



WHANGANUI  
DISTRICT COUNCIL  
Te Kaunihera a Rohe o Whanganui

# Whanganui District Council Community Views Survey

MAY 2019



# Executive Summary

## BACKGROUND AND METHOD

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

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

This work has been completed by Versus Research since 2009.

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

Interviewing for this work was completed between March 25 and April 18, 2019.

The final sample size was n=500 (n=295 from CATI and n=205 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 2019, the primary recreational activities undertaken by Whanganui residents included

visiting a beach (80% cf. 2018, 81%), visiting a Premier Park (73% cf. 2018, 78%) or utilising the Whanganui Riverbank Walkway (63% cf. 2018, 75%). Residents aged 30-39 (91% cf. total, 73%) were significantly more likely to have visited a Premier Park as well as Cooks Gardens (56% cf. total, 37%). Participation in recreational activities appear to have declined compared with last year, with the exception of using or visiting a playground (55% cf. 2018, 46%).

Of those residents who used the Whanganui Riverbank Walkway in the past 12 months, 59% used it for general exercise, 50% used it for recreational purposes, and 47% used this walkway for attending the Saturday market. At a lower level, residents used the walkway for walking dogs (26%), cycling (23%), and walking to town (19%). Female residents were significantly more likely to use it for general exercise (68% cf. total, 59%), and the Saturday Market (61% cf. total, 47%).

The main cultural activities undertaken by Whanganui residents in the past 12 months were using the district's libraries\* (51% cf. 2018, 57%), being involved in, or attending any arts events or activities\* (38%) or being active in a community organisation (35% cf. 2018, 44%).

\*Of those residents (51%) who used the district's libraries, 83% was physically, and 17% was both online and physically.

\*Of those residents (38%) who were involved in any arts events or activities, 18% participated as a performer or artist.

In a new question for 2019, residents were asked if they agreed with the restriction of fireworks in Whanganui. Sixty-eight per cent of residents agreed there should be restrictions. Female residents were significantly more likely to have agreed with restrictions (76% cf. total, 68%).

## EMERGENCY PLANNING AND PREPAREDNESS

With regards to emergency planning, 59% of residents have an emergency response plan, while 51% have an emergency survival kit (a significant decrease from last year: cf. 2018, 60%). The inclusion of a first aid kit (92%), tinned or dried food for at least three days (81%), and a battery-powered radio (73%) has remained fairly consistent, however, this year more residents have included important personal documents in their emergency survival kit (29% cf. 2018, 22%).

Overall, 35% of residents felt prepared or very prepared for an emergency (a significant decrease from last year: cf. 2018, 50%), while a further 38% were somewhat prepared (a significant increase: cf. 2018, 25%). There has been a 1% increase from the proportion of residents who could cope in an emergency for at least three days (36%), and a significant increase (5% cf. 2018, 2%) in those who were unsure.

## PERCEPTIONS OF THE WHANGANUI COMMUNITY

In a series of new questions for 2019, 82% of

# Executive Summary

Whanganui residents rated their standard of living as good (61%) or extremely good (21%), while 89% were satisfied (59%) or very satisfied (30%) with living in Whanganui generally. With regards to lifestyle benefits of Whanganui; the highest mention was affordable living, it being a good place to raise a family and it being family friendly (20%). Female residents were significantly more likely to mention the sense of community/ friendly people (18% cf. total, 12%), as well as parks and playgrounds (11% cf. total, 7%).

Sixty-seven per cent of residents felt their quality of life in Whanganui was the same as 2018, while 22% felt it was better than last year, and 6% felt it was worse. Similarly, 63% of residents felt what the district provided to its residents was the same as what it provided last year, while 26% felt what it provided was better and 6% felt it was worse.

The majority of residents stated they felt safe in their homes during the day (97% cf. 2018, 98%) and during the evening (96% cf. 2018, 95%), while 86% felt their property was secure when they were away (cf. 2018, 84%). Ninety-three per cent of residents also mentioned they felt safe in the Central Business District (CBD) during the day, a decrease of 4%, and 58% felt safe in the CBD during the evening, a significant decrease of 9%.

Sixty-two per cent of residents were either satisfied (49%) or very satisfied (13%) with the contribution the CBD makes to the lifestyle and image of Whanganui. Residents aged 60 and older were significantly less likely to be neither

satisfied nor dissatisfied (16% cf. total, 26%).

## COMMUNITY CONNECTEDNESS IN WHANGANUI

More than half of residents (58%) indicated they had a high (44%) or very high (14%) level of wellbeing, while 55% rated their sense of belonging in the community as strong (41%) or very strong (14%).

Sixty-six per cent of residents agreed they felt a sense of pride in their neighbourhood; residents aged 60 and older were significantly less likely to disagree with this (3% cf. total, 9%). In a new question for 2019, 72% of residents agreed (54%) or strongly agreed (18%) they felt a sense of pride with the Whanganui community. Residents aged 50 to 59 were significantly more likely to strongly agree (30% cf. total, 18%), while residents aged 40 to 49 were significantly more likely to disagree (12% cf. total, 4%).

Ninety-two per cent of residents have access to the internet at home; 71% via a desktop computer or laptop, 67% via a smartphone and 34% via a tablet. In a new question for 2019, 68% of residents were satisfied (52%) or very satisfied (16%) with their internet connection.

More than half of residents (52%) were satisfied (47%) or very satisfied (5%) with the roads in the Whanganui district. Fifty-four per cent were satisfied (44%) or very satisfied (10%) with the shared pathways and footpaths in the city, and 74% were satisfied (52%) or very satisfied (22%)

with how easy it is to get around Whanganui.

## COUNCIL SERVICES AND FACILITIES

In 2019, 52% of residents used or visited the Whanganui Airport, a significant decrease compared with last year (cf. 2018, 61%).

Cleanliness of the Central Business District (CBD) was the highest-rated service provided by Council, with 81% of residents stating they were satisfied (56%) or very satisfied (25%). Sixty-seven per cent of residents were satisfied (43%) or very satisfied (24%) with public art, 62% of residents were satisfied (50%) or very satisfied (12%) with the control of litter, a significant decrease compared with last year (cf. 2018, 69%). Sixty-one per cent were satisfied (49%) or very satisfied (12%) with the availability of on-street parking. Fifty-six per cent of residents were satisfied (45%) or very satisfied (11%) with animal control.

Measure	2019 Total Satisfaction	2018 Total Satisfaction
Cleanliness of CBD	81%	85%
Public art	67%	62%
Control of litter	62%	69%
On-street parking	61%	64%
Animal control	56%	58%



# Executive Summary

Parks and reserves, playgrounds, and the maintenance and presentation of open spaces were the highest-rated facilities in terms of satisfaction amongst residents. Parks and reserves received the highest satisfaction ratings, with 82% of residents satisfied (53%) or very satisfied (29%). Playgrounds also rated highly, with 75% of residents satisfied (49%) or very satisfied (26%), while 73% of residents were satisfied (53%) or very satisfied (20%) with the maintenance and presentation of open spaces.

Residents aged 50 to 59 (78% cf. total, 63%), and those aged 60 or older (76% cf. total, 63%) were significantly more likely to have visited the Royal Whanganui Opera House.

Measure	2019 Total Satisfaction	2018 Total Satisfaction
Parks and reserves	82%	84%
Playgrounds*	75%	54%
Open spaces	73%	77%
Sports grounds	71%	56%
Cooks Gardens	70%	72%
Libraries	69%	75%
Royal Whanganui Opera House	63%	67%
War Memorial Centre	61%	62%
Regional Museum	59%	62%
Toilet facilities meet user needs	53%	-
Standard of toilet facilities*	50%	57%

## PERFORMANCE OF COUNCIL

In 2019, close to half of Whanganui residents (49%) felt Council responded to the community's needs and issues well (39%) or very well (10%), while 54% of residents felt the performance of the Mayor and Councillors was good (45%) or very good (9%); with younger residents (18-29-year-olds) significantly more likely to have been unsure how to answer (34% cf. total, 13%), and residents aged 60 or older significantly more likely to have felt the performance was good (54% cf. total, 45%).

Forty-two per cent of residents had some form of contact with Council staff in the past year; 71% rated these interactions as good (48%) or very good (23%). With regards to information measures, 45% of residents felt they had received either enough (40%) or more than enough (5%) information from Council. Fifty-one per cent of residents were satisfied (48%) or very satisfied (3%) with the ease of accessing Council information.

Forty per cent of residents had visited Council's website in the past 12 months; of those, 64% agreed (57%) or strongly agreed (7%) the website was easy to navigate.

## RURAL COMMUNITY BOARD AND LEADING EDGE

Awareness of the Rural Community Board (RCB) with rural residents is 60%, a 1% increase from 2018, while familiarity with the RCB's role in the

community has decreased when compared to last year's results (5% cf. 2018, 17%). Twenty-nine per cent of rural residents think the performance of the Rural Community Board was good (26%) or very good (3%).

Awareness of the Hotwire newsletter amongst the rural community is 19%, a 2% decrease from last year.

Eighty-three per cent of residents were unaware of Council's vision Leading Edge. The majority of 30 to 39 year-olds (93%) and 40 to 49 year-olds (92%) were more likely to have not heard of Leading Edge. For those residents who had, close to half (46%) heard about Leading Edge in a newspaper.

# Table of Contents

Executive Summary	2
Background And Method	6
Participation In Recreational And Cultural Activities	8
Emergency Planning And Preparedness	21
Perceptions Of The Whanganui Community	26
Community Connectedness In Whanganui	42
Council Services And Facilities	59
Performance Of Council	69
Rural Community Board	82
Leading Edge	85
Age Group Profiles	87
Appendices	94

# 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, a portion of online interviewing has been included 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=295 interviews were completed via CATI and the sample was stratified as per

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

Fieldwork for telephone interviewing was completed between March 25 and April 13, 2019, 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.



## ONLINE

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

Sample for this portion of the project was sourced via Facebook and a total of n=205 interviews were completed. Fieldwork for online interviewing was completed between March 28 and April 3, 2019.

## METHOD EFFECT 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=295 via CATI and n=205 online.

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

	CATI	Online
Male	113	37
Female	182	168
TOTAL	295	205

	CATI	Online
18 to 29 years	10	16
30 to 39 years	5	45
40 to 49 years	30	40
50 to 59 years	49	46
60 years and older	201	58
TOTAL	295	205

# Background and Method

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

	CATI	Online
Aramoho	25	23
Castlecliff	27	25
Gonville	64	31
Bastia Hill/Durie Hill	26	19
St Johns Hill/Otamatea	3	21
Springvale	38	27
Whanganui Central	25	21
Whanganui East	48	26
Blueskin-Maxwell	21	6
Marybank et al.	18	6
TOTAL	295	205



## 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	14%
Females aged 39 years and younger	15%
Males aged between 40 and 59 years	18%
Females aged between 40 and 59 years	19%
Males aged 60 years and older	15%
Females aged 60 years and older	19%



## 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	+/- 14.15%
Castlecliff	+/- 13.59%
Gonville	+/-10.05%
Bastia Hill/Durie Hill	+/- 15.12%
St Johns Hill/Otamatea	+/- 20.00%
Springvale	+/- 12.15%
Whanganui Central	+/- 14.44%
Whanganui East	+/- 11.39%
Blueskin-Maxwell	+/- 18.86%
Marybank et al.	+/- 20.00%
All rural residents	+/- 13.72%
All residents	+/- 4.38%

## STATISTICAL TESTING

Statistical testing has been applied to figures in this report. This testing compares the results from 2019 with 2018. 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



## 2019 RESULTS

In 2019, primary recreational activities undertaken by residents in the Whanganui district included visiting a beach (80%), and visiting a Premier Park (73%). Following this, 63% of residents used the Whanganui Riverbank Walkway, while 59% visited a neighbourhood park. Fifty-seven per cent used other walkways around the city, and 55% used a playground in the past year.



## BY SUBURB



## BY RESIDENTS (FIGURES FROM 2018 IN BRACKETS)



## AREA DIFFERENCES

Residents from Bastia Hill/Durie Hill were significantly more likely to visit a Premier Park (96% cf. total, 73%) or neighbourhood park (81% cf. total, 59%) than other 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	78%	90%	80%	86%	92%	74%	66%	70%	93%	97%
Used or visited a Premier Park	78%	52%	67%	96%	93%	76%	77%	51%	92%	97%
Used the Whanganui Riverbank Walkway	59%	34%	67%	82%	73%	68%	57%	65%	63%	72%
Used or visited a neighbourhood park	50%	77%	57%	81%	62%	61%	29%	60%	71%	54%
Used other walkways around the city	54%	53%	54%	72%	74%	62%	44%	57%	59%	63%
Used or visited a playground	64%	71%	48%	60%	51%	48%	33%	53%	67%	77%
Used or visited a sports ground	31%	49%	35%	41%	57%	53%	21%	38%	63%	52%
Used, visited or attended an event at Cooks Gardens	48%	24%	32%	43%	62%	44%	26%	32%	38%	43%
Used a cycleway or cycle lane	30%	30%	37%	34%	29%	31%	15%	31%	22%	45%
Undertook activities on the Whanganui River	31%	24%	27%	35%	36%	37%	17%	23%	34%	53%
Played sport on an informal or casual basis	13%	39%	31%	42%	26%	35%	16%	24%	35%	29%
Played organised sport	23%	19%	31%	35%	32%	32%	9%	19%	37%	38%
None of these	3%	3%	5%	0%	0%	6%	6%	7%	3%	0%

# Recreational Activities Undertaken



## BY AGE AND GENDER

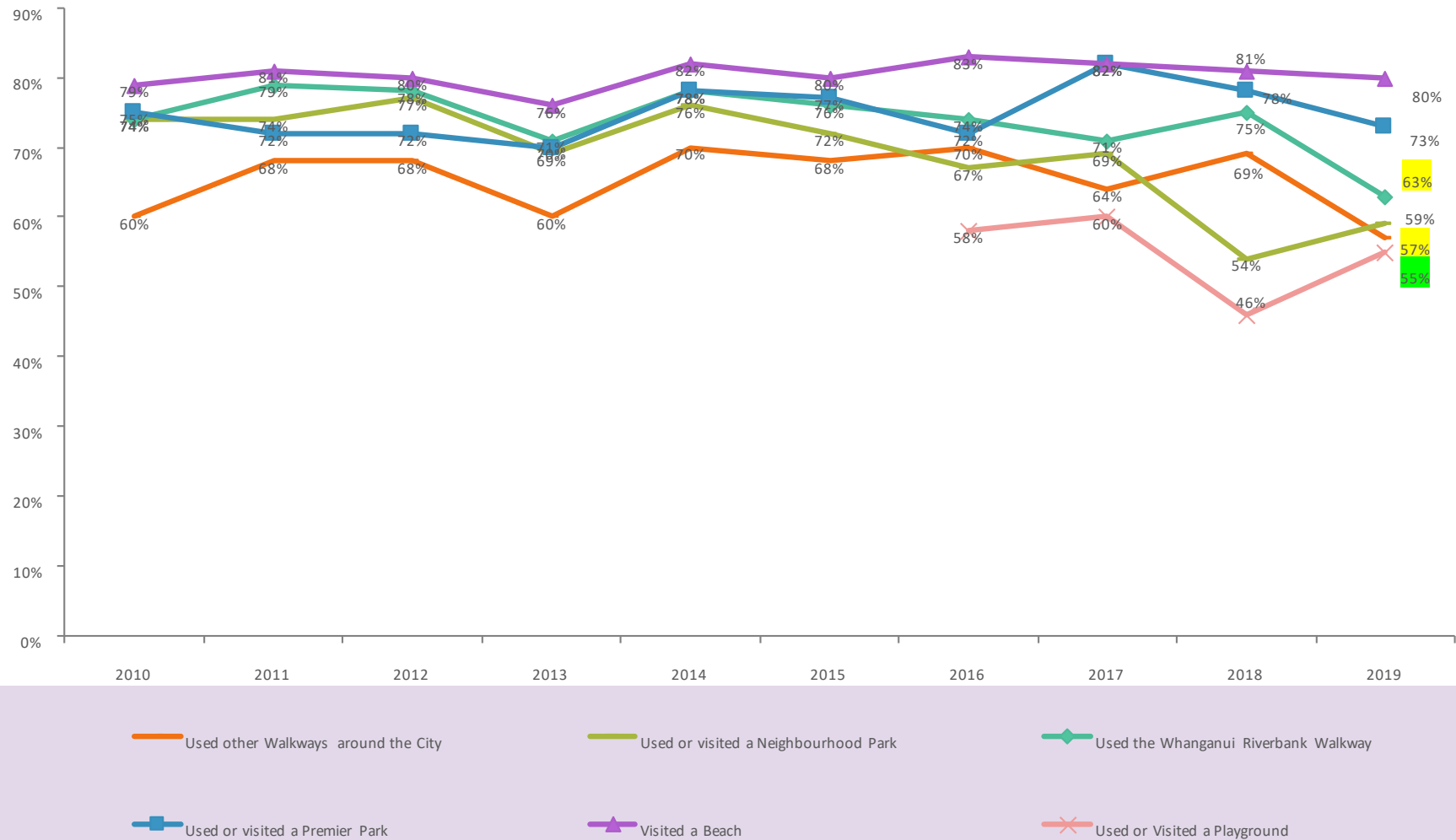
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Visited a beach	75%	86%	82%	86%	74%	80%	80%
Used or visited a Premier Park	64%	91%	70%	69%	70%	67%	79%
Used the Whanganui Riverbank Walkway	53%	62%	60%	71%	62%	56%	69%
Used or visited a neighbourhood park	46%	51%	59%	68%	62%	53%	65%
Used other walkways around the city	44%	70%	55%	63%	53%	56%	59%
Used or visited a playground	46%	68%	60%	62%	44%	53%	56%
Used or visited a sports ground	23%	46%	53%	53%	32%	39%	43%
Used, visited or attended an event at Cooks Gardens	34%	56%	44%	36%	25%	38%	36%
Used a cycleway or cycle lane	29%	32%	44%	38%	20%	33%	28%
Undertook activities on the Whanganui River	20%	33%	32%	36%	25%	33%	26%
Played sport on an informal or casual basis	16%	38%	33%	36%	21%	36%	23%
Played organised sport	18%	34%	36%	32%	16%	27%	25%
None of these	0%	1%	4%	3%	8%	5%	4%

# Recreational Activities Undertaken



## 2010 - 2019 TREND

Participation in recreational activities appears to have declined since 2018, with the exception of using or visiting a playground (55% cf. 2018, 46%). There has been significant decreases in residents who mentioned they used the Whanganui Riverbank Walkway (63% cf. 2018, 75%), as well as other walkways around the city (57% cf. 2018, 69%).

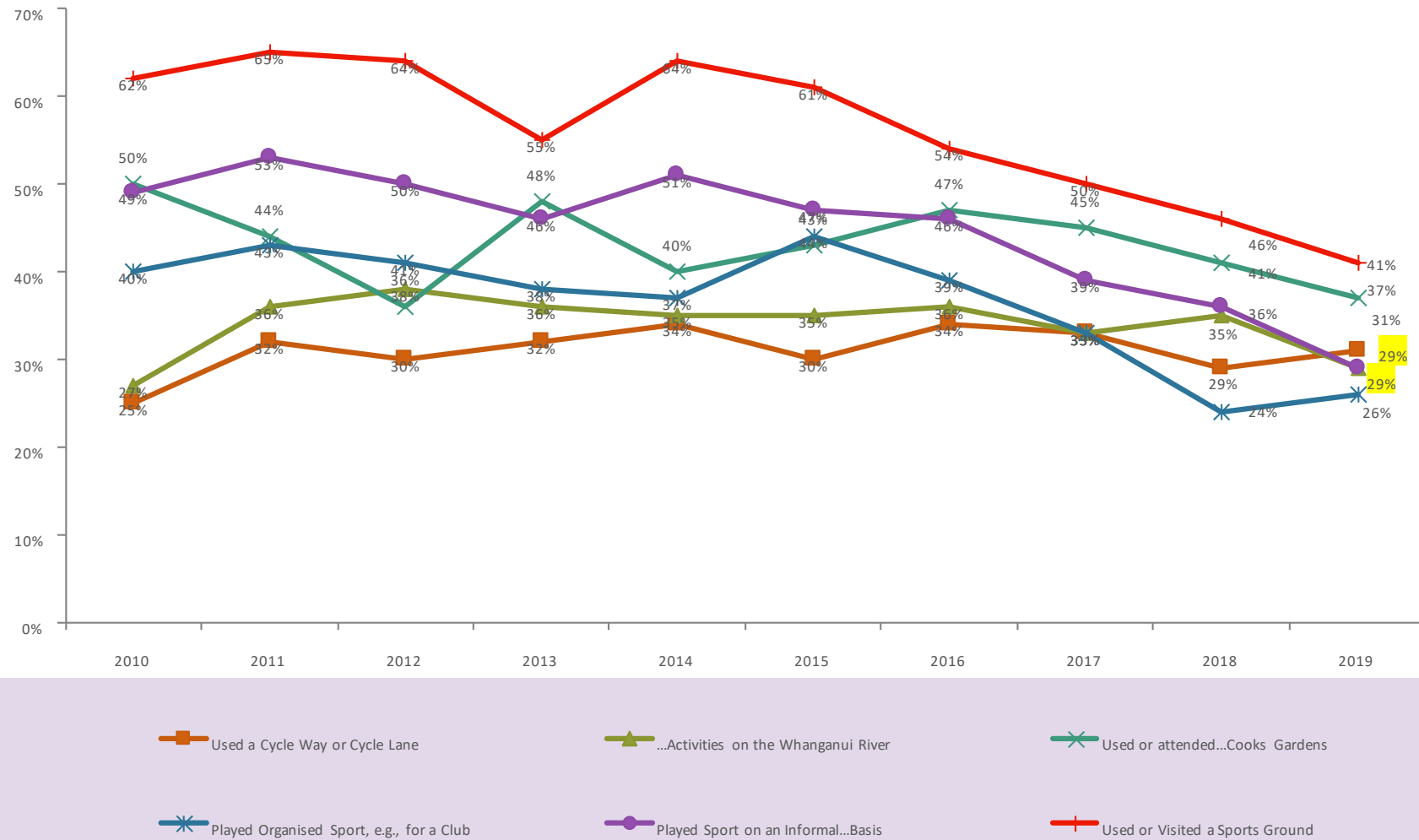


# Recreational Activities Undertaken



## 2010 - 2019 TREND

In 2019, there has been a significant decrease in residents who played sport on an informal or casual basis (29% cf. 2018, 36%), as well as undertaking activities on the Whanganui River (29% cf. 2018, 35%).



# Using the Whanganui Riverbank Walkway



## 2019 RESULTS

General exercise (59%) and recreational purposes (50%) were the primary activities undertaken by residents when using the Whanganui Riverbank Walkway. Following this, attending the Saturday market (47%), walking the dogs (26%), cycling (23%) and walking to town (19%) were other activities undertaken last year. Only 2% of residents surveyed used the Whanganui Riverbank Walkway to get to and from work in the past 12 months, while a further 2% used it for other reasons.



## BY RESIDENTS

(FIGURES FROM 2018 IN BRACKETS)



## AREA DIFFERENCES

Residents from Whanganui East were significantly more likely to have used the Whanganui Riverbank Walkway to get to and from work (10% cf. total, 2%).



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
General exercise	62%	68%	57%	71%	65%	64%	66%	48%	29%	60%
Recreational purposes	37%	74%	49%	40%	48%	61%	34%	64%	41%	53%
The Saturday market	55%	60%	32%	58%	51%	53%	42%	53%	44%	34%
Walking the dogs	49%	26%	30%	22%	9%	31%	25%	21%	3%	18%
Cycling	22%	11%	17%	29%	40%	16%	22%	29%	34%	31%
Walking to town	10%	33%	27%	39%	3%	5%	21%	21%	4%	5%
Getting to and from work	2%	0%	0%	0%	0%	0%	3%	10%	0%	0%
Other	0%	0%	2%	2%	4%	0%	5%	3%	13%	0%
Don't know	0%	0%	0%	0%	22%	0%	0%	0%	0%	0%



# Using the Whanganui Riverbank Walkway



## BY AGE AND GENDER

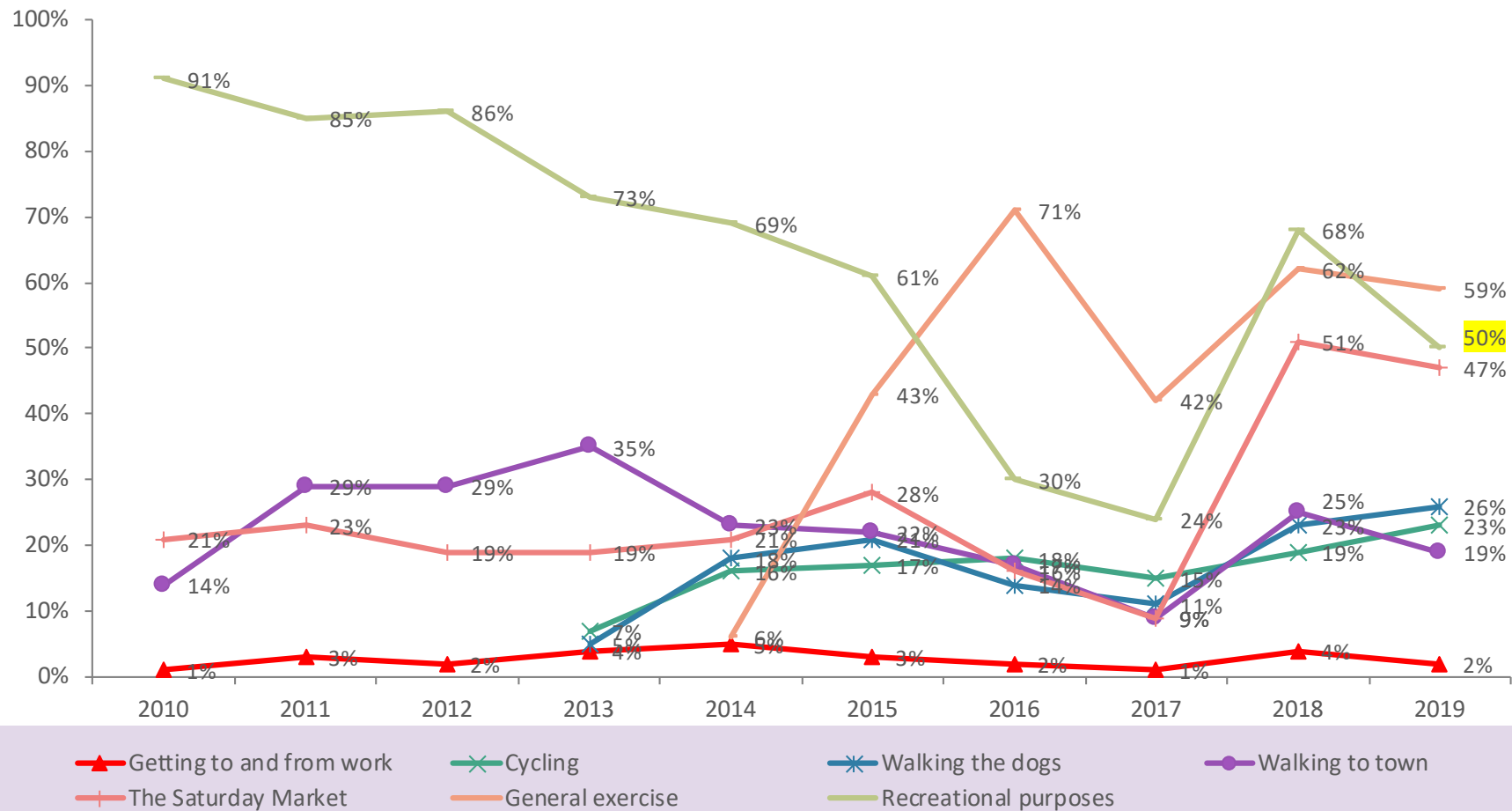
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
General exercise	61%	72%	52%	58%	56%	48%	68%
Recreational purposes	36%	67%	48%	49%	47%	45%	54%
The Saturday market	32%	68%	53%	53%	33%	28%	61%
Walking the dogs	22%	34%	41%	26%	17%	29%	25%
Cycling	5%	28%	38%	29%	16%	26%	22%
Walking to town	17%	21%	19%	13%	22%	19%	19%
Getting to and from work	0%	0%	7%	1%	2%	3%	1%
Other	5%	5%	3%	3%	0%	2%	3%
Don't know	13%	0%	0%	0%	0%	3%	0%

# Using the Whanganui Riverbank Walkway



## 2010 - 2019 TREND

There has been a significant decrease in residents who used the Whanganui Riverbank Walkway compared with last year (50% cf. 2018, 68%). While not statistically significant, there has been an increase in those residents who used the walkway for walking the dogs (26% cf. 2018, 23%), and cycling (23% cf. 2018, 19%).



# Cultural Activities Undertaken

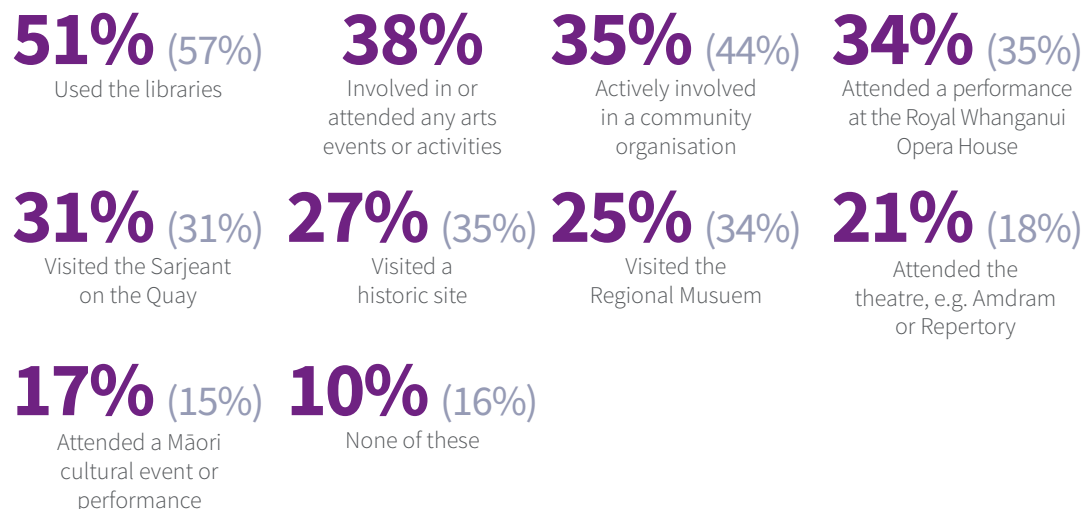


## 2019 RESULTS

The primary cultural activity undertaken by residents in the past 12 months was using the district's libraries (51%). This is followed by attending any arts events or activities (38%), being actively involved in a community organisation (35%), attending a performance at the Royal Whanganui Opera House (34%), and visiting the Sarjeant on the Quay (31%).



## BY RESIDENTS (FIGURES FROM 2018 IN BRACKETS)



## AREA DIFFERENCES

Residents from Bastia Hill/ Durie Hill were significantly more likely to have been involved in any arts events or activities (84% cf. total, 38%) and to have visited the Sarjeant on the Quay (65% cf. total, 31%).



## 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	60%	42%	50%	61%	60%	44%	57%	50%	51%	35%
Involved in any arts events or activities	38%	25%	38%	84%	65%	43%	20%	26%	26%	49%
Actively involved in a community organisation	22%	34%	36%	49%	40%	49%	19%	35%	48%	31%
Attended a performance at the Royal Whanganui Opera House	33%	19%	30%	56%	56%	51%	28%	26%	24%	36%
Visited the Sarjeant on the Quay	28%	26%	27%	65%	51%	26%	26%	25%	30%	30%
Visited a historic site	15%	21%	38%	35%	28%	28%	18%	22%	23%	43%
Visited the Regional Museum	22%	26%	20%	28%	34%	22%	36%	23%	17%	32%
Attended the theatre, e.g. Amdram or Repertory	10%	18%	31%	25%	33%	23%	13%	17%	18%	22%
Attended a Māori cultural event or performance	23%	26%	13%	26%	23%	10%	14%	17%	8%	14%
None of these	10%	27%	8%	2%	6%	9%	10%	11%	5%	5%

# 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	48%	64%	54%	39%	51%	48%	53%
Involved in any arts events or activities	30%	45%	33%	38%	40%	33%	43%
Been actively involved in a community organisation	18%	34%	31%	31%	46%	37%	34%
Attended a performance at the Royal Whanganui Opera House	9%	33%	31%	43%	38%	31%	37%
Visited the Sarjeant on the Quay	14%	32%	24%	35%	37%	27%	34%
Visited a historic site	21%	32%	24%	23%	30%	22%	31%
Visited the Regional Museum	29%	28%	24%	27%	21%	26%	24%
Attended the theatre, e.g. Amdram or Repertory	7%	17%	9%	27%	29%	24%	19%
Attended a Māori cultural event or performance	20%	16%	22%	16%	15%	15%	19%
None of these	11%	3%	14%	13%	10%	11%	9%



## BY USERS

\*Of those residents (51%) who used the district's libraries; 83% was physically, and 17% was both online and physically.

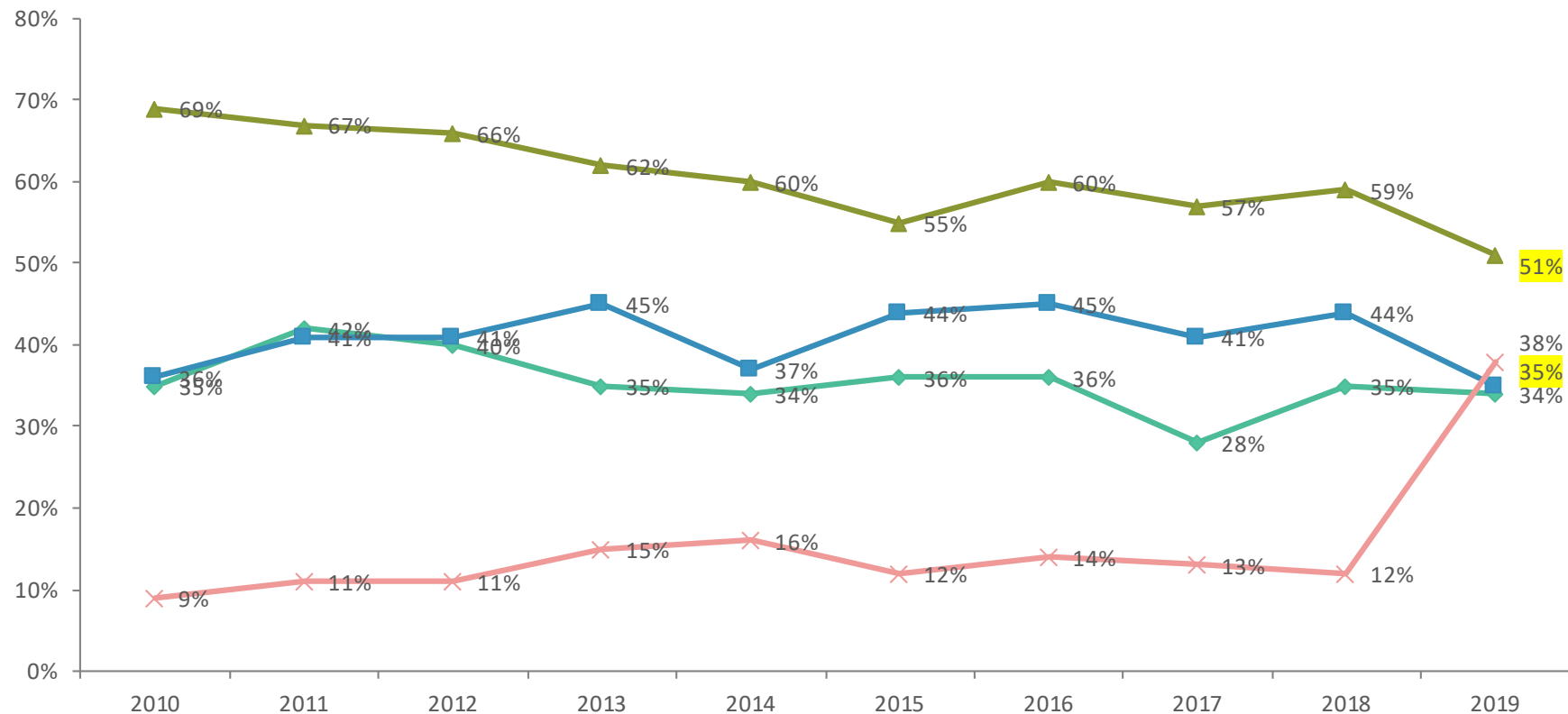
\*Of those residents (38%) who were involved in any arts events or activities; 18% participated as a performer or artist.

# Cultural Activities Undertaken



## 2010 - 2019 TREND

There has been a significant decrease in residents' use of the district libraries (51% cf. 2018, 59%), and being actively involved in a community organisation (35% cf. 2018, 44%).



◆ Attended a performance at the Royal Whanganui Opera House

■ Actively involved in a community organisation

▲ Used the libraries

× Involved in, or attended any arts events or activities\*

\*Year-on-year comparisons are indicative due to wording change in the questionnaire in 2019.

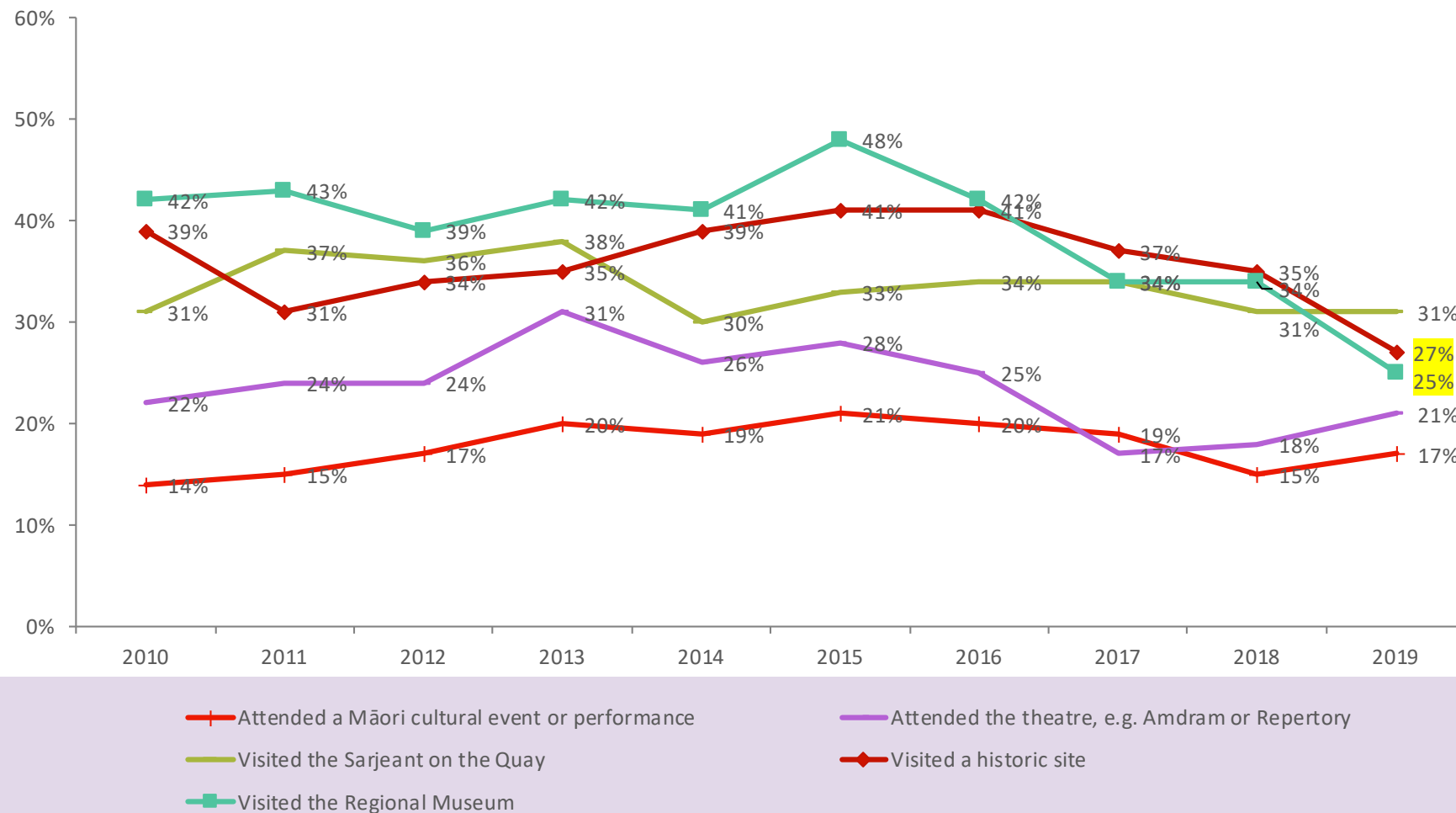


# Cultural Activities Undertaken



## 2010 - 2019 TREND

In 2019, there has been an increase in residents who attended the theatre, e.g. Amdram or Repertory (21% cf. 2018, 18%) as well as those who attended a Māori cultural event or performance (17% cf. 2018, 15%). There has been a significant decrease in residents who visited a historic site (27% cf. 2018, 35%), and in residents who visited the regional museum (25% cf. 2018, 34%).



# Restriction of Fireworks

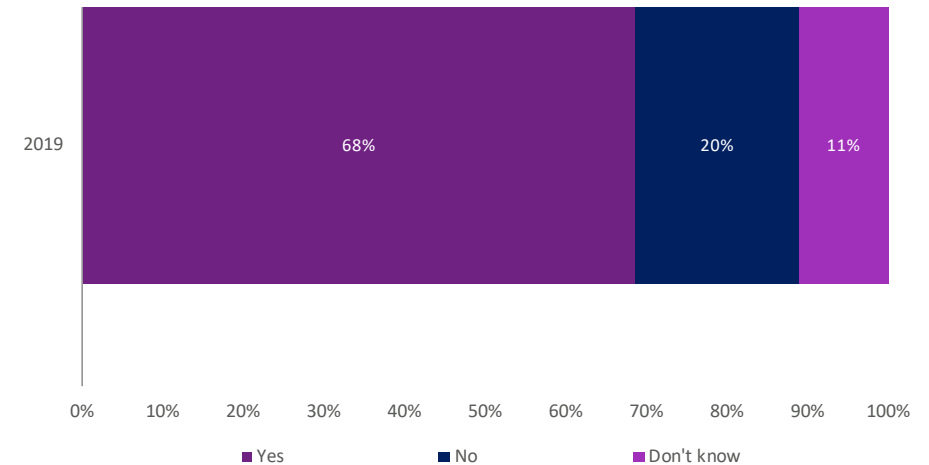


## 2019 RESULTS

In a new question for 2019, residents were asked if they agreed with the restriction of fireworks in Whanganui. More than two-thirds of residents (68%) agreed there should be restrictions, while 20% disagreed and 11% were unsure.



## 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	65%	44%	79%	76%	74%	69%	77%	75%	47%	61%
No	13%	43%	11%	15%	10%	20%	19%	16%	42%	31%
Don't know	22%	13%	10%	10%	16%	11%	4%	9%	11%	8%



## 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	57%	60%	61%	72%	76%	59%	76%
No	18%	27%	31%	20%	13%	28%	14%
Don't know	25%	13%	7%	7%	10%	13%	10%

# Emergency Planning and Preparedness

# Household Emergency Response Plan

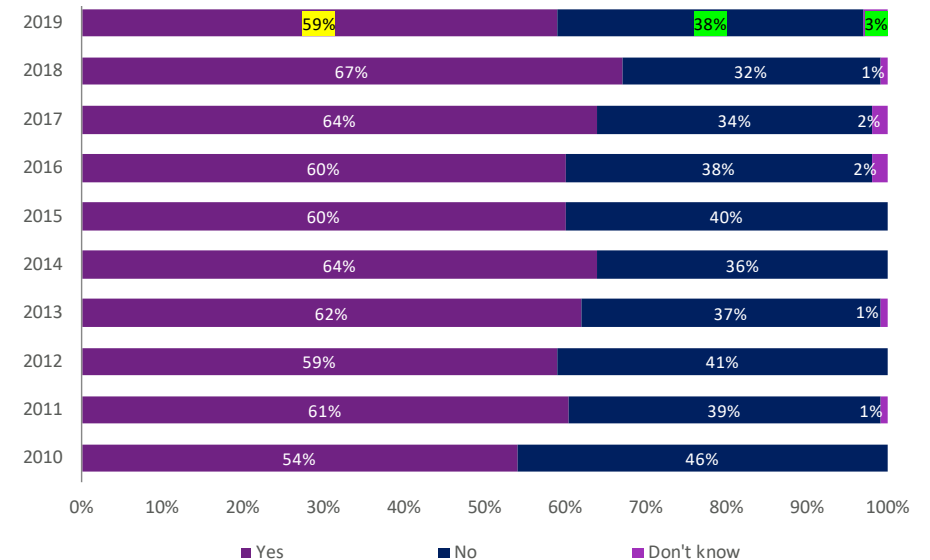


## 2019 RESULTS

Fifty-nine per cent of Whanganui residents had discussed an emergency response plan with their household. This is a significant decrease compared with last year (cf. 2018, 67%). A further 38% had not discussed a plan, while 3% were unsure if they had, or had not.



## 2010 - 2019 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	57%	64%	52%	67%	77%	48%	72%	51%	69%	67%
No	34%	30%	47%	33%	23%	49%	23%	48%	31%	33%
Don't know	9%	7%	1%	0%	0%	4%	5%	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	61%	59%	69%	63%	52%	57%	61%
No	30%	37%	31%	34%	46%	38%	38%
Don't know	9%	4%	0%	3%	2%	5%	1%

# Emergency Survival Kit

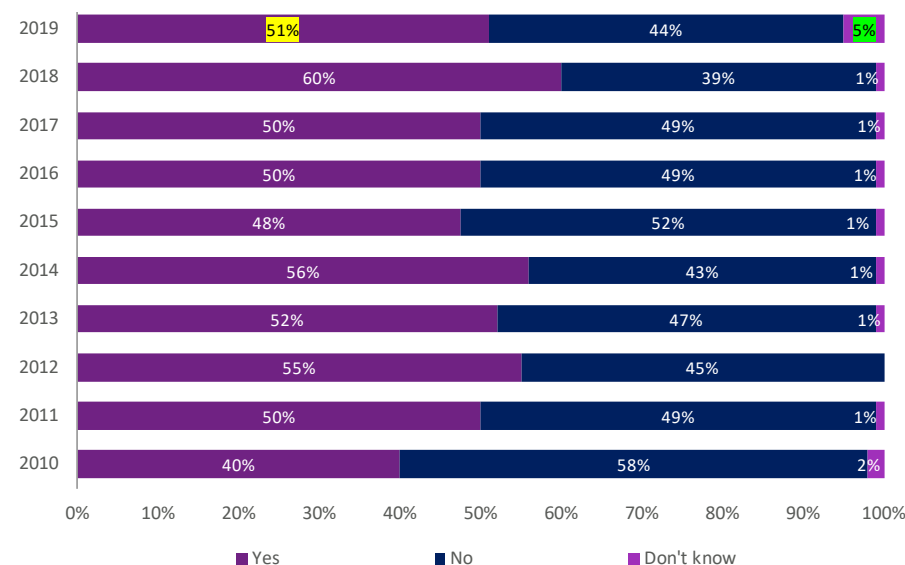


## 2019 RESULTS

More than half of Whanganui residents (51%) stated they had an emergency survival kit, a significant decrease compared with last year (cf. 2018, 60%). A further 44% of households did not have one, and 5% were unsure if they had an emergency survival kit or not.



## 2010 - 2019 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	50%	41%	49%	57%	44%	55%	51%	54%	40%	65%
No	39%	52%	45%	43%	56%	36%	49%	39%	60%	35%
Don't know	11%	7%	6%	0%	0%	8%	0%	8%	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	32%	36%	44%	63%	60%	56%	45%
No	45%	60%	55%	37%	36%	37%	50%
Don't know	23%	4%	1%	1%	5%	6%	4%

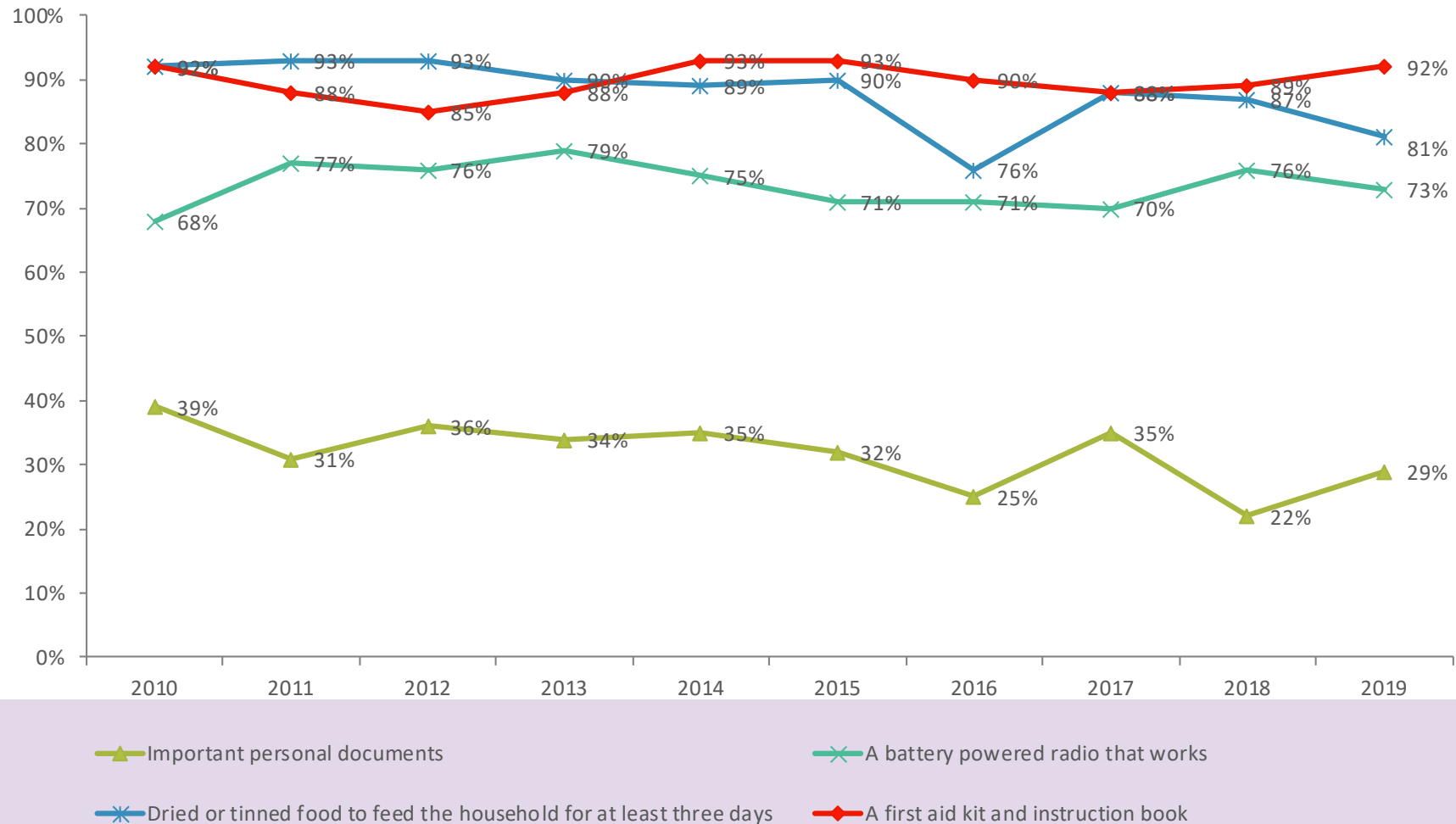


# Emergency Survival Kit



## 2010 - 2019 TREND

For those households that did have an emergency survival kit; 92% had a first aid kit and instruction book, an increase of 3%, while 81% had dried or tinned food to feed the household for at least three days, a decrease of 6%. Seventy-three per cent of residents had a battery powered radio (2018, 76%), and 29% had important personal documents, an increase of 7%.



# Preparedness for an Emergency

# Duration of Coping



## 2019 RESULTS

When compared with last year's results, the proportion of Whanganui residents who felt prepared or very prepared has significantly decreased (35% cf. 2018, 50%), however, the proportion who felt somewhat prepared has significantly increased (38% cf. 2018, 25%). There is a significant increase of those residents who were unsure (2% cf. 2018, 0%).

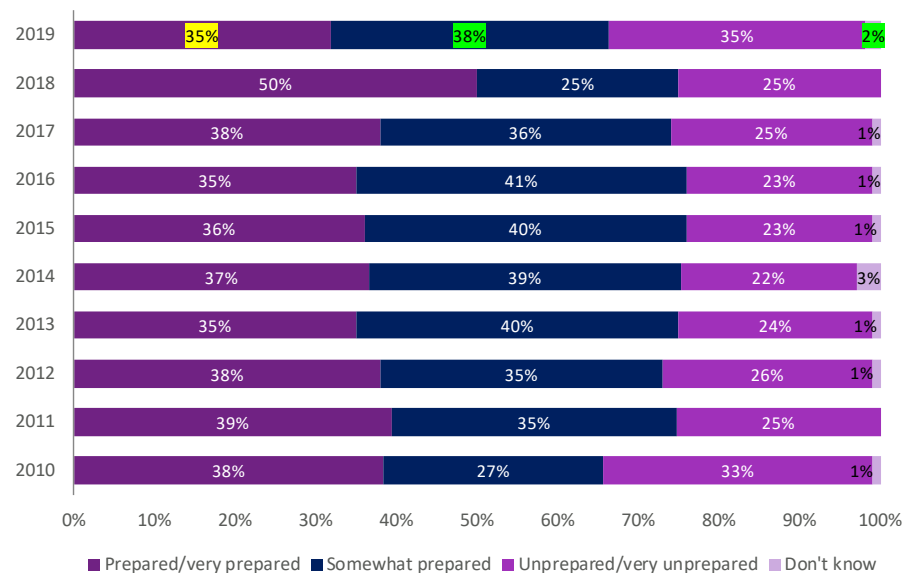


## 2019 RESULTS

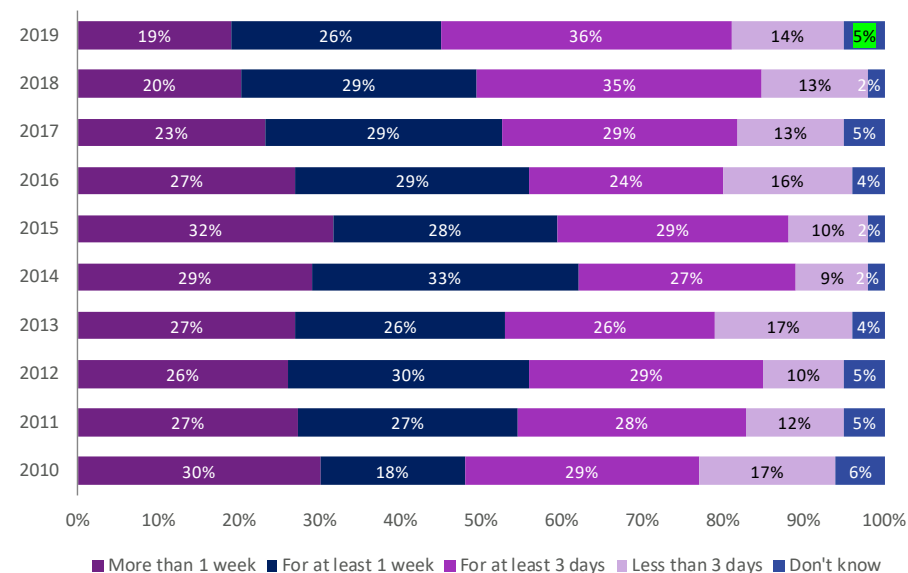
Nineteen per cent of residents could survive more than one week without outside assistance, while 26% could survive for at least one week. There has been a slight increase of residents (36% cf. 2018, 35%) who felt they could survive for at least three days without outside assistance. This year there is a significant increase of residents who were unsure (5% cf. 2018, 2%).



## 2010 - 2019 TREND



## 2010 - 2019 TREND



# Perceptions of the Whanganui Community

# Standard of Living

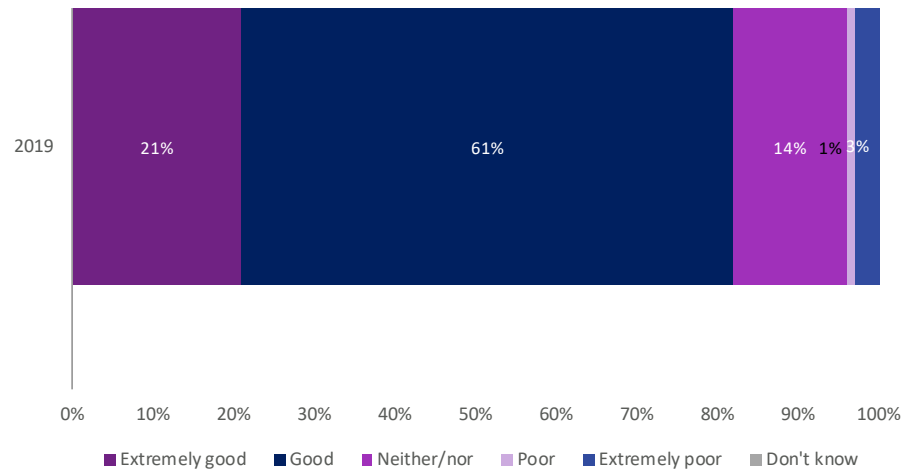


## 2019 RESULTS

In a new question for 2019, Whanganui residents were asked how they currently rated their standard of living. More than three-quarters (82%) rated their standard of living as good (61%) or extremely good (21%). Following this, 14% of residents rated their standard of living as neither good nor poor, while 4% rated their standard of living as poor (1%) or extremely poor (3%).



## BY RESIDENTS



## AREA DIFFERENCES

Residents in Bastia Hill/Durie Hill were significantly more likely to have rated their standard of living as extremely good (44% cf. total, 21%).



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Extremely good	36%	12%	12%	44%	32%	17%	4%	12%	46%	43%
Good	55%	63%	66%	56%	57%	76%	63%	61%	51%	36%
Neither good nor poor	7%	22%	15%	0%	11%	6%	22%	26%	3%	18%
Poor	0%	1%	3%	0%	0%	0%	0%	1%	0%	3%
Extremely poor	2%	3%	4%	0%	0%	1%	11%	0%	0%	0%

# Standard of Living



## 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
Extremely good	20%	16%	20%	24%	24%	20%	21%
Good	71%	59%	56%	59%	63%	62%	61%
Neither good nor poor	9%	19%	21%	12%	11%	14%	14%
Poor	0%	0%	0%	3%	1%	1%	1%
Extremely poor	0%	7%	3%	1%	1%	3%	3%



# Living in Whanganui

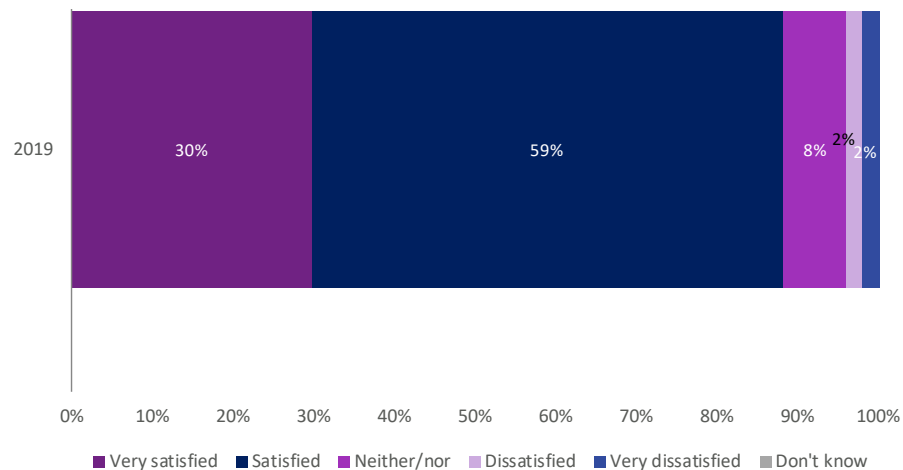


## 2019 RESULTS

In a new question for 2019, Whanganui residents were asked how satisfied they were with living in Whanganui generally. The majority of residents (89%) of residents were satisfied (59%) or very satisfied (30%), while 8% of residents were neither satisfied nor dissatisfied with living in Whanganui. A further 4% were dissatisfied (2%) or very dissatisfied (2%) with living in Whanganui.



## BY RESIDENTS



## AREA DIFFERENCES

Castlecliff residents were significantly less likely to have been very satisfied (12% cf. total, 30%) and significantly more likely to be neither satisfied nor dissatisfied (23% cf. total, 8%), while St Johns Hill/ Otamatea residents were significantly less likely to be satisfied with living in Whanganui generally (25% cf. total, 59%).



## 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	34%	12%	33%	47%	48%	26%	30%	16%	31%	46%
Satisfied	59%	64%	54%	48%	25%	67%	63%	71%	64%	45%
Neither satisfied nor dissatisfied	2%	23%	6%	3%	22%	5%	3%	7%	5%	5%
Dissatisfied	5%	1%	2%	2%	6%	1%	2%	3%	0%	0%
Very dissatisfied	0%	0%	5%	0%	0%	0%	0%	4%	0%	3%
Don't know	0%	0%	0%	0%	0%	1%	2%	0%	0%	0%

# Living in Whanganui



## 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	11%	29%	23%	31%	38%	27%	32%
Satisfied	65%	59%	62%	59%	54%	63%	54%
Neither satisfied nor dissatisfied	21%	9%	5%	5%	6%	6%	9%
Dissatisfied	2%	3%	3%	2%	2%	1%	4%
Very dissatisfied	0%	0%	6%	2%	0%	3%	0%
Don't know	0%	0%	0%	1%	0%	0%	0%

# Lifestyle Benefits



## 2019 RESULTS

In a new question for 2019, Whanganui residents were asked what lifestyle benefits Whanganui offers. These results were recorded verbatim and post-coded by theme, with multiple answers allowed. Twenty per cent of residents stated affordable living/ it being a good place to raise a family/ it being family friendly. Following this, 17% of residents mentioned Whanganui's size/ it's easy to get around, and 12% stated the sense of community/ friendly people.



## BY SUBURB



## BY RESIDENTS



## AREA DIFFERENCES

Residents from Bastia Hill/Durie Hill were significantly more likely to mention arts and culture or heritage than other residents (37% cf. total, 11%).

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Affordable living/a good place to raise a family...	28%	10%	13%	38%	28%	15%	23%	17%	20%	28%
Its size, easy to get around	16%	15%	19%	26%	37%	15%	5%	6%	40%	8%
The sense of community/friendly people	15%	13%	14%	20%	8%	9%	10%	11%	9%	11%
The river/lakes/ beaches	6%	14%	12%	13%	2%	13%	12%	4%	33%	27%
The facilities	5%	6%	13%	9%	23%	22%	15%	13%	5%	0%
Arts and culture, heritage	5%	8%	12%	37%	9%	10%	9%	5%	3%	26%
Community events and programmes	19%	3%	6%	13%	10%	8%	8%	12%	10%	18%
Recreational mentions	7%	18%	6%	7%	15%	2%	16%	0%	26%	15%
Sporting mentions	5%	6%	12%	18%	9%	0%	7%	6%	15%	20%
Laidback, easy lifestyle	6%	2%	10%	4%	6%	14%	5%	11%	6%	12%
Central location, close to other towns/cities	6%	4%	9%	9%	18%	5%	7%	5%	21%	5%
Parks and playgrounds	7%	6%	5%	10%	7%	6%	7%	6%	5%	15%

# Lifestyle Benefits



## 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
Affordable living/good place to raise a family/ family friendly	14%	23%	27%	27%	12%	15%	24%
Its size, easy to get around	7%	20%	17%	25%	13%	17%	16%
The sense of community/friendly people	7%	17%	8%	14%	13%	6%	18%
The river/lakes/ beaches	16%	13%	13%	14%	9%	8%	16%
The facilities	13%	4%	11%	12%	15%	14%	9%
Arts and culture, heritage	5%	13%	10%	13%	12%	10%	13%
Community events and programmes	0%	19%	12%	7%	10%	6%	13%
Recreational mentions	9%	14%	7%	9%	8%	12%	7%
Sporting mentions	7%	3%	9%	12%	10%	7%	11%
Laidback, easy lifestyle	2%	10%	6%	8%	9%	6%	10%
Central location, close to other towns/cities	2%	10%	4%	9%	9%	6%	9%
Parks and playgrounds	0%	7%	7%	8%	8%	3%	11%

# Quality of Life

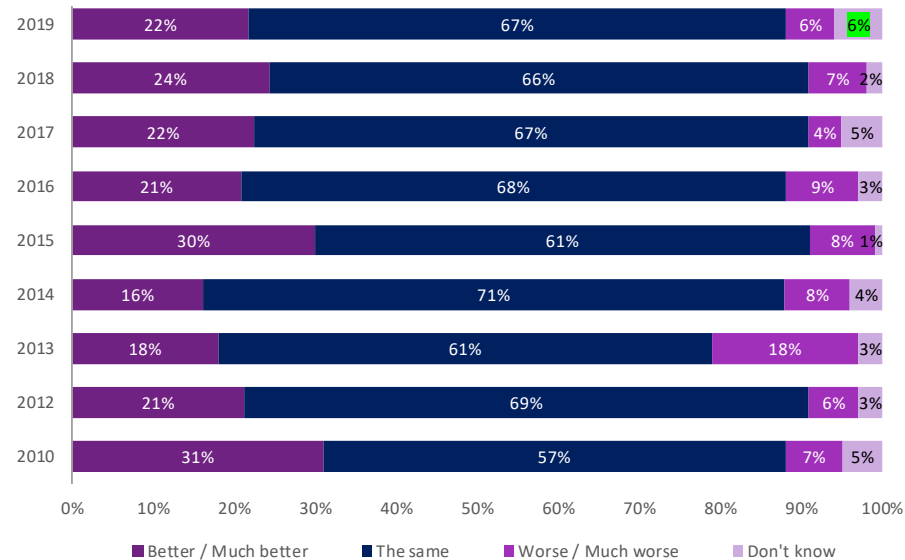


## 2019 RESULTS

Whanganui residents were asked to think of their general quality of life and consider this with regards to last year. More than two-thirds of residents (67%) felt their quality of life was the same as last year, with 22% believing it was better or much better. Six per cent of residents felt it was worse or much worse, and a further 6% were unsure, a significant increase compared with last year (cf. 2018, 2%).



## 2010 - 2019 TREND



## AREA DIFFERENCES

Aramoho residents were significantly more likely to think their general quality of life was better or much better than last year (55% cf. total, 22%), and significantly less likely to think it was the same (38% cf. total, 67%).



## 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	55%	15%	14%	17%	49%	17%	10%	26%	12%	14%
The same	38%	61%	77%	79%	51%	74%	70%	63%	72%	77%
Worse / Much worse	0%	8%	6%	2%	0%	5%	4%	9%	13%	9%
Don't know	6%	16%	3%	1%	0%	3%	15%	3%	2%	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%	26%	24%	19%	19%	20%	25%
The same	55%	52%	63%	71%	76%	66%	67%
Worse / Much worse	2%	9%	10%	7%	2%	6%	5%
Don't know	13%	13%	3%	2%	3%	9%	3%

# Whanganui District Overall

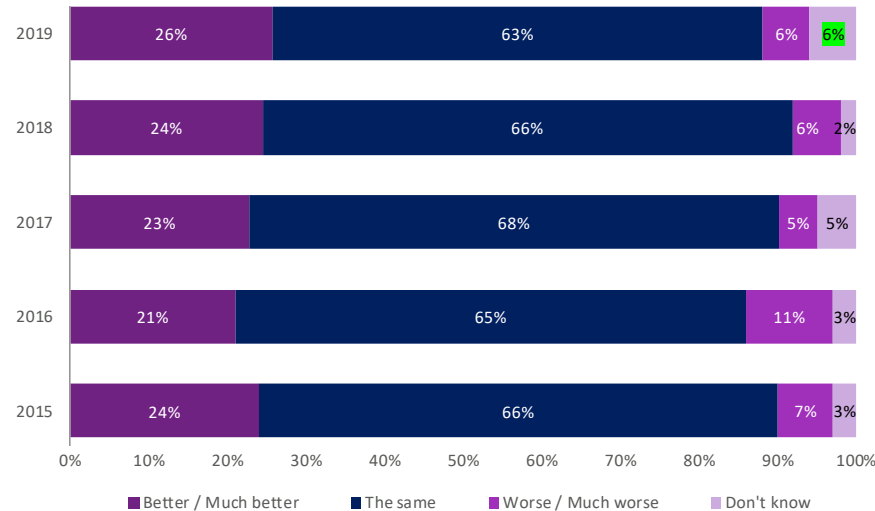


## 2019 RESULTS

Whanganui residents were asked to consider what the district provided compared to 2018. Close to two-thirds of residents (63%) felt what the district provided was the same as last year, while 26% felt it was better or much better. Six per cent felt it was worse or much worse, and 6% were unsure, a significant increase compared with last year (cf. 2018, 2%).



## 2015 - 2019 TREND



## AREA DIFFERENCES

Aramoho residents were significantly more likely to think what the district provided was better or much better compared with last year (54% cf. total, 26%). These residents were significantly less likely to think it was the same as last year (37% cf. total, 63%).



## 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	54%	13%	13%	22%	42%	19%	29%	24%	35%	32%
About the same	37%	64%	74%	75%	58%	76%	46%	68%	48%	59%
Worse / Much worse	1%	6%	10%	4%	0%	3%	4%	3%	15%	9%
Don't know	8%	17%	2%	0%	0%	1%	20%	5%	2%	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	27%	24%	30%	29%	22%	24%	27%
About the same	57%	56%	54%	66%	69%	62%	63%
Worse / Much worse	0%	9%	11%	5%	4%	6%	6%
Don't know	16%	11%	5%	0%	4%	8%	4%



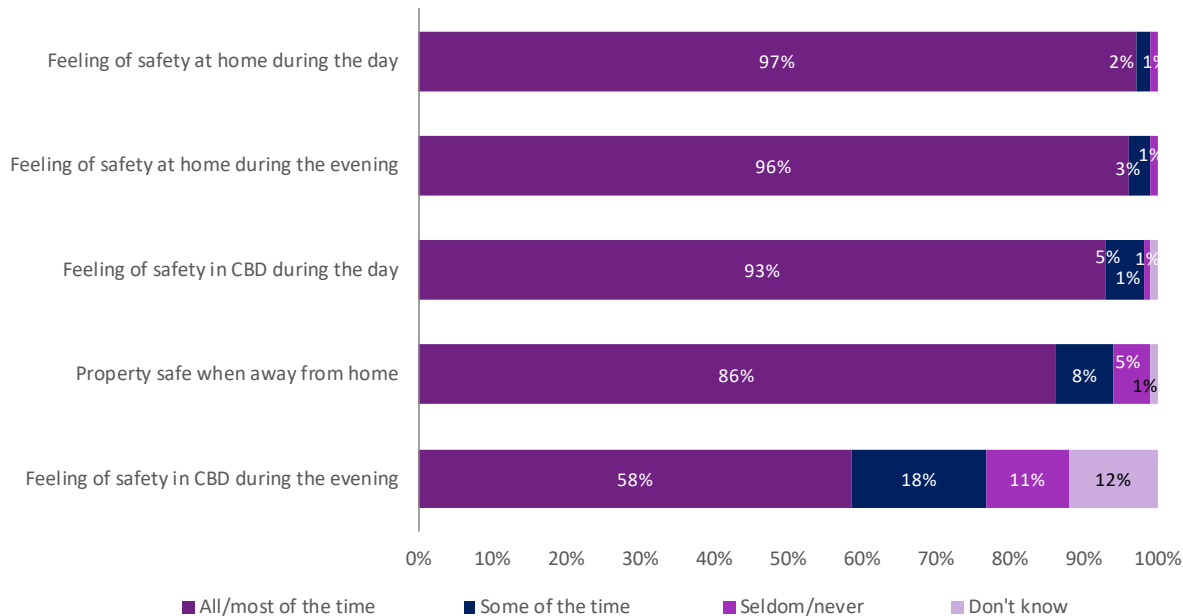
# Perceptions of Safety



## 2019 RESULTS

In 2019, 97% of residents felt safe at home, and 93% felt safe in the Central Business District during the day. During the evening, 96% of residents felt safe at home, while 58% felt safe in the Central Business District.

Eighty-six per cent of residents felt their property was safe when they are away from home.



## BY RESIDENTS



## AREA DIFFERENCES

2019 / 2018  
(All/ Most of the time)

97%	98%
96%	95%
93%	97%
86%	84%
58%	67%

Castlecliff residents were significantly less likely to feel safe at home during the evening (83% cf. total, 96%), while Bastia Hill/ Durie Hill residents were significantly more likely to feel safe in the CBD during the evening than other residents (87% cf. total, 58%).



## 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	94%	95%	96%	100%	100%	98%	97%	96%	100%	100%
Feeling of safety at home during the evening	100%	83%	96%	100%	100%	97%	96%	94%	100%	97%
Feeling of safety in CBD during the day	100%	82%	97%	100%	92%	94%	88%	89%	92%	97%
Property safe when away from home	92%	82%	87%	92%	89%	94%	93%	72%	64%	81%
Feeling of safety in CBD during the evening	57%	52%	49%	87%	54%	60%	76%	48%	68%	44%

# Perceptions of Safety



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

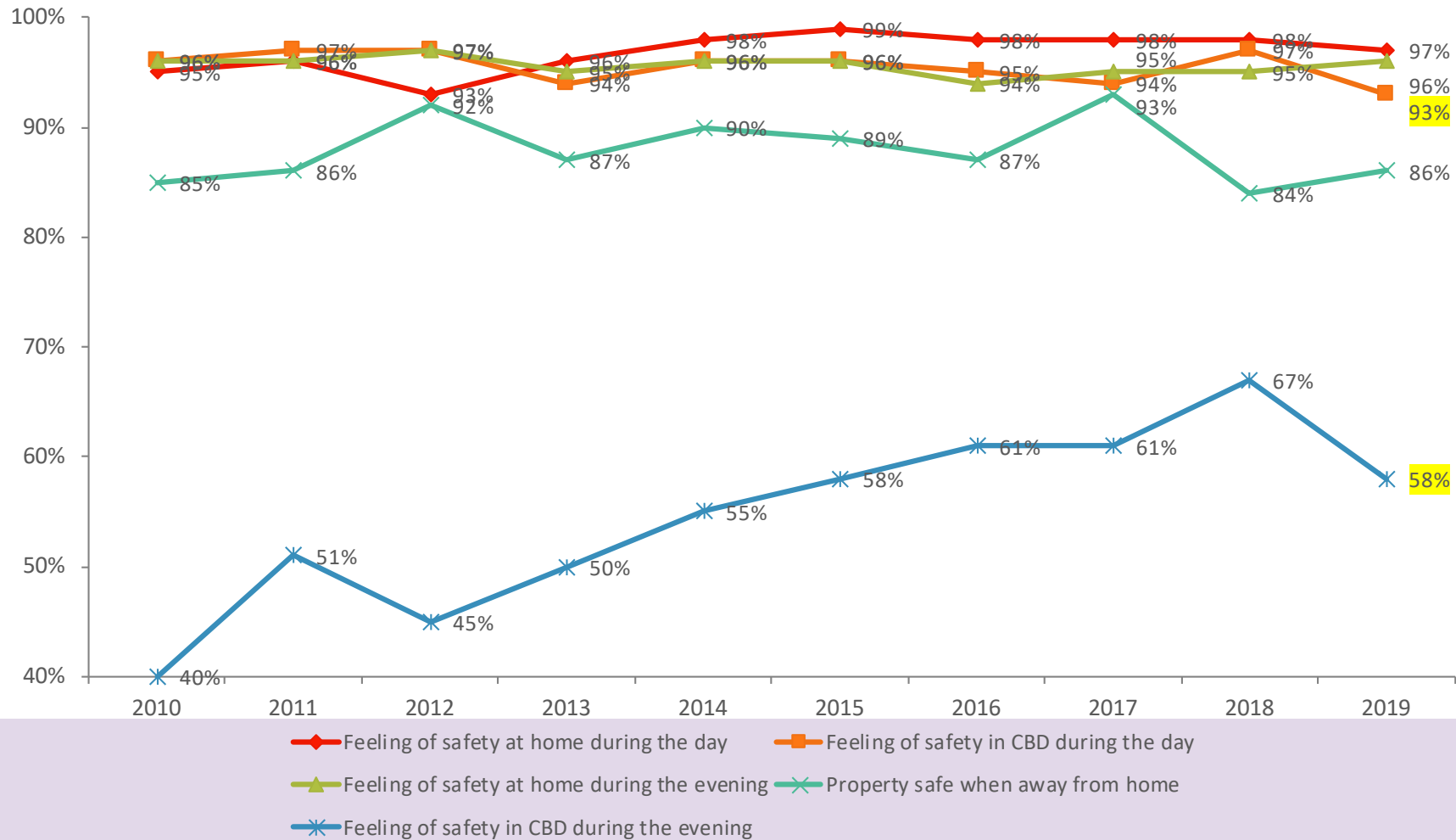
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Feeling of safety at home during the day	100%	94%	91%	99%	98%	95%	98%
Feeling of safety at home during the evening	100%	99%	87%	95%	97%	94%	97%
Feeling of safety in CBD during the day	100%	94%	89%	95%	91%	92%	94%
Property safe when away from home	95%	84%	80%	87%	84%	83%	88%
Feeling of safety in CBD during the evening	71%	67%	61%	56%	49%	62%	55%

# Perceptions of Safety



## 2010 - 2019 TREND (NET ALL/ MOST OF THE TIME)

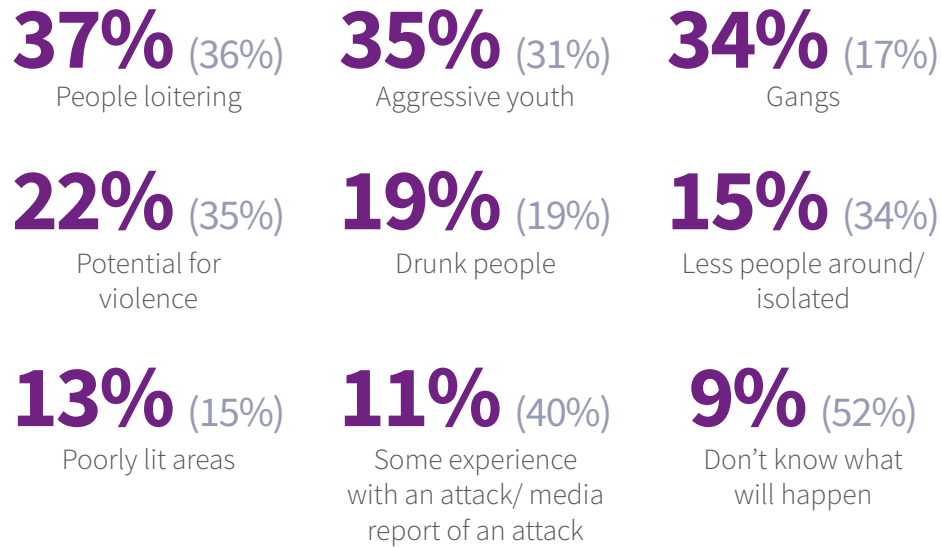
Feelings of safety (net all/most of the time) in the Central Business District during the day (93% cf. 2018, 97%) and evening (58% cf. 2018, 67%) have both significantly decreased compared to last year's results.



# Perceptions of Safety



## REASONS FOR FEELING UNSAFE (FIGURES FROM 2018 IN BRACKETS)



## 2019 RESULTS

Feelings of safety in CBD during the evening have significantly decreased compared with last year (58% cf. 2018, 67%); the primary reasons for feeling unsafe in 2019 included people loitering (37% cf. 2018, 36%), aggressive youth (35% cf. 2018, 31%), and gangs (34% cf. 2018, 17%).

# CBD Contribution to Lifestyle and Image

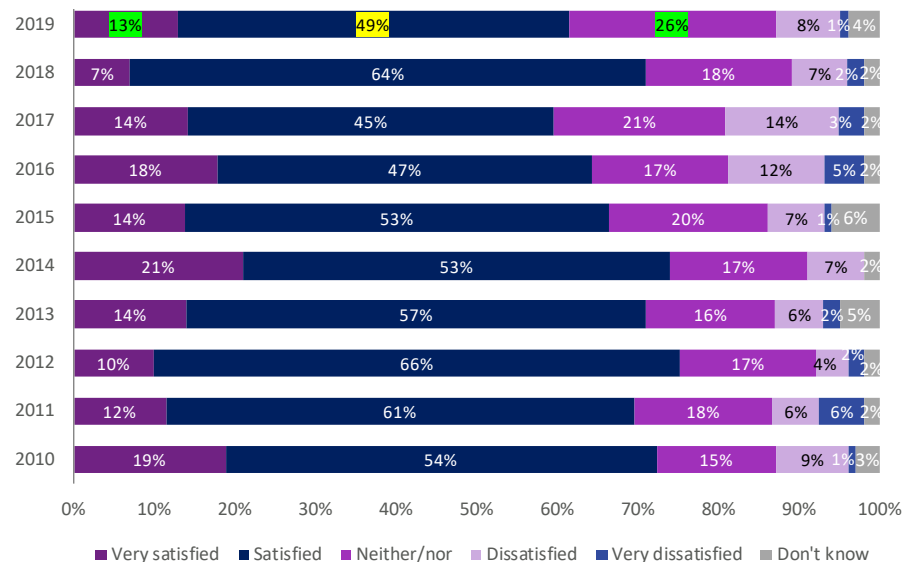


## 2019 RESULTS

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. Sixty-two per cent were satisfied (49%) or very satisfied (13%) with the contribution the CBD makes. Following this, 26% were neither satisfied nor dissatisfied, 9% were dissatisfied (8%) or very dissatisfied (1%), and 4% were unsure.



## 2010 - 2019 TREND



## AREA DIFFERENCES

Blueskin-Maxwell residents were significantly more likely than other residents to be unsure with the contribution the CBD makes to the lifestyle and image of Whanganui (22% cf. total, 4%).



## 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	11%	5%	11%	19%	21%	6%	15%	7%	34%	27%
Satisfied	48%	38%	62%	59%	48%	63%	29%	55%	22%	37%
Neither satisfied nor dissatisfied	24%	45%	18%	10%	22%	21%	43%	28%	21%	18%
Dissatisfied	14%	5%	6%	13%	9%	10%	3%	6%	2%	19%
Very dissatisfied	0%	0%	2%	0%	0%	0%	5%	1%	0%	0%
Don't know	3%	8%	1%	0%	0%	0%	4%	3%	22%	0%

# 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	9%	10%	4%	16%	16%	10%	15%
Satisfied	43%	39%	46%	52%	56%	49%	50%
Neither satisfied nor dissatisfied	34%	38%	34%	20%	16%	25%	26%
Dissatisfied	7%	9%	11%	7%	7%	10%	6%
Very dissatisfied	2%	0%	0%	2%	1%	1%	1%
Don't know	5%	4%	4%	2%	3%	5%	3%

# Community Connectedness in Whanganui

# Community Wellbeing

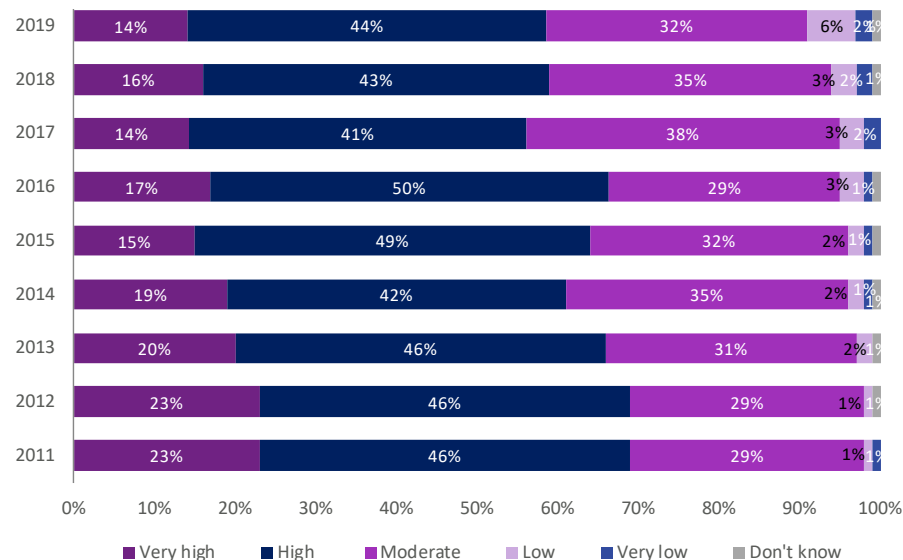


## 2019 RESULTS

When asked to describe their current level of wellbeing, more than half of Whanganui residents (58%) rated their wellbeing as high (44%) or very high (14%). Following this, 32% of residents rated their wellbeing as moderate, while 8% rated their wellbeing as low (6%) or very low (2%). Two per cent of residents were unsure how to answer.



## 2011 - 2019 TREND



## AREA DIFFERENCES

While not statistically significant, residents in Blueskin-Maxwell were more likely to demonstrate high levels of wellbeing (53% cf. total, 44%), while Whanganui Central residents were less likely to demonstrate high levels of wellbeing (36% cf. total, 44%), and more likely to demonstrate moderate (50% cf. total, 32%) or very low levels of wellbeing (7% cf. total, 2%).



## 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	22%	23%	9%	20%	22%	16%	3%	7%	26%	9%
High	48%	40%	38%	59%	53%	41%	36%	47%	53%	50%
Moderate	26%	26%	42%	16%	26%	33%	50%	31%	8%	39%
Low	3%	9%	6%	0%	0%	3%	3%	11%	13%	2%
Very low	0%	1%	4%	3%	0%	0%	7%	0%	0%	0%
Don't know	1%	1%	1%	1%	0%	1%	1%	4%	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	11%	14%	12%	15%	16%	12%	17%
High	38%	40%	39%	54%	44%	50%	39%
Moderate	45%	31%	39%	23%	31%	28%	35%
Low	2%	7%	6%	5%	6%	5%	6%
Very low	2%	4%	3%	1%	1%	3%	1%
Don't know	0%	0%	1%	2%	2%	05	2%

# Sense of Belonging

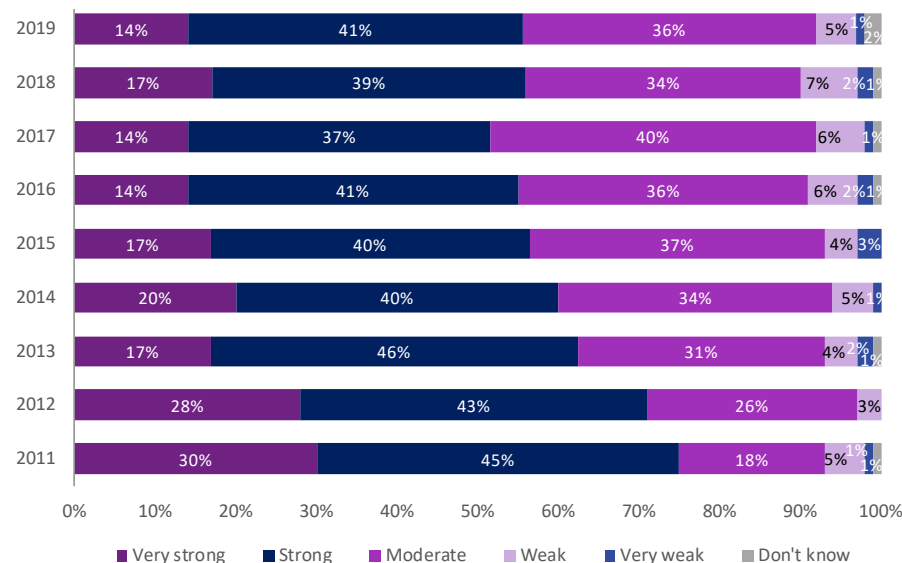


## 2019 RESULTS

When asked to consider their sense of belonging, or feeling part of a community, more than half of Whanganui residents (55%) rated their sense of belonging as strong (41%) or very strong (14%). A further 36% of residents rated their sense of belonging as moderate, while 6% rated it weak (5%) or very weak (1%), and 2% were unsure how to answer this question.



## 2011 - 2019 TREND



## AREA DIFFERENCES

While not statistically significant, residents in Aramoho (23% cf. total, 14%) and Castlecliff (22% cf. total, 14%) were more likely to rate their sense of belonging as very strong, while Gonville residents were more likely to be unsure how to rate their sense of belonging (6% cf. total, 2%).



## 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	23%	22%	9%	14%	17%	19%	4%	10%	17%	12%
Strong	24%	43%	43%	42%	57%	42%	42%	44%	35%	44%
Moderate	53%	28%	32%	41%	22%	28%	50%	30%	47%	36%
Weak	0%	6%	9%	0%	3%	11%	2%	5%	0%	9%
Very weak	0%	1%	1%	3%	0%	0%	0%	6%	0%	0%
Don't know	0%	0%	6%	0%	0%	1%	3%	3%	0%	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	9%	16%	11%	16%	15%	15%	14%
Strong	43%	39%	39%	46%	38%	44%	38%
Moderate	32%	43%	36%	26%	41%	33%	40%
Weak	5%	3%	7%	9%	3%	4%	7%
Very weak	2%	0%	3%	1%	1%	2%	1%
Don't know	9%	0%	3%	1%	1%	3%	1%

# Pride in my Neighbourhood

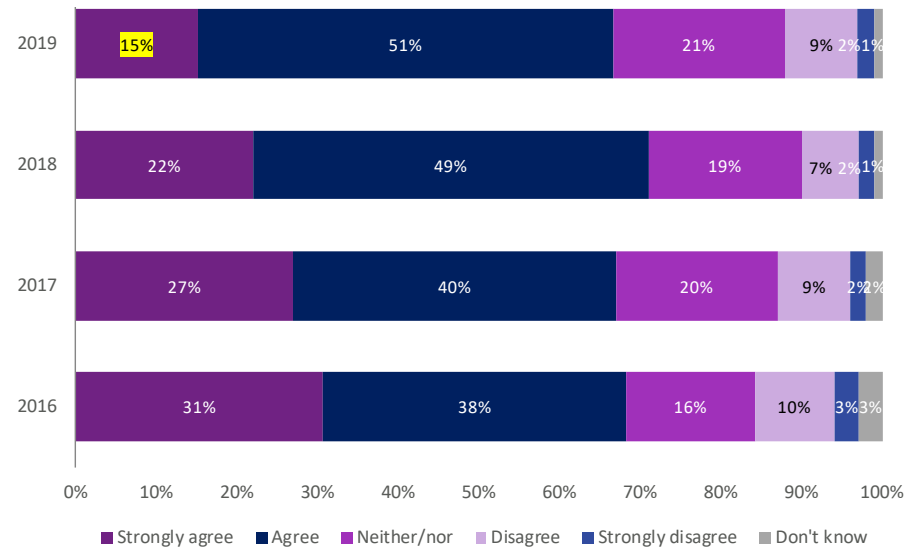


## 2019 RESULTS

Two-thirds of residents (66%) agreed (51%) or strongly agreed (15%) they felt a sense of pride with how their neighbourhood looks and feels. This is a significant decrease from last year (cf. 2018, 22%). A further 21% neither agreed nor disagreed, while 11% disagreed (9%) or strongly disagreed (2%). One per cent of residents were unsure how to answer.



## 2016 - 2019 TREND



## AREA DIFFERENCES

Residents living in Bastia Hill/ Durie Hill and St Johns Hill/ Otamatea were significantly more likely to strongly agree they have pride in the way their neighbourhood looks and feels (36% and 43%, respectively, cf. total 15%). Aramoho residents were more likely to disagree they have pride in the way their neighbourhood (32% cf. total, 9%).



## 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	2%	17%	12%	36%	43%	6%	8%	6%	34%	26%
Agree	55%	47%	44%	44%	54%	61%	69%	45%	34%	67%
Neither agree nor disagree	10%	23%	26%	16%	3%	29%	17%	32%	23%	3%
Disagree	32%	10%	11%	4%	0%	3%	6%	9%	0%	0%
Strongly disagree	0%	3%	7%	0%	0%	0%	0%	0%	8%	3%
Don't know	1%	0%	0%	0%	0%	1%	0%	7%	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	14%	7%	13%	18%	18%	14%	16%
Agree	52%	47%	49%	49%	56%	54%	49%
Neither agree nor disagree	18%	30%	22%	17%	19%	20%	22%
Disagree	16%	14%	13%	10%	3%	8%	11%
Strongly disagree	0%	0%	4%	6%	1%	3%	25
Don't know	0%	1%	0%	0%	2%	1%	1%

# Pride with my Community

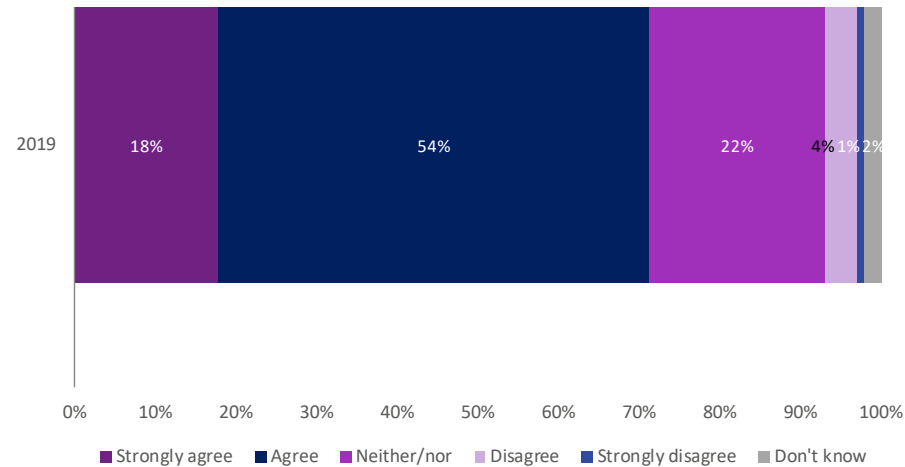


## 2019 RESULTS

In a new question for 2019, 72% of residents agreed (54%) or strongly agreed (18%) they felt a sense of pride with the Whanganui community. A further 22% neither agreed nor disagreed, while 5% disagreed (4%) or strongly disagreed (1%). Two per cent of residents were unsure how to answer this question.



## BY RESIDENTS



## AREA DIFFERENCES

While not significant, residents living in Bastia Hill/ Durie Hill and St Johns Hill/ Otamatea were more likely to strongly agree they have pride in the community (35% and 33%, respectively, cf. total 18%).



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Strongly agree	14%	27%	17%	35%	33%	5%	9%	11%	31%	20%
Agree	65%	46%	46%	46%	42%	69%	77%	48%	44%	52%
Neither agree nor disagree	21%	18%	25%	11%	25%	23%	14%	31%	25%	28%
Disagree	0%	5%	9%	8%	0%	1%	0%	4%	0%	0%
Strongly disagree	0%	1%	2%	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	4%	0%	0%	0%	2%	0%	7%	0%	0%

# Pride with my Community



## 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	9%	1%	16%	30%	22%	20%	16%
Agree	43%	60%	54%	47%	60%	52%	56%
Neither agree nor disagree	45%	34%	19%	17%	13%	21%	24%
Disagree	2%	3%	12%	2%	2%	5%	3%
Strongly disagree	0%	0%	0%	2%	0%	1%	0%
Don't know	0%	1%	0%	2%	2%	2%	1%

# Internet Connection



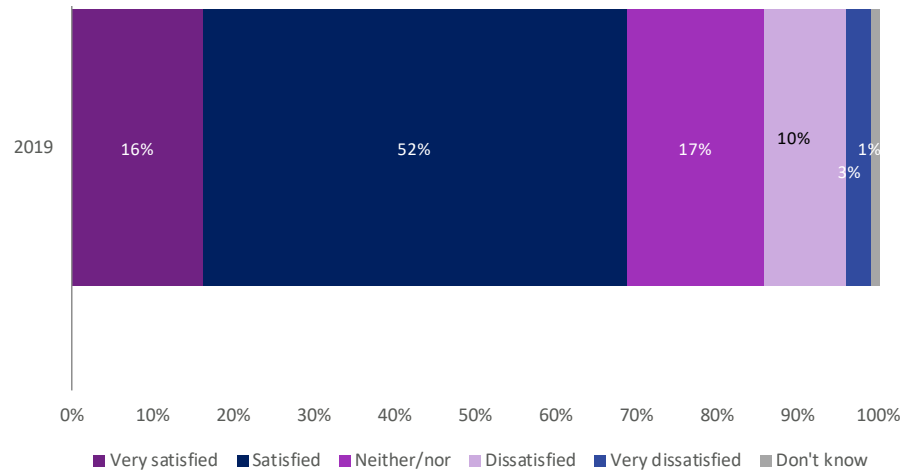
## 2019 RESULTS

In 2019, the majority of residents (92%) have access to the internet at home; 71% via a desktop computer or laptop, 67% via a smartphone and 34% via a tablet.

In a new question for 2019, residents were asked how satisfied they were with their internet connection. More than two-thirds of residents (68%) were satisfied (52%) or very satisfied (16%) with their internet connection. Following this, 17% of residents were neither satisfied nor dissatisfied, while 13% were dissatisfied (10%) or very dissatisfied (3%) with their internet connection. One per cent were unsure how to answer.



## BY RESIDENTS



## AREA DIFFERENCES

Residents in the Blueskin-Maxwell area were significantly more likely to be dissatisfied (40% cf. total, 10%) and very dissatisfied (19% cf. total, 3%) with their internet connection.



## 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	21%	29%	9%	27%	9%	18%	14%	12%	4%	12%
Satisfied	65%	54%	47%	46%	46%	49%	74%	59%	21%	49%
Neither satisfied nor dissatisfied	9%	12%	31%	20%	20%	17%	5%	16%	16%	13%
Dissatisfied	6%	2%	10%	5%	19%	7%	7%	11%	40%	20%
Very dissatisfied	0%	0%	2%	2%	6%	3%	0%	1%	19%	7%
Don't know	0%	3%	2%	0%	0%	5%	0%	1%	0%	0%



# Internet Connection



## 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	15%	21%	6%	20%	16%	12%	20%
Satisfied	58%	42%	60%	41%	60%	59%	46%
Neither satisfied nor dissatisfied	15%	19%	21%	16%	15%	18%	16%
Dissatisfied	5%	14%	8%	16%	7%	9%	12%
Very dissatisfied	5%	3%	4%	3%	0%	1%	4%
Don't know	3%	0%	0%	2%	2%	2%	1%

# Travelling around Whanganui - Road Satisfaction



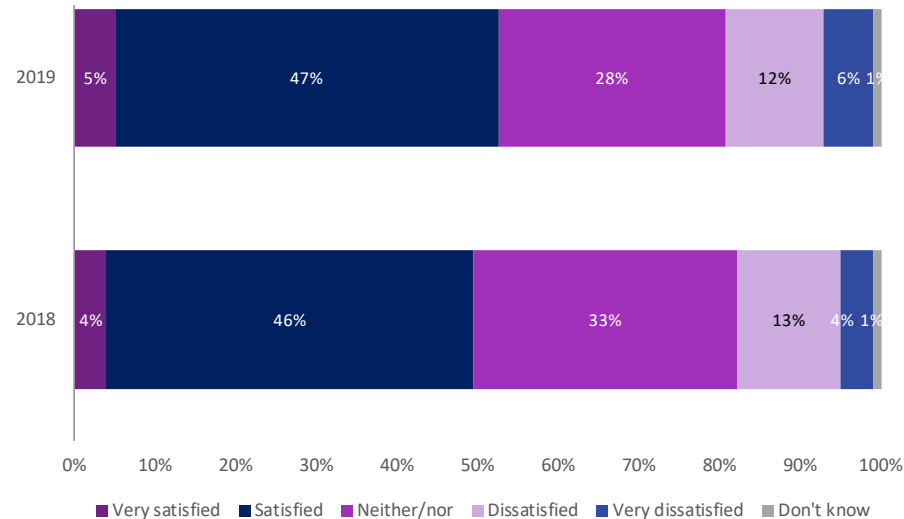
## 2019 RESULTS

More than half of residents (52%) were satisfied (47%) or very satisfied (5%) with the roads in Whanganui district. A further 28% were neither satisfied nor dissatisfied, 18% were dissatisfied (12%) or very dissatisfied (6%), and 1% were unsure.

These results remain similar to last year's results.



## BY RESIDENTS



## AREA DIFFERENCES

While not statistically significant, residents in the Marybank et al. area were more likely to be very satisfied (15% cf. total, 5%), while Aramoho residents were more likely to be satisfied (73% cf. total, 47%) with the roads in the 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	1%	4%	10%	7%	3%	2%	4%	4%	2%	15%
Satisfied	73%	48%	27%	48%	30%	57%	61%	36%	39%	62%
Neither satisfied nor dissatisfied	16%	23%	43%	26%	38%	29%	23%	32%	27%	8%
Dissatisfied	4%	15%	12%	14%	25%	11%	7%	10%	29%	12%
Very dissatisfied	6%	10%	6%	6%	4%	0%	3%	13%	3%	3%
Don't know	0%	0%	2%	0%	0%	1%	3%	6%	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	11%	0%	2%	6%	7%	5%	6%
Satisfied	43%	57%	47%	39%	47%	47%	47%
Neither satisfied nor dissatisfied	32%	20%	36%	29%	28%	29%	28%
Dissatisfied	5%	16%	9%	18%	10%	10%	14%
Very dissatisfied	7%	6%	6%	7%	5%	9%	3%
Don't know	2%	1%	0%	1%	2%	1%	2%

# Travelling around Whanganui - Footpath Satisfaction

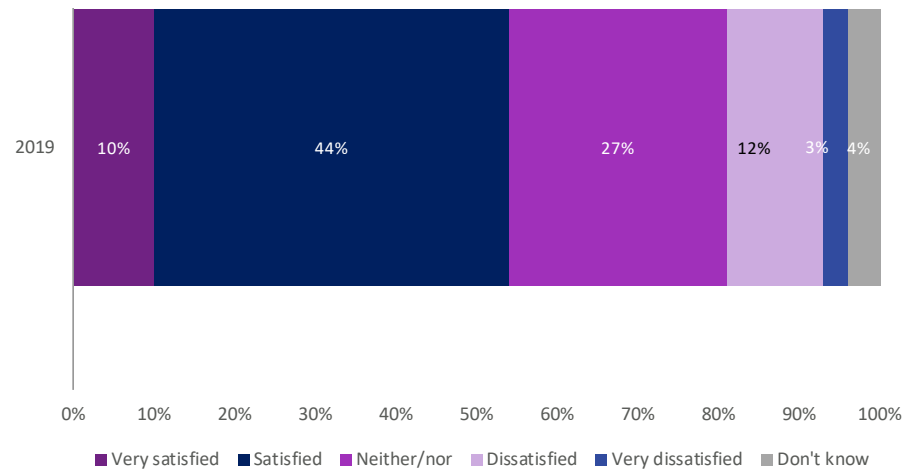


## 2019 RESULTS

In a new question for 2019, residents were asked how satisfied or dissatisfied they were with the shared pathways and footpaths in the city. Fifty-four per cent were satisfied (44%) or very satisfied (10%). Following this, 27% were neither satisfied nor dissatisfied, 15% were dissatisfied (12%) or very dissatisfied (3%), and 4% were unsure.



## BY RESIDENTS



## AREA DIFFERENCES

While not statistically significant, Aramoho residents were more likely than other residents to be satisfied with the shared pathways and footpaths in the city (67% cf. total, 44%).



## 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	1%	3%	17%	17%	8%	4%	9%	8%	19%	18%
Satisfied	67%	49%	35%	43%	58%	44%	37%	43%	18%	48%
Neither satisfied nor dissatisfied	16%	27%	24%	36%	19%	35%	36%	22%	45%	13%
Dissatisfied	8%	7%	18%	2%	15%	14%	16%	13%	5%	18%
Very dissatisfied	6%	5%	4%	0%	0%	1%	2%	3%	0%	0%
Don't know	1%	8%	1%	2%	0%	2%	0%	10%	13%	3%

# Travelling around Whanganui - Footpath 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	11%	7%	13%	10%	10%	12%	8%
Satisfied	55%	55%	41%	33%	43%	45%	43%
Neither satisfied nor dissatisfied	25%	15%	28%	35%	28%	25%	29%
Dissatisfied	2%	12%	13%	15%	14%	9%	16%
Very dissatisfied	7%	3%	2%	4%	1%	3%	3%
Don't know	0%	8%	3%	3%	4%	6%	2%

# Travelling around Whanganui - Getting Around

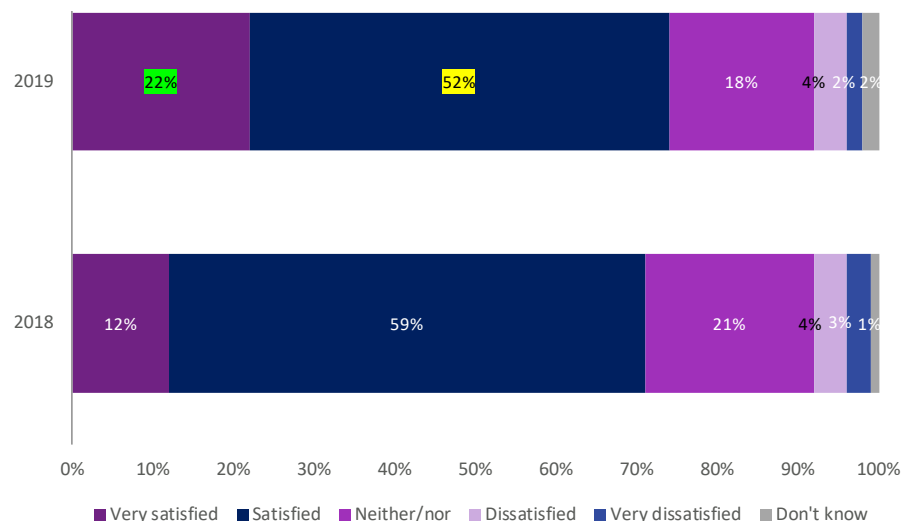


## 2019 RESULTS

Close to three-quarters of residents (74%) were satisfied (52%) or very satisfied (22%) with how easy it is to get around Whanganui. While the total satisfaction is similar to last year's result (cf. 2018, 71%), there is a significant increase in those who were very satisfied (22% cf. 2018, 12%) and a significant decrease in those who were satisfied (52% cf. 2018, 59%). Following this, 18% were neither satisfied nor dissatisfied, 6% were dissatisfied (4%) or very dissatisfied (2%) and 2% were unsure.



## BY RESIDENTS



## AREA DIFFERENCES

While not statistically significant, residents living in Bastia Hill/ Durie Hill were more likely than other residents to be very satisfied (35% cf. total, 22%) with how easy it is to get around Whanganui district, while Aramoho residents were more likely to be satisfied (71% cf. total, 52%) with how easy it is to get around.



## 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	11%	15%	28%	35%	28%	26%	8%	19%	24%	28%
Satisfied	71%	56%	50%	36%	52%	54%	51%	44%	40%	63%
Neither satisfied nor dissatisfied	7%	25%	14%	25%	20%	12%	37%	18%	28%	3%
Dissatisfied	0%	2%	5%	3%	0%	3%	5%	8%	5%	6%
Very dissatisfied	6%	1%	0%	0%	0%	0%	0%	6%	3%	0%
Don't know	4%	0%	3%	0%	0%	5%	0%	5%	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%	13%	13%	27%	27%	22%	22%
Satisfied	43%	67%	56%	48%	48%	54%	50%
Neither satisfied nor dissatisfied	27%	13%	20%	16%	19%	17%	20%
Dissatisfied	0%	3%	5%	7%	3%	2%	6%
Very dissatisfied	7%	4%	1%	0%	0%	3%	0%
Don't know	2%	0%	4%	1%	4%	2%	3%

# Council Services and Facilities



# Whanganui Airport

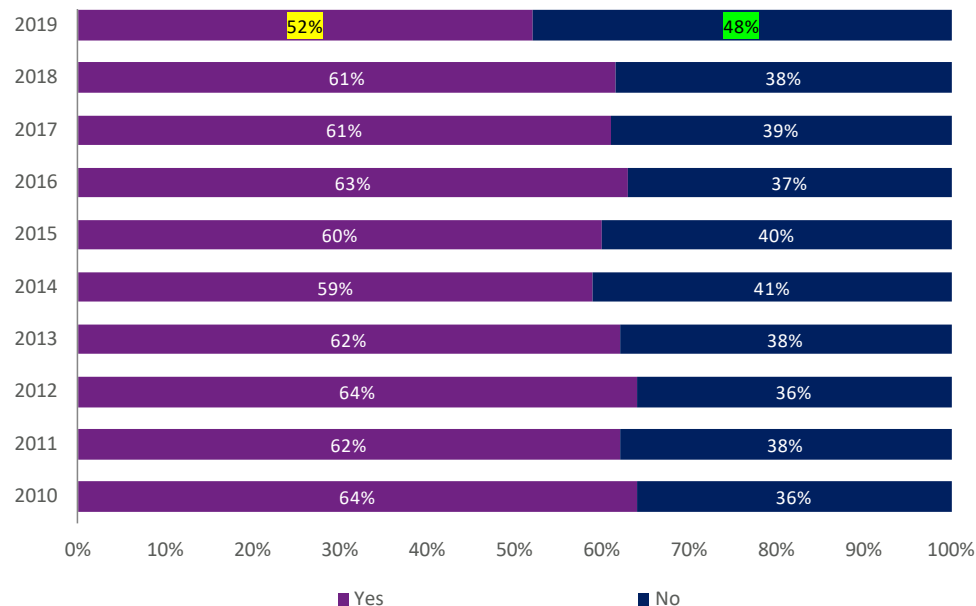


## 2019 RESULTS

More than half of Whanganui residents (52%) have used Whanganui Airport during the past 12 months. This is a significant decrease compared with last year (2018, 61%). Concurrently, there is a significant increase of residents who have not used Whanganui Airport (48% cf. 2018, 38%).



## 2010 - 2019 TREND



## AREA DIFFERENCES

The highest proportion of Whanganui Airport users were from the St Johns Hill/ Otamatea (79% cf. total, 52%) and Marybank et al (76% cf. total, 52%) areas.



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Visited, or used the Whanganui Airport	47%	37%	55%	60%	79%	60%	38%	40%	62%	76%



## 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, or used the Whanganui Airport	25%	56%	55%	61%	52%	50%	54%

# Services Provided by Council

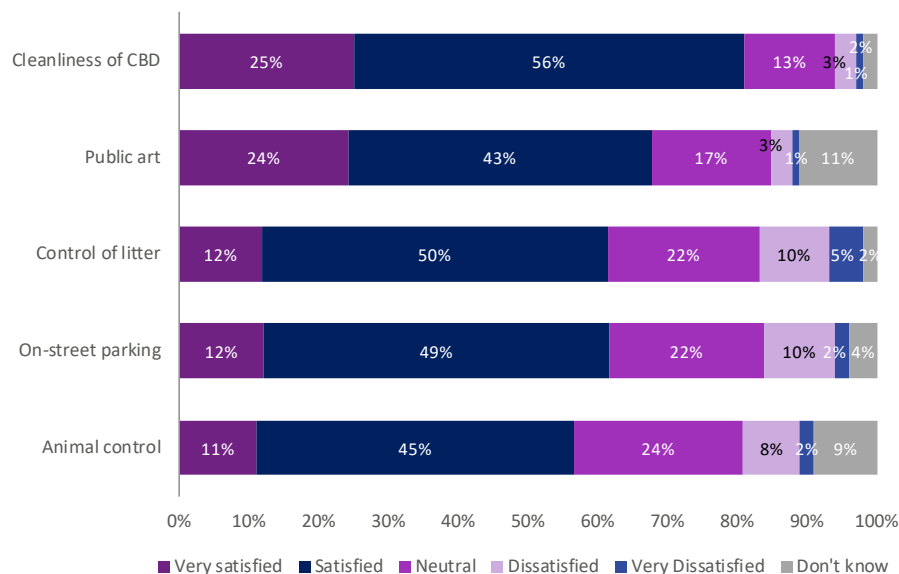


## 2019 RESULTS

Cleanliness of the Central Business District (CBD) was the highest-rated service provided by Council, with 81% of residents stating they were satisfied (56%) or very satisfied (25%) with this. Sixty-seven per cent of residents were satisfied (43%) or very satisfied (24%) with public art, 62% of residents were satisfied (50%) or very satisfied (12%) with the control of litter, while 61% were satisfied (49%) or very satisfied (12%) with the availability of on-street parking. Fifty-six per cent of residents were satisfied (45%) or very satisfied (11%) with animal control.



## BY RESIDENTS



## AREA DIFFERENCES

**2019 / 2018**  
(Very Satisfied/ Satisfied)

81%	85%
67%	62%
62%	69%
61%	64%
56%	58%

Residents in the Marybank et al. area were significantly more likely to be satisfied and very satisfied with animal control (92% cf. total, 56%).



## 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	84%	74%	83%	82%	98%	72%	80%	80%	89%	94%
Public art	64%	63%	61%	76%	90%	74%	63%	57%	74%	85%
Control of litter	62%	60%	57%	71%	79%	59%	72%	48%	63%	68%
On-street parking	71%	62%	50%	67%	80%	64%	63%	54%	51%	75%
Animal control	57%	53%	58%	53%	59%	50%	57%	51%	52%	92%

# Services Provided by Council



## BY AGE AND GENDER (TOTAL VERY SATISFIED AND SATISFIED)

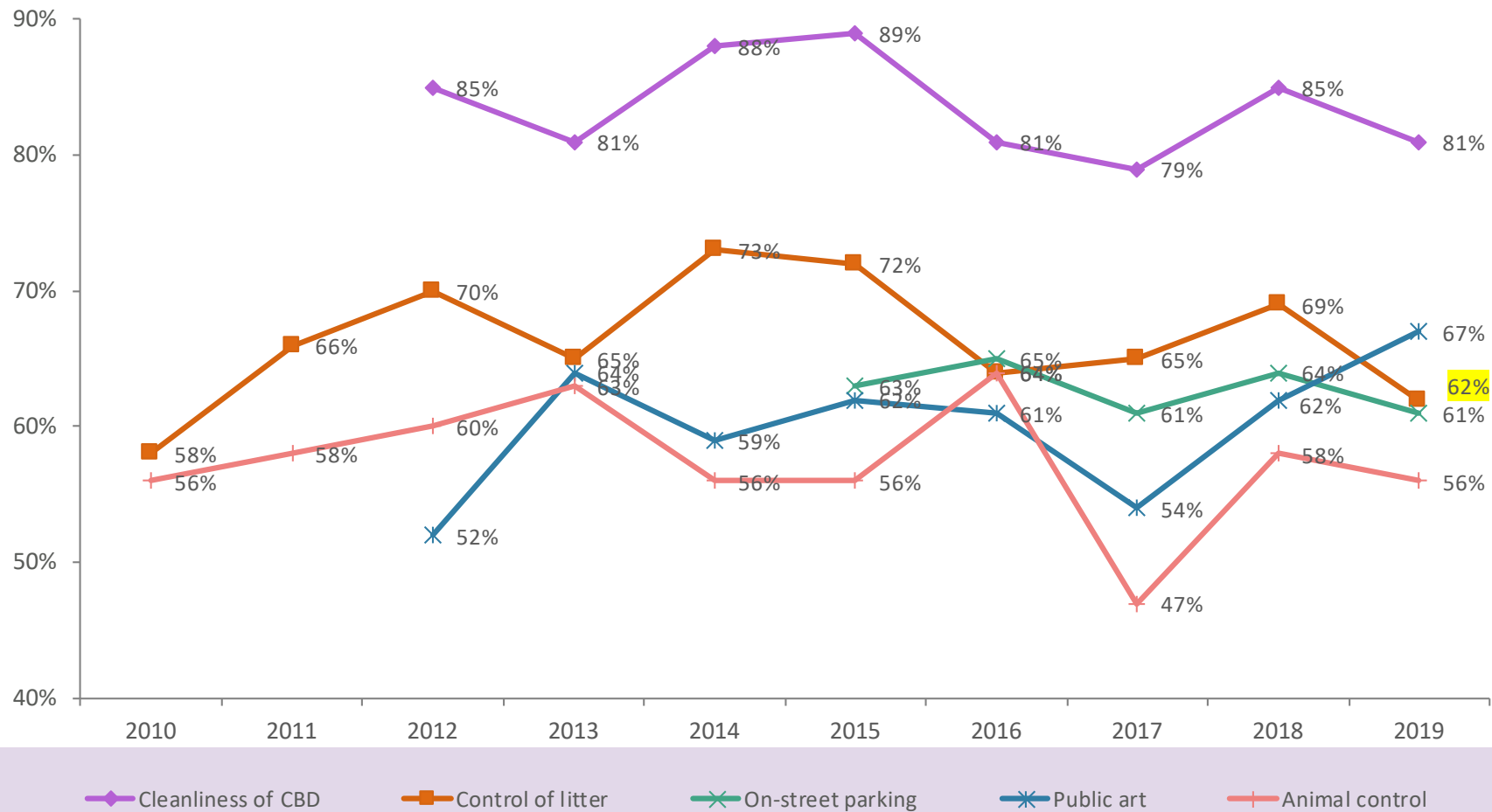
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Cleanliness of CBD	84%	80%	83%	74%	85%	79%	84%
Public art	50%	75%	67%	69%	68%	60%	73%
Control of litter	66%	61%	57%	56%	66%	60%	63%
On-street parking	66%	58%	64%	60%	60%	60%	62%
Animal control	56%	54%	65%	58%	53%	58%	55%

# Services Provided by Council



## 2010 - 2019 TREND

With regards to services provided by Council, satisfaction ratings of the control of litter have significantly decreased compared with last year's results (62% cf. 2018, 69%). While not statistically significant, there has been an increase in public art satisfaction ratings (67% cf. 2018, 62%).



# Facilities Provided by Council

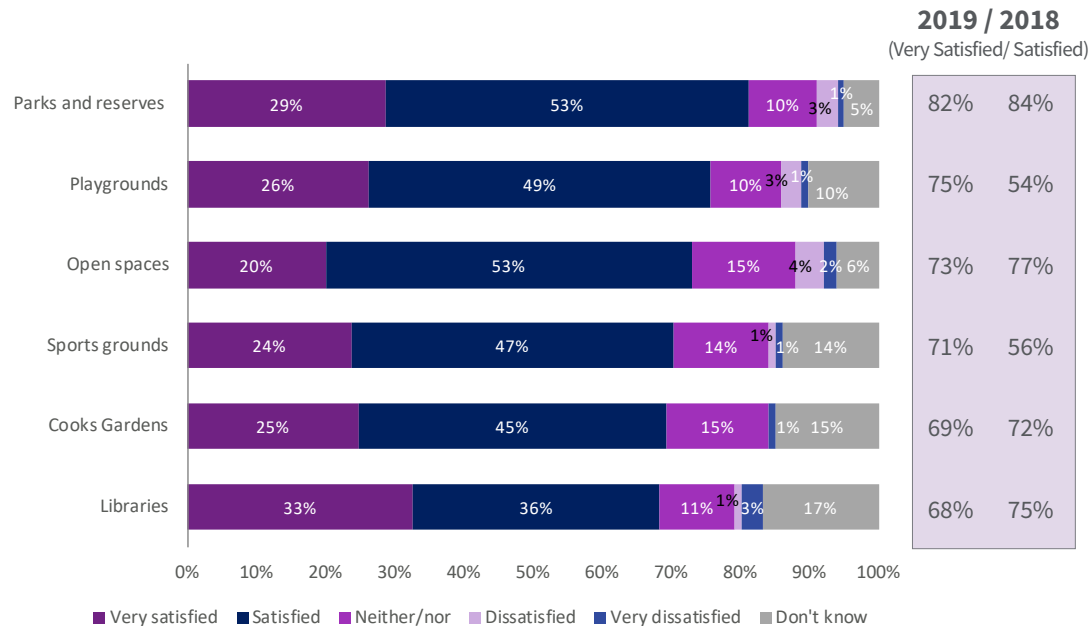


## 2019 RESULTS

Parks and reserves, playgrounds, and the maintenance and presentation of open spaces were the highest-rated facilities in terms of satisfaction amongst residents. Parks and reserves received the highest satisfaction ratings, with 82% of residents satisfied (53%) or very satisfied (29%). Playgrounds also rated highly, with 75% of residents satisfied (49%) or very satisfied (26%) with these, while 73% of residents were satisfied (53%) or very satisfied (20%) with the maintenance and presentation of open spaces.



## BY RESIDENTS



## AREA DIFFERENCES

All Marybank et al. residents are satisfied with the parks and reserves in the district (100% cf. total, 82%). All St Johns Hill/ Otamatea residents are satisfied with the Cooks Gardens (100% cf. total, 70%).



## BY SUBURB (TOTAL VERY SATISFIED AND SATISFIED)

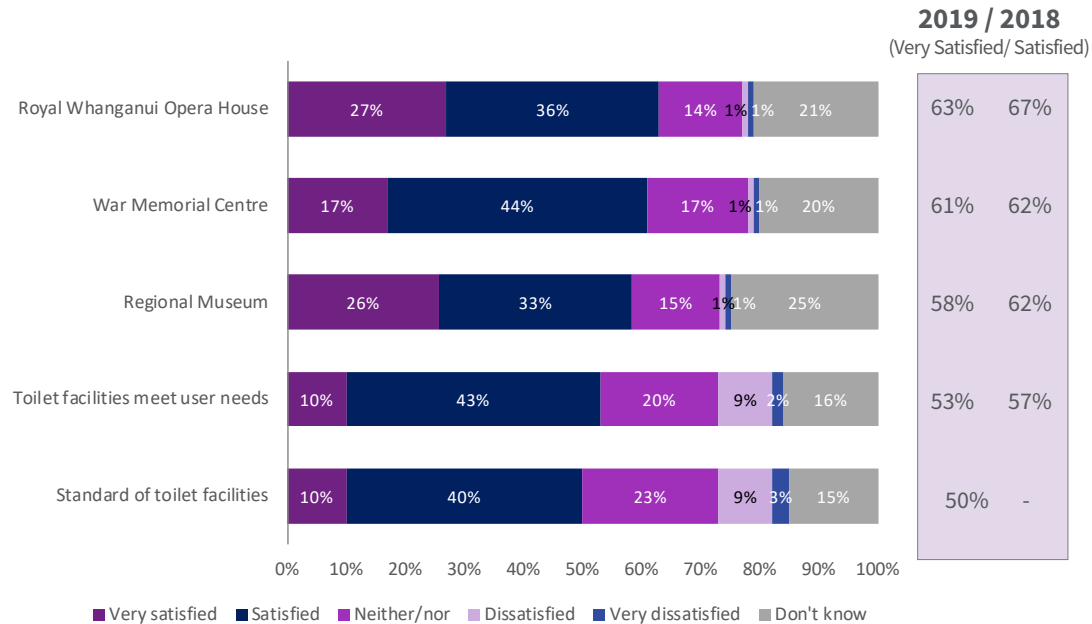
	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Parks and reserves	70%	77%	88%	85%	82%	90%	71%	74%	89%	100%
Playgrounds	72%	77%	81%	76%	70%	69%	69%	66%	93%	79%
Open spaces	83%	71%	70%	78%	82%	74%	56%	61%	86%	94%
Sports grounds	59%	76%	69%	74%	91%	78%	56%	66%	81%	78%
Cooks Gardens	49%	69%	71%	79%	100%	75%	59%	60%	76%	88%
Libraries	76%	54%	77%	80%	91%	62%	64%	61%	55%	60%

# Facilities Provided by Council



## 2019 RESULTS

The standard of toilet facilities had the lowest satisfaction rating amongst residents with half of those surveyed (50%) satisfied (40%) or very satisfied (10%) with this.



## AREA DIFFERENCES

While not statistically significant, Bastia Hill/ Durie Hill residents were more likely to be satisfied with the Royal Whanganui Opera House (81% cf. total, 63%), the War Memorial Centre (83% cf. total, 61%) and the Regional Museum (77% cf. total, 59%) than other residents.



## 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
Royal Whanganui Opera House	55%	47%	69%	81%	68%	70%	55%	58%	70%	61%
War Memorial Centre	43%	42%	65%	83%	82%	69%	50%	61%	67%	69%
Regional Museum	51%	51%	59%	77%	60%	69%	59%	55%	34%	72%
Toilet facilities meet user needs	52%	63%	55%	68%	51%	44%	32%	51%	59%	63%
Standard of toilet facilities	50%	63%	55%	44%	48%	43%	37%	46%	59%	58%

# Facilities Provided by Council



## BY AGE AND GENDER (TOTAL VERY SATISFIED AND SATISFIED)

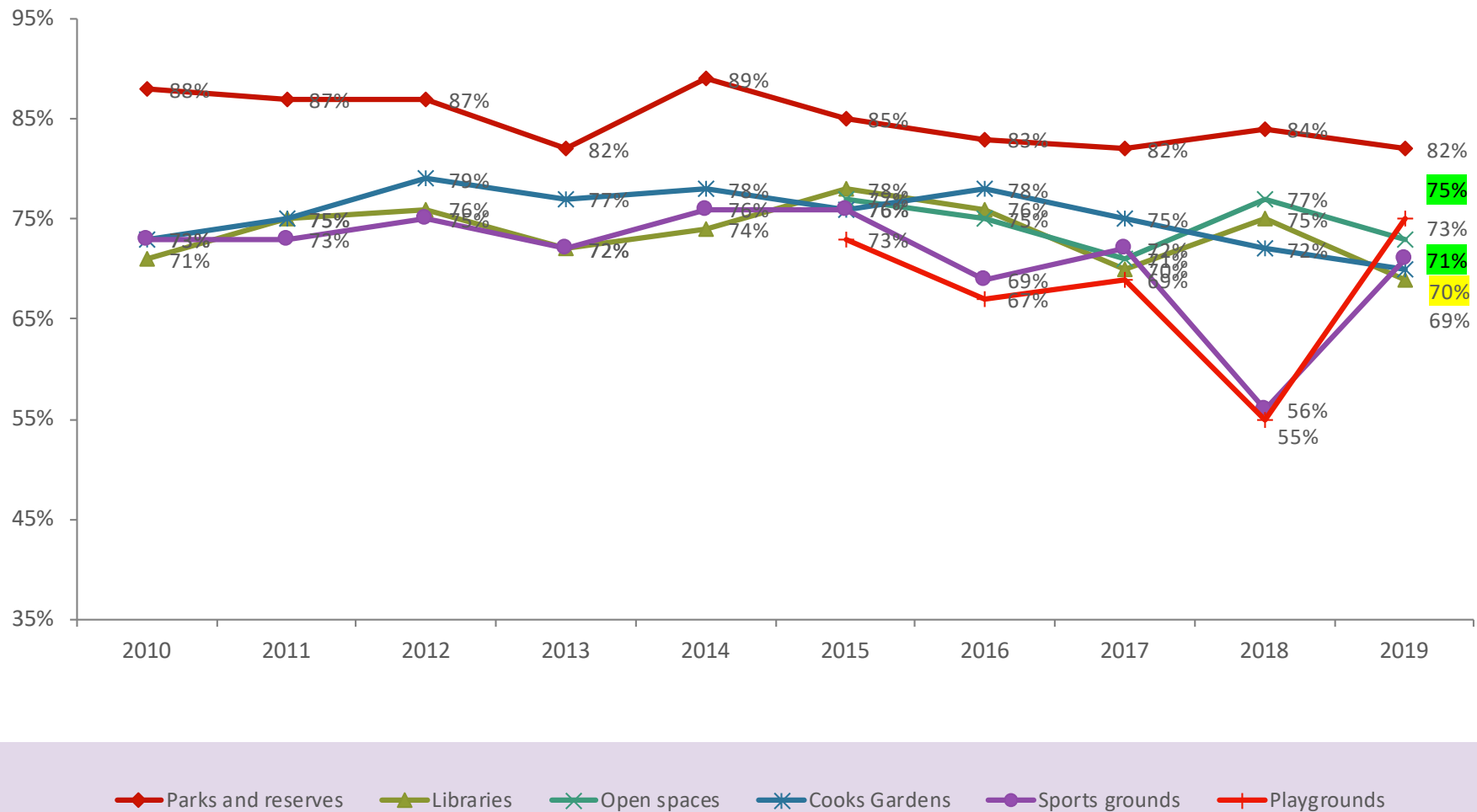
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Parks and reserves	78%	79%	84%	82%	83%	77%	85%
Playgrounds	75%	76%	79%	75%	72%	74%	76%
Open spaces	64%	75%	72%	75%	74%	70%	76%
Sports grounds	75%	70%	77%	74%	65%	71%	70%
Cooks Gardens	68%	55%	71%	79%	71%	68%	70%
Libraries	73%	64%	60%	69%	71%	65%	72%
Royal Whanganui Opera House	25%	53%	52%	78%	76%	60%	66%
War Memorial Centre	48%	55%	53%	67%	68%	57%	64%
Regional Museum	45%	59%	50%	61%	64%	56%	61%
Toilet facilities meet user needs	55%	41%	63%	57%	52%	53%	53%
Standard of toilet facilities	59%	34%	59%	51%	51%	53%	48%

# Facilities Provided by Council



## 2010 - 2019 TREND

With regards to facilities provided by Council, satisfaction ratings for the playgrounds\* (75% cf. 2018, 54%), as well as the sports grounds (71% cf. 2018, 56%) have significantly increased compared with last year. Satisfaction ratings for the libraries have significantly decreased (69% cf. 2018, 75%).



\*Wording change for playgrounds measure in 2019. Was previously playground equipment.

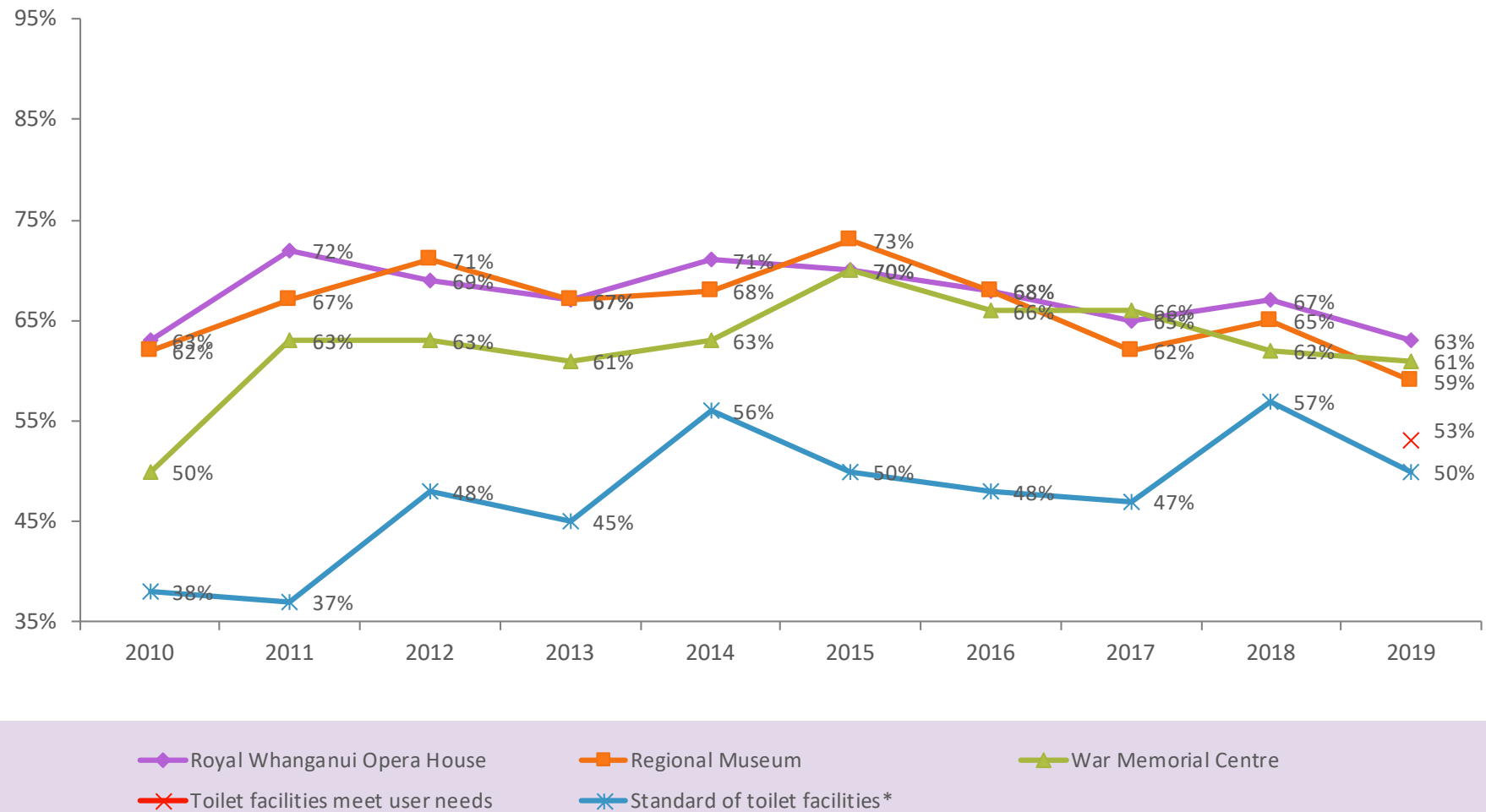


# Facilities Provided by Council



## 2010 - 2019 TREND

While not statistically significant, satisfaction ratings for the Royal Whanganui Opera House (63% cf. 2018, 67%), War Memorial Centre (61% cf. 2018, 62%), and the Regional Museum (59% cf. 2018, 62%) have decreased compared with last year.



\*Year-on-year comparisons are indicative due to wording change in the questionnaire in 2019.

# Performance of Council

# Council Response to Community Needs and Issues

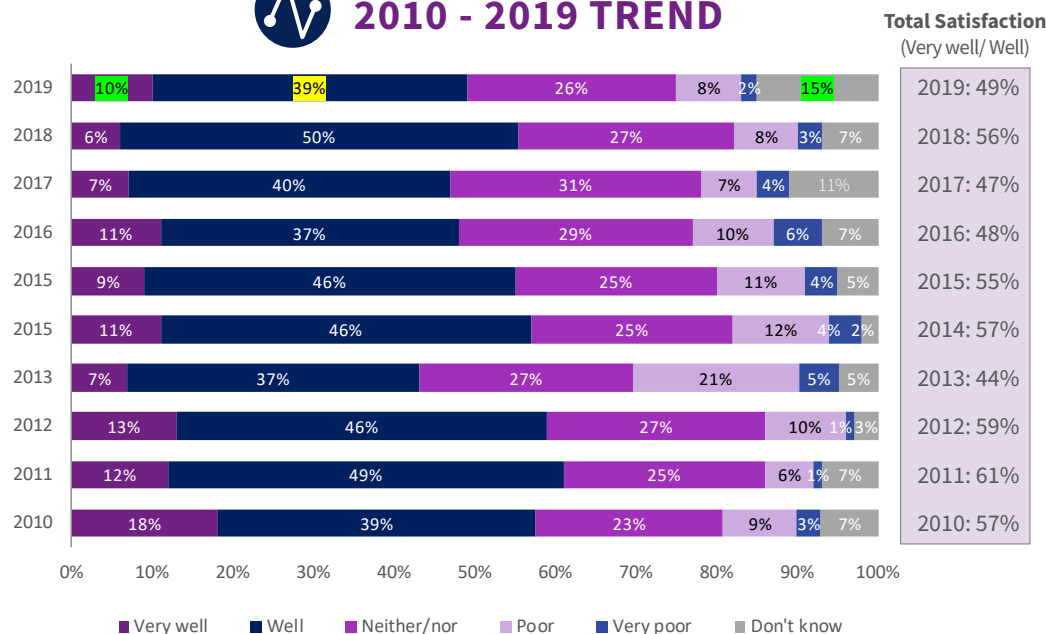


## 2019 RESULTS

Close to half of residents (49%) felt Council responded to community needs and issues well or very well. There was a significant increase of those who felt Council responded very well (10% cf. 2018, 6%), and a significant decrease of those who felt Council responded well (39% cf. 2018, 50%). Twenty-six per cent of residents felt Council's response was neither well nor poor, while 10% felt it was poor (8%) or very poor (2%) and 15% were unsure, a significant increase compared with last year (cf. 2018, 7%).



## 2010 - 2019 TREND



## AREA DIFFERENCES

While not statistically significant, residents in Aramoho were more likely to have felt Council had responded to community needs and issues very well (21% cf. total, 10%), while residents living in Bastia Hill/ Durie Hill were more likely to have felt Council had responded to community needs and issues well (54% cf. total, 39%).



## 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	21%	3%	11%	7%	9%	4%	3%	12%	17%	9%
Well	34%	30%	43%	54%	47%	51%	33%	26%	26%	49%
Neither well nor poor	28%	32%	22%	19%	31%	27%	18%	26%	42%	34%
Poor	9%	5%	9%	13%	0%	2%	14%	8%	4%	3%
Very poor	0%	5%	4%	1%	0%	0%	1%	5%	3%	0%
Don't know	9%	25%	11%	5%	12%	15%	30%	23%	8%	5%

# 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	16%	10%	5%	8%	11%	13%	7%
Well	30%	32%	40%	44%	41%	37%	40%
Neither well nor poor	14%	29%	30%	26%	28%	22%	30%
Poor	9%	6%	6%	10%	7%	8%	7%
Very poor	0%	1%	7%	1%	2%	3%	2%
Don't know	31%	23%	11%	9%	12%	16%	15%

# Performance of Mayor and Councillors

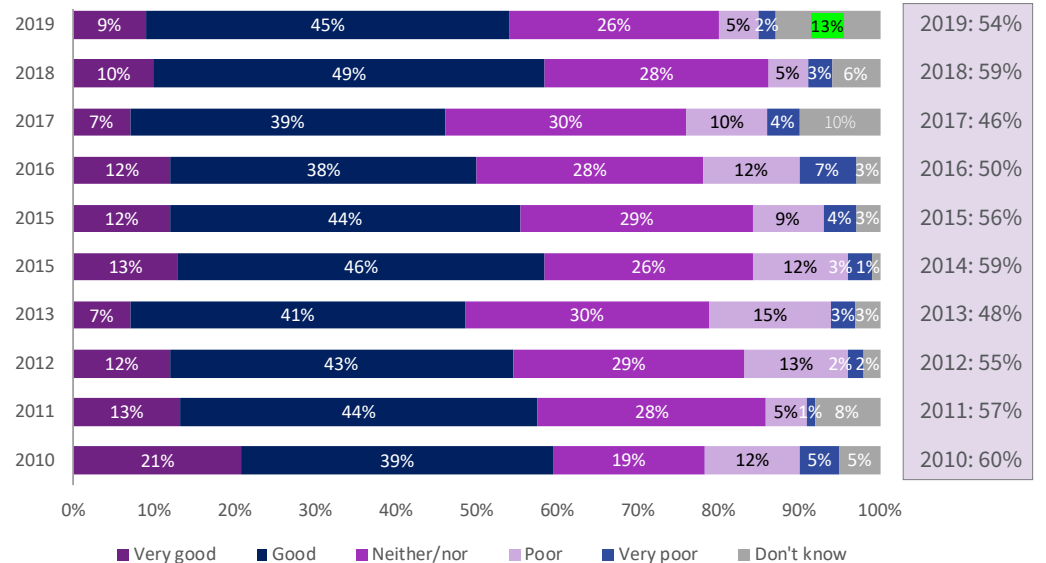


## 2019 RESULTS

More than half of residents (54%) felt the performance of the Mayor and Councillors during the past 12 months was good (45%) or very good (9%). Twenty-six per cent of residents felt the performance was neither good nor poor, while 7% felt it was poor (5%) or very poor (2%), and 13% were unsure, a significant increase compared with last year (cf. 2018, 6%).



## 2010 - 2019 TREND



## AREA DIFFERENCES

While not statistically significant, Aramoho residents were more likely to have felt the performance of the Mayor and Councillors was very good (22% cf. total, 9%), while residents living in Bastia Hill/ Durie Hill and St Johns Hill/ Otamatea were more likely to have felt the performance was good (both 55% cf. total 45%).



## 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	22%	5%	9%	6%	6%	8%	0%	13%	3%	9%
Good	40%	35%	50%	55%	55%	49%	41%	38%	49%	42%
Neither good nor poor	22%	20%	24%	29%	33%	36%	14%	30%	28%	37%
Poor	3%	6%	7%	2%	0%	1%	16%	3%	2%	3%
Very poor	6%	1%	1%	2%	0%	0%	0%	5%	2%	3%
Don't know	7%	33%	9%	5%	7%	6%	29%	12%	16%	6%

# 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	7%	6%	4%	14%	10%	11%	7%
Good	34%	36%	35%	49%	54%	42%	47%
Neither good nor poor	19%	33%	28%	28%	23%	25%	27%
Poor	0%	9%	5%	6%	4%	3%	6%
Very poor	7%	0%	3%	1%	2%	4%	1%
Don't know	34%	17%	24%	3%	7%	16%	11%

# Performance of Council Staff



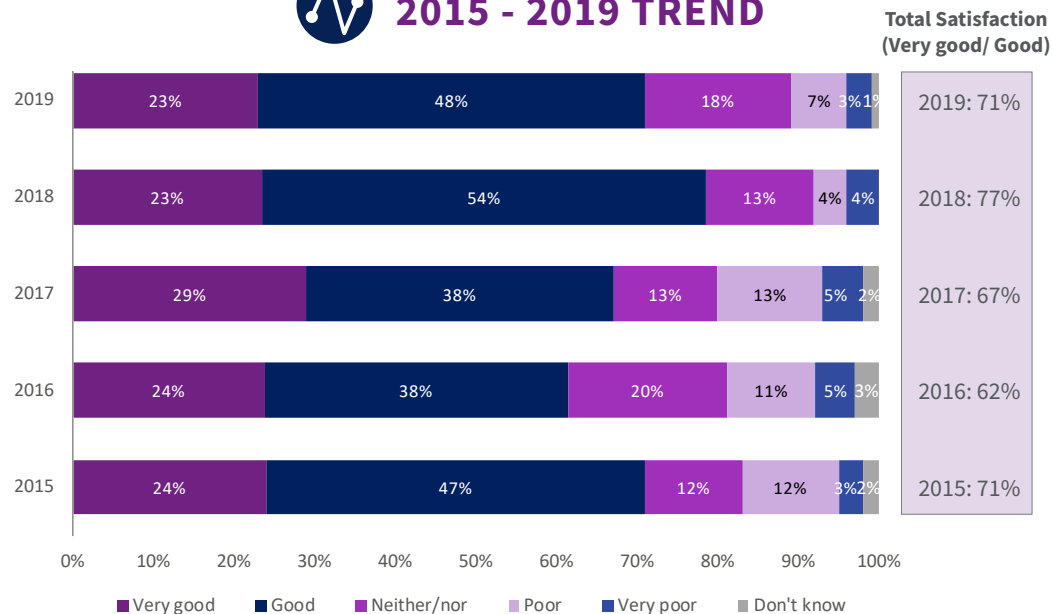
## 2019 RESULTS

Forty-two per cent of residents had contact with a Council staff member in the past 12 months.

Of those residents, 71% rated the performance of Council's staff as good (48%) or very good (23%). Eighteen per cent felt the performance was neither good nor poor, while 10% rated it as poor (7%) or very poor (3%). One per cent were unsure how to answer.



## 2015 - 2019 TREND



## AREA DIFFERENCES

While not statistically significant, Whanganui Central residents were more likely to have felt the performance of Council staff was very good (51% cf. total, 23%), while St John's Hill/ Otamatea residents were more likely to have felt it was good (81% cf. total, 48%).



## 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	18%	11%	29%	10%	9%	21%	51%	22%	24%	34%
Good	44%	44%	40%	64%	81%	47%	15%	54%	43%	66%
Neither good nor poor	25%	22%	27%	19%	10%	20%	12%	10%	0%	0%
Poor	10%	18%	1%	3%	0%	13%	6%	11%	15%	0%
Very poor	3%	4%	1%	4%	0%	0%	6%	0%	18%	0%
Don't know	0%	0%	1%	0%	0%	0%	10%	2%	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	29%	15%	8%	25%	27%	22%	24%
Good	51%	40%	62%	42%	49%	48%	48%
Neither good nor poor	15%	35%	23%	13%	14%	20%	15%
Poor	0%	10%	8%	14%	4%	5%	9%
Very poor	0%	0%	0%	6%	4%	5%	1%
Don't know	5%	0%	0%	0%	1%	0%	2%



# Quantity of Information Supplied

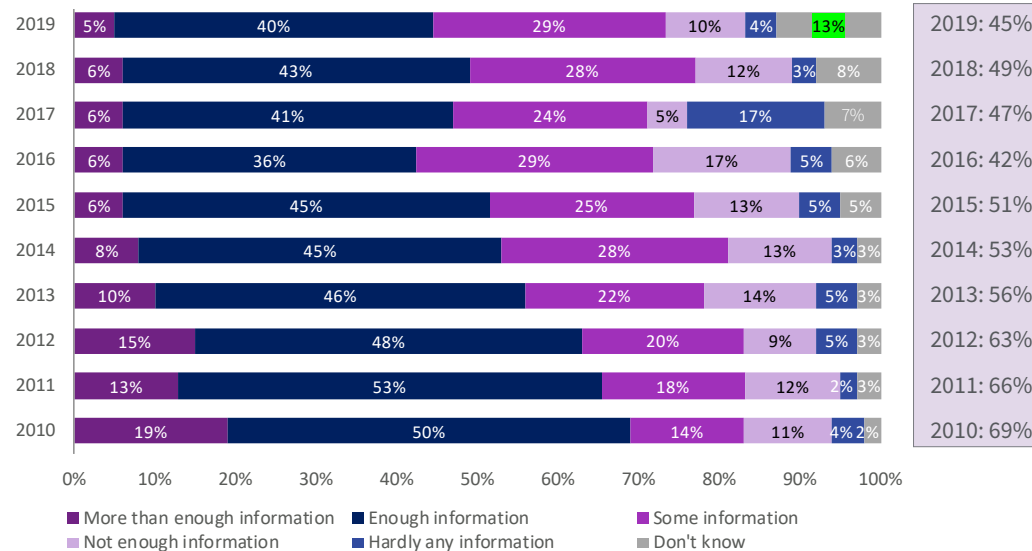


## 2019 RESULTS

Five per cent of residents felt they had more than enough information supplied from Council, while 40% felt they had enough information. More than a quarter of residents (29%) felt there was some information supplied from Council, while 10% felt there was not enough information. Four per cent of residents felt there was hardly any information and 13% were unsure how to answer, a significant increase compared with last year (cf. 2018, 8%).



## 2010 - 2019 TREND



## AREA DIFFERENCES

While not statistically significant, Marybank et al. residents were more likely to have felt they had enough information supplied from Council (64% cf. total, 40%), while residents living in Springvale were more likely to have felt they had some information (40% cf. total, 29%).



## 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	8%	3%	2%	3%	2%	10%	1%	9%	8%	3%
Enough information	35%	37%	41%	49%	53%	25%	46%	28%	49%	64%
Some information	32%	39%	30%	30%	15%	40%	24%	27%	12%	14%
Not enough information	12%	2%	13%	7%	15%	10%	11%	10%	6%	3%
Hardly any information	0%	7%	3%	1%	2%	2%	3%	4%	17%	0%
Don't know	13%	11%	10%	9%	12%	13%	14%	21%	7%	15%

# 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	9%	0%	4%	5%	7%	7%	3%
Enough information	34%	37%	35%	43%	43%	43%	37%
Some information	27%	23%	29%	31%	33%	28%	30%
Not enough information	9%	13%	13%	10%	7%	10%	9%
Hardly any information	0%	4%	6%	3%	4%	3%	4%
Don't know	21%	23%	12%	10%	7%	9%	17%

# Access to Information

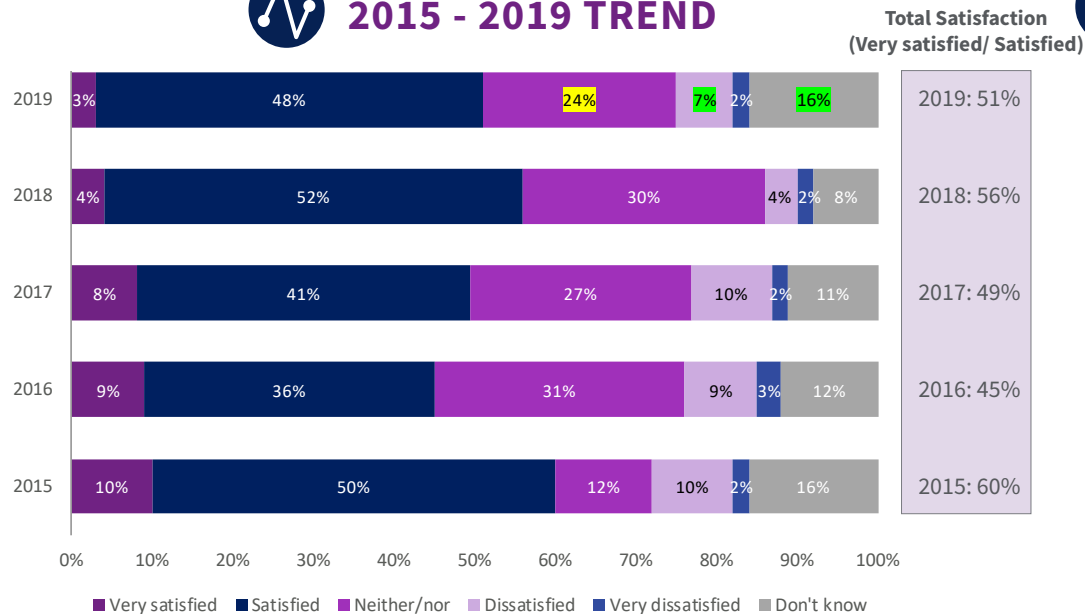


## 2019 RESULTS

More than half of residents (51%) were satisfied (48%) or very satisfied (3%) with the ease of accessing Council information. Following this, 24% were neither satisfied nor dissatisfied, a significant decrease compared with last year (cf. 2018, 30%). Following this, 9% were dissatisfied (7%) or very dissatisfied (2%) with the ease of accessing Council information, and 16% were unsure, a significant increase compared with last year (cf. 2018, 8%).



## 2015 - 2019 TREND



## AREA DIFFERENCES

While not statistically significant, residents from Aramoho were more likely to be very satisfied with the ease of accessing Council information (8% cf. total, 3%), while Marybank et al. residents were more likely to be satisfied (67% cf. total, 48%).



## 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	8%	2%	4%	6%	2%	1%	3%	0%	2%	0%
Satisfied	50%	29%	43%	62%	49%	58%	40%	47%	56%	67%
Neither satisfied nor dissatisfied	30%	32%	24%	21%	25%	25%	17%	25%	15%	8%
Dissatisfied	1%	7%	14%	3%	11%	1%	8%	6%	13%	9%
Very dissatisfied	1%	1%	2%	0%	0%	0%	7%	1%	0%	3%
Don't know	11%	28%	12%	8%	12%	15%	24%	20%	13%	12%

# 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	7%	1%	0%	1%	6%	3%	3%
Satisfied	32%	39%	41%	62%	52%	48%	48%
Neither satisfied nor dissatisfied	30%	23%	34%	17%	22%	20%	26%
Dissatisfied	9%	6%	9%	10%	6%	8%	7%
Very dissatisfied	0%	6%	1%	0%	2%	2%	1%
Don't know	23%	25%	15%	11%	13%	18%	14%

# Ease of Website Navigation



## 2019 RESULTS

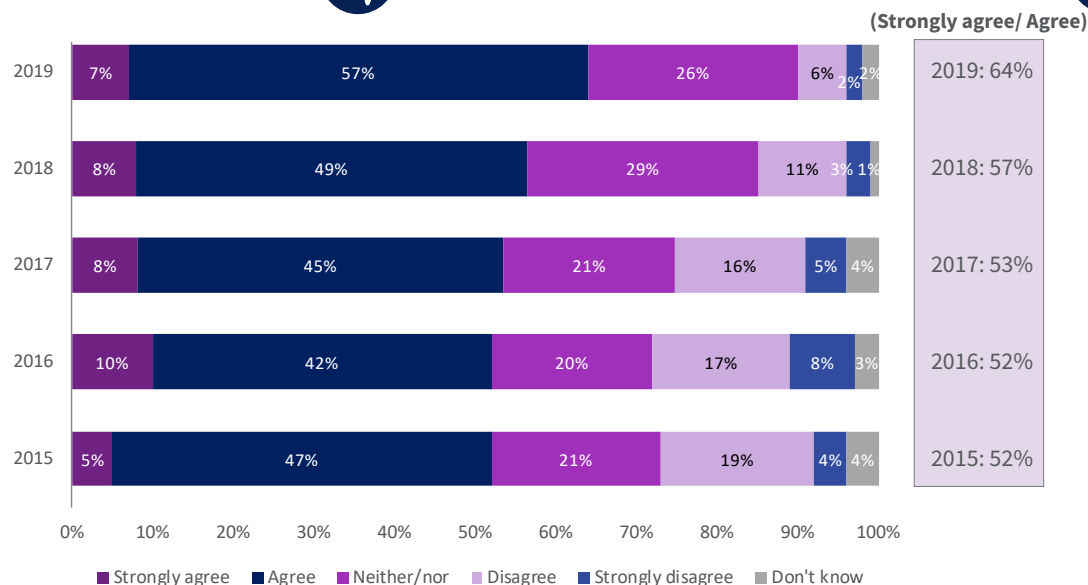
Forty per cent of Whanganui residents visited Council's website in the past 12 months.

Of those residents, 64% agreed (57%) or strongly agreed (7%) the website was easy to navigate and find what they were looking for.

While not statistically significant, there has been an 8% increase of residents who agree the website was easy to navigate and find what they were looking for.



## 2015 - 2019 TREND



## AREA DIFFERENCES

While not statistically significant, residents in Aramoho were more likely to strongly agree Council's website was easy to navigate (21% cf. total 7%), while residents in Bastia Hill/ Durie Hill and Whanganui Central were more likely to agree (72%, 75% respectively, cf. total, 57%).



## 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	21%	15%	0%	4%	5%	4%	3%	6%	10%	0%
Agree	55%	39%	59%	72%	38%	58%	75%	48%	63%	51%
Neither agree nor disagree	20%	31%	26%	16%	48%	25%	10%	41%	21%	31%
Disagree	3%	15%	9%	4%	9%	6%	3%	3%	6%	9%
Strongly disagree	0%	0%	3%	0%	0%	0%	11%	0%	0%	0%
Don't know	0%	0%	2%	4%	0%	7%	0%	3%	0%	9%

# 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	20%	6%	5%	2%	6%	7%	7%
Agree	50%	77%	50%	52%	53%	66%	49%
Neither agree nor disagree	30%	13%	29%	27%	31%	22%	30%
Disagree	0%	3%	10%	10%	6%	2%	9%
Strongly disagree	0%	0%	0%	6%	1%	2%	1%
Don't know	0%	0%	5%	3%	2%	1%	3%

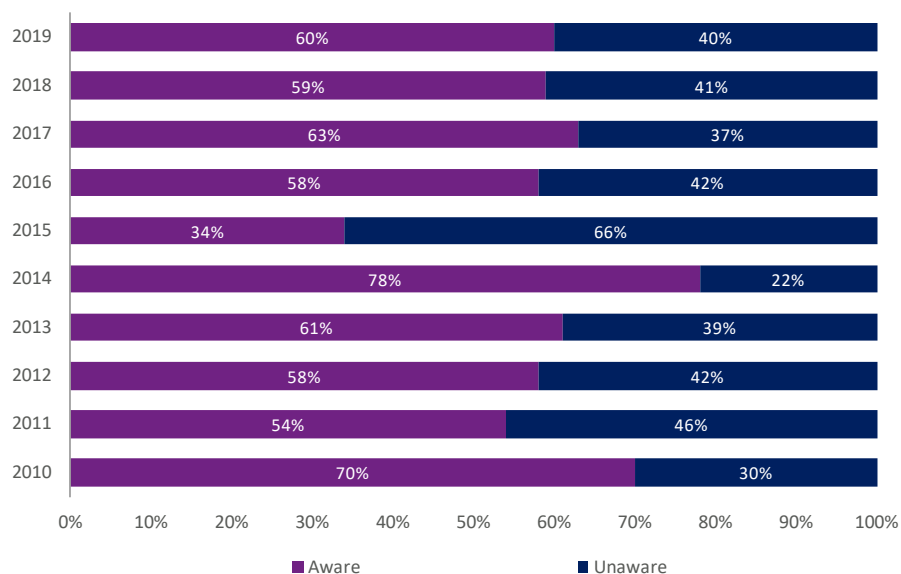
# Rural Community Board

# Awareness of the Rural Community Board



## 2010 - 2019 TREND

Sixty per cent of Whanganui rural residents have an awareness of the Rural Community Board. This remains similar to last year's results (cf. 2018, 59%). Rural residents who live on a property of 10 or hectares are significantly more likely to have an awareness (90% cf. total, 60%), and significantly less likely to be unaware of the RCB (10% cf. total, 40%).



## BY PROPERTY SIZE

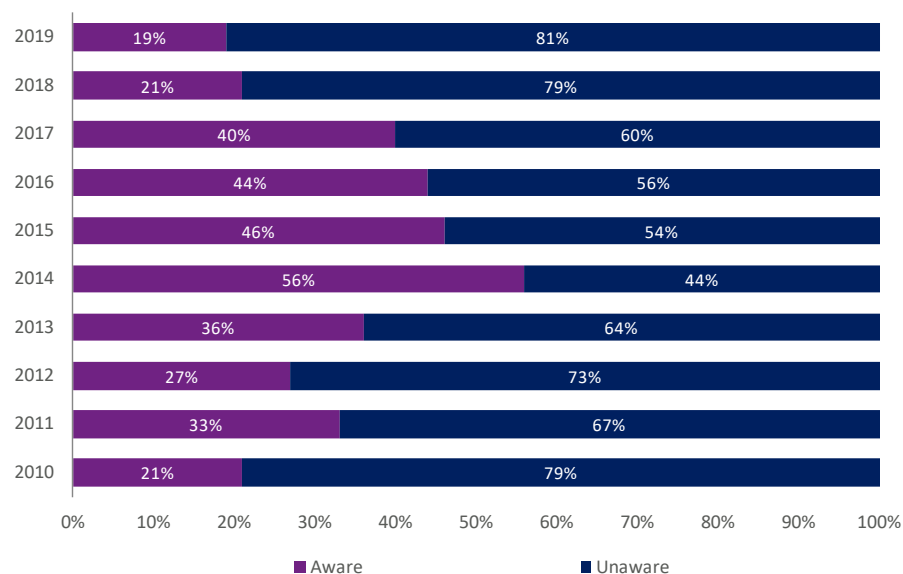
	Less than two hectares	Between 2 and 10 hectares	10 or more hectares
Aware	53%	46%	90%
Unaware	47%	54%	10%

# Awareness of Hotwire Newsletter



## 2010 - 2019 TREND

Nineteen per cent of rural residents have an awareness of Hotwire Newsletter, this is a 2% decrease from last year's results (cf. 2018, 21%). While not statistically significant, rural residents who live on a property between two and 10 hectares, or 10 or more hectares are more likely to have an awareness of Hotwire Newsletter (35%, 27% respectively, cf. total, 19%).



	Less than two hectares	Between 2 and 10 hectares	10 or more hectares
Aware	6%	35%	27%
Unaware	94%	65%	73%

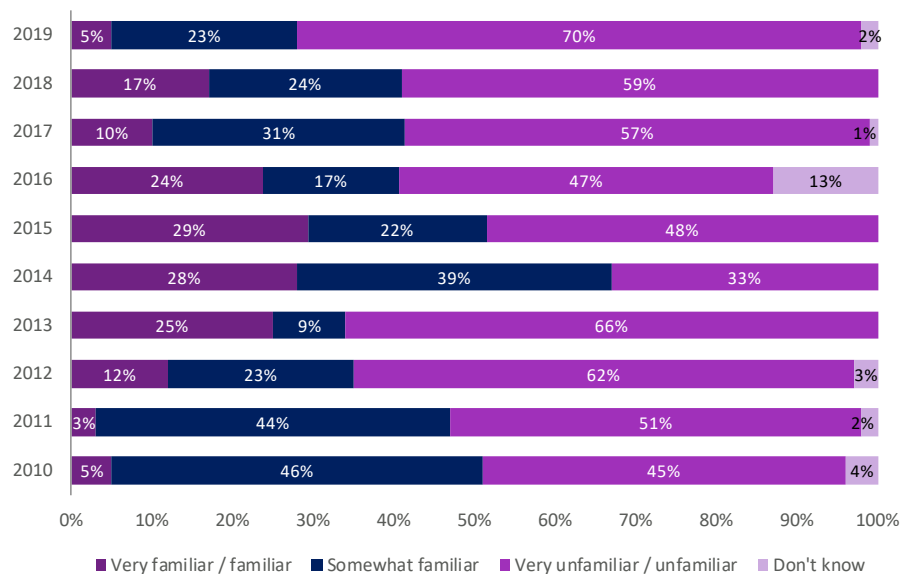


# Familiarity with the Rural Community Board



## 2010 - 2019 TREND

Familiarity with the Rural Community Board's role and activities has decreased when compared to last year's results (5% cf. 2018, 17%), while levels of unfamiliarity amongst Whanganui rural residents has increased (70% cf. 2018, 59%).



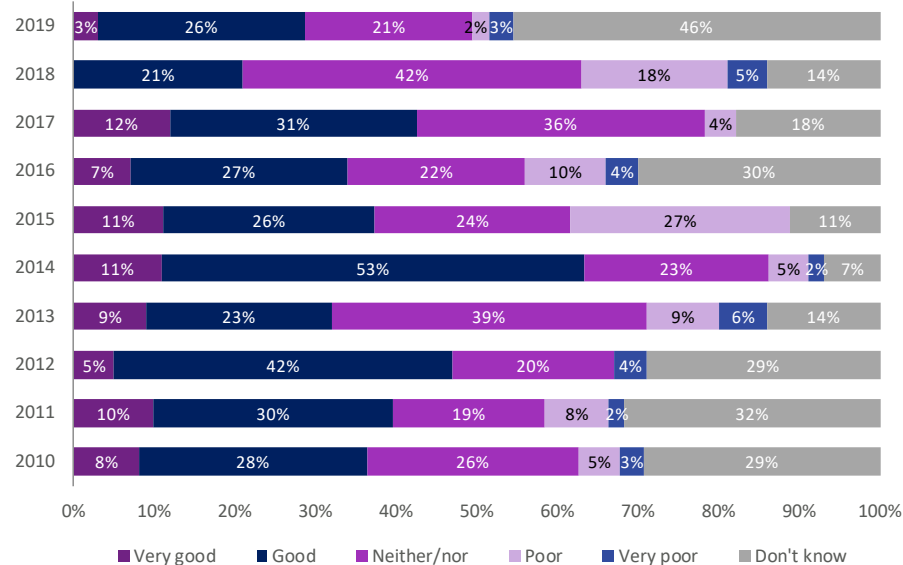
## BY PROPERTY SIZE

	Less than two hectares	Between 2 and 10 hectares	10 or more hectares
Very familiar/ familiar	6%	13%	0%
Somewhat familiar	4%	46%	34%
Very unfamiliar/ unfamiliar	85%	42%	66%
Don't know	5%	0%	0%



## 2010 - 2019 TREND

Twenty-nine per cent of rural residents think the performance of the Rural Community Board is good (26%) or very good (3%). Following this, 21% stated it was neither good nor poor, and 5% stated it was poor (2%) or very poor (3%). Close to half of rural residents (46%) were unsure how to answer this question.



# Leading Edge

# Awareness of Leading Edge Vision



## 2019 RESULTS

Eighty-three per cent of residents were unaware of Council's vision Leading Edge. For those residents who had (17%); close to half (46%) heard about Leading Edge in a newspaper, a decrease from last year's result (cf. 2018, 69%).



## WHERE PEOPLE HEARD ABOUT LEADING EDGE (FIGURES FROM 2018 IN BRACKETS)

**46%** (69%)  
Newspapers

**35%** (35%)  
Word of mouth

**17%** (25%)  
Council website

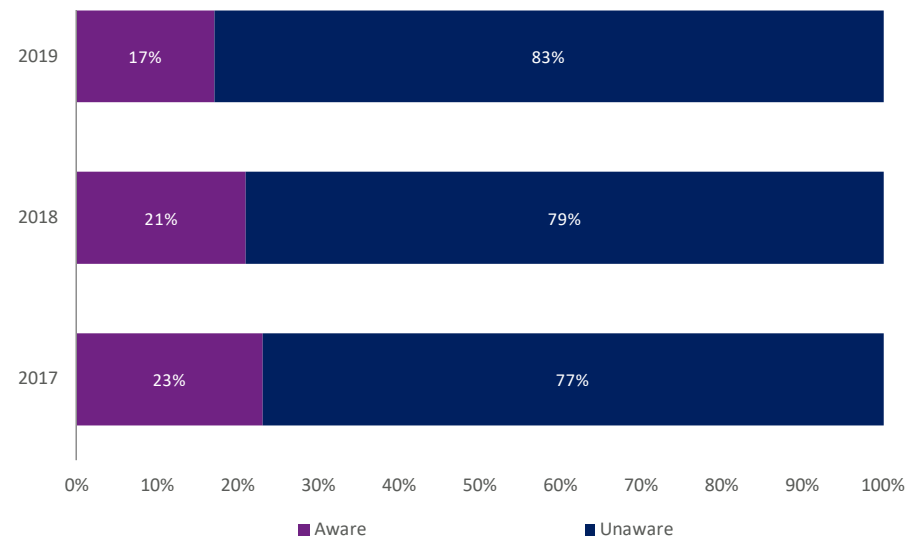
**13%** (8%)  
Working with Council

**11%** (9%)  
Somewhere else

**7%** (3%)  
Don't know



## 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
Aware	22%	26%	17%	14%	19%	16%	4%	21%	2%	16%
Unaware	78%	74%	83%	86%	81%	84%	96%	79%	98%	84%



## 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
Aware	25%	7%	8%	24%	18%	18%	15%
Unaware	75%	93%	92%	76%	82%	82%	85%

# 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, with the 2018 score in parenthesis, 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.

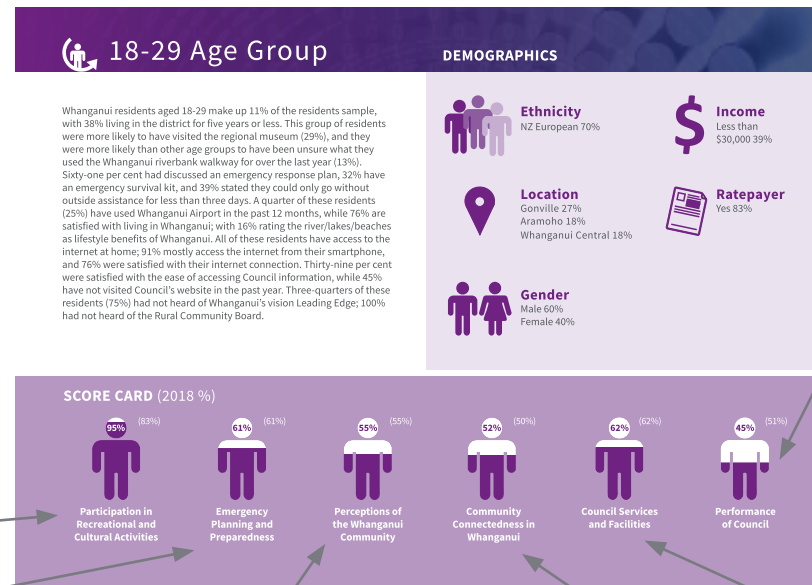
The rating for **Emergency Planning and Preparedness** was measured from the question: Have you ever discussed an emergency response plan with your household? Answer: Yes.

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

## DEMOGRAPHICS

Whanganui residents aged 18-29 make up 11% of the residents sample, with 38% living in the district for five years or less. This group of residents were more likely to have visited the regional museum (29%), and they were more likely than other age groups to have been unsure what they used the Whanganui riverbank walkway for over the last year (13%). Sixty-one per cent had discussed an emergency response plan, 32% have an emergency survival kit, and 39% stated they could only go without outside assistance for less than three days. A quarter of these residents (25%) have used Whanganui Airport in the past 12 months, while 76% are satisfied with living in Whanganui; with 16% rating the river/lakes/beaches as lifestyle benefits of Whanganui. All of these residents have access to the internet at home; 91% mostly access the internet from their smartphone, and 76% were satisfied with their internet connection. Thirty-nine per cent were satisfied with the ease of accessing Council information, while 45% have not visited Council's website in the past year. Three-quarters of these residents (75%) had not heard of Whanganui's vision Leading Edge; 100% had not heard of the Rural Community Board.



### Ethnicity

NZ European 70%



### Income

Less than \$30,000 39%



### Location

Gonville 27%  
Aramoho 18%  
Whanganui Central 18%



### Ratepayer

Yes 83%



### Gender

Male 60%  
Female 40%

## SCORE CARD (FIGURES FROM 2018 IN BRACKETS)



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

# 30-39 Age Group

## DEMOGRAPHICS

Whanganui residents aged 30-39 make up 18% of the residents sample, with 47% living in the district for more than 20 years. This group of residents were more likely to have used the libraries (64%), as well as used, visited or attended an event at Cook Gardens (56%) and visited a Premier Park (91%). Fifty-nine per cent had discussed an emergency response plan, however 60% do not have an emergency survival kit. Forty-two per cent of these residents think they could go without outside assistance for at least three days. More than half (56%) have used Whanganui Airport in the past 12 months, while 88% are satisfied with living in Whanganui; with 23% rating affordable living/a good place to raise a family/ family friendly as lifestyle benefits of Whanganui. All of these residents have access to the internet at home; 76% of these from their smartphone, as well as a desktop computer or laptop, and 63% were satisfied with their internet connection. Forty per cent were satisfied with the ease of accessing Council information, while 46% had visited Council's website in the past year. Ninety-three per cent had not heard of Whanganui's vision Leading Edge, and 52% had heard of the Rural Community Board, however, none were familiar with the board's role or had seen the newsletter Hotwire.



**Ethnicity**  
NZ European 81%



**Income**  
Between \$30,000 and \$50,000 41%



**Location**  
Aramoho 21%  
Gonville 19%  
Springvale 13%



**Ratepayer**  
Yes 73%



**Gender**  
Male 41%  
Female 59%

## SCORE CARD (FIGURES FROM 2018 IN BRACKETS)



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

# 40-49 Age Group

Whanganui residents aged 40-49 make up 15% of the residents sample, with more than a third (36%) living in the district for more than 20 years. These residents were more likely to have visited a historic site (32%), as well as more likely to have played organised sport (36%). More than two-thirds of this group (69%) had discussed an emergency response plan, however 56% did not have an emergency survival kit. Thirty-six per cent think they could go without outside assistance for at least three days. More than half (55%) have used Whanganui Airport in the past 12 months, while 85% are satisfied with living in Whanganui; with 27% rating affordable living/a good place to raise a family/family friendly as lifestyle benefits of Whanganui. All of this group have access to the internet at home; 79% access the internet from their smartphones, and 66% were satisfied with their internet connection. Forty-one per cent were satisfied with the ease of accessing Council information, and 40% had visited Council's website in the past year. Ninety-two per cent had not heard of Whanganui's vision Leading Edge, however 47% had heard of the Rural Community Board, although 86% were unfamiliar with the board's role and none of this group had not seen the newsletter Hotwire.

## DEMOGRAPHICS



**Ethnicity**  
NZ European 71%



**Income**  
Between \$30,000 and \$50,000 40%



**Location**  
Castlecliff 15%  
Gonville 14%



**Ratepayer**  
Yes 89%



**Gender**  
Male 41%  
Female 59%

## SCORE CARD (FIGURES FROM 2018 IN BRACKETS)





# 50-59 Age Group

## DEMOGRAPHICS

Whanganui residents aged 50-59 make up 22% of the residents sample, with more than half of those (59%) living in the district for more than 20 years. This group of residents were more likely to have attended a performance at the Royal Whanganui Opera House (43%), and more likely to have used the Whanganui riverbank walkway (71%) than other residents. Close to two-thirds of this group (63%) had discussed an emergency response plan, and 63% have an emergency survival kit. Thirty-nine per cent think they could go without outside assistance for at least three days. Sixty-one per cent have used Whanganui Airport in the past 12 months, while 90% are satisfied with living in Whanganui; with 27% rating affordable living/a good place to raise a family/family friendly as lifestyle benefits of Whanganui. Ninety-three per cent of this group have access to the internet at home; 76% access it from their desktop computer or laptop, and 61% were satisfied with their internet connection. Sixty-three per cent were satisfied with the ease of accessing Council information, while 57% had not visited Council's website in the past year. More than three-quarters of these residents (76%) had not heard of Whanganui's vision Leading Edge, while 72% had heard of the Rural Community Board, however, 69% were not familiar with the board's role and 81% have not seen the newsletter Hotwire.



### Ethnicity

NZ European 83%



### Income

Over \$50,000 50%



### Location

Gonville 23%

Whanganui East 13%



### Ratepayer

Yes 91%



### Gender

Male 54%

Female 46%

## SCORE CARD (FIGURES FROM 2018 IN BRACKETS)



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

# 60+ Age Group

## DEMOGRAPHICS

Whanganui residents aged 60 and older make up 34% of the residents sample, with 74% living in the district for more than 20 years. These residents were more likely to be actively involved in a community organisation (46%), and more likely to state they don't participate in any recreational activities (8%). More than half of these residents (52%) had discussed an emergency response plan, and 60% have an emergency survival kit. Thirty-one per cent think they could go without outside assistance for at least one week. More than half of these residents (52%) have used Whanganui Airport in the past 12 months, while 92% are satisfied with living in Whanganui; with 15% rating the facilities as lifestyle benefits of Whanganui. Eighty-two per cent have access to the internet at home; 75% access it from their desktop computer or laptop and 76% were satisfied with their internet connection. Fifty-eight per cent were very satisfied with the ease of accessing Council information, while 65% had not visited Council's website in the past year. Eighty-two per cent of these residents had not heard of Whanganui's vision Leading Edge, however 67% had heard of the Rural Community Board; 16% of this group were familiar with the board's role, but 65% have not seen the newsletter Hotwire.



### Ethnicity

NZ European 89%



### Income

Less than \$30,000 44%



### Location

Gonville 19%  
Whanganui East 17%



### Ratepayer

Yes 94%



### Gender

Male 44%  
Female 56%

## SCORE CARD (FIGURES FROM 2018 IN BRACKETS)



(88%)

Participation in  
Recreational and  
Cultural Activities



(59%)

Emergency  
Planning and  
Preparedness



(73%)

Perceptions of  
the Whanganui  
Community



(62%)

Community  
Connectedness in  
Whanganui



(68%)

Council Services  
and Facilities



(65%)

Performance  
of Council

# Appendices

# Appendix One: Sample Breakdown

## GENDER

	CATI	Online
Male	38%	18%
Female	62%	82%

## INTERNET ACCESS

	CATI	Online
Desktop or laptop	71%	71%
Tablet	30%	38%
Smartphone	47%	88%
No internet access at home	13%	2%

## TYPE OF INTERNET CONNECTION

	CATI	Online
Fibre	35%	44%
Ultra-fast broadband	16%	18%
Fixed wireless	7%	9%
DSL	4%	10%
Mobile	6%	7%

## AGE GROUP

	CATI	Online
18 to 29 years	3%	8%
30 to 39 years	2%	22%
40 to 49 years	10%	20%
50 to 59 years	17%	22%
60 years and older	68%	28%

## ETHNIC GROUP

	CATI	Online
New Zealand European	86%	76%
New Zealand Māori	7%	15%
Asian	2%	0%
Pacific Islander	0%	1%
Another ethnicity	5%	5%
Refused	1%	2%

# Appendix One: Sample Breakdown

## RATEPAYER STATUS

	CATI	Online
Yes	96%	77%
No / renting	4%	22%
Don't know	0%	1%

## YEARS IN DISTRICT

	CATI	Online
5 years or less	4%	23%
6 to 10 years	11%	12%
11 to 20 years	26%	13%
More than 20 years	59%	51%
Refused	0%	2%

## BUSINESS OWNER

	CATI	Online
Yes	12%	13%
No	88%	87%

## INCOME

	CATI	Online
Less than \$30,000	32%	23%
\$30,000 to \$50,000	29%	33%
Over \$50,000	23%	29%
Don't know	13%	2%
Refused	3%	13%

## AREA

	CATI	Online
Aramoho	8%	11%
Castlecliff	9%	12%
Gonville	22%	15%
Bastia Hill / Durie Hill	9%	9%
St John's Hill / Otamatea	1%	10%
Springvale	13%	13%
Whanganui Central	8%	10%
Whanganui East	16%	13%
Blueskin-Maxwell	7%	3%
Marybank et al	6%	3%

# Appendix Two: Verbatim Comments

## AREAS OF IMPROVEMENT: FACILITIES

### WAR MEMORIAL CENTRE

*Cost of the memorial hall for local events and hireage. Currently it's absolutely ridiculous.*

### PARKS AND RESERVES

*Castlecliff is listed as Premier Park but doesn't get the attention it should.*

*Need to get vehicles off the beach. There should be a place to walk and play safely away from cars, plus there are increased negative environmental impacts.*

*There is a need for many more rubbish bins. It would be nice to have Wembley Park facilities upgraded.*

### LIBRARIES MENTIONS

*I have to pay to get books from library.*

*The library is so noisy! I've never been to such a loud one, people talking with raised voices. I went to such one day and it was so distracting.*

### SPORTS GROUNDS

*I don't like them.*

### ROYAL WHANGANUI OPERA HOUSE

*The Opera House needs fixing, for example the air conditioning and the heater doesn't work.*

*The Opera House needs a makeover the seats are uncomfortable and needs air conditioning. It gets very hot when it is packed and especially in summer.*

## TOILET FACILITIES MEET USER NEEDS MENTIONS

*There is a need for more toilets.*

*I think the toilets are a little bit far. There are not enough toilets and I think the regional parks should have more toilets.*

*I don't think there are not enough toilets around the area.*

*There are not enough toilets around town.*

*Not enough toilet facilities.*

*The toilets in our area are very few and far between. The Council need to put more in. Here in Castlecliff we have just had a toilet installed by the boat ramp. It should have been there ages ago.*

*It just needs to have more than one, the Victoria Avenue ones need more.*

*Not enough toilets around.*

*Could do with more toilets and rubbish bins in some places.*

*There are not many public toilets in the main street. If you have elderly or little kids with you, they can't wait sometimes.*

*Not enough toilet facilities on Victoria Avenue.*

*Not enough public 24-hour toilets.*

*Public toilet facilities are very sparse. Not enough in town.*

*We need more toilets at the St Johns end of Victoria Avenue.*

*Shortage of public toilets in upper Victoria Avenue.*

*Not enough toilet facilities in Victoria Avenue, especially because it's a long street.*

*The facilities are a bit minimal; at the top end of Victoria Avenue I don't think there are any toilets at all. There are not enough public toilets and cleanliness. Toilets need to be set out more.*

*We need more public toilets and a higher standard in the ones we have.*

*There are not enough public toilet facilities.*

*Toilet facilities, we need more please.*

*there need to be more toilets installed especially around parks and public places. They also need to be kept cleaner.*

*Public toilets are in the middle area of town but it's a long walk if you are at the top end of town.*

*Not enough toilets. The Pak 'n' Save end of town needs public toilets. The Pak 'n' Save toilets are overcrowded and often not clean.*

*I think a few more toilets around the beach, Morgan Street, fishing area and along the river walkway. They need to improve maintenance of the area, i.e. cleanliness.*

*There could be more e.g. St Johns Hill.*

*Apart from stores, there aren't too many public bathrooms dispersed evenly among the city, especially within the central business district. I don't use them, so they are unsatisfactory.*

## STANDARD OF TOILET FACILITIES MENTIONS

*Every time I have been in the Victoria Avenue public toilets in town, there is always dirty toilet paper and babies' nappies. It's just unpleasant.*

*There is no toilet paper in some of the toilet facilities. The toilets do not accommodate for people in wheelchairs.*

*The toilet paper is too thin.*

*The toilets are designed by men and are not suitable for people.*

*The toilets are poorly maintained at the Central Business District.*

*Whanganui is not up to scratch with cleanliness and*

# Appendix Two: Verbatim Comments

*tidiness of toilets.*

*The toilet on Victoria Avenue is dirty scruffy and covered in graffiti.*

*The toilets in parks could be better looked after.*

*Clean public toilets more often.*

*The smell from the public toilets in Victoria Avenue are very gross.*

*I have had to use the public toilet and the smell was revolting with urine all over the floor.*

*The lock for the disability bathroom on Victoria Avenue has been broken on and off for five years, I also think we need cleaner places available for breastfeeding/nappy changing mother's and maybe better facilities at some parks/reserves.*

*Some public toilets are unclean and poorly designed.*

*The toilets situated around the suburbs are smelly and not clean. It could have been just that day when I took my grandson to use it. He wouldn't go in.*

*I have a toddler and public toilets are limited and never clean.*

*We need more public toilets and of a much higher standard. Existing public toilets are dirty.*

*Public toilets used to be so clean! I don't know what happened, but it's definitely gone downhill! Toilets are getting shut earlier (especially Motua Gardens) and opened later. The old cleaners were very polite, but the new ones are rude!*

*Some of the toilet facilities around Wanganui need more regular cleaning and upgrading.*

*Graffiti, dirtiness.*

*Services have not been upgraded for many years.*

## **OPEN SPACES MENTIONS**

*Open spaces around the river area in Aramoho remain damaged from the 2015 floods and no attempts have been made by Council to remediate any of the damage.*

*I don't use some facilities so can't comment, some open spaces could be presented better the wholesale use of ride on mowers is not good, it leaves a mess, there are grass clippings everywhere and edges untrimmed.*

*Because of the graffiti and the way some people treat them with abandonment. E.g. the grass is ripped up by vehicles around town where vehicles shouldn't be.*

*Mainly the airport road, it is a shamble now that they have the flights there, they have no excuse to spend some money on this area. It is the gateway to Whanganui, so it needs to be kept clean, and my road never gets mowed. I mow about 2kms of road myself because no one else does it adequately.*

*Along Somme Parade the bamboo shoots are overgrown and makes it so hard to go walking, and there is no view to look at the beautiful view due to the toetoes being overgrown.*

*There is a walkway on Balgany Avenue that is not maintained and has not been finished.*

*Our city needs clearing of rubbish.*

## **PLAYGROUNDS MENTIONS**

*Whanganui just doesn't offer any of the modern type of playgrounds we see in other areas which challenges our tamariki physically and mentally. It provides opportunities for varied play and collaboration with others. Kowhai Park is always*

*going to be something special for Whanganui so we shouldn't be changing that, but offering something on the Springvale/St Johns Hill side of town which is keeping with what is available would be a real asset to our community. So often people say there is nothing for kids aged eight and older and they outsource to Palmerston North for activities. This would be one great step in providing a hub to keep our kids outdoors and active and happy in an area. A playground which we should be modelling on is Avalon Park in the Hutt Valley. It has so many activities, levels and challenges and is age appropriate right through to high school. The design of this has really worked. Under-fives are catered for, but this would be awesome for our older children.*

*A lot of it is untidy.*

*The gymnastics club needs help. Missing light bulbs and poor toilet facilities.*

*Not enough activities and places to take kids or for kids to enjoy. It gets boring going to the same places over and over without much variety.*

*Kowhai Park is an awesome facility, but it'd be nice to have more playground equipment in some of the smaller local parks too - within walking distance of more residential areas.*

## **MULTIPLE MENTIONS**

*The toilets are sometimes not clean. This might be because there are a lot of people. Maybe we need more toilets. The playgrounds, I don't know how it will be handled but there are some real characters that hang around there. Some people might not feel entirely at ease with that.*



# Appendix Two: Verbatim Comments

*As far as open spaces are concerned and the standard of the work that is done, I live on Bastia Hill and there's quite a lot of grass. On Wairere Road the grass mowing is always very rough, and they leave a mess. I'd also like to say that we have an intense dislike that toxic sprays are used to kill grass and weeds on the walkways. My wife and I are good readers and are struggling to find a decent read in those libraries, we nearly always read non-fiction. Also, we think there are far too many picture books in there. The Davis Library is where we mainly go. There is a need for more toilets and more rubbish bins.*

*They do the bare minimum maintenance with parks, open spaces and the beaches. Money is wasted on poor maintenance jobs. The War Memorial Centre is an ugly building.*

*Toilet facilities are unclean. Maintenance and presentation along Taupo Quay and there is no deterrent to stop somebody falling in the water, along the walkway.*

*We need a toilet at Mosquito Point and the swing back.*

*Dirty toilets with blocked drains. Broken equipment at parks are dangerous for children.*

*Not enough toilets, trash cans or doggie poop bins. Some outlying playgrounds could be better for kids.*

*The toilets are sometimes unclean*

*Cleanliness of toilets in public areas needs work.*

*Parks need regular updating, not only Kowhai Park but all the Whanganui parks.*

*Lack of toilet cleanliness. Not enough rubbish tins in open spaces.*

*Everything.*

*Council halls seem to be for profit, not for the community. There are not enough rubbish bins in public spaces. There is no recycling in public spaces and no pickup of recycling for households. Public toilets are dirty most of the time and dangerous. There is no promotion for community-based programmes and little support for organisations who are trying to reduce violence, drug use and mental health issues.*

*We have a lot of outdoor venues i.e. parks and beaches. We have a pathetic presentation of toilets and facilities. We have a lot of open areas that could have more infrastructures put on them i.e. picnic tables, barbecues and playgrounds for all ages, not just little kids or to the age of 10. Whanganui has a lot of families, yet we go out of town to find things to do. We are an art hub but statues etc are limited.*

*Untidy unkempt walkway by the river. There is rubbish, litter, broken glass and weeds in some gutters and streets.*

*North Mole, the city riverbanks up to Aromaho are appalling and are disgustingly neglected. Where are the toilets in the middle of Victoria Avenue? Especially for the elderly and kids. There are very inappropriate trees with intense spikes at Kowhai Park.*

*More drinking fountains needed in walking areas still for all suburbs. Too much money is spent on the arts. We do have other events. We need to charge for freedom camping by the kayaking club. There are at least 15 to 20 people there every night. Out of town users should pay.*

## OTHER MENTIONS

*Additional pool lanes at Splash Centre for public use for exercise. Lanes are always taken up by clubs. It is too busy for the current facility.*

## TRAVELLING AROUND WHANGANUI: VERBATIM COMMENTS

*There is definitely some more work that can go into the roads.*

*Overall keep up of the footpaths and areas being accessed by people should be done from time to time.*

*I don't like their new traffic lights; it seems to hinder the flow of traffic. The intersection by Countdown is a problem. The traffic seems to be getting worse. When driving it is so much easier for us.*

*The Council has effectively impeded the flow of traffic, on the roads that I use. They have made us like Auckland. The phasing of the traffic lights is awful.*

*I am happy with how easy it is for me and my husband to get around walking and driving.*

*The traffic light timing is frustrating in some parts, particularly where the footpath was washed away, and it's still being replaced. Where traffic is coming from Bastia Hill way, the lights remain green even when no traffic is coming.*

*I think that there should be a lower speed limit on the side roads.*

*My family loves cycling around the city. It's so easy to*



# Appendix Two: Verbatim Comments

*get to places.*

*The footpaths could be treacherous if you do have a disability of some kind, but not for me personally.*

*People need to know how to use roundabouts.*

*There is a lack of quality shared footpaths.*

*I have nothing to add, I am very happy with it all.*

*The roads have been made narrow and foot paths widened which does not make sense.*

*I cycle everywhere so I like that everything is close to travel too.*

*The traffic lights have just been changed and they are terrible. They've changed the whole system and it is terrible - the intersection traffic lights.*

*It depends on the time of day, but the traffic flow is terrible in places like Dublin Street.*

*I think that some of the road users are ignorant they only think of themselves and not others.*

*There is easy access around the city.*

*I use my own car and its fine.*

*There is always room for improvement which is why I went down the middle.*

*Some of the footpaths need repair. It's very important especially for people using wheelchairs or mobility scooters. I had a friend who had an accident because of some portion of a footpath being bad. They must make them safer for use.*

*Traffic has increased a lot over the past few years. There are more cars on the roads than there used to be.*

*We could do with more cycling opportunities as well as lanes and places to cycle.*

*We need more bus services available.*

*Apart from needing another taxi service, that*

*would be about it.*

*Cyclists should go on the road and not the footpaths.*

*Get rid of the traffic lights, roundabouts work better.*

*Traffic at rush hour times has become more congested.*

*Trees need cutting down.*

*The only concern I have is the road works tend to create traffic jams.*

*Some of the traffic lights need re-sequencing e.g. ANZAC parade and Victoria Avenue at Cobham bridge.*

*The company that are doing the road works are good and there are people you can go to and ask for help if you don't know where you are going. They are very polite.*

*I don't really drive so I walk most places and I am happy with everything.*

*The roads have always been an issue of debate.*

*There are some areas where the roads are fine but certain places are full of bumps.*

*There are a lot of roadworks, but they must be done.*

*It is quick to get everywhere.*

*The footpaths need to be updated. It is very hard for the elderly with all the tree trunks ripping the footpath up causing them to fall.*

*I am happy with it all.*

*I am not happy with the flying school that I believe is losing money.*

*I think public transport services are rubbish. We live on Bastia Hill and the closest bus is down the hill.*

*For a person who's older, you couldn't live up the hill without your own transport.*

*There is a lot of road works and it can be annoying.*

*The rates are too dare for what we get rurally. We don't get water, rubbish collection, street lighting etc. yet we pay about \$15,000/year.*

*I think the roads and walkways are fine.*

*I get annoyed at road works. There are too many of them.*

*What can one do about the traffic? If people are going to come and go, the roads will get affected, I can't see much of a solution.*

*I am very happy with how simple and easy it is to get around.*

*Some of the roads are pretty poor. For example, the roads are uneven and bumpy, maybe because of the contract workers. The bridges that go into town are always jammed with traffic.*

*There are always traffic jams on the bridge which is pretty annoying.*

*I don't go out much.*

*I have no specific problems. It is very easy to get around.*

*There are a lot of roadworks and some of the paths have tripping hazards.*

*I think there needs to be more safe cycling lanes, particularly for children. Maybe look at the rules around shared footpaths with regards to who must give way- the pedestrian or the cyclist?*

*There are a lot of road stops for repairs.*

*Everything is just so close, it's great travelling distance from home to take the kids to the park splash centre.*

*There is always a traffic jam when crossing the bridge to get to the city.*

*It's easy for us as a family to get around cycling. Everything is in close range.*

# Appendix Two: Verbatim Comments

*There is easy access to pathways, and it is easy to get around for people that use disability scooters on a daily basis.*

*We use a lot of rural roads because we have a logging truck and the roads are crap. They are not looked after. Money is spent on them, but it is not spent wisely.*

*I don't get out that much so I would prefer not to comment.*

*They need to do something about the traffic jam on the bridge.*

*There is too much hold up with traffic lights now. The phasing is all wrong and it is getting harder to travel around safely in a car. It's more time consuming and unsafe.*

*The public transport such as the taxis and the buses are very good.*

*The crossing is placed in the wrong area because it is near the roundabout and it creates traffic jams. Also, the footpaths need to be well maintained.*

*We have a school and a preschool in the Marybank area. The footpath is breaking up and dangerous making people walk on the road. The drains have also never been upgraded.*

*The roads are good. I have sometimes seen the roads get damaged, but we always see people come and fix it quickly.*

*Matarawa Valley Road needs to be graded more regularly due to increased traffic. Matarawa Hill Road is in desperate need of repair. There are too many traffic lights that aren't well timed.*

*No.2 Line Road could be a lot better. It is too bumpy and too windy. The shared pathways have made the traffic roads narrower and the cycle lanes seem to*

*hardly get used.*

*The road going towards the bridge is always jammed packed with traffic especially in the mornings.*

*This place is getting more people on a yearly basis so the roads will need more care more often.*

*I don't think people should cycle in the main street.*

*I don't think any bikes should come up the main street, people should just walk.*

*State Highway 3 is diabolical.*

*It is getting busier.*

*Some of the footpaths are quite bad but the shared pathways are great.*

*Council needs to do something about the traffic problems on the bridge. When walking on the footpaths in the city, you need to watch out for bikers.*

*Going into town, it all depends on where you are living. You have got to watch the footpaths. Another thing is the maintenance of overhanging trees and hedges. There are a lot of places that do not cut their hedges back.*

*Some of the odd streets and pathways are not particularly good but overall, they are okay.*

*I like the new intersection around my area and all the other facilities are generally good.*

*I think the phase of the lights at the town bridge on the town side are not quite right.*

*Council needs to stop narrowing the roads down to accommodate cycle lanes.*

*There is always a traffic jam on the bridge.*

*The timing of traffic lights is a problem.*

*The new changes they have in traffic lights, around Taupo Quay. I have sat there in a car in a que before*

*we go over the bridge, on Taupo Quay. Sometimes I have to go through eight sets of lights. There is a back log of traffic from St Hills Street turning left into Taupo Quay. At peak times you can sit there for ages. Also, they have removed the free turning lanes we used to have at intersections. It causes a back log.*

*The traffic to Taupo Quay, the traffic they've created since Christmas time. I go through there three times a day.*

*I think there should be a bus service to Duria and Bastia Hills. Otherwise there should be subsidised elevator use.*

*When driving around I find the traffic light system terrible.*

*It is so easy to get around for myself and the family. The traffic on the bridge is terrible.*

*I think at the moment our roading network is fine. Quite a lot of it is quite bumpy, seems a lot of it needs work.*

*There are problems with the traffic lights.*

*Whanganui is a smallish place and it is easy to get around really.*

*They should have smaller buses.*

*Some of the footpaths aren't the best for the older folks with trees lifting the paths making them bumpy.*

*I don't use the bus service, mainly because I don't know where the nearest bus stop is and I live in central Whanganui, but it would be good to have a bus schedule and map to show where the actual stops are.*

*The system is very good.*

*I find some of the roads are quite narrow, so in town*

# Appendix Two: Verbatim Comments

*it's not so safe. For driving purposes, the roads are quite narrow. Especially around the city. Stopping and starting is very disjointed all the time when you are driving. And when you are walking you are crossing the road and crossing again. It's messy at the moment.*

*It is easy to get from A to B, but in the top part of Victoria Avenue, the footpaths are actually getting wrecked from the big oak tree roots.*

*I don't know because we don't have buses out this way, but you can walk everywhere in town because there are footpaths everywhere.*

*The lights are shocking, they only let a few cars go through and there is traffic backed up from 3:00pm to 5:30pm.*

*Council needs to look to planning for future cycleways/ cycle lanes.*

*It is easy to get to the places I need to go when I do go out, but that is seldom.*

*It's all pretty good.*

*There are problems with the traffic lights which the Council needs to look at.*

*It's easy to get around but there is a problem with all the oak tree roots coming through the footpaths making it a bit harder. I notice the elderly on their mobility scooters have a hard time.*

*There is a lot of traffic especially in the morning.*

*We notice that it's not very well connected up. To make a trip from where I live to Castlecliff, it is a very long rounded trip to get there.*

*It is very easy to get to each destination.*

*There are problems with the traffic lights and there are always traffic jams.*

*The one thing is that because you have to pay for*

*parking in town, it kind of puts you off going there. I tend to park out of town and walk in which is not ideal when you have young children.*

*It would be good to have more bus services. Some of the footpaths need to be looked at as well.*

*Sometimes the footpaths are very uneven.*

*The roadworks is very bad at the moment so I don't go out.*

*At the lights on Grey and London Street I think there should be an arrow for people wanting to turn into London Street to go to the Splash Zone.*

*It's easy apart from the odd roadworks.*

*There are too many trees roots wrecking the foot paths.*

*We would like even a minor bus service up Bastia Hill. I haven't got my licence at the moment. Bastia Hill is very steep; you can walk down but not up very well. I just can't walk up it, I've been unwell.*

*They need to keep the bus service for people. Some people in the outer areas don't have cars.*

*I am appalled by the footpaths and uneven pavements. There should a lot more minibuses that go to the areas where the bus doesn't go.*

*Now that mobility scooters are getting used more often, people need to make sure people trim their bushes, as most of the time people are having to go onto the road and do a loop around them which is very dangerous.*

*The roads are uneven and a lot of potholes.*

*The extended time it seems to fix roads is ridiculous.*

*They just seem to drag them on and on.*

*I have nothing to add. Overall, I am happy about how easy and accessible it is to get around Whanganui.*

*The footpath is very uneven. They need to be improved. They very dangerous for the elderly. Some of the footpaths are very rough.*

*A lot of the drivers do not know the road rules.*

*There are a lot of footpaths need to be redone.*

*They are dangerous for the elderly.*

*The traffic is getting heavier and they need to do something about it.*

*The reserve needs to be fixed. Bikes need to be stopped racing up and down Seafront Road Reserve. People are leaving the area because of it. A lot of the footpaths are not good and there are heaps of overhanging trees.*

*There are a few things that need to be done with the road layout and things like that. The road repairs seem to be dug up multiple times. There are always road works here on our road. There are issues of traffic congestion starting to hit the city.*

*The new traffic lights are too close to the traffic lights by the bridge.*

*The traffic on the bridges are terrible especially at peak hours.*

*We need more transport facilities.*

*There are a lot of uneven footpaths. On Parkson Hill, the trees are overgrown almost covering the footpaths.*

*The road workers are forever digging up the road.*

*Parking is easy and its great as its not busy.*

*There are too many tree trunk roots ripping up the footpaths.*

*It would be really nice if the council could trim the toetoe bushes on Somme Parade. You can hardly use the footpath as they are over hanging quite*

# Appendix Two: Verbatim Comments

*badly.*

*It is very easy, and parking is never an issue.*

*There are problems with the traffic lights.*

*There is no bus service in Bastia Hill, and I don't know if there is in Durie Hill either.*

*The public transport could be improved.*

*I think we need to upgrade our whole system e.g. traffic lights and roundabouts. At the moment, these aspects are not meeting the traffic.*

*Whoever is in charge of traffic lights, needs to consider putting in more roundabouts.*

*There is bad traffic build up.*

*The new lights on Taupo Quay when driving is tricky, especially if your turning or at peak times. However, it's great having a safe and easy place to cross for pedestrian and cyclists, especially those children heading to school.*

*Some footpaths are very uneven.*

*The road works are a pest in the mornings when we are just trying to get to work then boom, the is road closed. I do know they're only trying to fix them but come on.*

*We need more signs to show cyclists where they can and can't ride, Somme Parade in particular.*

*There are tree roots lifting the footpaths. There is not enough tree leaf cleaning.*

*Some footpaths are uneven, trees are overhanging the footpaths which forces the person to walk out onto the road. These are mainly trees at end of Dublin Street bridge. It's an easy walking area.*

*We need more arrows at traffic lights e.g. London Street and turning onto the city bridge. We would benefit from more gardening, maintenance and*

*native planting along the river walkways.*

*The roads and footpaths are getting better.*

*We need better footpaths. There should be no traffic on Victoria Avenue and a speed limit of 40km.*

*Our roads work pretty well, although the Dublin Street bridge is very tatty and hugely busy in rush hours.*

*Council do a great job with pathways, footpaths and roads. There are no complaints here.*

*Walking can be unsafe when mobility users are actually speeding on the footpath and they expect you to move even when it's not safe to do so. A lot of shrubs are overgrown on properties. It grows over the fence line and people have to walk on the road. There has been Increased traffic volumes at peak times creating congestion.*

*There are so many potholes. The footpaths are a mess and it seems to take years to fix.*

*Some footpaths need fixing.*

*It will be easier once roadworks are done but I appreciate that they are necessary.*

*The footpaths are so unlevelled. I actually tripped up on a pothole in 2015 and injures my back. It hasn't been the same. The footpaths on Victoria Avenue are uneven and are a potential risk for falls for the elderly and people with disabilities.*

*The standard of roads and streets is low. There are too many road works that do not meet a standard of quality. They are not completed or are not done at all.*

*Some footpaths in Gonville are in very poor condition.*

*The river walkway should be extended to Castlecliff Beach.*

*Footpaths need to be cleared of any vehicles at all times for those travelling with special needs. Heads Road is a dismal embarrassment with continual ongoing roadworks for 3+ years. The City to Sea pathway is cause of much credit claiming by council but it stops at Gonville!*

*I don't understand why all the gutters and driveways are on such a horrible angle. My car is not lowered but scrapes on the majority of driveways. I just don't understand it. It is the biggest mistake that we have noticed about footpaths and the roads. We come from Christchurch so when we moved here, the difference was incredible. I can see it is getting better with shared use paths, but they are still not connected so it remains to be seen.*

*There are a lot of very uneven footpaths in Springvale in particular.*

*They are all good, well the ones I use are.*

*The tree roots in the CBD need attention.*

*The roads need to be improved. Particularly potholes. There are big dips and peaks in the roads which are just left.*

*All the roadworks is slowing things down at the moment, but I know it is for the better in the long run.*

*The traffic lights are terrible outside The Warehouse, Somme Parade.*

*The large trees on Victoria Avenue are a problem. I love the trees but unfortunately the roots are causing pavement hazards. Especially for people with mobility scooters and wheelchairs.*

*I have no problems driving around city. Walking around, I have to watch tree roots on the main street*

# Appendix Two: Verbatim Comments

*for tripping over.*

*I find the road works are done at inconvenient times of the day.*

*Parallel parking has taken a lot of the parking spaces away. Some of the traffic lights are ambiguous making it difficult for out of town visitors. Cyclists and pedestrians do not often mix well.*

*Cyclists need to remember it's a shared pathway.*

*People with disabilities using wheelchairs need more consideration with state of footpaths and access to them.*

*I do a lot of walking and I'm happy with what I see around.*

*It is good.*

*I have noticed in the past year that traffic is getting worse. This may in part be due to long term road works such as the Anzac Parade upgrade.*

*It would be amazing for there to be a footpath on the water side of the river on Somme Parade to walk along the river in Aramoho.*

*There needs to be a smoother seal on the pathway along Papaiti Road.*

*Roads are terrible and are always being patched. Much better than Tauranga!*

*Some of the roads in the city are the roughest around. It appears those getting repaired are not the ones that are really rough.*

*I am very satisfied.*

*Some roads need a lot of work to get them drivable. For example, Harper Street.*

*They are difficult when using a pram and/or wheelchair.*

*I hate driving around town now. The intersection*

*changes, unused cycle ways and kerb extensions make any trip a very frustrating experience. I avoid it if possible. The traffic has increased recently but that is not the main problem.*

*I am happy.*

*I am really looking forward to the pathway along Anzac Parade between the bridge and Georgetti to be finished. It can be a bit tricky having to cross the road to the safe side.*

*Nothing.*

*There is too much traffic and they need to sort out the traffic around the high school roundabout.*

*I get annoyed when roads are resealed then a couple of weeks later holes get cut in them and they are sometimes left for weeks. When they are finally filled there are still holes in them. Sometimes when you drive over them, it is quite a big bump which causes you to have to get your wheels realigned on the car. It's an unnecessary expense. I also don't like going into cafes when there are homeless people sitting on the chairs outside. One guy spat just as I walked out the door and it went in my face and hair. I would like to see the footpaths fixed around trees in places as I have tripped and fallen on uneven surfaces. I can imagine how hard it is for someone with a disability.*

*The improvements that have been made are well worth it. It creates ease of access for our locals as well as our visitors and is often a meeting place or conversation starter. Sometimes however there are areas of the road or footpath that need maintenance, and this should be high priority I think. Trees, need I say more? They rip up the footpath and create problems. They look ugly when*

*they're trimmed and when they are cut down. Often another is planted in its place. It would be great to look at an alternative.*

*The stormwater drains are blocked.*

*The cycling on the footpaths and scooters as well.*

*Footpaths a little uneven in some areas.*

*Some of the footpaths are in shocking condition.*

*Sometimes walkways can be congested especially on a Sunday. Cyclists don't always indicate they are there and that's a problem when I walk my dogs. It's going to get worse as more people use e-bikes etc. I think it needs to be made clear who has the right of way.*

*Traffic light phasing at Victoria Avenue and Taupo Quay. The peak hour traffic backups are ridiculous. It is so lovely.*

*There are too many footpaths in the suburbs that have been narrowed due to homeowners not cutting back.*

*I think some of the road verges are too steep for scooters and not clearly identified. There are still some uneven footpaths. It is difficult to cycle safely around Whanganui.*

*I don't like the new shared cycleway. I still bike on the road.*

*I'm just sick of the Mosston Road roadworks that are right outside my house.*

*Everything.*

*I dislike how long it's taken to fix State Highway 4 by the city bridge. Walking is difficult because the main road has to be crossed twice to get to the bridge.*

*The lights on St Hill Street and Taupo Quay are so badly synchronized that there's always backed up traffic.*



# Appendix Two: Verbatim Comments

*There are uneven footpaths. Crossing Dublin Street on a bike to continue up Dublin Street is very difficult when traffic is busy for young kids and teenagers. I love how easy it is to get around the city. The footpath up in Marybank could do with some attention.*

*No traffic jams.*

*I am still waiting for dangerous footpath repairs. Downer do an amazing job of maintaining Whanganui roads, footpaths & cycleways. There are uneven surfaces, traffic lights, one lane for turning and straight the lights don't give a chance to turn.*

*The roads in Whanganui and out in the countryside are falling apart with potholes and patching that does not last, or spraying tar down and putting heavy chip on top. As a cyclist I watch it getting ripped up by the traffic especially the trucks and is lucky to last 6 months. I can't believe a company can do such a bad job and can get paid for it. Some roads need to be resettled again. It never seems to last.*

*Footpaths need repair. It is difficult to push prams. They need wider space on the far side of river to allow for traffic in both directions on footpath. More room for bikes would be good.*

*The city forefathers did not plan Whanganui very well.*

*Puriri Street has large sunken holes on the road that need to be fixed ASAP. There is car congestion on bridges and the central area. Why has Laird and Hood Street only got one footpath on one side of their streets? We live in between these streets and it get very frustrating walking the blocks, having to*

*crossroads all the time.*

*The roads need more work. I hate the new traffic lights in town. You have to wait longer now. It would be good to have a walkway both sides of the road coming up to city bridge on Whanganui east side, but overall, I'm very impressed.*

*The road works.*

*There are gutters with broken glass and litter. There's lots of ugly sections around Whanganui. It's a great town, not lacking for much at all. More right-hand turn lights needed. Especially St John Street end.*

*It's easy to get around, but future planning would be a good idea with the increase in population. Maybe more regular checks for damaged cracked footpaths.*

*The new lights on Taupo Quay are ridiculous. I can't walk/bike our kids to Mosston School which is a big let-down.*

*Some footpaths need upgrading.*

*Mosston Road needs to be wider to make biking safer and sealing Mill Road.*

*When will they ever stop digging up some of the same streets year after year?*

*I believe more active policing would result in better driving practices. Drivers are definitely breaking the rules & getting away with it. Whanganui drivers are at best, terrible! I believe our road maintenance is shocking. The materials used to reseal roads are cheap. The process is nothing more than throwing a heap of rough coarse shingle all over the place and this, I believe, is just based solely on the cost. Our roads have most definitely been degraded over the time I have lived here. They are horrible, noisy*

*a very difficult to cycle on. We are definitely not laying modern roads. It seems ironic that council has various committees to ponder over our town centre, but Victoria Avenue has been carved up with a myriad of road surfaces resembling a patchwork quilt and no one seems to be bothered about that. Our traffic is incredibly noisy which I think is not so in other regional centres. Our roads are cheap and nasty. Council is obsessed with digging up roads and the relaying is always worse than the original. The only thing I absolutely hate in Whanganui is the bad roads and the bad drivers that drive on them! Pedestrians walking on the cycleway between Dublin Street and railway bridges don't realise it's also a shared pathway. I have been sworn at and angrily told off biking on it on numerous occasions. Better signage would help.*

*Another road is needed from Castlecliff to Westmere. Widen State Highway 3 through Otamatea and keep the speed limit at 70km.*

*Footpaths in a lot of areas are in shocking condition. Some of the paths have large tree roots that can cause people to trip.*

*Some footpaths still need a bit of attention. Some of the pavers on Victoria Avenue have lifted because of roots. Overall, they are good.*

*I have trouble on the Dublin Street bridge in the morning. Aramoho people don't slow down as they approach the bridge.*

*The traffic lights on Taupo Quay. Shared walkways/ cycleways should have lines in some parts like a road to keep cyclists and runners/walkers separate. We could do with a lot more work done on footpaths in the outer areas. Castlecliff and Gonville have*

# Appendix Two: Verbatim Comments

*shocking paths.*

*The shared bike tracks are a bit problematic with sharing space for cars.*

*Some attention needs to be given to better manage traffic coming from Whanganui East going into town during peak morning traffic. The roundabout at Kowhai Park is always heavily congested as well as Dublin Street bridge. What generally takes 7 minutes can sometimes take 20 minutes.*

*The footpaths are terrible. The roots of the massive trees in some places are such a hazard. I've had my grandmother trip on roots. I myself have to walk onto the road with my stroller and older child because of the footpaths.*

*Some paths still need attention.*

*It is very easy to get about. Car haters have not gained control.*

*I understand for people who walk that upper Victoria Avenue trees cause issues with the footpath being uneven.*

*Our roading needs some serious work as do our pathways and footpaths. I have seen people in wheelchairs or mobility scooters and have become lodged in cracks or potholes unable to access what they intended due to poor conditions of the paths or walkways.*

*The main street looks fabulous.*

*Lights on Taupo Quay and St Hill Street are annoying.*

*The roads are rough and need maintenance compared to other cities.*

*Lights at town bridge need to work correctly with St Hill Street lights to create better flow.*

*I walk everywhere as I don't drive or like cycling, so having everything close makes it so much easier if I*

*have to go to more than one place.*

*I think in general the footpaths and roads are maintained well.*

*Uneven footpaths are a concern. Roads and footpaths always seem to be getting ripped up by contractors.*

*Roads here are badly lit, very uneven and in constant upheaval.*

*Increase the renewals budget. Some paths are passed their date.*

*The rail at the end of Victoria is an absolute nightmare.*

*I don't feel that ratepayers are getting sufficient value for money from our roading. Contractors are slow and inefficient.*

*New traffic lights at the intersection of The Grand are shocking now. You have to sit between two sets of lights to get through to turn right onto St Hill Street.*

*More needs to be done to stop boy racers and other people using our roads as their personal burnout pads and racetracks.*

*It is very easy to get around.*

*The road at the end of Mill Road to Castlecliff should be sealed. It is a good alternative route for cyclists and pedestrians also.*

*Some of the footpaths are in a state, I live in Gonville. Footpaths aren't always given priority. Heads Road is shocking. It needs fixing urgently.*

*The Dublin Street bridge is terrible at peak times.*

*Something needs to be done to improve traffic flow. Dublin Street bridge is old and too narrow. It creates traffic jams in the mornings.*

*Some footpaths are shocking.*

*A cycle/walking footpath needs to be added for the safety of users on Montgomery and Mosston Roads. Especially Mosston Road, it is so dangerous at the moment.*

*A lot of roads are like third world roads and in a terrible state. Some footpaths are the same. We need more footpaths around Bastia Hill. Roads need to be sealed better.*

*Being from Maxwell, when I do travel around town it's in my car which is easy.*

*Improve the quality of the roads.*

*I really like that any place is accessible by bike or walking.*

*Light sequences on Victoria Avenue and Taupo Quay are not working well. Very short phases at times.*

*Anzac Parade will be much better once work is finished. Big tailbacks at peak times and residents from Durie Hill would not get off the hill if it was not for the courtesy of other drivers. Dublin Street Bridge gets very clogged.*

*When various service companies dig holes and trenches in the roads, they take an inordinate amount of time to repair the damage and often not to a very good standard. Heads Road being a good case in point, it's a goat track.*

*Footpaths are dangerous. They are uneven in many places.*

*Footpaths are often broken and uneven.*

*I don't know too much about public transport, but I think having a more prominent bus system due to a large elderly population and ease of transport in unideal weather for all.*

*More separate cycle lanes.*

*The cycle ways are a ridiculous waste of space and*

# Appendix Two: Verbatim Comments

*money hardly used.*

*There could be a better road access to the north end of Castlecliff from Mosston Road. Dublin Street bridge has reached saturation point, I think. Need for "clip ons" or another road bridge. The cycleway needs to be one way, each way on the bridge. CBD footpaths in some areas are badly damaged by trees and cause both people and vehicles injuries or damage as well as a level of flooding during rain. Some footpaths and roads are not wide enough and cycle lanes should be considered where they are not.*

## AREAS OF IMPROVEMENT: SERVICES

### ANIMAL CONTROL MENTIONS

*I have had the odd stray dog on my property, and I am uncomfortable with animals roaming around that are not contained.*  
*They just don't do their job with animal control. Dogs are not restrained well; I have a cat but there seems to be another six stray cats hanging around and something needs to be done about it as they are becoming a pest.*  
*I'm sick of hearing dogs barking all the time. We have a lot of dogs wandering the streets unattended.*  
*A lot of dogs wandering around our street. The Council needs to do something about it. They can be annoying when barking out loud in the streets late in the evenings.*

*I'm not happy with loose dogs on the riverbank. With animal control my sister in law had an ongoing problem with barking and menacing and it has taken her two years to get anything done and I have had the same with roaming animals out our way. Try to contact the dog rangers and I can't get in touch with them because there is a wandering dog around my property and it's annoying me has been there for almost a week. Try to contact the Council and they couldn't do anything.*  
*I live in an area where there are big, roaming dogs. We have quite a number of wandering dogs in Castlecliff.*  
*I see a lot of wandering dogs barking constantly in our street and the people don't pick up their dog poo.*  
*Dogs running around streets and owners are not looking after their dogs. Dog control don't come around the streets enough.*  
*The pound needs to do their job properly. My husband got bitten by a dog, and rangers more or less let owners get away with it. Not on.*  
*We need a new animal pound. It's ridiculous that it has taken this long and achieved nothing.*  
*My dog was on a lead, another dog was not...the other dog was registered, mine was not, my dog was attacked. We eventually found the dog and owner by chance...the ranger was informed. Never heard back from him.... I would have liked there to be more of an attempt to get assistance from the dog owner to help pay the vet bill, which was around \$500, and an apology. They say to call if*

*you see stray dogs etc... but nothing gets done... disappointing.*  
*I see a few stray animals roaming the streets. There are still a lot of roaming dogs while walking our large dog on a lead.*  
*The number of dogs ending up in the pound or roaming.*  
*I don't always feel safe out walking because of roaming, dangerous dogs.*  
*Still too many uncontrolled dogs.*  
*I think our local animal control do an incredible job. However, I still do think we need more staff. Animal control needs relooking e.g. education, prevention not reacting once the problem has happened. Nice staff would be good.*  
*Poor dog control.*  
*To make it safe to walk day or night in the community.*

### CONTROL OF LITTER MENTIONS

*It's more the people, I don't blame the Council - people throw plastic bags and things it's the people that do it. To be honest if I was on the Council, I wouldn't know how you make an improvement to it. Recycling is a big part of the future and Whanganui could provide separate bins for that.*  
*It's other people, this person living up in the front never empties his mailbox and his stuff blows all up the street.*  
*Down by the river, particularly by the waste transfer station, rubbish blown by the river, tyres and construction waste in the river. A whole lot of historical piers. The airport beach, micro plastic*



# Appendix Two: Verbatim Comments

waste, toothbrushes.

The drains are not cleared so there is a lot of flooding because of the rubbish people don't put in the bin.

The side of the rural road doesn't get cleaned up and we as residents clean it up annually.

I don't the bin pickups are frequent enough, especially in the rural areas.

I think we are extremely backward in our recycling services.

They don't seem to clean up the area where I live.

There is weed growing on the sidewalk and a lot of rubbish.

Because when you walk there is so much litter around, in corners, stuffed in drainpipes...all over the place.

Go to Castlecliff Beach and the reserves the rubbish you find is disgusting.

The bins along the wall from the town bridge, along where the town markets are. Those bins are always full, and they are disgraceful.

I live up on Bastia Hill and I walk to town quite regularly, there is litter all the way down, hardly any maintenance, bottles, cans, plastic bags, chucked on the road.

You go for a walk and you walk past the rubbish bins and they are overflowing. Victoria Avenue downtown.

Need more rubbish bin for people to put their rubbish in.

There is always rubbish around and not enough rubbish bins.

We always have rubbish on our property that is not

ours. It's a pain!

Litter is a big problem around our city.

A need for litter bins.

A lot of rubbish gets thrown from cars and lay on the roads for days and behind the flood walls on Heads Road is another place it gets dumped.

Along Heads Road I cycled from Corbfoot Street to town using the walkway by the river but there's rubbish everywhere and weeds – untidy.

Very poor rubbish bin areas and no security cameras to catch dumpers.

People ignoring signs of dumping personal rubbish in receptacles alongside the fishing platforms.

Lack of public bins. Kerbside recycling. The old uniform shop on Victoria Avenue was left in a mess.

We need to keep the beaches cleaner.

The dumping of rubbish at the beach is ongoing.

Rubbish bins overflowing----there should be fines for people littering.

Need way more bins around the city and bring back the service where you could put all your rubbish out front and it gets picked up free, only do it every couple of years.

Needs a free rubbish collection. This would decrease the amount of litter people dump where they shouldn't.

Rubbish needs cleaning.

A lack of rubbish bins along the walkways towards the suburban areas especially. Town, CBD could do with more.

Pigeon mess in areas of the CBD are disgusting and some buildings harbour large number of birds shitting on footpaths and vehicles.

It's not the Council's problem, it's the people that

are making the mess.

Whenever I walk my dog, around the neighbourhood or say, through Kowhai Park, there is always some kind of litter and broken glass and I know it's not just these areas. It's so dangerous, disrespectful and super ignorant. I know the cleaners do a great job of keeping Whanganui tidy, but surely there must be some way to stop people from leaving their glass bottles in parks after nights out on the weekend as well as their rubbish on the ground for others deal with.

I live on the streets that has a lot of gum trees and the leaves when they fall they tend to block the gutter which leads to a flood.

There is a lot of littering, not so much in the CBD but more in the suburbs especially people throwing rubbish out of the cars.

## **PUBLIC ART MENTIONS**

I'm not into that sort of thing - public art.

With the murals I really think if they painted the buildings rather than scribble over them it would give a nicer ambience.

Could do better with more art in the CBD.

Some wall and pathway art is rather tatty.

Stupidity.

Everything.

As usual the councillors are happy to spend rate payer money on art, when basic needs are neglected. Still waiting - only nine long years to have my dangerous footpath fixed, dug up by council, but it is only Gonville!

Whanganui should be capitalising on its Victorian Heritage. An HB pencil posing as modern art looks

# Appendix Two: Verbatim Comments

*tragic and totally out of place. Other odd-looking objects look so incongruent. Whanganui could be the "Ballarat" of NZ and one wonders why not?*

## **ON-STREET PARKING MENTIONS**

*There is less parking now than before.*

*We could always use more parking.*

*Probably the lack of parking spaces.*

*We need more parking spaces.*

*I am actually very happy that they have given us parking from 9-11 that is great. But I used to go the markets and you could just park anywhere, but when they put in meters you lost the sense of joy/ambience when you had to go and keep feeding the meter, so you lost that sense of joy. Could be more free parking around this area.*

*I have a husband who is disabled, and I have a problem finding disability parking and also there is not enough parking.*

*Need more car parks.*

*To have easier parking for example close and easy access to shops.*

*Needs more car parks.*

*There is a need for more disabled parks.*

*I went to a function and it took me a while to find a car park.*

*There is a need for more parking spaces.*

*Sometimes it's very difficult to find a car park.*

*Finding a park in town can be a problem when everyone seems to be there. Also trying to get out of the park causes me a bit of anxiety, you cannot see properly if it is safe to pull out when there are cars parked either side of you.*

*More free parking please.*

*There needs to be more off-street and mobility parking.*

*Limited parking during events.*

*Car parking...the big four-wheel drives and vans makes it sometimes impossible to back out of a park – e.g. vision. Maybe a specific area for bigger vehicles still in Victoria Avenue but say every second parking section.*

*Car parking.*

*The parking system is very frustrating with needing to carry change all the time.*

*The loss of car parks in town.*

*We need more free parking.*

*The lack of parking meters that accept bank cards as means of payment. Very few people carry cash nowadays and trying to find coins for parking is difficult and inconvenient.*

*Whanganui is growing and parking is getting harder.*

*Meters need to change from cash to credit card or other options, stops me going to town sometimes as don't have cash to park in CBD.*

*Very difficult to find parking if there is a community event or on the weekend in the CBD.*

*A lot of parking has been removed with a change in layout to include cycling lanes when people still bike on the road anyway.*

*Narrowing roads for cycle lane was just dumb. Now there's not enough parking in some areas. Traffic lights on Taupo Quay are a mess, take them out and find a different solution*

*Not as good as it could be.*

*It's not good especially in the CBD.*

*All the roads are not meeting the needs of the*

*increased population.*

## **CLEANLINESS OF THE CBD MENTIONS**

*Could be maintained better and cleaned more often. So many times we see there is litter just lying around.*

*It can always be better. If I say satisfied, they won't do anything about it.*

*Business central buildings appear tired, rubbish blows around.*

*Rundown buildings in the central city look awful and deter from appearance.*

*The sidewalk in Victoria Avenue are in a bad condition the tree roots are lifting up and it a problem.*

*Some places are not kept to standards.*

## **MULTIPLE MENTIONS**

*The whole town is a dumping area for takeaway packets. No control on animals and there is more of them wandering around.*

*As far as litter is concerned, around the central city it's pretty good. My wife and I are forever picking up rubbish around Bastia Hill. Animal control, something we intensely dislike is barking dogs, complained to animal control, in the end we were told they can't do anything. So that was not a satisfactory result on that issue.*

*It is just the same old story; I live sort of just out of town and it is just a rubbish tip really. When you mow the grass verge it is just rubbish, just a shamble really. I have a bee in my bonnet about the on-street parking, but I get the feeling that they*

# Appendix Two: Verbatim Comments

*don't like people in cars anymore, don't want cars in town anymore. A lot of it comes down to that cycle way I think. I don't think it was planned very well. The people make a mess so I don't know how one can blame anybody but the people...they litter places and don't clean up after they have been there. As for the parking, over the years more people are visiting here, so one can always appreciate more parking.*

*Not enough parking spots. Too many stray, unregistered animals and people not putting their animals on a leash.*

*There are a lot of dogs racing around. There is a need for more parking.*

*Frustrated with some of the parking. Not happy with animal control there are a lot of dogs wandering around and they are not doing anything about it. The barking of dogs is annoying in the early hours of the day and I see a lot of rubbish around my area. The parking is terrible and there is a need for more of it. There are many animals roaming around. I have actually had experience with animal control in not being able to access the right person to talk to and getting fobbed off. Not getting any help when you do get someone. Dog control officers don't appear to do their jobs.*

*Too many stray dogs running around the place. All the rubbish out here at the beach is not policed properly, Council could do more to sort it. A lot of dogs roaming around the streets and the Council should provide more rubbish bins. Not enough rubbish bins. Not enough disabled parking.*

*Parking should not be street parking but be in*

*parking buildings behind the shops on Victoria Avenue, keeping the avenue free of vehicles. Public art - well NZ really doesn't understand public art. Rubbish all over Pitt St... people just throw it out their window... this morning it was McDonald's rubbish everywhere. Too much paid parking. Need bins around public walkways*

*Constant dogs roaming streets. Litter is always seen alongside our main streets, furniture, graffiti, dog and horse mess.*

*Since the rubbish dump being closed down by GDM group to public. The other dump put prices up so lots of rubbish gets dumped down by the sailing club and on riverbanks on the south beach side as well. Not happy with the mess as I do sail on Whanganui river not a nice sight. Regarding public art - too much money gets spent on it where it can be used elsewhere. Keeping house rates down as they have gone up so much, I have no money anymore think ours gone up about \$1,500 over six years with nothing to see for it and it meant to be going up again 3.8% or something like that.*

*The new cycleway and traffic lights and intersection changes are awful. Parking and traffic problems and bad driving due to confusion make me stay away from town as much as I can.*

*Litter. Could be more rubbish bins provided. Need another public toilet up the other end of the main street. Smaller parks in the suburbs often have litter. Drainage in the streets. Recyclables. Rubbish collection i.e. price went up, weight of bag only 10 kg. All those street and road corners sticking out are dangerous and should be painted for when it is dark. Lots of footpaths have a sign warning of*

*uneven footpath. Do something about it Council. The city is generally tidy and clean, I think the Council miss a lot. The homeless people leave a lot behind. There needs to be more parking. Footpaths need fixing because the footpaths are shocking. Driveways are bad but we pay rates so it should be done.*

## AREAS OF IMPROVEMENT: RURAL COMMUNITY BOARD

*The environment out here with the polluted water and our sewerage system.*

*On our road it is very poor. I don't think it is worth giving feedback as they don't listen anyway. I don't know what they do, and I should find out on their website, but I haven't found any need for it. We have never received a newsletter.*

*They need to be there, but I am not actually sure about their performance. The town exists because of farming. It is essential that the board educates townies about rural business that support the city. I think they should be promoting the land around Whanganui and that we have the second most moderate climate in the world and this should be promoted.*

*Don't know enough about them.*

*Tar-sealing some of the roads.*

*Probably a little bit more road maintenance.*

*Condition of the rural roads, could be better.*

*Recycling.*

*If there is a platform they should be canvassing people to sign up to newsletter.*

*Just looking after the rural people's needs in general*

# Appendix Two: Verbatim Comments

*better e.g. some rural people can't even get access to the internet and are trying to run business. Some rural people seem to be a lot more looked after than others.*

*On noxious weeds, chemical use/sprays.*

*Perhaps water quality, and rural recycling needs to be addressed.*

*I don't know as I don't know what they are doing now.*

*Rural roads in areas that are becoming more populated that need upgrading.*

*All of council need to widen their focus to better consider the rural community.*

*Get information out to lifestyle property also.*



Ph 07 856 7090 | [versus.co.nz](http://versus.co.nz)