

# Rangitikei District Council Residents Survey 2017

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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 2017 resident survey are compared with 2016, 2015, and 2014 results, for the purposes of monitoring and tracking progress over time.

### Sample

This year saw the largest sample gained, with a total of 699 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 (9000 people approximately). The letter that was sent to these addresses included a link to the survey which was hosted on the Surveymonkey website.

The Council's website and Council's Facebook were also utilised in the deployment of the survey online, with each communication avenue containing a different link for identification purposes to an online version of the resident survey in Surveymonkey.

### 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 survey monkey was sent out to 9,989 residents and 699 responses were received. Of these, 75 residents opted to be sent out a paper copy rather than completing the survey online. For 2017, the response rate was 6%, this is down from last year's response of 11% and from other years' response rates including 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,  $n = 699$ , gives an overall MOE of 4 at the 95% confidence interval. These terms simply mean that if the survey were conducted 100 times, the data would be within +/- 4% of the reported percentage most of the time (95 times out of 100).

### Questionnaire

This year the questionnaire was made shorter than previous years with the aim of keeping respondents engaged with the survey. The question of 'what is important to you' regarding each service was added, with the opportunity for respondents to expand on their answer, or give a different answer.

A copy of the 2017 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 significant 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.

### Significance testing

Significance testing is used to determine whether the difference between two results is statistically significant or not. This method was conducted between the results on total level and the results for the different ward areas and demographic subgroups.

## Key Results

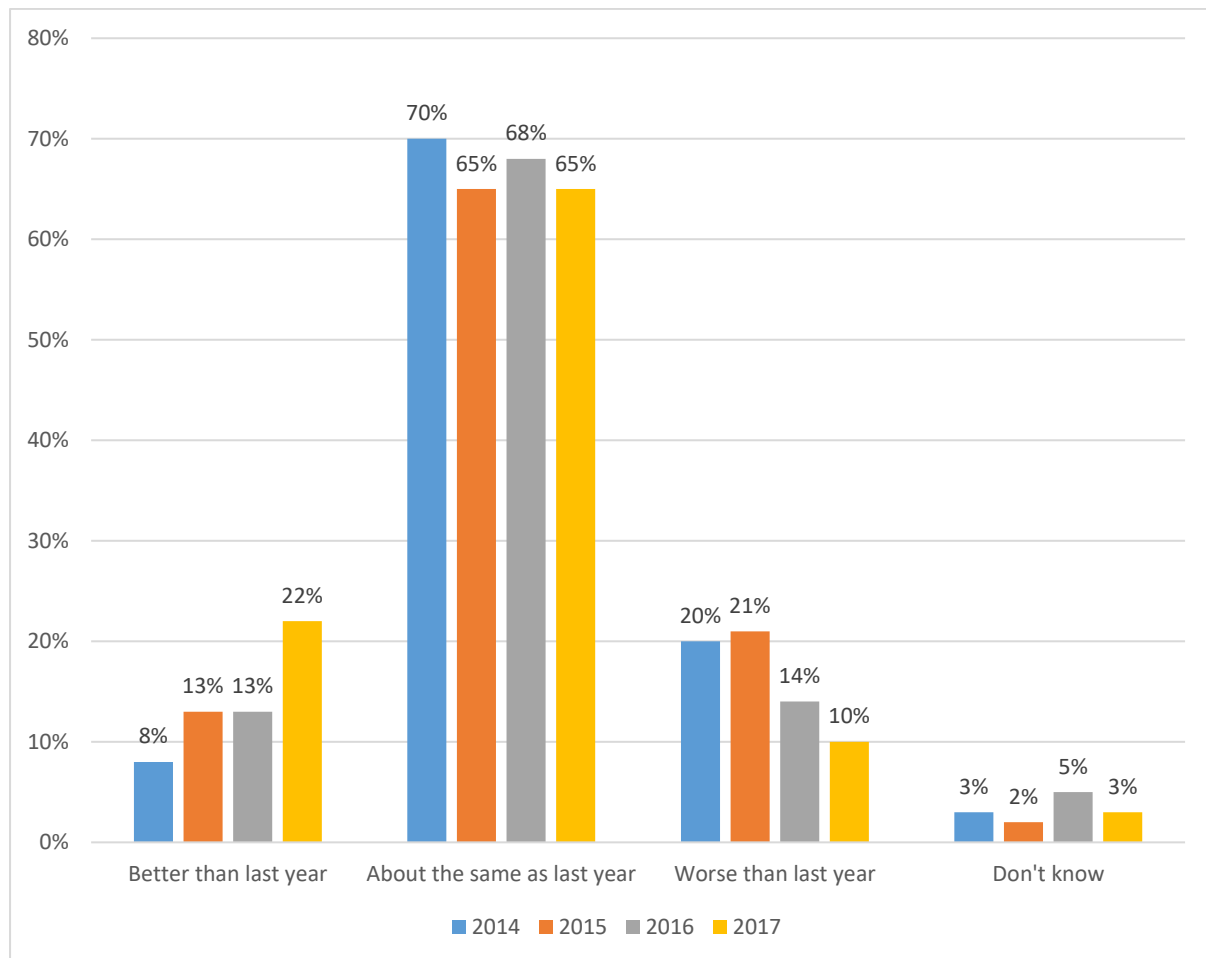
A summary of the overall perception of Council's provision of services, 2017 results are highlighted in red.

COUNCIL'S PROVISION OF SERVICES																
	"Better than last year"				"About the same as last year"				"Worse than last year"				"Don't know"			
Year	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Roading network and footpaths	8%	13%	13%	22%	70%	65%	68%	65%	20%	21%	14%	10%	3%	2%	5%	3%
Sports fields, parks, and reserves	5%	5%	12%	18%	69%	69%	66%	63%	9%	10%	6%	2%	16%	16%	16%	16%
Community buildings	5%	4%	3%	4%	72%	67%	65%	74%	5%	10%	6%	6%	18%	18%	26%	16%
Public toilets	5%	19%	10%	7%	66%	51%	51%	66%	10%	18%	10%	11%	18%	11%	30%	17%
Swimming pools	22%	17%	23%	16%	29%	35%	59%	54%	2%	5%	5%	6%	47%	44%	13%	23%
Libraries	15%	15%	10%	11%	63%	52%	78%	70%	1%	2%	3%	2%	21%	22%	9%	14%

## 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" (65%), followed by "better than last year" (22%) and "worse than last year" (10%).



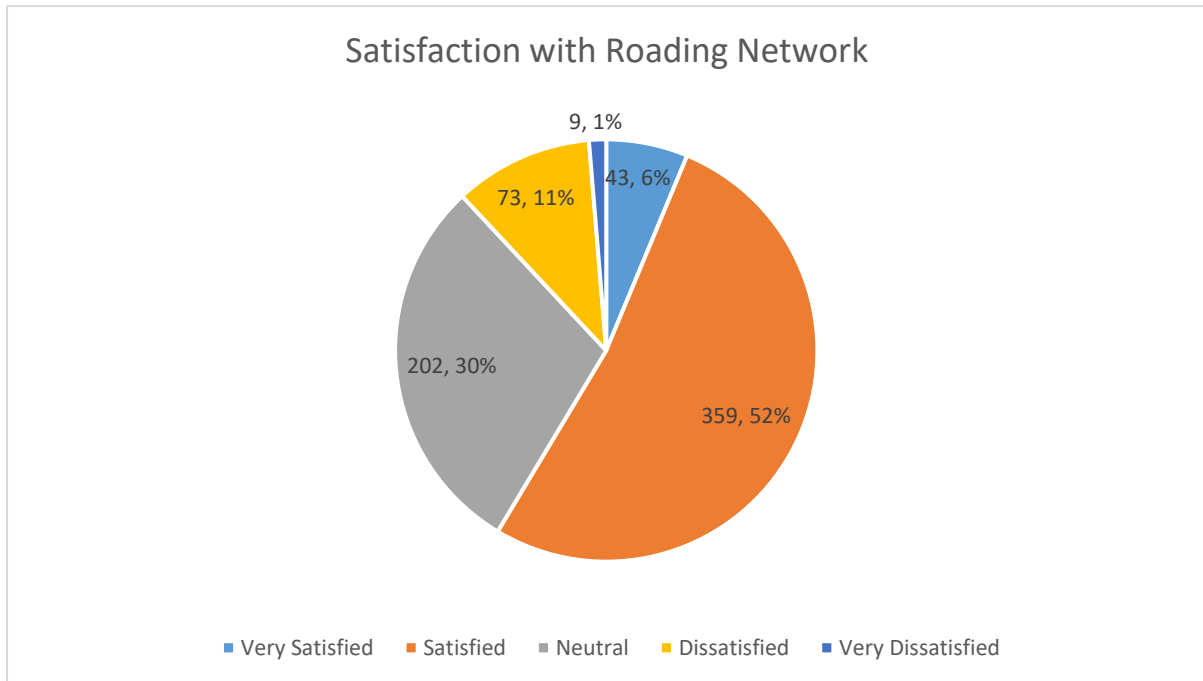
### Demographic differences:

- Bulls urban (9%) residents were LESS likely to answer 'better than last year' than Marton urban (29%) and Marton rural residents (27%)
- Taihape urban (8%) residents were LESS likely to answer 'better than last year' than Marton urban (29%) and Marton rural residents (27%)
- Taihape rural (7%) residents were LESS likely to answer 'better than last year' s than Marton urban (29%) and Marton rural residents (27%)
- Marton urban (61%) and Marton rural (57%) residents were LESS likely to answer 'about the same as last year' than Taihape urban (76%) and Taihape rural (82%)
- Marton urban (7%) were LESS likely to answer 'worse than last year' than Taihape urban (16%)

<sup>2</sup> Q: Is Council's roading network better, worse or about the same as last year?

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

Residents were asked how generally satisfied they were with Council's roading network. Majority of residents answered that they were satisfied with the roading network (52%), followed by 29% that were neutral, 10% that were dissatisfied, 6% that were very satisfied with only 1% being very dissatisfied.



### Demographic differences:

- Marton urban (53%) and Marton Rural (61%) were MORE likely to answer that they were satisfied with the roading network than Taihape urban (36%)
- Marton urban (53%) were LESS likely to answer that they were neutral about the roading network than Taihape urban (42%)
- Marton urban (9%) were LESS likely to answer that they were dissatisfied with the roading network than Taihape urban (20%)

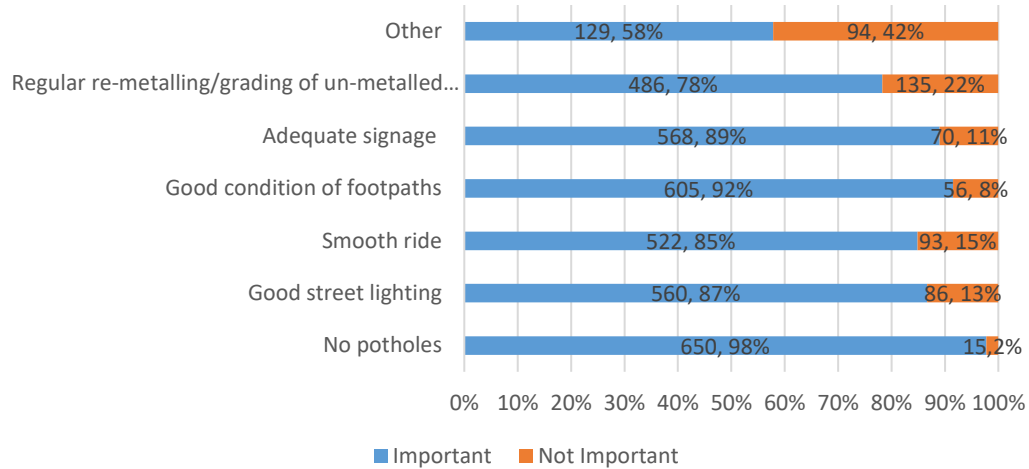
### Importance Measure<sup>4</sup>

This year's survey introduced a new question that aimed at asking the residents what they saw as important in terms of the roading network. Having roads free of potholes was identified at the top of the list in terms of roading, with 98% of respondents indicating this was important and no significant differences across wards.

<sup>3</sup> Q: How generally satisfied are you with the roading network that Council provides? n =686

<sup>4</sup> Q: What is important to you? n =689

### Importance Measure - Roading Network



#### Demographic differences:

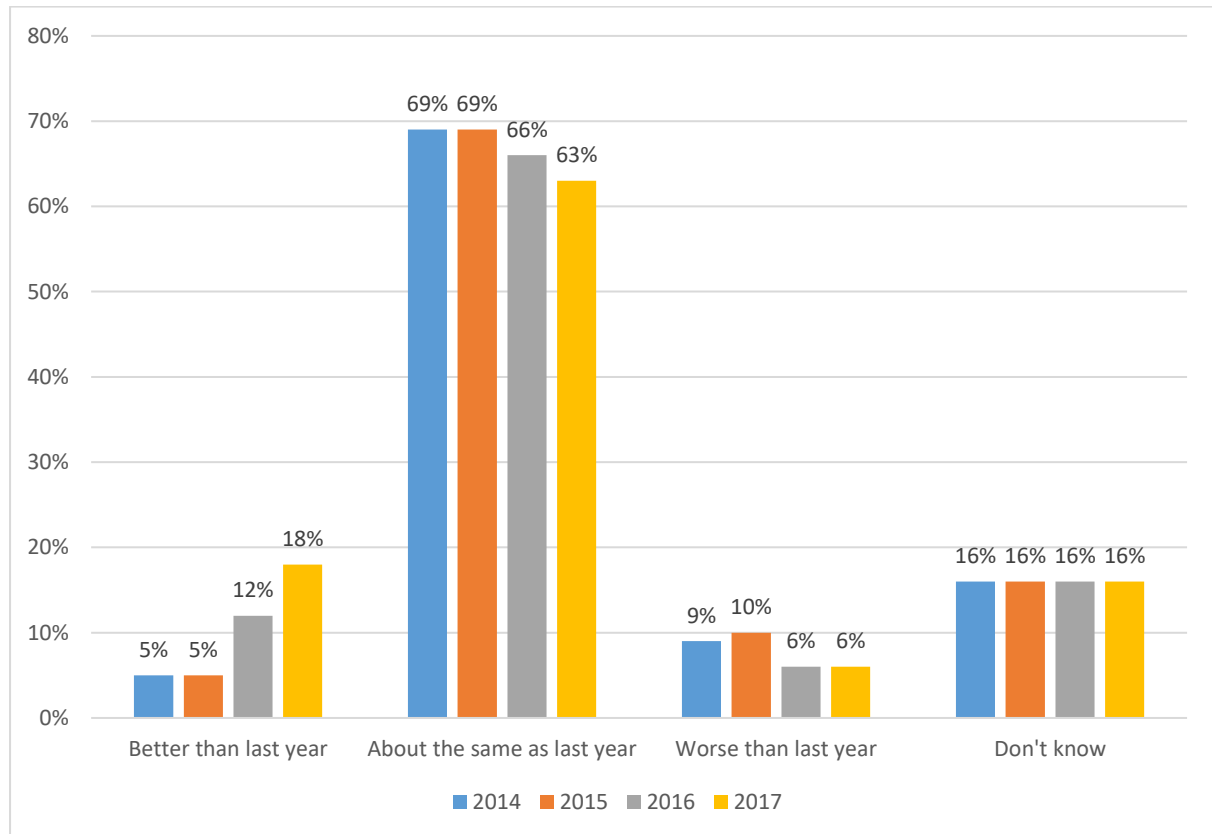
- Bulls urban (88%) were MORE likely to answer that good street lighting was important than Taihape rural (68%)
- Marton urban (95%) were MORE likely to answer that good street lighting was important than Marton rural (81%) and Taihape rural (68%)
- Bulls urban (100%) were MORE likely to answer that good condition of footpaths was important than Marton rural (85%) and Taihape rural (84%)
- Marton urban (97%) were MORE likely to answer that good condition of footpaths was important than Marton rural (85%) and Taihape rural (84%)
- Bulls urban (94%) were MORE likely to answer that adequate signage was important than Marton rural (82%) and Taihape rural (80%)
- Marton urban (93%) were MORE likely to answer that adequate signage was important than Marton rural (82%), Taihape rural (80%) and Taihape urban (83%)
- Taihape rural (87%) were MORE likely to answer that regular re-metalling was important than Bulls urban (68%) and Marton urban (71%)



## Sports fields, parks and reserves

Residents were asked if they felt Council’s community and leisure facilities were better, worse or about the same as last year. The majority of responses were “about the same as last year” (63%), followed by “don’t know” (16%), followed by better than last year (12%).

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



### Demographic differences:

- Bulls urban (9%) and Bulls rural (7%) were LESS likely to answer that sports fields, parks and reserves were ‘better than last year’ than Marton urban (23%)
- Bulls urban (81%) were MORE likely to answer that sports fields, parks and reserves were ‘about the same as last year’ than Bulls rural (50%), Marton urban (61%), Marton rural (58%) and Taihape urban (73%)

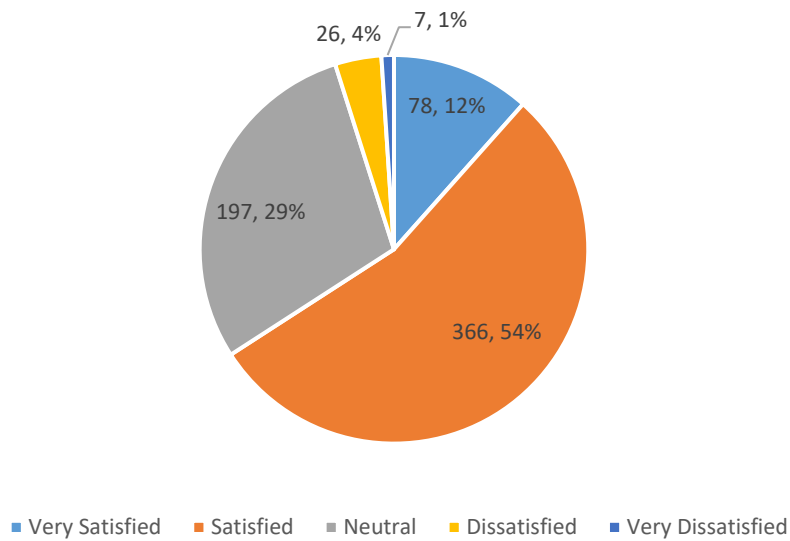
### Satisfaction Measure<sup>6</sup>

Residents were asked how generally satisfied they were with Councils community and leisure network. Majority of residents answered that they were satisfied with community leisure facilities (55%), followed by 29% that were neutral, 11% that were very satisfied, 4% that were very satisfied with only 1% being very dissatisfied.

<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=678

<sup>6</sup> Q: How generally satisfied are you with the sports fields, parks and reserves Council provides? n = 674

### Satisfaction with Sports fields, Parks and Reserves



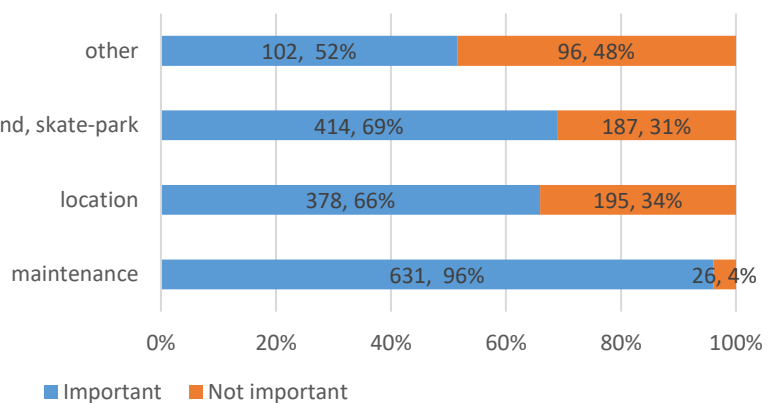
#### Demographic differences:

- Marton urban (16%) were MORE likely to answer that they were very satisfied than Taihape rural (3%)
- Taihape urban (10%) were MORE likely to answer that they were dissatisfied than Marton urban (3%)

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

Maintenance was identified as being of importance to the largest majority of respondents (96%) followed by additional facilities (69%) and location (66%).

### Importance Measure - Sports fields, Parks and Reserves



#### Demographic differences:

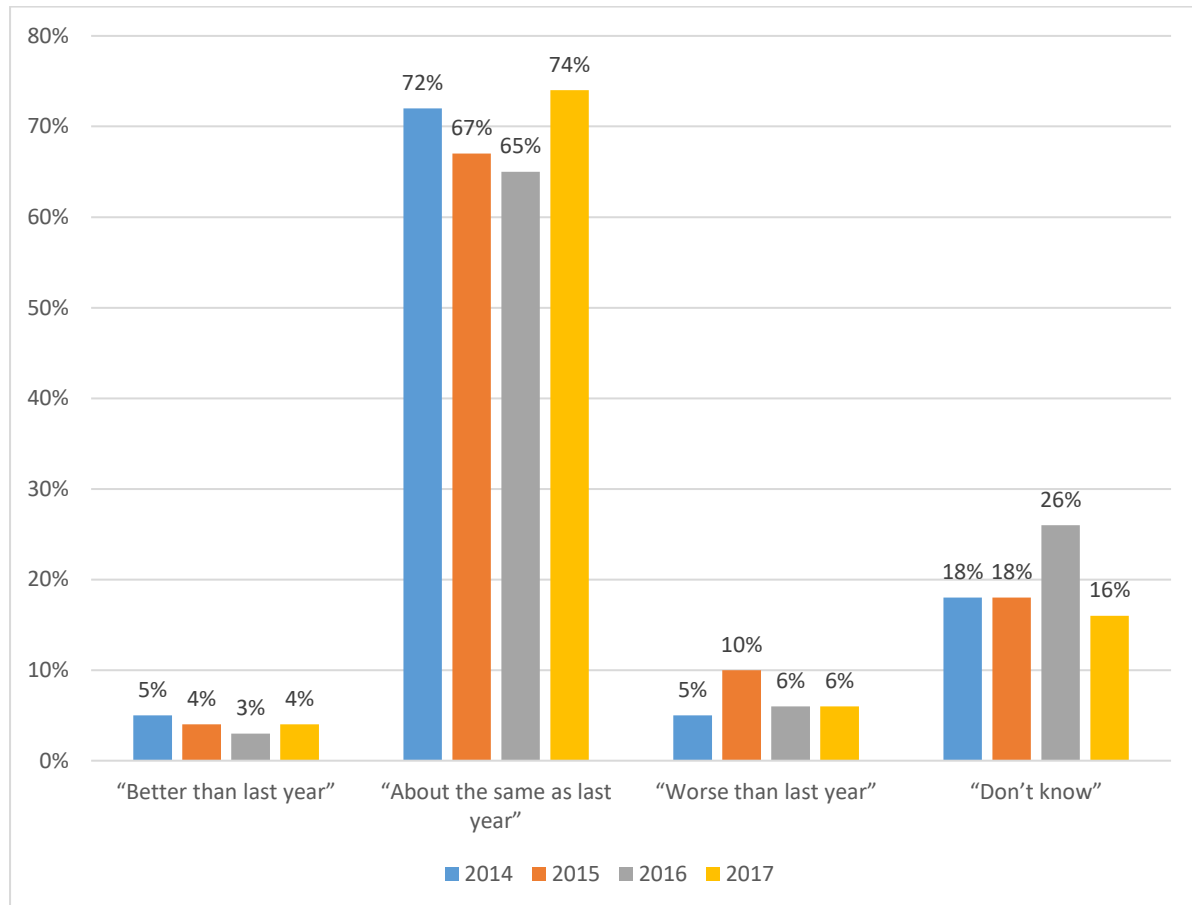
- There were no significant demographic differences within these responses

<sup>7</sup> Q: What is important to you? n =671

## 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 (74%), with the least about of response indicating that it was "better than last year" (4%).



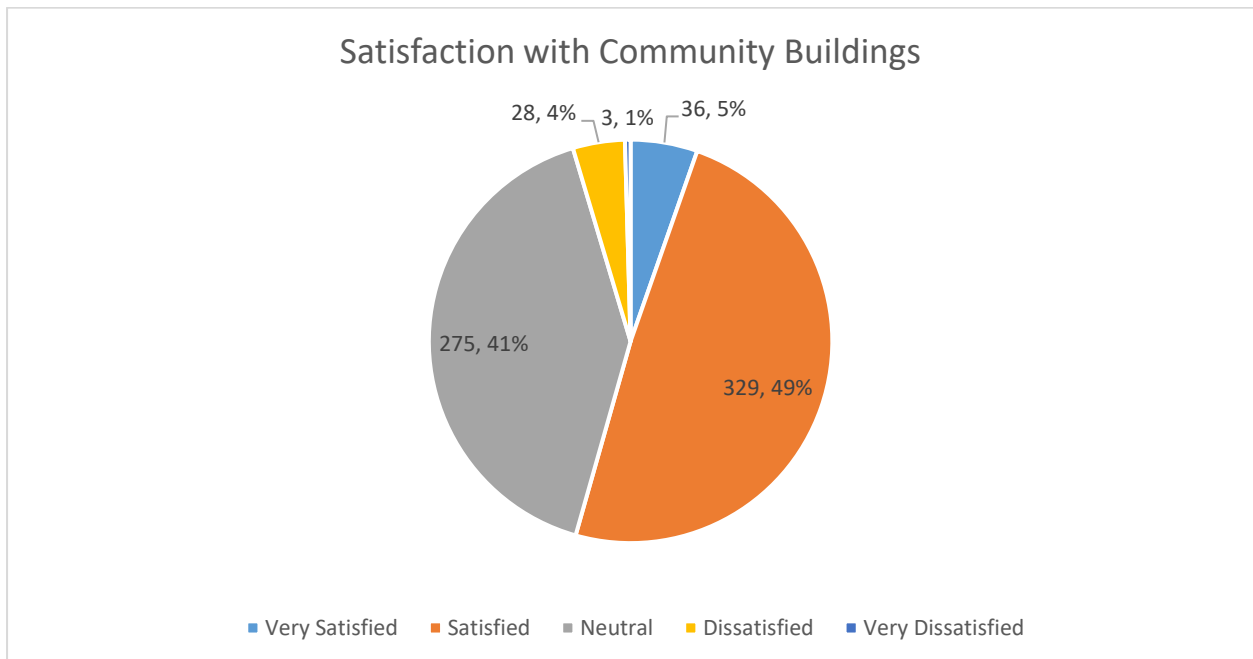
### Demographic differences:

- Bulls urban (23%), Marton urban (17%) and Marton rural (18%) were MORE likely to answer that they 'didn't know' whether community buildings were better, worse or about the same as last year than Taihape urban (5%)

<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 = 670

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

Nearly half (49%) of residents indicated that they were satisfied with community buildings with a minority indicating that they were dissatisfied (4%).



### Demographic differences:

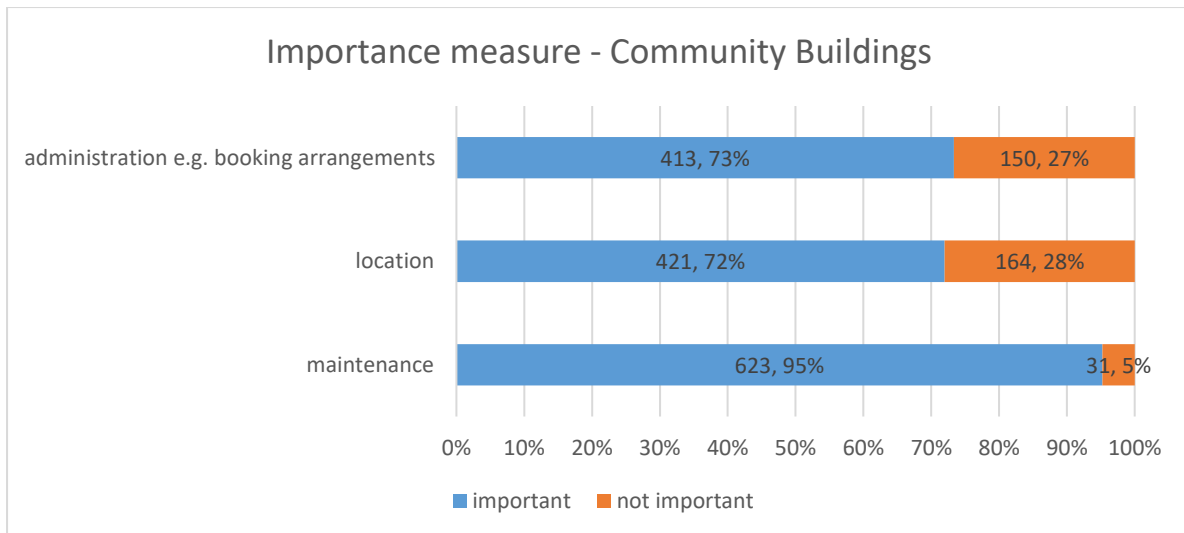
- Bulls urban (11%) were MORE likely to answer that they were very satisfied with community buildings than Taihape urban (0%) and Taihape rural (2%)
- Taihape rural (11%) were MORE likely to answer that they were dissatisfied than Marton urban (3%)

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

Residents were most inclined to say that maintenance was important (95%), followed by location (72%) and administration (73%).

<sup>9</sup> Q: How generally satisfied are you with the community buildings Council provides? n = 671

<sup>10</sup> Q: What is important to you? n = 665



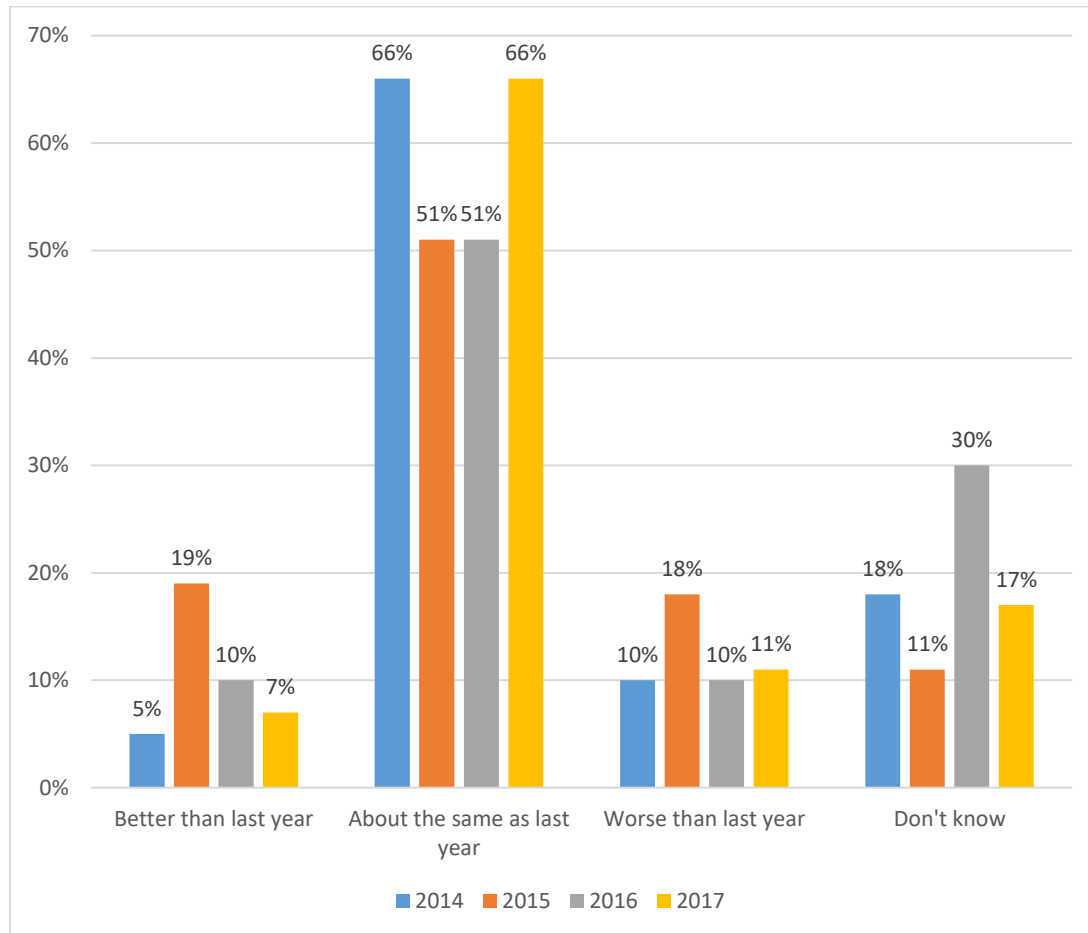
**Demographic differences:**

- There were no significant demographic differences within these responses

## Public Toilets

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

The majority of responses indicated that public toilets were “about the same as last year” (66%), with minorities indicating that they were better (7%) and worse (10%) than last year.



### Demographic differences:

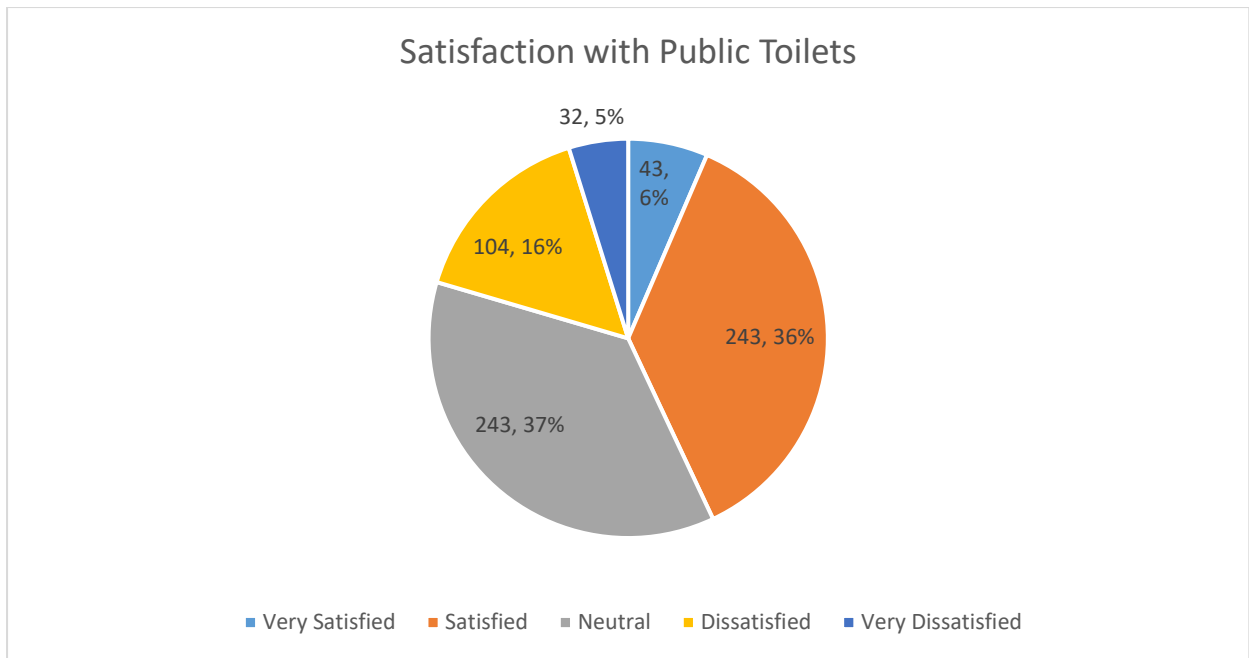
- Bulls rural (27%) were MORE likely to answer that toilets were ‘better than last year’ than Bulls urban (9%), Marton urban (5%), Marton rural (7%) and Taihape rural (9%).
- Bulls rural (40%) were LESS likely to answer that toilets were ‘about the same as last year’ than Bulls urban (70%), Marton urban (62%), Taihape urban (78%) and Taihape rural (80%).
- Marton urban (62%) were LESS likely to answer that toilets were ‘about the same as last year’ Taihape urban (78%) and Taihape rural (80%).

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

Responses were divided within this question, however one third of residents felt satisfied with the public toilets in the District and one third were neutral.

<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 = 670

<sup>12</sup> Q: How generally satisfied are you with the public toilet facilities Council provides? n =665



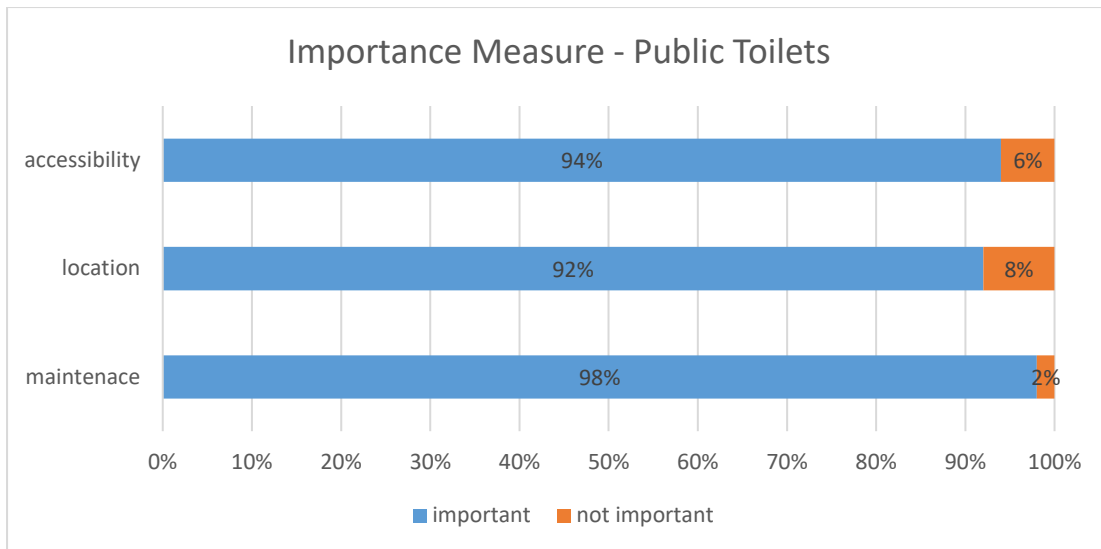
**Demographic differences:**

- Bulls urban (49%) Taihape urban (58%) and Taihape rural (52%) were MORE likely to answer that they were satisfied with public toilets than Bulls rural (27%), Marton rural (25%) and Marton urban (28%)
- Bulls urban (5%) were LESS likely to answer that they were dissatisfied with public toilets than Bulls rural (20%), Marton urban (17%) and Marton rural (22%)
- Marton urban (17%) were MORE likely to answer that they were dissatisfied with public toilets than Bulls urban (5%)
- Marton rural (22%) were MORE likely to answer that they were dissatisfied with public toilets than Bulls urban (5%) and Taihape urban (8%)
- Bulls urban (9%) were MORE likely to answer that they were very dissatisfied with public toilets than Taihape urban (0%) and Taihape urban (0%)

**Importance Measure<sup>13</sup>**

Resident responses to this question indicated that accessibility, location and maintenance were all viewed as important features in Council provision of public toilets, with over 90% of respondents indicating that these features were important.

<sup>13</sup> Q: What is important to you? N = 670



**Demographic differences:**

- Bulls urban (98%) were MORE likely to answer that location was important than Marton rural (89%)

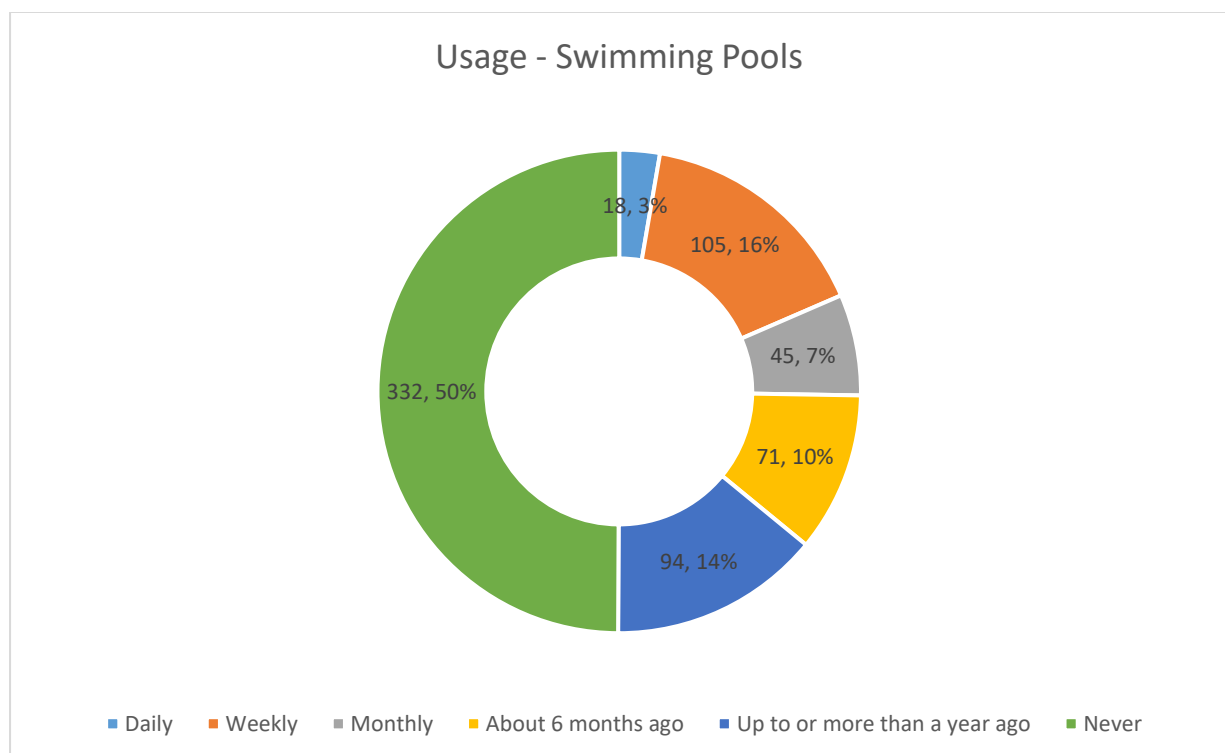


## Swimming Pools

Residents were asked about how often they use council provided swimming pool facilities and which of the Council owned facilities they used.

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

This years' results reflected more swimming pool use – last year 57% of residents indicated that they never use Council swimming pool facilities and this year 50% indicated that they never use Council swimming pools. Collating responses of residents who visited daily, weekly and monthly provides a view of monthly use. Using this method, 26% of residents use a Council swimming at least once a month.



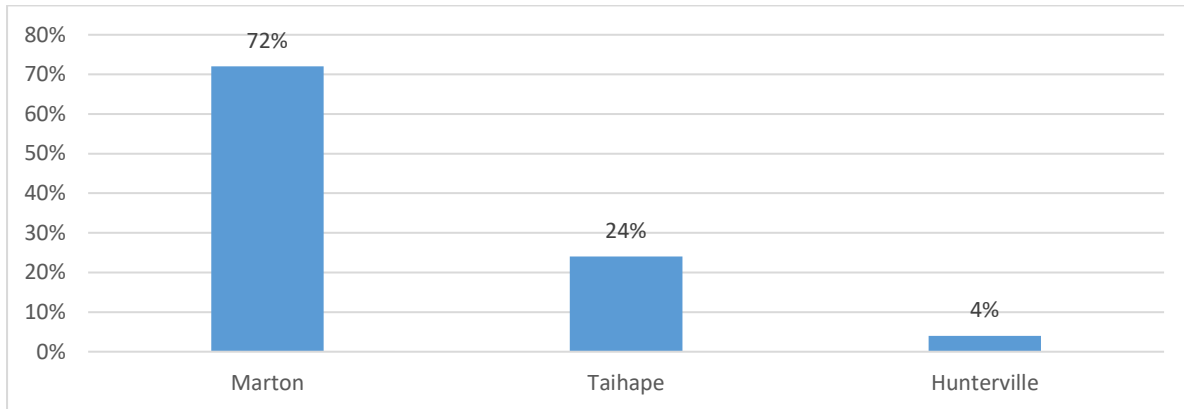
### Demographic differences:

- Taihape urban (8%) were MORE likely to answer that they used the swimming pool daily than Bulls urban (0%) and Marton urban (1%)
- Marton urban (14%) residents were LESS likely to answer that they used the swimming pool weekly than Taihape urban (29%) and Taihape rural (29%)
- Bulls urban (23%) and Bulls rural (20%) residents were MORE likely to answer 'never – I go elsewhere to swim' than Marton urban (3%) and Taihape urban (2%)
- 30-45 year olds provided the highest response of 'weekly' (35%)
- 65+ provided the highest response of 'never, I don't swim' (61%)
- Females were more likely to use pool facilities than males

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

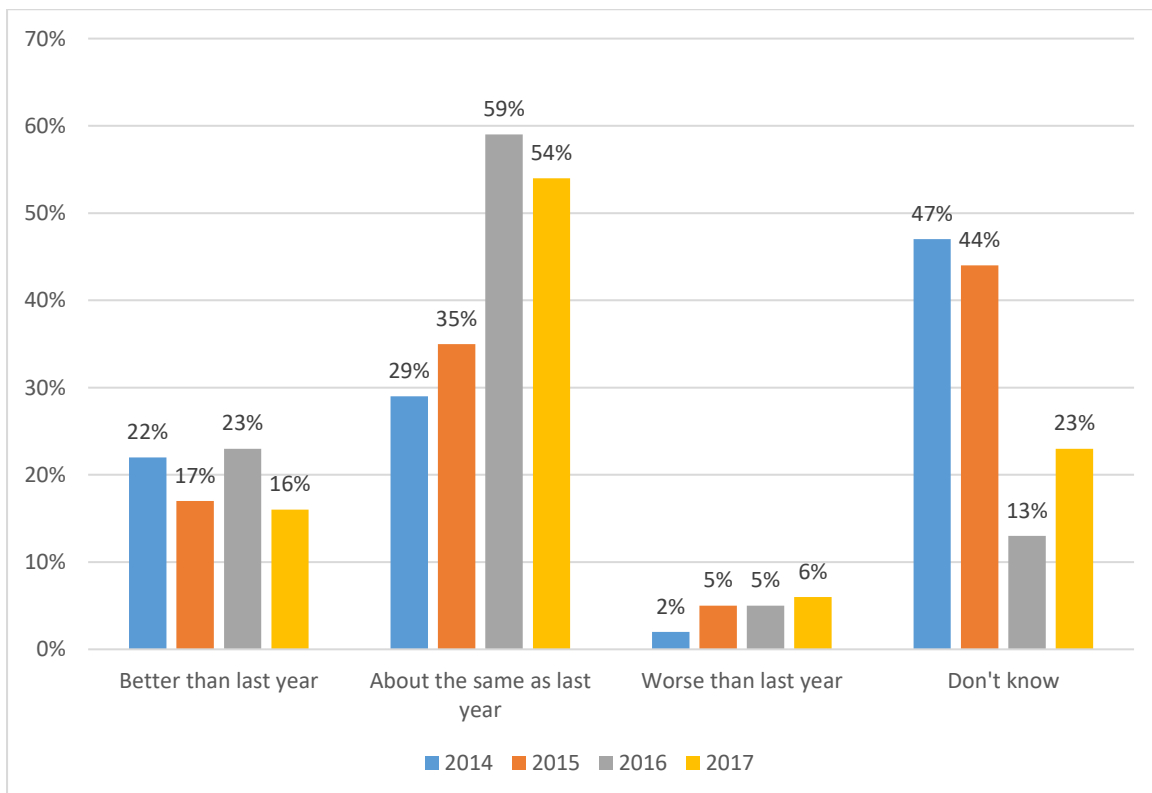
### Which pools are used?

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 indicated that they used the Marton pool. Of those from Hunterville who use Council provided swimming pools, 29% indicated that they used the Marton pool, the remainder frequenting the Hunterville pool. 5% of Marton rural residents who use swimming pools indicated that they used the Hunterville pool, with the remainder using the Marton pool (95%).



### Overall Measure<sup>15</sup>

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



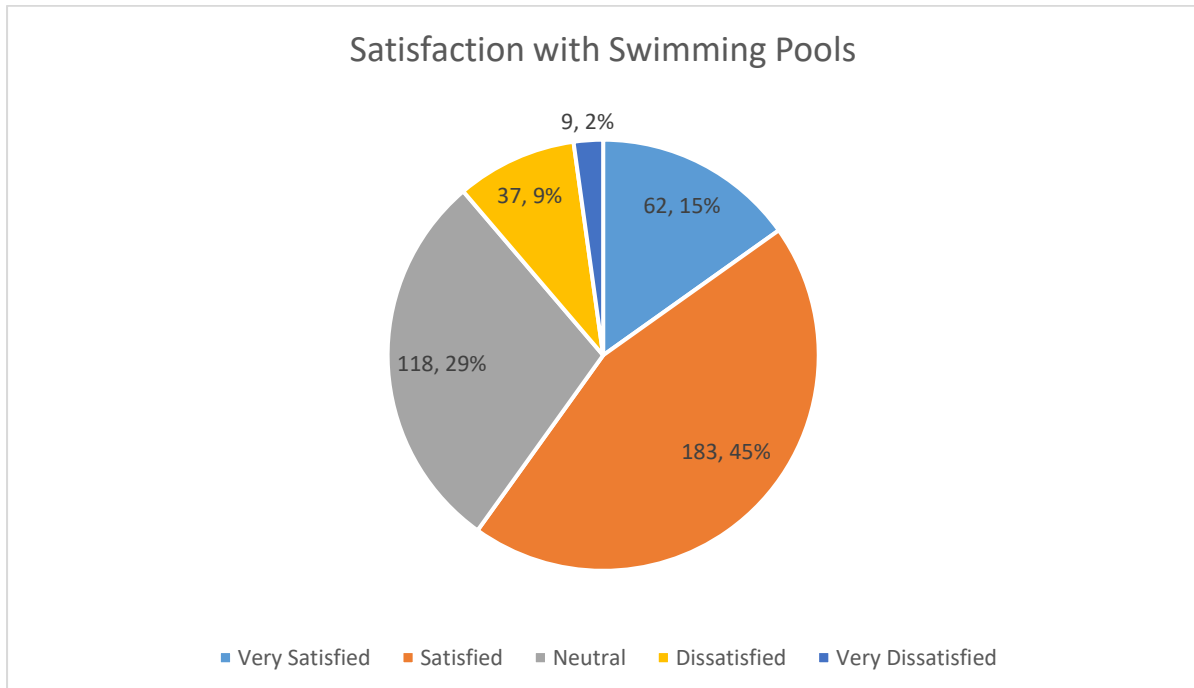
<sup>15</sup> Q: Please tell us if Council's provided swimming pools are better, worse or about the same as last year

#### Demographic differences:

- Marton urban (21%) and Marton rural (26%) were MORE likely to answer that swimming pool facilities were 'better than last year' than Taihape urban (5%) and Taihape rural (3%).
- Taihape urban (73%) and Taihape rural (66%) were MORE likely to answer that swimming pool facilities were 'about the same as last year' than Marton urban (52%)

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

Residents were asked whether overall they were satisfied with Council provided swimming pools, with nearly half (45%) responding that they were satisfied.



#### Demographic differences:

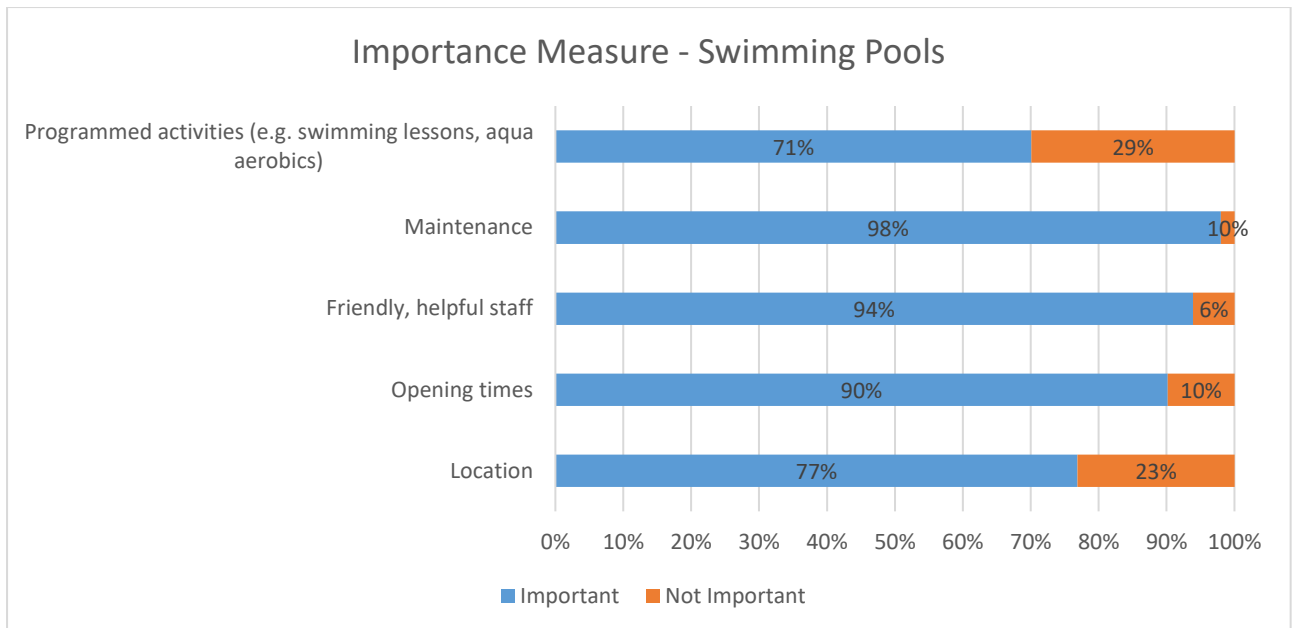
- Marton rural (23%) were MORE likely to answer that they were very satisfied than Taihape urban (8%) and Taihape rural (5%).
- Marton urban (6%) were LESS likely to answer that they were dissatisfied than Taihape urban (23%)

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

Responses indicated that maintenance (98%), friendly helpful staff (94%) and opening times (90%) were important to people, with programmed activities (71%) and location (77%) generating slightly less responses of 'important'.

<sup>16</sup> Q: How generally satisfied are you with the swimming pool services Council provides? n = 409

<sup>17</sup> Q: What is important to you? n = 409



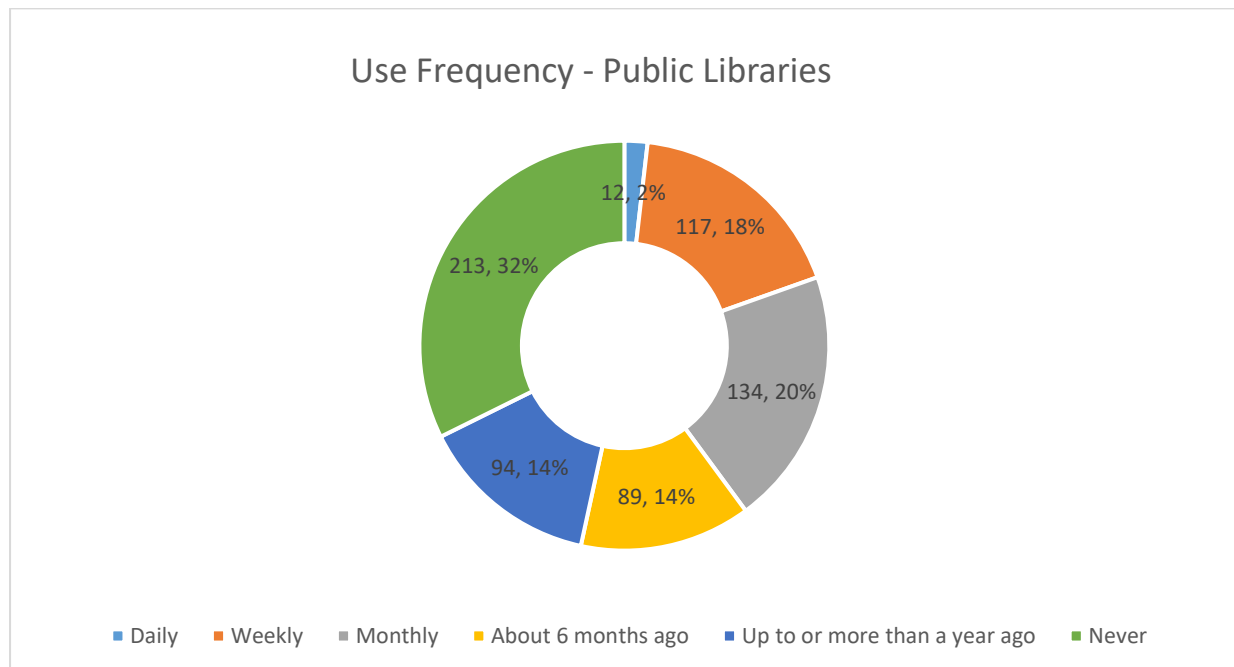
**Demographic differences:**

- Taihape rural residents (29%) were MORE likely to answer that programmed activities (e.g. swimming lessons, aqua aerobics etc.) were important than Marton urban (14%) and Marton rural (11%) residents.
- Taihape urban residents (29%) were MORE likely to answer that programmed activities (e.g. swimming lessons, aqua aerobics etc.) were important than Marton urban (14%) and Marton rural (11%) residents.

## Public Libraries

Additional questions were asked about how often residents used library facilities and which ones they used

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



### Demographic differences:

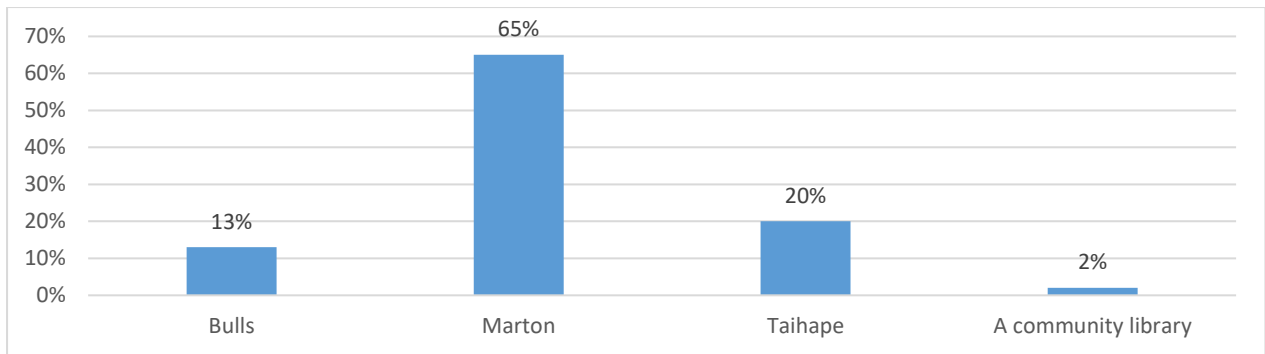
- Bulls urban (28%), Marton urban (21%) and Taihape urban (26%) were MORE likely to answer that they used a public library weekly than Marton rural (9%) and Taihape rural (9%)
- 65+ age group indicated the highest response for weekly library use (26%)
- The 18-29 age group had the highest response for 'never I don't use the library' (33%) followed by the 30-45 age group (32%)
- Females were more likely to indicate that they used the library services than males

### Which public libraries are visited? <sup>19</sup>

Of the survey respondents 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% indicating that they use the Hunterville community library.

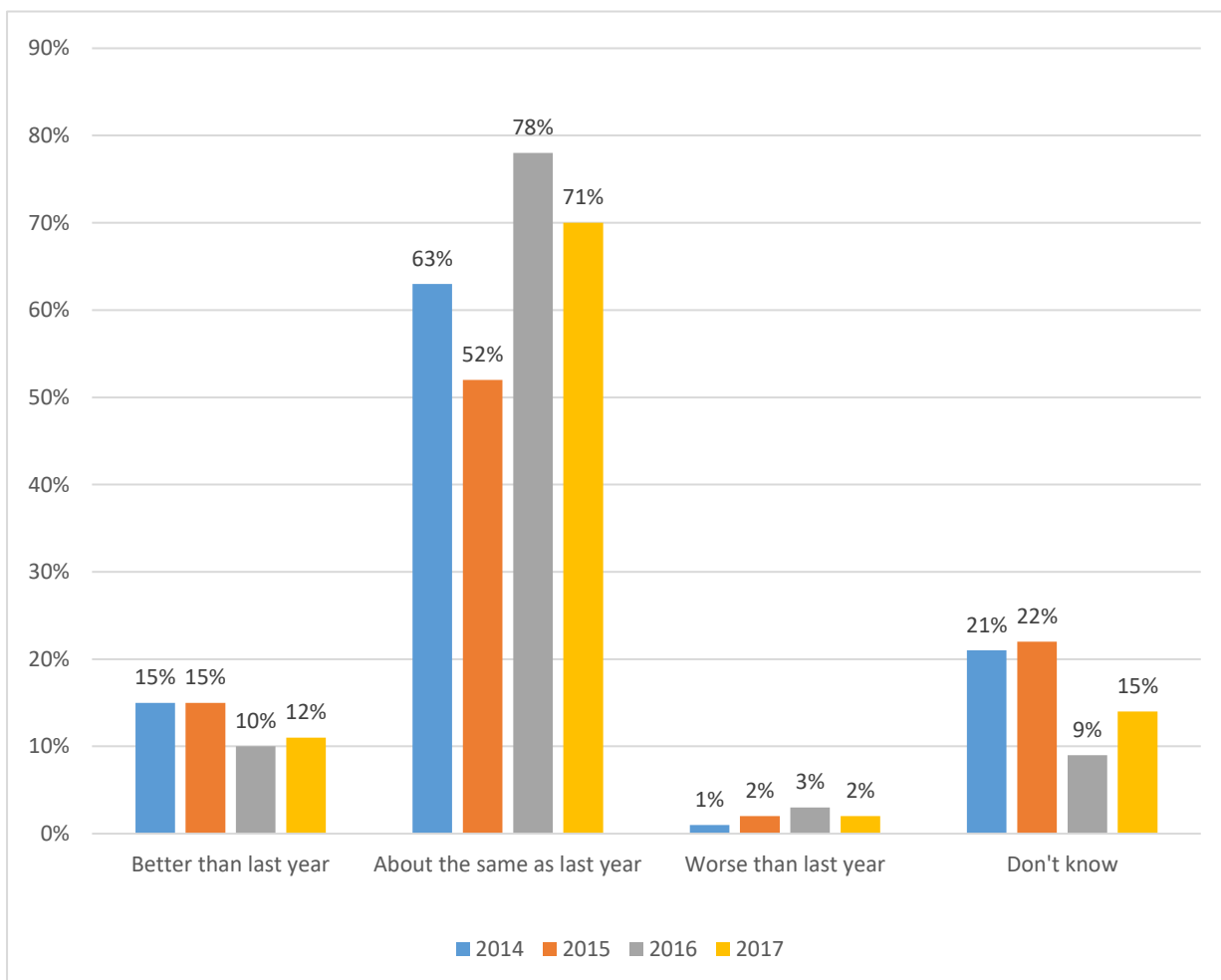
<sup>18</sup> Q: Firstly, can you tell us how frequently you visit or use Council's library facilities (tick only one response), n = 659

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



### 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. Majority (71%) indicated that libraries were about the same as last year.



### Demographic differences:

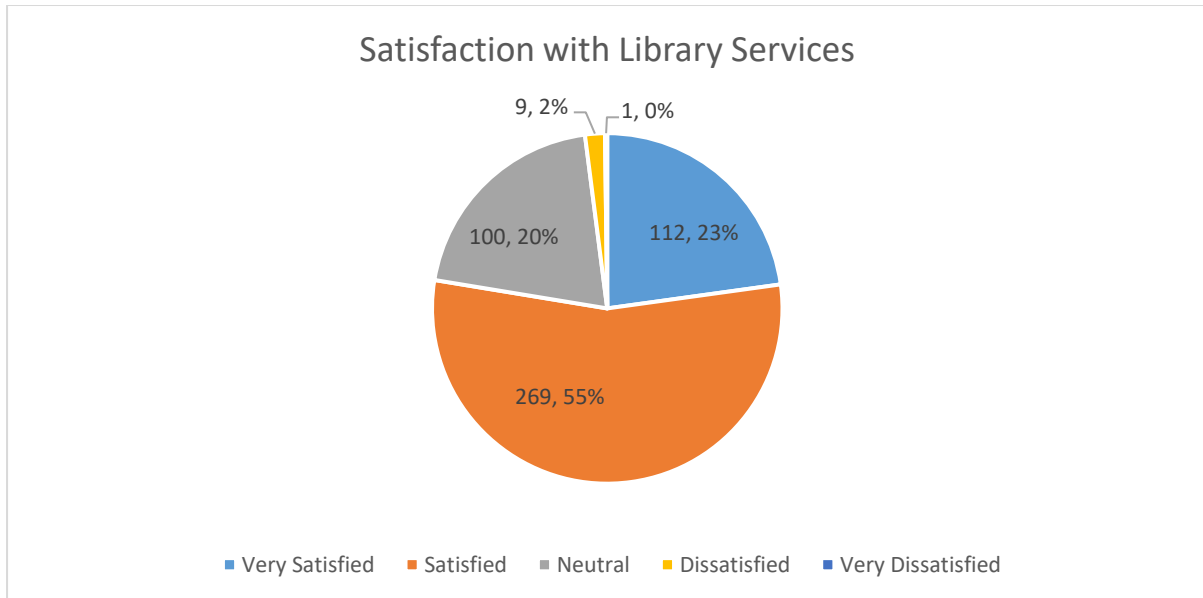
- Marton urban (13%) had the highest response of 'better than last year' with Hunterville having the lowest (5%)
- Bulls urban (77%) had the highest response of 'about the same as last year'.

<sup>20</sup> Q: Please tell us if the Council's provision of libraries is better, worse or about the same as last year

- All areas, apart from Marton rural (5%), provided low (>2.5%) response rates for the response 'worse than last year.

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

Majority of residents (55%) indicated that they were satisfied with Council library services. This response combined with the 23% who answered that they were very satisfied means 78% of respondents were either satisfied or very satisfied with Library services. Only 2% indicated that they were dissatisfied / very dissatisfied.



#### Demographic differences:

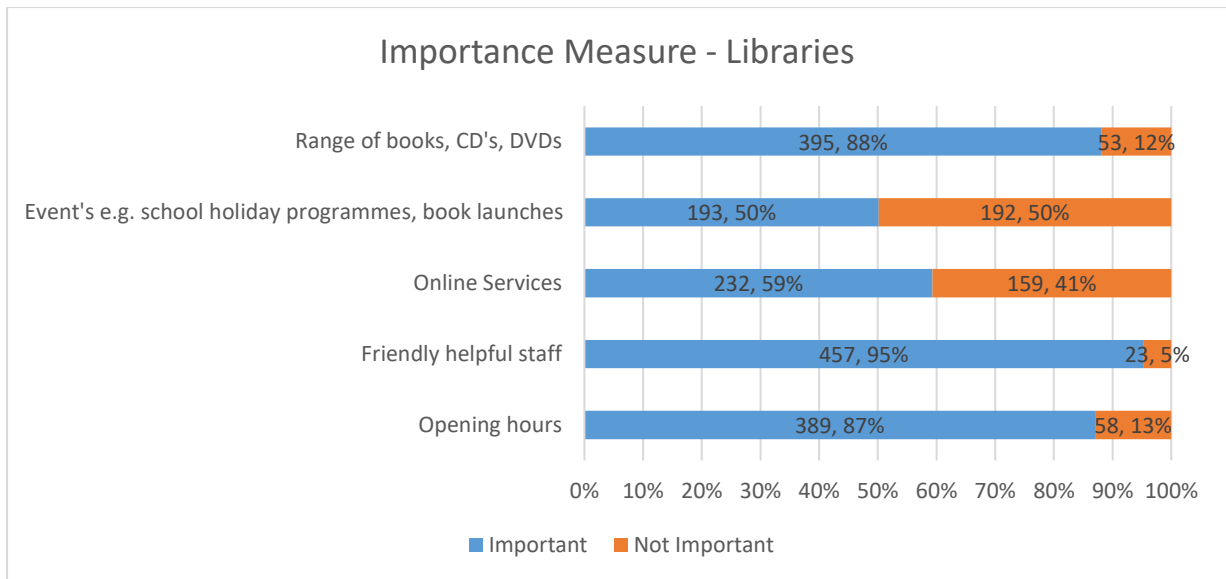
- There were no significant demographic differences within this satisfaction measure

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

Residents were asked what aspects of service within Council provided libraries they viewed as important. Friendly, helpful staff received the highest important responses at 95%, with events being viewed as important by only 50% of respondents.

<sup>21</sup> Q: How generally satisfied are you with the library services Council provides? n = 450

<sup>22</sup> Q: What is important to you? N = 495



**Demographic differences:**

- Bulls urban (90%) were LESS likely to say that friendly helpful staff were important than Marton urban residents (99%)
- Taihape rural (93%) were LESS likely to say that friendly helpful staff were important than Marton urban residents (99%)

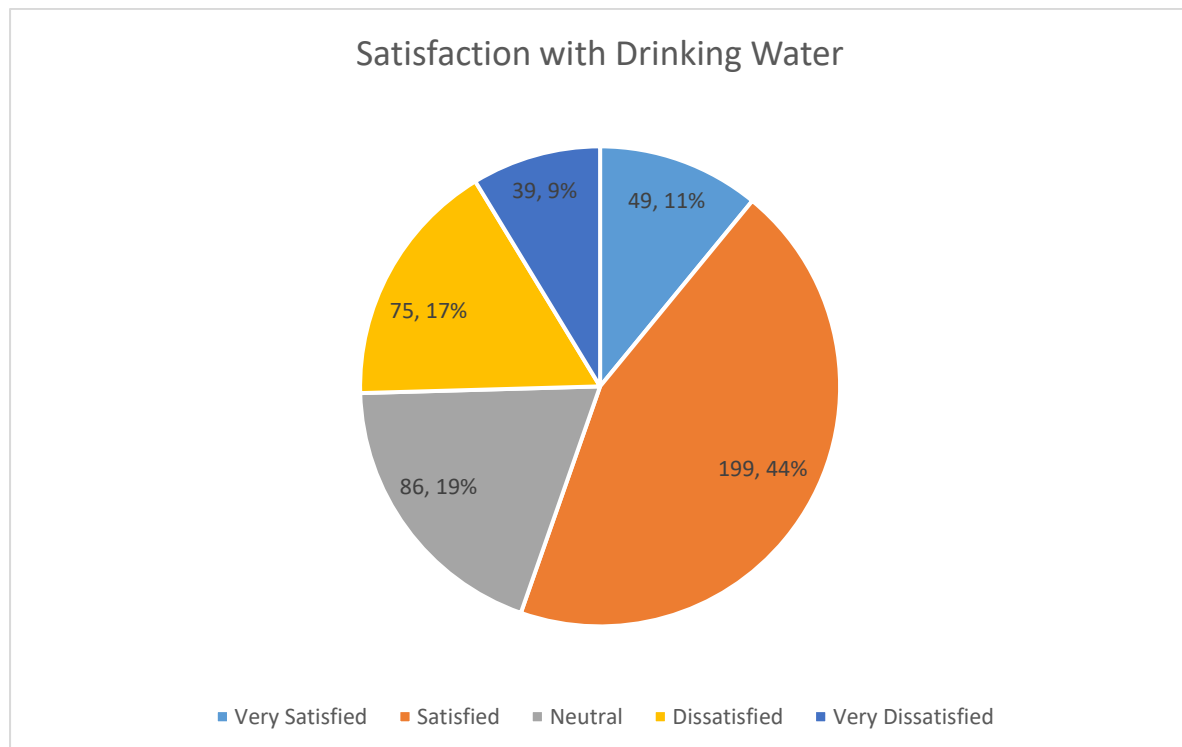


## Drinking Water

This year the residents' survey included a section on drinking water provision. Of the survey sample, 441 (68%) out of 651 indicated that they were connected to the municipal drinking water supply.

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

Majority of those connected to the municipal drinking water supply indicated that they were satisfied (44%) or very satisfied (11%) with drinking water. Just over a quarter of residents (26%) responded that they were either dissatisfied or very dissatisfied



### Demographic differences:

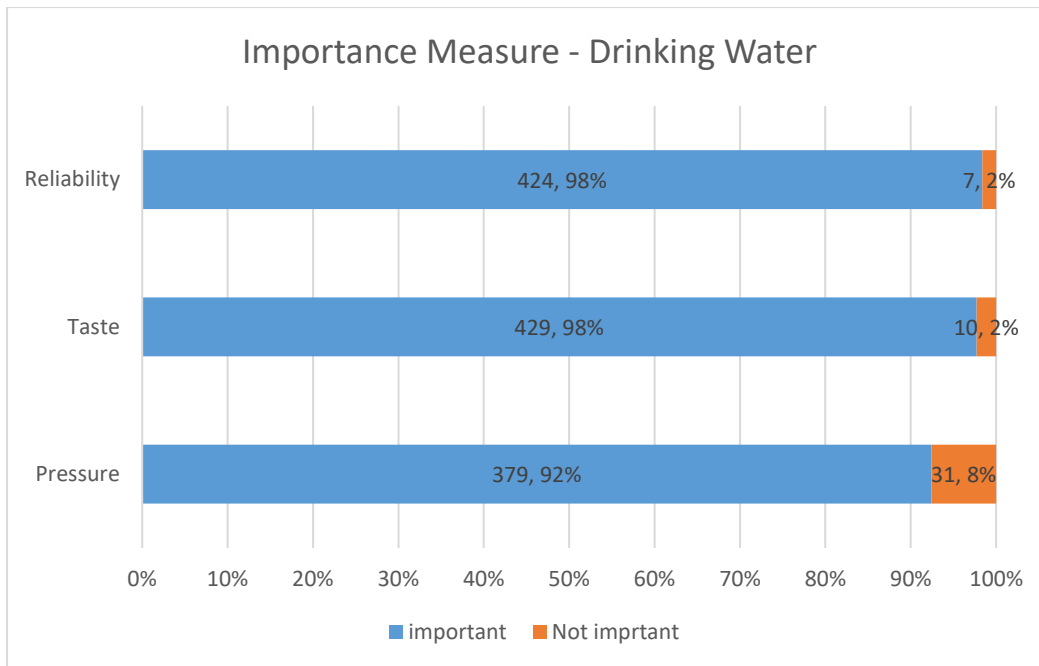
- Taihape urban (20%) were MORE likely to answer 'very satisfied' with drinking water than Bulls urban (6%) and Marton urban (9%).
- Bulls urban (60%) were MORE likely to answer 'satisfied' with drinking water than Marton urban (40%).
- Marton urban (22%) were MORE likely to answer 'dissatisfied' with drinking water than Bulls urban (8%) and Taihape urban (9%).

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

Taste and reliability were viewed as important by nearly all respondents to this question (98%), with pressure also being viewed as important at 92%.

<sup>23</sup> Q: How generally satisfied are you with the drinking water Council provides? N = 417

<sup>24</sup> Q: What is important to you?



**Demographic differences:**

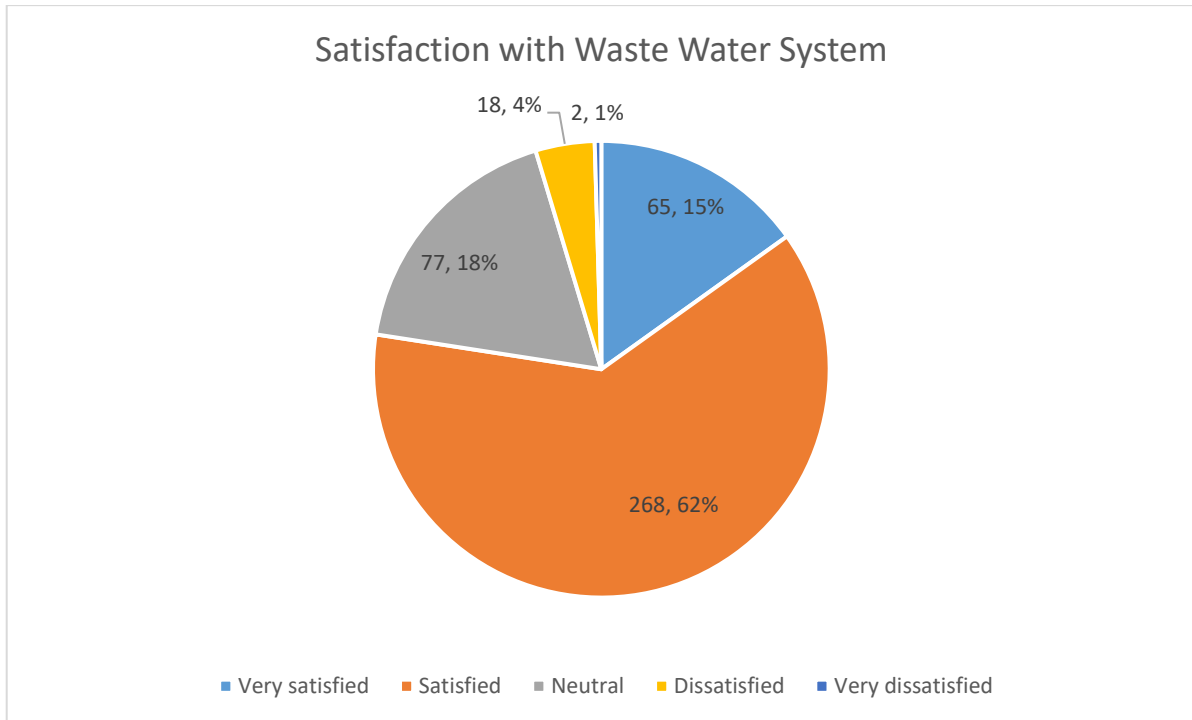
- There were no significant demographic differences within the importance measure

## Waste Water

This year the residents' survey included a section on waste water provision. Of the survey sample, 415 (65%) out of 642 indicated that they were connected to the waste water network.

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

Majority of residents (62%) indicated that they were satisfied with Council waste water. This response combined with the 15% who answered that they were very satisfied means 77% of respondents were either satisfied or very satisfied with waste water services. Only 3% indicated that they were dissatisfied / very dissatisfied.



### Demographic differences:

- There were no significant demographic differences within this measure

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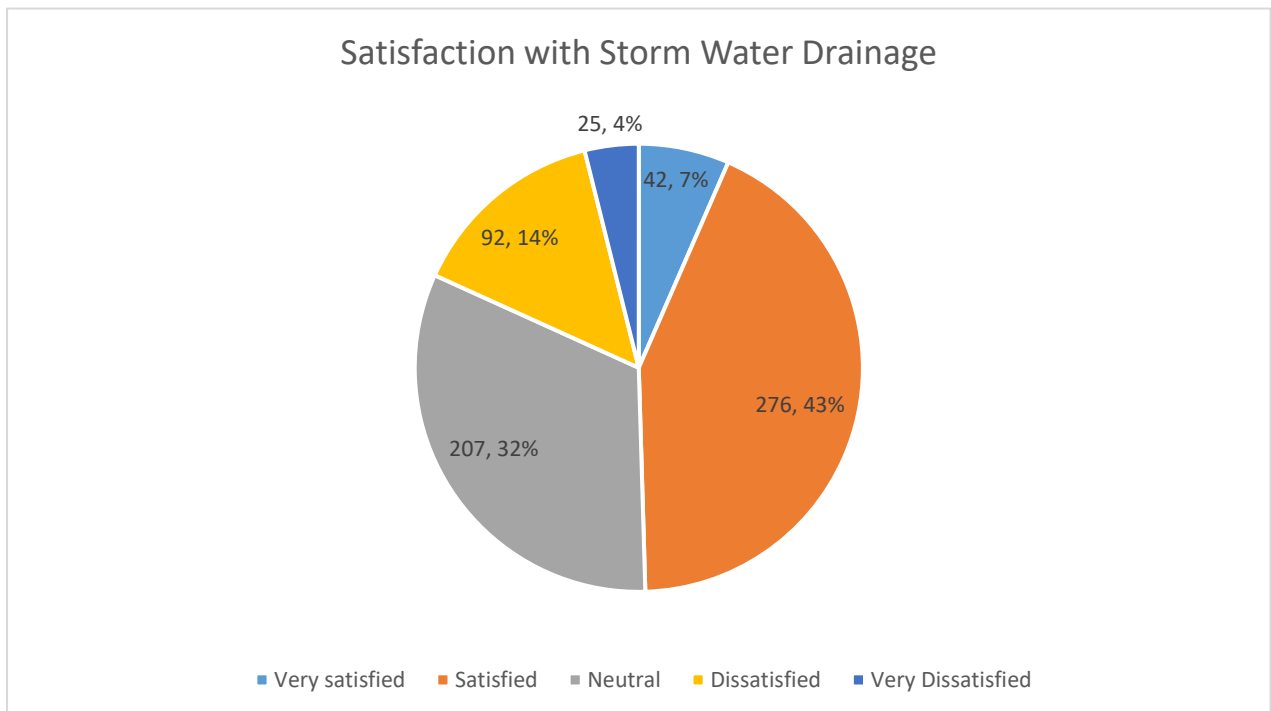
<sup>25</sup> Q: How satisfied are you with the wastewater service that Council provides?

## Storm Water

This year the residents' survey included a section on storm water drainage. Of the survey sample, 415 (65%) out of 642 indicated that they were connected to the storm water network.

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

A minority of residents indicated that they were either dissatisfied (14%) or very dissatisfied (4%) with storm water drainage. Nearly a third of residents (32%) indicated that they felt neutral about storm water drainage and 'satisfied' was the most popular response to the question at 40%.



### Demographic differences:

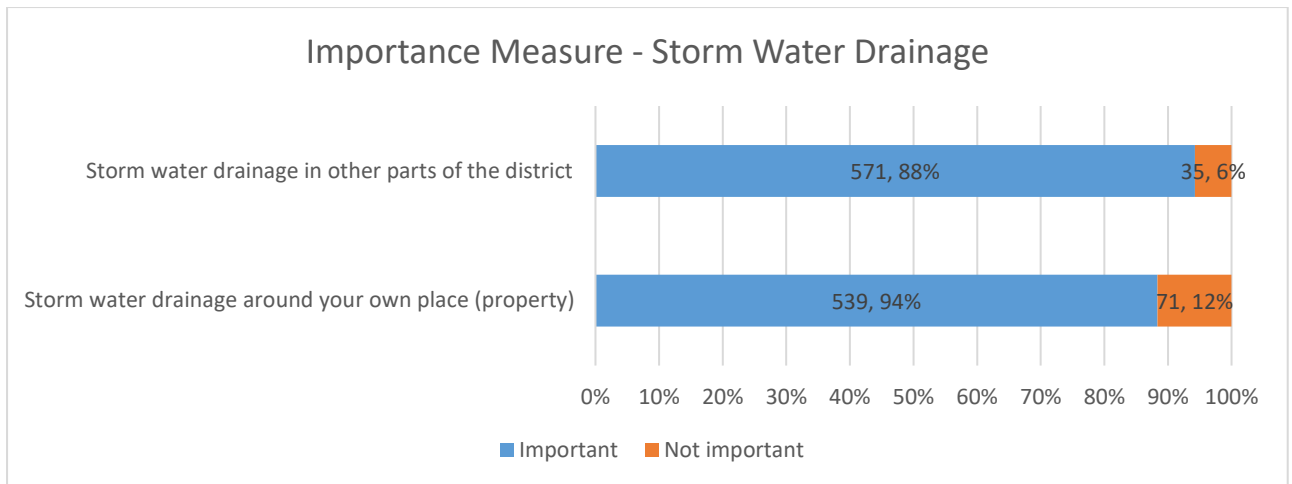
- Bulls urban (56%), Marton urban (52%) and Taihape urban (57%) were MORE likely to answer 'satisfied' with storm water drainage than Marton rural (35%) and Taihape rural (28%)

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

Residents indicated that both storm water drainage around their own property was important (94%) as well as in other parts of the district (88%).

<sup>26</sup> Q: How satisfied are you with the stormwater drainage that Council provides?

<sup>27</sup> Q: What is important to you?



**Demographic differences:**

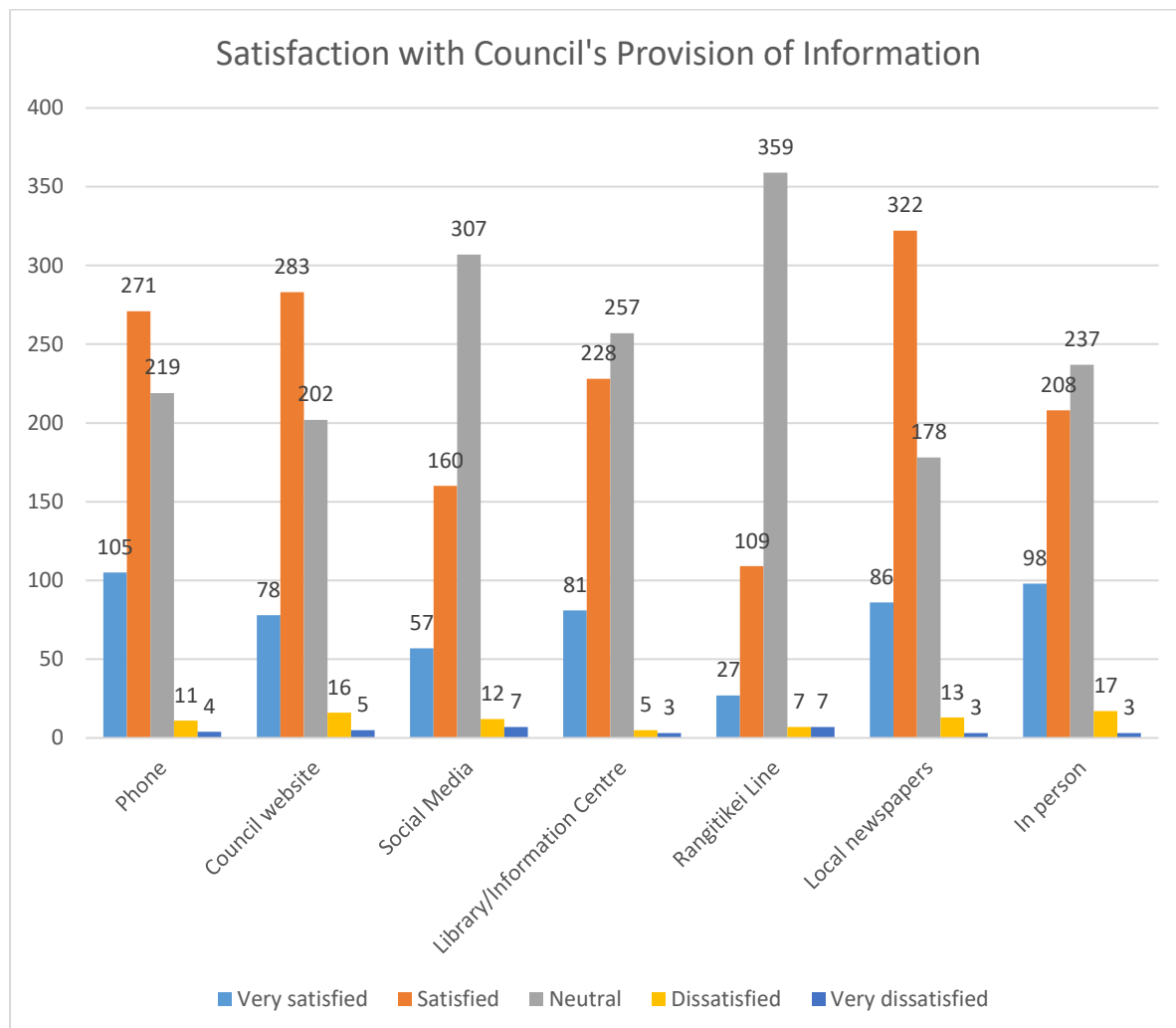
- Bulls urban (94%) were MORE likely to answer that storm water drainage around their own place was important than Marton rural (72%) and Taihape rural (80%).
- Taihape urban (93%) were MORE likely to answer that storm water drainage around their own place was important than Marton rural (72%).
- Marton urban (97%) were MORE likely to answer that storm water drainage in other parts of the district was important than Marton rural (91%) and Taihape urban (91%)

## Communication

This years' survey included a section on communication

### Satisfaction Measure<sup>28</sup>

Responses indicated that residents felt generally satisfied or neutral with council's provision of information across the modes listed below.



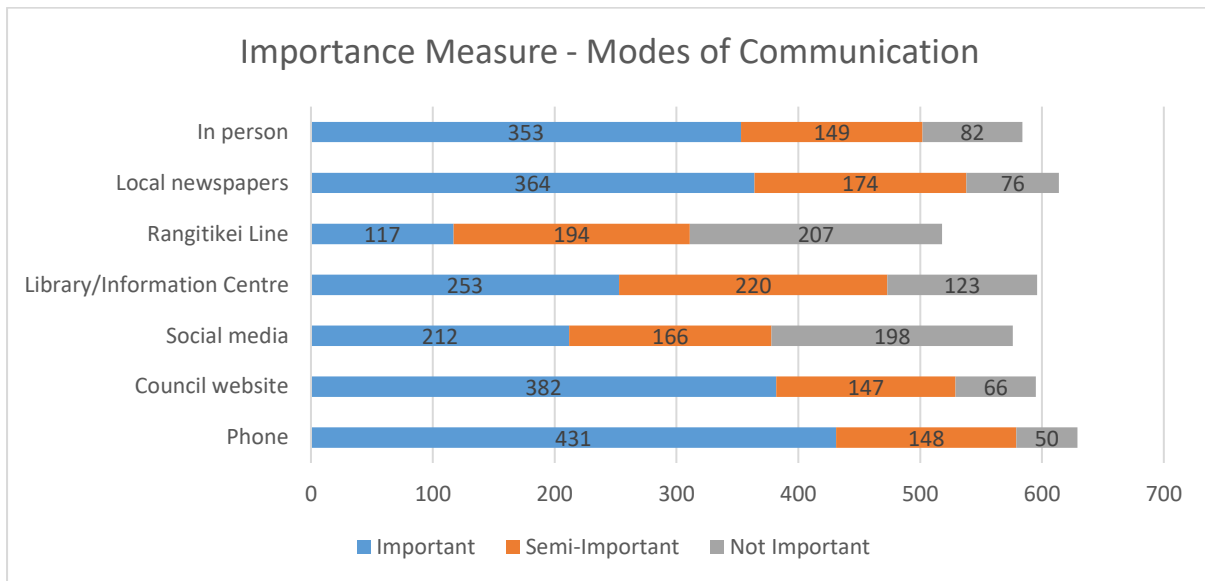
### Demographic differences:

- 18-29 year olds were MORE likely to indicate that the Council website was an important mode of communication (82%) and that social media was an important mode of communication (68%)

<sup>28</sup> How satisfied are you with Council's provision of information to you? [Please tick one response for each communication method applicable]

### Importance Measure<sup>29</sup>

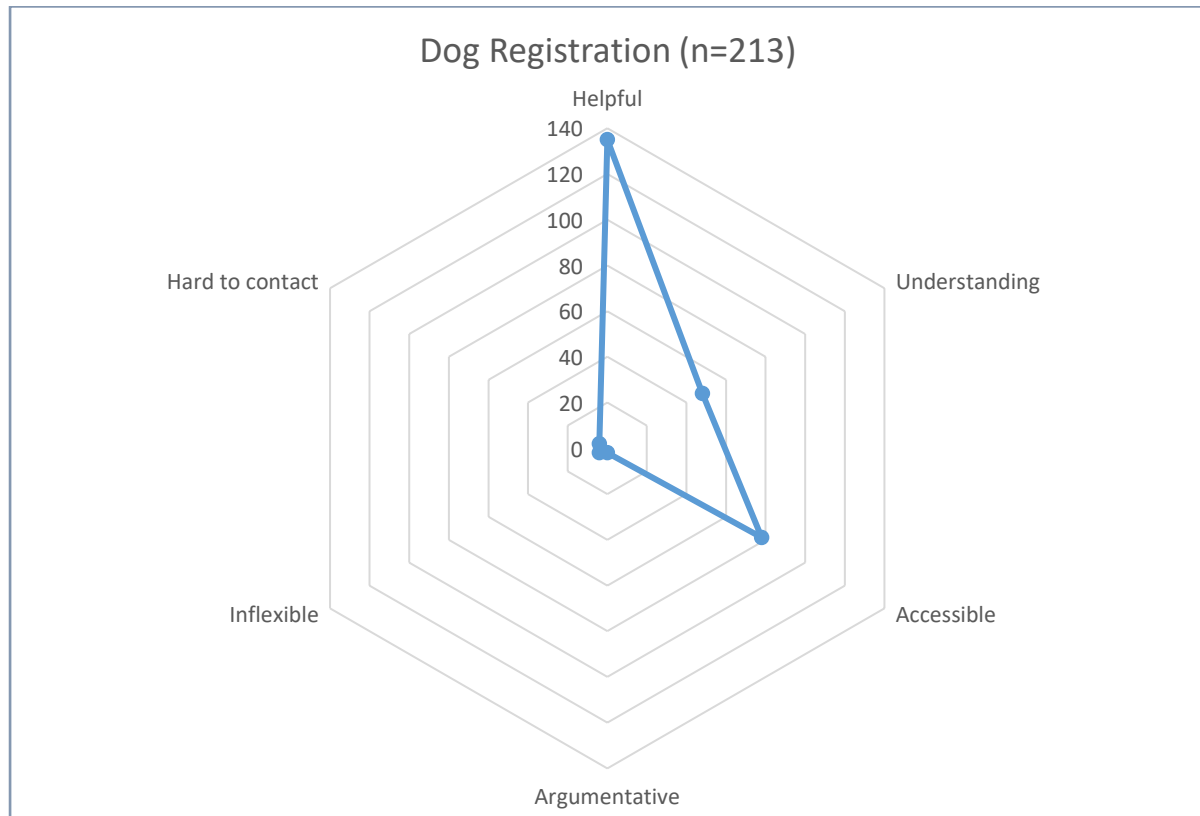
Phone had the highest response of 'important' for modes of communication, followed by the Council website. Rangitikei Line had the lowest response of important.



<sup>29</sup> Q: Please indicate how important the following modes of communication are for you to access Council information

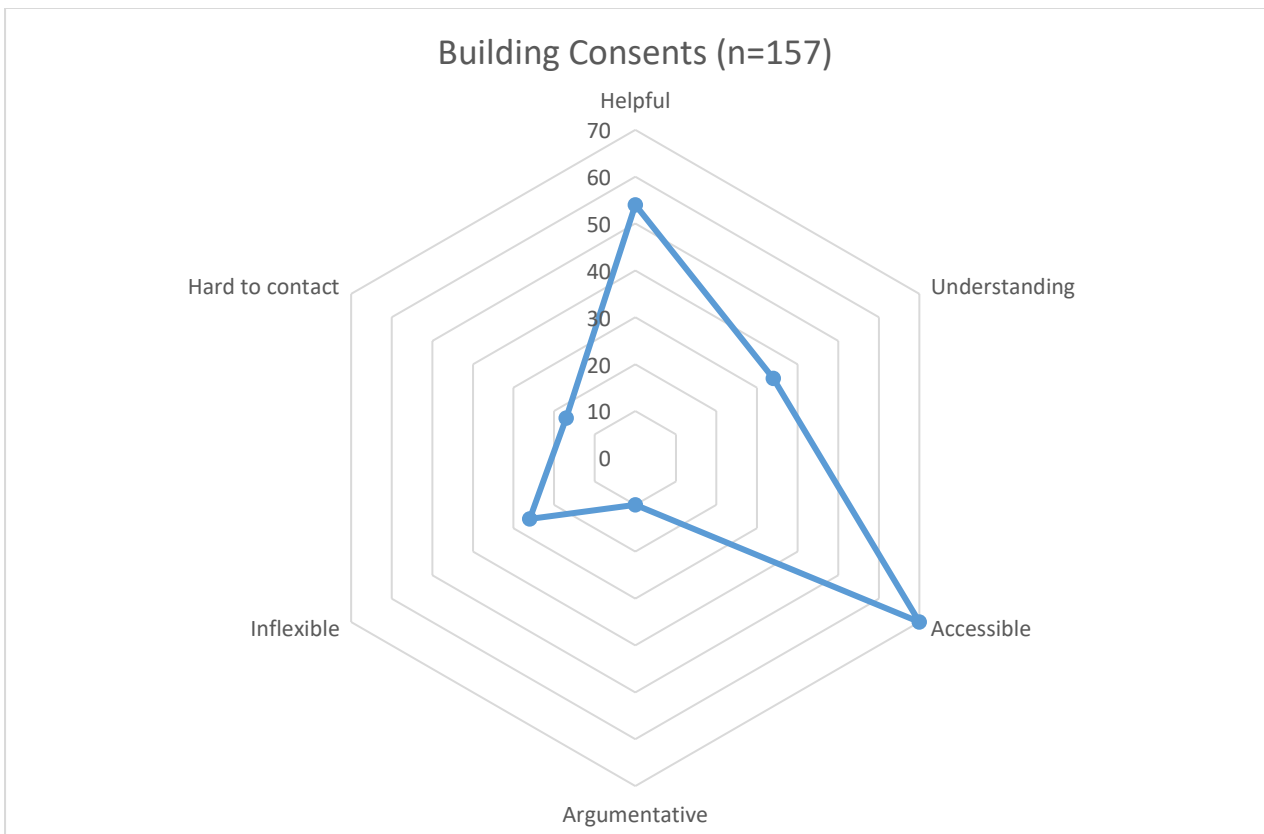
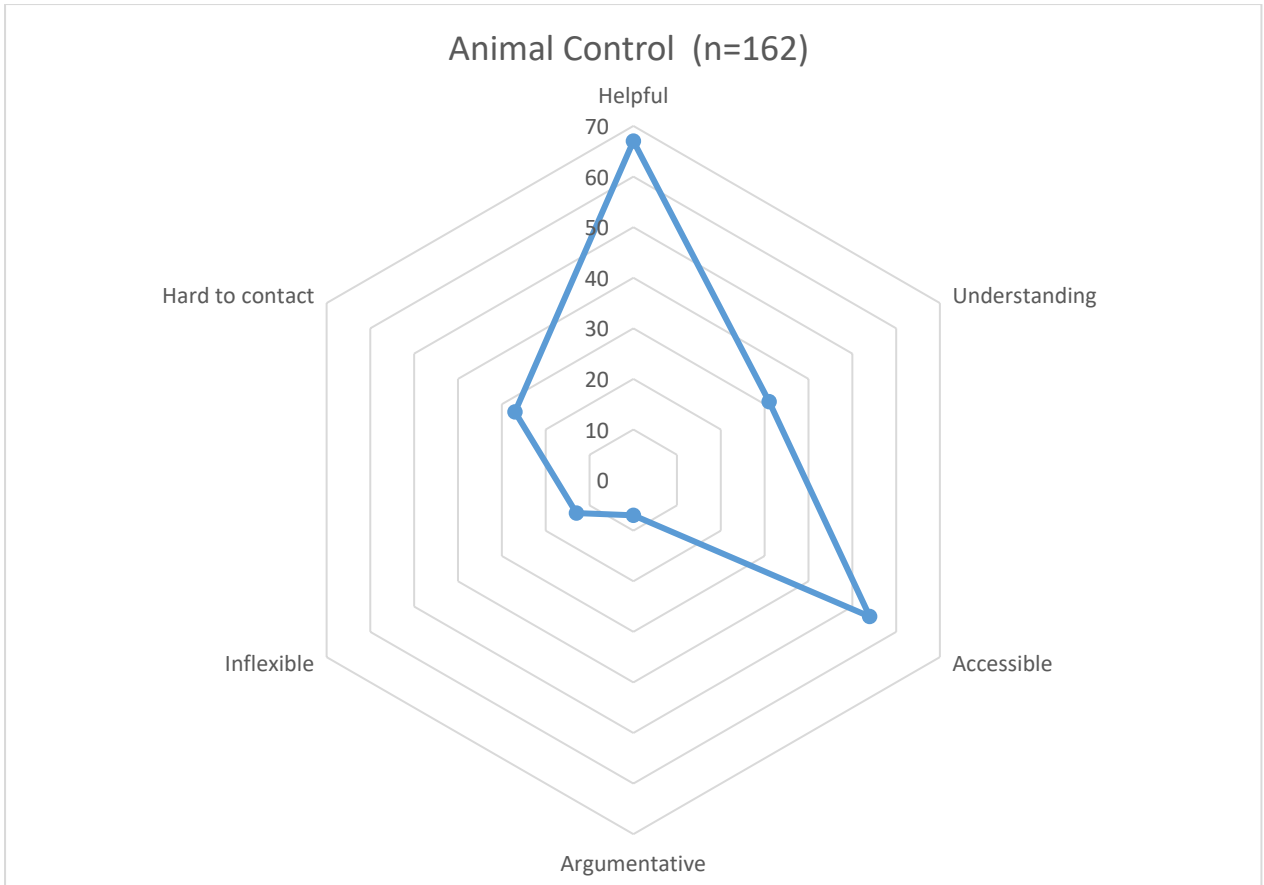
## Customer Service

The following radar graphs represent 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.

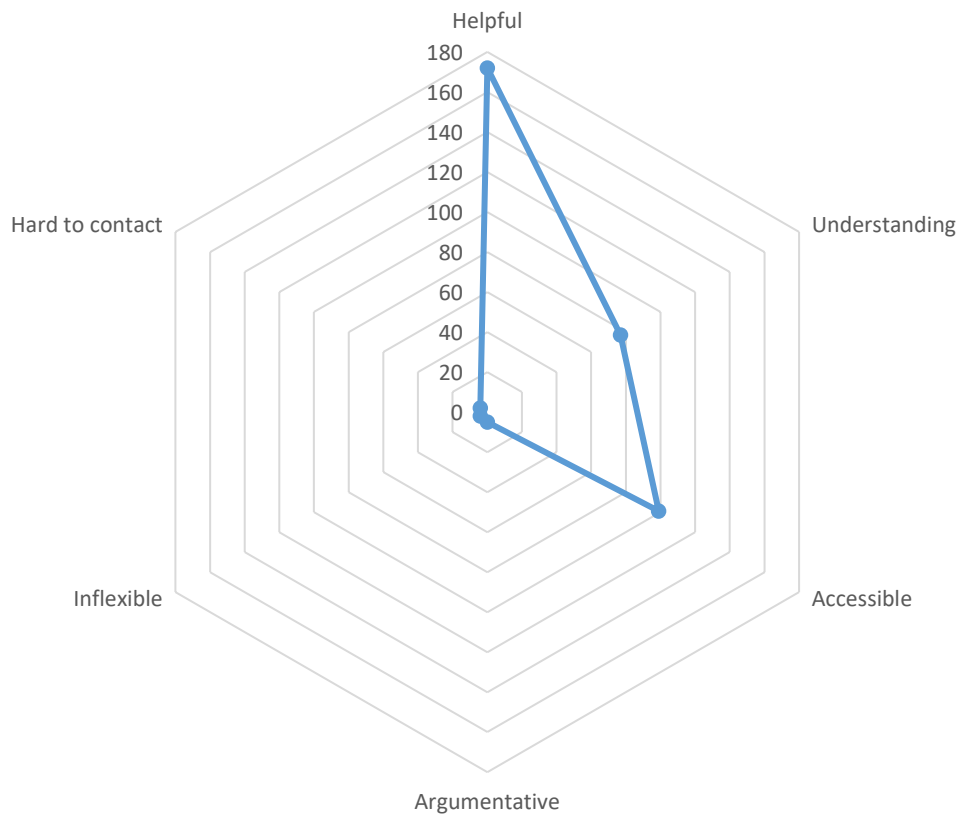


<sup>30</sup> Q: Please indicate your experience with staff in the area listed below if/where you have had recent dealings (tick up to 3 things that best describe your experience)

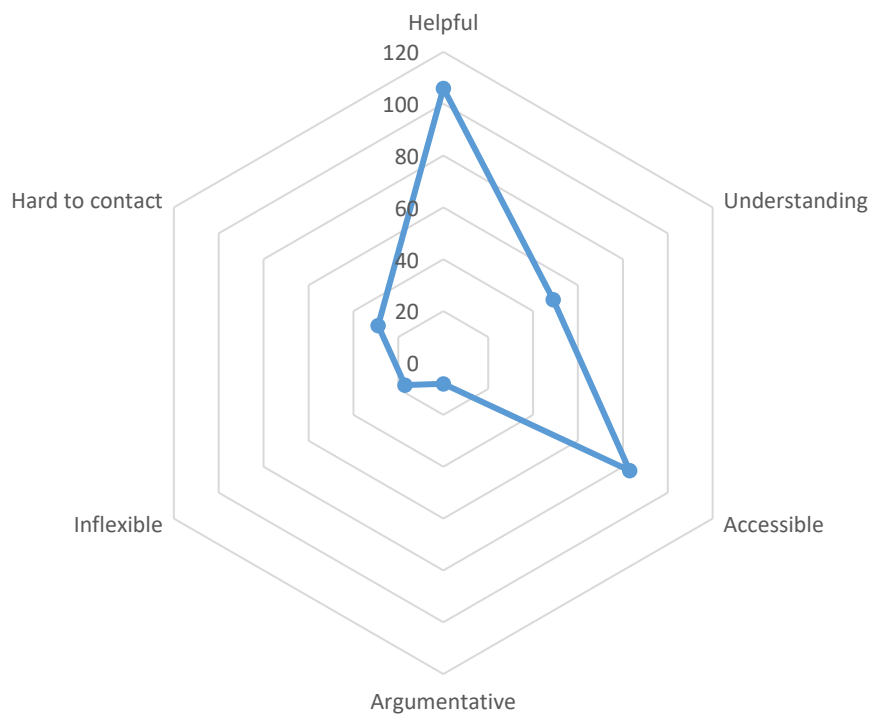


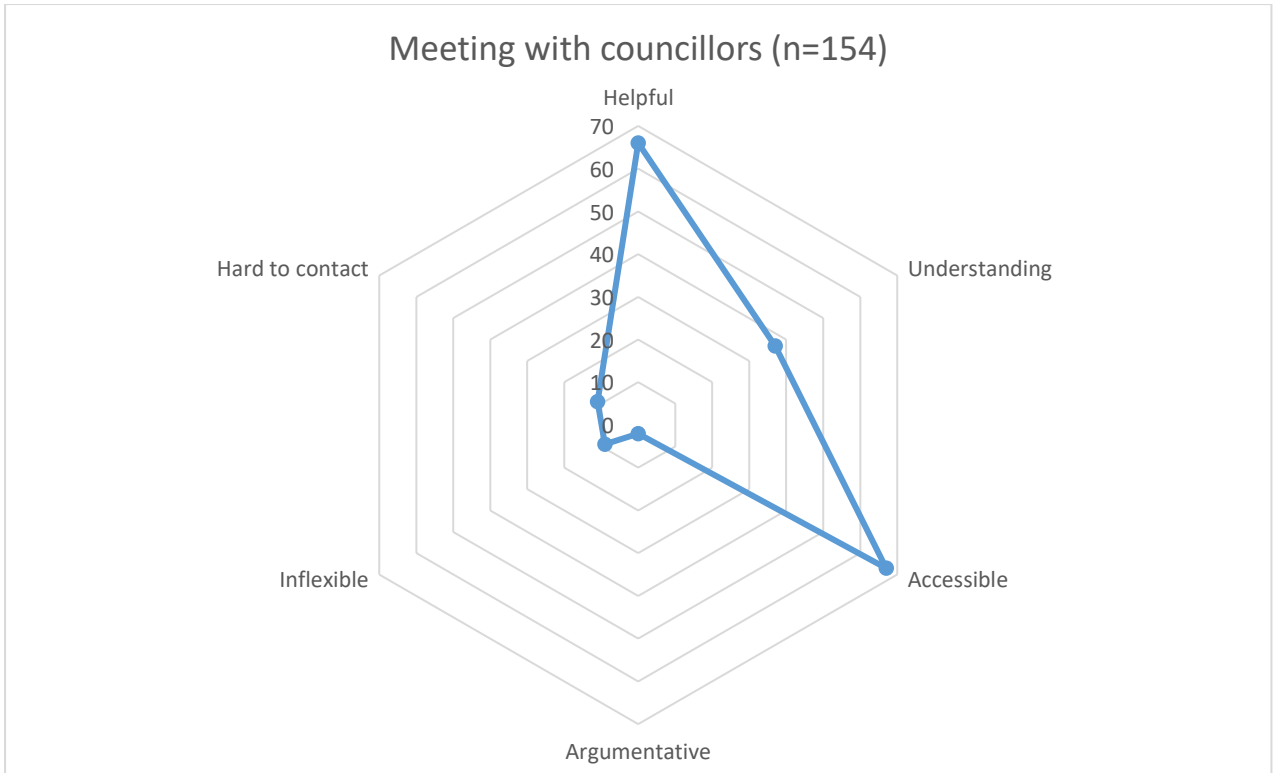


### Rates enquiries and/or payments (n=282)

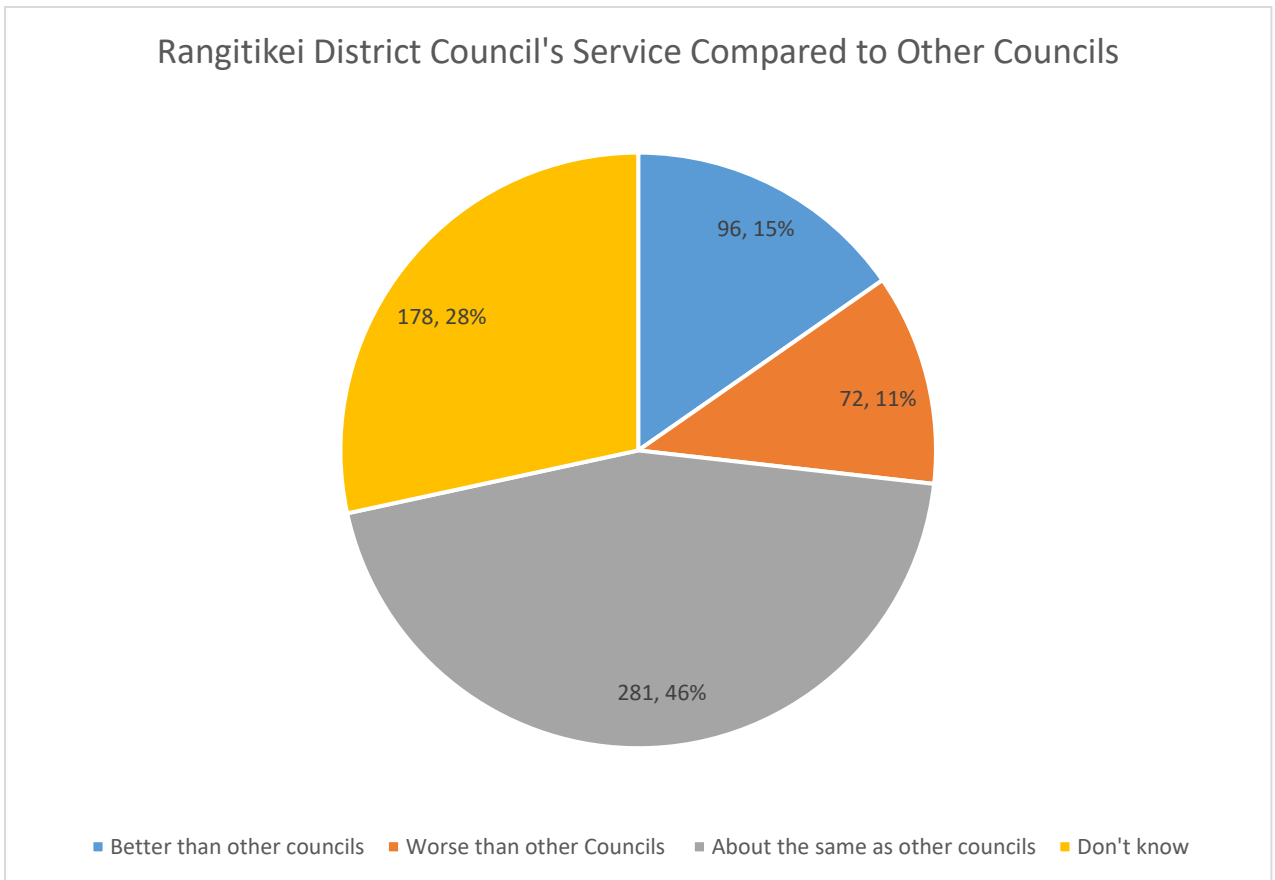


### Reporting something that needs fixing (n=225)





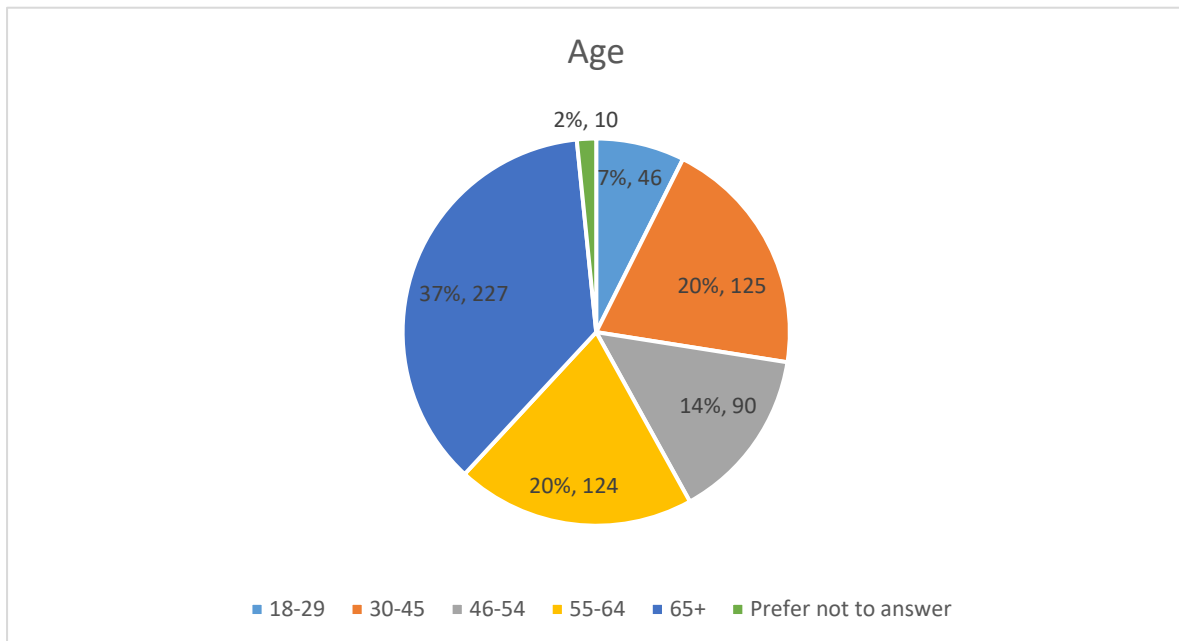
**Customer Service – comparison<sup>31</sup>**



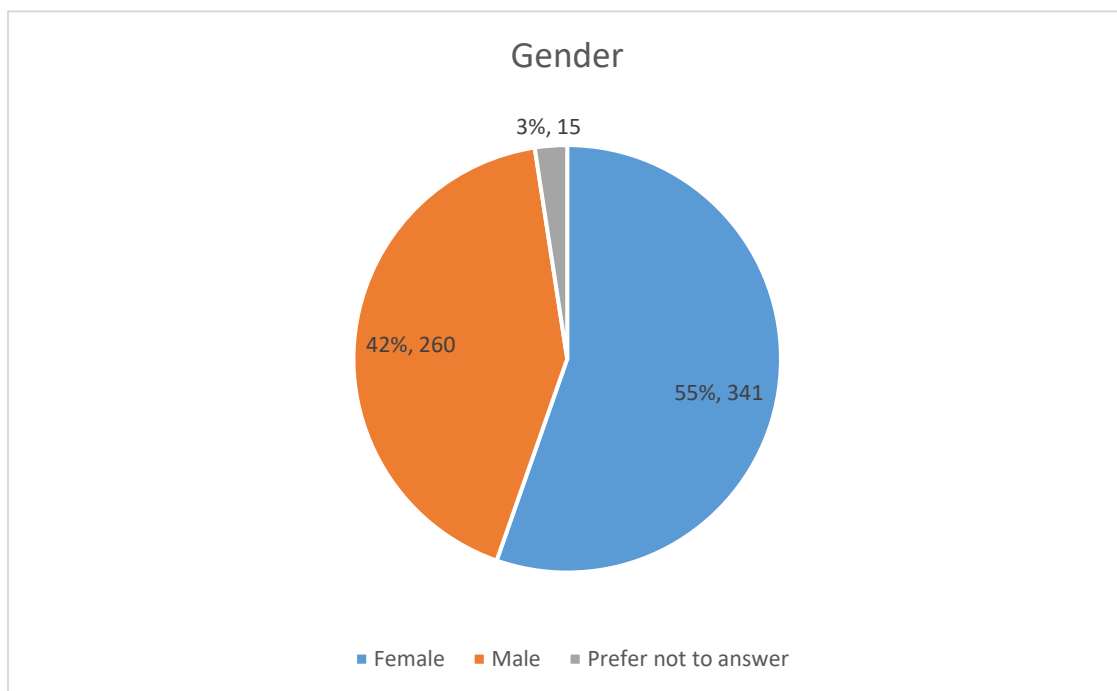
<sup>31</sup> Q: In thinking about what you know about other local councils in new Zealand, is Rangitikei..., n = 627

## Sample

### Age

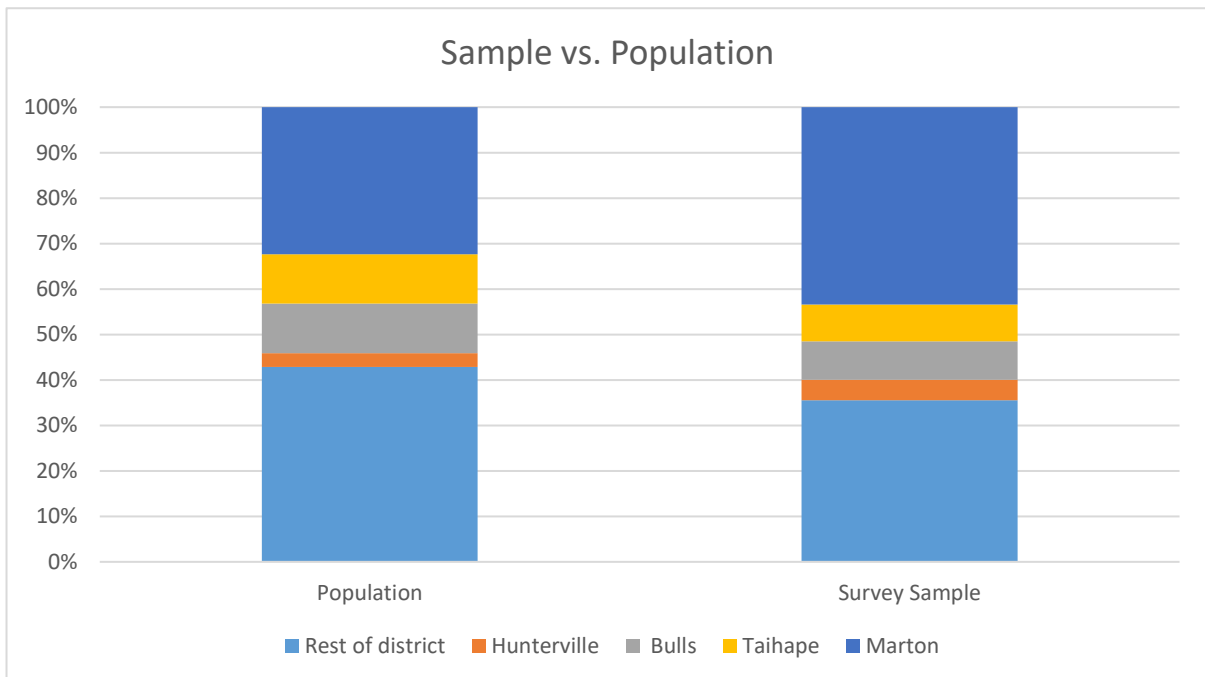
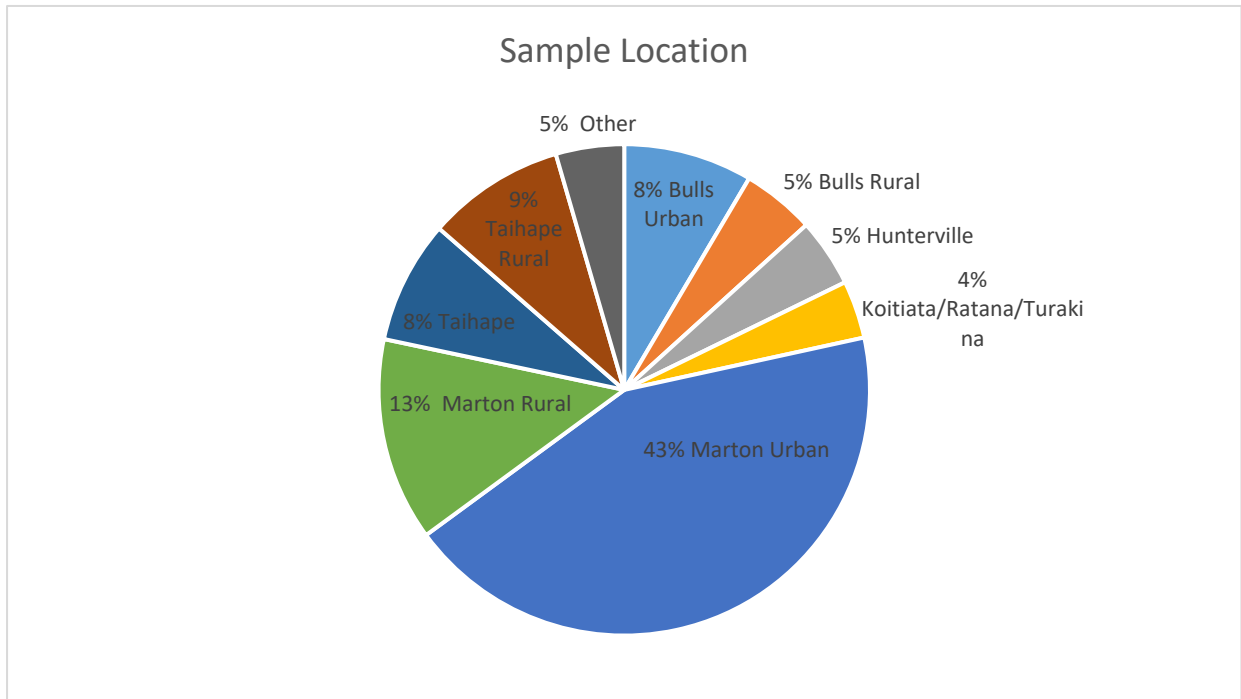


### Gender



## Location

There were 627 responses to this question. Responses: Bulls urban = 53; Bulls rural = 30, Hunterville = 28, Koitiata/Ratana/Turakina = 24; Marton urban = 272; Marton rural = 84; Taihape urban = 51; Taihape rural = 57; other = 28.



## Concluding Comments

The roading network generated the largest increase in the response of 'better than last year' rising from 13% to 22%. The second largest increase in the response of 'better than last year' was in the sports fields, parks and reserves section. The biggest decline in 'better than last year' was in swimming pools, down from 23% to 16% from 2016.

The introduction of a satisfaction measure was a useful addition to the 2017 survey. The highest rate of satisfaction was recorded in the section on public libraries, with 67% of respondents indicating that they were either satisfied or very satisfied with those services. This was closely followed by the section on sports fields, parks and reserves which recorded a satisfaction rate of 66%. The lowest recorded rate of satisfaction was in public toilets at 44%.

This year saw a dramatic increase in the number of respondents, with the sample size increasing from 296 to 699. This is likely due to the change in methodology with the invitation to participate being sent out to the entire electoral roll.

## Verbatim Responses

### Roading Network

- The signs into Marton area bit 'too much'
- Main street parking near to shops
- Footpaths installed along the main highways
- I think the council is doing a very good job as I have family up in the Kawhatau valley and the roads are well done
- Impaired visibility due to shrubbery at pedestrian crossing
- More footpaths needed. One side of street in Marton not good enough
- Still some footpaths needed on some of the streets. Down one side is not sufficient
- Rubbish collection to keep roads clean
- Also making sure the road is well lined
- Removal of vegetation obscuring views from road exits/intersections from council roads on to state highways
- Footpaths and curbing are disgusting around Bond and Oxford Street
- Foundation and durability are important
- South side of kiwi road bridge needs repairing
- Ratana cemetery sealed road
- Good drainage is important
- Preventative maintenance is important
- The drainage areas need to be kept clean of debris during heavy rainfalls
- Making sure all road signs are correct and replaced if damaged in an accident or storm
- Keeping all drainage sites clear of debris during heavy rainfalls
- I notice the road sweeper truck doesn't come around as often as before
- Making sure all drainage areas on streets and roads are kept open during periods of heavy rainfall
- Keeping drains clear on a regular basis to prevent flooding
- Flooding 'pools' eliminated as much as possible
- I recognise there are improvements but in some areas it has gone down. As an example there are areas in the Broadway such as the pavement and gutters outside of the Chinese restaurant
- Footpaths are not being maintained, some with loose paving stones. In Broadway the gutters are extremely hazardous. This is our main street and needs urgent attention all through. Some of the footpaths are uneven due to tree roots bursting up. Not just a few places as we walk quite extensively all over Marton.
- Footpaths badly maintained. Footpath Hautapu Street Taihape opposite Sale yards needs looking at. Floods at corner? In need plenty use this path children, mothers just?
- Rubbish, overgrown, stock Regular mowing of rural road sides during summer, more corner daylighting required on rural back country roads
- Other As a cyclist I appreciate good communication around the location and length of road works
- Rubbish, overgrown, stock. The trees on our road should be trimmed more often. They block vision and are a danger on many of the corners. Water tables and culverts should be cleaned out more to prevent slips.
- Keeping water tables and culverts clean and clearing imminent slips. Metaling roads, do not leave metaling roads till winter when the roads are soft it does more harm than good. Only put metal on weak spots. Do not over metal it causes corrugations.
- Better lighting on SH1, at turn off into Ohotu etc. One light on main road is hopeless, especially if weather wet.
- Often see roads worked on ...finished...then dug up again

- Preventing/minimising the use of smaller roads by heavy vehicles
- mown grass on side of roads, corners and gateways especially on country roads
- I would appreciate a rubbish collection system
- Roads checked by someone at completion of job so the same road doesn't need to be done again in a few years' time
- I think it's important that when roads are repaired that the repair job is done to a standard that will last rather than having to be repaired within a year or so. I feel the roading contractors are bleeding the council and tax payers with substandard workmanship and that it may be better for them to have their own in-house team for road maintenance for accountability.
- Drainage inlets. Kept clean and drains
- Why were street lights on during the day?
- drain clearance
- That road markings, especially white centre lines, are well maintained on rural roads
- cleaning of footpaths particularly in main street
- making sure the job is done right the first time
- Consider speed bumps, for example in Criterion Street. Traffic speed through to beat traffic turning in High Street and Bridge Street intersection
- Taihape District covers a large area of back country, farming, horticulture, tourist, canoeing, fishing, deer parks and farming. Signs with maps, direction, left right, helicopter access. Just driving, cycling, walking, anyone can connect all roads from the Ngorongo River east to the Wanganui access right or New Plymouth. Highway one is central north and south
- Bad street to driveway access is causing damage to vehicles in Linnet Street, Taihape.
- important for people using scooters to have a smooth ride from town to New world
- vehicles parked on berm
- Sharpness of entrance to driveway has a habit of banging under the car, van etc.
- Good kerbing and access to driveways
- It would be good to have the street lights on every night. Often our end of Wellington Road is without the street lights. It would be nice if the budget could afford it to re surface Wellington as from all the digging up of the road it is quite rough. This is our main road into Marton so it would be better to have a smooth approach.
- Road markings on rural road
- Contractors in our rural area seem to have improved recently.
- I would like to see a footpath placed from 181 Hautapu Street up to 171 Hautapu Street where the footpath ends. I live at 181 and my daughter is at 171 we along with my young grandchildren frequently walk this area and it is extremely dangerous.
- Safe pedestrian crossings
- We would appreciate it if we could have a foot path to our property. At present our kids have to walk on the road
- Good drainage
- Verges bit rough some places on Parewanui Rd
- Bulls intersection needs a pedestrian bridge over the road
- Roads are too narrow especially Parewanui Rd for the high vehicle numbers sharing it with big machinery and many trucks
- would like the road surface to be preserved by restricting the movement of truck and heavy vehicles along residential streets away from the State Highway
- Clear footpaths need more support of people perhaps a bylaw?
- uneven footpath in Huia Street road very patchy
- need more trees cleared from footpaths



- Could the transport dept. put judder bars or such after the 50kmp signage at Bulls before the vet club or reduce the mileage to 30km in an effort to stop the big trucks taking out Bulls RSA - something to wake the big truck drivers up. No need for this continued
- getting onto problems quick
- constantly patching soft spots then they need redoing in a short time
- re roadworks more emphasis on loose metal, have had 2 smashed windscreens through people not complying with 30kmp speed limits
- water tables maintained on rural roads
- just keeping the town clean and tidy and having pride in the place
- Footpaths in Taihape are very rough in places and people have tripped on uneven surfaces. Access for Motorised scooters is not good as some of them have to use the main
- A footpath leading into Taihape from the south would be great. It doesn't need to be concrete - crushed shell would be sufficient once the grass is removed. Also drains alongside the road leading into Taihape from the south also need to be cleared regularly.
- Rubbish
- Utility covers on main street are too up and down
- smoother passage over manholes would be nice
- Responding to issues, i.e. Williamson line state highway section half way along. Massive sink in road
- GOOD COUNTRY ROADS
- There are some very dangerous corners en route through Mataroa and up Koeke Road. Before commencing any work consult with the farmers as to where the soil can be relocated.
- I also represent several forest owners who receive no direct benefit for their rates, the only thing they want is a good road to take their logs out on in the future.
- regular upkeep of rural roads
- Good drainage
- Complete clean ups of smaller slips.
- Sealing Cobber Kane Lane and the metal area at the back of the Memorial Hall
- Safety footpaths as when wet they are very slippery in areas around Marton
- The Rural road are horrific. Higgins have come out Onepuhi, and completely munted the WHOLE ROAD!!!! Have done some touch up jobs, but the road is SOOOO dangerous. It's only a matter of time until someone drives off the cliff!
- Please investigate ways to improve Kakariki-Halcombe Road, in conjunction with MDC, to reduce the appalling number of truck crashes along that stretch of road.
- footpaths are disgusting
- spraying of weeds
- Maintaining roads after storms. There are often trees down across the road that locals have to sort.
- Important to maintain the weeds that are in the road verge and drains. All sorts of very noxious weeds from the river metals are invading productive land via the roadsides.
- A proper check of crossings for wheelchairs carried out by hospital staff. At present Taihape access is too abrupt. Now this includes crossing in the residential areas not just the main street. It is a wonder clients have not tipped out of their chairs. I know some have had to be rescued by passing pedestrians.
- Vegetation trimmed on sides of roads for visibility, water tables in culverts cleared out regularly
- Mowing or spraying grass edges on gravel roads
- Stream maintenance

- no dog poo on foot paths
- Speedier remedial action on roads that need work
- Sealing of gravel road on Cobber Kane Lane and gravel area behind the memorial hall!
- Grass cut more for visibility on corners, t-sections etc.
- pedestrian crossings
- On rural roads having a decent berm on side of road so heavy trucks and trailers don't tip over, as is occurring regularly in our area.
- I live in a rural area so lighting and footpaths are not important to me but would be for people living in town.
- I live rural and so lighting and footpaths although important to people living in town are not important to me.
- Please get footpaths on both sides of the roads
- We live in Oaklea Ave. Our road was tar sealed twice within a week. It did not need resealing at all. The money could have been put to better use.
- It is dependent on rates available as the network is extensive/safety is the bottom line
- Intersection Bulls Bridge and High Street, requires to be reviewed, it is a very busy area and there is not sufficient space for trucks to turn.
- Wellington Road needs sleeping policemen to slow down speeding traffic
- clearance of storm damage
- no chip sealing; this is just road destruction with potholes appearing almost immediately after the 'seal'
- Our road was shut for over a year, I realise it wasn't a priority but a year is a very long time and a major inconvenience
- Vegetation is well cut back from footpaths especially in Marton where in most streets only one side has a footpath
- Roadways and footpaths free of overhanging trees, tree roots not damaging footpaths from beneath the surface
- Resealing of foot paths in Turakina after contractors dig up for network connection - very poor.
- Footpaths to be clear of encroaching vegetation from resident's properties. Especially where footpaths are narrow with power poles on them as this forces footpath users e.g. mobility scooters to go onto the carriageway.
- where the footpaths meet the roads, with a pushchair is not easy on some
- keep footpaths free of plants etc. growing out from properties thus reducing usable width of path
- Park's
- Roads NEED to be swept after they've been resealed, loose chip on corners is life threatening to cyclists and motorcyclists
- don't fix roads that don't need it
- More street lights down the junction area would be fabulous
- Training plants, trees and bushes on the side of footpaths
- Tar seal more gravel roads
- Maintain gutters in Marton
- How difficult is it to reset street lighting times? I have made several calls over the past year to the after-hours service (well done for that service) because of whole blocks of Marton have not had street lighting. I have also noticed street lights on during daylight hours and have reported this too. Can we please have Broadway well lit? I have noticed several lights out along the footpath.
- drainage to avoid surface flooding (good cambers on roads)
- Two classes of visitors come to Marton, voluntary and involuntary. The involuntary usually come to Marton via the Highway 1 deviation which does not provide a good

impression of the town with uncurbed roads, neglected vacant sections often with cattle grazing them. Poor signposting is also evident, a visitor coming from the south via Wings line, has no signposting to the town until they reach Calico Line. It is things like this which create a poor impression. Not only of the town but also of the Council.

- Fixing the gouges on the Taihape-Napier road that the snow plough gouged out a couple of years ago. It's very dangerous for motorbikes.
- better drainage
- Kensington Road/ Wellington Corner, too sweeping, cars come round this corner without slowing down and either I or my neighbour or someone crossing this road is going to get killed
- Balanced repair cost of maintenance of roads.
- Widening of Beavan Street ---- Urgent - -- very dangerous far too narrow
- That the lawns that are on the road side should be mowed by the council and not by the household that is next to it, that is what our rates are for isn't it.
- Gutters need cleaning more often. They would be clean when the rubbish bins got cleaned out
- Surface water reduction
- regular grading to eliminate corrugations, vegetation mowing, spraying intersections to keep a clear view
- Getting road humps put on wings line - cars still speed along this road! We have children and elderly living in this street for goodness sakes and it can be quite frightening for them??
- Would like council to keep footpaths clear of overhanging trees & shrubs or ask the owners to do so, it can be difficult to walk on some footpaths because of overhanging trees etc.
- It is too hard to turn right in main roads of Bulls when the traffic is busy. It needs some way for traffic to effectively get out during busy periods. Businesses and pedestrians will also benefit from this
- Rubbish
- driveway from road to gate
- Vegetation should be kept clear of footpaths
- parking,
- Roadside weed spraying
- Maintenance of water tables and culverts
- Adoring a great job the first time not a substandard job that needs fixing within a couple of months

### **Swimming Pools**

- don't use
- Up until a few years ago I was a frequent swimmer. Ill health has curtailed this activity in recent years.
- go to the river or beach
- have given up swimming
- chose not to swim
- Wanganui Splash Centre Car pool to use facilities from Koitiata. Much larger facility with a gym and is the same distance for us as Marton Age.
- Age.
- Don't use swimming pools use the gym in Feilding

- I keep forgetting it is there and when I do remember its closed for the season
- I don't swim
- When my children used the swimming pools they found bowel motion floating in the water. Absolutely disgusting.
- Do not swim
- Live and work out of areas. Time and access more suitable to use Whanganui or Palmerston pools.
- My age
- I like to have a spa after a swim plus there's not much activities there for the kids so we either go to lido or Whanganui
- We don't visit the Marton pools due to bad management of the pools unfriendly staff, not user friendly for kids and schools.
- I don't swim
- I do not swim now
- Can't stand the smell!
- I do not swim
- We live in Marton and use either Lido pool in Palmerston North or Whanganui pool. Didn't know Hunterville or Taihape had pools... But I suppose that information could be on that queer of the queerest signs leading into Marton? But who knows what that is all about, it has to be the most stupid sign I have ever had to try and read... Good grief!!!
- I don't swim and don't have a young family to take swimming. If I did have a young family I would be keen to use the facilities
- because I don't swim very much
- Don't swim
- I don't swim.
- The Marton pool needs to be available and publicised more. The last time I was there the showers did not work well at all. The pool itself is good and staff were good.
- The staff are all friendly and helpful. We were very pleased that the pool is now open 9 months of the year but would be nice to swim in the winter months if weather prohibits walking outside. I applaud the programme for pre-school learners, very necessary.
- I don't like chlorine treated pools. Pools are sources of infection if not treated to the extent where then chlorine spoils the experience.
- I am 83 years old and no longer want to swim.
- Non swimmer
- I am not a swimmer
- Distance to swimming pool, I swim in local river or Pukeokahu school swimming pool
- Swimming in a public facility isn't my thing.
- Don't swim
- They are hugely important for the children to learn in. Turakina School has a pool, I would hate to see that go, country kids need it, plus it's a source of water for the Ratana Fire Service. I only swim at Lake Taupo when we are out on the lake.
- I am 68 and don't swim often but I do have my own pool
- NOT IN MY AREA COSTS MONEY TO TRAVEL TO THEM
- I go elsewhere.

- Rather swim in a river.
- I don't swim
- Whanganui Splash, Whanganui East pools
- I simply do not use the facilities
- Don't know anything about the pool. Hours, heated or not, Costs, any other services
- Have no need to use them
- Don't swim
- Don't swim
- Don't swim.
- Don't swim
- I use Feilding daily as it is well run and maintained with superb changing rooms that complement the excellent water condition. Well supervised by friendly helpful staff
- Not my thing
- I don't go swimming
- don't swim
- don't swim -don't enjoy swimming with the great unwashed
- I used to use the Marton pool occasionally, advancing age means I no longer use the public swimming pools but I do think that a covered heated pool is important for any small town. Generally an open pool is useless for 8 months of the year.
- I don't swim
- I go to Marton if my grandkids go
- I am not a swimmer
- Feilding because there is no organised programs for adults at local pool.
- I don't like to swim
- getting close to 90 years you don't use them
- I don't swim anymore
- I swim in the Rangitikei river down at the meetings by Utiku
- I don't find the Taihape Pool that attractive and it is closed for a significant part of the year
- can't swim and love walking
- I don't have time or the want to swim...
- don't go
- not a good swimmer
- Lido in Palmerston North. Its bigger better facilities bigger changing rooms, more pools.
- Not a good swimmer
- Lido in Palmerston. Bigger and more variety of pools, MUCH better changing rooms. Just better facilities.
- Palmerston North lido more activities there slides etc.
- Palmerston cos that's where I meet family members
- I don't go swimming
- Don't swim these days mainly because of age
- Can't swim and not really interested in learning. Haven't used a swimming pool for over 40 years.
- Prefer to swim at the beach or an outdoor pool, hot tub

- I do not swim, but are supportive of those that do.
- we do go to Feilding in the winter as Marton is closed, would love love love it to be open year round
- I don't swim
- can't swim
- Not open when it suits my requirements.
- I work in Palmerston and the pool is closed when I want to use it, otherwise I'd love to go to our pool I hear it's really great!!
- Because I am severely disabled and not happy in swimming pools at all
- I am over 60 so have not been swimming for about 10 years and also I am not a competent swimmer
- only don't use it due to bandage on leg covering wound
- Cannot be bothered. Haven't swum for years.
- too far away from Bulls
- Pity all the school children are not taught to swim now
- Use Paraparaumu occasionally
- Not warm enough. Taupo Turangi
- I have my own swimming pool
- don't swim
- I am not a swimmer
- It is my personal preference not to swim in any pools
- DO NOT SWIM
- I don't enjoy swimming so I don't swim at all. But when I get older I may use the Marton Pool for exercise, which some of my friends do.
- Don't swim
- Would rather use the river.
- do not swim
- My age and inability of being able to swim. But I did use them when my Grandchildren went swimming approx. 15 years ago. I was always impressed by the clean surroundings at that time.
- Taupo during the winter because Taihape not open
- Have home pool
- I do not use the swimming pool, I'd rather swim in the river
- Can't be bothered travelling to Marton. I live in Bulls.
- we are not swimmers at all
- Don't swim
- I don't go swimming
- not a swimmer
- We go less and less as there is nothing for kids to do there and when they make their own fun they get told off or asked to leave. Or on many occasions all the lane ropes have been out and only a few lane swimmers using one or two lanes. When kids go into unused lanes they get told to get out they for lane swimmers yet no one is in them. No equipment for them and filling in the dive pool was a silly idea as that is what drew in the older kids. Kids now swim elsewhere making our beautiful facility worthless and hard to maintain as no one

attends the facility. My children often opt to swim elsewhere now as they have been told too many times to get out of empty lanes or told off for making their own fun when while swimming - shame really as it was once a fantastic facility.

- I only swim in the Rangitikei river, there is no chlorine and I can take my dogs with me
- Live outside the area
- Don't Swim
- I don't like pools and prefer to swim in rivers or the sea.
- Children have all left home so no need to take them. used to use them
- I just don't--- its personal
- Have been travelling around so haven't had the chance. I am planning to use them in the near future
- I am not a swimmer so personally don't use them at all but have taken my granddaughter there in the Marton pool and was quite impressed with the facility
- I'm not one for swimming I don't frequent any other pools
- I don't know where the pools are
- Don't swim in public pools. Prefer rivers or ocean
- I go to the beach, as no public pools in Bulls
- I used to use them when my boys were young but I don't enjoy swimming now
- Not interested in going swimming at this stage
- I can't swim, so I don't swim.
- Over the winter period I use both Makino and Splash Centre because they are open.
- Don't use any public pools
- I use swimming to exercise in winter but unfortunately it is not open over winter. Go to Wanganui Splash
- no dairy farming up here our rivers are still fine
- use friends
- because of my condition I am not allowed to swim
- too many kids
- We live rurally by the Rangitikei River, so that is our swimming pool!!
- Don't swim so not a problem for me
- I do not use the pool anymore. I want to go to aqua exercise classes but they are always during the day which does not work for people working out of Marton.
- While I didn't answer 'never' in Q13 I would just like to add that I take my children to Feilding each week because they can offer year-round swimming lessons
- Because it is not in use 12 months of the year
- We use the pool regularly at Taihape - we didn't answer "no" to question 13 BUT we want to say how dissatisfied we are with the fact that such a valuable resource is only open for less than half of the swimmable year. We have to use Waiouru for casual swimming and Feilding (Makino) to keep our son in regular swimming lessons. This is such an under-utilised facility in our Taihape township.
- My own pool, or the Rangitikei river
- There is no swimming pool in bulls. I go to Feilding Makino pools. This is because I also shop in Feilding. I do this because I feel there is a better range in Feilding and less chance of being shot.

- Use river
- I have no children to take out and if I went to the pools (which I used to do) I do not want squealing rowdy unsupervised (by parents) children all around me. Not my scene.
- Only swim in river or in Lake Taupo on holiday.
- Swim in the river because of location
- They are too cold!!
- I don't swim and don't have children I could take there.
- I have used the Marton pool for my child, otherwise I use the pool at Ohakea
- I don't swim. Occasionally use pool I Hamilton for family get-togethers
- I don't go swimming
- I don't go swimming
- There is nothing for the older grandchildren at Marton pool since the dive pool was filled in. Seems to be all about pre-schoolers now and they get in for free
- do not swim
- My own
- I don't swim and only go to hot pools for a soak
- Live in Turakina Valley and no desire to travel to swim
- Marton - good swimming lessons. However we need them open all year to continue swimming lessons!!
- Chlorine levels are unbearable
- Don't swim
- I do not use swimming as a recreational pastime or exercise regime. I do however, believe we should have them.
- not covered not heated if it was heated I would use every day  
Wanganui
- Not as young as I used to be and swimming was only important to me as a recreation facility where I could take my children and grandchildren.
- I swim in the river, it's right outside my house
- I can't swim
- Ohakea pool is available. Also the free swimming lessons have ended so my child hardly uses the Marton pool
- I would use them for fitness if they didn't close over winter.
- My preferred modes of exercise are cycling and walking however including swimming isn't totally off the radar
- I do not swim and my grandchildren no longer need me to take them they use river
- LOL I LIKE DA SALT WATER IN DA SEA
- Not interested
- Regular at private pool and the lido due to working in Palmerston North and ease of access before work and lunchtimes
- I live in a remote area away from all your swimming pools
- We have our own
- The pool facilities at Makino are fantastic (it is council owned) the swimming pools in the Rangitikei (except Taihape) there is not much for the children. Taihape is an hour way we only go there if we are passing through, and it is closed in the winter.



- I don't generally swim in swimming pools at all. I live by and work on the Rangitikei River
- Not really a recreational swimmer and the kids have left home
- I have never used the swimming pools, however I am considering using them next season for exercise.
- I don't like to swim in chlorinated water, prefer a swim in the sea Hunterville because I live in Hunterville
- I prefer our spa pool
- I float like a stone.
- I don't live in a town with a council pool and I have a pool at home I can use
- I just don't swim
- Because I live a very busy life, but my daughter is a user of Taihape Swimming Centre
- Older non swimmer. Grandkids love Marton pool, however
- water makes me wet and I've seen what it does to iron
- Lido in Palmerston North as I go there with a friend and they have a spa pool
- I use my Daughter's pool in the summer
- Distance and work in Whanganui
- I use the RNZAF Base Ohakea if any. Turakina School pool has been closed to the public for two years - which is good as it gets abused after hours etc.
- I am not able to swim but would do aquarobics if it were available in the winter months
- Using pools involves getting so "wet"!
- Do not swim
- River
- Other than in my school years I have not used the pools since then, as an option for fitness I have considered it once or twice, if I was to follow up on that it would be in Marton
- I reside in Ratana Pa and spend more time going to Whanganui.
- Hunterville pool only open in the summer, don't like swimming
- Never use pools
- Makino, better facility, warmer pool and it's open year round
- Health reasons
- Nothing negative just never have the money to use any public pools so now and again I swim in the river
- I don't enjoy swimming.
- I'm answering this for you need attraction at the pool blow ups for in pool even long term slides
- Have own pool
- I prefer the rivers
- closer to Whanganui if I ever wanted to swim somewhere
- Palmerston North reason why? Big n and easy to go live too far away
- have my own private pool that I haven't swum in this year
- Just not a swimmer
- They are not in locations close to me
- I don't swim in pools, preferring to swim in the river when conditions are favourable in swimming

- I don't swim, our children having lessons but we got to a Feilding due to instructor we have had for numerous years
- Don't swim
- We go over to Wanganui a lot as they have a water slide and good parking
- I don't swim
- I use a School pool, reason being the council pools are too expensive and also it's not all year round. I do travel to Wanganui as I know I get my money's worth there
- Haven't got around to it
- Not a swimmer
- I don't like to swim in chemicals
- I simply don't swim.
- I don't swim very often at all and if I do I prefer private spots rather than public places.
- Don't swim
- don't swim
- I do not swim at all.
- Swim in river. I like pools to be long, 50M not 25M.
- Ramp required
- I need heated (or hot) pools at my age
- only like warm pools, visit Greerton pool in Tauranga occasionally
- Don't swim
- Chlorine puts me off
- I would it if they set up programs like aqua jogging or water exercise. They seem to focus on just the swimmers
- I use to go weekly. Due to the outside area (Diving boards etc.) I have stopped due to my kids unable to have more fun. The pool is a waste of money and time and needs its act together
- am too busy with work and the pool is not opening after hours
- Do not like using public pools
- Haven't got round to it yet
- We have a swimming pool in our backyard :)
- I work full time & I have no idea if they have any activities plus I hate the smell of chlorine

### **Libraries**

- don't use
- Obtain reading from book fairs or borrow from friends.
- I am usually too busy with my work and never had kids up until now. Now that I have a young child I would visit more often in the future and I do think it is a very valuable service to have
- Not needed Don't need to use the library
- I have an e reader - it never occurs to me to go to the library although my mum uses it a lot
- moved to Marton November 2016 - haven't needed to use it yet though it is definitely important and if I had a child I would use it weekly

- Moved to Marton November 2016 and have not had a need yet to visit. Definitely would weekly if I had children though
- Buys own books
- I buy my own books... and use the internet
- Library are becoming irrelevant in the tech era
- Work in Feilding so use that one
- I have no need to go to the library. Have the internet if I need to find out information
- I use my computer
- Same as pools answer
- Have 3 young kids who aren't old enough to be quiet for long and I don't want to disturb others at the library. We will make use of it when the kids are older
- Can access a wider range of resources in Palmy
- I used to use the Martin library many years ago and then Palmerston North library. Now I use a kindle so don't use libraries.
- I don't read enough to need to go to libraries
- Don't need to
- we use the Whanganui library as it has a better range
- By and large the Marton library staff are very good. I find it frustrating to see so many younger people using the computers to play computer games. I realize I go against the trend but I do not believe the computers are there for game playing (Sorry?) I also believe the library has got rid of a lot of very good books (I know because I have bought quite a few)
- Staff very friendly and helpful. The Marton library is housed in a rather small, old building, not allowing the books to be adequately displayed or housed. I maybe old fashioned but the purpose of a library is to read and borrow books or for study and research. There are far too many computers constantly in use for games. I do not understand the logic of books selected and especially the type of books discarded for sale. I have bought many, but wonder why they are for sale. E.g. a book recently purchased obviously for a younger reader charts the origins and cause of WW1. It is clear, concise with maps, diagrams and photographs. This in a season when we are commemorating the 1914-1918 war! The front entrance is awash with untidy leaflets and information board? Never updated.
- Not a reader other than magazines.
- we lived rural and have internet
- I work in Whanganui, live in Turakina, and only read when we go to the lake. Not enough time in my day. Love books just too committed with other things, start a book - never finish!!
- Information is now available on line when required I purchase books and magazines I wish to
- I should use the library more often, but struggle to read all the publications that come in the mail. Red Cross book sale also provides a lot of books.
- I am too remote from any council library.
- Not in my area so don't use
- I use a library elsewhere.
- I buy most of my books or use the computer.
- I have my own books.
- I don't have time to read
- Visit Whanganui library

- I use the Taihape library
- No purpose at this point.
- Work in Wanganui, don't have time
- I haven't lived here long enough but would use Bulls and Marton when I need.
- I use my computer for research.
- Usually buy books or for my kindle
- Never thought to use it. Use other libraries for study purposes e.g. Massey University
- Buy new or second hand books.
- I buy my books
- 24 hr WI-FI
- I belong to a group who swap books amongst ourselves
- Get books online
- no call to go
- We are not getting the range of new books we were. The staff no longer seem to take an interest in the books nor displays
- I am slow reader, it takes me months to read one book
- I only use the Marton library
- stupid question and not enough space to answer it
- I am a reader and have plenty to keep me interested. Can generally find out through computer services. Change reading material with friends.
- don't read books
- No need to with Internet at home
- I do not regularly use any library.
- I usually use online services instead of the
- Have a lot of books only checked electoral rolls, plus putting up notices concerning community facilities. Will certainly use them this year as we are now very settled in Marton
- I work out of Marton so time is an issue. I have not been in the Marton library for some years, however when I was studying there were no resource or information/educational books available - this may have changed? This meant I had to go to Palmerston Library.
- I have never had the need to use the Library in Marton as I can use the library facilities at school in PN or I go online if I need information.
- I don't require library services at the moment
- Our closest library is in Marton which is 20 kms away and we never visit Marton unless we go to the doctors
- Have more reading than I can cope with
- I have in the past used the Library, when my children were young. I don't make time to read enough now to need extra reading material. However, I do think it is an essential part of our community
- Have one on the RNZAF base
- Not my cup of tea however my kids use it
- regularly visit Feilding library as it has a better range of books
- Feilding Library because it has a better range of books.
- Research library in the National Army Museum, Waiouru

- I work in the Palmerston North Library and our library is closed when I go past. I'll get there one day!!
- download my books on iPad
- no need
- Only use Bulls library to pay rates etc.
- Other things more important
- I believe libraries are important but I work overseas.
- we live rural
- use internet for books
- live too far away
- I have never had to use the Library because I work out of town.
- Not had the need to visit
- Don't need to
- Don't need to
- Don't live in town ,no need to
- I HAVE NO REASON TO VISIT THE LIBRARY
- Don't read.
- Have no need to use the library
- I do not have a need for using the library.
- read my own books if and when I have time
- Libraries don't really interest me
- I don't have a need to. I do like the Palmerston North Library as it has so much happening there
- we are not readers as such
- I have not used the
- Use google to find out anything, but still think it is important for the community
- I use to use the library regularly but found they didn't always have the books I like to read so I went electronic and read that way now.
- Where I live - in Katikati. Regular user
- Information I require is via the internet
- Have had no need to, I use the internet at home for everything I need.
- We live in Whanganui and have a Bach at Koitiata. If I use a library it is most likely the Whanganui one. However I have been impressed by the services of Marton's library in the past.
- The Marton Library is earthquake prone and should not be councils main civil defence hub
- I have been travelling around so haven't had many chances to.
- quite busy travelling at moment but hopefully will be using library in future
- Never use the library as I use the Internet of my e-reader when I wish to seek information or read anything that interests me I download onto my e-reader
- Don't need to never frequent other libraries
- Never use libraries.
- Do most of my research and reading online now
- Not really into reading

- Use Palmy library as in Palmy
- Not a great reader and if need information the Internet is so quick now that technology has overcome the day to day reading books. Great facilities just need to go with the times and expand. Councillors need to take staff and look at how other towns have adapted to the new technology and move forward one thing don't get left behind as Marton donor saw the need . Thank you Mr Carnegie.
- Haven't needed to but hear it is very good and will use it when needed.
- Don't do a lot of reading of books, usually farming magazines are my reading supply which come in the mail
- because it's easier for me to find stuff online than have to walk to the library
- book range limited
- used to use when wife was alive and working there but have need now
- NEVER HAD CALL TO USE LIBRARIES
- I just don't use the library. I buy or borrow books. I work outside of Marton so I can't get to the library.
- do not have the need
- I live in bulls. The library is pretty scummy from what I recall. Also not very welcoming. I read a lot. But these days I do so electronically.
- I prefer to get my own books, puzzles and exchange within family. Until recently I worked and had little time for library
- Don't have time to read - have internet at home. Not in town often enough to think about using
- I use the Ohakea library
- I buy my books or swap with friends
- Buy my books electronically
- I have access to information and don't usually need to use the library services however I do use other services such as applying for licenses, funding grants etc.
- I don't read books
- get organized - I have marked I visit Marton weekly
- Have never had reason to use the library .we live in the country and reading matter comes from paper deliveries through the mail box.
- Always worked out of the district and it was never open or convenient in the times I may have wanted to use. Now that I'm retired most likely to use
- we have heaps of book at home
- Busy life
- I don't read often and the internet provides me with all other information I require. I believe it is important for us to have libraries, however.
- With the advent of the internet and portable devices such as tablets, I tend to use Google to find info that I may want. I also use an ebook for reading.
- no
- Whanganui
- Never have a need to go to a library
- ??? I do use the Bulls library.....
- internet

- Don't have time to visit the library. Everything is provided online
- Never had the need to visit the library.
- Not a broad enough selection of books. No spiritual, or philosophical books to speak of
- GO ON LINE OR USE DA I BOOK
- The library in Marton does not look very appealing with a lot of times when you go past there are lots of people just hanging around outside just using the free Wi-Fi.
- Palmerston North library and Massey Ease while working in Palmerston and particular books I am after for study purposes and research
- The kids use school libraries. I have never been into the Marton library.
- Don't need to
- I purchase books from Bookshops and e-books
- I buy ebooks now
- Have no need to
- Never found a need to use a library.
- I either buy books I want to read - mostly reference books (non-fiction) - or download books on a Kindle (fiction)
- not interested
- No need to.
- Palmerston north
- Do not see/have the need to. An important local requirement but not for me.
- I haven't had the need to use it
- I get information off internet.
- have not needed as I can find what I need elsewhere
- Palmerston North. I make good use of Marton Library but I also pay to belong to P N Library as they can afford to hold a larger range of books. It's therapy for me to visit P N lib once a month!
- Internet use at home and work. Will need library and internet when I retire
- I have a Kindle I down load books onto
- No need
- Internet
- I use RNZAF Base
- Most info is accessible via the Internet. Don't have time to visit libraries
- Home
- I don't use any Libraries.
- My interest is online reading material and second-hand books
- Read on line
- Don't have time to visit libraries
- I never go to the library as I have many books at home and I buy them online
- We have google now
- I go online for any research
- use Whanganui library because its closer to me
- I don't feel the need to use it
- I used them when I was at primary school. Information is easily accessible online these days.

- Palmerston North. This has the advantage of being a city library, is clean and well resourced. PN is primarily a library and is not confused about what's important. Online services are low key and not dominated by a bunch of pathological junk website addicts (see Marton library). Online services are not important in a modern library ironically - in Marton they are not used for any useful purpose like study or and an extension of library resources. Access to Gaming and YouTube are not something council should fund or facilitate.
- The information that I need is usually not available through public libraries being of a technical nature so I use the internet
- Don't have the need to
- Not close to me or where I work
- There is no 'never' option available for Q24!! think you mean Q19
- don't read books
- they do not have what I want and I would rather buy books
- As of yet I haven't joined
- Libraries should not be improved as once the older people die off internet will be the only way people read /reference books.
- I use other library
- I have 3 very young children...getting out, especially to a library isn't really an option - HOWEVER I would like to use it in the future!!
- I buy the books I want
- I use the one in Palmerston North. Great library with good selection of books and comfortable seating to read and relax.
- I use Feilding library, because I go to Genealogy meetings there.
- I am not really a reader so don't go to libraries
- Not a reader other than newspaper delivered daily.
- Not needed to use the facilities, but may do in the future
- Libraries are over rated for what they cost the rate payer in bulls. A mini bus twice a week to Marton would be sufficient for most people. then they can use other council facilities at the same time
- I use the Hunterville library at the Hunterville School
- none outside of Marton
- I prefer to purchase books
- Just not that keen on books, with the internet and finding out stuff other ways, the library space might be better utilised in say housing
- I have stopped using the library as much because it is NOT QUIET so you can sit and read in peace. IT is combined with a child play area and very noisy.
- Used to visit Marton Library approx. fortnightly. I now have an e-reader and download my books from the Library online.
- It's opening hours dissent fit with my work hours
- Did when I was at school 20 + years ago and now have no need to but should bring my kids in. Needs to be bigger and more inviting and advertise more.
- I buy all my own books
- I use the internet
- Haven't needed to



- I use the library at the polytechnic I attended

### **Sports Fields, Parks and Reserves**

- Children's playground could do with something new. Paintings on fences look good.
- Don't know
- That these facilities are provided free of charge. When visiting town it is embarrassing to use hotels that you are not patronising because the public toilets are closed sometimes as
- It is a great shame that the HUB never went ahead as this would have provided many with additional sporting options, resources, quality games/trainings/facilities and experiences to the out of town visitors/opponents.
- I am one of the 30% of Bulls against the new building, if you look at the future costs of necessary expenditure coming up rates will have to go up which will make it hard for
- Reserves around/for increased use of the Rangitikei River as recreational area. Like the idea of cycle trail
- Skate park Ratana
- Basketball court would be great
- Very satisfied with the maintenance of Marton Park and the gardens.
- would be great to see a playground for the kids
- Kids need safe places to play, no vandalism , broken glass ,tagging
- I think there should be a place where motor homes and/or caravans could park overnight, with toilet facilities available for them. This would have to be in addition to the NZMCA camping area already in use by their members.
- The grass needs to be mown regularly and kept in good order.
- Notices so visitors are aware of what the town has to offer them.
- I would like to see places not going to waste like the old hockey turf. It doesn't have to be a hockey turf anymore but it's a good size lot for something fun
- Impressed by the quality of parks and sports fields.
- The overall friendliness of the parks - as that invites the public to use them. I think the council staff maintaining the hedges and flowerbeds around the town do a good job. I do wonder if a little more finance was available if it would be even better. The gardens can make a real impact upon visitors to Marton. (this is not a criticism, rather a suggestion)
- Gardens are well kept. However more could be (should?) done to chastise home owners/landlords to trim trees and overgrown vegetation in the urban area. On our walks we are constantly attacked by overhanging trees and sprawling vegetation onto the footpath. Some trees are perilously close to power lines.
- Playground Papakai Road upgrade
- A fenced-off area for exercising dogs
- I commend Athol on his upgrade of parks
- In my opinion it's best to focus on the existing issues that affects the Rate payers in Ratana such as the water supply, recycle station and sewer ponds etc. instead of looking at additional facilities.
- More playground stuff

- HAVE RANG EACH YEAR & ASKED FOR GORSE TO BE SPRAYED & STILL WAITING - ONCE OUT OF CONTROL IT IS HARD TO BRING IT BACK WITH OUT THE GORSE
- Be good to see more areas in the district that dogs are allowed in or can be off leash at. It's difficult to find a reliable place in Marton to walk the dogs. We have plenty of lovely spaces, maybe one can be set aside as a dog park. There are many more dogs in Marton kept as pets these days, not just working dogs.
- wasp nests
- Unable to answer above, as do not use these facilities.
- We definitely need public toilets at the sports fields at Centennial Park so people do not go behind buildings to do their business!!
- artificial hockey ground please
- 50m covered pool needs to be modernised and kept open year round
- picnic areas
- security
- I won't remark on these I don't use them
- retention of existing facilities
- That there be provided more facilities to walk ones dogs
- I do lots of walks around the back roads of Marton and don't play any sports due to my age
- Upgrading our playground facilities would be awesome as these are used all year round and need upgrading.
- Maintenance work and upkeep by contractors should be inspected to insure the level of workmanship they are contracted to do.
- Realise the weather is a major factor for maintenance
- Walking tracks available, fitness centre, railway station, camp grounds, swimming pool, horse sports, bowls, cricket, tennis, dog trials sheep several places throughout the district and amp show. A group of locals have a club for a variety of pet and house dogs in town.
- potentially have too many parks
- swimming pool
- safety, toilets, shade
- Toilets for spectators and participants
- The parks look good from the paintings and artwork volunteers have done.
- Maintaining existing facilities to a standard and not demolish and replace once gone always gone grand stands halls etc.
- Activities that give visitors to the town something to do while they are here
- I would love to see cycle trails in place.
- Toilet facilities to enable family picnics
- Security at night time
- could continue to improve Rangitikei river under and around Bulls Bridge
- Bulls Skate Park could be improved. Would it be used more if located near SH1 and help bring customers into town?
- Retention of the Grandstand located within the Taihape War Memorial Park
- I use the track through gardens on scooter most days and am touched by the standard of care particularly for the flower plots, very well kept, attribute to your boys

- Don't use them so don't know.
- Lawns at the local park (Wilson Park) could be better mowed??
- I really am not qualified about sports. I am too old to play and have no kids here. But it all looks pretty good to me.
- making sure that the fields are drained well to play winter sport on
- Decent playground for children
- cost to ratepayers
- Would love to see some description of toilet facility at Walker Park in Bulls as this is a well-used park by both locals and passing motorists. It is a convenient place to stop for lunch or a rest break however it is inconvenient having to then make a further stop in order to use the toilet. Lots of children utilise this park and the convenience of having a toilet onsite would mean less hassles for parents, more comfort and privacy for children, and less incidents of having to urinate (or potentially defecate) within the park environment, i.e. in bushes, behind trees etc.
- more walking tracks
- Maintain and retain safety shoulders on all roads to make roads safe for cyclist and pedestrians.
- More playground equipment in playgrounds for children. Pool facilities need looking at especially activities to do while at the pool as at present there is nothing for kids to do there and when they try to make their own fun they get told off or told to get out of the pool.
- An enclosed dog park would be great, where dog owners can take their dogs and let them run free safely
- more toilet facilities
- I like to have access to places of unmodified nature e.g. Koitiata reserve, Tutaenui Stream
- Exercise machines could be erected at intervals along the walkways in Marton park
- Keeping the parks and fields litter free!
- Control of Weeds, particularly Creepers in the reserves, it is out of control and killing native trees.
- Our parks and reserves are a window on how we value our community. They need to be well-maintained and well painted and have facilities for all age groups. I.e. exciting play equipment places to rest sport facilities and beautiful to look upon. Huge I know but very important. Lots of people don't have access to such things in their own spaces. And such things make communities tighter, supportive and more pleasant for residents and visitors.
- Upgrade the toilets and shower block at the Bulls Domain
- rubbish tins at parks
- Having access to other opportunities on a parks would be great. Credit due though the grounds are always looking great thanks to Athol and team
- Would like to see a new playground. The ones we have don't seem to be maintained very well. Park at end of Dunsinane Place needs a good clean.
- The children's park is absolutely pathetic!!!! Seriously spend some money on it!
- Would like to see a playground upgrade
- We need a better playground to take children to

- They should have more facilities. Toilets, playgrounds, Skatepark, lights and cameras. Cycle trails should be better (advertised, signposted, and maintained)
- Wider thinking into what we can attract to our great facilities and develop on that the whole region can gain through employment and offering the locals a wider choice of activities.
- Attract usage with reasonable prices
- camping ground
- Swimming pool open year round, even if only for the morning.
- Off road cycle trials would be very nice to have in the district. We do not have any along the river as other districts have as far as I am aware.
- The condition of the toilet facilities at bulls domain
- Mangaweka bridge
- Repair and up keep heritage walk way behind the Taihape Memorial Park.
- Dog friendly
- Taihape grandstand toilet upgrade
- Presently conversation is once again being entered into regarding the construction of a marae complex within the town precincts. The importance of such a project is vital in the minds and hearts of many in the community. Thus and so it is also vitally important that the council take up the mantle in this matter and begin talking to the community concerning ways they and we can get such an important project off the ground!
- Hockey turf
- public BBQ
- Mountain bikes trails, a great opportunity to bring people to our area. E.g. Bike path along the Ridge Rd and through old railway tunnels. Possibly a Motorhome stopover area with toilets and possibly showers.
- fenced dog area/park
- I would like to see toilets put at the skate park or somewhere close by as there is nothing available at this end of town. People have to ask shops to please let them use their toilets. Not good enough when promoting Marton.
- Plunket playground needs a upgrade majorly
- I would like to see public toilet facilities by skate-park or up top end of town somewhere so people can stop asking shopkeepers to use their toilets.
- Tidy parks and reserves which are mown properly so you can easily walk or kids can ride bikes through them
- Need a new park suitable for toddlers, pretty schoolers and under 12. There is no suitable place to take my 1 yr old and 3 yr old and 7 yr old.
- Safe enclosed dog-walking areas
- A walk way by the stream would be nice. Better than the weeds especially behind the swimming pool area. The walkway behind Marton School is excellent and could be continued right through to the park on Calico Line?
- Weed control or eradication.
- Sports grounds well kept. Up to users to contribute time and feedback
- Bulls Domain playground is in need of updating. A decent slide (that slide is the same since 1984 when I use to play there). There is sufficient space and it would be ideal if it

extended closer to the sport grounds so parents who are watching sports are in a closer proximity to other children who attend. The grounds are normally maintained well.

- quality drainage, bulls has one of the best fields around at the Domain
- Need to have a more comprehensive playground facility for kids.
- We need a decent playground, the ones in Marton are terrible. They are so old and unexciting
- Access for wheelchairs etc.
- How well the public gardens have been kept this past year in Marton
- Berm mowing especially on entrances to town.
- Security
- Need public toilets
- Toilet facilities & rubbish bins
- fencing around the parks, so small children can't run off
- This is a Biggy on my list the parks are terrible!
- playground by skate park & picnic tables there plus toilet
- Perhaps the development of a mini Golf course behind Shelton Pavilion by the skate board area would involve more family participation and laughter.
- more parks for varying ages, not just the stuff for toddlers
- It is great to have a variety of resources for different age groups....in different locations...
- Less is ok if it mean what we have is newer and maintained at a higher standard
- The current facilities are sufficient
- Construction of walkway/pathway/cycleway along Rangitikei River in Marton - Bulls area
- walking tracks
- As a ratepayer should we be paying for the swimming pool? Do they need to be closed in the winter
- Speed limit signs n bright bold letters/numbers
- driveway from road to gate
- There needs to be more toilets available at parks as I am sick of running to the nearest petrol station so my children can go toilet. Especially when I am toilet training them. The park on Wellington road needs a slide for the kids.
- Need to update pathways, update parks and make them safer and more fun for kids. Otherwise Marton will have nothing for kids. Other than a Skatepark that always has drama.
- The pool is fantastic, great value for money, super happy with it.
- Why is Rangitikei collage and Nga Tawa building half AstroTurf's? Marton is strong at hockey. Build 1 x full size field
- There should be a playground at the Marton park

### **Communication**

- I like that I can speak directly to my local Councillors.
- Council staff to live the district and then they know what and where we are talking about when you ring them. Staff and councillors to be more engaged with the people they are serving and working for.

- Sending an email and getting a prompt reply, the same day is important.
- When I send an email, I would expect a prompt reply, at least the same day. I was not impressed when I sent an email to the Policy Analyst on 5th May, 2017, ( today) and received a reply, automated, that said "Thanks for your email, I will be out of the office until the 4th of January, and will be responding to all emails when I return on that date." This would not make Marton or the Rangitikei District Council look professional, and encourage people to come and live and work here
- What is Rangitikei Line? And why would you want to come around here in person? Odd questions I think I don't understand what you are asking
- Never been on social media and what is Rangitikei Line?
- What is Rangitikei Line
- Question what is Rangitikei Line?
- Be seen. Know what they are talking about
- Information is not reaching people not on computer or contact with library as the times has gone and outside contact can be tricky.
- What about postal media format... that's how I learnt about this survey... also what's meant by Rangitikei Line??
- What is Rangitikei Line? Public meetings are a great way for the council to relate directly to the Community, and for the local Community to air their views to others and to the Council, especially the Councillors and Executive who are supposed to represent us.
- I have no idea what is meant by Rangitikei Line
- I am responding to this survey because I received a letter, so letters do work for me.
- What is Rangitikei Line referring to?
- We are very fragmented with the amount of organisations we have trying to promote the region and towns but with no teeth that cut through the red tape created by staff and councillors to make a difference to the average person living in the town and rate payers. There is no direction and they lack the opportunity of making a difference. More surveys with the real needs of individual towns and then one three or six monthly survey of the wider district. I'm sure councillors would then have more opportunity to discuss around the table. Actual facts that just might have staff looking at our needs than there's. Here's hoping.
- There is little information that directly involves Taihape and when there is it is late. If you are confined to your home you never see anyone involved with council and yet they want residents support.
- Mail
- Mail-out re Tutaenui stream this year informed me it was on so I attended
- Never heard of the Rangitikei Line???
- preference for email communication
- Don't know what Rangitikei Line is.
- Mobile phone.
- Getting the Taihape Times back up and running
- Always good to talk to Lynne Sheridan when she has an information stall. Handout resource which was available was also effective
- Project Marton. Information sheets/flyers.
- Public meetings

- notice boards
- We could better utilise the Community Committees and also use the networks of the Community Coordinators and places like Project Marton ..... have networks out through schools and community groups....The more information we can get out the better...It's important to get as much information out to the peoples of the Rangitikei as possible...
- Better broad band access is required
- none other that I can think of
- Door to door. Council having more act together and making things happen.
- As you know we have had two major storms in the last few weeks, it would be good to have had more communication from council as to the process in a civil defence emergency. So that we know the likely procedures IF we were to be evacuated etc... I did not feel informed although I was watching via the Facebook page etc... I am not sure if we were supposed to evacuate or not, which is a concern as I have two babies, and an elderly parent on the property, so would need notice to ensure they made it to safety.
- Newsletters or updates in mailbox

### **How Council could provide a better service**

- Information to all Work with telephone companies for better service. Open public toilets 24/7
- Could council instruct residents to clear away trees, shrubs etc. which cover half of footpaths and are obstructions to safe walking, on their frontages. A street in mind as example is Signal Street also Bond Street
- no comment
- Provide recycling bins to each household. It is a shame that we do not do this and something I feel strongly needs to be implemented. A walkway/cycle way put along the main road south, for runners, walkers, cyclists using this road heading out to the cemetery/valley road which is a popular route for the above
- keep up communication
- I am a regular pool user in Marton which is an amazing facility and is one of its only kind in the southern hemisphere! My concerns are that the pool is closed for a number of months of the year. This prevents regular users e.g. the injured who need water therapy and the elderly who rely on the water as a great support for wellbeing, not to mention school and sports users. There is SUCH POTENTIAL to advance this facility and Marton such as: Water activities like: Water polo Aqua hockey Deep diving training kayak polo kayak lessons paraplegic water sports and support water aerobics water support for injuries and recovery from surgery Arranging national and international annual events Carnival weekends focused around water sports Health club which includes injury support, exercise for elderly and other. Remedial and sports massage facilities continuing school use swim classes ongoing Spa facilities for adults during the ski season providing hot spas for passing skiers. Support facilities e.g. Barista / up market cafe facilities there is even outdoor space for the summer. With the noticeable attention on Marton e.g. the real estate market surely this is a magnet for those who want to live here these are to name just a few. Marton promotes itself as the centre of the Rangitikei and also a camper van friendly facility. If the pool was promoted campers may wish to stay here longer thus bringing more income to the town. During this 'off season' the school holidays are happening and this is such an amazing facility to support families and activities for children and youth. Whilst it is understandable that maintenance of the pool is necessary, make it as SHORT a time of closure as possible. Promotion for the

pool events and Marton could be happening as its opening strategy. Marton needs to advance signage for the town and to promote this facility well before Marton is reached. Put on our major state highways, such as Flat Hills, Ohakea, Foxton etc. It could be like a big colourful image of the pool with bullet point features. This is also needed on the entrances to Marton. Current signage appears to not be facilitating Marton. It is too busy and unreadable before passing. Put signs in major cities on the back of buses which is 24/7 mobile advertisement. Have the council considered solar power to support the heating and lighting costs of the pool? The pool needs an INVITING and purpose built entrance this entrance could possibly incorporate Barista/cafe facilities. The pool facility also needs a safe and purpose built area for those of us who ride expensive bikes to the facility. Maybe rates could be lowered for the elderly by finding new streams of income into the town rather than rating the elderly out of their homes which is currently happening for some. For example a thriving and income producing pool with a number of opportunities for Marton and surrounds. Whoever had the foresight to build such an amazing facility in Marton possibly also had a vision for the town and what the pool could do for Marton? Finally investing in well thought out social media facilities not only web site advertising e.g. advertising that interacts with mobile devices that will alert people they are approaching Marton well before the town is reached. Thank you for considering what CAN be done!!!!

- Listen to the public more, i.e. the new footpaths in Taihape are awful and very slippery. Plus it looks half done and makes our town look messy. I am very disappointed by this. From what I understand a lot of money was spent on this which could have been given to local businesses instead.
- Fix the water, drinking and bathing system, its often smelly and dirty and undrinkable without a filter. Put extra filters on where it first comes from if it's been raining. Please don't blame the weather. we shouldn't be paying for constant plumber out calls
- Speaking on behalf of my Samoan community that we all know that we live up Marton as you notices that. But some of us who come and work for the freezing work started to move to Australia and other places in New Zealand because of not enough Houses around this area. And also that we found out that all houses in Marton are all sold out. So is there any way that we can easily get accommodation around here? PLEASE.....
- They are a darn sight friendlier then Auckland Council staff and Cath Ash is great.
- Stick to your core business, don't spend money on unnecessary things (e.g. fancy pamphlets) and be mindful of farmers' needs and stress levels - your rating levels are very high for them to cope with in running their business.
- Being more informative
- Swimming pool to stay open all year round and offer more entertainment to youth at pool. Used to be hundreds at pools in the summer
- Open the swimming pool during winter
- Use better contractors for road maintenance and repairs!
- Value for money.
- The water supply needs improvement. Currently it tastes like mud.
- Could use local media (newspapers) better? Need brief, succinct alerts on issues so that people alerted and can follow up if interested
- I think it would be great to have the swimming pool open all year. There is very little to do with children in winter in Taihape, and being able to use the pool would be great, because it is indoors.
- Keep the pool open ALL year...and access funds from the Dudding trust
- Pool open year round. Better play grounds. Wheelie bins.
- Keep to promises made in 1975
- Be visible
- Reduce rates



- I think the town hall should be hired out a lot less as there's no cutlery and only has a small fridge. It ridiculous for the amount that's charged. Also the town does not have an outdoor basketball court the memorial hall has one but to hire for an hour is disgusting unless you're in an organization. The price should be dropped down as hall floor is not that good condition. Also if u want to have basketball games with family and friends the closest place is schools. Maybe this is something council could look at.
- Longer transfer station open hours
- That the council would remember in all its dealings that it's prime role is to serve the ratepayer.
- be more in touch with people
- All staff have the attitude of " how can I make this person's life easier"? They are your client,
- Better services i.e.: action with noise control and dangerous drivers.
- Make sure the people you send out mail to are at the address you send the mail to, not go by an out of date electoral roll
- The council needs to promote Marton more, people are moving here from larger cities, and this needs to be treated as important.
- Promote Marton as a great place to live.
- The council need to make sure all staff know answers to any question, if not, pass on any queries to another person, or suggest that they will get all the information and phone back.
- Get rid of those ridiculous sign's entering Marton. For goodness sake, you try and read the horrid thing, travelling at 100km per hour you get the first row of squiggle and you're past it. If you keep looking you would run off the road and kill yourself. Besides that it is an ugly, hill billy, inbred go nowhere sign? Most folk that we know in the community hate it... We love our little town, that horrid sign does no justice to our town what so ever.
- Better deal with noise complaints especially parties and dog barking
- Provide a rubbish pick up for rural properties e.g. at the end of the road rather than us having to take everything to the rubbish dump each week
- Become more involved with the community
- not sure
- be available to the public
- communication is the key here and it needs to be effective
- Perhaps an info board outside the council buildings or in the main streets with, what's going on this week in "insert name of town", for example, Main Street resurfacing due to start next week, with a copy of the plan for such things etc.
- We have always found the office staff to be very helpful-they are good. I am not sure which section to include it in, however I get discouraged with the amount of canine excreta around the town and there are several areas of the town where dog owners do not have their animals under control so that the animals run at and out of boundaries barking and snarling at people passing by....Many of the buildings in the Broadway are attractive buildings with good architectural features, they need to have some decorative work done on them to assist them to stand out. Good decor raised moral for the locals and assists with the presentation of the town to visitors.....We also have a number of properties around the town that are in an appalling state. Does Council have any power to get property owners to at least tidy them up?
- We have always found the front office staff helpful friendly, welcoming and willing to go the extra mile.
- Scrap the 'public good' rate for low value rural properties. Encourage recycling by providing recycling bins in rural areas as, e.g., does the Auckland City council
- Attention to requests. I would like the council to consider removing the macrocarpa, or pine trees bordering the Kiwi Road steps which lead up to Titi Street. They prevent the sun reaching 2 houses on the south side of them adding to the dampness in these 2 houses. If

the wood from the trees was sold for firewood it would help with the cost of removal. I would greatly appreciate the council acting on this request.

- I think it would be for better if there was a restriction on the height trees were allowed to be in residential properties.
- Do something more about the flooding in the CBD and the various other streets in town. Can the Tutaenui Stream be diverted, so it doesn't go through town?
- The one issue that affects me the most is dog registration fees. I am not a breeder of dogs but instead involved in rescue, fostering and rehoming when possible. All dogs in my care are neutered and spayed, therefore not used to generate income. The annual cost of registration can be very high and I would love this council to adopt fees for multiple dogs similar to some other councils. E.g South Wairarapa has a set fee for a certain number of dogs and sensible fee for each extra dog above that number.
- Have a small office in Bulls
- I'm very satisfied apart from the animal situation.
- Reduce rates
- Become more positive in response to queries and ideas. It is changing for the better, but there still exists a negative attitude to change and requests for service within Council
- Become more efficient and keep rate increases to rate of inflation
- all customer work together and look forward for some changes in the future
- Extend rural road sealing. The first 1km of Onewhero? Road was prepared for sealing about 20 years ago and to date, no progress.
- Have recycling bin, if my rates are as high as Feilding and they have it way don't we
- have better maintenance of council buildings in Taihape
- Think carefully about the rising bus depot/library situation in Bulls.
- Widen the rating base beyond land values. Be active in promoting business in the region especially the smaller towns.
- Don't know
- Would love to see an upgrade of the Taihape pools!
- Advertise your 0800 number.
- Recycling centre is excellent...but I would like to see information on what is recyclable or not. Perhaps in the paper so everyone sees it.
- Listen and react to suggestions
- Continue the footpath from Bruce St into Ongo Rd Hunterville
- Sort out the recycling situation. It is not good enough that a community does nothing about the excessive amounts of rubbish that could be collected and recycled. Isn't NZ meant to be a clean and green nation? Then prove it and put the community's money to better use than ridiculous footpaths.
- Get a handle on rates - they are exorbitant for seemingly no reason.
- Nothing comes to mind.
- Keep road side drains clean and clear on rural roads so the water does not run into ratepayer's paddocks.
- A rural rubbish collection or if that is not possible the ability to be able to drop off a 'free' rubbish bag at the transfer station fortnightly.
- By not charging on rates, and GST, for water and waste water that people cannot connect to.
- Rates excessive for the services received
- Free 24 hr Wi-Fi at the library in Taihape.
- Consult with community via written survey before undertaking major projects
- Creating an industrial park to attract new businesses to town enabling greater use of the existing railway connections and increase employment opportunities and perhaps quality inspectors for road works.

- Encourage more recycling through free wheelie bins dotted around the residential areas
- Remain accessible for personal advice and ensure staff remain well trained to deliver it.
- Make sure contractors keep the drains and storm water grates clear at all times, especially when leaves are falling. Blocked drains are causing flooding problems
- not waste time pushing for a new council admin building - NOT needed
- Regular personal contact to ratepayers/residents
- Encourage the perception of individual accountability on the part of elected members, i.e.: better press coverage of the governmental aspect of local government
- Too many bosses and think outside the square
- Nothing - do quite a good job
- Don't know
- Don't know
- employ more efficient contractors especially for roading
- More soap and paper hand towels in public toilets
- Upgrade the Taihape Library providing more up-to-date resources
- do something about the slippery main street in Taihape
- better tasting water, lower dog registration, and having a better refuse service(dump)
- Less expenditure on consultants which add unnecessary cost to rates in the long term.
- Advise emergencies earlier. To give people time to organise themselves. This last flood was so much easier even though we were lucky and missed it. We had time to prepare. (70 + year olds are not as strong as they used to be)
- Don't know what
- Stop putting the rates up.
- Stop putting the rates up. And better rubbish collection to all areas of the Rangitikei.
- All good
- ok at the moment
- Fix up footpaths and cut trees back
- We need to retain our Health Services as our Medical services plus hospital transport and telephone lines as some areas have blind spots when using mobile phones and radio tv reception. These affect everyone in the district public transport.
- More consultation
- Ratepayers are not always wealthy and council services are needed so keep the rate rises as low as possible for all. Look closely at the Wage bill. Fair expectations need to be encouraged.
- Improve some of the footpaths. I had a fall a few months ago after tripping on a raised edge of slab of concrete (on Wellington Rd). I never thought to report it at the time, but it must be a danger for elderly people, whether they are walking or using a mobility scooter. I was walking my dogs at the time, and never noticed the raised edge until it was too late.
- No
- When the issue is ongoing perhaps dealing with the same staff member would be more efficient
- Keep the public informed in local paper of any major decisions before they are decided!!!
- Keep ratepayers informed on major matters
- Keep communicating
- Become more aware of progress either in NZ or abroad and translate that into new policies.
- I have no complaints about the current service.
- Make sure we keep our swimming pool and do more to promote it. I only go there when my granddaughters are staying but think it is a great facility and certainly under-utilized by the Taihape residents.
- Recycle bins

- Focus on infrastructure and amenities rather than social issues.
- Reduce my Rates in proportion to my living circumstances so I can live in my own home.
- Libraries open for longer hours, especially on weekends.
- Be more visible and send out surveys to see what needs doing
- they could give us a foot path and tidy up their vacant sections
- Be more visible in a proactive supportive way. Councils are more obvious in their belief in a community and the effort they put into it rather than lurking in the shadows of dishonesty. We need to see our ratepayers dollars being used in a positive proactive progressive way
- wider roads
- Listen to the ratepayers! There is no doubt that Taihape is the poor cousin to Marton
- Work together
- No. Our Council always appear to be doing their very best for us residents.
- Enforce a rule (law) to keep young people off the footpaths with bicycles and skateboards and nothing, but when I find a problem or solution I generally let people know
- District promotion
- Take more notice of complains re roading, signage, stormwater drainage etc. that cause endless stress for residents
- stormwater
- Don't know maybe fix potholes on Huia Street footpath and uneven surface
- Learn to listen first
- Nothing??
- Better value for ratepayer's money.
- action projects more quickly
- Once every 3 months give out free rubbish bags to every house in the Area
- Be proactive - encourage businesses/public with projects instead of creating obstacles.
- Be more in tune with the community they are supposed to represent. Rangitikei Council make things so difficult for people to start-up businesses and get resource consents and generally prevent the area to go ahead.
- I am dissatisfied with the amount and increase of rates I have to pay for a small property that I cannot put a garage on.
- Just cater for rural as much as urban in terms of use of rates
- SUPPLY A CLEAN WASTE DUMPING AREA
- Simplify and speed up building consents
- Tree trimming with trees that hang over peoples fences. Spraying of weeds along fence lines
- Have our actual community identity and needs in mind instead of just presuming that we are like all other towns and so responding with appropriate understanding of issues
- Education to prevent academic failure. Speakers to present.
- Relocate to a nice modern building with no old facades
- Keep rates rises to the inflation rate. When I bought my house in 2004 my rates were \$1200, and horizons rates were included, now they are over double that, and don't include horizons rate, causing my living standard to drop substantially as wages haven't come close to keeping pace with these lavish increases.
- I would like to see each household issued with a wheelie bin in place of rubbish bags. In so doing preventing animals getting at the contents.
- SERVICE OTHER REGIONS BETTER THAN MARTON HQ
- I am really concerned about the taste and smell of the water supply.

- maintain our town
- Work with people not against them
- Use less consultants
- I honestly can't think of anything as I don't contact RDC often, but when I have had dealings with the staff I have been satisfied with the result.
- can't think of anything at the moment
- Clean out culverts with a shovel instead of just looking at them from the driver's seat
- use the email
- I do a lot of walking around Bulls. (Exercise). When wet the footpaths are very slippery. Would be good if this is fixed
- I don't know if this pertains to the council or the NZTA but there is a very dangerous spot immediately south of Mangaweka, turning into Te Kapua Road needs a turning bay/median, as many vehicles overtake as soon as they get to the 100k sign, Te Kapua Road has a significant amount of turning traffic, and I know if at least one accident there involving turning traffic and an overtaking vehicle
- they are all fine
- Stimulate business growth in Marton. NB the next page states that the prize draw is restricted to residents only, yet as a ratepayer, I was sent an invitation to my residential address outside the area, and invited to participate - not a good look!!!!
- Better promotion of the region to the rest of NZ
- Give those that are within the Rd2 area weekly rubbish pickup.
- I would like to see it more focused on maintaining and improving environmental quality. Rangitikei has a gorgeous environment from top to bottom
- Happy with the current level
- Improved council buildings in Marton
- I believe council have a vested interest in Māori organisations and activities, but to date have never truly pushed themselves to the fore in seeking Māori to know and understand more of what is important to Māori, their input into local council and community affairs. The ongoing marae conversation a case in point for whatever reason. The concept of a community marae in Marton I believe is a priority, and helping it to bear fruit, would not only enhance the council's popularity but also cause them to be seen as a council to be more forward thinking than most when it comes to Māori issues.
- Consider their measures of success, i.e. use a range of social, environmental and economic indicators to measure how well they are looking after the interests of the ratepayers of the district.
- Recycling bins next to rubbish bins to encourage recycling!
- everything is fine for me thanks
- We pay extremely high rates and do not have recycling bins to put out at our gates for collection come on RDC we must be the only council that doesn't provide this service it's about time ....I know you said one thing but the footpaths everywhere except Wanganui road now need replacing wander there hasn't been a nasty injury
- Be more visible to the public in terms of the councillors
- Consult more with rate payers
- Stop wasting ratepayer's money. Stop trying to kill towns like Bulls.

- Not sure
- Can't think of anything at the moment
- Remember that it's not compulsory each year to set a rates increase. Like a household, if income is not increasing to match outgoing then new acquisitions and maintenance sometimes need to be put on hold or done at a slightly slower pace than is wanted or desired. Be very mindful of policy to attract newcomers and increase employment opportunities
- Charge less to those who use very little of Council's services. Our property has little information about it, uses no supplied water or sewerage reticulation and no rubbish collection. Why are the rates so high?
- Centralise your offices and promote a more online system of contacting and dealing with matters, to reduce costs, and our rates. Too much money wasted on upgrading your offices over the years, instead of internally looking for cost cutting of overheads, not core services. Sick of increased council debt being funded by rates increases. We can't afford it anymore!!!
- Cheaper rates
- Staff and councillors more proactive in the regions and make informed decisions that residents and staff have had equal opportunity input which means some work and amalgamation of organisations so everyone works for the one thing a better town needs which ultimately lead to a greater Rangitikei District. In other words think and work outside the square and look at other alternatives beg and borrow ideas from other councils mix and match. Let's lead not follow trends.
- A decent playground for our children 0-5 years of age. Ours is an absolute disgrace. Keep up with mowing the verges on rural roads, have rung up a number of times about this. Keep Marton looking nice for visitors. Stop hacking the beautiful trees up Bond St! Treachery!!!!
- Send out short questionnaire to locals to see what needs doing.
- Give me opportunity to say more than just one thing here. Like keep front of house staff informed of all issues, especially topical issues. Open the pool year round. Spend as much time looking after the junction as you do the top end of town. Improve and expand the council housing portfolio. Include kerbside recycling. Offer courses to teach people how to save electricity and water. Put in tank scheme for people to save grey water for garden use. Zone change to encourage more building. Develop connected walkways. I could go on but I think I may have over stretched my point.
- Communication to community should be designed around what works for the community, not what works for council. Make the effort to find out. Apparently public meetings aren't effective, based on turnout, so start thinking creatively about how to do it.
- Work with the public to reach solutions not just quote regulations
- amalgamate with Wanganui
- Maintenance of sports facilities
- Provide more vibrant 'welcome to Marton' signage. Great town but many lost opportunities to promote it to those who know little about what's here. An image makeover perhaps
- Look after their ratepayers and stop wasting ratepayer's money. Councils should not be in the land speculation business. Too many empire builders in control.
- Look after the rural roads more - there is always lots of potholes we have to avoid on the Taihape Napier Road and they seem to take forever to get fixed

- Put more resourcing into the rural areas including reserves and picnic spots that are in a terrible state and not representative of "Rangitikei Unspoilt"
- Update website to make it more user and mobile friendly. Thanks
- be more in contact with the customer/ratepayer
- Recycling is an area that needs focussing on
- Council are doing a great job. They tread a delicate balance of stretching a thin budget from a small rate payer base to provide core infrastructure over a large area. Program funding has a good balance of user pays vs communal paying. RDC should not be tempted to get into the space of economic development but leave that to private enterprise. Just remember every dollar you can leave in a ratepayers pocket can then be spent in the community. RDC should think about the biosecurity threat of weeds from the roading network.
- Take more interest in what is happening in community. I recently went to Bulls Domain with my 6 yr. old child. Skatepark is great by the way. My concern is that I had to explain why the women's toilet block has a sign stating 'cows'. How offensive is that! I am actually disgusted and embarrassed by this. I totally get the 'bulls' reference but being called cows and calling the female visitors to our domain cows is so not ok! Question is, how was that Okayed by council? Do u people even know this is there???
- Listen to the ordinary people in your district. The workers and the battlers not the comfortable established farmers and shining lights of the area
- Keep costs and therefore rate increases down to minimum. Treat rates income like your own and live within your means.
- don't know
- Rates!!!! As they at a level that the ordinary person can no longer afford. Also over the past few years our valuations have gone down with no decrease in rates so with values on the rise no increases should be needed.
- upkeep of unsealed roads to the river would be good but otherwise it's all ok
- Do more for the Taihape area. I feel council could do more in tourism in the region
- Stop adding service fees on my rates .I am a rural resident and don't use any of these services so why should I subsidise them
- visit facilities more often and where possible use them
- Take suggestions from public, i.e. new playground near public toilets, walkway through bush accessible for prams, runners, weekend walkers... BMX bike park.
- Fix the area prone to flooding on Turakina Valley Road just up from Bruce Road intersection.
- Check for properties that have trees and shrubs overhanging the footpath. I have been told in the past that Council only takes action when a complaint has been laid with a member of the public. This is an ongoing problem to the many walkers and people with pushchairs or mobility scooters and should be something the Council addresses rather than wait for a complaint
- Disappointed there is nothing about the disgraceful handling of the Bonnie Glen Refuse station or our transfer stations, location , CHARGES, no rate relief for rural payers
- KEEP THE MARTON POOL OPEN ALL YEAR FOR SWIMMING LESSONS!!!
- Moe services for rural people, we pay the highest rates but what do we see for our money
- To make the Rangitikei the easiest place on earth for businesses and builders to get started and get their work done

- Give us a new bridge at Mangaweka and trim the vegetation on sides of the roads better for visibility, not trimmed how it used to be and is quite dangerous in places
- Increase efficiency
- Return the Marton pool to a council run operations. The business that runs is now is only after profit, the pool staff hired are lazy. And they asked Ohakea to not allow the use of their pool for Clifton school swimming sports so that the school was forced to use Marton pool, costing the school a ton of \$\$\$\$
- adequate
- safer pedestrian crossings
- provide us with free rubbish bags for collection
- Bearing in mind the ratepayer base relative to the size of the network just continue keeping the basics right - keep the roads and footpaths in good order, ensure the town water is delivered to its presently good standard, libraries are stocked with books people want to read etc.
- Remember the rural communities the ones off the beaten tracks
- Having the council provide recycle bins to be picked up on rubbish day would be great. The recycling depot in Marton can be very busy and not too many places to park. Also, I know you have to maintain the roads every year, but why do you have to maintain the same piece of the road? Why isn't there any dog friendly parks in Marton? I pay dog regos but there is no park. Why not allow dogs at the park (duck pond) on Calico Line? Has there been any work done to the Tutaenui Stream since the 2014 floods? Or is it a wait and see? What is the council's policy on working on Good Friday & Easter Sunday? As an employee of such a business, I do not want to work on these days and do not want to be pressured to have to work just because people have nothing better to do. Can you make the car park outside the fuel station at Marton New World 'No Parking'? There is no parking on part of the road, but in one spot, it isn't and if a car is parked there, you can't see if there is any cars arriving as you leave New World. It is dangerous to have a car parked there.
- Just a bit more empathy for people from staff no matter how trivial it might seem.
- Keep rates increase at minimum by not replacing unneeded things as in logo/main street theme/new buildings it must be cheaper to upgrade existing and the town hall needs to stay on the main street
- stop wasting money on building a new council office in Marton
- FIX DA START OF MY DRIVE WAY POT HOLES...MY NEIGHBOURS HAV LOL
- the costs of building consents are high
- Nothing at present
- Do more work to support local business.
- Listen to the people on what they have to say and act on it.
- Ensure front desk staff are knowledgeable, positive and motivated to help customers
- Maintenance of gravel roads
- Get their own staff and not share staff with other Councils
- Better tasting/Smelling water and better water pressure!!
- Improve/ update parks and facilities for kids
- Cleaning pavements in business area



- Make sure that when we have a town meeting to discuss possible plans that myself as a ratepayer should be provided with the proposals to be prepared for town meetings.
- Start the upgrade of the main street, providing a tangible effect in improving our town (Marton).
- Maintain the old Church Cemetery on SH1. Compared to the Council maintained Cemetery it is a disgrace and reflects badly on the town
- Communicate with public more readily on decision making and expenditure
- Making sure all the towns in the Rangitikei are looked after equally.
- Drainage, esp. for big weather events. On a smaller scale, fix flood-prone footpaths e.g. lower end Henderson Line.
- Place a higher value on heritage and landscape values. We are not constrained by scarcity of space, stop pulling down our old buildings (or, more accurately, planning their demise).
- Keep the rates at an affordable level.
- Be proactive and involve the community.
- It would be good if the Council concentrated on what the people in the district want. There are minimal playground areas in Bulls and not much for children to do. Wilson Park is more for people just passing through. Bulls has expanded and a majority of the residences have children. Most people are having to travel to Feilding, Palmerston North and Wanganui for a decent playground and recreational facilities
- Be more people orientated
- Don't know. I think many of the issues that confront rural districts such as the Rangitikei are in fact too big for a small council - loss of rural population for instance.
- Can't come up with an answer
- Continue to listen to the needs of the residents/ratepayers and work positively to enhance prosperity of our Rangitikei community.
- Supply wheelie Bins paid for through rates and/or supply yellow bags in bigger quantities and at a reasonable price. You can buy black rubbish bags for far less. They are too expensive at \$7.99 for 5. I would suggest a dozen for say \$8.
- Look after its heritage and protect it for the future so that future generation can embrace them as part of their history. I think the council is careless in this regard.
- Rates are too high for the service we get in Hunterville
- Keep this up, it costs nothing, service with a smile, from street/road workers, admin and staff council workers.
- Lower charges for rural properties that cannot fully utilise largely town focused amenities
- Communication with the public
- Have a Facebook page
- The council needs to upgrade its playgrounds, the ones in Marton are terrible and no one wants to use them. I would rather drive to Palmerston North. Wilson Park is huge and has so much potential, I can't believe Marton has a velodrome which is not being used. What a waste. So many people are into cycling these days. Why not let the community fundraise to try and upgrade our facilities if the council won't upgrade them
- Face to face delivery of necessary information to house owners
- no

- Historically the council had a bad repudiation of being difficult and obstructive especially in such things as building and resource consent. These seem to be much improved. Thank you
- Reduce waste station costs so it is easier for people to keep sections tidier.
- Rural roading, I pay plenty in rates and can't drive on our road without it wrecking my car or trucks having trouble getting to me.
- Move to new premises quicker
- Provision of more public toilets around parks
- Roadside recycling or green waste exchange for compost
- can't think of anything at present
- opportunities for the youth to get employed
- During the pop up art gallery before Xmas there were many happy people pleased to see the arts supported in Marton. The proposed new Council buildings should incorporate an art Gallery where local artists could display the work on a rotation basis. Maybe in the customer service area.
- Sidewalk driveway entry upgrade and made safe.
- Since contact with council is only once or twice a year, I would like the council to visit me, maybe once every year
- Again, can we have the footpaths in Turakina repaired and sealed? Also, the resident with the old shop who drinks and leaves bottles and the seats outside on the public footpath - these need to be removed as they are on public areas - terrible trip hazard when running in the dark mornings and makes Turakina look shabby. Thank you
- Communication between departments. There are always different crews from different departments which cruise the streets/roads of our community. If they informed other departments of issues/faults relevant to them then jobs would get done a lot faster making council in some way more efficient compared to the way we see it now as it is not unusual to see safety issues get driven by different departments consistently on a daily basis with no one stopping to do something for six months or more. This is a common issue and while council do need the public's eyes to report issues it should also be the responsibility of all council staff to inform council no matter which department of council they work for. The attitude of "it's not my job" has got to stop. If staff are seen to be proactive then the community will become more proactive and support council.
- Make rates bills clearer to understand with respect to discounts on paying all at once, and exactly when they must be paid by. It's not clear at present whether there is a difference between "absence of a discount" and "imposition of a penalty"
- spend less money on stupid signs/ decorative things and fix up old buildings which make the town look dull
- satisfied
- We are at 35 Bridge St Bulls very busy dangerous road hard to get in and out at times. Traffic often pull over and stop across from our driveway making it difficult to access our house coming from Bulls. I think a no stopping sign could alleviate this problem
- Have better classification of regional land and soil types for building consents and soil testing.

- Better road maintenance particularly after roadworks - is there someone who drives around and checks quality? In particular the safety of the repair?? One more thing - why do I so often see RDC vehicles (Utes) being used at the weekend and NOT for work purposes. As a rate payer I'm annoyed that my rates are being used to fund a vehicle that is being used to get its "drivers' firewood, or tow their boat!! I understand they have many callouts to attend (depending on the role) but using it for personal benefit is taking the micky!! Perhaps one vehicle could be used by Wanganui staff and the other by Palmerston North staff to get to work, rather than each person using their own council funded vehicle. I imagine the cost saving would be HUGE!! Something to consider??
- Sometimes instead of lumping it all in one basket take the time to listen and assess aspects on an individual basis and clarity may be found sooner rather than later.
- Keep pools open in Taihape in winter, especially toddler pools so some activities to do in winter. Could upgrade the playground as well have been same for a very long time, Levin has an excellent playground as well as exercise area for dogs. Open recycling facility more so can do it during the week as we live out of town and restricted to the days can recycle.
- Not sure
- Marton is flood prone and greater attention to town stormwater drains and clearance of open streams would mitigate flooding issues. Too many of the open waterways throughout the town are not being cleared and Council needs to be proactive with this to reduce the risk of blockages and flooding. Use dept. of corrections work gangs to achieve this would be a good start
- Meet the council and staff meetings
- Having a collection for unwanted items two or three times a year picked up at residents' gates.
- better facilities and opportunities for younger generations
- A suggestion would be to come up with a holiday programme that best suits 12-17 year olds. Maybe we can get baking donations from whānau, Kai donations for the kids. Just something fun and exciting for the kids whose parents work throughout the holidays and have nothing else to do.
- When you say you will call me back about something- do it
- Pass
- listen to what the business people needs to help Rangitīkei grow
- I would like to see Aqua aerobic classes held after 5pm for the people who work an 8 hour day.
- More tar seal roads
- Council seems to be doing a good job overall
- Better Pit Bull control. Fully operational C.D. Unit. Don't leave this to amateurs. Community Patrol are NOT security guards or C.D. qualified.
- Get as much information out to the community in as many different ways as possible. Look at ways you could save money....especially seeking design ideas before employing expensive architects.....
- I am content at this stage
- Make the library a modern library not an Internet cafe (clean it its dirty, stock the kids section, and make it simple and effective, ditch the computers, kids story/craft time is

fantastic!). Ask the experts at PN library to offer some ideas and guidance on how to use the space you have to good effect and establish some fresh priorities. Tidy up the main street - Marton is Cool so encouraging new people in will help reverse the decline. Getting the basics right and encouraging and open minds from residents (if that's possible) will make this a warmer place

- The Council needs to rethink its policy on how work is done. Would it not be better to divide the Rangitikei into wards and concentrate all major spending on one area for the financial year with only maintenance done in the other areas until their turn came around? In this way much needed but deferred work could be undertaken
- I think Council has improved its communication to ratepayers a lot in recent years, particularly through the columns in the local newspapers. However I believe additional information that actually describes where a good portion of rates go, such as roading and infrastructure upgrades and maintenance, would be well received
- I believe that although mostly the usual methods of communication are followed, working out of town I find that there are times when it would be helpful to have a more direct communication with residents. I have also found that although helpful and knowledgeable (with regards to building information in my case) have shared services that meant staff were not in the region can lead to a bit of frustration in trying to contact them
- Think more about the rural residents as well as the town ones
- By watching the streams etc. to avoid flooding
- When ratepayers are in dire straits as we were, help would have been greatly appreciated
- Educate schools about the council so that the kids can be more involved.
- Put at least some effort into the rural communities that pay your rates and get NOTHING for it
- As I live in Marton I think the town is becoming a ghost town due to earthquake regulations. Pull the old buildings down create green areas in place of these building to make it more appealing. Stand out on the street and just look up and down you will see what I mean
- Rates are too high for rural properties that do not use footpaths; waste water; town supplied water; pools; rubbish
- Make person to person contact more often
- Get practical
- It's hard to think of something to say, when they make you feel comfortable when they are approached with a question.
- All be helpful and have smiley faces!
- Footpaths poor condition Trees need cutting back , overhanging Footpaths
- The Marton pool needs an injection of enthusiasm. No one knew it had opened, half the staff are rude, and there are no planned activities / events to encourage users. The dog ranger also needs to be more proactive in being advertised. He does a great job, but needs help to be proactive in managing strays etc. (advertising, signage)
- Talk with the people in the town more, to really find out what they want
- Renew the main road, i.e., Broadway, it generally has a poor service, and is not at all attractive.
- Spread the love north of Marton :) Thank you

- Give rate relief to new businesses or new home builders to encourage more people into this area
- Responding to messages would help.
- Drinking g water is disgusting
- Be more active around the streets and having local get together e.g. Carnival, bbq etc.
- The price of metered water is way too high.
- I believe our Council does whatever possible to make Rangitikei a better region. If possible; as a business owner I had experiences where it has been difficult to employ people from out of town as there has been a shortage of rentals and houses. Perhaps a strategy to make it easier for new houses to be built or old houses to be renovated may help with developing the town further long term
- Being more responsible with ratepayer's money by not spending it on unnecessary projects, for example the stadium in Taihape as the old stadium is perfectly sufficient.
- Being more on time for things
- Fix my driveway from road to my gate
- Be bit more helpful with people's problems
- I think the council are doing a very good job keeping Marton beautiful
- More within the community. We have untouched landscapes so activities such as walkways, cycle tracks, kids parks etc. Our region could also take on a lot more tourism. The tourists are coming to NZ just not to our region but we have so much to offer, we as a Taihape Community need councils assistance to make things happen
- Promote housing and jobs in the area
- maintain present standards
- I think the council are doing fine maybe look at the option of allowing shops to trade during Easter
- Continue to strive to improve service through communication and to get the right people for the job, a paper qualification doesn't necessarily give you the best person, look at the person!
- Better footpaths
- As we are non-users (country ratepayers) of sewerage and water supplies we should pay 80% less than urban users on our rates demands.
- Keep ratepayers in the loop in regard to compliance issues.
- DON'T HAVE 8 LOTS OF RATES, It's over the top.
- sort the library
- Listening to what people of Marton, want, need. We have heaps of people going through Marton to discover what? It needs to be more flash. More population will come if the town looks nicer. More money for council. Stop wasting rate money on things that are not needed
- Reduce the rates. I pay the same rates for a \$160k house, as my father pays for a \$850k House in Auckland
- Drop the price of rates. Improve noise control.
- Listen to your rate payers. Be honest.
- Stop giving yourselves undeserved pay rises each year and use our rates to actually benefit the towns. Foot paths are in a bad state. Foliage hangs over fences so you can't walk on

footpaths in a lot of streets. road works aren't lasting as long as they should and something needs to be done about the drainage under the railway bridge

- I pay rates in four districts, Wellington, Horowhenua, Taranaki and Rangitikei. You are the most expensive. You are the only council that doesn't recycle. Your water smells bad. I can smell it from any tap and any shower.
- Email facility for after-hours contact made/advertised for non-urgent reporting
- Stop fluoridating and chlorinating the bloody drinking water!
- It is how they handle complaints that is important unfortunately when council is hindered by rules or contact workers then it's important to communicate maybe a monthly article in the local paper explaining a topic e.g. noise related. Council's role, the rules, what the public can do to help, the penalty, who to contact etc.
- Continue with how you're doing things. It's going great
- Design services to meet users' needs instead of demanding users meet council's needs.

Appendix 1; Our District, Your Say – Rangitikei District Council Resident’s survey  
2017