

Whanganui District Council

Community Views Survey

July 2023



Executive Summary

Background and Method

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

This survey addressed respondents' perceptions on the services and facilities provided by the council. Data collection for this year's CVS was carried out via an online survey, with respondents sourced via a third party panel provider and social media. Interviewing was conducted across May, June, and July 2023. The results from both sources were combined and analysed as a single dataset.

The final sample size was n=510 (n=298 from a third party panel provider and n=212 from social media) which gives a maximum margin of error (MoE) of +/- 4.34%. A summary of the key results is given below.

Recreational and Cultural Activities

This year, visiting the library continued to be the most common cultural activity with 52% of respondents visiting the library in the

past 12 months. This was followed by visiting the regional museum (37%), attending a performance at the Royal Whanganui Opera House (35%), or visiting a historic site (30%). Despite high visitation, attendance at the library has declined from 62% ten years ago, while attendance at other significant cultural events has remained relatively stable.

A total of 80% of respondents felt that Whanganui District is creative, although this was lower amongst respondents under the age of 18 years.

When looking at recreational activities, 81% of respondents had visited a Premier Park, 79% had visited a beach, and 77% had used the river or park walkways. Visitation of a Premier Park or the beach has remained consistent over time. However, there have been declines in the use of neighbourhood parks, Cooks Gardens, sportsgrounds, and the Awa. This year also saw a slight decline in the proportion of respondents who did not exercise at all (now 7%, down from 10% in 2022)

and an increase in the proportion who stated they exercise 6-7 days per week (now 29%, up from 23% in 2022).

Emergency Planning

This year 43% of respondents had an emergency kit in their home, this was more common amongst respondents over the age of 70 years (57%). The majority of kits had been checked in the past three months (59%), with 65% of respondents reporting they were able to cope for at least one week in an emergency.

Safety and Wellbeing

Feelings of safety in the Central Business District (CBD) during the day remained high with 91% of respondents stating they felt safe all or most of the time in the CBD. This proportion fell slightly when perceptions of safety at night were measured, with only 53% stating they felt safe in CBD during the evening. Respondents' perceptions of safety in CBD during the evening have fallen considerably since 2018 (67%) and are now the second lowest result since monitoring began.

In saying this, 70% of respondents were satisfied with the CBD's contribution to the lifestyle and image of Whanganui, and this was particularly strong amongst respondents over the age of 70 years.

Community wellbeing was at 51% this year with feelings of belonging at 41%. Both of these measures have declined over the past 3 years. There appears to be a relationship between age and the sense of belonging and wellbeing measures, with results for both measures increasing with age.

Satisfaction with Council Facilities and Services

Satisfaction with facilities and services provided by the council remained high this year, with only small proportions of respondents expressing dissatisfaction with these. The highest levels of satisfaction were observed for libraries (84%), the Regional Museum (81%), Cooks Gardens (76%), and the Royal Whanganui Opera House (76%). These facilities have had high levels of satisfaction for the past three years.

Executive Summary

However, satisfaction with parks and reserves, playgrounds, toilet facilities, sportsgrounds, and the maintenance and presentation of open spaces have all declined over the same period.

With regards to services provided by the council, satisfaction with the presentation of the town centre has remained relatively high over time, although there has been a slight decline over the past two years. Similar declines were observed for litter control, the opportunities for waste disposal, animal control, and the availability of on-street parking. Satisfaction with most of these measures were stable until 2018, but declined thereafter.

Measures which addressed respondents' satisfaction with how easy it was to get around Whanganui have remained stable over time. However, this year saw an increase in the proportion of respondents who were dissatisfied with the local roads.

Performance of Council

Thirty three percent of respondents felt the council has responded to the community's needs and issues well or

very well, while 34% of respondents rated the performance of the Mayor and Councillors as very good or good. The results for both measures were higher amongst respondents aged 70 years or older, and lower amongst respondents aged 30 – 49 years.

Contact with Council

Forty two percent of respondents have had contact with the council, with rates and regulatory information the main reasons for this contact. Fifty seven percent of respondents rated the performance of the council's staff members positively, which was an 18% increase from last year's result and was similar to the 2021 result.

Forty nine percent of respondents were satisfied with their ability to access the council's information, and 27% were satisfied with their involvement in decision-making processes, which was similar to the results from both 2021 and 2022.

Rural Community Board

Most rural respondents (61%) were not familiar or had not heard of the Rural Community Board, with 11% of rural respondents rating the board's performance positively.

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Project Overview



Background

Method

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

Interviewing for this year's survey was carried out via an online interviewing between the 15th of May and the 9th of July 2023. Responses were collected from residents via both a third party panel provider and social media. The results from both sources of interviewing were combined and analysed as a single dataset.

Sample

The final sample size (total number of residents interviewed) was n=510 (n=298 from a third party panel provider and n=212 from social media) which gives a maximum margin of error (MoE) of +/- 4.34%. This means if the observed result on the total sample of n=510 respondents is 50% (point of maximum margin of error), then there is a 95% probability the true answer falls between 45.66% and 54.34%.

Sample Structure

The following tables outline the number of unweighted interviews collected for age, gender, and ethnicity demographics along with the proportion responses from each suburb.

Age	Total n=
Under 18	5
18 - 29	39
30 - 39	100
40 - 49	88
50 - 59	97
60 - 69	80
70 - 79	77
80 - 89	23
90+	1

Gender	Total n=
Male	380
Female	125
Gender diverse or non-binary	3
Prefer not to respond	2

Suburb	Total n=
Aramoho	70
Castlecliff	50
Gonville	61
Bastia Hill/Durie Hill	26
St Johns Hill/Otamatea	58
Springvale	68
Whanganui Central	50
Whanganui East	78
Blueskin-Pākaraka/Kai-Iwi/Westmere	25
Marybank/Fordell	24

Ethnicity*	Total n=
Māori	54
European/Pākehā	399
Pacific Islander	2
Asian	14
Other	41

**Please note that ethnicity responses are multiple choice meaning that respondents were able to select more than one answer.*

Analysis

Weightings

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 Whanganui District’s 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).

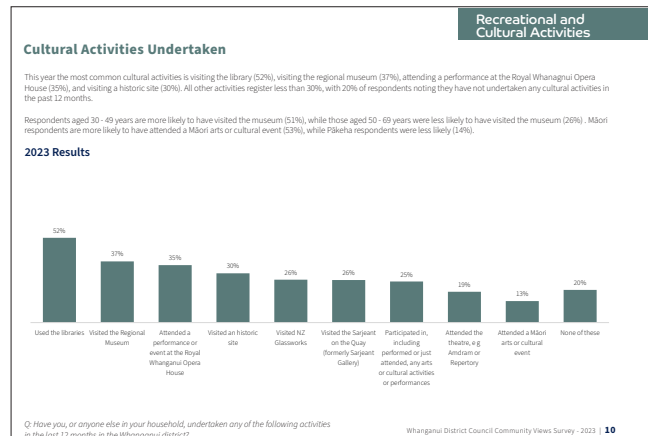
The final weight proportions applied to the sample are outlined in the table below.

Resident Population of Interest	Weighted %
Males aged 39 years and younger	15%
Females aged 39 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%

Questionnaire

As with previous years, the questionnaire for the 2023 Community Views Survey was constructed by the council. A copy of the questionnaire is available in the appendix.

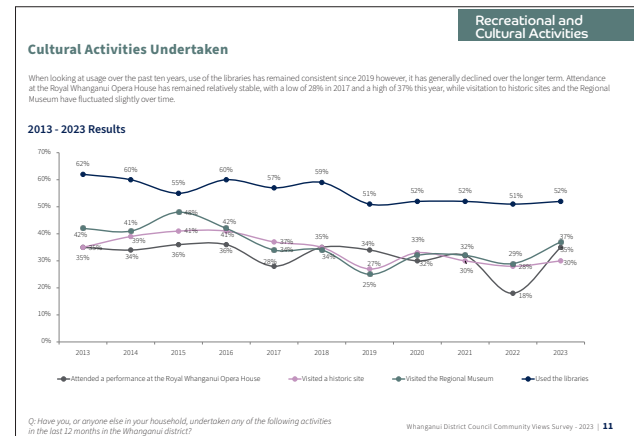
Notes on Reporting



Findings from this study have been presented in chart format with corresponding commentary around the key results. Significant differences relating to age, gender, ethnicity, or suburb are noted in the commentary where relevant.

The majority of results are presented first at a total level and include comparisons to previous years where applicable.

Verbatim responses have been coded into themes and charted accordingly. Verbatim comments from the end of the questionnaire are grouped by theme and shown in the appendix.



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

Please note labels of charted results lower than 3% are not shown due to the overlapping of labels making them difficult to read.

Recreational and Cultural Activities

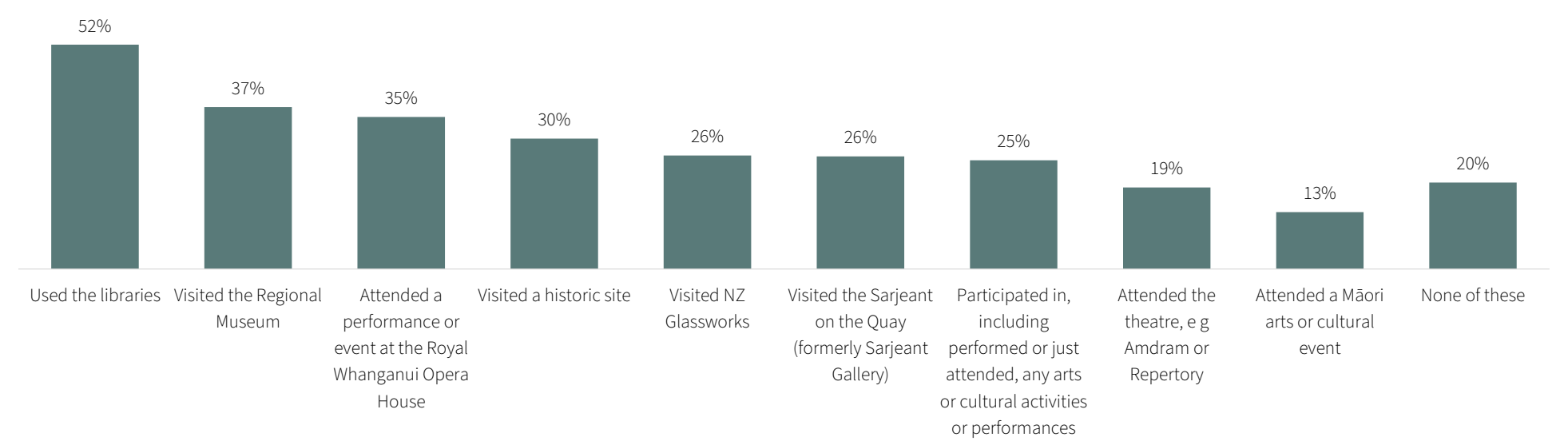


Cultural Activities Undertaken

This year the most common cultural activities are visiting the library (52%), visiting the regional museum (37%), attending a performance at the Royal Whanganui Opera House (35%), and visiting a historic site (30%). All other activities register less than 30%, with 20% of respondents noting they have not undertaken any cultural activities in the past 12 months.

Respondents aged 30 - 49 years are more likely to have visited the museum (51%), while those aged 50 - 69 years are less likely to have visited the museum (26%). Māori respondents are more likely to have attended a Māori arts or cultural event (53%), while Pākehā respondents are less likely (14%).

2023 Results

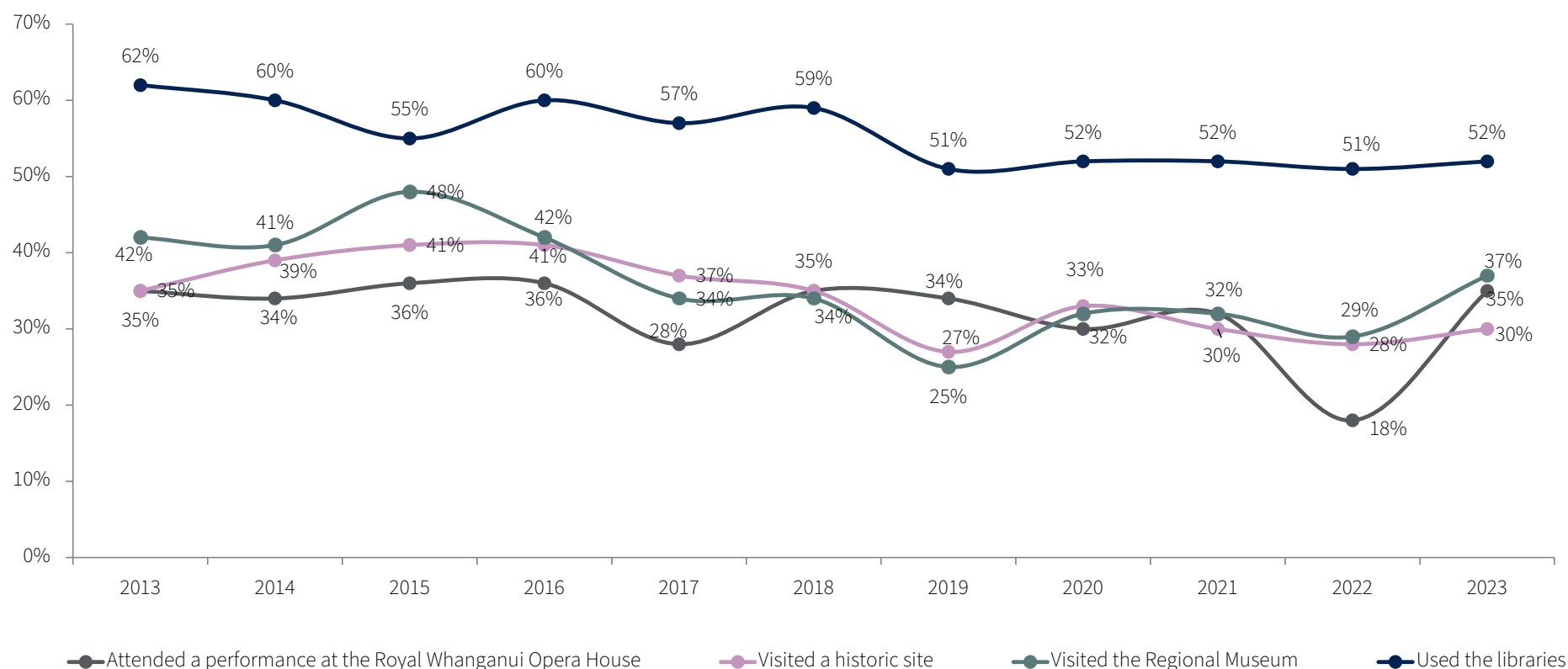


Q: Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district?

Cultural Activities Undertaken

When looking at usage over the past ten years, use of the libraries has remained consistent since 2019, however it has generally declined over the longer term. Attendance at the Royal Whanganui Opera House has remained relatively stable, with a low of 28% in 2017 and a high of 37% this year, while visitation to historic sites and the Regional Museum has fluctuated slightly over time.

2013 - 2023 Results

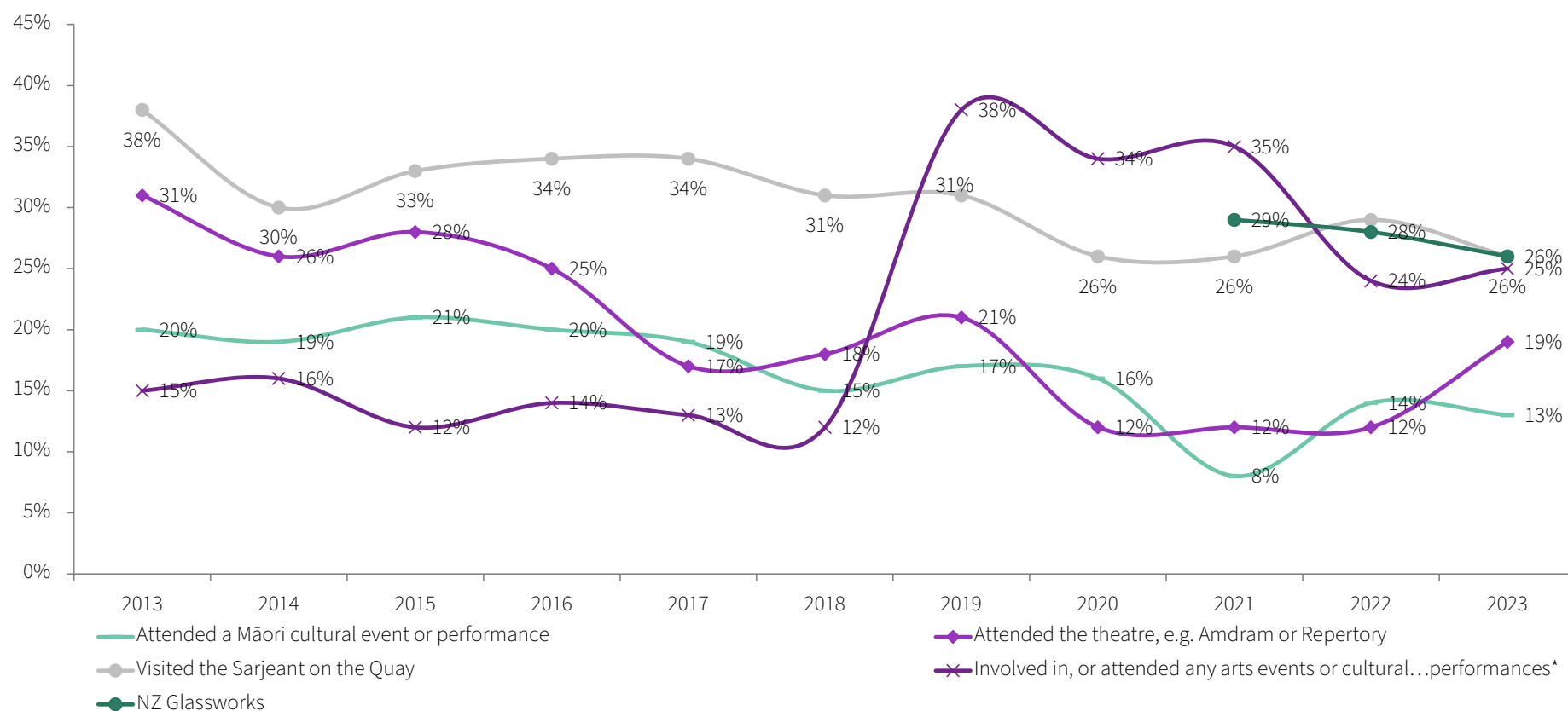


Q: Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district?

Cultural Activities Undertaken

Attendance at Māori cultural events or performances has remained relatively stable over time, while attendance declined in 2021 it has recovered this year to 13%. Attendance at the theatre, has seen a slight decline over time, from 31% in 2013 to 19% in 2023. Visitation to the Sarjeant on the Quay has declined over time from 38% in 2013 to 26% in 2023. Involvement in arts events or cultural performances has shown the most variation, with the highest visitation (38%) observed in 2019. Visitation to NZ Glassworks has ranged between 29% to 26%.

2013 - 2023 Results



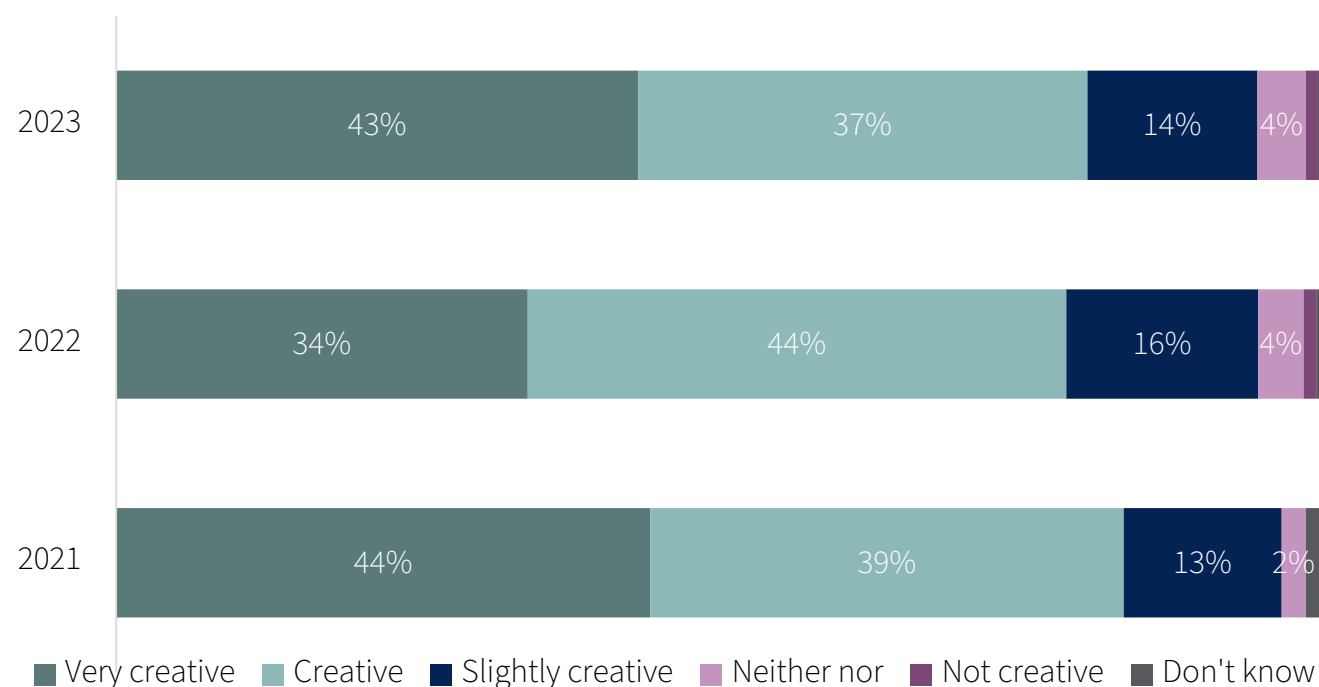
Q: Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district?

Whanganui Creativity

This year 80% of respondents think Whanganui is creative (37%) or very creative (43%). Respondents under the age of 18 are significantly less likely to think Whanganui is creative with 46% rating the district as not creative.

Since 2021 the majority of respondents consistently consider Whanganui to be creative with perceptions remaining relatively stable over time.

2021 - 2023 Results



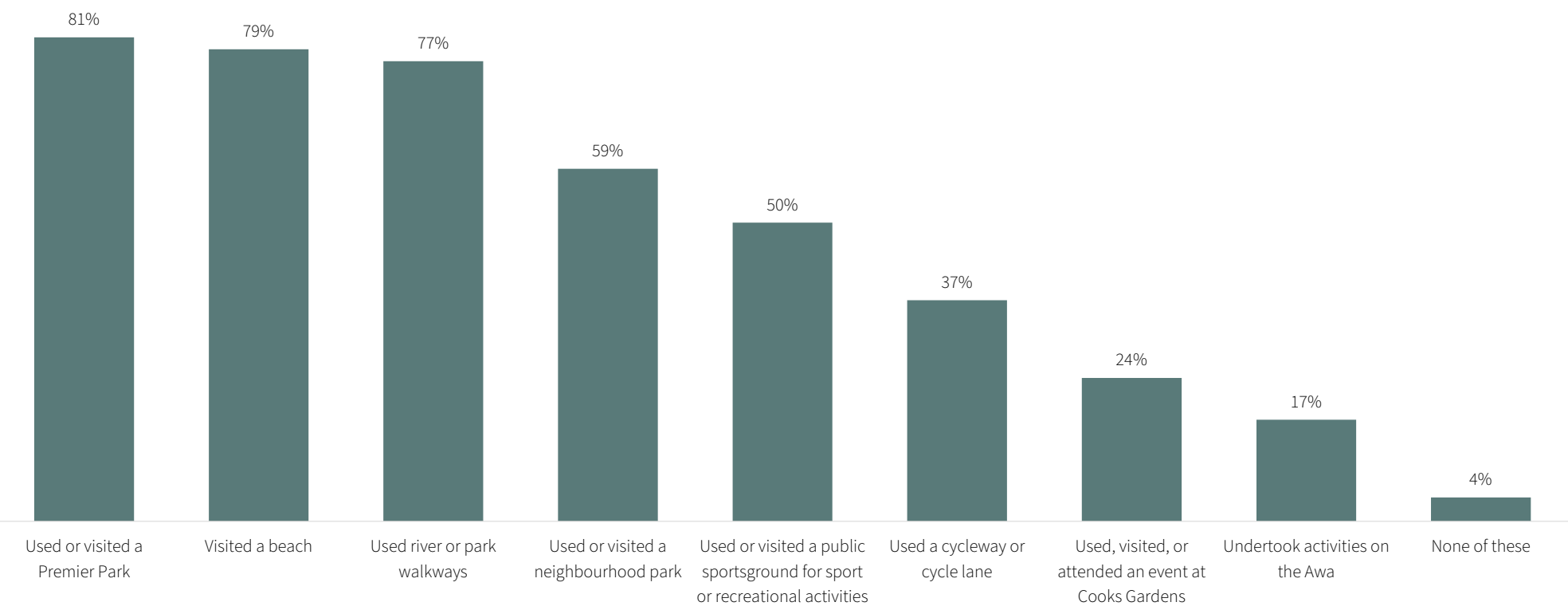
Q: How creative do you think Whanganui is?

Recreational Activities Undertaken

This year 81% of respondents visited a Premier Park with a similar number visiting a beach (79%) or using a river or park walkway (77%).

Respondents aged 30 - 49 years are more likely to visit a neighbourhood park (75%), visit a sportsground (71%), use a cycle lane (51%), visit Cooks Gardens (36%), or use the river or park walkway (87%). Those over the age of 50 are less likely to visit a neighbourhood park (48%) or a sportsground (40%), or to visit Cooks Gardens (13%). Those aged 70 years or older are much less likely to undertake activities on the Awa (7%), use a river or park walkway (64%), or use a cycleway (18%).

2023 Results

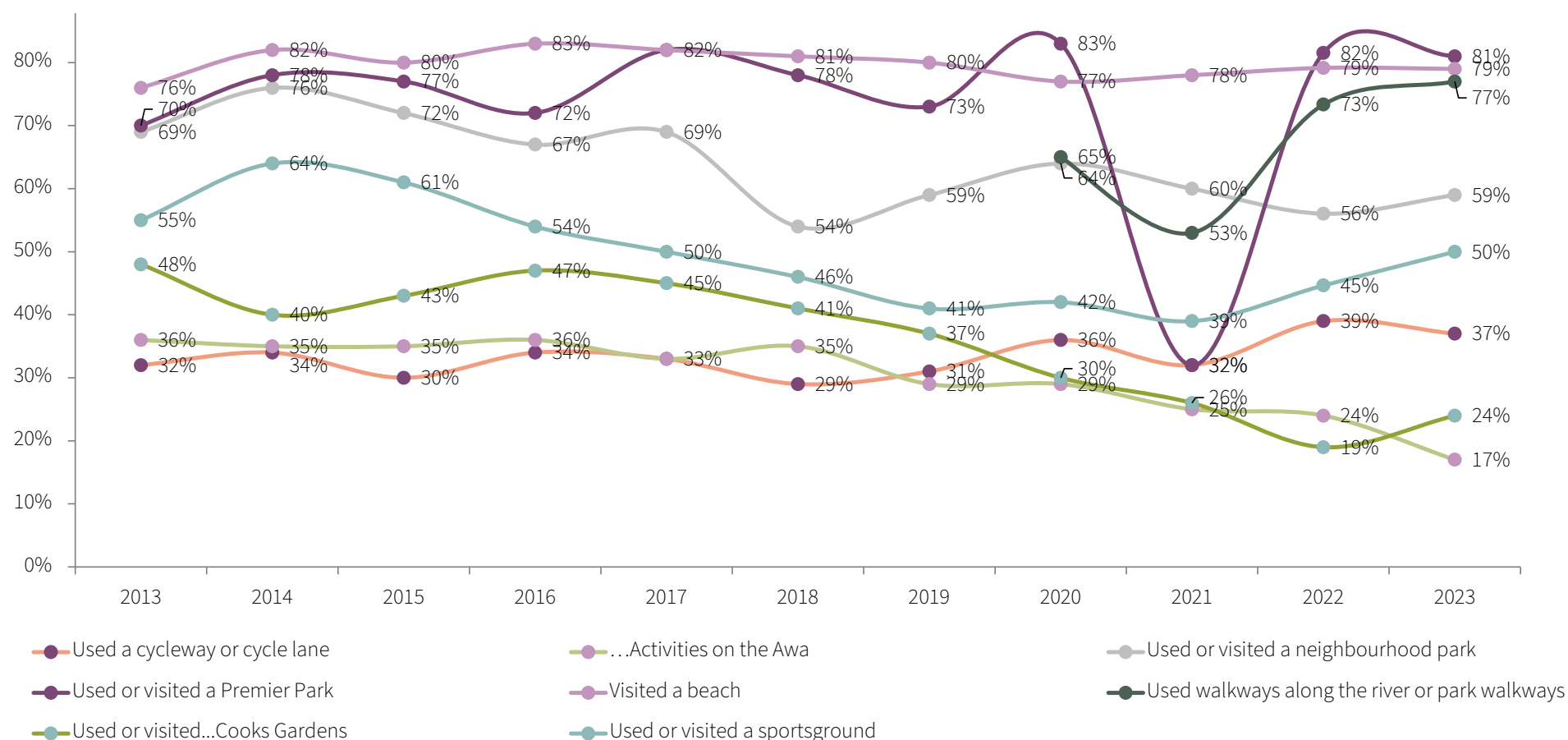


Q: Have you, or has anyone else in your household, undertaken any of the following recreational activities in the last 12 months in the Whanganui district?

Recreational Activities Undertaken

Over time, the usage results for cycleways or cycle lanes, sportsgrounds, and beaches have remained relatively stable with consistent usage year on year. In comparison, there appears to be growth in the visitation of Premier Parks but declines in the use of the Awa, Cooks Gardens, and neighbourhood parks.

2013 - 2023 Results



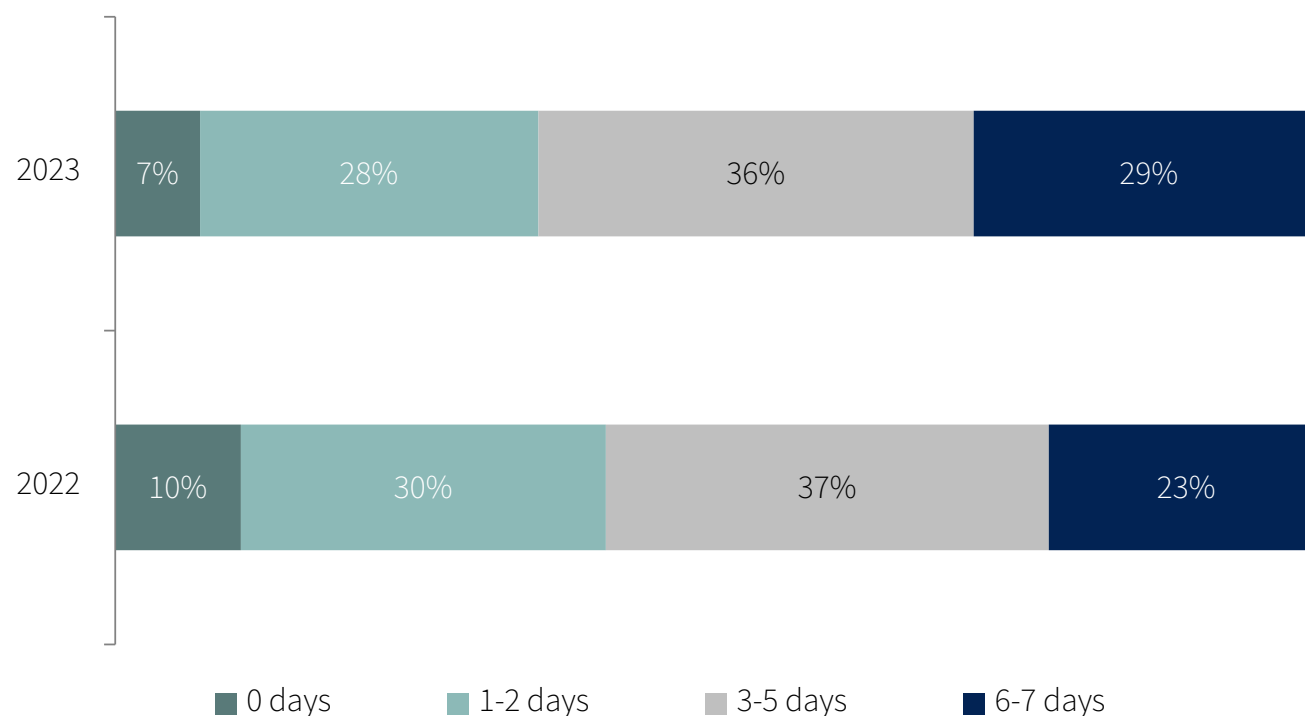
Q: Have you, or has anyone else in your household, undertaken any of the following recreational activities in the last 12 months in the Whanganui district?

Physical Exercise

This year 36% of respondents report exercising 3 - 5 days each week (36%) and 29% exercise 6 - 7 days per week. A similar proportion (28%) exercise 1 - 2 days a week and 7% do not exercise at all. These results are fairly similar to those seen in 2022 although there appears to have been an increase in the proportion of respondents who exercise 6 - 7 days per week.

Respondents under the age of 18 are more likely to exercise 6 - 7 days per week (92%), while those over 70 years are more likely to not exercise at all (16% exercise 0 days per week).

2022 - 2023 Results



Q: On average, how many days a week do you engage in physical activity for at least 30mins?

Emergency Planning

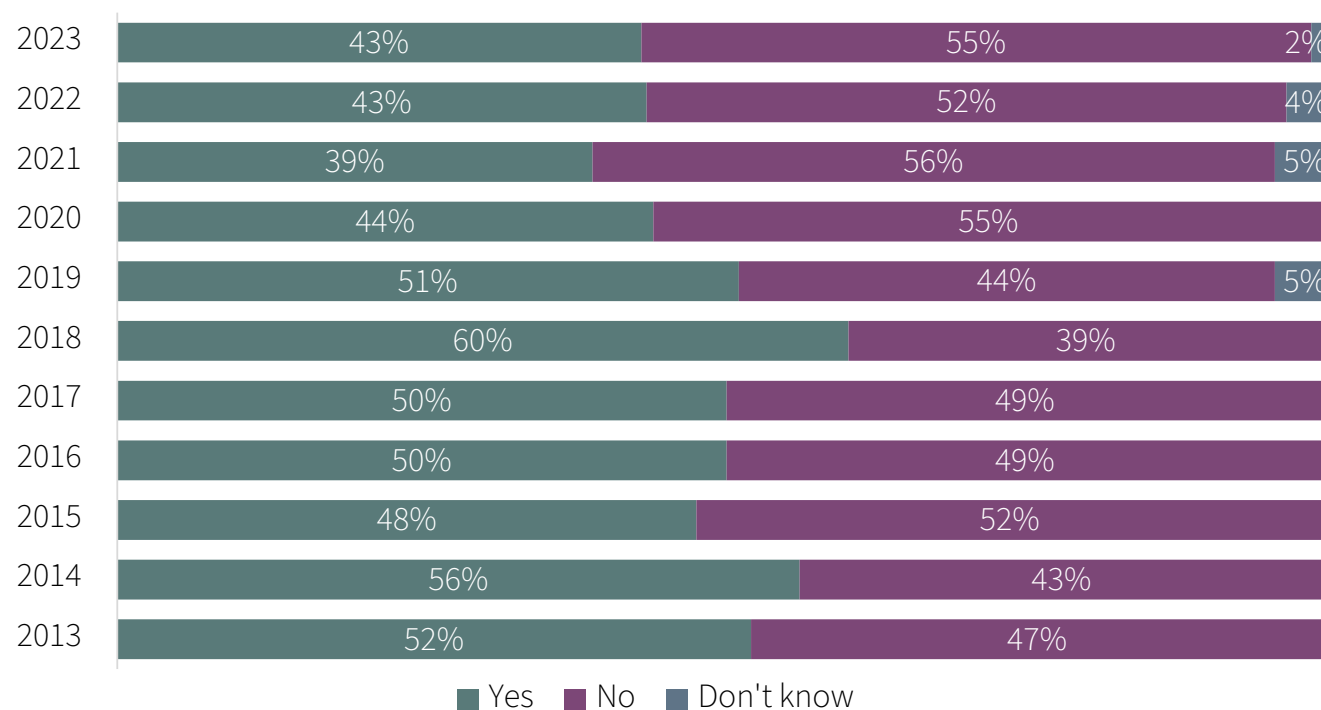


Emergency Survival Kit

This year 43% of respondents have an emergency kit. Respondents over the age of 70 years are more likely to have an emergency kit in their home (57%).

Ownership of emergency kits has varied over the years, with percentages ranging from a high of 60% in 2018 to a low of 39% in 2021. This year's results are similar to those of 2022.

2013 - 2023 Results



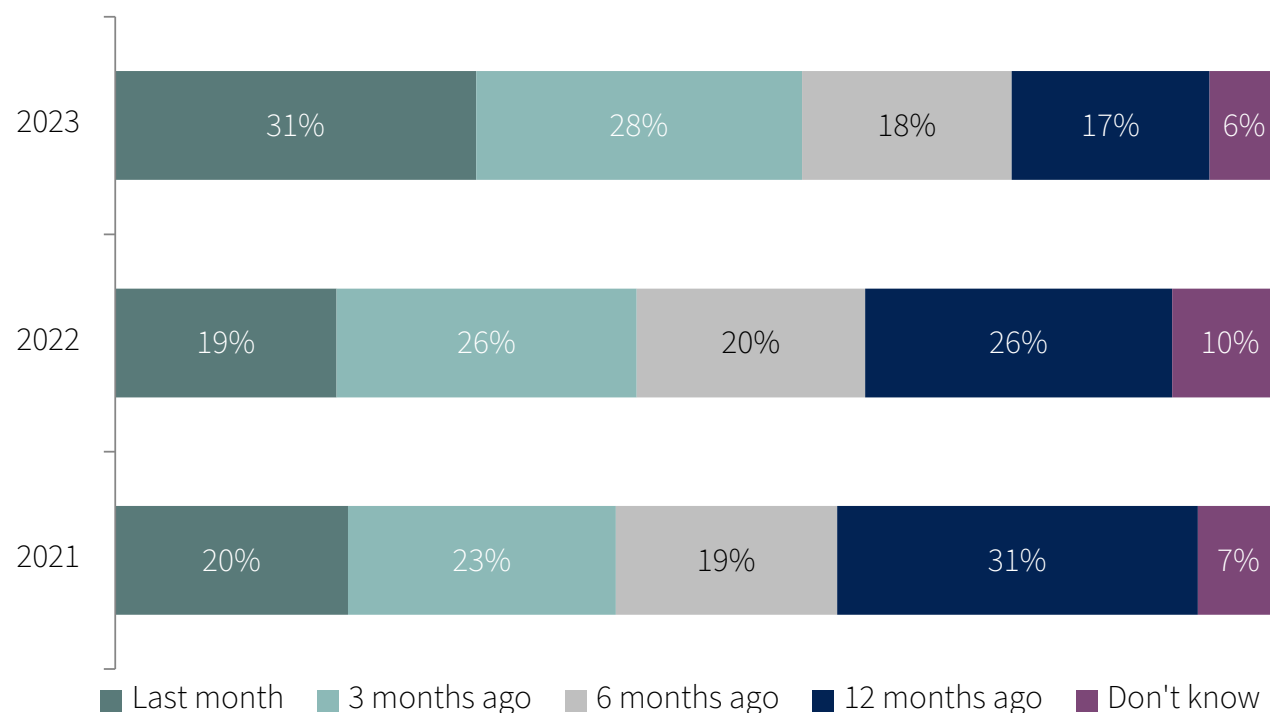
Q: Does your household have an emergency survival kit?

Checking of Emergency Kit

This year the majority of respondents checked their emergency kit within the past month (31%) or within the past three months (28%). Those aged 30 - 49 years are more likely to have checked their kit in the past month (54%).

Over the past three years, checking of emergency kits has increased in frequency with a greater number of respondents indicating they have checked their kits within the past three months.

2021 - 2023 Results



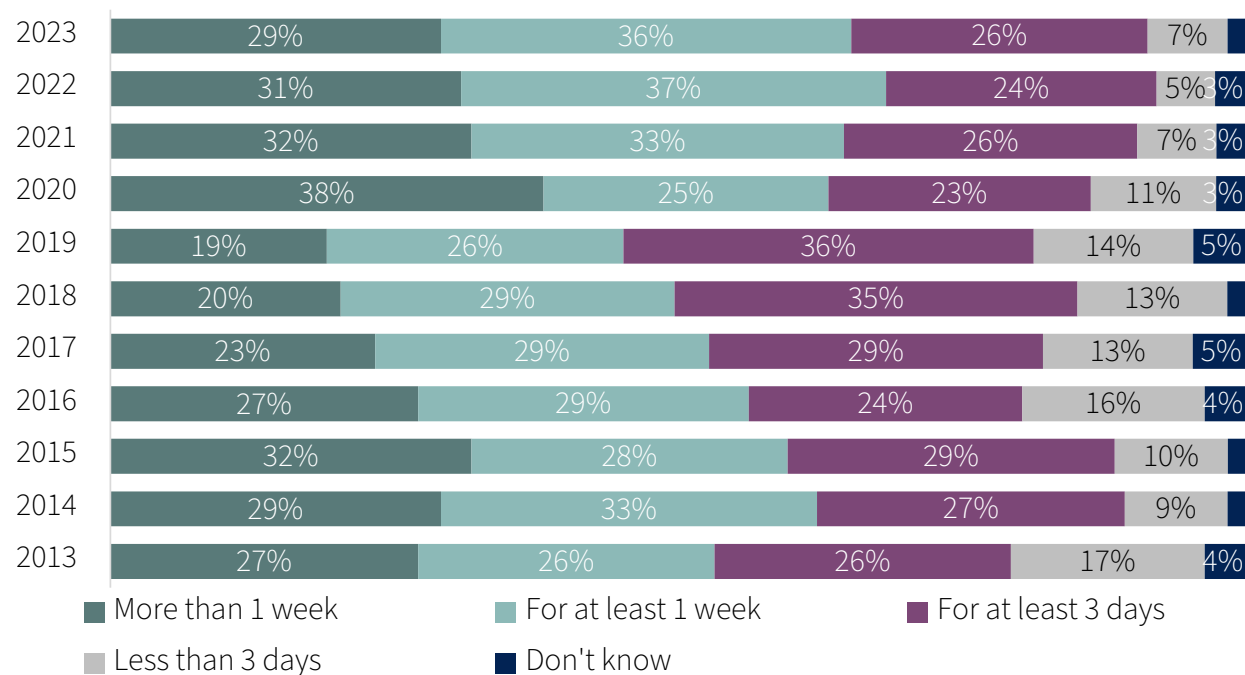
Q: When did you, or someone else in your household, last check this kit?

Duration of Coping

This year the majority of respondents (36%) reported they can cope for at least a week, with 29% stating they are able to cope for longer than one week.

There has been minimal change between the 2013 and 2023 results with similar proportions of respondents able to cope for more than a week and for at least three days. However, positively there has been a decline in the proportion of people who are able to cope for less than three days (17% in 2013 and 7% in 2023) and an increase in the proportion of respondents who can cope for at least one week (26% in 2013 and 36% in 2023).

2013 - 2023 Results



(Base size n= 400)

Q: How long do you think your household could go for without outside assistance?

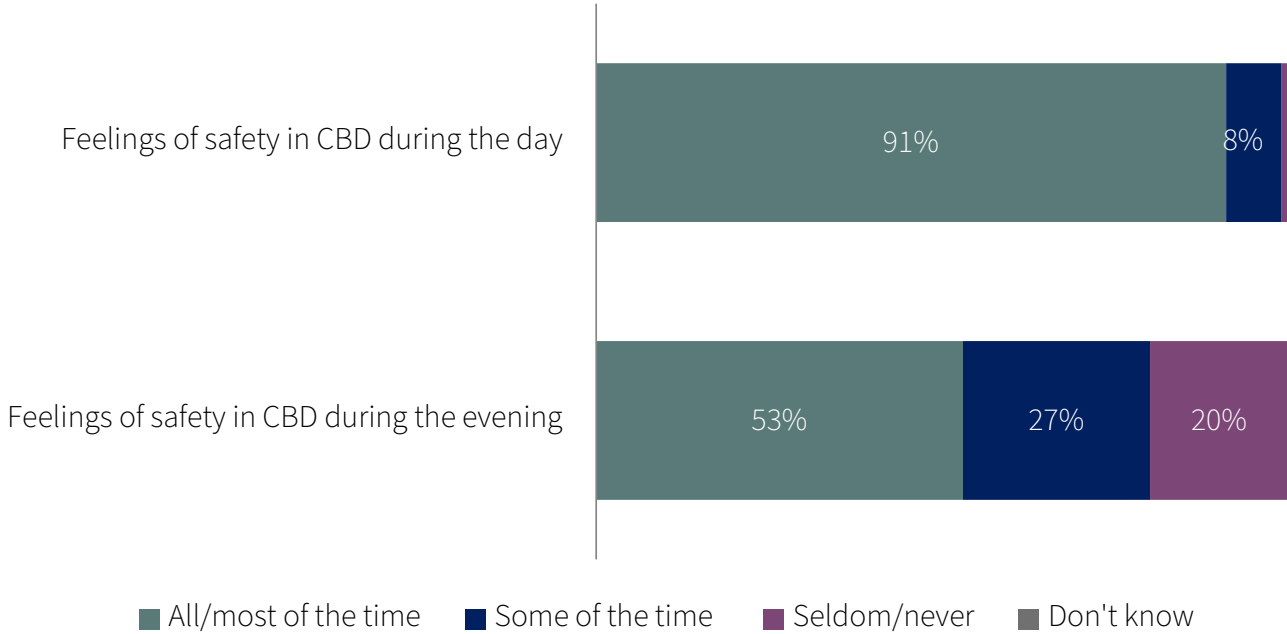
Safety and Wellbeing



Perceptions of Safety

Feelings of safety in the Central Business District (CBD) during the day are overwhelmingly positive, with 91% of respondents reporting they feel safe most or all of the time. In the evening, feelings of safety are lower, with 53% of respondents reporting they feel safe most or all of the time, while 27% feel safe some of the time and 20% seldom or never feel safe. Interestingly, there are no significant differences between feelings of safety in the CBD across different demographic groups.

2023 Results

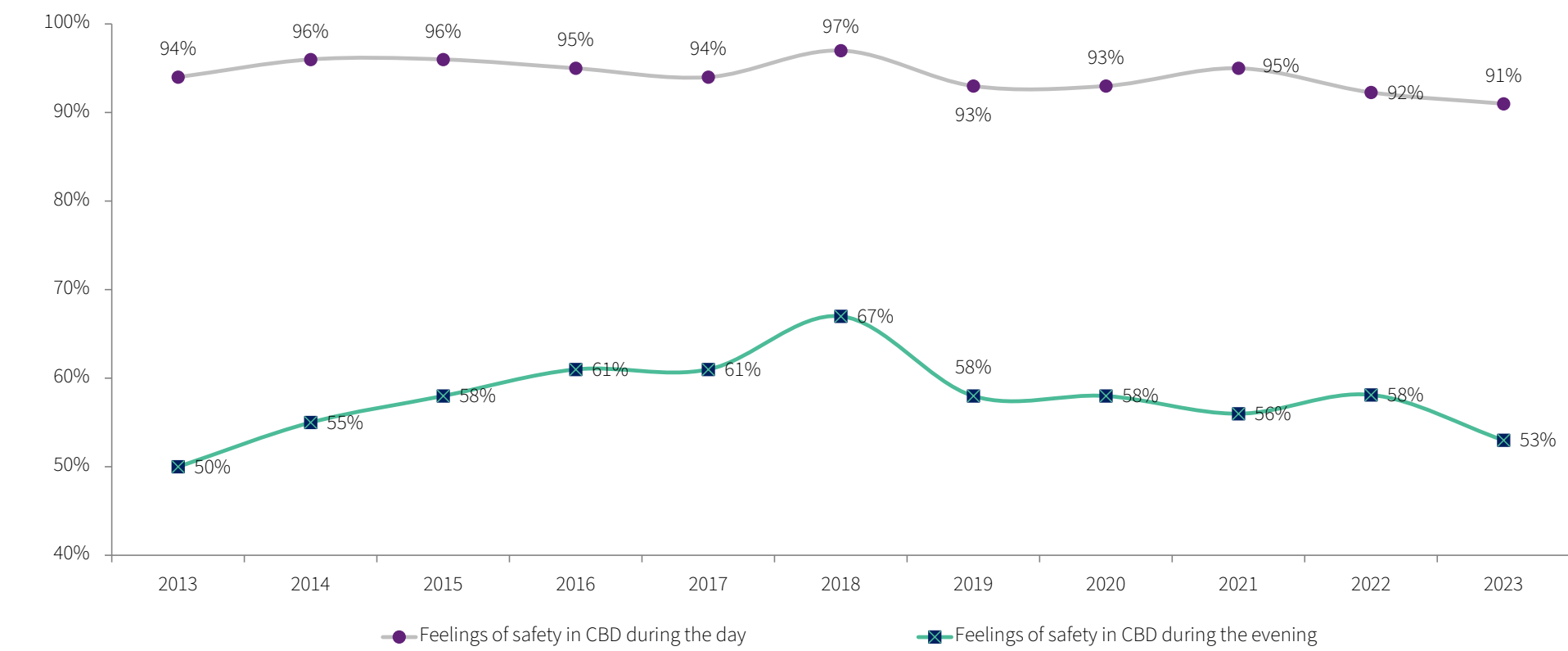


Q: For each place please indicate how safe you feel.

Perceptions of Safety

Over the past ten years, feelings of safety in the CBD during the day have remained consistently high, with a low of 91% (this year) and a high of 97% (2018). In contrast, feelings of safety within the CBD during the evening peaked in 2018 (67%) but have slowly declined since, reaching 53% this year.

2013 - 2023 Results (Net All/Most of the Time)



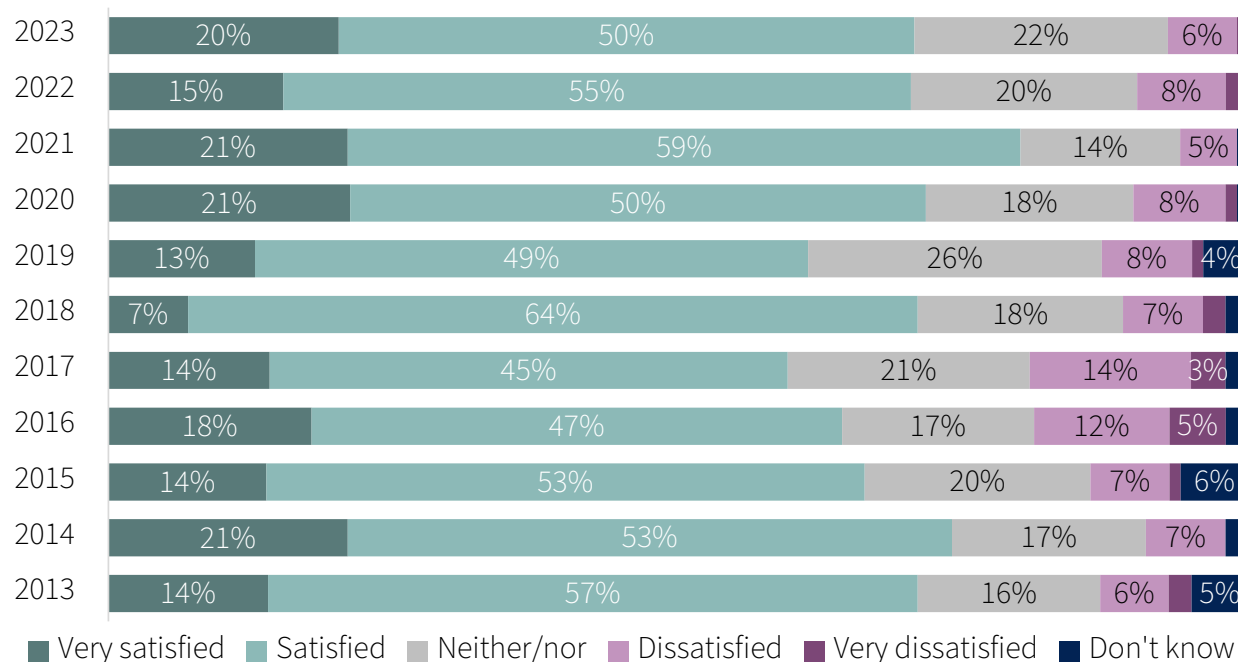
Q: For each place please indicate how safe you feel.

CBD Contribution to Lifestyle and Image

This year 70% of respondents are satisfied (50%) or very satisfied (20%) with the CBD's contribution to the image and lifestyle of Whanganui residents. Respondents under the age of 18 are more likely to provide a neutral rating for the CBD's contribution (92%), while respondents over the age of 70 years are more likely to be satisfied or very satisfied (total 92%) with the CBD's contribution.

Over the course of a decade, satisfaction with the CBD's contribution has shown some variation, with total satisfaction reaching a low of 59% (2017) and a high of 80% (2021). Total dissatisfaction levels and don't know responses have remained relatively low.

2013 - 2023 Results



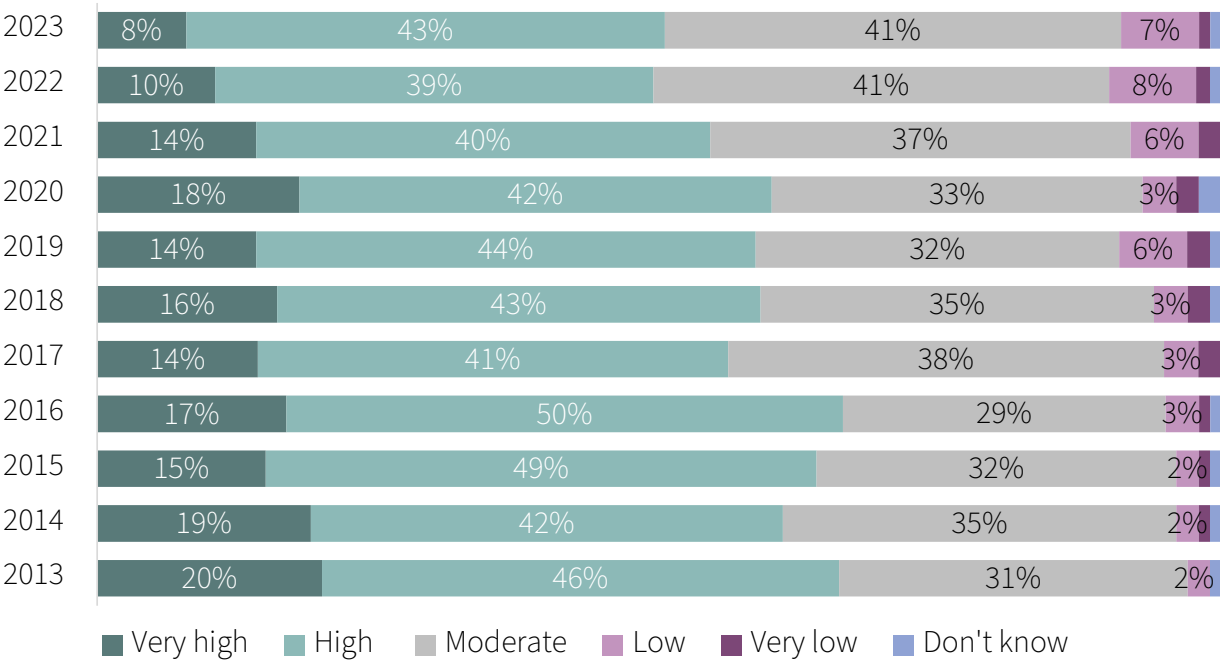
Q: When you think about Whanganui's town centre, how satisfied or dissatisfied are you with the contribution it makes to the image of Whanganui? Please note this refers to the physical environment of the CBD and not the mix of shops.

Community Wellbeing

This year 51% of respondents rate their wellbeing as either high (43%) or very high (8%). Perceptions of wellbeing appear to increase with age with those in older age brackets reporting higher wellbeing (65% of those aged 70 years or older rate their wellbeing highly), while those in younger age brackets note lower wellbeing levels (only 35% of those aged 18 - 29 years rate their wellbeing highly).

Over time, the majority of respondents have expressed relatively high levels of wellbeing. However, there has been an increase in the past three years in the proportion of respondents who rate their wellbeing as moderate. The proportion of respondents reporting their wellbeing as very low or low has historically been between 1% and 3%. However, the past two years has seen slight growth in this area with this proportion now totaling 8%.

2013 - 2023 Results



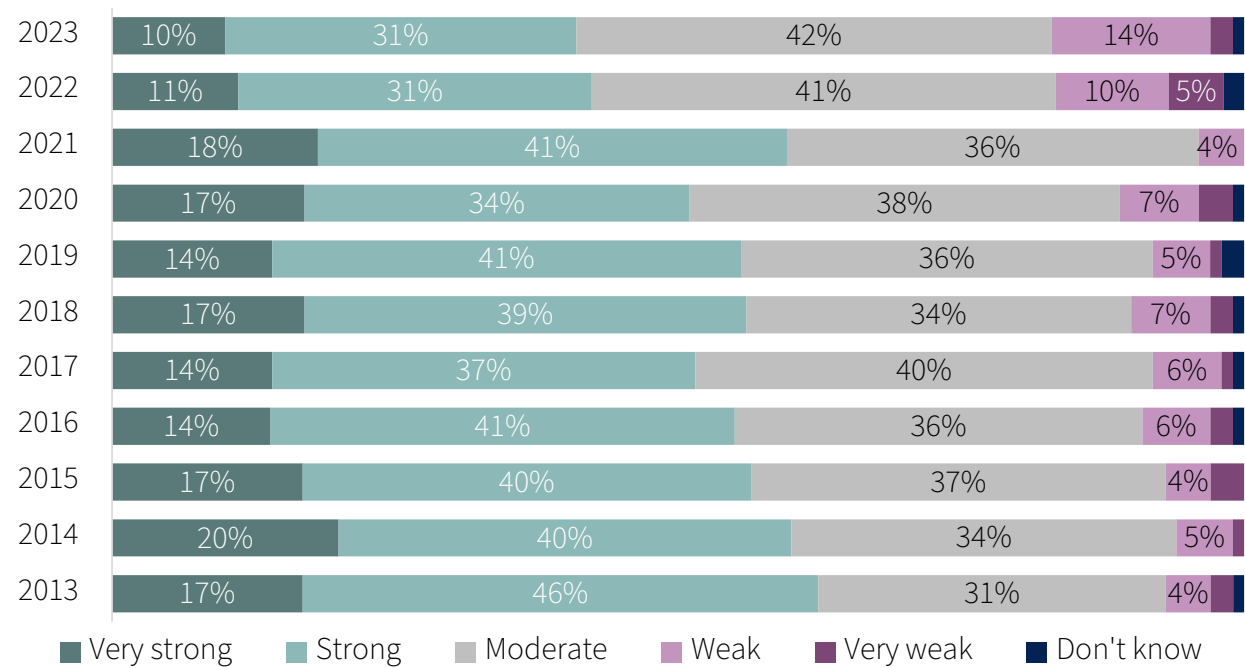
Q: Wellbeing is a broad term used to describe feelings of being happy, healthy and prosperous. With this in mind, how would you rate your current level of wellbeing? Would you say that it is....?

Sense of Belonging

A total of 41% of respondents rate their sense of belonging as strong (31%) or very strong (10%), with a similar proportion rating their sense of wellbeing as moderate (42%). This year 16% of respondents rate their sense of belonging as weak (14%) or very weak (2%). Older respondents are more likely to rate their sense of belonging more strongly than younger respondents (58% for those aged 70 years or older compared to 32% for those under the age of 30 years).

Over time, respondents' sense of belonging has slowly decreased. While the majority of respondents still report a strong or very strong sense of belonging, this has declined from 63% in 2013 to 41% in 2023. Conversely, the proportion of respondents reporting a weak or very weak sense of belonging has increased from 6% in 2013 to 16% in 2023.

2013 - 2023 Results



Q: 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?

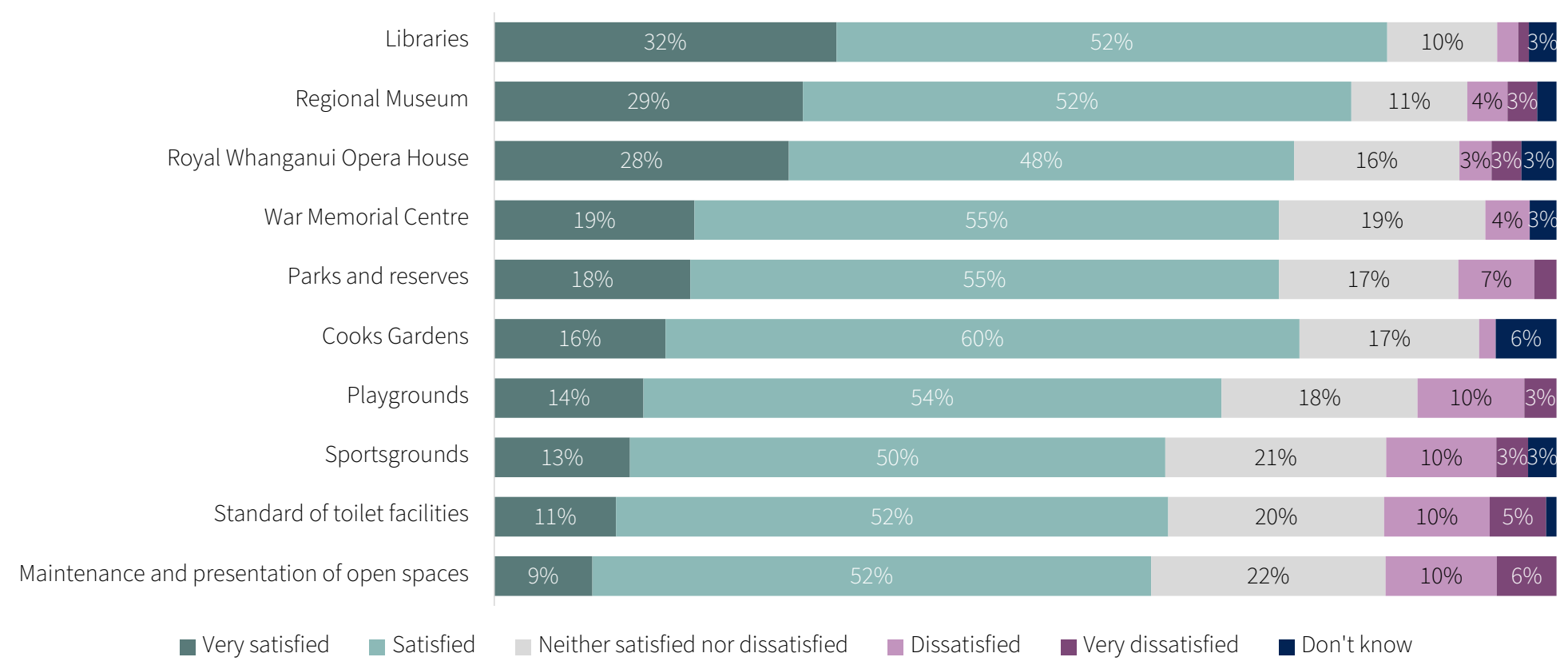
Satisfaction with Council Facilities and Services



Facilities Provided by Council (Users)

This year the highest level of satisfied responses were reported for libraries (84%), followed by the Regional Museum (81%), the Royal Whanganui Opera House, and Cooks Gardens (76% each). Dissatisfaction levels were relatively low across all facilities, with the highest percentages for maintenance and presentation of open spaces (16%), toilets (15%), playgrounds and sportsgrounds (13% each).

2023 Results (Users)



Q: If you have used the following council facilities in the past 12 months, how satisfied or dissatisfied are you with them. If you haven't used them, click 'didn't use'. NOTE: this chart only shows the responses for users of the facilities.

Facilities Provided by Council (Users)

Over the past three years users' satisfaction with the libraries has consistently received high satisfaction ratings while the Regional Museum and the Royal Whanganui Opera House also maintained relatively stable satisfaction levels. Satisfaction with parks and reserves has experienced a gradual decline in satisfaction, decreasing from 85% in 2021 to 73% in 2023. The satisfaction levels for other facilities, including the War Memorial Centre, Cooks Gardens, and playgrounds, have remained stable but with slightly lower levels of satisfaction generally. However, satisfaction with the standard of toilet facilities, sportsgrounds, and maintenance and presentation of open spaces have all declined over the three-year period.

2021 - 2023 Results (Satisfied/ Very Satisfied Results)

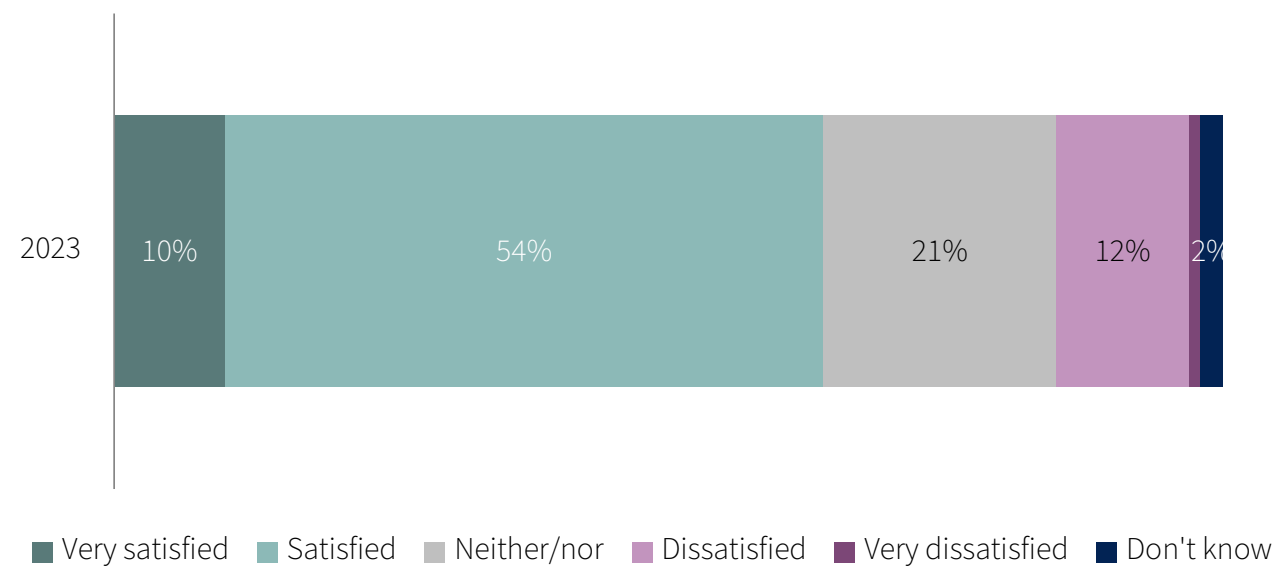
	2021 User Results	2022 User Results	2023 User Results
Libraries	86%	85%	84%
Regional Museum	78%	78%	81%
Royal Whanganui Opera House	78%	73%	76%
Cooks Gardens	77%	76%	76%
War Memorial Centre	71%	78%	74%
Parks and reserves	85%	79%	73%
Playgrounds	81%	75%	68%
Standard of toilet facilities	66%	66%	63%
Sportsgrounds	78%	75%	63%
Maintenance and presentation of open spaces	79%	67%	61%

Q: If you have used the following council facilities in the past 12 months, how satisfied or dissatisfied are you with them. If you haven't used them, click 'didn't use'. NOTE: this table only shows the responses for users of the facilities.

Toilets

In a new question this year, respondents were asked how satisfied they are that the toilet facilities meet users’ needs. A total of 64% of users are satisfied (54%) or very satisfied (10%) that the toilets are meeting users’ needs, with 14% dissatisfied (12%) or very dissatisfied (2%).

2023 Results

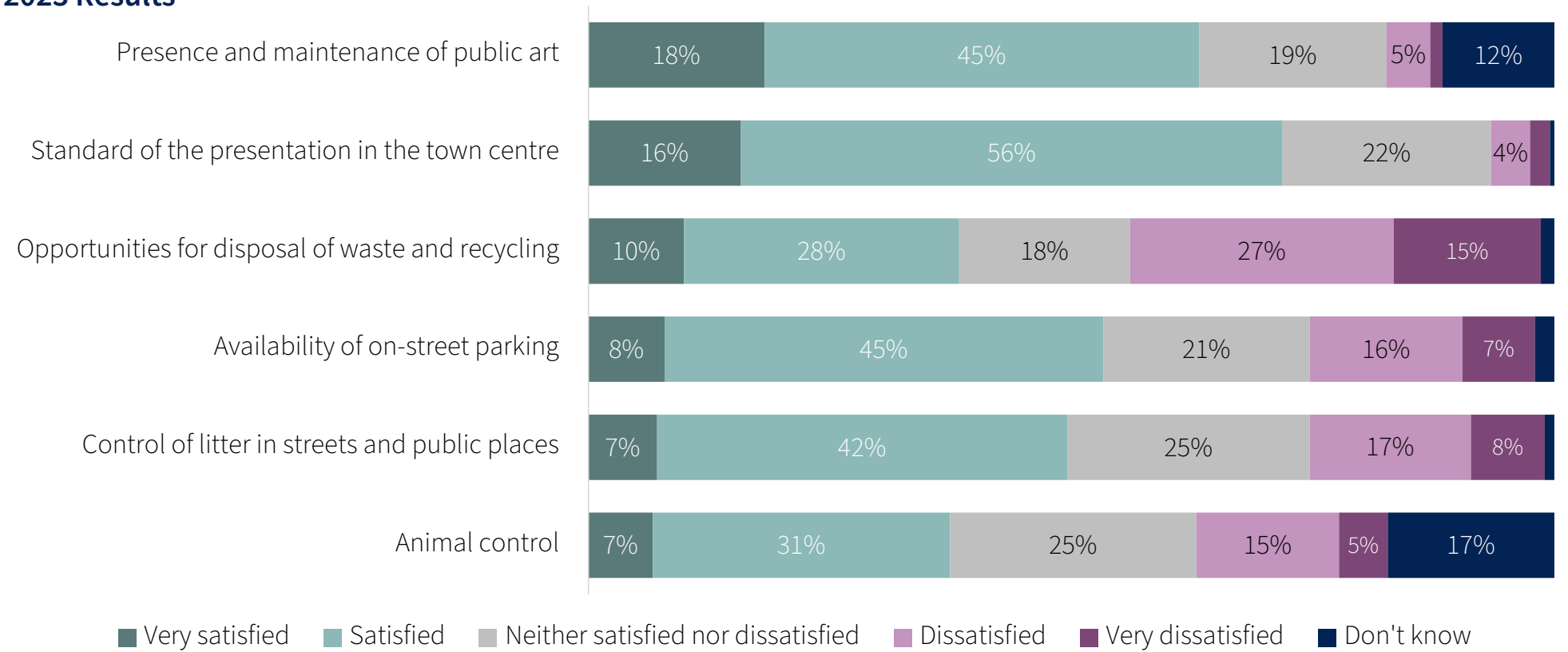


Q: How satisfied or dissatisfied are you that the toilets meet users’ needs (location, layout, and accessibility)?

Services Provided by Council

This year the highest levels of satisfaction with the services provided by the council relate to the standard of presentation in the town centre (72% satisfied or very satisfied) and the presence and maintenance of public art (63% satisfied or very satisfied). In comparison, services relating to animal control, the control of litter, and the availability of on-street parking all registered lower levels of satisfaction. Opportunities for waste and recycling received the highest level of dissatisfaction (42%).

2023 Results

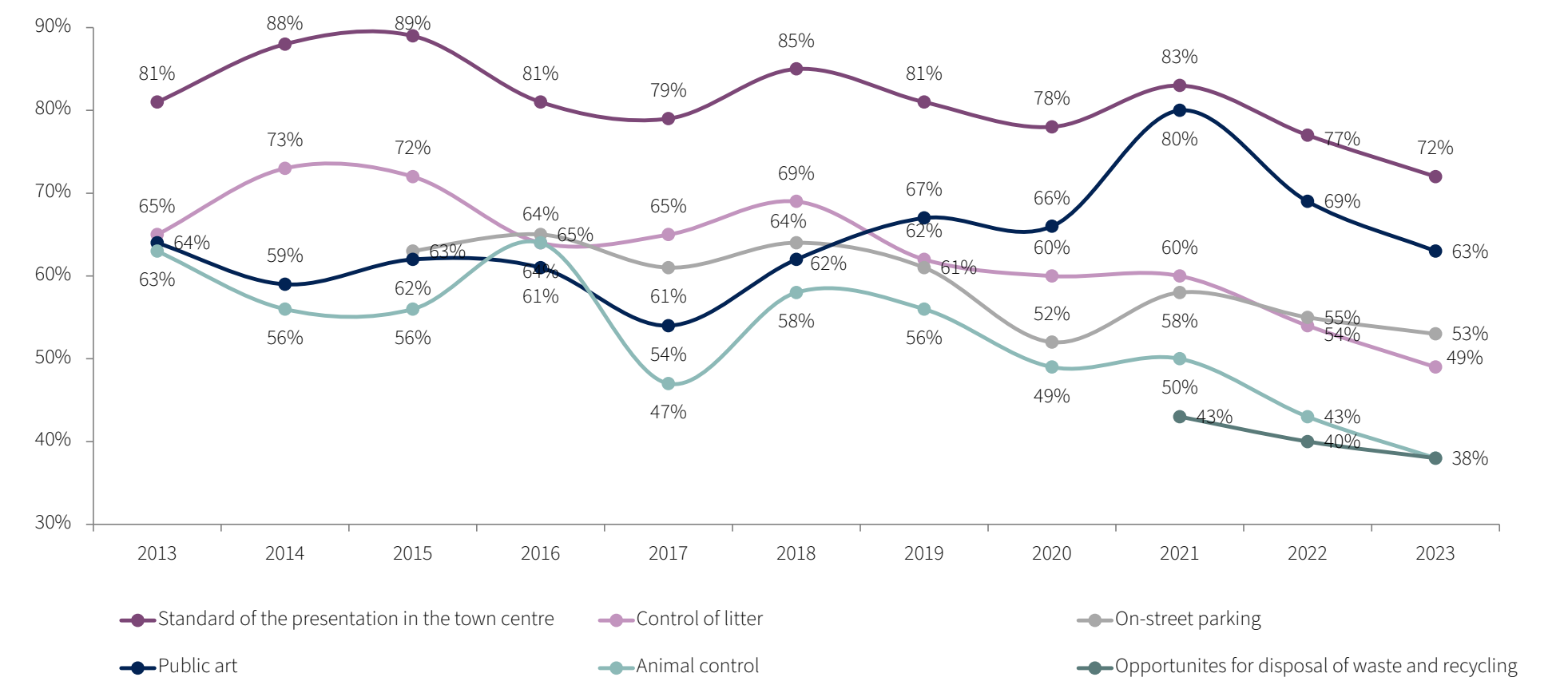


Q: How satisfied or dissatisfied are you with the following council services?

Services Provided by Council

Over the past ten years respondents’ satisfaction with the standard of the presentation in the town centre and public art has been relatively consistent, although satisfaction with both have declined slightly over the past two years. Satisfaction with the control of litter and the availability on-street parking have experienced a decline in satisfaction, with the control of litter declining from 65% in 2013 to 49% in 2023, and the availability on-street parking declining from 63% in 2015 to 53% in 2023. Animal control and opportunities for waste disposal and recycling received mixed responses, but generally saw a decline in satisfaction over time.

2013 - 2023 Results



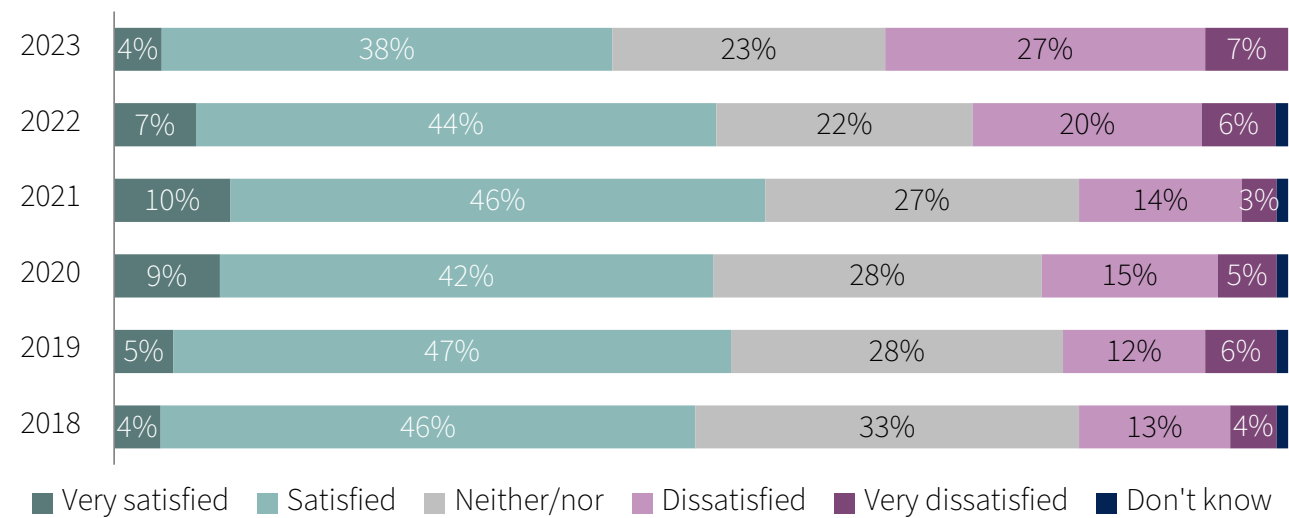
Q: How satisfied or dissatisfied are you with the following council services?

Travelling around Whanganui - Local Road Satisfaction

This year the total proportion of respondents who are satisfied with local roads is 42% (4% very satisfied and 38% satisfied), with 34% dissatisfied (27%) or very dissatisfied (7%). Satisfaction with the roads is highest amongst respondents in Bastia Hill/Durie Hill (76% total satisfaction).

Satisfaction with local roads has declined for the past three years and dissatisfaction has consistently increased (currently 34% in 2023).

2018 - 2023 Results



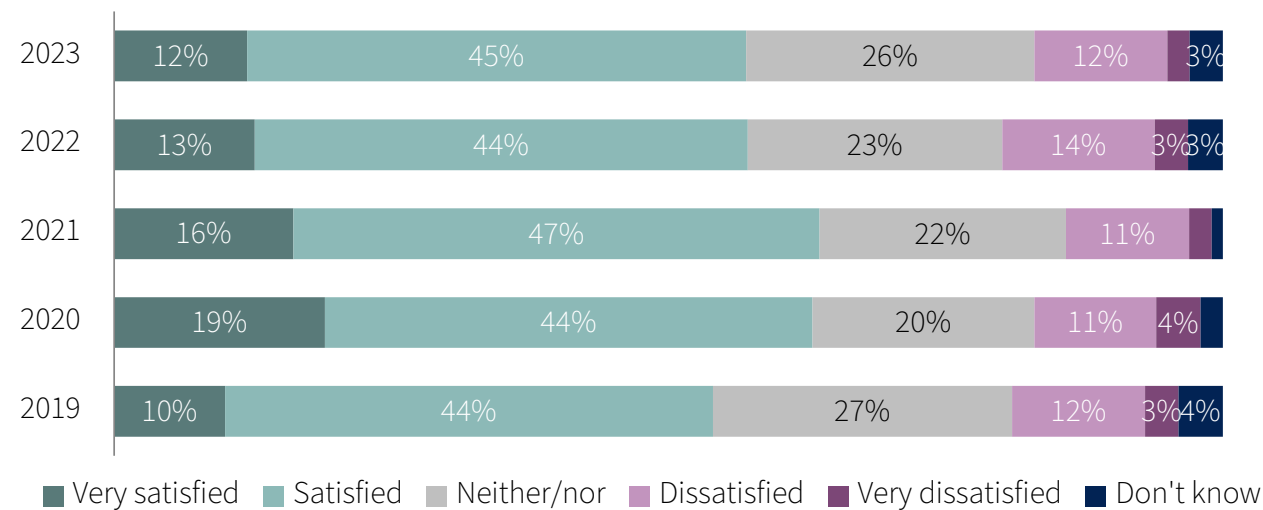
Q: How satisfied or dissatisfied are you with the following...local roads (not state highways)?

Travelling around Whanganui - Footpath Satisfaction

Overall 57% of respondents are satisfied (45%) or very satisfied (12%) with the footpaths in Whanganui, with 26% providing a neutral rating and 14% dissatisfied (12%) or very dissatisfied (2%). Although not a significant difference, younger respondents are more satisfied with the footpaths than older respondents (67% of those 18 - 29 years are satisfied, while 51% of respondents 70 years or older are satisfied).

Satisfaction with footpaths has been relatively consistent over the past few years with the majority of respondents satisfied with the footpath condition.

2019 - 2023 Results



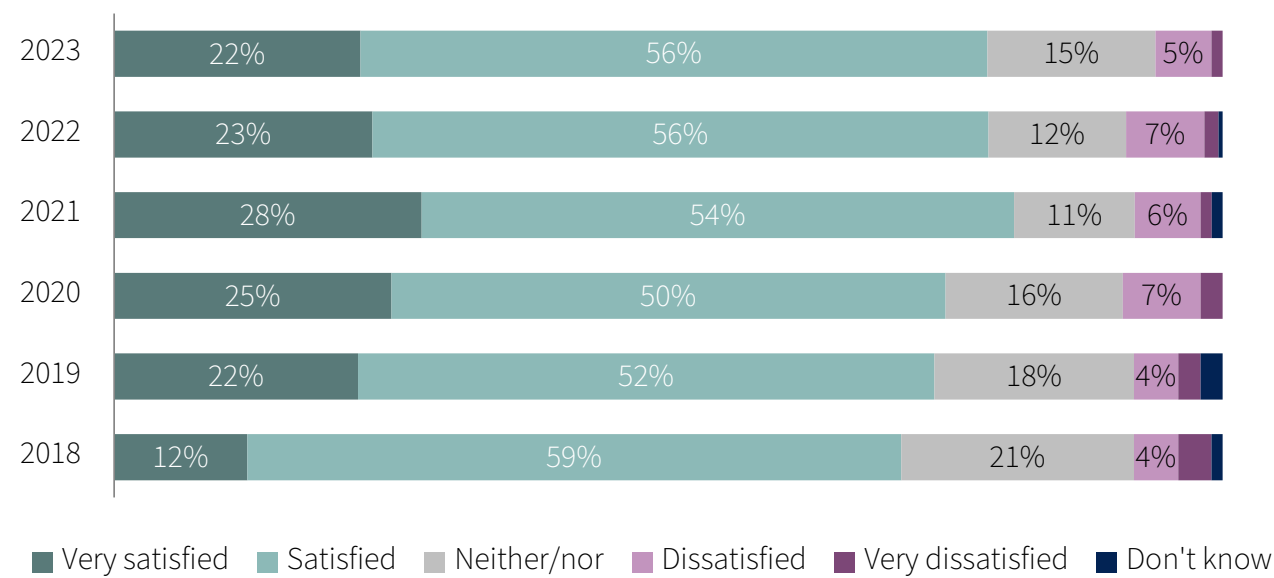
Q: How satisfied or dissatisfied are you with the following...shared pathways and footpaths in the city?

Travelling around Whanganui - Getting Around

Seventy eight percent of respondents are satisfied (56%) or very satisfied (22%) with the ease of getting around Whanganui with only 6% of respondents dissatisfied (5%) or very dissatisfied (1%). Although not a significant difference, older respondents are slightly more likely to be more satisfied with getting around Whanganui than younger respondents (84% of respondents 70 years or older are satisfied, while only 77% of respondents aged 18 - 29 years are satisfied).

The ease of getting around the district is generally viewed positively. The majority of respondents either satisfied or very satisfied, with very few respondents expressing dissatisfaction.

2018 - 2023 Results



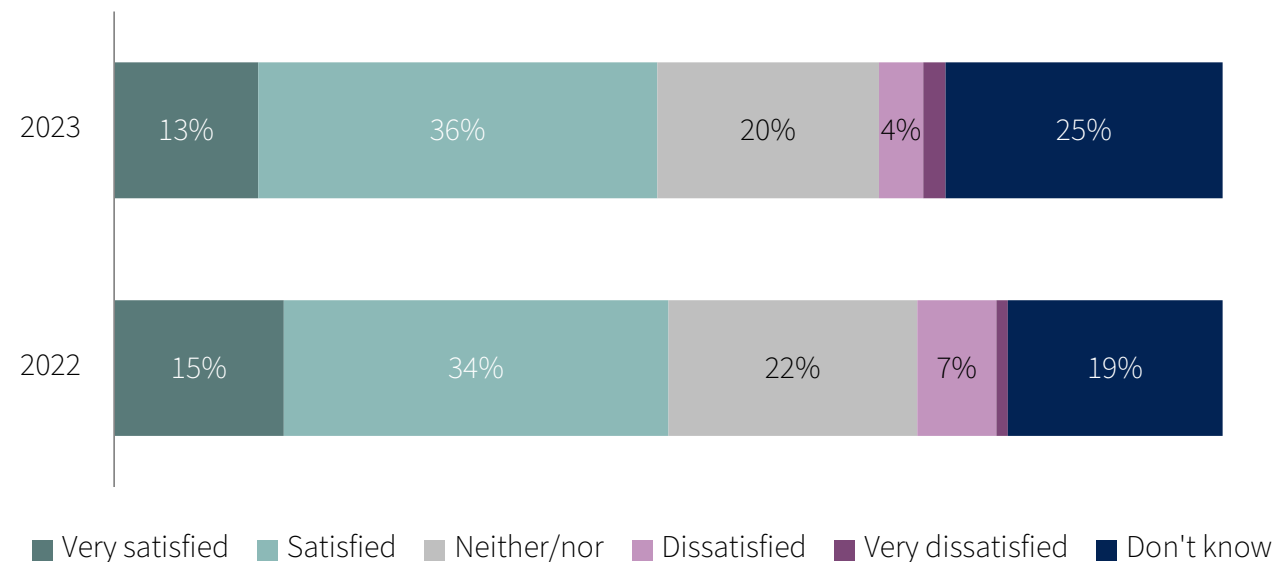
Q: How satisfied or dissatisfied are you with the following...how easy it is to get around the Whanganui district (think of all ways you travel, e.g. walking, cycling, driving, etc)?

Travelling around Whanganui - Cycleways and Cycle Lanes

Forty nine percent of respondents are satisfied with the cycleways and cycle lanes in the district (13% very satisfied and 36% satisfied), while dissatisfaction remained relatively low, with only 5% of respondents dissatisfied (4%) or very dissatisfied (1%). The proportion of respondents who are unsure is at 25%, which is a 6% increase from 2022. Respondents aged 70 years or older are less likely to be satisfied with the cycleways or cycle lanes (25%).

The 2023 results are similar to that of 2022 with a number of respondents unsure how to rate their satisfaction.

2022 - 2023 Results

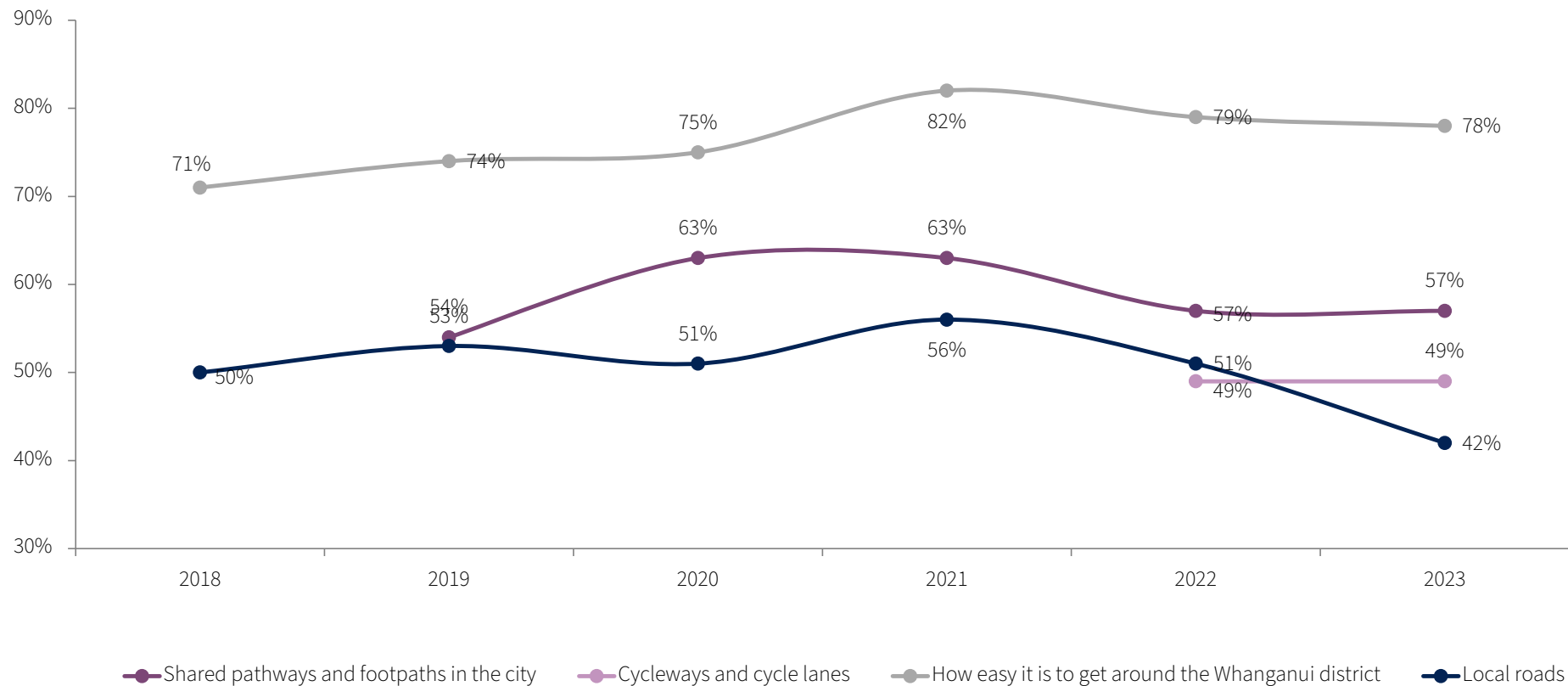


Q: How satisfied or dissatisfied are you with the following...cycleways and cycle lanes?

Travelling around Whanganui

Over time, satisfaction levels with various aspects of transportation and infrastructure in Whanganui have shown some variation. Satisfaction with how easy it is to get around the district has remained consistently high, while satisfaction with shared pathways and footpaths and cycleways and cycle lanes has remained largely unchanged over the past few years. In comparison, satisfaction with local roads had declined from 2021 and is now at the lowest level since monitoring of this measure commenced.

2018 - 2023 Results



Q: How satisfied or dissatisfied are you with the following...?

Performance of Council

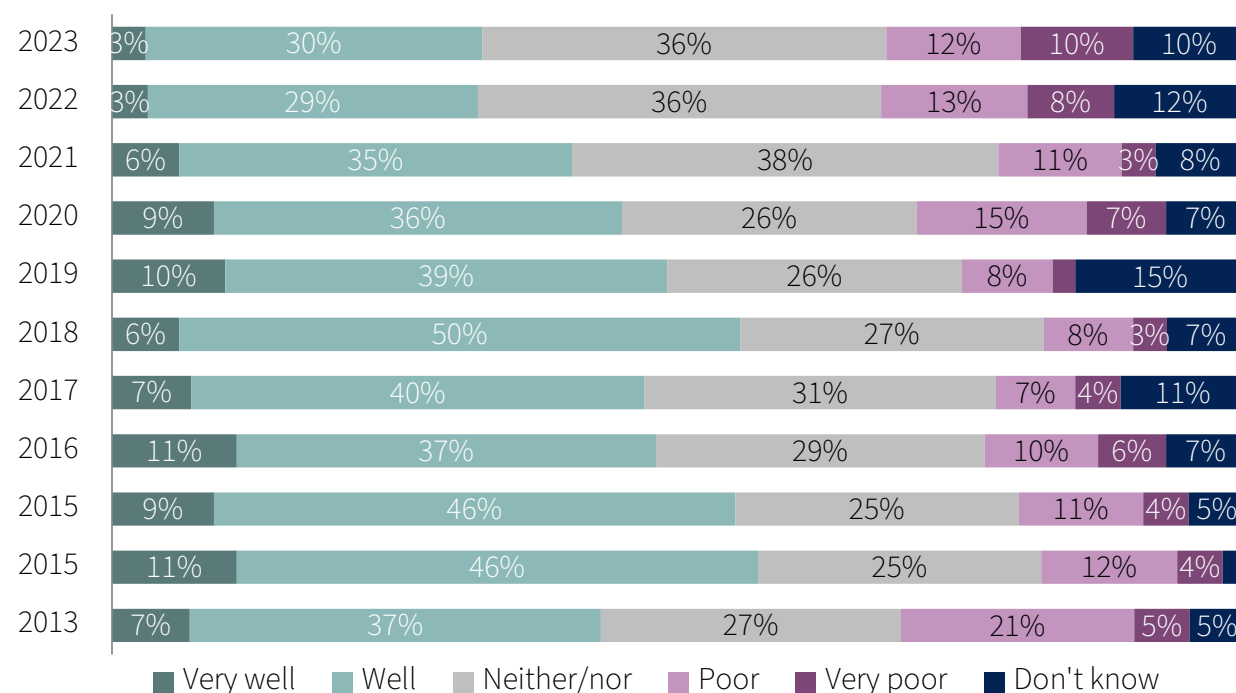


Council Response to Community Needs and Issues

This year 33% of respondents feel the council has responded to community needs and issues well (30%) or very well (3%), while 22% feel that the council has responded poorly (12%) or very poorly (10%). Respondents who are aged 70 years or older are more likely to rate the council's response positively with 53% stating the council has responded well, compared to 20% for respondents aged 30 - 49 years.

The proportion of respondents who rate the council's response to the community's needs well or very well has declined consistently in the past five years (56% in 2018 to 33% in 2023), this has coincided with an increase in poor and very poor ratings (11% in 2018 to 22% in 2023).

2013 - 2023 Results



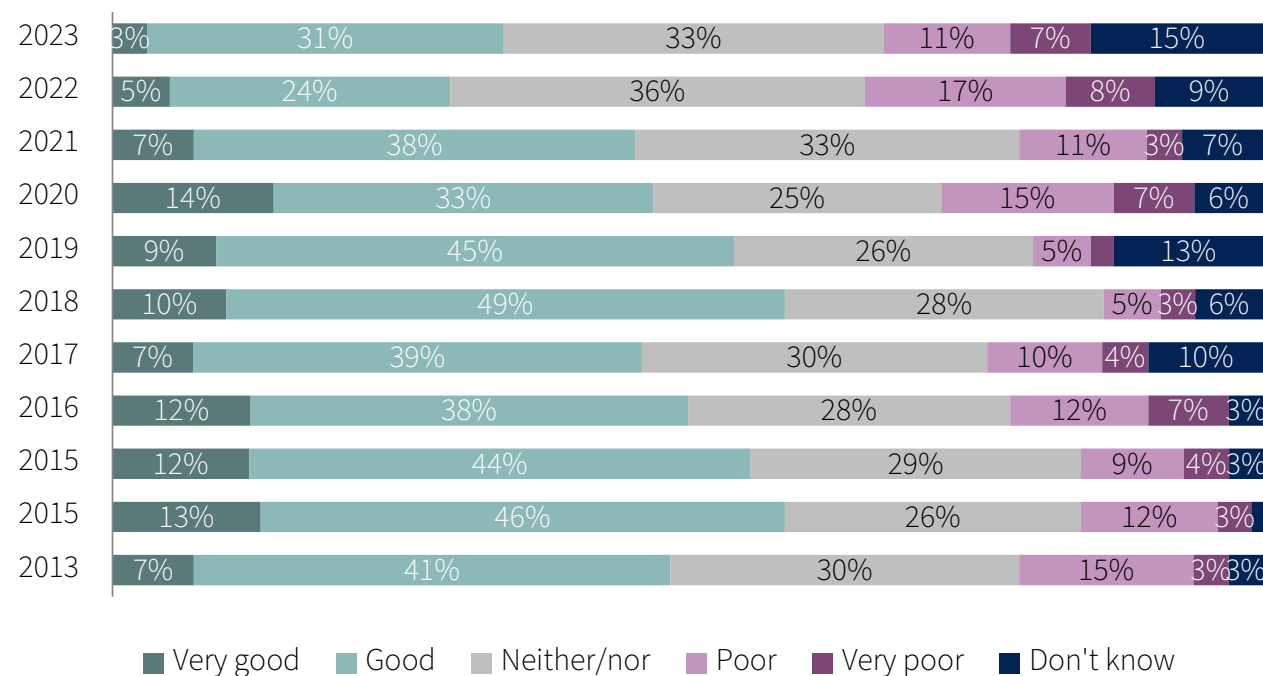
Q: In the past 12 months, how well do you think council has responded to community needs and issues?

Performance of Mayor and Councillors

This year 34% of respondents rate the performance of the Mayor and Councillors as good (31%) or very good (3%), which is a 5% overall increase from the 2022 result. Eighteen percent of respondents rate the performance as poor (11%) or very poor (7%), and 33% provided a neutral rating. Performance ratings are higher amongst respondents aged 70 years or older (58% total positive rating) and are lowest amongst respondents aged 30 - 49 years (22% total positive rating).

Positive performance ratings have declined consistently over the past five years from 59% in 2018 to 34%, and there has been an increase in the proportion of respondents who rate the performance of the Mayor and Councillors as poor or very poor. These results have coincided with an increase in the proportion of don't know responses (6% in 2018 now 15% in 2023) which may indicate a lack of awareness of the activities the Mayor and Councillors have undertaken in the community.

2013 - 2023 Results



Q: How would you rate the overall performance of the Mayor and Councillors over the last year?

Contact with Council

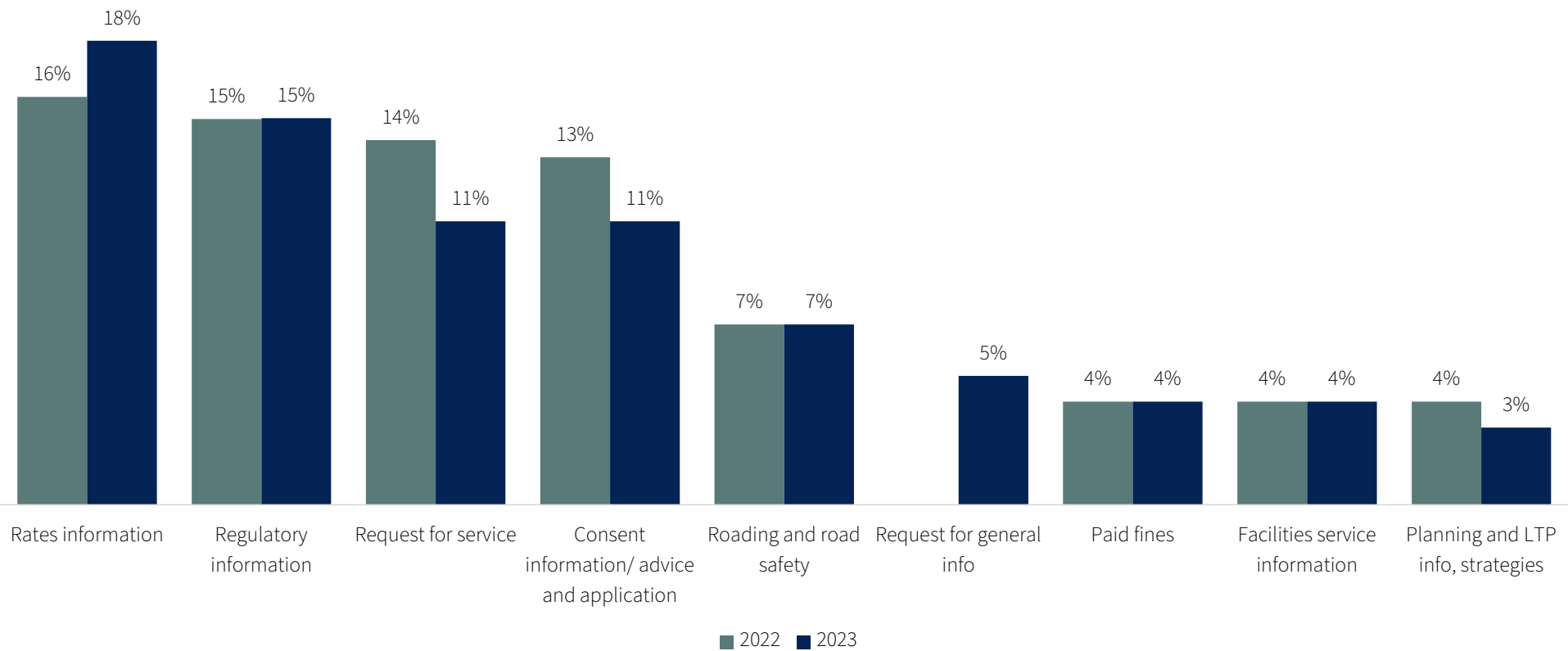


Contacting Council

This year, 42% of respondents mention they have had contact with a council staff member in the past 12 months.

Similar to 2022, rates information (18%) and regulatory information (15%) were the most common reasons for contacting the council. Requests for service and consent information/application were also reasons for contacting the council, although both have declined slightly since 2022. This year 5% of respondents sought general information from the council.

2022 - 2023 Results



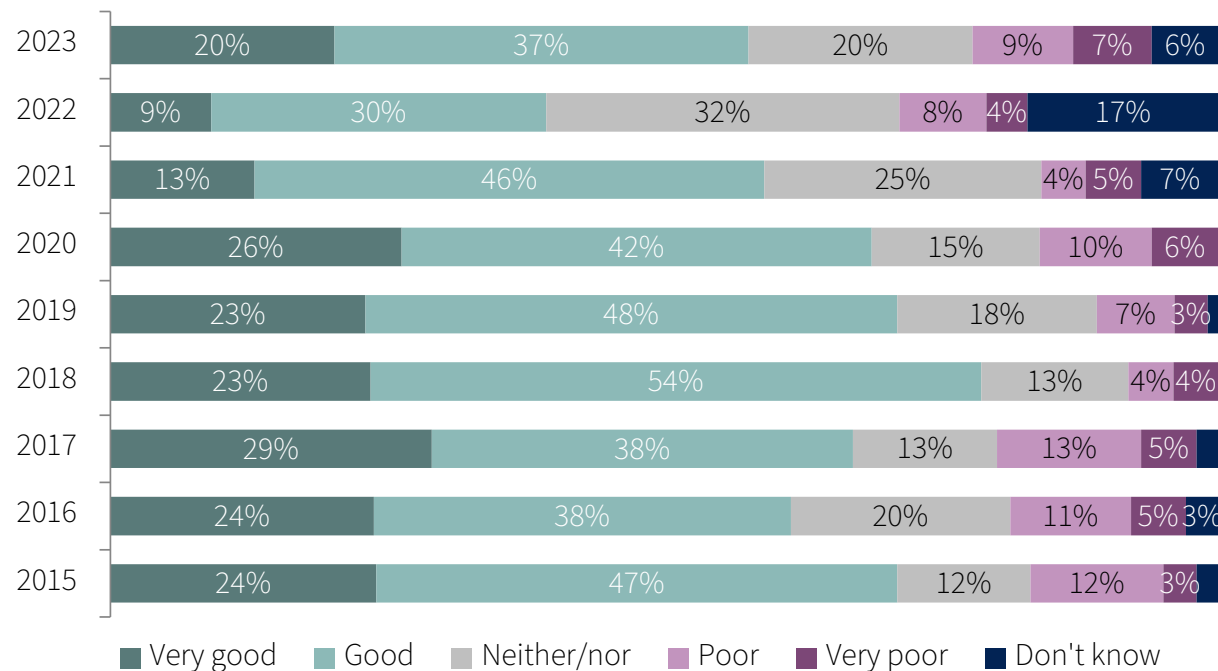
Q: In the past 12 months, have you had any contact with a council staff member (excluding the Mayor and Councillors)?
Q: What did you have contact with council staff for?

Performance of Council Staff

Those who had contacted the council were asked to rate their experiences with the staff member they engaged with. This year 57% of respondents rate the council's staff as very good (20%) or good (37%), with only 16% rating staff as poor (9%) or very poor (7%).

Over time, ratings for engagement with staff have been relatively positive with the majority of respondents rating a staff member's performance as good or very good. However, the proportion of positive ratings has slowly declined over the past five years (77% in 2018 to 57% in 2023) and the proportion of neutral ratings has increased (13% in 2018 to 20% in 2023).

2015 - 2023 Results



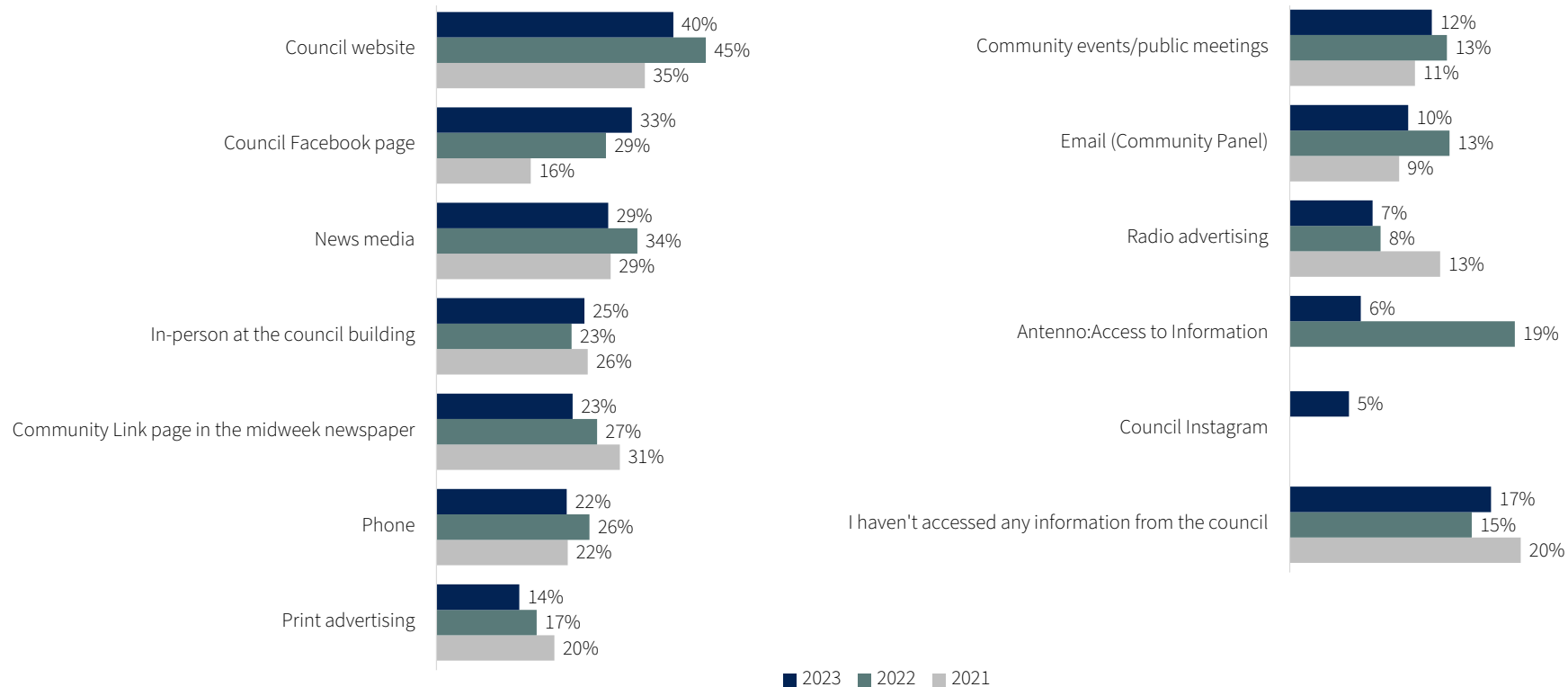
Q: How would you rate the performance of council staff over the last 12 months (excluding the Mayor and Councillors)?

Accessing Information

This year the council's website (40%), the council's Facebook page (33%), and news media (29%) are the most common ways respondents access council's information. Respondents aged 18 - 29 years are the largest users of the council's Instagram page while those aged 30 - 49 years are much more likely to use the council's Facebook (48%), and are less likely to use the Community Link page in the midweek newspaper (11%). Older respondents have a higher use of in-person information (38%) and are more likely to use the Community Link page in the midweek newspaper (39%). Interestingly, accessing information increases with age with younger respondents significantly less likely to access information and older respondents more likely to access information.

Over time, there have been increases in respondents' use of the council's Facebook page, but a declining trend for the Community Link page, print advertising, and radio advertising. Use of most other channels has remained consistent.

2021 - 2023 Results

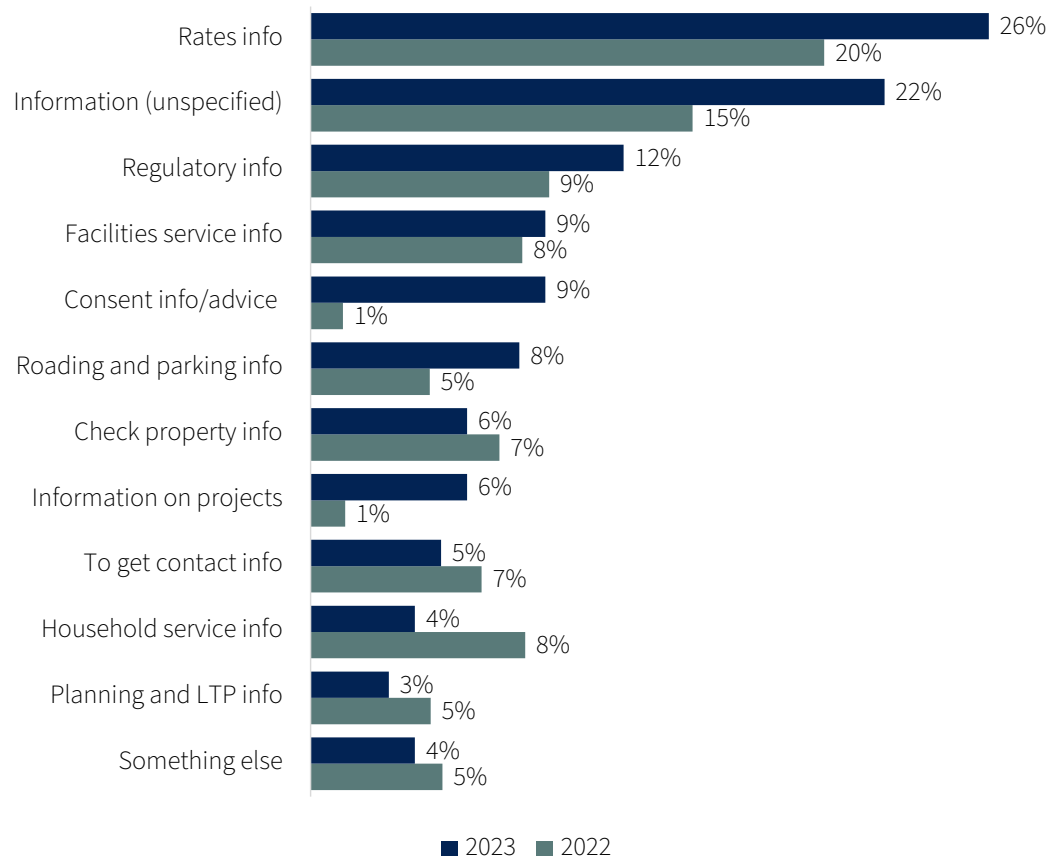


Q: Which of the following ways have you accessed /obtained information from the council in the past 12 months?

Reasons for Accessing Website

Respondents who have accessed the website were asked about the information they accessed the website for. Rates information (26%), general information (22%), and regulatory information (12%) were the main reasons respondents sought information from the website. This year there has been an increase in the proportion of people who accessed the website for consent information, rates information, general information, and information on projects, while there has been a decline in household service information.

2022 - 2023 Results



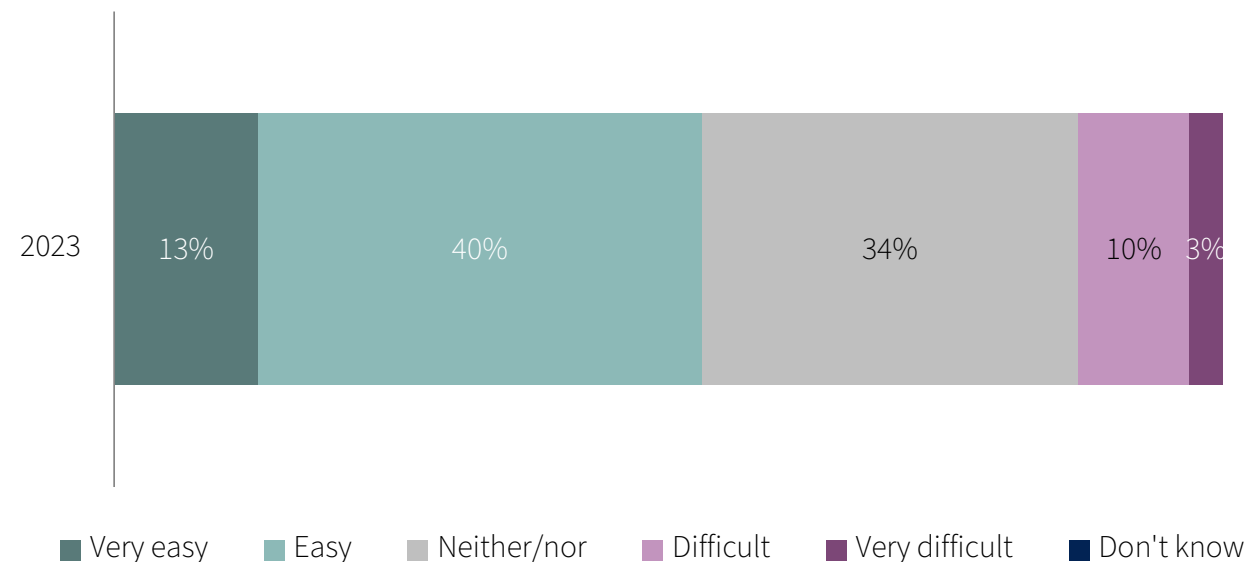
Q: You indicated that you have visited the council website in the past 12 months, can you please tell me what this was for?

Ease of Website Navigation

The majority of respondents who use the website find it easy (40%) or very easy (13%) to find what they are looking for. A significant portion of respondents (34%) find it neither easy nor difficult, and a smaller percentage (10%) find it difficult; only 3% find it very difficult.

Interestingly, respondents under the age of 30 years find the website more difficult to navigate (42% of respondents aged 18 - 29 years find it difficult), whereas older respondents find this easier to navigate (9% of respondents 70 years or older find it difficult). Possibly this is related to the type of information respondents are looking for, with respondents under the age of 30 years looking for less specific information on the website (53% are looking for unspecified information), whereas older respondents are often looking for more specific information, e.g., rates.

2023 Results*



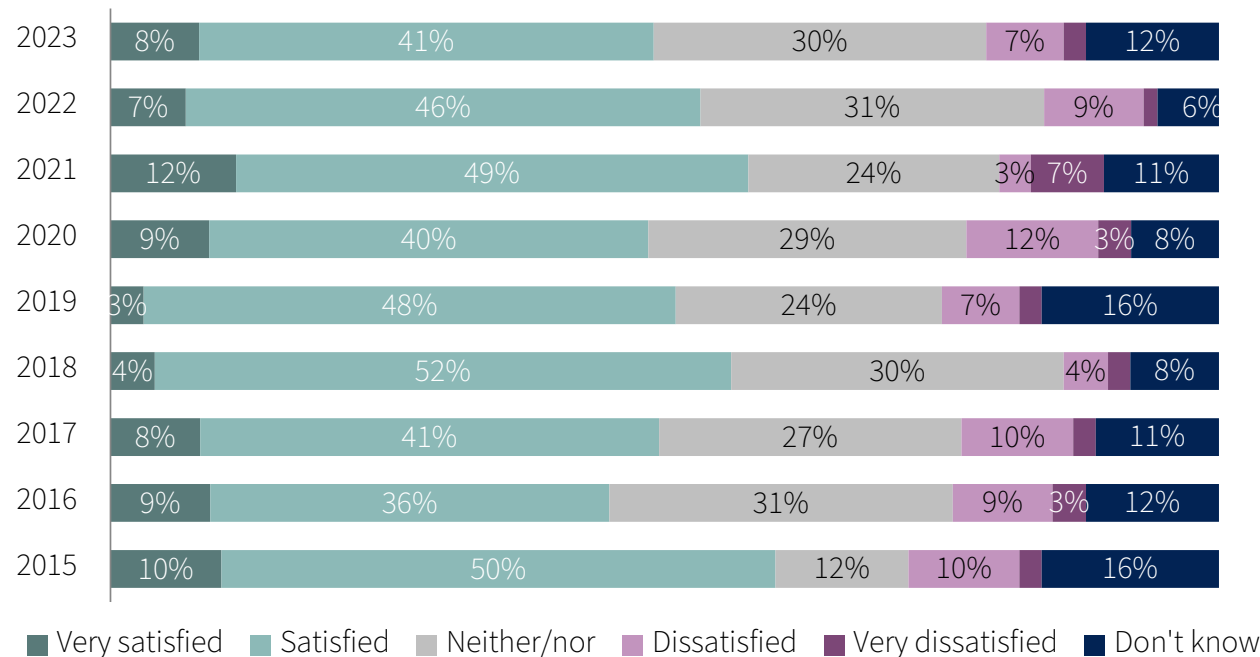
Q: Given you used the council website in the past 12 months, how strongly do you agree or disagree that you were easily able to find what you were looking for? *scale change in 2023

Access to Information

This year 49% of respondents are satisfied (41%) or very satisfied (8%) with their access to information, while 30% provide a neutral rating. Only 9% of respondents are dissatisfied (7%) or very dissatisfied (2%) with their ease of accessing the council's information.

The majority of respondents consistently report either being satisfied or having a neutral stance, with total satisfaction levels ranging from 60% in 2015 to 49% in 2023.

2015 - 2023 Results



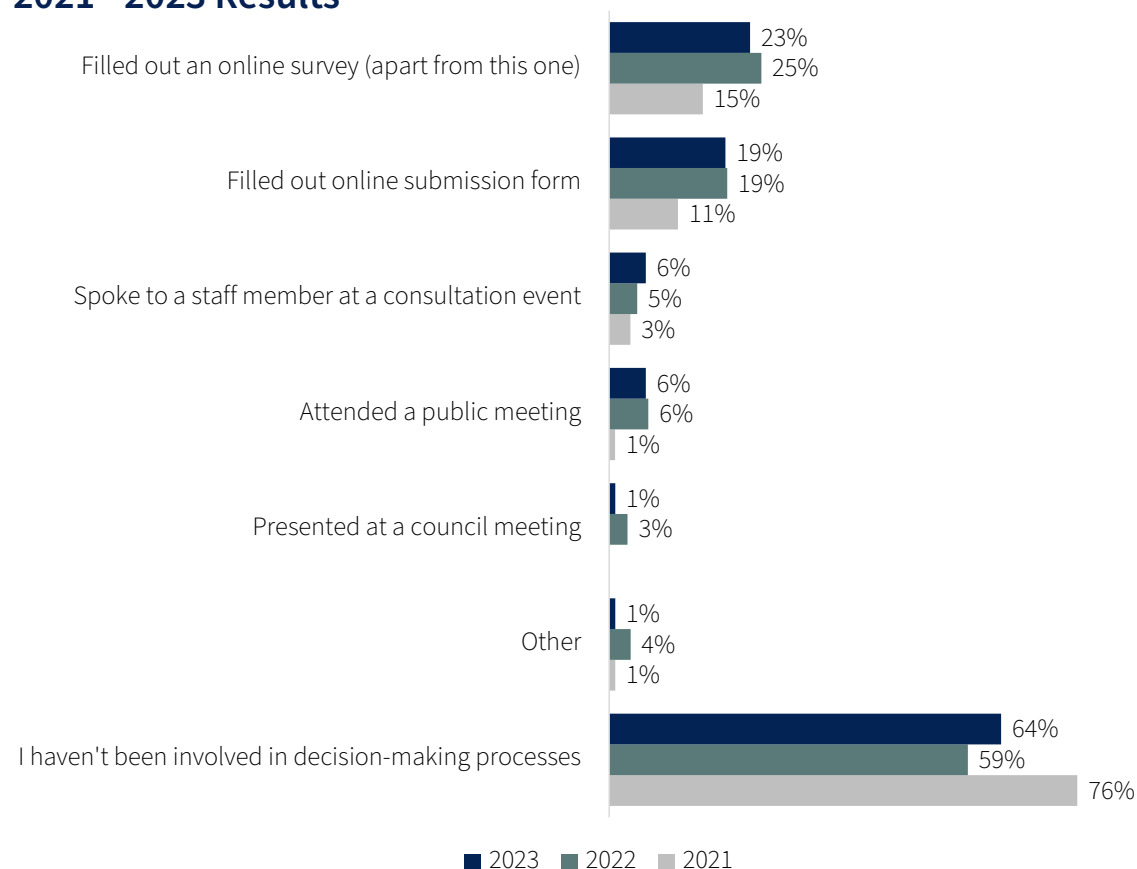
Q: How satisfied or dissatisfied are you with the ease of accessing council information?

Involvement in Decision Making

Respondents were asked about their involvement in decision-making processes for the district. Over the past three years, the majority of respondents report they have not been involved in decision-making processes.

For those who are involved, filling out an online submission form and participating in online surveys are the most notable forms of involvement, with speaking to councillors, attending public meetings, and presenting at a council meeting having relatively lower engagement over time.

2021 - 2023 Results



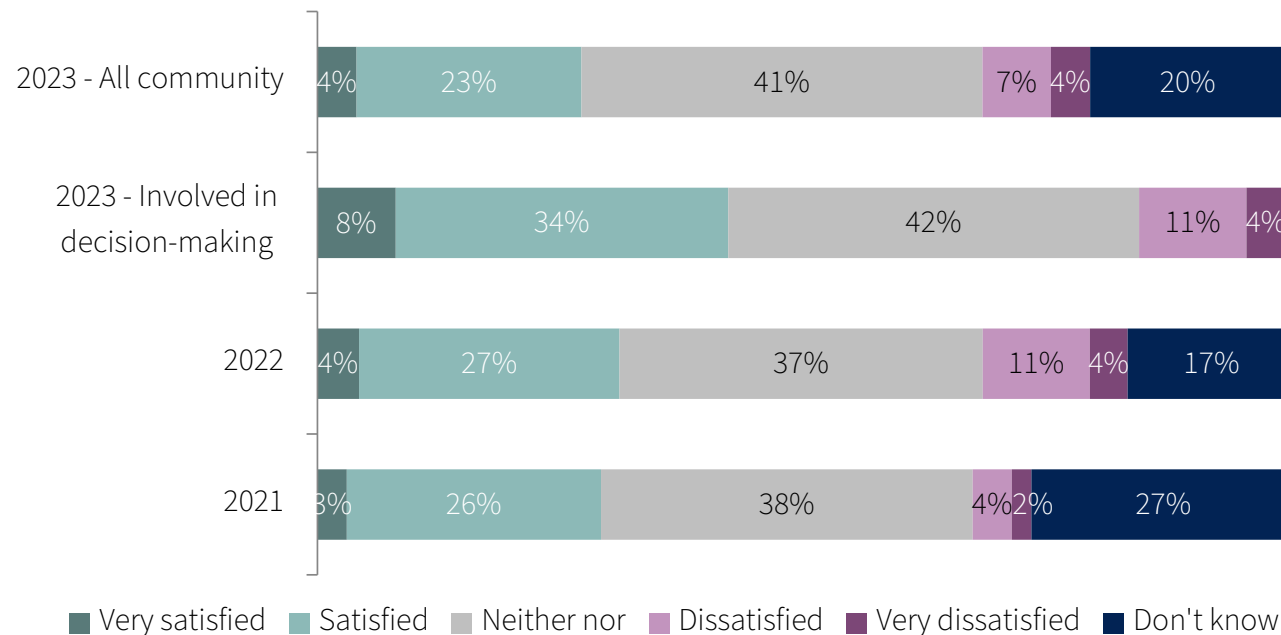
Q: In which of the following ways have you been involved in decision-making processes for the district in the past 12 months?

Satisfaction with Involvement in Decision-Making

This year 27% of respondents are satisfied (23%) or very satisfied (4%) with their involvement in council decision-making processes, while 41% of respondents provide a neutral response. Only 11% of respondents are dissatisfied (7%) or very dissatisfied (4%). Respondents who have been involved in decision-making, show high levels of satisfaction, with 42% of respondents either satisfied (34%) or very satisfied (8%) with their involvement in council decision-making processes, while 15% are dissatisfied (11%) or very dissatisfied (4%). Only 1% are unsure how to respond to this question.

Satisfaction has declined slightly this year from the 2022 results however, the proportion of dissatisfied respondents is still relatively low.

2021 - 2023 Results



Q: How satisfied or dissatisfied are you with your ability to be involved in council decision-making processes?

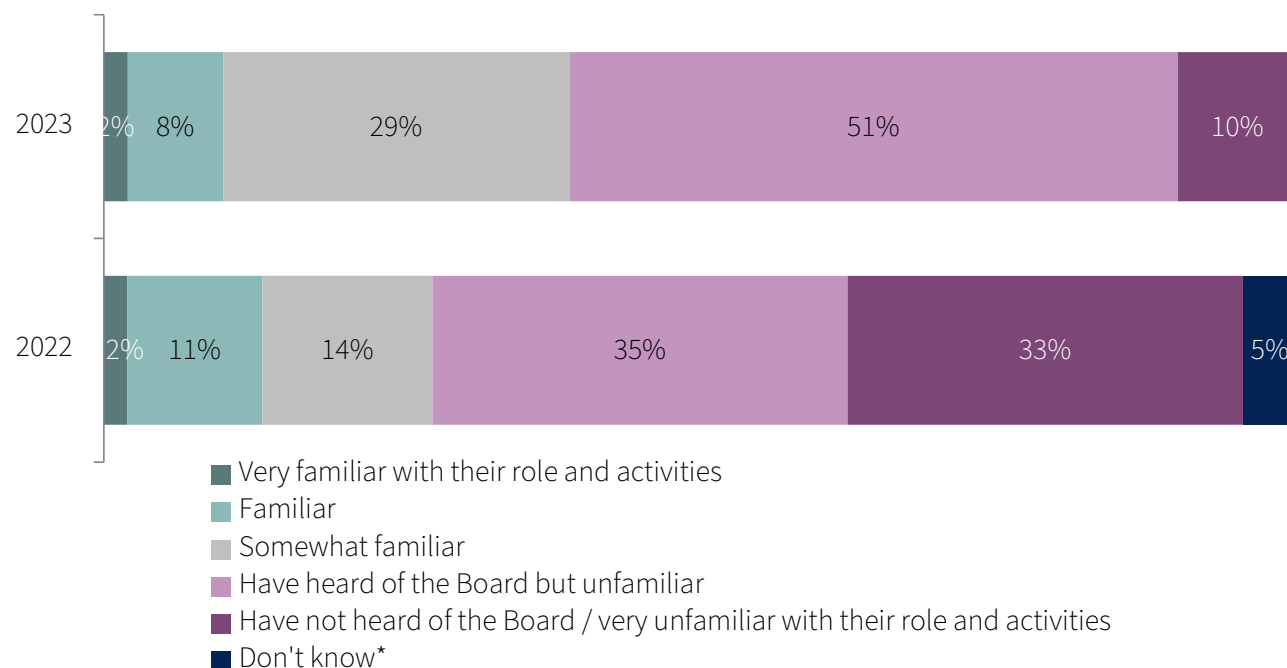
Rural Community Board



Rural Community Board

This year 61% of rural respondents are not familiar or have not heard of the Rural Community Board (RCB) in their area. Just under one third (29%) of respondents are somewhat familiar with the RCB, and only 10% of respondents are familiar (5%) or very familiar (2%) with the RCB.

2022 - 2023 Familiarity with the Rural Community Board Results



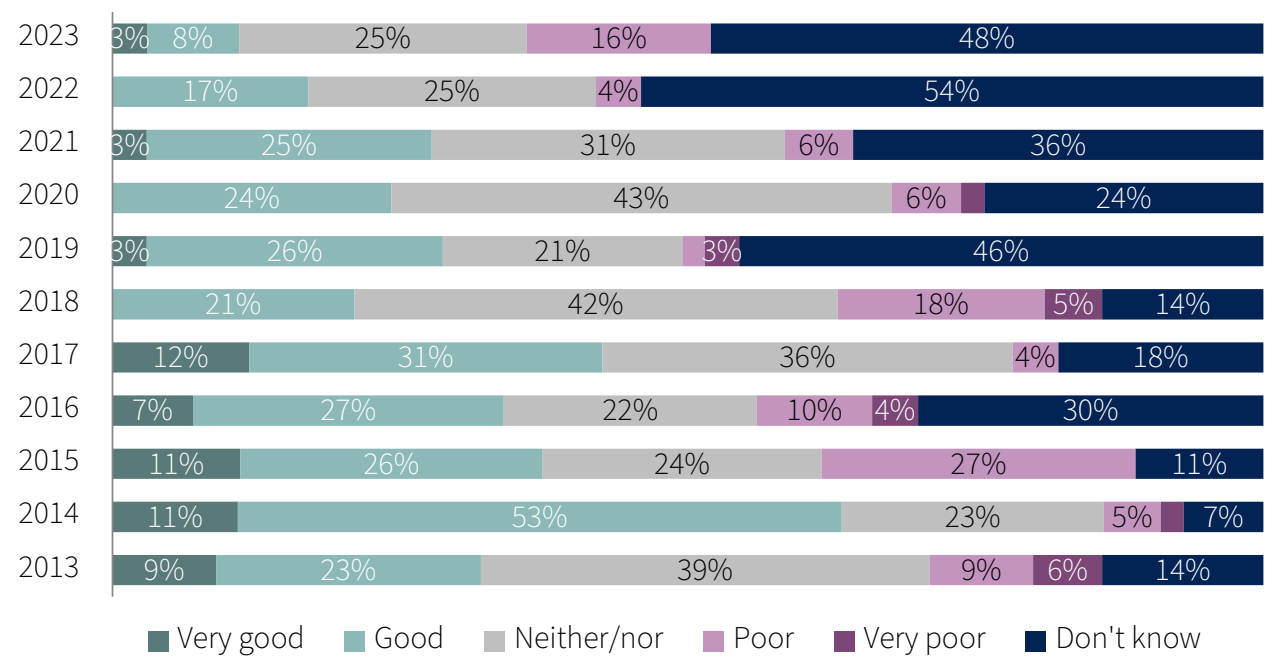
Q: How familiar are you with the Rural Community Board's role and their activities over the past 12 months? *Removed in 2023 scale.

Rural Community Board

This year 11% of respondents think the performance of the RCB is either very good (3%) or good (8%), while 25% provide a neutral response and 16% rate the performance poorly.

These results show a consistently high proportion of respondents are unsure/don't know and a relatively small proportion of respondents are dissatisfied.

2013 - 2023 Performance of the Rural Community Board Results



Q: 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 you say the Board's performance has been...?

Appendices



Appendix 1: Final Verbatim Comments

At the end of the survey residents were asked if they had any further comments they wished to include. These comments have been broadly post coded by their key theme and are shown below. The comments are in a respondent's own words and have not been edited.

Customer Service/Followup

- Communication between departments is sometimes confusing. The front desk people are great but sometimes don't seem to know who to contact.
- Council staff (other than publicly elected staff) need to be reminded that they are OUR, as in rate payer, employees. They are there to do a job for us .. on behalf of the Council. They tend to be overtly self righteous and think they are the 'key holders' to life. I have generally found tier 2 staff to be unfriendly and unhelpful. They protect 'information' which should be freely available to a ratepayer by making access to the correct person nearly impossible. The 'service' part of Public Service is missing!! Paying thousands of dollars for rates where I get little in return is pretty poor.
- Creative Communities have been awesome. I am still waiting for seal around new water Toby installed beginning of December, told I was on the list.
- I tried to contact someone at the Council to discuss upgrading the library/museum to include some decent children's play areas like we have attended in Christchurch, New Plymouth, and Auckland recently. No one responded.

Cycleways

- Improved cycleways and funded bikes for public.

Mayor and Councillors/Decision-Making

- Thought that the new Mayor would have a higher public profile. Would be good to see him out and about.
- After working for council for more than 30 years, the senior management don't listen to staff with knowledge, some of them have tunnel vision and I have witnessed large scale waste of rate payers funds.
- Anything to do with any Council decisions is only ever seen after the fact. It wouldn't be hard to make a simple app for rate payers to start with, (because it would be easy to verify users then they could possibly add on other users for their house hold) all it would do would ask basic questions about upcoming policy and funding options similar to the questionnaire about Velodrome fund and the other options etc. It would get real time feedback of what the public prefers, would help make more informed decisions. It would cost very little to make and almost nothing administration wise.
- Felt like my contribution was a waste of time as decisions were made prior to submission.
- I don't see the point, the little people of Whanganui don't get listened to, I know this as I've tried many times so I don't see this as being any different, sorry but must be honest.
- I think Whanganui is a great place. But I feel that the general public do not have much of a say or opportunity to hear what the Council is doing.
- Mayor is never seen or heard from unlike our previous Mayor. Council ask our opinion and then still do what THEY want and not what WE want. Council are more concerned with what benefits the few rather than the majority and the traffic is horrendous now and the greed factor for parking has exploded, they don't want

us to shop locally we tend to go to Palmerston as it is much more retail friendly

- Not sure if local Council is listening to the public.
- The Council ask for public opinion and then they do nothing.
- There is a genuine feeling that the Council stops caring about anything outside of the immediate city boundaries, i.e. past Whanganui East/St John's hill etc.
- Too many Councilors doing nothing.
- Tough gig at the Council as everyone wants a piece of something, its just a matter of filtering through it but also would like to see the Mayor and Councillors engaged more in community consultations as opposed to written reports provided to them. Meet the people.

Homelessness

- The homelessness situation has made me score lower as this has become a major issue especially in public spaces - dogs not on leashes and some people make you feel unsafe especially when walking near Kowhai Park. Not a good look when beaten up cars and tents are one of the first things you see as a visitor arriving in Whanganui. In town some even hassle you for money. I took my grandson to the lake the other day and there were a number of homeless people there too near the playground and aviary area (one obviously had mental health issues as he had soiled pants!). Walking in this area made us feel as uncomfortable as the ducks following us. I am not sure moving the homeless further down the river will help matters much as that area is still near a public walkway. Also, whoever decided to put social housing in the middle of Victoria Avenue near liquor

outlets, fast food and schools needs their head read! Whanganui definitely feels a lot more unsafe than it did in the past.

- To much litter in the parks etc. Homeless people on Victoria Avenue harassing.

Maintenance of Trees/Gutters/Parks and Gardens

- Children's parks need to be kept mowed. The park on Fox Road is terrible! When it finally gets mowed the grass is so long it gets stuck to foot wear and clothing. It used to be kept beautifully but it is now terrible.
- Considering the high winds we get during a storm, I'm concerned about power lines with trees growing through them on Council verges around town.
- Contractors need more supervision when carrying out Council contracts e.g. lawn mowing, clearing rubbish bins.
- Council lawns and reserves around Whanganui have deteriorated. Not mowed enough, scruffy mowing, clippings left. I had out of town visitors on several occasions who commented on this. Not sure why the Splash Centre wasn't included in this survey. It needs work and money spent on it. It is a lifeline for many in the community, especially the elderly and those with disabilities. Also young families and those trying to keep fit.
- I am disappointed with the way green spaces are maintained and the way gutters are not cleared especially after bad weather.
- I walk a lot and have noticed the lack of maintenance of the grass areas that are easily seen, such as along the walkways of Somme Parade and Anzac Parade. The standard of presentation has definitely declined from what it was a few years ago. Not a good look for visitors to this city. You also need more regular attention to litter and leaves around the streets and

gutters which not only looks bad but blocks the drains during heavy rain.

- I would love to see improvements to Williams Park and in particular that the fruit trees be managed - pruning etc. Could be a great food resource for many.
- I'd like to see regular maintenance at Wembley Park, it's a facility that is used by thousands of participants every week and weekend in the winter and the ground conditions are at best average, the drains on the pitches need to be flushed out so they don't flood so often. I've been involved in football for 20 years and the closures are becoming more and more...it wouldn't happen at Cooks Gardens would it. No it wouldn't, come on parks team give the football community a fair go.
- I'd really like to see some of our parks revamped, and bigger rubbish bins in the Aramoho shopping complex they are constantly full with people's rubbish.
- It is disappointing to see the presentation of the grass areas overgrown and then cut leaving clumps of grass. Whanganui had always been very presentable in this way. Not cut enough and when cut the quality of mulching is terrible probably because it was too long.
- No councillor has been outstanding. Clean up our parks and reserves. Fix the flying fox out Kai Iwi, have events for kids and youths.
- Not happy with the mowing/tree maintenance in the Virginia Lake/Pukenamu area.
- Parks and outdoor spaces don't appear to be regularly maintained in Whanganui, the local parks and playgrounds lawns are often very high (makes it hard to get a pram through) and a lot of litter, which combined with the long lawns actually becomes hazardous as you don't really know what's lurking

in there. Hutton park is always full of litter and could quite possibly benefit from having a bin installed.

- Please do some work at Wembley Park, thousands of people use this facility on a weekly basis and the state of the pitches isn't up to standard. They are not level, they don't drain properly causing canceled matches and most of all canceled training sessions, it's not really good enough.
- Stop focusing on one community and look at them all. Williams Domain needs a lot of attention and park upgrade, for the amount of time by cars ripping the grass up it could be utilized.
- The collection of leaves that amass because of the trees along Virginia Rd, which used to be swept up by the road sweeper but has been stopped, should extend to the full length of the road up to Great North Road, especially for the houses near the dog park and especially in winter because of how they can be slippery and many people use that park all day long. Safety risk.
- The presentation - mowing of public reserves and parks is disgusting and an embarrassment to the city. Needs to be sorted out.
- The removal of leaves from gutters and drains is essential to minimise surface flooding so needs to be a priority. I used to see the trucks out all the time but not so much at present.
- Tree pruning and leaf sweeping in the suburbs is of a very poor standard.
- Whanganui has the ability to be absolutely lovely but there is very poor design and delivery of basic Council requirements for local people. I drive for my job and see huge disparities between say Springvale and Puriri Street in ways of trees, maintenance rubbish bins and looks. Coming in to Whanganui from Bulls it looks sad and depressed with poor signage

and plantings. Our Council has a duty to spread a beautifying agenda throughout our town not just some parts. Come with me and I'll point out how poor areas are grossly ignored and basics are not met!

Playgrounds/Family Friendly Activities

- I have a strong belief there could be more free events for young adults to attend, i.e., Outdoor Movie screenings!
- I miss taking my grandson to the Landon Park, so sad to see it empty.
- I would like the Council to look at the water park area at Kowhai park as I have seen many children slip and hurt themselves there. Would it be possible to install something like at Raumati Beach Marine gardens so that when children fall it is on a softer surface?
- I would like to see the less disadvantaged parks and playgrounds updated and focused on. Not just the centre's and areas where Councilors meet, Whanganui as a whole. Also schooling areas for pickups and drop offs on curbside. Safety of our tamariki.
- It would be great if children's parks could be upgraded like all the other towns around us.
- It would be nice to have a more attractive space at the entrance to Whanganui (by the town bridge). Also more maintenance (eg painting) for playgrounds so they look maintained and fresh (especially for the many visitors who use them). Also a better variety of books especially childrens books, at the library.
- Our children's parks are lacking. Kowhai park is amazing but is dated and needs added equipment. Plenty of room to add a version of the Marton playground which has something for all ages and is modern. The water area is a joke. Palmerstons Memorial park water feature has something for everyone and doesn't get flooded with leaves either.

We often travel out of town for better playgrounds sadly. Kerbside recycling?

- Please address our playgrounds and play spaces for our tamariki, kids are our future, if you nurture them they will feel a sense of belonging here. One step would be to take over the community bike park. Other regions are way ahead with their green spaces and how they nurture their young families. Kids over by Tawhero and Rutherford need play spaces (basketball court) or support to open their schools for things for those tamariki to do.
- Please think of more free outdoor areas for families eg splash pads, outdoor swimming areas, so families don't have to go to the ocean if the East pool isn't open. Also open the East pool earlier in the season not after Christmas! Update the park with new play areas for older kids and new areas for younger children. Something for the youth to do. Bowling, tramp parks etc we need things here for families to do! A lot of money gets spent in Palmerston North as Whanganui just doesn't have things for families to do here! Why not keep the money local!
- The broken glass at Castlecliff and lack of rubbish bins and recycling options is not okay. I sometimes spend 15 minutes picking glass out of the grass before my kids can play there. Much of the equipment is sad and tired unlike in other suburban parks. The lack of quality play spaces mean we sometimes drive to Marton or Palmerston for our kids. There's not enough shaded options at our playgrounds. Antenno is great for submitting concerns spotted but no one seems to know about it in the wider community. There needs to be more Māori art and architecture in the space making in the CBD, recent additions have been good but it still looks like a dated Victorian movie set. We need to decolonise those spaces to represent our

community. The Sarjeant and Musuem are glittering gems in our city. The Davis Library needs a child friendly space out in the courtyard with a fenced area and shade protection so families can enjoy the library and share a love of reading safely. There needs to be kid friendly toilets it's a nightmare for parents of young children.

- We need better playgrounds for small children in Whanganui. The park at the lake is closed in which is great but the activities are average. There are too many ducks at the lake making the playground unsanitary. Too much concrete at Kowhai park, too big for watching multiple children at once. Needs to be re-developed. Another Central Park would be great.
- We need to upgrade Kowhai Park. For such a family orientated city the park has so much potential and it hasn't been upgraded for years.
- Whanganui needs to start putting more effort into areas for children. The arts have received major money and the 'design' aspect of the city. We shouldn't have to go to Palmerston for activities for children under 10. Poppy park, Cloud 9, skate park, Ledo are just some of their facilities we don't have. It's disgusting that our bike park has been left to deteriorate. Not good enough that Council say it's not their responsibility but it's on your land! So lucky for business to donate it- what are you putting in?? Upgrade Kowhai or put in a wonderful playground for our children. Enough of the arty scene now-let's focus on having things here to do for our kids.
- Would love to see a fenced playground added to Wanganui Central at some point in the future, this would make a lot of parents happy, we need this for our kids with disabilities who like to wander and with a fenced playground makes it less stress while the kids play.

Promote Whanganui

- *I think the staff at reception are very good. Haven't heard much from new Mayor yet, however I think the Council should put some effort into getting Whanganui moving forward like the Port and traffic flow. Traffic has increased here and is looming on being problematic - not yet at larger City issues - Parking, Dublin Bridge and other choke intersections.*
- *Is there a Welcome to Whanganui pack for new residents? This would be exceedingly helpful.*
- *Making our city look more brighter and appealing for visitors and also having coloured lights or brighten up walkways so people feel a bit more safer walking at night time.*

Rates/Too High/Spent Poorly

- *(1) Lower the rates, as you are aware that the last QV assessment was done at the peak of the property market. The market has now collapsed, valuation is down, but the rates have not come down. (2) More wider cycle lanes. (3) Propose to the government GST exempt for groceries - If the Aussies can do it and have it for many years already, why can't NZ have GST exempt groceries? (4) 'The Tide' off peak frequency should be moved out to 30 minutes as I see many empty buses.*
- *Council is spending too much of our money on things like the blowout in the cost of the Gallery and the Velodrome. Rate payers on New Zealand Super are not bottomless pits for money.*
- *Our rates are being poorly spent.*
- *Rates are too high.*
- *The Council need to look at the property valuations and then the impact on rates as families are struggling.*
- *The library fees are ridiculous, the rates increase*

hurt, when will they ever stop, we don't have enough playgrounds, there aren't enough family things to do, Castlecliff beach is a mess.

- *The rates seriously need to be looked at. They are far too high and there is such a discrepancy between suburbs. The cost of living is now so high, the increase in rates is really difficult for people to achieve.*
- *Too much money wasted on arts.*
- *Why the hell are you putting all that tax payer money into a stupid art gallery when people are out here living on the streets, we the majority of the people paying for it don't use it.*
- *Why waste \$67 million on a dinosaur (art gallery) that no one uses.*
- *Would like to see more transparency about rates calculations - not what the rates were spent on, but the individual rates per suburb and how they are arrived at, why there is a difference between suburbs.*

Recycling/Kerbside/Wheelie Bins/Longer Opening Hours at Recycling Centre

- *I feel there could be more cost cutting by the Council to lower rates, e.g. new rubbish collection they will be starting in about a year. The Recycle Centre is great - they do a good job. The new system is labour intensive and we are aware a lot of people will not bother. At the moment people can put a bag or a bin out and take their plastic etc to the Recycle Centre whereas the new system will cause many problems.*
- *I think we are getting it soon, but Whanganui really needs kerbside recycling.*
- *I want roadside recycling.*
- *I would like to see better information and options for recycling E waste, batteries, bulbs, clothing, beds/ furniture/sofas.*
- *I would like to see more recycling bin stations in*

Whanganui. Soft plastic recycling. It is available in other areas and in Countdown in main centres but not here. Why not and why can't it be done here if it can be done there?

- *Need better rural dumping sites and recycling.*
- *New to the Whanganui area, been here 5 months. We are horrified the Council do not collect rubbish and recycling, which leads to neighbors burning plastic or recycling going into general waste. You make it hard to do our bit for the environment.*
- *Vote was for rubbish collection, not food waste collection. Many of us have a compost to dispose food.*
- *Whanganui Council really needs to get with the program and be offering kerb side recycling.*
- *Waste removal options.*
- *We do our own recycling. We do not believe that kerb-side recycling is the right way to go for Whanganui. We need convincing first that the infrastructure is in place to deal with it all. We do not want generic-coloured bins around our region's kerbs to satisfy some feel-good factor. It gets windy here right? Imagine the mayhem those teeny bins will cause. It's bad enough that WDC allows rental electric scooters to clutter our hoods and the irresponsible users of them. Be brave and buck the new-age trends when they all present a whole raft of down-stream issues.*
- *We need curb side recycling. We have a newish Council and Mayor and hoping for great things from them. Need to stop the freedom campers overstaying in car parks.*
- *When is curbside recycling being rolled out In Whanganui? I thought it was supposed to be beginning of 2023 and haven't heard anything since 2022.*
- *Would love to have recycling!*
- *Would really love to see household rubbish and*

recycling collection be made a priority over against how much seems to be spent on art.

Roading/Safety/Repair

- #1 Emailing a noise complaint is ridiculous. #2 Episodes of flooding due to poor storm water drainage, this year. No assistance offered or given, no attempts to sort the problem, no Council acknowledgment or accountability at all. #3 Disappointed in attitude of Council staff regarding the defect in road.
- Cycle lanes are pointless as cyclists don't use them can there please be some signs out on Mosston Road about the distance between cyclists and carsit's really dangerous.
- Get annoyed that our beginning of driveway needs fixing. We don't have a footpath on our side. So some people's get replaced when footpaths are fixed. Pay rates, failure is on Council side. Or is there a way to pay off with rates to get fixed?
- i would like to be able to safely go for a short walk in my neighbourhood. But it is not possible. It is chaos at the Springvale/Parson Street roundabout and nearly impossible to cross Parson Street in many places. There should be more islands on this and many other roads to help us safely cross. Cars travel very fast. I feel like I have a right to cross the road safely in my own neighbourhood.
- Improve road repairs and have toilets somewhere in the very top block area (around the supermarkets).
- My main areas of dissatisfaction are around the poor state of our roading and the lawlessness which seems to be taking over our city.
- Please, please, please hold the road sealing works to a higher standard than at present! The quality of

resealing is appalling, ie Dublin Street Bridge, Toi Street to name just 2!!

- Roads need to be improved eg Glasgow Street, Somme parade, too many pot holes. Town parking charges horrendous. Recycling pickup from homes. Item disposable charges - greenery, whitewater etc to be lowered. Love the Tide bus. Safer Whanganui. Local group base for Rangatahi, life skills, budgeting, cooking & activities.
- The Council needs to maintain the access to the local surf spots around Whanganui. These are all in bad shape and are used by a lot of local and visiting surfers.
- Too much focus on arts and sports instead of ease of car congestion and traffic light systems.
- Whanganui's roads are atrocious. Some of them are in major need of repair and have been for a long time. We must keep our cars road worthy so our roads should be car worthy!

Safety in Community

- Very concerned about abusive young people on the street in CBD. I'm an absolute fan of young people and have many around me in my life from both Maori and European background. Youth in Whanganui have always been respectful, maybe a little cheeky, but that's okay and it's healthy. However I feel a very distinct shift with some very angry, abusive and extreme racism to aged people and towards European descent people occurring. I actually experienced fear with one event in the CBD recently.

Satisfied (general mention)

- All good.
- Council have a very hard job to try and please everybody. Some outcomes are good and some are

bad, so overall they do a good job.

- Council is doing a great job. Will be nice if Council could do something about the high price of fuel we pay compared to other surrounding areas.
- Generally happy with Council. Would like to see more effort at keeping the district free from rubbish and litter. More cycle ways would be good.
- Good Stuff, keep it up.
- I don't feel very engaged with Council. It is always nice to see representatives at events. The CBD is well kept especially toward the river half. The senior parking permit is excellent.
- I find the Council exceptionally helpful. I've come from Auckland, where helpfulness is not a priority, it seems.
- I have generally had very good service from the Council on any queries.
- I have noticed more interaction from Councilors/ Council with the public than I've ever seen. Communication seems more open and like Council wants to actually know what the residents think/want rather than just assuming or deciding what they think is best.
- I think Council is generally responsive to needs of a fairly diverse community, a strong focus on needs (ie. Infrastructure) over special interest pet projects while also providing beautiful spaces that promote healthy and harmonious communities, and respect for our Awa, natural environment and culture. Whanganui has come a long way in the last ten years and much of that has been achieved with the support of a well balanced Council. There are small pockets of the city with issues but appreciate Council are working to improve (homeless on Anzac & some antisocial behavior at Whanganui East shops). There are some amazing local organisations also working in this space that could use some extra support and

promotion from Council (ie. Kai hub, Koha shed, etc) that we don't want to lose, the work of these groups already saves Council money with reduced waste and improves societal outcomes for those in need. I love that Whanganui has so many varied community groups and events (heritage weekend, duck race, sustainable Whanganui, men's shed, lights on bikes, river markets, art trail) that bring us together.

- I think the public toilets in Avenue need upgrading and maybe another set at top of town. I love the new addition of exercise facilities on boardwalk near the Awa. Brilliant work!*
- I'm generally happy with things. If I took more notice of Council doings I would know more. There's so many issues in life to be responsible for taking notice of. I could be more interested if I tried. Always appreciate Ross Fallon's contribution to getting people interested in Council activity.*
- It's a bit hard to remember all my dealings with the Council from the last year as it has been a full-on eventful year, but I've replied to the best of my abilities.*
- Previous Council illegally locked out ratepayers from facilities that are rate-payer funded. I'm glad to see new Mayor and a few new Councilors to shake the tree.*
- Proud and happy to live in Whanganui.*
- Since the last election there's been a noticeable improvement in communication from the Mayoral office.*
- The Council did a great job at the Wembley Street children's park a few weeks ago, making it safer for kids.*
- The Council members I have dealt with have always been polite and helpful.*
- The Mayor and Councillors are more available and*

informative.

- Think Whanganui is in good shape. Ex Wellingtonian.*
- Whanganui is the best place to live and that is the result of Council decisions over the years. Councillors should be proud of what their efforts have produced.*
- Whanganui is a great place to live. If I were younger I would be more involved in community events and places.*
- Whanganui is a very pleasant small city in which to live, and the climate is a micro-climate which is almost a well-kept secret!!*
- Whanganui is one of the better places to live as a family. There is a wide variety for kids to express interest in and to explore. The upkeep of all public places is amassing, even the little details like the flowers between street lanes is a delight.*
- Whanganui seems to be in a good place right now. Better since we got a new Mayor I believe, ask me again when I have to pay my rates though.*

Transport

- Have traveled on the bus into town, consider the service is to be commended, just a shame that more people do not use it, know that it is the initiative of Horizons, but with the comments on Facebook others are not aware of that.*
- Parking metres are horrible, the price of a fine is ridiculous.*
- Parking too expensive. Disabled parking should be free.*

Velodrome

- I am really disappointed that the Velodrome is not getting a roof! This is ridiculous. Too much spent on the Sarjeant Gallery..*

Walkways and Footpaths - Repairs/Maintenance

- As I have a walking disability, and try and walk daily, I would like to see our footpaths free from mud, lawn clippings and cars that park over footpaths. In one part I have to cross the street to avoid slipping in the mud on footpath.*
- Boardwalk Great North/Victoria Lake is slippery dirty and dangerous. Good place to get broken ankle.*
- I would appreciate the shared pathways network to continue to get developed. What has been done so far has been great and there are areas I feel safe taking my toddler for a bike ride but would love to see much more of it and have them well connected to each other.*
- I'm appalled at the increase in rubbish along our walkways and general up keep of trimming trees to ease access along those walkways. Street lighting is also an issue. Our cycle ways/walkways are part of our tourism and need to be discreet, clean and tidy.*
- Please consider applying some sort of chemical preparation to Taupo Quay walkway...it is getting very slick and slimy to walk on especially early morning and after rain...looks like it hasn't been maintained very well...definitely a major slip hazard.*
- Water supply to the Fordell village scheme needs to be overhauled. I am not on it myself but my daughter and family are and she has to bring her washing around to our house as their water is brown! She was told some years ago by the Council that the water pipes were rusted and needed replacing but nothing has ever been done! We have a lack of footpaths out here which means our children have to walk on the roads. We live on the main road at Fordell Village and the traffic races through here! It's supposed to be 70k's but it's a joke and I suppose nothing will be done till we have a fatality out here!*

- Would appreciate more maintenance on footpaths please.
- Would love to see footpath and public transport out to Marybank.
- Uneven footpaths. Three Waters - strongly oppose.

Water Quality

- Whoever is in charge of water treatment needs to get their act together. I have previously lived in Durie Hill, Whanganui East, Palmerston North, Christchurch, Palmerston North again, and Aramoho. In all of those places, I have never experienced any problems with water quality. This proves that it can be done right. But, since I've moved to Castlecliff, I have had atrocious water quality. The water has dissolved minerals in it, which block up the plumbing fittings, causing them to rupture from the pressure. I have had to put my shower heads on a roster, so that they can take turns soaking in a bucket of chemicals to clean them out, but even so they are getting damaged. Your ineptitude is damaging my property. Is someone on the Council staff getting bribes from the people who market water softeners?

Website/Hard to Navigate/No Information/Needs to be User Friendly

- Information is out there but not always clear on how to find the link to respond/submit. Disappointed if people who live outside of Whanganui get a say about matters e.g. non ratepayers.
- Not important to me, but I see online rates info does not show who owns a property, (as it does in Dunedin).
- The website's usability leaves much to be desired - the search function is particularly frustrating as it inundates users with an overwhelming number of irrelevant results. Navigating through the compliance

process for events proves to be a challenging task, lacking a clear and user-friendly path to follow.

Youth

- Nightlife in Whanganui needs sorting ...only place bright and open appears to be the BP gas station! Coming from Auckland to live here it's been a bit of an eye opener but still love the place...think more could be done for young people here at nights from 5pm-ish to midnight...many lurking the streets avoiding home dramas etc and I've seen this before when I lived in Glen Innes Auckland...I have ideas if anyone interested?!!
- Our Council needs to think of what will help the stores and the youths of our town.
- Please give more affordable facilities for our kids to do in this town. Youth centre would be amazing. The late night basketball nights are awesome. Disco's and place for youth to chill out or play sports that just need to show up and get involved. Youth netball, basketball, touch, etc with loud music and snacks.

Other Single Mentions

- A high school across the bridge would drastically change the lives of everyone living this side! There are more than just girls that live here & the college is not convenient for families!
- As someone who moved here from Auckland there are a number of issues that need attending too. I constantly cannot find rubbish bins outside important buildings like supermarkets. Rubbish should be included in rates. Speed cameras along high volume roads like Harper Street. Just so many other things.
- At some stage it's up to us, the people to also put ourselves into action. Can't blame the Council for everything or rely on them to solve all our problems.

- Build more basketball courts at the stadium.
- Castlecliff dunes, fishing area needs serious rubbish collected. Debris all throughout entrance of beach from Morgan street.
- Control of cats in parks should be brought up at meetings. It is a tricky situation, given that people often let their cats wander freely. Yet, the bird life suffers and the cats suffer. Like dog restrictions, there could be a proposal to ban outside cats within Whanganui city limits, as unpopular as it might be among some. At the very least, it would get people talking about the real issue of cats as predators as well as cats right to live a life cared for instead of seen as a pet to disregard. It might be interesting to get some funding and invite people with outside cats to collar them with a cat cam to track what they do. London did this experiment and people were able to see the damage their cats did.
- Council policy officers don't seem on top of their portfolios - I received contradictory or incorrect information from them.
- Definitely room for all round improvement.
- I believe the off leash dog areas should all be fenced. Fines should be larger for not cleaning up after your dog. All wandering dogs should be impounded and owners fined with larger fines.
- I know it's due to vandalism but it would be nice to see the Springvale Sports ground toilets upgraded and not closed all the time as my child trains there twice a week and plays there on weekends and more often than not they are closed. It's also really hard for kids at the bike track who do the right thing and walk all the way round to the toilets on the sign, for them to be closed. The Whanganui Opera House is beautiful and needs to be maintained. My daughter did a show there recently and the curtains were unusable and

there were many hazards with lighting etc which made using the facilities harder. It would be great to see this renovated and up to scratch so we can keep getting shows here and also provide a great place for the community to put on their own.

- I think given how quickly rates are increasing, my expectations for the city to be 'more' is also increasing.
- I would like the fenced in part of the dog park to be made bigger with higher fencing.
- It is frustrating that things about the Opera House and the terrible management of it have been ignored. You seem to care more about the people from outside town and how you look to them rather than the rate payers themselves.
- More opportunity for local meetings to inform Council of the concerns pertaining to local areas.
- Need public toilets more accessible at places like Wembley Park, Springvale Park, Victoria Park. It's embarrassing when out of town teams visit and they can't find the toilets. Good public events such as Vintage weekend. Hate the fact that there are so many empty shops in the Main Street.
- No bins at Wembley park and other grounds is asking for people to litter. I was with my daughter for football reps on Taranaki, Hawkes Bay and Manawatu, all had bins.
- Not enough room to write what I think of our Council staff, simply not very good.
- Please don't close the aviary at Virginia Lake.
- Roadside mowing needs to be done more often.
- Since Covid, most of my life is conducted online. I don't go out and about much at all.
- Suburb not being included neither at start of survey, nor within bus routes shows lack of interest in our location specifically. And we are in town limits.... Some locales get a lot more love than others.

- The Council needs to base their decision on more research and science, especially around things like 3 waters. They shouldn't succumb to scaremongering. The lack of fluoride in our water is disgraceful and has long term health consequences that the Council does not seem to care about.
- To look after low income areas the same as high income areas.
- Who are our Māori Council ward that I can speak direct with about our Māori purposes in our urban and rural areas?
- Why is there no hand sanitiser at the recycle centre??, The place with the most germs. Other places you go into still has it.
- Would be good to put a better plan in place to manage stray animals or at least provide grants to help get them de-sexed without the public spending there own money because other people didn't get their cats fixed.
- Would like gate installed, Virginia Road entrance to Otamatea dog park. Many people use the park, would like a gate there to prevent dogs running onto road. Pleased with new footpath in park. Would appreciate ongoing improvements to dog park.
- Yes that Mangamahu be listed and recognized as a 'rural district/suburb' of Whanganui. We pay city rates but all the benefits go to a handful of established farming families out here to run things without consideration for small property owners or shared community.

Appendix 2: 2023 Questionnaire

(untitled)

1. Do you work for Whanganui District Council? *

- ☐ Yes (note this survey is not open to Council staff)
- ☐ No

(untitled)

Logic Show/hide trigger exists.

2. Which suburb do you live in? *

- ☐ Marybank / Fordell
- ☐ Springvale
- ☐ Kai Iwi / Mowhanau
- ☐ Castlecliff
- ☐ Blueskin-Pākaraka / Westmere
- ☐ Gonville
- ☐ Aramoho
- ☐ St John's Hill / Otamatea
- ☐ Whanganui East
- ☐ Bastia Hill / Durie Hill
- ☐ Whanganui Central
- ☐ Somewhere else (please specify):

3. Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district...

*

- ☐ Attended a Māori arts or cultural event
- ☐ Visited an historic site
- ☐ Attended a performance or event at the Royal Whanganui Opera House
- ☐ Visited the Regional Museum
- ☐ Visited NZ Glassworks
- ☐ Participated in, including performed or just attended, any arts or cultural activities or performances.
- ☐ Visited the Sarjeant on the Quay (formerly Sarjeant Gallery)
- ☐ Used the libraries
- ☐ Attended the theatre, e.g. Amdram or Repertory
- ☐ None of these

(untitled)

4. How creative do you think Whanganui is? *

- ☐ Very creative
- ☐ Creative
- ☐ Slightly creative
- ☐ Neither creative or uncreative
- ☐ Not creative
- ☐ Don't know

5. Have you, or has anyone else in your household, undertaken any of the following recreational activities in the last 12 months in the Whanganui district... *

- ☐ Visited a beach
- ☐ Used or visited a neighbourhood park and/or playground
- ☐ Used a cycleway or cycle lane
- ☐ Used a river or park walkway
- ☐ Used or visited a public sports ground for sport or recreational activities, excluding Cooks Gardens (Gonville Domain, Horrocks Park, Laird Park, London Park, Spriggens Park, Springvale Park, Victoria Park, Wembley Park, Whanganui Ball Park, Williams Domain, Fordell Baths)
- ☐ Undertook activities on the Awa
- ☐ Used or visited a Premier Park (Kowhai Park, Pukenamu Queen's Park, Majestic Square, Bason Botanic Gardens, Castlecliff Domain, Rotokawau Virginia Lake)
- ☐ Used, visited, or attended an event at Cooks Gardens
- ☐ None of these

(untitled)

6. On average, how many days a week do you engage in physical activity for at least 30mins? *

- ☐ 6-7 days
- ☐ 3-5 days
- ☐ 1-2 days
- ☐ 0 days

Emergency Preparedness

LOGIC Show/hide trigger exists.

7. Does your household have an emergency survival kit? *

- ☐ Yes
- ☐ No
- ☐ Don't know

(untitled)

LOGIC Hidden unless: #7 Question "Does your household have an emergency survival kit?" is one of the following answers ("Yes")

8. When did you, or someone else in your household, last check this kit? *

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

(untitled)

9. How long do you think your household could go for without outside assistance? *

- ☐ More than one week
- ☐ At least one week
- ☐ At least 3 days
- ☐ Less than 3 days
- ☐ Don't know

10. Which of the following best describes how safe you feel in the CBD during the EVENING? *

- ☐ I feel safe all of the time
- ☐ I feel safe most of the time
- ☐ I feel safe some of the time
- ☐ I seldom feel safe there
- ☐ I never feel safe there

11. Which of the following best describes how safe you feel in the CBD during the DAY? *

- ☐ I feel safe all of the time
- ☐ I feel safe most of the time
- ☐ I feel safe some of the time
- ☐ I seldom feel safe there
- ☐ I never feel safe there

(untitled)

12. 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 this refers to the physical environment of the CBD and not the mix of shops. *

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

(untitled)

13. Wellbeing is a broad term used to describe feelings of being happy, healthy and prosperous. With this in mind, how would you rate your current level of wellbeing? *

- ☐ Very high
- ☐ High
- ☐ Moderate
- ☐ Low
- ☐ Very low
- ☐ Don't know / Prefer not to answer

(untitled)

14. 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? *

- ☐ Very strong
- ☐ Strong
- ☐ Moderate
- ☐ Weak
- ☐ Very weak
- ☐ Don't know / Prefer not to answer

Council Facilities

15. If you have used or visited the following council facilities in the past 12 months, how satisfied or dissatisfied are you with them? If you haven't used them, click 'didn't use'. *

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	I have not used this facility
War Memorial Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sportsgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Royal Whanganui Opera House	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance and presentation of open spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooks Gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standard of toilet facilities (cleanliness / general maintenance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(untitled)

LOGIC Hidden unless: Question "Standard of toilet facilities (cleanliness / general maintenance)" is one of the following answers ("Very satisfied", "Satisfied", "Neither satisfied nor dissatisfied", "Dissatisfied", "Very dissatisfied", "Don't know")

16. How satisfied or dissatisfied are you that the toilets meet users' needs (location, layout, and accessibility)? *

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied or dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

Council Services

17. How satisfied or dissatisfied are you with the following council services? *

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Animal control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of on-street parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities for disposal of waste and recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Control of litter in streets and public places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence and maintenance of public art	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standard of the presentation in the town centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. How satisfied or dissatisfied are you with the following... *

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Local roads (not state highways)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared pathways and footpaths in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycleways and cycle lanes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy it is to get around the Whanganui district (think of all ways you travel, e.g. walking, cycling, driving, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Council Performance

19. In the past 12 months, how well do you think council has responded to community needs and issues? *

- ☐ Very well
- ☐ Well
- ☐ Neither well nor poorly
- ☐ Poorly
- ☐ Very poorly
- ☐ Don't know

(untitled)

20. How would you rate the overall performance of the Mayor and Councillors over the last year? *

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Don't know

Contact with Council

Page exit logic: Skip / Disqualify Logic

IF: #21 Question "In the past 12 months, have you had any contact with a council staff member (excluding the Mayor and Councillors)?" is one of the following answers ("No", "Don't know")

THEN: Jump to [page 23 - Council Information](#)

21. In the past 12 months, have you had any contact with a council staff member (excluding the Mayor and Councillors)? *

- ☐ Yes
- ☐ No
- ☐ Don't know

(untitled)

22. What did you have contact with council staff for? *

23. How would you rate the performance of council staff over the last 12 months (excluding the Mayor and Councillors)? *

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Don't know

Council Information

Logic Show/hide trigger exists.

24. Which of the following ways have you accessed / obtained information from the council in the past 12 months? *

- ☐ Phone
- ☐ Council Facebook page
- ☐ Radio advertising
- ☐ Email (Community Panel)
- ☐ Community Link page in the Midweek newspaper
- ☐ In-person at the council building
- ☐ Council Instagram page
- ☐ Council Twitter page
- ☐ Print advertising
- ☐ News media
- ☐ Antenno
- ☐ Community events / public meetings
- ☐ Council website
- ☐ Other, please specify:
- ☐ I haven't accessed any information

(untitled)

LOGIC: Hidden unless: #24 Question "Which of the following ways have you accessed / obtained information from the council in the past 12 months?" is one of the following answers ("Council website")

25. You indicated that you have visited the council website in the past 12 months, can you please tell me what this was for? *

LOGIC: Hidden unless: #24 Question "Which of the following ways have you accessed / obtained information from the council in the past 12 months?" is one of the following answers ("Council website")

26. Given you used the council website in the past 12 months, how easy was it to find what you were looking for? *

- ☐ Very easy
- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult
- ☐ Very difficult
- ☐ Don't know

(untitled)

27. How satisfied or dissatisfied are you with the ease of accessing council information? *

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

(untitled)

28. In which of the following ways have you been involved in decision-making processes for the district in the past 12 months? *

- ☐ Spoke to council staff at a consultation event
- ☐ Filled out online submission form
- ☐ Presented at a council meeting
- ☐ Attended a public meeting
- ☐ Filled out an online survey (apart from this one)
- ☐ Other please specify: *
- ☐ I haven't been involved

(untitled)

29. How satisfied or dissatisfied are you with your ability to be involved in council decision-making processes? *

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

Whanganui Rural Community Board

LOGIC Hidden unless: #2 Question "Which suburb do you live in?" is one of the following answers ("Blueskin-Pākaraka / Westmere", "Marybank / Fordell", "Kai Iwi / Mowhanau")

30. How familiar are you with the Whanganui Rural Community Board's role and their activities over the past 12 months? *

- ☐ Very familiar with their role and activities
- ☐ Familiar
- ☐ Somewhat familiar
- ☐ Have heard of the board but unfamiliar
- ☐ Have not heard of the board / very unfamiliar with their role and activities

LOGIC Hidden unless: #2 Question "Which suburb do you live in?" is one of the following answers ("Blueskin-Pākaraka / Westmere", "Marybank / Fordell", "Kai Iwi / Mowhanau")

31. When you think about the overall performance of the Whanganui 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 you say the board's performance has been... *

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Don't know

LOGIC Hidden unless: #2 Question "Which suburb do you live in?" is one of the following answers ("Blueskin-Pākaraka / Westmere", "Marybank / Fordell", "Kai Iwi / Mowhanau")

32. Is the size of your property... *

- ☐ Less than 2 hectares
- ☐ Between 2 and 10 hectares
- ☐ 10 or more hectares

(untitled)

33. If you have any other general comments or feedback you would like to provide please include these below.

Demographics

34. Which gender do you identify with? *

35. Which of the following age groups do you belong to? *

- ☐ Under 18
- ☐ 18 to 29
- ☐ 30 to 39
- ☐ 40 to 49
- ☐ 50 to 59
- ☐ 60 to 69
- ☐ 70 to 79
- ☐ 80 to 89
- ☐ 90+
- ☐ Prefer not to say

36. What is your ethnicity? *

- ☐ New Zealand European
- ☐ Māori
- ☐ Pacific
- ☐ Asian
- ☐ Middle Eastern / Latin American / African
- ☐ Other

Prize draw

LOGIC Show/hide trigger exists.

37. Would you like to go in the draw for one of three \$100 grocery vouchers? *

- ☐ Yes
- ☐ No

LOGIC Hidden unless: #37 Question "Would you like to go in the draw for one of three \$100 grocery vouchers?" is one of the following answers ("Yes")

38. Please enter your contact details below: *

Name

Postal address

Email Address

Phone Number

