

# Rangitikei District Council Residents Survey 2016

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## Project Overview

### Background and objectives

In 2012 Rangitikei District Council established a benchmark on the level of service that they have achieved by conducting a resident survey. This survey's aim is to capture resident perceptions of Council services that form part of Rangitikei Council's Annual plan key figures. Results from this 2016 resident survey are compared with 2015, 2014, and 2013 results, for the purposes of monitoring and tracking progress progressing across this time span.

### Methodology

Unlike previous years where the resident survey was administered as a paper copy via a letterbox drop, this year's survey utilised multiple methods in its deployment. Survey administering occurring between the 7 April 2016 and 31 April 2016, capturing a sample size of 296 (n = 296). Addresses for the letterbox drop were randomly selected from the Rangitikei District Electoral Roll, a marked shift from previous years where the sample was derived from Council's rating database.

### Sample

Initially 1435 letters accompanied by a paper copy of the resident survey were mailed out to residents, randomly selected from the district's electoral roll and distributed proportionality based on each of the 5 District Ward's populations relative to the population of the district as a whole.

The Council's website, Council's Facebook, and Bulls museum website were also utilised in the deployment of the survey online, with each communication avenue containing a different link for identification purposes to an online version of the resident survey in SurveyMonkey. Council Library receipts also contain a notification and a link to complete the resident survey online.

145 Residents were also selected based on residents who had previously provided a submission to a Council public consultation in the last 12 months were sent an email with an online link to the resident survey housed in SurveyMonkey.

To ensure a statistical robust sample rate was captured, a further 1000 letters were mailed out to residents containing an online link to the survey. Selection was based on a random selection from the electoral roll and proportionally distributed based on Ward population. 19 paper based surveys were also targeted to residents currently residing in Council's community housing (7 replies).

### Response rate

The response rate is calculated based on the amount of surveys sent out via mail drop (2454) and emailed (145), and how many were returned (296). For 2016, the response rate is 11%, which is down from previous years 15% (2015), 20% (2014), and 20% (2013). As Council's Facebook and Website were also utilised during survey administering, it is difficult to ascertain which of the residents from the second mail drop (1000 letters) completed the survey online as the SurveyMonkey link sent to this group was shared with Council's website.

The reasons for this year's slightly lower response rate in comparison to previous years are twofold. Firstly, on assessment, the initial mail drop of 1500 residents was developed as aforementioned but further scrutiny revealed the mail drop was sent to members of the same family. Secondly, the second mail drop (1000 residents) were not provided a paper copy of the survey and asked to manually enter a website link to complete the survey. An assessment of Council submission returns,

correlating with the survey results, Rangitikei residents are more inclined to respond via paper based surveys than online methods.

### Margin of Error

Margin of Error (MOE) is a statistic used to express the amount of random sampling error there is in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller samples sizes incur a greater MOE. The final sample size  $n = 296$  which gives an overall margin of error  $\pm 5.64\%$  at the 95% confidence interval. This is, if the observed result on the total sample of 296 respondents was 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 44.36% and 55.64%.

### Questionnaire

The questionnaire was designed and constructed by the Rangitikei District Council. This year two new topics were added, Communication and Customer Service. The question focusing on suitability of current provision of Council services for future need was removed: the respondents in previous years did not understand this question and result was not used by Council in the benchmarking exercise or useful to staff in planning future provision. Two new questions were added to each topic to qualitatively and quantitatively capture resident **satisfaction**. A copy of the 2016 Rangitikei District Council Resident Survey is attached as Appendix 1.

## Reporting

### Display of data

The findings of the survey have been analysed at the total level, as well as by ward, age, and gender. Charts are used to display the results data with tracking made available to compare previous year's results. For each chart, the question has been footnoted along with along with the total amount of people who responded to the question.

### Significance testing

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

## Key Results

A summary of the key results is given in the table below. 2016 results are highlighted in red.

COUNCIL'S PROVISION OF SERVICES																
	"Better than last year"				"About the same as last year"				"Worse than last year"				"Don't know"			
Year	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016
Roading network and footpaths	10%	8%	13%	13%	65%	70%	65%	68%	23%	20%	21%	14%	2%	3%	2%	5%
Sports fields, parks, and reserves	9%	5%	5%	12%	66%	69%	69%	66%	8%	9%	10%	6%	18%	16%	16%	16%
Community buildings	5%	5%	4%	3%	73%	72%	67%	65%	5%	5%	10%	6%	17%	18%	18%	26%
Public toilets	7%	5%	19%	10%	66%	66%	51%	51%	10%	10%	18%	10%	16%	18%	11%	30%
Swimming pools	25%	22%	17%	23%	30%	29%	35%	59%	2%	2%	5%	5%	44%	47%	44%	13%
Libraries	16%	15%	15%	10%	60%	63%	52%	78%	2%	1%	2%	3%	22%	21%	22%	9%
Community housing	1%	3%	1%	1%	33%	29%	33%	18%	3%	5%	5%	1%	63%	63%	62%	80%

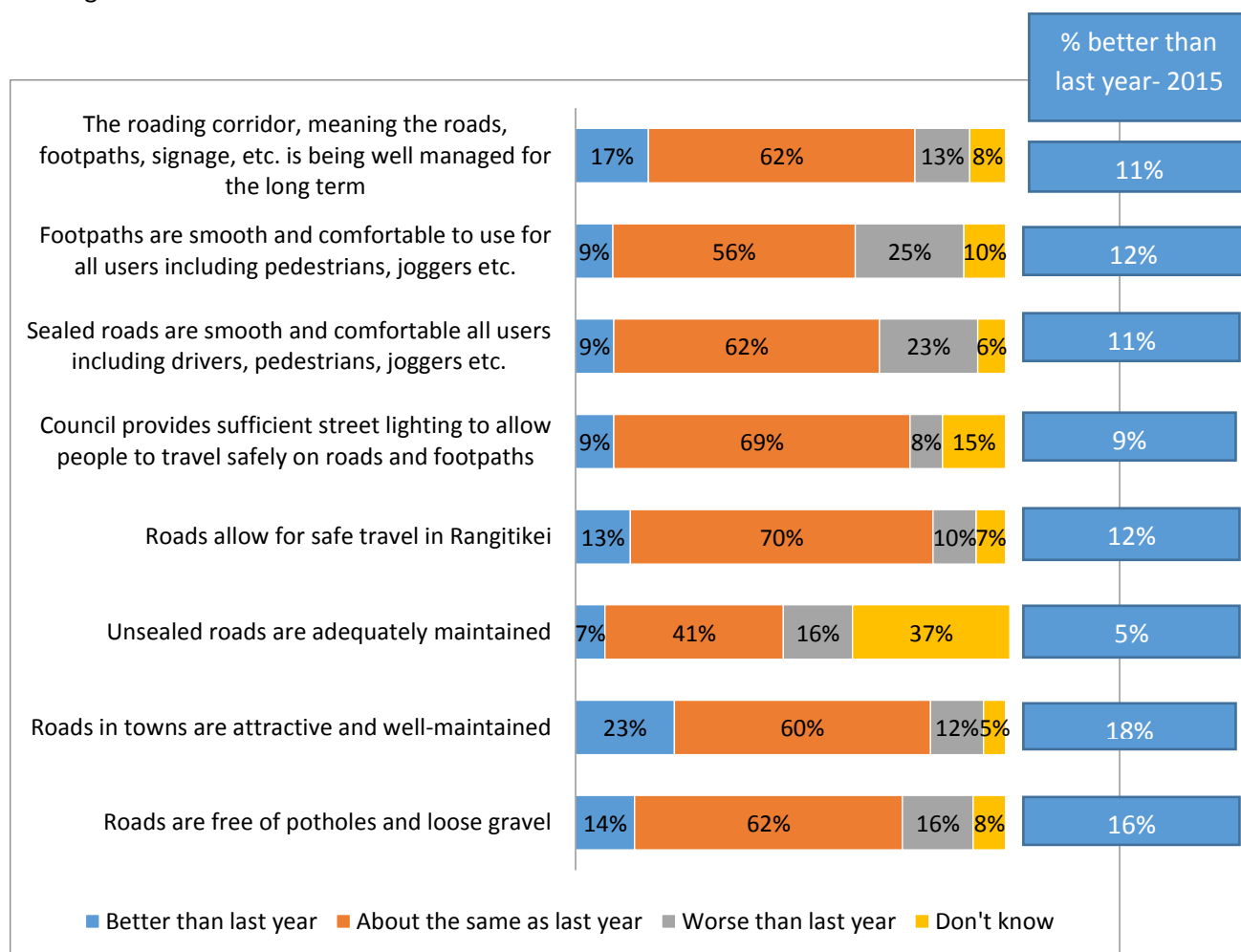
## Results in detail

### District roading network and footpaths (excluding state highways)

#### Roading network related detailed measures<sup>1</sup>

Residents were asked to rate eight statements regarding the roading network. The majority of responses were “About the same as last year” except for “Unsealed roads are adequately maintained” where a relatively high proportion of respondents answered “Don’t know”.

. The roading aspect Footpaths are smooth and comfortable to use for all users including pedestrians, joggers etc. produced the highest counts of “Worse than last year” (26%) followed by Sealed roads are smooth and comfortable all users including drivers, pedestrians, joggers etc. (23%). Residents felt there has been considerable improvement in the attractiveness and maintenance of roads in towns (22% “Better than last year”) and that the roading network is being well-managed for the long-term.



<sup>1</sup> Q: 1 For each of the following aspects of the roading network (excluding State Highways which are not funded by Council), please tell us if the service provision is better, worse, or about the same as last year. Base: 2016 n=294; 2015 n=303; 2014 n=394; 2013 n= 397

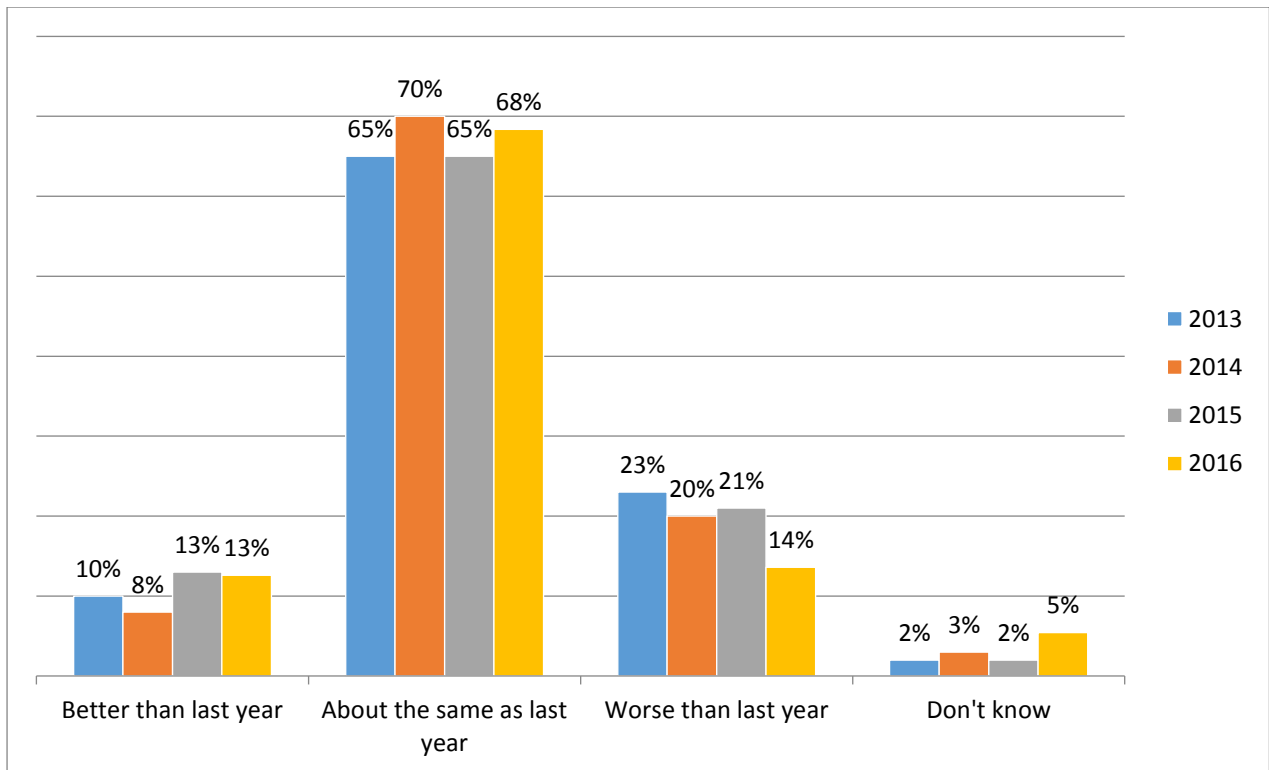
### Significant demographic differences

Roads are free of potholes and loose gravel	Turakina residents more likely to respond “Worse than last year” compared to other wards. No Hunterville residents provided the response “Better than last year”. 80% of residents aged 46-54 said “About the same”, whereas 30-64 year olds were more likely to respond “Better than last year”.
Roads in towns are attractive and well-maintained	20% of Hunterville residents felt this aspect was “Worse than last year”. 72% of respondents from Taihape responded “About the same as last year”. 41% of respondents aged 18-29 year olds said “Better than last year”.
Unsealed roads are adequately maintained	42% of Turakina residents felt “Worse than last year” and no Bulls resident recorded the response “Better than last year”. Other wards centred on the response “About the same as last year”. 30-45 provided the highest percentage of “Worse than last year” (21%).
Roads allow for safe travel in Rangitikei	All wards, bar Hunterville, provide the response “Better than last year” ranging between 10-15%. All demographics groups (Ward, Age, and Gender) provided a high response “About the same as last year” (around 70%).
Council provides sufficient street lighting to allow people to travel safely on roads and footpaths	No Turakina resident provided the response “Worse than last year” 85% of Bulls residents felt “About the same”, closely followed by Marton (72%). Less than 6% of all residents in all age groups, bar 65+, felt “Better than last year”. The highest percentage recorded for the response “Worse than last year” came from 30-45 year olds (12.5%).
Sealed roads are smooth and comfortable all users including drivers, pedestrians, joggers etc.	20% of residents from the Wards Taihape, Marton, and Hunterville provided the response “Worse than last year”; 41% from Turakina and 28% from Bulls. All age groups provided similar results with a distribution of 10% saying “Better than last year”, 20% “Worse than last year”, 60% “About the same as last year”, and 10% “Don’t know”.
Footpaths are smooth and comfortable to use for all users including pedestrians, joggers etc.	A higher percentage of Turakina residents (33%) responded “Worse than last year”. Most wards and age groups provided similar responses, centring on “About the same as last year”.
The roading corridor, meaning the roads, footpaths, signage, etc. is being well managed for the long term	No Hunterville resident responded “Worse than last year” Close to 60% of all residents responded “About the same as last year”. 18-29 year were more likely to respond “Better than last year” compared to other ages (28%).

### Overall measure for Roothing network and footpaths

Overall, Council’s provision and maintenance of the roading network, footpaths and street lighting was rated similar to 2015 with slightly fewer people saying that the roading network was worse this year than last year.





Key demographic differences:

- 18- 29 years were more inclined than other ages to provide the response “Better than last year” (22%), but equally provided higher counts of “Worse than last year” than any other age group.
- Men were slightly more inclined (>10%) to provide the response “About the same as last year” than women.

Verbatim responses

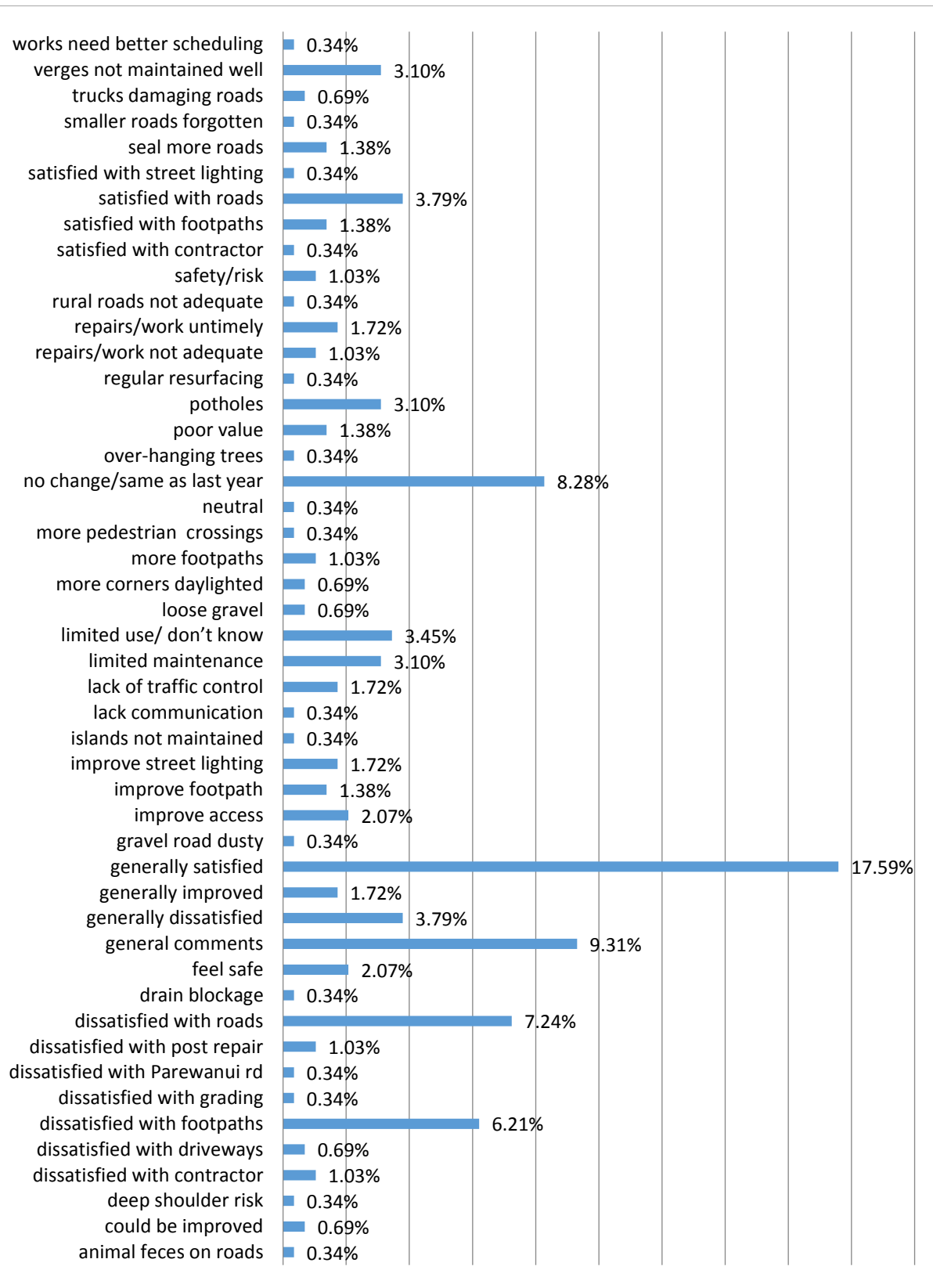
243 residents provided a total count of 290 responses<sup>2</sup> to the open ended question asking residents to provide reasoning with relation to their satisfaction rating previously provided. The 290 responses are grouped into 48 themes and presented overleaf.

The top 5 themes that collected the most response counts were generally satisfied (17.5%), general comments (9.31%), no change/same as last year (8.28%), dissatisfied with roads (7.24%), dissatisfied with footpaths (6.21%), and satisfied with roads (3.79%).

All roading and footpath verbatim comments provided by residents can be found in Appendix 2 labelled under associated themes<sup>3</sup>.

<sup>2</sup> The difference between residents counted as answering this question (n =243) and responses (n = 290) is because residents at times have provided more than one themed response. All responses and themes have been given equal weight.

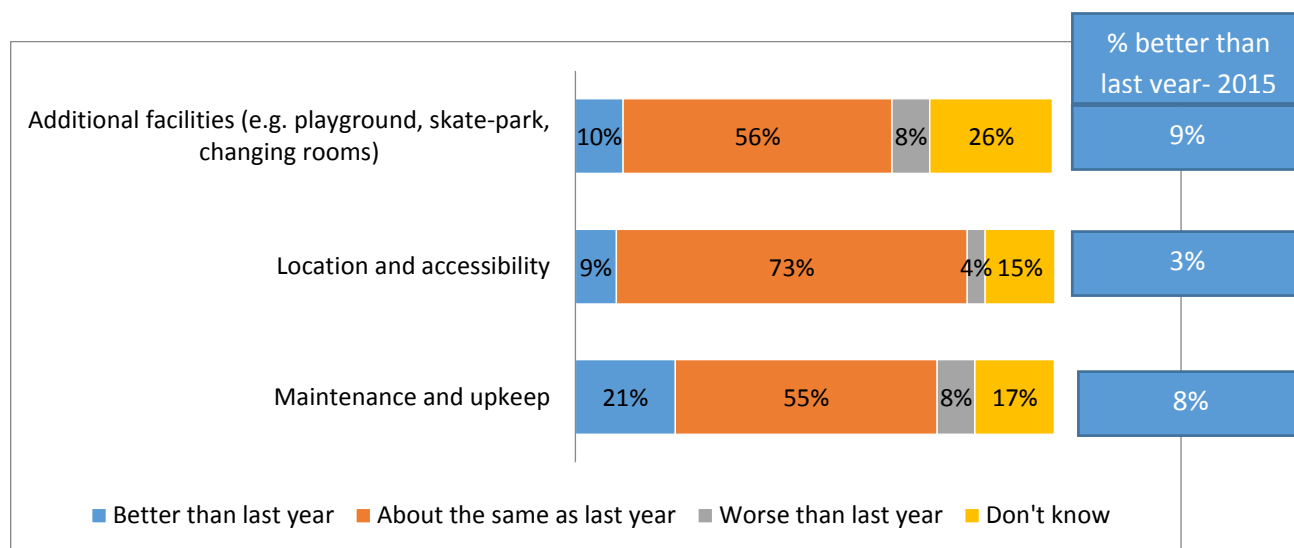
<sup>3</sup> Q: Please tell us why have you recorded this level of satisfaction? N=290.



## Sports fields, parks and reserves

### Sports fields, parks and reserves related detailed measures<sup>4</sup>

Residents were asked to rate three statements regarding the Council’s sports fields, parks and reserves. The majority of responses were “About the same as last year”. However, more respondents than in 2015 reported a “better than last year” score for each aspect and a significant proportion of respondents reported the “Maintenance and upkeep” had improved.



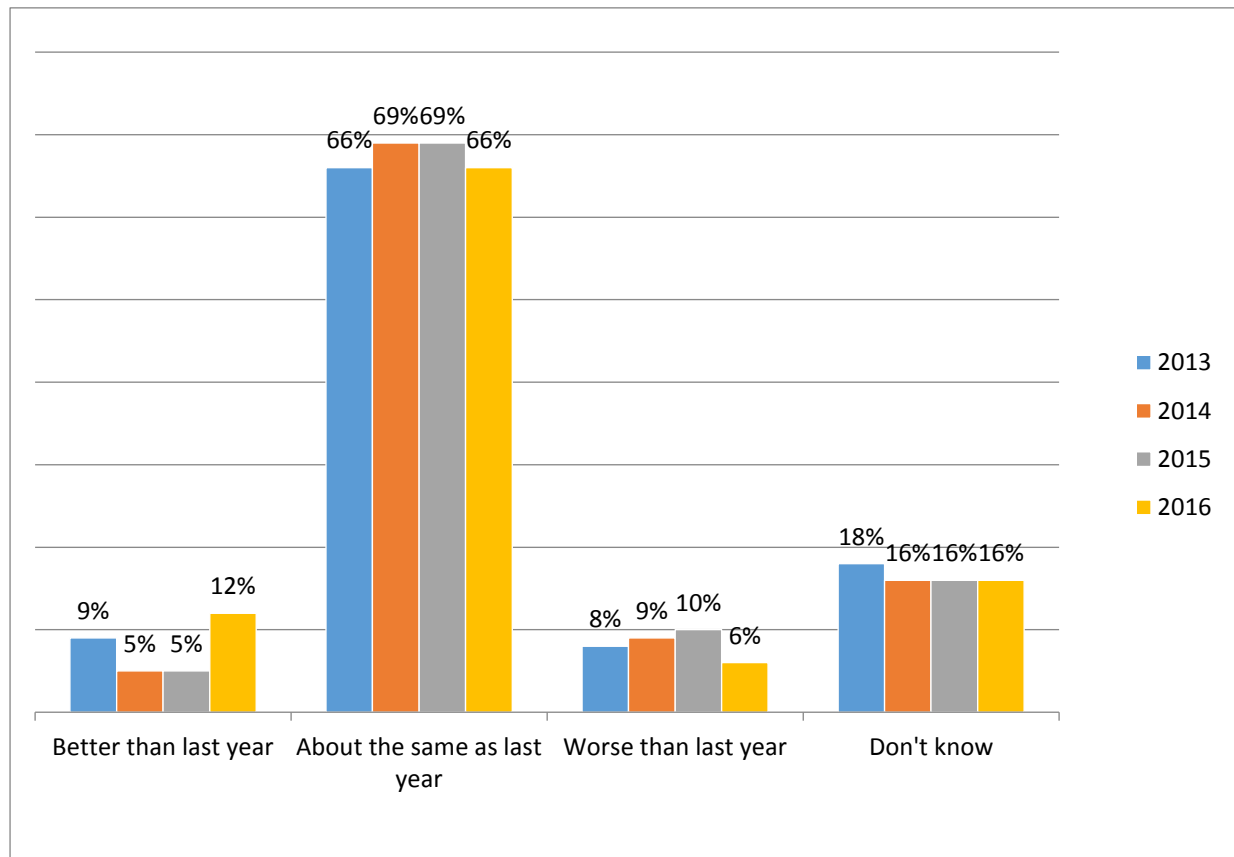
### Significant demographic differences

Maintenance and upkeep	Residents from Turakina (35%) and Marton (26%) provided higher counts as a Ward of “Better than last year” compared to other wards. No resident in Turakina nor Hunterville provided the response “Worse than last year”. On average, 5% of all age groups felt this aspect was “Worse than last year”. 28% of 18-29 years old felt “Better than last year”, with all other age groups providing close to 20% of responses as “Better than last year”.
Location and accessibility	23% of Turakina residents felt “Better than last year”. “Worse than last year” responses were generally low across wards, but the highest allocation came from Taihape residents who provided the highest per cent of “Worse than last year” at 5%. 46-54 year olds were more likely to respond “Better than last year” and Worse than last year” at 14% each respectively.
Additional facilities (e.g. playground, skate-park, changing rooms)	Bulls and residents aged 18-29 years provided the higher responses of “Worse than last year” at 18 and 28% respectively.

<sup>4</sup> Q: 5 For each of the following aspects of sports fields, parks and reserves, please tell us if the service provision is better, worse, or about the same as last year. Base 2016 n=284; 2015 n=301; 2014 n=389; 2013 n=396.

### Overall measure for Sports fields, parks and reserves

Council’s provision and maintenance of Sports fields, parks and reserves was generally felt to be “About the same as last year.” However, there was a higher proportion of people who felt that the provision, overall, was “better than last year”.



### Key demographic differences

- Turakina and Marton wards provided higher responses of “Better than last year” at 19% and 16% respectively.
- 4% of Bulls residents were less likely to provide the response “Worse than last year”
- Age groups 18-29 and 46-54 were more likely compared to other age groups to provide the response “Better than last year” (17%).

### Verbatim responses

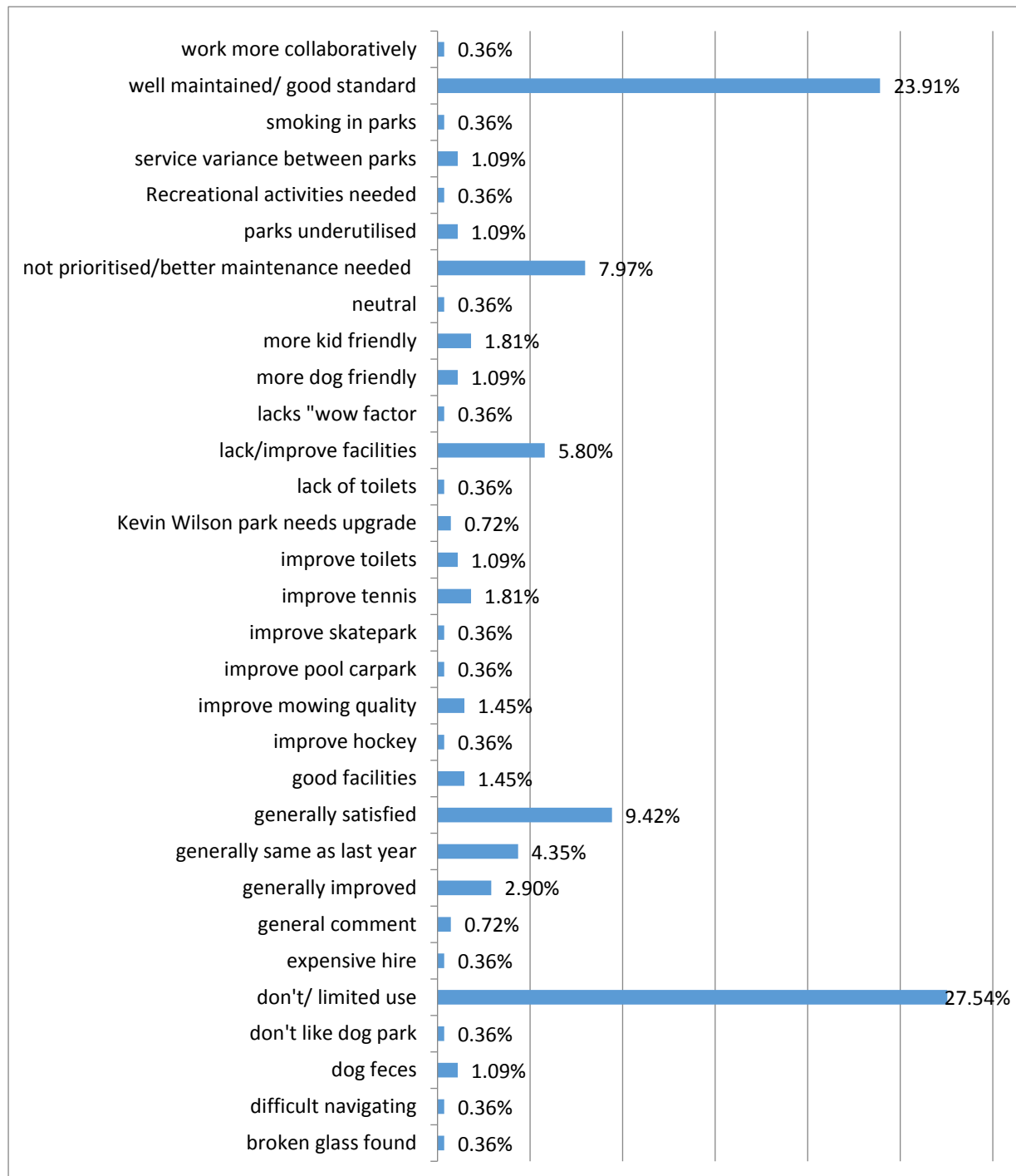
250 residents provided a total count of 276<sup>5</sup> responses to the open ended question asking residents to provide reasoning with relation to their satisfaction rating previously provided. The 276 responses are grouped into 31 themes and presented overleaf.

The top 5 themes that collected the most response counts were don’t/limited use (27.5%), well maintained/good standard (24%), generally satisfied (9.4%), not prioritised/better maintenance needed (8%), and lack/improve facilities (6%).

<sup>5</sup> The difference between residents counted as answering this question (n =250) and responses (n = 276) is because residents at times have provided more than one themed response. All responses and themes have been given equal weight.

A proportion of residents who provided a response that was labelled under the theme “don’t/limited use” also provided commentary signalling aesthetic and appreciation of the amenity value of Council’s parks and reserves.

All sports fields, parks and reserves verbatim comments provided by residents can be found in Appendix 1 labelled under associated themes<sup>6</sup>.

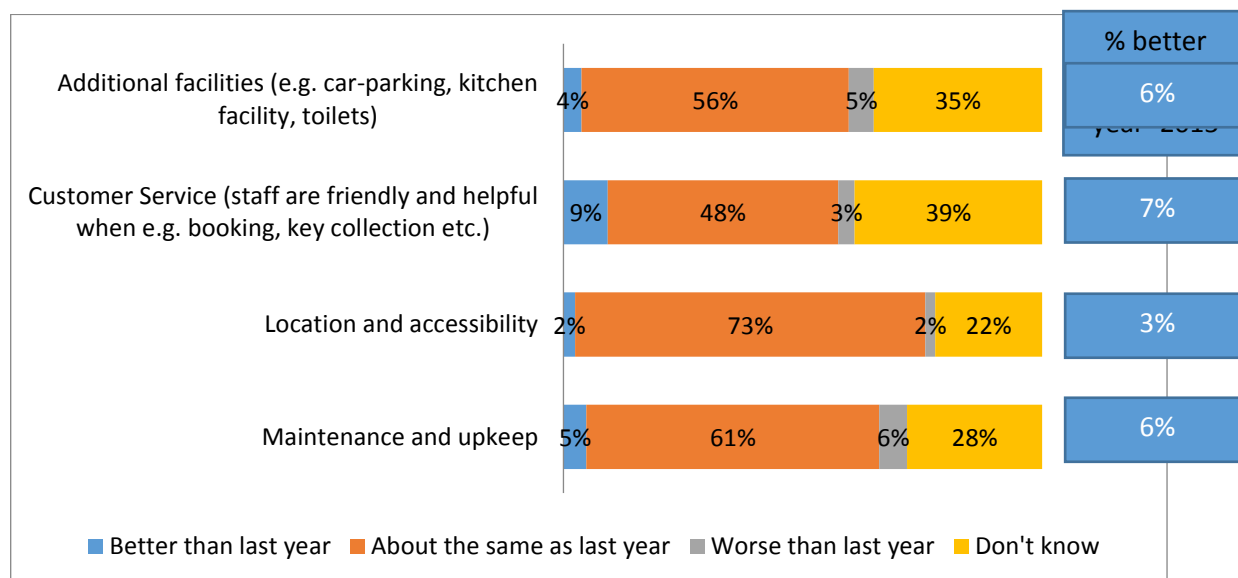


<sup>6</sup> Q:Please tell us why you have recorded this level of satisfaction? n=267

## Community buildings

### Community buildings related detailed measures<sup>7</sup>

All respondents centred around “About the same as last year” across all aspects. The biggest improvement was in Customer Service (staff are friendly and helpful when e.g. booking, key collection etc.) which received a 9% “better than last year” rating. High counts of “don’t know” are again indicative of low usage by the community.



### Significant demographic differences:

Maintenance and upkeep	13% of Bulls residents felt “Worse than last year”, whilst no resident provided this response from Turakina. Residents 30 years and up marginally provided the responses “Better than last year” and “Worse than last year”. 17% of 18-29 year olds said “Better than last year” whilst another 17% of the group provided the opposite response “Worse than last year”.
Location and accessibility	No Turakina resident provided the responses “Better than last year” nor “Worse than last year”. All demographic groups mostly provided the response “About the same as last year”, ranging from 67 to 81% for each group.
Customer Service (staff are friendly and helpful when e.g. booking, key collection etc.)	All Ward groups, bar Bulls and Marton, did not provide the response “Worse than last year; 10% of Bulls residents and 2% of Marton residents provided this response. 18-29 and 65 years and over age groups tended groups to provide the response “Worse than last year” than other ages.

<sup>7</sup> Q: 9 For each of the following aspects of community buildings, please tell us if the service provision is better, worse, or about the same as last year. Base: 2016 n=284; 2015 n=205; 2014 n=387; and 2013 n=385.

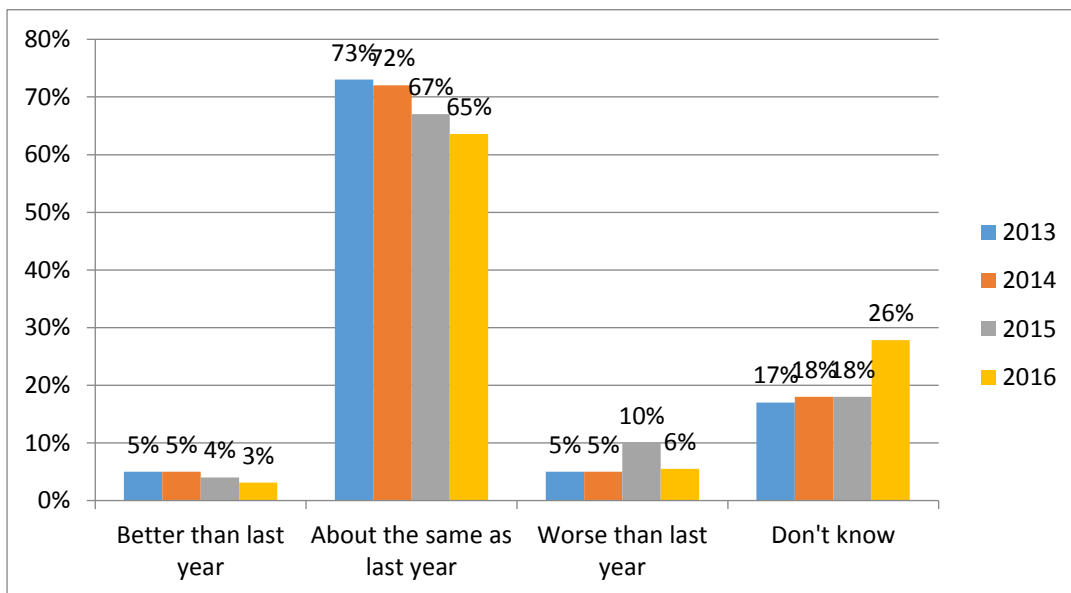
Additional facilities (e.g. car-parking, kitchen facility, toilets)

Turakina residents only provided the responses of “About the same as last year” and “Don’t know”. Bulls residents recorded the highest percentage of “Worse than last year” at 17%. All age and gender groups provided higher counts of “About the same as last year”.

### Overall measure for Community buildings<sup>8</sup>

#### Overall- Community buildings

Overall, most residents felt Community buildings that Council provides are “About the same as last year”. A high percentage of residents provided the response “Don’t know” and could reflect residents’ familiarity of this provision.



#### Key demographic difference

- All wards, except Bulls, provided low (<2.5%) to nil responses rates for the response “Worse than last year”.
- 22% of Bull residents said Community Buildings were “Worse than last year”.
- 18 – 21 year old provided the highest response rates for “Better than last year” (11%) and “Worse than last year” (11%).

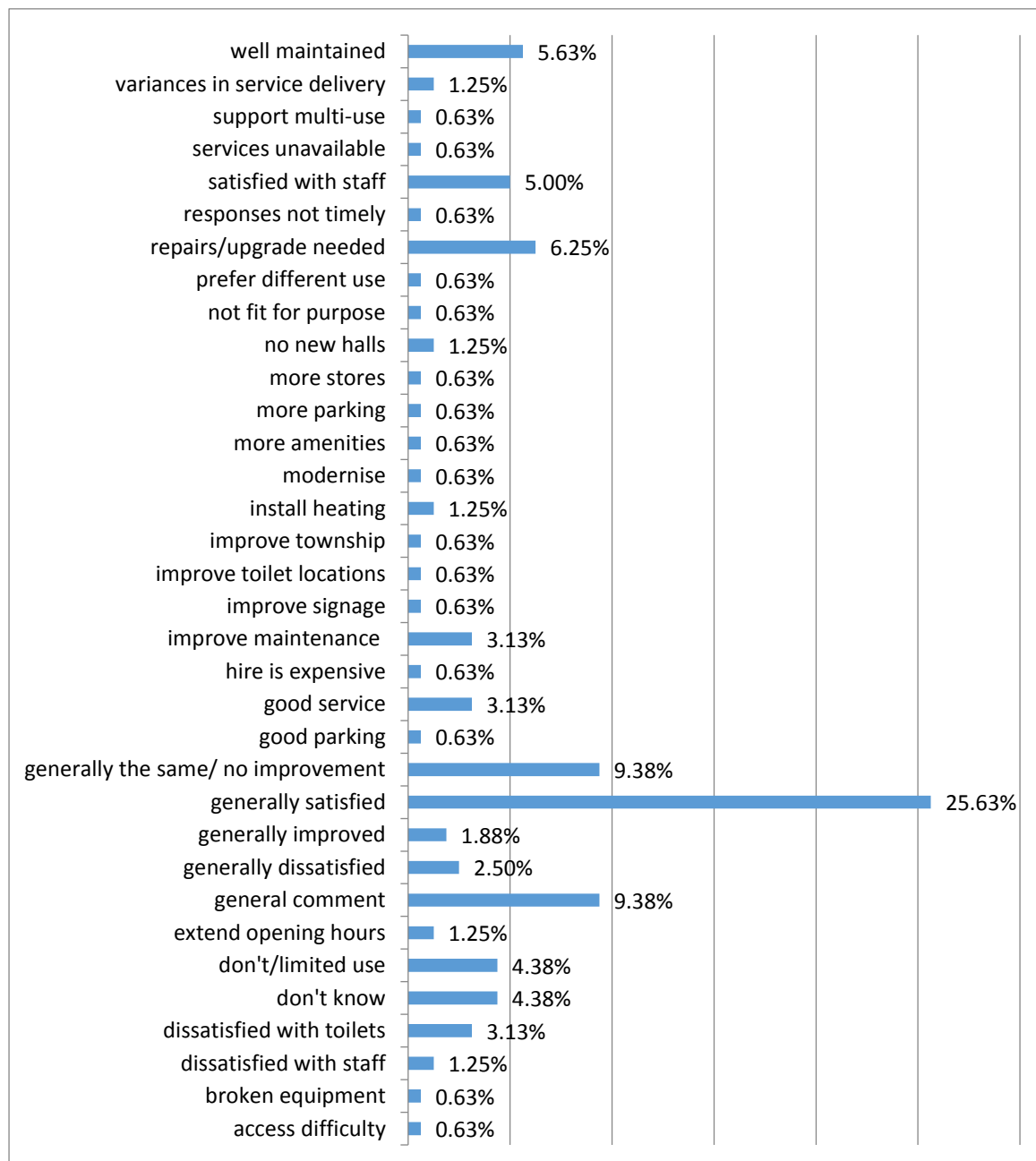
<sup>8</sup> Q10: OVERALL, please tell us if the Council’s provision of community buildings is better, worse, or about the same as last year. Base: 2016 n=281; 2015 n=308; 2014 n=393; and 2013 n=400.

### Verbatim responses

239 residents provided a total count of 160 responses to the open ended question asking residents to provide reasoning with relation to their satisfaction rating previously provided. The 160 responses are grouped into 34 themes and presented below.

The top 5 themes that collected the most response counts were generally satisfied (26%), generally the same/ no improvement (9%), general comment (9%), repairs/ upgrades needed (6%), and well maintained (6%).

All community building verbatim comments provided by residents can be found in Appendix 2 labelled under associated themes<sup>9</sup>.



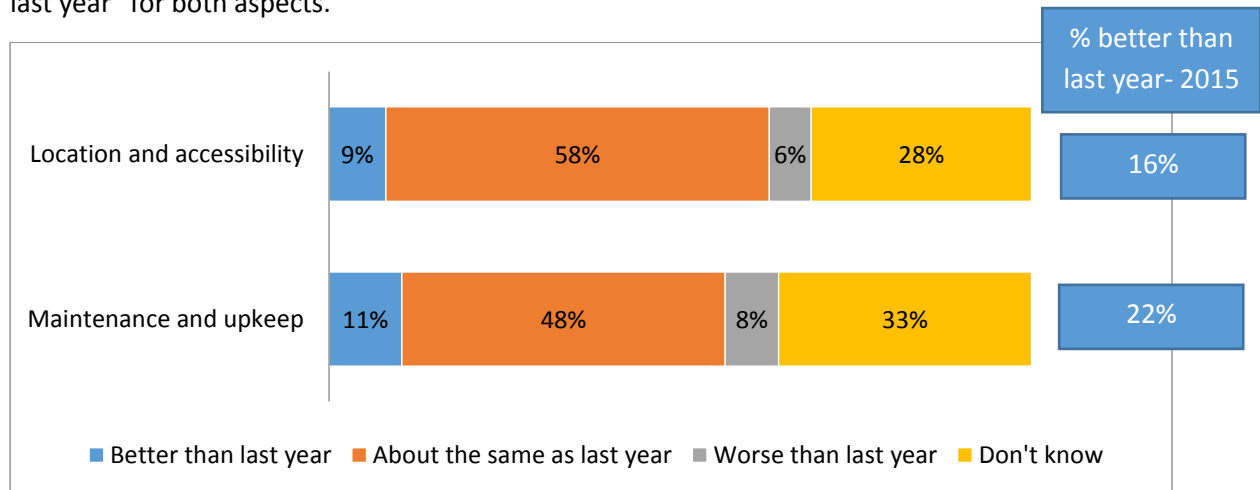
<sup>9</sup> Q:Please tell us why you have recorded this level of satisfaction? n=160



## Public toilets

### Public toilets related detailed measures<sup>10</sup>

The two aspects of public toilets captured higher responses of “About the same as last year”. Relatively marginally response counts were collected for “Better than last year” and “Worse than last year” for both aspects.



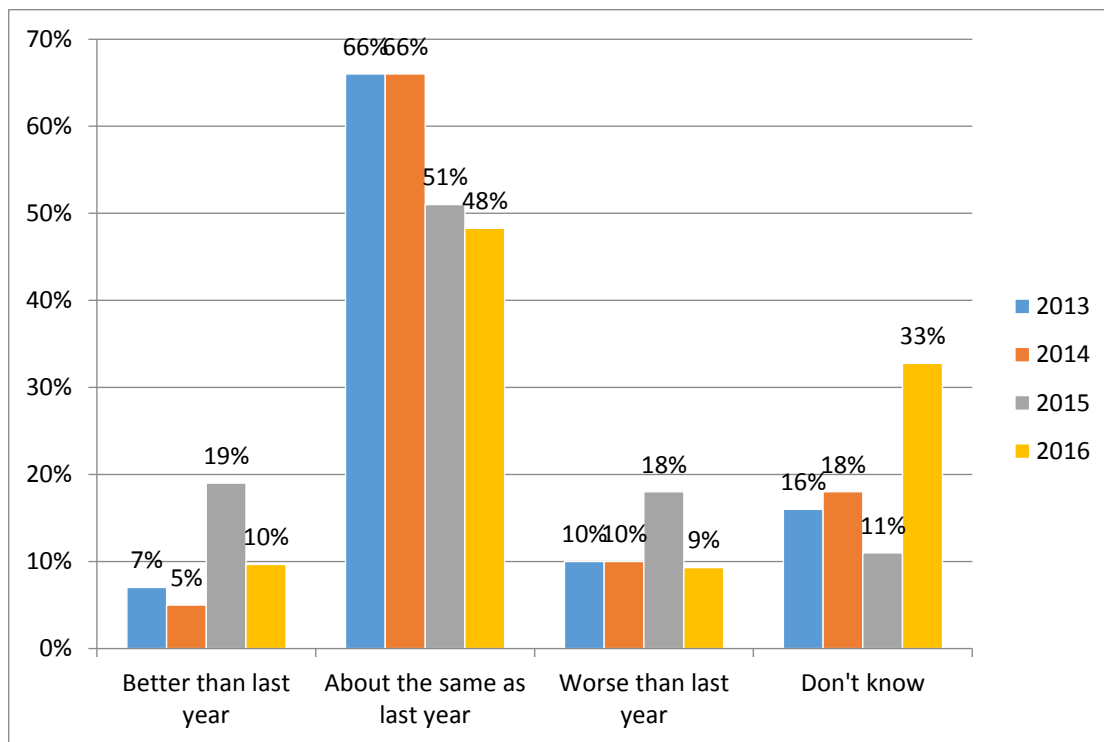
### Significant demographic differences

Location and accessibility	All Wards provided the response “Better than last year” averaging at 10%. Bull residents provided the highest percentage of “Worse than last year” at 17%. All age and gender groups mirrored response percentages as follows: “Better than last year” (10%), “About the same as last year” (45%), “Worse than last year” (10%) and “Don’t know” (35%).
Maintenance and upkeep	Bull residents provided the highest percentage as a group of “Worse than last year” at 26% and “Better than last year” responses at 14%.

<sup>10</sup> Q13: For each of the following aspects of public toilet facilities, please tell us if the service provision is better, worse, or about the same as last year. Base: 2016 n=277; 2015 n=300; 2014 n=385; and 2013 n=375.

### Overall measure for Public toilets<sup>11</sup>

Most residents provided the response “About the same as last year”. There was a slight improvement in the proportion of residents who felt that the provision was “better than last year”.



#### Key demographic differences

- Taihape rural were more likely to respond “About the same as last year”
- Bulls urban were more likely to respond “Worse than last year”, but responses from Bulls were generally split between all four responses “Better than last year” (19%) “About the same as last year” (33%) “Worse than last year” (30%) and “Don’t know” (19%).
- Marton urban were more likely to respond “Don’t know”
- 30-45 age group were more likely to respond “Don’t know”

#### Verbatim responses

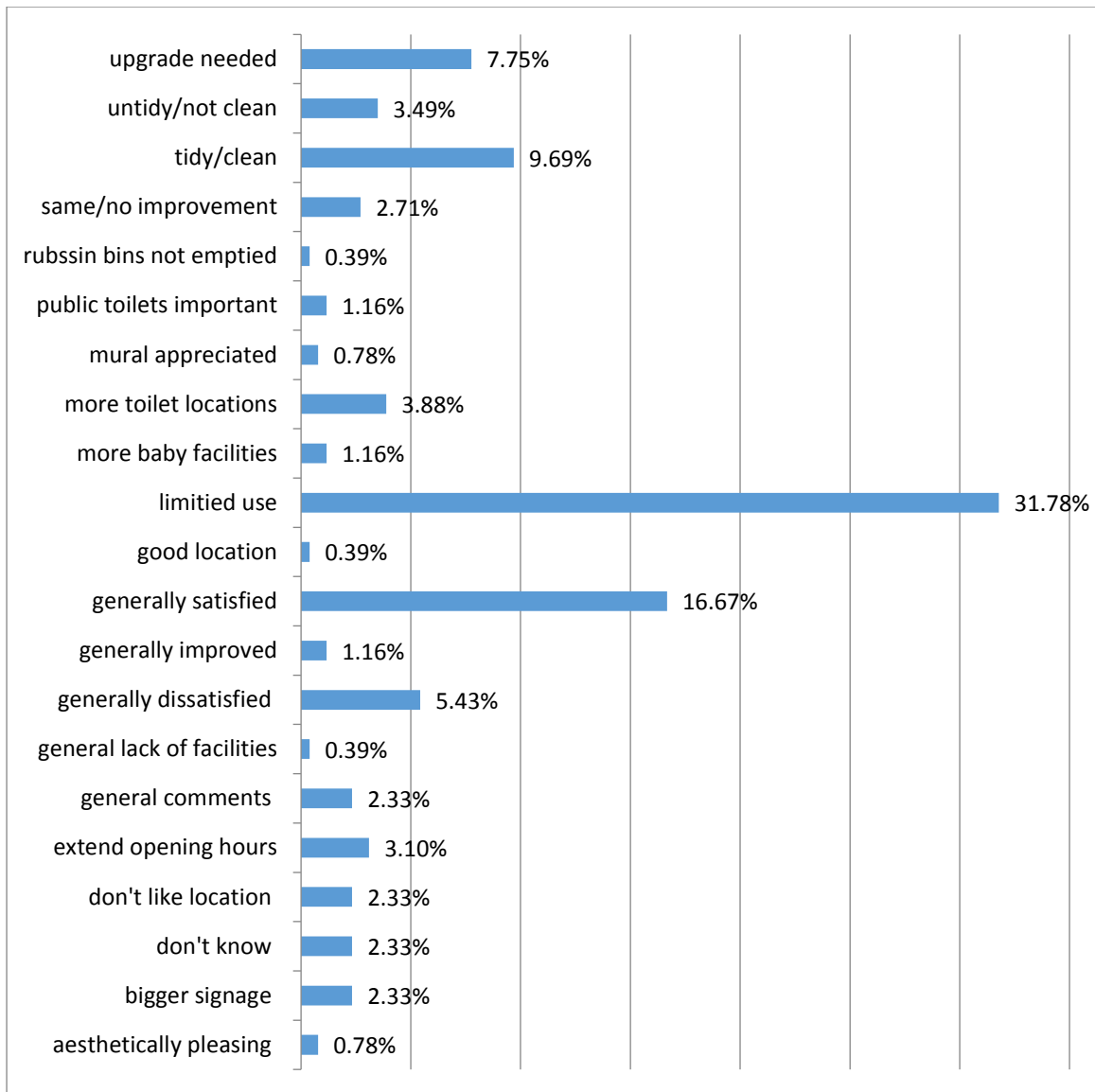
215 residents provided a total count of 258<sup>12</sup> responses to the open ended question asking residents to provide reasoning with relation to their satisfaction rating previously provided. The 258 responses are grouped into 21 themes and presented below.

The top 5 themes that collected the most response counts were limited use (32%), generally satisfied (17%), tidy/clean (10%), upgrade needed (8%), and generally dissatisfied (5%).

All community building verbatim comments provided by residents can be found in Appendix 2 labelled under associated themes<sup>13</sup>.

<sup>11</sup> Q14: OVERALL please tell us if the Council’s provision of public toilet facilities is getting better, worse, or about the same as last year? Base: 2016 n=277; 2015 n=305; 2014 n=390; and 2013 n=392.

<sup>12</sup> The difference between residents counted as answering this question (n =215) and responses (n = 258) is because residents at times have provided more than one themed response. All responses and themes have been given equal weight.



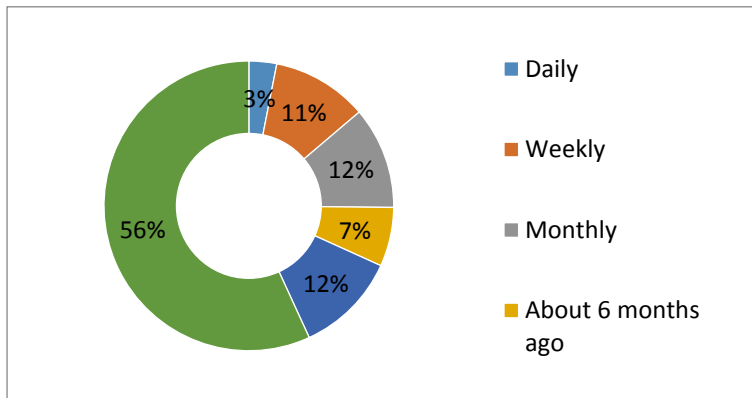
<sup>13</sup> Q:Please tell us why you have recorded this level of satisfaction? n=258

## Swimming pools

Additional questions were asked about how often residents used these facilities and which of the three Council-owned facilities they used.

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

The majority of residents surveyed said they have never used a Council provided swimming pool (57%). Collating responses of residents who visited daily, weekly, and monthly provides a monthly snapshot of usage. Using this method, within a month, 25% of residents use a Council provided swimming pool at least once a month.

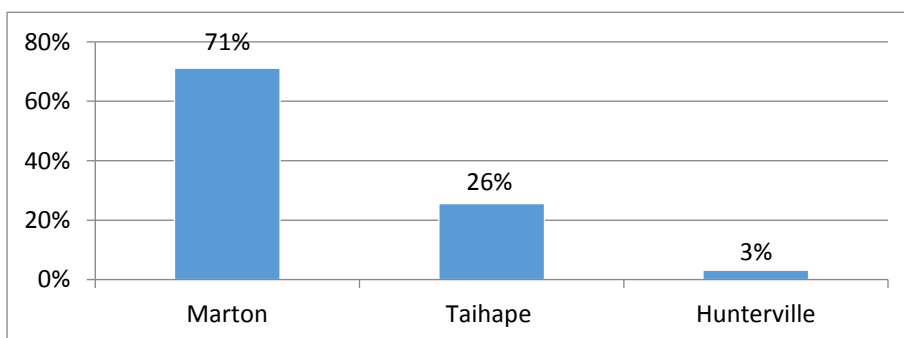


Key demographic differences in frequency of usage:

- Bulls (78%) and Hunterville (60%) residents were more inclined to provide the response “Never”.
- Taihape (16%), Hunterville (20%), and female (15%) residents more likely to use a Council pool “weekly”.
- 18 – 29 year olds provided the highest response as a group of “weekly” (24%).
- 30 -45 year olds were less likely to provide the response “Never” (38%).

### Which pools are used<sup>15</sup>?

Most residents residing in a ward where a Council swimming pool is located tended to use their local pool. 25% of Hunterville residents said they frequented the Taihape pool, the remainder frequenting the Hunterville pool. Responses from all age groups were usually split 7:3 between Marton and Taihape.

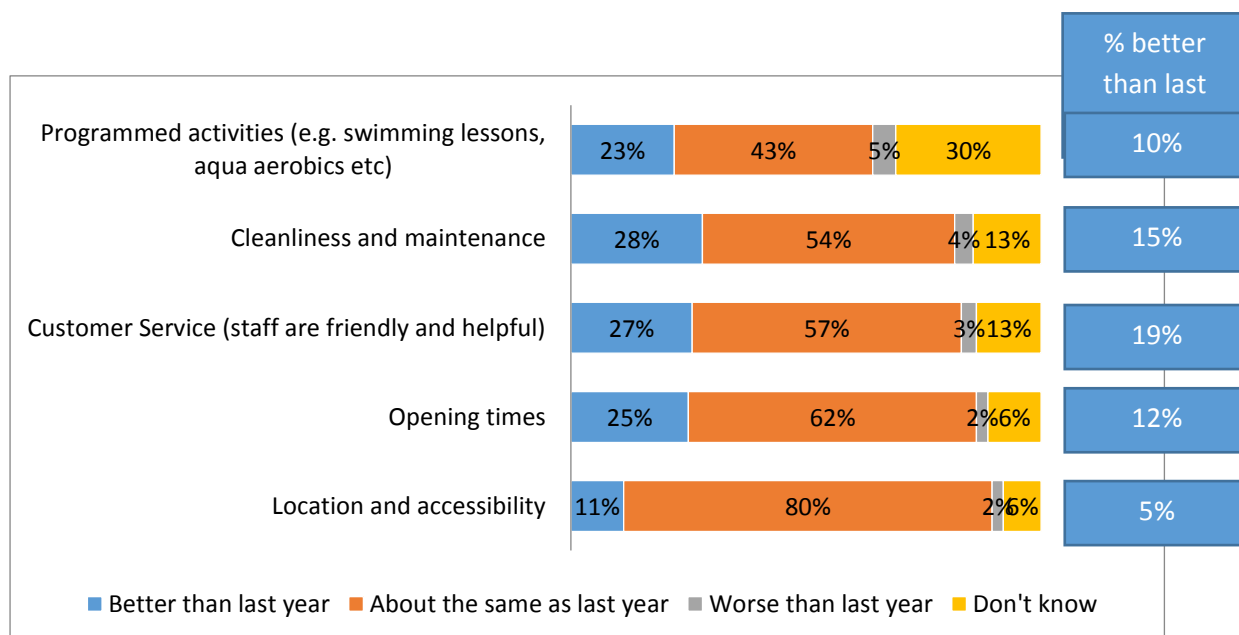


<sup>14</sup> Q17: Firstly, can you tell us how frequently do you visit or use Council’s swimming pools? N=287

<sup>15</sup> Q: Which swimming pool do you usually visit? N=125.

### Swimming pools related detailed measures<sup>16</sup>

All swimming pool aspects received high responses of “Better than last year” from residents, near to 25% for response rate each aspect, with the exception of Location and Accessibility (11%).



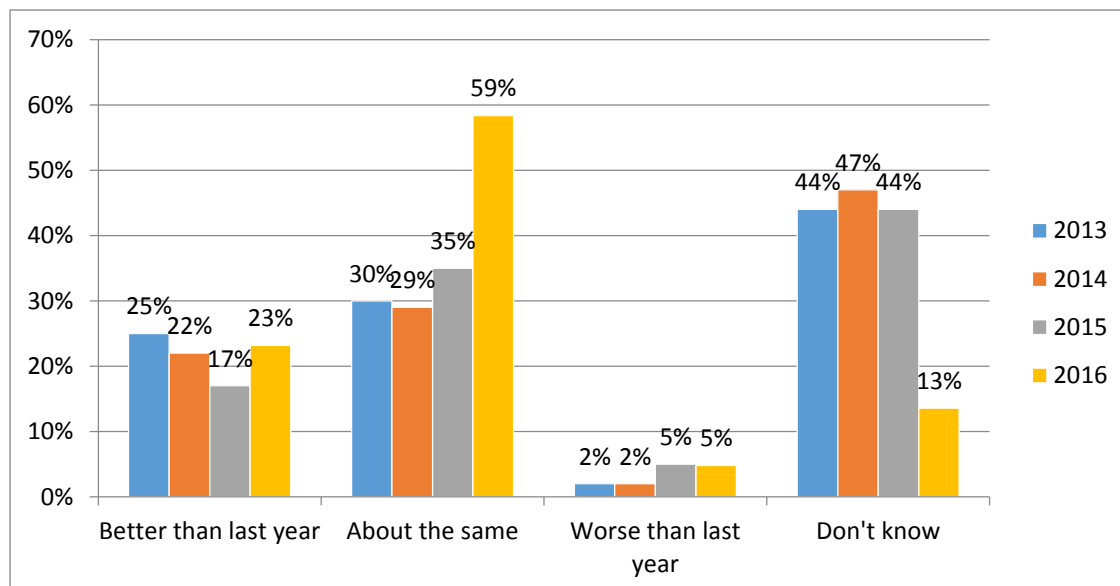
### Significant demographics differences

Location and accessibility	Bulls (20%), Marton (15%), and residents aged 18-29 (18%) provided high response rates of “Better than last year” for this aspect. Taihape residents were more inclined to provide the response “Worse than last year” compared to all other demographics (11%).
Opening times	All demographic groups except Hunterville ward provided an average response rate of 20% of “Better than last year”. Taihape (7%) and 30-45 year old (7%) resident groups had marginally higher “Worse than last year” in comparison. Men (5%) were more likely than women (1%) to provide the response of “Worse than last year”.
Customer Service (staff are friendly and helpful)	Marton provided the highest percentage of “Better than last year” responses. 30-54 year olds were the only age range where a “Worse than last year” response was captured, though these were generally low.
Cleanliness and maintenance	Most demographic groups provided a higher count of “Better than last year” responses compared to “Worse than last year”. The highest representation of “Better than last year” relative to all demographics came from Marton residents (41%).
Programmed activities (e.g. swimming lessons, aqua aerobics etc.)	Residents residing in Marton, Hunterville and Bulls, as well as 18-29 and 46 year olds and over all provided high counts of “Better than last year” responses (avg. 30%). Bulls and 18-29 year old residents shared the highest percentage of “Worse than last year” responses at 20 and 18% each.

<sup>16</sup> Q19: For each of the following aspects of swimming pools, please tell us if the service provision is better, worse, or about the same as last year. Base 2016=125; 2015 n=303; 2014 n=382; and 2013 n=376.

### Overall measure for Swimming pools<sup>17</sup>

Nearly a quarter of all residents surveyed felt pool services and facilities provided by Rangitikei District Council had undergone some improvement and are “Better than last year”. Only 5% provided the response “Worse than last year” with the majority of responses (58%) collected “About the same as last year”.



#### Key demographic differences

- Marton residents provided the highest response rate of “Better than last year” (34%)
- Around 25% of all 30-35 year olds and 65 and over age groups said “Better than last year”
- 46- 54 years old were over-represented in the response “About the same as last year” (76%)

#### Verbatim responses

106 residents provided a total count of 140<sup>18</sup> responses to the open ended question asking residents to provide reasoning with relation to their satisfaction rating previously provided. The 140 responses are grouped into 20 themes and presented below.

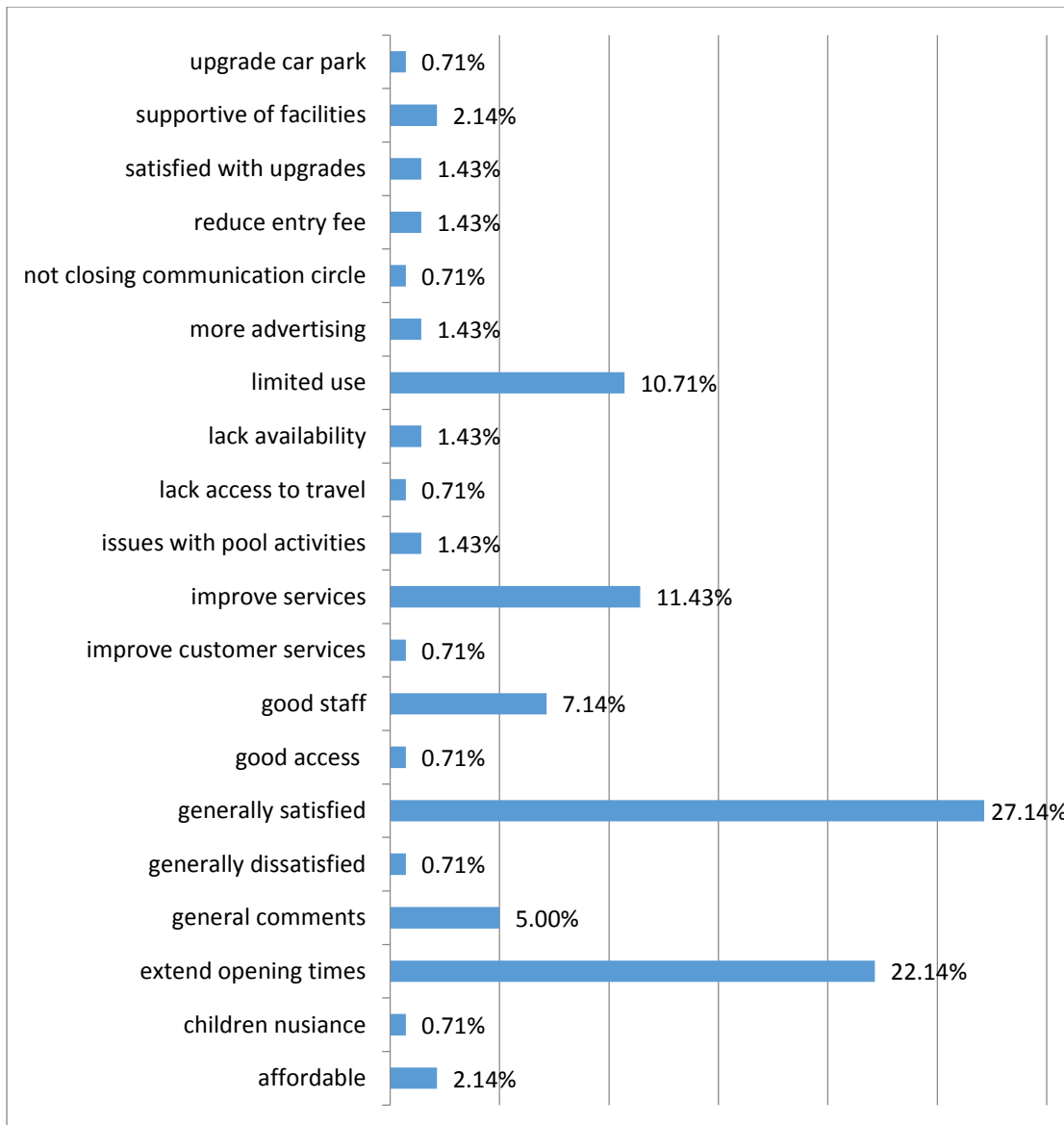
The top 5 themes that collected the most response counts were generally satisfied (27%), extend opening hours (22%), improve services (11%), limited use (11%), and good staff (7%).

All swimming pool verbatim comments provided by residents can be found in Appendix 2 labelled under associated themes<sup>19</sup>.

<sup>17</sup> Q20: OVERALL, please tell us if the Council’s provision of swimming pools is better, worse, or about the same as last year. Base 2016 n=126; 2015 n=305; 2014 n=382; and 2013 n=389.

<sup>18</sup> The difference between residents counted as answering this question (n =106) and responses (n = 140) is because residents at times have provided more than one themed response. All responses and themes have been given equal weight.

<sup>19</sup> Q: Please tell us why you recorded this level of satisfaction? n=140.

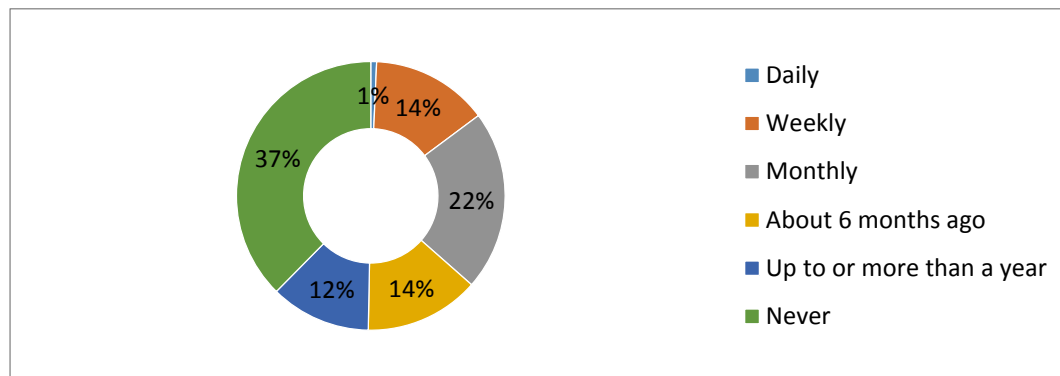


## Public Libraries

Additional questions were asked about how often residents used these facilities and which of the three Council-owned facilities they used.

### Public libraries usage frequency<sup>20</sup>

Highest response received was “Never” (38%), the highest frequency provided by residents in their access of library services is “Monthly” (22%). If we amalgamate total “daily”, “weekly”, and “monthly” library frequencies, 37% of surveyed residents visit Council provision libraries at least once a month.

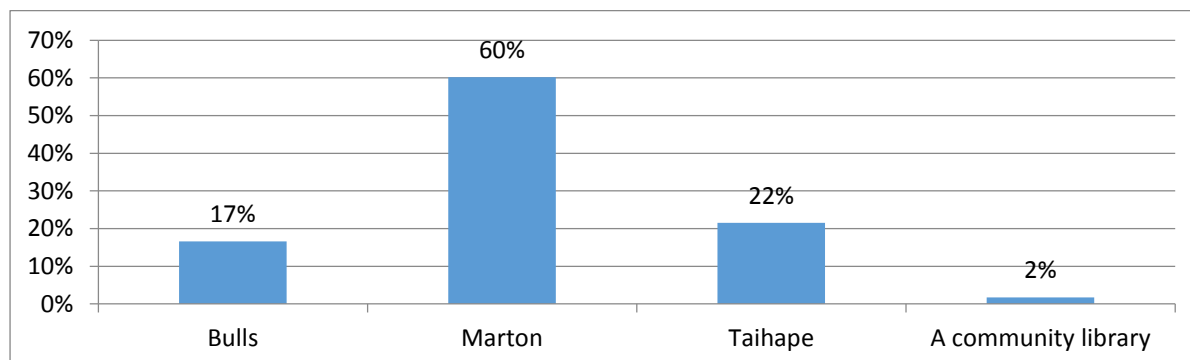


Key demographic differences in frequency of usage:

- Hunterville residents were more inclined to be low and non-library users as responses “Never” (70%) and “Up to or more than a year” (30%).
- Women are higher users of libraries compared to their male counterparts.
- Residents from Marton (1%) and age group 30-45 (2%) were the only groups to provide a response “Daily”.
- 22% of 18-29 year old use the library on a weekly basis, a similarly frequency as to 65 year olds and over (21%).

### Which Public libraries are visited?<sup>21</sup>

Almost all Bulls, Marton, and Taihape residents that responded use their local library and 100% of residents from Turakina frequent Marton library. 66% of Hunterville residents visit the Marton library, where the remainder sample use a community library



### Aspects - Public Libraries

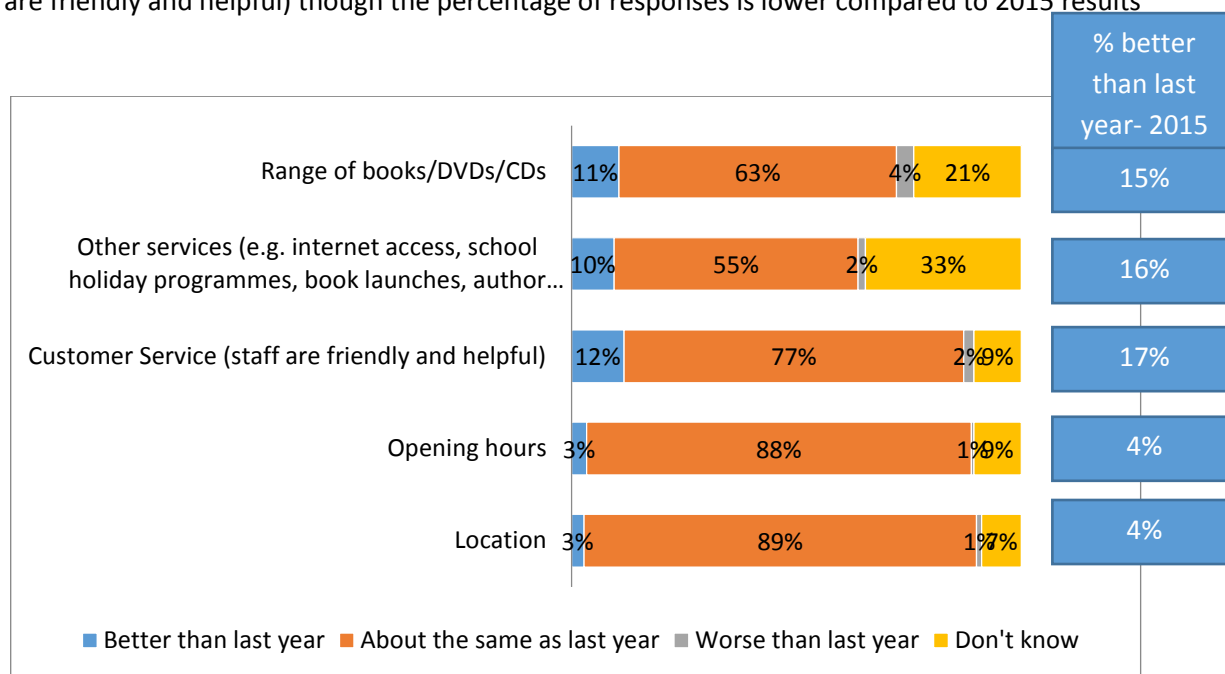
<sup>20</sup> Q17: Firstly, can you tell us how frequent do you visit or use Council’s libraries? Base 2016 n=287.

<sup>21</sup> Q: 25 Which library do you usually visit? Base 2016 n=180.



### Public Libraries related detailed measures<sup>22</sup>

Most aspects scored high counts of “About the same as last year” responses from residents. Gains were perceived by residents with regards to Range of books/DVDs/CDs, Other services (e.g. internet access, school holiday programmes, book launches, author events etc.), and Customer Service (staff are friendly and helpful) though the percentage of responses is lower compared to 2015 results



### Significant demographic differences

Location	65 years and older was the only age group that provided “Better than last year” (4%) and “Worse than last year” (2%) responses.
Opening hours	Taihape (2%) and Marton (5%) were the only wards to provide “Better than last year” response. 30-45 (3%) and 46-54 (5%) were the only age groups to provide the response of “Worse than last year”, whereas 4% of 65 and up provided the response “Better than last year”.
Customer Service (staff are friendly and helpful)	Taihape (13%), Marton (13%), and Hunterville (33%) residents were more inclined to provide the response “Better than last year” compared to wards’ residents. 18-29 years were the only age group dissatisfied with the aspect this year, with 6% providing “Worse than last year” response.
Other services (e.g. internet access, school holiday programmes, book launches, author events etc.)	Marton residents (13%) were more inclined to respond “Better than last year”. 18-29 provided the highest percentage of “Better than last year” responses than any other age group.

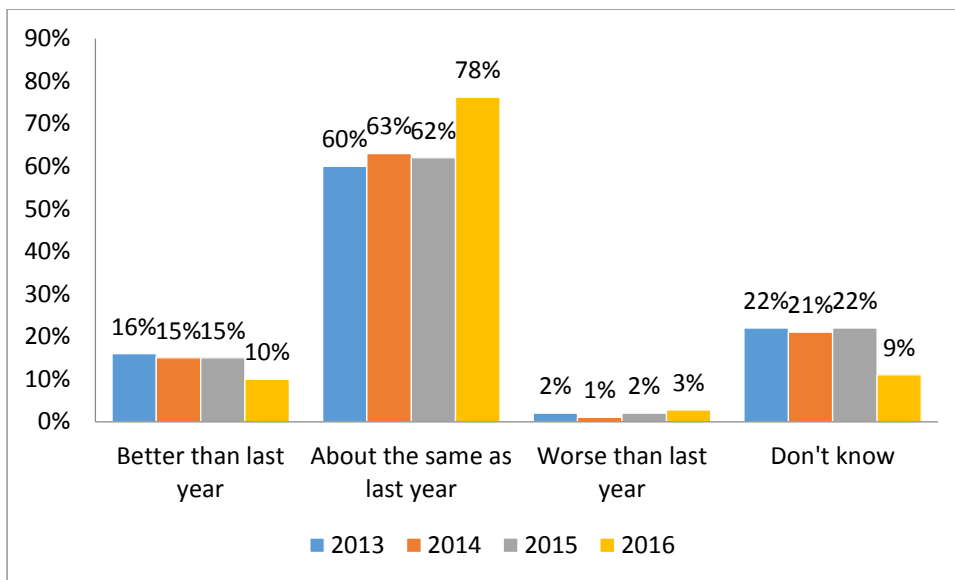
<sup>22</sup> Q27: For each of the following aspects of libraries, please tell us if the service provision is better, worse, or about the same as last year. Base 2016 n=178; 2015=298; 2014 n=380; and 2013 n=388.

Range of books/DVDs/CDs

Bulls' residents equally provided "Better than last year" and "Worse than last year" responses (6%).  
18-29, 30-45, and 65 years and over age groups all responded "Better than last year" at approximately 10%.

### Overall measure for Public Libraries<sup>23</sup>

The highest response received from residents for their overall opinion of public libraries was "About the same as last year" (78%). A marginally larger proportion felt that the provision was "Better than last year".



### Key demographic differences

- Turakina and Hunterville residents were mainly split between the responses of "About the same as last year" and "Don't know".
- 18-29 year olds were more likely to respond "Better than last year" than any other demographic group.
- 46-54 year old residents more likely to be dissatisfied, 6% of this group responded "Worse than last year" with no "Better than last year" responses.

### Verbatim responses

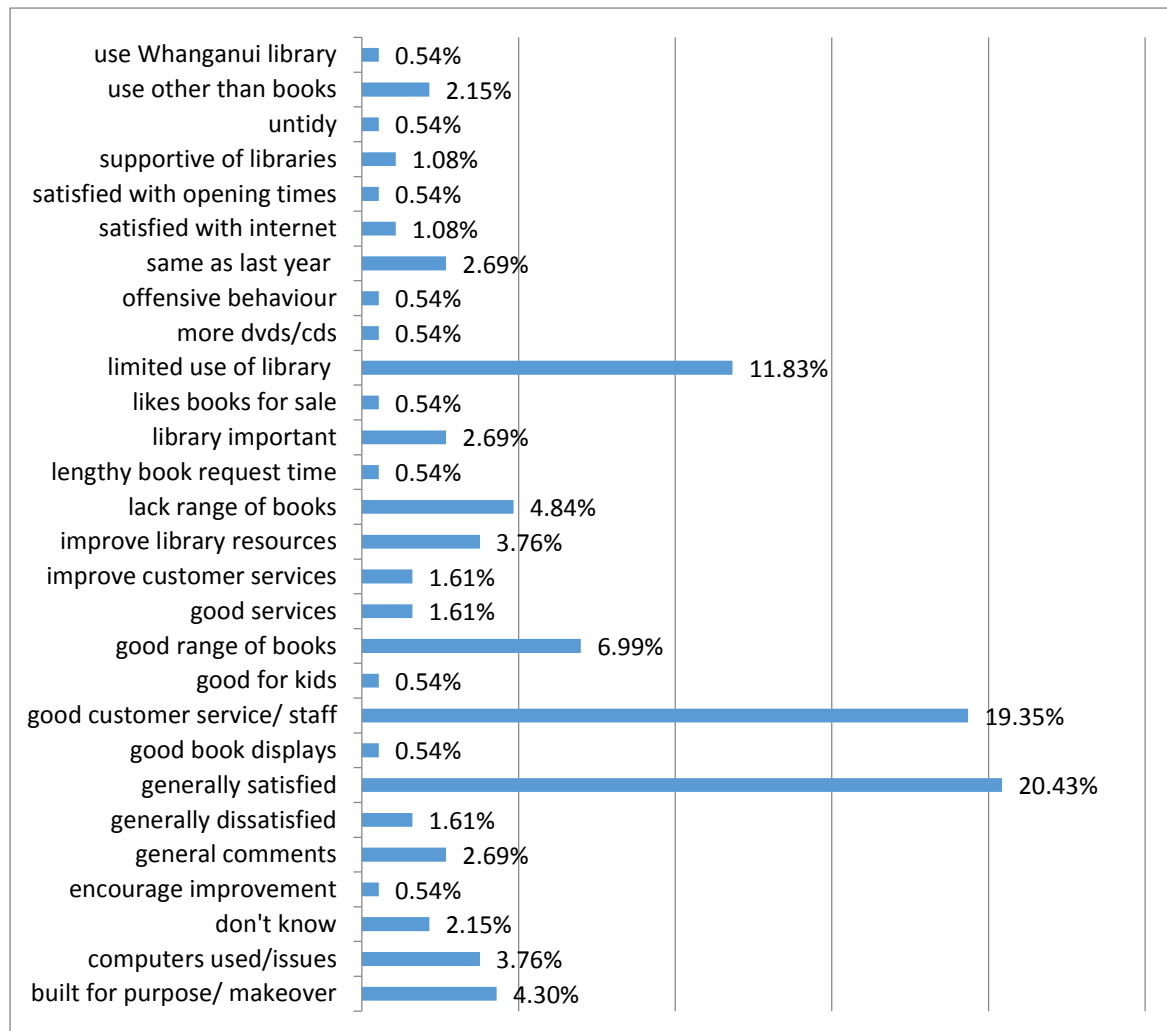
141 residents provided a total count of 186<sup>24</sup> responses to the open ended question asking residents to provide reasoning with relation to their satisfaction rating previously provided. Presented in Figure 61, the 186 responses are grouped into 28 themes.

<sup>23</sup> Q28: OVERALL, please tell us if the Council's provision of libraries is better, worse, or about the same as last year. Base: 2016 n=177; 2015 n=313; 2014 n=388; and 2013 n=395.

<sup>24</sup> The difference between residents counted as answering this question (n =141) and responses (n = 186) is because residents at times have provided more than one themed response. All responses and themes have been given equal weight.

The top 5 themes that collected the most response counts were generally satisfied (20%), good customer service/staff (19%), limited use of library (12%), good range of books (7%), and lack range of books (5%).

All library verbatim comments provided by residents can be found in Appendix 2 labelled under associated themes<sup>25</sup>.

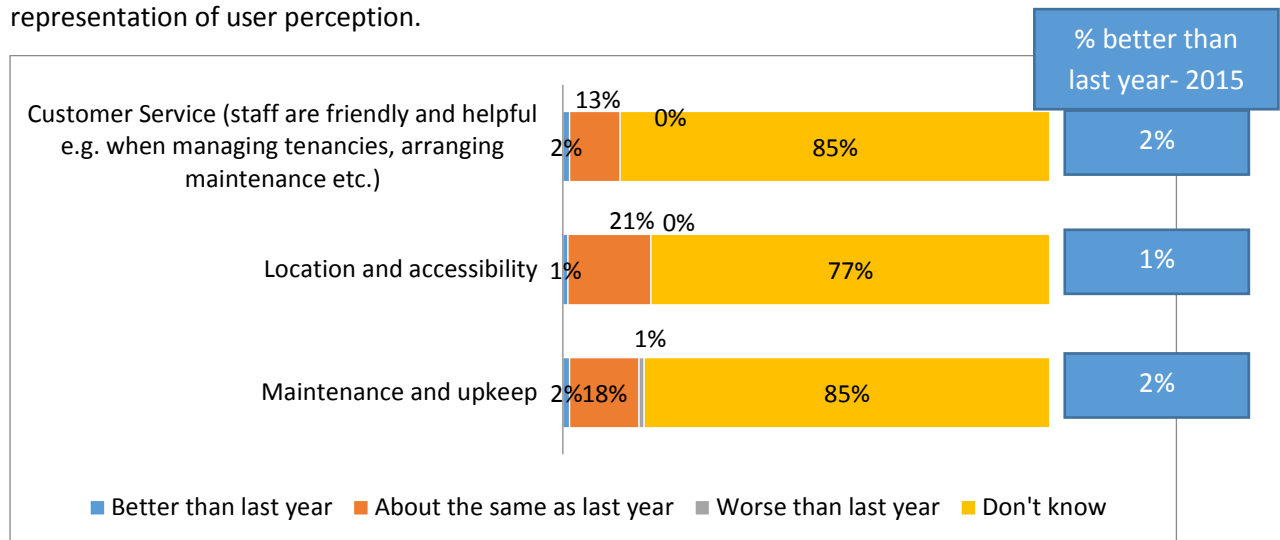


<sup>25</sup> Q: Please tell us why you recorded this level of satisfaction? n=186.

## Community Housing

### Community housing related detailed measures<sup>26</sup>

Only 2% of residents surveyed said that they currently resided in a Council provision community house. As a result, the following resident survey results will contain non-user bias, effectively due to the lack of relevant usage and familiarity of community housing as most respondents do not reside in one. It is recommended the results be thought of as a general non-user perception rather than a representation of user perception.

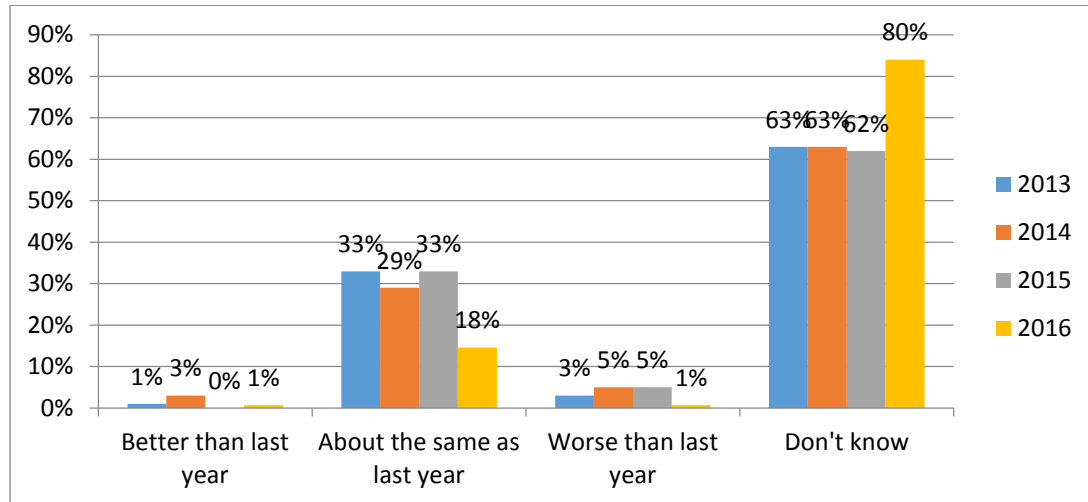


### Significant demographic differences

Maintenance and upkeep	Taihape (4%) and Bulls (3%) residents were more likely to respond "Better than last year"
Location and accessibility	None
Customer Service (staff are friendly and helpful e.g. when managing tenancies, arranging maintenance etc.)	All demographic groups predominately provided the response "Don't know"

<sup>26</sup> Q33: Thinking about the existing Community Housing Council provides, can you tell us if the following aspects of our service provision are better, worse, or about the same as last year. Base: 2016 n=232; 2015 n=297; 2014 n=386; and 2013 n=380.

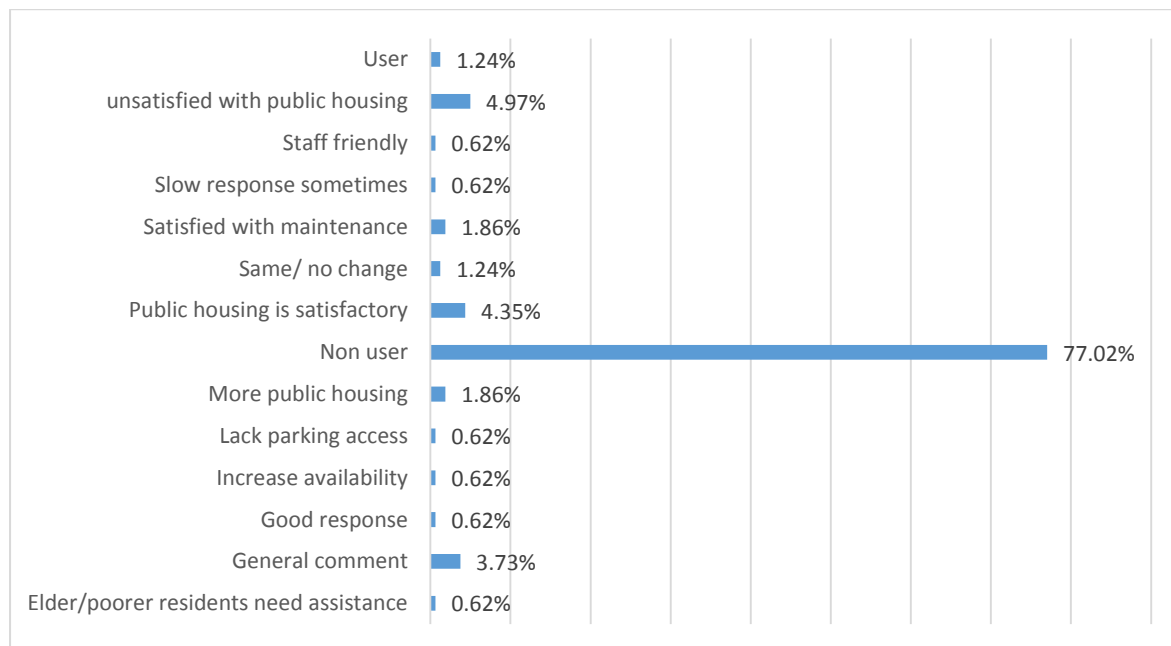
### Overall measure for Community housing<sup>27</sup>



### Verbatim responses

148 residents provided a total count of 161<sup>28</sup> responses to the open ended question asking residents to provide reasoning with relation to their satisfaction rating previously provided. Presented in below the 161 responses are grouped into 14 themes.

The top 5 themes that collected the most response counts were non user (77%), unsatisfied with public housing (5%), public housing is satisfactory (4%), general comment (4%), and more public housing (2%).



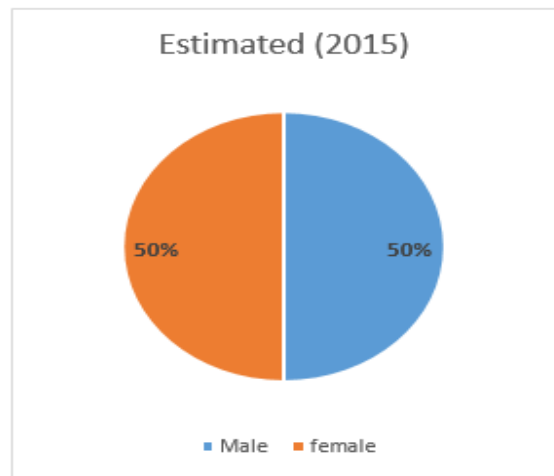
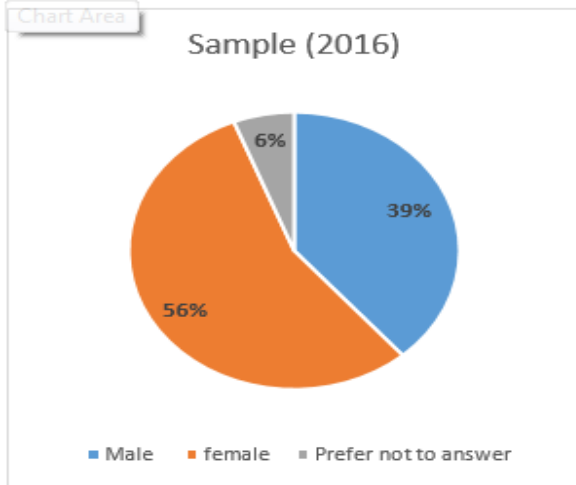
All library verbatim comments provided by residents can be found in Appendix 2 labelled under associated themes<sup>29</sup>.

<sup>27</sup> Q34: OVERALL, please tell us if the Council's provision of community housing is better, worse, or about the same as last year. Base 2016 n=232; 2015 n=303; 2014 n=387; and 2013 n=392.

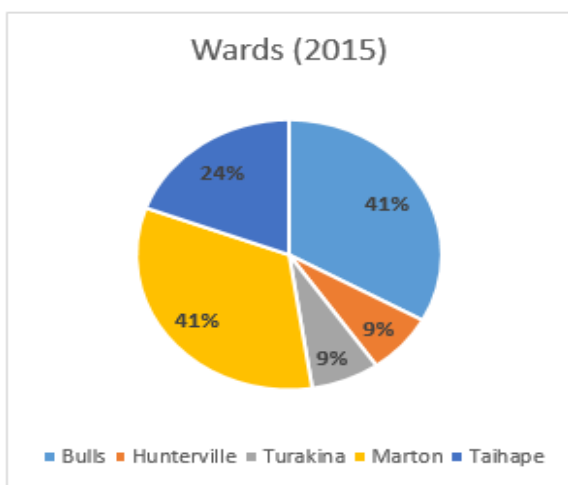
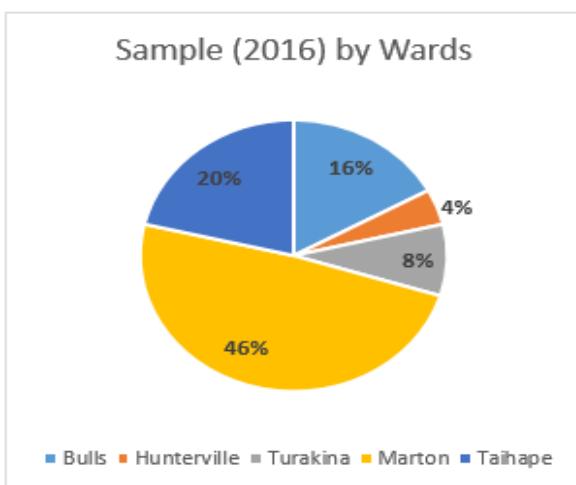
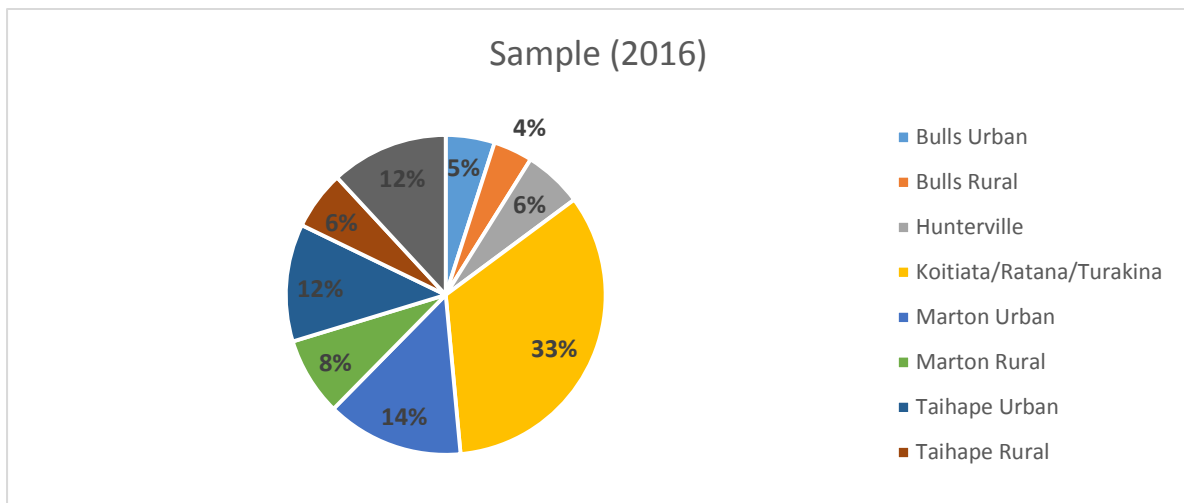
<sup>28</sup> The difference between residents counted as answering this question (n =148) and responses (n = 161) is because residents at times have provided more than one themed response. All responses and themes have been given equal weight.

## Sample

### Gender

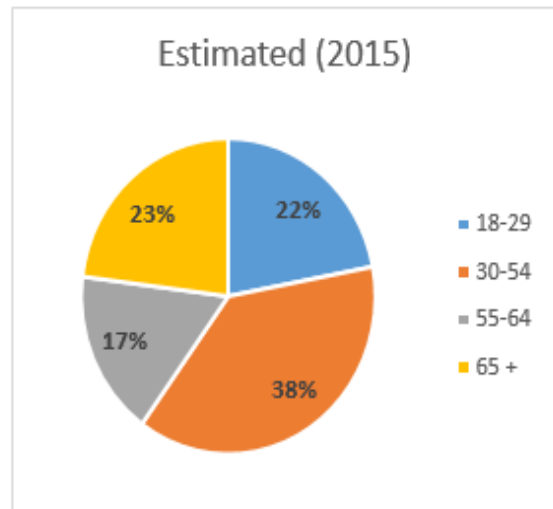
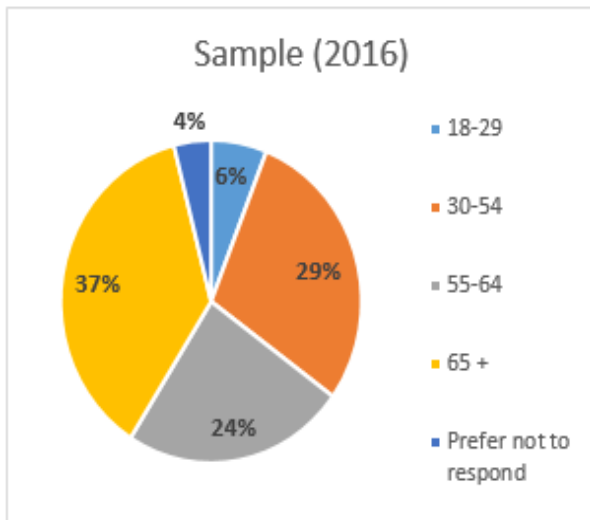


### Location

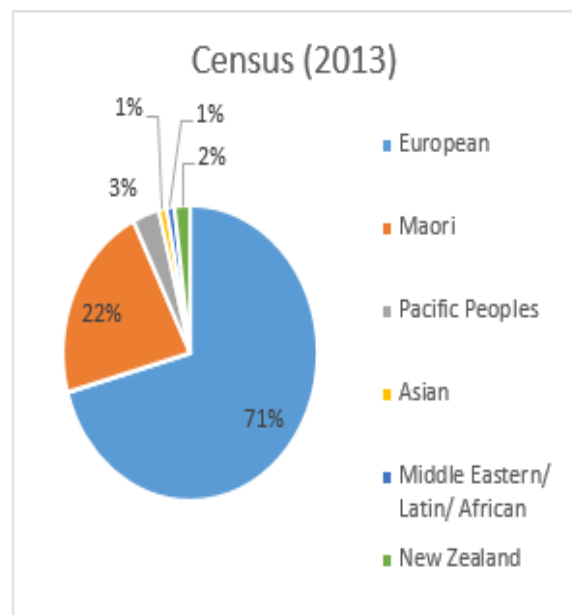
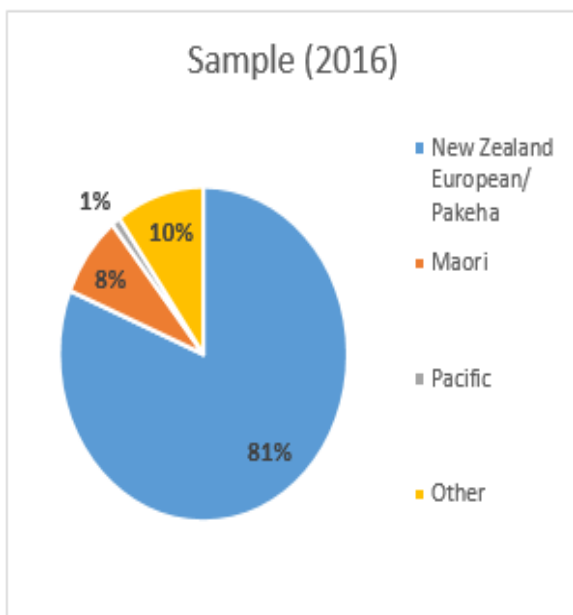


<sup>29</sup> Q: Please tell us why you recorded this level of satisfaction? n=161.

## Age



## Ethnicity



## Concluding comments

Sports fields, parks, and reserves and Swimming pools generated higher percentages of “Better than last year” comparing 2016 and 2015 results: almost double for Sports fields, parks, and reserves. The biggest decline in “Better than last year” was Public Toilets, down 9% from 2015.

All Council facilities/services surveyed gathered less “Worse than last year” results comparing 2016 to 2015 except Public libraries and Swimming pools.

The highest “About the same as last year” was recorded against Public libraries at 78%. This is the highest percentage achieved for this value for any Council service across 2013-2016. Historically, most Council facilities/services surveyed have trended towards the response “About the same as last year” at similar frequencies each year.

The change in methodology, particularly promoting the online platforms has resulted in an increase in 18-29-year-old respondents meaning that, for the age variable, the sample is more reflective of the District than in previous years.

Huntermville is under-represented in the sample this year, on a per capita population basis. However, it is not known why this has occurred.

Similarly, Maori are under-represented in the sample.



## Appendix 1: Our District, Your Say: Rangitikei District Council resident survey 2016

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

Thank-you for helping us with this survey, it will take approximately 10 to 12 minutes to complete. By completing this survey you will be directly telling Council what you think about the services we provide. Also, by completing this survey by 31 March 2016, you will be automatically entered into a prize draw to win an Apple IPAD.

### Roading network

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

For each of the following aspects of the roading network (excluding State Highways which are not funded by Council), please tell us if the service provision is better, worse, or about the same as last year.

<i><b>Please tick one response for each question</b></i>	Better than last year	About the same as last year	Worse than last year	Don't know
Roads are free of potholes and loose gravel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads in towns are attractive and well-maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsealed roads are adequately maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads allow for safe travel in Rangitikei	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council provides sufficient street lighting to allow people to travel safely on roads and footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sealed roads are smooth and comfortable all users including drivers, pedestrians, joggers etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpaths are smooth and comfortable to use for all users including pedestrians, joggers etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The roading corridor, meaning the roads, footpaths, signage, etc. is being well managed for the long term	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

***Please tick one response***

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

How generally **SATISFIED** are you with the roading network that Council provides?

**Please tick one response**

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Very Satisfied                  Satisfied                  Neutral                  Dissatisfied                  Very Dissatisfied

Please tell us why have you recorded this level of satisfaction?

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**Community and Leisure facilities**

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

Sports fields, parks and reserves

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

For each of the following aspects of sports fields, parks and reserves, please tell us if the service provision is better, worse, or about the same as last year.

<b>Please tick one response for each question</b>	Better than last year	About the same as last year	Worse than last year	Don't know
Maintenance and upkeep	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location and accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional facilities (e.g. playground, skate-park, changing rooms)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**OVERALL**, please tell us if the Council’s provision of sport fields, parks and reserves is better, worse, or about the same as last year.

**Please tick one response**

---------------

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

How generally **SATISFIED** are you with the sports fields, parks and reserves Council provides?

**Please tick one response**

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Very Satisfied                  Satisfied                  Neutral                  Dissatisfied                  Very Dissatisfied

Please tell us why you have recorded this level of satisfaction?

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**Community Buildings**

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

For each of the following aspects of community buildings, please tell us if the service provision is better, worse, or about the same as last year.

<i>Please tick one response for each question</i>	Better than last year	About the same as last year	Worse than last year	Don't know
Maintenance and upkeep	O	O	O	O
Location and accessibility	O	O	O	O
Customer Service (staff are friendly and helpful when e.g. booking, key collection etc.)	O	O	O	O
Additional facilities (e.g. car-parking, kitchen facility, toilets)	O	O	O	O

**OVERALL**, please tell us if the Council's provision of community buildings is better, worse, or about the same as last year.

*Please tick one response*

O-----O-----O-----O

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

How generally **SATISFIED** are you with the community buildings Council provides?

*Please tick one response*

O-----O-----O-----O-----O

Very Satisfied      Satisfied      Neutral      Dissatisfied      Very Dissatisfied

Please tell us why you recorded this level of satisfaction?

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**Public Toilets**

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

For each of the following aspects of public toilet facilities, please tell us if the service provision is better, worse, or about the same as last year.

		Better than last year	About the same as last year	Worse than last year	Don't know
<i>Please tick one response for each question</i>					
	Maintenance and upkeep	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Location and accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**OVERALL** please tell us if the Council's provision of public toilet facilities is getting better, worse, or about the same as last year?

*Please tick one response*

---------------

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

How generally **SATISFIED** are you with the public toilet facilities that Council provides?

*Please tick one response*

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Very Satisfied      Satisfied      Neutral      Dissatisfied      Very Dissatisfied

Please tell us why you have recorded this level of satisfaction?

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**Swimming pools**

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

Firstly, can you tell us how frequently do you visit or use Council’s swimming pools?

**Please tick one response**

- Daily
- Weekly
- Monthly
- About 6 months ago
- Up to or more than a year ago
- Never (**go to question 23** )

Which swimming pool do you usually visit?

**Please tick one response**

- Marton
- Taihape
- Hunterville

For each of the following aspects of swimming pools, please tell us if the service provision is better, worse, or about the same as last year.

<b>Please tick one response for each question</b>	Better than last year	About the same as last year	Worse than last year	Don't know
Location and accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service (staff are friendly and helpful)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness and maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programmed activities (e.g. swimming lessons, aqua aerobics etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**OVERALL**, please tell us if the Council’s provision of swimming pools is better, worse, or about the same as last year:

**Please tick one response**

---------------

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

How generally **SATISFIED** are you with the swimming pools that Council provides?

**Please tick one response**

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Very Satisfied    Satisfied    Neutral    Dissatisfied    Very Dissatisfied

Please tell us why you recorded this level of satisfaction? (**Please go to question 24**)

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**Only answer this question if you have answered "Never" to question 17**

Could you briefly tell us why you have never used the swimming pools that Council provides?

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### **Libraries**

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

Firstly, can you tell us how frequent do you visit or use Council's libraries?

**Please tick one response**

- Daily
- Weekly
- Monthly
- Around 6 months ago
- Up to or more than a year ago
- Never (**go to question 30**)

Which library do you usually visit?

**Please tick one response**

- Bulls
- Marton
- Taihape
- A community library (go to question 26)

If you have visited a community library in the last 12 months, which one?

**Please tick one response**

- Hunterville
- Mangaweka
- Kawhatau

For each of the following aspects of libraries, please tell us if the service provision is better, worse, or about the same as last year.

	Better than last year	About the same as last year	Worse than last year	Don't know
<b>Please tick one response for each question</b>				
Location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service (staff are friendly and helpful)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other services (e.g. internet access, school holiday programmes, book launches, author events etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of books/DVDs/CDs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**OVERALL**, please tell us if the Council's provision of libraries is better, worse, or about the same as last year.

**Please tick one response**

---------------

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

How generally **SATISFIED** are you with the libraries that Council provides?

**Please tick one response**

--------------------

Very Satisfied                  Satisfied                  Neutral                  Dissatisfied                  Very Dissatisfied

Please tell us why you have recorded this level of satisfaction?

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Could you briefly tell us why you have never used the libraries that Council provides?

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**Community housing**

Council would like to hear what you think about **Council funded community housing**. Council has limited housing available at affordable rents for elderly residents in Marton, Bulls, Taihape, and Ratana.

Are you currently residing in a Council provided Community Housing?

**Please tick one response**

- Yes
- No

**Please continue to complete the survey**

For each of the following aspects of community housing, please tell us if the service provision is better, worse, or about the same as last year.



***Please tick one response for each question***

	Better than last year	About the same as last year	Worse than last year	Don't know
Maintenance and upkeep	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location and accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service (staff are friendly and helpful e.g. when managing tenancies, arranging maintenance etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**OVERALL**, please tell us if the Council's provision of community housing is better, worse, or about the same as last year.

***Please tick one response***

---------------

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

How generally **SATISFIED** are you with the community housing that Council provides?

***Please tick one response***

--------------------

Very Satisfied                  Satisfied                  Neutral                  Dissatisfied                  Very Dissatisfied

Please tell us why you have recorded this level of satisfaction?

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### **Communication**

Council aims to provide you with easy of access to information about Council and needs your feedback to help improve how well we communicate.

This includes:

- Services and facilities
- Long term and annual plans
- Activities and events in the District;
- And topical issues that are of concern to Council and to residents of the Rangitikei District.

How do you access Council-related information?

**Please tick as many responses**

- Phone
- Council website
- Social media
- Library/Information Centre
- Rangitikei Line
- Local newspapers
- Other; If so specify

Do you feel Council's recent communication with you is:

**Please tick one response for each communication method applicable**

Communication Method	Better than last year	About the same as last year	Worse than last year	Don't know
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Letter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How generally **SATISFIED** are you with Council's communication with you?

**Please tick one response for each communication method applicable**

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

In-person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Letter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us why you have recorded this level of satisfaction?

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Could you suggest a way Council could improve its communication with you?

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## Appendix 2: Verbatim responses

### District roading network and footpaths (excluding state highways)

- *as a cyclist i feel safe*
- *Some times street lights aren't on in half the town. Footpaths are shocking in some places. many of the driveways are too steep and people with motorised scooters have difficulty using them.*
- *I do not go to Taihape - nearer to Hawkes Bay so cannot answer this questionnaire*
- *some things have been done*
- *so much road works at present. Some of the side roads/streets are not user friendly for walking*
- *For me it meets my needs.*
- *Satisfied*
- *Thats the way I see it*
- *As I am a truck driver taking deep shoulders off the roadside does not satisfy me it is dangerous. Trees overhanging the roads are also dangerous*
- *It is ok any better would cost more.*
- *Okirae Road. our new neighbour runs milking cows on public road and it is one gig mess of poop!*
- *maintenance seems very limited*
- *Ratana roads have has a lot of work done on them In a year of extreme weather*
- *I don't believe they have improved on last year at all*
- *Live ruraly and roads/verges are a mess, very ?? to be done - keeping them tidy*
- *Works are being kept up to scratch with timeframe they have*
- *haven't noticed any great change*
- *new road ?? should improve District roads in future e.g Wanganui Road, Sth Makirikiri Road*
- *some improvements*
- *new footpaths on both sides of the road - e.g to avoid dogs if need be*
- *have not seen any improvement*
- *It is good to see continuous improvements and a good approach to maintenance - repairs.*
- *I live In Taihape and the drains on the southern side of town are 90% blocked. When they are cleaned the workers dump the silt either on the lip above the drain so when the silt washes into and re-blocks the drains or silt is dumped through the fence. It should be taken away.*
- *Due to on going road works which never appear to be carried out correctly*
- *I have no problems get around town*
- *You are stuck with Rlwy bridges, crossings & narrowness of roading which puts barriers in your way*
- *I do not have a lot to do with it.*
- *Having lived here for a very long time I am familiar with our roading.*
- *Have noticed road works being completed on my way to work.*
- *need to seal more country roads*
- *Potholes still on road, street lights ok, could be better*
- *had no issues when traveling these roads*

- *no major improvements*
- *Main item grass verges in rural roads*
- *general roading and footpaths are worse than last year*
- *driving on unsealed roads in sealed, satisfied with both, much more satisfied this year than last*
- *It what can be expected*
- *all average*
- *no visible improvement*
- *Parewanui Road is a disgrace*
- *because been around and check whats happening*
- *The footpaths are in dreadful order for regular walkers.*
- *footpath on Bond St is in poor repair*
- *we live on SH1 and rarely go off it*
- *you never clean gutters*
- *sometimes contractors take quite a while to complete work or leave roads in an unsatisfactory or dangerous state overnight/weekends*
- *main roads are generally very good condition*
- *I love 300m on Mokai Road just over the Mokai Gravity Canyon bridge*
- *I have noticed them out more often in past 12 months than before and Im satisfied with what they have done*
- *Too many potholes still in Bulls rds (to maintain st High st)*
- *don't see any improvements in Koitiata*
- *Access to properties (some) have steep access to driveways and scrap car bumpers. some footpath aren't that smooth. Pedestrian crossings are few and far between in Bulls.*
- *footpaths particularly have been better and roads resurfaced*
- *One complaint I have is the scooter bumps when I go from footpath to road*
- *because I walk most of the time so I am safe*
- *footpaths in some areas are full of holes (eg) patches not level with original - namely Wellington Road*
- *Unsealed roads need graded more often they are a disgrace.*
- *Comparing the Rangitikei with other areas we are well cared for. Perhaps only issue would be the need for more professional finish to pothole filling.*
- *Slow response to clear rural roads at times.*
- *Some areas not up to safety standards*
- *Been driving around the town*
- *have you driven up the Turakina hill*
- *I know there has been issues since storm/flooding and that all cant be fixed at once*
- *Pot holes man holes exposed Main Wellington Street Marton disgusting*
- *seems to be an improvement to roads since flooding*
- *because I have only lived here 1 year*
- *makes driving safer*
- *Only travel on certain rods/streets*

- *we only really use our gravel road and SH1 would love a turning bay into Rauma Road and 70km zone into Taihape from the Marae to the current 50km are*
- *Need street lights on both sides of the street*
- *we have Corrigated & pot holes everywhere*
- *With the change of contractors etc, it is taking time, I understand that, and looking forward to seeing change over the next 12 months*
- *can still get to where needed safely and timely*
- *compared to suburban roads the roads around this district are on par if not better*
- *Roads are ok- could do with more corners daylighted on rural roads + gravel maintained more often. noticed our verges out eat aren't mowed as often*
- *some streets continue to have minimum lighting and footpaths are trip hazards*
- *still lots of uneven surfaces*
- *needs more corners day lighted on back country roads*
- *in other regions gravel roads are not as common. As rural people, we feel that more of the gravel roads should be sealed*
- *mainly satisfied but some road side verges could be kept thier. eg. main entrances to Marton*
- *Things are much the same.*
- *The gravel road we live on gets unbearably dusty, it gets very corrugated quickly & needs regular grading (which makes the dust worse.*
- *all generally of a good standard and well maintained. dont need to be improved*
- *seems on to me*
- *all generally if a good standard and well maintained. Dont need to be improved*
- *some smaller roads are forgotten i.e colvens etc*
- *by using them*
- *Footpaths in many areas are uneven.*
- *I am happy with Read Rd intersection widening but not about a pull off lane not being painted on the road.*
- *New roading contractor is not up to scratch*
- *In the last year big improvement in my area. Tidy job, only annoying bit is that they work on many different places at the same time so lot of delay in traveling.*
- *No major issues.*
- *Rural roads not adequate for size of current trucks, tankers etc. Time taken to attend to slips & other blockages not satisfactory.*
- *No real improvement obvious anywhere.*
- *Uneven surfaces, potholes, tardy road works/repairs*
- *I am still alive.*
- *Repairs are needed every year on the roads by us Parewanui Road, Bulls. Repairs do happen but are not robust enough to cope with heavy traffic.*
- *I was told the gutter Broadway would be improved in 2015 to make the gap between the pavement and the road easier for people to walk between. So far there has been no change.*
- *well council working on roads every day for the best they can do*
- *Everything is OK but I would like to see Signal Street resealed. The remainder of residential Broadway needs curbs and resealing. Gradually other streets have been done.*
- *Because they are the same as last year*

- *The roads do meet satisfactory levels of safety on all counts; however, I question the sense of having a 70k limit for half of Hawkestone Road. Certain drivers speed down here and the road has become much noisier as a result.*
- *Unless there's something obviously wrong they're not something I really notice*
- *The quality is not good at all*
- *Roads are to a good standard*
- *Don't know enough about it*
- *Live on unsealed section of rural road - not a lot of use of sealed/town roads.*
- *Our end of street has no lighting or footpath !*
- *Hammond street in Bulls has been resealed, great job but could have been better with a proper clean up after. a lot of loose stones still about. road sweeper please.*
- *There have been no major changes in either direction.*
- *I'm neutral on roading issues*
- *Seems okay to me.*
- *In all the time I have lived here traffic flows have increasedf dramatically but roading footpaths remain inadequate.*
- *Because most of my travelling is done on State Highways*
- *What I use regularly (SH1/SH3) suit my needs.*
- *Some footpaths have been renewed and roads resealed/potholes.*
- *neither great or poor*
- *as above at a reasonable rate*
- *I feel its ok but there is always room for improvement*
- *To be fair it will be impossible financially to have all roads, footpaths etc at very satisfied so long as council has on ongoing process repair, replace and maintain*
- *Not much has changed in the last year.*
- *It appears to me that the standard of repair is decreasing, work mostly completed?? by Higgins*
- *It is very hard to comment on something so broad. We can only comment on those roads upon which we travel which are very few in relation to the size of the district. Our main routes of travel are Marton to Bulls and Marton to Halcombe.*
- *The roads and footpaths appear in a reasonable condition, I have noticed that you are often resealing to keep things in order.*
- *I travel between Marton and Palmerston North 3-4 times a week during the wet season the new seal on the roads are holding a lot of water and is making it difficult to travel.*
- *My use of the roading and footpath services is adequate.*
- *I do not go out into town much or travel to any cities other than Wanganui and Palmerston North.*
- *Am more or less satisfied*
- *there is loose gravel from road works still lying around*
- *I think that things could be better*
- *footpaths could be better; and entry to them*
- *Roads good to drive on*
- *Intersection in Bulls junction between SH1 and SH3, High St & Bridge St needs to be more controlled due to heavy traffic issue*

- *Don't seem to have any problems when driving or walking*
- *footpaths of upper Broadway precinct need attention*
- *some roads better than others. Many footpaths are dangerous see comments in general feedback*
- *as things appear to me*
- *the islands at the end of Franklin Road Turakina are no longer maintained - mowed, trees pruned*
- *Roads & footpath's that need to be repaired are not & are concentrating on repairing those that don't really need it.*
- *thats as i see it*
- *don't travel on a lot of rural roads - mostly urban areas*
- *because nothing appears to be done!*
- *still storm damage to fix*
- *mow side off the road better*
- *lack of interest in rural roads, long grass corrugations etc*
- *if feel this survey is far to long winded and I feel that more information can be gained by sending out a simple and you happy or not form with room for people to express in simple terms there satisfaction or dissatisfaction*
- *rural road users appear to have less mowing and corrugated metal worse*
- *I travel extensively the unsealed and sealed rural roads, since last years rain the roads are in urgent need of maintenance, Hunterville especially*
- *A few need repair but what I have seen is a lot getting done so I'm happy*
- *It seems to have been damaged a lot more this year*
- *I'm a rural resident other than the recent upgrade on Broadway to me the pacing side of things are about the same as last year*
- *in general Im pleased with tarseal roads, but not the grading, potholes @ Kaimatawi Road*
- *because I walk a lot and the roading network is very good*
- *the main streets look good. However the outskirts especially down Railway Ave area are neglected.*
- *challenges of washouts in our area from June 2015 flooding for Council*
- *smoother ride than previously in my lowered vehicle*
- *no better, no worse than previous years. Too many corrugations on unsealed roads that I use*
- *Generally happy with roading, my only issue is the lack of care and time taken when sweeping roads which have been newly sealed, always seems to be a lot of loose stones left behind which cause damage to vehicles and other property.*
- *we need footpaths on both sides of all streets.also re-surfacing of roads needs to be more regular.*
- *the stretch from Marton to Huntley school looks disgraceful..very neglected*
- *we live on the Napier Taihape Road. The grass on roadside doesn't seem to be mowed as much as it used to be. also the gravel roads never get graded anymore, and when it is it never lasts long*
- *I haven't seen any issues.*
- *I walk often and find the routes to be easy*



- *Allways ways for improvement for example: ways for Elderly to get up and down @ Road crossings.*
- *status quo*
- *Travel to Marton from Bulls - safe*
- *Just do properly stop putting seal over seal over seal*
- *No different from last year*
- *Because I hunt a lot so I travel on roads quite a bit*
- *They need Road bumps in Bredins Line The speed they do is unbelievable some child or animal is going to be killed if this is not done with the school down the road.*
- *Haven't found anything to be dissatisfied with, but we do not live Marton? town so are not familiar with all roading networks*
- *dont know*
- *Some areas in the district could be improved better as a rural resident and not sticking plaster solutions*
- *There is so much roading in need of upgrading (as opposed to maintaining) that is make some residential areas unappealing*
- *There is a big effort by Council to maintain the roading network*
- *Because I live out country and only in town for work. my son lives in our home in town*
- *Because I see road maintenance being up graded regularly*
- *Go for a ride and you see. People are not happy*
- *Roads don't always get fixed up quickly.*
- *I feel safe travelling on my bike*
- *with the roads that I use, I cant see any improvement to them*
- *Roads etc have never been that great & can be improved so people don't fear falling*
- *not noted any changes*
- *loose gravel on many side roads*
- *Because it is the same as last year*
- *Theres a large amount of trucks on our local roads now ... doing more damage*
- *Because I feel certain aspects need more attention, ie corrugations in rural roads*
- *I think the roads etc are perfectly adequate, some (not many though) footpaths however need a little attention*
- *Spooners Hill Rd is very badly maintained and SH1 from Taihape to Waiouru*
- *Roading is kept up to an adequate standard however, it took over 6 months for our road to get a new road sign*
- *I do not drive but did have a scooter crossing and awful*
- *No space for cyclist or runners on roads with no footpaths, rural roads are not wide enough for two cars to pass.*
- *my observations*
- *Roading seem satisfactory*
- *There is very little road maintenance carried out in Taihape. In Thrush St the trees stop walkers from walking on the footpath and they have to walk on the road or the opposite side of the street where there is no footpath.*
- *roads are very good compared to 1955 when I started driving*
- *just my observation*

- *lack of maintenance since June 2015 floods. culverts still not unblocked*
- *I have seen little changes*
- *it is fine for a small town, does the job, good to always see improvements being made, there are a few properties that have very overgrown shrubs/trees which make it hard to pass*
- *I walk my dog every morning as it turns light and have no problem with footpaths.*
- *property access parts could be better*
- *The council does the best it can*
- *we are rural & travel a lot 2 get 2 work,shop or visit & things in general are looking great & there appears 2 be a good deal of maintenance being done.*
- *The roads and pavements in many places are shocking and afford little in the way of safety from trips and slips. The street lights are now behind many other towns and the poles in the CBD are in a shocking state.*
- *i don't have any problems with it - i live down an unsealed road and it always seems to be maintained well*
- *There is general decay of the infrastructure in town in favour of rural roads*
- *roads & footpaths are generally free of pot holes/broken paving etc . Lawn/grass edges are in better kept condition*
- *I would be more satisfied except that after 9 months my road is the only road still closed to through traffic in the whole district. Communication with council staff has been all but non-existent. Very poor service I think.*
- *Nothing specific to note*
- *give the new contractor i.e. Higgins a go and we should see an improvement. they have been on board for a short time*
- *always seems to be problems with a road in the area*
- *standard has slipped*
- *because i can drive anywhere i want in the district*
- *after the June 2015 floods there are still a few issues but generally most have been addressed in our area*
- *There are no major issues that come to mind currently, however I do find that Galpins and Tutaenui Rd are very susceptible to getting potholes that have in the past year resulted in both our vehicles having to get a wheel alignment.*
- *No footpaths along the end of Rangatahi road where the 4 new sub sections are and the footpaths could do with an upgrade.*
- *Haven't seen too many changes in the roads and footpaths*
- *I feel the level of service is subpar. It took over a year to fix the road outside my house after the roading contractor damaged it while "repairing" it the first time. Because of this kids in the street threw stones all over my lawn which in turn cost me a new set of spectacles when one projectiled out the back of my lawnmower into my face.*
- *We have a large Roding area for such a small population. The council do the best they can to keep up. Going forward it is going to get harder as for some reason the Council have allowed rubbish to be transferred to Rangitikei District from many other regions which will mean we have many heavy trucks traveling on our country roads to dump their trash here. With no contribution to fix the roads they damage!*
- *because its true footpaths and roads around town are not good*

- *so much time is spent on the roads and it actually makes it worse than before*
- *Footpaths very uneven, some roads need a good clean due too hoon car tyre marks, very unattractive!!!*
- *Nice and Wide and easy access to all ammenities*
- *While it's ready to ask if things have changed, you're avoiding the important question of how do we rate them overall If it was bad last year and its the same this year, how can you record change in opinion?*
- *dont' drive on all roads - -can't compare*
- *I think the standards of maintenance are deteriorating and as far as the roads go, they are definitely in poorer repair than in previous years. They are bumpy and often uncomfortable to travel on.*
- *General improvement*
- *maintenance and cleaning not regular*
- *As a cyclist I feel safe*
- *On the footpath outside 3 Kaka Road is a section of footpath that when the weather is hot it rises to a peak and the footpath around is cracked. This was reported about two years ago and initially there was some bitumen put on it to prevent tripping but no one has been back to check the cause of this! Not good enough*
- *Haven't noticed any great difference in the roading provisions. Have noticed some new footpaths going in so this seems to be an improvement.*
- *I walk around Marton for exercise and the pavements in some streets are un even probably tree roots??*
- *The roads appear to be worse than last year, more uneven and do not make for a comfortable ride*
- *Due to no major weather last year money has been spent more on maintance*
- *Because I see continual roadworks throughout*
- *Have notified council twice of issues, and they have immediately responded with positive action*
- *Because we have no footpaths*
- *We haven't noticed anything we are not satisfied with, but are not high users, so can't comment on improvement either, being rural*
- *I use the state highway 1 Marton to mangaweka , and roads between Fielding and Palmerston north often.They are about the same as last year.*
- *The foot paths in Turakina have been dug up by cable contractors, they are messy, uneven and weeds grow in the gaps. I have tripped over twice while out running. Very poor conditions.*
- *general usage*
- *Footpaths in Turakina are terrible. I have tripped over twice while running. Not a good enough standard, cable contractors dug up the footpath making it uneven and open to weeds to grow.*

## Sports fields, parks and reserves

- *no action taken to reform tennis courts post flooding*
- *Because I don't use them much.*
- *The area that is behind the memorial hall could do with some maintenance, and the walk thru to Hereford St the area is shabby.*
- *don't use sports fields*
- *don't have use of them. going by appearance*
- *Need some recreational activities in our area.*
- *Satisfied!*
- *Nothing much has improved that a DOG park has been provided in Taihape. BIG DEAL!! DOGS and P and R do NOT MIX!! Dogs and children DO NOT MIX!!*
- *Other than mowing & general maintenance nothing has really changed.*
- *don't play sport so don't know*
- *They are OK*
- *never go to sports field or reserve*
- *maintenance is poor. grounds inadequate mowing. no catcher*
- *I am not a user of these areas but I appreciate the hard work in their upkeep - pleasure in just looking at them.*
- *Only drive past - have no need to use any of them*
- *Tasks are being carried out and completed - "awesome"*
- *Don't often use these facilities - noticed only in passing*
- *tidy and kept mowed when needed*
- *Don't really use them*
- *for a small town I think these are well looked after*
- *As a grand parent taking children to sports the lack of seating is forcing me to often sit in the car and watch from too far away.*
- *The grounds look well tendered and clean.*
- *Driving around the area they appear to be of a reasonable standard*
- *Don't use parks*
- *I do not use the sports fields or parks however they are maintained well.*
- *I know about your sports facilities, gardens in town centre area have been drab lack of colour white needs red yellow blue as well to highlight - white on white is dead. Your park off follett st is usually beautiful But who sees it? (please colour your main shopping street. Feilding is a very best example. Don't make excuses*
- *Because the Council needs to put more effort into things for kids.*
- *I seldom use any of the sports fields etc. but watching people using them seem generally happy.*
- *I think more can be done to keep our kids happy with things to do. Also missing the playground that was at Marton Park. (Rugby fields)*
- *don't use them*
- *Could be better for young children and teenagers*
- *the grandstand in Taihape needs better maintenance to preserve it*

- *no issues*
- *non user*
- *don't use or visit*
- *generally standard is good*
- *they seem ok*
- *no visible improvement*
- *Fences - Rangitikei Netball fences have been over 30 years hasn't been look in to be renew is this going to be another 30 years before it get done*
- *Not very good additional facilities times etc lighting times not good*
- *never use these facilities*
- *new so not visited yet*
- *they all seem to be very well kept*
- *We live on a farm and don't really use these facilities other than rugby fields during winter and its always the same*
- *Domain toilets are gross, parks lawns need to be mowed more*
- *must be a new contractor*
- *don't use sports fields, playgrounds are ok*
- *I don't use very often but the domain is better maintained*
- *Recently all Council sports fields, parks and reserves have taken on a smarter, more manicured appearance.*
- *Been to reserves*
- *Are you going to fix the tennis courts , it has been 12 years*
- *we don't use any of these facilities*
- *seem ok*
- *they seem to be maintained more regularly*
- *don't know*
- *Very hard to walk the track Heritage walk fallen trees and big roots very over grown*
- *Well maintained and hasn't gone backwards.*
- *they seem to be kept well*
- *Never used since I've lived here*
- *The new in house team is making a difference. But it would be great to see progress made on the skatepark and the pool carpark.*
- *not a huge user of sportfields*
- *have not been in district long enough to explore or use them*
- *facilities I use are fine*
- *still major work required after the floods*
- *need more for the kids in these parks*
- *they seem adequately maintained with no noticeable changes for better or worse*
- *All parks etc appear to be tidy and maintained*
- *Don't use sports grounds.*
- *i only use them for walking so happy at what i have found*
- *the road verge on Ngatawa road needs to be mowed by the sports field*
- *i only use them for walking so happy at what i have found*

- *i dont use these just by looking at them*
- *watering of the rec is terrible the watering of the Rec came from outside soil should be put there to maintain the Rec after show and horse show*
- *Don't have much occasion to use any sports feilds.*
- *I don't watch or play sports except on rare occasions. I see a lot on TV.*
- *Everything a lot tidier than before*
- *we make nu use off parks,etc*
- *Used facilities a few years back. Not very flash and cost far too high for groups to afford.*
- *maintenance only adequate - no improvements in facilities.*
- *Cleaner*
- *Level of provision seems to suit population base.*
- *Don't use them.*
- *Marton is a small town with large no's of different sports catered for.*
- *Seem well maintained*
- *I am frustrated at the lack of toilet facilities in many Sports Fields, Parks and Reserves in the District.*
- *well done*
- *Lots of options, would be nice to see an additional kids playground in either Marton Park or Centennial.*
- *Because they are the same as last year*
- *I use them for walking only.*
- *I'm not a user of these facilities*
- *Don't use them very much*
- *Do not use sports fields in towns. Local Domain (turakina) well maintained by council*
- *Nothing has been upgraded or improved if anything has, it has been through volunteers in the community. rugby fields are under maintained netball court design is incredibly dangerous.*
- *everything seems to be in order but could be modernized. wow factor is missing. but more of a wish list than a need*
- *There have been no major changes in level or locations since last year*
- *I'm neutral on this issue*
- *I am dissatisfied as Marton really does need a decent kids park that is modern, up to date safe and suitable for all ages. This needs to be closer to the centre of town. Wilson Park is too far out of town. The one by the Memorial Hall is so old.*
- *Never use the facilities. Too old.*
- *don't use sports fields etc in Rangitikei District*
- *I have limited use of park fields and parks are few in numbers - too few to judge for me*
- *don't use them*
- *Not great - not bad. Higher standards Hockey and Tennis facilities badly needed.*
- *need to link in and work with others on this, e.g schools*
- *maintained to a usable level is fine*
- *Taihape rec always appears tidy*
- *Am not a user*

- *I don't use them. But you need some more dog friendly parks.*
- *These area's seem to be on the last to do list*
- *We don't use the sports fields but we walk in the areas around them. Parks and reserves are looking good.*
- *I do not use the parks or playgrounds but when I pass they look well maintained*
- *My family do not frequent the local parks because quite often have come across broken glass so i don't take my children to any of the parks.*
- *OK for my use*
- *Things don't seem much changed but in any case I don't use these facilities much.*
- *I dont get to see or use these amenities*
- *i live in the country so i dont use these amenities*
- *don't use these facilities so have no comment*
- *good to have plenty of facilities*
- *My daughter enjoys them bar a lack of suitable water fountains : possibly at least 1 in each of the parks in Bulls*
- *Everything seems ok, clean and tidy. Would prefer tennis courts in summer in Marton set up better maintained*
- *don't use these facilities*
- *don't use them*
- *We have parks in marton that are not being looked after*
- *see above*
- *only know about rugby and cricket grounds*
- *no public toilets on parks/reserves - open to all - surfaces in Kevin Wilson which is used for football needs serious upgrades - hasn't had attention for many years, perhaps decades the fencing / bitumen surface is an eyesore*
- *some of the parks and public areas could do with a few fruit trees*
- *sport fields in Taihape not maintained adequately*
- *have had no reason to visit in last 12 months*
- *try kicking a ball round or oval, if the grass is cut its that long you take a sackful home on your feet and clothes*
- *Would be good to see at Willson park some more play stuff up grad mybe a bbq. other than that the grass gets cut an it clean all the time 😊so that good*
- *They are maintained well. The only thing that would good and hygienic would be a baby change table but then you have to think of the vandals. So that would b questionable*
- *No change*
- *things seem to be all ok @ these places*
- *dont use them - irrelevant to me and my family*
- *Because they always look tidy and well maintained*
- *There are some good facilities ie skatepark and Wilson Park, however having a dog exercise area would be wonderful. Also more at Wilson Park. Something similar to Levin park would serve the community well and possibly be a place where people from out of area would come*
- *Due to living rurally and children are grownup do not use these facilities*
- *I haven't used the facilities for a number of years now, so unsure of condition*

- *Grounds are tidy. change rooms/toilets are clean*
- *Great locations available to us and very pleasing to see council workers regularly checking safety of playground equipment.*
- *have not used parks,fields or reserves much in last year.*
- *dont really use theses facilities*
- *Living rural we don't use these*
- *This is not a very good survey. It should be more neutral in terms of "good - bad" and not year to year comparative. It is difficult for many people to answer these questions in a manner that is constructive for reporting.*
- *Looking good*
- *No Area for Dogs to be walked and exercised , have to Travel out of Town to do that.*
- *No Signes for Dog owners on the Domain to pick up after their Dog done his or her's business. They also state on signe there will be a Fine If caught not doing so.Different Councils in NZ even provide Dog Rubbish bin and plastic Bags for Dog owner to pick up.*
- *same as last year*
- *great grandchildren enjoy sports fields, parks*
- *you promise 2 help clubs out then turn yr back on them*
- *Seem to be well maintained but no different than normal*
- *My son plays rugby and my grandchildren play at the park*
- *grounds are well kept*
- *I see them but don't use them*
- *dont know*
- *With parks contracting has come back in house. I am hearing a lot of good responses about the up keep and conditions.*
- *I have not seen any changes in this area and lack of any upgrade is evident*
- *As increased effort shows the council is interested*
- *The grounds are good for the kids and for sports etc*
- *I am impressed with the general up keep and maintenance of these areas*
- *Don't know Don't care*
- *Kept mown & Tidy*
- *This always looks very tidy and clean*
- *Again, haven't seen anything that has changed from last year in Bulls*
- *Don't use them often but usually they are tidy*
- *don't use these facilities a lot but seem ok*
- *most parks well mowed and cared for*
- *Because it is the same as last year*
- *I no longer have anything to do with any of the local parks etc*
- *As a retiree, my comments are based on my visual observations.*
- *Marion is only a small town but has lovely green spaces for sports and kids. These make me proud to call Marion home*
- *People continue to smoke in or near playgrounds and dog poo*
- *There are some issues, rubbish bins at playground always full, netball courts have dips in them which can be dangerous*



- *There has not been painting of playground equipment or replacement of ground coverings. Some sports grounds have been damaged and not sorted/repared. (Marton tennis court for example)*
- *I am unwell so do not use these facilities but feel the new cross at top of Broadway is dangerous*
- *I don't use these facilities*
- *Very Dissatisfied Reserves are poorly maintained sadly. (Very Dissatisfied = Parks & Reserves)*
- *More can be done by council in these areas instead of relying on the public to assist.*
- *they seem to be very good but I only moved here 2 years ago*
- *pleasure to look at*
- *Rural residents do not use town facilities*
- *I feel maintenance and accessibility have always been good*
- *we only use the rugby fields and above gardens it is always looking nice and well maintained*
- *All parks are in a much better state of maintenance than previously and the gardens look lovely*
- *I like the attractive planting in Marton park, Centennial park and in the main street*
- *we are not big users but do watch grandchildren sport & swimming & are always impressed.*
- *There is still work to do like removal of graffiti in Marton park etc.*
- *They are okay and i don't have great needs for them as my kids have grown up*
- *Some parks have better services than others. The town centre parks are lacking a specialist play ground and toilets.*
- *Town center gardens and lawns have not looked as good as they do now for a number of years !!!*
- *These all appear from what I have seen to be in good condition as always*
- *Nothing specific to note*
- *i dont use them only look at them passing. they look the same, tidy, and maintained*
- *will see what the new contractor can archive*
- *need better toilets at for james wilson park to make our town show its<indeterminate>*
- *the ones we use are well-maintained*
- *This is a difficult question to answer as it covers a broad range of locations. The maintenance has of the gardens has been great, the rugby park is a great facility. My young son loves the skate park, although I do not know if it is enough for the teenagers. The children's playground by Memorial Hall is old and tired, and I appears to be a maintenance headache for those facts.*
- *New park urgently required for Ratana*
- *Haven't seen any changes*
- *Dog parks need more rubbish bins provided, this might hopefully encourage those bad dog owners who don't pick up after their dogs to clean up. Nothing worse than walking around a park with a dog doo bag in hand. I still do it but be nice if there were more rubbish bins dotted around the parks and streets.*
- *Don't use these facilities.*
- *there is plenty of parks in marton for kids and adults. they need to be utilised more.*
- *they are gross*
- *Gardens look lovely, but kids do need more facilities in all parks*

- *Provides good public facilities*
- *Same again, use a rating to determine if we like it or not then ask us why*
- *Some better some not so good*
- *I don't actually use the sports fields but they appear to be in good order. The parks I use are in good order.*
- *use infrequently*
- *Cape daisy especially needs to be dealt with in place areas*
- *Don't use them much but they always seem to be clean and tidy*
- *I think the provision is very disjointed - we have no clear plan for the future and keep upgrading/discussing different facilities in isolation. We are small communities so I'd like to see some of our facilities rationalised with the ones remaining upgrading to being more multi-use and of better quality.*
- *don't really use them the park in Follett Street looks to be well maintained*
- *Do not use them but have not heard of any dissatisfaction from users*
- *Same as last year*
- *Every park I see seems very well maintained*
- *Don't use these to any great extent, probably once or twice a year, but always seems to be in a similar acceptable (but not incredible) state*
- *As in Q 4*
- *don't use local parks much, although Freona park is looking better, and the Marton park with its lovely well kept gardens is a real pleasure to see.*
- *Turakina Domain should be used for other activities - not just once a year for the games! Some locals think they own the domain and lock the gates etc when it suits them. Beach domain is very well kept with great community involvement.*
- *general observation*
- *I only use Turakina Domain and the Beach Domain. Beach domain is very well kept. Turakina Domain should be available for other groups to use - ie Pony Clubs, activity groups when the usage would not affect the condition of the grounds.*

## Community Buildings

- *Taihape women's club the most frequently used meeting place in town is in need of front door replacement and <indecipherable> cleaned out. Guest speakers often bring along their own valuable musical instruments and equipment and need weather protection at front door*
- *no response*
- *Don't go to Taihape - go to Hawkes Bay*
- *Satisfied*
- *What's really changed*
- *I think as long as all buildings are maintained as they present themselves I am satisfied*
- *There is now much more pressure on the public toilets by the railway. Than ever before just about needs in permanent cleaner and bigger toilets. I pay 7 buses and 9 cars all at once. This needs to be addressed*
- *could be better maintained*

- *I can't really comment because I can't use most of them. But I appreciate the customer service at Administration and using the Library in Marton.*
- *The public toilets have been moved further away from the town centre and older people who take medication for fluid retention can't walk to Dr. or Library or Chemist without taking a break to relieve themselves, so most business have to allow their Clients use their toilets as its too far for them to go to the new toilets in the new complex. the old one should be refurbished and open again. Even Travelers who regularly go through have to use the Dairy or the Cafe facilities.*
- *Only go to Council Building and that is fine*
- *haven't used any of late*
- *central*
- *Don't use them*
- *Don't use them a lot but what I see and do use are good. staff are always helpful*
- *Haven't noticed any difference.*
- *I find good access and parking and friendly (helpful staff) a great asset.*
- *Have used the library but don't use other facilities*
- *Don't use Council facilities*
- *I think some of the buildings could do with extensive repairs.*
- *I am not familiar with these building due to my age*
- *When I do have occasion to use things are certainly satisfactory.*
- *I can't answer as I have not used these facilities*
- *don't use them*
- *no reason - as see it*
- *Seems to be no issues*
- *Hunterville hall looks good*
- *public toilets in Bulls are a complete failure in regards to the shoppers of the main shopping centre in Bulls. The old toilets worked ok why close them*
- *low level use*
- *satisfied*
- *don't know*
- *they are the same as last year and perfectly adequate*
- *Shelton Pavilion - better than last year because seen them all*
- *Broken chairs etc*
- *Aren't many 'council' buildings being funded and run by community trusts?*
- *the marton Library since ?strengthening needs patchwork painted, even temporarily*
- *not visited yet*
- *Do not use these buildings or services very often*
- *Need to be more parking at Bulls Information Centre*
- *we only have one community building in Koitiata, unsure if Council put anything towards upkeep*
- *haven't had a chance to use them*
- *Bulls town hall is neglected*
- *Observation following visits to some of the local community facilities in my area.*

- *Poor signage, people still asking where the buildings are.*
- *Live in Council flats*
- *We only use District Council building x1 year for dog rego*
- *nothing seems to have changed*
- *not applicable*
- *In Taihape all staff friendly and helpful. Building fine. Marton RDC staff helpful*
- *If people are hiring these facilities they really want something that is presentable and easily looked after.*
- *some are kept well while others just seem to be left. what is happening with the Taihape Town hall? is it staying? and if so, what is being done to upgrade it? is it going? when will we find out?*
- *Don't use them*
- *It would be great to have heating in the hall, it is been used alot the past 12 months*
- *only occasionally used*
- *very good library facilities and council office staff exceptionally helpful*
- *all fine*
- *have no interaction with community buildings*
- *don't use them*
- *Haven't personally used or hired these facilities but they appear to being maintained in Marton*
- *hardly used them*
- *have not used them*
- *hardly used them*
- *why are local toilets lock(ed) early i.e. sometimes 4.30pm*
- *Haven't had any need to visit the buildings.*
- *Not complaining.*
- *Nothing seems to have changed*
- *again. dont come alot in community buildings, if i be there nothing wrong with those places*
- *Don't really use.*
- *Service adequate - responses can be overlooked*
- *Don't really know.*
- *Library - painting on outsidenot changed after 'patchy' repairs.*
- *We don't need any more halls probably too many.*
- *Have not noticed any change with upkeep*
- *RDC Staff are always friendly and helpful when visiting (or telephoning) the office with queries.*
- *better every day*
- *Other than the main Marton Memorial Hall, what else is supplied by the council? Not sure. Everything is the same as usual.*
- *New toilets by the BP now.*
- *They appear to be maintained well.*
- *Again - I am not a user of / familiar with these facilities*

- *The Library in Marton is a good example. The library is an important community facility yet it is housed in a building which is not fit for purpose. Where is the Council's long term vision for community library facilities - start with new modern premises.*
- *I only use two community buildings*
- *Do not use Council buildings - any meetings held in our locality are either at local hotel or church hall.*
- *Don't use facilities often*
- *happy as is*
- *There don't appear to be any changes in the last year.*
- *I'm a Bulls resident and feel that Marton does not do much for Bulls*
- *Happy with what is available.*
- *Rates are climbing but unlike Feilding I cannot see where they are being spent.*
- *Don't use halls. Administration building same as last year.*
- *The new proposals, unpopular, have not provided our town with much needed facilities and rewarded essentials eg public toilets*
- *don't use them*
- *There is a clear need for rationalisation and multiple use facilities. Well done on the Centennial Park refurbishment. Thank you Denise!!*
- *front counter staff must of failed their kiwi host course (when paying rates is worse)*
- *Don't tend to use these*
- *Unless council can afford to spend millions of \$\$ n new buildings and theres lots more important things out there to be addressed so whats wrong with our old buildings provided theyre safe*
- *Its all good*
- *Public toilets should be made accessible 24-7*
- *Questions are too broad. We could comment on some buildings negatively and others positively. But your questions don't allow for this. Pensioner housing looks fine - from the outside. Library look tatty from the outside. Council building is the most drab and unexciting building in Marton. Cannot comment on other towns.*
- *I have been to the hall in Wellington Rd and find this is a good location and looks well maintained. I don't use any other buildings.*
- *A lot of this community's services have closed down or some services are not available in this community.*
- *Ok for my use.*
- *I don't use these facilities*
- *Seldom use these facilities*
- *things could be tidied up a bit more / modernised*
- *Influenced by the poor standard of some other buildings in the Main street*
- *Havent seen an improvement, but haven't seen a decline either*
- *The marton township needs to improve the look from having looks of empty shops*
- *these all appear to be maintained well though some are too expensive for local groups to hire*
- *don't use these buildings*
- *don't tend to use any*

- *Buildings need to be updated*
- *as above*
- *front office staff in Marton - great!*
- *run down looking - needs paint and cafe*
- *don't use them*
- *The building differently need a do other an different shops to bring more people In with no car it hard to travel to get winter clothes for my children an self only clothing store are for old people. And now autum second had store still have sumer an had some real cold days warehouse would be good than all these farm stores to many an there a lot of town people here to if you want young to stay supply them with store they like*
- *It's ok. The one concern was the Plunket rooms last year as the was a massive leak in there and i didn't want my son exposed to that and it took you guys forever to do something about it*
- *don't use them*
- *for a small town there are a lot of community buildings*
- *To be honest Im not really sure. I don't have a lot to do with this area.*
- *Our local rural Hall Makuhou Hall has had maintenance work completed on it. It is very valuable to our rural community so Council input is much appreciated.*
- *Taihape town hall has very friendly and helpful staff. Building is clean and tidy and well maintained. good facilities*
- *Happy with what's available and haven't had any issues.*
- *have not had the need to use community buildings too often in last year.*
- *dont use any*
- *Bad survey*
- *No comment*
- *Not much to do with them*
- *doing the job*
- *obvious*
- *Bulls makeover re council input*
- *whats the point you don't listen*
- *why did you sell the waste station at Bonny Glen U R idiots*
- *Seem to be well maintained but no different than normal*
- *because its all true*
- *Never go there*
- *Only use the library and swimming pool*
- *dont know*
- *Customer service in some areas have improved.*
- *from the little I know of the situation nothing has changed*
- *Again the Council does well with the funds it has obviously been allocated*
- *Because its the truth, nothing changes*
- *From what I have seen everything is kept clean and tidy*
- *Mangaweka hall needs a paint job*
- *to many empty buildings*

- *Nothing to show any major improvements to these facilities in Bulls*
- *Use the local hall the most and love it but then it is run by a committee.*
- *don't use a lot but seem ok*
- *town hall looks to be in good shape*
- *Same*
- *I don't use any of the local community buildings*
- *we have limited needs to use Council facilities, but the Taihape community are well served by Town hall and its services.*
- *I feel the Memorial hall in particular is a great facility for community events esp ANZAC murning*
- *Cause I don't really use these facilities*
- *not much has changed*
- *Good facilities that seem to be kept clean and tidy.*
- *Again I do not use these facilities*
- *I don't use these facilities*
- *To be honest you feel like an intruder at times in council buildings as staff look at you as if you are interrupting something.*
- *RDC really needs to update their building, get cracking and demolish cnr High and Broadway give Marton a badly needed shot in the arm!*
- *on Wanganui boundary use Fordell facilities*
- *I have never used a council funded building so cant really comment*
- *Can't comment, haven't used any council community buildings*
- *only have knowledge of Bulls & Hunterville halls which are great. council staff at Marton office have always been great to deal with. very helpful. we have only been at Scotts Ferry 6years, coming from Palmy.*
- *I do not use the community buildings but they seem to be used heavily by religious groups which I do not agree with.*
- *They are okay*
- *They are not adequately used and controlled by individuals that make it hard to access*
- *I have not needed the use of council /community building to any great extent*
- *The facilites mentioned above are all in nice condtion and easily accessible*
- *Nothing specific to note*
- *clsoing the loo on High St means that people getting of at the bus stop after hrs are reduced to peeing on the wall behind the bus depo, as they dont have time to go to the new loos down by the garage*
- *marton facilities appear to be well maintained*
- *we are lucky to have such facilites*
- *havent used any. in previous years so can't compared*
- *My only experience with such a building has be Centennial Park. The facility is adequate, but having only lived in Marton for a year now, I never experienced it prior to its makeover.*
- *am satisfied*
- *Haven't visited any of these places*
- *I have never used any of these facilities*
- *Don't use these facilities.*

- *customer service are good and helpful also very friendly*
- *i have seen a great improvement, in the presentation on the main street*
- *Don't use any buildings, so cant comment*
- *I believe the facilities are available for use for any activity, as required*
- *Same again, how can you determine user satisfaction*
- *not used*
- *They appear to be in good order.*
- *accessible and comfortable*
- *The Town hall excessive to hire but I believe council policy has changed recently*
- *The council do not spend much on the upkeep of community buildings except for the Library*
- *We have good facilities and it is great to see Centennial Park has been upgraded.*
- *other than the library and council buildings which are so outdated it is a bit embarrassing to say the least, I dont use the other buildings*
- *They appear to be the same as last year*
- *Same as last year*
- *General obsivason*
- *Talking specifically about Taihape Town Hall, there is no incentive for the public to use this building because of the lack of heat and minimum maintenance.*
- *No experience*
- *Dont use or hire any community council buildings.*
- *I really haven't noticed any problems there.*
- *viewing mainly from a distance*
- *Nothing to report on this, they seem to be well kept.*

## Public Toilets

- *no response*
- *Never use them. The only one that I would use if I had to is the one at the plunked rooms but are closed often.*
- *Don't go to Taihape*
- *don't use them*
- *Doing up old existing buildings is not cost effective. Smart public toilet facilities are a huge attraction for towns*
- *Satisfied*
- *Its the same still*
- *As I do not use these facilities I cannot comment*
- *As per previous page. Toilets don't cope with so many people constantly need all day every day.*
- *don't use public toilet*
- *often left wet after cleaning*
- *There is only 1 public toilet! I think Speirs owns it!*
- *I never use them. If on town it is quick to walk home. Than to go to the public toilets*
- *Toilets in Marton are disgusting -smelly and dirty always not a good for visitors*



- *do not use these facilities look great from outside*
- *use toilets in Lower High St - always the same - mural is good*
- *public toilets very poor for size of town*
- *central / clean*
- *never used*
- *have noticed no difference.*
- *I use Council facilities , shops, pubs and we have no storage.*
- *Fine generally clean & tidy could be more signs*
- *Toilets tidy and clean in town*
- *I do not use the public toilets through the region.*
- *Public toilets are not suitably situated for most shoppers or visitors*
- *I have never used public toilet facilities.*
- *Don't like the location - would suit better on the corner next to Guan-dong/Bus-stop. Don't use as they could be more modern.*
- *mens toilet closed on a couple of occasions*
- *When travelling through Rangitikei public toilets good*
- *haven't had any*
- *interior of Lower High Street toilets is shocking*
- *all good*
- *no visible change*
- *Bulls good - Marton shocking*
- *needs toilet sign from old post office*
- *Gets locked too early, not looked after, need another set of public toilets, location is too busy.*
- *Don't use them, but do provide toilet facilities to passing traffic.*
- *have never used them but they look good and I see many people using them*
- *don't use*
- *not visited*
- *Do not use public toilets in this area very often*
- *There needs to be a big sign for travelling showing where toilets are. No one knows*
- *no public toilet in Koitiata. Where are my rates going??*
- *closed down some of them outside Bulls plunked rooms*
- *Bulls town centre toilets have been closed down causing disgusting problems. New toilets are ok for visitors to the hub but are causing problems for pedestrian visitors as too far from the true hub, i.e the town centre*
- *I don't use them they are in the wrong place I use the Information Centre ones*
- *We need one more toilet near the opportunity shop because people often come and ask us for toilet facilities with young children and also elderly folk.*
- *Have had to use public toilets.*
- *Poor signage, out of towners can't find them*
- *Been to toilets up town*
- *haven't used this facility*
- *Toilets are brighter with painting but could do with being cleaned more regularly*
- *don't use them*

- *Easy access - clean*
- *Happy to use when clean and tidy.*
- *The ones in Taihape and Hunterville are great. I don't know where the ones in Marton are? I only know that the plunket rooms are usually open. Breast feeding places can be hard to come by*
- *Have never used a public toilet*
- *Tidy*
- *have not used any*
- *would be great if the rec toilets were upgraded*
- *always find them in good repair and clean*
- *don't use them*
- *Hunterville toilets are very clean and tidy*
- *haven't had to use these facilities!*
- *Don't use any.*
- *Haven't needed to find or use them, but glad to know they are provided*
- *have not used them*
- *haven't needed to find or use them, but glad to know they are provided*
- *hours they are open and need a bigger signage for them*
- *Haven't used them.*
- *Don't use them much.*
- *Don't use them*
- *toilet facilities are well maintained.*
- *Appear to be newer and cleaner.*
- *Newer of public toilet facilities well patronised by travelling public & locals alike.*
- *Don't use the local public toilets so is hard to judge.*
- *Seldom use them.*
- *We need new toilets, current ones old fashioned not pleasant.*
- *Have not used public toilets this year*
- *More (and better/improved) facilities would be better for all residents as well as visitors.*
- *good*
- *Where is the current toilet block in Marton? Is it next to Speirs? I know it has been painted but to tell the truth am reluctant to use it, it is an old fashioned block one. What is it like inside?*
- *Need toilets at Taumaihi and Bridge Street Park. Lots of people stop there*
- *I never use them myself, but I do check them out from time to time as I care what visitors find here.*
- *As per previous 2 questions*
- *I do not use the facilities*
- *They are adequate*
- *Do not use public toilets very often, new one in Bulls is nice*
- *Only use Marton facility*
- *Don't even where they are, signage is difficult to find and in a yucky place in town. Comments from family and visitors to town.*

- *People are still using the toilets at High street Bulls. Time for an upgrade there, nothing fancy no bulls bottom please, just something new and modern like the ones that have been put in by the BP.*
- *I don't use them that often but they are always clean. WOUld be good for a upgrade of paint in some areas e.g. the toilet doors*
- *there do not appear to be any additions or improvements in this area*
- *We have good faciities*
- *OKay with what is available.*
- *Diusappointing.*
- *haven't used*
- *Obvious - the ONLY sensibly located public toilet is Bulls has closed - a ridiculous move, especially unhealthy very hard in medically affected citizens.*
- *don't use them*
- *The outside mural is great, but the inside toilets are a disgrace.*
- *don't use public loos*
- *I know they are provided but don't use them.*
- *Only used when travelling always reasonably clean and tidy only problem is lack of facilities after hours.*
- *They are clean.*
- *A new venue is needed for public toilets not next to a food place and made aces-sable 24-7 maybe self cleaning one is the seated park*
- *Don't use them*
- *I have only used them once last year and they were cleaner than I the previous time I used them*
- *About the only thing that has improved is that they have a fresh coat of paint and new toilet paper dispenser's.*
- *Marton public toilet block in Lower High Street too old, so very hard to clean and maintain. Not proud to give directions to Marton public toilets. Bulls public toilet block is well used, but rubbish bins fill up too quickly and overflow.*
- *I don't use these facilities*
- *Dont use these facilities*
- *have never used the public toilets so have no comment to make*
- *Same as Q12*
- *Never used them*
- *Marton needs to upgrade public toilet facilities*
- *Toilets in Marton seem to be well looked after. The painting of the mural looks good and graffiti inside is clean up in a timely manner*
- *are much nicer to use and cleaner than before*
- *don't use them*
- *have no visited them*
- *only used occasionally*
- *often smelly, with graffiti, shut early!*
- *go use them yourself, see if you are happy*
- *clean and accessible*

- *at least someone cares enough to clean the public toilets in Taihape*
- *Yer about some*
- *In the Plunket rooms it would be good if you could have a toilet that you could fit a buggy in as the toilets right now can't fit a buggy in and don't want to leave it outside as someone might steal it*
- *New toilets in Waiouru - awesome*
- *only ever use Bulls*
- *because the toilets are always clean and tidy*
- *have not used these*
- *Public toilet is adequate to use when needing this facility while in town*
- *don't use them so don't know*
- *very rarely use the public toilet*
- *Have had to use the toilets occasionally. Town hall (Taihape) toilets are clean, the toilets by the railway aren't too pleasant. often smelly/bad odour. maybe an extra clean during the day?*
- *Good location, generally kept clean and tidy.*
- *facilities are clean & tidy.*
- *dont use*
- *the only bad thing about the Taihape toilets is the mens and womens is locked to early*
- *bad survey*
- *Haven't used*
- *No comment*
- *haven't used them*
- *hearsay*
- *Don't use public toilets much*
- *the recreation toilets down by the sports grounds need a make over desperately in Taihape*
- *Nice & Clean*
- *Have not used public toilets. Don't know where they are*
- *dont know*
- *Some areas in our district has improved once vandals stopped vandalising but in others in particular to Bulls new toilets. They are shocking. Cleaning is adequate but there is forever a problem with toilets that needs to be addressed. With high volume of residents using them they are failing E.g Urinals overflowing and blocking continuously,*
- *I do not use them*
- *Because I am satisfied*
- *Some toilets like the recreation ones need maintenance badly down the Taihape Rec*
- *I love the new toilet facilities in Bulls because they have easy access and are clean and tidy*
- *Don't use*
- *Kept clean & tidy*
- *I do not use these*
- *Don't use them so don't know about maintenance, but location is not well advertised, especially for bus passengers*
- *Never use them but know where they are.*

- *only used once seem ok*
- *public toilets look clean*
- *Although the upkeep is the same as last year, Marton's public toilets are well below the standard set by other towns the same size or smaller than us. They need to open longer, especially during daylight saving. There needs to be a public toilet at centennial park. I say this every year ! ! !*
- *I don't need to use the public toilets!!!*
- *On our occasional visit to town we find toilets well placed and well maintained.*
- *I ma very ashamed of our public toilets in Marton. They are very awful and unattractive inside. What a way to welcome tourists, definitely needs improving.*
- *haven't really used Rangitikei public toilet*
- *toilets are always well cleaned and easy to find*
- *the Bulls facilities have been up-graded as they are new, the Marton facilities are the same.*
- *The main toilet area is not very practical for mums with children need a main street place - other end ok for two people*
- *I don't use these facilities, perhaps you should survey visitors, travellers and tourists in our area*
- *Don't use public toilets.*
- *The public toilets are well used by both locals and visitors.*
- *Cleaner and tidier*
- *never used them*
- *I haven't used these facilities*
- *I have again never used the facilities*
- *Haven't used any public toilets, but do believe that clean, smart toilets are essential for out towns. Can Marton have new toilets similar to Taihape's?*
- *overall the ones we use are good. not always as clean as you would want but I guess it depends what time you use them & how busy they have been.*
- *the toilets are old and inadequate for the coaches*
- *The ones I've used are great*
- *There is a general lack of facilities in key parts of the district and towns*
- *All international and national tourist and traveler surveys always point to the importance of town toilet facilities . The marton Public toilets, although well kept , are far from 'Modern'*
- *I dont use these facilities often but last time I used the Marton Tilets thay had recently been painted and were clean and tidy*
- *Public toilets in Marton are well overdue for an upgrade*
- *AWESOME*
- *no loos at one end of town*
- *clean and tidy*
- *have not used facilities*
- *not used often but well maintained*
- *I like flash toilets - the ones we have now are working well*
- *there need to be more, closer and more accessible to town and Marton park*
- *dont often use them but the Taihape facility is very good, and i believe the Marton one has been upgraded*

- *I haven't had much need of using the public toilets, however I feel another public toilet building at the north end of town would be useful such as rugby park.*
- *could be improved*
- *Haven't used them as of yet*
- *I've not had reason to use them*
- *Don't use these facilities.*
- *the public toilet is embarrassing and there should be one at each end of town*
- *good toilets bad location*
- *Don't use them*
- *I live in a Semi rural and not able to comment in this area.*
- *Ditto*
- *need better public toilets*
- *The toilets are always poorly supplied and usually in need of cleaning - that is when they are actually unlocked.*
- *do not use*
- *Have heard the new public toilets were not very clean (from a visitor to town)*
- *Do not use them much. Ones at the Taihape Railway station are much used and kept clean and tidy and the ones at the Rec really need replacing but are also kept as clean and tidy as possible and the ones at the town hall are also clean and tidy*
- *Haven't used the public toilet facilities or noticed anything different about them in the last year. Just the view from the outside puts me off in Marton - I call into New World to use theirs instead.*
- *dont used them but visitors tot he town do and they comment usually all good*
- *Haven't seen any apparent changes but still nice and clean*
- *Same as last year*
- *I only use the Lower High St toilet Perfectly ok*
- *Taihape toilets appear to be kept in reasonable state, and easily accessible. Would like to see toilets at Memorial Park upgraded.*
- *No issues - little use*
- *dont use public toilets, Marton could use another self cleaning public toilet facility.maybe more central in town , people ask often about public toilets and where they are.*
- *Used the Hunterville toilets once in 12 months, were in good condition, however a large bus of young travellers arrived and made a mess. The cleaners do a great job neverless.*
- *i only use the lower high street facility perfectly ok*
- *I have not used a public toilet in Rangatikei in the past year.*

## Swimming Pools

- *why is our pool decommissioned in Marton? looks bad*
- *Not open all year round!*
- *Taihape is really a good pool*
- *problems with pool leaking need to be addressed off season (winter)*
- *have had no time to go but talk to other people would pools kept open longer into the winter*

- *fantastic that pre-schoolers are free*
- *excellent pools well looked after friendly staff*
- *have not been a frequent user of the pools since my children left school so cannot accurately comment*
- *No specific comments*
- *Little town can't expect too much - would be cool if they were more fun.*
- *great facilities, would be great if could be open all winter at Matron like used to be*
- *They are ok for towns this size. I suspect more facilities in Marton would attract more customers.*
- *Why is the pool closed in winter? it seems a bit silly to have an indoor heated pool closed in winter!*
- *excellent all round*
- *need pool all year round*
- *Its a brilliant facility and well kept*
- *Customer service at the swimming pool is the best*
- *the pool has been revitalised recently. very smart complex now.*
- *Would be nice to see longer swimming season.*
- *Pools are there if you want them*
- *Could be open a bit longer*
- *What a fantastic facility to have.*
- *some updating could be done although it may cost a bit. Taihape had a plan/ideas for a wet area for toddlers - what happened to this? maybe do a survey like Makino did*
- *Good service for the community*
- *When it's hot it is really stuffy in there*
- *unfortunate that the small pool has been out of action*
- *have to travel to making during the winter. I require swimming for health reasons as my main form of exercise*
- *marton's pool is great, but needs to be open all year round*
- *facility an asset to community*
- *Taihape small pools were out of action for almost the entire summer*
- *only use the pool now days for visiting grandchildren*
- *Marton's is an excellent facility but i believe it should be free as the death rate ion the sea and rivers is too high*
- *still a great asset to Marton*
- *Marton is an excellent facility but i believe it should be free as the death rate in the sea and rivers is too high*
- *Only go occasionally, when grandchildren visit.*
- *Service is ok but would like the pool to remain open all year round*
- *closed over winter, so for swimming lessons for kids have to go out of town*
- *Pools well maintained by competent staff who relate well to younger users. Would like to see year round accessibility.*
- *.I think there should adverts in local paper*
- *Not heard too much public grizzling.*

- *Marton pool has improved. Please keep it open year round.*
- *Location is a strange thing to query, as swimming pools have not moved, nor are they easily moved!*
- *very well*
- *It is a good setup, wish I had more time to access it!*
- *Pool needs to be open in the winter. It is a covered pool so could be open.*
- *We are very lucky to have such a great pool complex and I hope council continues to keep it going. It would be great to have it in winter as well.*
- *Changing rooms always packed with screaming unsupervised school children*
- *Some swimming instructors are rude and do not interact well with children. No flexibility in "fun activities" at the pool*
- *the pool itself is fine and staff are friendly, but is not catering for the working family from Bulls. In summer we would have loved going for a late night swim after work but would not have been able to be at the pools before 6-6.15p.m and this is leaving us 45 min - 1 hour with the staff already doing there clean up and you feel like you are imposing and don't want them to be late closing. can we have a late family swim night ones a week please?*
- *I am not using the pools, but my children do for school. WOULD be great to see the pool upgrade the car park and make more changes in opening times etc*
- *The swimming pool in Marton is well run*
- *The pool provided in Marton is okay but the service needs improving.*
- *Great facility but would rather it opened year round.*
- *Marton baths are a marvellous facility - seem to be well looked after. One of Marton's great strengths.*
- *The pool is there if i want to use it but living out of town i find the river is closer.*
- *Just started to use them*
- *Swimming pools will always be a burden on Council's so an overall effort is achieved*
- *Great pool, better hours, always clean. Could do with having the ladies shower fixed, it runs really too hot!*
- *I haven't been to the Marton pools for a long time so cannot comment about the services.*
- *Would like aqua classes in Marton. Then I would use*
- *well maintained facility*
- *use at least 3 times a week and find the facilities good though the ladies showers do need looking at. Temperature too hot and very low flow of water*
- *don't use them*
- *good staff and very clean*
- *friendly staff - times opening ok*
- *I had used the pool for aqua aerobics but developed nose sores from being in the water worried that the cleanliness was not up to scratch*
- *hours don't suit be due to work*
- *Great pool here staff lovely well clean lots going on*
- *we love Marton pool facility - clean, well maintained and affordable and friendly staff*
- *has been a long time since using the swimming pool.*
- *haven't been to the pools in over four years*



- *Maintenance of middle/toddler pool should be carried out in winter when pool not open!! My toddlers only had the month of March to swim. Not impressed.*
- *Great facility, friendly staff, low cost, good access.*
- *have not used the pools much in the last year.*
- *very mystified as to the length of the winter closure period. Why is this necessary? the pool should be used by swim schools all year round and widely marketed..and advertised on the main highway as an amazing and magnificent facility.It should be extremely well promoted as 'Martons Exceptional Feature' esp by Real Estate agents etc and the Council of course.Heated and covered Olympic length pools are very few and far between and many find it hard to comprehend there is one in little Marton !*
- *Rarely use*
- *Good facility*
- *Swimming pool an excellent facility with very nice changing rooms. A relative says it is far better than the one provided in Henderson, Auckland*
- *I am happy with our pools here in Marton. I haven't had a problem*
- *dont know*
- *Great staff. pool well maintained. Good work!*
- *Nicholls swim provide a good service. But would be great to keep the pool open all year*
- *vast improvement with new staff*
- *Marton pool is such an asset! The toddlers pool is the best in Wanganui/Manawatu!*
- *its a shame the Taihape pool is only open in the summer time, would be nice to get the kids out when the winter weather*
- *Was never contacted to confirm children's swimming lesson start dates and timings despite ringing to ask several times*
- *Taihape pools has had needed maintenance all season and this has made it impossible for younger children to go to the pools*
- *I took my granddaughter to a learning to swim classes, a wonderful facility, great people excellent service*
- *only know the Marton complex which is really great. Granddaughters come for lessons. session seems a bit short but I guess its down to funding.*
- *Huntermville pool is clean and tidy but in need of some upgrades to its broken concrete surfaces and the tiered seating is quite dangerous. I have coached swimming here over the past few summers and it is a great facility that just need a little bit of a tidy up inside the pool area. Outside is good.*
- *Unfortunately haven't used the pools this past year*
- *working- 6.30am-5.30pm. weekends usually catching up on housework or sleep*
- *on last visit the pool was well maintained*
- *more clocks around pool; music playing; i think the changing rooms need to be improved and family room available maybe 2 family rooms. Shower too hot. I've informed staff, way too hot for children. Better shower needs and timer thats a bit longer.*
- *Overall this is a hard one to answer, the pool closed not long after we arrived last year. I am very happy to hear that it will be shut for a much short period from now on, I do wonder if not closing it at all is viable?*
- *can't be bothered to travel that far to the pools when the river is closer*

- *Only dissatisfied because the pool needs to be open all year round. Its only 50m indoor pool in region. Provide more facilities like tea, coffee, better gym open longer, would attract more visitors if inflatables out for the kids, slides maybe? Dive pool back ? Canoe polo on offer? Etc. Could be our towns centre with better facilities?*
- *Why do you close a heated pool during the times people would enjoy it most...ie winter, I hate swimming in a hot summer indoor heated pool, but love it during colder months*
- *pool let out to others to run, Showers need attention*
- *As i haven't used this facility for a while i can't comment*
- *We are having a lovely summer the weather is great and the pool closes at 5pm except for Fridays nights - no time for workers to swim. Also we are closing the week before easter - early this year and hotter than normal - does this make sense? The length of the opening season should be determined by the weather. More experimentation with opening hours and months opened is needed, along with marketing the pool. Also the little kiddies pools have only just been opened because when checked in October they were found to be leaking and they have taken this long to fix. Why was the check done in October and not May, just after the pool was closed?*
- *The Marton pool would be terrific open year round if enough use could be generated for it. The community profile of the pool seems to have reduced - opening dates/hours etc. It could be the hub for a number of multi-sport events, winter training opportunities etc but seems underutilised to me.*
- *Taihape pool should have been repaired during the winter not once it opened*
- *Would be happier if the Marton pool had a longer season*
- *Not a user - just take grandkids occasionally*
- *Always a very pleasant experience taking the kids in -*
- *i use the marton pool only would prefer extended opening days*

## Libraries

- *Good librarians & books.*
- *As I don't always go to the library what we have satisfies me.*
- *Satisfied*
- *Its a good service for all people*
- *Taihape library is great could do with a bit of a spruce up in the library part*
- *An essential service for many people*
- *use Wanganui Library*
- *I haven't used it for awhile but was weekly for a year or so and found it ok not a lot of variety of books by some Authors*
- *Marton is my closet one - not a very pleasant building to spend time in - always untidy.*
- *all ok*
- *another great service*
- *excellent library with plenty of new books each time I go there*
- *No specific reason*
- *As I am only able to go to the Library on Friday I have graded it accordingly*

- *The library is all I expect from a small town library*
- *I only use the library on occasion.*
- *Do not use this facility enough to pass any comment on services*
- *Good staff, good range of books.*
- *Because the new staff are not good enough and the old staff should be given back there job titles.*
- *Good spot for kids to go. New ideas and keeping up with changes will help this Library well used.*
- *nice staff*
- *Do we really need one up the Kawhatau Valley. How often is it used*
- *Taihape library seems to have gone backwards in the last 12 months. no new books and general organisation not as good*
- *I enjoy the books in there*
- *The library in Marton is good. Good staff and good selection of books*
- *Love the Bulls library, helpful, friendly*
- *customer services staff always very good*
- *was happy when I have visited*
- *Needs too be more DVD's CD's at Bulls library*
- *got plenty of books @ home*
- *"I don't go to the Library often but they are good at the Library.*
- *I work at the opp shop and get all my books from there. "*
- *The library has been of a similar standard in all respects.*
- *Books got for you if required*
- *Too many staff changes, no continuity, have to explain over to different people*
- *only used Marton*
- *very helpful*
- *Always helpful and try to find books not in Taihape, at the other libraries*
- *Customer service is fantastic! Books available are fantastic! books for sale are fantastic!*
- *Natalie does a great job getting new DVDs and books I should use Taihape more*
- *staff are very helpful and knowledgeable*
- *friendly helpful staff. good internet hub*
- *Visit occasionally for reference or newspaper viewing plus take grandchildren in school holidays*
- *Happy with present service.*
- *Marton's is an excellent facility. Don't see the need for or room for improvement*
- *Marton's is an excellent facility. Don't see the need for or room for improvemetn*
- *I used to use libraries a lot when I lived in Wgtn but I read newspapers most of the time now and don't have much time. I support the need for libraries.*
- *no comments just a good service*
- *Range of books, customer service - adequate*
- *I like the people that work there.*
- *Good books etc.*
- *Always leave room for improvement.*

- *Haven't used recently but believe facilities to be about the same*
- *"Why is someone not able to select more than one community library??*
- *I have been frustrated when some library staff were unaware of where items were in the building."*
- *good*
- *Sometimes it takes FOREVER to get a requested book (like from another branch or a reserve). Is there anyone tracking this? Can someone regularly review the outstanding requests and if something is missing, let the requester know?*
- *Same as last year. nothing changed*
- *It's great library, always busy and the staff are excellent.*
- *"While I'm 'neutral' I also think the Marton library building is a disgrace. With the number of vacant buildings in the township surely there is one that could be renovated to provide a more user-friendly, comfortable library space for both users and staff.*
- *A completely separate space for users of computers would also be worth consideration."*
- *Please see premises comments within this survey*
- *Not enough of authors I like*
- *very helpful when I need them. thank you Ladies*
- *I use the library for reference in the newspaper section. We don't seem to get books out that often*
- *The times I have been there the range of books is adequate for the size of the community it serves*
- *Good library for my needs.*
- *Found information I was looking for.*
- *My use is limited. You do not have some of the authors I need.*
- *hardly use a library*
- *Marton library is very good and another good asset for Marton*
- *Marton has a fairly well resourced community library with very helpful staff. the computers are well used by members. The local library should continue to receive significant Council support as they are critical for our community.*
- *very helpful staff - good products - top place!*
- *After school and school holidays the internet services are tied up with kids doing gaming - at times the language from these groups is disgusting - swearing , sexual references etc. outside of these times the library is a good asset.*
- *Staff always polite and helpful absolutely no problems on complaints there.*
- *Out of townner*
- *Happy with the library service*
- *Love the library, your DVD's are outdated and talking books often are scratched, you need more selection.*
- *Nothing much has changed.*
- *Do not generally use our libraries.*
- *I have not used the library for several years. I have a kindle and use the internet for articles and magazines. Besides the on-line magazines offered by the council do not fit my interests.*
- *Only use specific books*
- *staff always helpful*

- *Potentially a late night during the week and outside of library in Marton look needs a paint or something. The inside seems old not up to date and modern*
- *"don't use the library as I buy books to read on my kindle. are looking at downloading app so that I can access books through library but these have to be read in a week.*
- *have used in the past but not for a few years"*
- *have only dropped PR material in to Marton*
- *friendly staff and very helpful*
- *helpful staff have always been able to assist the few times I go to the library looking for something specific*
- *Nice staff could do with building makeover*
- *Dont really visit the library as I get most of the books online*
- *Good to have available*
- *I am not 'very satisfied' because we could do with more books but I love the library*
- *would be nice for Library to have a makeover. especially the exterior paint - looks awful*
- *Its an excellent facility for Marton to have and be Council funded*
- *happy with the library service*
- *Libraries not somewhere I frequent*
- *very satisfied with staff and services provided*
- *Great friendly and helpful staff, good access to a wide range of resources.*
- *do not use the library that often.*
- *satisfactory*
- *Good facility ? Epukapuka*
- *Because DVD's for children are something that has not been provided*
- *I always have good service, they have my range of books and if not, they are happy to order them*
- *dont know*
- *Virtually all the books I read are of a technical nature and are not generally available*
- *full satisfaction*
- *I have always found what I am looking for and service has been good*
- *Open at convenient times*
- *need more computers*
- *Could do with more books that I like to read but on the whole great*
- *Only use to pay these rates occassionally*
- *"well maintained*
- *only visit for the internet"*
- *Same*
- *Marton Library are awesome to deal with*
- *This library satisfies our infrequent needs*
- *Our Library is good but could have work done on the interior and a paint on the exterior.*
- *The atmosphere at the library is fantastic, however, there needs to be a greater selection of books and 'new arrivals' perhaps they could offer a 'request' or 'suggestion' form for people to write their preferred book choices.*
- *helpful friendly staff*

- *Good selection of books and very excellent staff*
- *its a great library and has more than enough*
- *Good range of books, helpful staff, I like the displays of featured books which is changed every week or so, as I find new books there*
- *come in to pay rates, register dogs etc. also things like faxing. staff are great & very helpful & I like the old building.*
- *I dont often visit the library. Hunterville now has its library in the Hunterville School which I am more familiar with, as I have children there.*
- *Nothing specific to note*
- *when possible i pop in to use the computers and staff friendly and helpful*
- *no change from last year*
- *visit only occasionary with grandchildren*
- *the libraries have good books and staff*
- *I think for a small town the Marton library is good. The computers always seem to be use, the staff have always been accommodating and helpful.*
- *havent been for years because they lost one of my books and tried to charge me for it*
- *I don't really use this service*
- *library staff do the best they can in cramped areas.*
- *The library in Marton is very good.*
- *High level of convenience, staff very friendly.*
- *Staff usually very helpful.*
- *Never had any problems with the library service at Taihape*
- *The local library has become like a computer hub for people wanting to use the internet. I'd like to see these guys more separate from the rest of the library. The library isn't easy to use in Marton - books on shelves with little sitting/tables close by to peruse books. Library doesn't seem to be very forward thinking to maintain it's relevancy. Should have areas set up with online resources that aren't just for using the internet.*
- *I use a kindle and Amazon so dont use the library here*
- *Nuetral*
- *I only use the library to access newspapers*
- *Probably use the library once a year but also use e-books, which is useful when travelling.*
- *Recently began using local library - very happy with facilities. Previously used only Wanganui library*
- *like to see less computers*
- *i only read newspapers*

## Community Housing

- *more community housing required in Taihape for its aging population*
- *unable to form an opinion*
- *My flat is well looked after. Grounds maintenance have shown a marked improvement. Only Problem is the Maori wardens who have a unit in our community housing and they will continue to park immediately outside the gate making it difficult for old people (Some very*

*unsteady on their feet) to be picked up. Maybe they should be sent a letter. They have been spoken to on a number of occasions but makes no difference. Shouldn't have to park a mile away.*

- *Because I don't go to Taihape*
- *I'm not in a position to comment*
- *I can only comment on what I see from the outside and that is they looked to be well maintained.*
- *own my home*
- *I know nothing about community housing.*
- *have no idea on this subject*
- *Not Council problem to house people*
- *not sure what community housing is*
- *non user*
- *don't use them*
- *look the one at Pukepapa road run down*
- *Don't know which properties they are!*
- *don't use*
- *na*
- *I am very pleased with my council flat and the staff are friendly and helpful.*
- *Having lived in unit over 7 years had no redecoration etc*
- *I live in one*
- *people that live there seem happy*
- *no experience*
- *facilities look dreary/depressing. I would hate to have a family member living there*
- *I cant answer as we are not in council housing*
- *have had no need for use*
- *Not involved in Council housing.*
- *Don't know anything about them. Not even sure I know where they are*
- *dont know anything about them. Not even sure I know where they are*
- *dont use them*
- *just what ive seen when visiting people*
- *No need to know anything about it.*
- *I visit a friend sometimes who lives in a small flat. Looks similar to Motel accommodation. Ok to me.*
- *Don't know anything about them.*
- *Have no idea.*
- *No Comment - don't use*
- *"HOW can I answer question 37 when I have responded:*
- *No to Q34, Don't know to Q35 and Q36??"*
- *Know no-one living in council housing so cannot comment*
- *Nothing has changed*
- *The council flats I have visited seem to be well maintained.*
- *Because I have no idea where they're situated or what state they're in*

- *I don't really know what Council provided community housing looks like*
- *Non-user*
- *Sometimes good response and sometimes very slow*
- *No contact with community housing*
- *Don't know*
- *Have nothing to do with it*
- *do not know*
- *I haven't been into the flats to know much.*
- *I don't use this services, but it appears that this level of housing is adequate*
- *I'm unfamiliar with council housing*
- *Dont know anything about it.*
- *Not a customer*
- *don't use*
- *I have no informed knowledge to comment on.*
- *don't use them*
- *Know little about it*
- *older - poorer residents need housing assistance - helps maintain people to stay in Marton*
- *its ok but we can always use more.*
- *Can't comment as have no knowledge or contacts in this area.*
- *Dont use them*
- *Not known*
- *Should not need to answer questions 31-33 because we answers No to question 30.*
- *Have not used this service*
- *I live in a private rental property.*
- *Simply do not know.*
- *I do not live in community housing.*
- *Never had cause to use them*
- *don't use community housing*
- *don't know anything about it*
- *Do not use*
- *no nothing about it*
- *don't know or use these buildings*
- *have nothing to do with them*
- *have seen no new facilities*
- *Council flats need to be kept up to date - maintenance wise*
- *don't know*
- *do not rent council housing and know very little about them*
- *no knowledge, no comment*
- *Don't know*
- *Don't want live in a council house*
- *do not have anything to do with housing*
- *because I don't know anything about the community housing*
- *no association with this*



- *never used this service or know anybody who has*
- *No experience of this area*
- *have no recent information on community housing.*
- *no knowledge of this.*
- *Not applicable*
- *Don't live in one of them*
- *Know nothing*
- *we have got council flats in Bulls*
- *no involvement*
- *aged neighbour now domiciled in Marton Council flats*
- *Have never visited community housing*
- *because I don't stay in one*
- *As a resident looking in, they are affordable and some are more comfortable than others. Wellington Rd flats are unattractive. E.g Concrete walls, concrete floors*
- *Never lived in one*
- *dont know*
- *have no knowledge of the situation*
- *I think the Council do well in this area*
- *Because we live on a farm and we own our home and our son lives in it*
- *Don't know*
- *I haven't had any experience with community housing*
- *I don't live in these houses*
- *Have never had a community funded house so have no opinion.*
- *Don't know what is available and how this service works*
- *don't know anything about it.*
- *have someone that works in an elderly home, place looks up to standard*
- *Sorry I don't know*
- *cause I own my own house*
- *Don't use it*
- *I am unaware of which areas / houses are community housing*
- *I know nothing about the above*
- *NA*
- *I know nothing about community housing*
- *only visited - condensation and damp not good*
- *I know nothing about community housing*
- *I have never used community housing*
- *as we live at Scotts ferry & own our home I cant coment.*
- *I have had no involvement*
- *Don't use it and do not where they are located.*
- *I dont know much about the condition of this housing now.*
- *No personal experience to gauge community housing*
- *my sister inlaw reckons you rick*
- *have had no need for use*

- *dont know much about community housing*
- *should make these flats available to beneficiaries. i think the quality of housing needs to eb considered and the maintainence. Also are they insulated? I spoke to a lady who lives in wellington rd flats recently and she told me they are so cold. perhaps its time to rebuild them. would you like your elderly family member living like this??*
- *Dont know anything about community housing*
- *I have no experience and therefore no opinion on this topic*
- *not really used any*
- *Do not use this*
- *Never used or been near community housing. Didn't know it existed*
- *Not in a state home*
- *I am not familiar with this*
- *Na*
- *I don't know enough about this topic to have a valid opinion but I am really glad the Council continues to support the elderly in this manner. It is very important.*
- *do not use*
- *from what i know of the pensioner flats*
- *Do not know much about council community housing*
- *Have no experience or knowledge of the community housing in my community.*
- *Ive visited the ones on Wellington Road. They need insulating and up grading. I wouldnt want to I ive in one*
- *Have had nothing to do with them*
- *Have not heard ant complaints from locals*
- *I have no idea*
- *I do believe we could improve the properties to some degree, but haven't investigated this in detail*
- *No experience*
- *dont know enough to comment.*
- *Not sure about this as I have nothing to do with housing.*
- *I have no idea where the community housing is.*