

Rangitikei District Council

Resident Survey 2014

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 2014 resident survey gives comparisons with the 2012 and 2013 results, specifically aimed at understanding resident views and impressions of roading network and footpaths and community leisure group of activities

Versus Research was commissioned by Rangitikei District Council (Council) to conduct the analysis for this project.

Interviewing for this project involved a self-completion postal survey method sample of n=408. No responses were collected via the online survey made available from Council's website. The questionnaire for this survey was developed in conjunction with Rangitikei District Council. Primarily; the findings of the survey have been analysed in total, by Ward¹, by age and gender.

Method

Overview

This section outlines the research approach taken for this project, techniques used and processes followed. A quantitative postal survey of n=408 residents from targeted areas of Rangitikei district was completed between the 28th February and 28th March 2013.

Sample

The sample (addresses) for this study was provided by Council from the ratepayer database. Questionnaire were sent to approximately of 2000 residents in targeted areas of the district, 408 questionnaires were completed and returned. This equates to a 20 per cent response rate for the project in 2014, which is on par with 2012 (18%) and 2013 (20%). An online version of the survey was also hosted on Council's website to acquire responses of Rangitikei residents from non-targeted areas. However, no responses were collected through this option.

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=408 which gives an overall margin of error of =+/- 4.9 per cent at the 95 per cent confidence interval. That is, if the observed result on the total sample of 408 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 45.1 per cent and 54.9 per cent.

¹ 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 in conjunction with Rangitikei District Council. One additional question was added to the 2014 questionnaire. 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. Given that not all respondents answered all questions the base size will vary between questions; for questions with multiple components the lowest occurring base size is displayed.

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 2014 have been charted in this report and, where possible, these results have been compared to the 2013 results. Where the differences in the results are statistically significant, these are indicated by:

 Green shading indicates that a result for 2014 is greater than the 2013 result at a 95% and 99% confidence interval.

 Purple shading indicates that a result is for 2014 is lower than the 2013 result at a 95% and 99% confidence interval

Key Results

A summary of the key results is given in the table below. 2014 results are highlighted in red font.

Year	COUNCIL'S PROVISION OF SERVICE											
	'better than last year'			'about the same as last year'			'worse than last year'			Don't know		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Roading network and footpaths	13%	10%	8%	71%	65%	70%	15%	23%	20%	1%	2%	3%
Public swimming pools	13%	25%	22%	35%	30%	29%	5%	2%	2%	47%	44%	47%
Sports fields, parks and reserves	10%	9%	5%	67%	66%	69%	8%	8%	9%	15%	18%	16%
Public libraries	22%	16%	15%	55%	60%	63%	1%	2%	1%	22%	22%	21%
Community buildings	5%	5%	5%	75%	73%	72%	5%	5%	5%	14%	17%	18%
Community housing	2%	1%	3%	26%	33%	29%	3%	3%	5%	70%	63%	63%
Public toilets	8%	7%	5%	69%	66%	66%	11%	10%	10%	13%	16%	18%
Communications			12%			62%			19%			7%

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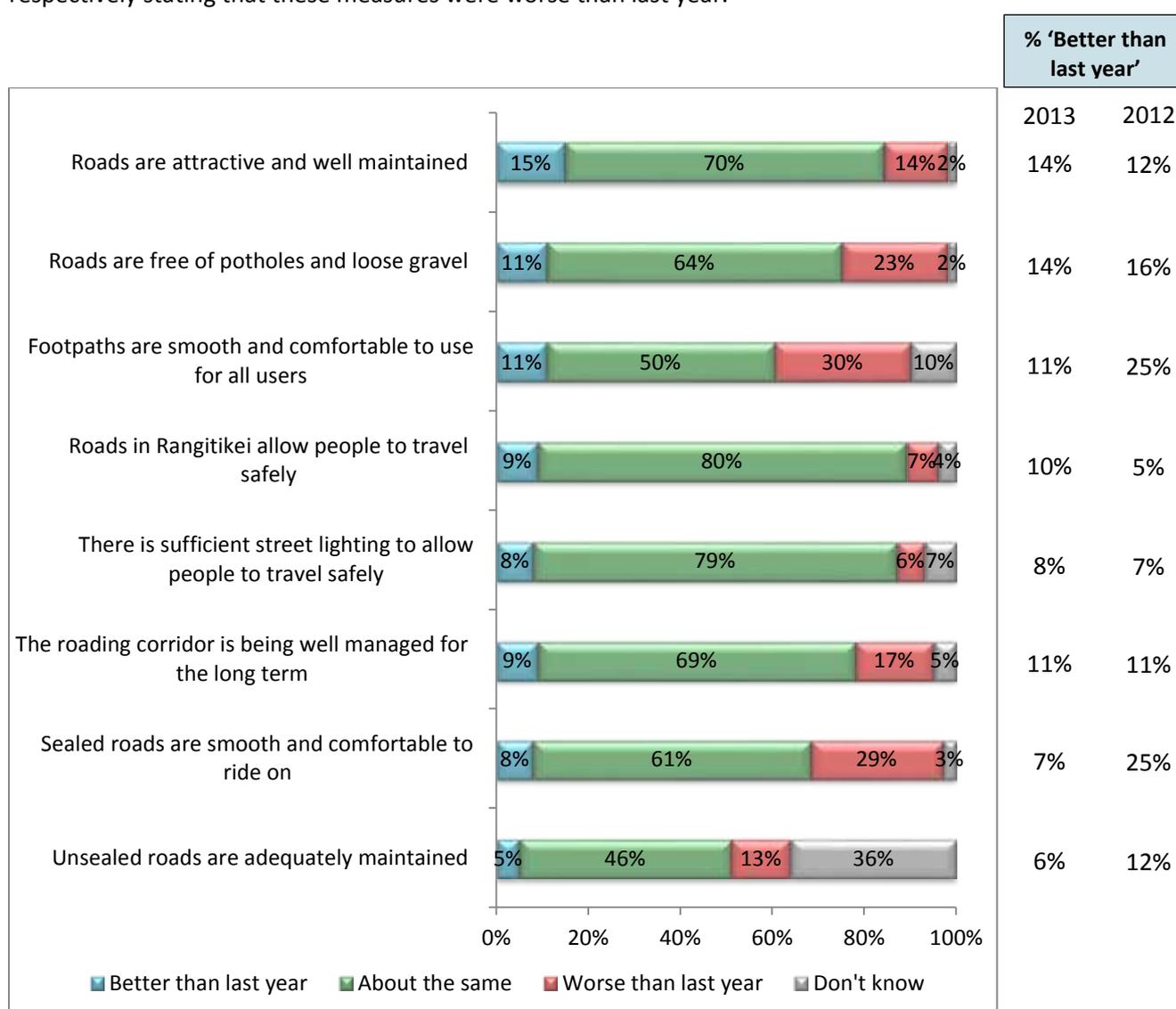
RESULTS IN DETAIL

Council Facilities and Services

District roading network and footpaths (excluding state highways)

Roading network related detailed measures²

Residents were asked to rate eight statements regarding the roading network. Overall, roading measures remained on par with the 2013 results. Fifteen per cent of respondents felt that the roads were attractive and well maintained an increase of three percentage points since 2012 and the highest scoring variable overall. Variables that registered the highest levels of disagreement (worse than last year) were 'the roads are free of potholes and loose gravel', 'footpaths are smooth and comfortable to use...' and 'sealed roads are smooth and comfortable to ride on' with 23%, 30% and 29% of residents respectively stating that these measures were worse than last year.



² 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: 2014 n=394; 2013 n=397; 2012 n=345.

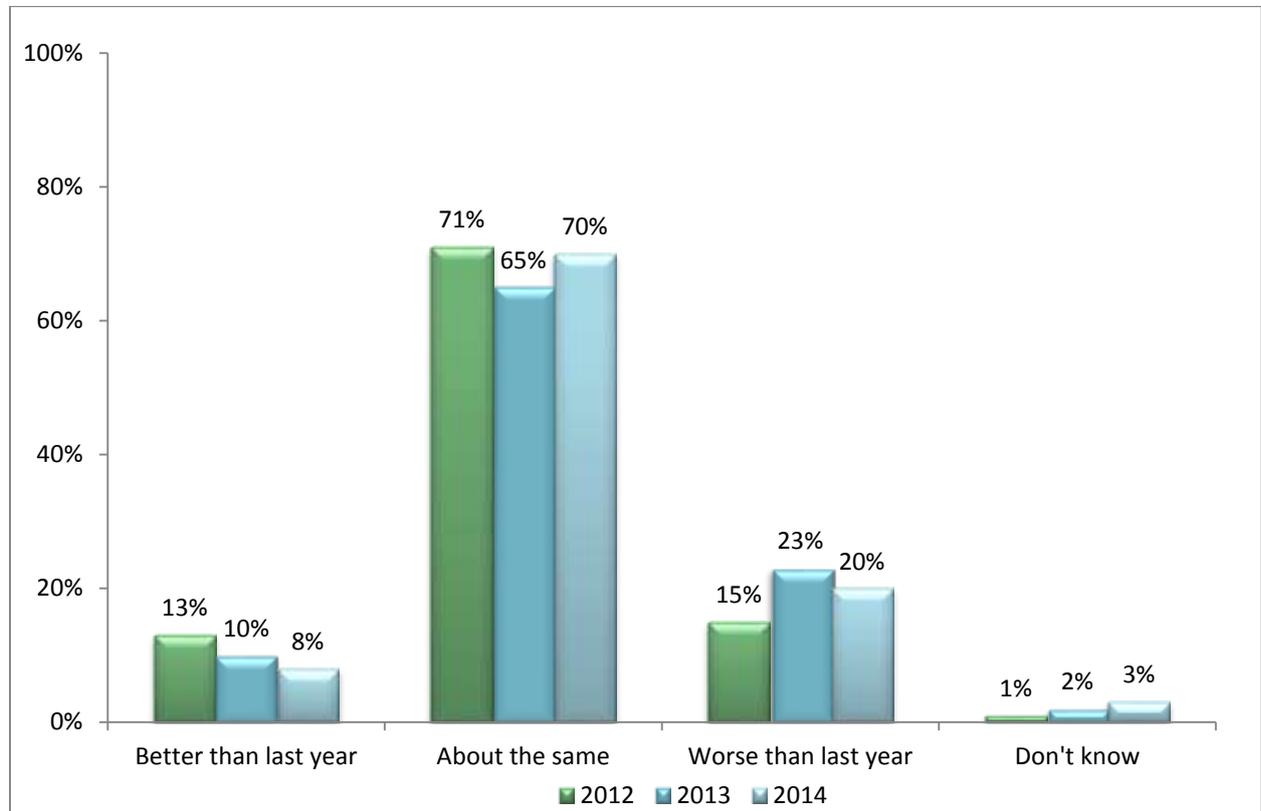
Key demographic differences

Significant differences in responses across area, age and gender are outlined below for each roading variable:

- **Roads in towns are attractive and well maintained**
 - Urban Marton residents were more likely to state that the roads in towns were worse than last year (19% c.f. the total 14%) while residents from Koitiata/Ratana/Turakina were more likely to state that they didn't know if the roads in towns were attractive and well maintained (5% c.f. the total 2%).
 - Residents aged between 46 and 54 years were more likely to state that the roads in towns were worse than last year (26% c.f. the total of 14%).
- **Footpaths are smooth and comfortable to use for all users including pedestrians, joggers, etc**
 - Residents from Koitiata/Ratana/Turakina were more likely to state that they didn't know if there had been a change in this measure (21% c.f. the total 10%) whereas urban Marton residents were more likely to think the smoothness and ride-ability of the footpaths was worse than last year (37% c.f. the total 30%).
 - Residents aged 55 years or older were more likely to think that the smoothness and ride-ability of the footpaths was worse than last year (35% c.f. the total 30%).
- **Roads in Rangitikei allow people to travel more safely**
 - Residents from Koitiata/Ratana/Turakina were more likely to state that they didn't know if there had been a change in this measure (13% c.f. the total 4%) while urban Marton residents were more likely to state they felt road safety was better than last year (13% c.f. the total 9%).
- **There is sufficient street lighting to allow people to travel safely on roads and footpaths**
 - Residents from Koitiata/Ratana/Turakina were more likely to state that they didn't know if there had been a change in the sufficiency of street lighting (18% c.f. the total 7%).
- **The roading corridor, meaning the roads, footpaths, signage, etc, is being well managed for the long term**
 - Urban Marton residents were more likely to state that the long-term management of the roading corridor was better than last year (12% c.f. the total 9%).
- **Sealed roads are smooth and comfortable to ride on for all users including drivers, pedestrians, joggers, etc**
 - Residents from Koitiata/Ratana/Turakina were more likely to state that they didn't know if there had been a change in the smoothness of the sealed roads (8% c.f. the total 3%).
 - Residents aged between 30 and 45 years were more likely to state that they felt the smoothness and ride-ability of the roads for all pedestrians was worse than last year (37% c.f. the total 29%).
- **Unsealed roads are adequately maintained**
 - Hunterville residents were more likely to state that the maintenance of the roads was worse than last year (32% c.f. the total 13%) but were also more likely to state that the road maintenance was better than last year (11% c.f. the total 5%).
 - Rural Marton residents were more likely to state they were unsure of road maintenance relative to last year (55% c.f. the total 36%).

Overall measure for roading network³

Overall, Council's provision and maintenance of roading networks, footpaths and street lighting was rated similar to 2013 by the majority of residents (70%), similar to the rating seen in 2012. This change sees corresponding changes in both the number of residents who thought the overall roading network was better than last year (now 8%, down two percentage points) and the proportion who felt it was worse than last year (now 20%, down three percentage points).



Key demographic differences

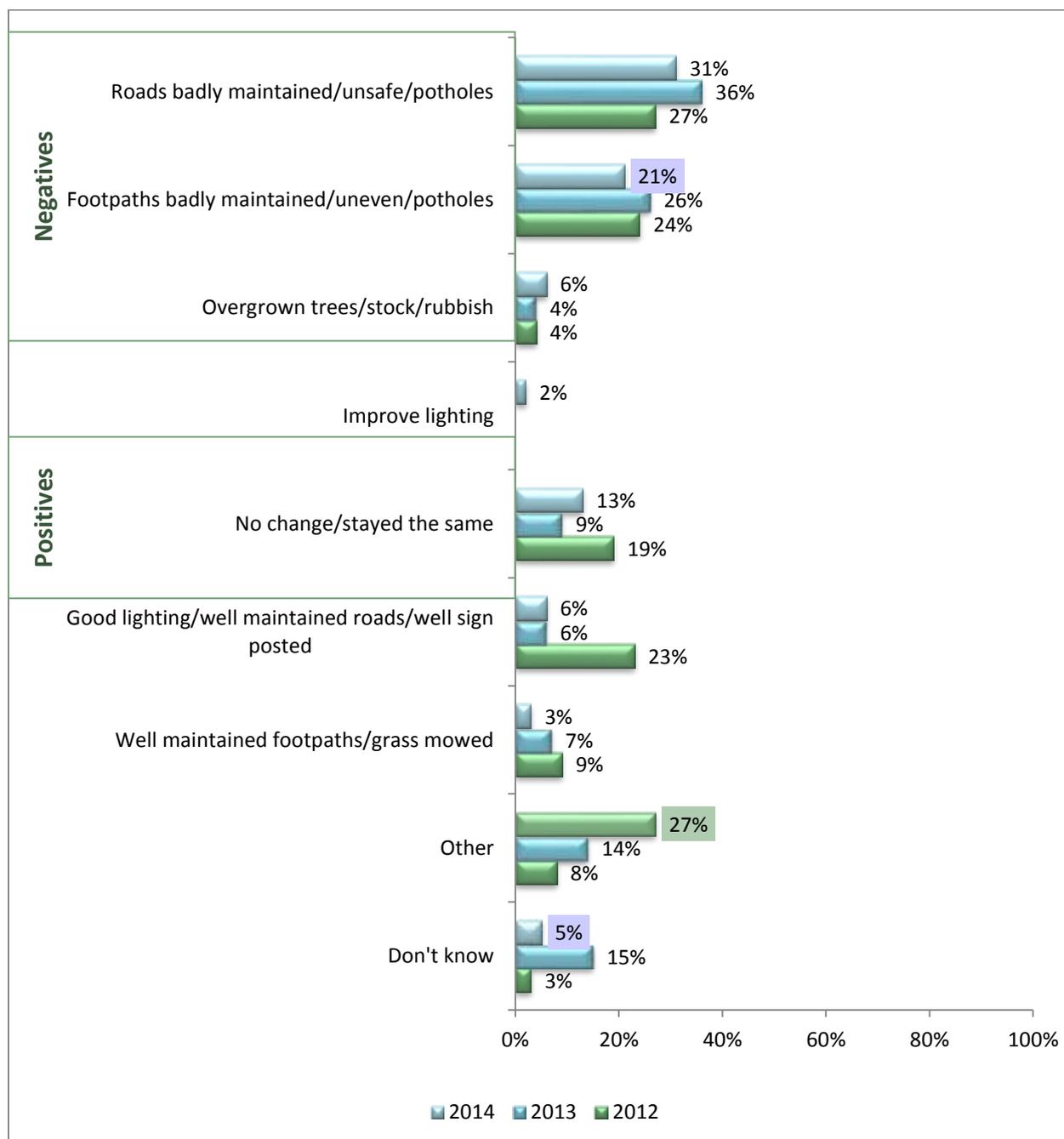
Significant differences in responses across area, age and gender are outlined below:

- Female residents were more likely to indicate that the overall Council provision of roading networks, footpaths and street lighting was worse than last year (25% c.f. the total 20%).
- Residents aged 55 years or older were more likely to indicate that the overall Council provision of roading networks, footpaths and street lighting was about the same as last year (73% c.f. the total 70%).

³ 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: 2014 n=404; 2013 n=404; 2012 n=353.

Factors that influenced resident views of Council's provision and maintenance of roading network and footpaths⁴

Poor road maintenance (31%) and poor footpath maintenance (21%) continue to dominate the negative reasons for residents' overall road ratings. Positive impressions of good lighting and well maintained footpaths appear to have fallen and there has been a corresponding increase in the number of respondents who are providing unrelated responses for their ratings (full list of 'other' responses in Appendix 2).



⁴ 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: 2014 n=346; 2013 n=340; 2012 n=249.

Key demographic differences

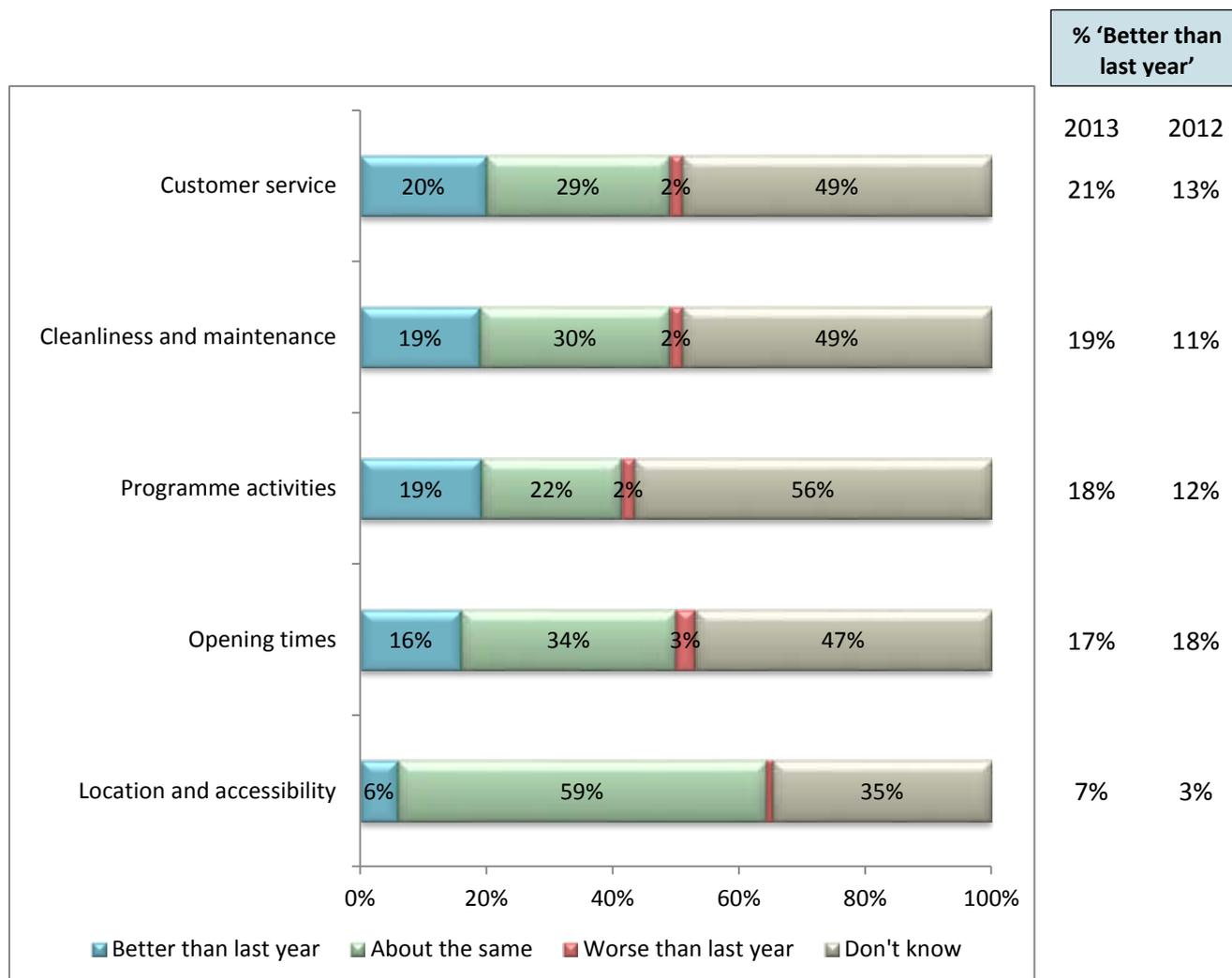
Significant differences in responses across area, age and gender are outlined below for each response category:

- **Footpaths badly maintained**
 - Female residents were more likely to state that footpaths were poorly maintained (33% c.f. the total 21%).
- **No change/stayed the same**
 - Residents aged between 30 and 45 years were more likely to state that the roading network had not changed recently (22% c.f. the total 13%).
- **Good lighting/well maintained roads/well sign posted**
 - Urban Bulls residents were more likely to state that the roading network was well maintained (18% c.f. the total 6%).
- **Well maintained footpaths**
 - Urban Bulls residents are more likely to state that the footpaths were well maintained (9% c.f. the total 3%).

Public swimming pools

Public swimming pool related detailed measures⁵

All swimming pool measures show minimal year-on-year result changes. Customer service (20%), cleanliness and maintenance (19%), programme activities (19%), and opening times (16%) continue to be perceived as better than last year with location and accessibility remaining largely similar to last year (59%).



⁵ 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: 2014 n=382; 2013 n=376; 2012 n=334.

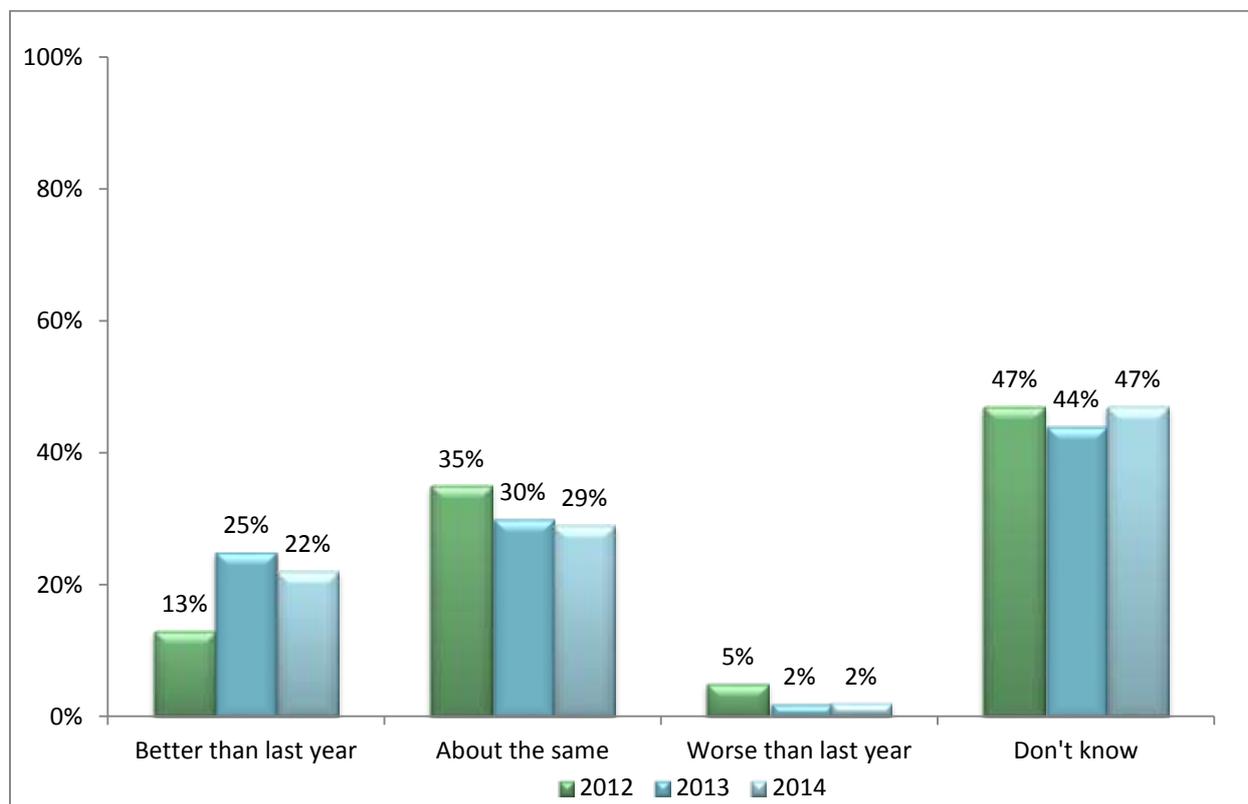
Key demographic differences

Significant differences in responses across area, age and gender are outlined below for each swimming pool variable:

- **Customer service**
 - Koitiata/Ratana/Turakina residents were more likely to state that they were unsure if the customer service at the community swimming pools was different to last year (75% c.f. the total 49%).
- **Cleanliness and maintenance**
 - Rural Marton residents were more likely to state that the cleanliness and maintenance of the community swimming pools was better than last year (33% c.f. the total 19%).
 - Residents aged between 30 and 45 years were more likely to state that the cleanliness and maintenance of the community swimming pools was the same as last year (45% c.f. the total 30%).
- **Programmed activities**
 - Koitiata/Ratana/Turakina residents were more likely to state that they were unsure if the programmed activities at the community swimming pools were different to last year (84% don't know c.f. the total 56%).
- **Opening times**
 - Urban Bulls residents and Koitiata/Ratana/Turakina residents were more likely to state that they are unsure if the opening times of the community swimming pools were different to last year (62% and 78% don't know respectively c.f. the total 47%) whereas urban Marton residents were more likely to state that the opening hours were better than last year (22% c.f. the total 16%).
 - Residents aged between 30 and 45 years were more likely to state that the swimming pool opening hours were about the same as last year (53% c.f. the total 34%) while residents aged 55 years or older were more likely to be unsure if the opening hours had improved (51% c.f. the total 47%).
- **Location and accessibility**
 - Urban Bulls residents and Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the location and accessibility of the community swimming pools was different to last year (53% and 69% don't know respectively c.f. the total 35%) whereas Marton residents, both rural and urban, were more likely to state that this had remained the same (63% urban residents and 75% rural residents c.f. the total 59%).
 - Female residents were more likely to state that the location and accessibility of the community swimming pools was better than last year (11% c.f. the total 6%).

Overall measure for public swimming pools⁶

Results for the overall measure of public swimming pools for 2014 were similar to those from 2012; 22 per cent of residents felt that the swimming pools were better than last year, 29 per cent felt they were about the same and only two per cent felt they were worse than 2013. Forty-seven per cent were unsure if there had been a change year on year.



Key demographic differences

Significant differences in responses across area, age and gender are outlined below:

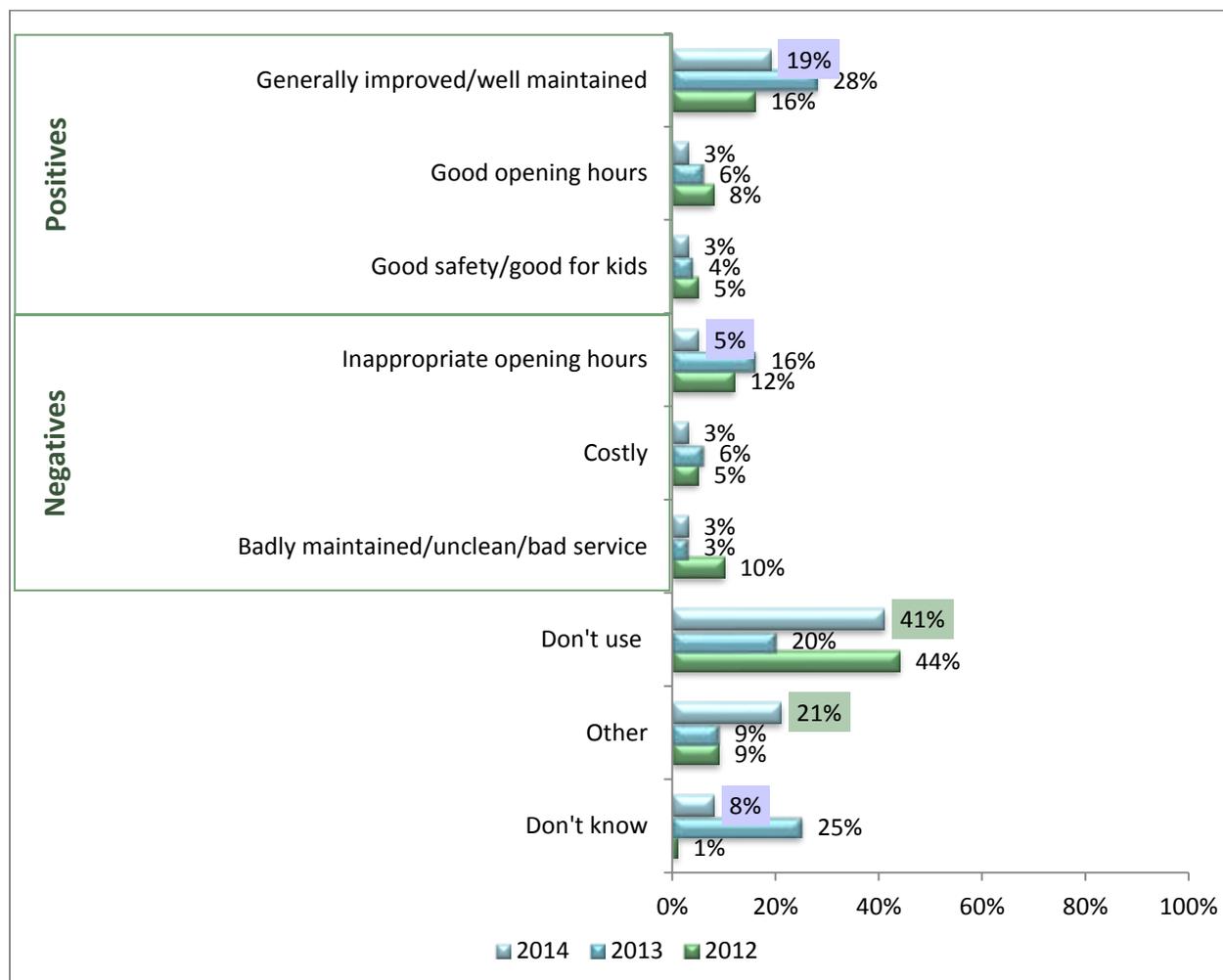
- Koitiata/Ratana/Turakina residents were more likely to state that they were unsure if there had been a change in the community swimming pools since last year (75% don't know c.f. the total 47%) while urban Marton residents were more likely to state that the provision of swimming pools was better than last year (28% c.f. the total 22%).
- Residents over the age of 55 were more likely to state they were unsure if there had been a change in community swimming pools since last year (53% don't know c.f. the total 47%).

⁶ 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: 2014 n=382; 2013 n=389; 2012 n=330

Factors that influenced resident views of Council's provision of public swimming pools⁷

Ratings for Council's provision of swimming pools appears to be driven by a general improvement overall (19%), while negative responses appear to remain at low levels (all 5% or less).

A greater proportion of residents indicated that they do not use the swimming pools at all (41% in 2014 c.f. 20% in 2013). There had also been an increase in the number of residents who did not directly respond to the question with the number of 'other' responses increasing year on year (21% in 2014 c.f. 9% in 2013, refer to Appendix 2 for full verbatim responses)



Key demographic differences

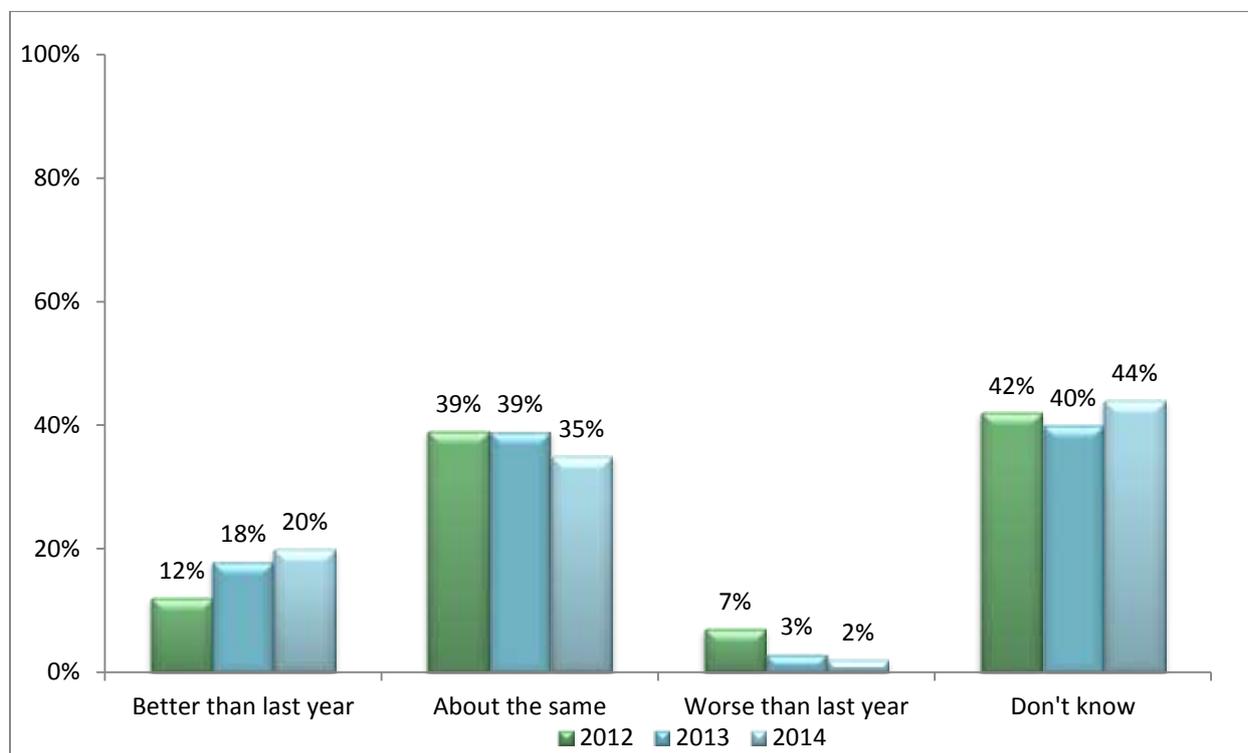
Significant differences in responses across area, age and gender are outlined below for each response category:

- **Inappropriate opening hours**
 - Residents aged between 30 and 45 years were more likely to state that the swimming pool opening hours were inappropriate (14% c.f. the total 5%).
- **Badly maintained/unclean/too cold/bad service**
 - Female residents were more likely to state that they felt the community swimming pools were badly maintained (6% c.f. the total 3%).

⁷ 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: 2014 n=318; 2013 n=178; 2012 n=292.

Suitability of current provision of swimming pools for community's future need of this facility⁸

Residents were asked to rate how well the current Council swimming pool facilities meet the community's future needs. The 2014 responses were at similar levels to last year, however there has been a positive trend since 2012 with 20 per cent stated that the facilities were better than last year (an 8 percentage point increase since 2012) and only two per cent stated that the facilities were worse than last year (a 5 percentage point decrease since 2012).



Key demographic differences

Significant differences in responses across area, age and gender are outlined below:

- Urban Bulls residents and Koitiata/Ratana/Turakina residents were more likely to state that they were unsure if the current provision for the community's swimming pool needs had changed since last year (65% and 75% don't know respectively c.f. the total 44%) while urban Marton residents were more likely to state that the current provision for the community's swimming pool needs were better than last year (26% for urban and 39% for rural c.f. the total 20%).
- Residents aged between 30 and 45 years were more likely to state that the current provision for the community's swimming pool needs were worse than last year (5% c.f. the total 2%).

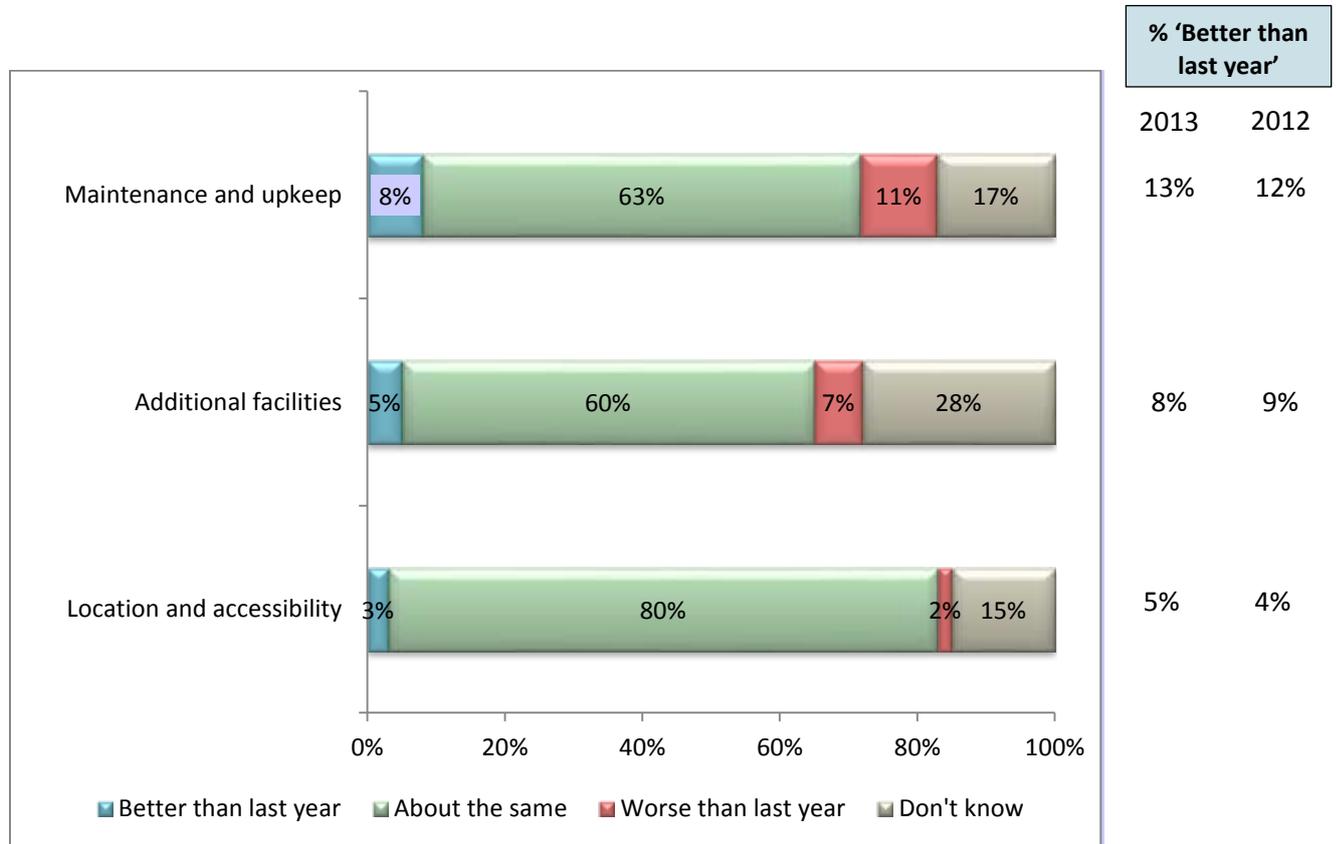
⁸ Q: Regardless of your opinion about the existing provision of swimming pools, including any maintenance that has taken place recently, how do you think that the current provision meets the community's future need for this type of facility? Base: 2014 n=375; 2013 n=383; 2012 n=331..

Sports fields, parks and reserves

Sports fields, parks and reserves related detailed measures⁹

Maintenance and upkeep of the fields, parks and reserves was considered better than last year by eight per cent of residents, however this is a significant drop since 2013.

Additional facilities were rated better than last year by five per cent of residents and the location and accessibility of facilities were rated better than last year by three per cent of residents.



⁹ 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: 2014 n= 389; 2013 n=396; 2012 n=347.

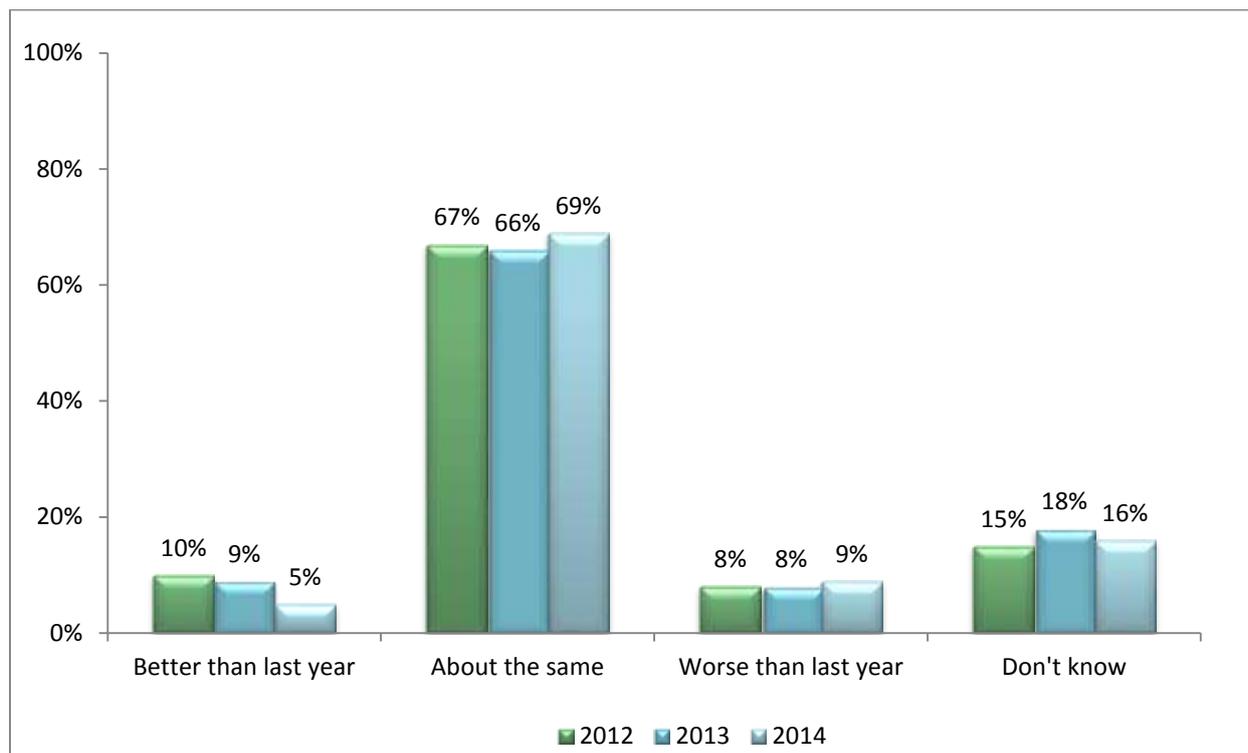
Key demographic differences

Significant differences in responses across area, age and gender are outlined below for each sports fields, parks and reserves variable:

- **Maintenance and upkeep**
 - Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the maintenance and upkeep of the sports fields, parks and reserves was different to last year (42% c.f. the total 17%).
 - Residents aged between 30 and 45 years were more likely to state that the maintenance and upkeep of the sports fields, parks and reserves was worse than last year (18% c.f. the total 11%) while female residents were more likely to state they didn't know if this had changed (21% c.f. the total 17%).
- **Additional facilities**
 - Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the sports fields, parks and reserves and additional facilities were different to last year (47% c.f. the total 28%). Urban Marton residents were more likely to be split on this measure with these particular residents more likely to state they were both worse than last year (10% c.f. the total 7%) and better than last year (8% c.f. the total 5%).
 - Residents aged between 30 and 45 were more likely to state that the additional facilities at the sports fields, parks and reserves were worse than last year (20% c.f. the total 7%) whereas residents aged 55 years or older were more likely to state that the additional facilities were better than last year (7% c.f. the total 5%).
- **Location and accessibility**
 - Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the location and accessibility of the sports fields, parks and reserves was different to last year (43% c.f. the total 15%).
 - Male residents were more likely to state that the location and accessibility of the sports fields, parks and reserves was about the same as last year (83% c.f. the total 80%).

Overall measure for sports fields, parks and reserves¹⁰

Overall ratings show no marked difference to last year, with nearly 69 per cent of residents indicating that Council's provision of sports fields, parks and reserves is similar to last year.



Key demographic differences

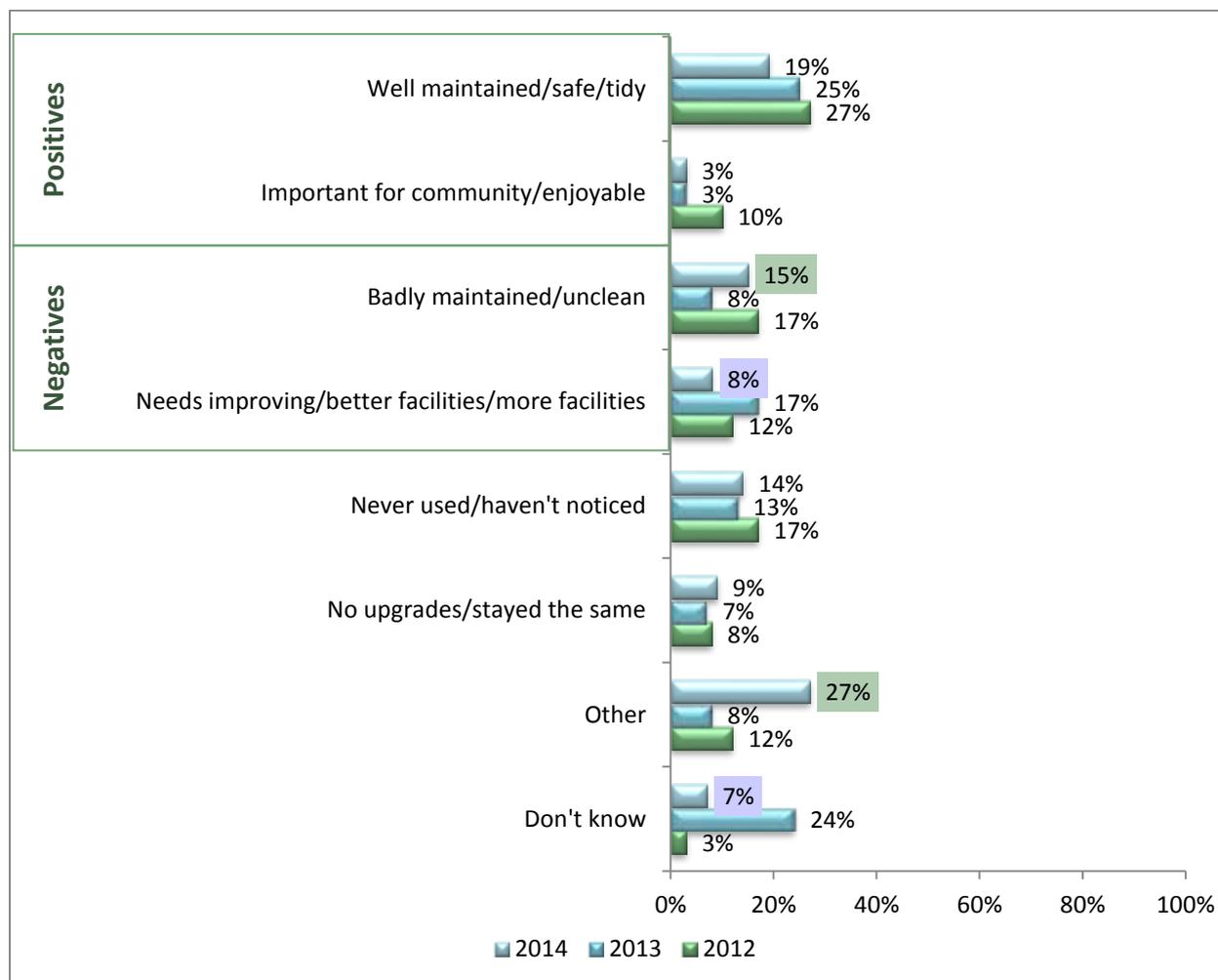
Significant differences in responses across area, age and gender are outlined below:

- Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the overall provision of sports fields, parks and reserves was different to last year (30% c.f. the total 16%) while urban Marton residents were more likely to state that the overall provision of sports fields, parks and reserves was better than last year (9% c.f. the total 5%).
- Residents aged between 30 and 45 were more likely to state that the overall provision of sports fields, parks and reserves was worse than last year (20% c.f. the total 9%).

¹⁰ 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: 2014 n=395; 2013 n=406; 2012 n=347.

Factors that influenced resident views of Council's provision of sports fields, parks and reserves¹¹

The primary reason for a positive rating of the sports fields, parks and reserves relates to the areas being well maintained, safe and tidy (19%) with a similar number of mentions relating to the facilities being enjoyable for the community as in 2013 (3%). Fifteen percent of residents indicated that the areas were badly maintained and unclean, a similar response to 2012. Nearly 27 per cent of respondents provided a comment that, while related to sports fields, parks and reserves, did not directly answer the question (refer to Appendix 2 for verbatim comments relating to 'other' responses).



¹¹ 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: 2014 n=285; 2013 n=250; 2012 n=278.

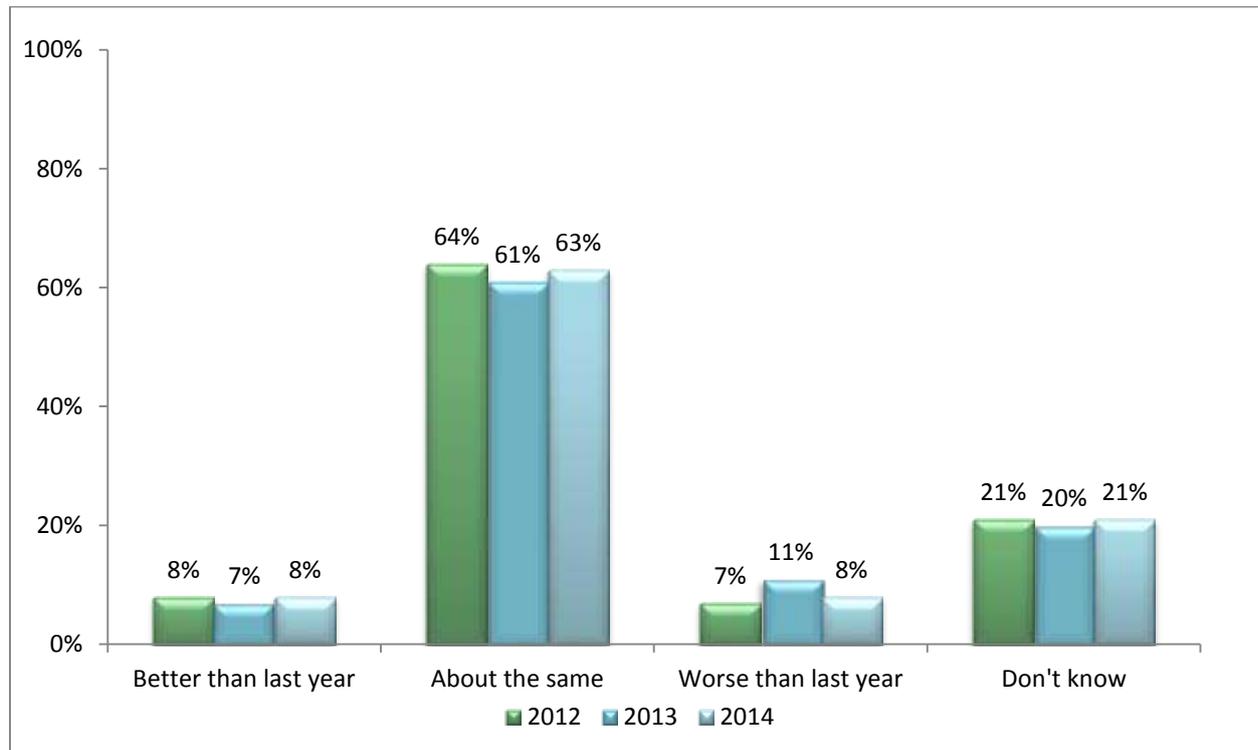
Key demographic differences

Significant differences in responses across area, age and gender are outlined below for each response category:

- **Well maintained, safe and tidy**
 - Urban Marton residents were more likely to state that the sports fields, parks and reserves were well maintained (27% c.f. the total 19%)
- **Badly maintained/unclean**
 - Residents aged between 30 and 45 years were more likely to state that the sports fields were badly maintained (29% c.f. the total 15%).
- **Needs improving/better facilities**
 - Residents aged between 30 and 45 years were more likely to state that the sports fields needed improving generally and required better facilities (20% c.f. the total 8%).
- **No upgrades/stayed the same**
 - Residents aged between 30 and 45 years were more likely to state that the sports fields hadn't changed since last year (14% c.f. the total 9%).

Suitability of current provision of sports fields, parks and reserves for community's future needs¹²

The results relating to current provisions of sports fields, parks and reserves have shown a similar pattern for the last three years with 63 per cent stating that the provision for future use was about the same as last year. Around one fifth of residents were unable to comment in this regard (21%).



Key demographic differences

Significant differences in responses across area, age and gender are outlined below:

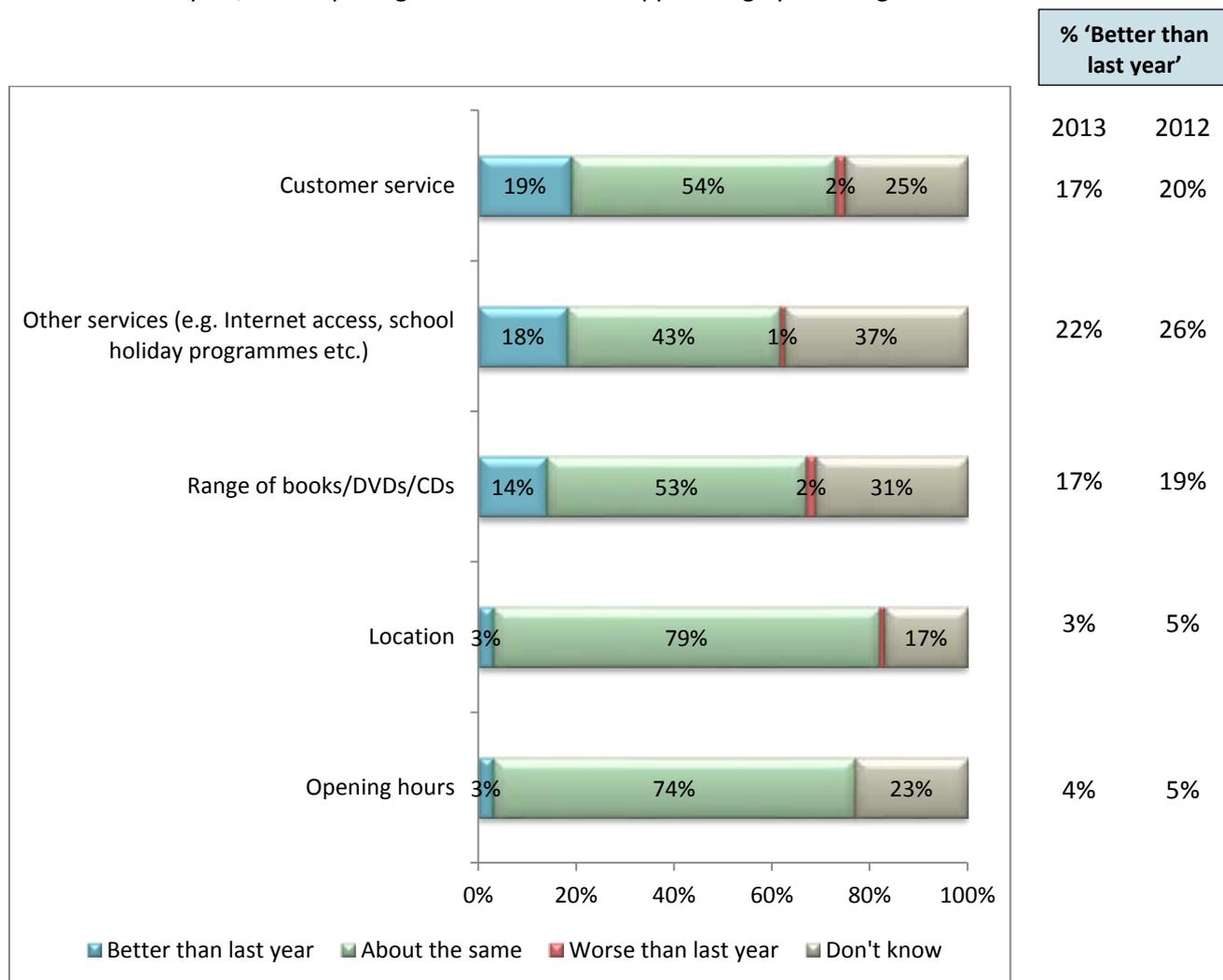
- Residents aged between 30 and 45 years were more likely to rate the current provision as worse than last year in providing for the community's future needs for sport fields, parks and reserves (20% c.f. the total 8%).

¹² 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: 2014 n=392; 2013 n=405; 2012 n=345.

Public libraries

Public libraries related detailed measures¹³

Customer service in 2014 shows the highest year-on-year change with 19 per cent stating that this was better than last year (up 2 percentage points from 2013). Other services have dropped slightly, down four percentage points to 18 per cent in 2014. Fourteen per cent stated that the range of books was better than last year, while opening hours and location appear largely unchanged in 2014.



¹³ 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: 2014 n=380; 2013 n=388; 2012 n=338.

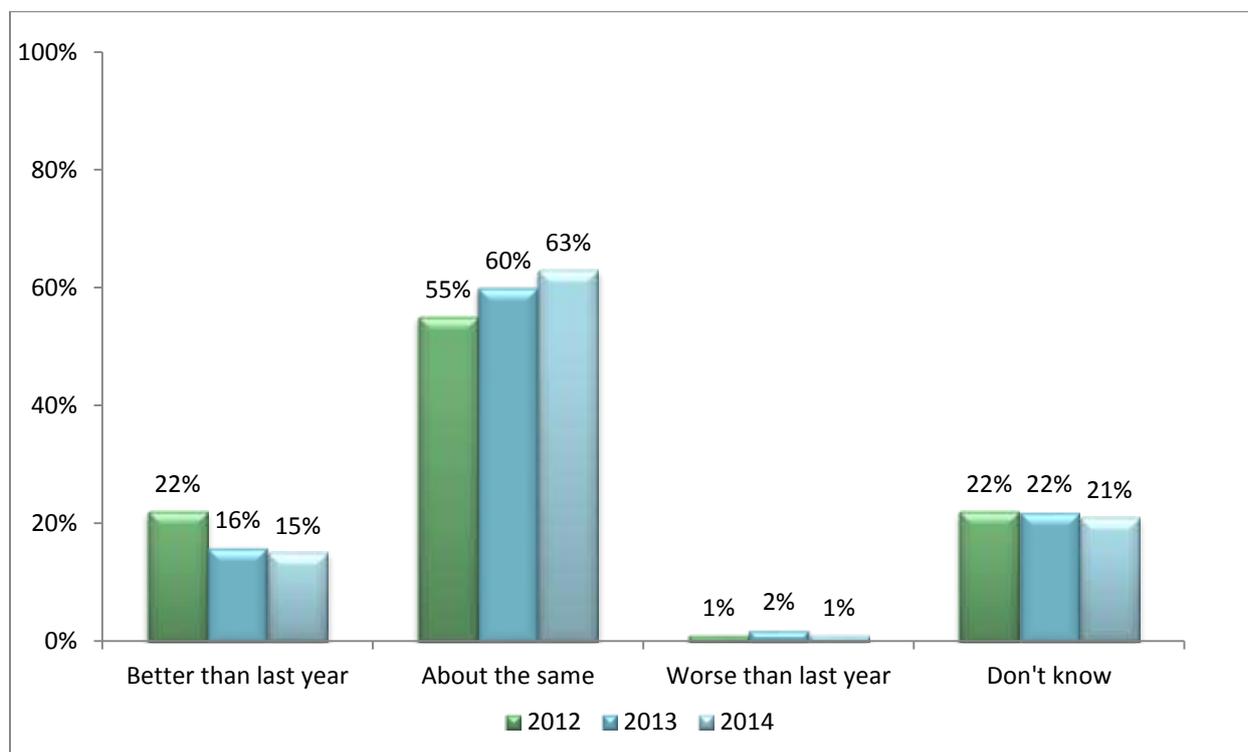
Key demographic differences

Significant differences in responses across area, age and gender are outlined below for each public library variable:

- **Customer service**
 - Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the customer service at the public libraries had improved since last year (49% c.f. the total 25%).
- **Other services**
 - Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the other services provided by the library had improved since last year (65% c.f. the total 37%).
 - Female residents were more likely to state that the other services provided by the library were better than last year (23% c.f. the total 18%) whereas male residents were more likely to state they were unsure if these services had improved since 2013 (41% c.f. the total 37%).
 - Residents aged between 30 and 45 years were more likely to state that the other services provided by the library were worse than last year (4% c.f. the total 1%).
- **Range of books/DVDs/CDs**
 - Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the range of books, DVDs and CDs provided by the library had improved since last year (57% c.f. the total 31%). In comparison, rural Marton residents were more likely to say the range was about the same as last year (68% c.f. the total 53%).
 - Male residents were more likely to say they were unsure if the range of books, DVDs and CDs had improved since last year (36% c.f. the total 31%), while residents aged 55 years or older were more likely to state that the range was the same as last year (56% c.f. the total 53%).
- **Location**
 - Koitiata/Ratana/Turakina residents are more likely to state they are unsure if the location of the libraries had improved since 2013 (41% c.f. the total 17%).
- **Opening hours**
 - Koitiata/Ratana/Turakina residents were more likely to say they were unsure if library opening hours had improved since last year (49% c.f. the total 23%).
 - Female residents were more likely to say opening hours were better than last year (5% c.f. the total 3%).

Overall measure for public libraries¹⁴

The 2014 overall results for the provision of public libraries in the district were similar to those of 2013 with all measures changing between one and three per cent. However it should be noted that the proportion of residents who stated that the services were about the same has increased steadily since 2012 and is currently at 63 per cent (up 8 percentage points since 2012).



Key demographic differences

Significant differences in responses across area, age and gender are outlined below:

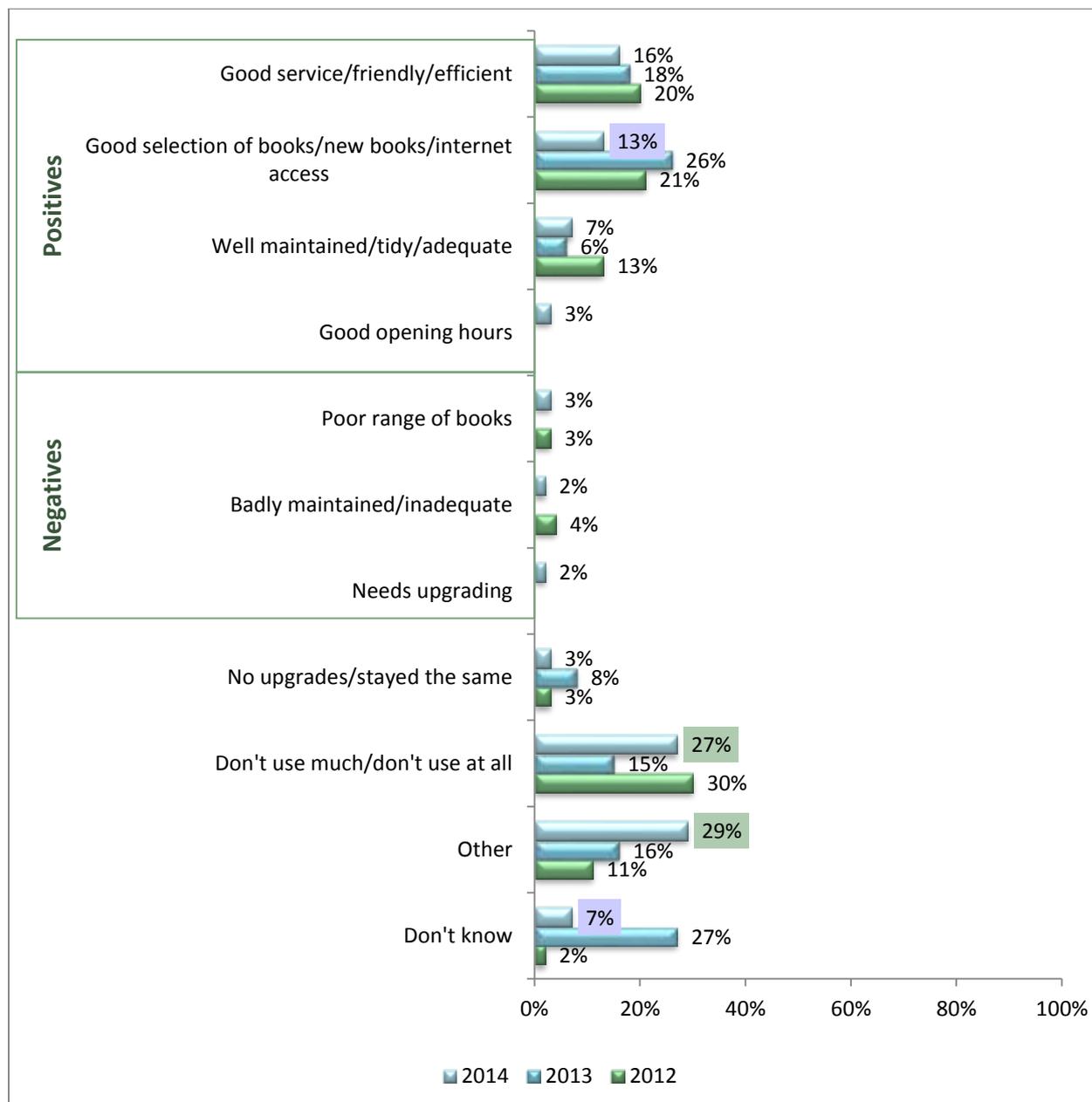
- Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the overall provision of public library services had improved since last year (43% c.f. the total 21%).
- Residents aged between 30 and 45 years were more likely to state that the library services were worse than last year (3% c.f. the total 1%) while residents aged 55 years or older were more likely to state that the overall provision of services was about the same as last year (65% c.f. the total 63%).

¹⁴ 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: 2014 n=388; 2013 n=395; 2012 n=343.

Factors that influenced resident views of Council's provision of public libraries¹⁵

Perceptions of customer service led the positive reasons influencing residents' views of the public library overall with the 2014 result (16%) similar to 2013 (18%). There appears to have been a drop in the selection of books with 13 per cent stating that this was influencing their response (down 13 percentage points from 2013). New mentions of good opening hours have also been seen in 2014 (3%).

Negative reasons that influenced residents' views were fragmented and register only smaller mentions (all less than 4%). Interestingly there has been an increase in the number of residents who state they do not use the service much (27%, up 12 percentage points from 2013) and a similar increase in the proportion of residents who provided 'other' reasons (for full list of other reasons please see Appendix 2).



¹⁵ 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: 2014 n=292; 2013 n=213; 2012 n=269.

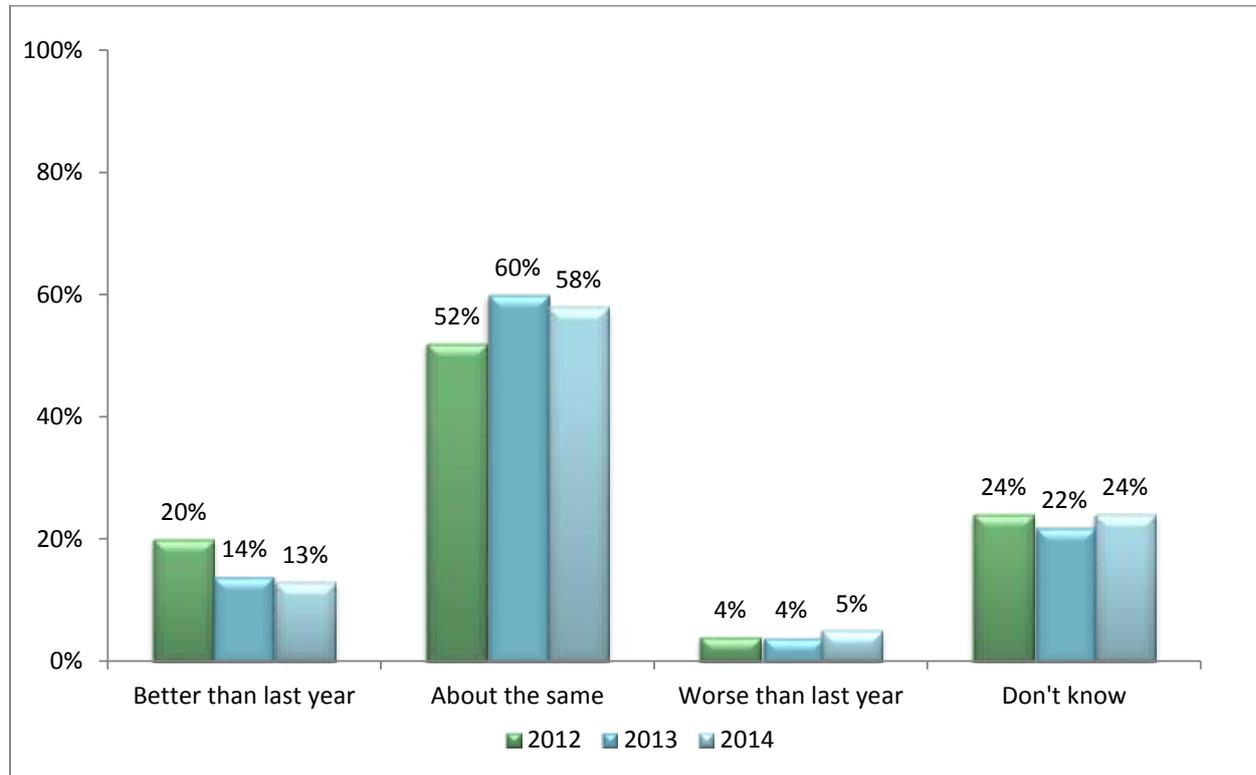
Key demographic differences

Significant differences in responses across area, age and gender are outlined below for each response category:

- **Selection of books**
 - Female residents were more likely to state the library had a good selection of books, access to the Internet and new books (19% c.f. the total 13%).
- **Do not use**
 - Residents aged between 46 and 54 years were more likely to state they didn't use the public libraries much (43% c.f. the total 27%).

Suitability of current provision of public libraries for community's future needs¹⁶

Residents' opinions of the current provision of public libraries for the future appear similar to the 2013 results with 58 per cent stating they felt the provision was the same as last year, 13 per cent stating it was better than last year and 5 per cent stating it was worse than last year. Twenty-four per cent of residents were unsure how this provision had changed since last year.



Key demographic differences

Significant differences in responses across area, age and gender are outlined below:

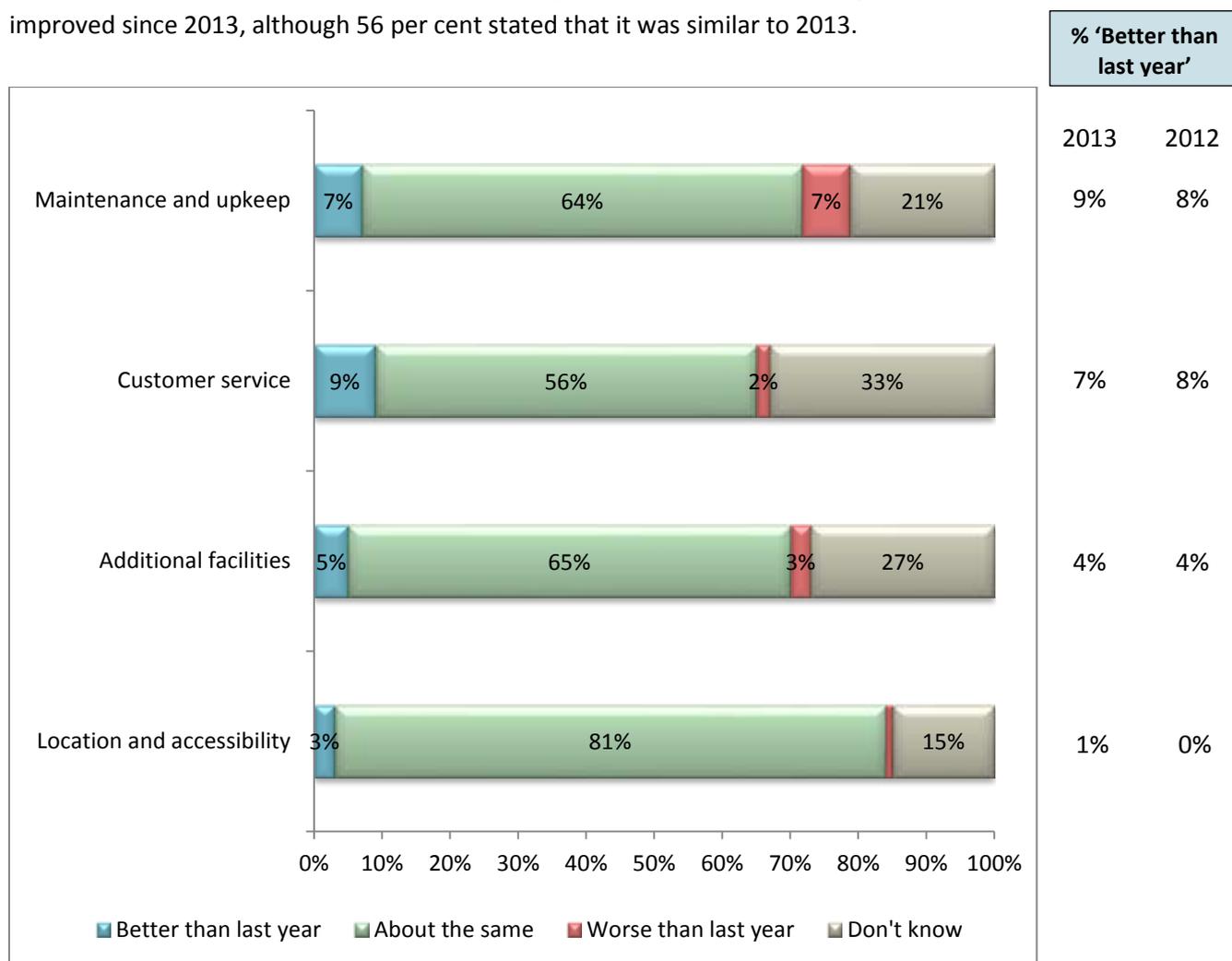
- Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the overall provision of public library services for the future had improved since last year (47% c.f. the total 24%). Urban residents from Bulls were more likely to state the provision for libraries in the future was worse than last year (12% c.f. the total 5%).

¹⁶ 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: 2014 n=385; 2013 n=399; 2012 n=345.

Community buildings

Community buildings related detailed measures¹⁷

Ratings for community buildings remained similar to last year with the majority of residents rating the location and accessibility similar to 2013 (81%) and just under two thirds of residents indicated that maintenance and upkeep (64%) and additional facilities (65%) were similar to last year. Customer service showed similar results to 2013 with nine per cent of residents stating that customer service had improved since 2013, although 56 per cent stated that it was similar to 2013.



¹⁷ 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: 2014 n=387; 2013 n=385; 2012 n=342.

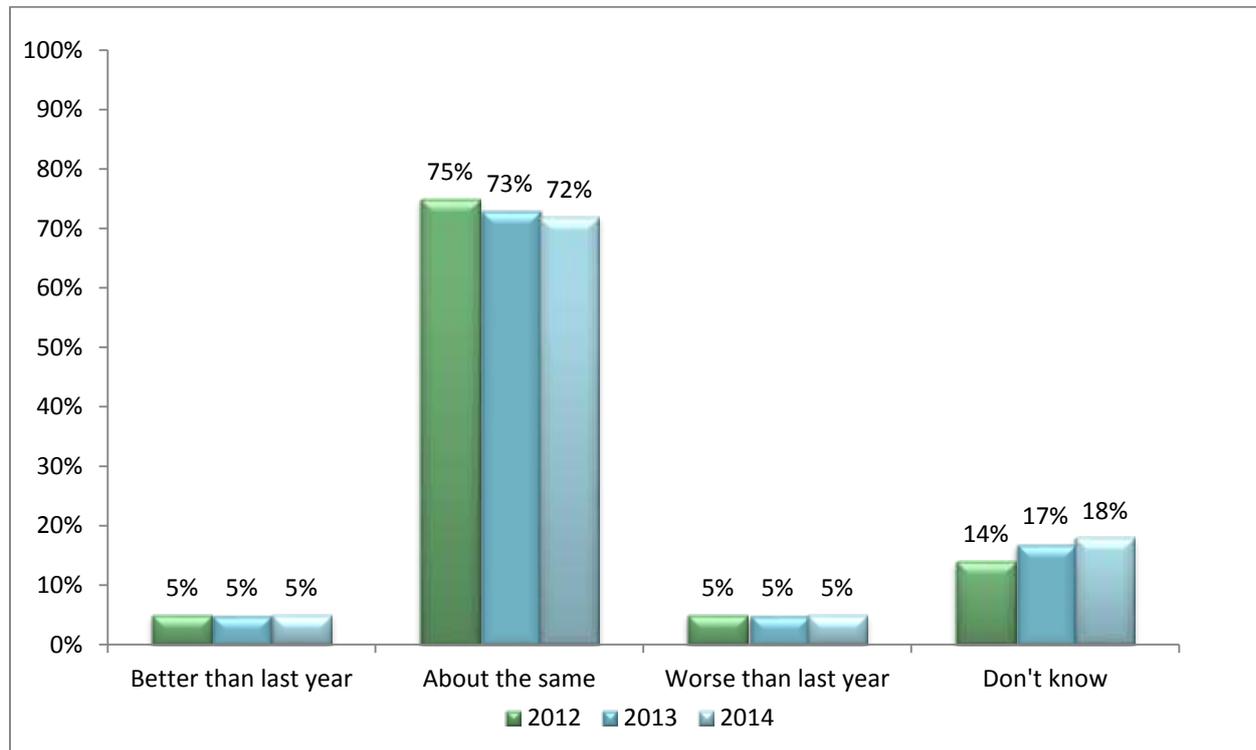
Key demographic differences

Significant differences in responses across area, age and gender are outlined below for each community building variable:

- **Maintenance and upkeep**
 - Urban residents from Marton were more likely to state they were unsure if the maintenance and upkeep of the community buildings had improved since 2013 (30% c.f. the total 21%).
- **Customer service**
 - Urban residents from Marton were more likely to say they were unsure if the customer service at community buildings was better than last year (42% c.f. the total 33%) whereas Marton residents from rural areas were more likely to state the customer service was the same as last year (72% c.f. the total 56%).
- **Additional facilities**
 - Urban residents from Marton were more likely to say they were unsure if the additional facilities at the community buildings were better than last year (34% c.f. the total 27%).
- **Location and accessibility**
 - Urban residents from Bulls were more likely to state that the location and accessibility of the community building was better than last year (8% c.f. the total 3%) while residents in Koitiata/Ratana/Turakina were more likely to say they were unsure if the location and accessibility had improved (23% c.f. the total 15%).
 - Female residents were more likely to say the location and accessibility of the community buildings was better than last year (6% c.f. the total 3%).
 - Residents aged 55 years or older were more likely to say that the location and accessibility was the same as last year (82% c.f. the total 81%).

Overall measure for community buildings¹⁸

Council's overall provision of community buildings was rated similar to last year with 72 per cent of residents stating that the provision was about the same as 2013. Five per cent each stated that the overall provision was better than or worse than 2013 and 18 per cent were unsure if there had been a change year on year.



Key demographic differences

Significant differences in responses across area, age and gender are outlined below:

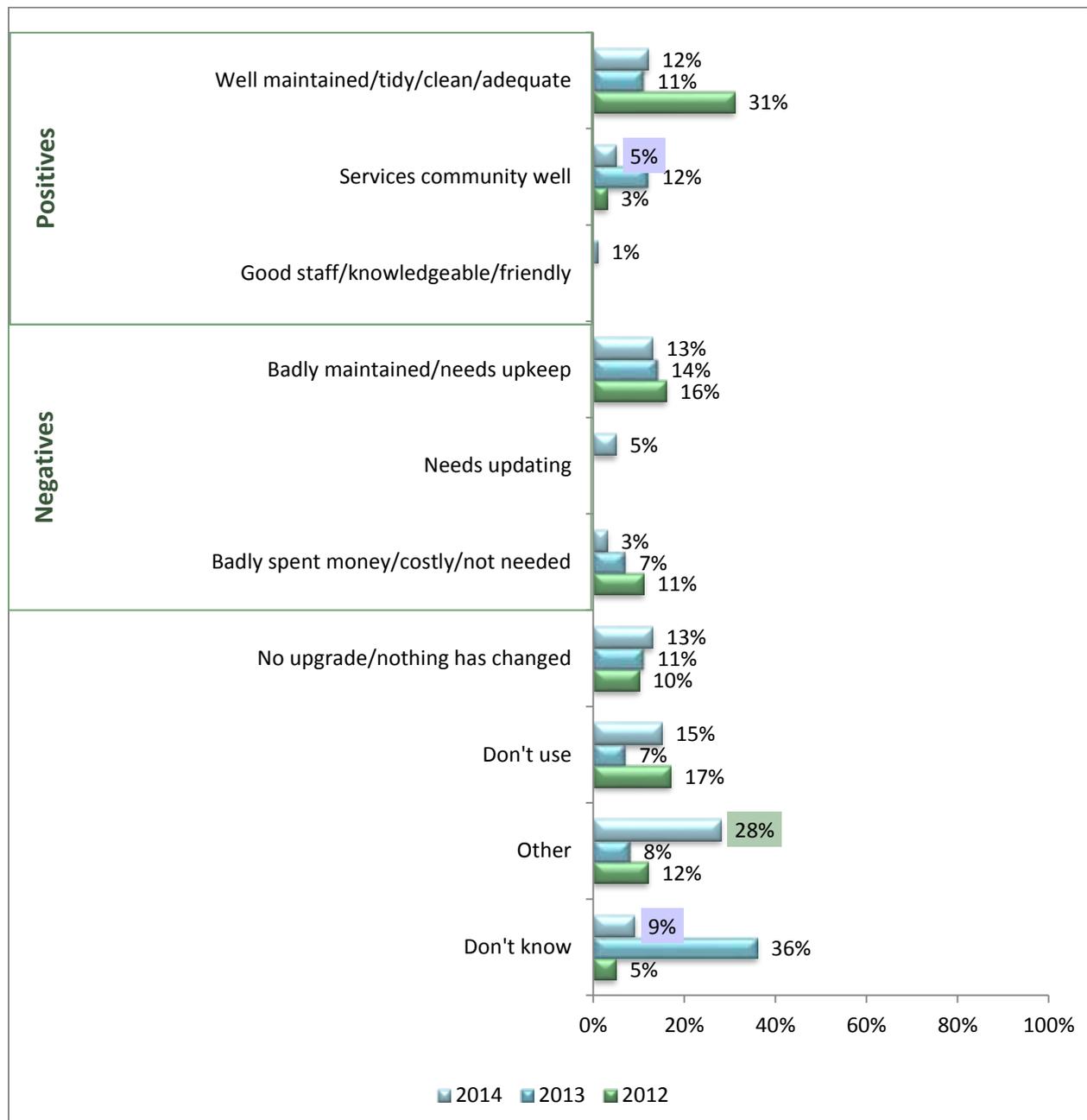
- Koitiata/Ratana/Turakina residents were more likely to state they were unsure if the overall provision of community buildings was different to last year (33% c.f. the total 18%).
- Residents aged between 46 and 54 years were more likely to say that the overall provision was better than in 2013 (11% c.f. the total 5%) whereas residents aged 55 years or older were more likely to say that the overall provision was about the same as last year (75% c.f. the total 72%).

¹⁸ 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: 2014 n=393; 2013 n=400; 2012 n=346.

Factors that influenced resident views of Council's provision of community buildings¹⁹

Residents appear to base positive overall ratings of Council's provision of community buildings on perceptions that the buildings were well maintained, tidy and clean (12%), that the buildings served the community well (5%) and that the staff were good (1%). Negative impressions appear to be related to poor maintenance (13%), needing an update (5%) and that the buildings are not required (3%).

A similar proportion of residents to 2013 stated that nothing had changed since last year (13% in 2014 and 11% in 2013) and there was an increased number of residents who provided additional answers to the question (28% other responses, for a full list of responses please see Appendix 2).



¹⁹ 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: 2014 n=264; 2013 n=213; 2012 n=251.

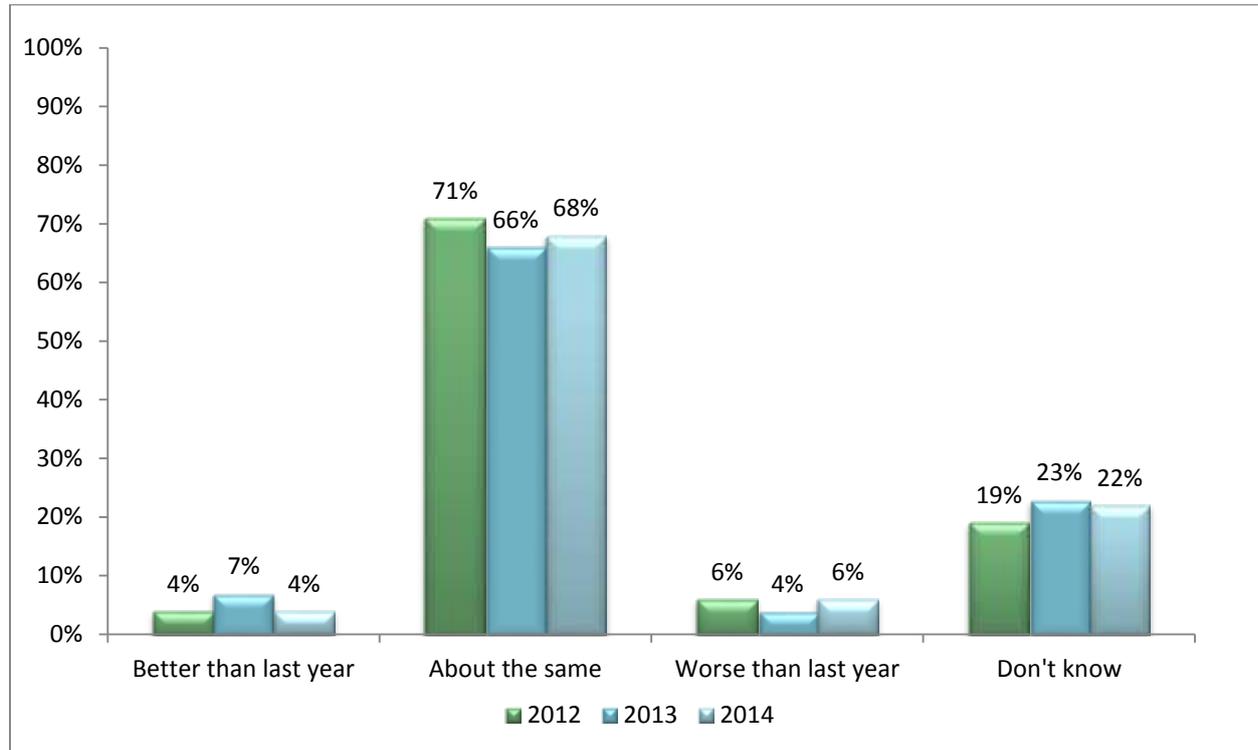
Key demographic differences

Significant differences in responses across area, age and gender are outlined below for each response category:

- **Well maintained**
 - Residents aged between 46 and 54 years were more likely to mention that the community buildings were well maintained, tidy, clean and adequate (29% c.f. the total 12%).
- **Services the community well**
 - Urban Marton residents were more likely to state that the community buildings serviced the community well (10% c.f. the total 5%).
- **Good staff**
 - Urban Marton residents were more likely to state that the community buildings had good staff (2% c.f. the total 1%).
- **Needs an update**
 - Female residents were more likely to mention that the community buildings required updating (9% c.f. the total 5%).

Suitability of current provision of Community buildings for community's future needs²⁰

Sixty-eight per cent of residents rated the suitability of the current provision of community buildings about the same as 2013; six per cent rated this as worse than last year and four per cent rated this as better than last year. Around one fifth of residents were unable to comment on this.



Key demographic differences

Significant differences in responses across area, age and gender are outlined below:

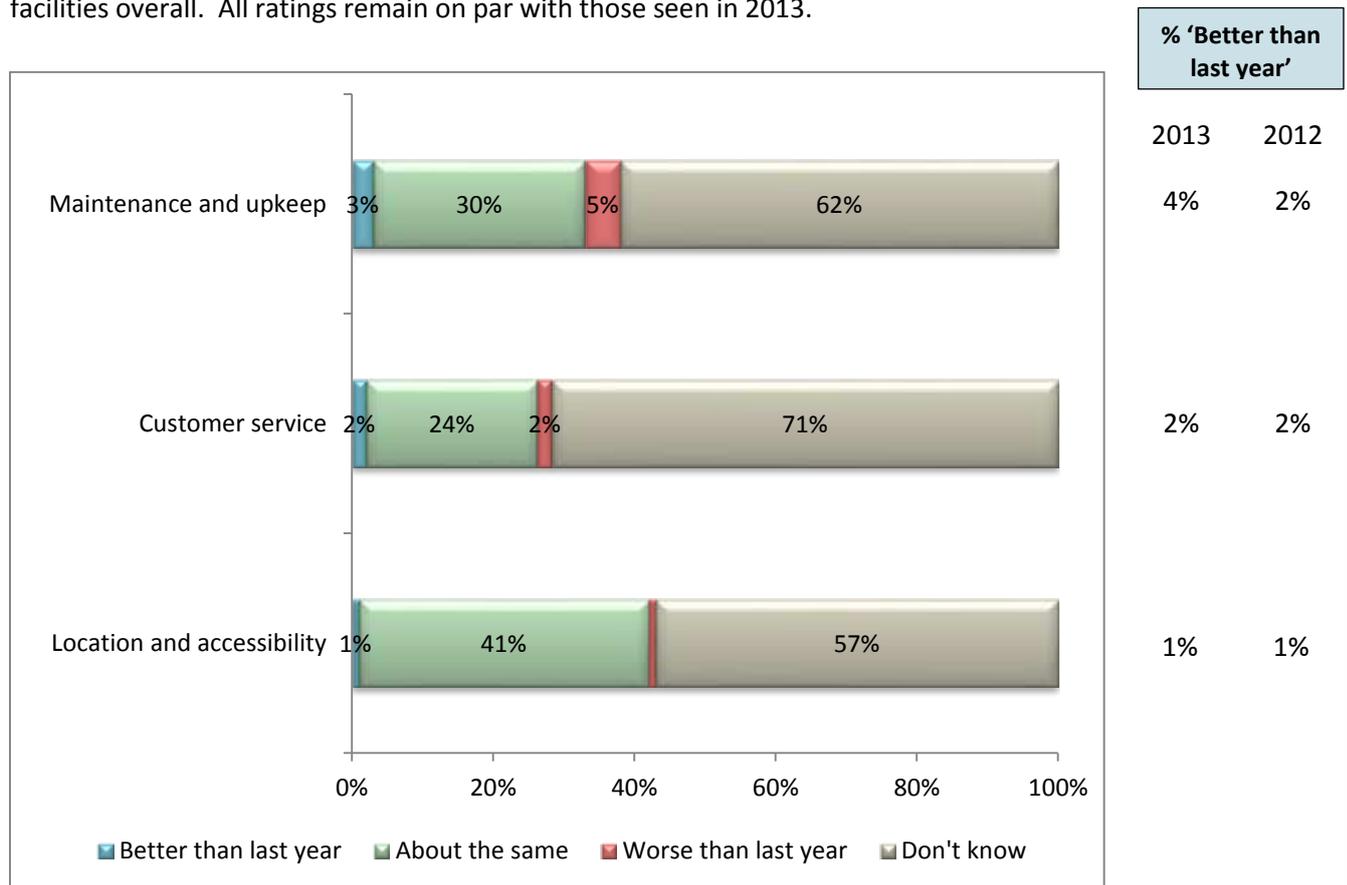
- Koitiata/Ratana/Turakina residents were more likely to state that they were unsure if the overall provision of community buildings for the future had improved since last year (36% c.f. the total 22%).

²⁰ 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: 2014 n=385; 2013 n=393; 2012 n=345.

Community housing

Community housing related detailed measures²¹

Most residents struggled to rate the community housing provided by Council with low awareness of the facilities overall. All ratings remain on par with those seen in 2013.



²¹ 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: 2014 n=386; 2013 n=380; 2012 n=337.

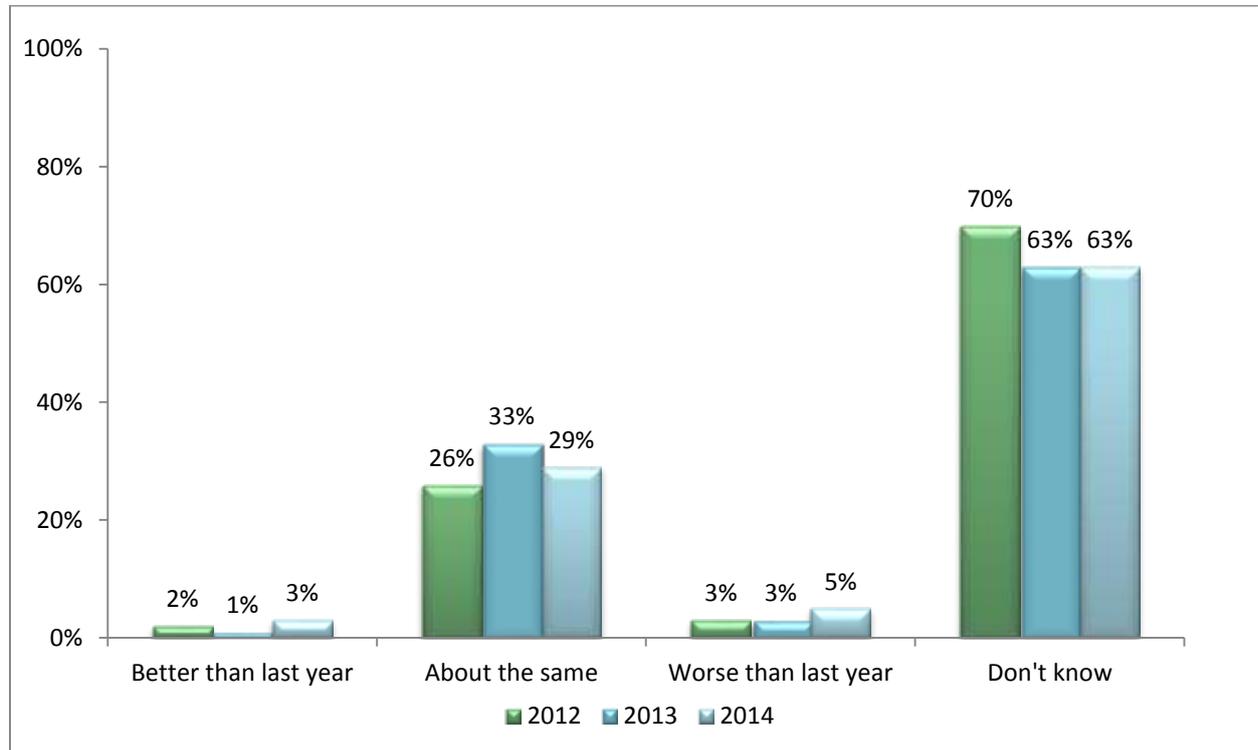
Key demographic differences

Significant differences in responses across area, age and gender are outlined below for each community housing variable:

- **Maintenance and upkeep**
 - Urban residents from Bulls were more likely to say that the maintenance and upkeep of the community housing was about the same as 2013 (51% c.f. the total 30%); residents from Koitiata/Ratana/Turakina were more likely to say they were unsure as to how the maintenance and upkeep compared to 2013 (82% c.f. the total 62%).
- **Customer service**
 - Urban residents from Bulls were more likely to state that the customer service for community housing was the same as last year (38% c.f. the total 24%) whereas residents from Koitiata/Ratana/Turakina were more likely to state that the customer service was better than last year (8% c.f. the total 2%).
- **Location and accessibility**
 - Urban residents from Bulls were more likely to say that the location and accessibility of the community housing was about the same as 2013 (60% c.f. the total 41%), residents from Koitiata/Ratana/Turakina were more likely to say they were unsure as to how the maintenance and upkeep compared to 2013 (82% c.f. the total 57%).
 - Urban residents from Marton were more likely to state that the location and accessibility of the community housing was better than last year (2% c.f. the total 1%).
 - Residents aged between 46 and 54 years were more likely to state that the location and accessibility of the community housing was better than last year (4% c.f. the total 1%) whereas residents over the age of 55 were more likely to state that this was similar to last year (45% c.f. the total 41%).

Overall measure for Community housing²²

The number of residents who were unable to provide a rating for the provision of community housing overall remains high at 63 per cent. Just under one third of residents felt that the community housing was similar to last year with three per cent stating it was better than last year and five per cent indicating it had worsened.



Key demographic differences

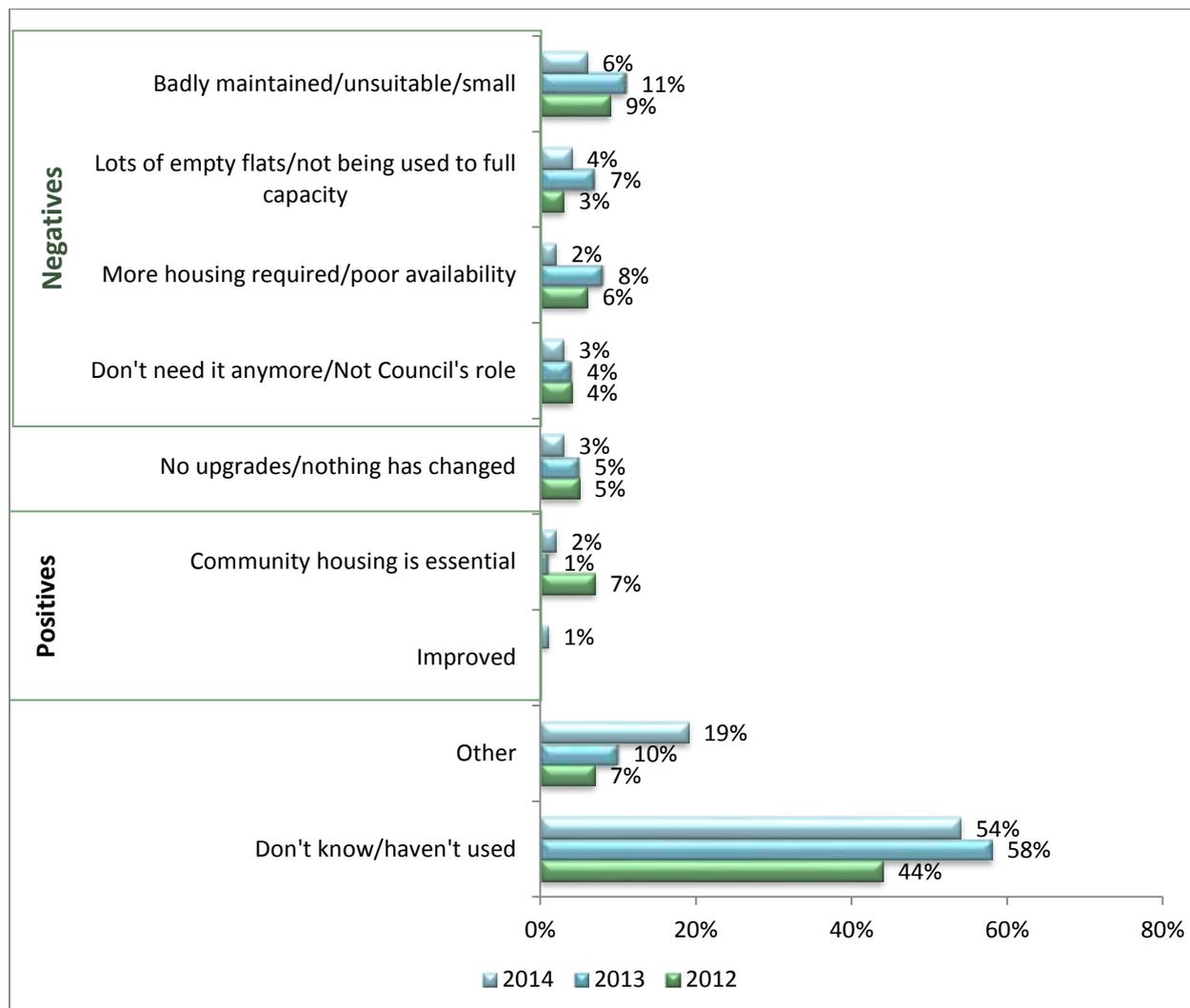
Significant differences in responses across area, age and gender are outlined below:

- Residents from Koitiata/Ratana/Turakina were more likely to state that they were unable to rate Council's provision for community housing (77% c.f. the total 63%).

²² 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: 2014 n=387; 2013 n=392; 2012 n=328.

Factors that influenced resident views of Council's provision of community housing²³

The majority of residents (54%) were unable to provide a reason for their rating of the provision of community housing (a similar number who were unable to comment on the provision of community housing overall). Comments relating to the overall scores indicated that perceptions were driven by badly maintained housing (6%) and that a lot of flats were empty (4%). Nineteen per cent of residents provided another comment that related to community housing (refer Appendix 2 for list of comments).



Key demographic differences

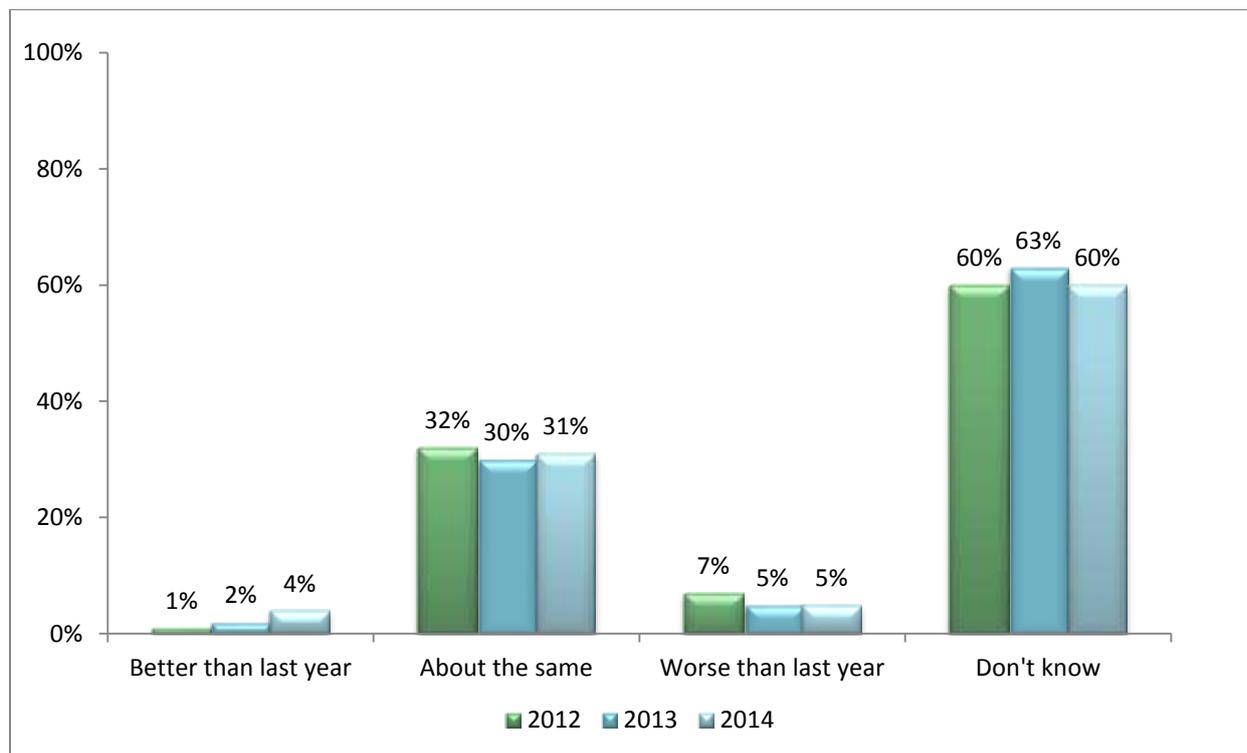
Significant differences in responses across area, age and gender are outlined below for each community housing variable:

- **Badly maintained/unsuitable/small**
 - Urban residents from Marton were more likely to state that community housing was badly maintained, unsuitable or small (10% c.f. the total 6%).
 - Residents aged between 30 and 45 years were also more likely to state that community housing was badly maintained (16% c.f. the total 6%).

²³ 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: 2014 n=227; 2013 n=84; 2012 n=221.

Suitability of current provision of community housing for community's future needs²⁴

Most residents indicated that they were unable to comment regarding the future needs of the community housing (60%). Nearly one third of residents (31%) rated the current provision of community housing similar to last year, with 5 per cent each rating it worse than 2013. These results are similar to the other ratings regarding community housing.



Key demographic differences

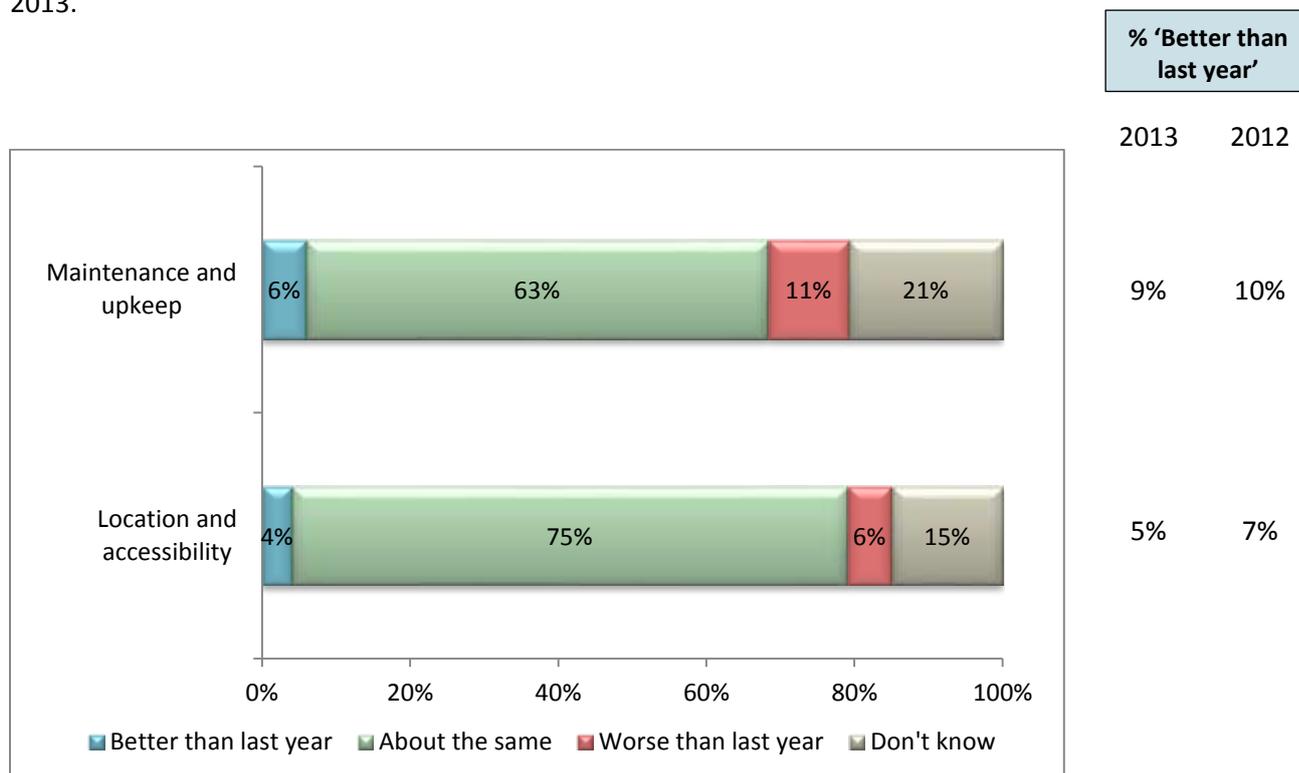
- No significant demographic differences were seen in terms of the suitability of current community housing provision meeting the community's future needs.

²⁴ 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: 2014 n=383; 2013 n=389; 2012 n=335.

Public toilets

Public toilets related detailed measures²⁵

Ratings for the provision of public toilets appear similar to 2013 with six per cent of residents indicating that there had been an improvement since last year in the maintenance and upkeep. Three quarters of residents stated that the location and accessibility of the public toilets had remained unchanged since 2013.



Key demographic differences

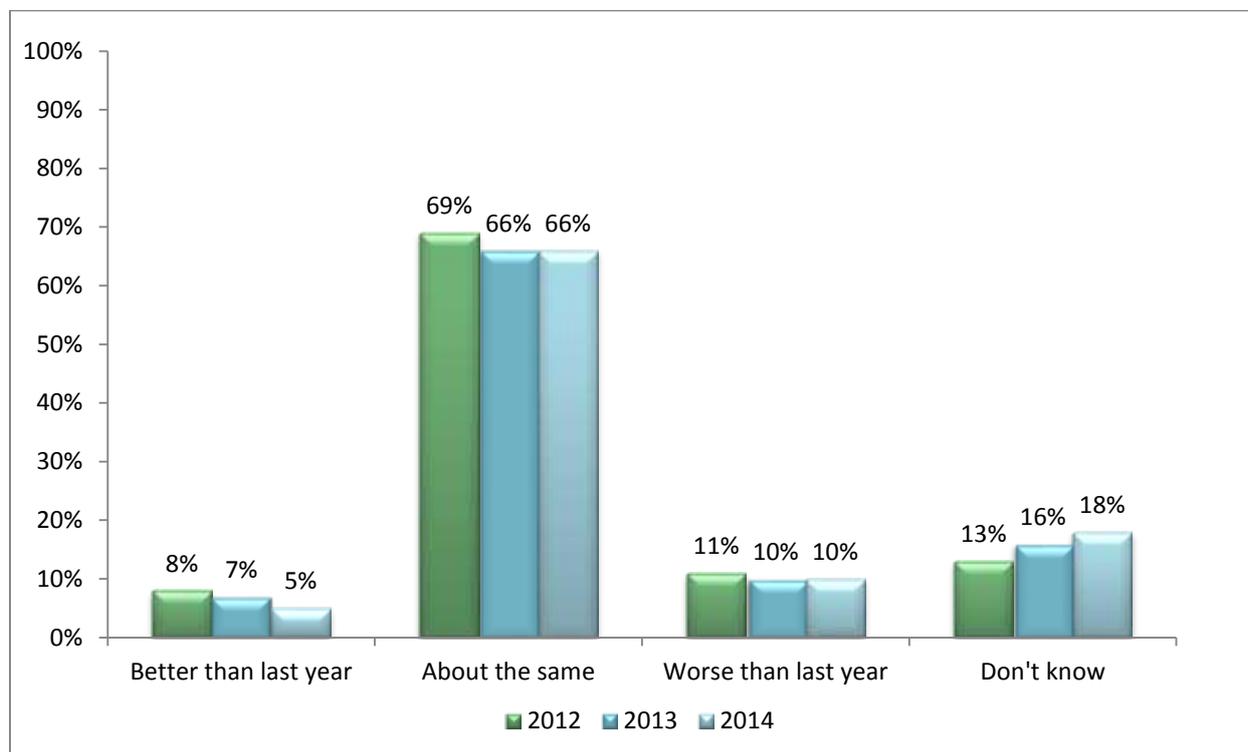
Significant differences in responses across area, age and gender are outlined below for each public toilet variable:

- **Maintenance and upkeep**
 - Hunterville residents were more likely to state that the maintenance and upkeep of the public toilets was better than last year (16% c.f. the total 6%) whereas urban residents from Marton were more likely to say they were unsure if this had improved (31% c.f. the total 21%).
 - Female residents were more likely to say they were unsure if the maintenance and upkeep of the public toilets was different from 2013 (28% c.f. the total 21%).
- **Location and accessibility**
 - Urban Bulls residents were more likely to state that the location and accessibility of the public toilets was worse than last year (16% c.f. the total 6%) whereas urban residents from Marton were more likely to indicate they were unsure if this had changed (24% c.f. the total 15%).

²⁵ 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: 2014 n=385; 2013 n=375; 2012 n=337.

Overall measure for public toilets²⁶

Results for the overall provision of public toilets were similar to 2013 with 66 per cent of residents stating that this was similar to last year, 10 per cent stating it was worse than last year and 5 per cent indicating it was better than last year. The number of residents who indicated that they were unable to comment on the provision of the public toilets has increased steadily since 2012 (currently 18% up 5 percentage points from 13% in 2012).



Key demographic differences

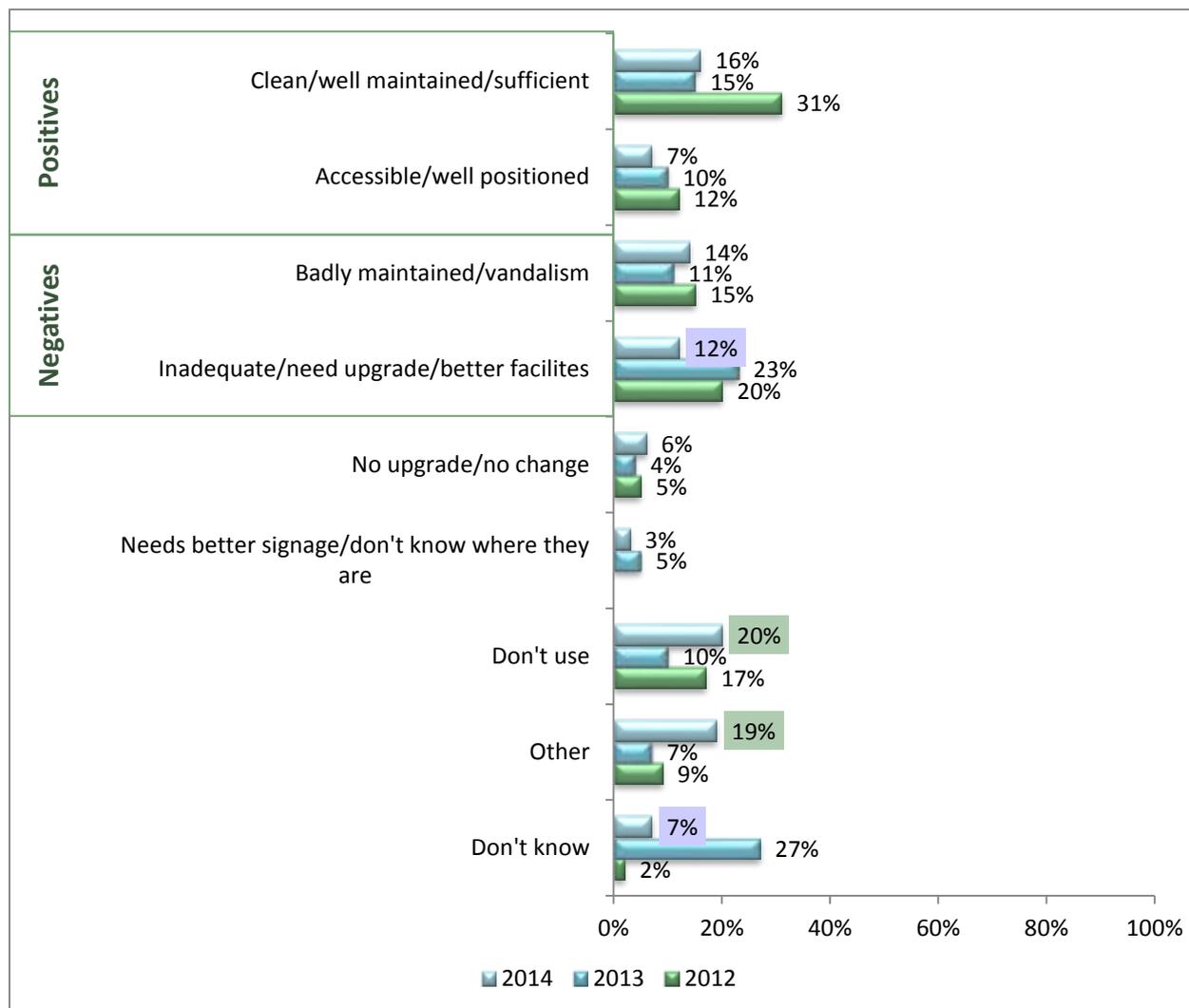
Significant differences in responses across area, age and gender are outlined below:

- Urban residents from Bulls were more likely to state that the provision for public toilets was worse than in 2013 (22% c.f. the total 10%) whereas residents from Koitiata/Ratana/Turakina and urban areas in Marton were more likely to indicate they were unsure if the provision had changed since 2013 (30% and 28% respectively c.f. the total 18%).

²⁶ 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: 2014 n=390; 2013 n=392; 2012 n=343.

Factors that influenced resident views of Council's provision of public toilets ²⁷

Sixteen per cent of residents indicated that the public toilets were clean and well maintained and a further seven per cent indicated that the toilets were accessible. Twelve per cent felt that the public toilets needed to be upgraded and a further 14 per cent felt these were badly maintained. Twenty per cent of residents indicated that they did not use the public toilets and a further 19 per cent provided comments that related to public toilets but which do not directly provide a reason for their rating (refer to Appendix 2 for a full list of verbatim comments).



Key demographic differences

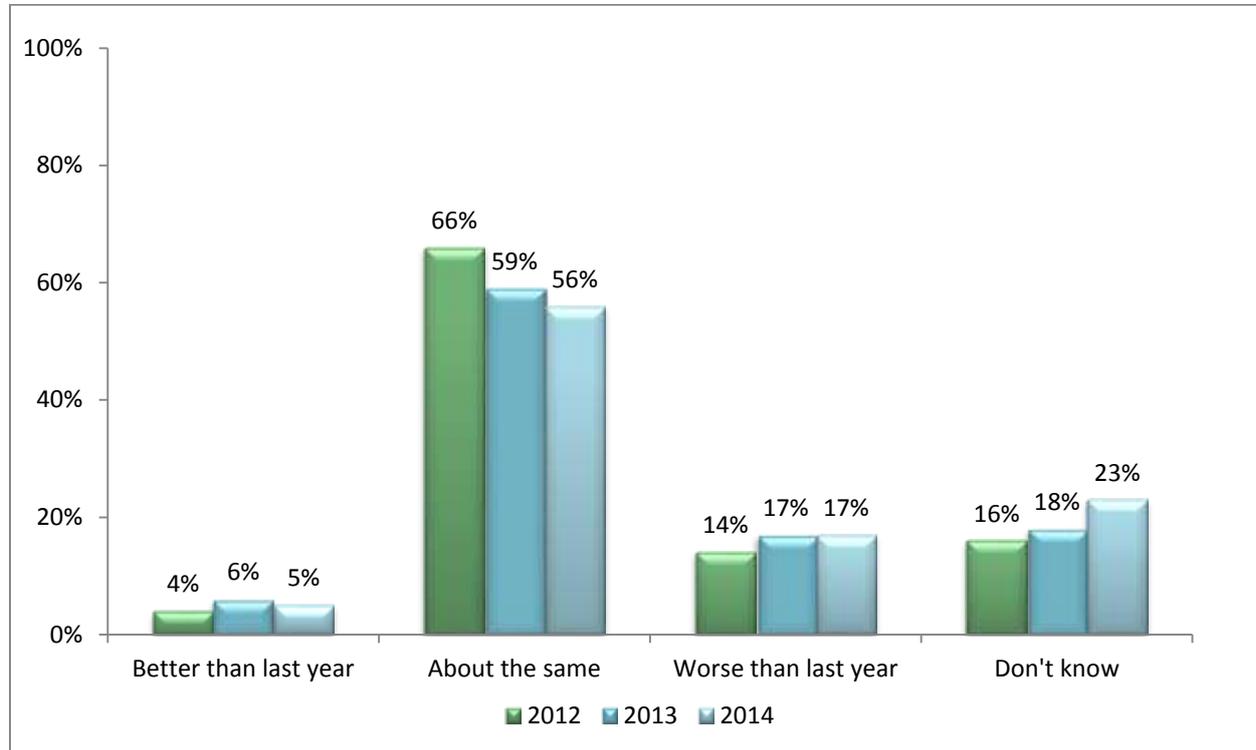
Significant differences in responses across area, age and gender are outlined below for each public toilet variable:

- **Badly maintained/vandalism**
 - Residents aged between 46 and 54 years were more likely to state that the public toilets were badly maintained (22% c.f. the total 14%).
- **Inadequate/ need upgrade**
 - Female residents were more likely to indicate that there needed to be a greater number of public toilets available (17% c.f. the total 12%).

²⁷ Q: Thinking about how you just rated the Council's provision of public toilets, what is the single most important factor that has influenced your view? Base those who were able to rate public toilet facilities: 2014 n=290; 2013 n=235; 2012 n=258.

Suitability of current provision of public toilets for community's future needs²⁸

Fifty- six per cent of residents indicated that the current provision of public toilets for the community's needs in the future was about the same as last year; this measure has declined steadily since 2012 (down 10 percentage points since 2012). Correspondingly, the proportion of residents who felt that the provision was worse than last year has increased steadily since 2012 (currently at 17%, up 3 percentage points since 2012) as has the proportion of residents who felt they were unable to comment (currently 23%, up 7 percentage points since 2012).



Key demographic differences

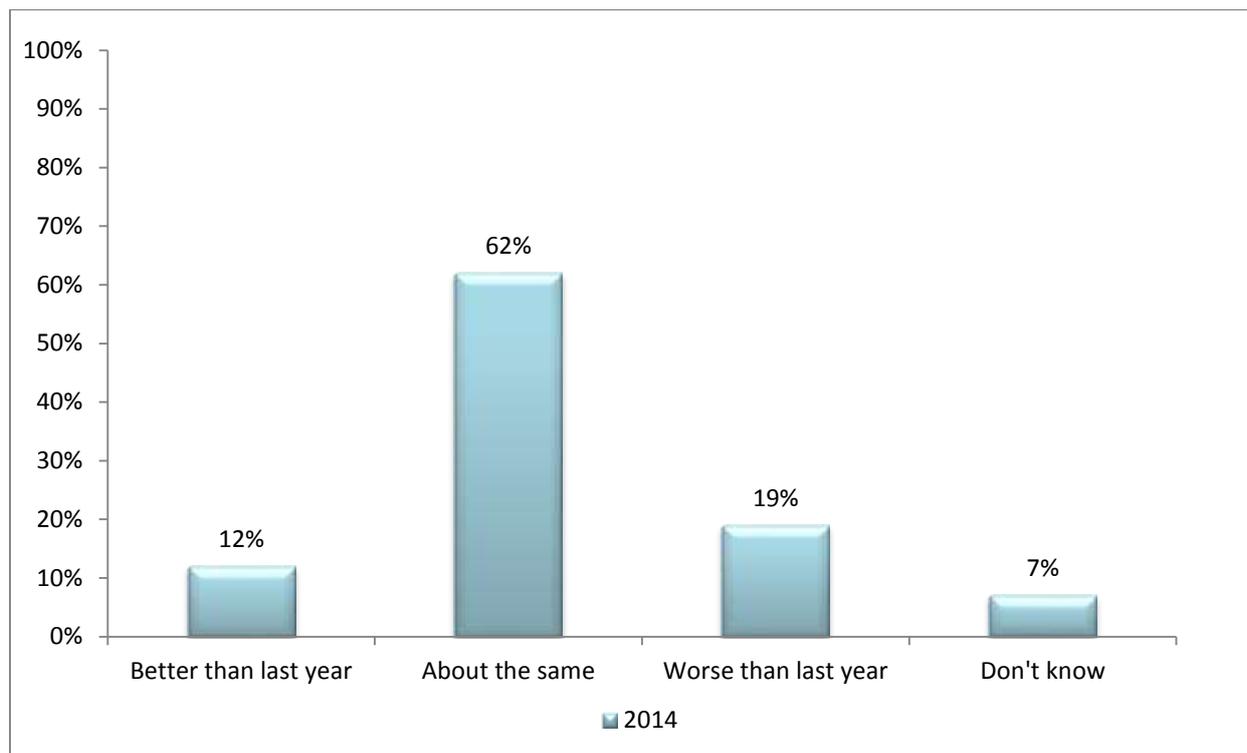
Significant differences in responses across area, age and gender are outlined below:

- Urban Bulls residents were more likely to state that the provision of public toilets for the future needs of the community was worse than last year (31% c.f. the total 17%). In comparison, urban residents from Marton were more likely to state they were unsure if this provision had changed since last year (32% c.f. the total 23%).

²⁸ 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: 2014 n=378; 2013 n=384; 2012 n=337.

Communication with residents²⁹

The 2014 survey included a new question about Council's communication. Overall, 62 per cent of residents felt that Council's communication was the same as last year, 19 per cent felt it was worse than last year and 12 per cent felt it was better than last year.



Key demographic differences

Significant differences in responses across area, age and gender are outlined below:

- Urban residents from Bulls were more likely to state that they felt Council's communication was worse than last year (35% c.f. the total 19%).
- Residents from Koitiata/Ratana/Turakina were more likely to say they were unsure if Council's communication had improved since 2013 (15% c.f. the total 7%).

²⁹ Q: Thinking of Council's communication with residents in general, do you think the Council is doing better or worse than last year, or about the same? Base: 2014 n=393.

CONCLUDING COMMENTS

The roading network in Rangitikei has seen a consistent drop in the proportion of residents stating that the road is better than last year since 2012 (currently at 8%). This decrease is possibly due to the lack of smoothness and comfort on the footpaths and roads which dropped between 2012 and 2013 and has stabilised over the last 12 months.

A similar pattern is seen with sports fields and parks with a 5 percentage point drop in better than last year results since 2012 with a greater proportion of residents now stating that these are about the same or worse than last year. Again suggestions of poor maintenance appear to be the driver of these responses.

In comparison, measures for swimming pools have remained consistent with 2013 after increasing from 2012. Public libraries also appear to perform well and have maintained the results from 2013.

Responses for community buildings and public toilets have seen limited changes in results over the past three years, with the majority of residents considering these services to be similar year on year. However it is interesting to note that responses for the future provision of public toilets appears to have slowly changed since 2012 with an increasing number of residents indicating that the provision for future use is worse than last year and a decreasing proportion stating that it is the same as last year.

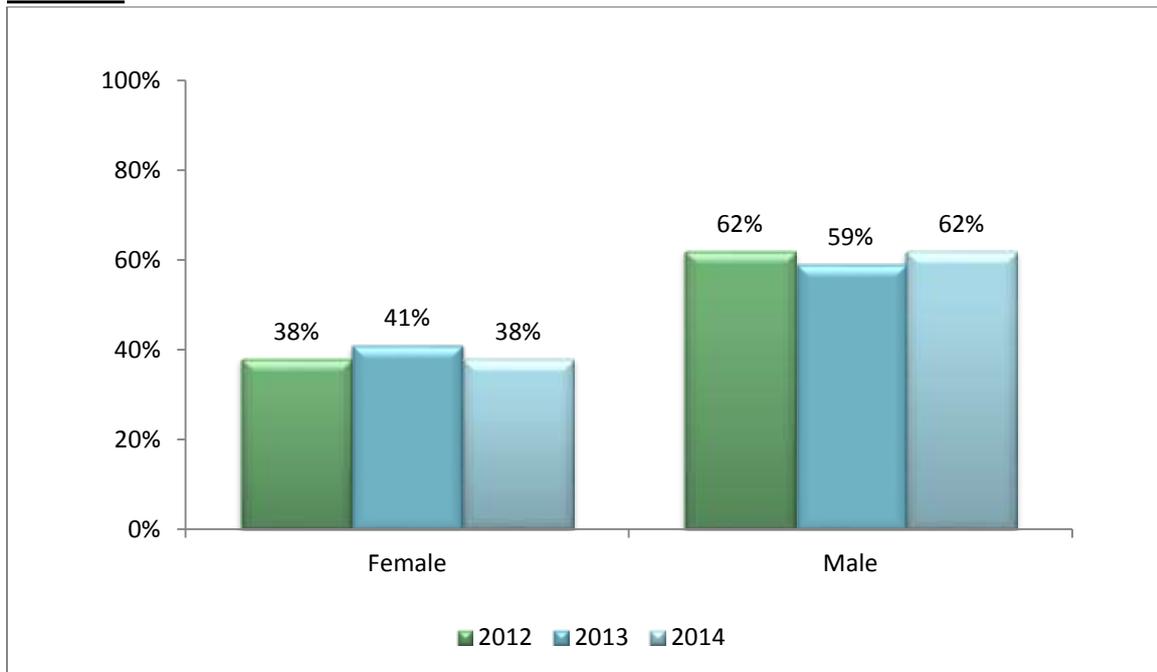
Consistent low usage of community housing amongst residents has resulted in a large proportion of don't know answers. However, amongst those who have responded, the majority appear to feel that there are limited changes in the service provision generally.

As an initial read, 62 per cent of residents feel that Council's communication with residents was about the same as 2013 with twelve per cent stating it is better and 19 per cent indicating it is worse.

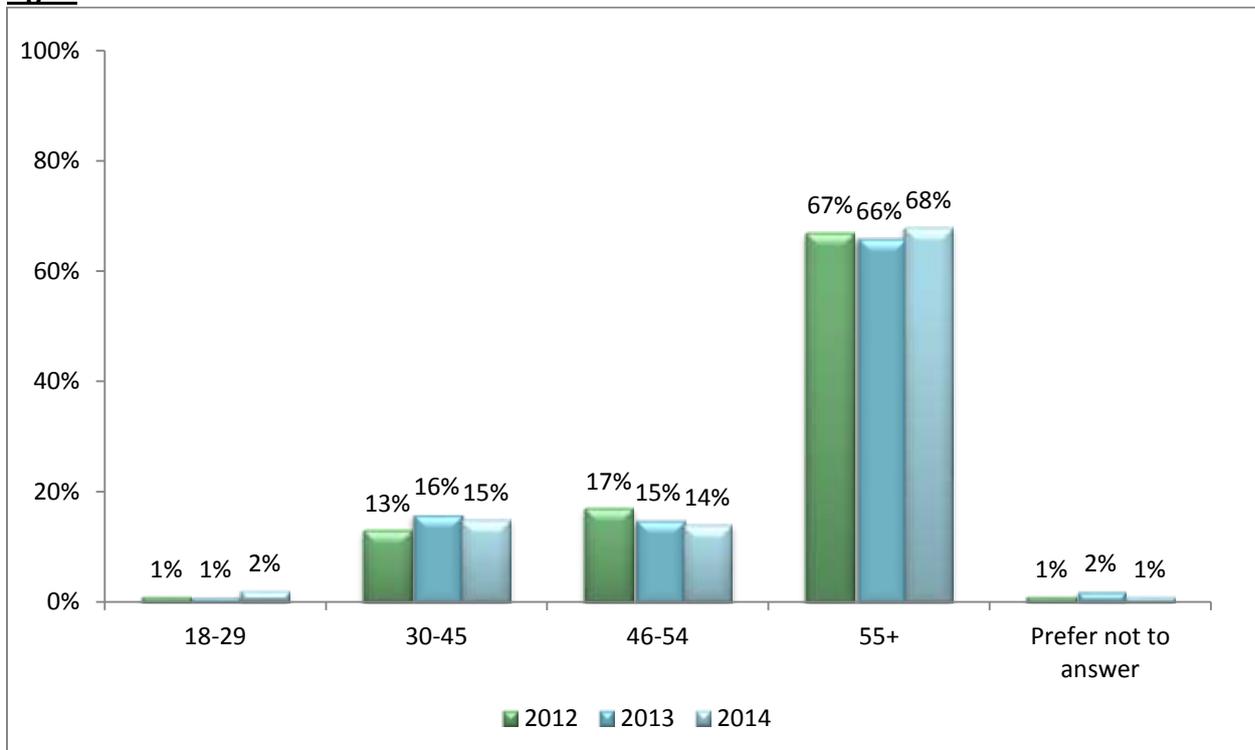
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SAMPLE PROFILE

Gender³⁰



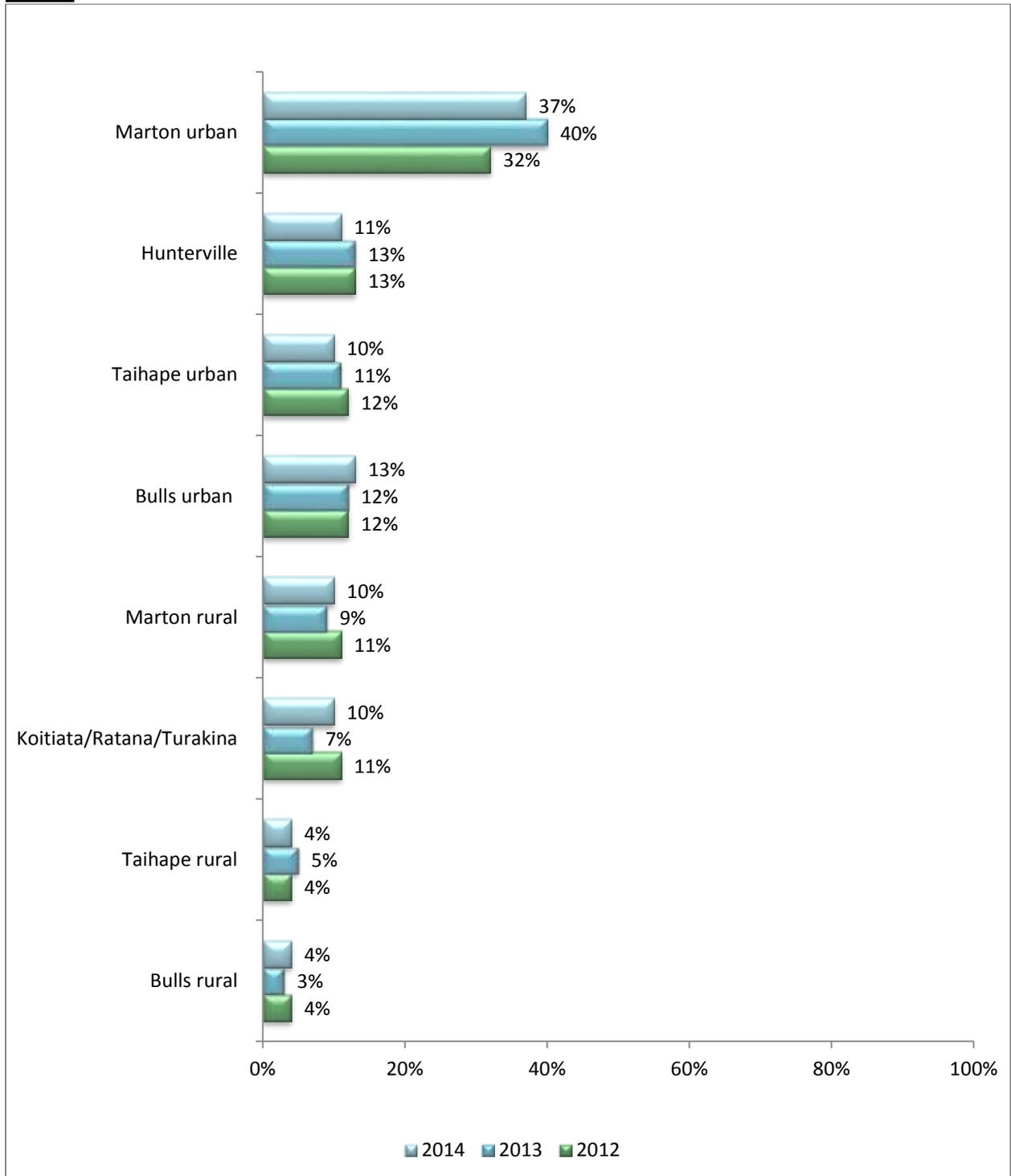
Age³¹



³⁰ Q: Gender recorded. Base: 2014 n=401; 2013 n=419; 2012 n=406.

³¹ Q: Which of the following age groups you are in? Base: 2014 n=404; 2013 n=419; 2012 n=406.

Area³²



³² Q: Area recorded. Base: 2014 n=408; 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 ronel@versus.co.nz

The closing date for final receipt of completed surveys is 18th March 2014.

**Thank you
Ronél Morgan
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.

PLEASE TICK

	Worse than last year	About the same	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?

PLEASE TICK

<input type="checkbox"/>	Worse than last year
<input type="checkbox"/>	About the same
<input type="checkbox"/>	Better than last year
<input type="checkbox"/>	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 that 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 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.**

PLEASE TICK

	Worse than last year	About the same	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?

PLEASE TICK

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

The following question looks to the future.

6. 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?

PLEASE TICK

	Worse than last year
	About the same
	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.

PLEASE TICK

	Worse than last year	About the same	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?

PLEASE TICK

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

The following question looks to the future.

10. Regardless of your opinion 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?

PLEASE TICK

	Worse than last year
	About the same
	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?

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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.

PLEASE TICK

	Worse than last year	About the same	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?

PLEASE TICK

	Worse than last year
	About the same
	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?

PLEASE TICK

	Worse than last year
	About the same
	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 that has influenced your view?

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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.

PLEASE TICK

	Worse than last year	About the same	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?

PLEASE TICK

	Worse than last year
	About the same
	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?

PLEASE TICK

	Worse than last year
	About the same
	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 that 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.

	Worse than last year	About the same	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?

PLEASE TICK

	Worse than last year
	About the same
	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
	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 that 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.

PLEASE TICK

	Worse than last year	About the same	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?

PLEASE TICK

	Worse than last year
	About the same
	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?

PLEASE TICK

	Worse than last year
	About the same
	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 that has influenced your view?

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

28. Thinking of Council’s communication with residents in general, do you think the Council is doing better or worse than last year, or about the same?

PLEASE TICK

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

Demographics

29. Are you a...?

PLEASE TICK

	Female
	Male

30. Which of the following age groups are you in?

PLEASE TICK

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

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

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

Appendix 2: Other specify service comments

The comments below are provided verbatim and were collected as responses to the question 'Thinking about how you just rated the Council's provision of [service], what is the single most important factor which has influenced your view?'

Other specify roading network comments

- Limited exposure to roading system, but aware of amount of logging traffic in my area. Roads holding up fairly well.
- Safety for road user, particularly bicycles and motorcycles.
- Bad RLWY XINGS
- Having to use them regularly.
- I walk daily for several kms about the town.
- Walking around each morning for an hour.
- That there is continuing work on upgrading, being seen to be done.
- Volunteer Fire
- Not sure about street or town provisions. Not always in there as we are rural. Also our location is where flooding has recently hit so all infrastructure is damaged
- With the population of our area declining this is not enough surplus money for improvements.
- As an aged pensioner crippled and unable to get about very much over this past year, I cannot fairly make a fair comment on this part of the survey.
- Repairs seem to take too long.
- Use.
- Reality of contracted out services- profit put above delivery of quality - bring back council workers!
- Observation when using.
- Just general observation.
- Bond Street intersection - workers there for months and still no better. Far too many workers hanging about - signs up for days and nobody working there!
- Lack of removal of stone chips which are not collected but swept up onto grass mowing berms
- Contractors seem to put more emphasis on signage and related health and safety requirements than actually doing a good job. Wastes time and therefore money. we are not DUMB!
- Walking about Marton and Palmerston North and drive between.
- Walk my dog a lot so view the above.
- I have been driving stock truck in this district the last 40 yrs and my observation of roads is noticed daily.
- I believe that the roads are adequate for the people & produce carried. I do feel that the prediction of more forestry will require new thinking with larger amount of money to be spent. I do not believe you can just rate to get it overall. Urgent negotiations with forestry must take place with an outcome. This is not a leave it issue as roads wont stand up to it. Perhaps an owners & transport seminar would be a start. Bob
- Footpaths a general 'everyday' about town.
- The doing up of roads 'Mangahoe Valley' and 'Turakina Valley road' then trashing them with trucks with on going improvements.
- Always repairing and digging up the roads.
- Overall impression of road surface on roads I travel on regularly
- Mt Curl Rd, metal section, needs every councilor to drive over it regularly. See how many bumps you can count. comment from 2: Those yellow signs are terrible at night - blinding
- If work needs to be done it is done and completed
- I travel extensively throughout the country.
- I only see the ones that I travel on - which isn't that many. It's all fine where I am.
- Comment from 1 & 2: Only 2 months into the year. Upkeep Maintainance.

- *I travel the district a lot and therefore gain an impression of roading. Also I bike a lot and am aware of road surface and condition particularly in town.*
- *Cost of service to the communities and level of service that's delivered.*
- *Going into town on High Street is not very good - but it's being fixed now.*
- *Have always been happy with these services.*
- *Safety on our roads, well road marking and good surfaces.*
- *Personal observation.*
- *As a rural ratepayer, I would like to see the same service as I see in the towns as I pay the same rates!!!*
- *We do a fair bit of walking and get to see what most of the streets are like.*
- *Comment from 1: cyclists. Appears to be quality control.*
- *Just what I have seen as I move around the district*
- *As a rural rate payer travelling through Bulls and Marton*
- *As am rural rate payer travelling through Bulls and Marton*
- *The safety of people out walking in the evenings.*
- *Ok but need prompting.*
- *The state of the roads & maintenance seen to be undertaken.*
- *Comment from 1: Poorly phrased questions - they have changed 'worse than last year' to Bad and 'Better than last year' to Good. The very average conditions of the road.*
- *The ongoing maintenance on roads and footpaths.*
- *Regular maintenance by Council Contractors*
- *I am constantly amazed at the amount of roading work & wonder if the Council is really getting value from contractors who provide this service. Work is poorly done, redone or done without need.*
- *Good road past ex-Mayor's place.*
- *Visible investment in road maintenance & upgrades.*
- *Cost is too high.*
- *Repairs are left in an unfinished state for some time. Seeding is left for several weeks.*
- *Very good, easy to get around.*
- *Griffins road could have 80km speed limit at intersection with Jefferson Line Possibility of a bad accident*
- *Walking, riding, driving - using them*
- *Personal observation.*
- *Roads are not designed for multi-users. Roads have been widened but there are no shoulders for cyclists or joggers, pedestrians therefore they are on the road. Look at Makirikiri Road! Roads need to be swept after roadworks - very dangerous and bad for tyres.*
- *Driving around the Rangitikei you notice workers out maintaining the roads often.*
- *Living in Turakina is different to Marton - there is no footpath in Beach Road.*
- *Things need to be done, but people can't afford higher rates, so Council will have to just carry on & do the best they can*
- *Maintenance programmes working well*
- *Travelling in other districts our roads compare very well.*
- *The condition of the network around where I live and use every day around Bulls.*
- *Very good.*
- *Maintenance good as.*
- *As a driver I have seen the change to good road maintenance fully.*
- *Ones that I use.*
- *The roads I use daily.*
- *I walk Bulls and Marton streets regularly. 2. I cycle Bulls, Turakina and Marton roads (on average pretty good).*
- *All the orange netting on unfixd rural roads.*
- *Driving only.*

- Usage. What I have seen and experienced.
- For work purposes I have to drive a lot and because of that I am very aware of the condition of our roads.
- The main street always looks clean and tidy. Roads out to highways always look clean and tidy.
- Room for improvement. How quickly the jobs are done. Congratulations to Rangitikei District Council and staff.
- Truck drivers exchanging trailers, sleep and starting up all hours (day-night) outside my place, or up the road. More and more so I complained, answer nothing we can do!
- Roading seems to be fixed quickly.
- They are trying to improve town roads and drains. Some drains the water is to run uphill. Hope the Council is working on this (High Street 139 Bulls).
- I am limited in getting out and about, but when I do get about town, I don't notice ? deterioration or improvement in the roading, footpaths and ?
- Footpaths have been slightly worked on.
- The resealing after a major drainage job, which disrupted traffic through the town.
- The safety of people
- Observing and using
- Seeing what they are doing
- Using my push bike
- As our town is Taihape we are making judgement on that town only. As we visit Taihape weekly in the daytime only we judge the town on what we see. Town visits at night very rare.
- My usage
- Daily usage.
- I have seen improvement in all three here.

Other specify swimming pool comments

- The management is great.
- New contractors running the pool.
- Cant see any change.
- Nothing changed. Ok but could do with more classes - aquarobics, swimming etc.
- Changes in Management Excellent Price.
- Outside swimmers keep returning.
- see original copy
- No flexibility in lessons.
- Using the pool.
- I still don't understand why as a ratepayer I pay for the pools annually in my rates and then have to pay the same amount to use the pools as a non-ratepayer does.
- Amount of noise.
- Staff are more to be seen, changing rooms are more cared for and opening hours have been extended. Pool seems better staffed and cared for. Do hope by encouraging locals and out of towners to use this facility it will be possible to keep pool open throughout the year. A wonderful asset for the town and a health factor for all who use it!!
- We need this facility in Marton as it's good for the residents young and old.
- I hear people are using the pool and I don't hear any complaints - must be good.
- Ok but don't unattractive building - street frontage - does not encourage use. Ok once inside.
- We dont have one in our village.
- I have no knowledge of swimming pool management but it must be OK if the numbers of people utilising the pools are taken into account.
- Have had little to do with swimming pools.

- *The number of people using and speaking positively.*
- *Poorly renovated.*
- *I do feel the Marton facility carries a massive cost to ratepayers and should actually not exist in such a small and sparsely populated area.*
- *Using the pool.*
- *Attendance not greatly increased.*
- *Not council run in Hunterville.*
- *Recently attended a school swimming sports and it was so hot inside the pool it was surprising no one fainted. There need to be more windows/doors opened to let the fresh air in.*
- *Observed level of activity at the Marton Pool.*
- *The Council's investment in energy efficiency (new boiler, leaks fixed) mean that I rate the future provision as better than ever.*
- *I use the pools a lot more than last year as my toddler has swimming lessons twice a week.*
- *The Marton Pool is too cold for me.*
- *No change.*
- *The Hunterville Pool needs to be covered.*
- *Grandchildren using the pools.*
- *4-2/ could improve 4-3/ generally yes 4-4/ average Local opinions of ratepayers*
- *It's the same. PS I fully support this service. It's great for Marton.*
- *4-4/ Pool get hosed the day we had first frost very cold!! 4-5/ People doing lessons took whole middle pool up leaving toddlers & other children to either baby pool or BIG pool . I think as it is a heated pool that it could be open over autumn/spring for something for the community to do over colder months*
- *It's great how money has been spent to keep our pool open, the children and adults of this. Community need this pool to be maintained and upgraded.*
- *Little information published about the pools in Taihape and Marton.*
- *Have lived back in Marton only a short time.*
- *Well-used facility*
- *Usage by the public.*
- *Speaking to others about how they use the pool. More provision of pool facilities in school holidays would be welcome.*
- *Have a sick grandson who uses the pool.*
- *I have seen aqua aerobics being advertised otherwise I didn't see any difference.*
- *Should have ratepayer discount ie children free if rate payers. To encourage water awareness, maybe provide free lessons.*
- *Don't need them.*
- *Having to pay for swimming pools we don't have or want. We have a beach & river but we unfairly pay for them in our rate, very unfair or happy!*
- *Personally seen an improvement in the facility.*
- *Needs slides etc for kids.*
- *Very good.*
- *Swimming pools are a must for our young.*
- *Accessibility for disabled people eg: into and out of pools.*
- *Stairs to walk into the pool and the option to use the hoist.*
- *Word of mouth and the schools use of the public pool.*
- *Hoist at Taihape.*
- *Don't know of or use any council pools in Rangitikei*
- *Promoting the facility through the media which I hadn't seen much of in the past.*
- *We are lucky to have a modern pool and friendly staff running it.*
- *My limited knowledge on parks and their use by the community.*

- *Only use Hunterville pool - seems ok.*
- *I cannot comment as I do not use it.*
- *User pays. If you don't use it, lose it.*
- *Nothing has changed!*
- *I am using the facility more.*

Other specify sports fields, parks and reserves comments

- *Marion lacks tennis courts.*
- *Rate payers don't get rated any more on them.*
- *Using the parks to run dogs and take visiting relatives children to the playground.*
- *Only 2? sporting grounds left. Rugby & cricket. Used to be a whole lot more.*
- *Keeping sports fields up to scratch.*
- *We are the parents of young children and there is a serious lack of a playground suitable for mixed age children in the town centre. The park by the memorial hall is outdated and too small. Wilson Park is better but in the wrong location, but could be improved but best to spend money on a park in the town centre. A good location would be Fraeona Park. We use the skateboard park regularly and it's great. A good place to go for ideas is the adventure park in Levin.*
- *I am not informed on knowledge about the future demographic trends for this district.*
- *Bulls Domain facilities need tidying up. would also be nice to see more equipment for children to use safely. I believe if council work towards maintaining Bulls Domain it will be better, extra picnic table around playground. There is only one there at the moment, maybe maybe 3 or 4 more for families to use would be great.*
- *I don't use them much. Follet Street park stand.*
- *National Standards.*
- *The appearance of the facility and ease of access.*
- *Poor supervision of contractors. Standards way below, as held by GHD in the past.*
- *Cost, seriously unaffordable rates.*
- *Letting more people know where they are and what groups are around to use them.*
- *Numbers of people utilising the above.*
- *Maintenance and upkeep.*
- *I think the swimming pool and gym is a great asset and if we didn't have it Marion would die. The other sport fields, parks, etc just as important as price of petrol, people stay in town.*
- *Young people not interested in playing sport so much these days. Schools are not teaching sport so much now.*
- *But well done.*
- *Other's comments.*
- *We enjoy walking and exploring the reserves.*
- *Upkeep and new facilities are key to the youth of today - ie skate parks etc, play areas not just fields.*
- *Appearance.*
- *Why is there no drinking alcohol at the rec. Lack of alcohol signage. Grazing of sheep on rec grounds.*
- *Other than midget rugby, I have no contact with sports field.*
- *The spraying of toxic poisons on Memorial Park.*
- *Use only now and again.*
- *Currently meets community needs given that our town is depleating away due to things like lack of employment & opportunity in our town.*
- *Static Population.*
- *Council relying on sports people to visit.*

- *Not council run in Hunterville.*
- *General use of these facilities.*
- *Population of the district is not growing.*
- *I don't often use these, but when I have they have been okay for my needs at the time, eg walking or assisting in an event*
- *No single factor.*
- *The upkeep of the park that children play in.*
- *I attended a domain users meeting - 2003 - nothing suggested has been put in place.*
- *Limited interaction with Marton sports feilds and park.s*
- *Play grounds for little ones, where are they?*
- *Comment re 8: Wrote Dont Care across Location and Accessibility.*
- *The hockey turf in Marton.*
- *Not enough staff.*
- *Centennial park is starting to be improved with painted pavilion and tidier cricket green. More sports using it as a base.*
- *10-2/ Probably not thinking about future growth. Reports in local newspapers other people who use these activities.*
- *Accessability.*
- *Cost.*
- *Unfortunately some are not well used. That is ratepayers problem.*
- *Comments from those that use the grounds*
- *Only referring to the fields in Ratana unsure about other locations.*
- *Talking to public, got their view.*
- *Don't live in Marton.*
- *Don't use any of the above facilities I don't think we need more as there are not really the people to use them here in my view.*
- *Most parks etc, which I have been to are alright.*
- *I have a grandson who uses the park.*
- *Boring, boring boring! Not catering for tomorrow's generation. Look at Wilson Park, lots of consultation 6 years ago but still the same boring park.*
- *Access when people want to use them*
- *The impact of service clubs.*
- *I think you should have one in each town no more*
- *We pay for a lot of services we don't get or want down here in Turakina beach. We as ratepayers are not happy about an unjust cost why should we pay for this?*
- *Personal use of the sports grounds, buildings & parks*
- *Have lived here for 12 years & would still love a big/decent playground in town! Playgrounds here are terrible*
- *The times I have used the sports fields and parks over the years.*
- *Adequate.*
- *Parks in Marton look good.*
- *I use most parks in Bulls and they are suitable for my young children.*
- *By observation.*
- *Parking. Showers in camping grounds, Hunterville.*

- *Good for kids but I don't use them.*
- *Need to just manage what we have and nothing more.*
- *Experience and usage associated with school, out of school sports.*
- *With a declining population what we have is adequate for the foreseeable future.*
- *They need to look to the future now so we don't have to let things go backward*
- *Marton needs a proper playground accessible to all our young people. The one at Memorial Hall is terrible and the one by Wilson Park is equally as bad. With so many young families unable to afford to drive to Palmerston North or Wanganui for a decent playground, something needs to be done.*
- *The don't care attitude of the council contractor that maintains the parks and playgrounds. Council should look at getting back to local people to do local contracts if at all possible to get a better standard of job.*
- *Personal viewing*
- *Marton isn't growing, the grounds are being maintained appropriately.*

Other specify public library comments

- *Enhancing facilities.*
- *I don't use the libraries very often but given that I haven't heard everyone whinging about them I assume that things are satisfactorily running about the same.*
- *Location*
- *I have to travel to Marton to use the library.*
- *A larger building would be needed to provide a better future library service.*
- *Would have got a 'better' if not for kids playing video games all day & getting stropopy. Should be stopped!*
- *Leave them where they are.*
- *Newspaper reading area could be better positioned to one end of library*
- *My visits to the Library*
- *my experience as a borrower.*
- *Move Bulls Library over to Bulls Information Centre perhaps but do not move Library over to new shopping centre being built thank you!!!*
- *Wonderful facility which is seldom use.*
- *Thast more people are tending to use the library.*
- *I use it*
- *Regular use of the facility.*
- *Exceeds the ratepayers ability to pay.*
- *In the future the library services will need to be extended to meet the needs of the community.*
- *Use of Library has been very satisfactory.*
- *A town without a library is a town without a future . You can get a ticket or a licence anything you need library here.*
- *I am very happy with the position of the library it is easy for me to get too*
- *Access for all communities needs good don't change what is not broken.*
- *I have been to the public libraries.*
- *Could be in a larger more accessible building for everyones ease of use.*
- *The library I use meets my requirements.*
- *Size of building too small.*
- *Size of library would be better extended.*
- *We use the Hunterville library.*

- *The library has turned into a 'playground' on most occasions it is very noisy. Staff do little to silence the disruptions - such noise would not be tolerated at other libraries. As a library it's a joke and way too small for the facilities it is trying to provide.*
- *There is good comments and little negative comment.*
- *Handy to other facilities (chemist, doctor).*
- *Too expensive in percent of ratio paid.*
- *Overall need for this service to continue.*
- *I use Marton Library a lot.*
- *Not fining books that are a bit late being returned especially for those who live out of town.*
- *Without the funding nothing will change.*
- *A lot more people are using the technology. books are still lovley.*
- *Has to be due to population over time.*
- *No promotion attempts.*
- *Not council run in Hunterville.*
- *Seeing people in the libraries.*
- *Regular use of the facility.*
- *Less people seem to be using libraries so perhaps it would be a good idea to downsize this service.*
- *When in library lots of people use it.*
- *About the same!!!!*
- *Holiday programmes.*
- *Overall, I am happy with the library but one or two staff members are quite rude.*
- *Bulls library*
- *I think everthing is well done. I am against the Bulls library being shifted it has 19 yrs abouts earthquake risk also just extrend it towards the rear also its handy to chemists and doctors.*
- *They want to move the Bulls Library.*
- *Operational use*
- *I love the library*
- *Holding cost.*
- *Not sure what the public require*
- *Location and willingness to help.*
- *Seeing the wide range of community activities in other libraries make it apparent that no real thinking has been done on what does a updated modern library can achieve The library is in need of a rethink - it should be the hub of activities needed in a community - The staff are excellnt but the Council should examine other councils approach to the library being an active hub to help residents*
- *The Taihape library. The computer facilities are very dated.*
- *I was very dissapointed that the library stops the holiday programmes for kids*
- *Good location and for the size a good selection of books and reading matter.*
- *Library is poor compared to other library services.*
- *Turakina beach does't have a library or do we want one unfair cost to us Rate Payers*
- *Would like to see Bulls library bigger to cope with child visitors in holidays*
- *Difficult as more books online now.*
- *New shelves needed, refurbishment of youth center.*
- *Public libraries are necessary for the public.*
- *There are no childrens DvDs. Libraries are a good resource.*
- *Location.*
- *As i'm just getting back into the library, they have everything we need in the one place. My little girl loves the library.*

- *The use of the internet/computer services lacks as it is frustrating when as a member of the community you wish to use something and a collection of students use it as a hangout and a noisy and disturb the peace.*
- *More hours.*
- *I visit the library at least once a fortnight. Excellent, but I think there should be a small charge for books etc (20c).*
- *Online services for library users.*
- *Keeping the IT Hub.*
- *It is a good facility for all (young and old).*
- *Regular user for reading and information link.*
- *Elibrary service.*
- *The young man there is rude and arrogant*
- *Just feedback we got from the kid and people using it*
- *It is a great facility to have available. Many young people use the computer service at the local library.*
- *What I have seen, it looks as though this facility is being used.*
- *Meets my family's needs*
- *Happy how they are.*
- *Libraries are in good condition and should remain where they are.*

Other specify community buildings comments

- *Taihape Library is overrun with kids and teenagers. a better book selection would be good also. Shift computers to another location.*
- *Things are fine as they are but I know much must be addressed regarding the new earthquake code.*
- *We do our own improvements to save RDC money.*
- *The ladies at the Council office are very obliging, a pleasure to deal with.*
- *Get a new survey company so that answers match the question. Very bad survey example.*
- *The important part is leaving the buildings as they are.*
- *I only use the Library*
- *I do not know what the future needs may be.*
- *How the costs of earthquake insurance are going to affect the facilities future use.*
- *The appearance and use of the facility.*
- *Affordability for users*
- *Exceeds the need for population. Taihape Library needs a good clean.*
- *Appeals they are kept as well as can be expected. Council staff polite.*
- *Poor location and identity - need to consolidate council offices and community buildings in one location - brand and promote.*
- *Personal observation.*
- *Can't really shift the buildings can you?*
- *The availability.*
- *I'm only familiar with Makahou Hall.*
- *Availability as required.*
- *Scruffy car parks.*
- *I have used some of the Council community buildings and feel that Bulls should have been consulted on the issue of the library being moved to the new supermarket site. I strongly disagree.*
- *All are easily accessible.*
- *We still need our rural halls.*
- *We only have knowledge of Marton office and the facilities in and around Marton.*
- *Better public toilets.*
- *The amount of use these buildings get I think they are OK.*

- *The upgrade of the Hunterville Town Hall*
- *They appear adequate for the population*
- *yes. question number 18.*
- *Far too many! in small rural towns - 10 in Hunterville district alone.*
- *Seems adequate.*
- *We get no money from Council for our rural hall, has been passed onto Duddings Trust.*
- *The smaller the town the less the Councils seem interested.*
- *I don't have much to do with them but I'm quite proud of them.*
- *Poor service.*
- *Availability and access by public.*
- *Reducing population.*
- *Low usage.*
- *Not a huge user of Halls etc personally but happy with what we have and how they are used.*
- *They get enough use to justify them.*
- *Usage and affordability.*
- *Council needs to take leadership role in earthquake strengthening or demolishing 19th century buildings.*
- *During the past 25 or 30 years we have paid rates to 3 different local authorities. The facilities that the Council represents portrays its lack of forward thinking and development.*
- *Improvements made.*
- *With a static population why spend more money?*
- *See my earlier comment regarding library staff.*
- *Usage.*
- *How neat, tidy and cared for they are.*
- *For the size of the Rangitikei I think things should just carry on as they are because the next 10 years things could change so be careful with rates expenditure.*
- *Bulls town hall and the additional upgrades.*
- *We don't need a new sports building in Taihape.*
- *What are they used for?*
- *Community buildings should be made available to community groups FREE OF CHARGE. Making small non-profit groups pay rent for buildings that are already built and maintained e.g. the Town Hall, for other activities is unfair.*
- *Rates are too high now. Don't want to suggest there is a need for more capital expenditure.*
- *Personal experience. The library / info centre is always busy and has expanded their computer services etc could do with more funding to expand this and book etc acquisition even more (and more staff!)*
- *It is good that the Council retained the Bulls community buildings in the current location.*
- *I feel the local council/community buildings are in good places of the town and are usable to every person*
- *Need to have one only, sell any others*
- *Discussing nobody cares about our town hall pp egress emergency lights. Heating lamps. Condition found when Taihape Drama Club did show*
- *Building of BP station and shopping area in Bulls.*
- *Public needs access to community buildings.*
- *Public accessibility and clear cut answers.*
- *We are doing up the Hunterville town hall and everyone is pleased with the progress.*
- *Nothing has been done about the heating in the Taihape Town Hall or the kitchen facilities.*
- *On outskirts of district so not relevant. Seem to just pay rates without any real access to anything*
- *Seating.*
- *Commercial kitchen at Memorial Hall.*
- *Consolidate what we have and perhaps transfer to local community groups.*
- *Observation*

- *I just wonder how 'cost effective' having a town hall in Taihape is. Does it pay its way? If not, why not? Is it because it is a 'health' hazard by poorly heated? Is it because the Council rental rates are too high? Perhaps there needs to be some transparency in this issue.*
- *We have a lot of community halls in our district and a lot of them get little or no use. Look after the ones that get used and sell off the ones that don't. Even if they are sold for not much, the maintenance costs will be a burden the Council should be happy to stop.*
- *Only use it when there is a fair on.*

Other specify community housing comments

- *That there are Council flats available to rent.*
- *Live in my own residence but friends living in Council housing seem happy with their lot.*
- *This survey is difficult due to rubbish answer areas. Please do it again properly.*
- *I've noticed a new pre-school opened up on Whanganui Road, Council flats look nice, noticed Maori Wardens have one in Wellington Road. If ratepayers are paying for it, how come it always seems to have a closed sign up?*
- *Pensioner flats in Bulls.*
- *Keeping them up as a most important factor.*
- *They always look well maintained.*
- *Appearance and use of facility.*
- *Define need for upgrades in Marton 'back streets'.*
- *Don't hear bad reports.*
- *The private sector has taken over the care of the elderly now days eg: Rymans and their facilities and staffing are excellent.*
- *We are ratepayers.*
- *In need of a serious up grade!!*
- *It's cheap.*
- *Observations.*
- *Comment from 20: They crossed out community housing and wrote 'Ratepayer Subsidised'.*
- *Maintenance level is great.*
- *Wasnt sure if this referred to state housing.*
- *Council lack eg listening to public opinion.*
- *What does the community need?*
- *Personal observation and talking to others 22/ Probably need more community houses etc.*
- *The fact that some of the Council flats are having the interiors decorated.*
- *The Council Community Housing still looks clean, tidy and well cared for.*
- *The majority of pensioners are close to supermarkets but other facilities like the library and inner township not very convenient especially without transport.*
- *Housing well placed for tenants, especially those who do not have reliable transport.*
- *Noticing the Council's efforts.*
- *Very good.*
- *We own our own property so are unable to comment*
- *Where does the Rents go redecoration and upgrades needed Maintenance needed paint!*
- *Need paint and modernization.*
- *Very good..*
- *Based on seeing them while driving.*
- *I have no knowledge of community housing.*
- *Haven't been in any to know.*
- *Word of mouth.*
- *Rentals more sort after due to it being harder to buy houses now.*

- *Expect increased demand for affordable community housing.*
- *Observation, usage.*
- *I have heard of Government housing schemes where first home buyers have assistance in purchasing their first homes from local Councils . . . brilliant idea!! People owning homes will instill a sense of pride and only help to serve the community.*
- *I've not been into these for a while.*
- *Things are going fine but should be looking at the bigger picture for our community.*
- *There is always room for improvement*
- *I own my own place*

Other specify public toilets comments

- *That they are not up to the standard of other towns.*
- *Bulls toilet (Mens) is disgusting, cold water tap only, no hand drying facilities at all.*
- *Marton toilets close early.*
- *A view that all towns must have top class public toilets.*
- *Cleanliness and access.*
- *Public toilets are a necessity.*
- *Having convenience of public toilets open early hours.*
- *There is only one block of toilets in a bad location. Should be open all hours.*
- *Only know the ones at our local camping ground. Nothing much one can do to them - use bore water so they will always have that smell about them. Caretaker keeps them clean.*
- *Not easy for visitors to find. Very basic.*
- *It's all good - not too sure about future but no reason as yet - unless we get a good shake all should be fine*
- *The provision of updated public toilets cannot come soon enough in Bulls.*
- *Location of new toilets.*
- *A disgrace for Bulls.*
- *Lack of toilets for aging population. Could do with more, not only in Rangitikei but all over the country.*
- *Guess if you live in a town you get to use them.*
- *Toilets should not have been moved.*
- *Some high standard of buildings and upkeep/cleaning.*
- *Needs a better location.*
- *Numbers and upkeep.*
- *Real comments of speakers at the Bulls Breakfast last spring.*
- *Having to pay \$17,000 each year for some public toilets in our town, not on! We had money to build our own!*
- *Again, there's opportunity to increase this service with the economic development of Bulls. The current set-up is good and can only get better.*
- *Good feedback.*
- *Comments from out of town visitors.*
- *The upkeep and presentation.*
- *You need to keep them in town Not at BP!!! When you move them to BP it will be worse!!!!!!*
- *Important to have access to these facilities.*
- *Not in Bull for question 26.*
- *No additional toilets have been constructed in Marton. Taihape toilets are still good, unsure about Bulls toilet.*
- *Council needs toilets on Northern Broadway.*
- *Council's lack of intent in ratepayer opinion.*
- *New toilets in Bulls.*

- *Our toilets get a hammering from tourists, we hardly ever use them but think ratepayers should get a small card to use them while tourists should have to pay.*
- *Better maintenance than last year.*
- *Cost.*
- *Not very accessible.*
- *Good.*
- *The slow 'Snail Like' process by Council staff to get anything finalised is a bit of a pain.*
- *Location. Too far away from the shops also they are gross. Dark, cold wet and not nice to take children into.*
- *Don't live in Marton.*
- *Need new ones in Bulls.*
- *Encourage shops & cafes to provide toilets for public*
- *New toilets in new shopping area and BP petrol station in Bulls.*
- *As we seem to be having more events in Marton or people walking into town the lack of public toilets in serving? and locations should be scattered throughout.*
- *What I've seen and used seem ok.*
- *New toilets opening soon in Bulls.*
- *Basic.*
- *Shoddy painting of facilities.*
- *Its location is good.*
- *I don't think the public toilets should move. I think they service the whole town in their current position.*
- *Only travellers use public toilets*
- *The toilets are used by many people who are travelling. They need to be kept up to scratch for the town to maintain a good image.*

Appendix 3: Additional Comments

The comments below are provided verbatim and were collected at the end of the survey as an open ended response.

Rates too high / have increased too much

- *Fortunately Koitiata residents are generally resilient and self reliant and have resolved to the fact that we are unlikely to ever be given more Council support. RDC promises a lot yet delivers nothing apart from rate increases to fund other areas. I would be very interested to see just how much the Council has actually spent on Koitiata over the past ten years against the rates it collects. Your failed Rapaki Street sewerage/wastewater system has STILL not been signed off and pollutes our beach.*
- *I strongly feel our rates are exorbitant as we have no extra like putting out newspapers etc. I live in a small unit and pay \$600 a quarter, I am a pensioner and have to go without to afford my rates payments. Every time we receive our bill they have gone up. People are just walking away and the Rangitikei is suffering because of those huge rates.*
- *Would just like to say after the big rate increase 2 years ago I am struggling to meet the amount each year. Please keep that in mind when spending money that people are struggling in these economic times. Thank you.*
- *Rates are way to high considering nothing has changed for the better in this town. No wonder so many houses are on the market, we are thinking of doing the same as rates are a lot cheaper in nicer towns.*
- *Taihape's declining population and unaffordable rates are combining to ensure Taihape's decline.*
- *In the 12 years that I lived in Marton the District Rates on my property have constantly increased from approx. \$700 in 2002 right up to & more than \$2300 & the only time I ever saw a councillor was when my property has been flooded during heavy rains & again just last year when Council finally decided to replace my old driveway with a new replacement driveway that now lets excess water to get away & this no longer floods my property, apart from this I never see anyone from Council.*
- *Rangitikei District Council comes across as a 'Gliding on' 1960's job for life environment. Not focused on customer/rate payer. Need to get real. Modernize and focused. Non existent historical property records appear to be tip of iceberg. Expensive rates compared to previous District council. Does not deliver improved service!*
- *The only Council funded facility I use is the Library. I have many concerns about how the Rates are utilised and concern about Rate increases. I recently had a bad fall on the footpath in Bond Street. Water quality is an ongoing concern I know but I note it here. Thank you for your survey.*
- *The rates are too high, but guess that is a fact of life and we can't do much about it.:-{*

- *Our rates go up and up but services get no better really. The only people that benefit are the councillors and Horizons Council. Water is way too expensive. Contractors overcharge for services as well.*
- *I think the rates we pay in Bulls are too high for lack facilities we have, the tracks & walks are run down, roads are not well maintained, trying to walk to town has no pedestrians (only around the school), no bike parks or lanes, and when we call for information or concerns we are often told that it's our problem or the Council can't help, no pools, the Council's focus e.g. info centre, library and doesn't reflect the people's needs in this town.*
- *Typical of all Councils - squeeze more out of the ratepayers.*
- *The rates I pay in Taihape are a rip off. I can pay the same in a big city and get more. That's why small towns are dying. It's the reason we are moving to a bigger city. Small rural towns - living in Rangitikei is a very expensive way to live.*
- *The cost to rate payers is of utmost concern and level of service that this rates income delivers. Wonder why this document isn't being analysed in the Rangitikei.*
- *I believe that RDC rates are expensive for what residents get. Services such as the mobile library are expensive to run and not all residents use them. Also paying to maintain old buildings such as the Bulls Library is pointless if the service can be provided cheaper in the new development site on Bridge Street. Road works are being done at the correct level in my opinion; the roads that need work are being repaired.*
- *Why are my rates as high as someone living in Wellington? It's time we merged.*
- *Not making the country rate payers pay for things they don't use like Rubbish Collection etc. I have to pay for my own wheelie bin it should be user pays like in the old days.*
- *Rates increases exceed CPI but are not providing value. This must be addressed. I very nearly moved to Palmerston North this year, in part due to excessive rates. I am a home owner and a landlord. Rates are stopping people from moving to this region. We need cost control urgently. Rates are cheaper in both Palmerston North and Wanganui than here. My brother has cheaper rates in Christchurch.*
- *Rates are going up!*
- *Rates not used economically and don't get value for money.*
- *Our rates are far too high. Too many employees - too much health and safety and political correctness. I help elect a council to know what is going on and to make the right decisions on my behalf. Not to constantly put things up for public decision/ input etc. Remember Maggie Thatcher and the riots against her proposed poll tax. We need to do something like that here and the sooner the better. As Mike Moore once said 'councils should stick to their knitting'.*

- *Rates for lifestyle blocks disproportionately set based on land value & resources not used i.e. sewage, water etc. The Council need to realign with like councils e.g. Manawatu/Feilding? Buying land more attractive due to lower rates. To make Rangitikei more attractive/encourage more tenants & potential farmers, realign rate please. Rates are actually one of the reasons personnel are leaving, moving to Feilding etc. this is through workplace discussions, sandblast/water blast pavement in Bulls????*
- *Stop putting rate up.*
- *Rates are very high for us (10K+) and roading is the only direct services we receive yet local roading conditions have reduced over time. We feel we fund services in towns (Taihape & Marton etc.) at the expense of our roads*
- *Lower rates! We are paying far too much and get so little in return.*
- *The rates are outrageous.*
- *In general Council provides fairly good services, but the rates are high. We pay more than we did in Palmerston North - and don't have any water, sewage or rubbish service. Council needs to better use the rates we pay!*
- *Drop rates!*
- *Over charged on rates for water and septic tank. It users pays = not this case. Council have heads in sand.*
- *I would like the Council to drop our rates. I feel as we don't get our moneys worth.*
- *I think the rates are far too expensive for one person compared with several people living in a property.*
- *In my opinion the rates are for to high and the community is not getting value for money . The council is getting more than enough funds to complete the various projects that need to be done. To keep raising the rates shows just how incompetent the council has been and in the long run, will kill the town. In short, the rates are deterring people from settling in Marton. I think that this council is short sighted and has Little regard for those on fixed or low income (see original for more*
- *Paying such high rates, water rates, horizon rates etc. Not much seems to have improved.*
- *Rates are getting quite high bring a pensioner, the rates rebate is a good idea but still a struggle.*

Council doing a good job/easy to deal with

- *I think the council is doing a good job with the limited resources available.*
- *Generally speaking council and staff do a good job. Road and park maintenance is good. Any complaints or queries are dealt with courteously and quickly. Some urban roads edges could be better maintained.*

Each time contractor is changed the ground rules seem to change also. Long and untidy grass is not a good look. Hacking of trees on road edges could be done much better- with use of proper equipment. In 2014 we should not have to slash trees or split trunks!

- *Better due to new CEO. I am still hearing a number of very negative comments about one staff member who is consistently unhelpful & unco-operative. Other staff members I have had dealings with have been pleasant & helpful.*
- *The council seems to be carrying out its functions satisfactorily from my point of view.*
- *I am really happy with the Rangitikei council's services, particularly in Bulls and Marton. Thank you.*
- *Council staff in the Marton office are extremely helpful and professional and a pleasure to deal with. I would like to understand how paying rates benefit? ... Seem to be paying a heap to not a lot.*
- *I feel that the Council do a good job with the money they have available.*
- *Doing a great job overall. Pat on the back to all. We are just a small couple of towns so well done.*
- *I had 'one' complaint to the council this year, and thought it would be brushed aside, but it wasn't, they chased up the issue. I was happy they did thanks council. Matt Sinclair*
- *New Mayor and council, see what happens.*
- *Great to see the new move (?) out and about in the community and keeping all informed to what's happening in the district. Keep up the good work Andy and good luck for the next year.*
- *Overall the Council is doing a good job*
- *Marton is clean, friendly and very easy to get around.*
- *Taihape always looks clean and tidy. Great to see the footpaths being repaired. Thanks.*
- *Councils communication in general is about the same but improving greatly, well done.*
- *Information Centre is a credit to town. Always cheerful, willing, informative 7 days a week! Lights are often left on in daytime in Hautapu Street, why? Rubbish - why not mentioned in survey - big topic. We live within 1km of Taihape township but do not have bin pickup?*
- *Living as I do on the edge of the Rangitikei boundary, I have little close contact with mainstream area. I think Council communicates as well as it can, and overall performance is very very good!*

Remarks about survey

- *Please do this properly, or your result will mean nothing.*
- *This is a strange survey and covers nothing that as a ratepayer I am interested in.*
- *This is the same survey as last year except 2014 not 2013. How much is Versus research being paid and what is the outcome? A reply is asked for. What paper is it published in and who won the iPad? How about a survey about the people who live in the country??*
- *Poorly worded questions in this survey. The last question of each section as it asks for 1 single most important factor when in most questions there is a raft of answers. With more detail RDC would see what they are doing right or wrong and have information for future planning.*
- *I found the survey questions valuable.*
- *This survey could be better written by changing the words in the final question in each set to include answers other than 'worse than, better than, same' etc. If you want to know whether we think the future provision is adequate it would be better to ask that question rather than the obscure way it is written here.*
- *The answer section of this survey could have been re-worded with a Yes or No in many sections and maybe the actual questions are repeated too much. We are only commenting on the Marton area where we live!!*
- *I do not why this survey is sent. The council has not been in office for a year. To me it's a waste of ratepayer's money. Nothing happens overnight, so how can we as ratepayers give a worthwhile view of the Council's provisions to the commentary . One more thing, the envelope is prepaid and why not the stamp as well therefore it's not prepaid!*
- *The survey should have been directed at exclusively the farmer e.g. Bulls Marton Taihape and then the rural areas that often get their reviews from the cities.*
- *I feel the questionnaire could have been better rating from 1 to 10 as mostly not many achieve a 10. Rating worse same or better to my way of thinking did not give me the chance to rate the questions fairly.*
- *I feel this survey as worded would not convey much useful information to the council.*
- *Nothing questioned appears to have changed within the past 24 months Apart from the library I have little contact or use of the other Council services at present*
- *I consider this questionnaire a waste of ratepayers' money as very few people use all facilities and any changes are barely noticeable.*

- *Who completed this piece of nonsense, ask the questions that matter. Community safety. Civil Defence. Provision of Services.*
- *Why do we have well paid senior staff living outside the District, thereby not contributing to the wellbeing of the community or the organisations within it? Condition of employment should be to live in the District - then we might know who they are 2/ what were the results of the last survey? Is this just another waste of ratepayers' money?*
- *This survey appears to be designed for a 'pat in the back' for Council. The Council once upon a time met with the committee at times which enable people to attend. Gone are those days! The CEO should take lessons in simple arithmetic*
- *Waste of ratepayers' money sending this to me. LOL cheers.*
- *Survey waste of public money.*
- *I enjoyed doing this survey.*
- *In your answering section I would have preferred: good - bad - needs improvement.*
- *Some of these questions were worded funny and did not make sense. More work needs to be done on local swimming pool to get the best use out of it - heating so very important especially for our little people.*
- *How about some relevant quesitons like: how the hell are we suposed to pay \$2,200 in rates when wages haven't increased? Theiving bastards!*
- *Why was my wife - who is a joint owner and therefore a joint ratepayer - not invited to complete a survey?*
- *Its great that council does a survey however this one doesn't give much option for response, especially if you weren't here last year to compare.Maybe a rating system for each area (1-5) would be better then the survey can be compared with last year's results.Maybe also questions covering more of Council's role e.g bldg/reg/customer service/& info centre then it provides more value for \$\$ and more usable data. Bulls info is dull, pokey, shabby should be vibrant. see orginal for full.*

Footpaths more accessible and tidier

- *Council might request residents to trim back overhanging trees and shrubs in residential street footpaths.*
- *Footpaths in taihape are appalling, water leaks are not repaired quickly i.e. in drought conditions.*
- *I find the footpaths very rough for my scooter, especially when going from the footpath to the road & back again*

- *The Council needs to take a long look as to the needs of the elderly. Some footpaths do not have easy access for mobility scooters. There needs to be traffic lights on the main intersection of State Highway 1 and 3 in Bulls.*
- *Would like to see less footpath obstruction from businesses using the footpaths for advertising signage, machinery, displays and also outdoor eating facilities on the footpath.*
- *All overhanging trees should be trimmed back at least 1 metre from side of road including all rural roads. So stock trucks don't have to cross centre line to avoid breaking mirrors & knocking their crates. When people relocate homes part of the consent should be fully fenced with concrete drive. Houses relocated in King Street degrade the area. Not a good look for the town.*
- *I consider myself to be in a very good position to observe Council expenditure (ultimately our rates) as I have recently sold my business after 26 yrs located on the main street. As well as residential I see the overall picture for better or worse over these years. Roading in the Council is unsafe and in places dangerous and request not acted on. Water leaks, Taihape Cemetery disgrace. Main Street uninviting. Contracts not followed up on. Main Street footpath upgrades still a mess (see full survey).*
- *Would like to see road frontage mowed where owners are absent or unable to care for themselves. Also over grown sections tided and rubbish removed. Unsightly dumping of old vehicles etc. from farm along tourist routes highways.*
- *We appreciate the Pukeko Street footpath improvement after our 23 years of residence. Great job done but could have been done 30 years ago for the benefit of our pushchairs. Have given up on 20 years waiting and numerous contacts with Council regarding storm water drainage.*
- *86 years old. My wife had a bad fall walking along Maunder Street, footpath uneven. Damaged left knee and back.*
- *I walk a lot around Marton and still have a problem with vegetation growing over footpaths i.e. trees agapanthus and hedges Also trees blocking corners for vehicles (cannot see) for us one on corner Beavan & Wellington Rd, Cuba and Blackwell.*
- *As a disability scooter user, crossing the road anywhere is hazardous & some spots from road to footpath are quite difficult to manoeuvre, can almost tip someone onto the ground!*
- *84 years old. Just one thing I use a mobility scooter and notice many pot holes that can cause major damage at the Centennial Mall Car Park, maybe the Council can look at fixing this before an accident does happen.*
- *Something has got to be done about the Taihape footpaths. The township's footpaths are dangerous. Many many people have slipped or fallen on the Main street. Myself included. (I am still suffering the effects of fall in October) No one seems to care about the state of the footpaths.*

- *Trees etc overhanging footpaths are a big problem. A friend of mine got smacked in the face by a branch a week ago. Not a good advert for Marton.*
- *Possible to havr long rank grass and weeds cleaned from Ongo Road just past S + Js Church on left towards town boundary, ? possible to have community involvement.*
- *I would like to see Council take a more pro-active part in the cutting back of vegetation overhanging of footpath! Also clearing debris from sump grates (who-ever has the contract).*
- *We once had a strict policy on gorse eradication, this has been let go, Council owned is also infested and an effort should be made to clear it. The loading and unloading of livestock on the roadside should be looked at, truck and trailors completely block the road, someone will be killed if this continues to happen.*
- *Some crossing from footpath to road over the gutters could be made smoother for prams and scooters in towns.*
- *Encroaching plants, weeds, trees, etc on footpaths needs policing. In some areas one has to walk off the footpaths provided.*

Rural and town road need to be better maintained / poor lighting

- *Would like to know who does the road maintenance of the Domain Road in Bulls as it is full of pot holes and the hemlock growing does not allow a clear view of oncoming cars.*
- *Sporting facilities are depreciating. Need an ongoing programme to extend sealing of rural roads. E.g. Pukeokahu School to Mangaohae Bridge needs a few k's done each year.*
- *Good to see work on Lower High Street being done, it would be even better if the curbing was finished from Taumaihi Street to 50k crossing school bus pick up area - many trucks 50 ton loads use this road and Taumaihi Street.*
- *Overall I think Council does well. Roading has been a problem; need to look to the future more.*
- *Council facilities need to be provided for the community. Communication to the residents is a must. Maintenance is a must (roads, especially rural roads - as natural disasters happen). Ratepayers pay very high rates now so these services need to be provided.*
- *Patch after patch we get sick of it. This is just a waste of our money sending this out, you do what you like anyway. You really need people that know how to fix and make good roads.*
- *I consider myself to be in a very good position to observe Council expenditure (ultimately our rates) as I have recently sold my business after 26yrs located on the main street. As well as residential I see the overall picture for better or worse over these years. Roading in the Council is unsafe and in places dangerous and request not acted on. Water leaks, Taihape Cemetery disgrace. Main Street uninviting. Contracts not followed up on. Main Street footpath upgrades still a mess (see full survey)*

- *Grader needs to be used on metal roads. Why waste money on these surveys. How much did this cost by the way?? The man you sent this survey to has been deceased almost 2 yrs. daughter filled out this wasted space for her Mother.*
- *I find the roads to Wanganui and Palmerston North very good but have no reason to drive re country roads very often. Marton streets very bumpy after recent work laying new pipes and/or power cables.*
- *I think Bond Street/Calico Line/Broadway roading corner needs to be fixed. It is a heavy traffic route, a main by pass for many out of towners and locals and the state of the road is very poor. It is a 'front door' of the town.*
- *Whose responsibility is the car park - access - Centennial Dairy - the potholes are a disgrace someone needs to man up and fix those potholes before one of our senior citizens falls and gets hurt. What an eyesore great AD - Rangitikei the HUB*
- *Roads worse than last year. Appears to be more rubbish being dumped on country roads that doesn't get cleaned up,*
- *Doing a good job. I will be living in Bulls shortly , dead against the library being shifted, handy to chemist & doctors think if things are shifted to Bridge St High St will die, if the traveling public stop in Bridge St .I am a volunteer at the Bulls museum & get a lot of comments about things & some High St business people I think Council should note what happened in P/Nth i.e. Broadway & Plaza. I am not against change urge Council to be careful going against majority of Bulls people.*
- *The roads are a major issue; it is our biggest spend as ratepayers and I think it can be done better. I have told local Councillors this. Bring back rural woolshed meetings to keep ratepayer and Council employees on the same page.*
- *Rural roads: The day lighting of Gorge road Omatane, carried out in Feb '14 has caused mature native trees to be butchered. Delon's has not been properly cleaned up. Someone needs to come back with a chainsaw and cut the butchered remains of all the trees down to the ground. I cannot believe that the council could have left such a mess and butchered trees so badly. Unbelievable! More of this statement on the original.*
- *Our population is going down but visitor numbers seem to be going up. The roads and town are often clogged in holiday times. There are not enough safe crossings over the main street or parking places, and more info could be available to visitors and facilities to cater to them. Providing a balance between needs of residents & visitors is important.*
- *Having private companies doing road maintenance work is not good because they are only doing what they have to do so they can save money to pay their shareholders.*

- *It's time the Rangitikei District Council realised that 'The Junction' area is part of RDC and that money needs to be spent on this side of town. We pay rates (very high) too. Drains are not cleaned, pavements cracked, berms outside empty properties covered in long grass, the list goes on.*
- *Taking too long to tar seal the roads during maintenance.*
- *I feel that street lighting is only barely adequate and needs improvement. We need a decent children's playground and some footpaths need improving.*
- *I would like to see brighter lighting during the night as currently the streets are over shadowed which concerns me about the safety of residents and drivers in the Rangitikei.*
- *Our greatest concerns are very high rates that are becoming more unaffordable , and high dog registration fees that have increased significantly in four years we lived here. Our house is now up for sale, the above two factors being the biggest reasons, for wanting to sell and leave the district.*
- *They need to do more tar-seal on country roads. The cost of having them graded and putting gravel on to just get washed down the drains is surely an ongoing cost. Once more roads were tar-sealed this would only be a one off initial cost.*
- *Marton, Taihape, Hunterville, Main highway north and south as well as the entry to Calico Line. Also other entries a little further on south. Also coming from Wanganui (west) we have entries from north, south, east and west but not indicated very well.*
- *In general I feel that Taihape offers me most of what I require. As a rural person I sometimes have issues with the road but generally speaking they seem to be services regularly. I enjoy passing through other RDC communities and feel that they are all maintained.*

Problems with water pipes / drainage, wastewater or sewerage systems

- *As I live at no 5 Wilson Street I don't have any storm drainage and I am being charged too much, storm drainage is on the other side of the street not mine and I am being charged too much.*
- *Main water pipe from treatment plant into Marton is a non-event still leaking and wasting water, when will new pipe be installed? Paying rates for waste water when in the rural sector we use septic tanks. Paying rates for rubbish collection when we don't have one.*
- *Maintain a good level for our budget. It is good to see the water leaks and drains are being kept up to date (fixed and clear) in west Taihape. Keep it up. There appears no movement can we have some publicity that all is ok - positive news to clear this negative image. Gary Thomas.*
- *Can the Council come and fix the water leak in the middle of my road???*

- *While I have marked a status quo for most questions there are more contentious questions that should be dealt with - rates, small Council studies, strengthen the small councils by not amalgamation but by buying rights & help from each other. Water problems for small communities, also funding for sewerage, presenting a case to Govts, for more help for small Councils etc.*
- *As a resident of the Rangitikei, I believe this is a unique area to raise a family and my wife and I enjoy doing so. We live in Waimutu Road and don't receive, public refuse collection, water and of course are not on storm water, wastewater or solid waste systems yet still pay for these facilities. Is there a reason for this?? We are pleased to be living in this area & plan to do so for many years & believe the Council is doing a good job of up keeping in the area.*
- *Scrap the Public Good rate. Meter all urban water users. Don't allow wind farm in North Rangitikei *didn't get this in time to have it back by the due date. Delivered last Friday due in today (Monday).*
- *It's time the Rangitikei District Council realised that 'The Junction' area is part of RDC and that money needs to be spent on this side of town. We pay rates (very high) too. Drains are not cleaned, pavements cracked, berms outside empty properties covered in long grass, the list goes.*
- *Use money for basics to live water, sewage, and drainage. Schools and public services. Bulls area requires basic facilities maintained. Don't think money should be spent on beautification. Town area is fine as it is.*
- *I hope the Council is working on better drainage and a better outlet drain to let water getaway quicker. Area: 139 High Street Bulls where it sometimes floods my section and over the road. Thank you.*
- *Although it is hard - more effort needs to be put into colour for our gardens. Spring bulbs flower very effectively in Taihape and it makes me very cross to see what is done in Marton compared with Taihape (i.e: the tulip beds). It is a credit to the staff who care for our cemetery. The waste transfer station hours are ridiculous and the price is far too much. You can't even take a Council rubbish bag there without paying again.*

Better communication needed/Ratepayers should be consulted

- *Council should have conferred earlier with Bulls residents regarding stumping the guts out of main street to transfer to Wallace investments where we (residents) would be hostages to the owners in? With ever increasing costs and nothing to show for them. BAD DECISION VERY BAD.*
- *If problems are made known to Council desk it can take 2 to 3 visits to action and then the channels seem to be long.*
- *I personally believe Rangitikei Council need to listen to the people of Bulls and not going ahead without ratepayers having a voice first and listening too. With the new shopping centre - very good example last year and no communication to the Bulls residents -PLEASE LISTEN to the Bulls people first - WE LIVE HERE!!! Thank you.*

- *Council facilities need to be provided for the community. Communication to the residents is a must. Maintenance is a must (roads, especially rural roads - as a natural disaster happens). Ratepayers pay very high rates now so these services need to be provided.*
- *Council communication stinks and so does our shit pond.*
- *Keeps communication going? Tell Government to pull their heads in. I don't like paying taxes for them to do things then having to pay rates for the Council to do the same job because they passed the job onto the Council. Don't fix what is not broke!*
- *Bulls people do not overall get a recognised hearing to our suggestions or options but are near railroaded by out of towners with limited knowledge of our needs & desires. This will no doubt be discarded as usual.*
- *There's always room for improvement with Council communication with residents. Time to get your head out of your arse and take a close look at what is happening around the Rangitikei District and spend the rate payers money more wisely - e.g.: we don't need the paper survey shit sent in the mail! Get out on the street and talk to the people of Rangitikei. Can it be advertised in District Monitor/Rangitikei Mail the total cost of this survey?*
- *Regarding Council communication: very poor, particularly regarding the huge rates increase a couple of years ago (mine up by almost 6%!) The number of trucks and other heavy vehicles utilising Taumaihi Street Bulls is ridiculous. There are a lot of children etc. in this area and those heavy vehicles only use this road due to poor traffic management on major roads in area.*
- *Residents could be notified, to keep trees trimmed back over footpaths; I have had my glasses knocked off. Stronger measures needed to stop dogs fouling our footpaths.*
- *As a ratepayer we feel we are not informed enough about what the Council are doing for the community, and we feel that the community has become a dormant state where there is no progress in helping the youth of this town.*
- *An example of R.D.C's arrogant & irresponsible attitude to ratepayers. In Koitiata there have been boundary issues going back 30 years. Six months ago the council agreed to resurvey 6-7 properties at no expense to those concerned. Nothing to date has happened. Two property owners concerned are critically ill and need to sell. Because of inaccurate surveying they cannot sell. Although residents concerned have tried to communicate with R.D.C, messages have been ignored. I am not one of them.*
- *Making a decision with ratepayers will never be easy! Out local Bulls town is finally starting to go ahead - new B/P and development on Bridge Street is great! Council needs to encourage development with business in Bulls, make it happen. For expansion to occur and rateable income will grow for the Council with expansion. Look after State Highway 1 it is the main artery for Bulls, work pro-actively with Roding NZ! Cheers.*
- *I think the council needs to communicate better with residents & ratepayers. Nothing flash or expensive just clear communication which was lacking re Bulls development. In general I am happy with the Council*

facilities. I feel they do a good job (in tough times) & the district looks tidy & well cared for. The library is important & they care well for that, again a special & important asset for tough times.

- *Very much would like be consulted by Council about borrowing more money for services.*
- *Council needs to demonstrate better value for money on investment. Services to small sections of the community shouldn't take priority.*
- *The building inspector Derek Dykstra from RDC has been excellent in understanding our needs with the extension of our house. Very helpful, nice guy. An extension was given to Meridian Energy for consent to build a wind farm known as project Central Wind near Taihape without any consultation with the public that I know of. This is a bad decision for RDC as many people in our community continue to oppose this project.*
- *Obviously there has been some communication between the Council and the developers of the new complex in Bulls without the ratepayers knowledge. This makes Council appear mis-trustful.*
- *Communication could be far better. As a rural person I object to paying for facilities I never use i.e. Town water/sewerage. We have to pay for our own already. Why should we have to contribute to town services as well?*
- *Councils communication in general is about the same but improving greatly, well done.*
- *Communication worse than last year in my case. What a waste of paper.*
- *Pick up with the communications with residents about the uptake of front lawns.*
- *The only issue raised with Council staff resulted in a long and frustrating bout of phone calls which to date has resolved nothing - I won't be holding my breath.*

Town needs cleaning up

- *Memorial Park Taihape is a disgrace to the community, it needs cleaning up, and contractors work in the area and leave rubbish and left over material everywhere. Maintenance on most of the buildings is non-existent. The entrance by the bowling green is a shocking roadway full of potholes etc. Contractors dump rubbish = Tree Trimmings & tree mulch in this area to avoid dump charges. This area needs fencing off and locking as members of public park and dump bottles and McDonalds and KFC SHIT.*
- *The entrance sign to Marton on Wellington Road is broken and grubby and has been for years. In spite of a council reminder early this year no action has been taken.*
- *Signage at Bluegum corner initiating travellers to Marton.*

- *I think Marton is a neat and tidy little town and well maintained in all aspects. Properties that have cars parked all around the houses and sections as well as along the street are an eyesore and should not be allowed. It is unsightly to neighbours and passers-by and is a definite devaluation to nearby properties. Unsightly litter and general untidiness across the front of the house as in 37 Wanganui Road, could the Council be strict with these people.*
- *Property owners, community groups & children (schools) should be encouraged to keep street frontages, rd. /sides clean, trimmed, and free of rubbish. Entry into Marton looks run down. First impressions count, Pride in our town should be promoted. Too many dead cars in back yards, view from train not good. Back of main street buildings shabby. Tute stream dumping by many residents, this eventually ends up polluting Scotts Ferry, coast & sea. Toxic spray has been used on Rd sides killing owners plants while intersections not.*
- *Marton needs help from the council, it is dying. The shops are in need of help, there is no appeal to draw anyone in, the signs for the town are damaged and look terrible. Something needs to be done soon or everyone will suffer.*
- *Taihape seems to be the forgotten town in the Rangitikei district e.g. dirty streets etc. Head office (Marton) doesn't seem to give a dam. Very long grass Hautapu Street unsightly and fire hazard.*
- *As I've walked the streets of Marton for exercise, there appear to be parts of the town where several house are in shockingly poor condition and seen mostly to have tenants or owners living in them. I find this a sad reflection on our communities, when there are so many wealthy families living in mansions. Does the council have any conscience/responsibility here to encourage landlords/owners to at least make them warm and safe? If not why not!*
- *Would like to see road frontage mowed where owners are absent or unable to care for themselves. Also over grown sections tidied and rubbish removed. Unsightly dumping of old vehicles etc. from farm along tourist routes highways.*
- *The main street is looking a little tired - baskets and gardening well. Publicity should be promoted in Auckland - marketing of the housing available and central position to facilities - great place to retire to or for families - fantastic primary schools and Rangitikei College is the best.*
- *We would like to see Council clean up the domain in Turakina beach, mow the lawns down the far back to the left and stop housing smelly chickens on council land. That matter makes one wonder about health issues that the council is allowing to go on.*
- *The state of the public toilets on Lower High Street is absolutely disgusting. Something really needs to be done.*
- *Please deal with Graffiti swiftly or else it just grows worse and worse makes town look bad. Sunflowers look amazing biggest impact of anything in town really great well done.*
- *Marton looks run down, old buildings in Main Street, roundabouts look like they come out of the 70s.*

- *For the amount of rates payable - town needs to be cleaned and maintained - footpaths, roads, etc. Council needs to work with the community to give Bulls some incentive as we are in fact the 'Gateway' to the Rangitikei (southern).*
- *The smaller parks are forgot. And are often left with long grass. There is a sheet of tin that has fallen down from the fence at the Marton PArk that has been there for at least 6 months. No one repairs it. How good is that for health and safety.*
- *The Rangitikei has many old buildings in the towns. They need to be spruced up to give the town a good image. People will remember this and will especially remember bright, clean rest rooms.*

Other comments

- *That the transfer trucks that go on Pukepapa Road be made to slow down or use another road in the rural area.*
- *I think my area is quieter with the 70km signs but I don't understand why we don't have any engine brake signs. I notice Nga Tawa Road has them for half a dozen farm houses, and Crofton is built up and close to the road.*
- *The vehicles running to Wanganui with one person. A mini bus would be a good cost saver. Some of the department leaders do not live in the town so don't feel the pulse of the town. Some of the contractors come from out of town when our own are left on the side line and means money out of town.*
- *There are some vacant houses and sections which have been left abandoned, the grass is overgrown and could be a fire risk, need to get on to the owners of these properties here in Marton and get them to be responsible, after all we are all ratepayers and some of us have our homes next door to these places.*
- *Please note if the grass verge is not even then it is difficult to mow and does not look good when it is mowed.*
- *Marton pool weekend opening hours - open earlier Marton Pool season pass would be better.*
- *We have a wonderful community that is growing older and older. We need modern attractive facilities to attract younger families to live here. With the Air Force finding a huge percentage of their people preferring to live in Palmerston North and Feilding, lifestyle blocks etc. we are losing the youth. We need to be pulled, kicking and screaming if necessary into the 21st century.*
- *Don't have much to do with town.*
- *I think Marton is a neat and tidy little town and well maintained in all aspects. Properties that have cars parked all around the houses and sections as well as along the street are an eyesore and should not be*

allowed. It is unsightly to neighbours and passers-by and is a definite devaluation to nearby properties. Unsightly litter and general untidiness across the front of the house as in 37 Wanganui Road, could the Council be strict with these people?

- *A notice board on the White Hart corner near Captain Cook - 98 year old.*
- *We definitely need to promote Marton, its schools, its close proximity to Wanganui and Palmerston North, easy life-style. Encourage New Zealanders to consider country life instead of over populating the big cities. Marton is a great little town which we do not want to see decline into a ghost town. Encourage other industries here.*
- *It would be great if there were some doggie poo disposal bins in the local parks.*
- *I do wonder why I see so many brand new mitzi double cabs with one person in them - seems a waste. Also I think the tender process for the vehicles when it comes around should be more open to the community - whose funds after all are being used. The mitzi franchise is winning twice from the information I have.*
- *In comparison to other districts the rates need re-evaluating and reduced to become more affordable for the property owner.*
- *The location of swimming pools, halls, housing and parks are not relocated easily. Stop asking stupid question whether there location is better, the same or worse than last year.*
- *Currently a new town plan is being developed. Let's hope Council will find a way to link the present shopping area with the Wallace Development. Divert south bound traffic down Criterion Street.*
- *Disappointed in some decisions made by Council concerning new development. Not enough thought has originally been put into the best for Bulls - townships residents*
- *If possible move the toilets in Marton to the little park by the bus stop; it will be more visible for both potential users & possible youth damage. Re locate the library to premises more able to deliver a quiet environment as well as internet access/gaming for the young & child plays for storytelling etc. Although rates have increased there is no visible 'wow' factor or facility in Marton - we are not improving but rather maintain old facilities unlike Feilding or Wellington.*
- *Reinforcing the alcohol ban in Main Street, Kokaho, Kuku, Huia and Wren Streets.*
- *Something needs to be done about the over growth in waterways adjacent to properties in town.*
- *Too much money spent on red tape from central Government. B. Stick to core services i.e. water, roading, sewage. C. Amalgamate water, roading etc. with other councils. D. Rather live in Rangitikei than Auckland! THANKS*

- *As Bulls is on the main road its public toilets are of greater importance than Marton's. As are implementing of aesthetic rules i.e. removal of shop signage when a business closes. Bulls are the front window of Rangitikei. Cost/benefit of this survey is compromised by oversimplification i.e. questions not relevant to answers provided.*
- *As a rural ratepayer this survey just reinforces how much we don't get to use. Not sure how much we subsidise but feel need to keep looking at 'user pays' options as we cant keep loading up farmers rates (based on CV's) to pay for nice to haves.*
- *A good council Keep a good budget paying rates in a bad storms, droughts low prices can be really difficult like being unemployed.*
- *I am quite proud of our town in spite of not being that involved in public affairs.*
- *Overall the Council has let us down year after year each blaming previous councils and doing very little to improve the town, or towns not encouraging employment prospects by forcing people like myself to pay for amenities they don't use No insight to change the town from an impoverished back water to something we could be proud off and not question flagrant waste of ratepayers money. Been here since we didn't have a full time paid Mayor and hangers on.*
- *I do not think the Bulls Bus Stop or the libraries should be moved.*
- *Having moved from Wellington to Marton 19 years ago I have seen the town continually going backwards and find there to be miniscule forward thinking in this town - In fact it was like stepping back some 25-30 years in time. However as I am outside the town boundary I am able to isolate from that backward thinking. When talking to Martonians about this they have no idea what I am saying. Far too sheltered from reality.*
- *It would be great if the Marton Pool could be open all year round.*
- *The RDC is lacking population and therefore requires existing ratepayers to pay more in rates. There can only be one answer, it must amalgamate and while the rates may stay the same staffing costs may reduce enabling capital improvements. Staff living outside of the district is not a look as it is seen as our rates are too dear for them to live here? Amalgamation should be seen as a priority - the sooner the better!*
- *The council needs to take on Central government and reduce the amount of crap and compliance. Equalisation on these is stifling in small communities.*
- *The Council are repairing my intersection concern thanks.*
- *Re toilets in Bulls - we get asked everyday where they are. If toilets are re-located to the new complex no one will bother to stop in High Street (this is passing traffic - who stop for petrol, coffee and toilet). We need toilets in High Street. Opposite the RSA would be a good place.*

- *Don't be getting into bed with developers, we have the hand in our town, build our own. Use your local tradesmen to do some of the work!*
- *Not a lot of changes made in these areas.*
- *Being a rural dweller cuts out the use of swimming pools and libraries. We can use them but don't due to the distance to travel.*
- *More dog control needed.*
- *Council do not look after Bulls' assets.*
- *Wilson Park seems to be used a lot by families. It would be an advantage to have a public toilet for children to use while playing on the equipment (Slides, swing etc.) At the moment the children have to go to the toilet behind a tree at short notice to avoid an accident. Not ideal.*
- *Feilding looks like a beautiful well-maintained town; the streets are appealing, they're attractive and the playgrounds for children are amazing. (I wonder how they can maintain this image.) And why we can't?*
- *Kerbside recycling would be fantastic The Rahway 'Kerb' needs tidying up specially the corner of Pukepapa Road & Russell Street. The trees along Pukepapa road need maintaining. The parks, fields & playgrounds & swimming pool are great. The main street is looking tidy and pretty.*
- *Small towns are dying. We need government assistance and intervention.*
- *Would like to see a major move to upgrade and maintain children's play parks here in Marton.*
- *I would like the playground being upgraded and the wasps being eradicated.*
- *Please consider building a fantastic playground!!!*
- *The man who does the garden tidy, rubbish around the town from Higgess is doing an awesome job. We always see him working very hard and he is everywhere and the place looks great. Good job =)*
- *I do hope you listen to the residents of Marton and other areas as previous Councils lacked this notion or if they did choose the demographic they would listen to. Key to Marton's success is innovative ways to promote economic growth, business, and public events for outsiders to venture forth. Also innovative & creative ideas for structures for our young children to our youth. Bring some form of tourism to town. Further comment, refer to original survey response.*
- *Everything about council appears to focus on Marton and north of Marton. Even survey not really applicable to Turakina that pay rates to Rangitikei but probably identifies more with Wanganui.*

- *Too many Island people taking over our town, as long as they respect us and be tidy in the town that will be ok I suppose!*
- *The Bulls Domain is a wonderful facility and needs looking after properly.*
- *Council admin staff are great/very helpful. Councillors need to be 'user friendly' and remember they are working for us and listen to what we want for our town.*
- *Please stop people washing dishes in the hand basin (campers) also need showers because people have body washes in the toilets. Because holiday time is very busy with buses and campers using the toilets.*
- *There are some Council staff in office/reception who are extremely rude at times on the telephone. Some people are picked on for their hedges long footpaths and others do nothing and receive no warnings etc. There needs to be a serious dog shit awareness, it is everywhere. Revolting!!*
- *I think the reason I answer most of the questions with 'About the Same' is because all of the community provisions, facilities are the same as last year and is of an acceptable standard.*
- *Maybe we can develop Wilson Park a little further to allow mobile homes to stay longer in line with other parks. We could be (Marton) Mobile Home City.*
- *As a rural dweller who does not frequent the towns I think a survey of the rural areas should be forthcoming. D J Bognuda, 347 Beamish Road, RD 1, Bulls, 4894.*
- *I reside in Marton and as well as not using pool, library etc I cannot comment on facilities that exist out of Marton urban area. However I often have the feeling that Council has become a regulator rather than being there to help ratepayers?*
- *24 access to recycling in rural areas or kerbside recycling.*
- *I have recently moved to Marton and purchased a home, so far I have really enjoyed my time in the town. One improvement that I would suggest would be curbside recycling. It is very successful and popular in Palmerston North. It would be a responsible move on the Councils part and one that would gain the support of the community. I suggest issuing two separate bins to each household (paper/plastic and glass) and having pickup on alternate weeks. Tim Wilson, 56 Cuba Street, 021 0466376.*
- *How about public toilets up at Mt View Graveyard?*
- *They are going good bu we need to keep working at upgrading for the next years.*
- *Please consider a playground. As a local primary school teacher, mother of two and a local ratepayer, I see a need for a proper playground. A slide, some swings and a seesaw is all that is needed. A great*

location would either be at Marton Park or the duck pond. Our young tamariki need it as do our families in the area.

- *I think the pools should be open all year. The use in winter would be better, as cold wet conditions outside would bring people inside, for physical exercise. why is it not open through winter???*
- *As a new council and mayor are now in place, we have to wait and see. (I am recently retired back to Taihape.) People who are not keeping their sections in a tidy condition and may have wasp nests on it.*
- *The smaller parks are forgot. And are often left with long grass. There is a sheet of tin that has fallen down from the fence at the Marton PARK that has been there for at least 6 months. No one repairs it. How good is that for health and saftey.*
- *Our Council needs to 'bend over backwards' toward its ratepayers to stop the exodus from the town. Be very helpful and welcoming to new business. (I have heard the new business in Brosco's bulding has not heard a word from our so called friendly town councillors.) More could be and should be done.*
- *What a waste of time considering I only use a small portion of the facilities I have asked to comment on. Get off your backsides and look for yourselves. I work for my money 7 days a week!!!*