

**WANGANUI  
DISTRICT COUNCIL**

**COMMUNITY VIEWS  
SURVEY**

**OCTOBER 2003**

# **COMMUNITY VIEWS SURVEY**

## **PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION**

**PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:**

**WANGANUI DISTRICT COUNCIL**

**OCTOBER 2003**



**AUCKLAND**

**PHONE (09) 630-0655**

**FAX (09) 638-7846**

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**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.

## **A. SITUATION AND OBJECTIVES**

The mission statement for Wanganui District Council reads:

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

There are also three values that the Council undertakes to uphold:

- to be aware of community needs and be a leader in pursuing the interests of the community,
- to be effective in our response to community needs and committed to our direction,
- to be consistent, fair and accountable in our decisions and actions.

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, 2000 and now again in 2003.

\* \* \* \* \*

## **B. SPECIFICATIONS**

### **Sample Size**

The 2003 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	58
Williams Domain	18		
Kowhai Park	20		
Otamatea	11	Group 3	49
St Johns Hill	20		
Bastia Hill	8		
Durie Hill	10		
Laird Park	20	Group 4	52
Wanganui Central	20		
Cooks Gardens	4		
Spriggens Park	4		
Putiki	4		
Springvale East	20	Group 5	40
Wanganui Collegiate	10		
Springvale West	10		
Gonville East	10	Group 6	85
Gonville South	30		
Tawhero	20		
Gonville West	19		
Balgownie	6		
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, 30, 20, 10, 8, 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 last 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 2001 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 3rd October and Sunday 19th October 2003.



## **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 September 2002.

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 is 50%</u>	<u>Midpoint is 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, 1999 and 2000 Community surveys where applicable.

## Executive Summary: Overall

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

Where relevant data is available, the percent not very satisfied in Wanganui District is higher than the Peer Group and/or National Averages for ...

	<u>Wanganui</u>	<u>Peer Group</u>	<u>National Average</u>
• recycling of refuse	44%	30%	17%
• footpaths and berms	41%	*29%	*27%
• roading	32%	29%	27%
• control of litter in streets and other public spaces	24%	†18%	†21%
• swimming pools	20%	11%	10%

However, the comparison is favourable for ...

• regulatory services	18%	††22%	††24%
• Central Business District services	12%	**21%	**21%

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

• water services	19%	° ° 15%	° ° 16%
• Memorial Hall & other Community Halls	10%	◆8%	◆8%
• Sarjeant Art Gallery	8%	6%	4%
• library services	7%	3%	4%
• sportsgrounds	5%	°5%	°4%
• parks & reserves and cemeteries	4%	◆◆4%	◆◆6%
• Regional Museum	4%	6%	5%

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

†† These figures are based on averaged ratings of town planning (including planning & inspection services) and dog control.

† 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.

\*\* These figures are based on averaged ratings for beautification & landscaping, tourism promotion and parking.

◆◆ These figures are based on averaged ratings for parks & reserves and cemeteries.

°° These figures are based on averaged ratings for water supply, stormwater services and sewerage system.

**b. Dissatisfaction Comparisons Between 2003 & 2000**

<b>Service</b>	<b>2003 Not Very Satisfied %</b>	<b>2000 Not Very Satisfied %</b>
Recycling of refuse	<b>44</b>	25
Footpaths and berms	<b>41</b>	31
Roading	<b>32</b>	16
Control of litter in streets and other public spaces	<b>24</b>	23
Swimming pools	<b>20</b>	3
Water services	<b>19</b>	18
Regulatory services	<b>18</b>	13
The Airport	<b>15</b>	9
Central Business District services	<b>12</b>	7
Memorial Hall and other Community Halls	<b>10</b>	*12
Sarjeant Art Gallery	<b>8</b>	3
Library services	<b>7</b>	2
Sportsgrounds	<b>5</b>	2
Opera House	<b>4</b>	1
Parks & reserves and cemeteries	<b>4</b>	*3
Regional Museum	<b>4</b>	2

\* This figure is related to the Memorial Hall only.

\*\* This figure is related to the parks and reserves only.

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

	Yes, Used/ Visited %	No, Have Not Used/Visited %	Don't know %
Parks or reserves or a cemetery	94	6	-
A sportsground	73	27	-
A District Library	70	30	-
A District swimming pool	55	45	-
Memorial Hall or other Community Halls	55	45	-
The Airport	51	49	-
Council's recycling services	51	48	1
Council's regulatory services (i.e. building control, environmental health, liquor licensing, resource management, and animal or dog control)	46	53	1
Opera House	43	57	-
The Regional Museum	40	59	1
The Sarjeant Art Gallery	33	66	1

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

Thinking about the range and standard of community facilities and services on which Council can have a influence, 44% of residents think Wanganui is better than it was three years ago (30% in 2000), while 42% say it is the same (47% in 2000). 8% of residents feel Wanganui is worse than it was three years ago (18% in 2000) and 6% are unable to comment.

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

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

Taking into account Council's recent actions, decisions and management, 36% of residents feel Council has responded well/very well to community needs and issues (29% in 2000), while 36% say their response has been just acceptable (43% in 2000). 23% of residents think Council has responded not well/not at all well to community needs and issues (22% in 2000) and 5% are unable to comment.

## f. 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, decision or management they **approve** of, compared to 45% in 2000. This is on par with the Peer Group Average and similar to the National Average.

The main actions/decisions/management approved of are ...

- Main Street/Victoria Avenue/CBD area, mentioned by 7% of all residents,
- promotion of Wanganui/tourism, 5%,
- Te Papa Exhibition, 5%,
- other mentions of beautification/upkeep, 4%,
- sewerage and stormwater/wastewater separation, 3%,
- improved water supply, 3%,
- roading/road safety/traffic flow, 3%,
- Port development, 3%.

57% of Wanganui District residents have in mind a recent Council action, decision or management they **disapprove** of (60% in 2000). This is above the Peer Group and National Averages.

The main actions/decisions/management disapproved of are ...

- rates too high/increases/two accounts, mentioned by 10% of all residents,
- waste money/overspend/spending in wrong areas, 9%,
- Te Papa Exhibition, 8%,
- procrastination/no action, 6%,
- lack of consultation/information/don't listen, 6%,
- indecision/contradictory actions, 4%,
- racial/Maori issues, 4%.

### *Actions/Decisions Council Should Be Undertaking*

51% of residents think there is an action or decision Council should be taking (48% in 2000), which it is not at present, while 38% say there is not (35% in 2000). 11% are unable to comment (17% in 2000).

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

- improve performance, mentioned by 9% of residents who think there is an action/decision Council should be taking,
- make a decision about Dublin Street bridge, 8%,
- consult/communicate/inform/listen to people, 8%,
- roading issues/improvements/maintenance/traffic issues, 7%,
- proactive re Port development, 7%,
- tidying up/maintenance/beautification, 7%,
- encourage economic growth/employment, 6%,
- overspending/unnecessary spending/spend wisely, 6%,
- more activities/involvement with youth, 6%.

### **g. Rates Issues**

73% of residents identify themselves as ratepayers (78% in 2000).

Overall, 63% of residents are satisfied with the way rates are spent on existing services and facilities provided by Council. (In 2000, 71% rated the way rates are spent as just acceptable or better, including 41% who said it was just acceptable.)

The percent not very satisfied (31%) is above both the Peer Group and National Averages.

## **h. Contact With Council**

In the last 12 months, 37% of residents have contacted Council by phone (41% in 2000), with 36% contacting them in person (36% in 2000), 9% contacting them in writing (12% in 2000), 6% contacting them by 'Fix-it Form' (6% in 2000) and 3% contacting them by e-mail (1% in 2000).

### Satisfaction With Contact\*

	Satisfied/ Very Satisfied	Base
By phone	78%	168
In person	85%	164
In writing	76%	42
Through a "Fix-it" form	76%	†26
By e-mail	69%	†14

\* Those residents who have contacted Council by phone, in person, in writing, through a "Fix it" form and/or by e-mail in the last 12 months.

†Caution: small bases

Overall, 56% of residents have contacted Council offices by phone, in person, in writing, through a "Fix-it" form and/or by e-mail in the last 12 months. Of these, 85% are satisfied with the service they received.

## **i. Information**

67% of Wanganui District residents have seen or read, in the last 12 months, information Council publishes specifically for the community. 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 (89%).

59% of all residents feel there is enough/more than enough information supplied (47% in 2000), while 34% feel there is not enough/nowhere near enough information supplied (47% in 2000). 7% say they "don't know".



## **j. Representation**

### *i. Consultation*

51% of residents want consultation on major issues (51% in 2000). This is slightly below the Peer Group Average and below the National Average.

Main issues arising are ...

- rates issues/increases/spending of rates money, mentioned by 11% of all residents,
- Port development, 5%,
- expenditure/spending in wrong direction, 5%,
- roading/street maintenance/roadworks, 5%,
- bridges/Dublin Street bridge, 4%,
- sewerage/stormwater separation/wastewater disposal, 3%,
- Art Gallery extension, 3%.

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

45% of residents rate the performance of the Mayor and Councillors in the last 12 months as good/very good (42% in 2000). On this aspect of representation, Wanganui District is below the Peer Group and National Averages (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 (15% in 2000).

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

52% of residents rate the performance of Council staff in the last 12 months as good/very good (56% in 2000). This rating is below the Peer Group Average and slightly below the National Average, in terms of their fairly good/very good ratings.

8% of residents rate the performance of Council staff in the last year as not good/poor (7% in 2000), with 25% saying it is just acceptable (22% in 2000).

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

45% of rural residents (60) rate the performance of rural Community Boards as good/very good (22% in 2000), with 24% saying it is just acceptable (16% in 2000) and 4% rating their performance as not good/poor (14% in 2000). 22% of rural residents are unable to comment (48% in 2000).

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

## **k. Local Issues**

### **Internet Usage**

51% of residents have access to the internet.

### **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:

- Dublin Street bridge upgrade/replacement, mentioned by 19% of all residents,
- developing the Port/Deep Water Port, 19%,
- unemployment/more jobs needed/jobs for young people, 16%,
- attract/encourage business/industry, 14%,
- keep rates down/lowering the rates/rates too high/increases, 12%,
- improved roading/maintenance of roads/traffic issues, 9%,
- riverbank maintenance/erosion/flood control, 9%,
- population growth/keep population up/attract young people, 9%,
- racial disharmony/Maori issues (excluding Moutoa Gardens, River), 8%,
- youth problems/need more facilities/activities for youth, 7%.

\* Up to three responses were recorded.

### **Main Advantages Of Living In the Wanganui District**

The main things\* residents like or see as the greatest likes/advantages of living in the Wanganui District are:

- climate/weather is good, mentioned by 25% of all residents,
- easy to get around/everything is handy/compact, 23%,
- good lifestyle/relaxed/peace and quiet/rural environment, 23%,
- location/centrally located to other towns/areas, 21%,
- good atmosphere/friendly people/community spirit, 18%,
- good size/not overcrowded/small community, 17%,
- good services and facilities/everything I need, 14%,
- nice parks/reserves/gardens/trees/greenery, 13%,
- good sporting facilities, 12%,
- cheaper housing/rental/land prices, 12%,
- general appearance/beautification of CBD, 10%.

One resident said there were no advantages, while 2% were unable to comment.

\* multiple responses allowed

### **Main Disadvantages Of Living In the Wanganui District**

The main things\* residents dislike or see as the greatest dislikes/disadvantages of living in the Wanganui District are:

- unemployment/lack of jobs for young people, mentioned by 12% of all residents,
- rates issues/rates too high, 9%,
- Council not progressive/conservative, 6%,
- poor Council performance/consultation, 6%,
- racial tension/Maori issues, 5%,
- lack of economic growth/industry growth, 5%,
- youth issues/lack of activities for youth, 5%,
- high crime rate/gangs/prison, 4%,
- roading/traffic/Dublin Street bridge, 4%,
- shopping facilities/lack of variety, 4%.

27% of residents said there were no disadvantages and 6% were unable to comment.

\* multiple responses allowed

### **Civil Defence**

How residents rate the following hazards, according to how much of a threat they perceive them to be:

	Mean	Low (1) %	Medium - Low (2) %	Medium (3) %	Medium - High (4) %	High (5) %
Storm	2.8	19	21	30	20	10
Earthquake	2.6	26	20	32	10	12
Flood	2.4	39	17	18	15	11
Chemical or poison spill	2.1	48	19	16	8	9
Tsunami or tidal waves	2.0	55	18	12	6	9
Volcanic eruption	2.0	46	24	16	8	6

46% of residents have discussed planning for an emergency, or Civil Defence, with their family or household. Of these, 57% say it was just a general discussion, 18% say it was a detailed discussion and 25% say they have discussed a full evacuation plan.

### **Awareness/Preparedness**

	Yes %	No %
Are they aware that they may need to be self-sufficient for three days during an emergency?	90	10
Do they know where to go during a Civil Defence emergency?	38	62
Do they have a survival kit?	32	68

### Rating of First Aid Knowledge

Very good	27%	of all residents
Good	34%	
Neither good nor bad	21%	
Not good	12%	
Poor	4%	
No knowledge of First Aid	2%	

### Functioning In The Dark

89% of residents know how to turn off their power in the dark, while 77% say they know how to turn off their water supply in the dark.

### Which of the following could residents easily find in the dark?

	Yes %	No %
Dried, frozen or tinned food to feed household for 3 days	94	6
Important personal documents	83	17
A battery-powered torch that works	81	19
A battery-powered radio that works	54	46
A First Aid kit, with an instruction book	50	50

\* \* \* \* \*



## D. MAIN FINDINGS



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

Throughout this Communitrak™ report, comparisons are made with the National Average of Local Authorities and with the Peer Group Average of similar Local Authorities.

For Wanganui District Council, this Peer Group of similar Local Authorities are those comprising a provincial city or town(s), together with a rural component.

NRB has defined the Provincial Peer Group as those Territorial Authorities where between 68% and 91% of meshblocks belong within an urban area, as classified by Statistics New Zealand's 2001 Census data.

In this group are ...

Gisborne District Council  
Gore District Council  
Grey District Council  
Hastings District Council  
Horowhenua District Council  
Marlborough District Council  
Masterton District Council  
Queenstown-Lakes District Council  
Rodney District Council  
Rotorua District Council  
South Waikato District Council  
Taupo District Council  
Timaru District Council  
Waikato District Council  
Waimakariri District Council  
Waipa District Council  
Whangarei District Council

The population density in all these Council areas is relatively similar.

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

Residents were read out a number of Council functions and asked whether they were very satisfied, fairly satisfied or not very satisfied with that service/those services.

In 1999 and 2000, residents were asked to rate services/facilities on a scale from very good to poor.

To allow comparisons to be made between 2003 and the 1999 & 2000 readings, the following analogy has been made:

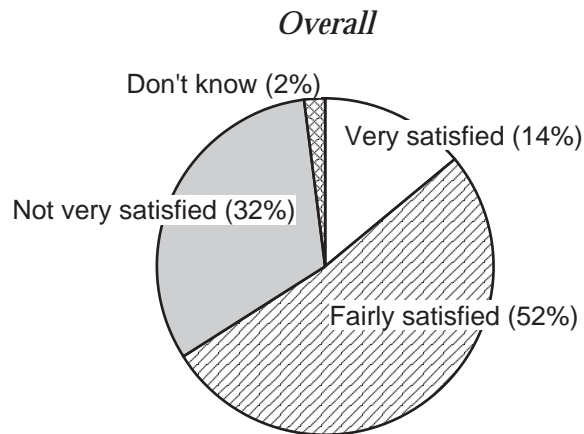
<u>2003 Scale</u>		<u>2000 &amp; 1999 Scale</u>
Very satisfied	=	Very good
Satisfied	=	Good/just acceptable
Not very satisfied	=	Poor/not good

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

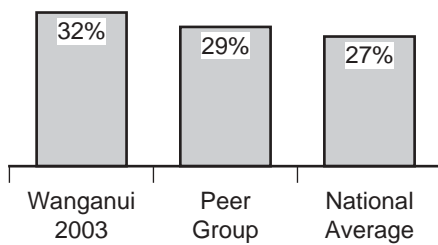


**b. Satisfaction With Council Services/Facilities**

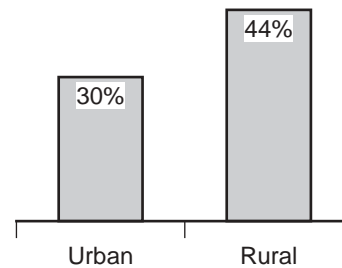
*i. Roading*



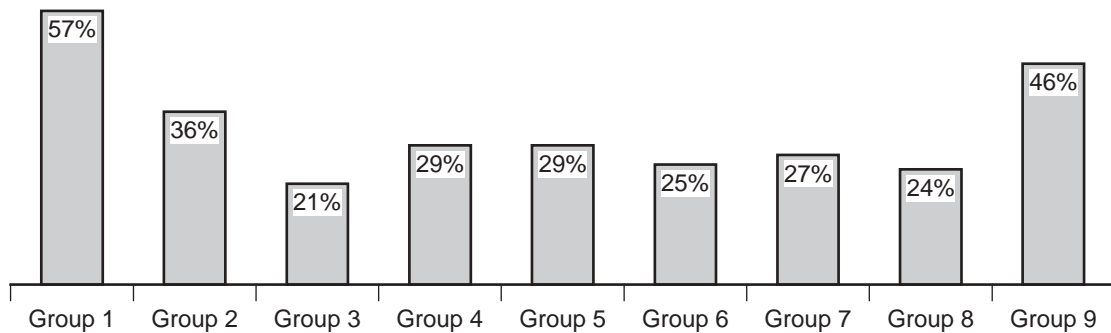
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Area*

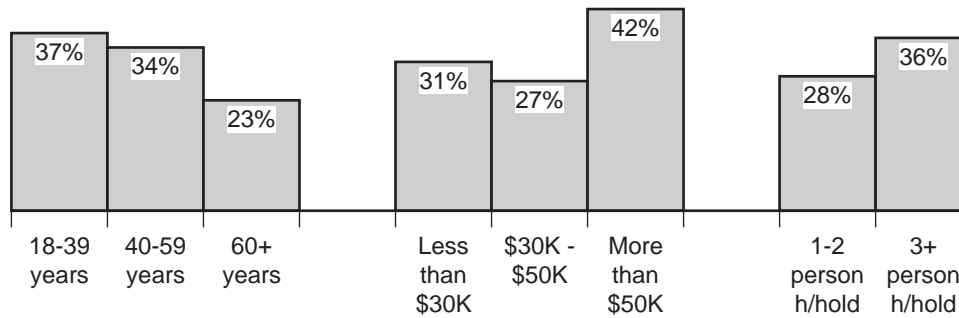


*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



66% of residents are satisfied with roading. (In 2000, 83% rated roading as just acceptable or better, including 25% who rated it just acceptable). 32% are not very satisfied. (In 2000, 16% rated roading as poor/not good.)

The percent not very satisfied is on par with the Peer Group Average and slightly above the National Average.

Residents more likely to be not very satisfied with roading in the District are ...

- rural residents,
- residents aged 18 to 59 years,
- residents with an annual household income of more than \$50,000,
- residents who live in a three or more person household.

It also appears that area group 1 residents are slightly more likely, than other area group residents, to feel this way.

### *Main Reasons For Being Not Very Satisfied*

140 residents are not very satisfied with roading and give the following main reasons ...

- potholes/uneven/rough,

*“Lots of potholes - Dublin Street bridge very bad.” (x 10)*

*“Get fed up with holes in Liverpool Street.”*

*“Potholes - Handley Street.”*

*“Too bumpy and rough - Heads Road between Abbot Street and Bryce Street.”*

*“Bit rough, in particular Tay Street - potholes.”*

*“Glasgow Street, potholes. Somme Parade from Dublin Street to Quick Avenue, uneven, potholes.”*

*“Aramoho Road too uneven.”*

*“Makirikiri Valley Road - potholes.”*

*“Too many potholes in Victoria Avenue.”*

*“Potholes all over Wanganui.”*

*“Very bumpy - Great North Road.”*

*“Potholes - Carlton Avenue crossroads of Smithfield Road.”*

*“Niblett Street, Keith Street, Pitt Street - rough. (I’m a taxi driver.)”*

*“Our roads are full of potholes, terrible to drive on. Harper Street is bad in particular, I drive it every day. Also Parsons Street.”*

*“Raupiu Road off SH4, corrugated, potholes.”*

*“Very bumpy - Harrison Street between Dublin Street and Glasgow Street.”*

*“Alma Road, near Shell Service Station, to Puriri Street - uneven surface.”*

*“No. 2 Line - bumpy, uneven surface.”*

*“Maxwell Station Road, tarseal breaking up due to grader running down road.”*

*“Potholes - Rangiora Street, Heads Road, AFFCO area.”*

*“Peat Street/Seddon Street intersection, potholes.”*

*“Fitzherbert Avenue/Totara Street corner, inside bad, very rough, judder bar like ripples.”*

*“Uneven surfaces, bumpy - Nixon Street, Kepa Street. Corrugated asphalt surface with bumps through it.”*

*“Potholes in Brunswick Road/Blueskin Road.”*

*“Helmores Street area - horrible, potholes.”*

*“Uneven, manholes sticking up - Somme Parade/Glasgow Street railway crossing - it’s getting worse.”*

- poor condition/lack of maintenance/upgrading needed,

*“Terrible, not maintained, left too long - Portal Street, Anzac Parade very bad, but generally all roads and streets.”*

*“Rural roads a disgrace to the Council, e.g. Makirikiri Road and Fields Track.”*

*“Terrible - Parapara SH4, Fields Track, Makirikiri Road.”*

*“Lack of maintenance on all rural roads, especially Handley Street and Maxwell Station Road.”*

*“I have phoned about potholes and broken pipes in the past and nothing has been done. Outside the new Harvey Norman/Liquorland there are big potholes, been there for ages and never been fixed. I have informed them, but nothing has been done.”*

*“Going up Papaiti Road, nothing happening at washout.”*

*“Reseal No. 2 Line.”*

*“Junction at SH3 and Blueskin Road, especially when turning into Blueskin Road, needs more attention.”*

*“Some streets are shocking. Glasgow Street is always terrible.”*

*“Papaiti Road needs drastic fix-up.”*

*“Poorly maintained rural roads - Brunswick area.”*

*“Harrison Street - poorly maintained.”*

- too many roadworks/disruption/no co-ordination,

*“Springvale - Parsons Street/Grey Street intersection - continual resealing and patching.”*

*“Repeated repairs unnecessary - Heads Road.”*

*“Aramoho, they’re always chopping it up.”*

*“Maintenance repeated - lack of communication with contractors - co-ordination, e.g. corner of Fergusson, Glasgow, London Streets. Glasgow dug up again.”*

*“Maintenance workers are always digging up the roads. Too many times digging up, then sealing, then digging up again - Brassey Road and Halswell Street especially.”*

*“Heads Road, Gilbert Street and Hood Street - roadworks all the time.”*

- poor quality of work/materials used.

*“Where they have torn it up for the stormwater separation, it’s not done very well.”*

*“Inferior finish - Glasgow Street, Halswell Street, Heads Road.”*

*“Patched badly to a low standard - Dublin Street bridge, London Street rail crossing.”*

*“The style of tarsealing - still using tar and chip.”*

*“Alma Road dug up and resurfaced badly.”*

*“When doing repairs they leave big potholes, fill with shellrock, need to top up every day - cars ruin tyres.”*

*“Potholes being fixed; two weeks later broken up again. Proper maintenance needed - surfaces continually breaking up. Do it properly the first time.”*

*“They’re always chopping it up and it never gets any better - Aramoho.”*

*“Putting a coat of seal over a road which needed more than just the coat of seal - driveways, kerb crossings, Tarata Street.”*

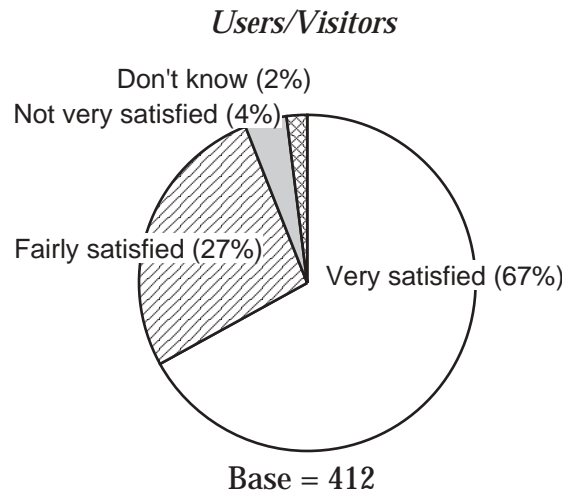
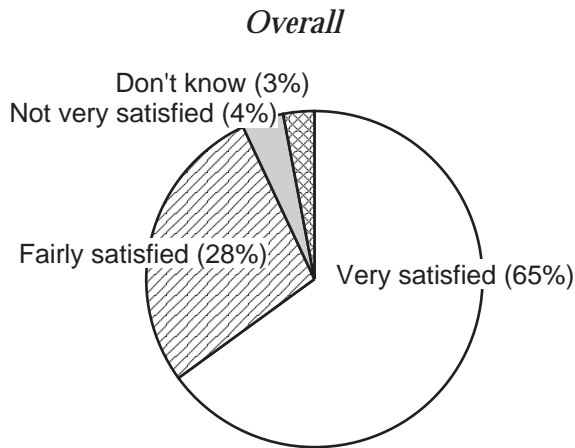
**Summary Table - Main Reasons\* For Being Not Very Satisfied With Roding**

	<b>Total District 2003 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Potholes/uneven/rough	<b>15</b>	15	16
Poor condition/lack of maintenance/upgrading needed	<b>12</b>	9	35
Too many roadworks/disruption/no co-ordination	<b>6</b>	6	2
Poor quality of work/materials used	<b>4</b>	5	1

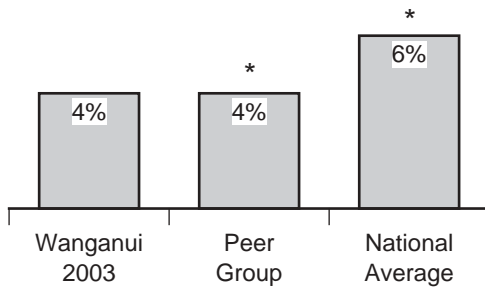
\* multiple responses allowed

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 66%</p>
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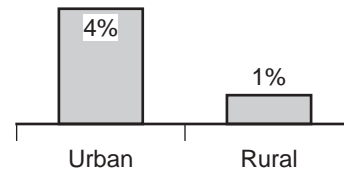
ii. Parks, Reserves and Cemeteries



*Percent Not Very Satisfied - Comparison*



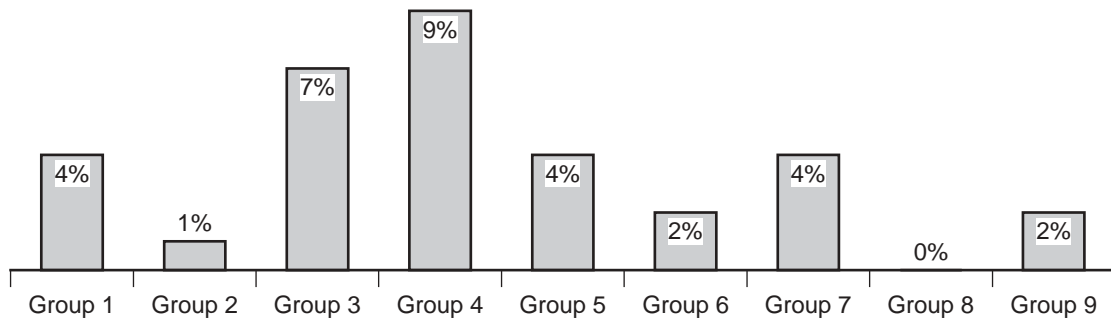
*Percent Not Very Satisfied - By Area*



\* These figures are based on averaged ratings of parks & reserves and cemeteries.

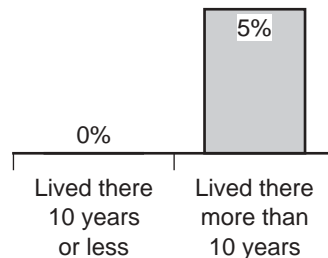
	Peer Group %	National Average %
Parks & Reserves	3	4
Cemeteries	4	8
Average	4	6

*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



93% of residents are satisfied with the District's parks, reserves and cemeteries, including 65% who are very satisfied.

4% of residents are not very satisfied, and this is similar to the averaged Peer Group and National Averages.

94% of households have used or visited parks or reserves and/or visited a cemetery. Of these, 94% are satisfied and 4% not very satisfied.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those not very satisfied with parks, reserves and cemeteries. However, it appears that longer term residents, those residing in the District more than 10 years, are slightly more likely, than shorter term residents, to feel this way.

*Main Reasons For Being Not Very Satisfied*

The 16 residents who are not very satisfied with parks, reserves and cemeteries give the following reasons\* for feeling this way ...

- poor upkeep/maintenance/standards have dropped, mentioned by 2% of all residents,

*“City cemetery is a wreck, rubbish everywhere. Putiki riverbank - no rubbish bins, rubbish scattered.”*

*“Old part of Aramoho and city cemetery headstones getting tatty, poor repair.”*

*“Westmere Lake needs a major tidy up, Castlecliff beach always a mess.”*

*“Lundon Park - always broken glass, not cleaned up, won't take kids there.”*

*“Peat Park - just clean toilets now and again, mow it and little else, perhaps it should go.”*

*“Contracting out - not being kept up to previous standard.”*

*“Standards have dropped in parks.”*

- others, 2%.

*“Beach reserve, Kowhai Park excellent, Virginia Lake is great, would be nice to have a swing for little kids or children with disabilities though.”*

*“Something for teenagers as well, more skateboarding ramps.”*

*“Too many parks, too expensive to maintain.”*

*“Park on Swiss Avenue not child friendly, not safe, uninteresting.”*

*“They’ve bugged up Sprigans Park - they are just running the dogs, they used to have rugby there.”*

*“I don’t think the cemeteries are very good. The Wanganui cemetery is horrible compared to the cemetery in Wellington - it’s called Tapuwhenua, headstones are dull.”*

*“Definitely needs to be personal security things at Kowhai Park. Adults are being severely threatened there and, when Police are called, they can’t be bothered coming out (during daylight hours). Gravely fear for the safety of children at Kowhai Park.”*

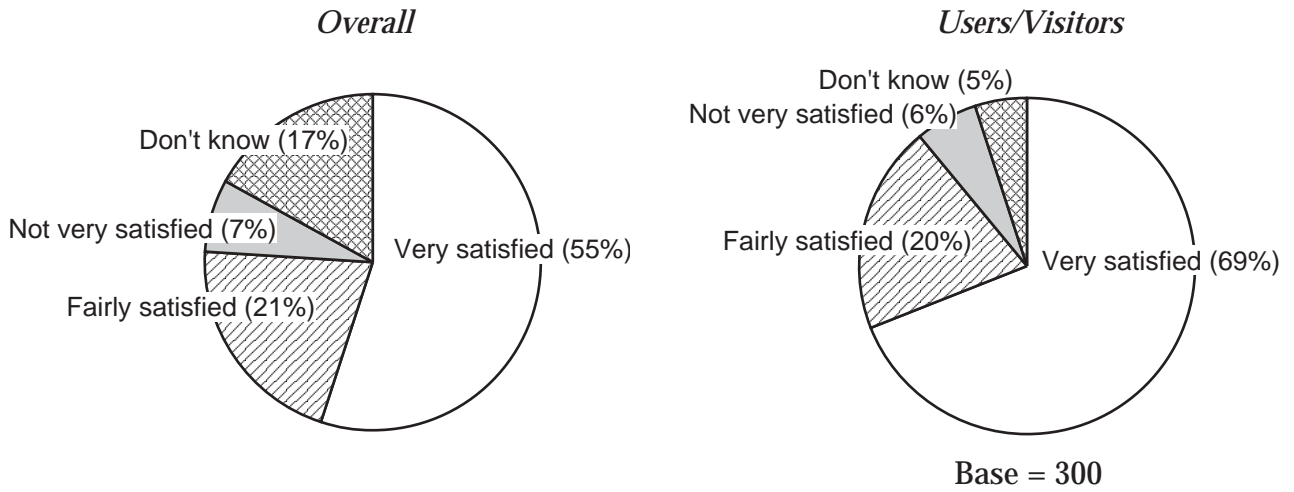
*“Virginia Lake, Kowhai Park gets slippery in wet weather, need shellrock paths.”*

\* multiple responses allowed

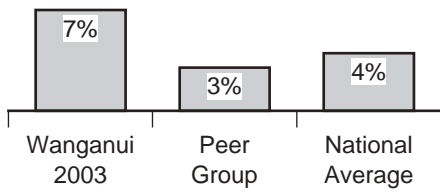
Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	93%
Users/Visitors	=	94%



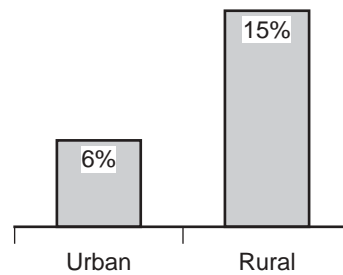
*iii. Library Services*



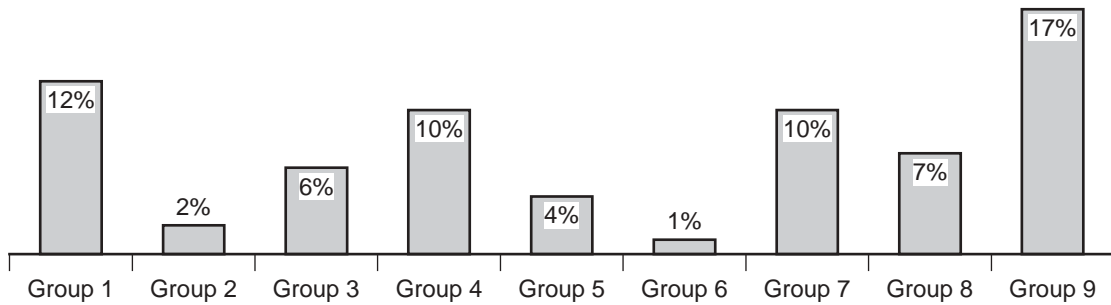
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Area*

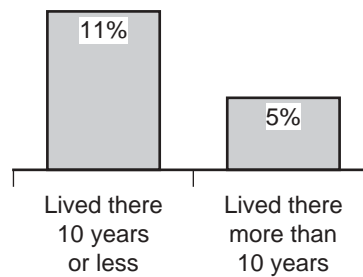


*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



76% of residents are satisfied with the library services, including 55% who are very satisfied. (In 2000, 30% rated it very good).

7% are not very satisfied the library service, which is on par with the Peer Group and National Averages. (In 2000, 2% rated it as not very good/poor).

70% of households have used/visited a District library in the last 12 months (78% in 2000). Of these, 89% are satisfied and 6% not very satisfied.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those not very satisfied with library services. However, it appears that shorter term residents, those residing in the District 10 years or less, are slightly more likely, than longer term residents, to feel this way.

*Main Reasons For Being Not Very Satisfied*

29 residents are not very satisfied with library services and give the following main reasons\* ...

- library charges, mentioned by 3% of all residents,

*"Fees on rates, then on membership. Families with children should be free, plus the elderly."*

*"Do not think I should pay rental on books when I am paying for the service and paying rates."*

*"Paying rates - should be user pays."*

*"Ratepayers should not pay for this service - not using the facility."*

*"Children's overdue books should not have to pay a fine."*

*"Rang to book time on computer - quoted price. Changed price - when I came to use it, it was much higher."*

- better selection/updated/more books, 2%,

*“Stopped going because not enough variety of books.”*

*“Not as good as it was 40 years ago.”*

*“No books on Human Development.”*

*“Need to throw out a lot of the books and replace with new ones. Use it a lot.”*

*“They need to update their selection of books in all areas.”*

*“Insufficient new books on stamps and coins.”*

*“I don’t think they have enough books for the population.”*

*“The mobile library bus is now very pretty, but the books aren’t the same. Not many like it.”*

- staff could improve, 1%,

*“Rang to book time on computer - very rude and abrupt.”*

*“Witnessed a young Maori boy being told to “get out”, not allowed in here when he went to have a book issued.”*

*“Staff incompetence, threatening bills for books already returned.”*

- building is too small/needs expanding, 1%.

*“Too cramped at the library, needs to be expanded.”*

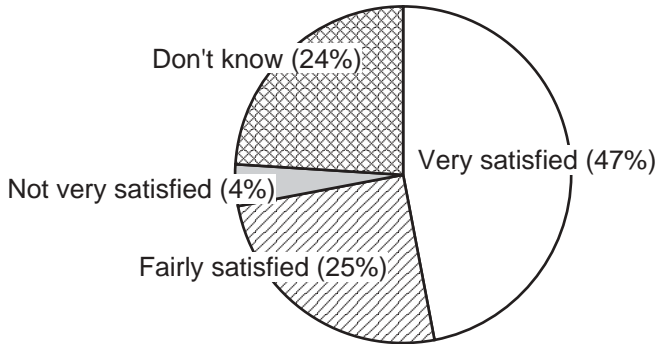
*“The building is much too small. Would like to see a new larger building as it is, in the centre of town and easy to get to.”*

\* multiple responses allowed

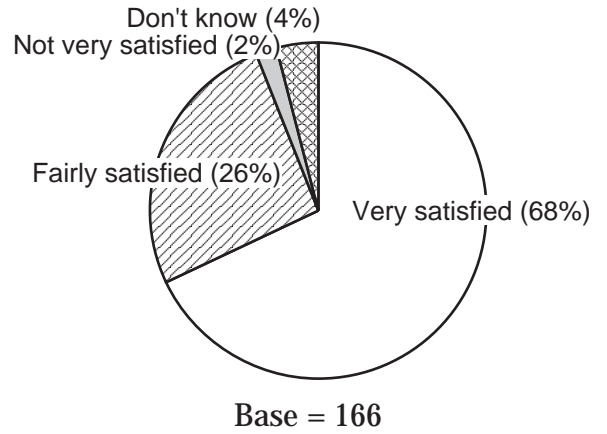
Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	76%
Users/Visitors	=	89%

*iv. Regional Museum*

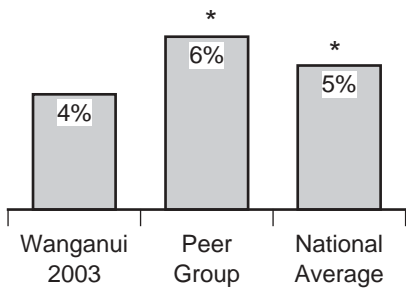
*Overall*



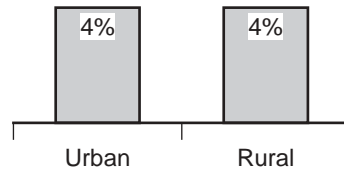
*Visitors To The Regional Museum In Last 12 Months*



*Percent Not Very Satisfied - Comparison*

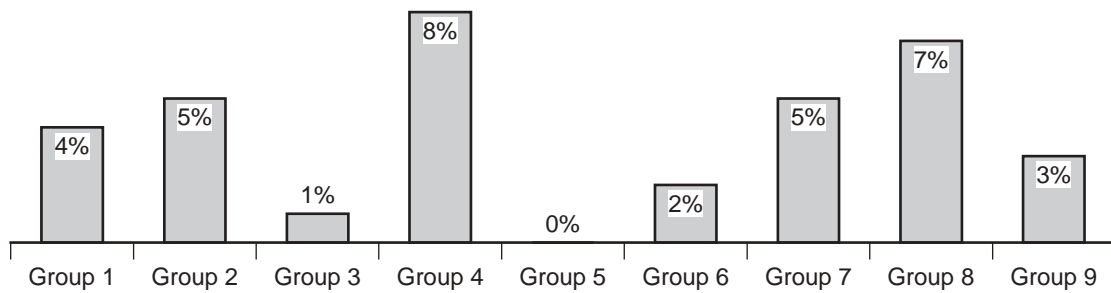


*Percent Not Very Satisfied - By Area*



\* Peer Group & National Averages are ratings for museums in general.

*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

72% of residents are satisfied with the Regional Museum, including 47% who are very satisfied. (In 2000, 28% rated it very good.)

4% of residents are not very satisfied with the Regional Museum, which is similar to the Peer Group and National Averages.

24% of residents are unable to comment about the Museum, and this is probably due to 59% of households saying they have not visited the Regional Museum in the last 12 months (45% in 2000). Of these, 94% are satisfied and 2% not very satisfied.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those not very satisfied with the Regional Museum.

#### *Main Reasons For Being Not Very Satisfied*

16 residents are not very satisfied with the Regional Museum and give the following main reasons\* ...

- too Maori orientated, mentioned by 1% of residents,

*“Not happy with Maori versus Pakeha, proportions wrong.”*

*“Not enough variety - too much Maori stuff taking up the room. Family members donated dolls of all ages and from all over the world - removed, no trace of them.”*

*“Birdlife gone, too much Maori culture.”*

*“Too Maori orientated, total obsession - they are totally unco-operative and unfriendly.”*

- improve/update displays, 1%,

*“Old style Museum.”*

*“Grotty look, exhibits neglected and dusty.”*

*“Boring, needs upgrading, new ideas.”*

- should be user pays, 1%.

*“As paying rates, should be user pays.”*

*“Ratepayers should not pay for this service, not using facility.”*

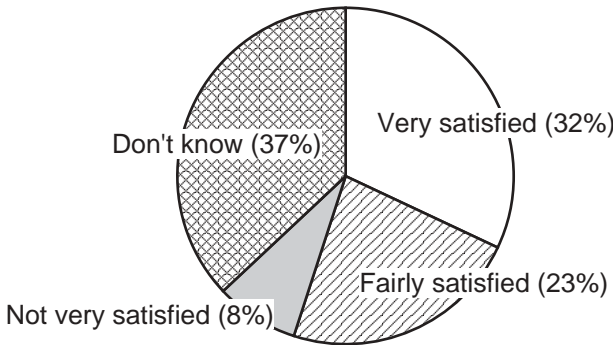
*“Don’t approve of rates paying for this public community service.”*

\* multiple responses allowed

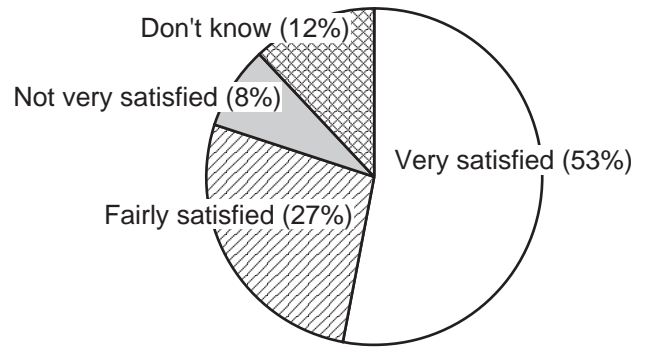
Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	72%
Visitors	=	94%

v. Sarjeant Art Gallery

*Overall*

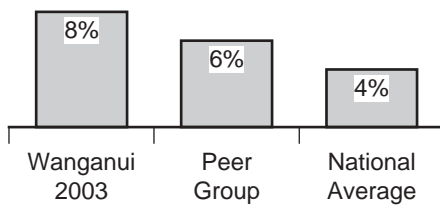


*Visitors To Sarjeant Art Gallery  
In Last 12 Months*

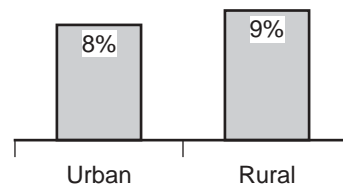


Base = 145

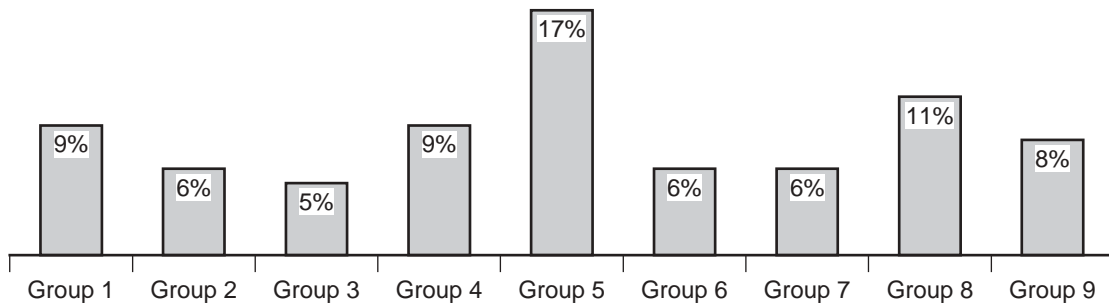
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Area*

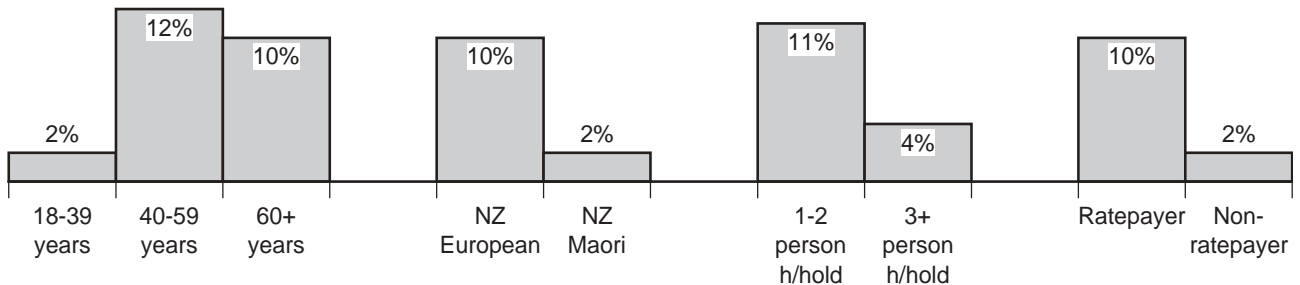


*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



55% of residents are satisfied with the Sarjeant Art Gallery, including 32% who are very satisfied. (In 2000, 22% rated it very good.) A significant percentage (37%) are unable to comment (33% in 2000). This is probably due to 66% of households saying they have not visited the Art Gallery in the last 12 months (61% in 2000).

8% of residents are not very satisfied, compared to 3% in 2000 who rated it not very good/poor. The percent not very satisfied is similar to the Peer Group Average and on par with the National Average.

80% of visitors to the Sarjeant Art Gallery are satisfied and 8% are not very satisfied.

Residents more likely to be not very satisfied with the Sarjeant Art Gallery are ...

- residents aged 40 years or over,
- NZ European residents,
- residents who live in a one or two person household,
- ratepayers.

### *Main Reasons For Being Not Very Satisfied*

34 residents are not very satisfied with the Sarjeant Art Gallery and give the following main reasons\* ...

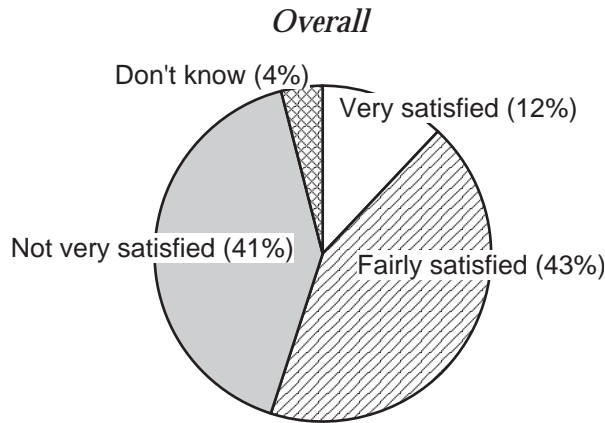
- extensions unnecessary/too much money spent, mentioned by 5% of residents,
  - “Disagree with the extension of the Art Gallery - the cost versus the number of people who use it - the money going into it now.”*
  - “Allocating a proportion of funds, too much money to be spent on additions. Stop sitting on the fence, Council to say ‘no’ to additions.”*
  - “They keep saying they want to extend it, but they have one picture on a wall where there could be 100 pictures on it. It doesn’t need to be extended.”*
  - “The administration with regards to raising the money for the extension.”*
  - “Not happy with the extension, not needed and it’s going to cost too much money.”*
  - “The funding of the Gallery by the Council should not be increased to fund the alterations. The new funding could be spent on sportsgrounds.”*
  - “Beautiful building, doesn’t need extending.”*
  - “The money they are wanting to spend on it is a waste of money, should go to the Dublin Street bridge.”*
  - “Don’t want any more money spent on it - use a heritage building.”*
  - “Waste of community money - art is a personal thing.”*
  - “The amount of money being spent is high for the very few people who go there.”*
  - “Input from rates should be less for the Art Gallery - more put into the Museum.”*
  
- too much modern art/inappropriate art, 1%,
  - “Many brilliant pieces shoved away, but want wacky pieces on display.”*
  - “Not proper art, needs proper art painting.”*
  - “Some of the art work is rude and is not the sort of thing you want your kids to see.”*
  - “Not family orientated, some displays borderline for children. Needs advance notice of rating of displays.”*
  - “Not enough ‘true’ art shown - too much so called art.”*
  - “I’m not into modern art and there were only a few things that I was interested in.”*
  
- should be user pays/not ratepayers, 1%,
  - “As paying rates, should be user pays.”*
  - “Should charge at door.”*
  - “Should be completely user pays.”*
  
- art junk/boring/not worthy of Gallery, 1%.
  - “It’s full of junk.”*
  - “Art today not worthy of the Gallery.”*
  - “Don’t like the displays - boring art.”*

\* multiple responses allowed

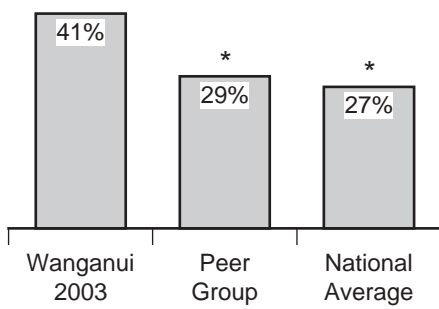
Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	55%
Visitors	=	80%



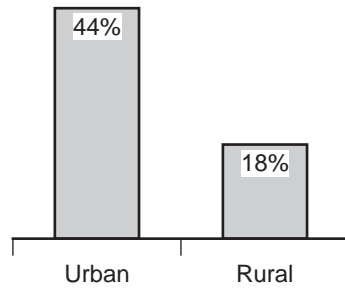
vi. Footpaths And Berms



*Percent Not Very Satisfied - Comparison*

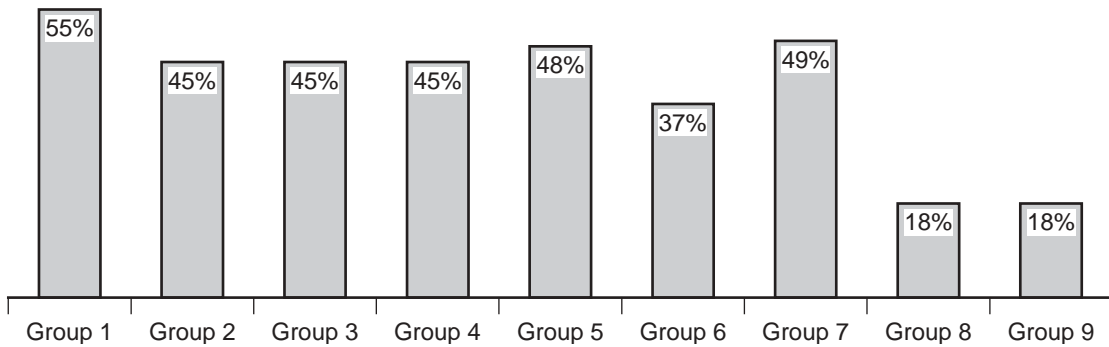


*Percent Not Very Satisfied - By Area*



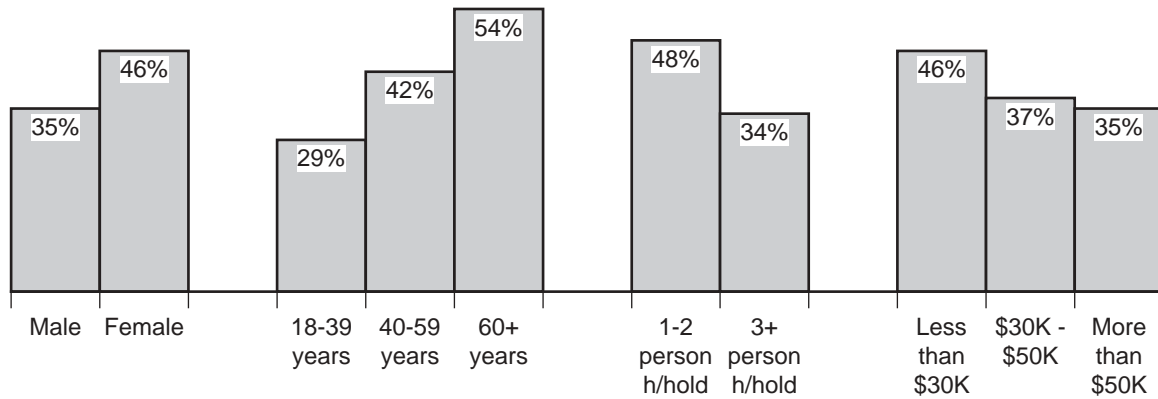
\* These figures are based on ratings for footpaths only.

*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



55% of residents are satisfied with the Wanganui District's footpaths and berms. (In 2000, 67% rated footpaths and berms as just acceptable or better, including 25% who rated them just acceptable.)

41% of residents are not very satisfied with the footpaths and berms in the District, compared to 31% who rated them not good/poor in 2000.

The percent not very satisfied is above the Peer Group and National Averages for footpaths only.

Residents more likely to be not very satisfied are ...

- urban residents [NB: rural residents are more likely to be unable to comment (21%)],
- all area group residents, except area groups 8 and 9,
- women,
- residents aged 40 years or over, in particular those aged 60 years or over,
- residents who live in a one or two person household,
- residents with an annual household income of less than \$30,000.

### *Main Reasons For Being Not Very Satisfied*

180 residents are not very satisfied with footpaths and berms, and give the following main reasons ...

- uneven/rough/broken surfaces/potholes,

*“Uneven surfaces in all areas - CBD and suburbs - Grey Street, Spurdle Street, Peakes Road etcetera.”*

*“Uneven surfaces, especially in Castlecliff, Springvale and Gonville Streets.”*

*“Willow Place uneven and dangerous.”*

*“Broken up and uneven - Wilson Street, Wicksteed Street and others out of the city centre.”*

*“Cracks in footpaths at the corner of Tarata Street and Parkes Avenue.”*

*“Broken or uneven in Upper Aramoho by the Holiday Park.”*

*“Eden Place, Churchill Crescent uneven, slabs are pulling up in places.”*

*“Some paths so uneven you can easily trip - Halswell Street, London Street, Kaikokopu through to Ballance Street.”*

*“East Town Road, Tanguru Street and Talbot Street uneven, concrete slabs have dropped.”*

*“Durie Hill area has uneven surfaces.”*

*“Puriri Street slabs uneven.”*

*“Broken concrete just past the skatepark in Thatcher Street Extension.”*

*“Footpath broken in Ballance Street, uneven flagstones, difficult for prams and the elderly.”*

*“Cracks in footpaths at the top end of Thatcher Street and Poulson Street.”*

*“Uneven footpath surfaces in Puriri Street outside 107 and 109.”*

*“Uneven pavers in town - Victoria Avenue.”*

*“Uneven surfaces in St John’s Hill - St Hill Street.”*

*“Uneven in London Street across from Somerset Road.”*

*“Slabs uneven in Manuka Street and Cornfoot Street down to the seafront.”*

*“Many places are hard to walk on with wheelchairs - Smithfield Road at the back of Purnell House area, footpaths uneven or broken.”*

*“Uneven paths in Kawakawa Street, paving slabs uneven.”*

*“Lived in central town - Campbell Street - footpaths very uneven.”*

*“Footpaths are uneven - dangerous for aging and less mobile pedestrians - Somerset Road, Springvale Road.”*

*“Peakes Road and Parsons Street uneven.”*

*“Recently been on crutches and found footpaths so uneven and broken up - walking to Dublin Street shops from Campbell Street, streets heading to Somme Parade, Plymouth and Injestre Streets.”*

*“Uneven footpaths in Springvale - Fox Road.”*

*“Uneven slabs in Treadwell Street, footpaths outside the city centre are pretty rough.”*

*“Uneven flagstones in Swiss Avenue.”*

*“Burton Avenue paving slabs, Nixon Street uneven and dangerous, people trip on them.”*

*“Harper Street has lots of potholes, need to be fixed up.”*

*“Karyn Street has potholes.”*

*“Cracked footpaths in Lee Street and Mosston Road - uneven, difficult to push prams, would like to see Councillors push a pram around these areas.”*

- dangerous/unsafe,

*“People are tripping - Wicksteed Street.”*

*“Frequent falls in Kent Road area.”*

*“Dangerous footpaths in upper Victoria Avenue tripping people up.”*

*“Dangerous footpaths in London Street, across from Somerset Road.”*

*“Daughter has had many falls on footpaths, as well as father.”*

*“Child fallen and broken wrist in Goodwin Crescent, child fallen and injured in Liverpool Street.”*

*“Ladies (Club Gold walkers) have fallen and broken bones in Glasgow Street, Taupo Quay and Bell Street - tripped on rough footpaths.”*

*“Mother had a fall on Millward Street.”*

*“Mother tripped up on Halswell Street on uneven paths.”*

*“Where I used to live in Bute Place, old ladies used to fall over a lot.”*

*“Concrete slab footpaths in Lincoln Road caused my accident.”*

*“White Street footpaths not good for the visually impaired.”*

*“Take your eyes off Karyn Crescent footpath and you fall over.”*

*“Footpaths by Opera House are dangerous with tree roots and leaves - raised paths in St Hill Street.”*

*“Victoria Avenue cobblestones slippery when wet.”*

*“Main Street very slippery when wet.”*

*“Dangerous flagstones in Kent Street, frequent falls in this area.”*

- poor condition/lack maintenance/need improving/repairing,

*“Top end of Victoria Avenue is a shocker.”*

*“Bad state of disrepair - Guyton and Bell Streets.”*

*“More upgrading needed Somme Parade side.”*

*“More maintenance required in Peakes Road and Parsons Street.”*

*“More maintenance and inspections needed in Springvale area, especially Peakes Road.”*

*“Lack of maintenance in low income areas such as Aramoho.”*

*“Not maintained - Carlton Avenue.”*

*“Could fix the footpaths in Walter Nash Place.”*

*“Did footpaths on the other side of the road about 10 years ago and were going to do our side, but haven't done so - Tarata Street.”*

*“Not kept up to a good standard - Moana shopping area.”*

*“Not maintained in all areas - CBD and suburbs, e.g. Grey Street, Spurdle Street, Peakes Road etcetera.”*

*“Need doing up along Kaikokopu Road.”*

*“Victoria and Wicksteed Streets need repairs.”*

*“Gonville area needing repair work.”*

*“More maintenance required on St Hill Street in St Johns Hill.”*

*“Footpaths in Tarata Street have needed doing up for years, guttering needs replacing, thought they were going to do that with the resealing.”*

*“Campbell Street footpaths need attention, perhaps even replacing.”*

*“Aramoho path along river needs to be repaired.”*

*“Corner of Akatea and Puriri Streets needs tarsealing, too many stones.”*

*“They don't maintain driveways anymore, now the owners' responsibility.”*

- tree roots causing problems.

*“Roots lifting up tarseal - Victoria Avenue, Glasgow Street area - not good for older people and wheelchairs.”*

*“Tree roots lifting footpaths in Thatcher Street.”*

*“Victoria Avenue and Court House area - roots have made footpaths uneven.”*

*“Tree roots in Kings Avenue outside No 51 and 49.”*

*“Tree roots lift up concrete - Churchill Crescent and London Street.”*

*“Tree roots making footpaths uneven in Victoria and Wicksteed Streets.”*

*“Tree roots causing uneven paths in Halswell Street.”*

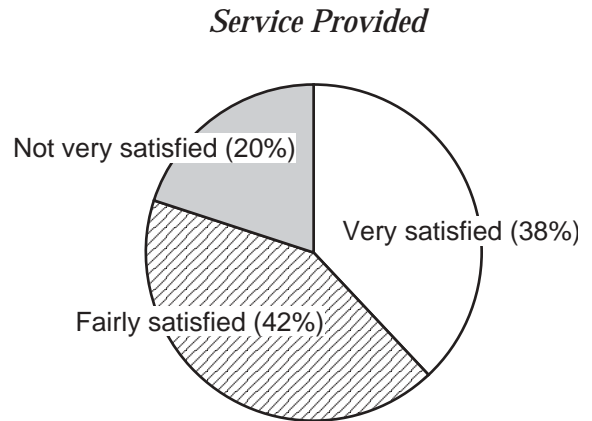
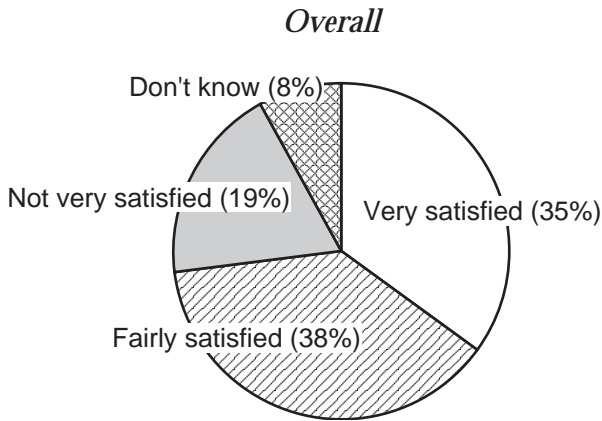
Summary Table - Main Reasons\* For Being Not Very Satisfied With Footpaths And Berms

	<b>Total District 2003 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Uneven/rough/broken surfaces/potholes	<b>21</b>	(23)	7
Dangerous/unsafe	<b>14</b>	(16)	4
Poor condition/lack maintenance/need improving/repairing	<b>14</b>	(15)	6
Tree root causing problems	<b>5</b>	5	4

\* multiple responses allowed

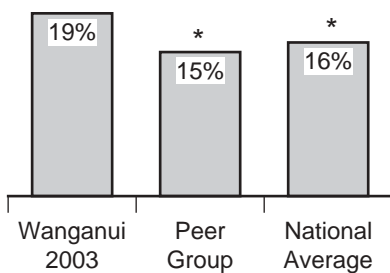
Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 55%

*vii. Water Services  
(i.e. urban and rural water supply, stormwater drainage and sewage disposal)*

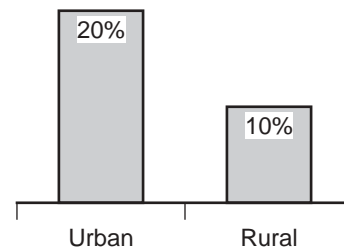


Base = 373

*Percent Not Very Satisfied - Comparison*



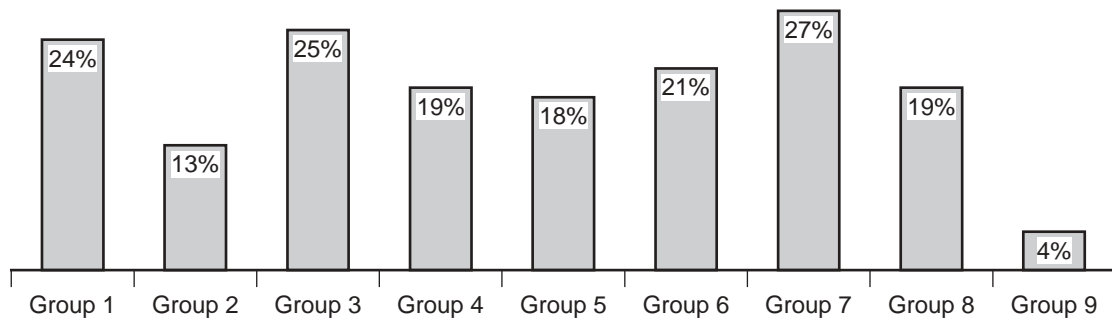
*Percent Not Very Satisfied - By Area*



\* These figures are based on averaged ratings of water supply, stormwater services and sewerage system.

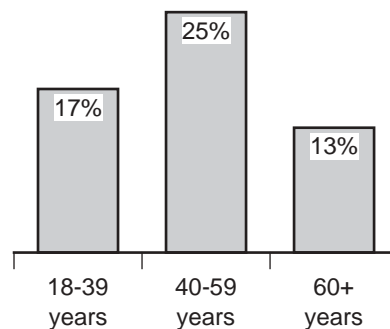
	Peer Group %	National Average %
Water supply	11	16
Stormwater services	19	20
Sewerage system	14	12
Average	15	16

*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



73% of residents are satisfied with the District's water services, including 35% who are very satisfied. (In 2000, 7% rated water services as very good.)

19% are not very satisfied, and this is on par with the averaged Peer Group and National Averages. (In 2000, 18% rated the service as not very good/poor.)

86% of residents say they have a piped water supply. Of these, 80% are satisfied and 20% are not very satisfied.

Residents more likely to be not very satisfied with water services are ...

- urban residents,
- residents aged 40 to 59 years.

50% of rural residents are unable to comment, compared to 2% of urban residents.

### *Main Reasons For Being Not Very Satisfied*

83 residents are not very satisfied with the District's water services and give the following main reasons ...

- too much lime/lime deposits,
  - "Water too limey, have to buy drinking water."*
  - "Lime content is extremely high."*
  - "Can Council remove lime?"*
  - "Calcium and lime content high."*
  
- poor quality of water,
  - "Drinking water comes from Crystal Springs - other water not fit to drink."*
  - "Went off own bore onto city water supply and it is disgusting."*
  - "Maxwell Scheme - quality of water appalling, is not potable."*
  - "The need to distil water to drink and cook with."*
  - "Poor quality, cloudy,"*
  
- unpleasant taste.
  - "Tastes horrible."*
  - "Disgusting - rain water collection for cooking water, tastes nicer."*
  - "Wouldn't feed it to a dog, tastes foul, tastes of sand - buy water from Crystal Valley."*
  - "Please improve the taste."*

### Summary Table - Main Reasons\* For Being Not Very Satisfied With Water Services

	<b>Total District 2003 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Too much lime/lime deposits	<b>6</b>	6	-
Poor quality of water	<b>4</b>	3	4
Unpleasant taste	<b>3</b>	3	-

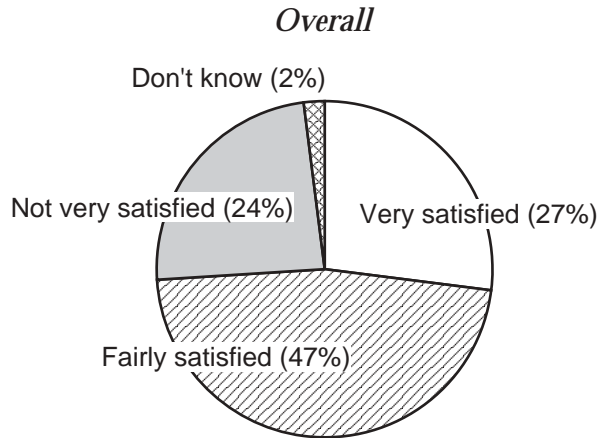
\* multiple responses allowed

#### Recommended Satisfaction Measure For Reporting Purposes:

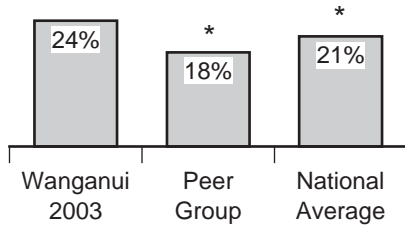
Total District	=	73%
Receivers of water	=	86%



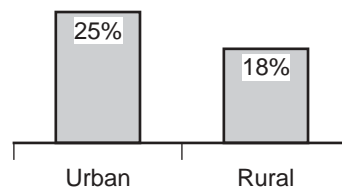
*viii. Control Of Litter In Streets And Other Public Spaces*



*Percent Not Very Satisfied - Comparison*

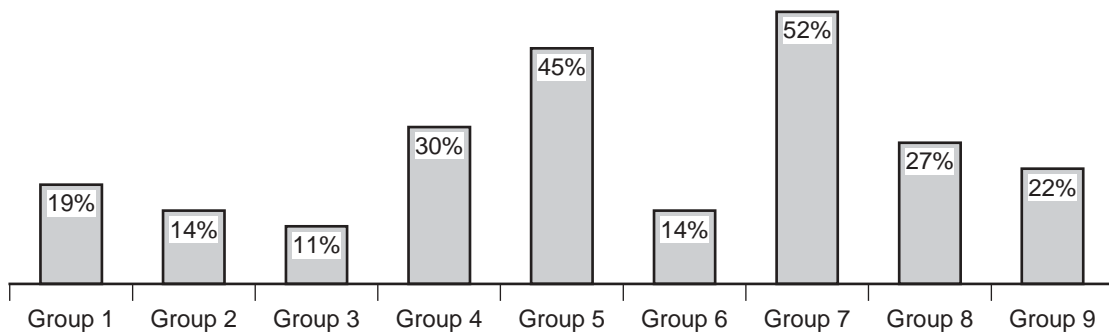


*Percent Not Very Satisfied - By Area*



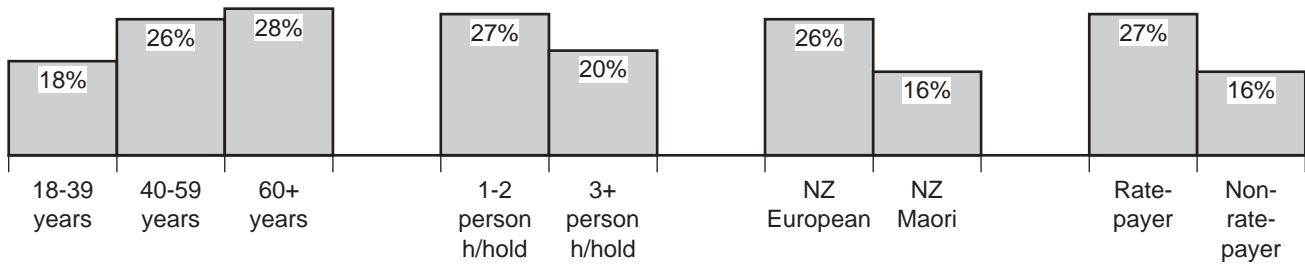
\* These figures are based on ratings for litter control.

*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



74% of residents are satisfied with the control of litter in streets and other public spaces, including 27% who are very satisfied. (In 2000, 9% rated it as very good.)

24% of residents are not very satisfied with the District's control of litter in streets and other public spaces. (In 2000, 23% rated the service as not good/poor. This is slightly above the Peer Group Average and on par with the National Average for litter control.

Residents more likely to be not very satisfied with the control of litter in streets and other public spaces are ...

- area group 5 and 7 residents,
- residents aged 40 years or over,
- residents who live in a one or two person household,
- NZ European residents,
- ratepayers.

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

*Main Reasons For Being Not Very Satisfied*

104 residents are not very satisfied with the control of litter in streets and other public spaces and give the following main reasons ...

- too much litter and rubbish around,

*"Good in town, shocking on SH3."*

*"Terrible in the CBD - cigarette butts."*

*"Rubbish in Wakefield Street."*

*"Rubbish around Dairy corner in Karaka, Karaka Street near camping ground - lot of rubbish in the street."*

*"Walkway from Crescent to shops in Fox Road - disgusting."*

*"I walk from my house in Fergusson Street to Woolworths and I see a lot of litter on the hillside."*

*"Park in Castlecliff is heavily littered, small community playgrounds are not very clean."*

*"Untidy, litter scattered - riverbank, Trafalgar Square, Taupo Quay."*

*"Cans, bottles and rubbish in Karyn Street, Lee Street and Mosston Road."*

*"Broken glass outside the Cozzie Club, see it everywhere on a Saturday."*

*"Because there are always parties up at Queen's Park and there are always broken bottles."*

*"The St John's Hill lookout is disgusting after Friday and Saturday nights, especially the glass and rubbish dumped along the river."*

- not enough rubbish bins/more needed,

*“Don’t seem to be enough litter bins around.”*

*“Not enough bins in general - Fox Road Park.”*

*“No rubbish bin at school on the main road.”*

*“More rubbish bins in parks and some streets, bigger parks, i.e. Springvale need more bins.”*

*“More rubbish bins at Dairy corners - colourful, labelled to encourage their use.”*

*“More rubbish containers needed in Karaka Street.”*

- could do better/more cleaning needed,

*“Very rarely see a street cleaner in Marybank.”*

*“Emphasis is on central city, neglecting suburbs.”*

*“Have to clean out the ‘grated’ drain hole at kerb myself, as the truck is so infrequent coming - Spurdle Street.”*

*“Karyn Street never cleaned - broken glass dangerous for kids.”*

*“Puriri Street by the Golf Course never cleaned.”*

*“Could do with a bit of cleaning up by the school near Lundon Park - glass here.”*

*“Riverbank by motels never seems to be cleaned. What do tourists think?”*

*“Council should be innovative in making Wanganui litter free.”*

*“The prisoners should be cleaning our town - unpaid.”*

- people/kids littering/throwing rubbish around.

*“More the individual rather than the Council - Trafalgar Square.”*

*“Residents throw rubbish in the river.”*

*“People throwing rubbish on the beach - Castlecliff.”*

*“Kids just throw rubbish anywhere.”*

*“Hooligans toss stuff around, not really Council workers’ fault - Aramoho Shopping Centre.”*

*“Karaka Street shop users are litterbugs.”*

*“Town people dumping rubbish over bridge - Handley Road, and also onto private property.”*

*“We need to take pride in Wanganui - tidy Kiwis - Millwood Street Extension/Bell Street by the Police Station.”*

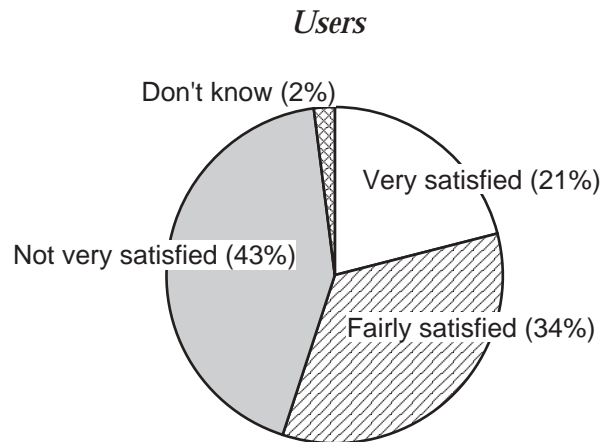
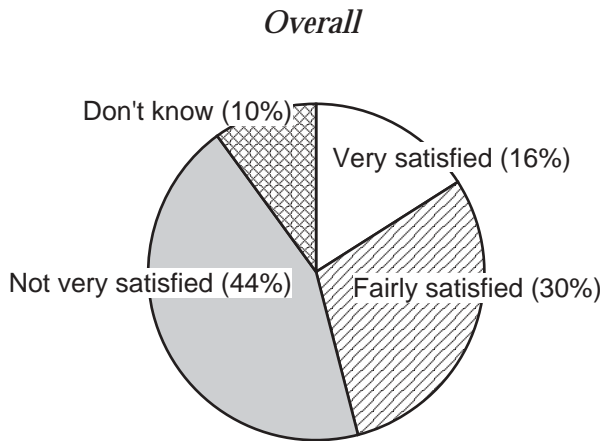
Summary Table - Main Reasons\* For Being Not Very Satisfied With The Control Of Litter

	<b>Total District 2003 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Too much litter and rubbish around	<b>12</b>	12	6
Not enough rubbish bins/more needed	<b>4</b>	4	3
Could do better/more cleaning needed	<b>3</b>	4	1
People/kids littering/throwing rubbish around	<b>3</b>	3	5

\* multiple responses allowed

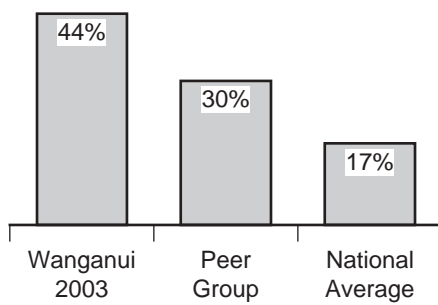
<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 74%</p>
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*ix. Recycling Of Refuse*

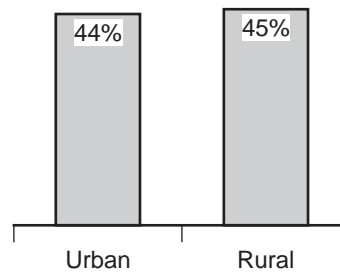


Base = 229

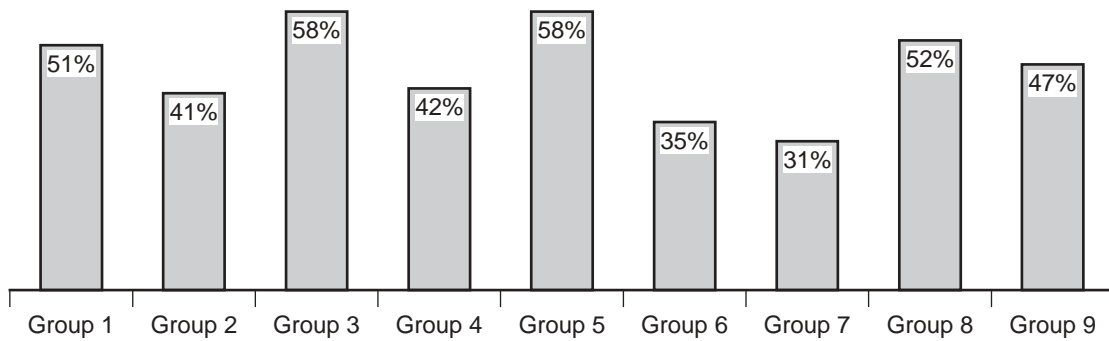
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Area*

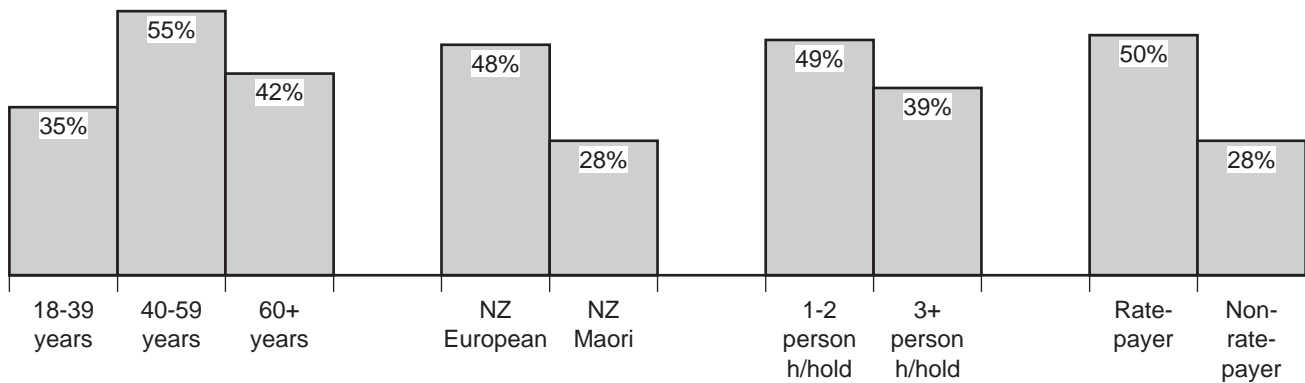


*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



46% of residents are satisfied with the recycling of refuse, compared to 2000 when 62% rated it as just acceptable or better. (This included 14% who rated it just acceptable.) 44% are not very satisfied with this service. (In 2000, 25% rated this service as not good/poor.)

The percent not very satisfied is above the Peer Group and National Averages.

51% of households have used Council's recycling services in the last 12 months. Of these, 55% are satisfied and 43% are not very satisfied.

Residents more likely to be not very satisfied with the recycling of refuse are ...

- residents aged 40 to 59 years,
- NZ European residents,
- residents who live in a one or two person household,
- ratepayers.

*Main Reasons For Being Not Very Satisfied*

194 residents are not very satisfied with recycling of refuse and give the following main reasons ...

- could be better/non-existent,

*"Need more recycling initiated by the Council, such as Napier and Tauranga."*

*"Not well organised, not advanced enough."*

*"Lived in Auckland - well thought out scheme there, nothing similar here. For example, two bins, one waste, one recyclable. Two trucks come and one only removes waste, the other only recyclables."*

*"Needs overhaul, then less rubbish to deal with."*

*"We should aim for zero waste."*

*"Could be better - dump at Marton closing will affect us. Separation of paper, bottles, plastics is not a priority by the public and Council."*

*"We don't do it. Council's attitude is not good and they need to do work here."*

*"Rural people not catered for - Makirikiri Valley."*

*"What recycling?"*

*"Don't think they have recycling - Tarata Street. Don't think they are very pro-active in their recycling."*

*"Lack of facility to separate cans, plastic, bottles, so all goes into wheelie bin."*

*"There is no recycling in Maxwell Station Road."*

- cost/charges too high,

*“Kerbside recycling is not encouraged because of the high cost.”*

*“The price that we pay is too high to get rid of our rubbish.”*

*“Liffiton Street transfer station - charges for the receipt of glass, paper etcetera.”*

*“No incentive for residents to recycle. If you take it to the waste station, still have to pay, even though you have separated it yourself.”*

*“Too expensive to use recycling facilities when also paying for kerbside removal.”*

*“I don’t agree that we have to pay for rubbish. Schools get kids to bring their rubbish home.”*

*“Should be part of rates.”*

*“Costs too much for the average family to visit the waste station.”*

*“Paying more, getting less. Paying on top of increased rates, e.g. dumping grass clippings cost \$10 plus petrol - this is outrageous.”*

*“Too dear to dump at the dump - why so dear?”*

- more promotion/encouragement/education/more information,

*“Not very well publicised.”*

*“Not encouraged to recycle in Wanganui.”*

*“They had a meeting at night, so those without cars couldn’t attend.”*

*“Council does not make it clear enough - what is kerbside recycling?”*

*“Where is the recycling?”*

*“What recycling? It’s not very well advertised. Where are the recycling places?”*

*“Not enough emphasis put on the service, e.g. are there recycling bins? If so, where?”*

*“Needs more promotion. Council needs to show leadership and involve the public - education.”*

*“Not enough public emphasis. Incentives lacking.”*

*“Council should spend money on educating us. Taupo District Council put out a fridge magnet postcard saying what is to be recycled and how.”*

- not sure if recycled/thrown in with general rubbish,

*“I tried to do kerbside recycling, but having watched all the stuff go into the same hole, I gave up.”*

*“Was a lot of bad publicity when they said things were going to be separated and they weren’t.”*

*“Not confident about what happens to recycling*

*“Not very good - kerbside recycling not working. We put out separately and workers just throw it all on the truck in one bin.”*

*“Divide it up and put at kerb, but does not seem to be separated from general rubbish.”*

*“Recycling is very important, as long as it is followed up at the dump.”*

- certain items not recycled/more options needed,

*“There could be more extensive home recycling - they won't take bottles.”*

*“Left glass bottles out to be collected and they were left on the side of the road. Rang up and I was passed from one place to another - was told they only took cardboard and plastics.”*

*“Kerbside recycling is not encouraged because of the stringent criteria to comply.”*

*“Need more recycling provided such as tin, paper.”*

*“Saving newspapers, taken to tip, told they don't recycle them at the tip.”*

*“All the recycling things don't always get taken, i.e. plastic, bottles, glass.”*

*“Lack of formal recycling facilities, including cellphone batteries, plastics, etcetera.”*

*“The firm that does it are picky in what they class as recyclable - they wouldn't touch cardboard.”*

*“Not adequate, prefer more options, won't take ice cream containers, glossy paper, glass.”*

- provide household with bins.

*“We should have bins.”*

*“Need individual bins at home for recycling which people would use automatically.”*

*“Council to supply plastic bins per household for white, green, brown glass, papers.”*

*“We need separate recycling kerbside bins. People are more likely to recycle if they have that option.”*

*“Need a better system devised with recycling bins.”*

#### Summary Table - Main Reasons\* For Being Not Very Satisfied With Recycling Of Refuse

	Total District 2003 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Could do better/non-existent	<b>16</b>	16	15
Cost/charges too high	<b>9</b>	9	7
More promotion/encouragement/education/ more information	<b>8</b>	8	4
Not sure if recycled/thrown in with general rubbish	<b>7</b>	7	9
Certain items not recycled/more options needed	<b>6</b>	7	3
Provide household with bins	<b>6</b>	6	4

\* multiple responses allowed

#### Recommended Satisfaction Measure For Reporting Purposes:

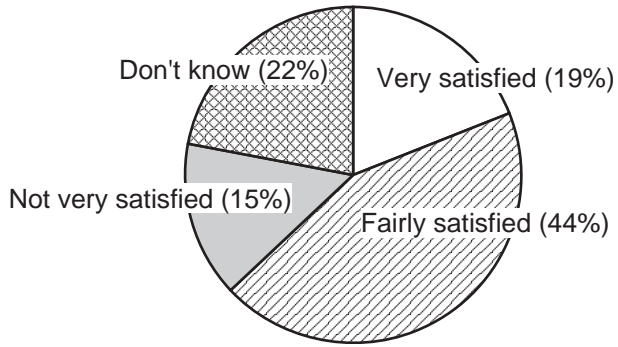
Total District = 46%

Users = 55%



x. The Airport

*Overall*

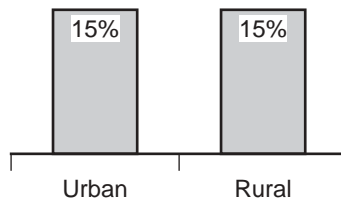


*Visitors/Users*

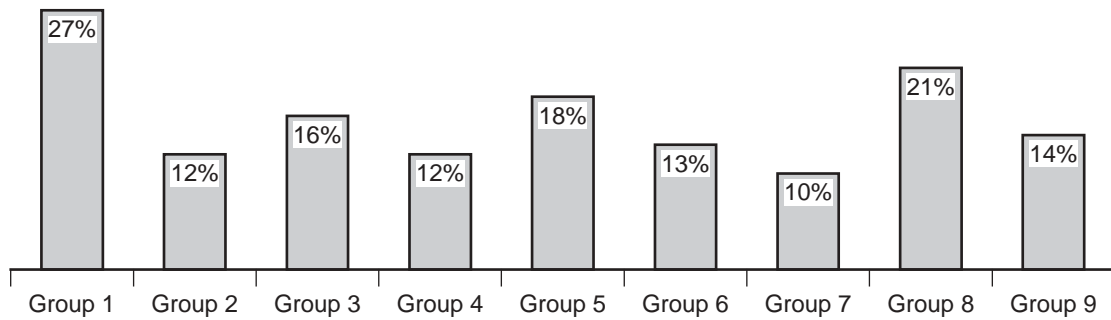


Base = 229

*Percent Not Very Satisfied - By Area*

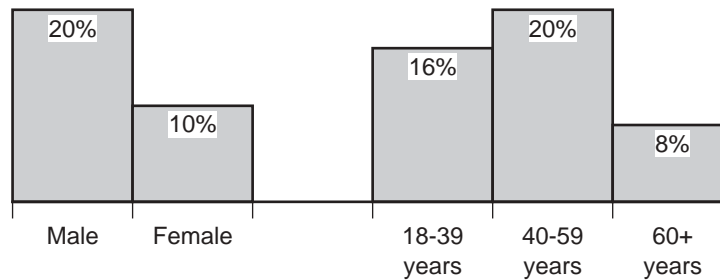


*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



63% of Wanganui residents are satisfied with the Airport, while 15% are not very satisfied. (In 2000, 9% rated it as not good/poor.)

22% are unable to comment. This is probably due to only 51% of households saying they have used/visited the Airport in the last 12 months. Of these users/visitors, 78% are satisfied and 17% are not very satisfied.

Residents more likely to be not very satisfied are ...

- men,
- residents aged 18 to 59 years.

*Main Reasons For Being Not Very Satisfied*

66 residents are not very satisfied with the Airport and give the following main reasons ...

- more flights needed/more/improved services,

*“More flights in and out of Wanganui to other places other than Auckland.”*

*“Too few flights to too few destinations - Council could influence airlines’ decisions.”*

*“Can’t fly south from Wanganui airport, have to drive to Palmerston North to do this - takes three days to complete one day’s business in the South Island.”*

*“Hardly any flights connect with other flights, low key, could be upgraded.”*

*“No flights to Wellington.”*

*“Only servicing Wellington and Auckland - it needs to have other services to other towns, i.e. Christchurch.”*

*“Could be expanded to provide more services, including commercial exporting.”*

- needs improving/upgrading/lacks maintenance,

*“Needs updating and sprucing up, it’s not very attractive or inviting.”*

*“It’s sad looking, needs refurbishing, not a good first impression to the incoming public.”*

*“It’s run down and getting worse, nothing’s been done to improve it, no paint job for about three years.”*

*“More beautification and tidying up a bit more to show that we’re proud of Wanganui when people land here.”*

*“Dirty, unclean, no trees - needs brightening up.”*

- lack of use/encourage use/more promotion,

*“Under utilised, Palmerston North is a hassle, encourage tourists to fly in.”*

*“More promotion to encourage air use.”*

*“More attractive for tourists - promote our Maori businesses, people don't want mini Englands.”*

- close it down,

*“Close it, as Palmerston North has one with far more flights, including international flights - close it and open it up to the possibility of a drag strip for the youth - takes them off the road, learn skills from it.”*

*“Better if they take it out and let the Port go ahead.”*

*“Not worth it - family live down south and I have to go to Palmerston North to get a flight - go north to fly south.”*

*“Behind in development to warrant its existence, take it to Ohakea and close Palmerston North as well, and the money saved put into the Port development - have one central airport.”*

*“Out on a limb - with the advent of Ohakea, does it have a use?”*

- improve facilities/too small.

*“Facilities offered becoming less.”*

*“Pathetic service - no café, taxi or toilets.”*

*“Need a better lounge for people waiting.”*

*“It's pokey - terminal could be made bigger, too small to service the airport.”*

#### Summary Table - Main Reasons\* For Being Not Very Satisfied With The Airport

	Total District 2003 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
More flights needed/more/improved services	5	5	2
Needs improving/upgrading/lacks maintenance	5	5	4
Lack of use/encourage use/ more promotion	2	3	-
Close it down	2	2	3
Improve facilities/too small	2	2	2

\* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

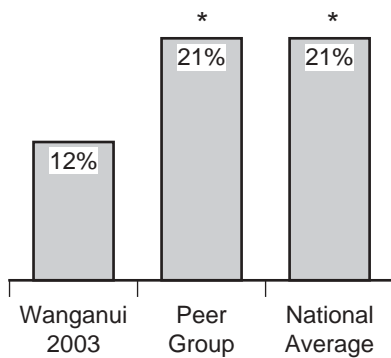
Total District = 63%

Visitors/Users = 78%

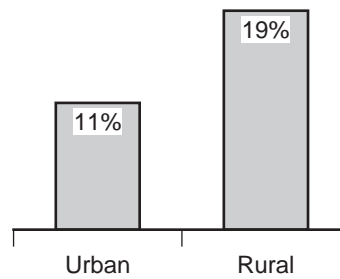
*xi. Central Business District Services  
(maintenance, beautification, promotion and parking)*



*Percent Not Very Satisfied - Comparison*

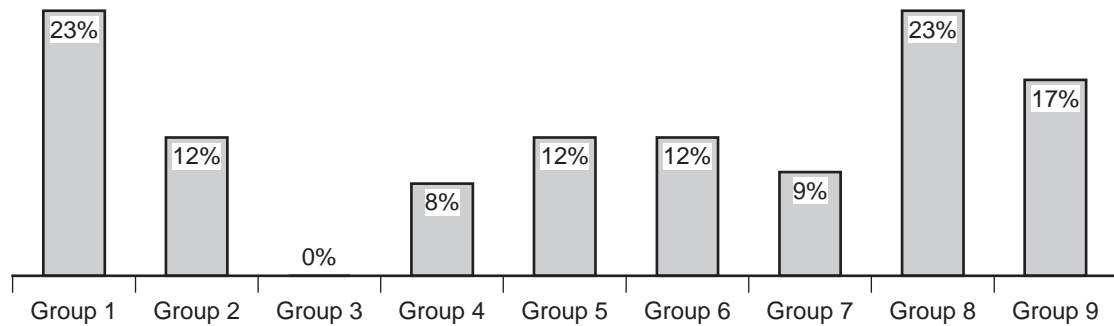


*Percent Not Very Satisfied - By Area*



\* These figures are based on averaged ratings for beautification and landscaping, tourism promotion and parking.

	Peer Group %	National Average %
Beautification and landscaping	10	12
Tourism promotion	19	16
Parking	35	34
Average	21	21

*Percent Not Very Satisfied - By Area Group\**

\* See page 3 for breakdown of Area Group

85% of residents are satisfied with Central Business District services, including 46% who are very satisfied. (In 2000, 32% rated them as very good.) 12% are not very satisfied, compared to 7% in 2000 who rated the services as not good/poor.

The percent not very satisfied is below the averaged Peer Group and National Averages.

There are no notable differences between urban and rural areas, area groups and socio-economic groups in terms of those residents not very satisfied with Central Business District services, although it is noted that no area group 3 residents are not very satisfied with these services.

#### *Main Reasons For Being Not Very Satisfied*

53 residents are not very satisfied with Central Business District services and give the following main reasons ...

- not enough parking/parking availability,

*“Insufficient parking.”*

*“Little parking, need more parking, especially in Victoria Avenue.”*

*“Parking in Victoria Avenue is terrible - not enough parking and the delays due to cars waiting for vacant parks - more needed.”*

*“Trucks and buses need to drop their goods off before or after business hours because they hold parks up. Handicap spaces are always taken - there need to be more.”*

*“Parking is taken up by people working there, have witnessed meter maid going into a shop and telling them their parking is expired.”*

*“Limited parking since the beautification.”*

*“Palm trees look great, but use up at least 50 car parks.”*

- CBD development/beautification,

*“Totally opposed to entire main street/Majestic Square redevelopment, nice park ruined by concrete.”*

*“Not well planned, lack of variety.”*

*“Too narrow, one way system better.”*

*“Take parking out of Victoria Avenue shopping area - four blocks either side of the Avenue.”*

*“Plane trees wrong for the area, pavers slippery when wet, surface too shiny.”*

*“Beautification, but the hanging baskets drop leaves and petals onto the ground and cause slips, especially with crutches - sealer on the pavers when wet is especially slippery.”*

*“Cobblestones are very slippery when wet.”*

*“Could use perpetual plants that don’t need to be replaced each year in Victoria Avenue.”*

- overspending/rates money used,

*“Too much money is spent on the town area.”*

*“More money spent on that area than they need to - it should be going to the school area, roading etcetera.”*

*“Improvements should not all be paid out of city rates - businesses should subsidise the costs since it’s in their interest.”*

*“Farmers not happy with the improvements to the Avenue coming out of the rural rates.”*

*“User pays.”*

- other parking issues.

*“Pay too much for parking meters, encourages you to go to Trafalgar Square.”*

*“Things like parking meters are a waste of time. I’d rather see parking included in rates, so that we can park anywhere, then promote free parking to tourists and visitors.”*

*“Parking fines are too heavy when held up at an appointment and can’t get out to shift car or put money in meter, one hour maximum is insufficient.”*

*“Meter maids need PR training, never smile.”*

*“More policing of disabled parks.”*

*“Parking habits of people a concern.”*

*“Parking is a nightmare, should be one way only full length of the street.”*

### Summary Table -

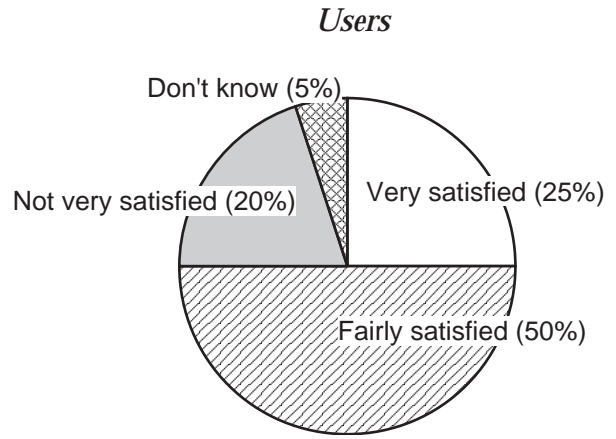
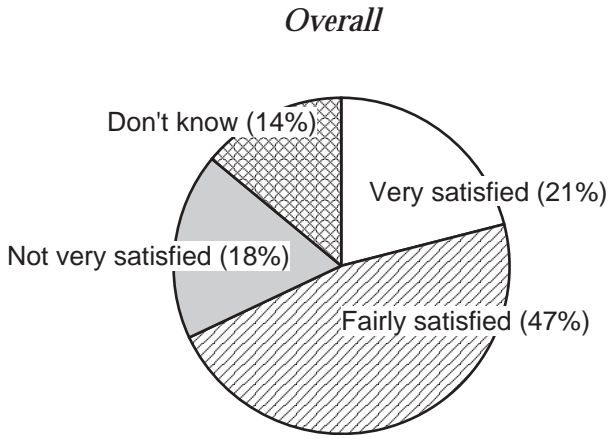
#### Main Reasons\* For Being Not Very Satisfied With Central Business District Services

	Total District 2003 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Not enough parking/parking availability	4	4	2
CBD development/beautification	2	2	4
Overspending/rates money used	2	2	3
Other parking issues	2	1	6

\* multiple responses allowed

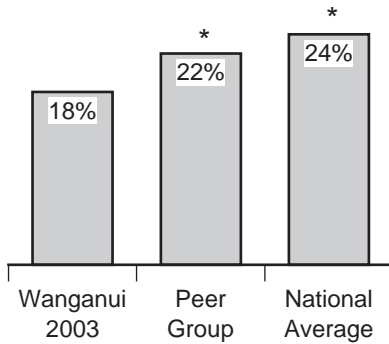
Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 85%

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

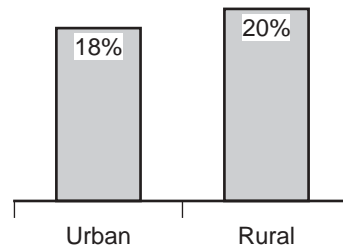


Base = 204

*Percent Not Very Satisfied - Comparison*



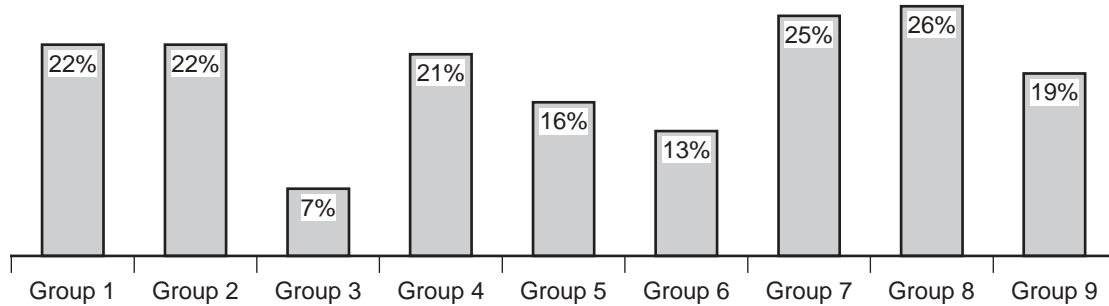
*Percent Not Very Satisfied - By Area*



\* These figures are based on averaged ratings of town planning (including planning and inspection services) and dog control.

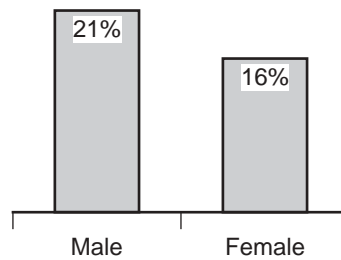
	Peer Group %	National Average %
Town Planning	20	22
Dog Control	23	26
Average	22	24

*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



68% of Wanganui residents are satisfied with the District's regulatory services, including 21% who are very satisfied. (In 2000, 7% rated it very good.) 18% are not very satisfied and 14% are unable to comment. (In 2000, 13% rated it not good/poor.)

The percent not very satisfied (18%) is on par with the averaged Peer Group Average and slightly below the averaged National Average.

46% of households have used Council's regulatory services in the last 12 months. Of these, 75% are satisfied and 20% are not very satisfied.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents not very satisfied with regulatory services. However, it appears that men are slightly more likely, than women, to feel this way.



### *Main Reasons For Being Not Very Satisfied*

80 residents are not very satisfied regulatory services and give the following main reasons ...

- more dog/animal control,

*“Dog control not good. Ranger expects the residents to catch the dog and then he will come and get it.”*

*“Not good on dog control. I’ve seen them picking up a dog and then the next day I’ve seen the same dog running through the Keith Street School again.”*

*“Dogs especially. Dog in Raine Street got out twice and killed two dogs before being put down. Second time it injured female owner of the other dog.”*

*“No dog control in Castlecliff.”*

*“Dog control - dogs roaming and fighting on beach at Kai-iwi.”*

*“Dog control is not up to standard - stray dogs wandering all the time, rip into rubbish bags on street and in private properties - Karaka Street area.”*

*“Dog control - I ring them and I get told that I need proof of cruelty to them before something is done. Something needs to be done with the dogs running free.”*

*“Dogs out of control, noisy - Kepa Street.”*

*“Animal control because of the number of loose dogs around Kaka Place area.”*

*“Animal control not good. Dogs roaming free and my children are afraid - Virginia Road, Virginia Lake Park.”*

*“Animal control - barking dogs, Council useless on this problem. Complained many times, nothing done.”*

*“Animal control not the best. Lots of unleashed dogs and fouling in public places, especially railway bridge.”*

*“Animal control did not want to know about a dangerous roaming dog in Maxwell Village. Because I didn’t know where it was, they wouldn’t come out. Cost me \$600 for treatment of own dog.”*

*“Dogs roaming - Gonville, Smithfield Road.”*

*“Dog behaviour and wandering dogs - Armstrong Place, Bennett Street, Puriri Street.”*

- poor service/inefficient/poor attitude,

*“Have encroachment problems with neighbouring property and can’t seem to get anything done about it.”*

*“Building services - more helpful for layman applying for a permit, i.e. advice - since they know the rules. What I needed to know was not provided immediately.”*

*“Building consents, permits etcetera - takes too much time for simple process.”*

*“Domineering attitude of staff to public - don’t maintain appointments.”*

*“Records aren’t very well kept - I had a dog who died and I had told them, but they kept sending me notices.”*

- high cost of permits/fees etcetera,

*“The cost for building consents for charitable organisations is horrendous.”*

*“Building permit costs under user-pay services - too expensive to keep people honest.”*

*“Building permits far too expensive for something as small as a garage.”*

*“Resource Management compliance fees - too much.”*

*“Dog registration fees with no return service.”*

*“Too costly.”*

- over regulated/bureaucracy/red tape/too rigid,

*“Inflexible building laws.”*

*“Strict rules to build houses.”*

*“Too strict, e.g. stainless steel nails in Castlecliff due to salt spray.”*

*“Too bureaucratic.”*

*“Over regulated.”*

- building control/inspections need to improve.

*“Building control poor.”*

*“When building something small, it takes them 3-4 times to check it - it wastes time and money.”*

*“I am a builder by trade - there seem to be double standards between building inspectors on some things.”*

*“They change the rules to suit the name of the person - personal experience regarding building.”*

Summary Table - Main Reasons\* For Being Not Very Satisfied With Regulatory Services

	Total District 2003 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
More dog/animal control	11	11	7
Poor service/inefficient/poor attitude	3	3	-
High cost of permits/fees etcetera	2	2	5
Over regulated/bureaucracy/red tape/too rigid	2	1	5
Building control/inspections need to improve	2	1	9

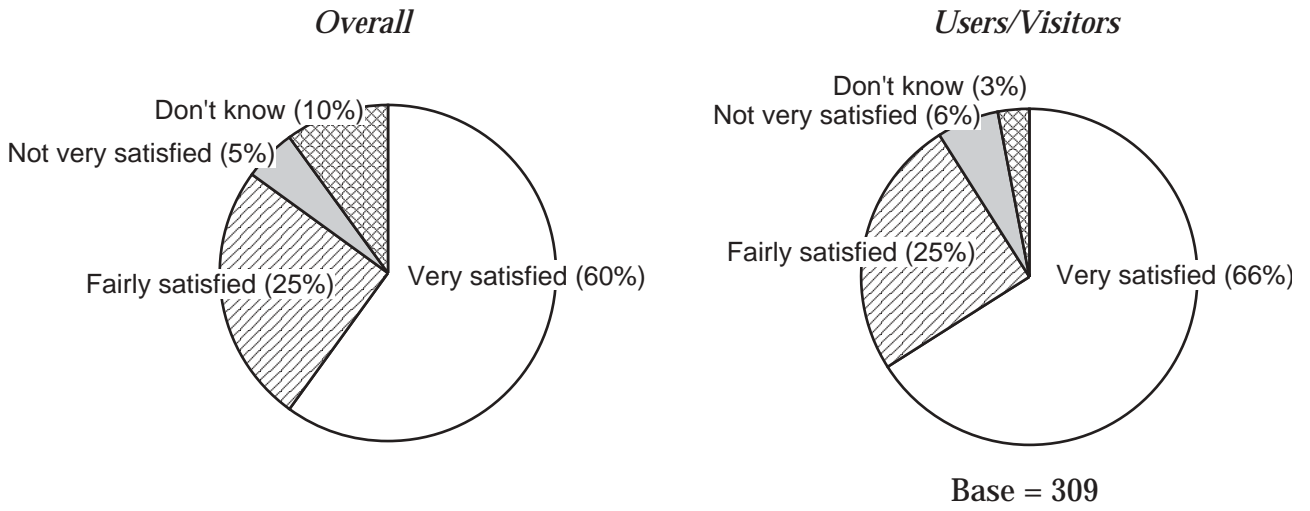
\* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

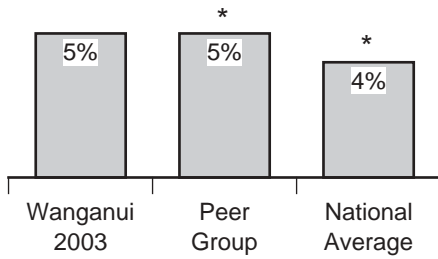
Total District = 68%

Users = 75%

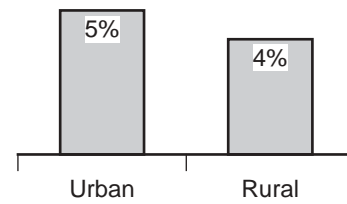
*xiii. Sportsgrounds*



*Percent Not Very Satisfied - Comparison*

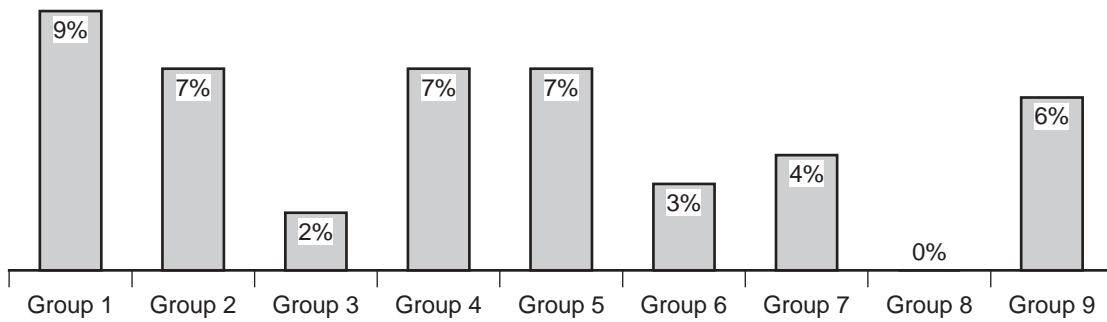


*Percent Not Very Satisfied - By Area*



\* These figures are based on ratings for sportsfields and playgrounds.

*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

85% of residents are satisfied with the District's sportsgrounds, including 60% who are very satisfied. (In 2000, 39% rated them very good.)

5% of residents are not very satisfied with sportsgrounds. (In 2000, 2% rated these facilities as not good/poor.) This is similar to Peer Group and National Averages for sportsfields and playgrounds.

73% of households have used/visited a sportsground in the last 12 months. Of these, 91% are satisfied and 6% are not very satisfied.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those not very satisfied with sportsgrounds.

### *Main Reasons For Being Not Very Satisfied*

22 residents are not very satisfied with sportsgrounds and give the following main reasons\* ...

- improvements needed, mentioned by 2% of all residents,

Velodrome needs roofing. (x 4) For example ...

*"They are good, but I believe Council should have supported the covered in idea of the Velodrome or sport area so that it was an all weather thing."*

*"Feel that the cycle Velodrome should be covered, otherwise the track is going to deteriorate."*

*"Springvale Park - more facilities - shelter etcetera."*

*"Virtually no clean toilets."*

*"Stadium - lips on ramps need to be smoothed (even) - incline too steep."*

*"Needs new grandstand built at Spriggens Park."*

*"We need a one-complex sport idea - one complex that services many."*

- maintenance is poor/need upgrading, 2%,

*"Wembley Park, the lawns surrounding the rugby field need to be cut more often, better drainage put through."*

*"Old stadium needs maintenance."*

*"Not enough maintenance done. Flooded grounds. Needs better drainage so games won't be cancelled - Wembley Park."*

*"Not enough investment for upgrading."*

- under utilised, 1%.

*"Nothing is being utilised."*

*"Cooks Gardens catering to own agenda rather than public interests."*

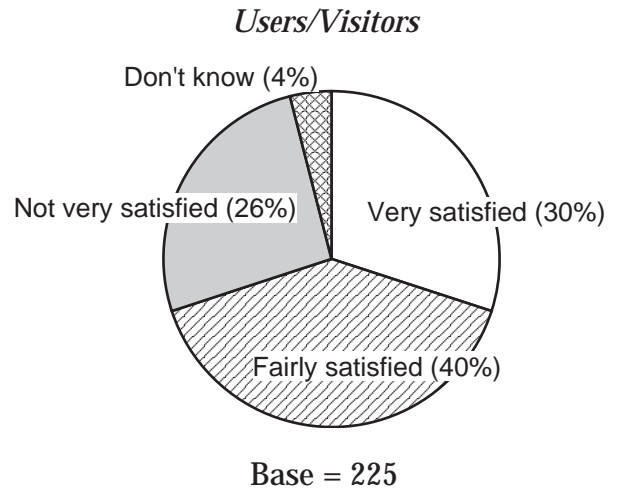
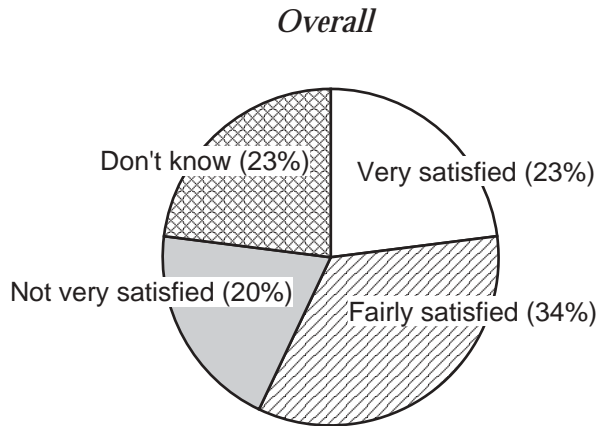
*"Marketing poor."*

\* multiple responses allowed

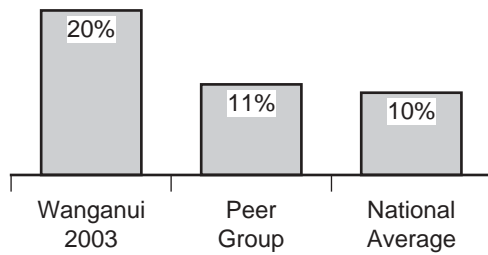
#### Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	85%
Users/Visitors	=	91%

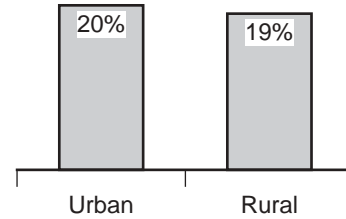
*xiv. Swimming Pools*



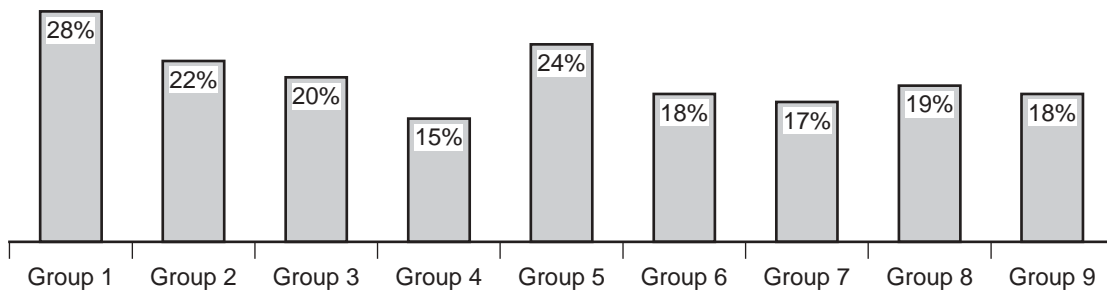
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Area*

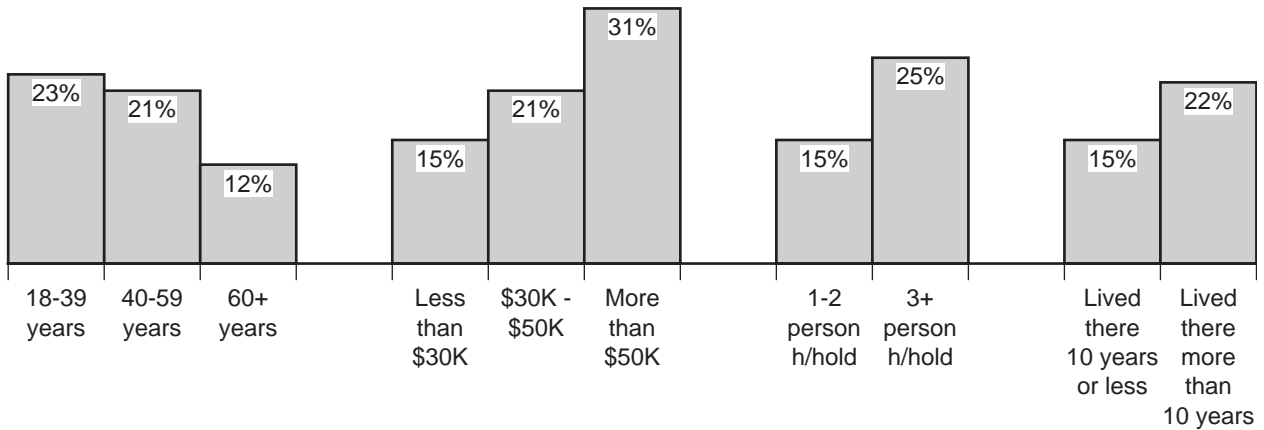


*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



57% of residents are satisfied with the District's swimming pools, compared to 75% who rated these facilities as just acceptable or better in 2000. 23% are unable to comment and this is probably due to only 55% of households having used/visited a swimming pool in the last 12 months.

The percent not very satisfied (20%) is above the 2000 not good/poor rating of 11% and the Peer Group and National Averages.

Of those who have used/visited a swimming pool in the last 12 months, 70% are satisfied and 26% not very satisfied.

Residents more likely to be not very satisfied with swimming pools are ...

- residents aged 18 to 59 years,
- residents with an annual household income of more than \$50,000,
- residents who live in a three or more person household,
- longer term residents, those residing in the District more than 10 years.

### *Main Reasons For Being Not Very Satisfied*

87 residents are not very satisfied with swimming pools and give the following main reasons ...

- upgrading/improvements needed,

*“Development at the Splash Centre sounds good.”*

*“Splash Centre needs to be updated to accommodate the closing of Gonville and possible closing of Wanganui East pools.”*

*“Do Gonville pool up.”*

*“Would like a sauna at Splash Centre.”*

*“Need to provide diving facilities at Splash Centre.”*

*“Limited leisure options at Splash Centre.”*

*“Splash pool needs to be more user friendly for families - a toddler area.”*

*“Gonville and Wanganui East pools too old, need replacing.”*

*“Splash Centre - not adequate for all round use. Entry into water needs provision for elderly and disabled.”*

*“Springvale complex needs upgrading.”*

*“Splash Centre offers no shade. Go and have a look at the Lido in Palmerston North - this is what we need.”*

*“Wanganui East and Gonville pools - not very good parking.”*

- closure of pools/keep them open,

*“Future closure of Wanganui East pool.”*

*“Gonville should be kept. Pools should still be available in Wanganui East and Gonville.”*

*“They are trying to close down the pools we have. Not much else in Gonville for children, especially teens.”*

*“Wanganui East/Gonville - convenience for suburban areas. Need to be retained for family activity.”*

*“Don't like the suburban pools being closed down - they are a place for kids in summer. In their own suburb, kids can go on their own.”*

*“Because of possible closures of local pools and focusing on Splash Centre.”*

*“Don't close Wanganui East or Gonville. Don't centralise it by only having the Splash Centre, as many mothers are unable to transport their children to one central pool.”*

- pool too small/expand Splash Centre,

*“Not up to competitive standard.”*

*“Splash Centre - pool needs enlarging.”*

*“Should condense pool (Wanganui East and Gonville) and make Splash Centre double the size.”*

*“Need 50 metre pool. If Splash Centre is added onto, it is not going to be big enough for a 50 metre pool.”*

*“They've wasted money making it too short - now they want to make it longer.”*

*“Getting old - combine the three pools to make a big decent pool.”*

*“Springvale Splash Centre complex needs expansion.”*

- pools should be closed/spending too much money/waste of money.

*“Gonville and Wanganui East obsolete, maintenance too costly - Splash Centre okay.”*

*“Gonville pool leaks water, waste of money. Needs to be closed to save money.”*

*“Gonville and Wanganui East past use-by date, close them. Splash Centre is okay.”*

*“Suburban pools need to be closed so Splash Centre can be improved.”*

**Summary Table - Main Reasons\* For Being Not Very Satisfied With Swimming Pools**

	<b>Total District 2003 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Upgrading/improvements needed	<b>7</b>	<b>8</b>	<b>4</b>
Closure of pools/keep them open	<b>6</b>	<b>7</b>	<b>4</b>
Pool too small/expand Splash Centre	<b>4</b>	<b>3</b>	<b>8</b>
Pools should be closed/spending too much/waste of money	<b>4</b>	<b>3</b>	<b>5</b>

\* multiple responses allowed

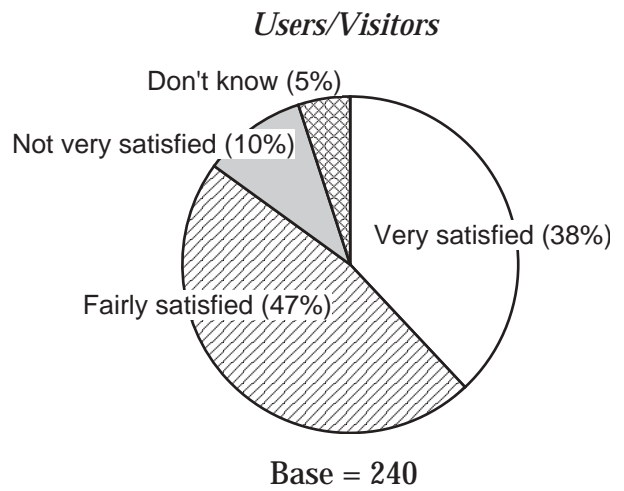
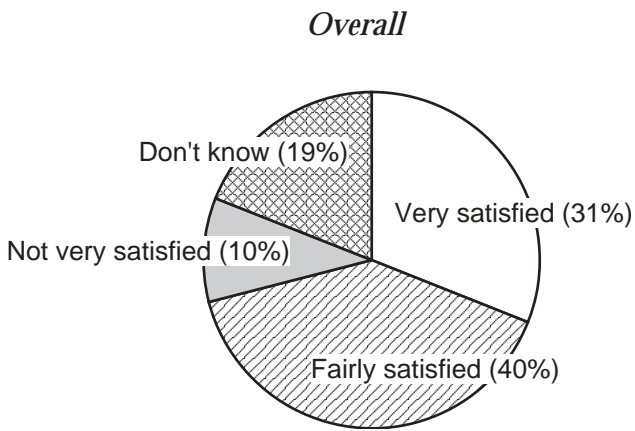
**Recommended Satisfaction Measure For Reporting Purposes:**

Total District = 57%

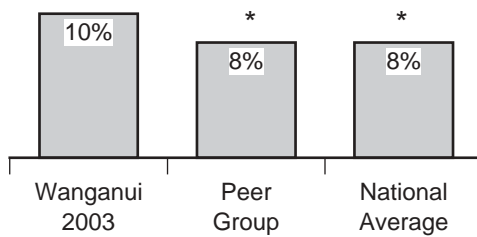
Users/Visitors = 70%



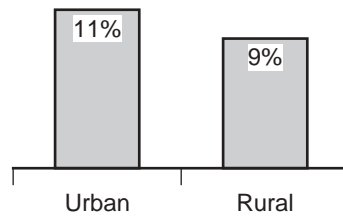
*xv. Memorial Hall & Other Community Halls*



*Percent Not Very Satisfied - Comparison*

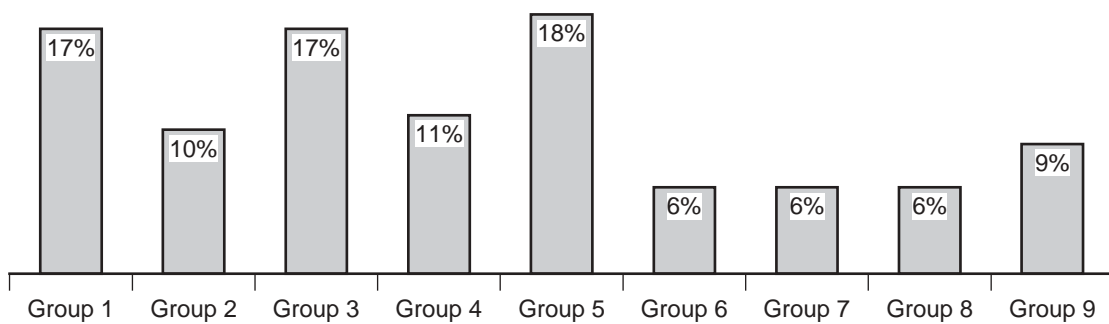


*Percent Not Very Satisfied - By Area*



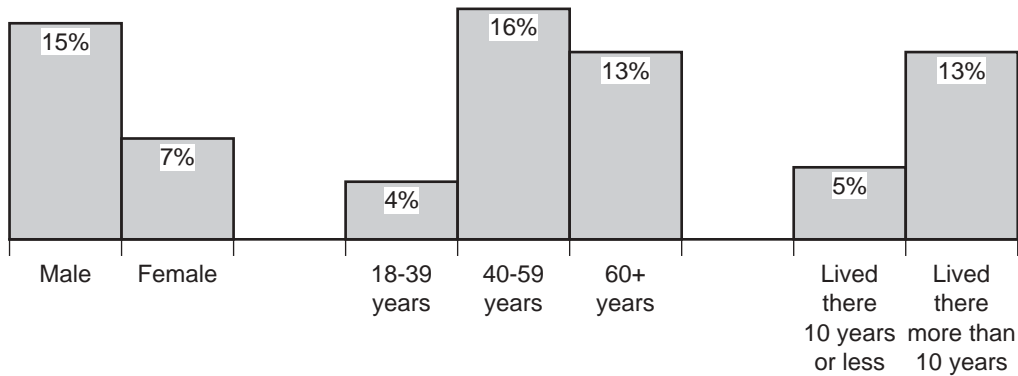
\* These figures are based on ratings for public halls.

*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



71% of residents are satisfied with the Memorial Hall and other Community Halls, including 31% who are very satisfied. 10% are not very satisfied and 19% are unable to comment.

The percent not very satisfied (10%) is similar to the Peer Group and National Averages for public halls.

55% of households have used/visited the Memorial Hall or other Community Halls in the last 12 months. Of these, 85% are satisfied and 10% are not very satisfied.

Residents more likely to be not very satisfied with the Memorial Hall and other Community Halls are ...

- men,
- residents aged 40 years or over,
- longer term residents, those residing in the District more than 10 years.

*Main Reasons For Being Not Very Satisfied*

46 residents are not very satisfied with the Memorial Hall and give the following main reasons ...

- under utilised/should be used more,

*“Memorial Hall is under utilised.”*

*“Unused - a very big building that was used years ago, but now it’s hardly ever used.”*

*“It’s under utilised, gets used very rarely, not used enough, just sits there.”*

*“They need to widen the range of activities in the Memorial Hall.”*

*“The hall in Castlecliff (Cornfoot Street) hardly ever gets used.”*

- charges too high,

*“The charges prevent the Memorial Hall being used more than it is. Could reduce the charges so it could be utilised more.”*

*“Reduce the charge and encourage more usage.”*

*“Rent too high for local events at Memorial Hall.”*

*“This is a War Memorial Hall, the RSA shouldn’t have to pay for Anzac Day.”*

- a white elephant,

*“Memorial Hall is a white elephant.”*

*“Memorial Hall bit of a dead elephant - not enough to justify the cost.”*

*“Not effectively run from an income point of view.”*

*“Not managed properly, needs to be more profitable.”*

- needs upgrading/improving.

*“Needs upgrading.”*

*“Halls look very tired, War Memorial Hall needs cleaning externally.”*

*“Roof needs repairing, went there a few months ago with friends and it was leaking.”*

*“Memorial Hall lacks a lift, lots of wasted space.”*

*“Toilets should be upstairs not down.”*

*“The community halls are yucky, not healthy - the condition is not very good to have family things in, i.e. weddings.”*

#### Summary Table - Main Reasons\* For Being Not Very Satisfied With The Memorial Hall & Other Community Halls

	Total District 2003 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Under utilised/should be used more	7	8	5
Charges are too high	2	2	4
A white elephant	2	2	2
Needs upgrading/improving	2	2	-

\* multiple responses allowed

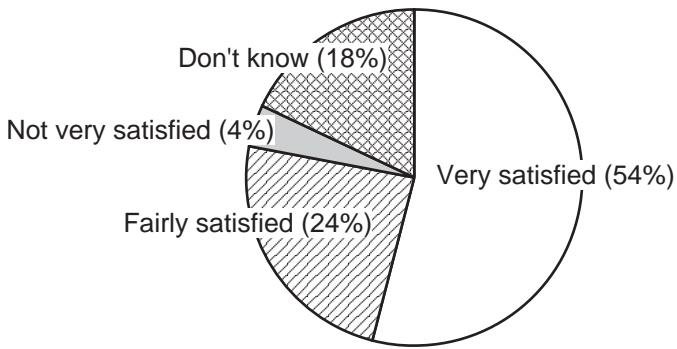
#### Recommended Satisfaction Measure For Reporting Purposes:

Total District = 71%

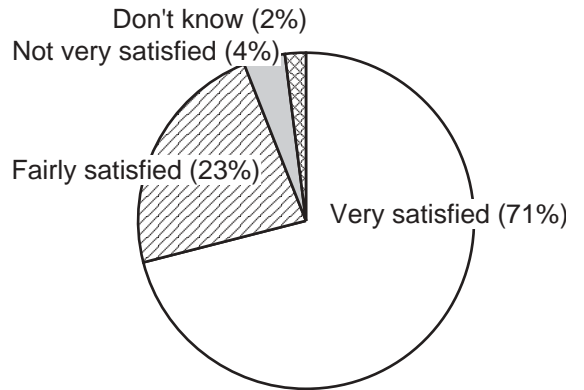
Users/Visitors = 85%

*xvi. Opera House*

*Overall*

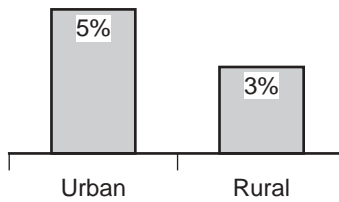


*Visitors Of The Opera House In Last 12 Months*

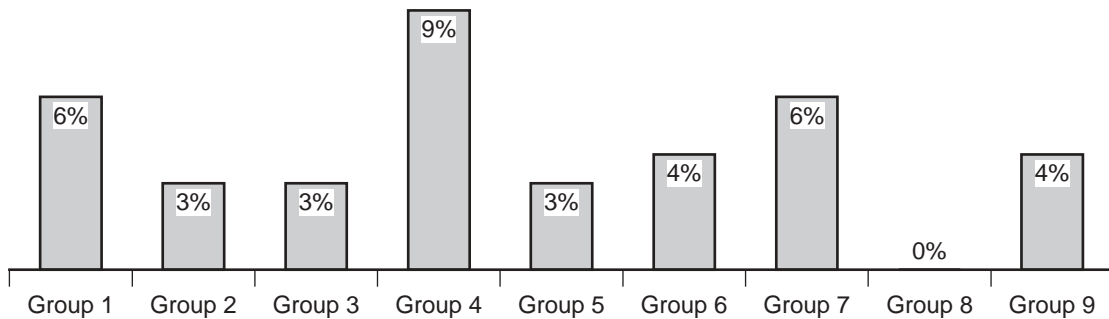


Base = 194

*Percent Not Very Satisfied - By Area*



*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

78% of residents are satisfied with the Opera House, including 54% who are very satisfied. (In 2000, 39% rated it very good.) 4% are not very satisfied and 18% are unable to comment.

43% of households have visited the Opera House in the last 12 months (51% in 2000). Of these, 94% are satisfied and 4% are not very satisfied.

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

#### *Main Reasons For Being Not Very Satisfied*

19 residents are not very satisfied with the Opera House and give the following main reasons\* ...

- needs upgrading/improving, mentioned by 2% of all residents,

*“Could do with upgrading, seats in particular.”*

*“Uncomfortable.”*

*“It’s dark and dingy, seating is very cramped, can’t get into the seats.”*

*“Opera House needs doing up, it’s old, need lots of money for that. It’s got no heating, gets cold.”*

- charges too high, 1%,

*“That’s a joke, far too expensive to take family to - over \$50 per ticket.”*

*“Charges too high for the local community. For non-profit making organisations, find it beyond our reach. Manager won’t consider a reduction.”*

*“The cost to go to things that are held there - impossible for families to afford to go to most of the entertainment, i.e. Siberian Cossacks \$40 per child from 0-13 years.”*

- Council shouldn't be involved/user pays, 1%,

*“It’s not making a profit, the Council shouldn’t be involved.”*

*“Not very satisfied with rates paying for this service.”*

*“User pay.”*

- need better facilities for disabled, 1%.

*“Not wheelchair friendly.”*

*“No wheelchair access, making it impossible for disabled people to enjoy.”*

*“Mobility limits to stalls.”*

\* multiple responses allowed

#### Recommended Satisfaction Measure For Reporting Purposes:

Total District = 78%

Visitors = 94%

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

	<b>2003 %</b>	<b>2000 %</b>	<b>1999 %</b>	<b>1998 %</b>	<b>1997 %</b>	<b>1996 %</b>
Parks or reserves, or a cemetery	<b>94</b>	NA	NA	NA	NA	NA
Sportsgrounds	<b>73</b>	76	73	NA	*75	*77
District Libraries	<b>70</b>	78	79	66	68	72
Swimming Pools	<b>55</b>	56	53	NA	NA	52
Memorial Hall or another Community Hall <sup>†</sup>	<b>55</b>	52	51	NA	NA	NA
The Airport	<b>51</b>	51	49	NA	NA	NA
Recycling Services	<b>51</b>	NA	NA	NA	NA	NA
Regulatory Services	<b>46</b>	44	49	NA	NA	NA
Opera House	<b>43</b>	51	56	NA	NA	NA
Regional Museum	<b>40</b>	54	50	48	44	50
Sarjeant Art Gallery	<b>33</b>	39	40	29	29	37

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

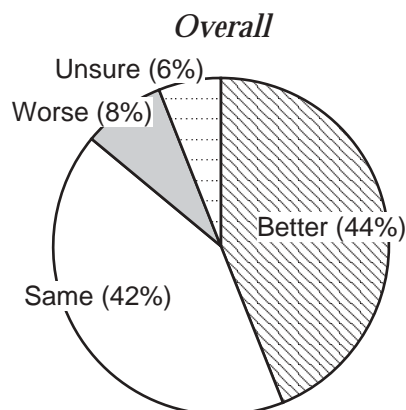
\* Those using sportsfields and playgrounds.

<sup>†</sup> Readings prior to 2003 relate to the Memorial Hall only.

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.

#### 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.



Thinking about the range and standard of community facilities and services on which Council can have an influence, 44% of residents think Wanganui is better than it was three years ago (30% in 2000), while 42% say it is the same (47% in 2000). 8% of residents feel Wanganui is worse than it was three years ago (18% in 2000).

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

Residents more likely to think Wanganui is better than it was three years ago are ...

- urban residents,
- residents aged 18 to 39 years,
- NZ Maori residents,
- residents with an annual household income of \$50,000 or less,
- longer term residents, those residing in the District more than 10 years,
- non-ratepayers.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents who feel Wanganui is worse than it was three years ago.

### Summary Table - Rating Of Wanganui As A Place To Live

	Rating			
	Better %	Same %	Worse %	Unsure %
<b>Total District 2003</b>	<b>44</b>	<b>42</b>	<b>8</b>	<b>6</b>
Total District 2000	30	47	18	5
Total District 1999	25	54	16	5
<u>Comparison</u>				
Peer Group Average	44	41	8	7
National Average	41	43	11	5
<u>Area</u>				
Urban	46	42	8	4
Rural	34	43	10	13
<u>Area Group*</u>				
Group 1	44	43	13	-
Group 2	34	45	12	9
Group 3	38	50	4	8
Group 4	47	32	13	8
Group 5	45	50	2	3
Group 6	54	39	4	3
Group 7	63	27	10	-
Group 8	27	65	4	4
Group 9	35	39	10	16
<u>Age</u>				
18 - 39 years	52	34	7	7
40 - 59 years	40	47	9	4
60+ years	40	45	9	6
<u>Ethnicity</u>				
NZ European	41	45	8	6
NZ Maori	53	34	8	5
<u>Household Income</u>				
Less than \$30,000 p.a.	49	35	9	7
\$30,000 - \$50,000 p.a.	47	44	7	2
More than \$50,000 p.a.	37	48	8	7
<u>Length of Residence</u>				
Lived there 10 years or less	39	42	5	14
Lived there more than 10 years	46	42	9	3
<u>Ratepayer?</u>				
Ratepayer	41	45	9	5
Non-ratepayer	54	33	5	8

% read across

\* See page 3 for breakdown of Area Group.



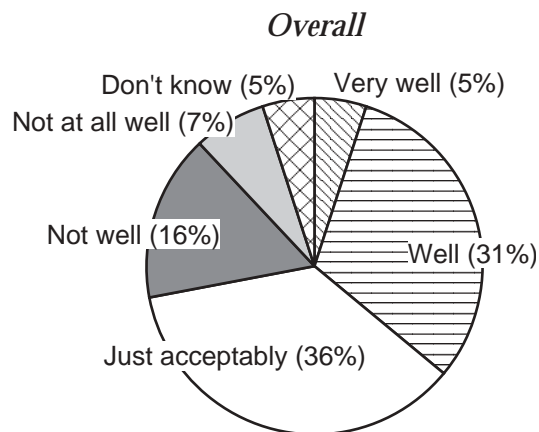


## **2. Council Policy And Direction**

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. 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.



Taking into account Council's recent actions, decisions and management, 36% of residents feel Council has responded well/very well to the community needs and issues (29% in 2000), while 36% say their response has been just acceptable (43% in 2000). 23% of residents think Council has responded not well/not at all well to community needs and issues (22% in 2000) and 5% are unable to comment.

Residents more likely to feel Council has responded very well/well to community needs and issues are ...

- urban residents,
- non-ratepayers.

NZ Maori residents are more likely, than NZ European residents, to feel Council has responded not well/not at all well to community needs and issues.

Summary Table: Council Responses To Community Needs And Issues

	Very well %	Well %	Very well/well %	Just acceptably %	Not well %	Not at all well %	Not well/Not at all well %	Don't know %
<b>Total District 2003</b>	<b>5</b>	<b>31</b>	<b>36</b>	<b>36</b>	<b>16</b>	<b>7</b>	<b>23</b>	<b>5</b>
Total District 2000	4	25	<b>29</b>	43	16	6	<b>22</b>	6
Total District 1999	5	28	<b>33</b>	40	15	7	<b>22</b>	5
<u>Area</u>								
Urban	5	33	<b>38</b>	33	17	7	<b>24</b>	5
Rural	3	23	<b>26</b>	<b>52</b>	12	5	<b>17</b>	5
<u>Area Group*</u>								
Group 1	5	32	<b>37</b>	31	26	4	<b>30</b>	2
Group 2	3	21	<b>24</b>	37	26	6	<b>32</b>	7
Group 3	5	33	<b>38</b>	33	22	2	<b>24</b>	5
Group 4	7	39	<b>46</b>	32	14	5	<b>19</b>	3
Group 5	7	34	<b>41</b>	46	9	4	<b>13</b>	-
Group 6	5	40	<b>45</b>	24	10	15	<b>25</b>	6
Group 7	6	27	<b>33</b>	33	16	13	<b>29</b>	5
Group 8	4	30	<b>34</b>	44	4	8	<b>12</b>	10
Group 9	2	16	<b>18</b>	60	18	1	<b>19</b>	3
<u>Ethnicity</u>								
NZ European	5	31	<b>36</b>	<b>39</b>	15	6	<b>21</b>	4
NZ Maori	5	33	<b>38</b>	25	18	12	<b>30</b>	7
<u>Ratepayer?</u>								
Ratepayer	4	29	<b>33</b>	<b>40</b>	17	7	<b>24</b>	3
Non-ratepayer	7	<b>37</b>	<b>44</b>	24	14	9	<b>23</b>	9

% read across

\* See page 3 for breakdown of Area Group.

**b. Recent Actions, Decisions Or Management Approve Of**

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

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

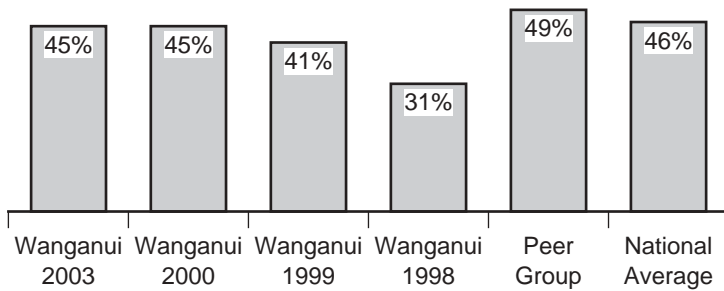
This was asked in order to gauge the level of support Wanganui District residents have for Council's actions, decisions and management. "Support" is a mixture of agreement with the activity, decision or management, and/or whether District residents have been adequately informed of the proposed action/decision/management.

Overall, 45% of Wanganui District residents have in mind a recent Council action, decision or management they approve of. This is on par with the Peer Group Average and similar to the National Average and the 2000 reading.

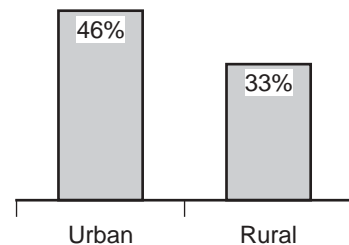
Residents more likely to have in mind an action/decision/management they approve of are ...

- urban residents,
- area group 7 residents,
- men,
- NZ Maori residents.

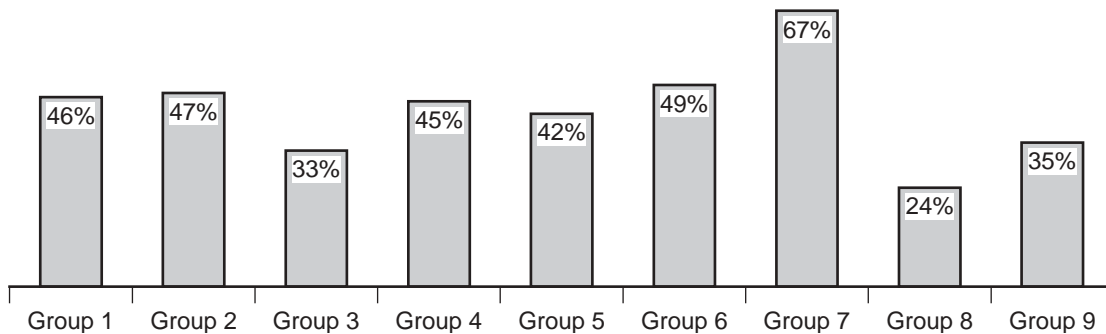
*Percent Approving - Comparison*



*Percent Approving - By Area*

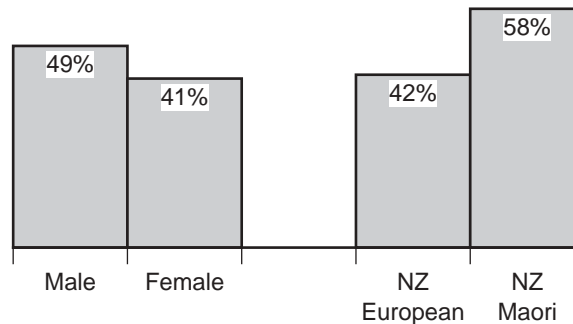


*Percent Approving - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Approving - Comparing Different Types Of Residents*



*Actions/Decisions/Management Approve Of*

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

- Main Street/Victoria Avenue/CBD area,

*“Main Street/Victoria Avenue improvements - looks attractive, lifts its appeal.”*

*“The way they’ve been making the Avenue look better, getting rid of a few old buildings, ones that are falling down and are ugly. The hanging baskets, I think they’re wonderful.”*

*“Victoria Avenue - a good showpiece, well done and maintained. Nice and clean. Showpiece for city.”*

*“Made main town avenue nicer with sculptures, flowers - brings in tourists, makes place happy for locals.”*

*“The carving of the dead trees at the top of Victoria Avenue. Enhancement or beautification of a resource that would otherwise be disposed of.”*

*“Chainsaw art in Victoria Avenue - different, made something of what was dead, i.e. trees.”*

*“Development of Majestic Square - enhances our shopping centre, makes an area where people can pause from shopping and an area for entertainment.”*

- promotion of Wanganui/tourism,

*“Te Papa Exhibition.” (x 16)*

*“Promotion of Wanganui - saying what’s available here and it would attract people.”*

*“Promotion of the city by the Mayor especially. Mayor is really trying to promote the city.”*

*“Important to keep Wanganui going by promoting itself more.”*

*“Main town avenue - brings in tourists.”*

*“The Avenue - they are encouraging people to return here.”*

*“Castlecliff walkways - enhancing attraction for visitors.”*

*“Virginia Lake improvements - good for visitors.”*

*“Parks and reserves - attractive to visitors.”*

- Te Papa Exhibition,

*“Giving sponsorship to the art display at Te Papa. It helps highlight our city and all they had to do was commit a bit of money. Te Papa is open to the world.”*

*“Funding Te Papa Exhibition - appropriate to take chances for economic growth and publicity.”*

*“Glad to see the Council eventually gave support to Te Papa Exhibition of Iwi. Thought it would draw together instead of dividing people.”*

*“They made the right decision down in Te Papa. It’s a very cost effective way of promoting Wanganui.”*

*“Approving financial support of the Maori Exhibition at Te Papa. Maoris are ratepayers like everyone else and should have the money used on them.”*

*“Reconsidered Te Papa sponsorship - showed flexibility of thinking.”*

*“Being cautious with the Te Papa display - they did think it through.”*

*“Sponsoring art show - gave Wanganui national cover, improved Maori opinion. Would have caused more trouble if they had said no.”*

*“Funding for Te Papa - explores history.”*

- other mentions of beautification/upkeep,

*“Tawhero School entrance - attractive, well finished.”*

*“Botanical gardens - attractive planting.”*

*“Botanic reserve - Council has done some tremendous things for them (the Trust). Very supportive, Council has given Bason’s Trust more say in the running of the reserve, have more input into the running of the gardens.”*

*“Parks/Winter Gardens - always look lovely, beautiful job, well maintained.”*

*“Parks - fabulous, so many, so close, well maintained.”*

*“Shaped trees - attractive - good vision when backing car.”*

*“Care of Kowhai Park - family park which is safe for children.”*

*“Keep the streets clean and tidy - I have seen it in a mess previously, flooding, leaves and paper.”*

*“All rubbish removed off the reserve land behind Ashton Terrace - fast service, thorough job done.”*

*“Cleaned up public parks and beaches - makes them clean, tidy and safe.”*

- sewage and stormwater/wastewater separation,

*“Wastewater separation - they did their best to make it as easy on everyone as possible.”*

*“Stormwater separation leading to a proper sewerage system - environmentally responsible, beaches will be cleaner.”*

*“Wastewater - it has cost a lot of money, but it needed to be done.”*

*“Stormwater separation - stopping sewage overflow into river - section in Kepa Street not flooding.”*

*“Separation of stormwater - river runs through middle of city, is a major attraction. Cleaning/improving it will make it better, more of a drawcard.”*

- improved water supply,

*“Put a new bore down from Aramoho water supply. More drinkable so long as they do not stuff it up with chloride additives etcetera.”*

*“The water - it’s now drinkable and no lime - 100% improvement.”*

*“Done a good job on the water - better tasting and not as gritty.”*

*“Replacing water mains - more reliable water supply.”*

*“The domestic water supply - doing a good job.”*

- roading/road safety/traffic flow,

*“Roading out here is pretty onto it - Blueskin Road and Brunswick Road. Repairs done quickly, makes it easier driving.”*

*“Spending money on the roading. Changing the roads and paths for the mobility scooters.”*

*“Sealed Old Parapara Road - section to Lismore Forest. Removed enormous dust problem. Dust was everywhere - over washing, animals, garden and through house.”*

*“Upgrading of some of the intersections and roads. Less of a hazard with the traffic - better flow.”*

*“Action to inspect rural roads - about time.”*

*“Put a “stop” sign at the corner of Beach Road and Heads Road - improves traffic flow and safety.”*

*“Fixed up give way signs and rail crossings outside house, improved road safety.”*

- Port development.

*“Support of the port development - good for Wanganui economy.”*

*“Reasonably positive towards the port. I believe it’s the only thing that will do Wanganui any good.”*

*“Port expansion put into action - get started. Provide more work, good fishing.”*

*“Getting in behind the port proposal - big thing economically for Wanganui, bring jobs, industry and money.”*

*“Port, as long as they go forward cautiously. Don’t put any ratepayers’ money into it. They have been cautious.”*

Summary Table - Main Actions/Decisions Approve Of

	<b>Total District 2003 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Main Street/Victoria Avenue/CBD area	<b>7</b>	<b>8</b>	<b>1</b>
Promotion of Wanganui/tourism	<b>5</b>	<b>5</b>	<b>7</b>
Te Papa Exhibition	<b>5</b>	<b>4</b>	<b>11</b>
Other mentions of beautification/upkeep	<b>4</b>	<b>4</b>	<b>3</b>
Sewerage and stormwater/wastewater separation	<b>3</b>	<b>4</b>	<b>-</b>
Improved water supply	<b>3</b>	<b>4</b>	<b>-</b>
Roading/road safety/traffic flow	<b>3</b>	<b>3</b>	<b>3</b>
Port development	<b>3</b>	<b>2</b>	<b>4</b>



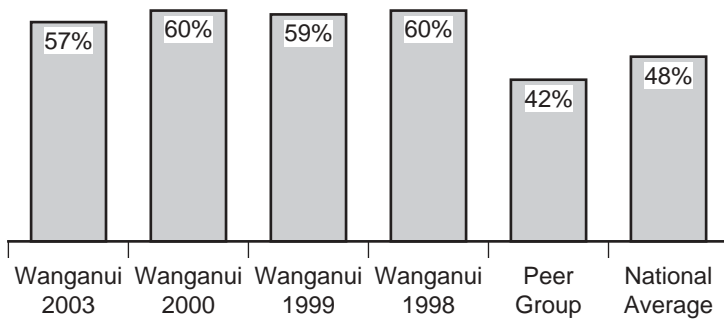
**c. Recent Actions, Decisions Or Management Disapprove Of**

Overall, 57% of Wanganui District residents have in mind a recent Council action, decision or management they disapprove of. This is above the Peer Group and National Averages, but on par with the 2000 reading.

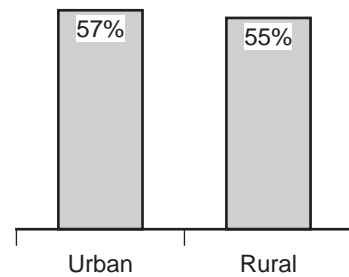
Residents more likely to have in mind a recent Council action, decision or management they disapprove of are ...

- area group 1 & 7 residents,
- residents aged 40 years or over, in particular those aged 40 to 59 years,
- residents who live in a one or two person household,
- longer term residents, those residing in the District more than 10 years,
- residents with an annual household income of more than \$50,000,
- ratepayers.

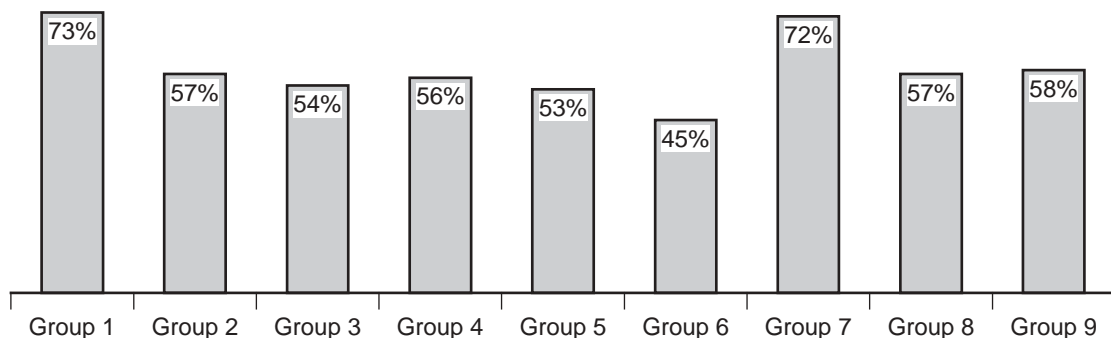
*Percent Disapproving - Comparison*



*Percent Disapproving - By Area*

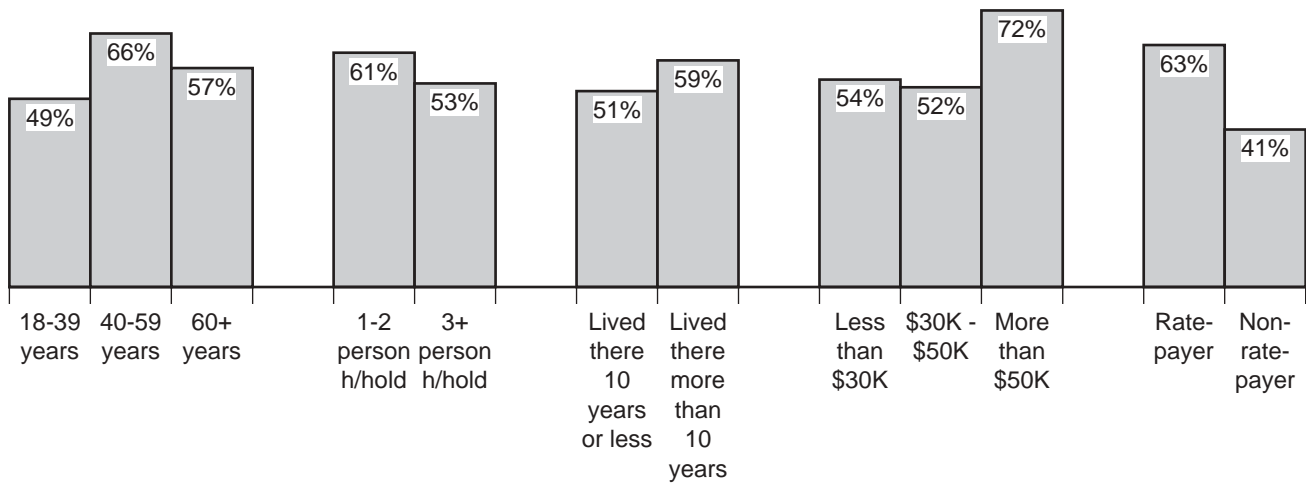


*Percent Disapproving - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Disapproving - Comparing Different Types Of Residents*



*Actions/Decisions/Management Disapprove Of*

Main actions/decisions/management residents disapprove of are ...

- rates too high/increases/two accounts,

*“Their justification in rate increases. Inflation should cover natural increases - not overload people so that they can't afford the rates.”*

*“Increase in rates all the time. Difficult on elderly, can cause hardship.”*

*“They promised to keep rates at the same rate, but didn't.”*

*“Regional rates - the cost of the rates - have gone up over the years. What do we see out of that money we pay?”*

*“Rates here (rural) are the same as in town, but don't get sewerage, water, bus services. Rates too high.”*

*“Rates - users pay - pay for kids to go to Splash Centre and library, why do I have to pay via rates as well?”*

*“Rates problems - inconsistencies in rating. People not getting treated right, e.g. six identical flats in one block, yet one gets higher rates than the other five.”*

*“Rate increases - majority of people on benefits, cannot afford it.”*

*“Change in way implementing rates - separation of the Horizon account.”*

*“Splitting the rates - Horizon etcetera. In one lump, know where we stand. Formula for present system - confusing.”*

*“Rates too high - Regional levy does not appear to have been subtracted from local rate account.”*

*“Rates going up for no reason. No extra services provided for such increases. Not informed on where/what money is spent on.”*

*“Splitting of rates - I really don't understand it at all. More explanation and advance publicity would have been helpful, rather than a simple account in the letterbox.”*

*“Splitting of rates. Rates have not gone down, but we now have to pay more to Horizon. It was a sly and underhanded way of hitting us with a rate increase.”*

*“Separate account for the Regional rates - it's not on. I feel it gives you a false impression of the total rates you are paying.”*

- waste money/overspend/spending in wrong areas,

*“Te Papa Exhibition.” (x 16)*

*“Sarjeant Art Gallery.” (x 10)*

*“Unnecessary extra meetings of the Council - unnecessary costs.”*

*“Just too many staff - overpaid for work done.”*

*“Another wage rise for Councillors - ratepayers can't afford them.”*

*“Unprofitable bore struck at Maxwell. Cost us money and it didn't work - tried the wrong place.”*

*“Wasting money on Cooks Gardens. Why spend that much money on something that doesn't get used often?”*

*“Wasting money maintaining Gonville Pool, it's too old, upkeep problem involved.”*

*“Too many handouts, users should pay.”*

*“Where money is spent - spent on contractors and overseas interests, not Wanganui people.”*

*“Spent too much money on unnecessary items/projects. Council bailed out Splash Centre. Councillors wages too high. They don't spend money wisely.”*

*“Majestic Square development - whole thing is a complete waste of money.”*

*“Overspending on investments - pines and trees, seem to be a waste. The community pays for investments that fall through in the long run.”*

*“Information Centre - why spend money on existing centre before deciding on its permanent location?”*

*“Maria Place - waste of ratepayers' money, non-essential service.”*

*“Over expenditure repairing riverbank in lieu of dredging river - basically a silted up drain.”*

- Te Papa Exhibition,

*“Money that went to Te Papa because there could have been more important things done with the money.”*

*“Te Papa - steamrolled into funding it, so what are we going to get for the money that's gone into it?”*

*“Te Papa Exhibition funding - a group with a lot of non-ratepayers in it is receiving a considerable amount of ratepayers' funding.”*

*“Funding going to arts etcetera, including Te Papa - it's only a small sector of the community that benefits from it.”*

*“Money going to Te Papa Exhibition run by Maori. Content is too controversial for Council to have involvement.”*

*“Te Papa - too much of this anti-pakeha business with it, nothing is good about it, it's all about Iwi.”*

*“Te Papa funding - lack of leadership.”*

*“Te Papa - Council's hesitation over the funding.”*

*“Te Papa business - I feel our country is being segregated because there are people being pulled two ways - we are all New Zealanders.”*

*“The Te Papa thing - they chopped and changed their minds.”*

*“Should not have procrastinated about Te Papa finance, should have just happened.”*

*“Procrastination about the Te Papa subsidy. I think that they tried to slip back into the past again. Go on and learn to live with each other.”*

*“Te Papa - dominated by point scoring.”*

*“Funding of the Te Papa - people have to stick to principles. Funding was available through other organisations, e.g. Destination Wanganui.”*

*“The way they handled the Te Papa affair because it was very divisive, information not well disseminated.”*

*“Giving money to Te Papa - story should be accurate - Moutoa should not be included.”*

- procrastination/no action,

*“Te Papa Exhibition.” (x 3)*

*“Dublin Street Bridge.” (x 4)*

*“The Port.” (x 3)*

*“Footpaths.” (x 3)*

*“Procrastinate on trivial things.”*

*“Handling of Makirikiri Valley drainage and roading issues - Resource Management procrastination.”*

*“The Papaiti slip - mucked around with it quite a bit, dangerous and should have been acted on a lot sooner.”*

*“Too many promises, no action on promises.”*

*“Majestic Square mess up - the total inaction - no progress.”*

*“Responding to requests for drainage blockage - too long, problem not fixed.”*

*“Inaction over underground water (Karaka Street). Home getting wetter and wetter over the years. Subsoil not effective, not draining - perforated pipe.”*

*“Washouts at riverbank not repaired - Papaiti. Too slow.”*

*“The river groynes trap dead livestock and wood etcetera. Council does nothing to remove such rubbish.”*

*“Animal control - there are too many stray cats and dogs in this area and there’s nothing done about them.”*

- lack of consultation/information/don't listen,

*“Te Papa Exhibition.” (x 2)*

*“Re rates” (x 4)*

*“Cellphone/radio tower.” (x 5)*

*“Lack of consultation over CBD development.”*

*“They cannot have any 'closed door' meetings unless they don't get paid.”*

*“Treatment of Makirikiri Valley residents - lack of consultation in connection to stream and roading.”*

*“Clearer communication with the people of the area. Need to have articles in the paper as to what is going on. Doesn't need to be the results of the Council meetings, rather general information.”*

*“Opus International - reports not full enough in content.”*

*“Public needs to be informed when investing public money.”*

*“When ask for consultation from community, tendency to listen to minority views.”*

*“Majestic Square development - ignoring petitions.”*

*“Maria Place - public wanted it opened. Council have gone against the wishes of the ratepayers.”*

- indecision/contradictory actions,

*“Te Papa Exhibition.” (x 8)*

*“Puppetry of the Penis show.” (x 4)*

*“The Port.” (x 2)*

*“Indecision over Moutoa Gardens.”*

*“Not being decisive about Majestic Square - dragged it out.”*

*“Public confusion over DIC building - should it stay or go? Length of time to make a decision. The businesses that they have pulled down in Maria Mall - decision too long by the Council.”*

*“Council takes too long to arrive at a decision. People who have ideas that will benefit the city become disillusioned with red tape and take their ideas and money elsewhere.”*

- racial/Maori issues.

*“Te Papa Exhibition.” (x 8)*

*“Moutoa Gardens.” (x 4)*

*“Too much input on Maori concerns - imbalance over the rest of the community. More effort into Maori than the rest of the community. Equalising needed.”*

*“Bowling to ALL Maori claims and demands. We are all New Zealanders with equal rights. Creates separations and divisions.”*

*“Their non-compliance with the Treaty. As a Maori, I want my children to have a safe environment.”*

### Summary Table - Main Actions/Decisions/Management Disapprove Of

	<b>Total District 2003 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Rates too high/increases/two accounts	<b>10</b>	10	11
Waste money/overspend/spending in wrong areas*	<b>9</b>	8	17
Te Papa Exhibition <sup>†</sup>	<b>8</b>	8	10
Procrastination/no action**	<b>6</b>	6	6
Lack of consultation/information/don't listen <sup>††</sup>	<b>6</b>	6	7
Indecision/contradictory actions**	<b>4</b>	5	3
Racial/Maori issues <sup>°</sup>	<b>4</b>	3	4

\* Alternatively, there is resident approved of expenditure on such projects as the Main Street/Victoria Avenue/CBD area, and Te Papa Exhibition. (See page 84)

<sup>†</sup> 5% of residents approve of the Te Papa Exhibition.

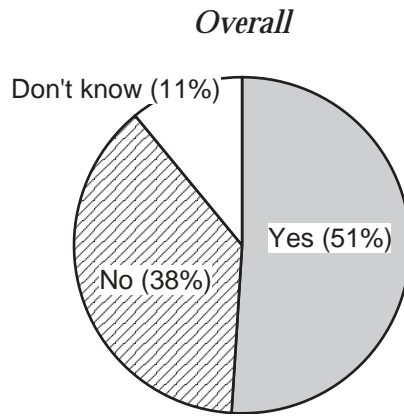
\*\* Some residents also approve of Council actions regarding Te Papa Exhibition, The Port, handling of Moutoa Gardens issue (1%), Dublin Street bridge (1%).

<sup>††</sup> 2% of residents say Council "doing a good job/good communication".

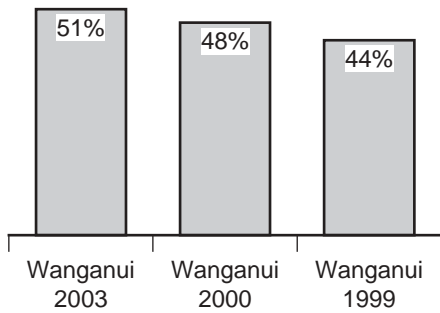
<sup>°</sup> 1% of residents approve of the handling of the Moutoa Gardens issue.

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

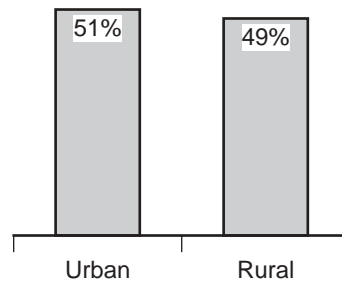
Residents were asked if there was any one action or decision they think Council should be taking, which it is not taking at present.



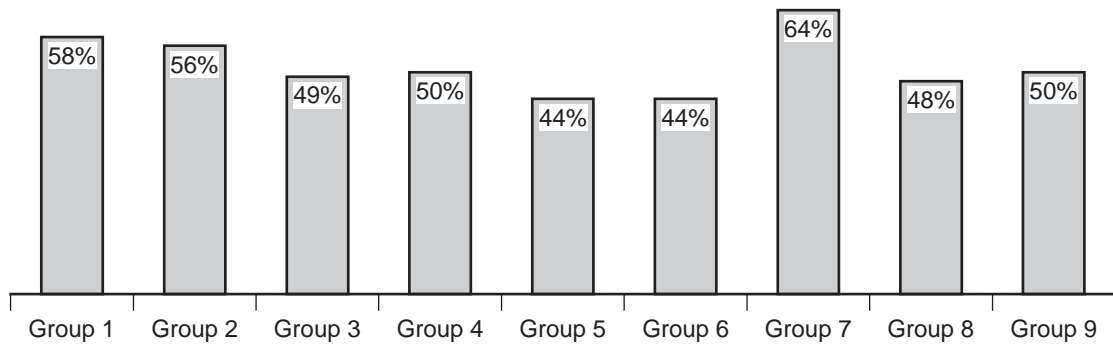
*Percent Saying 'Yes' - Comparison*



*Percent Saying 'Yes' - By Area*

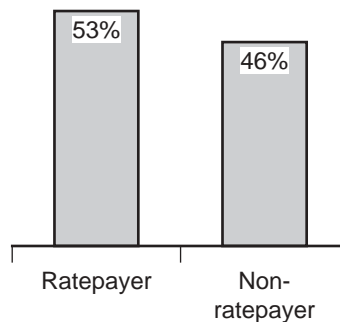


*Percent Saying 'Yes' - By Area Group\**



\* See page 3 for breakdown of Area Group

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



51% of residents think there is an action or decision Council should be taking, which it is not at present (48% in 2000), while 38% say there is not. 11% are unable to comment (17% in 2000).

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents who think there is an action/decision Council should be taking, which it is not at present. However, ratepayers are slightly more likely, than non-ratepayers, to feel this way.

*Main Actions/Decisions Council Should Be Taking*

The main actions/decisions the 226 residents who think there is an action or decision Council should be taking, mention are ...

- improve performance,

*“Responding more quickly - being more decisive about issues.”*

*“Stop dithering and get on with something constructive.”*

*“Dithering re Information Centre - three groups pulling in different directions. Should stay where it is. Groups could work together more, rather than pushing their own barrows.”*

*“Modernise itself in its views and opinions.”*

*“Get innovative and cultured people into decision making arena for Wanganui.”*

*“Telling outspoken Councillors to work better as a team.”*

*“Accountability of their own actions.”*

*“Put us forward instead of back. Losing things to Palmerston North. Move Wanganui into the future.”*

*“Should have had university in Wanganui, not Palmerston North.”*

*“They should have Council elections every 18 months, including the Mayor, so the people vote on a performance basis. They are paid public servants put there by the people because they offered their services.”*



- make a decision about Dublin Street bridge,

*“Dublin Street bridge should be rebuilt, even though it would be expensive, including realigning Somme Parade and Anzac Parade straight under the off road of the new bridge.”*

*“Firm decision on Dublin Street bridge.”*

*“The Dublin Street bridge - they need to make it safer, rebuild it.”*

*“Dublin Street bridge - should do something more permanent other than patch jobs.”*

*“Dublin Street bridge in a very sorry state - why does it take so much bickering and backbiting to get something done about it? A united Council could have got something more done about it.”*

*“Decision on the repair/replacement of Dublin Street bridge.”*

*“Do something more positive about Dublin Street bridge. Keep lobbying for funding to repair from Transit NZ. Repair once, not patch jobs.”*

*“New bridge to replace Dublin Street bridge. Congestion is bad enough now - spending good money after bad on the bridge as it is now.”*

*“Dublin Street bridge - indecisive, not making up minds.”*

*“Promised to build new Dublin Street bridge years ago, still haven't built a new one.”*

- consult/communicate/inform/listen to people,

*“Greater consultation with affected parties (rural).”*

*“Consulting the people before spending the money, e.g. Cooks Gardens, Polytech buildings, sawmill and houses at Castlecliff.”*

*“Liaising more with the people of the city. Too much happens behind closed doors. Public kept in the dark.”*

*“Regarding the ownership of the river, it belongs to everyone - I don't hear their voice on that.”*

*“Listen to residents more - residents of flats.”*

*“More notice of what the ratepayers are saying, bearing in mind it's the ratepayers who elected them there to represent them and to manage the infrastructure of the borough on the ratepayers' behalf.”*

*“Listening to what people say - they have referendums and then follow own agenda, not what populace is wanting.”*

*“Should listen more to complainant rather than saying we can't do that.”*

- roading issues/improvements/maintenance/traffic issues,

*“Improve rural roads, lack of maintenance - Maxwell Station Road and Handley Street are an alternative for SH3.”*

*“Fitzherbert extension - delay, taking too long.”*

*“Something should be done about the roads near airport, they are untidy - it doesn't advertise our city very well.”*

*“Connect roads - Mosston Road to Fitzherbert Avenue.”*

*“Condition of rural roads - need improving - Mangamahu Valley/Rangitatau.”*

*“Upgrading, straightening the country roads.”*

*“Fix up roads, potholes - Heads Road near Raupo Street.”*

*“Should open Maria Place from Victoria Avenue to Watt Street one way.”*

*“Victoria Avenue made into a pedestrian mall, i.e. car free.”*

*“Traffic lights in the Avenue especially, confusing and dangerous with the number of places where pedestrians get to go across while turning traffic has a green light. Also in the Avenue where both lanes are not straight ahead and turn left or right - one is ahead and left, the other only turn right - blocks up.”*



- proactive re Port development,

*“Deep Water Port development.”*

*“Should be giving the port the ‘green light’ to go ahead.”*

*“More supportive of port.”*

*“Put more input into the port - they’re sitting on the fence a bit.”*

*“Should be fully supporting the idea of port development.”*

- tidying up/maintenance/beautification,

*“Tidying up overgrown and dilapidated areas such as Wembley Place.”*

*“Mowing roadside verges more than twice a year. Giving residents an allowance to do this Council work.”*

*“Taking more care of public facilities, i.e. bus stop.”*

*“Full scale ‘clean up Wanganui’ programme, including upgrading of dilapidated suburban properties now main street is such a good example.”*

*“Remove eyesore (dilapidated flats) in Gilmore Street.”*

*“Get sponsors to help with beautifying Wanganui.”*

*“Get rid of/trim the plane trees. Replace with native evergreens.”*

*“Planting more trees instead of concrete.”*

*“Attend to dangerous trees at the back of Wembley Park.”*

*“Repair flying fox at Mowhano(?) Beach.”*

*“More to be done with beach carparks, barbecue areas, playgrounds.”*

*“Development of Castlecliff beach area.”*

*“More recognition of Castlecliff - work on beach needed. Councillors need to stop knocking Castlecliff. More plantings needed to fix sandy mess along the beachfront.”*

- encourage economic growth/employment,

*“Not enough emphasis on economic development.”*

*“Saturday/Sunday trading for locals.”*

*“Helping the small businesses instead of the large ones.”*

*“More proactive in promoting new business.”*

*“Attract more manufacturing business, make changes.”*

*“Ohakea to be made a freight base, will benefit region. Wanganui will grow - businesses and employment.”*

*“Should be doing a bit more to attract businesses and industry into the city.”*

*“Would like to see the development of jobs for young people.”*

*“Too hard for outsiders to get jobs - favouritism. As a qualified teacher, I can’t get work - NZ qualified.”*

- overspending/unnecessary spending/spend wisely,

*“Art Gallery doesn’t need upgrading.”*

*“Art Gallery extension - present plan is too expensive and costly.”*

*“Majestic Square redevelopment was unnecessary money. Liked it as it was before, green, people used to sit there to eat their lunch, don’t see that now.”*

*“The decision not to give \$50,000 to Te Papa for the Wanganui Expo that is down there.”*

*“Reducing expenditure on non-essentials, i.e. parks and reserves.”*

*“Cost of walkway on main south bridge into town - why was this walkway not planned for the bridge when being constructed?”*

*“Council pours money into ventures which cost us all on our rates, especially when they’re not profitable. Shouldn’t buy properties to rent back to Polytech, Mill etcetera.”*

*“Puppetry of the Penis, the issue shouldn’t have come up - waste of taxpayers’ money.”*

- more activities/involvement with youth.

*“Provision and support for youth activities.”*

*“Young people’s activities, including a drag strip for youth exuberance.”*

*“Action for Youth Centre - support financially.”*

*“They should find the drinking youth population something else to do.”*

*“Overall, our youth services need to follow the ideas of New Plymouth and Palmerston North.”*

*“Activities, family places for kids aged 3 years to 13 years desperately needed.”*

#### 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>			
Improve performance	<b>9</b>	9	10
Make a decision about Dublin Street bridge	<b>8</b>	9	3
Consult/communicate/listen to people	<b>8</b>	8	10
Roading issues/improvements/maintenance/traffic issues	<b>7</b>	5	24
Proactive re Port development	<b>7</b>	6	13
Tidying up/maintenance/beautification	<b>7</b>	7	5
Encourage economic growth/employment	<b>6</b>	6	6
Overspending/unnecessary spending/spend wisely	<b>6</b>	6	4
More activities/involvement with youth	<b>6</b>	6	-

Other actions/decisions mentioned by 5% of residents who think there is an action/decision Council should be taking are ...

- rubbish disposal/recycling,
- improve services/facilities (specified),
- promotion of area/tourism,
- rates issues/reduce rates/have one account,

by 4% ...

- environmental related issues,
- footpaths need attention,
- Moutoa Gardens,
- more policing/control needed/safety issues,

by 3% ...

- eliminate division between Maori and Pakeha/a firmer stand,

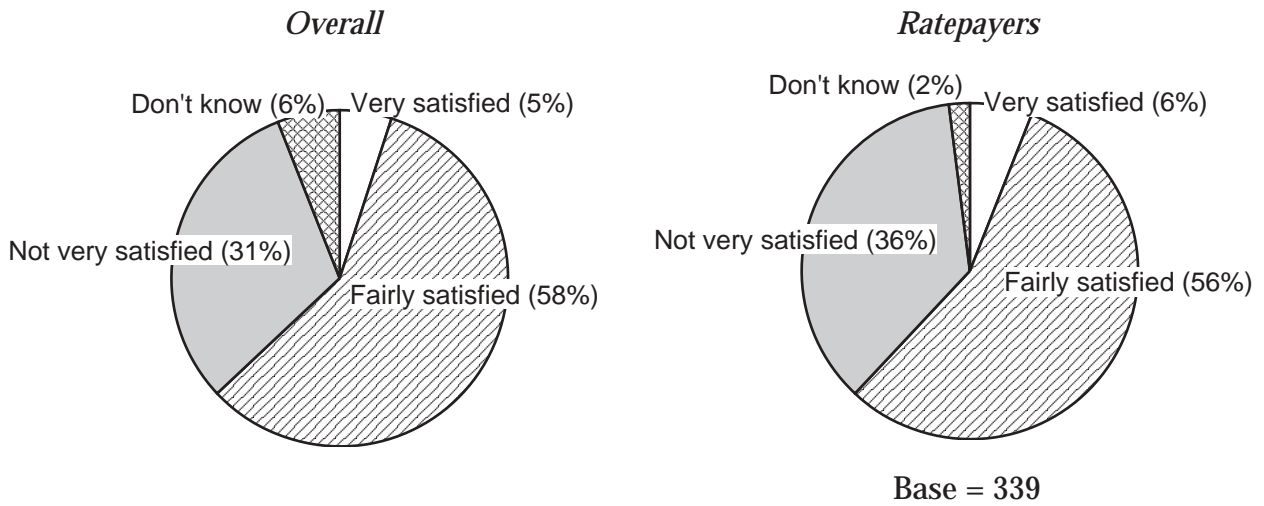
by 2% ...

- extend Splash Centre/maintain pools,
- Majestic Square - unfinished/make a decision,
- more proactive on retaining our heritage.

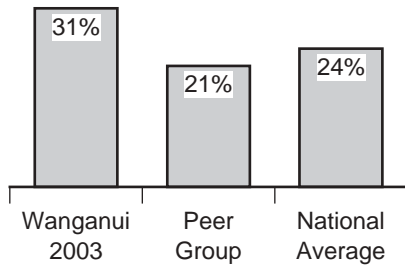


**3. Rates Issues**

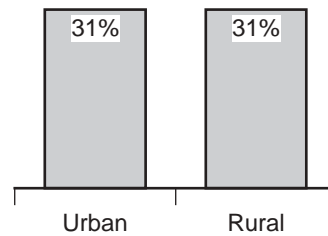
**a. Rating Of The Way Rates Are Spent On Existing Services & Facilities Provided By Council**



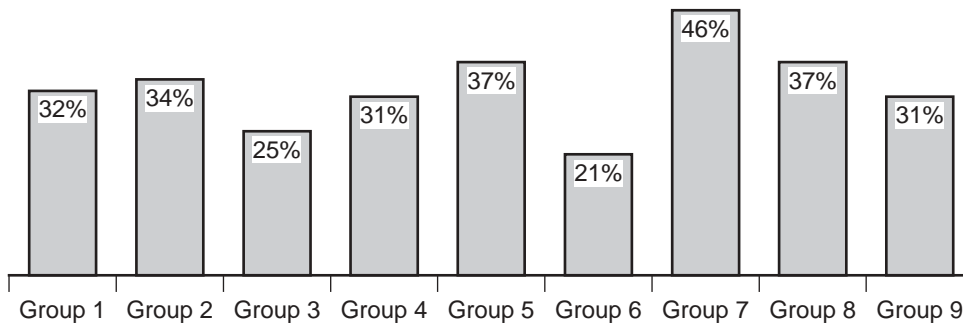
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Area*

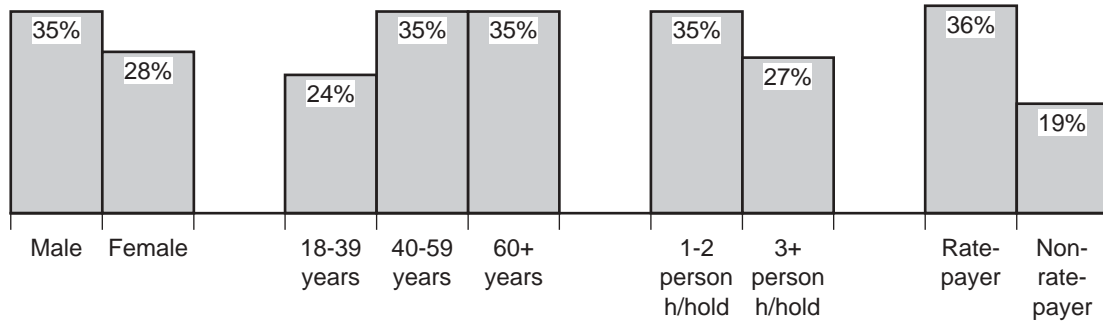


*Percent Not Very Satisfied - By Area Group\**



\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



73% of residents identify themselves as ratepayers.

Overall, 63% of Wanganui residents are satisfied with the way rates are spent on existing services and overall facilities provided by Council. In 2000, 71% rated the way rates were spent as just acceptable or better, with 41% notably saying it was just acceptable.

The percent not very satisfied (31%) is above both the Peer Group and National Averages.

62% of ratepayers are satisfied with the way rates are spent on existing services and overall facilities provided by Council, with 36% being not very satisfied.

Residents more likely to be not very satisfied are ...

- men,
- residents aged 40 years or over,
- residents who live in a one or two person household,
- ratepayers.

### *Main Reasons For Being Not Very Satisfied*

The 136 residents who are not very satisfied with the way rates are spent, give the following main reasons ...

- money wasted/spent unnecessarily,

*“Spend big and do not achieve much for it, such as Te Papa.”*

*“The cost of the new water pipes replaced. They didn’t need to do every street - the streets that needed to be done fine, but every street at a cost of about \$4.5 million.”*

*“Dig up the road, then seal it, then dig it up again. They have done that four times outside Ordinance Development Ltd, Castlecliff.”*

*“Repairing of footpaths unnecessarily, priorities wrong - more repairs where they are really needed.”*

*“Spending money on Art Gallery instead of in the town, especially parking. Art Gallery a waste of time and money, as is or extended.”*

*“Too much money going into Art Gallery and Museum.”*

*“Too many roundabout gardens - cost too much to upkeep.”*

*“Spent thousands and thousands on Majestic Square when there was nothing wrong with it.”*

*“Hassle and expense over the Majestic Square redevelopment and/or reopening the Maria Place road area.”*

*“Waste money on things like Splash Centre which should be user pays.”*

*“Because money is given to too many small organisations.”*

*“Using money to poison drains - Upper Aramoho by the cemetery. There was watercress growing in the drains and now we can’t eat the watercress as these drains have had 1080 sprayed in them. There needs to be awareness for the poisons around.”*

Administration costs: (x 6) For example:

*“Administration costs getting worse, outweigh value of services.”*

*“Salaries of the higher level staff are far too high. The responsibilities those people take, do not warrant such high salaries.”*

*“Spending money on flash cars.”*

*“The top heaviness of Council Management is the greatest waste of available funds - too many tiers.”*

- rates too high/increases/no discounts/two accounts,

*“Do not approve of the rating services - why should we have to pay high rates here and other suburbs are much less when all services are used by everyone? Rates should be the same for everyone.”*

*“Seem to go up all the time - no discounts.”*

*“Rates have not levelled despite reduction in staff and costs.”*

*“Too high. Talk to people all over Taranaki, they are much cheaper. People are horrified. Holding Wanganui back.”*

*“Rate relief for old people on limited and fixed incomes. Rates too high. Look after old people.”*

*“High rating compared with other city areas where previously lived, e.g. Christchurch, North Shore, over the last 10 years.”*

*“Not satisfied with the way they increase rates rather than saying we have a budget and operate within that budget, which is what a household has to do.”*

*“Overrated - in relation to property values our rates are incredibly high.”*

*“Not enough encouragement for business to come to Wanganui - we are the highest rated provincial town.”*

*“Disagree with Horizon’s extra payment - doubling up rates.”*

*“Rates too high and another account from Horizons. Preferred one account, as I knew the total amount, rather than Horizon’s account arriving later and having no prior idea of the cost of their proportion.”*

- services/facilities need improving,

*“Not enough parking.”*

*“Lack of reliable public transport.”*

*“Lack of rubbish bins.”*

*“Public reserve needs tables etcetera and rubbish bins.”*

*“Poor recreational services for the young and families alike.”*

*“Transit - not enough drainage cleaning.”*

*“Do not have street lights.”*

*“On septic tanks.”*

*“We pay for our own sewerage.”*

*“There has not been an inorganic collection for nearly five years.”*

*“Tram to Riverboat.”*

*“Roof over Velodrome.”*

- rates too high for services received,

*“One of the highest rated city areas in the country, but least amount of services.”*

*“We’re not getting value for our rates.”*

*“We pay exorbitant rates for very little services.”*

*“From a rural perspective, we don’t get anything.”*

*“We owned houses in Timaru and Rotorua and paid half as much as Wanganui for a much better service - we didn’t have to pay extra for rubbish or library.”*

*“Value for rates paid - still paying a sewerage rate in spite of it not being available.”*

- rubbish disposal costs/paying twice/no collection,

*“Rates did not go down due to refuse collection being discontinued. It’s now sub-contracted out and Council still collecting refuse fee.”*

*“Have to pay for rubbish then pay as part of rates.”*

*“Hiring a wheelie bin, but charged for waste disposal as well. Should be taken off rates - am paying twice.”*

*“Rubbish collection is too expensive.”*

*“Why pay rubbish fees in rates and then have to pay for stickers to have rubbish collected? We pay twice.”*

*“Paying to use the tip - we already pay for it in our rates.”*

*“Do not get rubbish collection.”*

- need to spend more on roading.

*“Money should be spent fixing Papaiti Road.”*

*“Roading not very good at all - very dusty in dry conditions.”*

*“Potholes on Heads Road.”*

*“Rural roading needs more money spent on them, maintenance needed. Council don’t inspect them with ‘Transit’ which is needed.”*

*“Narrowness of roads.”*

*“The Dublin bridge needs doing up, also Aramoho bridge. Both bridges need to be done up for safety.”*



Other examples/instances mentioned by 2% or less of residents are ...

- footpaths need attention/no footpaths,
- water supply issues/no water supply,
- object to paying for services/facilities not used,
- more upkeep/maintenance needed.

Summary Table - Main Reasons\* For Saying That The Way Rates Are Spent Is Not Good/Poor

	<b>Total District 2003 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Money wasted/spent unnecessarily	<b>7</b>	<b>8</b>	<b>2</b>
Rates too high/increases/no discounts/two accounts	<b>5</b>	<b>6</b>	<b>1</b>
Services/facilities need improving	<b>5</b>	<b>5</b>	<b>9</b>
Rates too high for services received	<b>4</b>	<b>4</b>	<b>10</b>
Rubbish disposal costs/paying twice/no collection	<b>4</b>	<b>4</b>	<b>4</b>
Need to spend more on roading	<b>3</b>	<b>2</b>	<b>5</b>

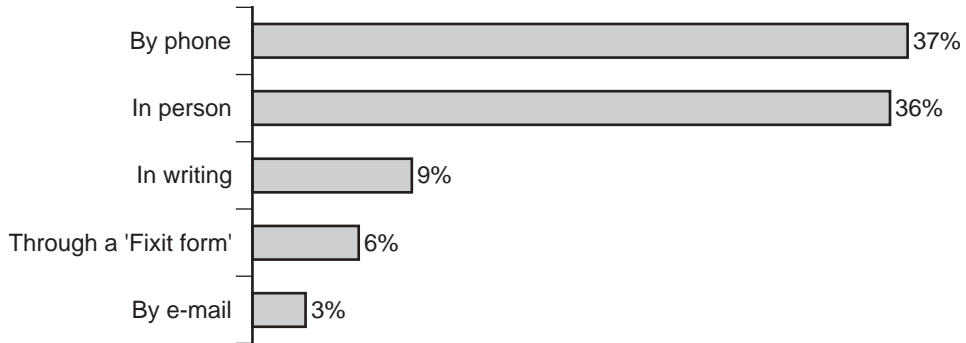
\* multiple reasons allowed



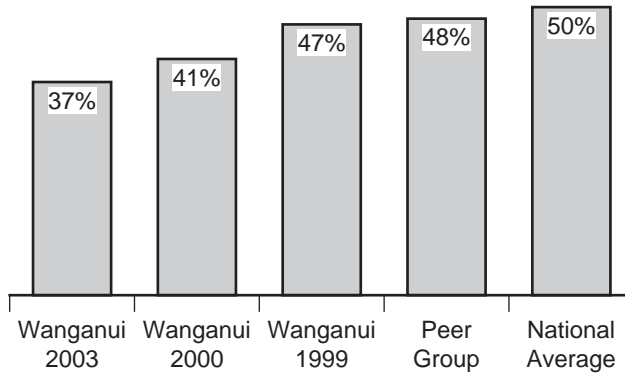
**4. Contact With Council**

**a. Levels Of Contact**

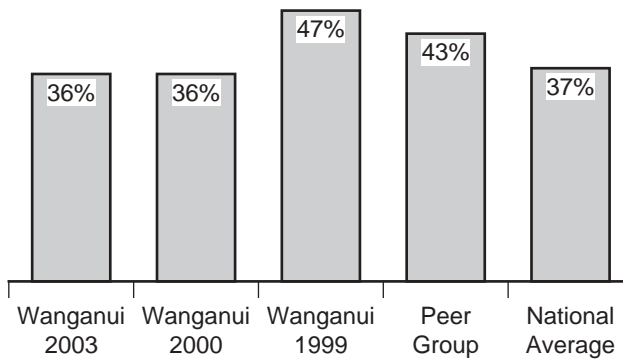
*2003 - Yes, Have Contacted ...*



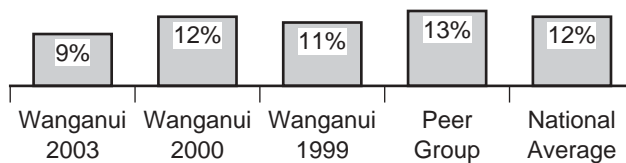
*Percent Saying 'Yes - By Phone' - Comparison*



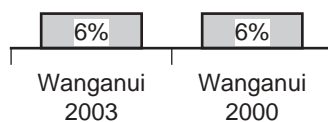
*Percent Saying 'Yes - In Person' - Comparison*



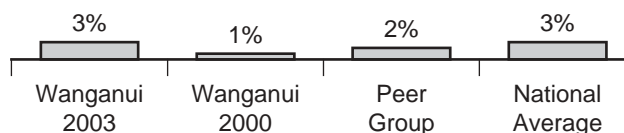
*Percent Saying 'Yes - In Writing' - Comparison*



*Percent Saying 'Yes - By Fix-it Form' - Comparison*



*Percent Saying 'Yes - By E-mail' - Comparison*



37% of residents have contacted Council offices by phone in the last year (41% in 2000), while 36% visited a Council office in person and 9% contacted Council in writing. 6% contacted Council through a 'Fix-it' form and 3% contacted them by e-mail.

Residents are less likely to say they have contacted Council by phone, than both the Peer Group and National Averages.

They are less likely than like residents and similarly likely as residents nationwide to say they have contacted Council in person.

Wanganui residents are on par with Peer Group residents and residents nationwide, in saying they have contacted Council in writing.

Residents are similarly likely as both Peer Group residents and residents nationwide, to say they have contacted Council by e-mail.

Residents more likely to contact Council offices by phone are ...

- NZ European residents,
- residents with an annual household income of more than \$50,000,
- ratepayers.

It also appears that area group 7 residents are slightly more likely, than other area group residents, to have contacted Council by phone.

Residents more likely to visit a Council office in person are ...

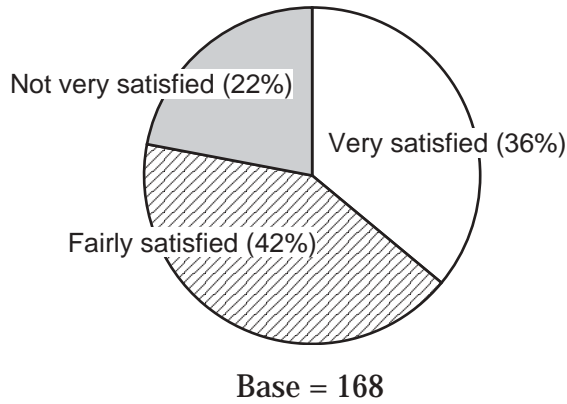
- rural residents,
- men,
- residents with an annual household income of more than \$50,000,
- ratepayers.

Residents more likely to contact Council in writing are ...

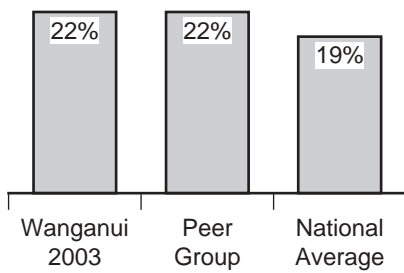
- ratepayers.

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.

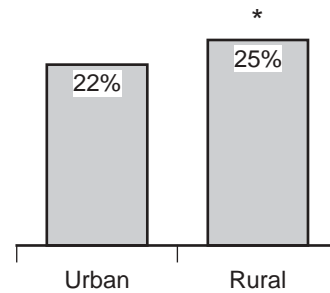
**b. Satisfaction When Contacting The Council Offices By Phone**



*Percent Not Very Satisfied - Comparison*

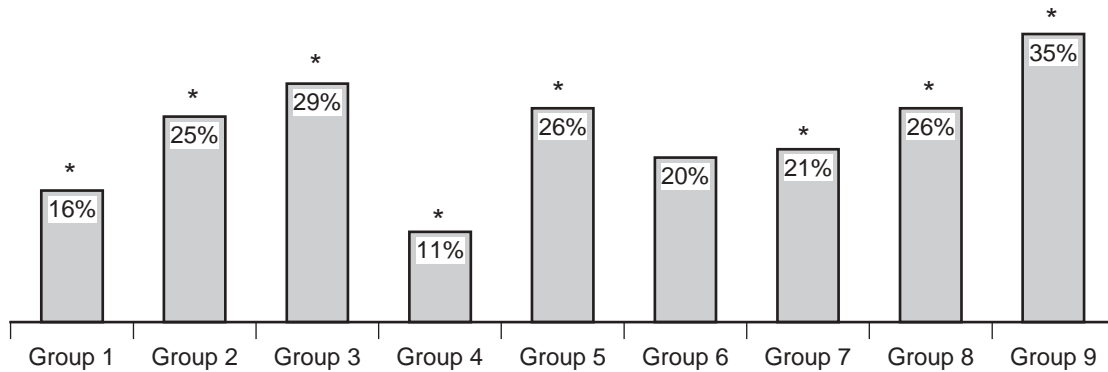


*Percent Not Very Satisfied - By Area*



\* Caution: small base

*Percent Not Very Satisfied - By Area Group\*\**



\* Caution: small bases

\*\* See page 3 for breakdown of Area Group

78% of residents contacting the Council Offices by phone in the last 12 months are satisfied, including 36% who are very satisfied, while 22% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents not very satisfied when contacting the Council offices by phone.

### *Reasons They Are Not Very Satisfied*

37 residents contacting Council Offices by phone are not very satisfied and give the following main reasons ...

- lack of action/slow to act, mentioned by 6% of residents contacting Council by phone (10 respondents),

*“Have an issue with them. Council have dodged the issue, hoping it will go away - leaky house problem.”*

*“Everything they said they never followed through with.”*

*“I rang them about the dogs in my neighbourhood and nothing has been done about them, as they are still running around free.”*

*“Making a complaint about drive - lack of attention.”*

*“Complaints desk - ongoing problem with drains.”*

*“Water services - ACAB sympathetic, but Council won't move.”*

*“Road is main problem - not sealed. Bugged Council on many occasions to do something to road. Heavy rain makes road a shambles. Have to ring to send grader, which doesn't happen straightaway. New culverts put in won't solve rainwater flow off. See very little for the rates we pay.”*

*“Took several phone calls to fix problem for a permit, roading.”*

- poor service/inefficient/lack of information, 6% (9 respondents),

*“Set up automatic payment to pay rates in arrears. Did not contact me when arrears were up-to-date so I could adjust automatic payment - Rates Department.”*

*“In the beginning they never knew who to put me through to.”*

*“They couldn't find and explain my boundaries.”*

*“Valuation incorrectly addressed to another area - problem getting anyone to understand the issue and correct it.”*

*“They weren't forthcoming with any information, due to the Privacy Act.”*

*“Permit - difference in interpretation of the permit regulations - Building Consents Department and Environmental Services.”*

- unhelpful/not interested/poor attitude, 5% (9 respondents).

*“They weren't helpful - Council workers were digging up inside my gate and nobody told me that this was happening.”*

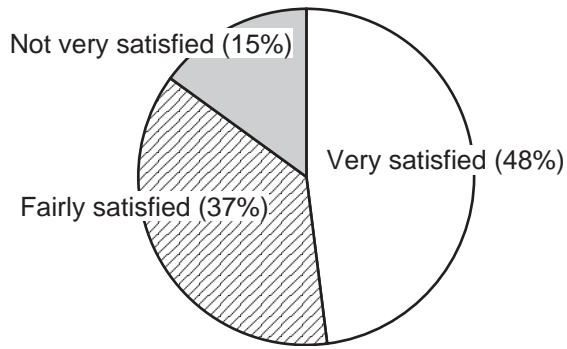
*“Felt as though I was fobbed off. Witnessed a cliff fall. Needs to have warning signs up to make public aware of cliff coming away at Kai-iwi. Needs a permanent warning sign urgently.”*

*“Complaint against a neighbour's dog - Council was not very interested.”*

*“Already decided, not interested in opinion of residents - Makirikiri Valley.”*

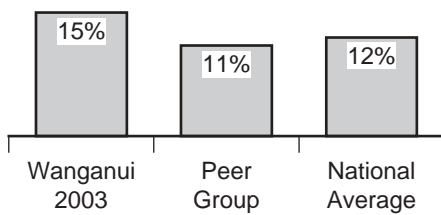
*“Ill treated in regards to our concerns.”*

**c. Satisfaction When Contacting The Council Offices In Person**

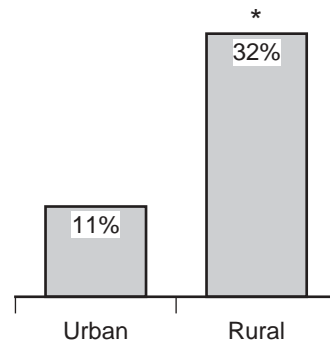


Base = 164

*Percent Not Very Satisfied - Comparison*

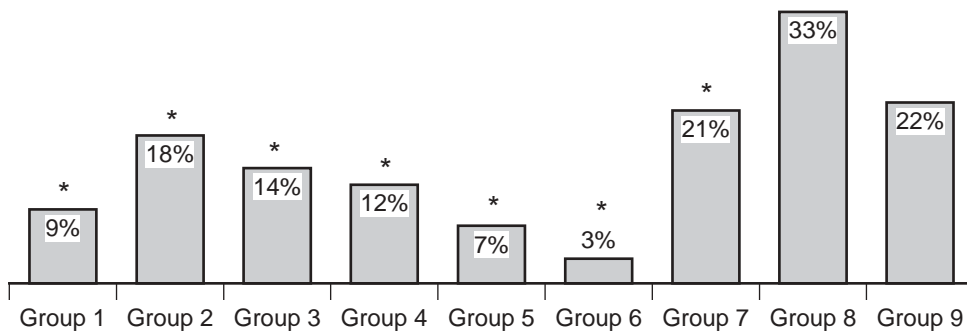


*Percent Not Very Satisfied - By Area*



\* Caution: small base

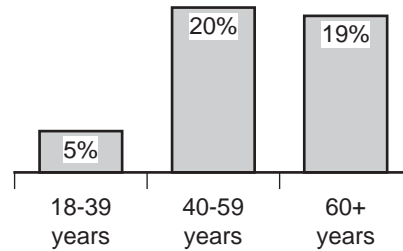
*Percent Not Very Satisfied - By Area Group\*\**



\* Caution: small base

\*\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



85% of residents contacting a Council office in person in the last 12 months are satisfied, including 48% who are very satisfied. 15% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages.

Residents aged 18 to 39 years are less likely, than other age groups, to be not very satisfied.

*Reasons They Are Not Very Satisfied*

23 residents contacting a Council office in person are not very satisfied, and give the following reasons ...

- unhelpful/don't listen/poor attitude, mentioned by 6% of residents who contacted a Council office in person (9 respondents),

*"Fobbed off."*

*"Very poor response from Council to deputation."*

*"We do hard work and tried to get the Council to listen - they wouldn't."*

*"Refused to discuss rates issue with me - arrogant staff."*

*"There are times when you get the impression that they're there for the Council, not the Council there for the people. One was arrogant."*

- lack of action/part action only/slow to act, 4% (6 respondents),

*"Talk is fine - action nil."*

*"Because of stormwater separation - being below street level causes problems and feel Council itself doesn't know what to do."*

*"Poor performance - not improving footpaths."*

*"Part action for Field's Track."*

*"Unable to receive payment owing for clean-up of vacant property next door - leaking pipe took six weeks to repair. Made three visits to report leak. Property burnt down three years ago."*

- poor service/inefficient/lack of information, 3% (5 respondents).

*"Given wrong advice about rate charges for two properties. Refused letter from lawyer. Expensive cost to solve problem through lawyer."*

*"Due to inexperienced assistant re boundaries."*

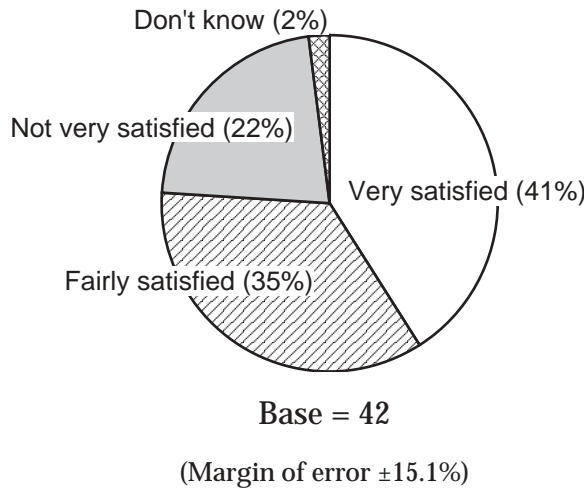
*"Couldn't find information when they said it was there. Followed up by mailing out."*

*"Information they gave was selective on house problem."*

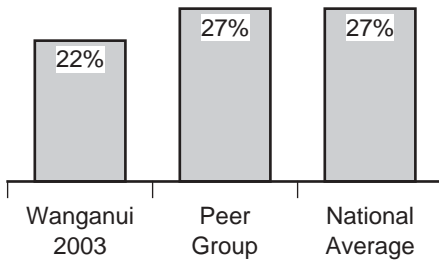
*"Not fully explaining rates queries as to why rates had increased."*



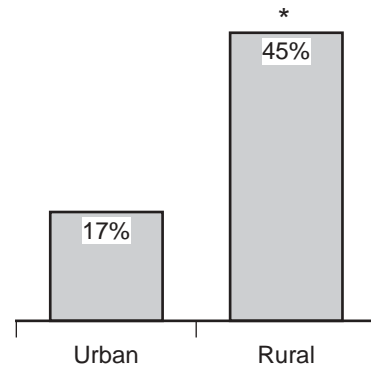
**d. Satisfaction When Contacting The Council Offices In Writing**



*Percent Not Very Satisfied - Comparison*

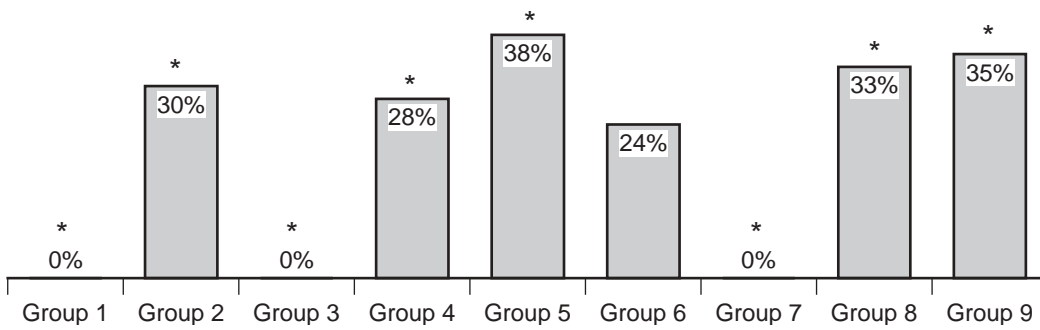


*Percent Not Very Satisfied - By Area*



\* Caution: very small base (<10)

*Percent Not Very Satisfied - By Area Group\*\**



\* Caution: very small bases (<10)

\*\* See page 3 for breakdown of Area Group

76% of residents contacting the Council offices in writing in the last 12 months are satisfied, including 41% who are very satisfied, while 22% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages.

As the bases for rural areas, all area groups and most socio-economic groups are small, <30, no comparisons have been made within these groups.

### *Reasons They Are Not Very Satisfied*

8 residents (weighted) contacting Council Offices in writing are not very satisfied and give the following reasons ...

*“Wrote concerning burnt out building - people dumping rubbish on the site. Took three weeks for reply. No change to site. Time lapse of 12 months - people still dumping rubbish on site.”*

*“Inconsistent storage of correspondence - administration/clerical error - Community Services Department.”*

*“It’s just bureaucracy gone mad - too many others involved instead of dealing with one person.”*

*“No outcome from my correspondence with the offices.”*

*“No response really - nothing happened.”*

*“Contractor damaged the struggling shrub - pulled branch off.”*

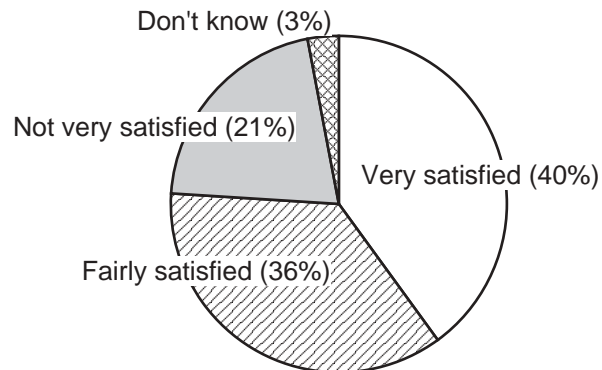
*“Water sits in drains. Poor visibility on brow of hill. Roading on swamp creating problems. Dangerous areas.”*

*“Couldn’t explain why the rates had gone up so much.”*

*“Unsatisfactory response.”*

*“Building services - rude, arrogant, dictatorial.”*

**e. Satisfaction When Contacting The Council Offices Through A 'Fix-it' Form**



Base = 26\*

(Margin of error = ±19.2%)

\*Caution: small base

76% of residents contacting the Council offices through a 'Fix-it Form' are satisfied, while 21% are not very satisfied.

There are no comparative Peer Group and National Averages.

As the bases for all areas, area groups and socio-economic groups are small (<30), no comparisons have been made.

*Reasons They Are Not Very Satisfied*

5 residents (weighted) contacting Council Offices through a 'Fix-it Form' are not very satisfied and give the following reasons ...

*“Council took months to respond.”*

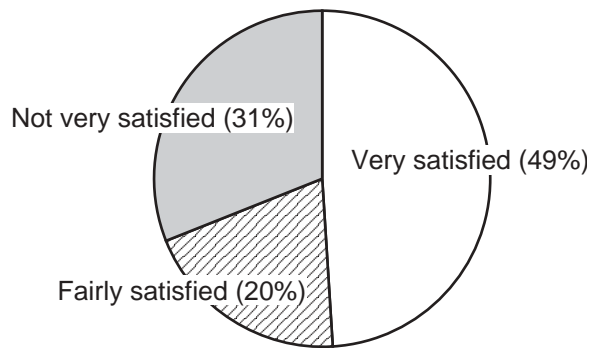
*“Slow response to problem with driveway in Karyn Street.”*

*“Action may well have been taken - feedback is very late, if at all.”*

*“Do not listen to complaint - Parks.”*

*“Used ‘Fix-it’ concerning people dumping rubbish at burnt out building site and roaming dogs - neither resolved.”*

## f. Satisfaction When Contacting The Council Offices By E-mail

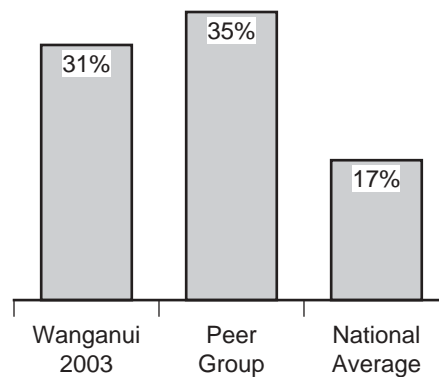


Base = 14\*

(Margin of error =  $\pm 26.2\%$ )

\*Caution: small base

### *Percent Not Very Satisfied - Comparison*



Ten out of fourteen residents who have contacted the Council offices by e-mail are satisfied, while four are not very satisfied.

The percent not very satisfied is similar to the Peer Group Average and above the National Average, although caution is required as the base is small.

### *Reasons They Are Not Very Satisfied*

4 residents (weighted) contacting Council Offices by e-mail are not very satisfied and give the following reasons ...

*“Inappropriate response from prominent Council Officer.”*

*“Didn’t get an acknowledgement to my e-mail to a Councillor about the proposal for the Splash Centre.”*

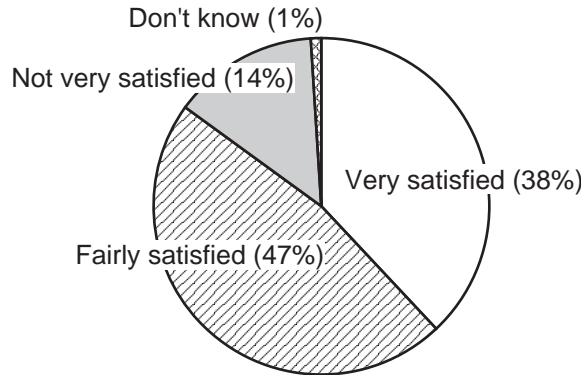
*“No response.”*

*“I sent an e-mail regarding a tree in Bastia Avenue - no reply for 9 months.”*

*“Response too slow.”*

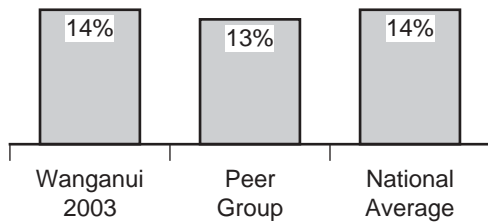
**g. Overall Satisfaction With Contact With Council Offices**

*Contacted A Council Office In Last 12 Months*

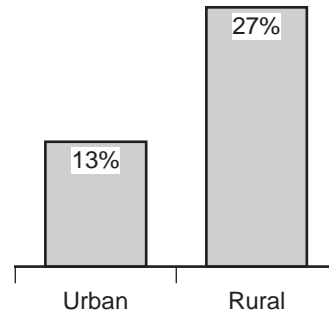


Base = 249

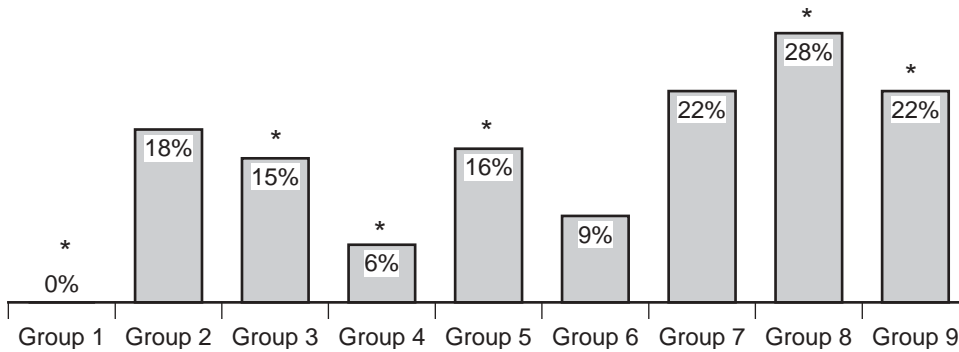
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Area*



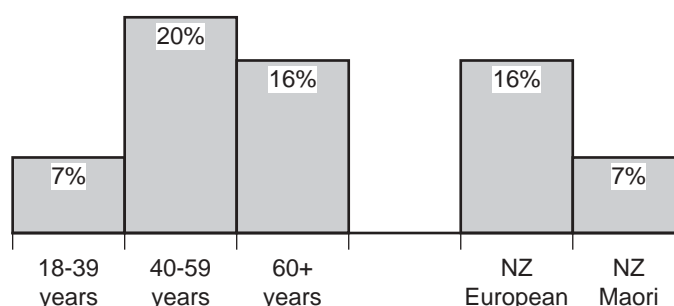
*Percent Not Very Satisfied - By Area Group\*\**



\* Caution: small base

\*\* See page 3 for breakdown of Area Group

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



Overall, 56% of residents have contacted the Council by phone, in person, in writing, through a 'Fix-it' form and/or by e-mail in the last 12 months.

Of these, 85% are satisfied, including 38% who are very satisfied. 14% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages.

Rural residents who have contacted Council in the last 12 months are more likely to be not very satisfied, than urban residents.

It also appears that the following residents are slightly more likely to be not very satisfied ...

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

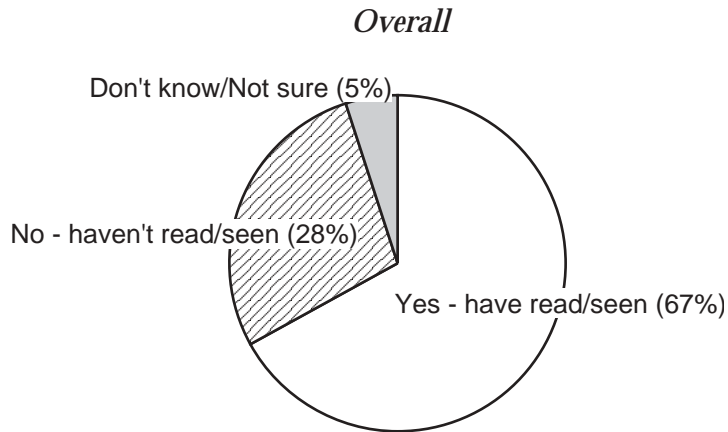
**Recommended Satisfaction Measure For Reporting Purposes:**

Contacted Council Overall	=	85%
Contacted Council by phone	=	78%
Contacted Council in person	=	85%
Contacted Council in writing	=	76%
Contacted Council by 'Fix-it' form	=	76%
Contacted Council by e-mail	=	69%

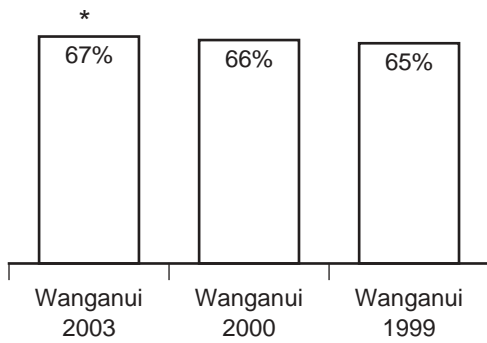


**5. Information**

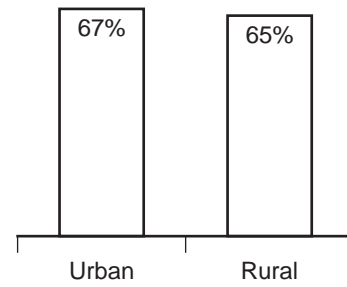
**a. Readership Of Information Published By The Council**



*Percent Saying 'Yes - Seen/Read' - Comparison*

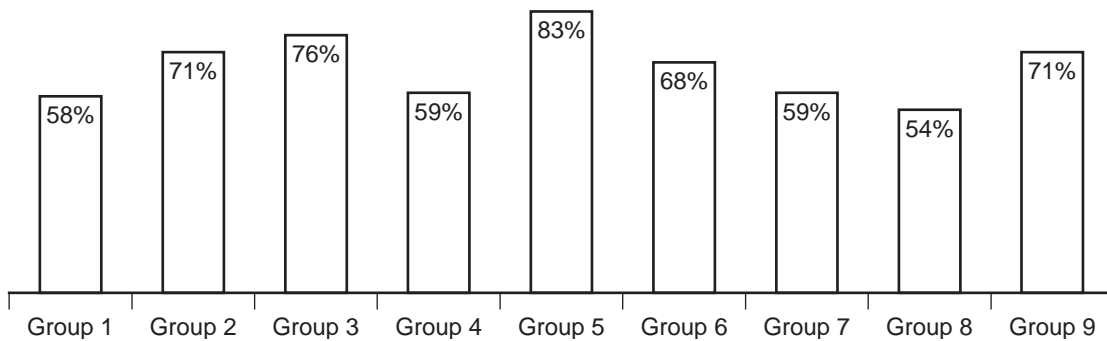


*Percent Saying 'Yes - Seen/Read' - By Area*



\* Readings prior to 2003 pertain to those residents who are aware of information about what is going on in the District.

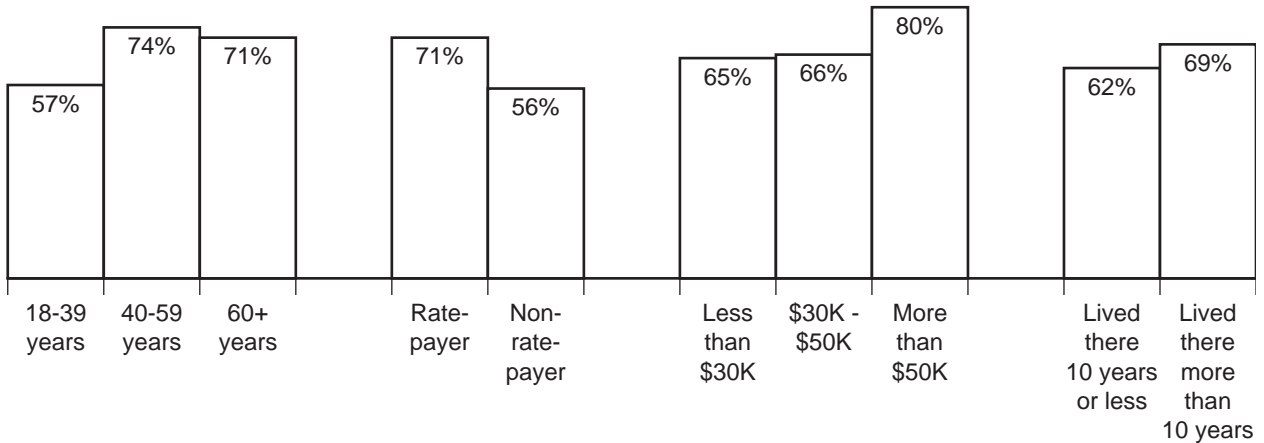
*Percent Saying 'Yes - Seen/Read' - By Area Group\*\**



\*\* See page 3 for breakdown of Area Group



*Percent Saying 'Yes - Seen/Read' - Comparing Different Types Of Residents*



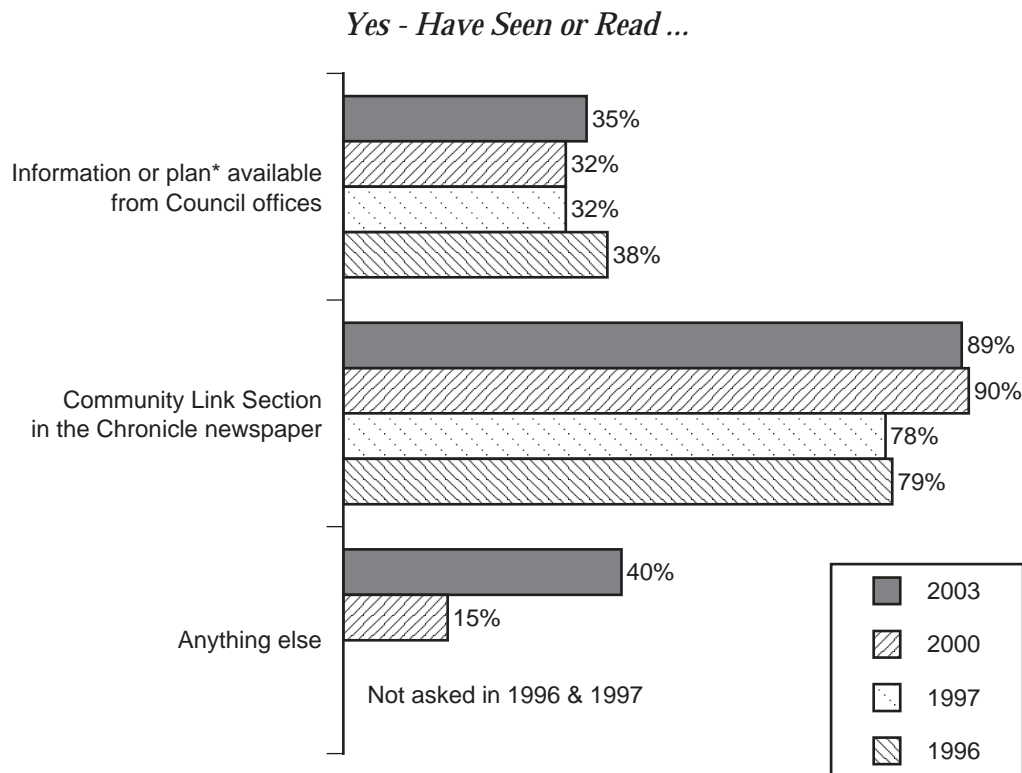
67% of residents say they have seen or read, in the last 12 months, information Council publishes specifically for the community.

Residents more likely to have seen or read published Council information in the last 12 months are ...

- ratepayers,
- residents aged 40 years or over,
- residents with an annual household income of more than \$50,000,
- longer term residents, those residing in the District more than 10 years.

**b. Types of Published Information Residents Have Seen Or Read In The Last 12 Months**

Those residents (67%) who have seen or read any information in the last 12 months were asked to consider what types they have seen or read.



Base = 304

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 (89%).

Residents more likely to have seen or read information or plans available from Council offices are ...

- men,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those who have seen or read the Community Link section in the Chronicle newspaper.

Residents more likely to have seen or read anything else are ...

- residents aged 40 years or over,
- NZ Maori residents.

This is comprised of:

- Midweek/Midweeker/Mayor's column in Midweek (26)
- River City Press/RCP/Mayor's column in RCP (21)
- Castlecliff News (7)
- Chronicle supplements/Saturdays Chronicle/rates levies in the Chronicle (3)
- Wanganui Pride (3)
- Notes with last rates notice/brochure with rates/inserts in rates (5)
- Long Term District Plan/10 Year Plan/Annual Plan/Town Submission Planning (4)
- Other unspecified newspapers/public notices in papers/information in the paper (6)
- Brunswick newsletter (1)
  
- Information booklets/brochures/flyers/pamphlets (53)
  - e.g. "Welcome to Wanganui" brochure
  - Horizon magazine
  - Brochures received in the mail
  - Regional Council mailers
  - Main street monthly flyer
  - Newsletter in mail box
  - Leaflets in mail - community bulletin ex Ray Stevens
  - Mailouts
  - Pamphlets left at the doctor's surgery
  - Information booklet
  - Information about stormwater separation
  - Dog registration information
  - Dog control, range of subjects
  - Information on water supply
  - Information about water service
  - Hose usage
  - Notes in mailbox re water cuts
  - Information from the Library
  - Resource Papers/leaflets
  - Iwi liaison reports for and from Council
  - Information about flats they live in
  - Jobs/Events Calendar
  - Road closures
  - Swimming pool plans
  - Rural fire plan
  
- Others: (17)
  - e.g Website
  - TV
  - Billboards
  - Noticeboard - Trafalgar Square
  - Radio
  - Water supply meeting annually
  - Meeting with community to form committees to put ideas forward
  - Council meeting - community initiatives
  - Councillor
  - Activities on each month - Rowing Club



59% of residents feel there is enough/more than enough information supplied (47% in 2000), which is similar to the Peer Group Average and on par with the National Average. 34% feel there is not enough/nowhere near enough information supplied (47% in 2000).

Residents more likely to say there is enough/more than enough information are ...

- rural residents,
- residents aged 60 years and over,
- residents who live in a one or two person household,
- ratepayers.



## **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 2003</b>	<b>21</b>	<b>51</b>	<b>27</b>	<b>1</b>
Total District 2000	20	51	27	2
Total District 1999	21	48	29	2
Total District 1998	23	48	26	3
Total District 1997	20	56	24	-
<u>Comparison</u>				
Peer Group Average	16	57	27	-
National Average	15	59	26	-
<u>Area</u>				
Urban	20	49	29	2
Rural	23	60	17	-
<u>Area Group*</u>				
Group 1	16	50	33	1
Group 2	30	50	19	1
Group 3	12	71	15	2
Group 4	28	37	34	1
Group 5	13	66	19	2
Group 6	22	39	37	2
Group 7	8	53	38	1
Group 8	21	60	19	-
Group 9	28	52	20	-
<u>Household Size</u>				
1-2 person household	24	47	26	3
3+ person household	17	54	29	-
<u>Ethnicity</u>				
NZ European	20	55	24	1
NZ Maori	24	39	35	2
<u>Ratepayer?</u>				
Ratepayer	18	55	26	1
Non-ratepayer	28	38	30	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 slightly below the Peer Group Average, below the National Average and similar to the 2000 reading.

21% 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,
- residents who live in a three or more person household,
- NZ European residents,
- ratepayers.

It appears that area group 4 and 6 residents are slightly 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 ...

- rates issues/increases/spending of rates money,

*“Rates - too high, ridiculously high.”*

*“Rates - where they allocate funds.”*

*“Regional rates disgustingly high for what we get.”*

*“Rural rates - paying for the rubbish in town and gallery which should not come out of rural rates.”*

*“Rates - wasn't aware of the account from Horizons - only heard of it through the paper and radio. No notice from the Council sent out with the rates demand.”*

*“Rates - very difficult to keep rates down, but we are one of the highest rated in New Zealand. Balancing act. Outside investment will help situation. A lot of elderly and low incomes. High rates make it difficult for them.”*

*“More consultation with ratepayers over rating levels.”*

*“Rates - increases should be explained more. Have gone up too much.”*

*“The rates - as to how it is calculated - the irregularities between different areas - values.”*



- Port development,

*“The port - progression reports. We want to know what’s happening every step of the way.”*

*“Blue Water Port - all I have heard is rumours - what’s held it up?”*

*“Decision on the port - reopening means hundreds of jobs.”*

*“Port of Wanganui - why don’t they back it? Ocean Terminal - have let it run down to nothing.”*

*“Wanganui port facilities - what is proposed needs public input, more publicity.”*

*“Port development - number of risks with developing the port and the public should definitely be consulted.”*

*“Port issue, only negative information has come from the Council. Don’t believe Council are being truthful on this matter. Public need to know if it is going ahead or not.”*

*“Port - if I was sent a questionnaire, I would fill it in rather than put in a submission. Council would have more idea how the ratepayer feels and be guided by them.”*

*“Development of the port, way overdue. Opening up the port would lead to further development of all the District - better employment.”*

- expenditure/spending in wrong direction,

*“Funding Te Papa Exhibition.” (x 5)*

*“Spending large amounts of money on the Art Gallery.” (x 4)*

*“Spending on Majestic Square.” (x 2)*

*“Anything to do with spending the money.”*

*“If expenditure exceeds \$20,000 plus.”*

*“Anything to do with spending large amounts of money.”*

*“Maria Place issue - the money spent on the project is not justified.”*

*“Engaging Consultants to do work Council Officers should do.”*

*“Signage of Wanganui - spent a fortune on it.”*

- roading/street maintenance/roadworks,

*“Roading, potholes, uneven surface, general condition.”*

*“Condition of roads, rural especially - too narrow for logging trucks - Brunswick Road.”*

*“Back country roads - they’ll get worse with forestry and heavier vehicles. Through roads in state of disrepair - hard on farmers and truckies.”*

*“Roading changes. Re-routing motorway through Wanganui - heavy trucks going by schools.”*

*“Roading - accident spots - Eastown Road and No. 3 Line and Wakefield intersection.”*

*“Continuing upgrade of Makirikiri Road.”*

*“The maintenance and upkeep of our streets.”*

*“Roadworks - take Puriri Street for example - know that they’ve got a job to do, but not starting so early and finishing as late - the noise level.”*

*“Major roadworks.”*

- bridges/Dublin Street bridge,

*“Dublin Street bridge - repair to a better standard.”*

*“Dublin Street bridge - weight restriction. I ride on a bus - it changes the route of the bus.”*

*“Dublin Street bridge - make sure work is done properly.”*

*“Dublin Street bridge maybe going to fall down. Need to look to the future about the bridge.”*

*“The Dublin Street bridge - would like to be consulted and kept up-to-date with what is happening with the bridge - whether it is going to be replaced, strengthened or put under the control of Transit NZ.”*

*“Dublin Street bridge - end of useful life. Using the bridge driving or walking is not nice. Weight restrictions - buses will be unable to use it. Too much effect on the public with restrictions.”*

*“Dublin bridge or alternative residential bridge Upper Aramoho.”*

*“Development or replacement of bridges.”*

- sewerage/stormwater separation/wastewater disposal,

*“They should stick to one major job and get it finished, instead of doing other things, i.e. stormwater separation.”*

*“The water separation - I don't think the Council helped us out enough.”*

*“Wastewater - the whole project. While necessary, it has been a mess.”*

*“No communication with stormwater separation, cost \$1500 without my permission.”*

*“Stormwater - home owners should have a greater say on costs.”*

*“Sewerage - need to be informed about changes and when.”*

- Art Gallery extension.

*“Art Gallery - should not be propped up by ratepayers.”*

*“Art Gallery - low customer basis. Necessary things getting lower priority than this.”*

*“Funding the Art Gallery - don't approve of this, as the rates are high enough now and we cannot afford to spend this money on the Gallery.”*

*“When spending lots of money on big projects such as Art Gallery, need ratepayers' consultation and permission.”*

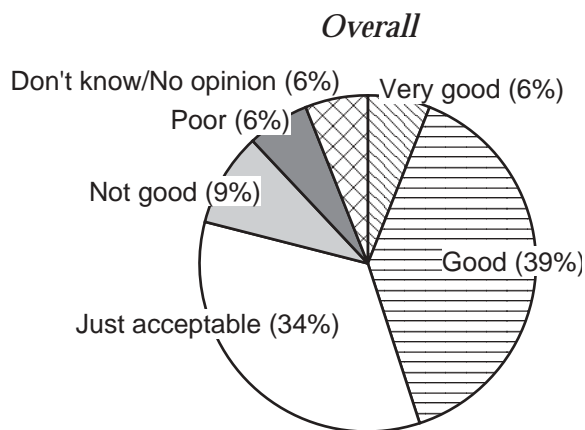
### Summary Table - Major Issues Requiring Consultation

	<b>Total District 2000 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Rates issues - increases/spending of rates money	<b>11</b>	11	14
Port development	<b>5</b>	4	15
Expenditure/spending in wrong direction	<b>5</b>	6	-
Roading/street maintenance/roadworks	<b>5</b>	4	13
Bridges/Dublin Street bridge	<b>4</b>	4	4
Sewerage/stormwater separation/wastewater disposal	<b>3</b>	3	4
Art Gallery extension	<b>3</b>	3	3

Other issues considered major by 2% or less of residents are ...

- water supply,
- town planning/development/zoning,
- Te Papa Exhibition,
- cellphone tower in Castlecliff,
- anything affecting the community,
- swimming pool facilities,
- Moutoa Gardens,
- rubbish collection/recycling,
- Majestic Square,
- heritage of town,
- footpaths need improving,
- riverbank erosion/upkeep of river,
- beautification/appearance of area,
- sale of assets.

**b. Performance Rating Of The Mayor And Councillors In The Last Year**



In 2003, 45% of Wanganui District residents rate the performance of the Mayor and Councillors over the past year as good/very good (42% in 2000). Wanganui District residents' rating of the performance of their Councillors and the Mayor is below the Peer Group and National Averages, 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, while most of the balance (34%) rate their performance as just acceptable (39% in 2000).

Residents more likely to rate the performance of the Mayor and Councillors over the past 12 months as good/very good are ...

- residents aged 18 to 39 years,
- non-ratepayers,
- residents with an annual household income of \$50,000 or less,
- shorter term residents, those residing in the District 10 years or less.

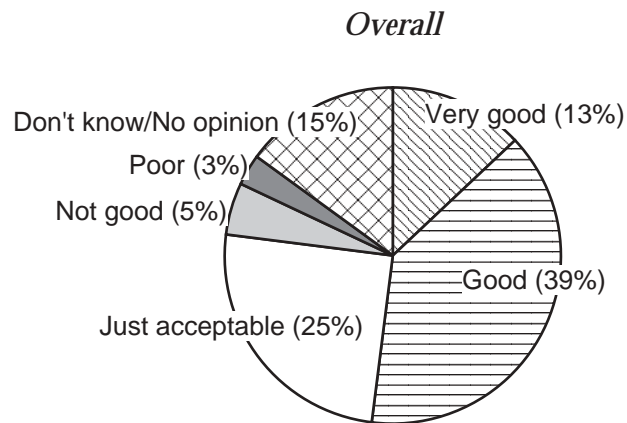
Summary Table - Performance Rating Of The Mayor And Councillors In The Last Year

	Rated as ...			
	Good/ very good* %	Just acceptable %	Not good/ poor* %	Don't know %
<b>Total District 2003</b>	<b>45</b>	<b>34</b>	<b>15</b>	<b>6</b>
Total District 2000	42	39	15	4
Total District 1999	42	36	18	4
Total District 1998	52	25	19	4
Total District 1997	59	26	11	4
<u>Comparison</u>				
Peer Group Average*	63	25	8	4
National Average*	56	27	13	4
<u>Area</u>				
Urban	45	34	15	6
Rural	44	30	18	8
<u>Area Group</u>				
Group 1	37	48	15	-
Group 2	34	43	17	6
Group 3	41	34	17	8
Group 4	53	25	13	9
Group 5	42	43	15	-
Group 6	56	25	14	5
Group 7	53	30	11	6
Group 8	42	29	14	15
Group 9	35	35	21	9
<u>Age</u>				
18 - 39 years	54	22	12	12
40 - 59 years	34	42	21	3
60+ years	46	38	12	4
<u>Ratepayer?</u>				
Ratepayer	42	35	18	5
Non-ratepayer	53	30	8	9
<u>Household Income</u>				
Less than \$30,000 p.a.	47	35	12	6
\$30,000 - \$50,000 p.a.	46	31	13	10
More than \$50,000 p.a.	37	32	29	2
<u>Length of Residence</u>				
Lived there 10 years or less	50	26	15	9
Lived there more than 10 years	43	37	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**



52% of residents rate the performance of Council staff in the last year as good/very good (56% in 2000). This rating is below the Peer Group Average and slightly below the National Average, in terms of their respective fairly/very good ratings.

8% of residents rate the performance in the last year, as not good/poor, with 25% saying it is just acceptable (22% in 2000).

Residents more likely to rate the performance of Council staff as good/very good are ...

- men,
- NZ European residents,
- ratepayers.

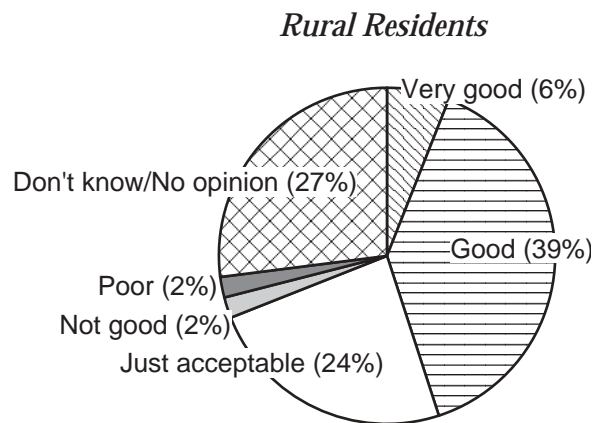
### Summary Table - Performance Rating Of The Council Staff In The Last Year

	Rated as ...			
	Good/ very good* %	Just acceptable %	Not good/ poor* %	Don't know %
<b>Total District 2003</b>	<b>52</b>	<b>25</b>	<b>8</b>	<b>15</b>
Total District 2000	56	22	7	15
Total District 1999	53	28	7	12
<u>Comparison</u>				
Peer Group Average*	62	20	7	11
National Average*	58	20	6	16
<u>Area</u>				
Urban	52	24	8	16
Rural	55	28	2	15
<u>Area Group</u>				
Group 1	53	14	10	23
Group 2	38	27	14	21
Group 3	54	28	2	16
Group 4	62	17	5	16
Group 5	44	33	11	12
Group 6	57	26	7	10
Group 7	54	23	13	10
Group 8	54	23	3	20
Group 9	53	29	3	15
<u>Gender</u>				
Male	57	26	6	11
Female	49	23	9	19
<u>Ratepayer?</u>				
Ratepayer	55	23	9	13
Non-ratepayer	45	28	5	22
<u>Ethnicity</u>				
NZ European	56	22	6	16
NZ Maori	37	35	13	15

% 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**



Base = 60  
(Margin of error is  $\pm 12.7\%$ )

45% of rural residents rate the performance of rural Community Boards as good/very good (22% in 2000), with 24% saying it is just acceptable (16% in 2000), and 4% rating their performance as not good/poor (14% in 2000). 27% of rural residents are unable to comment (48% in 2000).

Because of the small bases for the majority of rural socio-economic groups, no relevant statistical comparisons can be made.

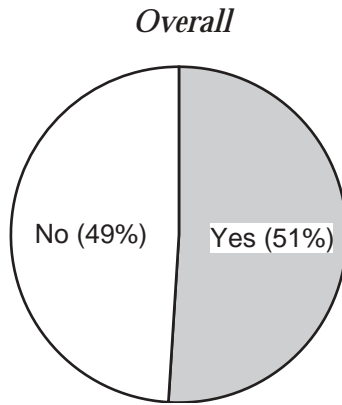




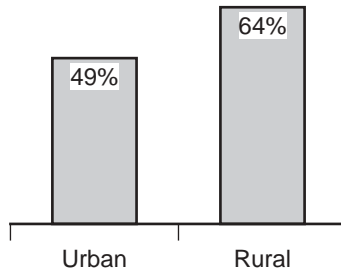
**7. Local Issues**

**a. Do Residents Have Access To The Internet?**

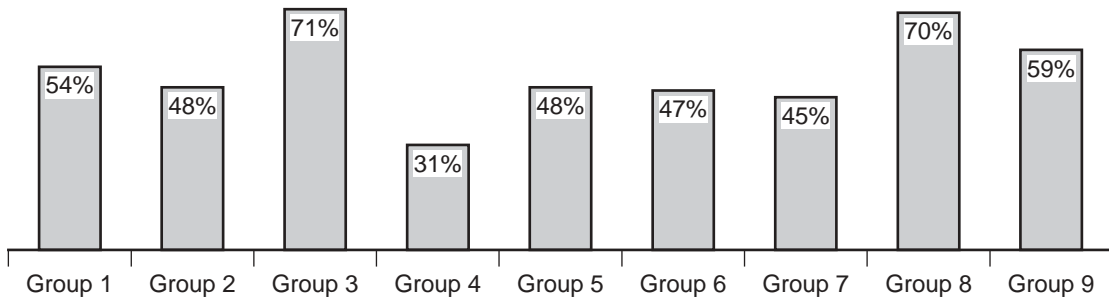
*i. Have Residents Used The Internet To Get Information Or Visit A Website In The Last 12 Months?*



*Percent Saying 'Yes' - By Area*

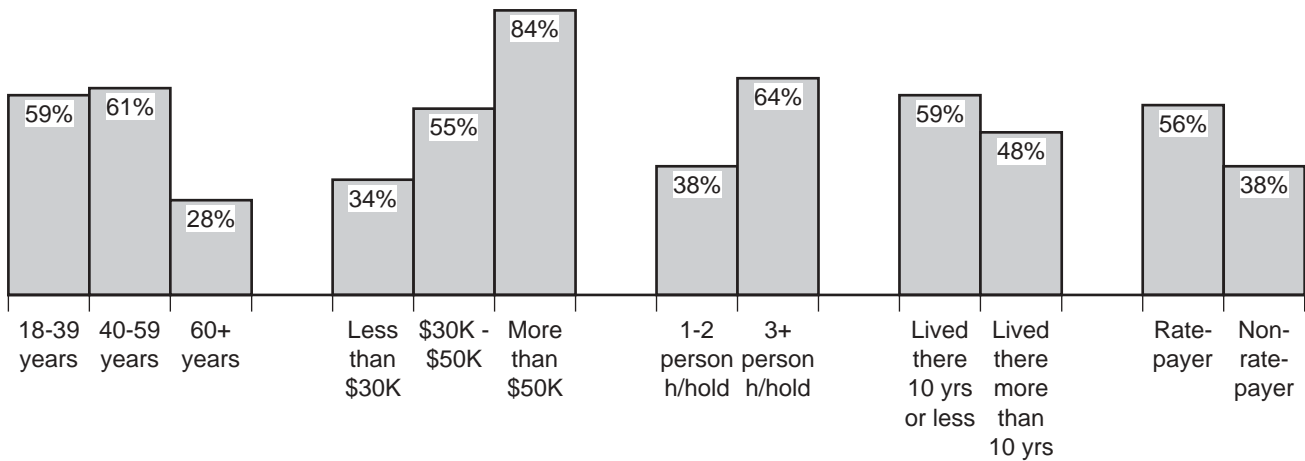


*Percent Saying 'Yes' - By Area Group\**



\* See page 3 for breakdown of Area Group

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



51% of residents have access to the Internet.

Residents more likely to say 'yes' are ...

- rural residents,
- residents aged 18 to 59 years,
- residents with an annual household income of \$30,000 or more, in particular those with an annual household income of more than \$50,000,
- residents who live in a 3 or more person household,
- shorter term residents, those residing in the District 10 years or less,
- ratepayers.

## **b. Living In Wanganui**

### *i. 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 ...

- Dublin Street bridge upgrade/replacement,

*“Dublin Street bridge should have been dealt with by now.”*

*“Dublin Street bridge, plus access and egress to and from - traffic bottleneck - priority for traffic.”*

*“Renew or put a decent surface on it.”*

*“Replace the Dublin Street bridge with a road and rail bridge.”*

*“The Dublin Street bridge - repair or replace.”*

*“Decide on the future of Dublin Street bridge.”*

*“Dublin Street bridge - get it taken over by Transit as it's part of State Highway, or ban Highway traffic from it.”*

*“Dublin Street bridge - close the existing one to car traffic and use for pedestrians. Build next one by rail bridge with toll.”*

*“Building of alternative bridge to ease traffic.”*

*“Dublin Street bridge needs to be completely looked at - they say they last 100 years - it's getting to that age.”*

- developing the Port/Deep Water Port,

*“Port development - would like to see that happen.”*

*“Get the Port going, too many reports, not enough action.”*

*“Development of the Port - used to be barges, used to be better fishing fleet, keen to see development happen.”*

*“The wharf issue - to create job opportunities for the Wanganui people.”*

*“Encourage Port growth, especially for transportation of timber.”*

*“Open up the Port - 20 years overdue.”*

*“Port - if it's going to go ahead or be viable.”*

*“The harbour - haven't been shown enough information to show that it is going to work.”*

- unemployment/more jobs needed/jobs for young people,

*“Unemployment issues - young people either at school or leaving school have nothing but pregnancy and unemployment on their cards.”*

*“Employment - creation of job opportunities.”*

*“Jobs - full time work, we have mainly part time or casual work.”*

*“Employment - if we can improve it, we might have a lot less problems. Too many people have time on their hands and get into trouble.”*

*“Employment for young people - serious jobs, not low paying ones.”*

- attract/encourage business/industry,

*“Encourage more business to Wanganui.”*

*“Enticing business into the area - without the business, Wanganui will die.”*

*“More industry needed.”*

*“Attracting more industry here - lack of apprenticeships available for young people.”*

*“Business growth - taking different big shops back to the Avenue.”*

*“Attraction of business - user friendly approach to riverbank development, i.e. people businesses - cafés, artists’ studios.”*

*“High rates in CBD causing empty shops.”*

*“Council washed hands when Pine Mill closed.”*

*“Smaller businesses need more assistance in getting up and running.”*

*“Encouragement of enterprise, concessions on rates, buildings etcetera.”*

*“Council needs to continue encouraging more businesses to Wanganui, rate relief for beginning businesses.”*

- keep rates down/lowering the rates/rates too high/increases,

*“Level of rates - work at keeping it down, lower than what we are paying, like other provincial towns.”*

*“Restrain rates whilst maintaining present level of services and facilities.”*

*“Stabilising the rates - we are one of the highest ratepayers in New Zealand, a citizens’ tax would make things easier. Lots of pensioners here paying for things like sportsgrounds which they don’t use - citizens’ tax would be much fairer.”*

*“More equitable and economic rating structure - create a fairer rating system that is not based on capital value.”*

*“No more rate rises.”*

*“Controlling rates for 2004.”*

*“Lowering the rates bill.”*

*“Amount of rates - feel rates are high and we’re paying more each year, but the services are remaining the same, getting nothing extra.”*

*“Rural rating.”*

- improved roading/maintenance of roads/traffic issues,

*“Roading - far too many potholes. I ride a motor bike, so I really notice.”*

*“Outlying road maintenance - fewer local roadmen, less knowledge of local roading problems.”*

*“Urban roading - February each year - mad time for resealing streets instead of being consistent through the year.”*

*“Country roads, metal roads, e.g. Handley Street full of potholes, not wide enough for trucks and tractors.”*

*“Restrict size of trucks and trailers on rural roads, lower speed restriction and widen roads where necessary.”*

*“Roading - sort out routes and improve condition.”*

*“Roading - CBD traffic flow.”*

*“Traffic lights to be upgraded - Avenue ones down by St Georges School - Grey/London Streets.”*

*“Bypass - make a decision on the bypass of SH3.”*

*“Traffic congestion around the three supermarkets on the corner of Glasgow and Victoria Avenue.”*

*“Redirect traffic from Westshore into city.”*

- riverbank maintenance/erosion/flood control,

*“Riverbanks - retaining walls and stabilising.”*

*“The river - edging collapsing, falling apart, costs a lot of money to maintain.”*

*“Restoring our riverbanks.”*

*“Stopbanks for the river - making the banks higher because of the flooding.”*

*“To stop the river flooding into Kowhai Park, town by Moutoa Quay.”*

- population growth/keep population up/attract young people,

*“Attract more people to the city to live.”*

*“Continued growth of population, section development - more made available.”*

*“Lack of population growth - spend ‘publicity money’ better as we have enough empty houses.”*

*“Promoting Wanganui as a good lifestyle city.”*

*“Attract the younger population to live here - stay to share the rate burden.”*

- racial disharmony/Maori issues (excluding Moutoa Gardens, River),

*“Resolving racial issues.”*

*“Race hate - Maori versus Pakeha - land rights are a big thing here.”*

*“Better liaison and understanding with Maori.”*

*“Treaty and its interpretation - more awareness.”*

*“Cultural issues - negative views from Maori and Pakeha, makes a bad impact on the community.”*

*“Cultural issues - don’t want children to miss out because they are of Maori/Pacific Island heritage.”*

*“Maori issues - more Maori on the Council.”*

*“Sort out Maori claims - very divisive with whole community.”*

*“Race relations with Maori, Waitangi Tribunal, Maori seats to come up on the Council - how will Council ‘handle’ this?”*

*“The Maori - the way they are trying to get seats on the Council, how they are wanting everything and Council giving them money and support, going overboard.”*

- youth problems/need more facilities/activities for youth.

*“Get the teenagers off the street, provide activities and venues.”*

*“Assistance to organisations to build self esteem in kids.”*

*“Control of young people in town, boy racers up the Avenue at nights, out of control parties, especially St John Hill.”*

*“Help young people - Youth Centre.”*

*“Youth issues - there’s nothing for them to do, Council doesn’t put energy into them, there’s not enough support out there for them.”*

*“Youth violence and problems with youth in the city.”*

*“Free homework centre - Youth Centre.”*

Summary Table -  
Main Issues Mentioned As The Most Important Facing Wanganui In The Next Few Years

	<b>Total District 2003 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Issues mentioned* ...</u>			
Dublin Street bridge upgrade/replacement	<b>19</b>	19	19
Developing the Port/Deep Water Port	<b>19</b>	19	20
Unemployment/more jobs needed/jobs for young people	<b>16</b>	17	7
Attract/encourage business/industry	<b>14</b>	14	15
Keep rates down/lowering the rates/rates too high/increases	<b>12</b>	12	6
Improved roading/maintenance of roads/traffic issues	<b>9</b>	8	20
Riverbank maintenance/erosion/flood control	<b>9</b>	9	7
Population growth/keep population up/attract young people	<b>9</b>	9	8
Racial disharmony/Maori issues (excluding Moutoa Gardens, River)	<b>8</b>	7	11
Youth problems/need more facilities/activities for youth	<b>7</b>	7	6

\* Up to three responses were recorded.

The other issues mentioned by 6% of residents are:

- promote tourism,
- the level of crime/gang problems/safety issues,

by 5%:

- issue of ownership/control of river,
- economic growth/development/expansion progress,
- specified facilities/services,

by 4%:

- rubbish disposal/dump/recycling,
- Splash Centre/swimming pools,
- cleaning up of river/river maintenance,
- Moutoa Gardens issue,
- retaining/expanding/improving educational facilities,
- beautification/improvements/maintenance,
- alcohol/underage drinking/drug problem,

by 3%:

- hospital/health issues,
- sewerage issues,
- historic buildings/heritage,
- Council structure/performance,
- promotion of Wanganui/improve image/advertise,

by 2%:

- improved footpaths,
- Castlecliff beach development/upgrade Castlecliff area,
- airport issues/Ohakea airport,
- financial management/spending of rates,
- positive attitude needed/work together,
- services for elderly/aging population,
- sports facilities,

by 1%:

- housing issues,
- Majestic Square/Maria Place issue,
- improve infrastructure/services and facilities.

There are no notable differences between the nine area groups in terms of the top ten issues residents consider to be the most important facing Wanganui District in the next few years, apart from area group 7 residents who are more likely, than other area group residents, to say developing the Port/Deep Water Port is the most important issue facing Wanganui.

4% of residents gave 'other' reasons, 1% said there were no important issues facing Wanganui District and 7% were unable to comment.



ii. Advantages Of Living In The Wanganui District

Residents were asked what things they like most, or see as the greatest advantages of living in the Wanganui District. (Up to three responses were recorded.)

The following are the main likes/advantages of living in the Wanganui District that residents mention ...

- climate/weather is good,

*"Its mild climate."*

*"Beautiful weather, temperature is good and warm."*

*"Climate - third most temperate in the world."*

*"Good even climate, good farming climate, i.e. no droughts or floods."*

*"Climate - settled, warm mostly."*

*"Climate, don't have extremes of temperature, pleasant."*

*"Weather is good - awesome."*

- easy to get around/everything handy/compact,

*"Centralisation of amenities, e.g. Library, Art Gallery, Museum, Opera House, Cinema, etcetera."*

*"Compact, with all basic family needs."*

*"Getting into town/work quickly - easy access to most areas."*

*"All facilities are close together."*

*"Less distance to travel from A to B in the District."*

*"Closeness from one end of town to the other, public facilities in easy reach."*

- good lifestyle/relaxed/peace and quiet/rural environment,

*"Lifestyle."*

*"I love the peace of the place."*

*"Easy going town."*

*"A retirement area - quiet for us older people."*

*"Lifestyle, slower paced, less pressure."*

*"Freedom to live any lifestyle you want."*

*"Amalgamation of city and country."*

*"I love the country after living in Auckland for 20 years."*

*"The country style environment."*

*"Clean, fresh air."*

- location/centrally located to other towns/areas,

*"Central location to Wellington/Palmerston North/Auckland."*

*"Location to other areas of New Zealand such as Taranaki, Central North Island, Palmerston North."*

*"All outdoor pursuits are less than two hours travel from Wanganui."*

*"Handy to main centres."*

*"Central from distribution viewpoint."*

- good atmosphere/friendly people/community spirit,
  - “It’s a friendly place, easy to get to know people.”*
  - “Incredibly friendly people.”*
  - “Neighbours are helpful.”*
  - “Kind and caring people.”*
  - “Good community, supportive community.”*
  - “There’s so much compassion for old people and young children.”*
  - “Good community, good networking, people are friendly.”*
  
- good size/not overcrowded/small community,
  - “Good sized city.”*
  - “Size - population not too large.”*
  - “It’s not too big and not too small.”*
  - “Not crowded by people and high rise.”*
  - “Size of the city - big enough to get things, small enough to be personal.”*
  - “Right size - sense of community.”*
  
- good services and facilities/everything I need,
  - “Extremely good facilities and have got to make more use of them.”*
  - “All services still here.”*
  - “The facilities are A1.”*
  - “Caters for everybody, young and old.”*
  - “Museum is good/good displays.” (x 4)*
  - “Art Gallery/Arts Centre.” (x 3)*
  - “Swimming pools/Splash Centre.” (x 3)*
  - “Good roads/well kept.” (x 3)*
  - “Facilities, i.e. Opera House.”*
  - “Good Conference Centre.”*
  - “Good taxi service.”*
  
- nice parks/reserves/gardens/trees/greenery,
  - “Trees and greenery - not a bare city.”*
  - “Lovely parks and gardens.”*
  - “Love the maintenance done on all parks and reserves, always lovely looking.”*
  - “Basin reserve, Cooks Gardens.”*
  - “Winter gardens.”*
  - “The gardens kept nicely - floral.”*
  - “Kowhai Park - well kept.”*
  
- good sporting facilities,
  - “Sporting facilities excellent.”*
  - “The stadium.”*
  - “Sport - netball and rugby grounds.”*
  - “Good variety of sportsgrounds.”*
  - “Sporting facilities, so many, wonderful - Velodrome needs to be enclosed.”*
  - “Sporting facilities, well catered for in different sports with extra good facilities.”*

- cheaper housing/rental/land prices,

*“Property pricing is good.”*

*“Cheap house prices.”*

*“Affordable housing.”*

*“Reasonably priced housing.”*

*“Rent and houses cheap.”*

- general appearance/beautification of CBD.

*“Pretty city.”*

*“Creation of Castlecliff will be beautiful, so much can be done there, it’s amazing.”*

*“Beautification of city/district.”*

*“CBD facelift, encourages visiting.”*

*“The flowers in The Avenue are beautiful, our streets are beautiful.”*

### Summary Table - Main Likes/Advantages\* Of Living In The Wanganui District

	Total District 2003 %	Area	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Climate/weather is good	<b>25</b>	24	38
Easy to get around/everything handy/compact	<b>23</b>	23	24
Good lifestyle/relaxed/peace and quite/rural environment	<b>23</b>	24	18
Location/centrally located to other towns/areas	<b>21</b>	18	44
Good atmosphere/friendly people/community spirit	<b>18</b>	18	18
Good size/not overcrowded/small community	<b>17</b>	15	27
Good services and facilities/everything I need	<b>14</b>	14	20
Nice parks/reserves/gardens/trees/greenery	<b>13</b>	13	7
Good sporting facilities	<b>12</b>	12	11
Cheaper housing/rental/land prices	<b>12</b>	12	9
General appearance/beautification of CBD	<b>10</b>	10	9

\* Up to three responses were recorded.

The other likes/advantages mentioned by 9% of residents are:

- good schools/educational facilities,
- nice place to live/lived here a long time/family here,

by 8%:

- low cost of living,

by 7%:

- the river,
- the beaches/sea,
- good place to bring up a family,

by 5%:

- less traffic/no traffic congestion,
- progressive/improvements/developments/growth,
- access to recreation/activities/entertainment,
- safe place/low crime rate,

by 4%:

- close to mountain/skiing,

by 3%:

- good shopping facilities,
- heritage buildings/history,

by 2%:

- health services/hospital,
- good library facility,
- lakes/Virginia Lake,
- scenic aspect/view,
- good public transport,

by 1%:

- parking facilities,
- cultural aspects,
- good Council/good communication.

5% of residents gave 'other' likes/advantages, while one residents said there are no advantages and 2% were unable to comment.

### *iii. Disadvantages Of Living In The Wanganui District*

Residents were asked what things they like least, or see as the greatest disadvantages of living in the Wanganui District. (Up to three responses were recorded.)

The following are the main dislikes/disadvantages of living in the Wanganui District that residents mention ...

- unemployment/jobs for young people,

*“Not enough employment or variety of work.”*

*“Job opportunities are limited for everyone.”*

*“Lack of employment opportunities, low pay compared to other centres.”*

*“Lack of employment for young people.”*

*“Job opportunities - for career advancement, people have to leave town.”*

*“Far from major cities makes it hard for employment. Not enough job options in high-end technology within the area.”*

*“Unemployment - take the Timber Mill, they laid off their workers. Also Lucky Pet Foods, AFFCO, Hollanders - especially so close to Christmas.”*

*“Not enough work for the younger generation, so they are moving out.”*

- rates issues/rates too high,

*“Cost of rates - too high in comparison to other centres.”*

*“High rates - too high paying for things that I do not use in a user pays society.”*

*“Rates too high - a disadvantage as we are a retirement town.”*

*“High rates, but does not correspond to facilities provided compared with other towns.*

*\$1900 for a small section, but lack of services provided, including street lighting, water main to section, rubbish collection - not to boundary. Pay for own road sealing and repairs.”*

*“Regional Council, having to pay a rate to them but we're not getting anything for it.”*

- Council not progressive/conservative,

*“Too many committees for irrelevant needs impeding good ideas and progress.”*

*“Conservative, hesitant, political attitude.”*

*“Negative attitudes by Council - instead of promoting District, they have a negative influence.”*

*“Need for Council to listen to new ideas.”*

*“Wider New Zealand looks on Wanganui as a backwater. Wanganui has been stagnating in the last 12 months.”*

*“The ‘old fashioned’ Councillors.”*

*“Every new idea is stopped in its tracks - the idea about the chance of Wanganui being a world centre of sports, e.g. Masters Games.”*

- poor Council performance/consultation,

*“Too many chiefs and not enough Indians - being paid big money.”*

*“Racism of some Councillors.”*

*“Ineffective Councillors.”*

*“No co-operation between fellow Council members - arguing, not doing the job elected for.”*

*“Council performance, need to consult ratepayers more.”*

*“Window dressing within the Council, i.e. beautification etcetera, when basic issues have not been dealt with.”*

*“Council is involved in too many aspects of life. Council should supply basic services, but don't - too bureaucratic.”*

*“Councillors, too many promises, no delivery.”*

*“Older citizens not listened to enough, not valued enough.”*

*“Rate money being squandered, not being responsibly spent.”*

*“Council don't work as a 'team' - i.e. Te Papa worries me, Council must work as a team.”*

*“Procrastination of the WDC on issues, e.g. Majestic Square/Maria Place.”*

*“Just the way the Council acts - they do a lot of things that are not good for the environment, like poisons. It causes disunity of the community.”*

- racial tension/Maori issues,

*“Too many Maori petitions.”*

*“Racism - small minded and narrow minded people.”*

*“Upset about the racial disharmony of the District.”*

*“Disagreement between Maori and Pakeha (tension).”*

*“There is a lot of racism here, it astounds me. Small town, small mindedness bugs me.”*

*“Maori activists - city needs to make more of a stand towards them.”*

*“Political refusal to acknowledge racism and deal with it.”*

*“Waitangi Treaty has to be stopped. River issues and land claims stopped - one country, one community.”*

*“Racial disharmony, Moutoa Gardens.”*

- lack of economic growth/industry growth,

*“Financial progress lacking - lack of opportunities.”*

*“Losing industry.”*

*“Quite reliant on rural economy - if rural economy depressed, it then affects the city.”*

*“As a Business Centre we are off the main track - lack of skill base.”*

*“Too many beneficiaries - results in less money being spent in the District.”*

*“Lack of economics, low technical skill.”*

*“Not enough growth of industry.”*

*“Lack of progress in the industrial sector.”*

- youth issues/lack of activities for youth,

*“Keep young ones off the streets - dangerous at night to walk around.”*

*“Children, youth activities. Need more activities for the kids - indoor fun park, skate park. Council needs to fund it.”*

*“Street kids when you are downtown. Groups that intimidate people in town.”*

*“Not enough for youth - video arcades, music places, dance places. Regular drop-in centre, but with no beer. Help organised.”*

*“The social scene for the young ones. Castlecliff are doing their bit, find activities for young ones to do.”*

*“Not a lot for young people to do recreation wise.”*

*“Don’t like seeing the youths around the streets at night. Doesn’t feel safe, so don’t go down the main street at night now.”*

*“Drug problem at Intermediate Schools - this should be dealt with. Really stomp on this issue.”*

- high crime rate/gangs/prison,

*“Threat of violence/robbery - personal and property.”*

*“Lots of crime in certain areas. Was not safe to walk down The Avenue a while ago, but that has to be readdressed even though it has improved.”*

*“Crime rate high for size of area.”*

*“Gang issues need to be addressed. Some not happy to work at all.”*

*“Not enough Police.”*

*“The prison because I think half of them get out and stay out - truancy.”*

*“The proximity of Kaitoki Prison because the prisoners’ families come to live and promulgate more crime. Ditto Stanford House.”*

- roading/traffic/Dublin Street bridge,

*“Parapara’s - road degenerating.”*

*“The road north over the Parapara’s, it’s just a rotten piece of road. Constant heavy traffic and slips, and also roadworks. It’s a time consuming piece of road.”*

*“Roading - the way the main highway is set up going through Springvale.”*

*“Pay for our own road sealing and repairs.”*

*“Heavy traffic on north accesses to city.”*

*“Dublin Street bridge, putting off the inevitable, but we will have to replace it.”*

*“Need a new bridge linking Aramoho to East side.”*

- shopping facilities/lack of variety.

*“Lack of shop competition - choice and range.”*

*“Bigger shops of national chains.”*

*“Poor range of goods forces us to shop in Palmerston North rather than Wanganui.”*

*“Poor retail sector, old fashioned. Very disappointed with local firms and prices too high.”*

*“Shopping, lack of variety - seems to be why shops close as rents too high, no encouragement.”*

*“Population is too small, holds back upmarket end of shopping.”*

*“Not enough chemists open on weekend.”*

Summary Table - Main Dislikes/Disadvantages\* Of Living In The Wanganui District

	<b>Total District 2003 %</b>	<b>Area</b>	
		Urban %	Rural %
<u>Percent who mention ...</u>			
Unemployment/jobs for young people	<b>12</b>	11	15
Rates issues/rates too high	<b>9</b>	9	10
Council not progressive/conservative	<b>6</b>	6	6
Poor Council performance/consultation	<b>6</b>	6	6
Racial tension/Maori issues	<b>5</b>	6	1
Lack of economic growth/industry growth	<b>5</b>	4	17
Youth issues/lack of activities for youth	<b>5</b>	5	4
High crime rate/gangs/prison	<b>4</b>	5	1
Roading/traffic/Dublin Street bridge	<b>4</b>	3	7
Shopping facilities/lack of variety	<b>4</b>	4	4

\* Up to three responses were recorded.



The other dislikes/disadvantages mentioned by 3% of residents are:

- educational issues,
- lack of entertainment/activities/things to do,
- hospital/health issues,
- air service/lack of flights,
- appearance of the area,
- negativity of people,
- river/riverbank problem,

by 2%:

- parking problems,
- rubbish/recycling issues,
- lack of tourism/no attraction to city,
- poor water supply/quality of water,
- low incomes/beneficiary town,
- poor public transport,
- house prices too low,

by 1%:

- town for elderly people,
- location/off the beaten track,
- miss out on big events/concerts,
- open up the Port,
- the wind,
- footpaths.

9% of residents mentioned 'other' dislikes/disadvantages, 27% said there are no disadvantages and 6% are unable to comment.

### c. Civil Defence

#### i. How Residents Perceive The Level Of Threat For Specific Hazards

##### (1) Earthquake

46% of residents feel that earthquakes are a low/medium-low threat, while 32% perceive this hazard to be a medium threat and 22% say they are a medium-high/high threat.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents who feel earthquakes are a medium-high/high threat.

The mean is 2.6, i.e. on average, residents tend to feel earthquakes are a medium threat.

	Rating							Don't know %
	Low (1) %	Medium-Low (2) %	Low/ Medium-low %	Medium (3) %	Medium-High (4) %	High (5) %	Medium-high/ high %	
Total District 2003	26	20	<b>46</b>	32	10	12	<b>22</b>	-
<u>Area</u>								
Urban	25	20	<b>45</b>	31	11	13	<b>24</b>	-
Rural	28	19	<b>47</b>	36	7	10	<b>17</b>	-
<u>Area Group*</u>								
Group 1	25	25	<b>50</b>	24	20	6	<b>26</b>	-
Group 2	18	27	<b>45</b>	38	11	6	<b>17</b>	-
Group 3	22	18	<b>40</b>	26	15	19	<b>34</b>	-
Group 4	28	16	<b>44</b>	31	7	18	<b>25</b>	-
Group 5	38	17	<b>55</b>	33	8	4	<b>12</b>	-
Group 6	30	21	<b>51</b>	25	7	16	<b>23</b>	1
Group 7	22	7	<b>29</b>	45	12	14	<b>26</b>	-
Group 8	24	21	<b>45</b>	29	9	17	<b>26</b>	-
Group 9	25	22	<b>47</b>	41	3	9	<b>12</b>	-

% read across

\* See page 3 for breakdown of Area Groups.

## (2) Flood

56% of residents feel that floods are a low/medium-low threat, while 18% say they are a medium threat and 26% perceive them to be a medium-high/high threat.

Residents more likely to think floods are a medium-high/high threat are ...

- women,
- residents aged 18 to 39 years,
- NZ Maori residents,
- non-ratepayers.

The mean is 2.4, i.e. on average, residents are tending to view floods as a medium-low risk.

Summary Table - Perceived Level Of Threat Of Floods

	Rating							
	Low (1) %	Medium-Low (2) %	Low/ Medium-low %	Medium (3) %	Medium-High (4) %	High (5) %	Medium-high/ high %	Don't know %
Total District 2003	39	17	<b>56</b>	18	15	11	<b>26</b>	-
<u>Area</u>								
Urban	39	17	<b>56</b>	19	15	10	<b>25</b>	-
Rural	39	17	<b>56</b>	11	12	<b>20</b>	<b>32</b>	1
<u>Area Group*</u>								
Group 1	47	13	<b>60</b>	20	10	10	<b>20</b>	-
Group 2	28	28	<b>56</b>	13	27	4	<b>31</b>	-
Group 3	53	10	<b>63</b>	14	7	16	<b>23</b>	-
Group 4	32	19	<b>51</b>	20	14	15	<b>29</b>	-
Group 5	34	17	<b>51</b>	28	14	7	<b>21</b>	-
Group 6	45	13	<b>58</b>	18	15	9	<b>24</b>	-
Group 7	25	24	<b>49</b>	24	13	14	<b>27</b>	-
Group 8	52	17	<b>69</b>	8	21	2	<b>23</b>	-
Group 9	34	13	<b>47</b>	13	13	27	<b>40</b>	-
<u>Gender</u>								
Male	<b>44</b>	14	<b>58</b>	21	12	9	<b>21</b>	-
Female	34	20	<b>54</b>	15	17	14	<b>31</b>	-
<u>Age</u>								
18 - 39 years	<b>26</b>	16	<b>42</b>	18	<b>25</b>	15	<b>40</b>	-
40 - 59 years	41	19	<b>60</b>	18	12	10	<b>22</b>	-
60+ years	52	16	<b>68</b>	18	6	8	<b>14</b>	-
<u>Ethnicity</u>								
NZ European	<b>41</b>	18	<b>59</b>	19	12	10	<b>22</b>	-
NZ Maori	24	16	<b>40</b>	16	<b>30</b>	14	<b>44</b>	-
<u>Ratepayer?</u>								
Ratepayer	<b>43</b>	18	<b>61</b>	18	11	10	<b>21</b>	-
Non-ratepayer	27	15	<b>42</b>	18	<b>25</b>	15	<b>40</b>	-

% read across

\* See page 3 for breakdown of Area Groups.

(3) Volcanic Eruption

70% of residents think a volcanic eruption is a low/medium-low threat, while 16% say it is a medium threat and 14% feel an eruption is a medium-high/high threat.

Residents more likely to say a volcanic eruption is a medium-high/high threat are ...

- NZ Maori residents,
- residents who live in a one or two person household.

The mean is 2.0, i.e. on average, residents feel volcanic eruptions are a medium-low threat.

	Rating							Don't know %
	Low (1) %	Medium-Low (2) %	Low/ Medium- low %	Medium (3) %	Medium- High (4) %	High (5) %	Medium- high/ high %	
Total District 2003	46	24	<b>70</b>	16	18	6	<b>14</b>	-
<u>Area</u>								
Urban	<b>48</b>	22	<b>70</b>	16	9	5	<b>14</b>	-
Rural	36	<b>38</b>	<b>74</b>	13	5	8	<b>13</b>	-
<u>Area Group*</u>								
Group 1	53	19	<b>72</b>	10	13	4	<b>17</b>	1
Group 2	36	30	<b>66</b>	19	11	4	<b>15</b>	-
Group 3	48	22	<b>70</b>	16	4	10	<b>14</b>	-
Group 4	43	30	<b>73</b>	10	9	8	<b>17</b>	-
Group 5	46	22	<b>68</b>	22	10	-	<b>10</b>	-
Group 6	55	16	<b>71</b>	16	7	6	<b>13</b>	-
Group 7	49	22	<b>71</b>	15	13	1	<b>14</b>	-
Group 8	51	27	<b>78</b>	9	5	8	<b>13</b>	-
Group 9	32	36	<b>68</b>	21	5	6	<b>11</b>	-
<u>Ethnicity</u>								
NZ European	<b>47</b>	26	<b>73</b>	16	7	4	<b>11</b>	-
NZ Maori	39	21	<b>60</b>	19	12	9	<b>21</b>	-
<u>Household Size</u>								
1-2 person household	47	23	<b>70</b>	12	9	8	<b>17</b>	1
3+ person household	46	25	<b>71</b>	<b>19</b>	7	3	<b>10</b>	-

% read across

\* See page 3 for breakdown of Area Groups.

#### (4) Tsunami Or Tidal Waves

73% of residents think that a tsunami or tidal wave is a low/medium-low threat, while 12% feel this hazard is a medium threat and 15% say they are a medium-high/high threat.

Residents more likely to say a tsunami is a medium-high/high threat are ...

- urban residents,
- area group 7 residents,
- NZ Maori residents.

The mean is 2.0, i.e. on average, residents feel a tsunami is a medium-low threat.

	Rating							Don't know %
	Low (1) %	Medium-Low (2) %	Low/ Medium- low %	Medium (3) %	Medium- High (4) %	High (5) %	Medium- high/ high %	
Total District 2003	55	18	<b>73</b>	12	6	9	<b>15</b>	-
<u>Area</u>								
Urban	53	18	<b>71</b>	13	7	9	<b>16</b>	-
Rural	<b>70</b>	18	<b>88</b>	6	-	6	<b>6</b>	-
<u>Area Group*</u>								
Group 1	<b>62</b>	13	<b>75</b>	13	8	4	<b>12</b>	-
Group 2	48	29	<b>77</b>	5	7	11	<b>18</b>	-
Group 3	<b>64</b>	15	<b>79</b>	13	2	6	<b>8</b>	-
Group 4	47	22	<b>69</b>	17	3	9	<b>12</b>	2
Group 5	<b>64</b>	19	<b>83</b>	12	2	3	<b>5</b>	-
Group 6	48	18	<b>66</b>	17	8	9	<b>17</b>	-
Group 7	46	8	<b>54</b>	10	20	16	<b>36</b>	-
Group 8	<b>65</b>	12	<b>77</b>	11	-	12	<b>12</b>	-
Group 9	<b>67</b>	22	<b>89</b>	7	-	4	<b>4</b>	-
<u>Ethnicity</u>								
NZ European	<b>57</b>	<b>21</b>	<b>78</b>	12	4	6	<b>10</b>	-
NZ Maori	42	13	<b>55</b>	11	<b>14</b>	<b>19</b>	<b>33</b>	1

% read across

\* See page 3 for breakdown of Area Groups.

## (5) Chemical Or Poison Spill

67% of residents feel that a chemical or poison spill is a low/medium-low threat, while 16% say it is a medium threat and 17% think this type of threat is a medium-high/high threat.

NZ Maori residents are more likely, than NZ European residents, to feel a chemical or poison spill is a medium-high/high threat.

The mean is 2.1, i.e. on average, residents think a chemical or poison spill is a medium-low threat.

	Rating							Don't know %
	Low (1) %	Medium-Low (2) %	Low/ Medium- low %	Medium (3) %	Medium- High (4) %	High (5) %	Medium- high/ high %	
Total District 2003	48	19	<b>67</b>	16	8	9	<b>17</b>	-
<u>Area</u>								
Urban	48	20	<b>68</b>	15	8	9	<b>17</b>	-
Rural	44	15	<b>59</b>	19	13	9	<b>22</b>	-
<u>Area Group*</u>								
Group 1	54	15	<b>69</b>	10	9	12	<b>21</b>	-
Group 2	43	24	<b>67</b>	10	14	9	<b>23</b>	-
Group 3	42	29	<b>71</b>	18	7	4	<b>11</b>	-
Group 4	38	24	<b>62</b>	19	8	11	<b>19</b>	-
Group 5	45	36	<b>81</b>	9	5	5	<b>10</b>	-
Group 6	56	10	<b>66</b>	19	2	13	<b>15</b>	-
Group 7	49	12	<b>61</b>	15	16	8	<b>24</b>	-
Group 8	56	19	<b>75</b>	13	4	8	<b>12</b>	-
Group 9	46	11	<b>57</b>	22	15	6	<b>21</b>	-
<u>Ethnicity</u>								
NZ European	<b>49</b>	21	<b>70</b>	15	8	7	<b>15</b>	-
NZ Maori	38	16	<b>54</b>	13	12	<b>20</b>	<b>32</b>	1

% read across

\* See page 3 for breakdown of Area Groups.

(6) Storm

40% of residents feel that a storm is a low/medium-low threat, while 30% think this hazard is a medium threat and 30% say it is a medium-high/high threat.

Residents more likely to feel a storm is a medium-high/high threat are ...

- rural residents,
- women,
- residents aged 18 to 39 years,
- NZ Maori residents,
- non-ratepayers.

It appears that area group 5 residents are slightly less likely, than other area group residents, to feel this way.

The mean is 2.8, indicating that, on average, residents feel a storm is a medium threat.



### Summary Table - Perceived Level Of Threat Of Storms

	Rating							Don't know %
	Low (1) %	Medium-Low (2) %	Low/ Medium-low %	Medium (3) %	Medium-High (4) %	High (5) %	Medium-high/ high %	
Total District 2003	19	21	<b>40</b>	30	20	10	<b>30</b>	-
<u>Area</u>								
Urban	(21)	22	(43)	29	19	9	<b>28</b>	-
Rural	5	17	<b>22</b>	(37)	29	12	(41)	-
<u>Area Group*</u>								
Group 1	24	26	<b>50</b>	25	11	14	<b>25</b>	-
Group 2	17	16	<b>33</b>	37	22	7	<b>29</b>	1
Group 3	23	13	<b>36</b>	26	25	13	<b>38</b>	-
Group 4	21	32	<b>53</b>	20	22	5	<b>27</b>	-
Group 5	12	38	<b>50</b>	36	6	8	<b>14</b>	-
Group 6	32	17	<b>49</b>	25	18	8	<b>26</b>	-
Group 7	8	13	<b>21</b>	35	25	18	<b>43</b>	1
Group 8	12	26	<b>38</b>	29	29	4	<b>33</b>	-
Group 9	4	17	<b>21</b>	43	23	13	<b>36</b>	-
<u>Gender</u>								
Male	(25)	20	(45)	31	17	7	<b>24</b>	-
Female	14	22	<b>36</b>	28	23	12	(35)	1
<u>Age</u>								
18 - 39 years	14	18	<b>32</b>	30	29	9	(38)	-
40 - 59 years	19	20	<b>39</b>	35	17	9	<b>26</b>	-
60+ years	27	26	(53)	(23)	14	9	<b>23</b>	-
<u>Ratepayer?</u>								
Ratepayer	20	23	(43)	30	18	9	<b>27</b>	-
Non-ratepayer	18	16	<b>34</b>	30	26	10	(36)	-
<u>Ethnicity</u>								
NZ European	19	23	(42)	31	18	8	<b>26</b>	-
NZ Maori	16	16	<b>32</b>	25	(27)	16	(43)	1

% read across

\* See page 3 for breakdown of Area Groups.

(7) Summary Table

Residents are more likely to see volcanic eruptions, tsunamis or chemical/poison spills as low/medium-low threats, than the other three hazards mentioned.

Of the six hazards, storms receive the highest medium-high/high reading (30%).

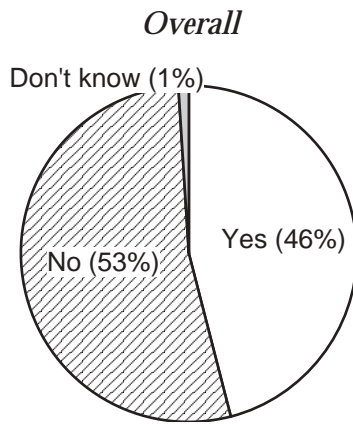
	Rating							Mean
	Low (1) %	Medium-Low (2) %	Low/ Medium- low %	Medium (3) %	Medium- High (4) %	High (5) %	Medium- high/ high %	
Storm	19	21	<b>40</b>	30	20	10	<b>30</b>	2.8
Earthquake	26	20	<b>46</b>	32	10	12	<b>22</b>	2.6
Flood	39	17	<b>56</b>	18	15	11	<b>26</b>	2.4
Chemical or poison spill	48	19	67	16	8	9	<b>17</b>	2.1
Tsunami or tidal waves	55	18	73	12	6	9	<b>15</b>	2.0
Volcanic eruption	46	24	70	16	8	6	<b>14</b>	2.0

% read across

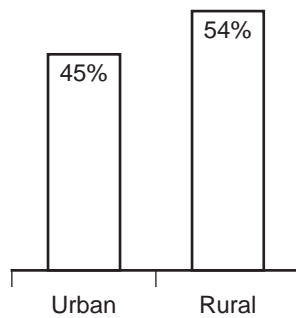
*ii. Have Residents Discussed Planning For An Emergency?*

(1) Overall

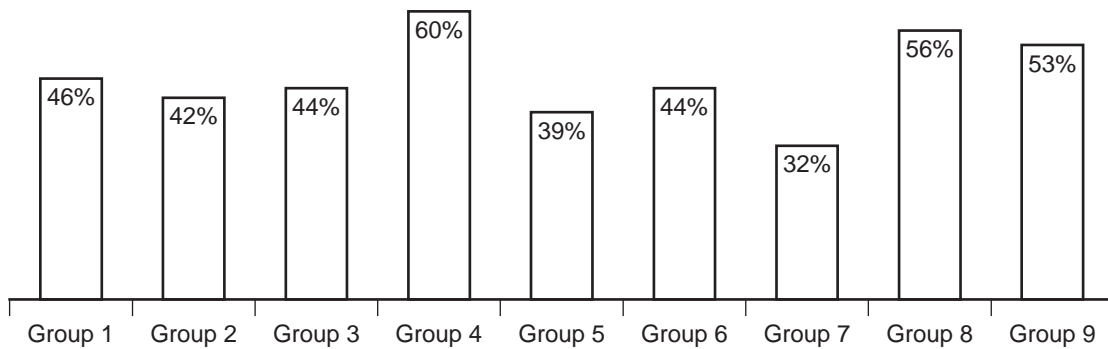
Residents were asked if they have discussed planning for an emergency or Civil Defence, with their family or household.



*Percent Saying 'Yes' - By Area*

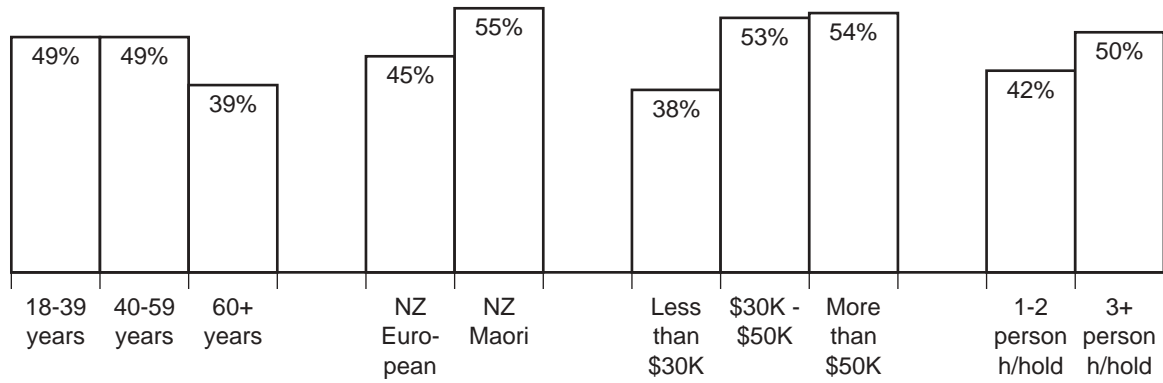


*Percent Saying 'Yes' - By Area Group\**



\* See page 3 for breakdown of Area Group

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

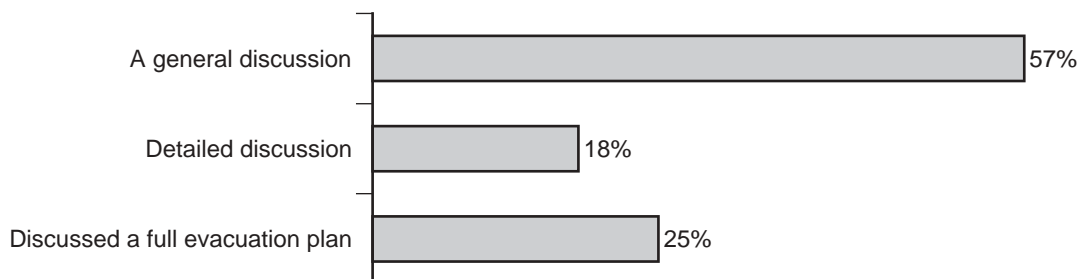


46% of residents say they have discussed planning for an emergency, or Civil Defence, with their family or household.

Residents more likely to say 'Yes' are ...

- rural residents,
- residents aged 18 to 59 years,
- NZ Maori residents,
- residents with an annual household income of \$30,00 or more,
- residents who live in a three or more person household.

(2) Type Of Discussion



Base = 199

57% of residents who say they have discussed planning for an emergency, or Civil Defence, with their family or household, say it was just a general discussion, 18% say it was a detailed discussion and 25% say they have discussed a full evacuation plan.

Residents<sup>†</sup> more likely to say they have had a general discussion are ...

- men,
- residents who live in a three or more person household.

<sup>†</sup> Those residents who say they have discussed planning for an emergency, or Civil Defence, with their family or household, N=199.

Summary Table - Type of Discussion

	A general discussion %	Detailed discussion %	Discussed a full evacuation plan %
Residents who have discussed planning for an emergency or Civil Defence with family/ household	57	18	25
<u>Area</u>			
Urban	59	18	23
Rural	47	16	37
<u>Area Group*</u>			
Group 1 <sup>†</sup>	55	-	45
Group 2 <sup>†</sup>	67	18	15
Group 3 <sup>†</sup>	51	36	13
Group 4 <sup>†</sup>	52	19	29
Group 5 <sup>†</sup>	70	6	24
Group 6	60	25	15
Group 7 <sup>†</sup>	47	12	41
Group 8 <sup>†</sup>	42	13	45
Group 9 <sup>†</sup>	63	16	21
<u>Gender</u>			
Male	63	14	23
Female	52	21	27
<u>Household Size</u>			
1-2 person household	52	24	24
3+ person household	62	12	26

% read across

\* See page 3 for breakdown of Area Group.

<sup>†</sup> Caution: small bases

*iii. Awareness/Preparedness*

(1) Do Residents Know Where To Go During A Civil Emergency?

38% of residents say they know where to go during a Civil Emergency, while 62% do not.

Residents more likely to say 'Yes' are ...

- residents aged 40 years or over,
- residents who live in a one or two person household,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

It also appears that rural residents are slightly more likely, than urban residents, to say 'Yes'.

Summary Table - Do Residents Know Where To Go During A Civil Emergency?

	Yes %	No %
Total District 2003	38	62
<u>Area</u>		
Urban	37	63
Rural	45	55
<u>Area Group*</u>		
Group 1	48	52
Group 2	41	59
Group 3	34	66
Group 4	26	72
Group 5	39	61
Group 6	40	60
Group 7	30	70
Group 8	44	56
Group 9	46	54
<u>Age</u>		
18 - 39 years	31	69
40 - 59 years	44	56
60+ years	40	60
<u>Household Size</u>		
1-2 person household	44	56
3+ person household	33	67
<u>Length of Residence</u>		
Lived there 10 years or less	31	69
Lived there more than 10 years	41	59
<u>Ratepayer?</u>		
Ratepayer	41	59
Non-ratepayer	30	70

% read across

\* See page 3 for breakdown of Area Group.



(2) Are Residents Aware That They May Need To Be Self-Sufficient For Three Days During An Emergency?

90% of residents say they are aware that they may need to be self-sufficient for three days during an emergency, while 10% are not.

Residents more likely to say 'Yes' are ...

- residents aged 40 years or over,
- residents who live in a one or two person household,
- ratepayers.

It appears that Area Group 2 residents are slightly less likely, than other Area Group residents, to say 'Yes'.

Summary Table - Are Residents Aware That They May Need To Be Self-Sufficient For Three Days During An Emergency?

	Yes %	No %
Total District 2003	90	10
<u>Area</u>		
Urban	90	10
Rural	92	8
<u>Area Group*</u>		
Group 1	92	8
Group 2	77	23
Group 3	88	12
Group 4	95	5
Group 5	89	11
Group 6	94	6
Group 7	90	10
Group 8	93	7
Group 9	93	7
<u>Age</u>		
18 - 39 years	82	18
40 - 59 years	95	5
60+ years	94	6
<u>Household Size</u>		
1-2 person household	95	5
3+ person household	85	15
<u>Ratepayer?</u>		
Ratepayer	92	8
Non-ratepayer	84	16

% read across

\* See page 3 for breakdown of Area Group.

(3) Do Residents Have A Survival Kit?

32% of residents say they have a survival kit, while 68% say they don't.

Residents more likely to say 'Yes' are ...

- rural residents,
- residents who live in a one or two person household.

	Yes %	No %
Total District 2003	32	68
<u>Area</u>		
Urban	31	69
Rural	44	56
<u>Area Group*</u>		
Group 1	31	69
Group 2	27	73
Group 3	42	58
Group 4	28	72
Group 5	24	76
Group 6	27	73
Group 7	32	68
Group 8	49	51
Group 9	45	55
<u>Household Size</u>		
1-2 person household	38	62
3+ person household	27	73

% read across

\* See page 3 for breakdown of Area Group.

(4) Summary Table

	Yes %	No %
Are residents aware that they need to be self-sufficient for three days during an emergency?	90	10
Do residents know where to go during a Civil Defence emergency?	38	62
Do residents have a survival kit?	32	68

*iv. How Residents Rate Their First Aid Knowledge*

27% of residents rate their first aid knowledge as very good, with 34% saying it is good and 21% saying it is neither good nor bad. 12% rate their knowledge in this area as not good, 4% feel it is poor and 2% say they have no knowledge of first aid.

Residents more likely to say their first aid knowledge is very good are ...

- residents aged 18 to 59 years,
- NZ Maori residents,
- residents with an annual household income of \$30,000 or more,
- residents who live in a three or more person household.

Summary Table - Rating Residents' First Aid Knowledge

	Very Good %	Good %	Neither Good Nor Bad %	Not Good %	Poor %	No Knowledge %
Total District 2003	27	34	21	12	4	2
<u>Area</u>						
Urban	27	34	21	13	3	2
Rural	27	37	25	6	5	-
<u>Area Group*</u>						
Group 1	35	32	17	6	5	5
Group 2	18	40	19	19	1	3
Group 3	25	33	24	14	3	1
Group 4	27	25	21	24	2	1
Group 5	14	29	33	14	8	2
Group 6	34	36	16	9	5	-
Group 7	31	36	20	5	1	7
Group 8	30	43	19	4	4	-
Group 9	21	34	30	11	4	-
<u>Age</u>						
18 - 39 years	35	40	12	11	1	1
40 - 59 years	32	32	25	7	4	-
60+ years	12	30	27	20	6	5
<u>Ethnicity</u>						
NZ European	24	35	23	12	4	2
NZ Maori	33	35	14	13	3	2
<u>Household Income</u>						
Less than \$30,000 p.a.	20	36	23	12	5	4
\$30,000 - \$50,000 p.a.	31	35	18	13	2	1
More than \$50,000 p.a.	38	32	18	8	3	1
<u>Household Size</u>						
1-2 person household	22	29	27	14	5	3
3+ person household	32	39	15	10	3	1

% read across

\* See page 3 for breakdown of Area Group.

v. *Do Residents Know How To Turn Off Specific Utilities In The Dark?*

(1) Power

89% of residents say they know how to turn off their power in the dark.

Residents more likely to say 'Yes' are ...

- men,
- longer term residents, those residing in the District more than 10 years.

	Yes %	No %
Total District 2003	89	11
<u>Area</u>		
Urban	88	12
Rural	92	8
<u>Area Group*</u>		
Group 1	86	14
Group 2	88	12
Group 3	83	17
Group 4	93	7
Group 5	86	14
Group 6	88	12
Group 7	92	8
Group 8	96	4
Group 9	90	10
<u>Gender</u>		
Male	98	2
Female	81	19
<u>Length of Residence</u>		
Lived there 10 years or less	83	17
Lived there more than 10 years	91	9

% read across

\* See page 3 for breakdown of Area Group.

(2) Water Supply

77% of residents say they know how to turn off their water in the dark.

Residents more likely to say 'Yes' are ...

- men,
- residents aged 40 years or over,
- residents with an annual household income of more than \$50,000,
- residents who live in a one or two person household,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

It appears that area group 3 and 7 residents are slightly less likely to know how to turn off their water supply, than other area group residents.



Summary Table - Do Residents Know How To Turn Off Their Water Supply In The Dark?

	Yes %	No %
Total District 2003	77	23
<u>Area</u>		
Urban	76	24
Rural	81	19
<u>Area Group*</u>		
Group 1	85	15
Group 2	82	18
Group 3	62	38
Group 4	72	28
Group 5	88	12
Group 6	78	22
Group 7	62	38
Group 8	86	14
Group 9	80	20
<u>Gender</u>		
Male	90	10
Female	65	35
<u>Age</u>		
18 - 39 years	68	32
40 - 59 years	83	17
60+ years	79	21
<u>Household Income</u>		
Less than \$30,000 p.a.	75	25
\$30,000 - \$50,000 p.a.	76	24
More than \$50,000 p.a.	86	14
<u>Household Size</u>		
1-2 person household	80	20
3+ person household	72	27
<u>Length of Residence</u>		
Lived there 10 years or less	68	32
Lived there more than 10 years	80	20
<u>Ratepayer?</u>		
Ratepayer	81	19
Non-ratepayer	64	36

% read across

\* See page 3 for breakdown of Area Group.

vi. *Which Equipment Could Residents Easily Find In The Dark?*

(1) A Battery-Powered Torch That Works

81% of residents say they could easily find, in the dark, a battery-powered torch that works.

Residents more likely to say 'Yes' are ...

- rural residents,
- men,
- residents aged 40 years or over,
- NZ European residents,
- residents with an annual household income of more than \$50,000,
- ratepayers.

Summary Table -Could Residents Easily Find, In The Dark, A Battery-Powered Torch That Works?

	Yes %	No %
Total District 2003	81	19
<u>Area</u>		
Urban	79	21
Rural	96	4
<u>Area Group*</u>		
Group 1	93	7
Group 2	72	28
Group 3	83	17
Group 4	69	31
Group 5	92	8
Group 6	80	20
Group 7	69	31
Group 8	90	10
Group 9	97	3
<u>Gender</u>		
Male	85	15
Female	78	22
<u>Age</u>		
18 - 39 years	70	30
40 - 59 years	87	13
60+ years	87	13
<u>Ethnicity</u>		
NZ European	85	15
NZ Maori	69	31
<u>Household Income</u>		
Less than \$30,000 p.a.	78	22
\$30,000 - \$50,000 p.a.	81	19
More than \$50,000 p.a.	91	9
<u>Ratepayer?</u>		
Ratepayer	85	15
Non-ratepayer	70	30

% read across

\* See page 3 for breakdown of Area Group.

(2) A Battery-Powered Radio That Works

54% of residents say they could easily find, in the dark, a battery-powered radio that works.

Residents more likely to say 'Yes' are ...

- rural residents,
- area group 8 and 9 residents,
- men,
- residents aged 60 years or over,
- residents who live in a one or two person household,
- ratepayers.

Summary Table -  
Could Residents Easily Find, In The Dark, A Battery-Powered Radio That Works?

	Yes %	No %
Total District 2003	54	46
<u>Area</u>		
Urban	50	50
Rural	78	22
<u>Area Group*</u>		
Group 1	52	48
Group 2	54	46
Group 3	45	55
Group 4	40	60
Group 5	50	50
Group 6	51	49
Group 7	53	47
Group 8	81	19
Group 9	76	24
<u>Gender</u>		
Male	58	42
Female	50	50
<u>Age</u>		
18 - 39 years	45	55
40 - 59 years	52	48
60+ years	66	34
<u>Household Size</u>		
1-2 person household	58	42
3+ person household	50	50
<u>Ratepayer?</u>		
Ratepayer	56	44
Non-ratepayer	48	52

% read across

\* See page 3 for breakdown of Area Group.

(3) A First Aid Kit, With An Instruction Book

50% of residents say they could easily find, in the dark, a first aid kit with an instruction book.

Residents more likely to say 'Yes' are ...

- rural residents,
- residents aged 40 years or over.

	Yes %	No %
Total District 2003	50	50
<u>Area</u>		
Urban	49	51
Rural	62	38
<u>Area Group*</u>		
Group 1	36	64
Group 2	44	56
Group 3	57	43
Group 4	41	59
Group 5	45	55
Group 6	55	45
Group 7	49	51
Group 8	65	35
Group 9	64	36
<u>Age</u>		
18 - 39 years	44	56
40 - 59 years	54	44
60+ years	52	48

% read across

\* See page 3 for breakdown of Area Group.

(4) Dried, Frozen Or Tinned Food To Feed Their Household For Three Days

94% of residents say they could easily find, in the dark, dried, frozen or tinned food to feed their household for three days.

There are no notable differences between urban and rural areas, area groups and socio-economic groups, in terms of those residents saying 'Yes'. However, it appears that residents aged 18 to 39 years are slightly less likely, than other residents, to feel they could easily find these provisions in the dark.

	Yes %	No %
Total District 2003	94	6
<u>Area</u>		
Urban	93	7
Rural	100	-
<u>Area Group*</u>		
Group 1	88	12
Group 2	97	3
Group 3	97	3
Group 4	86	14
Group 5	100	-
Group 6	90	10
Group 7	96	4
Group 8	100	-
Group 9	100	-
<u>Age</u>		
18 - 39 years	90	10
40 - 59 years	96	4
60+ years	97	3

% read across

\* See page 3 for breakdown of Area Group.

(5) Important Personal Documents

83% of residents say they could easily find, in the dark, important personal documents.

Residents more likely to say 'Yes' are ...

- residents aged 40 years or over,
- residents with an annual household income of more than \$50,000,
- ratepayers.

	Yes %	No %
Total District 2003	83	17
<u>Area</u>		
Urban	83	17
Rural	88	12
<u>Area Group*</u>		
Group 1	81	19
Group 2	84	16
Group 3	95	5
Group 4	86	14
Group 5	91	9
Group 6	70	30
Group 7	78	22
Group 8	92	8
Group 9	90	10
<u>Age</u>		
18 - 39 years	73	27
40 - 59 years	91	9
60+ years	87	13
<u>Household Income</u>		
Less than \$30,000 p.a.	83	17
\$30,000 - \$50,000 p.a.	80	20
More than \$50,000 p.a.	95	5
<u>Ratepayer?</u>		
Ratepayer	87	13
Non-ratepayer	74	26

% read across

\* See page 3 for breakdown of Area Group.



(6) Summary Table

	Yes %	No %
Dried, frozen or tinned food to feed their household for three days	94	6
Important personal documents	83	17
A battery-powered torch that works	81	19
A battery-powered radio that works	54	46
A First Aid kit, with an instruction book	50	50

Of the five items measured, residents are more likely to be easily able to find the following in the dark ...

- dried, frozen or tinned food to feed your household for three days,
- important personal documents,
- a battery-powered torch that works.

\* \* \* \* \*

## **APPENDIX A:**

### **Base by Sub-sample**

	Actual respondents interviewed	*Expected numbers according to population distribution
<u>Area</u>		
Urban	380	387
Rural	60	53
<u>Gender</u>		
Male	218	205
Female	222	235
<u>Age<sup>†</sup></u>		
18-39 years	100	159
40-59 years	177	154
60+ years	162	126
† One respondent refused to give details of their age.		

- \* 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
<b><u>Ethnicity</u></b>	
NZ European	352
NZ Maori	73
Pacific Islander	12
Asian	2
Other	2
Refused	2
<b><u>Annual Household Income</u></b>	
Less than \$30,000	198
\$30,000 to \$50,000	134
More than \$50,000	79
(18 respondents did not know their annual household income and 11% refused to answer this question.)	
<b><u>Household Size</u></b>	
1 or 2 people	250
3 or more people	190
<b><u>Length Of Residence</u></b>	
10 years or less	111
More than 10 years	329
<b><u>Ratepayer?</u></b>	
Ratepayer	339
Non-ratepayer	101

**APPENDIX C:**  
**DISTRICT MAPS**