



WHANGANUI
DISTRICT COUNCIL
Te Kaunihera a Rohe o Whanganui

Whanganui District Council Community Views Survey

MAY 2018



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 April 4 and 28, 2018.

The final sample size was n=500 (n=315 from CATI and n=185 from online interviewing) which gives a maximum Margin of Error (MoE) of +/- 4.38%.

The findings are primarily analysed by suburb and where relevant by age group.

PARTICIPATION IN RECREATIONAL AND CULTURAL ACTIVITIES

In 2018, the primary recreational activities undertaken by Whanganui district residents

included visiting a beach (81%), visiting a Premier Park (78%) or utilising the Whanganui Riverbank Walkway (75%). Residents aged 30-39 (94%) were significantly more likely to have visited a beach. Participation in recreational activities appear to have declined slightly since 2017, with the exception of using the Whanganui Riverbank Walkway, other walkways around the city, and undertaking activities on the Whanganui River.

Of those residents who used the Whanganui Riverbank Walkway in the past 12 months, 68% of residents used it for recreational purposes, 62% used it for general exercise, and 51% of residents used this walkway for attending the Saturday market. At a lower level, residents used the walkway for walking to town (25%), walking dogs (23%) and cycling (19%). Residents aged 60 and older were less likely to use it for walking the dogs (11% cf. total, 23%). Most measures have increased compared to last year.

The main cultural activities undertaken by Whanganui district residents in the past 12 months were using the district's libraries* (59%), being active in a community organisation (44%), visiting a historical site or performance at the Royal Whanganui Opera House (both 35%) and visiting the Whanganui Regional Museum (34%) and the Sarjeant on the Quay (31%). Residents undertaking these activities have remained similar to results in 2017.

*Of those residents who used the district's libraries, 78% was physically, 1% was online and 21% was both.

EMERGENCY PLANNING AND PREPAREDNESS

With regards to emergency planning, 67% of Whanganui district residents have an emergency response plan, while 60% have an emergency survival kit (a significant increase from last year). However, 30-39-year-olds (36%) were significantly less likely to not have an emergency survival kit. The inclusion of a first aid kit (89%), tinned or dried food for at least three days (87%) and a battery-powered radio (76%) has remained fairly consistent, however, this year significantly fewer residents have important personal documents (22% cf. 2017, 35%).

Overall, 50% of Whanganui district residents felt very prepared or prepared for an emergency while a further 25% were neither prepared nor unprepared and 25% felt unprepared or very unprepared. Residents aged 50-59 as well as those aged 60 and older were less likely to be unprepared (both 15% cf. total, 25%). However, there has been a 6% increase in the proportion of residents who could cope in an emergency for only three days (35%) and a decrease in the number of residents who could cope for more than one week (20% cf. 2017, 23%).

PERCEPTIONS OF THE WHANGANUI COMMUNITY

Two-thirds of residents (66%) felt their quality of life in Whanganui was the same as 2017, while 24% felt it was better than last year and 7% felt it

Executive Summary

was worse. There has been some slight movement year-on-year; however, these proportions have remained fairly consistent since 2010. Similarly, 66% of residents felt what the district provided to its residents was the same as what it provided last year, while 24% felt what it provided was better or much better and 6% felt it was worse. These results are fairly consistent to 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 84% felt their property was secure when they were away. The majority of residents (97%) also stated they felt safe in the Central Business District (CBD) during the day but less than three-quarters (67%) felt safe in the CBD during the evening. The primary reason for feeling unsafe was not knowing what will happen (52%), a significant increase from 2017 (11%). Other reasons included some experience with an attack/media report of an attack (40%), people loitering (36%), and potential for violence (35%).

Seventy-one per cent of residents were either satisfied (64%) or very satisfied (7%) 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 slightly increased the past couple of years. Residents aged 30-39 were significantly less likely to be satisfied (47% cf. total, 64%).

COMMUNITY CONNECTEDNESS IN WHANGANUI

More than half of Whanganui district residents (59%) indicated they had a high (43%) or very high (16%) level of wellbeing, while 56% rated their sense of belonging in the community as strong (39%) or very strong (17%). Residents aged 30-39 were more likely to give an unsure rating to both of these questions.

Seventy-one per cent of Whanganui district residents (71%) agreed they felt a sense of pride in their neighbourhood; however, 30-39-year-olds were significantly more likely to disagree (17% cf. total 7%).

In two new questions for 2018, 50% of residents were satisfied (46%) or very satisfied (4%) with the roads in Whanganui district, while 71% were satisfied (59%) or very satisfied (12%) with how easy it is to get around Whanganui district. Marybank et al residents were more likely to be very satisfied with the roads, while younger residents (18-29-year-olds) were more likely to be very satisfied with how easy it is to get around.

COUNCIL SERVICES AND FACILITIES

In 2018, use of Whanganui Airport by residents was 61%, a figure which has remained fairly

consistent since 2010. Satisfaction with the airport's terminal facilities remained high, with 84% of airport users satisfied (47%) or very satisfied (37%). However, residents aged 30-39 were more likely to be dissatisfied (8% cf. total, 2%). The highest-rated service provided by Council was cleanliness of the CBD, with 85% of Whanganui district residents either satisfied (49%) or very satisfied (36%) with this service. Younger residents aged 18-29 were more likely to be dissatisfied with cleanliness (8% cf. total, 2%). Sixty-nine per cent of residents were satisfied (41%) or very satisfied (28%) with litter control, while 64% were satisfied (37%) or very satisfied (27%) with on-street parking. Residents in the 30-39 demographic were more likely to be very dissatisfied than other residents (11% cf. total, 3%). Close to two-thirds of Whanganui district residents (62%) were satisfied (30%) or very satisfied (32%) with public art, while 58% were satisfied (31%) or very satisfied (27%) with animal control.

Measure	2018 Total Satisfaction	2017 Total Satisfaction
Cleanliness of CBD	85%	79%
Control of Litter	69%	65%
On-street Parking	64%	61%
Public Art	62%	54%
Animal Control	58%	47%

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Parks and reserves was the highest-rated facility provided by Council with 84% of residents either satisfied (43%) or very satisfied (41%) with this facility. Seventy-seven per cent of residents were satisfied (44%) or very satisfied (33%) with the maintenance and presentation of open spaces, while 75% of residents were satisfied (35%) or very satisfied (40%) with the libraries.

Facilities with lower ratings were playground equipment (54%), the Durie Hill Elevator and sports grounds (both 56%) as well as The Sarjeant on the Quay and the cleanliness and provision of public toilets (both 57%).

Measure	2018 Total Satisfaction	2017 Total Satisfaction
Parks and Reserves	84%	82%
Open Spaces	77%	71%
Libraries	75%	70%
Cooks Gardens	72%	75%
R.W.O.H	67%	65%
Regional Museum	65%	62%
War Memorial Centre	62%	66%
Swimming Pools	60%	57%
Public Toilets	57%	48%
Sports Grounds	56%	72%
Durie Hill Elevator	56%	53%
Sarjeant on the Quay	57%	48%
Playground Equipment	54%	69%

PERFORMANCE OF COUNCIL

In 2018, more than half of Whanganui district residents (56%) felt Council responded to the community's needs and issues well (50%) or very well (6%), with residents aged between 30-39 significantly more likely to have felt Council responded neither well nor poorly (43% cf. total, 27%). Fifty-nine per cent of residents felt the performance of the mayor and councillors was good (49%) or very good (10%), with younger residents (18-29-year-olds) more likely to have been unsure how to answer (12% cf. total, 6%).

Fifty per cent of residents had some form of contact with Council staff in the past year, with 77% rating these interactions as either good (54%) or very good (23%); however, 18-29-year olds were less likely to have had contact (33%). With regards to information measures, 49% of residents felt they had received either enough (43%) or more than enough (6%) information from Council. Fifty-six per cent of residents were either satisfied (52%) or very satisfied (4%) with the ease of accessing the information, an increase from last year's results (49%).

Less than half of Whanganui district residents (42%) had visited Council's website in the past 12 months; of those, 57% agreed (49%) or strongly agreed (8%) the website was easy to navigate, a similar result to 2017 and 2016. Residents aged 60 and older were less likely to have visited the website (31%), while those aged 40-49 were more likely to have visited the website (62%).

Forty-six per cent of residents were satisfied (43%) or very satisfied (3%) with their involvement in decision making in the past 12 months. This is a 9% increase from last year's results.

RURAL COMMUNITY BOARD AND LEADING EDGE

In 2018, awareness of the Rural Community Board (RCB) with rural residents is 59%, a 4% decrease from 2017, 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 21%, a decrease from previous years and the lowest it has been since 2010.

More than three-quarters of Whanganui district residents (79%) were unaware of Council's vision Leading Edge. The majority of younger residents (18-29-year-olds) were more likely to have not heard of Leading Edge (91%). For those residents who had, more than two-thirds (69%) 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=315 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 April 4 and April 20, 2018, from 9am to 8.30pm. The survey was approximately 15 minutes.

Telephone numbers for interviewing were supplied by Equifax a sample supply company which provides privacy compliant phone numbers.



telephone.

Sample for this portion of the project was sourced via Facebook and a total of n=185 interviews were completed. Fieldwork for online interviewing was completed between April 18 and April 28, 2018.

ONLINE

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

METHOD AFFECT ON COMPARISONS

While the addition of a new method the past three years has made the sample more representative of the Whanganui population as a whole, comparisons with 2016 and earlier data should be made with caution.

However, it appears the changes in results are the result of the different samples which correspond to a given method rather than the method itself, i.e., the online sample has a younger demographic while the interviews completed via CATI comprise of an older demographic.



SAMPLE

A total of n=500 interviews were achieved, n=315 via CATI and n=185 online.

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

	CATI	Online
Male	130	64
Female	185	121
TOTAL	315	185

	CATI	Online
18 to 29 years	10	41
30 to 39 years	14	46
40 to 49 years	26	43
50 to 59 years	67	42
60 years and older	198	13
TOTAL	315	185

Background and Method

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

	CATI	Online
Aramoho	32	15
Castlecliff	35	38
Gonville	64	38
Bastia Hill/Durie Hill	30	11
St John's Hill/Otamatea	10	8
Springvale	34	31
Whanganui Central	20	16
Whanganui East	48	16
Blueskin-Maxwell	21	8
Marybank et al	21	4
TOTAL	315	185



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	+/- 15.5%
Castlecliff	+/- 15.12%
Gonville	+/- 10.0%
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 2018 with 2017. Where changes are statistically significant at either the 95% or 99% confidence level, these changes are indicated by **green** and **yellow** squares with: **Green** squares indicating a result is significantly greater, and **yellow** squares indicating a result is significantly lower than the result from 2017 at either the 95% or 99% confidence interval. In the tables, statistical significance testing has been performed between the total result and the suburb, age and gender subgroups with the differences highlighted in **green** (significantly greater) or **yellow** (significantly lower).

Participation in Recreational and Cultural Activities

Recreational activities undertaken



2018 RESULTS

In 2018, primary recreational activities undertaken by residents in the Whanganui district included visiting a beach (81%) and visiting a Premier Park (78%). Three-quarters of residents surveyed (75%) used the Whanganui Riverbank Walkway, while 69% used other walkways around the city. Fifty-four per cent of the district's residents visited a neighbourhood park and 46% used a playground in the past year.



BY SUBURB



BY RESIDENTS (2017 %)

81% 82%
Visited a beach

78% 82%
Used or visited a Premier Park

75% 71%
Used the Whanganui Riverbank Walkway

69% 64%
Used other walkways around the city

54% 69%
Used or visited a neighbourhood park

46% 60%
Used, or visited a playground

46% 50%
Used or visited a sports ground

41% 45%
Used, visited or attended an event at Cooks Gardens

36% 39%
Played sport on an informal or casual basis

35% 33%
Undertook activities on the Whanganui River

29% 33%
Used a cycleway or cycle lane

24% 33%
Played organised sport

5% 3%
None of these



AREA DIFFERENCES

Residents from Gonville were more likely to have used or visited a playground, while Springvale residents were more significantly likely to have visited a Premier Park and used other walkways around the city and have undertaken activities on the Whanganui River in the past 12 months.

Whanganui Central residents in were significantly more likely to have used the Whanganui Riverbank Walkway than other Whanganui district residents.

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Visited a beach	80%	94%	80%	79%	58%	89%	71%	70%	90%	70%
Used or visited a Premier Park	81%	82%	69%	79%	75%	94%	90%	65%	72%	84%
Used the Whanganui Riverbank Walkway	83%	67%	71%	81%	52%	86%	95%	67%	78%	73%
Used other walkways around the city	75%	73%	65%	70%	40%	86%	73%	58%	64%	65%
Used or visited a neighbourhood park	24%	41%	65%	68%	40%	41%	65%	66%	68%	68%
Used or visited a playground	22%	34%	61%	45%	37%	36%	48%	57%	54%	62%
Used, visited or attended an event at Cooks Gardens	49%	39%	35%	29%	49%	55%	40%	37%	52%	23%
Used or visited a sports ground	12%	27%	42%	48%	36%	28%	48%	39%	59%	63%
Played sport on an informal or casual basis	35%	38%	27%	42%	31%	45%	41%	28%	47%	45%
Undertook activities on the Whanganui River	36%	31%	28%	35%	22%	54%	29%	33%	40%	43%
Used a cycleway or cycle lane	18%	22%	37%	41%	19%	28%	30%	23%	34%	37%
Played organised sport	12%	19%	24%	30%	25%	20%	39%	21%	38%	32%
None of these	7%	4%	6%	5%	5%	2%	0%	11%	3%	0%

Recreational activities undertaken



BY AGE AND GENDER

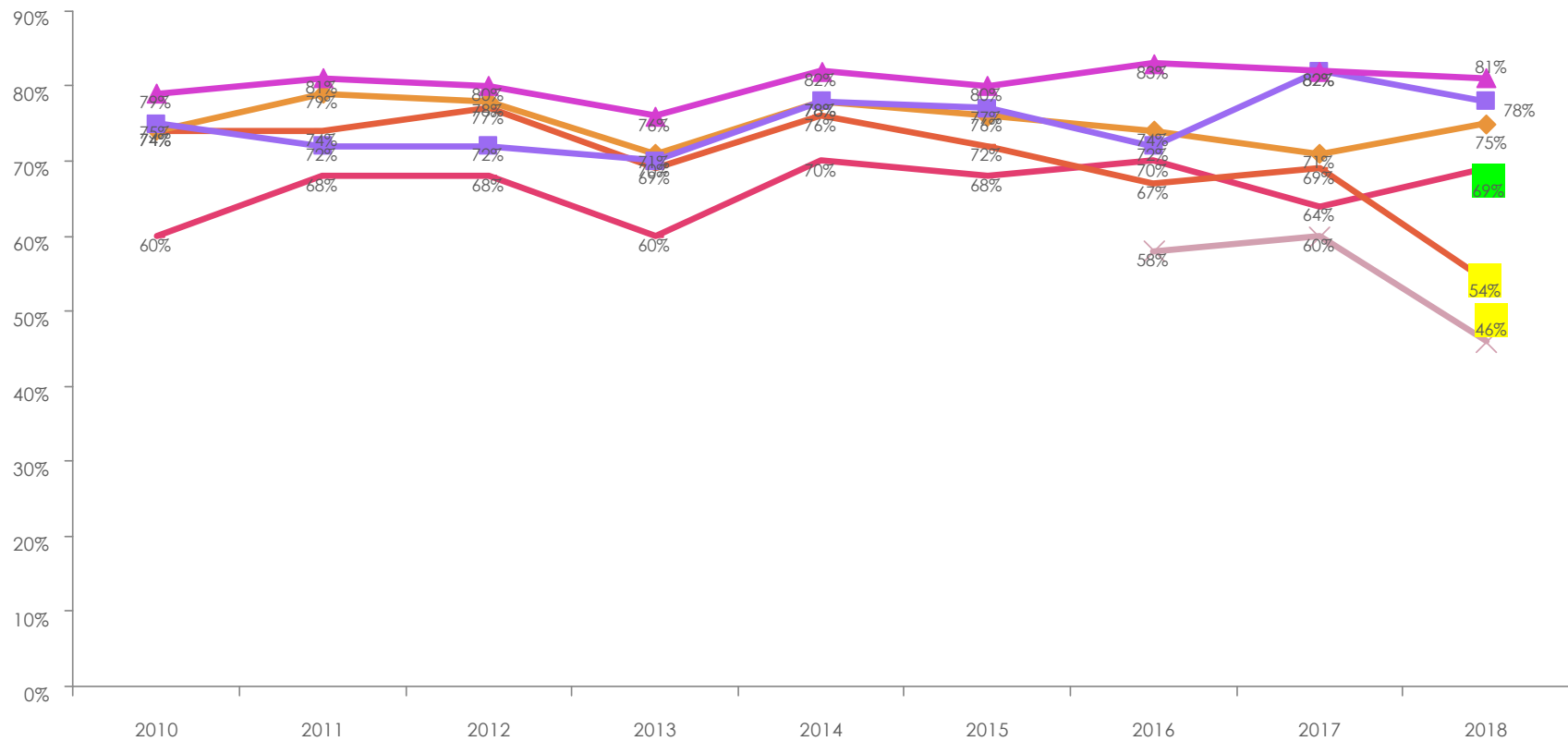
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Visited a beach	91%	94%	87%	84%	66%	84%	78%
Used or visited a Premier Park	71%	87%	85%	80%	74%	81%	76%
Used the Whanganui Riverbank Walkway	69%	91%	81%	77%	67%	72%	78%
Used other walkways around the city	74%	78%	71%	72%	61%	71%	68%
Used or visited a neighbourhood park	68%	73%	62%	46%	42%	54%	53%
Used or visited a playground	60%	74%	63%	36%	28%	42%	49%
Used, visited or attended an event at Cooks Gardens	28%	50%	57%	43%	33%	43%	38%
Used or visited a sports ground	41%	56%	47%	32%	26%	35%	39%
Played sport on an informal or casual basis	39%	50%	34%	45%	23%	45%	28%
Undertook activities on the Whanganui River	43%	45%	30%	40%	26%	40%	30%
Used a cycleway or cycle lane	30%	48%	35%	30%	17%	34%	25%
Played organised sport	31%	48%	31%	17%	12%	27%	22%
None of these	3%	0%	2%	4%	9%	5%	4%

Recreational Activities Undertaken



2010 - 2018 TREND

Participation in recreational activities appears to have declined slightly since 2017, with the exception of using the Whanganui Riverbank Walkway (75% cf. 2017, 71%), using other walkways around the city (69% cf. 2017, 64%) and undertaking activities on the Whanganui River (35% cf. 2017, 33%).



Used other W alkways around the City

Used or visited a Neighbourhood Park

Used the Whanganui Riverbank Walkway

Used or visited a Premier Park

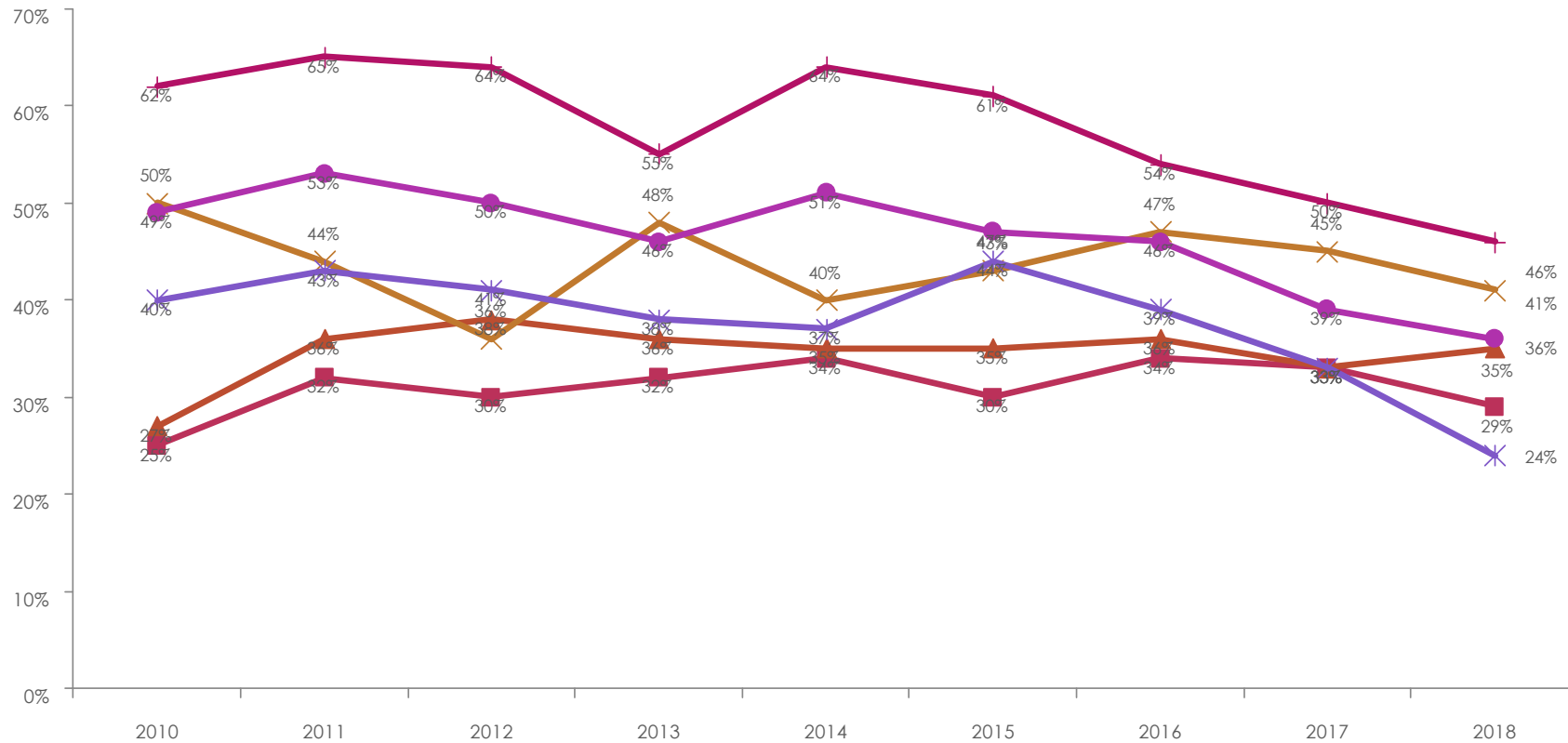
Visited a Beach

Used or Visited a Playground

Recreational Activities Undertaken



2010 - 2018 TREND



Used a Cycle Way or Cycle Lane

Undertook Activities on the Whanganui River

Used or attended an event at Cooks Gardens

Played Organised Sport, e.g., for a Club

Played Sport on an Informal or Casual Basis

Used or Visited a Sports Ground

Using the Whanganui Riverbank Walkway



2018 RESULTS

Recreational purposes (68%) and general exercise (62%) were the primary activities undertaken by residents when using the Whanganui Riverbank Walkway. Following this, attending the Saturday market (51%), walking to town (25%), dog walking (23%) and cycling (19%) were other activities undertaken last year. Only 4% of residents surveyed used the Whanganui Riverbank Walkway to get to and from work in the past 12 months, while 3% use it for other reasons.



BY RESIDENTS (2017 %)

68% 24%
Recreational purposes

62% 42%
General exercise

51% 9%
The Saturday Market

25% 9%
Walking to town

23% 11%
Walking the dogs

19% 15%
Cycling

4% 1%
Getting to and from work

3% 3%
Other



AREA DIFFERENCES

Residents from the Aramoho, Castlecliff and Springvale areas were significantly more likely to have used the Whanganui Riverbank Walkway for the Saturday market.

Whanganui East residents were significantly 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
Recreational purposes	86%	77%	52%	73%	45%	80%	56%	65%	78%	47%
General exercise	83%	77%	57%	65%	48%	71%	48%	49%	54%	42%
The Saturday market	84%	85%	31%	20%	33%	80%	49%	24%	31%	27%
Walking to town	21%	21%	30%	17%	36%	11%	40%	41%	18%	32%
Walking the dogs	30%	35%	24%	10%	36%	19%	22%	19%	18%	10%
Cycling	22%	15%	22%	13%	15%	16%	31%	7%	14%	35%
Getting to and from work	5%	4%	7%	4%	0%	0%	10%	2%	4%	5%
Other	0%	7%	2%	3%	20%	7%	2%	0%	0%	5%
Don't know	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%

Using the Whanganui Riverbank Walkway



BY AGE AND GENDER

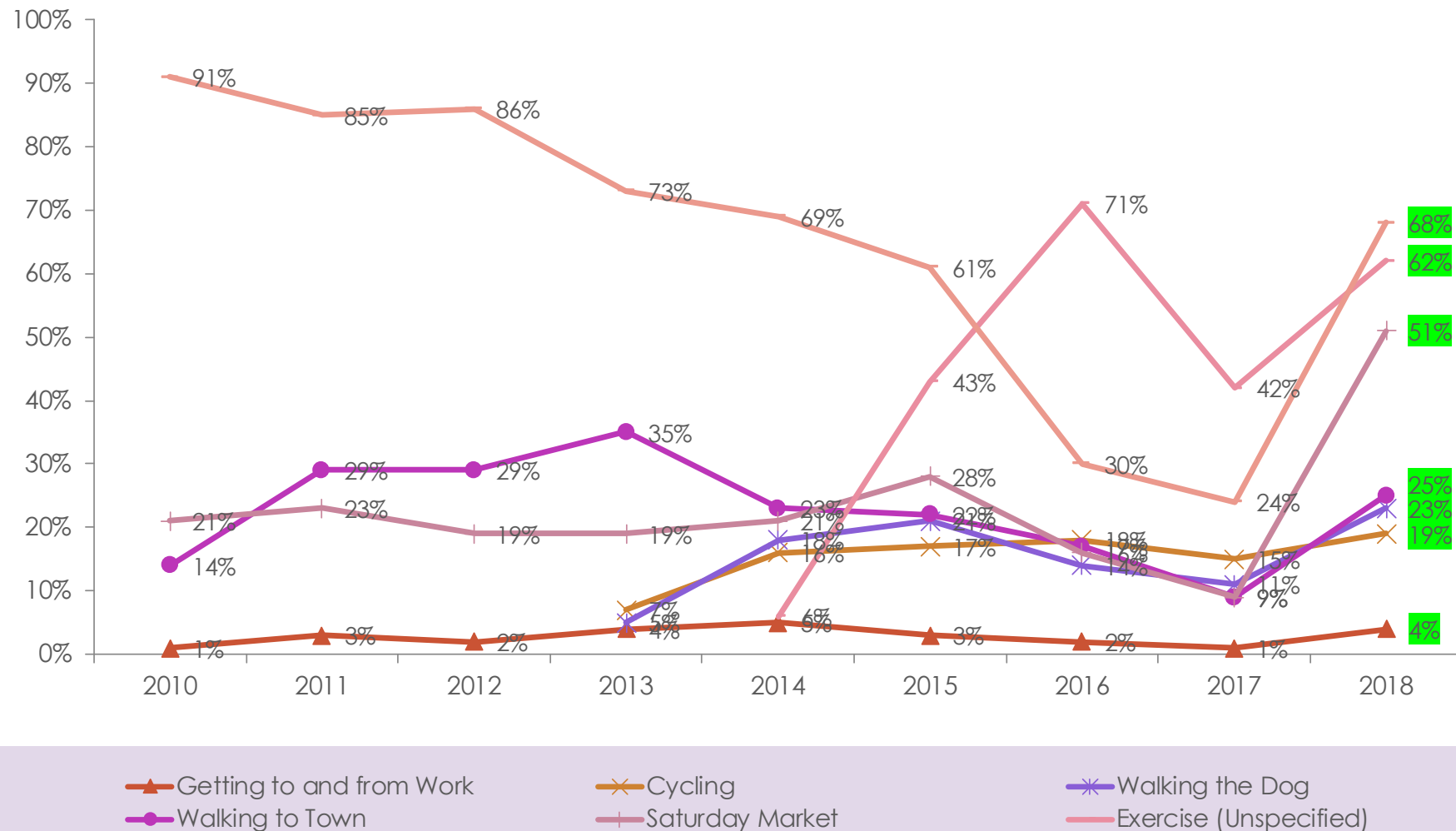
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Recreational purposes	65%	66%	68%	74%	65%	68%	68%
General exercise	63%	57%	57%	66%	66%	61%	64%
The Saturday market	65%	53%	49%	57%	42%	48%	54%
Walking to town	35%	30%	25%	21%	22%	24%	26%
Walking the dogs	30%	21%	30%	30%	11%	25%	21%
Cycling	20%	27%	18%	22%	11%	22%	16%
Getting to and from work	2%	10%	2%	5%	3%	6%	3%
Other	0%	7%	5%	3%	2%	2%	5%
Don't know	0%	0%	0%	0%	1%	0%	0%

Using the Whanganui Riverbank Walkway



2010 - 2018 TREND

All measures have significantly increased when compared with last year's results.



Cultural Activities Undertaken



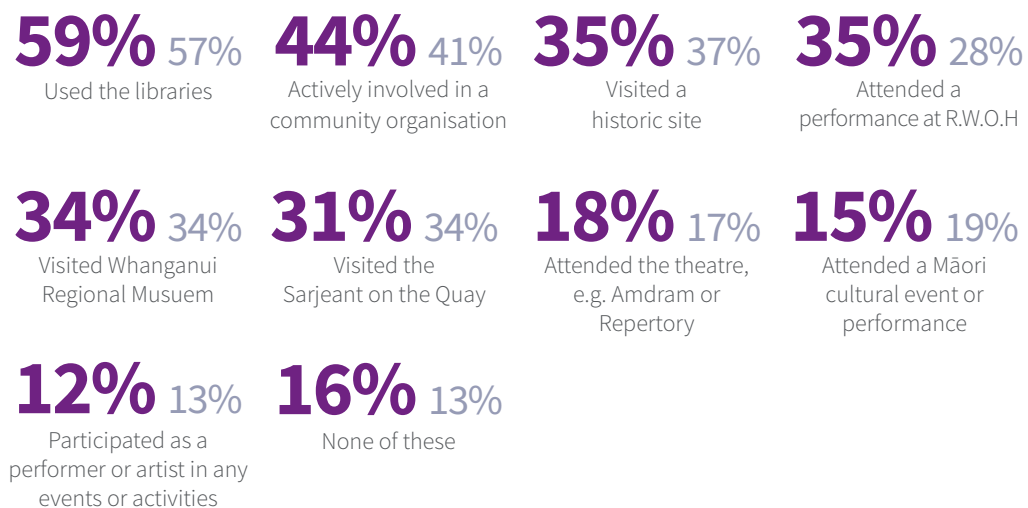
2018 RESULTS

The primary cultural activity undertaken by residents (59%) in the past 12 months was using the district's libraries*, followed by being actively involved in a community organisation (44%), visiting a historic site or attending a performance at the Royal Whanganui Opera House (both 35%), visiting Whanganui Regional Museum (34%) and visiting the Sarjeant on the Quay (31%).

*Of those residents who used the district's libraries, 78% was physically, 1% was online and 21% was both.



BY RESIDENTS (2017 %)



AREA DIFFERENCES

Residents from Blueskin-Maxwell were more likely to have visited a historic site, while St John's Hill/ Otamatea residents were more likely to have visited the Sarjeant on the Quay. Residents in Aramoho were more likely to have used the libraries, while Bastia Hill/ Durie Hill residents were more likely to have attended a performance at the Royal Whanganui Opera House. Gonville and Marybank et al 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	73%	62%	53%	60%	64%	61%	69%	50%	43%	54%
Actively involved in a community organisation	39%	44%	33%	53%	50%	58%	35%	44%	55%	44%
Visited a historic site	24%	27%	31%	39%	40%	38%	33%	45%	50%	41%
Attended a performance at the Royal Whanganui Opera House	34%	27%	29%	54%	45%	44%	33%	32%	31%	42%
Visited Whanganui Regional Museum	56%	36%	30%	30%	45%	38%	30%	31%	20%	19%
Visited the Sarjeant on the Quay	19%	31%	28%	53%	46%	25%	35%	42%	30%	11%
Attended the theatre, e.g. Amdram or Repertory	9%	7%	18%	33%	10%	19%	23%	29%	26%	18%
Attended a Māori cultural event or performance	17%	14%	18%	8%	0%	8%	18%	20%	13%	16%
Participated as a performer or artist in any events or activities	8%	8%	20%	13%	17%	3%	22%	9%	13%	14%
None of these	16%	18%	21%	15%	5%	9%	9%	19%	10%	20%

Cultural Activities Undertaken



BY AGE AND 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	55%	72%	65%	54%	54%	60%	57%
Been actively involved in a community organisation	24%	36%	48%	49%	50%	49%	39%
Visited a historic site	34%	41%	37%	29%	36%	36%	34%
Attended a performance at the Royal Whanganui Opera House	23%	41%	25%	39%	37%	38%	32%
Visited Whanganui Regional Museum	28%	41%	36%	40%	28%	36%	32%
Visited the Sarjeant on the Quay	15%	40%	29%	23%	39%	29%	33%
Attended the theatre, e.g. Amdram or Repertory	8%	23%	10%	20%	23%	18%	19%
Attended a Māori cultural event or performance	13%	29%	25%	10%	7%	11%	18%
Participated as a performer or artist in any events or activities	12%	24%	15%	7%	9%	15%	10%
None of these	31%	5%	9%	18%	16%	12%	19%



BY USERS

The majority of district library users (88%) were satisfied (34%) or very satisfied (54%), a further 11% were neither satisfied nor dissatisfied, while 1% were very dissatisfied. Comparatively, in 2017, 86% of district library users were satisfied or very satisfied.

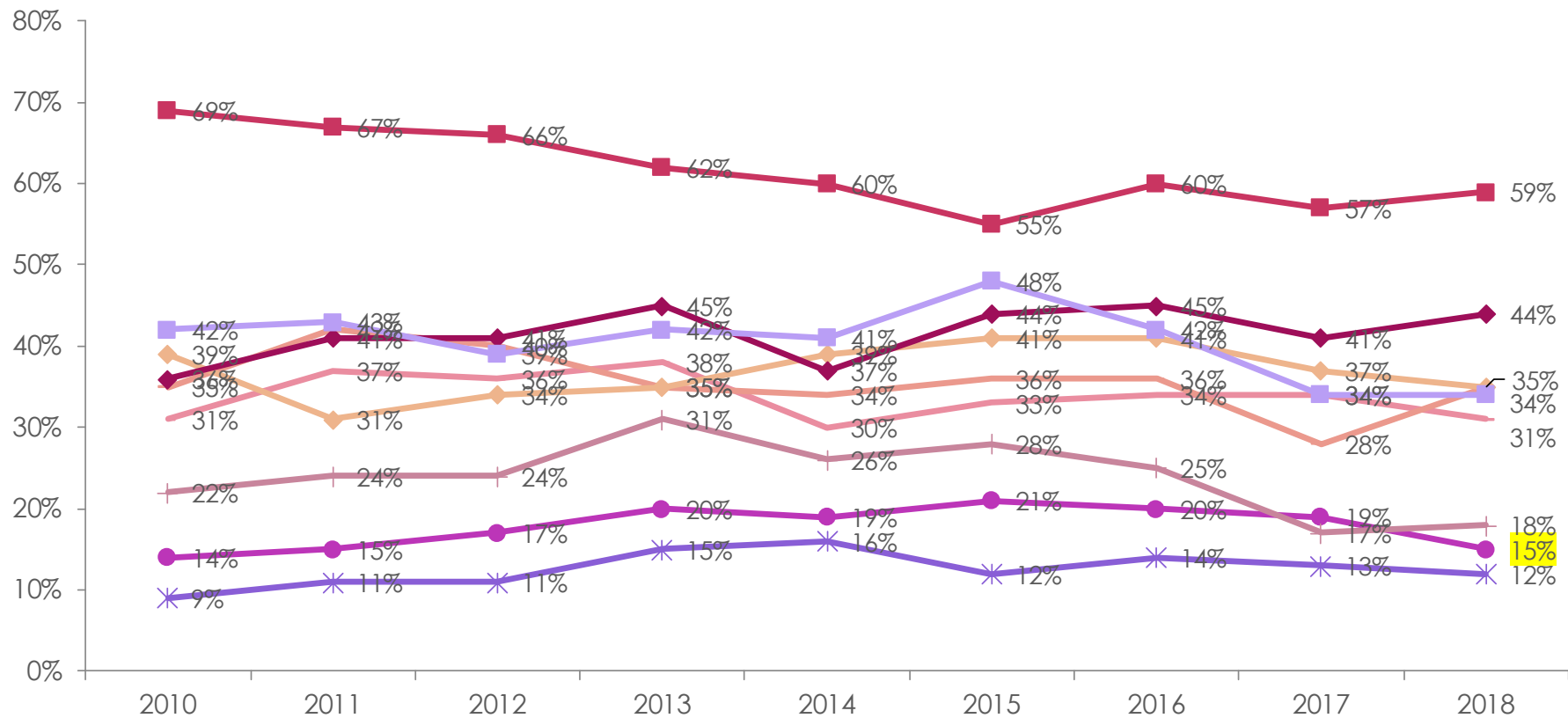
Eighty-seven per cent per cent of Royal Whanganui Opera House users were satisfied (50%) or very satisfied (37%), a further 11% were neither satisfied nor dissatisfied, while 1% were dissatisfied. One per cent of R.W.O.H users were unsure how to answer. In 2017, 82% of R.W.O.H users were satisfied or very satisfied.

Cultural Activities Undertaken



2010 - 2018 TREND

Cultural activities undertaken by Whanganui district residents remain fairly similar to last year's results.



- ✱ 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.
- ◆ Actively involved in a community organisation
- Used the Libraries

- Attended a Māori 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



2018 RESULTS

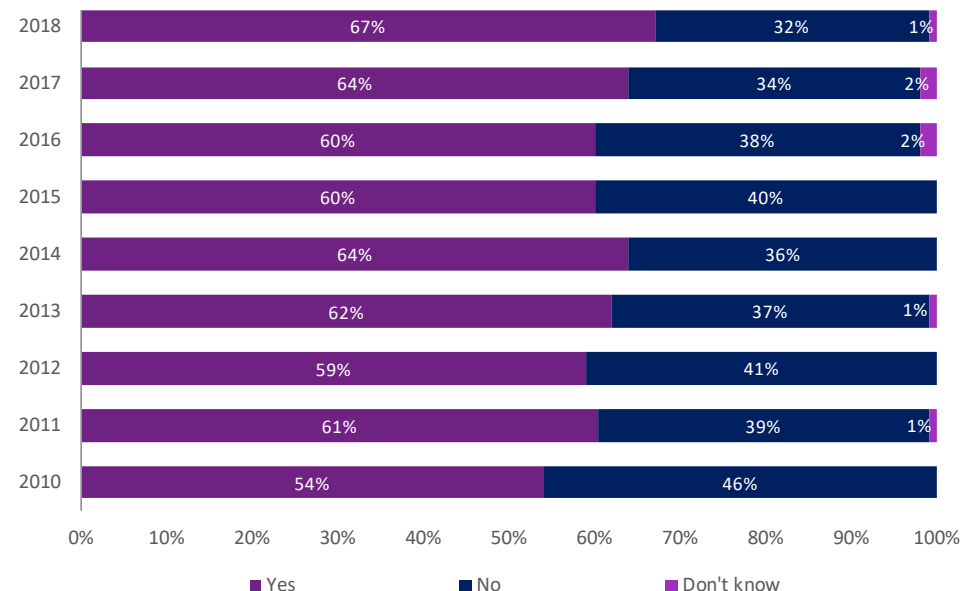
More than two-thirds of Whanganui district residents surveyed (67%) had discussed an emergency response plan with their household. A further 32% had not discussed a plan, while 1% were unsure if they had, or had not.

These results are fairly consistent with last year.

Aramoho and Castlecliff residents were more likely to have discussed an emergency response plan with their household, while Bastia Hill/ Durie Hill residents were more likely to have not.



2010 - 2018 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	79%	79%	63%	50%	57%	72%	60%	62%	63%	62%
No	21%	18%	37%	47%	37%	26%	40%	38%	37%	38%
Don't know	0%	3%	0%	3%	6%	1%	0%	0%	0%	0%



BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	61%	68%	79%	73%	59%	66%	68%
No	35%	30%	21%	27%	40%	33%	32%
Don't know	3%	2%	0%	0%	0%	1%	1%

Emergency Survival Kit



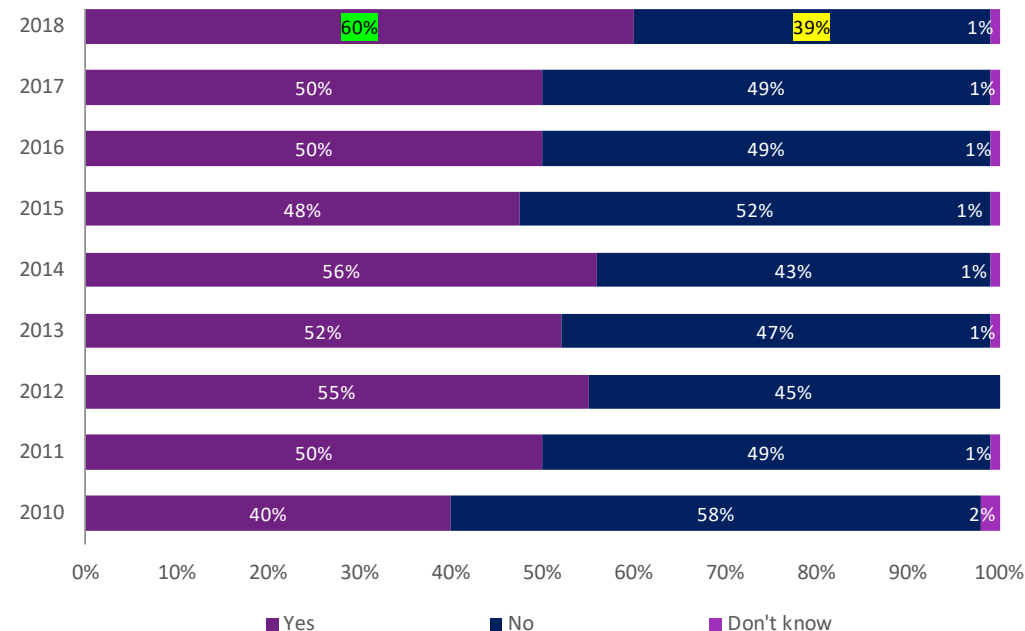
2018 RESULTS

Sixty per cent of Whanganui district residents surveyed stated they had an emergency survival kit, with 39% of households not having one and 1% unsure if they had an emergency survival kit or not.

Aramoho residents were significantly more likely than other residents to have stated they had an emergency survival kit.



2010 - 2018 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	82%	58%	47%	60%	39%	74%	59%	59%	49%	68%
No	18%	42%	53%	40%	61%	19%	39%	40%	51%	32%
Don't know	0%	0%	0%	0%	0%	6%	3%	1%	0%	0%



BY AGE AND GENDER

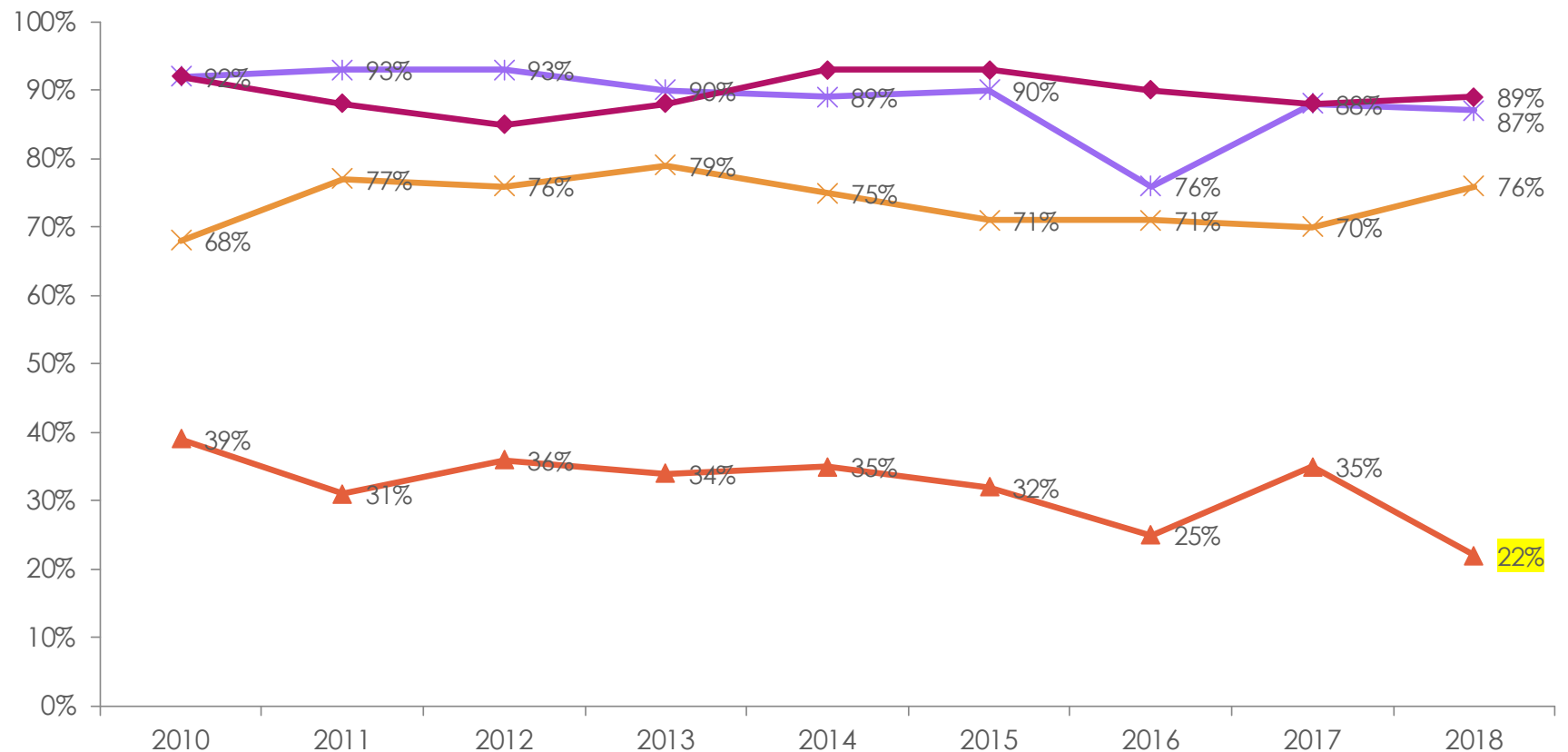
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	62%	36%	57%	65%	68%	62%	58%
No	38%	59%	42%	35%	31%	37%	41%
Don't know	0%	6%	1%	0%	0%	2%	1%

Emergency Survival Kit



2010 - 2018 TREND

For those households which did have an emergency survival kit, 89% of residents surveyed had a first aid kit and instruction book, as well as 87% having dried or tinned food to feed the household for at least three days. These Whanganui district residents checked their emergency survival kits less frequently than they did last year, with 25% checking it in the past month, and 12% three months ago.



▲ Important Personal Documents

✱ Dried or Tinned Food to Feed the Household for at Least Three Days

✕ A Battery Powered Radio that Works

◆ A First Aid Kit and Instruction Book

Preparedness for an Emergency

Duration of Coping



2018 RESULTS

When compared with last year's results, the proportion of Whanganui district residents who felt prepared/ very prepared has significantly increased (50% cf. 2017, 38%).

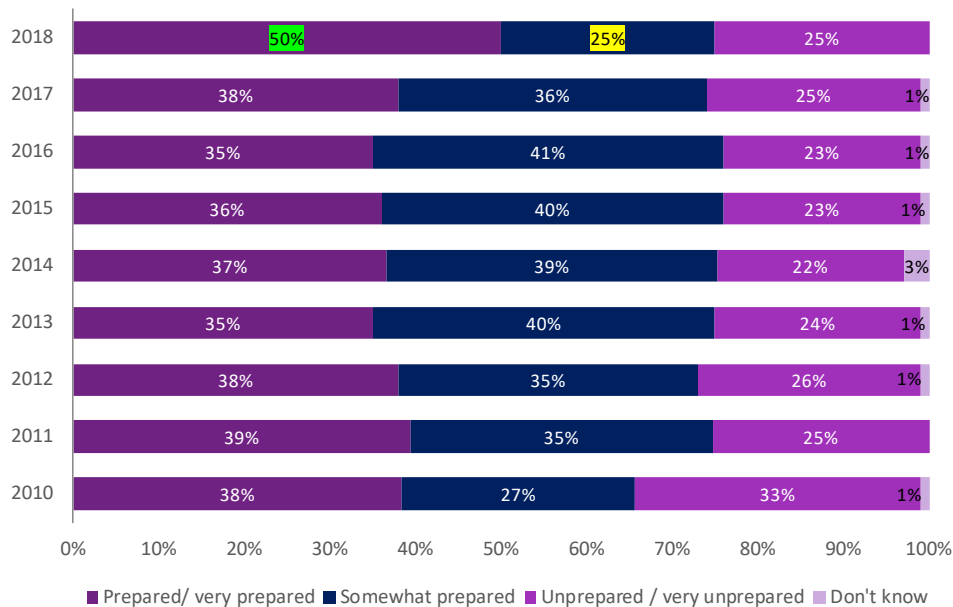


2018 RESULTS

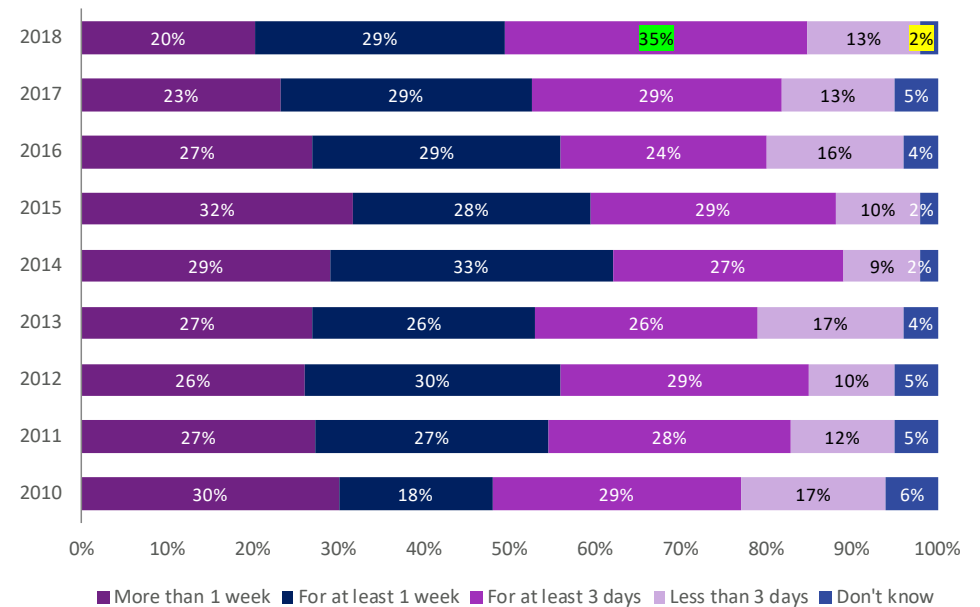
There is a significant increase of those residents (35% cf. 2017, 29%) who felt they could survive for at least three days without outside assistance, this appears to be driven by a decrease of those residents who were unsure.



2010 - 2018 TREND



2010 - 2018 TREND



Perceptions of the Whanganui Community

Quality of Life



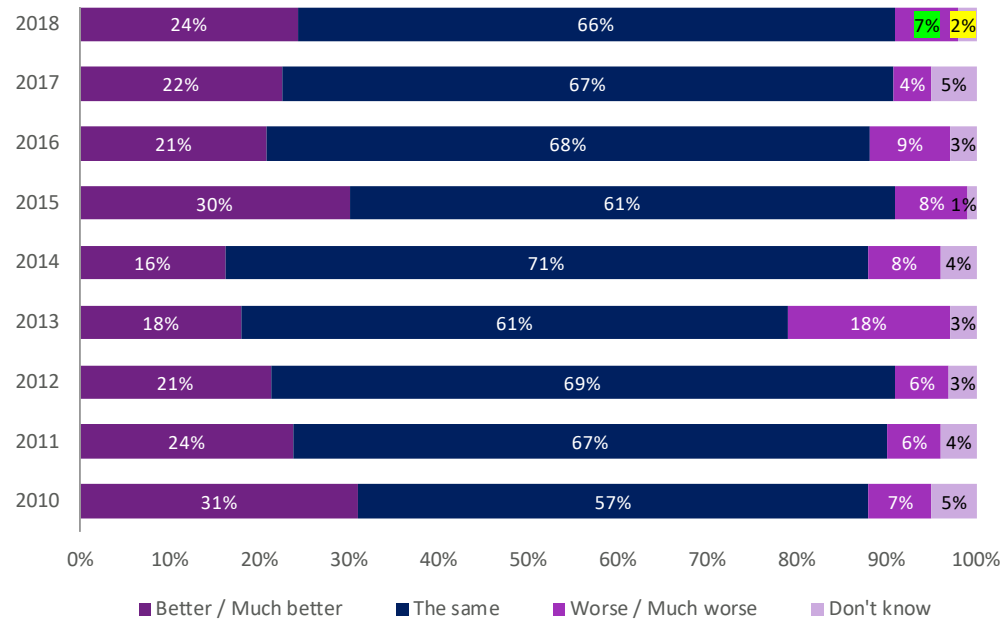
2018 RESULTS

Whanganui district residents were asked to think of their general quality of life, and consider this with regards to last year. Two-thirds of residents (66%) felt their quality of life was the same as last year, with 24% believing it was better (22%) or much better (2%). Seven per cent of residents felt it was worse (5%) or much worse (1%), and 2% were unsure.

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



2010 - 2018 TREND



AREA DIFFERENCES

Residents in Springvale (5%) were more likely to have not lived in the district last year, while Aramoho residents were less likely (6%) to think their general quality of life was better than 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	6%	34%	35%	36%	16%	17%	25%	23%	28%	34%
The same	84%	59%	64%	54%	68%	69%	73%	65%	58%	63%
Worse / Much worse	2%	5%	10%	5%	16%	7%	3%	7%	11%	0%
Don't know	6%	1%	2%	2%	0%	1%	0%	5%	3%	3%
Did not live here last year	2%	1%	0%	3%	0%	5%	0%	0%	0%	0%

Quality of Life



BY AGE AND 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	29%	24%	20%	30%	21%	26%	22%
The same	55%	68%	67%	59%	73%	63%	68%
Worse / Much worse	11%	4%	8%	7%	5%	7%	6%
Don't know	3%	4%	3%	2%	2%	2%	3%
Did not live here last year	3%	0%	2%	3%	0%	1%	1%

Whanganui District Overall

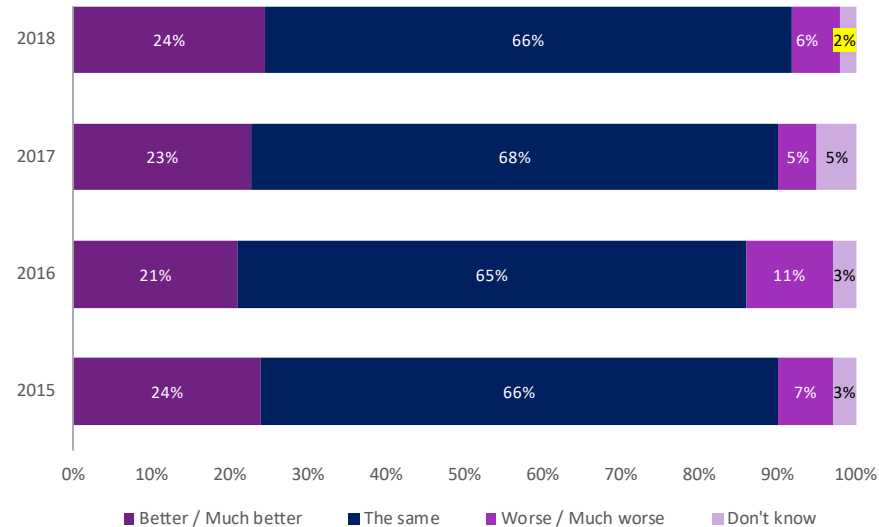


2018 RESULTS

Residents were asked to consider what Whanganui district provided to people compared to 2017. Two-thirds of residents (66%) felt what the district provided was the same as last year, while 24% felt it was better (22%) or much better (2%). Six per cent felt it was worse (5%) or much worse (1%), and 2% were unsure. One per cent of residents did not live here last year.



2015 - 2018 TREND



AREA DIFFERENCES

Whanganui East residents (6%) were more likely than other residents to be unsure what Whanganui district provided to people this year compared to 2017.



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	6%	28%	30%	25%	20%	19%	33%	16%	37%	34%
About the same	86%	63%	58%	61%	80%	68%	61%	69%	63%	66%
Worse / Much worse	4%	5%	9%	10%	0%	7%	6%	8%	0%	0%
Don't know	2%	3%	3%	2%	0%	1%	0%	6%	0%	0%
Did not live here last year	2%	1%	0%	3%	0%	5%	0%	0%	0%	0%



BY AGE AND 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	30%	27%	22%	22%	23%	27%	22%
About the same	54%	68%	65%	63%	72%	64%	68%
Worse / Much worse	11%	3%	9%	8%	3%	7%	5%
Don't know	3%	2%	3%	3%	1%	1%	3%
Did not live here last year	3%	0%	2%	3%	0%	1%	1%

Perceptions of Safety



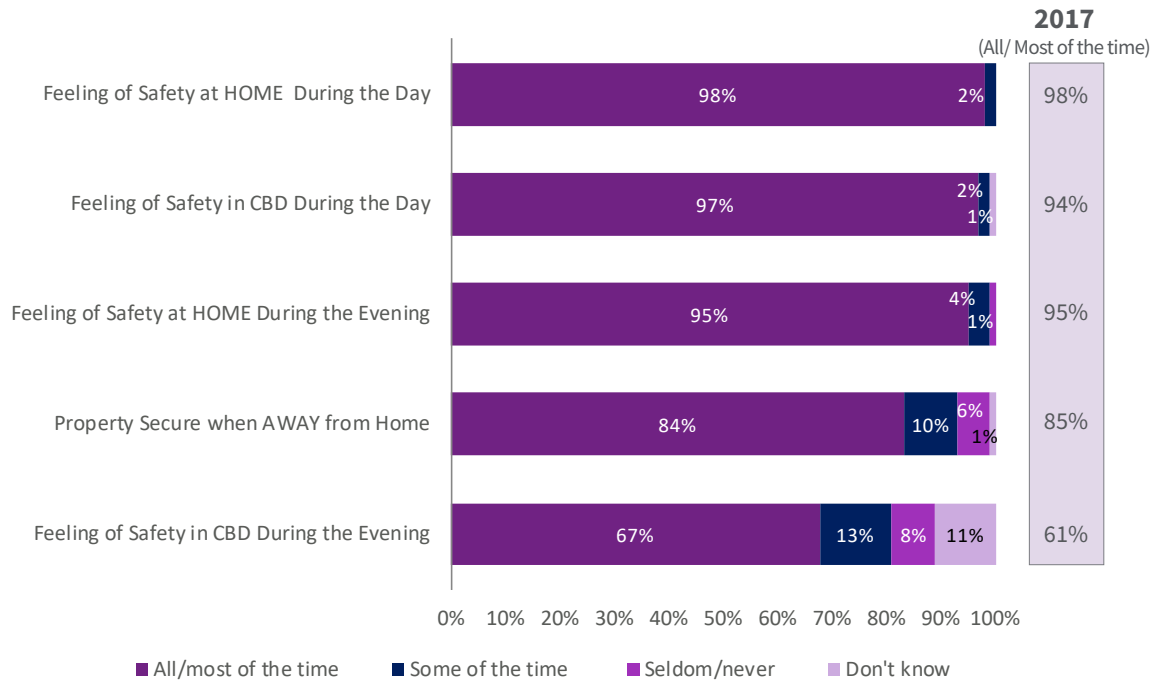
2018 RESULTS

Of the Whanganui district residents surveyed, 98% felt safe at home, and 97% in the Central Business District during the day. During the evening 95% of residents felt safe at home, while 67% felt safe in the Central Business District.

The majority of residents (84%) felt their property was safe when they're away from home.



BY RESIDENTS



AREA DIFFERENCES

Castlecliff residents were less likely to feel safe home during the day, while Marybank et al residents were more likely to feel safe in the CBD during the day. Aramoho residents were more likely to feel safe in the CBD during the evening.

Whanganui Central residents were more likely to state they felt their property was safe some of the time 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%	94%	96%	100%	87%	100%	98%	100%	100%	100%
Feeling of safety in CBD during the day	96%	98%	98%	93%	84%	99%	98%	95%	97%	100%
Feeling of safety at HOME during the evening	98%	93%	93%	100%	92%	93%	92%	97%	97%	100%
Property secure when AWAY from home	81%	80%	78%	90%	94%	91%	77%	83%	91%	93%
Feeling of safety in CBD during the evening	91%	78%	58%	48%	50%	84%	48%	49%	76%	72%

Perceptions of Safety



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

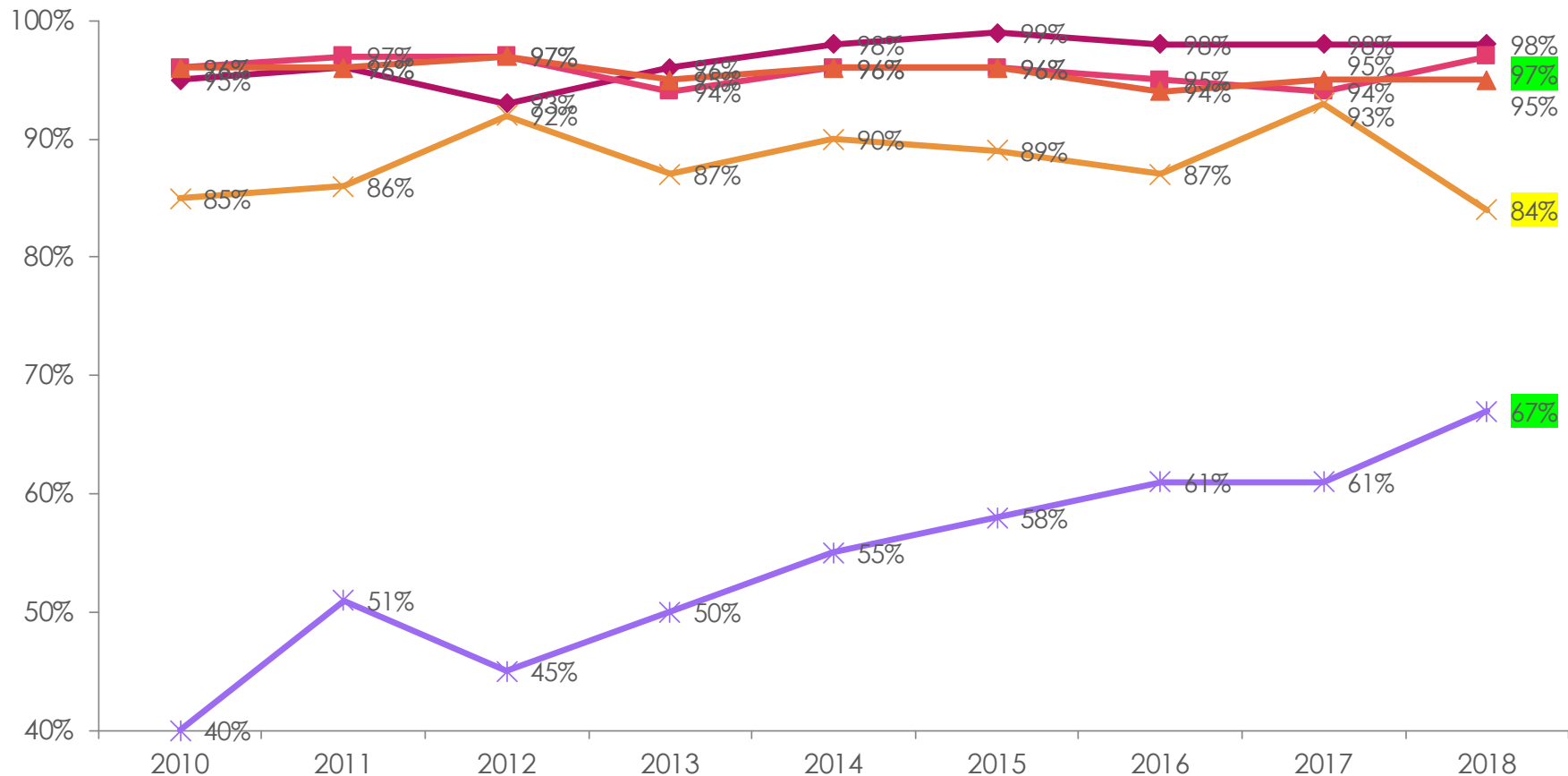
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Feeling of safety at HOME during the day	93%	99%	97%	96%	100%	97%	98%
Feeling of safety in CBD during the day	99%	100%	95%	95%	97%	97%	97%
Feeling of safety at HOME during the evening	88%	91%	92%	98%	99%	95%	95%
Property secure when AWAY from home	69%	71%	78%	89%	94%	80%	87%
Feeling of safety in CBD during the evening	79%	70%	76%	65%	57%	70%	64%

Perceptions of Safety



2010 - 2018 TREND (NET ALL/ MOST OF THE TIME)

Feelings of safety (net all/most of the time) in the CBD during the day (97%) and evening (67%) have both significantly increased from last year. Residents feeling their property is secure (net all/most of the time) when away from home (84%) has significantly decreased compared to last year.



- ◆ Feeling of Safety at HOME During the Day
- ▲ Feeling of Safety at HOME During the Evening
- ✱ Feeling of Safety in CBD During the Evening

- Feeling of Safety in CBD During the Day
- ✕ Property Secure when AWAY from Home

Perceptions of Safety



REASONS FOR FEELING UNSAFE (2017 %)

52% 11%

Don't know what
will happen

40% 4%

Some experience
with an attack/ media
report of an attack

36% 27%

People loitering

35% 28%

Potential for
violence

34% 11%

Less people around/
isolated

31% 22%

Aggressive youth

30% 14%

Don't go out at night



2018 RESULTS

Ratings for safety remained relatively on par across the board. Feelings of safety in CBD during the evening have steadily increased since 2012, however, the primary reasons for feeling unsafe this year include not knowing what will happen (52% cf. 2017, 11%), or some experience with an attack/ media report of an attack (40% cf. 2017, 4%), both significant increases from last year.

CBD Contribution to Lifestyle and Image

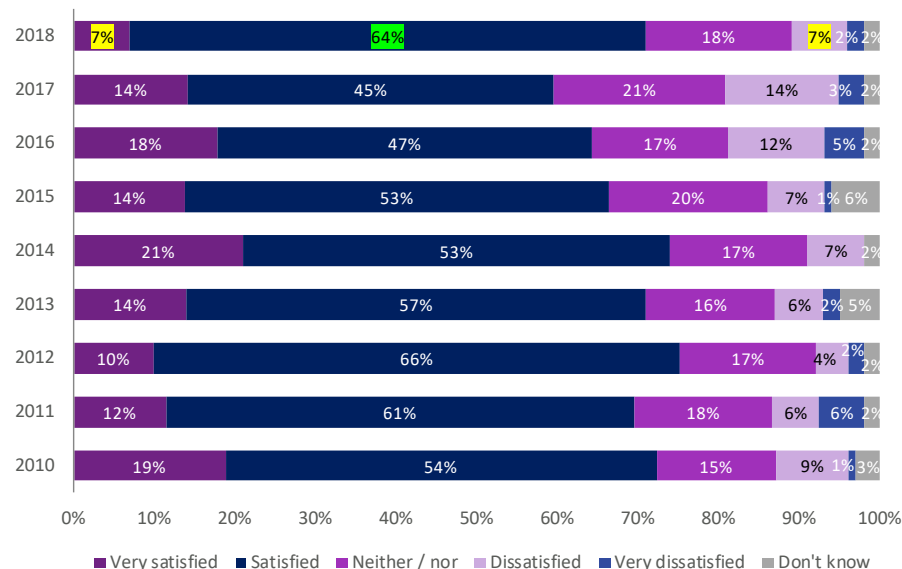


2018 RESULTS

Residents were asked how satisfied or dissatisfied they were with the contribution the Central Business District (CBD) makes to the lifestyle and image of Whanganui. More than two-thirds of those surveyed (71%) were satisfied (64%) or very satisfied (7%) with the contribution the CBD makes. Following this, 18% were neither satisfied nor dissatisfied, 9% were dissatisfied (7%) or very dissatisfied (2%) and 2% were unsure.



2010 - 2018 TREND



AREA DIFFERENCES

St John's Hill/ Otamatea residents (35%) were less likely than other residents to be satisfied with the contribution the CBD makes to the lifestyle and image of Whanganui.



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	6%	0%	5%	6%	10%	4%	9%	6%	14%	32%
Satisfied	74%	71%	52%	83%	35%	74%	51%	66%	59%	56%
Neither satisfied nor dissatisfied	10%	15%	29%	5%	46%	16%	22%	19%	13%	0%
Dissatisfied	8%	10%	7%	5%	5%	6%	11%	4%	11%	5%
Very dissatisfied	2%	3%	3%	2%	0%	0%	6%	0%	0%	3%
Don't know	0%	1%	4%	0%	5%	0%	0%	5%	3%	4%

CBD Contribution to Lifestyle and Image



BY AGE AND 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%	4%	6%	7%	9%	6%	7%
Satisfied	51%	47%	59%	71%	73%	62%	65%
Neither satisfied nor dissatisfied	28%	24%	26%	14%	11%	16%	20%
Dissatisfied	8%	19%	7%	5%	4%	10%	5%
Very dissatisfied	5%	6%	1%	0%	1%	3%	1%
Don't know	5%	1%	1%	2%	2%	3%	2%

Community Connectedness in Whanganui

Community Wellbeing

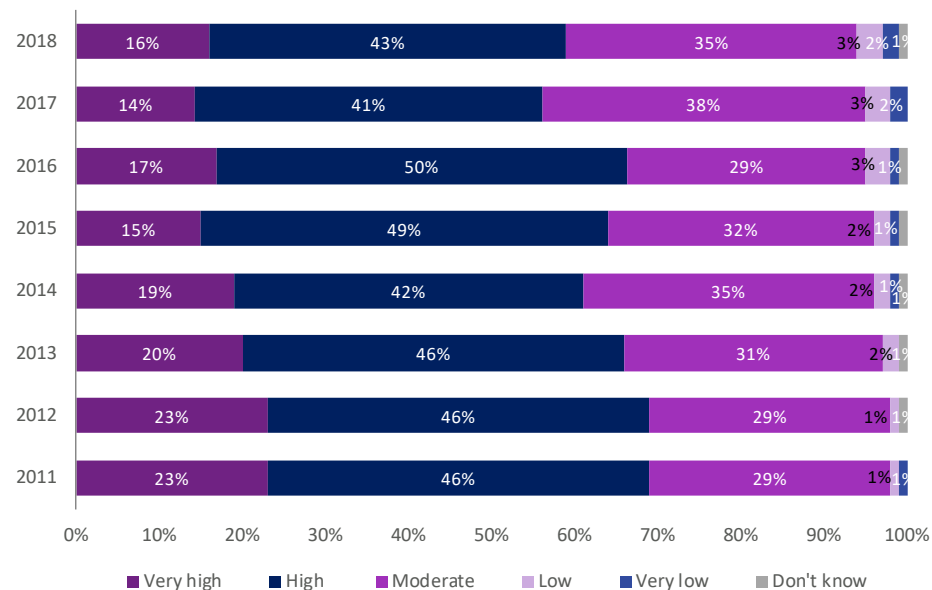


2018 RESULTS

When asked to describe their current level of wellbeing, more than half of Whanganui district residents surveyed (59%) rated their wellbeing as high (43%) or very high (16%). Following this, 35% of residents surveyed rated their wellbeing as moderate, while 5% rated their wellbeing as low (3%) or very low (2%). One per cent of residents were unsure how to answer this question.



2011 - 2018 TREND



AREA DIFFERENCES

Residents in Blueskin-Maxwell were more likely to demonstrate high levels of wellbeing, while Gonville residents were less likely to demonstrate high levels of wellbeing, and more likely to demonstrate moderate levels of wellbeing while residents from Whanganui East were more likely to demonstrate low 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%	13%	15%	10%	18%	14%	22%	17%	21%
High	52%	41%	37%	48%	45%	46%	37%	36%	49%	52%
Moderate	35%	37%	42%	34%	32%	32%	40%	34%	25%	27%
Low	2%	0%	4%	3%	5%	4%	9%	1%	10%	0%
Very low	0%	4%	3%	0%	0%	0%	0%	7%	0%	0%
Don't know	2%	0%	2%	0%	8%	0%	0%	0%	0%	0%

Community Wellbeing



BY AGE AND 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	23%	14%	10%	15%	17%	14%	17%
High	46%	35%	49%	46%	40%	46%	40%
Moderate	20%	38%	35%	35%	40%	32%	38%
Low	3%	11%	1%	2%	2%	3%	3%
Very low	8%	0%	4%	1%	1%	3%	1%
Don't know	0%	3%	1%	1%	0%	1%	0%

Sense of Belonging

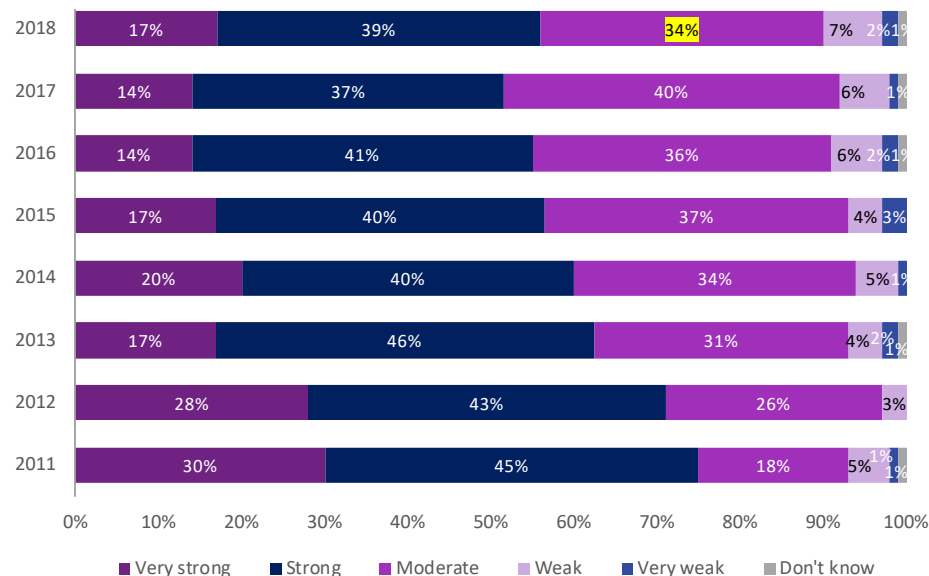


2018 RESULTS

When asked to consider their sense of belonging, or feeling part of a community, more than half of Whanganui district residents surveyed (56%) rated their sense of belonging as strong (39%) or very strong (17%). A further 34% of those surveyed rated their sense of belonging as moderate, while 9% rated it weak (7%) or very weak (2%), 1% were unsure how to answer.



2011 - 2018 TREND



AREA DIFFERENCES

Residents in Aramoho and Castlecliff were more likely to rate their sense of belonging as very strong, and Blueskin-Maxwell residents were more likely to have rated it strong, while Gonville 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	22%	22%	10%	10%	21%	17%	18%	20%	15%	17%
Strong	39%	38%	36%	41%	35%	51%	36%	33%	50%	36%
Moderate	34%	25%	38%	38%	45%	26%	42%	40%	22%	46%
Weak	3%	10%	11%	8%	0%	5%	4%	5%	11%	0%
Very weak	0%	5%	1%	2%	0%	1%	0%	2%	0%	0%
Don't know	2%	0%	4%	0%	0%	0%	0%	0%	3%	0%

Sense of Belonging



BY AGE AND 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%	0%	6%	1%	0%	2%	1%
Strong	6%	12%	4%	10%	4%	7%	7%
Moderate	40%	40%	31%	31%	33%	31%	38%
Weak	29%	33%	44%	45%	41%	43%	36%
Very weak	21%	10%	13%	14%	21%	16%	18%
Don't know	0%	6%	1%	0%	0%	2%	0%

Pride in my Neighbourhood

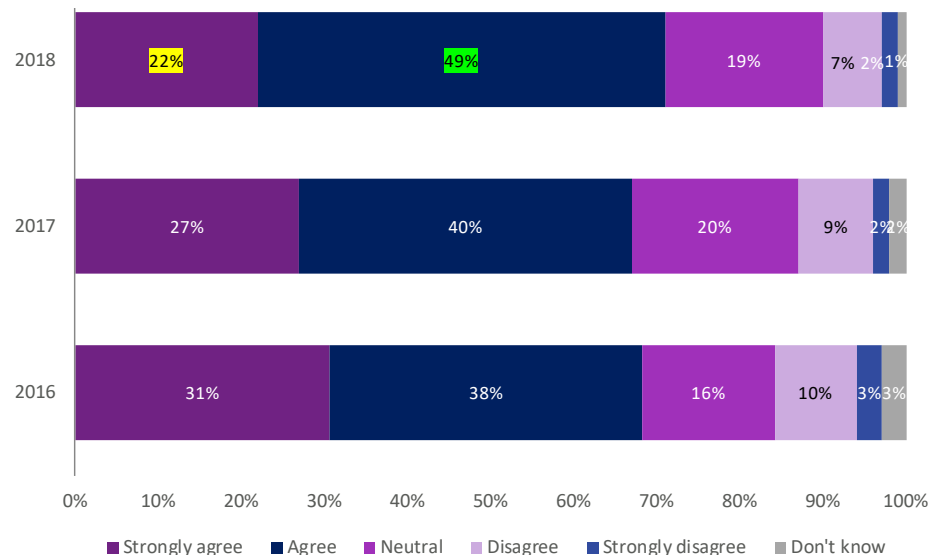


2018 RESULTS

More than two-thirds of Whanganui district residents surveyed (71%) agreed (49%) or strongly agreed (22%) they felt a sense of pride with how their neighbourhood looks and feels. A further 19% neither agreed nor disagreed, while 9% disagreed (7%) or strongly disagreed (2%). One per cent of residents were unsure how to answer.



2016 - 2018 TREND



AREA DIFFERENCES

Residents living in Marybank et al, Aramoho and Springvale were significantly more likely to strongly agree they have pride in the way their neighbourhood looks and feels. Residents in Gonville were significantly less likely to strongly agree and significantly 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	42%	27%	7%	6%	21%	38%	14%	11%	4%	55%
Agree	47%	45%	41%	70%	48%	41%	63%	54%	67%	32%
Neutral	8%	14%	33%	21%	26%	14%	14%	24%	22%	9%
Disagree	0%	11%	13%	2%	5%	6%	6%	7%	6%	0%
Strongly disagree	2%	4%	6%	0%	0%	0%	2%	0%	0%	4%
Don't know	2%	0%	1%	0%	0%	0%	0%	3%	0%	0%

Pride in my Neighbourhood



BY AGE AND 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	18%	14%	18%	23%	27%	25%	18%
Agree	42%	43%	55%	48%	52%	42%	55%
Neutral	26%	24%	18%	20%	15%	22%	17%
Disagree	8%	17%	6%	5%	4%	7%	7%
Strongly disagree	7%	1%	0%	4%	1%	3%	1%
Don't know	0%	0%	3%	0%	1%	1%	1%

Travelling around Whanganui - Road Satisfaction

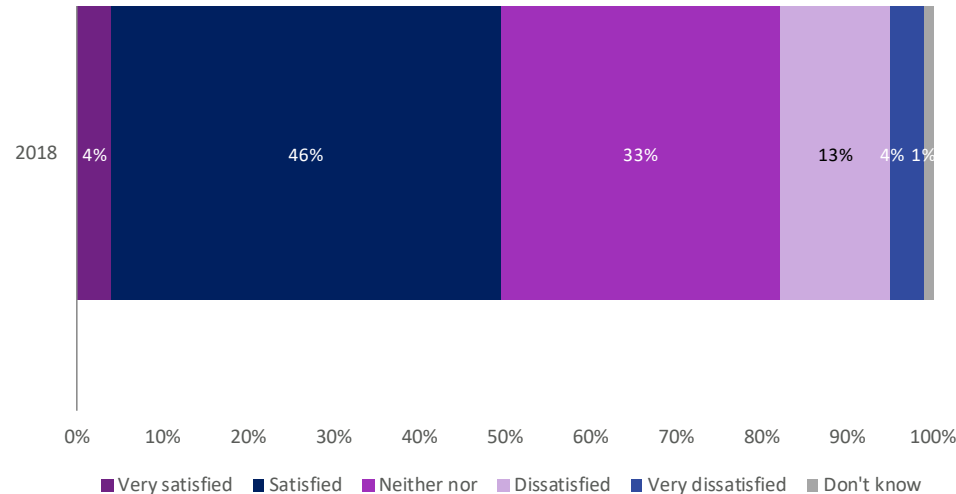


2018 RESULTS

In a new question for 2018, residents were asked how satisfied or dissatisfied they were with the roads in Whanganui district. Half of those surveyed (50%) were satisfied (46%) or very satisfied (4%) with the roads in Whanganui district. A further 33% were neither satisfied nor dissatisfied, 17% were dissatisfied (13%) or very dissatisfied (4%) and 1% were unsure.



BY RESIDENTS



AREA DIFFERENCES

Residents in Castlecliff were more likely than other residents to be very dissatisfied with the roads in Whanganui district, while Marybank et al residents were more likely to be very satisfied with the roads.



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	2%	7%	1%	0%	6%	2%	11%	0%	5%	13%
Satisfied	37%	36%	50%	32%	37%	61%	65%	47%	46%	35%
Neither satisfied nor dissatisfied	42%	38%	29%	40%	39%	32%	14%	24%	32%	40%
Dissatisfied	17%	9%	9%	24%	19%	5%	10%	29%	16%	12%
Very dissatisfied	2%	10%	8%	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	0%	3%	4%	0%	0%	0%	0%	0%	0%

Travelling around Whanganui - Road Satisfaction



BY AGE AND 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	3%	7%	4%	1%	4%	4%	4%
Satisfied	57%	48%	43%	45%	38%	46%	45%
Neither satisfied nor dissatisfied	22%	28%	30%	37%	42%	33%	33%
Dissatisfied	5%	8%	23%	12%	16%	10%	15%
Very dissatisfied	13%	6%	0%	4%	0%	8%	1%
Don't know	0%	3%	0%	1%	0%	0%	2%

Travelling around Whanganui - Getting Around

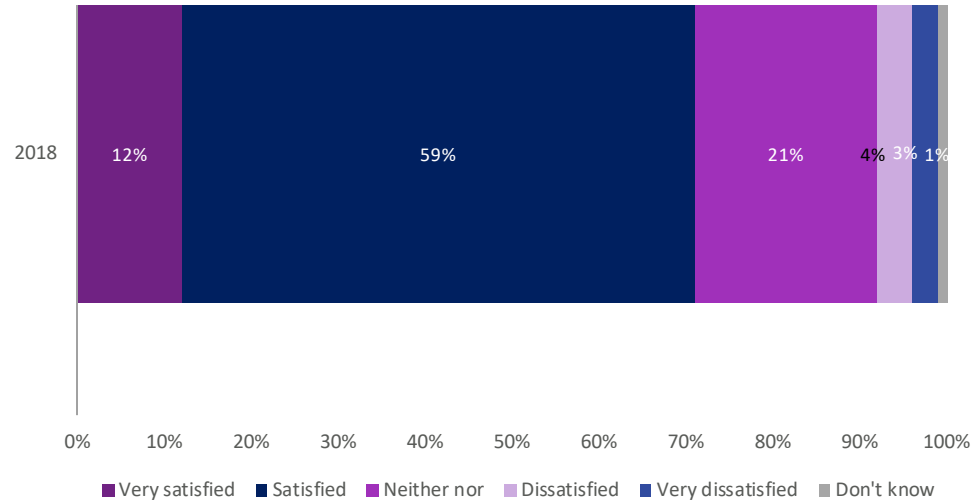


2018 RESULTS

In a new question for 2018, residents were asked how satisfied or dissatisfied they were with how easy it is to get around Whanganui district. Seventy-one per cent of residents were satisfied (59%) or very satisfied (12%) with how easy it is to get around Whanganui district. Following this, 21% were neither satisfied nor dissatisfied, 7% were dissatisfied (4%) or very dissatisfied (3%) and 1% were unsure.



BY RESIDENTS



AREA DIFFERENCES

Residents living in Aramoho were more likely than other residents to be neither satisfied nor dissatisfied with how easy it is to get around Whanganui district.



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	4%	12%	9%	13%	16%	14%	20%	12%	16%	34%
Satisfied	38%	50%	61%	74%	50%	72%	69%	68%	63%	55%
Neither satisfied nor dissatisfied	47%	22%	19%	13%	26%	14%	3%	16%	22%	11%
Dissatisfied	5%	11%	3%	0%	8%	0%	5%	4%	0%	0%
Very dissatisfied	5%	5%	5%	0%	0%	0%	3%	0%	0%	0%
Don't know	2%	0%	2%	0%	0%	0%	0%	0%	0%	0%

Travelling Around Whanganui - Getting Around



BY AGE AND 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	20%	8%	12%	10%	12%	10%	13%
Satisfied	56%	56%	59%	59%	61%	57%	60%
Neither satisfied nor dissatisfied	16%	21%	19%	24%	24%	24%	19%
Dissatisfied	3%	6%	4%	4%	4%	3%	6%
Very dissatisfied	4%	6%	6%	1%	0%	6%	0%
Don't know	0%	3%	0%	1%	0%	0%	1%

Council Services and Facilities

Whanganui Airport



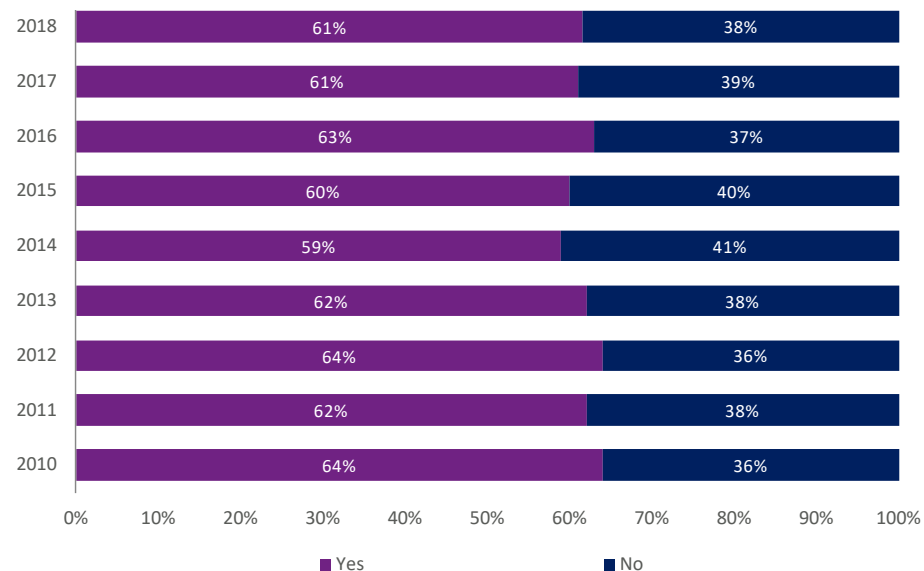
2018 RESULTS

Close to two-thirds of Whanganui district residents surveyed (61%) have used Whanganui Airport during the past 12 months. This is on par with last year's results.

Eighty-four per cent of Whanganui Airport users were satisfied (47%) or very satisfied (37%) the terminal facilities and services met their expectations. This remains similar to results from previous years.



2010 - 2018 TREND



AREA DIFFERENCES

The highest proportion of Whanganui Airport users were from the Castlecliff and Marybank et al areas.

Aramoho residents (70%) were more likely to be very satisfied with the Whanganui Airport terminal facilities and services, while Whanganui Central residents (11%) were 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	62%	76%	51%	66%	61%	69%	57%	46%	62%	75%
No	38%	24%	49%	34%	39%	31%	41%	52%	38%	21%



BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	50%	63%	72%	70%	55%	68%	55%
No	50%	37%	28%	30%	44%	31%	44%

Services Provided by Council

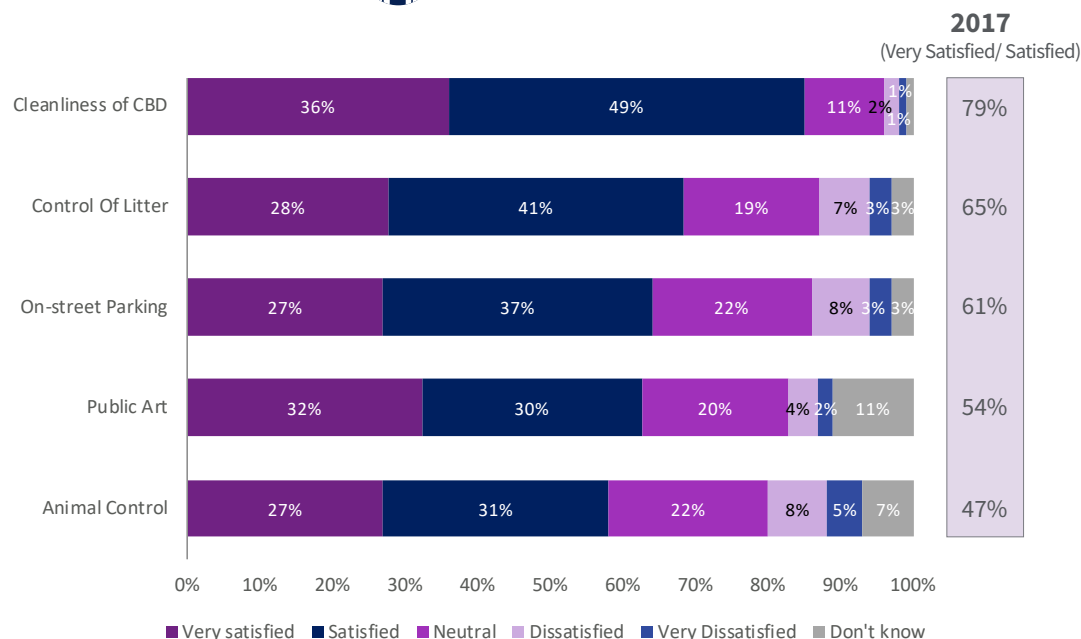


2018 RESULTS

Cleanliness of the Central Business District (CBD) was the highest-rated service provided by Council, with the majority of residents (85%) stating they were satisfied (49%) or very satisfied (36%). Sixty-nine per cent of residents were satisfied (41%) or very satisfied (28%) with the control of litter. Sixty-four per cent of residents were satisfied (37%) or very satisfied (27%) with the availability of on-street parking, while 62% of residents were satisfied (30%) or very satisfied (27%) with public art. Fifty-eight per cent of residents surveyed were satisfied (31%) or very satisfied (27%) with animal control.



BY RESIDENTS



AREA DIFFERENCES

Residents in Castlecliff were more likely to be very dissatisfied with animal control, while Gonville residents were less likely to be satisfied with the availability of on-street parking.



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	90%	90%	74%	93%	69%	90%	95%	79%	82%	93%
Control of Litter	94%	71%	58%	65%	57%	81%	73%	51%	66%	71%
On-street Parking	81%	78%	49%	64%	54%	78%	60%	55%	50%	63%
Public Art	84%	63%	56%	64%	36%	77%	68%	53%	33%	70%
Animal Control	86%	65%	45%	63%	36%	84%	40%	42%	53%	49%

Services Provided by Council



BY AGE AND GENDER (TOTAL VERY SATISFIED AND SATISFIED)

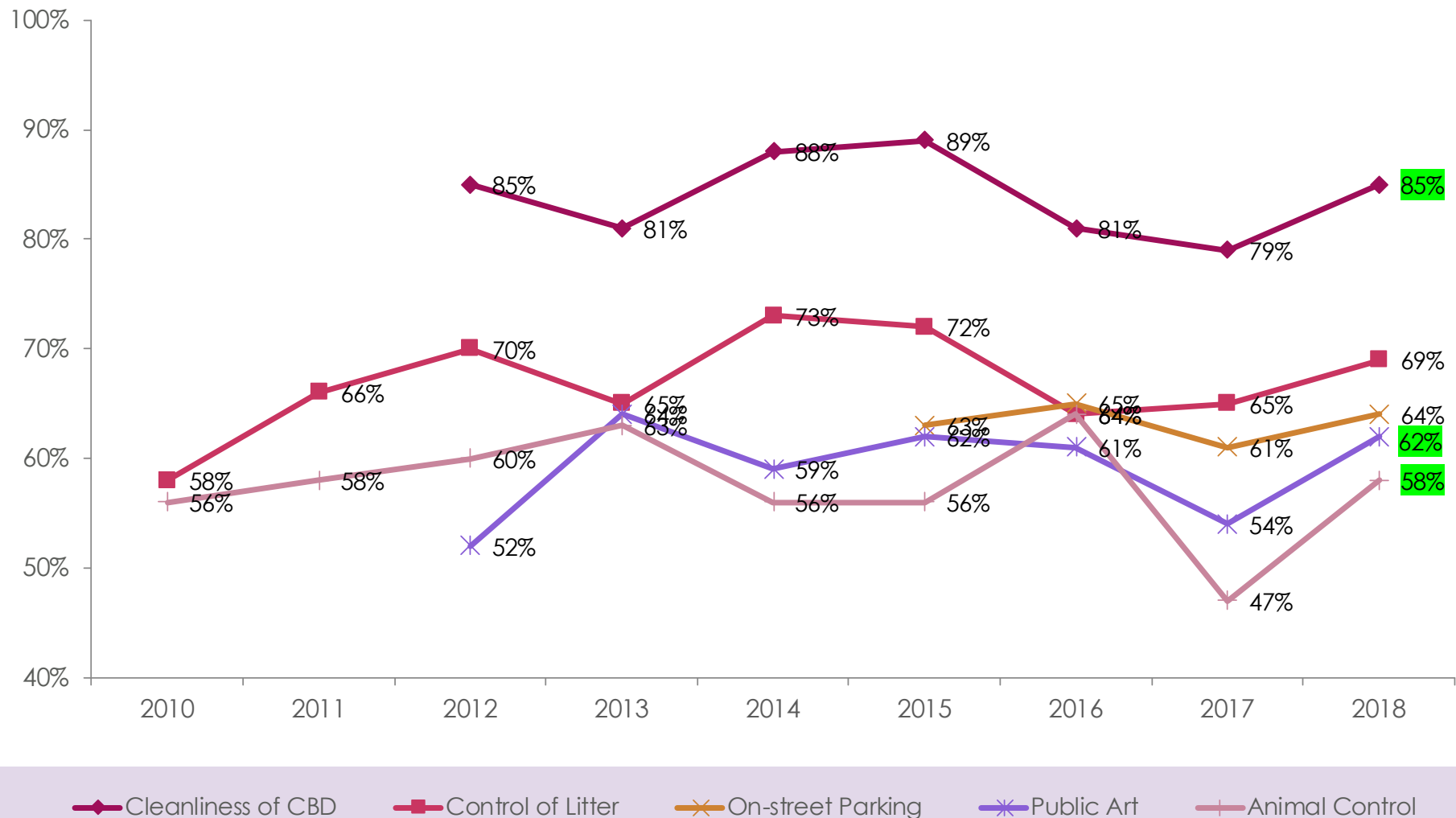
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Cleanliness of CBD	81%	75%	84%	88%	89%	82%	87%
Control of Litter	65%	60%	64%	75%	72%	68%	69%
On-street Parking	60%	52%	71%	64%	68%	64%	64%
Public Art	66%	45%	59%	61%	70%	59%	65%
Animal Control	63%	47%	58%	57%	63%	61%	56%

Services Provided by Council



2010 - 2018 TREND

With regards to services provided by Council, ratings of the cleanliness of the CBD (85%), public art (62%) and animal control (58%) have significantly increased compared with last year's results.



Facilities Provided by Council

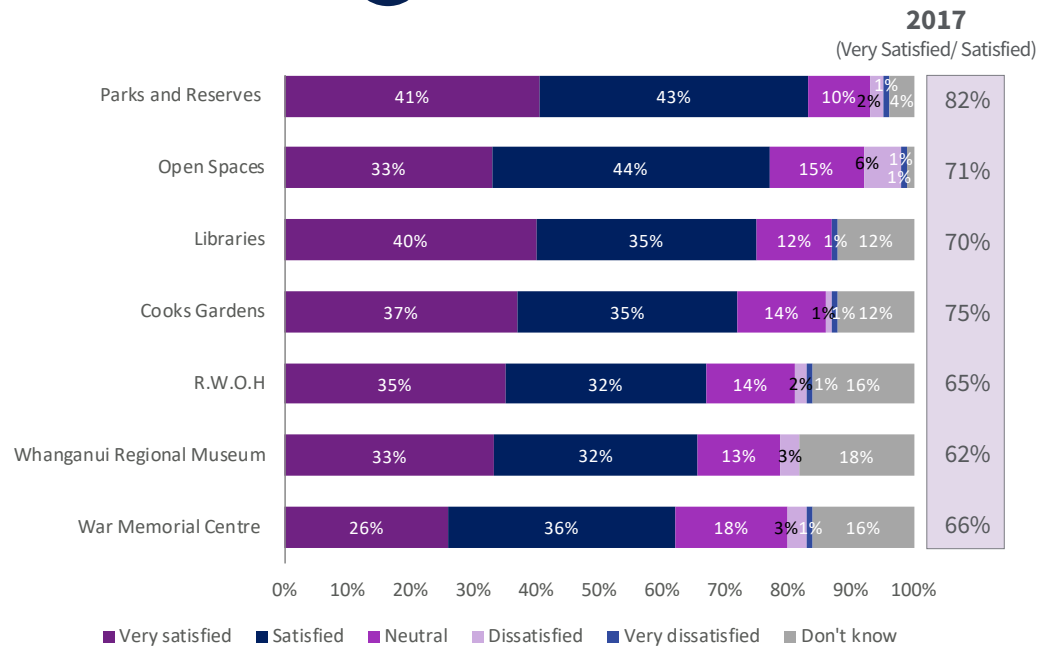


2018 RESULTS

Parks and reserves, the maintenance and presentation of open spaces and libraries were the highest-rated facilities in terms of satisfaction among Whanganui district residents. Parks and reserves received the highest satisfaction ratings, with 84% of residents satisfied (43%) or very satisfied (41%). Open spaces also rated highly, with 77% of residents satisfied (44%) or very satisfied (33%) with the maintenance and presentation of these, while 75% of residents were satisfied (35%) or very satisfied (40%) with the libraries.



BY RESIDENTS



AREA DIFFERENCES

Residents from Aramoho were more likely than other residents to be satisfied with most facilities.



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	87%	87%	74%	83%	64%	94%	98%	75%	79%	88%
Open Spaces	92%	79%	69%	65%	68%	93%	81%	64%	73%	90%
Libraries	85%	77%	71%	81%	72%	85%	74%	66%	61%	75%
Cooks Gardens	83%	71%	68%	74%	46%	82%	71%	70%	62%	66%
R.W.O.H	73%	64%	57%	71%	60%	79%	71%	68%	58%	80%
Whanganui Regional Museum	84%	71%	54%	64%	45%	76%	56%	64%	47%	73%
War Memorial Centre	54%	61%	63%	67%	50%	59%	71%	67%	58%	59%

Facilities Provided by Council

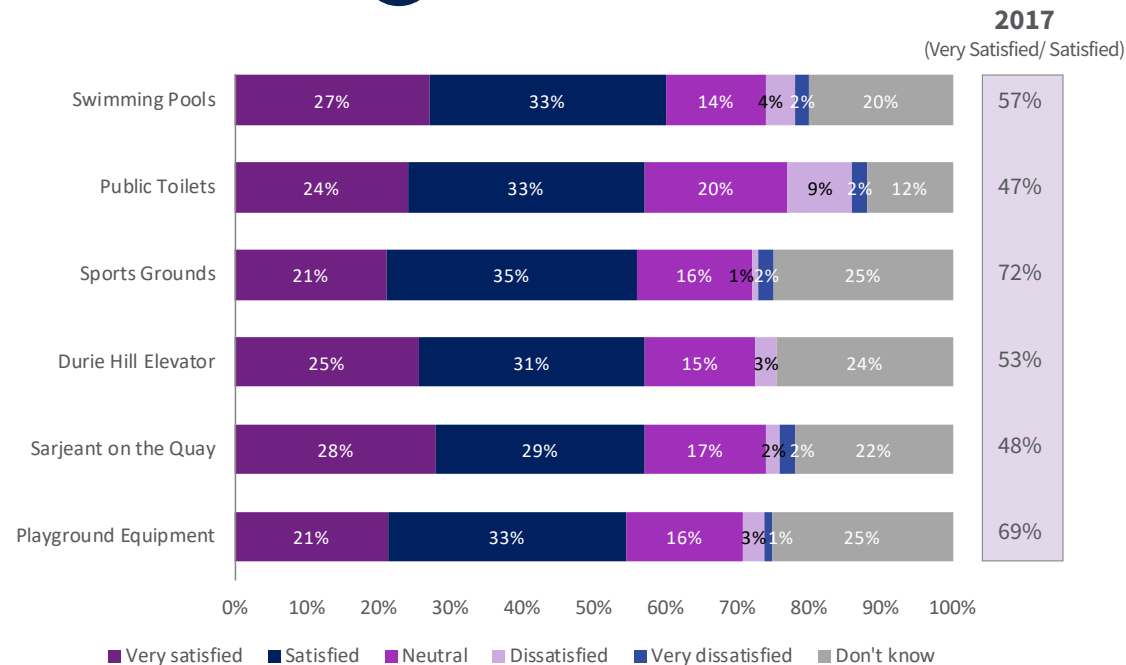


2018 RESULTS

The availability of playground equipment had the lowest satisfaction rating amongst Whanganui district residents with just over half of those surveyed (54%) satisfied (33%) or very satisfied (21%) with this. The Sarjeant on the Quay and public toilets (both 57%) as well as the Durie Hill Elevator and sports grounds (both 56%) also had low satisfaction ratings.



BY RESIDENTS



AREA DIFFERENCES

St John's Hill/ Otamatea residents were more likely to be dissatisfied with the availability of playground equipment, while residents in Gonville were more likely to be dissatisfied with the Durie Hill Elevator.

Residents living in Castlecliff were more likely to be very dissatisfied with Sarjeant on the Quay.



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
Swimming Pools	79%	60%	49%	43%	37%	84%	54%	57%	58%	68%
Public Toilets	82%	63%	48%	56%	26%	77%	42%	52%	43%	53%
Sports Grounds	40%	47%	51%	70%	40%	59%	69%	62%	74%	77%
Durie Hill Elevator	59%	60%	53%	69%	30%	59%	52%	56%	51%	61%
Sarjeant on the Quay	65%	59%	50%	54%	41%	63%	61%	59%	50%	48%
Playground Equipment	44%	47%	57%	62%	16%	48%	66%	71%	47%	76%

Facilities Provided by Council



BY AGE AND GENDER (TOTAL VERY SATISFIED AND SATISFIED)

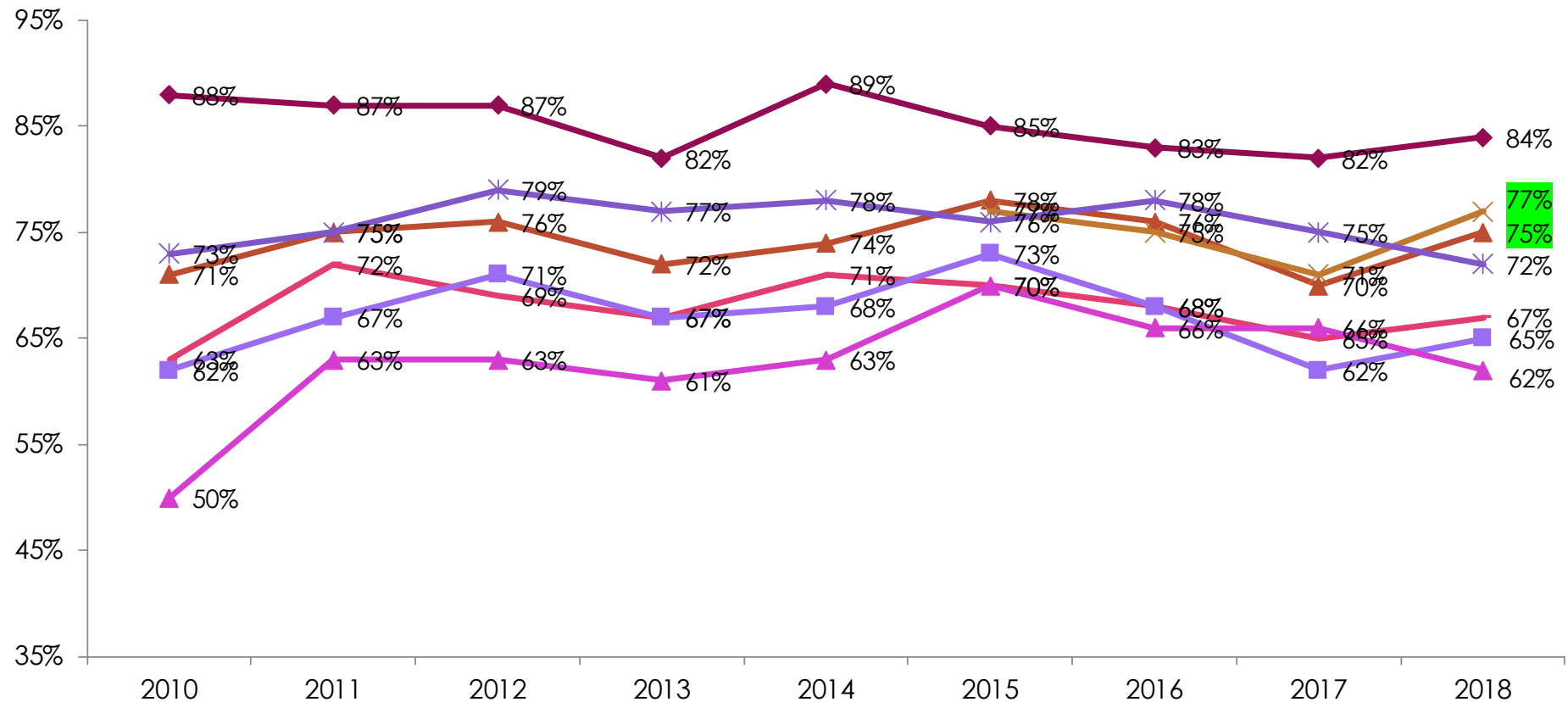
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Parks and Reserves	86%	76%	84%	82%	86%	78%	88%
Open Spaces	74%	76%	79%	76%	79%	72%	81%
Libraries	73%	57%	87%	80%	76%	69%	80%
Cooks Gardens	72%	66%	78%	70%	73%	70%	73%
R.W.O.H	61%	47%	62%	71%	79%	66%	69%
Whanganui Regional Museum	69%	49%	66%	70%	67%	66%	64%
War Memorial Centre	66%	46%	74%	54%	68%	59%	65%
Swimming Pools	70%	58%	63%	63%	54%	61%	60%
Public Toilets	47%	41%	63%	67%	61%	55%	60%
Sports Grounds	64%	55%	71%	48%	54%	54%	58%
Durie Hill Elevator	59%	49%	58%	52%	61%	54%	59%
Sarjeant on the Quay	51%	46%	61%	51%	65%	55%	57%
Playground Equipment	68%	60%	63%	48%	48%	50%	59%

Facilities Provided by Council



2010 - 2018 TREND

With regards to facilities provided by Council, ratings for the presentation of open spaces (77%) as well as the libraries (75%) have significantly increased compared with last year.



◆ Parks and Reserves

▲ Libraries

✕ Presentation of Open Spaces

✱ Cooks Gardens

— R.W.O.H

■ Whanganui Regional Museum

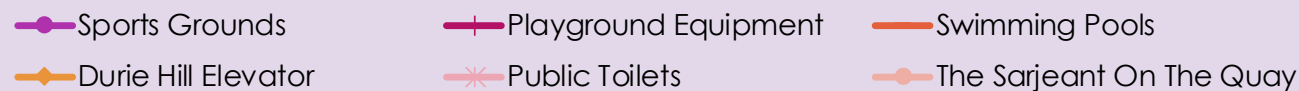
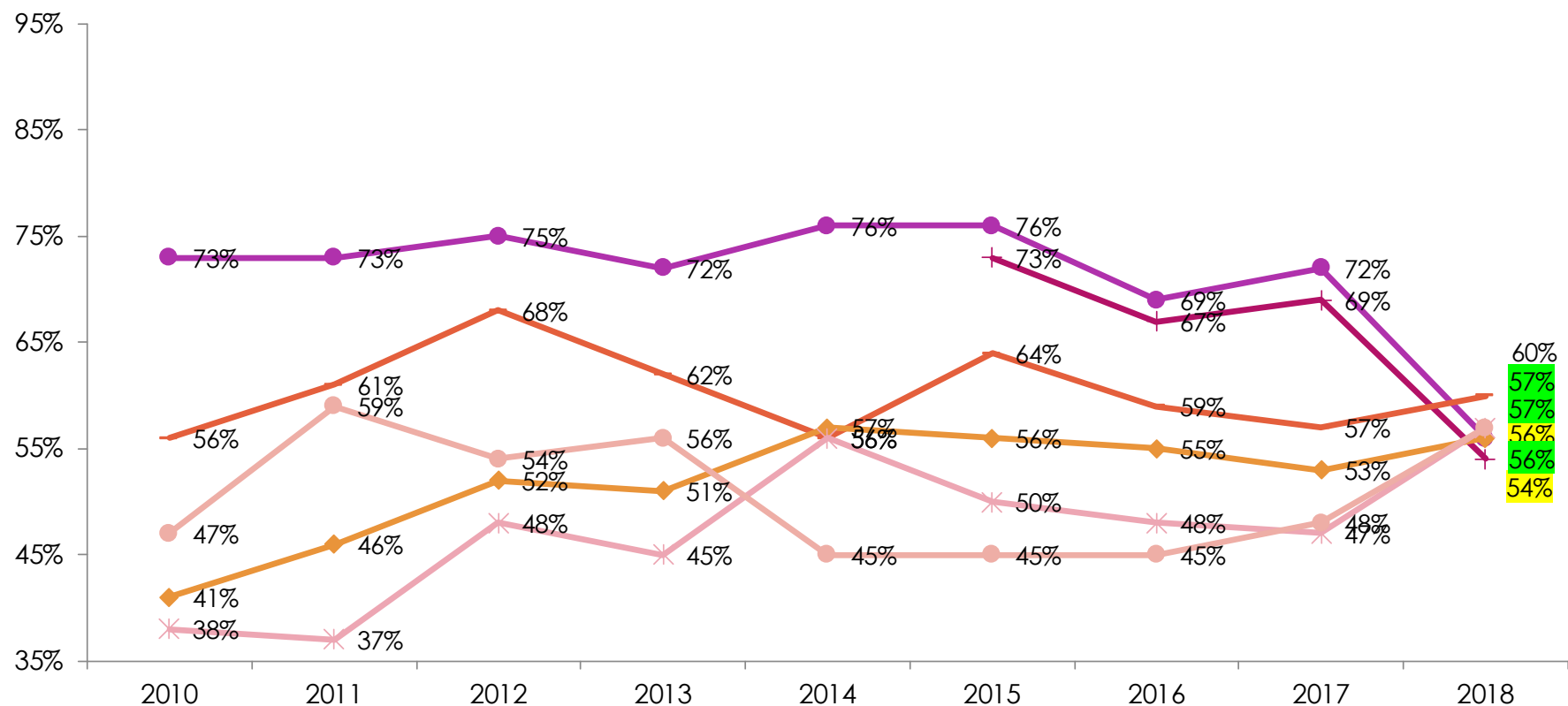
▲ War Memorial Centre

Facilities Provided by Council



2010 - 2018 TREND

Also with regards to facilities provided by Council, ratings for the district's sports grounds (56%) and playground equipment (54%) have significantly decreased compared with last year.



Performance of Council

Council Response to Community Needs and Issues

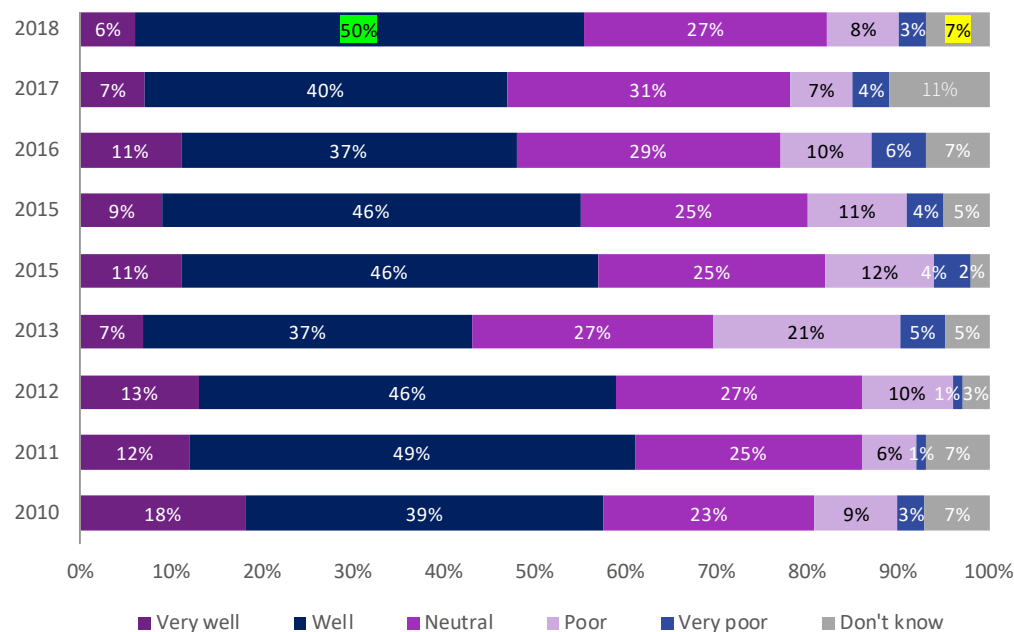


2018 RESULTS

More than half of Whanganui district residents surveyed (56%) felt Council responded to community needs and issues well (50%) or very well (6%). Twenty-seven per cent of residents felt Council response was neither well nor poor, while 11% felt it was poor (8%) or very poor (3%) and 7% were unsure.



2010 - 2018 TREND



AREA DIFFERENCES

Residents from Marybank et al were more likely to have felt Council had responded to community needs and issues very well, while residents living in Blueskin-Maxwell 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	0%	1%	9%	2%	5%	2%	6%	11%	7%	14%
Well	61%	54%	35%	72%	47%	60%	49%	48%	26%	59%
Neutral	25%	22%	38%	13%	38%	29%	25%	18%	36%	17%
Poor	8%	11%	6%	7%	6%	6%	7%	9%	16%	3%
Very poor	2%	5%	3%	3%	5%	0%	0%	3%	8%	0%
Don't know	4%	7%	8%	2%	0%	3%	13%	11%	6%	8%

Council Response to Community Needs and Issues



BY AGE AND 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	1%	5%	3%	3%	10%	5%	6%
Well	50%	32%	51%	54%	55%	48%	52%
Neutral	23%	43%	30%	25%	21%	28%	26%
Poor	10%	9%	4%	8%	8%	9%	7%
Very poor	3%	4%	3%	3%	2%	4%	2%
Don't know	13%	6%	8%	7%	4%	6%	7%

Performance of Mayor and Councillors

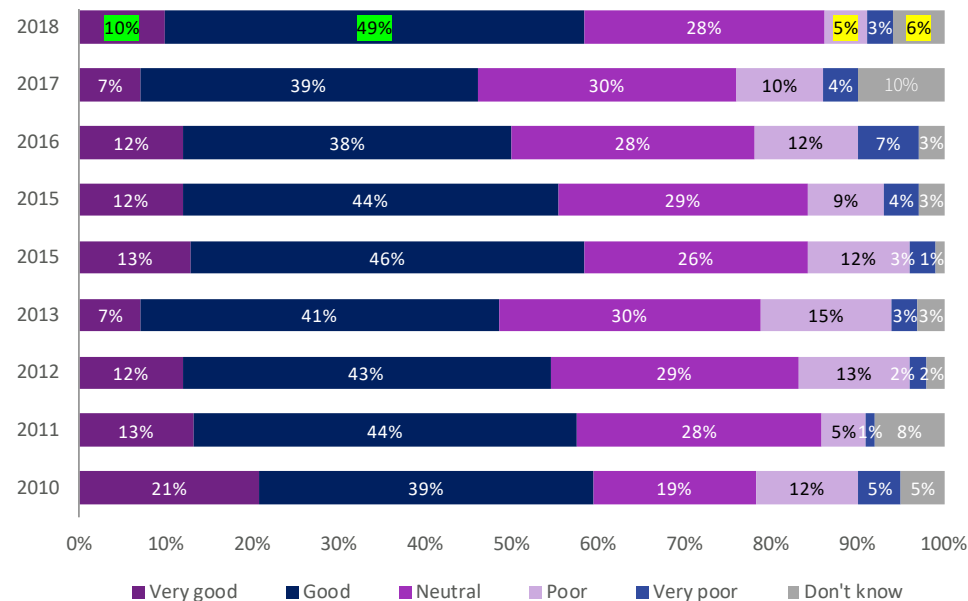


2018 RESULTS

More than half of Whanganui district residents surveyed (59%) felt the performance of the mayor and councillors during the past 12 months was good (49%) or very good (10%). Twenty-eight per cent of residents felt the performance was neither good nor poor, while 8% felt it was poor (5%) or very poor (3%) and 6% were unsure.



2010 - 2018 TREND



AREA DIFFERENCES

Gonville and Whanganui East residents were more likely to have felt the performance of the mayor and councillors was very good, while residents living in Blueskin-Maxwell were more likely to have felt the performance was very poor.



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	0%	7%	17%	11%	10%	5%	8%	16%	12%	12%
Good	63%	49%	43%	61%	26%	58%	57%	40%	29%	55%
Neutral	32%	24%	26%	18%	53%	27%	27%	25%	37%	30%
Poor	3%	9%	6%	5%	6%	0%	0%	7%	7%	0%
Very poor	0%	7%	3%	2%	5%	0%	0%	1%	8%	0%
Don't know	2%	4%	5%	2%	0%	9%	7%	10%	6%	3%

Performance of Mayor and Councillors



BY AGE AND 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	6%	9%	13%	11%	11%	9%	12%
Good	49%	37%	51%	48%	55%	49%	50%
Neutral	26%	40%	25%	27%	24%	29%	27%
Poor	3%	5%	6%	4%	5%	6%	4%
Very poor	3%	3%	2%	4%	2%	4%	1%
Don't know	12%	6%	3%	5%	4%	4%	7%

Performance of Council Staff



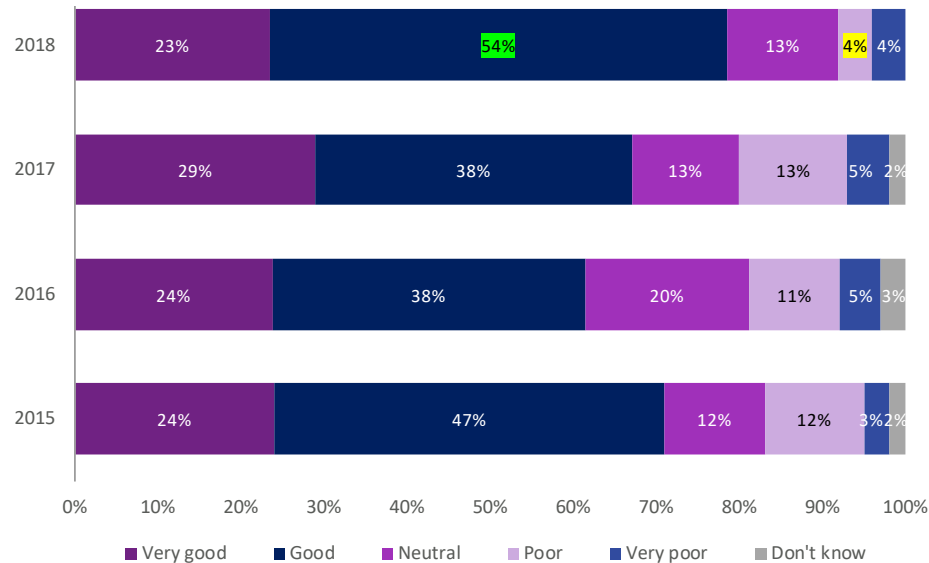
2018 RESULTS

Half of Whanganui district residents surveyed (50%) had contact with a Council staff member in the past 12 months.

Of those residents, 77% rated the performance of Council's staff as good (54%) or very good (23%). Thirteen per cent felt the performance was neither good nor poor, while 8% rated it as poor (4%) or very poor (4%).



2015 - 2018 TREND



AREA DIFFERENCES

Blueskin-Maxwell residents were more likely to have felt the performance of Council staff was good, while St John's Hill/ Otamatea residents were more likely to have felt it was poor.

Residents living in Gonville were more likely to be unsure of how to answer or had no contact with Council staff.



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	4%	17%	29%	39%	16%	16%	19%	41%	15%	58%
Good	85%	52%	39%	27%	79%	79%	52%	35%	85%	28%
Neutral	11%	20%	17%	24%	5%	5%	13%	10%	0%	7%
Poor	0%	2%	3%	11%	0%	0%	16%	6%	0%	7%
Very poor	0%	9%	8%	0%	0%	0%	0%	7%	0%	0%
Don't know	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%
No contact with Council staff	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%

Performance of Council Staff



BY AGE AND 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	34%	27%	14%	15%	29%	21%	26%
Good	32%	56%	62%	65%	48%	54%	54%
Neutral	15%	14%	18%	14%	10%	15%	11%
Poor	4%	3%	0%	2%	7%	3%	6%
Very poor	10%	0%	5%	4%	4%	7%	2%
Don't know	0%	0%	0%	0%	1%	1%	0%
No contact with Council staff	4%	0%	0%	0%	0%	0%	1%

Quantity of Information Supplied

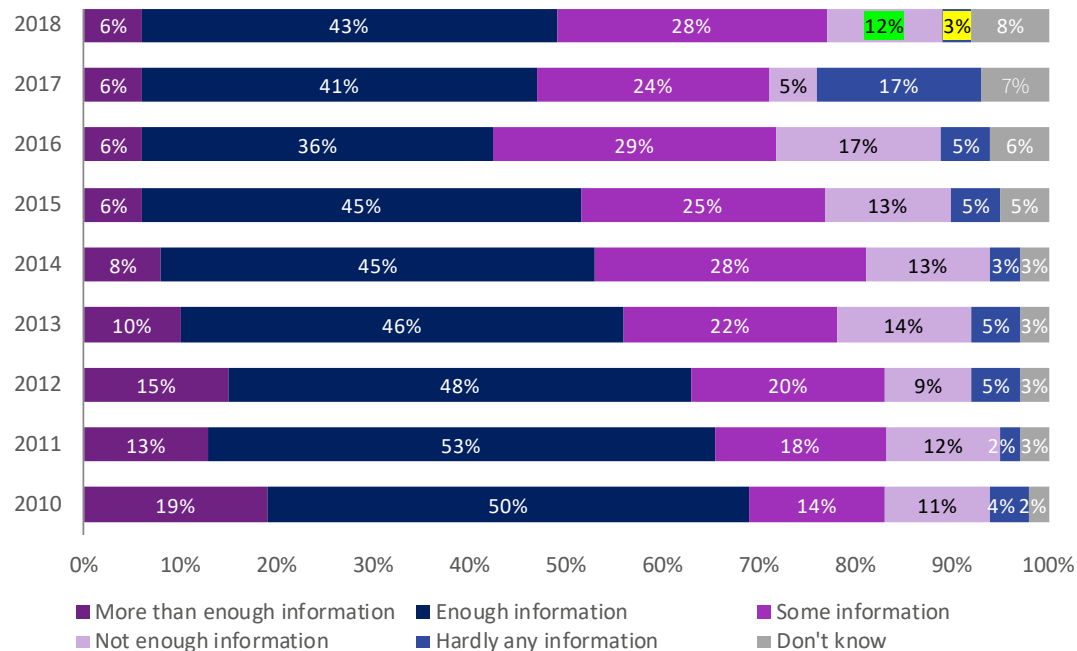


2018 RESULTS

Six per cent of Whanganui district residents surveyed felt they had more than enough information supplied from Council, while 43% felt they had enough information. More than a quarter of residents (28%) felt there was some information supplied from Council, while 12% felt there was not enough information. Three per cent of residents felt there was hardly any information and 8% were unsure how to answer.



2010 - 2018 TREND



AREA DIFFERENCES

St John's Hill/ Otamatea residents were more likely to have felt they had some information supplied from Council, while residents living in Gonville 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	0%	5%	7%	7%	10%	1%	11%	7%	8%	11%
Enough information	59%	44%	36%	44%	34%	56%	40%	34%	29%	45%
Some information	23%	29%	32%	32%	51%	21%	14%	33%	23%	24%
Not enough information	10%	9%	9%	10%	6%	12%	27%	11%	29%	16%
Hardly any information	0%	6%	4%	5%	0%	1%	0%	6%	3%	0%
Don't know	8%	7%	11%	3%	0%	9%	8%	10%	9%	4%

Quantity of Information Supplied



BY AGE AND 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	5%	6%	6%	4%	8%	4%	7%
Enough information	30%	27%	40%	54%	49%	48%	38%
Some information	31%	32%	32%	20%	28%	24%	31%
Not enough information	15%	23%	9%	10%	10%	16%	10%
Hardly any information	1%	0%	4%	4%	4%	3%	3%
Don't know	18%	12%	9%	7%	2%	3%	11%

Access to Information

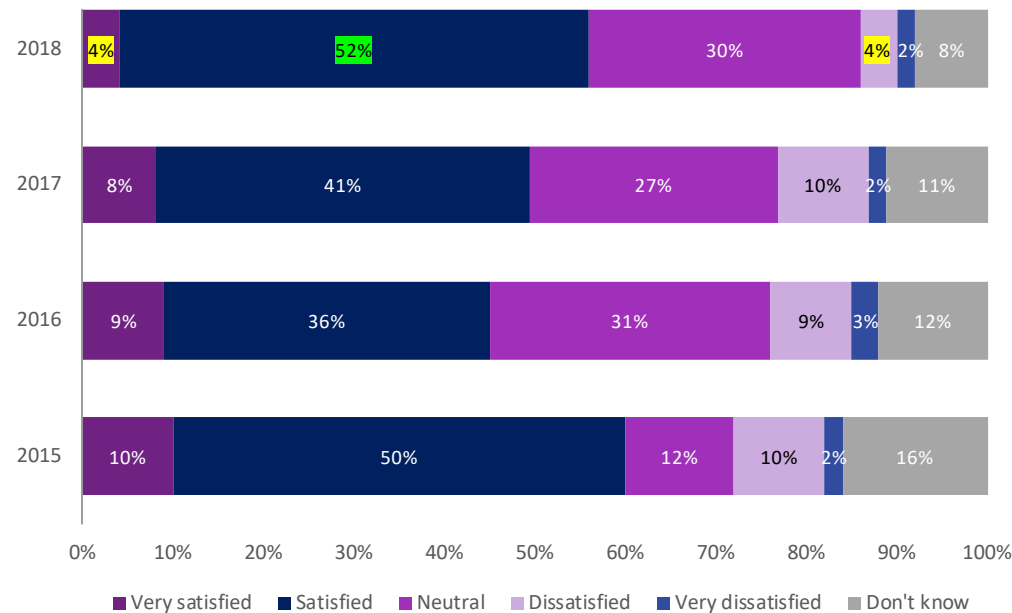


2018 RESULTS

More than half of Whanganui district residents surveyed (56%) were satisfied (52%) or very satisfied (4%) with the ease of accessing Council information. Following this, 30% were neither satisfied nor dissatisfied, while 6% were dissatisfied (4%) or very dissatisfied (2%) with the ease of accessing Council information and 8% were unsure.



2015 - 2018 TREND



AREA DIFFERENCES

Residents from Castlecliff were more likely to be very 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 and Whanganui East areas 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	0%	5%	4%	6%	5%	4%	2%	3%	4%	14%
Satisfied	71%	48%	51%	61%	34%	61%	43%	51%	26%	43%
Neutral	27%	30%	33%	19%	51%	25%	31%	23%	43%	29%
Dissatisfied	0%	2%	3%	9%	11%	3%	6%	6%	11%	7%
Very dissatisfied	0%	7%	5%	0%	0%	0%	0%	0%	3%	0%
Don't know	2%	8%	5%	5%	0%	7%	18%	17%	12%	7%

Access to Information



BY AGE AND 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	0%	8%	5%	3%	4%	6%	2%
Satisfied	38%	33%	57%	61%	57%	50%	54%
Neutral	35%	44%	26%	26%	25%	27%	32%
Dissatisfied	5%	3%	0%	5%	6%	6%	3%
Very dissatisfied	11%	0%	2%	2%	0%	3%	1%
Don't know	11%	13%	10%	4%	7%	8%	8%

Ease of Website Navigation



2018 RESULTS

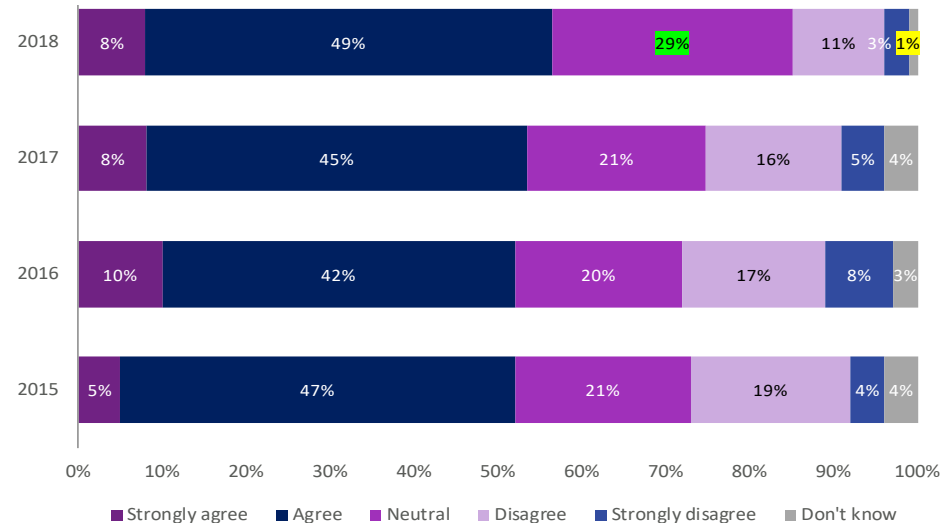
Forty-two per cent of Whanganui district residents surveyed visited Council's website in the past 12 months.

Of those residents, more than half (57%) agreed (49%) or strongly agreed (8%) the website was easy to navigate and find what they were looking for.

The majority of residents (90%) surveyed have access to the internet at home; 69% via a desktop computer or laptop, 54% via a smartphone and 27% via a tablet.



2015 - 2018 TREND



AREA DIFFERENCES

Residents from the Aramoho and Marybank et al areas were more likely to strongly agree Council's website was easy to navigate.

Residents from Aramoho were also more likely to have access to the internet at home via a smartphone.



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	28%	4%	9%	5%	0%	5%	9%	0%	4%	25%
Agree	57%	55%	42%	56%	62%	60%	24%	54%	37%	45%
Neutral	15%	29%	28%	22%	18%	28%	47%	41%	28%	24%
Disagree	0%	2%	17%	17%	19%	8%	9%	5%	31%	6%
Strongly disagree	0%	9%	2%	0%	0%	0%	5%	0%	0%	0%
Don't know	0%	0%	2%	0%	0%	0%	6%	0%	0%	0%

Ease of Website Navigation



BY AGE AND 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	10%	9%	8%	7%	6%	8%	7%
Agree	54%	45%	37%	51%	56%	39%	57%
Neutral	22%	26%	42%	26%	26%	34%	24%
Disagree	4%	19%	10%	13%	6%	14%	8%
Strongly disagree	10%	0%	2%	2%	3%	2%	3%
Don't know	0%	0%	0%	0%	3%	2%	0%

Involvement in Decision Making

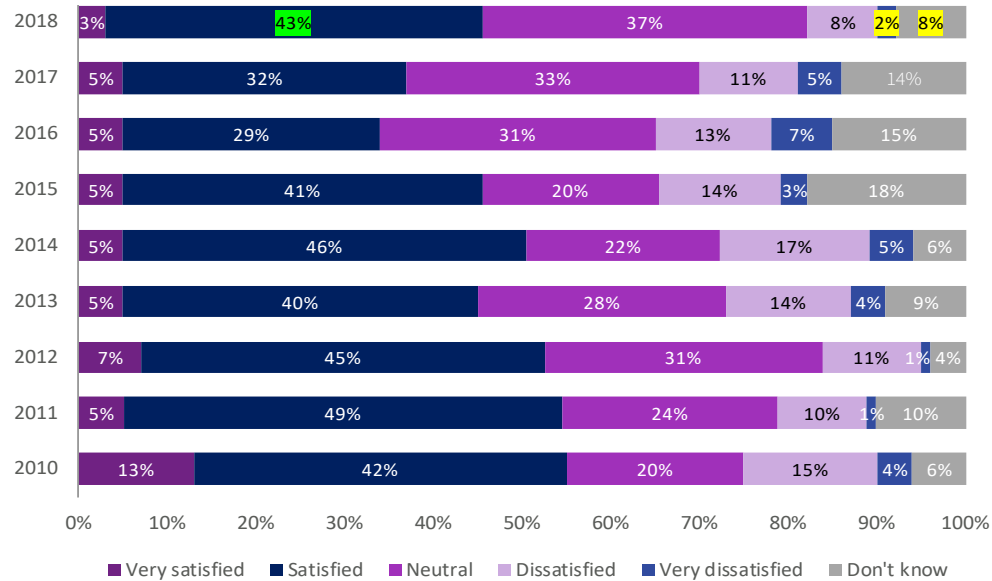


2018 RESULTS

Less than half of Whanganui district residents (46%) were satisfied (43%) or very satisfied (3%) with their level of involvement in decision making in the past 12 months. Following this, 37% were neither satisfied nor dissatisfied, while 10% were dissatisfied (8%) or very dissatisfied (2%) and 8% were unsure how to answer.



2010 - 2018 TREND



AREA DIFFERENCES

Residents from Castlecliff were significantly more likely to be very dissatisfied with their level of involvement in decision making in the past 12 months.

Whanganui Central residents 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	0%	5%	3%	0%	0%	0%	7%	1%	4%	7%
Satisfied	59%	49%	34%	43%	16%	56%	32%	35%	26%	63%
Neutral	29%	25%	45%	33%	68%	42%	39%	41%	30%	20%
Dissatisfied	6%	10%	7%	18%	10%	0%	4%	11%	21%	7%
Very dissatisfied	0%	8%	1%	0%	0%	0%	0%	0%	3%	0%
Don't know	6%	3%	10%	7%	6%	1%	18%	11%	15%	3%

Involvement in Decision Making



BY AGE AND GENDER

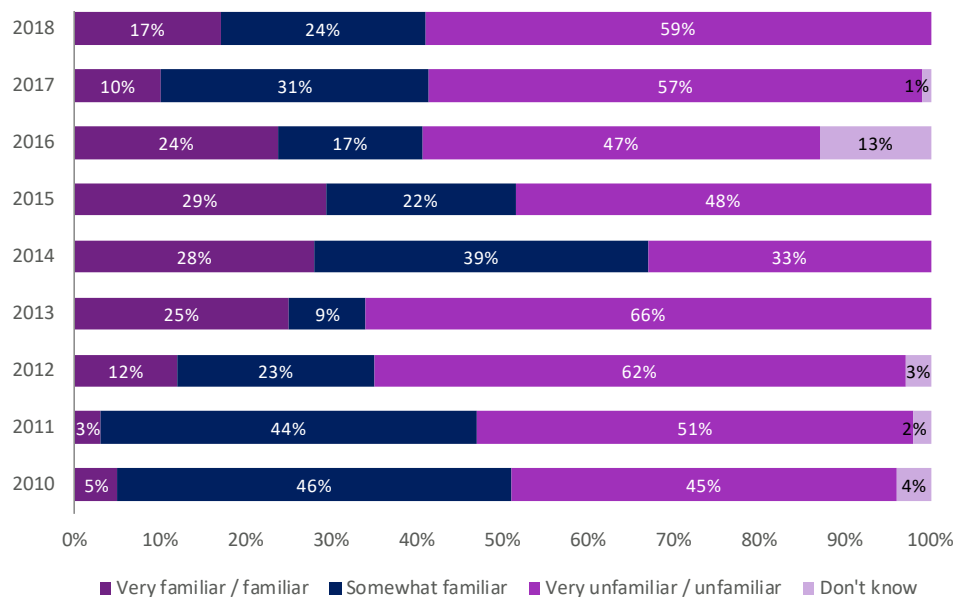
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very satisfied	0%	7%	3%	0%	3%	5%	1%
Satisfied	32%	26%	38%	49%	52%	47%	39%
Neutral	42%	52%	44%	34%	27%	31%	42%
Dissatisfied	3%	11%	9%	10%	8%	10%	6%
Very dissatisfied	8%	0%	0%	1%	1%	2%	1%
Don't know	15%	5%	6%	6%	9%	5%	11%

Rural Community Board

Familiarity with the Rural Community Board

2010 - 2018 TREND

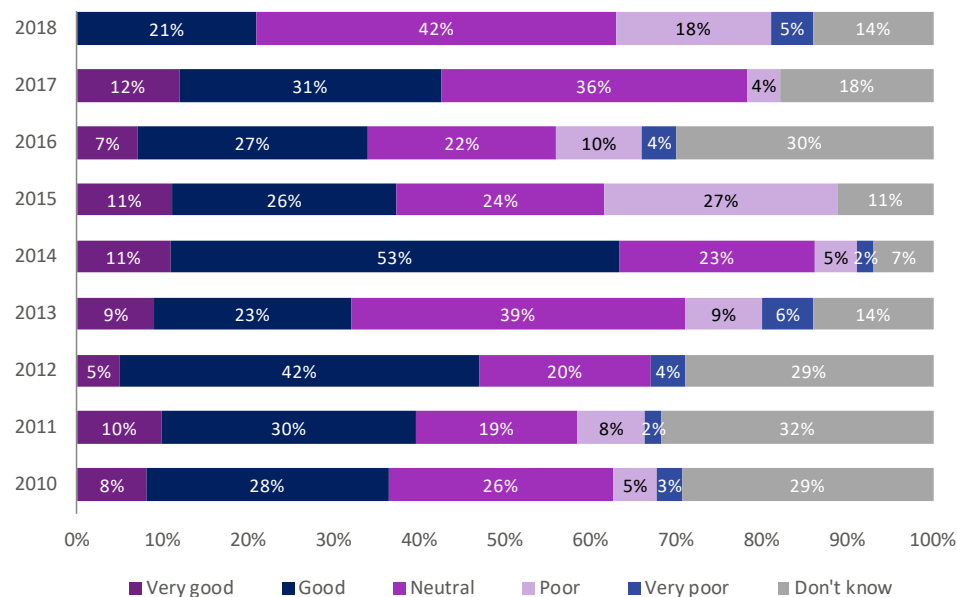
Familiarity with the Rural Community Board's role and activities increased when compared to last year's results while levels of unfamiliarity among Whanganui rural residents remains similar.



Performance of the Rural Community Board

2010 - 2018 TREND

Twenty-one per cent of rural residents think the performance of the Rural Community Board is good. There has been an increase in residents (42%) who had a neutral opinion, as well as residents who think the performance is very poor (5%).

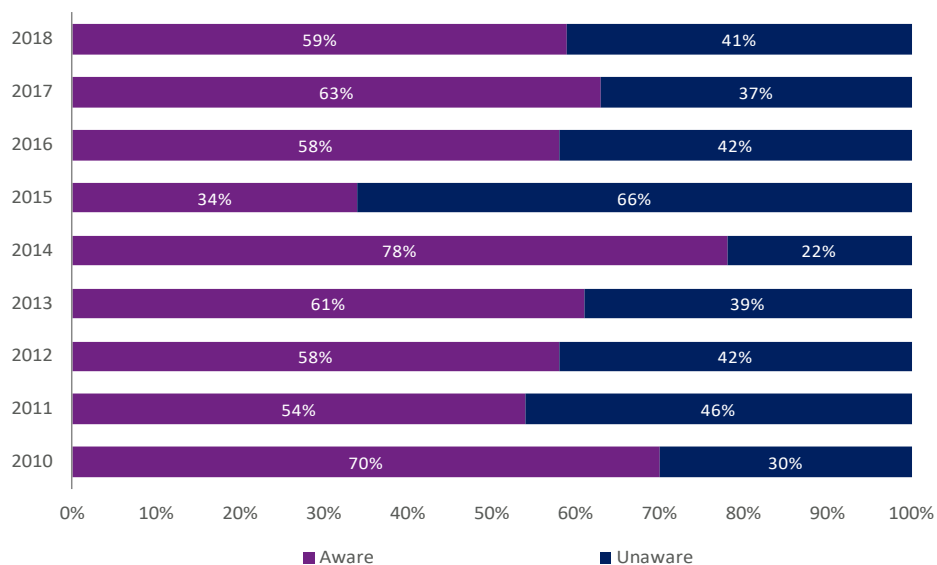


Awareness of the Rural Community Board



2010 - 2018 TREND

More than half of Whanganui rural residents (59%) have an awareness of the Rural Community Board. This is a 4% decrease from last year's results.

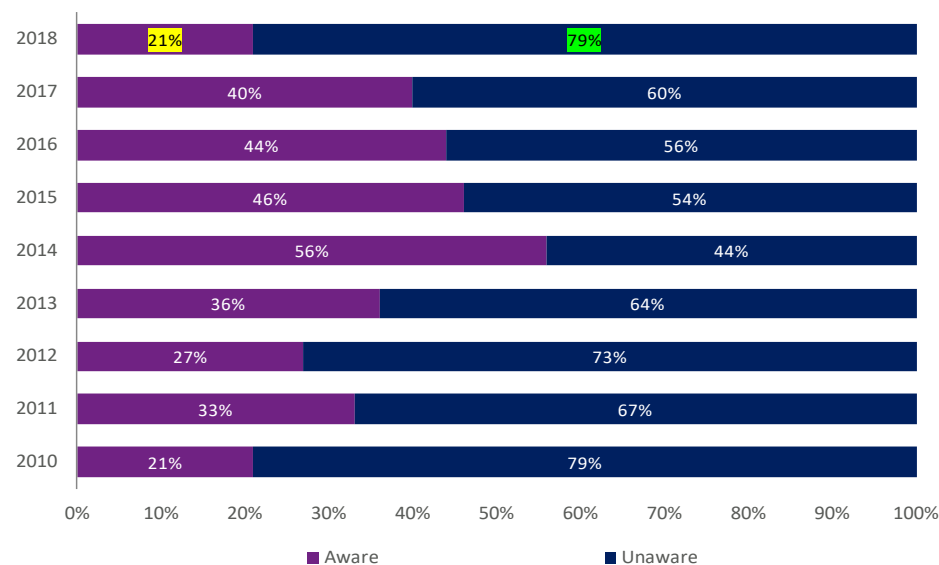


Awareness of Hotwire Newsletter



2010 - 2018 TREND

Twenty-one per cent of rural residents surveyed have an awareness of Hotwire Newsletter, a significant decrease from previous years and the lowest it has been since 2010.



Leading Edge

Awareness of Leading Edge Vision



2018 RESULTS

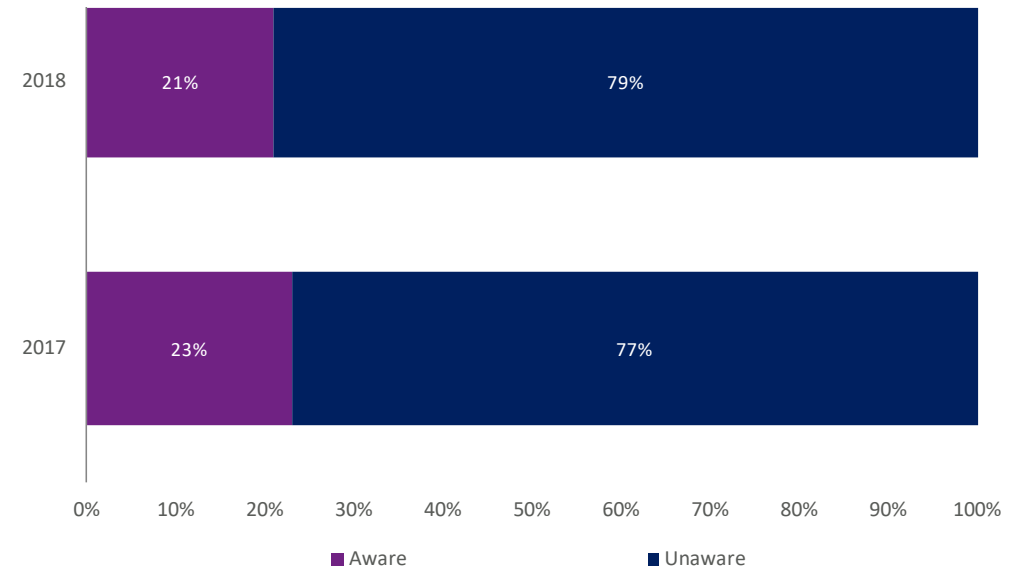
Seventy-nine per cent of Whanganui district residents were unaware of Council's vision Leading Edge. For those residents who had, more than two-thirds (69%) heard about Leading Edge in a newspaper.



WHERE PEOPLE HEARD ABOUT LEADING EDGE (2017 %)



BY RESIDENTS



BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Yes	22%	20%	23%	21%	15%	24%	21%	17%	21%	29%
No	78%	80%	77%	79%	85%	76%	79%	83%	79%	71%



BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	9%	29%	17%	25%	22%	23%	20%
No	91%	71%	83%	75%	78%	77%	80%

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.

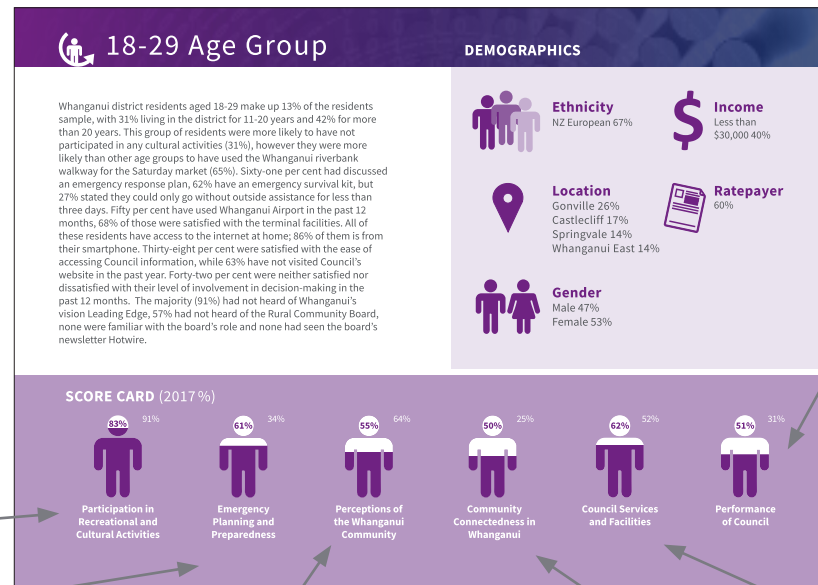
The rating for **Emergency Planning and Preparedness** was measured from the question: Have you ever discussed an emergency response plan with your household? Answer: Yes.

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 13% of the residents sample, with 31% living in the district for 11-20 years and 42% for more than 20 years. This group of residents were more likely to have not participated in any cultural activities (31%), however they were more likely than other age groups to have used the Whanganui riverbank walkway for the Saturday market (65%). Sixty-one per cent had discussed an emergency response plan, 62% have an emergency survival kit, but 27% stated they could only go without outside assistance for less than three days. Fifty per cent have used Whanganui Airport in the past 12 months, 68% of those were satisfied with the terminal facilities. All of these residents have access to the internet at home; 86% of them is from their smartphone. Thirty-eight per cent were satisfied with the ease of accessing Council information, while 63% have not visited Council's website in the past year. Forty-two per cent were neither satisfied nor dissatisfied with their level of involvement in decision-making in the past 12 months. The majority (91%) had not heard of Whanganui's vision Leading Edge, 57% had not heard of the Rural Community Board, none were familiar with the board's role and none had seen the board's newsletter Hotwire.

DEMOGRAPHICS



Ethnicity
NZ European 67%



Income
Less than \$30,000 40%



Location
Gonville 26%
Castlecliff 17%
Springvale 14%
Whanganui East 14%



Ratepayer
60%



Gender
Male 47%
Female 53%

SCORE CARD (2017 %)



30-39 Age Group

DEMOGRAPHICS

Whanganui district residents aged 30-39 make up 16% of the residents sample, with 30% living in the district for five years or less, and 44% living in the district for more than 20 years. This group of residents were more likely to have used the libraries (72%), as well as visited a beach (94%), used the Whanganui riverbank walkway (91%) and visited a Premier Park (87%). Sixty-eight per cent had discussed an emergency response plan, however 59% do not have an emergency survival kit. Half of these residents think they could go without outside assistance for at least three days. Sixty-three per cent have used Whanganui Airport in the past 12 months, 67% of those were satisfied with the terminal facilities. The majority of these residents (99%) have access to the internet at home; 92% of these from their smartphone. Forty-one per cent were satisfied with the ease of accessing Council information, while 56% had visited Council's website in the past year. More than half of these residents (52%) were neither satisfied nor dissatisfied with their level of involvement in decision-making in the past 12 months. Seventy-one per cent had not heard of Whanganui's vision Leading Edge, and 54% had heard of the Rural Community Board, however, none were familiar with the board's role or had seen newsletter Hotwire.



Ethnicity
NZ European 68%



Income
Less than \$30,000 40%



Location
Gonville 33%
Castlecliff 20%
Aramoho 12%
Springvale 12%



Ratepayer
58%



Gender
Male 50%
Female 50%

SCORE CARD (2017%)



Participation in
Recreational and
Cultural Activities

96%

98%



Emergency
Planning and
Preparedness

71%

68%



Perceptions of
the Whanganui
Community

65%

68%



Community
Connectedness in
Whanganui

40%

43%



Council Services
and Facilities

62%

56%



Performance
of Council

39%

37%



40-49 Age Group

DEMOGRAPHICS



Ethnicity

NZ European 76%



Income

More than \$50,000 41%



Location

Gonville 25%
Castlecliff 18%
Springvale 15%



Ratepayer

84%



Gender

Male 36%
Female 64%

Whanganui district residents aged 40-49 make up 14% of the residents sample, with close to half of this group (49%) living in the district for more than 20 years. These residents were more likely to have used, visited, or attended an event at Cook Gardens (57%) as well as more likely to be actively involved in a community organisation (48%). More than three-quarters of this group (79%) had discussed an emergency response plan, and 57% have an emergency survival kit. Forty-one per cent think they could go without outside assistance for at least one week. Seventy-two per cent have used Whanganui Airport in the past 12 months, 84% of those were satisfied with the terminal facilities. All of this group have access to the internet at home; 80% of that is from their smartphones. Sixty-two per cent were satisfied with the ease of accessing Council information, and 62% had visited Council's website in the past year. Less than half of these residents (44%) were neither satisfied nor dissatisfied with their level of involvement in decision-making in the past 12 months. Eighty-three per cent had not heard of Whanganui's vision Leading Edge, however 63% had heard of the Rural Community Board, 41% of those being somewhat familiar with the board's role and 24% having seen the newsletter Hotwire.

SCORE CARD (2017 %)



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 more than half of those (58%) living in the district for more than 20 years. This group of residents were less likely to have participated as a performer or artist (7%) and more likely to have used the Whanganui riverbank walkway for recreational purposes (74%). Close to three-quarters of this group (73%) had discussed an emergency response plan, and 65% have an emergency survival kit. Thirty-nine per cent think they could go without outside assistance for at least three days. Seventy per cent have used Whanganui Airport in the past 12 months, the majority of those (90%) were satisfied with the terminal facilities. Ninety-three per cent of this group have access to the internet at home; 73% access it from their desktop computer or laptop. Sixty-four per cent were satisfied with the ease of accessing Council information, while 57% had not visited Council's website in the past year. Less than half of this group (49%) were satisfied with their level of involvement in decision-making in the past 12 months. Three-quarters of these residents (75%) had not heard of Whanganui's vision Leading Edge, while 63% had heard of the Rural Community Board, however, 82% were not familiar with the board's role and 87% have not seen the newsletter Hotwire.

DEMOGRAPHICS



Ethnicity
NZ European 82%



Income
Between \$30,000 and \$50,000 45%



Location
Springvale 20%
Castlecliff 16%
Gonville 15%
Aramoho 14%



Ratepayer
93%



Gender
Male 56%
Female 44%

SCORE CARD (2017 %)



94%

Participation in
Recreational and
Cultural Activities



73%

Emergency
Planning and
Preparedness



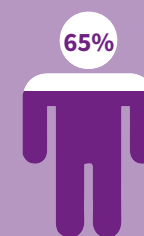
76%

Perceptions of
the Whanganui
Community



55%

Community
Connectedness in
Whanganui



66%

Council Services
and Facilities



40%

Performance
of Council

60+ Age Group

DEMOGRAPHICS

Whanganui district residents aged 60 and older make up 34% of the residents sample, with 72% living in the district for more than 20 years. These residents were more likely to state they don't participate in any recreational activities (9%) and were less likely than other residents to have attended a Māori cultural event or performance with 7% stating they've have undertaken this activity. More than half of these residents (59%) had discussed an emergency response plan, and 68% have an emergency survival kit. Thirty-five per cent think they could go without outside assistance for at least one week. Just over half of these residents (55%) have used Whanganui Airport in the past 12 months, 94% of those were satisfied with the terminal facilities. Seventy-six per cent have access to the internet at home; 68% access it from their desktop computer or laptop. Sixty-one per cent were very satisfied with the ease of accessing Council information, while 69% had not visited Council's website in the past year. Just over half of this group of residents (55%) were satisfied with their level of involvement in decision-making in the past 12 months. More than three-quarters (78%) of these residents had not heard of Whanganui's vision Leading Edge, however 59% had heard of the Rural Community Board, 36% those being familiar with the board's role but 71% have not seen the newsletter Hotwire.



Ethnicity

NZ European 93%



Income

Less than \$30,000 56%



Location

Gonville 18%
Whanganui East 17%



Ratepayer

95%



Gender

Male 44%
Female 56%

SCORE CARD (2017 %)



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	46%	48%
Female	54%	52%

AGE GROUP

	CATI	Online
18 to 29 years	5%	24%
30 to 39 years	5%	30%
40 to 49 years	9%	20%
50 to 59 years	25%	21%
60 years and older	55%	5%

INTERNET ACCESS

	CATI	Online
Desktop or laptop	70%	68%
Tablet	19%	40%
Smartphone	32%	83%
No internet access at home	17%	0%

ETHNIC GROUP

	CATI	Online
New Zealand European	88%	71%
New Zealand Māori	7%	16%
Asian	0%	1%
Pacific Islander	0%	1%
Another ethnicity	4%	6%
Refused	1%	4%

Appendix One: Sample Breakdown

RATEPAYER STATUS

	CATI	Online
Yes	94%	67%
No / renting	6%	23%
Not sure	1%	10%

YEARS IN DISTRICT

	CATI	Online
5 years or less	4%	24%
6 to 10 years	7%	8%
11 to 20 years	24%	18%
More than 20 years	64%	48%
Refused	0%	1%

BUSINESS OWNER

	CATI	Online
Yes	9%	12%
No	91%	88%

INCOME

	CATI	Online
Less than \$30,000	40%	34%
\$30,000 to \$50,000	34%	21%
Over \$50,000	16%	28%
Don't know	5%	2%
Refused	4%	15%

AREA

	CATI	Online
Aramoho	11%	8%
Castlecliff	11%	21%
Gonville	21%	23%
Bastia Hill / Durie Hill	9%	5%
St John's Hill / Otamatea	3%	4%
Springvale	12%	16%
Whanganui Central	6%	9%
Whanganui East	14%	8%
Blueskin-Maxwell	7%	4%
Marybank et al	7%	2%

Appendix Two: Verbatim Comments

AREAS OF IMPROVEMENT: FACILITIES

WAR MEMORIAL CENTRE MENTIONS

- *The toilet system is absolutely shocking at the War Memorial Centre.*
- *Getting really tired looking.*
- *The kitchen was not good enough for such a good building.*
- *The War Memorial Centre is too expensive for local organisations to use, therefore making them totally inaccessible.*
- *The War Memorial Centre building is lacking in anything going on with the exception of the occasional event. Could be used for much more.*

DURIE HILL ELEVATOR MENTIONS

- *The Durie Hill Elevator isn't open all of the time.*
- *I do not use the Durie Hill Elevator and have not for years.*
- *General appearance of the tower and the staircase up to it as well - very untidy.*
- *Durie Hill Elevator should be free for residents - especially students.*
- *Durie Hill Elevator - I don't feel safe on it.*

PARKS AND RESERVES MENTIONS

- *The toilets are not clean, poorly maintained and the walkway doesn't have enough rubbish bins. So, if we want to walk our dog we put their droppings in the bin.*
- *Castlecliff Coastal Reserve needs attention.*

- The Mountains to Sea Cycle Trail needs to go to the sea, North Mole is a disgrace to the city.*
- *The milling of trees in Hylton Park took away a very valuable recreation and cycling area. There is a lack of support from the Council towards mountain-biking areas compared to other councils in the Central North Island.*
- *Westmere Lake (Roto Mokoia) isn't looked after, every time I go there, there are bird feathers all around the lake like a dog has been in there and massacred them. Always looks like there's more trees down in there too. You all need to come deal with all the roaming dogs, never see that anywhere else but the cliff. Kai Iwi, Mowhanau and Okotoka streams are polluted because you aren't stopping effluent from farms going into the streams because you don't monitor them or fine them. And that stream behind Te Kura o Kokohuia that you let businesses pollution go into.*

SPORTS GROUNDS MENTIONS

- *Just access, and quality of parking to them, there's no parking available around to get access to them. Very limited parking.*
- *Get better parks at the football fields.*

COOKS GARDENS MENTIONS

- *We had a national event at the Cooks Gardens and I was very disappointed to see that the garden was poorly maintained - overgrown grass that needs to be mowed, weeds need to be pulled out etc.*

- *Need to maintain the gardens properly, the people who work there are not doing a really good job in keeping it beautiful and tidy.*

WHANGANUI REGIONAL MUSEUM MENTIONS

- *The museum was wonderful before the renovations started. The smaller temporary museum is also good but has nothing on the old one. If I remember rightly the sign outside the main museum building stated that renovations were expected to be finished in October 2017, however this is not the case, and is preventing the community from enjoying the full collections the museum used to offer.*
- *Well past due date to open. These were favourite spaces to visit with my children as a winter activity and the temporary spaces are not as enjoyable. Please give us our museum back!*
- *Can't go in the museum.*
- *Need new projects in the museum.*

R.W.O.H MENTIONS

- *We pay too much in our rates to keep it going. The seating at the Royal Whanganui Opera House is very uncomfortable and poorly managed.*
- *The seating arrangement at the Royal Whanganui Opera House is way too small for a big person like myself. It needs to be bigger and spacious.*
- *Royal Whanganui Opera House is very run down and needs more maintaining.*

Appendix Two: Verbatim Comments

SARJEANT ON THE QUAY MENTIONS

- *The Sarjeant on the Quay, control of the other things that I would like to go to, and I think it is a waste of money and should be knocked down.*
- *My dissatisfaction is with the level of public funding the art gallery attracts for the comparatively low public use of the facility. Seems out of balance to me.*
- *The Council has thrown away a lot of money on the art gallery.*
- *The art gallery is a waste of ratepayers money.*

SWIMMING POOL MENTIONS

- *The swimming pool needs much attention. The facilities are not good at all and it needs an upgrade.*
- *The swimming pools are too expensive, and they close too early. It needs an upgrade.*
- *The swimming pool needs a major upgrade especially the changing rooms.*
- *Splash Centre has a lack of healthy snack options available to purchase. Noise and air quality are unpleasant at the Splash Centre.*
- *Pricing, hours and variety. Not enough for families, especially indoor things like other towns have. Splash Centre needs to be bigger and updated, the acoustics in there are poor.*
- *The pools need longer hours. Most of the time I struggle to find a lane for my training. They give us times that there might be a lane for public use but then there's no guarantee and it's usually in the 9-5 work hours.*
- *The Whanganui East pool needs to be improved.*

Needs to be kept open and made more enticing.

- *Splash Centre is rather poor in its size and layout.*
- *Such a waste that the Whanganui East pool is closed most of the year if some money was put into heating the pool in cooler months I'm sure it would be used more by locals, especially by local triathletes.*
- *Splash Centre – the cost and little activities, rude staff in kiosk, too much chlorine smell, not enough ventilation, too hot in summer.*
- *The swimming pool needs an upgrade.*

PUBLIC TOILET MENTIONS

- *The toilets on Victoria Avenue always stink and there is always stuff everywhere.*
- *Not so much the cleanliness. It's the lack of toilets, the shops used to have them but not anymore. There's only one public toilet in the Central Business District.*
- *As you get older you tend to use it more and it's quite a walking distance to get to the public toilets. Also, there is not enough public toilets.*
- *Not enough public toilets.*
- *Not enough public toilets and it's not signposted properly, you can't see it.*
- *The toilets were not clean, and bowls were blocked. Poorly maintained.*
- *Public toilets. Just the cleaning standard isn't that great.*
- *Sometimes the toilets in Victoria Avenue are smelly and untidy.*
- *The cleanliness in general of Whanganui public*

spaces, bathrooms and toilets is not very appealing.

- *Toilets are always unhygienic.*
- *More toilet facilities should be made available down the main street given that there are a lot of empty shops that could be turned into public toilet facilities.*
- *Some are not clean.*
- *Some of the public toilets are not very clean at times and the look is not of cleanliness.*
- *The public toilets are not as clean as they could be. Also, the fact that Victoria Avenue has only one set of public toilets really isn't helpful as many cafes/restaurants won't allow people be they a child or an elderly person to use their facilities without first purchasing something.*
- *Not enough clean public toilets.*
- *A lot of the public toilets are dirty. Many times they are not open. Also, not enough toilets around.*
- *A lot of the public toilets are left soiled. I know the Council does its best but there is improvement needed.*
- *The smell and often the level of cleanliness isn't always the best in public toilets.*
- *Need more public toilets in rest areas and reserves like Mosquito Point.*
- *Not enough public toilets; especially by the river.*
- *Every public toilet I have been to in Whanganui with the exception of a few, have been poorly treated. This is not at all the fault of the Council as of course it must be hard to constantly maintain so many, but I still never the less am very dissatisfied with the quality of our public*

Appendix Two: Verbatim Comments

toilet facilities, due to our residents misusing them, not because of the Council.

OPEN SPACES MENTIONS

- The open spaces - they should do more to clean it like mowing the lawns.*
- Overgrown grass that needs to be mowed.*
- Plants needs to be maintained along the footpaths because they are overgrown around the footpath.*
- Recreation areas are a disgrace, i.e., rubbish dumping everywhere.*
- No signage of weed spraying having been done hours before.*
- Graffiti and vandalism still happening.*
- There is too much rubbish lying around, i.e. more rubbish collection crews are required. Occasionally doggy doo bins are overflowing.*
- The maintenance has been left too long. It doesn't look good some of the time.*

PLAYGROUND EQUIPMENT MENTIONS

- Not much in the playground - should be more exciting for the kids.*
- The playground seems to be too far away. My kids enjoyed going to the playground but it's too far.*
- There should be better facilities for the children, an upgrade is required.*
- Kowhai Park is outdated and plain boring. Keeping the iconic structures but implementing good equipment for all ages.*

- Not enough playground equipment at Lake Virginia.*

MULTIPLE MENTIONS

- Just access, and quality of parking to them, there's no parking available around to get access to them. Very limited parking.*
- There are not enough public toilets and I think that many people don't use the War Memorial Centre that much and it should be utilised.*
- The trouble is we pay more money to maintain the facilities and at the moment it is very poorly maintained.*
- The War Memorial Centre is under-utilised. Swimming pools are massively overcrowded.*
- More could be done to improve them and look better (not specified).*
- More public events and programmes.*
- Never been to those places.*
- Sometimes it just isn't the best (not specified).*
- The Davis Central City Library is too small, not enough toilets, not enough Māori language children's books, need a shady outdoor area. Need shaded areas at all children's playgrounds. With such high rates of melanoma in NZ there's little-to-no shade for kids, parents or babies. Signage at parks is terrible and outdated. Especially Virginia Lake and outside the museum. Awful look and lack of correct information for tourists. Need a 'don't feed ducks bread' sign at the lake. Where's the bilingual signage and information about Māori*

history?

- Looks old and run down. (not specified)*
- Not enough public toilets and the parks are not maintained properly - it should be upgraded. The Cooks Gardens needs improvement and presentation of open spaces are not maintained properly.*
- Would like to see more public toilets in parks and CBD. More playground areas. More rubbish bins in suburban playgrounds such as Lorendale Park. Would like the cost of going to the pools to be cheaper.*
- The cleanliness of toilets. Broken glass in and around kids playgrounds. Not enough rubbish bins in public areas.*
- Playgrounds appear to be very old and rundown. I think the lower three blocks of Victoria Avenue should be blocked off to cars and made into more of a relaxed area with outside seating for cafes and restaurants. We need to draw people into the area.*
- The cleanliness in general of Whanganui public spaces, bathrooms and toilets is not very appealing. Playgrounds need sun shades. The Virginia Lake Reserve playground could have more equipment. Kowhai Park needs modernising. Splash Centre, last time I visited was very dirty. In particular the changing rooms. Need more indoor places for kids in wintertime.*
- 1. Castlecliff playground can be upgraded. Toilets should be upgraded, they are most of the time closed and not clean. Stairs to slide are damaged, the boat is damaged, little kids games are damaged. 2. Surf club is about to fall*

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apart, has zero maintenance. Why not replicate what Christchurch beach has and open a library on Castlecliff? That would be great, imagine the view. 3. Stairs which go down the beach at the end of Castlecliff (dog training area) need an upgrade, not to mention more frequent pick up of rubbish in the bins, and cutting of plants to allow you walk down & upstairs. 4. Get the Mole area tidied up, it is used a lot by families - fishing and surfing. Connect it to Castlecliff and town. 5. Cycle/walk path by the river is interrupted on Balgonie Road, path is uneven due to trees and it's narrow. By the sailing club it is very dangerous that it crosses with car access to the club, especially for kids.

OTHER MENTIONS

- Lack of parking in city centre.
- The Council needs to take control of the shopping district or build a new one.
- Build rock wall from Q-West out to South Mole. The river then would be left of South Mole, get our dredge back, start dredging port, sit back and watch Whanganui grow - money and work will pour in.

AREAS OF IMPROVEMENT: SERVICES

ANIMAL CONTROL MENTIONS

- Not enough officers to control the dog pound.
- When I walk down the streets I see wandering dogs thinking they might come and attack me. This is only because of my age as an elderly

person.

- Always see wandering dogs and when you ring the rangers you don't get a very good response they ask you to catch the dog yourself - that's near impossible.
- We have a lot of stray dogs running around the streets barking, making a lot noise, especially in the evening.
- There seems to be a lot of dogs around that are unregistered. People who have got dogs pay for them, and people choose not to register them. There's a lot of dogs around and dangerous dogs.
- I see a lot of stray dogs around.
- Too many dogs wandering around. Get the feeling dogs are not really under control.
- I see a lot of wandering dogs around. We spoke to the Council about it and they dismissed us didn't do anything about it.
- I see a lot stray dogs around chasing cars. They need to control it better.
- A friend has a lot of hassle in her area with dog control and nothing has been done about it.
- There are always stray dogs around my area.
- When I go down to the market people bring aggressive dogs to the market and some owners just let their dogs wander around and it's pretty annoying.
- There are a lot stray dogs and cats around my area.
- There are a lot of dogs that are not well disciplined, and some owners just let their dogs wander around the streets which is not good.
- I heard that they are spending millions to build

kennels, it seems like it's too much money to spend on just building kennels.

- There are a lot of stray dogs wandering around my area - two dogs just walked straight into my house.
- I see a lot of droppings from stray dogs everywhere I walk.
- See animals roaming everywhere.
- Dog complaints are often ignored.
- A lot of stray dogs that are aggressive.
- Mainly animal control and the pound. I think there needs to be harsher penalties for people who allow their dogs to roam the streets.
- Cows at the South Beach carpark.
- Found it hard to contact sometimes when trying to get help for a dog that wasn't being cared for by its owner.
- Animal control needs to be more robust.
- Too many dogs roaming around to frequently. This concerned me as a responsible dog owner.
- This area of the Council needs a little work.
- Still so many dogs wandering, doing whatever.
- The area we live, has dogs just constantly roaming which makes me nervous when out walking or biking.
- Dog control always seems to be in the news here.
- Too many roaming dogs at night in Castlecliff.
- While there is only so much Council can do to enforce dogs being on leads, I think this is an area of enforcement which should be looked at. Also, having recently relocated from Melbourne, the number of free-roaming cats around Whanganui is astounding. All cats in Melbourne

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are chipped and must be indoors during the hours of darkness. Not sure if this is something the Council would look at. It's obviously achievable in a city of 4 million though there is no doubt a cost associated.

- *Dog patrol - active neutering & microchipping program, fast impounding of unregistered dogs.*
- *Dog control is a joke...The bylaw is badly worded with specific areas outside the prohibited area at Castlecliff, emails to the mayor not answered after Council staff gave wrong dog area email answers.*
- *Dogs still roaming in the morning around 8-9am and we have been chased by dogs. Also dogs not on leads.*
- *The pound takes forever to respond to callouts.*
- *Received a barking complaint, no evidence supplied or follow up to determine the validity of the complaint, nowhere near good enough!*
- *Dogs and cats.*

CONTROL OF LITTER MENTIONS

- *Broken bottles on footpaths and McDonald's food wrappers everywhere and boxes.*
- *There was a lot of litter in my street. I called the Council and they didn't do anything.*
- *We don't have enough rubbish bins and some rubbish bins are not cleaned out - poorly managed.*
- *I keep seeing empty glass bottles all over the place whenever I walk my dog.*
- *I live on Bastia Hill and when it rains the gutter is full of leaves and rubbish and it blocks the gutter.*

- *We just need to encourage people not to litter and there are some places are worse than others.*
- *Takes them a long time to clean up in Victoria Avenue when it is Autumn and makes it look untidy.*
- *Too many liquor bottles left lying around in the town and the streets, not enough tidying up in the Victoria Avenue - used to have sweepers clean now it is unheard of.*
- *Could be better.*
- *I see a lot of litter around and I always seem to have to pick it up all of the time and the rubbish bins are always full.*
- *The cleanliness, and litter is rife.*
- *Household rubbish dumped on riverbank beside cycle/ pathway.*
- *Often see rubbish in the gutter around Tawhero. Or drains blocked with litter and leaves.*
- *Drains blocked by leaves tree roots making footpaths unwalkable.*
- *Rubbish is still an issue.*
- *I see people litter so much, at parks, in carparks and beaches. Council can only do so much though.*
- *Kerbside recycling.*
- *There is adequate control the majority of the time, however the level of rubbish at the beaches and lack of recycling services, both in-home and publicly is poor.*
- *Rubbish dumped at the beach is awful. More rubbish bins at parks. Need for more safe places to lock up bikes in town.*
- *Litter is an issue.*

- *Too much rubbish left behind at public places. Rubbish bins are not emptied enough over the summer months.*
- *Some things need tidying up a bit.*
- *Pick our recycling up for free or give us a recycling centre out at the cliff, it's a mission to go into town to do my recycling.*
- *There is too much litter lying around. There seems to be a lack of clean-up crews in the absence of sufficient rubbish bins. Go to somewhere like Whitianga and you will see no rubbish lying around on reserves/beaches and in the streets.*

PUBLIC ART MENTIONS

- *I think the art drawings along the riverbank are totally ridiculous.*
- *Not nearly enough.*
- *Lack of public art.*
- *I personally don't like most of the art work.*
- *Would be great to have more public art/murals depicting highlights & history of the district.*
- *Need a lot more public art, more sculptures, more street painting.*
- *More public art please.*
- *The public sculptures in Whanganui in my opinion is like viewing a junk trail. The brick train conceptually is great, but execution isn't, largely out of sight and made from new pavers, not real heritage bricks. Shame. The main highway metal sculpture, you try to avoid while entering the city, while traveling north, is cold, not authentic or harmonious*

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with the real Whanganui. The pencils sculpture should be outside a stationery shop, and the volcanic rocks should be in a Mitre 10 garden shop. Underwhelming sculptures damages the Whanganui brand as an art rich community. I just wish, that rather the desperate need to be seen as a place that has sculptures, we in the next phase of public art decision-making, take a longer-term approach, one that involves more consultation, invitation to international artists and more appropriate funding.

- *The more high quality public art the better... Look how Cliff and murals have helped in Castlecliff.*
- *We don't need more art in this town - find a new focus. Focus on local businesses - more jobs.*
- *Art, if you can't do bridges or cut grass as often why waste money on art.*

AVAILABILITY OF ON-STREET PARKING MENTIONS

- *The parks are not wide enough for those with disabilities.*
- *Not enough parking. People come from all over the country and the road is all jammed packed you can't get in or get out of the carpark.*
- *Not enough parking. They let customers from Rebel Sports take over the carparks and the traffic control is absolutely shocking.*
- *They are cutting down on parking which is silly - there should be more parking.*
- *Limited parking space, in the Central Business District.*

- *They seem to be cutting down on parking and changing the carparks, making less carparks. There should be more carparks.*
- *Not enough carparks. There are too many gardens, weeds and bushes taking up the parking places.*
- *It's difficult to park in Victoria Avenue, there's just not enough carparks.*
- *Not enough carparks in Whanganui especially during the daytime, and there are not enough free carparks also.*
- *The carparks are too close to the intersection.*
- *Not enough carparks during the daytime. It's just hard to find a park.*
- *Carparking is very poor. It's hard to find a carpark and the charging for parking is rubbish.*
- *There is not enough parking in public places, hospitals etc.*
- *I think changing the carparks is so silly because it's going to mean less carparks.*
- *Covering the carparks with all those overgrown trees that they put at Victoria Avenue.*
- *Not enough carparks.*
- *On-street parking in Victoria Avenue should be available for longer. I mean you should be able to pay for longer.*
- *Need to stop spending money on unnecessary things and fix roads e.g. Halswell Street needs to be redone.*
- *Not happy with the \$2 an hour parking in Victoria Avenue. If you're at the other end of Victoria Avenue you have to stop what you are*

doing. Also, if you're getting your hair done it is very hard to get out to feed the meter. At least two-hour parking please.

- *Sometimes it is very hard to get a park...And most of the time I don't have change, so card parking meters would be better.*
- *Parking is expensive and often the meters are out of order, yet we still receive infringement tickets. Also, the street cleaning crew is a bit rough and have smacked into my car (whilst I was sitting in it) with their street sweeper.*
- *Need more parking near Winz and other public services.*
- *I think there could possibly be a parking complex somewhere in town. I am constantly driving around in circles trying to find a park.*
- *On-street parking is a particular issue in the bridge block in the evenings. Have no suggestions for a solution though.*
- *Parking is poorly done. We need multi-level parking at each end of the shopping area. Stop traffic driving in Victoria Avenue.*
- *Parking should be free.*
- *Parking in central city should be free for a period of time, i.e. Rotorua is free for two hours. We avoid going to town as it is a pain to have coins to park and also it is expensive if you do not have change.*
- *Improvement needed.*
- *Parking.*
- *Not enough parking or free parking.*

MULTIPLE MENTIONS

- *I can't understand why people put all their*

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rubbish into one bag. They should separate their rubbish like use a bin for rubbish and the other bin for recycling and so forth. Also for the parking there is just not enough of it - there is nowhere to park. It's all been used up by businesses.

- *The rubbish under the tree at the Basin Reserve is very disappointing. I have been picking up a lot of rubbish on the ground and putting it into the bin. We need to teach people to simply put their rubbish in the bin. And there are a lot of stray cats roaming around and they should not be in other people's property.*
- *There is so much rubbish around my area and also, I had a bad experience with animal control. They took my dog for two weeks and my dog didn't even do anything or even kill the other animal. Also, it is difficult to find parking in Whanganui.*
- *Not enough parking, not good parking if you want to park there all day. The animal control is poor.*
- *I see a lot of stray dogs and it needs to be controlled. A lot of people are just not picking their rubbish and putting it into the bin.*
- *I see a lot of litter around my area and a lot of stray dogs roaming the streets.*
- *Parking up Victoria Avenue is too expensive. You want people to shop here, not Palmerston North. No kerbside recycling – it's behind the times.*
- *More parking needs to be made available for access to Main Street as it's getting harder to find a park on Victoria Avenue. Would like to see more street art especially on unused buildings.*

Horried at the amount of uneducated animal owners in Whanganui with aggressive dogs or dogs tied up all day every day. Perhaps animal control needs more powers to address and stop unfit animal owners.

- *Around country roads there is a fair bit of rubbish. Parking meter numbers on the ground are unclear. And waited for animal control for two hours for a dog to be picked up.*
- *Animal control is very disappointing from my perspective. I've seen how dogs are handled at pound. Not knowing I was a visitor...shameful. Parking is difficult at best of times.*
- *Too much money put into arty things and not into the things that matter and affect health like air pollution and animal control needs to be far more active.*
- *Plenty of litter around and roaming dogs.*
- *Dogs running free, rubbish dumping fees too high - paying Auckland prices.*
- *Not enough carparks - some of the businesses use up all the carparks and in some places I have seen a lot of litter.*

OTHER MENTIONS

- *The facilities provided for boats or launching boats are very appalling. The seaside facilities are appalling - they need to put more effort into the facilities by the seaside.*
- *Drains blocked by leaves, tree roots making footpaths unwalkable.*
- *Ramp it up, it is dull.*
- *Upkeep needs work.*

- *Council seems to favour some areas more than others. For example, Castlecliff Domain has the same status as Kowhai Park and Lake Virginia, yet they quite obviously have very different budgets.*
- *I have waited at least nine years to have the footpath outside my property after it was dug up the first time to clear drains caused by a Council tree, three times now and at least, four years since the last. We are in Gonville so nothing gets done. I pay nearly \$3000 in rates and get nothing for them.*
- *Toilets.*

AREAS OF IMPROVEMENT: ROADS IN WHANGANUI DISTRICT

- *There are a lot of potholes on the roads around our street.*
- *The roadworks/engineering doesn't seem to work. The traffic lights are silly - you have to wait for at least 10 minutes for the lights to go green.*
- *The road up to my place - there are potholes all the time.*
- *The roadworks are a mess.*
- *The condition and maintenance of the roads.*
- *Years ago, they reconstructed the roads around my area and I think they are doing the wrong thing because the condition of the roads are shocking and not good at all.*
- *They need a lot of work on the roads. It's too bumpy and it's not mended properly.*

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- *Maintenance is very poor.*
- *The footpaths are very rough there are weeds growing around the footpaths and the tiles are coming loose.*
- *The footpaths are full of holes and a lot patches and when they came to fix it, it was a total mess.*
- *The roads are poorly maintained.*
- *The state of the roads are too rough and the presentation is inconsistent.*
- *The roads are in a bad condition.*
- *Potholes need to be repaired to a high standard. Roadworks often block access to the Central Business District.*
- *There is a lot of gravel on the roads and also crushed shell rock which is not good for my tyres.*
- *Just the drivers, not the roads.*
- *Too many potholes in certain areas on the outer parts of district which is safety issue.*
- *There are a lot of potholes on the roads and the road workers didn't fix it properly - the holes are even bigger than before.*
- *Too many potholes present. Further maintenance needs to undertaken to make sure that the work is carried out on a high standard.*
- *I travel a lot and some of the roads are very rough, poorly maintained.*
- *They don't maintain the roads properly, it needs to be at a high standard.*
- *They haven't been kept up to a high standard. Complete full repairs rather than a patched-up job.*
- *Uneven surfaces and a lot of patched-up work that has been untaken.*
- *There are a lot of potholes on the roads and a lot of roadworks that needs to be fixed.*
- *The maintenance of the roads is very poor, due to poor workmanship.*
- *I like to bike a lot along the road and I see a lot of broken glass and it punctures my bike tyres.*
- *The roads in Whanganui are pretty rough.*
- *There are a lot of unfinished roadworks and it's interrupting all of the traffic.*
- *Many of them need repair. We have a huge hole outside our driveway.*
- *Some roads always need resurfacing often.*
- *Some are rough and need doing. Glasgow Street needs more traffic control. Liverpool Street, Victoria Avenue intersection.*
- *Only maintained in basic ways, i.e., poorly filled potholes.*
- *Some of the roads are horrendous and are not very safe to drive on. You would rather spend money on unnecessary things.*
- *Road biking on Halswell Street is so rough, and down Christie's Hill walkway is really unsafe, I crashed into the barrier and got a really bad aluminium burn, trying to let an impatient car pass.*
- *Uneven roads.*
- *There are some intersections that are dangerous.*
- *There are still some manholes that protrude quite a lot, also with the many two-lane straight through amount of people that actually try to force you off the road is dangerous.*
- *There are unsealed little patch jobs and it's just rough to drive on in places. Dublin Street Bridge is shocking.*
- *The road are pretty bad. Almost all streets are uneven and the different types of tarseal and patches makes the roads look and feel horrible to drive on.*
- *Some of the road surfaces are very noisy.*
- *Because potholes don't get fixed.*
- *Some streets are terribly bumpy and over patched up. I.e. Smithfield Road into Toi Street and the Dublin Street Bridge reseal is still terrible.*
- *Very uneven and rough. Patchy and bad repair jobs.*
- *Seal Kaikokopu Road and Brunswick Road.*
- *Heads Road is constantly rutted and dug up. To develop its coastal potential Whanganui needs to invest in decent access e.g. Castlecliff via Fitzherbert Avenue/Mill Road/Rangiora Street.*
- *I can't walk them safely.*
- *Mill Road was supposed to be sealed this summer and did not happen so there is a considerable unsealed section. Fitzherbert Avenue requires opening to Mosston Road, don't be frightened of upsetting the rich just open it up and people will have less schools to pass and it will be less costly to travel to the cliff. The new doctor's surgery in the cliff requires people to walk an unsealed piece of road with their zimmer frames. Shame*

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on the Council - there is no bus service for people who need to travel to that doctor and it's hard work pushing a zimmer frame down unsealed Mill Road.

- *Too much traffic and roadworks that take too long to finish.*
- *Some roads in Castlecliff should be sealed like Mill Road and there should be a road to link Castlecliff with Westmere - long overdue.*
- *I am a road cyclist and I see the road deteriorating before my eyes with all the logging trucks and milk tankers smashing the seal to pieces, very few places patched but that just rips off inside six months (where is the quality control?).*
- *Some streets need upgrading; e.g. Wicksteed Street between London Street and Glasgow Street.*
- *Potholes, uneven patch repairs. Mill Road needs sealing. Loaders taking too long on Heads Road and Mosston Road.*
- *Would be good to have a more direct road to connect Castlecliff to town. Maybe through the end of Castlecliff or something in the middle. It is disappointing the Mosston Road speed limit has gone down to 60km/h.*
- *Some intersection upgrades needed.*
- *Lots of the main arterial roads are very rough.*
- *Damage by logging trucks, safety of cyclists on rural roads with high speeds.*
- *Roadworks.*
- *The end of Smithfield Road is a death trap. Stopping area is filled with stones, it feels*

super sketchy on my motorcycle. It literally looks like it is set up in a way to make people crash and in general roadworks seem to sit around for weeks with no progress.

AREAS OF IMPROVEMENT: HOW EASY TO GET AROUND WHANGANUI DISTRICT

- *The surfaces are uneven and dangerous.*
- *Further maintenance needs to be look with regards to outer footpaths which doesn't include the Central Business District.*
- *Too many uneven surfaces. Which is a danger for older people. Maybe more kerbing could be put into place in certain areas.*
- *Too many uneven surfaces which is a safety issue for older people.*
- *Footpaths need upgraded in some areas.*
- *Due to uneven surfaces.*
- *Mosston Road is not cycle-friendly.*
- *A lot of the footpaths along Victoria Avenue are in appalling condition. It is exceedingly dangerous for elderly, pushchairs and people with mobility issues. Roots of large trees are buckling the footpaths.*
- *Some of the footpaths are quite uneven and I have rolled my ankle, and tripped on uneven ground often.*
- *My transport is skateboarding to and from work. I recently spent a total of 10 months off due to the condition of the road and the off-spray of gravel onto the footpath which*

resulted in a complicated break.

- *Apart from central it's really difficult to navigate around as a pedestrian. I walk with my baby in the pram from Gonville and Heads Road j/w Kings Avenue. It's a closed junction and dangerous to cross to get to the river. The roads to town if walking from Heads Road are bumpy and there are not many crossover points. I'm from the UK so maybe I've had it too good as I don't see Whanganui as a pedestrian friendly town - no one walks!*
- *The bridges in Whanganui are a major issue for people living as I do in Whanganui East. The traffic jams and holdups in the mornings, I can sometimes be waiting 15-20mins trying to get over the bridge in mornings and evenings. Another bridge or a better system needs to be in place to ease up the traffic holdups.*
- *Some of the footpaths are rough and unstable for a mobility scooter.*
- *You can't get onto Victoria Avenue from Liverpool Street most of the time.*
- *Constant roadworks and ugly industrial route to Castlecliff Beach.*
- *Bus schedule is terrible.*
- *Need better roads from town to Castlecliff. There's two or three paper roads that need to be made a reality.*
- *The bus services are a joke. There are no buses Sunday, no buses in the evenings even Friday or Saturday, and no buses to special events.*
- *Please connect cycleway to the Mole area.*

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- *Need another vehicle access bridge between East and Aramoho.*
- *Connect Castlecliff to town.*
- *Very unsafe roads and footpaths.*

AREAS OF IMPROVEMENT: RURAL COMMUNITY BOARD

- *It's a bit of hard one, I'm not a farm owner but I do live rurally. Maybe focus on the big farmers, I don't know.*
- *The Council should listen to them more and take their concerns on board.*
- *If I was on the board I would perhaps look at some of the environmental impacts around water and being a bit more proactive about getting people to look after the area, more educational, a 'what to do' how-to, maybe come around and canvass ideas. It would be nice to be asked about what we need - we have to maintain everything ourselves. All the amenities go to town. It just seems like my rates are covering not much and I have to pay my own sewage. What about some grass cutting, there is quite a few things you could talk about. I feel a bit under-represented. They don't do enough on the environment out here. Maybe set up a co-op to share between ourselves and develop helping your neighbour.*
- *Look at the roading situation. Access to your homes.*
- *They closed the green waste without consulting with us first.*
- *We need to look after the roads.*
- *Perhaps using the local newspaper to update what they are doing.*
- *The traffic on rural roads could be better.*
- *The rural area should be getting ultra-broadband.*
- *The Rural Community Board needs to make itself easy to access because I don't know where to find them.*
- *Needs to push the roading business a bit more. Put more effort into maintaining our roads properly.*
- *More footpaths and lighting.*
- *Communication.*
- *I'm not sure what exactly they do, so hard to comment. Would this board be responsible for looking into rural road intersections? If so, we feel that the Great North Road/ Blueskin Road T junction is very unsafe. It is an accident waiting to happen.*
- *What relevance do they have?*
- *Communicating role in the community, sharing information on what's happening in rural areas.*



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