



Rangitikei District Council

Resident Survey 2015

1 Project overview

1.1 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 2015 resident survey gives comparisons with the 2014, 2013 and 2012 results, with the specific aim of understanding residents views and impressions of the roading network and footpaths and as well as community leisure groups and activities

Versus Research was commissioned by Council to conduct the analysis for this project.

1.2 Method

1.2.1 Overview

This section outlines the research approach taken for this project, techniques used and processes followed. A quantitative postal survey, which was also made available online, of n=313 residents from targeted areas of the Rangitikei district was completed between the 24th February and the 27th March 2015.

1.2.2 Sample

The sample (addresses) for this study was provided by Council from the ratepayer database. Questionnaires were sent to approximately of 2000 residents in targeted areas of the district, 308 questionnaires were completed and returned. This equates to a 15% response rate for the project in 2015, this is a decrease as response rates in for previous years were 18% (2012), 20% (2013) and 20% (2014). An online version of the survey was also hosted on Council's website to acquire responses of Rangitikei residents from non-targeted areas, five responses were collected through the online method.

1.2.3 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=313 which gives an overall margin of error of +/- 5.54% at the 95% confidence interval. That is, if the observed result on the total sample of 313 respondents was 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 44.46% and 55.54%.

1.2.4 Questionnaire

The questionnaire for this survey was constructed in conjunction with Rangitikei District Council. The questions regarding Council communication was removed from the 2014 survey. A copy of the questionnaire is provided in Appendix One.

1.2.5 Display of data

The findings of the survey have been analysed at the total level, as well as by ward¹, age and gender. 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. The base size, that is, the number of residents who 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.

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

Please note that not all percentages shown add up to 100%. This is due to rounding and/or questions that allow multiple responses (rather than a single response).


1.3 Reporting


1.3.1 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.

1.3.2 Year-on-year comparisons

The total level results for 2015 have been charted in this report and, where possible, these results have been compared to the 2014 results. Where the differences in the results are statistically significant, these are indicated by:

 Green shading indicates that a result for 2015 is greater than the 2014 result at a 95% and 99% confidence interval.

 Purple shading indicates that a result is for 2015 is lower than the 2014 result at a 95% and 99% confidence interval

1.4 Key Results

A summary of the key results is given in the table below. 2015 results are highlighted in red font.

	COUNCIL'S PROVISION OF SERVICE															
	'better than last year'				'about the same as last year'				'worse than last year'				Don't know			
Year	2012	2013	2014	2015	2012	2013	2014	2015	2012	2013	2014	2015	2012	2013	2014	2015
Roading network and footpaths	13%	10%	8%	13%	71%	65%	70%	65%	15%	23%	20%	21%	1%	2%	3%	2%
Public swimming pools	13%	25%	22%	17%	35%	30%	29%	35%	5%	2%	2%	5%	47%	44%	47%	44%
Sports fields, parks and reserves	10%	9%	5%	5%	67%	66%	69%	69%	8%	8%	9%	10%	15%	18%	16%	16%
Public libraries	22%	16%	15%	15%	55%	60%	63%	62%	1%	2%	1%	2%	22%	22%	21%	22%
Community buildings	5%	5%	5%	4%	75%	73%	72%	67%	5%	5%	5%	10%	14%	17%	18%	18%
Community housing	2%	1%	3%		26%	33%	29%	33%	3%	3%	5%	5%	70%	63%	63%	62%
Public toilets	8%	7%	5%	19%	69%	66%	66%	51%	11%	10%	10%	18%	13%	16%	18%	11%

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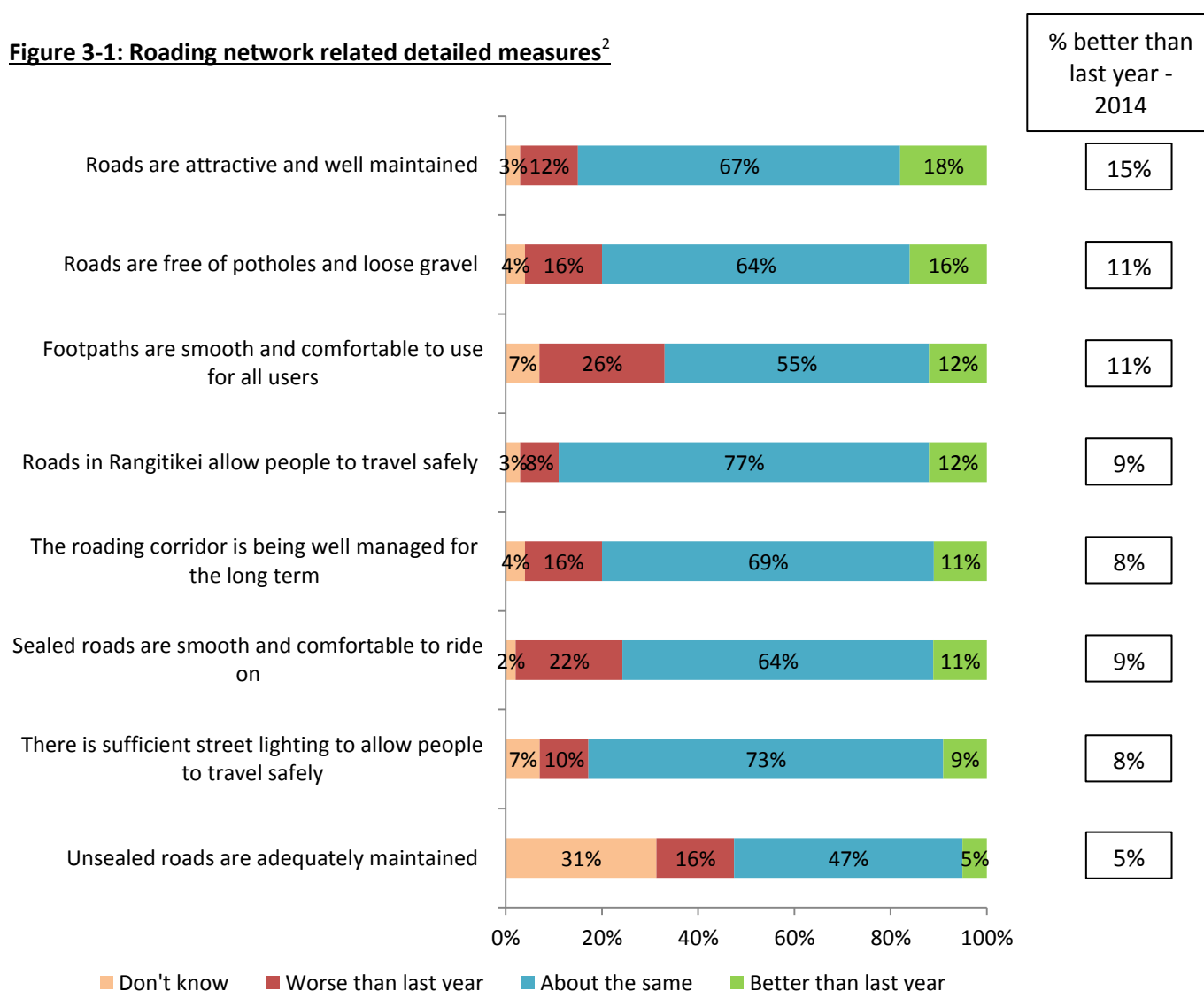
3 Results in Detail

3.1 Council Facilities and Services

3.1.1 District roading network and footpaths (excluding state highways)

Residents were asked to rate eight statements regarding the roading network. The roads are attractive and well maintained (18%) and the roads are free of potholes and loose gravel (16%) received the highest ratings for being better than last year, while the footpaths being smooth and comfortable for all users (26%) and the road smoothness and comfortable to ride on (22%) received the highest ratings for worse than last year. Results for 2015 are on a par with results from last year, with no statistically significant differences noted.

Figure 3-1: Roding network related detailed measures²



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: 2015 n=303; 2014 n=394; 2013 n=397; 2012 n=345.

Table 3-1: Proportion of residents stating roading aspects were better than last year

	2015	2014	2013	2012
Roads are attractive and well maintained	18%	15%	14%	12%
Roads are free of potholes and loose gravel	16%	11%	14%	16%
Footpaths are smooth and comfortable to use for all users	12%	11%	11%	25%
Roads in Rangitikei allow people to travel safely	12%	9%	10%	5%
Sealed roads are smooth and comfortable to ride on	11%	8%	7%	25%
The roading corridor is being well managed for the long term	11%	9%	11%	11%
There is sufficient street lighting to allow people to travel safely	9%	8%	8%	7%
Unsealed roads are adequately maintained	5%	5%	6%	12%

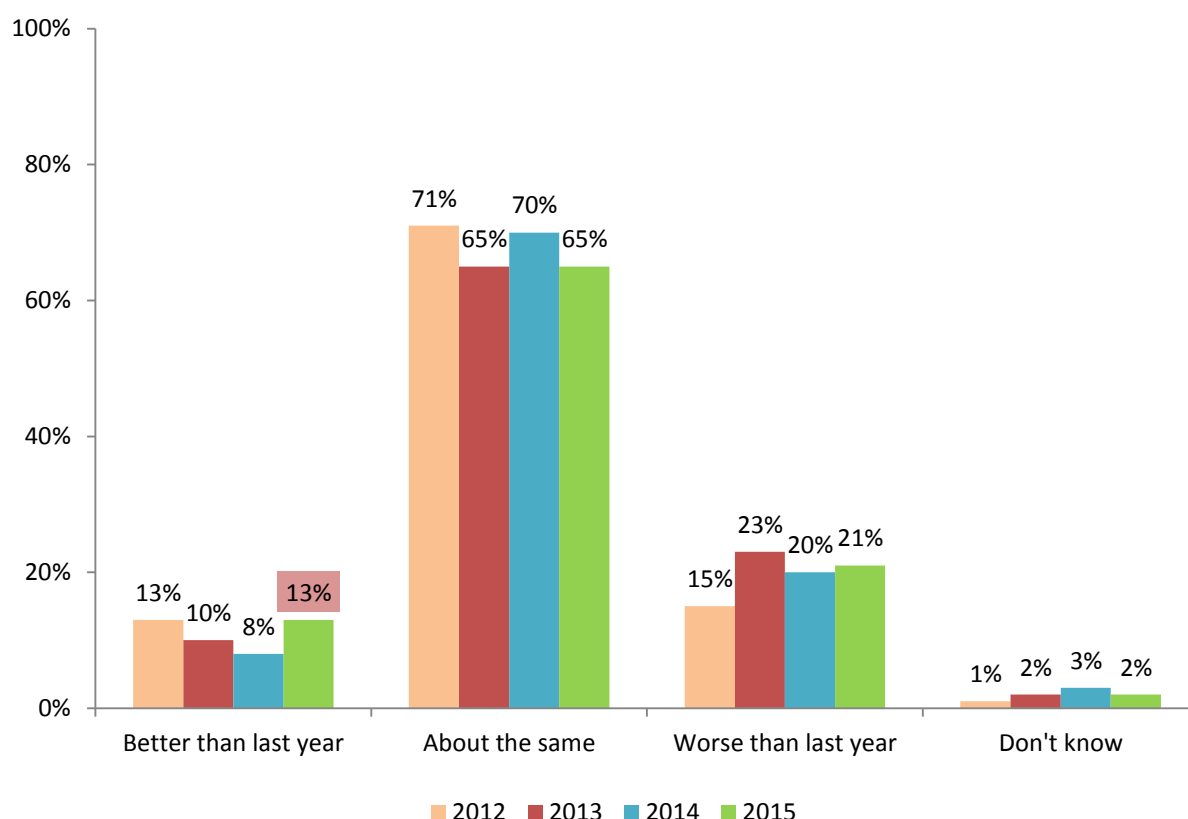
Key demographic differences

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

- **Roads in town are attractive and well maintained**
 - Koitiata/ Ratana/ Turakina residents are more likely to be unsure if the roads in town are well maintained (9% cf. total, 3%).
- **Roads are free of potholes and loose gravel**
 - Taihape urban residents are more likely to be unsure if roads are free of potholes and loose gravel (12% cf. total, 4%).
 - Residents aged between 46 and 54 are more likely to think the potholes and loose gravel are worse than last year (31% cf. total, 16%).
- **Footpaths are smooth and comfortable to use for all users including pedestrians, joggers, etc.**
 - Taihape urban residents are more likely to think the smoothness and ride-ability of the footpaths for users is worse than last year (42% cf. total, 26%), while Koitiata/ Ratana/ Turakina residents are more likely to not know if this is better or worse than last year (19% cf. total, 7%).
- **Roads in Rangitikei allow people to travel safely**
 - Taihape urban residents are more likely to indicate the safety of roads in Rangitikei is worse than last year (25% cf. total, 8%), while Koitiata/ Ratana/ Turakina residents are more likely to be unsure about this (9% cf. total, 3%).
 - Residents aged 46-54 are more likely to think the safety of the roads in Rangitikei is worse than last year (16% cf. total, 8%).
- **Sealed roads are smooth and comfortable to ride on for all users including drivers, pedestrians, joggers, etc.**
 - Residents aged 46-54 are more likely to think the smoothness and ride-ability of roads for all users is worse than last year (41% cf. total, 22%).
- **There is sufficient street lighting to allow people to travel safely on roads and footpaths**
 - Taihape urban residents are more likely to indicate the street lighting allowing people to safely travel on streets and footpaths is worse than last year (24% cf. total, 10%), Marton urban residents are more likely to think the lighting is the same as last year (80% cf. total, 73%), while Kotiata/ Ratana/ Turakina residents are more likely to not know if it is better or worse than last year (18% cf. total, 7%).
- **Unsealed roads are adequately maintained**
 - Bulls urban residents are more likely to think the maintenance of unsealed roads is better than last year (13% cf. total, 5%), while Marton urban residents are more likely to be unsure about this (40% cf. total, 31%).
 - Residents aged 46-54 are more likely to indicate the maintenance of unsealed roads is worse than last year (32% cf. total, 16%), while residents aged 55 and over are more likely to be unsure about this (37% cf. total, 31%).

Overall, Council's provision and maintenance of the roading networks, footpaths and street lights has improved this year, with significantly more residents mentioning the overall roading network is better than last year (13% cf. 2014, 8%). Sixty five per cent of residents think they are about the same and 21% rate it as worse than last year.

Figure 3-2: Overall measure for roading network³



Key demographic differences

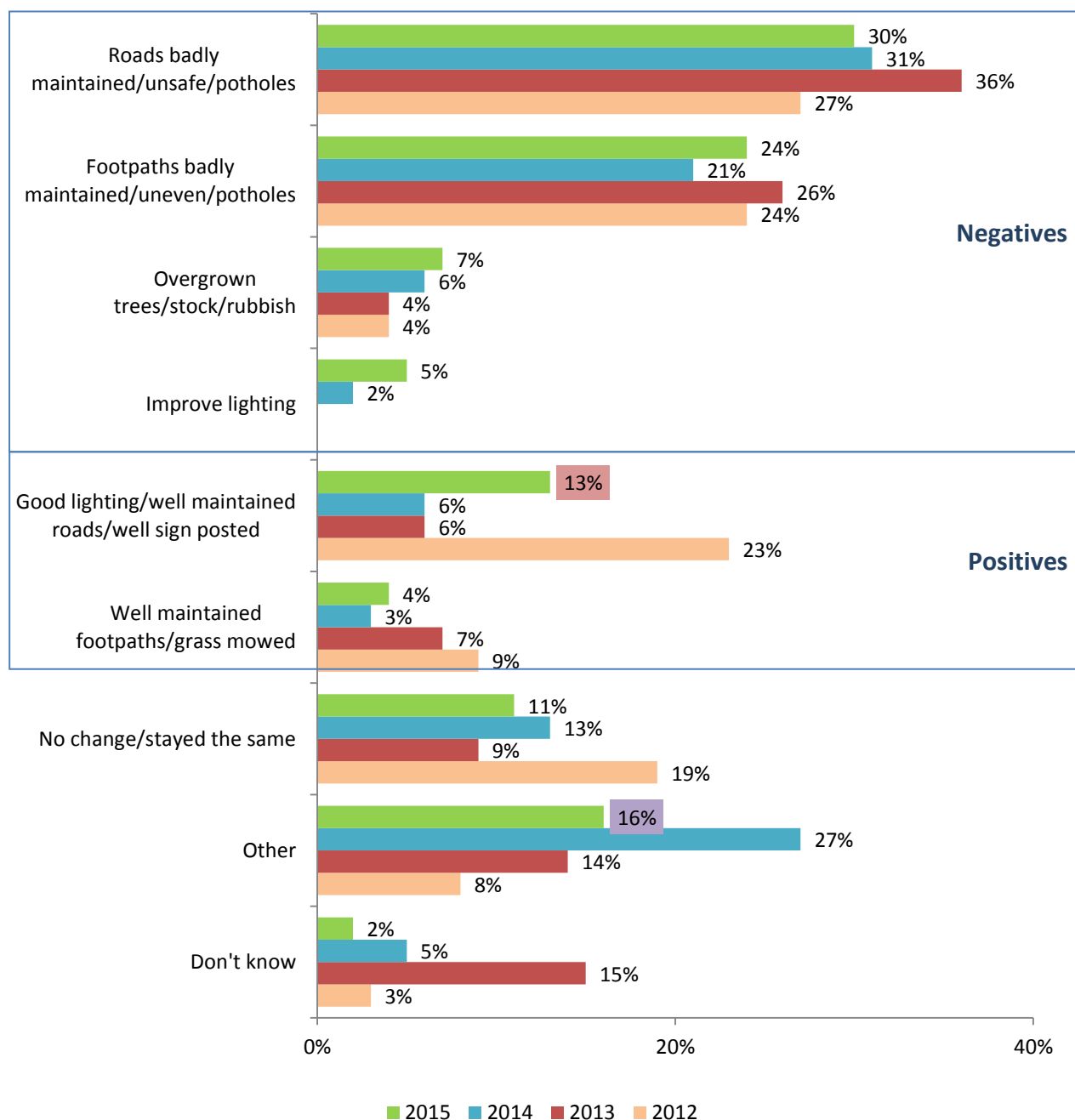
Significant differences in responses across area, age and gender are outlined below:

- Residents aged 46-54 (34% cf. total, 21%) and Taihape residents (42% cf. total, 21%) are more likely to think that the Council's overall provision and maintenance of the roading networks, footpaths and street lighting is worse than last year.
- Hunterville residents are more likely to indicate Council's provision and maintenance is about the same as last year (81% cf. total, 65%), while Kotiata/ Ratana/ Turakina residents are more likely to not know if Council's provisions of the roading network is better or worse than last year (6% cf. total, 2%).

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: 2015 n=308; 2014 n=404; 2013 n=404; 2012 n=353.

Poor road maintenance (30%) and poor footpath maintenance (24%) continue to be the most mentioned negative factors influencing residents' views of Council's provision and maintenance of the roading network and footpaths. Positive factors include a significant increase in residents indicating there is good lighting, the roads are well maintained and sign posted (13% cf. total, 6%) and the footpaths being well maintained (4%). Sixteen per cent of residents (cf. 2014, 27%) mention an other factor influencing their view of Council's provision, a full list of other responses is available in Appendix 2.

Figure 3-3: Factors that influenced residents' views of Council's provision and maintenance of roading network and footpaths⁴



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: 2015 n=282; 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:

- **Overgrown trees/ stock/ rubbish**
 - Marton urban residents are more likely to mention overgrown trees, stock and rubbish (11% cf. total, 7%).

- **Well maintained footpaths/ grass mowed**
 - Marton urban residents are more likely to think that the footpaths are well maintained and the grass is mown (9% cf. total, 4%).

3.1.2 Public swimming pools

All swimming pool measures have decreased this year, with customer service (19%), cleanliness and maintenance (15%) and opening hours (12%) are perceived as better than last year. A significant decrease can be seen in residents rating programme activities as better than last year (10% cf. 2014, 19%).

Figure 3-4: Public swimming pool related detailed measures⁵

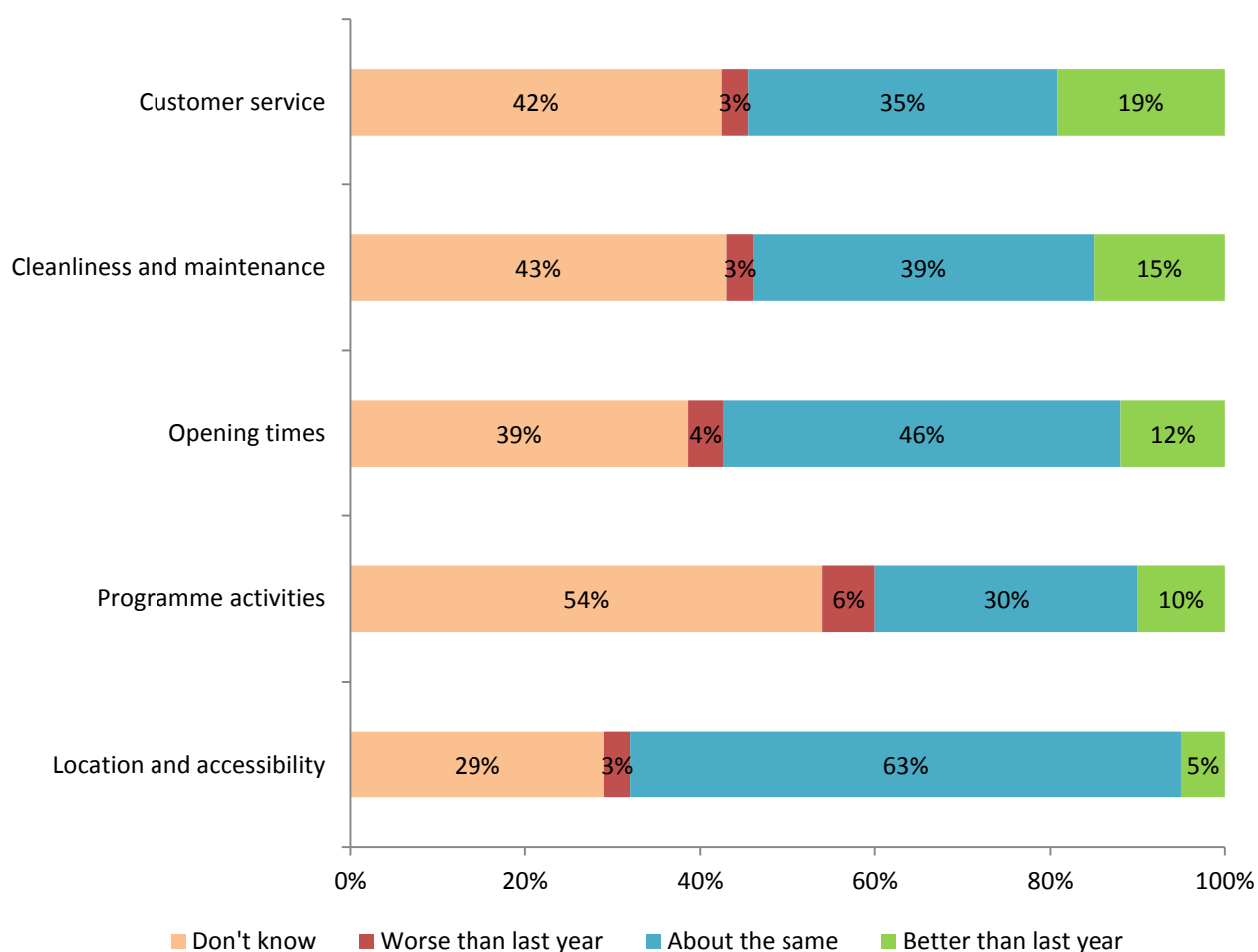


Table 3-2 Proportion of residents stating swimming pools aspects were better than last year

	2015	2014	2013	2012
Customer service	19%	20%	21%	13%
Cleanliness and maintenance	15%	19%	19%	11%
Opening times	12%	16%	17%	18%
Programme activities	10%	19%	18%	12%
Location and accessibility	5%	6%	7%	3%

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: 2015 n=303; 2014 n=382; 2013 n=376; 2012 n=334.

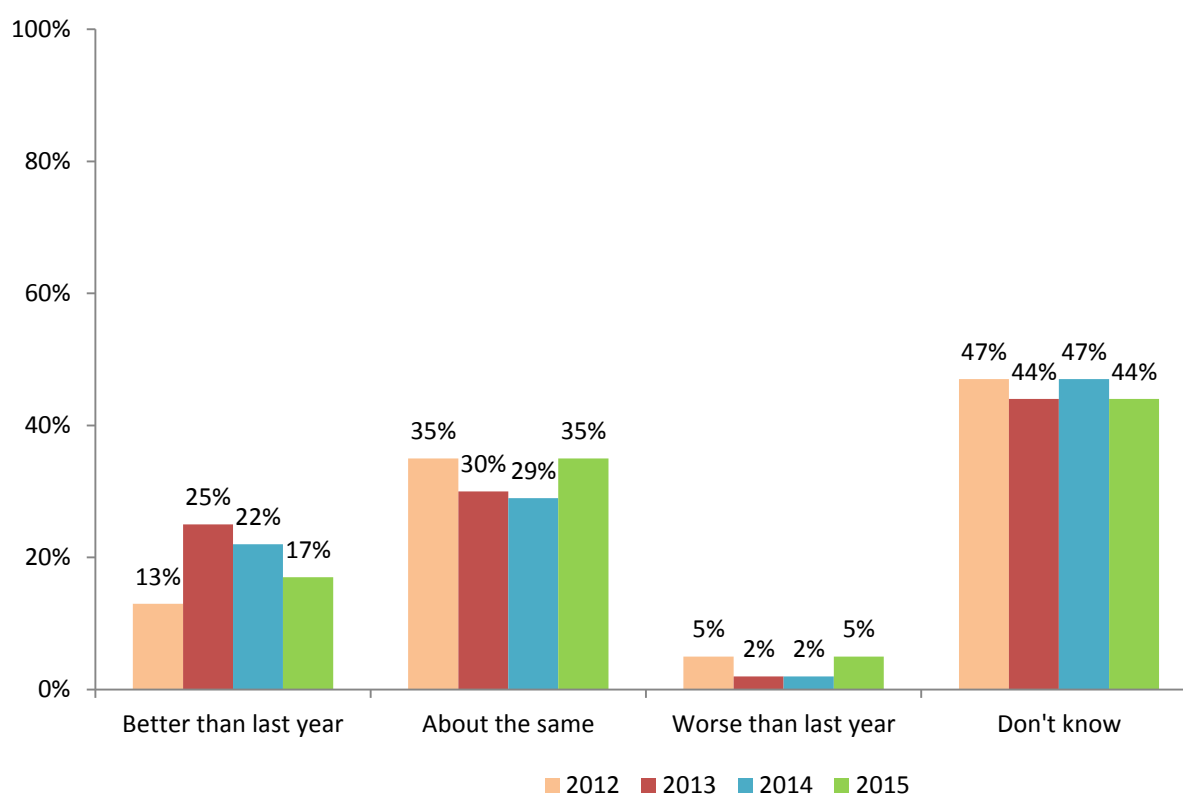
Key demographic differences

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

- **Customer service**
 - Hunterville residents (59% cf. total, 35%) and Taihape urban residents (55% cf. total, 35%) are more likely to think the customer service at the pools is the same as last year, while Koitiata/ Ratana/ Turakina residents are more likely to not know if the customer service is better or worse than last year (67% cf. total, 42%).
 - Residents aged 46-54 are more likely to think the customer service at the swimming pools is better than last year (34% cf. total, 19%), while residents aged 55 and over are more likely to not know if the customer service is better or worse than last year (51% cf. total, 42%).
- **Cleanliness and maintenance**
 - Marton rural residents are more likely to think the cleanliness and maintenance of the swimming pools is worse than last year (10% cf. total, 3%), while Hunterville (66% cf. total, 39%) and Taihape urban (64% cf. total, 39%) residents are more likely to think it is about the same as last year. Marton urban residents are more likely to think it is better than last year (22% cf. total, 15%), while Koitiata/ Ratana/ Turakina residents don't know if it is better or worse than last year (67% cf. total, 43%).
 - Residents aged 55 and over are more likely to not know if the cleanliness and maintenance is better or worse than last year (50% cf. total, 43%).
- **Opening times**
 - Taihape urban residents are more likely to feel the opening hours are worse than last year (12% cf. total, 4%), while Marton urban residents are more likely to think they are better than last year (19% cf. total, 12%). Hunterville residents are more likely to think the opening hours are about the same as last year (69% cf. total, 46%), while Koitiata/ Ratana/ Turakina residents are more likely to not know if the opening hours are better or worse than last year (64% cf. total, 39%).
 - Residents aged 55 and over are more likely to not know if the swimming pool opening hours are better or worse than last year (45% cf. total, 39%).
- **Programme activities**
 - Hunterville residents (53% cf. total, 30%) and Taihape urban residents (48% cf. total, 30%) are more likely to think the programme activities at the swimming pool are about the same as last year. Koitiata/ Ratana/ Turakina residents are more likely to not know if this is better or worse than last year (75% cf. total, 54%).
- **Location and accessibility**
 - Koitiata/ Ratana/ Turakina residents are more likely to not know if the location and accessibility of the swimming pool is better or worse than last year (55% cf. total, 29%).
 - Male residents are more likely to think the location and accessibility of the swimming pools is about the same as last year (69% cf. total, 63%).

The overall result for swimming pools decreased this year, with 17% of residents indicating they are better than last year (a 5% drop from 2014). Thirty five per cent of residents think the facilities are about the same, 5% indicate they are worse than last year, while almost half of residents (44%) don't know how to rate this.

Figure 3-5: Overall measure for public swimming pools⁶



Key demographic differences

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

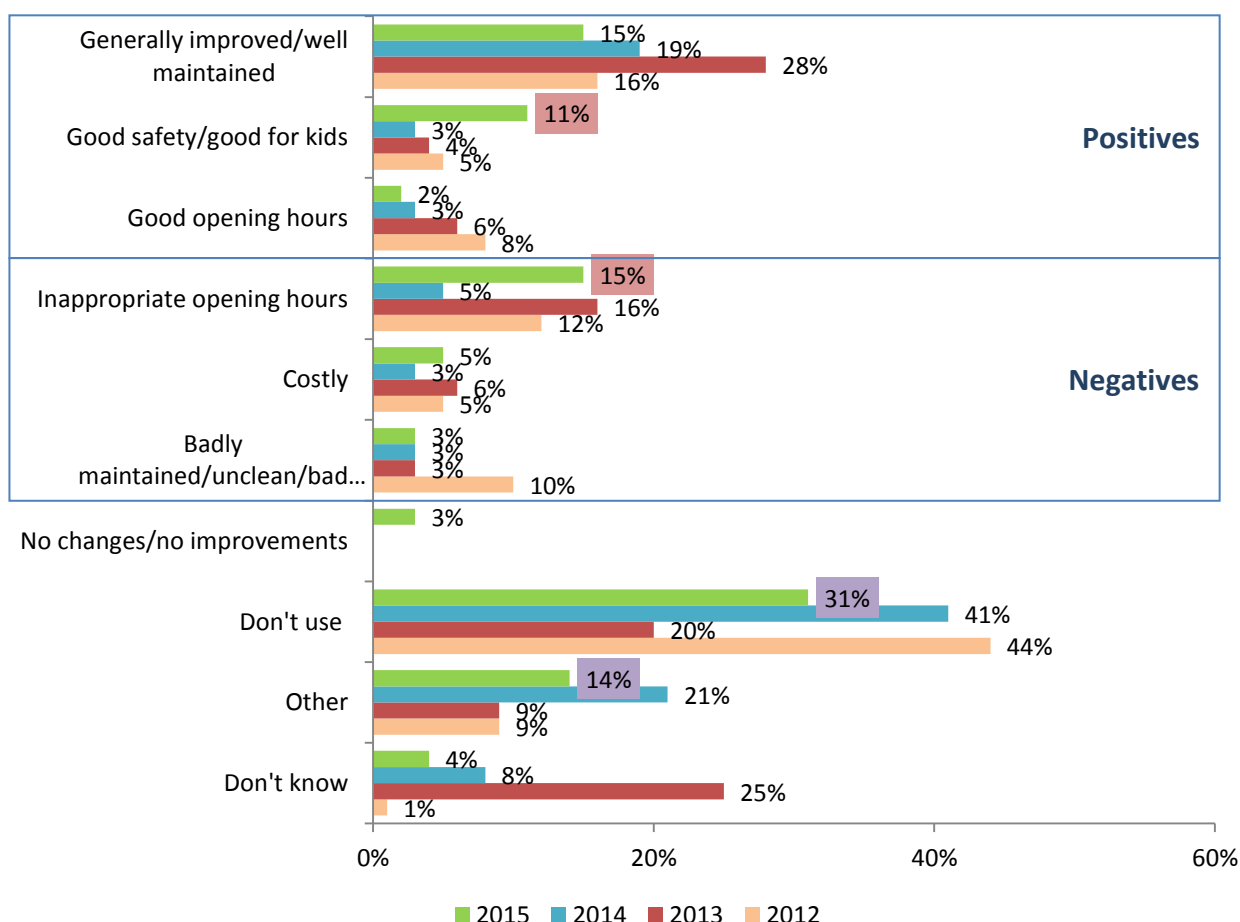
- Hunterville residents are more likely to think, overall, the swimming pools are about the same as last year (61% cf. total, 35%). Marton urban residents are more likely to think they are better than last year (23% cf. total, 17%), while Koitiata/ Ratana/ Turakina residents don't know if they are better or worse than last year (65% cf. total, 44%).
- Residents aged 55 and over are more likely to not know if the swimming pools are better or worse than last year (50% cf. total, 44%).

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: 2015 n=305; 2014 n=382; 2013 n=389; 2012 n=330

The facilities being generally improved and well maintained (15%) and good safety features (11% cf. 2014, 3%) are the main positive factors influencing residents' views of Council's provision of public swimming pools. Negative factors include inappropriate opening hours (15% cf. 2014, 5%) and the costs involved (5%).

A significant decrease can be seen in the number of residents indicating they don't use the facility (31% cf. 2014, 41%) and in residents mentioning an other reason influencing their views of Council's provision of swimming pools (14% cf. 2014, 21%). A full list of other comments is available in Appendix 2.

Figure 3-6: Factors that influenced residents' views of Council's provision of public swimming pools⁷



Key demographic differences

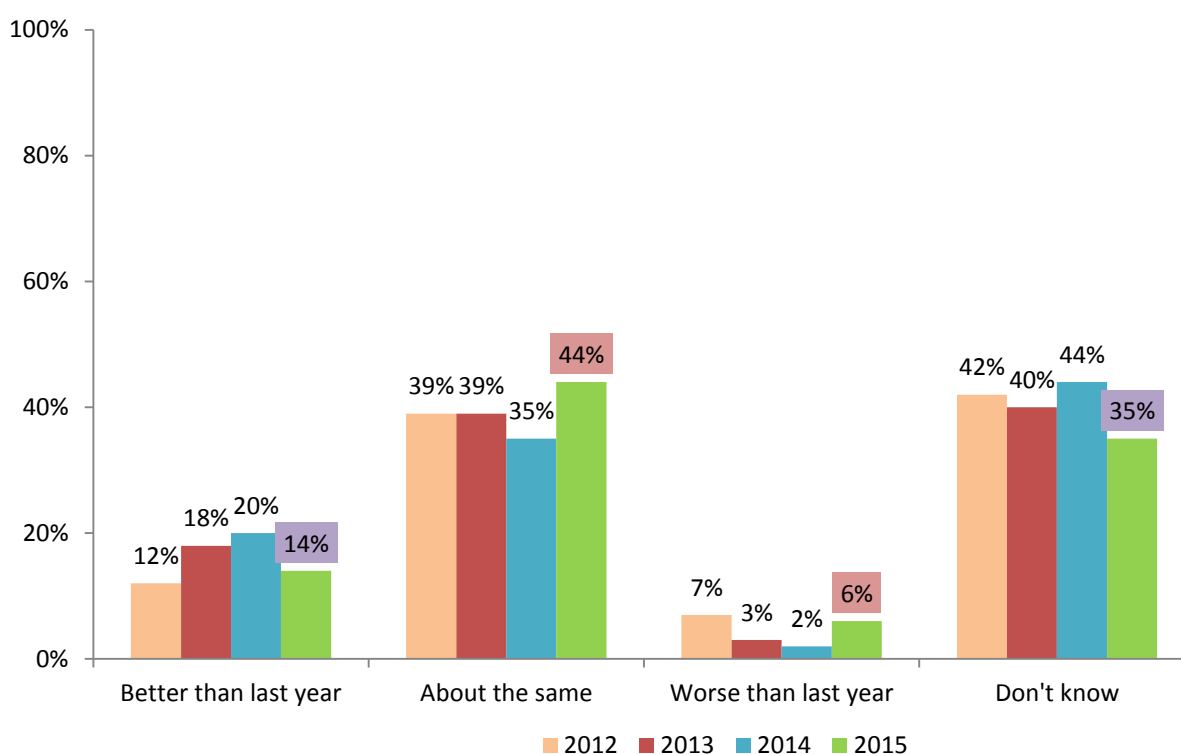
Significant differences in responses across area, age and gender are outlined below for each response category:

- **Inappropriate opening hours**
 - Female residents are more likely to think the swimming pools have inappropriate opening hours (22% cf. total, 15%).
- **Badly maintained/ unclean/ bad service**
 - Residents aged 46-54 are more likely to think the swimming pool facilities are badly maintained, unclean and have bad service (9% cf. total, 3%).
- **Don't use**
 - Residents aged 55 and over are more likely not use the facilities (36% cf. total, 31%).

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: 2015 n=244; 2014 n=318; 2013 n=178; 2012 n=292.

Residents were asked to rate how well the current Council swimming pool facilities meet the community's future needs. It appears residents think Council's provision for the future is worse than last year (6% cf. 2014, 2%) with significantly more residents indicating this, and significantly fewer residents indicating they think it is better than last year (14% cf. 2014, 20%). Significantly more residents also rated it as about the same (44% cf. 2014, 35%) or they don't know how to rate this (35% cf. 2014, 44%).

Figure 3-7: Suitability of current provision of swimming pools for community's future need of this facility⁸



Key demographic differences

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

- Bulls urban (53% cf. total, 35%) and Koitiata/ Ratana/ Turakina residents (58%) are more likely to now know if there were any changes to the future provisions for swimming pools in the last year.
- Male residents are more likely to think Council's provision for future needs of swimming pools is about the same as last year (50% cf. total, 44%).

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: 2015 n=293; 2014 n=375; 2013 n=383; 2012 n=331.

3.1.3 Sports fields, parks and reserves

The additional facilities at the fields, parks and reserves are considered better than last year by 9% of residents, although not statistically significant, this is a 3% increase from last year.

On a par with last years results, 8% mention the maintenance and upkeep is better then last year, and 3% think the location and accessibility of sports fields, parks and reserves is better than last year.

Figure 3-8: Sports fields, parks and reserves related detailed measures⁹

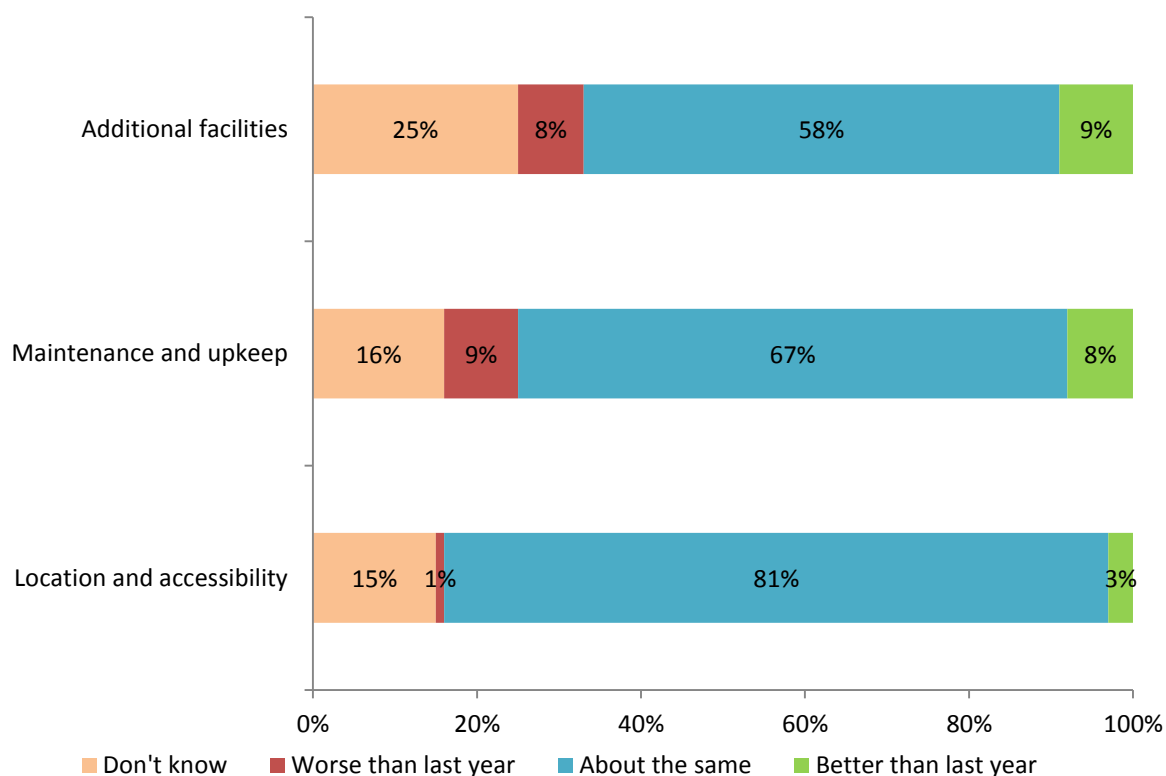


Table 3-3: Proportion of residents' stating the sports fields, parks and reserves aspects were better than last year

	2015	2014	2013	2012
Additional facilities	9%	5%	8%	9%
Maintenance and upkeep	8%	8%	13%	12%
Location and accessibility	3%	3%	5%	4%

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: 2015 n=301; 2014 n= 389; 2013 n=396; 2012 n=347.

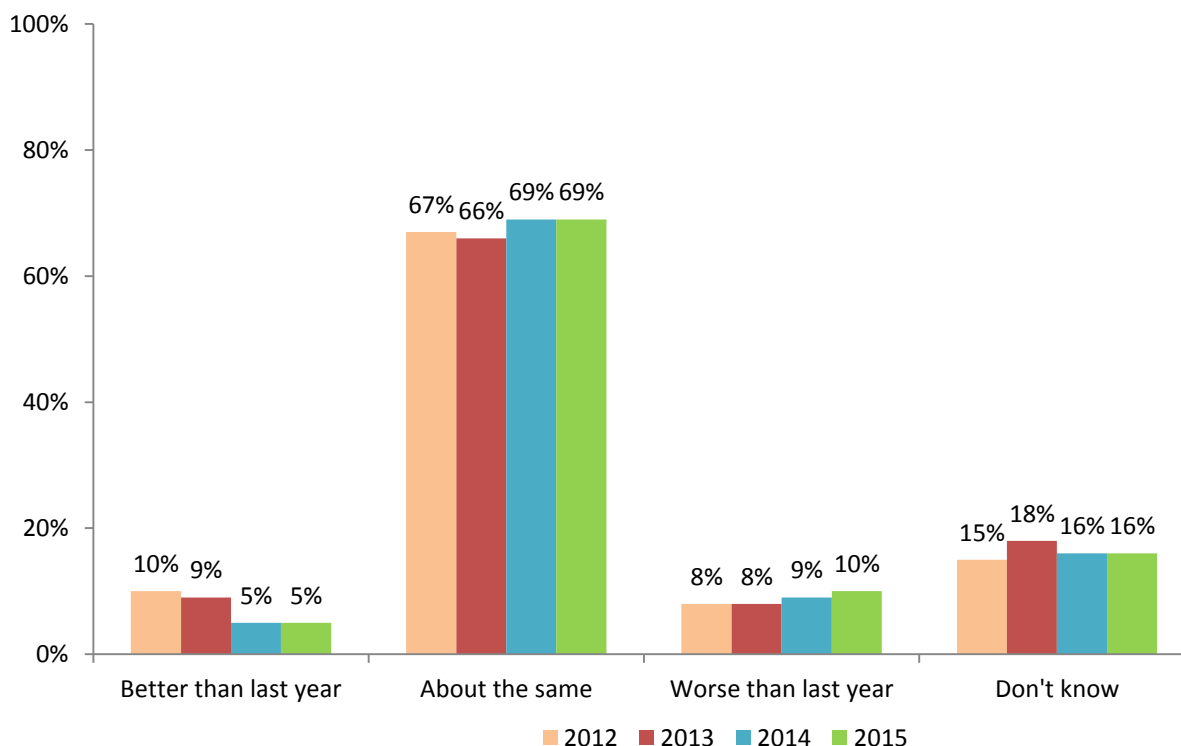
Key demographic differences

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

- **Additional facilities**
 - Taihape urban residents are more likely to think the additional facilities at the sports fields, parks and reserves are about the same as last year (82% cf. total, 58%).
 - Residents aged 30-45 are more likely to think the additional facilities are worse than last year (16% cf. total, 8%).
- **Maintenance and upkeep**
 - Taihape residents are more likely to think the maintenance and upkeep of the sports fields, parks and reserves is worse than last year (28% cf. total, 9%), while Koitiata/ Ratana/ Turakina residents are more likely to not know if the maintenance and upkeep is better or worse than last year (30% cf. total, 16%).
 - Male residents are more likely to feel the maintenance and upkeep of the sports fields, parks and reserves is worse than last year (13% cf. total, 9%).
- **Location and accessibility**
 - Koitiata/ Ratana/ Turakina residents are more likely to not know if this is better or worse than last year (28% cf. total, 15%).
 - Male residents are more likely to think the location and accessibility of the sports fields, parks and reserves is worse than last year (3% cf. total, 1%).

Overall ratings regarding the sports fields, parks and reserves remain on a par with last years results, with 69% of residents indicating they think these are about the same as last year. Ten per cent of residents rate this as worse than last year and 5% as better than last year.

Figure 3-9 : Overall measure for sports fields, parks and reserves¹⁰



Key demographic differences

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

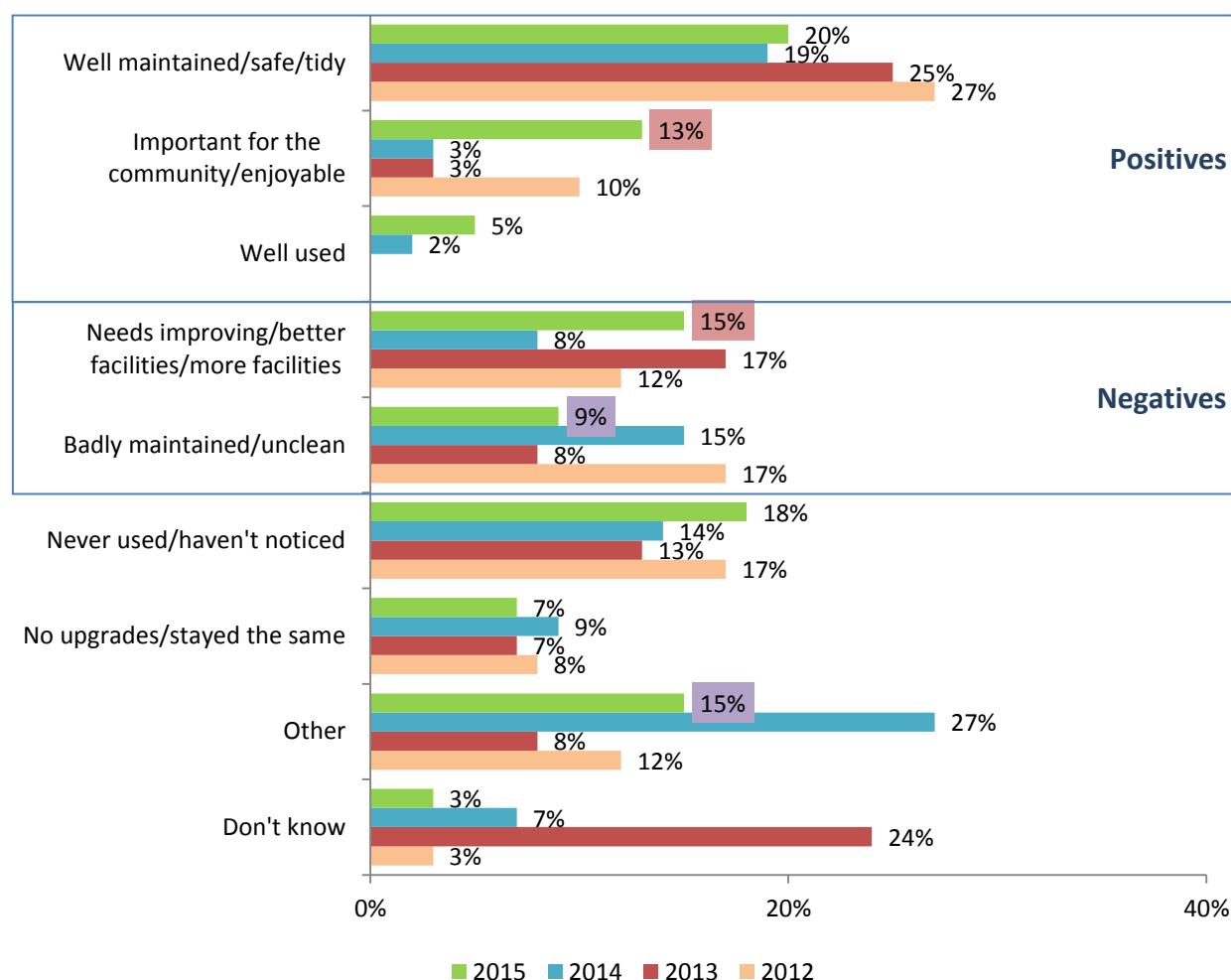
- Residents aged 30-45 are more likely to think Council's provision for sports fields, parks and reserves is worse than last year (20% cf. total, 10%).

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: 2015 n=312; 2014 n=395; 2013 n=406; 2012 n=347.

Positive factors influencing residents' opinions of the sports fields, parks and reserves include that they are being well maintained, safe and tidy (20%) and that they are important for the community (13% cf. 2014, 3%). Negative factors include that the sports fields, parks and reserves need improving and better or more facilities (15% cf. 2014, 8%) and that they are poorly maintained and unclean (9% cf. 2014, 15%).

Fifteen per cent of residents mentioned an other reason for their rating, a full list of these comments is available in Appendix 2.

Figure 3-10: Factors that influenced residents' views of Council's provision of sports fields, parks and reserves¹¹



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: 2015 n=232; 2014 n=285; 2013 n=250; 2012 n=278.

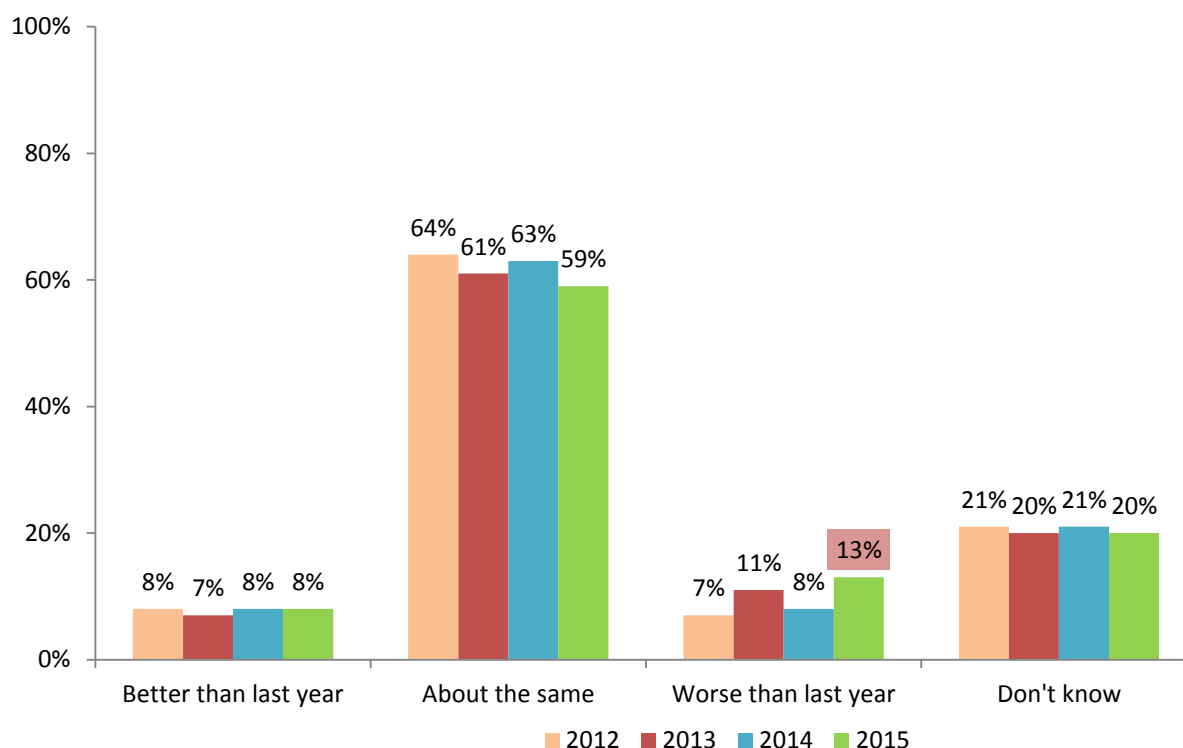
Key demographic differences

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

- **Well used**
 - Female residents are more likely to think the sports fields, parks and reserves are well used (11% cf. total, 5%).
- **Needs improving/ better facilities/ more facilities**
 - Female residents (22% cf. total, 15%) and residents aged 30-45 (29% cf. total, 15%) are more likely to think the sports fields, parks and reserves need improving, better facilities and/or more facilities.
- **Badly maintained/ unclean**
 - Residents aged 46-54 are more likely to think the sports fields, parks and reserves are badly maintained and/or unclean (20% cf. total, 9%).
- **No upgrades/ stayed the same**
 - Bulls urban residents are more likely to think the sports fields, parks and reserves have not been upgraded this year (17% cf. total, 7%).

This year, significantly more residents think Council's provisions for the future needs of sports fields, parks and reserves is worse than last year (13% cf. 2014, 8%), and concurrently there has been a 4% drop in residents indicating it is about the same as last year (59%). Similar numbers of residents as 2014 rated Council's provision as better than last year (8%) as well as residents not knowing how to rate this (20%).

Figure 3-11: Suitability of current provision of sports fields, parks and reserves for community's future needs¹²



Key demographic differences

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

- Marton urban residents are more likely to think Council's provision for future needs of sports fields, parks and reserves is better than last year (13% cf. 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: 2015 n=307; 2014 n=392; 2013 n=405; 2012 n=345.

3.1.4 Public libraries

Ratings for measures associated with the public libraries have remained on a par with results from 2014. Customer service (17%) and other services (16%) continue to be the aspects of the libraries residents think are better than last year.

Figure 3-12: Public libraries related detailed measures¹³

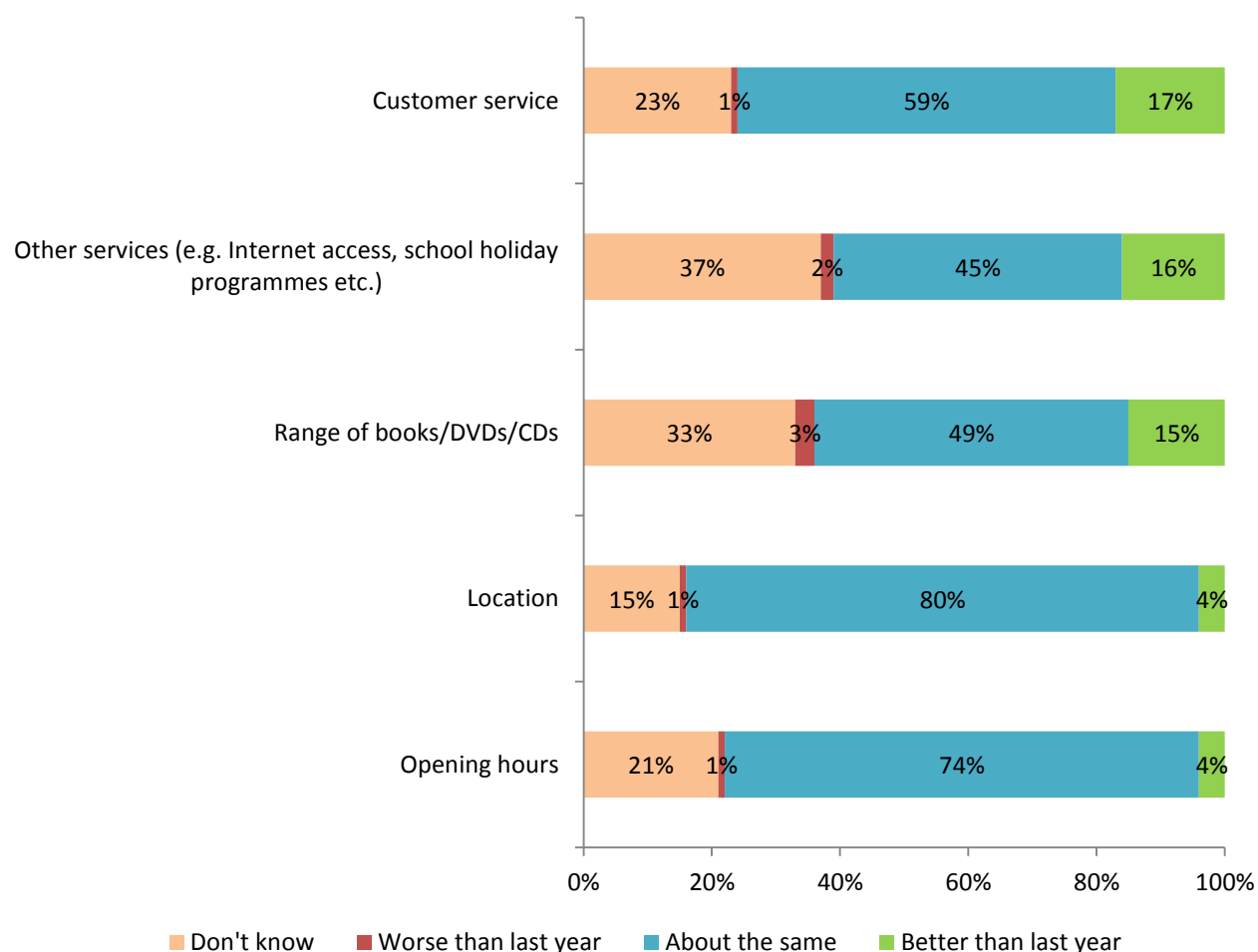


Table 3-4: Proportion of residents stating the public libraries aspects were better than last year

	2015	2014	2013	2012
Customer service	17%	19%	17%	20%
Other services (e.g. Internet access, school holiday programmes etc.)	16%	18%	22%	26%
Range of books/DVDs/CDs	15%	14%	17%	19%
Opening hours	4%	3%	4%	5%
Location	4%	3%	3%	5%

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: 2015 n=298; 2014 n=380; 2013 n=388; 2012 n=338.

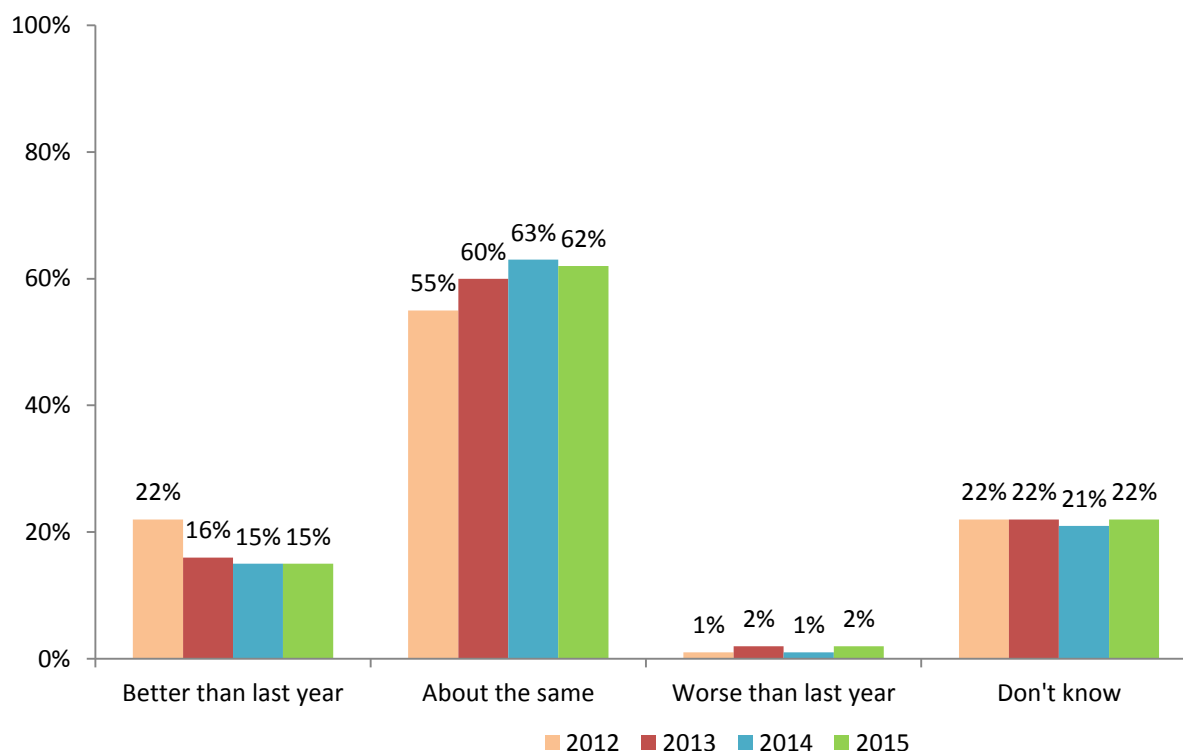
Key demographic differences

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

- **Customer service**
 - Koitiata/ Ratana/ Turakina residents are more likely to not know if the customer service is better or worse than last year (44% cf. total, 23%).
- **Other services**
 - Koitiata/ Ratana/ Turakina residents are more likely to not know if the other services provided by the library are better or worse than last year (53% cf. total, 37%).
 - Residents aged 30-45 are more likely to think the other services provided by the library are worse than last year (7% cf. total, 2%).
- **Range of books/DVDs/CDs**
 - Koitiata/ Ratana/ Turakina residents are more likely to not know if the range of books, DVDs and/or CDs is better or worse than last year (50% cf. total, 33%).
 - Residents aged 46-54 are more likely to think the range of books, DVDs and/or CDs is worse than last year (9% cf. total, 3%).
- **Opening hours**
 - Hunterville residents are more likely to think the library opening hours are worse than last year (6% cf. total, 1%), while Koitiata/ Ratana/ Turakina residents are more likely to not know if they are better or worse than last year (44% cf. total, 21%).
 - Residents aged 46-54 are more likely to think the opening hours are worse than last year (5% cf. total, 1%).
- **Location**
 - Marton urban residents are more likely to think the location of the public library is about the same as last year (89% cf. total, 80%), while Koitiata/ Ratana/ Turakina residents are more likely to not know if it is better or worse than last year (30% cf. total, 15%).

On a par with the results from 2014, 15% of residents think, overall, the libraries are better than last year, 62% think they are about the same as last year, 2% mention they are worse than last year and 22% don't know how to rate this.

Figure 3-13: Overall measure for public libraries¹⁴



Key demographic differences

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

- Koitiata/ Ratana/ Turakina residents are more likely to not know if the overall provision for libraries is better or worse than last year (42% cf. total, 22%).

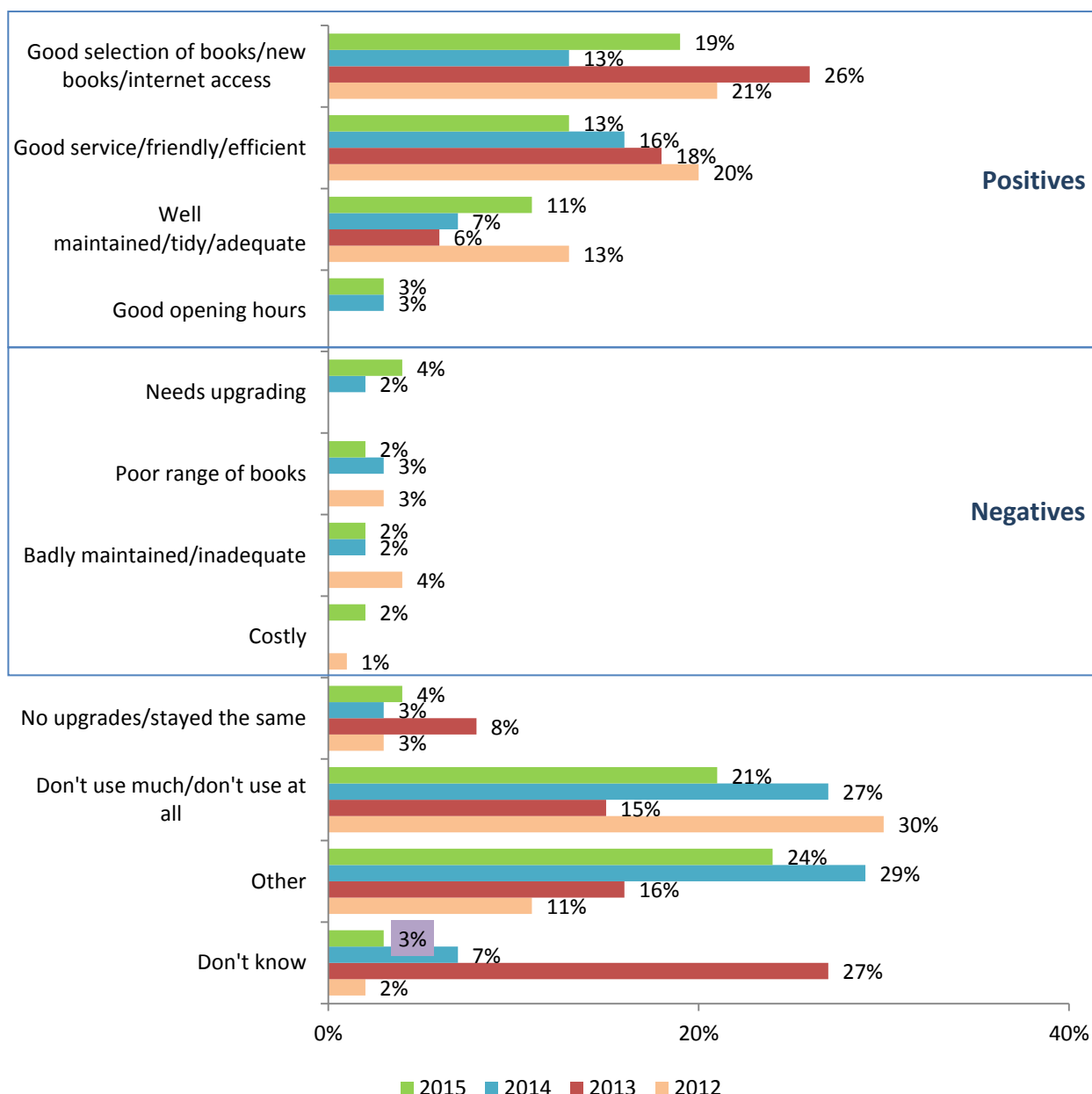
¹⁴ Q: Overall do you think the Council's provision of public libraries is getting 'better' or 'worse than last year', or 'about the same as last year'?
Base: 2015 n=313; 2014 n=388; 2013 n=395; 2012 n=343.

Factors influencing residents' views of the libraries continue to revolve around positive impressions of the library. Having a good selection of books and access to the internet (19%), customer service (13%) and the library being well maintained (11%) are the main factors mentioned by residents.

Notably, a significant decrease can be seen in the number of residents who don't know any factors which influence their view of Council's provision for public libraries (3% cf. 2014, 7%).

Twenty four per cent of residents mention an other reason for their rating, a full list of other responses is available in Appendix 2.

Figure 3-14: Factors that influenced resident views of Council's provision of public libraries¹⁵



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: 2015 n=234; 2014 n=292; 2013 n=213; 2012 n=269.

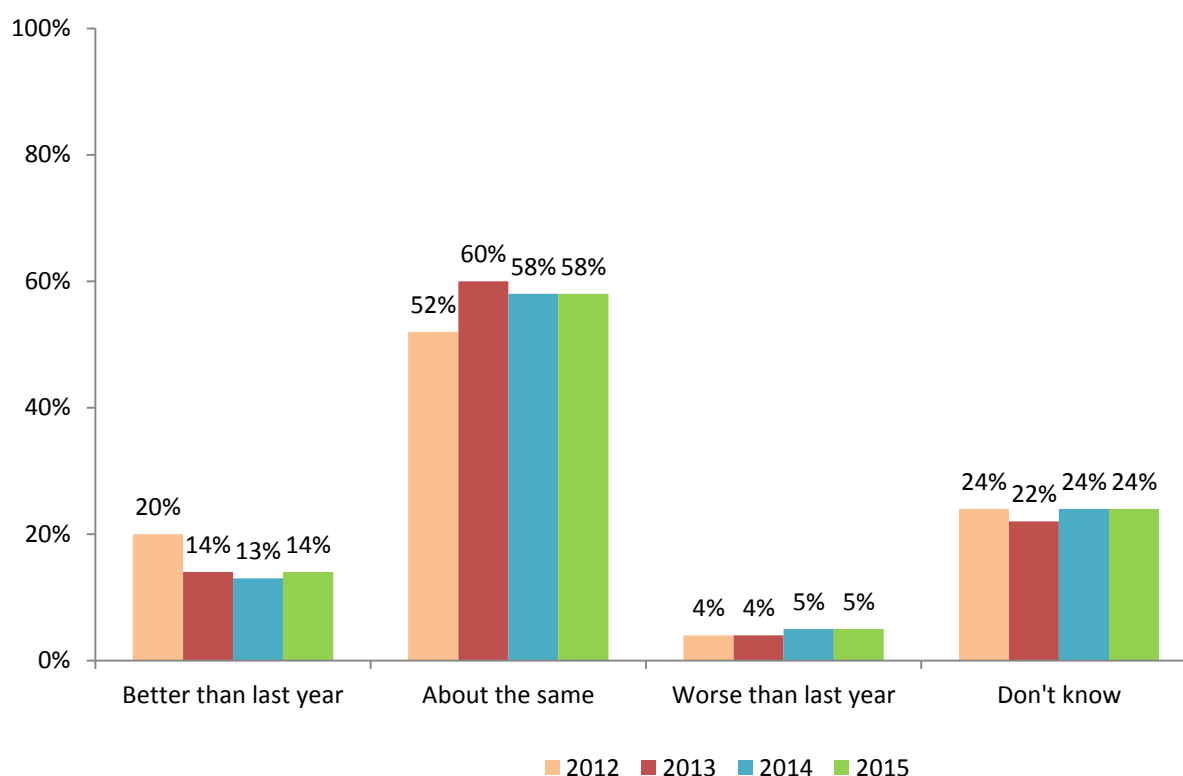
Key demographic differences

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

- **Good selection of books/ new books/ internet access**
 - Female residents are more likely to think the libraries have a good selection of books, access to internet and access to new books (26% cf. total, 19%).
- **Good opening hours**
 - Residents aged 30-45 are more likely to think the libraries have good opening hours (8% cf. total, 3%).

Residents' opinions of the provision for the future needs of the public libraries remains similar to 2014, with 14% of residents rating this as better than last year, 58% as about the same, 5% as worse than last year. Twenty four per cent were unsure how to rate this.

Figure 3-15: Suitability of current provision of public libraries for community's future needs¹⁶



Key demographic differences

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

- Koitiata/ Ratana/ Turakina residents are more likely to not know if the Council's provision for the future needs of the libraries is better or worse than last year (44% cf. total, 24%).
- Female residents are more likely to think Council's provision for the future needs of the libraries is better than last year (20% cf. total, 14%).

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: 2015 n=302; 2014 n=385; 2013 n=399; 2012 n=345.

3.1.5 Community buildings

Ratings associated with community building remain largely on a par with last years results. Customer service (7%), maintenance and upkeep (6%) and additional facilities (6%) continue to be perceived as better than last year.

Figure 3-16: Community buildings related detailed measures¹⁷

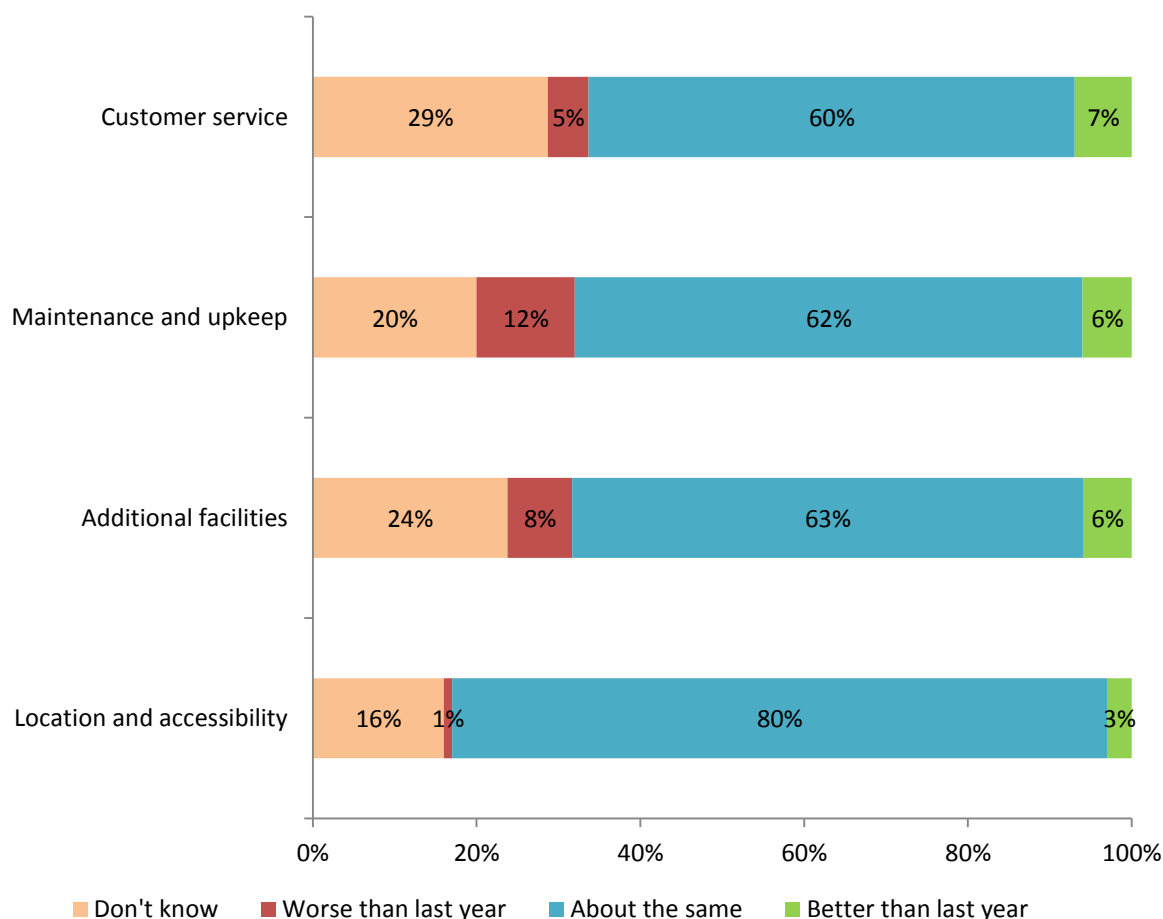


Table 3-5: Proportion of residents station the community buildings aspects were better than last year

	2015	2014	2013	2012
Customer service	7%	9%	7%	8%
Maintenance and upkeep	6%	7%	9%	8%
Additional facilities	6%	5%	4%	4%
Location and accessibility	3%	3%	1%	0%

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: 2015 n=205; 2014 n=387; 2013 n=385; 2012 n=342.

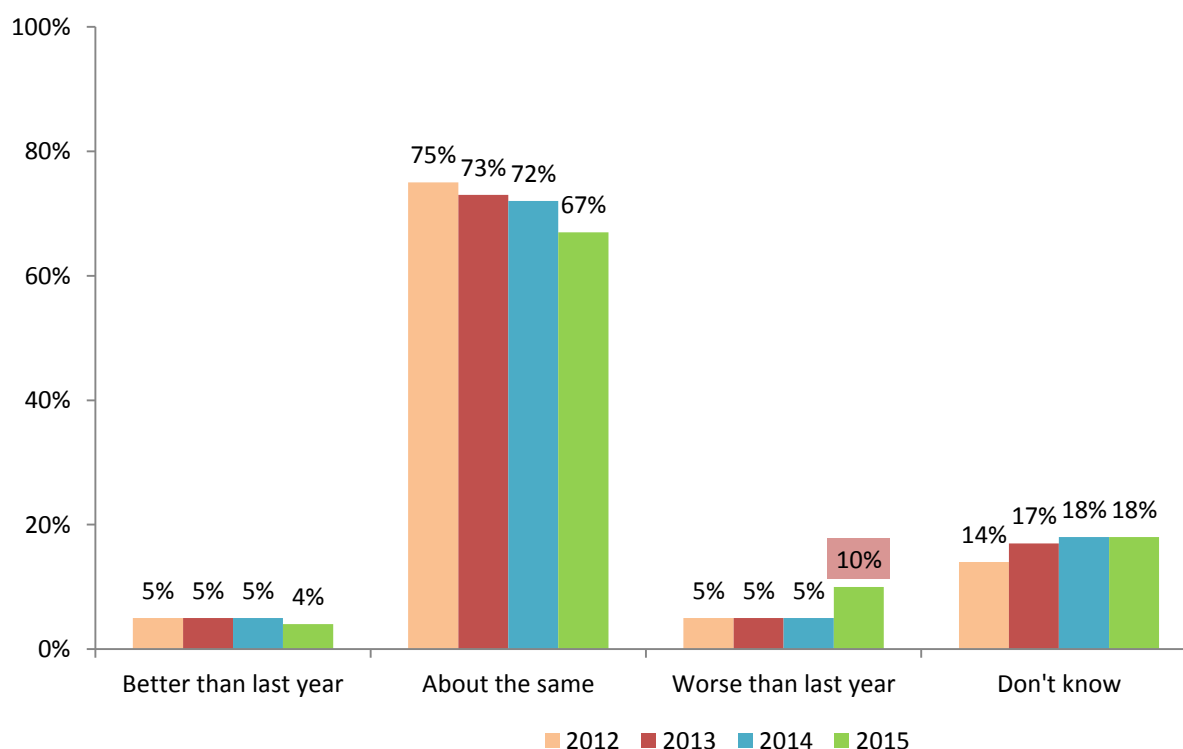
Key demographic differences

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

- **Customer service**
 - Taihape urban residents are more likely to think the customer service is about the same as last year (78% cf. total, 60%), while Marton urban residents are more likely to not know if the customer service is better or worse than last year (38% cf. total, 29%).
 - Male residents are more likely to think the customer service is worse than last year (8% cf. total, 5%).
- **Maintenance and upkeep**
 - Taihape urban residents are more likely to think the maintenance and upkeep of the community buildings is about the same as last year (81% cf. total, 62%), while Hunterville residents are more likely to think it is better than last year (29% cf. total, 6%). Koitiata/ Ratana/ Turakina residents (39% cf. total, 20%) and Marton urban residents (28% cf. total, 20%) are more likely to not know if the maintenance and upkeep of the community buildings is better or worse than last year.
- **Additional facilities**
 - Taihape urban residents are more likely to think the additional facilities at the community buildings are about the same as last year (81% cf. total, 63%), while Hunterville residents are more likely to think they are better than last year (16% cf. total, 6%). Marton urban residents are more likely to not know if the additional facilities are better or worse than last year (31% cf. total, 24%).
- **Location and accessibility**
 - Taihape urban residents are more likely to think the location and accessibility of community buildings is about the same as last year (94% cf. total, 80%). While Koitiata/ Ratana/ Turakina residents (32% cf. total, 16%) and Marton urban residents (23% cf. total, 16%) are more likely to not know if the location and accessibility of community buildings is better or worse than last year.

In terms of the overall measure of community buildings, significantly more residents rated this as worse than last year (10% cf. 2014, 5%). Concurrently, fewer residents mentioned the overall measure for community building are about the same as last year (67%, down 5%). Similar to last year, 4% of residents think the community buildings are better than last year and 18% don't know how to rate this.

Figure 3-17: Overall measure for community buildings¹⁸



Key demographic differences

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

- Hunterville residents are more likely to think Council's provision for community buildings is better than last year (16% cf. total, 4%).
- Koitiata/ Ratana/ Turakina residents are more likely to not know if Council's provision for community building is better or worse than last year (39% cf. total, 18%).

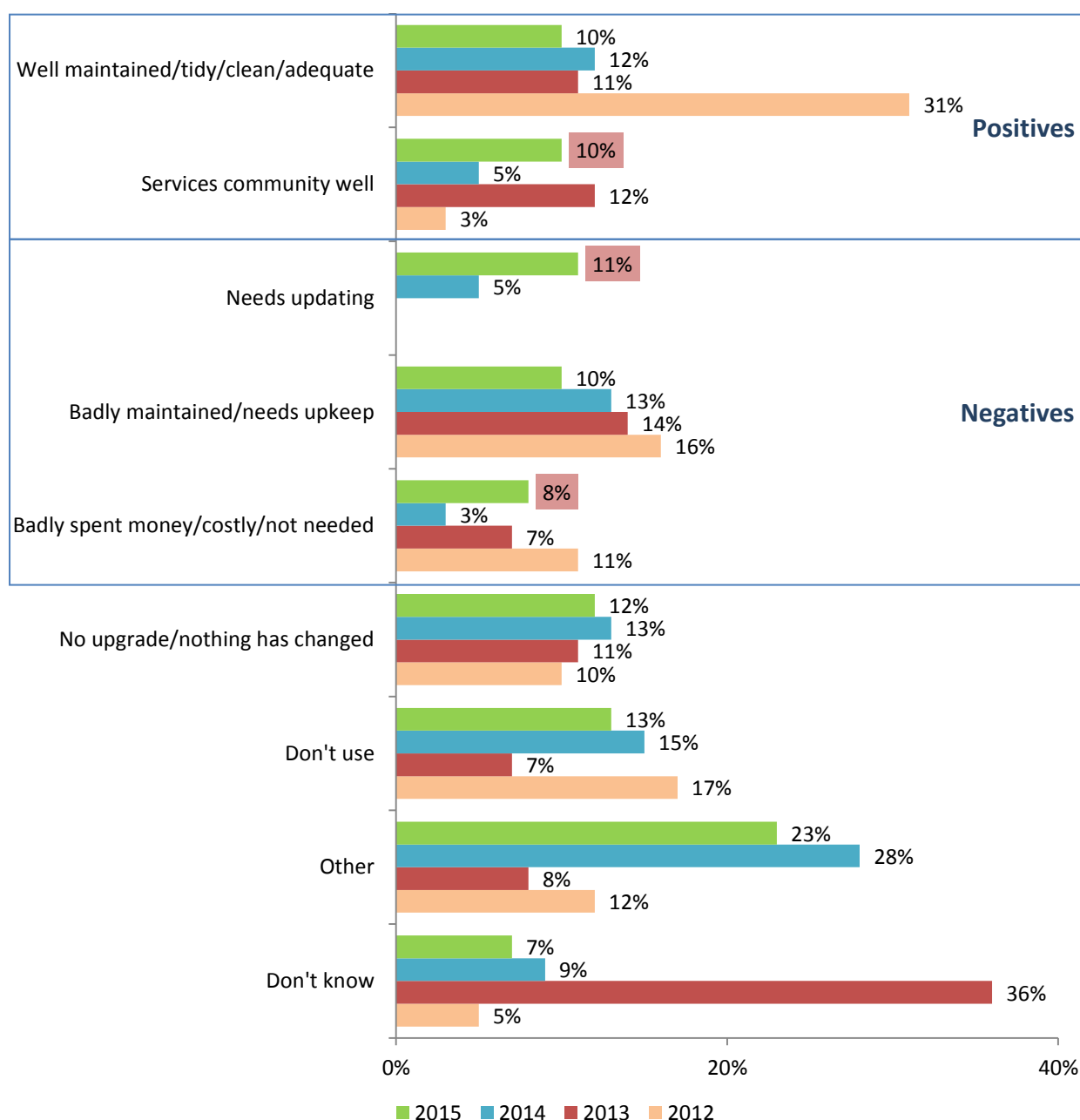
¹⁸ Q: Overall do you think the Council's provision of community buildings is getting better or 'worse than last year', or 'about the same as last year'? Base: 2015 n=308; 2014 n=393; 2013 n=400; 2012 n=346.

Positive ratings associated with factors influencing residents views on the provision of community buildings continue to pertain to the building being well maintained (10%) and that these facilities service the community well (10% cf. 2014, 5%), which is a significant increase from last year.

A significant increase can be seen in negative responses relating to the building needing updating (11% cf. 2014, 5%) and money being poorly spent on these buildings (8% cf. 2014, 3%). Ten per cent of residents also mention the buildings are badly maintained and need upkeep.

Twenty three per cent of residents mentioned an other reason, a full list of other responses is available in Appendix 2.

Figure 3-18: Factors that influenced residents' views of Council's provision of community buildings¹⁹



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: 2015 n=212; 2014 n=264; 2013 n=213; 2012 n=251.

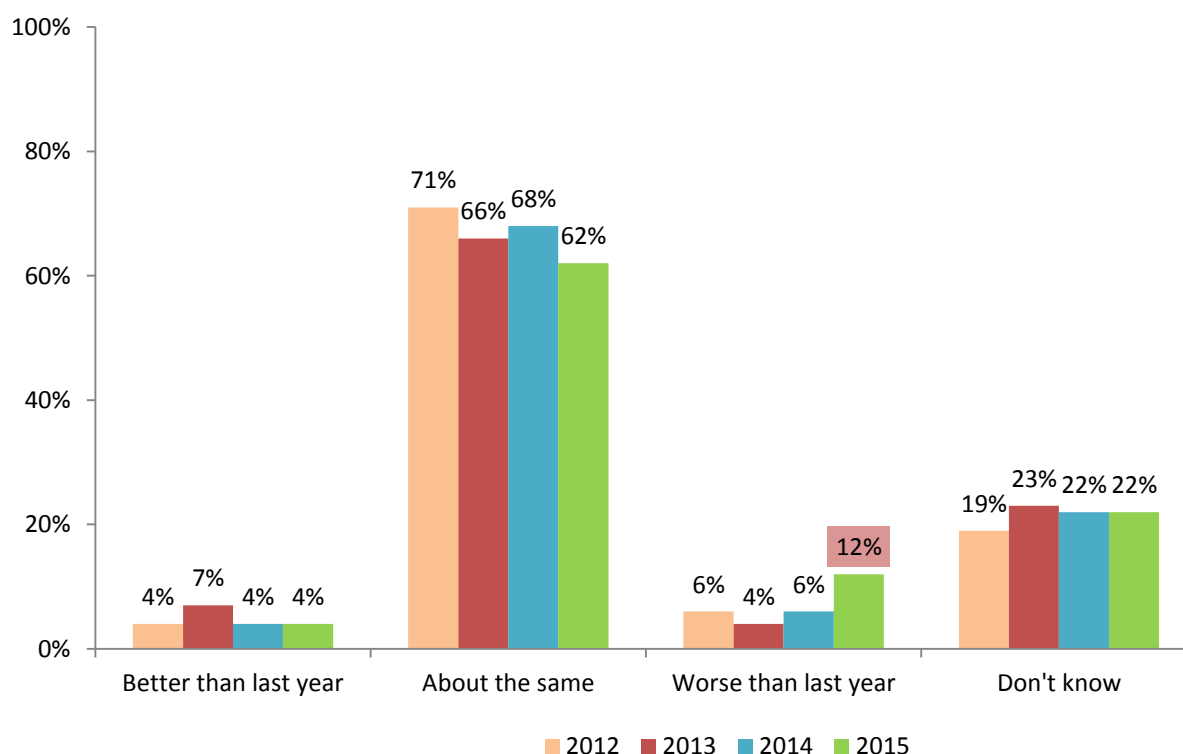
Key demographic differences

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

- **Services community well**
 - Female residents are more likely to think community buildings service the community well (15% cf. total, 10%).
- **Updates needed**
 - Bulls urban residents are more likely to think the community buildings need updating (23% cf. total, 11%).
- **No upgrade/ nothing had changed**
 - Marton urban residents are more likely to think there have been no upgrades or changes to their community buildings (19% cf. total, 12%).

This year, significantly more residents rated the Council's provision of community buildings in the future as worse than last year (12% cf. 2014, 6%), while less residents think Council's provisions are about the same as last year (62%). Similar to last year, 4% of residents think Council's provisions are better than last year, while 22% don't know how to rate this.

Figure 3-19: Suitability of current provision of Community buildings for community's future needs²⁰



Key demographic differences

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

- Koitiata/ Ratana/ Turakina residents are more likely to not know if the Council's provision for community building is better or worse than last year (43% cf. 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: 2015 n=298; 2014 n=385; 2013 n=393; 2012 n=345.

3.1.6 Community housing

Although most ratings associated with community housing remain on a par with last year, the majority of residents were not able to rate these measures.

Figure 3-20: Community housing related detailed measures²¹

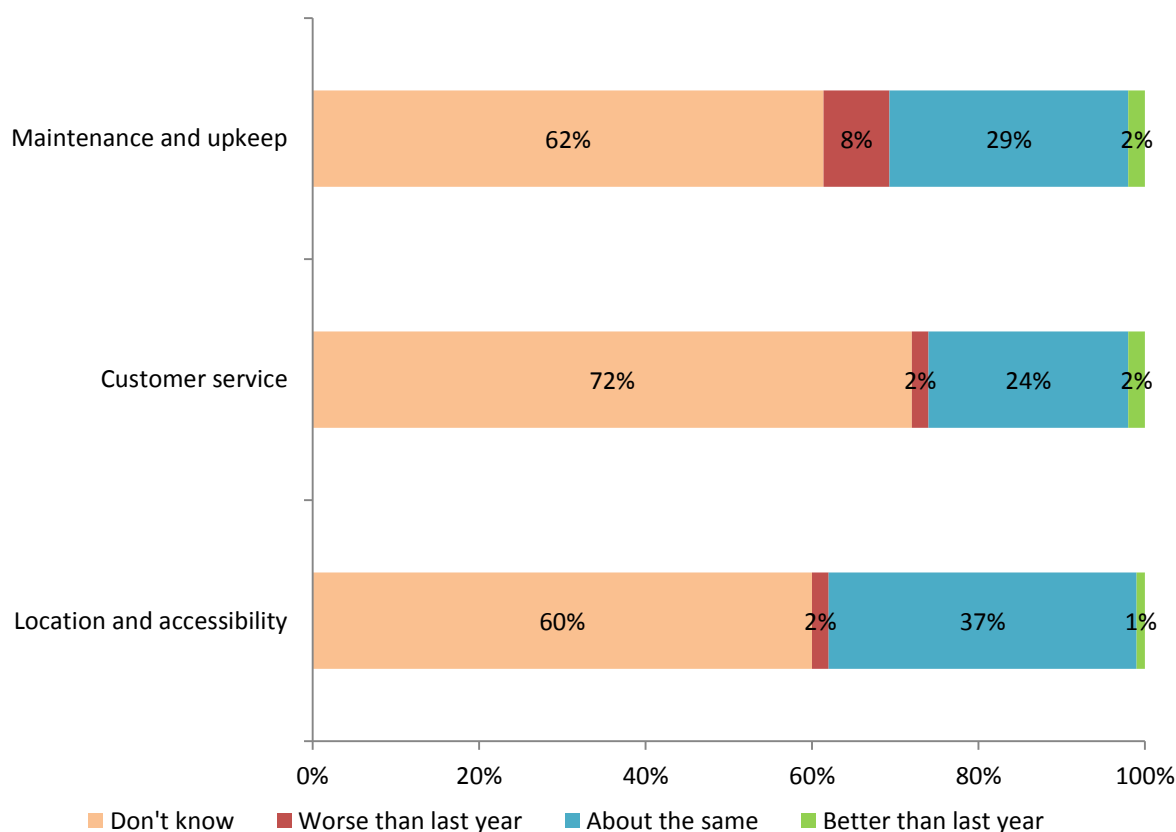


Table 3-6: Proportion of residents stating the community housing aspects were better than last year

	2015	2014	2013	2012
Maintenance and upkeep	2%	3%	4%	2%
Customer service	2%	2%	2%	2%
Location and accessibility	1%	1%	1%	1%

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: 2015 n=297; 2014 n=386; 2013 n=380; 2012 n=337.

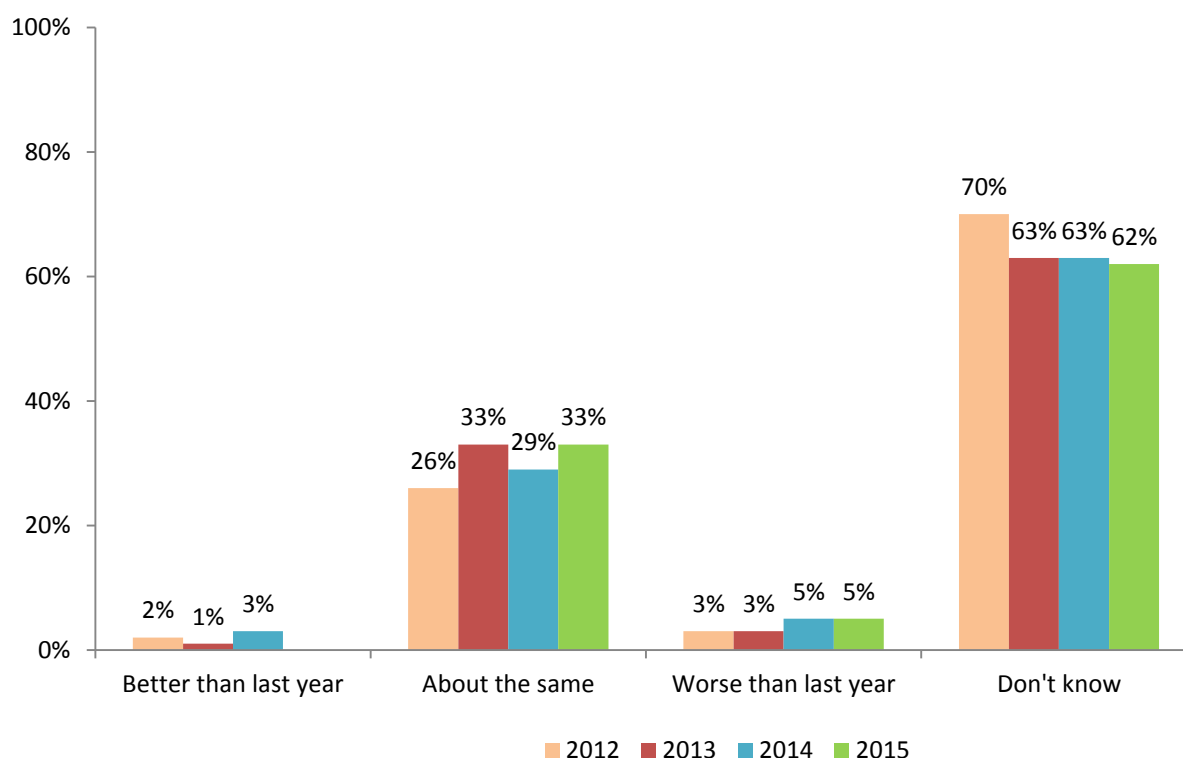
Key demographic differences

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

- **Maintenance and upkeep**
 - Taihape urban residents are more likely to think the upkeep and maintenance of community housing is worse than last year (17% cf. total, 8%), Bulls urban residents are more likely to think it is about the same (43% cf. total, 29%), while Hunterville residents are more likely to think the maintenance and upkeep is better than last year (6% cf. total, 2%).
- **Customer service**
 - Bulls urban residents are more likely to think the customer services is about the same as last year (38% cf. total, 24%).
- **Location and accessibility**
 - Bulls urban residents are more likely to think the location and accessibility to community housing is worse than last year (8% cf. total, 2%).

The majority of residents (62%) continue to be unable to give an overall rating for community housing. Three per cent of residents did rate community housing as better than last year, 33% as about the same and 5% as worse than last year.

Figure 3-21: Overall measure for Community housing²²



Key demographic differences

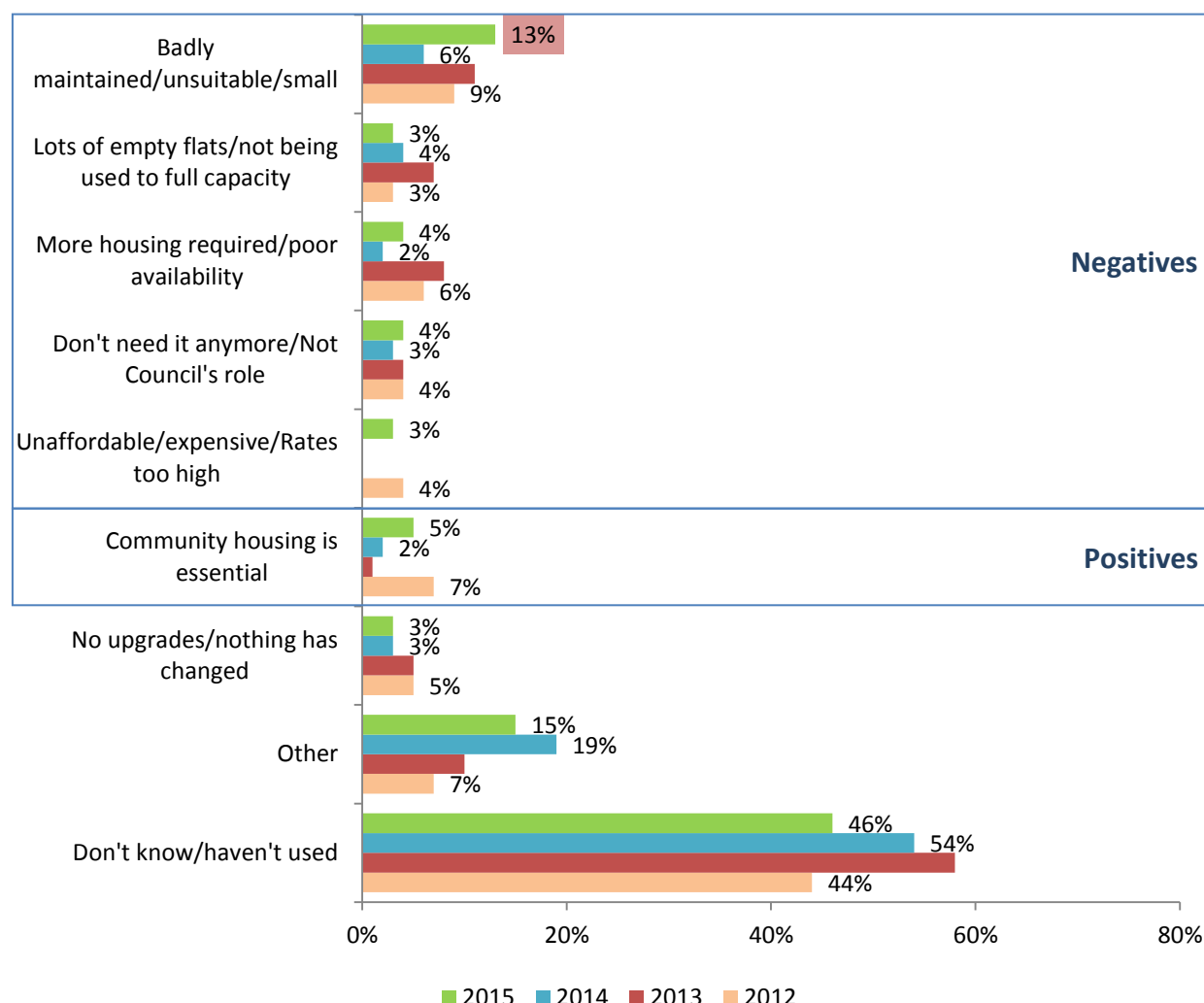
Significant differences in responses across area, age and gender are outlined below:

- Bulls residents are more likely to think Council's provision for community housing is about the same as last year (46% cf. total, 33%), while Koitiata/ Ratana/ Turakina residents are more likely to think it is better than last year (3% cf. total, 0%).

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: 2015 n=303; 2014 n=387; 2013 n=392; 2012 n=328.

In line with the overall measure for community housing, almost half of residents are unable to provide a specific factor influencing their views (46%). This year significantly more residents mentioned that the community housing is badly maintained or is unsuitable (13% cf. 2014, 6%). Fifteen per cent of residents mentioned an other reason for factors influencing their view on community housing, a full list of other comments is available in Appendix 2.

Figure 3-22: Factors that influenced resident views of Council's provision of community housing²³



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: 2015 n=191; 2014 n=227; 2013 n=84; 2012 n=221.

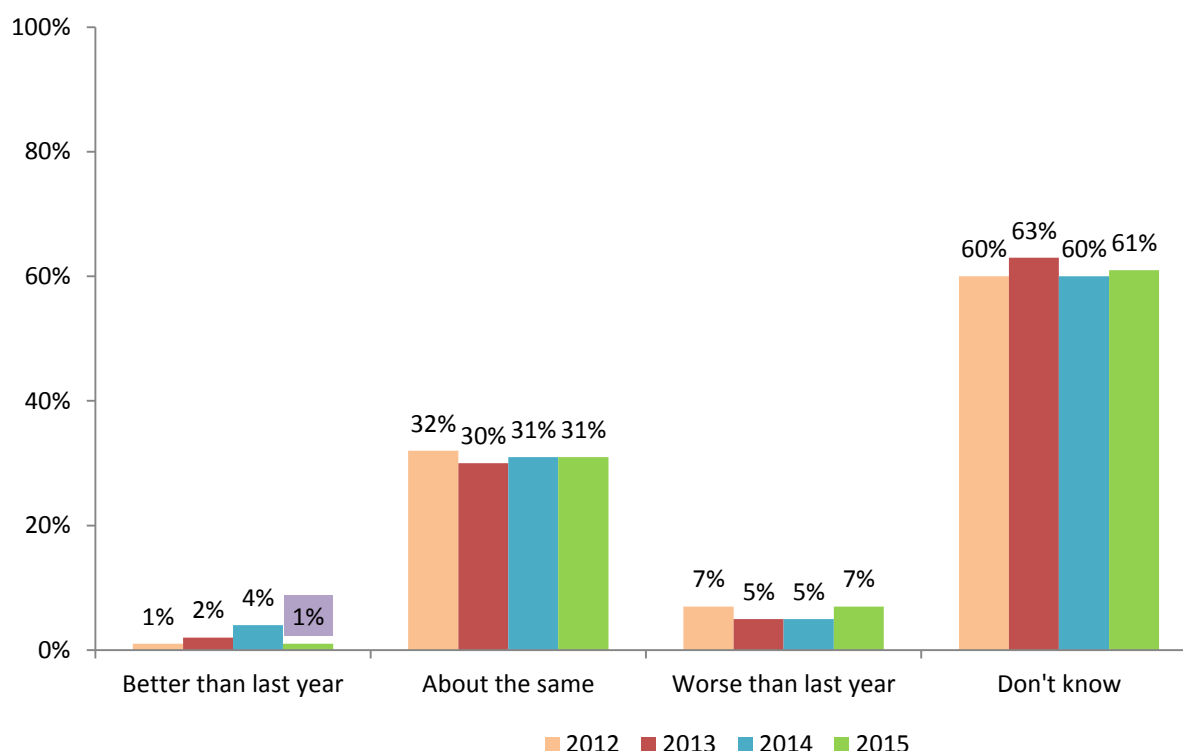
Key demographic differences

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

- **Lots of empty flats/ not being used to full capacity**
 - Marton urban residents are more likely to think there are a lot of empty flats and that they aren't being used to their full capacity (6% cf. total, 3%).
 - Male residents are more likely to also mention there are a lot of empty flats (5% cf. total, 3%).

Notably this year, significantly fewer residents rated Council's provision for the future needs of community housing as worse than last year (1% cf. 2014, 4%), and although not statistically significant there has been a 2% increase in the number of residents rating the provisions as worse than last year (7%). On a par with last year, 31% of residents rated this as about the same as last year, and 61% of residents don't know how to rate this.

Figure 3-23: Suitability of current provision of community housing for community's future needs²⁴



Key demographic differences

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

- Bulls urban residents are more likely to think Council's provision for the future needs for community housing is about the same as last year (44% cf. total, 31%).
- Residents aged 30-45 are more likely to not know if Council's provision is better or worse than last year (77% cf. total, 61%).

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: 2015 n=2972014 n=383; 2013 n=389; 2012 n=335.

3.1.7 Public toilets

Ratings for measures pertaining to public toilets this year have increased, with significantly more residents indicating the maintenance and upkeep (22% cf. 2014, 6%) and location and accessibility (16% cf. 2014, 4%) is better than last year.

Figure 3-24: Public toilets related detailed measures²⁵

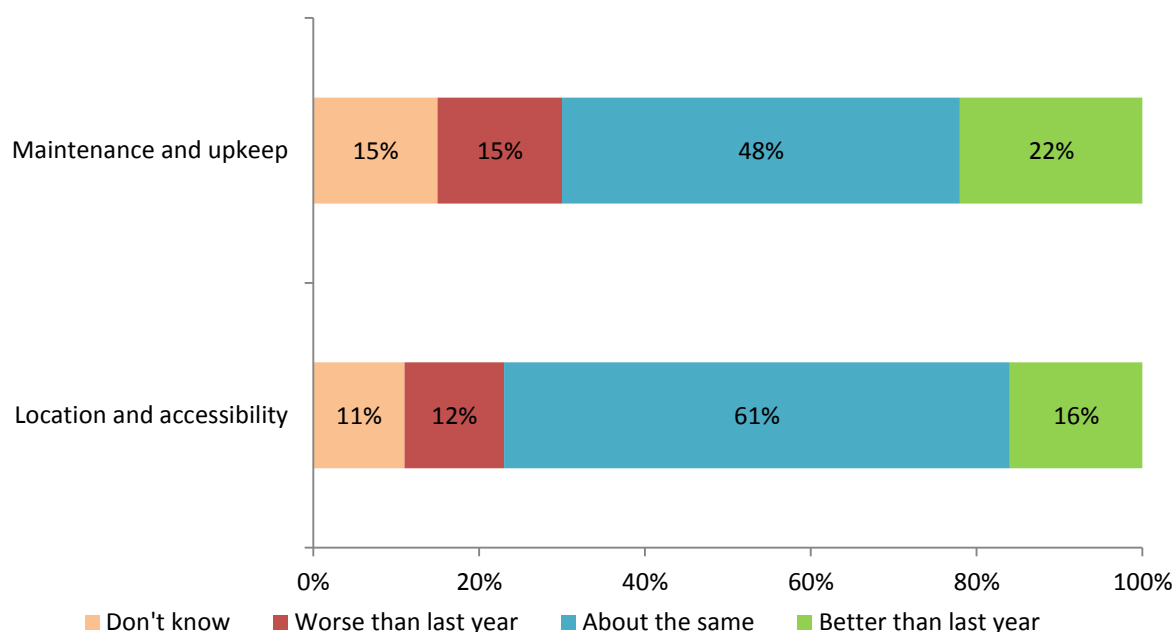


Table 3-7: Proportion of residents stating public toilet aspects were better than last year

	2015	2014	2013	2012
Maintenance and upkeep	22%	6%	9%	10%
Location and accessibility	16%	4%	5%	7%

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: 2015 n=300; 2014 n=385; 2013 n=375; 2012 n=337.

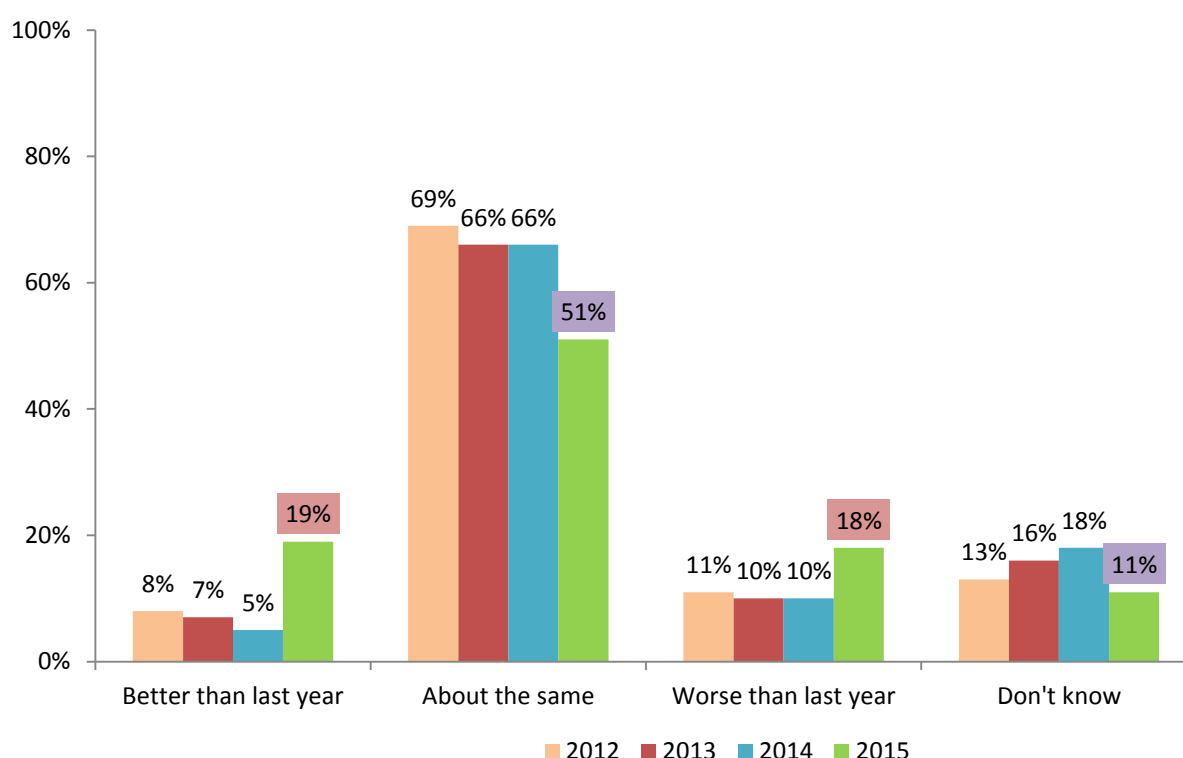
Key demographic differences

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

- **Maintenance and upkeep**
 - Taihape residents are more likely to think the maintenance and upkeep of the public toilets is about the same as last year (70% cf. total, 48%). Bulls urban residents are more likely to think the maintenance and upkeep is better than last year (51% cf. total, 22%), while Marton urban residents are more likely to not know if the maintenance and upkeep of the public toilets is better or worse than last year (22% cf. total, 15%).
- **Location and accessibility**
 - Taihape urban residents are more likely to think the location and accessibility of the public toilets is about the same as last year (81% cf. total, 61%), while Bulls urban residents are more likely to think it is better than last year (51% cf. total, 16%).

Increases can also be seen this year in Council's overall provision for public toilets, with significantly more residents rating this as better than last year (19% cf. 2014, 5%), however there is also a significant increase in residents rating this as worse than last year (18% cf. 2014, 10%). Concurrently, decreases this year can be seen in residents rating this about the same (51% cf. 2014, 66%) as well as residents indicating they don't know how to rate this (11% cf. 2014, 18%).

Figure 3-25: Overall measure for public toilets²⁶



Key demographic differences

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

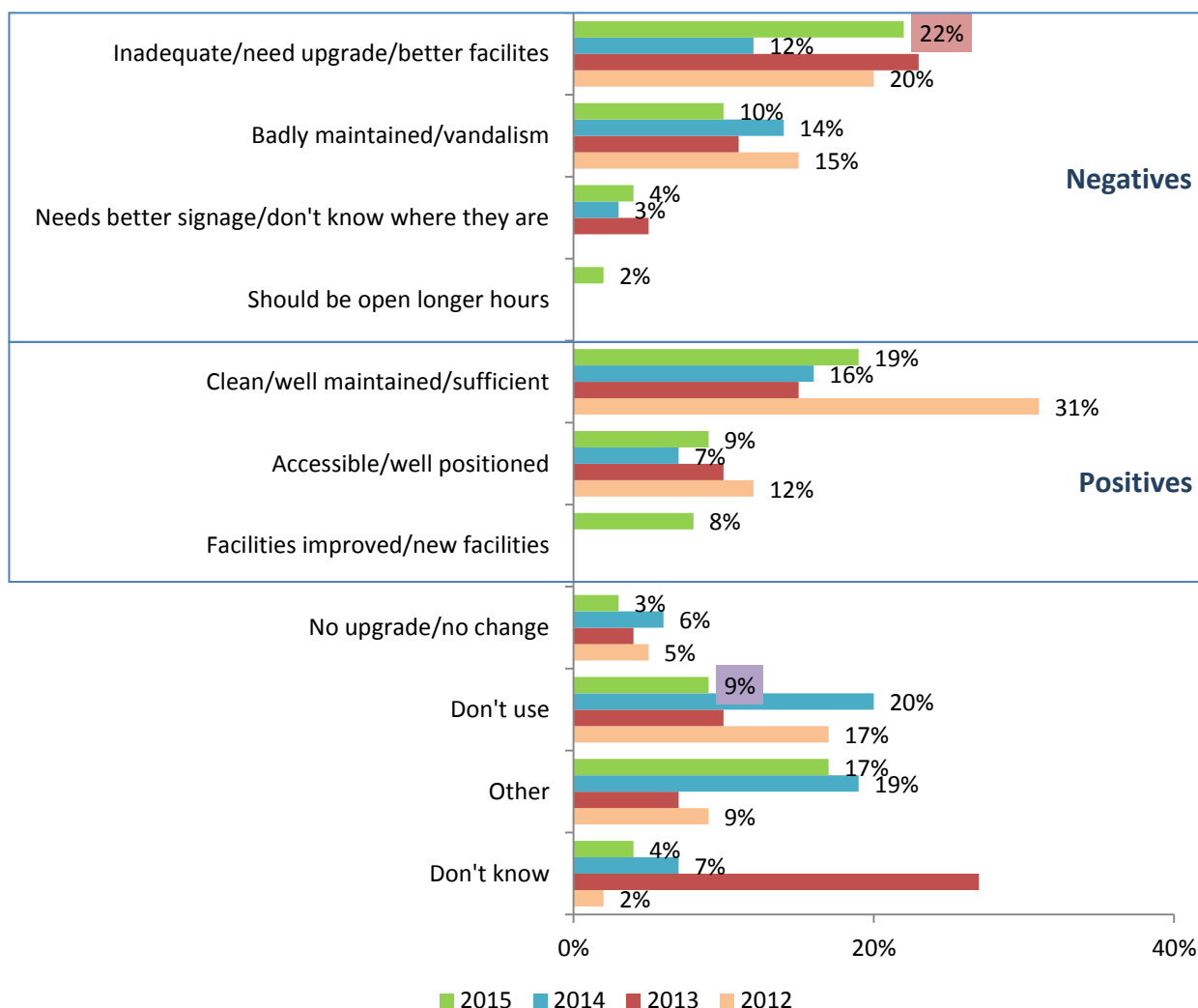
- Taihape urban residents are more likely to think Council's overall provision for public toilets is about the same as last year (70% cf. total, 51%). Bulls urban residents are more likely to think Council's provision for public toilets are better than last year (45% cf. total, 19%), while Marton urban residents are more likely to not know if this is better or worse than last year (16% cf. total, 11%).
- Residents aged 30-45 are more likely to think Council's provisions for public toilets are better than last year (33% cf. total, 19%), while residents aged 55 and over are more likely to think they are about the same as last year (56% cf. total, 51%).

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: 2015 n=305; 2014 n=390; 2013 n=392; 2012 n=343.

This year, significantly more residents mentioned the public toilets are inadequate and needed an upgrade (22% cf. 2014, 12%), other negative factors include the toilets being badly maintained (10%) and poor signage (4%). Positive factors include the facilities being clean (19%), being accessible (9%) and the facilities being improved (8%),

Notable, significantly fewer residents mentioned they don't use the facilities (9% cf. 2014, 20%). Seventeen per cent of residents also mentioned an other reason influencing their view of Council's provision for public toilets, refer to Appendix 2 for a full list of other verbatim comments.

Figure 3-26: Factors that influenced residents' views of Council's provision of public toilets ²⁷



Key demographic differences

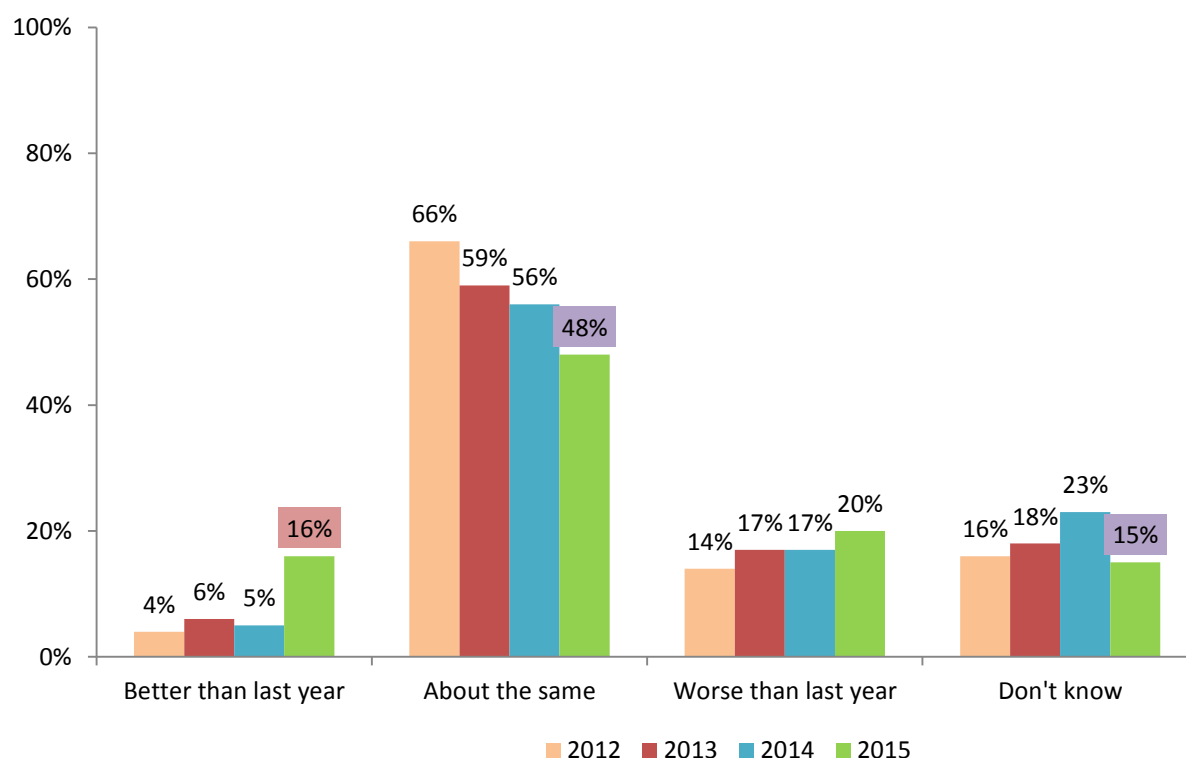
Significant differences in responses across area, age and gender are outlined below for each public toilet variable:

- **Inadequate/ need upgrade/ better facilities**
 - Marton urban residents are more likely to think the public toilets are inadequate (33% cf. total, 22%).
- **Facilities improved/ new facilities**
 - Bulls urban residents are more likely to mention new or improved facilities (21% cf. total, 8%).

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: 2015 n=248; 2014 n=290; 2013 n=235; 2012 n=258.

An increase can be seen this year in Council's provision of public toilets for future needs, with significantly more residents rating this as better than last year (16% cf. 2014, 5%). Concurrently, decreases can be seen in residents rating this as about the same as last year (48% cf. 2014, 56%) and residents not knowing how to rate this (15 cf. 2014, 23%). Twenty per cent of residents rate this as worse than last year.

Figure 3-27: Suitability of current provision of public toilets for community's future needs²⁸



Key demographic differences

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

- Marton urban residents are more likely to think the Council's provision of public toilets is worse than last year (28% cf. total, 20%). Bulls urban residents are more likely to think they are better than last year (49% cf. total, 16%) while Koitiata/ Ratana/ Turakina residents are more likely to not know (33% cf. total, 15%).

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: 2015 n=293; 2014 n=378; 2013 n=384; 2012 n=337.

4 Concluding comments

The roading network in Rangitikei, this year, has seen a significant increase in residents rating this as better than last year. This increase could be due to the roads being attractive well maintained, which saw a 3% increase in ratings for being better than last year and is still the highest ranked roading attribute. The roads having good lighting and being well sign posted could also be an influencing factor, as significantly more residents mentioned this than last.

Positive ratings for swimming pools have decreased steadily over the past two years. It would appear the decrease this year could be linked to the decreased availability of programme activities. As well as inappropriate opening hours, as there has been a significant increase in the number of residents mentioning this as a factor this year.

Measures for sports fields, parks and reserves have remained consistent with results from 2014. As have measures for public libraries.

In terms of community buildings, after results being consistent over the past couple of years, this year sees an increase in residents rating this as worse than last year. Causes for this drop in ratings could be linked to the significant increases in residents mentioning the buildings need upgrading and money spent on the building is costly and not required. Significant increases can also be seen in residents rating the sustainability for the future of these buildings as worse than last year.

Awareness of community housing continues to remain low, with more than half of residents unable to rate these. However, a significant increase this year can be seen in residents mentioning community housing is badly maintained, unsuitable and small. A significant decrease can also be seen in residents thinking Council's provision for the future needs of community housing is worse than last year.

Interestingly, increases can be seen this year in residents thinking the provision for public toilets is both better than and worse than last year. Significant increases can also be seen in residents rating the maintenance and upkeep and location and accessibility as better than last year. However, an increase can be seen in residents mentioning the facilities need upgrading, there has also been a significant increase in the number of residents who think that Council's provision for the future needs of public toilets is better than last year.

5 Sample profile

Figure 5-1: Gender²⁹

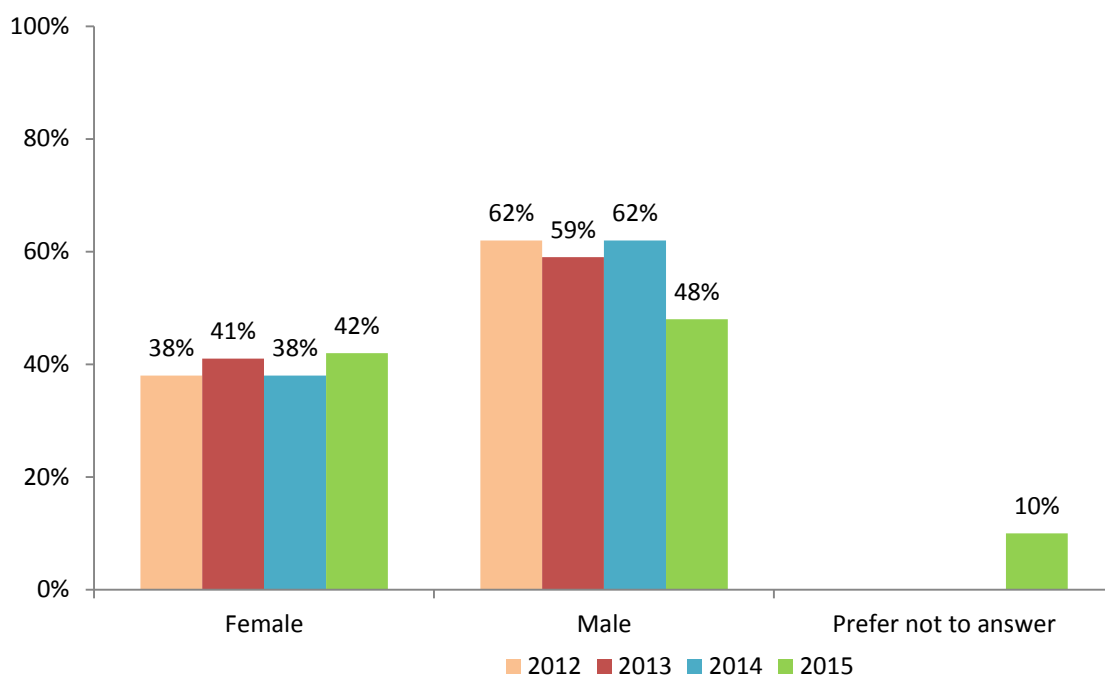
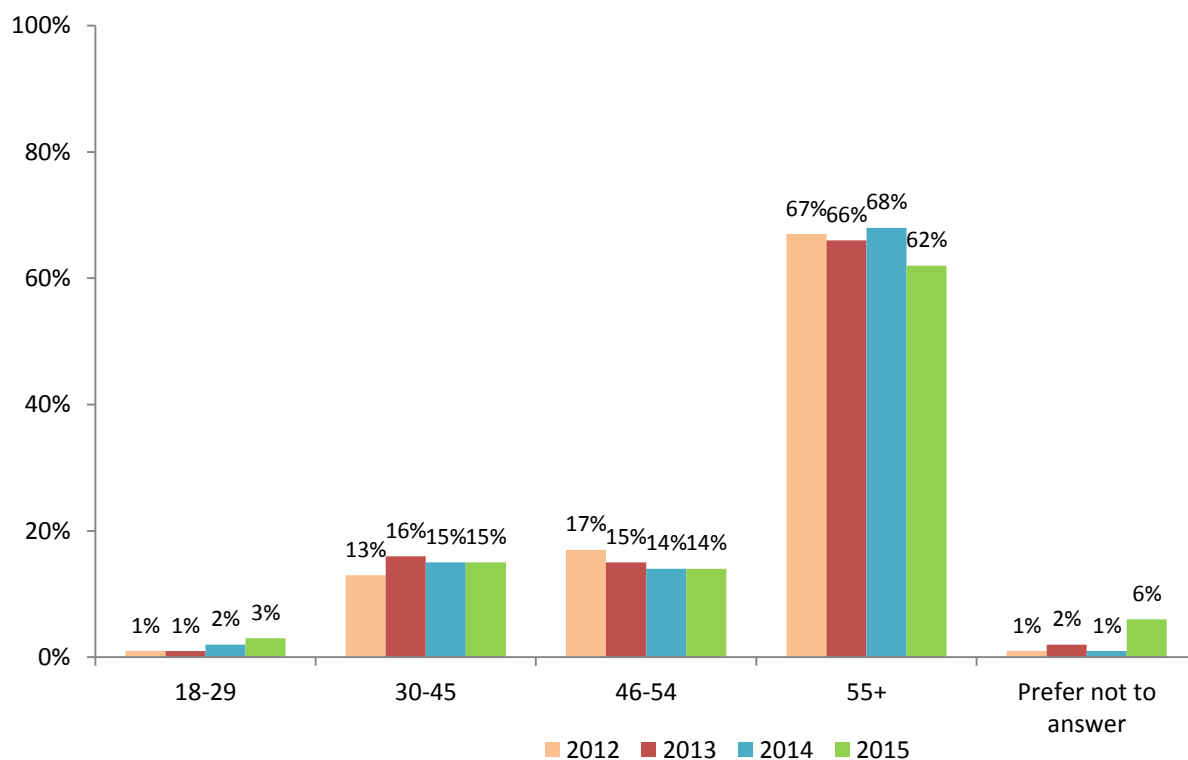


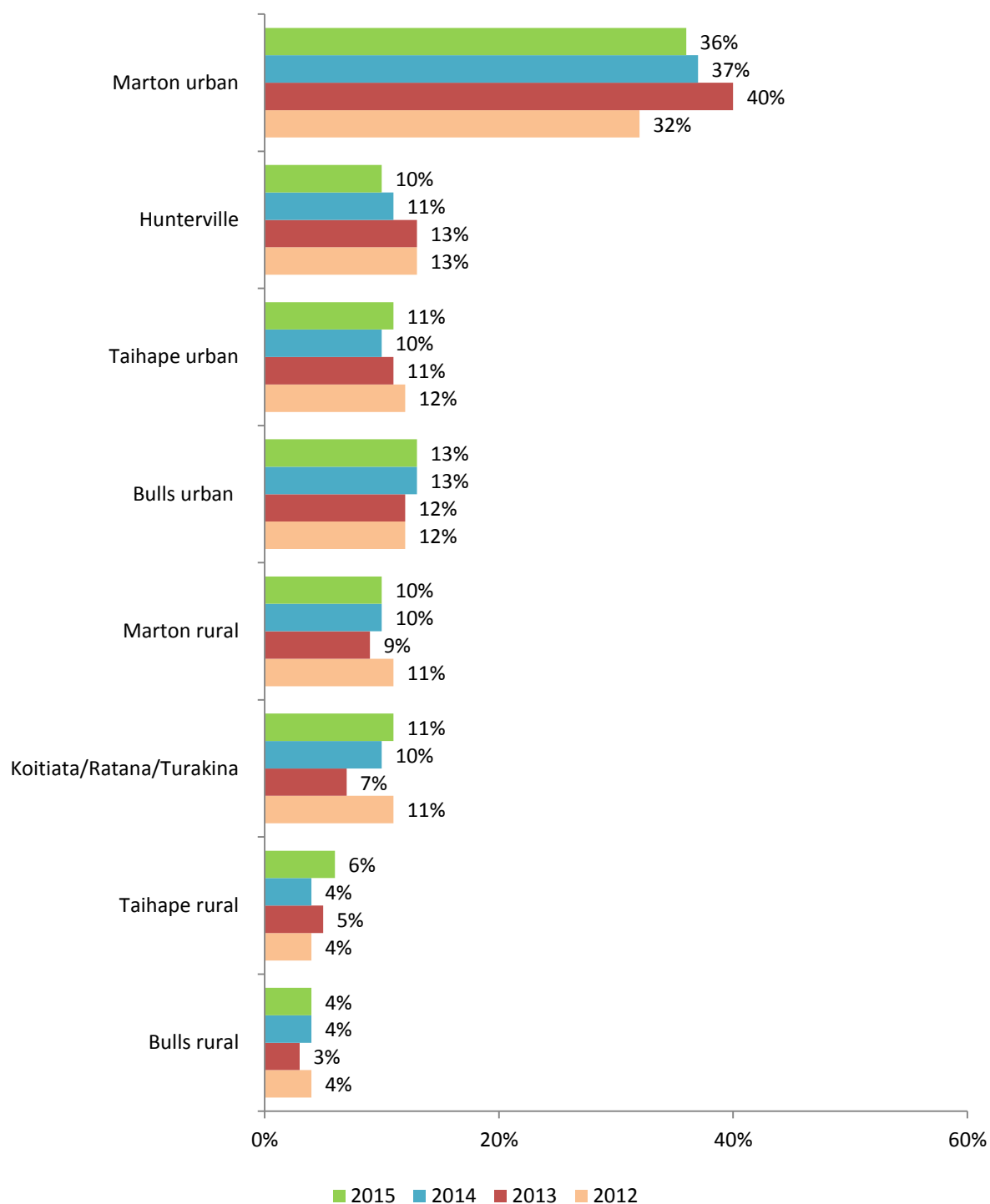
Figure 5-2: Age³⁰



²⁹ Q: Gender recorded. Base: 2014 n=401; 2013 n=419; 2012 n=406.

³⁰ Q: Which of the following age groups you are in? Base: 2014 n=404; 2013 n=419; 2012 n=406.

Figure 5-3: Area³¹



³¹ Q: Area recorded. Base: 2014 n=408; 2013 n=415; 2012 n=365.

6 Appendices

6.1 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

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

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

--

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?

--

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.

Demographics

28. Are you a...?

PLEASE TICK

	Female
	Male

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

PLEASE TICK

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

30. 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.

6.2 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

- *Travelling by foot and road - general observation.*
- *My Driveway.*
- *Most funding seems to be allocated to Marton Town.*
- *Traveling around the District.*
- *Walking and driving around town.*
- *We live rural.*
- *I mostly walk everywhere I go.*
- *The limited roads I travel on and drive a farm tractor on.*
- *More work.*
- *I think we desperately need a pedestrian crossing in Bulls.*
- *Rate increases.*
- *General maintenance.*
- *The town looks neat and tidy.*
- *Knowing I am sure of risk free roads to drive in our area.*
- *Council don't know themselves how well the money is spent, because they have no independent check.*
- *Not sure I know all parts of the region well enough to answer in an informed way, especially changes within a year.*
- *Living here and using the amenities.*
- *Plenty of road works on road to Palmerston North over recent year has lead to smoother and wider roads.*
- *Take a walk around and you will see.*
- *Allow people to travel safely on Council roads*
- *Completion of sewage works has allowed the roads to be sealed for an extended period.*
- *Visual appearance.*
- *Building around Town.*
- *Living in the area.*
- *We live in the rural area so not as concerned about the footpaths and street lighting.*
- *They are user friendly.*
- *I don't know about other areas, I only scored it in my rural area.*
- *From travelling around locally.*
- *The contractors currently employed for mowing the parks and verges in the hill area of Taihape do a very poor job, hopefully we may see an improvement this year. No attempt has been made to clean out the drains on the roadside which are clogged up in places.*
- *Personal driving experience.*
- *Use of the roads.*
- *Ease of use.*
- *When money is spent on roads make it worth while, do I good job of it.*
- *Just my impression.*
- *It is very rare to see Council doing anything in our town, considering that we get charged two times for the some rates, this place should be immaculate.*
- *Resealing Bryces Line and upgrade of the Skerman Street/Tutaenui Road intersection.*
- *A great deal of the problems with rural roads is the maintenance of the drainage around them. Clearing culvert intakes and clearing water tables could make a difference.*
- *After rain on Parewanui Road, there are two places which always gather surface water and don't drain away, so we have to drive around to avoid flooding and others, if they are coming.*
- *Safety for children in transport to and from school. Allowing children to become more independent.*

- *Using them.*
- *Where the hell does our rates money go?*
- *Resident of Bulls.*
- *I walk around Marton town for exercise and I also own a motor vehicle so getting about safety on footpaths and roads is important to me.*
- *Skateboarders and cyclists believe they have right of way over pedestrians.*
- *General observation.*
- *Living here and having my eyes open.*

Other specify swimming pool comments

- *Who runs the pool?*
- *Only used them once or twice, then the full size pool is not for public use/ratepayers subsidise the private contractor, which we should not.*
- *Swimming pools are always under utilised and a drain on rates. Been the same for a long time. Free babysitting service for some residents. Trevor Nicholls is trying to turn it around and needs some encouragement from Council.*
- *Needs a ramp to exit the pool for elderly.*
- *Water temp is consistent, but there were no aqua aerobics this year which is very disappointing.*
- *Comment by very regular user.*
- *There is not enough advertising about the pool and activities.*
- *Happy kids.*
- *I would love it if there were more classes for adults e.g. aqua aerobics and if pool were open all year round, although I realise the costs may be an issue.*
- *A private operator who has only profit in mind.*
- *The pool is used and running as always.*
- *We would like one.*
- *Convenience.*
- *Noise from the facility.*
- *Warmer climate means an increased use of swimming facilities. They need to support rural schools, Whangāehu, Ratana Pa, and Turakina to provide adequate facilities for use.*
- *Family using the pool.*
- *Considering how high the rates are for Bulls, which is much higher than most equivalent towns, there is a huge lack of public facilities.*
- *Although pools are looking good, the operator does not know how efficiently the pool heating could be used, I have attempted to point out that what they are doing is wrong, with no response.*
- *Access especially when bringing people to pools and parking.*
- *Personal experience.*
- *Friends regularly use the pool for fitness and social outings.*
- *Don't see any notification of swimming lessons or a Swimming Club, as there used to be.*
- *Decent management and better trained staff.*
- *They are men under contract.*
- *I use them for exercise and for my muscle toning.*
- *I use the gym next door to pool everyday, so see what's happening at pool.*
- *Council should stay with its prime duties, roading, water and air. They should let the users pay. I think that swimming pool should be run by private enterprise and paid for by the user, i.e. subscriptions/user fees, not paid for by ratepayers.*
- *I have no information on opening times and facility costs. Not heated so only a summer site.*
- *Access.*
- *Marton's 50 metre pool is a gem, we need to keep it.*
- *Haven't had a lot to do with pool this year. Children joined swim club in 2014 in Marton and overall it was a disappointing experience. All due respect and thanks to the volunteers that run it though.*

- *Going to the Marton pool.*
- *No community input, the operators are from out of town.*

Other specify sports fields comments

- *Parks are not there for Council to charge people for.*
- *Visit to parks.*
- *I would like some action on my enquiry about a reserve I have been asking about where I feel correct management could increase revenue for the Council. I am disappointed with being promised replies in this subject, but I never received replies.*
- *Falling Taihape property values.*
- *I live beside two and regularly walk across and beside them.*
- *Rate increases.*
- *I use Wilson park for training.*
- *Location and accessibility.*
- *We complained about trail bikes hooners wrecking the Scott's Ferry Picnic area and burning the picnic table to ashes, Council has done nothing. We are unimpressed with the RDC.*
- *I only use the fields when events such as Harvest Festival are on.*
- *As a community maintenance (bar mowing) our park is below standard.*
- *Not much is different as far as park gardens go.*
- *Maybe too many fields.*
- *Visual appearance.*
- *The gardens in Centennial and Marton Park*
- *Comments from peers.*
- *Marton Park, Rugby.*
- *They are OK.*
- *The gate at the southern end of the park should be opened daily.*
- *Grandchildren use of the facilities.*
- *Horse sports.*
- *We have a lot of parks for a small community, it is about balance and affordability.*
- *Facilities are currently under used.*
- *It's an ongoing project; with general maintenance.*
- *How do you justify these rates?*
- *Location and access.*
- *Our local Lions do a great job at Queens Park.*
- *Bulls resident.*
- *The sport the sports fields, parks and reserves I can see influenced my view of them.*
- *Safety of children.*
- *Walking around then.*

Other specify library comments

- *Use of Marton Library.*
- *Internet access from the home has influenced my view.*
- *Should only be open five days a week from 9am to 5pm.*
- *Asking community for book/video/DVD suggestions. Location and accessibility hasn't changed, they are fixed assts.*
- *Weekly use of the Marton Library.*
- *Keeping Bulls Library where it is, no need to shift it.*
- *Hunterville library is being relocated so we expect it will improve opening hours etc.*
- *Don't know what the future holds.*

- *People under 25years utilise the computers in the library and hub during all hours of time. It would be nice to have set times for 25-60 years old.*
- *I use the library more these days.*
- *To keep the library.*
- *Accessibility for all age groups.*
- *Leaving it where it is and not moving it.*
- *We use the libraries.*
- *Availability.*
- *Personally I would be quite happy to see the library go, I feel that the community no longer really needs it anymore, as most people have internet at home now with access to the range of facilities provided by the library, it is serving only a small minority of people. Plus there is Bulls Library if they really needed to use it which is fairly close. I feel it is an unnecessary expense to the ratepayer to have both Libraries.*
- *Computers in libraries should not be for gaming but instead for finding information. Libraries have become a child minding service for children to play computer games.*
- *Environment, town generation.*
- *Taihape public library is good. I do question the need for non-paid internet access, this allows wasting of internet.*
- *Accessibility.*
- *We are big users of the libraries, however RDC allows too much noise and poor behaviour in Marton library!*
- *Mangaweka may be small but an internet connection would be beneficial.*
- *Kids using it.*
- *Visit both the Bulls and Marton libraries*
- *Better atmosphere.*
- *Experience of using it in the past.*
- *Location.*
- *Others views.*
- *Going to the library.*
- *The one in Hunterville needs to be open more often, haven't really been in.*
- *It is OK.*
- *I use the library every week.*
- *Used often.*
- *I think Taihape is lucky to have the library*
- *I do not use the libraries, but on visiting the Town Hall have noticed that the facilities seem to be well patronised.*
- *I like the libraries as they are. It is good the children are better behaved now after school, they were quite noisy for a while.*
- *Libraries will become extinct in ten years.*
- *It is difficult to give an answer as the development of IT and online services may make big changes to future requirements.*
- *My use of our library.*
- *Public access.*
- *Location in Marton requires improvement.*
- *I drive past the library everyday.*
- *Opening hours need extending for working people to access facilities. I see many people trying to use Wi-Fi perched on steps/standing outside after hours.*
- *Where is all the money spent?*
- *Updated and renewed.*
- *Our library has been taken to the Hunterville School so it will be more used than the Council outlet.*
- *It is becoming a good to have, sustaining the current service even though there is a technology take over.*
- *Not a lot of choice.*
- *Although the library is still in the same place, I understand it is moving to the school. I hope this works well.*

- *The location of the Bulls library is just great.*
- *As the hub and library are inundated with kids most of the time, with a lot of noise concentration is hard, they need to have allocated times for age groups.*
- *I am using the library less than in the past due to having a lot of books I've never read, and am starting to do so. I also buy second hand books and swap books with friends.*
- *Word of mouth.*

Other specify community buildings comments

- *Only minimal MTU's carried out, it has been the same for a number of years.*
- *Personal observation.*
- *I have only ever been into the Council building, looks okay.*
- *Leave buildings in the historic place as they are, no need to shift them. I am talking about in Bulls.*
- *Regular use of these facilities.*
- *It is my understanding our town maintains our own buildings.*
- *Keep them going for people.*
- *We use the community halls in our area for various functions and clubs, the Ohingaiti, Mangaweka and Taihape halls.*
- *Better direction for public toilet facility.*
- *Rural halls should continue to be directed to the local communities with some financial support, or if uneven has removed.*
- *Apart from the mural on the toilets , what about the inside?*
- *I haven't noted any great champs, the worse facility is the towns toilets.*
- *Over supply.*
- *Location, design of 'new' Bulls (actually BP) toilets a shocker.*
- *Perfectly adequate as they are.*
- *Council doesn't care about these facilities anymore!*
- *We are concerned about Council wanting brand new premises, we are unsure whether it is a rumor or not.*
- *Once the population grows the requirements for parking and space will need to be taken care of, these facilities are good for now.*
- *The Council can only do so much to keep things as they are, won't make the rates go up?*
- *I only use these facilities when events are held there.*
- *What I view or deal with.*
- *They don't need to get themselves a new building for offices. The government will probably push to amalgamate in the next 20 years anyway. The smaller rural halls will not get the same patronage in the future. Please note I was secretary for the Skinner Road Hall 8km from Stratford. We had low patronage and ended up shifting the hall to Stratford Showground's where it is now used all the time.*
- *Memorial Hall Centennial park pavilion, some rural halls are run by committees and are very well run and are financial.*
- *Going to halls.*
- *The only community building I have visited is the Council office in Marton.*
- *Maintenance and accessibility is very important.*
- *Accessibility of most.*
- *Location and accessibility.*
- *There is a review going on in Bulls and there is no need to relocate the bus stop, library or anything else because as the present time. Things are quite adequate and will help keep rates stable.*
- *Looking forward five to ten years, we have no new facilities for future generations.*
- *Council's desire to demolish the Town Hall (Taihape) in order to not have ongoing maintenance issues.*
- *The state of the town at present.*
- *Taihape Hall and Mangaweka Hall are not being maintained or invested in to go into the future, I am guessing Council plans on writing them off. This is a shame and perhaps you could look at handing governance back to local communities.*

- *Community use of facilities and rates continue to decline.*
- *People don't use town halls as much as in the past, they are old building with money needing to be spent. A modern affordable multi purpose facility needs to be considered, a population of 1,600 people has numerous halls available.*
- *Accessibility, size, use for all types of functions.*
- *Always on the phone to RDC about work or calling into office.*
- *Toilet facility available after hours in Marton. I support a 24 hour 'super loo' and the existing loo replacement.*
- *Knowledge of their existence and usage.*
- *The outdoor area at the information centre.*
- *Our town Hall has been up graded with the support of the local people and grants.*
- *Loss of supper room availability.*
- *I appreciate the Council's provision of community buildings and my opinion was prompted by my observations of the facilities I use and notice.*
- *Functionality.*
- *Don't use them much, I use Taihape Area School facilities more than Council as they are free.*
- *Going to them.*

Other specify community housing comments

- *Part use by parent.*
- *Observation and discussion with a resident.*
- *Some of the existing units need joining for some larger 'family' use.*
- *Clean up Bulls.*
- *I have known of some people who live in them.*
- *We need signs for facilities.*
- *As I don't have much contact in this area I can only assume what I hear from tenants to be correct and they appear to be happy.*
- *Seems to meet need but do not know.*
- *Lack of information about such housing.*
- *Don't get around.*
- *Aging population, I don't really know but with an aging population Council Housing could be beneficial.*
- *Location.*
- *Again please maintain as a community asset.*
- *Older people are staying in their own homes longer and families are more involved in care so the number of houses is usually adequate.*
- *Do you want to live in a concrete box?*
- *Visit to Council owned flats to see tenants.*
- *The upkeep of community housing is good, it is more whether the Council is going to move away from it or continue to support it with an aging population.*
- *Mobility Scooter housing or sheds.*
- *Growing poverty.*
- *It seems to cover everything required.*
- *Access maintenance reasonable.*
- *Visual, I drive past them everyday.*
- *What I have observed of the Council flats influenced my view.*
- *Good.*
- *Knowledge of the poor standard of state housing and the unwillingness of Housing Corp to complete repairs and their very bad attitude dealing with Housing Corp clients. Leads me to the opinion that State Housing may be better handled by Council staff who have a bigger stake in local communities.*

Other specify public toilets comments

- *Accessibility as it exists.*
- *Convenient.*
- *Taihape toilets.*
- *Availability of a public toilet.*
- *After the bus people have been through the public toilets they need cleaning.*
- *Location and operating hours.*
- *Location and accessibility (new ones in Bulls).*
- *We cater too much for those who don't pay our rates.*
- *Living in the urban area I rarely use these facilities but noticed they are in constant use when I pass and I've not heard complaints of the condition or cleanliness.*
- *Service is required and will grow in need as demographic s of Taihape change.*
- *There are a lot of complaints about Bulls toilets being shifted too far away from the village.*
- *The position is in the wrong place.*
- *This is certainly something that should be a high priority to all Council's.*
- *Variably quality, the Plunket rooms are good, Lower High Street no so much.*
- *I have noted how popular the area around the railway toilets are.*
- *Marton, they should move to Centennial Park area and build a new one.*
- *Public Health.*
- *June Harris does a wonderful job, the comments I overheard from people who use the toilets are a joy to hear.*
- *Only use for rugby matches in the district.*
- *Using them.*
- *The cleanliness.*
- *Except for the fact that Rangitikei College pupils have painted an amazing mural on the outside, the Marton public toilets are in a very unattractive building and I understand they need to be upgraded. I have just looked at the inside and they do not reflect well on our town. They need to be upgraded immediately even just a coat of paint would be good, but there is an open drain in the ladies loo, the toilet is cracked and you would only want to use it if you were desperate! It smelt clean but looked bad.*
- *Hours.*
- *Cleanliness of toilets.*
- *The rebuilt toilets in Bulls seem to get a lot of use and the new ones at the junction too. I hope they are well maintained.*
- *Planning and budgeting has not produced results.*
- *Cleanliness.*
- *Go to Fielding to see good toilets.*
- *Current public toilets in Marton are in the wrong location, they should be a public toilet near parks.*
- *Public toilets are very important for local business with regards to passing traffic through the Rangitikei area.*
- *Public toilets should be on public land not in the back of car parks (Bulls).*
- *Town needs to be tidied up and visitors often judge a town on the state of the public toilets.*
- *I'm glad I have ours in my home.*
- *Great to see Bulls sorted and Marton spruced up.*
- *Is as good as anywhere else, we use them when get caught short.*
- *Cost of rates.*
- *Toilet access inadequate for residents.*
- *Dangerous people in Hunterville toilets.*

6.3 Appendix 3: Additional Comments

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

Facilities need improving/ more facilities and services needed/ better maintenance

- *The hours for the rubbish tip are not long enough as not everyone can go in the morning. The recycling should be accessible most of the day, it doesn't need to be manned just open to dump recycling, and otherwise roadside collection of recycling would be great .*
- *We do not want to see facilities downgraded.*
- *The toilets in town people stop to use. We need toilets at Walker Park, please think about it.*
- *My main issue concerning ground maintenance is that unless I complain to the parks and reserves the berm at the roadside of my property is not maintained! Also, the same applies to the stock route beside my property. The grass in the stock route is over the top of my fence and is a fire risk! I pay my lawnmower man to weed eat part of the berm at the front, I shouldn't have to!*
- *There is a need in Taihape for more and better toilets, need for a dedicated dog exercise, public toilet area adjacent to the town for travelling public to use, upgrade the swimming pool, maintain and retain all of the existing public facilities in Taihape and not have fewer of these. No need for better existing facilities, most are maintained properly and I do not believe that cost of maintenance is unsustainable.*
- *To make Marton more inviting for a visit, make the entrance of the main road more enhanced. Maybe some bright flower beds or something interesting to make them think they might like to follow the road to see Marton.*
- *My only gripe is housing grounds, and the lack of a level of maintenance.*
- *Council can't afford to hinder infrastructure maintenance, such as roads. Just to maintain and improve high aesthetic standards of parks and amenities.*
- *I would love improvements to the recycling system!*
- *All residents of Marton and especially the Council need to be constantly striving to make the town more attractive to visitors and residents as well as user friendly.*
- *The biggest issue facing Taihape is to have one multi-use all purpose Council/hub facility. Do not spend any funds on upgrading existing Town Hall. Any concerts use the school buildings in exchange for using Memorial Park.*
- *Please heat Hunterville pool better! Our swimming pool is too cold for all to enjoy, especially our younger children who ironically are the most vulnerable to drowning!*
- *Check out the state of the cemetery. I bet Marton is in better upkeep than Taihape.*
- *It is disappointing to see the extent of Council's tendencies to hire people to do specific jobs then to hire advisors and consultants to tell them how to do it.*
- *My wife was disappointed recently to find the Marton pool closes through winter. She wanted to take our small grandson there for lessons. Now has to go to Wanganui instead. I don't understand how the Wanganui Road/Bruce Road junction can be considered safe with no pull-off space on the south side of Wanganui Road.*
- *Overall I didn't see much change between last year and this year. I would like to see the playground facilities updated as they are getting very old.*
- *I know our Council is reviewing facilities in Bulls and I think the library removal is not needed, especially because of its history and earthquake risk. All it needs is to be extended as space is available to do this; its location is perfect but sometimes Council like spending money when they should consider the expense of rates and when times are tough things should be shelved.*
- *Nothing regarding water supply or quality supply.*
- *Rationalisation of Council-owned facilities is the obvious answer. Council should take a good look at community initiatives to build a new facility. It is a win/win situation for all concerned.*

- *Our great concern is Bonny Glen landfill expansion proposal. The leachate going to Marton's sewage treatment ponds is a disgrace. The 'Gentleman's Agreement' which allows this to happen must be made known to Rangitikei ratepayers. The landfill operates by accepting the waste, they must be responsible for a safe clean operation and the disposal of toxic leachate safely. By accepting untested possible toxic waste as it now happens, ratepayers are put at risk.*
- *Do not reduce our services, we will never get them back. You could proactively partner with community, i.e. the people who live in neighbourhoods and effectively develop communities that way. Perhaps invest dollars spent on expensive overseas consultants in your locals! Also be a trail blazer to sort our river please!*
- *Another waste of Rangitikei rate payers money. Would be good to see some improvement. How about encouragement for better policing to get the riffraff off the streets. Get active and improve the town, be positive!!*
- *I feel toilets are a big factor in a town or city and Marton, they should be looking seriously at vast improvements in this area.*
- *Marton is as good as any other total town in NZ. They do not need to spend money on new admin building. We cannot afford it as rate payers.*
- *It is a shame there is fourteen empty shops on the main street! Plunket does an awesome job, as does our community health.*
- *I have firm views on all the rubbish truck trailers traveling from south of Bulls, all day every day, using the residential area of Pukepapa Road and Wanganui Road, When they can bypass Marton and travel on the Bulls -Turakina Highway. To me it makes more sense and hopefully less maintenance on Wanganui Road.*
- *Would love a supermarket in Bulls! A Four Square doesn't have enough variety and is expensive. We need some more fruit, vegetables and meat. We need it for the people who have no transport to other supermarkets.*
- *Rangitikei is a beautiful place to live. However, the number of people who choose to discard their rubbish on the side of the road makes me mad! Broken bottles, lose car parts, tyres, straps and broken road markers on SH1.*

Council doing a good job / easy to deal with

- *We have a lovely little town with pretty much everything we need for its size. It is all well maintained, we just need to liven it up a bit. Though in saying that, Cath Ash does a fantastic job.*
- *The facilities and infrastructures provided in our communities are used largely by local residents as well as people passing through, these facilities provide education, personal needs, fun and relaxation for our children and families and are also well maintained. Infrastructure such as roads and footpaths need to be maintained for safety and for the needs of our senior citizens and people in wheel chairs.*
- *I am very pleased with the overall work of the Rangitikei District Council.*
- *On the whole, Marton Council do a reasonable job of maintaining a clean town but some consideration should be given to cleaning the main street particularly footpaths and also attention to 'overhanging greenery' from properties which reduces area of foot paths for pedestrians.*
- *The town is run fairly well , maintenance work must be kept up. Good to see the town is looking to the future.*
- *Bulls town is looking so much better, just a few small improvements to make it easier for new/tourists to find things when visiting.*
- *Great place to live and grow old!*
- *Bulls is clean and tidy and the gardens are a credit.*
- *Overall our Council is doing a great job, I would hate to lose any of our facilities in the coming year. Maybe it is time the Government got people on the benefit to help out with the community more to relive some financial pressures on the Council and give the people some more self respect and community pride.*
- *I have recently moved into the area, it is a very nice community to live in and is well maintained.*
- *By in large I think the Council do a very good job. Acting on the back of these 'zombie' comments we need more Government back up, especially better local and rural broadband! Communities like Rangitikei end up being put in a position when they can't perform and then having the proverbial kicked out of them when they don't.*

- *The upkeep of our town is always a challenge, as long as we continue to think ahead and strive to keep developing and beautifying the natural resources that we have.*
- *Nice to see the Rangitikei District Council doing such a good job.*
- *I use the library frequently, research, study course, internet, books, DVDs, and opening hours are fantastic. Friendly, helpful staff and the amount of computers is very generous for a town this size. Well done there.*
- *Rangitikei has been our home for around seven years now. To make your money go further is hard. We have no debt which is financially good but the expense of a larger treatment plant upgrade needs to be spread out over the assets life. Great job though, keep it up.*
- *Rangitikei is an under-rated area in which to live! I think the Council does a very good job.*
- *The Council look to be doing a good job but there are some very hard decisions looming about town and building development. I hope they have the where-with-all to make them and move forward.*
- *I think the Rangitikei Council has done a pretty reasonable job with parks and reserves, toilets, buildings, accessibility, and the library. Most importantly keeping in touch and communicating with the boarder community. Thus we are able to keep a touch on the pulse of what is going on.*
- *The Christmas light in the centre of town was wonderful and the town hall has been extensively improved. The town is looking generally tidy.*

Rates too high / have increased too much

- *Our rates have charges for footpaths, street lighting, rubbish collection, water supply, water disposal, pools, libraries, all sorts of charges for services we never use. Make them all user pays. Reduce Councillor numbers, then maybe our rates would reduce to true valuation, especially if we don't get or use services.*
- *We pay some of the highest rates in the country and we don't get kerbside recycling. You can go to other towns smaller than Marton and all the residents have plastic bins to put glassware and tins in.*
- *High rates is still the most continuous issue for me.*
- *The rates are too high for what rate payers get.*
- *Are you aware the street sings for Hendersons Line are different? One end says Henderson and the other Hendersons! My rates are so high, the Council needs to do a money management course and listen to the people. Stop using the vehicles for personal use and maybe you could save us all some money.*
- *I know the Rangitikei has a small rating base, but we need to keep the services in good condition. Sewer, water and roading. Keeping the rates to an acceptable level for all concerned is important.*
- *Other than roads, pools and buildings etc. I think we get poor value for money for our rates. As you can see from this survey, a lot of what I am paying for I do not use as I don't live in town. I also think the Council wastes a lot of money. For example, this survey. If you had used a simple 'Survey monkey' and emailed it out you would have saved on postage, paper, and the labour cost of someone manually read the results. As a farmer, I can't understand why our rates are higher than town rates.*
- *I have a concern that a property that was valued at \$31,000 can now be \$235,000, no properties sold for \$310,000 around here in thee to four years and no properties have sold around here in the last twelve Months. It is very much a rate gathering exercise and no doubt our rats won't reflect new values. Some joker in a ten year old rental car estimates what a house is valued at.*
- *We are really disappointed that Council hasn't replaced the picnic table at Scotts Ferry like they promised, typical of RDC. We also wonder how much ratepayer's money is wasted on this survey. I already pay RDC two months pension for theirs and horizons rates, it is a little better than theft.*
- *My answers relate to going into Marton twice a year, and not one service need by myself. My roading issues are handled by transit NZ, no sewerage (fully rateable, but fully personally paid), no water (fully rateable, but fully personally paid) and no rubbish (fully rateable, but fully personally paid). I would like Council's to take into account user pays.*
- *I feel the rate are very high and are getting to a point where people may leave. Staff attitude needs changing and building staff need to be more flexible. For examples, the polystyrene house Princess Street was held up for stupid reasons. Seem to be a lot of staff driving around like a police state.*
- *I pay over \$10,000 in rates to this Council, I get no rubbish collection and have to plan carefully to go to the transfer station during open times even for recycling. If I am three minutes late I am met by a grumpy man and a load of rubbish and recycling to take home, can we make it easier?*

- *Why do Hunterville people pay water levies in rates and then get hit with water rates as well? When I posed this question to the Rangitikei Council, I was told the water rates was for water I use, and the water levies in our rate demand was for watering parks and Hunterville Park has never been watered.*
- *Rates for Bulls are excessive. There is always road works happening for no noticeable improvement. Especially outside the bus station, they fix them and three days later it is wrecked. New park benches look really good. Public safety with new tenants needs to be looked at.*
- *Reduce the cost of rates.*
- *Minimise rates increases is crucial. Some things are good to have but not essential like libraries, schools have libraries and the rest of us can get books online.*
- *RDC rates seem high for the services I receive. The uniform water rate has cost me more than previously. I'm sure it is a difficult act, but I feel I have no 'connection' with the Council apart from them taking my hard earned money from me, for little other than basic services.*
- *RDC needs to look at themselves. How much money is spent on consultation! No wonder people leave this district, soon we will be a Ghost town.*

Remarks about survey

- *Do we really need this survey? It doesn't address how ratepayers feel about the exorbitant rates we pay each year!*
- *Questions about future needs don't quite fit the options e.g. 'do you think that the current provision meets the communities needs for this type of facility worse than last year' doesn't make sense. This questionnaire badly needs re-designing, to be seen to be of value.*
- *Thank you for survey.*
- *What a waste of time, the only assets you surveyed that I have used are the roads, despite being levied to pay for them as well as all the sewerage and water supply facilities we don't use. Ask us about that next time.*
- *I believe users of facilities would give more relevant opinion. I don't believe my comments if any can be helpful?*
- *Benchmark survey! Preloaded to suit who? This is the second time I have received such a survey, I really struggle with substance Versus cost.*
- *My answers given only pertain to Marton, I don't use facilities in any other Rangitikei town. I suggest future survey have an indicator to say which location you are rating. Where do the results from this survey get published?*
- *Council's wastage of money doing survey's is legendary, lets hope this isn't.*
- *Worst survey ever, and I used to do surveys for Colmar Bunton. Most facilities have been listed as 'the same' as things requiring works still require them things not requiring attention i.e. library continue to be excellent. Also required better signage for facilities such as toilets and local walks. The path for lower Swan Street has potholes on the road that has a kindergarten which is very bad.*
- *I noticed that most questions have been answered the same as last year, so no improvements have been made, in general, apart from roading. It would help if the format of this questionnaire had more answers to pick than worse than last year, about the same, better than last year and don't know. As some of these answers are nonsense for the question and are a reflection of the Council employing a company like Versus Research to carry out a research of this nature.*
- *Don't use any of the things in this survey.*
- *Several of these questions are 'yes' or 'no' answers.*
- *More of these go in rubbish than you have returned I bet.*
- *Is this survey only about the towns? Remember the country also pays rates.*
- *This survey considering the rate burden compared to facilities is not suitable for our township of Bulls. You need to address the issues that concern us to prevent urban drift that will make your position even worse than it is now.*

Footpaths more accessible and tidier

- *It is really sad that streets, like Princess Street don't have footpaths. This really needs to be done to make the town as a whole look complete.*
- *I would like to see all footpaths without plants growing over them and trees trimmed back. Footpaths need to be improved so there is not the danger of slipping and tripping. Mobility scooters feel every bump in the concrete joins and access to cross roads is sometimes hazardous.*
- *Please build a public toilet for locals, visitors and aged people, this is needed urgently at Follett Street Park and should be open 24 hours. Please also extend pool usability as it encourages growth to all businesses. Be open to new young permanent residents input to growth.*
- *The footpaths in and around the town are dangerous and need to be fixed. The street lighting by the sale yards are not very good, especially at night in the winter time. The grass needs cutting back along the footpath on the Goldfinch St Hill. The trees need trimming back from the footpath on peoples properties, in some places you can't walk on the footpath because of this.*
- *There are a lot of properties along Bond Street, High Street and Follett Street where vegetation encroaches over footpaths at foot height and head height. These property owners should be made to tidy up so there is safe access for buggies, mobility scooters and pedestrians.*
- *We really need a footpath from Feltham Street to Main Street around the corner and down the hill. There are a lot of people who walk there, including myself, and it needs to be made safer. There is a little walkway past 100/500km signs and then there's nothing!*
- *Other than the footpaths, keep Taihape as it is.*
- *I feel the Council needs a major shake up. I called into the Council office on the 16th of October last year to see the Dog Control Officer and I was told I would be contacted in the afternoon, but I have heard nothing. It is hard to walk down some paths because there are branches overhanging.*
- *Some places you can't get a park and being handicapped makes it very hard. Footpaths in places are in bad a bad state, if you don't know where the rough patches are you could have an accident and wreck your scooter, especially on Ruru Road and Robin Street outside the halls residence*
- *As I live in the country I visit town at least two to three times weekly and often use these facilities including roads, footpaths, ramps, toilets, etc. I find it hard to get anywhere on footpaths with so many shops having tables, berandahs etc. near kerbs.*
- *Over hanging trees and branches at intersections and drive entrances are a huge traffic hazard. All roadside trees need removing. House owners need to trim trees to their fence line. Examples, Mill Still to Pukepapa Road, the north side of Henderson line, Pukepapa South side, Pukepapa Rd and Wanganui Road east side and particularly bad vision for truck and trailers.*
- *Please undertake a project to ensure footpaths are not overgrown and notify each resident. If it is not remedied, complete pruning and charge property owner.*
- *We have new footpaths on the right hand side going up Paraekeretu Street. What a cost for no use when we have a footpath on the other side of the road with lights?*

Too much Council spending/ Council cars/ new building

- *Maybe Council should refurbish the old BNZ Building and move into it. It has lovely frontage. I'm sure the cost would be cheaper than a possible new building or much better visually than your existing building. It would really be great to get new public toilets and to maintain them more often.*
- *The Council need to listen to the rate payers. There is no need for a new office building. There are too many Council cars/Utes in use e.g. going to Wanganui with one person in each vehicle.*
- *With all the money spent on 'Making Places' with David Enwright, I think asking for suggestions, skills, and willingness to help would have been good. We need to keep the community momentum going to enhance our environment. I thank the Council for their support of our Community Committee.*
- *Ridiculous amount of RDC vehicles obviously based out of town, one person driving each day to Marton. What is the cost of this, how much is this costing ratepayers?*
- *Sorry that my opinion of Council is low. The staff in Taihape are great! The current consultant working for Council around Council facilities in Taihape is, in my opinion, doing a very poor job. Council agenda seems to*

be demolish the Town Hall, largely because of earthquake strengthening issues. Trying to get a consultant in to convince us to go along with that is offensive. If Council had properly maintained the hall over the past years, it would get more use.

- *Be positive about Bulls development. Too many staff travelling in Council cars to and from work. Better water supply in summer, get refuse trucks off 50Km roads in Marton.*
- *Why are contractors always from Marton, what's wrong with Taihape providers?*
- *I continue to object to the so called 'public good' rate for the three waters applied to small rural property rate payers, when the contacts on water use and disposal is open.*

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

- *Road repairs to cater for increased heavy traffic to and from Bonny Glen is a constant problem and will create a more serious problem when the dump is enlarged.*
- *I only used the roads. Our metal roads could be graded more often, Turakina Valley Road.*
- *We have logging trucks up to 50 tonnes, milk tankers, cattle trucks to the works, all types of farm machines from Lower High Street to Taumaihi Street. The road is not wide enough, we need new guttering and drainage in this area so the school kids don't have to walk in drains.*
- *Metal roads need regular maintenance or upgrading to seal as they are continually get put on the back burner. Rural rate payers feel the money we pay is not being spent on things we use the most i.e. rural roading.*
- *Unsealed roads, e.g. Matawhere Road, Pukeokahu Whaka Road and Mataroa Road need grading more often especially in the summer as the corrugations make for very rough driving. I think the Council spraying of grass on rural roads in waterways need reviewing. With no grass on these steep banks around culverts, rain simply washes dirt and silt off these banks into the culvert pipes restricting water flow. Dead grass and bare soil causes erosion.*
- *791 Parewanui Road is a very bad section of road. Bulls after rain, there is surface water this needs to be made safer. Second bad section is down from 220 Parawanui Road south, it melts in summer and surface water planning after rain. Do any roads get inspected when it has rained that may also be as bad as these?*

Paying for services and facilities that aren't available/ can't use facilities

- *Why not charge for the use of public toilets. These are paid for by Rangitikei but used by everyone else. Almost everywhere else in the world charge for use of public toilets!*
- *I do not use most of the facilities in the survey so am assuming there is only maintenance being done. Council does need to enforce what are essential services though, as rates are looking to become out of live well incomes as the population ages.*
- *My needs from Council are very minimal. I do not use any of the facilities other than the roading network, library and pool/sporting facilities. I think the bulk of services should focus on sanitation water and transportation. Possible suggestion for more public money to go into communication initiatives i.e. private partnerships in broadband service to outlying properties.*
- *We feel as rural ratepayers that it is very frustrating that we pay for town services that we don't use, such as town water and sewerage. We feel that this should be looked into. It is hard enough to pay for bills when money is tight without having to pay for townies to have their endless supply of water when we still have to pay to have our tanks filled so we can have water to drink and wash in.*
- *Where I live we have our own water septic tanks, no footpaths (mostly) and a few lights. However, we do have rubbish collection. So for most residents the only Council benefit is the road to our village (about 10km). We have access to Marton library and pool if we wish and most would not object to paying if we rarely ever use them. We do however object to paying bigger and bigger rates (well over 100% increase in ten years) whilst valuations plummet. When valuations go down, rates should go down too.*
- *We live in the country, we pay our rates get nothing other than town amenities which we would have to travel half an hour to get to. Living on SH1 you would think, at the minimum, we would get our rubbish collected seeing as part of our rates pay for Bonny Glen.*

Town needs cleaning up

- *We need more shops open, there is too many empty shops in the town.*
- *Bulls is a lovely little town but needs a good clean up. Unmaintained properties, trees over hanging footpaths and long grass on properties needs to be mowed to prevent vermin. Speed bumps need to be put along Holland Crescent it is a race track and pedestrians crossings are needed before someone is killed. We also need traffic lights on Bridge Street and High Street.*
- *Maintenance in the town centre is non-existent and washing down footpaths needs to be addressed.*
- *Time for Council to think of Taihape people and population and get people who are motivated to do things and spend money where it is required and stop thinking of themselves. The town is dying, wake up!*
- *It looks like it hasn't had any money spent on its upkeep for many years.*
- *Marton could be a great town if Council cleans it up, especially the CBD and promoted the town. We also need to stop at the double dipping on rates. We pay town rates, then exactly the same things are charged illegally by horizons. We pay twice, but the area is looking worse each year.*

Better communication needed / Ratepayers should be consulted

- *I think it would be good to have a notice board outside the Town Hall or handy to town. To tell us what events are on at the park. Events happen and unless you drive past the park, you wouldn't know what is taking place.*
- *For over ten years now I have been trying to lease a reserve from the Council. I am disgusted with no response even after speaking to the Mayor about it. To be leasing this land for \$300 a year when I am prepared to pay more than that leads me to believe the high rates I am paying are totally miss managed. My next stand will be not to pay my rate because of lack of communication. What is the use of a survey if you don't reply to your rate payers.*
- *The Council needs to use advert more. A lot of money is used tending to gardens in the main street when people on P.D., unemployed or volunteers could be doing it. A lot of women have told me they would like to 'get in there for an hour or two'.*
- *Need to have more community meetings to engage the community of it is needs.*
- *Seems to be good communication between Council and community groups. Nice to see online newsletters, although does not help those not online.*

Other

- *Council is struggling with a decline in population, aging demographic and lack of growth. Businesses and help those that are here. Earthquake strengthening requirements from central government still need to be addressed, sooner rather than later.*
- *Wilson Park is a wonderful reserve but grossly under used, it has potential for big events.*
- *Taihape is a downhill spiral.*
- *Council needs to stick to its knitting and look after its facilities.*
- *Need to secure additional funding for community activities.*
- *It is a very special area around the clock tower, people are often sitting in the sun enjoying that space.*
- *Sometimes the left hand doesn't know what the right hand is doing.*
- *Would the Councillors please face up to their problems and remember that Bulls is the beginning or entry to the Rangitikei and therefore remember your promises to Bulls.*
- *I use internet at home for information. I read local papers but have limited information on Council activities I pay my rates to support.*
- *Health problems stop me from going out much.*
- *Would like to see more Council workers and less contractors using up rate payers taxes.*
- *As I have recently retired after owning a business on the main street for twenty seven years. I have always felt and still do that Council spends far too heavily on overly expensive consultants. Also no follow up checks are done to ensure contracts are carried out as specified and shortfalls are followed through. Taihape main street footpaths and curbing being a prime example.*

- *More things need to be put in place so that the young school kids have something to do instead of causing trouble. Climbing walls, go karts, paintball etc., anything to occupy idle hands.*
- *I hope outcomes will reflect on Council works and the town sees changes, I along with many. I feel the toilet issue should not be on the Council's agenda. I suggest the ones by the bus stops be up dated as the exterior looks great from the students work and another in the middle of town open longer than the bus ones, look at one in Fielding.*
- *I am so grateful we finally have no engine brakes signs up Makirikiri Road, it was about time.*
- *I would like the name 'Junction' it is located on a board where the new complex is in Bulls. Could that name (Junction) be changed to 'Gateway' as I believe we are the gateway to all the major roads as one leaves Bulls.*
- *Would be great if the Council had a lower charge at the dump for those of us who don't get rubbish services. Would also be of benefit to implement recycling in town bins/public spaces.*
- *It would be nice if water restriction notices went into the papers well before they were implemented. How about restricting dairy farms water use if they use the same bore. Not very impressed when I am using my grey water for my veg while the local dairy farm is using 30000L a day to water his paddock on a 30' C day. Restrict such water use for the hours of darkness when there is less evaporation, like modern farmers in Europe. Time for our Council to get out of the dark ages.*
- *The community is extremely suspicious of the Council's actions this year especially in light of all the cloak and dagger surrounding certain projects such as knocking down old buildings on Martons CBD and then building new ones to rent to Council, as the community does not want that to happen. We need to keep the shopping area as shops and not offices or it will kill the business district. There are not enough car parks and the ugly business of rural residents paying for water is outrageous!*
- *Please do not paint anything else in town those terrible bright colours that are at the Rose Garden. I am embarrassed to have visitors to Marton see it. It looks like part of the Zed station across the road. The colours can grow on people because they are seen everyday but that doesn't mean they are good or right for our town.*
- *I am a driver so I know the roads fairly well. I'm not often on the footpaths except around town. Toilets near Junction SH1/SH3 closing has caused a lot of confusion.*
- *Grateful for truck braking signs erected in Makirikiri Road and Wellington Road area.*
- *Typical example of local Council, I don't care about pools, housing, libraries or rural halls. I care about water, sewerage, accessibility to recycling and affordability of solid waste dumping. I care about the amount of rubbish is dumped down the river, realistic priced and prompt action of building and land consents. This is what affects me and should be the core of business focus Council's. Weather something is 'better' or 'worse' than last year does no reflect if a service is amenity rated.*
- *We live in Turakina but when in Marton or Bulls we appreciate the facilities we use. The grandchildren enjoy the parks, Library and pool.*
- *A Council should be either entirely hidden and doing remarkable work with gusto and energy, enhancing the lives of its citizens. Involving arts and crafts people in public works always makes for a more interesting town or area.*
- *I can only really comment on Turakina, my home is here, but I work in Wanganui so use those facilities. I live right beside the local domain so see all the cars that go through the gate to the toilets. They only operate properly on Caledonian Day, the rest of the year it is not good enough for general public use. There are no toilets in Turakina. We need a public toilet in Turakina.*
- *Overall I feel we are OK. However for the rates we pay, it should be run dynamically.*
- *Council should be more careful when letting people have more than a couple of dogs in a rural residential area, especially when the excrement is washed into public drains!*
- *Marton needs to promote this area as a wonderful area to relocated to, larger sections, country air, close to Wellington airport, great community and good health care. The rates need to be carefully adjusted, for many families this is too high, even with rebates. For a single retired person, the rates are too high and careful budgeting is necessary. Bring in more residents to share the costs in a better way.*
- *They are really trying to do their very best, but they need more funding.*

- *Marton Council need to think outside the square to create an annual event that will draw in crowds from all over NZ, a great icon like a cow, gumboot, fish etc.*
- *I know there is a decline in population in Rangitikei, concentrate on our needs.*
- *As a ratepayer, I am very unhappy with the situation concerning the Bonny Glen landfill and the leachate being dumped in the Marton wastewater treatment plant, please get this stopped. Midwest will have to find and fund an alternative. Also divert the waste trucks away from Marton town please. A speed camera in the 50 KPH zone on Pukepapa Road is required as it has become a racetrack.*
- *As an older person, I support anything that improves our children and grandchildren in education with the hope that there will be continuing and hopefully more jobs for these young people to stay here.*
- *The internet has meant that I can now perform many tasks from home which in earlier years required a visit to Council facilities e.g. Payments of rates, questioning Council staff and researching information.*
- *Core business, core business, core business. Maintain focus on your mandated authority and brief.*
- *RDC has poor public image and needs a good PR makeover. This has been the same for a number of years, I realise you can't please everyone all the time, and some people are unrealistic as well.*