urban	41	39	16	4
Rural	44	41	5	10
<u>Area Group</u>				
Group 1	33	46	13	8
Group 2	43	30	20	7
Group 3	41	41	15	3
Group 4	46	39	11	4
Group 5	45	35	16	4
Group 6	33	42	24	1
Group 7	49	38	13	-
Group 8	46	38	4	12
Group 9	45	49	3	3
<u>Gender</u>				
Male	38	41	16	5
Female	45	38	14	3
<u>Ratepayer?</u>				
Ratepayer	38	43	15	4
Non-ratepayer	52	28	15	5

% read across

\* In years prior to 1999, the scale was very good/fairly good and not very good/poor, as are the Peer Group and National Averages.

**c. Performance Rating Of Council Staff In The Last Year**



56% of residents rate the performance of Council staff in the last year as good/very good (53% in 1999). This rating is similar to the Peer Group Average and on par with the National Average, in terms of their respective fairly/very good ratings.

7% of residents rate the performance in the last year, as not good/poor, with 22% saying it is just acceptable (28% in 1999).

Residents more likely to rate the performance of Council staff as good/very good are ...

- residents who live in a 3 or more person household,
- non-ratepayers.

Residents who feel the Council has not responded well to the needs and issues of the community, and feel Wanganui is a worse place to live than it was three years ago, are more likely to rate staff performance as not good/poor, than residents who have more favourable attitudes towards these issues.

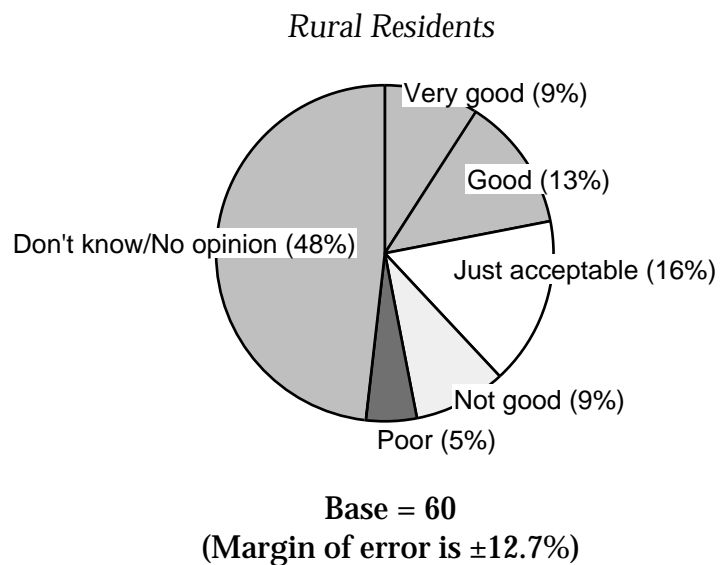
Summary Table - Performance Rating Of The Council Staff In The Last Year

	Rated as ...			
	Good/ very good* %	Just acceptable %	Not good/ poor* %	Don't know %
<b>Total District 2000</b>	<b>56</b>	<b>22</b>	<b>7</b>	<b>15</b>
Total District 1999	53	28	7	12
<u>Comparison</u>				
Peer Group Average*	54	22	9	15
National Average*	52	25	9	14
<u>Area</u>				
Urban	56	23	7	14
Rural	53	18	3	26
<u>Area Group</u>				
Group 1	63	15	9	13
Group 2	61	19	3	17
Group 3	49	20	10	21
Group 4	60	28	1	11
Group 5	55	17	9	19
Group 6	52	25	9	14
Group 7	58	29	10	3
Group 8	52	21	3	24
Group 9	57	18	1	24
<u>Household Size</u>				
1-2 person household	52	24	5	19
3+ person household	61	19	9	11
<u>Ratepayer?</u>				
Ratepayer	54	24	7	15
Non-ratepayer	64	15	5	16

% read across

\* The Peer Group and National Averages rate Council staff performance on a scale very good/fairly good to not very good/poor.

**d. Performance Rating Of Rural Community Boards In The Last Year**



22% of rural residents rate the performance of rural Community Boards as good/very good (36% in 1999), with 16% saying it is just acceptable, and 14% rating their performance as not good/poor. 48% of rural residents are unable to comment (39% in 1999).

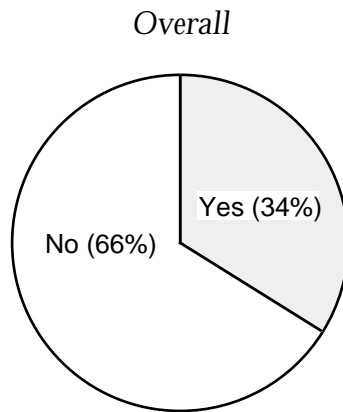
Because of the small bases for the majority of rural socio-economic groups, no relevant statistical comparisons can be made.



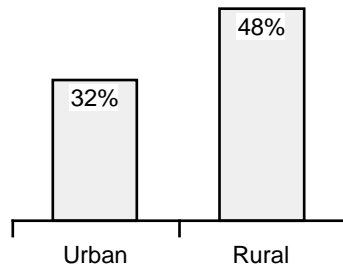
**7. Local Issues**

**a. Internet Usage**

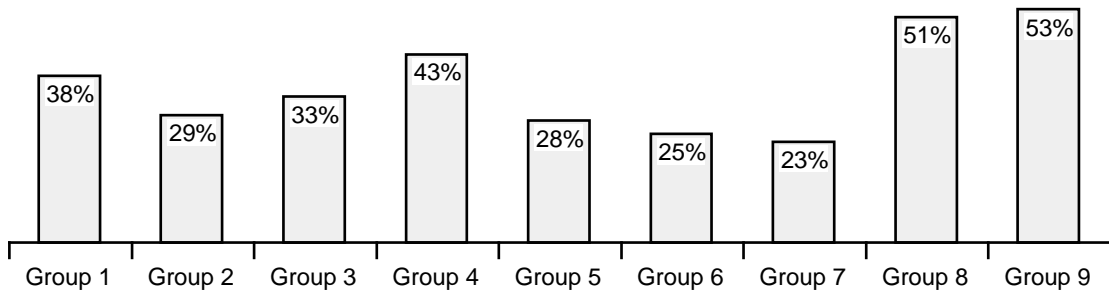
i. Have Residents Used The Internet To Get Information Or Visit A Website In The Last 12 Months?



Percent Saying 'Yes' - By Area



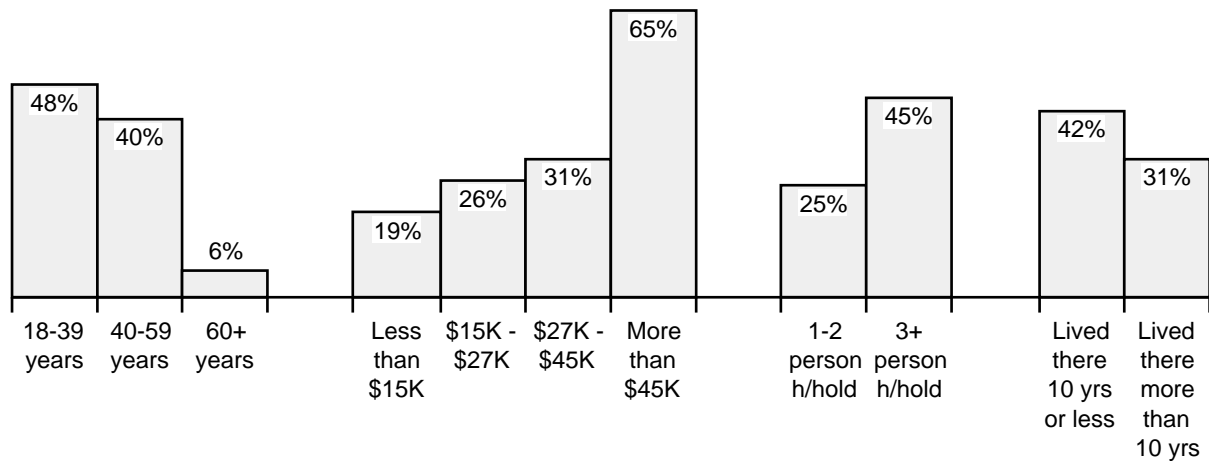
Percent Saying 'Yes' - By Area Group\*



\* See page 3 for breakdown of Area Group



*Percent Saying 'Yes' - Comparing Different Types Of Residents*

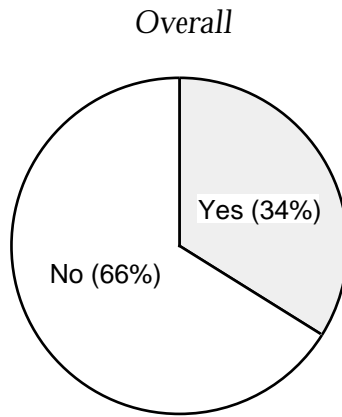


34% of residents have used the Internet to get information or visit a website in the last 12 months.

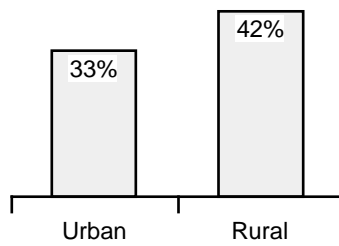
Residents more likely to say 'yes' are ...

- rural residents,
- residents aged 18 to 59 years,
- residents with an annual household income of more than \$45,000,
- residents who live in a 3 or more person household,
- shorter term residents, those residing in the District 10 years or less.

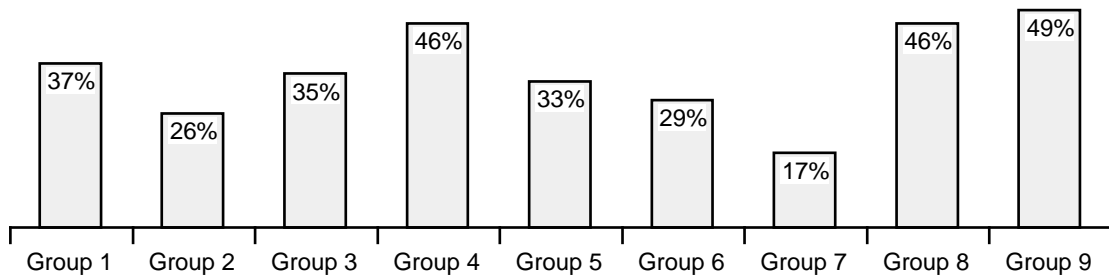
ii. Have Residents Used The Internet For E-mail Or Communication In The Last 12 Months?



Percent Saying 'Yes' - By Area

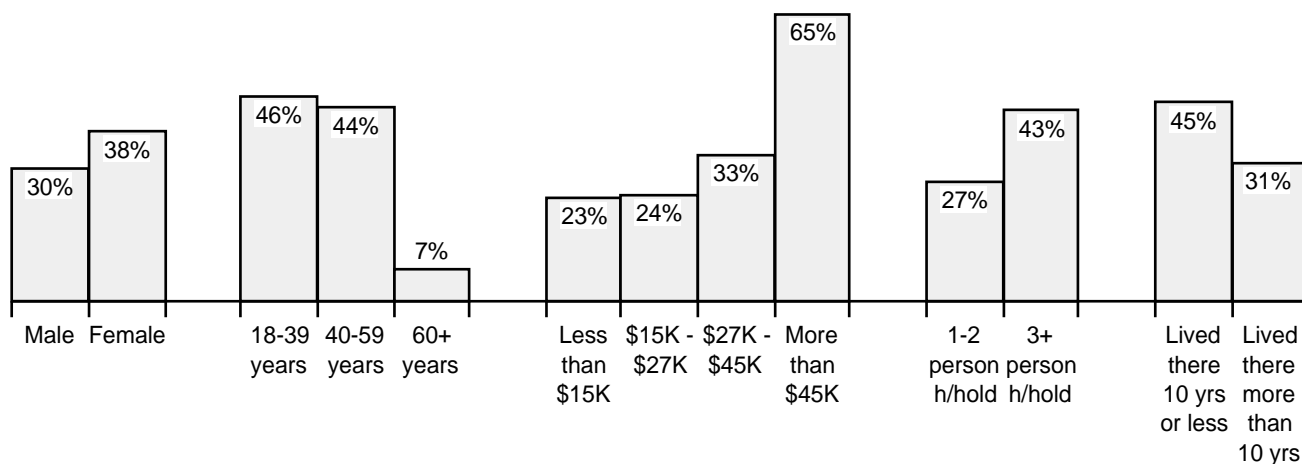


Percent Saying 'Yes' - By Area Group\*



\* See page 3 for breakdown of Area Group

Percent Saying 'Yes' - Comparing Different Types Of Residents



34% of residents say they have used the Internet for e-mail or communication in the last 12 months.

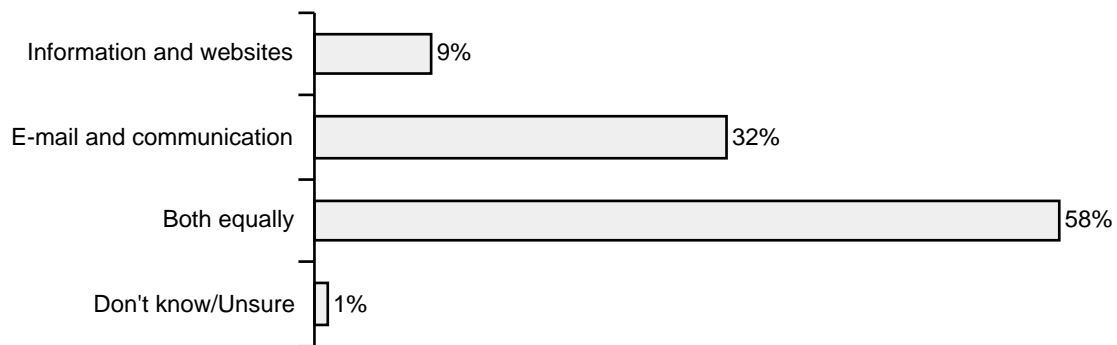
Residents more likely to say 'yes' are ...

- rural residents,
- women,
- residents aged 18 to 59 years,
- residents with an annual household income of more than \$45,000,
- residents who live in a 3 or more person household,
- shorter term residents, those residing in the District 10 years or less.

iii. What Do Residents\* Mainly Use The Internet For?

Users (Both Uses)\*

Residents\* use the Internet mainly for ...



Base = 121\*

58% of residents\* who use the Internet, use it equally for information and communication, while 32% say they use the Internet mainly for e-mail and communication.

Residents\* more likely to say they use the Internet equally for information and communication are ...

- men,
- residents aged 18 to 39 years†,
- residents who live in a 3 or more person household.

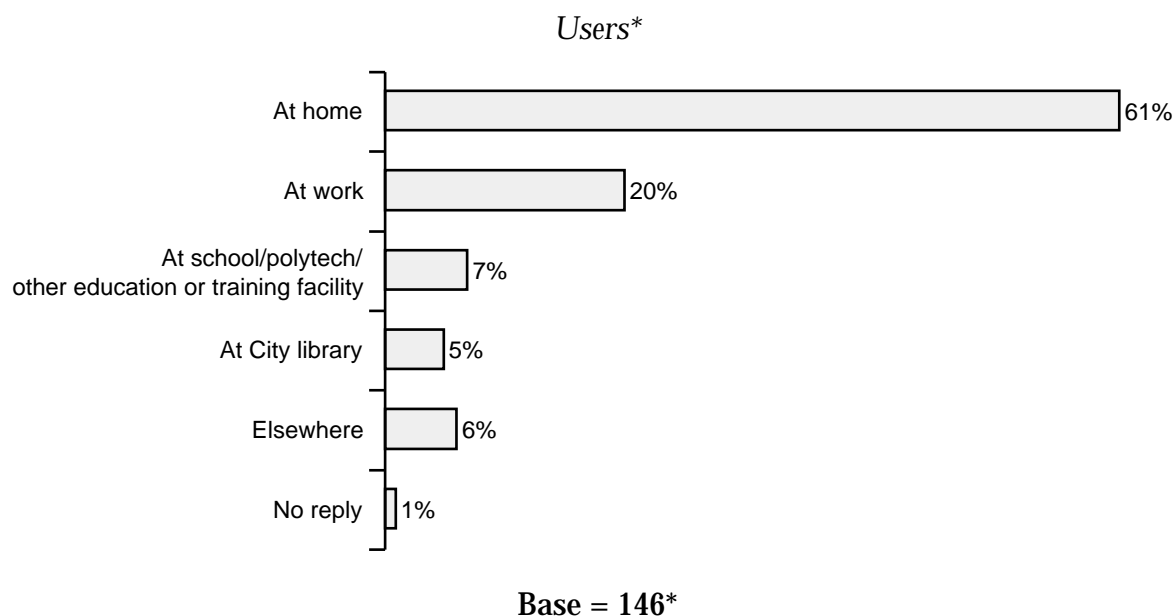
Residents\* more likely to say they use the Internet mainly for e-mail and communication are ...

- women,
- residents aged 40 to 59 years†,
- residents who live in a 1 or 2 person household.

\* Residents who have used the Internet for both information and communication in the last 12 months.

† NB: Residents aged 60 years or over have not been included in this comparison, as the base for this group is very small, N=9.

iv. Where Do Residents\* Mainly Use The Internet?



61% of residents\* who use the Internet, mainly use it at home, with 20% saying they mainly use it at work.

Residents\* more likely to say they mainly use the Internet at home are ...

- residents aged 40 to 59 years†,
- residents with an annual household income of more than \$45,000,
- residents who live in a 3 or more person household,
- ratepayers. (Caution is required, as the base for non-ratepayers is small. However, the difference between the two readings is considered indicative of a likely trend.)

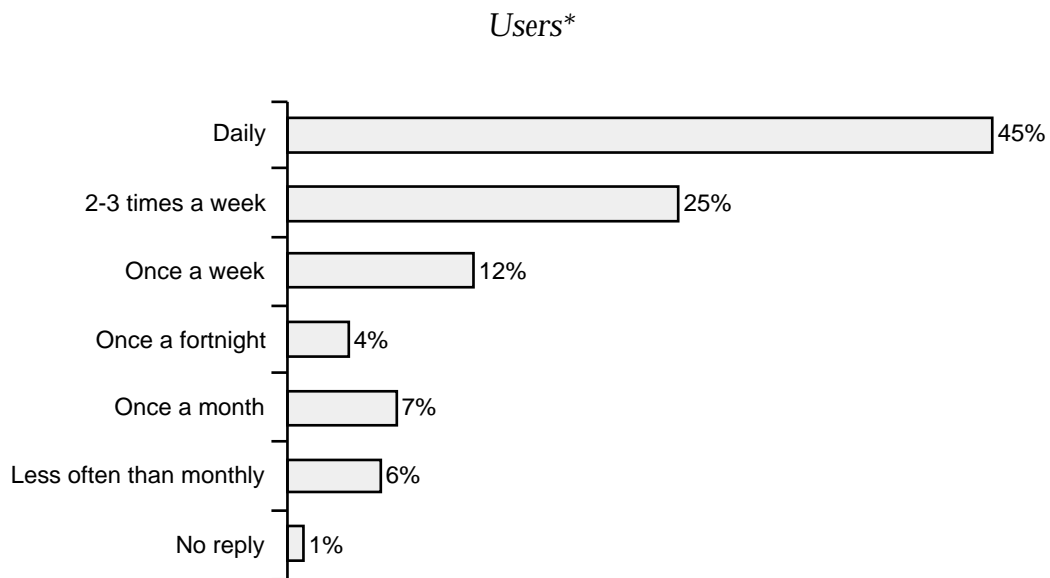
The other places mentioned are ...

- friends' (x 4),
- father-in-law's house,
- parents' house,
- Ko-hanga.

\* Residents who have used the Internet for information, communication, or both, in the last 12 months.

† NB: Residents aged 60 years or over have not been included in this comparison, as the base for this group is very small, N=9.

v. How Often Do Residents\* Use The Internet?



Base = 146\*

45% of residents who use the Internet\*, use it on a daily basis, while 25% say they use it 2 or three times a week.

Residents\* more likely to say they use it daily are ...

- men,
- residents with an annual household income of more than \$27,000.

\* Residents who have used the Internet for information, communication, or both, in the last 12 months.

## **b. Most Important Issues Facing Wanganui District In The Next Few Years**

Residents were asked what they think are the most important issues facing Wanganui District in the next few years. (Up to three responses were recorded.)

The following are main issues residents feel are the most important facing Wanganui District in the next few years ...

- **unemployment/more jobs needed/jobs for young people,**

*“High unemployment.”*

*“Youth unemployment, must get jobs for our youth.”*

*“Unemployment - perhaps job training to be started.”*

*“Employment in general - Polytech is tied up with this, or should be.”*

*“Unemployment - local Councils could do more to find ways to enable people to do things, rather than find reasons why things can't be done.”*

*“Minimising job losses.”*

- **business downturn/need to stop loss/attract business,**

*“Council should have big input to keep employers in the City - rates for businesses too high.”*

*“Promote local business, support local tendered work.”*

*“Support AFFCO to survive.”*

*“Retention of major employers such as Imlay.”*

*“Lack of industry.”*

*“Empty shops around Wanganui.”*

*“Encourage small business.”*

*“More business in the main street.”*

*“Assisting industry with location, or any help that would help them set up.”*

*“Loss of revenue in CBD.”*

*“Local economy needs rejuvenation.”*

*“Encouraging Wanganui people to be supportive of Wanganui business - encourage new industry and retain it.”*

*“Provide opportunities for other businesses to come to Wanganui - diversify. The Warehouse may ruin business district.”*

*“Fill up empty shops in Victoria Avenue.”*

*“Need to put out some kind of newspaper, flyers, etcetera, to encourage business here. Bring business to town, maybe by subsidising rentals etcetera.”*

*“Encourage new business and support them - too much red tape.”*

- **sewerage/wastewater improvements/separation from stormwater,**

*“Sewage and stormwater scheme needs completion.”*

*“Separation of sewerage and stormwater is going to affect a lot of people financially.”*

*“Wastewater project.”*

*“Sewage treatment and disposal.”*

- **declining population/need to keep people/attract more people,**

*“Population drift.”*

*“Young people leaving Wanganui because there are no opportunities here.”*

*“Look at bringing more people to Wanganui.”*

*“Encourage people to stay in Wanganui.”*

*“Encouraging more people to live here - it’s a lovely little town, especially to raise children - good sports and school facilities.”*

*“Driven out by high rates.”*

*“Keeping the community together.”*

- **water supply improvements,**

*“Fluoridation of water and alternative water supply.”*

*“Bad drinking water.”*

*“Water services need upgrading.”*

*“Purify water a bit more.”*

*“The possible privatisation of water.”*

*“Renew water pipes and water management.”*

*“Not enough water for the population.”*

*“Our water supply - where is it all coming from?”*

*“Water supply - need more emergency reserves.”*

- **increasing rates/need to keep rates down/rates issues,**

*“Control rates.”*

*“Reduce rates.”*

*“How do rates keep going up when valuations go down?”*

*“Reduce rates to hold population.”*

*“Hold rates at same price.”*

*“Rates are shocking - expensive - friend having to close business because of over-rating.”*

*“Control of rates - diminishing rate base.”*

*“Rates in comparison to other cities. We are astronomical and people don’t move here because of it.”*

*“Fairer system for rates, rather than evaluation.”*

- **the level of crime/gang problems/policing issues,**

*“Crime and gangs getting out of hand.”*

*“Gang situation, they are so intimidating in the CBD, not a good feeling when they’re all hanging around.”*

*“Install security cameras in the CBD.”*

*“Safer for people to live here, in the streets and in their homes.”*

*“Drug related crime, burglaries etcetera - the Council to throw their weight behind the Police to address the problem and to lobby for more Police.”*

*“Youth crime - ongoing monitoring of crime levels.”*

*“Security on City streets at night - death on streets just recently from assault.”*

*“Violence - this results from having nothing to do.”*



- **roads and footpaths/new bridge at Dublin Street/traffic issues,**

*“Maintenance of rural roads.”*

*“Dublin Street Bridge is falling apart, need to get on and fix it.”*

*“Cobham Bridge - wider for cars and walkway.”*

*“Papaiti - they have to get a new main road through.”*

*“Upgrading footpaths in suburbs.”*

*“Roading to NDG Pine and Westbourne Estate.”*

*“Traffic congestion in Main Street and Guyton Street.”*

*“London Street - Glasgow Street intersection dangerous.”*

*“Traffic flow at intersections, e.g. Ridway and Wilson Street.”*

- **Moutoa Gardens issue,**

*“Moutoa Gardens problem solved.”*

*“There’s too much kowtowing to Maori re Moutoa Gardens.’*

*“Continue talks with Government and local Iwi re Moutoa Gardens.”*

*“Moutoa Gardens - find out who is responsible for the statues and have them reinstated.”*

*“Moutoa - give it back to the Maoris.”*

*“Moutoa Gardens - is the Council going to retain it or give it to the Maoris and, if so, are they going to look after it?”*

- **rubbish collection and disposal/landfill issues/recycling,**

*“Dumping of refuse along City riverbank and reserves, as many people can’t afford to pay for dumping.”*

*“Not doing the huge twice yearly collections they used to do, there are old cars left everywhere.”*

*“Waste disposal - they have to find another dump.”*

*“Landfill - what happens if Bunny Glen sells?”*

*“If you get porta-bins etcetera, you shouldn’t have to pay refuse on rates.”*

*“Review costings of refuse station.”*

*“Check rubbish bins and genuine litter, not household.”*

- **river maintenance/riverbank erosion/riverbank development.**

*“Riverbank erosion - still more work to be done.”*

*“Important that we keep a clean river.”*

*“Riverbank - especially town side. River is eroding them all, especially Dublin Street - I see it’s to the very edge of road.”*

*“River needs to be dredged and cleaned - holds less water, causes erosion.”*

*“Continuation of walkway.”*

*“Walkway from Taupo Quay towards Castlecliff on the riverbank.”*

*“All aspects of the Whanganui River need looking at.”*

*“The river and its services - clean it and provide more water activities.”*

**Summary Table - Main Issues Mentioned As The Most Important Facing Wanganui  
In The Next Few Years**

	<b>Total District 2000 %</b>	<b>Area</b>	
		<b>Urban %</b>	<b>Rural %</b>
<u>Issues mentioned* ...</u>			
Unemployment/more jobs needed/jobs for young people	<b>31</b>	30	36
Business downturn/need to stop loss/attract business	<b>28</b>	28	28
Sewerage/wastewater improvements/ separation from stormwater	<b>26</b>	27	17
Declining population/need to keep people/ attract more people	<b>13</b>	12	21
Water supply improvements	<b>12</b>	13	9
Increasing rates/need to keep rates down/rates issues	<b>12</b>	13	10
The level of crime/gang problems/policing issues	<b>11</b>	12	7
Roads and footpaths/new bridge at Dublin Street/ traffic issues	<b>11</b>	11	16
Moutoa Gardens issue	<b>9</b>	7	22
Rubbish collection and disposal/landfill issues/recycling	<b>9</b>	9	5
River maintenance/riverbank erosion/riverbank development	<b>8</b>	7	7

\* up to three responses were recorded.

The other issues mentioned by 7% of residents are:

- improve image/advertise/promote Wanganui,

by 6%:

- racial disharmony/Maori issues,
- lack of tourism/needs to be encouraged,

by 5%:

- Council performance/management/communication,
- retaining/expanding education services,
- youth problems/provide services for youth,

by 4%:

- maintaining hospital/health services,
- improve services and facilities/maintenance,
- beautification/improvements,
- poverty/low incomes/keep prices down,

by 3%:

- financial management/spending of rates,

by 2%:

- upgrade Castlecliff area,
- location of Information Centre,
- improve parking,
- positive attitude needed/work together,
- housing issues,
- developing the Port,
- sporting ventures/sporting facilities,

by 1%:

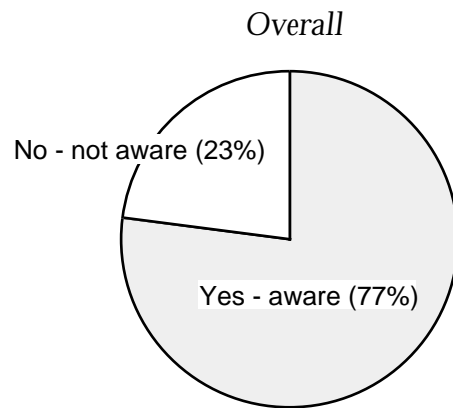
- vandalism/graffiti issues,
- impact of prison,
- teenage/underage drinking/liquor ban,
- developing the airport,
- ageing population/services for elderly,
- Majestic Square,
- flooding,
- issues of ownership/control of river.

There are no notable differences between the nine area groups in terms of the top eleven issues residents consider to be the most important facing Wanganui District in the next few years. However, it appears that area group 9 residents (Marybank-Gordon Park, Fordell-Kakatahi) are more likely, than other area group residents, to say unemployment/more jobs needed/jobs for young people is the most important issue facing Wanganui.

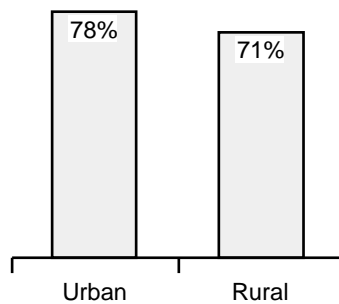
**c. Wastewater**

The Council is planning, over the next several years, to undertake pipe works throughout the City to stop sewage overflowing into the river, and also build a large sewage treatment plant so that the ocean is not polluted.

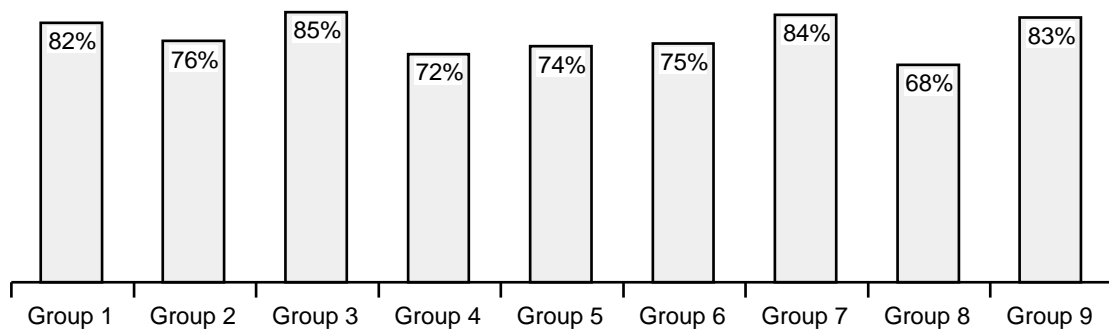
*i. Awareness Of Sewage Treatment Projects*



Percent Saying 'Yes' - By Area

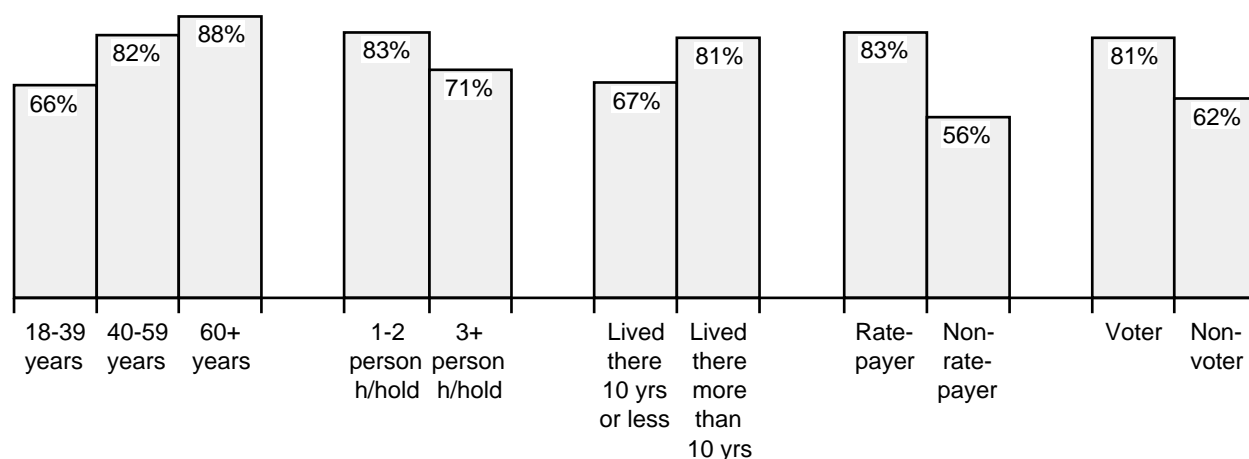


Percent Saying 'Yes' - By Area Group\*



\* See page 3 for breakdown of Area Group

*Percent Saying 'Yes' - Comparing Different Types Of Residents*



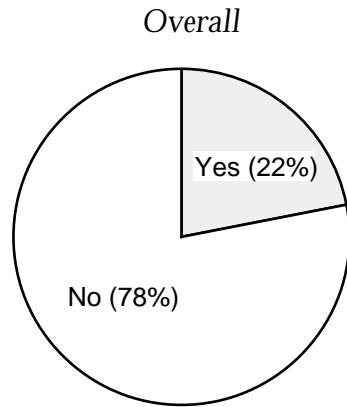
**77% of residents were aware of Council's plans to undertake major pipe works throughout the city to stop sewage overflowing into the river, and also build a large sewage treatment plant so that the ocean is not polluted.**

**Residents more likely to be aware are ...**

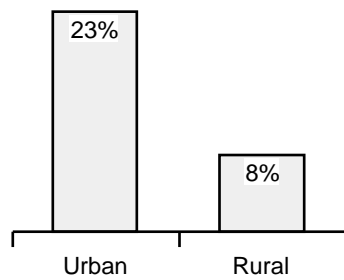
- residents aged 40 years or over,
- residents who live in a 1 or 2 person household,
- longer term residents, those residing in the District more than 10 years,
- ratepayers,
- residents who voted in the last local government elections.

**It also appears that urban area residents are slightly more likely, than rural residents, to be aware of Council's plans.**

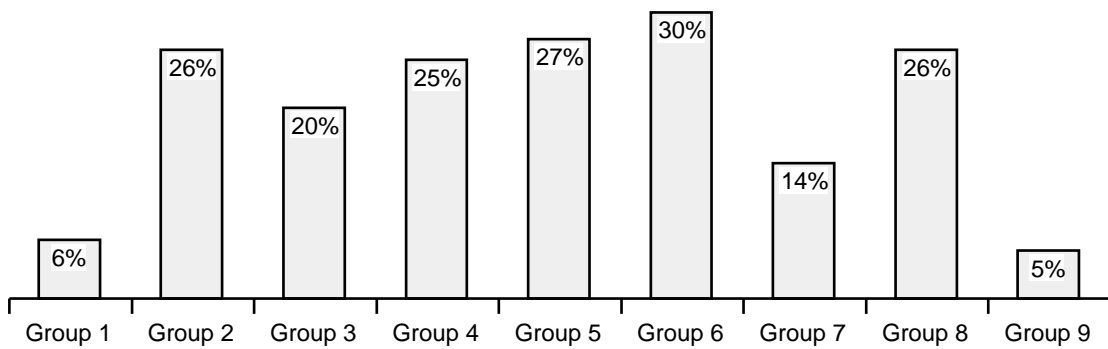
- ii. Is there any other Council work, service or facility residents would like Council to make a higher priority than the sewerage system upgrade?



Percent Saying 'Yes' - By Area

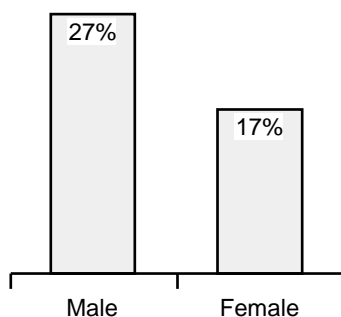


Percent Saying 'Yes' - By Area Group\*



\* See page 3 for breakdown of Area Group

Percent Saying 'Yes' - Comparing Different Types Of Residents



22% of residents say there is other Council work, or a service or facility they would like to see Council make a higher priority than the sewerage upgrade.

Residents more likely to say 'yes' are ...

- urban residents,
- men.

*Council Works, Services Or Facilities Residents Would Like Given A Higher Priority Than The Sewage System Upgrade*

The main Council works, services or facilities the 22% of residents who said 'yes' would like to see given a higher priority are ...

- water supply/upgrade, mentioned by 32% of residents who said there was an other Council work/service/facility they would like to see Council make a higher priority,

*“Water quality must be upgraded.”*

*“Security of supply - alternative supply, quality of water.”*

*“Every summer we seem to run out and have restrictions on water usage.”*

*“Getting decent drinking water supply. Most of the City is too reliant on Kai-iwi supply.”*

*“Clean up water - get rid of lime.”*

*“Renew the mains pipes for water and upgrade water quality.”*

- **roading/bridge/traffic issues, 23%,**

*“Dublin and Cobham Bridges need major work, maybe a new one for Dublin Street.”*

*“Roading upgrade, some Wanganui roads are appalling e.g. Cobham Bridge. Mosston Road is dangerous, getting a better bypass for heavy vehicles.”*

*“Get the roads sorted out, everywhere I go there’s roadworks. They seem to spend so long on the same job, including roadmarking.”*

*“Improvements to the road surfaces.”*

*“Rural roading.”*

*“Open Maria Place.”*

*“Better road signs - fix the Cobham Bridge.’*

*“Dublin Street Bridge area and Cumbrae Place. If this gives way, it will inconvenience an awful lot of people.”*

*“Speed restriction on Cobham Bridge.”*

*“Putting judder bars in dangerous areas. Traffic lights at Guyton/Wicksteed intersection.”*

*“Cobham Bridge cycle lane.”*

- **encourage business/retain industry, 9%,**

*“Increasing the commercial base of Wanganui.”*

*“Economic growth.”*

*“I think somehow to attract business and industry to the City for more jobs.”*

*“Keeping AFFCO staying in Wanganui.”*

*“Promoting business.”*

- **specified services and facilities, 8%.**

*“Hospital.”*

*“Footpaths.”*

*“Pavements.”*

*“Making more parking - long term - for the public.*

*“Parking for disabled.”*

*“Transport - it needs a better bus system - it should be subsidised.”*

*“Landfill - this takes priority, as it’s a current need.”*

*“Put a toilet up the top of Victoria Avenue.”*

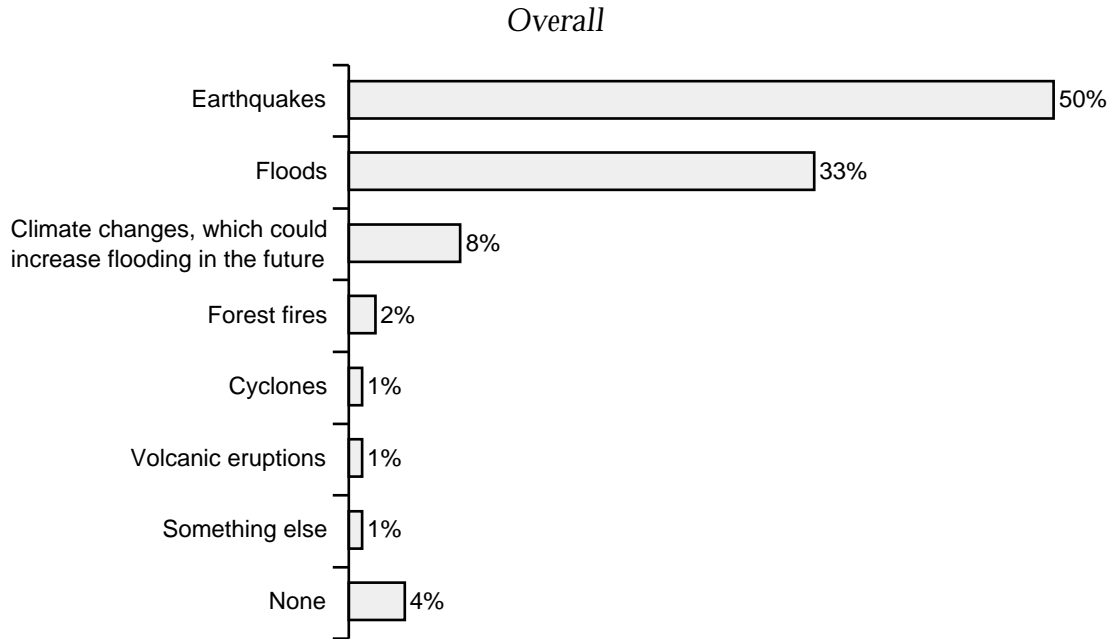
**Other works, services or facilities mentioned by 7% or less of these residents are ...**

- **employment issues,**
- **maintenance/upkeep/beautification,**
- **Port/Harbour development,**
- **the riverbank,**
- **lower rates.**

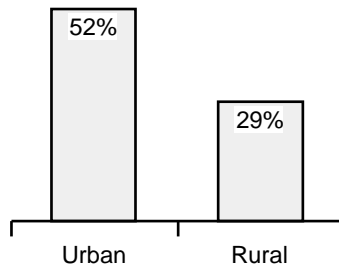


**d. Civil Defence**

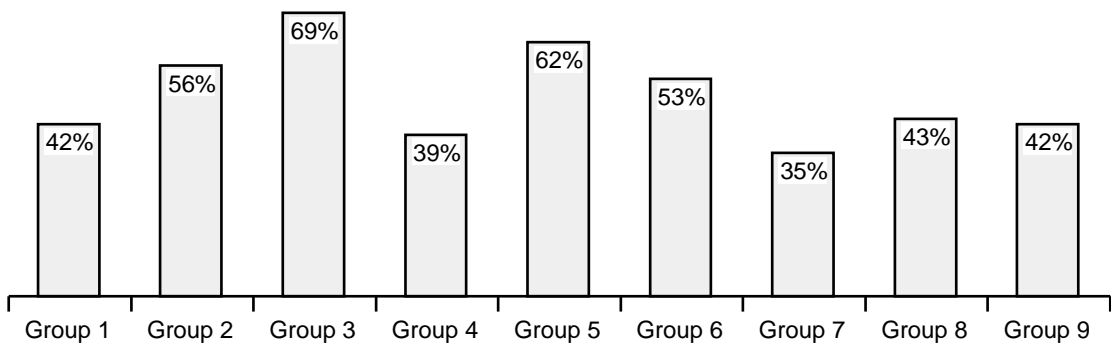
*i. Natural Hazard That Concerns Residents The Most*



*Percent Saying 'Earthquakes' - By Area*

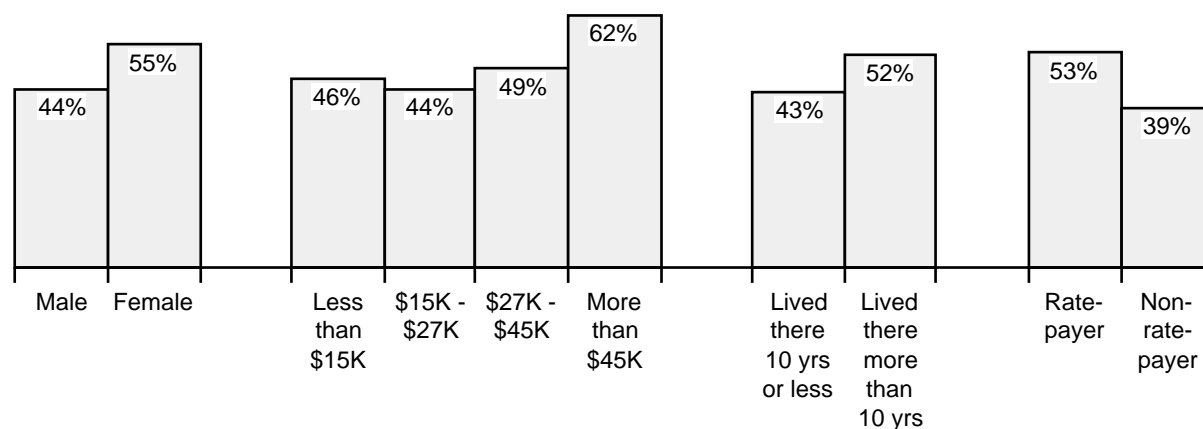


*Percent Saying 'Earthquakes' - By Area Group\**



**\* See page 3 for breakdown of Area Group**

Percent Saying 'Earthquakes' - Comparing Different Types Of Residents



50% of residents say an earthquake is the natural hazard that concerns them most, with 33% mentioning floods.

Residents more likely to say an earthquake are ...

- urban area residents,
- women,
- residents with an annual household income of more than \$45,000,
- longer term residents, those residing in the District more than ten years,
- ratepayers.

Rural area residents are most concerned about floods and are more likely, than urban area residents, to feel this way.

The other natural hazards that concern residents most are ...

- Tsunami (x 2),
- fire caused by vandals just outside our property which set light to hedge which is close to weatherboard houses.

ii. Which Equipment Could Residents Easily Find In A Civil Emergency?

	Yes %	No %
Important personal documents	92	8
Dried, frozen or tinned food to feed your household for three days	89	11
A battery-powered torch that works	81	19
A battery-powered radio that works	62	38
A First Aid kit, with an instruction book	61	39

Of the five items measured, residents are more likely to be easily able to find the following in a Civil Defence emergency ...

- important personal documents,
- dried, frozen or tinned food to feed your household for three days,
- a battery-powered torch that works.

Longer term residents, those residing in the District 10 years or more, are more likely, than shorter term residents, to be easily able to find important personal documents in a Civil Defence emergency.

Residents more likely to be easily able to find dried, frozen or tinned food are ...

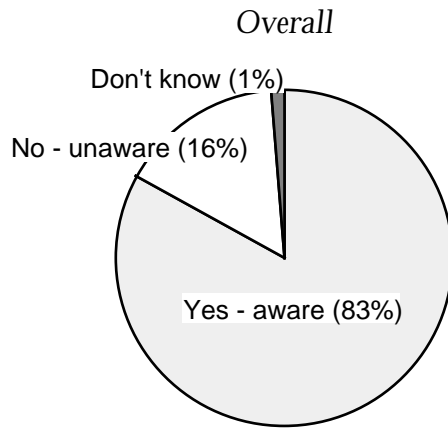
- NZ European residents,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

Residents more likely to be easily able to find a battery-powered torch that works are ...

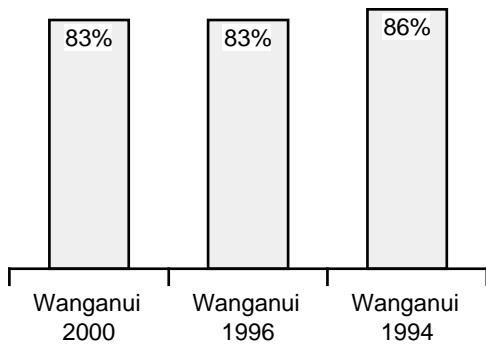
- rural residents,
- residents aged 40 years or over,
- NZ European residents,
- residents with an annual household income of \$15,000 or more,
- ratepayers.

**e. Pensioner Housing**

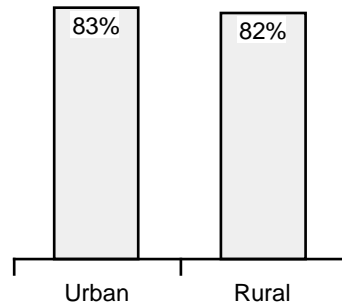
*i. Awareness That The Council Provides Pensioner Housing*



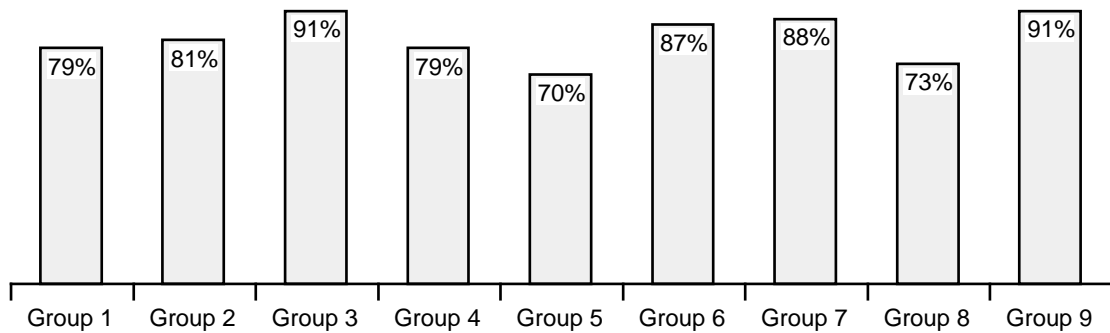
*Percent Saying 'Yes' - Comparison*



*Percent Saying 'Yes' - By Area*



*Percent Saying 'Yes' - By Area Group\**



\* See page 3 for breakdown of Area Group

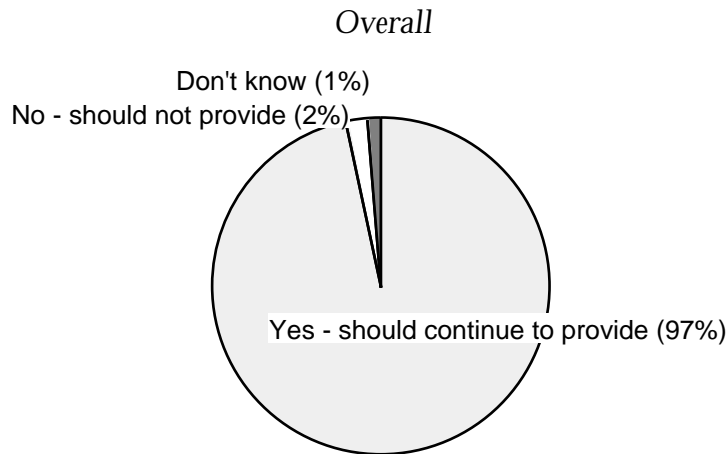
83% of residents are aware that Wanganui District Council provides pensioner housing (83% in 1996).

Residents more likely to be aware that the Council provides pensioner housing are ...

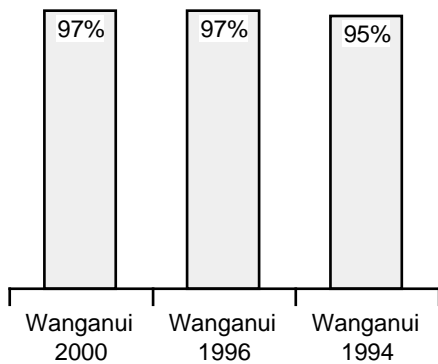
- residents aged 40 years or over,
- residents who live in a 1 or 2 person household,
- longer term residents, those residing in the District more than ten years,
- ratepayers,
- residents who voted in the last general election.

ii. Continuation Of The Provision Of Pensioner Housing

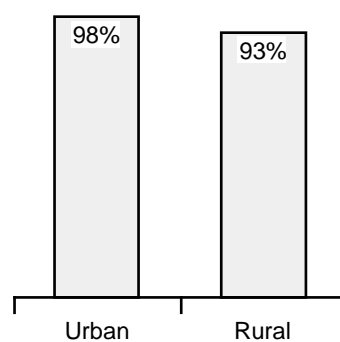
Currently, the Council provides pensioner housing to around 300 elderly people on low incomes. The rents cover the cost, so there is no direct cost to the ratepayers. Residents were asked if they think Council should continue to provide pensioner housing.



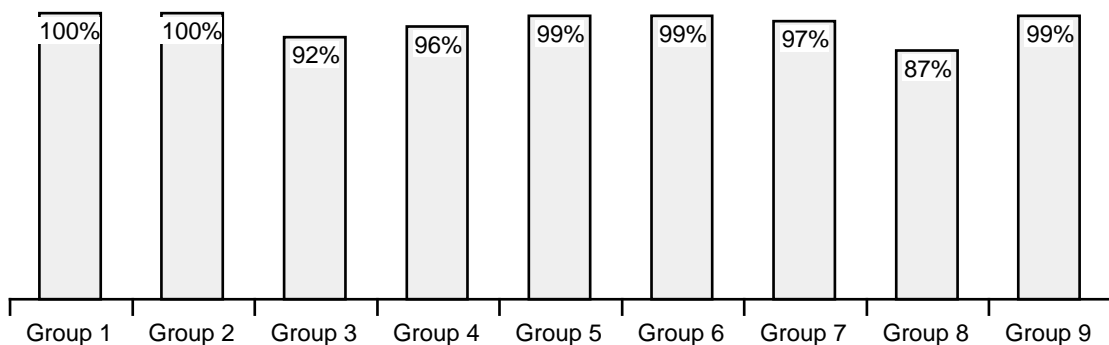
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Area



Percent Saying 'Yes' - By Area Group\*



\* See page 3 for breakdown of Area Group

**97% of residents think the Council should continue to provide pensioner housing.**

**There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents saying Council should continue to provide pensioner housing.**

\* \* \* \* \*

## APPENDIX A:

### Base by Sub-sample

	Actual respondents interviewed	*Expected numbers according to population distribution
<u>Area</u>		
Urban	380	391
Rural	60	49
<u>Gender</u>		
Male	220	206
Female	220	234
<u>Age</u>		
18-39 years	141	182
40-59 years	140	139
60+ years	159	120

\* Interviews are intentionally conducted to give a relatively robust sample base in each area, and an even gender split. Post stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure.



## APPENDIX B:

### Other Descriptive Questions

	Actual respondents interviewed
<u>Ethnicity</u>	
NZ European	384
NZ Maori	48
Pacific Islander	3
Asian	1
Other	1
Refused	2
<u>Annual Household Income</u>	
Less than \$15,000	86
\$15,000 to \$27,000	138
\$27,001 to \$45,000	110
More than \$45,000	79
<u>Household Size</u>	
1 or 2 people	263
3 or more people	177
<u>Length Of Residence</u>	
10 years or less	102
More than 10 years	338
<u>Ratepayer?</u>	
Ratepayer	354
Non-ratepayer	86
<u>Last Local Government Elections (October 1998)</u>	
Voter	359
Non-voter	76

**APPENDIX C:**  
**DISTRICT MAPS**

**WANGANUI  
DISTRICT COUNCIL**

**COMMUNITY VIEWS  
SURVEY**

**AUGUST 2000**

# **COMMUNITY VIEWS SURVEY**

## **PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION**

**PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAM FOR:**

**WANGANUI DISTRICT COUNCIL**

**AUGUST 2000**



**AUCKLAND**

**PHONE (09) 630-0655**

**FAX (09) 638-7846**

# CONTENTS

Page No.

A.	SITUATION AND OBJECTIVES .....	1
B.	SPECIFICATIONS.....	2
C.	EXECUTIVE SUMMARY.....	6
D.	MAIN FINDINGS .....	21
1.	Council Services/Facilities .....	22
a.	Satisfaction Ratings For Services/Facilities .....	23
b.	Satisfaction With Council Services/Facilities.....	24
i.	Roading .....	24
ii.	Parks And Reserves .....	28
iii.	Library Services.....	31
iv.	Regional Museum .....	34
v.	Sarjeant Art Gallery .....	37
vi.	Footpaths And Berms.....	40
vii.	Water Services (i.e. urban and rural water supply, stormwater drainage and sewage disposal) .....	45
viii.	Control Of Litter In Streets And Other Public Spaces .....	49
ix.	Recycling Of Refuse.....	53
x.	The Airport .....	57
xi.	Central Business District Services (maintenance, beautification, promotion and parking) .....	61
xii.	Regulatory Services (such as building control, environmental health, liquor licensing, resource management, animal and dog control).....	64
xiii.	Sportsgrounds .....	68
xiv.	Swimming Pools .....	71
xv.	Memorial Hall .....	74
xvi.	Opera House.....	78
c.	Usage Of Selected Council Facilities.....	80
d.	Wanganui As A Place To Live .....	87
2.	Council Policy And Direction .....	89
a.	Community Needs And Issues.....	90
b.	Council Responses To Community Needs And Issues .....	92
c.	Recent Actions Or Decisions Approve Of .....	94
d.	Recent Actions Or Decisions Disapprove Of.....	97
e.	Actions/Decisions Council Should Be Undertaking .....	103

## CONTENTS (continued)

Page No.

3.	Rates Issues .....	108
a.	Rating Of The Way Rates Are Spent On Services And Overall Facilities Provided By Council .....	109
4.	Contact With Council .....	113
a.	Levels Of Contact .....	114
b.	Main Type(s) Of Contact Residents Have Had With District Council .....	116
c.	Number Of Contacts Regarding Specific Types Of Contact .....	118
d.	Number Of Contacts Of A General Nature .....	125
e.	Rating Of Aspects Of Staff Performance .....	128
f.	Improvements To Staff Performance .....	141
5.	Information .....	145
a.	Main Source Of Information About The District .....	146
b.	Is The Information Supplied Balanced? .....	149
c.	Readership Of Information Published By The Council .....	151
d.	Types Of Published Information Residents Have Seen Or Read In The Last 12 Months.....	153
e.	The Sufficiency Of The Information Supplied .....	155
6.	Representation .....	157
a.	Expected Degree Of Consultation.....	158
b.	Performance Rating Of The Mayor And Councillors In The Last Year .....	162
c.	Performance Rating Of Council Staff In The Last Year .....	164
d.	Performance Rating Of Rural Community Boards In The Last Year .....	166
7.	Local Issues .....	167
a.	Internet Usage .....	168
b.	Most Important Issues Facing Wanganui District In The Next Few Years .....	175
c.	Wastewater .....	180
d.	Civil Defence .....	185
e.	Pensioner Housing .....	188
	APPENDIX A: Base by Sub-sample .....	192
	APPENDIX B: Other Descriptive Questions .....	193
	APPENDIX C: District Maps .....	194

**NB: Please note the following explanations for this report:**

Figures that are comparably lower than percentages for other respondent types.

Figures that are comparably higher than percentages for other respondent types.