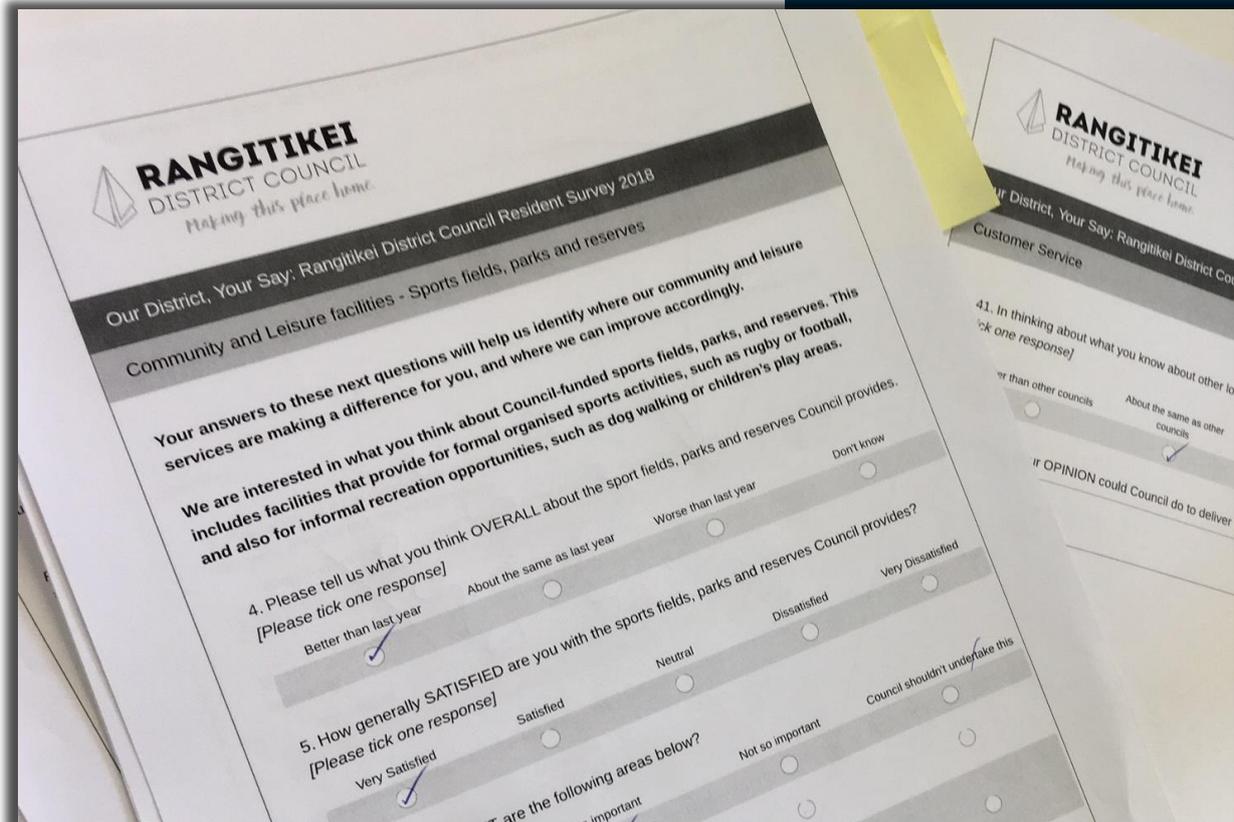




# RANGITIKEI

DISTRICT COUNCIL

## Resident Survey 2018: Results



August 2018

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## **Project Overview**

### ***Background and objectives***

In 2012 Rangitikei District Council established a benchmark for performance monitoring in key service areas through a residents survey. This survey's aim is to capture residents' perceptions of Council services. Results from this 2018 resident survey are compared with 2017, 2016, and 2015 results, for the purposes of monitoring and tracking progress over time.

### ***Sample***

This year saw the largest sample gained, with a total of 833 responses. Drawing on last years' methodology, addresses were taken from the Rangitikei District Electoral Roll, however instead of randomly selecting addresses, this year, the letter was sent out to the roll in its entirety (10,100 people approximately). The letter that was sent to these addresses included a link to the survey which was hosted in Surveymonkey.

The Council's website and Council's Facebook were also utilised in the deployment of the survey online.

### ***Response rate***

The response rate is calculated based on the amount of letters sent out and how many were returned. The letter which included the link to the Surveymonkey was sent out to 10,100 residents and 833 responses were received. Of these, 132 residents opted to be sent out a paper copy rather than completing the survey online. For 2018, the response rate was 8%, this is up from last year's response of 6%, but down from other years' response rates including 11% (2016) 15% (2015), 20% (2014), and 20% (2013)<sup>1</sup>.

### ***Margin of Error***

Margin of Error (MOE) is a statistic used to express the amount of random sampling error there is in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller samples sizes incur a greater MOE. The final sample size, n = 833, gives an overall MOE of 3 at the 95% confidence interval. These terms simply mean that if the survey were conducted 100 times, the data would be within +/- 3% of the reported percentage most of the time (95 times out of 100).

### ***Questionnaire***

The questionnaire focused on engaging resident perceptions of Council core services, such as roading, parks and community buildings, and remained the same as the previous year with the aim of keeping respondents engaged with the survey. The question of 'what is important to you' regarding each service was asked with the opportunity for respondents to expand on their answer, or give a different answer.

A copy of the 2018 Rangitikei District Council Resident Survey is attached as Appendix 1.

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<sup>1</sup> The sample of addresses used in 2013, 2014 and 2015 was the rates database. This is biased towards older residents and European ethnicity. This group may be more likely to complete a survey about Council services.

## **Reporting**

### ***Display of data***

The findings of the survey have been analysed at the total level, and where there are differences between answers between demographics (ward, age, gender) these have been commented on. Charts are used to display the results data with tracking made available to compare previous year's results. For each chart, the question has been footnoted along with along with the total number of people who responded to the question. Please note that not all percentages shown add up to 100% due to rounding.

## Key Results

A summary of the overall perception of Council’s provision of services, 2018 results are highlighted in red.

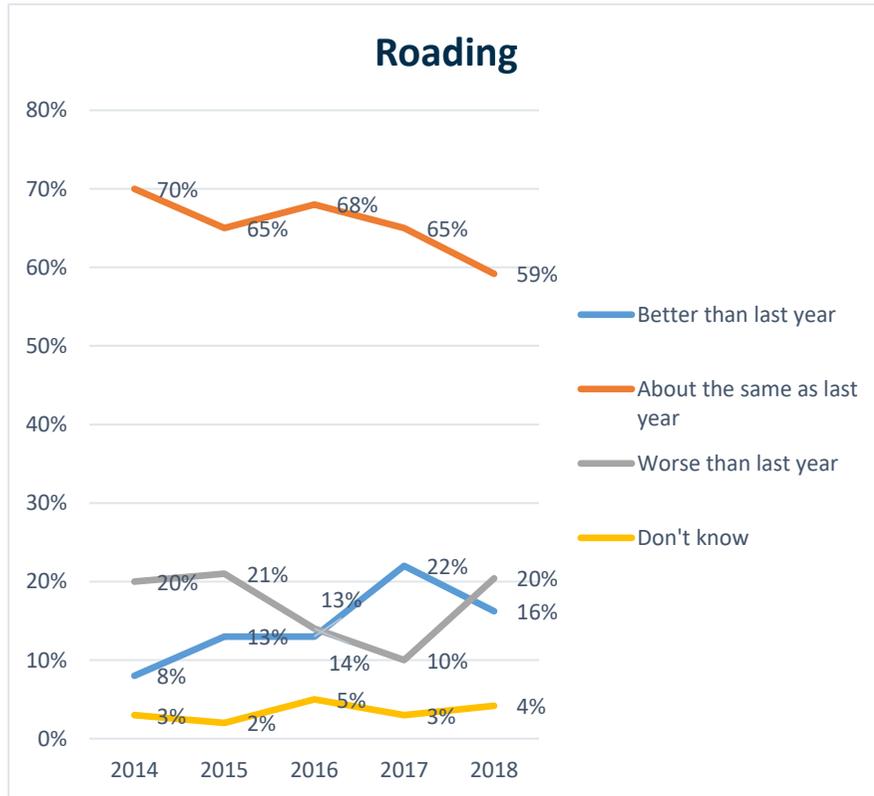
### ***COUNCIL’S PROVISION OF SERVICES***

Year	“Better than last year”				“About the same as last year”				“Worse than last year”				“Don’t know”			
	2015	2016	2017	2018	2015	2016	2017	2018	2015	2016	2017	2018	2015	2016	2017	2018
<b>Roading network and footpaths</b>	13%	13%	22%	16%	65%	68%	65%	59%	21%	14%	10%	20%	2%	5%	3%	4%
<b>Sports fields, parks, and reserves</b>	5%	12%	18%	18%	69%	66%	63%	65%	10%	6%	2%	3%	16%	16%	16%	14%
<b>Community buildings</b>	4%	3%	4%	5%	67%	65%	74%	78%	10%	6%	6%	4%	18%	26%	16%	14%
<b>Public toilets</b>	19%	10%	7%	9%	51%	51%	66%	67%	18%	10%	11%	8%	11%	30%	17%	16%
<b>Swimming pools</b>	17%	23%	16%	17%	35%	59%	54%	54%	5%	5%	6%	5%	44%	13%	23%	24%
<b>Libraries</b>	15%	10%	11%	11%	52%	78%	70%	72%	2%	3%	2%	1%	22%	9%	14%	16%

## Roading network and footpaths (excluding state highways)

### Overall Measure<sup>2</sup>

Residents were asked if they felt Council’s roading network is better, worse or about the same as last year. The majority of responses were “about the same as last year” (59%), followed by “worse than last year” (20%).



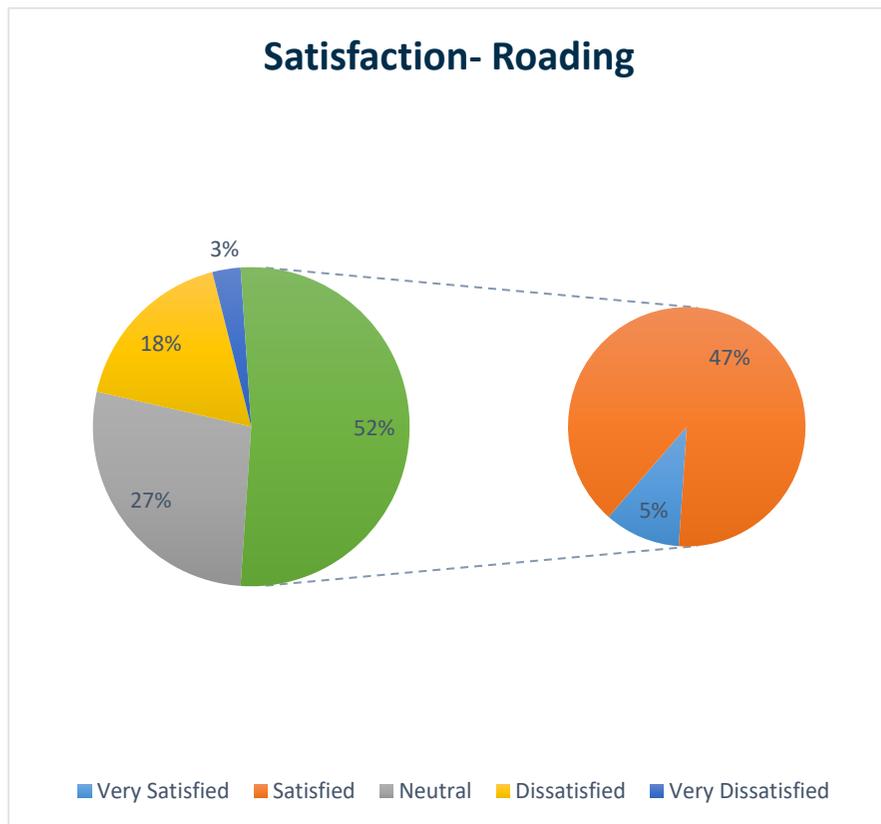
<sup>2</sup> Q: Is Council’s roading network better, worse or about the same as last year? (N=833)

### Demographic differences:

	Better than last year	About the same as last year	Worse than last year	Don't know
<b>Location</b>				
<b>Bulls urban</b>	10%	77%	10%	4%
<b>Bulls rural</b>	15%	73%	10%	3%
<b>Huntermville</b>	15%	59%	24%	2%
<b>Koitiata/Ratana/Turakina</b>	29%	53%	6%	12%
<b>Marton urban</b>	17%	58%	21%	4%
<b>Marton rural</b>	16%	60%	19%	5%
<b>Taihape urban</b>	18%	48%	32%	2%
<b>Taihape rural</b>	15%	53%	30%	3%
<b>Age</b>				
<b>18-29</b>	15%	50%	29%	6%
<b>30-45</b>	12%	59%	25%	4%
<b>46-54</b>	18%	52%	27%	3%
<b>55-64</b>	14%	59%	22%	4%
<b>65+</b>	19%	64%	13%	4%
<b>Gender</b>				
<b>Male</b>	16%	61%	21%	2%
<b>Female</b>	16%	59%	20%	5%

### Satisfaction Measure<sup>3</sup>

Residents were asked how generally satisfied they were with Council’s roading network. 52% of residents answered that they were satisfied (47%) or very satisfied (5%) with the roading network, followed by 27% that were neutral.



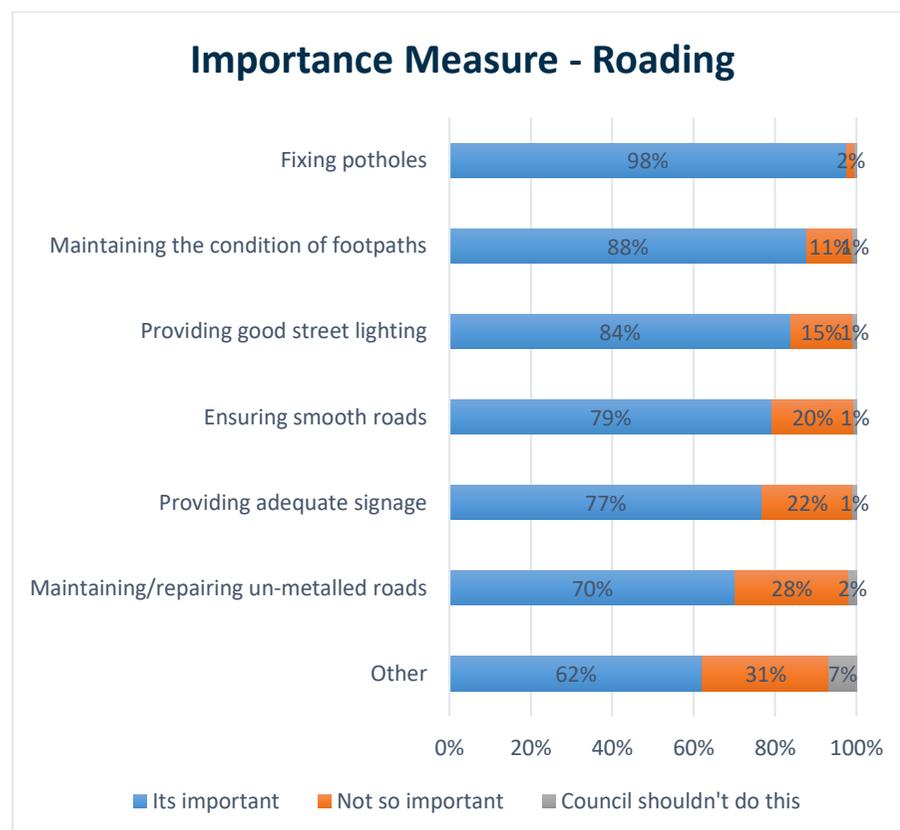
<sup>3</sup> Q: How generally satisfied are you with the roading network that Council provides? (N=834)

### Demographic differences:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Location</b>					
<b>Bulls urban</b>	4%	56%	33%	7%	0%
<b>Bulls rural</b>	7%	44%	24%	22%	2%
<b>Huntermville</b>	7%	50%	11%	33%	0%
<b>Koitiata/ Ratana/ Turakina</b>	6%	56%	35%	0%	3%
<b>Marton urban</b>	5%	52%	27%	15%	2%
<b>Marton rural</b>	10%	48%	26%	14%	1%
<b>Taihape urban</b>	3%	35%	26%	30%	6%
<b>Taihape rural</b>	4%	32%	34%	23%	7%
<b>Age</b>					
<b>18-29</b>	6%	38%	31%	22%	3%
<b>30-45</b>	4%	42%	25%	24%	5%
<b>46-54</b>	4%	43%	29%	23%	1%
<b>55-64</b>	3%	47%	32%	16%	2%
<b>65+</b>	8%	55%	23%	11%	2%
<b>Gender</b>					
<b>Male</b>	6%	52%	24%	17%	1%
<b>Female</b>	5%	44%	30%	17%	3%

## Importance Measure<sup>4</sup>

Residents were asked what they saw as important in terms of the roading network. Fixing potholes was identified at the top of the list in terms of roading, with 98% of respondents indicating this was important, followed by maintaining the condition of footpaths (88%) and providing good street lighting (84%).



<sup>4</sup> Q: What is important to you? (N=829)

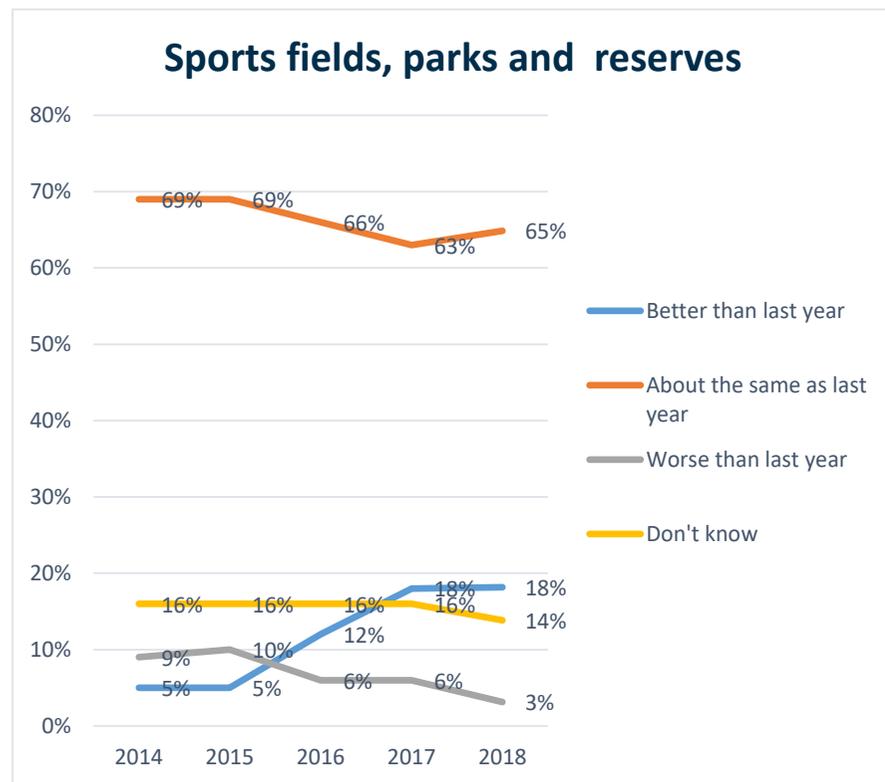
## Demographic differences:

- Bulls urban (93%) and Marton urban (91%) were MORE likely to answer providing good street light was important.
- Bulls rural (93%) were MORE likely to answer ensuring smooth roads was important.
- Taihape urban (94%) and Marton urban (94%) were MORE likely to answer maintaining the condition of footpaths was important. Koitiata/ Ratana/ Turakina and Bulls rural had a HIGHER share of not so important answers at 29% respectively.
- Koitiata/ Ratana/ Turakina (68%) were LESS likely to answer providing adequate signage was important and MORE likely to answer that Council should not do this (3%).
- Bulls urban (63%) and Marton urban (64%) were LESS likely to answer maintaining/repairing un-metalled roads was important.
- 18-29 were LESS likely to answer providing good street lighting (68%) and maintaining the condition of footpaths (71%) was important.
- 65+ (81%) were MORE likely to answer providing adequate signage was important.
- 30-45 were MORE likely to answer maintaining/repairing un-metalled roads was important.
- Females were MORE likely to answer providing good street lighting (89%), maintaining the condition of footpaths (91%) and providing adequate signage (82%) was important.

## Sports fields, parks and reserves

### Overall Measure<sup>5</sup>

Residents were asked if they felt Council’s sports fields, parks and reserves were better, worse or about the same as last year. 65% of responses were “about the same as last year”, followed by “better than last year” (18%) on par with last year’s results



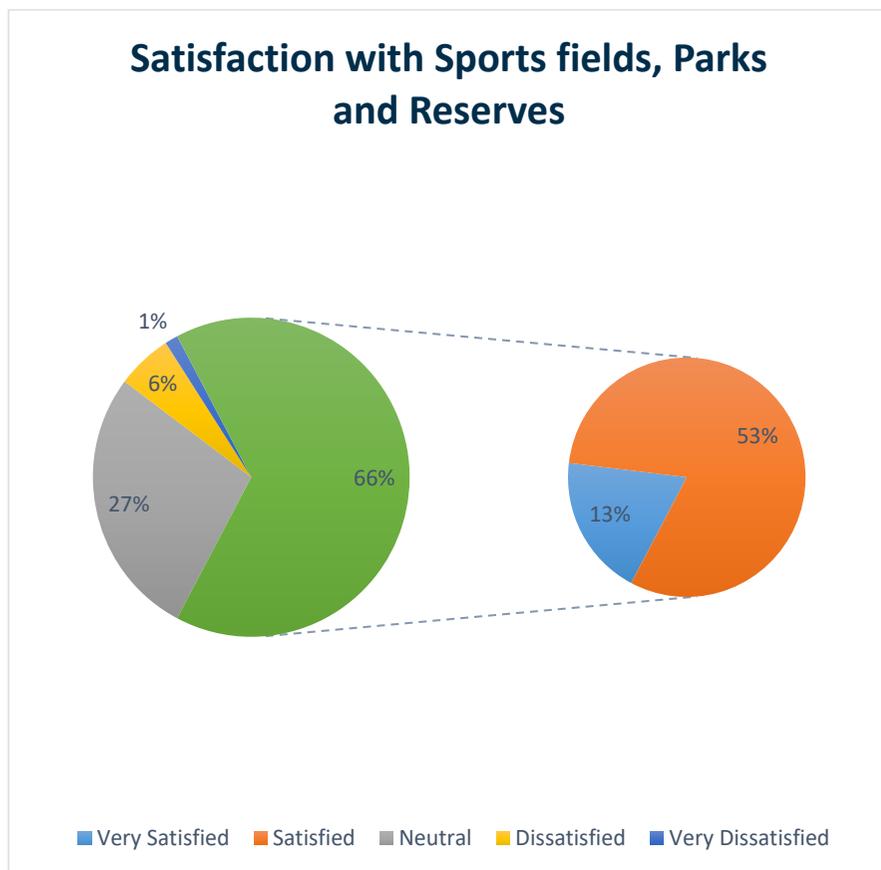
<sup>5</sup> Q: Please tell us if you think Council sports fields, parks and reserves are better, worse or about the same as last year. (N=831)

### Demographic differences:

	Better than last year	About the same as last year	Worse than last year	Don't know
<b>Location</b>				
<b>Bulls urban</b>	14%	73%	2%	11%
<b>Bulls rural</b>	20%	51%	2%	27%
<b>Huntermville</b>	17%	63%	0%	20%
<b>Koitiata/Ratana/Turakina</b>	6%	59%	15%	21%
<b>Marton urban</b>	24%	62%	1%	13%
<b>Marton rural</b>	21%	56%	0%	23%
<b>Taihape urban</b>	18%	71%	7%	4%
<b>Taihape rural</b>	5%	82%	4%	8%
<b>Age</b>				
<b>18-29</b>	20%	61%	5%	15%
<b>30-45</b>	16%	71%	5%	8%
<b>46-54</b>	17%	66%	4%	13%
<b>55-64</b>	20%	64%	3%	13%
<b>65+</b>	18%	65%	1%	16%
<b>Gender</b>				
<b>Male</b>	17%	67%	3%	14%
<b>Female</b>	20%	64%	3%	14%

## Satisfaction Measure<sup>6</sup>

66% of residents answered that they were satisfied (53%) or very satisfied (13%) with sports fields, parks and reserves, followed by 27% that were neutral.



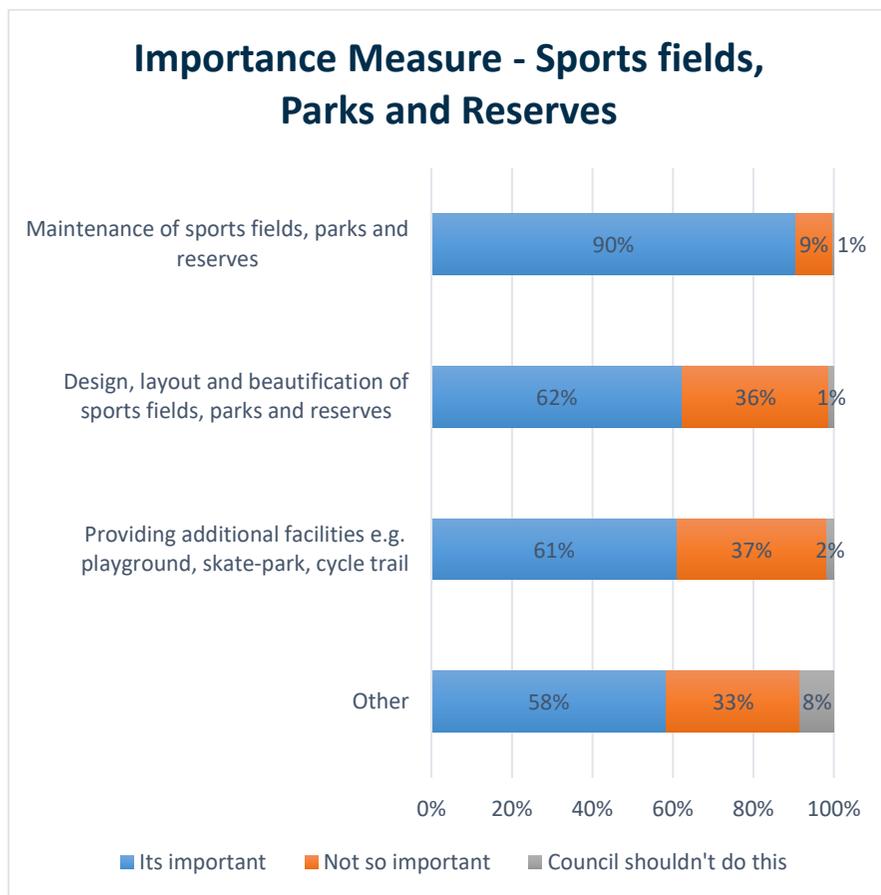
<sup>6</sup> Q: How generally satisfied are you with the sports fields, parks and reserves Council provides? (N=829)

## Demographic differences:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Location</b>					
<b>Bulls urban</b>	16%	45%	30%	7%	1%
<b>Bulls rural</b>	10%	51%	36%	3%	0%
<b>Huntermville</b>	11%	63%	26%	0%	0%
<b>Koitiata/Ratana/Turakina</b>	3%	35%	47%	9%	6%
<b>Marton urban</b>	14%	58%	24%	4%	0%
<b>Marton rural</b>	22%	46%	28%	1%	3%
<b>Taihape urban</b>	11%	57%	16%	13%	3%
<b>Taihape rural</b>	1%	56%	33%	10%	0%
<b>Age</b>					
<b>18-29</b>	15%	44%	30%	8%	3%
<b>30-45</b>	10%	51%	22%	13%	4%
<b>46-54</b>	8%	54%	30%	8%	0%
<b>55-64</b>	10%	54%	29%	4%	2%
<b>65+</b>	15%	57%	26%	1%	0%
<b>Gender</b>					
<b>Male</b>	14%	54%	29%	3%	0%
<b>Female</b>	12%	53%	25%	8%	2%

### Importance Measure<sup>7</sup>

Maintenance was identified as being most important to residents surveyed (90%), followed by design, layout and beautification of green spaces (62%) and providing additional facilities (61%).



### Demographic differences:

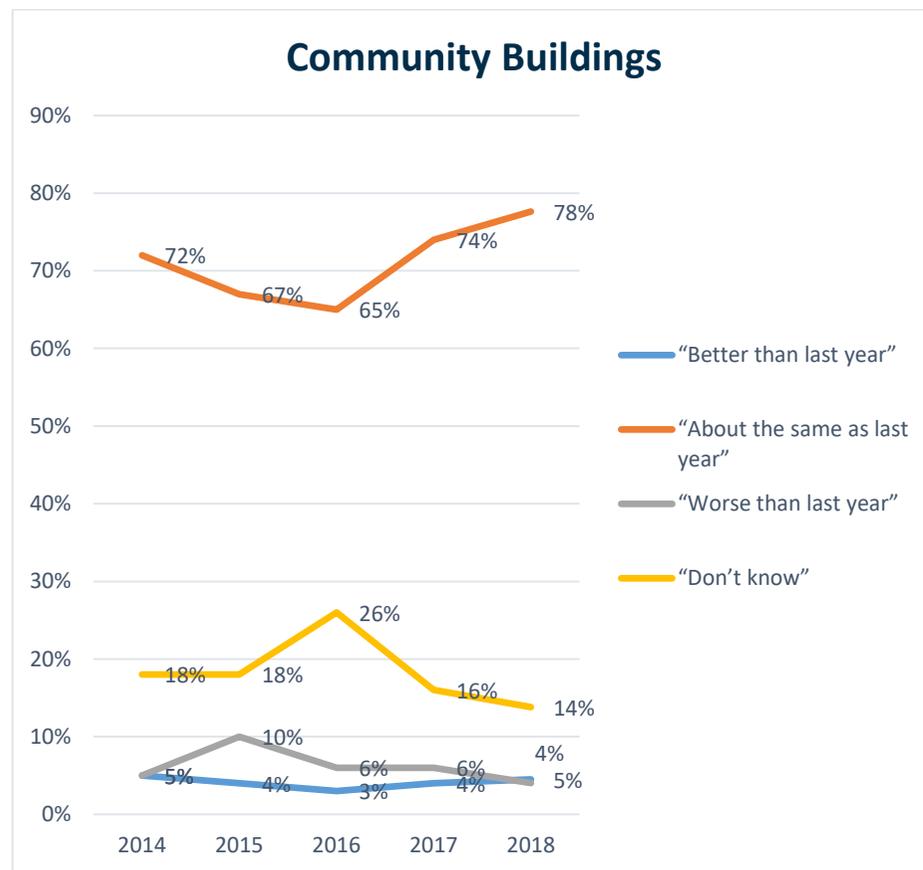
- Taihape rural (71%) were MORE likely to answer providing additional facilities was important.
- 30-45 were MORE likely to answer design, layout and beautification of green spaces (69%) and providing additional facilities (80%). providing additional facilities was important.
- Females were MORE likely to answer design, layout and beautification of green spaces (67%) and providing additional facilities (70%). providing additional facilities was important.

<sup>7</sup> Q: What is important to you? (N=832)

## Community Buildings

### Overall Measure<sup>8</sup>

Council's provision and maintenance of community buildings was generally felt to be "about the same as last year (78%), up by 4% to 2017.



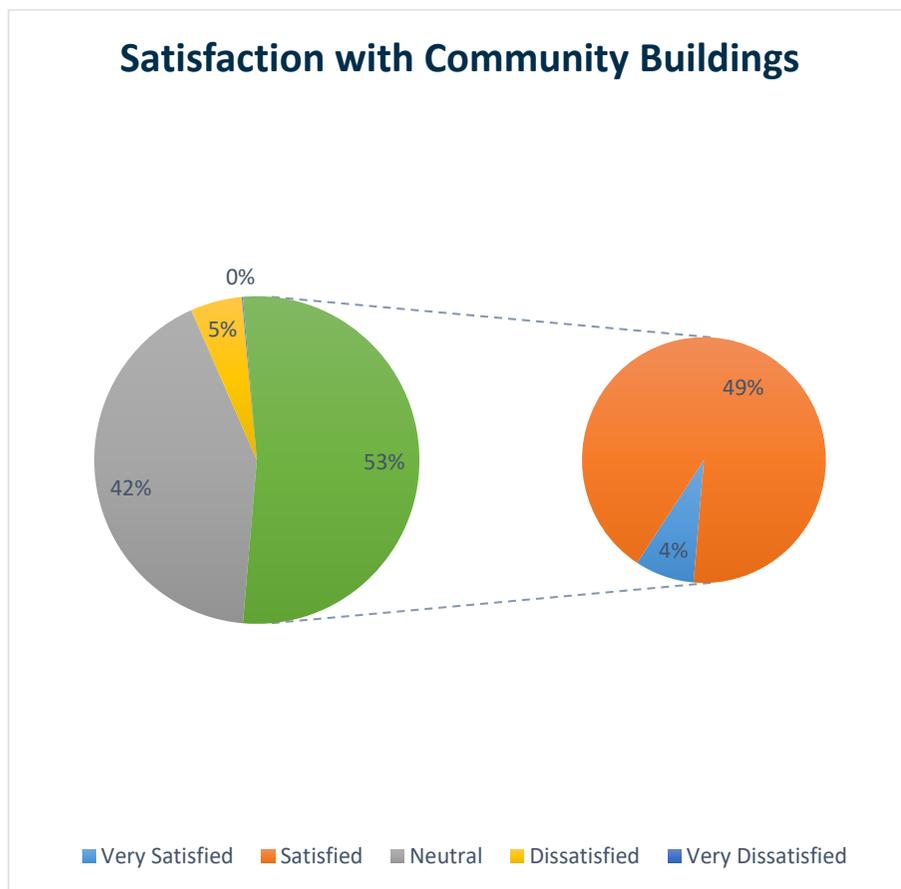
<sup>8</sup> Q: please tell us if you think that Council community buildings are better, worse or about the same as last year. (N=818)

### Demographic differences:

	Better than last year	About the same as last year	Worse than last year	Don't know
<b>Location</b>				
<b>Bulls urban</b>	2%	84%	5%	9%
<b>Bulls rural</b>	2%	71%	5%	22%
<b>Huntermville</b>	4%	80%	0%	15%
<b>Koitiata/Ratana/Turakina</b>	6%	62%	0%	32%
<b>Marton urban</b>	4%	80%	3%	13%
<b>Marton rural</b>	4%	72%	4%	20%
<b>Taihape urban</b>	9%	76%	7%	8%
<b>Taihape rural</b>	7%	79%	4%	10%
<b>Age</b>				
<b>18-29</b>	5%	66%	5%	25%
<b>30-45</b>	7%	78%	2%	13%
<b>46-54</b>	5%	74%	6%	15%
<b>55-64</b>	5%	79%	4%	12%
<b>65+</b>	3%	84%	3%	10%
<b>Gender</b>				
<b>Male</b>	4%	80%	3%	13%
<b>Female</b>	5%	77%	5%	13%

### Satisfaction measure<sup>9</sup>

53% (up 4% on 2017) of residents indicated that they were satisfied (49%) or very satisfied (4%) with community buildings with a minority indicating that they were dissatisfied (5%).



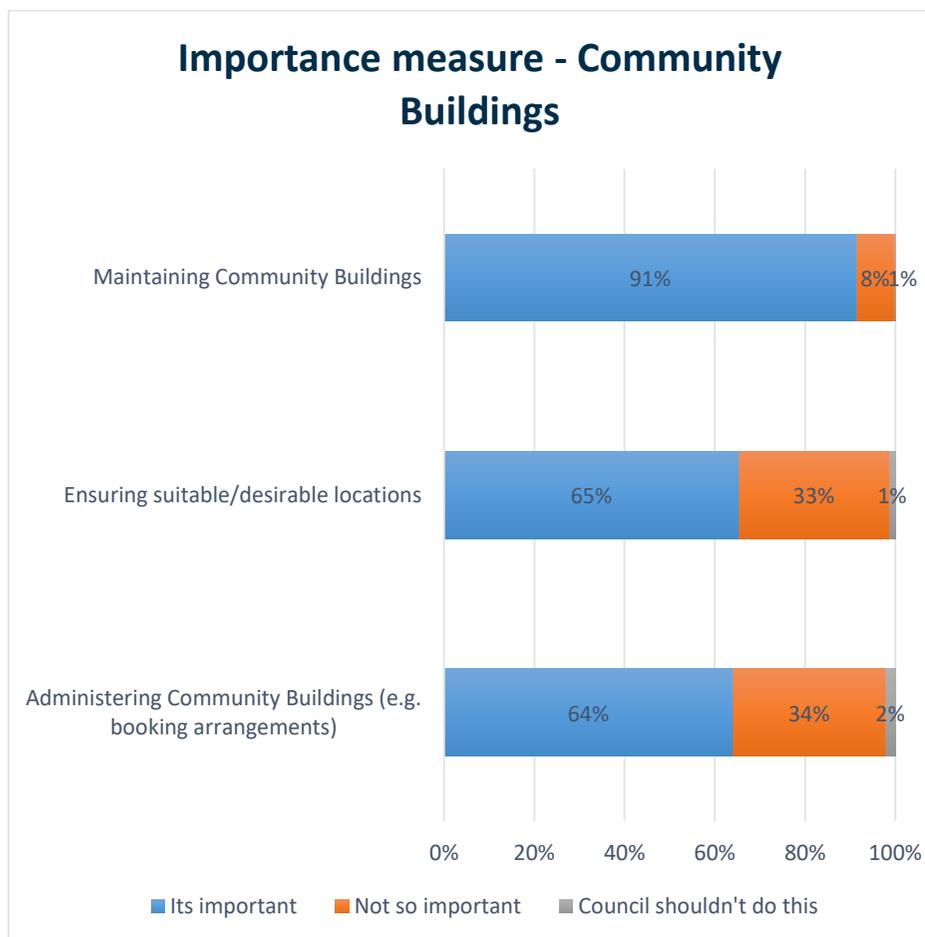
<sup>9</sup> Q: How generally satisfied are you with the community buildings Council provides? (N=821)

### Demographic differences:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Location</b>					
<b>Bulls urban</b>	2%	47%	43%	7%	0%
<b>Bulls rural</b>	2%	37%	51%	10%	0%
<b>Huntermville</b>	0%	63%	35%	2%	0%
<b>Koitiata/Ratana/Turakina</b>	0%	47%	50%	3%	0%
<b>Marton urban</b>	4%	49%	43%	4%	0%
<b>Marton rural</b>	8%	49%	35%	8%	0%
<b>Taihape urban</b>	6%	59%	29%	6%	1%
<b>Taihape rural</b>	4%	49%	41%	7%	0%
<b>Age</b>					
<b>18-29</b>	6%	37%	48%	9%	0%
<b>30-45</b>	2%	47%	42%	8%	0%
<b>46-54</b>	3%	45%	47%	5%	0%
<b>55-64</b>	3%	49%	45%	3%	1%
<b>65+</b>	5%	8%	33%	4%	0%
<b>Gender</b>					
<b>Male</b>	3%	53%	41%	4%	0%
<b>Female</b>	5%	47%	42%	6%	0%

### Importance measure<sup>10</sup>

Majority of residents survey said that maintenance was important (91%), followed by location (65%) and administration (64%).



### Demographic differences:

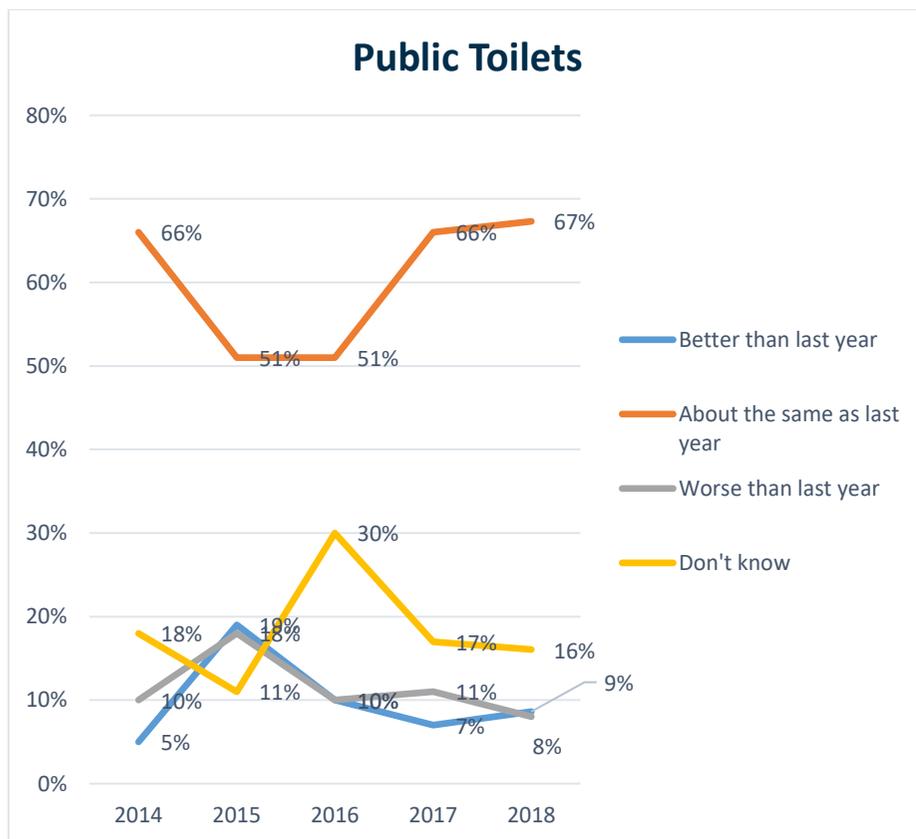
- Hunterville (46%) were LESS likely to answer ensuring suitable/desirable locations was important.
- Koitiata/ Ratana/ Turakina (41%) and Hunterville (46%) were LESS likely to answer administering community buildings was important.
- 18-29 (46%) were LESS likely to answer administering community buildings was important.

<sup>10</sup> Q: What is important to you?(N=829)

## Public Toilets

### Overall measure<sup>11</sup>

The majority of responses indicated that public toilets were “about the same as last year” (67%). This year saw a 1% increase in “better than last year” responses sitting at 9% for 2018.



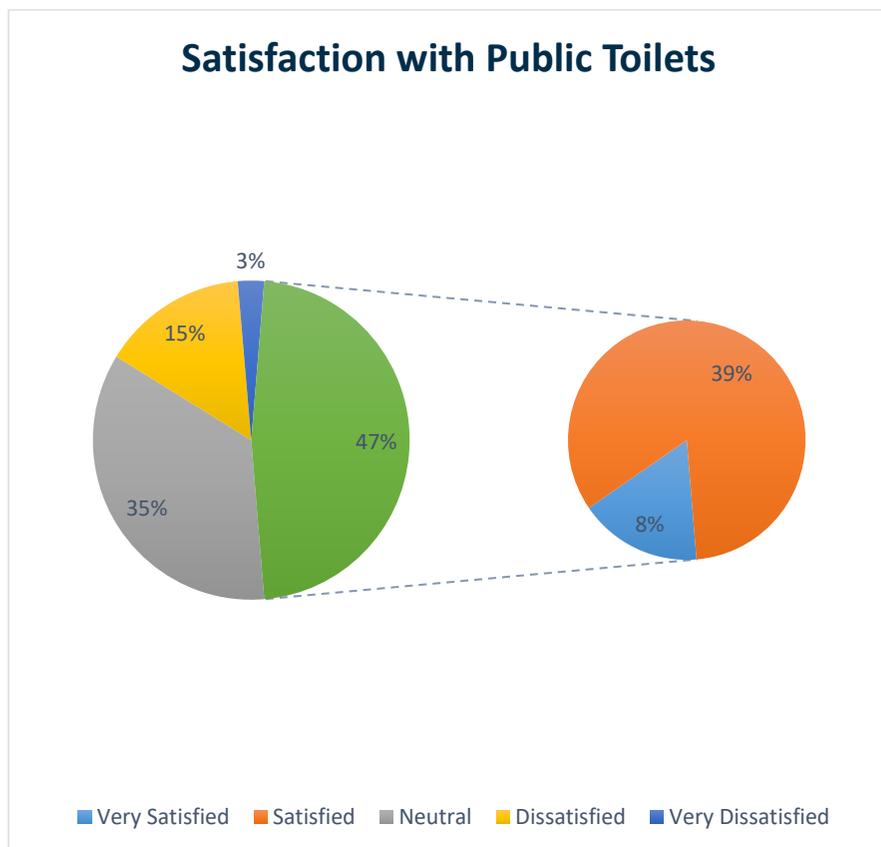
<sup>11</sup> Q: Overall, please tell us if Council’s provision of public toilets is better, worse or about the same as last year. (N=823)

### Demographic differences:

	Better than last year	About the same as last year	Worse than last year	Don't know
<b>Location</b>				
<b>Bulls urban</b>	16%	64%	9%	11%
<b>Bulls rural</b>	18%	63%	5%	15%
<b>Huntermville</b>	13%	67%	13%	7%
<b>Koitiata/Ratana/Turakina</b>	6%	53%	6%	35%
<b>Marton urban</b>	7%	67%	7%	19%
<b>Marton rural</b>	5%	60%	8%	27%
<b>Taihape urban</b>	6%	86%	3%	5%
<b>Taihape rural</b>	12%	70%	12%	5%
<b>Age</b>				
<b>18-29</b>	2%	53%	14%	21%
<b>30-45</b>	12%	9%	8%	12%
<b>46-54</b>	9%	67%	7%	17%
<b>55-64</b>	13%	66%	7%	14%
<b>65+</b>	3%	74%	6%	6%
<b>Gender</b>				
<b>Male</b>	6%	74%	5%	15%
<b>Female</b>	10%	64%	10%	16%

### Satisfaction measure<sup>12</sup>

47% of residents surveyed were satisfied (8%) or very satisfied (39%) with the public toilets in the District. An equal share of neutral responses (47%) was also captured.



### Demographic differences:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Location</b>					
<b>Bulls urban</b>	5%	46%	29%	18%	1%
<b>Bulls rural</b>	10%	41%	39%	10%	0%
<b>Huntermville</b>	9%	46%	30%	13%	2%
<b>Koitiata/ Ratana/Turakina</b>	3%	24%	56%	12%	6%
<b>Marton urban</b>	4%	37%	37%	18%	3%
<b>Marton rural</b>	6%	27%	47%	14%	5%
<b>Taihape urban</b>	17%	52%	20%	9%	1%
<b>Taihape rural</b>	19%	42%	28%	9%	1%
<b>Age</b>					
<b>18-29</b>	6%	28%	42%	19%	5%
<b>30-45</b>	8%	44%	30%	18%	0%
<b>46-54</b>	8%	35%	40%	13%	3%
<b>55-64</b>	11%	39%	39%	11%	2%
<b>65+</b>	7%	44%	31%	16%	3%
<b>Gender</b>					
<b>Male</b>	7%	41%	37%	13%	2%
<b>Female</b>	9%	39%	34%	16%	3%

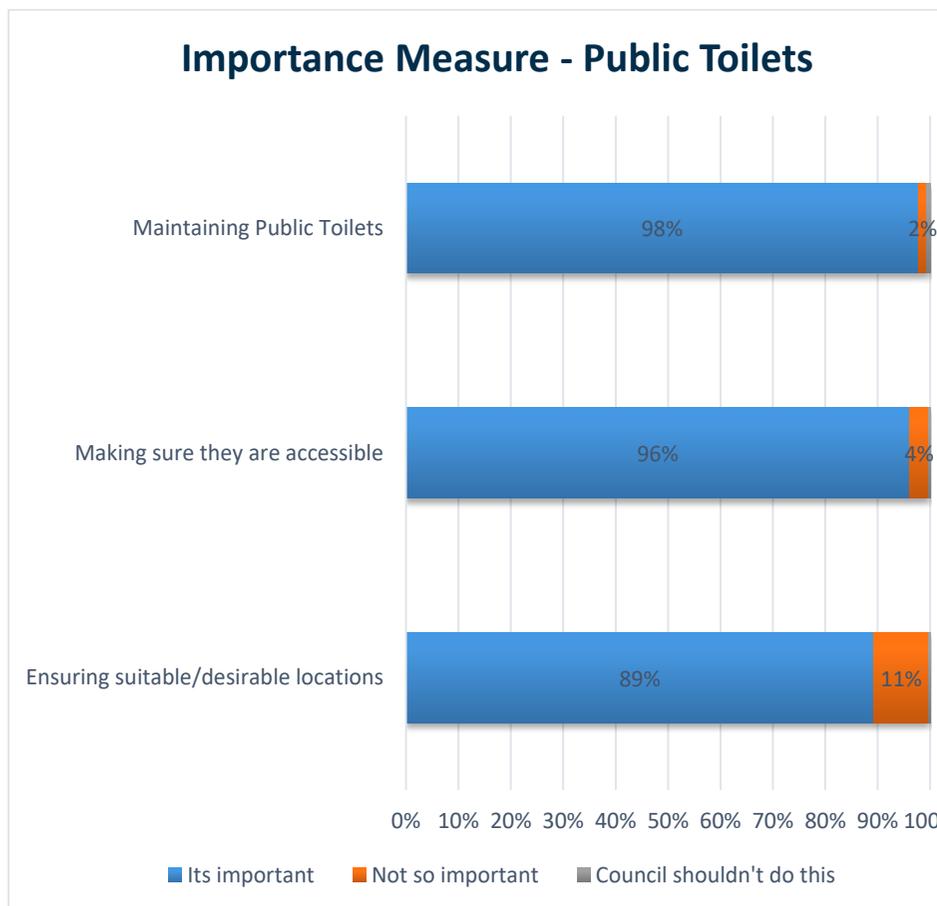
<sup>12</sup> Q: How generally satisfied are you with the public toilet facilities Council provides? (N=821)

### Importance Measure<sup>13</sup>

Residents' response to this question indicated that maintenance (98%) and accessibility (96%) were viewed as important features in Council's provision of public toilets.

### Demographic differences:

- There were no significant demographic differences within the importance measure.

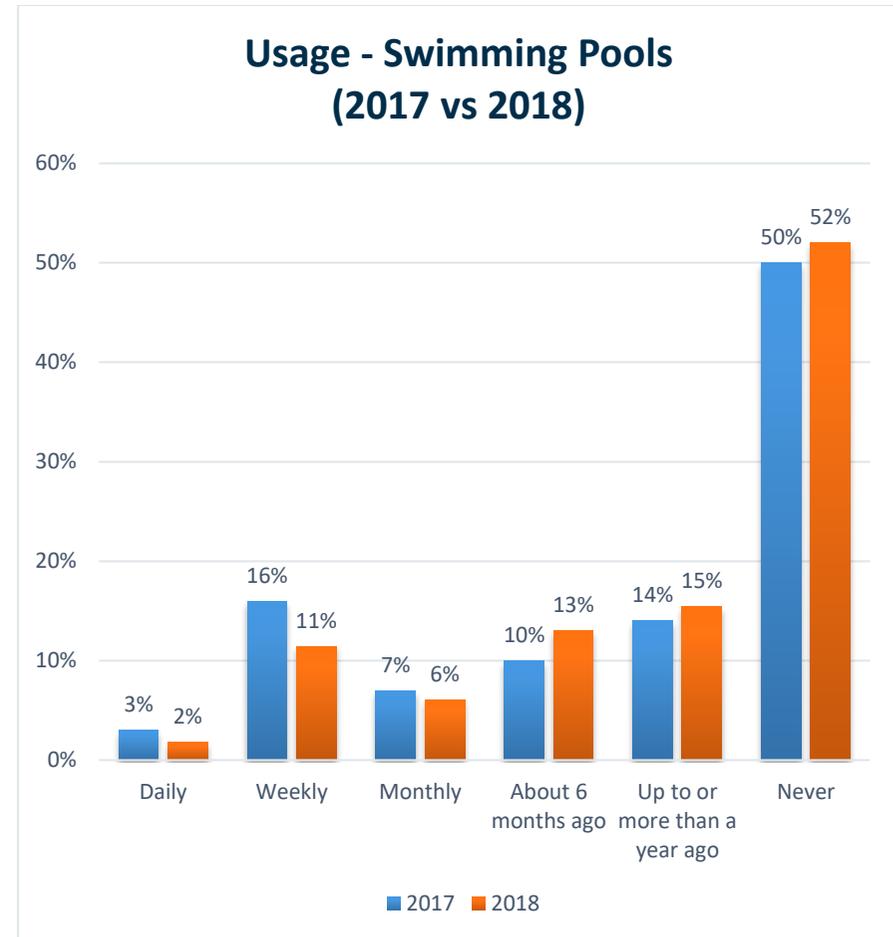
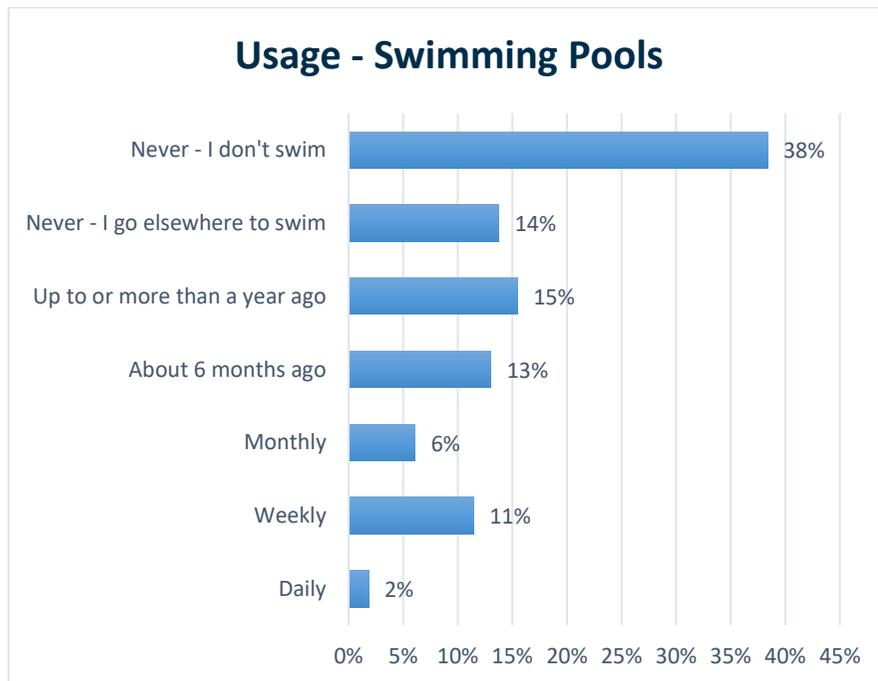


<sup>13</sup> Q: What is important to you? (N=827)

## Swimming Pools

### Swimming pools use frequency<sup>14</sup>

This year's results reflected a slight decrease in swimming pool use – last year 50% of residents indicated that they never used Council swimming pool facilities and this year 52% indicated that they never used a Council swimming pool. Collating responses of residents who visited daily, weekly and monthly provides a view of monthly use. Using this method, 19% of residents uses a Council swimming at least once a month.



Comparing 2017 and 2018 results, residents surveyed have tended to shift from frequenting a Council providing swimming pool on a weekly basis to the lesser frequencies of six months and up to a year ago.

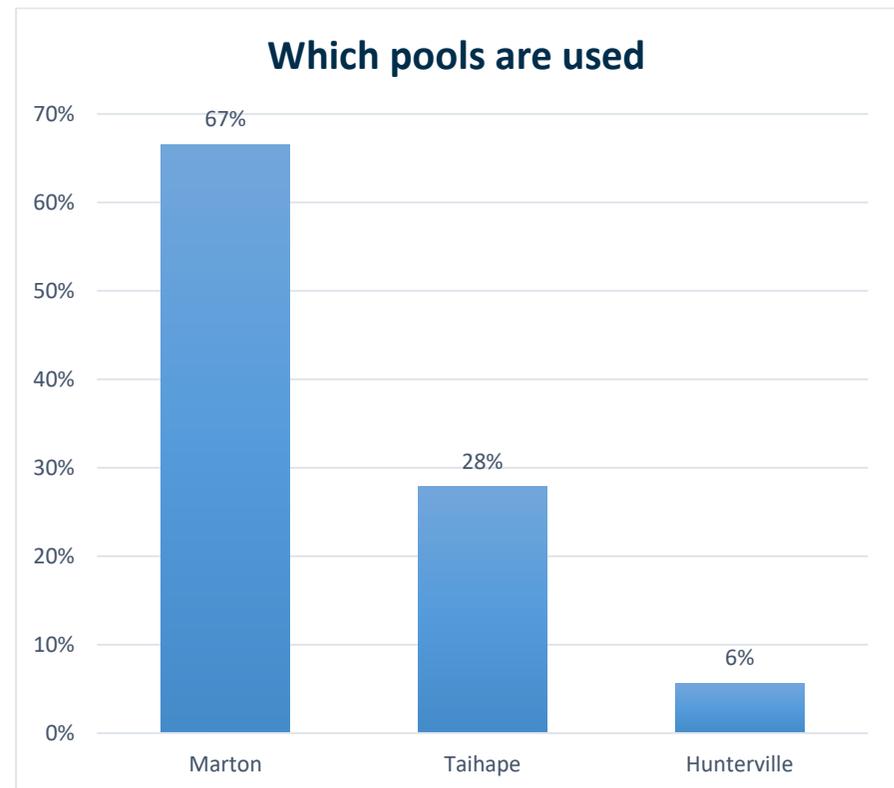
<sup>14</sup> Q: Firstly, can you tell us how frequently do you visit or use Council's swimming pool facilities? (N=821)

### Demographic differences:

- Taihape rural (32%), Taihape urban (24%) and Bulls rural (13%) were MORE likely than other locations to visit a Council swimming pool weekly.
- Bulls urban (34%) and Koitiata/ Ratana/ Turakina (33%) were MORE likely than other locations to swim elsewhere than a Council swimming pool weekly.
- 30-45 (28%) were MORE likely to visit a Council swimming pool weekly, whilst 65+ (52%) were MORE likely to respond “I don’t swim”.

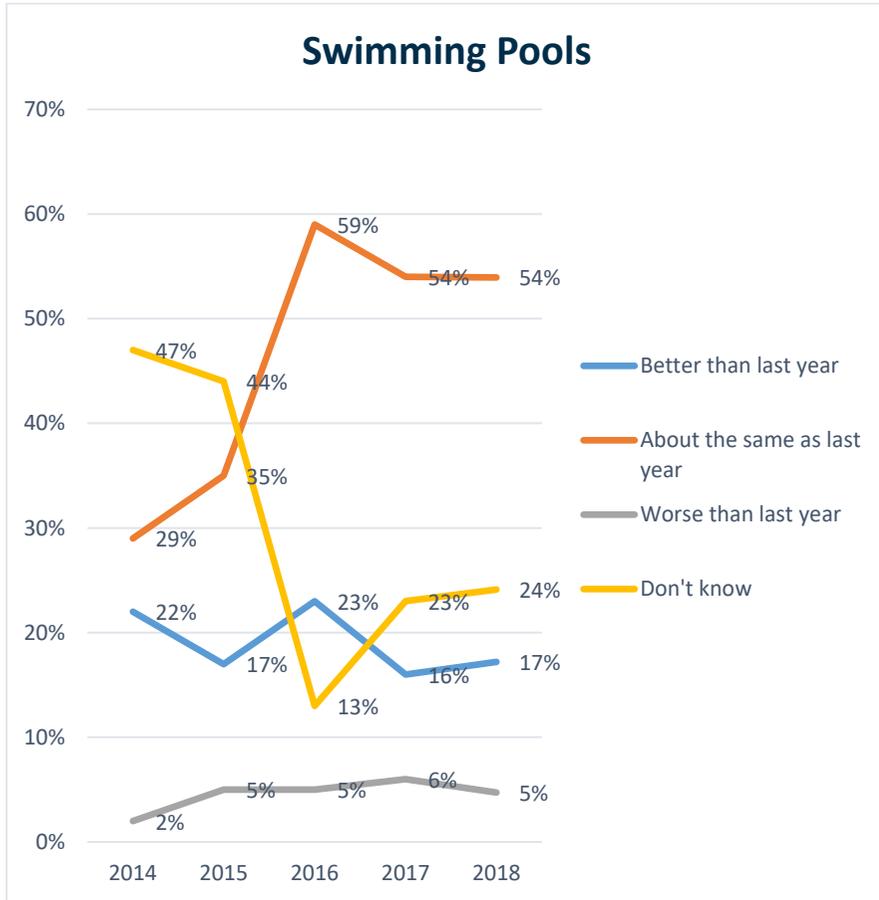
### Which pools are used

Most residents residing in a ward where a Council swimming pool is located tended to use their local pool. Of those from Bulls who indicated that they use Council swimming pools, all bar 1% indicated that they used the Marton pool. Of those from Hunterville who use Council provided swimming pools, 25% indicated that they used the Marton pool, the remainder frequenting the Hunterville pool.



Overall Measure<sup>15</sup>

Majority of responses indicated that Council provided swimming pools were “about the same as last year” (54%).



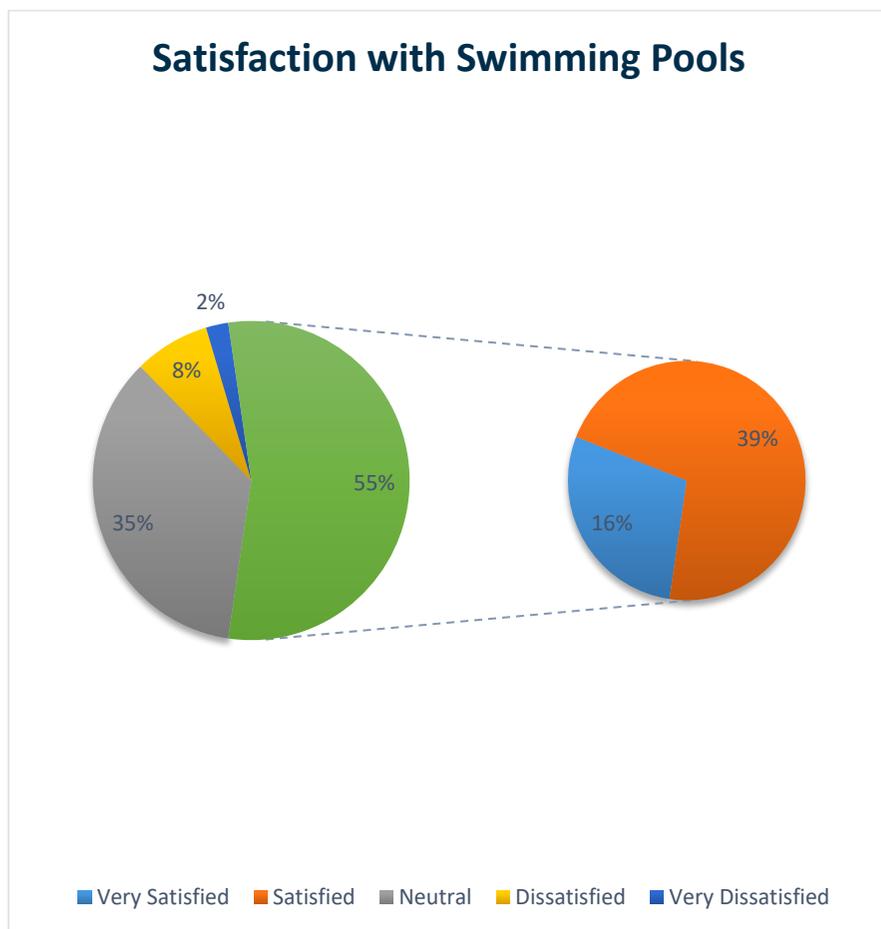
<sup>15</sup> Q: Please tell us if Council’s provided swimming pools are better, worse or about the same as last year. (N=506)

Demographic differences:

	Better than last year	About the same as last year	Worse than last year	Don't know
<b>Location</b>				
<b>Bulls urban</b>	14%	43%	3%	40%
<b>Bulls rural</b>	23%	45%	5%	27%
<b>Hunterville</b>	14%	66%	3%	17%
<b>Koitiata/Ratana/Turakina</b>	13%	47%	0%	40%
<b>Marton urban</b>	13%	60%	3%	25%
<b>Marton rural</b>	13%	60%	4%	23%
<b>Taihape urban</b>	30%	50%	6%	14%
<b>Taihape rural</b>	30%	39%	13%	18%
<b>Age</b>				
<b>18-29</b>	12%	64%	7%	17%
<b>30-45</b>	24%	60%	10%	6%
<b>46-54</b>	22%	45%	7%	26%
<b>55-64</b>	14%	50%	2%	35%
<b>65+</b>	16%	53%	1%	29%
<b>Gender</b>				
<b>Male</b>	16%	53%	4%	27%
<b>Female</b>	19%	54%	5%	21%

### Satisfaction measure<sup>16</sup>

55% of residents surveyed were satisfied (39%) or very satisfied (16%) with Council provided swimming pools.



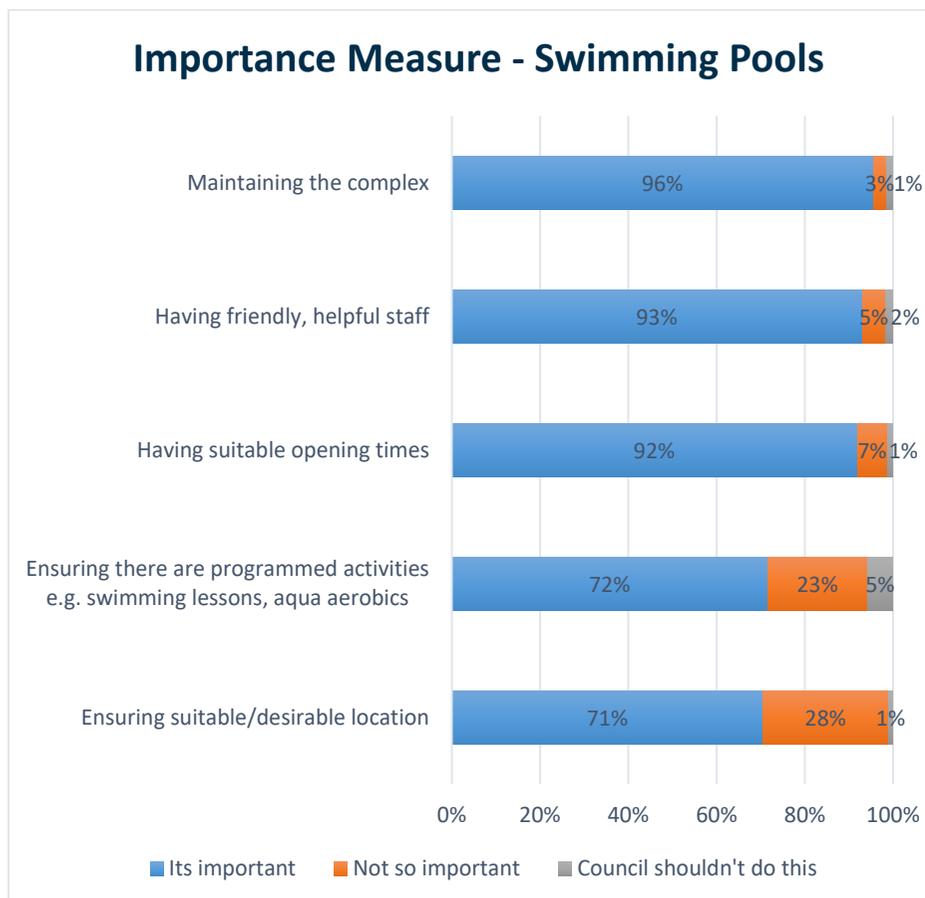
### Demographic differences:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Location</b>					
<b>Bulls urban</b>	13%	23%	57%	6%	0%
<b>Bulls rural</b>	23%	8%	50%	15%	4%
<b>Hunterville</b>	22%	50%	25%	3%	0%
<b>Koitiata/ Ratana/Turakina</b>	19%	38%	43%	0%	0%
<b>Marton urban</b>	15%	47%	31%	4%	3%
<b>Marton rural</b>	25%	34%	30%	9%	2%
<b>Taihape urban</b>	13%	38%	34%	9%	6%
<b>Taihape rural</b>	11%	46%	27%	16%	0%
<b>Age</b>					
<b>18-29</b>	14%	34%	40%	4%	8%
<b>30-45</b>	19%	42%	23%	11%	5%
<b>46-54</b>	15%	33%	43%	8%	1%
<b>55-64</b>	10%	42%	41%	6%	1%
<b>65+</b>	18%	41%	34%	6%	1%
<b>Gender</b>					
<b>Male</b>	17%	37%	40%	5%	1%
<b>Female</b>	16%	41%	31%	9%	3%

<sup>16</sup> Q: How generally satisfied are you with the swimming pool services Council provides? (N=569)

### Importance Measure<sup>17</sup>

Responses indicated that maintenance (96%), friendly helpful staff (93%) and having opening times (92%) were most important to residents.



### Demographic differences:

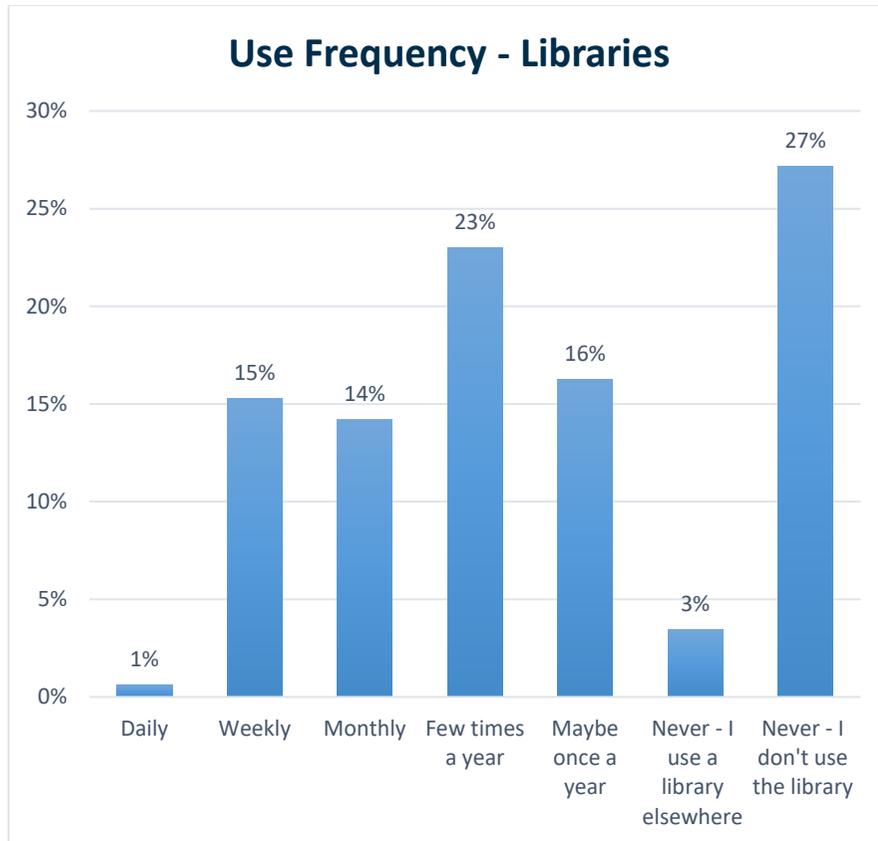
- Taihape urban (82%) were MORE likely to answer ensuring suitable/desirable location was important.
- Taihape rural and Huntersville (both 97%) were MORE likely to answer having suitable opening times was important.
- Both Taihape urban (84%) and rural (82%), 30-45 (80%) and Females (78%) were MORE likely to answer ensuring there are programmed activities was important.

<sup>17</sup> Q: What is important to you? (N=797)

## Public Libraries

A “few times a year” (23%) and “maybe once a year” (16%) were the regular frequency residents visited a library.

Public Libraries use frequency<sup>18</sup>

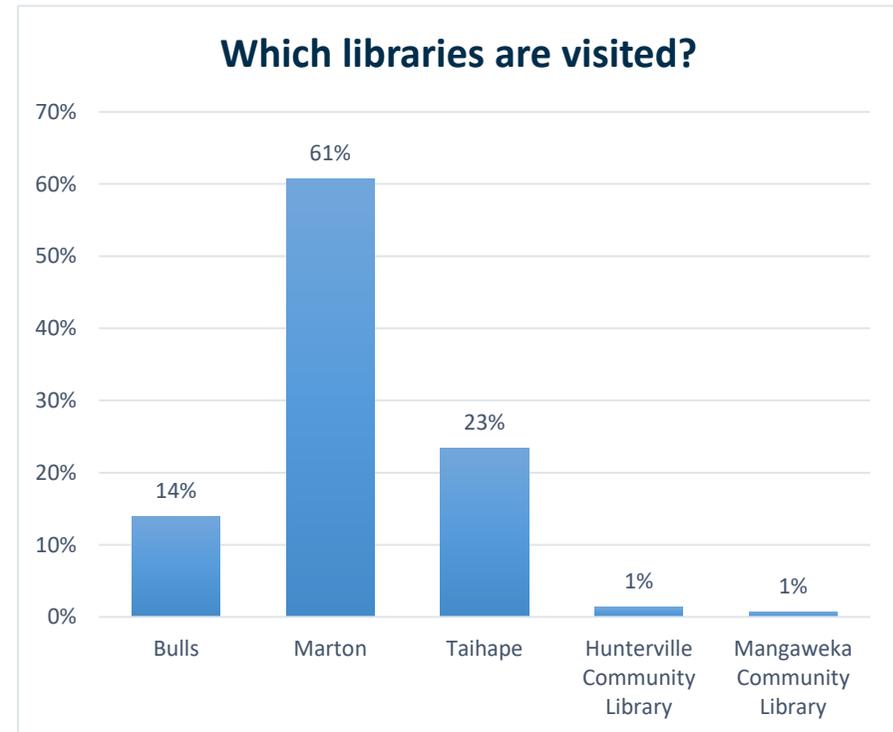


<sup>18</sup> Q: Firstly, can you tell us how frequently you visit or use Council’s library facilities? (N=659)

<sup>19</sup> Q: Which library do you usually visit? (N=466)

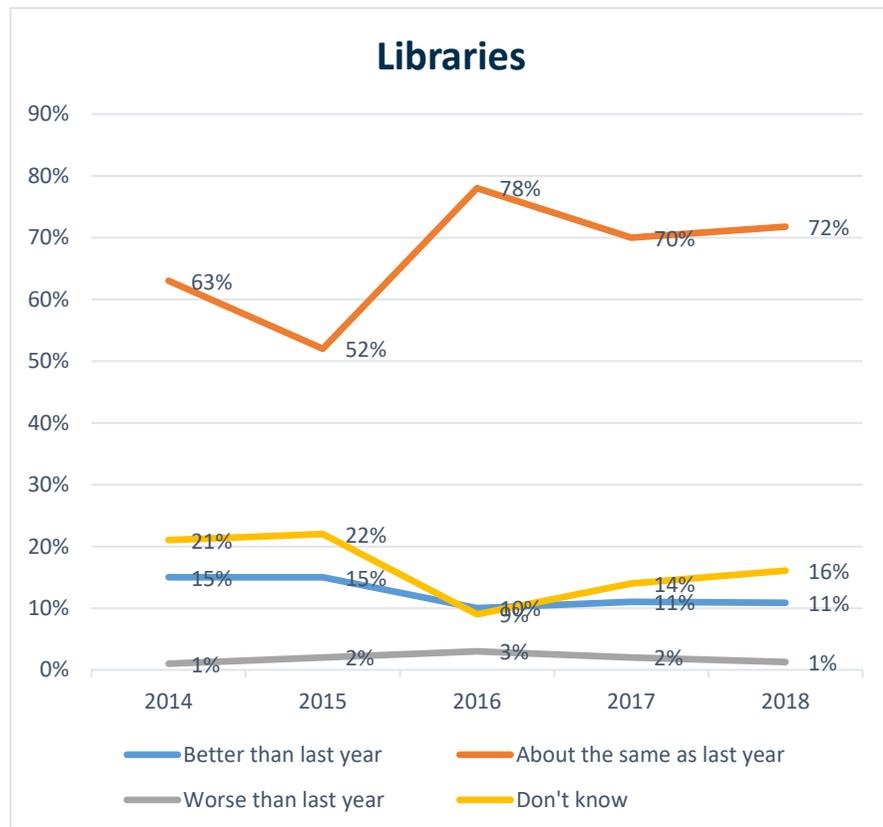
Which public libraries were visited? <sup>19</sup>

Of the surveyed residents who use a public library, almost all of Bulls (98%), Marton (99%) and Taihape (100%) indicated that they use their local library. All (100%) of residents from Turakina, Ratana and Koitiata indicated that they used the Marton library. 71% of residents from Hunterville indicated that they use the Marton library with the remaining 29% indicated that they use the Hunterville community library.



## Overall Measure<sup>20</sup>

Residents were asked if overall they felt that Council’s provision of libraries is better, worse or about the same as last year. Trending upwards this year by 2%, the majority (72%) indicated that libraries were about the “same as last year”. There was a 2% increase of “don’t know” responses.



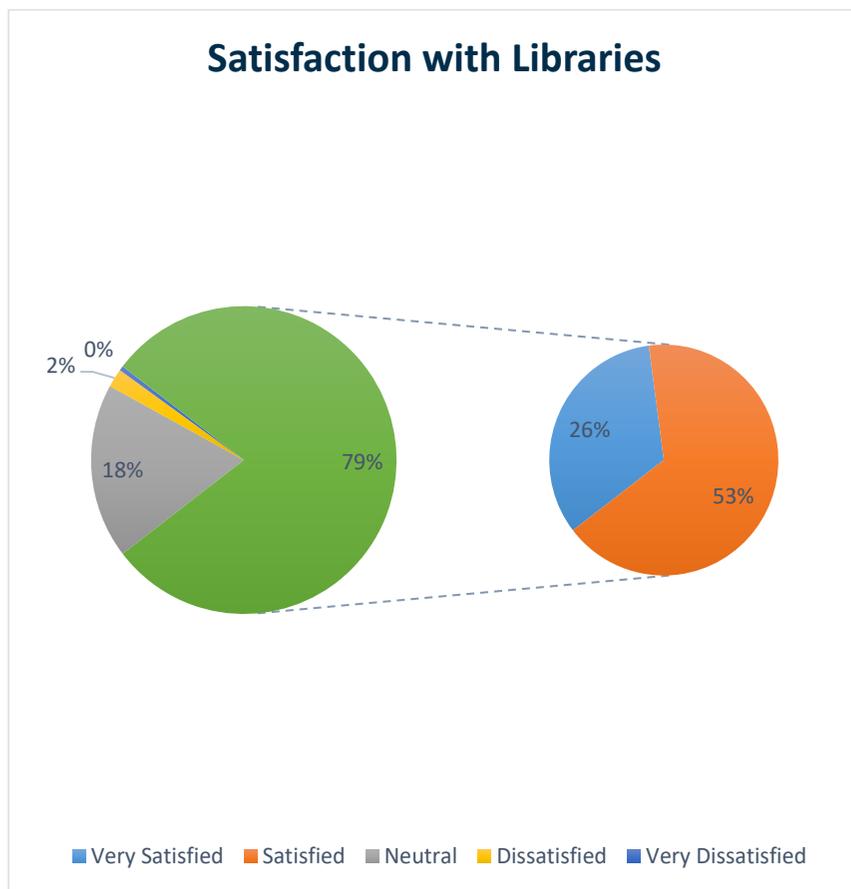
<sup>20</sup> Q: Please tell us if the Council’s provision of libraries is better, worse or about the same as last year. (N=616)

## Demographic differences:

	Better than last year	About the same as last year	Worse than last year	Don't know
<b>Location</b>				
<b>Bulls urban</b>	11%	69%	2%	18%
<b>Bulls rural</b>	0%	75%	7%	18%
<b>Huntermville</b>	13%	74%	0%	13%
<b>Koitiata/Ratana/Turakina</b>	5%	68%	0%	26%
<b>Marton urban</b>	12%	70%	1%	17%
<b>Marton rural</b>	9%	70%	2%	19%
<b>Taihape urban</b>	19%	72%	0%	9%
<b>Taihape rural</b>	9%	78%	0%	13%
<b>Age</b>				
<b>18-29</b>	7%	68%	2%	22%
<b>30-45</b>	4%	83%	1%	12%
<b>46-54</b>	8%	62%	1%	29%
<b>55-64</b>	13%	68%	2%	17%
<b>65+</b>	15%	73%	0%	12%
<b>Gender</b>				
<b>Male</b>	10%	75%	0%	15%
<b>Female</b>	12%	70%	2%	16%

## Satisfaction Measure<sup>21</sup>

Majority of residents (79%) indicated that they were satisfied (53%) or very satisfied (26%) with Council library services up by 1% on last year's result. Only 2% indicated that they were dissatisfied.



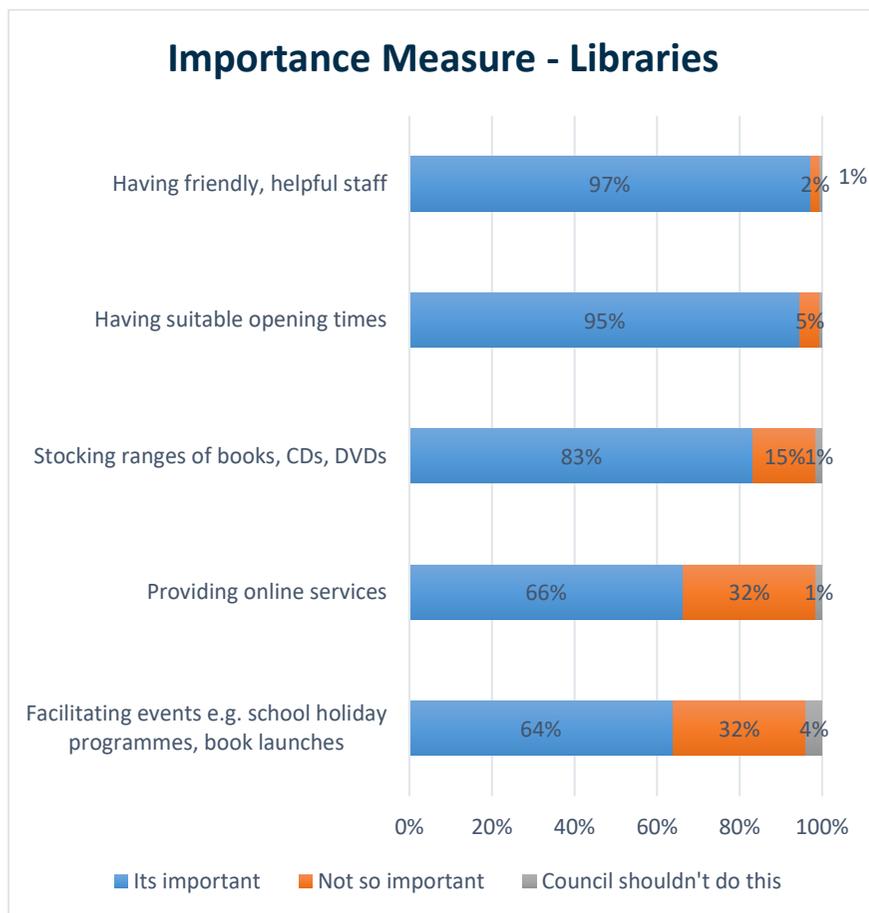
## Demographic differences:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Location</b>					
<b>Bulls urban</b>	20%	51%	26%	3%	0%
<b>Bulls rural</b>	7%	57%	36%	0%	0%
<b>Huntermville</b>	48%	30%	17%	4%	0%
<b>Koitiata/ Ratana/Turakina</b>	20%	50%	20%	5%	5%
<b>Marton urban</b>	28%	54%	16%	1%	0%
<b>Marton rural</b>	36%	47%	12%	5%	0%
<b>Taihape urban</b>	39%	42%	17%	1%	0%
<b>Taihape rural</b>	14%	69%	16%	0%	2%
<b>Age</b>					
<b>18-29</b>	18%	55%	25%	3%	0%
<b>30-45</b>	19%	61%	17%	4%	0%
<b>46-54</b>	17%	49%	30%	2%	1%
<b>55-64</b>	29%	50%	19%	1%	2%
<b>65+</b>	35%	52%	13%	0%	0%
<b>Gender</b>					
<b>Male</b>	23%	56%	19%	1%	0%
<b>Female</b>	30%	50%	18%	2%	0%

<sup>21</sup> Q: How generally satisfied are you with the library services Council provides? (N=614)

## Importance Measure<sup>22</sup>

Friendly, helpful staff was the most important aspect for residents surveyed at 97%. Providing online services (66%) and events (64%) were not as important to residents compared to other library services surveyed.



## Demographic differences:

- Koitiata/ Ratana/ Turakina (15%) were MORE likely to answer facilitating events was something Council shouldn't be doing.
- 30-45 (88%) were MORE likely to say stocking of books, CDs, DVDs was important.
- Females (67%) were MORE likely than Males to say that facilitating events was important.

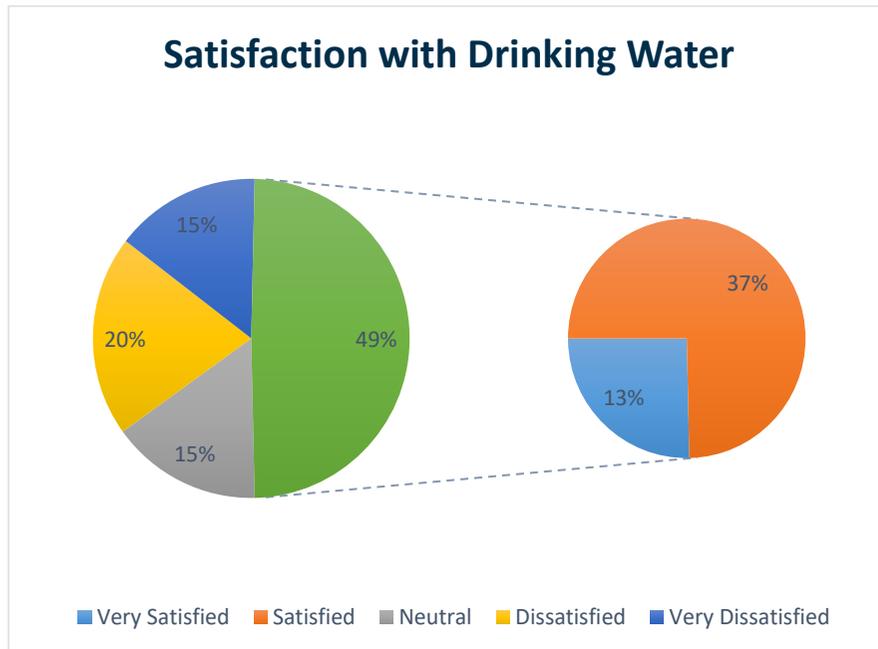
<sup>22</sup> Q: What is important to you? (N=643)

## Drinking Water

Of the survey sample, 569 (70%) out of 812 indicated that they were connected to the municipal drinking water supply.

### Satisfaction Measure<sup>23</sup>

49% of surveyed residents connected to the municipal drinking water supply indicated that they were satisfied (37%) or very satisfied (13%) with drinking water, a 6% decrease on 2017 results. 2018 results show dissatisfaction is up by 9% on last year with 35% of residents saying that they were either dissatisfied (20%) or very dissatisfied (15%).



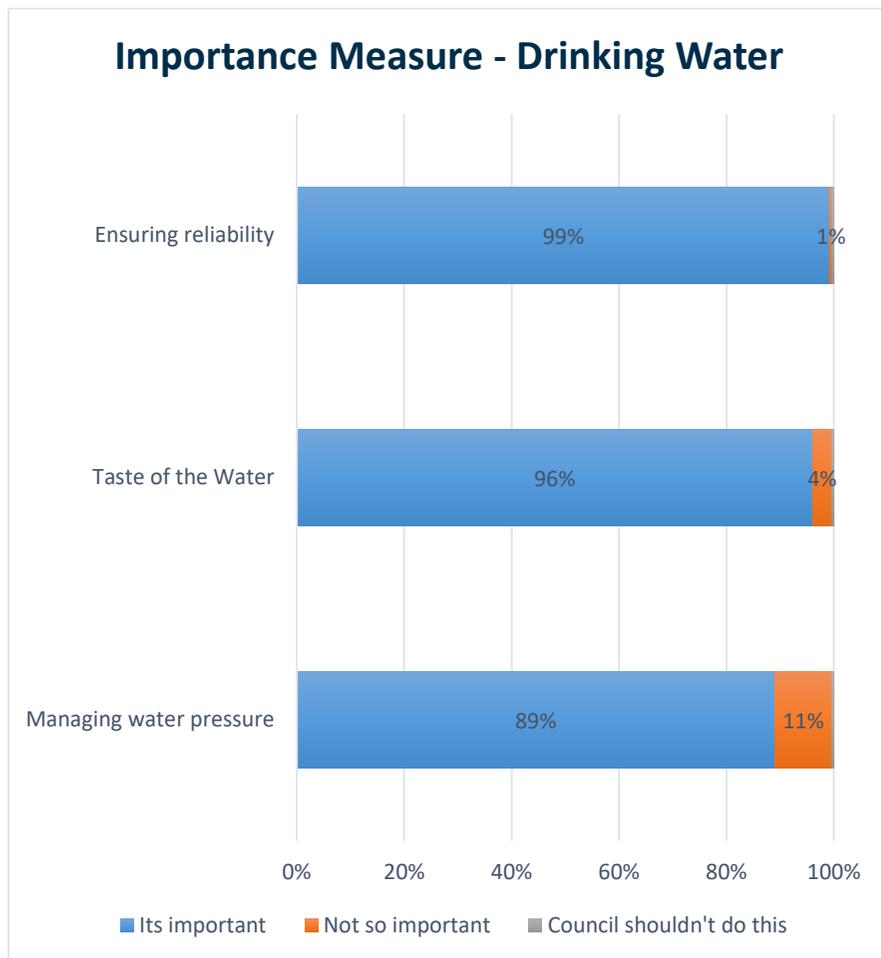
<sup>23</sup> Q: How generally satisfied are you with the drinking water Council provides? (N=584)

### Demographic differences:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Location</b>					
<b>Bulls urban</b>	16%	54%	16%	9%	5%
<b>Bulls rural</b>	0%	40%	0%	0%	60%
<b>Hunterville</b>	44%	44%	4%	8%	0%
<b>Koitiata/ Ratana/Turakina</b>	0%	13%	13%	25%	50%
<b>Marton urban</b>	4%	29%	18%	29%	21%
<b>Marton rural</b>	10%	29%	10%	29%	24%
<b>Taihape urban</b>	31%	54%	10%	6%	0%
<b>Taihape rural</b>	11%	44%	33%	11%	0%
<b>Age</b>					
<b>18-29</b>	4%	42%	10%	25%	19%
<b>30-45</b>	13%	28%	17%	26%	16%
<b>46-54</b>	9%	24%	15%	24%	27%
<b>55-64</b>	12%	40%	9%	26%	14%
<b>65+</b>	15%	43%	20%	13%	10%
<b>Gender</b>					
<b>Male</b>	15%	40%	15%	17%	13%
<b>Female</b>	10%	35%	15%	24%	16%

### Importance measure<sup>24</sup>

Reliability (99%) and taste (96%) were viewed as important by nearly all surveyed residents when it came to drinking water supply.



### Demographic differences:

- 30-45 (94%) were MORE likely to say that managing water pressure was important.

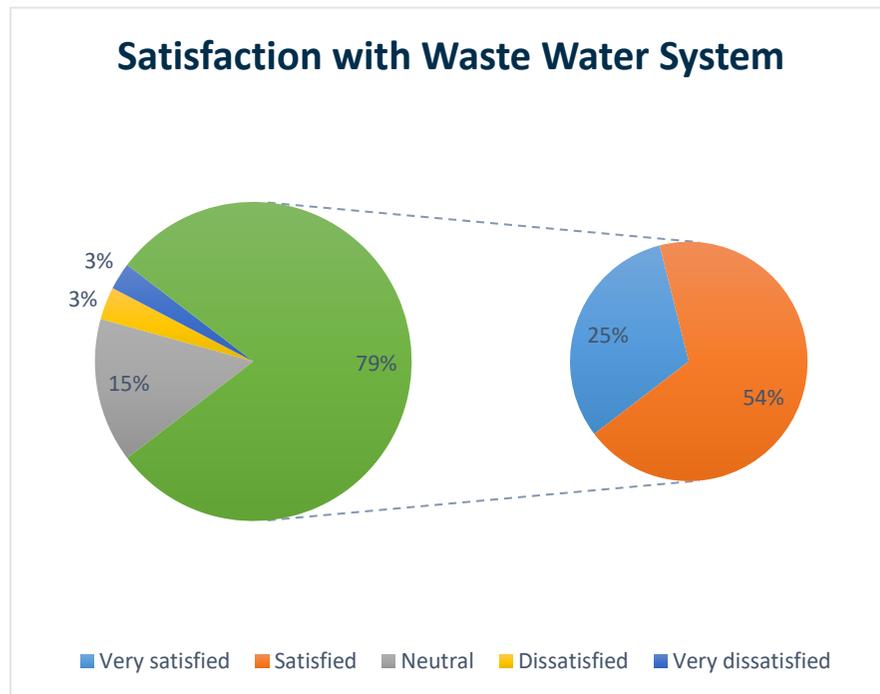
<sup>24</sup> Q: What is important to you? (N=587)

## Waste Water

Of the survey sample, 529 (66%) out of 804 indicated that they were connected to the waste water network.

### Satisfaction Measure<sup>25</sup>

Majority of residents (79%) indicated that they were satisfied (54%) or very satisfied (25%) with Council waste water. 6% indicated that they were dissatisfied / very dissatisfied.



<sup>25</sup> Q: How satisfied are you with the wastewater service that Council provides? (N=546)

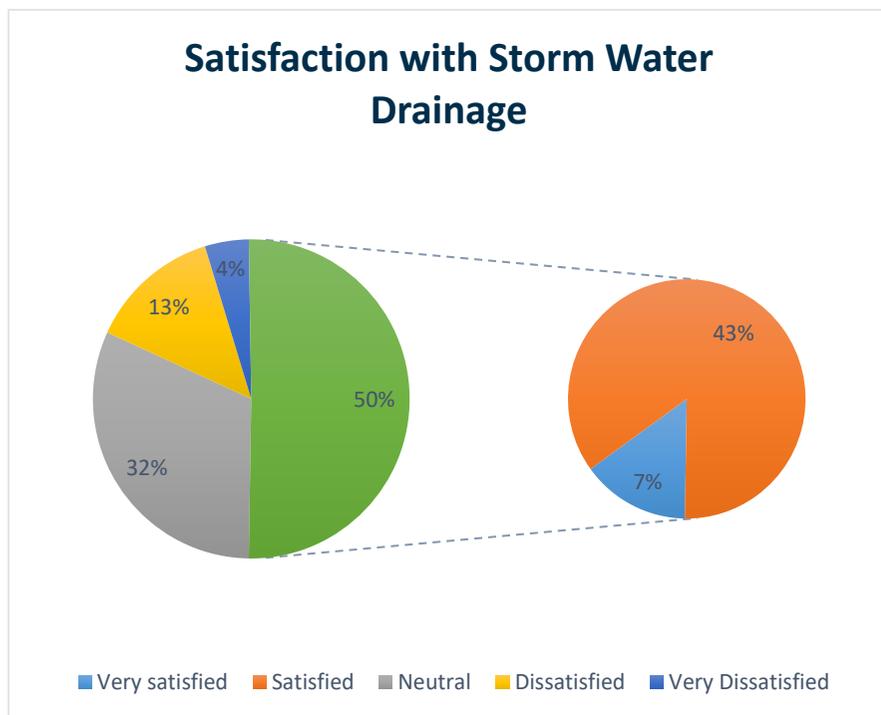
### Demographic differences:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Location</b>					
<b>Bulls urban</b>	27%	56%	14%	1%	1%
<b>Bulls rural</b>	0%	0%	33%	33%	33%
<b>Huntermville</b>	47%	53%	0%	0%	0%
<b>Koitiata/ Ratana/Turakina</b>	10%	60%	0%	0%	30%
<b>Marton urban</b>	20%	59%	15%	4%	3%
<b>Marton rural</b>	13%	38%	44%	0%	6%
<b>Taihape urban</b>	44%	48%	6%	2%	0%
<b>Taihape rural</b>	0%	42%	42%	17%	0%
<b>Age</b>					
<b>18-29</b>	18%	48%	18%	9%	7%
<b>30-45</b>	24%	52%	13%	6%	5%
<b>46-54</b>	12%	53%	27%	4%	4%
<b>55-64</b>	27%	61%	11%	0%	2%
<b>65+</b>	31%	55%	11%	2%	1%
<b>Gender</b>					
<b>Male</b>	28%	60%	10%	1%	2%
<b>Female</b>	22%	51%	18%	5%	4%

## Storm Water

### Satisfaction Measure<sup>26</sup>

50% of residents surveyed indicated that they were satisfied (43%) or very satisfied (7%) with storm water drainage. Approximately a third of residents (32%) indicated that they felt neutral about storm water drainage and 17% responded dissatisfied/ very dissatisfied.



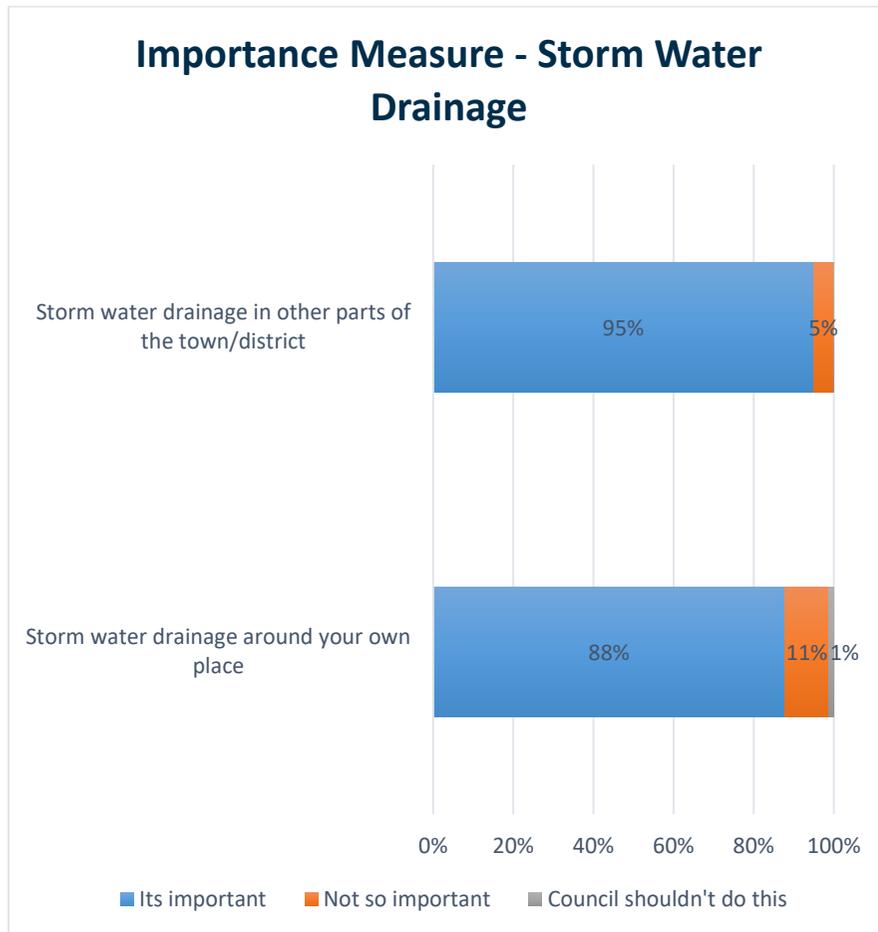
<sup>26</sup> Q: How satisfied are you with the storm water drainage that Council provides? (N=804)

### Demographic differences:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Location</b>					
<b>Bulls urban</b>	15%	47%	23%	14%	1%
<b>Bulls rural</b>	0%	27%	46%	22%	5%
<b>Huntermville</b>	7%	39%	35%	17%	2%
<b>Koitiata/Ratana/Turakina</b>	3%	33%	45%	9%	9%
<b>Marton urban</b>	7%	50%	23%	13%	6%
<b>Marton rural</b>	8%	29%	46%	16%	1%
<b>Taihape urban</b>	10%	53%	20%	13%	3%
<b>Taihape rural</b>	3%	27%	57%	10%	3%
<b>Age</b>					
<b>18-29</b>	5%	38%	32%	22%	3%
<b>30-45</b>	7%	37%	39%	12%	5%
<b>46-54</b>	5%	41%	36%	15%	3%
<b>55-64</b>	7%	43%	33%	14%	4%
<b>65+</b>	9%	49%	25%	12%	5%
<b>Gender</b>					
<b>Male</b>	8%	48%	28%	13%	3%
<b>Female</b>	7%	40%	34%	14%	5%

### Importance Measure<sup>27</sup>

Residents indicated storm water drainage in other parts of the town/district was important (94%).



### Demographic differences:

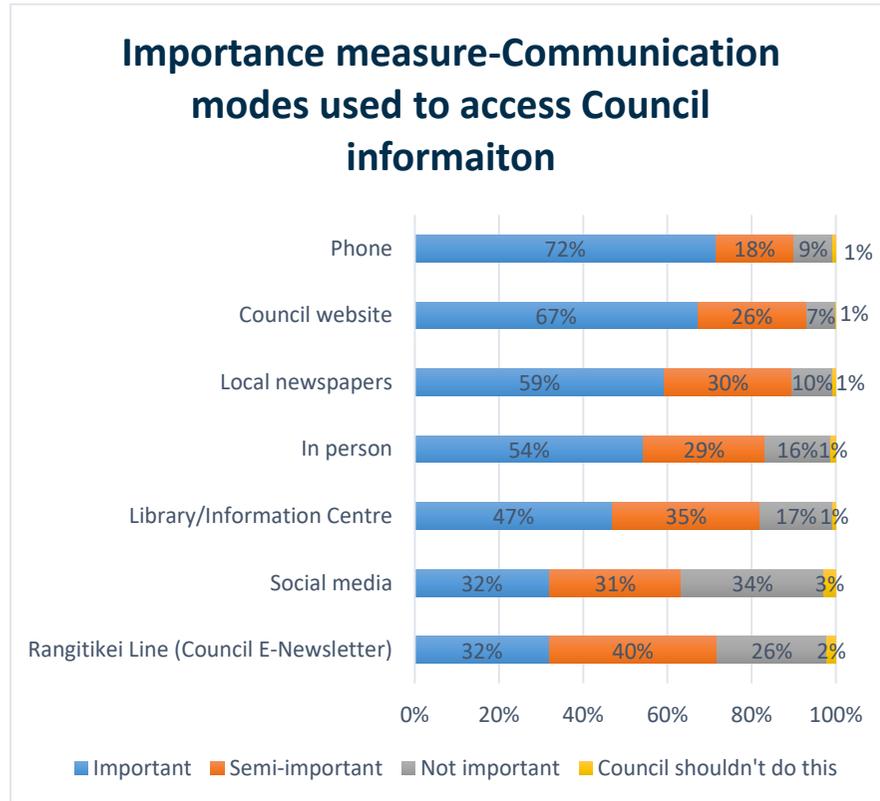
- Bulls rural (36%) were LESS likely to answer storm water drainage around your own place was important.
- 46-54 (83%) were LESS likely to answer that storm water drainage around your own place was important.

<sup>27</sup> Q: What is important to you? (N=809)

## Communication

### Importance Measure<sup>28</sup>

Phone had the highest response of 'important' for modes of communication, followed by the Council website. Rangitikei Line had the lowest response of important.



<sup>28</sup> Q: Please indicate how important the following modes of communication are for you to access Council information. (N=815)

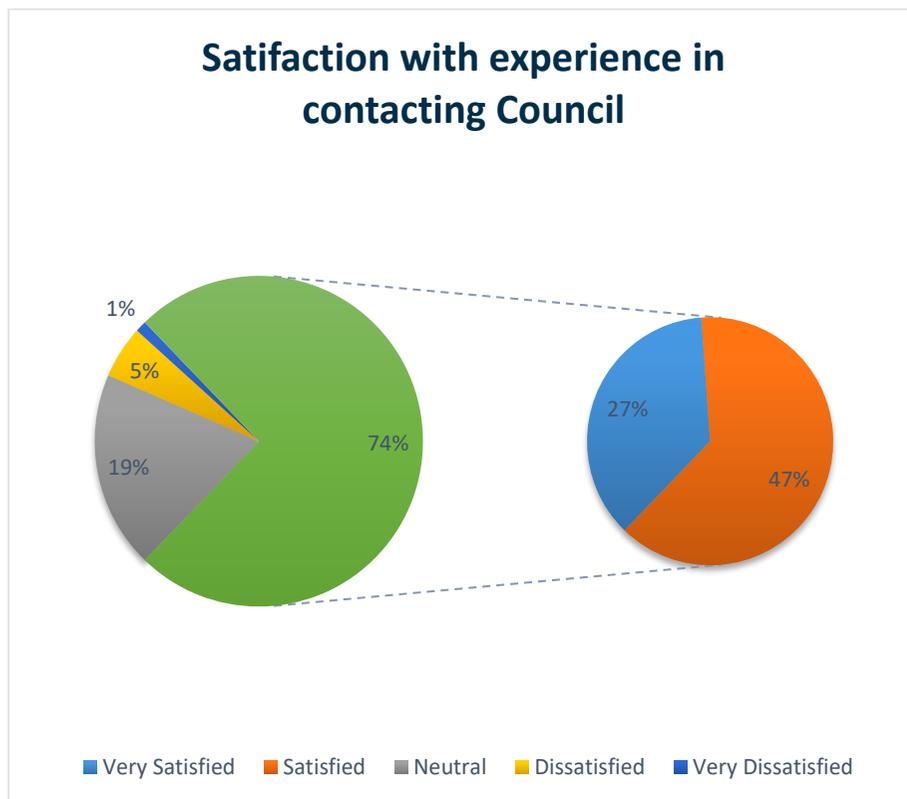
### Demographic differences:

- Taihape urban (75%) were MORE likely to answer library/ information centre was important.
- Koitiata (42%) were MORE likely to answer Rangitikei line was important.
- Marton urban (68%) and Huntersville (64%) were MORE likely to answer local newspaper was important.
- 18-29 (82%) and 30-45 (82%) were MORE likely to answer Council website was important.
- 18-29 (59%) were MORE likely to answer social media was important.
- 65+ (78%) and 55-64 (76%) were MORE likely to answer phone was important.
- 65+ (66%) were MORE likely to answer local newspaper was important.
- Females (55%) were MORE likely to answer library/ information centre, local newspapers (64%) was important.

## Customer Service

Satisfaction measure<sup>29</sup>

The majority of residents surveyed (74%) said they were satisfied (47%) or very satisfied (27%) with their experience in contacting council with only 6% providing a dissatisfaction response.



Demographic differences:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Location</b>					
<b>Bulls urban</b>	19%	51%	19%	10%	0%
<b>Bulls rural</b>	10%	55%	24%	7%	3%
<b>Huntermville</b>	33%	48%	12%	3%	3%
<b>Koitiata/Ratana/Turakina</b>	4%	52%	30%	15%	0%
<b>Marton urban</b>	32%	51%	15%	2%	0%
<b>Marton rural</b>	28%	43%	26%	3%	0%
<b>Taihape urban</b>	29%	40%	22%	7%	3%
<b>Taihape rural</b>	28%	39%	25%	7%	2%
<b>Age</b>					
<b>18-29</b>	22%	40%	31%	4%	2%
<b>30-45</b>	30%	44%	22%	4%	0%
<b>46-54</b>	21%	40%	30%	7%	2%
<b>55-64</b>	25%	54%	15%	5%	1%
<b>65+</b>	31%	50%	13%	5%	1%
<b>Gender</b>					
<b>Male</b>	24%	53%	17%	5%	1%
<b>Female</b>	30%	43%	20%	5%	1%

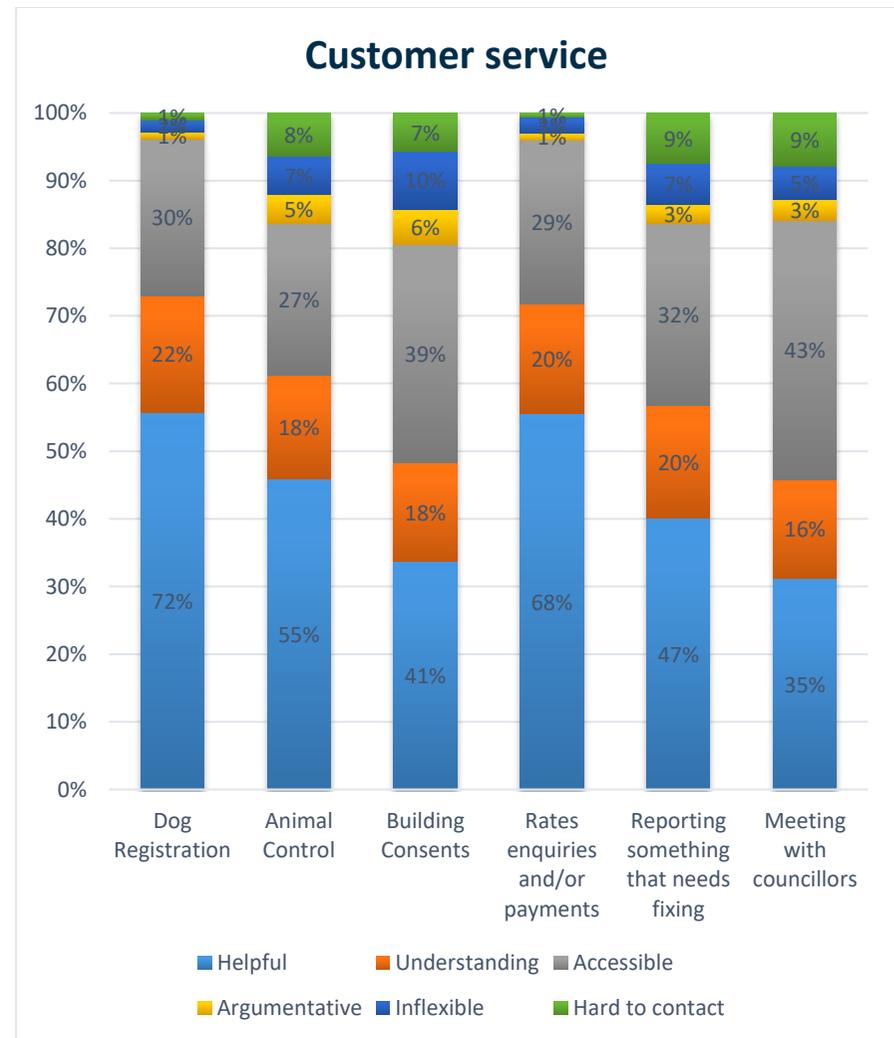
<sup>29</sup> Q: How generally SATISFIED are you with your experience of contacting Council? (N=638)

### Customer Service- six service areas comparison

The graph represents resident perceptions of customer service across various Council services taken from this year’s Resident survey results. Residents surveyed were presented with six service areas and asked to select up to three values that best described their experience<sup>30</sup>.

Results indicated that generally residents felt Council staff to be helpful, understanding and accessible:

- Dog registration had the highest share of “helpful” (72%).
- All service areas captured an average “understanding” score of 19%.
- Meeting with councillors had the highest share of “accessible” (43%).
- Animal control, building consents, reporting something that needs fixing and meeting with councillors all received a similar share of “hard to contact”.

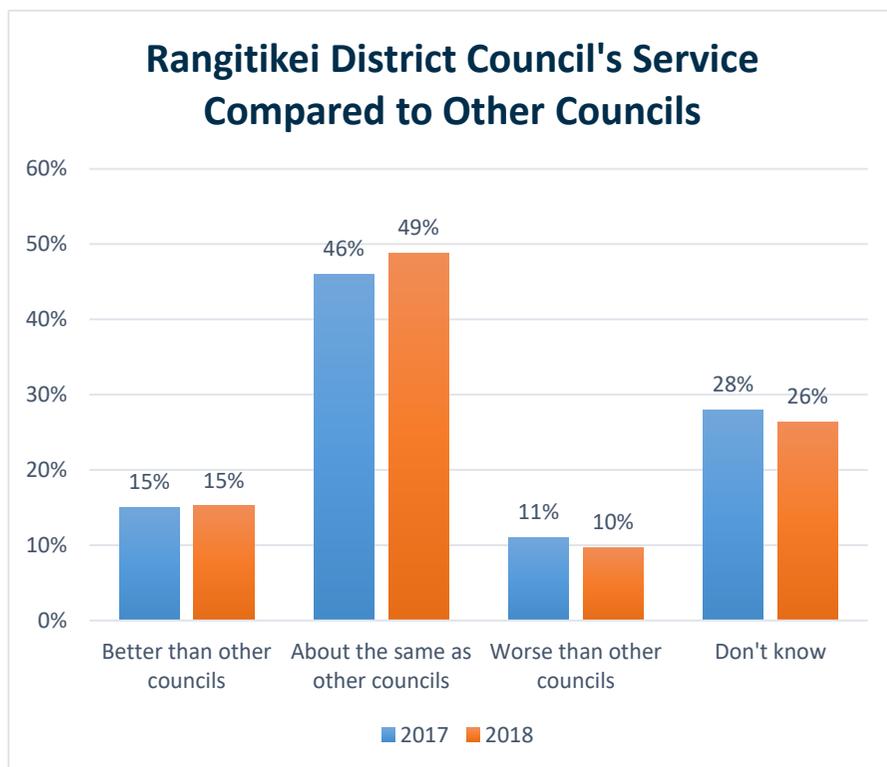


<sup>30</sup> Q: Please indicate your experience with staff in the area listed below if/where you have had recent dealings (tick up to 3 things that best describe your experience). (N=578)

## Service delivery

Service delivery – comparison<sup>31</sup>

Resident perceptions of how the service Rangitikei District Council provides compared to other councils is on par with 2017 results. This year residents were slightly more inclined to respond “about the same as other councils” (49%)



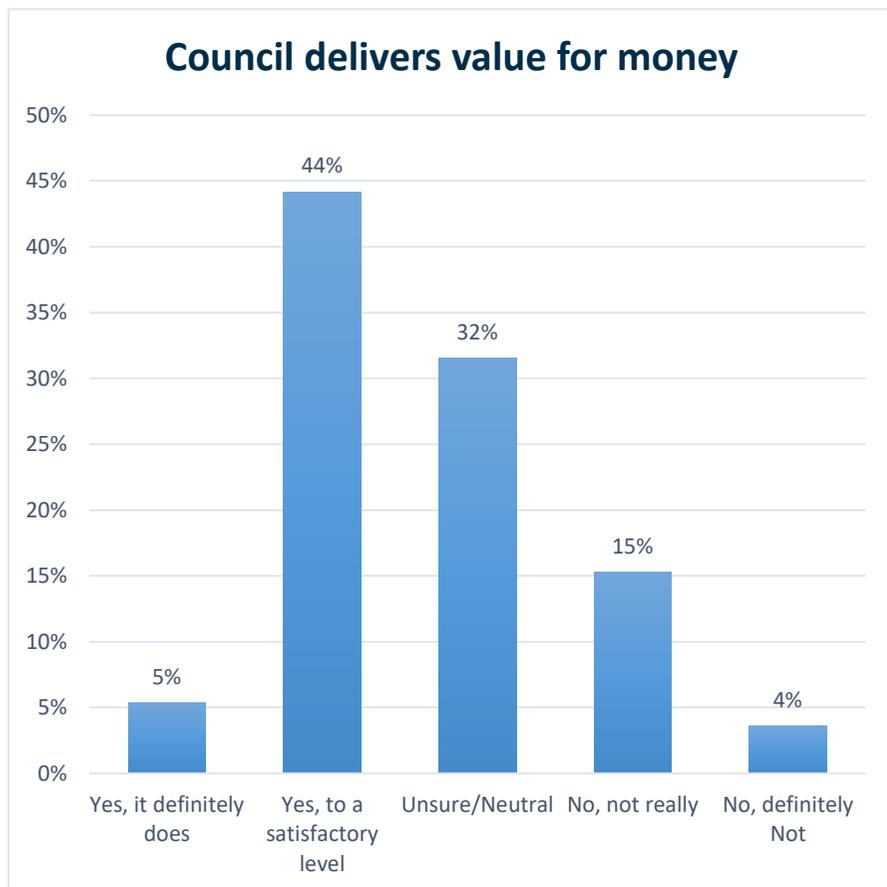
<sup>31</sup> Q: In thinking about what you know about other local councils in New Zealand, is Rangitikei... (N = 716)

Demographic differences:

	Better than other councils	About the same as other councils	Worse than other councils	Don't know
<b>Location</b>				
<b>Bulls urban</b>	13%	58%	10%	19%
<b>Bulls rural</b>	18%	53%	9%	21%
<b>Huntermville</b>	14%	51%	2%	33%
<b>Koitiata/Ratana/Turakina</b>	10%	48%	16%	26%
<b>Marton urban</b>	20%	47%	12%	22%
<b>Marton rural</b>	16%	43%	7%	34%
<b>Taihape urban</b>	10%	45%	12%	32%
<b>Taihape rural</b>	8%	54%	3%	35%
<b>Age</b>				
<b>18-29</b>	16%	47%	16%	20%
<b>30-45</b>	15%	52%	8%	26%
<b>46-54</b>	9%	49%	17%	25%
<b>55-64</b>	21%	45%	7%	27%
<b>65+</b>	14%	51%	7%	28%
<b>Gender</b>				
<b>Male</b>	15%	52%	8%	25%
<b>Female</b>	16%	46%	11%	27%

## Value for money<sup>32</sup>

49% of residents felt Council delivers value for money. In comparison, 19% felt to some extent Council did not deliver value for money.



<sup>32</sup> Q: Overall, do you CONSIDER that Council delivers value for money? (N=799)

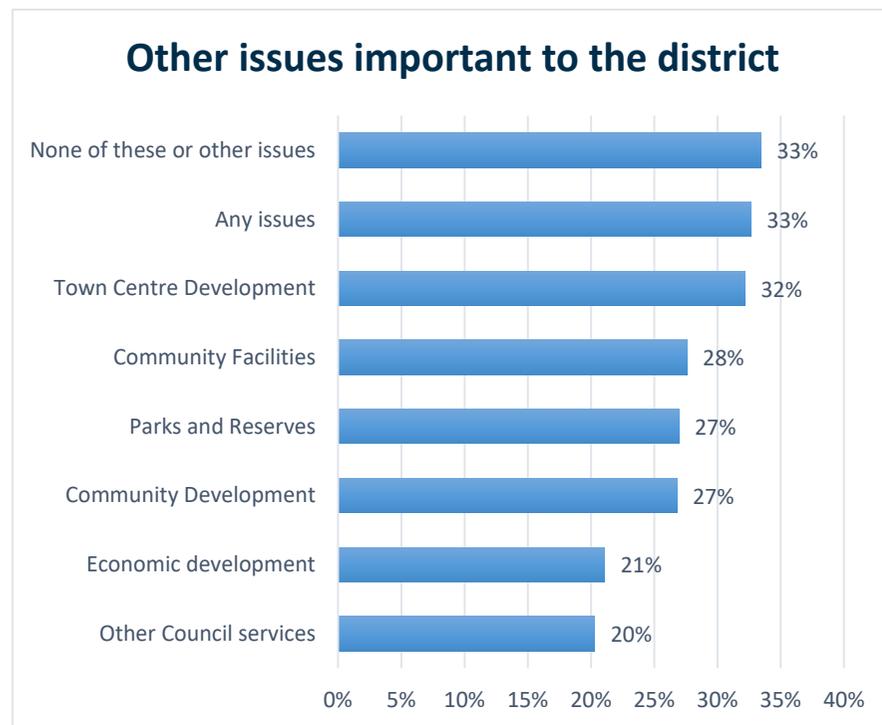
## Demographic differences:

	Yes, definitely	Yes, satisfactory level	Neutral	No, not really	No definitely
<b>Location</b>					
<b>Bulls urban</b>	2%	43%	37%	14%	4%
<b>Bulls rural</b>	5%	38%	38%	15%	5%
<b>Huntermville</b>	4%	60%	24%	9%	2%
<b>Koitiata/Ratana/Turakina</b>	0%	35%	38%	21%	6%
<b>Marton urban</b>	8%	45%	29%	16%	2%
<b>Marton rural</b>	8%	48%	29%	16%	0%
<b>Taihape urban</b>	2%	39%	34%	18%	7%
<b>Taihape rural</b>	3%	46%	34%	14%	4%
<b>Age</b>					
<b>18-29</b>	5%	30%	36%	26%	3%
<b>30-45</b>	6%	42%	33%	19%	1%
<b>46-54</b>	2%	40%	35%	19%	5%
<b>55-64</b>	4%	50%	31%	11%	3%
<b>65+</b>	8%	48%	30%	11%	4%
<b>Gender</b>					
<b>Male</b>	7%	45%	30%	17%	2%
<b>Female</b>	5%	44%	32%	13%	5%

## Other issues important to the district

### Importance Measure<sup>33</sup>

A final question asked surveyed residents what other issues were important to the district. “None of these or other issues” (33%), “any issues” (33%), “town centre development” (32%), “community facilities” (28%) and “parks and reserves” (27%) were the top five responses.



<sup>33</sup> Would you be prepared to answer further online surveys on any or all of the following issues? (n=631)

## Concluding Comments

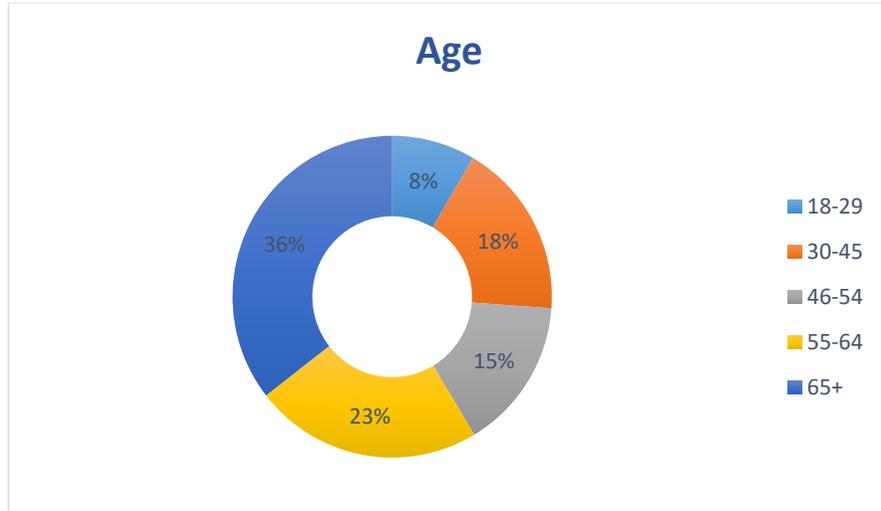
Council’s provision of services were mostly seen as “about the same as last year” and overall results are on par with 2017 results with the exception of the roading network. The provision of roading network received the highest share of “worse than last year” responses from residents sitting at 20%, up 10% on 2017 results. This is a marked shift in resident perception to the improved public perception of roading network provision occurring in 2017.

Services provided by Council libraries and the waste water network were well received by residents. These services scored a satisfaction rating of 79%, libraries significantly improving on 2017 results up by 12%. Residents appreciated the quality of customer service delivered across Council services, providing an overall satisfaction score of 74%. Sports fields, parks and reserves recorded a satisfaction rating of 66%. The lowest recorded rate of satisfaction was with public toilets at 47%, up 3%.

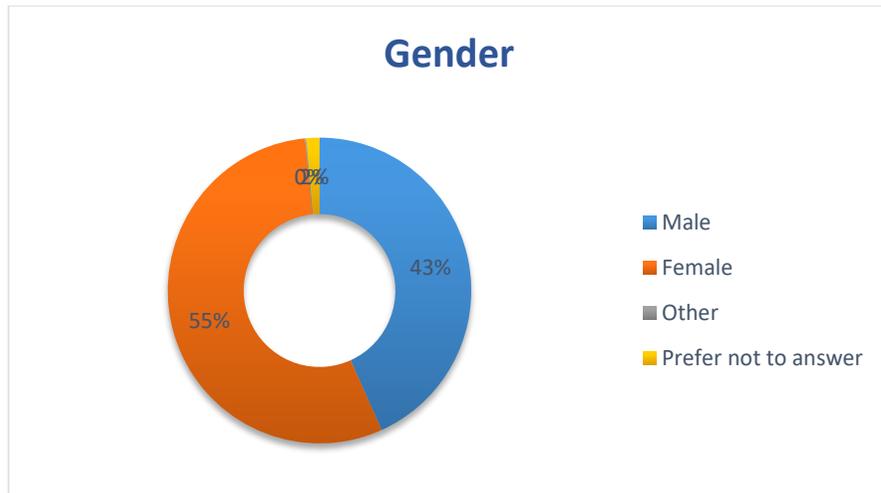
This year saw an increase in the number of respondents, with the sample size increasing from 699 to 833. This is likely due to the change in methodology with the invitation to participate being sent out to the entire electoral roll.

## Sample

### Age

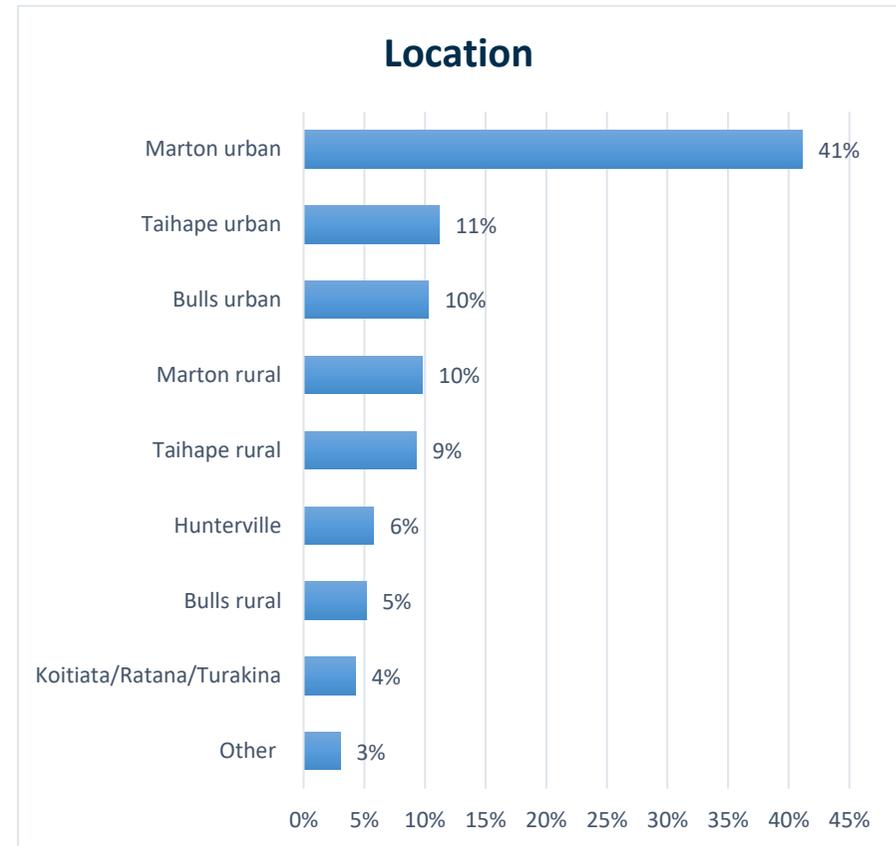


### Gender

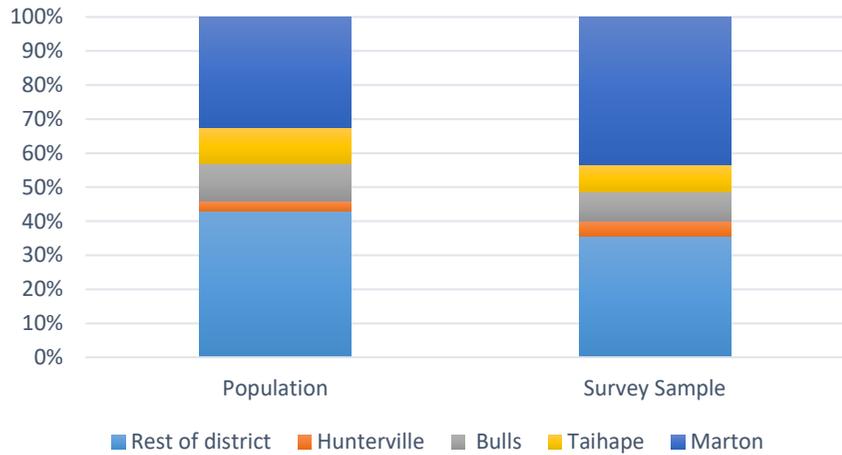


## Location

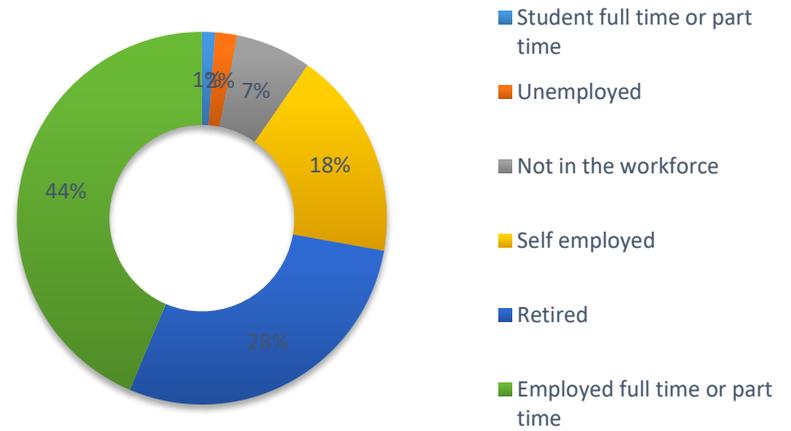
There were 795 responses to this question. Responses: Bulls urban = 82; Bulls rural = 41, Hunterville = 46, Koitiata/Ratana/Turakina = 34; Marton urban = 327; Marton rural = 78; Taihape urban = 89; Taihape rural = 74; other = 24.



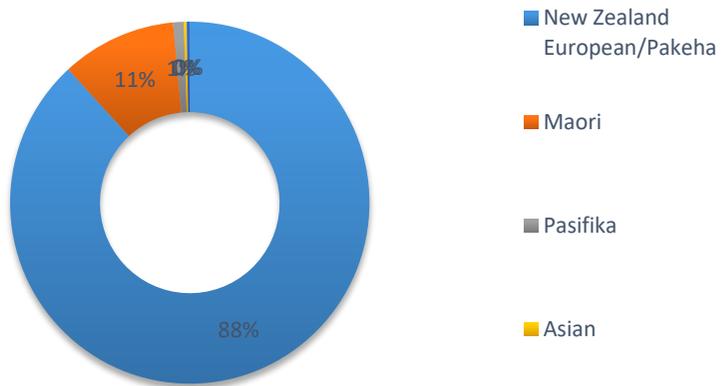
### Sample vs. Population



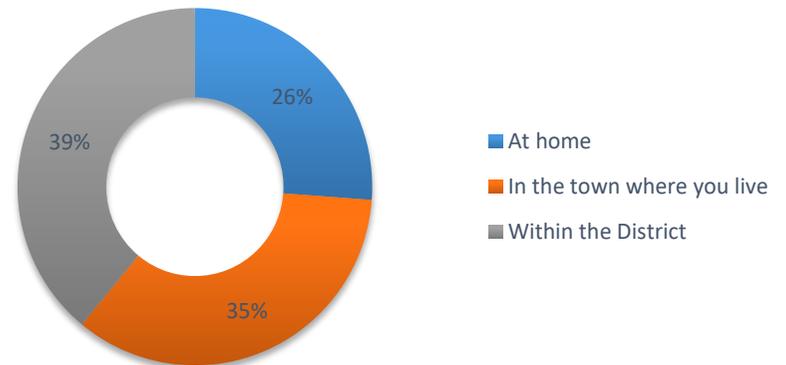
### Employment/ student status



### Ethnicity



### Where work or study is





## Verbatim Responses

### Roading

- *Footpath cleaning - i.e., mud, moss on paths. Residents getting wood delivered and covering the footpath in mud and not cleaning afterwards.*
- *The roading network has to be better simply because 'some' work has been carried out. However, the work in the Broadway – much needed, has taken a very long time to do. There is also the problem of motor vehicles, which are simply stuck out on roads and never move. I have two such vehicles next door to me that have been there for approximately eighteen months*
- *Roading comment - Not only ensuring smooth roads are important but more important is making sure the metal just on top of the tar is rolled in to stay the tar not all over our vehicles*
- *Roading comment - Our town is very poorly sign posted i.e. The heart shaped monstrosity that is on State Highway 1 & 3. It means nothing to the tourists from overseas or New Zealanders that pass it. It is only full of a load of primary school kids squirrels which translates to a load of gobbldy goon.*
- *Access to rivers - Onepuhi*
- *The recent work carried out by Fulton Hogan on Wellington Road is useless. There is more noise generated by the heavy trucks than before*
- *Adequate places for disabled people to cross streets (curbs)*
- *My own footpath was cracked by my over grown neglected hedge type tree. Since I have been home. I have never seen any council*

*worker in my street. So I cut it down so mother didn't have to go onto the road to pass*

- *I live on an unsealed road - we are American car enthusiasts. We have had to purchase a large trailer to transfer our American cars to the end of our road as the condition of our road is often too rough to drive down - I drive a mini and the potholes get larger than my car. The road verges need mowing at various times too. Today our road is in ok condition - but I guess that's due to Targa Rally finishing at the end of Kaimatawi Rd (our road)*
- *Our town is very poorly signposted i.e. the heart shaped monstrosity that is on state highway 1 and 3. It means nothing to the tourists from overseas or New Zealanders that pass it. It is only full of a load of primary school kids squirrels which translated to a load of gobbldy goof*
- *Satisfactory condition*
- *Providing bins for dog poo*
- *A TAKIMOANA COMMENT - THE PERSON HAS TICKED BOTH IT IS IMPORTANT AND COUNCIL SHOULDN'T DO THIS*
- *Please can we have some more pedestrian crossings in Taihape, I have to use a cane for getting around and have a head injury so don't drive, hard to get across main roads*
- *Should be done by contractor outside of council*
- *Repairs to footpaths in Taihape not always adequate. Also do not think the new LED street lighting is as safer effective as the former ones they have replaced*
- *Signal Street plants growing thro paths, overhanging tree's and plants where people walking down streets, Bad*

- *Adequate signage means signs that can be read by the public. Too many times we see cars slowing and then stopping to read street/road signs. This not just elderly people. Road/ street signs nationwide are getting smaller and less obvious. The reasons are two-fold size of sign and print plus colour choices positioning of signs.*
- *Proper road repair, not so much patching work*
- *The activities and services that the council do in the Rangitikei District is very important for everybody in the community and for their safety as well. So keep up the good work*
- *Recycling services around Hunterville*
- *Please improve the Pukepapa/Makirikiri Road intersection - It is so dangerous! So many crashes happen here.*
- *Clean out water tables to prevent damage to roads not being done since Higgins got contract*
- *Council should check and unblock culverts more regularly as a blocked culvert can cause severe damage to the roads and surrounding land*
- *There should be budget in place to gradually upgrade metalled roads to bituman/Tar seal particularly where a short length (less than a kilometre) could benefit several c or to tourism enterprises like Tarata Fishaway where the metal road for many years has not even met the standards outlined in the roading plan and has a dangerous surface.*
- *Maintaining entrances and gutterings on roadways. Many town gutterings are broken and the broken concrete is just thrown away to leave gaping areas for the water to undermine the gutter.*
- *Widening rural roads!!!!!!!!!! Have had several near misses. Not enough edging to get on when trucks/buses pass on other side.*
- *Reducing the speed limits on rural un-metalled roads to 35km/hr in order to maintain them for longer, and to minimise collisions between small vehicles and large often trucks with trailers, e.g. stock trucks, fertiliser trucks road repair trucks..*
- *Bikes should have the footpath.*
- *There is a horrendous bump outside the Gretna in Taihape needs urgent repair... There needs to be a sign on the road in Taihape outside the Gretna on Statehighway when coming from Taupo. Tourists suddenly stop there and hold everything up not knowing they need to continue. We need good paths to walk around for tourist s and residents and need a good walking track to people to walk around especially around the loop zigzag road where space is tight... People are always walking there and nearly getting run over... It's amazing how many people stop near cafe and want to have a little walk and I always meet them outside school asking questions...*
- *Some streets are in need of better lighting: Bredins Line Marton. Dog toilet left behind and not picked up by owners, should be fined if evidence proven.*
- *Keeping footpaths clear of rubbish*
- *Marton signage heart shaped on main road is too busy looking and not direct enough to encourage visitors*
- *Maintaining visibility at intersections - mowing and spraying grass and weeds, trimming trees, et cetera. Proper pull-offs on the left for people turning right in 100km/hr zones.*

- *Ensuring Transit maintains roads damaged by heavy vehicles detouring because of inadequate turning areas. eg. Wilson St. Bulls.*
- *Would be good to notify owners where shrubs cover up to half of the footpath. (Have to walk single file or walk on grass to get past.)*
- *Air pollution in rural communities ( farmers sillage)*
- *Clearance of overhanging shrubbery onto footpaths*
- *Rural road side verges mowing to fence lines*
- *Effective asset management*
- *Drains, why do I have to keep my road frontage drain clean and sprayed, I appreciate this probably doesn't fall into this category but it appears there is nowhere else to put it.*
- *Fix streets in Taihape to give unimpeded access to driveways. Namely Linnet Street!*
- *Ensuring LTSA maintain white road markings especially the left white line for night driving*
- *Water system review*
- *Our main street what a mess don't see much council input*
- *Do road repairs properly the first time. Have seen the same places being repeatedly repaired within months*
- *Being able to walk along the footpaths and not have to worry about over hanging branches or plants growing out over the footpaths. There are lots of footpaths like this - why are they allowed to get like this*
- *Signage warning motorist to give cyclist safe passing distance.*
- *Parking*
- *Concerned with the length of time it took to repair Main Street in Marton for the shops in that area!*
- *Speed limits on roads which now support more dwellings*
- *Have clean waterways*
- *Unacceptable length of time roadway west being in state of disrepair*
- *Ensure footpaths are level without trip points*
- *Should tender out to overseas contractors who will probably do a better job than Higgins - so we can get better road surfaces. (Instead of Higgins patch up jobs!!!)*
- *Making sure that people don't park over fire hydrants, or across peoples' driveways, or that there's adequate parking outside dairies.*
- *The standard of maintenance of metalled roads had markedly dropped under the new contractor Higgins.*
- *Impressed with continual attention to reading problems and rectified*
- *Keeping drains clear of leaves to avoid flooding*
- *Making sure we have footpaths where needed and not just half way down the street. Me and my 3 yr old daughter should not have to walk on the dam road in winter just because the council think only half our street needs a footpath..... We pay rates and live across from a school.....*
- *Making sure the work is inspected on completion*
- *Control of noxious weeds*
- *Water main update*

- *Forestry should pay totally for the roads they damage. Broadway Marton needs to be resealed where it doesn't meet the curb and channel*
- *Maintaining clear footpaths, with no over grown trees, bushes or gardens.*
- *I maintain approx. 200 metres of public road that connects my property with Howie Road road end and have done so for 29 years at my own personal expense... How about tar sealing it for me or paying me to maintain this public road.*
- *Ensuring any repairs are done correctly the first time. It seems only the band aid method is used for repairs and often contractors have to return so after to carry out rework*
- *Making sure all storm water drainage areas are free from debris, are draining properly at times of heavy rain and floods*
- *Putting footpaths on both sides of all roads in residential areas*
- *Walking tracks around rivers and reserves*
- *Not sure that you should put so much effort into building new fancy footpaths, just maintaining the old ones is good enough*
- *Signage for roadworks, need more warning example, 30km near roadworks. Your driving at 100km and expected to slow to 30km with no warning. Can we please have sufficient warning (signage) before roadworks?*
- *More gravel roads need to be sealed*
- *Turning street lighting off during the day*
- *Keeping blind corners free of overgrown vegetation*
- *Bungy jump sign at junction over bridge into Ohotu, needs moving to the left, to give good visibility up Omatane Rd. This is when exiting, to turn over bridge onto St Hwy..*
- *There is generally a lack of quality on newly sealed roads. Particularly on rural roads chip doesn't get swept making it very dangerous.*
- *Tree trimming on roadsides*
- *Keeping grass and overgrowth clear on rural roads. E.g. corner Waimutu ? Bryce Line*
- *Clean up after storms*
- *Our street melts in the summer but they do not get even a smattering of light gravel over the hot months to compensate. This not only damages paintwork on vehicles but no matter how careful everybody is the tar still manages to get onto decking, carpet and polished floors. How hard is it!! Other roads in town have gravel spread over them over summer but not us.*
- *Repairs need to be done properly, not patching over the issue. I watched a reseal job done on Sandridge road, the old seal wasn't ripped or removed and now there are small holes already starting to appear. Also, the edges of the road are steep sloping and there is a risk of trailers/horse floats rolling if there is oncoming traffic. Higgins just resealed over old seal and tree roots.*
- *Wellington Road is a main road into Marton, however it is a mess. It is bumpy and it does not look nice. It would be nice to have street lighting every night, we seem to continually have nights with no lighting at this end of Wellington Rd. I know due to cost we do not have footpaths around all of Marton however it would be nice if over the next several years you could change this. All schools should have footpaths both side of the school such as Marton Junction school. It would also be nice to have a footpath along Wellington Road from Kensington Road as people waiting for the bus have to stand on the wet grass.*

- *Ensuring some sort of funding goes into ensuring our two main entrances into Marton and the main street are kept in a presentable manner to impress visitors at the moment the town us looking very sad compared to surrounding town eg Feilding*
- *Water-main leaks running into gutters*
- *Rural roads & curl sides*
- *Fencing off stream at end of park in Follett Street by kindergarten*
- *Rubbish and glass on footpaths*
- *Ensuring bridges are fit for purpose, and wide enough for safe passage of the vehicles they carry. Also provision of adequate road shoulders for cyclists on rural roads*
- *Prohibiting heavy traffic from using roads/streets, other than designated by passes, in town areas unless making a delivery to that area.*
- *Keeping roadsides maintained and trees pruned to stop falling branches*
- *Not spraying toxic chemicals all over the footpaths so it flows into the waterways.*
- *Marton park paths are shocking took my mum to afternoon service ANZAC day and had to nearly carry the walker*
- *Some country roads are so dangerous at the moment, the longer they are left as they are the worse the problem. Putting cones around massive washouts it's not an option for years. Jmho of course.*
- *Keeping road side drains clear*
- *Make sure trees are not endangering road users*
- *New stretches and patches of seal need the loose chip swept off properly, I'm a motorcyclist and it's bloody dangerous. Also the*

*RDC side of the Gentle Annie would be much safer with some cats eyes, the difference compared to riding the Hastings side is huge. Try going across it at night, you'll see what I mean.*

- *Stop leaving lights on during the day!*
- *Fix the rugby field*
- *CARE OF GRASS VERGES.S AND OVER HANGING TREES*
- *Trimming roadside trees/shrubs*
- *Trees long grass along walkways*
- *With an elderly population footpaths need to be well maintained. Also too many plants growing over paths*
- *Maintaining Libraries and parks and reserves. Keeping a safe, reliable water supply and wastewater treatment services.*
- *Less widespread spraying of herbicides in all the ditches along rural roads. IF herbicides need to be used they should be restricted to keep the actual culverts free. Spraying the ditches just speeds up the water flow creating a lot of erosion and silting up further down the ditches. Also, the use of herbicides is questionable with mounting evidence of the adverse effects of these on the environment and people's health.*
- *Traffic coming from the south of Taihape. Slow it down to 70km from Winiata and to 50km approaching the refuse centre. It's dangerous pulling into the refuse centre when you have traffic behind you doing 100km, and there's not much room to pull to the left before turning into the refuse centre.*
- *Designated cycle areas on major roads would help with traffic flow, keep cars and cycles safer apart*
- *Speed on gravel past housing.*
- *Tarseal Mount Curl Road*

- *Ensuring shops have correct numbering for ease of locating. Broadway shops are often out of sequence and not listed correctly.*
- *Survey dangerous intersections for a third lane to allow oncoming traffic to pass without incidents*
- *Having the Swimming Pool facilities open all year round*
- *It's taking a long time to finish the roadworks on Broadway, Marton.*
- *To keep footpaths clear of overhanging branches & overgrown shrubs, to stop people having to walk on the street to pass some of these obstructions*
- *Providing footpaths to all residential houses e.g. Hautapu Street footpath ends at 171 Hautapu St so only option is to work on road to get past this point. Vehicles are coming into 50km zone from 100km zone so more often than no are speeding. Makes it very dangerous for children particularly that have no option but to walk on the road*
- *Rangitikei river access*
- *Ensuring lawns cut by council contractors is done neatly and cleanly and drive-ways leading from fence-boundary to road and properly metalled or sealed.*
- *Looking after residents who pay rates and live on State Highways*
- *Water supply*
- *Repairing storm damage as it occurs.*
- *Putting in more footpaths on town roads that have none*
- *I encourage Council to continue to prefer renewing complete sections of roadway rather than patch-up jobs which are cheaper at first but not as good value for money in the long run*
- *Maintaining roadside guttering/stormwater drains. 2. Requiring property owner/occupiers to keep vegetation clear of footpaths. 3. Ensuring trees are kept clear of powerlines*
- *Reduce the number of times the road gets repaired then dug again to fit a new service the council was aware of before the repair took place.*
- *Roading and footpath repairs on upper Broadway is a disgrace. Time taken has been unacceptable in a town trying to promote new people and retain business.*
- *Fixing of cracks on road to make it smooth.*
- *Bridges - Mangaweka bridge is putting incredible strain on other roads not fit to carry the traffic it is now carrying*
- *The Main Street seems to have taken so long I feel very sorry for the businesses.*
- *Ensuring road maintenance is conducted safely and quickly particularly in high traffic areas.*
- *Should look to seal steep gravel hills that trucks get stuck on*
- *Sort out drainage that comes off the road and floods the property put a culvert under the road instead of allowing hill and rail drainage to flow back into my property and flood it*
- *Water*
- *Union line needs markings*
- *Better drainage*
- *People come SH1 and pick up rubbish yet they do not come up Saunders Rd and pick up rubbish that has been thrown out by lazy travelers'. It's just a short road would not take them long to pick it up. This would help keep the place tidy.*
- *Repairing footpaths and drive entrances*

- *Alternative bridge across Rangitikei River. When there is a incident...only option is Halcombe/Feilding.*
- *Ensure signage is clear for travellers e.g. by having adequate Town Centre signs at locations for by-passing traffic.*
- *I feel that the road crews should be better organised when heavy rain is coming to clear the drains around the town to prevent known areas prone to flooding*
- *If major road repair is needed, they are planned carefully and completed in the allotted time.*
- *Ensuring roadside grass is not so tall as to obstruct visibility at intersections*
- *Provide kerb side recycling I feel it discourages personal commitment to reducing usage/recycling on own property*
- *I am concerned about the high number of rubbish trucks that are using Wanganui road and pukepapa road. They are very noisy to the extent it is causing noise pollution, and the fact they are moving through a residential area. When we purchased our property we were not consulted on the high number of rubbish trucks using the road. Council needs to block this sort of use age.*
- *Having drinkable water*
- *Fixing the road repairs to Broadway. Its taking too long and looks terrible to visitors*
- *Water supply*
- *Maintaining Germs which includes banks between properties and roadways*
- *Clear streets of over hanging branches or give notice to owners to do it this is an ongoing problem*

#### Sports fields, parks and reserves

- *Council support for sporting codes to maintain their facilities*
- *A) The maintenance of pavements in the district is in a shocking state and in places, is a hazard to walking*
- *Replacing the ever increasing spurious destruction of mature trees in common areas*
- *More room for cyclists on rural roads*
- *Access to the river @ Onepuhi and a camp ground*
- *Grounds woman is excellent works very hard and keeps it all looking good*
- *All these facilities should be user pays*
- *Neglected unattended properties*
- *Good to see a drinking fountain has been put in at the park*
- *Very good garden art lovely - keep it up*
- *Toilet facilities both on the court and showers could do with a spruce-up and paint job (re netball courts).*
- *These areas need a bit more attention because it's for the community and the children to be able to have some fun and enjoy themselves*
- *Providing adequate rubbish bins and toilets in parks*
- *Maintaining heritage buildings in our parks*
- *Toilets a biggy public toilets at the rugby grounds need to be addressed they are disgusting*
- *Swimming pool to be open all year*
- *Dog friendly walks signposted. Been here 10 years and still can't find any.*
- *We need an area or track to walk around for locals and tourists.. No easy track to walk, run or cycle could be a good drawcard for a*

*stopover.. And somewhere easy or difficult to walk signed and maintained..*

- *Year round use of the pool ? It is heated*
- *We need a swimming pool in our town*
- *Cycle trails need good signs*
- *Conservation of native bush areas, and planting of new areas. Better access to, and basic facilities near, rivers.*
- *Full size hockey turf*
- *Probably to many parks i.e. Hunterville*
- *Involve the youth of today in activity centres. Idle hands and idle brain make for troubled youth.*
- *Swimming pool*
- *Need to put in more water fountains, some parks only have 1 and others none.*
- *Need more dog exercise areas in such a large district*
- *All areas are important*
- *Care for our natural environment.*
- *Fenced dog exercise area - wire fence at Wilson park unacceptable its dangerous to dogs and unsecure*
- *Ensuring there is a rubbish receptacle at the Bulls Cenotaph for people eating food*
- *Footpath in Broadway shopping reduces pedestrians thru motor scooters*
- *A skatepark in Hunterville would be great.*
- *User pays.. BRING IN POLL TAX..!!!! The problem with our democracy is at times is it merely a fashion count and does not establish the truth or doing the right thing. The rating system is so archaic it is becoming corrupt. Community assets should be*

*funded by the community as a whole and not the sole responsibility of property owners. For example I have never used the parks, swimming pool, library and yet I have put many thousands of dollars into running and funding them.*

- *Providing communal areas for people to gather - such as bbq area in Marton Park*
- *They also need public toilets in rural area like Turakina. At present, they are the service station which has on parking and is very dangerous. One day a child is going to get killed and then it will be too late!*
- *Need a better playground for small children - have been saying that for years.*
- *A cycle trail needs to be promoted and well advertised in the Rangitikei area*
- *Increasing the size of areas where dogs can be exercised off the lead.*
- *More areas to walk dogs. Specially off lead areas*
- *Have more dog exercise areas that dogs can run off lead*
- *Provision of space/resources for community food gardens and productive (not just ornamental) trees.*
- *I would like to see toilets in all parks to stop people going in the gardens and make it a safer place for children.*
- *Happy with the above*
- *More rubbish bins are needed in public sports fields and children's playgrounds.*
- *A cycle trail would be great. Also developing longer running trails, for example a loop from the domain, across the Rangitikei river and over to Wightman road and back around.*

- *Although I do not use these facilities, it is important for town folk to have these amenities.*
- *Our region is lacking in additional facilities so anything done to improve these is a bonus.*
- *Re addit facilities: develop when really needed and going to get wide usage*
- *Provision and maintenance of clean toilet facilities at the above, e.g. Memorial Park Playground*
- *It would be great to have cycle/pathways around some of the routes that lead to the Te Araroa trail, like out to Raumai Road*
- *Once again the entrances to the town and Blue Gum corner need to be made attractive to draw visitors into the town*
- *The council do a great job in regards to the maintenance of the grounds however the sports park in bulls is used for all sporting events and the playground there is in desperate need of equipment. The same slide and jungle gym has been there since 1989 when I use to play there as a child.*
- *Toilets at Marton park (open 24 hour) & skate park*
- *Maintenance of these areas is important as important they are possibly visited by more visitors to the area than any other area*
- *Walking spaces - designed walks that are safe, well-lit, and of varying length. An increasing number of people seem to be walking the Station Road/wellington road/Broadway/Calico Line/Nga Tawa road loop, however there is little consistency in footpath, lighting and general safety on that route.*
- *Love the community gardens. Let change some of the sports fields - perhaps around the edges - into edible sustainable food sources*
- *Just fixing walk ways*
- *Skatepark - stop the upgrade! The youth don't appreciate it, they absolutely trash this beautiful town. Destroy the community gardens, slash new trees etc. Now of course I'm making a huge assumption. Please give Marton a playground. The children deserve it just one like Huntersville would be fine :-)*
- *Add water themed park for the children*
- *More dog off leash facilities*
- *Pukepapa rd needs beautification. Tree planting?? Its a major entry into Marton*
- *Notice cemeteries not sometimes kept up very disappointing at recent long weekend to see the Bulls one untidy when people visiting*
- *Some of the dwellings above the shops are an embarrassment! (especially on the main road). The owners need to spruce them up.*
- *When walking through Marton under the rail bridge an entire wall is capsizing, no attention has been given to existing walkways.*
- *Better lighting for fields, for night games*
- *Removing old mans bread out of reserves*
- *Noted that the Boar War manorial next to the grandstand is in very poor condition and dishonors those who sacrificed their lives for this country,*
- *Security of play area's at night time..*
- *Around Taihape, grass verges and banks are left to go rank and long very untidy and fire hazards. Marton is all very tidy. You need to get the contractor to use weed eaters or spray the edges, not just wizz through with the mower and leave the rest. Very untidy*

- *I do not use any of these facilities. I live in Turakina on the State Highway*
- *More off lead walking areas for dog owners, they pay a lot in the way of registration but there are only 4 off walking facilities in the entire district and no in the Turakina ward*
- *In need of determining who looks after our rugby field in Ratana pa*
- *Good walking tracks*
- *Compared to other small towns Taihape really only has one space, the rec*
- *Replacing the rubbish bin back at Scott's Ferry beach as people are now not bothering to remove their rubbish from the beach as there is nowhere to put their rubbish!*
- *Maintain the access for emergency services to those areas, in good order even in winter.*
- *Lighting and walkway care and installation on public walkways through and around sports fields, park, and reserves*
- *Kids play grounds nothing repaired or updated*
- *Save the grandstand at Taihape Domain*
- *Provide doggydoo stations at strategic public spaces and consider all weather fitness trail for communication use.*
- *Big need for a footpath from Otaihape Vally Road to town.*
- *Footpaths*
- *Kids need a safe place to play.*
- *Water supply*
- *They have improved since council has done the maintenance*
- *Assist sporting codes to maintain their facilities to a better standard. Offer an annual savings scheme. If not used in a certain year, it can be held over until another year.*
- *Marton park is neglected at the expense of other parks, plant trees to replace the ever decreasing mature ones*
- *Unfortunately there are still too many irresponsible dog walkers who do not clean their dogs shit from the parks when they exercise their dogs. Also along Sir James Wilson Park, some dog owners let their dogs run free – this can be frightening and possibly dangerous. The hockey (?) Pitch in Centennial Park has not had anything done to it since the flood lifted it. Marton Park is good and the Marton project team have done a good job*
- *Trim trees and bushes that over grow the footpaths. If parks and reserves are looked after and effort made to have them looking good, they are more likely to be used. Good parks and reserves help to attract visitors – come on Rangitikei Council – we need to liven Marton up and attract people. We also (Q6) need to give young people adequate facilities so there is less encouragement in places the more mature would use.*
- *Another rubbish bin to be placed at the end of Wilson park playground (the Nga Tawa Road end)*
- *Keep up the good work*
- *Provision for couples e.g. toilets queens park Huntersville*
- *Green spaces are necessary*
- *A very good job, thank you*
- *We have to drive to Mangaweka or Vinegar Hill for a camp ground*

- *Walking crack by river at the back of reserve needs a little more work*
- *To supple toilet faculties' and rubbish disposal*
- *The council should after giving two notices of neglect fire hazards, eye sore or similar public maintenance. Should repair, make good on safe than recover costs*
- *Areas such as cycle track should be sold*
- *Should sell the grounds that are not used so well*
- *Should sell the grounds that are not used so well*
- *I think council are doing their best*
- *Parking, entry and exit to the Taihape pool. Locked gates over winter means the park/skatepark is not so available to families.*
- *When visiting the park at the school recess times, the park is taken over by children from TAS. Whilst most of the children are respectful, this can be a frightening experience for visitors with young children. The schoolchildren often do not have a teacher on duty with them. It is also unclear which age groups are allowed in which playground equipment*
- *Someone from your office who can clue me up, for reasons about Pruning - no cutting down healthy trees that are inside the Wilson park boundaries*
- *I don't use these very often, except the Bulls bridge seating area. The table has been repaired by my son more than once*
- *The local park gets over run by Taihape Area School students overwhelming the younger children and visitors*
- *Sports fields are well maintained*
- *There is no mention of trees in streets. I shudder at how the trees are butchered some years on Bond street, not this year hopefully*

- *A very good job thank you*
- *Just to keep up the good work and to continue what you're doing by putting smiles on the children's faces and letting them enjoy themselves*
- *You are doing a great job*
- *Please put a good, safe park somewhere in Marton. Maybe Follett Street? A good playground similar to Milverton Park in Palmerston North. Visible from the road with grass area for the kids to run around and age appropriate playground equipment, plus some water fountains. Since having a child, I am disappointed with the lack of a quality playground in Marton. Plunket is age appropriate but is dull and lacks any grass space to run around or meet friends for a picnic. The one on Wellington Road doesn't have any equipment suitable for pre-schoolers.*
- *Ratana park completely inadequate for size of community and only has one or two of the park items working*
- *They are currently pretty good*
- *Taihape playground could do with an upgrade. That climbing frame/slide down pole fort thing is pretty hair-raising for parents of little ones - it's a very big fall to the bottom!*
- *To be enjoyed by all sportspeople and spectators.*
- *It would be lovely to have a new kid's playground or the current ones updated*
- *I like the way that Council joins with other agencies in land beautification.*
- *The playground needs a major overhaul! Needs more things for kids to play on and better parking.*

- *It would be great if the childrens playground would get an upgrade and also the skate park*
- *I would like to see shade cloths over childrens play areas*
- *The rec is beautiful but could be make into a better recreational area for walks and rides...*
- *I'm very pleased to see the park/domain in Bulls looking absolutely lovely and taken care of, if I could ask one thing is that in the bulls domain and park people don't follow the rules on dogs, Myself I have been in the park with my Autistic son and baby and Had a dog run up to us while wondering down that side, on another occasion a man with his daughter tied his quite overly playful dog which just kept barking frightening the children using the park at that time.*
- *Year round use of the pool? It is a heated pool but I am not sure about funding or wages and running cost, it may not be viable? Just an idea*
- *We need a better, bigger playground for the kids; there are loads of kids and very limited options.*
- *Many small towns like ours have amazing playgrounds and we can do better.*
- *Generally well maintained and plenty to choose from.*
- *They are improving under Athol's great leadership*
- *As someone living at the edge of the district in Whangaehu, with no local fields, parks or reserves, since my kids grew up and left home, I never use any of these facilities.*
- *Bulls is badly lacking in this area. But still asked to pay rates for facilities that we have to travel to other towns or cities to utilise.*
- *Centennial Park is looking great. Finally getting the nets back up around the netball courts is great for safety and the professional look of the park. The new skate park extension is an exciting addition to come.*
- *STOP using the periodic detention people as it is a risk to the public and other property owners, I have selected NO for question 8 because we have been through it all before and our situation has not changed at all.*
- *The surface of the Taihape rec in summer is pretty awful. You certainly couldn't have a decent game of cricket on it.*
- *I would love to see a new playground near the gumboot throwing lane and toilets in taihape to attract people to stop in town and for our young to enjoy.*
- *Maintain what we have*
- *The sports fields have been looking great green and lush.*
- *For our community there is no sufficient upgrades of our playgrounds for our children. All the focus seems to be on the skatepark and well done to them but the other parks are being forgotten and items in the parks are need of repair or replacement. We have a lot of youth within this community who have nowhere to go and now with the age restrictions on the lobby where will they all go now. We need to cater at these parks for teenagers/toddlers and parents. There's no point in getting anyone to call as they will never do it anyway.*
- *A dog park or dog walking track would be great. Most of the reserves act don't allow dogs*
- *We keep hearing that the Memorial Grandstand - which the Council hasn't provided maintenance funding for many years - is a target for demolition. This Grandstand is a Taihape ICON - just as*

*the grandstand at Marton is. Many families who still reside in Taihape, but lost distant relatives in WW1, consider this to be the first memorial erected to remember them. As a matter of urgency - restore this facility!*

- *I would like to thank the council for the work they do in maintaining Marton Park on Follett Street*
- *The Taihape playground and skate park badly needs an upgrade. We would like to see a bike pump track added to the facilities - where the old sale yards were would be a perfect spot for this.*
- *Upgraded facilities would be nice*
- *We need to make the next generation - our children enjoy living here in Taihape*
- *I am impressed with the high standard of grooming with parks and sports grounds*
- *Impressed with standard of groundskeeping*
- *The fields in Taihape need to be looked after by the people that use them and held accountable for damage*
- *Support the skate Park initiative*
- *Support the upgrade of children's playground near Memorial Hall*
- *Let's make these new assets great....not just good*
- *Bigger park with more facilities for family activities. Could have better walking tracks, bicycle tracks, BBQ areas. The current playground area is way too small for the whole town and visiting people.*
- *Those that I know about in my area seem to be fit for purpose.*
- *I never use any of the above. If RDC does not have the info already, I think it would be a good for council to assess how often the sports fields are actually used for sports games.*

- *The big picture*
- *Possibly too many playing fields*
- *Improve or add to the playground at the grounds, or put a playground at north end of town where the gumboot is. Taihape could be a great place to stop for families with young kids, I know when we travel long distances the towns we stop at are the ones with the best playgrounds. Levin has an excellent playground catering for all ages.*
- *Is there any chance that big sports areas (i.e. Bulls Domain) can have 24hr toilet access? I know the main gates for car access get closed every night but people still use the area after hours. There is a risk of damage to the facilities, but this is something to consider to maybe benefit everyone.*
- *Mowed more often. The playground is way overdue for upgrading. Walking tracks being maintained better.*
- *Drains at Marton Park on Western side should be fenced*
- *Suggest that Turakina Domain be designated as a dog exercise area because it has very little use and no conflicting amenities.*
- *I also suggest that other possible dog exercise areas be investigated as 4 for this entire huge region is very low*
- *Protruding roots are a hazard in the park in town - Follett Street. Autumn leaves should be cleared regularly -also a hazard as slippery.*
- *No I am happy with it all*
- *Unable to answer this fairly as I do not use these facilities*
- *I don't visit them*
- *Ensure that the maintenance of the sports fields, parks, and reserves does not harm the environment, or surrounding environs.*

- *Im satisfied*
- *Be good to see an exciting playground area for children and families. A good area to picnic free of dogs.*
- *Being part of a small community it's important that we maintain to a high standard our parks and reserves*
- *The open drain in the park opposite Follett Street is an accident waiting to happen. It is the same as a unfenced swimming pool*
- *Design, layout and beautification should be inclusive of how the maintenance of the overall appearance of the sports fields etc. would be anyway.*
- *Reserves and parks are important for maintaining our wildlife and protecting our environment. There are enough sports fields.*
- *Congrats always tidy and well maintained also continual attention to centennial cricket grounds and pavilion*
- *It doesn't look like much work goes into the reserves. Bruce park is good but Pryces & Simpsons reserve need maintaining*
- *The local playgrounds for children are disappointing. We often take our children to playgrounds in Palmerston North or Wanganui because they are much better.*
- *Council should be requesting doc to tidy up reserve areas so are suitable for public use.*
- *Parks need better drainage systems, as they are always very wet over winter. Safer fenced areas, and more color to make the area more welcoming. The Marton Plunket rooms are very dark and cold, need some love, the playground is a let down, and not very safe.*
- *Drainage on our rugby field is non existent. When mowed during winter, the ground gets chewed up by the tractor tyres*

- *New playground required at Marton park near the grandstand*
- *Marton Park has made some good improvements but we still really need a playground and community BBQ area. Very frustrated about the amount of rubbish left lying around after Major rugby games in Marton Park. The rugby club should be taking more responsibility for this. Bins that encourage recycling within the park would be a good idea too.*
- *We don't use any of them*
- *RDC pay a guy to mow our lawns in the park atturakina Beach. I think unemployed people should do it their benefit. I know a couple of residents there that would do it for free!*
- *Make a playground that's suitable for toddlers and preschoolers and young children because there is NOTHING here for them.*
- *The water fountain at the Bulls domain is an ingenious setup and well used*
- *Please open the pool in the winter, after-all it is heated!*
- *Maintain but not committing a lot of funds to additional work. I note shrubs etc. being removed and replaced often. Waste of money.*
- *The Bulls Domain has many pest plants and animals (rabbits) that need to be controlled*
- *Since the pool is heated, why not keep it open year round?*
- *I would like to see some action on a securely fenced dog-walking area in Marton.*
- *Marton desperately needs a full fun children's park that's modern and caters for a wide age range. There are great schools in Marton and young families moving here- we need to cater for children. The existing parks are very dated and not that much fun*

- *Fix da boggie areas around sports grounds*
- *At least one Marton playground could do an upgrade*
- *More areas to walk dogs. Specially off lead areas*
- *We have no exercise off lead fenced areas in Bulls to exercise dogs. If this could be fixed that would be great. And more dog poo bins*
- *Just good maintenance*
- *None at this stage*
- *Keep doing what you are doing*
- *Just the above. To have toilets in parks with play grounds and picnic sites.*
- *Our one and only local playground is very run down, and unsafe in some areas for children under 5. It needs replacing*
- *I believe that the Council should provide free swimming facilities for all Primary Schools in the Marton and Huntersville area. These Schools contributed large amounts and also gave up their right to build their own pools on the understanding that they would be entitled to free time at the Marton complex. This agreement was successfully carried out for many years and hundreds of kids taught to swim.*
- *Would be fantastic to have the Marton Pool open during the winter. Such a great facility to have locally.*
- *Leslie Hardwidge is doing a great job!! They look great.*
- *Keep the grandstand.*
- *No to building a Hub.*
- *Place water fountains in convenient locations in sports fields and parks.*
- *The parks and gardens team do a great job of 'beautifying the parks and main street with flower beds etc.*
- *The standard of maintenance is very good. A credit to the team.*
- *Parks, reserves and sports fields are so much better now with an internal team managing them. It's not just a contract for service now but the staff really care and have a terrific leader.*
- *I appreciate facilities being kept free from rubbish as well as well maintained toilet facilities.*
- *I used to take my children to Walker Park regularly, however the play equipment there and facilities for parents are not good. The seats are on a lean and so are difficult to sit on, the playground is not very appealing to young or older children. The space could be so much more utilised. Shade sails, better seats, a path for buggies, fencing (its against a state highway, and even though the speed limit is 50 cars are often still going closer to 70 from the speed limit changing only metres earlier.)*
- *I look at the Levin playground and Pahiatua playgrounds and think how cool it would be for Bulls to have something equally as awesome in our town. You can call me to discuss if you would like. Hopefully a really cool design could be drawn up and fundraising done for our town to be known for its neat play equipment.*
- *Please don't pull down our grand stand. It could be made earthquake safe by removing the chimney bricks.*
- *These are important for the community.*
- *Centennial Park is looking great except for the pink seats .....*
- *Marton Park always looks great but perhaps a great playground for children in the park*
- *Mostly good. Some more parks/garden/trees would be nice.*

- *Running/walking trail in Taihape would be great*
- *Some of the playgrounds need to be made more safer and secure (e.g. The carousel at the memorial park). More play equipment needed for toddler/preschool children.*
- *It is essential that Parks Reserves Sports facilities Swimming pools are maintained and kept to high standard to encourage growth in the district.*
- *Keep them looking good as they are very close to the town centre and just need to be looked after as this does judge a small country town*
- *I wish I had time, but for the environment it is essential as it is helping those the suffer with asthma and giving safe areas to play.*
- *I suggest more lighting being placed in Parks. In particular I am thinking of the Centennial Park in Marton. Most mornings and evenings I am walking through the park (to get to and from my bus) and it is incredibly dark walking down the path by all the bushes by the field and pavilion. I've noticed at least one Netball light that is on but that doesn't shine through the trees to the field side. I suggest perhaps putting in some lights under the bench seats or just along the path.*
- *Can we look at funding for playground equipment please.*
- *Since the council has resumed parks and reserves maintenance the places are looking great.*
- *Toilets at the Marton Parks are needed for all the people who use it (24 Hours) also the skate park needs a toilet too or the hall should have a toilet that can to access from outside -centennial hall*
- *The parks around the Marton area are seriously outdated and in need of desperate updating*
- *Marton has got tones of empty grass space around to make lovely areas for family's to enjoy! Also I think they should do up the oval at wilson park to make it smooth for kids to bike on get rid of the awful stones*
- *Clear track around the heritage walk down to the river, behind the memorial park.*
- *Playground is in need of some attention*
- *As mentioned above fencing off the stream by the kindergarten as consider this a health and safety risk.*
- *Maintaining all areas so they become a destination*
- *No. The team do a pretty good job*
- *Speaking only for Marton I believe that our facilities are brilliant for a small town. However I do wonder what has happened to a lot of the ideas that were proposed for Marton Park during 2016 2017*
- *In Koitiata the average age of kids is 8-10, the playground needs to be updated, as the park provides for the under 5year olds & isn't appropriate for older children with the addition of a skatepark for the teenagers*
- *Think the Bulls and Cows around the place look great.*
- *Shame the old Criterion Pub Site hasn't been done as an eye sore to Bulls.*
- *Our parks are pathetic. I disagree with the school being able to use the playground during lunchtime. This is NOT fair to the little ones. I am fed up with constantly seeing improvements made in Marton and Taihape being the poor cousins.*

- *I love the park in Marton*
- *Council need to put toilets up at the skateboard park in the rose garden.*
- *Over all considering small population of taihape, council grounds are kept in good condition.*
- *Would be good to map and open up all the tracks around Papakai Park in Taihape. Have info and signs in the information centre*
- *They generally look quite tidy*
- *Very well kept*
- *I do not use any parks or sports fields.*
- *Rubbish bins*
- *The rugby fields need to be fixed so we're able to have grass roots rugby out here*
- *I would love to see the empty space by the skate park utilized for maybe another play park or child activity area as it is easy to access and away from road activity.*
- *An awning covered water park for children*
- *If they are all maintained to reasonable standards then extra funding should not be required for new areas.*
- *Taihape playground could do with an upgrade/revamp.*
- *Parks and sports fields appear relatively well maintained within the area.*
- *Swimming pools...heated so that they can be used all year...important activity for children....*
- *Would love to see changes made for scooters and bikes etc. for children*

- *It would be good to have seats in some of the areas as there are lots of older people who go walking and would welcome a seat in the reserves and parks*
- *Maintenance is primary. No need to redesign just for the sake of change*
- *Kids playground needs to be extended*
- *The Marton park in town is a really nice space and the grounds are always nicely cared for*
- *The parks are animal friendly in particular Wilson Park.*
- *I've only recently moved here but from what I've seen they're maintained quite well. Would be cool to see some walking tracks.*
- *I think overall the council does its best with limited resources available.*
- *More information on the war memorials for kids i.e. why they went to war whom for ...what for.*
- *There is quite often not enough play equipment for the littlies.*
- *The Swimming pool needs to be open all year round.*
- *For use such as rehabilitation facilities. Costly exercise travelling to Waiouru .*
- *Keep them nice and clean.*
- *The Marton Park Boer War Memorial desperately needs restoration.*
- *Some facilities bridle paths/ trails for recreacational equestrians.*
- *Council should ensure that the grandstand and memorial at Marton Park are maintained in top condition and I suggest that two rubbish bins be placed in the grandstand for the drongoes who are too lazy to walk the 50m to the nearest bin.*

- *Tarsealing the rest of the road into the Bulls domain, I have been harping on for years :-) No need to get in contact with me, just would like it to be done!*
- *It is hard to comment on these facilities when no one seems to take responsibility for those who live rurally and get no services.*
- *Quality facilities we can be proud of.*
- *Make Turakina Domain an off lead walking area for dogs as it is only used once a year and is ideal for dog owners to use an under utilised facility*
- *The area is really looking good at present it is a credit to the council and its people. I see a lot of people out using so it's great*
- *Does the council or parks and reserves maintain our sports grounds*
- *I would like to see a cycle route. Since the river eroded the river cycle track there is nowhere safe for family rides*
- *Beautification with plants does not have to cost a lot, like the sunflowers you did one year. Another play area away from the area school would be great, even two, one on hill one on flat side, for all the young mums*
- *Taihape needs bush reserve walkways fixed*
- *The Council keep sports grounds in really good nick from those that I see. I applaud the provision of good facilities as this really provides an avenue to keep our communities connected.*
- *The rubbish bins need to be returned to Scott's ferry as beach goers have nowhere to put their rubbish!*
- *If the RDC is to build new changing facilities at Memorial Park Taihape, why are they not talking to Clubs Taihape?*
- *Thanks for the good work*

- *Skateboard Park a long overdue asset for our young people.*
- *Nothing at all.*
- *Better maintenance of Huntersville parks*
- *It's great to see them being used so much more particularly from our Samoan community. They were often unused.*
- *Overall great job; I think the landscape is often cared for better than the fences and structures within the councils green spaces*
- *Maintain the grand stand at memorial park in Taihape*
- *It's part of the town's history*
- *Upgrade ablution blocks /add where there are none eg. Walker Park Bulls.*
- *Only lease part of the Santoff domain, let the local community have it for local use. The grazing money could be used for facilities. Part still to be grazed can pay for the up keep. Please look after the locals, it's their domain.*
- *The play grounds need upgrading*
- *We need to get going on the plan and get power to all of Memorial Park, so that it is easier to have events. Power also needs to be accessible on the fields, not just on the edge.*
- *Rough and ready unable to play safely in/on*
- *Why not ask questions on rubbish collection*
- *Very happy that Marton skate park is being redeveloped. My daughter and I are excited to skate the new space*
- *I think council could utilise some areas closer to the main town to create more outdoor seating, things to attract passing traffic to stop and use our businesses*
- *Dog exercise areas away from children' playgrounds*

- *During summer, I would like to see Friday lunchtime music/cultural concerts / presentations in Marton Park. This would attract people to the business district, give our local talent a venue, and would celebrate the different cultures that make Marton home.*
- *Massive areas could be cleaned up around the Rangitikei river providing walking, cycling and leisure. This would bring people to the area. It's a dump ground at the moment - shameful.*
- *Need more bike paths in town*
- *Once all footpaths and road maintenance is done then additional facilities may be considered. Until then these things should be fund raised.*
- *They look very good in the past year or so*
- *Provide toilets close to all Sports Fields, Parks and Reserves.*
- *Great improvement noted. Very attractive Marton park*
- *Sports fields, parks and reserves are all looking good.*
- *I live in Bulls and the First attraction that you see when entering from Palmerston north side is Walker Park. It is run down and boring, planting a few new trees is not going to help. You would get more visitors stopping here and in Bulls, if playground was re-done and more modern.*
- *I'm impressed at the level of service we receive, there has been a huge improvement in the upkeep of our playing fields.*
- *More playground equipment and another park be great for kids.*
- *Sheltered seating is very important, also upgrading skate parks, playground areas*
- *The Grandstand at Taihape Domain should be kept intact*

- *Current Parks team are doing a great job. The Parks in particular Marton Park is looking absolutely wonderful.*
- *Congratulations to Athol Sanson and his team for the high standard of the district parks and reserves*
- *Encourage private owners of club rooms on Wilson park to engage in repairs and maintenance on buildings*
- *Maintaining facilities is important and improve or add facilities if funding allows.*
- *Adequate toilet/baby changing facilities (where possible and suitable) with clear signage would benefit not only locals but visitors as well.*
- *To try and get more regional/national sports tournaments to the Rangitikei*
- *Grass is cut too late, so when you walk your dog in the park or play with your kids the long grass coats your shoes and clothes makes a right mess*
- *That they look to be in better order*
- *More child friendly playgrounds*
- *Drinking water is more urgent*

#### Swimming pools

- *Cost is prohibitive .... Some councils have reduced rates for ALL welfare recipients*
- *The staff have always been helpful and friendly. I think the pool should be open all year round – excepting maintenance periods. The Marton pool is a tremendous resource. People tell me that they come into Marton especially to use the pool. Our grandchildren really enjoy using the pool*

- *I cannot swim and do not want to learn at any age*
- *Cost is prohibitive, I have seen another pools they offer a concession rate to ALL welfare recipients - you don't.*
- *Swimming pool comment - A Takimoana*
- *Give the elderly 60+ a good café*
- *Give the beneficiaries a big discount*
- *Give the sports clubs a good rate*
- *Include sauna and plunge pool complex*
- *Take sport seriously and provide the best tools i.e. Gym, Aqua etc. with schools maybe*
- *The expense is too much, Taranaki pools are cheap as*
- *Hearing problems*
- *Can't swim. Almost drowned as a child*
- *Public toilet Comment - A Takimoana*
- *All public toilets should be pay toilets. Hundreds of people paying through our district use them, that constitute nothing to the towns they are in, especially, those on State Highway 1*
- *I don't swim*
- *Don't swim*
- *Public Toilet Comment - A Takimoana*
- *Don't use them*
- *But last time (sometime age) I saw the High Street Toilets they were completely disgusting.*
- *Thanks goodness for the library toilet*
- *Can't swim*
- *I take my children to the Rangitikei River*
- *No access at Onepuhi. Blocked by dairy farms and a canal access public land by another farmer*

- *Swimming is not my thing*
- *I do not enjoy swimming so haven't for over 30 years*
- *Public toilets comment - a Takimoana*
- *Should be accessible 24hrs 7 days in Marton to provide for tourists in town centre*
- *Community buildings - a Takimoana*
- *Air base area needs clean and paint*
- *Historic building (Hall)*
- *Swimming pool comment - a Takimoana*
- *I offered to clean the filthy skyline*
- *Too old*
- *Can't swim. Plus getting old*
- *Just not my idea of a good time*
- *Just not my idea of a good time*
- *Not a swimmer*
- *My children have all left home - now adults - I used to take them to the Taihape Pool for competition*
- *Don't enjoy swimming*
- *Don't swim*
- *I don't swim*
- *I am 88 years old cant swim much but my wife and I with family used the pools*
- *I am 80 years old and haven't been in the pools for 70 years busy bringing up a family*
- *Don't make the time to go*
- *Don't like chlorinated water*
- *Probably prefer sea water - beach*
- *Normally swim at the beaches or lakes*

- *SWIMMING COMMENT - A TAKIMOANA*
- *The pool is cold for children*
- *Unable to read the writing A TAKIMOANA*
- *SWIMMING POOL COMMENT - A TAKIMOANA*
- *Pools need to be open all year round*
- *I don't go swimming because I have chronic back pain and as I can't drive too far walking there*
- *Don't like cold water or warm got to be hot*
- *I don't believe council should be in booking etc. but at moment you're doing great job*
- *Swimming pools are and always will be a burden on rate payers but are needed*
- *I do not swim now*
- *I prefer to swim in the river or at the sea - I'm fortunate to have a beach property*
- *Don't go swimming*
- *Never felt the desire or need*
- *Can't swim*
- *I take my granddaughter to Marton Baths and she has also had swimming lessons also Makino has more variety of things different pools inside and outside areas. Also has a private room for birthday parties which provide food at a cost.*
- *I swim in the sea*
- *Only swim in rivers*
- *It's not open all year and when it is, it's full of children*
- *I do not go swimming what so ever and that is my choice to not go swimming as it does not have anything to do with the*

*Rangitikei District Council or the swimming pools around the areas*

- *No longer swim. Aged 84*
- *Can't swim (hydrophobic)*
- *Because I swim in the river*
- *Didn't know they exist.*
- *We utilise Whanganui facilities far more superior than Marton*
- *Swim in own pool, rivers and lakes.*
- *Children have grown up and we only visited Taihape pool and Utiku School pool.*
- *Im 73 years of age, I am past swimming in public pools.*
- *Use Fielding Pools. As they don't close for long periods!!*
- *Visit Whanganui as I have business at same time to conduct would consider Marton as it is closer*
- *We don't use Marton pool due to current person running it*
- *Extremely rude unhelpful discourages young kids from wanting to learn to swim speak to the schools I'm sure they all have a comment on them to,*
- *Outside of opening season we have to travel to Marton, or we will go to fielding or Waiouru for winter..*
- *I don't like swimming generally and not in-indoor chlorinated pools, in particular*
- *Don't use swimming pools*
- *Didn't know about the pools and cost could be a factor*
- *We could have all year entertainment and somewhere for adults to exercise ... Aqua jogging.. Something??*

- *Unable to get in and out of pool (Marton would be closest) when I have used a swimming pool use the one at Feilding as it has easy access (walking)*
- *Fear of water.*
- *As stated before having the opportunity to utilise the pool year round would be an advantage.*
- *Don't have time*
- *I live in Whangaehu, so it's quite a distance to get to Marton for a swim, and while the pool is the right length for training, it's not very appealing or attractive to visit.*
- *Only used pool when at primary school 1970's and I don't do swim*
- *Children have left home*
- *Never been swimming... Never intend to either... Beached whales do not swim....*
- *Own pool*
- *I used them once and swore I would never ever use them again as the staff were rude and other people were just absolutely disgusting and rude plus I ended up with skin and respiration problems.*
- *So as I said I have not been back for many years and still never will.*
- *I am not a swimmer.*
- *Don't visit any swimming pools, prefer clean rivers or the sea.*
- *My wife for aquarobic in Feilding*
- *The swimming lessons provided by Trevor & co this year were very good. My children felt that they learned a lot more than last year. I would definitely support Trevor getting the contract again next year.*

- *I don't use the pool I go to the local swimming whole (meetings of the water).*
- *Our local pool is not being promoted as much as it should be. The office staff have been reduced and they have taken away the amazing customer service that was there when they employed more office staff. Lifeguards are required to man the office now, which leaves the pool unattended. This is extremely unsafe for all concerned and you as a council need to rectify this immediately. We need to improve the one main asset within this town which could benefit our community and your letting it go to the pack. Having it closed over winter sends all of of community elsewhere and reduces them coming back the next season when they see way better facilities elsewhere. Signage needs to be erected on the main highway to promote our pool and the inside roof needs to be sorted so we can have it open all year round. People have asked to run events and they have been sent away which is not acceptable, as they only want to promote our facility more and get the community involved in it. Councils is letting our town down by not promoting it better.*
- *Don't go swimming*
- *I have a spa pool and prefer to use that*
- *I don't swim often but plan to use the pools as I now have grandchildren*
- *My days of swimming are well gone and if I was to swim, then I would go to the Waiouru pool which has far better opening hours and more regulated water temperature controls.*
- *My kids go to Makino pool in Feilding for swimming lessons in term 2 & 3 when the Marton pool is closed. I would much prefer to stay local and swim in Marton all year.*

- *I don't use public pools. Swim in the ocean, rivers or at friends places.*
- *Wanganui. As Marton not open for many months over 'winter*
- *I have not used public pools for years just because.*
- *I am over half an hour away from the closest pool and work full time so have no time to use a pool.*
- *I am working full time in Palmerston North, so don't have much spare time. Don't visit other pool s for the same reason.*
- *Don't go swimming*
- *I do not have time in my busy life to go swimming at any pool*
- *Swim in the river only,*
- *Not sure council should be involved*
- *Don't swim*
- *There's not one locally*
- *Locations not convenient. Splash WHANGANUI because it's Location is convenient and it's a great facility.*
- *Never is during winter because its not open*
- *Wanganui splash centre - location nearer work*
- *I'm disabled. Only time I tried to use the Marton Pool, hoist was not working and the plastic steps out of the pool wobble and feel unsafe.*
- *The Taihape Pool is dirty. Staff are not friendly like they used to be. An outsider runs it not a local. It does not comply with NZ standards*
- *I don't swim now*
- *Have had a busy life and now that I'm retired nothing draws me to go swimming*

- *The pool doesn't seem to have special hours for older people like myself, who enjoy a swim for health and being able to avoid all the children leaping around.*
- *My husband and I were going to Marton Pools since 2014 and we were taking our grandchildren. We weren't happy with one staff, we have an adult concession pass and left children's pass at home she wouldn't accept that we said click the adult pass. That was January 2018. We arrived at the pools another time and the women's changing room was smelly on two occasions. I had enrolled our grandchild in the swimming classes may have been January 2016 she was a preschooler. During the class my granddaughter fell back hitting her head on the side of pool. This incident put me off returning to Marton for classes. I found the swimming class not structured or motivating as there were no certificate ceremony etc. Our three grandchildren have been enrolled at Freyberg Pools since 2016 February. We love it there as the girls have learnt much more and small groups. It is \$125 per child for each term but I feel they are structured. The only problem for us is we have to travel to Palmerston North. I haven't ticked never but we have considered not using Marton Pools anymore. A positive is that I think free for adult with preschooler is great. There needs to be some initiative where Maori and Pacific Islanders or others are encouraged to learn to swim because I know a lot who deny that they cannot swim. The other positive is we loved going to Marton Pools because there weren't crowds compared to the Lido and Freyberg*
- *I use the Fielding one as its open all year*
- *Live to far from pools*

- *I am now too old, but used the Huntersville baths from childhood, and with my children. Used the Marton pool when I first came to live here 31/2 years ago*
- *Would like Marton pool to be open year-round*
- *Being over 91 I no longer feel the need to swim.*
- *Don't bother with swimming*
- *Too far to travel and by the time you get home you are hotter than when you left.*
- *I live in Ratana, work in Whanganui most times in Whanganui, splash centre.*
- *We are beach goers.*
- *Not a swimmer*
- *Haven't had time but hope to visit Marton pools next summer*
- *Feilding - Nicer & take grand children*
- *I believe that the pools hours need to be extended as well as open during the winter.*
- *I swim in the sea during summer months. If I swim in winter, I would use the Whanganui pool just because I had a child at school in Whanganui so was in town.*
- *I don't enjoy swimming*
- *I have no desire to swim.*
- *Nearest pool is 15 km away and as a pensioner my petrol is precious.*
- *I have been and wasn't that impressed with staff or facilities, however I would go if cheap exercise pool activities were available for over 65 years.*
- *At times when I have considered going it was never open (?)*
- *Feilding. That's where I do my shopping*

- *I do not swim.*
- *I Take grandchildren to Wanganui Centre*
- *Don't go swimming. Never had time, now not interested*
- *Napier public pools because that is my hometown when I visit my parents.*
- *Don't like the pool, think it's a waste as its only open for part of the year - a lot of money was spent on covering and heating it - and it's not used year round*
- *I see little point in only swimming part of the year, an all round facility would be used by me*
- *I do not swim in chlorinated water*
- *Don't own a swim suit. Would like to attend an over 60's pool exercise class.*
- *I don't use the pools outside of Marton.*
- *Prefer the beach or rivers*
- *I'm not onto swimming in freshwater pools, I prefer the sea.*
- *I played golf instead*
- *As an older person who has difficulty in getting around I have not used the pool. However I do see the need for such and from what I have heard from those that do use it. This is a necessity for any community I believe and would like to know that it is being cared for in the appropriate way.*
- *I don't go swimming*
- *Swim in the sea*
- *Don't swim*
- *Live in country*
- *Non-swimmer*
- *I don't do swimming with the great unwashed - use private pool*

- *Have never learned to swim & at age 78 think it is a bit late now; I do not need to use the pool for aerobic exercise, but I have friends that do use it for that purpose, good that it is there.*
- *I DONT LIKE SWIMMING IN CHLORINATED POOLS*
- *I swim in the sea and private pools occasionally*
- *Splash Whanganui pick up children*
- *Occasionally use Paraparaumu. A very nice complex*
- *Only like swimming in lakes or rivers*
- *Since moving to Marton our family enrolled our kids into the Marton for three terms. We found the lifeguards friendly but the manager arrogant, elitist and condescending. Obviously more interested in the private schools, the higher decile schools and the high achievers. Be nice to see someone managing the pool who is inclusive of all children and abilities in the greater community. It's about giving children and their families a positive water experience. We are part of a group of families who choose Makino for lessons now their staff are very friendly, approachable, and professional and have a low hum. Plus our kids are progressing and are happy. No arrogance at Makino, come on Marton pool get it together, 10 percent of the families at our school can afford lessons, be nice to see the lessons accessible to more lower income families hence more kids getting lessons. Let's face it they are at risk, not all kids come from families with boats, life jackets and baches in Taupo the vast majority of kids in this town will be swimming in rivers. Makino follow the Aust swim programme too which we like.*
- *Just don't like swimming except in rivers*
- *Public pools yuk!*
- *Makino Feilding. Because they are open all the year and I like to go at least once a week.*
- *Do not like chlorinated water.*
- *Live too far out from town.*
- *don't swim in public*
- *I don't swim for recreation or fitness*
- *I don't like public pools. I never feel like they're clean and in the past, the changing facilities and toilets associated with them have been disgusting. Some people don't deserve to have facilities like this accessible to them. It ruins the experience for those of us who still respect public property.*
- *When I swim I go to my place of employment as it is very convenient.*
- *I'm not at all interested in swimming.*
- *Suitable opening times*
- *We have our own swimming pool.*
- *Only visit when I bring my grandchildren. I'm 83 yrs and not able*
- *I don't swim*
- *Do not have time to. Only been in as a spectator. Huntersville pool being the local pool.*
- *I don't swim*
- *I hate public pools*
- *Too old to swim & too many stiff joints*
- *Can't float*
- *Opening times could be extended*
- *Feilding because you can swim all year round*
- *Don't swim*
- *Splash, Whanganui. We don't have a swimming pool in Ratana*

- *I'm not a natural swimmer and if council are to fund a swimming pool it should be 100% user pays. How do my sheep benefit from financially supporting this community asset...?*
- *Don't have a public swimming pool in my community. Only seem to swim when I am out of the district on holiday.*
- *I don't have anyone to take or go swimming with.*
- *Don't have enough time to use and also free for us to swim in river*
- *Markino*
- *Don't swim*
- *We have our own pool*
- *I have never been a big swimmer as I generally find out climate too cool to swim. I get my exercise through walking and playing golf.*
- *I like to swim in the ocean! We have beautiful beaches in NZ. What happened to user pays in NZ. If users want to go to a public pool they should pay for it! Sell it and let somebody else make a living from it. That will also create employment if they manage it well.*
- *School events, Marton Pool. The signage from the main road directing you towards the pool and on the pool itself could be much better. It looks like a factory from the main intersection*
- *I am too busy with work and other commitments to go swimming.*
- *Not My Thing*
- *We don't have a pool in Bulls.*
- *I usually use the Ohakea pool for free*
- *Splash, because of the spa and hydrotherapy pool for stretching*
- *I have not swum for many years. I am a regular user of the gym facility adjacent the swimming pool.*
- *I tried the pool in Marton once. It seems very large. I'm sure it's great for cooling down in summer. I don't go to pools elsewhere.*
- *Open water swimming*
- *Don't like chlorine love the sea water*
- *Have not used pools as I have had heart and stroke problems but am proposing to use facilities soon.*
- *The local river*
- *Hardly ever swim, if I do it's normally at the beach in summer.*
- *Because we go to the beach to swim with the dogs*
- *The Marton pool is a fantastic resource and I hope to use it more this year. Good luck with trying to encourage more people to use it!*
- *Occasionally had a lot of operations this year so unable*
- *Don't swim*
- *I prefer the Makino pools in Feilding, mainly for the aqua aerobics and the small heated pool for my great grandchildren*
- *I haven't been back living Marton for very long. { Just on a year since I've been here } plus I do not know how much longer I'm staying here.*
- *Not interested in swim*
- *Have only visited the pool in Feilding .went with my daughter but the smell of chlorine was so strong that it burned the inside of my nose .Havn,t been back Pool was easy to access and no other problems Nice pool just the smell got to me*
- *It's too cold and hasn't got the same amenities as the one I go to.*
- *Use Makino pools in Feilding. Work over there and the programme times meet my needs*

- *I do not swim therefore I have no need of the swimming pools the council provides.*
- *See my remarks in the Parks and Reserves block!*
- *Makino Pool. I went there as ACC sent me there.*
- *No desire*
- *I HAVE ONLY RESIDED IN THE AREA SINCE DECEMBER 2017 AND USE BEACHES AROUND THE AREA*
- *Can not swim.*
- *Old age and lack of physical energy restricts swimming. I do believe the swimming pool is very important and my children and grand children would spend a lot of time enjoying the facility*
- *I prefer to swim in the river*
- *No time, but I think its essential for kids*
- *Rural resident & old! Was impressed with pool taking our G. Children for lessons 10 - 13 yrs ago*
- *I am on the gold card and swimming does not I suppose at my stage in life in a pool motivates me.*
- *I don't swim*
- *I don't swim personally.*
- *I live in Bulls and have free access to the Base Ohakea Swimming Pool, which is closer for me to go to than going to the Marton pool.*
- *Do not swim*
- *We don't use the swimming pools, as we don't swim.*
- *The management and timetable timeliness is appalling.*
- *I do not go to the Marton pool because there is only one main pool, which I used to find cold. I go to Wanganui pools because I can swim lengths then go in their hydrotherapy pool were I can*

*either exercise or simply relax in this wonderfully warm pool. I go to Wanganui pools because it is a much better facility, which is open all year round.*

- *Don't use pools as none in Bulls.*
- *I don swim in public pools but do visit Whanganui splash centre to watch granddaughters swimming lessons and are seriously considering using the hydro pool there in the winter*
- *There is very little in the way of legislation*
- *Which can force operators to provide a hygienic and aesthetically pleasing bathing environment - Public pools are dirty. The only legislation is under the statutory nuisance*
- *Section of the Health Act 1956 (29 a) which states:*
- *Where any pool, ditch, gutter, watercourse, sanitary convenience, cesspool, drain, or vent pipe is in such a state or is so situated as to be offensive or likely to be injurious to health.*
- *Immediately you should be able to see the shortcomings of this situation.*
- *You have to wait for a health nuisance to exist or to put more bluntly, a serious health hazard to develop before you can take any action. There is nothing to require the operator to maintain proper standards or to follow the established practices of good pool water quality maintenance as set out in the New Zealand Standards. - There are comprehensive New Zealand Standards for swimming pools but these are not legally enforceable.*
- *We are not actively involved in swimming.*
- *Taihape swimming pool needs to be open all year round*
- *Didn't know we had any*
- *I have never been a swimmer, anywhere*

- *Not a great pool swimmer*
- *Prefer the river.*
- *I use the swimming pool at RNZAF Base Ohakea as I am Regular Force and there is no cost.*
- *I would use the pool regularly if I lived in Marton.*
- *Would take up too much of my time and fuel driving there and back*
- *Have thirty foot pool in back yard*
- *I work 7 am till 6 pm Monday to Friday and then I work at home. If I could go to a pool/gym in the morning or in the evening all year around I would. Before I moved to Marton, I was a member of a Gym that also had a swimming pool and I would use it 5 days a week. If the Council were in partnership with a Gym and had the facilities, together I would use them and my students would also use it. I teach Health Science. Some of my students are from Marton and they train on a Friday afternoon with me. They do it to get qualifications to lead to further education. If this was part of the community then the Education Field would be able to participate as well as clubs and improve the health of our citizens in Marton old and young. The Green card used by the WDHB would be useful to the client in need of exercise and the council can build upon it for the community. Courses such as swimming clubs, waterpolo, canoeing, and lifeguards can all be trained there. As well as the ERT /Firebrigade St Johns. It could be a good community movement and build upon education.*
- *I visit the Taihape one due to the facilities. I live in Bulls. The main pool we visit is in Feilding due to the hours being all year round and it is well maintained*
- *It is not something a partake in, swimming was left behind in my school years by fear of water.*
- *I am 72 and no longer wish to*
- *I didn't know there was one.*
- *I used to take my children to the swimming pools in Marton for swimming lessons but have found the Nicholls Swim Academy to be totally inadequate. Unprofessional, poor swim instructors, no swim reports or certificates or clear stages of swimming levels that the children are at. I take my children to Makino pools in Feilding, the service provided there is so much better than at Marton.*
- *We now have our own private pool.*
- *Can't swim and do not wish to be able to swim*
- *Lido, pnth as I am in their shopping regularly*
- *I have not needed to use the pools to this date as I do not swim, if in the future I look at swimming I will use the local pool*
- *Haven't swam since high school and work does not permit time.*
- *I work outside the area and when I wanted to use pools during winter in Marton they where shut so never bothered to go back.*
- *Too busy cycling*
- *I don't like public pools.*
- *I have never swim in any public pool, this is just me.*
- *Paraparaumu complex & Waikanae Pool. The complex is brand new I was a resident formally from there & have a prepaid card for this complex. Waikanae Pool is an outdoor pool which I like in the summer it also has bbqs available for rent at an affordable price so you can make a day of it to enjoy the services with a*

*range of pool depths & sizes appropriate for all ages. I would be more inclined to swim at Waverly pool as it is an outside pool.*

- *Use other forms of exercise*
- *Don't swim*
- *Ohakea, closer & free*
- *Don't do much swimming these days mainly go to beach*
- *Too old now*
- *I use outside pools as they are warmer, better children's facilities and swimming lessons are year round*
- *Senior citizen - take grandchildren sometimes.*
- *Don't like municipal baths, unless they are Turkish Baths*
- *Live out of town. Have visited the Marton pool for school swimming sports.*
- *Nothing for me at the times I can use them*
- *I prefer to swim in a river.*
- *I intend to use Marton pool on a daily basis when fully recovered from surgical op - have not been able to use pool so far*
- *Don't swim*
- *I don't usually go swimming*
- *I am not interested in swimming in public places.*
- *I visit the Lido during winter months because the Taihape pool is closed, although I understand the economics of that decision. Would like the Taihape pool returned to local management though, Buzz and Lisa have done a tremendous job for years and it was a bit mean and narrow-minded giving them the boot.*
- *Don't much like swimming lanes, prefer the beach or the river.*
- *Don't go swimming*
- *Splash @ Whanganui*

- *I just don't swim.*
- *Elderly*
- *Got my own pool*
- *I do not like swimming*
- *I don't swim.. Surely that was the answer to another question!*
- *Because I don't swim very often.*
- *Have not used pool since 1949*
- *Live next to/swim in the Turakina river*
- *Other pools are more family friendly teens have things to entertain them like a diving pool wave pool hydro slides*
- *The pool is not open during winter!!!! It's the only indoor pool I know which is closed during winter....*
- *No I didn't!! I said up to a year ago*
- *Waiouru pool my children go to Waiouru school and I work in Waiouru*
- *I would like to use the Marton one but never sure when its used by local schools and would be good to see programme hours highlighted more.*
- *Only used during school term for school activities*
- *To many people for me*
- *Can't swim and learning doesn't interest me as I am retired.*
- *Really not a swimmer but MAY in the future test the water!*
- *I need hot water as at Taupo Rotorua.*
- *Too old*
- *I know it is a difficult issue but I feel the Taihape pool would get a lot more use if it was able to be opened during the winter months. During the summer we like to go swimming in the rivers (while*

*they are not too polluted yet), but in the winter we sometimes go to Waiouru pool, but that is a long trip.*

- *I don't use any pool. I don't like the chlorine in the water. Can't stand the smell. It gives me headaches*
- *I don't go to the pool because I walk in the fine weather and when we first arrived in Marton we went to the pool in the winter months only to find it didn't open in winter so just continued walking.*
- *Whanganui slash. It's indoor pool is airy plenty of brightness eg natural light comes in. I've been to the Marton pool once and found it not so appealing. Dark*
- *The pool is only open during the summer months and not all year round which is not a lot of good if you want to swim every week for fitness and health. The Wanganui pool also provides a hydrotherapy pool at no extra cost, which again is useful for maintaining health - the pool complex also provides an extensive range of facilities at no extra cost. If Marton was open all year round and had a spa pool or hydrotherapy pool I and my wife would be regular users!!!*
- *I don't swim very often.*
- *I don't use public pools at all.*
- *I don't swim any more.*
- *Pools should be open in winter*
- *Never have time as distance is a problem*
- *Because we have to travel to Marton to go swimming they should have a council pool in bulls for the kids*
- *I use the gym instead for my exercise*
- *I don't have time*

- *Just not into swimming*
- *My mokopuna use the pool whenever they can. However during the winter they will often travel Whanganui or Lido.*
- *In the summer, we have our own pool, or go to the river/beach.*
- *I only visit in the summertime occasionally, but my children use it often...good pricing and accessible...well done.*
- *We go to Whanganui pool*
- *Not interested*
- *I do not use the swimming pool because there is not much heated pools. I use the Wanganui pools because they have nice warm pools.*
- *Never find the time*
- *Don't swim*
- *You have to pay*
- *I don't visit any I'm not much of a swimmer*
- *Go to the river.*
- *Swim at the beach.*
- *Do not use public swimming pools*
- *If I was to use a swimming pool it would be the splash centre in Wanganui. I live 15 mins from Wanganui*
- *I am 67 and if I swim at all it is in my home pool;*
- *Age*
- *Family member has a pool*
- *I visit the Lido in Palmerston North, I work in Palmerston North its more convenient to go there before or after work. Otherwise I have to go through to Marton after work and its usually closing about the time I would get there*
- *I swim at my neighbours private pool*

- *It's good for children but there are more facilities at Whanganui splash centre. Therapeutic facilities*
- *Because like the box said, I do not swim.*
- *We have a beach house in the kapiti coast I swim there*
- *Too old and too noisy*
- *RNZAF Base Ohakea pool because it is at my place of work.*
- *I can not swim. I am scared of swimming and never go to pools.*
- *Used the Marton pool about 5 years ago when we had grandchildren staying but have not swum since. I was a regular swimmer as a child so guess it is an age thing that I don't now swim.*
- *Because I work nightshift so only swim with children if we on holiday*
- *There is no local pool close enough to me to encourage me to use it*
- *To Cold. I enjoy swimming in Thailand where the weather is much warmer. And I only swim in salt water pools.*
- *Due my age 78 and never been able to swim*
- *We live right next to Papanui Junction School and they open the pool up for the community. It's just easier to walk across the paddock then to drive 40 minutes to town*
- *A long drive to get to a pool.*
- *I can, but don't swim.*
- *Not in my area*
- *I live at the beach so no need to go to the pools*
- *Swim in the sea and local lakes and rivers*
- *I love the rivers and open air*
- *I have free access to the Waiouru Military Camp Pool.*

- *I do not go swimming anywhere.*
- *Want to say would use the pool more often - if only they were open year-round!*
- *I cannot swim.*
- *I don't like to swim in chlorinated water*
- *Don't swim, outside appearance not inviting*
- *Recently moved to Rangitikei*
- *Makino pool*
- *It is difficult to breathe and sometimes I have been there for very long periods and they won't let you open a door for fresh air.*
- *Having recently moved to the Rangitikei I took to opportunity to swim along the coast this summer, and at the Ohakea Air Base swimming pool.*
- *I only go to heated pools. I mean real heated like a warm bath*
- *Age and health reasons preclude me from swimming*
- *I don't go swimming*
- *I'm not a confident public swimmer*
- *I don't swim as recreation*
- *I don't wish to swim*
- *Makino at Feilding, more user friendly with varying pool sizes to suit the family.*
- *Family use the park next to the facility and generally grocery shop at the same time.*
- *I don't use public swimming pools*
- *Don't swim*
- *Have eczema so am not able to use swimming pools as they ascerbate this condition.*

- *I visit the pools often, but I do not swim. But hearing from the community, they are more satisfied with the new pool management and the staff. Staff are very approachable and more friendly. The lessons have improved immensely, overall new management has done a very good job, But more improvements to the pool building and parking needs to be done.*
- *Do not swim*
- *I like 50M pools. There much better to swim in. Not many around.*
- *Have never done swimming in council pools for over 50 years. But support the concept of public pools run by Council.*
- *I don't swim at all*
- *We only moved into the area recently and have been very busy renovating our house. Will be using the Marton pool when it re-opens again.*
- *I am not too into swimming*
- *Cost*
- *I don't cope well with the Chlorine*
- *There's not one near me.*
- *I don't like swimming in any public pools.*
- *Swimming pool is essential - Marton is a great asset - much improved - a facility to be proud of - David Abraham*
- *Non swimmer*
- *I'm not a swimming person unless I take siblings but I just look after them.*
- *I do not normally (or even abnormally LOL) swim either here or elsewhere.*
- *I use the pool at my work place which is provided free of charge while I am employed with them.*

- *Palmerston North, it's big with specific pools for different ages*
- *Don't swim*
- *Don't have a need to.*
- *Years ago I used the pools when I had children but don't use now. Still think it's a shame they got rid of all the outside pools in Marton*
- *Don't swim and to far to travel.*
- *I am too old and have ear problems*
- *No swimming pools in Bulls and I don't drive*
- *I don't swim anymore.*
- *I cannot swim*
- *I use the Splash Centre in Wanganui on a weekly basis because it is a beautiful pool, the water is kept at a comfortable temperature (unlike the pool in Marton), it is welcoming, open all year round, it has a hydrotherapy pool and the staff are friendly. I'd love to see at least some of these points featured in Marton.*
- *I used the swimming pools when I were at school maybe needs updating, and I don't really use the pool now once or twice in ten years maybe I go to the Waiouru where its has the private, warmer, and looks cleaner*
- *Don't swim*
- *Go to Feilding instead - nicer. More modern and up to date. Last time we went for a swim in Marton pool it had just reopened, the amount of chlorine in the pool was noticeable through smell and came out in full body rash from it. Way to much was in there! Gross*

- *I live in Bulls so can't get over to Marton to swim. If I go swimming it is with my daughter in Feilding as she lives there and takes me sometimes*
- *I don't like to swim and have no grandchildren to take to the pool. I might look at aqua aerobics in the future, in Marton*
- *I am not a swimmer and not a fan of crowds*
- *I don't swim anywhere.*
- *I do not swim*
- *Have own pool*
- *I don't swim*
- *I use the waiouru swimming pool*
- *We live 40 minutes out of Taihape so I swim in our local river instead.*
- *Because I only swim in the sea, not pools.*
- *No time! Need work.*
- *I rarely swim*
- *I don't swim.*
- *I have friends that have a pool*
- *The opening/closing hours do not suit my work schedule.*
- *Have been a resident of Rangitikei for 18 months, live just out of Bull. Swimming is something I normally do at the beach or a river.*
- *Don't swim.*
- *I don't swim anymore*
- *Don't like swimming*
- *Live too far away*
- *I live out of town. Also, There is a river where I live so I swim in that.*
- *I don't swim any where*

- *Don't swim*
- *My age*

#### Libraries

- *Libraries- never go*
- *Just not a library user*
- *The staff at Marton are really rather good – friendly, helpful and approachable. The staff at Bulls library have also been helpful and friendly. I think libraries need a lot of updating (this is not a criticism of library staff or management) rather it is a comment upon the building itself – it is fit for purpose. I could imagine both a library service running out of the old post office building on a new purpose built building – light and airy. We cannot expect a service from third class buildings. Too much emphasis in society upon electronic wizardry – children and young people need to be able to use books and a public library is an incredibly important resource for families that do not have online services because books are available.*
- *The staff at the Marton Library are excellent in everyway*
- *Please don't pull the library down. If I have to go upstairs I won't be going there*
- *I enjoy the holidays and all the tamariki enjoying themselves while learning. Our RDC staff do a choice job at our library, some days its chocka block and happy*
- *Very seldom read*
- *Couldn't bear the look in faces when beholding my 1/2 naked body*
- *Not applicable to me*

- *Libraries comment - A Takimoana*
- *Outstanding service with a smile at the Taihape Lib*
- *We use google to find out what we need to know*
- *I just find them too full of people just using the computers and they take over and their kids*
- *I find them to full of people just using computers and they take over other kids*
- *Providing online services is helpful - as we live rural we have no cell phone or internet coverage*
- *Never had the time or need*
- *The staff at Marton library are excellent in everyway*
- *Sometimes Marton if I am after a certain book*
- *I don't have time to read books*
- *I read the papers*
- *Marton very good*
- *LIBRARIES COMMENT - A TAKIMOANA*
- *If you build new building put library ground floor and offices upstairs on Broadway, either side*
- *A mobile library, maybe fortnightly would be great for elderly people*
- *The staff at our library in Taihape are to be commended for their ability to balance so many different jobs - e.g. council information, amusing tourists, making transport bookings as well as maintaining a well organised and cozy library with new books on the shelves, computers etc. and always ready to help e.g. ordering books from other libraries.*
- *Never felt the desire or need*
- *Not applicable to me*

- *Nil*
- *My wife was the library*
- *Don't need to use the library*
- *Use Internet*
- *Don't have any need*
- *I have no need to visit a library. I have completed study to degree level and above in my field and feel the need to use the library has expired any research in your library.*
- *I use Feilding, I am a member of the Feilding Genealogy Society, and use the library for research reasons.*
- *No comment.*
- *Wanganui as I frequently do business there*
- *Don't have the need*
- *Use Home Computer*
- *No need to busy working but am pleased that it is there if ever I do want to go*
- *Have never had the need to go*
- *Don't need it*
- *No interest*
- *Occasionally only to find more specialist books for teaching*
- *I live in Whangaehu, so it's quite a trip to get to the Marton Library, and when I get there, the collection is pathetic, so it's not worth it. I use Whanganui Library for reference (it's closer), but because I don't live in that council area, I can't borrow books unless I pay extra for a membership there.*
- *Have used library before, but now use one at work -Rangitikei College*
- *Not interested*

- *I use the Marton library sometimes as it is impossible to get broadband internet at home!*
- *Don't hold the type of books that I read, have my own collection, both written and eBook.*
- *When we cannot get items in we go elsewhere for it. We are a small town and the facility needs a revamp and some of the staff need an adjustment issue*
- *I buy books I want*
- *It does not satisfy my research requirements - and nor should it.*
- *Mainly buy books.*
- *I use Wanganui library occasionally as I am already a member.*
- *Don't need them. I use the internet.*
- *Usually use google for information or reading material.*
- *It takes me too long to read a book and I am a rural person so I just buy books.*
- *Don't have the time*
- *Just moved into district, and buy a lot of books*
- *Usually buy books ,or look up things online*
- *I have a very busy life and only on my time off, I maybe have to book a bus at the Marton Library, and say hello to some of the friendly library staff*
- *Don't read,*
- *Modern IT makes me wonder about their value,*
- *Consolidate with schools or other community centres.*
- *Work in Wanganui, no time.*
- *I don't have a need to*

- *Tried about 25 years ago to register at Marton library and didn't hear back from them. My daughter used WHANGANUI library because she went to school there. I don't use a library at all.*
- *I rarely read because I use the computer for information. I read nonfiction so will pick up a book from a book shop so there is no set time to return it*
- *Don't read books only periodicals*
- *I buy all my books at second hand shops and then give them to charity shops when I have read them so I don't need to visit a library. The internet provides all reference questions I may have as well.*
- *I swap books with family and friends so haven't needed to go to library.*
- *Palmerston north online library - only read eBooks*
- *Read to slowly*
- *I gain my information on-line*
- *I buy or borrow books also use online books*
- *Marton...bus booking*
- *Being blind, I now get talking books thru the blind society*
- *I use the internet*
- *Live in Ratana, work at Whanganui if I need libraries will go to nearest.*
- *I would use the Whanganui library. I live on the Rangitikei and Whanganui boundary and are in Whanganui more often.*
- *I have no desire.*
- *I used to visit the Marton library often for books, study and internet but hardly ever now and if so try to make it in times when I think there won't be lots of kids running around. This is not a*

- suitable 'library' environment. It is noisy, kids are running around, playing and generally making a noise and staff do nothing.*
- *The 'child play' and internet gaming facilities should be in another room so people who actually go there to read, study and research have a quiet place to do so.*
  - *Marton library is the worst library I have used.*
  - *I use an ereader*
  - *If I want to read books I buy them*
  - *Mainly no reason to attend*
  - *Worked in Wanganui, library never open or convenient*
  - *N/A*
  - *Don't have any need to - as children have all grown up and I go on line to get what ever it is I need*
  - *Whilst I think Libraries have a valuable place, I use the internet for research and do not read fiction etc.*
  - *I get everything I need online.*
  - *Don't do a lot of reading.*
  - *Do not read books*
  - *I work in Whangnau and so using that library is more convenient. I am a high user of the library, in that I go fortnightly and generally get more than 10booksat a time. Have in the past used Martin library when friends came wanting to trace ancestry, very helpful staff.*
  - *I haven't had the need to do so whereas I hear from younger people how often they use the libraries esp on holiday breaks and lots of people talk of using the computers there*
  - *I don't read books*

- *Down load books online more convenient and less time required to get them.*
- *I prefer to own my own books and so never think to visit the library.*
- *I DONT HAVE THE DESIRE TO*
- *No specific need to.*
- *Paraparamu*
- *Any research I do is at home on the computer*
- *We did the preschool classes with Raewyn, she's fantastic so kind, organised and attentive with the kids. But we now get all our books from the Palmerston library. I actually found the Marton library in need of a good dust and modernise. Being greeted by a mass of people on computers is off putting.*
- *I haven't had the need to visit the Bulls library, but have visited the one in Palmerston North with my mom, which I found amazing.*
- *Internet! Who the hell uses a library now days?*
- *Council offices are only there to provide free internet for the welfare ferals that linger there all day.shut it down.*
- *I rural, am seldom in town, purchase my books or read online.*
- *Feilding library - use because it has a good book selection*
- *I access everything I need via the internet.*
- *I belong to a bookclub and have access to a supply of books*
- *For research and on odd occasion for wifi*
- *Do not have time to. Would use when have time in retirement maybe.*
- *No requirement to use*
- *I used to use it regularly but now I buy and read my books online.*

- *Palmerston north or feilding library because there's more range*
- *I belong to a group that has its own ever changing book selection*
- *Read own books*
- *Have no need to*
- *I find everything I need online*
- *Google has out dated libraries.*
- *Online books.*
- *Don't use libraries*
- *Use the internet instead*
- *Libraries should be in the colleges. I know people who use the library internet and laugh at me because I pay money every month to use mine. They don't even pay rates. The schools could do a much better job!*
- *Not Required*
- *I do not read as much as I used to, so do not need the books available, I pay my bills online so do not use the lovely people there for this service, and I have a computer at home. I think the last time I went to the library was a volunteer morning tea years ago, but I do know others who use the library on a regular basis and it does provide a useful service to the community, but not one that I need at this time.*
- *I don't believe RDC should continue to fund the libraries.*
- *Use Kindle app*
- *Never have*
- *Have no need to use the library as not much of a reader and can most information that I need from the internet*
- *Don't know how to read*
- *Don't have the need or interest*

- *I never use the Marton library because I live much closer to Whanganui and always shop there, rarely visiting Marton. However, I am in a cleft stick because I cannot use the Whanganui library, not being a ratepayer there. I really wish you had some reciprocal relationship with them. Would probably be more sensible also to turn Bulls into a community library. I currently use a secondary school library in Whanganui (even though I'm an adult) - because it's free, accessible, has good books, friendly staff.*
- *I have lots and lots of books I have yet to read but I do believe libraries are very important to all ages*
- *Buy books*
- *I have to drive for over 3/4hr to get to the library.*
- *I haven't had a chance to do it.*
- *Mainly I haven't got the time to read and get all I want to know from the newspaper.*
- *I usually buy my own books so that I can keep them but I think that the Marton Library is first class considering the size of the Town.*
- *I used to be a big library user, but have switched to eBooks*
- *Doesn't look appealing to visit so just go to palmy and use their one, It's bigger and more variety to choose from and nice atmosphere*
- *When I was study, the Marton library never had any books to help with my study. Also I tend to buy books to keep and be able to re-read.*
- *I read online*

- *I mostly use the internet. HOWEVER, it should be provided for those that don't have the access!*
- *Have never been issued a library card, don't know where the library is, and don't know how to get a card.*
- *No library card*
- *Because everything I require is online.*
- *I have no need for the library*
- *I do not have a need to use a library very often*
- *Need to join a library which will likely be Marton.*
- *If needed, I use the library at RNZAF Base Ohakea as I can drop in during work hours.*
- *I am not an avid reader. Would use the Marton library only for research every few years*
- *I buy second hand books at garage sales etc.*
- *I work at a University and I have to do a lot of research at work. So to use the local library for me in non-essential but I am privileged. Others not in work or retired it is essential. Those with young children should use it so it needs to be changed so it is fun. Maybe coffee clubs, murder mystery evenings and or specialist writing clubs.*
- *I did use the libraries when I have kids but working now & don't have the time.*
- *I take a fairly long time to read a book so I prefer to purchase one either new or second hand.*
- *We use to live in Palmerston north and used there library a bit but haven't been for a long time*
- *I have access to computer*
- *Selection is lacking, building is run down and unappealing*

- *I am not a big reader and if I chose to, I usually find books online*
- *Only read newspapers and online news providers.*
- *Not a great reader of books*
- *Have never got around to going to Library.*
- *I use Whanganui Library as I go there on a daily basis normally*
- *I find everything I want online*
- *Other reading, farming papers in this house.*
- *I use the internet*
- *I use the Feilding library, as holidays provide a broad range of activities for all ages and stages. The one occasion I attended a holiday event at the Marton library, all focus was given to library staffs family members, and none to others*
- *I don't go to the library at all*
- *It's on the internet now... We don't need libraries just internet portals*
- *I don't do a lot of reading*
- *I don't read books and get any information I need from the internet.*
- *Use google if need to research anything. I have a free library card at MDC so would use that facility if it costs me here in Rangitikei.*
- *Have never used one*
- *I use the library very infrequently. Generally I buy books or download to ereader.*
- *I don't read*
- *Online services*
- *Never used a libraries*
- *Why would I. Everything I want is available using alternative media. Yes, I do read books, but only on the very odd occasion.*

- *I don't read a lot of books*
- *No I didn't !! I use it monthly at least*
- *My wife goes to the Libraries and gets books for herself and also for me.*
- *I buy my own books*
- *Books can never be replaced by technical gadgets and a good range needs to be available. Interchange between libraries would be good.*
- *Tv*
- *Would use library if there were more child orientated activities during holiday periods. Outside of that I find I purchase books or use internet.*
- *Sometimes I use the Wellington Library for hard to find books.*
- *I've gone a couple of times about 5 years ago with my grandson to use the internet. At that time I thought it was rather small and cluttered*
- *They are small and have a limited range of books. I am able to get books through my school should I wish to borrow a book.*
- *On books*
- *I have no need to.*
- *Not interested*
- *Libraries are out of date as everything is on line now days*
- *Internet*
- *Never had the need to use a library as I can get all info I need off the internet*
- *No comment*
- *With a computer and TV I don't have the inclination to read books or need dvd or cd services.*

- *I've finished my schooling so have no reason for research and I prefer drawing over reading*
- *Again my children use it often,*
- *I purchase the books I wish to read*
- *Don't need to use the library at this stage and that's why I don't use the library.*
- *No need to use the library*
- *Wanganui, I go over there often.*
- *Use the internet*
- *I have a e-reader*
- *No need to*
- *Have own books and also read online...*
- *I use the National library*
- *Haven't felt the need to use the library - use the internet or my own reference books.*
- *Opening times not suitable*
- *If I was to use a library it would be the public library in Wanganui. I work in Wanganui and it is a shorter distance to Wanganui from my house than Marton*
- *Have own library*
- *I visit the Hub at Ratana*
- *I have a large supply of books so don't need to go the library*
- *I have a Kindle reader and get books that interest me. I also swap books with family members. The main reason I do not use the library is that it sometimes takes me a few weeks to read a book if I am busy working and am too tired to read, so worry about getting books back on time.*

- *Said I didn't return a book and wasn't allowed to use it so I never went back again*
- *I work full time, only have Saturday to visit library and often have other priorities*
- *Don't have time to read*
- *Don't read many books*
- *Do not do much reading other than news papers*
- *Not too sure why but I tend to buy books second hand to read*
- *Not in my area*
- *Although I value books, I have a good collection of my own, and being in the workforce have limited time and energy to read even those. I hope Council maintain library services for my community however.*
- *No need for library's as everything is available on line*
- *I have no need to use a library.*
- *Use computers etc. for information and do not read books*
- *I use the internet.*
- *We live too far out of town..*
- *Mostly available on Line/internet*
- *Because everything is online now*
- *Don't read*
- *I think the placement of the computers is too dominant in the library. Ever since they came in I don't really go to the librry.*
- *I don't read very much*
- *Haven't needed to*
- *Live well out of town*
- *I have the internet*
- *I have no requirement to use the library*

- *I read e-books*
- *Not a big reader of books - most info currently on Google*
- *Don't use library*
- *I buy my own books thru Fishpond or The Book Depository or use the Internet*
- *I have a young toddler*
- *I wouldn't want to be chasing my kid around*
- *I use Wanganui as I work in Wanganui*
- *Never needed to*
- *I have no use for them.*
- *Buy my own books*
- *Palmerston North.*
- *Only because I can reserve books, request them to purchase a specific book and it is an obvious larger selection. But I enjoy Bulls.*
- *No need, I use Whanganui if I need to*
- *As well as using RDC Libraries, I also use Library services in Feilding, Palmerston North, Wellington and Porirua. I am more than happy with the service provided in Marton. The staff are particularly friendly and helpful :-)*
- *Buy books I want to read or use internet for information*
- *Don't have a need to.*
- *Not really into reading books*
- *Prefer to buy my books.*
- *I get talking books from the Blind Foundation*
- *I have bulls Library Card but haven't been for a while as just too busy*
- *I only use Huntersville and I am happy with arrangements*

- *Feilding Library is much larger and user friendly. They have a lot more activities on for children of all ages*
- *Not a great reader and I buy a book if I want it*
- *I use the internet for any research*
- *I use the net and buy books or eBooks*
- *Work in Feilding and use their library as their hours are way more flexible than Marton's*
- *I read books I own.*
- *I usually only need reference books on subjects which are unlikely to be found in public libraries so I use the internet*
- *I use Whanganui library because I do most of my shopping in Whanganui*
- *Yes, I use the library in bulls*
- *Work schedule. Do not need to use facility.*
- *Old facility, not welcoming, boring selection of books*
- *I tend to use Palmerston North City Library, because it is bigger and also more convenient as I work in Palmerston North.*
- *Not interested in visiting the library at the moment.*
- *Don't have the kind of books that I read*
- *I don't read much more than the daily paper and the odd magazine*
- *Haven't got a library card and have no need to get out books*
- *I don't read much now and prefer the tv*

#### Other modes of communication suggested to access Council information

- *Like rates to be emailed to bring us into the 21st century*
- *Storm water Drainage comment*

- *Our front lawn goes completely under water when we have very heavy rain. The water comes through from the farm at the back of our section. We have to go out the back door. Wear boot-length (top of my calves) gumboots as water covers the bottom 2 steps. Council have sent staff several times – same answer we will look into it – nothing has been done*
- *It is important that council keeps its ratepayers informed on what they are spending their money on as it is the ratepayer who foots the bills in the end*
- *Fill up mobile home water from Marton dump station. Use dump station regularly*
- *Complaints management*
- *Comment for Storm water drainage - a Takimoana*
- *Even the best system can get overwhelmed in heavy rain*
- *STORMWATER DRAINAGE - A TAKIMOANA*
- *Councils number not easy to find in the phonebook*
- *Information via post e.g. Horizons and info with rates letter.*
- *Bus services and the timetables*
- *It would be lovely if someone could set up an app in my notebook so I could get the news*
- *Maybe during a certain week or just call in*
- *Post.*
- *Local newspaper is very limited. There is very little reporting on local matters. Most reporting is limited to Marton, Bulls Feilding etc. This is Taihape.*
- *The phone system suffers from the lack of someone to answer promptly!*

- *I think all information is provided to a high standard and it caters for all e.g., especially those*
- *That don't have access to technology.*
- *How about an info board in the New World or 4-Square stores near the entrance? An info board outside the library and maybe the toilet block in Taihape? They could also include tourist info for those who don't make it to the Info centre.*
- *Email, e.g. re rates notices*
- *A recent little newsletter put out in Taihape is very useful*
- *Letters to specific individuals depending on the situation that needs communication. For example, changes to planned works that will impact on individuals such as increasing times that footpaths & roads will be worked on outside businesses.*
- *Email- better chance of this survey being completed if it was sent via email*
- *By letter*
- *Emails direct to rate payers*
- *Texting and emails are a major source of communication and should be utilised more by Council*
- *Keeping up to date is important*
- *Mass mail outs*
- *Up to ratepayers to contact council themselves if they have a problem. Have ticked website as important and phone not important as contacts need to be recorded for follow up purposes?*
- *Any email communication is most suitable - there was no need to post the letter for this survey, should have just sent an email. Simple, measurable and free.*

- *Never heard of the Rangitikei Line*
- *By Letter --- remember not everyone is connected or- goes on line!*
- *Postal, when the rates demand is sent out to householders.*
- *Word of mouth is the best way for information to spread and in Bulls the Bulletin, as I do not take the local papers.*
- *On-line information is becoming more important, and this is for many the main access to council information.*
- *Community calendar, desk calendars of our community and its people with important dates on it.*
- *Council web site is difficult to navigate. Find it confusing, (no, I don't have dementia yet).*
- *Personal queries do not seem to achieve anything concrete. I live in North Street Ohutu, where there is an ongoing problem with neighbour. This has never been resolved, despite numerous attempts trying. It is not a minor concern, and not at all reassuring, when there is no ongoing support resolving this matter. I have concerns about toxins affecting my health, and other nightly activities. This has been an ongoing problem for years. Would you be happy living in this environment?*
- *Good overall communication is important*
- *Physical correspondence*
- *Our local newspaper is the best way for me as I read this every week. I do not tend to use website or social media.*
- *I'm not aware of a Rangitikei Line e newsletter*
- *Public meetings, Meet the Mayor/Councillor get-togethers, council staff available in public spaces e.g. libraries at regular times.*

- *It is now the 21st century. The council should be moving to all contact with the public being via electronic media.*
- *Bullitan Board on the main street Visitors to our town appreciate knowing what we have to offer*
- *Having a person answer the phone is very important*
- *If it is important enough for the council to ask the people for their input. Then it's valuable information*
- *Email*
- *Roading, water, and sewage.*
- *Information through community committee*
- *Bulls Newsletter*
- *Included in bills mailing*
- *Council meetings are good*
- *Email*
- *Flyers and letter drops regarding important events such as Council's long-term plan submissions process.*
- *If I had a problem with an animal etc. I would expect to person to come to my house to deal with it.*
- *Signs/Advertisement*
- *I have recently found the improved advice via the RDC Facebook page regarding water issues to be helpful.*
- *I like that people can report problems by different means e.g. in person, by phone and via the RDC website fix it forms.*
- *Because I work out of town, I rely more on the internet to access council information.*
- *Internet*
- *Mail drop if effecting certain areas*
- *Radio broadcast.*

- *Letter box drop...not just mailed to ratepayers*
- *More roadside postings such as clearer directions to council buildings, community center etc.*
- *Satisfaction with communication*
- *Important for all residents to be informed*
- *I don't have or use a computer and the above are the best way for me to keep updated on what is happening in the Rangitikei.*
- *You could save money by posting their forms out directly and not waste money on sending a prior letter asking if we want the forms. We are not all on the internet and things get lost in interpretation on this internet creating too many loopholes for things to be hidden from the ratepayers*
- *When is Rates billing gonna come online... The system is so last century*
- *RDC staff in Taihape library are right up there as well as the telephone receptionists at Marton. Excellent*
- *Very happy with the front office service*
- *Hard of hearing*
- *No computers etc. Only landline phone*
- *Do not have a computer*
- *No online. Rely on newspaper or hard copy delivered to me*
- *I have always received good service/communicating by staff*
- *Im not a technological person*
- *I live here*
- *Preference for the personal touch*
- *Phone are very good contact points*
- *It is what I use*

- *I see this as the view of an elderly resident not totally up to date with modern technology*
- *I have always found council to be good to deal with in person, I do not have a use of computer*
- *If media are interested in their area then they will contact council*
- *Access is only good for those people that make an effort*
- *I need to know and I use them*
- *The staff at Marton are always helpful*
- *I find the staff at Marton front counter Excellent*
- *I find the staff at the Marton front counter Excellent.*
- *Happy enough with current*
- *No internet*
- *No internet at home*
- *I am well informed with newspaper and leaflets. Can ring at anytime as well as call into the Library/info centre*
- *Easy answer I like talking face to face*
- *Don't like computer/ social media type communication (impersonal)*
- *Most easily accessed*
- *I use phone mainly with limited internet access. Mainly use FB for comms*
- *If you can be connected by phone or can have access to computers etc.*
- *We have never had a problem contacting council office*
- *Always had good service and very helpful staff you have at the moment of time*
- *It is important for EVERY person to feel included in decisions*
- *The staff at the Information Centre/ Library are VERY helpful*

- *I appreciate being informed about council plans for district*
- *Phone are very good contact points*
- *Not sure of this question what is it pertaining to?*
- *Not computer literate, read the papers*
- *Because I personally reckon that the council do a wonderful/awesome job/work and I just feel like they don't get any credit for what they do in the community, so would like to say a very big thank you to each and every one of use for taking care of our town and our community. So well done =)*
- *0800 number very good service*
- *Staff always helpful at council office (library also)*
- *Not i.t literate*
- *I need someone to show me how to load the notebook up*
- *What level of satisfaction?*
- *I have approached council in person but have not received a satisfactory response*
- *I think it's great as-is. I'm not really into social media, I sometimes read Rangitikei Line. It's disappointing having no local paper anymore, but I visit the library most weeks, so pick up any information there (flyers on the desk, talk to the staff etc.). The updated website is certainly easier to navigate now.*
- *We live in Taihape and therefore need local news.*
- *I rang the council out of hours to report loose stock and was delighted to get a human answer!*
- *I like a personal approach, but E Mail is important in our modern world.*
- *I am happy with the present level of communication through local newspapers.*

- *We like to be informed well in advance re meetings, road closures etc.*
- *Notice via the local school newsletter is helpful*
- *Personally we don't read the newspaper anymore therefore would need things advertised more on social media, public pages*
- *This question should be about Importance of communication, not about satisfaction - I've not answered any question about satisfaction here!*
- *For older citizens the ability to go into a council office and get direct face to face information, is very important. Too many assumptions about access to online services are made - leaving unconnected, usually older or poorer citizens out in the cold.*
- *I find the council website very useful, the library staff very helpful and at times I have rung the council and its been informative*
- *I find social media only applies to some people, there are still those who are elderly that struggle to use internet resources and apps. Having this information accessible at public libraries is a good idea for this , everyday people who go into the library to pay their rates etc. would have also that opportunity to see information. Rangitikei line news should always be current and accurate information for the greater population of people who use internet resources would have direct link and information straight from the source.*
- *Because I pay rates I expect the council to take care of things. If I have a question I want to ask and have an answer straight away i.e. phone*
- *I don't use social media for information but read local papers or talk to councillor*
- *Easy to get hold of.*
- *Being out in the rural area I don't use or visit the urban places as much as those in town and so cannot comment fully on how they have performed.*
- *I need to be sure when I make a phone call I talk to a person and not get an answer phone message*
- *It's good to be able to talk to someone if required to.*
- *You didn't ask me about my level of satisfaction, but if you did, my score would be low, the reason would be because I get very little communication of any kind from Council. For example, I did not know that there was a 10 year plan consultation going on (but would have submitted if I had known about it).*
- *Council staff always very helpful*
- *Too much reliance on social media which does not reach a significant part of the population.*
- *Because people need to know what is going on and all possible ways of communication need to be available for contacting*
- *No problems.*
- *Your council is a utility, like a bank or a power company..people just expect it to be there ,and to work.Its a NEUTRAL response...so don't expect us to be f--k--g happy about you!*
- *Because this is what I recon, I do not talk on the phone nor do I read the local newspapers because the editors only publish what they want and are so biased.*
- *I am a communicator and expect council to communicate with me when I require.*
- *I have been able to all information required on these levels.*

- *Live in Huntersville so internet access best but personal contact important.*
- *Good for me.*
- *I haven't rated satisfaction, I rated importance.*
- *Our staff in Taihape are very friendly and helpful and their service is have excellent.*
- *Public need to be kept informed of councils services and plans.*
- *Communication is adequate and it is not too difficult to locate further information.*
- *Taihape Council are usually always available to talk and listen.*
- *The council fails in a lot of communication issues or passing the buck when genuine people have concerns. Our water issue is one major concern for all and there is always an excuse for it being disclosed.*
- *Information is readily available.*
- *I like dealing with actual people*
- *Its the truth*
- *There is a tendency that EVERYTHING should be advised via Facebook. Many of Taihape's residents don't subscribe to this medium. How then does the Council ensure public notices get distributed? One often wonders.*
- *I have just read a news headline ONLINE stating that Andy Watson is disappointed by the survey response. I think he would be less disappointed if the link was emailed so people could click instantly- only bills come in the mail these days and they go unopened for days before someone has time to deal with the hard copy mail.*
- *Not everyone has the internet so E-news and social media are not so important*
- *Council does a good job of communicating.seems to be best on line but we are not all so up to date with technology.*
- *The council website and local newspapers are important because everyone regardless of age ethnicity etc. have access to either one or the other.*
- *Access needs to be made to you're services easily and readily as all these affect our everyday living that at times require urgent attention and solutions.*
- *Good communication makes it easier for contacting council a lot easier when you know what is happening in the district.*
- *I'm not unhappy just keep the rate increases low*
- *Find going to see council very satisfying as all questions etc. are answered*
- *I live out of town and have limited to no contact with the council*
- *As if something really important is going to affect my rates or house, community I really like to know, ASAP*
- *Work in Wanganui and reasonably new to town.*
- *Phone and in person are the best options, and a local newsletter keeps us locals in touch, which is hugely important.*
- *In person meetings allow fuller explanation and questioning*
- *Don't use telephone or social media. Having people 'Like' a Declaration of Emergency is STUPID. I refuse to use a Third Party such as Facebook to find out about emergencies etc.*
- *Anytime I have phoned there has been a person to talk to that has answered my questions.*

- *I don't find I need to have a lot of communication with the council, have always found out what I need to know when necessary though :)*
- *I think the council communicates well*
- *Don't have level of satisfaction*
- *I feel the council does the best it can*
- *The council main office is in Marten so media is always the best option for me.*
- *Public access to the Council is important. Traditionally this has been by phone or over the counter. In the future media utilised for public consultation will change dramatically with changing technology*
- *Happy with this communication*
- *Lack of service in fixing access to our driveway in Linnet Street.*
- *I find the level of service good with different options to hear what is happening in the area*
- *Are not around during working hours so need information via internet etc.*
- *The council is a public service. So all their action and information should be easily obtainable to insure transparency*
- *I am generally happy with the availability of the council to the public. However I would like to see more information on their website i.e. what and how much chemicals are in our drinking water*
- *This question didn't ask me about my level of satisfaction.*
- *Phone is very important. Having a person on the other end of the line is reassuring especially for the elderly. Also for the elderly newspapers are more widely used rather than online. Time will*

*change this as the middle aged who are computer literate become pensioners.*

- *Ratana has a national and international following that includes central government and Iwi Maori*
- *When I ring I always seem to have my problem answered*
- *Because I care about my community and what my rates are funding.*
- *The website gives me the information I need and is easy to navigate.*
- *Communication and informing the public is most important.*
- *I have not had a need to use services*
- *Question does not make sense. Previous question did not ask re levels of satisfaction*
- *Council staff are very willing to help if there is a problem*
- *I believe that if I need to get information I am able to search and find it, but it does not come directly to me.*
- *Getting facts correct is very important. Dealing with different front office staff not easy as results differ.*
- *I have indicated the modes of communication that*
- *I generally access*
- *In general the council is doing a good job. Just get the potable water system sorted.*
- *It is important for residents to feel like they are being kept informed of all council decisions*
- *Because that is what I feel.*
- *I have never had the need to contact the council*
- *The questions relate to importance, not satisfaction*
- *I can access any information I require at any time*

- *Not so enamored of electronic communication, though it is the 'now' system. With emphasis today on 'communication' opportunity for personal contact is hard to beat.*
- *I ONLY LIKE TALKING TO SOMEONE ONE ON ONE*
- *They are the forms of access I use [age 72 years]*
- *Huh?*
- *Because communication personal service information user friendly and easy*
- *I make the effort person to person contact so expect same in return - the 0800 phone number works thanks.*
- *Previous question wasn't about satisfaction, it was about how important each thing was*
- *Communication is mostly if you require it you look on line.*
- *It took 6months from when I phoned in a flooding complaint until I was contacted by a Council Roading Engineer who quickly assessed there is a drainage problem which has not been corrected.*
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- *Always find the reception ladies at the RDC very pleasant to deal with (whether it be by phone or visits)*
- *No thanks*
- *Because we live in a relatively rural area, some of these areas of communication of vital.*
- *I think that replying to a survey is helping the council with any problems and is the money spent in the right area.*

- *Not everyone has the use of a computer*
- *All these means of contact are important equally - I think too much is made of the electronic media stream when its really important that we can talk to a person and deal direct for clearer information*
- *Satisfied with the communication and not bombarded with too much information.*
- *Social changes showing updating of how to maintain contact with the general public is ongoing. Some people will just not engage no matter what medium is used*
- *I feel the majority of information is readily available.*
- *Because if its important council should contact either by mail or phone*
- *Council provides sufficient information to me in ways that currently support my requirements.*
- *No issue with communication*
- *I find its more efficient generally to speak to a person directly. Websites are fine but are often time consuming and my time is important to me.*
- *I mainly use internet and social media to keep up to date with local council information and to search for services, open hours etc.*
- *I find online info easier to access and if properly managed, usually very current*
- *Haven't had too much to do with the council*
- *Marton small town is friendly. Excellent shops cafes. Etc. Tidy streets and well-presented just wish Speirs would put a attractive*

*informative signage on their blank wall facing the Main Street where council have it tidied with grass*

- *Generally satisfied but there's always room for improvement*
- *I am quite happy if I see information in the local newspaper.*
- *Information is readily available*
- *I use my phone (Facebook) to find all the info I need about our council*
- 
- *Don't have many occasions on which to call on Councils services*
- *I have found staff to be helpful and the website user friendly*
- *I am overall very satisfied so far with the questions and I am answering all questions openly and honestly*
- *Updates are regular on social media and other online forms which is useful*
- *Four years ago council were going to remove a tree on our grass verge before the roots interfered with our storm water pipes.. We had numerous phone calls and promises but nothing was done. We gave up on it a couple of years ago. It is easy to contact council and easy to get an answer but impossible to get action*
- *We mainly use a website & read the local papers*
- *Local office very accessible*
- *Happy with level of communication*
- *All these lines of communication do work*
- *Communication is the most important key to achieving anything.*
- *It's important to know the council is up to and for them to communicate this.*

- *I read the District Monitor every week and am more likely to see council info there rather than seek it out on social media or internet*
- *I just have*
- *Multiple ways of communication*
- *The ability to have several different options available for contact.*
- *Generally satisfied with Council services*
- *Don't do social media*
- *RDC have meetings when they have already decided what they are going to do. They hold the meeting just to tick the box and don't really care about what people really want. Its such a waste of time!!!*
- *Just my opinion.*
- *With the severe weather warnings etc., the website was not updated very regularly. I used the various local council Facebook pages for updates*
- *Comment not Necessary*
- *Because that how I see it.*
- *I am unsure of the meaning of the question*
- *I don't have much need to communicate with Council Generally look up any info required on website or phone if road issues.*
- *The council website is up to date, and provides all the information a ratepayer or visitor would require.*
- *Don't contact council anyways*
- *I find it easiest to communicate with council staff by going to the office or phoning. The website has good information but isn't easy to navigate.*

- *The service is great no problem with getting in contact or talking with anyone*
- *Generally communication is OK and I can find information when I need it. The recent use of Facebook makes me more aware of what the council does.*
- *Phone is most important to me*
- *Communication is vital in keeping the community informed.*
- *Council staff have been accessible in person and phone*
- *I am happy for Council to just do its job of providing good infrastructure, without over-communicating and pretending to consult (although it's important for you to be responsive to community feeling)*
- *Every time I ring or visit the council offices I am dealt with respect and helpfulness and friendliness it is a pleasure*
- *Communication links us to our community and having easy access is important too.*
- *It is important to have the right information up to date. More importantly, the staff providing this information need to be polite, friendly and knowledgeable. They have to want to deal with people and respond in a timely manner*
- *I find there are some areas lacking but overall the Council is providing a satisfactory service*
- *I didn't record a level of satisfaction - the check boxes were to indicate importance.*
- *Because you ask for it! Plus I gave you an honest opinion!!*
- *This is my experience when contacting Council*
- *I am a hands on person and like to meet face to face and also get information from the local papers.*
- *Unable to access office during business hours so need website and social media as comms methods*
- *Easy to communicate with*
- *Having direct access to council is important so the public can keep up to date with developments, concerns or emergencies that may arise.*
- *Because I like living in Marton and think the Council do a fine job.*
- *I haven't recorded level of satisfaction, I've ranked how important each area is to me.*
- *No comment, stupid question*
- *Explained a/b.*
- *Most people are on social media*
- *N/A*
- *I am satisfied with all the issues*
- *It is important we know what's happening in our community so we are able to have input*
- *Overall the communications between the public and council is in my opinion of a fairly high standard.*
- *Because communication from Council is important*
- *Prefer some modes of contact more than others*
- *I am ok with it.*
- *Very hard to answer.*
- *The council needs to be available at all times*
- *I believe we now have so much communication that we no longer communicate. Face to face will always be important.*
- *Personal touch is the best.*
- *Satisfaction? I have recorded these levels of importance as it is necessary that all ages have access to all of these modes of*

*communication - The only one I don't use is the Rangitikei Line (but would if I were signed up for it)*

- *In this day and age it is important to still maintain the personal aspects within a small community. Therefore, phone and human contact with the Council is important to us.*
- *As there are a number of channels open to the public, we have enough information should we need to know anything more*
- *Council should endeavour to communicate with residents in every way they can.*
- *Prefer online forms etc.*
- *Because I am very satisfied with the services that the council provides.*
- *Good people*
- *Social media is the best way to get word spread*
- *You still can't beat face to face contact instead of people being able to hide behind an email and the website. As I'm creating a new Business in Marton I emailed Council and to this day have never received an acknowledgement or a we have received your email and that was on your website I replied.*
- *Living in the rural northern area we need to be able to ring or look up things on the internet. The mail service has declined and local newspapers are not delivered to rural addresses so it is hard to know what is happening in the community*
- *With the aged population internet communication is not accessible for a majority of these folks. I personally don't like getting bombarded with stuff.*
- *Have had no problems with communication*

- *I have to work away from Marton so it is difficult to be available on a working day. I would have to make arrangements.*
- *I tend to be able to find out information on several communication levels so I am satisfied with the council.*
- *Services need to be easily accessible without any form of inconvenience.*
- *No matter how electronic everything becomes the council should always be accessible by old fashioned means.*
- *I have privacy issues with social media and newspapers are becoming a thing of the past.*
- *Most people can find all information either on the computer or by asking at the council*
- *Happy with my contacts with the council*
- *We have had to approach the council and preferred to go to the office where we are treated with respect and cordiality.*
- *Like speaking to a human not a robot*
- *It doesn't really concern me*
- *I feel that a high number of people use technology to keep informed about information, and older people still receive local papers and newsletters*
- *Mostly use online or go in person*
- *I am content with how the council communicates, I have no issues.*
- *To date any dealings I have had with council have been satisfactory with the exception when it took 6 months for a building consent for a carport and deck*
- *No problem with communication*
- *Don't like social media or email*

- *Generally the three forms that I have ticked as important provide virtually all of the information that one needs*
- *I can generally find out what I need to know by phoning up or accessing the web site*
- *Communication is always important, as a ratepayer, I would like to know how my rate money, is being spent.*
- *Because it's important for the council to keep us up to date with what is happening which affects all of us*
- *Because you asked for it.*
- *I only use the internet to find information on your website, it's direct and in my opinion all I personally need.*
- *Since losing The Taihape Times, information has been sorely lacking.*
- *I think a broad range of contacts is needed*
- *That is my opinion*
- *I have been very satisfied by the high level of customer service at the Council - Raewyn at the Marton library is an exemplary model of perfect customer service*
- *Queries usually dealt with*
- *I feel they are good points*
- *We need and info centre but the library can be replaced by internet hub/access*
- *I find out info from ringing your helpful friendly staff*
- *Mainly in the event of CD we need to know what's happening. In a rural*
- *Area I have limited cell and internet coverage so all modes of communication very important.*
- *Rangitikei's general population is older rather than the young and connected so more traditional forms of information dissemination, e.g. radio, phone answer phone message and then website. Social media last.*
- *Important to be informed on what is happening in the community*
- *The web site is a key way that we access information, the current site is somewhat difficult to find thing*
- *I very rarely need to get information from the council. They contact me if there is anything they want me to know or I read it in the local paper.*
- *I do everything digitally and online - the first thing anyone does when they want to know something is pick up their phone and google it.*
- *These are the methods of communication I use with the council. Being a Marton resident I find it easy to visit the offices if I can't find the information on the website*
- *Staff are friendly and polite*
- *Because it would be helpful*
- *Out there and mingle is important to me, I'm a personal works the best type of person. Phone is good for info as well.*
- *The few times I have needed to contact the Council I have been satisfied with their response*
- *To which question? I assume under Q34, my answers are self-explanatory, given my response.*
- *Because this way you know what's going on with the council*
- *We have had little contact with the council but have received letters in the mail indicating if roads are to be closed for work or if*

*the mains water is going to be affected temporarily for which we are grateful.*

- *I have little contact with the council but these modes of communication make it possible to contact the council if I need to.*
- *I think good to have a wide choice of channels*
- *I feel that these are the most effective means of communication for me*
- *It's better to talk with a person rather than a machine.*
- *It's only when you need something specific that you consider the communication issue, so normally all is good or satisfactory.*
- *I'm quite happy with the communication as is. I know where to look or got to get info if and when I need it.*
- *Frequently use website and can find just about all information I need there.*
- *I do not use social media and have never heard of Council E newsletter*
- *I have no problems with the way Council notifies and informs through the local newspapers and through the website.*
- *The above doesn't relate to satisfaction but to importance so I think not much thought has gone into some of the design of this survey. If you ask me how satisfied I am with the communication with council - I find the council staff very helpful and I generally can find what I am looking for on the council website.*
- *I'd like to know what is happening around Taihape. The local paper doesn't report much progress in Taihape but it does report a lot about Marton. Taihape is a thoroughfare and should have more to offer people passing through.*

- *We need to be able to find out information regarding problems, upgrades and repairs. We need to be able to contact the Council if there are any problems*
- *There are a range of mediums which are available to the council to use to inform the local population. The needs of the local population will vary depending on age and access to electronic devices and also competence to use them. Generally I like to see information written down rather than to have another social message I have to make time to access and read.*
- *Things need to improve*
- *It's important to be up to speed, so communication is vital.*
- *If there are problems it is good to get a quick response when we can get the right contacts which have experienced*
- *My level of satisfaction is based on my own needs.*
- *I am signed up to the newsletter and if I want more information I look it up online or ring the council.*
- *You need a person up front to talk with when you have a problem in the District.*
- *I believe that communication and transparency from the council is really important for a small town like Marton as little changes can impact largely on people's lives. I think its really important that the council is contactable remotely - so online, on the phone etc. This is particularly important for rural residents which make up a large portion of the community.*
- *When I need to know something I don't have time to wait*
- *Because everyone needs to be kept up to date*
- *It is important to have good comms with council.*

- *With online access, communication is excellent and readily available. The physical need for a Library is not so important.*
- *I believe it's important for everyone to have clear easy access to necessary information.*
- *I am generally ok with the level of information provided.*
- *Communication is key to having good customer relations.*
- *So at any time council can be contacted*
- *Face to face or phone communication would lead to increased costs which could be spent elsewhere. Happy to receive online for general information and post for specific information*
- *Because they should be available when you need them*
- *It's important that residents have easy access to all council information.*
- *Some information is more relevant than others.*
- *Because its important to have good communication*
- *That's how I feel.*
- *Living in Taihape it is very important we are able to access council information remotely by phone or through the library As we can't just walk into the council office in person*
- *Don't understand this question - you asked to rate importance not satisfaction!*
- *I think there is good communication*
- *I live rurally in Turakina on the State Highway I get absolutely no services from the council for the rates I pay. I have to fight with Transit NZ to stop water currently running into my house site from the highway. No one comes and cuts the grass sprays the weeds or cleans out the drains that run in front of my property on an access road.*

- *Those are the things I know by seeing at our District.*
- *If I need Information I know who to talk to , either staff or counsellors*
- *Council activities have a high profile in the district allowing everybody to be part of the community.*
- *The newsletter adequately covers local issues.*
- *Because of the amount of rates we pay annually.*
- *Because that is what I feel*
- *Because we need all forms of communication as faults occurs with all digital and land lines and we can be isolated. Internet civil defence ... Koitiata is never mentioned in floods and information is down if inspirenet is down*
- *This is where I find my information*
- *I can easily look up information on line and staff are always helpful when I phone or call in to the office.*
- *All types of information in general is useful regardless so as to ensure that the communities all can have their say on what they feel is best suited for themselves their families and their towns as a whole.*
- *Always able to get information. Council staff at library always very helpful*
- *These things are important to me*
- *Just how I communicate*
- *Council make it obvious that they have no interest in what goes on out in the Rural areas.. We are only used for the amount of money we give in Rates. They steel from us..!!*

- *These levels indicate how/which type of communication I use depending on the importance of the issue I'm addressing. The staff are good at the Marton office.*
- *It is important to keep your rate payers informed as it is their hard earned money*
- *Never have any problem finding information or help to find it*
- *Using technology has changed access to info to be largely self-help. The Council have good staff in my experience with a great customer-focused attitude (fabulous), and by ensuring that info is available via website etc. most of my needs are met.*
- *You need to keep the older forms of communication for the older people while the younger ones like to be informed but no necessary in the personal way.*
- *Personal approach is the most effective. I am a busy man and seldom read local papers or visit the council website.*
- *Online communication is faster and more convenient*
- *Q32. There are numerous roadside drains around Taihape that are blocked with silt to the extent that water simply runs over the top of them. In the 13 years I have lived in Taihape I have not seen any effort by FM contractors to clear the drains.*
- *Because Council don't give a shit about us out in the Rural areas.. We pay rates for services we never use or have access to. It is just legal theiving ...*
- *I do not like the excessive use of social media and the apparent necessity of computers.*
- *Social Media is prone to being overcome with advertising and other non related things.*
- *Is Ok as is*

- *Newspaper notifications and mayors comments are a good way to communicate updates and news.*
- *No issues*
- *Keeping updated with our local council, is exactly what it read Important. Being informed of any changes and upgrades.*
- *Sufficient info provided and have had no problems finding out information on line.*
- *Because I saw these with my two eyes and also visit these places in available times.*
- *It's easier having everything online. I don't read newspapers because I'm not 80*
- *This question didn't ask my satisfaction - simply how important these modes of communication are. It is imperative that all members of the community can easily contact and be contacted by the council.*
- *Don't use social media and a lot of rural residents either don't have internet coverage or its slow so newspapers the best option*
- *I obtain information from the local paper or online*
- *Council should be transparent on all of it's activities, civil defence, etc.*
- *My wife looks after local issue's*
- *Find it easy to either go into office directly or find the information that I want on internet.*
- *Communication has always been good*
- *I use all of the above aspects, but I know that a lot of the community are still not aware of all forms of communication.*
- *We have a lot to complain about in Ratana*
- *Communication is important*

- *To keep informed.*
- *I think it is important that rate payers are kept up to date with Council services*
- *Because transparency and high levels of communication are essential when you are dealing with people's lives/homes/schools etc.*
- *Council needs to be transparent*
- *I only have a limited amount of times that I need to contact the council. I'm only interested in the issues that affect me and my family. Pure, clean, fresh drinking water, roadside rubbish and recycling collection, water water/sewage and storm water and drainage.*
- *There's nothing like person to person contact*
- *I understand the council try do their best it just doesn't always come to fruition but there has been a lot of progress*
- *Because you asked (I don't understand this question)*
- *The general public and rate payers must be able to contact the Council in all different ways. Not everyone has all the cy-fi mod cons, so just being able to talk to a nice helpful person on a phone is very important.*
- *Because its really important to let the people of the community know what's happening in their community homes through whatever means so they are aware of the problems and can offer help if possible and not be confused about what's happening in their town. (Left in the dark) Also creates a closer relationship between town folks.*
- *I find the majority of RDC staff helpful and friendly.*

- *I feel the adverts regarding council activities and meetings to be boring and lack the spark to encourage residents to attend events.*
- *Because the information we receive and how it is delivered is ok for us.*
- *It's important to let everyone know what things that is happening around Rangitikei*
- *Generally happy and can find information when required*
- *I want to know what's going on in district, but don't want to be bombarded with info.*
- *Our town seems to be well run with a capable mayor and efficient council.*
- *I am vision impaired*
- *Sorry this question doesn't make sense, the above question isn't about satisfaction? It's asking in what ways should \Council communicate its info.....*
- *That's the way I feel.*
- *I have a phone*
- *Status quo is good*
- *I like the Rangitikei Line e-letter. Phone contact has always been satisfactory, with helpful staff. I like reading updates in the newspaper. I look at the website sometimes. I don't use social media much but I think it is important for many.*
- *Comms are adequate but could be improved*
- *I feel strongly that council are the voice and the vehicle for our community to communicate within Rangitikei and beyond so using a range of various modes can only strengthen that process*
- *Because I am satisfied*
- *Generally the level of communication is satisfactory*

- *As I live in the country I like to know what is going on else where*
- *These are the most effective way*
- *Generally check the Facebook page for updates. Reasonably accurate*
- *Information is available should I need it*
- *Generally happy with the options of communication.*
- *Counter staff are friendly and helpful*
- *Because the ways I've ticked important are the ways I like to contact Council.*
- *Phone*
- *I prefer face to face. Sometimes contact via media can be impersonal*
- *It's easy to access*
- *Its all very important*
- *Living in Bulls and working in Palmerston North I require as many options as possible to contact and interact with my local council.*
- *That it is important that you can contact council staff re problems in town*
- *You haven't asked for a level of satisfaction but for a degree of importance. They're different things*
- *I use social media but I know quite a few people not computer literate*
- *I feel this is important to indicate the location of the building etc.*
- *Depends on the occasion how council responds with what level of urgency they communicate*
- *Read newspaper ,use internet, speak with councillors,attend*
- *Meetings*

- *I like to be able to speak to a person about a council question, and have access to get the information online when the council is not open.*

#### Suggestions to improve Council communication

- *Understandable Rate notices by email*
- *Email options*
- *Yes maybe radio pack FM for emergencies and in general need to know stuff*
- *Mail drop off*
- *Find out how many people miss out on information in the district because they are not online*
- *Ni! Im more than happy with the communication I receive*
- *Re Long Term Plan*
- *The area I wished to vote on was the kerbside collection*
- *The exact details of the 3 options were not worded very clearly*
- *Especially no mention of collection or otherwise of green waste. Therefore I visited the council to ask this specific question prior to voting. I was informed by a gentleman (I don't know name) who I was referred to via reception. That green rubbish was not included. I then asked if the only alternative was for me to pay for this service. He stated, Yes - i.e. via transfer station etc.*
- *As I am very happy with our current arrangement of the services of Rangitikei Wheelie bins. (\$230 per annum) and doing our own recycling. I voted for the status quo. Talking to a friend of mine she decided to the same question (re greenwaste) at reception and was told well not really but we don't monitor this Well confusion really reigns too late I've already voted.*

- *Clarity on specifics please*
- *Increase front of house staff*
- *No*
- *Better than recorded message for emergency, animal control, noise control etc. after hours*
- *Council should get to grips to the fact that not everyone has a computer*
- *By stop wasting rate payer money by self postulating with bullshit*
- *Local radio Q & A*
- *Maybe odd TV AD*
- *News letters get mixed up with junk mail*
- *Please encourage the internet service providers to give coverage/ Internet to your rural customers.*
- *Health and safety reasons demand that internet be available for our rural workers.*
- *By mail*
- *Only easy way to communicate with me, is ring ring and ask me to come in I don't bite my phone number is 0275148636*
- *Only have a landline*
- *Public Newsletter*
- *Phone number needs to be easier to find in the phonebook*
- *Just cellphone*
- *Just listen to ideas*
- *Reports available at information centre*
- *No*
- *Have quarterly catch-ups, get together and discussions*
- *Yes, put our rates down*
- *Just a heads up when the council decide to do a job/ work somewhere around the township, put a notice/letter in peoples letterboxes just so that they know what's going on in the community.*
- *Plus when the council decide to clean the water pipes out the water goes brown which is not very nice so it would be nice to get some sort of notice/warning before the council decide to clean the water pipes out first*
- *In the Rangitikei Mail*
- *Knock on door or ring to warn of flooding and have sand bags ready (Full)*
- *Answer your emails. Have sent emails and no response. If you don't want to reply to emails, then you should not make them available.*
- *Could not find holiday rubbish collection on council website. Local staff had listed on social media but needs to be on councils site*
- *Put relevant information on website PARTICULARLY ABOUT RUBBISH COLLECTION AT TURAKINA BEACH!!!!!!!!!!!!!!*
- *Anything really major, I do appreciate receiving something in the post - for me, that's a much more reliable way to find out about something or get a response from me.*
- *The local Community Newsletter has been of much interest. Local people are communicated with at least a week before an event happens.*
- *Answer the telephone promptly!!*
- *Encourage your staff to shop in Marton township come into the local businesses on regular basics not just in town to buy your coffee at your long smoko breaks*

- *We really appreciate the Mayor visiting our rural district in person to inform and discuss council issues and their effects on our community. As above there are already many avenues of communication available.*
- *In the event of a major weather event such as the snow storm in July 2017, a means to contact key people in outlying communities is definitely needed. Plbs CB radio etc. Copper wire connections enable communication when the power is likely to be out for long periods and electronic means of communication can't be used. CD welfare centres need to be known about particularly by citizens in town.*
- *I think its good*
- *When 2ster is going to be cut off for maintenance etc. Letterbox drop or txt msg*
- *Always have a real person answer phone calls*
- *Not really. I read most info that's in the local paper or by mail. Less into social media.*
- *If there is a Council e-Newsletter, it should send it to residents and ratepayers. Thank you for asking me to help with this survey - it's the first time apart from flood-recovery-related matters that the council has ever contacted me.*
- *More news letters.*
- *Be mindful that changes to planned works that increase timeframes needs to be communicated to affected individuals. These changes may be for very good reasons and well worth the extra time but people just need to know this is happening.*
- *No because I have been let down too much I have no faith.*

- *I find Council to be Excellent when I require assistance.... Keep it up.*
- *Taihape doesn't have a newspaper any more so it is very difficult for the Council to communicate with me as we don't get the District Monitor and I don't read the Feilding Herald. It would be great if you could help us get a paper again!!*
- *Put reports in local paper. Sometimes there are reports and are very interesting. It's nice to be informed about what's happening in our community.*
- *Talk to people, get out of your offices and be seen in the community,,,not just at the supermarket, take the time to listen and not fob people off*
- *Employ more customer service people*
- *Bring back a newspaper akin to the Taihape Times - even if the council has to fund it, The new arrangement via the Feilding Herald just does not cut the mustard for the people of Taihape.*
- *Email, text message, social media*
- *By written notification. Perhaps more mailbox leaflets.*
- *As per above.*
- *We are still awaiting a new bridge over the Rangitikei River in Mangaweka and there is no communication. We were promised work to make our roads safer while the bridge is unable to be used by heavy transport but nothing has been done or said. When is this bridge going to be built and why is it taking so long. Get rid of the old one you can't afford to maintain it.*
- *No quite happy*

- *Emails will save on paper ... .. Use an incentive prize to encourage ratepayers to use the direct email path... Safer than Facebook and social media channels and less crap advertising*
- *Call me, email me.*
- *Unsure sorry*
- *Maintain in person meetings*
- *There doesn't seem to be enough activities for the newly retired people in Bulls*
- *Not really*
- *Start caring about Taihape more.*
- *More frequent and extensive use of E-Newsletter*
- *Reading it in newspaper*
- *I should be able to communicate with you on any areas addressed in this survey bit you haven't put places at the end of each topic to do so.WHY?*
- *Not sure of any other ways - internet is increasingly important with senior citizens*
- *Send emails out to all local residents whether living in Marton, Bulls or Huntersville of current and future plains and have an option for residents to put their own say into what is happening via that email.*
- *For urgent and time sensitive matters, council staff or delegates should go door knocking or use megaphones to warn people. Recently in Bulls the mains water supply was out and people were asked to preserve water, however we only knew about this via social media. Social media is not a medium for immediacy, it is only for matters that people might seek out on their own, or for information about larger ongoing projects.*
- *Someone should have physically come around to all houses within reason and told us what to do/not do, potentially with a pamphlet.*
- *Have always had good service*
- *Email newsletters, social media, and a more updated I-site at bus stops (the old cork board still works but maybe move with the times and have a digital display).*
- *As we don't have a local paper more needs to be put in Feilding Herald and District Monitor.*
- *Email or newsletter by post, which would inform times of*
- *The council facilities available.*
- *E.g.: the library times, rubbish dump open times and costs and what can be disposed of there. The swimming pool open times and available classes.*
- *Mail works well for me*
- *I only very resent found the Facebook page for the council, would be nice to be kept more update on meetings and legal ideas and changes.*
- *Having integrity as a core value when dealing with issues.*
- *I am satisfied with the status quo.*
- *My queries re the dirty tap water went unanswered after I was told that somebody from the council will be in touch to explain the problem.*
- *I noticed you have an e-newsletter which I was not aware of and will be checking this out in the near future.*
- *They are doing fine*
- *I think you should put more thought into your survey questions to make them more meaningful and less confusing.*

- *Keeping up to date on info by way of availability at office or library or media or your web whether rates issues roads anything that affects wider community*
- *Monthly email - if this exists, I don't get it and don't know how to Phone residents and keep them updated on what is happening to any formal complaint that he's been made*
- *Provide faster broadband.*
- *Not really as I believe we have a good mayor in Andy who is only too pleased to talk with you.*
- *By a letter drop in the letterbox*
- *More staff less electronic means of communication. Nice to talk directly with a person for good level of news*
- *I have found that communicating is not a problem. It's the response from the council to certain matters that I have issue with. Generally, the staff are excellent and well informed but fireworks response could definitely use some improvement in my opinion.*
- *No reason to communicate with me, and on the random occasion the letter is fine.*
- *Your ongoing procedure notifying unlicensed excellent. A good presentable and easy access to Mayor great. He's a person/person man ✓□????*
- *When the rates demand is sent out.*
- *All good I reckon*
- *Never had a problem with communication with any staff member of the council ... Can't fix what isn't broken*

- *More open meetings/forums out of work hours, there are a lot of people who work out of town now and it is difficult to be attend meetings in regular work hours*
- *More Facebook*
- *Surveys is a good starting point...*
- *Follow up is the second...*
- *And thirdly... Action is required...*
- *Regular updates in regards to potential upgrade, notably the Marton park and facilities*
- *Wait to make decisions after public meetings would be a much better way to operate!*
- *Its ok as it is*
- *Being able to opt in for some type of email newsletter regarding major roading and area updates would be fantastic.*
- *Council needs to listen to its residents*
- *Most people are connected with each other through social media these days. This is probably the best way to get information out to residents.*
- *No thoughts at this time*
- *Mobile phone app.*
- *I'm happy with council communication*
- *Ensure that any changes to Council policy or services are communicated to ratepayers - example, current shortage of rubbish bags with no knowledge as to why this is happening.*
- *Our issue in last 12 months has been with maintenance of graveled road - multiple requests with no action or communication on expected timeframes*

- *Just be straight with all communications and have knowledgeable people in the council offices to answer questions. Also don't waste time on translating everything into Maori (I'm Maori and don't think it is unfairly disadvantaging any Maori not to have communications in te reo). The main point is just to be sensitive to Maori (and other - flood victims, farmers etc.) issues when they arise, and sit down and talk with people, not commission big expensive reports from highly paid academics that don't accomplish anything meaningful. Can't emphasize this enough - just get out and talk to people, and not just the first loud people you come across, or too many so-called expensive consultants/experts.*
- *Just continue*
- *Not at this stage.*
- *Public meetings seem poorly attended and generally a waste of time. Online and social media may be more effective in getting information out and back. It was good that it was possible to submit to the LTP online.*
- *Email me or txt*
- *Use and monitor Facebook and email.*
- *Reply within an hour with action.*
- *Happy as it is*
- *I think communications have improved tremendously over the last couple of years*
- *The e newsletter is a great way to communicate.*
- *UNSURE AT THIS TIME*
- *Please follow thru on actually doing something permanent to resolve matter, not just random visits that are not followed thru, achieving very little.*
- *Not really*
- *Having information available on the website meets any requirements I have, and if I can't find what I'm after its important to be able to phone, or call into council and ask*
- *I think the local newspapers are a great way to get info out as most people have access to them*
- *Council needs to ensure good knowledgeable staff for dealing with the public at all times*
- *I must admit as an employee of Council !!!!! Not a problem*
- *Prefer to receive hard copies of correspondence - e.g. Letters*
- *I am happy with the website and newspaper communications*
- *What you are doing is probably as good as it gets.*
- *Being on time when appoi tents are made*
- *I am happy with communication. Thank you .*
- *More visability in the local community*
- *For me there are enough ways open now*
- *Best communication is paper into letterboxes! Why not include info in rates bills, for instance. Never seem to get enough warning about public meetings so date not penciled in and other commitments prevent attendance. Would love to see councillors walking around their districts and talking to residents about current council matters.*
- *No I am satisfied with the communications*

- *Yes be proactive like your local ward councillors they are working their butts of and are more help than the staff at present. Your front office staff are good and helpful.*
- *Council needs to get in behind the last local paper and ensure the people of the district can get it. Maybe they could email a monthly update on Council happenings and upcoming events in the communities.*
- *I am happy with the current information I can access.*
- *Not notified this year of Flood Control meeting !!*
- *Was there one ??*
- *It is satisfactory. However Social media works until there is a crisis and it will be the first to fail then the website. So people are essential as with a telephone. I have been in Christchurch in a bad earthquake and communications failed instantly. In Whanganui with floods the social media is useless and for those elderly that don't use it was a non starter. So Phone is essential and people.*
- *No, I'm satisfied.*
- *On two occasions recently, I have rung and left messages on the phone system in both cases no one returned my calls.*
- *You could contact us directly via email? I don't know what the privacy and logistics issues this would entail though?*
- *Rangitikei have its own Facebook site*
- *Happy with my contacts with council staff*
- *Not at this present point of time*
- *Happy with Taihape service, ways friendly and helpful*
- *Doesn't concern me as I just phone if I need any information*
- *Up to date website and social media*

- *Staff training and ensuring staff are trained and competent in their duties.*
- *I believe that the above does it all. Generally I do not have much faith in News Letters as I believe that, in many cases the public only choose to read that which is of specific interest to them.*
- *Email*
- *An App with notifications like schools use*
- *As above*
- *More LOCAL information in the two free newspapers.*
- *When staff are dealing with members of the public they should be more approachable and understanding as opposed to aggressive and brushing off concerns*
- *Move back to fire permit information on its own website.*
- *Respond to fix it forms - have filled out and never heard back*
- *Not at this time*
- *Acknowledge people's concerns about the water in Marton, rather than trotting out the same safe to drink patter. It may be safe to drink but it is frequently very undrinkable.*
- *Nope, I think you've done well so far.*
- *Andy Watson is great at getting things done or even communicating. I've private messaged your Facebook page about safety concerns and I always get a reply within 24 hours. So thank you, great that you're here actually working for the community and you are 'visible' To us.*
- *Really good communication with rural community. Really appreciate the Mayor coming out to Papanui School to discuss the council plans*

- *GIS maps to allow developers and property owners know where services are.*
- *If it's online I can find it when I want to know it.*
- *I think you're doing just fine with what we have.*
- *Yes, snail mail is old school, and even NZ Post has toned back some services. Come into the 21st century and make all communication be via electronic means. This doesn't do away entirely with talking to an actual person when required, but most communications can be done via the web.*
- *The council appear to be communicating adequately when services are going to be affected.*
- *I find the reception staff usually very helpful but there are other times when others have been slow to respond or we have to chase up. Would be good to have better consistency*
- *Direct email*
- *No, but this survey is a good idea.*
- *I happy with personal contact and telephone contact.*
- *Direct telephone or e-mail updates to sample opinions from citizens.*
- *There was no box in this survey to comment on water, waste water or storm water. I am aware that in the long term plan there is a lot of money set aside for waste water in particular. Maybe a different approach needs to be thought about decentralizing waste water or reducing it so that the current waste water systems have a decreasing amount of waste to deal with. Home owners could be encouraged to have council certified compost toilet systems and also rain water tanks to decrease pressure on council run facilities*
- *Actually get local newspapers delivered to my house! I live in Taihape and do not receive any of the free local newspapers*
- *Meetings with the Mayor are very important.....they do need to reflect our area however.*
- *More frequent newsletters or local newspaper information pages.*
- *Social media is good and contact numbers are available.*
- *So it's pretty good*
- *In weather events would be good to see a council representative checking in on rural residents if they can access them .*
- *I already like it! But maybe send additional e-mails or social media messages out for major disruptions to roading, high alert storm warning, power outages or when the water pipes will be flushed!*
- *I usually don't know until it happens and*
- *Having a 24hr access to help when needed*
- *A good online/social media presence*
- *Txt service*
- *I think communication is good*
- *More interaction with ratepayers and residents.*
- *Not really.*
- *Sending out surveys. Also putting information up at local supermarkets.*
- *Not really. The council does its best to get the information out there. But some people expect to get personal invitations to full briefings :) and they will never be happy.*
- *Let people know if there are any important info that everyone needs to know.*
- *Answer your emails!*

- *Communicate more electronically rather than by letter and post, e.g. Via email*
- *They could tell me who is in charge of maintenance on the access road I live on at 2543 State Highway 3 and why I pay rates and have to come home in the pitch dark with no lighting or signage on the access road I live on.*
- *By emailing me.*
- *I'm relatively busy so on email would be good. I don't often surf net or check Facebook*
- *I think the Newsletter is sufficient.*
- *More informative solutions.*
- *They could start by actually replying back to a person when they have been written to.*
- *Leaflet drop to residents*
- *Make contact with designated committee members who have a very good caring network in the village*
- *I find when I come into the building or phone I am treated like a nuisance*
- *Reasonably happy with communication levels as they are*
- *Yes.. Reduce our Rates and stop putting up their demands for more money just because they can't live within the amounts they receive. They use us as Cash Cows..*
- *Keeping us better informed*
- *Is there a blog dedicated to Council matters? Could be useful and informative, but would need management of standards for those that choose to contribute*
- *Why not email out long term plans? I'm sure you would get a greater response.*

- *More Speakers at community hui addressing issues*
- *Current methods available are fine.*
- *More community meetings.*
- *Email updates of interest*
- *Maintain Website to high standard and keep updated.*
- *By email using, lamepa.folau@gmail.com*
- *Nothing to improve*
- *There has been absolutely no communication about the new logo?Iv looked everywhere for information .Found nothing such a shame.*
- *This survey is a good start - thank you.*
- *Use Facebook*
- *I would 'phone if I needed information*
- *Reply to phone calls etc.*
- *More info through social media*
- *Email or app alert/update*
- *By using social media such as Facebook, people like myself who don't read the paper or listen to a radio will be able to view important information uploaded by council.*
- *Its OK at the moment, I'm doing the survey.....*
- *They have never replied to my suggestions about the pool opening hours in the past>? So I have given up?*
- *We just need to keep repeating how the community can interact with council. More face to face with all councillors and Community Board members would help to keep communication open to all*
- *Public meetings here*

- *Get a new CEO, we had the mayor at our home, who told us He couldn't help becomes the CEO refused to help with council staff problem.*
- *I recently complained about the water which was coming out of the tap BROWN. It would be appropriate if follow-ups are made AFTER complaints.*
- *One of the women at the Marton council has a real stink attitude towards anybody who talks to her or needs help.*
- *It is good enough*
- *More in the new paper about plans what happening etc.*
- *All good*
- *I'm happy with the forms staff use to contact me directly but feel a less formal form of advertising of RDC activities could be seen as more inviting to residents.*
- *Not at this time.*
- *Post and email address*
- *Keep website up to date with info, even in emergencies*
- *More regular meetings in the village would be good even 6 monthly.*
- *Email or post*
- *Same as before*
- *All good*
- *I do understand communication is a big thing. I do read newspapers and are up to date with social media so I don't miss out.*
- *No, I am happy with Council's communication*
- *Clearly articulating issues around water quality that give confidence rather than broad statements which sound disingenuous*
- *I am unable to suggest as I feel they communicate with me well*
- *They are doing a good job*
- *Phone*
- *Communications can look a bit scrambled, particularly in the media. Can it be made more organised and clear*
- *Make sure that they always communicate efficiently*
- *No . Just keep doing what you're doing . Thank you*
- *I am happy with whats available.*
- *No, At present if you call out off work hours you get your call answered and if you use the website you get a reply from them*
- *Update social media MUCH more frequently. Make website more user-friendly in terms of navigation and language. When documents are available for download, tell the user what size they are - important for those on slow and/or expensive rural connections. Take a hard look at the language used - make it reader-focused not bureaucratic. There are some appalling examples of Council-speak in the Rangitikei Line.*
- *Yes!!! Easier navigation of the website.*
- *I have never contacted the council but people I know have said that it is very hard to get hold of them and they never ring back when you leave a message or someone says they will ring back. Communication is very important especially when it is involving the public on matters that they need to know about too.*
- *Updates, easy to use website.*
- *Other Council areas experienced recently*

- *Sporting facility leases*
- *In general I don't know, however, instead of electioneering pieces from his worship, the mayor, better informed comment in the newspapers. We actually require some dispassionate and non-partial presentations of the difficulties in the district, of opportunities in the district etc. In the leaflet 'Rangitikei Walks' routes for walks are given for Bulls, Marton & Taihape. This is part of RDC leisure plan groups mission for a healthy and active population (we totally support) However, footpaths (Q3) must reflect this aim – make it safe for the more mature to be active by walking (leaflet attached)*
- *I have found MR KEITH SUTHERLAND exceptionally helpful and very reliable in replying to my questions promptly*

#### Customer services comments

- *Building consents need to be able to give precise instructions and costs for compliance and connection fees. I saw animal control about a dead sheep which was in full sight of Wanganui road and had been there for over 5 months. When asked when anything was going to be done about it, the answer was it will be like leather now when I told the officer it was a health hazard they had it removed the same afternoon as I told them I would get a photograph of it in the local press*
- *Yes if different departments work together more. This would cut a lot of costs*
- *Yes the chap inn charge of berms and footpath etc. got someone to chop my growing natives because they were coming through*

*the fence. Also im within a metre of boundary with no acknowledgment egg consultation*

- *Councillors should attend more events and meet more people*
- *Please refer to question 36*
- *Use of internet at library - A.O. K*
- *My local (Taihape) Council staff continue to be friendly, helpful and professional at all time. I consider them to be first class*
- *Not enough room in this box it write all discrepancies*
- *I took photos but did not follow up as I presumed council visited area but only activity I see is rubbish collecting on Wednesdays*
- *Response time very good and action timely*
- *My query about this recent written copy was answered and delivered promptly - Well done!*
- *Dog rangers are not around when needed still too many unregistered dogs. Pit bulls etc.*
- *Helpful but the action slow*
- *Reporting trees outside my property that are growing near powerlines and need pruning... Still waiting*
- *When I told staff of unsafe footpaths etc. they have noted it and taken action*
- *The Memorial Hall needs a new fridge the freezer works but not the bottom (been like that for years even though I have let the said person know). Needs a microwave one that cannot be removed, right size plugs in sink. Nice to have better tables and chairs.*
- *Frontline office staff always friendly and helpful*
- *Have had no contact ok*
- *Helpful Understanding and accessible*

- *Rubbish collection - confusing and not useful in providing clarification*
- *We had two dogs put down earlier this year, one of old age and the other was sick. I emailed the council to ask if there was a refund on the dog registration, no reply. It was only after that I looked on the council's website that we were entitled to a refund. The process was quick. I know of people who register their dogs as 'working' dogs because they live on a farm, yet the dogs are not working dogs, but are pets. You might want to check this up*
- *Trying to get an update on the new community water scheme*
- *In Ratana very little communication on progress and phoned up main office no one knew about the project spoke to about three people before getting to the right department person never called back*
- *My Rubbish has not been collected three out of the four last times I have put it out early in the morning before the truck came round. The first time I reported to a council staff member they were argumentative and accused me of not having it out in time. The truck was seen to turn and not come down our half of the street well after the rubbish was at the curb. Twice since staff have been understanding but I can only hope for decent service at this stage.*
- *GET THE RUBBISH COLLECTION SORTED SO THAT ALL THE RUBBISH DOES NOT GO INTO LANDFILL AND THAT RECYCLING IS IMPLEMENTED !!!!!!!!!!!!!!!!!!!!!*
- *It is difficult to contact council because it seems councilors share no real responsibility of anything. There is a lot of buck shoving after the councilor seems so proud of a position. A councilor has no authority to activate a plan or seems to duck shove a request from the public.*
- *We have had issues with rubbish collection over the last 12 weeks.. Contacting the ladies at the council/library has been great! Thankyou Linda and Rochelle.. Unfortunately when we spoke to another council person, I was told to call back at 4.45 if rubbish truck hadn't been.. Nothing can be done at 4.45!!*
- *The Taihape Library staff are outstanding, always helpful, chatty, interested and interesting, knowledgeable - excellent people.*
- *Contacting the Civil Defence team last July was impossible. And they didn't bother to contact many of us in outlying districts such as Pukeokahu*
- *When purchasing a property found staff fantastic for information re property information and sending maps etc.*
- *Planning etc. Fantastic service*
- *1 am very impressed with front desk, the staff are always positive and helpful.*
- *Had a lovely experience when I had a council member come out and assist me with my issues regarding the yellow lined area/crossing/corner.*
- *With the cemetery and booking a plot*
- *I am in the process of arranging to inter my parent's ashes at the Mount View Cemetery, and both on the phone and in person at the counter in Marton, the people I have dealt with have been very helpful and understanding. Please thank them for me.*
- *Had no experiences this year*
- *Still waiting for our Rapid number to be attached to the front of our property.*
- *I was promised that the storm water drainage, in Rimu Street would be remedied approx 4 years ago. Still waiting.*

- *Building consent and dog control were both helpful. Staff at Marton are excellent. I am not happy that the council has not cleared the storm water drains or trimmed the trees along the roadside outside our property on State Highway 1. The trees are overhanging the State Highway and the storm water channel is completely overgrown which causes flooding onto our property. As our property is half in the council district and half Transport N.Z the area is never attended to as neither party feel it is their concern. I would like this addressed.*
- *I called to speak with the CEO and thought that it would be hard to get put through to him, but it was actually very easy and the staff were very helpful, and so was Ross. He is a very approachable and practical person.*
- *The District Librarian in her role as Tenancy Manager does a very good job. Please make sure she is told this.*
- *We had to demolish a veranda on a building in town which the council condemned without any notification. We hired an engineer who said the structure of the veranda was still sound And could be repaired. You building inspector condemned the structure without an engineer's report.*
- *We owned a building with a veranda and without any contacted with us they sent a man around and told us to remove the veranda immediately. We weren't allowed to repair it. We still don't know to this day the reason why!!!!*
- *Need a RAPID number for our property, have tried contacting multiple times with no avail.*
- *I have never had a pet so never been to animal control*
- *I would like the larger branches of recently tidied dead trees in the Ingle walkway to be cleared away. They will take years to compost away and look as if they are just dumped*
- *No lighting on the High Street / Parewanui Road footpath.*
- *Why is there a sign on this same area of road advising Heavy Vehicles not to use engine brakes when leaving the town boundary. Shouldn't this be on entering the town. I have addressed these issues to council several times and whilst I have been listened to nothing has been done.*
- *Flooding especially on private property. After contacting council I received a call to say they had made a drive-by and it was not coming off the road so there was nothing they could do about it??? A personal visit (even to give the above news) would have been much more reassuring.*
- *I am retired*
- *We live on the Turakina Valley road. We are always having issues with the weather and the roads, the Council is very understanding and quick to fix the problems. The contractors are very helpful and go out of their way to let the traffic pass if there is a stop/go sign.*
- *Excellent response from the mayor regarding an issue with current speed restriction*
- *Survey good way to get regular feedback*
- *A carshed was built in breach of the councils 5 meter frontage ruling without neighbours consent and when council was contacted, neighbours were told the council had given resource consent and neighbours had no say.*
- *Had a citizen ceremony in Marton, which we found delightful.*

- *Noise control. Inflexible and unhelpful. I call the police now because this service has let me down so many times.*
- *✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓*
- *Reported block gutter in Hereford and asked if it was Council's responsibility to clear it. The job was done but received no reply to my email.*
- *Asked if I could plant a tree on the verge about 18 months ago at my own expense and would be will to maintain it....I am still waiting feedback ..*
- *We are classed as being in town yet we have no street light on Gordon terrace, Huntersville. & the street doesn't get mowed*
- *Reported and emailed photos of broken/subsiding footpath outside my property.no response*
- *Have had great service from the guys fixing the tobys, was really surprised.*
- *Majority of councillors easy to contact and helpful.*
- *Can't understand the office staff when I've called. They mumble.*
- *Received good communication electronically and directly from the building inspection team. Thank you.*
- *Still waiting for our drain to be cleaned out after water supply upgrade on Dixon way caused them to block spoke to drain man in Marton*
- *Meeting with new fire inspector. Very helpful. Wonderful in fact. Had to put in footpath around my business ( Turakina Antiques ). They agreed to tar seal there part and still have not. They keep saying it is coming, but I know they won't do it, even though I have there agreement. I am sick of ring The guy. Very disappoint to say the least!*
- *Generally very happy, only issue we have had was when building a new house the inspector was unprofessional*
- *Planning - the girl was helpful*
- *Trying to register my dog when we first rescued her was horrific. The librarian asked specifically for the name of the council person I had dealt with and was not helpful or even nice.*
- *Being able to get a rates write up to give the IRD for home based businesses would be fantastic as July-July doesn't suit the NZ financial year - every year!*
- *Not too happy with Berm-mowing tidiness - quite messy, sometimes.*
- *Rubbish disposal in the town business is really bad, very few businesses recycle, (for instance the Gretna) council should talk to them and encourage them to change their behaviour and start recycling.*
- *I recently left a message for the Senior Policy Planner and received a reply phone call promptly.*
- *Awesome staff at council front desk- always pleasant and helpful. Likewise with library. We have a great town, just sad to see it getting dated.*
- *Front office staff are very helpful, obliging and friendly. They are exceptional in their service.*
- *Multiple requests to get road graded - road in worst state in memory*
- *Spoke to the ladies in the office about cemetery application and found them very helpful, thank you.*

- *And really enjoy the man who looks after the Ratana Dump. He is always exceptionally helpful and friendly and does a fantastic job looking after the operations there. Your No.1 employee.*
- *Phoned council about widening our road at our end for large stock trucks and trailers, gentleman was very abiding and called in the same day.*
- *We haven't heard the outcome yet.*
- *Only ticked where I have had contact*
- *The staff at our Rangitikei office are very helpful and understanding. They even went beyond the call of duty and got a council consultant to help advise us on options for drainage on our property, thank you ladies.*
- *Yes I would if there was something to tell.*
- *Queries about resource consent- Very hard to get helpful information. We feel like we are doing something wrong by even suggesting starting a new business in the area. The council should be encouraging new business not making it so hard that it feels like it's not even worth doing it.*
- *Building consents and building inspector.*
- *Easy process. Helpful and friendly inspector Andy.*
- *Last year when there was a potential for flooding we had a vulnerable person with us and the council kept us informed this has been very much appreciated.*
- *It would be good for Councillors to be more visible and positively interactive in the Bulls District, instead of creating and rallying issues within the Community. It is really disappointing our Councillors spend so much time making things difficult and on the verge of workplace bullying.*
- *The ladies in reception have always been lovely and helpful every time I have gone in for information.*
- *Found the staff in the rates department extremely helpful*
- *Trying to find out information about where drains and sewer lines are in Taihape is like trying to find a diamond in a swamp*
- *Already explained this*
- *Question 39 I was happy with the Building inspector and dissatisfied with trying to get roading problems fixed. Ringing several months later is not an option and trying to get through after hours when the road was blocked impossible. It took local to clear the road.*
- *The mains were blocked (sewage) and the council came straight away and resolved it*
- *Fixed water toby*
- *Result of request slow coming*
- *When I went to re-register my daughter's dog last year, was told she had been taken to court over late payment the previous year. I found this statement not only unbelievable but ridiculous. She paid the extra penalty for being late and was never told anything about this supposed situation. She has never received anything from the court's and when I said I would put the dog in my name, staff tried to charge me for the previous year. This was NEVER resolved. I asked if this was the case with ALL people who had been late or had failed to re-register a dog and was not given a reply.*
- *Environmental officer Johan was rude and argumentative with NO understanding of the situation. Made no effort to see the issue and address it appropriately.*

- *Please do not spray the pavements with toxic chemicals. Ordinary vinegar kills pavement lichen more effectively. Surely we need to modernize this process and realize that glyphosates and weed killers are banned in European countries. Have you thought that killing weeds may be causing health problems in our local population and the high levels of auto-immune diseases in the Rangitikei may be directly attributed to liberal use of pesticides and fertilisers. PLEASE RETHINK THIS!*
- *Building consents - Andy great, helpful and informative, goes the extra distance. His boss not so much*
- *Council communication regarding water on social media, in local papers and on national TV (seven sharp). Please fix the water pipes properly. The patching is not working, without, speaking to locals this has been going on for decades and the reason you do not get complaints is because people give up the longer they are not heard.*
- *Gate was broken at the park, Facebooked the council. They replied within an hour saying they'd sent someone to fix it. Sent me a message in the afternoon with a photo of the gate fixed. Fantastic!!! Thank you. A number of things I've messaged about and I've always got a response.*
- *Takes a long time to answer phones.*
- *Q37, why is there not a response to indicate that you have never had reason to access that particular topic? E.g., N/A.*
- *Why it took 9 mths to tell me I was in a rears on rates*
- *We have had an issue with a drain that the council is responsible for on our land and yet despite chasing up nothing seems to happen*

- *Have found extreme difficulty in dealing with some of the councillors!*
- *Rangitikei Council have a reputation for high charges coupled with inflexibility, somewhat Victorian regulated structure. Not everyone is a square peg for a council designed square hole.*
- *Still waiting for council member to contact us about flooding which was caused by a road drain*
- *I contacted council re a drainage problem some months ago and was dealt with promptly and well. However, the solution to the problem has not yet been implemented and I have not been told of the anticipated time frame.*
- *We rang about the trees overhanging on the footpath The staff were very helpful and the next day most of them were trimmed*
- *I don't have a problem.*
- *My old swimming pool was deemed below legislative standard I had not used it in years. But talking the problem through, I came up with a solution that was acceptable to the reasonable minded inspector...big well done.*
- *Called in to make an appt to see CEO*
- *Bulls library. Always have a good chat even if it's about the weather.*
- *No experience with the council*
- *Staff are always friendly and help as much as possible. Excellent service.*
- *Positive dealings with all council staff and committee members has been an important ingredient in moving forward at the aquatic facilities.*
- *Don't want to talk about it because I am too annoyed.*

- *Common sense is in short supply. Interests of the village and local knowledge is rarely listened to.*
- *Very pleased with response after my inquiry about renting community hall*
- *Noise control. Received good advice in person and follow-up information by email*
- *Had no response from email queries at all*
- *We rang to check on outdoor fire status, and was told Council no longer have that information. Some gave me a site to go to find out. Was bloody hopeless. No information at all..*
- *The Mayor asking on what authority I had to be ringing him he is been paid by my money*
- *Very confused if I need a fire permit or not as a sign up the road saying I'm in a permit only zone but the councils website says I'm not I have applied for a permit 2 months ago and still have not had a response!*
- *Said you would come back and replace water meter after the weekend, that was 4 months ago !!!*
- *The lady's on the phones are excellent and so friendly a great improvement great to have young ones in there.*
- *Project Marton - great work, easy to connect with, a valuable resource in the community that can act as another point of contact between the community and the council.*
- *My main contact with the council is re my sons house in Huntersville as I look after it while he is living in Aussie for a time.*
- *Not happy with new proposal of centre in Bulls, especially changing the bus centre.*
- *Council turn a blind eye on so tricky/embarrassing questions asked*
- *Animal control is awesome Lou is very lovely and caring.*
- *Hinemata I have spoken with about many issues. She's been awesome and helpful as well*
- *Sometimes in my role it is not always easy to speak to staff member to help with my questions. I wonder how easy it is for the rest of our community. With the information I have recently been told, council staff in Marton not always easy to deal with. I myself do not find that. But that could be the difference in my understanding of process and our communities.*
- *Get a new CEO. Mcneil is onesided,HIS.,then becomes argumentative. Apologises to a member of parliament about their treatment with residents complaint, then refuses to settle out of court.*
- *Suggest the Council monitor time limit on parking especially outside public toilets such as Lower High St where Speirs staff park all day in the 10min zone. I have friends from Huntersville that do not shop in Marton and now go to Feilding because they can never get a park handy to the public toilets in Lower High St*
- *The front desk staff in the Marton council are lovely and nice to deal with. As is the gentleman who did the good dog inspection. The two men who do the code of compliance certificates are somewhat difficult to deal with*
- *Discussions with the rates department have been helpful and have given good results*
- *Refer my previous comment about BROWN water coming out of the taps. This is crap we are a 1st world country! We have read previously about the council flushing the pipes and fixing the*

*problem yet it is still happening. I feel less happy about the PROBLEM not the communication or reporting of it.*

- *Personal for Huntersville rural water scheme are EXTREMELY helpful, professional, approachable and knowledgable. They have earned recognition - Ivan O'Reily*
- *Roading - staff have been helpful / informative.*
- *Water*
- *The team who flush the pipes - have been helpful / informative.*
- *Finding out why there are issues with water is a constant frustration.*
- *After Hours Service*
- *I am frustrated that sometimes I have called and the calls have not been redirected.*
- *I expect that the staff should be familiar with the names of the streets:*
- *When I say I live in Marton - I feel it is reasonable that I should not have to spell my street name.*
- *The girls in the front office, I find fantastic to deal with, they are always keen to help.*
- *When I requested information on surveying, it took quite a while for an engineer to get back to me. Once I was placed with a person who could help, they were very helpful (although my enquiry took quite a while to be answered)*
- *At a meeting I attended recently I left with 3 questions not answered.*
- *Water quality complaints, always brushed off*

- *Concerned that upon attaining build consent I've received mail from home decor businesses soliciting business. Consent number quoted on offer.*
- *I have no cold water in my kitchen, my plumber said I need the council to fix my water box. I was told it is no longer a council problem. My toby is not on my property. I am a senior and pay high rates for my small property.*
- *Not*
- *Reception staff are great, friendly , and act like people not grey civil servants*
- *I enquired about getting a copy of the full draft Long Term Plan and was told they're not available and I would have to read it online. This is NOT acceptable - it means those without online access, or with slow and/or expensive connections are unable to see the full document. It gives the impression that Council is only paying lip service to the concept of consultation.*

#### **Suggestions how Council could deliver a better service**

- *Instead of using rate money for an edifice to your ego, put it back into services ??*
- *At this time of year keep the gutter clear and cut back tree branches touching power lines before they break the wires*
- *Yes if different departments work together more. This could cut a lot of costs*
- *I've watched the growth of our council since Ross McNeil come on board as well as our Mayor Andy and am really happy with our work crew RDC and libraries*
- *Reply quicker to queries left by phone messages*

- *Have only lived in Huntersville*
- *Get rail back as a travel option*
- *Employ local contractors for maintenance work and servicing to be fair to each area and ultimately save for travel costs*
- *Keep to their core values and leave the rest to private enterprise if there is a dollar in it they will do it, if not council should walk away from these schemes generally pushed by a minority wanting a freebee*
- *By supply my rate payer with value for their extortionate costs*
- *Be seen*
- *Not a lot but can improve*
- *Push for rural internet.*
- *Keep on top of rural roads - maintenance*
- *Pleasantly good services*
- *Transparent communication with ratepayers*
- *Care about Taihape!*
- *Listen to what ratepayers pay you all for. Don't take everything into your own hands after all we as ratepayers also put you council workers there and pay your wages*
- *Erect large signage on State Highway! Either end of Blue Gum corner, in plenty of time for drivers to consider coming into Marton - depicting caravan park, cafes, motels, music festivals, etc.*
- *Sometimes I feel that we in Taihape do not get as much attention as Marton or Bulls.*
- *Ed- the gutters still full of leaves from last autumn in Ruru Rd have not been cleaned out.*
- *The mowing of roadside verges is not adequately done. Sometimes when the contractor has mowed the grass looks chewed and not a neat job.*
- *Please listen to what ratepayers have to say*
- *Leave communication lines open and approachable*
- *Think about the income levels of ratepayers when setting council spending*
- *Our service is based on the library and library staff are great*
- *Nothing as the Rangitikei District Council are the best in New Zealand.*
- *So please do not change and keep up the good work*
- *Keep checking out the services they've got*
- *Better focus on cost of services.*
- *Dog registration fees are ridiculous - just a tax providing no benefit to good owners. Subsidising bad owners*
- *Provide reasonable recycling services in Huntersville. We need a recycling centre like they have in Sanson or Feilding that can stay open*
- *TALK to the people. Often the council is making decisions without really talking to the community. Don't charge rural rate payers for water or sewage.... We don't use them!*
- *Curbside Recycling in Bulls*
- *Supply all homes with a recycle bin like other councils do. And why is the cost of rubbish bags so high? I know they are not council bags, but they are very expensive. Do you allow payment plans for rates? \$500 is a lot of money as a one of payment. I have asked this and no reply.*

- *Hold more community meetings more regularly communications via email*
- *I have repeatedly asked to have a no spray zone along the front of my section for and I am listed at council as having one but still it gets sprayed every time. I suggested council provide no spray signs as Ruapehu council does. I have not been offered one.*
- *GET RUBBISH RECYLING SORTED INSTEAD OF HAVING ONE BIN FOR EVERYTHING THAT ENDS UP IN BONNEY GLEN LANDFILL!!!!!!*
- *I think you're doing a great job. I would LOVE to see the pools open throughout the year is all - and provide our kids with something healthy to occupy themselves with!!*
- *Do not make promises you cannot keep. The services the council wish to keep are sometimes easy but the person making the promise is out of line. Even the mere task of sweeping leaves is a major. Just look at the mess around the streets at present. The drains are all blocked and us older and sick residents cannot cope but then the garden staff from council find it difficult to get off their chuff to use the rakes or machinery provided.*
- *Update website more promptly*
- *Work with local volunteer organisations to deliver a better level of service.*
- *Sort the rubbish collection out! We have had issues over the last 12 weeks and told our day would change to Tuesday.. Put rubbish out Tuesday and no collection.*
- *Scrap the public good rate on low value properties. The mayor has on several occasions stated this group of ratepayers are experiencing an 'anomaly', so fix it please. When the rate was introduced my rates increased over 30%. I am a pensioner on a low income and moved here to a place with lower rates to make*

*life more affordable. A 30%+ ongoing rate increase certainly ended that plan!*

- *Who would know that ?*
- *Foot paths and walking track, cycle track for stopover people*
- *Make sure staff are happy in their work*
- *Hard to say*
- *We need better footpaths and made more friendly for older people who find walking on sloping areas like drive way access and in the shopping area .*
- *Fix the exorbitant Bulls rates. Correct the refuse collection system, that you sold down the tube on the community, at no extra expense to the ratepayer.*
- *Focus on its core business, deliver much better value for money, and stop the rural to urban subsidisation. Where our family lives in Whangaehu, we have no water supply, sewerage system, street lighting, footpaths, parks, public toilets, library, pool, rubbish collection, or in fact anything that a council provides apart from Ruatangata Road, yet we pay huge rates, about 4-5 times what a typical family living in Marton pays when it gets all of those services.*
- *Ensure that anytime someone makes an enquiry or request that answering that enquiry or request is made in a prompt time frame. And that all enquiries are answered with an appropriate outcome for the situation. Don't leave things unanswered just because council may not find it important. It is important to the individual making the enquiry.*
- *Fall over backwards to attract people into rangitikei as our rates are unsustainable with too few people...this extends to all*

*areas, eg 1/4 acre subdivisions in rural areas so anyone can live here, not just farmers*

- *Care for rural as much as you do for the town*
- *Fix the Rimu Street Storm water problem*
- *Remove chlorine from drinking water and us UV.*
- *Like everyone, the Council is limited by its finances. I think in Taihape we need a better park for the children - our park is pretty limited.*
- *Not sure really.*
- *More new facilities in the area*
- *Help us to have a great place to live*
- *Fix our problems and put money into them, bring more business to town and not drive them away*
- *Streamline costs - number of vehicles staff take home outside of Rangitikei at ratepayer cost*
- *Remember you are a District Council and LISTEN to the people of Taihape. One size does not fit all and we are not the same as Marton. Our three Councillors don't appear to have the interests of Taihape at heart. Why don't they have regular public meetings? Whenever the Mayor visits he comes across as you will do what I want, rather than how can we work together to make Taihape a better place.*
- *More support of sport - full size turf, swimming all year.*
- *Identification of sport and cultural groups available in the district and their contacts*
- *Charge less for those who maintain their own water, sewerage, rubbish and recycling.*

- *Remember you have rural ratepayers and we pay you a lot of money for very little. Still waiting for our bridge. It's not too much to ask for in the scheme of things especially when there has been no effort to keep our road in good condition. I personally spend my time cleaning out culverts and throwing off branches to keep our road safe and to prevent it from dropping out. Give the road inspected a shovel it only takes a minute if you get the blockage early.*
- *All good*
- *Keep striving to keep costs within realisable levels that the ratepaying community can afford*
- *Provide green waste bins free of charge - not inclusive in rates*
- *Just to keep our Town beautiful and functional*
- *Lower the house rates, stop increasing rates every year, have a footpath on my side of street, more lighting.*
- *Nothing, all good*
- *I am unable to attend public meetings due to mobility issues so online access to these would be good.*
- *This survey, the information letter we got asking us to complete it, there should be information out there for the average joe blogs to go and find more info on (I know you can go and get but it's not stated on the letter)*
- *Maintain open communication relating to upcoming and on-going proposals*
- *Let the ratepayers know if there are any changes to the infrastructure no matter how insignificant they think it might be.*

- *Improve the footpaths by cutting back all the trees and shrubbery hanging over them. Very difficult to walk many of the town footpaths.*
- *Make available/incentivise companies to put on a recycling collection route. Living rurally it isn't easy for us always to access the refuse stations so having a recycling collection from our gate would be great. We get our household rubbish collected in a wheelie bin (at a cost) and would be more than happy to do the same thing for recycling*
- *I believe working together with a friendly advise or with a friendly hand*
- *Look at the way services are procured to deliver better outcomes*
- *Stop being part of the problem and be part of the solution*
- *I think it probably does the best it can, given expenses and money available.*
- *In Taihape we pay high rates, more then others in Rangitikei and far more then Manawatu and get not much for it. Just start caring about Taihape or give our money back.*
- *Improve its cemetery records of burial sites after a major cockup when burying my cousin and they had dug up where my mother who is still alive is one day to be buried !!!*
- *There is often a negative response when contacting Council and a feeling that it is only Marton. Wake up. This is a great little town that deserves a positive outlook and a will to make Council facilities great. Better future planning and direction required rather than adhoc activities*
- *Fix the numerous potholes in some of the footpath*
- *Work with residents instead of just informing them of the regulations*
- *Given what we pay here the rubbish collection is woefully lacking. A small split in the bag with nothing falling out at all and the bag is left where it is. No kerbside recycling, time to move into the 21st century council, and you wonder why there is so much illegal dumping of rubbish.*
- *I have had to get a plumber in twice to unblock the*
- *Sewerage drains caused by tree roots. I have no trees in the rear of my property so can you please tell me why I am paying the price seeing as how I am unable to rectify the matter.*
- *Look after the ratepayers...*
- *Smaller council area with possibly less challengers in terms of land area and rating database*
- *Have adjusted opening hours - either stay open later one day a week or open Saturday mornings for people who work outside the area*
- *Their is poor decision making which is apparent with the selection of Higgins. The roads are terrible and there has been a number of times I have seen no less that 7 staff of higgins standing on the side of the road not working. I have had trouble finding files for homes on a number of occasions and the rates are extremely high for the service we get. The dump is not open enough during the week and the bags are extorionate in price. We get not funds back to the district from the bonny glen dump although all the delivery trucks use Marton road, which ratepayers have to pay to maintain. The water is a constant issue with its poor quality and the roads look terrible, for example the main street which is currently being ripped up on both sides - the inconsistency brings*

*the whole look for the town down. I think better decision making on a whole would improve the council*

- *Keep up to date with news on w-site*
- *In the past I have never had to deal with councils. However from what I know now I think the Marton council need to make better decision around were to spend the budget i.e. and we have touched on it the roading. Driving around Marton is embarrassing due to potholes, uneven roading, parts that have been resealed and other parts that haven't been on the same stretch of road.*
- *This survey itself could be written and created better. Use a system that allows questions to dynamically appear based on answers to other questions rather than writing go to this question (Google forms allows this). Have someone proofread it too. One question asked why I had this level of satisfaction when no question asked me about my level of satisfaction.*
- *Continue to be approachable. Some councils become very autocratic and self serving. So far Rangitikei is not.*
- *Change the library building to accommodate the change in library use i.e. Marton library like others now provide extended services.*
- *Be equal and peoples people working together for the good of the whole*
- *You need to have a public submission service every six months that runs for like 45 days so people can submit ideas and suggest what council should focus on. At the moment council is driven on their bias and end up wasting rate payers funds. Instead, council should hear from the people first and see if the people match what is in the strategic plan for 10 years.*
- *Make sensible funding and spending decisions.*
- *The council is good*

- *You could include a question asking if there are any levels of concern.*
- *Open the transfer station more often. Provide a clean fill site.*
- *Retain the community board.*
- *Better communication with your residents about council services available.*
- *To follow up as soon as possible on complaints/requests. Get back via phone call/email without client having to visit Council repeatedly.*
- *When phoning the council, I prefer to talk to a real*
- *Person, not just a machine!*
- *Communication is important and not all people are or have computers etc., Consideration should be also given to those who cannot or do not use this modern form.*
- *Stop charging me in the rates for services I do not use e.g. Swimming pool library .toilets, footpaths, water, rubbish collection .It is a RIP OFF*
- *I am still opposed to rating across the board. I am unhappy with paying rates for services I don't get e.g. Water. Rubbish collection, lighting, sewerage. Should be user pays.*
- *As an aging population - the council need to be aware of fixed incomes when setting rates - NUMBER ONE ISSUE*
- *Helpful, knowledgeable staff either available in person or on the end of a phone, i.e. More of the same.*
- *WE NEED A CLEAN FILL DUMP SITE AND ALSO LONGER TRANSFER STATION HOURS*
- *Keep answering the phone*
- *Focus on a regenerative and resilient plan for the future.*

- *Not to formulate plans or future plans based on centralized planning bulls township Marton township Ratana township and the other towns are different although the theme is the same overall population isn't etc.*
- *Parks & reserves to sort overhanging trees and side vegetation over footpaths.*
- *Invest in Marton town centre*
- *Ensure that ratepayers actually get value for the amount of rates that council charges. Reduce the excessive use of vehicles being taken home by employees who do not*
- *Live in the RDC. E.g. Palm Nth, Levin etc. WHY!*
- *Be good to know who the councillors are, we have no idea. We have lived here for three years. Our experience with three councils in the south island we knew who the councillors were and what their occupations were outside of the council,*
- *Fix Wellington Road potholes for good instead of messing around with it*
- *Provide better access to broadband.*
- *By communicating better with ratepayers.*
- *I don't understand the importance of the community board*
- *Nothing really, you are restricted by a budget and I feel most things are of a good standard.*
- *Keep rates affordable*
- *No issue with service provided*
- *Better urban and public space planning, promote and facilitate development and growth, more kid friendly spaces.*
- *More staff and staff training. Being visible around the community. Having staff in remoter sections of the ward to ensure service.*
- *Keep up the good work*
- *Listen to the farmers who live on their country roads, they have been neglected.*
- *Notices in local papers are great. Marton is lucky to have a good team. Thank you*
- *Checking and sending notices to people to trim back their overhanging trees and shrubs beside footpaths, which makes it difficult for walkers and mobility scooters.*
- *Think that council does a pretty good job overall.*
- *We need a system here in Taihape where, hazards such as bad footpaths, (Kiwi Road) and trees over hanging roads and footpaths are attended to in a timely manner. Everyday I walk to work. It is only 10 minutes down hill, why take the car. Last year I tripped over 6 times on bad footpaths. Considering the high rates I pay, it is not good enough. This is in Taihape.*
- *Clear drinking water. Still periods of discoloured water coming through the town supply.*
- *Satisfied*
- *The cost of rubbish bags ... Bring the price down and people will think again before dumping rubbish all over the place it is so sad to this happen to this beautiful country*
- *Pamphlet drop into letterboxes with council departments hours and out of hours contact info including emergency services, civil defence, rubbish etc. One document with all relevant info in case of emergency or out of hours info.*
- *Employ people who are qualified to do their job*
- *Maintain footpaths better*
- *Better communication on resolving issues*

- *The swimming pool is not run well enough. So many people travel out of town in winter for lessons. Us included. Lessons in fielding are much more professionally run. The inflatable should be set up every weekend and swapped between feilding and lido to give variety. And outdoor water course for younger kids would be great. Its a shame that on a Saturday in summer you can be the only one there. Area for much improvement!!*
- *The level of communication around swimming lessons at the local Marton pool is terrible. We are currently driving to Feilding for lessons and have been very impressed by the services and communication they provide. It is hugely contrasting! The Marton pool is a fantastic asset to the town but is poorly run. Seeing how Feilding runs lessons and implementing these changes in Marton would improve our local service.*
- *Better front office service. Be more helpful*
- *Fund council by POLL TAX.*
- *Curbside recycling and rubbish. Although our rates already do seem high compared to other areas, I Would be happy to pay a little extra in rates for this. Not happy about the amount of waste entering Bonny Glen particularly other districts waste. Bigger focus on unauthorised waste dumping in public areas.*
- *Curbside recycling*
- *Nothing*
- *Lower rates*
- *Food inspections cost double than most places. Last year it was \$76.00 This year \$176 x2. WTF for? When asked they said because it is What sought of reply was that?*
- *Can't think of anything*
- *I think its ok*
- *Nothing. Overall service is very good.*
- *Curb side recycling, more rubbish bins around town, more playgrounds and improving existing parks*
- *Generally OK, but must keep costs within the bounds of what the Ratepayers can realistically afford.*
- *Councilors should visit the community - and walk around.*
- *No the only recent dealings I had with council were in regard to the dawn ANZAC service in Bulls for the RSA, and the service was great, helpful and courteous.*
- *No thoughts on this at this stage*
- *Make people more aware of what it does to show ratepayers that it is value for money.*
- *Be more proactive about problems such as flood prevention and drainage. Fix the frequent brown water in Marton. Replace the many dirty library books.*
- *Better parks, better water.*
- *Not happy that I have to put driveway accesses into my subdivisions prior to selling. How do I know where the buyers want to put their driveway?? Total waste of time and money. Disappointed council are inflexible about this*
- *Again, communicate changes such as the rubbish bag shortage.*
- *Road improvement*
- *Localised roading aside service is good*
- *Reduce building permit and dog license fees.*
- *Generally happy with Rangitikei Council, but hope that you realise how much of a burden rates are to local farmers. It can be an enormous amount of money that they can ill afford, and for which*

*they see little reward except the roads. You seem to spend an enormous amount on roads which, while appreciated, may be overspending. I personally would prefer to see slightly less roading maintenance and lower rates instead. Our road seems to be re-sealed every year or two, unnecessarily.*

- *Not sure I have always been very happy with their helpfulness. Roadworks go on and on and on Broadway this year last year Pukepapa Road the same*
- *Keep on doing what your doing.*
- *Focus on the basics. Get it right the first time. Be transparent and honest.*
- *Curbside recycling would reduce the usage of plastic rubbish bags*
- *Aim for genuinely sustainable practices in all its activities. Take the effects of climate change and other extreme natural events seriously and start working towards developing more resilient systems throughout the district.*
- *Just keep doing what you do best!*
- *The council needs to give more incentive for dog owners as in other council they give out doggie doo bags with your registration. I would like to see separate form laying out the rights of a dog owner. E.g. if a ranger is called what is the accused owners' rights and what can they do to protect their pet. I would also like to see a menacing dog to be tested before this can be placed on that dog for life and reviews in a years' time. People who murder have a lesser sentence than a dog that has been framed.*
- *Communicate more.*
- *Status quo ok*

- *Reduce the rates !*
- *We really need a recycling collection. And our local playground needs replacing*
- *Find a way to keep the pool open for the winter. Develop some running and cycling trails. Develop an attraction for tourists (cycleway, playground at the new river picnic spot). Although we also need some decent accommodation! A backpackers/campground in Bulls would be a hit I would think. Especially with the number of travellers now walking through on the Te Araroa trail. Also the new community building needs to go up, it is a continuous eyesore!!*
- *Not to use surveymonkey for the surveys*
- *IMPROVE THE QUALITY OF DRINKING WATER IN MARTON*
- *Better communication, and follow thru, when there are concerns.*
- *I think our council is great. Very approachable people involved and if you ask for help they try!! Its great*
- *Its not so much the service it's the fact that the council appears to work against people especially when it comes to things like resource consent. The council makes it so hard to do this sort of thing.*
- *Higher standard of Roading repairs, and always having 'clear' (not brown) water would be the ways to improve for me.*
- *Have not had any issues with council dealings. Not qualified to state an opinion*
- *Be easier to contact by phone*
- *Do core services and don't over-staff!*

- *From my perspective, Council has dedicated staff who are very much committed to ensure that a good service is given to the ratepayer.*
- *Offer curbside recycling*
- *Care about Taihape. Monitor the quality of services which have been contracted out.*
- *Stay helpful and friendly. Continue to give good customer service and the people of the Rangitikei will (hopefully!) Appreciate the great service you do for us :)*
- *I don't think the Council could do any more than what it is currently doing.*
- *Councillors should be out and about visiting community groups*
- *I have not come across any concerns. Thank you*
- *Press play to the Bulls Town Hall build.*
- *All councils operate the same all ways want more money for things they say the people want which in fact the people don't want.*
- *Be perhaps more proactive in making Marton an appealing to the eye place to visit perhaps council could get a few ideas from Feilding. It wasn't that many years ago feilding was in a depressed looking state like Marton and now it's very appealing, clean, beautifully presented and always something happening.*
- *Be more transparent*
- *Better communication with the Consent process. It seems to be an expensive exercise to improve your property in this district and therefore it discourages homeowners to make improvements. Trickle down effect is that overall levels of property appeal and maintenance in the area could drop.*
- *Continue to improve communication. I have stopped ringing Marton office as I am rarely able to talk directly to someone who can help with my query, and telephone tag ensues. Emailing works!*
- *Be more upfront on Council happenings and reports from all council meetings. What is there to hide be open and everyone will come on Board with you. By not sharing you create a form of mistrust whether you are doing a good job or not. Having left the district and returned in the last two years I would have to say Taupo District Council was far more open and easy to deal with. I remember when I left we were a thriving well informed Community and were proud people of the Rangitikei in general. Must give ups to Project Marton for their input back into the community and a leaf could be taken out of their book,*
- *It appears that the rural areas a declining. The Council does not appear to be following up with poor telephone internet cell phone except in areas such as Marton or the main road. The health service, mail service has declined and now no local papers delivered to rural areas. Councils should be fighting for the same rights for their residents that people in the cities have.*
- *Be more forward thinking. Knock down the brick walls that prevent forward thinking people from settling in Marton and improving the community especially in the retail and property development areas.*
- *Hello. Curbside recycling would be great. Having the Marton Pool open 12 months a year would be great also and last but not least the water of Marton needs a lot of improvements - It tastes horrible even through a filter ..... Cheers*
- *Nothing that I can think of.*

- *I think the Council Will gather a better idea on what the community needs/wants by doing surveys like this or just asking the odd question to people, and just talking to them.*
- *Keep on doing what you are doing already. Why try to reinvent the wheel.*
- *If it ain't broke don't touch it.*
- *Nothing -pleased with service I get.*
- *Guys -you are always going to get people who love & hate you. Its part of the job & I say smile- never let it get you down. Life is too short*
- *Have a different provider for managing the swimming pool. Look at other pools that do well and why, like Makino and the Manawatu District Council*
- *For what I use it for very satisfied with the service*
- *Maintain other areas of the Rangitikei and not just beautify Marton*
- *Maintain openness and remembering they are representing the people for the people*
- *Be more forthcoming in volunteering information on what they intend to do with surplus properties etc. such as the eyesore site of the old Sash and Door yard for one*
- *Our area does not always get good attention away from the business area*
- *Contact with community & their community boards helps keep council connected to the communities at large*
- *Communication*
- *Upgrade online services e.g. Rates info to incl Arial piz with boundaries.*
- *Be more engaging, and bring the community together with leadership vision. There seems to have been a significant shift in council engagement practice over the last 18 months? Community wellbeing seems to have left the Council parlance, and -for example - this survey's terminology & structure is more an example of old school engineer-speak that 21st century making this place home thinking and planning.*
- *BE FAIR. We as a community are sick and tired of constantly seeing improvements being made in Marton especially and bugged all done in Taihape. I am pleased to see the POSSIBLE supply of recycling bins for kerb pick-up. This will allow much easier recycling as our hours of the transfer station can be a hindrance. The council rubbish bags are a ridiculous price and are so thin you often need a bag inside. Either providing wheelie bins or stickers to put on rubbish bags would be a much better idea. I pay for my own wheelie bin and have spoken with many people who cannot afford one. If they were part of our rates it would be cheaper and cleaner for the community (prevent dogs / cats tearing them open). The collection of rubbish in my street can be anywhere between 10-30 and 3pm. My understanding is the company has changed it's route. This is a poor excuse when rubbish sits there all day and travelling public must think it looks and smells terrible.*
- *Satisfied thank you.*
- *Deliver better drinking water, spray less chemicals, preserve the historic integrity of Marton's high street, keep municipal and civic services functioning effectively*
- *Sort out the drinking water - would have thought twice before moving here if I known about the brown water.*

- *Worst water out of the 5 previous local councils areas where I have lived*
- *Fully complete a job all about once. ie moa street road has been ripped up several times when in my opinion these drainsites and new pipes could have been done simultaneously.*
- *Change the stupid signage on State Highway One, no one can read it and it doe's nothing for our town*
- *Put the street lights on a sensor that measures the correct level of darkness which the lights are affective in the town before the lights are turned on. This would save so much power as the lights are often on during good light*
- *Reliable clean drinkable drinking water for Marton. All else is secondary to me.*
- *Level of service is dictated by money available isn't it?*
- *You would provide a fab service if you gave Marton a real playground for ages 1 +*
- *Also the old 'contractors' were just brilliant in mowing grass and doing roading in the country. Higgins I'm sorry are purely horrendous and have left my rural road so dangerous. I don't know how they sleep at night!!!! They very rarely mow in the country now as well. Makes for a fire hazard and dangerous for runners cyclists etc.*
- *One more little gripe. Please please please get Higgins to maintain the entrances into Marton. A week ago I very nearly brought my own lawnmower in to mow at blue gum corner. It's truly embarrassing at times how overgrown and unkept it looks ;-( we should show more pride in our town. Tell Higgins I'll mow at blue gun corner !!!!*
- *Instill more pride in roading contractors so that the little things are maintained, e.g. colvets are cleaned out, so when rain events happen the big expenditure jobs are not needed. Maintain what you have so it can work as it was designed and intended to work.*
- *Cut out the middle man, a lot of council staff drive past a job and see it, they may even log it in their computer, but if they were to get out of their ute and grab a shovel they could fix the problem there and then. Saving a lot of cost of someone else having to drive all the way out to fix it.*
- *Recycling centre should have more accessible hours*
- *Can council contractors take all their rubbish with them and not leave it in our beautiful countryside*
- *The costs increase with an increase of level of service. I think the balance is right to do with the population of this district. The rate should not be increased too much more but sweat the assets a bit more.*
- *The roading comment I made is really important. Motorcycles take different lines, and the loose chip when not swept properly can stay on the road for weeks after the signs and cones have all been removed. It's really dangerous, please put an emphasis on sweeping repairs properly. Number one most critical issue I have with all of councils operations is that loose chip being left on the road, because it could honestly and without exaggeration cause me serious injury.*
- *I believe you are doing a good job under very difficult conditions. Rural communities are being decimated yet we have extensive roading network and old buildings in our towns. Well done on trying to keep up with the changing circumstances and pressures.*
- *Reply promptly. Move building consents*

- *Don't waste money on making foot paths in Ratana because no one uses them*
- *Garden rubbish to be chipped and composted in Taihape*
- *The only thing I could think of, would be to be more involved in the schools. Encouraging young people to be more involved with the council should be promoted.*
- *Adjust rates according to the level of service you get. We have no rubbish collection, no waste water and no water supply but pay more and more rates every year. No service, but increase of rates????*
- *I think Rangitikei does really well in many ways and very proud of the area*
- *Actually ask the population what their concerns are. You will undoubtedly receive a plethora of different views but out of that will come some nuggets.*
- *Provide better recycling services in smaller towns that are more easily accessible.*
- *Not much - you do very well.*
- *Make the rubbish dump free for rural ratepayers.*
- *I feel that there is a great deal of work to be done in training staff into their specific roles. Have found that many of the staff are aggressive and not knowledgeable on bylaws that are pertinent to their positions.*
- *Close the stinking, fetid mountain of rubbish at Bonny Glen, and just have it for Marton ratepayers.*
- *Be a bit more helpful with building consents. I have heard from several people how difficult it can be dealing with staff. The*

*attitude seems to be you can't do that in areas of there is a slight problem let's see if we can work out a way to solve the problem.*

- *Provide 'rubbish ' services in rural areas*
- *'Beautify' rural roads/ areas*
- *Taihape town looks 'rumpty and tired'. Empty shops are an eyesore. Council need to get on the case of the shop owners to lease out their buildings and to tidy up their space or sell.*
- *Make sure that the people know what is happening and when.*
- *Hauraki District Council has more flexibility*
- *To deliver a better service would require access to more capital either in the form of rates or the sale of assets. The council might wish to consider the sale of scrub land in Kensington Road for redevelopment into affordable housing which would release capital which has been tied up for many years and allow investment in better local facilities such as the pool and town centre.*
- *Have rubbish included in the rates i.e.. Issued wheelie bins.*
- *Paint over old signage of empty buildings in town.*
- *Fix the roads*
- *Get to the little towns and more emphasis on the little towns.*
- *Go to other council towns and look around.( was very impressed with the work Ruapehu council did at their Carrot Park. All the facilities were great, toilets, park, walkways and exercise stations. Well Done.*
- *Information in papers and mail drops if anything is going to effect that area .*

- *Have a designated social media person (Facebook)! Someone who knows what they are doing. Not so much for advertising our district as to inform people about disruptions.*
- *When things go wrong they turn to social media. Its the best way to promote events and to inform about disruptions. Up until now we have been using the Marton buy/sell/swap page to keep informed about what is happening during storms or to see who knows why our tapwater comes out brown, etc.*
- *Communicate with people with they ask for information*
- *Be flexible*
- *They probably could but we are satisfied with the service.*
- *Not much really, apart from my noting that many shops are not numbered or correctly numbered. During ANZAC day I saw a lot of towns with councils putting up street banners and reinforcing their support. Apart from road closure and I think a small donation I don't see the council getting in behind this day of remembrance.*
- *From what I've heard the council is pretty easy to deal with, most people know each other and have that 'get it done' attitude.*
- *Am generally happy with the level of service and have always found councillors, may or etc. very approachable. Always had pleasant, helpful service when contacting council staff*
- *Keep doing what you are doing.*
- *Have more dog friendly parks in Marton. There isn't any!*
- *Be more flexible and listen*
- *I feel I need to mention the excessive time that it has taken Council to complete the drainage and other works on Marton mainstreet. Unacceptable.*
- *Reduce rates to residents of Koitiata*
- *I loved working there, great culture, keep doing what you are doing.*
- *Faster building consents and administration*
- *SERVICE I don't get anything for my rates!! I have to collect my own water, deal with my own sewerage. There is no lighting or footpaths. There is no service in regard to removing weeds mowing the grass or removing rubbish thrown from the highway. My property is flooded when the drain that is supposed to carry the run off from the highway past the front of my property to the culvert overflows causing dampness and I imagine erosion of my house piles. I would like something for the money I pay in rates*
- *Better communication..*
- *Update the Memorial Hall*
- *Better communicate dangers of weed , Horsetail*
- *Properly fix potholes on Parewanui Rd*
- *Get roading projects done more quickly*
- *In most areas better, helpful and friendly, in building consents difficult and sticking to the book. What is ok at other councils nearby are not acceptable here. Although there are heaps of crappy buildings your building people expect them to be all new.*
- *Recycling ability on curbside*
- *Have more meetings open to the public.*
- *Listen to their people and don't argue with them and don't believe they are always right when they aren't.*
- *People should do their homework about the area they are visiting and at least turn up to a beach suitably attired. High heels on a beach. Ask yourself.*

- *Keep up the uniqueness of our town, Bulls. Great work*
- *Not passing from one person to another in the council offices*
- *Check up on cleanliness of the Huntersville loos!!!*
- *Local maintenance depot in Taihape*
- *Keep the small town response to enquiries, etc.*
- *Kerbside recycling*
- *Timely responses are they understaffed*
- *Maintain NIL Rate rises and live within the amount of revenue past rates have given.. If you want more money, you raise our rates. We don't have the luxury to be able to do this.*
- *Following through on ?*
- *They are pretty good as is*
- *That's a tough one. I understand the resource limitations Rangitikei faces with a small ratepayer-base. I don't see the need for facilities upgrade, but prefer to see effort to accommodate increasing pressures on the facilities visitors need.*
- *If asked an important question by that person and you don't know the answer, be upfront and say you don't. Say you look into it and get back to that person as soon as you can. Most people don't liked being fobbed off and as a peoples rep you should know what is happening in the district or can find someone in the council that does.*
- *Reduce my rates*
- *Get things done! Stop consulting, consulting, consulting and get things done!! That's what you are there for so MAKE DECISIONS!!!!*
- *Do what you promise!*
- *Keep communicating with community and at no time make decisions without consulting concerned community groups*
- *Ensure contractors are delivering what they are contracted to do; e.g. maintaining grassed roadsides, footpaths, drainage, etc.*
- *Reduce the rate demand, service for service the rates here are very expensive. I know there are differences, but sometimes I get the feeling that contractors are taking advantage of the council as there are few to choose from.*
- *Past experience showed a slowness in getting permit information out to me.*
- *Keep communication open*
- *Not really sure. Seems OK to me at present. Biggest issue for Bulls is traffic flow.*
- *Absolutely better.*
- *Nothing except more outdoor facilities/activities in Huntersville*
- *Amalgamate with Manawatu/Wanganui. We have a huge roading network and very few to spread the load over. We will be left as the odd man out if we don't amalgamate as we are not an attractive partner because of this. Roads are used more but not serviced more because of Mangaweka bridge.*
- *Communication on what they are really doing.*
- *More services available on line i.e. building consents.*
- *Drinking water is an ongoing issue and a large contributor to public feeling regarding the council. Fixing the ongoing discolouration and taste issues would be a huge boost of morale in the Marton community and increase the publics faith in the council.*

- *I think council needs to take a clearer role at the forefront of beautifying our town centres - people want to take pride in the community and they want the council to lead the way.*
- *Be more helpful with building consents etc. Nation wide builders don't like building in the Rangitikei as they are presented with obstacles all the way. The attitude seems to be you can't do that instead of that is a bit if a problem let's we what we can do to solve it. I have heard this from several sources.*
- *Improve roading and facilities*
- *Hire me and let me call the shots on what gets done*
- *Give the Sarnoff domain back!*
- *Can't think of anything*
- *Join up with Palmerston North. .and have a strong arm here to listen to the public views*
- *Honestly getting down to the bottom of this water. It's just not good enough*
- *Communication is always difficult, but I feel if we keep ahead of the game, it is more satisfying to all. I well informed community is a happier community*
- *Be more accessible and understanding*
- *Get a new CEO, one who is genuinely interested in residents needs. Mcneil is argumentative if you don't like what is happening in your area*
- *Be more real and in touch with people.*
- *Be more flexible and encouraging about building permits etc. instead of making things hard for everyone.*
- *Do more to get unregistered cars of the road side like issuing offence notices such as Wellington City Council does. You are*

*missing out on revenue such as \$200 each time an unregistered or unwarranted car is parked on the road side. You owe it to the Ratepayers to enforce parking control within the borough of Marton*

- *I think when working directly with people in the community you have to have a high level of customer service and I think some staff lack this.*
- *Road workers seem to be overstaffed and projects seem incredibly slow with the road maintenance*
- *Just being more proactive and less conservative in the building area*
- *Make the area more liveable (parks, public transportation) encouraging people to live here. More people/stable population = more money for council = council can provide better without crushing ratepayers.*
- *Fix the water. Brown water should NEVER every come out of a tap. How can this be safe to drink. Throw EVERY single resource you have at this problem until it is fixed. Once we speak to a person the interaction is fine - its the problems that occur that should never happen.*
- *Replace the people who are making the decisions to keep everything old and crap. We need improvements in this town.*
- *I don't know.*
- *Doing OK by me.*
- *It would be helpful when reporting problems to be given a reference number, so if there is a need to call again to provide an update, or ask for an update, that the first instance could be easily found.*

- *Easier access to recycling, I have lived different towns including whangarei, Napier and whanganui and have never had to wait for somewhere to open to do my recycling..i would rather it at the kerb side, get with the times I say!*
- *Newsletter*
- *Keep the current mayor, who is engaged, committed and connected with the communities of the Rangitikei*
- *Let us know what are rates are actually being used for.*
- *I do not need a lot of personal service from the council but when I do, they are helpful.*
- *Be better at spending our rates. The time has come, that just like households, you have to say no to some donations. You might like to give to all that ask but that is not always possible and you owe it to ratepayers that core services are maintained.*
- *I can't think of anything extra*
- *More recycling in town more skip bins, where everyone can use*
- *Have public meetings at times that are later than 5.30*
- *Communicating with those affected with work about to commence and keeping those people informed as to progress. Ensuring that a project is managed effectively and to target finish times. Council seems to start projects and then are forced to make changes to the project that should be allowed for. One seriously wonders about the competence of managers.*
- *Perhaps not 4 different double cab utes going to jobs with 1 person in each of them!*
- *Improve time for building consents*
- *Water quality is the worst of any place I have lived.*

- *Not accept that each year a rates increase is inevitable. Strive to maintain within budget.*
- *I am unsure*
- *Taihapes town streets are not very tidy and clean as could be.*
- *Dog registrations too expensive*
- *Rates are too much*
- *Unsure really.*
- *Keep rates to a minimum or reduce them*
- *I don't know*
- *Make sure that the main town water supply is up to a standard and not dirty or brown*
- *Fix the water please*
- *To keep heavy trucks from some of the roads e.g. Transfer station trucks using Pukepapa Road*
- *Actually listen to the community instead of doing the bare minimum of consultation required by law.*
- *More community based activities such as frequent town meetings*
- *Have better form of getting in contact.*
- *Fix our dirty water problem or reduce our rates*
- *Grade our roads more regularly and keep on top of mowing road sides.*

#### What Council do better to deliver greater value for money

- *Reinstate the services you have taken away*
- *Developing Marton!. Be better at presenting Marton and selling Marton as a place to live and work, the story is told that Marton councillors are given a copy of Ten Rephrases (which evade and avoid) to be used when rate payers ask awkward questions – I*

wonder how true this is!. MARTON SAYS IT IS THE HUB OF THE RANGITIKEI. A HUB IS IMPORTANT – LET US LIVE UPTO THAT.

- The new Wanganui road is lovely to drive on. Can't do everything
- The state of the roadworks in Broadway has and still is a disgrace. It has taken months to complete and many days, the men can be seen hanging around talking and laughing, wasting time. Who is paying for this? Ratepayers!
- Value for money comment
- It could open a new industrial park between the town and state highway 1 by the big old racecourse. It could promote the railways more by -1 getting the larger trucks off our roads and onto the railways
- -2 promote a light rail car system to go to Whanganui, Feilding and Palmerston North for passengers and run on the hour or similar.
- -3 open a spare rail line from the main truck line up to the eastern side of Broadway
- -4 lobby spare telephones to improve their services as this would improve the chances of promoting your business or industrial park
- -5 get councillors to take notice how small towns that are doing well are all putting in ring roads round them to take the heavy trucks out of town. We already have a bypass i.e. State Highway!
- Have a green waste dump and make potting mix compost or a big green recycle station like Whanganui
- Forget the nice to haves, and concentrate on the need to have!
- Quantity=Yes, Quality=Better
- Trim projects
- No rate increase

- More thought to drainage foot paths sewage than the wild goose chase of an event hub centre in Taihape
- Save a considerable lot by not using consultants as much and use staff already employed who should be capable of doing the work if the correctly qualified member was on the staff
- Charging to dump official bags is a rip off and you don't know why people fly dump?
- You need to get some people skills
- The council should not waste money on waste land purchases i.e. Benchmark Kensington Road
- By fixing things or maintaining things before they explode by performance wages
- Have a weekly Q & A on local radio
- The joys of living in the country - we have lived in this district for about 17 years.
- Our rates have gone from \$400 to nearly \$12000 - and yet we still have no services provided to our home. I understand we have a percentage to pay re - Taihape -Toilets, park, libraries etc. We have no water/sewage supply at home or rubbish collection. I would like to see this reflected in rates - I am 65 - rates have escalated so much I am not sure if I can afford to live in the country will be on a pension in 3 years - a large chunk of my pension to pay for rates (a worry for me)
- I have over 30 TPFL numbers - (Taihape Fault Line) issued to me by powerco for a pole fuse on our road - as soon as wind blows this goes out - why they don't fix permanently I don't know - another problem with country living
- I don't have any

- *Communicate with the people!*
- *To make things better for country people not using some facilities.*
- *Rubbish collection - 3kms from Bulls and I have to take it to transfer station at my cost - but I pay you to collect it*
- *No sewage*
- *No water*
- *No streetlights and so on*
- *For council to listen to the opinions and ideas of the local community*
- *Rubbish is an obvious issue. Encourage recycling.*
- *The money council has wasted on Broadway putting new post outside their shops. Post only needed MRW section on bottom of bradfull old post, the post would have done another 100 years, waste of ratepayers money. Footpaths look dam good. Have been doing good for years but don't waste our money*
- *When contractors do the work in Taihape, it would be good if they liaised before doing a job, so that money is well spent*
- *Also local employment is better than contracting to outside companies - travel time is wasted time and expensive*
- *All the councils (Taihape, Bulls etc.) should coordinate better, so there's more unity, rubbish collections and recycling of all councils got together and created an overall collection for the whole district, so we could have curbside recycling collection (as they do in the Coromandel area) and council could make some money from the recycled glass, metal etc. Also green waste could be made into compost and sold as other councils e.g. Auckland do*
- *Be more communicative (when doing roadworks and such) to the shipowner's as that's their livelihood in the business area and*

*main street of Marton as to what they will be doing and how long it will take to finish.*

- *One 46*
- *We are paying for too many services that Taihape doesn't even get*
- *In my opinion the council don't need to change anything what so ever*
- *Just keep up the good work and continue putting smiles on everyone's face thank you*
- *Better checking on how the money is spent*
- *Reduce the beauocracy structure, become more business like*
- *Stop wasting money and spend it on areas that actually matter.*
- *Curbside Recycling in Bulls and Improving the water pressure in Bulls, and sorting the water quality in Marton*
- *Need a footpath along our section of the road which we pay rates for. The drains in front of sections need to be filled in by the council*
- *Be more efficient with roading - put course metal in soft spots rather than soft metal in soft spots*
- *Better metal roads; weekly rubbish collection to all streets. Better system for no spray zones.*
- *RECYCLING OPTIONS AND NOT MORE LANDFILL!!!*
- *Use the equipment provided. Stay away from the back of New World and do their work. Keep away from the main street and the picnic areas. Go to the distant streets and clean up the stormwater drains of stones and leaves. Fix the gutterings and don't let the water undermine the existing gutterings.*

- *Impose a litter fine, our town needs cleaning up and ratepayers should not be footing the bill. (user pays)*
- *Forget about new Council Building as it's unnecessary!*
- *I'm satisfied that the Council delivers value for money.*
- *Maintaining our metal roads on a regular basis, including filling of potholes, clearing the water tables and metaling would be appreciated.*
- *Our rates are unaffordable and the council needs to find ways to cut them.*
- *Free Rubbish Bag*
- *Invest more in Taihape services. Seems a lot being done in down the line but Taihape doesn't see much?? Would love to see the pool season extended. On a positive, the new manager at the pool is fantastic!!!*
- *Low rates*
- *If the council wants to appropriate my 3 waters with the inequitable public good rate, it should also be prepared to help out with infrastructure costs, such as tank cleaning, so my water supply, drainage and septic systems are as well maintained as the equivalent publicly provided services to non-rural properties, which their rates provide for.*
- *Recycling collection from gate, dogs toilet outside our gate not picked up poor lighting in our street poor hours at dump and library not open for one night per week.*
- *More for youth and adult exercises*
- *Encourage out of town industry to set up here*
- *Ensure staff appreciate the fact that people struggle to pay high rates*
- *I think roading rurally would be my only problem in our area at the moment. Slap jobs on the parewanui stretch and very narrow road the further you get out in places. This road is heavily used by trucks on a daily basis, they have tried and tried to fill certain pot holes and it just gets worse and worse, it needs decently correcting.*
- *Provide a council transport for people who from health reasons or age are now unable to drive to hospital, doctors ,or grocery store for essentials*
- *Recycling made easier. Get the water problem sorted. Have some thought for the business owners when work is being done.*
- *Build a decent playground.*
- *Make the mains water pressure better.*
- *Have each community pay for the full cost of the services it receives, instead of asking rural ratepayers to pay for services for people in the towns that rural people don't get themselves, and that rural people have to pay extra for to provide for themselves (rainwater catchment, septic tanks, paying to take rubbish to the dump, et cetera). If townspeople had to pay the true full cost of their services, they would probably decide to live with a bit less and do a bit more for themselves (like fit a drinking water filter in their house rather than treat all water to drinking standard and use most of it in showers, toilets and to wash the car).*
- *Better control over staff vehicle use & letting of tenders*
- *Sort the rates out*
- *My rates seem very high for the services I get/use. I don't like the bulk water rating as it doesn't encourage water conservation. And costs me more than user pays did.*

- *Do what you must do to make rdc rates free....think about how that affects you for a moment?*
- *Do you really need to ask this,as I feel it is quite obviously clear.*
- *Continue as is.*
- *New facilities*
- *Basics rubbish, roads, sewerage and water before other. Maintain before more development*
- *Sort the issues that are still going on for over 20 years*
- *Curbside recycling!!!!!! Better dump hours (more days in Huntersville) and a better rubbish collection company (bags left out until 4-4 PM some weeks*
- *Not sure*
- *Decrease our rates*
- *Already stated*
- *More toilets, spread out better, as many people especially older or disabled are struggling to reach facility's set at one end of town only..Also rubbish collections - I am happy with current services. Wouldn't want to see rates increased to change the status quo but is it possible to have a collection or bin service for greenwaste, perhaps charged on a use by service.*
- *Charge less for those who maintain their own water, sewerage, rubbish and recycling.*
- *Lower administration costs. Less consultants.*
- *Look after the rural person.*
- *Don't know*
- *Build a footpath on my side of street. Employ me for a full time job in the customer service area.*
- *Things change , Watch you pennies and the pound will look after Themselves,*
- *Council NEEDS to stay focused on Essentials!!*
- *Online access to information.*
- *Making this community thrive again*
- *Having somewhere for the young ones to go and enjoy - the park is old and terrible, let's make things more child friendly around here so kids will want to stay and down the track have families here themselves*
- *Quality roading repairs, not just short term patch ups*
- *Accept that the District is too small to be sustainable or viable and amalgamate with another Council for more efficiencies and shared service provision to achieve better scales of economy.*
- *Listen to the ratepayers.*
- *Reduce the rates to a fairer degree.*
- *To have more things in bulls such as a decent supermarket*
- *I have lived all over NZ and these are the most expensive rates I have ever paid. We don't get recycling, a pool that's open all year or a decent tasting water supply.*
- *Make better decisions around renewal frequencies for awpt's and reseals*
- *Do the basics better*
- *Not had any experience with how Council works its finances*
- *As a rural resident we do not get value for money*
- *Spend the money were the rates are being paid.*
- *Proactive and positive approach to planned future development*
- *Not sure*

- *Would like the trees and hedges trimmed back from hanging over the footpaths. Using a mobility scooter, I often find myself dodging the branches. The footpaths are also too rough for my scooter*
- *Better footpaths, upgrade facilities for family activities, recycling pick up, keeping sides of the roads mowed in the town more regularly.*
- *Wake up and listen.*
- *Perhaps there could be more into the smaller townships - lighting, rubbish collection etc.*
- *Give the ratepayer an option. If the council comes up with a couple of plans then submit it to the public so we (as the public) make a decision on what is happening in our own town.*
- *Provide local employment*
- *Less staff driving away at days end to other centres.*
- *Costs of time running vehicles much be very high, ie fuel used going back home at nights. Tax on these vehicles?*
- *4WD Vehicles are more expensive , should there be more 2WD Vehicles*
- *No services for rates paid*
- *Upgrade public toilets*
- *Upgrade public utilities (Toilet etc.)*
- *This roadside recycle collection thing is the biggest waste of time and money (nearly a million dollars to start). There is so much wrong with the idea it goes against everything green an environmental.*
- *To start with, everyone is getting issued a PLASTIC wheelie bin and crate. I thought the idea is to reduce plastic, not encourage it?*
- *Do you ACTUALLY leave the comfort of your house and go outside? This part of the country gets sideways rain from strong winds. So the streets are going to be littered with rubbish, plus an Air Force base that operates aircraft will experience more dangers.*
- *This is a smarter idea that is cheaper and better. Go out the back of Sanson Z petrol station and look at the mobile recycling solution there. It's a shipping container that can be picked up and put on a truck in 5 minutes. THAT IS WHAT YOU NEED IN EVERY TOWN. Cheap, simple, everything in one place, and less mess around your town. Gzzzz, sounds like a tender that councils put out for contract, only you haven't done it yet.*
- *You'll thank me in 10 years with all the money you'll have saved from doing this.*
- *The cost of rubbish bags be more affordable. The rates are high for what we get.*
- *Deal with clients in person and promptly.*
- *I am satisfied with the present situation*
- *Upgrade the water supply system.*
- *Encourage more land and house owners i.e. increase ratepayers to spread the financial the load of rates, as we all want the facilities however our rate paying resident's numbers are low.*
- *Just do better overall*
- *User pays would be better value for individuals. Certainly should be a differential between rural and town when setting rates for*

*the reasons outlined in question 41. No problem contributing to public facilities in towns but unhappy with paying for facilities that are not available like water etc. that rural people have to provide on top of being rated for it.*

- *Fix the waster! Brown is NOT GOOD*
- *4 council cars daily to Marton - each with one person - not a good look or saving on expenses*
- *Improve the water quality in Bulls and Marton; better traffic management in Bulls (pedestrian crossing of some sort across SH3 in the center of town and possibly a controlled junction between SH3, SH1 and Parewanui Road).*
- *Provide curb side recycling,*
- *Make the Rangitikei District more desirable so more people will want to live here.*
- *Allowing communities to look at recyclable issues what's feasible community to have a look and be more involved their community instead of just being rate payers and nos in a township*
- *Performance deadlines and quality on roading contractors - other contractors should not have to be paid to repair jobs.*
- *Ensure that contractors and staff are delivering value for the dollar they get paid*
- *Happy with current service*
- *Road side rubbish collection*
- *Nothing*
- *Look at where it spends and is it necessary*
- *I have already given my opinion on this in the last sections of this survey.*
- *I am satisfied.*

- *Regular maintenance to Tutaenui stream as so many of us live right beside it afraid of flooding and being evacuated. But this procedure is excellent as it occurs. Thank you rescuers*
- *Proactive business development*
- *Rates paid in Taihape, should stay in Taihape. Apply to NZ Roads the Govt for more Road funding so the rates we pay can be put to better use in our district.*
- *By working smarter. Seems to be a lot of duplication going around the region.*
- *They do a good job most of the time*
- *When borrowing money for capitol works etc. look wider than the Local body source of funds most Councils seem to be almost compelled to use*
- *Perhaps more surveys such as this...as public concerns change often with different problems/situations.*
- *Rubbish collection at no further cost to the rate payer*
- *Keep up the maintenance so things don't have to be replaced*
- *Not wasting money on the Bulls Community Centre*
- *Provide better Recycling services.*
- *Better water in Marton. Better rubbish management. Better protection of environment.*
- *Council should take the approach...*
- *'Of spending money as if it was their own, and not that of the (impersonal) rate payers'*
- *My rates are far too high for my property. Over \$4000 annually is ridiculous for a property within the Bulls town boundary.*
- *Curbside waste and recycling collection*
- *Curb side recycling*

- *Trim trees and grass for better visibility especially heading onto the main highway*
- *Regular maintenance on the publicly used buildings*
- *We live in a RDC rip off zone. No footpaths, no water supply, no septic. But I pay more in rates than my brother in Wellington that has everything at his fingertips. Even a bus stop at the gate.*
- *Have nothing to comment*
- *Lower the cost of rates.*
- *Hire better reliable and time efficient roading contractors*
- *Include curbside recycling. Improve water quality. Open pools over winter. More parks. Fix cracked footpaths*
- *Perhaps keep a tighter rein on all expenses, where possible.*
- *The performance graphs are hard to grasp. Please make the spending reports simpler to understand!*
- *They are in an unfortunate position as restrictions by local and central government impede a lot of what they would like to do, and unfortunately the money in the rates is not rubber and does not stretch to everything we would like done. They try their best which may sound a damning indictment but it is not meant to be it is a compliment*
- *As we are rural we only benefit from road maintenance. Perhaps the council needs to spend less on providing vehicles for their staff to use out of hours! Vehicles ought to remain as 'base' rather than being used for personal use. A big waste of money in many ratepayers' opinions I have spoken to.*
- *Do road side recycling as this is what is 1 problem that needs addressing this would in courage more people to use this service*

*not everyone has a vehicle to drive to the recycling centre to do their recycling*

- *Use roading contractors who don't waste money, good drinking water.*
- *I don't know if it's council's responsibility but internet where I live is very poor, with the old copper exchange still being used. An improvement to this would be desirable*
- *Rates are very high for services delivered. I am a former council officer so understand the workings of council.*
- *Concentrate on providing only good quality infrastructure, rely on your own employees and their communications with stakeholders, avoid too much outside consultation or be taken in by fancy presentations from people seeking your business, don't add too many unnecessary services or think big plans, and don't assume farmers are rich (because many of us aren't and are struggling with recent floods and economic circumstances) nor think you can continue to raise rates with impunity. Just be sensible.*
- *Invest in Customer service courses for Business owners in Marton, I've heard too many complaints about poor customer service in Marton :(*
- *Rubbish collection, keeping the roads and drains well maintained - not knee jerk reaction to flooding etc. Due diligence before spending.*
- *Curbside recycling of paper/card, and glass/cans*
- *Recycling more on your waste Products Plus doing more on replanting native trees and forna.*
- *Tarseal gravel roads*
- *Stop changing logos and other things.*

- *Concentrate on your core elements. Clean drinkable water. Storm water. Black water. Roads. Etc*
- *Stop wasting money on flash council buildings*
- *Our rates are very high compared with neighbouring councils with less facilities*
- *Provide kerbside recycling and upgrade/replace local playground*
- *As per my last comments.*
- *Lower the Rates*
- *Follow thru on people's concerns, as I have previously expressed.*
- **AN IMPROVEMENT IN THE QUALITY OF DRINKING WATER IN THE MARTON DISTRICT**
- *I understand that what I pay in rates is based on a large region with a small population, however if I compare property value and rates to any larger centre I don't have access to the facilities that bigger centres provide*
- *By making road maintenance contractors more accountable for time spent on jobs*
- *Keep rural rates in check*
- *Cost control*
- *Stop with the expensive stuff up like the main street this is not your money it belongs to the rate payers*
- *Provide collection of recycling*
- *Attend to issues before they become major jobs. E.g. Retaining walls before the banks fall down. It would cost less to do preventive work.*
- *Provide better lighting in areas. Also provide footpaths where there are none*

- *The Bulls Town Hall. This project is somewhat lagging in time. Sell some assets that were floated over a year ago and get cracking with the build. The site looks shabby.*
- *See previous comment*
- *Inner City Wifi, helping get Fibre here.*
- *Recycling bin service, Fibre installation, making it so Marton pool isn't closed for half of the year! :(*
- *Unfortunately no one thing will solve all problems!*
- *It's hard to see where our money goes and the rates are pretty hefty here.*
- *Concentrate on the basics and don't get hooked on the non-essentials.*
- *Reduce rates.....*
- *Communicate and give updates more regularly to the people and remember we have a lot of new ratepayers from other towns and cities now making the take far greater than a few years ago. Have a Rangitikei new Business Co-Ordinator that is out there creating opportunities so Council can come up with ways to bring Industry back to town creating employment. With this incentive and the railway access to many sites around the area we could be that thriving District everyone wants to live in. We are known for farming what else are we known for closed land full of weeds that is a eyesore. Lets shake some doors and get Business back to the District even if the Business Development officer lives in Auckland to do the best job get the right person and go the mighty Rangitikei*
- *Spend money where the most can be gained for all.*
- *Please see answer number 41*

- *That is hard as I have only been in two years but I think we should be community focus and put the welfare of the community first. We have a mixed populus and we need to bond before an event of CD or natural disaster. Furthermore, we as a place could do our own incentives such as solar, wind and water energy. Build our own High-speed fibre network, and help business expand. Build in opportunities for unemployed to participate in the community by competitions for vegetables, flowers animal and other community activities like cleaning up or maintaining plants in the parks. Sounds old fashioned but in the end we need to get back to community roots and build upon it. Many villages in North England have taken these steps and one is the fastest internet in the world and they after 2 years hire our servers and sell services to corporates. The revenue is cooperative and is back into the village and helps pay the council needs.*
- *I think the council has been doing more for the community over the last few years. One thing that I think could be an important thing to add and improve is the Bus services( in particular the Marton -Palmerston North Commuter). I am a frequent bus passenger as I travel to my work at UCOL. I have been pleased to see an increase in passengers but I Know a few students that study at UCOL are unable to have money(unable to get a student loan) and somehow have to scrap up more than \$10 a day, every week. I know of some students that do NOT catch this bus and risk not being able to catch the UCOL bus that runs from Whanganui to Palmy due to the trial its on. Therefore I think if either a big discount or free travels for UCOL students/Staff will help bring more money and a better service to those that have to travel.*
- *Stick to your knitting and look after your core infrastructure. Don't waste money on frivolous pet projects.*
- *We also think that we pay too much.*
- *You (the council) are doing a good job.*
- *The rates in the area appear to us to be very high compared to our previous location which was Invercargill.*
- *Have free rubbish bags*
- *Maintain the town so that we don't have to live with flooded streets from blocked storm drains, roaming dogs, litter, broken run down playgrounds. Council should be able to tell residents to tidy up their front sections mowing lawns maintaining trees. Empty sections should be maintained. Sick of looking at houses and sections with grass up to your waist or trees blocking driving visibility etc.*
- *Better rates for people who are Rural. Im not sure why I pay rates when I have septic tank, water tank, have to take rubbish to town and extra for rural post. I don't have a farm.*
- *I'm not sure*
- *There appear to have been some terrible problems with contracted services over the last several years. Evident overruns of time (and possibly resultant costs ), public inconvenience etc. Improved selection of suitable contractors involving abilities and suitability together with strong Council on going On site qualified progress quality inspections could be advantageous bringing about an improvement in this field.*
- *Ensure the pool is open year round*
- *More attention to rural roading and town residential areas*

- *Rates in this area are astronomical compared to some others. Way too expensive.*
- *Engage more with its community. Create vibrancy. Create safe and attractive walkways. Create a leading strategy for waste, given we've got an increasingly large landfill within our district. Lobby more for rail options. Support the development of cafe (community-building!) In the Station Road/Main St precinct. Beautify station road. Partner with key agencies.*
- *We are satisfied,*
- *See previous responses.*
- *Don't waste money on a lavish new fit out for the proposed council buildings*
- *Sort out the drinking water. While I understand that roading takes up a large proportion of rates, water is a necessity of life and should take priority*
- *Improve quality of drinking water as my place some days is so cloudy and undeniable unless I boil it.*
- *Consolidate the buildings, there are too many out of date and cold buildings that require modernising to meet the needs of the future*
- *Properly fix the water pipes in Marton.*
- *Rural roads are important for me. Keep them up to scratch as I believe you are. We are a largely rural county*
- *Water water water*
- *Sweat the assets more.*
- *The council does not seem to do much for us in Crofton I have a very large berm to mow and it costs a lot to keep it tidy.*
- *Rural ratepayers get little services in return for shouldering the majority of the rates bill. The one or two things that are important*

*to us, like tidying up roading jobs, aren't even being done properly.*

- *The waste disposal seems a bit hit and miss with the yellow and red bags and the bins. All a bit of a mess really. Needs review and streamlining.*
- *Improve our drinking water.*
- *Septic Tank cleaning has double in three years. And council chargers contractors to dump. Yet camper vans*
- *Dump for nothing.*
- *Listen to the smaller rural communities and their issues*
- *Not charge so much for our rate*
- *Less beautification of unnecessary public areas and more contribution to giving residents a better living standard.*
- *Adjust rates according to service provided.*
- *Don't know*
- *Decrease the areas that lack cell phone coverage*
- *Provide kerbside recycling*
- *Provide clear clean drinking water*
- *Reduce amount of rubbish trucks entering / exiting Marton via pukepapa rd.*
- *As said before the Council needs to establish the views of the people.*
- *Rubbish bins as rubbish bags are not secure and hygienic. Other Councils have them why are we still in the dark ages?*
- *Water can be much improved on. Spraying should be done right over driveway entrances not stopped and gone around. Give us OUR monies worth.*

- *The difference between the amount of rates paid by rural ratepayers and town payers is in my opinion too great.*
- *We pay for our own water, sewage, rubbish disposal and have no footpaths or streetlights. While I am happy to support our local community I feel our contribution is totally excessive.*
- *Be more open about the state of Bonny Glen Tip and the wastewater treatment plant.*
- *Rates are rather expensive here compared to the town I moved from. I am unsure of how the council could provide better value for money. Maybe having free rubbish collection, or free town pools etc.*
- *Road beautification*
- *Do something about rubbish collection. We should only have one collection service. It would also be helpful if we had wheelie bins instead of plastic bags even if we had to purchase the size we needed ourselves. And it would be better for the environment.*
- *You cannot keep upping rates. Changing property values and still expect to keep local families.*
- *I can't answer that as I have never sat in any meetings or looked at your website updates*
- *Manawatu / Palmerston north district council took over Rangitikei district council*
- *Using local contractors for their own towns if available as they have more pride doing work in their own town. Get a better job.*
- *Get residents to maybe do voluntary clean ups /fundraising.*
- *Bring down the rates*
- *- tarseal mt curl road (its done up every year for the otago ralley, but after the ralley its worse than before the ralley!)*
- *More active social media presence*
- *Make sure there is a no parking area in front of road works road signs! The ones on Broadway in Marton are impossible to see if you don't know they are there!*
- *Help owners of those beautiful buildings on Broadway in Marton to get them up to standard. The old post office would be great for indoor markets, meetings, information evenings or temporary shops!*
- *Pedestrian crossing on Broadway in Marton in front of Countdown instead of at the roundabout or at least another one near the Marton hotel roundabout.*
- *New SH1 sign for Marton (one that tells people we have petrol stations, toilets, beds, campgrounds and supermarkets! Tourists don't know that Marton exists unless they want to go to Whanganui!)*
- *I have not had many dealings with the council directly. But I think optional recycling collection should be offered to residents as well as more public transport like buses for elderly*
- *Look at dog registration I pay town rates for a dog in the country that only goes to the town to the vet or a groom*
- *No Comment*
- *Water that is able to be drunk without the use of filters to get rid of one of the worst tasting waters in New Zealand.*
- *Unsure as I still live at home and do not have need to contact the council as I would if I owned my own house.*
- *...considering the high rates and low population density of the District.*
- *Improve the drinking water quality*

- *I don't really use council all that much except for going to the library.*
- *Yes especially chase up the contractors who cut verges and long grass on banks. The grass is far too long and untidy, and they are not doing the job adequately at all.*
- *Recycling street pick up would increase the number of people who recycle.*
- *Marton main street development*
- *Better recreational facilities, ensure Taihape looks attractive to those driving through.*
- *More things to, and more activity of rangitikei.com and Facebook*
- *Do not know*
- *Look after its rural ratepayers*
- *Footpath checks on residential properties with over hanging trees*
- *Not have so expensive rates - FOR WHAT ??*
- *Have a collection for old computers/TV's,fridges, stoves, etc.*
- *Don't charge people for things they aren't receiving.*
- *We pay for storm water and yet you are letting a community be swamped by drainage from surrounding land to flood access to your camp ground. Last person who did drainage at the village and was not a village person had water running into the village not away. This had happened on two occasions to my knowledge. Homework is essential.*
- *Permission is being given to landowners to drain onto neighbouring properties which in turns drain down to the village. Why?*
- *Tree felling wind rows are parallel to the beach blocking natural drainage and causing problems to the village. Trees were planted at right angles to the beach for a reason.*
- *Maori land next to the village has been flattened and left exposed. Why? Consequence in a good blow access out of village will be blocked.*
- *Conclusion... People are making decisions apparently on the \$\$ of rates and not the benefit of the whole area.*
- *Kerbside recycling*
- *Unsure*
- *In regards to storm water drains the street sweeper does not come around anymore and drains are always blocked. The gutters with grates over are also not cleaned out and water will build up with rain..*
- *Low branches over footpaths and road side verges if untidied Council should notify owners to clean up*
- *I think they do a pretty good job*
- *Better footpaths / verges / maintenance.*
- *Satisfied*
- *Have more money available to it by getting rid of half the councillors and drastically reducing the money paid to Mayor and those left. They all have income from jobs anyway.*
- *1/ Fix the storm water and mains drinking water systems.*
- *2/ stop paying for unnecessary annual road resealing.*
- *Providing the same service through out the district*
- *Rubbish collection*
- *User pays*

- *Stop coming up with grand plans that cost millions increasing rates when ratepayers barely get any increase in salaries to be able to pay for it !!!*
- *Community communication*
- *As per 41. Ensure contractors are delivering what they are being paid to deliver. As a regular walker around Taihape I have noticed the general maintenance of footpaths, road sides and grassed areas has progressively deteriorated; moreso in the last 3-4 years.*
- *Lower water rates. Price is too high.*
- *Again find a way to reduce the costs incurred, on the average and lower paid. How? I have no idea. Value for money, does NOT mean raising rates, it means LOWERING rates, for the same or better services. Perhaps a smaller scale version of some of the things large cities do to consolidate services where they are needed, rather than multiple remote depots could help.*
- *Lower our rates*
- *I think yes by initiative and motive ways of infrastructure like roads ,parks and etc.*
- *Better dog control in Hunterville. Its non existent and there are dogs roaming everywhere and my own dogs have been bitten by multiple loose dogs while on a lead*
- *Amalgamate. In our area we have no point of interest with Marton and have a far greater interest in Feilding/Manawatu.*
- *All staff in council offices are good to deal with*
- *Hard to say; but in comparison to horizons you are fantastic at delivering value for money.*
- *Perhaps argue for us underdogs in conversations with horizons - nobody is happy about their increase in rates*
- *By encouraging more businesses in town*
- *A foot path for both sides of Hunterville not just one and stop the water flowing through my sons carport make sure it is directed to the drain that runs down the side of the boundary fence by the tunnel houses*
- *Look for ways to reduce rates instead of looking for ways to increase them. Only get involved in services that are not practical for residents to do themselves. Aim for less governance rather than more*
- *I would like to see an upgrade to the Taihape community pool - I would use this more if the facility was better.*
- *Free general household rubbish collection*
- *Not spend rate money on food and travel and I think council vehicles don't need to be new. Just practible.*
- *Not sure, don't known how to run it.*
- *Better rubbish service.*
- *Realign with large centre for economic value. AND keep the pool open ALL year and market it brilliantly!!*
- *Water and rubbish*
- *Get rid of horizons, unsure of why we pay them in the first place, they do nothing for me*
- *Get the right people for the job, take on board local knowledge. I believe to have more inhouse control is better for communities case in point, Memorial Park.*
- *When the job has not been done satisfactory do not pay the contractor, but also fine them for a bad job.*
- *Listen to the people re problems out here concerning water, smells from neighbouring farms and better stray dog control*

- *STOP being money grabbing, blackmailing residents ,actual fraudulent activities. Proposed rubbish collection for instance.we currently pay \$20.00 per annum for red rubbish bags.1per month.You plan to charge us \$106..on rates for rubbish collection.and we wont have a say if we want your collection*
- *As per question 41.*
- *As pointed out previously, enforce parking and derelict vehicle control*
- *Being more efficient with the costings of roading*
- *Concentrate on the core service deliverables to keep rates down. The extra fluffy activities can be saved for and done as funds become available*
- *Not get caught up in the wave of providing facilities for elite sports that many councils are doing. For example a velodrome. Provide facilities that most people could and would use.*
- *Economic development*
- *FIX THE WATER. Pick up the rubbish at the gate and we shouldn't have to pay such a fortune for the rubbish bags when it is included in the rates. The flooding in the area is an indication that the storm water is not water working properly. STOP BANDAIDING the problems.*
- *We pay so much in rates yet we get nothing for it. Why not offer a free roadside recycling collection instead of us having to go down to the dump to do the job for you.*
- *Ensuring road and footpath maintenance.*
- *Rubbish collections.*
- *Recycling options*
- *Use wisely the rate money it receives and fix the brown water in this town. I've lost articles of clothing through it. Once certain fabrics get that brown stain ... That's it. Toss it.*
- *More information could be provided via the website.*
- *When searching for information I frequently find it is there but the search facility does not provide the specific result I am looking for.*
- *Eg:*
- *Looking for funding applications and end or project reports, nothing is provided - a user has to know which meeting the documentation was part of and the date of the specific meeting.*
- *Frequently when looking for older documentation, only recent items are readily available.*
- *Curb side recycling. Or at least recycling somewhere close to town and open all hours .. Please make it curb side, I am a rate payer and am willing to pay for this service :) otherwise i would like to say keep up the good work*
- *Funding*
- *Stop rate increases. Make sure the council is not wasting money on paper shuffling etc.*
- *More transparent*
- *Maybe the council could offer a service for cleaning out people's septic tanks, As we have to pay rates for sewage but then we have to pay to clean out your own tank on top.*
- *Out of my sphere of expertise*
- *Not charge us for services we do not get.*
- *Sort out cheaper rubbish bags and recycling*

- *I would like to see seats placed around the streets so that elderly could enjoy walking with the knowledge that if they need to rest, there will be seats provided for them to use.*
- *Ensure that senior staff become part of the community! Is there a senior member of management team that actually lives in the Rangitikei? How do those outside the community keep in touch with the ratepayers. Have no idea WHO the management staff are - seem to me that management immerse themselves in the office, terrified to actually meet with groups of ratepayers. Also the website does not provide accurate information as to community events, if you can find those events on the website.*
- *We seem to pay a much higher annual rates amount than my parents do in Wellington which seems crazy as they have more council facilities available to them there*
- *Can't think of anything*
- *Focus on core services rather than headquarters*
- *Have strong checks and measure concerning unnecessary administrative wages/salaries, as these are renowned for insidiously creeping into similar business structures.*
- *Analyse the services it provides and take an independent review of how money is spent. I feel that a considerable amount of money is not being used to its best advantage. It would seem that all too frequently minor work is ignored until such time as it becomes major and much more costly to fix*
- *I am satisfied*
- *Unsure*
- *Put Taihape first and not last as seems to happen.*
- *As prior stated. Cheaper dog registration. Cheaper rates*
- *N/a*
- *There are not public toilet in High St bulls. Two of public toilets in bridge St.*
- *Sometimes the high cost of services give the impression that value is not being given*
- *Start to offer recycling/rubbish bins to all houses in the Rangitikei area*
- *Sort out the rubbish collection, its expensive using the local refuse centre and private bag/wheelie bins. Maybe include this in our rates instead and have one supplier ?*
- *E waste and garden waste should also be free*
- *Water is awful. Money is wasted fixing the pipes when a more cost efficient method would be to replace all the pipes instead.*
- *Re home Granny's mass grotto...its brings in money for the town.*
- *Another gripe....road works signage is not very well displayed prior to coming across the works. Also signs left out when no work is happening*
- *Keep the rates at a level for those on Super*
- *Free recycling and rubbish collection. Maintaining the appearance of the town. Maintaining the quality of the water.*
- *Send out a breakdown where rates payers dollars are going. Even if its just a one page summary with a pie chart*
- *Fix water problem and supply rubbish & recycling bins like other councils do*
- *Provide curbside recycling and perhaps recycling points in our rural areas.*

## Appendix 1: Rangitikei District Council Residents Survey 2018

### About: Our District, Your Say

COMPLETE THIS SURVEY AND BE IN THE DRAW TO WIN YOUR CHOICE OF AN APPLE IPAD OR SAMSUNG GALAXY TABLET!!!

As a resident/ratepayer of the Rangitikei District, the Council invites you to participate in this year's Resident Survey, *Our District, Your Say*.

Thank you for helping us with this survey, it will take approximately 10 to 15 minutes to complete. By completing this survey you will be directly telling Council what you think about the services we provide. By completing this survey by 18 May 2018 you will be automatically entered into a prize draw to win an Apple Ipad or Samsung Galaxy Tablet.

*Please note: All information (including personal information) and feedback collected will be stored confidentially and used only for the purposes of reviewing Council activities and services. Please be assured no personal information will be transferred to any third party, group or organisation affiliated with Rangitikei District Council. All feedback collected will be reported and presented as collective responses to protect individual privacy.*

## Roading Network

We are interested in what you think about the Council-funded roading network. This includes roads, footpaths and street lighting- but does not include State Highways.

1. Please tell us if the Council's roading network is better, worse or about the same as last year.

*[Please tick one response]*

Better than last year

About the same as last year

Worse than last year

Don't know

2. How generally SATISFIED are you with the roading network that Council provides? *[Please tick one response]*

Very Satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

3. How IMPORTANT are the following areas below?

Its important

Not so important

Council shouldn't do this

Fixing potholes

Providing good street lighting

Ensuring smooth roads

Maintaining the condition of footpaths

Providing adequate signage

Maintaining/repairing un-metalled roads

Other

Other (please specify)

Community and Leisure facilities - Sports fields, parks and reserves

Your answers to these next questions will help us identify where our community and leisure services are making a difference for you, and where we can improve accordingly.

We are interested in what you think about Council-funded sports fields, parks, and reserves. This includes facilities that provide for formal organised sports activities, such as rugby or football, and also for informal recreation opportunities, such as dog walking or children's play areas.

4. Please tell us what you think OVERALL about the sport fields, parks and reserves Council provides.  
*[Please tick one response]*

Better than last year	About the same as last year	Worse than last year	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How generally SATISFIED are you with the sports fields, parks and reserves Council provides?  
*[Please tick one response]*

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<input type="checkbox"/>				

6. How IMPORTANT are the following areas below?

	Its important	Not so important	Council shouldn't do this
Maintenance of sports fields, parks and reserves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design, layout and beautification of sports fields, parks and reserves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing additional facilities e.g. playground, skate-park, cycle trail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

7. Are there any COMMENTS you would like to make to Council on the sports fields, parks and reserves?

8. Would you like someone to CONTACT you in relation to your comment?

Yes

No

## Community Buildings

**We are interested in what you think about Council funded community buildings. Council provides community buildings such as Town Halls, Rural Halls and the Marton Administration Building.**

9. Please tell us if the Council's provision of community buildings is better, worse, or about the same as last year. *[Please tick one response]*

Better than last year      About the same as last year      Worse than last year      Don't know

10. How generally SATISFIED are you with the community buildings Council provides? *Please tick one response]*

Very Satisfied      Satisfied      Neutral      Dissatisfied      Very Dissatisfied

11. How IMPORTANT are the following areas below?

Its important

Not so important

Council shouldn't do this

Maintaining  
Community Buildings

Ensuring  
suitable/desirable  
locations

Administering  
Community Buildings  
(e.g. booking  
arrangements)

## Public Toilets

**We are interested in what you think about Council funded public toilet facilities. These are provided throughout the District for the convenience of local residents, visitors to the District and passing traffic.**

12. Do you think the Public Toilets facilities Council provides are getting better, worse or about the same as last year? *[Please tick one response]*

Better than last year

About the same as last year

Worse than last year

Don't know

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------

13. How generally SATISFIED are you with the public toilet facilities Council provides? *[Please tick one response]*

Very Satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

<input type="radio"/>				
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

14. How IMPORTANT are the following areas below?

Its important

Not so important

Council shouldn't do this

Maintaining Public Toilets

Ensuring suitable/desirable locations

Making sure they are accessible

## Swimming Pools

**We are interested in what you think about Council funded swimming pools. There are three Council-owned swimming pools – one each in Marton, Taihape and Hunterville.**

15. Firstly, can you tell us how frequently do you visit or use Council's swimming pool facilities? *[Please tick one response]*

- Daily
- Weekly
- Monthly
- About 6 months ago
- Up to or more than a year ago
- Never - I go elsewhere to swim (go to question 18)
- Never - I don't swim (go to question 19)

16. Which swimming pool do you usually visit? *[Please tick one response]*

- Marton
- Taihape
- Hunterville

17. Please tell us what you think about Council's swimming pools. *[Please tick one response]*

Better than last year                      About the same                      Worse than last year                      Don't know

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------

18. How generally SATISFIED are you with the swimming pool services Council provides? *[Please tick one response]*

Very Satisfied                      Satisfied                      Neutral                      Dissatisfied                      Very Dissatisfied

<input type="checkbox"/>				
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

19. How IMPORTANT are the following areas below?

	Its important	Not so important	Council shouldn't do this
Ensuring suitable/desirable location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having suitable opening times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having friendly, helpful staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining the complex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring there are programmed activities e.g. swimming lessons, aqua aerobics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Swimming pools

20. *Only answer this question if you answered 'Never' to question 15*

Could you briefly tell us why you have never used the swimming pools that Council provides? If you regularly use swimming pool(s) outside the Rangitikei, please let us know which ones you visit and why?

## Libraries

**We are interested in what you think about Council-funded libraries. Council has main libraries in Bulls, Marton and Taihape, and supports community libraries in Hunterville and Mangaweka.**

21. Firstly, can you tell us how frequently you visit or use Council's library facilities (tick only one response)

- Daily
- Weekly
- Monthly
- Few times a year
- Maybe once a year
- Never - I use a library elsewhere (go to question 26)
- Never - I don't use the library (go to question 26)

22. Which library do you usually visit? *[Please tick one response]*

- Bulls
- Marton
- Taihape
- Hunterville Community Library
- Mangaweka Community Library

23. Please tell us if the Council's provision of libraries is better, worse or about the same as last year. *[Please tick one response]*

Better than last year      About the same as last year      Worse than last year      Don't know

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------

24. How generally SATISFIED are you with the library services Council provides? *[Please tick one response]*

Very Satisfied      Satisfied      Neutral      Dissatisfied      Very Dissatisfied

<input type="checkbox"/>				
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

25. How IMPORTANT are the following areas below?

	Its important	Not so important	Council shouldn't do this
Having suitable opening times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having friendly, helpful staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing online services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilitating events e.g. school holiday programmes, book launches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stocking ranges of books, CDs, DVDs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Libraries

26. Only answer this question if you have answered "Never" to question 21

Could you briefly tell us why you have never used the libraries that Council provides? If you regularly use library(s) outside the Rangitikei, which ones do you visit and why?

## Drinking Water

**We are interested in what you think about Council urban drinking water network.**

27. Are you CONNECTED to Council's urban drinking water network (mains water supply)?

- Yes  
 No (go to question 30)

28. How generally SATISFIED are you with the drinking water Council provides? *[Please tick one response]*

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<input type="checkbox"/>				

29. How IMPORTANT are the following areas below?

	Its important	Not so important	Council shouldn't do this
Ensuring reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taste of the Water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing water pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Wastewater System

**We are interested in what you think about Council wastewater network.**

30. Are you CONNECTED to one of Council's urban wastewater networks (mains wastewater)?

Yes

No (go to question 32)

31. How generally SATISFIED are you with the wastewater service that Council provides? *[Please tick one response]*

Very satisfied

Satisfied

Neutral

Dissatisfied

Very dissatisfied

## Stormwater Drainage

**We are interested in what you think about Council stormwater drainage network.**

32. How generally SATISFIED are you with the stormwater drainage that Council provides? *[Please tick one response]*

Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<input type="checkbox"/>				

33. How IMPORTANT are the following areas below?

	Its important	Not so important	Council shouldn't do this
Storm water drainage around your own place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storm water drainage in other parts of the town/district	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Communication

**Council aims to provide you with easy access to information about Council and needs your feedback to help improve how we communicate. This includes: services and facilities, long term/annual plans and annual reports, activities and events in the District, and topical issues that are of concern to Council and to residents of the Rangitikei District.**

34. Please indicate how IMPORTANT the following modes of communication are for you to access Council information

	Important	Semi-important	Not important	Council shouldn't do this
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library/Information Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rangitikei Line (Council E-Newsletter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other form of access to information (please specify)

35. Please COMMENT why you have recorded this level of satisfaction?

36. Could you SUGGEST a way Council could improve its communication with you?

## Partnering Organisations

**In Bulls, Marton and Taihape there are well-established organisations which have a strong record of delivering programmes, especially events. These organisations are the Bulls & District Community Trust, Project Marton, and the Taihape Community Development Trust.**

**Council funds these organisations to the level of \$25,000-30,000 per year and we would like to hear your thoughts on their value and perceived outcomes in these community's.**

37. How would you RATE the quality of information and usefulness of content in their publications? (Both printed and online material) *[Please only tick one response for the organisation in your area]*

	Very useful	Satisfactory	Neutral	Unsatisfactory	Council shouldn't help co-fund this
Taihape Community Development Trust	<input type="checkbox"/>				
Project Marton	<input type="checkbox"/>				
Bulls & District Community Trust	<input type="checkbox"/>				

38. Please feel free to COMMENT why you have given that rating for Question 37.

39. How would you RATE the quality of events organised and run by the partnering organisations? (i.e. Taihape Gumboot Day, Marton Harvest Fair, Marton Market Day, Rhythm in Bulls, Wear-A-Bulls Arts, etc.) *[Please only respond if you either attended or were a stakeholder of their event/s]*

	Very well done	Good	Neutral	Poor	Council shouldn't help co-fund this
Taihape Community Development Trust	<input type="checkbox"/>				
Project Marton	<input type="checkbox"/>				
Bulls & District Community Trust	<input type="checkbox"/>				

40. Please feel free to COMMENT why you have given that rating for Question 39.

41. Please feel free to SHARE any other thoughts you have on Councils relationships with the partnering organisations.



## Customer Service

**We aim to provide you with a great service whenever you need to get in touch with us, whether you need us to do something for you, or if you just need information.**

**If you have had recent contact (within the past 12 months) with a Council representative in any of the following areas, please rate your customer experience.**

**If you have not had recent customer experience with any of the Council functions listed, please go directly to Question 41**

42. Please indicate your EXPERIENCE with staff in the areas listed below if/where you have had recent dealings (tick up to 3 things that best describe your experience)

	Helpful	Understanding	Accessible	Argumentative	Inflexible	Hard to contact
Dog Registration	<input type="checkbox"/>					
Animal Control	<input type="checkbox"/>					
Building Consents	<input type="checkbox"/>					
Rates enquiries and/or payments	<input type="checkbox"/>					
Reporting something that needs fixing	<input type="checkbox"/>					
Meeting with councillors	<input type="checkbox"/>					

43. If you have had recent experience with any other area of Council and would like to tell us about it, please COMMENT:

44. How generally SATISFIED are you with your experience of contacting Council? *[Please tick one response]*

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<input type="radio"/>				

## Customer Service

45. In thinking about what you know about other local councils in New Zealand, is Rangitikei ...*[Please tick one response]*

Better than other councils      About the same as other councils      Worse than other councils      Don't know

46. What in your OPINION could Council do to deliver a better level of service?

## Value for Money

47. Overall, do you CONSIDER that Council delivers value for money?

- Yes, it definitely does
- Yes, to a satisfactory level
- Unsure/Neutral
- No, not really
- No, definitely Not

48. What in your OPINION could Council do better to deliver greater value for money?

## About you

**Thank you for taking the time out and answering those questions. The last few questions are for analysis purposes to assist in ensuring a representative sample of our District is presented.**

49. What gender do you identify with?

Male	Female	Other	Prefer not to answer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

50. Where do you normally reside?

- Bulls urban
- Bulls rural
- Hunterville
- Koitiata/Ratana/Turakina
- Marton urban
- Marton rural
- Taihape urban
- Taihape rural
- Other (please specify)

51. Which of the following age groups represents you?

18-29	30-45	46-54	55-64	65+	Prefer not to answer
<input type="checkbox"/>					

52. What ethnic background to associate with?

New Zealand European/Pakeha	Maori	Pasifika	Asian	MELAA (Middle Eastern/Latin American/African)
<input type="checkbox"/>				<input type="checkbox"/>

Other (please specify)

53. Are you:

- Self employed
- Employed full time or part time
- Student full time or part time
- Retired
- Unemployed
- Not in the workforce

54. If you work (full time or part time) or study (full time or part time) where do you work/study?

At home	In the town where you live	Within the District
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you work or study out of the District, please specify where:

55. Thank you very much for taking time to answer these questions for our annual Resident Survey; Our District, Your Say. Council would welcome the opportunity to canvass your views on other issues of importance to the District. This may include issues such as town centre development, improvements to recreational facilities, support for community organisations, developing Council's online services and so on. The personal details you provide will not be passed to third parties.

Would you be prepared to answer further online surveys on any or all of the following issues:

- Economic development
- Town Centre Development
- Community Development
- Parks and Reserves
- Community Facilities
- Other Council services
- Any issues
- None of these or other issues

56. For the purposes of the prize draw and to ensure only Rangitikei District residents are represented in the survey's results, please enter your name and a postal address below. Council assures respondents this information will be kept strictly confidential and will not be misused or shared on any grounds.

**Name**

**Address**

**Address 2**

**City/Town**

**ZIP/Postal Code**

**Email Address**

**Phone Number**

END

Council thanks you for taking the time to provide your feedback to us. We will endeavour to use the feedback you have provided to improve our services. The results of this survey will be published on Council's website and Facebook in June 2018.

Kia Ora