

# **Rangitikei District Council**

## **Resident Survey 2013**

# PROJECT OVERVIEW

---

## Background and Objectives

In 2012 Rangitikei District Council (Council) established a benchmark on the level of service that they have achieved by conducting a resident survey. This 2013 resident survey gives comparisons with last year's benchmark survey, specifically aimed at understanding resident views and impressions of:

Road network and footpaths

Community leisure group of activities

Versus Research was commissioned by Rangitikei District Council (Council) to conduct this research. This report outlines the results of the 2013 Resident Opinion Survey showing comparisons with 2012.

Interviewing for this project involved a self-completion postal survey method sample of n=399 and an online survey of n=7 accessible from the Council's website. The questionnaire for this survey was developed by Versus Research in conjunction with Rangitikei District Council. Primarily; the findings of the survey have been analysed in total and by Ward<sup>1</sup>.

## Method

### Overview

This section outlines the research approach taken for this project, techniques used and processes followed. A quantitative postal survey of n=399 residents from targeted areas of Rangitikei district and an online survey, accessed via Council's website, of n=7 was completed between the 11th February and 8th March 2013.

### Sample

The sample (addresses) for this study was provided by Council from the ratepayer database. Questionnaire were sent to a total of 2000 residents in targeted areas of the district, 399 questionnaires were completed and returned. This equates to a 20 per cent response rate for the project in 2013, similar to 2012 (18%). An online version of the survey was also hosted on Council's website to acquire responses of Rangitikei residents from non-targeted areas. However, this version of the survey only received seven responses which were included in the overall results.

### 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 is n=399 which gives an overall margin of error of  $\pm 4.91$  per cent at the 95 per cent confidence interval. That is, if the observed result on the total sample of 399 respondents was 50 per cent (point of maximum margin of error), then there is a 95 per cent probability that the true answer falls between 45.09 per cent and 54.91 per cent.

---

<sup>1</sup> Bulls rural, Taihape rural, Koitiata/Ratana/Turakina, Marton rural, Bulls urban, Taihape urban, Hunterville, and Marton urban.

## Questionnaire

The questionnaire for this survey was constructed by Versus Research in conjunction with Rangitikei District Council and no changes were made from the previous survey. A copy of the questionnaire is provided in Appendix One.

## Display of data

For ease of interpretation, charts are used to display top level results in this report. The question asked in the survey has been footnoted on the same page as the chart or tables (for subgroup results). The base size, that is, the number of residents that answered a question, is also footnoted. Please note that not all percentages shown add up to 100 per cent. This is due to rounding and/or questions that allow multiple responses (rather than a single response). As residents did not complete all sections of the questionnaire, base sizes vary.

## Reporting

### Significance testing

Significance testing is used to determine whether the difference between two results is statistically significant or not, i.e., to determine the probability that an observed difference occurred as a result of chance. Specifically, significance testing is conducted between the results on total level and the results for the different areas and demographic subgroups.

### Year-on-Year Comparison

The total level results for 2013 have been charted in this report and, where possible, these results have been compared to the 2012 results. Where the differences in the results are statistically significant, these are indicated by:



Green shading indicates that a result for 2013 is greater than the 2012 result at a 95% and 99% confidence interval.



Purple shading indicates that a result for 2013 is lower than the 2012 result at a 95% and 99% confidence interval

## Key Results

A summary of the key results is given in the table below.

| COUNCIL'S PROVISION OF SERVICE    |                         |      |                               |      |                        |      |            |      |
|-----------------------------------|-------------------------|------|-------------------------------|------|------------------------|------|------------|------|
|                                   | 'better than last year' |      | 'about the same as last year' |      | 'worse than last year' |      | Don't know |      |
| Year                              | 2012                    | 2013 | 2012                          | 2013 | 2012                   | 2013 | 2012       | 2013 |
| Public libraries                  | 22%                     | 16%  | 55%                           | 60%  | 1%                     | 2%   | 22%        | 22%  |
| Road network and footpaths        | 13%                     | 10%  | 71%                           | 65%  | 15%                    | 23%  | 1%         | 2%   |
| Public swimming pools             | 13%                     | 25%  | 35%                           | 30%  | 5%                     | 2%   | 47%        | 44%  |
| Sports fields, parks and reserves | 10%                     | 9%   | 67%                           | 66%  | 8%                     | 8%   | 15%        | 18%  |
| Public toilets                    | 8%                      | 7%   | 69%                           | 66%  | 11%                    | 10%  | 13%        | 16%  |
| Community buildings               | 5%                      | 5%   | 75%                           | 73%  | 5%                     | 5%   | 14%        | 17%  |
| Community housing                 | 2%                      | 1%   | 26%                           | 33%  | 3%                     | 3%   | 70%        | 63%  |

# TABLE OF CONTENTS

---

|   |           |
|---|-----------|
| project overview .....  | 2         |
| <b>Background and Objectives .....</b>                                  | <b>2</b>  |
| <b>Method .....</b>   | <b>2</b>  |
| Overview .....  | 2         |
| Sample .....  | 2         |
| Margin of error .....   | 2         |
| Questionnaire .....   | 3         |
| Display of data .....   | 3         |
| <b>Reporting .....</b>  | <b>3</b>  |
| Significance testing .....  | 3         |
| Year-on-Year Comparison.....  | 3         |
| <b>Key Results .....</b>  | <b>4</b>  |
| Table of Contents.....  | 5         |
| Results in Detail.....  | 6         |
| <b>Council Facilities and Services.....</b>                             | <b>6</b>  |
| District Roading Network and footpaths (excluding state highways) ..... | 6         |
| Public swimming pools .....   | 10        |
| Sports fields, parks and reserves .....                                 | 15        |
| Public libraries .....  | 19        |
| Community buildings.....  | 24        |
| Community Housing .....   | 28        |
| Public toilets .....  | 32        |
| Concluding comments .....   | 36        |
| Sample profile .....  | 37        |
| Gender .....  | 37        |
| Age .....   | 37        |
| Area.....   | 38        |
| Appendices.....   | 39        |
| <b>Appendix 1: Copy of the Questionnaire .....</b>                      | <b>39</b> |
| <b>Appendix 2: Additional Comments .....</b>                            | <b>48</b> |

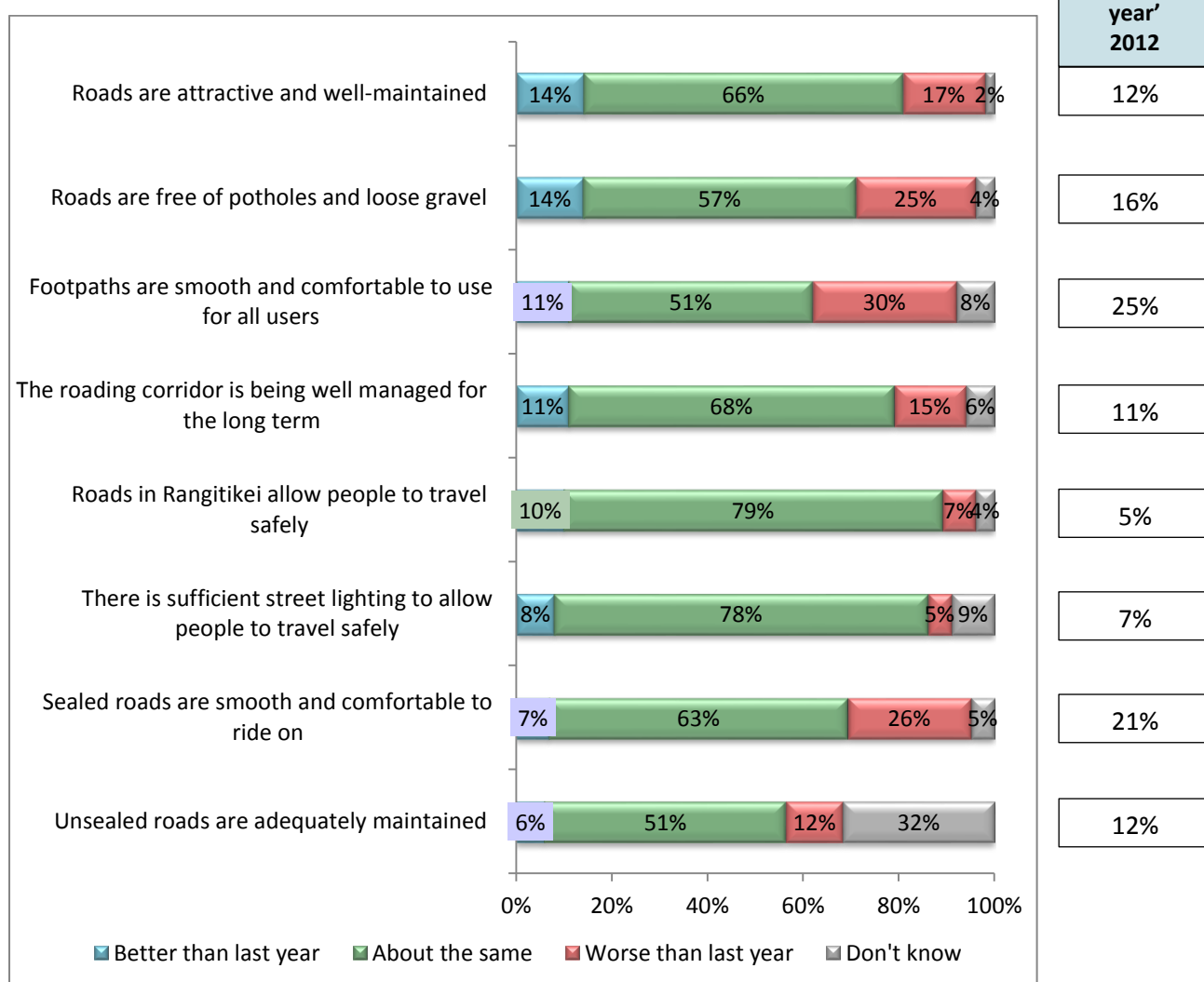
## RESULTS IN DETAIL

### Council Facilities and Services

#### District Roding Network and footpaths (excluding state highways)

##### Roding network related detailed measures<sup>2</sup>

Residents were asked to rate eight statements regarding the roding network. An increasing number of residents view the roding network as 'better than last year' in terms of allowing Rangitikei people to travel safely (up five percentage points to 10% in 2013). The number of residents that allocate a 'better than last year' rating to the condition of footpaths (down fourteen percentage points to 11% in 2013), the condition of sealed roads (down fourteen percentage points to 7% in 2013) and the maintenance of unsealed roads (down six percentage points to 6% in 2013) has declined considerably.



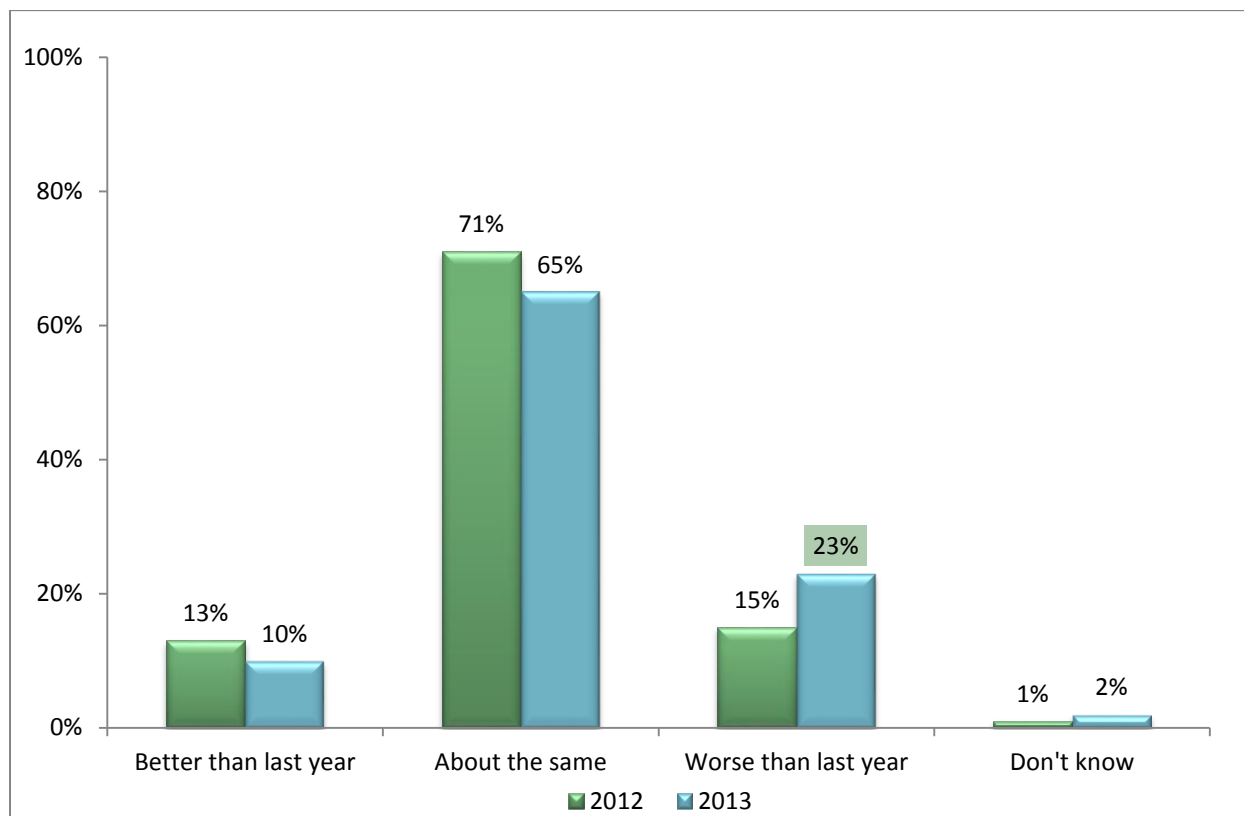
<sup>2</sup> Q: The first few questions are about Council funded roads. This excludes State Highways, as these are not Council funded. For each of the following aspects of the service, please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'. Base: 2012 n=397; 2013 n=345

## Key demographic differences

- Residents from Hunterville are more likely to rate 'roads in towns are attractive and well-maintained' 'about the same as last year' as last year (80% c.f. the total, 66%) and less likely to rate this statement 'worse than last year' (4% c.f. the total, 17%). Residents aged between 46 and 54 years old are more likely to rate 'roads in towns are attractive and well-maintained' 'worse than last year' (28% c.f. the total 17%), while residents aged 55 years or over are more likely to rate it 'about the same as last year' (72% c.f. the total, 66%).
- Residents from Marton urban are much less likely to rate 'roads free of potholes and loose gravel' as 'better than last year' (9% c.f. the total, 14%). Residents aged between 30 and 49 years are more likely to rate 'potholes and loose gravel' 'worse than last year' (39% c.f. the total, 25%) while residents over 55 years of age are less likely to rate it 'worse than last year' (20% c.f. the total, 25%).
- Taihape urban residents are more likely to indicate that 'footpaths are smooth and comfortable to use for all users including pedestrians, joggers etc.' are 'worse than last year' (55% c.f. the total, 30%), while Marton rural residents are less likely to rate them as 'worse than last year' (14% c.f. the total, 30%).
- Taihape urban residents are more likely to rate 'the roading corridor, meaning the roads, footpaths, signage, etc. is being well maintained for the long term' 'worse than last year' (26% c.f. the total, 15%). Male residents are more likely to rate the long term maintenance of the roading corridor 'about the same as last year' as last year (72% c.f. the total, 68%). Residents aged between 30 and 45 years are more likely to rate the long term maintenance of the roading corridor as 'worse than last year' (24% c.f. the total, 15%) while older residents over 55 years of age are less likely to rate it 'worse than last year' (12% c.f. the total, 15%).
- Residents aged between 46 and 54 years are polarised in their rating regarding 'roads in Rangitikei allow people to travel safely' with some more likely to rate this 'worse than last year' (17% c.f. the total, 7%), while a similar proportion are more likely to rate this 'better than last year' (17% c.f. the total 10%). Residents aged 55 years and older and Bulls urban residents are more likely to rate the roads in Rangitikei allowing safe travel 'about the same as last year' (83% and 91% respectively c.f. the total, 79%).
- Marton urban residents are more likely to rate 'there is sufficient street lighting to allow people to travel safely on roads and footpaths' 'about the same as last year' (84% c.f. the total, 78%). Residents aged between 46 and 54 years are more likely to rate street lighting as 'worse than last year' (11% c.f. the total, 5%), while residents aged 55 years or older are more likely to rate street lighting 'about the same as last year' (82% c.f. the total, 78%). Residents aged between 30 and 45 years are more likely to feel unable to comment in this regard (19% c.f. the total, 9%).
- Marton urban residents are more likely to feel that they are unable to comment on 'unsealed roads are adequately maintained' (39% don't know c.f. the total, 32%), while Hunterville residents are more likely feel unable to comment regarding 'sealed roads are smooth and comfortable to ride on for all users including drivers, pedestrians, joggers etc.' (11% don't know c.f. the total, 5%).

### Overall measure for roading network<sup>3</sup>

Overall Council's provision and maintenance of roading networks, footpaths and street lighting is rated 'worse than last year' by nearly a quarter of residents (23%), a considerable change since the previous measure.



### Key demographic differences

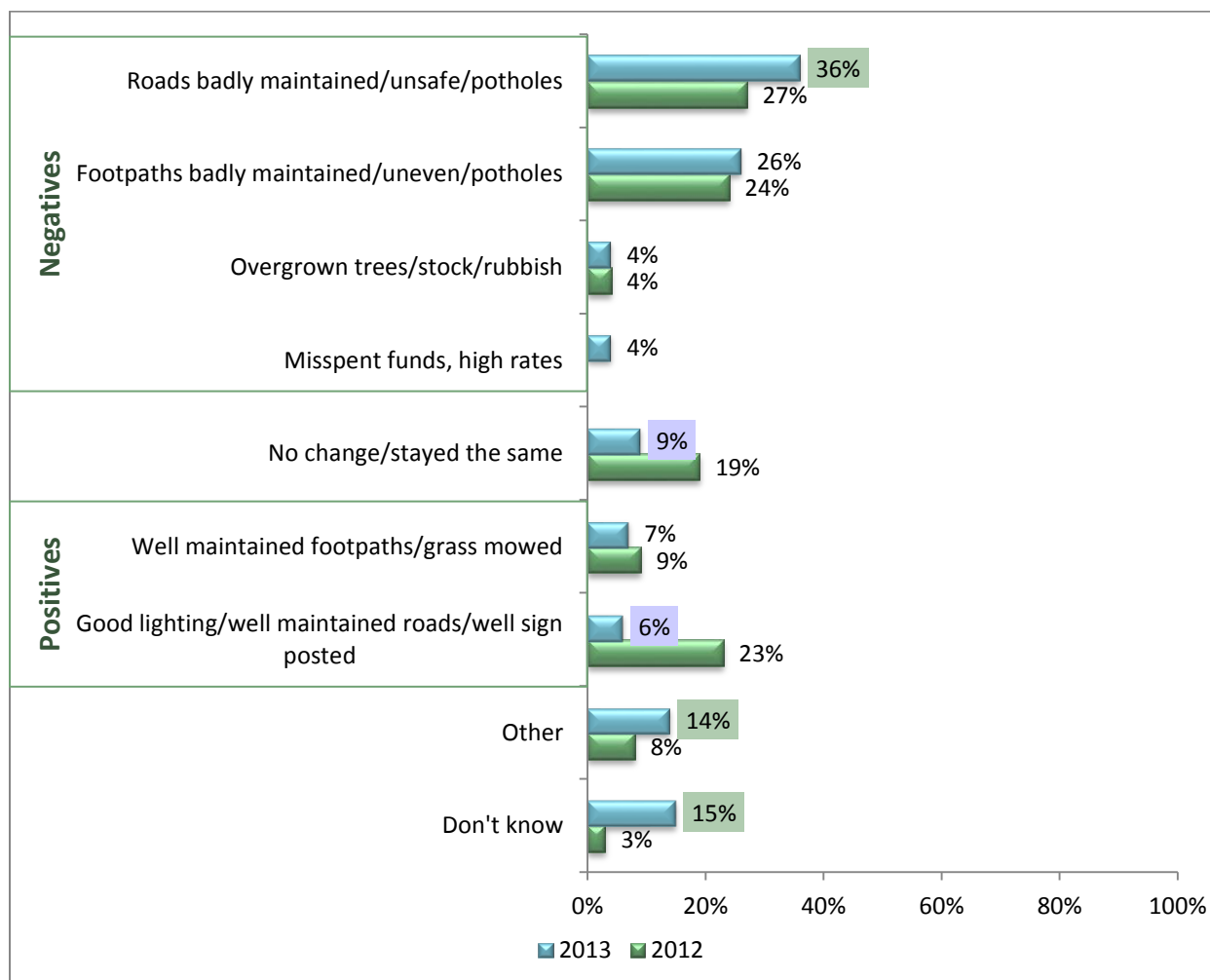
- Residents aged between 30 to 45 years are less likely to indicate that the overall Council provision of roading networks, footpaths and street lighting is 'better than last year' (3% c.f. the total 10%)

<sup>3</sup> Q: Overall do you think the Council's provision and maintenance of roading networks, footpaths and street lighting is better or 'worse than last year', or 'about the same as last year'? Base: 2013 n=404; 2012 n=353



## Factors that influenced resident views of Council's provision and maintenance of roading network and footpaths<sup>4</sup>

A greater proportion of residents base their overall rating on badly maintained roads, with potholes (36% in 2013, c.f. 27% in 2012) and 'other' reasons including personal use and experience of the roading network (14% in 2013 c.f. 8% in 2012) behind this rating. Fewer residents base their overall rating on roading remaining the same (9% in 2013 c.f. 19% in 2012) and good lighting, well maintained roads (6% in 2013, c.f. 23% in 2012)



### Key demographic differences

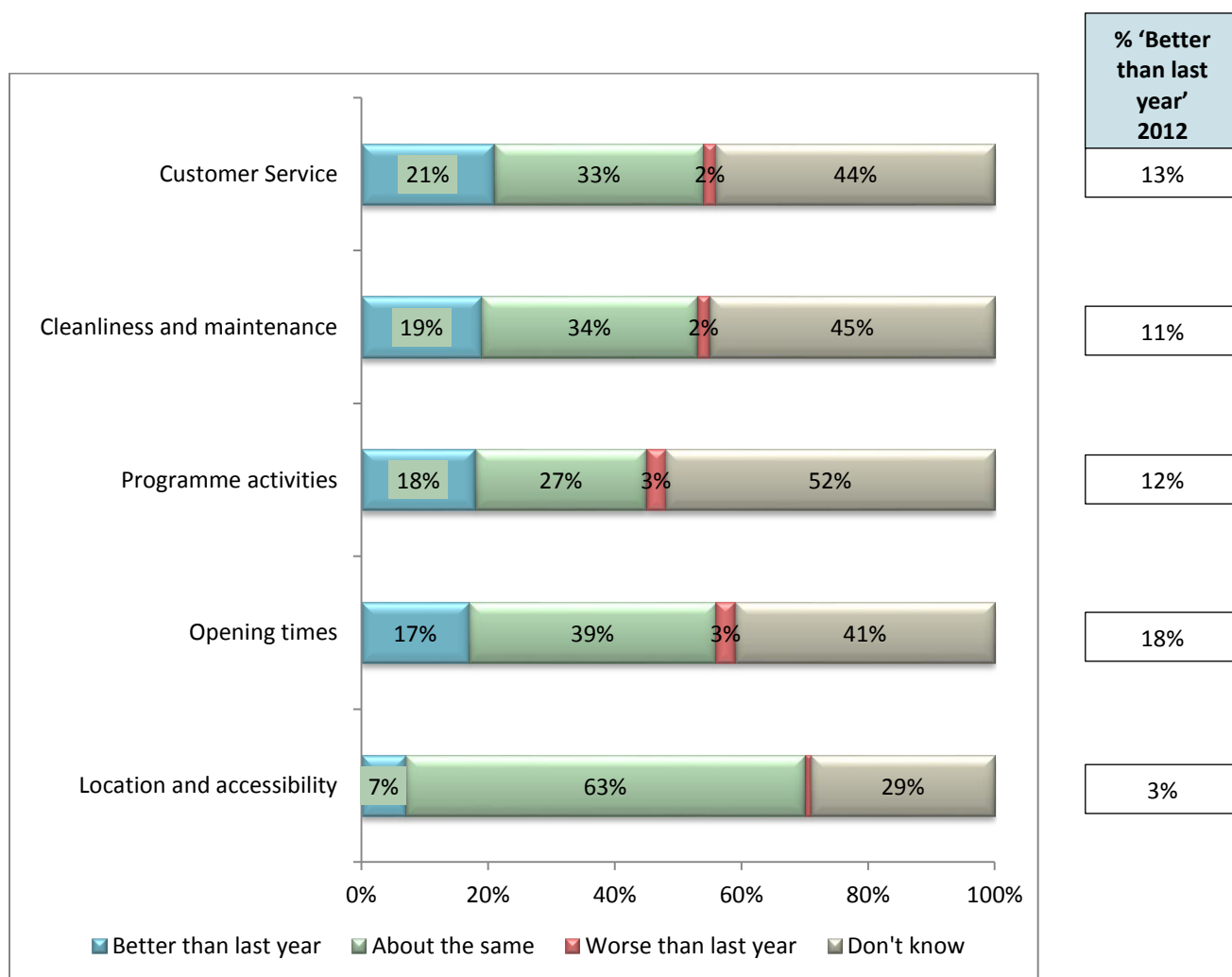
- Taihape urban residents and female residents are more likely to base their overall rating of the roading network on footpaths being badly maintained, uneven, bumpy or full of potholes (43% and 33% respectively c.f. the total, 26%).

<sup>4</sup> Q: Thinking about how you just rated the Council's provision and maintenance of roading networks, footpaths and street lighting, what is the single most important factor which has influenced your view? Base residents who rated the roading network: 2013 n=340; 2012 n=249.

## Public swimming pools

### Public swimming pool related detailed measures<sup>5</sup>

Nearly a fifth of residents rate customer service (up eight percentage points to 21% in 2013) cleanliness and maintenance (up eight percentage points to 19%) and programmed activities (up six percentage points to 18%) 'better than last year'. Ratings for opening hours remain the same as last year with seventeen per cent of residents rating this aspect 'better than last year'. More residents indicate that the location and accessibility of public pools are 'better than last year' at seven per cent in 2013, compared to three per cent in 2012.



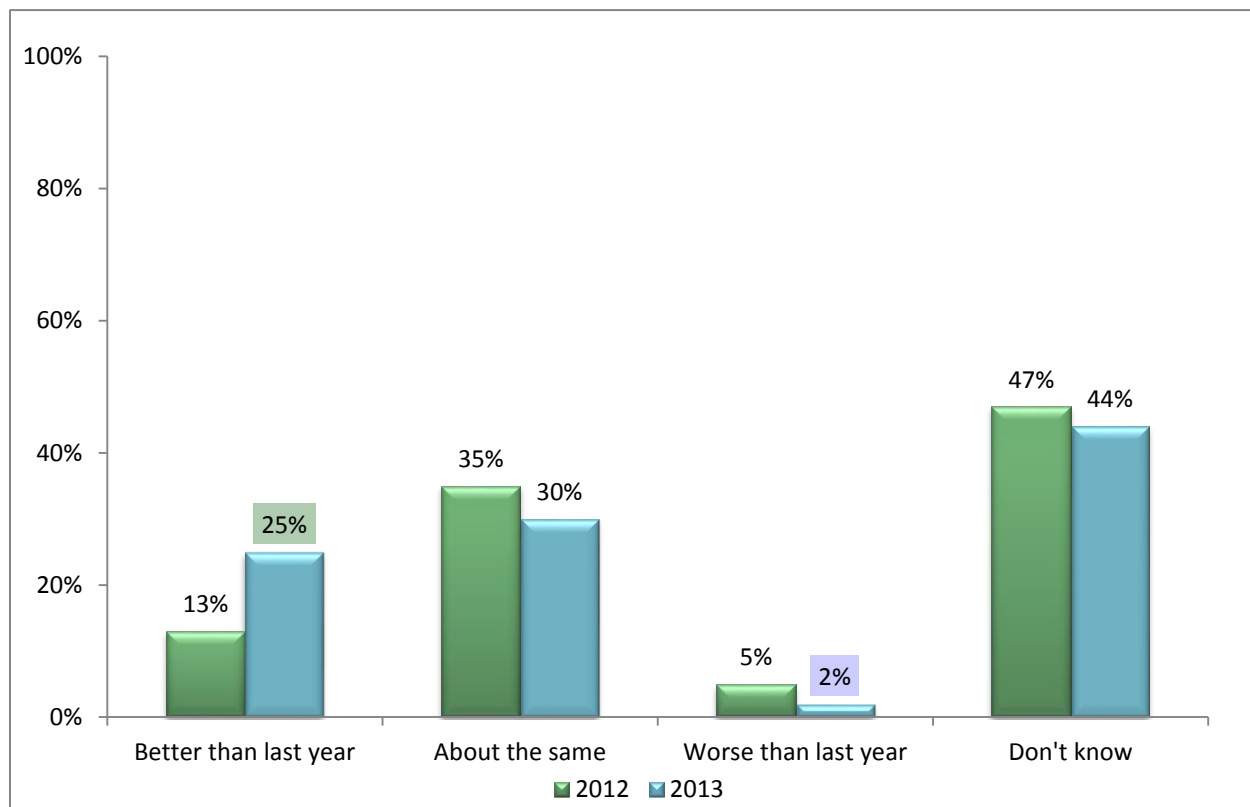
<sup>5</sup> Q: Thinking about the existing provision of swimming pools; for each of the following aspects of the facility, please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'. Base: 2013 n=376; 2012 n=334

## Key demographic differences

- Taihape urban and Hunterville residents are more likely to rate 'customer service (staff are friendly and helpful)' 'about the same as last year' (64% and 49% c.f the total, 33%), while Bulls urban residents feel unable to rate this aspect (66% c.f. the total, 44%).
- Marton rural residents are more likely to rate 'cleanliness and maintenance' 'worse than last year' (8% c.f. the total, 2%), while Taihape urban and Hunterville residents are more likely to rate this aspect 'about the same as last year' (60% and 58% respectively c.f. the total, 34%). Marton urban residents and female residents are more likely to rate the cleanliness and maintenance of swimming pools 'better than last year' (25% and 27% respectively c.f. the total, 19%). Bulls urban residents and male residents are more likely to feel they are unable to rate this aspect of Council services (61% and 49% respectively c.f. the total, 45%).
- Hunterville and Taihape urban residents are more likely to rate 'programme activities (e.g. swimming lessons, aqua aerobics etc.)' 'about the same as last year' (55% and 50% respectively c.f. the total, 27%). Marton urban residents are less likely to rate the programme activities at the public pools 'about the same as last year' (21% c.f. the total, 27%). Bulls urban residents are more likely to feel unable to comment regarding programmed activities (68% c.f. the total, 52%). Residents aged between 30 and 45 years are more likely to rate the programme activities 'better than last year' (28% c.f. the total, 18%) while residents aged 55 or older are less likely to rate the programme activities 'better than last year' (15% c.f. the total, 18%).
- Although some of the Taihape urban residents are more likely to rate the opening hours 'worse than last year' (9% c.f. the total, 3%), a large proportion from the same are more likely to rate opening hours are 'about the same as last year' (64% c.f. the total 39%). A similar proportion of the Hunterville residents rate opening hours 'about the same as last year' as last year (62% c.f. the total, 39%). Bulls urban residents and male residents are more likely feel that they are unable to rate this aspect of Council services (61% and 46% respectively c.f. the total 41%).
- Taihape urban residents and female residents are more likely to rate the location and accessibility of swimming pools 'about the same as last year' (89% and 73% respectively c.f. the total, 63%), while Bulls urban residents and male residents are more likely to feel unable to rate this aspect (50% and 34% respectively c.f. the total, 29%).

## Overall measure for public swimming pools<sup>6</sup>

Overall a greater proportion of residents indicate that Council's swimming pools are getting 'better than last year' (25% in 2013 c.f. 13% in 2012).



### Key demographic differences

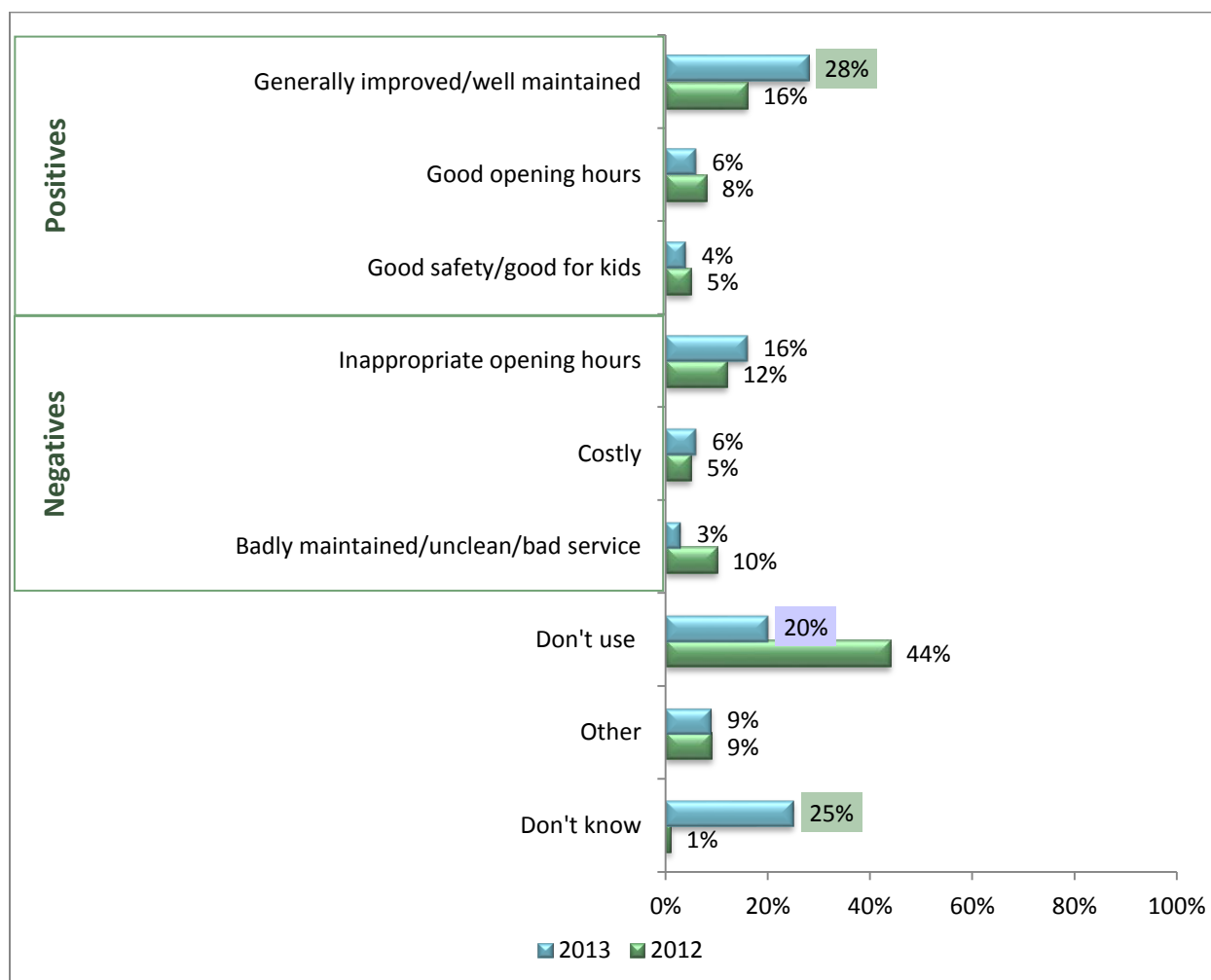
- In terms of overall rating, Taihape urban and Hunterville residents are more likely to rate Council swimming pools 'about the same as last year' (58% and 46% respectively c.f. the total 30%), while Marton urban and rural residents are less likely to provide this rating (24% and 14% respectively c.f. the total 30%). Bulls urban residents are more likely to feel they are unable to rate Council swimming pools (61% c.f. the total 44%).
- Residents aged between 30 and 45 years are more likely to rate swimming pools 'worse than last year' (6% c.f. the total, 2%), while residents aged over 55 years are more likely to indicate that they are unable to rate this facility (48% c.f. the total, 44%).
- Female residents are more likely to rate Council swimming pools 'better than last year' (30% c.f. the total, 25%).

<sup>6</sup> Q: Overall do you think the Council's swimming pools are getting better or 'worse than last year', or 'about the same as last year'? Base: 2013 n=389; 2012 n=330

## Factors that influenced resident views of Council's provision of public swimming pools<sup>7</sup>

Increased overall ratings for Council's swimming pools are based on general improvements and good maintenance (28% in 2013 c.f 16% in 2012) although a large proportion of the sample were unable to provide a reason for their rating (25% in 2013 c.f. 1% in 2012).

A smaller proportion of residents indicate that they do not use the swimming pools at all (20% in 2013 c.f. 44% in 2012).



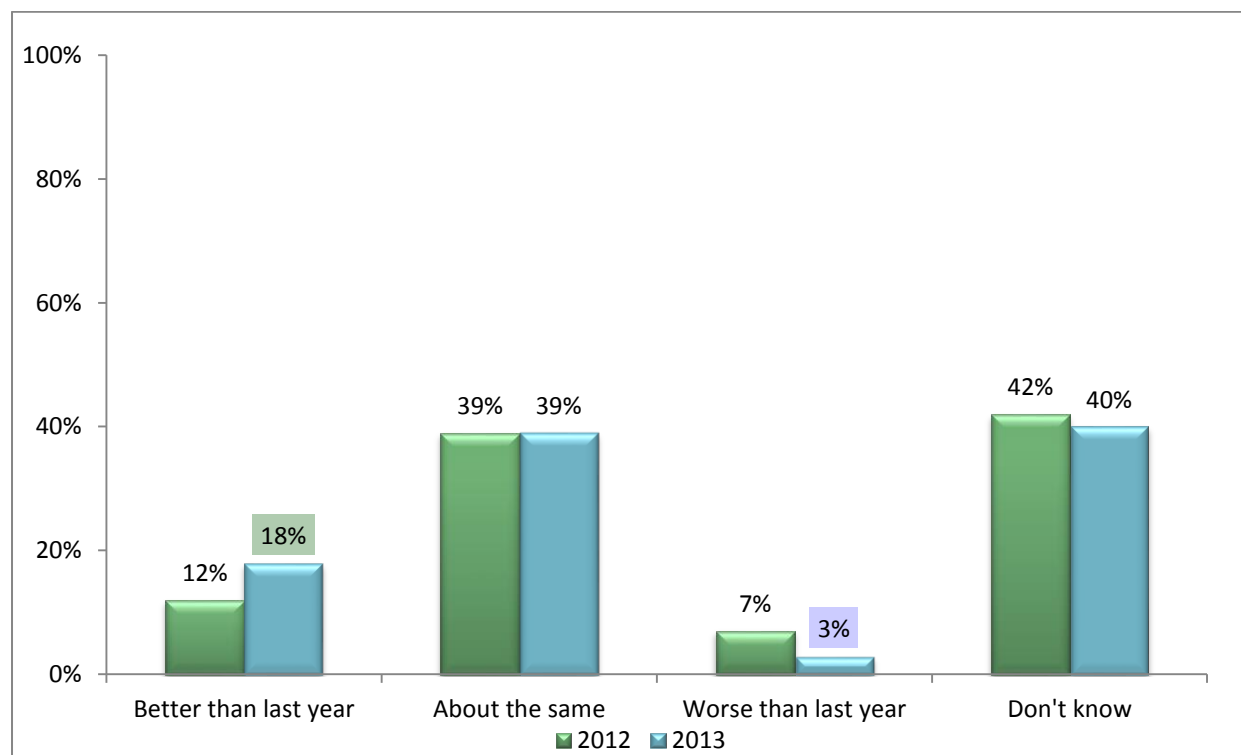
### Key demographic differences

- Taihapa urban residents are more likely to mention opening hours as a reason behind their overall rating of public pools (28% c.f. the total, 6%), while Marton urban residents are more likely to base their rating poor maintenance and unclean facilities (7% c.f. the total, 3%).

<sup>7</sup> Q: Thinking about how you just rated the Council's provision of swimming pools what is the single most important factor which has influenced your view? Base residents who rated swimming pools: 2013 n=178; 2012 n=292.

## Suitability of current provision of swimming pools for community's future need of this facility<sup>8</sup>

Residents were asked to rate how well the current Council swimming pool facilities meet the community's future needs. Eighteen per cent of residents indicate that the current public pools are 'better than last year' at meeting future requirements (c.f. 12% in 2012).



### Key demographic differences

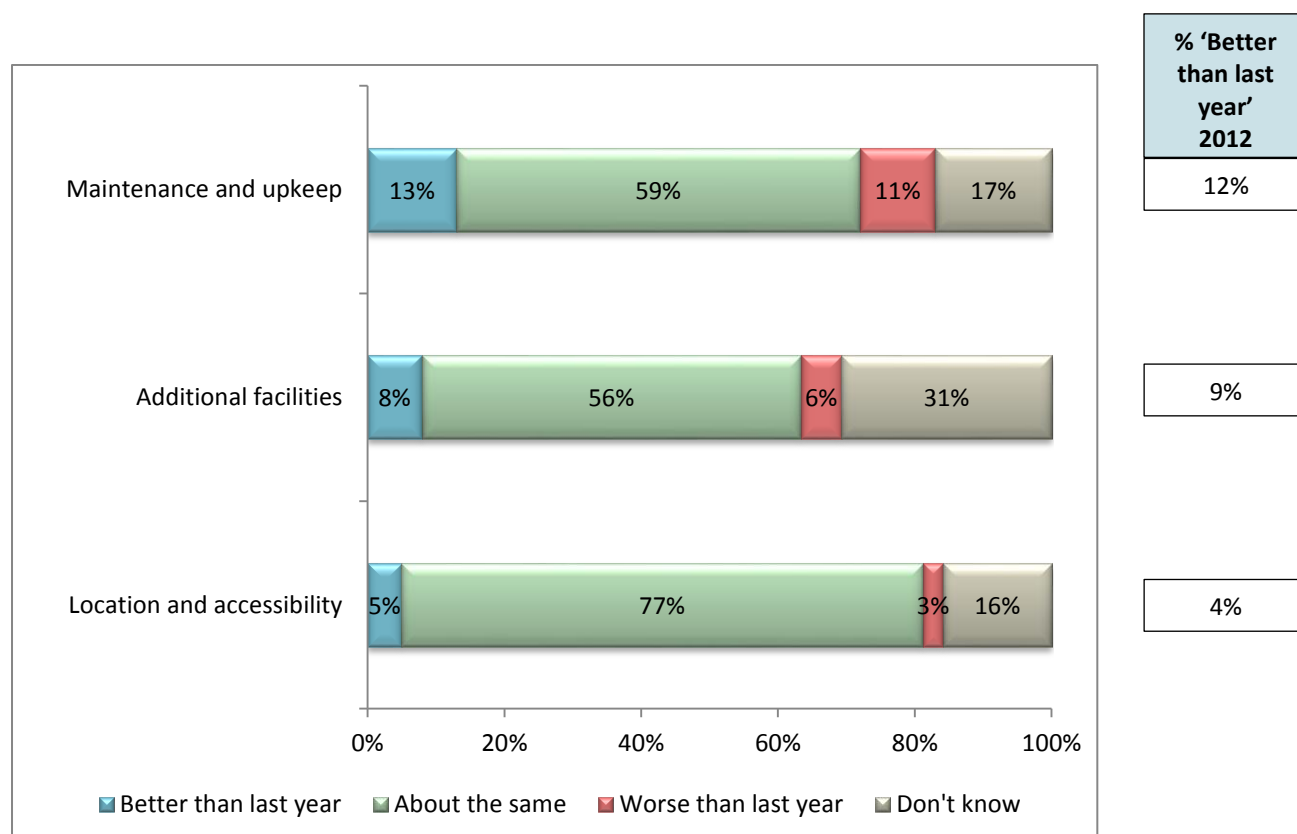
- Taihape urban and Hunterville residents are more likely to indicate that the current provision of swimming pools will meet the community's future needs at 'about the same' level as last year (59% and 57% c.f. the total, 39%).
- Bulls urban residents and residents aged 55 or over are more likely to feel that they are unable to rate the current provision of swimming pools in light of the community's future needs (68% and 44% respectively c.f. the total, 40%).

<sup>8</sup> Q: Regardless of your opinion about the existing provision of swimming pools, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: 2013 n=383; 2012 n=331

## Sports fields, parks and reserves

### Sports fields, parks and reserves related detailed measures<sup>9</sup>

No significant changes were seen regarding the rating of Council provision of sports fields, parks and reserves, with maintenance and upkeep considered 'better than last year' by thirteen per cent of residents, additional facilities rated 'better than last year' by eight per cent of residents and the location and accessibility of facilities rate 'better than last year' by five per cent of residents.



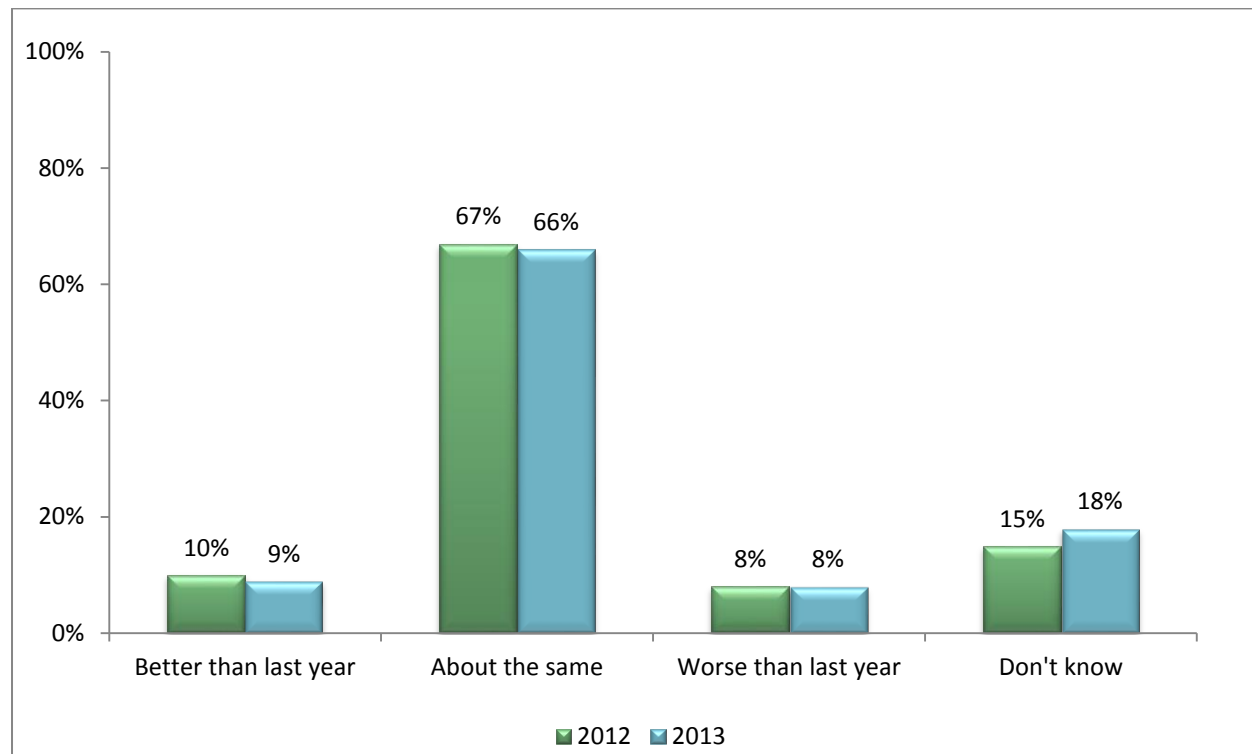
### Key demographic differences

- Taihape urban and Hunterville residents are more likely to rate 'maintenance and upkeep' of sports fields, parks and reserves 'worse than last year' (28% and 20% c.f. the total, 11%). Male residents are more likely to rate the maintenance and upkeep of sports fields, parks and reserves 'about the same as last year' (63% c.f. the total, 59%). Residents aged 55 or over are less likely to rate the maintenance and upkeep 'worse than last year' (8% c.f. the total, 11%).
- Hunterville residents are more likely to rate the 'additional facilities (e.g. playgrounds, skate-park, changing rooms)' 'better than last year' (16% c.f. the total, 8%), while Taihape urban residents are more likely to rate these 'worse than last year' (14% c.f. the total, 6%). Residents aged between 30 and 45 years are less likely to rate additional facilities 'better than last year' (2% c.f. the total, 8%).

<sup>9</sup> Q: Thinking about existing provision of sports fields, parks and reserves for each of the following aspects of the facility please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'. Base: 2013 n=396; 2012 n=347

### Overall measure for sports fields, parks and reserves<sup>10</sup>

Overall ratings show no marked difference to last year, with two thirds of residents indicating that Council's provision of sports fields, parks and reserves is 'about the same as last year' (66%).



### Key demographic differences

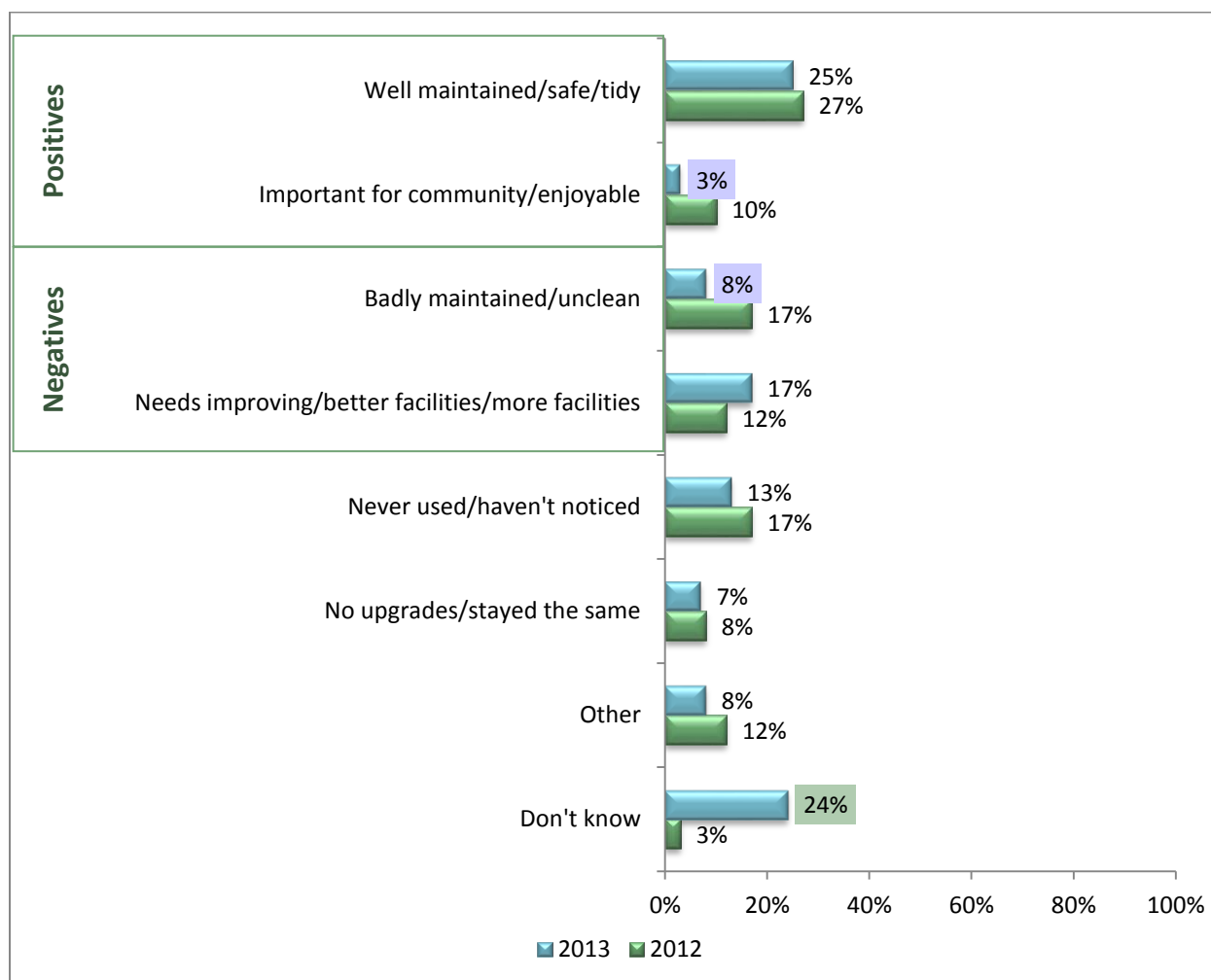
- Taihape urban residents are more likely to rate the provision of sport fields, parks and reserves 'worse than last year' overall (22% c.f. the total, 8%) while residents who are 55 years old or older are more likely to indicate that they feel unable to comment on this aspect of Council services (21% don't know c.f. the total, 18%).
- Female residents are less likely to rate Council provision of sport fields, parks and reserves 'about the same as last year' (60% c.f. the total, 66%).

<sup>10</sup> Q: Overall do you think the Council's provision of sports fields, parks and reserves is getting better or 'worse than last year', or 'about the same as last year'? Base: 2013 n=406; 2012 n=347



## Factors that influenced resident views of Council's provision of sports fields, parks and reserves<sup>11</sup>

A greater number of residents indicate that they are unable to provide a reason for their overall rating of Council sports fields, parks and reserves (24% don't know in 2013 c.f. 3% in 2012). Fewer residents indicate that sports fields, parks and reserves are important to the Community (3% in 2013, c.f. 10% in 2012), badly maintained or unclear (8% in 2013 c.f. 17% in 2012).



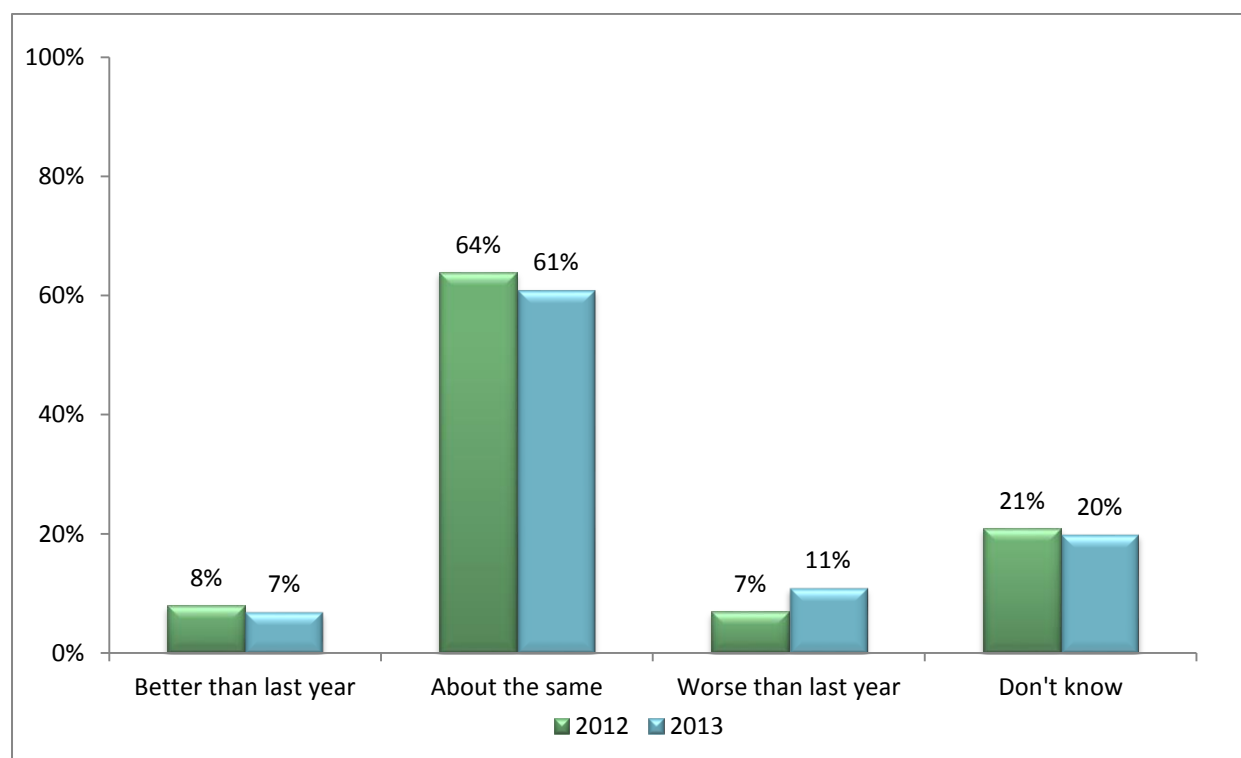
### Key demographic differences

- Bulls urban residents are more likely to base their overall rating of Council sports fields, parks and reserves on never noticing or not using the facilities (26% c.f. the total, 13%).
- Male residents are less likely to indicate that they feel the sports fields, parks and reserves needs improving or that their community require more facilities (13% c.f. the total, 17%).
- Residents who are 55 years of age and older are less likely to cite 'other reasons', which includes personal use, experience and observation, as the reason behind their overall rating of sports fields, parks and reserves (5% c.f. the total, 8%).

<sup>11</sup> Q: Thinking about how you just rated the Council's provision of sports fields, parks and reserves what is the single most important factor which has influenced your view? Base: 2013 n=250; 2012 n=278.

## Suitability of current provision of sports fields, parks and reserves for community's future need of this facility<sup>12</sup>

The current provisions of sports fields, parks and reserves were rated 'about the same' as last year (61%) with a fifth of residents unable to comment in this regard (20%).



### Key demographic differences

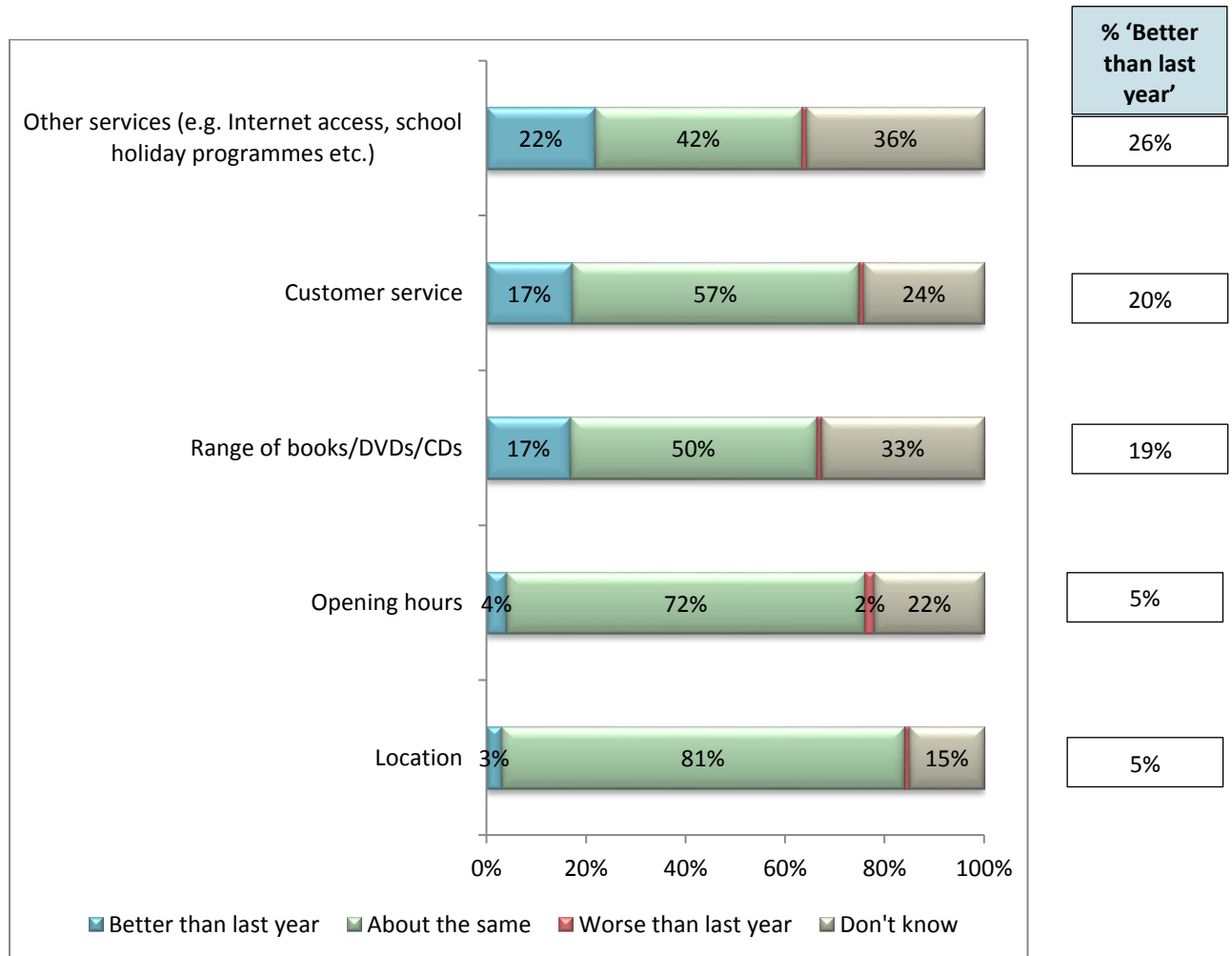
- Taihape urban residents and residents aged between 30 and 45 years are more likely to indicate that the current provision is 'worse than last year' in meeting the community's future needs for sports fields, parks and reserves (24% and 19% respectively c.f. the total, 11%).
- Male residents are more likely to rate the current sport fields, parks and reserves 'about the same as last year' in terms of meeting future needs (68% c.f. the total, 61%), while female residents are more likely to rate the current provision 'better than last year' in providing future requirements from the community for sport fields, parks and reserves (11% c.f. the total, 7%).
- Residents who are 55 years old and older and female residents are more likely to feel unable to comment in this regard (25% and 26% respectively c.f. the total, 20%).

<sup>12</sup> Q: Regardless of your opinion about the existing provision of sports fields, parks and reserves, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: 2013 n=405; 2012 n=345.

## Public libraries

### Public libraries related detailed measures<sup>13</sup>

Other services e.g., Internet access and school holiday programmes are well received with 22 per cent of residents rating this aspect of public library service 'better than last year'. Customer service and the range of material provided through public libraries are rated 'better than last year' by seventeen per cent of residents. Opening hours and location are more rated 'about the same' by the majority of residents.



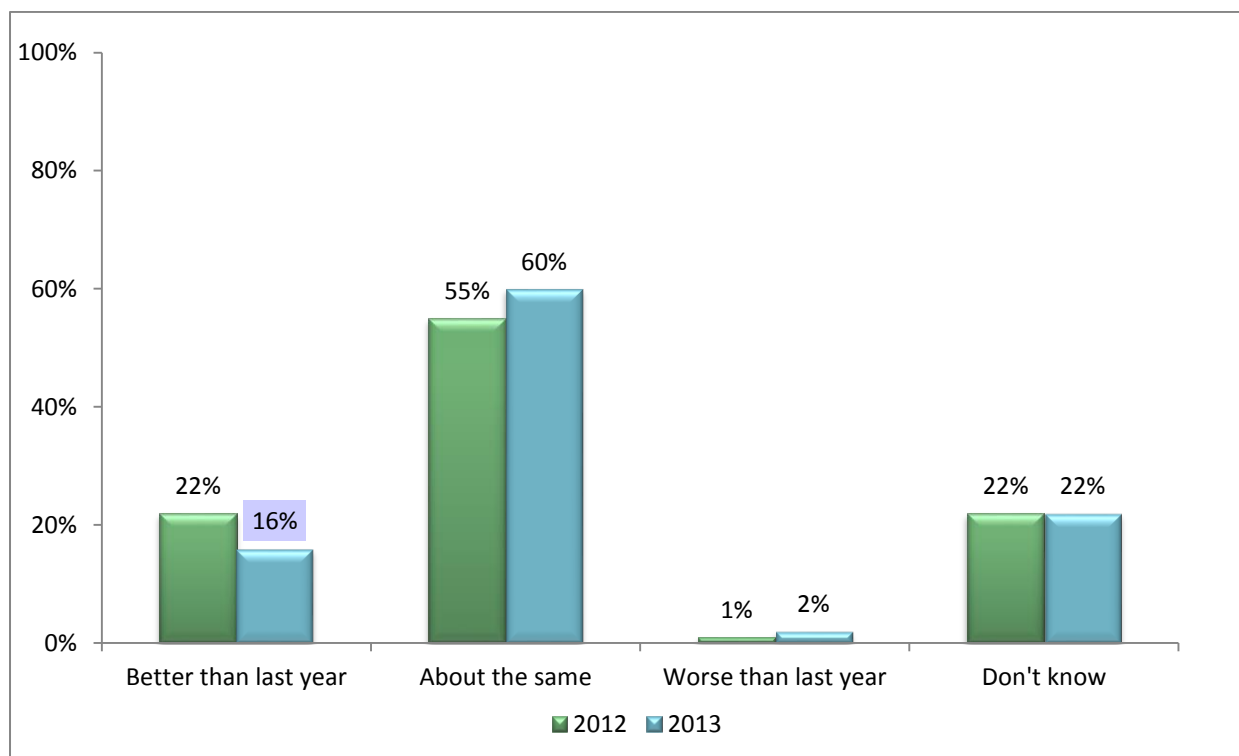
<sup>13</sup> Q: Thinking about existing provision of public libraries for each of the following aspects of the facility please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'. Base: 2013 n=388; 2012 n=338

## Key demographic differences

- Taihape urban residents and female residents are more likely to rate the 'other services from the library (e.g. internet access, school holiday programmes, book launches, author events etc.)' 'better than last year' (38% and 29% respectively c.f. the total, 22%). Bulls urban residents are more likely to rate 'other services' 'about the same as last year' (56% c.f. the total, 42%). Marton rural residents and residents aged between 46 and 54 are more likely to rate 'other service' 'worse than last year' (3% each respectively c.f. the total, 1%).
- Taihape urban residents and residents aged 55 or older are more likely to rate 'customer service (staff are friendly and helpful)' 'better than last year' (33% and 20% c.f. the total, 17%). Marton rural residents are more likely to rate customer service 'worse than last year' (6% c.f. the total, 1%), while Hunterville residents are less likely to rate library customer service 'better than last year' (6% c.f. the total, 17%). Male residents are more likely to feel unable to provide a rating with regarding library customer services (30% c.f. the total, 24%)
- While Taihape urban residents are more likely to rate the 'Range of books / DVD's / CDs' 'better than last year' (34% c.f. the total, 17%), Bulls urban residents are more likely to rate the range of material 'worse than last year' (4% c.f. the total, 1%). Female residents and residents aged 55+ are more likely to rate the range of books, DVDs and CDs 'better than last year' (24% and 21% respectively c.f. the total, 17%). Residents aged between 30 and 45 years are more likely to rate the range of material 'worse than last year' (3% c.f. the total, 1%), while residents aged between 46 and 54 years are less likely to rate the range 'better than last year' (5% c.f. the total, 17%).
- Taihape urban residents are more likely to rate the library opening hours 'better than last year' (14% c.f. the total, 4%). Female residents are more likely to rate the opening hours 'about the same as last year' (80% c.f. the total, 72%), while male residents are more likely to indicate that they are unable to rate this aspect of library services (29% don't know c.f. the total, 22%). Residents aged between 30 and 45 years are more likely to rate the opening hours 'worse than last year' (5% c.f. the total, 2%), while residents aged 55 years or more are more likely to rate opening hours about the same as last year' (76% c.f. the total, 72%).
- Taihape urban residents are more likely to rate the library location 'better than last year' (9% c.f. the total, 3%), Hunterville residents are more likely to indicate that they are unable to comment in this regard (26% c.f. the total, 15%). Female residents are more likely to rate the location 'about the same as last year' (86% c.f. the total, 81%) while male residents are more likely to indicate that they are unable to comment in this regard (19% don't know c.f. the total, 15%). Residents aged between 46 and 54 years are more likely to rate the location 'worse than last year' (3% c.f. the total, 1%).

### Overall measure for public libraries<sup>14</sup>

Residents are less likely to rate the Council's provision of public libraries 'better than last year' (16% in 2013 c.f. 22% in 2012). Sixty per cent of residents indicate the provision of public libraries is 'about the same as last year'.



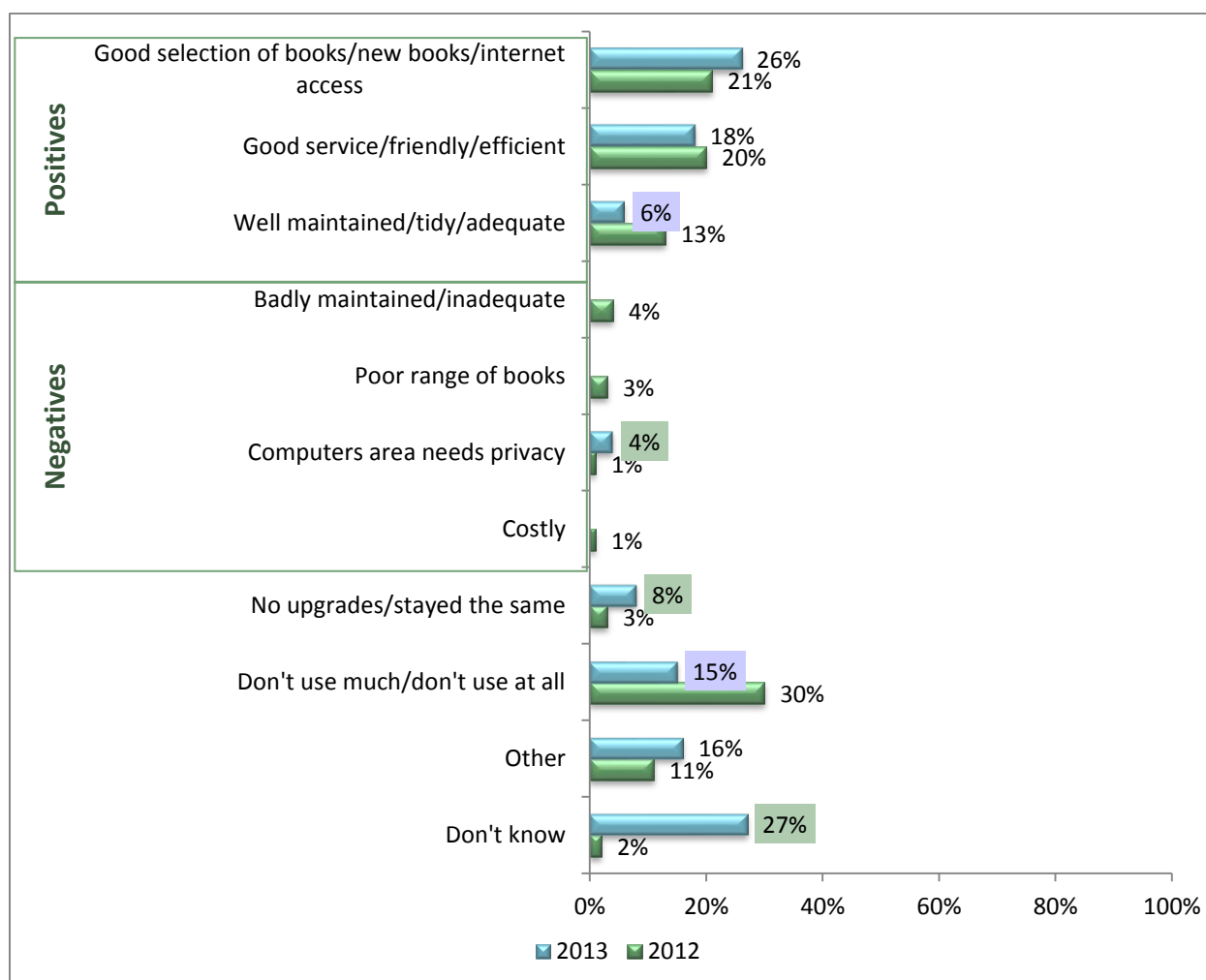
### Key demographic differences

- Taihape urban residents are more likely to rate the overall Council provision of public libraries 'better than last year' (38% c.f. the total, 16%), while Bulls urban residents are more likely to rate public libraries 'worse than last year' overall (6% c.f. the total, 2%).
- Marton rural residents are less likely to rate the public libraries 'better than last year' (3% c.f. the total, 16%).
- Residents who are 55 years old and older are more likely to rate the provision of public libraries 'better than last year' (19% c.f. the total, 16%), while residents aged between 30 and 45 years are more likely to rate public libraries 'worse than last year' (6% c.f. the total, 2%).
- Male residents are more likely to feel unable to rate the public library services overall (26% 'don't know' c.f. the total, 22%).

<sup>14</sup> Q: Overall do you think the Council's provision of public libraries is getting better or 'worse than last year', or 'about the same as last year'?  
Base: 2013 n=395; 2012 n=343.

## Factors that influenced resident views of Council's provision of public libraries<sup>15</sup>

Residents are more likely to base their overall rating on the computer areas requiring privacy (4% in 2013 c.f. 1% in 2012), and no upgrades or changes being made (8% in 2013 c.f. 3% in 2012). More than quarter of residents felt unable to provide a reason for their overall rating (27% don't know in 2013 c.f. 2% in 2012). Fewer residents indicate that the public libraries are well maintained or adequate (6% in 2013 c.f. 13% in 2012) and fewer residents indicate that they do not use the public library facilities at all (15% in 2013 c.f. 30% in 2012).



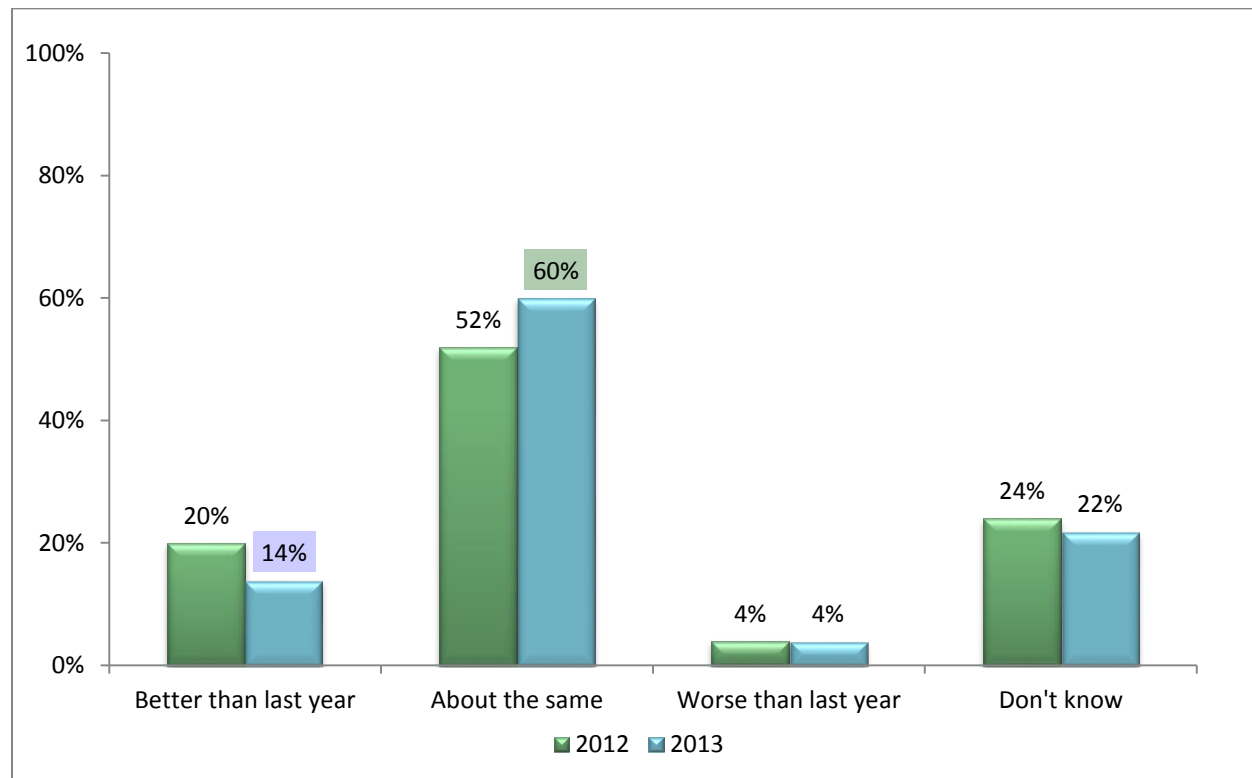
### Key demographic differences

- Taihape urban residents are more likely base their overall rating of public libraries on the good selection of books and Internet access (42% c.f. the total, 26%)
- Marton urban residents are less likely to state that public libraries have good, friendly and efficient service (10% c.f. the total, 18%).
- Residents aged between 46 and 54 years are more likely to rate the public library based on badly maintained or inadequate facilities (3% c.f. the total, 0%)

<sup>15</sup> Q: Thinking about how you just rated the Council's provision of public libraries what is the single most important factor which has influenced your view? Base residents who were able to rate public library services: 2013 n=213; 2012 n=269.

### Suitability of current provision of public libraries for community's future need of this facility<sup>16</sup>

Residents are more likely to rate the current provision of public libraries 'about the same as last year' in terms of servicing future community needs (60% in 2013 c.f. 52% in 2012). This is mainly at the expense of 'better than last year' ratings which decreased considerably from twenty per cent to fourteen per cent.



### Key demographic differences

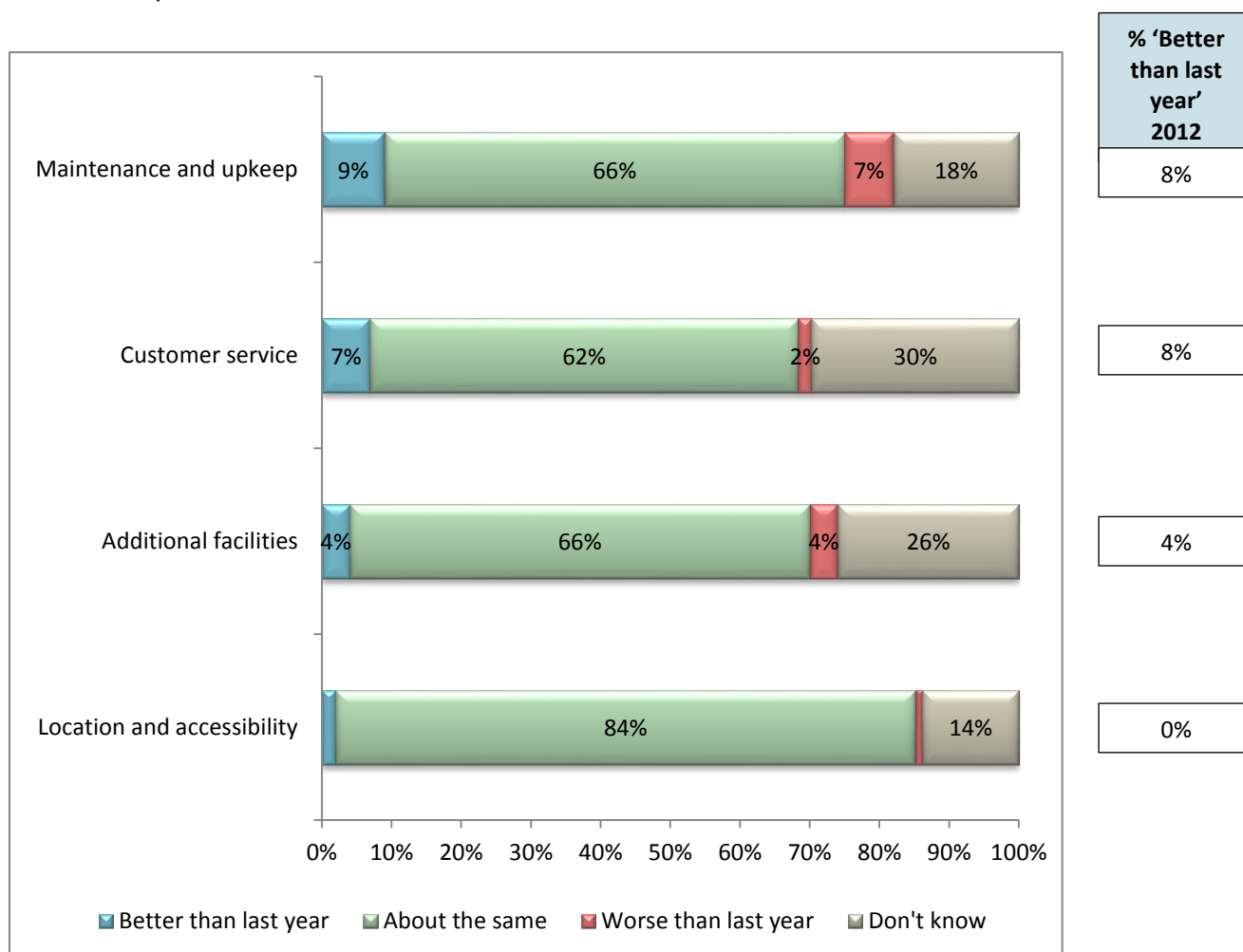
- Taihape urban residents are more likely to rate the existing provision of public libraries 'better than last year' in terms of meeting the community's future needs (31% c.f. the total, 14%).
- Marton rural residents and residents aged between 30 and 45 years are more likely to rate Council's provision of public libraries in view of future use 'worse than last year' (both 11% c.f. the total, 4%).
- Residents aged 55 years and older are less likely to rate the existing public libraries 'worse than last year' in providing the community's future needs (2% c.f. the total, 4%).
- Hunterville residents are more likely to feel unable to comment on this aspect of Council services (35% c.f. the total, 22%).

<sup>16</sup> Q: Regardless of your opinion about the existing provision of public libraries, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: 2013 n=399; 2012 n=345.

## Community buildings

### Community buildings related detailed measures<sup>17</sup>

Ratings for Community buildings remain similar to last year with the majority of residents rating the location and accessibility 'about the same as last year' (84%) and two thirds of residents indicating that maintenance and upkeep (66%), additional facilities (66%) and customer services (62%) are 'about the same as last year'.



### Key demographic differences

- Huntermville and Taihape urban residents are more likely to rate 'maintenance and upkeep' of Community buildings 'better than last year' (28% and 20% respectively, c.f. the total, 9%). Marton urban residents are less likely to rate maintenance and upkeep 'better than last year' (2% c.f. the total 9%). Residents aged between 30 and 45 years old are more likely to feel unable to comment on the maintenance and upkeep of Community buildings (28% don't know c.f. the total, 18%).
- Huntermville residents are also more likely to rate the customer service (staff are friendly and helpful when e.g. booking, key collections etc.) 'better than last year' (13% c.f. the total, 7%). Marton rural residents are more likely to rate customer service 'worse than last year' (11% c.f. the total, 2%). Residents aged 55 years and older are more likely to rate the customer service 'about the same as last year' (66% c.f. the total, 62%).

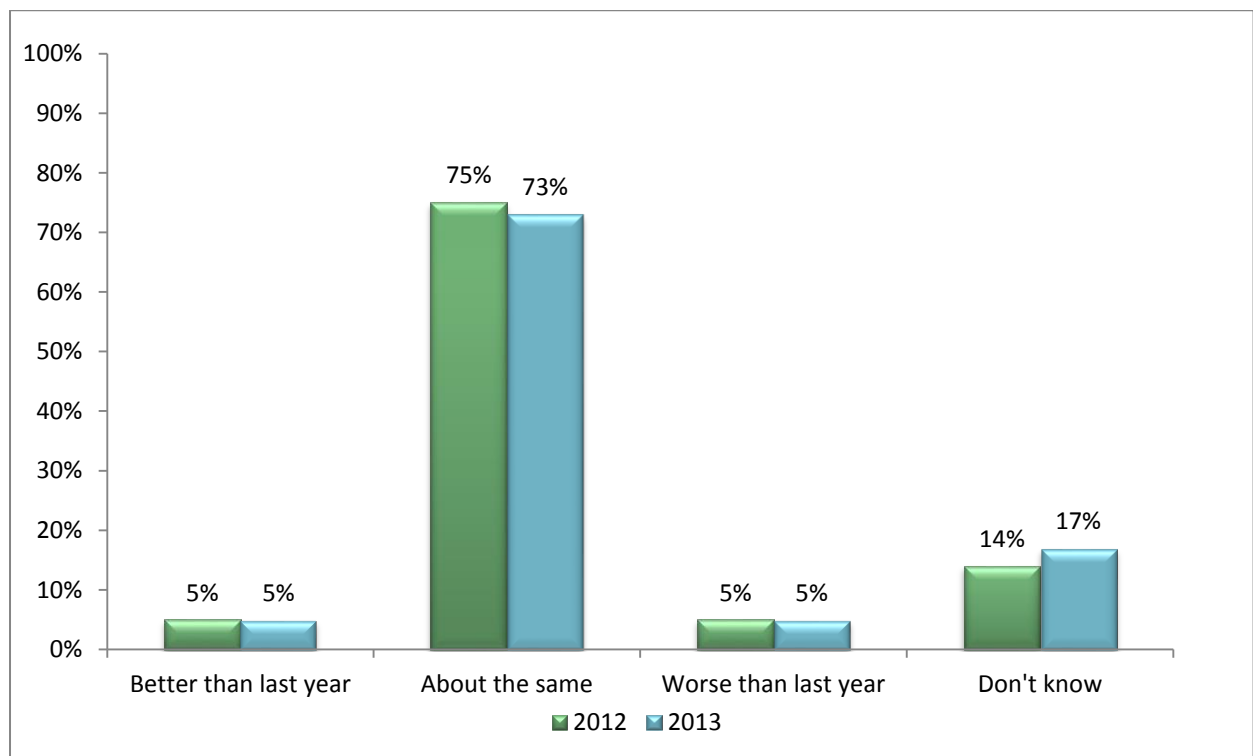
<sup>17</sup> Q: Thinking about existing provision of Community buildings for each of the following aspects of the facility please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'. Base: 2013 n=385; 2012 n=342



- Hunterville residents are more likely to rate additional facilities (e.g. car parking, kitchen facility, toilets) 'better than last year' (11% c.f. the total, 4%). Female residents are more likely to rate the additional facilities 'better than last year' (7% c.f. the total, 4%) while male residents are more likely to rate additional facilities 'about the same as last year' (71% c.f. the total, 66%).
- Hunterville residents are more likely to rate the location and accessibility of Community buildings 'better than last year' (6% c.f. the total, 2%). Residents aged between 30 and 45 years are more likely to feel unable to comment on the location and accessibility of Community buildings (26% don't know c.f. the total, 14%).

### Overall measure for Community buildings<sup>18</sup>

Overall Council's provision of Community buildings is perceived as 'about the same' as last year by seventy three per cent of residents. Seventeen per cent of residents indicate that they are unable to comment on this aspect of Council services.



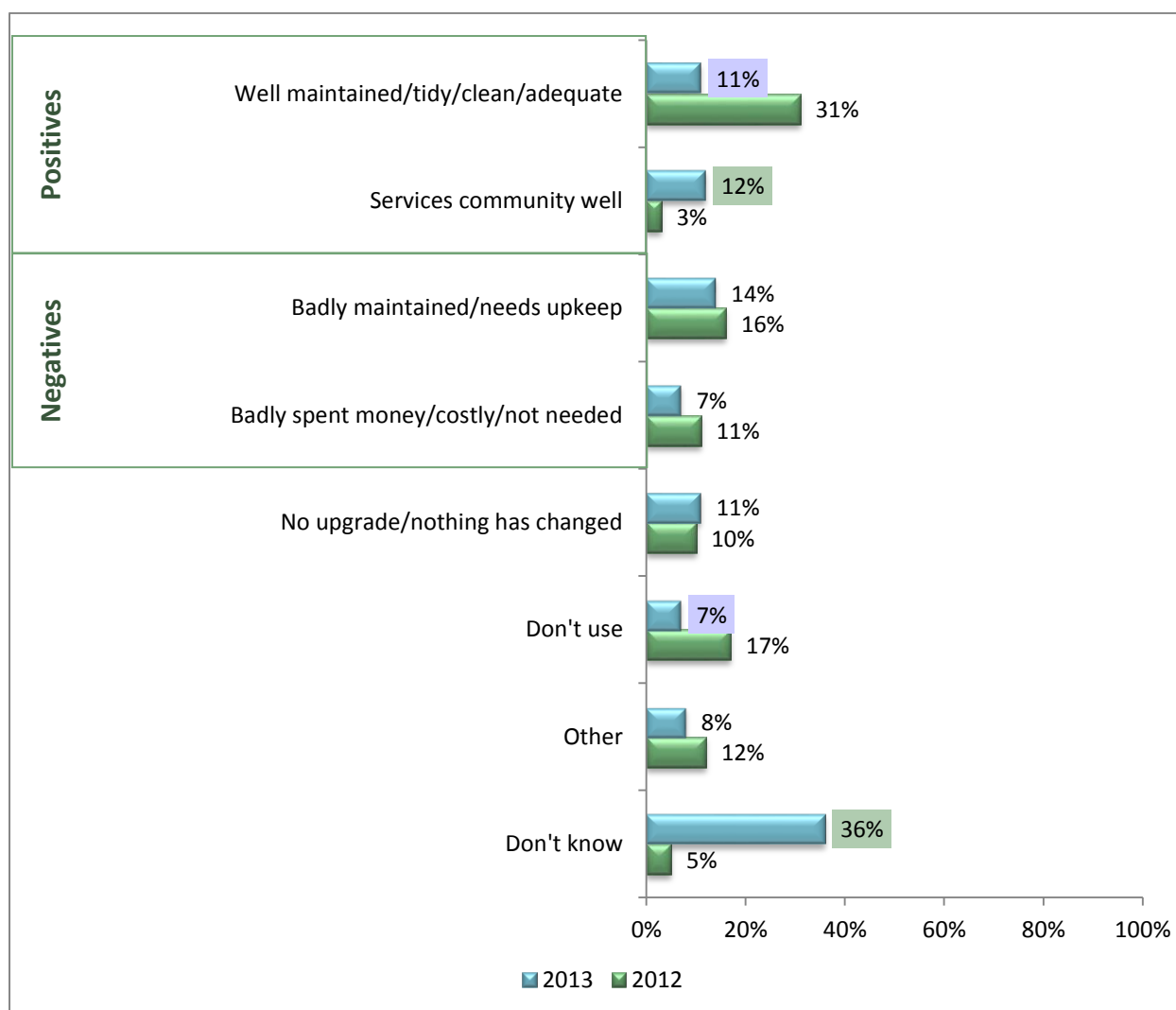
### Key demographic differences

- Residents aged between 30 and 45 years and female residents are more likely to feel unable to provide an overall rating for Community buildings (27% and 22% don't know respectively c.f. the total, 17%).

<sup>18</sup> Q: Overall do you think the Council's provision of Community buildings is getting better or 'worse than last year', or 'about the same as last year'? Base: 2013 n=400; 2012 n=346.

## Factors that influenced resident views of Council's provision of Community buildings<sup>19</sup>

Residents are more likely to base their overall rating of Council's provision of Community buildings on perceptions that it serves the community well (12% in 2013 c.f. 3% in 2012), but more than a third of residents are unable to provide a reason for their overall rating (36% don't know in 2013 c.f. 5% in 2012). Fewer residents indicate that Community buildings are well maintained and tidy (11% in 2013 c.f. 31% in 2012); with a smaller number of residents indicating that they don't use the Community buildings (7% in 2013 c.f. 17% in 2012).



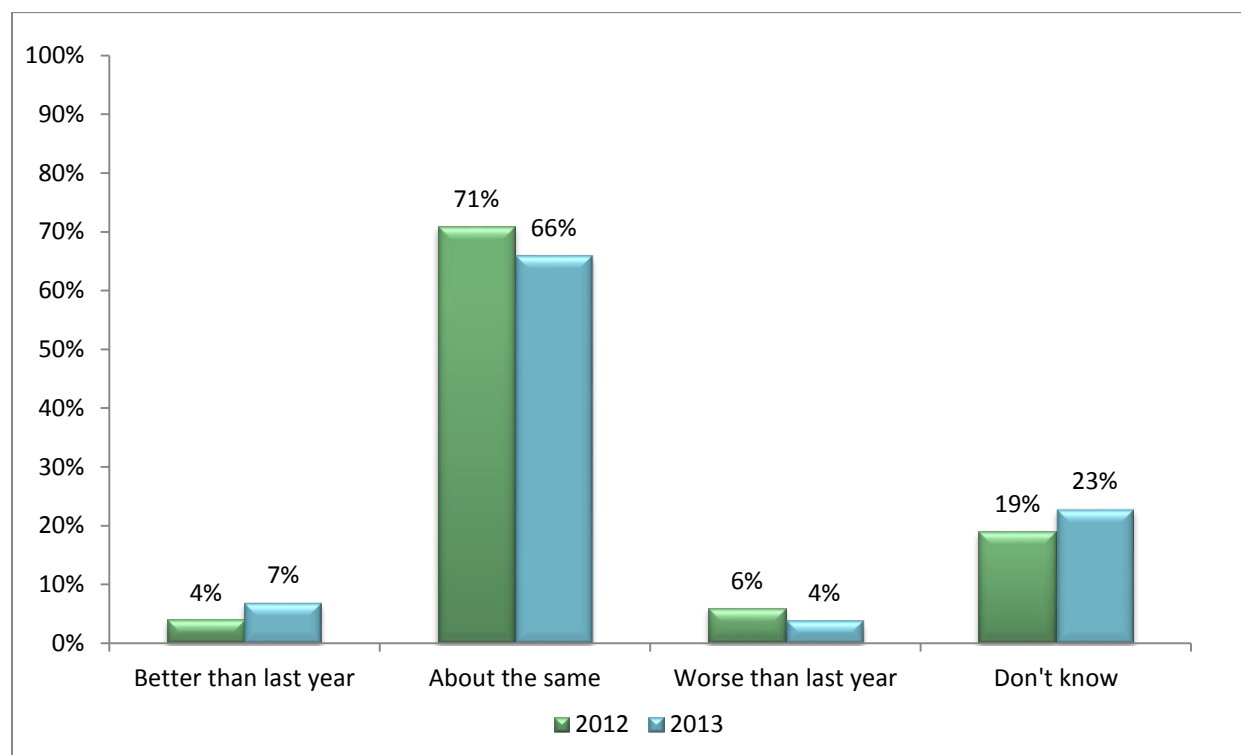
### Key demographic differences

- Marton urban residents are more likely to mention that no upgrades have been made (18% c.f. the total, 11%), while Hunterville residents are more likely to have a 'don't know' response (55% c.f. the total, 36%).
- Taihape urban residents are less likely to provide a 'don't know' response (16% c.f. the total, 36%).

<sup>19</sup> Q: Thinking about how you just rated the Council's provision of Community buildings what is the single most important factor which has influenced your view? Base those residents who rate Community buildings: 2013 n=213; 2012 n=251.

## Suitability of current provision of Community buildings for community's future need of this facility<sup>20</sup>

Two thirds of residents rate the current provision of Community buildings sufficiency for future needs 'about the same as last year' (66%) with nearly a quarter for residents unable to comment on this aspect (23%).



### Key demographic differences

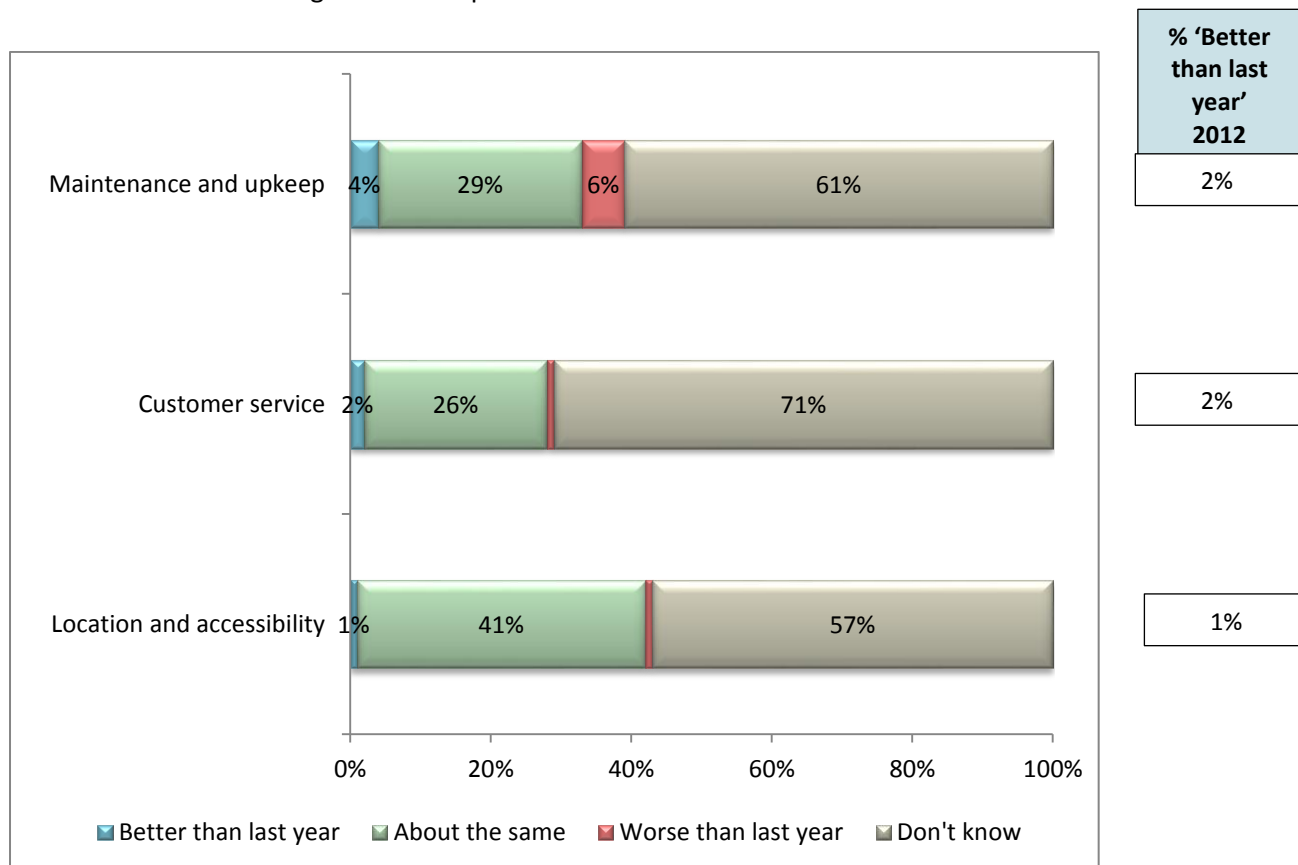
- Taihape urban residents are more likely to rate existing provision of Community buildings 'better than last year' in terms of servicing the community's future needs (16% c.f. the total, 7%), while Marton urban residents are more likely to indicate that they feel unable to comment (29% 'don't know' c.f. the total, 23%).
- Residents aged between 46 and 54 years are more likely to rate the existing provision of Community buildings 'worse than last year' in terms of servicing the community's future needs (10% c.f. the total, 4%).
- Female residents are more likely to feel that they are unable to comment regarding the provision of future needs regarding Community buildings (30% c.f. the total, 23%).

<sup>20</sup> Q: Regardless of your opinion about the existing provision of community buildings, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: 2013 n=393; 2012 n=345.

## Community Housing

### Community housing related detailed measures<sup>21</sup>

Most residents struggled to rate the Community housing provided by Council with low awareness of the facilities overall. All ratings remain on par to what was measured in 2012.



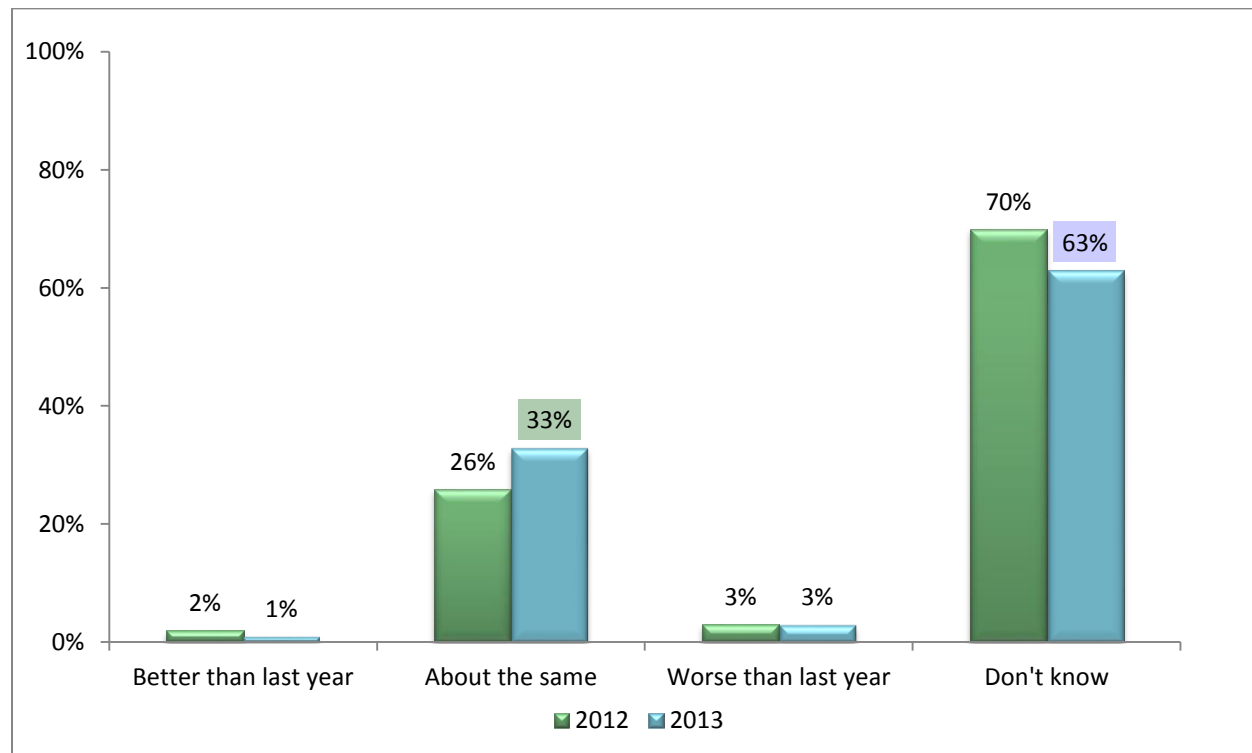
### Key demographic differences

- No significant demographic difference were seen regarding the 'maintenance and upkeep' and 'customer service' of Community housing with 61 and 71 per cent of the sample respectively indicating that they do not know enough about the Council provision of these facilities to comment.
- Marton rural residents are more likely to rate the 'location and accessibility' of Community housing 'better than last year' (3% c.f. the total, 1%), while Marton urban residents are more likely to rate this aspect 'about the same as last year' as last year (47% c.f. the total, 41%). Residents aged between 30 and 45 years are more likely to feel unable to comment regarding Community housing (69% c.f. the total, 57%).

<sup>21</sup> Q: Thinking about existing provision of Community housing for each of the following aspects of the facility please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'. Base: 2013 n=380; 2012 n=337.

### Overall measure for Community housing<sup>22</sup>

Although the number of residents that indicate that they are unable to provide an overall rating regarding Community housing declined considerably, this still remains high in 2013 (63% in 2013 c.f. 70% in 2012). One third of residents indicate that Community housing provided by Council remains 'about the same as last year' (33% in 2013 c.f. 26% in 2012).



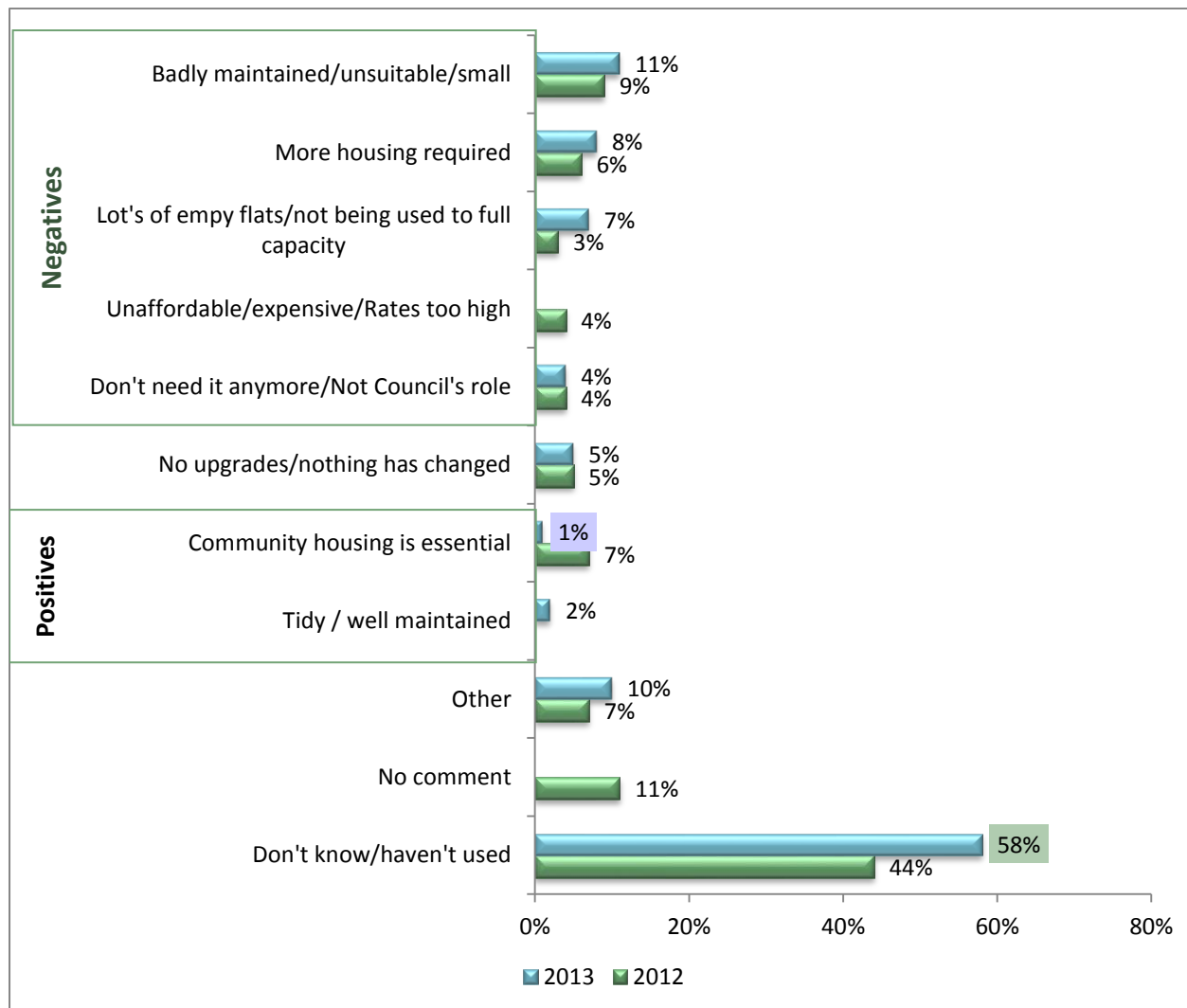
### Key demographic differences

- No significant demographic difference were seen in terms of an overall rating of Community housing with nearly two thirds (63%) of the overall sample indicating that they do not know enough about the Council provision of these facilities to comment.

<sup>22</sup> Q: Overall do you think the Council's provision of Community housing is getting better or 'worse than last year', or 'about the same as last year'? Base: 2013 n=392; 2012 n=328.

## Factors that influenced resident views of Council's provision of Community housing<sup>23</sup>

Residents are more likely to base their overall rating on a lack of experience of Community housing (58% in 2013, c.f. 44% in 2012) and fewer residents indicate that Community housing is essential (1% in 2013 c.f. 7% in 2012).



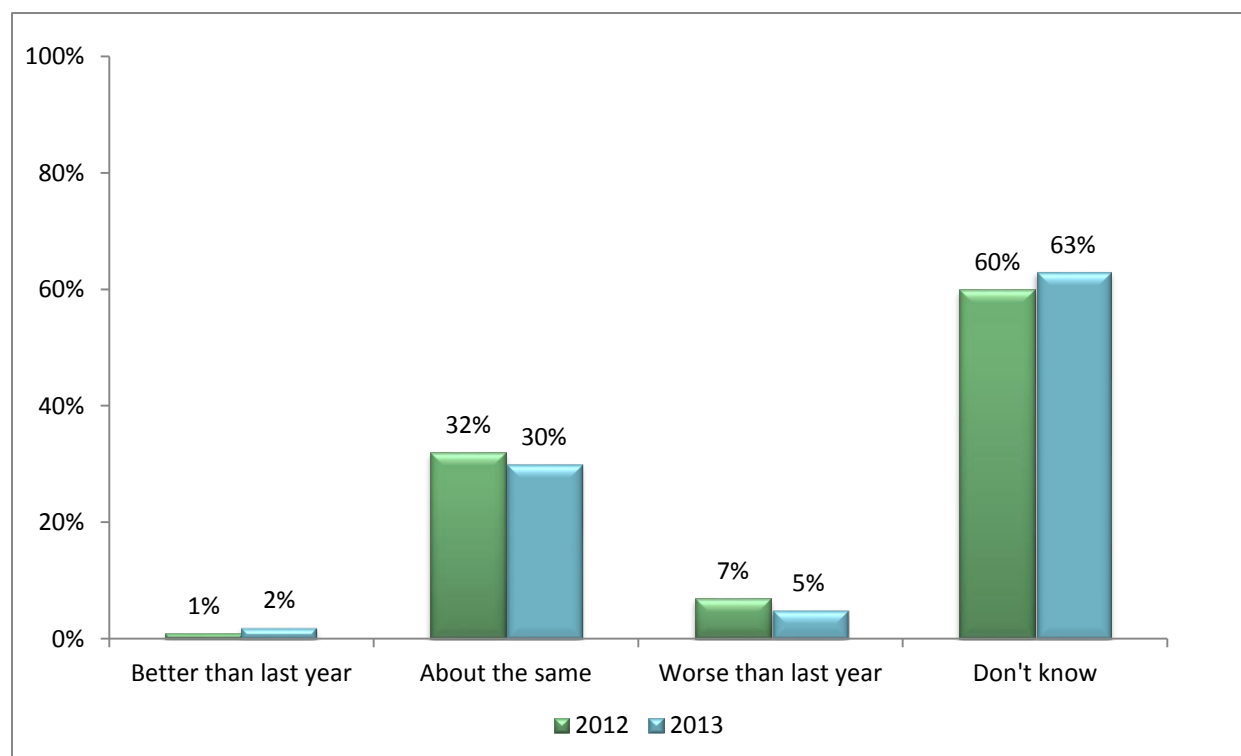
### Key demographic differences

- No significant demographic difference was seen across the reasons for overall ratings.

<sup>23</sup> Q: Thinking about how you just rated the Council's provision of Community housing what is the single most important factor which has influenced your view? Base residents who rated Community housing: 2013 n=84; 2012 n=221.

## Suitability of current provision of Community housing for community's future need of this facility<sup>24</sup>

Similar to other ratings regarding Community housing most residents indicate that they are unable to comment in this regard (63%). Nearly one third of residents (30%) rate the current provision of Community housing 'about the same as last year' in terms of providing for the community's future needs.



### Key demographic differences

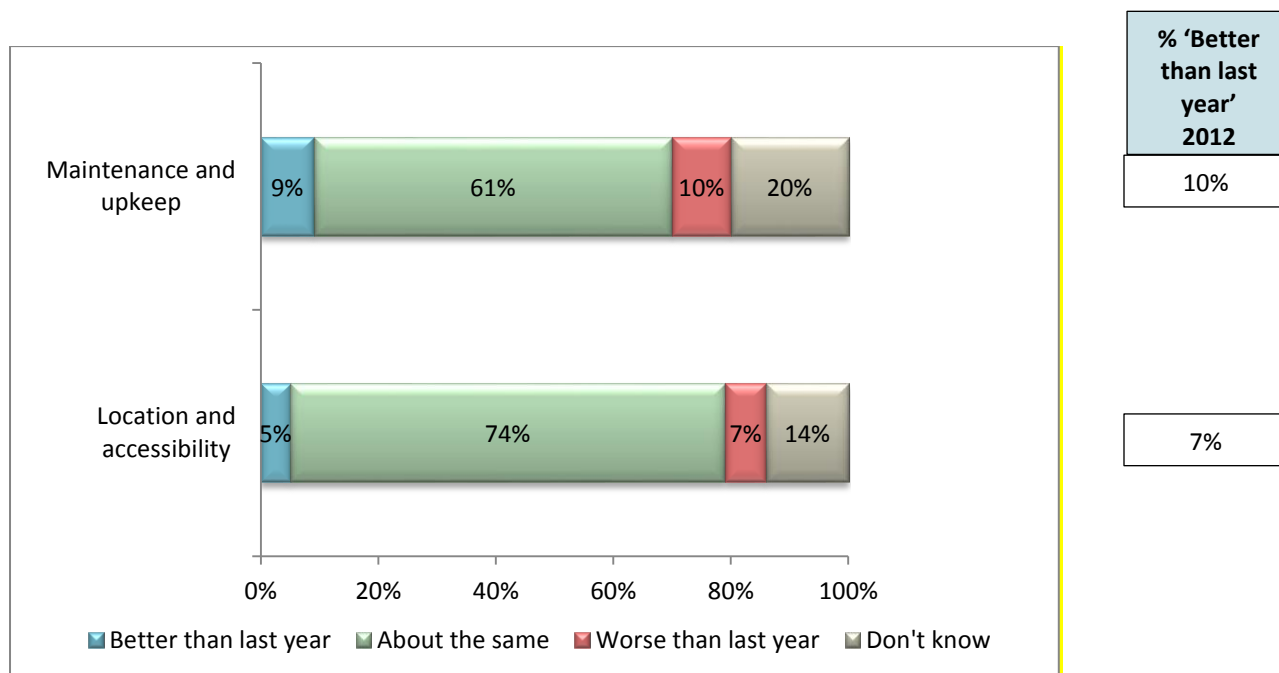
- No significant demographic difference were seen in terms of the suitability of current Community housing provision meeting the community's future needs with nearly two thirds (63%) of the sample indicating that they do not know enough about the Council provision of these facilities to comment.

<sup>24</sup> Q: Regardless of your opinion about the existing provision of community housing, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: 2013 n=389; 2012 n=335.

## Public toilets

### Public toilets related detailed measures<sup>25</sup>

Ratings regarding public toilet facilities remain similar to last year with 74 per cent of residents rating location and accessibility 'about the same as last year' and 61 per cent of rating maintenance and upkeep 'about the same as last year'.



### Key demographic differences

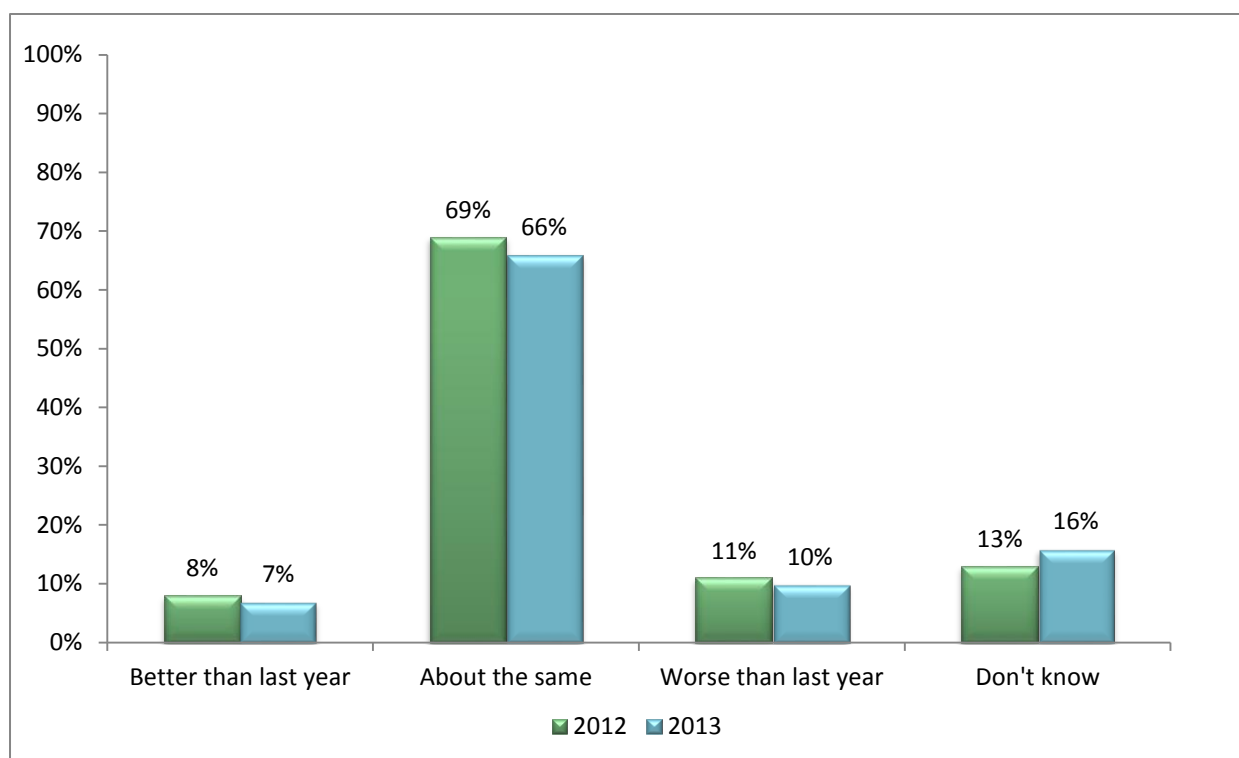
- Taihapa urban and Hunterville residents are more likely to rate 'maintenance and upkeep' of public toilets 'better than last year' (27% and 19% respectively c.f. the total, 9%). Female residents are also more likely to rate this aspect 'better than last year' (15% c.f. the total, 9%). Male residents are more likely to rate the maintenance and upkeep 'about the same as last year' as last year (67% c.f. the total, 61%). Bulls urban residents are more likely to rate this aspect 'worse than last year' (21% c.f. the total, 10%). Marton urban residents are more likely to feel unable to comment on the maintenance and upkeep of public toilets (34% c.f. the total, 20%).
- Taihapa urban residents and female residents are more likely to rate 'location and accessibility' of public toilets 'better than last year' (16% and 8% respectively c.f. the total 5%). Hunterville residents are more likely to rate location and accessibility 'about the same as last year' as last year (86% c.f. the total, 74%), while residents aged between 30 and 45 years are less likely to rate the location and accessibility of public toilets 'about the same as last year' (62% c.f. the total, 74%). Bulls urban residents are more likely to rate the location and accessibility of public toilets 'worse than last year' (18% c.f. the total, 7%), and Marton urban residents are more likely to indicate that they are unable to comment on this aspect for Council services (21% c.f. the total, 14%).

<sup>25</sup> Q: Thinking about existing provision of public toilets for each of the following aspects of the facility please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'. Base: 2013 n=375; 2012 n=337.



### Overall measure for public toilets<sup>26</sup>

Two thirds of residents rate Council provision of public toilets 'about the same as last year' (66%) with sixteen per cent of residents indicating that they are unable to comment in this regard.



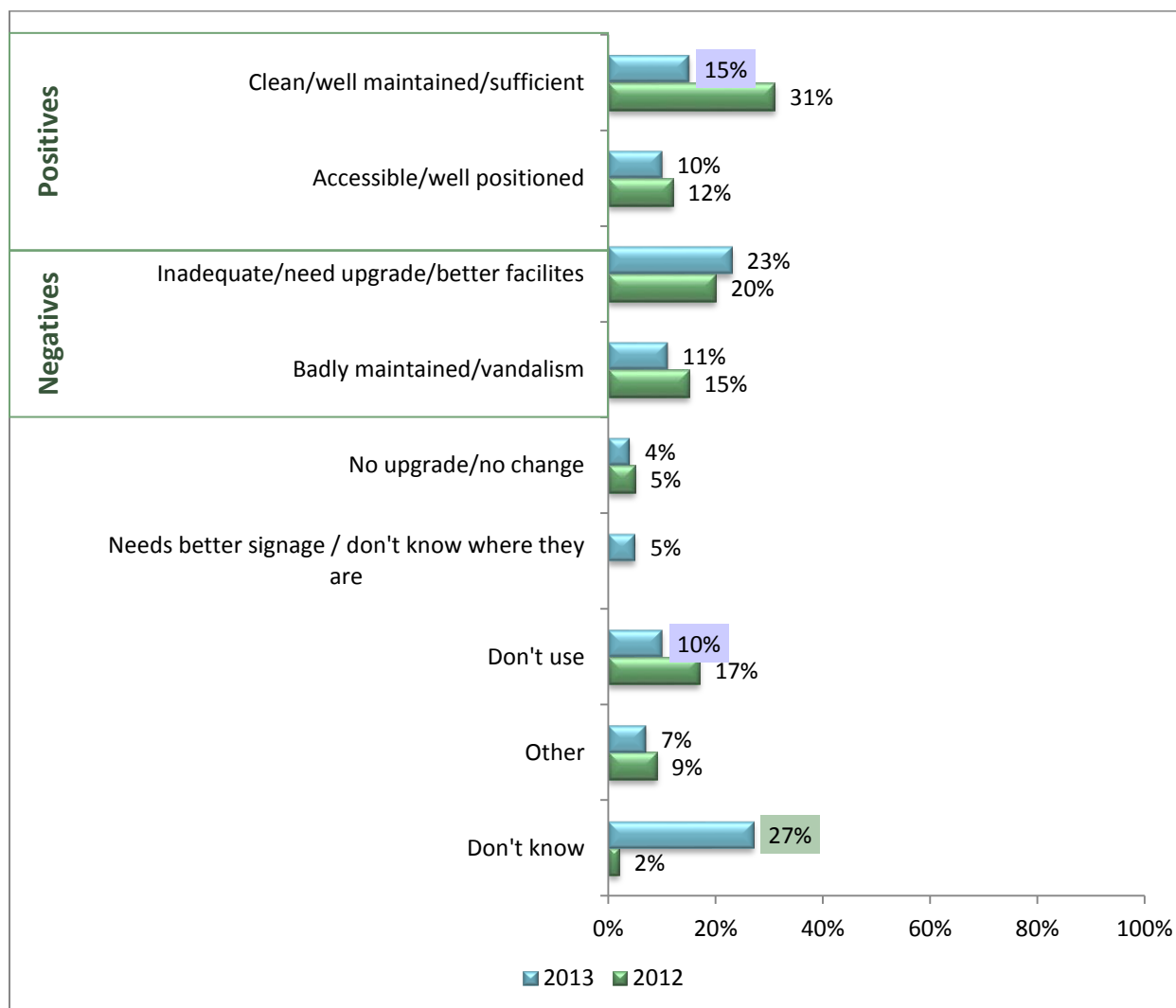
### Key demographic differences

- Taihape urban and Hunterville residents are more likely to rate the overall provision of public toilets 'better than last year' (20% and 15% c.f. the total 7%). Female residents are also more likely to rate public toilets 'better than last year' overall (12% c.f. the total, 7%).
- Taihape urban residents and male residents are also more likely to rate public toilets 'about the same as last year' as last year (80% and 71% c.f. the total, 66%). Residents aged between 30 and 45 years are less likely to rate the overall provision of public toilets 'about the same' as last year (51% c.f. the total, 66%).
- Bulls urban residents are more likely to rate public toilets 'worse than last year' (30% c.f. the total, 10%). Marton urban residents are more likely to indicate that they are unable to comment on this service (28% c.f. the total, 16%).

<sup>26</sup> Q: Overall do you think the Council's provision of public toilets is getting better or 'worse than last year', or 'about the same as last year'?  
Base: 2013 n=392; 2012 n=343.

## Factors that influenced resident views of Council's provision of public toilets <sup>27</sup>

Fewer residents base their rating of public toilets on the facilities being clean and well maintained (15% in 2013, c.f. 31% in 2012), but fewer residents also claim to not use the public toilets at all (10% in 2013, c.f. 17% in 2012). More than a quarter of residents were unable to provide a reason for their overall rating of public toilet facilities (27% in 2013, c.f. 2% in 2012).



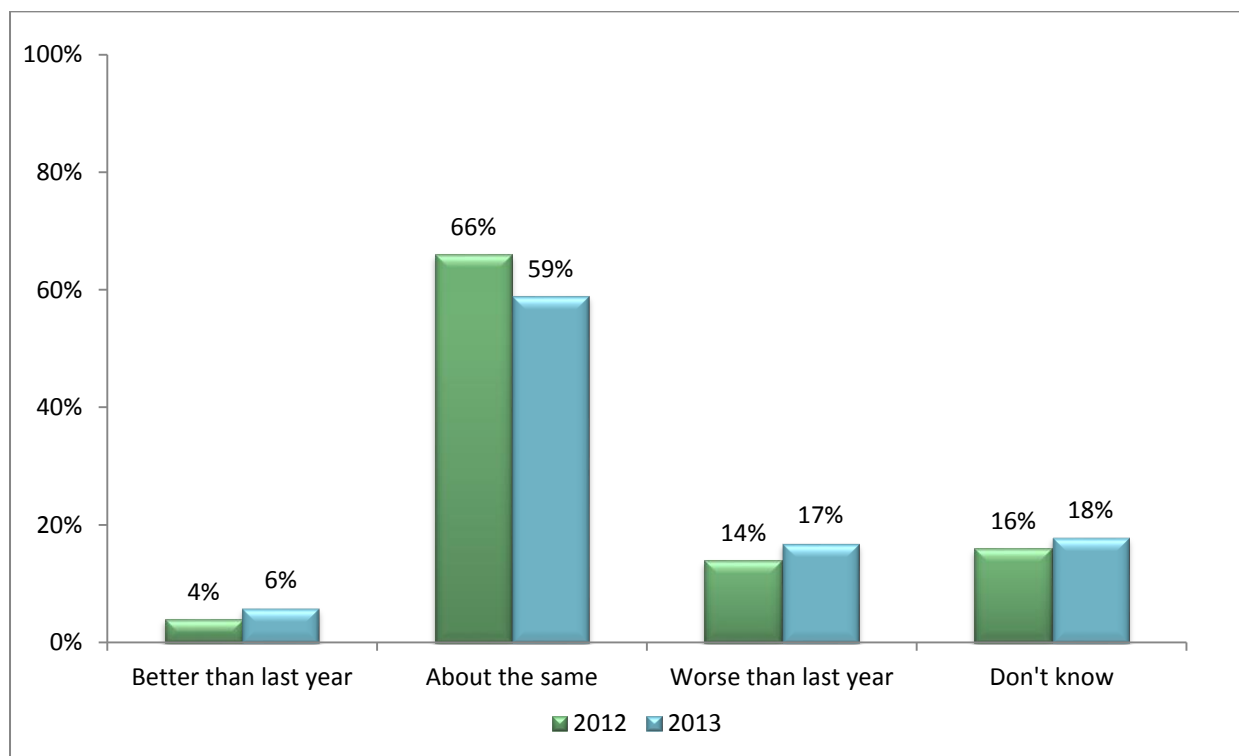
### Key demographic differences

- Taihape urban residents are more likely to base their overall rating of public toilets on clean, well maintained facilities (28% c.f. the total, 15%).
- Marton urban residents are more likely to base their overall rating on needing more or better facilities (31% c.f. the total, 23%).
- Bulls urban residents are more likely to indicate that they do not use the public toilets (20% c.f. the total, 10%).
- Hunterville residents are more likely to indicate that better signage is needed to the public toilet facilities (13% c.f. the total, 5%).

<sup>27</sup> Q: Thinking about how you just rated the Council's provision of public toilets what is the single most important factor which has influenced your view? Base those who were able to rate public toilet facilities 2013 n=235; 2012 n=258.

### Suitability of current provision of public toilets for community's future need of this facility<sup>28</sup>

Fifty nine per cent of residents indicate that the current public toilet facilities are 'about the same as last year' in terms of providing for the community's future needs, with a further seventeen per cent indicating that the facilities are 'worse than last year'. Eighteen per cent of residents feel they are not able to comment on this aspect of Council services.



### Key demographic differences

- Taihape urban residents and female residents are more likely to rate the existing provision of public toilets is 'better than last year' to supply the community's future needs (16% and 10% respectively c.f. the total, 6%).
- Residents Taihape urban and Hunterville areas are more likely to rate that the existing provision 'about the same as last year' than last year in providing for future needs (82% and 76% respectively c.f. the total, 59%). Male residents and residents age 55 or older are more likely to rate the existing public toilets 'about the same as last year' as last year in terms of providing for future needs (64% and 63% respectively c.f. the total, 59%).
- Bulls urban residents and residents aged between 46 and 54 years are more likely to rate the existing provision of public toilets 'worse than last year' in terms of servicing the community's future needs (34% and 32% respectively c.f. the total, 17%).
- Marton urban residents are more likely to feel unable to comment on this aspect of Council services (30% c.f. the total, 18%).

<sup>28</sup> Q: Regardless of your opinion about the existing provision of public toilets, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: 2013 n=384; 2012 n=337.

## CONCLUDING COMMENTS

---

The greatest success story in 2013 is the improvement in public swimming pool facilities which is rated 'better than last year' by a quarter of residents. Council's active management of service aspects around customers service, cleanliness and maintenance, programmed activities and accessibility were noticed. Extended opening hours remain an aspect that can support further improvement.

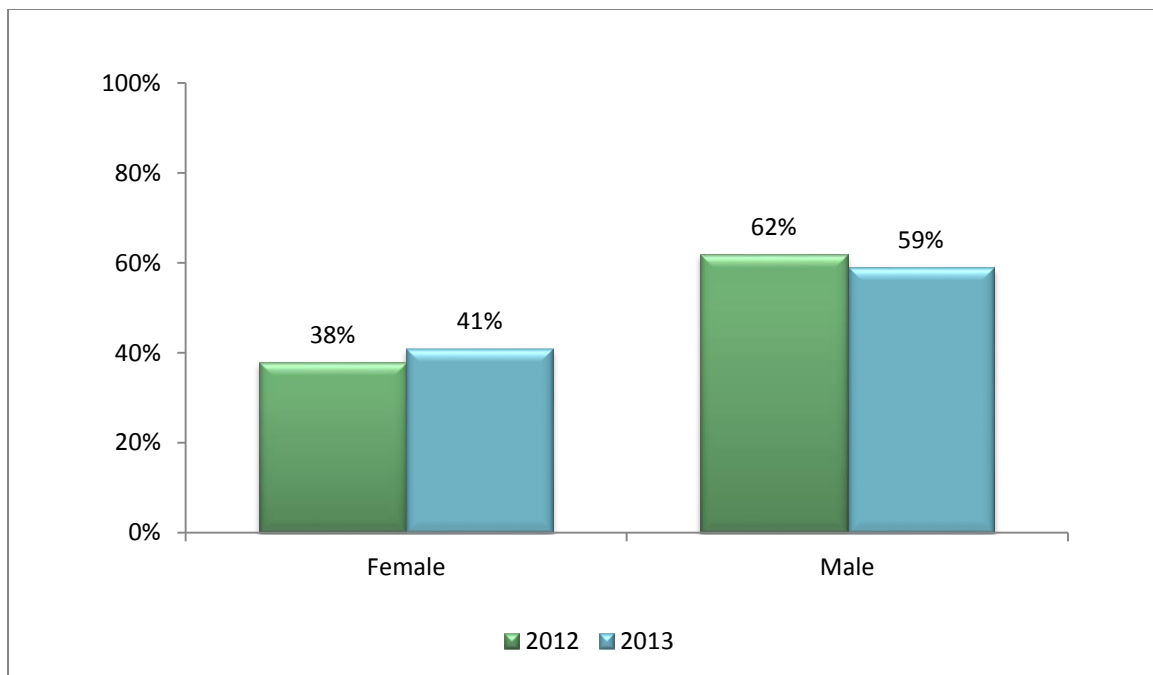
Roading is the greatest service area of concern, with nearly a quarter of residents (23%) indicating that the roading network, footpaths and street lighting are 'worse than last year'. Overall the roading network is described as unsafe, badly maintained with potholes remaining a reality for road and footpath users.

Public libraries, receive considerably fewer 'better than last year' ratings, with the management of a tidy, well maintained facility than allows privacy for computer users the key to improvement. More residents are aware of Community housing services provided by Council, with a third of residents rating the facilities 'about the same as last year'. Sports fields, Parks and Reserves, Public toilets and Community buildings also remain consistent with the majority ratings being 'about the same as last year'.

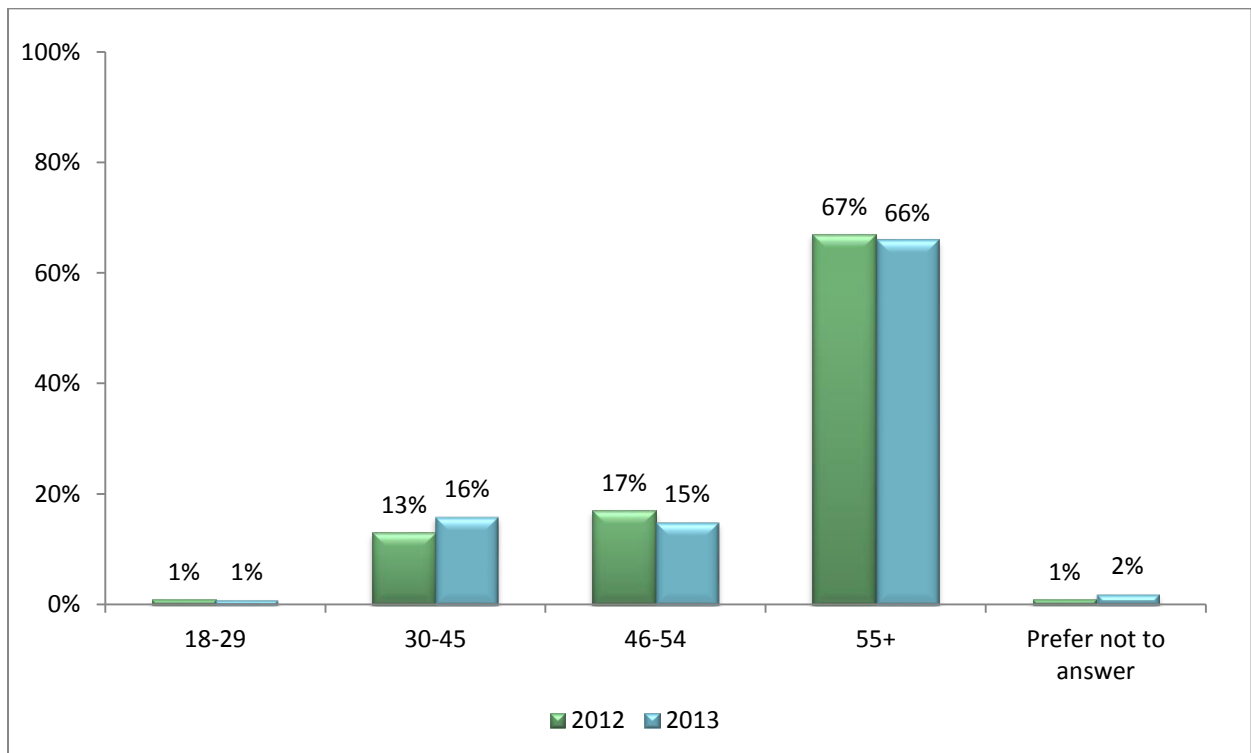
Verbatim comments indicate a high level of dissatisfaction with Council given the recent rates increase, and the survey received strong critique being less relevant to residents' current areas of interest. As such we would recommend that the questionnaire be reviewed in light of commentary for future studies.

## SAMPLE PROFILE

### Gender<sup>29</sup>

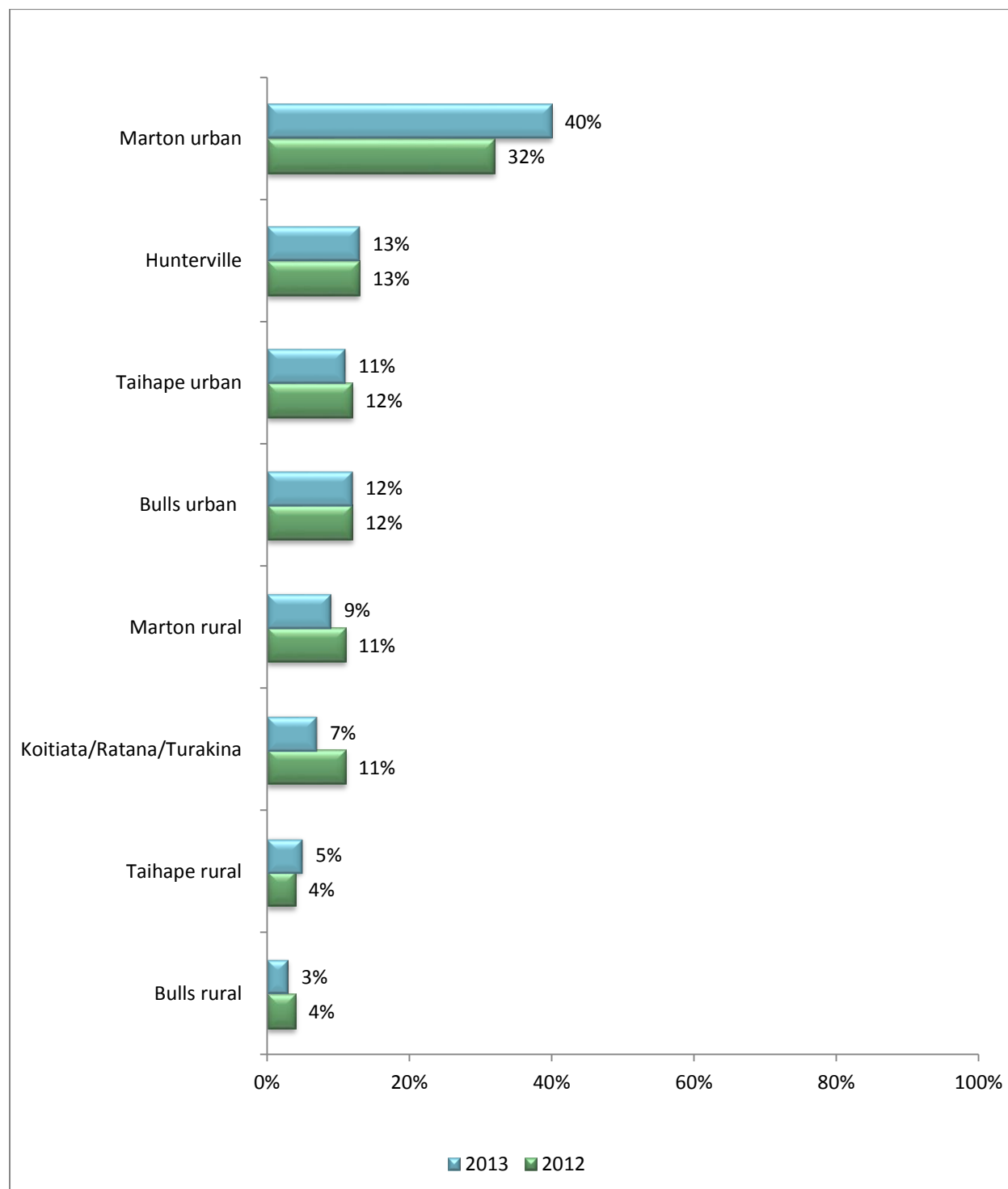


### Age<sup>30</sup>



<sup>29</sup> Q: Gender recorded. Base: n=406

<sup>30</sup> Q: Which of the following age groups you are in? Base: n=406



<sup>31</sup> Q: Area recorded. Base: 2013 n=415; 2012 n=365.

## APPENDICIES

---

### Appendix 1: Copy of the Questionnaire

**Thank-you for helping us with this survey, it will take approximately 8 to 10 minutes to complete.**

- This survey is conducted on behalf of Rangitikei District Council. The purpose of this survey is to gather views and impressions of Rangitikei residents about the services and facilities provided by Council.
- All answers provided are held in complete confidentiality. We report summary results about groups (e.g., 50% of people said...) and we do not identify which individuals have said what.
- The results of the survey are being collected by Versus Research, an independent research company, on behalf of Rangitikei District Council.
- Please use the prepaid self-addressed envelope to send the completed survey back to Versus Research, Free Post Authority Number 172050, PO BOX 5516, Frankton, Hamilton 3242.

If you have any questions about the survey please contact me on 0800-837-787 or email me at [sam@versus.co.nz](mailto:sam@versus.co.nz)

The closing date for final receipt of completed surveys is 8<sup>th</sup> March 2013.

**Thank-you**

**Sam Thorburn**

**Versus Research**

The first few questions are about Council funded roads. This excludes State Highways, as these are not Council funded.

1. For each of the following aspects of the service, please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'.

|   | 'worse than last year' | 'about the same as last year' | 'better than last year' | Don't know |
|---|------------------------|-------------------------------|-------------------------|------------|
| Roads are free of potholes and loose gravel   |                        |                               |                         |            |
| Roads in towns are attractive and well-maintained   |                        |                               |                         |            |
| Unsealed roads are adequately maintained  |                        |                               |                         |            |
| Roads in Rangitikei allow people to travel safely   |                        |                               |                         |            |
| There is sufficient street lighting to allow people to travel safely on roads and footpaths                   |                        |                               |                         |            |
| Sealed roads are smooth and comfortable to ride on for all users including drivers, pedestrians, joggers etc. |                        |                               |                         |            |
| Footpaths are smooth and comfortable to use for all users including pedestrians, joggers etc.                 |                        |                               |                         |            |
| The roading corridor, meaning the roads, footpaths, signage, etc. is being managed well for the long term     |                        |                               |                         |            |

2. Overall do you think the Council's provision and maintenance of roading network, footpaths and street lighting is better or 'worse than last year', or 'about the same as last year'?

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

3. Thinking about how you just rated the Council's provision and maintenance of roading network, footpaths and street lighting, what is the single most important factor which has influenced your view?

---



---



Thank you. The next questions are about Council's provision of community and leisure facilities. These facilities are often expensive to maintain and upgrade and to keep them all may become increasingly unaffordable for our ratepayers. Council needs to manage a programme over the next ten years or so to focus on fewer but better facilities that will meet the needs of residents in the future. Your answers to these next questions will help us to identify where our programme is making a difference for you, and to adapt it accordingly.

4. Thinking about existing provision of swimming pools, for each of the following aspects of the facility, please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'.

|  | 'worse than last year' | 'about the same as last year' | 'better than last year' | Don't know |
|--|------------------------|-------------------------------|-------------------------|------------|
| Location and accessibility                                       |                        |                               |                         |            |
| Opening times  |                        |                               |                         |            |
| Customer Service (staff are friendly and helpful)                |                        |                               |                         |            |
| Cleanliness and maintenance                                      |                        |                               |                         |            |
| Programmed activities (e.g. swimming lessons, aqua aerobics etc) |                        |                               |                         |            |

5. Overall do you think the Council's swimming pools are getting better or 'worse than last year', or 'about the same as last year'?

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

The following question looks to the future.

6. Regardless of your opinion of about the existing provision of swimming pools, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility?

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

7. Thinking about how you just rated the Council's provision of swimming pools what is the single most important factor which has influenced your view?
- 

8. Thinking about existing provision of sports fields, parks and reserves for each of the following aspects of the facility, please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'.

|   | 'worse than last year' | 'about the same as last year' | 'better than last year' | Don't know |
|---|------------------------|-------------------------------|-------------------------|------------|
| Maintenance and upkeep  |                        |                               |                         |            |
| Location and accessibility  |                        |                               |                         |            |
| Additional facilities (e.g. playground, skate-park, changing rooms) |                        |                               |                         |            |

9. Overall, do you think the Council's provision of sport fields, parks and reserves is better or 'worse than last year', or 'about the same as last year'?

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

The following question looks to the future.

**10. Whatever you feel about the existing provision of sports fields, parks and reserves, including any maintenance that has taken place recently, do you think that the current provision meets the community's future need for this type of facility?**

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

**11. Thinking about how you just rated the Council's provision of sport fields, parks and reserves what is the single most important factor which has influenced your view?**

---

**12. Now thinking about existing provision of public libraries for each of the following aspects of the facility, please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'.**

|  | 'worse than last year' | 'about the same as last year' | 'better than last year' | Don't know |
|--|------------------------|-------------------------------|-------------------------|------------|
| Location   |                        |                               |                         |            |
| Opening hours  |                        |                               |                         |            |
| Customer Service (staff are friendly and helpful)  |                        |                               |                         |            |
| Other services (e.g. internet access, school holiday programmes, book launches, author events etc) |                        |                               |                         |            |
| Range of books/DVDs/CDs  |                        |                               |                         |            |

**13. Overall, do you think the Council's provision of public libraries is better or 'worse than last year', or 'about the same as last year'?**

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

The following question looks to the future.

**14. Regardless of your opinion about the existing provision of public libraries, including any maintenance that has taken place recently, do you think that the current provision meets the community's future need for this type of facility?**

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

**15. Thinking about how you just rated the Council's provision of public libraries what is the single most important factor which has influenced your view?**

---

**16. Now thinking about existing provision of community buildings (includes Town Halls, Council Administration Building, Rural Halls and other community facilities) for each of the following aspects of the facility, please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'.**

|  | 'worse than last year' | 'about the same as last year' | 'better than last year' | Don't know |
|--|------------------------|-------------------------------|-------------------------|------------|
| Maintenance and upkeep   |                        |                               |                         |            |
| Location and accessibility   |                        |                               |                         |            |
| Customer Service (staff are friendly and helpful when e.g. booking, key collection etc.) |                        |                               |                         |            |
| Additional facilities (e.g. car-parking, kitchen facility, toilets)                      |                        |                               |                         |            |

**17. Overall, do you think the Council's provision of community buildings is better or 'worse than last year', or 'about the same as last year'?**

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

The following question looks to the future.

**18. Regardless of your opinion about the existing provision of community buildings, including any maintenance that has taken place recently, do you think that the current provision meets the community's future need for this type of facility?**

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

**19. Thinking about how you just rated the Council's provision of community buildings what is the single most important factor which has influenced your view?**

---

**20. Thinking about existing provision of community housing for each of the following aspects of the facility, please indicate whether, in your opinion the following aspects of service provision are better or 'worse than last year', or 'about the same as last year'.**

|  | 'worse than last year' | 'about the same as last year' | 'better than last year' | Don't know |
|--|------------------------|-------------------------------|-------------------------|------------|
| Maintenance and upkeep   |                        |                               |                         |            |
| Location and accessibility   |                        |                               |                         |            |
| Customer Service (staff are friendly and helpful when e.g. managing tenancies, arranging maintenance etc.) |                        |                               |                         |            |

**21. Overall, do you think the Council's provision of community housing is better or 'worse than last year', or 'about the same as last year'?**

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

The following question looks to the future.

**22. Regardless of your opinion about the existing provision of community housing, including any maintenance that has taken place recently, do you think that the current provision meets the community's future need for this type of facility?**

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

**23. Thinking about how you just rated the Council's provision of community housing what is the single most important factor which has influenced your view?**

---

**24. Lastly, thinking about existing provision of public toilets for each of the following aspects of the facility, please indicate whether, in your opinion, the service provision is better or 'worse than last year', or 'about the same as last year'.**

|                            | 'worse than last year' | 'about the same as last year' | 'better than last year' | Don't know |
|----------------------------|------------------------|-------------------------------|-------------------------|------------|
| Maintenance and upkeep     |                        |                               |                         |            |
| Location and accessibility |                        |                               |                         |            |

**25. Overall, do you think the Council's provision of public toilets is better or 'worse than last year', or 'about the same as last year'?**

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

The following question looks to the future.

**26. Regardless of your opinion about the existing provision of public toilets, including any maintenance that has taken place recently, do you think that the current provision meets the community's future need for this type of facility?**

- 'worse than last year'
- 'about the same as last year'
- 'better than last year'
- Don't know

**27. Thinking about how you just rated the Council's provision of public toilets what is the single most important factor which has influenced your view?**

---

### **Demographics**

Thank-you for those answers. The last few questions are to ensure we get a good cross section of people.

**28. Are you a...?**

- Female
- Male
- 

**29. Which of the following age groups are you in?**

- 18 - 29
- 30 - 45
- 46 - 54
- 55+
- Prefer not to answer

**Q.30 Are you based in...?**

- Bulls urban
- Bulls rural
- Hunterville
- Koitiata/Ratana/Turakina
- Marton urban
- Marton rural
- Taihape urban
- Taihape rural

**31. Please feel free to leave any other comments that you would like make in the space below.**

---

Thank you for your time and effort completing this survey. We value your input.

---

## Appendix 2: Additional Comments

### Dissatisfied with Council / need to reassess priorities / too much spend

- *Personally I love the Rangitikei, it has a lot to offer, but I am dismayed to see Council struggling to make areas of the CBD look attractive as in Palmerston or Manawatu. Marton looks shabby and unloved, especially with empty banks and shops, whilst I realise that's not Councils responsibility I feel Council has missed the boat, no wonder a large majority of Council works don't actually live in town.*
- *Council needs to ask the community what they want funds allocated to - what is most important to rate payers, and don't incur unnecessary expenditure - like computer hub.*
- *How many bakeries do we need?! Support the locals that are already here. Help encourage different shops, to help the town move forwards. Letting ... what open up was not fair to the existing locals. Inject funds in a positive way; don't let one bakery open to close another down. We won't get ahead that way.*
- *Not have water rates and normal rates due around the same time, also answer my enquiries on line through your website, well that's about it.*
- *Council must watch costs. I sometimes feel aggrieved because my rates continue to rise steeply and I don't use so many of the Council facilities e.g. the library, swimming pool, water, rubbish, sewerage, sports or parks.*
- *I think that the Council should look more at the maintenance of unsealed roads within the county*
- *Change of personal. Same mistakes made all over again. No one seems to have anything written. For do's and don't same problems keep on happening.*
- *For a little town that's on state highway one the main st in Taihape is a disgrace, the footpaths, which even chose them, they are far too light in colour always filthy and I've seen people slip over many times. I know money is tight but I pay more in rates than I did in Caston bay north shore, I could go on and on but I think you have heard it all before, and what will happen (NOTHING)*
- *If the Council wants to attract more people to live in the Rangitikei and business to invest in this district they are going about it in the wrong way. When I came to live here from Wgtn my rates were 670 per year. 15 years later they are over 4000 and I get virtually nothing for them. No sewerage, no rubbish collection, have to pay for water. The rates I pay in Wgtn are less and the GB on the property is greater than the Marton property. If the rates continue to rise I for one am considering leaving.*
- *Rates must be kept under control - all very well to have major work done on towns, can the rate payer afford it. Or... some Councillors campaign tastes!*
- *I can only say that I think Rangitikei district Council is largely amateur and I don't believe the local Council in its present form has a future looking ahead.*
- *The footpaths are in a shocking state and a lot of times you can't even walk on the footpaths as tree and bushes come right outside footpath from peoples properties, you end up having to walk on the road.*
- *1 - The condition of the station of our memorial hall in... is shocking - the foyer main hall upstairs rooms, kitchen bathroom area are in need of major spring clean. Better to have no curtains and blinds upstairs than the articles currently on display 2 - trees hanging over onto footpaths - notices should be sent out to addresses 3 - to remove signage from shop verandas - not a good look for visiting people to our town.*
- *The roads and footpaths in Bulls have deteriorated. The main street in need of a MAJOR upgrade. The public toilets are a disgrace, there is a heavy demand for modern toilet facilities in Bulls by tourists who see/use Bulls as a comfort stop and food stopover on a journey on sh1 and sh3 - solve this issue urgently!!!*
- *Rated for RURAL PROPERTY: solid waste: 42.90 - we paid our own- septic tank waste water: 86.90 - we paid our own water - 86.80 - we are not connected to mains storm water - 26.75 - we are not connected THEFT: 280.09 WE ARE NOT HAPPY WITH THE COUNCIL !!!!!*
- *I'm surprised you didn't want to talk about the obvious issue - town water! It's disgusting you make people drink this; you can't even do laundry without your clothes smelling worse.*
- *The Council is greedy and sly. They devalue our property and still increase the rates for them. No other Council has printed slogans about their Council - 'RDC rip offs' - 'small town service big town rates' - a disgraceful*



*greedy set of behaviours are at the top and over the Council folk in charge. Rangitikei is beautiful but the Council leaders are rotten and don't really care about our community or the people that live in it.*

- As a Council complete the jobs that has to be done. Think long and hard about spending money on warm and fuzzies. Back to common sense and basics.*
- It is like any place to many people behind desks, too many cars vans etc. new going around doing nothing. There are all ways cuts on the things that shouldn't. But no cuts up top. It is too heavy. Like this my husband got two of these what a waste of money. Our money.*
- I think better use of combining other owned resources to cut down running costs could be looked into: if combining Council and more resources.*
- The roads and footpaths are appalling. The amount of potholes is no acceptable the foot paths along Wanganui rd are half covered in vegetation and it would be safer walking on the road. The road up the top of Broadway is shocking. Pot holes everywhere. People have problems parking their cars.*
- For many years we have been asking to have Russell st foot path resealed, could it please be dealt with, thank you.*
- What is the Council doing about the quality of our drinking water, which at times is appalling!! Why are we paying for our rubbish bags and can only use selected brands? Surely the ordinary 'black bag' are just as good and a lot cheaper?*
- I did not appreciate the Council cutting the trees off the bank and removing the soil right up to the fence line in places without any notification of what they were intending to do. Everywhere they removed said hemlock given grew in great abundance in an area where children rode their bikes and walked through...way to the domain.*
- Thank you to all those hard working staff at RDC who help to make decisions and put ideas into action for the benefit of all who live in the Rangitikei. have a great year*
- \* fire ... - it has come to my attention this year more than others of the amount of 'rubbish' fines being... in town, its a disturbance and especially when wind blows have you ever thought of having set times for this only mom or late..., its really quite disgusting and don't know any where else that allows this - are we stuck in old times where we burn everything instead of buying a rubbish bag? and who do we complain to a number of times I've rung the Council.*
- Staff numbers - costing control all these factors!*
- I was disappointed that Council even contemplated disposing of the park opposite 'Z' service station perhaps for housing!!! Are you aware of how many houses are for sales in Marton, some of these for a considerable time?*
- New toilet facilities for Bulls. Disgusting increase in rates for what is not provided. Bulls transfer station hours need re-assessing. Outrageous costs at transfer station. Employment of two people at transfer station?? Maybe the kiosk needs to be secured better, than employ one person.*
- I think the whole Council is out of touch with what is going on people are struggling in Rangitikei, they are doing stuff around town that is not a priority in my opinion*
- I have lived in Bulls residential area 57 years and RDC keep promising to upgrade public toilets - some remarks made about availability from bus passengers HURT fairly deeply. Why can't we have DECENT toilets???*
- Council must learn to live within inflation large rate rises are not good for the communities.*
- There is no excuse for poor water. When the Swiss guy looked after it was excellent. When he left so did the quality. How much money have they wasted on this unnecessary survey?*
- As you will see from my comments I am disappointed with the 10 year plan as it has increased rates dramatically for no extra services. The across the board rate increase was incredibly unfair putting financial pressure on people.*
- Do you not think the Council personal expenditure (i.e. car pool) and staffing levels are excessive, as I feel the levels compared to service which is average such as flood controls (drains are only unblocked after a flood) The size of the Council staff appears huge, especially as nearly all work is contracted out to the private and public contractors I wonder why my rates went up when my home value went up and went up again - when its value dropped?*

### **Rates too high**

- *Council should focus on realistic and sustainable solutions to water and sewage problems that have plagued Marton for years. They need to start giving value for money - our rates are higher than WGTN's. They need to set and focus on goals and not playing ego-stoking one-up-manship games in the local chamber and media.*
- *After spending a lot of money on the foot paths in the main street the Council has not had the people made accountable for the state of them. They are a disgrace, filthy and slippery when wet. Houses in this area are cheap to sell because there is no industry to attract people here. Therefore the whole area is stagnating, the on top of that we pay some of the highest rates in the country. Shame on the Council.*
- *50% increase in annual rates no sewerage no water no rubbish collection no roads (live on SH3) RDC wanted new Council premises, a new dog pound facility etc. can people who receive negligible services expect another 50% increase next year?*
- *That our rates are high for what we get.*
- *When my out of town friends visit and the subject gets around to 'how much rates do you pay?' Rangitikei are always so much higher than everyone else's district. Just wondering why? We have to pay for our own rubbish removal. Our street always floods. Have to pay extra horizons rates which is such a ripe off. Those people working there must have the best jobs in the world. Riding around in new 4x4 and quad bikes!! Also why is the Council paying to have surveys done? Nothing ever comes of them.*
- *Rip off Rangitikei - how dare you put my rates up that's year by 42% - what am I getting for this?!*
- *I am extremely concerned at the very high rates changes to householders and the continued increase each year. Rangitikei rates, compared to other areas and the facilities available in those areas, are over the top and far too high.*
- *I would like to say that our rates are higher than last few years and that if we were able to perhaps have them lower for average widows it would be appreciated. thank you*
- *Tax funding and rates pay for a lot of public facilities and only goes so far to provide maintenance up keep and clearing. The position of these facilities is crucial for maximum use and handy to the public. We in this country are fortunate to have these facilities at our disposal. However I for one cannot always provide accurate and detailed opinions on see of the questions.*
- *If the rates continue to increase each year at the rate they have done you are making Marton become a town that people cannot afford to own a home in. As people get older and have to live on the pension rates are becoming unaffordable - prices are up with little to show for our money.*
- *Number one priority of Council should be to limit rates increases to the inflation rate unless a community UNLESS a community vote is held where 50% plus one of the registered votes say yes to a higher increase.*
- *Koutiata residents pay rates that are exorbitant given the little work the RDC does for this township. Residents are the ones who keep everything tidy e.g. pick up rubbish on the beach, maintain and add to the hall, parked cow roads are breaking up at Koutiata. increasing no's of visitors this summer should at least have toilets and a free standing cold shower available in the park area and doggy poop bags for their dogs. A few trees would be nice coming into the entrance of koutiata.*
- *Rates for Marton are increasing, far too high!!*
- *Not too happy about rate increases actually thinking of moving because of the rise in this and the cost of living make it more sensible to be more town/ city based*
- *The rates need to be reduced for rural home owners! We do not use most of these facilities. We also provide and maintain our own water supplies and septic tank...how is it just that we should have to pay for this???*
- *For what we see being done our rates are far too high! Money is unnecessarily spent outside of our infrastructure: our rates are for the upkeep of our communities!*
- *The current rates are unaffordable and any future increases are unsustainable.*
- *I live in a small unit with no access to my back door in Bulls moved from Hastings to Bulls 1993 rates 260-00, rates 2013 2,091-65 as a ... I find the rates really over the top.*

- 1 - Very angry with the high rates increase that occurred last year; particularly as there was no warning/discussion. There is no reason for a 55-60% rise in rates and I do not like the cessation of metered water as I am now paying exorbitant amounts to offset other peoples water rates 2 -... st should not be accessible to heavy traffic due to the location of the school and number of children that live in the area.
- STOP INCREASING RATES!!! WE CAN'T AFFORD THE CONTINUED INCREASES!! RDC needs to grow some balls and tell central govt. our rate payers can't afford/ or able to meet their requirements and need to have a year off rate increases. We need to pay all the RDC debt off before spending money on improving facilities - bugger increasing water quality etc. PAY OFF OUR... FIRST!!!!
- I don't know why rates are high - actually I'm paying for a lot of services I don't need use or regard as necessary - user pays for a small community : roads/ footpaths only thing I rate as really important integrate Wi-Fi free Wi-Fi hotspot - if doesn't already 21st century stuff :)
- Big problem of funding main cause.
- Our rates are way too high, the services we receive not good. The rates increase which is unaffordable is appalling mismanagement. Council need to support the district more by bringing economic growth into the area. Bulls being a prime example - hundreds of cars pass through and yet the place is a tip.

### **Satisfied with Council / no complaints**

- This is a very beautiful part of NZ. I think the Council does a pretty good job ensuring facilities are available, and in good order.
- Overall I feel our Council does a good job for it constituents. However, any 'trimming the fat' of unnecessary or exorbitant expenditure, thereby reducing the rates bill for all would be very much appreciated. Thank you.
- Council recently had trees removed from this kiwi road side. Much appreciated. Note that those elm trees grow very quickly and Council need to take the cheaper option of more frequently cleaning up verges rather than having to do an occasional expensive felling of large trees 'old man's beard' also needs to be cleared from properties - Council to police!
- I have lived in Marton for the past 5 years and I am very happy with the level of community provision for all ages. However I think that a growing population here will put further pressure on all resources in the future and this is an area that will require specific planning to ensure that families (and the elderly) can afford to remain in Marton in the foreseeable future.
- Council is going ok please do not put our rates up any more or you will drive people who can afford to buy property in the Rangitikei away and we will end up in a place full of no hopers and bludgers and crime will become rife in the Rangitikei. It has been a pleasure to fill in this survey.
- Most probably doing the best they can with what they have.
- Council does a good job but they do it the wrong way. Nothing mentioned about public access to beaches and rivers. Can't actually drive to the beach, have to go to Foxton. Roads aren't maintained to go down to Bulls ever. Realistic in the questions they ask. The questions are more for people in towns rather than rural rate payers. Make one more general.
- Friendly place to live. Rangitikei to me is our river, let's get together and clean it up, lots of walking places there.
- I am happy to see the Council concentrates on core activities such as provision of core services. however my preference would be that some services such as library and swim centre should only have limited rate payer support and move to a more user pays model
- The Rangitikei district is a very large area and considering the condition of roads etc. the maintenance is kept up very well. Last week I travelled to Hastings area the gentle Annie's roads and I found them very good and well maintained.
- Guess everyone is trying hard but availability of finance is limited. Hence, we'll just have to wait and see and PRAY - good luck!!
- The Council seems to be well run and serviced and I think we are getting our money's worth.

- *All good. More needs to be done to attract city dwellers to the country. Roads are pretty poor to be honest. There is a real cost to the suspension of your car. Disappointing considering a large portion of our rates is used for roading.*
- *The system that is evolving in Hunterville concerning the running of the baths and town halls is providing targeted well managed spending this is a very effective model.*
- *The Council are doing a good job but things need to move forward. My main gripe is the road maintenance in Marton, it is shocking.*
- *I am born and bred here in Hunterville and run my own business. As long as no rates money is wasted, then it's all good.*
- *Generally doing well on a declining rate payer base. Need to do more to attract new business to the area, businesses that create employment, not sole practitioners.*
- *Overall the Council and Council staff do a great job - well done!*
- *Great efforts put into improving swimming facilities and learn to swim programme well done swim staff! Ps - Finding a phone number in phone book for swimming pool is impossible!*
- *Marton pool is a wonderful facility. I use it frequently and it is often quiet. It's a shame it's not used more. perhaps a discount for rate payers would encourage more to use the facility*
- *We have only been in Taihape for a short time but generally impressed by services and facilities offered by the Council bearing in mind the large district and small population. the high use by the travelling public puts an extra strain on Taihape/Bulls that other areas don't rates are high (double what we paid in U. Hutt) so Council needs to be careful to ensure value for money.*
- *Very impressed with the upgrades to the local pool. Much cleaner and life guards are walking around the pool and watching the children all the time.*
- *Overall we feel Marton Township is kept quite clean and tidy we would like some of leaky verandas on shops fixed before winter. We know this is not your job but surely you can approach owners of buildings.*
- *Overall our town is nicely maintained and mown- some footpaths still leave a lot to be desired and a few pot holes could be repaired. The library and pool are just fine, and I understand the public toilets are very nice.*
- *I am a professional electrical engineer running a business out of Marton and I think that this town offers many opportunities for a pleasant place to live. My view is that the Council could be actively seeking to improve the facilities and services - so that Marton residents can develop a pride in their town.*
- *We came to Marton for a variety of reasons, including the issues surveyed. The pool is an important factor in our lifestyle and any deterioration would be disappointing. We are aware of the wide variety of facilities that must be maintained and their cost. It would be disappointing to see existing infrastructure fall in quality. Marton is a wonderful little town and worthy of wider promotion, if that provides any opportunity to generate revenue in favour of either existing or expanding facilities*
- *Overall I feel the Council do a great job with the funds available - our population is small - our rates are high. I think it would be good to merge with Manawatu. I would like to know why the Council bought the land in Kensington road and what are they doing with it? It looks disgusting.*

### **Remarks about the survey**

- *I don't want to make any other comments, other than perhaps the form should be designed to allow me to not make comment.*
- *The replies to tick were not always relevant to the questions.*
- *I am not convinced of the need for this survey as I'm unsure if it will make any difference. Council decisions seem to be made regardless of public opinion. More decisions are made on an economic basis. My last contact with the RDC required 3 phone calls to get anyone to attend to the problem (water services). Thanks for asking my opinion.*
- *Poorly worded questionnaire questions 10,14,18,22,26 are surely Y/N pools, libraries, bldgs etc - answers are general for all. Most respondents will only have experience of their local facilities. The result will be absolutely*

*meaningless as their answers will be general instead of specific. My conclusion is that this survey will prove to be a total waste of money. All it will convey is that the general mood of whether people are IN GENERAL satisfied. Surely the actual pool, library, building*

- I found some of questions inappropriate for a resident. Future needs would require... input from demographers, sociologists town planners etc. a resident is not qualified to be able to know.... the benchmark is set a resident could have a valid opinion as... this stand-up was being used or not.*
- I filled this same questionnaire in last year for Huntersville community committee and I think the money spent in commissions surveys of this type could be better spent elsewhere. At the moment we have a dog issue in town that we need dealt with and the reason we have community committees is to bring issues to Council notice.*
- NO USE SUPPLYING FEED BACK BECAUSE THE COUNCIL TAKE NO NOTICE OF ANY COMMENTS!*
- The question wording leaves a lot to be desired.*
- I got sent 2 surveys?! What do the Bulls Councillors do - especially Michelle Fox???*
- This whole survey is invalid. You have only set forms to selected residents who are on the rate payer data base and who are resident in the region. What about renter, who are also rate payer, via their land lords. The survey should have been from residents selected from the regional parliamentary electoral roll, INCLUDING the... roll.*
- Don't mind survey if it helps, but can't understand why a firm way out of our district is compiling such, must be someone closer.*
- 'Location' of facilities doesn't really change. Staff has been helpful etc. for some years now. Question about 'future' have been nonsensical options - surely answers should be roughly 'yes' or 'no'?*
- Need a survey on rates and recycling.*
- What is with all this 'better/ 'worse than last year''? The question can't always be answered using these grades. Especially the ones where it talks about the future who cares about the past year only? surely a exceeds expectations/ meets expectations or grading system would have been more appropriate to get a better picture of what is wanted/needed and at what standard. this was a frustrating survey based on the answers you could put I don't think it is going to provide much assistance to effect*
- I'm not impressed with this survey as it doesn't cover MOST important items. The water and through VERY high rates ...*
- I have very poor eye sight - hence my writing - I several questions I don't think the current alternative answer where available.*
- This survey is a complete waste of public money. If the Councillors that have been elected are not capable of telling that the services are not better or worse they should resign. On the whole I believe Council staff is doing a good job and we should strive to improve all facilities across the board an soon to give incentives to get business to come to our town and create employment with more public transport between towns and cities.*
- You can't even do your own research we have to pay for some expensive firm to do it!*
- This was not a very well thought out survey, and as with many other surveys of this nature the information could be misconstrued. List of the Council owned facilities would make it easier for people to complete the survey.*
- This is a huge waste of time and money. Council has proven that they do not listen to communities why not go email for surveys and save postage paper etc. this is a placebo!*
- I feel the information retrieved in this survey will be very limited and that better wording or options would have been more explicit.*
- Nearly everything mentioned - could do with a face lift - its all same old same old.*
- Many of these questions could be answered better with yes/ no*
- This survey is covering topics that are not paramount in our towns' people minds. the rates have gone up by 150% that could be accepted if we got services to justify the increase e.g. rubbish collection no recycling pick up, no inorganic collection such as unwanted large household items, no green waste collection maintaining a home is more than weekly refuse, with householders paying for the bags. At least go to back to free rubbish bag delivery.*
- I think a 'yes' or 'no' might be more appropriate to some of the questions.*



- *I'm not 100% sure how the questions that were asked will really help the Council work out which facilities to 'reduce' (as per boxed statement on page 3MU) but hope there is a fair consultation process with the public for it. Also the idea the Council had about relocating from their current premises certainly created a lot of negative buzz in the community. I really hope this idea has been shelved. Thanks for the opportunity to contribute.*
- *What a complete waste of time. No question on important issues e.g. high rates, no civil defence, poor water quality.*
- *Do you get paid for this would love to know how you get objective answers from this?*
- *Same questionnaire as 2012 overall I feel more negative towards to Councils performance in the areas this questionnaire covers.*
- *I feel this question is a waste of money. 'Better than last year', worse than that last year, same and don't know do not allow for a proper answer. How can the location of a building be answered in that way?*
- *This survey could be sent to different service clubs like rotary lions lodge etc., rural women etc. to be filled in as a group effort.*
- *I do not think these surveys are important and in all a TOTAL waste of money anybody with any common-sense can see what needs doing. I think that's what we PAY our Councillors for.*
- *As stated last time the form of these questions is a waste of time and money since they provide no useful information they prohibit me making any useful comment on the services as I experience them because I cannot compare to a year ago. Satisfaction level for services used would be a lot more use. Nor am I impressed with you wasting my rates on this rubbish. I have to leave this area because I can't afford such excessive rates. I note you don't ask about Council performance - very wise!*

#### **Live remotely / don't quality to answer some / all the questions**

- *I live rurally and provide my own water and sewage facilities yet I am still charged a percentage for sewage and water. How can the Council charge me for something that is not being provided? I think that is just not fair!!!!*
- *We don't use the majority of Council funded amenities, and are self sufficient for water and septic. If the Council has any sway on rural broad band roll out it would be useful to push for the region please. Please keep up the good work, I figure it's what we pay you for - so I don't have to worry about it!*
- *Library, swimming pools, rubbish, water and waste water should not be funded by rural rate payers. We get no benefit at all but still subsidise those who use them all the times. Should be user pays.*
- *Because I don't use the facilities it does not bother me.*
- *Sorry I could not offer more info in my answers but I live on the outskirts of Rangitikei and am not regular user of Marton town amenities. I will say that the roads are good and well sign posted.*
- *I was startled to find that I have to pay 237.20 dollars for services that I don't receive. I.e. water, wastewater, storm water, I live in Scotts ferry so I provide my own services, this charge is legalised theft!!*
- *Live in country don't use any amenities*
- *Survey has virtually no relevance to us.*
- *A lot of these services we do not use as we live 10km out of Huntersville and 25 minutes from Marton and Taihape rubbish to be collected for those living on main highways would be appreciated.*
- *Sorry not very helpful. Questions orientated to town rate payers, as a farmer doesn't feel like I get much value for my rates apart from road repairs. About time to change from a cv rating system.*
- *As a rural ratepayer I feel we subsidise the 'towns' I am happy to support our local town, but as we provide our own sewage, rubbish disposal and water, have no footpaths or street lighting I object to the way we are 'over-rated' I would like to see more rural roads tar sealed, especially those within 10km of town. I believe rural people pay for too much and actually in proportion to the amount paid receive far too little.*

- *It is hard to answer some of these questions as I live in a small coastal settlement and do not use a lot of things available in the towns.*
- *This is the 2nd year we have received this. Live in country and use mainly SH1. Don't know about lots of it as we use fielding 90% of the time. WHAT IS THE COST OF THIS SURVEY? JUST A WASTE OF TIME IN PAPER complain to Council and made little notice.*
- *Live 4km from centre of town, in the country and don't have broadband!*
- *Couldn't answer some questions fully as we live in a rural location.*
- *Where are the questions for those of us living outside of the town, supplying our own water, waste disposal? These questions are only aimed at the towns not the people living in rural areas please tell us exactly what we got for our rates! As most of us paying higher rates than some of the towns people, we would like to know what we pay for on our (god's little acre!)*

### **Things are worse / need improvement / no difference**

- *Nothing ever happens in the Rangitikei!*
- *There has been no noticeable improvements in the district. I feel that the majority of rates are spent on pushing paper and not being spent on grass roots.*
- *My answers have been the same as nothing really changes in Taihape. It's pretty much been the same since I was born.*

### **Thanks to for opportunity to provide feedback**

- *Thank you, for this opportunity. I think Marton is a very good place with much to offer its residents.*
- *I would like to see if the refurb ... be made optional in our rates - at present I am paying for a wheel bin and would like to continue the services and this is more practical for my needs. Thanks for the opportunity to answer.*
- *Many thanks for the survey - it great to be part of community.*
- *I hope this helps - overall I think Taihape is looking good and with the new road works it will all come together - thanks.*

### **Other specific requests and suggestions**

- *Please see if the Marton Pool can be opened over winter!*
- *With a large land area to population ratio Council needs to either increase the population base or push for more funding from central government as we have a large proportion of low/medium income which is not enough to cover the infrastructure required by central government.*
- *I think our country roads are very dangerous due to potholes etc. when they are patched up it is done very badly and even when they re-tar seal they don't take all the potholes out. More care needs to be taken in our roads to prevent accidents. I say this as I was recently in a serious accident on these roads.*
- *I am very concerned about the massive expansion of good farming hill country going into the trees. The poukiore district is the... area this is going to cripple Hunterville contact.*
- *Rate payers need to be told that foot paths are for walking not growing verge plants (however smart) which in some areas take up 1/3 of the path.... contractors need to be aware the rate payers do the payments, do the job proposed 1st time and then go - wellington road – fiasco.*
- *As a mother of 3 under 6 who uses the swimming pool and park, I strongly express the need for the pool but desperately think the park and playground needs updating.*

- *Hope the new improvements at the water works improves the clarity and taste of the water tell horizons to pull 'its head in' and not prosecute poor old Wanganui for its trouble when its own river, the Manawatu, is one of the WORST*
- *Difficult for pedestrians and mobile scooters to cross the main highway to get to the main shops in Bulls.*
- *The most important thing for me is footpaths and drive ways we pay higher rates for? Services.*
- *Dangerous trees near sale yards (Linnet st)*
- *Footpath both sides of stopping area in Marton's Broadway needs a jolly good clean up REGULARLY please.*
- *Footpaths are in bad repair where I live in Hunterville, in particular Milne street I am in my eighties and regularly trip and fear falling when walking to the shops*
- *Moving contracts in smaller rural areas needs more frequenting in warmer months. Noticed overgrowth in a number of locations over the past year. That is long arm and short arm moving.*
- *Trees as a... question from resources not included in this survey. trees which needed to be removed have not been replaced and Marton lags most of the rest of NZ towns*
- *The footpath in front of 2-4-6 Wanganui roads needs renewing and a lot of the water channelling across driveways is far too wide (i.e. there is a large gap in the middle between the 2 sections which if a bike wheel was caught in it would be a serious accident for the cyclist i.e. Morris st Kensington road and many other areas. the gap needs filling in plenty of room for water underneath real old time crossings, there would be grounds to sue Council as there are no warnings that these driveways a*
- *Fantastic summer - been nice to see country music people here (not a fan of this type of activity but enjoyed seeing them use our town!) Duddings Lake - we want it but where is it going for the community?*
- *Smooth seal footpaths*
- *... is very short of small houses or pensioner units on the flat areas of town with no rest home more serviceable units are needed to ... our elderly in our town*
- *As for question 3 the footpath look lovely and are well maintained but as soon as it rains or any water gets on them or you walk on them from the road being wet so slippery. I was heavily pregnant at the time and hurt my back and leg. But didn't know they would be like that till it happened to me.*
- *I feel that many people don't realise that swimming pools, sports fields etc. are provided by the Council also rural roads and some publicity to this effect might be good i.e. what the Council gives you.*
- *I would like to see Bulls town ship to be more inviting to the public. The toilets really do need a major upgrade as a lot of people stop there. A lot of people walk their dogs down at the domain more rubbish bins and plastic bags would make them pickup after them.*
- *The 'outback' and verges are well kept which is greatly appreciated by both the locals and travelling public.*
- *Suggestions: 1 dog poo bins in the park 2 don't rent out the pensioner flats to young/ teenage families, elderly need to be looked after and feel safe not harassed by ... I appreciate it makes good business sense to have them rented but really! Right people need to be here 3 the new campervan park upgrade is awesome looks fantastic and brings the right people into our community spending money at local shops.*
- *Council needs to let community know more about what it has achieved. rural residents do not always know what has been achieved in towns*
- *Speed of truck in middle of Mangaweka and Taihape xmas flags, very annoying when outside your house my driveway access has never been put in properly and no-one cares, or will help fix it.*
- *I live in Singapore most of the year and when home to NZ live in the country*
- *Please do something about reducing the speed at the northern end of Taihape back to 50 kph. The road works last year has not improved the amount of vibration to our houses. Please install a roadside speedometer as this will slow the night traffic considerably. a lot of trucks at night don't slow down when entering town from the north (100 kph)*
- *I am surprised you did not address 1 - how the Council .... 2 - How the Council is providing from the future 3 - how the Council is promoting Marton etc.*
- *There needs to be a better way to get people in to town or ways of helping business to grow and bring people into town.*



- *I would like to put a special emphasis on the duck pond on calico road, it is filthy the way those ducks have to swim around in that green cow shit that runs off from surrounding farm land, why can't those small block holders keep their cows away from these areas, the estuary at Koitiata is the same, the cost should be billed to them not rate payers.*
- *As I am only new to the area my comments are extremely vague. What I have been able to see seem to be in a good order with little or nothing to complain about.*
- *Earthquake strengthening of existing buildings (if any) that require it will take precedence over new building projects.*
- *1 - As a rate payer, I think it this town (Marton) should have libraries swimming pools available to everybody who wishes to use them. 2 - as to fields, parks well in my view we should have one central hub available where everybody can use hockey, tennis, netball, soccer, cricket etc., this works very well in other places. We need to have all of these facilities in a town like Marton!!*
- *My wife has included her views - hence the 'we' our town here (Bulls) is looking quite shabby with a number of empty shops. We know that small towns are going through hard times presently but we see all these vehicles travelling past and wonder if we are doing enough to tempt more to stop.*
- *The condition of the many brick buildings in our area must be of great concern to everyone even if you don't own one.*
- *Really think Marton needs a nice playground at the top end of town. Streets and gardens always look tidy. When rates are... names please address correspondence to both or do you only want a male opinion on your performance?*
- *I hope I win the iPod :P*
- *Would like to see a community garden that was talked about a while ago. Tree etc. planted on properties that over hang footpaths. With winter coming up can get wet. I have trouble and am only 5ft.*
- *I would like to see a rural rubbish collection available. I am concerned many people just bury lots of garbage on their properties, and burn which gives off toxins.*
- *Get the contractors to mow all of the Ngatawa road frontage by Wilson Park and the top field which is overgrown by grass. I know the Council has donated the land but make it ... tidy. How hard can it be?*
- *There is no easy solution but with the hideous requirement for earthquakes strengthening town like ours will die. Already two trading banks are operating out of prefabs BOT a good look for a provincial hub.*
- *Due to the size of our district and the low population I believe Council should look at... with... before govt .emphasis changes. Heaven help us if we get divided up and parts of our district end up in Wanganui.*
- *For growth in all rural towns Council must maintain and kept community facilities - towns must be kept looking good - no-one wants to move to run down towns.*
- *Use mobility scooter - confined to home need for inter-town bus timetable to be available and shelter for waiting/arriving travellers.*
- *Having lived in Dunedin, Ashburton, Christchurch, Marton, Reporoa, Rerewhakata, Te Awamutu, Auckland, Whangarei and Otorohanga, I feel I am qualified to judge.*
- *There is nothing to keep teenagers entertained but rugby, why not a bowling alley or wall climb to start with. Young people need to feel wanted.*
- *Forestry block Potorino road derelict - home for pests and weeds want managing.*
- *Big truck units speed through town always seems high and police are never seen there.*
- *Huntersville has little to attract new residents i.e. high rates are a downer - not much... scout/ brownies or such for the younger - no employment which discourages new residents.*
- *a - footpaths are in many places covered by residents plants. Council shoulder force offenders clearance b - would like to see Council acknowledge request of residents*
- *You need to clean out the creeks and have someone spray them.*
- *Have a good look at this rubbish! What do you expect people to say? When asking about the future needs you are asking for a yes or no answer! Who writes this crap?*
- *Turakina footpaths have not had any work done on them for years and in places are a danger.*

- *Roading is the only service that concerns us as it's the only service we use.*
- *There needs to be more focus on the needs of all age groups as to better footpaths and more of the ratepayers of Bulls to see more done in Bulls for their money.*
- *Cut trees on foot paths back for walking people more renting housing in Marton needed.*
- *Re: Marton townships dog excrement issue - we need more 'doggy doo' disposal bins or even just rubbish bins in general. No wonder people do not pick up their dog excrement on the footpaths when they are firstly not provided with bio-degradable bags to do so (like P/Nth City Council) and are not provided with bins to put the excrement in.*
- *Some of the buildings could do with a good brush of new paint, to brighten up the town a bit, to let visitors see we care about our town, something bright that stands out, that takes peoples eyes and lets them know we care about our town, and a few other bright things to go with it, to make Marton people proud of our town.*
- *The town no longer looks clean. Foot paths are broken with weeds growing through property the Council brought in Kensington road is nothing but a dumping ground and over grown waste of rate payers money very low overhanging trees particularly down Wanganui road make it impossible to go for comfortable walks have not seen a street cleaner for a very long time a lot needs to be done to make this town what it used to be a clean tidy thriving community. road verges on every entrance to town are over*
- *Marton needs a hockey field.*
- *Time the Council addressed collection of recycling and joined the rest of the country in recycling. A recycling centre in Stewart street would be so sensible*
- *Lack of pedestrian crossing from the pharmacy - Westpac bank to the other side is very dangerous one way and then cars come from the other way. Very dangerous for people moving out from between cars and for elderly folk it is too far to walk to the other end of the street to use the one down there. The park between Blenoville place and ... place is poorly maintained when it is mown the grass is fast left lying over the paths all very untidy*
- *How about the inequalities of urban and rural rates? We have to pay to use toilets in town but town folk don't pay to use our toilets!!!*
- *Roads and infrastructure are important to the community, if they deteriorate, people will move out of the Rangitikei.*
- *Roadside drainage is an issue along my road - currently poor drainage of road water which floods my property during heavy rain events I have asked for help with this but I suspect due to minimal funds available, no solution found!*
- *I as a rate payer to the Council for a number of years am disgusted in the appearance of the mount view cemetery. Most times that myself and family visit the cemetery, the lawns are long and untidy, edges not tidy - rubbish lying around the area this is not a pretty sight for any out of town visitors. Think it is about time the contractors where inspected for their work, why not get paid workers to maintain the cemetery every week?*
- *Frae ona park needs a rubbish bin by footpath gate as many people stop for lunch there and not going to walk down through the gate to pond area there's always rubbish on footpath.*
- *Economic development and population growth depends on more than doing farming development and promotion of the Rangitikei rivers UNIQUE natural features deserves attention efficient core activities encourage entrepreneurial business.*
- *Please open Marton pool year round - it is such a big pool and residents should be encouraged to see it and use it in a permanent way – thanks.*
- *Taihapes town pavements are shocking. They are dirty - the bricks between the concrete are uneven. The streets are over grown and broken paving the banks are covered with grass (uncut) and weed. Rubbish is strewn everywhere especially don't mean to be grumpy.*
- *Will the unused valadrome in Marton be used for cycling again in the future? Marton has many schools which are likely to use this facility?*
- *The plants that are planted can become quite terrible to smell. Could they be removed - really BAD smell*

- *The upkeep of the gardens, parks, and cemetery is appalling. No care taken or pride in presentation by contractors doing the work.*
- *Library - one of Marton best public facilities, however the introduction of computers has ruined its quiet appeal and standards. Staff are excellent public parks etc. - selling off some assets if opportunity ... a good idea for some e.g. camping ground adjoining rugby field Duddings lake? Sports grounds - key area to keep in top order and improve. Without good sports facilities Marton will go down hill.*
- *Why is it that Taurimu rd (or at least the 100 metres that run at our house) is still unsealed, when other less busy no exit roads are? The dust is VERY BAD for our roof water collecting and bad for my breathing (nose and longs!) a strip of seal of judder bars either end would be good - thank you*