

## **Key results from the [Community Views Survey](#):**

### **Parks and Recreation**

Beaches, the riverbank walkway and premier parks continue to be very popular and well-used. The number of residents who visited a premier park was up 10% from the previous year.

While satisfaction with sports grounds is up 4% compared to last year, there was a decrease in the number of residents who had used or visited a sports ground and a slight decrease in those who had played organised sport. Participation is expected to be enhanced by a Sport and Recreation Strategy to be completed this year.

The survey indicated the Whanganui River Walkway and walkways in general were under-utilised. There was a slight decrease in the use of cycle ways. This may be attributed to a decrease in users due to planned works which took place in late 2016. Implementation of an Active Transport Strategy and the Council's continued role in Let's Go Whanganui are expected to encourage walkway and cycleway usage.

Respondents were satisfied with playground equipment.

### **Community and Cultural**

The library remained the most popular cultural activity, with libraries achieving the highest use 57% (down 3%) and the highest use satisfaction 86% (down 4%) of a cultural activity. New equipment will be introduced which will allow self-checkout and check-in of items by library users and an upgraded online system will provide an enhanced experience for customers.

The percentage of residents that visited the museum was consistent at 34%, but there was a decrease in satisfaction from 68% in 2016 to 62% in 2017. Seismic strengthening of the museum is scheduled to be completed by October 2017, with the building fully operational by mid-2018.

There was an increase in user satisfaction with the Sarjeant on the Quay up to 48% from 45%.

There was a slight decrease in satisfaction with the Royal Wanganui Opera House. This is likely to be the result of disruption due to seismic strengthening. A range of improvements are planned to increase efficiency and boost attendance at the opera house.

The War Memorial Centre has retained consistent resident satisfaction results at 68%.

Satisfaction with the control of litter has seen a slight increase.

Perceptions of safety have more or less remained the same as last year. The reasons given for feeling unsafe had altered and some variance between suburbs was noted. Safer Whanganui is developing a CCTV strategy to review the processes for determining placement and obtaining information.

There was a significant decrease in residents who felt unsafe due to drunk people, but an increase of perceived safety due to poorly-lit areas. The recently adopted Alcohol Control Bylaw 2016 is likely to have contributed to an improvement, while the staged introduction of LED lighting may have influenced perceptions of safety due to poorly-lit areas.

On-street parking resident satisfaction results are 5% lower this year at 61% for this year compared to last year's results. Currently Compliance Officers patrol only in the CBD, but this will change with targeted patrols in suburbs where residents were recorded as being relatively less satisfied.

Residents' satisfaction with public toilets was on a par with last year's results. When asked whether more toilets were required, 68% of residents agreed.

Satisfaction with Animal Management also scored lower than last year's results. This may be attributed to understaffing in the animal control team during seven months of the survey period. This has since been addressed with a new officer and team leader.

Emergency planning and response results demonstrate residents are actively discussing emergency response planning and are sufficiently resourced to survive for three days in the case of an emergency. Whanganui residents are well prepared and resourced for this eventuality, well above the national average of 47%.

There was 46% support for the Mayor and Councillors, down 4% from the previous year.

There was 67% support for Council staff performance, up 5% from last year.

Resident satisfaction with the quality of information supplied, access to information and ease of website navigation have all improved.

Involvement in decision-making is 37%, up 3% from last year.

Awareness of the Rural Community Board is up compared to last year.

### **Economic Development**

More residents surveyed this year said the reason they would consider leaving Whanganui was related to better job opportunities elsewhere. To generate more opportunities, Whanganui & Partners is launching a 'one more job' campaign to assist local businesses to grow. Business start-up programmes and other support services are being made available and business attraction activities are underway.

There has been a slight decrease in residents using Whanganui Airport.