



WHANGANUI
DISTRICT COUNCIL
Te Kaunihera a Rohe o Whanganui

WHANGANUI DISTRICT COUNCIL COMMUNITY VIEWS SURVEY

MAY 2017



EXECUTIVE SUMMARY

BACKGROUND AND METHOD

Whanganui District Council (Council) commissioned Versus Research to conduct its annual Community Views Survey (CVS).

This survey identifies perceptions Whanganui district residents (residents) have on a wide range of measures, including services and facilities provided by Council.

This work has been completed by Versus Research since 2009.

Interviewing for this year's CVS was carried out via a mixed-method approach utilising Computer-Assisted Telephone Interviewing (CATI) and online interviewing. The results from both forms of interviewing were combined and analysed as a single dataset.

Interviewing for this work was completed between March 13 and April 10, 2017.

The final sample size was n=500 (n=345 from CATI and n=155 from online interviewing) which gives a maximum Margin of Error (MoE) of +/- 4.38%.

The findings are primarily analysed by suburb.

PARTICIPATION IN RECREATIONAL AND CULTURAL ACTIVITIES

In 2017, the primary recreational activities undertaken by Whanganui district residents included visiting a Premier Park and visiting a

beach (both 82%), or utilising the Whanganui Riverbank Walkway (71%). Residents aged 30-39 and 40-49 were significantly more likely to have visited or used a playground. Participation in recreational activities appear to have declined slightly since 2016, with the exception of using a Premier Park or neighbourhood park.

Of those residents who used the Whanganui Riverbank Walkway in the past 12 months, 42% stated they used it for general exercise, with 24% of residents using it for recreational purposes. At a lower level, residents also used this walkway for cycling (15%), walking dogs (11%), walking to town and attending the Saturday market (both 9%). Residents aged 40-49 were significantly more likely to use it for cycling (28% cf. total, 15%). Most measures appear to be similar to last year with the exception of using the Whanganui Riverbank Walkway for general exercise, a significant decrease from last year (42% cf. 2016, 71%).

The main cultural activities undertaken by Whanganui district residents in the past 12 months were using the district's libraries* (57%), being active in a community organisation (41%), visiting a historic site (37%), and visiting the Sarjeant on the Quay and regional museum (both 34%). Residents undertaking these activities have declined slightly from results in 2016.

*Of those residents who used the district's libraries, 81% was physically, 2% was online and 17% was both.

EMERGENCY PLANNING AND PREPAREDNESS

With regards to emergency planning, 64% of Whanganui district residents have an emergency response plan, while 50% have an emergency survival kit (showing similar results to previous years). However, 18-29 year-olds were significantly more likely to not have an emergency response plan or emergency survival kit. The inclusion of a battery-powered radio (70%) has remained fairly consistent, however this year more residents have important personal documents (35% cf. 2016, 25%) and/or tinned or dried food for at least three days (88% cf. 2016, 76%), and a first aid kit (88% cf. 2016, 76%).

Overall, 38% of Whanganui district residents felt very prepared or prepared for an emergency while a further 36% were somewhat prepared. Residents aged 60 and older were significantly less likely to be unprepared (9% cf. total, 19%). However, there has been an increase in the proportion of residents who could cope in an emergency for only three days (29%) and a decrease in the number of residents who could cope for more than one week (23% cf. 2016, 27%).

PERCEPTIONS OF THE WHANGANUI COMMUNITY

The primary aspects residents liked about living in Whanganui were that it's a good community

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(33%), it's easy to get around/ no traffic (23%) and its size (20%). Residents aged 30-39 were significantly more likely than other residents to state the beach as what they liked about living in Whanganui (27% cf. total, 10%). More than two-thirds of residents (67%) felt their quality of life in Whanganui was the same as 2016, while 22% felt it was better than last year and 4% felt it was worse. There has been some slight movement year-on-year; however these proportions have remained fairly consistent since 2010. Similarly, 68% of residents felt what the district provided to its residents was the same as what it provided last year, while 23% felt what it provided was better or much better and 5% felt it was worse. These results are fairly consistent with those in previous years.

The majority of Whanganui district residents stated they felt safe in their homes during the day (98%) and during the evening (95%), while 85% felt their property was secure when they were away. The majority of residents (94%) also stated they felt safe in the Central Business District (CBD) during the day but less than two-thirds (61%) felt safe in the CBD during the evening. The primary reason for feeling unsafe was a potential for violence (28%), a significant increase from 2016 (10%). Other reasons included people loitering (27%), aggressive youth/ street kids (22%), and poorly-lit areas (17%).

More than half of residents (59%) were either satisfied (45%) or very satisfied (14%) with the contribution the CBD makes to the lifestyle and image of Whanganui; these results have remained fairly consistent, although residents dissatisfaction

with the CBD's contribution has increased slightly the past couple of years. Residents aged 40-49 were significantly less likely to be very satisfied (5% cf. total, 14%).

COMMUNITY CONNECTEDNESS IN WHANGANUI

More than half of Whanganui district residents (55%) indicated they had a high (41%) or very high (14%) level of wellbeing, while 51% rated their sense of belonging in the community as strong (37%) or very strong (14%). Residents aged 18-29 were significantly more likely to not answer either of these questions.

While wellbeing has remained fairly consistent throughout the past few years, the sense of belonging felt by residents has decreased year-on-year, with growth in the proportion of residents stating they have a moderate sense of belonging and a decline in the proportion who have a strong sense of belonging.

More than two-thirds of Whanganui district residents (67%) agreed they felt a sense of pride in their neighbourhood; however 18-29 year-olds were significantly more likely to disagree (20% cf. total 9%). Eighty-eight per cent of residents felt it was important to have a sense of community in their neighbourhood. Residents aged 60 and older were significantly more likely to think it's very important (67% cf. total, 54%). Ninety-six per cent of residents had undertaken

some form of neighbourly activity with the most common activity being waving or acknowledging a neighbour (88%) and speaking to a neighbour (87%). Eighteen to 29 year-olds were significantly less likely to undertake any sort of neighbourly behaviour, while the 60 and older demographic were significantly more likely to.

A quarter of residents (25%) stated they would leave Whanganui if it was possible. This proportion has remained fairly consistent since 2010. Younger residents aged 18-29 were significantly more likely to leave, with close to half indicating they would (47%).

The primary reasons for leaving Whanganui were for better job opportunities (44%), to be closer to family or friends (18%), needing a change (16%), having more options in a larger city (12%) or financial reasons (11%). Residents looking to leave indicated they would move to Wellington (15%), while 14% would relocate to Palmerston North and 11% to a South Island destination. The main drawcards for these locations included employment options (29%), family in the area (22%) or the appeal of the city (14%).

COUNCIL SERVICES AND FACILITIES

Use of the Whanganui Airport by residents in 2017 was 61%, a figure which has remained fairly consistent since 2010. Satisfaction with the airport's terminal facilities remained high,

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with 81% of airport users satisfied (46%) or very satisfied (35%). However, residents aged 60 and older were significantly more likely to be dissatisfied (6% cf. total, 3%) and residents in the 30-39 age group were significantly more likely to be very dissatisfied (6% cf. total, 1%).

The highest-rated service provided by Council was cleanliness of the CBD, with 79% of Whanganui district residents either satisfied (54%) or very satisfied (25%) with this service. Younger residents aged 18-29 were significantly more likely to be dissatisfied with cleanliness of the CBD (11% cf. total, 4%). Sixty-five per cent of residents were satisfied (50%) or very satisfied (15%) with litter control, while 61% were satisfied (49%) or very satisfied (12%) with on-street parking. Again, residents in the 18-29 demographic were significantly more likely to be dissatisfied than other residents (23% cf. total, 12%). More than half of Whanganui district residents (54%) were satisfied (38%) or very satisfied (16%) with public art, while less than half of residents (47%) were satisfied (35%) or very satisfied (12%) with animal control.

Measure	2017 Total Satisfaction	2016 Total Satisfaction
Cleanliness of CBD	79%	81%
Control of Litter	65%	64%
On-street Parking	61%	65%
Public Art	54%	61%
Animal Control	47%	56%

Parks and reserves was the highest-rated facility provided by Council with 82% of residents either

satisfied (51%) or very satisfied (31%) with this facility. Three-quarters of residents (75%) were satisfied (52%) or very satisfied (23%) with Cooks Gardens, while 72% of residents were satisfied (53%) or very satisfied (19%) with sports grounds.

Facilities with lower ratings were public toilets (47%), The Sarjeant on the Quay (48%) and the Durie Hill Elevator (53%).

Measure	2017 Total Satisfaction	2016 Total Satisfaction
Parks and Reserves	82%	83%
Cooks Gardens	75%	78%
Sports Grounds	72%	68%
Presentation of Open Spaces	71%	74%
Libraries	70%	76%
Playground Equipment	69%	68%
War Memorial Centre	66%	66%
R.W.O.H	65%	68%
Whanganui Regional Museum	62%	68%
Swimming Pools	57%	59%
Durie Hill Elevator	53%	55%
Sarjeant on the Quay	48%	45%
Public Toilets	47%	48%

In a new question for 2017, more than two-thirds of residents (68%) indicated a need for more public toilets in the Whanganui district.

PERFORMANCE OF COUNCIL

In 2017, close to half of Whanganui district residents (47%) felt Council responded to the community's needs and issues well (40%) or very well (7%), with residents aged 60 and older significantly more likely to have felt Council responded well (55% cf. total, 40%). Forty-six per cent of residents felt the performance of the mayor and councillors was good (39%) or very good (7%), with younger residents (18-29 year-olds) significantly more likely to have been unsure how to answer (23% cf. total, 10%).

Forty-seven per cent of residents had some form of contact with Council staff in the past year, with 67% rating these interactions as either good (38%) or very good (29%); however 18-29 year olds were significantly less likely to have had contact (26%). With regards to information measures, 47% of residents felt they had received either enough (41%) or more than enough (6%) information from Council. Forty-nine per cent of residents were either satisfied (41%) or very satisfied (8%) with the ease of accessing the information, an increase from last year's results (45%).

Less than half of Whanganui district residents (45%) had visited Council's website in the past 12 months; of those 53% agreed (45%) or strongly agreed (8%) the website was easy to navigate, a similar result to 2016 and 2015. Residents aged 60 and older were significantly less likely to have visited the website (32%), while those aged 40-49 were significantly more likely to have visited the website (60%).

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Thirty-seven per cent of residents were satisfied (32%) or very satisfied (5%) with their involvement in decision making in the past 12 months. This is a 3% increase from last year's results.

RURAL COMMUNITY BOARD AND LEADING EDGE

In 2017, awareness of the Rural Community Board (RCB) with rural residents is 63%, a 5% increase from 2016, while familiarity with the RCB's role in the community remains on par with last year (41%).

Awareness of the Hotwire newsletter amongst the rural community is 40%, a decrease from previous years and the lowest it has been since 2013.

In a new question for 2017, close to three-quarters of Whanganui district residents (77%) were unaware of Council's vision Leading Edge. The majority of younger residents (18-29 year-olds) were significantly more likely to have not heard of Leading Edge (92%). For those residents who had, close to half (47%) heard about Leading Edge in a newspaper.

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BACKGROUND AND METHOD



BACKGROUND

Whanganui District Council commissioned Versus Research to conduct its annual survey about residents views of the Whanganui community.

Historically, this work has been conducted via telephone interviewing using Computer-Assisted Telephone Interviewing (CATI) in-house at Versus Research. However, with an increasing number of households opting not to have a landline at home, there is a portion of online interviewing again this year to target those unable to be reached via landline, in particular, younger residents and non-home owners. The interviews from each method were combined to ensure a representative sample was achieved overall.



CATI

CATI was initially used to canvass the general population. A total of n=345 interviews were completed via CATI

and the sample was stratified as per previous years to ensure the sample composition was geographically representative of the district as a whole.

Fieldwork for telephone interviewing was completed between March 13 to April 10 2017, from 4.30pm to 8.30pm. The survey was approximately 18 minutes.

Telephone numbers for interviewing were supplied by Inivio, a sample supply company which provides privacy compliant phone numbers from the White Pages.



ONLINE

Online interviewing was used to specifically target younger residents, as in recent years this demographic has become harder to reach via a landline telephone.

Sample for this portion of the project was sourced via Facebook and a total of n=155 interviews were completed. Fieldwork for online interviewing was completed between March 30 and April 10, 2017.

METHOD AFFECT ON COMPARISONS

In previous years, the sample quota has been n=400 via CATI and n=80 via online interviewing. However, due to weather events in the Whanganui district in April 2017, telephone interviewing was stopped at n=345 as it could have had a negative impact on results. The remaining responses were collected online (n=155).

While the sample is representative of the Whanganui population as a whole, comparisons with 2016 and earlier data should be made with caution.



SAMPLE

A total of n=500 interviews were achieved, n=345 via CATI and n=155 online.

The below tables outline the number of unweighted interviews collected within each age and gender quota – by split interviewing method.

	CATI	Online
Male	133	52
Female	212	103
TOTAL	345	155

	CATI	Online
18 to 29 years	10	43
30 to 39 years	15	18
40 to 49 years	39	36
50 to 59 years	74	50
60 years and older	207	8
TOTAL	345	155

BACKGROUND AND METHOD

The total sample proportions for each area are outlined in the table below.

	CATI	Online
Aramoho	25	15
Castlecliff	26	16
Gonville	62	34
Bastia Hill/Durie Hill	27	16
St John's Hill/Otamatea	24	8
Springvale	40	22
Whanganui Central	19	18
Whanganui East	62	18
Blueskin-Maxwell	30	2
Marybank et al	30	6
TOTAL	345	155



WEIGHTING

Gender and age weightings have been applied to the final data set for this project. Weighting ensures specific demographic groups are neither under nor over represented in the final data set, and each group is represented as it would be in the population.

Weighting gives greater confidence the final results are representative of the Whanganui district population overall, and are not skewed by a particular demographic group. The proportions

used for the age and gender weights are taken from 2013 Census data (Statistics New Zealand).

The final weights applied to the sample are outlined in the table below.

Resident Population of Interest	Weight factor
Males aged 39 years and younger	1.93215
Females aged 39 years and younger	1.54084
Males aged between 40 and 59 years	1.47541
Females aged between 40 and 59 years	0.09632
Males aged 60 years and older	0.87121
Females aged 60 years and older	0.73187



MARGIN OF ERROR

Margin of Error (MoE) is a statistic used to express the amount of random sampling error present is in a survey's results. The MoE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MoE. The final sample size for this study is n=500, which gives a maximum margin of error of +/- 4.38% at the 95% confidence interval, which is, if the observed result on the total sample of n=500 respondents is 50% (point of maximum margin of error), then there is a 95% probability the true answer falls between 45.62% and 54.38%.

The maximum MoE for the subgroups included this year are listed in the table following.

Subgroup	Margin of Error at the 95% Confidence Interval
Aramoho	+/- 15.50%
Castlecliff	+/- 15.12%
Gonville	+/- 10.00%
Bastia Hill/Durie Hill	+/- 14.94%
St John's Hill/Otamatea	+/- 17.32%
Springvale	+/- 12.45%
Whanganui Central	+/- 16.11%
Whanganui East	+/- 10.96%
Blueskin-Maxwell	+/- 17.32%
Marybank et al	+/- 16.33%
All rural residents	+/- 11.88%
All residents	+/- 4.38%

STATISTICAL TESTING

Statistical testing has been applied to figures in this report. This testing compares the results from 2017 with 2016. Where changes are statistically significant at either the 95% or 99% confidence level, these changes are indicated by **green** and **pink** squares with:

Green squares indicating a result is significantly greater, and **pink** squares indicating a result is significantly lower than the result from 2016 at either the 95% or 99% confidence interval.

In the tables, statistical significance testing has been performed between the total result and the suburb subgroups with the differences highlighted in **green** (significantly greater) or **pink** (significantly lower).

PARTICIPATION IN RECREATIONAL AND CULTURAL ACTIVITIES

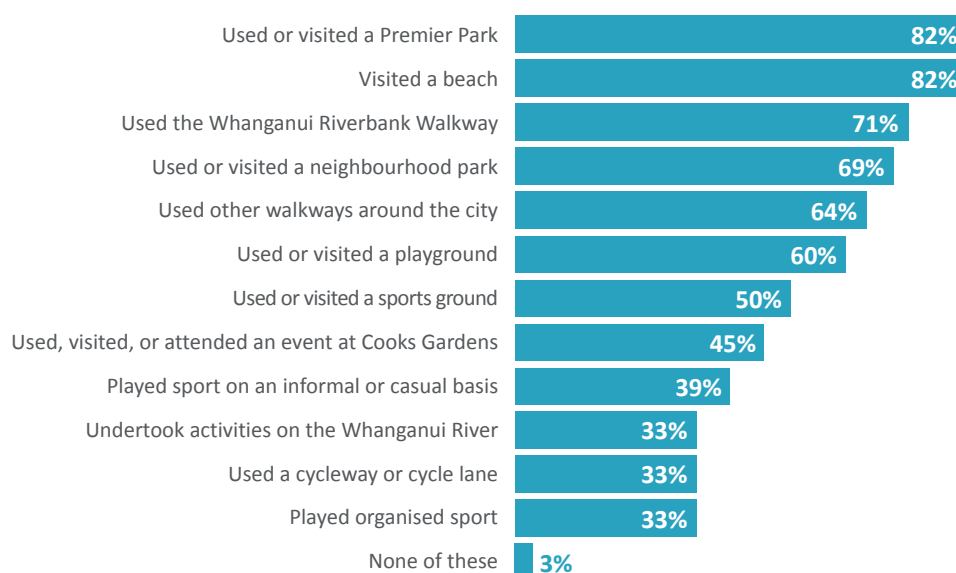
RECREATIONAL ACTIVITIES UNDERTAKEN

2017 RESULTS

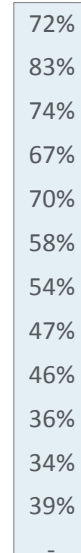


In 2017, the primary recreational activities undertaken by residents in the Whanganui district included visiting a Premier Park and visiting a beach (both 82%). Close to three-quarters of residents surveyed (71%) used the Whanganui Riverbank Walkway, 69% visited a neighbourhood park while 64% used other walkways around the city. More than half of the district's residents (60%) used a playground in the past year.

BY RESIDENTS



2016



AREA DIFFERENCES



Residents from the St John's Hill/Otamatea area were more likely to have visited a beach, or have used other walkways around the city in the past 12 months. Residents in Castlecliff were also more likely to have undertaken these recreational activities than other Whanganui district residents.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Used or visited a Premier Park	84%	79%	78%	82%	92%	83%	79%	82%	79%	89%
Visited a beach	80%	91%	81%	79%	96%	78%	89%	74%	79%	80%
Used the Whanganui Riverbank Walkway	75%	53%	61%	75%	69%	68%	78%	82%	76%	80%
Used or visited a neighbourhood park	71%	76%	73%	60%	85%	75%	74%	63%	61%	53%
Used other walkways around the city	64%	52%	60%	74%	76%	62%	71%	66%	56%	64%
Used or visited a playground	71%	53%	62%	54%	62%	58%	48%	62%	61%	68%
Used or visited a sports ground	42%	42%	40%	56%	53%	48%	74%	45%	57%	67%
Used, visited, or attended an event at Cooks Gardens	47%	44%	39%	44%	49%	37%	54%	48%	50%	55%
Played sport on an informal or casual basis	31%	46%	33%	41%	54%	39%	61%	29%	32%	44%
Undertook activities on the Whanganui River	33%	37%	23%	38%	36%	27%	38%	34%	45%	39%
Used a cycleway or cycle lane	25%	21%	36%	33%	46%	32%	45%	38%	21%	24%
Played organised sport	33%	25%	31%	34%	29%	27%	53%	25%	30%	44%
None of these	3%	3%	5%	0%	0%	6%	3%	2%	2%	0%

RECREATIONAL ACTIVITIES UNDERTAKEN

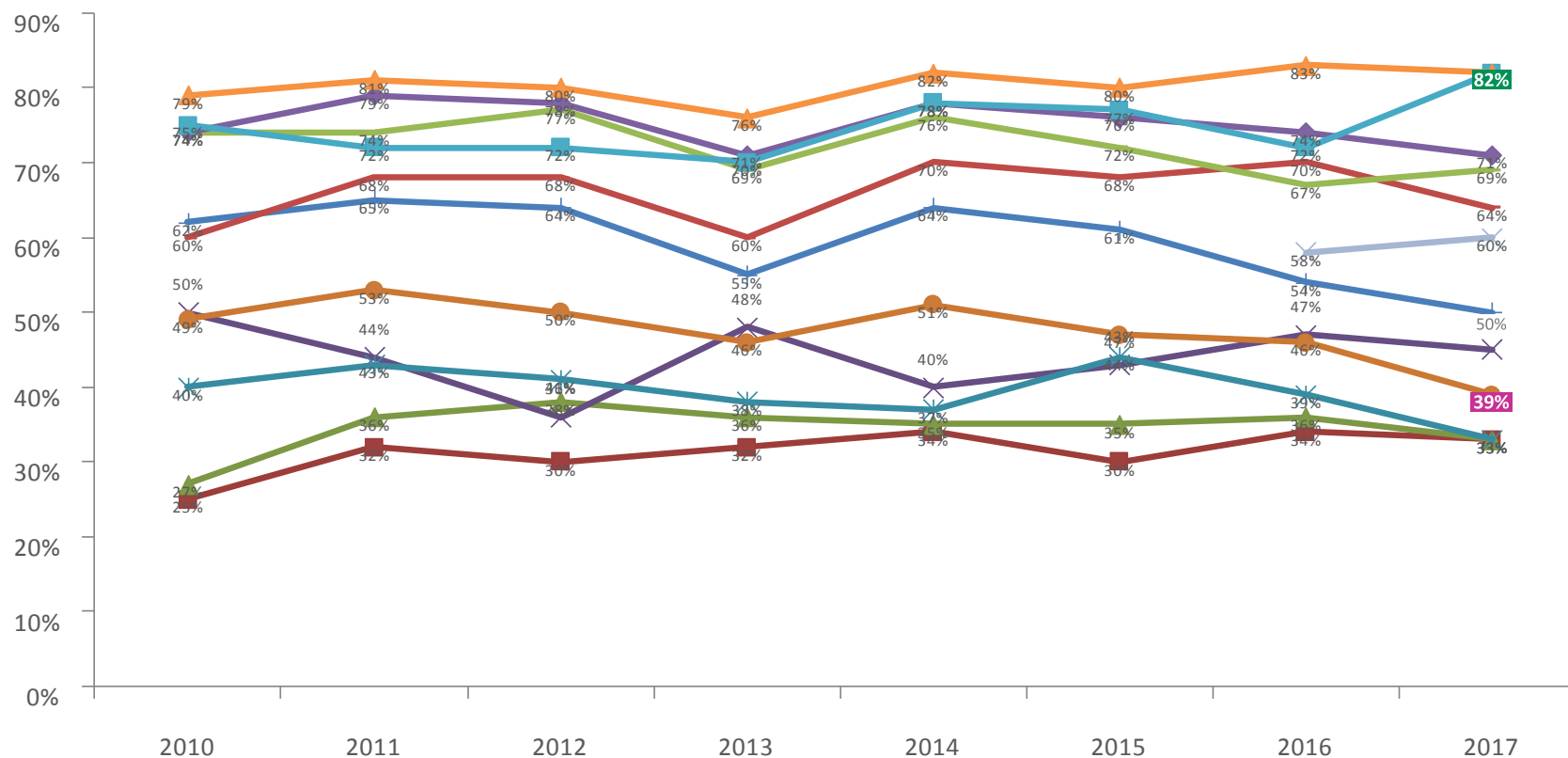
BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Used or visited a Premier Park	94%	89%	83%	80%	74%	81%	83%
Visited a beach	87%	94%	86%	79%	75%	80%	84%
Used the Whanganui Riverbank Walkway	67%	83%	75%	72%	66%	67%	75%
Used or visited a neighbourhood park	72%	79%	73%	65%	67%	71%	67%
Used other walkways around the city	75%	78%	63%	61%	56%	62%	66%
Used or visited a playground	64%	88%	77%	60%	42%	56%	64%
Used or visited a sports ground	56%	52%	57%	58%	39%	50%	51%
Used, visited, or attended an event at Cooks Gardens	49%	61%	49%	46%	37%	45%	46%
Played sport on an informal or casual basis	49%	45%	58%	40%	25%	42%	37%
Undertook activities on the Whanganui River	43%	38%	41%	34%	22%	34%	32%
Used a cycleway or cycle lane	31%	47%	48%	34%	22%	33%	32%
Played organised sport	44%	52%	49%	25%	19%	35%	30%
None of these	0%	0%	0%	3%	6%	3%	2%

RECREATIONAL ACTIVITIES UNDERTAKEN

2010 - 2017 TREND

While most recreational activities undertaken has declined slightly with last year, the proportion of Whanganui district residents who played sport on an informal basis has significantly decreased when compared to last year (39% cf. 2016, 46%). Residents who have used or visited a Premier Park have significantly increased when compared to last year's results. (82% cf. 2016, 72%).



USING THE WHANGANUI RIVERBANK WALKWAY

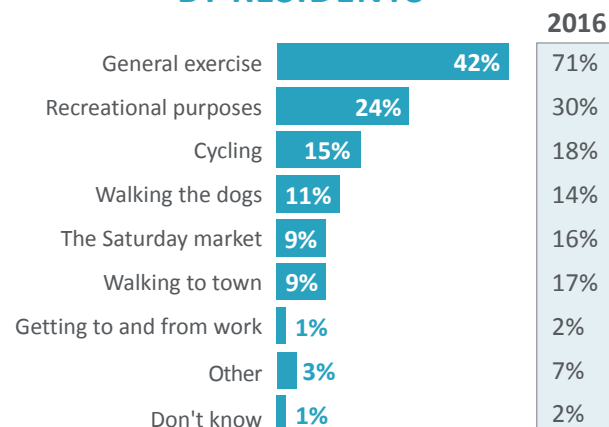
2017 RESULTS



General exercise (42%) and recreational purposes (24%) were the primary activities undertaken by residents when using the Whanganui Riverbank

Walkway. Cycling (15%) and dog walking (11%) as well as walking to town and attending the Saturday market (both 9%) were other activities undertaken last year. Only 1% of residents surveyed used the Whanganui Riverbank Walkway to get to and from work in the past 12 months.

BY RESIDENTS



AREA DIFFERENCES

Residents from the Blueskin-Maxwell area were more likely to have used the Whanganui Riverbank Walkway for recreational purposes. Aramoho residents were more likely to have walked dogs there, while Whanganui East residents were more likely to have used the Whanganui Riverbank Walkway to attend the Saturday market.



BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
General exercise	51%	34%	38%	35%	56%	31%	46%	47%	35%	60%
Recreational purposes	16%	21%	19%	29%	20%	26%	19%	22%	53%	34%
Cycling	10%	14%	13%	17%	33%	14%	17%	18%	11%	10%
Walking the dogs	20%	13%	15%	12%	8%	3%	12%	12%	14%	3%
The Saturday market	6%	10%	4%	10%	0%	9%	5%	21%	18%	12%
Walking to town	13%	6%	9%	1%	2%	17%	5%	13%	2%	17%
Getting to and from work	0%	2%	0%	4%	0%	0%	3%	1%	2%	0%
Other	0%	4%	1%	0%	5%	1%	5%	6%	7%	0%
Don't know	0%	0%	0%	0%	0%	3%	1%	0%	0%	0%

USING THE WHANGANUI RIVERBANK WALKWAY

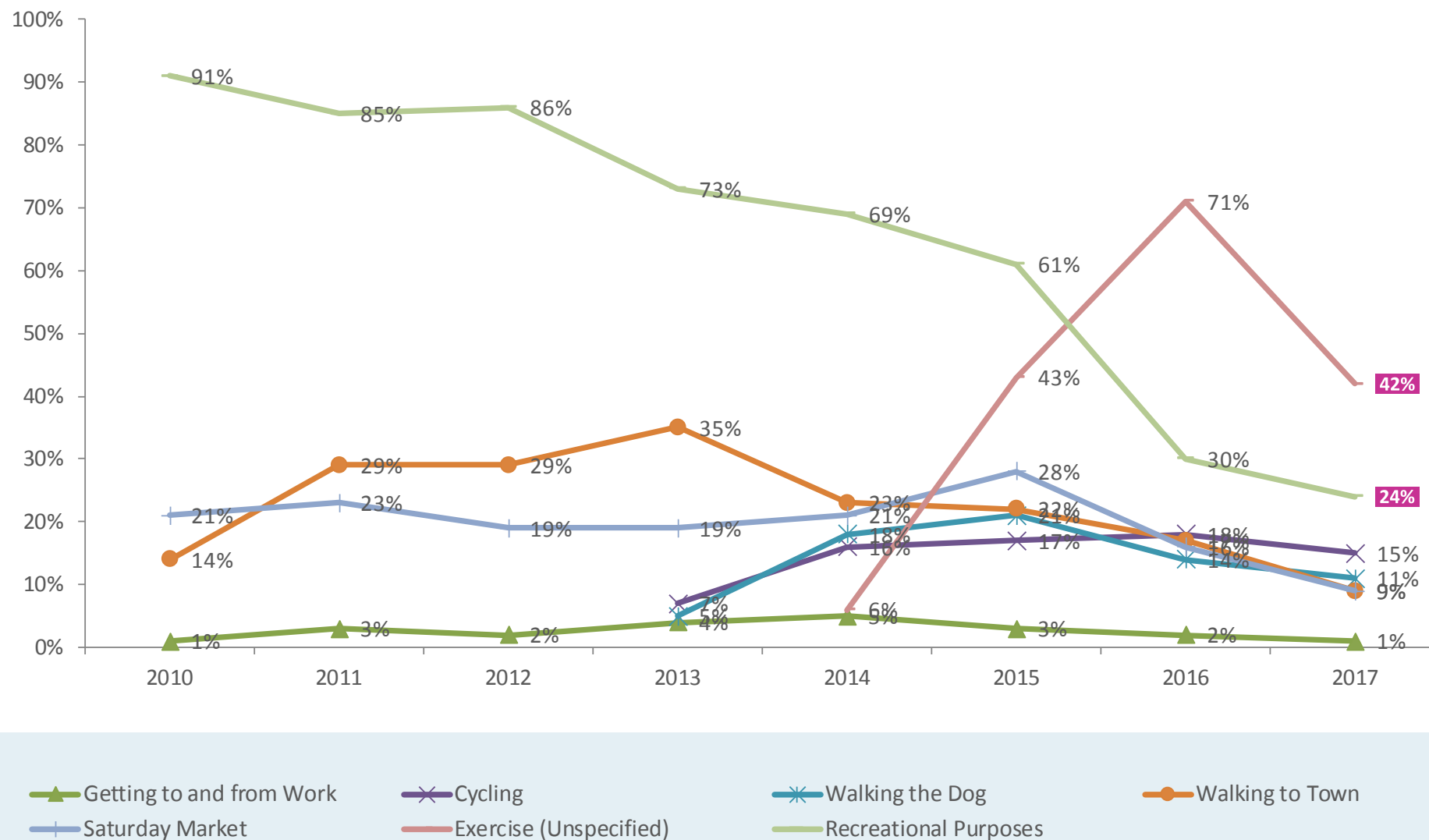
BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
General exercise	53%	33%	51%	42%	36%	37%	47%
Recreational purposes	10%	20%	29%	28%	28%	23%	25%
Cycling	16%	24%	28%	14%	8%	15%	16%
Walking the dogs	9%	17%	12%	12%	10%	8%	15%
The Saturday market	9%	10%	11%	7%	11%	9%	10%
Walking to town	0%	10%	4%	13%	13%	8%	10%
Gettting to and from work	2%	4%	1%	1%	0%	1%	1%
Other	4%	3%	2%	2%	2%	2%	3%
Don't know	0%	4%	0%	0%	0%	1%	0%

USING THE WHANGANUI RIVERBANK WALKWAY

2010 - 2017 TREND

Using the Whanganui Riverbank Walkway for exercise has significantly decreased when compared to last year (42% cf. 2016, 71%), while using it for recreational purposes has also significantly decreased (24% cf. 2016, 30%).



CULTURAL ACTIVITIES UNDERTAKEN

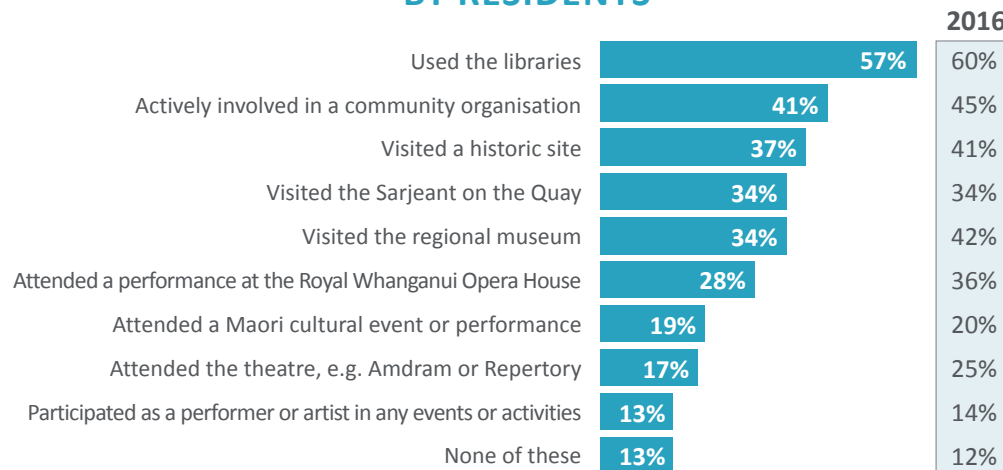
2017 RESULTS



The primary cultural activity undertaken by residents (57%) in the past 12 months was using the district's libraries*, followed by being actively involved in a community organisation (41%), visiting a historic site (37%), visiting the Sarjeant on the Quay (34%), and visiting the regional museum (34%).

*Of those residents who used the district's libraries, 81% was physically, 2% was online and 17% was both.

BY RESIDENTS



AREA DIFFERENCES



Residents from the St John's Hill/ Otamatea and Bastia Hill/ Durie Hill areas were more likely to have visited the Sarjeant on the Quay, while St John's Hill/ Otamatea residents were more likely to have attended a performance at the Royal Whanganui Opera House. Residents in Aramoho were less likely to have visited the regional museum, while Blueskin-Maxwell residents were less likely to have attended a Maori cultural event or performance. Bastia Hill/ Durie Hill residents were more likely to indicate they had not undertaken any of the cultural activities.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Used the libraries	56%	47%	61%	52%	52%	61%	60%	53%	73%	49%
Actively involved in a community organisation	29%	27%	32%	45%	51%	51%	39%	50%	45%	51%
Visited a historic site	30%	37%	40%	31%	45%	31%	39%	38%	31%	45%
Visited the Sarjeant on the Quay	33%	22%	32%	51%	57%	30%	24%	41%	31%	23%
Visited the regional museum	18%	27%	30%	40%	46%	27%	38%	41%	30%	43%
Attended a performance at the Royal Whanganui Opera House	18%	24%	21%	32%	44%	27%	22%	31%	35%	40%
Attended a Maori cultural event or performance	24%	28%	16%	21%	24%	18%	14%	18%	11%	17%
Attended the theatre, e.g. Amdram or Repertory	12%	8%	15%	27%	20%	20%	12%	20%	19%	22%
Participated as a performer or artist in any events or activities	10%	12%	15%	19%	2%	15%	6%	9%	23%	16%
None of these	11%	18%	14%	22%	2%	8%	9%	14%	13%	10%

CULTURAL ACTIVITIES UNDERTAKEN

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Used the libraries	46%	82%	65%	51%	54%	55%	58%
Been actively involved in a community organisation	33%	25%	46%	39%	50%	44%	39%
Visited a historic site	45%	37%	32%	34%	37%	37%	36%
Visited the Sarjeant on the Quay	23%	27%	35%	36%	41%	31%	38%
Visited the regional museum	21%	52%	44%	30%	33%	30%	38%
Attended a performance at the Royal Whanganui Opera House	17%	29%	28%	26%	34%	27%	29%
Attended a Maori cultural event or performance	14%	25%	24%	23%	14%	16%	22%
Attended the theatre, e.g. Amdram or Repertory	18%	10%	15%	10%	25%	15%	19%
Participated as a performer or artist in any events or activities	21%	12%	16%	10%	10%	12%	13%
None of these	18%	8%	14%	10%	13%	12%	14%

BY USERS



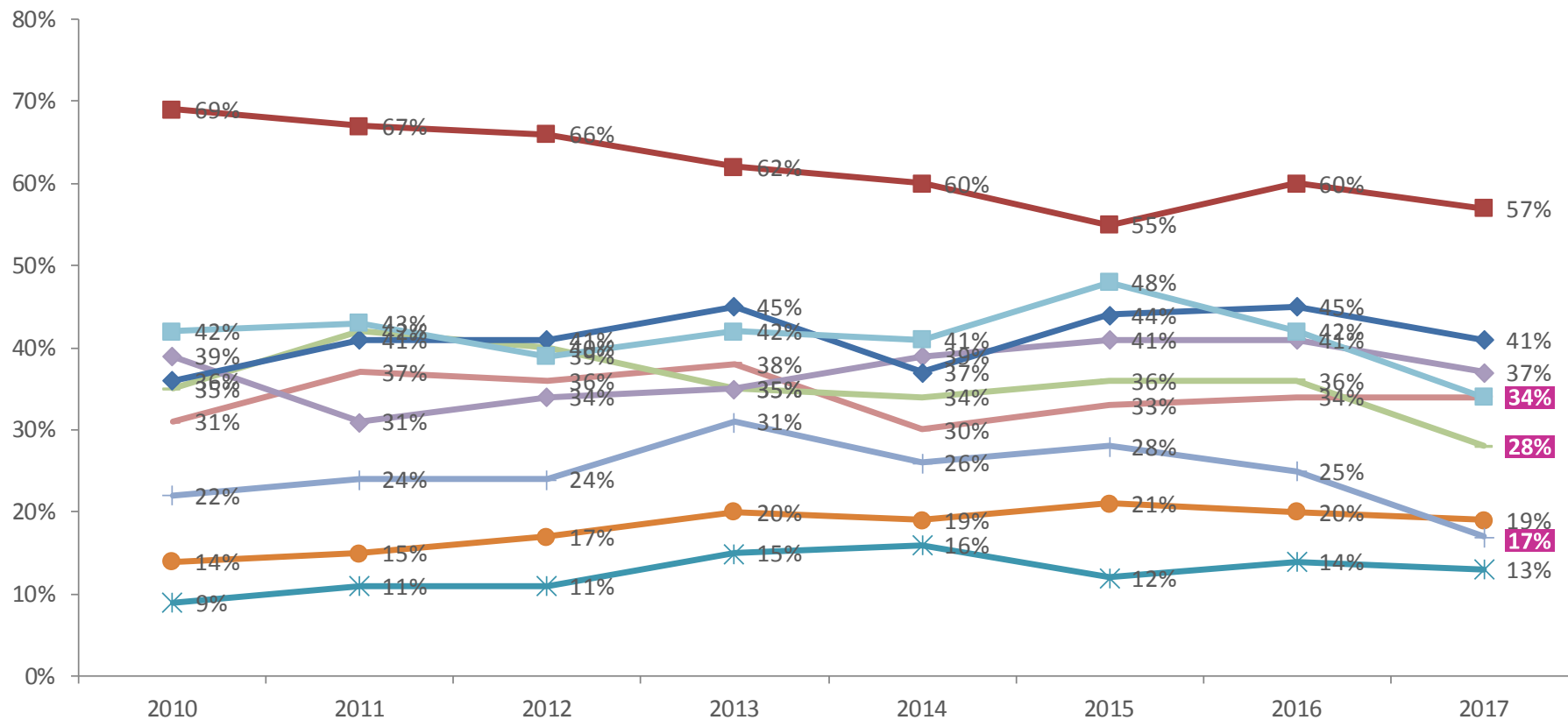
The majority of district library users (86%) were satisfied (48%) or very satisfied (38%), a further 11% were neither satisfied nor dissatisfied, while 2% were dissatisfied (1%) or very dissatisfied (1%). One per cent of district library users were unsure how to answer. Comparatively, in 2016, 89% of district library users were satisfied or very satisfied.

Eighty-two per cent of Royal Whanganui Opera House users were satisfied (48%) or very satisfied (34%), a further 10% were neither satisfied nor dissatisfied, while 1% were dissatisfied. Three per cent of R.W.O.H users were unsure how to answer. In 2016, 88% of R.W.O.H users were satisfied or very satisfied.

CULTURAL ACTIVITIES UNDERTAKEN

2010 - 2017 TREND

Cultural activities undertaken by Whanganui district residents has declined slightly to last year's results, however attendance of the theatre, performances at the Royal Whanganui Opera House and visiting to the regional museum have all significantly decreased when compared to last year.



- Participated as a Performer in any Event or Activity
- Attended the Theatre, e.g. Amdram / Repertory
- Attended a Performance at the R.W.O.H.
- Active...in a community organisation
- Used the Libraries

- Attended a Maori Cultural Event / Performance
- Visited the Sarjeant on the Quay
- Visited a Historical Site
- Visited the Whanganui Regional Museum

EMERGENCY PLANNING AND PREPAREDNESS

HOUSEHOLD EMERGENCY RESPONSE PLAN

2017 RESULTS

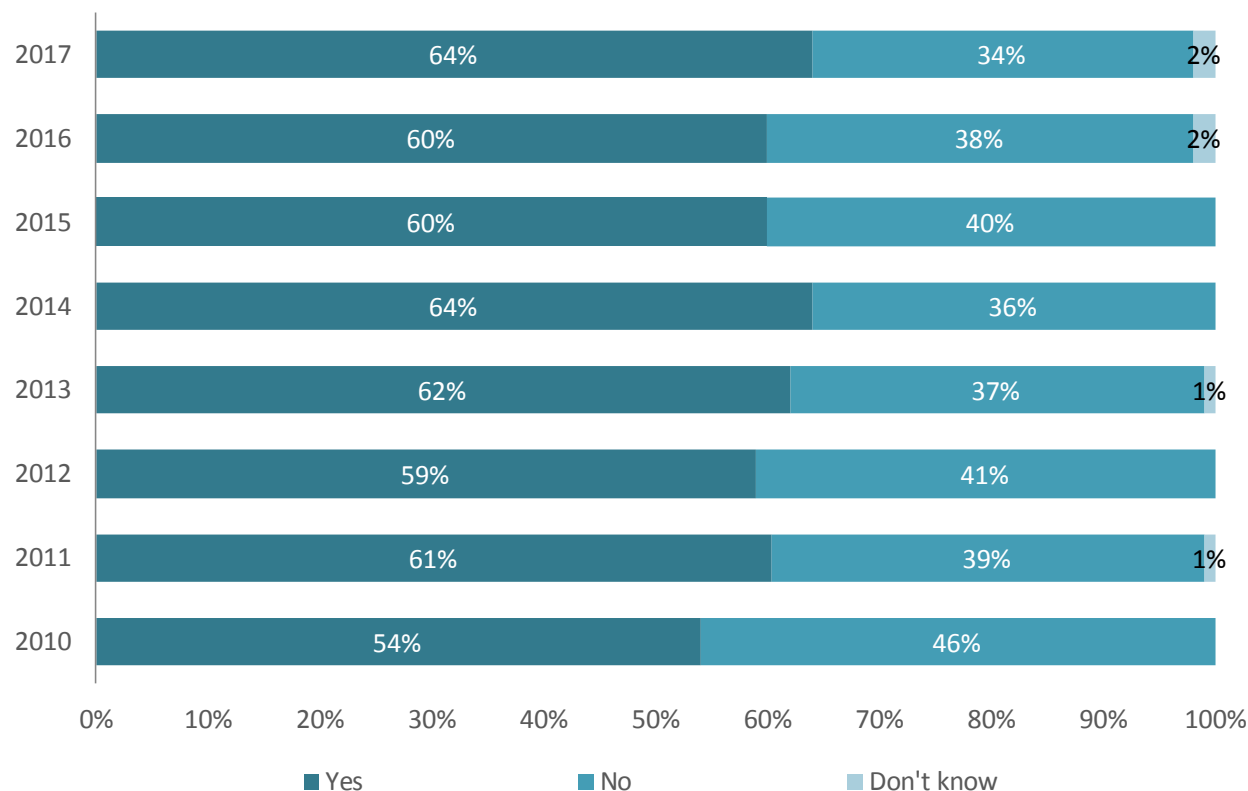


A third of Whanganui district residents surveyed (64%) had discussed an emergency response plan with their household. Thirty-four per cent had not discussed a plan, while 2% were unsure if they had, or had not.

These results are fairly consistent with last year.

Marybank et al residents were more likely to have discussed an emergency response with their household, while Whanganui Central were more likely to have not. These residents were also more likely to be unsure.

2010 - 2017 TREND



BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Yes	78%	59%	56%	59%	75%	66%	45%	62%	78%	80%
No	19%	41%	42%	41%	25%	31%	49%	37%	18%	20%
Don't know	4%	0%	2%	0%	0%	3%	6%	1%	4%	0%

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	34%	71%	77%	73%	65%	62%	66%
No	60%	29%	21%	26%	34%	36%	33%
Don't know	6%	0%	2%	1%	1%	2%	2%

EMERGENCY SURVIVAL KIT

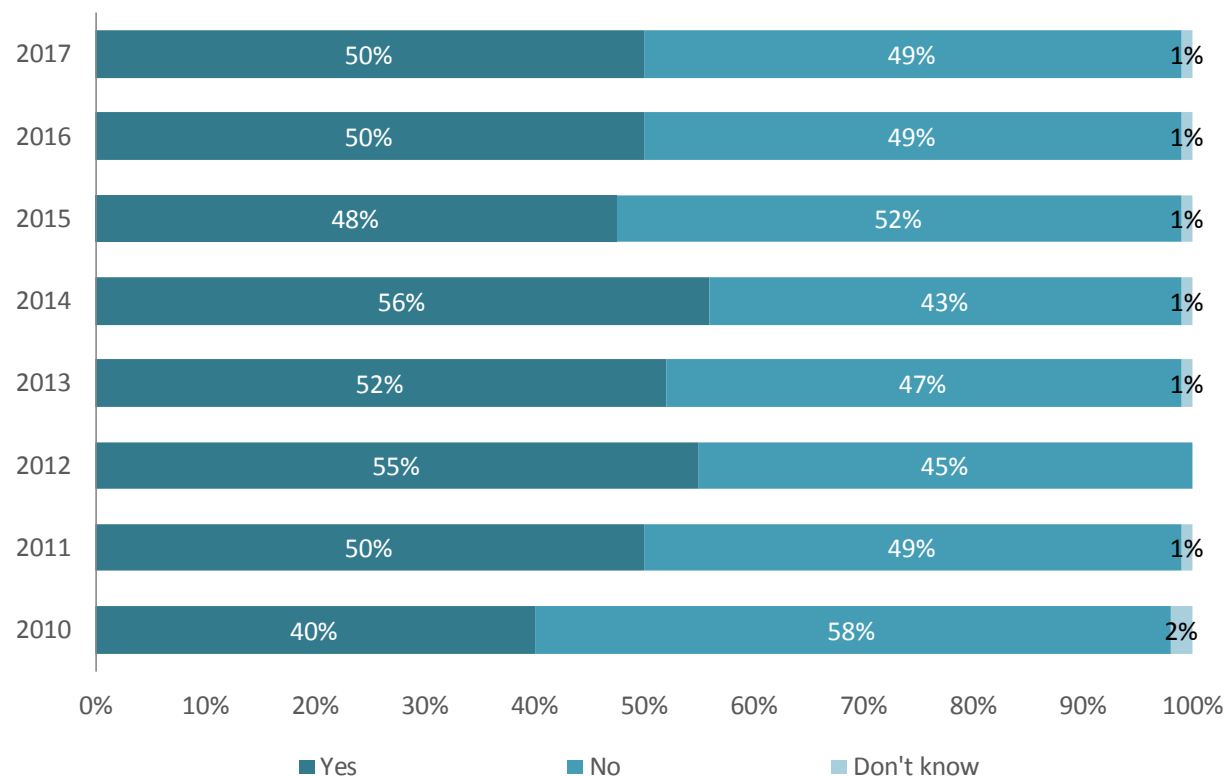
2017 RESULTS



Half of Whanganui district residents surveyed (50%) stated they had an emergency survival kit, with 49% of households not having one and 1% unsure if they had an emergency survival kit or not.

These results remain on par with last year's results.

2010 - 2017 TREND



BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Yes	46%	49%	40%	45%	48%	53%	36%	61%	78%	60%
No	54%	51%	58%	55%	52%	47%	64%	37%	22%	34%
Don't know	0%	0%	3%	0%	0%	0%	0%	2%	0%	5%

BY AGE & GENDER

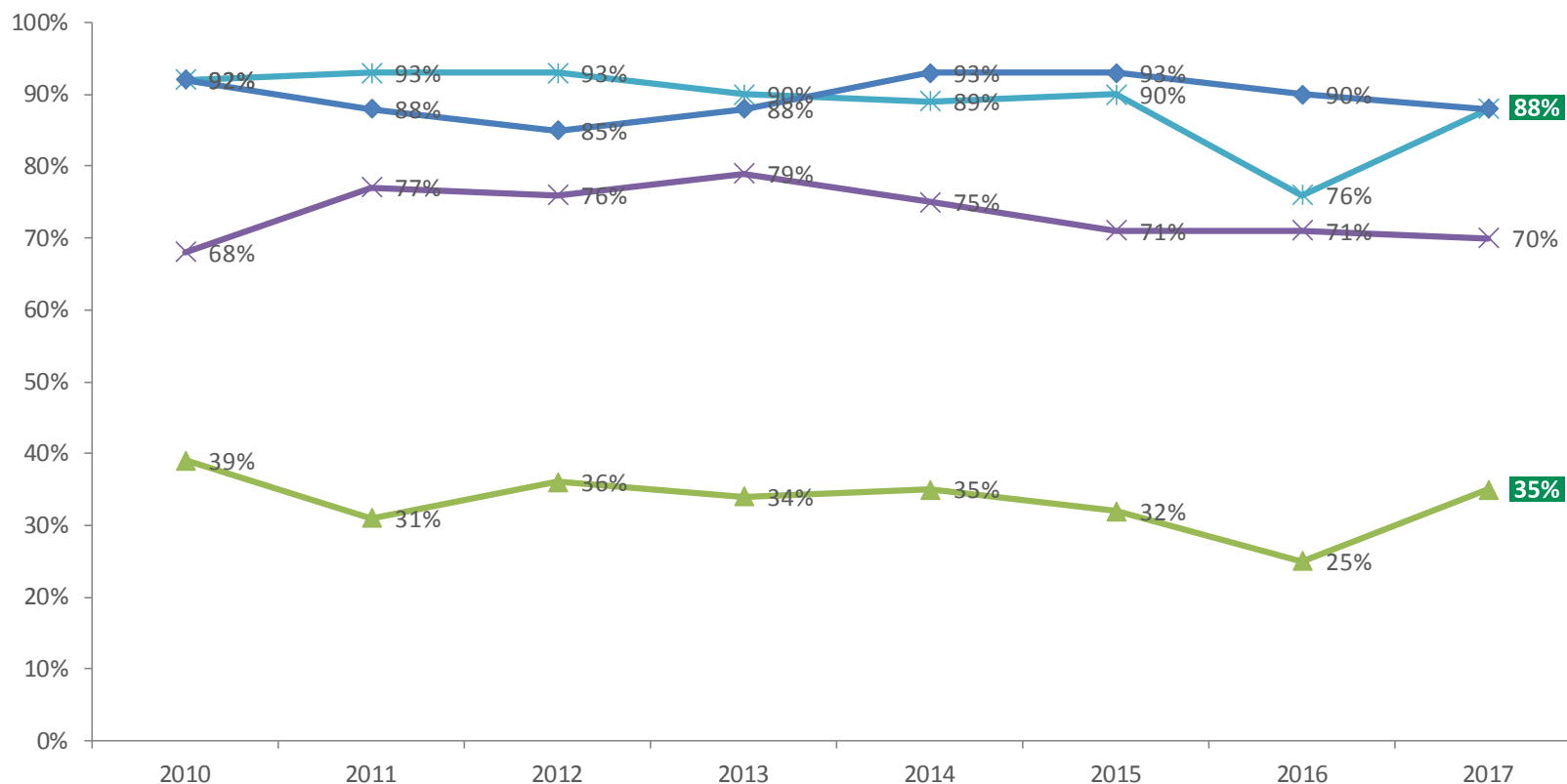
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	23%	45%	64%	56%	56%	47%	53%
No	73%	55%	35%	44%	43%	51%	47%
Don't know	5%	0%	1%	0%	1%	2%	1%

EMERGENCY SURVIVAL KIT

2010 - 2017 TREND



For those households which did have an emergency survival kit, 88% of residents surveyed had a first aid kit and instruction book, as well as tinned or dry food to last at least three days. This is a significant increase from last year's results. These Whanganui district residents also checked their emergency survival kits more frequently than they have done in the past two years, with 32% checking it in the past month, and 25% three months ago.



▲ Important Personal Documents
✱ ...Food...for at Least Three Days

✕ A Battery Powered Radio that Works
◆ A First Aid Kit and Instruction Book

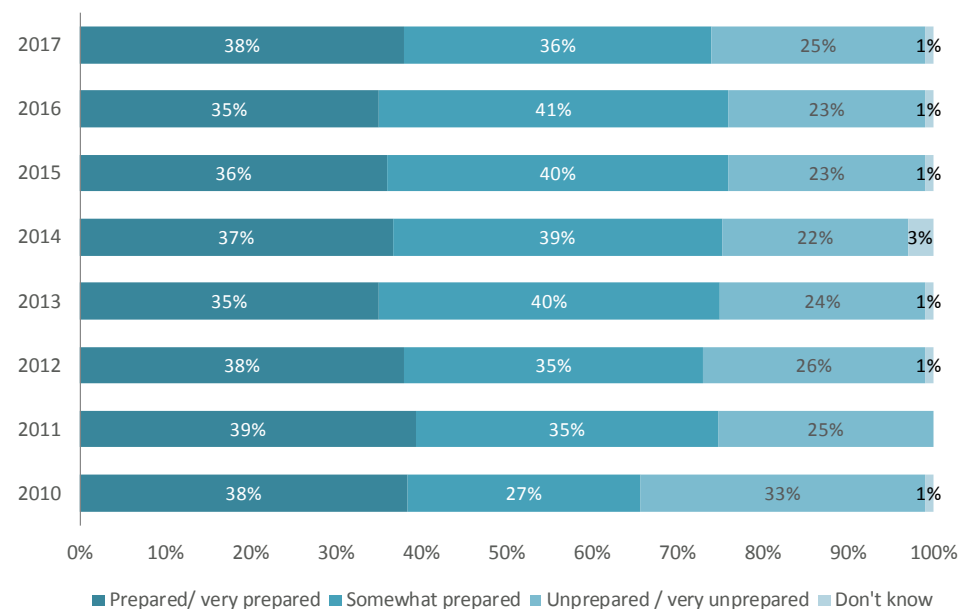
PREPAREDNESS FOR AN EMERGENCY

2017 RESULTS



The proportion of Whanganui district residents who felt prepared/very prepared is similar to the previous year's results (38% cf. 2016, 35%).

2010 - 2017 TREND



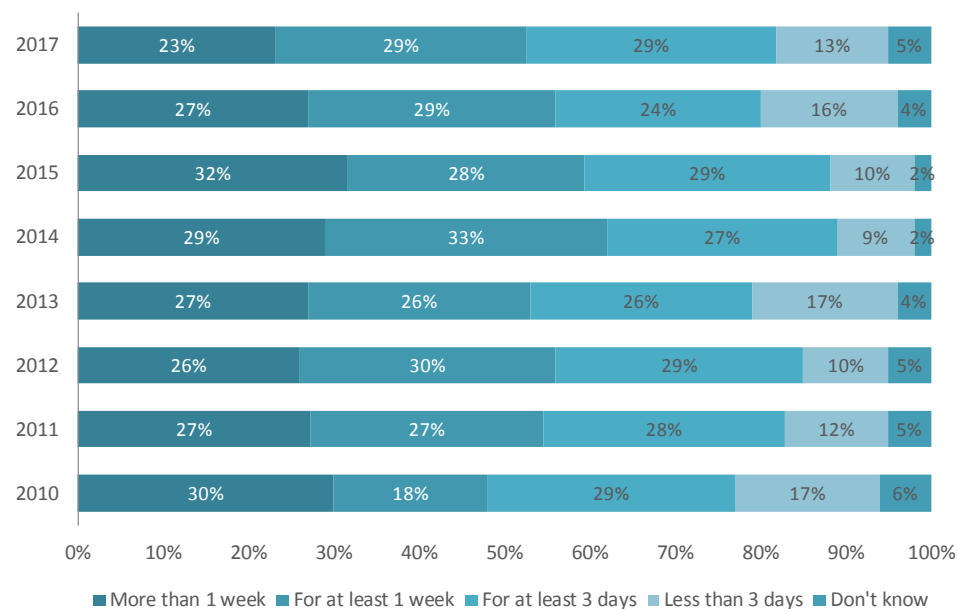
DURATION OF COPING

2017 RESULTS



There is a 5% increase in the number of residents who felt they could survive for at least three days without outside assistance, this appears to be driven by a decrease of those residents who felt they could survive for more than seven days without outside assistance.

2010 - 2017 TREND



PERCEPTIONS OF THE WHANGANUI COMMUNITY

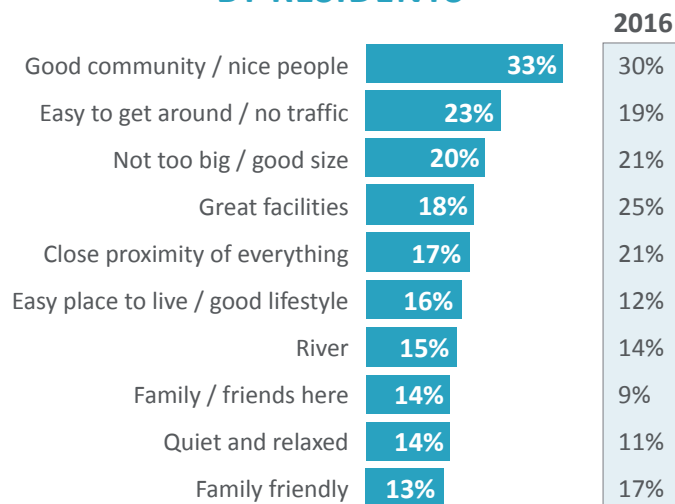
BEST THING ABOUT LIVING IN WHANGANUI

2017 RESULTS



The primary mention regarding the best thing about living in Whanganui was that it is a good community (33%), followed by it being easy to get around (23%), and that it's a good size (20%). Eighteen per cent of residents stated great facilities as the best thing about living in the district, as well as it being close proximity of everything (17%), an easy place to live (16%) and the river (15%). Other mentions included having family and friends in the district and it being quiet and relaxed (both 14%) as well as it being a family friendly environment (13%).

BY RESIDENTS



AREA DIFFERENCES

With regards to the high level mentions, Blueskin-Maxwell residents were significantly more likely to indicate the best thing about living in Whanganui is it being easy to get around (55% cf. total 23%).



BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Good community / nice people	24%	43%	31%	30%	45%	23%	35%	36%	37%	36%
Easy to get around / no traffic	18%	9%	19%	25%	25%	28%	9%	24%	55%	27%
Not too big / good size	12%	9%	27%	16%	30%	20%	11%	16%	21%	35%
Great facilities	8%	7%	19%	14%	11%	20%	13%	21%	25%	39%
Close proximity of everything	15%	7%	13%	12%	36%	20%	23%	19%	13%	19%
Easy place to live / good lifestyle	18%	10%	20%	8%	19%	13%	10%	20%	17%	27%
River	21%	11%	8%	19%	21%	12%	22%	13%	15%	21%
Family / friends here	32%	23%	14%	10%	6%	15%	9%	12%	7%	13%
Quiet and relaxed	9%	17%	12%	12%	18%	17%	24%	7%	20%	9%
Family friendly	12%	8%	12%	4%	7%	15%	5%	24%	26%	17%

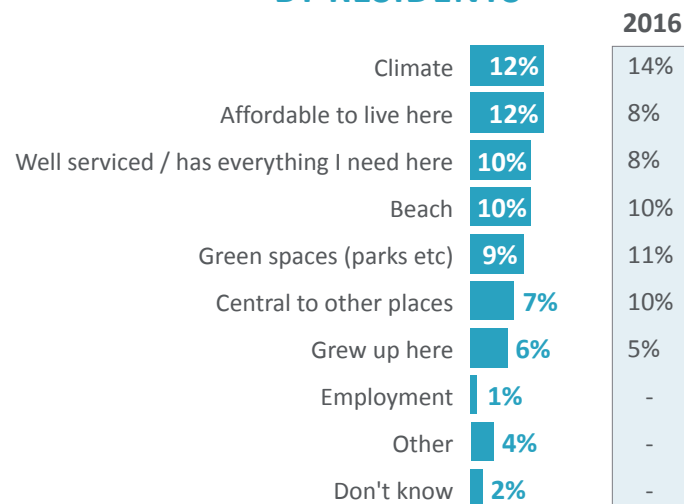
BEST THING ABOUT LIVING IN WHANGANUI

2017 RESULTS



Lower level mentions regarding the best thing about living in Whanganui included the climate and it being an affordable place to live (both 12%), that it's well-serviced and has a beach (both 10%) as well as the green spaces (9%), that it's central to other places (7%), and growing up in the area (6%).

BY RESIDENTS



AREA DIFFERENCES



With regards to the low level mentions, residents in Aramoho were significantly more likely to indicate the best thing about living in Whanganui is the green spaces (30% cf. total, 9%).

While not significant, Castlecliff residents (17%) were more likely state the beach than other residents.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Climate	11%	9%	13%	14%	6%	15%	0%	10%	32%	19%
Affordable to live here	8%	19%	12%	7%	21%	15%	11%	8%	7%	11%
Well serviced / has everything I need here	9%	5%	8%	5%	19%	12%	5%	9%	10%	22%
Beach	12%	17%	12%	4%	11%	11%	7%	7%	5%	10%
Green spaces (parks etc)	30%	3%	7%	2%	9%	10%	12%	5%	14%	10%
Central to other places	11%	4%	4%	7%	11%	11%	1%	6%	10%	4%
Grew up here	8%	6%	7%	2%	3%	11%	0%	11%	2%	2%
Employment	5%	0%	0%	0%	0%	2%	0%	1%	2%	5%
Other	0%	5%	6%	11%	5%	3%	2%	4%	4%	0%
Don't know	0%	8%	1%	0%	0%	0%	5%	1%	0%	4%

BEST THING ABOUT LIVING IN WHANGANUI

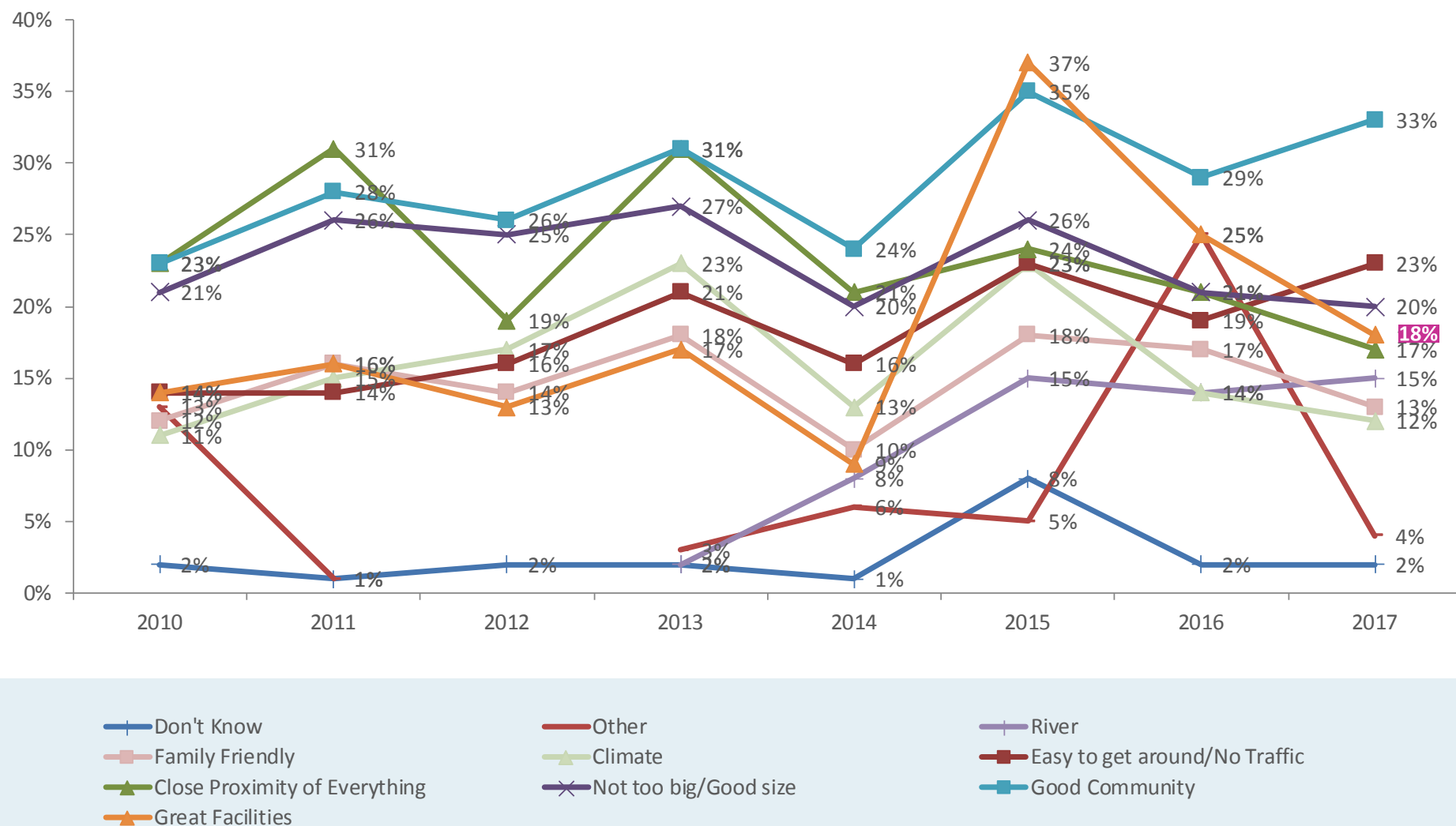
BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Good community / nice people	15%	30%	28%	40%	41%	32%	34%
Easy to get around / no traffic	8%	27%	19%	31%	24%	22%	23%
Not too big / good size	11%	22%	19%	15%	28%	22%	18%
Great facilities	10%	10%	20%	22%	21%	15%	21%
Close proximity of everything	9%	15%	21%	15%	22%	16%	19%
Easy place to live / good lifestyle	7%	13%	11%	15%	26%	15%	19%
River	19%	14%	25%	12%	11%	11%	19%
Family / friends here	15%	12%	12%	11%	18%	13%	16%
Quiet and relaxed	8%	3%	14%	10%	24%	14%	13%
Family friendly	6%	20%	13%	15%	14%	9%	18%
Climate	0%	0%	6%	17%	23%	15%	10%
Affordable to live here	14%	9%	18%	11%	10%	12%	11%
Well serviced / has everything I need here	0%	3%	10%	8%	19%	9%	11%
Beach	11%	27%	7%	6%	7%	8%	12%
Green spaces (parks etc)	5%	20%	9%	6%	10%	6%	13%
Central to other places	3%	3%	7%	8%	9%	6%	7%
Grew up here	6%	3%	5%	5%	8%	6%	6%
Employment	5%	0%	0%	1%	1%	2%	1%
Other	2%	7%	5%	3%	5%	4%	4%
Don't know	4%	4%	0%	1%	1%	3%	1%

BEST THING ABOUT LIVING IN WHANGANUI

2010 - 2017 TREND

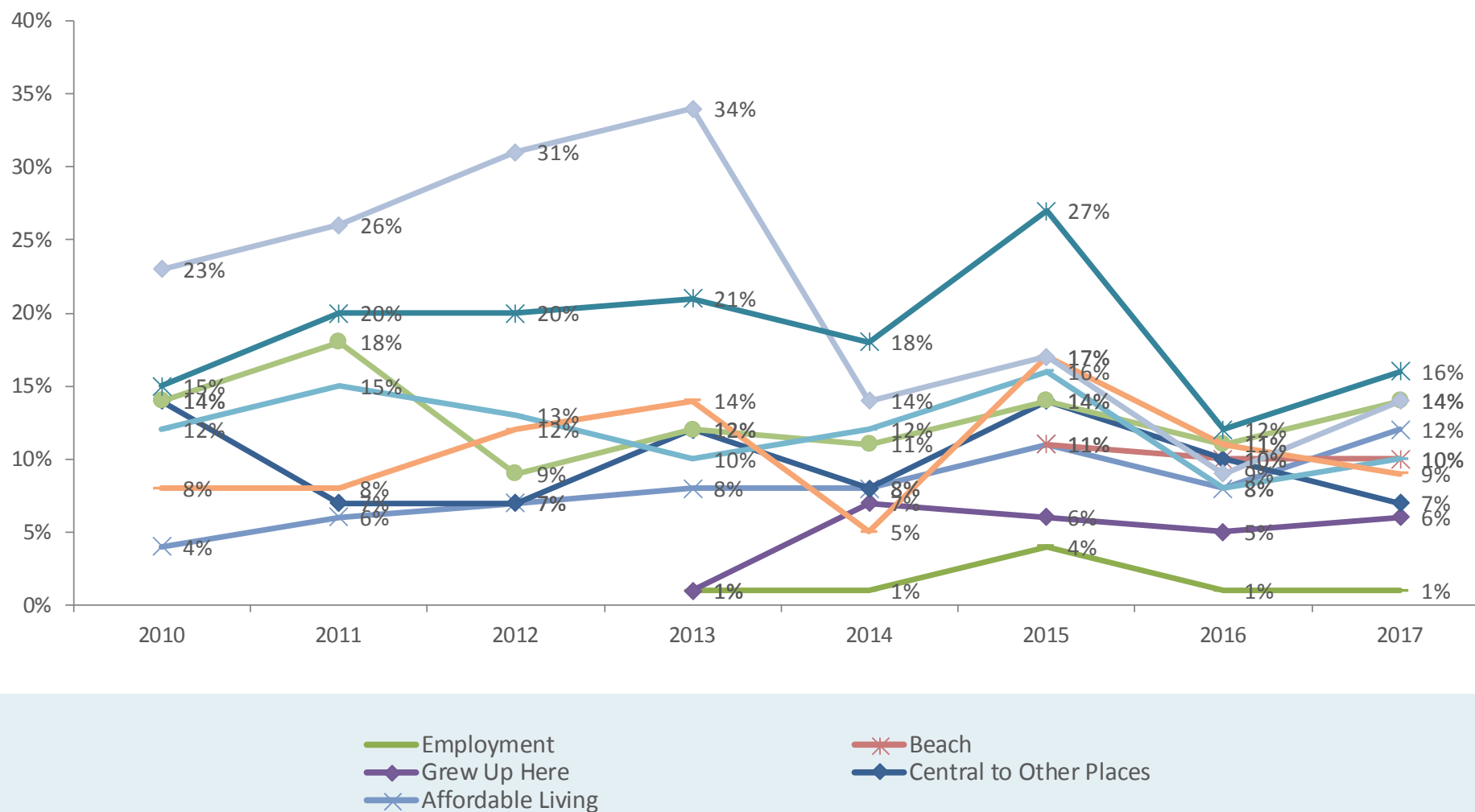
In 2017, the best thing about living in Whanganui for residents remains fairly consistent to last year, however stating great facilities has significantly decreased (25% cf. 2016, 18%).



BEST THING ABOUT LIVING IN WHANGANUI

2010 - 2017 TREND

With regards to the lower mentions, the best thing about living in Whanganui for residents in 2017 also remains fairly consistent with last year's results.



QUALITY OF LIFE

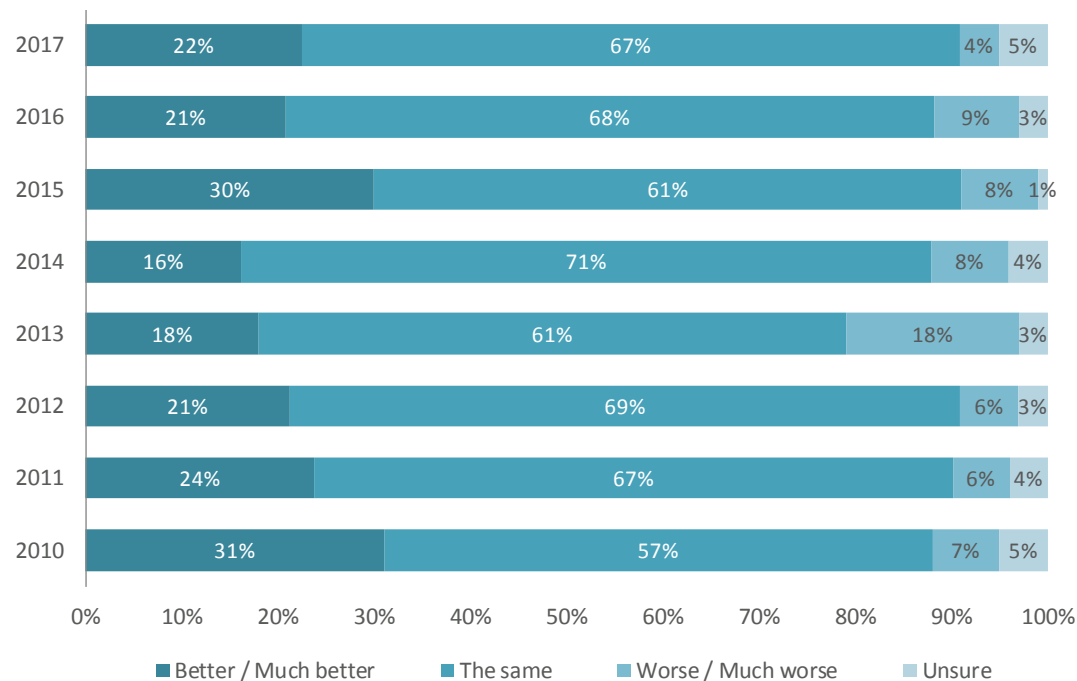
2017 RESULTS



Residents from Whanganui district were asked to think of their general quality of life, and consider this with regards to last year. On par with last year's results, more than two-thirds of residents (67%) felt their quality of life was the same as last year, with 22% believing it was better (20%) or much better (2%). Four per cent of residents felt it was worse, 5% were unsure.

One per cent of residents surveyed did not live in the Whanganui district last year.

2010 - 2017 TREND



AREA DIFFERENCES

Residents in Whanganui Central were significantly more likely (8%) to have not lived in the district last year, while Castlecliff residents were significantly less likely (42%) to think their general quality of life was the same as last year.



BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Better / Much better	11%	39%	16%	21%	26%	16%	35%	30%	13%	19%
The same	73%	42%	74%	64%	71%	79%	46%	64%	77%	72%
Worse / Much worse	2%	13%	4%	9%	2%	2%	1%	3%	4%	9%
Unsure	9%	4%	6%	6%	2%	3%	10%	3%	6%	0%
Did not live here last year	5%	2%	0%	0%	0%	0%	8%	0%	0%	0%

QUALITY OF LIFE

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Better / Much better	20%	28%	30%	22%	19%	21%	25%
The same	59%	67%	65%	66%	73%	68%	65%
Worse / Much worse	4%	4%	2%	8%	3%	5%	4%
Unsure	13%	0%	3%	2%	5%	5%	5%
Did not live here last year	4%	3%	0%	1%	0%	1%	2%

WHANGANUI DISTRICT OVERALL

2017 RESULTS

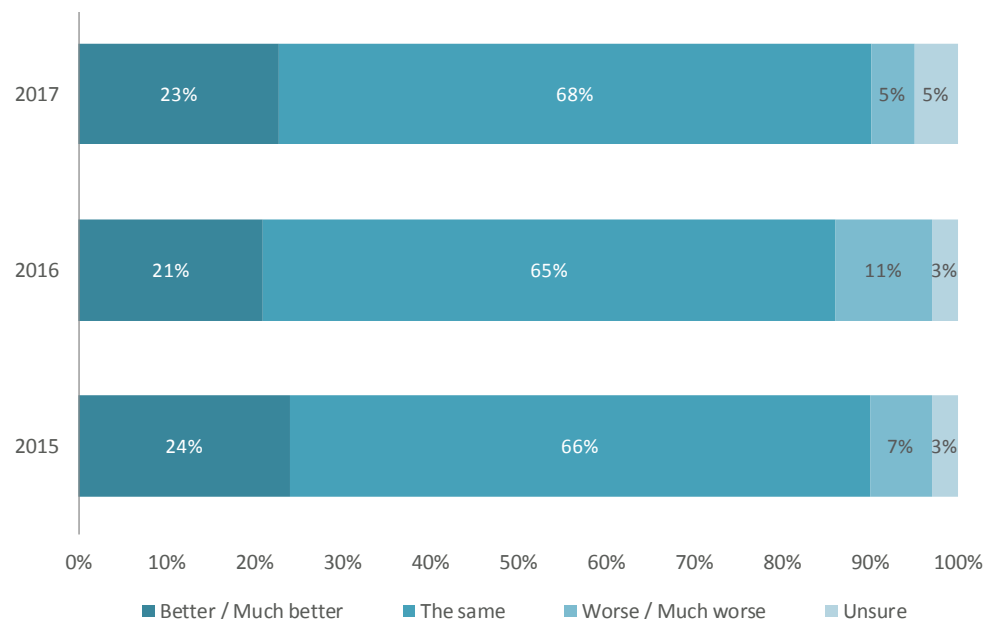


Residents were asked to consider what the Whanganui district provided to people compared to 2016.

More than two-thirds of residents (68%) felt what the district provided was the same as last year, while 23% felt it was better (21%) or much better (2%). Five per cent felt it was worse and 5% were unsure.

These results remain on par with results from last year.

2015 - 2017 TREND



AREA DIFFERENCES

While not significant, Aramoho residents (10%) were more likely than other residents to be unsure what Whanganui district provided to people compared to 2016.



BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Better / Much better	12%	27%	23%	26%	26%	15%	30%	25%	22%	21%
About the same	76%	50%	64%	68%	67%	76%	62%	70%	74%	75%
Worse / Much worse	2%	14%	7%	3%	3%	3%	0%	4%	4%	3%
Unsure	10%	8%	6%	3%	4%	5%	8%	2%	0%	2%

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Better / Much better	20%	29%	24%	18%	25%	26%	19%
About the same	64%	65%	66%	76%	66%	67%	69%
Worse / Much worse	5%	7%	5%	2%	5%	4%	5%
Unsure	11%	0%	5%	3%	4%	3%	7%

PERCEPTIONS OF SAFETY

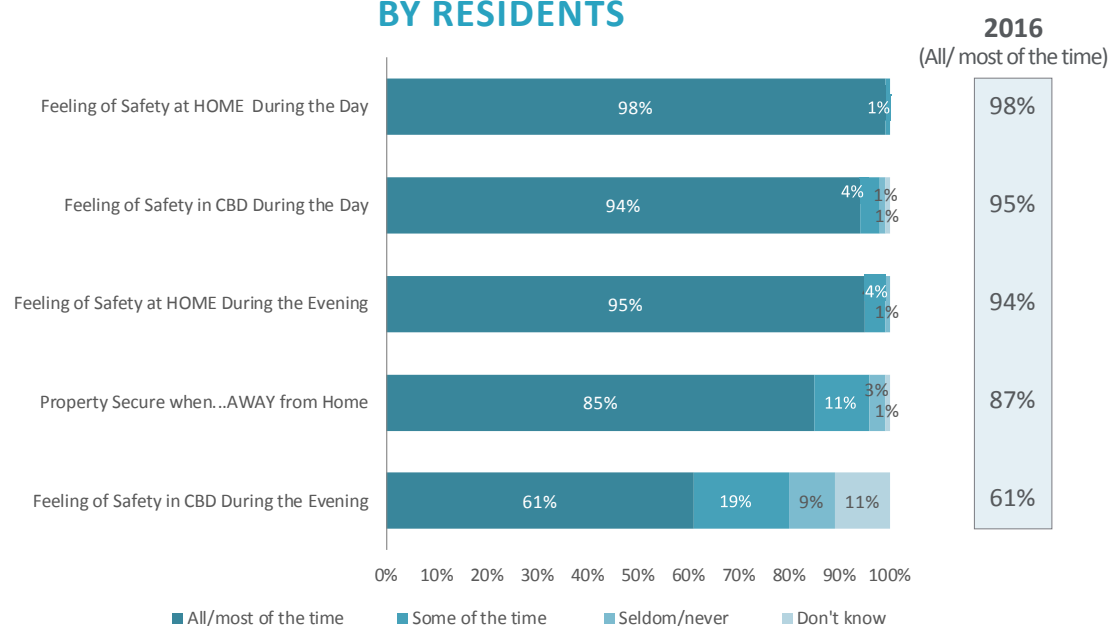
2017 RESULTS



Of the Whanganui district residents surveyed, 98% felt safe

at home, and 94% in the CBD during the day. During the evening 95% of residents felt safe at home, while 61% felt safe in the CBD. The majority of residents (85%) felt their property was safe when they're away.

BY RESIDENTS



AREA DIFFERENCES

St John's Hill/ Otamatea residents were more likely to feel safe in the CBD during the day, while Castlecliff residents were less likely to feel safe at home during the evening.



While not significant, Aramoho residents were less likely to state they felt their property was safe when they're away from home.

BY SUBURB (NET ALL/MOST OF THE TIME)

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Feeling of Safety at HOME during the day	98%	97%	99%	100%	100%	100%	96%	96%	100%	100%
Feeling of Safety in CBD during the day	89%	92%	94%	89%	98%	96%	92%	89%	95%	96%
Feeling of Safety at HOME during the evening	94%	86%	94%	97%	100%	97%	95%	95%	100%	100%
Property secure when...AWAY from home	65%	80%	82%	87%	91%	91%	77%	92%	93%	93%
Feeling of Safety in CBD during the evening	62%	60%	58%	58%	78%	55%	66%	57%	67%	61%

PERCEPTIONS OF SAFETY

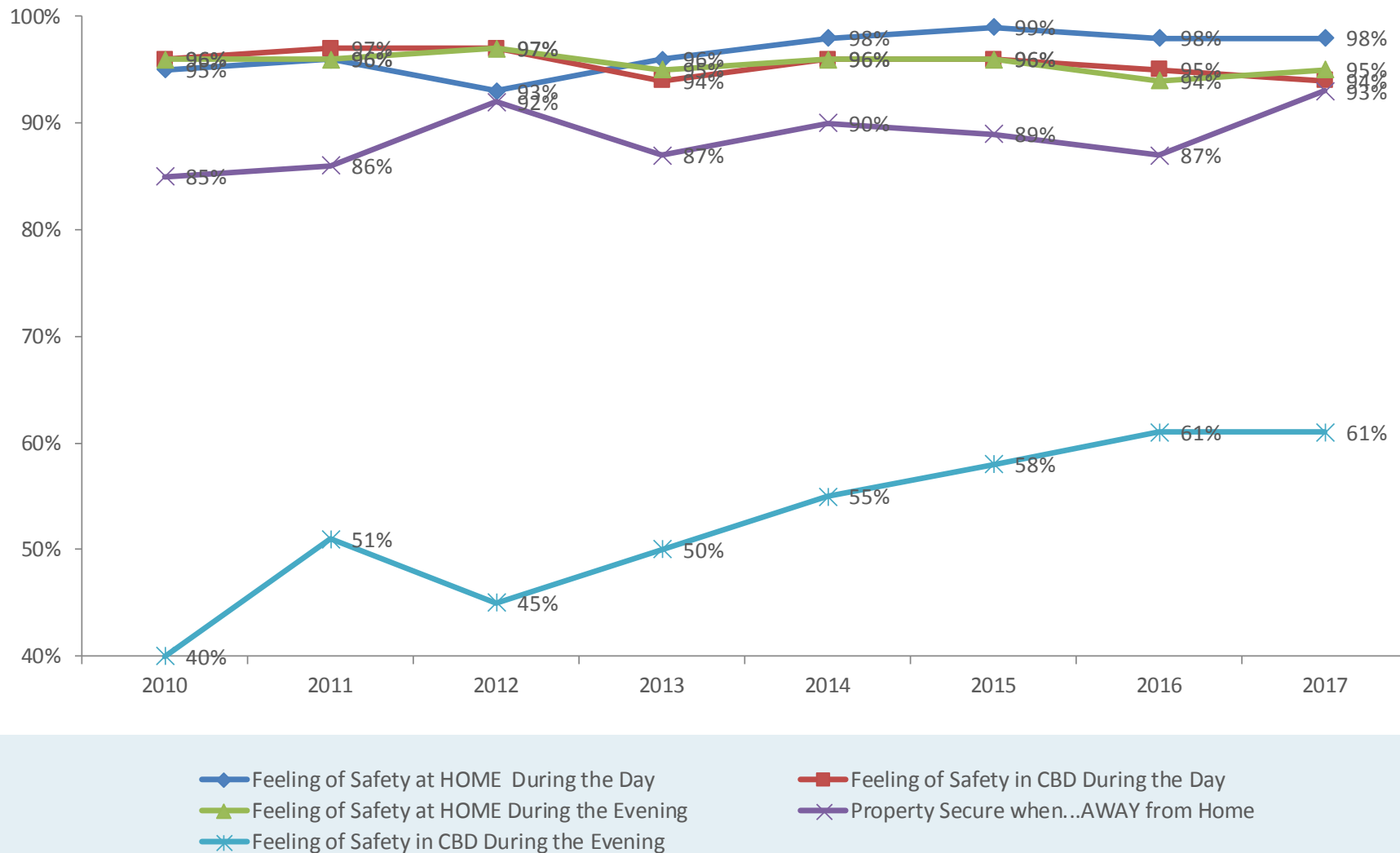
BY AGE & GENDER (NET ALL/MOST OF THE TIME)

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Feeling of Safety at HOME during the day	98%	100%	99%	99%	98%	98%	99%
Feeling of Safety in CBD during the day	91%	94%	88%	96%	98%	94%	95%
Feeling of Safety at HOME during the evening	91%	92%	95%	97%	97%	97%	93%
Property secure when...AWAY from home	73%	83%	84%	86%	92%	86%	85%
Feeling of Safety in CBD during the evening	65%	67%	58%	66%	54%	64%	57%

PERCEPTIONS OF SAFETY

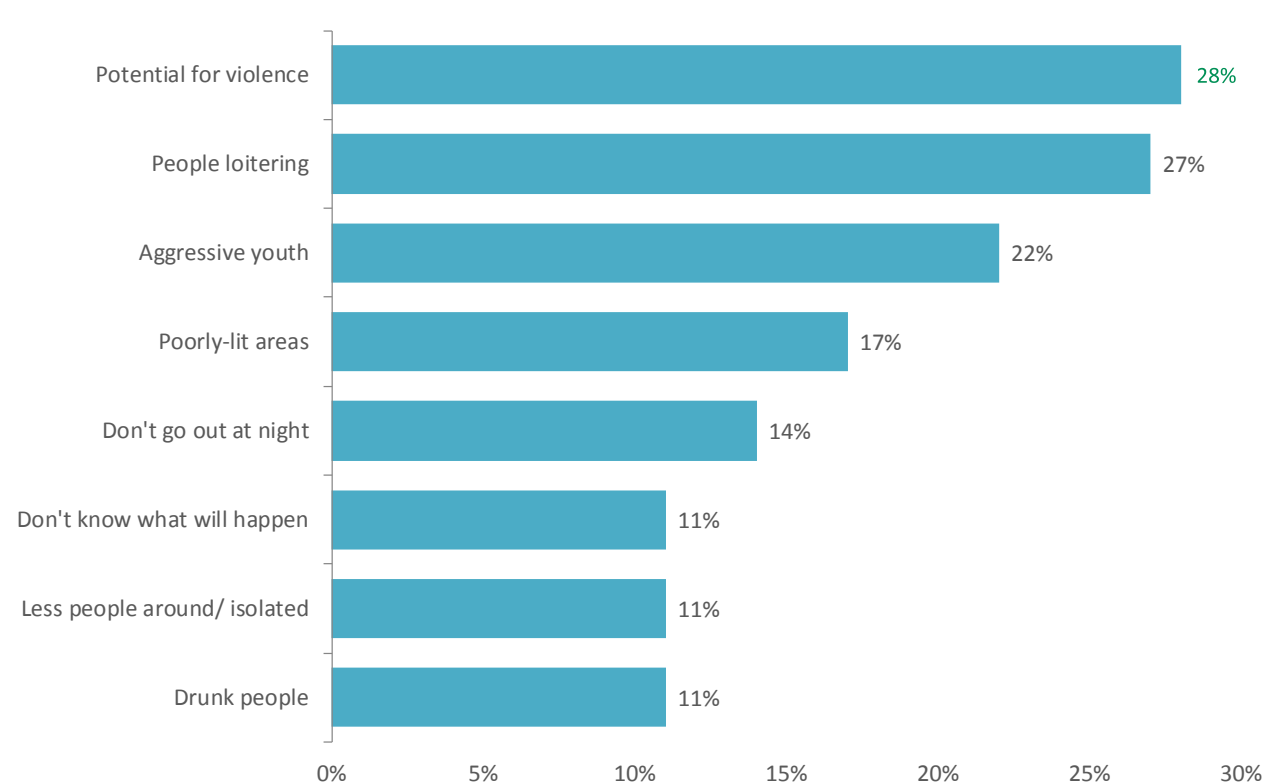
2010 - 2017 TREND

Ratings for safety remained relatively on par across the board. Feelings of safety in the CBD during the evening have steadily increased since 2012 with the primary reason for feeling unsafe being potential for violence (28%). People loitering (27% cf. 2016, 10%) has significantly increased from last year. Other reasons include aggressive youth (22%) and poorly-lit areas (17%).



PERCEPTIONS OF SAFETY

REASONS FOR FEELING UNSAFE



2016

10%
28%
27%
8%
5%
14%
-
15%

2017 RESULTS

Ratings for safety remained relatively on par across the board. Feelings of safety in the CBD during the evening have steadily increased since 2012 with the primary reason for feeling unsafe being potential for violence, which has significantly increased from last year (28% cf. 2016, 10%). Other reasons include people loitering (27%), aggressive youth (22%) and poorly-lit areas (17%).



CBD CONTRIBUTION TO LIFESTYLE AND IMAGE

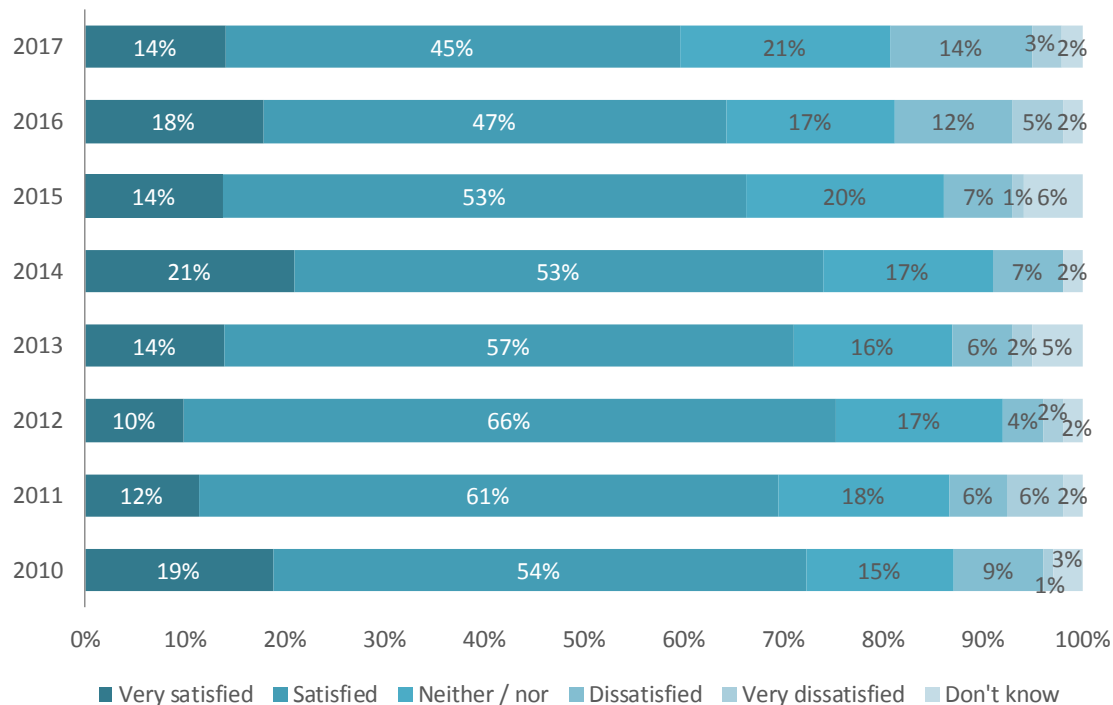
2017 RESULTS



Residents were asked how satisfied or dissatisfied they were with the contribution

the CBD makes to the lifestyle and image of Whanganui. More than half of those surveyed (59%) were satisfied (45%) or very satisfied (14%) with the contribution the CBD makes, while 21% were neither satisfied nor dissatisfied, 17% were dissatisfied (14%) or very dissatisfied (3%) and 2% were unsure.

2010 - 2017 TREND



AREA DIFFERENCES



While not significant, Whanganui Central residents (34%) were more likely than other residents to be dissatisfied with the contribution the CBD makes to the lifestyle and image of Whanganui.

Marybank et al residents were more likely to be very satisfied, and St John's Hill/ Otamatea residents were more likely to be satisfied.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very satisfied	12%	16%	12%	15%	9%	9%	12%	16%	13%	25%
Satisfied	33%	55%	42%	40%	70%	38%	35%	48%	60%	46%
Neither dissatisfied nor satisfied	35%	20%	28%	22%	11%	19%	18%	20%	8%	16%
Dissatisfied	12%	8%	11%	12%	5%	30%	34%	8%	17%	7%
Very dissatisfied	0%	1%	5%	11%	0%	0%	0%	4%	2%	3%
Don't know	7%	0%	1%	0%	4%	3%	2%	4%	0%	4%

CBD CONTRIBUTION TO LIFESTYLE AND IMAGE

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very satisfied	4%	15%	5%	14%	22%	12%	16%
Satisfied	39%	25%	45%	48%	53%	42%	48%
Neither dissatisfied nor satisfied	25%	42%	18%	24%	12%	24%	19%
Dissatisfied	25%	13%	23%	11%	9%	17%	11%
Very dissatisfied	6%	0%	6%	3%	2%	4%	2%
Don't know	2%	5%	3%	1%	3%	1%	4%

COMMUNITY CONNECTEDNESS IN WHANGANUI

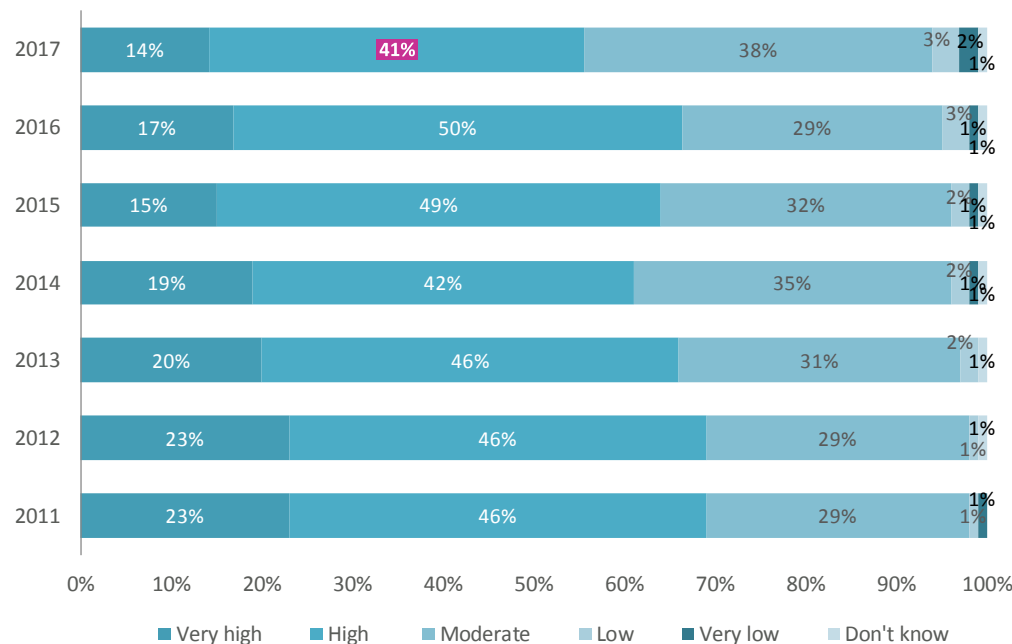
COMMUNITY WELLBEING

2017 RESULTS



When asked to describe their current level of wellbeing, more than half of Whanganui district residents surveyed (55%) rated their wellbeing as high (41%) or very high (14%). Thirty-eight per cent of residents rated their wellbeing as moderate, while 5% rated their wellbeing as low (3%) or very low (2%). One per cent of residents surveyed were unsure how to answer this question.

2010 - 2017 TREND



AREA DIFFERENCES

Residents in Marybank et al were significantly more likely to demonstrate high levels of wellbeing.



Aramoho residents were significantly more likely to demonstrate moderate levels of wellbeing, while residents from the St John's Hill/ Otamatea and Marybank et al areas were significantly less likely to demonstrate moderate levels of wellbeing.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very high	9%	18%	18%	10%	21%	17%	4%	16%	10%	14%
High	20%	29%	27%	44%	61%	45%	39%	46%	55%	72%
Moderate	67%	53%	44%	33%	13%	32%	49%	33%	33%	12%
Low	4%	0%	6%	4%	2%	2%	3%	1%	2%	2%
Very low	0%	0%	4%	4%	0%	0%	4%	2%	0%	0%
Don't know	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%

COMMUNITY WELLBEING

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very high	13%	9%	12%	20%	14%	14%	15%
High	27%	41%	48%	44%	45%	42%	40%
Moderate	44%	46%	34%	31%	39%	38%	38%
Low	6%	3%	1%	3%	2%	2%	4%
Very low	4%	3%	3%	1%	0%	2%	2%
Don't know	0%	0%	0%	1%	0%	0%	0%

SENSE OF BELONGING

2017 RESULTS

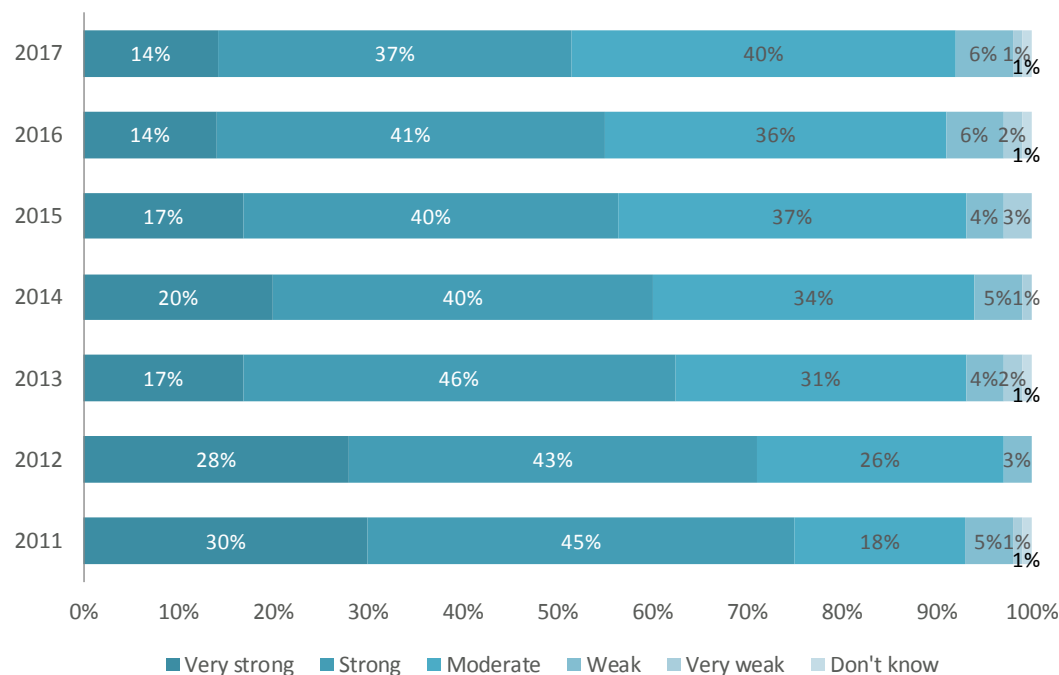


When asked to consider their sense of belonging, or feeling part of a community, more than half of

Whanganui district residents surveyed (51%) rated their sense of belonging as strong (37%) or very strong (14%). Forty per cent of those surveyed rated their sense of belonging as moderate, while 7% rated it weak (6%) or very weak (1%), 1% were unsure and 1% of residents surveyed preferred to not answer.

These results remain similar to last year's results.

2010 - 2017 TREND



AREA DIFFERENCES

Residents in Blueskin-Maxwell were more likely to rate their sense of belonging as very strong, and Bastia Hill/Durie Hill residents were more likely to have rated it strong.



Residents from Gonville were more likely to rate their sense of belonging as weak, while Springvale residents were more likely to be unsure how to rate their sense of belonging.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very strong	7%	20%	12%	13%	11%	9%	10%	21%	28%	11%
Strong	24%	28%	29%	53%	51%	38%	33%	41%	35%	52%
Moderate	59%	46%	44%	26%	36%	44%	44%	34%	33%	30%
Weak	7%	5%	13%	4%	2%	2%	8%	4%	5%	0%
Very weak	0%	1%	2%	0%	0%	0%	3%	0%	0%	7%
Don't know	1%	0%	0%	0%	0%	3%	2%	0%	0%	0%

SENSE OF BELONGING

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very strong	5%	9%	11%	18%	19%	12%	17%
Strong	20%	31%	42%	37%	47%	40%	34%
Moderate	49%	58%	41%	40%	29%	39%	41%
Weak	18%	3%	6%	2%	3%	6%	6%
Very weak	2%	0%	0%	2%	2%	1%	1%
Don't know	2%	0%	0%	1%	0%	0%	1%

PRIDE IN MY NEIGHBOURHOOD

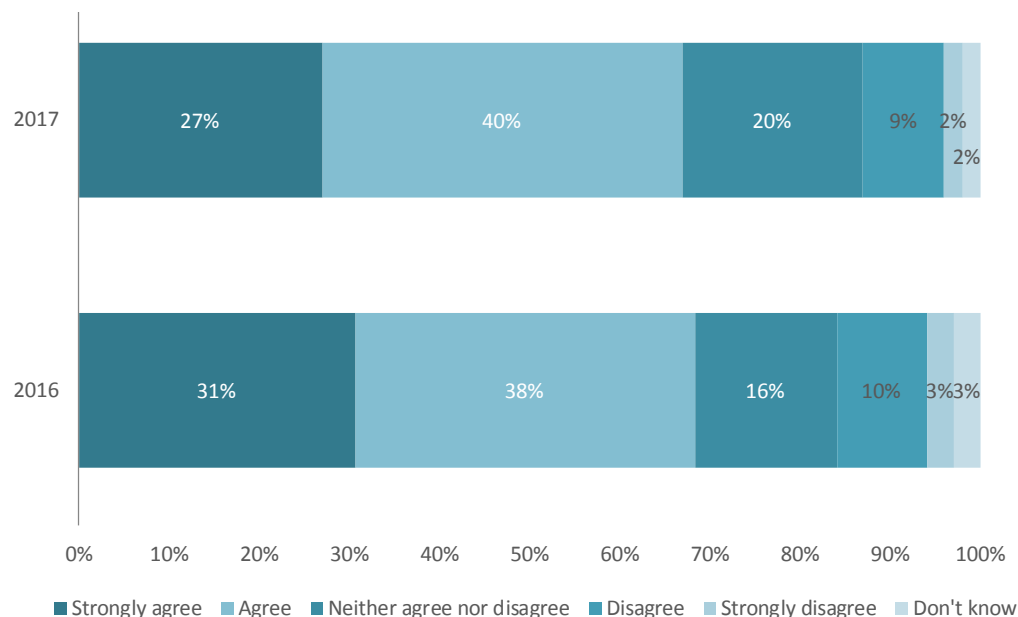
2017 RESULTS



More than two-thirds of Whanganui district residents surveyed (67%), agreed (40%) or strongly agreed (27%) they felt a sense of pride with how their neighbourhood looks and feels. Twenty per cent neither agreed nor disagreed, while 11% disagreed (9%) or strongly disagreed (2%). Two per cent of residents were unsure how to answer.

These results remain similar to last year.

2016 - 2017 TREND



AREA DIFFERENCES

Residents living in the St John's Hill/ Otamatea and Blueskin-Maxwell areas were more likely to strongly agree they have pride in the way their neighbourhood looks and feels.



Residents in Bastia Hill/ Durie Hill were more likely to agree, while Gonville residents were more likely to neither agree nor disagree.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Strongly agree	14%	24%	18%	15%	51%	27%	25%	34%	51%	38%
Agree	40%	28%	34%	63%	47%	47%	32%	38%	37%	40%
Neither agree nor disagree	29%	27%	30%	15%	0%	18%	20%	18%	2%	12%
Disagree	17%	15%	10%	2%	2%	7%	12%	9%	2%	5%
Strongly disagree	0%	3%	4%	4%	0%	0%	5%	2%	0%	4%
Don't know	0%	3%	4%	0%	0%	0%	5%	0%	8%	0%

PRIDE IN MY NEIGHBOURHOOD

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Strongly agree	12%	29%	26%	29%	35%	26%	29%
Agree	30%	30%	36%	50%	44%	41%	40%
Neither agree nor disagree	29%	37%	31%	12%	10%	21%	18%
Disagree	20%	3%	6%	6%	8%	8%	10%
Strongly disagree	6%	3%	0%	2%	2%	3%	2%
Don't know	3%	0%	1%	2%	2%	2%	2%

SENSE OF COMMUNITY IN MY NEIGHBOURHOOD

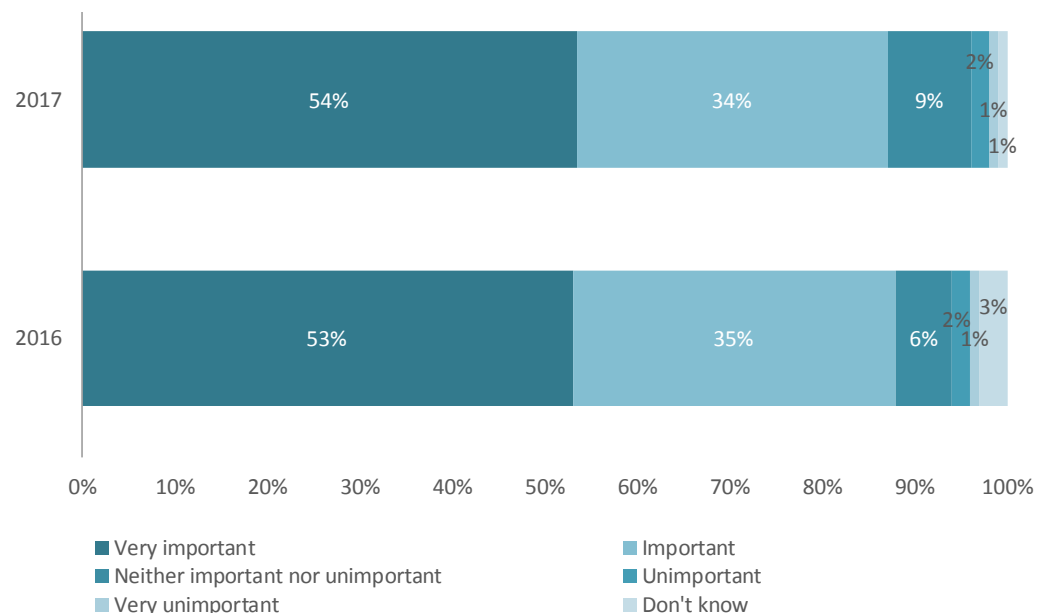
2017 RESULTS



Whanganui district residents were asked how important they felt it was to have a sense

of community in their neighbourhood. Similar to last year, the majority of residents surveyed (88%) felt it was important (34%) or very important (54%), while 9% stated it was neither important nor unimportant. Three per cent of residents felt it was unimportant (2%) or very unimportant (1%) while 1% of residents surveyed were unsure how to answer.

2016 - 2017 TREND



AREA DIFFERENCES

Residents from the Blueskin-Maxwell and Marybank et al areas were more likely to think it was very important to have a sense of community in their neighbourhood.



Aramoho residents were more likely to think it was unimportant and St John's Hill/ Otamatea residents were more likely to be unsure how to answer.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very important	40%	45%	49%	51%	67%	44%	43%	65%	74%	74%
Important	40%	40%	37%	39%	26%	37%	39%	27%	23%	22%
Neither important nor unimportant	10%	14%	11%	6%	2%	17%	17%	5%	2%	0%
Unimportant	9%	0%	1%	0%	0%	3%	0%	2%	0%	0%
Very unimportant	0%	0%	0%	4%	0%	0%	0%	0%	0%	4%
Don't know	1%	0%	1%	0%	5%	0%	2%	1%	0%	0%

SENSE OF COMMUNITY IN MY NEIGHBOURHOOD

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very important	30%	45%	51%	58%	67%	49%	59%
Important	43%	41%	32%	35%	27%	36%	32%
Neither important nor unimportant	21%	14%	13%	4%	3%	11%	8%
Unimportant	4%	0%	2%	1%	1%	2%	1%
Very unimportant	2%	0%	0%	1%	0%	1%	0%
Don't know	0%	0%	1%	0%	2%	1%	1%

NEIGHBOURLY BEHAVIOUR

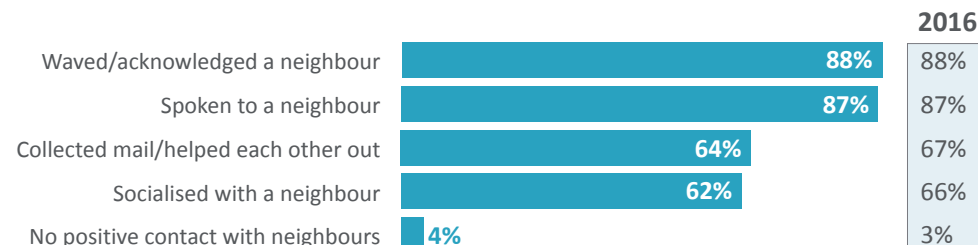
2017 RESULTS



Whanganui district residents surveyed were asked what sort of neighbourly behaviour they have participated in during the past 12

months. The majority of residents had waved/ acknowledged a neighbour (88%) and spoken to a neighbour (87%), while 64% had collected mail/ helped out and 62% had socialised with a neighbour. Only 4% of those surveyed stated they had not had any positive contact with their neighbours.

BY RESIDENTS



AREA DIFFERENCES



Marybank et al residents were more likely to have engaged in neighbourly behaviour with 100% of those surveyed from this area stating they had spoken to a neighbour in the past year. Residents in Gonville were more likely to have had no positive contact with their neighbours in the past 12 months.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Waved/acknowledged a neighbour	79%	92%	87%	94%	93%	91%	78%	88%	85%	96%
Spoken to a neighbour	77%	91%	83%	84%	98%	83%	85%	85%	95%	100%
Collected mail/helped each other out	45%	66%	55%	61%	78%	65%	50%	74%	76%	84%
Socialised with a neighbour	46%	68%	54%	62%	75%	59%	41%	70%	79%	80%
No positive contact with neighbours	7%	3%	8%	0%	0%	0%	7%	5%	5%	0%

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Waved/acknowledged a neighbour	71%	87%	93%	89%	96%	86%	91%
Spoken to a neighbour	59%	79%	94%	92%	97%	84%	90%
Collected mail/helped each other out	37%	47%	61%	70%	81%	61%	67%
Socialised with a neighbour	39%	51%	64%	63%	76%	62%	62%
No positive contact with neighbours	16%	4%	2%	3%	0%	6%	2%

INTENTION TO LEAVE

2017 RESULTS

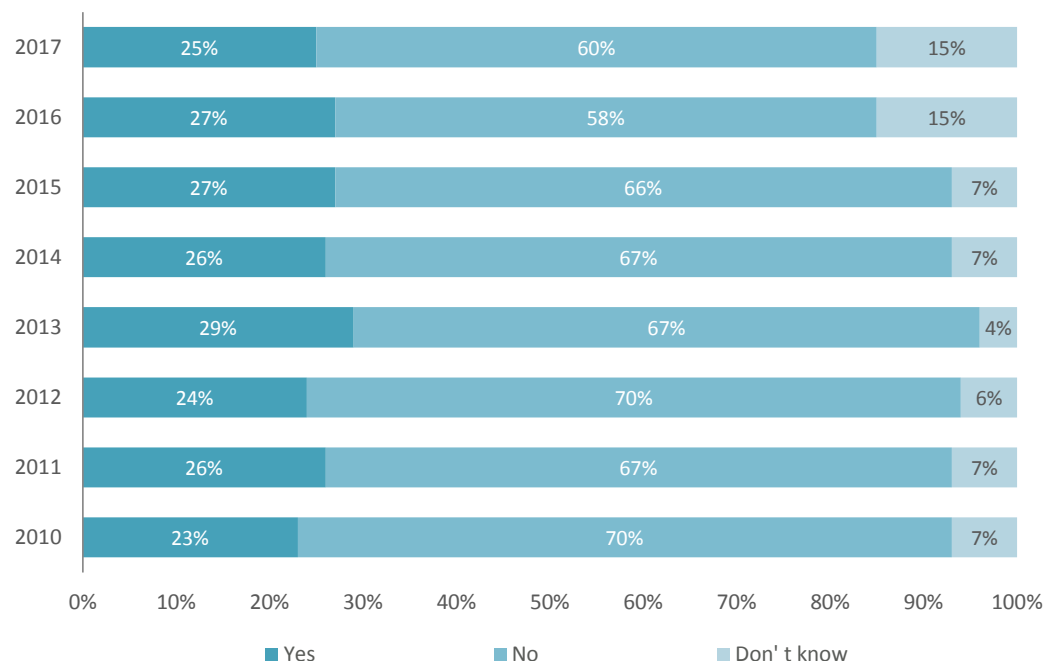


A quarter of Whanganui district residents surveyed (25%) would leave the district if

it were possible for them to do so. However, 60% of residents would not leave, while 15% of those surveyed were unsure if they would leave Whanganui if it was possible.

These results remain similar to last year.

2010 - 2017 TREND



AREA DIFFERENCES

Blueskin-Maxwell residents were significantly more likely to



state they would not leave Whanganui, while residents in Marybank et al were more likely to state they would.

Residents in the Whanganui Central area were more likely to be unsure if they would leave the district if they could.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Yes	42%	26%	23%	30%	21%	15%	28%	18%	13%	38%
No	45%	57%	63%	55%	56%	64%	42%	73%	87%	55%
Don't know	14%	18%	14%	14%	23%	21%	31%	9%	0%	7%

BY AGE & GENDER

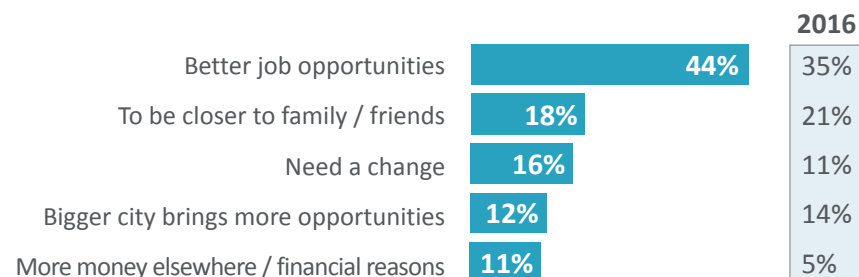
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	47%	26%	28%	24%	11%	26%	23%
No	34%	50%	52%	59%	82%	58%	63%
Don't know	19%	25%	20%	16%	7%	15%	15%

REASON FOR MOVING

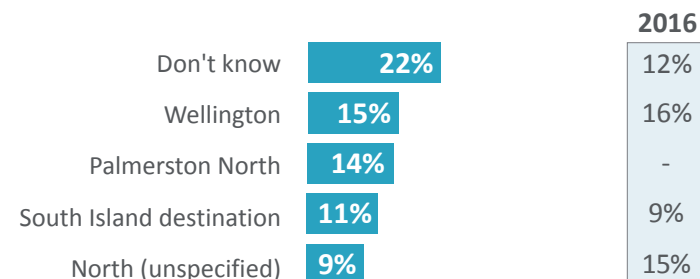
2017 RESULTS



The leading five reasons for leaving the Whanganui district related to better job opportunities elsewhere (44%), being closer to family or friends (18%), needing a change (16%), more opportunities in a bigger city (12%) and financial reasons (11%).



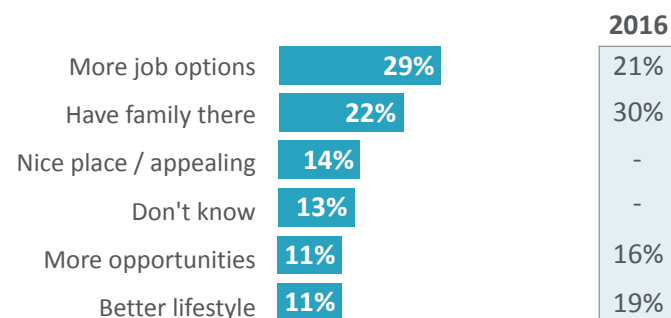
The highest proportion of those who would move from the district (22%) were unsure where they would move to. Fifteen per cent of residents surveyed would move to Wellington, 14% to Palmerston North, 11% to a South Island destination and 9% to an unspecified North Island location.



(New Plymouth 12%)
(Australia 10%)



The primary reason for residents moving to a particular place was more employment options (29%). This was followed by having family there (22%) and that it was appealing (14%). Thirteen per cent were unsure, while 11% cited more opportunities and a better lifestyle.



(Recreational Purposes 16%)

COUNCIL SERVICES AND FACILITIES

WHANGANUI AIRPORT

2017 RESULTS

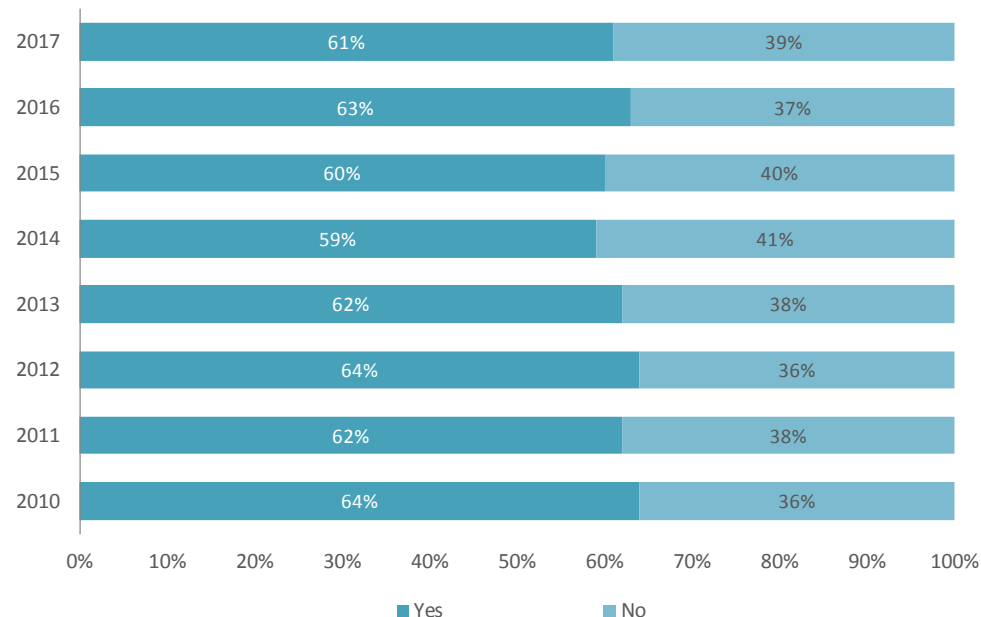


Close to two-thirds of Whanganui district residents surveyed (61%) have used the Whanganui Airport during the past 12

months. This is on par with results from previous years.

Eighty-one per cent of Whanganui Airport users were satisfied (46%) or very satisfied (35%) the terminal facilities and services met their expectations. This remains similar to results from previous years.

2010 - 2017 TREND



AREA DIFFERENCES

The highest proportion of Whanganui Airport users were from the St John's Hill/ Otamatea area (80% cf. total 61%).



Marybank et al residents (8%) were significantly more likely to be very dissatisfied with the Whanganui Airport terminal facilities and services.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Yes	68%	55%	48%	66%	80%	52%	76%	61%	67%	63%
No	32%	45%	52%	32%	18%	48%	24%	39%	33%	37%

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	51%	61%	65%	71%	57%	60%	61%
No	49%	39%	34%	29%	42%	39%	39%

SERVICES PROVIDED BY COUNCIL

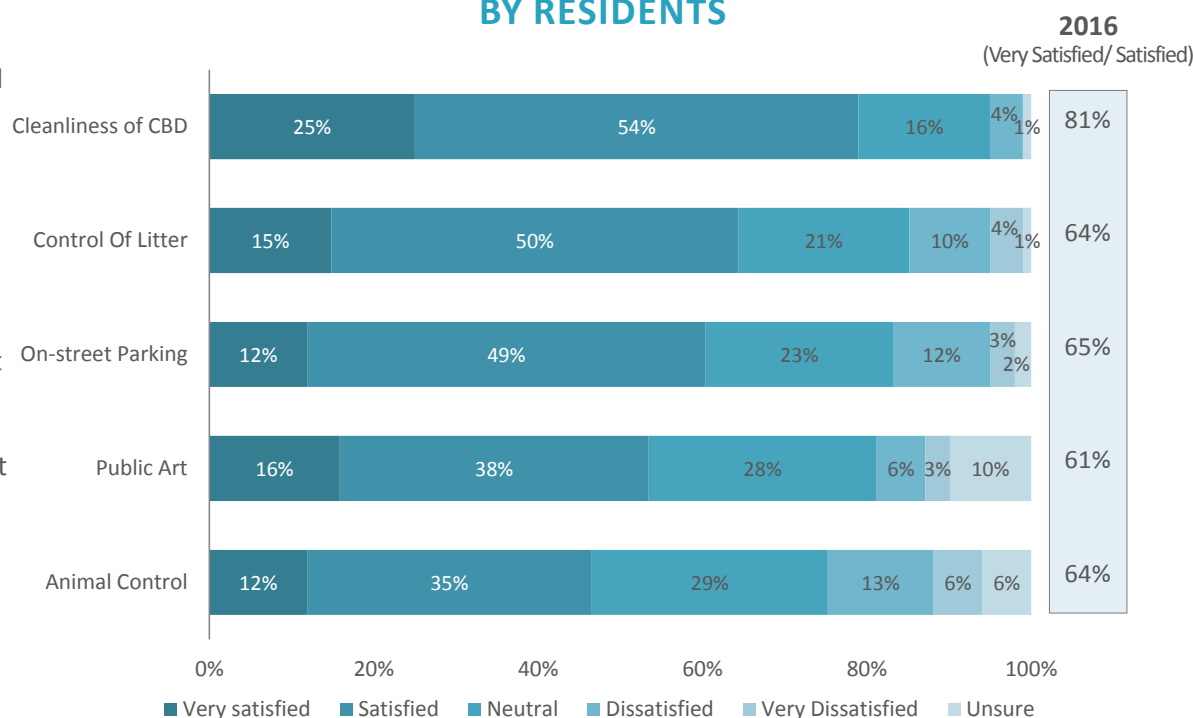
2017 RESULTS



Cleanliness of Central Business District was the highest-rated service provided by Council, with more than three-quarters

of residents (79%) stating they were satisfied (54%) or very satisfied (25%). Sixty-five per cent of residents were satisfied (50%) or very satisfied (15%) with the control of litter. Sixty-one per cent of residents were satisfied (49%) or very satisfied (12%) with the availability of on-street parking, while 54% of residents were satisfied (38%) or very satisfied (16%) with public art. Less than half of residents surveyed (47%) were satisfied (35%) or very satisfied (12%) with animal control.

BY RESIDENTS



AREA DIFFERENCES

Marybank et al residents were more likely to be satisfied with cleanliness of the CBD, while Blueskin-Maxwell residents were more likely to be satisfied with the control of litter. Residents in Bastia Hill/ Durie Hill were more likely to be satisfied with on-street parking and St John's Hill/ Otamatea residents were more likely to be satisfied with public art and animal control.



BY SUBURB (TOTAL VERY SATISFIED AND SATISFIED)

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Cleanliness of CBD	75%	67%	83%	80%	73%	81%	62%	85%	86%	88%
Control of Litter	56%	60%	61%	78%	66%	67%	57%	71%	81%	59%
On-street Parking	48%	56%	59%	73%	63%	60%	64%	57%	63%	62%
Public Art	39%	37%	60%	56%	67%	52%	60%	57%	51%	48%
Animal Control	38%	42%	50%	41%	60%	52%	41%	51%	21%	36%

SERVICES PROVIDED BY COUNCIL

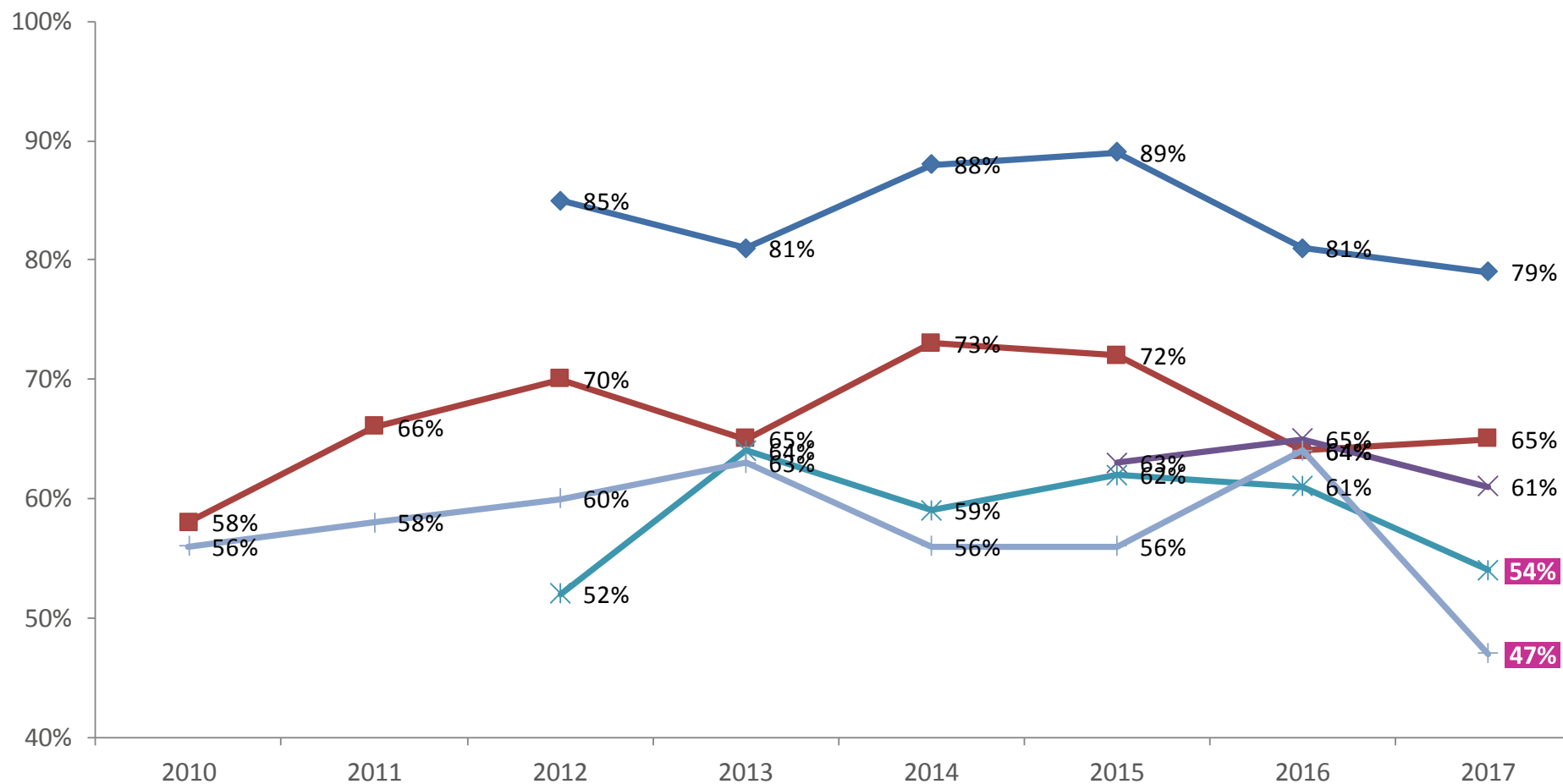
BY AGE & GENDER (TOTAL VERY SATISFIED AND SATISFIED)

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Cleanliness of CBD	61%	66%	78%	85%	89%	78%	80%
Control of Litter	60%	63%	62%	67%	69%	68%	62%
On-street parking	51%	53%	54%	64%	68%	64%	57%
Public Art	54%	42%	50%	54%	58%	54%	53%
Animal Control	34%	53%	38%	49%	53%	48%	45%

SERVICES PROVIDED BY COUNCIL

2010 - 2017 TREND

With regards to services provided by Council, ratings of public art (54% cf. 2016, 61%) and animal control (47% cf. 2016, 64%) have both significantly decreased when compared with last year.



◆ Cleanliness of CBD

■ Control of Litter

✕ On Street Parking

* Public Art

+ Animal Control

FACILITIES PROVIDED BY COUNCIL

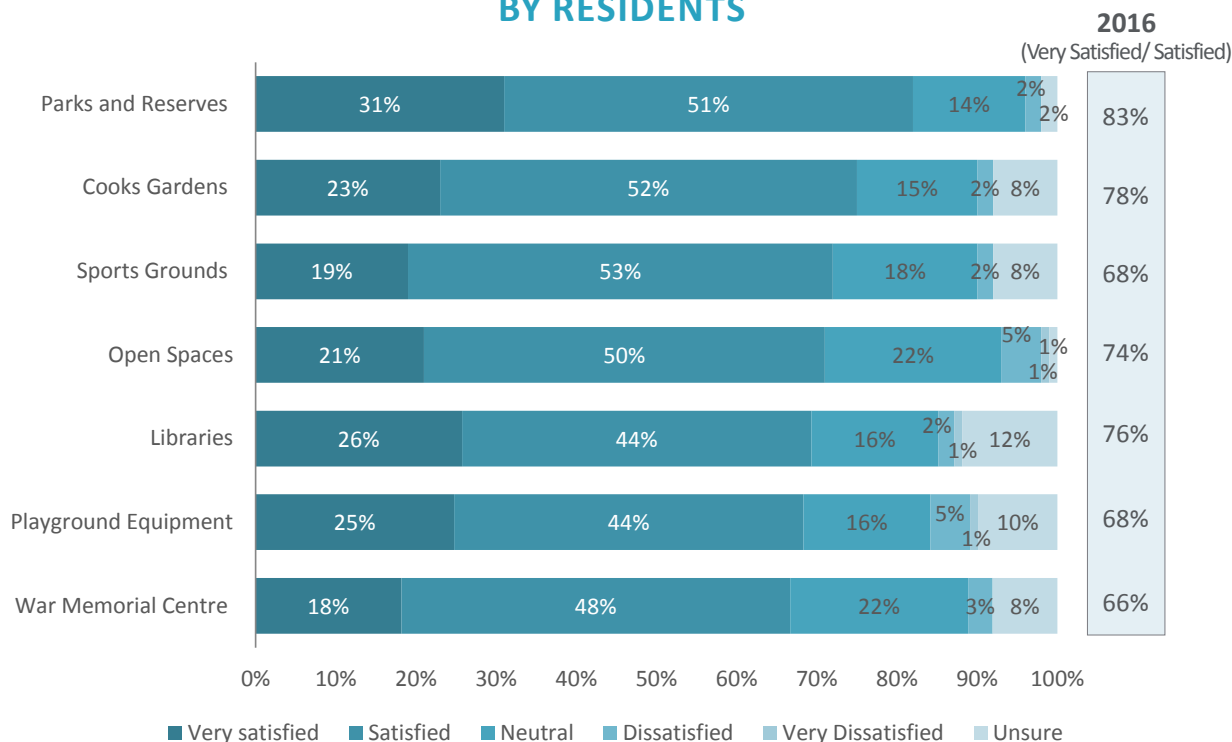
2017 RESULTS



Parks and reserves, Cooks Gardens and sports grounds were the highest-rated facilities

in terms of satisfaction among Whanganui district residents. Parks and reserves received the highest satisfaction ratings, with 82% of residents satisfied (51%) or very satisfied (31%). Cooks Gardens also rated highly, with 75% of residents satisfied (52%) or very satisfied (23%), while 72% of residents were satisfied (53%) or very satisfied (19%) with sports grounds.

BY RESIDENTS



AREA DIFFERENCES



While not significant, residents from St John's Hill/ Otamatea were more likely to be very satisfied with parks and reserves, while Gonville residents were more likely to be very satisfied with Cooks Gardens. Residents in Blueskin-Maxwell were more likely to be very satisfied with sports grounds in the Whanganui district.

BY SUBURB (TOTAL VERY SATISFIED AND SATISFIED)

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Parks and Reserves	86%	69%	84%	80%	98%	82%	68%	86%	77%	81%
Cooks Gardens	71%	63%	83%	69%	78%	77%	70%	74%	88%	68%
Sports Grounds	65%	65%	77%	63%	82%	67%	77%	72%	85%	71%
Open Spaces	70%	60%	76%	63%	85%	73%	63%	65%	87%	77%
Libraries	63%	66%	79%	67%	83%	67%	61%	69%	76%	64%
Playground Equipment	60%	52%	60%	69%	83%	68%	65%	78%	62%	75%
War Memorial Centre	55%	53%	68%	67%	81%	61%	64%	75%	85%	59%

FACILITIES PROVIDED BY COUNCIL

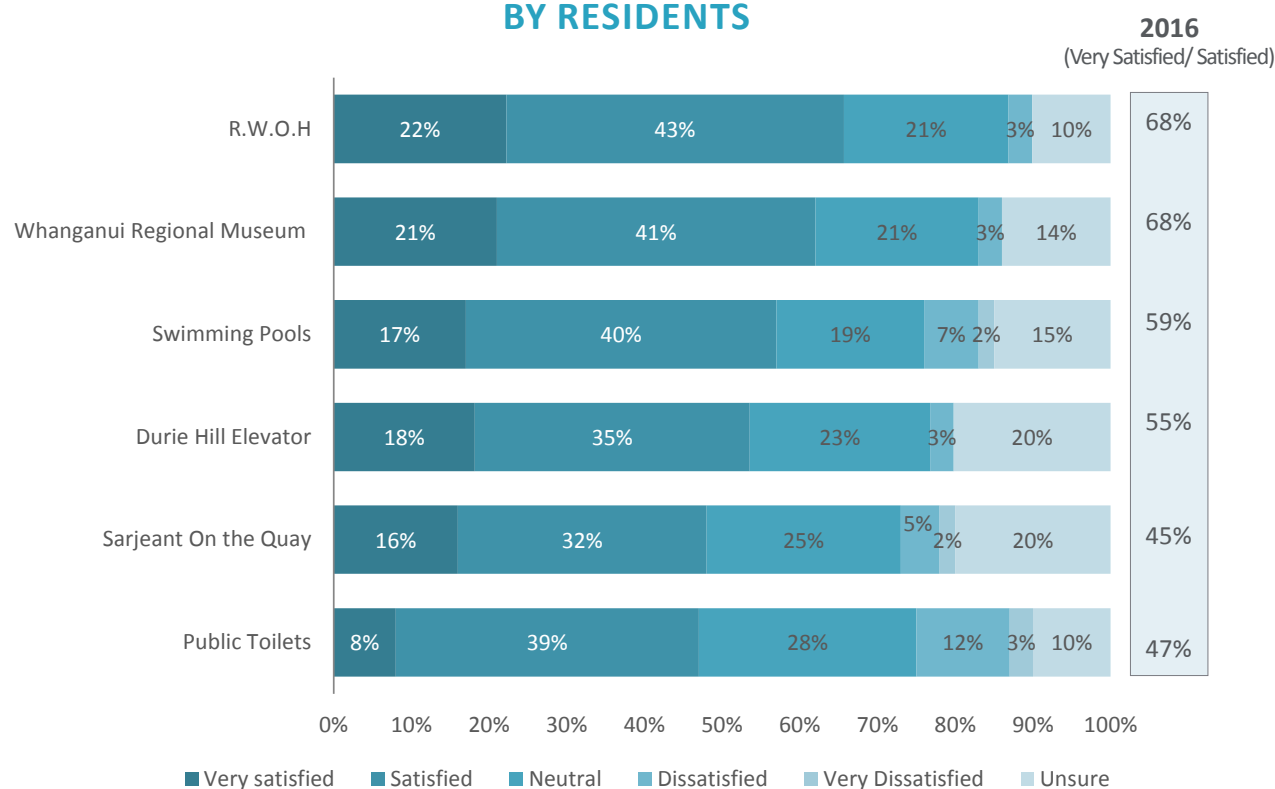
2017 RESULTS



Cleanliness and provision of public toilets had the lowest satisfaction

rating among Whanganui district residents with less than half of those surveyed (47%) satisfied (39%) or very satisfied (8%) with this. The Sarjeant on the Quay and Durie Hill Elevator also had low satisfaction ratings, which appears to be driven by a large proportion of unsure responses (20% each).

BY RESIDENTS



AREA DIFFERENCES



Blueskin-Maxwell residents were more likely to be satisfied with the provision and cleanliness of toilets and swimming pools in the Whanganui district. St John's Hill/ Otamatea residents were more likely to be satisfied with the regional museum and Royal Whanganui Opera House.

BY SUBURB (TOTAL VERY SATISFIED AND SATISFIED)

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
R.W.O.H	56%	48%	71%	63%	74%	70%	57%	70%	65%	65%
Whanganui Regional Museum	59%	56%	72%	53%	74%	55%	52%	64%	66%	51%
Swimming Pools	52%	46%	56%	47%	63%	61%	62%	59%	73%	58%
Durie Hill Elevator	64%	41%	57%	57%	59%	58%	50%	24%	64%	45%
Sarjeant On The Quay	35%	28%	45%	64%	62%	43%	50%	60%	46%	38%
Public Toilets	36%	48%	52%	58%	33%	46%	46%	43%	64%	40%

FACILITIES PROVIDED BY COUNCIL

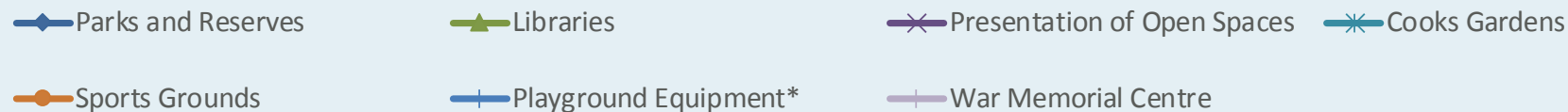
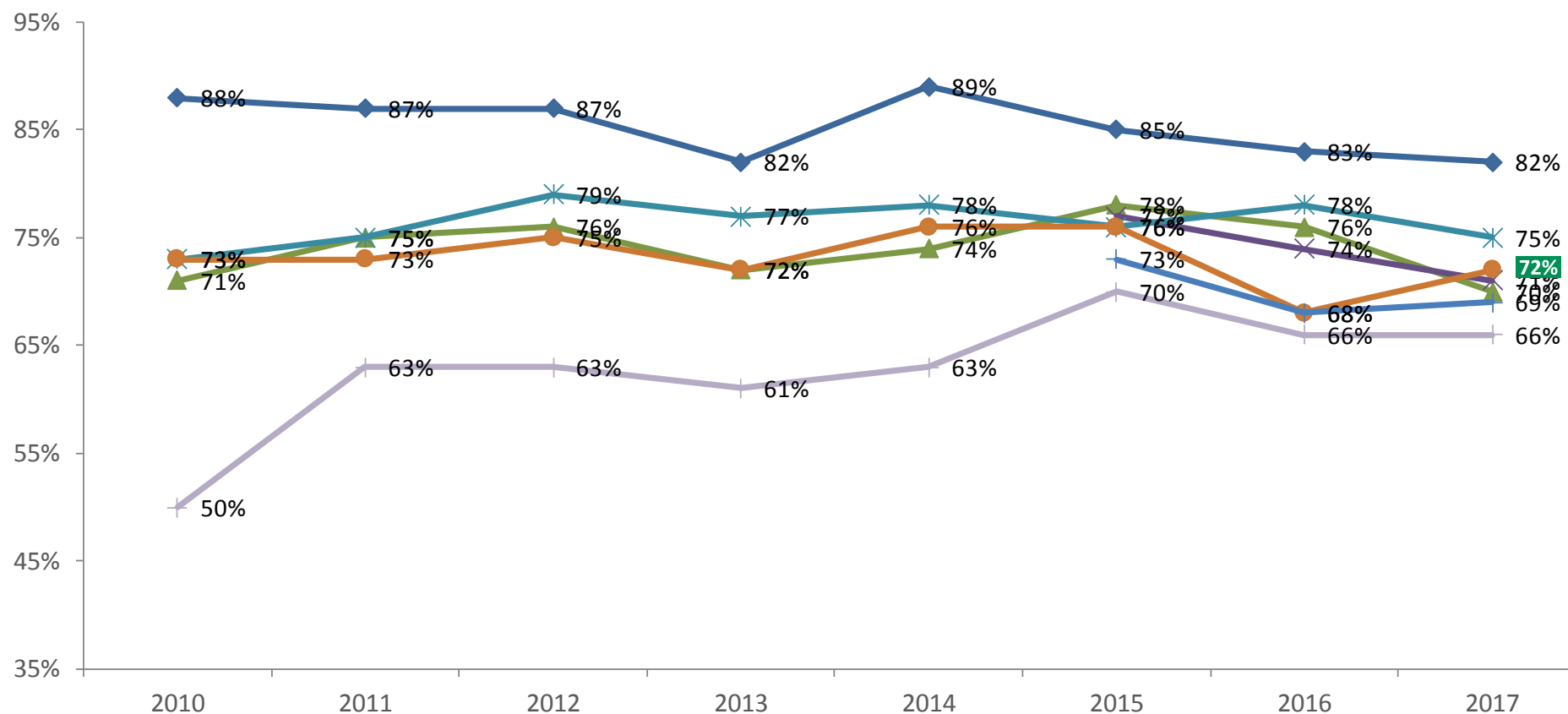
BY AGE & GENDER (TOTAL VERY SATISFIED AND SATISFIED)

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Parks and Reserves	61%	86%	80%	90%	85%	77%	86%
Cooks Gardens	67%	72%	79%	75%	78%	74%	76%
Sports Grounds	66%	62%	73%	80%	73%	74%	70%
Open Spaces	49%	68%	75%	76%	79%	69%	74%
Libraries	49%	84%	80%	71%	72%	66%	75%
Playground Equipment	60%	74%	72%	72%	66%	63%	74%
War Memorial Centre	65%	59%	66%	68%	68%	63%	70%
R.W.O.H	51%	56%	65%	65%	74%	62%	68%
Whanganui Regional Museum	43%	66%	63%	71%	62%	56%	67%
Swimming Pools	47%	60%	70%	55%	58%	56%	58%
Durie Hill Elevator	49%	66%	44%	48%	59%	53%	54%
Sarjeant On The Quay	45%	32%	43%	51%	53%	43%	52%
Public Toilets	22%	52%	50%	48%	58%	48%	46%

FACILITIES PROVIDED BY COUNCIL

2010 - 2017 TREND

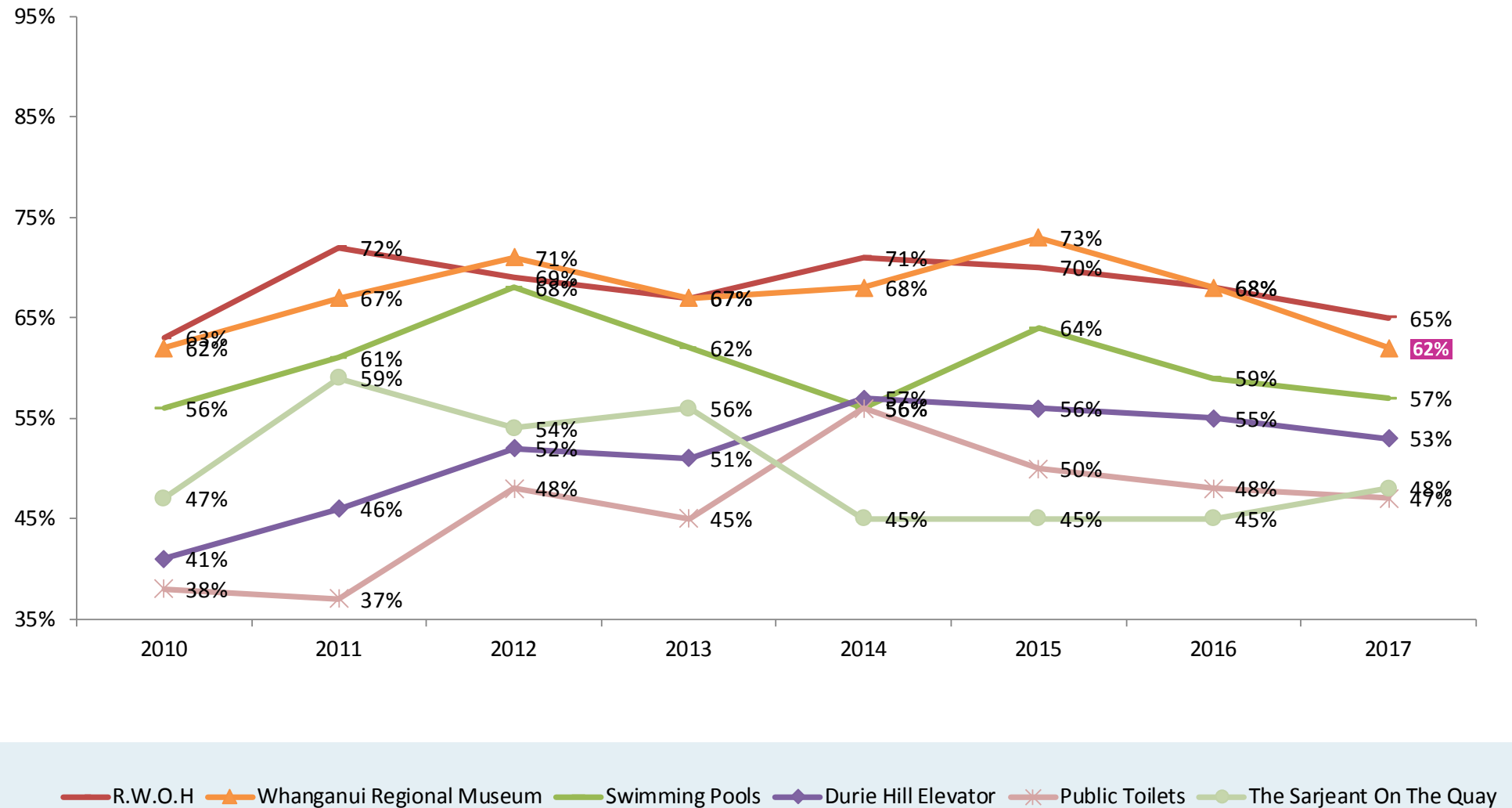
With regards to facilities provided by council, ratings of the district's sports grounds had significantly increased when compared to last year's results (72% cf. 2016, 68%). while ratings of the regional museum had significantly decreased (62% cf. 2016, 68%).



FACILITIES PROVIDED BY COUNCIL

2010 - 2017 TREND

Also with regards to facilities provided by council, ratings of the regional museum had significantly decreased (62% cf. 2016, 68%).



PUBLIC TOILETS

2017 RESULTS

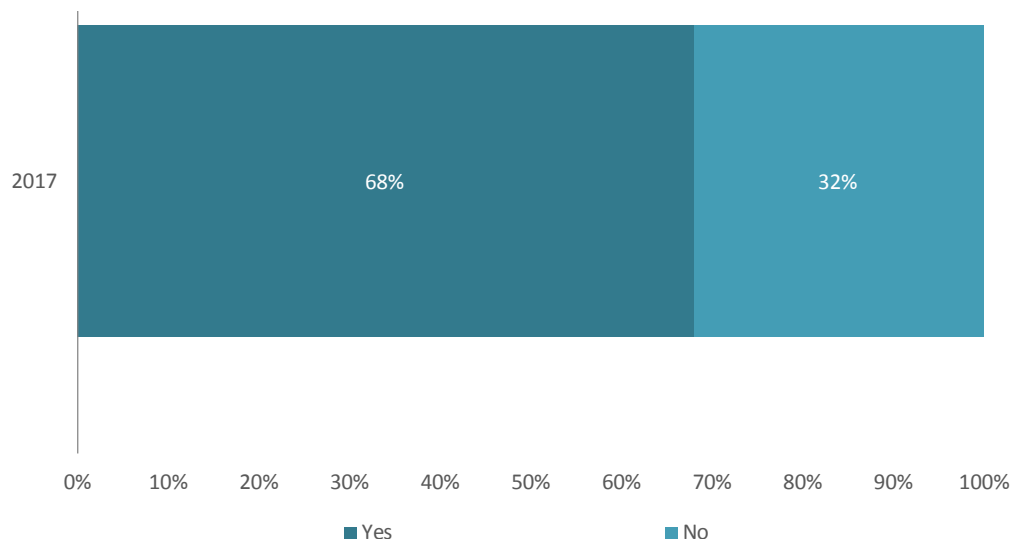


In a new question for 2017, more than two-thirds of residents (68%)

indicated there needs to be more public toilets* in the Whanganui district.

*A full list of suggested locations for public toilets in the Whanganui district are listed in Appendix Two.

BY RESIDENTS



AREA DIFFERENCES

Bastia Hill/ Durie Hill residents were more likely to affirm there needs to be more public toilets in the district, while residents in the Blueskin-Maxwell area were more likely to state there does not.



BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Yes	62%	61%	66%	88%	54%	71%	75%	69%	53%	68%
No	38%	39%	34%	12%	46%	29%	25%	31%	47%	32%

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	65%	71%	70%	70%	66%	62%	74%
No	35%	29%	30%	30%	34%	38%	26%

PERFORMANCE OF COUNCIL

COUNCIL RESPONSE TO COMMUNITY NEEDS AND ISSUES

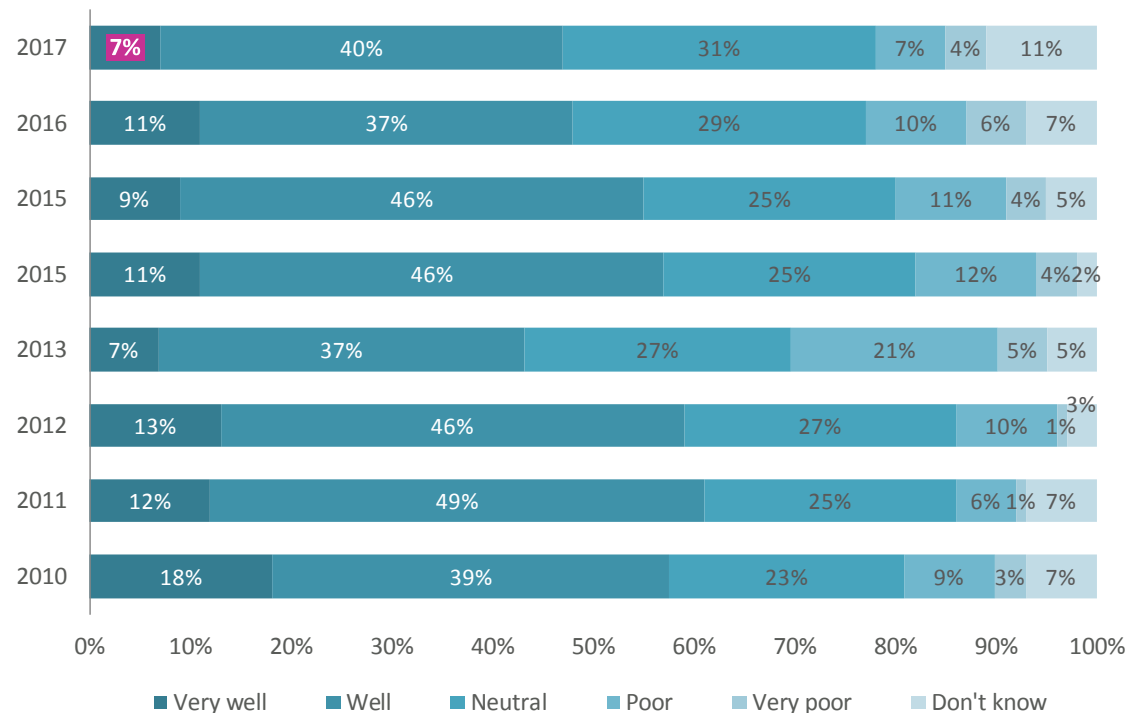
2017 RESULTS



Almost half of Whanganui district residents surveyed (47%) felt

Council responded to community needs and issues well (40%) or very well (7%), a significant decrease from last year. Thirty-one per cent of residents felt Council response was neither well nor poor, while 11% felt it was poor (7%) or very poor (4%) and 11% were unsure.

2010 - 2017 TREND



AREA DIFFERENCES



Residents from the Bastia Hill/ Durie Hill area were more likely to have felt council had responded to community needs and issues well, while residents in Castlecliff were more likely to have felt they had responded very poorly.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very well	5%	10%	7%	6%	0%	4%	10%	10%	8%	5%
Well	33%	36%	37%	55%	47%	37%	26%	49%	43%	40%
Neutral	35%	13%	37%	22%	36%	28%	38%	30%	38%	32%
Poor	10%	9%	10%	6%	6%	10%	3%	5%	0%	6%
Very poor	5%	11%	2%	4%	2%	3%	3%	1%	0%	7%
Don't know	11%	21%	6%	7%	9%	16%	21%	5%	11%	11%

COUNCIL RESPONSE TO COMMUNITY NEEDS AND ISSUES

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very well	2%	6%	5%	5%	11%	7%	7%
Well	29%	33%	31%	35%	55%	43%	37%
Neutral	39%	36%	37%	37%	19%	28%	34%
Poor	6%	16%	11%	6%	4%	7%	8%
Very poor	8%	4%	0%	3%	3%	5%	2%
Don't know	16%	5%	16%	14%	7%	10%	12%

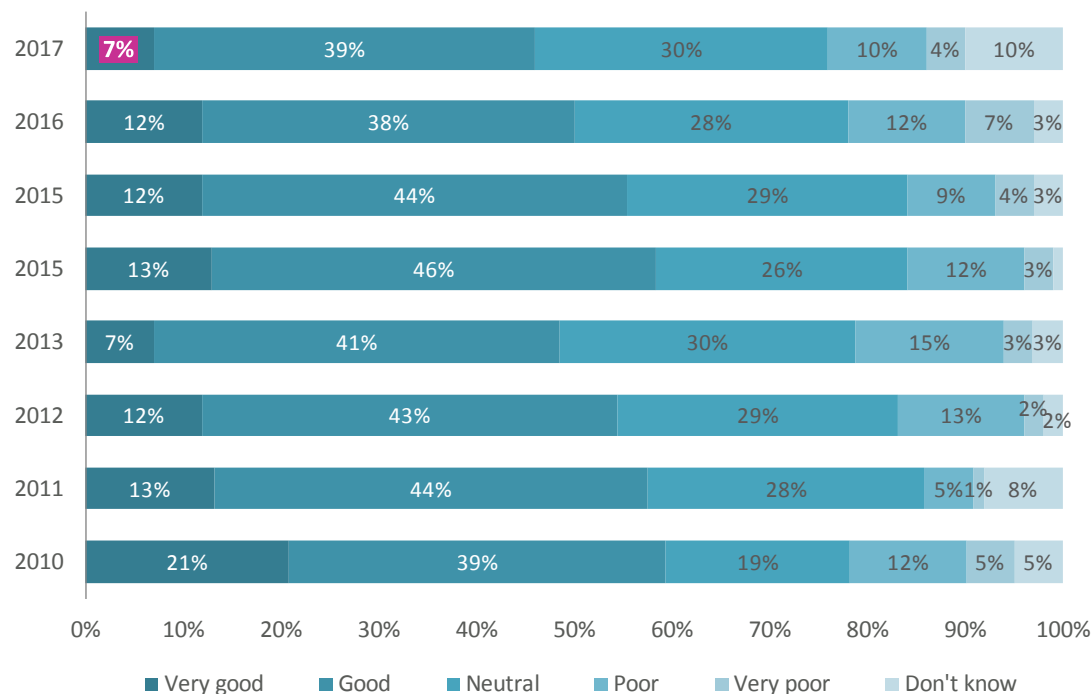
PERFORMANCE OF MAYOR AND COUNCILLORS

2017 RESULTS



Almost half of Whanganui district residents surveyed (46%) felt the performance of the mayor and councillors during the past 12 months was good (39%) or very good (7%), a significant decrease from last year. Thirty per cent of residents felt the performance was neither good nor poor, while 14% felt it was poor (10%) or very poor (4%) and 10% were unsure.

2010 - 2017 TREND



AREA DIFFERENCES



Whanganui East residents were more likely to have felt the performance of the mayor and councillors was very good, while residents in Castlecliff were more likely to have felt the performance was very poor.

These residents were also more likely to be unsure of how to answer.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very good	3%	6%	10%	4%	8%	6%	3%	13%	8%	7%
Good	37%	30%	30%	49%	49%	36%	40%	45%	42%	41%
Neutral	36%	23%	34%	30%	28%	22%	33%	30%	38%	27%
Poor	10%	14%	9%	11%	13%	13%	5%	6%	8%	13%
Very poor	4%	9%	2%	0%	0%	8%	6%	1%	2%	7%
Don't know	9%	17%	16%	6%	2%	15%	12%	5%	2%	6%

PERFORMANCE OF MAYOR AND COUNCILLORS

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very good	0%	4%	4%	7%	14%	6%	9%
Good	26%	38%	37%	40%	45%	36%	41%
Neutral	38%	34%	26%	30%	27%	31%	29%
Poor	7%	10%	18%	12%	7%	11%	9%
Very poor	7%	11%	1%	3%	1%	6%	1%
Don't know	23%	3%	15%	8%	5%	9%	11%

PERFORMANCE OF COUNCIL STAFF

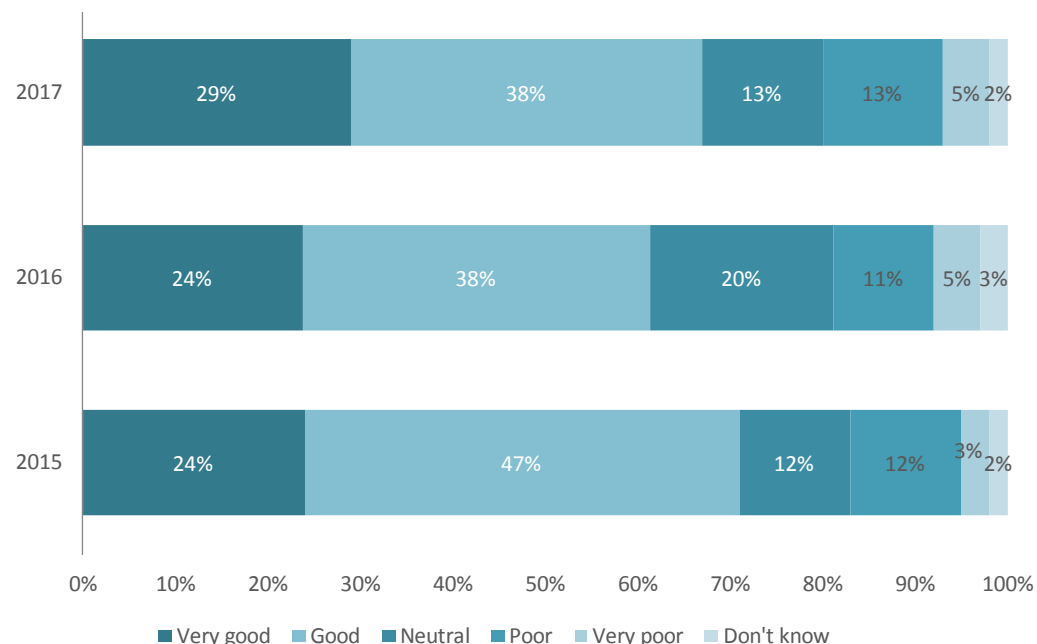
2017 RESULTS



Close to half of Whanganui district residents surveyed (47%) had contact with a Council staff member in the past

12 months. Of those residents, 67% rated the performance of Council staff as good (38%) or very good (29%). Thirteen per cent felt the performance was neither good nor poor, while 17% rated it as poor (13%) or very poor (5%). Two per cent were unsure how to answer.

2015 - 2017 TREND



AREA DIFFERENCES

Bastia Hill/ Durie Hill residents were more likely to have felt the performance of Council staff was good, while Whanganui Central residents were more likely to have felt it was poor.



Residents in Castlecliff were more likely to be unsure of how to answer.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very good	26%	28%	40%	8%	36%	27%	21%	31%	39%	13%
Good	35%	30%	31%	62%	48%	41%	22%	45%	42%	25%
Neutral	13%	19%	10%	7%	9%	20%	9%	11%	4%	28%
Poor	11%	9%	14%	19%	7%	7%	24%	11%	10%	21%
Very poor	14%	5%	2%	2%	0%	2%	24%	2%	6%	9%
Don't know	0%	10%	1%	2%	0%	2%	0%	0%	0%	4%

PERFORMANCE OF COUNCIL STAFF

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very good	12%	16%	22%	34%	37%	27%	31%
Good	44%	67%	43%	32%	30%	33%	46%
Neutral	26%	11%	7%	14%	11%	14%	10%
Poor	9%	6%	26%	8%	13%	17%	6%
Very poor	9%	0%	0%	6%	7%	7%	2%
Don't know	0%	0%	2%	6%	1%	1%	3%

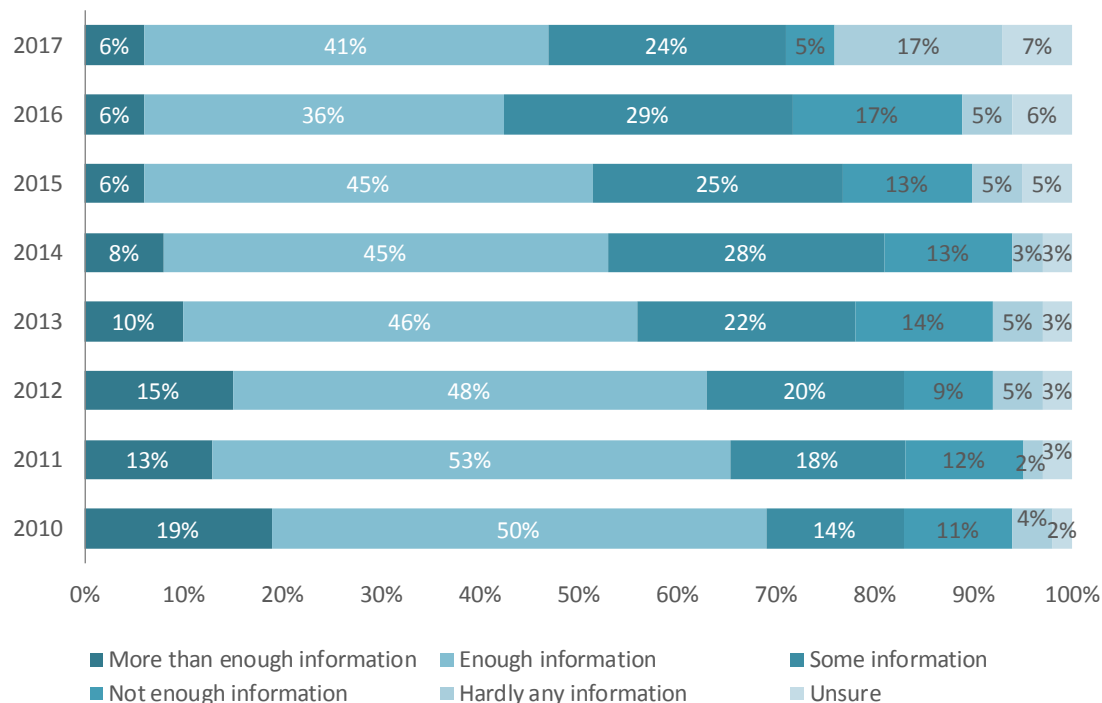
QUANTITY OF INFORMATION SUPPLIED

2017 RESULTS



Similar to last year, the minority of Whanganui district residents surveyed (6%) felt they had more than enough information supplied from Council, while 41% felt they had enough information. Nearly a quarter of residents (24%) felt there was some information supplied from Council, while 17% felt there was not enough information. Five per cent of residents felt there was hardly any information and 7% were unsure how to answer.

2010 - 2017 TREND



AREA DIFFERENCES



Blueskin-Maxwell residents were significantly more likely to have felt they had more than enough information supplied from Council, while residents from the Whanganui Central area were more likely to be unsure.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
More than enough information	3%	5%	5%	5%	12%	2%	4%	4%	30%	6%
Enough information	36%	32%	38%	47%	64%	40%	32%	49%	43%	36%
Some information	24%	16%	30%	23%	12%	23%	32%	24%	22%	18%
Not enough information	25%	22%	13%	20%	12%	25%	5%	17%	5%	21%
Hardly any information	5%	11%	3%	4%	0%	6%	7%	2%	0%	14%
Unsure	7%	14%	11%	1%	0%	3%	20%	4%	0%	6%

QUANTITY OF INFORMATION SUPPLIED

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
More than enough information	0%	6%	3%	6%	10%	6%	6%
Enough information	19%	47%	44%	39%	52%	43%	39%
Some information	34%	19%	23%	27%	18%	20%	28%
Not enough information	20%	16%	20%	17%	13%	18%	15%
Hardly any information	9%	10%	3%	2%	4%	6%	4%
Unsure	18%	3%	7%	8%	3%	7%	7%

ACCESS TO INFORMATION

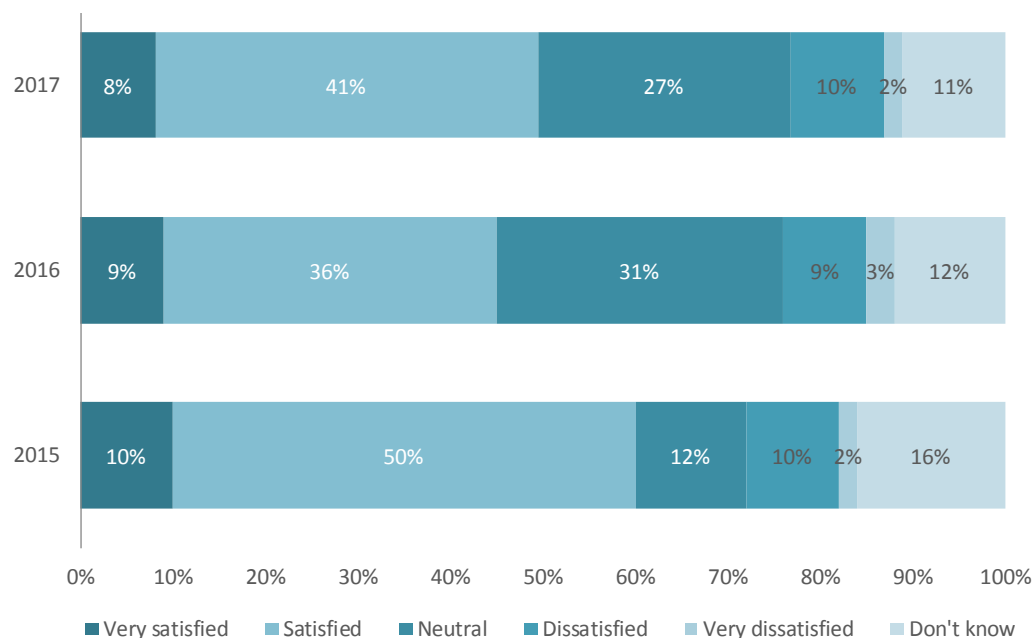
2017 RESULTS



Almost half of Whanganui district residents surveyed (49%) were satisfied (41%) or very satisfied (8%) with the ease of accessing Council information. More than a quarter of residents (27%) were neither satisfied nor dissatisfied, while 12% were dissatisfied (10%) or very dissatisfied (2%) with the ease of accessing Council information and 11% were unsure.

These results remain similar to last year's results.

2015 - 2017 TREND



AREA DIFFERENCES

Residents from Aramoho were significantly more likely to be dissatisfied with the ease of accessing council information. Blueskin-Maxwell residents were more likely to be very satisfied with the ease of accessing Council information, while residents in the Whanganui Central area were more likely to be unsure.



BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very satisfied	5%	9%	10%	6%	2%	11%	3%	11%	18%	4%
Satisfied	34%	42%	37%	51%	48%	34%	40%	48%	51%	36%
Neutral	22%	22%	31%	27%	43%	23%	25%	27%	20%	32%
Dissatisfied	32%	8%	7%	10%	6%	17%	3%	5%	5%	13%
Very dissatisfied	0%	9%	1%	0%	0%	0%	9%	0%	0%	0%
Don't know	7%	10%	13%	6%	2%	14%	20%	9%	6%	15%

ACCESS TO INFORMATION

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very satisfied	2%	10%	3%	5%	16%	8%	9%
Satisfied	18%	48%	50%	42%	48%	41%	42%
Neutral	45%	18%	31%	30%	18%	27%	28%
Dissatisfied	13%	14%	7%	14%	6%	10%	11%
Very dissatisfied	6%	4%	0%	1%	1%	3%	1%
Don't know	16%	6%	9%	9%	11%	12%	9%

EASE OF WEBSITE NAVIGATION

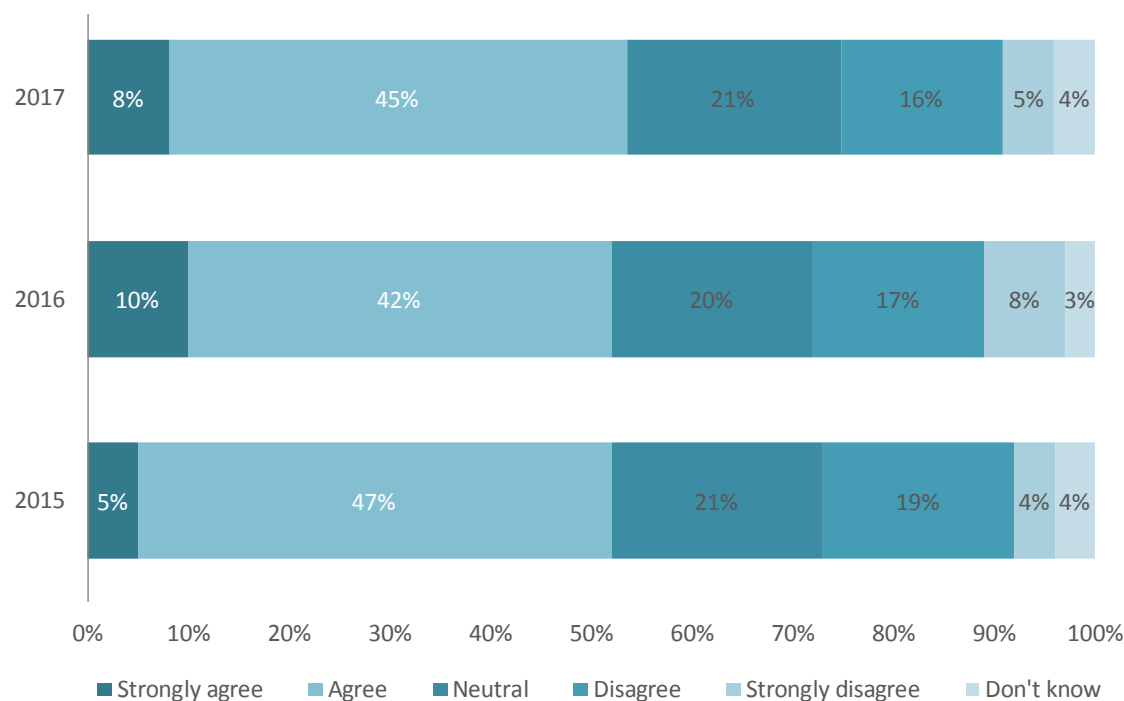
2017 RESULTS



Forty-five per cent of Whanganui district residents surveyed

visited the Council's website in the past 12 months. More than half of those residents (53%) agreed (45%) or strongly agreed (8%) the council website was easy to navigate and could find what they were looking for. Sixty-eight per cent of residents surveyed have access to the internet at home via a desktop computer or laptop, a significant decrease from last year (2016, 81%).

2015 - 2017 TREND



AREA DIFFERENCES



Residents from the Blueskin-Maxwell area were more likely to strongly agree the Council's website was easy to navigate. These residents were also more likely to have access to the internet at home via a desktop computer or laptop.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Strongly agree	0%	4%	9%	0%	10%	4%	3%	9%	25%	16%
Agree	47%	28%	49%	57%	50%	51%	24%	51%	38%	40%
Neutral	21%	31%	20%	14%	34%	10%	51%	14%	20%	5%
Disagree	11%	16%	11%	24%	3%	24%	9%	17%	17%	39%
Strongly disagree	9%	12%	5%	0%	0%	5%	12%	9%	0%	0%
Don't know	12%	9%	6%	5%	3%	5%	0%	0%	0%	0%

EASE OF WEBSITE NAVIGATION

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Strongly agree	0%	8%	4%	11%	11%	7%	9%
Agree	49%	55%	42%	35%	51%	43%	48%
Neutral	17%	18%	26%	21%	23%	20%	23%
Disagree	11%	14%	26%	18%	10%	19%	13%
Strongly disagree	16%	4%	2%	7%	0%	4%	6%
Don't know	6%	0%	0%	8%	4%	7%	2%

INVOLVEMENT IN DECISION MAKING

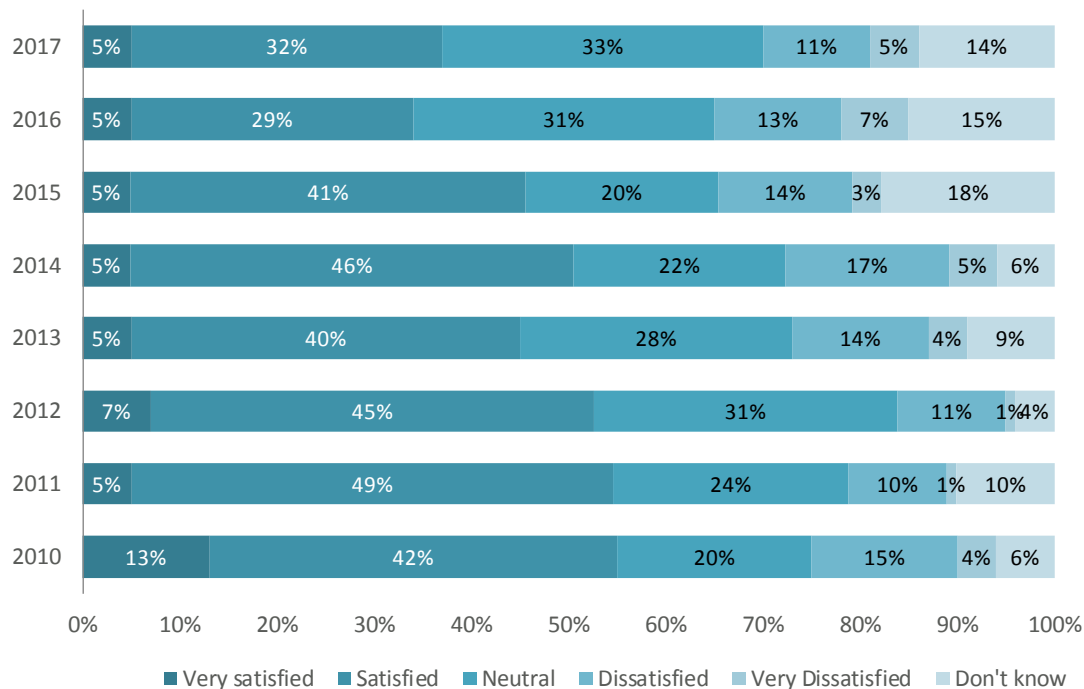
2017 RESULTS



More than a third of Whanganui district residents (37%) were satisfied (32%) or very satisfied (5%) with their level of involvement in decision making in the past 12 months. Thirty-three per cent were neither satisfied nor dissatisfied, while 16% were dissatisfied (11%) or very dissatisfied (5%) and 14% were unsure how to answer.

These results remain similar to last year.

2010 - 2017 TREND



AREA DIFFERENCES

Residents from Bastia Hill/ Durie Hill were significantly more likely to be neither satisfied nor dissatisfied with their level of involvement in decision making in the past 12 months.



These residents were also significantly less likely to be unsure.

BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very satisfied	3%	4%	5%	3%	2%	9%	3%	8%	8%	3%
Satisfied	27%	32%	34%	25%	33%	21%	33%	40%	48%	25%
Neutral	34%	25%	30%	58%	35%	33%	31%	29%	17%	42%
Dissatisfied	15%	13%	8%	11%	12%	21%	5%	11%	10%	8%
Very dissatisfied	8%	11%	4%	1%	0%	4%	11%	1%	7%	4%
Don't know	14%	15%	18%	1%	18%	12%	18%	12%	9%	18%

INVOLVEMENT IN DECISION MAKING

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very satisfied	2%	0%	2%	6%	9%	5%	4%
Satisfied	20%	26%	34%	34%	37%	32%	32%
Neutral	44%	46%	35%	31%	25%	30%	37%
Dissatisfied	10%	15%	16%	11%	9%	13%	9%
Very dissatisfied	8%	6%	8%	5%	2%	7%	3%
Don't know	16%	8%	5%	14%	18%	13%	14%

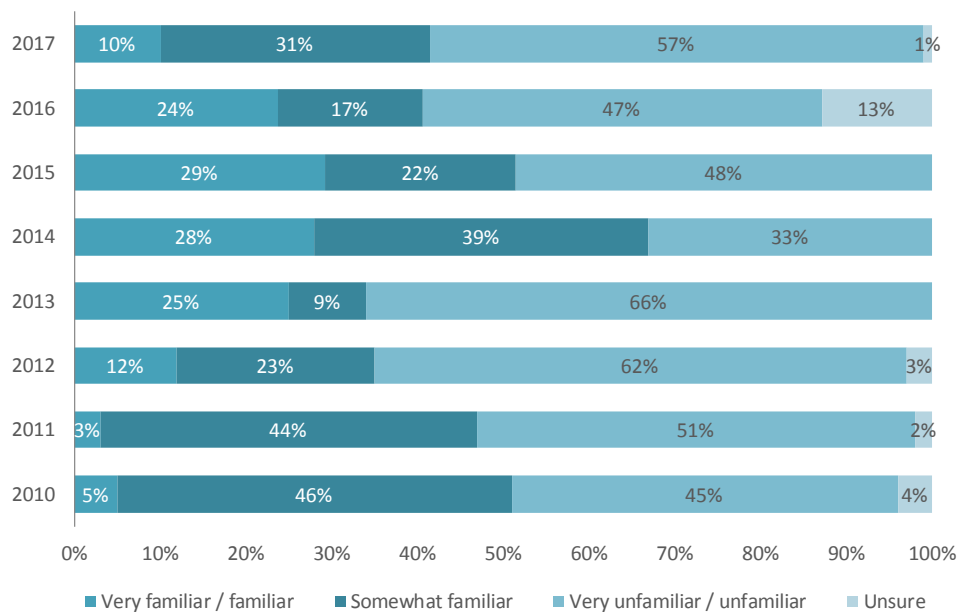
RURAL COMMUNITY BOARD

FAMILIARITY WITH THE RURAL COMMUNITY BOARD

2010 - 2017 TREND



Familiarity with the Rural Community Board's role and activities has significantly decreased when compared to last year (10% cf. 2016, 24%), while levels of unfamiliarity have risen among Whanganui rural residents (57% cf. 2016, 47%).

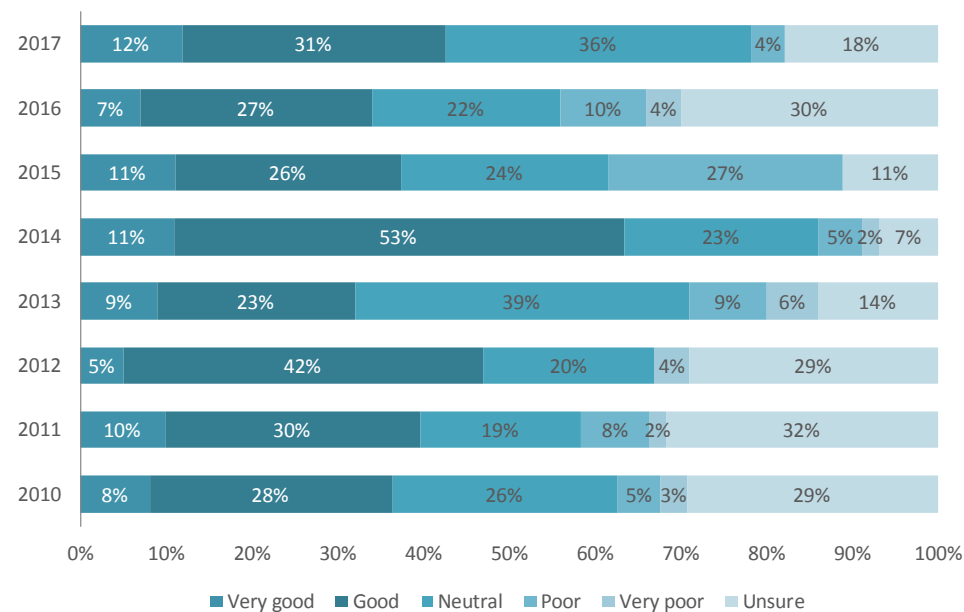


PERFORMANCE OF THE RURAL COMMUNITY BOARD

2010 - 2017 TREND



Forty-three per cent of rural residents think the performance of the Rural Community Board is good (31%) or very good (12%). There has been an increase in residents who had a neutral opinion compared with last year (36% cf. 2016, 22%).

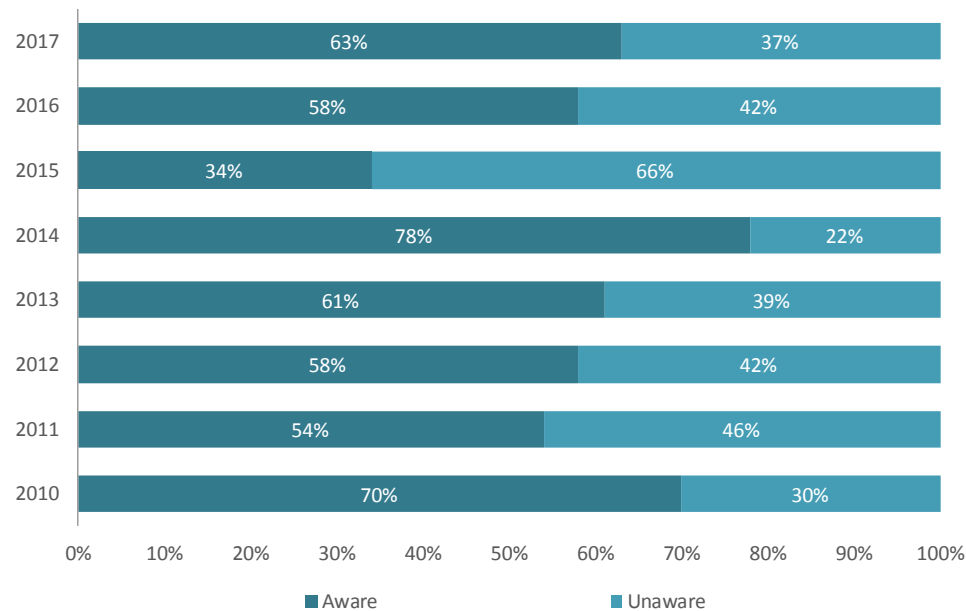


AWARENESS OF THE RURAL COMMUNITY BOARD

2010 - 2017 TREND



Close to two-thirds of Whanganui rural residents (63%) have an awareness of the Rural Community Board. This is an increase from the previous two years results.

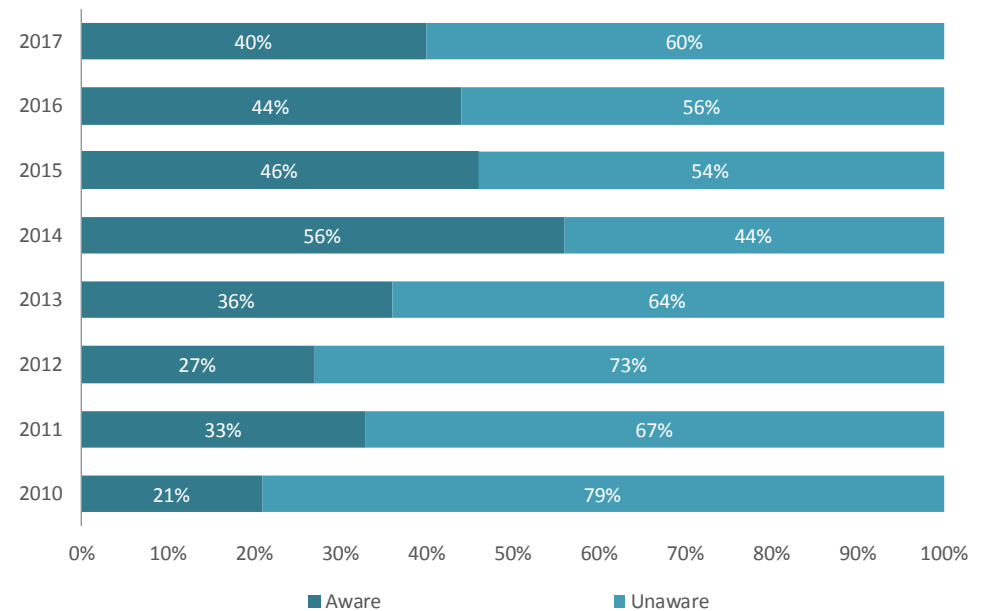


AWARENESS OF HOTWIRE NEWSLETTER

2010 - 2017 TREND



Less than half of rural residents surveyed (40%) have an awareness of Hotwire Newsletter. While not significant, this is a slight decrease in awareness from previous years.



LEADING EDGE

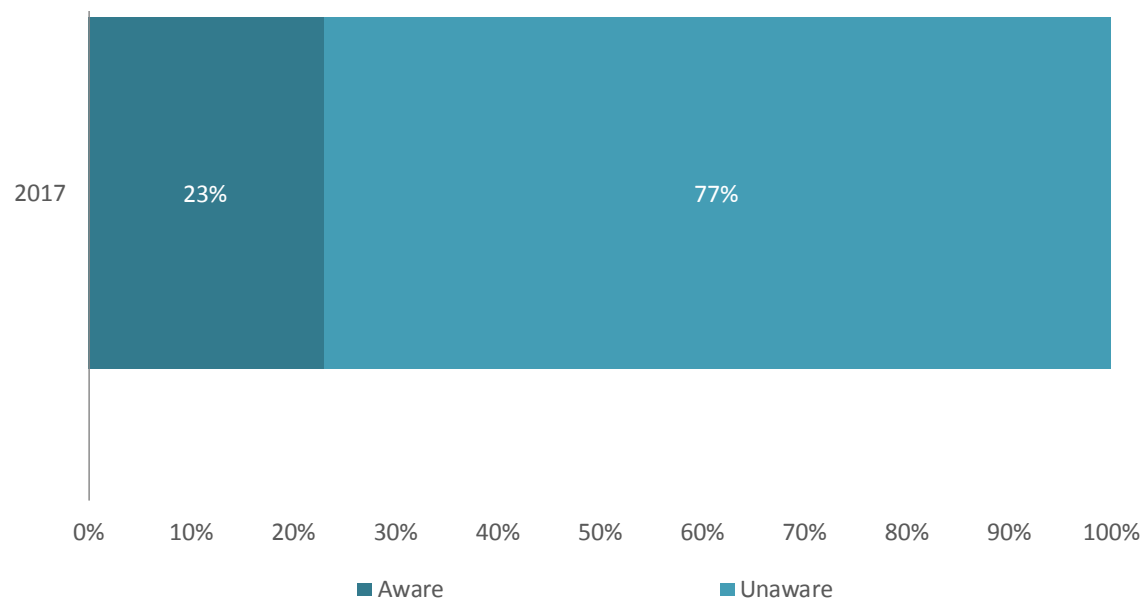
AWARENESS OF LEADING EDGE VISION

2017 RESULTS

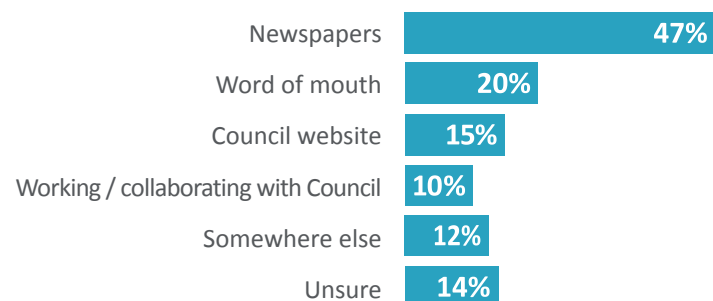


In a new question for 2017, close to three-quarters of Whanganui district residents (77%) were unaware of Council's vision Leading Edge. For those residents who had, close to half (47%) heard about Leading Edge in a newspaper, 20% heard about Leading Edge via word-of-mouth and 15% heard about Leading Edge via the Council website.

BY RESIDENTS



WHERE PEOPLE HEARD ABOUT LEADING EDGE



BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Yes	17%	32%	27%	31%	17%	19%	16%	25%	29%	15%
No	83%	68%	73%	69%	83%	81%	84%	75%	71%	85%

BY AGE & GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	8%	22%	27%	22%	31%	24%	23%
No	92%	78%	73%	78%	69%	76%	77%

AGE GROUP PROFILES

AGE GROUP PROFILES - READING THE RESULTS

Outlined over the next five pages are differences noted between age groups amongst residents.

It shows the weighted sample make up of each age group – 18-29 year-olds; 30-39 year-olds; 40-49 year-olds; 50-59 year-olds and 60 years

and older. It also shows the demographics of each age group in terms of gender, ethnicity, location, income and if they are a ratepayer.

Each age group also has a scorecard, determining the rating out of 100% these residents give in six key areas:

- Participation in Recreational and Cultural Activities
- Emergency Planning and Preparedness
- Perceptions of the Whanganui Community
- Community Connectedness in Whanganui
- Council Services and Facilities
- Performance of Council

The rating for **Participation in Recreational and Cultural Activities** was measured from the questions: Can you please tell me if you, or anyone else in your household have undertaken any of the following cultural activities in the past 12 months in the Whanganui district?; Can you please tell me if you, or anyone else in your household have undertaken any of the following recreational activities in the past 12 months in the Whanganui district? Answer: Total.

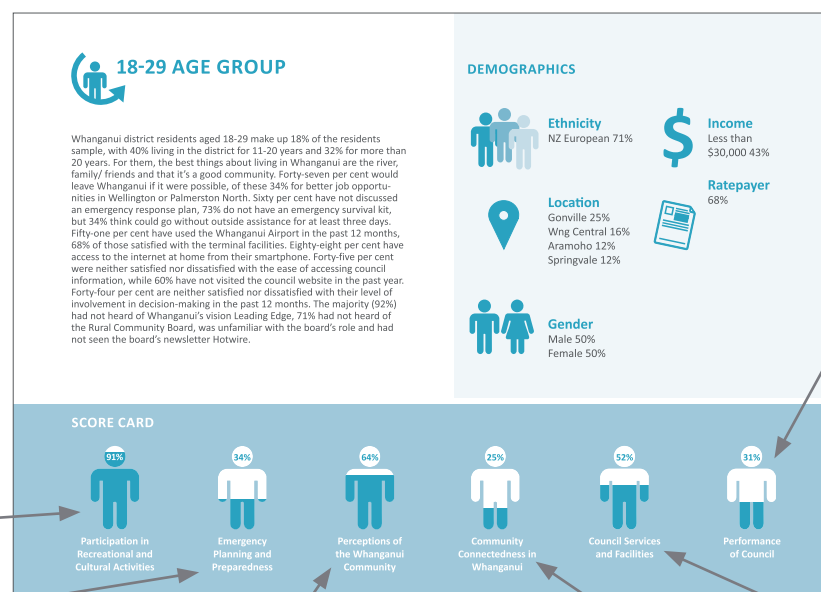
The rating for **Emergency Planning and Preparedness** was measured from the question: Have you ever discussed an emergency response plan with your household? Answer: Yes.

The rating for **Perceptions of the Whanganui Community** was measured from the question: When you think about the Whanganui district, and what it provides to people, do you think that the district is better, the same, or worse from last year? Answer: About the same.

The rating for **Community Connectedness in Whanganui** was measured from the question: A strong sense of belonging means feeling that you are part of a community. With this in mind, how would you rate your current sense of belonging? Answer: Total, strong and very strong.

The rating for **Performance of Council** was measured from the question: In the past 12 months, do you think that Council has responded to community needs and issues...Answer: Total, well and very well.

The rating for **Council Services and Facilities** was measured from the questions: Council provides or supports a number of services for the benefit of the community. Using a 1 to 5 scale where 1 is very dissatisfied and 5 is very satisfied, can you please tell me, overall, how satisfied or dissatisfied you are with the following Council services?; The next set of questions asks you about your views on the Whanganui District Council and how it is servicing the community. Firstly, Council provides a number of facilities for the benefit of the community. Using a 1 to 5 scale where 1 is very dissatisfied and 5 is very satisfied, can you please tell me, overall, how satisfied or dissatisfied you are with the following Council facilities? Answers: Total, satisfied and very satisfied.



18-29 AGE GROUP

Whanganui district residents aged 18-29 make up 18% of the residents sample, with 40% living in the district for 11-20 years and 32% for more than 20 years. For them, the best things about living in Whanganui are the river, family/ friends and that it's a good community. Forty-seven per cent would leave Whanganui if it were possible, of these 34% for better job opportunities in Wellington or Palmerston North. Sixty per cent have not discussed an emergency response plan, 73% do not have an emergency survival kit, but 34% think could go without outside assistance for at least three days. Fifty-one per cent have used the Whanganui Airport in the past 12 months, 68% of those satisfied with the terminal facilities. Eighty-eight per cent have access to the internet at home from their smartphone. Forty-five per cent were neither satisfied nor dissatisfied with the ease of accessing council information, while 60% have not visited the council website in the past year. Forty-four per cent are neither satisfied nor dissatisfied with their level of involvement in decision-making in the past 12 months. The majority (92%) had not heard of Whanganui's vision Leading Edge, 71% had not heard of the Rural Community Board, was unfamiliar with the board's role and had not seen the board's newsletter Hotwire.

DEMOGRAPHICS



Ethnicity

NZ European 71%



Income

Less than \$30,000 43%



Location

Gonville 25%
Wng Central 16%
Aramoho 12%
Springvale 12%



Ratepayer

68%



Gender

Male 50%
Female 50%

SCORE CARD

91%



Participation in
Recreational and
Cultural Activities

34%



Emergency
Planning and
Preparedness

64%



Perceptions of
the Whanganui
Community

25%



Community
Connectedness in
Whanganui

52%



Council Services
and Facilities

31%



Performance
of Council

30-39 AGE GROUP

Whanganui district residents aged 30-39 make up 11% of the residents sample, with 41% living in the district for more than 20 years. For them, the best things about living in Whanganui are the good community, the beach and it being easy to get around. Twenty-six per cent would leave Whanganui if it were possible, of these, 76% for better job opportunities in Wellington and Palmerston North. Seventy-one per cent have discussed an emergency response plan, however 55% do not have an emergency survival kit. Thirty-eight per cent think they could go without outside assistance for at least three days. Sixty-one per cent have used the Whanganui Airport in the past 12 months, 6% of those were very dissatisfied with the terminal facilities. Eighty-eight per cent have access to the internet at home from their smartphone. Forty-eight per cent were satisfied with the ease of accessing council information, while 62% had visited the council website in the past year. Forty-six per cent were neither satisfied nor dissatisfied with their level of involvement in decision-making in the past 12 months. Seventy-eight per cent had not heard of Whanganui's vision Leading Edge, however 55% had heard of the Rural Community Board, those being very familiar with the board's role and newsletter Hotwire.

DEMOGRAPHICS



Ethnicity

NZ European 73%



Income

Less than \$30,000 41%



Location

Gonville 17%
Aramoho 15%
Springvale 15%



Ratepayer

80%



Gender

Male 54%
Female 46%

SCORE CARD

96%



Participation in
Recreational and
Cultural Activities

71%



Emergency
Planning and
Preparedness

65%



Perceptions of
the Whanganui
Community

40%



Community
Connectedness in
Whanganui

62%



Council Services
and Facilities

39%



Performance
of Council

40-49 AGE GROUP

Whanganui district residents aged 40-49 make up 14% of the residents sample, with 60% living in the district for more than 20 years. For them, the best things about living in Whanganui are the good community, the river and the close proximity of everything. Twenty-eight per cent would leave Whanganui if it were possible, of these, 65% for better job opportunities in the South Island. Seventy-seven per cent have discussed an emergency response plan, and 64% have an emergency survival kit. Thirty-four per cent think they could go without outside assistance for at least one week. Sixty-five per cent have used the Whanganui Airport in the past 12 months, 38% of those were satisfied with the terminal facilities. Seventy-five per cent have access to the internet at home from their desktop computer or laptop. Fifty per cent were satisfied with the ease of accessing council information, while 60% had visited the council website in the past year. Thirty-five per cent were neither satisfied nor dissatisfied with their level of involvement in decision-making in the past 12 months. Seventy-three per cent had not heard of Whanganui's vision Leading Edge, however 59% had heard of the Rural Community Board, those being somewhat familiar with the board's role and having seen the newsletter Hotwire.

DEMOGRAPHICS



Ethnicity

NZ European 78%



Income

Less than \$30,000 45%



Location

Gonville 19%
Wng East 15%
Springvale 14%



Ratepayer

88%



Gender

Male 48%
Female 52%

SCORE CARD

93%



Participation in
Recreational and
Cultural Activities

77%



Emergency
Planning and
Preparedness

66%



Perceptions of
the Whanganui
Community

53%



Community
Connectedness in
Whanganui

63%



Council Services
and Facilities

36%



Performance
of Council



50-59 AGE GROUP

Whanganui district residents aged 50-59 make up 23% of the residents sample, with 63% living in the district for more than 20 years. For them, the best things about living in Whanganui are the good community, being easy to get around and the great facilities. Twenty-four per cent would leave Whanganui if it were possible, of these, 52% for better job opportunities in the South Island. Seventy-three per cent have discussed an emergency response plan, and 56% have an emergency survival kit. Thirty-five per cent think they could go without outside assistance for at least one week. Seventy-one per cent have used the Whanganui Airport in the past 12 months, 48% of those were very satisfied with the terminal facilities. Seventy-nine per cent have access to the internet at home from their desktop computer or laptop. Forty-two per cent were satisfied with the ease of accessing council information, while 55% had visited the council website in the past year. Thirty-four per cent were satisfied with their level of involvement in decision-making in the past 12 months. Seventy-eight per cent had not heard of Whanganui's vision Leading Edge, however 65% had heard of the Rural Community Board, those being somewhat familiar with the board's role and some having seen the newsletter Hotwire.

DEMOGRAPHICS



Ethnicity

NZ European 77%



Income

Less than \$30,000 43%



Location

Gonville 15%

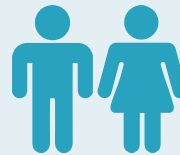
Wng East 14%

Marybank et al 12%



Ratepayer

87%



Gender

Male 53%

Female 47%

SCORE CARD

94%



Participation in
Recreational and
Cultural Activities

73%



Emergency
Planning and
Preparedness

76%



Perceptions of
the Whanganui
Community

55%



Community
Connectedness in
Whanganui

66%



Council Services
and Facilities

40%



Performance
of Council



60+ AGE GROUP

Whanganui district residents aged 60 and older make up 34% of the residents sample, with 73% living in the district for more than 20 years. For them, the best things about living in Whanganui are the good community, it being easy to get around and its size. Eleven per cent would leave Whanganui if it were possible, of these, 36% to be closer to family and friends in the South Island. Sixty-five per cent have discussed an emergency response plan, and 56% have an emergency survival kit. Thirty-one per cent think they could go without outside assistance for at least one week. Fifty-seven per cent have used the Whanganui Airport in the past 12 months, 6% of those were dissatisfied with the terminal facilities. Sixty-two per cent have access to the internet at home from their desktop computer or laptop. Sixteen per cent were very satisfied with the ease of accessing council information, while 32% had visited the council website in the past year. Thirty-seven per cent were satisfied with their level of involvement in decision-making in the past 12 months. Sixty-nine per cent had not heard of Whanganui's vision Leading Edge, however 74% had heard of the Rural Community Board, those being somewhat familiar with the board's role but must not having seen the newsletter Hotwire.

DEMOGRAPHICS



Ethnicity

NZ European 91%



Income

Less than \$30,000 47%



Location

Gonville 23%
Wng East 14%
Springvale 11%



Ratepayer

88%



Gender

Male 56%
Female 44%

SCORE CARD

91%



Participation in
Recreational and
Cultural Activities

65%



Emergency
Planning and
Preparedness

66%



Perceptions of
the Whanganui
Community

66%



Community
Connectedness in
Whanganui

68%



Council Services
and Facilities

66%



Performance
of Council

APPENDICES

APPENDIX ONE: SAMPLE BREAKDOWN

GENDER

	CATI	Online
Male	54%	51%
Female	46%	49%

AGE GROUP

	CATI	Online
18 to 29 years	5%	39%
30 to 39 years	8%	17%
40 to 49 years	12%	16%
50 to 59 years	23%	25%
60 years and older	52%	3%

INTERNET ACCESS

	CATI	Online
Desktop or laptop	71%	63%
Tablet	25%	40%
Smartphone	32%	83%
No internet access at home	15%	2%

ETHNIC GROUP

	CATI	Online
New Zealand European	88%	68%
New Zealand Maori	8%	24%
Asian	0%	2%
Pacific Islander	0%	0%
Another ethnicity	3%	3%
Refused	0%	3%

APPENDIX ONE: SAMPLE BREAKDOWN

RATEPAYER STATUS

	CATI	Online
Yes	90%	72%
No / renting	8%	26%
Not sure	1%	2%

YEARS IN DISTRICT

	CATI	Online
5 years or less	8%	20%
6 to 10 years	7%	11%
11 to 20 years	18%	25%
More than 20 years	67%	43%
Refused	0%	1%

INCOME

	CATI	Online
Less than \$30,000	32%	34%
\$30,000 to \$50,000	24%	24%
Over \$50,000	30%	25%
Don't know	7%	4%
Refused	7%	12%

AREA

	CATI	Online
Aramoho	6%	10%
Castlecliff	8%	10%
Gonville	19%	22%
Bastia Hill/Durie Hill	8%	13%
St John's Hill/Otamatea	8%	4%
Springvale	11%	14%
Whanganui Central	6%	12%
Whanganui East	16%	10%
Blueskin-Maxwell	9%	1%
Marybank et al	10%	4%

APPENDIX TWO: VERBATIM COMMENTS

REASON FOR RATING: WELLBEING (LOW OR VERY LOW)

- *I am on the invalids benefit and I have just had a cutback on my medication so I have to go to Balance every week for my mental health.*
- *I have a number of health issues and possibly facing cancer, even though my hours at my job have picked up, I am not allowed to work as I have slight depression. But I have my granddaughter to think of as well.*
- *There's always room for improvement.*
- *I have been at the same job for the last 18 years. I've only had one pay rise in the last nine years, no job security.*
- *I have bad arthritis and my wife is in a wheelchair so we need to rely on our neighbours.*
- *Because I'm about to finish a contract that can make big changes.*
- *External activities using council facilities are limited due to the lack of disabled facilities available.*
- *Well I've only got a few months to live.*
- *There's a stereo nearby which I don't like.*
- *Frustration with the medical organisation. Too many brains and not enough commonsense is what it all boils down to. They're all about the money and not the people. They're closing resources and that is to do with the mental health and relationship services.*
- *I am new to the area and work from home so I haven't met many people. It makes it a little lonely.*
- *I live entirely on superannuation only in rented accommodation. Have had very major cancer surgery. Struggle with day-to-day living at times but feel very lucky to live in Whanganui both as a city and cost-wise.*
- *I don't have any faith in the Whanganui Council, they don't back anything, people are getting bored and are staying home and watching Netflix. Palmerston North alone supports community-focused projects and have music playing in town etc just because. I visit other towns frequently and it's vibrant compared to here. No proper music venue on a weekly basis (Frank Bar & Eatery is not suitable as it's not treated) I wish I could leave but I have people that depend on me here...I feel Whanganui is sucking the life out of me... No one cares about the velodrome. Go with the Port idea and give it 10 years. You suck.*
- *I work too much.*
- *I have depression.*
- *It's so hard to find jobs and a proper income here.*
- *There's no progress, shops always shutting down, no activities for young people.*
- *I feel Whanganui offers very few employment opportunities and I feel there are not enough younger managers given the opportunity to lend their skills.*
- *Because I am broke and widowed.*
- *Family issues.*
- *Currently in Auckland for study.*

REASON FOR RATING: SENSE OF COMMUNITY (WEAK OR VERY WEAK)

- *Because of my illness I am not out and about as I used to be. I spend most of my time at home.*
- *Haven't got enough groups for people my age (86) to belong to. Groups to have a natter and just outings for tea or something.*
- *Because I am a loner, I live alone and stick to myself most of the time.*
- *Relay for Life was an eye-opener. No community spirit and not even the Council, fire department, police and the hospital (emergency services) and they would have been touched by cancer. Last year there was 92, this year was only 19. When you rely on the community for support it is poor. It's the weakest it's been. Very, very poor. No banks, businesses, very hard.*
- *Because we haven't really met anyone because we've only been here for about a year.*
- *I don't feel Council does enough for their tenants.*
- *I haven't thought about it.*
- *I don't give a lot to the community.*
- *Because I think of the isolation. Although I was brought up here the bus services aren't brilliant, and it costs too much to go anywhere. This is all due to the lack of disability transportation.*

APPENDIX TWO: VERBATIM COMMENTS

- *The way I was brought up we never had much to do with others or family which has come through to me.*
- *Being let down. Council didn't take any action on the stereo complaints.*
- *The community needs to realise that the economy in this town is not close to a living wage so pretty much every one is struggling.*
- *I don't really get out and do much, busy with work and then come straight home.*
- *Because I don't get involved.*
- *Personal reasons.*
- *The community doesn't represent what I think it should represent.*
- *I'm not a gang member or homeless or a window washer on every town corner.*
- *Can't trust most people.*
- *Because of my depression.*
- *There aren't many things to do in town making Whanganui feel boring and making it harder to interact with others.*
- *I live rurally and do not mix with a wide range of people on more than a superficial level.*
- *Whanganui is my home as my parents live here and it is cheap rent wise but I have always wanted to live in Hamilton but it is too expensive up there.*
- *As a single, full-time working mother and a fairly new member to the community I have felt somewhat lonely at times. I love this town and all it has to offer but find that people already have their set cliques or groups of friends. I have made some great acquaintances but not part of a socialising network of people, which can make it hard*

to meet new people and make new friends. My children have a better social life than me as they have established good friends at school. I think if I was partnered I may have met more people, but no one tends to invite 'the single mummy' out to events etc as who wants a third wheel tagging along? Also it is hard to meet a potential partner as there isn't anything really available for singles in their forties to mix and meet.

- *I work out of town.*
- *Some decisions have been made by the council regardless of public feelings. Like the 'h' in Whanganui being put on all road signs. And now the river has the sender rights as a person.*
- *Moved to Whanganui in December and really struggled to make friends in a new town.*
- *I don't have a lot of people in my life.*
- *We are new to the area and since I was brought here I'm busy working and tidying the property up. We have not yet had time to pursue social community-minded things, although I went to an arts studio and got connected with my creative tendencies.*
- *Not involved with the community.*

ISSUE WITH COUNCIL

- *It's more the Government I have issue with, rather than the Council.*

AREAS OF IMPROVEMENT: RURAL COMMUNITY BOARD

- *Probably rural roading and logging trucks.*
- *Keep pushing the road issues.*
- *Provide rural community opinion to Council.*
- *Look at flood protection discussions.*
- *Bring people to Whanganui.*
- *Things seem to be alright and it doesn't affect me greatly.*
- *It's probably too late now but they should have been making noise about how the roads are going to be affected with forestry harvesting.*
- *I have a feeling that they want safety on our rural roads and I think that could be a good thing to focus on. We need security cameras out where we are.*
- *Roading. The trucks that come in with the logging, there's definite evidence on how they're cutting those road surfaces up. Heading north up Parapara Road.*
- *Quality for the rates we pay.*
- *Rural roading needs a bit of upkeep.*
- *Roading, and flood protection.*
- *Security. Cops for instance never come up where I live for example. Cameras would be a good idea.*
- *Not quite sure, could be more advertising.*
- *Representing the community they are on. More concern for the community e.g. the ward they represent individually.*
- *Our water scheme could have some tending to.*
- *Access to internet broadband for rural*

APPENDIX TWO: VERBATIM COMMENTS

residents and further improvement of the roads system.

- *Education. Bridging the rural and urban divide.*
- *Mobile phone connection.*
- *Ensuring that rural roads are maintained to a high standard, rural public spaces maintained to a high standard.*

WHERE ARE MORE PUBLIC TOILETS NEEDED IN WHANGANUI?

CBD MENTIONS

- *In a number of places, probably a need for more around the CBD and they need to be clean.*
- *In the town area I think because a lot of people don't know where to go. Camping areas or around shops I guess.*
- *In the CBD, more up towards the Dublin Street area.*
- *In the main street, only having one available is quite tricky having kids and that. Also, sports facilities (where younger people tend to spend their time).*
- *The other end of town.*
- *Another on the main street.*
- *Downtown.*
- *Probably another one in central city, top end.*
- *More up the top end of town, up by Countdown.*

- *The ones in town should be looked after better.*
- *Downtown.*
- *In and around the city there's not enough.*
- *In the town area.*
- *The central ones need to be upgraded.*
- *Main shopping area, close to supermarkets.*
- *Another one or two in the main street.*
- *More in the centre of town.*
- *In the CBD.*
- *Near town.*
- *The main street up the other end, on the top block by the Hospice shop and Blank Canvas Concepts.*
- *Just within the CBD and at parks etc. But they all need to be easily accessible for people with disabilities.*
- *In town, around Injestre Street.*
- *Right in the centre of town, with someone in charge to make sure it's not being made a mess even if that means a charge.*
- *Other end of the central town area.*
- *Around the CBD as there's only really one set on one block.*
- *In between the ones that are already there, throughout the CBD. With visible signage.*
- *Just needs more accessibility to the ones that are already there.*
- *Just within the CBD.*
- *In the CBD or they need better sign-posting.*
- *In the CBD.*
- *In the business area.*
- *Around the CBD.*
- *Central in the town area.*
- *In the central business area.*
- *Probably in town, right in town, and probably*

a few more dotted around where the playgrounds and parks are.

- *Could do with one up in the top block by the shopping centre.*
- *In the CBD there should be more.*
- *In town, up the top end of town. More in the community areas.*
- *In town, in the CBD there's one or two but not enough, one or two are there but they are close together. And down by the markets.*
- *Right in the middle of town. Majestic Square would be a good location for one. More toilets where visitors can find it in a hurry. Also perhaps in the market areas.*
- *In the centre.*
- *Probably in like the city centre.*
- *Perhaps evenly-spaced around the CBD. And parks and reserves could do with more toilets too – especially in any area of exercise.*
- *In the CBD. In more residential areas too.*
- *Closer to the main city (CBD). Just out of the city a bit in the suburbs.*
- *Central.*
- *In the Central Business District, Victoria Avenue top end.*
- *Central city.*
- *In the CBD.*
- *In the CBD.*
- *CBD.*
- *Top end of town.*
- *The end of town by Pak 'n' Save.*
- *On the main street.*
- *Top end of town.*
- *In the town centre.*
- *In the city centre.*

APPENDIX TWO: VERBATIM COMMENTS

- *In the CBD.*
- *CBD.*
- *CBD.*
- *In the town generally so people know there is a toilet in town you can go to.*
- *Central.*
- *In the town area.*
- *Town.*
- *Main street. The top blocks.*
- *Top block.*
- *In town.*
- *Central business area.*
- *Central.*
- *In the Central Business District.*
- *In shops such as Farmers, and in the main street.*
- *In the township.*
- *Top end of the town.*
- *In the city centre.*
- *Top end of town.*
- *Upper end of town.*
- *Centre of town.*
- *In the main street. Top and middle blocks.*
- *Near the top end of town (to the north). Because the other two public toilets are further south.*
- *They don't have any at the top end of the Avenue, only one lot in the main street and the next street. I think there should be three lots in the main street, bottom, middle, and top.*
- *The main street, the few there are have strange people hanging around and long queues at busy times. Can be quite stressful with a few kids and a needing toilet stop.*
- *Something down the other end of town not*

the bridge end of town.

- *Just within the CBD and at parks etc. But they all need to be easily accessible for people with disabilities.*

THE 'AVENUE' MENTIONS

- *At each end of the Avenue, we've only got them at one end.*
- *More down Victoria Avenue.*
- *Upper Avenue at the bottom.*
- *Down the bottom of the Avenue, towards the bridge, also right up the top of the Avenue.*
- *There's nothing at the top of the Avenue.*
- *I don't know where they'd be able to put one unless you go into a cafe. The Avenue perhaps up the top.*
- *The upper end of the Avenue.*
- *There could be something up the top of the Avenue. Especially for people with children.*
- *There needs to be more up the Avenue, more up the top end by the takeaway outlets around there.*
- *In the Avenue.*
- *Up on top of the Avenue, and the supermarkets.*
- *I think there's a need for some at the top end of the Avenue. Town's the place that needs more toilets.*
- *Top of the Avenue.*
- *The Avenue.*
- *One up the other end of the Avenue.*
- *Just at the top end of the Avenue towards all the supermarkets.*
- *Probably at least one in the Avenue and along*

the walkway somewhere along there.

- *In the Avenue, and just a few more around the place.*
- *Up towards the top end of the Avenue.*
- *The top end of the Avenue.*
- *Avenue, KFC area.*
- *Top end of the Avenue.*
- *Upper end of the Avenue.*
- *Towards the top of the Avenue.*
- *Perhaps up the top of the Avenue.*
- *Top of the Avenue. Along the riverbank city side.*
- *Further up the Avenue.*
- *Up the Avenue in the top block.*
- *Top of the Avenue.*
- *Opposite ends of the Avenue.*
- *The top of the Avenue.*
- *More on the Avenue.*
- *At the opposite end of the Avenue to where they are now.*
- *At the top end of the Avenue.*
- *The main Avenue.*
- *Top of the Avenue and by the stairs that is near the tower and bridge.*
- *Up the Avenue further.*
- *The Avenue.*
- *Further up the Avenue.*
- *One up the Avenue at the beginning of the Avenue by the AA.*
- *On the Avenue, between Injestre and Guyton Street.*
- *The other end of the Avenue.*
- *Upper Avenue.*
- *Upper Avenue, and round by the markets.*
- *Top of the Avenue and at the market.*

APPENDIX TWO: VERBATIM COMMENTS

- One down the Avenue.
- At the top of the Avenue. Near Pak 'n' Save.
- In the Avenue and up by Majestic Square. Would like separate toilets for female and male. Not unisex.
- Upper Avenue.

VICTORIA AVENUE MENTIONS

- More up Victoria Avenue, there is nothing there. Nothing when you get further up.
- I think there should be one in the upper avenue on Victoria.
- Up the top end of Victoria Avenue.
- We need one up the end of Victoria Avenue.
- At the top of Victoria Avenue.
- Victoria Avenue.
- Up at the beginning of Victoria Avenue.
- Other end of Victoria Avenue and also public toilets need to be along the river walkways.
- Upper Victoria Avenue.
- Toward the higher end of Victoria Avenue, toward St John's Hill. The one in Maunganui has no proper handwashing facilities.
- Maybe up the other end of the Victoria Avenue.
- Need at least three up Victoria Avenue.
- More up Victoria Avenue and at the library.
- The end of Victoria Avenue by the shopping area.
- Upper Victoria Avenue, riverfront.
- Victoria Avenue.
- Upper end of Victoria Avenue.
- Victoria Avenue in Sunny's block also by the supermarket.

- Upper end of Victoria Avenue going towards Countdown.
- More along Victoria Avenue.
- By the top end of Victoria Avenue.
- Victoria Avenue.
- Victoria Avenue towards Pak 'n' Save end.
- The fourth block of Victoria Avenue.
- Victoria Avenue.
- Some toilets at the upper end of Victoria Avenue would be great.
- Along Victoria Avenue.
- In Victoria Avenue spread out from Maria Place up to Dublin Street. At Kowhai Park for parents and small children away from the present ones.
- There could be some in the upper end of Victoria Avenue.

RIVER MENTIONS

- River walkway.
- Down by the walkway and down by the river because there isn't anything down there.
- Down along the riverbank would be good.
- Riverbank areas, can't think of anymore right now.
- Possibly an upgrade along the riverbanks.
- Something along the walkways.
- They could do with more by the river.
- Down around near the river.
- Other end of Victoria Avenue and also public toilets need to be along the river walkways.
- Possibly along riverbank where the markets are held.

- Where people gather. I think they need to be in places up the river where people are likely to stop and gather.
- Along the riverbank walkway. They should have one or two somewhere.
- Riverbank.
- Along the river and in town.
- River, market.
- Around town along the river.
- Along the river for the markets, visitors are saying we are lacking.
- River walkways.
- Along the river, cycling walk ways.
- Near the river walks.
- Single ones at parks on along the river would be good, great addition at Peat Park.
- Along the walkway.
- Near the river.
- Along the walkways by the river.
- Along the riverbank walkway.
- Down the river edge and where markets are.
- River walkway.
- Along the riverbank.
- Along some of the walkways along the river.
- On the riverbank.
- Along the riverbank walkway.
- More further along the walkway along the river, closer to Dublin Street Bridge.
- Somewhere on the river walkway.
- One down by the waterfront down by the end where most people are fishing.
- On the riverbank, and possibly more in the parks area.
- Just in general, more rubbish bins as well, especially around the river walk.

APPENDIX TWO: VERBATIM COMMENTS

- *By the riverfront. Out Castlecliff ways.*
- *North end of river path on the eastside.*
- *On the waterfront, and just down where they have the markets too.*
- *Perhaps down by the river, and up the top of Victoria.*
- *I think along the river, along the market area.*
- *Riverbank.*

MARKET MENTIONS

- *Where the river city market is, there are toilets but it a little bit of a walk.*
- *Closer to the markets.*
- *Probably need one down the markets.*
- *It would be cool to have toilets somewhere by the markets.*
- *We need one in the Saturday market area.*
- *One in the market area.*
- *In towards the bottom into town by the markets where there's more people on Saturdays and all that, it's quite a busy area.*
- *Down where the markets are.*
- *Down by the markets.*
- *One on the riverbank closer to the market.*
- *By the market somewhere, and the top end of Victoria Avenue.*
- *Around the city marketplace could do with some there.*
- *Down by the market.*
- *Down by the markets by Moutoa Quay.*
- *Market, Moutoa Gardens.*
- *Near the river market.*

SUBURB MENTIONS

- *Probably in Gonville or Whanganui East, in the suburbs, especially for people who don't have cars and get around on foot or bike.*
- *Aramoho and Victoria Avenue (side far from river).*
- *Further away from town like up Aramoho.*
- *Out in the suburbs.*
- *Gonville and Aramoho.*
- *Out in the suburbs; upper Victoria Avenue.*
- *Just in the suburbs.*
- *Probably a little bit more suburban out in some of the suburban shopping centres.*
- *In every suburb.*
- *In some of the more outlying areas. In some of the suburbs.*
- *Out in the suburbs.*
- *In the suburbs.*
- *The suburbs.*
- *Aramoho.*
- *In Aramoho.*
- *Castlecliff.*
- *Castlecliff.*
- *Gonville maybe.*
- *Whanganui East.*
- *In each suburb, and by the central marketplace.*
- *Castlecliff shopping area.*
- *Castlecliff beach. Along Somme Parade walkway.*
- *Castlecliff near the beach the ones there are very grotty.*
- *Castlecliff, Whanganui East, Aramoho.*
- *Gonville shopping centre, all suburban*

shopping centres.

- *Maybe Whanganui East, Gonville.*
- *One out Castlecliff, one by Durie Hill.*
- *Round the Springvale Park area because they may have them locked but I'm not sure.*
- *Springville shopping centre, another up by Pak 'n' Save, Countdown.*
- *Springvale Park.*
- *Springvale shopping centre.*

ST JOHN'S HILL MENTIONS

- *Another set needs to go up by the top end of St John's Hill.*
- *In the suburbs. In St John's Hill I haven't seen any.*
- *In the upper Avenue at the bottom of St John's somewhere.*
- *Upper St John's Hills, Countdown area.*
- *Down by the Countdown area, St John's Hill.*

GUYTON MENTIONS

- *Something between Guyton Street, Injestre Street.*
- *Handy particularly to elderly and parents, it'd be good to have one nearer towards Guyton Street, and maybe more toilets down the riverbank walkway.*
- *North of Guyton.*

APPENDIX TWO: VERBATIM COMMENTS

QUAY MENTIONS

- Quay.
- Central Whanganui, on the Quay by markets.
- Specifically down at the Quay around the new walkway and around where the markets are being held.
- Down the quay, where tourists are.
- Possibly down on the Quay.

PARK MENTIONS

- Accessible in park areas.
- Springvale Park, London Street.
- Queens Park, there are no public toilets there. Libraries and other facilities aren't suitable when they are closed.
- In areas where groups of people are such as parks and supermarkets.
- At the dog recreational area down Kowhai Park.

BEACH MENTIONS

- South Beach.
- Beaches and parks.
- Beaches, CBD.
- More of them at the beaches and in town.

COOKS GARDENS MENTION

- Cooks Gardens.

LAKE MENTION

- I don't think there are toilets at the lake.

DURIE HILL MENTIONS

- Durie Hill.
- Durie hill tower site.

ROWING CLUB MENTION

- Down at the rowing club, I spend a lot of time down there and there's always people there.

CEMETERY MENTIONS

- Over by the old cemetery.
- Cemetery.

MULTIPLE MENTIONS

- Up the top end of the Avenue, Castlecliff Beach, Durie Hill, more in each suburb.
- More scattered around.
- Anywhere. Too many people sh**ting / p**sing in the trees and bushes.
- The Avenue, parks. Beaches.
- Upper end of Hill Street with the increase of families, also Dublin Street.
- Along the river esplanade is a good start, sporting grounds, top and middle of town.
- Markets on the Quay. Park area on Carlton Avenue.

- Over east. Top of the Avenue, beginning of the Avenue.
- Up on St John's Hill, in the area of the actual tower and walkways and steps. In park area on Anzac Parade.
- Down by where they have the Waimarie and the markets.
- There are only toilets at one end of town. Dublin area.
- Further towards the outskirts there isn't one out by Wembley Park or the stadium.
- Around the bridges and around Mitre 10.
- Down by the freedom camping area, and by the Saturday markets.
- Just in general everywhere.
- Down by the Countdown area, St John's Hill.
- Springville shopping centre, another up by Pak 'n' Save, Countdown.
- Probably the main street and the parks. Trying to work out where they are.
- More on the Avenue, northern end of Kowhai Park.
- Both sides of Kowhai Park, boating club and maybe just past the dairy.
- Public spaces. Wembley Park, only one set on the Avenue and it's quite a walk. More by the markets, up at Virginia Lake.
- All over the place. Talking about putting a toilet round by the courthouse. Are there toilets by the market? Cannot have too many toilets.
- Riverbanks, Castlecliff.
- One where everyone goes fishing out at Castlecliff. Carlton Avenue by the park. Another one should be down on the marina.

APPENDIX TWO: VERBATIM COMMENTS

I feel Whanganui has let passing tourists through down.

- *Castlecliff beach, riverbank in Whanganui East, riverbank on Taupo Quay, Springvale Park, Gonville shopping centre, Fitzherbert shopping centre, Aramoho shopping centre, etc.*
- *Near the city graveyard, Guyton Street area or near the supermarkets, near New World.*
- *Gonville and by the river.*
- *Closer to Guyton Street, Victoria Avenue intersection and area further away from the river.*
- *More on the main street, Taupo Quay.*
- *Between current ones at bottom of the Avenue and New World.*
- *Beaches, parks, reserves, sports venues and on the main routes in and out of town.*
- *Virginia Lake. Castlecliff beach.*
- *Up the top of the Avenue. Perhaps the next street down too towards the bridge. Around that area because businesses are tired of letting the public use theirs.*
- *Out towards the sea, after the town bridge onwards.*
- *Top end of the Avenue, maybe more along the walkway - the whole walkway in general along the river. Wembley Park in Whanganui East.*
- *Top end of Victoria Avenue, probably two around that area, and up Aramoho, and possibly Gonville.*
- *At the top of the Avenue. Perhaps another around the Opera House.*
- *There should be another one down on the walkways. And along the river. At the top of*

the Avenue.

- *More up the top end of Victoria Avenue. And in the shopping areas in general.*
- *Another one at the other (St John's) end of town. And another by the river somewhere.*
- *Down near the riverbank, and more central in town, and up more towards Sunny's.*
- *In the beach area, hockey grounds because they're not always open, and in Dublin Street area.*
- *Perhaps some more down by the beach. Along the riverbank - further down the boardwalk.*
- *One up the other end of town by Guyton Street area and at Peat Park.*
- *There could be a few added, in the CBD and by Cooks Gardens maybe, further up the Avenue.*

OTHER MENTIONS

- *Coulton Avenue by the playground.*
- *Public toilets should be available at the Council offices.*
- *Might be good to have some either when you are entering or leaving Whanganui. Better signage for the existing public toilets.*
- *On the main walking routes.*
- *Down by the Railway Bridge and another one down by the motorway bridge.*
- *Somewhere near where they put the boats.*
- *You could do with some further up around Injestre Street.*
- *I really like the renovated St John's Hill's street public toilets. Mowhanau needs an upgrade if not already done.*

- *Maybe some people need them along the cycleway or something like that.*
- *I could be wrong but I think up at the top of Durie Hill if there isn't one already, and I'm thinking out in more in the upper end of Whanganui.*
- *Upper north of Whanganui.*
- *Any shopping area that hasn't got one.*
- *Not right in the centre of town. In town but not right in the centre.*
- *There should be one up near the supermarkets round there. Between Dublin and Glasgow.*
- *I'm involved with motor camp association so there needs to be more toilets available for travelling tourists.*
- *I don't know. I'm not familiar with current ones bar city ones which we went to once and were disgusting. But places always need extra. Maybe in highly frequented spots.*
- *Sports areas.*
- *Top end of town St John's Hill end.*
- *Down Heads Road near the hospital end.*
- *Mosquito point.*
- *Because there are none in the lower block and if it wasn't for the cinema letting the general public use their toilets you would be in sh** creek. They should be compensated.*
- *By the Wilson sports shop before New World we need something there.*
- *On the boardwalk.*