



**WHANGANUI
DISTRICT COUNCIL**
Te Kaunihera a Rohe o Whanganui

REFERENCES

**Strategy and Finance Committee Meeting
Under Separate Cover
6 October 2020**

Table of Contents

5.1	Community views survey results 2020	
	Reference 1	Whanganui District Council Community Views Survey 2020..... 4



Whanganui District Council Community Views Survey

JUNE 2020



Executive Summary

BACKGROUND AND METHOD

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

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

Interviewing for this year's CVS was carried out via a mixed-method approach utilising Computer-Assisted Telephone Interviewing (CATI) and online interviewing, and was conducted across March and June, 2020. The results from both forms of interviewing were combined and analysed as a single dataset.

The final sample size was n=500 (n=270 from CATI and n=230 from online interviewing) which gives a maximum margin of error (MoE) of +/- 4.38%.

A summary of the key results is given below.

PARTICIPATION IN RECREATIONAL AND CULTURAL ACTIVITIES

In 2020, the primary recreational activities undertaken by residents included visiting a Premier Park (83% cf. 2019, 73%), and visiting a beach (77% cf. 2019, 89%).

Residents aged 30 to 39 were significantly more likely to have visited a playground (78% cf. total, 51%), while residents aged 40 to 49 were significantly more likely to have visited a beach (90% cf. total, 77%).

**Previous year comparisons are indicative due to wording changes in the questionnaire in 2020.*

Male residents were significantly more likely to have played sport on an informal or casual basis (41% cf. total, 32%).

Participation in recreational activities is mixed compared with last year; there has been significant increase in the number of residents who mentioned they used or visited a Premier Park (83% cf. 2019, 73%), and a significant decrease in the number of residents who mentioned they used or attended an event at Cooks Gardens this year (30% cf. 2019, 37%).

Of those residents who used the Whanganui Riverbank Walkway in the past 12 months (67%); 44% used it for general exercise, 32% used it for attending the Saturday market, 27% used it for recreational purposes, and 26% used it for walking to town.

Residents who are 18 to 29 years old were significantly more likely to have used the Whanganui Riverbank Walkway for attending the Saturday market (72% cf. total, 32%), and for walking the dogs (46% cf. total, 16%).

There has been a significant increase in the number of residents who used the Whanganui Riverbank Walkway for walking to town (26% cf. 2019, 19%), and getting to and from work (6% cf. 2019, 2%).

The main cultural activities undertaken by residents in the past 12 months included using the district's libraries (52% cf. 2019, 51%), being active in a community organisation (41% cf. 2019, 35%), or being involved in, or attending any art events or cultural activities or performances* (34% cf. 2019, 38%).

Of those residents who used the libraries (52%); 78% use the physical library, 3% used an online library, and 20% used both.

Of those residents who were involved in or attended any art events or cultural activities or performances (34%); 19% participated as a performer or artist.

Residents aged 60 years or older were more likely to have visited the Sarjeant on the Quay than other residents (35% cf. total, 26%).

This year, there have been significant increases in the number of residents who visited a historic site (33% cf. 2019, 27%), and the Regional Museum (32% cf. 2019, 25%). There has been a significant decrease in residents who attended the theatre, e.g., Amdram or Repertory (12% cf. 2019, 21%).

EMERGENCY PLANNING AND PREPAREDNESS

Regarding emergency planning, 62% of residents had discussed an emergency response plan with their household, while 44% have an emergency survival kit, a significant decrease from last year (cf. 2019, 51%).

Residents aged 60 or older were significantly more likely to have an emergency survival kit compared with other residents (54% cf. total, 44%).

For those households which did have an emergency survival kit (44%); the inclusion of a first aid kit (89%), dried or tinned food for at least three days (87%), and a battery powered radio (72%) have remained fairly consistent, however, there was a significant increase in the number of residents who have included

Executive Summary

important personal documents in their emergency survival kit this year (45% cf. 2019, 29%).

Overall, 44% of residents felt prepared or very prepared for an emergency, a significant increase compared to last year (cf. 2019, 35%), while 38% of residents felt they could cope for more than one week without outside assistance, also a significant increase compared with last year (cf. 2019, 19%).

PERCEPTIONS OF THE WHANGANUI COMMUNITY

Eighty per cent of residents rated their standard of living as good (58%) or extremely good (22%), while 81% of residents were satisfied (46%) or very satisfied (35%) with living in Whanganui generally.

Residents aged 60 or older were significantly more likely to rate their standard of living as extremely good (33% cf. total, 22%). These residents were also significantly more likely to be very satisfied with living in Whanganui (57% cf. total, 35%).

Regarding the lifestyle benefits that Whanganui offers, 27% of residents mentioned Whanganui's size, and that it's easy to get around, while 22% (each) mentioned affordable living and it being a good place to raise a family or it being family friendly as well as the river, lakes or beaches.

Residents aged 60 years or older were significantly more likely to have thought that Whanganui was a generally good place to live (23% cf. total, 14%).

Sixty-five per cent of residents felt their quality of life in Whanganui was the same as it was in 2019, while 20% felt it was better than last year, and 12%

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 19% felt what it provided was better, and 15% felt it was worse.

On par with last year, 97% of residents stated they felt safe in their homes during the day, while 93% felt safe during the evening, a slight decrease from last year (cf. 2019, 96%). Eighty-two per cent of residents felt their property was secure when they were away, this was also a slight decrease compared with last year (cf. 2019, 86%). Ninety-three per cent of residents also mentioned they felt safe in the Central Business District (CBD) during the day, and 58% felt safe in the CBD during the evening, both on par with last year's results.

Seventy-one per cent of residents were either satisfied (21%) or very satisfied (50%) with the contribution the CBD makes to the lifestyle and image of Whanganui.

Residents aged 60 or older were significantly more likely to be very satisfied with the contribution the CBD makes compared with other residents (33% cf. total, 21%).

COMMUNITY CONNECTEDNESS IN WHANGANUI

Sixty per cent of residents indicated that they had a high (42%) or very high (18%) level of wellbeing, while 51% rated their sense of belonging in the community as strong (34%) or very strong (17%).

Residents aged between 40 and 49 years were significantly less likely to rate their level of

wellbeing as high (25% cf. total, 42%), while residents aged 18 to 29 years old were significantly less likely to rate their sense of belonging as strong (10% cf. total, 34%).

More than two-thirds of residents (67%) either agreed (40%) or strongly agreed (27%) that they felt a sense of pride in their neighbourhood; residents aged 60 or older were significantly more likely to strongly agree with this (45% cf. total, 27%). A further 67% of residents agreed (39%) or strongly agreed (28%) that they felt a sense of pride with the Whanganui community. Again, residents aged 60 or older were significantly more likely to strongly agree with this (44% cf. total, 28%).

More than half of residents (51%) were satisfied (42%) or very satisfied (9%) with the roads in the Whanganui district, while 63% of residents were satisfied (44%) or very satisfied (19%) with the shared pathways and footpaths in the city, and 75% of residents were satisfied (50%) or very satisfied (25%) with how easy it was to get around Whanganui.

COUNCIL SERVICES AND FACILITIES

In 2020, 55% of residents used or visited the Whanganui Airport, a slight increase compared with last year (cf. 2019, 52%). While not statistically significant, residents aged 18 to 29 years were more likely to have used or visited the airport (64% cf. total, 55%).

Executive Summary

The standard of the presentation in the town centre was the highest-rated service provided by Council, with 78% of residents either satisfied (49%) or very satisfied (29%) with this. Sixty-six per cent of residents were satisfied (36%) or very satisfied (30%) with public art, while 60% of residents were satisfied (42%) or very satisfied (18%) with the control of litter. At a lower level, 52% of residents were satisfied (40%) or very satisfied (12%) with the availability of on-street parking, a significant decrease compared with last year (cf. 2019, 61%), and 49% of residents were satisfied (35%) or very satisfied (14%) with animal control, also a significant decrease compared to last year (cf. 2019, 56%).

Issue	2020 Total Satisfied	2019 Total Satisfied
Standard of presentation in town centre	78%	81%
Public art	66%	67%
Control of litter	60%	62%
On-street parking	52%	61%
Animal control	49%	56%

Parks and reserves, the maintenance and presentation of open spaces, and the libraries were the highest-rated facilities in terms of satisfaction amongst residents. Parks and reserves received the highest satisfaction ratings, with 82% of residents satisfied (46%) or very satisfied (36%). Open spaces were also rated highly, with 73% of residents satisfied (51%) or very satisfied (22%), while 71% of residents were satisfied (38%) or very satisfied (33%) with the district's libraries.

While not statistically significant, residents aged 60 or older were more likely to be satisfied with the maintenance and presentation of open spaces (80% cf. total, 73%).

Issue	2020 Total Satisfied	2019 Total Satisfied
Parks and reserves	82%	82%
Maintenance and presentation of open spaces	73%	73%
Libraries	71%	69%
Playgrounds	69%	75%
Cook's Gardens	64%	70%
Sports grounds	63%	71%
Regional Museum	63%	69%
Royal Whangarei Opera House	62%	62%
Standard of toilet facilities	54%	50%
War Memorial Centre	53%	61%
Toilet facilities are adequate to meet user needs	50%	53%

In a new question for 2020, residents were asked if they were satisfied with the opportunities offered to the community for the disposal of waste, and for recycling. Forty-one per cent of residents were satisfied (26%) or very satisfied (15%) with these opportunities.

Residents aged 60 or older were significantly more likely to be satisfied with the opportunities offered to the community for the disposal of waste, and for recycling compared with other residents (35% cf. total, 26%).

PERFORMANCE OF COUNCIL

In a new question for 2020, residents were asked how they would rate the leadership provided by Council to the district over the last year. Forty-seven per cent rated the leadership as good (34%) or very good (13%).

Residents aged 60 or older were significantly more likely to have rated the leadership as good (47% cf. total, 34%) or very good (20% cf. total, 13%).

Forty-five per cent of residents felt Council responded to the community's needs and issues well (36%) or very well (9%), while 47% of residents felt the performance of the Mayor and Councillors was either good (33%) or very good (14%).

Residents aged 60 or older were significantly more likely to have felt Council responded to the community's needs and issues well (49% cf. total, 36%) or very well (15% cf. total, 9%). These residents were also significantly more likely to have felt the performance of the Mayor and Councillors was good (46% cf. total, 33%) or very good (22% cf. total, 14%).

Forty-six per cent of residents had contact with a Council staff member in the past year; of these 68% rated these interactions as good (42%) or very good (26%).

Residents aged 60 or older were significantly more likely to have rated these interactions as very good (40% cf. total, 26%).

Executive Summary

Regarding information measures, 41% of residents felt that they had received either enough (36%) or more than enough (5%) information from Council.

A further 29% of residents felt that they received some information. Residents aged 60 or older were significantly more likely to have felt that they received enough information (57% cf. total, 36%), while residents aged 18 to 29 years old were significantly more likely to have felt that they received some information from Council (59% cf. total, 29%).

Forty-nine per cent of residents were satisfied (40%) or very satisfied (9%) with the ease of accessing Council information. Residents aged 60 or older were significantly more likely to be satisfied with the ease of accessing Council information compared with other residents (50% cf. total, 40%).

Forty per cent of residents had visited Council's website in the past 12 months; of those, 46% agreed that the website was easy to navigate. While not statistically significant, residents aged between 30 and 39 years old were more likely to have agreed that the website was easy to navigate (54% cf. total, 46%).

LEADING EDGE

Eighty-four per cent of residents were unaware of Council's vision Leading Edge. Residents aged 50 to 59 years, and male residents were significantly more likely to have an awareness of Leading Edge (28% and 21%, respectively, cf. total 16%). For those residents who were aware of the vision, 41% heard about Leading Edge in a newspaper.

RURAL COMMUNITY BOARD

Rural residents' awareness of the Rural Community Board was 85%, a 25% increase from last year (cf. 2019, 60%), while familiarity with the board's role in the community has also increased when compared to last year's results (19% cf. 2019, 5%). Twenty-four per cent of rural residents thought the performance of the Rural Community Board was good or very good.

Table of Contents

Executive Summary	2
Background And Method	7
Recreational And Cultural Activities	9
Emergency Planning And Preparedness	21
Perceptions Of The Whanganui Community	27
Community Connectedness In Whanganui	41
Council Services And Facilities	53
Performance Of Council	65
Leading Edge	79
Rural Community Board	81
Appendices	84

Background and Method

BACKGROUND

Whanganui District Council (Council) commissioned Versus Research to conduct its annual survey about residents' views of the Whanganui community in 2020.

METHOD AND SAMPLE

Interviewing for this year's Community Views Survey was carried out via a mixed-method approach utilising Computer-Assisted Telephone Interviewing (CATI) between March 12th and 31st, and online interviewing between June 2nd and 10th, 2020.

Due to the nationwide state of emergency declared on March 25th, online interviewing scheduled for April, was postponed until June.

The results from both forms of interviewing were combined and analysed as a single dataset.

The final sample size (total number of residents interviewed) was n=500 (n=270 from CATI and n=230 from online interviewing) which gives a maximum Margin of Error (MoE) of +/- 4.38%.

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

	CATI	Online
Male	109	53
Female	161	177
TOTAL	270	230

	CATI	Online
16 to 29 years	1	19
30 to 39 years	10	47
40 to 49 years	19	53
50 to 59 years	49	62
60 years and older	191	39
TOTAL	270	230

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

	CATI	Online
Atamohu	33	28
Castlecliff	39	34
Gorville	45	34
Baena Hill/Dune Hill	15	6
St Johns Hill/Otamatea	41	22
Springvale	13	24
Whanganui Central	23	30
Whanganui East	25	35
Blueskin Maxwell	14	11
Marybank et al	10	5
TOTAL	270	230

WEIGHTING

Age and gender weights have been applied to the final dataset for this project. Weighting ensures specific demographic groups are neither under nor

over represented in the final dataset, and each group is represented as it would be in the population.

Weighting gives greater confidence that 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 2018 Census data (Statistics New Zealand).

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

Demographic Population of Whanganui	Weight (%)
Males aged 30 years and younger	15%
Females aged 30 years and younger	15%
Males aged between 40 and 59 years	16%
Females aged between 40 and 59 years	18%
Males aged 60 years and older	16%
Females aged 60 years and older	20%

MARGIN OF ERROR

Margin of Error (MoE) is a statistic used to express the amount of random sampling error present 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%.

Background and Method

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

Subgroup	Margin of Error at the 95% Confidence Interval
Aramoio	+/- 12.68%
Castlecliff	+/- 11.54%
Gonville	+/- 11.02%
Bastia Hill/Dixie Hill	+/- 21.38%
St Johns Hill/Otamatea	+/- 12.98%
Springvale	+/- 14.94%
Whanganui Central	+/- 13.46%
Whanganui East	+/- 11.63%
Blueskin-Maxwell	+/- 18.19%
Marybank et al	+/- 25.30%
All rural residents	+/- 14.77%
All residents	+/- 4.38%

QUESTIONNAIRE

The questionnaire for the 2020 Community Views Survey was constructed by Versus Research in conjunction with Council. A copy of the questionnaire is available in the appendix.

NOTES ON REPORTING

The majority of results are presented first at a total level (generally charted) and findings include comparisons to previous years where applicable; then presented in a tabulated format are results by area, age groups, and gender.

It is important to note that due to rounding and questions which allow multiple answers, percentages will not always add up to 100%.

Some responses required participants to provide verbatim responses. To this, recorded responses have been coded and grouped into common themes identified amongst responses. Reasons for dissatisfaction were also collected verbatim. Please note the verbatim has been presented as it was transcribed, i.e. basic spelling has been edited, but people's own choice of words have not been edited. A full list of responses are available in the appendix.

In previous years, telephone and online fieldwork has taken place consecutively, typically within a one-month period. This year, close to half of interviews were conducted after the COVID-19 lockdown (level 4 and level 3) in New Zealand, so readers of the report should be aware of this with regards to changes when looking at comparisons between the 2020 data and previous years' data.

STATISTICAL TESTING

Statistical testing has been applied to figures in this report. This testing compares the results from 2020 with 2019. 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 2019 at either the 95% or 99% confidence interval.

Subgroup (area, age groups, gender) results have also been compared to the total level results. Any significant changes here are shown using a ↑ or ↓ arrow. A ↑ arrow shows a significantly higher result, while a ↓ arrow shows a significantly lower result than the total.

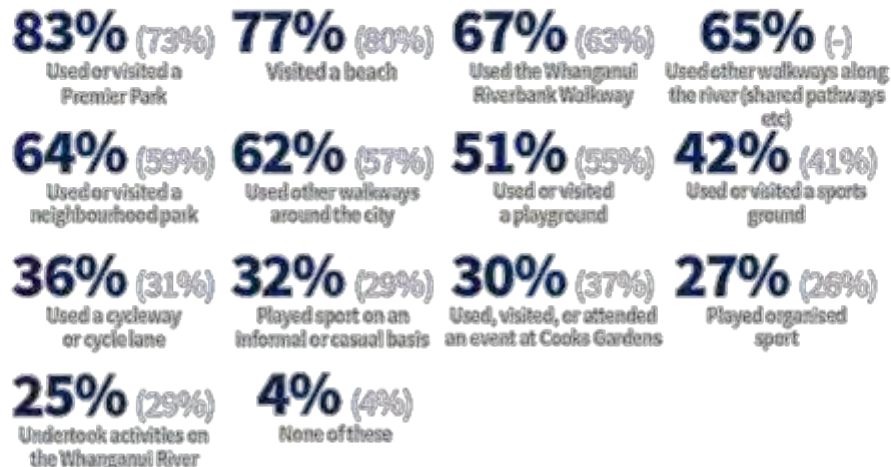
Recreational and Cultural Activities

Recreational Activities Undertaken

2020 RESULTS

The primary recreational activities undertaken by residents in the Whanganui district in 2020 included using or visiting a Premier Park (83%) and visiting a beach (77%). Following this, 67% of residents used the Whanganui Riverbank Walkway, 65% used other walkways along the river, while 64% used or visited a neighbourhood park. Sixty-two per cent used other walkways around the city, and 51% used or visited a playground in the past year.

BY RESIDENTS (2019 FIGURES IN BRACKETS)



AREA DIFFERENCES

Residents from St Johns Hill/Otamatea were significantly more likely to have played sport on an informal or casual basis than other residents (63% cf. total, 32%) (overleaf).

BY SUBURB

	Armidale	Castle Hill	Wainui	Banking Hill / Okaia Hill	St Johns Hill / Otamatea	Springvale	Wing Central	Wing East	Streatley-Rowell	Manawatu
Used or visited a Premier Park	95%	79%	80%	70%	91%	92%	86%	71%	84%	74%
Visited a beach	74%	85%	74%	72%	86%	75%	82%	60%	83%	66%
Used the Whanganui Riverbank Walkway	84%	51%	63%	70%	80%	67%	72%	57%	80%	51%
Used other walkways along the river	79%	64%	58%	50%	79%	60%	67%	63%	62%	42%
Used or visited a neighbourhood park	75%	67%	44%	61%	83%	62%	69%	63%	61%	39%
Used other walkways around the city	79%	57%	57%	46%	71%	57%	75%	47%	67%	83%
Used or visited a playground	65%	51%	41%	69%	56%	53%	44%	49%	60%	36%

Recreational Activities Undertaken



BY SUBURB (CONT.)

	Ararua	Cassidy-B31	Scottville	Basin Hill / Dunrobin Hill	Oroboro Hill / Cooks Gardens	Springvale	Wing Central	Wing East	Clonville - Mascot	Whangarei Central
Used or visited a sports ground	49%	44%	33%	61%	59%	45%	37%	26%	48%	44%
Used a cycleway or cycle lane	51%	31%	37%	19%	53%	30%	38%	28%	24%	11%
Played sport on an informal or casual basis	31%	34%	26%	41%	63% +	30%	28%	14%	41%	25%
Used, visited, or attended an event at Cooks Gardens	32%	31%	23%	28%	38%	37%	25%	25%	34%	30%
Played organised sport	31%	25%	24%	15%	44%	24%	26%	12%	46%	27%
Undertook activities on the Whanganui River	29%	20%	22%	37%	35%	15%	12%	25%	36%	39%
None of these	0%	2%	4%	3%	4%	2%	3%	8%	0%	17%



BY AGE AND GENDER

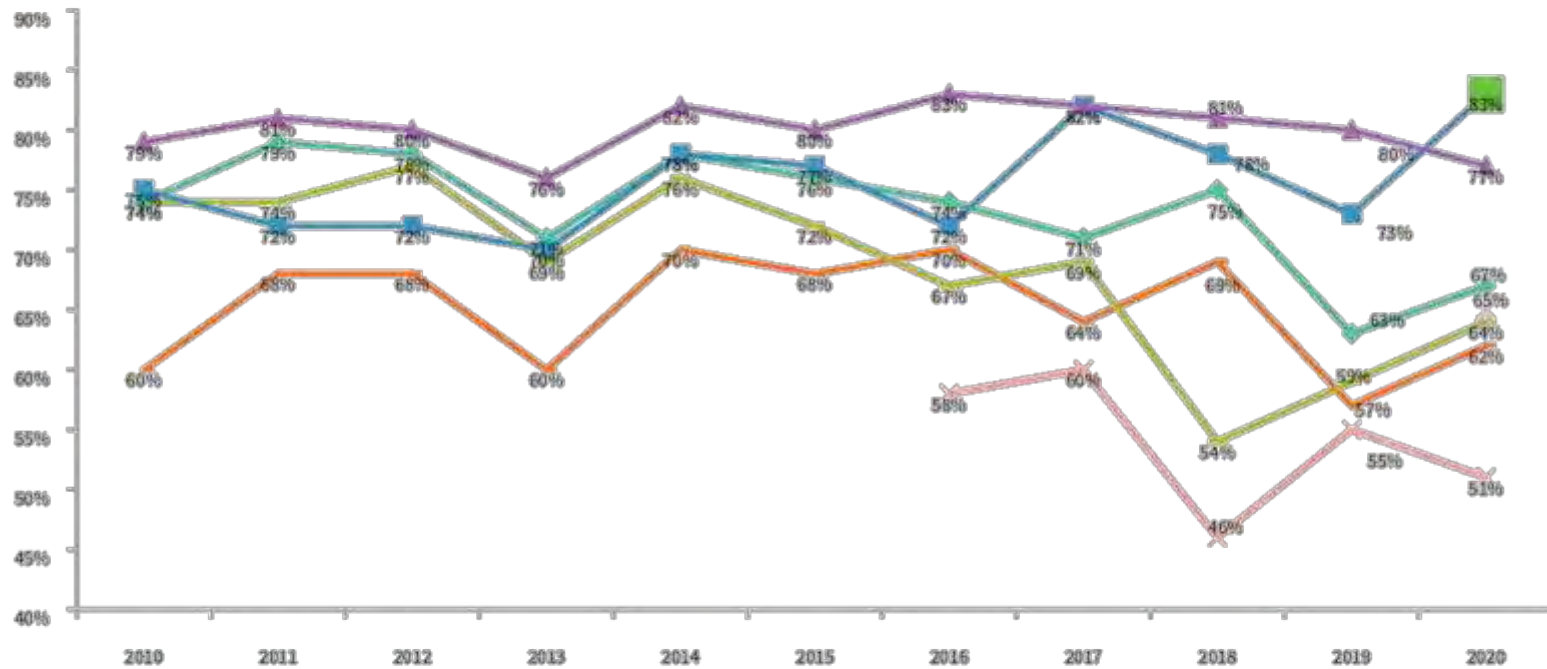
	16 to 24 years	25 to 33 years	34 to 43 years	44 to 53 years	54 years or over	Males	Females
Used or visited a Premier Park	71%	88%	79%	88%	81%	84%	82%
Visited a beach	81%	87%	90% +	77%	64% ↓	74%	79%
Used the Whanganui Riverbank Walkway	67%	73%	62%	68%	60%	64%	71%
Used other walkways along the river	52%	80%	71%	68%	55% ↓	65%	65%
Used or visited a neighbourhood park	47%	80%	63%	66%	57%	67%	61%
Used other walkways around the city	81%	72%	69%	64%	49% ↓	64%	61%
Used or visited a playground	34%	78% +	54%	46%	41% ↓	47%	56%
Used or visited a sports ground	19%	53%	58% +	37%	36%	47%	37%
Used a cycleway or cycle lane	40%	38%	46%	45%	25% ↓	41%	31%
Played sport on an informal or casual basis	28%	39%	38%	29%	29%	41% +	25% ↓
Used, visited, or attended an event at Cooks Gardens	10%	46% +	32%	30%	23%	31%	28%
Played organised sport	19%	34%	39%	26%	20%	30%	24%
Undertook activities on the Whanganui River	26%	33%	23%	24%	21%	28%	23%
None of these	12%	0%	2%	2%	6%	4%	4%

Whanganui District Council Community Views Survey - June 2020 | 11

Recreational Activities Undertaken

2010 - 2020 TREND

There has been significant increase in the number of residents who mentioned they used or visited a Premier Park in 2020 (83% cf. 2019, 73%).

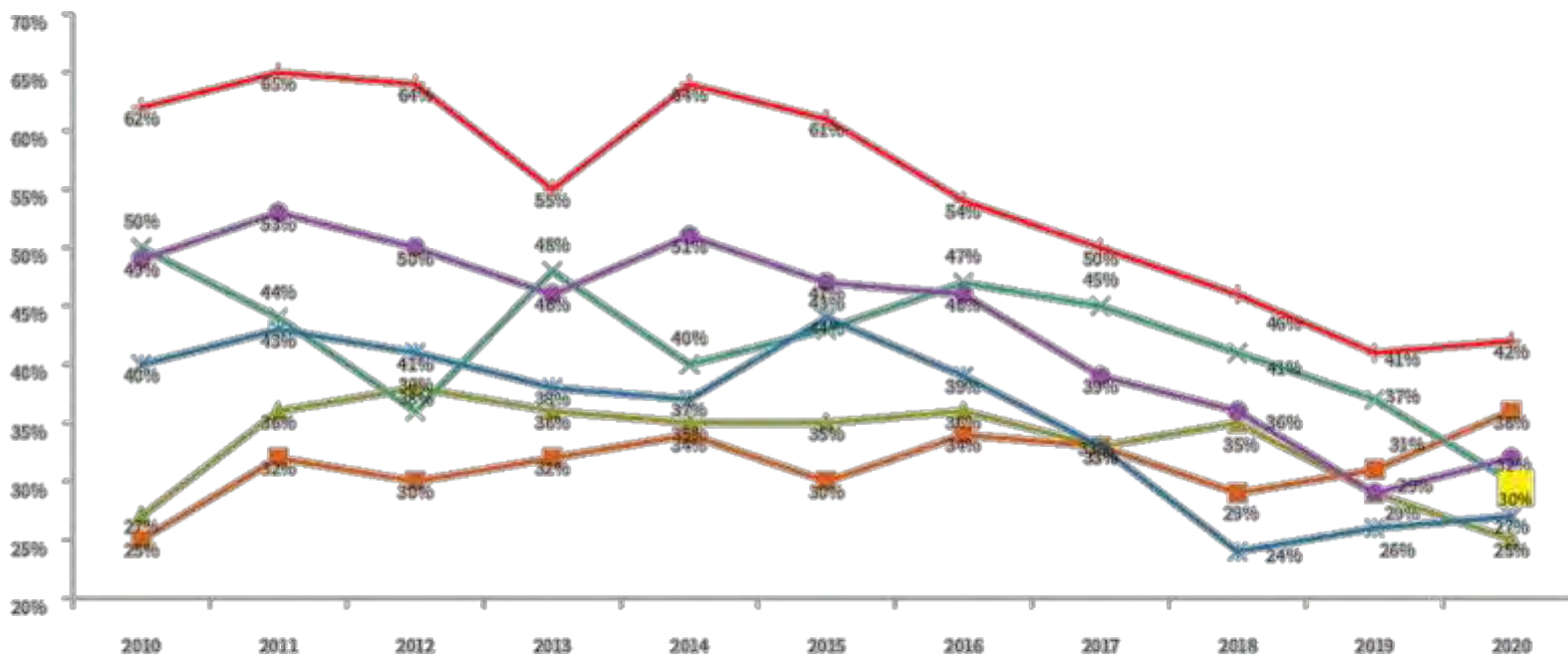


- Used other walkways around the city
- Used the Whanganui Riverbank Walkway
- Visited a beach
- Used other walkways along the river (shared pathways etc)
- Used or visited a neighbourhood park
- Used or visited a Premier Park
- Used or visited a playground

Recreational Activities Undertaken

2010 - 2020 TREND (CONT.)

At a lower level, there has been significant decrease in the number of residents who mentioned they used or attended an event at Cooks Gardens this year (30% cf. 2019, 37%).



- Used a cycleway or cycle lane
- ...Activities on the Whanganui River
- Used or attended... Cooks Gardens
- Played organised sport, e.g., for a club
- Played sport on an informal... basis
- Used or visited a sports ground

Using the Whanganui Riverbank Walkway

2020 RESULTS

The primary activities undertaken by residents when using the Whanganui Riverbank Walkway included general exercise (44%) and visiting the Saturday market (32%). Following this, other activities included recreational purposes (27%), walking to town (26%), cycling (24%), and walking the dogs (16%). Six per cent of residents used the Whanganui Riverbank Walkway to get to and from work in the past year, while a further 11% used it for other reasons.

BY RESIDENTS (2019 FIGURES IN BRACKETS)



AREA DIFFERENCES

While not statistically significant, 61% of residents who live in Whanganui Central used the Whanganui Riverbank Walkway for general exercise (cf. total, 44%).

BY SUBURB

	Arerua	Clareville	Te Kopiri	Zone 1 SMI / Te Kopiri SMI	Zone 2 SMI / Clareville	Springdale	Wg. Central	Wg. East	Whanganui District	Whanganui total
General exercise	59%	37%	28%	46%	50%	38%	61%	44%	37%	48%
The Saturday market	47%	24%	19%	20%	37%	38%	44%	20%	33%	37%
Recreational purposes	42%	20%	22%	29%	30%	37%	17%	35%	23%	0%
Walking to town	23%	25%	23%	26%	45%	13%	37%	22%	18%	17%
Cycling	26%	17%	22%	11%	42%	19%	24%	28%	18%	7%
Walking the dogs	25%	15%	21%	7%	12%	10%	12%	18%	17%	11%
Getting to and from work	10%	5%	2%	0%	12%	0%	11%	3%	3%	0%
Other	18%	4%	17%	0%	14%	13%	9%	4%	13%	0%

Using the Whanganui Riverbank Walkway



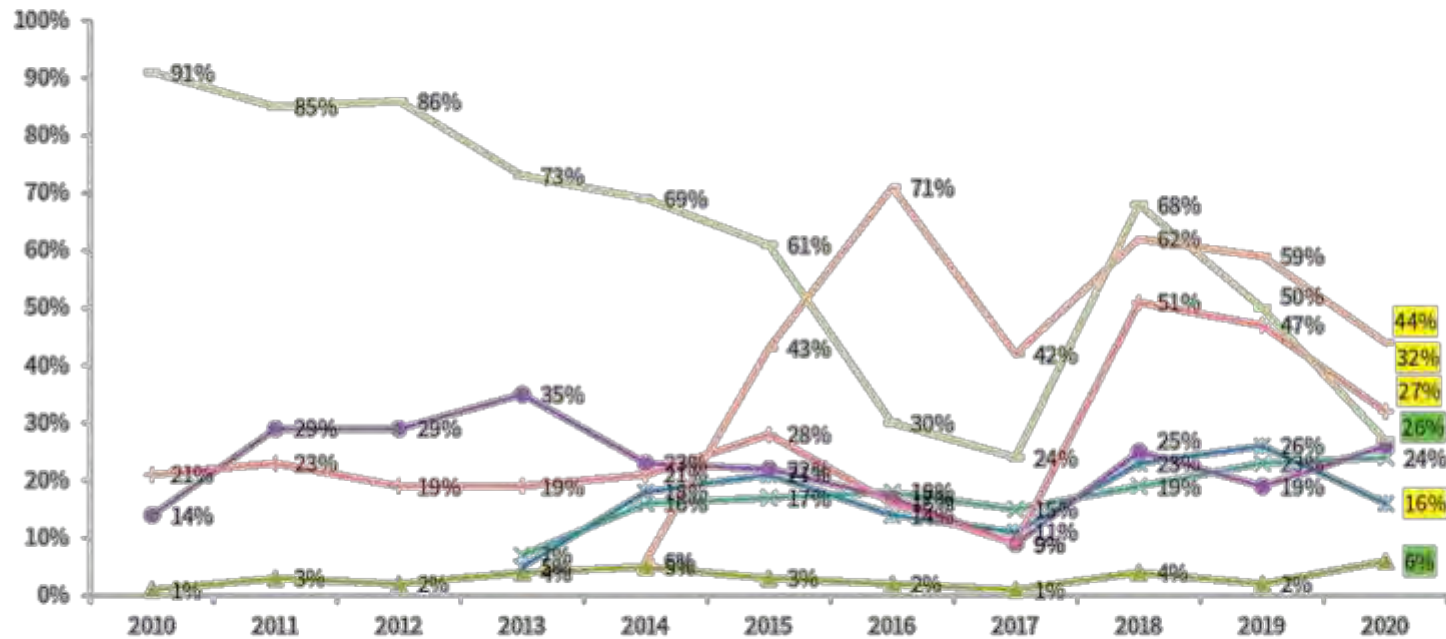
BY AGE AND GENDER

	18 to 27 years	28 to 37 years	38 to 47 years	48 to 57 years	58 years or over	Male	Female
General exercise	41%	61% ↑	58%	45%	30% ↓	40%	47%
The Saturday market	72% ↑	49% ↑	34%	27%	18% ↓	25%	37%
Recreational purposes	51%	49% ↑	27%	24%	14% ↓	23%	31%
Walking to town	28%	28%	20%	30%	25%	27%	25%
Cycling	28%	32%	32%	34%	11% ↓	24%	23%
Walking the dogs	46% ↑	22%	23%	12%	9% ↓	11%	21%
Getting to and from work	0%	9%	12%	7%	2% ↓	8%	3%
Other	10%	7%	11%	10%	12%	10%	11%

Using the Whanganui Riverbank Walkway

2010 - 2020 TREND

This year, there has been a significant increase in the number of residents who used the Whanganui Riverbank Walkway for walking to town (26% cf. 2019, 19%), as well as getting to and from work (6% cf. 2019, 2%). There have been decreases across all other measures since 2019.



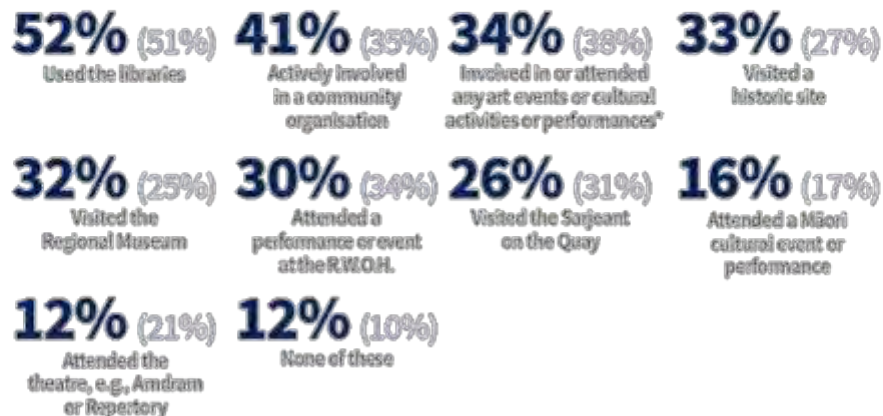
—▲ Getting to and from work
 —● Cycling
 —■ Walking the dogs
 —◆ Walking to town
—▲ The Saturday market
 —● General exercise
—■ Recreational purposes

Cultural Activities Undertaken

2020 RESULTS

The primary cultural activity undertaken by residents in the past year was using the district's libraries (52%). This was followed by being actively involved in a community organisation (41%), attending any arts events or cultural activities or performances (34%), and visiting a historic site (33%).

BY RESIDENTS (2019 FIGURES IN BRACKETS)



AREA DIFFERENCES

While not statistically significant, 81% of Bastia Hill/Durie Hill residents used the district's libraries in the past 12 months (cf. total, 52%).

BY SUBURB

	Ararat/Ararat East	Castledine	Howland	Bastia Hill / Durie Hill	BC Durie Hill / Owharua	Springvale	Wangapea	Wingfield	3 Kings/Invercargill	Whangarei
Used the libraries	67%	49%	37%	81%	55%	54%	61%	46%	50%	47%
Actively involved in a community organisation	43%	43%	35%	54%	48%	44%	48%	27%	46%	23%
Involved in or attended any art events or cultural...performances	43%	38%	32%	49%	38%	24%	29%	30%	39%	23%
Visited a historic site	54%	29%	27%	32%	35%	23%	35%	30%	51%	11%
Visited the Regional Museum	38%	35%	17%	31%	37%	29%	39%	25%	38%	40%
Attended a performance or event at the R.W.O.H.	29%	28%	26%	45%	45%	40%	20%	23%	30%	21%
Visited the Sarjeant on the Quay	33%	24%	20%	31%	40%	15%	27%	18%	27%	30%
Attended a Māori cultural event or performance	20%	22%	9%	4%	27%	3%	18%	13%	24%	11%
Attended the theatre, e.g., Amdram or Repertory	8%	15%	11%	38%	14%	18%	10%	9%	9%	0%
None of these	2%	16%	18%	4%	7%	10%	17%	17%	2%	13%

*Previous year comparisons are indicative due to wording changes in the questionnaire in 2020.

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	24%	66%	55%	56%	48%	52%	53%
Actively involved in a community organisation	29%	36%	33%	38%	50%	48%	34%
Involved in or attended any art events or cultural... performances	29%	31%	29%	42%	36%	33%	36%
Visited a historic site	29%	31%	36%	31%	36%	36%	29%
Visited the Regional Museum	38%	36%	44%	28%	25%	30%	33%
Attended a performance or event at the R.W.O.H	22%	27%	26%	25%	37%	24%	35%
Visited the Sarjeant on the Quay	10%	19%	20%	27%	35% ↑	22%	29%
Attended a Māori cultural event or performance	7%	23%	15%	18%	13%	16%	17%
Attended the theatre, e.g., Amdram or Repertory	0%	11%	11%	10%	17%	11%	13%
None of these	10%	9%	10%	15%	13%	13%	11%



BY USERS

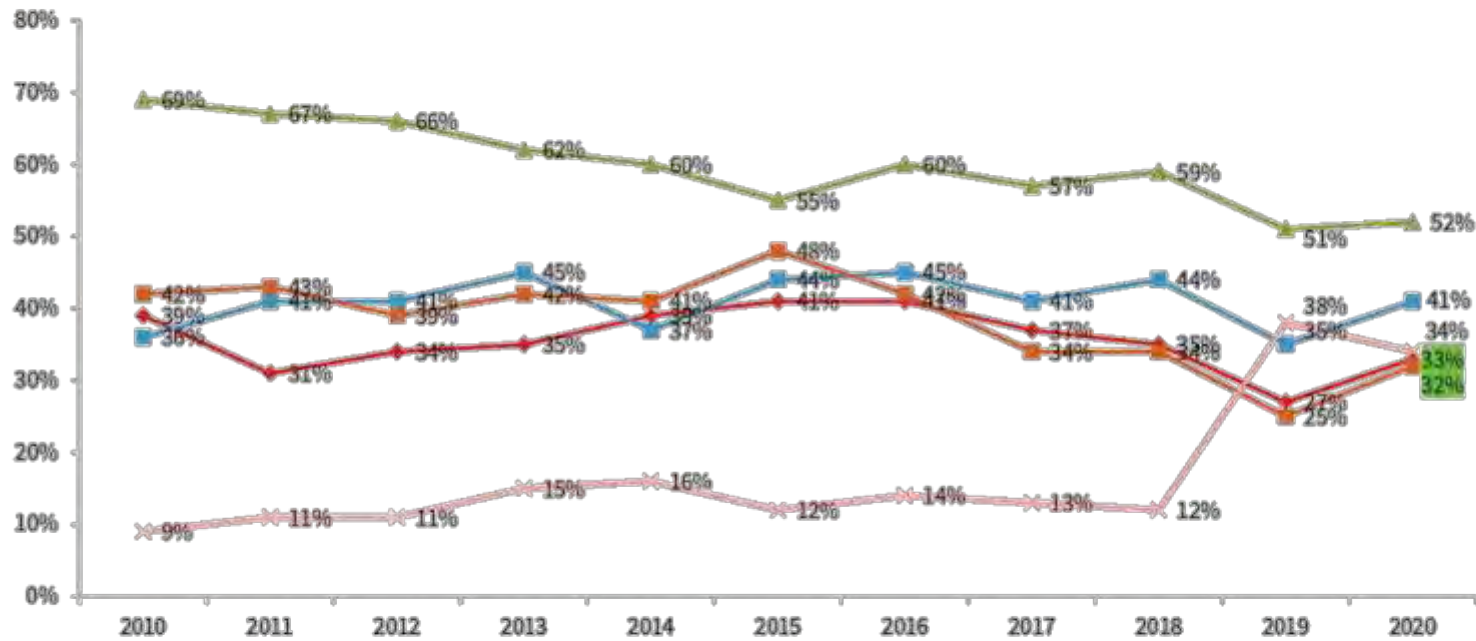
Of those residents who used the district's libraries (52%); 78% used the library physically, and 3% used the library online. Twenty per cent used the library online and physically.

Of those residents who were involved in or attended any art events or cultural activities or performances (34%); 19% participated as a performer or artist.

Cultural Activities Undertaken

2010 - 2020 TREND

There have been significant increases in the number of residents who visited a historic site (33% cf. 2019, 27%), and the Regional Museum this year (32% cf. 2019, 25%).



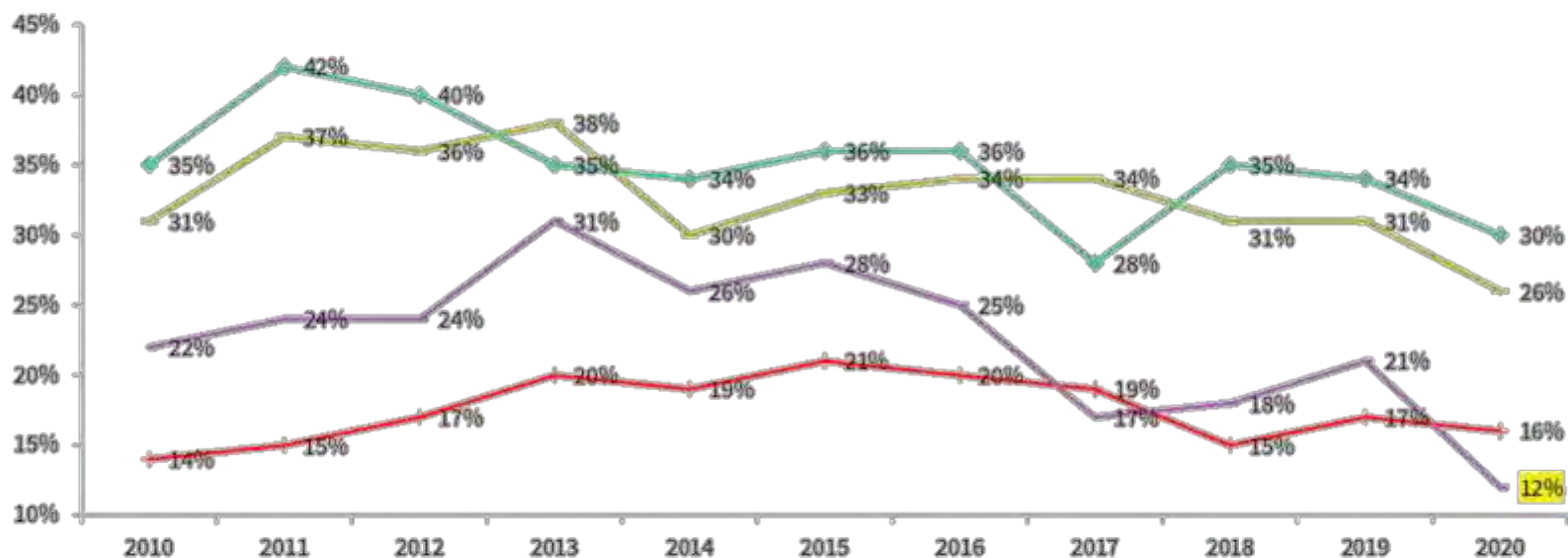
- ◆ Visited a historic site
- ◆ Visited the Regional Museum
- ◆ Involved in, or attended any arts events or cultural... performances*
- ◆ Actively involved in a community organisation
- ◆ Used the libraries

*Year-on-year comparisons are indicative due to wording changes in the questionnaire in 2020.

Cultural Activities Undertaken

2010 - 2020 TREND (CONT.)

There has been a significant decrease in the number of residents who attended the theatre, e.g., Amdram or Repertory in 2020 (12% cf. 2019, 21%).



- Attended a Māori cultural event or performance
- Visited the Sarjeant on the Quay
- Attended the theatre, e.g., Amdram or Repertory
- Attended a performance or event at the R.W.O.H.

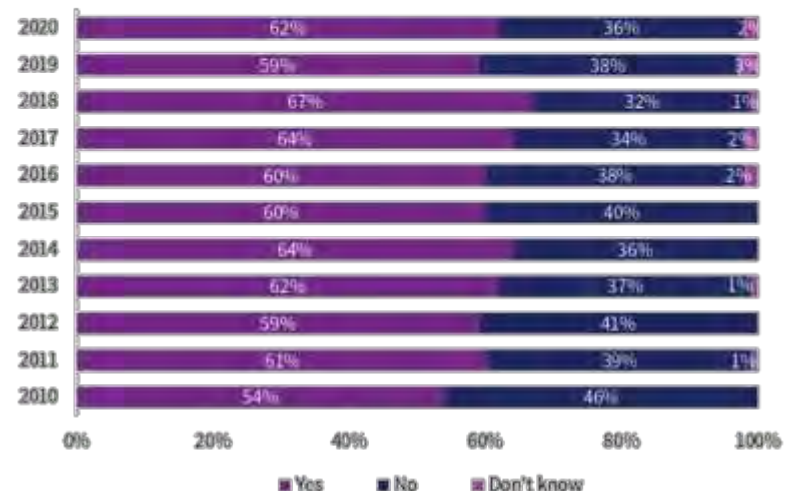
Emergency Planning and Preparedness

Household Emergency Response Plan

2020 RESULTS

Sixty-two per cent of residents had discussed an emergency response plan with their household this year, a 3% increase compared with last year (cf. 2019, 59%). A further 36% of residents had not discussed a plan, while 2% were unsure if they had, or had not.

2010 - 2020 TREND



BY SUBURB

	Manukau	Manurewa	Ōwairaka	Roosville Hill / East Hill	St Albans Hill / Downsies	Spokequairn	Wing Central	Wing Park	Winstanley	Whangaparāpapa
Yes	69%	70%	63%	65%	53%	63%	61%	49%	79%	55%
No	29%	29%	35%	35%	47%	37%	37%	49%	21%	28%
Don't know	2%	1%	2%	0%	0%	0%	1%	2%	0%	17%

BY AGE AND GENDER

	19 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or older	Male	Female
Yes	50%	64%	63%	72%	58%	60%	64%
No	41%	32%	37%	27%	42%	38%	34%
Don't know	9%	4%	1%	1%	0%	1%	2%

Whangarei District Council Community Views Survey - June 2020 | 22

Emergency Survival Kit

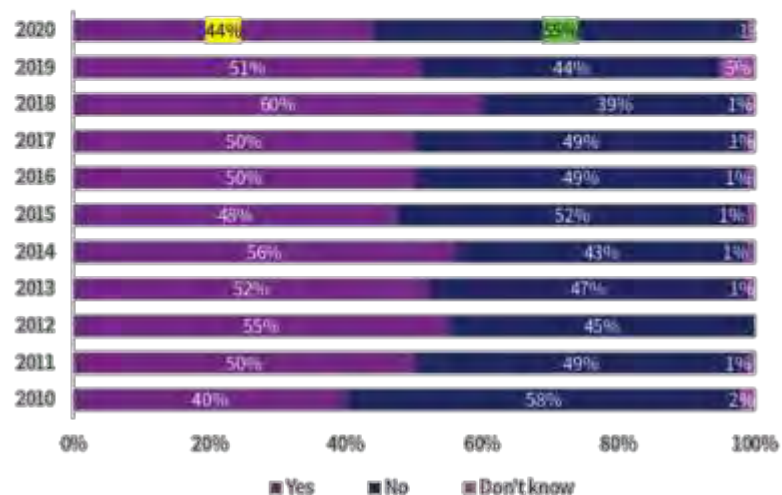


2020 RESULTS

Forty-four per cent of residents mentioned that they had an emergency survival kit, a significant decrease compared with last year (cf. 2019, 51%). Concurrently, 55% of households did not have one, a significant increase compared with last year (cf. 2019, 44%), while 1% were unsure if they had an emergency survival kit or not.



2010 - 2020 TREND



BY SUBURB

	Frenchs	Greenfield	Howville	Teahearts Hill / Dore Hill	Springburn Hill / Springburn	Springdale	Wing Scenicval	Wing View	Wharfedale	Wharfedale	Mangonui
Yes	50%	41%	40%	58%	52%	45%	40%	39%	51%	36%	
No	50%	58%	60%	31%	48%	55%	60%	61%	49%	47%	
Don't know	0%	1%	0%	11% ↑	0%	0%	0%	0%	0%	17% ↑	



BY AGE AND GENDER

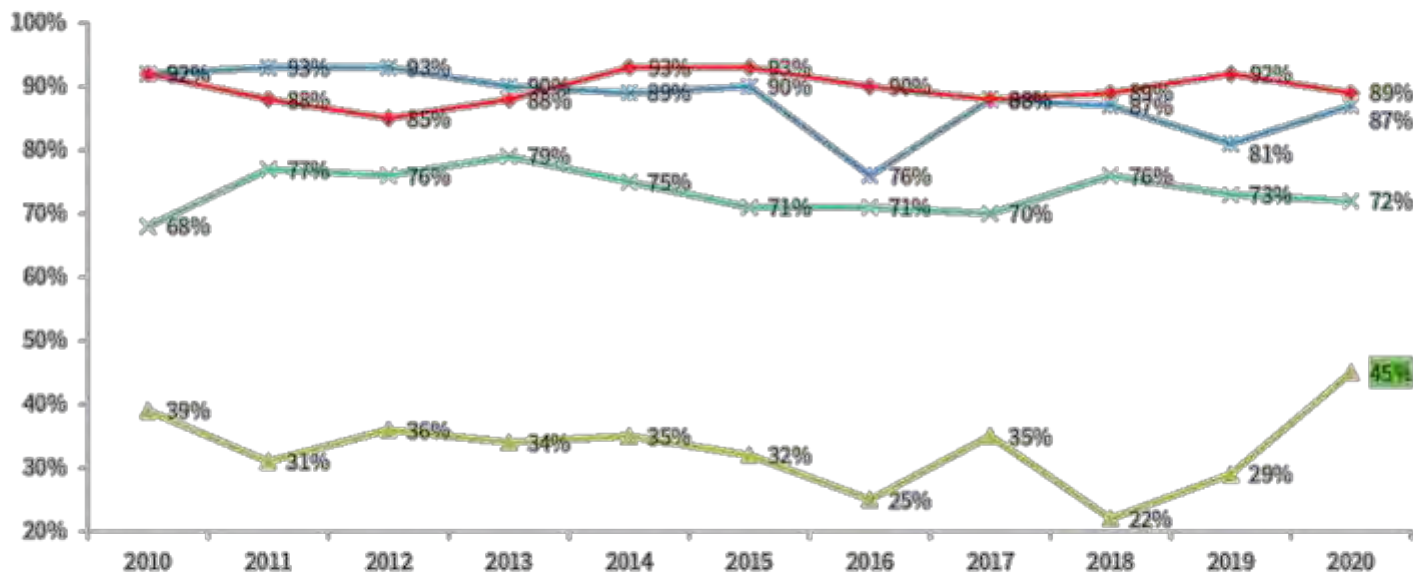
	18 to 29 years	30 to 49 years	50 to 69 years	70 to 89 years	90 years or over	Male	Female
Yes	28%	31%	38%	52%	54% ↑	45%	43%
No	64%	69%	61%	48%	45% ↓	53%	56%
Don't know	9% ↑	0%	1%	0%	1%	2%	1%

Emergency Survival Kit



2010 - 2020 TREND

For those households that did have an emergency survival kit in 2020 (44%), 89% had a first aid kit and instruction book, a decrease of 3%, while 87% had dried or tinned food to feed the household for at least three days, an increase of 6%. Seventy-two per cent of residents had a battery powered radio (2019, 73%), and 45% had important personal documents, a significant increase of 16% compared with last year (cf. 2019, 29%).



- ▲ Important personal documents
- × A battery powered radio that works
- Dried or tinned food to feed the household for at least three days
- ◆ A first aid kit and instruction book

Preparedness for an Emergency

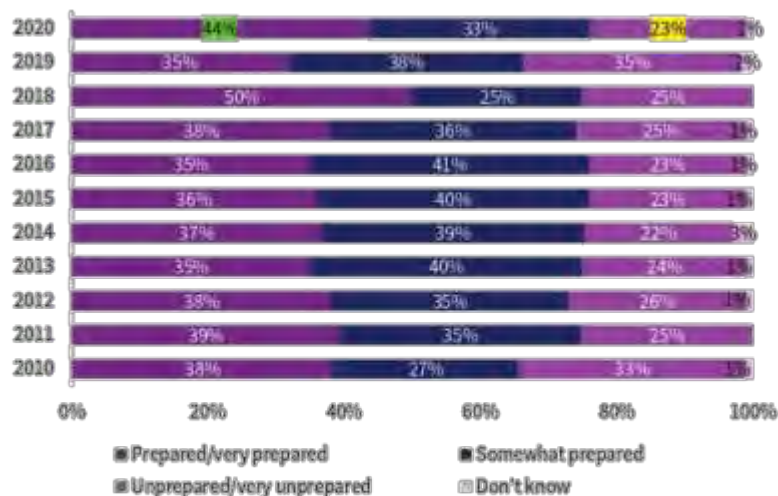


2020 RESULTS

The proportion of residents who felt prepared or very prepared for an emergency has significantly increased compared with last year (44% cf. 2019, 35%). Concurrently, the proportion of residents who felt unprepared or very unprepared has significantly decreased (23% cf. 2019, 35%).



2010 - 2020 TREND



Duration of Coping

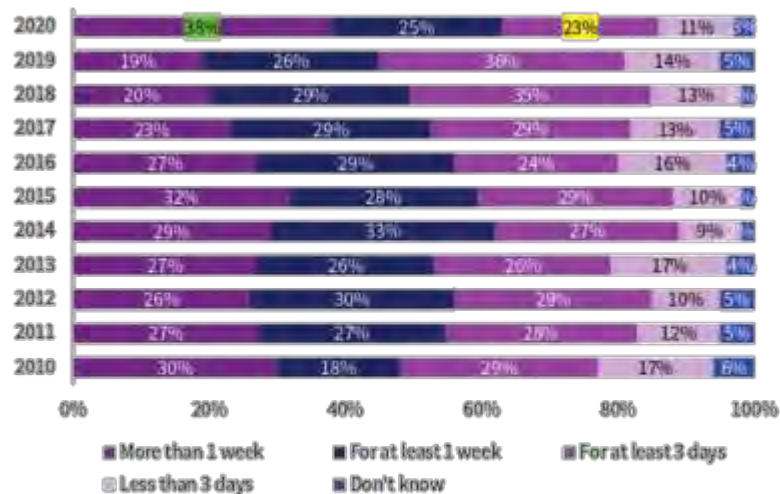


2020 RESULTS

Thirty-eight per cent of residents thought that they could survive more than one week without outside assistance, a significant increase compared with last year (cf. 2019, 19%). This results in a significant decrease of residents who felt they could survive for at least three days without outside assistance (23% cf. 2019, 36%).



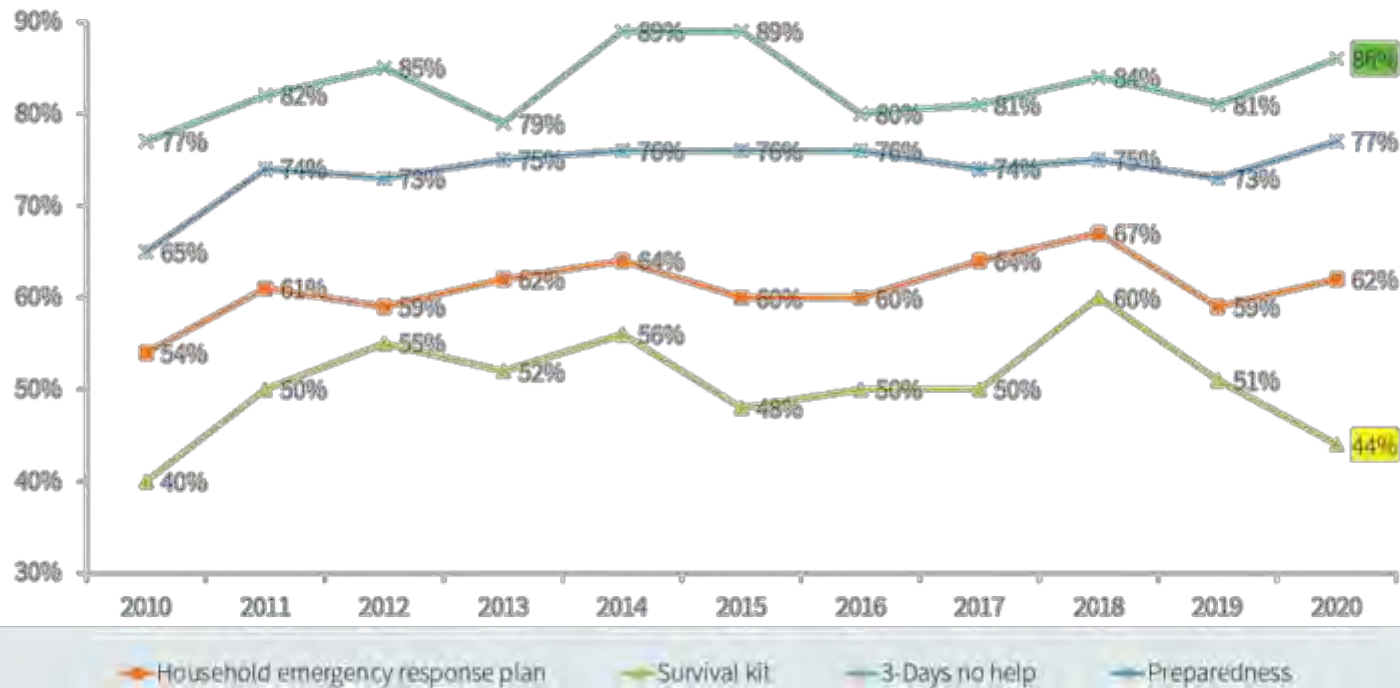
2010 - 2020 TREND



Emergency Response

2010 - 2020 TREND

Sixty-two per cent of residents had discussed an emergency response plan with their household this year, while 44% of residents mentioned that they had an emergency survival kit, a significant decrease compared with last year (cf. 2019, 51%). Seventy-seven per cent of residents felt somewhat prepared, prepared, or very prepared for an emergency, and 86% of residents thought that they could survive more than one week, for at least one week, or for at least three days without outside assistance, a significant increase compared with last year's result (cf. 2019, 81%).



Perceptions of the Whanganui Community

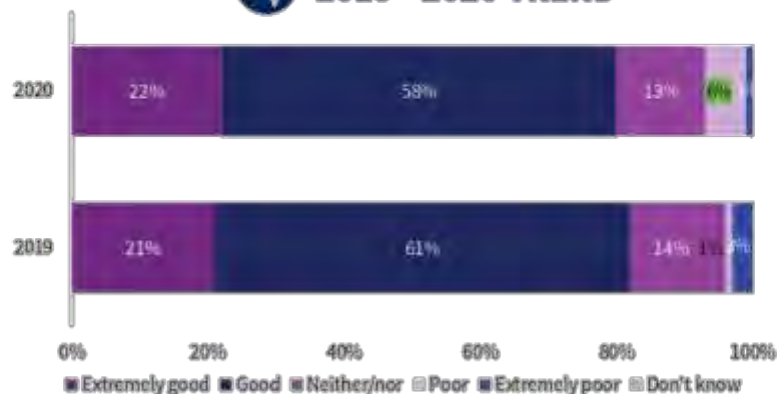
Whanganui District Council Community Views Survey - June 2020 | 27

Standard of Living

2020 RESULTS

Eighty per cent of residents rated their standard of living as good (58%) or extremely good (22%). Following this, 13% of residents rated their standard of living as neither good nor poor, while 7% rated their standard of living as poor (6%) or extremely poor (1%). There is a significant increase in residents who rated their standard of living as poor compared with last year (cf. 2019, 1%).

2019 - 2020 TREND



AREA DIFFERENCES

Residents in Whanganui Central were significantly more likely to have rated their standard of living as extremely poor compared with other residents (8% cf. total, 1%).

BY SUBURB

	Ararua	Coastal	Seawells	Whangāhau / Ōpāheke	Whangāhau / Ōpāheke	Springdale	Whangāhau Central	Whangāhau East	Whangāhau West	Whangāhau South
Extremely good	23%	21%	18%	19%	32%	21%	17%	16%	40%	33%
Good	51%	55%	57%	81%	51%	59%	58%	71%	52%	67%
Neither good nor poor	21%	12%	19%	0%	17%	8%	12%	7%	5%	0%
Poor	5%	13%	5%	0%	1%	12%	5%	5%	0%	0%
Extremely poor	0%	0%	1%	0%	0%	0%	8%	1%	3%	0%

BY AGE AND GENDER

	16 to 19 years	20 to 29 years	30 to 39 years	40 to 49 years	50 years or over	Male	Female
Extremely good	7%	8% ↓	21%	26%	33% ↑	20%	24%
Good	62%	56%	57%	54%	61%	58%	58%
Neither good nor poor	28%	19%	17%	14%	3% ↓	14%	12%
Poor	3%	14% ↑	4%	5%	2% ↓	6%	5%
Extremely poor	0%	3%	1%	1%	1%	2%	1%

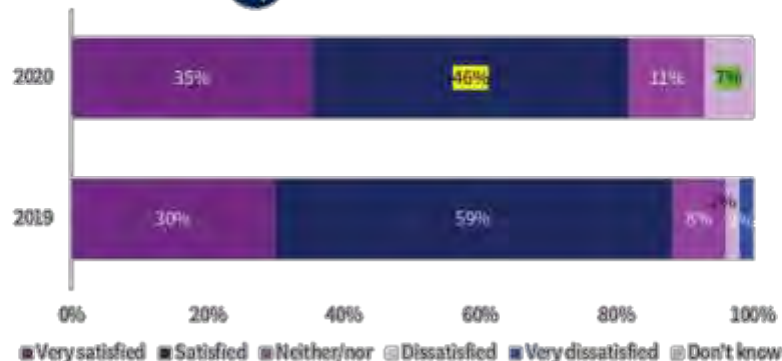
Whanganui District Council Community Views Survey - June 2020 | 28

Living in Whanganui

2020 RESULTS

Eighty-one per cent of residents were either satisfied (46%) or very satisfied (35%) with regards to living in Whanganui. There is a significant decrease in the number of residents who provided a satisfied rating compared with last year (46% cf. 2019, 59%). A further 11% of residents were neither satisfied nor dissatisfied with living in Whanganui, while 7% were dissatisfied, a significant increase compared with last year (cf. 2019, 2%).

2019 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, Bastia Hill/Durie Hill residents were more likely to be very satisfied with living in Whanganui compared with other residents (69% cf. total, 35%).

BY SUBURB

	Kiwitahi	Carters Hill	Opunui	Bastia Hill / Durie Hill	St Johns Hill / St James	Opitiorua	Wing Central	Wing East	Elvedon / Kinross	Whanganui total
Very satisfied	37%	33%	31%	69%	39%	30%	25%	42%	36%	30%
Satisfied	49%	52%	52%	31%	32%	39%	54%	37%	57%	54%
Neither satisfied nor dissatisfied	9%	9%	7%	0%	20%	28%	9%	12%	3%	16%
Dissatisfied	5%	5%	10%	0%	7%	4%	11%	8%	3%	0%
Very dissatisfied	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%

BY AGE AND GENDER

	16 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 years or over	Male	Female
Very satisfied	3% ↓	17% ↓	26%	37%	57% ↑	31%	39%
Satisfied	57%	55%	52%	44%	37% ↓	47%	45%
Neither satisfied nor dissatisfied	31% ↑	15%	18%	7%	4% ↓	11%	12%
Dissatisfied	9%	13%	3%	11%	1% ↓	10%	3%
Very dissatisfied	0%	0%	0%	1%	1%	0%	1%

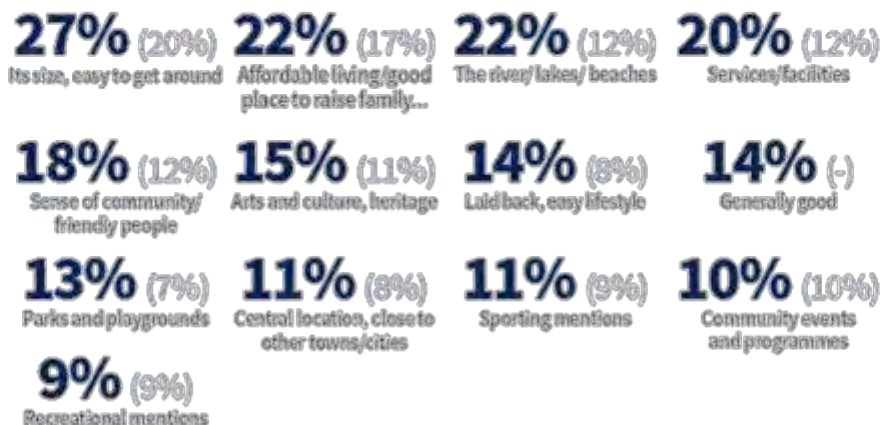
Whanganui District Council Community Views Survey - June 2020 | 29

Lifestyle Benefits

2020 MENTIONS BY RESIDENTS

Regarding lifestyle benefits that Whanganui offers, 27% of residents mentioned Whanganui's size, and that it's easy to get around, while 22% (each) mentioned affordable living and it being a good place to raise a family or it being family friendly as well as the river, lakes, or beaches.

BY RESIDENTS (2010 FIGURES IN BRACKETS)



AREA DIFFERENCES

Residents from Bastia Hill/Durie Hill were significantly more likely to have mentioned Whanganui's size or that it's easy to get around (64% cf. total, 27%), while St Johns Hill/Otamatea residents were significantly more likely to have mentioned the sense of community or friendly people (40% cf. total, 18%).

BY SUBURB

	Aramoho	Woods Hill	Sunville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Syngmate	Wing Central	Wing East	St Johns Russell	Marabou
Its size, easy to get around	28%	17%	15%	64% +	36%	42%	24%	25%	34%	23%
Affordable living/a good place to raise a family...	24%	20%	15%	17%	30%	22%	19%	21%	24%	36%
The river/lakes/ beaches	21%	25%	21%	27%	23%	16%	21%	25%	14%	16%
Services/facilities	8%	18%	18%	23%	27%	27%	30%	24%	20%	16%
The sense of community/friendly people	13%	18%	15%	19%	40% +	7%	18%	14%	28%	7%
Arts and culture, heritage	9%	23%	13%	16%	16%	16%	23%	8%	19%	11%
Laid back, easy lifestyle	12%	15%	19%	27%	10%	28%	14%	7%	2%	12%
Generally good	14%	17%	11%	0%	16%	10%	13%	13%	21%	22%
Parks and playgrounds	11%	8%	11%	3%	12%	20%	17%	19%	8%	13%
Central location, close to other towns/cities	13%	13%	10%	20%	5%	11%	12%	11%	16%	9%
Sporting mentions	12%	6%	5%	13%	7%	11%	19%	9%	26%	16%
Community events and programmes	4%	7%	10%	19%	16%	16%	7%	6%	14%	9%
Recreational mentions	14%	10%	9%	9%	5%	10%	8%	10%	19%	0%

Whanganui District Council Community Views Survey - June 2020 | 30

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 older	Male	Female
Its size, easy to get around	34%	20%	30%	36%	24%	27%	27%
Affordable living/a good place to raise a family...	7%	36%	36%	16%	13% ↓	23%	21%
The river/lakes/ beaches	31%	17%	26%	31%	16%	19%	24%
Services/facilities	12%	12%	15%	23%	27%	19%	21%
The sense of community/friendly people	16%	15%	11%	23%	21%	17%	19%
Arts and culture, heritage	12%	17%	9%	17%	17%	15%	16%
Laid back, easy lifestyle	16%	17%	18%	9%	13%	16%	13%
Generally good	0%	1% ↓	18%	14%	23% ↑	15%	13%
Parks and playgrounds	0%	20%	10%	16%	11%	9%	16%
Central location, close to other towns/cities	10%	15%	9%	14%	9%	9%	14%
Sporting mentions	0%	7%	8%	16%	13%	12%	9%
Community events and programmes	19%	2%	7%	6%	15%	5%	13%
Recreational mentions	10%	8%	14%	11%	8%	9%	10%

Quality of Life

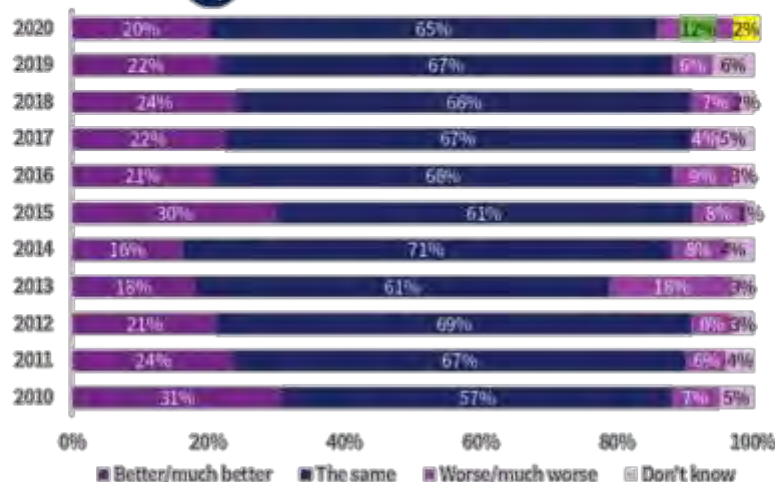


2020 RESULTS

Residents were asked to think of their general quality of life and consider this with regards to last year. Eighty-five per cent of residents felt their quality of life was either the same as last year (65%), or better or much better (20%). Twelve per cent of residents felt it was worse or much worse, a significant increase compared with last year (cf. 2019, 6%). A further 2% were unsure, a significant decrease compared with last year (cf. 2019, 6%).



2010 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, Bastia Hill/Durie Hill residents were more likely to think their general quality of life was better or much better than last year (38% cf. total, 20%).



BY SUBURB

	Manukau	East Tamaki	Greenfield	Bastia Hill / Durie Hill	Spence Hill / Ormeau	Springvale	Wing Central	Wing East	Etahiko / Haurangi	Whangarei
Better/much better	22%	24%	22%	38%	21%	17%	11%	15%	11%	35%
The same	66%	69%	53%	42%	68%	56%	65%	77%	85%	48%
Worse/much worse	11%	7%	20%	9%	8%	24%	20%	5%	3%	17%
Don't know	1%	0%	5%	10%	2%	4%	3%	3%	0%	0%



BY AGE AND GENDER

	20 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Better/much better	26%	27%	9%	19%	21%	23%	18%
The same	60%	52%	79%	61%	69%	60%	68%
Worse/much worse	10%	15%	8%	19%	9%	16%	9%
Don't know	3%	6%	3%	1%	1%	1%	5%

Whanganui District Overall

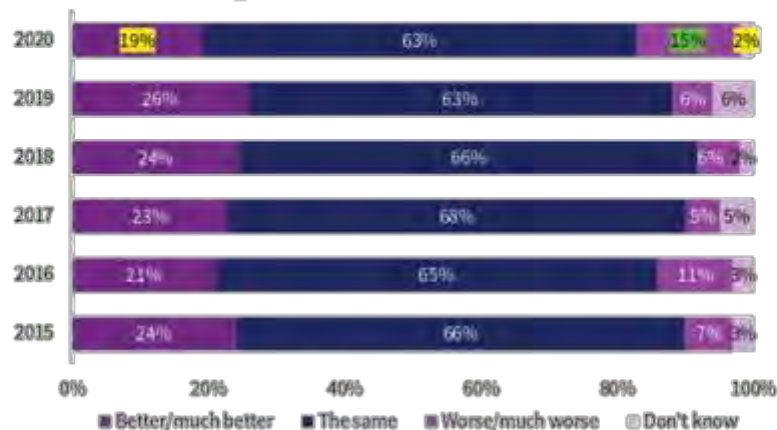


2020 RESULTS

Residents were asked to consider what the district provided compared to last year. Eighty-two per cent of residents felt what the district provided was either the same as last year (63%), or better or much better (19%). There is a significant decrease of those who felt in was better or much better (cf. 2019, 26%). Fifteen per cent of residents felt it was worse or much worse, a significant increase compared with last year (cf. 2019, 6%), and 2% were unsure, a significant decrease of 4% (cf. 2019, 6%).



2015 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, Bastia Hill/Durie Hill residents were more likely to think what the district provided was better or much better compared with last year (38% cf. total, 19%).



BY SUBURB

	Aranda	Castledown	Seaville	Bastia Hill / Durie Hill	St Albans Hill / Downside	SpWynvale	King Central	King Star	Howells Road	Whakawhaka
Better/much better	22%	21%	21%	38%	15%	21%	20%	10%	9%	29%
About the same	63%	71%	47%	43%	71%	62%	56%	73%	79%	54%
Worse/much worse	14%	7%	29%	9%	8%	12%	19%	16%	12%	18%
Don't know	1%	1%	4%	11%	6%	6%	5%	0%	0%	0%



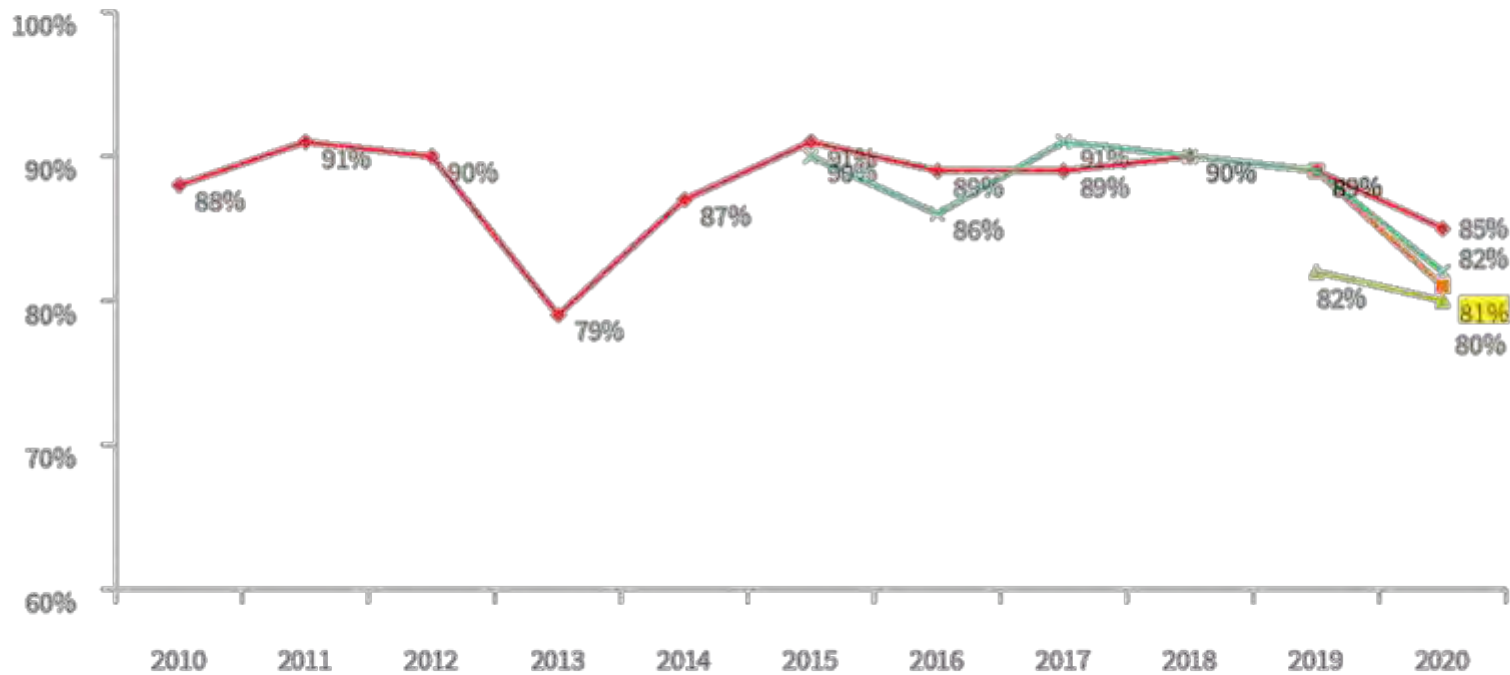
BY AGE AND GENDER

	18 to 32 years	33 to 49 years	50 to 64 years	65 to 79 years	80 years or over	Male	Female
Better/much better	19%	19%	12%	17%	24%	20%	18%
About the same	45%	58%	70%	65%	65%	60%	65%
Worse/much worse	29%	21%	14%	18%	7%	19%	12%
Don't know	6%	2%	4%	0%	3%	1%	4%

Living in Whanganui

2010 - 2020 TREND

There has been a significant decrease in the number of residents who are satisfied with living in Whanganui compared with last year (81% cf. 2019, 89%).



▶ Living in Whanganui
 ▶ Standard of living
 ▶ Quality of life
 ▶ Whanganui district overall

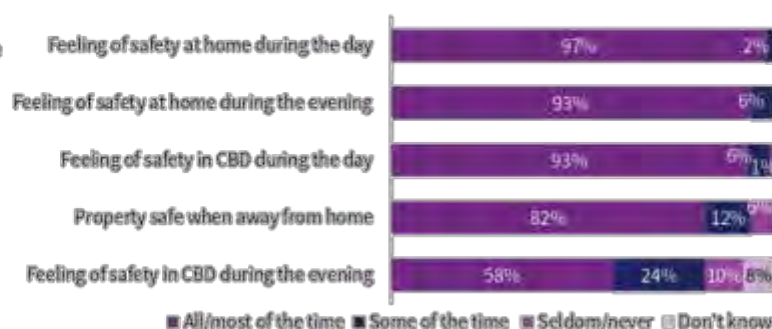
Perceptions of Safety

2020 RESULTS

In 2020, 97% of residents felt safe at home, and 93% felt safe in the Central Business District (CBD) during the day. During the evening, 93% of residents felt safe at home, while 58% felt safe in the CBD.

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

BY RESIDENTS



Total (All/most of the time)	
2020	2019
97%	97%
93%	96%
93%	93%
82%	80%
58%	50%

AREA DIFFERENCES

While not statistically significant, all Aramoho, Bastia Hill/Durie Hill, Springvale, Whanganui Central, and Blueskin-Maxwell residents felt safe at home during the day, and all Bastia Hill/Durie Hill residents felt safe at home during the evening.

BY SUBURB (NET ALL/MOST OF THE TIME)

	Aramoho	Bastia Hill/Durie Hill	Blueskin	Bastia Hill/Durie Hill	Blueskin Hill/Maxwell	Springvale	Whg Central	Whg East	Blueskin-Maxwell	Whanganui at Large
Feeling of safety at home during the day	100%	99%	92%	100%	94%	100%	99%	97%	100%	96%
Feeling of safety at home during the evening	95%	99%	87%	100%	91%	93%	86%	96%	97%	96%
Feeling of safety in CBD during the day	89%	96%	94%	93%	94%	90%	98%	89%	95%	96%
Property safe when away from home	84%	87%	71%	91%	88%	88%	69%	80%	85%	96%
Feeling of safety in CBD during the evening	65%	61%	55%	57%	68%	43%	55%	50%	72%	48%

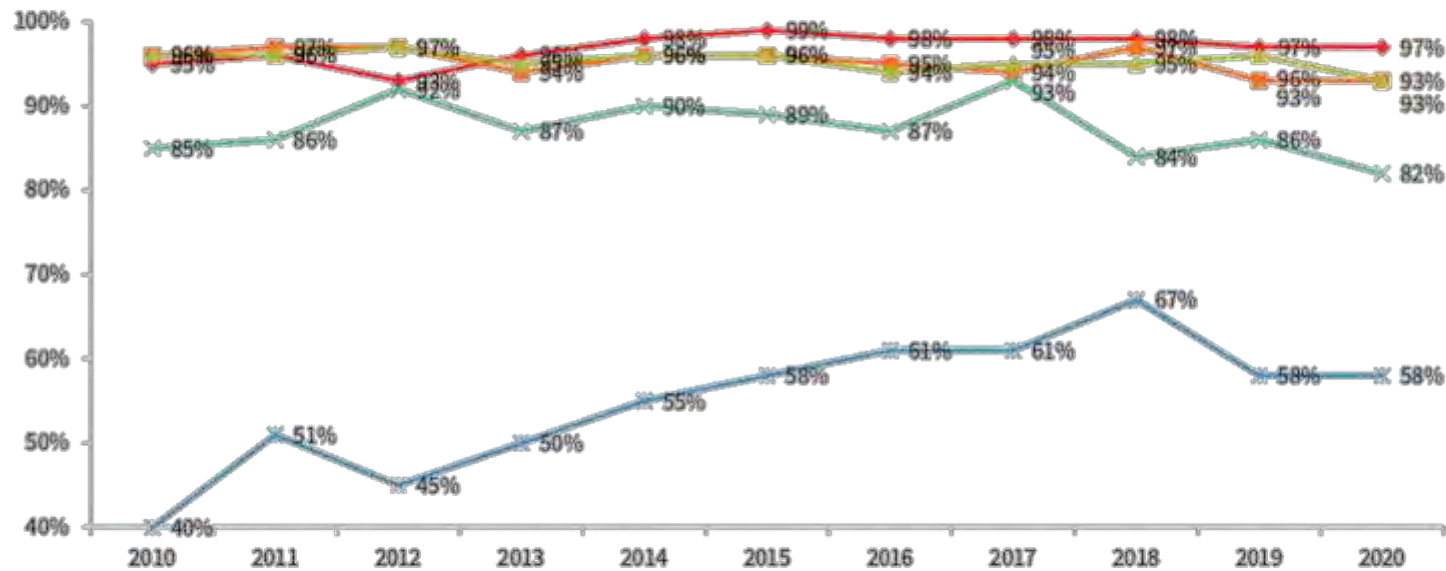
BY AGE AND GENDER (NET ALL/MOST OF THE TIME)

	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	91%	97%	99%	96%	98%	96%	98%
Feeling of safety at home during the evening	84%	93%	95%	88%	97%	91%	95%
Feeling of safety in CBD during the day	91%	90%	93%	92%	97%	93%	93%
Property safe when away from home	62%	78%	71%	82%	92%	83%	80%
Feeling of safety in CBD during the evening	38%	58%	63%	62%	58%	65%	52%

Perceptions of Safety

2010 - 2020 TREND (NET ALL/MOST OF THE TIME)

While not statistically significant, there have been slight decreases in residents' feelings of safety at home in the evening (93% cf. 2019, 97%), and property being safe when away from home (82% cf. 2019, 86%).

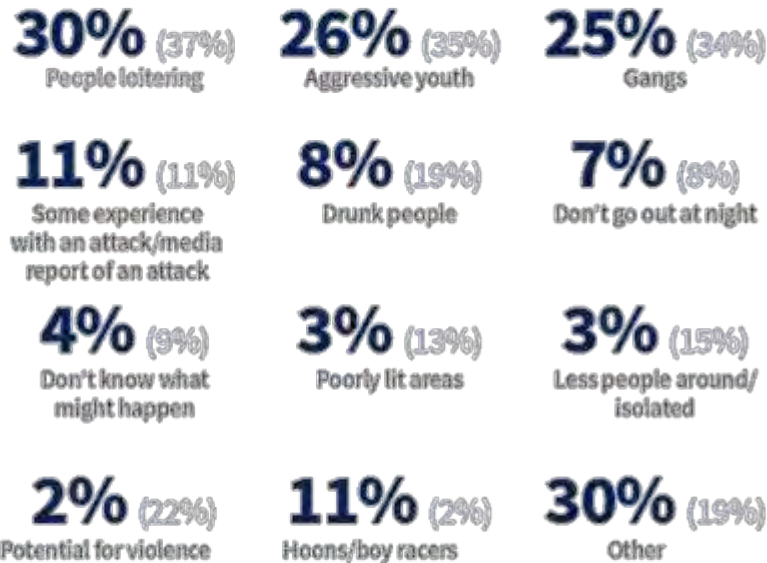


- ◆ Feeling of safety at home during the day
- ◆ Feeling of safety at home during the evening
- ◆ Feeling of safety in CBD during the evening
- ◆ Feeling of safety in CBD during the day
- ◆ Property safe when away from home

Perceptions of Safety



REASONS FOR FEELING UNSAFE (2019 FIGURES IN BRACKETS)



2020 RESULTS

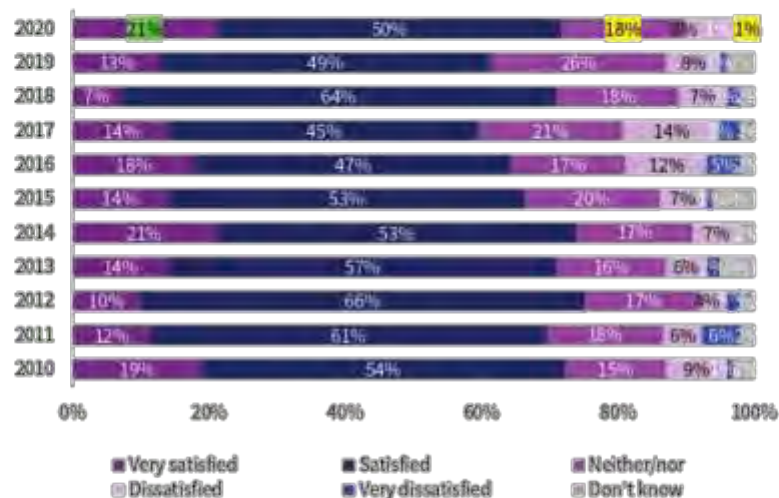
Feelings of safety (all/most of the time) is on par with last year (58%), with 10% of residents stating that they 'seldom', or 'never' feel safe in the CBD in the evening (cf. 2019 11%). The primary reasons for feeling unsafe included people loitering (30% cf. 2019, 37%), aggressive youth (26% cf. 2019, 35%), and gangs (25% cf. 2019, 34%).

CBD Contribution to Lifestyle and Image

2020 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. Close to three-quarters of residents (71%) were satisfied (50%) or very satisfied (21%) with the contribution that the CBD makes. There is a significant increase in the number of residents who were very satisfied with this (cf. 2019, 13%). A further 18% were neither satisfied nor dissatisfied, a significant decrease compared with last year (cf. 2019, 26%), while 9% were dissatisfied (8%) or very dissatisfied (1%), and 1% were unsure, also a significant decrease compared with last year (cf. 2019, 4%).

2010 - 2020 TREND



AREA DIFFERENCES

St Johns Hill/Otamatea residents were significantly more likely than other residents to be very dissatisfied with the contribution the CBD makes to the lifestyle and image of Whanganui (8% cf. total, 1%).

BY SUBURB

	Awahuriri	Cardinals	Donnells	St John's Hill / Dove Hill	St Johns Hill / Otamatea	Springdale	Wing. Central	Wing. East	Maritime-Macmillan	Whangarei
Very satisfied	19%	28%	13%	50%	14%	12%	20%	20%	21%	37%
Satisfied	52%	42%	50%	42%	51%	45%	51%	56%	69%	43%
Neither satisfied nor dissatisfied	16%	21%	26%	4%	17%	31%	15%	16%	9%	7%
Dissatisfied	7%	7%	10%	0%	10%	6%	7%	8%	3%	13%
Very dissatisfied	0%	1%	0%	0%	8%	4%	0%	0%	2%	0%
Don't know	5%	1%	1%	5%	0%	2%	0%	0%	3%	0%

CBD Contribution to Lifestyle and Image

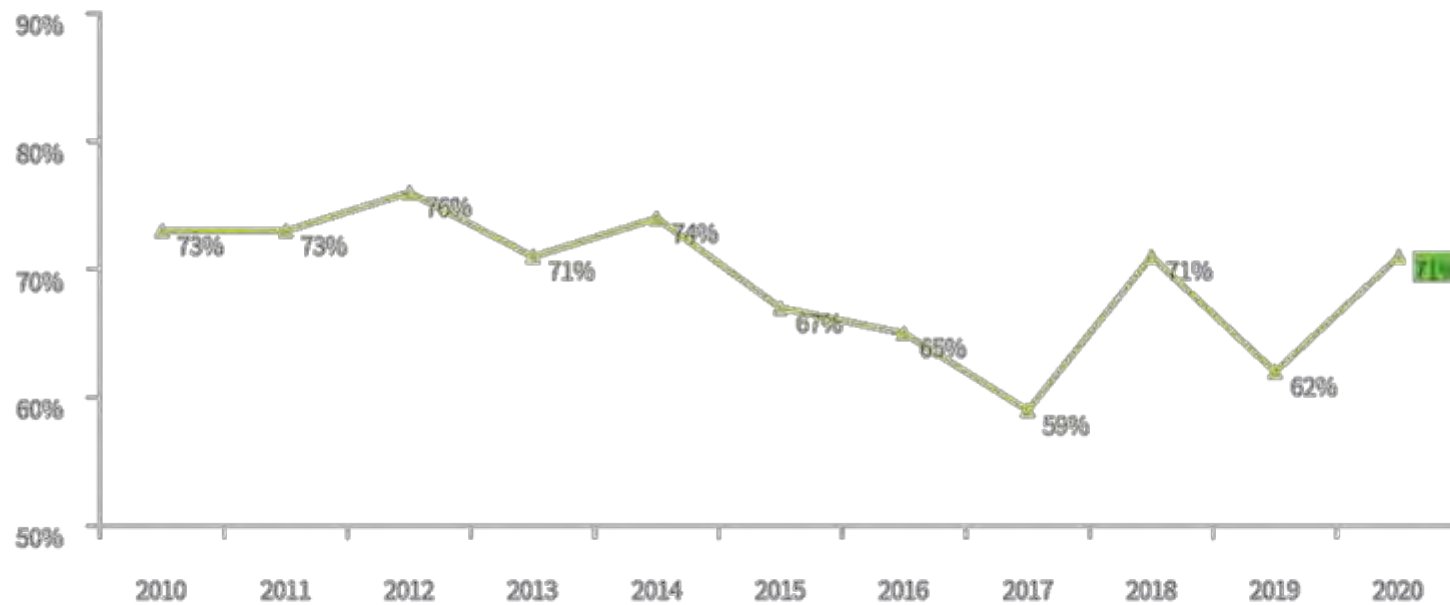
 **BY AGE AND GENDER**

	18 to 24 years	25 to 39 years	40 to 59 years	60 to 69 years	70 years or over	Male	Female
Very satisfied	19%	13%	15%	12%	33% ↑	19%	23%
Satisfied	40%	52%	44%	60%	48%	49%	51%
Neither satisfied nor dissatisfied	34%	22%	24%	18%	10% ↓	19%	18%
Dissatisfied	7%	7%	15%	8%	6%	9%	7%
Very dissatisfied	0%	3%	2%	1%	1%	2%	1%
Don't know	0%	3%	0%	1%	2%	2%	1%

CBD Contribution to Lifestyle and Image

2010 - 2020 TREND

There has been a significant increase in the number of residents who were satisfied with the CBD's contribution to lifestyle and image compared with last year (71% cf. 2019, 62%).



CBD contribution to lifestyle and image

Community Connectedness in Whanganui

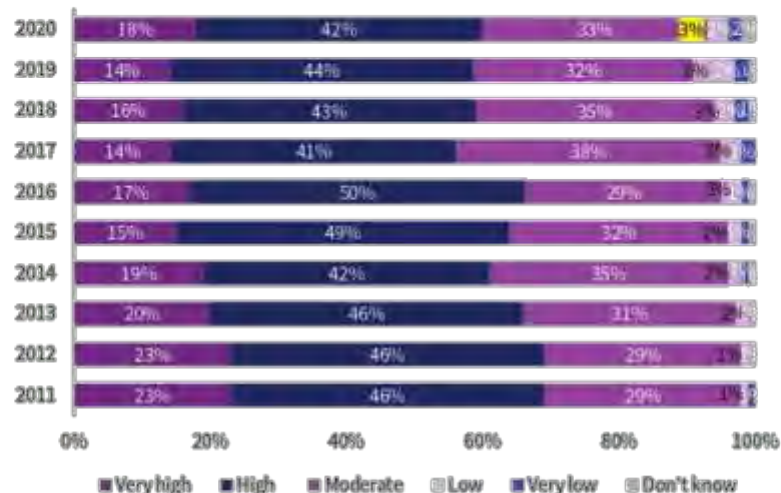
Whanganui District Council Community Views Survey - June 2020 | 41

Community Wellbeing

2020 RESULTS

When asked to describe their current level of wellbeing, 60% of residents rated their wellbeing as high (42%) or very high (18%). Following this, 33% of residents rated their wellbeing as moderate, while 5% rated their wellbeing as low (3%) or very low (2%). There was a significant decrease in the number of residents who rated their wellbeing as low compared with last year (cf. 2019, 6%). Two per cent of residents were unsure how to answer.

2011 - 2020 TREND



AREA DIFFERENCES

Residents in Castlecliff were significantly more likely to demonstrate very low levels of wellbeing (9% cf. total, 2%), while Marybank et al residents were significantly more likely to have been unsure (17% cf. total, 2%).

BY SUBURB

	Arawaho	Castlecliff	Donville	Essex Hill / Downs Hill	St Albans Hill / St Albans	Teitoteke	Wing Central	Wing East	Windsor-Burwell	Marybank et al
Very high	11%	17%	18%	46%	32%	10%	12%	12%	31%	24%
High	39%	40%	46%	27%	44%	50%	38%	45%	44%	41%
Moderate	43%	33%	35%	28%	17%	34%	44%	37%	21%	17%
Low	7%	0%	1%	0%	8%	5%	4%	3%	0%	0%
Very low	0%	9% +	0%	0%	0%	0%	2%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	3%	17% +

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	9%	14%	27%	18%	20%	22%	15%
High	47%	43%	25%	41%	49%	43%	42%
Moderate	33%	32%	42%	34%	29%	28%	38%
Low	3%	4%	4%	6%	1%	2%	4%
Very low	0%	6%	0%	0%	0%	3%	0%
Don't know	9%	0%	0%	0%	0%	2%	0%

Sense of Belonging

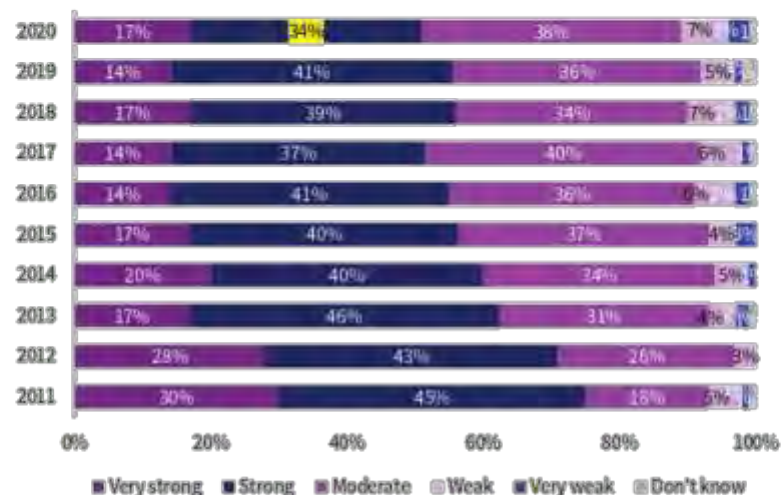


2020 RESULTS

When asked to consider their sense of belonging, or feeling part of a community, more than half of Whanganui residents (51%) rated their sense of belonging as strong (34%) or very strong (17%). There was a significant decrease in the number of residents who rated their sense of belonging as strong (cf. 2019, 41%). A further 38% of residents rated their sense of belonging as moderate, while 10% rated it as weak (7%) or very weak (3%), and 1% were unsure how to answer this question.



2011 - 2020 TREND



AREA DIFFERENCES

Residents in Marybank et al were significantly more likely to have been unsure how to answer this question (17% cf. total, 1%).



BY SUBURB

	Manurewa	Coventry	Seaville	Swinton Hill / Dove Hill	St Johns Hill / Claymore	Springvale	Map Central	Spring Road	Whitcomb / Waiwera	Marybank et al
Very strong	9%	17%	13%	41%	32%	13%	12%	9%	24%	22%
Strong	44%	27%	35%	39%	40%	30%	32%	26%	49%	28%
Moderate	37%	39%	47%	17%	22%	35%	40%	57%	15%	33%
Weak	11%	6%	6%	0%	5%	11%	11%	6%	9%	0%
Very weak	0%	9%	0%	0%	1%	10%	5%	0%	3%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	1%	0%	17%

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%	9%	13%	24% ↑	17%	16%
Strong	10% ↓	22%	28%	38%	48% ↑	34%	35%
Moderate	48%	45%	50%	44%	22% ↓	34%	41%
Weak	16%	10%	12%	2% ↓	4%	8%	7%
Very weak	9%	6%	1%	2%	1%	6% ↑	1% ↓
Don't know	9% ↑	0%	0%	0%	0%	2%	0%

Pride in my Neighbourhood

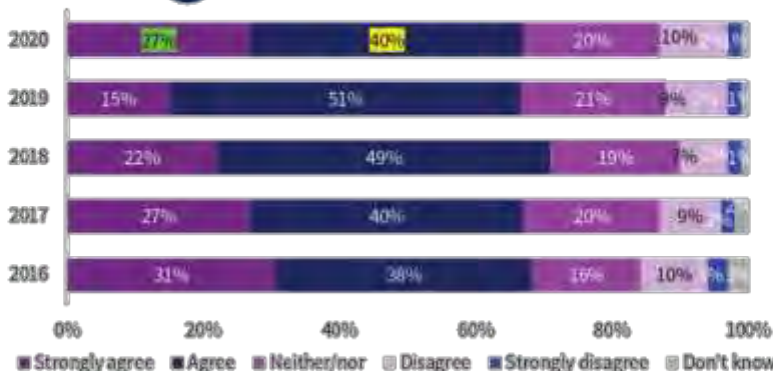


2020 RESULTS

Sixty-seven per cent of residents agreed (40%) or strongly agreed (27%) that they felt a sense of pride with how their neighbourhood looks and feels. There is a significant increase in the number of residents who strongly agreed (cf. 2019, 15%), and a significant decrease in residents who agreed (cf. 2019, 51%). A further 20% neither agreed nor disagreed, while 12% disagreed (10%) or strongly disagreed (2%) with this. One per cent of residents were unsure how to answer.



2016 - 2020 TREND



AREA DIFFERENCES

Residents living in Bastia Hill/ Durie Hill and St Johns Hill/ Otamatea were significantly more likely to strongly agree that they have pride in the way their neighbourhood looks and feels (61% and 50%, respectively, cf. total 27%). Aramoho residents were significantly less likely to strongly agree that they have pride in their neighbourhood (11% cf. total, 27%).



BY SUBURB

	Aramoho	Bastia Hill/ Durie Hill	Conville	Durie Hill / Otamatea	St Johns Hill / Otamatea	Springdale	Wing Central	Wing East	Windsor / Inverell	Harobank et al
Strongly agree	11% ↓	28%	18%	61% ↑	50% ↑	26%	23%	20%	41%	46%
Agree	53%	39%	27%	30%	37%	42%	54%	44%	35%	25%
Neither agree nor disagree	15%	19%	32%	3%	12%	20%	11%	32%	18%	9%
Disagree	16%	13%	19%	0%	1%	12%	8%	4%	0%	0%
Strongly disagree	4%	1%	4%	0%	0%	0%	4%	0%	6%	0%
Don't know	1%	0%	2%	0%	0%	0%	0%	0%	0%	17% ↑



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	12%	11% ↓	21%	25%	45% ↑	29%	26%
Agree	22%	48%	37%	41%	40%	41%	39%
Neither agree nor disagree	38%	25%	30%	21%	7% ↓	17%	22%
Disagree	19%	13%	10%	12%	4% ↓	10%	9%
Strongly disagree	0%	2%	2%	1%	3%	1%	3%
Don't know	9% ↑	0%	0%	1%	1%	2%	1%

Pride with my Community

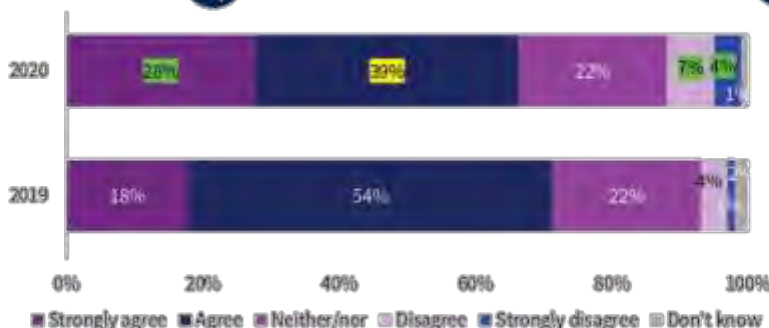


2020 RESULTS

More than two-thirds of residents (67%) agreed (39%) or strongly agreed (28%) that they felt a sense of pride with the Whanganui community. There is a significant increase in the number of residents who strongly agreed (cf. 2019, 18%), and a significant decrease in residents who agreed (cf. 2019, 54%). A further 22% neither agreed nor disagreed, while 11% disagreed (7%) or strongly disagreed (4%). There is a significant increase in residents who disagreed (cf. 2019, 4%), and strongly disagreed (cf. 2019, 1%).



2019 - 2020 TREND



AREA DIFFERENCES

Residents in Marybank et al were significantly more likely to have been unsure how to answer this question (17% cf. total, 1%).



BY SUBURB

	Arwaimoa	Castle Hill	Beaumont	East Hill / Castle Hill	Te Aroha Hill / Otama	Springdale	Wg Regional	Wg Area	Manawatu	Marybank et al
Strongly agree	23%	25%	22%	50%	38%	20%	22%	27%	48%	40%
Agree	41%	46%	34%	40%	30%	35%	49%	41%	35%	23%
Neither agree nor disagree	22%	19%	31%	11%	18%	30%	17%	22%	13%	16%
Disagree	12%	8%	5%	0%	6%	12%	6%	9%	0%	4%
Strongly disagree	1%	2%	5%	0%	8%	4%	6%	2%	3%	0%
Don't know	1%	0%	2%	0%	0%	0%	0%	0%	0%	17% ↑



BY AGE AND GENDER

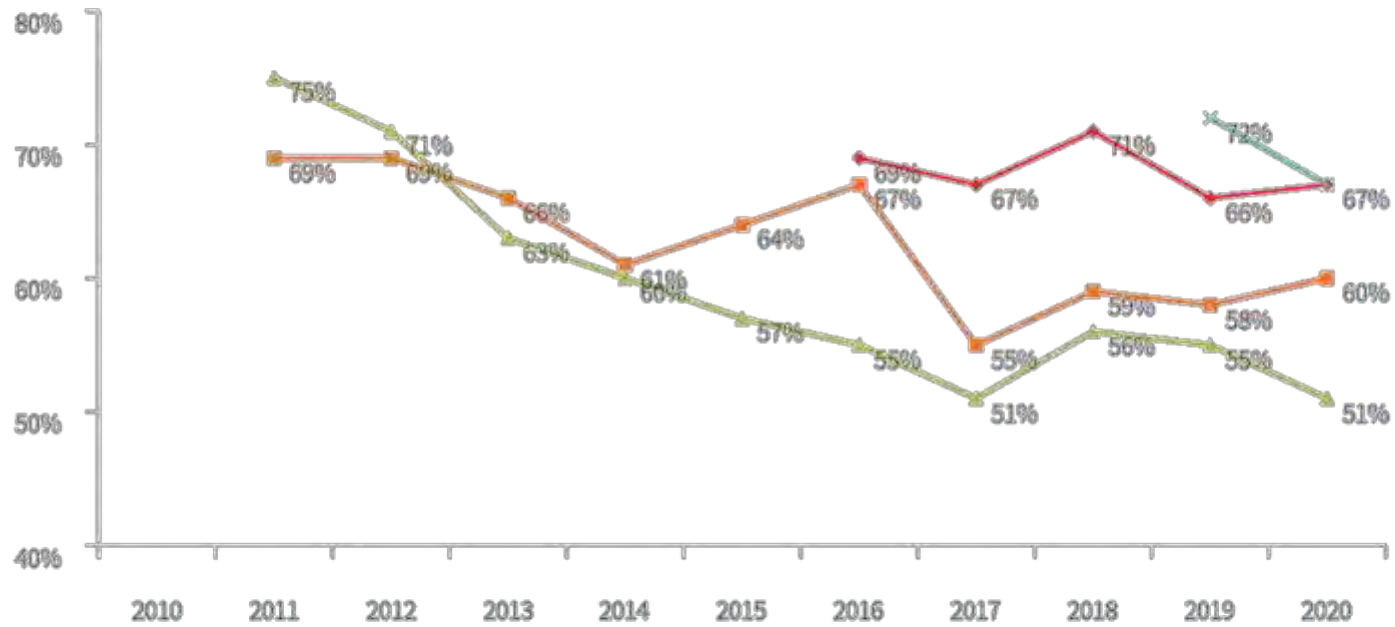
	18 to 28 years	29 to 32 years	33 to 43 years	34 to 49 years	50 years and over	Male	Female
Strongly agree	0% ↓	16%	24%	26%	44% ↑	28%	28%
Agree	29%	39%	35%	39%	42%	36%	40%
Neither agree nor disagree	47% ↑	28%	29%	22%	9% ↓	20%	23%
Disagree	16%	13%	7%	7%	2% ↓	9%	5%
Strongly disagree	0%	4%	5%	5%	3%	5%	3%
Don't know	9% ↑	0%	1%	1%	1%	2%	1%

Whanganui District Council Community Views Survey - June 2020 | 47

Living in Whanganui

2010 - 2020 TREND

While not statistically significant, there have been slight increases in residents' pride in the neighbourhood (67% cf. 2019, 66%), and community wellbeing (60% cf. 2019, 58%), and slight decreases in residents' sense of belonging (55% cf. 2019, 51%), and pride with community (72% cf. 2019, 67%).



Community wellbeing Sense of belonging Pride in neighbourhood Pride with community

Travelling around Whanganui - Road Satisfaction

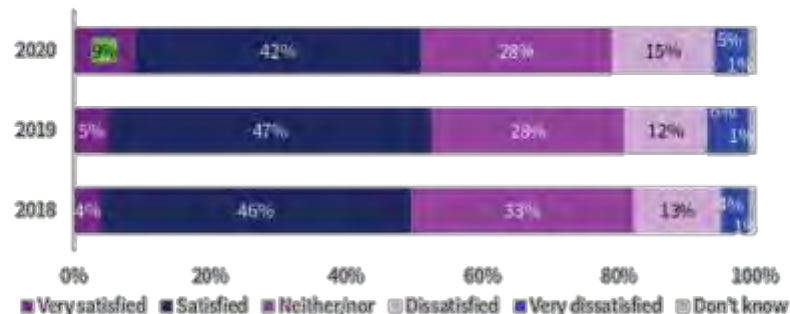


2020 RESULTS

Fifty-one per cent of residents were satisfied (42%) or very satisfied (9%) with the roads in the Whanganui district. There is a significant increase in the number of residents who were very satisfied this year (cf. 2019, 5%). A further 28% were neither satisfied nor dissatisfied, 20% were dissatisfied (15%) or very dissatisfied (5%), and 1% were unsure.



2018 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, residents in the Marybank et al area were more likely to be very satisfied with the roads in the Whanganui district (26% cf. total, 9%).



BY SUBURB

	Arundale	Chapel Hill	Coventry	Esplanade Hill / Moore Hill	St Johns Hill / St Michaels	Spidrigate	Wing Central	Wing East	Wing West - Wainui	Marybank et al
Very satisfied	3%	8%	2%	18%	15%	5%	14%	7%	19%	26%
Satisfied	42%	51%	48%	38%	36%	47%	33%	42%	41%	31%
Neither satisfied nor dissatisfied	23%	25%	27%	23%	31%	35%	33%	30%	22%	26%
Dissatisfied	27%	12%	14%	16%	10%	13%	12%	18%	16%	4%
Very dissatisfied	4%	4%	8%	5%	7%	0%	5%	4%	3%	13%
Don't know	0%	0%	1%	0%	1%	0%	3%	0%	0%	0%



BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very satisfied	21%	4%	5%	11%	10%	12%	7%
Satisfied	48%	46%	35%	36%	44%	39%	45%
Neither satisfied nor dissatisfied	16%	32%	27%	26%	29%	28%	28%
Dissatisfied	3%	12%	24%	20%	13%	13%	17%
Very dissatisfied	12%	6%	6%	5%	3%	7%	4%
Don't know	0%	0%	2%	0%	1%	1%	0%

Whanganui District Council Community Views Survey - June 2020 | 49

Travelling around Whanganui - Footpath Satisfaction

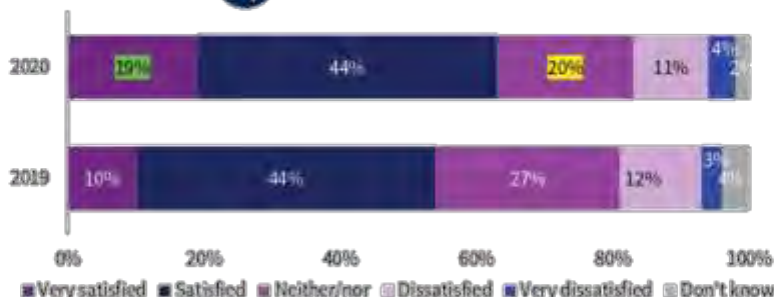


2020 RESULTS

Sixty-three per cent of residents were satisfied (44%) or very satisfied (19%) with the shared pathways and footpaths in the city. There was a significant increase in the number of residents who were very satisfied this year (cf. 2019, 10%). Following this, 20% were neither satisfied nor dissatisfied, a significant decrease compared with last year (cf. 2019, 27%). A further 15% were dissatisfied (11%) or very dissatisfied (4%), and 2% were unsure.



2019 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, Whanganui Central residents were more likely to be satisfied with the shared pathways and footpaths in the city (53% cf. total, 44%).



BY SUBURB

	Ararua	Chatterton	Greville	Harold Hill / Dux Hill	Harold Hill / Courville	Springvale	Whanganui Central	Whangarei	Whangarei - Woodhill	Whangarei - Woodhill
Very satisfied	16%	28%	17%	38%	18%	3%	23%	9%	20%	44%
Satisfied	43%	35%	50%	30%	51%	42%	53%	41%	38%	45%
Neither satisfied nor dissatisfied	21%	19%	15%	24%	16%	37%	14%	25%	20%	3%
Dissatisfied	13%	11%	12%	4%	4%	18%	6%	11%	18%	4%
Very dissatisfied	3%	5%	5%	4%	8%	0%	3%	6%	0%	4%
Don't know	2%	2%	1%	0%	2%	0%	1%	8%	3%	0%



BY AGE AND GENDER

	0 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very satisfied	28%	17%	14%	23%	18%	24%	15%
Satisfied	57%	52%	44%	35%	42%	41%	47%
Neither satisfied nor dissatisfied	12%	17%	26%	19%	20%	17%	22%
Dissatisfied	3%	9%	12%	15%	10%	10%	11%
Very dissatisfied	0%	4%	4%	5%	5%	5%	4%
Don't know	0%	0%	1%	2%	5%	3%	2%

Whanganui District Council Community Views Survey - June 2020 | 50

Travelling around Whanganui - Getting Around



2020 RESULTS

Three-quarters of residents (75%) were satisfied (50%) or very satisfied (25%) with how easy it was to get around Whanganui. A further 16% were neither satisfied nor dissatisfied, and 9% were dissatisfied (7%) or very dissatisfied (2%). There is a significant increase in the number of residents who were very dissatisfied this year (cf. 2019, 4%).



2018 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, Springvale residents were more likely to be satisfied with how easy it was to get around Whanganui (57% cf. total, 50%).



BY SUBURB

	Reveries	Coastal Hill	Ararua	Bayview Hill / Dune Hill	Coastal Hill / Devonian	Springvale	Spring Central	Spring East	Spring Hill - Millers	Spring West - Millers
Very satisfied	14%	20%	22%	33%	31%	17%	41%	20%	42%	45%
Satisfied	54%	55%	51%	46%	41%	57%	46%	47%	49%	38%
Neither satisfied nor dissatisfied	21%	22%	16%	12%	17%	7%	8%	18%	6%	12%
Dissatisfied	11%	2%	9%	9%	5%	19%	2%	12%	3%	0%
Very dissatisfied	0%	1%	2%	0%	6%	0%	3%	3%	0%	4%



BY AGE AND GENDER

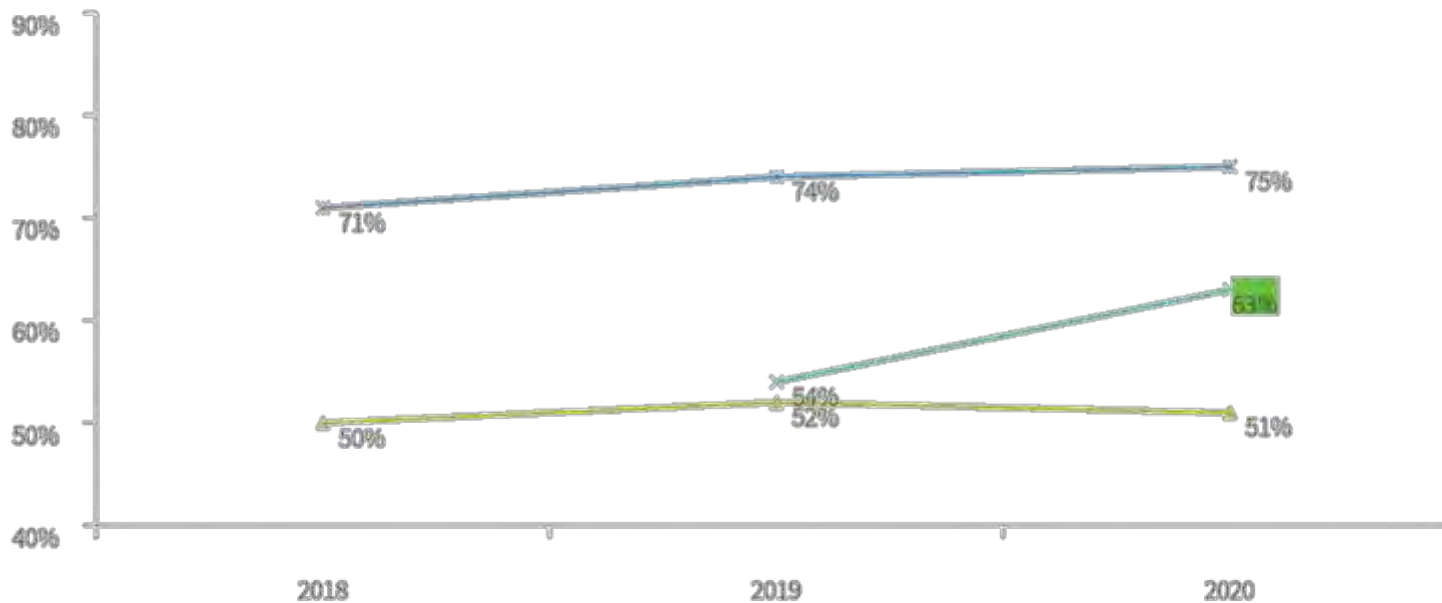
	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 years or over	Male	Female
Very satisfied	29%	17%	20%	24%	33%	30%	22%
Satisfied	62%	50%	53%	45%	48%	40% ±	58% ±
Neither satisfied nor dissatisfied	0%	22%	20%	19%	12%	18%	13%
Dissatisfied	9%	7%	7%	9%	7%	9%	6%
Very dissatisfied	0%	4%	1%	4%	0%	3%	1%

Whanganui District Council Community Views Survey - June 2020 | 51

District Infrastructure

2018 - 2020 TREND

There has been a significant increase in the number of residents who were satisfied with the footpaths compared with last year (63% cf. 2019, 54%).



← Satisfaction with roads
 ← Satisfaction with footpaths
 ← Ease of travelling around

Council Services and Facilities

Whanganui Airport

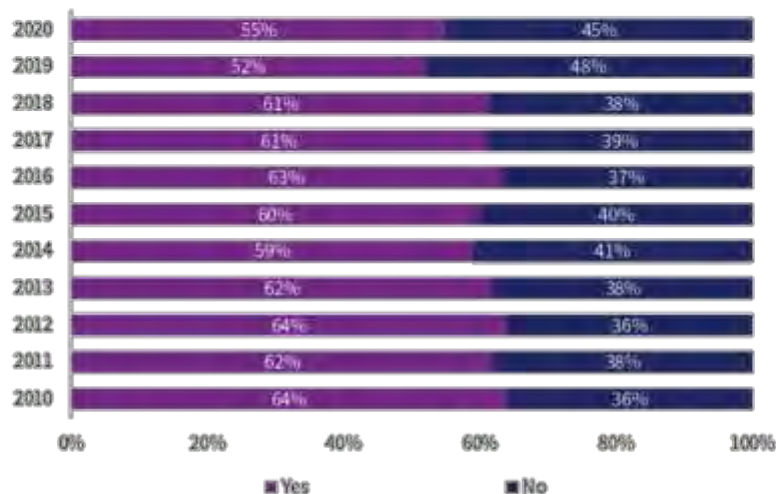


2020 RESULTS

More than half of Whanganui residents have used Whanganui Airport during the past 12 months (55%). This is a slight increase compared with last year (2019, 52%). Concurrently, there is a slight decrease in residents who have not used Whanganui Airport in the past year (45% cf. 2019, 48%).



2010 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, the highest proportion of Whanganui Airport users were from the Blueskin-Maxwell area (83% cf. total, 55%).



BY SUBURB

	Kowiriaki	Cassford Hill	Gonzville	Pauroa Hill / Oroya Hill	Okohiwa Hill / Okaiahi	Springvale	King Central	King Park	Blueskin-Maxwell	Blueskin area
Visited, or used the Whanganui Airport	43%	54%	51%	63%	68%	66%	48%	49%	83%	48%



BY AGE AND GENDER

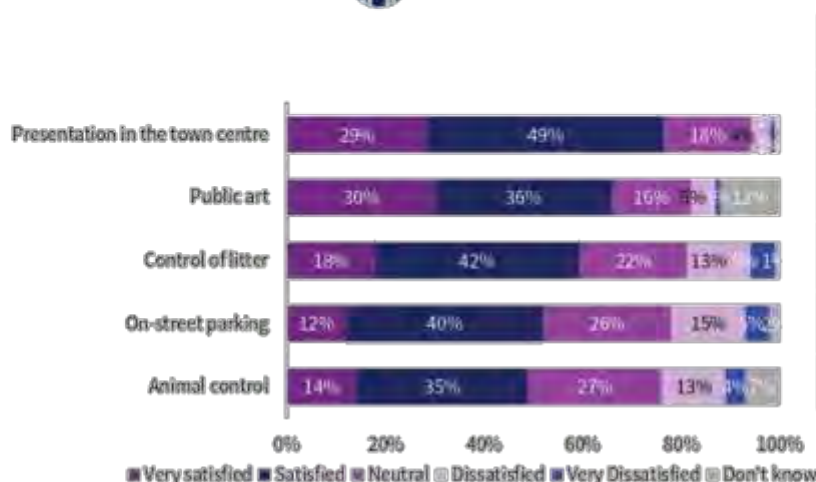
	11 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Visited, or used the Whanganui Airport	64%	47%	57%	55%	57%	58%	52%

Services Provided by Council

2020 RESULTS

The standard of the presentation in the town centre was the highest-rated service provided by Council, with 78% of residents satisfied (49%) or very satisfied (29%) with this. Following this, 66% of residents were satisfied (36%) or very satisfied (30%) with public art, and 60% of residents were satisfied (42%) or very satisfied (18%) with the control of litter. At a lower level, 52% of residents were satisfied (40%) or very satisfied (12%) with the availability of on-street parking, and 49% of residents were satisfied (35%) or very satisfied (14%) with animal control.

BY RESIDENTS



AREA DIFFERENCES

While not statistically significant, Bastia Hill/Durie Hill residents were more likely to have a higher satisfaction rating regarding public art than other residents (81% cf. total, 66%).

Year	2020	2019
Presentation in the town centre	78%	81%
Public art	66%	67%
Control of litter	60%	52%
On-street parking	52%	61%
Animal control	49%	56%

BY SUBURB (TOTAL VERY SATISFIED AND SATISFIED)

	Armidale	Gayle Hill	Armidale	Bastia Hill / Durie Hill	Bastia Hill / Durie Hill	Springvale	Wing Central	Wing East	Blackburn	East Park
Standard of the presentation in the town centre	84%	80%	67%	87%	67%	77%	81%	79%	89%	79%
Public art	68%	62%	57%	81%	67%	65%	79%	59%	66%	78%
Control of litter	53%	52%	53%	73%	64%	72%	53%	65%	67%	77%
On-street parking	55%	51%	47%	58%	40%	60%	55%	57%	49%	61%
Animal control	39%	51%	47%	53%	42%	36%	54%	59%	70%	68%

Services Provided by Council



BY AGE AND GENDER (TOTAL VERY SATISFIED AND SATISFIED)

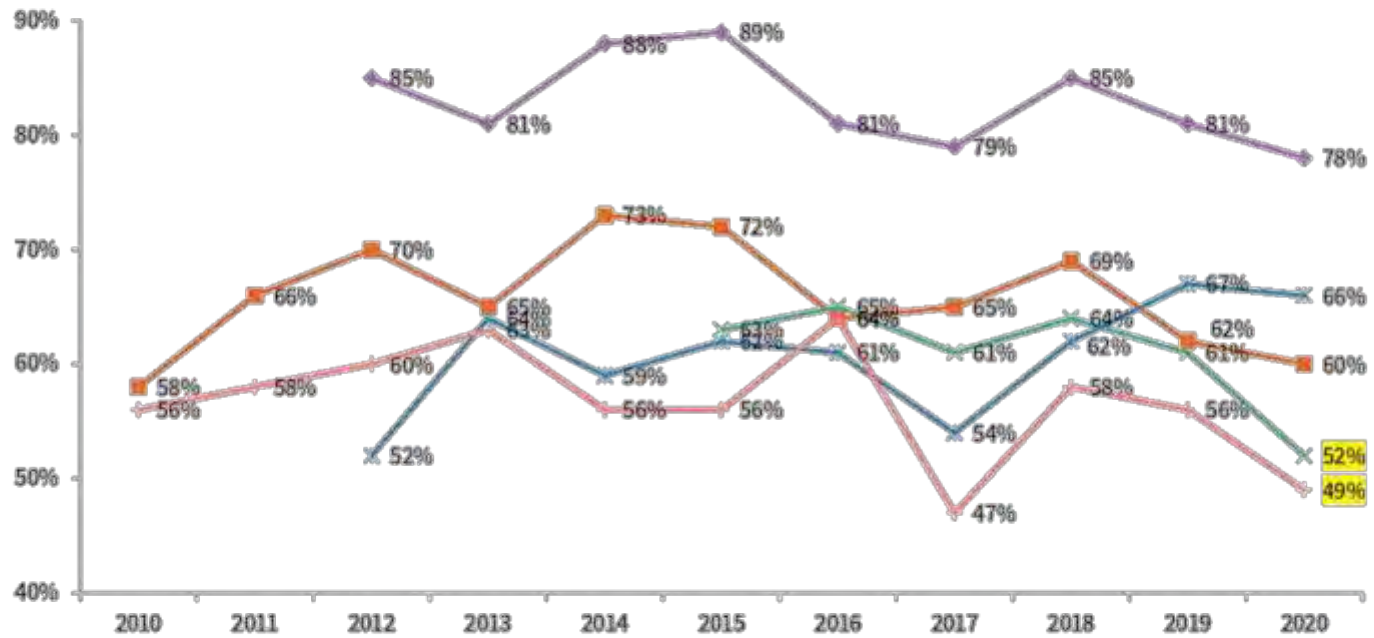
	16 to 19 years	20 to 29 years	30 to 39 years	40 to 49 years	50 years or over	Male	Female
Standard of the presentation in the town centre	69%	76%	72%	71%	85%	73%	81%
Public art	60%	69%	61%	63%	69%	57%	74%
Control of litter	47%	57%	47%	58%	70%	61%	58%
On-street parking	38%	49%	49%	49%	59%	47%	56%
Animal control	50%	40%	51%	48%	55%	53%	46%

Services Provided by Council



2010 - 2020 TREND

Regarding the services provided by Council, satisfaction ratings for on-street parking (52% cf. 2019, 61%), and animal control (49% cf. 2019, 56%) have seen significant decreases compared with last year.



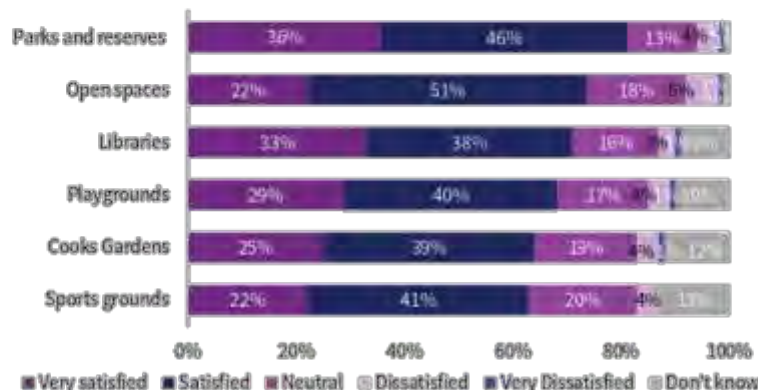
Standard of the presentation in the town centre Control of litter On-street parking Public art Animal control

Facilities Provided by Council

2020 RESULTS

Parks and reserves, the maintenance and presentation of open spaces, and the district's libraries were the highest-rated facilities with regards to satisfaction amongst residents. Parks and reserves received the highest satisfaction ratings, with 82% of residents satisfied (46%) or very satisfied (36%). Open spaces also rated highly, with 73% of residents satisfied (51%) or very satisfied (22%) with these, while 71% of residents were satisfied (38%) or very satisfied (33%) with the libraries.

BY RESIDENTS



AREA DIFFERENCES

While not statistically significant, residents in Marybank et al were more likely to be satisfied with the district's sports grounds (87% cf. total, 63%).

Total	2020	2019
Parks and reserves	82%	62%
Open spaces	73%	73%
Libraries	71%	69%
Playgrounds	69%	75%
Cooks Gardens	64%	70%
Sports grounds	63%	71%

BY SUBURB (TOTAL VERY SATISFIED AND SATISFIED)

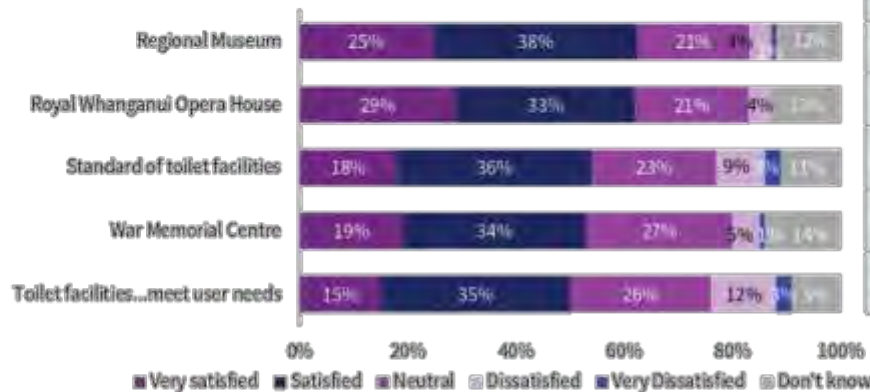
	Awarua	Coast/MV	Opotika	Shells Hill / Bowls Hill	S. Opotika Hill / Opaheke	Tyngs/Greys	Wing Central	Wing East	Elvedale/Mount	Marybank et al
Parks and reserves	74%	80%	74%	88%	84%	93%	85%	81%	94%	93%
Maintenance and presentation of open spaces	73%	64%	63%	80%	76%	85%	81%	67%	89%	87%
Libraries	79%	76%	56%	73%	69%	71%	75%	69%	77%	84%
Playgrounds	69%	62%	67%	79%	73%	70%	71%	64%	82%	77%
Cooks Gardens	69%	51%	61%	61%	61%	78%	71%	53%	76%	84%
Sports grounds	62%	52%	55%	61%	72%	72%	57%	59%	82%	87%

Facilities Provided by Council

2020 RESULTS

At a lower level, 63% of residents were satisfied (38%) or very satisfied (25%) with the regional museum, while 62% of residents were satisfied (33%), or very satisfied (29%) with the Royal Whanganui Opera House.

BY RESIDENTS



AREA DIFFERENCES

While not statistically significant, residents in Bastia Hill/Durie Hill, Whanganui Central, and Marybank et al were more likely to be satisfied with the regional museum than other residents (80% each cf. total, 63%).

Area	2020	2019
Bastia Hill/Durie Hill	63%	59%
Whanganui Central	62%	63%
Marybank et al	54%	50%
Other	53%	61%
Total	50%	53%

BY SUBURB (TOTAL VERY SATISFIED AND SATISFIED)

Facility	Ngāwhero	Ōtaki/Ōhau	Gairi/Ōhau	Essex/Ōhau / Ōtaki Hill	Ōtaki/Ōhau / Ōtaki Hill	Ōtaki/Ōhau / Ōtaki Hill	Whg Central	Whg East	Ōtaki/Ōhau / Ōtaki Hill	Marybank et al
Regional Museum	61%	60%	48%	80%	68%	58%	80%	59%	65%	80%
Royal Whanganui Opera House	59%	67%	53%	70%	69%	59%	58%	55%	78%	66%
Standard of toilet facilities	41%	65%	39%	52%	62%	57%	60%	51%	71%	69%
War Memorial Centre	45%	47%	42%	61%	67%	49%	64%	55%	62%	67%
Toilet facilities are adequate to meet user needs	43%	53%	37%	54%	57%	47%	46%	49%	80%	77%

Facilities Provided by Council



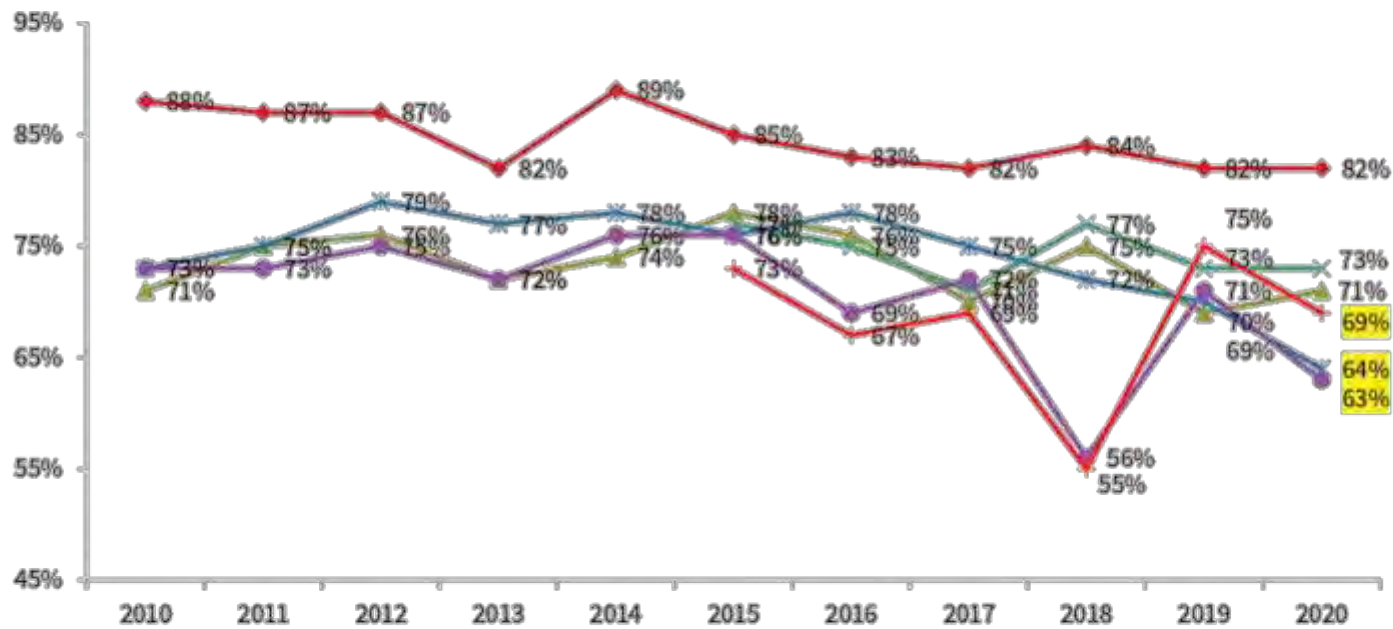
BY AGE AND GENDER (TOTAL VERY SATISFIED AND SATISFIED)

	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%	81%	83%	78%	85%	83%	81%
Maintenance and presentation of open spaces	69%	70%	70%	68%	80%	68%	78%
Libraries	72%	72%	66%	68%	74%	68%	74%
Playgrounds	60%	69%	70%	66%	72%	66%	71%
Cooks Gardens	67%	60%	60%	62%	67%	64%	64%
Sports grounds	53%	48%	71%	67%	67%	61%	64%
Regional Museum	62%	60%	62%	61%	66%	60%	65%
Royal Whanganui Opera House	47%	56%	54%	55%	74%	57%	65%
Standard of toilet facilities	41%	40%	61%	61%	59%	54%	54%
War Memorial Centre	43%	39%	51%	53%	66%	49%	57%
Toilet facilities are adequate to meet user needs	45%	40%	48%	53%	56%	48%	52%

Facilities Provided by Council

2010 - 2020 TREND

Regarding facilities provided by Council, satisfaction ratings for the playgrounds (69% cf. 2019, 75%), Cooks Gardens (64% cf. 2019, 70%), and sports grounds (63% cf. 2019, 71%) have significantly decreased compared with last year.

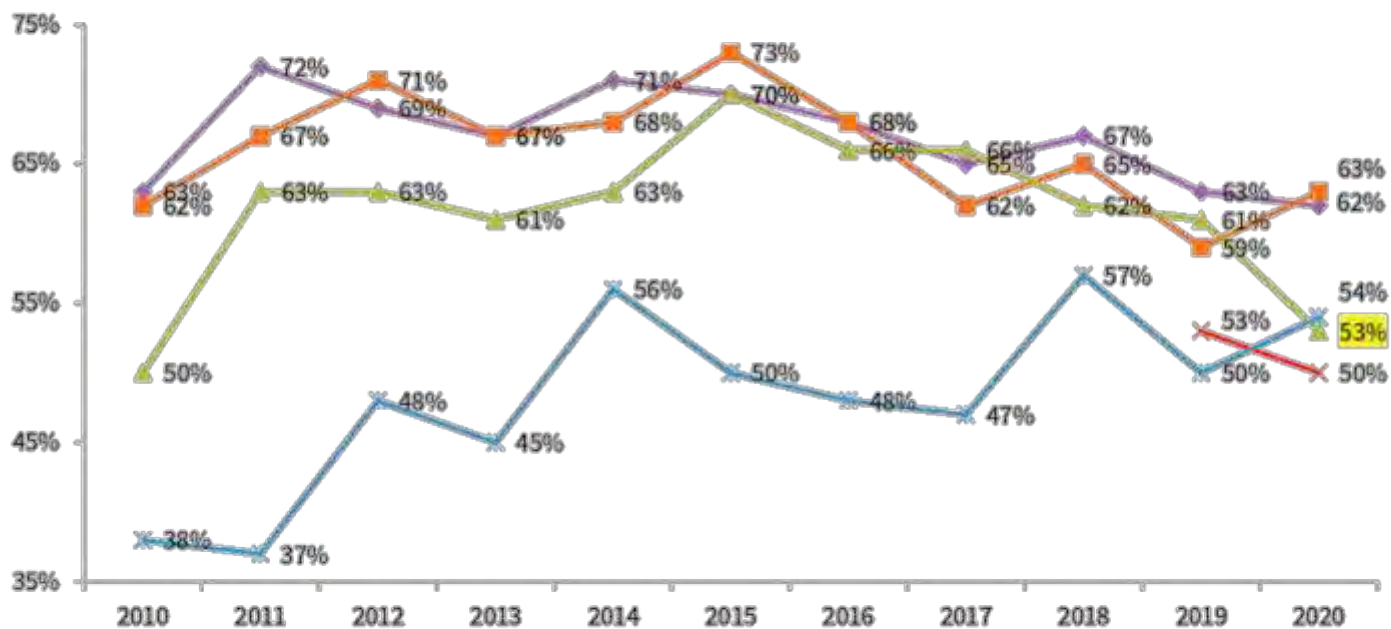


◆ Parks and reserves
 ◆ Libraries
 ◆ Open spaces
 ◆ Cooks Gardens
 ◆ Sports grounds
 ◆ Playgrounds

Facilities Provided by Council

2010 - 2020 TREND

At a lower level, satisfaction ratings for the War Memorial Centre have significantly decreased compared with last year (53% cf. 2019, 61%).

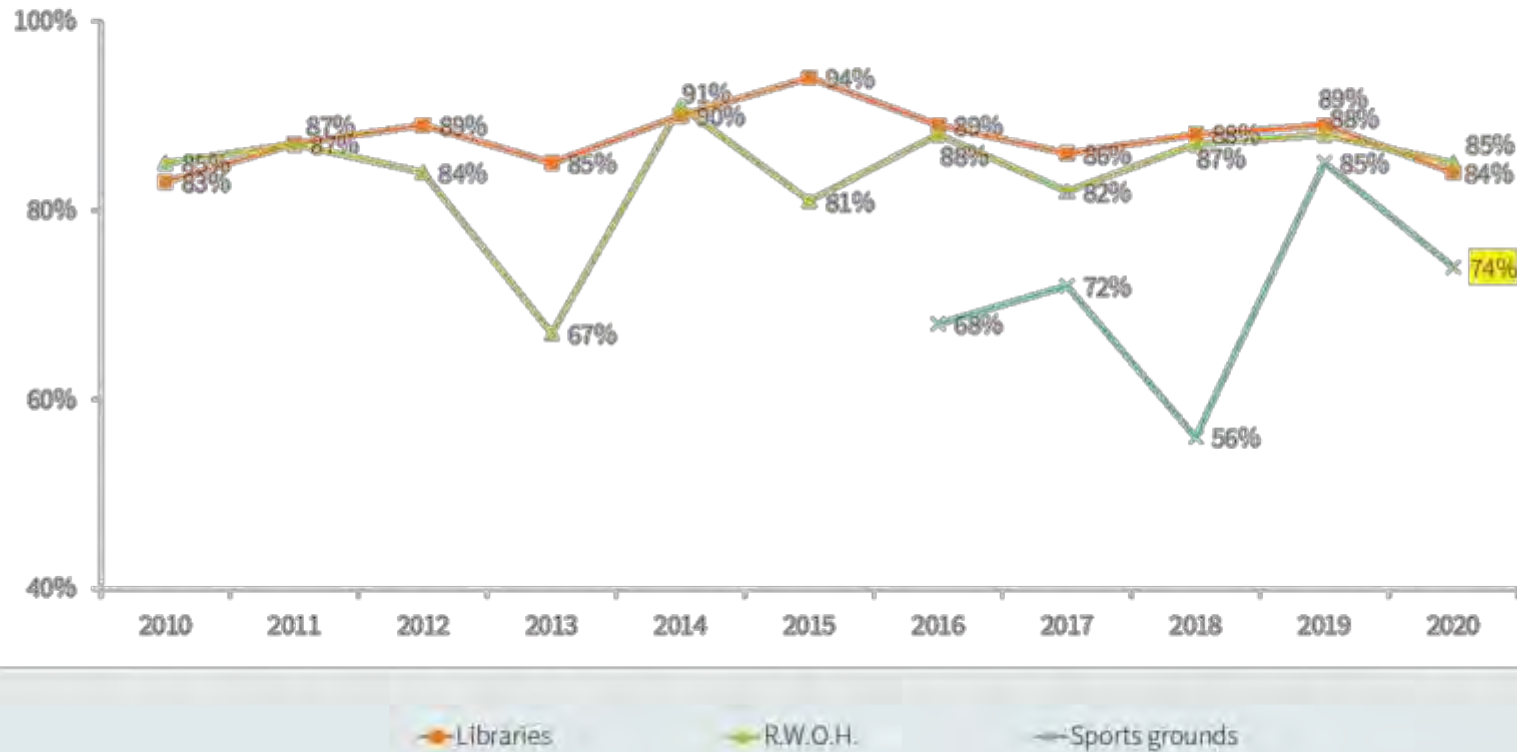


◆ Royal Whanganui Opera House
 ◆ Regional Museum
 ◆ War Memorial Centre
◆ Toilet facilities...meet user needs
 ◆ Standard of toilet facilities

User Satisfaction with Facilities

2010 - 2020 TREND

With regards to user satisfaction of certain facilities, 85% of residents who attended a performance or event at the Royal Whanganui Opera House were satisfied with these facilities. Eighty-four per cent of residents who used the libraries were satisfied with these facilities, and 74% of residents who used or visited a sports ground were satisfied with them, a significant decrease compared with last year (cf. 2019, 85%).



Waste and Recycling Opportunities



2020 RESULTS

In a new question for 2020, residents were asked if they were satisfied with the opportunities offered to the community for the disposal of waste, and for recycling. Forty-one per cent of residents were satisfied (26%), or very satisfied (15%) with the waste and recycling opportunities. A further 16% were neither satisfied nor dissatisfied, and 42% were dissatisfied (25%) or very dissatisfied (17%) with the opportunities.



BY RESIDENTS



AREA DIFFERENCES

While not statistically significant, residents in Bastia Hill/Durie Hill were more likely to be neither satisfied nor dissatisfied with the opportunities offered to the community (27% cf. total, 16%).



BY SUBURB

	Ararua Hill	Castle Hill	Donville	Durie Hill / Bastia Hill	Drury Hill / Oranville	Epitaphs	King David	King David	Palmerston	St Albans
Very satisfied	13%	20%	13%	26%	11%	8%	14%	18%	8%	30%
Satisfied	33%	20%	26%	23%	26%	26%	26%	21%	25%	39%
Neither satisfied nor dissatisfied	7%	16%	15%	27%	10%	20%	24%	21%	25%	7%
Dissatisfied	26%	26%	27%	17%	29%	29%	18%	26%	29%	10%
Very dissatisfied	20%	18%	19%	7%	23%	16%	18%	15%	10%	13%
Don't know	0%	0%	0%	0%	0%	2%	0%	0%	3%	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
Very satisfied	9%	10%	11%	16%	21%	17%	13%
Satisfied	31%	14%	14%	29%	35%	29%	23%
Neither satisfied nor dissatisfied	3%	25%	14%	14%	16%	14%	19%
Dissatisfied	41%	28%	35%	19%	19%	22%	28%
Very dissatisfied	16%	23%	26%	23%	8%	18%	17%
Don't know	0%	0%	0%	0%	1%	0%	1%

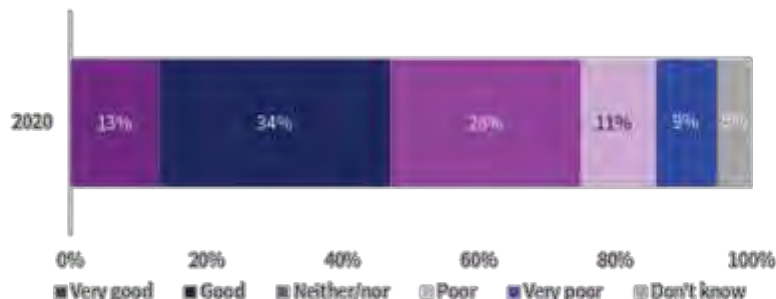
Performance of Council

Leadership provided by Council

2020 RESULTS

In a new question for 2020, residents were asked how they would rate the leadership provided by Council to the district over the last year. Forty-seven per cent rated the leadership as good (34%) or very good (13%). Twenty-eight per cent felt the leadership was neither good nor poor, 20% of residents rated it as poor (11%) or very poor (9%), and 5% were unsure how to answer.

BY RESIDENTS



AREA DIFFERENCES

While not statistically significant, Marybank et al residents were more likely to have felt the leadership provided by Council was very good (33% cf. total, 13%).

BY SUBURB

	Manurewa	Grange Hill	Georville	Basildon Hill / Downs Hill	50 years Hill / Orouaia	Springdale	Wing Central	Wing East	Thames Valley	Marybank et al
Very good	6%	13%	10%	19%	16%	7%	16%	15%	7%	33%
Good	42%	37%	31%	31%	32%	24%	31%	37%	29%	30%
Neither good nor poor	24%	24%	28%	5%	17%	45%	38%	32%	35%	24%
Poor	18%	14%	9%	22%	13%	8%	5%	10%	14%	4%
Very poor	7%	3%	16%	9%	18%	3%	8%	9%	12%	9%
Don't know	2%	9%	6%	15%	4%	12%	3%	2%	3%	0%

BY AGE AND GENDER

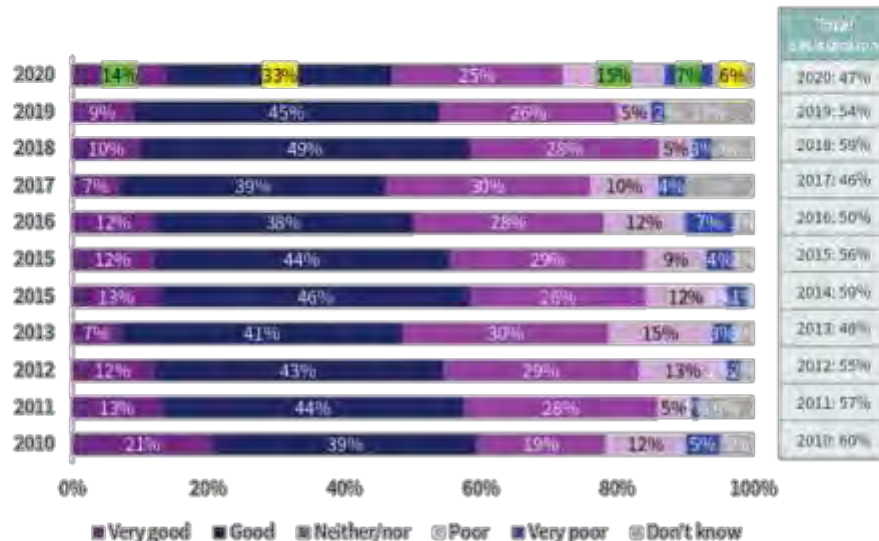
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very good	12%	1% ↓	10%	15%	20% ↑	15%	10%
Good	16%	29%	21%	30%	47% ↑	32%	35%
Neither good nor poor	38%	31%	44% ↑	26%	18% ↓	26%	29%
Poor	7%	17%	10%	18%	6% ↓	11%	12%
Very poor	17%	13%	11%	9%	4% ↓	13%	6%
Don't know	10%	8%	5%	3%	4%	3%	8%

Performance of Mayor and Councillors

2020 RESULTS

Forty-seven per cent of residents felt the performance of the Mayor and Councillors was good (33%) or very good (14%). There was a significant increase in the number of residents who felt it was very good (cf. 2019, 9%), and a significant decrease in the number of residents who felt it was good (cf. 2019, 45%). Twenty-five per cent of residents felt the performance was neither good nor poor, while 22% felt it was poor (15%) or very poor (7%), a significant increase compared with last year (cf. 2019, 5%, 2% respectively) Six per cent of residents were unsure, a significant decrease compared with last year (cf. 2019, 13%).

2010 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, Marybank et al residents were more likely to have felt the performance of the Mayor and Councillors was very good (25% cf. total, 14%), while residents living in Bastia Hill/Durie Hill were more likely to have felt the performance was good (62% cf. total 33%).

BY SUBURB

	Frankston	Caulfield North	Borwick	Queens Hill / Durie Hill	Springvale North / Oakmeads	Springvale	King City/Carlisle	King East	Elwood/Altona North	Marybank et al
Very good	14%	22%	10%	3%	21%	7%	14%	9%	10%	25%
Good	36%	33%	33%	62%	30%	20%	27%	38%	34%	37%
Neither good nor poor	20%	20%	21%	11%	17%	46%	41%	25%	32%	13%
Poor	17%	16%	17%	4%	13%	10%	15%	14%	12%	25%
Very poor	7%	4%	11%	9%	14%	3%	3%	7%	9%	0%
Don't know	6%	7%	8%	11%	5%	13%	1%	6%	2%	0%

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 +	Male	Female
Very good	12%	7%	2% ↓	16%	22% ↑	18% ↑	10% ↓
Good	16%	29%	23%	29%	46% ↑	31%	35%
Neither good nor poor	22%	22%	51% ↑	22%	18% ↓	21%	28%
Poor	31%	19%	11%	22%	7% ↓	15%	15%
Very poor	9%	10%	7%	10%	4%	11% ↑	4% ↓
Don't know	10%	12%	7%	1% ↓	4%	4%	8%

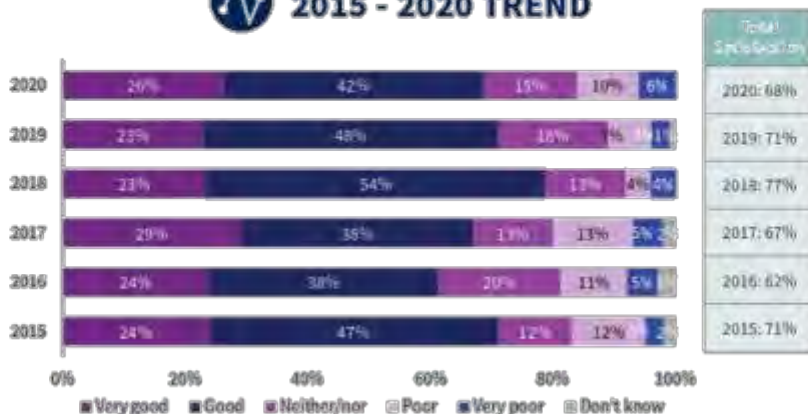
Performance of Council Staff

2020 RESULTS

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

Of those residents, 68% rated the performance of Council's staff as good (42%) or very good (26%). Fifteen per cent felt the performance was neither good nor poor, while 16% rated it as poor (10%) or very poor (6%).

2015 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, Whanganui East residents were more likely to have felt the performance of Council staff was very good (41% cf. total, 26%).

BY SUBURB

	Ararua	Cubittville	Waimata	Waiata Hill / Coyle Hill	Whakapu Hill / Ashmore	Sydenhams	Wing Central	Wing East	Whakapu East	Whanganui East
Very good	8%	29%	21%	12%	34%	27%	33%	41%	26%	10%
Good	68%	42%	37%	48%	21%	39%	34%	36%	43%	62%
Neither good nor poor	11%	9%	20%	12%	14%	33%	19%	10%	25%	0%
Poor	7%	17%	10%	14%	20%	0%	9%	5%	0%	28%
Very poor	5%	2%	10%	14%	12%	0%	5%	5%	5%	0%

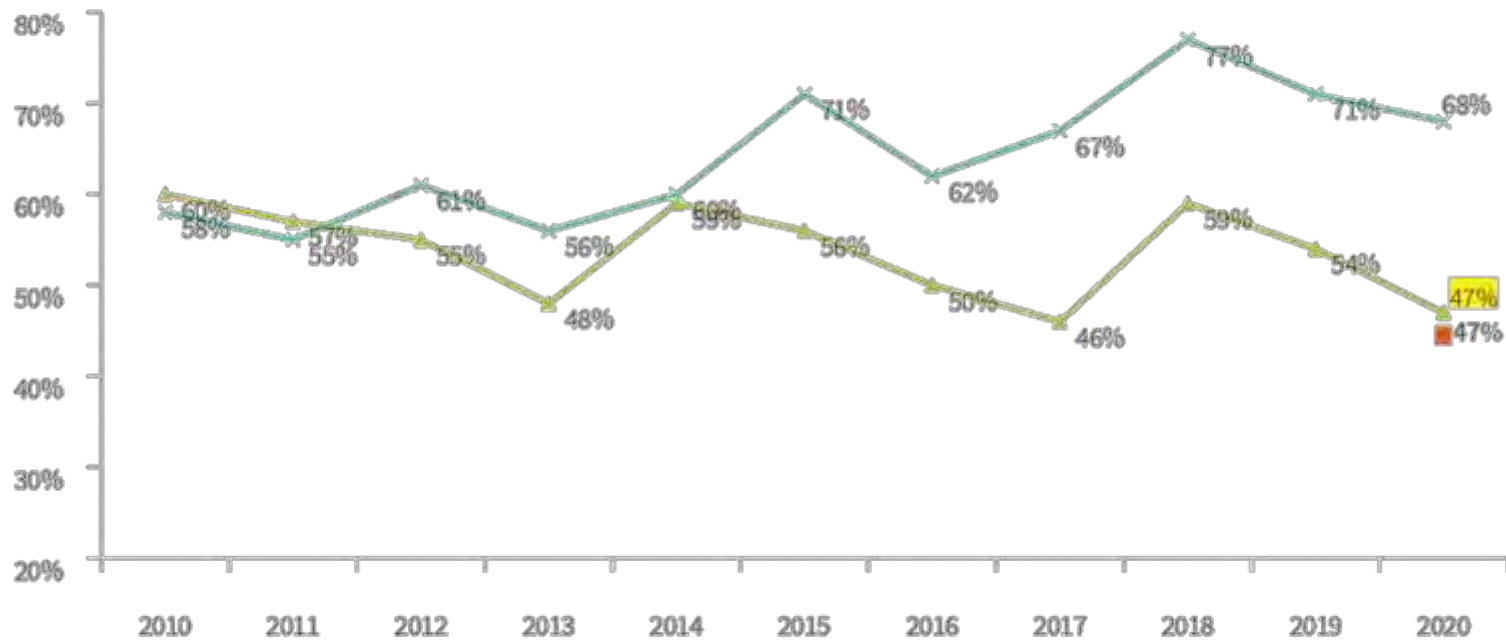
BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Males	Females
Very good	0%	11%	17%	21%	40% ±	26%	26%
Good	100%	61%	48%	40%	30% ±	41%	42%
Neither good nor poor	0%	6%	27%	13%	17%	13%	16%
Poor	0%	10%	5%	17%	9%	11%	10%
Very poor	0%	11%	3%	8%	3%	8%	4%

Council Performance

2010 - 2020 TREND

Satisfaction ratings for the Mayor and Councillors have significantly decreased compared with last year (47% cf. 2019, 54%).



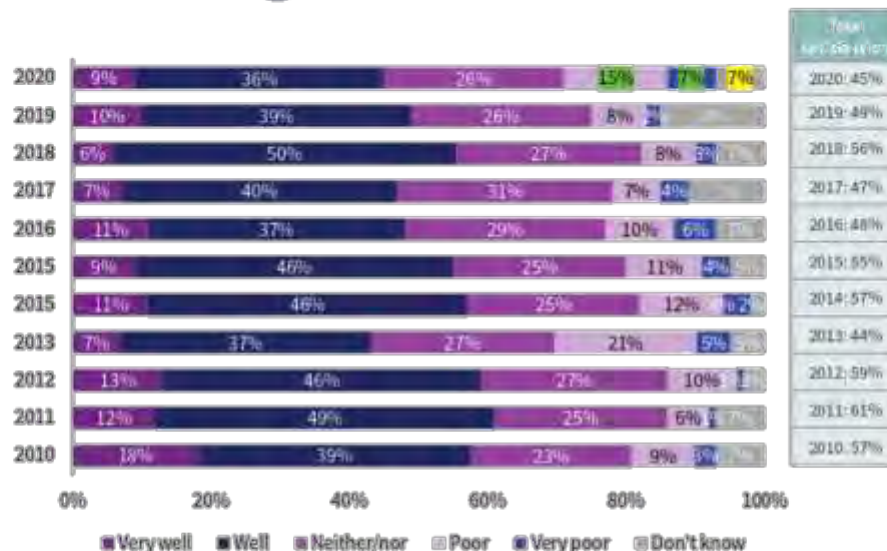
Leadership provided by Council The Mayor and Councillors Council staff

Council Response to Community Needs and Issues

2020 RESULTS

This year, 45% of residents felt Council responded to community needs and issues well (36%) or very well (9%). A further 26% of residents felt Council's response was neither well nor poor, while 22% felt it was poor (15%) or very poor (7%). This is a significant increase compared with last year (cf. 2019, 8%, and 2% respectively). Seven per cent of residents were unsure, a significant decrease compared with last year (cf. 2019, 15%).

2010 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, residents in Marybank et al were more likely to have felt Council had responded to community needs and issues very well (25% cf. total, 9%).

Year	Total
2020	45%
2019	49%
2018	56%
2017	47%
2016	48%
2015	55%
2014	57%
2013	44%
2012	59%
2011	61%
2010	57%

BY SUBURB

	Wharfedale	Castledike	Scotcliffe	Eastcliffe / Dunsford Hill	St. Andrew's Hill / Charncliffe	Springdale	Wing Central	Wing East	Woodside-Kidwell	Marybank et al
Very well	3%	10%	8%	7%	7%	7%	12%	12%	3%	25%
Well	34%	39%	31%	61%	43%	23%	38%	36%	28%	40%
Neither well nor poor	32%	22%	31%	5%	17%	45%	25%	23%	38%	14%
Poor	19%	15%	14%	12%	15%	13%	14%	21%	8%	13%
Very poor	2%	6%	8%	5%	15%	5%	9%	3%	12%	9%
Don't know	10%	8%	9%	11%	3%	7%	1%	5%	11%	0%

Council Response to Community Needs and Issues



BY AGE AND GENDER

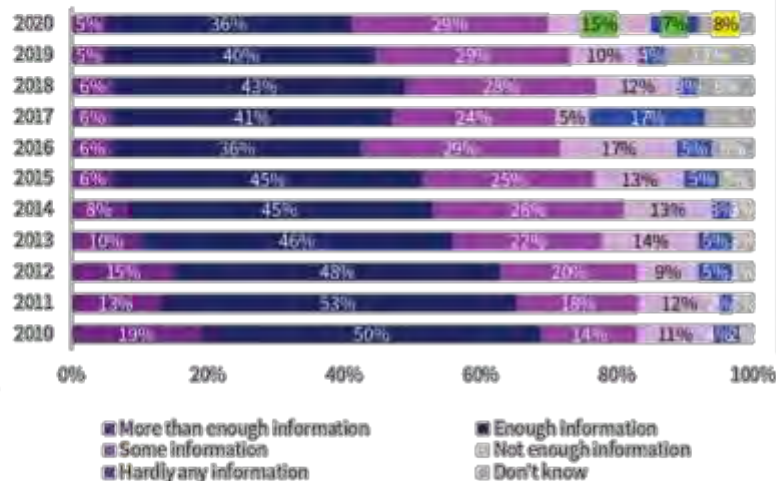
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very well	9%	0% ↓	3%	12%	15% ↑	12%	6%
Well	16%	36%	21%	32%	49% ↑	38%	34%
Neither well nor poor	47%	25%	38%	24%	20%	23%	29%
Poor	16%	17%	19%	21%	9% ↓	15%	15%
Very poor	3%	11%	9%	8%	4%	8%	6%
Don't know	10%	11%	10%	3%	4%	4%	9%

Quantity of Information Supplied

2020 RESULTS

Five per cent of residents felt they had more than enough information supplied from Council, 36% felt they had enough information, and 29% felt there was some information supplied from Council. Fifteen per cent of residents felt there was not enough information, a significant increase compared with last year (cf. 2019, 10%) and 7% felt there was hardly any information, also a significant increase (cf. 2019, 4%). Eight per cent of residents were unsure how to answer, a significant decrease compared with last year (cf. 2019, 13%).

2010 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, Castlecliff residents were more likely to have felt they had more than enough information supplied from Council (12% cf. total, 5%), while Gonville residents were more likely to have felt they had hardly any information supplied from Council (14% cf. total, 7%).

Area	More than enough information
2020	41%
2019	45%
2018	49%
2017	47%
2016	42%
2015	51%
2014	53%
2013	50%
2012	63%
2011	66%
2010	60%

BY SUBURB

	Newmarket	Frankton	Gonville	Parera Hill / Owhiri Hill	St Johns Hill / Newmarket	Springdale	Wing Central	Wing East	Sturgeson-Whangarei	Whangarei
More than enough information	1%	12%	4%	4%	1%	2%	8%	8%	0%	4%
Enough information	40%	29%	32%	54%	53%	24%	28%	43%	33%	44%
Some information	34%	27%	32%	8%	21%	47%	17%	23%	46%	39%
Not enough information	17%	18%	12%	9%	8%	11%	33%	17%	10%	3%
Hardly any information	7%	5%	14%	3%	10%	3%	3%	5%	2%	0%
Don't know	1%	13%	5%	22%	7%	12%	10%	3%	8%	9%

Quantity of Information Supplied



BY AGE AND GENDER

	16 to 19 years	20 to 29 years	30 to 39 years	40 to 49 years	50 years or over	Male	Female
More than enough information	0%	4%	5%	5%	7%	5%	5%
Enough information	12%	24%	22%	33%	57% †	40%	33%
Some information	59% †	35%	33%	29%	17% †	26%	32%
Not enough information	10%	19%	20%	18%	11%	17%	14%
Hardly any information	12%	7%	4%	10%	4%	7%	6%
Don't know	7%	12%	16%	5%	4%	5%	10%

Access to Information

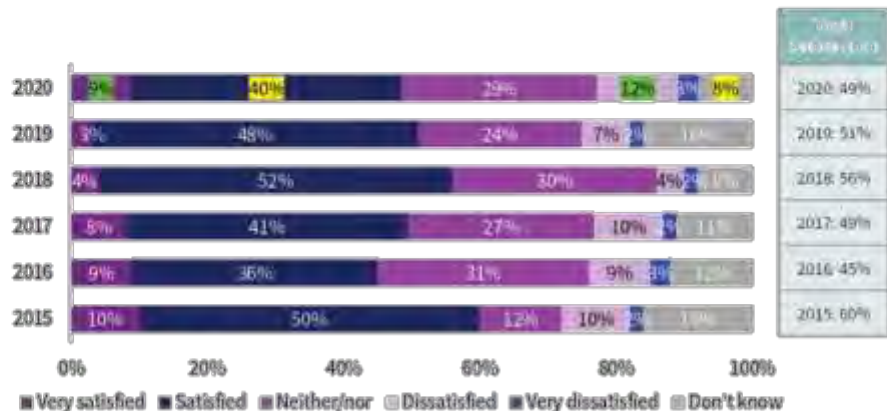


2020 RESULTS

Close to half of residents (49%) were satisfied (40%) or very satisfied (9%) with the ease of access to Council information. While total satisfaction is similar to last year's result (cf. 2019, 51%), there is a significant increase in those who were very satisfied (cf. 2019, 3%), and a significant decrease in those who were satisfied (cf. 2019, 48%). A further 29% were neither satisfied nor dissatisfied, while 15% were dissatisfied (12%) or very dissatisfied (3%). There is a significant increase of those who were dissatisfied compared with last year (cf. 2019, 7%). Eight per cent of residents were unsure, a significant decrease compared with last year (cf. 2019, 16%).



2015 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, Marybank et al residents were more likely to be very satisfied with the ease of access to Council information (20% cf. total, 9%).



BY SUBURB

	Araruaheke	Castledike	Edenlake	Edwards Hill / Oropi Hill	Greenhills Hill / Waiatake	Springvale	Wing Central	Wing East	Whitaker / Maxwell	Marybank et al
Very satisfied	3%	13%	5%	7%	10%	7%	8%	12%	3%	20%
Satisfied	48%	51%	37%	54%	41%	36%	44%	40%	37%	36%
Neither satisfied nor dissatisfied	34%	23%	36%	20%	22%	34%	26%	27%	43%	25%
Dissatisfied	9%	17%	16%	0%	10%	9%	13%	16%	5%	10%
Very dissatisfied	2%	3%	0%	9%	8%	0%	5%	1%	5%	0%
Don't know	4%	13%	6%	11%	8%	15%	5%	4%	6%	9%

Access to Information



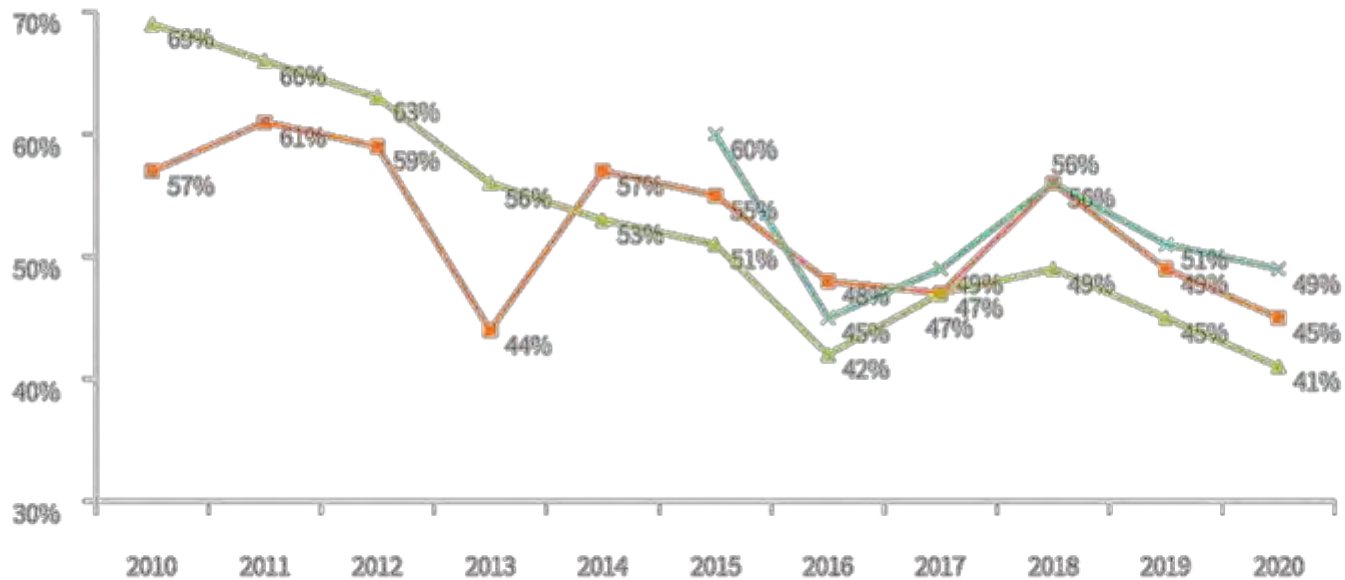
BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very satisfied	9%	6%	3%	8%	12%	10%	7%
Satisfied	31%	34%	29%	39%	50%	41%	38%
Neither satisfied nor dissatisfied	38%	36%	41%	26%	20%	26%	32%
Dissatisfied	9%	14%	11%	19%	9%	14%	10%
Very dissatisfied	0%	3%	5%	1%	3%	3%	3%
Don't know	14%	7%	11%	6%	6%	5%	9%

Community Involvement in Decision Making

2010 - 2020 TREND

While not statistically significant, there have been slight decreases in residents' satisfaction with the responsiveness to community needs and issues (45% cf. 2019, 49%), the quality of information (41% cf. 2019, 45%), and the access to information (49% cf. 2019, 51%).



■ Responsiveness to community needs and issues
 ■ Quantity of information
 ■ Access to information

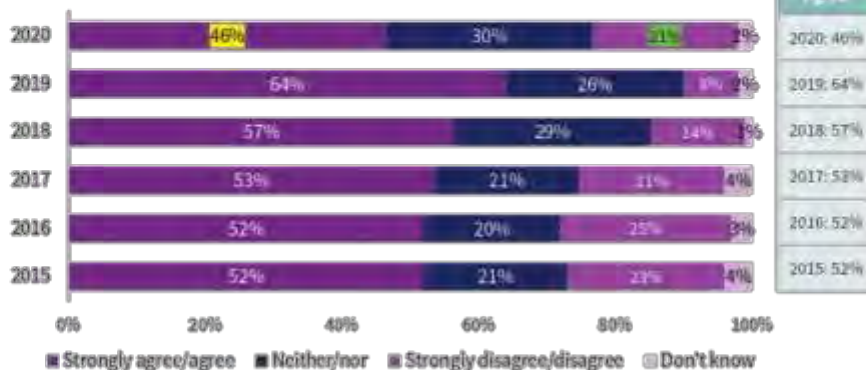
Ease of Website Navigation

2020 RESULTS

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

Of those residents, 46% agreed or strongly agreed that the website was easy to navigate. This year there was a significant decrease in the number of residents who agreed the website was easy to navigate (cf. 2019, 64%).

2015 - 2020 TREND



AREA DIFFERENCES

While not statistically significant, Castlecliff residents were more likely to have agreed the Council's website was easy to navigate (63% cf. total 46%).

BY SUBURB

	Brookside	Castlecliff	Acacia	Burly Hill / Ovale Hill	Deborah Hill / Deborah	Tepepapa	Wing Central	Wing East	Clendon - Wairere	Wairere as a whole
Strongly agree/agree	50%	63%	49%	56%	30%	59%	20%	45%	46%	46%
Neither agree nor disagree	24%	18%	35%	35%	20%	21%	55%	33%	18%	54%
Strongly disagree/disagree	21%	17%	16%	10%	42%	20%	22%	22%	31%	0%
Don't know	5%	2%	0%	0%	7%	0%	2%	0%	5%	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
Strongly agree/agree	38%	54%	31%	41%	53%	43%	49%
Neither agree nor disagree	54%	31%	30%	31%	23%	31%	29%
Strongly disagree/disagree	8%	15%	35%	28%	18%	22%	21%
Don't know	0%	0%	4%	0%	5%	4%	1%

Leading Edge

Awareness of Leading Edge



2020 RESULTS

Eighty-four per cent of residents were unaware of Council's vision Leading Edge. For those residents who were aware (16%); 41% heard about Leading Edge in a newspaper, a decrease from last year's result (cf. 2019, 46%).

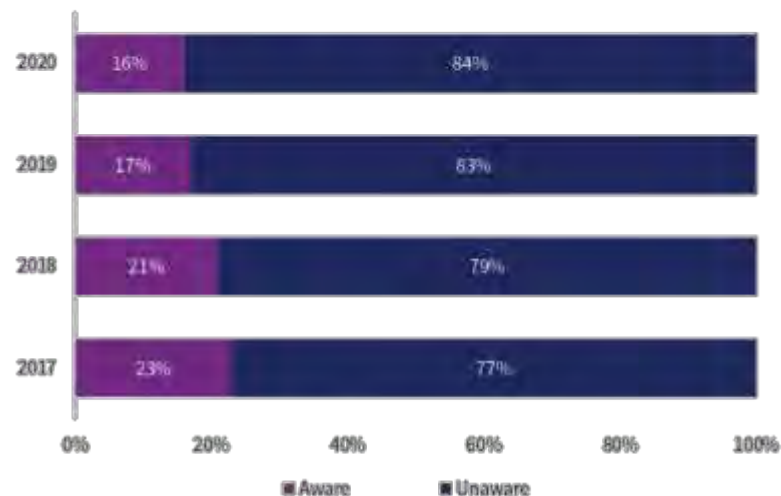


WHERE PEOPLE HEARD ABOUT LEADING EDGE (2019 FIGURES IN BRACKETS)

41% (46%) Newspapers
21% (35%) Word of mouth
18% (17%) Council website
3% (13%) Working with Council
28% (11%) Somewhere else



2017 - 2020 TREND



BY SUBURB

	Araruaia	Onekaka	Onekaka	Shells Hill / Shells Hill	Springdale Hill / Downsview	Springdale	Wg. Central	Wg. East	Wg. West / Kaitiaki	Whangarei
Aware	16%	11%	13%	42%	10%	12%	16%	22%	29%	9%
Unaware	84%	89%	87%	58%	90%	88%	84%	78%	71%	91%



BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years and over	Male	Female
Aware	3%	10%	11%	28% +	18%	21% +	12% +
Unaware	97%	90%	89%	72% +	82%	79% +	88% +

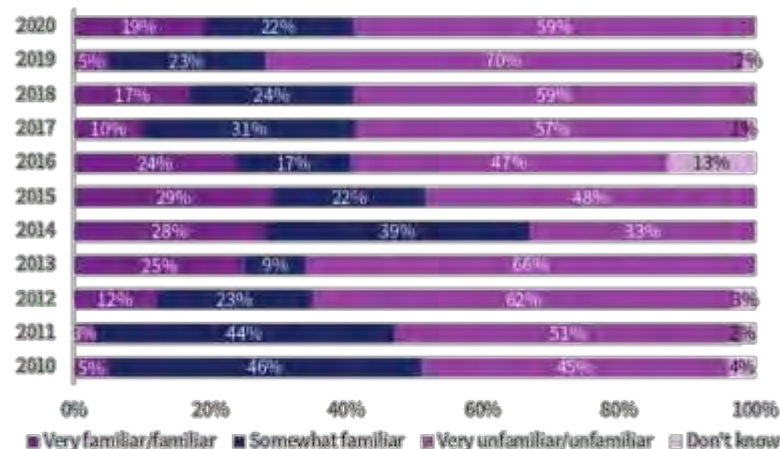
Rural Community Board

Familiarity with the Rural Community Board

2010 - 2020 TREND

Eighty-five per cent of rural residents know of, or have heard about the Rural Community Board in 2020.

Of those rural residents, familiarity with the Rural Community Board's role and activities has increased (19% cf. 2019, 5%), while levels of unfamiliarity have decreased (59% cf. 2019, 70%).



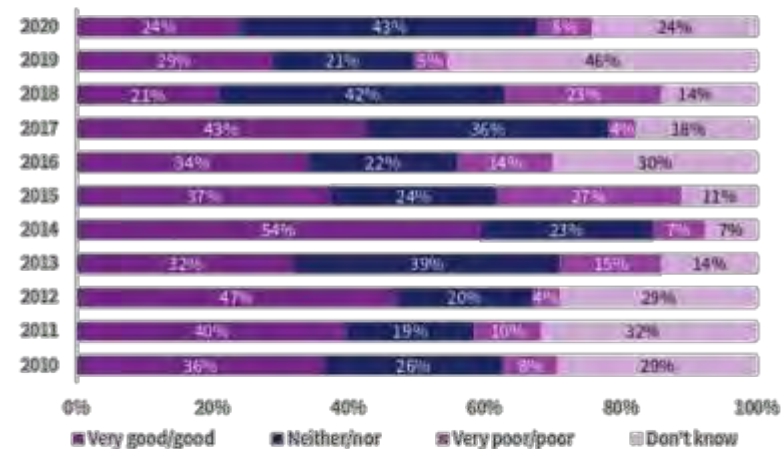
BY PROPERTY SIZE

	Less than two bedrooms	Between 2 and 3 bedrooms	3+ bedrooms
Awareness	87%	72%	100%
Very familiar/familiar	14%	10%	35%
Somewhat familiar	19%	20%	27%
Very unfamiliar/unfamiliar	67%	70%	37%

Performance of the Rural Community Board

2010 - 2020 TREND

Following this, 24% of those rural residents thought the performance of the Rural Community Board was good. A further 43% stated it was neither good nor poor, and 8% thought it was poor (6%) or very poor (2%). Twenty-four per cent of those rural residents were unsure how to answer this question.



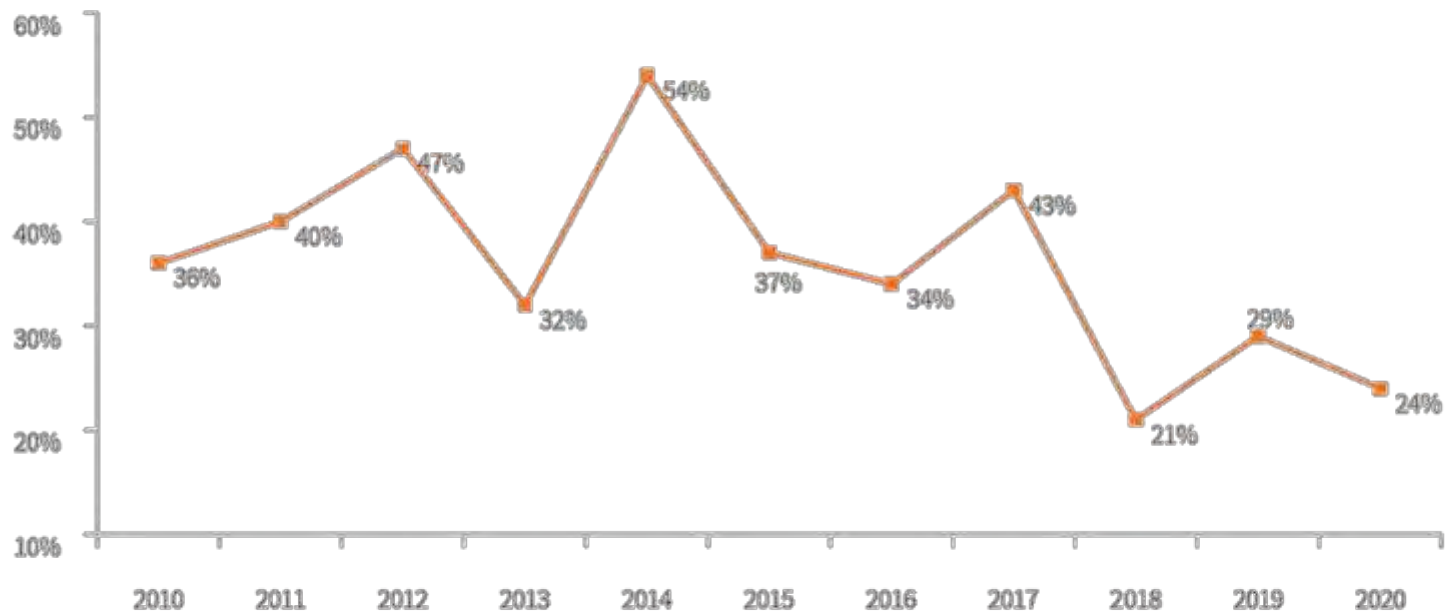
	Less than two bedrooms	Between 2 and 3 bedrooms	3+ bedrooms
Very good/good	23%	31%	14%
Neither good nor poor	28%	45%	53%
Very poor/poor	0%	6%	20%
Don't know	49%	18%	12%

Whanganui District Council Community Views Survey - June 2020 | 82

Rural Community Board

2010 - 2020 TREND

There has been a slight decrease in rural residents who thought the performance of the Rural Community Board was good this year (24% cf. 2019, 29%).



Rural Community Board

Appendices

Appendix One: Questionnaire

Whanganui District Council 2020 Community Views Survey

QUESTIONNAIRE FINAL

RECORD AREA FROM SAMPLE:

- Aramoho
- Castlecliff
- Gonville
- Bastia Hill/Durie Hill
- St John's Hill/Otamatea
- Springvale
- Whanganui Central
- Whanganui East
- Blueskin-Maxwell/Kai-Iwi/Westmere
- Marybank et al/ Fordell

Question 1: Can you please tell me if you, or anyone else in your household, have undertaken any of the following activities in the last 12 months in the Whanganui district...

READ OUT. MULTIPLE ANSWERS ALLOWED

- Attended a Māori cultural event or performance
- Visited the Regional Museum
- Attended a performance or event at the Royal Whanganui Opera House
- Visited the Sarjeant on the Quay (formally Sarjeant Gallery)
- Attended the theatre, e.g. Amdram or Repertory
- Used the libraries
- Visited a historic site
- Been actively involved in a community organisation
- Involved in, or attended any arts events or cultural activities or performances
- Visited, or used the Whanganui airport
- DO NOT READ OUT - None of these**

LOGIC – Show this question if respondent answered 'involved in, or attended any arts events or cultural activities or performances in Question 1'.

Question 2: Have you participated as a performer or artist in any arts events or cultural activities or performances?

- Yes
- No

Appendix One: Questionnaire

LOGIC – Show this question if respondent answered 'Used the libraries' in Question 1.

Question 3: Have you used the library services physically or online?

- Physically
- Online
- Both

Question 4: Can you please tell me if you, or anyone else in your household, have undertaken any of the following recreational activities in the last 12 months in the Whanganui district...

READ OUT. MULTIPLE ANSWERS ALLOWED

- Played organised sport
- Played sport on an informal or casual basis
- Used or visited a Premier Park (Virginia Lake Res, Winter Gar., Bason Botanic, Queens Pk, Kowhai Pk, Castlecliff Dom, Majestic Square)
- Used or visited a neighbourhood park
- Used or visited a playground
- Used or visited a sports ground for organised sport or recreational activities
- Used a cycle way or cycle lane
- Visited a beach
- Undertook activities on the Whanganui River
- Used the Whanganui riverbank walkway - that is the boardwalk from the Town Bridge to Market Place
- Used other walkways along the river and throughout parks
- Used other walkways around the city (shored pathways etc)
- Used, visited, or attended an event at Cooks Gardens
- DO NOT READ OUT - None of these**

LOGIC – Show this question if respondent answered 'Used the Whanganui riverbank walkway - that is the boardwalk from the Town Bridge to Market Place' in Question 4.

Question 5: You referred to the use of the Whanganui riverbank walkway, can you please tell me all of the things that you have used this for over the last year?

DO NOT READ OUT

MULTIPLE ANSWERS ALLOWED

Recreational examples - walking dog, picnic, taking kids for walk.

- Walking to town
- Recreational purposes
- Getting to and from work
- The Saturday Market
- Cycling
- Walking the dogs

Appendix One: Questionnaire

- General exercise
- Other - SPECIFY: []
- Don't know / Can't remember

Question 6: The next section of questions are about emergency planning. Firstly, have you ever discussed an emergency response plan with your household?

DO NOT READ OUT

- Yes
- No
- Don't know

Question 7: Does your household have an emergency survival kit?

DO NOT READ OUT

Note: This is not a first aid kit.

- Yes
- No
- Don't know

LOGIC – Show this question if respondent answered 'yes – does your household have an emergency survival kit in Question 7.

Question 8: When did you, or someone in your household, last check this kit?

DO NOT READ OUT

- Last month
- 3 months ago
- 6 months ago
- 12 months ago or more
- Have never checked
- Don't know

LOGIC – Show this question if respondent answered 'yes – does your household have an emergency survival kit in Question 7.

Question 9: And which, if any, of the following do you have in your emergency kit?

READ OUT. MULTIPLE ANSWERS ALLOWED

- A battery powered radio that works
- A first aid kit and instruction book
- Dried or tinned food to feed the household for at least three days
- Important personal documents
- DO NOT READ OUT - None of the above**

Appendix One: Questionnaire

Question 10: How long do you think your household could go for without any outside assistance?

READ OUT

if necessary: Outside assistance includes - water, power, shops open, etc.

- Less than three days
- For at least three days
- For at least one week
- More than one week
- DO NOT READ OUT** - Don't know

Question 11: On a scale of 1 to 5, where 1 means 'very unprepared' and 5 means 'very prepared', overall, how prepared or unprepared do you think your household is for an emergency?

DO NOT READ OUT

Every time prompt with: is that 'very unprepared' or just 'unprepared' / is that 'very prepared' or just 'prepared'?

- 1 - Very unprepared
- 2 - Unprepared
- 3 - Neither prepared nor unprepared
- 4 - Prepared
- 5 - Very prepared
- Don't know

Question 12: I am going to read out a few different places. For each place, can you please tell me if you feel safe: all of the time, most of the time, some of the time, seldom, or never.

READ OUT STATEMENTS

Do you feel safe in the Central Business District during the day time...						
Do you feel safe in the Central Business District in the evening...						
Do you feel safe in your home during the day time...						
Do you feel safe in your home during the evening...						

LOGIC - Show this question if respondent answered 'seldom', 'never' to any one of the above statements - Question 12.

Question 13: You mentioned that you feel less safe in some places than others, what is it about these places that makes you feel unsafe?

Appendix One: Questionnaire

- DO NOT READ OUT** - Don't know
 DO NOT READ OUT - Prefer not to answer

**Question 16: 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?
 Would you say that it is...**

READ OUT

If needed: It is marked by plenty of social interactions with friends, family and neighbours. It includes feeling that you have something to contribute to society, that you have interests that keep you busy, and that you are content with where you live.

- Very weak
 Weak
 Moderate
 Strong
 Very strong
 DO NOT READ OUT - Don't know
 DO NOT READ OUT - Prefer not to answer

Question 17: How strongly do you agree with the following statement: I feel a sense of pride with my community?

DO NOT READ OUT

Every time prompt with: Is that 'strongly agree' or just 'agree' / Is that 'strongly disagree' or just 'disagree'?

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Don't know

Question 18: Now, talking specifically about your neighbourhood, how strongly do you agree with the following statement: I feel a sense of pride with how my neighbourhood looks and feels?

DO NOT READ OUT

Every time prompt with: Is that 'strongly agree' or just 'agree' / Is that 'strongly disagree' or just 'disagree'?

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Don't know

Appendix One: Questionnaire

Question 19: When you think about your standard of living, how would you currently rate it...

READ OUT

- Extremely good
- Good
- Neither good nor poor
- Poor
- Extremely poor
- DO NOT READ OUT** - Don't know

Question 20: And, when you think generally about living in Whanganui, are you...

READ OUT

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Neither satisfied nor dissatisfied
- 4 - Satisfied
- 5 - Very satisfied
- DO NOT READ OUT** - Don't know

Question 21: What lifestyle benefits do you think Whanganui provides?

RECORD VERBATIM

Question 22: When you think about your general quality of life that Whanganui district provides, do you think it is better, the same, or worse than last year?

DO NOT READ OUT

Every time prompt with: is that 'much better' or just 'better' / is that 'much worse' or just 'worse'?

- Much better
- Better
- The same
- Worse
- Much worse
- Don't know
- Did not live here last year

Appendix One: Questionnaire

Question 23: 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?

DO NOT READ OUT

Every time prompt with: Is that 'much better' or just 'better' / Is that 'much worse' or just 'worse'?

- Much better
- Better
- About the same
- Worse
- Much worse
- Don't know
- Did not live here last year

Question 24: When you think about Whanganui's town centre, how satisfied or dissatisfied are you with the contribution it makes to the image of Whanganui? Please note that we are referring to the physical environment of the Central Business District and not the mix of shops.

DO NOT READ OUT

Every time prompt with: Is that 'very dissatisfied' or just 'dissatisfied' / Is that 'very satisfied' or just 'satisfied'?

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Neither satisfied nor dissatisfied
- 4 - Satisfied
- 5 - Very satisfied
- Don't know

Question 25: 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 ...

READ OUT THE FACILITIES

1= Very dissatisfied, 2= Dissatisfied 3 = Neither satisfied nor dissatisfied, 4= Satisfied, 5 = Very satisfied

War Memorial Centre (was War Memorial Hall)						
Parks and reserves						
Sports grounds						
Cooks Gardens						
Libraries						

Appendix One: Questionnaire

Regional Museum						
Royal Whanganui Opera House						
Toilet facilities are adequate to meet user needs (location/layout/accessibility)						
Standard of toilet facilities (cleanliness/general maintenance)						
Maintenance and presentation of open spaces						
Playgrounds						

LOGIC – Show this question if respondent answered ‘1 – Very dissatisfied or 2 – Dissatisfied’ for any of the FACILITIES – in Question 25.

Question 26: You indicated that you are dissatisfied with some of the facilities in Whanganui; can you please tell me why you are dissatisfied with these facilities and provide an example if you are able to.

RECORD VERBATIM

interviewer note: Prompt on facilities ticked as dissatisfied above if needed.

Question 27: 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...

READ OUT THE SERVICES

1= Very dissatisfied, 2 = Dissatisfied 3 = Neither satisfied nor dissatisfied, 4 = Satisfied, 5 = Very satisfied

Animal control						
Control of litter in streets and public places						
Standard of the presentation in the town centre						
Public art						
Availability of on-street parking						

LOGIC – Show this question if respondent answered ‘1 – Very dissatisfied or 2 – Dissatisfied’ for any of the SERVICES – Question 27.

Question 28: You indicated that you are dissatisfied with some of the services Council provides to Whanganui residents; can you please tell me why you are dissatisfied with these services and provide an example if you are able to.

Appendix One: Questionnaire

RECORD VERBATIM

Interviewer note: Prompt on services ticked as dissatisfied above if needed.

Question 29: Are you satisfied with the opportunities offered to the community for the disposal of waste, and for recycling?

DO NOT READ OUT

Prompt if needed: This refers to the recycling centre that Council operates as well as recycling bins around town.

Every time prompt with: Is that 'very dissatisfied' or just 'dissatisfied' / is that 'very satisfied' or just 'satisfied'?

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Neither satisfied nor dissatisfied
- 4 - Satisfied
- 5 - Very satisfied
- Don't know

The next couple of questions are about the travelling around Whanganui.

Question 30: Using the same scale as before, where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied you are with the roads in Whanganui district. When answering this please think about local roads only, not state highways.

DO NOT READ OUT

Every time prompt with: Is that 'very dissatisfied' or just 'dissatisfied' / is that 'very satisfied' or just 'satisfied'?

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Neither satisfied nor dissatisfied
- 4 - Satisfied
- 5 - Very satisfied
- Don't know

Question 31: Using the same scale, how satisfied or dissatisfied are you with the shared pathways and footpaths in the city?

DO NOT READ OUT

Every time prompt with: Is that 'very dissatisfied' or just 'dissatisfied' / is that 'very satisfied' or just 'satisfied'?

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Neither satisfied nor dissatisfied
- 4 - Satisfied
- 5 - Very satisfied

Appendix One: Questionnaire

Don't know

Question 32: And, using the same scale, how satisfied or dissatisfied are you with how easy it is to get around Whanganui district. When answering this question please think about all the ways you travel such as walking, cycling, and driving.

DO NOT READ OUT

Every time prompt with: Is that 'very dissatisfied' or just 'dissatisfied' / is that 'very satisfied' or just 'satisfied'?

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Neither satisfied nor dissatisfied
- 4 - Satisfied
- 5 - Very satisfied
- Don't know

Question 33: Is there anything you'd like to add about travelling around Whanganui?

RECORD VERBATIM

Note: This includes the roads; the shared pathways and footpaths; and how easy it is to get around.

Question 34: How would you rate the leadership provided by Council to the district over the last year?

READ OUT

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- DO NOT READ OUT** - Don't know

Question 35: In the past 12 months, do you think that Council has responded to community needs and issues...

READ OUT

- Very well
- Well
- Neither well nor poorly
- Poorly
- Very Poorly
- DO NOT READ OUT** - Don't know

Appendix One: Questionnaire

Question 36: How would you rate the overall performance of the Mayor and Whanganui District Councillors over the last year? Would you say their performance has been...

READ OUT

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- DO NOT READ OUT - Don't know**

Question 37: In the past 12 months, have you had any contact with a council staff member? This excludes the Mayor and Councillors.

- Yes
- No
- Don't know

LOGIC – Show this question if respondent answered 'Yes' in Question 37.

Question 38: Using the same scale, how would you rate the overall performance of Council staff over the last 12 months? Please note this does not include the Mayor and Councillors. Would you say it was...

READ OUT

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- DO NOT READ OUT – Don't know**
- DO NOT READ OUT - Had no contact with Council staff**

Question 39: Thinking about the amount of information supplied by Council in the past 12 months, do you think that Council has supplied...

READ OUT

- More than enough information
- Enough information
- Some information
- Not enough information
- Hardly any information
- DO NOT READ OUT – Don't know**

Appendix One: Questionnaire

Question 40: Overall, how satisfied or dissatisfied are you with the ease of accessing Council information?

DO NOT READ OUT

Every time prompt with: Is that 'very dissatisfied' or just 'dissatisfied' / Is that 'very satisfied' or just 'satisfied'?

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Neither satisfied nor dissatisfied
- 4 - Satisfied
- 5 - Very satisfied
- Don't know

Question 41: Have you visited the Council's website (www.whanganui.govt.nz) in the past 12 months?

- Yes
- No
- Don't know

LOGIC – Show this question if respondent answered 'Yes' in Question 41.

Question 42: How strongly do you agree or disagree that the website is easy to navigate and find what you are looking for?

DO NOT READ OUT

Every time prompt with: Is that 'strongly agree' or just 'agree' / Is that 'strongly disagree' or just 'disagree'?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Question 43: Have you heard of Whanganui's vision 'Leading Edge'?

- Yes
- No / Don't know

LOGIC – Show this question if respondent answered 'Yes' in Question 43.

Question 44: Where have you heard about 'Leading Edge'?

READ OUT, MULTIPLE ANSWERS ALLOWED

- Council website
- Newspapers
- Word of mouth

Appendix One: Questionnaire

- Working/ collaborating with Council
- Somewhere else: []
- DO NOT READ OUT** – Don't know

LOGIC – Show this question if respondent answered 'rural area' Blenheim-Maxwell/Kai-tui/Westmore or Merybank et al/ Fordell – mark from sample.

Question 45: Do you know of, or have you heard about, the 'Rural Community Board'?

- Yes
- No/ Don't know

LOGIC – Show this question if respondent answered 'rural area' Blenheim-Maxwell/Kai-tui/Westmore or Merybank et al/ Fordell – mark from sample.

Question 46: How familiar would you say you are with the board's role and their activities over the past 12 months? Would you say you are...

READ OUT

- Very unfamiliar with their role and activities
- Unfamiliar
- Somewhat familiar
- Familiar
- Very familiar with their role and activities
- DO NOT READ OUT** - Don't know

LOGIC – Show this question if respondent answered 'rural area' Blenheim-Maxwell/Kai-tui/Westmore or Merybank et al/ Fordell – mark from sample.

Question 47: When you think about the overall performance of the Rural Community Board over the last year in terms of its role to represent and act as an advocate for the interests of the rural community, would say the board's performance has been...

READ OUT

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- DO NOT READ OUT** - Don't know

LOGIC – Show this question if respondent answered 'rural area' Blenheim-Maxwell/Kai-tui/Westmore or Merybank et al/ Fordell – mark from sample.

Question 48: Is there anything that you feel the Rural Community Board should be focusing on, or could be doing better?

RECORD VERBATIM

Appendix Two: Verbatim Comments

AREAS OF IMPROVEMENT: FACILITIES

WAR MEMORIAL CENTRE

- *War Memorial Centre is not used enough.*
- *War Memorial Centre needs upgrading, bring the hiring price down.*
- *War Memorial Centre: the maintenance, it needs to be painted on the outside.*
- *The War Memorial Centre needs to be utilised more, it's a big building with little use.*
- *Memorial Hall not being used enough.*
- *War Memorial Centre and area are under-utilised, more of a liability.*

PARKS AND RESERVES

- *Toilets facilities in the park and grounds are never unlocked. Rubbish bins not emptied and not enough rubbish bins.*
- *Not a good dog park with seating and equipment for dogs to play.*
- *Grassed areas need to be cleaned and mown properly.*
- *Green spaces lack native vegetation and wildlife.*
- *Some need maintenance, some trees need to be cut back etc.*
- *Some areas need maintenance e.g. cutting or pruning back trees for safety reasons also.*
- *Lack of water fountains.*

SPORTS GROUNDS

- *Cooks Gardens should be made available to all sports not just rugby and athletics. We all pay rates to maintain it, but only certain*

sports are allowed to use it. Your sports ground maintenance outside of Cooks Gardens is rubbish we pay a lot to use the facilities, but the standard is unacceptable.

- *The sports facilities at Springvale Park and Victoria Park need attention and maintenance.*
- *Sports stadium, the Council could put more money into its upkeep, and modernisation.*

COOKS GARDENS

- *Cooks gardens - the governance management needs to be brought back under Council, not a separate trust.*
- *Cooks Gardens - the lack of use it gets, it's a good asset we need to use it more.*
- *Cooks velodrome not finished.*
- *The Velodrome remains unroofed.*
- *Cooks Gardens should be roofed.*
- *Accessibility - people think Cooks Gardens are a closed site.*
- *I wish Cooks Garden attracted better events and activities.*
- *Too much money wasted on velodrome.*
- *Cooks Garden is just an open fairly mundane space.*

LIBRARIES MENTIONS

- *Libraries - don't go.*
- *Membership at the library and always having to renew - way too frequent and more expensive than other cities e.g. Palmerston North, Napier. Often they don't have the books I am looking for. Online resources are improving but limited. Love the hours they're open but sometimes it's difficult to get a park.*

- *The library annoys me because there is no quiet space for reading or studying. Fine to have computers but what about others?*
- *Don't like changed library setup.*
- *Dissatisfied with the library. Their website isn't very good, and they appear to have people hanging around the library that are not using the library for intended purpose, e.g. urinating in public, give off a feeling that you may be unsafe.*
- *Library car park needs extending.*

REGIONAL MUSEUM

- *The last time I was in the museum I thought the exhibits had gone backwards from previous times. There was a big gap and the number of exhibits were not what they used to be, the numbers seemed to be down and the exhibits I used to find interesting were not.*
- *Museum - don't go.*
- *Museum needs to be updated.*
- *The museum needs more interactive areas for children.*
- *Museum used to be way better with more stuff in it.*
- *Museum exhibits repetitive.*

ROYAL WHANGANUI OPERA HOUSE

- *The Royal Whanganui Opera House needs some air conditioning.*
- *The Royal Whanganui Opera House could do with some new seats preferably downstairs being tiered.*
- *The Royal Whanganui Opera House needs a real makeover, new seating - the old seating*

Whanganui District Council Community Views Survey - June 2020 | 100

Appendix Two: Verbatim Comments

is horrendously uncomfortable, proper air conditioning as it's like a sauna in summer, proper eftpos and payment facilities at all bars, more staff at bars etc.. as queues are too long in intervals.

STANDARD OF TOILET FACILITIES MENTIONS

- *The toilets are too few and far spread. The problem with them is that they are generally filthy, not cleaned often enough.*
- *Every time I go to them they are normally disgusting and are unclean.*
- *I haven't used the new ones, they look nice from the outside. Other ones not always clean when I used. The one in St Heliers Street excellent.*
- *The one in the main street is always filthy, I'd never use it.*
- *Dirty.*
- *Not enough toilets in town when attending larger events like vintage weekend. Long queues and toilets weren't very clean. Maybe more cleans during big events.*
- *Not enough toilets.*
- *Toilets use to be good now not as clean.*
- *Every time I go to use the toilets at Peat Park they are either blocked flooded or completely covered in toilet paper. I will not allow my kids to use such facilities.*
- *Cleanliness and safety less than satisfactory condition in many.*
- *The toilets at parks and the lake are often para (dirty) and do not have toilet paper. Would like these to be checked more regularly.*

- *I'm quite dissatisfied with the toilet facilities in Whanganui are far too often they are closed and out of order or generally dirty from prior visitors to them. There needs to be some type of manned toilet block in town and out at Castlecliff that is cleared regularly for a small 20/50 cents fee.*
- *Toilets are dirty and only two in town.*
- *Lack of clean public toilets*
- *Presentation, cleanliness needs improving.*
- *A lot of them are dirty.*
- *Toilet cleanliness.*
- *Always dirty or trashed by someone putting toilet paper or soap everywhere.*
- *The toilets at the deer park are gross and need a refresh and the Aramoho shop toilet is not always clean. Not always nice for cleaning babies. Check out Palmerston North squares toilets for Trafalgar Square toilet and family rooms.*
- *Some of the toilets are not that clean due to some people who use it and doesn't clean after.*
- *Toilets need upgrading.*
- *The suburbs' public toilets constantly smell like urine especially the beach toilets out at Castlecliff.*
- *Toilets are ho hum especially at night.*
- *The toilet on Victoria Ave is pretty gross, there needs to be a toilet facility on the main street or an improved facility, there is one there, but it is pretty yucky so an improved facility on Victoria Avenue.*
- *Toilets are not maintained.*

TOILET FACILITIES...MEET USER NEEDS MENTIONS

- *Toilets in the central city can't be located.*
- *After the Council refurbished its new facilities, I was amazed to find they don't have public toilets on the ground floor after spending so much money on it. We were told we could go to the women's toilets next to the opera house or be taken through upstairs.*
- *Toilets facilities in the park and grounds are never unlocked.*
- *The public toilets are all on one end, not distributed properly. They have put one in the town recently.*
- *The toilets are both in the same end of Victoria Avenue. Why isn't there any toilets on the other end?*
- *We need more toilets since the population is increasing.*
- *Toilet facilities: they could do with more toilets around, for example, the riverbank, there is a lot of people around.*
- *Toilets, a bit short of them depending on which area you live in.*
- *They have a public toilet at one end of town but nothing at the other end, if children are busting we have to go to the shops and ask to use it.*
- *There's not enough in the main street on Victoria Ave. It'll be nice to have some more by the river.*
- *There's only one set in the middle of town and that's it basically, there's very few public toilets in town.*
- *Toilet Facilities: there are no toilets on the riverbank. Stall holders and visitors at the*

Appendix Two: Verbatim Comments

- markets and when we are down there for the markets there are no toilets available.*
- *They need more toilet facilities in Victoria Avenue, there is only one in second block near Cooks Gardens.*
 - *There are probably not enough public toilets.*
 - *Need more public toilets around the town.*
 - *Not many public toilets, if so in wrong areas*
 - *Not enough toilets.*
 - *Never enough toilets.*
 - *Need more and better loos.*
 - *Not enough public toilets in CBD.*
 - *Not enough public toilet facilities especially ones that are 24 hours.*
 - *I think the town centre needs more public toilets as the current ones are not very clean and not in a great location.*
 - *I'm a walker/runner/cyclist and don't drive. There are not enough public toilets. They don't have to be flash...*
 - *Not enough public toilets in the main street.*
 - *Lack of clean public toilets.*
 - *Toilets are not where I need them to be. We need them in the Stadium carpark for the campervans as these occupants use the garden for the toilet even in the middle of the day.*
 - *We need a lot more public toilets.*
 - *Not enough toilet facilities around Whanganui. Should be another set closer to the supermarket end of town rather than relying on businesses to provide these services.*
 - *Not enough public toilets.*
 - *Toilets need upgrading*
- *More toilet facilities would be helpful in suburbs by shops and in town, the ones we have are dirty and need to be cleaned more often.*
 - *We need more public toilets*
 - *Our public toilets are too and far between on the walkways and when you do get to them, often freedom campers are queuing to use them.*
 - *More toilet facilities.*
 - *The walk and cycleways could do with more toilet facilities.*
 - *There are nowhere near enough public toilets in and around central Whanganui, its parks, recreational facilities and walkways.*
 - *Public toilet facilities are lacking numbers.*
 - *Public toilets need updating and more toilets are needed around the CBD.*
 - *Closed toilets during lockdown. Most people were walking and these were closed.*
 - *More toilet facilities would be helpful in suburbs by shops and in town, the ones we have are dirty and need to be cleaned more often.*
- OPEN SPACES MENTIONS**
- *Not enough places to sit and relax, especially toward the top end of the town.*
 - *Footpaths are rubbish, cracked or broken. Signage old. Victoria Park has a liquor ban sign and people who play cricket regularly drink and leave their bottles behind every week. Footpaths generally in St Johns Hill are old and decaying. Tracks overgrown and untidy.*
 - *When driving into Whanganui from Raetihi the grounds along there above the river aren't finished. From Pepper Block to the rail bridge is very untidy.*
 - *I think Horizons do the lawns in Whanganui, very rough job. There's long grass, weeds and rubbish.*
 - *There is evidence that the upkeep has been reduced, the city is not as tidy as in the past.*
 - *Not mowing properly, edges need to be mowed. it's good on the main street and garden, but the side of Durie Hill needs to trim the greenery.*
 - *Open spaces, lots of places overgrown and need tidying up.*
 - *I live in Putiki, there is insufficient street lighting. Also, the riverbank between the old Whanganui cycling club building and Braeburn flat, so that portion of riverbank start there. They have very good fencing, they tidy up towards the town.*
 - *Local streets not very well looked after but finished upgrading Harper Street. Footpaths from Rimu Street up to the dairy are very bad.*
 - *They've slipped on what it used to be.*
 - *The mowing of lawns/grass areas are not happening as much and needs spraying/weeding. Used to be done before your saw it needed mowing, now they usually looks untidy and definitely need mowing.*
 - *Buildings and some of the open spaces in CBD needs to be beautified.*
 - *Grassed areas need to be cleaned and mown properly. Tongariro Street seems to have a hill they just now around.*

Appendix Two: Verbatim Comments

- *The beach area is badly neglected, in particular North Mole. Toilet facilities and suitable rubbish bins with regular rubbish collection are urgently needed. The Council should consider closing off vehicle access to the north mile at night (as in Kowhai Park) to help prevent the littering and alcohol abuse that happens there regularly at present.*
- *Some open spaces and walkways/cycleways have not been maintained and are overgrown with weeds and fallen down trees, just messy and unkept.*
- *Lots of overhanging bushes, plants and trees that are hazards. Edges of grass rarely trimmed so losing walking space on pavements. Trees lifting pavements with their roots which are a danger to people walking especially at night time. Uneven paving which has caused a few people in my walking group to trip over.*

PLAYGROUNDS MENTIONS

- *I live in Hinau Street, there was a playground, it was used. They took it away, we were under the understanding they will replace it but they never did. It was removed without consulting us, they never surveyed us. They made a very beautiful one 5 mins away*
- *They need to be upgraded.*
- *They are suitable for very young children... once the children come to a certain age they are bored with the utilities of the current playgrounds.*
- *Some of the playgrounds are a joke. Like the*

Springvale playground where work started then just left undone. Need updated play areas. Take a look at Napier. New playgrounds. Things for families to do.

- *Some facilities require upgrading Castlecliff playground, in fact all the playgrounds require upgrading.*
- *Need more playground equipment that's suitable for a wider range of ages. Kowhai Park needs more things for younger children to play on. Virginia Lake needs more equipment for older children.*
- *Some of the playgrounds are very run down and are they maintained?*
- *Playgrounds are old fashioned, unchallenging and sparse.*
- *Kids parks are boring.*
- *It would be great if there was something new at Kowhai Park. The swing was taken away at Mosquito Point what is there to replace it? Nothing!*

TRAVELLING AROUND WHANGANUI: VERBATIM COMMENTS

- *We don't want too much traffic here, we don't need traffic jams.*
- *The new layouts around the CBD aren't well thought through, the new installation of traffic lights and laneways haven't been well thought through. The light on Guyton Street intersection to hospital is only 2 seconds and the lane going straight through is restricted.*

- *There just seems to be a huge amount of road detours and the road is usually left uneven and not very comfortable to drive on or walk on. There are lot of signposts that are covered by trees or bushes and it is very hard to read them.*
- *It's a small place and there's no problems. Travelling is lovely.*
- *Pretty good. The footpaths, they work.*
- *Please no more lights. Please! We've got it covered.*
- *No, they are alright. (roads, shared pathways and footpaths).*
- *Things are improving because they have new lights and tidying up corners of traffic.*
- *I'm really satisfied.*
- *Fix up the footpaths e.g. tree roots.*
- *Dublin Street Bridge has roadworks all at the same time. it does make it hard.*
- *I would say the first thing is the intersections need to be looked at, access on and off the Dublin Street Bridge on the city side.*
- *it is good for an old town. Less traffic lights and more roundabouts. Heads Road must be 60 kms an hour. Every traffic bypass required.*
- *Footpaths are a bit of a worry these days with the amount of cyclists. They think pedestrians have to give way to them, it's not so easy for people who are walking. I believe cycling paths are a very good idea.*
- *The traffic lights in Whanganui are absolutely terrible. I'm a taxi driver, a lot of times as I approach the signal the light goes from green to red, but when I get to the end when I stop there's no cars on the left or right, then why did it go*

Appendix Two: Verbatim Comments

- red?
- The new traffic lights have caused problems like Guyton Street. Backed up to next intersection. Ingestre Street a third lane to turn right into Victoria Ave and it's dicey getting there, people just about wiped out.
 - Intersection by the Trafalgar Square is not good. The lights are not good.
 - We are very lucky to have easy access.
 - It's been really amazing all the roadworks that they've done this year; it has to be done. There's been inconvenience at times, but I know that it must be done.
 - They have got a major bridge in town which needs to be replaced, it's very old, it's not wide enough to suit today's needs, it's an absolute bottleneck during school hours. I have to pay extra money every time to get things to my farm. Roading is a disgrace.
 - The bottle necking in the CBD is really frustrating and the outskirts, everything flows but it's the CBD and around the bridges that's the concern. The other concern is that I have a disability and I find it difficult to find a park, myself and my peers.
 - I don't walk anymore but the buses are great.
 - Some street signs are missing, fallen down.
 - I think they need to do something about Glasgow Street on Somme Parade. It's really hard to see if a car is coming and it's very hard to see.
 - Easy to live here.
 - They've taken away parking and put in green areas so there's a lack of parking in the streets
- and they've turned the intersections in to chaos by taking away turning lanes.
- The thing that I'm dissatisfied with is the amount of concrete islands, they are poorly situated and it is difficult when towing a trailer.
 - I'd like to know how to use the buses, seems to be a mystery. It's never ever been explained to me how I am supposed to get the tickets. I know it's supposed to be done through Horizons and that's all I know.
 - Twice as much traffic as there was two years ago.
 - Intersections could have a better flow of traffic by having roundabouts. I find the cyclists on the footpaths are very risky for pedestrians.
 - I don't think we have enough buses, some parts you have to walk to it out at Castlecliff you have to wait an hour sometimes.
 - How they put an island in the road so can go over without looking both ways, a median to wait for one traffic direction. For St Johns Hill between the Four Square and lake.
 - The bridge that we use most is quite congested at times, the Dublin Street Bridge.
 - Many of the intersection lights don't work properly, traffic light system needs to be gone and get more roundabouts. I.e. - Ridgway Street and Saint Hill Street are terrible as an accident occurred.
 - Whanganui is a very beautiful place, we are a low socio economic town. We have a lot of beneficiaries and a lot of elderlies. It's not their fault. Maybe we could have more drop-in centres. Rather than having to go to cafe areas
- to have a cup of tea.
- The streets are quite rough, more and more traffic and some footpaths rough.
 - The Dublin Street Bridge is a bottleneck at times and at Glasgow roundabout and London Street coming into town.
 - I prefer roundabouts.
 - We have a few problems with trees, shrubs coming out onto the footpaths.
 - It's the traffic build ups that occur and the traffic lights don't work for the traffic. They should have roundabouts, with lights all cars are stopped all ways whereas with roundabouts the traffic keeps moving.
 - It's good.
 - They need to organise the contracts better, so the same piece of road is not getting dug up in a short period of time. They should turn around and check contractors work at the same place carefully.
 - The traffic lights on Taupo Quay are a disaster, the new ones they've just put in, on the corner of Saint Hill Street and Taupo Quay.
 - The new marking on the road going from Victoria Avenue into the City College street. The corner going from avenue into that particular street, they've got so many lanes. The lane for the car coming into that street to turn up to go to city college is very tight.
 - Footpaths have been allowed to be damaged by trees. Some roads have been in a bad state of repair over the last 2 years.
 - It's just the roadworks.
 - The main access to the one side to the other is

Appendix Two: Verbatim Comments

- clogged out.*
- *The road maintenance is quite bad.*
 - *No, they seem to have improved the bus service, seems generally to be manageable for most people with the transport they've got.*
 - *To get their lights lined up, they're shocking, some of them not enough time to get across sometimes.*
 - *It's quite easy.*
 - *Footpaths need fixing. More roundabouts and less traffic lights.*
 - *They need to fix the potholes especially on Somme Parade.*
 - *The potholes, the cycleways and the lights in town where the walkers go with the lights and stuff and the changing lanes, they have narrowed some of those intersections too much.*
 - *The shared pathways are not a good idea. I know they are trying to provide for the cyclist, I can go out of the house and get bowled by the cyclist coming along the pathway.*
 - *More buses, more often, especially on the weekend.*
 - *The bus service around our area is wonderful.*
 - *It's easy to get around.*
 - *More congestion on the road.*
 - *It's really good, aware of people who don't have their own transport and have to rely on buses. It can be very difficult if need to travel from one suburb to another.*
 - *Very convenient.*
 - *Very easy, relatively little congestion.*
 - *So beautiful, we are so lucky, very blessed. Further upriver how beautiful it is and our*
- walkways.*
- *They should look at diverting the traffic from Dublin Street Bridge, divert to Glasgow Street.*
 - *They can improve the bus service, later hours.*
 - *They need to do a rethink on the roads, traffic is not designed to be easy. Need another road bridge.*
 - *Yes, they don't need as many traffic lights as they have, stick roundabouts instead of traffic lights.*
 - *I like to go and have a look around. Population increasing and some nice houses being built.*
 - *One or two more roundabouts to replace intersections would be good.*
 - *I know there is money going in, but it's not used effectively, some systems seem to be strangely designed.*
 - *It is all good. It is easy and we do a lot of travelling.*
 - *So many traffic lights and in stupid places.*
 - *I'd like to know who the traffic engineers are?*
 - *I believe it is quite difficult using the bus.*
 - *We find it very easy; we get where we want to in good time.*
 - *Easy to get around in a short time except for road works.*
 - *The road works at the moment are horrendous but they will be fine. Too many traffic lights need to be sorted.*
 - *Generally, we are very happy.*
 - *Wish they would do something about the footpaths. I use a mobility scooter and it's hard to get around - the paths are uneven.*
 - *They had challenges of the road erosion and I*
- am satisfied of their track.*
- *Probably far too many lights, nothing else about travelling.*
 - *Easy to get around, lots of road are getting fixed.*
 - *It's getting better.*
 - *Very satisfied.*
 - *Cyclists should share the footpaths. They should have left the roads how it used to be. Change the traffic lights how used to be. And change the roads how they used to be.*
 - *It is difficult for the elderly to go around.*
 - *Very easy, straightforward roads.*
 - *I wish they did one project at a time instead of all of them together.*
 - *Stop making gardens where they're not meant to be on corners.*
 - *Travelling in the central city area, the roading changes appear to be very short-sighted.*
 - *Too many traffic lights, traffic doesn't flow. They mucked up the Saint Hill Street by making the road narrower. The footpath is fine but extending the footpath, they've made Saint Hill Street thinner.*
 - *I am an older person, and kept fit by walking, always frightened by cyclists and not the young people. I live at St Johns Hills - the positions at the bus stop are not marked and the signs are not visible. Buses are not promoted. It's on the shared pathway.*
 - *Once the roadworks have cleared up it might be easier. There is a lot of it at the moment.*
 - *I think my biggest thing is roadworks. So much congestion at peak times.*

Appendix Two: Verbatim Comments

- *I think just the main state highways by the bridges, the speed limit over the bridges, especially Cobham Bridge is very high, it is 80km/hr, it should be around 60km.*
- *Less traffic lights and more roundabouts.*
- *They've got so much on their plate to do and it needs patience, they're doing the best they can.*
- *Should be more roundabouts, and it's a mess on Taupo Quay going onto bridge, it's ridiculous and also Ingestre Street, the pedestrian crossing holds up for pedestrians and cars.*
- *Hour gap between buses is too long. Should be 30 minutes and maybe smaller buses. Can take over 2 hrs to get to Gonville from Aramoho.*
- *I think Council needs to put more thought on how the traffic lights are controlled in business district CBD.*
- *I do a lot of driving in Whanganui and there is not a problem, I am quite satisfied. Main problem is the drivers who can't drive.*
- *It's only a localised issue with cyclists on the roads, for example, we've got a 100 kph road and this cycling club uses it for training.*
- *Where the new roundabout is going in, it was lined up three streets down Glasgow Street waiting to get through. Once I got onto the avenue the cars were backed up to Dublin Street. I would've preferred the lights as they were on Dublin Street.*
- *The only thing is when they put the lights in first at Taupo Quay.*
- *People are rude when I'm on the shared pathways in my wheelchair.*
- *Easy to get wherever you are going, has all facilities, getting in a boat is easy.*
- *No, the only thing I'd like to see change is to get out of Liverpool Street into the Avenue. I'd like to see them put in a roundabout. If they put in a roundabout it would be brilliant.*
- *There are some people who come up St Johns Hill on the inside, the policing is not very good on the hill. Just the other day a driver was doing at least 110 mph and drove up the inside of the lane.*
- *Increasing amount in traffic congestion.*
- *Bus services are good, good place.*
- *Some of the footpaths need levelling out, fixing. For example, along Somme Parade, Parkdale Drive.*
- *The only thing that gets me at the lights, difficult to know which is the correct lane, they should put up a big sign.*
- *I think we do need more cycle lanes, particularly going up to Castlecliff, the children can't cycle to school. We need more buses that go to the hospital, it is very expensive if you catch a taxi.*
- *So much major roadworks, roads blocked, difficult to drive.*
- *You can get around quite successfully. Unless they make one-way streets to make it even better.*
- *Big mistake spending money on cycleways.*
- *People in cars don't use indicators.*
- *Too many traffic lights, not enough roundabouts, for example, near the supermarkets.*
- *Traffic lights at Liverpool Street/Victoria Ave intersection are necessary.*
- *There's roadworks at St Johns end of the avenue, there needs to be lights there because it's very busy.*
- *Shared cycleway is used by no one – it's way too close to roads, even when school is on so they are taken by their parents, can't cycle. The intersection with the traffic light in town and up Victoria Avenue is just waste, the traffic does not flow.*
- *I feel that some of the alterations on the corners, they restrict the road.*
- *Very easy. Buses could be little more frequent, otherwise it's good.*
- *Enjoyable place, safe, tidy, clean and colourful.*
- *It's a garden city, lots of speed bumps which is good for safety but slows down. There's no road that makes it faster for you.*
- *Traffic lights are annoying. Traffic should be a bit more intuitive. One thing they can do is make it more of a right-hand rule. No reason to wait for the whole thing when there is only one car.*
- *I am talking about driving. It is worse because of the new traffic light system.*
- *Probably half of our footpaths are not designed for prams and wheelchairs so they are very difficult to get across the roads.*
- *Like to see cycle or pedestrian lane in Mosston Road.*
- *There has been some changes in the town, don't like the tight roundabout, slows the traffic, the one on trail on Victoria Ave and Glasgow Street, restricted vision compared to big one on London Street and Heads Road, Dublin Street*

Appendix Two: Verbatim Comments

- works well - they are larger.*
- *I don't use them, buses are pathetic, they should have small buses.*
- *So many of walkways have so many cyclists not good for people, they need cycleways.*
- *Not really, just put a few more traffic lights in.*
- *At the moment it's not that easy, that's the issue I would say. Everything gets busy during this time of the year.*
- *The only problem I have is trees hanging over the footpath, sometimes where I walk. The footpath gets slippery. They don't trim them back and you got to go back on the road. I got a big gum tree, but it doesn't make the footpath slippery it's just bushes.*
- *The traffic lights are a pain. Compared to a roundabout they take too long.*
- *It's a remarkable place, beautiful.*
- *Footpaths are a mess, as in uneven.*
- *The road on London Street by Springvale roundabout is very bumpy to ride/drive over.*
- *Fix the roads. Same road has had roadworks constantly and it's still rubbish to drive on (Glasgow Street).*
- *More bike lanes. Drivers are scary.*
- *Bridges.*
- *Roads are shocking, need proper resurfacing, footpaths need to be level and clear of trees/plants.*
- *All the big stupid trees that aren't maintained lifting footpaths. Acorn leaves are dangerous and messy, Whanganui has some of the worst streets in New Zealand potholes etc.*
- *The river walkway is brilliant we use it all the time. Huge improvement to old walkway.*
- *Roading design has gone backwards, the design around the CBD is nothing short of appalling. Taupo Quay is a disaster.*
- *As a cyclist, I can see improvement and additions have been made to the cycleway network. Keep up the good work - we love cycling in Whanganui. More shared pathways please.*
- *Really good.*
- *Seems acceptable.*
- *Roads are crap. Always redoing roads that don't need doing. Putting lights in stupid places.*
- *Too many stupid and angry impatient drivers. Not enough policing. Big trucks etc should be nowhere in the city centre.*
- *Roads are very narrow.*
- *I feel some footpaths need attention for disability users.*
- *Whanganui is a beautiful town to walk, run, cycle or just wander around.*
- *Footpaths need to be fixed, there is a lot either, lopsided and uneven surfaces. I enjoy the walkway along the river and walking the bridges.*
- *The traffic build-up between 8-9am, 3-3.30pm and 4.30-5.30/6pm heading to/from Wanganui East is an issue.*
- *So many roadworks. Bottom end of Victoria Ave is horrendous to drive through - too many large vehicles with ends poking out make it very stressful. The traffic lights in town - some barely let one car through then turn red, very frustrating. Roads - lots of potholes, too many roadworks, too many raised platforms, recent changes to intersections make traffic flow worse - what's with turning arrows at lights when cars going straight through are in the same lane? Very confusing all of the recent changes - a ton of wasted money to make things worse than they were before.*
- *Footpaths are non-existent in some areas e.g. Mosston Road. Dangerous corners especially around schools. Need judder bars to slow traffic e.g. Cross Street - blind corner before the Te Kura.*
- *Hate what you've done to our town. Need to get rid of all the lumps of concrete at intersections, get rid of the new path through town for biking. Get rid of the bumps in Totara Street. Stop fiddling around with our roads and get in a proper traffic professional to do it properly. We do not need all the traffic lights. Replace with roundabouts or one-way streets. Stop putting people at risk with turning lanes that are too small and on the wrong side of the road. I don't go to town unless I have to because it's hard to get around.*
- *Somme Parade - especially from the railway bridge towards Aramoho is in terrible condition. It's very bumpy all along the road and heaps of repair work needed. Also the road immediately at the rail tracks is shocking to cross over.*
- *There needs to be a footpath on both sides of Virginia Road, the existing footpath is damp and slippery at this time of year and doesn't get sunlight, the old folks home and preschool there use it, watched an elderly person nearly slip on*

Appendix Two: Verbatim Comments

same path. Needs to be both sides so you don't have to cross a busy road, and continue the footpath down Great North Road then we can safely walk around the lake block without even attempting to be hit with kids in prams trying to get across Great North Road - the traffic on that corner is dangerous and fast most of the time.

- I'd like more dedicated bike lanes so bikes don't have to use the footpaths. I am very satisfied with the conditions of the roads themselves.
- Way too many roadworks and rearranging of the traffic lights going on.
- More shared pathways with enough room to allow people to go on both directions – width.
- Some of the roads just get quick fixes then again in six months. Wicksteed Street footpaths need to be sorted as too many people falling from lack of maintenance.
- I'm happy.
- Too many roadworks on roads freshly laid. Whanganui - the roadworks city.
- Some of the footpaths are dangerous, i.e. Wilson Street.
- The new seal on Dublin Street Bridge was an atrocious job.
- Like the river to beach boardwalk development, public transport is not good though.
- There are a lot of reoccurring potholes in the roads. The quality of the work doesn't seem to be as good with some contractors.
- The new wide pathway along Saint Hill Street to Guyton Street intersection... Protrudes too far out and the lane to turn right from Guyton to Saint Hill is opposite oncoming traffic almost!

Same with intersection of Ingestre Street and Victoria Avenue...stupid and dangerous!

- Some footpaths are quite overgrown at times e.g. Liverpool Street, Ikitara Road.
- The new traffic lights that have been installed are no better than what was previously installed...In fact they hold up more traffic if anything. The road repairs have been a nightmare, don't like turning right from Victoria Ave onto Ingestre Street, so narrow. Masston Road repairs took forever to complete, and Somme Parade is the same at present. Also speed humps should be placed outside Te Kura Kaupapa Maori o Tupoho. They seem to have been installed at every other school and Cross Street is busy for traffic.
- Take the 'h' out.
- It's really confusing how the footpath along the river changes from pedestrians only to both pedestrians and cyclists. Why can't there be a dedicated cyclelane?
- Many of the roads that need repairing in my community have been neglected, while perfectly fine roads are being dug up and recovered for seemingly no reason.
- Dublin Street Bridge may be safe for use, but is no longer fit for purpose.
- The road markings at the Victoria Ave and Glasgow Street lights are terrible right now, it's really hard to see difference between old and new in some light.
- A really robust cycle path that is not interrupted and is actually usable for daily transport would be best. Having short truncated so-called cycle

paths is virtually useless and creates an idea that cycling is something that you do in your spare time for recreation for maybe 10 minutes at best and not a serious alternative to driving all the time. We should implement Dutch-style cycle roads.

- The city streets are not good - Dublin Street, Halswell Street has too much traffic and its treated like a main route. Too many potholes where push bikes go!
- Need recycling bins.
- The town bridge intersection is a nightmare. The extension of footpaths on Drews Avenue make it difficult to turn left when a vehicle is trying to turn right because of the build-up of cars at the town bridge intersection. Also, to turn right into Market Place causes cars to have to wait behind the car turning as they can no longer drive around it. Putting humps by the Dublin Bridge now causes more of a pileup through the roundabout as cars brake to go over it. Whoever did these road designs obviously doesn't live in Wanganui.
- Some of the lights are 1. Not long enough or 2. Don't give turning when needed as a separate signal.
- Please make Victoria Ave car free. People dart across the road causing near accidents.
- All money poured into cycleways that no one uses, meanwhile cars pileup for weeks on end as road repairs take 4 or 5 years to complete versus a new cycleway in 3 weeks...Why?
- Very bumpy footpaths for blind people to negotiate. And quick fix potholes that seem to

Appendix Two: Verbatim Comments

- reappear 3 weeks later.*
- *Ver narrow cyclist lanes in some places.*
 - *The shared pathways are a real asset to Whanganui and have been well used during the last few months. The Anzac Parade campsite mars the riverside pathway.*
 - *When planning roadworks try not to do them all at once like we have seen so far this year. Try to remember that there aren't many ways in and out of Aramoho.*
 - *Roads in the Fordell district need widening and footpaths installed for children walking to school. The lights at Guyton Street intersection by the Council building need redesigning for vehicles turning right from Guyton Street to Saint Hill Street as it is an absolute joke.*
 - *Many footpaths are precariously uneven all-around town.*
 - *Need to get rid of traffic lights install roundabouts to improve flow.*
 - *Please add a footpath along Mission Road to town from Castlecliff. I use this route on my bike and feel there could be major improvements to help pedestrians and cyclists explore our beaches etc.*
 - *The addition of the lights near Trafalgar Square complex is welcome in my opinion.*
 - *Travelling speeds into the district need to be a lower speed earlier.*
 - *Sometimes cyclists make the shared pathways dangerous for walkers. They don't warn you about how close they are, e.g. Don't ring bell or speak, and sometimes travel at high speed which makes it dangerous when you suddenly have to move out of the way.*
 - *There are a lot of roadworks which are quite disruptive although I understand they are making improvements. There is a lot of dog poo along the shared river walkway, as well as overflowing rubbish bins.*
 - *Some of the footpaths are in a shocking and unsafe state. We have a huge hole outside our driveway and no one will come and fix it.*
 - *It is easy to get around in Whanganui, it's nice.*
 - *Parking is expensive.*
 - *There are areas where our footpaths remain dangerous particularly for those with reduced mobility...in particular outside Te Oranganui.*
 - *To many uneven footpaths and roads... Tree roots breaking footpaths. Repetitive roadworks whilst other damaged roads are not repaired.*
 - *Central footpaths are in bad condition.*
 - *I love the shared pathways.*
 - *Not enough speed bumps.*
 - *I am finding it very hard to cross the streets the traffic goes so fast. We need more islands especially in Parsons Street to help slow the traffic. It is also not safe to bike in Whanganui.*
 - *Majority need speed bumps down certain streets. Main gate of Rutherford school in Toi Street. Cars speeding every day. Very dangerous. Heads Road needs a footpath to Rogers Street. Smithfield Road footpaths dangerous for years. Elderly parents have had a number of falls. Council has not fixed. Council trees over hanging. More streetlights needed.*
 - *I don't understand why they don't use the trams from town to Castlecliff.*
 - *Roadworks everywhere around town for month all at the same time. A lot of noise and not very safe.*
 - *Need a better bus system.*
 - *Dublin Street Bridge a bloody nightmare and not just peak times. Aramoho rail bridge also a disgrace and avoid using it.*
 - *More road humps and roundabouts and why are there unregistered vehicles parked on the road. Old caravan in Puriri Street. Surely police drive down that road.*
 - *Impressed with lighting of streets in suburbs as having the lights alternating sides of the road give better safety for those walking.*
 - *I would like to cycle more but the cycleways need to be joined up better. The new section joining from London Street, down behind Countdown and Pak n Save is good but dangerous to cross Glasgow Street. When will the lights for the cycle crossing be active?*
 - *Roads need fixing. Paths need repairing and levelling. If you were a blind person you would have problems on all our footpaths. Streetlights in some parts of Castlecliff have not worked or been repaired in the 5 years I have lived here.*
 - *Need to create more access for not only disabled people but those close to end of life that are bound by limited access e.g. a strip of pathway to beach so my dying mothers wish was to put her feet in the sea water...but we couldn't carry her across that far. Footpaths hindrances by tree roots.*
 - *It's good the Council is working on the footpaths in upper Victoria Ave. But a lot of footpaths around town are dangerous especially for*

Appendix Two: Verbatim Comments

- elderly.
- *Fix them up.*
- *Ridiculous timing if roadworks especially around CBD and the bridges.*
- *The new lights on Taupo Quay have slowed traffic and made it impossible to get through if you are behind someone who is turning. The quality of new road surfaces that have been worked on, on Comfoot Street is very low and very bumpy. The shared footpaths are risky with bikes and dogs not under control when you have small children.*
- *Our footpaths in some areas are non-existent or in shocking condition for wheelchair-bound people.*
- *Build a new Dublin Street Bridge. The getting on and off of Dublin Street Bridge (both ends) needs a revamp. The roundabouts are not big enough and the traffic builds up because of cars not being able to get off or get on the bridge. The lights at the town end of town bridge don't make sense. If you want to turn left on to the bridge from Taupo Quay or go straight ahead, you have to wait through three sets of light changes. How come I can't turn right out of Countdown carpark on to Saint Hill Street (not a busy street) ... yet I can turn right on Taupo Quay (busy as!). Traffic lights where the left turn and straight ahead are same lane so people can't move if going straight when a left turner is on a red arrow. Not to mention the number of lanes that don't match going through most traffic lighted intersections.*
- *Brunswick Road is very dangerous in areas, and it seems to take longer to fix road problems on rural roads compared to urban roads. In particular, the corner just past Ravensdown. The bend is narrowed due to the road tarseal not reaching as wide as it should be.*
- *Extending the bus timetable so that it can be used when people leave work so they could choose to use public transport instead of driving. And having longer hours on weekends could reduce the amount of drunk driving. Having a cheap bus to Palmerston North daily for commuters or shoppers. If it were possible to extend the tram from the river front down to the main street, it would be awesome and a way to encourage more visitors.*
- *Some junctions need a serious remake like the bottom of St Johns Hill and others, Dublin Street Bridge needs a remake maybe 4 lanes.*
- *Footpath on walkway by the deer park, it has terrible stairs which are crumbling away. Some streets resealed over and over, while other potholes are forgotten about. Trees are pulling apart the footpath downtown.*
- *Roadworks often done at peak times causing delays.*
- *Has anyone walked the footpaths with elderly or kids! Shocking along Somme Parade. The bumps on the road make the 20 trucks that travel from 3-5am wake the entire road up!*
- *For a small city, congestion can be unnecessarily bad at times especially at the north end of Victoria Street, along London Street and Carlton Road (especially in front of the school).*
- *There's too much fire hydrants. Roads are not roadworthy for standard cars tyres are always being replaced. Footpaths are uneven or they are shrouded in bush you have to walk on the road, hoping the cars that speed don't hit you.*
- *Roads are rough, a lot of patch up work causes a lot of wear on cars increased maintenance of cars.*
- *Some of the traffic light setups in Whanganui are absolute rubbish.*
- *Fairly satisfied. Except for the mountain to sea cycleway. It would be nice if this actually would go all the way to Castlecliff, rather than finishing off at Gilberd Street.*
- *We need kerbside recycling. That's it.*
- *Victoria Avenue footpaths are not good and so are the roads around Whanganui.*
- *The new cycle lane from Country Playland to Taupo Quay is a joke. So many stop/starts that it doesn't flow and isn't easy for kids on their bikes. Getting on to the riverbank is a nightmare as the kerb isn't (last time I was there) sloped to allow easy access.*
- *A lot of footpaths especially in Ganville area are broken up and lifting from tree roots making it hard to walk/motorised scooter on.*
- *I think we need red light cameras. Several intersections have become really unsafe and seriously under-monitored during peak times. Some footpaths are a little user unfriendly with overgrown hedges e.g. in Bell Street behind the*

Appendix Two: Verbatim Comments

- old polytechnic. Some are a little unfriendly due to uneven surfaces. I think a walk/cycleway along the main road, out to Lake Wairua would be well used by local residents and tourists alike.*
- *The old road marks still on roads which makes confusion with new road marking. Road construction went smoothly with nice traffic control.*
 - *Too many linking roads are not safe to cycle on. E.g. No 2 Line, No 3 Line, Mosston Road, Rapanui Road, Montgomery Road, parts of Springvale Road, etc. That is excluding state highways as you don't have any say in those.*
 - *Poor road surface on Dublin Street Bridge.*
 - *Need to upgrade Dublin Street Bridge to 3 lanes and use the extra lane at appropriate times.*
 - *The Dublin Street Bridge is not nice to drive on.*
 - *Too many cyclists think all footpaths are shared, increasing traffic means congestion. Coming off Durie Hill can be an issue, Dublin Street Bridge needs more lanes or replacement.*
 - *My grandfather worked here in Whanganui for many years in the early 60s and 80s and the quality of our roads now are not as safe as they were back in those days. I just feel like they choose a place in the community and go 'yes that's the next bit we are going to dig up make a big fat mess then leave it for a few days go and do the same somewhere else and do the same there'. We end up with a lot of bumpy unsafe roads due to the quality of the work not being done properly in the first place. eg Dublin Street Bridge had to be redone because it wasn't done properly in the first place.*
- *Roads are in bad state up the river roads.*
 - *When doesn't Whanganui have roadworks. I get it but shouldn't our roads and pipes be satisfactory by now? Some footpaths aren't good either.*
 - *Stupid phase cycles at the town end of the Victoria Ave town bridge.*
 - *Can you please put more lighting on footpaths and train bridge and less roadworks during daytime, maybe roads can be done at night like Auckland do to save traffic jam.*
 - *Traffic lights at Saint Hill Street/Taupo Quay is a waste of money as it backs traffic up sometimes way down to the railway crossing.*
 - *The improvements of the Victoria Avenue footpaths are amazing. I hope it will be the same on both sides when finished. The lights on Ingestre Street and Glasgow Street are wonderful.*
 - *I'm okay with it all.*
 - *Footpaths always need looking at poor maintenance.*
 - *Dublin Street Bridge definitely past its use-by date, for vehicles and cycling.*
 - *Shared pathways should not encroach into road space.*
 - *Footpaths uneven due to tree roots. Traffic lights where we could have roundabouts.*
 - *Some roads have become very narrow because of the traffic parking. Victoria Ave is a good example where it is difficult to get out of a parking space once parked. The new layout of lane changes around Ingestre Street and Victoria Ave requires shifting from lane to lane in restricted space just to travel straight forward.*
- *Driveway from roadside to gateway needs fixing up.*
 - *I notice you didn't allow comment about the recycling situation. I have more to say on that subject than I do about travelling around the district.*
 - *Get rid of a bunch of traffic lights and reinstall roundabouts.*

AREAS OF IMPROVEMENT: SERVICES

ANIMAL CONTROL MENTIONS

- *There has been lots of dogs roaming around, and you don't always feel safe with dogs running around the street.*
- *Dogs are allowed to roam too freely, in our street we have a problem with barking dogs, several of them.*
- *Animal Control. Made a lot of complaints about a barking dog and nothing is done about it.*
- *Animal control, too many dangerous dogs roaming the streets.*
- *Basically barking dogs, we don't get much action on this.*
- *They don't pick up dog business. Dogs should be on a farm, that's my way of thinking.*
- *Dogs running loose.*
- *Too many unleashed dogs that roam in streets and parks.*
- *Animal control, there's still a lot of dogs that*

Appendix Two: Verbatim Comments

- wander, when you ring there's always a long wait, never connects.
- Far too many dogs roaming loose and current system doesn't seem to be able to do anything about people who can't keep their dogs on their own property.
 - They let gang members keep their unregistered dogs and give them free dog food.
 - Barking dogs all the time but you can't control that, it's the owners of the dog.
 - Animals, dogs still wandering around.
 - Lots of dogs roaming the streets.
 - A few people have issues with dogs and nothing is done, I was attacked and nothing was done.
 - Animal control, animals roaming randomly and unattended by anyone.
 - When I go for walks they have dogs that do not have collars, they roam around the streets.
 - Dogs roaming: you ring up the dog ranger, they don't get back to you, ring up the Council and they don't get back to you. I know where the dog comes from, I've taken videos and nothing gets done about it.
 - Dogs roaming free.
 - Far too many dogs running loose, they should not be around.
 - There are stray dogs on the streets, particularly in Castiecliff, some of them are pretty vicious.
 - They don't seem to action on complaints. You see dogs wandering around.
 - Want to see reduction of cats per household, roaming dogs. General risk to human health with animal waste.
 - The roaming dogs in our community. We've had Council out here in the past but have not seen them lately. We don't know if it's because no complaints are being made.
 - Animal control is poor, many strays around with no homes. No support for the SPCA or individuals caring for animals.
 - Never see animal control on the beach.
 - When ringing Council about a dog they rung the owner to come pick it up from my house.
 - Dogs often roam free.
 - The animal control needs to step up more with roaming dogs.
 - Too many roaming dogs still around and Council takes too long to come when rung.
 - Roaming dogs that attack other animals causing death or vet costs and broken hearts.
 - Not enough dog parks.
 - Dog poo all over walkways and bridges and dogs running free.
 - The number of stray animals around.
 - SPCA didn't want to take 2 stray cats hanging around my house. What is the SPCA there for if they don't take stray animals? Doesn't the government pay them to do this? So stray animals can go to a good home.
 - Dog control - continual barking but nobody complains, around Puriri Street. Mainly late afternoon and evenings. When I go to ring I don't know the house just the area and of course then it stops.
 - You only need to observe community Facebook pages to know that Animal Control are not very efficient.
 - Too many dogs being returned to owners that are not fit to have them so the bad behaviour continues in my neighbourhood. I have stopped calling animal control after multiple calls about the same animal and nothing done. When I confronted the animal control officer, he said he felt sorry for the lady because the dog was all she had. The animal is still a menace to this day.
 - Too many roaming dogs all over Whanganui.
 - Many of us are scared to walk in a lot of places because of loose dogs, my friend got badly bitten then the dog bit another lady 10 minutes later. Needs to be huge consequences.
 - Far too many stray dogs running around Puriri Street and Castiecliff. The same dogs every day. Attacking people and still roaming.
 - So many dogs roaming and killing innocent cats and owners getting away with it.
 - I want to be able to walk without having dogs that aren't under control approach us. I don't want to be attached again. I want better animal control and more visibility of animal control. The riverbank isn't safe with dogs there. I've had dogs at the market lunge at my kids in their pushchair and dogs at the beach rush us. I'm really disappointed about this in our town. I can't walk down our street without 4 dogs coming out and rushing us. There seems to be a difference in level of services between neighbourhoods.
 - Too many roaming dogs.
 - I just seem to read a lot of residents having cats killed by roaming dogs. And they repeatedly ask for animal control assistance. But it never seems

Appendix Two: Verbatim Comments

- to get resolved. Or they have been told 'there's nothing we can do! I would be so disappointed if my cat had been killed and there was no help.*
- *Too many dogs roaming, no one checking on picking up dog faeces, could have a bylaw that you have to carry pickup equipment when walking your dog or get a fine.*
 - *Dog control have a massive problem with dogs roaming street but focus more on good dog owners that bother to register their dogs and visit them for barking. While unregistered dogs roam the streets instead of being re-homed where someone would actually love them.*
 - *We have 2 dogs chained up next door to our house that bark all day and all night. I guess it's more of an SPCA problem than a dog control problem and I've only complained a couple of times to the Council.*
 - *So many stray dogs.*
 - *Dogs out Castlecliff East and Aramaho.*
 - *On many occasions I have personally rung Council regarding roaming dogs in my area, which chase young children at the park and along the street, nothing happens about it, and the dogs are roaming again the following day.*
 - *If dogs viciously attack other dogs in public spaces without the owner having any control, I believe this should be followed up with serious consequences.*
 - *Inability to deal with dangerous roaming dogs, people walking dogs not on leads and not dealing with this.*
 - *To many dogs roaming. When you lay a complaint about barking dogs nothing is done.*
- *Too many dogs roaming free.*
 - *Would like to see more policing of dogs defecating, and off lead dogs not being under control in popular parks and walkways.*
 - *I still see dogs not on leads and find their poo on my front lawn. I thought Pitbull breeds are meant to be muzzled and I have not seen this happen at all.*
 - *Roaming dogs, limited response.*
 - *Roaming dogs frequently see people walking dogs in the avenue which I thought was not permitted. Doesn't seem to be policed.*
 - *I don't understand why the dog pound moved to the airport, not a good use of money. Don't think it's good for dog's health and safety because of noise of the firearms out there.*
- CONTROL OF LITTER MENTIONS**
- *Live on a corner, get a lot of litter at my place and see a lot of litter in shopping centres.*
 - *So many people throw litter from cars on the roads, also while they are walking they leave their litter behind them. The cleaners are doing their job and so is the council doing an excellent job. It's just people's fault.*
 - *They don't go around and pick it up, they don't make it any cheaper for people to be able to dump rubbish.*
 - *There's lots of rubbish, the bins are always overflowing with rubbish*
 - *You find in different areas some of the rubbish bins are not big enough i.e. rubbish bins are overflowing, they're not emptied enough.*
 - *Control of litter in streets and public places. I*
- *ride from Putiki right to Taupo Quay and the amount of rubbish I see every day, it never gets picked up from the motorway to the roundabout to the Quay, it just never gets cleaned up.*
 - *A lot of the time it's rubbish on the street and it doesn't look clean in the city.*
 - *Not enough bins, don't get emptied enough.*
 - *The reason for that, I lived in Putiki near the slipway where some people dumped rubbish like alcohol bottles. My husband contacted the Council and asked if there was a bin to be installed. The Council declined. There is an ongoing problem with litter.*
 - *Disappointed with fellow people as they dump the rubbish everywhere. Some of the streets have a lot of litter around the gutter, edges must be tidied up.*
 - *We find it really frustrating that there isn't a better system for recycling from the home funds. I also am a kindergarten teacher so it affects the kindergarten as well. What I do find is the resource centre is a positive step towards achieving the recycling.*
 - *People throw it around, fish dropped at end of the street.*
 - *There is more litter around now. It's just dumped which is annoying.*
 - *The cleaners need to be more vigilant about how often they go with their cleaning cart.*
 - *Rubbish: I don't think there are enough rubbish bins.*
 - *People are too lazy to take litter to where it's supposed to go.*
 - *Walkways along the riverbank have rubbish*

Appendix Two: Verbatim Comments

- everywhere.*
- *There still gets a lot of rubbish dumped on the beaches near Castlecliff*
- *The rubbish collection on the corner of Brunswick and Blueskin Road, it's not collected weekly. It's not Council's fault but people dump stuff that is not rubbish.*
- *The depots for rubbish collection and in a lot of the rural areas they get overloaded with people dumping rubbish illegally.*
- *Rubbish around public places.*
- *Seen bins overflowing a lot. Then that rubbish blows away.*
- *Litter is a problem as you move out from the city centre. The focus needs to spread. If Whanganui wants to stay 'beautiful' it needs to look at more than the city centre.*
- *Fly tipping everywhere.*
- *Mainly rubbish and littering. People need to take more care with discarding litter.*
- *Need public bins for recycling alongside rubbish.*
- *There is a lot of rubbish/litter left in places that would be nice to see clean.*
- *Rubbish - people treating the streets like a rubbish bin, too expensive to use dump, kerbside prices going up frequently. People should have a sense of pride in their city.*
- *Do more about rubbish dumping in public places.*
- *Generally, there is a lot of rubbish around but I think this is more laziness on the residents part than the Council, but it would be good for the Council to do more regular clean ups.*
- *Lots of rubbish round walkway near WIS school rather than picked up, just mowed over top also all around collegiate school as well.*
- *The rubbish that is dumped around the streets is disgusting. I don't blame people though as the price for rubbish collection and the dump is crazy expensive!*
- *Dumped rubbish seems to be a problem...we have a lot dumped at the end of our road ...also overflowing public rubbish bins are often seen.*
- *Need more rubbish bins!*
- *Find lots of rubbish around the streets, especially on walkways.*
- *The fact that rubbish collection is not provided by the Council means that there is a lot of rubbish dumping in public spaces. This was probably one of the most shocking things for me when I moved here. Also, no recycling pickup means that a lot of people just put their recycling (and food waste) in their rubbish. There is no incentive for people to sort and separate their waste streams and if you don't have a car using the recycling centre is near impossible. This seems crazy to me. There are also not enough public rubbish bins and the ones that are there are often full of household rubbish or have rubbish all around them. I'm not sure if it's the lack of provision for rubbish collection but there seems to be a lot more littering here than in bigger centres. This is probably my main and possibly only complaint about Whanganui. Raglan has a recycling pick up crew, it might have been community-initiated, anyhow it would be great if the*
- *Whanganui District Council could look at how Raglan manages it and perhaps try something similar.*
- *We have noticed an increase in fly dumping along Somme Parade and surrounds. The bins at the Anzac Parade camp site are frequently overflowing and we don't believe that this is an appropriate site for freedom camping. Overflowing bins are not the fault of the Council contractors who try to maintain the site, rather the campers who fail to take responsibility for their own rubbish.*
- *Litter is horrendous. Lots of recycling hubs (banks of coloured bins for main recycling groups) are needed, and many more rubbish bins. Yes, it'll cost more.... fund it with increased funding a 'dob-a-litterer' scheme would provide...I'm serious.*
- *Litter overflowing in the Virginia Lake car park. And frequently there's litter in grass verges always up Great North Road.*
- *Especially the river walkway is littered with rubbish.*
- *There's a lot of littering, due to high rubbish dumping and stickers prices.*
- *Full public rubbish bins, beach litter.*
- *There could be more bins available (for instance around the lake).*

Appendix Two: Verbatim Comments

- *There is a lot of rubbish dumped around the region. The fine for this should be tripled with CCTV installed at regular dump points.*
- *Litter in the streets. Particularly from takeaways. The likes of McDonalds and KFC should be made to pay litter rates!*
- *Plenty of rubbish around the streets.*
- *Not enough rubbish bins and no kerbside recycling! Castlecliff dunes are used as a rubbish dump.*
- *Lately the amount of rubbish on streets has been bad but this could be due to Covid.*
- *Because you still see a lot of litter around.*
- *There is often a lot of litter throughout town, though I don't know what can be done about that while people continue to litter.*
- *Often see rubbish left on the ground especially take away packaging. Not enough rubbish bins.*
- *Full public rubbish bins, beach litter.*
- *There could be more bins available (for instance around the lake).*
- *Littering is a problem and out of control. Many people blame large businesses etc, but it is factually the fault of the lowlifes littering. They need to be held accountable.*
- *Managing litter. Most People are good at binning litter. It's not the Council's fault if some are not. The bins are there.*
- *Some parks do not have rubbish tins. So, they leave rubbish on the tables etc wind blows and ends up on the road. Looks a mess so we pick it up.*
- *Castlecliff streets and beach and North Mole area are awash with rubbish...very poor when compared to other areas...Council does nothing in our suburb without community driven action while taking better care of other areas.*
- *The bins in Castlecliff Park are sometimes overfilled and at the beach.*
- *People dumping rubbish around the place...it's disgusting.*
- *Freedom camping area by river – there's not enough rubbish bins or monitoring on regular basis.*
- *Litter has increased, bins have reduced. Bins not emptied regularly. No rubbish service for rate payers.*
- *There is a lot of rubbish dumped around the region. The fine for this should be tripled with CCTV installed at regular dump points.*
- *Litter in the streets. Particularly from takeaways. The likes of McDonalds and KFC should be made to pay litter rates!*
- *Plenty of rubbish around the streets.*
- *Not enough rubbish bins and no kerbside recycling! Castlecliff dunes are used as a rubbish dump.*
- *Lately the amount of rubbish on streets has been bad but this could be due to Covid.*
- *Because you still see a lot of litter around.*
- *There is often a lot of litter throughout town, though I don't know what can be done about that while people continue to litter.*
- *Often see rubbish left on the ground especially take away packaging. Not enough rubbish bins.*
- *Littering is a problem and out of control. Many people blame large businesses etc, but it is factually the fault of the lowlifes littering. They need to be held accountable.*
- *Managing litter. Most People are good at binning litter. It's not the Council's fault if some are not. The bins are there.*
- *Some parks do not have rubbish tins. So, they leave rubbish on the tables etc wind blows and ends up on the road. Looks a mess so we pick it up.*

PUBLIC ART MENTIONS

- *Public art. Not very impressed with what I've seen.*
- *The cost to the ratepayer is double up, costly.*
- *Don't believe Council should be paying for arts, too much money put into arts. They should be putting grooves on cycling tracks.*
- *Public art - it's terrible, I don't know why we have a pencil stuck in the ground. You don't need public art with a river.*
- *Spend too much money on it, instead put it on reserves and maybe they could bring the rubbish collection down.*
- *The public art that started taking place seems to have halted.*
- *Too much money given to arts, Sargent etc. Do not want rates to pay for all this art - thought it was meant to be user pays.*
- *Too many abstractions to public art especially Māori art, large scale or expensive projects and projects brought to Council by external self-funding groups.*

Appendix Two: Verbatim Comments

- *There is no public art that represents Māori or Whanganui culture. The one neon light in Dublin bridge is a waste of time.*
- *Poor quality.*
- *Too much Council money and rates are spent on the arts.*
- *For myself (a former education art advisor) I find the attempts at Art/sculpture at the Bason Reserve distracting to an otherwise wonderful park. The works have limited artistic merit and are not compatible with the park.*

STANDARD OF PRESENTATION OF THE TOWN CENTRE MENTIONS

- *Presentation, empty buildings e.g. Farmers. Why not knock down and make into bigger square. Majestic Square a postage stamp.*
- *Some things can definitely be improved.*
- *Poor quality.*
- *The presentation of the city centre is tired looking. Who was the mastermind that reduced the size of the hanging baskets to uninspiring shrivelled travesties? This is a beautiful Victorian city that could be the destination Ballarat of NZ. But it's not! Why is the Council not all out promoting the preservation of our Victorian buildings? Why has the tram line not been extended? Whanganui is sitting on a tourist goldmine that is being mainly ignored. Over the decades Whanganui District Council has sabotaged opportunity after opportunity for Whanganui. E.g. the Port, Massey University. I see Whanganui District Council as having little will to promote Whanganui as an identity in its*

own right. Let's spend millions on the velodrome instead. Velodromes throughout the country have proved to be more 'white Elephant' than commercial success.

ON-STREET PARKING MENTIONS

- *Not enough parking.*
- *Initially I'm registered as a disabled person. I can't walk for more than 100 metres and the parking is insufficient for a disabled person. The angle parking means you are blind about the third of the length of the vehicle before you can see the road.*
- *Parking 1/2 hr for a dollar. Inadequate. Not enough spaces.*
- *Parking is coin operated, most things are card operated, don't have much coin to use, mostly use card.*
- *The parking meter doesn't always work and then you get a ticket.*
- *Sometimes hard to find somewhere to park.*
- *They are too narrow and jam the cars up. Not enough room to open your doors.*
- *Not enough parking in high usage areas.*
- *It's the parking space, too small, too cramped.*
- *Bottom of the avenue needs more parallel parking.*
- *It's terrible. Should get rid of meters and open up Council carparks. Make them available for people.*
- *Too much free parking.*
- *The Council took disabled parking away and planted trees.*

- *Sometimes I have to go into town and it's really hard trying to get a park on the main street, the parking meters are annoying if you haven't got any loose change so I try to keep away for that reason.*
- *I have not been well and could not find parking anywhere in summer on a nice day, came home without groceries. Used to walk to Virginia Lake now I drive as they don't have crossing zone. There is no pedestrian crossing at St Johns.*
- *Along London Street, Dublin Street or anywhere, they've chopped the parking. So, we have no parking anymore.*
- *Parking: often on the weekend streets are empty and have to pay a parking fee which is ridiculous as it drives people away.*
- *There are times where you have to angle park. it might be too steep and it is very hard to back out from in between cars. Especially if you have a ute or a long vehicle.*
- *I find it really hard to find on-street parking and I find it more difficult because people do not know how to park properly, like parallel parking.*
- *There are not enough parking spaces in town.*
- *It's probably to do with the increase in the population in Whanganui, it's difficult to find parking in certain areas.*
- *I don't have on road parking outside my house.*
- *Should all be free, free parking for all the shoppers, employee should get free parking too.*
- *It's the way they park.*
- *Not enough parking.*

Appendix Two: Verbatim Comments

- *Parking precinct is required, city is becoming gridlocked by poor roading design.*
- *Parking in town is horrible. An hour is barely enough to browse a few shops and get lunch. We want to support local businesses - this makes it difficult. It's a jick in the guts to get a parking fine after supporting local businesses.*
- *Need a parking building like we used to have.*
- *Regarding street parking, the school area around St Marys and the culinary college is terrible, cars and trucks block half the road by parking in very stupid places that really need yellow lines, they obstruct the views so kids cannot see traffic coming. In particular along London Street.*
- *Parking in town is too expensive and we should be able to use a credit card or eftpos.*
- *Parking meters are a big rip off for locals and visitors. Not enough parking spots.*
- *I think just ban traffic in the main street, it's very unpleasant trying to go about your business when you have to put up with cars going crazy fast or with stupid loud music, seems like traffic has a free for all with zero policing.*
- *Parking in Victoria Ave...especially bridge block! Diagonal parking in places protrudes too far out. Prefer to go back to one-way blocks so have more room and easier vision when reversing out.*
- *Parking should be free and car less in front of Mud Ducks.*
- *Paying for parking is frustrating and puts me off going to town.*
- *The on-street parking can be a joke, especially in the outskirts of the CBD when it comes to visibility when at intersections. I've almost crashed due to not being able to see past parked cars on Guyton Street. Make more parking lots like the one in the Farmers complex.*
- *I'm dissatisfied with the amount of parking that's available for shoppers in the main street. There just isn't enough space for the number of visitors we have.*
- *Limited parking along the Victoria Ave, can't park in a central location based on the layout of shops along the Ave.*
- *It is very disappointing that disabled parks are regularly taken by able-bodied people (young people) who are rude when approached about being parked there.*
- *Work and Income does not have adequate parking. Town also needs more car parks.*
- *Central city needs better reconfiguration for parking.*
- *New roading layouts have removed space for vehicles and parking which I feel has made it less safe for pedestrians...cyclists and all road users in general.*
- *Not enough parking for businesses.*
- *More parking availability is needed.*
- *Street parking: meters are too limited for time for the sake of workers. And if meters are not working properly e.g. not taking coins you have to ring up about the issue and still have to pay for the fine.*
- *Parking meters.*
- *Parking is too expensive, the parking where the Saturday market is, is now all taken no community parking, outside the pictures you can't pay for 3 hours but movies are often 3 hours.*
- *Street parking is very difficult. Text pay or ability to pay by card needed as cash is not often had. I have had parking tickets whilst in shops getting change for the meter.*
- *Dissatisfied with on-street parking outside residents' homes when the car owners are leaving them there all day to go to work in another vehicle.*
- *Paying high prices for parking in Whanganui is way too much, we pay Wellington prices almost. Other places like Cambridge offer free parking with a time limit. And a reversing lane to allow traffic to flow.*
- *On-street parking spaces not enough even during the market on Saturday. Parking spaces are very limited which stops me from going to the market. The streets in the CBD are too narrow and cars nowadays are longer and bigger than before. If two large cars are park on both sides of the street then the road become narrow and makes driving more uncomfortable.*
- *No parking in town. Congestion is awful right through Victoria Ave.*

Appendix Two: Verbatim Comments

AREAS OF IMPROVEMENT: RURAL COMMUNITY BOARD

- *Subdivisions. We are losing the feeling of being rural, it's becoming urban.*
- *Yes, rural road, back country roads. Importance of forestry for our economy.*
- *Rural roading could be an issue which requires to be addressed, bit more resealing, bit more advocacy.*
- *I actually don't know what they do.*
- *I can't understand that rates were reduced then we had 2 different rates, one for Whanganui District Council and another for Horizons Regional Council, it was so much more dearer having the 2 rates and it's been rising.*
- *Footpaths in rural communities and drainage.*
- *The grass on side of the road needs to be mowed and the standard is low, needs more of a tidy up and looked after.*
- *I live rural. It would be nice, a sealed road. Our rates are high, but we get very little for what we pay.*
- *Communication is probably a big one.*
- *I have not heard of it, live in the country.*
- *Probably fixing some of the roads from where the big trucks are going through. They should be looking for the cycle events, it's a hazard. It's just dangerous.*
- *Environmental compliance issues and rubbish collection, the overloading at collection point.*
- *We would like to know what their role is?*
- *I have no idea what they do?*
- *Don't know much about it, only really what comes out at election time.*
- *Not really sure what their role is. Don't know who our representative board member is?*
- *Communicate.*
- *The state of our rural roads is appalling and some of our footpaths in Fordell are 50 years old.*
- *More information out publicly. I could not tell you who the members are or what they do.*
- *Getting out and meeting the community.*

